

	HMO: ACCESS/AVAILABILITY OF CARE									
	Call Abandonment <sup>a</sup>	Call Answer Timeliness	Alcohol and Other Drug Dependence Treatment						Prenatal and Postpartum Care	
			Initiation - Total	Initiation - Age 13-17	Initiation - Age 18+	Engagement - Total	Engagement - Age 13-17	Engagement - Age 18+	Timely Initiation of Prenatal Care	Postpartum Care
Aetna	1 1 1 ↓	81 82 84 ↓	45 44 44	54 39 41 ↑	45 44 44	16 15 16	26 12 18 ↑	15 15 15	85 90 90	71 85 85 ↓
Anthem Blue Cross	4 3 NR ↓	70 74 NR ↓	29 NR 31 ↓	33 NR 29	29 NR 31 ↓	10 NR 7 ↑	12 NR 9	10 NR 7 ↑	NR 95 95	NR 91 91
Blue Shield of CA	NR NR NR	NR NR NR	44 40 41 ↑	43 38 38	44 40 41 ↑	11 8 10 ↑	9 7 9	11 8 10 ↑	92 96 95 ↓	82 85 84
CIGNA	2 2 2 ↑	73 70 72 ↑	40 40 39	51 43 33 ↑	38 39 39	17 14 14	22 16 19	16 14 14	96 96 96	88 84 84
Health Net	8 4 7 ↓	59 72 67 ↓	32 36 37 ↓	37 42 43	32 36 37 ↓	11 14 13 ↓	12 20 21 ↓	10 14 12 ↓	97 97 97	86 84 84
Kaiser Permanente N Cal	2 2 2 ↑	80 81 79 ↑	35 38 41 ↓	47 49 47	35 38 41 ↓	18 20 20 ↓	27 29 25	18 19 20 ↓	97 97 97	92 92 89
Kaiser Permanente S Cal	2 2 2 ↑	81 83 80 ↑	36 37 39 ↓	44 46 47 ↓	35 36 38 ↓	17 18 17 ↓	24 27 25 ↓	16 17 16 ↓	98 94 94 ↑	90 88 82 ↑
UnitedHealthCare	2 0 0	79 0 0 ↑	28 0 0 ↓	26 0 0 ↑	28 0 0 ↓	10 0 0 ↑	15 0 0 ↑	9 0 0 ↑	98 0 0	89 0 0
Western Health Advantage	0 0 0	100 100 100 ↓	17 NA 24	NA NA NA	18 NA 24	6 NA 5	NA NA NA	6 NA 5	96 94 94	85 84 84

NOTES    ↑ - Positive statistical significance  
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	HMO: BEHAVIORAL HEALTH					
	Follow-up Care - ADHD		Antidepressant Medication Management		Follow-up After Hospitalization for Mental Illness	
	Initiation Phase	Continuation and Maintenance	Effective Acute Phase Treatment	Effective Continuation Phase Treatment	Follow-up within 30 days of hospital discharge	Follow-up within 7 days of hospital discharge
Aetna	22 ↑ 12 19	30 ↑ 11 26	55 56 57	39 ↓ 40 43	74 75 75	61 63 59
Anthem Blue Cross	39 35 36	47 ↑ 36 42	56 55 57	39 39 41	77 ↑ 70 73	59 ↑ 50 56
Blue Shield of CA	40 ↑ 39 35	43 49 40	60 59 58	47 ↑ 45 43	84 ↓ 87 81	71 ↓ 75 69
CIGNA	41 35 36	59 ↑ 40 36	57 59 56	42 45 40	77 ↑ 68 61	60 ↑ 54 44
Health Net	31 32 33	32 35 34	59 ↑ 56 57	45 ↑ 42 42	76 ↓ 80 77	60 62 58
Kaiser Permanente N Cal	47 ↑ 44 30	46 ↑ 39 29	87 ↓ 89 85	64 ↓ 70 63	88 ↑ 86 84	77 ↑ 74 72
Kaiser Permanente S Cal	33 34 35	34 35 37	76 ↓ 86 87	56 ↓ 66 66	85 ↑ 84 83	75 ↑ 75 73
UnitedHealthCare	32 0 0	38 0 0	57 0 0	42 0 0	82 ↓ 0 0	72 ↓ 0 0
Western Health Advantage	39 34 38	NA 35 37	63 61 59	48 ↑ 45 41	87 86 83	70 70 72

