

Comparative Analysis of Audited
Results from TennCare MCOs



August 2015

2015 Annual

HEDIS/ CAHPS Report



State of Tennessee
Department of Finance & Administration
Bureau of TennCare

prepared by
Qsource.

Arkansas | Indiana | Kentucky | Tennessee

Table of Contents

- List of Tables..... 4**
- List of Figures 5**
- Acknowledgements/Copyrights 9**
- Acronyms and Initialisms..... 10**
- Executive Summary 13**
- Background..... 14**
 - HEDIS Measures—Domains of Care 14***
 - Effectiveness of Care Measures 14***
 - Prevention and Screening..... 15
 - Adult BMI Assessment (ABA) 15*
 - Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)..... 15*
 - Childhood Immunization Status (CIS) 15*
 - Immunizations for Adolescents (IMA)..... 15*
 - Human Papillomavirus Vaccine for Female Adolescents (HPV) 16*
 - Lead Screening in Children (LSC) 16*
 - Breast Cancer Screening (BCS)..... 16*
 - Cervical Cancer Screening (CCS)..... 16*
 - Non-Recommended Cervical Cancer Screening in Adolescent Females (NCS) 16*
 - Chlamydia Screening in Women (CHL) 16*
 - Respiratory Conditions..... 16
 - Appropriate Testing for Children With Pharyngitis (CWP) 16*
 - Appropriate Treatment for Children With Upper Respiratory Infection (URI)..... 16*
 - Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (AAB)..... 17*
 - Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)..... 17*
 - Pharmacotherapy Management of COPD Exacerbation (PCE)..... 17*
 - Use of Appropriate Medications for People With Asthma (ASM)..... 17*
 - Medication Management for People With Asthma (MMA)..... 17*
 - Asthma Medication Ratio (AMR) 17*
 - Cardiovascular Conditions 18
 - Controlling High Blood Pressure (CBP) 18*
 - Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)..... 18*
 - Diabetes 18
 - Comprehensive Diabetes Care (CDC)..... 18*
 - Musculoskeletal Conditions 18
 - Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)..... 18*
 - Use of Imaging Studies for Low Back Pain (LBP)..... 19*
 - Behavioral Health..... 19
 - Antidepressant Medication Management (AMM)..... 19*
 - Follow-Up Care for Children Prescribed ADHD Medication (ADD)..... 19*
 - Follow-Up After Hospitalization for Mental Illness (FUH) 19*

- Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD) 19
- Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD) 20
- Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia (SMC) 20
- Use of Multiple Concurrent Antipsychotics in Children and Adolescents (APC) 20
- Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM) 20
- Medication Management 20
 - Annual Monitoring for Patients on Persistent Medications (MPM) 20
- Measures Collected Through CAHPS Health Plan Survey 21
 - Flu vaccinations for adults ages 18 to 64 (FVA) 21
 - Medical Assistance With Smoking and Tobacco Use Cessation (MSC) 21
- Access/Availability of Care Measures 21**
 - Adults’ Access to Preventive/Ambulatory Health Services (AAP) 21
 - Children and Adolescents’ Access to Primary Care Practitioners (CAP) 21
 - Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET) 22
 - Prenatal and Postpartum Care (PPC) 22
 - Call Answer Timeliness (CAT) 22
 - Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP) 22
- Utilization and Relative Resource Use 22**
 - Utilization 22
 - Frequency of Ongoing Prenatal Care (FPC) 22
 - Well-Child Visits in the First 15 Months of Life (W15) 23
 - Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34) 23
 - Adolescent Well-Care Visits (AWC) 23
 - Relative Resource Use 23
- Experience of Care 23**
 - CAHPS Health Plan Survey 5.0H Adult Version (CPA) 24
 - Getting Needed Care 24
 - Getting Care Quickly 24
 - How Well Doctors Communicate 24
 - Customer Service 25
 - Shared Decision Making 25
 - Additional Questions 25
 - CAHPS Health Plan Survey 5.0H Child Version: General Population (CPC) 25
 - Getting Needed Care 26
 - Getting Care Quickly 26
 - How Well Doctors Communicate 26
 - Customer Service 26
 - Shared Decision Making 26
 - Additional Questions 26
 - CAHPS Health Plan Survey 5.0H Child Version: Children With Chronic Conditions (CCC) 26
 - Access to Specialized Services 27
 - Family Centered Care: Personal Doctor Who Knows Child 27

Coordination of Care for Children With Chronic Conditions 27

Family Centered Care: Getting Needed Information 27

Access to Prescription Medicines..... 27

Results **28**

Statewide Performance..... **28**

Individual Plan Performance **33**

HEDIS Trending Since 2006— Statewide Weighted Rates **42**

 Effectiveness of Care Measures—Prevention and Screening 43

 Effectiveness of Care Measures—Respiratory Conditions..... 53

 Effectiveness of Care Measures—Cardiovascular Conditions 59

 Effectiveness of Care Measures—Diabetes 60

 Effectiveness of Care Measures—Musculoskeletal Conditions..... 62

 Effectiveness of Care Measures—Behavioral Health..... 62

 Effectiveness of Care Measures—Medication Management 65

 Access/Availability of Care Measures..... 66

 Utilization and Relative Resource Use..... 70

APPENDIX A | 2015 HEDIS Additional Measures, Rates and Benchmarks

 **A-1**

 Utilization Measures.....A-1

Frequency of Selected Procedure (FSP)A-1

Ambulatory Care (AMB)A-1

Inpatient Utilization – General Hospital/Acute Care (IPU)A-1

Identification of Alcohol and Other Drug Services (IAD)A-1

Mental Health Utilization (MPT)A-1

Antibiotic Utilization (ABX)A-1

 Utilization Measures: Plan-Specific Rates/National BenchmarksA-2

APPENDIX B | HEDIS 2014 National Medicaid Means and Percentiles **B-1**

APPENDIX C | MCO Population Reported in Member Months**C-1**

APPENDIX D | Measure Reporting Options **D-1**

List of Tables

Table 1a. HEDIS 2015 State to National Rates: Effectiveness of Care Measures 28

Table 1b. HEDIS 2015 State to National Rates: Effectiveness of Care Measures Where Lower Rates Indicate Better Performance..... 32

Table 2. HEDIS 2015 State to National Rates: Access/Availability of Care Measures..... 32

Table 3. HEDIS 2015 State to National Rates: Utilization Measures..... 33

Table 4. MCO HEDIS 2015 Rating Determination 34

Table 5a. HEDIS 2015 Plan-Specific Rates: Effectiveness of Care Measures 34

Table 5b. HEDIS 2015 Plan-Specific Rates: Effectiveness of Care Measures Where Lower Rates Indicate Better Performance 38

Table 6. HEDIS 2015 Plan-Specific Rates: Access/Availability of Care Measures 38

Table 7. HEDIS 2015 Plan-Specific Rates: Use of Services Measures 39

Table 8. MCO 2014 CAHPS Rating Determination 39

Table 9. 2015 CAHPS 5.0H Adult Medicaid Survey Results 40

Table 10. 2015 CAHPS 5.0H Child Medicaid Survey Results (General Population)..... 40

Table 11. 2015 CAHPS 5.0H Child Medicaid Survey Results (Children with Chronic Conditions) 41

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures A-2

Table B. HEDIS 2014 National Medicaid Means and Percentiles B-1

Table C. HEDIS 2015 MCO Population Reported in Member Months by Age and Sex..... C-1

Table D. HEDIS Measure Reporting Options D-1

List of Figures

Fig. 1. Adult BMI Assessment (ABA) 43

Fig. 2. Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)— BMI Percentile: 3–11 years 43

Fig. 3. WCC—BMI Percentile: 12–17 years..... 43

Fig. 4. WCC—BMI Percentile: Total 43

Fig. 5. WCC—Counseling for Nutrition: 3–11 years 44

Fig. 6. WCC—Counseling for Nutrition: 12–17 years 44

Fig. 7. WCC—Counseling for Nutrition: Total..... 44

Fig. 8. WCC—Counseling for Physical Activity: 3–11 years 44

Fig. 9. WCC—Counseling for Physical Activity: 12–17 years 45

Fig. 10. WCC—Counseling for Physical Activity: Total..... 45

Fig. 11. Childhood Immunization Status (CIS)—DTaP 45

Fig. 12. CIS—IPV 45

Fig. 13. CIS—MMR..... 46

Fig. 14. CIS—HiB 46

Fig. 15. CIS—HepB..... 46

Fig. 16. CIS—VZV 46

Fig. 17. CIS—PCV..... 47

Fig. 18. CIS—HepA..... 47

Fig. 19. CIS—RV 47

Fig. 20. CIS—Influenza 47

Fig. 21. CIS—Combination 2 48

Fig. 22. CIS—Combination 3 48

Fig. 23. CIS—Combination 4 48

Fig. 24. CIS—Combination 5 48

Fig. 25. CIS—Combination 6 49

Fig. 26. CIS—Combination 7 49

Fig. 27. CIS—Combination 8 49

Fig. 28. CIS—Combination 9 49

Fig. 29. CIS—Combination 10 50

Fig. 30. Immunizations for Adolescents (IMA)—Meningococcal 50

Fig. 31. IMA—Tdap/Td 50

Fig. 32. IMA—Combination 1 50

Fig. 33. Human Papillomavirus Vaccine for Female Adolescents (HPV) 51

Fig. 34. Lead Screening in Children (LSC) 51

Fig. 35. Breast Cancer Screening (BCS) 51

Fig. 36. Cervical Cancer Screening (CCS) 51

Fig. 37. Non-Recommended Cervical Cancer Screening in Adolescent Females (NCS) 52

Fig. 38. Chlamydia Screening in Women (CHL): 16–20 years 52

Fig. 39. CHL: 21–24 years 52

Fig. 40. CHL: Total 52

Fig. 41. Appropriate Testing for Children With Pharyngitis (CWP) 53

Fig. 42. Appropriate Treatment for Children With Upper Respiratory Infection (URI) 53

Fig. 43. Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (AAB) 53

Fig. 44. Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR) 53

Fig. 45. Pharmacotherapy Management of COPD Exacerbation (PCE)—Systemic
Corticosteroid 54

Fig. 46. PCE—Bronchodilator 54

Fig. 47. Use of Appropriate Medications for People With Asthma (ASM): 5–11 years 54

Fig. 48. ASM: 12–18 years 54

Fig. 49. ASM: 19–50 years 55

Fig. 50. ASM: 51–64 years 55

Fig. 51. ASM: Total years 55

Fig. 52. Medication Management for People With Asthma (MMA)—Medication Compliance
50%: 5–11 years 55

Table of Contents

Fig. 53. MMA—Medication Compliance 50%: 12–18 years 56

Fig. 54. MMA—Medication Compliance 50%: 19–50 years 56

Fig. 55. MMA—Medication Compliance 50%: 51–64 years 56

Fig. 56. MMA—Medication Compliance 50%: Total 56

Fig. 57. MMA—Medication Compliance 75%: 5–11 years 57

Fig. 58. MMA—Medication Compliance 75%: 12–18 years 57

Fig. 59. MMA—Medication Compliance 75%: 19–50 years 57

Fig. 60. MMA—Medication Compliance 75%: 51–64 years 57

Fig. 61. MMA—Medication Compliance 75%: Total 58

Fig. 62. Asthma Medical Ratio (AMR): 5–11 years 58

Fig. 63. AMR: 12–18 years 58

Fig. 64. AMR: 19–50 years 58

Fig. 65. AMR: 51–64 years 59

Fig. 66. AMR: Total 59

Fig. 67. Controlling High Blood Pressure (CBP) 59

Fig. 68. Persistence of Beta-Blocker Treatment After a Heart Attack (PBH) 59

Fig. 69. Comprehensive Diabetes Care (CDC)—HbA1c Testing 60

Fig. 70. CDC—HbA1c Control (<7.0%) 60

Fig. 71. CDC—HbA1c Control (<8.0%) 60

Fig. 72. CDC—Retinal Eye Exam Performed 60

Fig. 73. CDC—Medical Attention for Nephropathy 61

Fig. 74. CDC—Blood Pressure Control (<140/90 mm Hg) 61

Fig. 75. CDC—HbA1c Poor Control (>9.0%)* 61

Fig. 76. Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART) 62

Fig. 77. Use of Imaging Studies for Low Back Pain (LBP) 62

Fig. 78. Antidepressant Medication Management (AMM)—Effective Acute Phase Treatment 62

Fig. 79. AMM—Effective Continuation Phase Treatment 62

Fig. 80. Follow-Up Care for Children Prescribed ADHD Medication (ADD)—Initiation Phase 63

Fig. 81. ADD—Continuation and Maintenance Phase 63

Fig. 82. Follow-Up After Hospitalization for Mental Illness (FUH)—7-day follow-up 63

Fig. 83. FUH—30-day follow-up 63

Fig. 84. Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD) 64

Fig. 85. Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD) 64

Fig. 86. Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia (SMC) 64

Fig. 87. Adherence to Antipsychotic Medications for Individuals With Schizophrenia (SAA) 64

Fig. 88. Annual Monitoring for Patients on Persistent Medications (MPM)—ACE Inhibitors or ARBs 65

Fig. 89. MPM—Digoxin 65

Fig. 90. MPM—Diuretics 65

Fig. 91. MPM—Total 65

Fig. 92. Adults’ Access to Preventive/Ambulatory Health Services (AAP): 20–44 years 66

Fig. 93. AAP: 45–64 years 66

Fig. 94. Children and Adolescents’ Access to Primary Care Practitioners (CAP): 12–24 months 66

Fig. 95. CAP: 25 months–6 years 66

Fig. 96. CAP: 7–11 years 67

Fig. 97. CAP: 12–19 years 67

Fig. 98. Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment (IET)—Initiation of AOD Treatment: 13–17 years 67

Fig. 99. IET—Initiation of AOD Treatment: ≥18 years 67

Fig. 100. IET—Initiation of AOD Treatment: Total 68

Fig. 101. IET—Engagement of AOD Treatment: 13–17 years 68

Fig. 102. IET—Engagement of AOD Treatment: ≥18 years 68

Fig. 103. IET—Engagement of AOD Treatment: Total 68

Fig. 104. Prenatal and Postpartum Care (PPC)—Timeliness of Prenatal Care 69

Fig. 105. PPC—Postpartum Care 69

Fig. 106. Call Answer Timeliness (CAT) 69

Fig. 107. Frequency of Ongoing Prenatal Care (FPC) ≥ 81% 70

Fig. 108. Well-Child Visits in the First 15 Months of Life (W15): 6 or More Visits 70

Fig. 109. Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34) 70

Fig. 110. Adolescent Well-Care Visits (AWC) 70

Acknowledgements/Copyrights¹

BlueCare[®] and **BlueCare Tennessee**SM are registered or service marks of The BlueCross BlueShield Association.

BlueCross BlueShield of Tennessee and **BlueCare** are licensees of The BlueCross BlueShield Association.

CAHPS[®] refers to the Consumer Assessment of Healthcare Providers and Systems and is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

HEDIS[®] refers to the Healthcare Effectiveness Data and Information Set and is a registered trademark of the National Committee for Quality Assurance (NCQA).

NCQA HEDIS Compliance AuditTM is a trademark of NCQA.

Qsource[®] is a registered trademark.

Quality Compass[®], a registered trademark of NCQA, is the comprehensive national database of health plans' HEDIS and CAHPS results.²

¹ Other company and product names may be trademarks of the respective companies with which they are associated. The mention of such companies and product names is with due recognition and without intent to misappropriate such names or marks.

² The source for data contained in this publication is Quality Compass[®] 2014 and is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass 2014 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Acronyms and Initialisms

AAB	Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis
AAP	Adults' Access to Preventive/Ambulatory Health Services
ABA	Adult BMI Assessment
ABX	Antibiotic Utilization
ACE	Angiotensin Converting Enzyme
ADD	Follow-Up Care for Children Prescribed ADHD Medication
ADHD	Attention-Deficit/Hyperactivity Disorder
AHRQ	Agency for Healthcare Research and Quality
AMB	Ambulatory Care
AG	Amerigroup Community Care, Inc. d.b.a. Amerigroup in the Tennessee Middle Grand Region
AMI	Acute Myocardial Infarction
AMM	Antidepressant Medication Management
AMR	Asthma Medication Ratio
AOD	Alcohol or Other Drug
ARB	Angiotensin Receptor Blocker
ART	Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis
ASM	Use of Appropriate Medications for People With Asthma
AWC	Adolescent Well-Care Visits
BCS	Breast Cancer Screening
BCE/BCW	Volunteer State Health Plan, Inc, d.b.a. BlueCare Tennessee, BlueCare-East in the Tennessee East Grand Region and BlueCare-West in the Tennessee West Grand Region
BMI	Body Mass Index
BP	Blood Pressure
CABG	Coronary Artery Bypass Graft
CAHPS	Consumer Assessment of Healthcare Providers and Systems
CAP	Children and Adolescents' Access to Primary Care Practitioners
CAT	Call Answer Timeliness
CBP	Controlling High Blood Pressure
CCC	Children With Chronic Conditions
CCS	Cervical Cancer Screening
CDC	Comprehensive Diabetes Care
CHL	Chlamydia Screening in Women

Acronyms and Initialisms

CIS.....	Childhood Immunization Status
CMC	Cholesterol Management for Patients With Cardiovascular Conditions
CPA	CAHPS Health Plan Survey 5.0H Adult Version
CPC	CAHPS Health Plan Survey 5.0H Child Version
COPD.....	Chronic Obstructive Pulmonary Disease
CT	Computed Tomography
CWP	Appropriate Testing for Children With Pharyngitis
CY	Calendar Year
d.b.a.	doing business as
DMARD	Disease-Modifying Anti-Rheumatic Drug
DTaP	Diphtheria, Tetanus and Acellular Pertussis Vaccination
ED.....	Emergency Department
Flu	Influenza
FPC	Frequency of Ongoing Prenatal Care
FSP	Frequency of Selected Procedure
FUH.....	Follow-Up After Hospitalization for Mental Illness
HbA1c.....	Hemoglobin A1c, also called Glycosylated Hemoglobin, Glycohemoglobin
HEDIS	Healthcare Effectiveness Data and Information Set
HepA	Hepatitis A
HepB	Hepatitis B
HiB.....	H Influenza Type B Vaccination
HPV.....	Human Papillomavirus Vaccine (also, HPV for Female Adolescents measure)
HTN.....	Hypertension
IAD	Identification of Alcohol and Other Drug Services
IET	Initiation and Engagement of AOD Dependence Treatment
IMA	Immunizations for Adolescents
IP; IPU.....	Inpatient; IP Utilization – General Hospital/Acute Care
IPV	Polio Vaccination
IVD	Ischemic Vascular Disease
LBP	Use of Imaging Studies for Low Back Pain
LDL-C	Low Density Lipoprotein-Cholesterol
LSC	Lead Screening in Children
MCO	Managed Care Organization
MMA.....	Medication Management for People With Asthma
MMR.....	Measles, Mumps and Rubella Vaccination

MPM	Annual Monitoring for Patients on Persistent Medications
MPT	Mental Health Utilization
MRI	Magnetic Resonance Imaging
MSC	Medical Assistance With Smoking and Tobacco Use Cessation
NA	Not Applicable
NCQA	National Committee for Quality Assurance
NCS	Non-Recommended Cervical Cancer Screening in Adolescent Females
OB/GYN	Obstetrician/Gynecologist
PBH	Persistence of Beta-Blocker Treatment After a Heart Attack
PCE	Pharmacotherapy Management of COPD Exacerbation
PCI	Percutaneous Coronary Interventions
PCP	Primary Care Practitioner
PCV	Pneumococcal Conjugate Vaccination
PMPY	Per Member Per Year
PPC	Prenatal and Postpartum Care
RV	Rotavirus
SAA	Adherence to Antipsychotic Medications for Individuals With Schizophrenia
SMC	Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia
SMD	Diabetes Monitoring for People With Diabetes and Schizophrenia
SPR	Use of Spirometry Testing in the Assessment and Diagnosis of COPD
SSD	Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications
Strep	Streptococcus
Td; Tdap	Tetanus, Diphtheria Toxoids Vaccine; Td and Acellular Pertussis Vaccine
TennCare	Tennessee Department of Finance and Administration, Bureau of TennCare
TCS	Volunteer State Health Plan, Inc. d.b.a. <i>TennCareSelect</i> in all three of Tennessee's Grand Regions
UHCE/UHCM/UHCW	UnitedHealthcare Plan of the River Valley, Inc. d.b.a. UnitedHealthcare-East in the Tennessee East Grand Region d.b.a. UnitedHealthcare-Middle in the Tennessee Middle Grand Region d.b.a. UnitedHealthcare-West in the Tennessee West Grand Region
URI	Appropriate Treatment for Children With Upper Respiratory Infection
VZV	Chicken Pox Vaccination
W15	Well-Child Visits in the First 15 Months of Life
W34	Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life
WCC	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents

Executive Summary

Medicaid managed care organizations (MCOs) are required to report a full Healthcare Effectiveness Data and Information Set (HEDIS) as a part of the accreditation mandates in Tennessee. The HEDIS requirement is an integral part of the accreditation process of the National Committee for Quality Assurance (NCQA). In 2006, Tennessee became the first state in the nation requiring all MCOs to become accredited by NCQA, an independent, nonprofit organization that assesses and scores MCO performance in the areas of quality improvement, utilization management, provider credentialing, and member rights and responsibilities.

HEDIS standardized measures of MCO performance allow comparisons to national averages/benchmarks and between Tennessee's MCOs, as well as tracking over time. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) set of standardized surveys is included in HEDIS to measure members' satisfaction with their care. This report summarizes the results of the HEDIS 2014 reporting year for HEDIS/CAHPS by the MCOs contracting with the Tennessee Department of Finance and Administration, Bureau of TennCare (TennCare). TennCare uses the information contained herein to help assess health plan performance and to reward, via pay-for-performance initiatives, those that are demonstrating significant improvement.

For an overview of the performance of Tennessee's MCOs, a calculated weighted average of the scores of all those reporting is provided alongside national averages in the [Statewide Performance](#) section. MCO-specific measures are presented in the [Individual Plan Performance](#) section for cross-comparison with color-coding for national and state benchmark comparison where available/applicable. The weighted average performances of Tennessee's MCOs on certain measures are presented in the [HEDIS Trending Since 2006](#) section. [Appendix A](#) contains a comprehensive table of plan-specific results for the HEDIS 2015 Utilization Measures and HEDIS 2014 national benchmarks. The table in [Appendix B](#) contains the HEDIS 2014 National Medicaid Means and Percentiles for reference to these benchmarks, and the table in [Appendix C](#) reveals MCO populations reported by health plans in member months by age and sex for HEDIS 2015. [Appendix D](#) presents the reporting options for each measure, whether administrative, hybrid or both.

Background

HEDIS Measures—Domains of Care

The Healthcare Effectiveness Data and Information Set (HEDIS) is an important tool designed to ensure that purchasers and consumers have the information they need to reliably compare the performance of managed healthcare plans. Standardized methodologies ensure the integrity of measure reporting and help purchasers make more reliable, relevant comparisons between health plans. HEDIS measures are subject to a National Committee for Quality Assurance (NCQA) HEDIS Compliance Audit that must be conducted by an NCQA-certified HEDIS Compliance Auditor under the auspices of an NCQA-licensed organization. This ensures the integrity of the HEDIS collection and calculation process at each managed care organization (MCO) through an overall information systems capabilities assessment, followed by an evaluation of the ability to comply with HEDIS specifications.

The HEDIS rates presented in this report refer to data collected during the review period of the previous calendar year (CY), from January 1 to December 31. For HEDIS 2015 results, CY2014 was the review period. Similarly, the comparative data presented in this report from the HEDIS 2014 Medicaid Means and Percentiles reflect data procured during CY2013.

For HEDIS 2015, there were a total of 83 measures (Commercial, Medicare and Medicaid) across five domains of care:

- ◆ Effectiveness of Care
- ◆ Access/Availability of Care
- ◆ Utilization and Relative Resource Use
- ◆ Experience of Care [Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results]
- ◆ Health Plan Descriptive Information

The following brief descriptions of selected HEDIS measures were extracted from NCQA's *HEDIS 2015 Volume 2: Technical Specifications*, which includes additional information related to each measure. The measures presented in this report reflect data submitted from the following domains of care: Effectiveness of Care, Access/Availability of Care, Utilization and Relative Resource Use, and Experience of Care (CAHPS Survey Results).

Effectiveness of Care Measures

The Effectiveness of Care domain contains measures that look at the clinical quality of care delivered within an MCO. Measures in this domain address four aspects of care:

1. How well the MCO delivers preventive services and keeps its members healthy
2. Whether the most up-to-date treatments are being offered to treat acute episodes of illness and help members get better
3. The process by which care is delivered to people with chronic diseases and how well the MCO's healthcare delivery system helps members cope with illness

4. Whether appropriate treatment and/or testing was provided to members

Starting with HEDIS 2008 reporting, Effectiveness of Care measures were grouped into more specific clinical categories: Prevention and Screening, Respiratory Conditions, Cardiovascular Conditions, Diabetes, Musculoskeletal Conditions, Behavioral Health, Medication Management, and measures collected through the CAHPS Health Plan Survey. Only certain measures from these categories are presented in this report. Select Utilization Measures are included in [Appendix A](#).

Prevention and Screening

Adult BMI Assessment (ABA)

The percentage of members 18 to 74 years of age who had an outpatient visit and whose body mass index (BMI) was documented during the measurement year or the year prior to the measurement year.

Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)

The percentage of members 3 to 17 years of age who had an outpatient visit with a primary care practitioner (PCP) or obstetrician/gynecologist (OB/GYN) and who had evidence of BMI percentile documentation, counseling for nutrition and counseling for physical activity during the measurement year. *Note: Because BMI norms for youth vary with age and gender, this measure evaluated whether BMI percentile is assessed rather than an absolute BMI value.*

Childhood Immunization Status (CIS)

The percentage of children two years of age who had four diphtheria, tetanus and acellular pertussis (DTaP); three polio (IPV); one measles, mumps and rubella (MMR); three haemophilus influenza type B (HiB); three hepatitis B (HepB); one chicken pox (VZV); four pneumococcal conjugate (PCV); one hepatitis A (HepA); two or three rotavirus (RV); and two influenza (Flu) vaccines by the second birthday. The measure calculates a rate for each vaccine and nine separate combination rates. The following is the list of Combination vaccinations for CIS:

- ◆ Combination 2: DTaP, IPV, MMR, HiB, HepB and VZV
- ◆ Combination 3: DTaP, IPV, MMR, HiB, HepB, VZV and PCV
- ◆ Combination 4: DTaP, IPV, MMR, HiB, HepB, VZV, PCV and HepA
- ◆ Combination 5: DTaP, IPV, MMR, HiB, HepB, VZV, PCV and RV
- ◆ Combination 6: DTaP, IPV, MMR, HiB, HepB, VZV, PCV and Flu
- ◆ Combination 7: DTaP, IPV, MMR, HiB, HepB, VZV, PCV, HepA and RV
- ◆ Combination 8: DTaP, IPV, MMR, HiB, HepB, VZV, PCV, HepA and Flu
- ◆ Combination 9: DTaP, IPV, MMR, HiB, HepB, VZV, PCV, RV and Flu
- ◆ Combination 10: DTaP, IPV, MMR, HiB, HepB, VZV, PCV, HepA, RV and Flu

Immunizations for Adolescents (IMA)

The percentage of adolescents 13 years of age who had one dose of meningococcal vaccine and one tetanus, diphtheria toxoids and acellular pertussis vaccine (Tdap) or one tetanus, diphtheria

toxoids vaccine (Td) by the 13th birthday. The measure calculates a rate for each vaccine and one combination (Meningococcal, Tdap/Td) rate.

Human Papillomavirus Vaccine for Female Adolescents (HPV)

The percentage of female adolescents 13 years of age who had three doses of human papillomavirus vaccine (HPV) by the 13th birthday.

Lead Screening in Children (LSC)

The percentage of children two years of age who had one or more capillary or venous lead blood tests for lead poisoning by the second birthday.

Breast Cancer Screening (BCS)

The percentage of women 50 to 74 years of age who had a mammogram to screen for breast cancer.

Cervical Cancer Screening (CCS)

The percentage of women 21 to 64 years of age who were screened for cervical cancer using either of the following criteria:

- ◆ Women age 21–64 who had cervical cytology performed every three years
- ◆ Women age 30–64 who had cervical cytology/HPV co-testing performed every five years

Non-Recommended Cervical Cancer Screening in Adolescent Females (NCS)

The percentage of adolescent females 16 to 20 years of age who were screened unnecessarily for cervical cancer. *Note: A lower rate indicates better performance.*

Chlamydia Screening in Women (CHL)

The percentage of women 16 to 24 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year. This measure calculates a total rate as well as two age stratifications:

- ◆ Women age 16–20
- ◆ Women age 21–24

Respiratory Conditions

Appropriate Testing for Children With Pharyngitis (CWP)

The percentage of children 2 to 18 years of age who were diagnosed with pharyngitis, were dispensed an antibiotic and received a group A streptococcus (strep) test for the episode. A higher rate represents better performance (i.e., appropriate testing).

Appropriate Treatment for Children With Upper Respiratory Infection (URI)

The percentage of children three months to 18 years of age who were given a diagnosis of upper respiratory infection (URI) and were not dispensed an antibiotic prescription. This measure is reported as an inverted rate [$1 - (\text{numerator}/\text{eligible population})$], with a higher rate indicating appropriate treatment of children with URI (i.e., the proportion for whom antibiotics were not prescribed).

Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (AAB)

The percentage of adults 18 to 64 years of age with a diagnosis of acute bronchitis who were not dispensed an antibiotic prescription. This measure is reported as an inverted rate [1 - (numerator/eligible population)], with a higher rate indicating appropriate treatment of adults with acute bronchitis (i.e., the proportion for whom antibiotics were not prescribed).

Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)

The percentage of members 40 years of age and older with a new diagnosis or newly active chronic obstructive pulmonary disease (COPD) who received appropriate spirometry testing to confirm the diagnosis.

Pharmacotherapy Management of COPD Exacerbation (PCE)

The percentage of COPD exacerbation for members 40 years of age and older who had an acute inpatient (IP) discharge or emergency department (ED) visit on or between January 1 and November 30 of the measurement year and who were dispensed appropriate medications. Two rates are reported:

- ◆ Dispensed a systemic corticosteroid (or there was evidence of an active prescription) within 14 days of the event
- ◆ Dispensed a bronchodilator (or there was evidence of an active prescription) within 30 days of the event

Note: The eligible population for this measure is based on acute IP discharges and ED visits, not on members. The denominator may include multiple events for the same individual.

Use of Appropriate Medications for People With Asthma (ASM)

The percentage of members 5 to 64 years of age during the measurement year who were identified as having persistent asthma and who were appropriately prescribed medication during the measurement year. This measure calculates a total rate as well as four age stratifications:

- ◆ 5–11 years
- ◆ 12–18 years
- ◆ 19–50 years
- ◆ 51–64 years

Medication Management for People With Asthma (MMA)

The percentage of members 5 to 64 years of age during the measurement year who were identified as having persistent asthma and were dispensed appropriate medications that they remained on during the treatment period. Two rates are reported:

- ◆ The percentage of members who remained on an asthma controller medication for at least 50 percent of their treatment period
- ◆ The percentage of members who remained on an asthma controller medication for at least 75 percent of their treatment period

Asthma Medication Ratio (AMR)

The percentage of members 5 to 64 years of age who were identified as having persistent asthma and had a ratio of controller medications to total asthma medications of 0.50 or greater during the measurement year. This measure calculates a total rate as well as four age stratifications:

- ◆ 5–11 years
- ◆ 12–18 years
- ◆ 19–50 years
- ◆ 51–64 years

Cardiovascular Conditions

Controlling High Blood Pressure (CBP)

The percentage of members 18 to 85 years of age who had a diagnosis of hypertension (HTN) and whose blood pressure (BP) was adequately controlled during the measurement year based on the following criteria:

- ◆ Members 18–59 years of age whose BP was <140/90 mm Hg
- ◆ Members 60–85 years of age with a diagnosis of diabetes whose BP was <140/90 mm Hg
- ◆ Members 60–85 years of age without a diagnosis of diabetes whose BP was <150/90 mm Hg

Note: A single rate is reported and is the sum of all three groups.

Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)

The percentage of members 18 years of age and older during the measurement year who were hospitalized and discharged from July 1 of the year prior to the measurement year to June 30 of the measurement year with a diagnosis of acute myocardial infarction (AMI) and who received persistent beta-blocker treatment for six months after discharge.

Diabetes

Comprehensive Diabetes Care (CDC)

The percentage of members 18 to 75 years of age with diabetes (type 1 and type 2) who had each of the following during the measurement year:

- ◆ Hemoglobin A1c (HbA1c) testing
- ◆ HbA1c poor control (>9.0 percent) for the most recent HbA1c test (*Note: For this measure, a lower rate indicates better performance (i.e., low rates of poor control indicate better care).*)
- ◆ HbA1c control (<7.0 percent) for the most recent HbA1c test
- ◆ HbA1c control (<8.0 percent) for the most recent HbA1c test
- ◆ An eye exam (retinal or dilated) for diabetic retinal disease performed in the measurement year or a negative eye exam (negative for retinopathy) performed in the year prior to the measurement year
- ◆ A nephropathy screening test or evidence of nephropathy
- ◆ Blood pressure control (<140/90 mm Hg) for the most recent reading

Musculoskeletal Conditions

Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)

The percentage of members who were diagnosed with rheumatoid arthritis and were dispensed at least one ambulatory prescription for a disease-modifying anti-rheumatic drug (DMARD).

Use of Imaging Studies for Low Back Pain (LBP)

The percentage of members with primary diagnosis of low back pain who did not have an imaging study (plain X-ray, MRI [Magnetic Resonance Imaging], CT [Computed Tomography] scan) within 28 days of the diagnosis; reported as an inverted rate [1 - (numerator/eligible population)]. A higher rate indicates appropriate treatment of low back pain (i.e., the proportion for whom imaging studies did not occur).

Behavioral Health

Antidepressant Medication Management (AMM)

The percentage of members 18 years of age and older who were treated with antidepressant medication, had a diagnosis of major depression and who remained on an antidepressant medication treatment. Two rates are reported:

- ◆ *Effective Acute Phase Treatment*—The percentage of members who remained on medication for at least 84 days (12 weeks)
- ◆ *Effective Continuation Phase Treatment*—The percentage of members who remained on medication for at least 180 days (6 months)

Follow-Up Care for Children Prescribed ADHD Medication (ADD)

The percentage of children newly prescribed attention-deficit/hyperactivity disorder (ADHD) medication who had at least three follow-up care visits within a 10-month period, one of these visits must have been within 30 days of the earliest ambulatory prescription dispensed for ADHD medication, at which time the member must have been 6 to 12 years of age. Two rates are reported:

- ◆ *Initiation Phase*—The percentage of members who had one follow-up visit with a practitioner with prescribing authority during the 30-day Initiation Phase
- ◆ *Continuation and Maintenance Phase*—The percentage of members who remained on the medication for at least 210 days and who, in addition to the Initiation Phase follow-up, had at least two follow-up visits with a practitioner within 270 days (nine months) of the end of the Initiation Phase

Follow-Up After Hospitalization for Mental Illness (FUH)

The percentage of discharges for members six years of age and older who were hospitalized for treatment of selected mental health disorders and had an outpatient visit, an intensive outpatient encounter or partial hospitalization with a mental health practitioner. Two rates are reported as the percentage of discharges for which the member received follow-up within:

- ◆ seven days of discharge
- ◆ 30 days of discharge

Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)

The percentage of members 18 to 64 years of age with schizophrenia or bipolar disorder who were dispensed an antipsychotic medication and had a diabetes screening test during the measurement year.

Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD)

The percentage of members 18 to 64 years of age with schizophrenia and diabetes who had both an LDL-C test and an HbA1c test during the measurement year.

Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia (SMC)

The percentage of members 18 to 64 years of age with schizophrenia and cardiovascular disease who had an LDL-C test during the measurement year.

Adherence to Antipsychotic Medications for Individuals With Schizophrenia (SAA)

The percentage of members 19 to 64 years of age during the measurement year with schizophrenia who were dispensed and remained on an antipsychotic medication for at least 80 percent of their treatment period.

Use of Multiple Concurrent Antipsychotics in Children and Adolescents (APC)

The percentage of children and adolescents 1 to 17 years of age who were on two or more concurrent antipsychotic medications. This measure calculates a total rate as well as three age stratifications:

- ◆ 1–5 years
- ◆ 6–11 years
- ◆ 12–17 years

Note: For this measure, a lower rate indicates better performance (i.e., low rates of concurrent antipsychotics indicate better care).

Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)

The percentage of children and adolescents 1 to 17 years of age who had two or more antipsychotic prescriptions and had metabolic testing. This measure calculates a total rate as well as three age stratifications:

- ◆ 1–5 years
- ◆ 6–11 years
- ◆ 12–17 years

Medication Management

Annual Monitoring for Patients on Persistent Medications (MPM)

The percentage of members 18 years of age and older who received at least 180 treatment days of ambulatory medication therapy for a select therapeutic agent during the measurement year and at least one therapeutic monitoring event for the therapeutic agent in the measurement year. Three rates separately and as a total rate are reported:

- ◆ Annual monitoring for members on angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blocker (ARB)
- ◆ Annual monitoring for members on digoxin
- ◆ Annual monitoring for members on diuretics
- ◆ Total rate (the sum of the three numerators divided by the sum of the three denominators)

Measures Collected Through CAHPS Health Plan Survey

Flu vaccinations for adults ages 18 to 64 (FVA)

Percentage of members 18 to 64 years of age who received an influenza vaccination between July 1 of the measurement year and the date when the CAHPS 5.0H Adult Survey was completed.

Medical Assistance With Smoking and Tobacco Use Cessation (MSC)

This measure is collected using the survey methodology to arrive at a rolling average that represents the percentage of members 18 years of age and older who are current smokers or tobacco users seen by the MCO during the measurement year.

The measure assesses the following facets of providing medical assistance with smoking and tobacco use cessation:

- ◆ *Advising Smokers and Tobacco Users to Quit*—Those who received advice to quit
- ◆ *Discussing Cessation Medications*—Those for whom cessation medications were recommended or discussed
- ◆ *Discussing Cessation Strategies*—Those for whom cessation methods or strategies were provided or discussed

Percentage of Current Smokers is not a HEDIS performance measure, but provides additional information to support analysis of other MSC data. The MCOs started reporting this data in 2015 in CAHPS results; subsequently, the rates have been added to this report.

Access/Availability of Care Measures

The measures in the Access/Availability of Care domain evaluate how members access important and basic services of their MCO. Included are measures of overall access, how many members are actually using basic MCO services, and the use and availability of specific services.

Adults' Access to Preventive/Ambulatory Health Services (AAP)

The percentage of members 20 years and older who had an ambulatory or preventive care visit during the measurement year. The MCO reports a total rate as well as three age stratifications:

- ◆ 20–44 years
- ◆ 45–64 years
- ◆ ≥ 64 years

Note: Rates for adults 65 years of age and older, however, are not included in this report as those services would be provided by Medicare. Because the total rate would include this age group, it has been excluded from this report as well.

Children and Adolescents' Access to Primary Care Practitioners (CAP)

The percentage of members 12 months to six years of age who had a visit with a PCP during the measurement year, and members 7 to 19 years of age who had a visit with a PCP during the measurement year or the year prior. The MCO reports four separate percentages:

- ◆ 12–24 months
- ◆ 25 months – 6 years
- ◆ 7–11 years
- ◆ 12–19 years

Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET)

The percentage of adolescent and adult members age 13 and older who demonstrated a new episode of alcohol or other drug (AOD) dependence and received the following:

- ◆ *Initiation of AOD Treatment*—Percentage who initiate treatment through an inpatient AOD admission, outpatient visit, intensive outpatient encounter or patient hospitalization within 14 days of diagnosis
- ◆ *Engagement of AOD Treatment*—Percentage who, in addition to initiating treatment, had two or more services with an AOD diagnosis within 30 days of the initiation visit

The MCO reports three separate percentages for each measure:

- ◆ 13–17 years
- ◆ ≥ 18 years
- ◆ Total Rate

Prenatal and Postpartum Care (PPC)

The percentage of deliveries of live births between November 6 of the year prior to the measurement year and November 5 of the measurement year. For these women, the measure assesses the following facets of prenatal and postpartum care:

- ◆ *Timeliness of Prenatal Care*—The percentage of deliveries that received a prenatal care visit as a member of the MCO in the first trimester *or* within 42 days of enrollment in the MCO
- ◆ *Postpartum Care*—The percentage of deliveries that had a postpartum visit on or between 21 and 56 days after delivery

Call Answer Timeliness (CAT)

The percentage of calls received by the MCO's Member Services call centers (during operating hours) during the measurement year that were answered by a live voice within 30 seconds.

Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP)

The percentage of children and adolescents 1 to 17 years of age who had a new prescription for an antipsychotic medication and had documentation of psychosocial care as first-line treatment. The MCO reports a total rate as well as three age stratifications:

- ◆ 1– 5 years
- ◆ 6 –11 years
- ◆ 12–17 years

Utilization and Relative Resource Use

Utilization

Utilization measures are designed to capture the frequency of certain services provided by the organization.

Frequency of Ongoing Prenatal Care (FPC)

The percentage of members who delivered a child between November 6 of the year prior to the measurement year and November 5 of the measurement year and who received the expected number of prenatal care visits, adjusted for gestational age and the month of pregnancy that the

member enrolled in the MCO. This measure uses the same denominator as the Prenatal and Postpartum Care measure. Rates are reported by the percentage of expected visits:

- ◆ < 21%
- ◆ 21– 40%
- ◆ 41– 60%
- ◆ 61– 80%
- ◆ ≥ 81%

Well-Child Visits in the First 15 Months of Life (W15)

The percentage of members who turned 15 months old during the measurement year and who had the following number of well-child visits with a PCP during their first 15 months of life: zero, one, two, three, four, five, or six or more.

Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)

The percentage of members who were three to six years of age who had one or more well-child visits with a PCP during the measurement year.

Adolescent Well-Care Visits (AWC)

The percentage of enrolled members 12–21 years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.

Relative Resource Use

These measures are detailed in the separate annual *Relative Resource Use Report*.

