

# **2006 Performance Report for Utah Commercial HMOs and Medicaid & CHIP Health Plans**

**Performance Measures (HEDIS) &  
Consumer Satisfaction Survey Results (CAHPS)**



Utah Department of Health  
Utah Health Data Committee and the Division of Health Care Financing  
November 2006



# About This Report

The 2006 Performance Report for Utah Commercial HMOs and Medicaid & CHIP Health Plans is the 10th such report presented by the Utah Health Data Committee. This report contains information on five commercial Health Maintenance Organizations (HMOs), two Medicaid HMOs, two Medicaid health plans (Select Access Preferred Provider Network and the fee for service plan), and two Children’s Health Insurance Program (CHIP) HMOs. The five commercial HMOs included in this report represent only a portion of the commercial health plan options that are available in Utah. Only specifically-defined HMOs are required to submit data for this report. However, the four Medicaid health plans and two CHIP HMOs reported here represent all of the coverage options for these populations in Utah.

The data presented in this report come from two sources representing quality of care and satisfaction with care. The quality of care data come from the Health Plan Employer Data and Information Set (**HEDIS**<sup>®</sup>) collected for measurement year 2005 (for more information about HEDIS, please see page 5). Five commercial HMOs, two Medicaid HMOs, and two CHIP HMOs participate in the HEDIS project. The data about satisfaction come from the 2006 Consumer Assessment of Health Plans Survey (**CAHPS**<sup>®</sup>; for more information about CAHPS, please see page 19). Survey results are presented for nine Utah HMOs as well as the Medicaid fee for service and preferred provider network (PPN) plan, Select Access.

It is our hope that the information about the performance of Utah’s commercial and CHIP HMOs and Medicaid health plans will be used by consumers, purchasers, and insurance plans. Consumers and those who purchase health care can use the information in this report to help them make decisions about which plan to choose. Health plans can use the information in this report to assist them in improving the care and services they provide to their enrollees. Many different groups contributed to the data collection, analysis, and writing of this report. These include groups within the Utah Department of Health -- Division of Health Care Financing, Division of Community and Family Health Services, the Utah Health Data Committee -- as well as representatives of the participating HMOs.

## PARTICIPATING HMOs AND HEALTH PLANS

Commercial	Medicaid	CHIP
Altius Health Plans (Altius)	Fee for Service (FFS)	Molina HealthCare of Utah
CIGNA Health Care of Utah (Cigna)	Healthy U	(Molina CHIP)
HealthWise	Molina HealthCare of Utah (Molina)	Public Employees Health
*SelectHealth	Select Access	Program (PEHP CHIP)
UnitedHealthCare (United)		

\* In 2006, IHC Health Plans changed their name and the name of their insurance products. SelectHealth was formerly IHC Health Plans and Select Access was formerly IHC Access.

The report has three sections that can be read in any order. We encourage readers to use the table of contents to locate the information that is most relevant to them. The first section of the report describes quality of care (HEDIS) measures for commercial HMOs, Medicaid plans and CHIP HMOs. Measures in this section include immunization rates, well-child visits, screenings for cancer and visits to primary care doctors. The second section of the report describes the results of the consumer satisfaction survey (CAHPS). This year, the report measures parents’ satisfaction with the care that their child received from their HMO or health plan. Parents who answered the survey rated how satisfied they were with things like the care their child received from their doctor, how well their child’s health plan provided customer service, and whether they had any problems receiving the health care they needed for their child. The last section of this report includes information about the people who took part in the satisfaction survey and lists the survey questions that were used to measure satisfaction.

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## Key Findings

### Commercial HMOs are:

- ▶ above national averages on customer ratings of getting needed care, getting care quickly, and customer service
- ▶ below national averages on ratings of health plans and health care
- ▶ below national averages on well-child and primary care visits for children
- ▶ well below national averages on adolescent well-care and immunizations

### Medicaid Health Plans are:

- ▶ above national averages for all consumer satisfaction measures
- ▶ above national averages for childhood immunizations and infant well-child visits
- ▶ above national averages for prenatal and postpartum care
- ▶ meeting national averages for breast and cervical cancer screening

### CHIP HMOs are:

- ▶ above national averages for nearly all consumer satisfaction measures (customer service ratings are below national averages)
- ▶ below national averages on well-child and primary care visits for children and adolescents

