

	YEARS 2011 2010 2009 NCQA ROTATION	PPO: ACCESS/AVAILABILITY OF CARE							
		Call Abandonment ^a	Call Answer Timeliness	Alcohol and Other Drug Dependence Treatment					
				Initiation - Total	Initiation - Age 13-17	Initiation - Age 18+	Engagement - Total	Engagement - Age 13-17	Engagement - Age 18+
Aetna	1 1 1 	81 82 83 	36 38 37 	40 41 37 	36 37 37 	16 15 15 	18 18 16 	15 14 15 	
Anthem Blue Cross	4 3 NR 	70 74 NR 	33 31 37 	35 35 38 	32 31 37 	11 11 12 	14 13 17 	11 10 11 	
Blue Shield of CA	NR NR NR 	NR NR NR 	45 41 42 	40 37 40 	45 41 42 	7 8 10 	8 9 14 	7 8 10 	
CIGNA	2 0 0 	77 0 0 	37 0 0 	36 0 0 	37 0 0 	15 0 0 	19 0 0 	14 0 0 	
Health Net	8 4 7 	59 72 67 	35 38 48 	39 17 NA 	35 39 48 	8 9 23 	7 6 NA 	8 9 23 	
UnitedHealthCare	2 2 2 	78 77 82 	39 39 40 	39 42 41 	39 39 40 	14 14 13 	14 17 15 	14 14 13 	

NOTES - Positive statistical significance
 - Negative statistical significance

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	PPO: 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	40 37 39	47 40 41	62 62 63	45 45 48	72 73 70	54 56 51
Anthem Blue Cross	40 39 35 ↑	45 46 38 ↑	67 60 62 ↑↑	50 44 47 ↑↑	68 65 61 ↑↑	50 47 43 ↑↑
Blue Shield of CA	39 36 38	42 42 38	62 61 63	46 46 48	69 69 60 ↑	57 57 49 ↑
CIGNA	43 0 0 ↑	49 0 0	65 0 0	48 0 0	74 0 0 ↑↑	55 0 0 ↑↑
Health Net	37 28 29	34 24 33	65 60 NA	52 46 NA	58 57 NA	43 43 NA
UnitedHealthCare	39 35 34	43 40 37	63 62 61	48 47 47	79 80 84 ↓	66 67 63

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	PPO: CARDIOVASCULAR CONDITIONS					
	Cholesterol Management - Cardiovascular Conditions			Persistence of Beta-Blocker		
	LDL-C Screening		LDL-C <100 mg/dL ^b			
Aetna	91 91 81		59 0 0		67 68 66	
Anthem Blue Cross	85 75 76		46 0 0		62 65 55	
Blue Shield of CA	77 76 77		42 0 0		68 68 70	
CIGNA	89 0 0		64 0 0		78 0 0	
Health Net	89 89 83		67 0 0		65 69 72	
UnitedHealthCare	83 83 65		59 0 0		70 72 76	

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		PPO: DIABETES						
		Comprehensive Diabetes Care						
		HbA1c Test	HbA1c < 8.0 percent ^b	HbA1c <=9.0 percent ^b	Retinal Exam ^b	LDL-C Screening	LDL-C <100 mg/dL ^b	Nephropathy Monitoring
Aetna	86 0 0	69 0 0	73 0 0	54 0 0	82 0 0	49 0 0	79 0 0	63 0 0
Anthem Blue Cross	83 0 0	44 0 0	50 0 0	33 0 0	79 0 0	35 0 0	71 0 0	40 0 0
Blue Shield of CA	82 0 0	45 0 0	52 0 0	35 0 0	77 0 0	33 0 0	74 0 0	52 0 0
CIGNA	91 0 0	62 0 0	73 0 0	47 0 0	85 0 0	48 0 0	83 0 0	68 0 0
Health Net	88 0 0	67 0 0	75 0 0	51 0 0	80 0 0	44 0 0	80 0 0	59 0 0
UnitedHealthCare	89 0 0	64 0 0	72 0 0	55 0 0	84 0 0	50 0 0	79 0 0	65 0 0

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		PPO: MEDICATION MANAGEMENT				
		Annual Monitoring Persistent Medications				
		Total	ACE or ARBs	Digoxin	Diuretics	Anticonvulsants
YEARS	2011					
	2010					
	2009					
	NCQA ROTATION					
	Aetna	76 75 75	77 76 76	80 81 77	76 75 75	56 57 57
	Anthem Blue Cross	76 75 73	77 76 74	76 75 75	76 75 73	55 54 54
Blue Shield of CA	72 73 73	73 74 74	73 75 74	72 73 73	53 55 53	
CIGNA	76 0 0	77 0 0	75 0 0	76 0 0	53 0 0	
Health Net	76 74 74	77 75 75	85 85 85	76 74 75	53 53 58	
UnitedHealthCare	70 71 70	71 72 71	69 67 68	69 70 69	51 54 54	

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	PPO: MUSCULOSKELETAL CONDITIONS	
	Anti-Rheumatic Drug Therapy	Low Back Pain Imaging
Aetna		
Anthem Blue Cross		
Blue Shield of CA		
CIGNA		
Health Net		
UnitedHealthCare		

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		PPO: PREVENTION AND SCREENING				
		Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening in Women		
		Total		Age 16-20	Age 21-24	Total
	Aetna	 67 68 68	 79 80 79	 38 40 39	 47 49 47	 43 45 43
	Anthem Blue Cross	 66 69 65	 75 77 74	 36 35 34	 43 42 40	 40 38 37
	Blue Shield of CA	 66 68 67	 76 77 77	 32 31 32	 41 40 39	 37 36 36
	CIGNA	 67 0 0	 78 0 0	 38 0 0	 48 0 0	 43 0 0
	Health Net	 63 63 62	 74 75 74	 35 33 34	 43 41 40	 39 37 37
	UnitedHealthCare	 69 68 60	 77 77 70	 39 40 39	 46 48 46	 43 44 42

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		PPO: 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		
YEARS										
	Aetna	26 27 33 ↓	95 98 95 ↓	91 91 92	92 93 93	59 58 52 ↑	71 69 54 ↑	82 84 67 ↑	33 35 36	89 89 89
	Anthem Blue Cross	34 32 42 ↑	97 96 97	92 91 91 ↑	93 92 92 ↑	67 58 53 ↑	57 NR 44 ↑	66 NR 62	38 34 34 ↑	89 88 88 ↑
	Blue Shield of CA	23 26 27 ↓	97 97 98	91 91 91	92 92 92	63 62 60 ↑	55 55 50	76 60 63 ↑	37 34 34	88 87 87 ↑
	CIGNA	25 0 0 ↓	96 0 0	93 0 0	94 0 0	58 0 0 ↑	61 0 0	78 0 0	33 0 0	90 0 0
	Health Net	23 27 28 ↓	99 99 96	89 90 91	91 92 93	59 58 58	NA 58 67	NA 84 88	36 34 35	87 87 86
	UnitedHealthCare	24 26 25 ↓	96 96 95	93 93 92	94 94 93	61 60 57 ↑	67 58 59	78 79 77	36 32 31 ↑	91 90 89 ↑

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