Experience of Care

The CAHPS Health Plan Survey 5.0H Adult Version (CPA) and 5.0H Child Version (CPC) are tools for measuring consumer healthcare satisfaction with the quality of care and customer service provided by their health plans. Topics include the following:

- ◆ Getting Needed Care
- ◆ Getting Care Quickly
- ◆ How Well Doctors Communicate
- ◆ Customer Service
- ◆ Shared Decision Making
- ◆ Rating of All Health Care³
- ◆ Rating of Personal Doctor
- ◆ Rating of Specialist Seen Most Often
- ◆ Rating of Health Plan

The CAHPS Consortium decided in 2002 to integrate a new set of items in the 3.0H version of the CAHPS Health Plan Survey child questionnaires (now 5.0H) to better address the needs of children with chronic conditions, who are commonly referred to as children with special healthcare needs. Known as the Children With Chronic Conditions (CCC) Survey set, these items include supplemental questions focused on topics with special relevance to children with chronic conditions. The CCC set is designed for children who have a chronic physical, developmental, behavioral or emotional condition and who also require health and related services of a type or amount beyond that generally required by children.

All CAHPS surveys must be administered by an NCQA-certified survey vendor using an NCQA-approved protocol of administration to ensure that results are collected in a standardized way

³ While healthcare is the standard usage adopted for this report, health care is used when it follows AHRQ measure names.

and can be compared across plans. Standard NCQA protocols for administering CAHPS surveys include a mixed-model mail/telephone protocol and a mail-only protocol. The surveys contained within this domain are designed to provide standardized information about members' experiences with their MCOs. NCQA worked with the Agency for Healthcare Research and Quality (AHRQ) to develop these surveys.

For a plan's results to be considered reliable, the Medicaid MCO must follow one of the standard CAHPS protocols or an enhanced protocol approved by NCQA, or must achieve a 45-percent response rate using an alternative protocol. For more detail regarding this calculation methodology and the questions used in each composite, see *HEDIS 2014, Volume 3: Specifications for Survey Measures*. MCO results from the CPA, CPC and CCC surveys were evaluated for this report.

CAHPS Health Plan Survey 5.0H Adult Version (CPA)

The CPA includes five composite categories: Getting Needed Care, Customer Service, Getting Care Quickly, How Well Doctors Communicate and Shared Decision Making. Each composite category represents an overall aspect of plan quality and consists of similar questions. For each composite, an overall score is computed. Composites consist of two or more questions about a similar topic, measured on one of the two scales:

1. For Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service

◆ Never	◆ Usually
◆ Sometimes	◆ Always
2. For Shared Decision Making

◆ Yes	◆ No
-------	------

For any given question used in a composite, the percentage of respondents answering in a certain way is calculated for each plan. Summary rates represent the percentage of members who responded in the most positive way, as defined by NCQA. The following descriptions provide a brief explanation of the four composite categories and additional questions.

Getting Needed Care

The Getting Needed Care Composite measures the ease with which members were able to access care needed in the last six months. The summary rate represents the percentage of members who responded 'Always' or 'Usually' to specified questions.

Getting Care Quickly

The Getting Care Quickly Composite measures the ease with which members were able to access care quickly, including office waiting room experiences, in the last six months. The summary rate represents the percentage of members who responded 'Always' or 'Usually' to specified questions.

How Well Doctors Communicate

The How Well Doctors Communicate Composite evaluates provider-patient communications for the last six months by asking members how often their personal doctor listens carefully, explain

things in a way to easily understand, show respect for what they have to say and spend enough time with them. The summary rate represents the percentage of members who responded 'Always' or 'Usually' to specified questions.

Customer Service

The Customer Service Composite measures how often members were able to get information and help from a plan and how well they were treated by a plan's customer service in the last six months. The summary rate represents the percentage of members who responded 'Always' or 'Usually' to specified questions.

Shared Decision Making

The Shared Decision Making Composite measures how often doctors offered choices regarding healthcare, mentioned the good and bad things associated with each treatment option, the extent to which doctors requested input regarding healthcare preferences, and how often doctors involved members in the decision-making process, according to their preference. The summary rate represents the percentage of members who responded 'Yes' to specified questions.

Additional Questions

There are four additional questions with responses scaled 0–10 in the CPA: *Rating of All Health Care*, *Rating of Personal Doctor*, *Rating of Specialist Seen Most Often* and *Rating of Health Plan*. For these, a response of 0 represents the 'worst possible' and 10 represents the 'best possible' healthcare received in the last six months. For each of these questions, the summary rate represents the percentage of members who responded with a 9 or 10.

CAHPS Health Plan Survey 5.0H Child Version: General Population (CPC)

The CPC set includes five composite categories, each of which receives an overall score. Each composite represents an overall aspect of plan quality and consists of two or more questions about a similar topic, on one of the two scales:

1. For Getting Needed Care, Customer Service, Getting Care Quickly and How Well Doctors Communicate
 - ◆ Never
 - ◆ Sometimes
 - ◆ Usually
 - ◆ Always
2. For Shared Decision Making
 - ◆ Yes
 - ◆ No

For any given question in a composite, the percentage of respondents answering in a certain way is calculated for each plan. Summary rates represent the percentage of members who responded in the most positive way, as defined by NCQA. The following provides a brief description of the five composite categories and additional questions, as well as the scoring methodology for each.

Getting Needed Care

The Getting Needed Care Composite measures the ease with which child members were able to access care needed in the last six months. The summary rate represents the percentage of child members' family/caregivers who responded 'Always' or 'Usually' to specified questions.

Getting Care Quickly

The Getting Care Quickly Composite measures the ease with which child members were able to access care quickly, including office waiting room experiences, in the last six months. The summary rate represents the percentage of child members' family/caregivers who responded 'Always' or 'Usually' to specified questions.

How Well Doctors Communicate

The How Well Doctors Communicate Composite evaluates provider-patient communication for the last six months by asking family/caregivers of child members how often their child's doctors listen carefully, explain things in a way to easily understand, show respect for what they have to say and spend enough time with them. The summary rate represents the percentage of child members' family/caregivers who responded 'Always' or 'Usually' to specified questions.

Customer Service

The Customer Service Composite measures how often child members' family/caregivers were able to get information and help from a plan and how well they were treated by a plan's customer service in the last six months. The summary rate represents the percentage of child members' family/caregivers who responded 'Always' or 'Usually' to specified questions.

Shared Decision Making

The Shared Decision Making Composite measures how often doctors offered choices regarding healthcare, mentioned the good and bad things associated with each treatment option, the extent to which doctors requested input regarding healthcare preferences, and how often doctors involved child members' family/caregivers in the decision-making process, according to their preference. The summary rate represents the percentage of child members' family/caregivers who responded 'Yes' to specified questions.

Additional Questions

There are four additional questions with responses scaled 0–10 in the CPC: *Rating of All Health Care*, *Rating of Personal Doctor*, *Rating of Specialist Seen Most Often* and *Rating of Health Plan*. For these, a response of 0 represents the 'worst possible' and 10 represents the 'best possible.' The summary rate represents the percentage of members' family/caregivers who responded with a 9 or 10.

CAHPS Health Plan Survey 5.0H Child Version: Children With Chronic Conditions (CCC)

The CCC Survey set includes supplemental questions focused on topics with special relevance to children with chronic conditions. Results include the same ratings, composites and individual question summary rates as those reported for the CPC. Additionally, five CCC composites summarize satisfaction with basic components of care essential for successful treatment,

management and support of children with chronic conditions. These topics are reflected in the following composite measures presented in this report:

1. Access to Specialized Services
2. Family-Centered Care: Personal Doctor Who Knows Child
3. Coordination of Care for Children With Chronic Conditions
4. Family-Centered Care: Getting Needed Information
5. Access to Prescription Medicines

The composite numbers 1, 4 and 5 for CCC are responded to as:

- ◆ Never
- ◆ Sometimes
- ◆ Usually
- ◆ Always

The composite numbers 2 and 3 for CCC are responded to as:

- ◆ Yes
- ◆ No

Access to Specialized Services

This Composite measures how often in the last six months that child members were able to obtain special medical equipment or devices, therapy, and treatment or counseling, and assistance if they experienced an access problem. The summary rate represents the percentage of child members' family/caregivers who responded 'Always' or 'Usually.'

Family Centered Care: Personal Doctor Who Knows Child

This Composite measures whether or not in the last six months providers discussed the child member's feelings, growth and behavior; and if the provider understands how the child's medical or behavioral conditions affect both the child's and family's day-to-day life. The summary rate represents the percentage of child members' family/caregivers who responded 'Yes.'

Coordination of Care for Children With Chronic Conditions

This Composite measures whether or not in the last six months doctors or other health providers assisted family/ caregivers, if needed, in contacting a child member's school or daycare and if anyone from the health plan, doctor's office or clinic assisted in coordinating the child's care among different providers or services. The summary rate represents the percentage of child members' family/caregivers who responded 'Yes.'

Family Centered Care: Getting Needed Information

This Composite measures how often in the last six months that family/caregivers questions were answered by their children's doctors or health providers. The summary rate represents the percentage of child members' family/caregivers who responded 'Always' or 'Usually.'

Access to Prescription Medicines

This Composite measures how often in the last six months child members were easily able to obtain prescription medicines through their plans. The summary rate represents the percentage of child members' family/caregivers who responded 'Always' or 'Usually.'

Results

Statewide Performance

In conjunction with NCQA accreditation, MCOs are required to submit a full set of audited HEDIS measures to NCQA and TennCare each year. For HEDIS 2015, this included the health plans in all three Grand Regions: Amerigroup Community Care, Inc. (AG); Volunteer State Health Plan, Inc. (BCE, BCW and TCS); and UnitedHealthcare Plan of the River Valley, Inc. (UHCE, UHCM and UHCW).

Tables 1 (a and b), 2 and 3 summarize the weighted average TennCare score for each of the selected HEDIS 2014 and HEDIS 2015 measures as well as the HEDIS 2014 Medicaid National Average. The Medicaid National Average represents the sum of the reported rates divided by the total number of health plans reporting the rate. Weighted state rates are determined by applying the size of the eligible population within each plan to their overall results. Using this methodology, plan-specific findings contribute to the TennCare statewide estimate, proportionate to eligible population size.

Where possible in Tables 1 (a and b), 2 and 3, the statewide changes for each measure reported during both HEDIS 2014 and HEDIS 2015 are presented. The column titled ‘Change 2014 to 2015’ indicates whether there was an improvement (↑), a decline (↓), or no change (↔) in statewide performance for the measure from HEDIS 2014 to HEDIS 2015. Each year for some measures the technical specifications change. Based on whether the changes are significant or minor, the measures may need to be trended with caution or may not be able to be trended. At the time this report was finalized, NCQA did not determine the ability for 2015 measures to be trended.

Table 1a. HEDIS 2015 State to National Rates: Effectiveness of Care Measures				
Measure	Weighted State Rate		HEDIS 2014 Medicaid National Avg.	Change 2014 to 2015
	2014	2015		
Prevention and Screening				
Adult BMI Assessment (ABA)	78.50%	82.84%	75.96%	↑
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC):				
BMI Percentile: 3–11 years	56.08%	65.98%	56.38%	↑
12–17 years	58.27%	67.14%	57.89%	↑
Total	56.80%	66.30%	56.92%	↑
Counseling for Nutrition: 3–11 years	63.76%	64.42%	60.41%	↑
12–17 years	54.24%	56.91%	55.15%	↑
Total	60.62%	62.03%	58.70%	↑
Counseling for Physical Activity: 3–11 years	52.77%	55.64%	49.06%	↑
12–17 years	52.67%	56.09%	53.40%	↑
Total	52.70%	55.77%	50.50%	↑
Childhood Immunization Status (CIS):				
DTaP	79.00%	78.23%	79.03%	↓
IPV	93.07%	92.36%	90.04%	↓

Table 1a. HEDIS 2015 State to National Rates: Effectiveness of Care Measures

Measure	Weighted State Rate		HEDIS 2014 Medicaid National Avg.	Change 2014 to 2015
	2014	2015		
MMR	91.10%	90.18%	90.54%	↓
HiB	92.62%	91.04%	90.66%	↓
HepB	93.15%	92.95%	88.57%	↓
VZV	91.47%	90.56%	90.19%	↓
PCV	81.13%	81.16%	79.22%	↑
HepA	89.93%	89.52%	81.89%	↓
RV	69.66%	68.74%	67.73%	↓
Influenza	43.73%	44.23%	50.00%	↑
Combination 2	75.24%	74.24%	74.02%	↓
Combination 3	72.12%	72.13%	70.85%	↑
Combination 4	71.18%	71.28%	64.87%	↑
Combination 5	57.66%	57.31%	56.38%	↓
Combination 6	38.24%	38.15%	42.21%	↓
Combination 7	56.88%	56.69%	53.41%	↓
Combination 8	38.07%	37.92%	40.34%	↓
Combination 9	33.02%	32.56%	35.90%	↓
Combination 10	32.89%	32.37%	34.67%	↓
Immunizations for Adolescents (IMA):				
Meningococcal	66.27%	67.74%	71.94%	↑
Tdap/Td	83.57%	84.27%	83.58%	↑
Combination 1	65.48%	66.75%	70.17%	↑
Human Papillomavirus Vaccine for Female Adolescents (HPV)	17.47%	17.43%	19.79%	↓
Lead Screening in Children (LSC)	73.44%	73.70%	66.46%	↑
Breast Cancer Screening (BCS)	52.47%	54.08%	57.88%	↑
Cervical Cancer Screening (CCS)*	66.25%	64.83%		↓
Chlamydia Screening in Women (CHL):				
16–20 years	51.54%	48.88%	51.30%	↓
21–24 years	62.56%	55.93%	61.63%	↓
Total	56.03%	52.03%	54.89%	↓
Respiratory Conditions				
Appropriate Testing for Children With Pharyngitis (CWP)	77.75%	79.06%	66.52%	↑
Appropriate Treatment for Children With Upper Respiratory Infection (URI)	75.05%	77.02%	85.15%	↑
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (AAB)	24.58%	27.89%	26.55%	↑
Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)	34.34%	33.68%	31.10%	↓
Pharmacotherapy Management of COPD Exacerbation (PCE):				
Systemic corticosteroid	50.91%	51.32%	65.73%	↑
Bronchodilator	76.34%	76.43%	80.88%	↑

Table 1a. HEDIS 2015 State to National Rates: Effectiveness of Care Measures

Measure	Weighted State Rate		HEDIS 2014 Medicaid National Avg.	Change 2014 to 2015
	2014	2015		
Use of Appropriate Medications for People With Asthma (ASM):				
5–11 years	93.11%	92.85%	90.18%	↓
12–18 years	88.30%	88.57%	86.93%	↑
19–50 years	62.36%	65.56%	74.36%	↑
51–64 years	49.48%	57.06%	70.20%	↑
Total	84.91%	85.32%	84.07%	↑
Medication Management for People With Asthma (MMA):				
Medication Compliance 50% **: 5-11 years				
5–11 years	53.87%	50.05%		↓
12–18 years	51.45%	46.80%		↓
19–50 years	52.81%	49.68%		↓
51–64 years	59.49%	67.38%		↑
Total *	53.06%	49.31%		↓
Medication Compliance 75%: 5-11 years				
5–11 years	29.90%	23.64%	27.59%	↓
12–18 years	27.06%	23.57%	25.64%	↓
19–50 years	31.39%	28.01%	36.32%	↓
51–64 years	35.86%	41.94%	51.80%	↑
Total	29.29%	24.61%	31.11%	↓
Asthma Medical Ratio (AMR):				
5–11 years	82.62%	75.38%	76.62%	↓
12–18 years	70.68%	62.32%	65.91%	↓
19–50 years	39.81%	40.18%	50.05%	↑
51–64 years	33.05%	38.48%	51.40%	↑
Total	69.93%	63.70%	65.48%	↓
Cardiovascular Conditions				
Controlling High Blood Pressure (CBP)	56.98%	54.99%	56.51%	↓
Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)	83.10%	79.32%	84.16%	↓
Diabetes				
Comprehensive Diabetes Care (CDC):				
HbA1c Testing	79.76%	81.88%	83.81%	↑
HbA1c Control (<7.0%)	38.43%	37.05%	34.43%	↓
HbA1c Control (<8.0%)	49.22%	49.06%	45.52%	↓
Retinal Eye Exam Performed	38.69%	41.45%	53.53%	↑
Medical Attention for Nephropathy	76.19%	78.18%	79.02%	↑
Blood Pressure Control (<140/90 mm Hg)	60.25%	59.91%	60.49%	↓
Musculoskeletal Conditions				
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)	63.93%	63.31%	70.55%	↓
Use of Imaging Studies for Low Back Pain (LBP)	67.71%	67.71%	75.44%	↔

Table 1a. HEDIS 2015 State to National Rates: Effectiveness of Care Measures

Measure	Weighted State Rate		HEDIS 2014 Medicaid National Avg.	Change 2014 to 2015
	2014	2015		
Behavioral Health				
Antidepressant Medication Management (AMM):				
Effective Acute Phase Treatment	46.48%	48.62%	50.44%	↑
Effective Continuation Phase Treatment	30.31%	31.39%	35.11%	↑
Follow-Up Care for Children Prescribed ADHD Medication (ADD):				
Initiation Phase	45.82%	47.78%	39.56%	↑
Continuation and Maintenance Phase	54.98%	59.69%	46.35%	↑
Follow-Up After Hospitalization for Mental Illness (FUH):				
7-day follow-up	54.70%	61.94%	42.11%	↑
30-day follow-up	71.85%	75.91%	61.02%	↑
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)	79.85%	81.65%	79.28%	↑
Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD)	67.65%	71.20%	68.51%	↑
Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia (SMC)	78.69%	86.08%	79.23%	↑
Adherence to Antipsychotic Medications for Individuals With Schizophrenia (SAA)	62.93%	59.70%	59.99%	↓
Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)***:				
1–5 Years		19.55%		
6–11 Years		31.67%		
12–17 Years		39.03%		
Total		35.98%		
Medication Management				
Annual Monitoring for Patients on Persistent Medications (MPM):				
ACE Inhibitors or ARBs	89.98%	90.61%	87.84%	↑
Digoxin	94.06%	57.14%	91.12%	↓
Diuretics	90.59%	90.88%	87.84%	↑
Total†	88.48%	90.33%	86.03%	↑
Measures Collected Through CAHPS Health Plan Survey				
Flu vaccinations for adults ages 18 to 64 (FVA) ††		42.30%		
Medical Assistance With Smoking and Tobacco Use Cessation (MSC)†††:				
Advising Smokers and Tobacco Users to Quit	76.23%	78.21%	75.84%	↑
Discussing Cessation Medications	44.12%	42.67%	46.63%	↓
Discussing Cessation Strategies	37.01%	37.39%	41.88%	↑
Supplemental Data: % Current Smokers‡		35.37%	34.25%	

* Benchmarks were not reported by Quality Compass because the measure specifications changed last year.

**Benchmarks are not currently reported by Quality Compass for this rate.

***First-year measure

† Measure specifications changed, Anticonvulsant was retired and no longer a part of total rate in HEDIS 2015.

†† Results were published in CAHPS data submission for first time in 2015.

††† The denominator was not available; hence, the average is not weighted.

‡ Reported for first time in 2015 for Medicaid Product line.

For the Effectiveness of Care Measures presented in **Table 1b**, a lower rate (particularly one below the national average) is an indication of better performance (↑). A decrease in rates from the prior year also indicates improvement.

Table 1b. HEDIS 2015 State to National Rates: Effectiveness of Care Measures Where Lower Rates Indicate Better Performance

Measure	Weighted State Rate		HEDIS 2014 Medicaid National Avg.	Change 2014 to 2015
	2014	2015		
Prevention and Screening				
Non-Recommended Cervical Cancer Screening in Adolescent Females (NCS) ††	11.91%	8.75%		↑
Diabetes				
Comprehensive Diabetes Care (CDC): HbA1c Poor Control (>9.0%)	42.22%	41.80%	45.57%	↑
Behavioral Health				
Use of Multiple Concurrent Antipsychotics in Children and Adolescents (APC) ***:				
1–5 Years		1.44%		
6–11 Years		1.29%		
12–17 Years		1.25%		
Total		1.27%		

†† Benchmarks are not reported by Quality Compass for 2014 first-year measures.

***First-year measure.

Table 2 summarizes results for the Access/Availability Domain of Care.

Table 2. HEDIS 2015 State to National Rates: Access/Availability of Care Measures

Measure	Weighted State Rate		HEDIS 2014 Medicaid National Avg.	Change 2014 to 2015
	2014	2015		
Adults' Access to Preventive/Ambulatory Health Services (AAP):				
20–44 years	82.21%	77.03%	80.70%	↓
45–64 years	89.28%	87.95%	87.31%	↓
Children and Adolescents' Access to Primary Care Practitioners (CAP):				
12–24 months	97.27%	94.22%	96.14%	↓
25 months–6 years	90.26%	88.06%	88.25%	↓
7–11 years	93.96%	93.55%	90.02%	↓
12–19 years	90.91%	89.96%	88.52%	↓
Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment (IET):				
Initiation of AOD Treatment: 13–17 years	51.05%	48.96%	39.11%	↓
≥18 years	35.69%	37.22%	38.32%	↑
Total	36.65%	37.90%	38.20%	↑
Engagement of AOD Treatment: 13–17 years	29.92%	26.42%	16.04%	↓
≥18 years	9.62%	9.83%	10.11%	↑
Total	10.88%	10.78%	10.55%	↓
Prenatal and Postpartum Care (PPC):				
Timeliness of Prenatal Care	80.70%	80.23%	81.93%	↓

Table 2. HEDIS 2015 State to National Rates: Access/Availability of Care Measures

Measure	Weighted State Rate		HEDIS 2014 Medicaid National Avg.	Change 2014 to 2015
	2014	2015		
Postpartum Care	58.77%	58.74%	61.29%	↓
Call Answer Timeliness (CAT)	89.86%	86.11%	84.93%	↓
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP)***:				
1–5 Years		38.38%		
6–11 Years		54.31%		
12–17 Years		55.10%		
Total		53.92%		

***First-year measure.

Table 3 summarizes results for the Utilization measures included in the Utilization and Relative Resource Domain of Care.

Table 3. HEDIS 2015 State to National Rates: Utilization Measures

Measure	Weighted State Rate		HEDIS 2014 Medicaid National Avg.	Change 2014 to 2015
	2014	2015		
Frequency of Ongoing Prenatal Care (FPC): ≥ 81%	63.08%	58.30%	55.64%	↓
Well-Child Visits in the First 15 Months of Life (W15): 6 or More Visits	65.41%	60.69%	61.55%	↓
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)	70.80%	69.70%	71.49%	↓
Adolescent Well-Care Visits (AWC)	50.27%	47.18%	50.03%	↓

Individual Plan Performance

This section is intended to provide an overview of individual plan performance using appropriate and available comparison data. The results highlight those areas where each MCO is performing in relation to the HEDIS 2014 National Medicaid Means and Percentiles for select MCO-reported HEDIS measures. Qsource uses these data to determine overall TennCare plan performance in a distribution of statistical values that represent the lowest to highest percentiles achieved. For example, the 50th percentile represents the point at which half of the reported rates are below and half of the reported rates are above that value.

Tables 5 (a and b), 6 and 7 display the plan-specific performance rates for each measure selected from the Effectiveness of Care and Access/Availability of Care domains and Utilization measures. **Table 4** details the color-coding used in **Tables 5a** through **7** to indicate the rating of the MCO percentile achieved, and provides additional related comments. HEDIS measure results with an 'NA' indicate that there were fewer than 30 people in the denominator and hence results are not presented. While Medical Assistance With Smoking and Tobacco Use Cessation is an Effectiveness of Care measure, results are reported through the CPA as noted in **Tables 1a** and **5a**.

Table 4. MCO HEDIS 2015 Rating Determination

Color Designation	Percentile MCO Achieved	Additional Comments
	Greater than 75th	No additional comments
	25th to 75th	No additional comments
	Less than 25th	No additional comments
NA	Not Applicable	The measure was not applicable (NA) because there were fewer than 30 people in the denominator.
	No Rating Available	Benchmarking data were not available.

Table 5a. HEDIS 2015 Plan-Specific Rates: Effectiveness of Care Measures

Measure	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid 50th Percentile
Prevention and Screening								
Adult BMI Assessment (ABA)	87.85%	76.61%	76.22%	72.61%	86.81%	84.00%	87.41%	78.81%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC):								
BMI Percentile:								
3–11 years	76.92%	63.48%	56.38%	55.08%	60.07%	71.53%	69.42%	56.77%
12–17 years	75.34%	64.41%	62.79%	53.71%	67.48%	69.63%	71.19%	58.93%
Total	76.39%	63.75%	58.39%	54.50%	62.29%	70.90%	70.10%	57.40%
Counseling for Nutrition:								
3–11 years	73.78%	57.68%	54.61%	47.03%	70.49%	67.88%	67.86%	62.86%
12–17 years	68.49%	48.31%	50.39%	41.14%	57.72%	55.56%	72.88%	56.09%
Total	71.99%	54.99%	53.28%	44.53%	66.67%	63.81%	69.35%	60.58%
Counseling for Physical Activity: 3–11 years	62.59%	45.73%	42.91%	36.02%	64.24%	64.60%	60.36%	49.54%
12–17 years	63.01%	44.92%	48.84%	40.57%	60.16%	62.22%	68.64%	53.49%
Total	62.73%	45.50%	44.77%	37.96%	63.02%	63.81%	62.81%	51.16%
Childhood Immunization Status (CIS):								
DTaP	79.86%	81.27%	73.24%	76.16%	80.78%	78.59%	75.67%	80.05%
IPV	92.36%	91.24%	90.02%	92.46%	94.40%	94.16%	91.97%	91.24%
MMR	90.51%	91.48%	87.10%	91.73%	91.24%	90.27%	90.02%	91.00%
HiB	91.44%	92.94%	87.35%	91.97%	93.43%	92.21%	88.32%	91.48%
HepB	92.59%	92.70%	92.46%	90.51%	95.62%	92.46%	92.70%	90.73%
VZV	91.67%	91.73%	86.37%	91.24%	91.73%	91.24%	90.27%	91.20%
PCV	83.10%	83.94%	76.16%	83.21%	82.24%	81.51%	79.08%	80.56%
HepA	89.81%	90.75%	88.32%	89.78%	90.75%	90.51%	86.62%	82.68%
RV	72.45%	72.51%	60.10%	48.42%	67.88%	75.67%	66.42%	69.21%
Influenza	53.94%	46.23%	27.01%	54.26%	48.66%	52.55%	32.60%	50.79%
Combination 2	75.93%	77.37%	69.10%	72.26%	78.59%	73.24%	71.53%	75.18%
Combination 3	74.31%	75.43%	65.94%	71.29%	75.43%	71.53%	70.07%	72.33%
Combination 4	74.07%	75.18%	65.21%	69.34%	73.72%	70.80%	68.61%	65.94%
Combination 5	62.96%	62.53%	47.69%	41.12%	57.42%	61.31%	53.77%	57.87%

Table 5a. HEDIS 2015 Plan-Specific Rates: Effectiveness of Care Measures

Measure	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid 50th Percentile
Combination 6	45.83%	42.09%	21.90%	43.55%	42.34%	45.50%	27.98%	42.82%
Combination 7	62.96%	62.29%	46.96%	40.63%	56.45%	60.58%	52.55%	54.63%
Combination 8	45.83%	42.09%	21.65%	43.31%	41.61%	45.26%	27.74%	40.15%
Combination 9	41.44%	35.77%	18.00%	25.30%	33.82%	41.12%	24.33%	36.34%
Combination 10	41.44%	35.77%	17.76%	25.30%	33.33%	40.88%	24.09%	34.18%
Immunization for Adolescents (IMA):								
Meningococcal	70.43%	68.49%	68.11%	64.05%	68.46%	71.94%	59.24%	73.38%
Tdap/Td	87.10%	84.11%	87.24%	77.97%	82.21%	84.78%	82.78%	86.23%
Combination 1	69.89%	67.97%	67.35%	63.29%	66.31%	71.04%	57.97%	71.29%
Human Papillomavirus Vaccine for Female Adolescents (HPV)	19.44%	22.63%	13.63%	16.06%	15.33%	20.68%	12.17%	19.21%
Lead Screening in Children (LSC)	74.77%	74.70%	69.83%	74.70%	74.21%	74.70%	73.48%	70.86%
Breast Cancer Screening (BCS)	50.28%	61.63%	60.45%	67.02%	54.00%	50.08%	46.20%	57.37%
Cervical Cancer Screening (CCS)*	66.94%	67.49%	68.68%	45.39%	55.44%	69.15%	61.05%	
Chlamydia Screening in Women (CHL):								
16–20 years	49.29%	45.76%	54.08%	50.61%	41.80%	50.78%	51.40%	51.61%
21–24 years	56.97%	51.09%	61.84%	46.48%	49.97%	55.15%	59.67%	63.32%
Total	52.97%	48.18%	57.73%	50.50%	45.27%	52.79%	55.48%	54.93%
Respiratory Conditions								
Appropriate Testing for Children with Pharyngitis (CWP)	82.87%	77.65%	78.41%	78.19%	73.36%	84.62%	76.11%	68.53%
Appropriate Treatment for Children with Upper Respiratory Infection (URI)	83.59%	74.51%	67.40%	75.52%	73.51%	84.92%	69.13%	86.11%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)	30.15%	22.14%	27.62%	19.81%	22.99%	34.19%	32.80%	24.31%
Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)	27.97%	34.32%	40.23%	NA	30.41%	32.97%	41.39%	30.08%
Pharmacotherapy Management of COPD Exacerbation (PCE):								
Systemic corticosteroid	47.61%	49.12%	51.00%	NA	56.56%	50.22%	49.84%	68.91%
Bronchodilator	74.33%	78.13%	78.69%	NA	79.79%	71.04%	76.03%	83.82%
Use of Appropriate Medications for People with Asthma (ASM):								
5–11 years	92.99%	95.13%	91.01%	94.30%	94.59%	91.98%	88.82%	91.11%
12–18 years	87.44%	90.39%	87.19%	90.56%	90.14%	85.09%	88.45%	87.31%
19–50 years	64.27%	66.06%	67.68%	80.90%	71.22%	58.98%	62.50%	75.83%
51–64 years	50.55%	52.00%	63.86%	NA	57.29%	66.25%	51.56%	71.63%
Total	83.80%	88.06%	84.54%	91.67%	87.10%	81.81%	81.42%	84.96%

Table 5a. HEDIS 2015 Plan-Specific Rates: Effectiveness of Care Measures

Measure	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid 50th Percentile
Medication Management for People With Asthma (MMA):								
Medication Compliance 50%**: 5–11 years	46.78%	58.24%	43.87%	57.12%	53.69%	47.12%	40.41%	
12–18 years	45.44%	51.99%	38.62%	57.72%	46.51%	45.70%	38.94%	
19–50 years	49.41%	56.17%	39.52%	58.33%	53.71%	55.46%	39.65%	
51–64 years	73.91%	69.23%	62.26%	NA	76.36%	62.26%	57.58%	
Total	47.43%	56.11%	42.07%	57.46%	51.97%	48.44%	40.21%	
Medication Compliance 75%: 5–11 years	22.25%	30.33%	17.47%	31.14%	25.33%	22.12%	15.23%	26.63%
12–18 years	20.95%	29.03%	16.14%	35.67%	22.02%	22.61%	16.15%	24.62%
19–50 years	31.47%	31.99%	18.57%	36.11%	31.20%	33.91%	17.19%	36.00%
51–64 years	54.35%	46.15%	32.08%	NA	45.45%	45.28%	24.24%	50.99%
Total	24.10%	30.30%	17.58%	33.45%	25.75%	24.75%	16.02%	30.16%
Asthma Medical Ratio (AMR):								
5–11 years	74.62%	78.46%	67.21%	76.40%	81.14%	76.28%	72.84%	78.28%
12–18 years	59.88%	63.57%	54.44%	66.30%	68.36%	59.38%	65.28%	67.15%
19–50 years	39.96%	39.60%	31.99%	55.68%	48.99%	39.05%	38.88%	49.29%
51–64 years	36.67%	34.67%	29.27%	NA	42.71%	50.63%	35.94%	52.26%
Total	61.99%	66.60%	55.55%	70.39%	69.29%	62.41%	61.79%	66.38%
Cardiovascular Conditions								
Controlling High Blood Pressure (CBP)	52.20%	58.29%	50.00%	71.30%	60.46%	56.34%	49.63%	56.46%
Persistence of Beta-Blocker Treatment after a Heart Attack (PBH)	84.81%	82.69%	81.03%	NA	80.45%	79.79%	66.28%	86.36%
Diabetes								
Comprehensive Diabetes Care (CDC):								
HbA1c Testing	84.93%	80.29%	76.09%	73.31%	84.25%	83.68%	81.39%	83.88%
HbA1c Control (<7.0%)	37.95%	37.23%	26.52%	41.15%	39.66%	38.18%	37.73%	36.27%
HbA1c Control (<8.0%)	49.32%	49.09%	38.50%	48.03%	52.76%	53.09%	49.03%	46.43%
Retinal Eye Exam Performed	42.31%	47.26%	41.79%	58.15%	41.57%	39.12%	34.58%	54.14%
Medical Attention for Nephropathy	77.32%	76.64%	73.54%	57.02%	82.46%	79.85%	78.75%	80.05%
Blood Pressure Control (<140/90 mm Hg)	59.36%	59.67%	55.66%	67.42%	62.29%	62.79%	57.64%	61.31%
Musculoskeletal Conditions								
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)	57.83%	64.16%	64.05%	NA	70.75%	60.54%	57.61%	70.71%
Use of Imaging Studies for Low Back Pain (LBP)	67.67%	67.44%	69.58%	71.15%	66.76%	66.94%	67.84%	75.25%
Behavioral Health								
Antidepressant Medication Management (AMM):								
Effective Acute Phase Treatment	55.99%	48.74%	44.57%	49.25%	50.07%	45.60%	42.72%	49.66%

Table 5a. HEDIS 2015 Plan-Specific Rates: Effectiveness of Care Measures

Measure	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid 50th Percentile
Effective Continuation Phase Treatment	38.25%	30.32%	27.03%	25.37%	33.83%	28.51%	27.44%	33.93%
Follow-Up Care for Children Prescribed ADHD Medication (ADD):								
Initiation Phase	55.79%	49.10%	38.76%	42.24%	52.84%	52.57%	41.78%	41.09%
Continuation and Maintenance Phase	61.44%	59.60%	51.43%	53.94%	66.27%	63.97%	57.68%	49.51%
Follow-Up After Hospitalization for Mental Illness (FUH):								
7-day follow-up	60.59%	54.58%	70.09%	58.85%	60.80%	59.34%	69.72%	42.30%
30-day follow-up	77.88%	72.96%	79.07%	72.25%	75.28%	73.85%	79.40%	64.63%
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medication (SSD)								
	82.96%	84.56%	77.54%	80.21%	83.00%	85.76%	74.85%	79.38%
Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD)								
	78.23%	75.85%	60.99%	71.19%	71.80%	76.43%	64.78%	70.05%
Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia (SMC)								
	82.35%	89.29%	79.55%	NA	89.36%	92.11%	82.00%	81.20%
Adherence to Antipsychotic Medications for Individuals With Schizophrenia (SAA)								
	64.30%	66.59%	56.48%	75.00%	56.36%	61.39%	53.36%	61.37%
Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)***:								
1–5 Years	NA	25.00%	NA	16.67%	25.81%	15.38%	NA	
6–11 Years	32.16%	36.71%	24.74%	33.77%	30.45%	29.57%	22.07%	
12–17 Years	33.75%	40.28%	26.08%	44.29%	36.74%	38.63%	29.85%	
Total	32.94%	38.48%	25.33%	40.54%	33.91%	34.40%	26.86%	
Medication Management								
Annual Monitoring for Patients on Persistent Medications (MPM):								
ACE Inhibitors or ARBs	88.72%	90.17%	91.31%	85.20%	92.01%	90.29%	91.09%	88.00%
Digoxin	47.97%	53.85%	67.74%	NA	59.50%	55.74%	59.12%	91.91%
Diuretics	88.81%	90.73%	90.59%	88.44%	93.20%	90.95%	90.17%	87.90%
Total	88.27%	90.06%	90.70%	85.34%	92.06%	90.20%	90.20%	86.14%
Measures Collected Through CAHPS Health Plan Survey								
Flu vaccinations for adults ages 18 to 64 (FVA) ††	47.01%	38.69%	39.01%	46.79%	40.67%	46.06%	37.84%	
Medical Assistance with Smoking and Tobacco Use Cessation (MSC):								
Advising Smokers and Tobacco Users to Quit	75.18%	79.44%	82.93%	NA	78.78%	76.16%	76.74%	76.80%
Discussing Cessation Medications	38.85%	43.82%	48.28%	NA	42.41%	42.54%	40.14%	45.87%
Discussing Cessation Strategies	30.94%	38.94%	42.50%	NA	35.44%	35.94%	40.56%	41.57%
% Current Smokers	36.15%	44.01%	32.34%	15.82%	45.59%	41.40%	32.28%	35.59%

***First-year measure

†† Results were published in CAHPS data submission for first time in 2015.

For the Effectiveness of Care Measures presented in **Table 5b**, a lower rate (particularly one below the national 50th percentile) is an indication of better performance. For example, a rate in the 10th percentile is better than a rate in the 90th percentile.

Table 5b. HEDIS 2015 Plan-Specific Rates: Effectiveness of Care Measures Where Lower Rates Indicate Better Performance

Measure	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid 50th Percentile
Prevention and Screening								
Non-Recommended Cervical Cancer Screening in Adolescent Females (NCS) ††	8.03%	9.74%	9.93%	7.62%	8.53%	8.89%	7.88%	
Diabetes								
Comprehensive Diabetes Care (CDC):								
HbA1c Poor Control (>9.0%)	39.57%	43.98%	52.74%	48.03%	38.81%	35.44%	42.22%	44.69%
Behavioral Health								
Use of Multiple Concurrent Antipsychotics in Children and Adolescents (APC) ***:								
1–5 Years	NA	NA	NA	2.33%	NA	NA	NA	
6–11 Years	1.12%	0.89%	0.50%	1.48%	2.40%	1.00%	0.70%	
12–17 Years	1.63%	0.61%	0.34%	1.19%	2.56%	1.75%	0.79%	
Total	1.39%	0.71%	0.40%	1.30%	2.56%	1.41%	0.75%	

†† Benchmarks are not reported by Quality Compass for 2014 first-year measures.

***First-year measure

Table 6. HEDIS 2015 Plan-Specific Rates: Access/Availability of Care Measures

Measure	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid 50th Percentile
Adults' Access to Preventive/Ambulatory Health Services (AAP):								
20–44 years	76.55%	79.12%	77.94%	67.89%	75.30%	80.54%	72.88%	83.27%
45-64 years	86.93%	90.20%	87.58%	61.93%	88.09%	90.30%	84.52%	88.74%
Children and Adolescents' Access to Primary Care Practitioners (CAP):								
12-24 months	93.82%	95.68%	95.13%	95.10%	92.77%	94.24%	93.28%	96.96%
25 months-6 years	87.62%	89.90%	87.69%	91.29%	86.11%	89.55%	86.24%	89.08%
7-11 years	93.06%	94.29%	94.32%	94.85%	91.60%	94.11%	93.20%	91.15%
12-19 years	89.66%	91.29%	90.74%	89.57%	88.56%	91.21%	88.06%	89.94%
Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment (IET):								
Initiation of AOD Treatment: 13-17 years	59.35%	41.38%	48.77%	54.65%	45.74%	44.79%	47.93%	39.55%
≥ 18 years	54.89%	33.15%	33.93%	43.41%	36.70%	30.68%	36.53%	37.98%
Total	55.10%	33.58%	34.70%	48.82%	37.07%	31.24%	37.10%	37.49%
Engagement of AOD Treatment: 13-17 years	33.33%	25.86%	20.69%	28.84%	25.89%	29.86%	16.13%	14.89%
≥ 18 years	17.16%	7.75%	9.32%	16.63%	7.84%	9.08%	8.42%	9.99%
Total	17.94%	8.71%	9.91%	22.51%	8.58%	9.91%	8.80%	10.33%

Table 6. HEDIS 2015 Plan-Specific Rates: Access/Availability of Care Measures

Measure	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid 50th Percentile
Prenatal and Postpartum Care (PPC):								
Timeliness of Prenatal Care	81.46%	88.54%	73.24%	68.92%	85.43%	78.91%	71.29%	84.30%
Postpartum Care	63.38%	71.35%	55.96%	43.69%	56.78%	52.61%	47.45%	62.84%
Call Answer Timeliness (CAT)	89.93%	80.74%	80.41%	84.24%	88.17%	88.17%	88.17%	87.58%
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP)***:								
1-5 Years	NA	22.58%	NA	NA	26.32%	65.79%	NA	
6-11 Years	70.59%	44.65%	51.28%	50.74%	53.33%	66.27%	46.72%	
12-17 Years	77.38%	55.81%	48.85%	49.33%	54.03%	56.33%	53.13%	
Total	73.22%	49.64%	48.72%	49.44%	51.56%	60.97%	50.00%	

***First-year measure

Table 7. HEDIS 2015 Plan-Specific Rates: Use of Services Measures

Measure	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid 50th Percentile
Frequency of Ongoing Prenatal Care (FPC): ≥ 81%	60.80%	71.88%	54.99%	49.54%	66.83%	50.62%	40.39%	60.10%
Well-Child Visits in the First 15 Months of Life (W15):								
6 or More Visits	60.88%	72.32%	47.20%	47.45%	71.04%	58.79%	53.60%	62.86%
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)								
	73.61%	73.10%	67.21%	74.27%	65.54%	70.45%	66.10%	71.76%
Adolescent Well-Care Visits (AWC)	56.02%	42.58%	45.99%	48.42%	42.09%	48.78%	46.96%	48.51%

Table 8 details the color-coding and the MCO rating scale, as well as any additional comments, used in **Tables 9** through **11** to indicate the rating achieved. **Tables 9** through **11** display the plan-specific performance rates for the CAHPS survey results. CAHPS measure results with an 'NA' indicate that there were fewer than 100 valid responses and, hence, results are not presented. For all CAHPS survey results, performance is measured against the calculated statewide average. The 2014 National Medicaid CAHPS Benchmarking data were obtained from Quality Compass.

Table 8. MCO 2014 CAHPS Rating Determination

Color Designation	Rating Scale	Additional Comments
	Greater than one standard deviation above the statewide average	No additional comments
	Within one standard deviation above or below the statewide average	No additional comments
	Greater than one standard deviation below the statewide average	No additional comments

Table 8. MCO 2014 CAHPS Rating Determination

Color Designation	Rating Scale	Additional Comments
NA	Not Applicable	The survey question was not applicable (NA) because there were less than 100 valid responses.
■	No Rating Available	Benchmarking data were not available.