# About the Plans in This Report

## ABOUT UTAH COMMERCIAL HMOs

	Altius Health Plans	CIGNA Health Care of Utah	HealthWise*	SelectHealth	United Healthcare
<b>Counties served by the plan</b>	All Counties Except Duchesne	Box Elder Davis Emery Juab Millard Morgan Salt Lake Sanpete Sevier Summit Tooele Utah Wasatch Weber	Box Elder Cache Davis Juab Salt Lake Summit Tooele Utah Wasatch Weber	<b>Select Care:</b> All Counties Except Carbon/Emery Grand San Juan <b>Select Med:</b> All Counties Except Carbon Daggett Emery Grand Kane/Rich San Juan Uintah	All Counties
<b>Monthly enrollment as of January 2006</b>	214,288	2,100	32,688	475,099	56,990
<b>Board Certified Providers:</b>					
<b>Primary Care</b>	77%	89%	91%	93%	92%
<b>Obstetricians/Gynecologists</b>	76%	85%	91%	92%	85%
<b>Pediatricians</b>	47%	66%	92%	96%	72%
<b>Other Specialists</b>	73%	80%	90%	91%	90%

\* The HealthWise HMO product is no longer available to new employer groups

## ABOUT UTAH MEDICAID PLANS AND CHIP HMOs

	Healthy U	Select Access	Molina HealthCare of Utah	Molina CHIP	PEHP CHIP
<b>Counties served by the plan</b>	Davis Salt Lake Summit Tooele Utah Weber	Davis Salt Lake Utah Weber	All Counties Except Carbon Daggett Duchesne Emery Uintah	All Counties	All Counties
<b>Monthly enrollment as of January 2006</b>	28,264	44,171	49,322	12,076	24,896

# Quality of Care Measures

## HEDIS MEASURES

The quality of care measures presented in this section come from the Health Employer Data Information Set (HEDIS), which is developed and maintained by the National Committee for Quality Assurance (NCQA). The 2006 HEDIS measurement set contains 67 measures across eight major areas of care such as helping people stay healthy or caring for people with chronic illness. HMOs nationwide collect these measures **to see how they performed in different areas of health care over the past year**. Each year, Utah HMOs report HEDIS measures to the Utah Department of Health and a subset of those measures is included in this report. Measures in this report are based on information from patient visits in 2005. All data are reviewed by NCQA-certified auditors to ensure that the reported HEDIS measures are representative and accurate. PEHP's data were not audited this year.

The National Committee for Quality Assurance (NCQA) is a non-profit organization committed to assessing, reporting on and improving the quality of care provided by the nation's health plans. To find out more, go to: [www.ncqa.org](http://www.ncqa.org)

## DATA COLLECTION

For some HEDIS measures, HMOs can choose one of two ways to collect their data. If an HMO chooses the administrative method, the data are collected from the HMO's claims database to identify cases and compute the HEDIS measures. If an HMO uses the hybrid method, cases are first identified using the claims database, then a registered nurse does reviews of medical charts to find additional information about the HEDIS measure. In the tables that follow, measures collected using the administrative method are labeled **Administrative** and measures collected using the hybrid method are labeled **Admin+Chart Review**. The hybrid method takes longer and costs more, but the reported values for HEDIS measures are usually more accurate than when HMOs use the administrative method. Therefore, differences in HMOs may be because the HMOs differ in quality, OR because the HMOs collected data using different methods. **Whenever possible, comparisons should only be made between HMOs that used the same data collection method for a given variable.** In general, administrative rates will be lower than hybrid rates.

## MISSING DATA

Some variables have a "Not Reported" or a "Not Applicable" designation. "Not Reported" means that the HMO chose not to report a rate for that measure. This could be because there were significant problems with the data. A "Not Applicable" rate means that the sample size for that measure was too small (less than 30) to calculate a valid rate. All "Not Reported" and "Not Applicable" designations are governed by NCQA reporting rules, and do not reflect the overall quality of care.

## STATISTICAL RATINGS \*

Each HEDIS measure collected by commercial HMOs was compared to the commercial state average for that measure. Each measure was then given a **statistical rating** depending on whether that HMO's performance was above, the same as, or below the state average. The 95% confidence interval was used to determine statistically significant differences between an HMO's score and the state average. Three stars indicate that an HMO's performance on a particular measure is significantly above the state average, while one star means that an HMO's performance is significantly below the state average. Two stars indicate that an HMO's performance on a particular measure is not significantly different from the state average for that measure.

- ★★★ **Higher** HMO score is significantly above the average for Utah commercial HMOs
- ★★ **Average** HMO score is neither higher nor lower than the average for Utah commercial HMOs
- ★ **Lower** HMO score is significantly below the average for Utah commercial HMOs

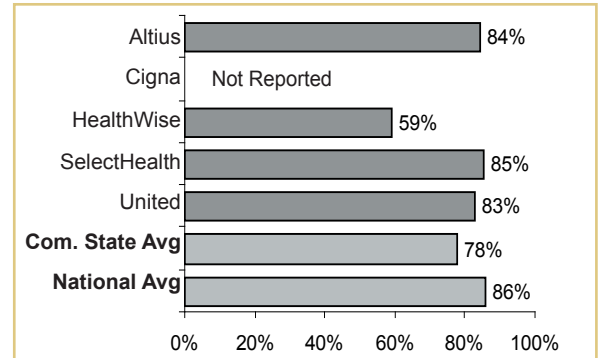
\* *Statistical ratings were not computed for Medicaid health plans or CHIP HMOs since only two plans in each program reported HEDIS measures in 2006*