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	HMO: CARDIOVASCULAR CONDITIONS			
	Controlling High Blood Pressure	Cholesterol Management - Cardiovascular Conditions		Persistence of Beta-Blocker
		LDL-C Screening	LDL-C <100 mg/dL	
Aetna	65 63 63	90 88 91	60 56 61	59 69 64
Anthem Blue Cross	NR 71 71	92 92 90	71 71 69	62 65 68
Blue Shield of CA	65 65 64	89 89 91	60 60 62	74 74 74
CIGNA	68 62 62	89 89 88	61 61 61	75 64 64
Health Net	66 69 63	93 93 92	70 70 71	72 75 73
Kaiser Permanente N Cal	84 80 80	95 ↑ 94 93	74 ↑ 75 73	84 ↓ 88 88
Kaiser Permanente S Cal	84 84 79	96 ↑ 95 ↑ 94	74 ↑ 73 ↑ 69	84 84 85
UnitedHealthCare	67 0 0	90 0 0	63 0 0	75 0 0
Western Health Advantage	69 64 64	90 90 90	65 65 60	76 NA 83

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	HMO: DIABETES								
	Comprehensive Diabetes Care								
	HbA1c Test	HbA1c < 8.0 percent	HbA1c <=9.0 percent	Retinal Exam	LDL-C Screening	LDL-C <100 mg/dL	Nephropathy Monitoring	Blood Pressure Control (<130/80)	Blood Pressure Control (<140/90)
Aetna	91 89 88	61 0 0	73 67 70	51 50 56	90 87 85	55 46 47	89 83 85	0 33 35	65 62 65
Anthem Blue Cross	87 87 90	70 0 0	86 86 76	53 53 57	85 85 86	45 48 54	84 84 86	0 37 37	67 67 74
Blue Shield of CA	90 90 87	65 0 0	76 76 72	64 64 62	86 86 85	50 50 49	87 87 84	0 37 34	69 68 67
CIGNA	91 91 89	64 0 0	77 77 71	56 55 57	88 88 88	50 50 53	88 88 87	0 32 27	65 65 61
Health Net	91 91 91	68 0 0	78 78 76	61 61 61	87 87 87	55 55 49	86 86 85	0 31 32	65 65 67
Kaiser Permanente N Cal	94 92 91	68 0 0	81 80 79	71 71 70	92 92 89	66 66 63	92 91 93	0 57 55	80 80 79
Kaiser Permanente S Cal	94 93 90	66 0 0	78 76 74	79 73 73	94 93 89	67 63 55	96 98 92	0 62 54	84 83 80
UnitedHealthCare	89 0 0	64 0 0	75 0 0	55 0 0	85 0 0	51 0 0	85 0 0	70 0 0	80 0 0
Western Health Advantage	89 87 87	66 0 0	77 75 71	55 53 51	87 85 83	51 48 48	87 86 80	0 37 30	70 70 60

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		HMO: MEDICATION MANAGEMENT				
		Annual Monitoring Persistent Medications				
		Total	ACE or ARBs	Digoxin	Diuretics	Anticonvulsants
YEARS	2011					
	2010					
	2009					
	NCQA ROTATION					
Aetna		76 72 72	77 73 0	85 86 0	75 72 0	53 55 0
Anthem Blue Cross		78 77 69	78 78 0	84 83 0	78 77 0	55 57 0
Blue Shield of CA		78 75 73	79 76 0	84 83 0	77 75 0	54 55 0
CIGNA		77 77 73	78 78 0	87 80 0	77 77 0	52 55 0
Health Net		78 77 73	79 77 0	83 84 0	78 77 0	54 59 0
Kaiser Permanente N Cal		75 70 70	77 73 0	87 82 0	73 68 0	57 58 0
Kaiser Permanente S Cal		88 75 74	89 77 0	96 91 0	88 73 0	76 65 0
UnitedHealthCare		81 0 0	87 0 0	80 0 0	57 0 0	84 0 0
Western Health Advantage		78 77 75	79 78 0	83 83 0	78 77 0	54 53 0

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	HMO: MUSCULOSKELETAL CONDITIONS	
	Anti-Rheumatic Drug Therapy	Low Back Pain Imaging
Aetna	2011: 90 2010: 89 2009: 82 ↑	2011: 79 2010: 79 2009: 79
Anthem Blue Cross	2011: 82 2010: 80 2009: 81	2011: 78 2010: 78 2009: 78
Blue Shield of CA	2011: 87 2010: 86 2009: 85	2011: 78 2010: 78 2009: 77
CIGNA	2011: 85 2010: 81 2009: 83	2011: 77 2010: 76 2009: 76
Health Net	2011: 85 2010: 84 2009: 83	2011: 79 2010: 79 2009: 78
Kaiser Permanente N Cal	2011: 88 2010: 90 2009: 90 ↓ ↓ ↓	2011: 87 2010: 83 2009: 79 ↑ ↑
Kaiser Permanente S Cal	2011: 94 2010: 84 2009: 83 ↑ ↑	2011: 81 2010: 80 2009: 79 ↑ ↑
UnitedHealthCare	2011: 78 2010: 0 2009: 0	2011: 60 2010: 0 2009: 0 ↑
Western Health Advantage	2011: 85 2010: 91 2009: 85	2011: 81 2010: 82 2009: 81