Table 9. 2015 CAHPS 5.0H Adult Medicaid Survey Results

AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	Statewide Average	2014 National Medicaid CAHPS Benchmarking
1. Getting Needed Care (Always + Usually)								
84.07%	85.41%	84.75%	89.00%	85.35%	84.19%	81.34%	84.87%	80.45%
2. Getting Care Quickly (Always + Usually)								
82.06%	85.79%	80.98%	85.26%	85.28%	82.71%	85.24%	83.90%	81.00%
3. How Well Doctors Communicate (Always + Usually)								
88.92%	91.80%	93.01%	93.04%	91.06%	91.12%	91.78%	91.53%	89.49%
4. Customer Service (Always + Usually)								
88.61%	87.41%	82.99%	NA	88.54%	84.52%	91.82%	87.32%	86.51%
5. Shared Decision Making* (Yes)								
76.21%	78.04%	80.27%	NA	78.54%	80.06%	75.93%	78.18%	51.20%
6. Rating of All Health Care (9+10)								
58.39%	57.14%	53.97%	56.16%	53.70%	52.23%	53.57%	55.02%	51.25%
7. Rating of Personal Doctor (9+10)								
66.87%	63.39%	68.83%	64.81%	61.62%	62.33%	65.45%	64.76%	78.75%
8. Rating of Specialist Seen Most Often (9+10)								
65.63%	73.62%	64.96%	NA	70.30%	60.77%	60.15%	65.91%	65.14%
9. Rating of Health Plan (9+10)								
58.29%	64.08%	66.44%	56.99%	63.41%	59.32%	66.23%	62.11%	57.41%

*Measure specifications changed, trend with caution.

Table 10. 2015 CAHPS 5.0H Child Medicaid Survey Results (General Population)

AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	Statewide Average	2014 National Medicaid CAHPS Benchmarking
1. Getting Needed Care (Always + Usually)								
81.16%	89.18%	78.75%	90.29%	86.37%	87.67%	83.75%	85.31%	84.97%
2. Getting Care Quickly (Always + Usually)								
91.30%	94.71%	90.38%	93.73%	93.00%	91.78%	87.46%	91.77%	89.46%
3. How Well Doctors Communicate (Always + Usually)								
93.39%	95.96%	93.94%	95.16%	93.25%	95.63%	90.79%	94.02%	92.98%

Table 10. 2015 CAHPS 5.0H Child Medicaid Survey Results (General Population)

AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	Statewide Average	2014 National Medicaid CAHPS Benchmarking
4. Customer Service (Always + Usually)								
86.24%	NA	NA	NA	89.08%	88.99%	86.69%	87.75%	87.89%
5. Shared Decision Making* (Yes)								
79.30%	NA	NA	NA	80.68%	79.31%	68.18%	76.87%	54.65%
6. Rating of All Health Care (9+10)								
71.21%	70.91%	66.85%	67.58%	67.41%	73.66%	70.99%	69.80%	66.48%
7. Rating of Personal Doctor (9+10)								
74.89%	75.21%	79.10%	78.92%	75.16%	79.37%	72.41%	76.44%	73.59%
8. Rating of Specialist Seen Most Often (9+10)								
NA	NA	NA	NA	65.83%	71.03%	NA	68.43%	70.46%
9. Rating of Health Plan (9+10)								
72.85%	75.09%	75.56%	78.73%	72.15%	79.01%	75.61%	75.57%	68.95%

*Measure specifications changed, trend with caution.

Table 11. 2015 CAHPS 5.0H Child Medicaid Survey Results (Children with Chronic Conditions)

AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	Statewide Average	2014 National Medicaid CAHPS Benchmarking
1. Getting Needed Care (Always + Usually)								
88.76%	90.68%	84.67%	88.72%	87.99%	88.57%	88.35%	88.25%	86.67%
2. Getting Care Quickly (Always + Usually)								
95.57%	95.83%	92.84%	93.95%	95.25%	93.44%	91.68%	94.08%	92.72%
3. How Well Doctors Communicate (Always + Usually)								
94.81%	96.63%	95.05%	95.53%	94.08%	95.73%	93.35%	95.03%	93.33%
4. Customer Service (Always + Usually)								
NA	NA	NA	90.45%	88.91%	86.32%	85.11%	87.70%	88.63%
5. Shared Decision Making* (Yes)								
83.35%	87.27%	NA	84.88%	87.28%	84.37%	81.55%	84.78%	61.27%
6. Rating of All Health Care (9+10)								
71.90%	67.88%	63.33%	69.04%	62.87%	67.32%	68.79%	67.30%	64.47%
7. Rating of Personal Doctor (9+10)								
77.18%	78.69%	76.92%	76.49%	72.91%	73.67%	74.85%	75.82%	73.59%
8. Rating of Specialist Seen Most Often (9+10)								
71.55%	74.32%	74.04%	74.01%	74.65%	68.67%	68.85%	72.30%	70.10%
9. Rating of Health Plan (9+10)								
66.67%	71.52%	73.89%	75.58%	67.03%	72.77%	73.23%	71.53%	64.96%
10. Access to Specialized Services (Always + Usually)								
NA	NA	NA	84.51%	NA	NA	NA	84.51%	79.07%
11. Family-Centered Care: Personal Doctor or Nurse Who Knows Child (Yes)								
91.46%	90.99%	87.41%	91.12%	91.36%	91.56%	92.61%	90.93%	89.94%

**Table 11. 2015 CAHPS 5.0H Child Medicaid Survey Results
(Children with Chronic Conditions)**

AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	Statewide Average	2014 National Medicaid CAHPS Benchmarking
12. Coordination of Care for Children With Chronic Conditions (Yes)								
NA	NA	NA	80.44%	80.20%	81.81%	75.26%	79.43%	77.11%
13. Family-Centered Care: Getting Needed Information (Always + Usually)								
89.45%	93.45%	90.43%	93.41%	92.86%	91.24%	89.91%	91.54%	90.07%
14. Access to Prescription Medicines (Always + Usually)								
93.64%	94.68%	94.42%	91.56%	93.79%	96.37%	88.99%	93.35%	90.71%

**Measure specifications changed, trend with caution.*

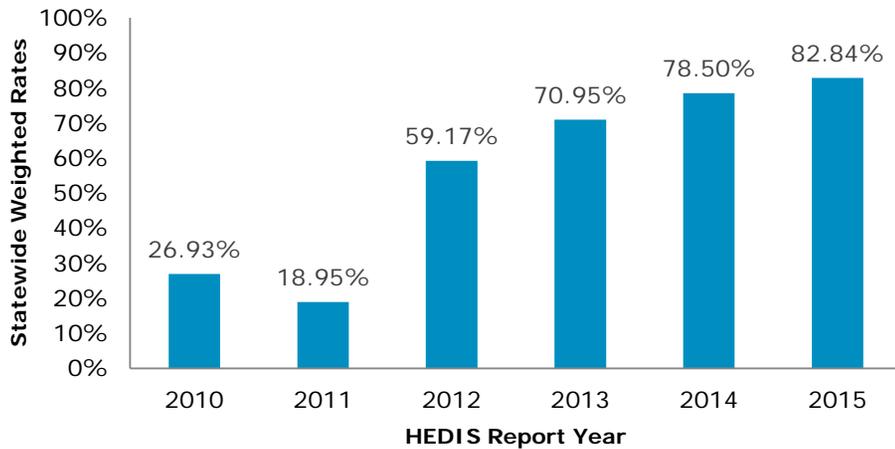
HEDIS Trending Since 2006— Statewide Weighted Rates

Each year of HEDIS reporting, Qsource has calculated statewide weighted averages for each measure by applying the size of the eligible population for each measure within a health plan to its reported rate. Using this methodology, plan-specific findings can be estimated from an overall TennCare statewide level, with each reporting health plan contributing to the statewide estimate proportionate to its eligible population size.

Trending for first-time measures—those reported for the first time in this year’s HEDIS/CAHPS report—is not possible and, therefore, not presented in this section. Remaining measures are plotted to reflect the statewide performance of TennCare MCOs since reporting began in 2006, except where measures were not reported for a particular year as stated in footnotes. In 2008 new health plans were implemented in the Middle Grand Region that were not required to be NCQA accredited until December 2009. Similarly, new health plans were implemented in 2009 in the West Grand Region that were not required to be accredited until December 2010. The data would not have been reported by these MCOs for 2008 or 2009, respectively; hence, no 2008 or 2009 statewide weighted rates are presented.

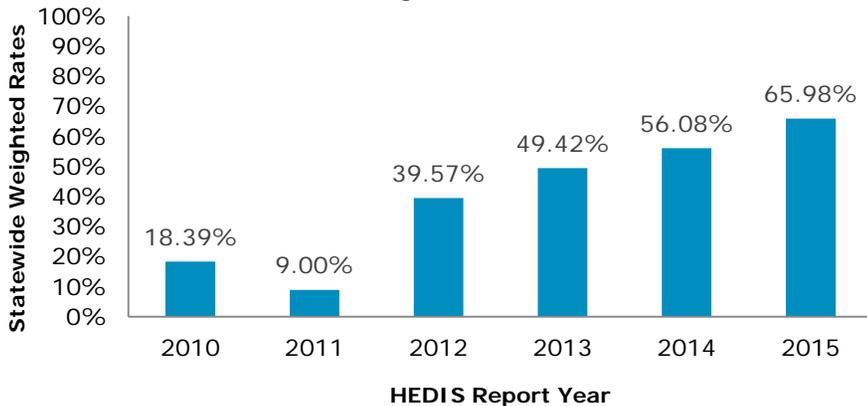
Effectiveness of Care Measures—Prevention and Screening

Fig. 1. Adult BMI Assessment (ABA)



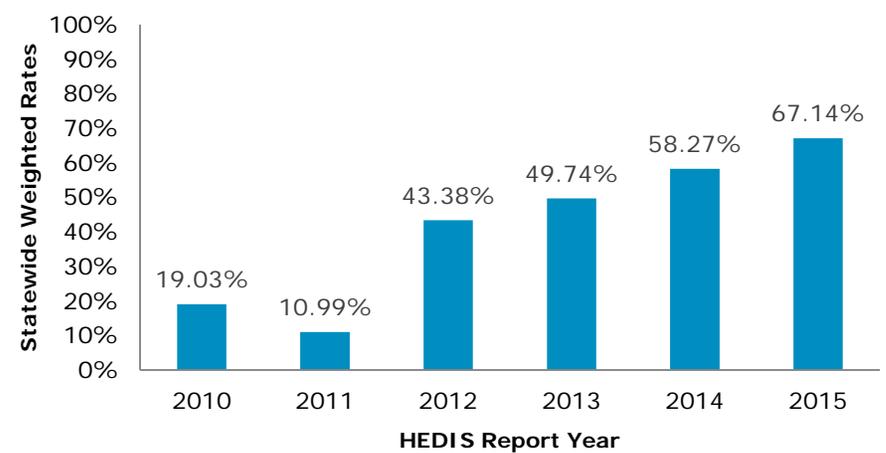
Footnote: Data reporting began in 2009 (2008 and 2009 data are not reported in these graphs). Measure specifications were revised in 2012; trending between 2012 and prior years should be considered with caution.

Fig. 2. Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)—BMI Percentile: 3–11 years



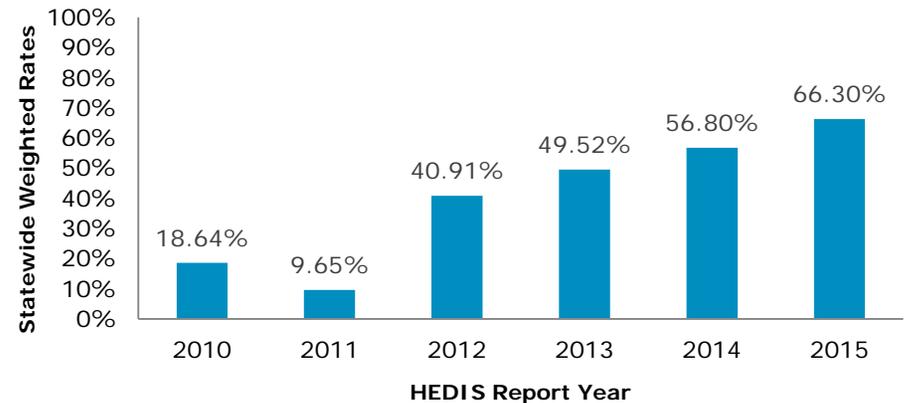
Footnote: Data reporting began in 2009 (2008 and 2009 data are not reported in these graphs). In 2012 measure specifications changed; trending between 2012 and prior years should be considered with caution.

Fig. 3. WCC—BMI Percentile: 12–17 years



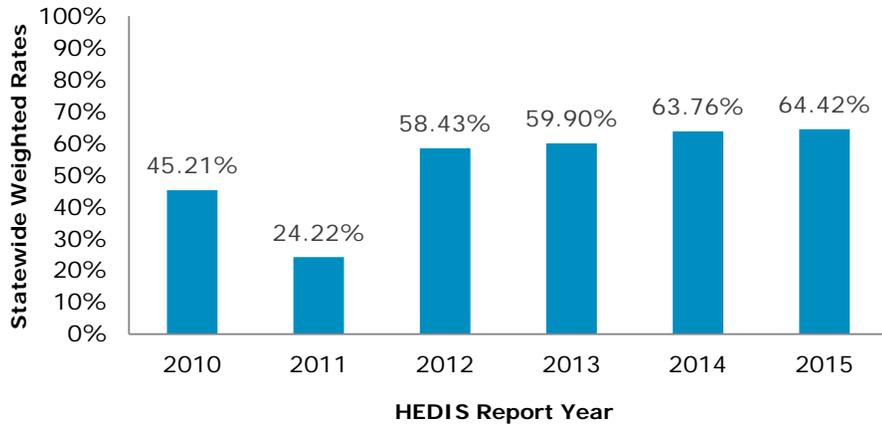
Footnote: Data reporting began in 2009 (2008 and 2009 data are not reported in these graphs). In 2012 measure specifications changed; trending between 2012 and prior years should be considered with caution.

Fig. 4. WCC—BMI Percentile: Total



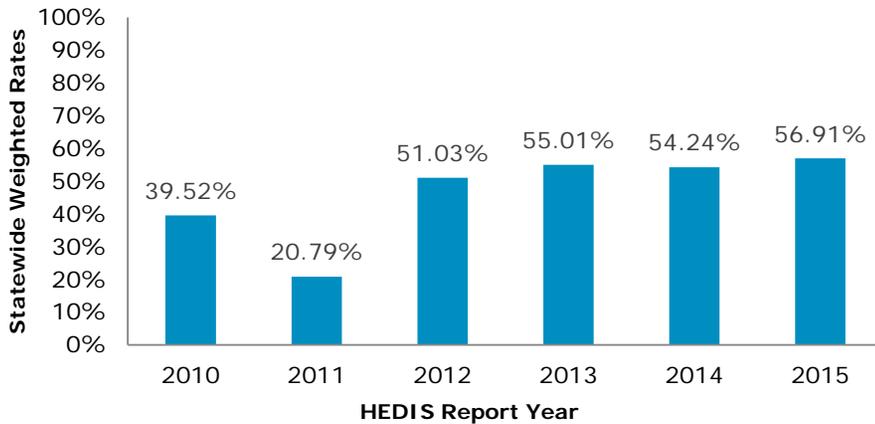
Footnote: Data reporting began in 2009 (2008 and 2009 data are not reported in these graphs). In 2012 measure specifications changed; trending between 2012 and prior years should be considered with caution.

Fig. 5. WCC—Counseling for Nutrition: 3–11 years



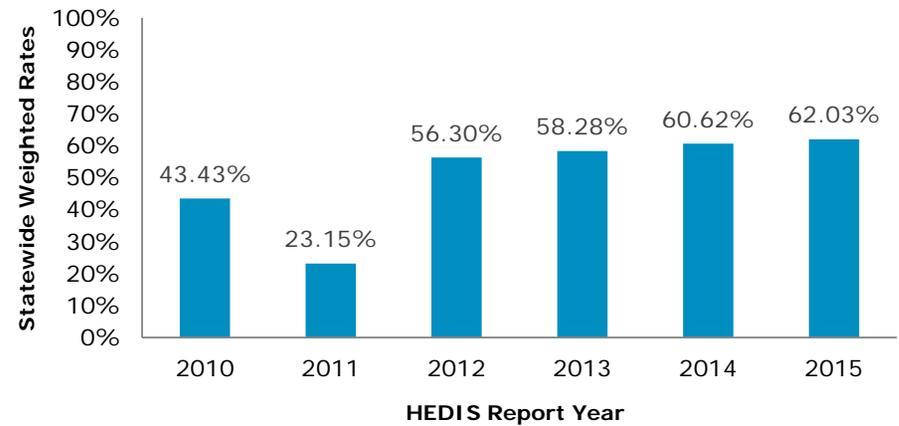
Footnote: Data reporting began in 2009 (2008 and 2009 data are not reported in these graphs). In 2012 measure specifications changed; trending between 2012 and prior years should be considered with caution.

Fig. 6. WCC—Counseling for Nutrition: 12–17 years



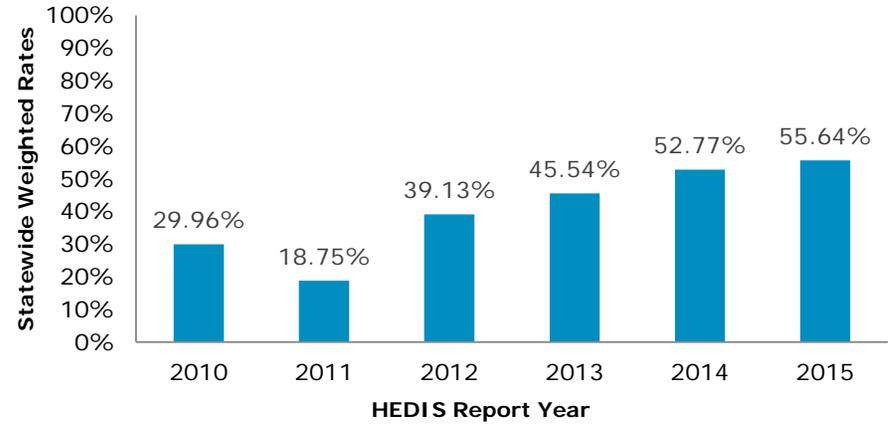
Footnote: Data reporting began in 2009 (2008 and 2009 data are not reported in these graphs). In 2012 measure specifications changed; trending between 2012 and prior years should be considered with caution.

Fig. 7. WCC—Counseling for Nutrition: Total



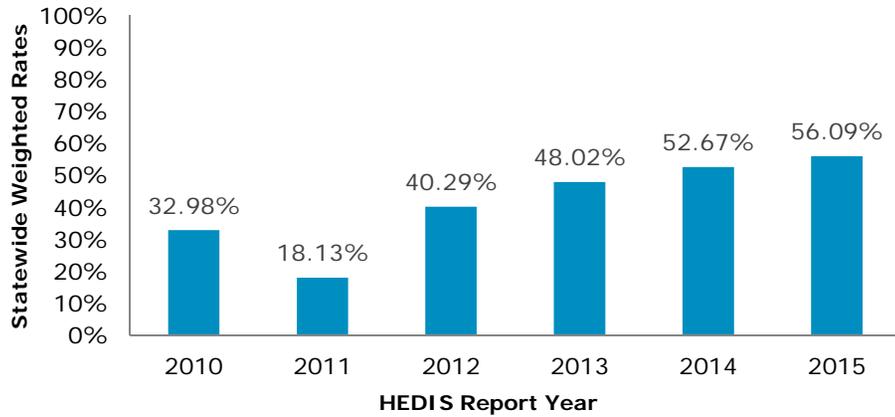
Footnote: Data reporting began in 2009 (2008 and 2009 data are not reported in these graphs). In 2012 measure specifications changed; trending between 2012 and prior years should be considered with caution.

Fig. 8. WCC—Counseling for Physical Activity: 3–11 years



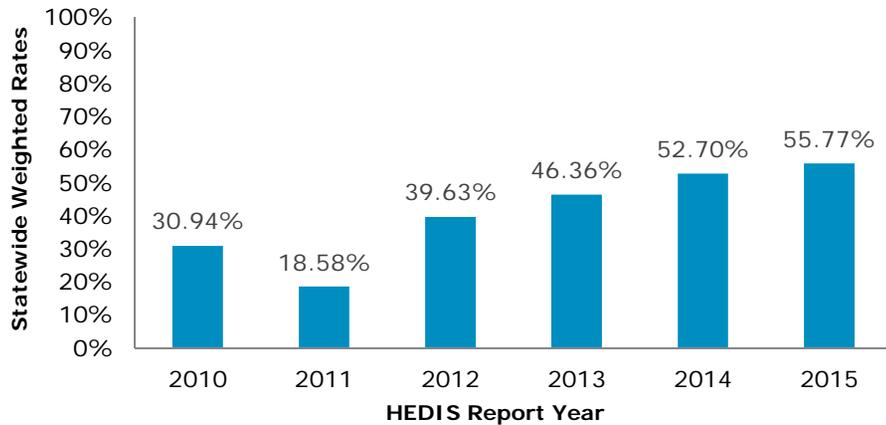
Footnote: Data reporting began in 2009 (2008 and 2009 data are not reported in these graphs). In 2012 measure specifications changed; trending between 2012 and prior years should be considered with caution.

Fig. 9. WCC—Counseling for Physical Activity: 12–17 years



Footnote: Data reporting began in 2009 (2008 and 2009 data are not reported in these graphs). In 2012 measure specifications changed; trending between 2012 and prior years should be considered with caution.

Fig. 10. WCC—Counseling for Physical Activity: Total



Footnote: Data reporting began in 2009 (2008 and 2009 data are not reported in these graphs). In 2012 measure specifications changed; trending between 2012 and prior years should be considered with caution.

Fig. 11. Childhood Immunization Status (CIS)—DTaP

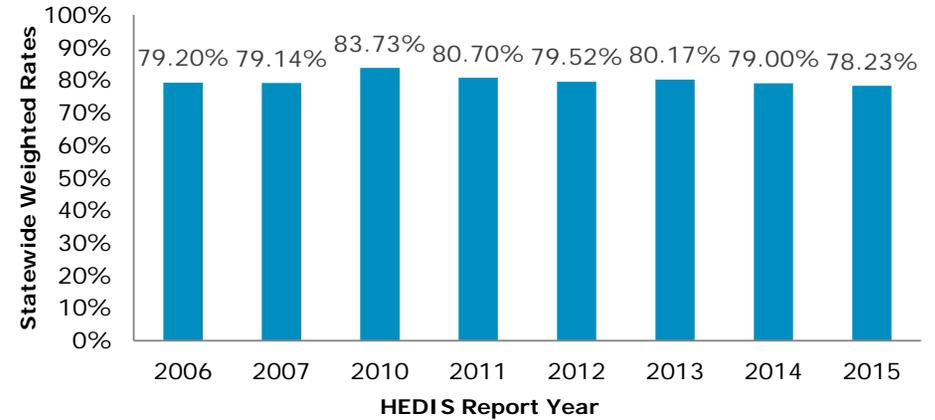


Fig. 12. CIS—IPV

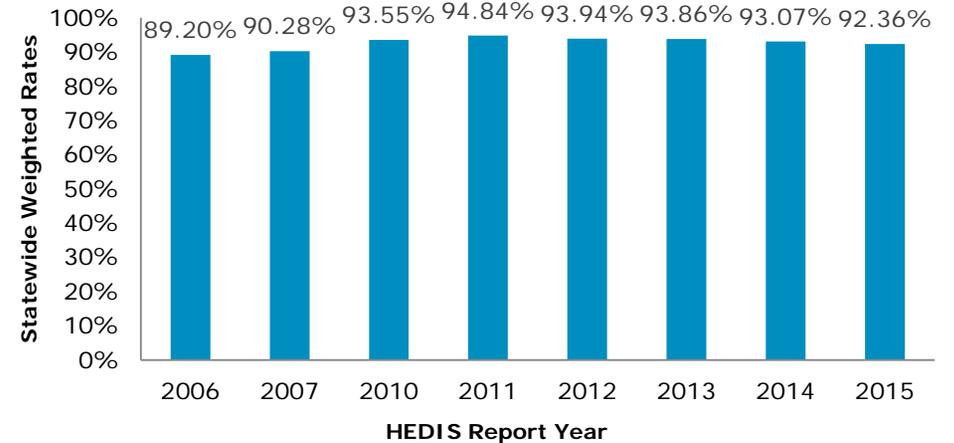


Fig. 13. CIS—MMR

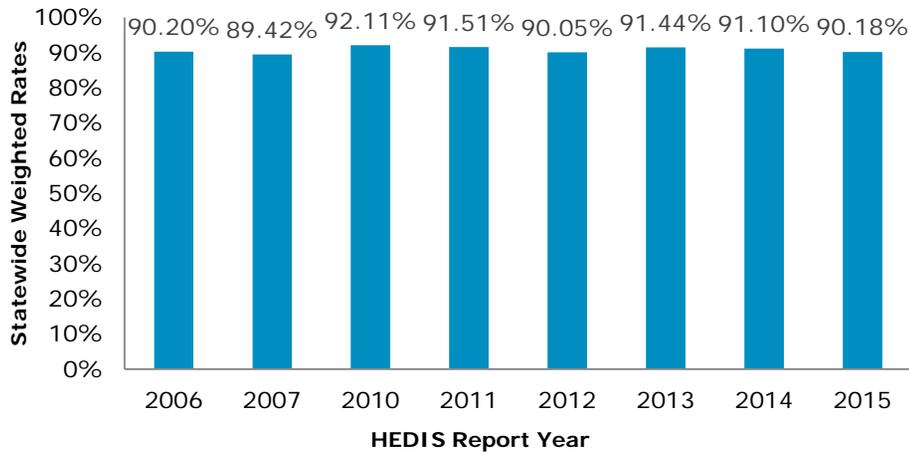


Fig. 15. CIS—HepB

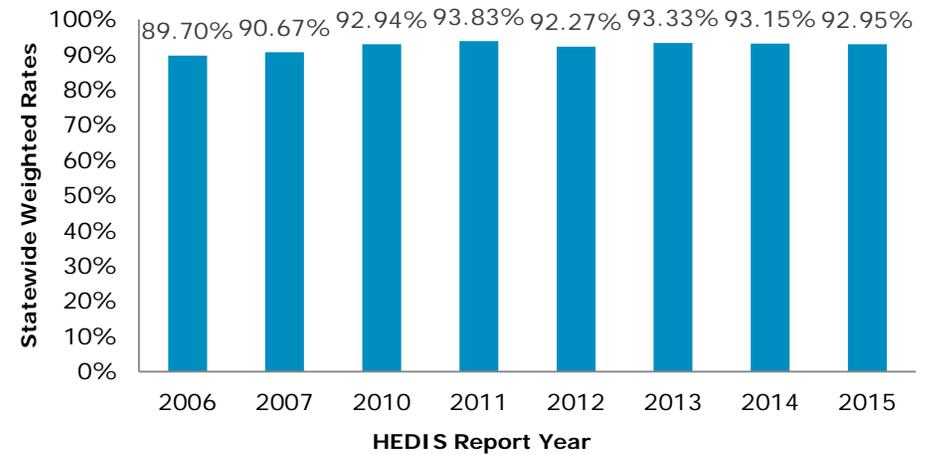


Fig. 14. CIS—HiB

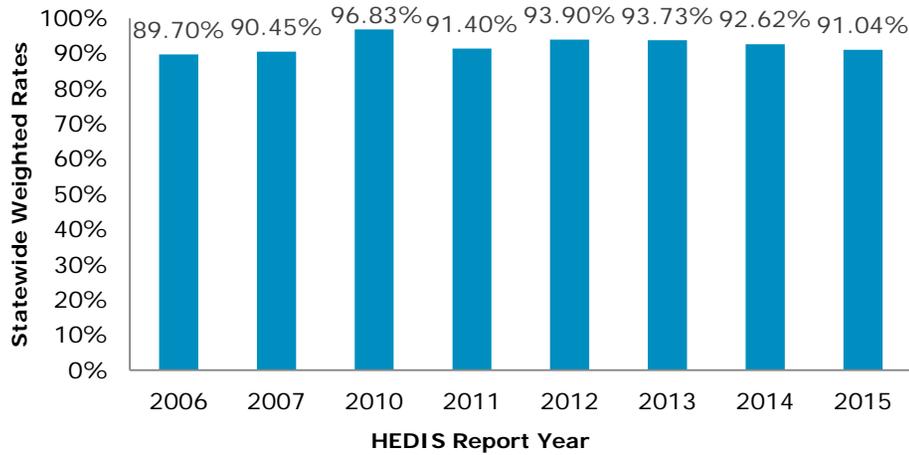


Fig. 16. CIS—VZV

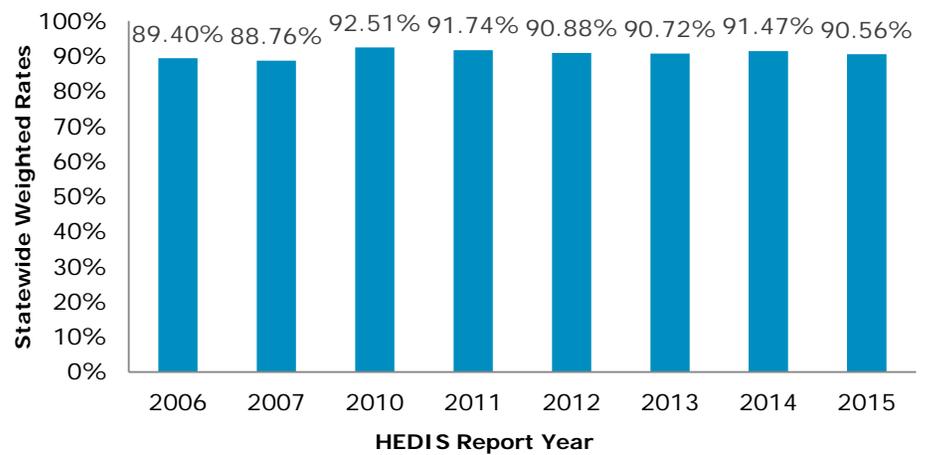


Fig. 17. CIS—PCV

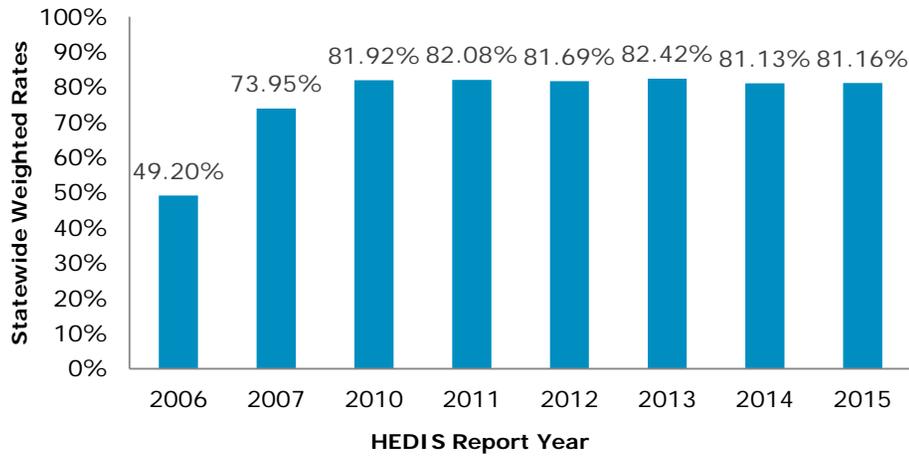
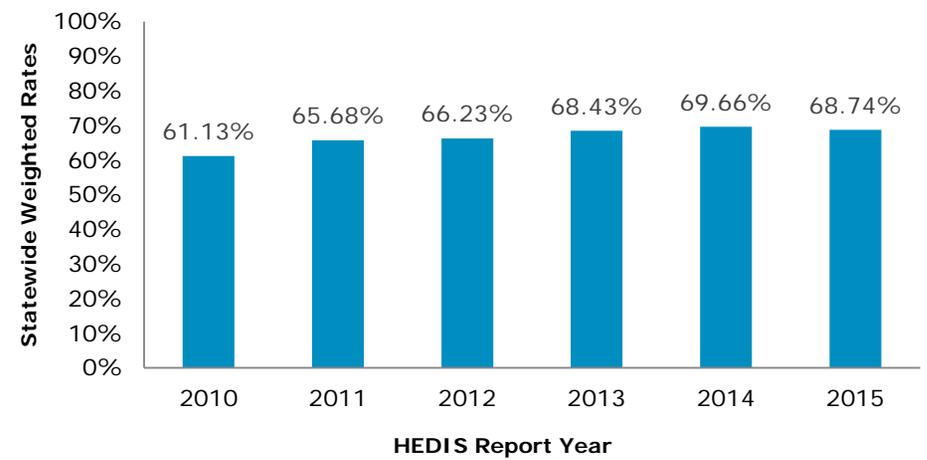
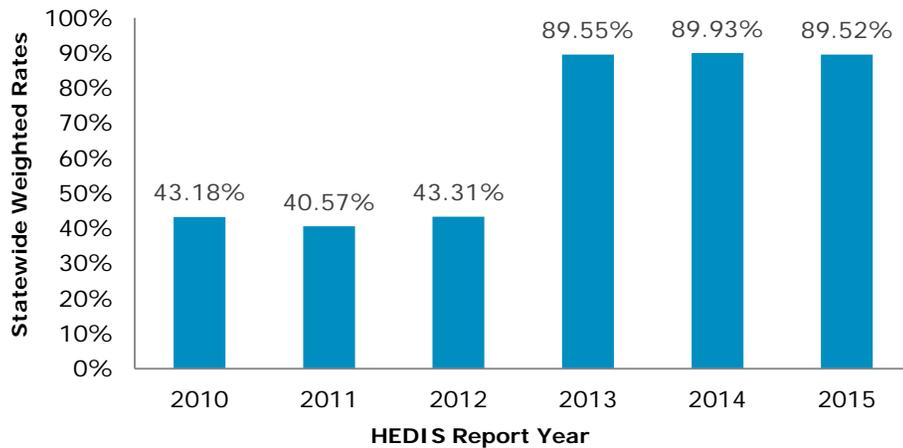


Fig. 19. CIS—RV



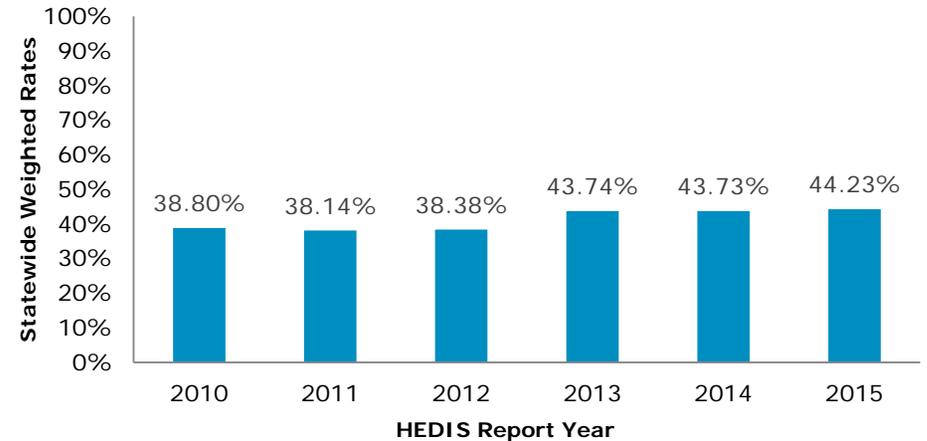
Footnote: Data reporting began in 2010.

Fig. 18. CIS—HepA



Footnote: Data reporting began in 2010. HepA dose requirements changed in 2013 from two doses to at least one dose; hence, trend with caution.

Fig. 20. CIS—Influenza



Footnote: Data reporting began in 2010.

Fig. 21. CIS—Combination 2

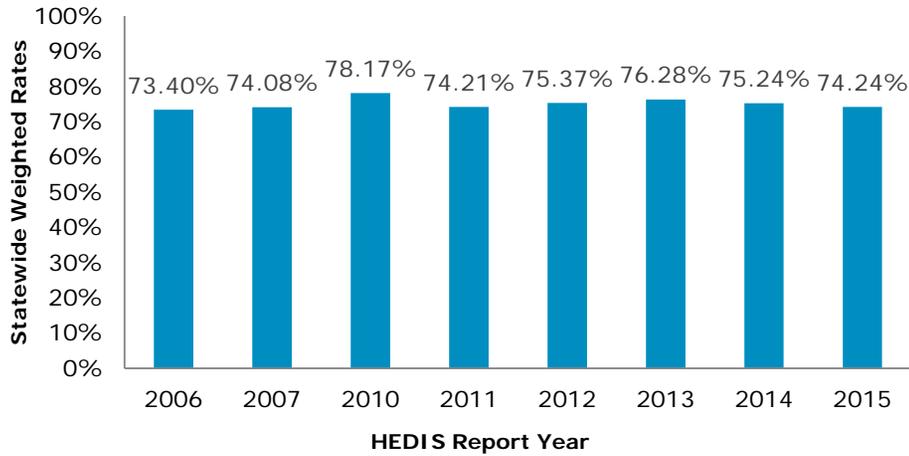
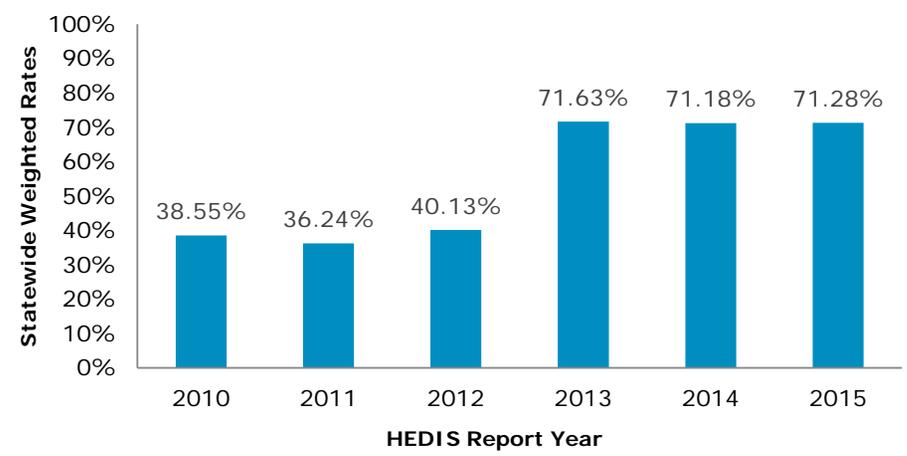


Fig. 23. CIS—Combination 4



Footnote: Data reporting began in 2010. HepA dose requirements changed in 2013 from two doses to at least one dose; hence, trend with caution.

Fig. 22. CIS—Combination 3

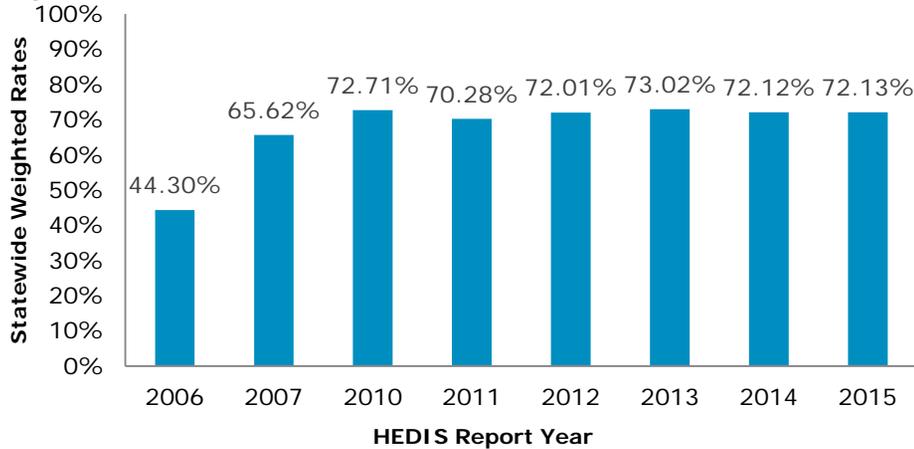
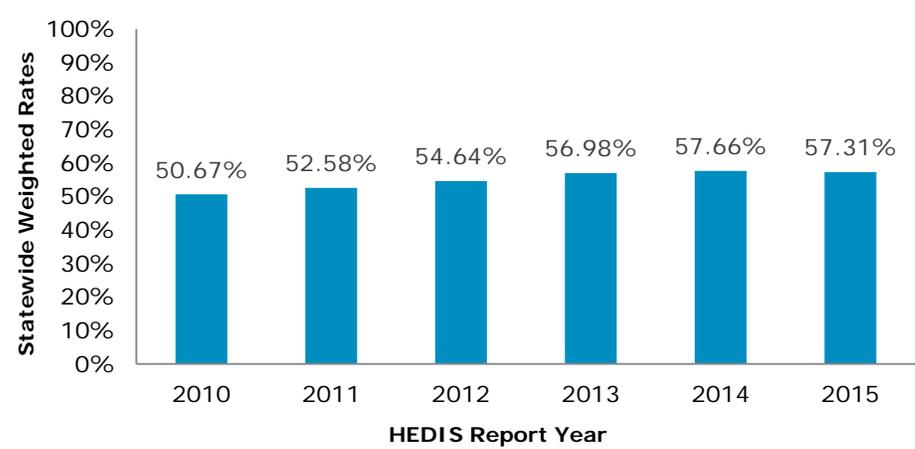
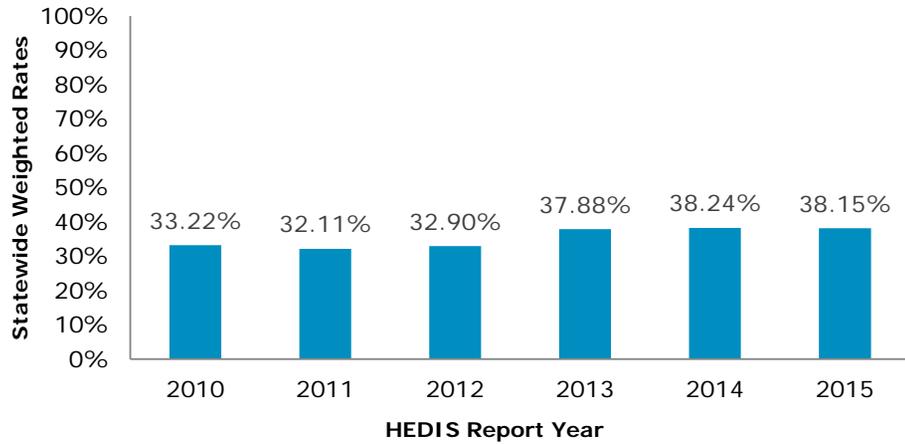


Fig. 24. CIS—Combination 5



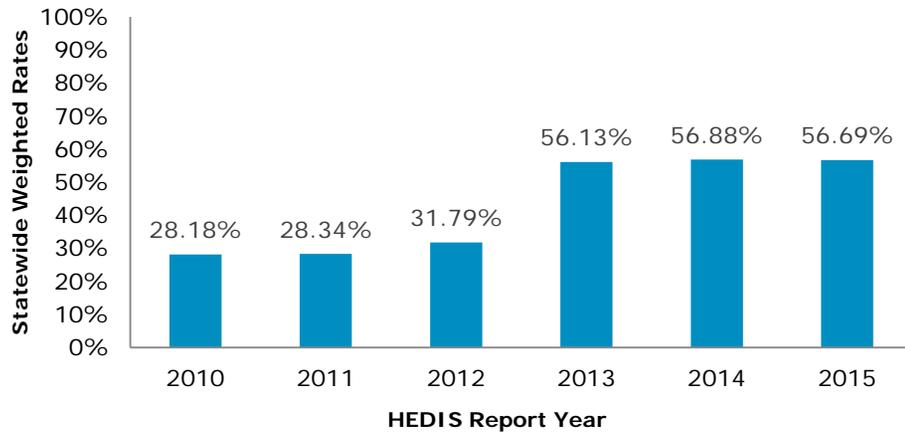
Footnote: Data reporting began in 2010.

Fig. 25. CIS—Combination 6



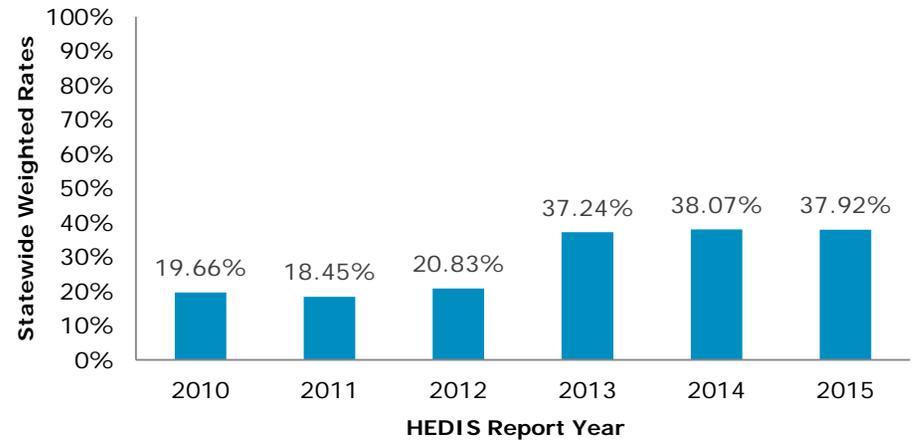
Footnote: Data reporting began in 2010.

Fig. 26. CIS—Combination 7



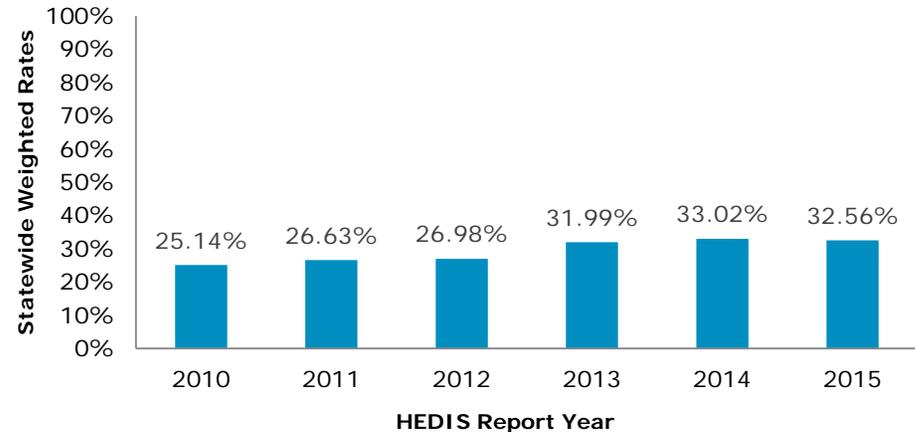
Footnote: Data reporting began in 2010. HepA dose requirements changed in 2013 from two doses to at least one dose; hence, trend with caution.

Fig. 27. CIS—Combination 8



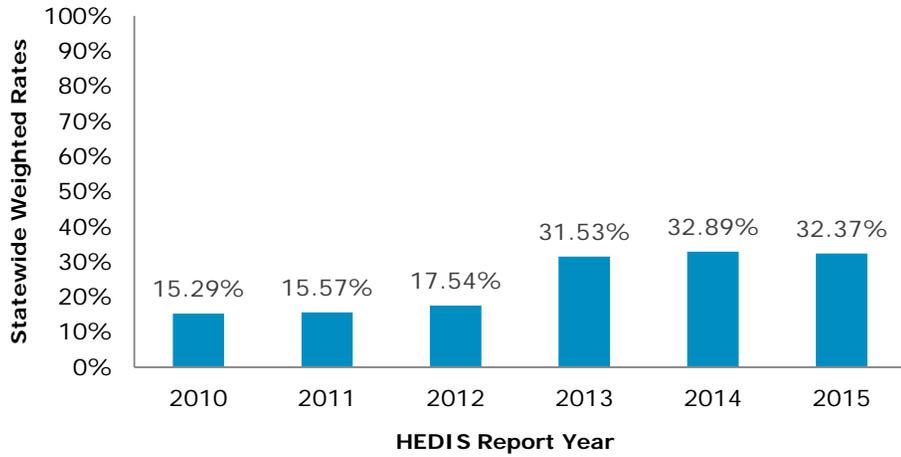
Footnote: Data reporting began in 2010. HepA dose requirements changed in 2013 from two doses to at least one dose; hence, trend with caution.

Fig. 28. CIS—Combination 9



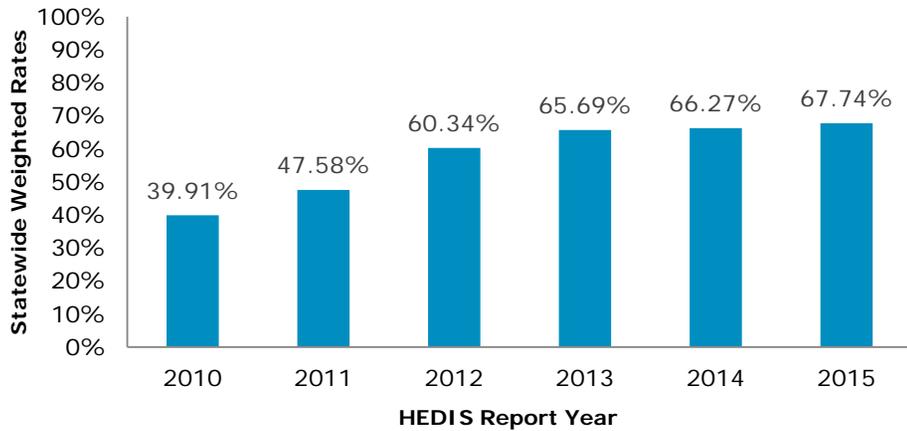
Footnote: Data reporting began in 2010.

Fig. 29. CIS—Combination 10



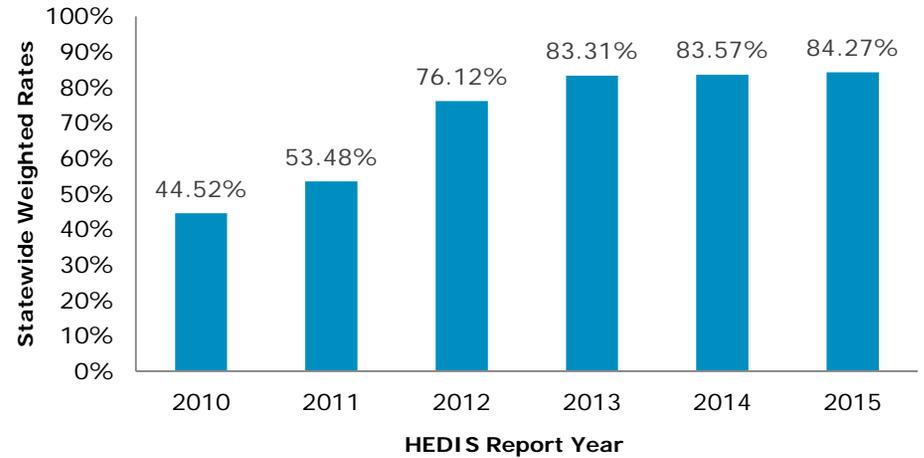
Footnote: Data reporting began in 2010. HepA dose requirements changed in 2013 from two doses to at least one dose; hence, trend with caution.

Fig. 30. Immunizations for Adolescents (IMA)—Meningococcal



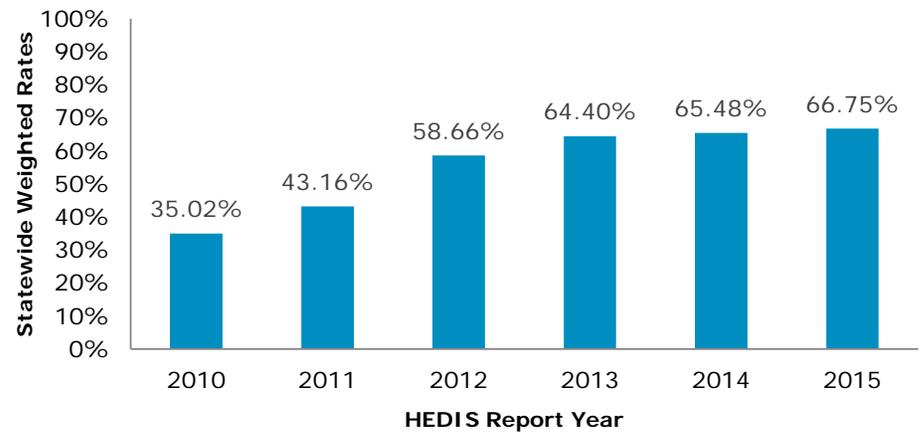
Footnote: Data reporting began in 2010.

Fig. 31. IMA—Tdap/Td



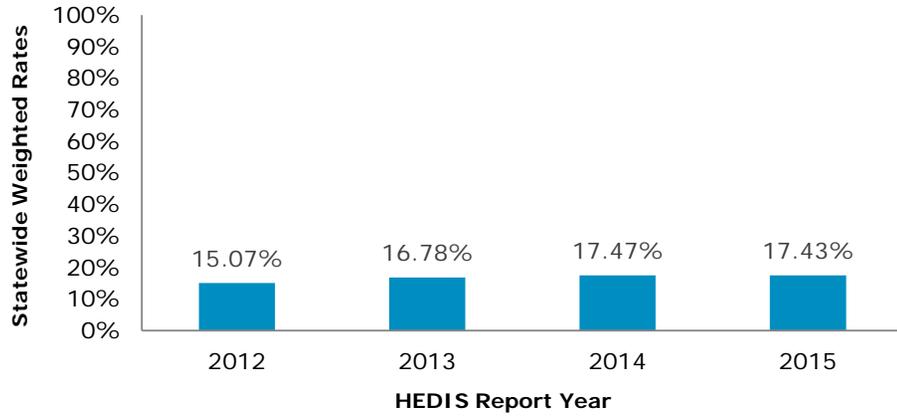
Footnote: Data reporting began in 2010.

Fig. 32. IMA—Combination 1



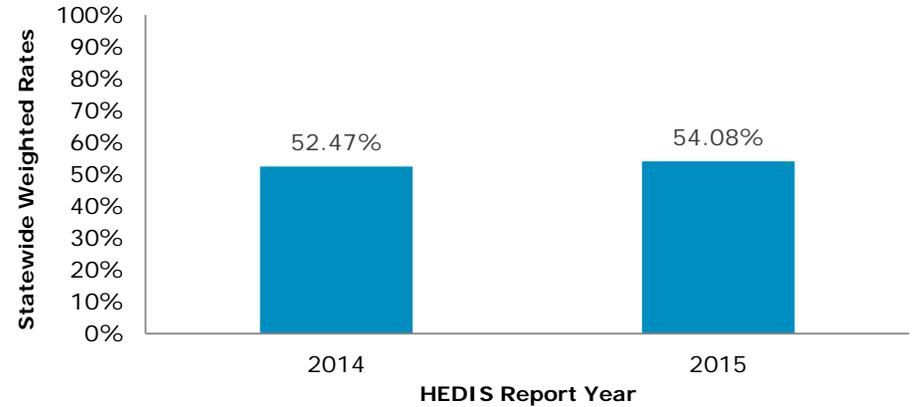
Footnote: Data reporting began in 2010.

Fig. 33. Human Papillomavirus Vaccine for Female Adolescents (HPV)



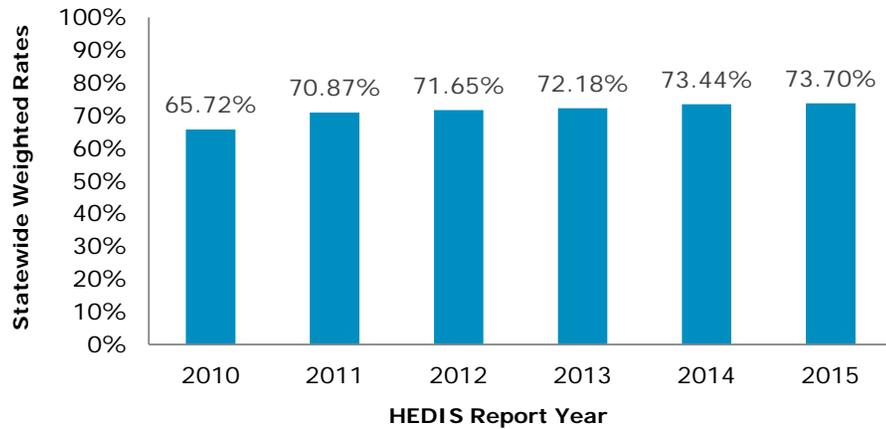
Footnote: Data reporting began in 2012.

Fig. 35. Breast Cancer Screening (BCS)



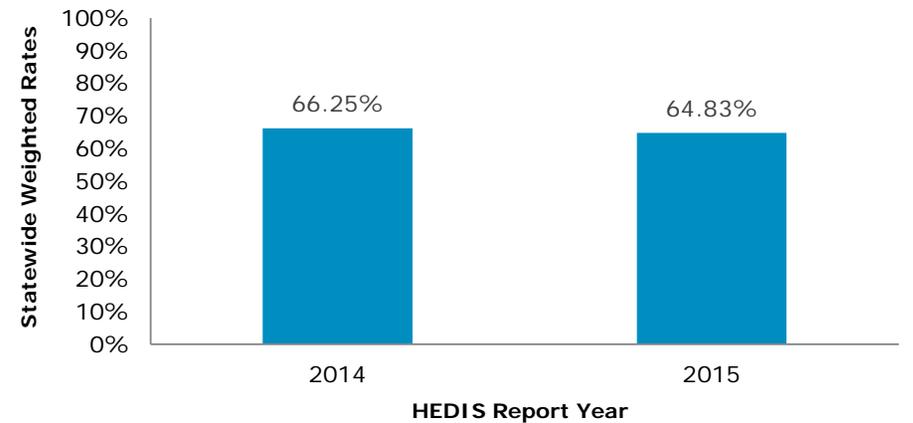
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 34. Lead Screening in Children (LSC)



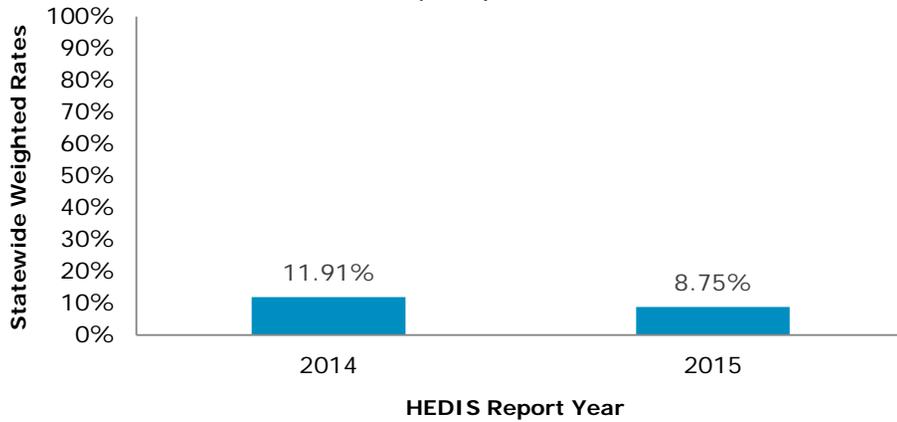
Footnote: Data reporting began in 2008 (2008 and 2009 data are not reported in these graphs). Measure specifications changed in 2011; trending between 2011 and prior years should be considered with caution.

Fig. 36. Cervical Cancer Screening (CCS)



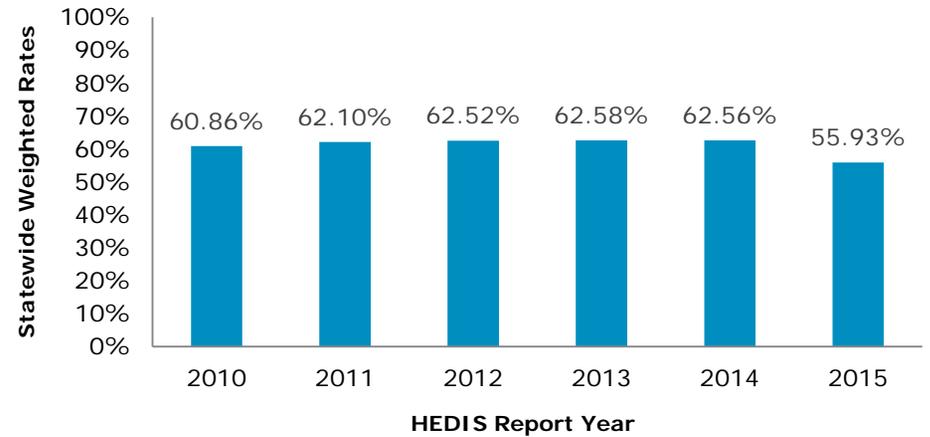
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 37. Non-Recommended Cervical Cancer Screening in Adolescent Females (NCS)



Footnote: Data reporting began in 2014.

Fig. 39. CHL: 21–24 years



Footnote: Age stratification changed in 2009 (2008 and 2009 data are not reported in these graphs); as such, no comparative data are available from previous years.

Fig. 38. Chlamydia Screening in Women (CHL): 16–20 years

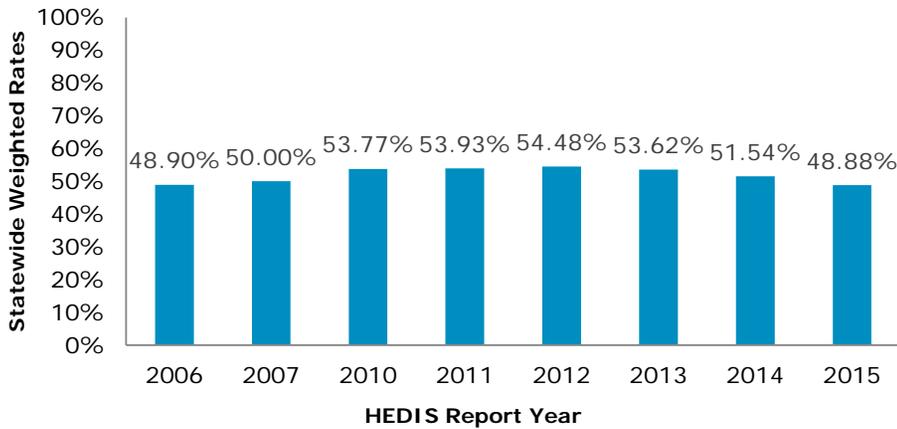
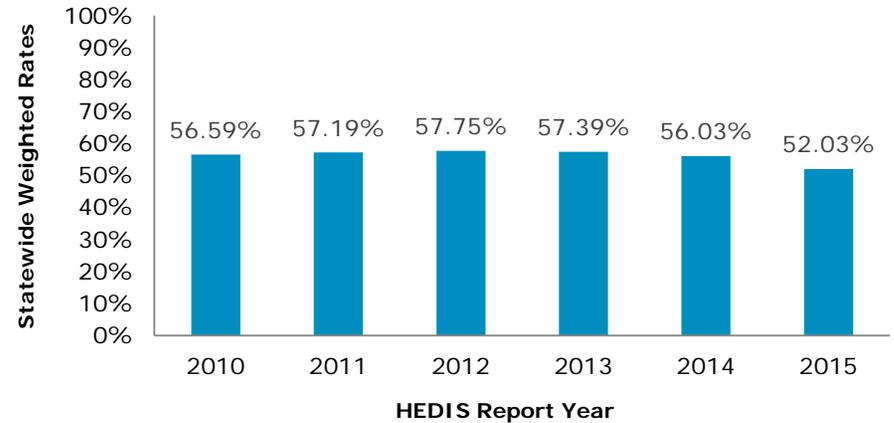


Fig. 40. CHL: Total



Footnote: Age stratification changed in 2009 (2008 and 2009 data are not reported in these graphs); as such, no comparative data are available from previous years.

Effectiveness of Care Measures—Respiratory Conditions

Fig. 41. Appropriate Testing for Children With Pharyngitis (CWP)

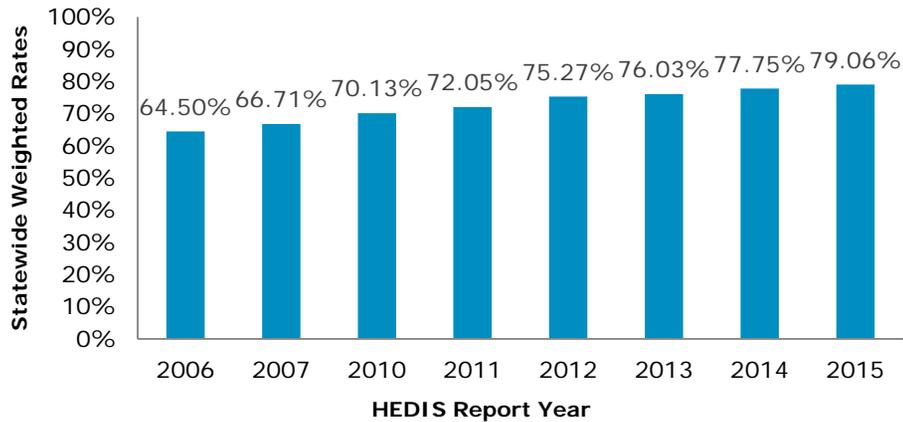
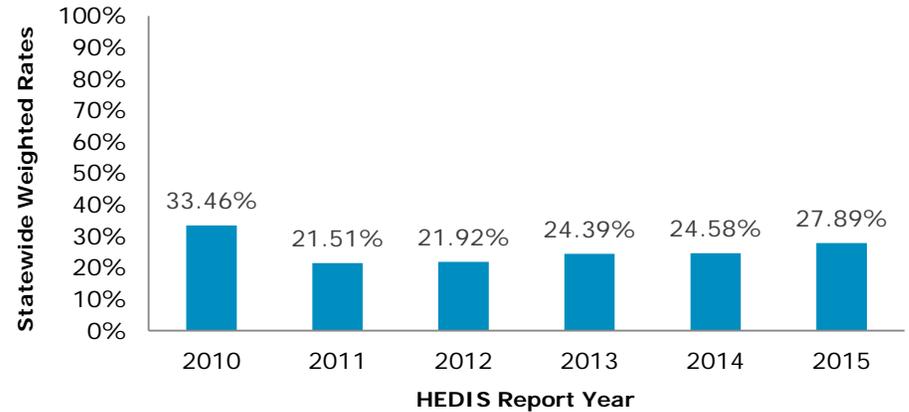


Fig. 43. Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (AAB)



Footnote: The measure rate was inverted in 2008 (2008 and 2009 data are not reported in these graphs); as such, no comparative data are available from previous years.

Fig. 42. Appropriate Treatment for Children With Upper Respiratory Infection (URI)

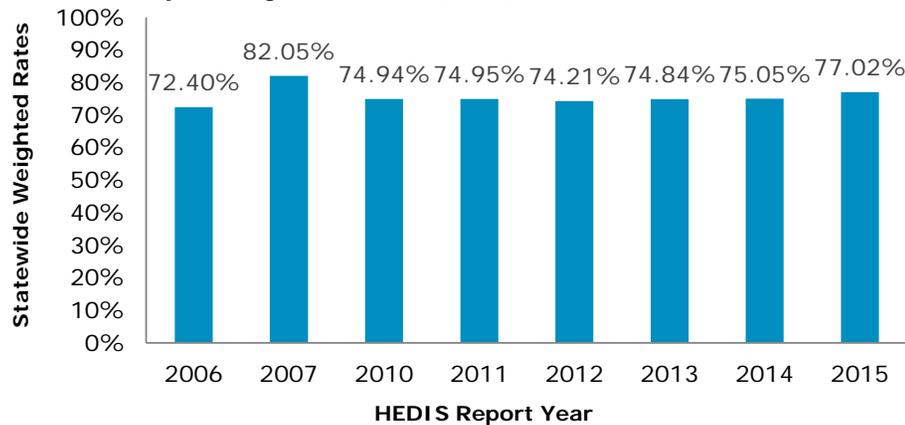
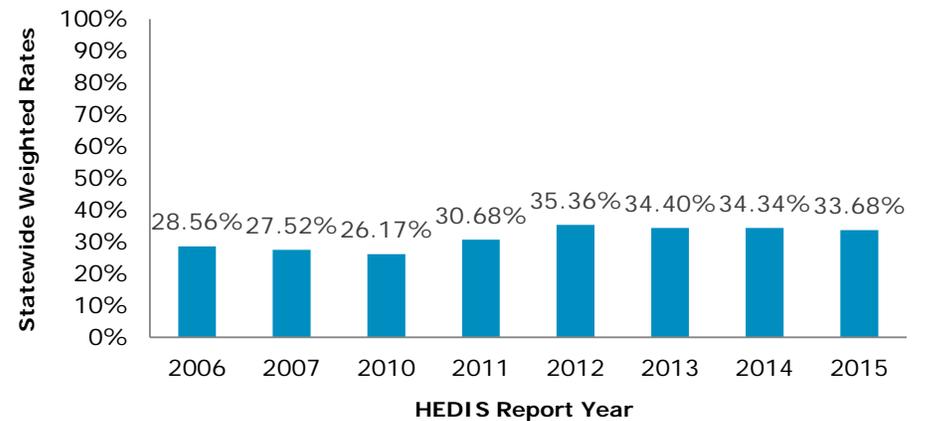
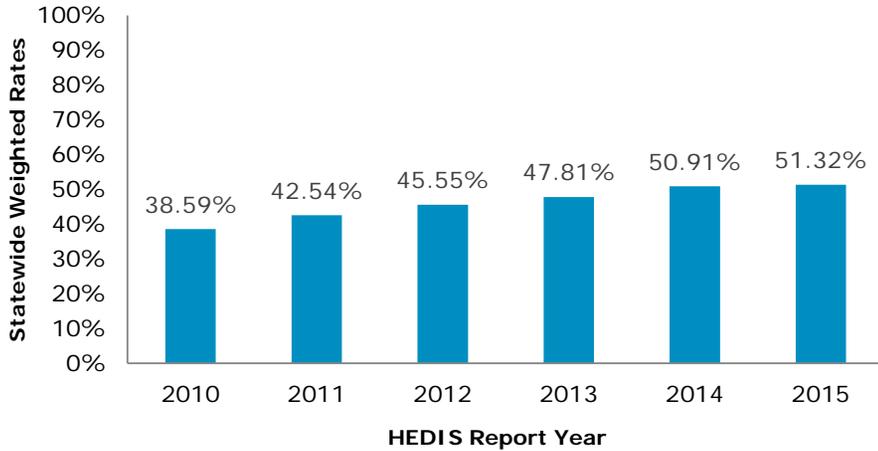


Fig. 44. Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)



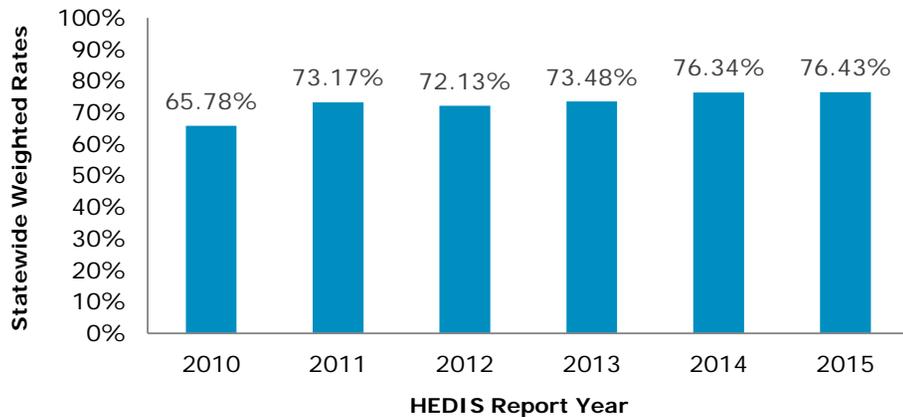
Footnote: Measure specifications changed in 2011; trending between 2011 and prior years should be considered with caution.

Fig. 45. Pharmacotherapy Management of COPD Exacerbation (PCE)—Systemic Corticosteroid



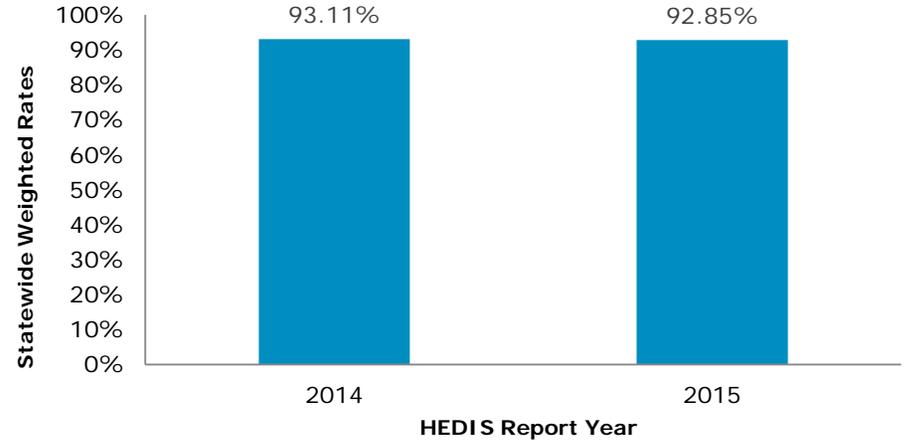
Footnote: Data reporting began in 2008 (2008 and 2009 data are not reported in these graphs).

Fig. 46. PCE—Bronchodilator



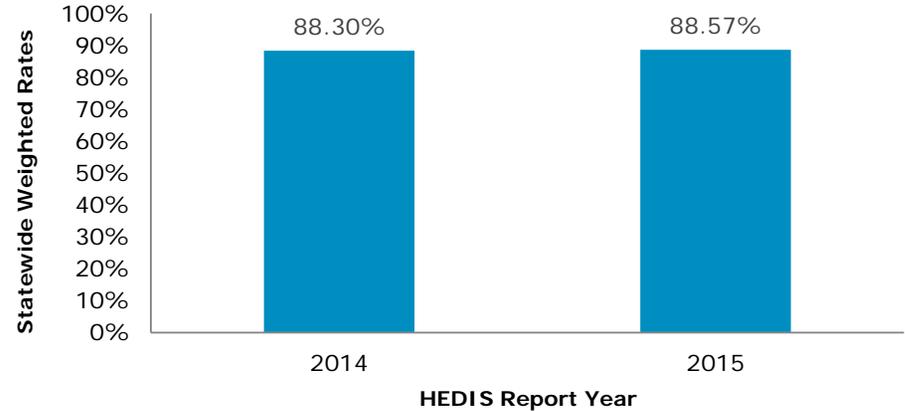
Footnote: Data reporting began in 2008 (2008 and 2009 data are not reported in these graphs).

Fig. 47. Use of Appropriate Medications for People With Asthma (ASM): 5–11 years



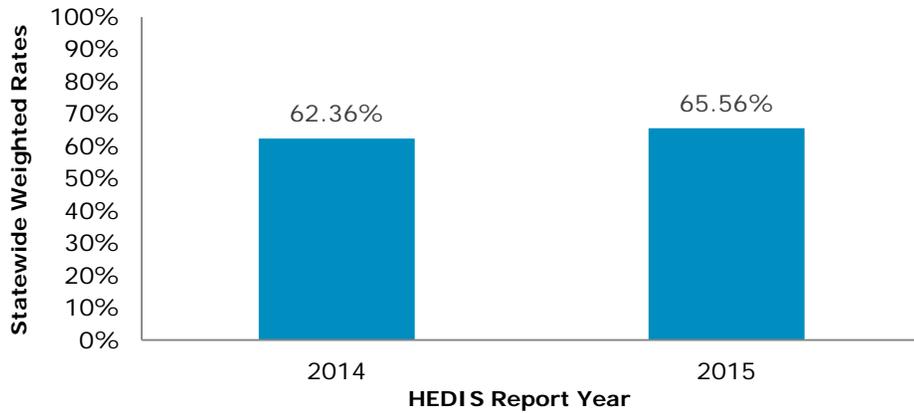
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 48. ASM: 12–18 years



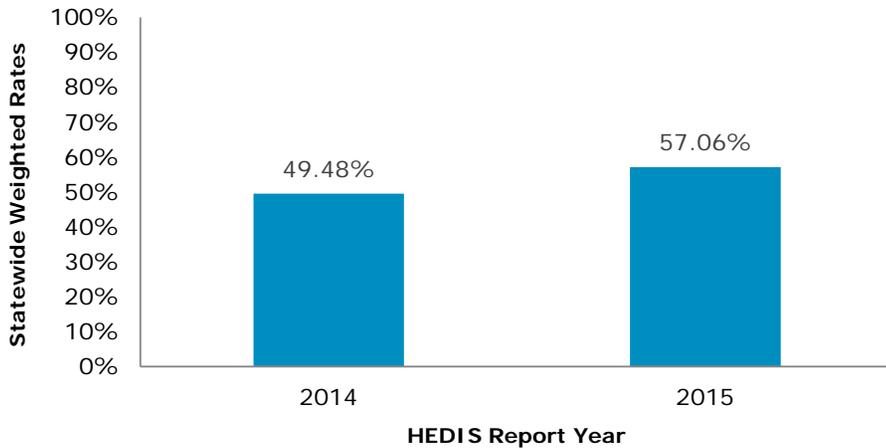
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 49. ASM: 19–50 years



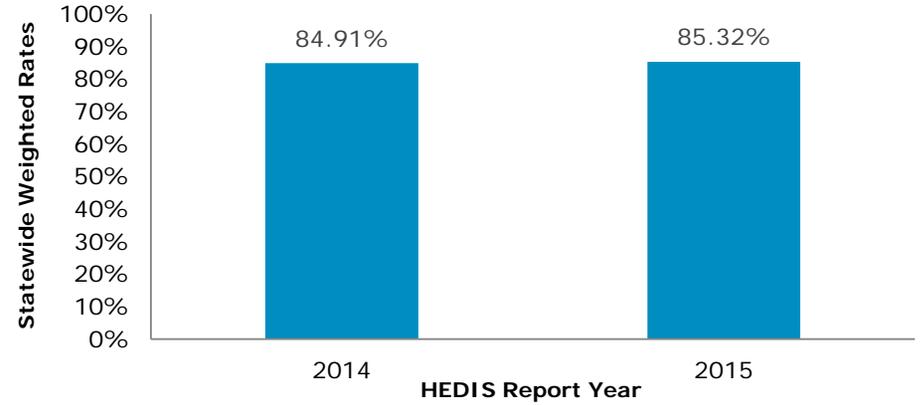
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 50. ASM: 51–64 years



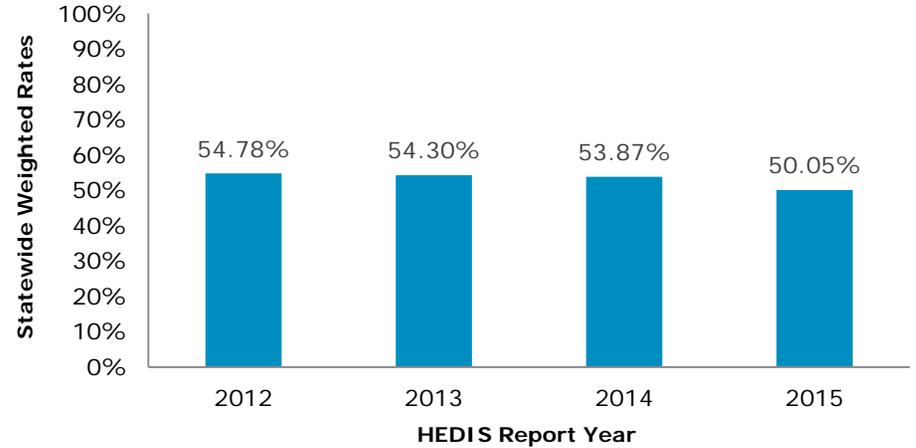
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 51. ASM: Total years



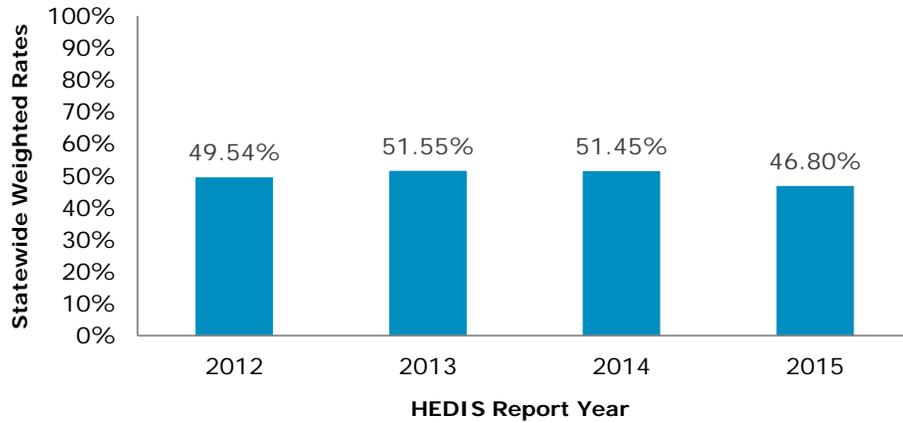
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 52. Medication Management for People With Asthma (MMA)—Medication Compliance 50%: 5–11 years



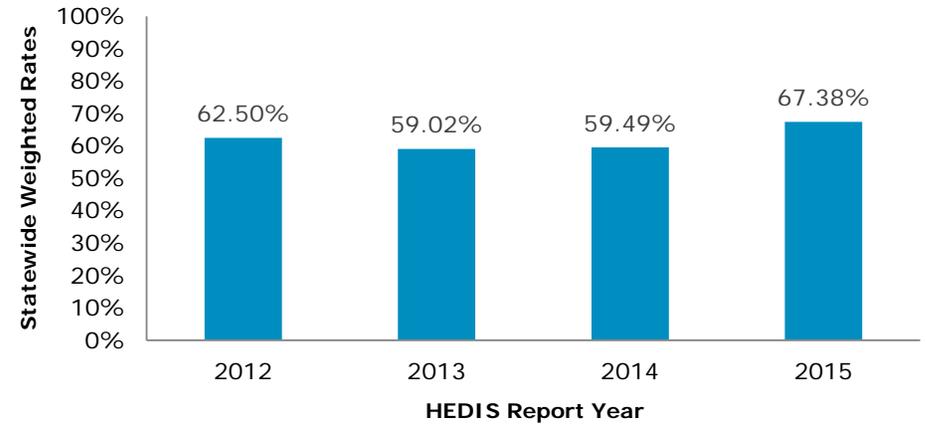
Footnote: Data reporting began in 2012.

Fig. 53. MMA—Medication Compliance 50%: 12–18 years



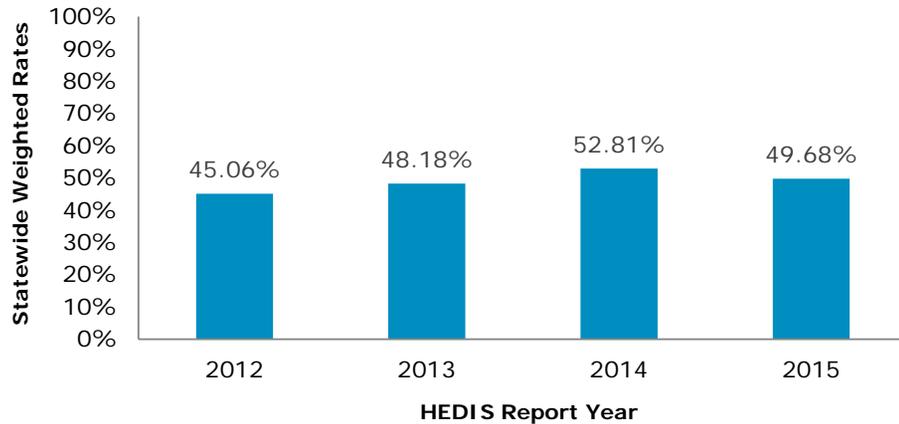
Footnote: Data reporting began in 2012.

Fig. 55. MMA—Medication Compliance 50%: 51–64 years



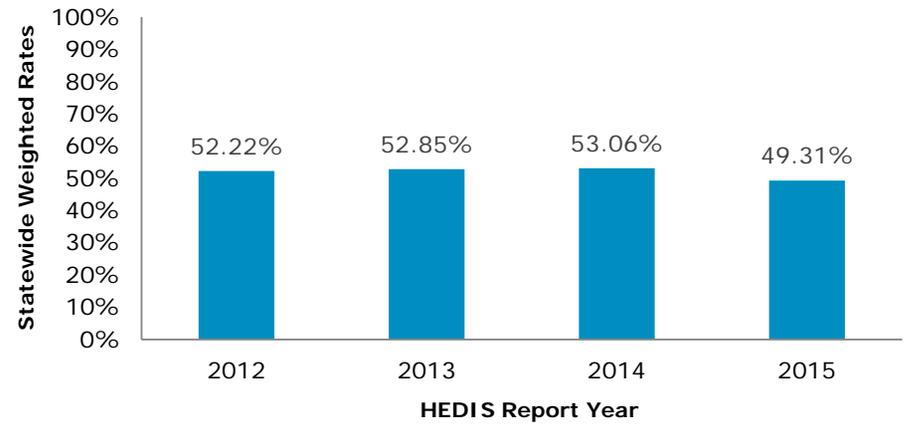
Footnote: Data reporting began in 2012.