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	HMO: PREVENTION AND SCREENING																		
	Adult BMI Assessment	Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening in Women			Childhood Immunizations								Colorectal Cancer Screening	Weight Assess., nutrition, activity counseling for kids			
				Age 16-20	Age 21-24	Total	Combo 3	Combo 2	MMR	HiB	VZV	HepB	DTaP	IPV		Pneumococcal Conjugate	Total BMI	3 - 11 years BMI	12 - 17 years BMI
Aetna	40 0 0	68 69 65	75 75 86	44 41 43	54 51 50	49 47 47	70 70 76	76 76 83	0 91 0	0 94 0	0 90 0	0 85 0	0 84 0	0 90 0	0 83 0	58 55 53	43 0 0	45 0 0	41 0 0
Anthem Blue Cross	45 0 0	72 72 69	78 77 83	46 46 40	55 56 48	51 51 44	73 73 80	77 77 85	0 91 0	0 97 0	0 93 0	0 91 0	0 88 0	0 93 0	0 84 0	64 64 61	27 0 0	28 0 0	26 0 0
Blue Shield of CA	41 0 0	74 73 72	77 77 84	40 40 41	47 48 48	43 43 45	74 74 74	78 78 80	0 91 0	0 97 0	0 90 0	0 93 0	0 86 0	0 93 0	0 86 0	65 60 59	24 0 0	24 0 0	24 0 0
CIGNA	NR 0 0	71 72 71	80 80 81	46 46 44	55 53 53	50 49 49	75 75 79	78 78 83	0 91 0	0 96 0	0 91 0	0 91 0	0 84 0	0 90 0	0 82 0	66 56 57	NR 0 0	NR 0 0	NR 0 0
Health Net	55 0 0	73 73 71	77 76 84	47 46 44	56 54 50	51 50 47	77 77 81	82 82 85	0 91 0	0 98 0	0 90 0	0 94 0	0 89 0	0 94 0	0 85 0	66 58 60	35 0 0	31 0 0	40 0 0
Kaiser Permanente N Cal	94 0 0	83 84 82	86 85 87	57 56 61	64 64 69	60 60 65	82 81 80	84 83 82	0 92 0	0 97 0	0 91 0	0 94 0	0 87 0	0 94 0	0 88 0	75 69 69	79 0 0	76 0 0	82 0 0
Kaiser Permanente S Cal	97 0 0	81 82 80	86 86 87	64 63 66	74 72 70	69 68 68	85 81 80	87 83 84	0 91 0	0 95 0	0 92 0	0 94 0	0 87 0	0 92 0	0 87 0	70 69 65	97 0 0	96 0 0	99 0 0
UnitedHealthCare	73 0 0	77 0 0	48 0 0	56 0 0	52 0 0	69 0 0	75 0 0	61 0 0	32 0 0	30 0 0	35 0 0	23 0 0	95 0 0	88 0 0	90 0 0	49 0 0	65 0 0	83 0 0	28 0 0
Western Health Advantage	68 0 0	74 75 73	78 78 83	48 48 47	53 59 59	50 53 53	76 76 78	80 80 84	0 87 0	0 94 0	0 88 0	0 93 0	0 86 0	0 92 0	0 86 0	64 63 55	38 0 0	34 0 0	45 0 0

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	HMO: RESPIRATORY CONDITIONS									
	Avoidance of Antibiotic Treatment - Acute Bronchitis	Use of Appropriate Medications - Asthma			Testing for Children with Pharyngitis	Pharmacotherapy Management of COPD Exacerbation		Use of Spirometry Testing - COPD	Treatment for Children with URI	
		Age 5-11	Age 12-50	Total		Systemic corticosteroid within 14 days	Bronchodilator with 30 days			
Aetna	22 23 23	95 96 95	91 91 91	92 92 91	49 44 38	74 75 0	86 84 0	25 0 0	86 84 84	
Anthem Blue Cross	33 29 23	97 96 98	91 91 90	92 92 91	49 47 39	65 NR 0	68 NR 0	29 0 0	90 89 86	
Blue Shield of CA	20 21 20	97 96 97	91 91 91	93 92 92	50 49 42	63 58 0	78 71 0	31 0 0	87 87 85	
CIGNA	23 25 27	97 95 94	91 93 92	92 93 92	51 50 41	51 59 0	76 80 0	32 0 0	90 90 88	
Health Net	23 23 22	95 97 97	92 91 91	92 92 92	53 51 47	63 68 0	80 76 0	27 0 0	89 89 87	
Kaiser Permanente N Cal	51 44 48	98 97 99	94 94 95	95 95 96	91 91 88	72 76 0	90 87 0	52 0 0	97 97 97	
Kaiser Permanente S Cal	45 34 21	98 97 96	97 96 95	97 96 95	94 91 87	73 73 0	87 86 0	51 0 0	98 98 97	
UnitedHealthCare	90 0 0									
Western Health Advantage	23 21 17	96 98 96	92 94 92	93 94 92	73 69 68	NA 60 0	NA 69 0	38 0 0	91 93 89	

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