Fig. 54. MMA—Medication Compliance 50%: 19–50 years



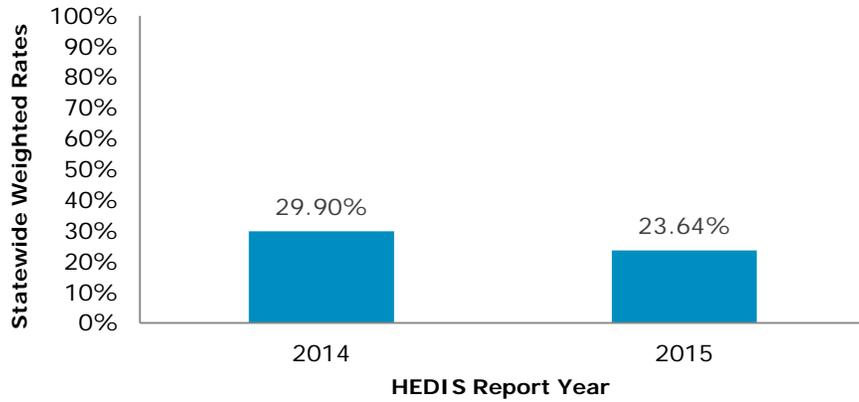
Footnote: Data reporting began in 2012.

Fig. 56. MMA—Medication Compliance 50%: Total



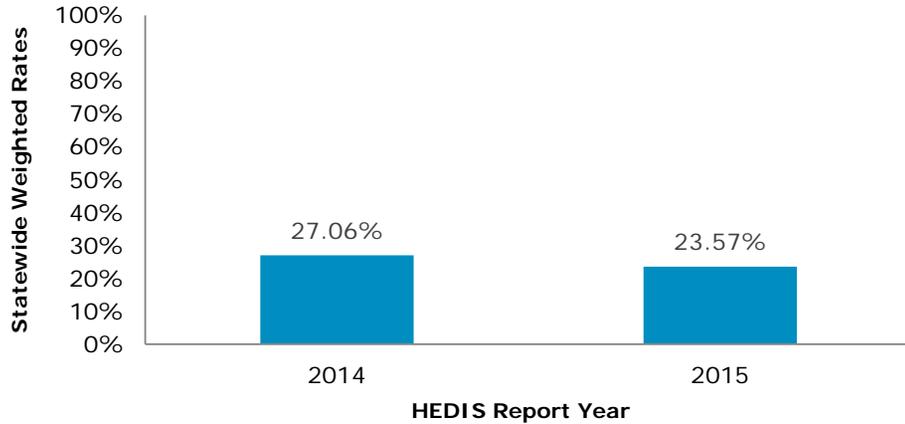
Footnote: Data reporting began in 2012.

Fig. 57. MMA—Medication Compliance 75%: 5–11 years



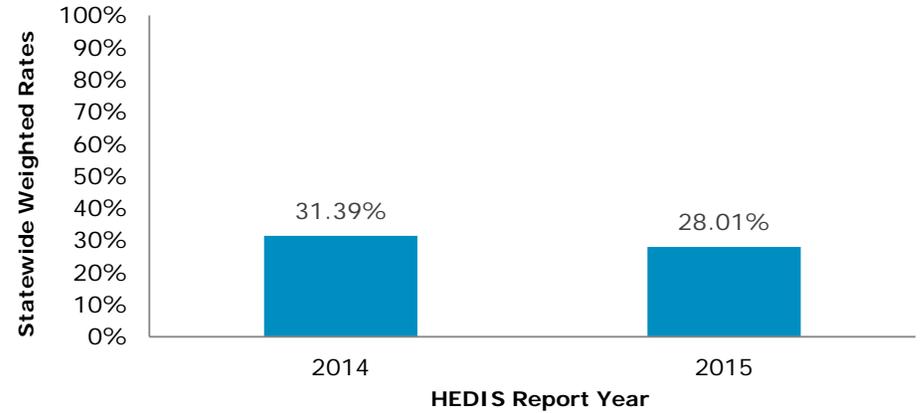
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 58. MMA—Medication Compliance 75%: 12–18 years



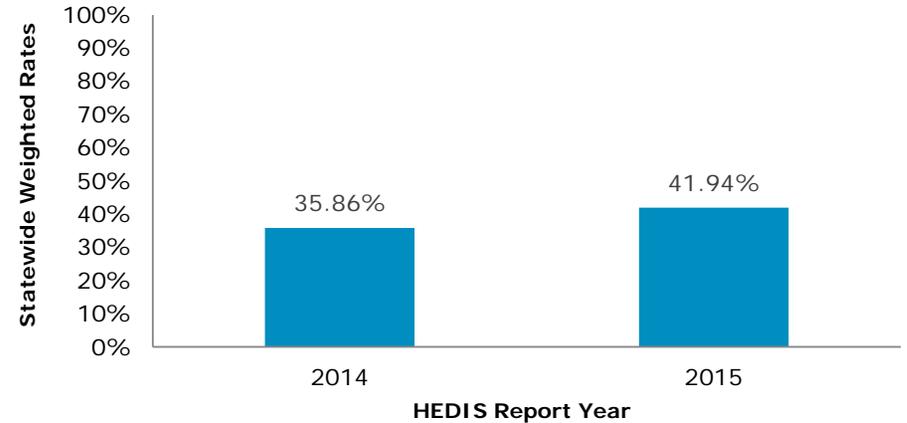
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 59. MMA—Medication Compliance 75%: 19–50 years



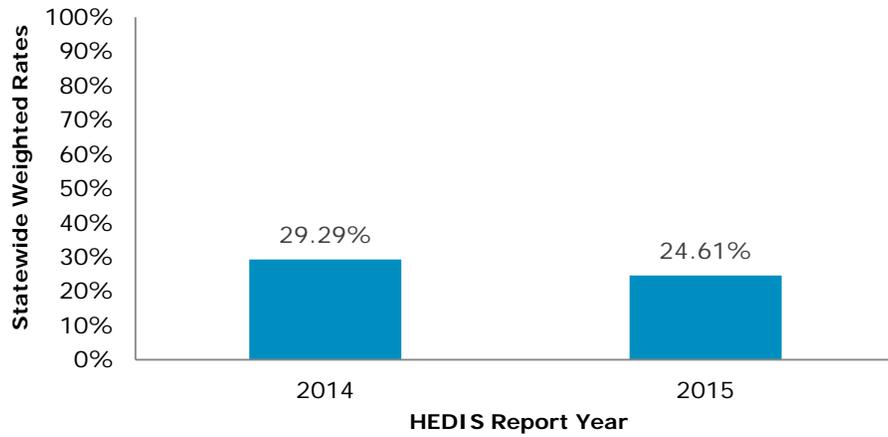
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 60. MMA—Medication Compliance 75%: 51–64 years



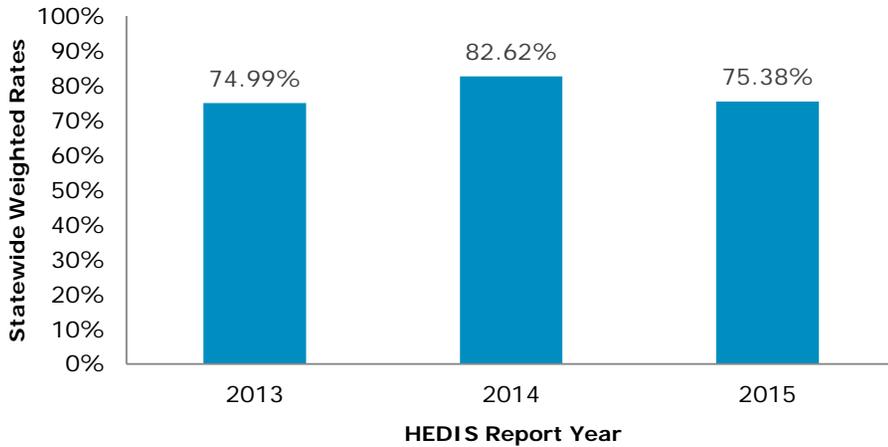
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 61. MMA—Medication Compliance 75%: Total



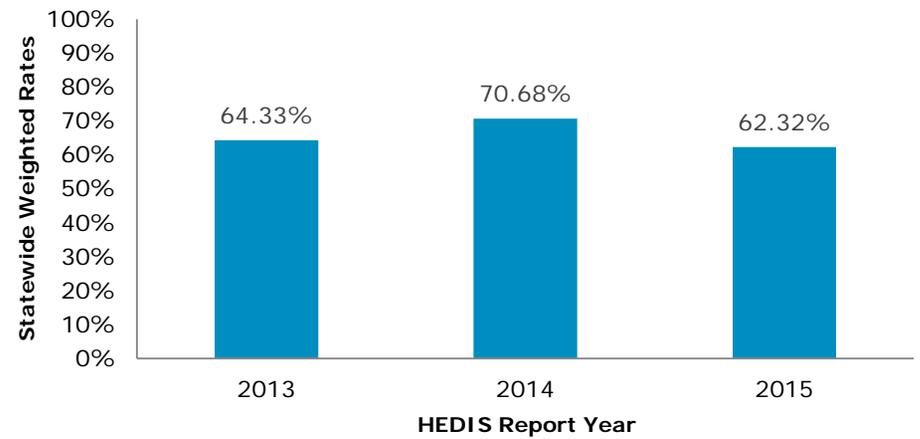
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 62. Asthma Medical Ratio (AMR): 5–11 years



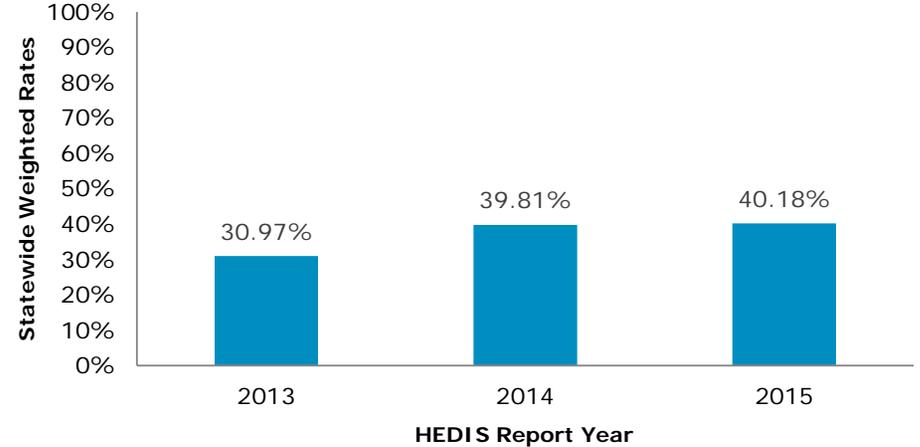
Footnote: Data reporting began in 2013.

Fig. 63. AMR: 12–18 years



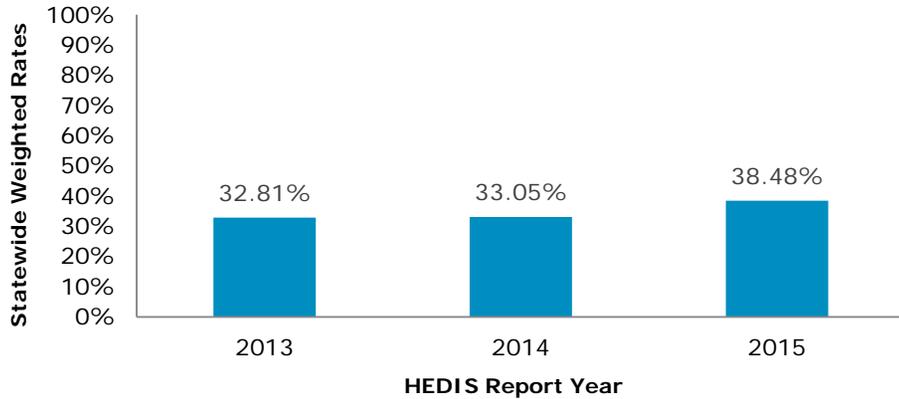
Footnote: Data reporting began in 2013.

Fig. 64. AMR: 19–50 years



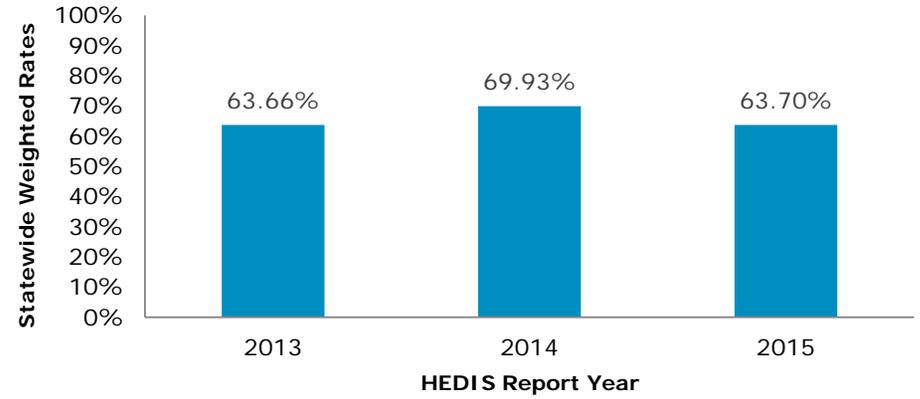
Footnote: Data reporting began in 2013.

Fig. 65. AMR: 51–64 years



Footnote: Data reporting began in 2013.

Fig. 66. AMR: Total



Footnote: Data reporting began in 2013.

Effectiveness of Care Measures—Cardiovascular Conditions

Fig. 67. Controlling High Blood Pressure (CBP)

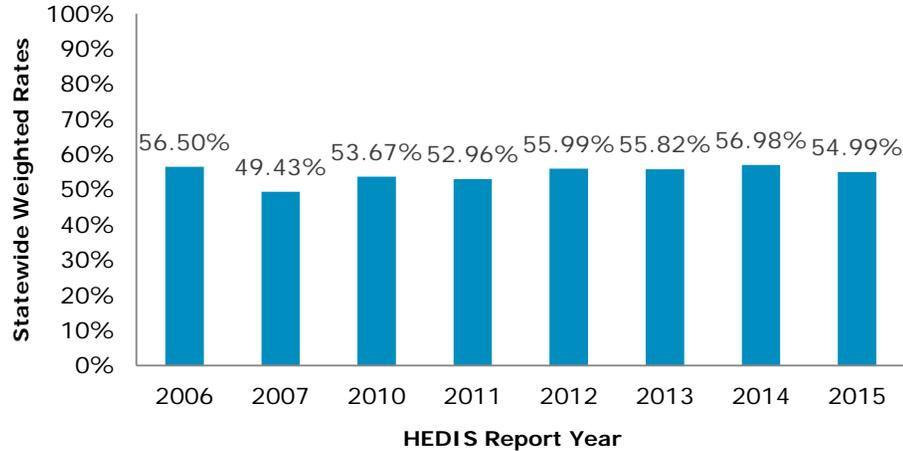
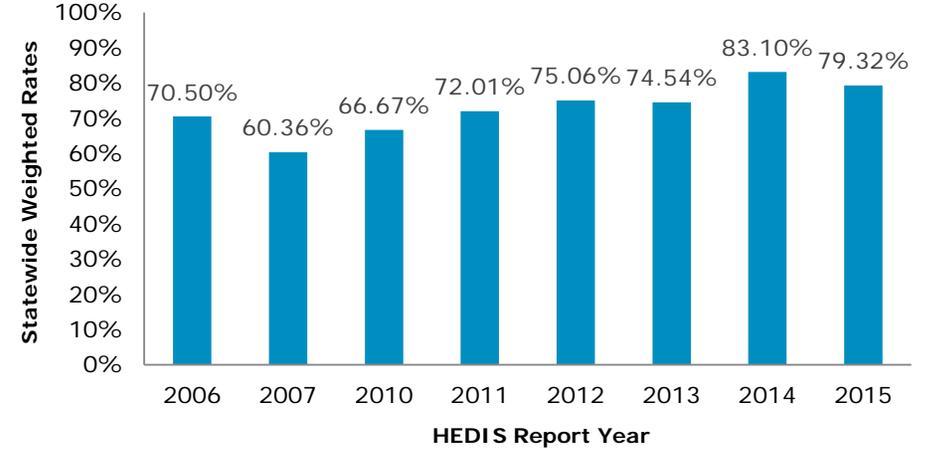


Fig. 68. Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)



Effectiveness of Care Measures—Diabetes

Fig. 69. Comprehensive Diabetes Care (CDC)—HbA1c Testing

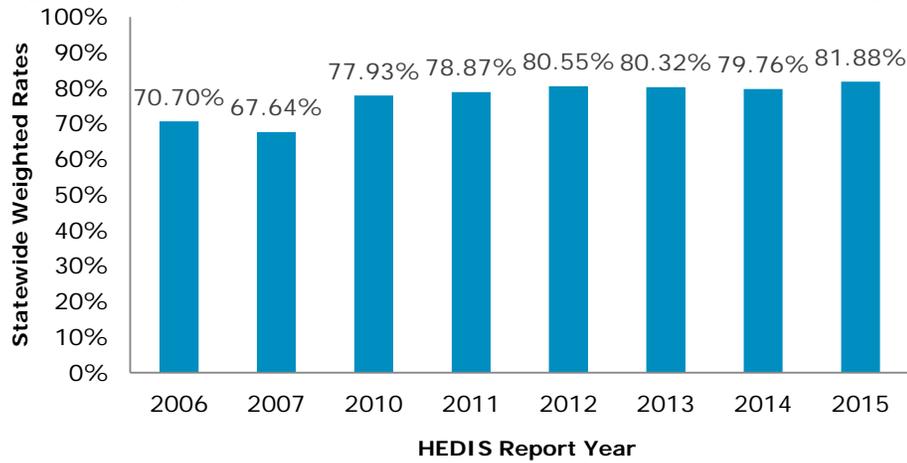
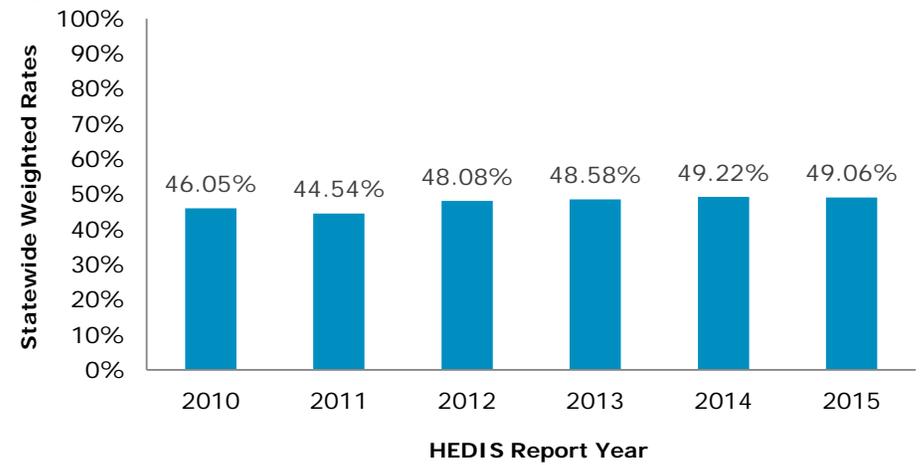
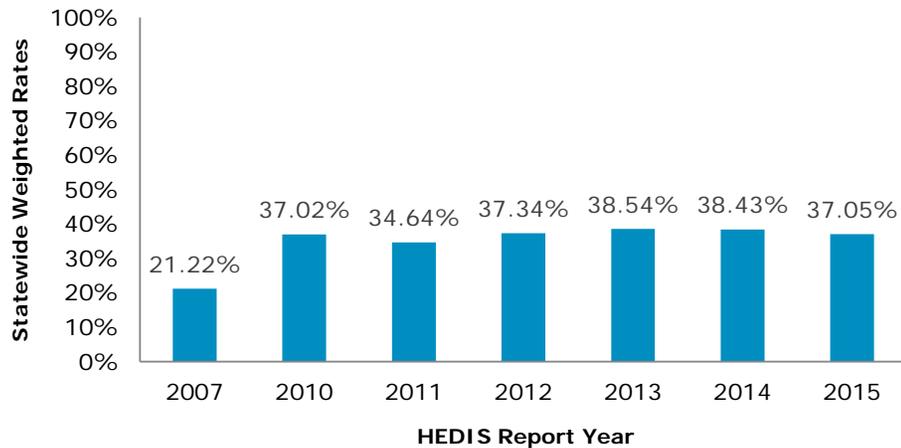


Fig. 71. CDC—HbA1c Control (<8.0%)



Footnote: Data reporting began in 2010.

Fig. 70. CDC—HbA1c Control (<7.0%)



Footnote: Data reporting began in 2007.

Fig. 72. CDC—Retinal Eye Exam Performed

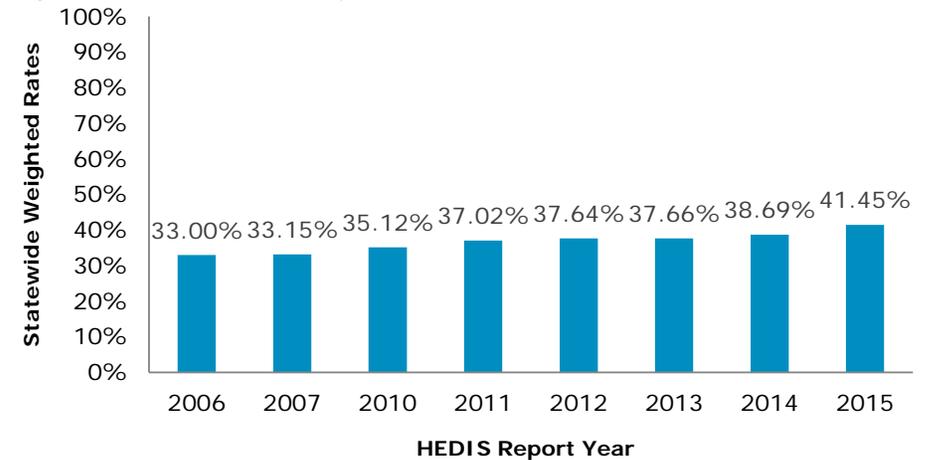


Fig. 73. CDC—Medical Attention for Nephropathy

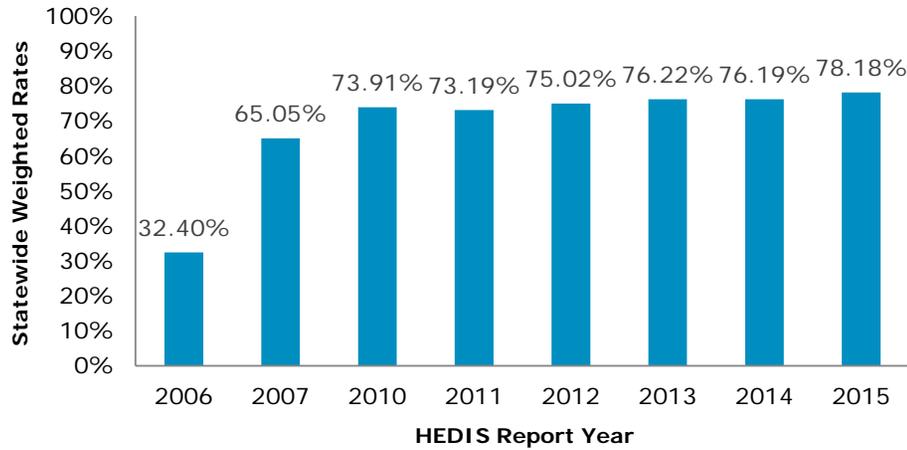
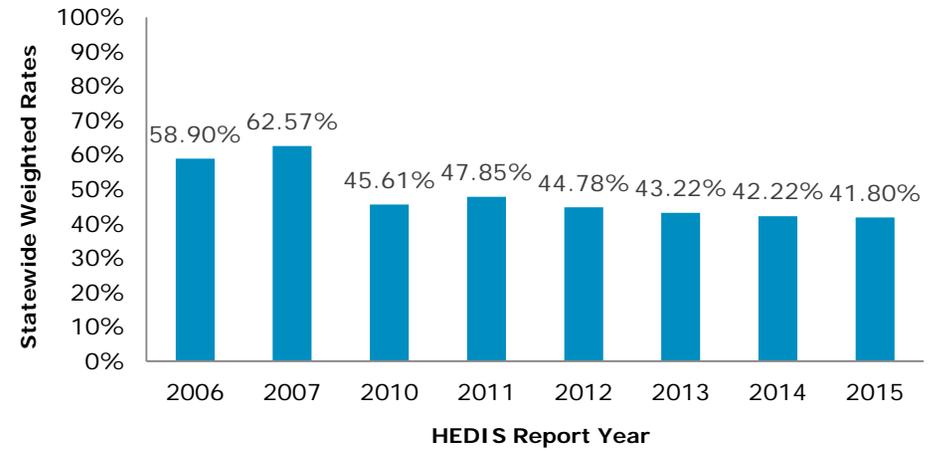
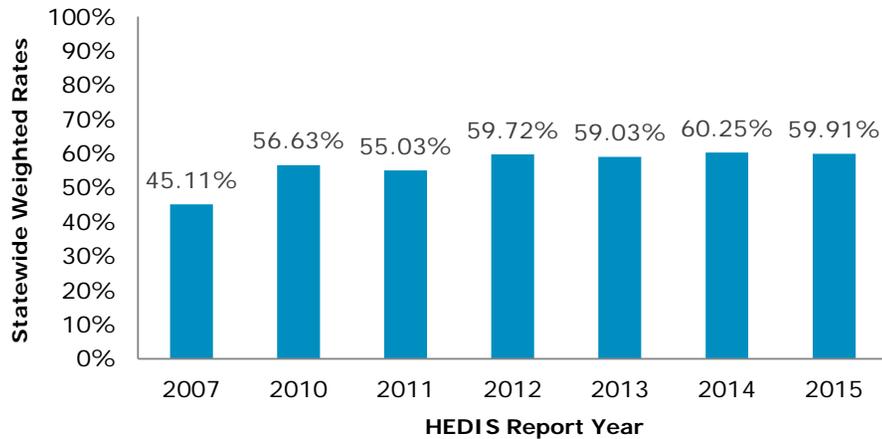


Fig. 75. CDC—HbA1c Poor Control (>9.0%)*



*Lower rates for this measure indicate better performance.

Fig. 74. CDC—Blood Pressure Control (<140/90 mm Hg)



Footnote: Data reporting began in 2007. In 2012, specification was clarified; trending between 2012 and prior years should be considered with caution.

Effectiveness of Care Measures—Musculoskeletal Conditions

Fig. 76. Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)

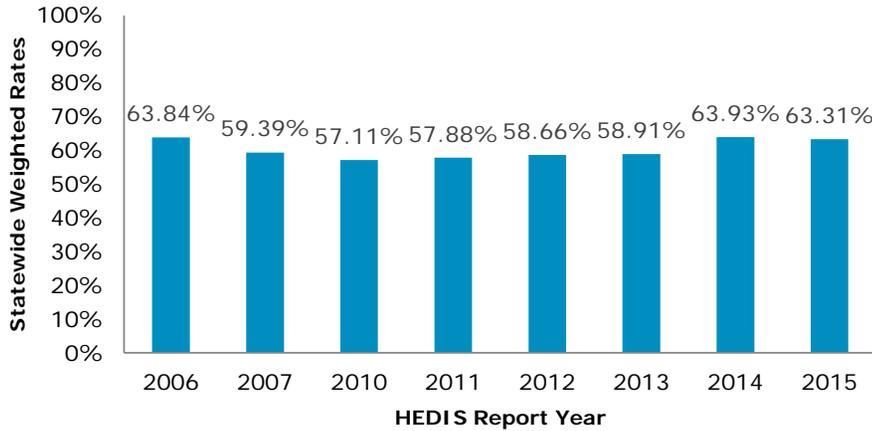
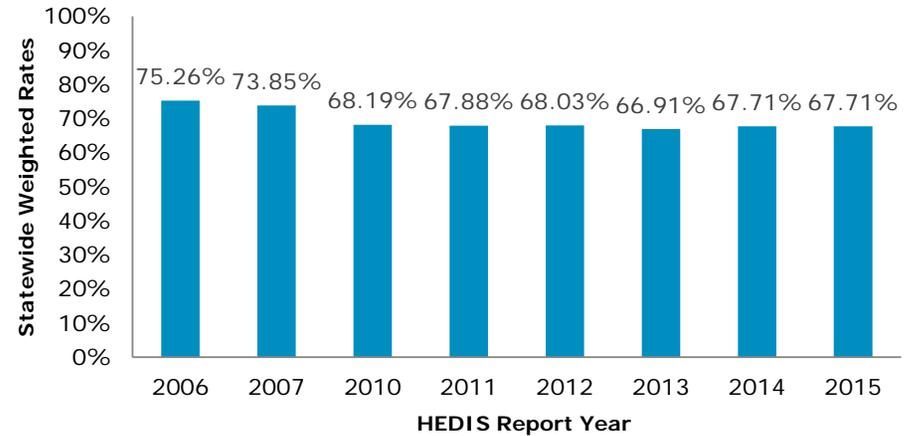


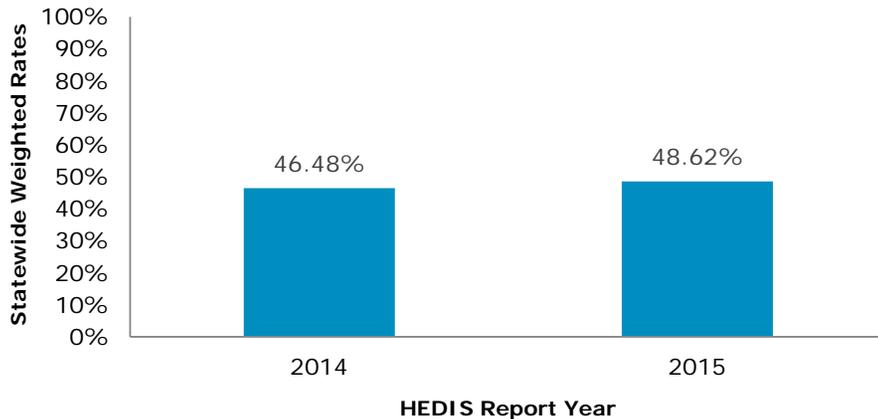
Fig. 77. Use of Imaging Studies for Low Back Pain (LBP)



Footnote: Because United American Healthcare Corporation did not report this measure in 2007, it was excluded from the statewide weighted average calculation for that report year.

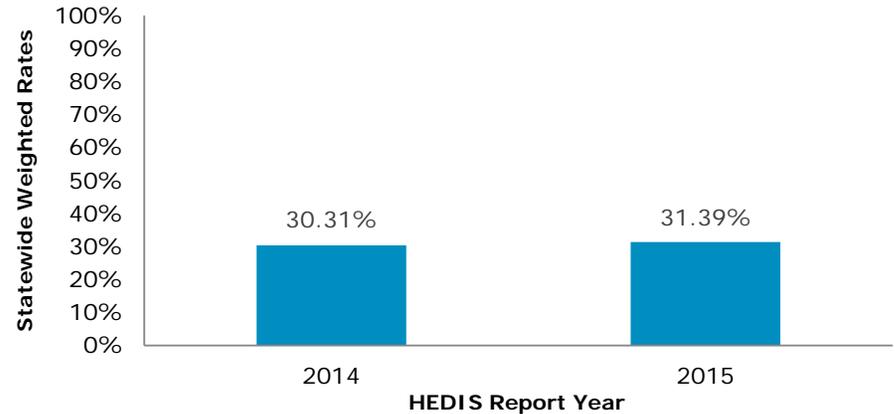
Effectiveness of Care Measures—Behavioral Health

Fig. 78. Antidepressant Medication Management (AMM)—Effective Acute Phase Treatment



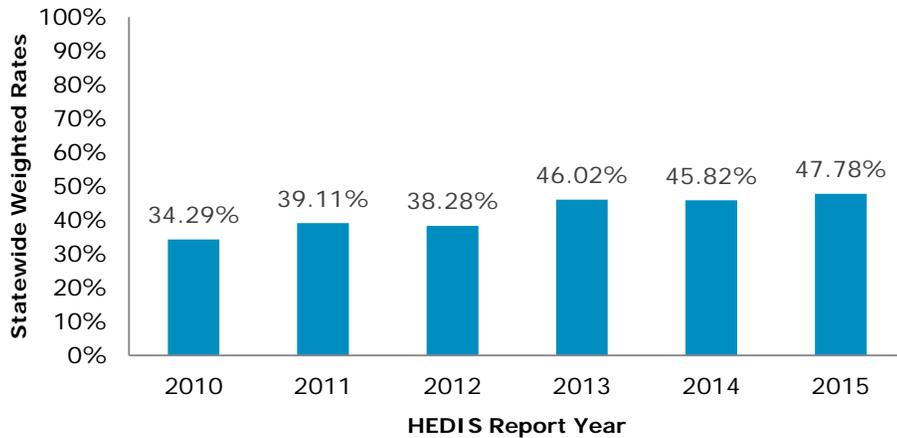
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 79. AMM—Effective Continuation Phase Treatment



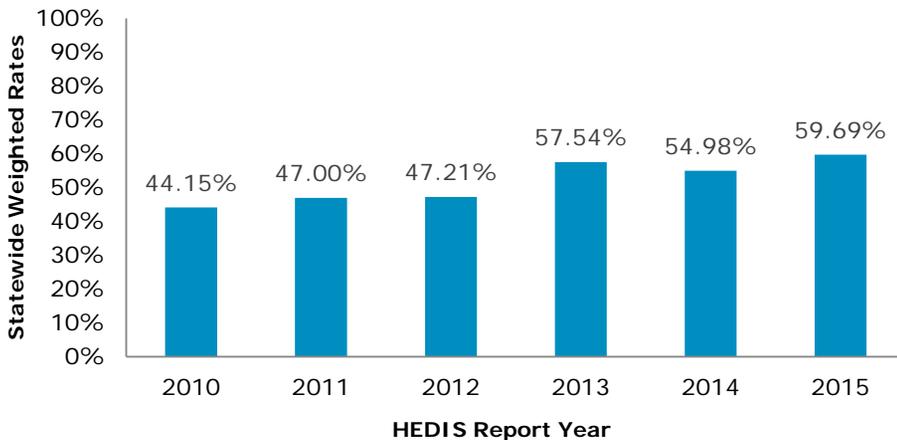
Footnote: Due to significant changes to the measure specification in 2014, results for this measure cannot be trended with previous years' results.

Fig. 80. Follow-Up Care for Children Prescribed ADHD Medication (ADD)—Initiation Phase



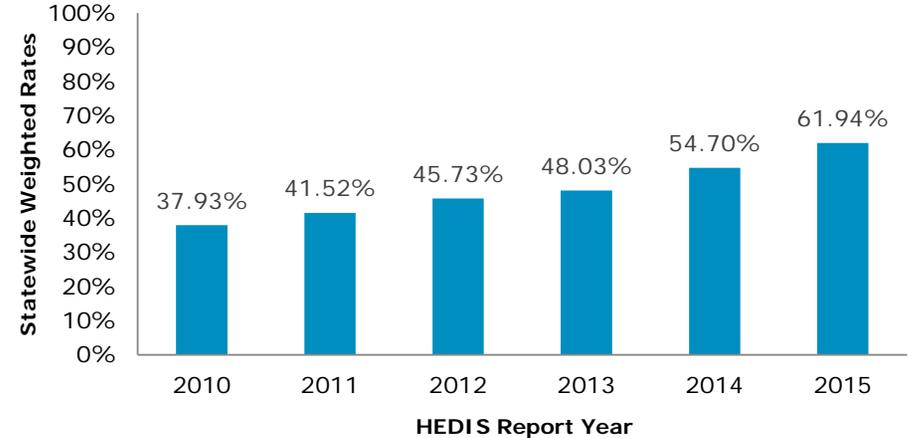
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 81. ADD—Continuation and Maintenance Phase



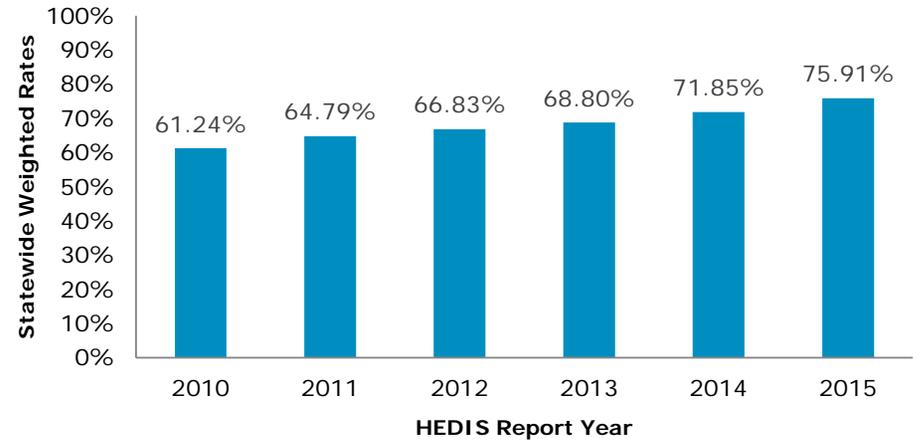
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 82. Follow-Up After Hospitalization for Mental Illness (FUH)—7-day follow-up



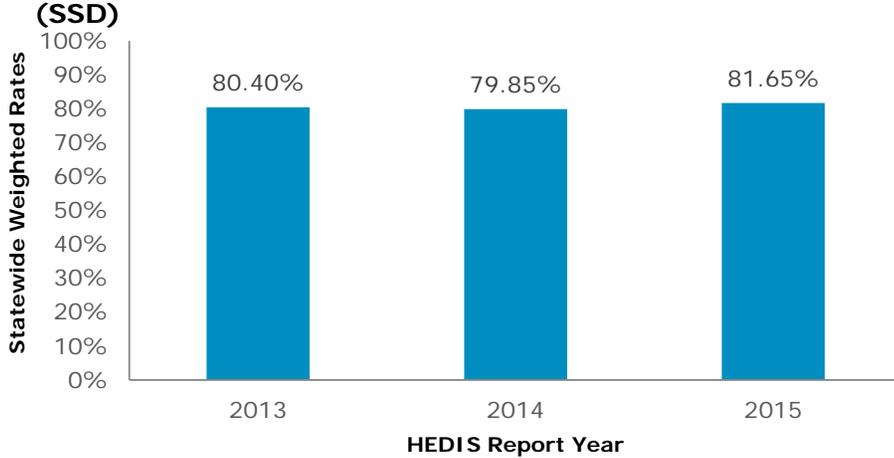
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 83. FUH—30-day follow-up



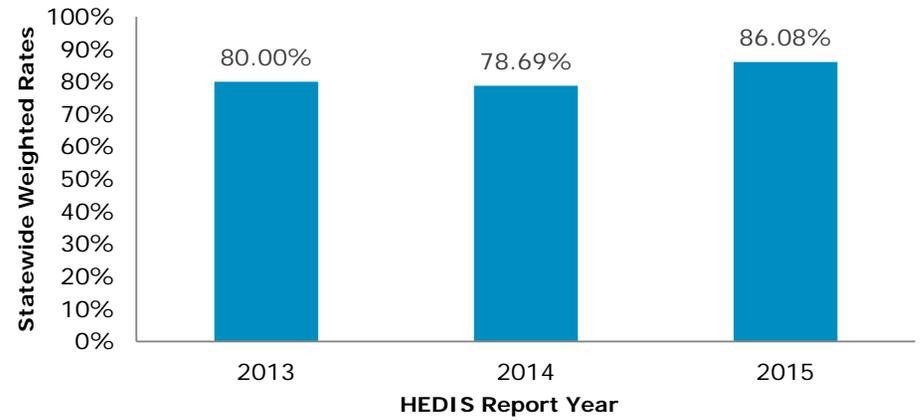
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 84. Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)



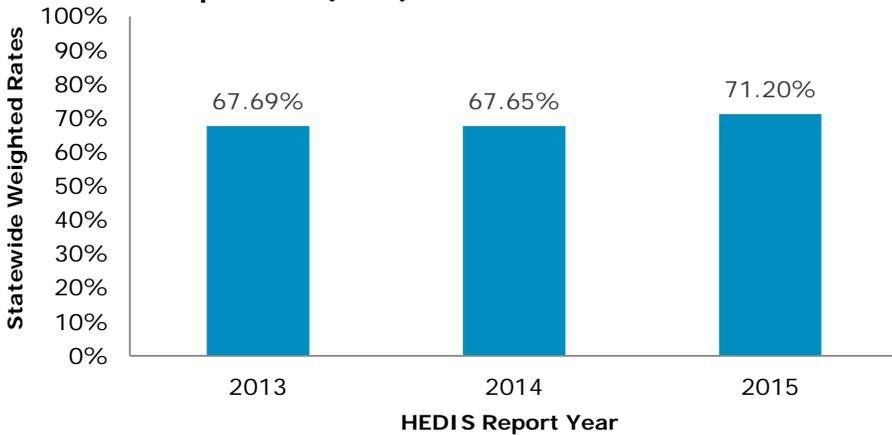
Footnote: Data reporting began in 2013.

Fig. 86. Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia (SMC)



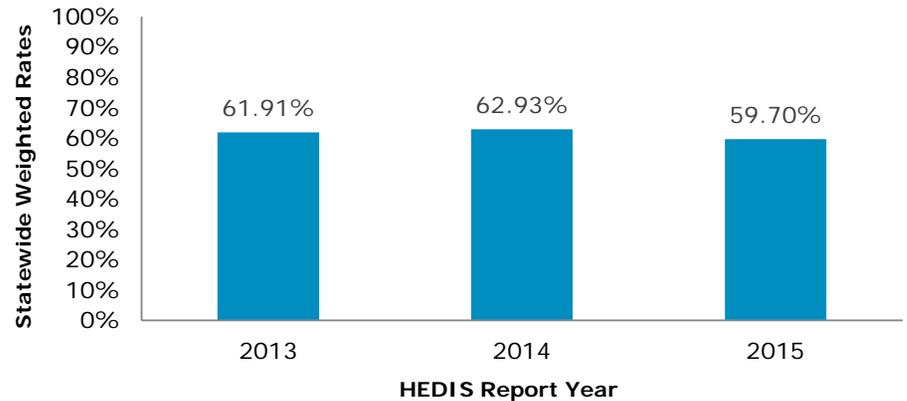
Footnote: Data reporting began in 2013.

Fig. 85. Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD)



Footnote: Data reporting began in 2013.

Fig. 87. Adherence to Antipsychotic Medications for Individuals With Schizophrenia (SAA)



Footnote: Data reporting began in 2013.

Effectiveness of Care Measures—Medication Management

Fig. 88. Annual Monitoring for Patients on Persistent Medications (MPM)—ACE Inhibitors or ARBs

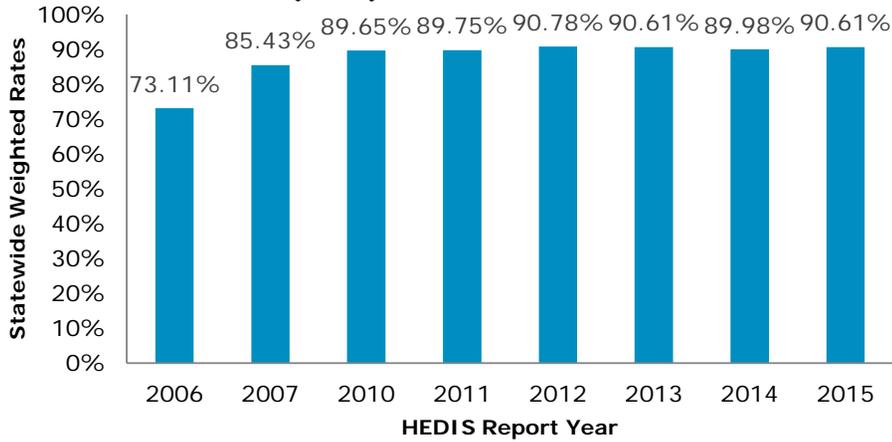


Fig. 90. MPM—Diuretics

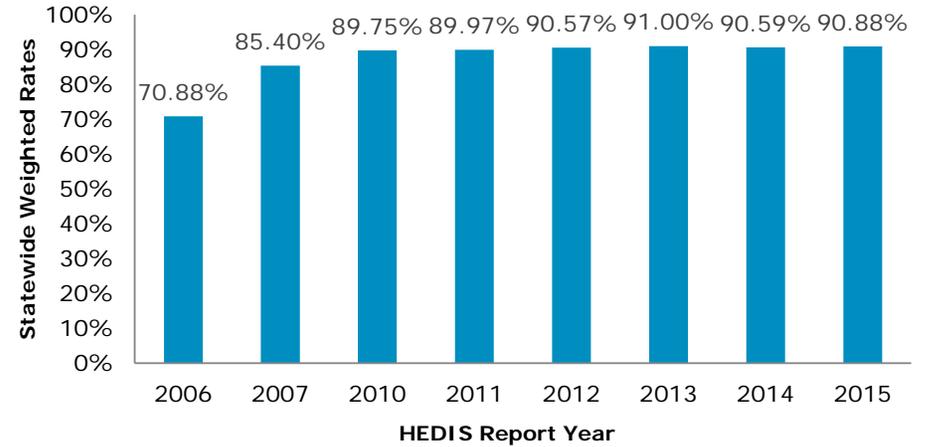


Fig. 89. MPM—Digoxin

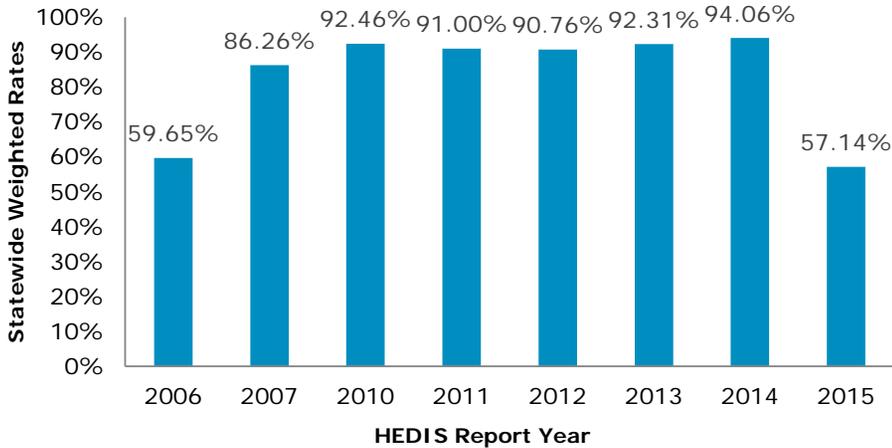
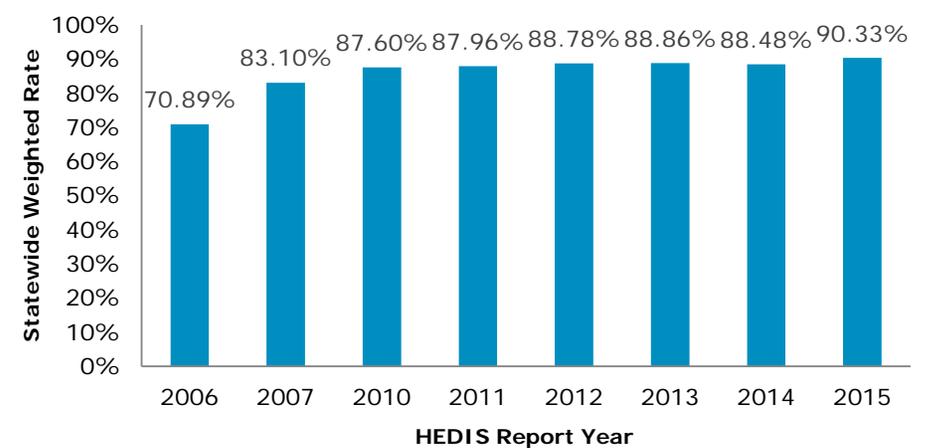


Fig. 91. MPM—Total



Footnote: The anticonvulsants rate was retired in 2015 and is no longer part of the total rate.

Access/Availability of Care Measures

Fig. 92. Adults' Access to Preventive/Ambulatory Health Services (AAP): 20–44 years

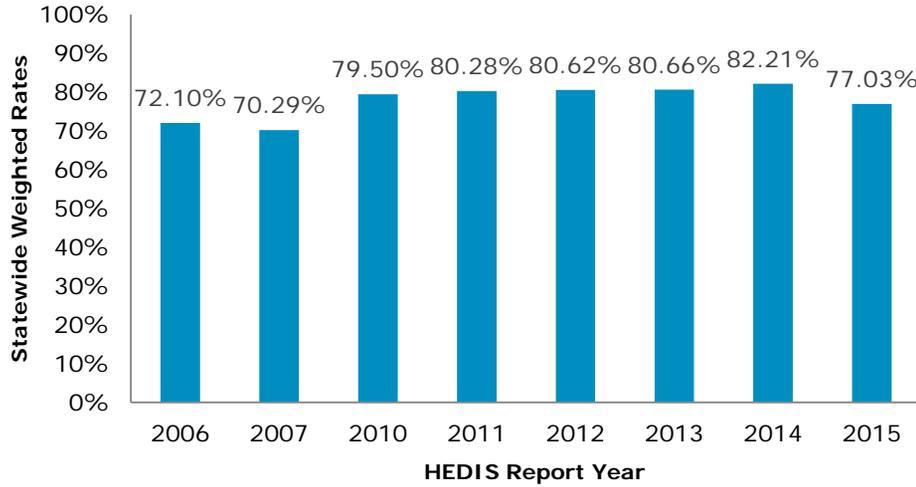


Fig. 94. Children and Adolescents' Access to Primary Care Practitioners (CAP): 12–24 months

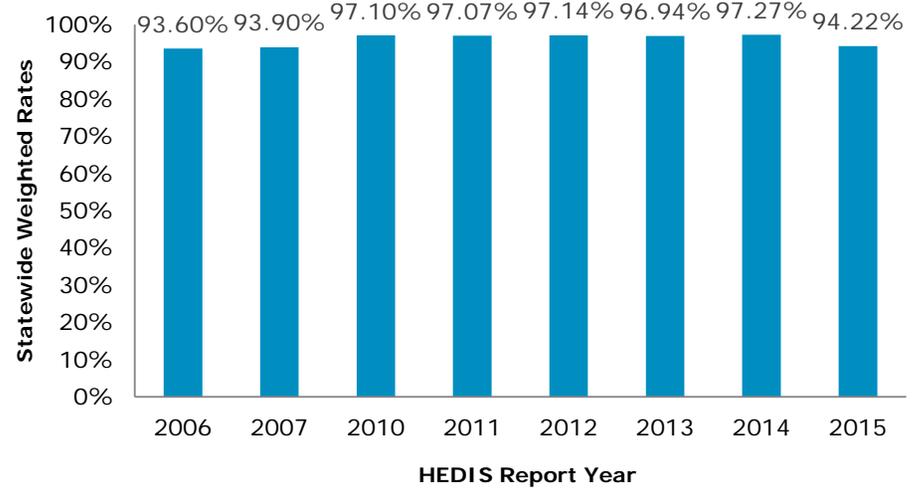


Fig. 93. AAP: 45–64 years

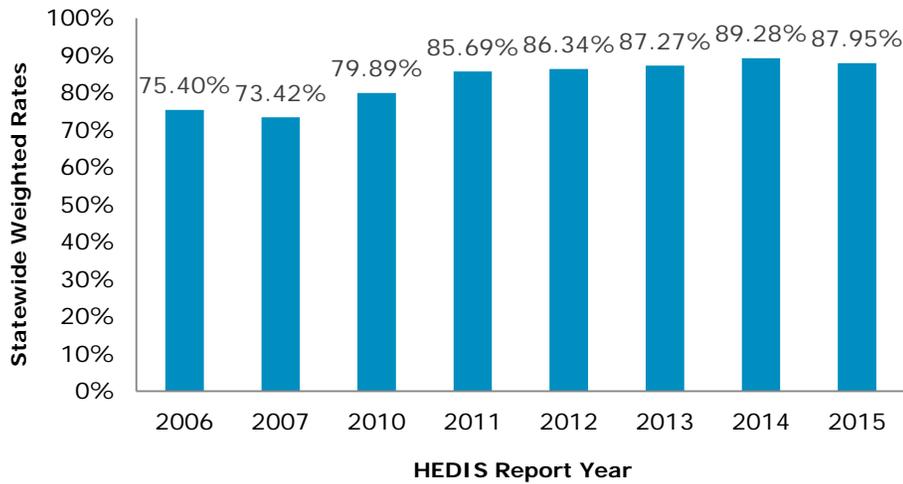


Fig. 95. CAP: 25 months–6 years

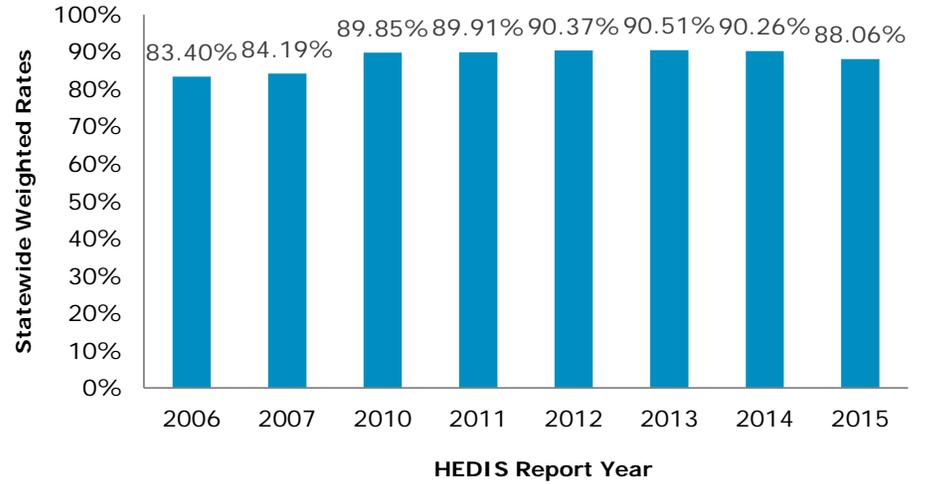


Fig. 96. CAP: 7–11 years

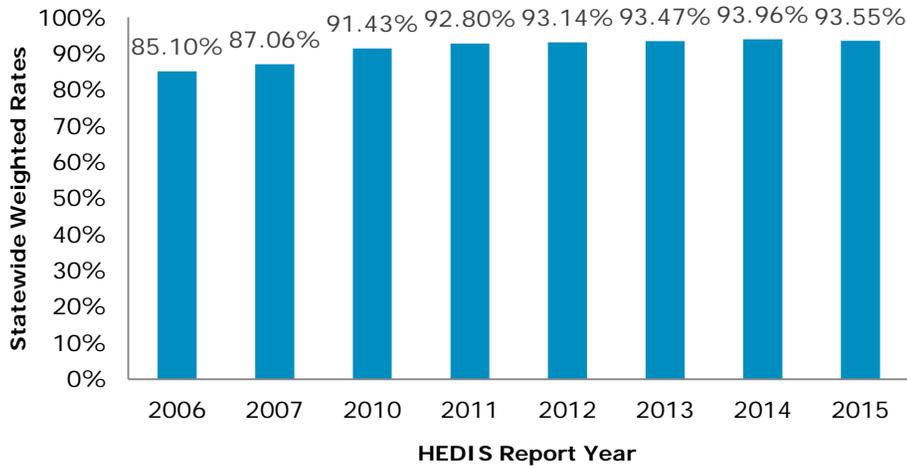
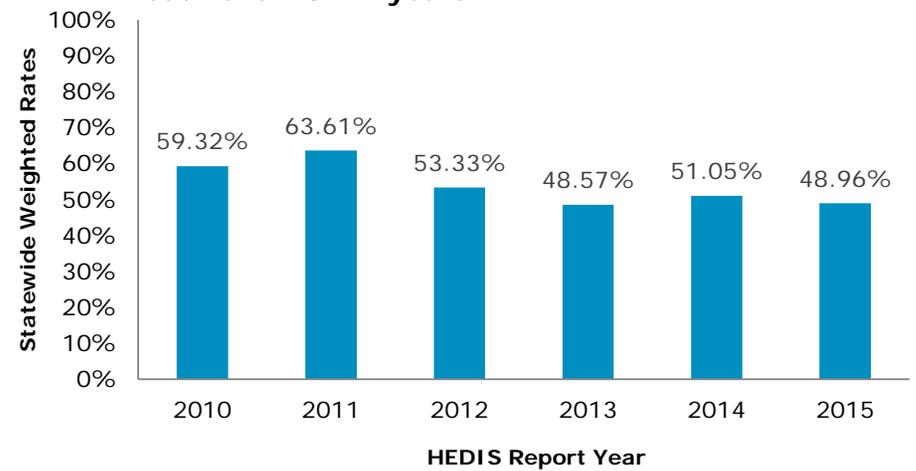


Fig. 98. Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment (IET)—Initiation of AOD Treatment: 13–17 years



Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 97. CAP: 12–19 years

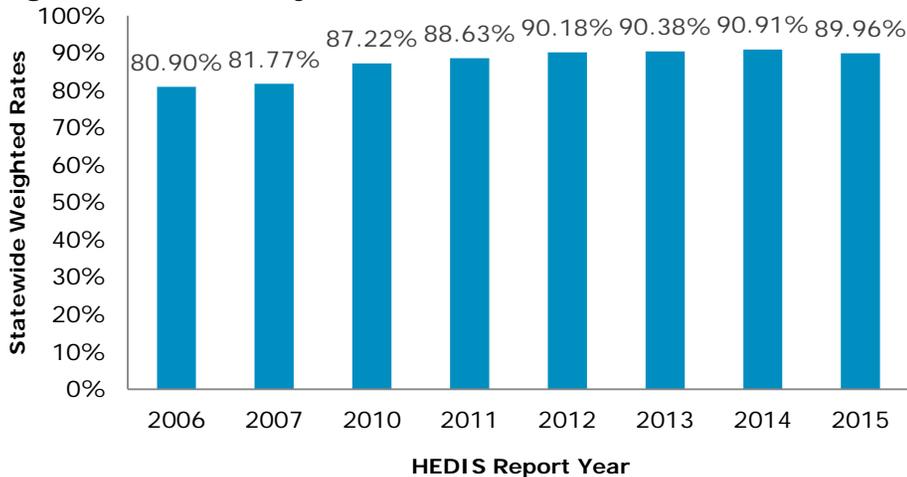
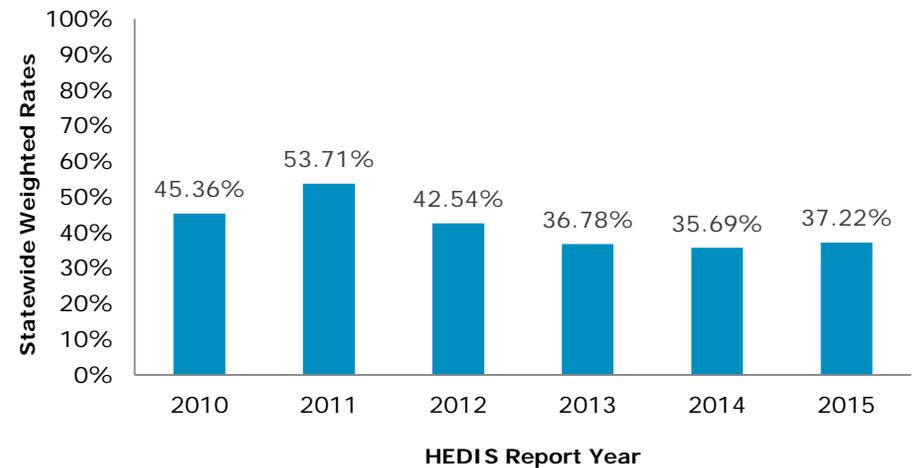
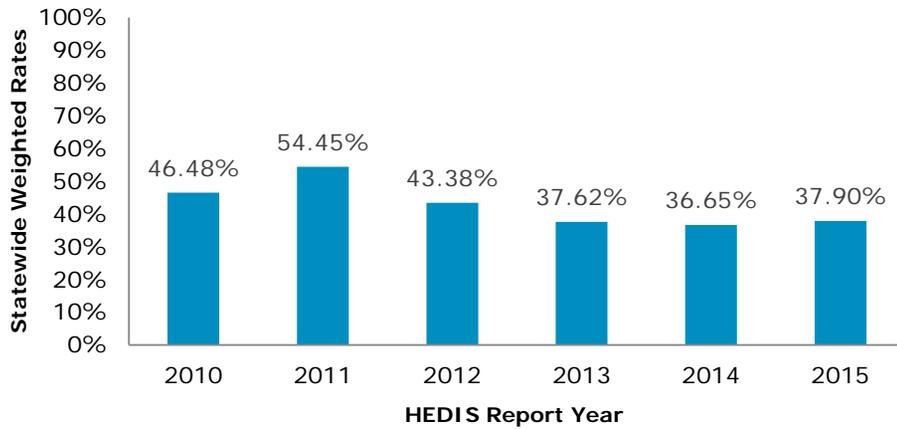


Fig. 99. IET—Initiation of AOD Treatment: ≥18 years



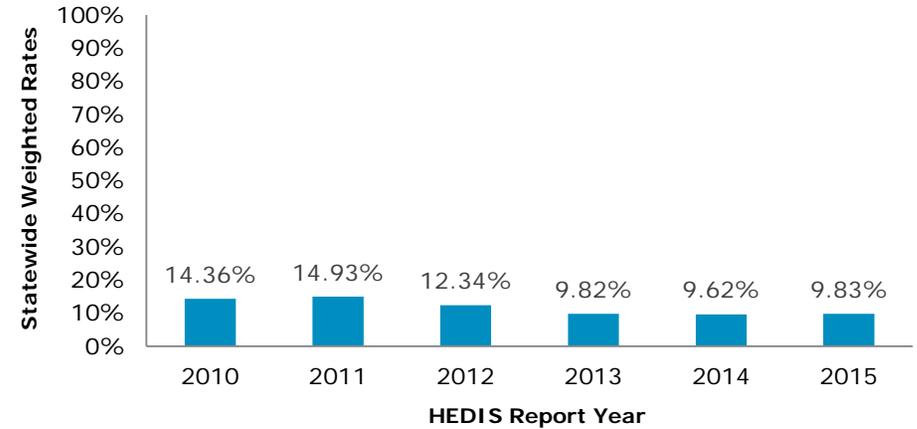
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 100. IET—Initiation of AOD Treatment: Total



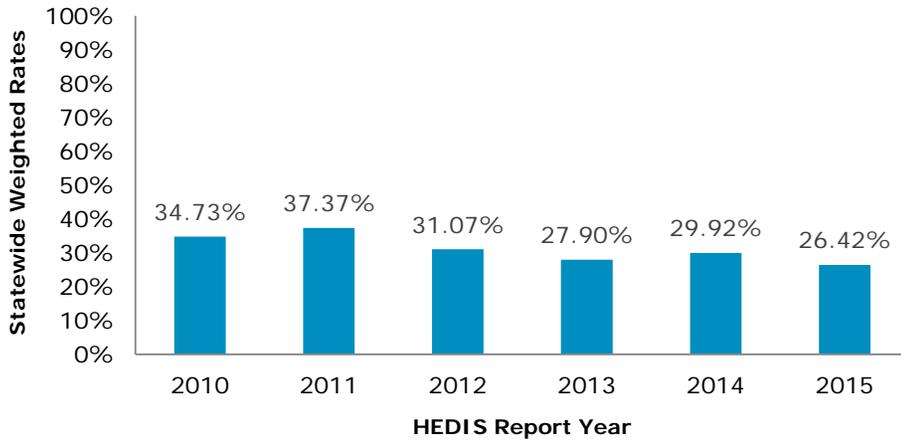
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 102. IET—Engagement of AOD Treatment: ≥18 years



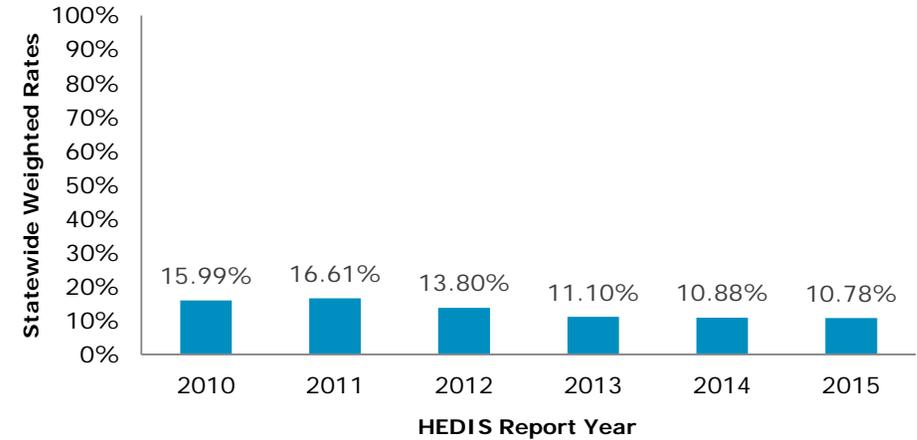
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 101. IET—Engagement of AOD Treatment: 13–17 years



Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 103. IET—Engagement of AOD Treatment: Total



Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 104. Prenatal and Postpartum Care (PPC)—Timeliness of Prenatal Care

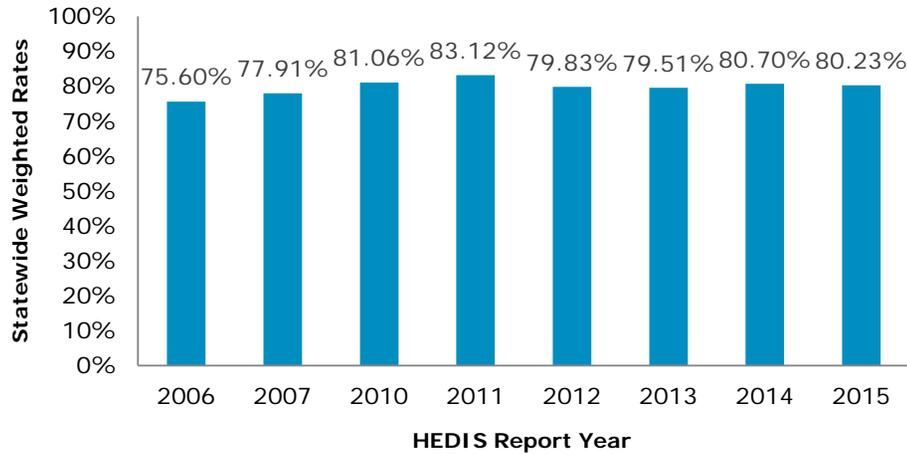
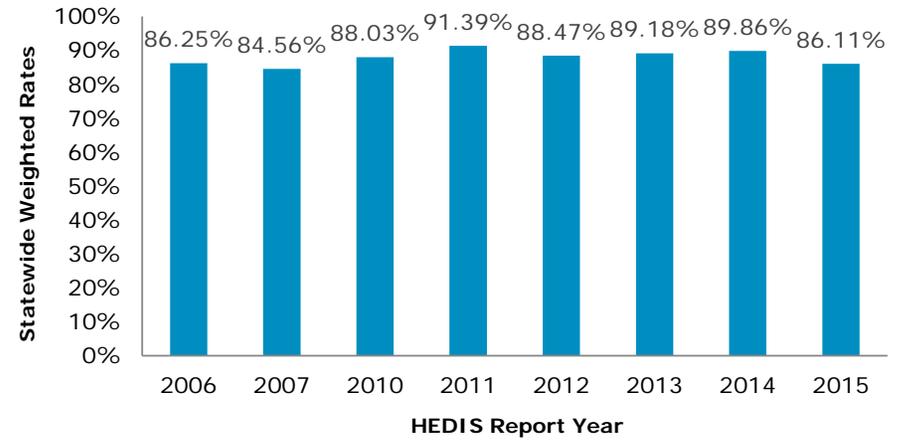
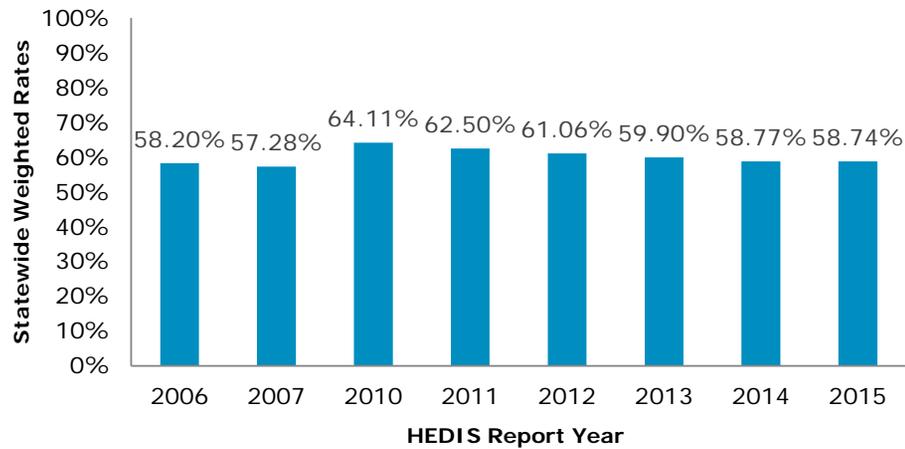


Fig. 106. Call Answer Timeliness (CAT)



Footnote: Because United American Healthcare Corporation, Unison and Windsor did not report this measure in 2006, these health plans were excluded from statewide weighted average calculation.

Fig. 105. PPC—Postpartum Care



Utilization and Relative Resource Use

Fig. 107. Frequency of Ongoing Prenatal Care (FPC) ≥ 81%

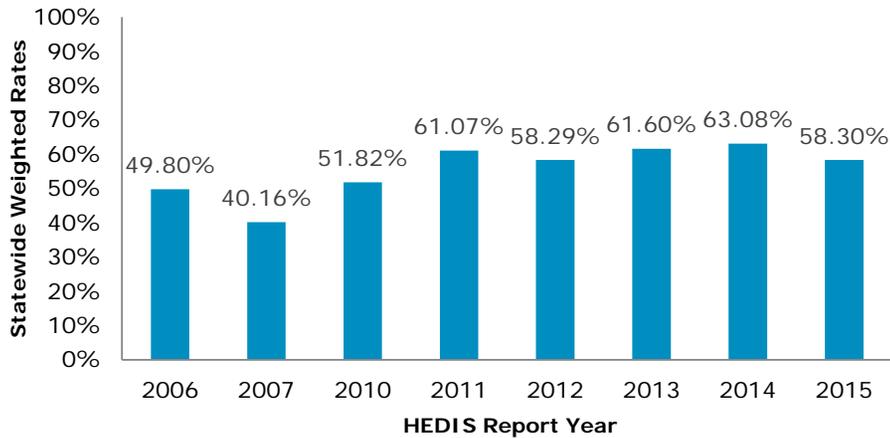


Fig. 109. Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)

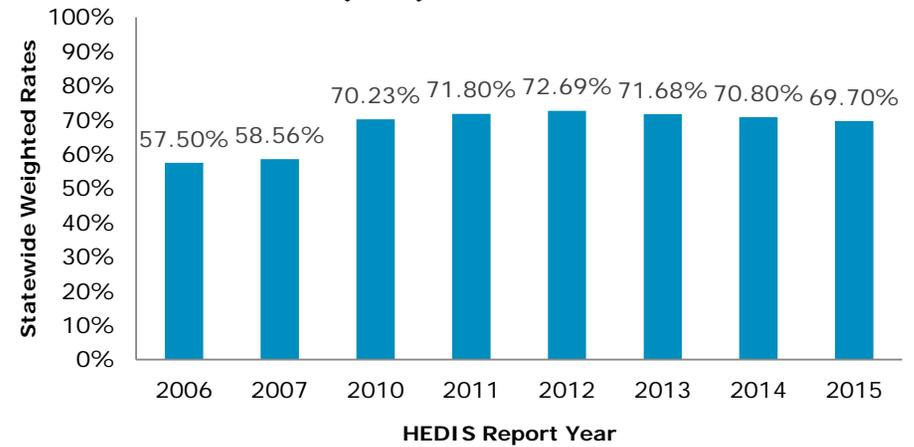


Fig. 108. Well-Child Visits in the First 15 Months of Life (W15): 6 or More Visits

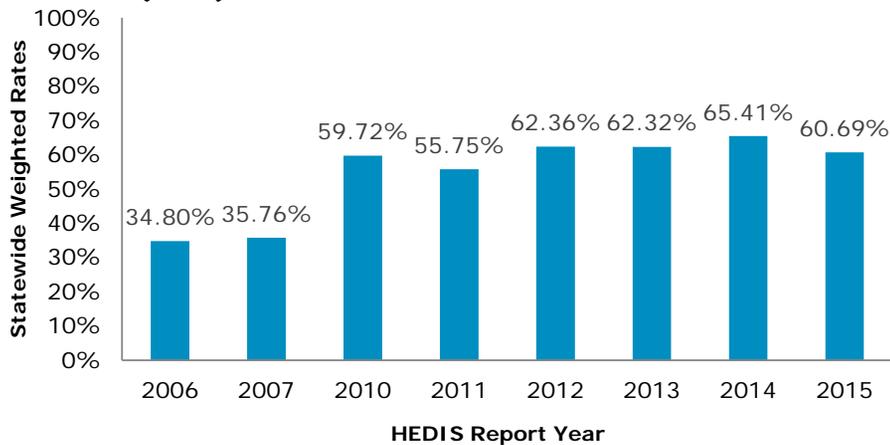
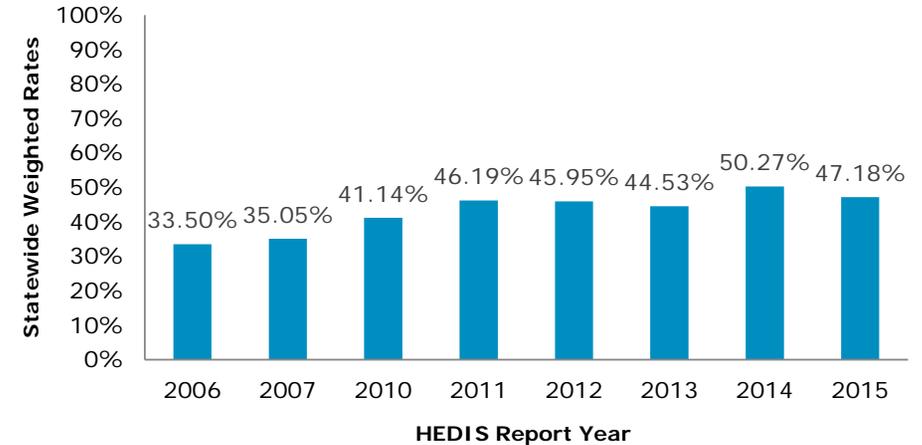


Fig. 110. Adolescent Well-Care Visits (AWC)



APPENDIX A | 2015 HEDIS Additional Measures, Rates and Benchmarks

Utilization Measures

Added Initially in 2009 Reporting

Frequency of Selected Procedure (FSP)

This measure summarized the utilization of frequently performed procedures that often show wide regional variation and have generated concern regarding potentially inappropriate utilization.

Ambulatory Care (AMB)

This measure summarizes utilization of ambulatory care in the following categories:

- ◆ Outpatient Visits
- ◆ Emergency Department (ED) Visits

Inpatient Utilization – General Hospital/Acute Care (IPU)

This measure summarizes utilization of acute inpatient (IP) care and services in the following categories:

- ◆ Total IP
- ◆ Surgery
- ◆ Medicine
- ◆ Maternity

Identification of Alcohol and Other Drug Services (IAD)

This measure summarizes the number and percentage of members with an alcohol and drug (AOD) claim who received the following chemical dependency services during the measurement year:

- ◆ Any services
- ◆ Intensive outpatient or partial hospitalization
- ◆ IP
- ◆ Outpatient or ED

Mental Health Utilization (MPT)

The number and percentage of members receiving the following mental health services during the measurement year:

- ◆ Any services
- ◆ Intensive outpatient or partial hospitalization
- ◆ IP
- ◆ Outpatient or ED

Antibiotic Utilization (ABX)

This measure summarizes the following data on outpatient utilization of antibiotic prescriptions during the measurement year, stratified by age and gender:

- ◆ Average number of antibiotic prescription per member per year (PMPY)
- ◆ Average days supplied per antibiotic prescription
- ◆ Average number of prescription PMPY for antibiotic of concern
- ◆ Percentage of antibiotic of concern for all antibiotic prescriptions
- ◆ Average number of antibiotics PMPY reported by drug class:
 - For selected 'antibiotics of concern'
 - For all other antibiotics

Utilization Measures: Plan-Specific Rates/National Benchmarks

In Table A, cells are shaded gray for those measures where age and/or sex segregation data were not available, and 'NA' is used for Not Applicable.

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Frequency of Ongoing Prenatal Care (FPC):														
<21%	NA	6.10%	2.60%	9.25%	8.31%	5.28%	14.14%	11.44%	14.35%	1.91%	4.86%	9.26%	15.71%	36.73%
21–40%	NA	6.10%	4.17%	7.79%	11.38%	5.78%	8.68%	12.41%	7.56%	2.09%	3.47%	5.40%	8.83%	17.03%
41–60%	NA	9.15%	4.95%	11.68%	8.92%	7.79%	10.92%	18.49%	8.48%	3.96%	5.64%	7.71%	10.82%	14.11%
61–80%	NA	17.84%	16.41%	16.30%	21.85%	14.32%	15.63%	17.27%	13.98%	5.79%	11.04%	14.79%	17.35%	20.68%
≥81%	NA	60.80%	71.88%	54.99%	49.54%	66.83%	50.62%	40.39%	55.64%	21.74%	43.73%	60.10%	71.34%	78.37%
Well-Child Visits in the First 15 Months of Life (W15):														
0 Visits	NA	2.55%	0.56%	2.68%	5.84%	4.27%	2.24%	2.23%	2.65%	0.22%	0.74%	1.46%	2.64%	4.12%
1 Visits	NA	1.85%	1.41%	2.68%	3.41%	2.44%	1.28%	2.23%	1.80%	0.46%	0.97%	1.57%	2.35%	3.42%
2 Visits	NA	4.17%	2.26%	3.41%	4.38%	1.83%	2.88%	3.72%	2.94%	0.99%	1.77%	2.63%	3.70%	5.20%
3 Visits	NA	6.48%	3.11%	8.76%	7.79%	5.18%	5.75%	8.68%	5.30%	2.44%	3.58%	4.87%	6.34%	8.99%
4 Visits	NA	7.87%	8.76%	14.84%	11.44%	6.71%	10.86%	11.17%	9.75%	4.76%	7.47%	9.23%	11.88%	15.00%
5 Visits	NA	16.20%	11.58%	20.44%	19.71%	8.54%	18.21%	18.36%	16.01%	9.73%	13.63%	16.01%	18.73%	22.22%
6 or More Visits	NA	60.88%	72.32%	47.20%	47.45%	71.04%	58.79%	53.60%	61.55%	45.50%	54.76%	62.86%	69.75%	76.92%
Frequency of Selected Procedures (FSP)														
Bariatric weight loss surgery: Procedures /1,000 Member Years														
0–19	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
20–44		0.01	0.01	0.00	0.00	0.01	0.01	0.00	0.03	0.00	0.00	0.01	0.03	0.07
45–64		0.00	0.00	0.00	0.00	0.00	0.02	0.00	0.03	0.00	0.00	0.00	0.04	0.08
0–19	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
20–44		0.03	0.03	0.00	0.00	0.03	0.03	0.00	0.09	0.00	0.02	0.06	0.13	0.20
45–64		0.04	0.03	0.00	0.00	0.07	0.08	0.01	0.09	0.00	0.00	0.06	0.15	0.22
Tonsillectomy: Procedures /1,000 Member Years														
0–9	M&F	0.78	1.22	0.48	0.95	1.07	0.84	0.55	0.68	0.23	0.47	0.68	0.91	1.07
10–19		0.36	0.53	0.24	0.25	0.53	0.40	0.25	0.32	0.12	0.20	0.31	0.42	0.53

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Hysterectomy—Abdominal (A) and Vaginal (V): Procedures /1,000 Member Years														
A 15–44	F	0.18	0.12	0.15	0.01	0.17	0.28	0.17	0.17	0.08	0.12	0.16	0.21	0.27
A 45–64		0.22	0.19	0.37	0.00	0.18	0.24	0.34	0.34	0.14	0.23	0.33	0.41	0.53
V 15–44	F	0.23	0.27	0.07	0.00	0.33	0.25	0.10	0.16	0.04	0.07	0.14	0.22	0.32
V 45–64		0.16	0.30	0.12	0.00	0.19	0.23	0.10	0.23	0.06	0.12	0.18	0.29	0.42
Cholecystectomy—Open (O) and Closed (C)/Laparoscopic: Procedures /1,000 Member Years														
O 30–64	M	0.02	0.04	0.04	0.00	0.04	0.04	0.04	0.04	0.00	0.00	0.03	0.05	0.08
O 15–44	F	0.01	0.01	0.01	0.00	0.01	0.01	0.01	0.01	0.00	0.01	0.01	0.02	0.02
O 45–64		0.05	0.07	0.07	0.00	0.07	0.04	0.05	0.04	0.00	0.00	0.03	0.06	0.09
C 30–64	M	0.44	0.46	0.29	0.00	0.56	0.52	0.26	0.33	0.14	0.21	0.3	0.42	0.56
C 15–44	F	0.85	1.02	0.55	0.37	1.09	0.96	0.57	0.74	0.40	0.55	0.74	0.91	1.09
C 45–64		0.88	0.78	0.68	0.00	0.89	0.91	0.54	0.69	0.39	0.53	0.68	0.85	0.98
Back Surgery: Procedures /1,000 Member Years														
20–44	M	0.37	0.36	0.11	0.14	0.31	0.42	0.13	0.31	0.05	0.17	0.31	0.41	0.55
	F	0.22	0.22	0.12	0.06	0.31	0.45	0.12	0.28	0.06	0.12	0.21	0.28	0.36
45–64	M	0.79	0.61	0.37	0.00	0.80	0.96	0.58	0.67	0.19	0.41	0.6	0.85	1.15
	F	0.85	0.75	0.40	0.00	0.83	1.22	0.36	0.61	0.19	0.32	0.55	0.81	0.96
Mastectomy: Procedures /1,000 Member Years														
15–44	F	0.03	0.05	0.05	0.00	0.02	0.07	0.02	0.02	0.00	0.01	0.02	0.03	0.05
45–64		0.32	0.51	0.30	0.29	0.31	0.43	0.20	0.19	0.00	0.07	0.15	0.22	0.32
Lumpectomy: Procedures /1,000 Member Years														
15–44	F	0.13	0.15	0.18	0.05	0.11	0.18	0.11	0.14	0.08	0.11	0.14	0.17	0.19
45–64		0.46	0.67	0.99	0.00	0.47	0.69	0.29	0.42	0.20	0.29	0.39	0.53	0.65
Ambulatory Care: Total (AMB)														
Outpatient Visits: Visits/1,000 Member Months														
<1	NA	751.70	814.50	655.55	877.63	707.10	729.16	603.09						
1–9	NA	294.18	323.97	281.68	410.67	283.34	313.07	252.05						
10–19	NA	230.70	264.61	224.56	269.14	228.01	239.97	194.40						
20–44	NA	348.24	374.41	348.78	234.52	350.65	436.47	319.61						
45–64	NA	685.56	730.70	647.24	454.80	682.41	825.01	596.27						
65–74	NA	650.91	211.95	407.49	794.12	849.11	891.43	698.65						
75–84	NA	570.02	58.30	254.13	0.00	766.96	618.92	553.39						
≥85	NA	439.59	54.96	56.18	0.00	561.31	365.21	382.51						
Total	NA	348.85	382.76	328.88	334.10	361.83	397.75	305.44	364.38	259.17	313.44	352.38	404.51	461.19

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
ED Visits: Visits/1,000 Member Months														
<1	NA	94.22	116.06	107.55	97.63	120.45	91.95	110.80						
1-9	NA	49.49	66.57	52.01	59.26	66.33	52.18	50.64						
10-19	NA	46.62	60.09	39.46	52.34	60.81	50.95	42.30						
20-44	NA	116.90	127.51	98.60	68.36	130.86	129.68	104.17						
45-64	NA	100.90	110.97	92.15	50.37	114.37	116.18	98.37						
65-74	NA	68.70	21.16	39.58	88.24	87.80	84.46	73.24						
75-84	NA	55.19	3.36	16.53	0.00	74.11	67.92	56.95						
≥85	NA	35.32	0.00	7.49	0.00	59.12	45.71	49.76						
Total	NA	73.51	88.36	66.93	56.94	90.35	80.59	70.15	62.89	39.40	52.31	63.93	73.97	81.24
Inpatient Utilization—General Hospital/Acute Care: Total (IPU)														
Total Inpatient														
Discharges: Discharges/1,000 Member Months														
<1	NA	9.47	8.04	7.51	36.93	9.74	8.13	7.67						
1-9	NA	1.13	1.18	1.11	7.87	1.31	1.02	1.06						
10-19	NA	2.54	2.74	2.33	4.25	2.51	2.69	2.59						
20-44	NA	14.84	14.84	13.96	8.04	13.19	16.28	14.04						
45-64	NA	24.48	20.01	19.73	10.77	25.45	24.51	21.84						
65-74	NA	28.05	9.36	13.50	70.59	34.46	32.87	28.40						
75-84	NA	30.20	2.80	7.23	0.00	41.44	30.55	31.03						
≥85	NA	18.59	2.66	1.87	0.00	32.81	19.92	24.16						
Total	NA	7.77	7.57	6.71	6.67	8.80	8.34	7.52	8.88	4.88	6.20	7.63	8.95	10.92
Days: Days/1,000 Member Months														
<1	NA	72.76	47.23	40.16	510.51	91.54	57.04	51.83						
1-9	NA	3.24	3.30	3.37	50.62	3.97	3.08	3.66						
10-19	NA	8.27	8.81	6.73	22.34	8.39	8.36	9.54						
20-44	NA	48.03	48.52	46.74	41.31	52.90	54.02	51.73						
45-64	NA	131.90	110.03	121.99	82.40	134.72	121.24	127.88						
65-74	NA	164.07	55.61	99.72	294.12	186.62	165.26	159.92						
75-84	NA	186.59	6.17	49.59	0.00	229.02	148.34	215.98						
≥85	NA	115.71	12.41	18.73	0.00	166.64	93.76	115.62						
Total	NA	31.98	29.78	27.08	45.97	41.40	32.94	33.58	34.10	15.62	21.61	27.93	35.55	48.15

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Length of Stay: Average # of Days														
<1	NA	7.68	5.87	5.35	13.82	9.39	7.01	6.76						
1-9	NA	2.85	2.80	3.05	6.43	3.03	3.02	3.44						
10-19	NA	3.26	3.22	2.89	5.26	3.34	3.10	3.68						
20-44	NA	3.24	3.27	3.35	5.14	4.01	3.32	3.68						
45-64	NA	5.39	5.50	6.18	7.65	5.29	4.95	5.85						
65-74	NA	5.85	5.94	7.39	4.17	5.42	5.03	5.63						
75-84	NA	6.18	2.20	6.86	NA	5.53	4.86	6.96						
≥85	NA	6.23	4.67	10.00	NA	5.08	4.71	4.79						
Unknown	NA	NA	NA	NA	NA	NA	NA	NA						
Total	NA	4.11	3.93	4.04	6.90	4.70	3.95	4.47	3.81	2.91	3.28	3.85	4.22	4.57
Medicine														
Discharges: Discharges/1,000 Member Months														
<1	NA	7.80	7.20	6.38	27.57	8.27	6.54	5.64						
1-9	NA	0.84	1.03	0.93	6.36	1.06	0.73	0.79						
10-19	NA	0.73	0.66	0.56	2.93	0.70	0.62	0.61						
20-44	NA	3.26	3.37	3.30	4.79	3.84	3.31	3.28						
45-64	NA	16.43	15.33	14.93	9.03	17.18	15.99	14.44						
65-74	NA	22.67	7.86	10.43	70.59	25.80	22.72	18.92						
75-84	NA	26.60	2.24	5.17	0.00	33.34	22.83	23.77						
≥85	NA	15.33	1.77	1.87	0.00	27.61	16.88	21.28						
Total	NA	3.28	3.26	2.80	4.95	4.52	3.28	3.10	4.51	1.27	2.36	3.13	4.08	6.16
Days: Days/1,000 Member Months														
<1	NA	40.54	37.60	25.79	227.28	65.85	38.16	20.26						
1-9	NA	1.86	2.65	2.58	31.53	2.70	1.74	2.14						
10-19	NA	2.70	2.73	1.70	14.84	1.99	1.70	2.15						
20-44	NA	11.63	14.52	15.31	24.07	16.11	11.24	12.43						
45-64	NA	69.16	73.51	79.22	56.92	72.25	65.43	63.65						
65-74	NA	128.38	44.19	57.07	294.12	120.67	100.10	84.36						
75-84	NA	138.59	5.04	17.56	0.00	155.59	98.14	116.86						
≥85	NA	94.80	5.32	18.73	0.00	133.67	76.42	91.17						
Total	NA	13.22	14.45	12.81	26.99	19.68	12.78	12.38	16.01	4.24	8.11	12.30	16.07	23.17

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Length of Stay: Average # of Days														
<1	NA	5.20	5.22	4.04	8.25	7.97	5.84	3.59						
1-9	NA	2.23	2.57	2.78	4.96	2.55	2.37	2.72						
10-19	NA	3.72	4.14	3.04	5.06	2.86	2.73	3.52						
20-44	NA	3.56	4.31	4.64	5.02	4.20	3.40	3.79						
45-64	NA	4.21	4.80	5.31	6.31	4.20	4.09	4.41						
65-74	NA	5.66	5.62	5.47	4.17	4.68	4.41	4.46						
75-84	NA	5.21	2.25	3.40	NA	4.67	4.30	4.92						
≥85	NA	6.18	3.00	10.00	NA	4.84	4.53	4.28						
Unknown	NA	NA	NA	NA	NA	NA	NA	NA						
Total	NA	4.03	4.44	4.57	5.45	4.36	3.90	4.00	3.67	2.90	3.27	3.67	4.09	4.41
Surgery														
Discharges: Discharges/1,000 Member Months														
<1	NA	1.68	0.81	1.13	9.36	1.47	1.55	2.01						
1-9	NA	0.30	0.15	0.18	1.52	0.24	0.28	0.27						
10-19	NA	0.38	0.25	0.23	0.62	0.40	0.36	0.38						
20-44	NA	1.86	1.17	1.09	1.00	2.18	2.00	1.81						
45-64	NA	7.97	4.67	4.79	1.75	8.14	8.46	7.35						
65-74	NA	5.37	1.50	3.07	0.00	8.57	10.15	9.48						
75-84	NA	3.60	0.56	2.07	0.00	7.86	7.72	7.25						
≥85	NA	3.25	0.89	0.00	0.00	5.20	3.05	2.88						
Total	NA	1.48	0.93	0.84	1.19	1.96	1.65	1.53	1.60	0.71	0.92	1.35	1.77	2.47
Days: Days/1,000 Member Months														
<1	NA	32.22	9.55	14.37	283.23	25.67	18.83	31.54						
1-9	NA	1.37	0.65	0.79	19.09	1.26	1.34	1.51						
10-19	NA	1.84	1.35	1.12	5.66	2.18	1.76	2.30						
20-44	NA	11.03	8.09	7.54	10.51	14.40	10.64	12.34						
45-64	NA	62.54	36.48	42.72	25.48	61.97	55.64	64.12						
65-74	NA	35.69	11.42	42.65	0.00	65.66	65.16	75.56						
75-84	NA	48.00	1.12	32.02	0.00	72.83	50.20	99.13						
≥85	NA	20.91	7.09	0.00	0.00	32.97	17.35	24.45						
Total	NA	10.89	6.79	6.61	17.53	14.50	10.19	12.41	10.98	3.69	5.28	8.40	12.04	18.02

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Length of Stay: Average # of Days														
<1	NA	19.23	11.80	12.68	30.25	17.52	12.15	15.68						
1-9	NA	4.62	4.31	4.43	12.57	5.14	4.70	5.51						
10-19	NA	4.89	5.37	4.91	9.13	5.42	4.81	6.06						
20-44	NA	5.93	6.89	6.91	10.46	6.61	5.33	6.80						
45-64	NA	7.85	7.81	8.92	14.58	7.61	6.58	8.72						
65-74	NA	6.64	7.63	13.90	NA	7.66	6.42	7.97						
75-84	NA	13.35	2.00	15.50	NA	9.26	6.50	13.67						
≥85	NA	6.43	8.00	NA	NA	6.34	5.69	8.50						
Total	NA	7.37	7.28	7.84	14.78	7.41	6.19	8.14	6.41	4.24	5.31	6.47	7.29	8.58
Maternity (calculated using member months for members 10-64 years)														
Discharges: Discharges/1,000 Member Months														
10-19	NA	1.44	1.83	1.54	0.70	1.42	1.71	1.60						
20-44	NA	9.71	10.30	9.57	2.24	7.18	10.97	8.95						
45-64	NA	0.08	0.01	0.01	0.00	0.12	0.06	0.06						
Total	NA	4.97	5.32	4.95	0.86	3.65	5.65	4.69	4.80	1.27	2.84	4.52	6.22	8.29
Days: Days/1,000 Member Months														
10-19	NA	3.73	4.73	3.92	1.85	4.22	4.91	5.10						
20-44	NA	25.37	25.91	23.90	6.73	22.39	32.14	26.96						
45-64	NA	0.21	0.03	0.04	0.00	0.50	0.17	0.11						
Total	NA	12.97	13.45	12.38	2.35	11.33	16.50	14.24	12.22	3.30	8.1	12.25	15.88	20.36
Average Length of Stay: Average # of Days														
10-19	NA	2.59	2.59	2.54	2.64	2.98	2.88	3.19						
20-44	NA	2.61	2.52	2.50	3.00	3.12	2.93	3.01						
45-64	NA	2.50	2.33	3.00	NA	4.22	2.92	2.00						
Unknown	NA	NA	NA	NA	NA	NA	NA	NA						
Total	NA	2.61	2.53	2.50	2.74	3.10	2.92	3.04	2.61	2.30	2.47	2.60	2.74	2.93

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Identification of Alcohol and Other Drug Services: Total (IAD)														
Any Services														
0-12	M	0.06%	0.06%	0.04%	0.17%	0.05%	0.05%	0.03%						
	F	0.03%	0.05%	0.02%	0.14%	0.04%	0.04%	0.02%						
	M&F	0.04%	0.06%	0.03%	0.16%	0.04%	0.04%	0.02%						
13-17	M	2.05%	2.16%	1.67%	6.04%	2.04%	2.45%	2.02%						
	F	1.10%	1.47%	0.92%	6.17%	1.48%	1.32%	0.99%						
	M&F	1.57%	1.82%	1.29%	6.09%	1.76%	1.89%	1.49%						
18-24	M	4.83%	3.69%	2.32%	3.60%	5.07%	5.11%	4.13%						
	F	4.47%	5.81%	3.04%	3.82%	6.19%	5.68%	3.15%						
	M&F	4.59%	5.15%	2.81%	3.68%	5.79%	5.50%	3.46%						
25-34	M	9.26%	9.82%	8.82%	1.52%	10.50%	12.35%	9.55%						
	F	7.88%	11.24%	6.38%	3.99%	10.44%	10.78%	5.72%						
	M&F	8.18%	10.94%	6.75%	2.78%	10.46%	11.10%	6.35%						
35-64	M	14.24%	15.31%	14.90%	5.01%	17.11%	18.31%	16.27%						
	F	9.00%	11.63%	8.29%	2.10%	10.99%	14.76%	8.52%						
	M&F	10.88%	12.88%	10.12%	3.50%	13.38%	15.97%	11.18%						
≥65	M	10.37%	2.04%	5.05%	0.00%	8.90%	10.19%	9.46%						
	F	3.67%	0.81%	1.44%	0.00%	4.02%	6.18%	3.14%						
	M&F	5.94%	1.16%	2.52%	0.00%	5.63%	7.48%	5.10%						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	3.35%	3.60%	2.51%	2.55%	4.82%	4.18%	3.53%						
	F	3.68%	5.29%	3.20%	2.42%	5.07%	5.60%	3.14%						
	M&F	3.54%	4.58%	2.93%	2.50%	4.96%	5.01%	3.30%	4.61%	1.50%	2.54%	3.26%	5.04%	8.44%
Inpatient														
0-12	M	0.01%	0.00%	0.00%	0.03%	0.00%	0.01%	0.01%						
	F	0.00%	0.01%	0.00%	0.04%	0.00%	0.00%	0.01%						
	M&F	0.01%	0.01%	0.00%	0.03%	0.00%	0.01%	0.01%						
13-17	M	0.53%	0.27%	0.62%	0.92%	0.37%	0.38%	0.67%						
	F	0.34%	0.40%	0.31%	1.32%	0.41%	0.34%	0.42%						
	M&F	0.43%	0.33%	0.47%	1.07%	0.39%	0.36%	0.54%						

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
18–24	M	1.77%	0.81%	0.58%	0.93%	1.63%	1.77%	1.53%						
	F	1.87%	2.77%	0.91%	1.60%	2.99%	2.38%	1.20%						
	M&F	1.84%	2.16%	0.81%	1.18%	2.51%	2.18%	1.31%						
25–34	M	3.25%	2.53%	2.63%	0.38%	3.73%	4.27%	3.50%						
	F	2.90%	4.06%	1.58%	1.81%	3.74%	3.50%	1.74%						
	M&F	2.98%	3.74%	1.73%	1.11%	3.73%	3.65%	2.03%						
35–64	M	5.82%	4.72%	5.71%	2.28%	6.48%	6.25%	6.72%						
	F	2.77%	2.77%	2.09%	1.26%	3.10%	3.67%	2.38%						
	M&F	3.87%	3.43%	3.10%	1.75%	4.42%	4.55%	3.87%						
≥65	M	3.35%	1.53%	3.36%	0.00%	3.41%	3.94%	4.54%						
	F	1.55%	0.41%	0.00%	0.00%	1.02%	1.89%	0.58%						
	M&F	2.16%	0.73%	1.01%	0.00%	1.81%	2.55%	1.81%						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	1.26%	0.98%	0.89%	0.48%	1.72%	1.36%	1.40%						
	F	1.28%	1.68%	0.83%	0.68%	1.69%	1.65%	0.96%						
	M&F	1.27%	1.39%	0.85%	0.55%	1.71%	1.53%	1.14%	1.35%	0.38%	0.55%	0.88%	1.54%	2.52%
Intensive Outpatient/Partial Hospitalization														
0–12	M	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%						
	F	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
	M&F	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
13–17	M	0.72%	0.82%	0.44%	2.08%	0.74%	1.06%	0.39%						
	F	0.24%	0.40%	0.21%	2.35%	0.32%	0.38%	0.12%						
	M&F	0.48%	0.61%	0.32%	2.18%	0.53%	0.73%	0.25%						
18–24	M	0.97%	0.77%	0.49%	0.69%	0.51%	0.92%	0.29%						
	F	0.89%	1.27%	0.42%	0.76%	0.83%	0.95%	0.33%						
	M&F	0.92%	1.11%	0.44%	0.72%	0.72%	0.94%	0.32%						
25–34	M	1.13%	1.63%	1.14%	0.38%	1.02%	1.63%	1.13%						
	F	1.29%	2.19%	1.07%	0.36%	1.41%	1.53%	0.77%						
	M&F	1.26%	2.07%	1.08%	0.37%	1.32%	1.55%	0.83%						
35–64	M	1.09%	1.11%	1.24%	0.46%	0.52%	0.97%	1.03%						
	F	0.74%	1.17%	0.79%	0.21%	0.40%	0.72%	0.50%						
	M&F	0.87%	1.15%	0.92%	0.33%	0.45%	0.81%	0.68%						

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
≥65	M	0.00%	0.00%	0.00%	0.00%	0.12%	0.00%	0.13%						
	F	0.00%	0.00%	0.00%	0.00%	0.00%	0.05%	0.00%						
	M&F	0.00%	0.00%	0.00%	0.00%	0.04%	0.04%	0.04%						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.41%	0.46%	0.30%	0.74%	0.31%	0.46%	0.28%						
	F	0.49%	0.83%	0.42%	0.75%	0.44%	0.55%	0.28%						
	M&F	0.46%	0.67%	0.37%	0.74%	0.39%	0.52%	0.28%	0.27%	0.00%	0.01%	0.09%	0.42%	0.80%
Outpatient/ED*														
0–12	M	0.05%	0.06%	0.04%	0.14%	0.05%	0.04%	0.03%						
	F	0.02%	0.04%	0.02%	0.11%	0.04%	0.03%	0.01%						
	M&F	0.04%	0.05%	0.03%	0.13%	0.04%	0.04%	0.02%						
13–17	M	1.27%	1.64%	1.29%	4.54%	1.43%	1.61%	1.45%						
	F	0.79%	1.09%	0.74%	5.05%	1.08%	0.88%	0.58%						
	M&F	1.03%	1.37%	1.01%	4.72%	1.25%	1.25%	1.01%						
18–24	M	3.55%	2.90%	1.74%	2.65%	4.07%	3.76%	2.91%						
	F	3.22%	3.43%	2.43%	2.71%	4.00%	4.19%	2.06%						
	M&F	3.32%	3.27%	2.21%	2.67%	4.02%	4.05%	2.32%						
25–34	M	7.21%	7.75%	7.52%	0.76%	8.07%	9.68%	7.09%						
	F	6.29%	8.53%	5.27%	3.63%	8.16%	8.77%	4.43%						
	M&F	6.49%	8.37%	5.60%	2.23%	8.14%	8.96%	4.87%						
35–64	M	11.45%	12.55%	11.85%	4.33%	13.72%	15.10%	12.43%						
	F	7.68%	9.70%	7.15%	1.68%	9.19%	12.93%	7.05%						
	M&F	9.04%	10.68%	8.46%	2.95%	10.96%	13.67%	8.89%						
≥65	M	8.14%	1.02%	2.52%	0.00%	6.95%	7.56%	6.74%						
	F	2.45%	0.41%	1.44%	0.00%	3.33%	4.77%	2.79%						
	M&F	4.37%	0.58%	1.76%	0.00%	4.53%	5.67%	4.01%						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	2.60%	2.91%	2.01%	1.91%	3.82%	3.31%	2.65%						
	F	2.97%	4.07%	2.69%	1.92%	3.99%	4.66%	2.44%						
	M&F	2.81%	3.58%	2.42%	1.92%	3.91%	4.10%	2.53%	4.19%	1.16%	2.01%	2.97%	4.79%	7.85%

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Mental Health Utilization: Total (MPT)														
Any Services														
0-12	M	7.96%	9.23%	4.55%	25.84%	8.66%	8.00%	4.71%						
	F	4.53%	5.71%	2.60%	18.45%	5.00%	4.75%	2.46%						
	M&F	6.27%	7.51%	3.58%	22.90%	6.86%	6.39%	3.60%						
13-17	M	11.79%	13.72%	7.83%	38.34%	13.40%	12.92%	7.93%						
	F	12.39%	13.87%	7.45%	37.04%	14.20%	12.81%	6.95%						
	M&F	12.09%	13.80%	7.64%	37.86%	13.80%	12.86%	7.43%						
18-64	M	14.28%	12.04%	8.50%	18.79%	15.33%	13.40%	12.40%						
	F	15.87%	15.19%	8.24%	16.06%	17.67%	15.31%	9.69%						
	M&F	15.38%	14.26%	8.30%	17.72%	16.87%	14.75%	10.46%						
≥65	M	11.17%	11.22%	6.73%	14.12%	7.37%	7.78%	5.83%						
	F	12.89%	9.56%	12.96%	19.05%	11.47%	10.59%	7.38%						
	M&F	12.31%	10.03%	11.09%	17.06%	10.12%	9.68%	6.90%						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	10.35%	10.76%	6.06%	28.13%	11.58%	10.22%	7.38%						
	F	10.89%	11.44%	5.98%	22.91%	12.48%	10.76%	6.61%						
	M&F	10.66%	11.16%	6.01%	26.11%	12.09%	10.54%	6.93%	13.01%	3.90%	7.64%	11.20%	15.36%	22.75%
Inpatient														
0-12	M	0.08%	0.09%	0.11%	0.98%	0.13%	0.09%	0.14%						
	F	0.07%	0.09%	0.07%	0.64%	0.08%	0.05%	0.07%						
	M&F	0.07%	0.09%	0.09%	0.84%	0.10%	0.07%	0.11%						
13-17	M	0.85%	0.56%	0.86%	3.24%	0.93%	0.71%	1.14%						
	F	1.37%	1.35%	1.16%	4.51%	1.21%	1.39%	1.38%						
	M&F	1.11%	0.95%	1.01%	3.70%	1.07%	1.04%	1.26%						
18-64	M	2.24%	1.50%	1.87%	2.18%	2.23%	2.33%	2.89%						
	F	1.54%	1.41%	1.22%	2.62%	1.84%	1.79%	1.46%						
	M&F	1.75%	1.44%	1.38%	2.35%	1.97%	1.95%	1.87%						
≥65	M	4.95%	11.22%	4.20%	0.00%	1.40%	2.19%	1.69%						
	F	5.47%	7.12%	6.12%	0.00%	2.58%	2.52%	1.80%						
	M&F	5.29%	8.29%	5.55%	0.00%	2.19%	2.41%	1.77%						

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.84%	0.61%	0.68%	1.87%	0.98%	0.83%	1.09%						
	F	0.97%	0.93%	0.78%	2.05%	1.15%	1.07%	0.93%						
	M&F	0.92%	0.80%	0.74%	1.94%	1.08%	0.97%	0.99%	1.17%	0.34%	0.52%	0.94%	1.19%	2.15%
Intensive Outpatient/Partial Hospitalization														
0-12	M	0.00%	0.03%	0.08%	0.14%	0.02%	0.00%	0.07%						
	F	0.00%	0.02%	0.06%	0.14%	0.01%	0.00%	0.02%						
	M&F	0.00%	0.03%	0.07%	0.14%	0.01%	0.00%	0.04%						
13-17	M	0.08%	0.20%	0.37%	0.86%	0.29%	0.04%	0.34%						
	F	0.09%	0.10%	0.39%	1.75%	0.21%	0.01%	0.46%						
	M&F	0.09%	0.15%	0.38%	1.18%	0.25%	0.02%	0.40%						
18-64	M	0.12%	0.09%	0.27%	0.41%	0.09%	0.06%	0.25%						
	F	0.16%	0.18%	0.33%	0.63%	0.16%	0.11%	0.26%						
	M&F	0.15%	0.15%	0.32%	0.50%	0.13%	0.09%	0.26%						
≥65	M	0.16%	0.00%	0.00%	0.00%	0.00%	0.00%	0.26%						
	F	0.08%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
	M&F	0.11%	0.00%	0.00%	0.00%	0.00%	0.00%	0.08%						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.05%	0.08%	0.17%	0.40%	0.08%	0.02%	0.16%						
	F	0.09%	0.11%	0.23%	0.66%	0.10%	0.05%	0.18%						
	M&F	0.07%	0.10%	0.21%	0.50%	0.09%	0.04%	0.18%	0.69%	0.00%	0.02%	0.14%	0.52%	1.95%
Outpatient/ED														
0-12	M	7.96%	9.22%	4.52%	25.71%	8.65%	7.99%	4.68%						
	F	4.52%	5.70%	2.57%	18.33%	4.99%	4.74%	2.45%						
	M&F	6.27%	7.49%	3.55%	22.77%	6.85%	6.38%	3.58%						
13-17	M	11.62%	13.70%	7.62%	37.75%	13.20%	12.81%	7.75%						
	F	12.26%	13.73%	7.18%	36.14%	14.08%	12.65%	6.81%						
	M&F	11.94%	13.71%	7.40%	37.17%	13.65%	12.73%	7.27%						
18-64	M	13.68%	11.53%	7.89%	18.30%	14.96%	12.85%	11.97%						
	F	15.56%	14.76%	7.91%	15.75%	17.29%	14.91%	9.36%						
	M&F	14.99%	13.81%	7.90%	17.30%	16.49%	14.31%	10.10%						

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
≥65	M	7.02%	0.51%	2.52%	14.12%	6.46%	6.24%	5.19%						
	F	8.24%	2.85%	7.20%	19.05%	9.79%	9.07%	6.34%						
	M&F	7.83%	2.18%	5.80%	17.06%	8.69%	8.15%	5.98%						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	10.12%	10.57%	5.85%	27.80%	11.40%	10.03%	7.21%						
	F	10.68%	11.17%	5.76%	22.55%	12.22%	10.53%	6.41%						
	M&F	10.44%	10.92%	5.80%	25.77%	11.87%	10.32%	6.74%	12.27%	3.13%	6.83%	10.70%	14.75%	21.77%
Antibiotic Utilization: Total (ABX)														
Antibiotic Utilization														
Average Scripts PMPY for Antibiotics														
0-9	M	1.07	1.46	0.99	1.49	1.16	1.04	0.81						
	F	1.09	1.47	1.04	1.70	1.20	1.10	0.82						
	M&F	1.08	1.46	1.01	1.58	1.18	1.07	0.81						
10-17	M	0.61	0.88	0.57	0.82	0.71	0.61	0.47						
	F	0.87	1.19	0.83	1.26	0.96	0.86	0.68						
	M&F	0.74	1.03	0.70	0.98	0.83	0.73	0.58						
18-34	M	0.80	0.81	0.63	0.73	0.70	0.69	0.59						
	F	1.66	1.79	1.78	1.50	1.47	1.54	1.40						
	M&F	1.43	1.54	1.52	1.02	1.24	1.32	1.20						
35-49	M	1.12	1.03	1.06	0.94	0.94	0.96	0.91						
	F	1.76	1.77	1.80	0.82	1.51	1.55	1.41						
	M&F	1.56	1.54	1.64	0.88	1.31	1.37	1.27						
50-64	M	1.43	1.05	1.05	1.19	1.06	1.09	0.96						
	F	2.29	1.65	1.67	1.07	1.65	1.70	1.45						
	M&F	1.90	1.42	1.44	1.13	1.38	1.45	1.22						
65-74	M	3.82	0.65	0.62	0.62	1.52	1.51	1.30						
	F	5.37	0.80	1.16	2.89	2.16	1.99	1.71						
	M&F	4.78	0.75	0.99	2.12	1.92	1.82	1.56						
75-84	M	2.76	0.21	0.56	0.00	1.44	1.23	1.22						
	F	4.60	0.20	0.56	0.00	2.08	1.61	1.10						
	M&F	4.09	0.20	0.56	0.00	1.89	1.50	1.13						

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
≥85	M	3.97	0.61	1.41	0.00	1.21	1.01	1.37						
	F	3.52	0.38	0.38	NA	1.91	1.25	1.05						
	M&F	3.61	0.43	0.63	0.00	1.79	1.20	1.09						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.96	1.15	0.83	1.05	0.96	0.88	0.71	0.85	0.58	0.70	0.82	0.96	1.19
	F	1.41	1.57	1.37	1.47	1.34	1.29	1.10	1.20	0.88	1.00	1.15	1.32	1.60
	M&F	1.22	1.39	1.15	1.22	1.17	1.12	0.94	1.05	0.78	0.86	1.02	1.14	1.40
Average Days Supplied per Antibiotic Script														
0-9	M	9.34	9.17	9.33	10.38	9.13	9.38	9.24						
	F	9.46	9.28	9.36	10.90	9.28	9.52	9.33						
	M&F	9.40	9.22	9.34	10.61	9.21	9.45	9.28						
10-17	M	9.66	10.09	9.81	11.53	10.21	9.78	9.74						
	F	9.31	9.50	9.25	10.19	9.63	9.27	9.09						
	M&F	9.46	9.76	9.48	10.91	9.87	9.48	9.35						
18-34	M	9.46	9.46	9.06	11.93	9.82	9.60	9.52						
	F	8.15	8.33	7.87	9.58	8.40	8.20	7.89						
	M&F	8.35	8.48	7.99	10.63	8.63	8.39	8.08						
35-49	M	9.85	9.53	10.06	12.13	9.57	10.04	10.30						
	F	8.73	8.67	8.75	10.79	8.85	8.68	8.69						
	M&F	8.98	8.85	8.94	11.46	9.03	8.97	9.00						
50-64	M	10.57	9.54	10.43	12.24	9.68	9.81	10.50						
	F	8.97	8.78	9.17	13.03	9.10	9.33	8.81						
	M&F	9.52	9.00	9.53	12.61	9.31	9.48	9.43						
65-74	M	8.96	11.41	8.98	7.33	9.56	9.50	9.92						
	F	8.84	9.34	9.71	17.19	9.26	9.11	8.46						
	M&F	8.87	9.90	9.57	16.20	9.35	9.23	8.89						
75-84	M	8.86	5.63	6.50	NA	9.52	8.54	8.82						
	F	8.70	9.45	9.61	NA	9.49	8.63	8.44						
	M&F	8.73	8.43	8.64	NA	9.49	8.61	8.55						
≥85	M	7.13	5.25	5.73	NA	8.05	7.88	8.63						
	F	11.49	7.57	5.31	NA	8.85	11.61	9.54						
	M&F	10.47	6.88	5.54	NA	8.75	11.01	9.37						

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Unknown	M	NA	10.00	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	10.00	NA	NA	NA	NA	NA						
Total	M	9.55	9.43	9.51	11.00	9.51	9.56	9.57	9.82	9.33	9.50	9.79	10.09	10.56
	F	8.81	8.85	8.62	10.45	8.97	8.88	8.57	9.02	8.62	8.81	9.02	9.22	9.58
	M&F	9.06	9.05	8.88	10.74	9.16	9.10	8.88	9.31	8.89	9.08	9.26	9.55	9.91
Average Scripts PMPY for Antibiotics of Concern														
0-9	M	0.48	0.75	0.47	0.72	0.59	0.48	0.38						
	F	0.48	0.71	0.47	0.76	0.57	0.48	0.36						
	M&F	0.48	0.73	0.47	0.74	0.58	0.48	0.37						
10-17	M	0.29	0.45	0.29	0.36	0.35	0.29	0.23						
	F	0.38	0.56	0.38	0.54	0.45	0.39	0.30						
	M&F	0.34	0.50	0.33	0.43	0.40	0.34	0.27						
18-34	M	0.36	0.38	0.31	0.31	0.33	0.33	0.28						
	F	0.69	0.77	0.74	0.61	0.65	0.66	0.58						
	M&F	0.60	0.67	0.64	0.43	0.55	0.57	0.51						
35-49	M	0.56	0.54	0.57	0.38	0.51	0.50	0.48						
	F	0.89	0.93	0.88	0.34	0.81	0.80	0.68						
	M&F	0.79	0.81	0.81	0.36	0.70	0.71	0.63						
50-64	M	0.72	0.59	0.55	0.38	0.61	0.58	0.51						
	F	1.22	0.96	0.92	0.37	0.96	0.96	0.78						
	M&F	0.99	0.82	0.78	0.37	0.80	0.80	0.65						
65-74	M	2.30	0.39	0.40	0.41	0.94	0.87	0.68						
	F	2.89	0.44	0.73	0.96	1.26	1.13	0.92						
	M&F	2.67	0.42	0.63	0.78	1.14	1.04	0.83						
75-84	M	1.79	0.13	0.20	0.00	0.92	0.69	0.66						
	F	2.45	0.13	0.36	0.00	1.20	0.92	0.61						
	M&F	2.27	0.13	0.31	0.00	1.12	0.85	0.62						
≥85	M	2.38	0.56	0.94	0.00	0.72	0.72	1.00						
	F	1.50	0.30	0.15	NA	1.09	0.64	0.46						
	M&F	1.68	0.35	0.34	0.00	1.03	0.65	0.54						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Total	M	0.45	0.59	0.41	0.49	0.49	0.42	0.35	0.37	0.22	0.28	0.35	0.43	0.59
	F	0.64	0.75	0.62	0.64	0.65	0.59	0.49	0.49	0.30	0.39	0.46	0.55	0.72
	M&F	0.56	0.68	0.53	0.54	0.58	0.52	0.43	0.44	0.28	0.34	0.41	0.50	0.68
Percentage of Antibiotics of Concern of All Antibiotic Scripts														
0-9	M	44.92%	51.60%	47.34%	48.45%	51.10%	45.89%	46.42%						
	F	43.73%	48.48%	45.10%	44.34%	47.67%	43.65%	43.62%						
	M&F	44.33%	50.07%	46.21%	46.61%	49.39%	44.75%	45.03%						
10-17	M	47.46%	50.53%	49.83%	44.35%	49.44%	47.82%	48.47%						
	F	44.35%	46.92%	46.33%	43.15%	46.64%	45.68%	44.67%						
	M&F	45.63%	48.49%	47.75%	43.79%	47.82%	46.58%	46.19%						
18-34	M	45.32%	47.51%	49.80%	42.71%	47.22%	48.45%	48.07%						
	F	41.65%	42.91%	41.63%	40.74%	43.93%	42.58%	41.29%						
	M&F	42.20%	43.54%	42.41%	41.62%	44.47%	43.36%	42.11%						
35-49	M	49.73%	52.80%	53.10%	40.18%	53.83%	52.15%	52.76%						
	F	50.65%	52.37%	48.79%	41.52%	53.81%	51.65%	48.59%						
	M&F	50.45%	52.46%	49.41%	40.86%	53.81%	51.76%	49.39%						
50-64	M	50.85%	56.28%	51.81%	31.58%	57.16%	53.35%	53.23%						
	F	53.10%	58.05%	55.22%	34.72%	58.46%	56.22%	53.61%						
	M&F	52.33%	57.54%	54.26%	33.05%	58.00%	55.32%	53.47%						
65-74	M	60.31%	60.00%	63.46%	66.67%	61.96%	57.76%	52.30%						
	F	53.86%	54.92%	63.30%	33.33%	58.27%	56.88%	53.66%						
	M&F	55.82%	56.29%	63.33%	36.67%	59.37%	57.14%	53.26%						
75-84	M	64.89%	62.50%	35.71%	NA	64.06%	56.11%	54.36%						
	F	53.35%	63.64%	64.52%	NA	57.61%	56.99%	55.45%						
	M&F	55.51%	63.33%	55.56%	NA	59.01%	56.78%	55.14%						
≥85	M	59.87%	91.67%	66.67%	NA	59.46%	71.01%	72.88%						
	F	42.54%	78.57%	38.46%	NA	57.07%	51.12%	44.19%						
	M&F	46.60%	82.50%	53.57%	NA	57.36%	54.33%	49.53%						
Unknown	M	NA	0.00%	NA	NA	NA	NA	NA						
	F	NA												
	M&F	NA	0.00%	NA	NA	NA	NA	NA						
Total	M	46.80%	51.33%	48.78%	46.14%	51.57%	47.80%	48.30%	42.77%	34.42%	39.38%	43.29%	46.41%	49.73%
	F	45.35%	47.67%	45.16%	43.20%	48.94%	46.07%	44.59%	40.83%	34.33%	37.85%	40.59%	43.68%	47.09%
	M&F	45.83%	48.93%	46.21%	44.76%	49.86%	46.64%	45.74%	41.41%	34.12%	38.48%	41.60%	44.81%	47.46%

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Antibiotics of Concern Utilization														
Average Scripts PMPY for Quinolones														
0-9	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.02	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
10-17	M	0.01	0.01	0.01	0.02	0.01	0.01	0.00						
	F	0.02	0.03	0.02	0.04	0.02	0.02	0.01						
	M&F	0.01	0.02	0.01	0.03	0.01	0.01	0.01						
18-34	M	0.07	0.06	0.06	0.06	0.06	0.06	0.05						
	F	0.16	0.16	0.17	0.13	0.14	0.15	0.13						
	M&F	0.14	0.13	0.14	0.08	0.12	0.13	0.11						
35-49	M	0.15	0.13	0.16	0.13	0.13	0.14	0.12						
	F	0.26	0.24	0.25	0.09	0.23	0.23	0.20						
	M&F	0.23	0.21	0.23	0.11	0.19	0.20	0.18						
50-64	M	0.31	0.21	0.20	0.16	0.22	0.21	0.18						
	F	0.47	0.33	0.35	0.15	0.35	0.36	0.27						
	M&F	0.39	0.28	0.29	0.16	0.29	0.30	0.23						
65-74	M	1.11	0.19	0.19	0.00	0.42	0.39	0.33						
	F	1.28	0.16	0.33	0.54	0.54	0.50	0.41						
	M&F	1.22	0.17	0.29	0.35	0.49	0.46	0.38						
75-84	M	0.95	0.03	0.20	0.00	0.39	0.31	0.33						
	F	1.20	0.08	0.18	0.00	0.55	0.45	0.34						
	M&F	1.13	0.07	0.19	0.00	0.50	0.41	0.34						
≥85	M	1.59	0.26	0.38	0.00	0.40	0.37	0.47						
	F	0.89	0.15	0.09	NA	0.43	0.33	0.29						
	M&F	1.04	0.17	0.16	0.00	0.43	0.33	0.31						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.05	0.04	0.03	0.02	0.05	0.04	0.03	0.03	0.01	0.02	0.03	0.04	0.05
	F	0.12	0.11	0.11	0.05	0.12	0.11	0.09	0.08	0.04	0.06	0.07	0.09	0.12
	M&F	0.09	0.08	0.08	0.03	0.09	0.08	0.07	0.06	0.03	0.04	0.05	0.07	0.09

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Cephalosporins 2nd–4th Generation														
0–9	M	0.19	0.27	0.16	0.25	0.20	0.19	0.11						
	F	0.20	0.27	0.16	0.30	0.21	0.21	0.12						
	M&F	0.19	0.27	0.16	0.27	0.21	0.20	0.12						
10–17	M	0.06	0.09	0.05	0.07	0.06	0.06	0.04						
	F	0.08	0.12	0.06	0.11	0.09	0.09	0.05						
	M&F	0.07	0.11	0.06	0.09	0.08	0.08	0.04						
18–34	M	0.03	0.03	0.02	0.03	0.02	0.03	0.02						
	F	0.06	0.06	0.03	0.06	0.05	0.05	0.03						
	M&F	0.05	0.05	0.03	0.04	0.04	0.05	0.02						
35–49	M	0.04	0.04	0.03	0.03	0.03	0.03	0.02						
	F	0.07	0.07	0.04	0.00	0.06	0.06	0.03						
	M&F	0.06	0.06	0.04	0.02	0.05	0.05	0.03						
50–64	M	0.06	0.04	0.02	0.02	0.04	0.05	0.03						
	F	0.10	0.09	0.04	0.00	0.08	0.07	0.04						
	M&F	0.08	0.07	0.03	0.01	0.06	0.06	0.03						
65–74	M	0.14	0.03	0.06	0.00	0.08	0.09	0.04						
	F	0.28	0.03	0.03	0.00	0.12	0.13	0.05						
	M&F	0.23	0.03	0.04	0.00	0.10	0.11	0.05						
75–84	M	0.08	0.03	0.00	0.00	0.11	0.09	0.05						
	F	0.28	0.02	0.04	0.00	0.17	0.11	0.05						
	M&F	0.22	0.02	0.02	0.00	0.16	0.10	0.05						
≥85	M	0.13	0.10	0.28	0.00	0.09	0.10	0.30						
	F	0.23	0.04	0.03	NA	0.29	0.06	0.05						
	M&F	0.21	0.05	0.09	0.00	0.25	0.06	0.09						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.11	0.15	0.10	0.13	0.11	0.11	0.07	0.07	0.01	0.03	0.05	0.09	0.14
	F	0.11	0.14	0.08	0.18	0.11	0.11	0.06	0.07	0.01	0.03	0.05	0.09	0.14
	M&F	0.11	0.14	0.09	0.15	0.11	0.11	0.06	0.07	0.02	0.03	0.05	0.09	0.14

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Azithromycins and Clarithromycins														
0–9	M	0.16	0.28	0.16	0.23	0.23	0.15	0.14						
	F	0.15	0.27	0.16	0.22	0.21	0.14	0.12						
	M&F	0.15	0.27	0.16	0.23	0.22	0.15	0.13						
10–17	M	0.14	0.21	0.14	0.15	0.17	0.13	0.11						
	F	0.17	0.26	0.19	0.23	0.21	0.18	0.15						
	M&F	0.16	0.23	0.16	0.18	0.19	0.15	0.13						
18–34	M	0.13	0.14	0.12	0.12	0.12	0.13	0.12						
	F	0.28	0.31	0.31	0.25	0.25	0.26	0.24						
	M&F	0.24	0.26	0.27	0.17	0.21	0.23	0.21						
35–49	M	0.18	0.17	0.19	0.09	0.16	0.17	0.17						
	F	0.31	0.33	0.31	0.09	0.28	0.28	0.24						
	M&F	0.27	0.28	0.28	0.09	0.24	0.25	0.22						
50–64	M	0.19	0.17	0.14	0.13	0.16	0.17	0.14						
	F	0.38	0.31	0.28	0.12	0.29	0.31	0.24						
	M&F	0.29	0.25	0.23	0.12	0.23	0.25	0.19						
65–74	M	0.58	0.10	0.08	0.21	0.23	0.22	0.15						
	F	0.75	0.15	0.16	0.21	0.33	0.31	0.25						
	M&F	0.69	0.13	0.14	0.21	0.29	0.28	0.22						
75–84	M	0.54	0.03	0.00	0.00	0.20	0.17	0.14						
	F	0.55	0.02	0.05	0.00	0.25	0.24	0.12						
	M&F	0.55	0.02	0.04	0.00	0.24	0.22	0.12						
≥85	M	0.26	0.10	0.00	0.00	0.15	0.12	0.12						
	F	0.21	0.03	0.00	NA	0.19	0.16	0.07						
	M&F	0.22	0.04	0.00	0.00	0.19	0.15	0.08						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.16	0.23	0.15	0.17	0.19	0.15	0.13	0.16	0.09	0.12	0.16	0.19	0.23
	F	0.23	0.29	0.24	0.23	0.24	0.21	0.19	0.21	0.13	0.17	0.20	0.24	0.29
	M&F	0.20	0.26	0.20	0.19	0.22	0.18	0.16	0.19	0.13	0.15	0.18	0.21	0.26

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Amoxicillin/Clavulanates														
0-9	M	0.11	0.18	0.12	0.19	0.14	0.12	0.10						
	F	0.11	0.15	0.11	0.18	0.13	0.11	0.09						
	M&F	0.11	0.16	0.11	0.19	0.14	0.11	0.09						
10-17	M	0.06	0.11	0.06	0.09	0.08	0.07	0.05						
	F	0.08	0.12	0.07	0.11	0.10	0.08	0.06						
	M&F	0.07	0.11	0.07	0.09	0.09	0.08	0.06						
18-34	M	0.07	0.08	0.07	0.07	0.06	0.07	0.06						
	F	0.12	0.13	0.12	0.09	0.11	0.11	0.10						
	M&F	0.11	0.12	0.11	0.08	0.10	0.10	0.09						
35-49	M	0.11	0.11	0.12	0.08	0.10	0.09	0.10						
	F	0.15	0.17	0.17	0.11	0.14	0.14	0.13						
	M&F	0.14	0.15	0.16	0.10	0.13	0.13	0.12						
50-64	M	0.10	0.10	0.11	0.05	0.10	0.09	0.10						
	F	0.16	0.15	0.16	0.07	0.14	0.14	0.15						
	M&F	0.13	0.13	0.14	0.06	0.13	0.12	0.13						
65-74	M	0.26	0.06	0.04	0.21	0.15	0.10	0.11						
	F	0.32	0.07	0.17	0.11	0.19	0.14	0.11						
	M&F	0.30	0.07	0.13	0.14	0.17	0.13	0.11						
75-84	M	0.15	0.05	0.00	0.00	0.16	0.09	0.09						
	F	0.35	0.01	0.04	0.00	0.14	0.08	0.08						
	M&F	0.30	0.02	0.02	0.00	0.14	0.09	0.08						
≥85	M	0.16	0.10	0.28	0.00	0.03	0.13	0.09						
	F	0.13	0.05	0.03	NA	0.14	0.08	0.03						
	M&F	0.14	0.06	0.09	0.00	0.12	0.09	0.04						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.09	0.13	0.09	0.12	0.11	0.09	0.08	0.09	0.05	0.07	0.08	0.11	0.14
	F	0.12	0.14	0.12	0.13	0.12	0.11	0.09	0.09	0.06	0.07	0.09	0.11	0.14
	M&F	0.11	0.14	0.11	0.13	0.12	0.10	0.09	0.09	0.06	0.07	0.09	0.11	0.14

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Ketolides														
0-9	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
10-17	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
18-34	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
35-49	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
50-64	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
65-74	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
75-84	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
≥85	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	NA	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.00	0.00	0.00	0.00	0.00	0.00							
	F	0.00	0.00	0.00	0.00	0.00	0.00							
	M&F	0.00												

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Clindamycins														
0-9	M	0.02	0.02	0.04	0.04	0.01	0.02	0.03						
	F	0.02	0.02	0.04	0.04	0.01	0.02	0.03						
	M&F	0.02	0.02	0.04	0.04	0.01	0.02	0.03						
10-17	M	0.02	0.03	0.03	0.04	0.02	0.02	0.02						
	F	0.03	0.03	0.04	0.05	0.02	0.03	0.04						
	M&F	0.03	0.03	0.04	0.04	0.02	0.02	0.03						
18-34	M	0.05	0.07	0.04	0.04	0.06	0.05	0.04						
	F	0.08	0.12	0.11	0.07	0.09	0.08	0.08						
	M&F	0.07	0.10	0.09	0.05	0.08	0.07	0.07						
35-49	M	0.06	0.09	0.07	0.04	0.08	0.07	0.06						
	F	0.09	0.12	0.11	0.04	0.10	0.08	0.08						
	M&F	0.08	0.11	0.10	0.04	0.10	0.08	0.08						
50-64	M	0.07	0.06	0.06	0.02	0.07	0.05	0.06						
	F	0.09	0.08	0.09	0.02	0.08	0.07	0.07						
	M&F	0.08	0.07	0.08	0.02	0.08	0.06	0.06						
65-74	M	0.18	0.01	0.02	0.00	0.05	0.04	0.03						
	F	0.17	0.02	0.03	0.11	0.07	0.05	0.08						
	M&F	0.17	0.02	0.03	0.07	0.06	0.04	0.06						
75-84	M	0.08	0.00	0.00	0.00	0.05	0.02	0.05						
	F	0.06	0.00	0.05	0.00	0.07	0.02	0.02						
	M&F	0.06	0.00	0.04	0.00	0.07	0.02	0.02						
≥85	M	0.08	0.00	0.00	0.00	0.04	0.00	0.02						
	F	0.03	0.00	0.00	NA	0.03	0.01	0.02						
	M&F	0.04	0.00	0.00	0.00	0.03	0.01	0.02						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.03	0.04	0.04	0.04	0.04	0.03	0.03	0.02	0.01	0.02	0.02	0.03	0.04
	F	0.05	0.07	0.07	0.05	0.06	0.05	0.06	0.04	0.02	0.03	0.04	0.05	0.06
	M&F	0.05	0.06	0.06	0.04	0.05	0.04	0.05	0.03	0.02	0.03	0.03	0.04	0.05

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Misc. Antibiotics of Concern														
0-9	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
10-17	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
18-34	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
35-49	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.01	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
50-64	M	0.01	0.01	0.01	0.00	0.01	0.01	0.01						
	F	0.01	0.01	0.00	0.00	0.01	0.01	0.01						
	M&F	0.01	0.01	0.01	0.00	0.01	0.01	0.01						
65-74	M	0.04	0.00	0.00	0.00	0.01	0.03	0.01						
	F	0.08	0.01	0.01	0.00	0.02	0.01	0.01						
	M&F	0.07	0.00	0.00	0.00	0.01	0.02	0.01						
75-84	M	0.00	0.00	0.00	0.00	0.02	0.01	0.00						
	F	0.01	0.00	0.00	0.00	0.01	0.01	0.00						
	M&F	0.01	0.00	0.00	0.00	0.02	0.01	0.00						
≥85	M	0.16	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.03	0.00	NA	0.01	0.01	0.00						
	M&F	0.03	0.02	0.00	0.00	0.01	0.01	0.00						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.00	0.00	0.00	0.00	0.00	0.00							
	F	0.00	0.00	0.00	0.00	0.00	0.00							
	M&F	0.00	0.00	0.00	0.00	0.00	0.00							

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
All Other Antibiotics Utilization														
Average Scripts PMPY for Absorbable Sulfonamides														
0-9	M	0.04	0.06	0.05	0.11	0.05	0.04	0.04						
	F	0.07	0.10	0.08	0.17	0.08	0.07	0.07						
	M&F	0.06	0.08	0.07	0.14	0.06	0.06	0.05						
10-17	M	0.04	0.06	0.04	0.08	0.05	0.05	0.04						
	F	0.09	0.12	0.08	0.16	0.10	0.09	0.08						
	M&F	0.07	0.09	0.06	0.11	0.08	0.07	0.06						
18-34	M	0.11	0.09	0.07	0.09	0.09	0.09	0.06						
	F	0.19	0.18	0.17	0.20	0.16	0.17	0.14						
	M&F	0.17	0.16	0.15	0.13	0.14	0.15	0.12						
35-49	M	0.17	0.14	0.12	0.10	0.12	0.14	0.10						
	F	0.22	0.20	0.18	0.08	0.16	0.18	0.15						
	M&F	0.21	0.18	0.17	0.09	0.15	0.17	0.13						
50-64	M	0.23	0.14	0.13	0.14	0.14	0.16	0.11						
	F	0.26	0.17	0.17	0.13	0.17	0.20	0.15						
	M&F	0.25	0.16	0.16	0.13	0.15	0.18	0.13						
65-74	M	0.53	0.04	0.05	0.00	0.15	0.21	0.14						
	F	0.53	0.06	0.11	0.54	0.20	0.23	0.19						
	M&F	0.53	0.05	0.09	0.35	0.19	0.23	0.17						
75-84	M	0.10	0.08	0.04	0.00	0.11	0.16	0.11						
	F	0.53	0.02	0.04	0.00	0.20	0.20	0.13						
	M&F	0.41	0.03	0.04	0.00	0.17	0.19	0.13						
≥85	M	0.39	0.05	0.09	0.00	0.07	0.07	0.07						
	F	0.38	0.03	0.06	NA	0.18	0.08	0.17						
	M&F	0.38	0.03	0.07	0.00	0.16	0.08	0.15						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.08	0.08	0.06	0.10	0.07	0.06	0.05	0.06	0.03	0.04	0.05	0.07	0.09
	F	0.14	0.15	0.13	0.17	0.13	0.13	0.11	0.11	0.06	0.08	0.10	0.13	0.17
	M&F	0.12	0.12	0.10	0.13	0.10	0.10	0.08	0.09	0.05	0.06	0.08	0.10	0.14

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Aminoglycosides														
0-9	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
10-17	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
18-34	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
35-49	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
50-64	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.01	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
65-74	M	0.00	0.00	0.00	0.00	0.00	0.02	0.00						
	F	0.01	0.01	0.01	0.00	0.00	0.01	0.00						
	M&F	0.01	0.01	0.01	0.00	0.00	0.01	0.00						
75-84	M	0.00	0.00	0.00	0.00	0.00	0.00	0.01						
	F	0.05	0.01	0.00	0.00	0.01	0.01	0.00						
	M&F	0.04	0.01	0.00	0.00	0.01	0.01	0.00						
≥85	M	0.31	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.01	0.00	0.03	NA	0.00	0.00	0.00						
	M&F	0.07	0.00	0.02	0.00	0.00	0.00	0.00						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for 1st Generation Cephalosporins														
0-9	M	0.06	0.06	0.05	0.07	0.05	0.05	0.03						
	F	0.06	0.07	0.05	0.08	0.06	0.06	0.04						
	M&F	0.06	0.07	0.05	0.07	0.05	0.06	0.04						
10-17	M	0.06	0.07	0.05	0.06	0.05	0.05	0.04						
	F	0.07	0.08	0.05	0.08	0.06	0.06	0.05						
	M&F	0.06	0.07	0.05	0.07	0.06	0.06	0.04						
18-34	M	0.09	0.08	0.06	0.06	0.06	0.07	0.06						
	F	0.13	0.14	0.12	0.11	0.11	0.12	0.09						
	M&F	0.12	0.12	0.11	0.08	0.09	0.11	0.08						
35-49	M	0.11	0.09	0.10	0.10	0.08	0.09	0.07						
	F	0.13	0.13	0.12	0.08	0.11	0.12	0.10						
	M&F	0.12	0.12	0.12	0.09	0.10	0.11	0.09						
50-64	M	0.15	0.09	0.10	0.11	0.09	0.11	0.09						
	F	0.21	0.14	0.13	0.11	0.12	0.14	0.12						
	M&F	0.18	0.12	0.12	0.11	0.11	0.13	0.11						
65-74	M	0.30	0.06	0.06	0.21	0.11	0.10	0.15						
	F	0.63	0.08	0.10	0.21	0.16	0.16	0.18						
	M&F	0.50	0.07	0.09	0.21	0.14	0.14	0.17						
75-84	M	0.22	0.00	0.12	0.00	0.15	0.17	0.14						
	F	0.39	0.00	0.02	0.00	0.16	0.15	0.13						
	M&F	0.34	0.00	0.05	0.00	0.16	0.15	0.13						
≥85	M	0.52	0.00	0.19	0.00	0.17	0.09	0.14						
	F	0.26	0.01	0.03	NA	0.14	0.11	0.12						
	M&F	0.32	0.01	0.07	0.00	0.14	0.11	0.12						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.07	0.07	0.06	0.06	0.06	0.06	0.05	0.06	0.04	0.05	0.06	0.07	0.10
	F	0.10	0.11	0.09	0.08	0.09	0.09	0.07	0.09	0.05	0.06	0.08	0.11	0.13
	M&F	0.09	0.09	0.08	0.07	0.08	0.08	0.06	0.08	0.05	0.06	0.07	0.09	0.12

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Lincosamides														
0-9	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
10-17	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
18-34	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
35-49	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
50-64	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
65-74	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
75-84	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
≥85	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	NA	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.00	0.00	0.00	0.00	0.00	0.00							
	F	0.00	0.00	0.00	0.00	0.00	0.00							
	M&F	0.00	0.00	0.00	0.00	0.00	0.00							

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Macrolides (not azith. or clarith.)														
0-9	M	0.00	0.00	0.00	0.02	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.03	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.02	0.00	0.00	0.00						
10-17	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
18-34	M	0.00	0.00	0.00	0.01	0.00	0.01	0.00						
	F	0.00	0.01	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.01	0.00	0.01	0.00	0.00	0.00						
35-49	M	0.00	0.00	0.00	0.00	0.00	0.01	0.00						
	F	0.01	0.01	0.00	0.00	0.01	0.00	0.00						
	M&F	0.01	0.01	0.00	0.00	0.01	0.00	0.00						
50-64	M	0.01	0.00	0.00	0.21	0.01	0.01	0.00						
	F	0.00	0.01	0.01	0.00	0.01	0.01	0.01						
	M&F	0.00	0.01	0.00	0.11	0.01	0.01	0.00						
65-74	M	0.01	0.00	0.00	0.00	0.00	0.01	0.00						
	F	0.09	0.00	0.01	0.00	0.00	0.01	0.00						
	M&F	0.06	0.00	0.00	0.00	0.00	0.01	0.00						
75-84	M	0.01	0.00	0.00	0.00	0.01	0.00	0.02						
	F	0.01	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.01	0.00	0.00	0.00	0.00	0.00	0.00						
≥85	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	NA	0.01	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.01	0.00	0.00						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01
	F	0.00	0.00	0.00	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.01
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Penicillins														
0-9	M	0.48	0.58	0.42	0.55	0.47	0.47	0.36						
	F	0.47	0.57	0.42	0.61	0.48	0.48	0.35						
	M&F	0.48	0.58	0.42	0.58	0.47	0.47	0.35						
10-17	M	0.18	0.24	0.15	0.22	0.19	0.18	0.13						
	F	0.23	0.30	0.20	0.30	0.25	0.23	0.17						
	M&F	0.21	0.27	0.18	0.25	0.22	0.21	0.15						
18-34	M	0.16	0.19	0.13	0.16	0.16	0.13	0.12						
	F	0.26	0.32	0.28	0.24	0.26	0.24	0.22						
	M&F	0.23	0.28	0.25	0.19	0.23	0.21	0.20						
35-49	M	0.19	0.18	0.16	0.11	0.16	0.16	0.16						
	F	0.24	0.26	0.26	0.09	0.21	0.20	0.21						
	M&F	0.23	0.24	0.24	0.10	0.19	0.19	0.19						
50-64	M	0.19	0.14	0.16	0.07	0.13	0.14	0.15						
	F	0.28	0.18	0.20	0.08	0.17	0.17	0.20						
	M&F	0.24	0.16	0.19	0.08	0.15	0.16	0.17						
65-74	M	0.36	0.06	0.12	0.00	0.14	0.14	0.16						
	F	0.51	0.06	0.05	0.11	0.20	0.18	0.21						
	M&F	0.46	0.06	0.07	0.07	0.18	0.16	0.19						
75-84	M	0.34	0.00	0.20	0.00	0.11	0.09	0.14						
	F	0.36	0.00	0.07	0.00	0.17	0.11	0.10						
	M&F	0.36	0.00	0.11	0.00	0.15	0.11	0.11						
≥85	M	0.13	0.00	0.19	0.00	0.05	0.04	0.00						
	F	0.13	0.03	0.03	NA	0.08	0.05	0.10						
	M&F	0.13	0.02	0.07	0.00	0.08	0.05	0.09						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.32	0.37	0.28	0.33	0.29	0.30	0.24	0.31	0.21	0.26	0.30	0.36	0.42
	F	0.32	0.37	0.30	0.41	0.30	0.31	0.25	0.33	0.24	0.29	0.32	0.37	0.41
	M&F	0.32	0.37	0.29	0.36	0.30	0.30	0.24	0.32	0.24	0.28	0.31	0.36	0.42

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Tetracyclines														
0-9	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
10-17	M	0.03	0.06	0.04	0.07	0.05	0.03	0.03						
	F	0.04	0.06	0.05	0.05	0.05	0.04	0.04						
	M&F	0.04	0.06	0.05	0.06	0.05	0.03	0.03						
18-34	M	0.03	0.04	0.04	0.08	0.04	0.04	0.05						
	F	0.04	0.05	0.06	0.07	0.05	0.04	0.05						
	M&F	0.04	0.04	0.06	0.08	0.04	0.04	0.05						
35-49	M	0.04	0.04	0.06	0.22	0.04	0.04	0.06						
	F	0.05	0.05	0.08	0.07	0.06	0.05	0.06						
	M&F	0.05	0.05	0.08	0.13	0.05	0.05	0.06						
50-64	M	0.06	0.04	0.06	0.17	0.05	0.06	0.06						
	F	0.10	0.06	0.07	0.13	0.09	0.07	0.07						
	M&F	0.08	0.05	0.07	0.15	0.07	0.06	0.06						
65-74	M	0.18	0.01	0.00	0.00	0.13	0.07	0.10						
	F	0.21	0.04	0.06	0.00	0.12	0.11	0.07						
	M&F	0.20	0.03	0.04	0.00	0.13	0.09	0.08						
75-84	M	0.17	0.00	0.00	0.00	0.09	0.07	0.06						
	F	0.22	0.04	0.07	0.00	0.14	0.07	0.05						
	M&F	0.20	0.03	0.05	0.00	0.13	0.07	0.05						
≥85	M	0.05	0.00	0.00	0.00	0.16	0.03	0.09						
	F	0.23	0.00	0.00	NA	0.14	0.08	0.04						
	M&F	0.19	0.00	0.00	0.00	0.15	0.07	0.05						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.02	0.03	0.02	0.05	0.03	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.05
	F	0.03	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.04	0.05	0.06	0.07
	M&F	0.03	0.03	0.04	0.04	0.04	0.03	0.03	0.05	0.03	0.03	0.04	0.05	0.06

Table A. HEDIS 2015 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	AG	BCE	BCW	TCS	UHCE	UHCM	UHCW	HEDIS 2014 National Medicaid Means and Percentiles					
									Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Misc. Antibiotics														
0-9	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.01	0.01	0.01	0.05	0.01	0.01	0.00						
	M&F	0.01	0.00	0.00	0.02	0.01	0.00	0.00						
10-17	M	0.00	0.01	0.00	0.01	0.00	0.00	0.00						
	F	0.05	0.06	0.05	0.11	0.05	0.04	0.04						
	M&F	0.03	0.03	0.03	0.05	0.03	0.02	0.02						
18-34	M	0.04	0.02	0.02	0.02	0.02	0.02	0.02						
	F	0.34	0.33	0.40	0.25	0.25	0.31	0.31						
	M&F	0.26	0.25	0.31	0.11	0.18	0.23	0.24						
35-49	M	0.04	0.04	0.05	0.03	0.03	0.04	0.03						
	F	0.21	0.19	0.27	0.16	0.15	0.19	0.20						
	M&F	0.16	0.14	0.22	0.10	0.11	0.14	0.16						
50-64	M	0.07	0.04	0.06	0.10	0.04	0.04	0.04						
	F	0.21	0.14	0.16	0.24	0.13	0.16	0.13						
	M&F	0.14	0.10	0.12	0.17	0.09	0.11	0.09						
65-74	M	0.14	0.10	0.00	0.00	0.04	0.08	0.07						
	F	0.49	0.10	0.09	1.07	0.21	0.16	0.14						
	M&F	0.36	0.10	0.06	0.71	0.14	0.13	0.11						
75-84	M	0.12	0.00	0.00	0.00	0.06	0.05	0.07						
	F	0.59	0.01	0.00	0.00	0.20	0.15	0.07						
	M&F	0.46	0.01	0.00	0.00	0.16	0.12	0.07						
≥85	M	0.18	0.00	0.00	0.00	0.03	0.06	0.07						
	F	1.02	0.01	0.09	NA	0.27	0.28	0.15						
	M&F	0.84	0.01	0.07	0.00	0.23	0.23	0.14						
Unknown	M	NA												
	F	NA												
	M&F	NA												
Total	M	0.02	0.01	0.00	0.01	0.01	0.01	0.01						
	F	0.16	0.15	0.18	0.11	0.12	0.14	0.14	0.12	0.08	0.09	0.12	0.14	0.17
	M&F	0.10	0.09	0.11	0.05	0.07	0.08	0.09	0.07	0.05	0.06	0.07	0.08	0.10

†† NCOA has yet to determine the mean.

APPENDIX B | HEDIS 2014 National Medicaid Means and Percentiles

Table B. HEDIS 2014 National Medicaid Means and Percentiles

Measure	Mean	Percentile				
		10th	25th	50th	75th	90th
HEDIS Effectiveness of Care Measures						
Prevention and Screening						
Adult BMI Assessment (ABA)	75.96%	64.35%	71.54%	78.81%	85.23%	90.82%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC):						
BMI Percentile: 3–11 years	56.38%	30.36%	40.43%	56.77%	73.56%	83.39%
12–17 years	57.89%	34.64%	43.60%	58.93%	73.45%	82.73%
Total	56.92%	32.18%	41.85%	57.40%	73.72%	82.46%
Counseling for Nutrition: 3–11 years	60.41%	41.67%	51.92%	62.86%	70.79%	79.42%
12–17 years	55.15%	37.58%	45.10%	56.09%	66.67%	74.68%
Total	58.70%	40.74%	50.00%	60.58%	69.21%	77.47%
Counseling for Physical Activity: 3–11 years	49.06%	30.24%	39.12%	49.54%	59.42%	67.65%
12–17 years	53.40%	36.84%	43.85%	53.49%	63.46%	72.79%
Total	50.50%	33.77%	41.67%	51.16%	60.82%	69.76%
Childhood Immunization Status (CIS):						
DTaP	79.03%	71.20%	76.16%	80.05%	84.07%	87.90%
IPV	90.04%	84.03%	89.06%	91.24%	93.92%	95.38%
MMR	90.54%	86.11%	88.89%	91.00%	93.29%	94.89%
HiB	90.66%	85.89%	89.05%	91.48%	94.04%	95.60%
HepB	88.57%	79.08%	86.34%	90.73%	93.43%	94.91%
VZV	90.19%	84.27%	88.43%	91.20%	93.16%	94.68%
PCV	79.22%	69.79%	75.97%	80.56%	84.95%	88.19%
HepA	81.89%	71.78%	76.40%	82.68%	88.54%	91.73%
RV	67.73%	54.01%	62.41%	69.21%	74.31%	79.90%
Influenza	50.00%	32.18%	40.78%	50.79%	58.88%	65.97%
Combination 2	74.02%	63.19%	70.60%	75.18%	79.72%	83.33%
Combination 3	70.85%	58.70%	66.67%	72.33%	77.78%	80.86%
Combination 4	64.87%	50.59%	59.16%	65.94%	72.51%	77.04%
Combination 5	56.38%	41.12%	51.09%	57.87%	64.48%	70.61%
Combination 6	42.21%	26.32%	33.33%	42.82%	50.69%	59.37%
Combination 7	53.41%	39.42%	47.33%	54.63%	61.42%	67.36%
Combination 8	40.34%	23.91%	30.90%	40.15%	47.73%	57.02%
Combination 9	35.90%	20.51%	26.52%	36.34%	43.93%	51.34%
Combination 10	34.67%	19.79%	25.75%	34.18%	41.85%	49.67%
Immunizations for Adolescents (IMA):						
Meningococcal	71.94%	55.56%	63.58%	73.38%	82.39%	88.27%
Tdap/Td	83.58%	71.72%	79.86%	86.23%	90.39%	92.94%
Combination 1	70.17%	53.94%	61.70%	71.29%	80.90%	86.46%

Table B. HEDIS 2014 National Medicaid Means and Percentiles						
Measure	Mean	Percentile				
		10th	25th	50th	75th	90th
Human Papillomavirus Vaccine for Female Adolescents (HPV)	19.79%	10.86%	15.28%	19.21%	23.62%	28.90%
Lead Screening in Children (LSC)	66.46%	37.23%	58.39%	70.86%	80.83%	85.84%
Breast Cancer Screening (BCS)	57.88%	46.59%	51.21%	57.37%	65.12%	71.35%
Cervical Cancer Screening (CCS)*						
Chlamydia Screening in Women (CHL):						
16–20 years	51.30%	36.53%	44.25%	51.61%	58.68%	65.40%
21–24 years	61.63%	48.39%	56.63%	63.32%	69.23%	72.59%
Total	54.89%	41.19%	48.86%	54.93%	62.75%	67.19%
Respiratory Conditions						
Appropriate Testing for Children With Pharyngitis (CWP)	66.52%	48.94%	58.28%	68.53%	77.96%	83.66%
Appropriate Treatment for Children With Upper Respiratory Infection (URI)	85.15%	73.98%	81.57%	86.11%	91.21%	94.39%
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (AAB)	26.55%	16.87%	20.14%	24.31%	30.54%	38.66%
Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)	31.10%	19.51%	25.82%	30.08%	36.73%	42.37%
Pharmacotherapy Management of COPD Exacerbation (PCE):						
Systemic Corticosteroid	65.73%	48.27%	61.11%	68.91%	74.94%	78.20%
Bronchodilator	80.88%	69.02%	77.78%	83.82%	87.61%	90.32%
Use of Appropriate Medications for People With Asthma (ASM):						
5–11 years	90.18%	83.77%	87.65%	91.11%	93.59%	95.16%
12–18 years	86.93%	81.46%	84.06%	87.31%	89.52%	92.99%
19–50 years	74.36%	61.97%	69.07%	75.83%	80.12%	84.49%
51–64 years	70.20%	54.79%	64.57%	71.63%	77.21%	80.00%
Total	84.07%	76.97%	81.10%	84.96%	87.26%	91.47%
Medication Management for People With Asthma (MMA)						
Medication Compliance 50%**: 5–11 years						
12–18 years						
19–50 years						
51–64 years						
Total						
Medication Compliance 75%: 5–11 years						
12–18 years	27.59%	16.40%	20.71%	26.63%	32.32%	39.87%
19–50 years	25.64%	16.29%	19.24%	24.62%	30.58%	36.36%
51–64 years	36.32%	25.49%	31.53%	36.00%	40.36%	46.67%
Total	51.80%	41.18%	46.32%	50.99%	56.67%	63.83%
Total	31.11%	20.00%	24.55%	30.16%	34.96%	42.79%
Asthma Medical Ratio (AMR)						
5–11 years	76.62%	65.42%	72.51%	78.28%	82.16%	85.48%
12–18 years	65.91%	54.36%	61.31%	67.15%	70.95%	75.63%
19–50 years	50.05%	38.53%	44.10%	49.29%	55.36%	61.78%
51–64 years	51.40%	34.48%	44.64%	52.26%	58.93%	63.64%
Total	65.48%	53.29%	60.48%	66.38%	70.88%	76.23%

Table B. HEDIS 2014 National Medicaid Means and Percentiles						
Measure	Mean	Percentile				
		10th	25th	50th	75th	90th
Cardiovascular Conditions						
Controlling High Blood Pressure (CBP)	56.51%	43.07%	48.57%	56.46%	63.76%	69.79%
Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)	84.16%	72.09%	79.72%	86.36%	91.18%	94.74%
Diabetes						
Comprehensive Diabetes Care (CDC):						
HbA1c Testing	83.81%	77.55%	80.18%	83.88%	87.59%	91.73%
HbA1c Control (<7.0%)	34.43%	23.96%	29.31%	36.27%	40.26%	43.55%
HbA1c Control (<8.0%)	45.52%	32.60%	38.20%	46.43%	52.89%	59.37%
Retinal Eye Exam Performed	53.53%	37.23%	46.25%	54.14%	63.14%	68.04%
Medical Attention for Nephropathy	79.02%	71.43%	75.67%	80.05%	83.11%	86.86%
Blood Pressure Control (<140/90 mm Hg)	60.49%	45.99%	53.65%	61.31%	70.07%	75.18%
Musculoskeletal Conditions						
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)	70.55%	60.00%	64.41%	70.71%	77.17%	82.32%
Use of Imaging Studies for Low Back Pain (LBP)	75.44%	68.22%	72.11%	75.25%	78.53%	84.03%
Behavioral Health						
Antidepressant Medication Management (AMM):						
Effective Acute Phase Treatment	50.44%	41.87%	45.00%	49.66%	54.31%	59.92%
Effective Continuation Phase Treatment	35.11%	27.03%	29.90%	33.93%	38.23%	44.08%
Follow-Up Care for Children Prescribed ADHD Medication (ADD):						
Initiation Phase	39.56%	21.77%	32.61%	41.09%	46.99%	53.03%
Continuation and Maintenance Phase	46.35%	23.12%	37.17%	49.51%	57.55%	63.10%
Follow-Up After Hospitalization for Mental Illness (FUH):						
7-day follow-up	42.11%	16.54%	31.69%	42.30%	54.45%	63.21%
30-day follow-up	61.02%	32.35%	51.39%	64.63%	74.09%	80.34%
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)	79.28%	71.79%	75.36%	79.38%	82.88%	85.71%
Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD)	68.51%	59.03%	63.00%	70.05%	73.76%	76.69%
Cardiovascular Monitoring for People With Cardio-vascular Disease and Schizophrenia (SMC)	79.23%	64.58%	75.00%	81.20%	84.21%	87.88%
Adherence to Antipsychotic Medications for Individuals With Schizophrenia (SAA)	59.99%	45.76%	55.12%	61.37%	67.13%	73.15%
Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)***						
1-5 Years						
6-11 Years						
12-17 Years						
Total						

Table B. HEDIS 2014 National Medicaid Means and Percentiles						
Measure	Mean	Percentile				
		10th	25th	50th	75th	90th
Medication Management						
Annual Monitoring for Patients on Persistent Medications (MPM):						
ACE Inhibitors or ARBs	87.84%	83.18%	85.72%	88.00%	89.94%	92.01%
Digoxin	91.12%	86.44%	88.89%	91.91%	94.12%	95.65%
Diuretics	87.84%	82.71%	85.69%	87.90%	90.57%	92.11%
Total†	86.03%	81.43%	84.38%	86.14%	88.25%	89.81%
Measures Collected Through CAHPS Health Plan Survey						
Flu vaccinations for adults ages 18 to 64 (FVA)††						
Medical Assistance With Smoking and Tobacco Use Cessation (MSC)						
Advising Smokers and Tobacco Users to Quit	75.84%	68.94%	73.58%	76.80%	79.32%	81.42%
Discussing Cessation Medications	46.63%	37.61%	41.40%	45.87%	51.68%	57.11%
Discussing Cessation Strategies	41.88%	33.70%	37.91%	41.57%	45.27%	50.89%
% Current Smokers	34.25%	21.90%	28.65%	35.59%	40.52%	44.73%
HEDIS Effectiveness of Care Measures Where Lower Rates Indicated Better Performance						
Prevention and Screening						
Non-Recommended Cervical Cancer Screening in Adolescent Females (NCS) ††						
Diabetes						
Comprehensive Diabetes Care (CDC):						
HbA1c Poor Control (>9.0%)	45.57%	60.84%	53.64%	44.69%	36.52%	30.28%
Behavioral Health						
Use of Multiple Concurrent Antipsychotics in Children and Adolescents (APC)***						
1-5 Years						
6-11 Years						
12-17 Years						
Total						
HEDIS Access/Availability of Care Measures						
Adults' Access to Preventive/Ambulatory Health Services (AAP):						
20–44 years	80.70%	68.99%	78.34%	83.27%	86.21%	88.52%
45–64 years	87.31%	80.11%	85.88%	88.74%	90.98%	92.16%
Children and Adolescents' Access to Primary Care Practitioners (CAP):						
12–24 months	96.14%	93.58%	95.92%	96.96%	97.86%	98.53%
25 months–6 years	88.25%	82.16%	86.07%	89.08%	91.73%	93.58%
7-11 years	90.02%	83.57%	87.78%	91.15%	93.50%	95.19%
12–19 years	88.52%	81.57%	85.79%	89.94%	92.17%	94.42%
Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment (IET):						
Initiation of AOD Treatment: 13–17 years	39.11%	22.00%	31.75%	39.55%	47.47%	53.70%
≥18 years	38.32%	29.23%	33.96%	37.98%	43.29%	47.53%
Total	38.20%	28.00%	33.50%	37.49%	43.48%	47.06%
Engagement of AOD Treatment: 13–17 years	16.04%	3.13%	7.24%	14.89%	23.88%	30.43%
≥18 years	10.11%	1.62%	5.09%	9.99%	14.17%	18.55%

Table B. HEDIS 2014 National Medicaid Means and Percentiles						
Measure	Mean	Percentile				
		10th	25th	50th	75th	90th
Total	10.55%	1.76%	5.35%	10.33%	14.97%	19.14%
Prenatal and Postpartum Care (PPC):						
Timeliness of Prenatal Care	81.93%	69.77%	77.80%	84.30%	89.62%	93.10%
Postpartum Care	61.29%	48.37%	56.18%	62.84%	69.47%	74.03%
Call Answer Timeliness (CAT)	84.93%	70.03%	81.55%	87.58%	91.85%	94.11%
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP)***						
1-5 Years						
6-11 Years						
12-17 Years						
Total						
HEDIS Utilization and Relative Resource Use Measures						
Utilization						
Frequency of Ongoing Prenatal Care (FPC):						
<21%	14.35%	1.91%	4.86%	9.26%	15.71%	36.73%
21–40%	7.56%	2.09%	3.47%	5.40%	8.83%	17.03%
41–60%	8.48%	3.96%	5.64%	7.71%	10.82%	14.11%
61–80%	13.98%	5.79%	11.04%	14.79%	17.35%	20.68%
≥81%	55.64%	21.74%	43.73%	60.10%	71.34%	78.37%
Well-Child Visits in the First 15 Months of Life (W15):						
0 Visits	2.65%	0.22%	0.74%	1.46%	2.64%	4.12%
1 Visits	1.80%	0.46%	0.97%	1.57%	2.35%	3.42%
2 Visits	2.94%	0.99%	1.77%	2.63%	3.70%	5.20%
3 Visits	5.30%	2.44%	3.58%	4.87%	6.34%	8.99%
4 Visits	9.75%	4.76%	7.47%	9.23%	11.88%	15%
5 Visits	16.01%	9.73%	13.63%	16.01%	18.73%	22.22%
6 or More Visits	61.55%	45.50%	54.76%	62.86%	69.75%	76.92%
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)	71.49%	60.18%	65.97%	71.76%	77.26%	82.69%
Adolescent Well-Care Visits (AWC)	50.03%	37.73%	41.70%	48.51%	59.21%	65.56%

* Benchmarks were not reported by Quality Compass because the measure specifications changed last year.

**Benchmarks are not currently reported by Quality Compass for this rate.

***First-year measure

† Measure specifications changed, Anticonvulsant was retired and no longer a part of total rate in HEDIS 2015, but was in HEDIS 2014.

†† Results were published in CAHPS data submission for first time in 2015.

‡‡ Benchmarks are not reported by Quality Compass for 2014 first-year measures.

APPENDIX C | MCO Population Reported in Member Months

Table C. HEDIS 2015 MCO Population Reported in Member Months by Age and Sex

Age Group	AG			BCE			BCW			TCS			UHCE			UHCM			UHCW		
Age	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
<1	54531	52284	106,815	52287	49089	101,376	42709	41165	83,874	6790	6669	13,459	43337	40612	83,949	54733	54322	109,055	41731	39806	81,537
1-4	189079	180072	369,151	176834	168810	345,644	160543	151520	312,063	43613	36557	80,170	164163	157529	321,692	187923	183844	371,767	159342	153982	313,324
5-9	214833	209693	424,526	204120	197910	402,030	181487	181492	362,979	77966	47968	125,934	197802	191565	389,367	215170	211650	426,820	180711	179391	360,102
10-14	167195	164007	331,202	168384	161549	329,933	143507	147220	290,727	90768	49803	140,571	161635	160942	322,577	168554	163349	331,903	139050	141122	280,172
15-17	81493	83989	165,482	85626	83384	169,010	75588	76664	152,252	65259	38312	103,571	82281	84791	167,072	81655	81106	162,761	71748	76914	148,662
18-19	42591	53698	96,289	45109	56391	101,500	40712	47817	88,529	42785	22898	65,683	42544	53283	95,827	42441	49658	92,099	39870	50500	90,370
0-19 Subtotal	749,722	743,743	1,493,465	732,360	717,133	1,449,493	644,546	645,878	1,290,424	327,181	202,207	529,388	691,762	688,722	1,380,484	750,476	743,929	1,494,405	632,452	641,715	1,274,167
0-19 Subtotal %	75.01%	55.12%	63.58%	74.65%	52.52%	61.77%	80.16%	53.85%	64.41%	92.88%	90.67%	92.02%	68.26%	51.53%	58.75%	75.35%	53.78%	62.81%	75.34%	52.93%	62.10%
20-24	43958	125815	169,773	35975	124552	160,527	35195	111337	146,532	16548	11656	28,204	46599	109675	156,274	36956	115448	152,404	41826	126906	168,732
25-29	28675	115608	144,283	29613	124978	154,591	17880	115716	133,596	1536	1678	3,214	30469	102673	133,142	27960	123540	151,500	19878	107458	127,336
30-34	31597	104017	135,614	33585	108293	141,878	19933	101938	121,871	1626	1641	3,267	34213	98119	132,332	31679	112084	143,763	19571	92353	111,924
35-39	29332	80565	109,897	32623	84897	117,520	16443	75204	91,647	895	1187	2,082	36586	83764	120,350	30638	84559	115,197	20874	73285	94,159
40-44	25294	55283	80,577	29094	59458	88,552	14547	46659	61,206	932	1108	2,040	34471	63679	98,150	26344	58265	84,609	18730	49230	67,960
20-44 Subtotal	158,856	481,288	640,144	160,890	502,178	663,068	103,998	450,854	554,852	21,537	17,270	38,807	182,338	457,910	640,248	153,577	493,896	647,473	120,879	449,232	570,111
20-44 Subtotal %	15.89%	35.67%	27.25%	16.40%	36.78%	28.26%	12.93%	37.59%	27.69%	6.11%	7.74%	6.75%	17.99%	34.26%	27.25%	15.42%	35.71%	27.21%	14.40%	37.05%	27.78%
45-49	21879	36596	58,475	24424	45037	69,461	12824	32760	45,584	956	997	1,953	30683	44890	75,573	22837	40615	63,452	17548	32234	49,782
50-54	23414	30624	54,038	24386	39103	63,489	14826	27351	42,177	1085	884	1,969	32030	41692	73,722	23275	34374	57,649	20920	28160	49,080
55-59	23027	25420	48,447	22135	31609	53,744	15972	23255	39,227	888	907	1,795	33645	36766	70,411	21078	28149	49,227	22409	24403	46,812
60-64	15140	16980	32,120	14454	24536	38,990	10528	15886	26,414	521	631	1,152	23293	26506	49,799	13763	19367	33,130	16049	15986	32,035
45-64 Subtotal	83,460	109,620	193,080	85,399	140,285	225,684	54,150	99,252	153,402	3,450	3,419	6,869	119,651	149,854	269,505	80,953	122,505	203,458	76,926	100,783	177,709
45-64 Subtotal %	8.35%	8.12%	8.22%	8.71%	10.27%	9.62%	6.73%	8.28%	7.66%	0.98%	1.53%	1.19%	11.81%	11.21%	11.47%	8.13%	8.86%	8.55%	9.16%	8.31%	8.66%
65-69	3504	5758	9,262	1065	2569	3,634	775	1618	2,393	53	61	114	8431	13751	22,182	4394	7780	12,174	4388	7092	11,480
70-74	2010	3240	5,250	605	1102	1,707	224	642	866	5	51	56	5475	9429	14,904	3182	5423	8,605	2429	5069	7,498
75-79	1039	2326	3,365	279	809	1,088	222	409	631	14	14	28	2919	6804	9,723	1599	3487	5,086	1177	3245	4,422
80-84	509	1689	2,198	168	528	696	78	259	337	12	0	12	1761	4925	6,686	958	2760	3,718	747	2276	3,023
85-89	307	1098	1,405	169	493	662	78	164	242	0	0	0	735	2991	3,726	616	2118	2,734	314	1655	1,969
≥90	152	595	747	66	400	466	50	242	292	1	0	1	369	2062	2,431	204	1328	1,532	201	1307	1,508
≥65 Subtotal	7,521	14,706	22,227	2,352	5,901	8,253	1,427	3,334	4,761	85	126	211	19,690	39,962	59,652	10,953	22,896	33,849	9,256	20,644	29,900
≥65 Subtotal: %	0.75%	1.09%	0.95%	0.24%	0.43%	0.35%	0.18%	0.28%	0.24%	0.02%	0.06%	0.04%	1.94%	2.99%	2.54%	1.10%	1.66%	1.42%	1.10%	1.70%	1.46%
Total	999,559	1,349,357	2,348,916	981,001	1,365,497	2,346,498	804,121	1,199,318	2,003,439	352,253	223,022	575,275	1,013,441	1,336,448	2,349,889	995,959	1,383,226	2,379,185	839,513	1,212,374	2,051,887

APPENDIX D | Measure Reporting Options

The reporting options are presented for each measure: administrative and/or hybrid. Currently, when the hybrid option is available, TennCare MCOs are required to use the hybrid method.

Table D. HEDIS Measure Reporting Options

Measure	Administrative	Hybrid
HEDIS Effectiveness of Care		
Prevention and Screening		
Adult BMI Assessment (ABA)	✓	✓
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)	✓	✓
Childhood Immunization Status (CIS)	✓	✓
Immunizations for Adolescents (IMA)	✓	✓
Human Papillomavirus Vaccine for Female Adolescents (HPV)	✓	✓
Lead Screening in Children (LSC)	✓	✓
Breast Cancer Screening (BCS)	✓	
Cervical Cancer Screening (CCS)	✓	✓
Non-Recommended Cervical Cancer Screening in Adolescent Females (NCS)	✓	
Chlamydia Screening in Women (CHL)	✓	
Respiratory Conditions		
Appropriate Testing for Children With Pharyngitis (CWP)	✓	
Appropriate Treatment for Children With Upper Respiratory Infection (URI)	✓	
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (AAB)	✓	
Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)	✓	
Pharmacotherapy Management of COPD Exacerbation (PCE)	✓	
Use of Appropriate Medications for People With Asthma (ASM)	✓	
Medication Management for People With Asthma (MMA)	✓	
Asthma Medical Ratio (AMR)	✓	
Cardiovascular Conditions		
Controlling High Blood Pressure (CBP)		✓
Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)	✓	
Diabetes		
Comprehensive Diabetes Care (CDC)	✓	✓
Musculoskeletal Conditions		
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)	✓	
Use of Imaging Studies for Low Back Pain (LBP)	✓	
Behavioral Health		
Antidepressant Medication Management (AMM)	✓	
Follow-Up Care for Children Prescribed ADHD Medication (ADD)	✓	
Follow-Up After Hospitalization for Mental Illness (FUH)	✓	
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medication (SSD)	✓	
Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD)	✓	
Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia (SMC)	✓	
Adherence to Antipsychotic Medications for Individuals With Schizophrenia (SAA)	✓	

Table D. HEDIS Measure Reporting Options		
Measure	Administrative	Hybrid
Use of Multiple Concurrent Antipsychotics in Children and Adolescents (APC)	✓	
Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)	✓	
Medication Management		
Annual Monitoring for Patients on Persistent Medications (MPM)	✓	
Measures Collected Through CAHPS Health Plan Survey		
Flu vaccinations for adults ages 18 to 64 (FVA)		
Medical Assistance With Smoking and Tobacco Use Cessation (MSC)		
HEDIS Access/Availability of Care Measures		
Adults' Access to Preventive/Ambulatory Health Services (AAP)	✓	
Children and Adolescents' Access to Primary Care Practitioners (CAP)	✓	
Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment (IET)	✓	
Prenatal and Postpartum Care (PPC)	✓	✓
Call Answer Timeliness (CAT)	✓	
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP)	✓	
HEDIS Utilization and Relative Resource Use Measures		
Utilization		
Frequency of Ongoing Prenatal Care (FPC)	✓	✓
Well-Child Visits in the First 15 Months of Life (W15)	✓	✓
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)	✓	✓
Adolescent Well-Care Visits (AWC)	✓	✓