# Childhood Immunizations

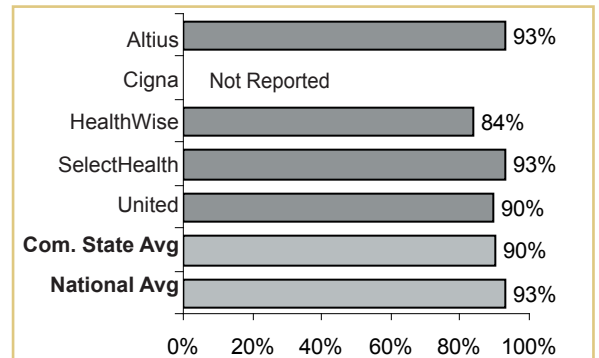
## Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
<b>DTaP/DT (diphtheria-tetanus-pertussis or diphtheria-tetanus)</b> <i>% of children who had four DTaP/DT vaccinations</i>			
Altius	Admin+Chart Review	84.3%	★★★
Cigna	Not Reported		
HealthWise	Administrative	59.3%	★
SelectHealth	Admin+Chart Review	85.2%	★★★
United	Admin+Chart Review	83.0%	★★★
<b>National Average: 86.1%</b>		<b>State Average: 77.9%</b>	
<b>IPV (poliomyelitis)</b> <i>% of children who had three IPV vaccinations</i>			
Altius	Admin+Chart Review	91.4%	★★★
Cigna	Not Reported		
HealthWise	Administrative	71.5%	★
SelectHealth	Admin+Chart Review	94.9%	★★★
United	Admin+Chart Review	89.1%	★★★
<b>National Average: 90.3%</b>		<b>State Average: 86.7%</b>	
<b>MMR (measles-mumps-rubella)</b> <i>% of children who had one MMR vaccination</i>			
Altius	Admin+Chart Review	93.3%	★★★
Cigna	Not Reported		
HealthWise	Administrative	83.9%	★
SelectHealth	Admin+Chart Review	92.9%	★★★
United	Admin+Chart Review	89.5%	★★
<b>National Average : 93.0%</b>		<b>State Average: 89.9%</b>	
<b>HiB (haemophilus influenza type B)</b> <i>% of children who had a minimum of three HiB vaccinations</i>			
Altius	Admin+Chart Review	93.8%	★★★
Cigna	Not Reported		
HealthWise	Administrative	70.1%	★
SelectHealth	Admin+Chart Review	93.7%	★★★
United	Admin+Chart Review	90.8%	★★★
<b>National Average: 92.9%</b>		<b>State Average: 87.1%</b>	
<b>Hepatitis B</b> <i>% of children who had three hepatitis B vaccinations</i>			
Altius	Admin+Chart Review	91.8%	★★★
Cigna	Not Reported		
HealthWise	Administrative	67.2%	★
SelectHealth	Admin+Chart Review	93.2%	★★★
United	Admin+Chart Review	88.3%	★★★
<b>National Average: 90.0%</b>		<b>State Average: 85.1%</b>	
<b>VZV (chicken pox)</b> <i>% of children who had at least one VZV vaccination</i>			
Altius	Admin+Chart Review	89.8%	★★★
Cigna	Not Reported		
HealthWise	Administrative	82.4%	★
SelectHealth	Admin+Chart Review	90.0%	★★★
United	Admin+Chart Review	87.6%	★★
<b>National Average: 89.9%</b>		<b>State Average: 87.4%</b>	
<b>Combo 2: DTaP/DT, IPV, MMR, HiB, Hep B, VZV</b> <i>% of children who had all required vaccinations</i>			
Altius	Admin+Chart Review	76.5%	★★★
Cigna	Not Reported		
HealthWise	Administrative	45.9%	★
SelectHealth	Admin+Chart Review	78.1%	★★★
United	Admin+Chart Review	75.4%	★★★
<b>National Average: 77.7%</b>		<b>State Average: 69.0%</b>	

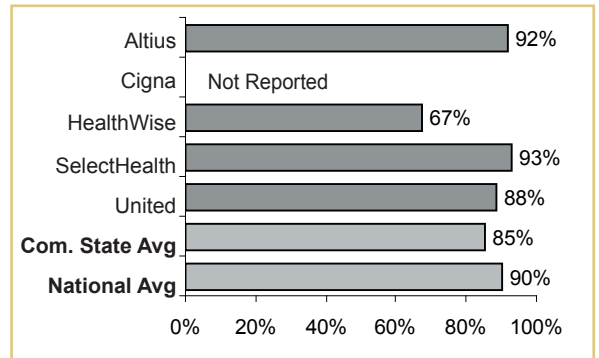
### DTaP/DT Vaccinations



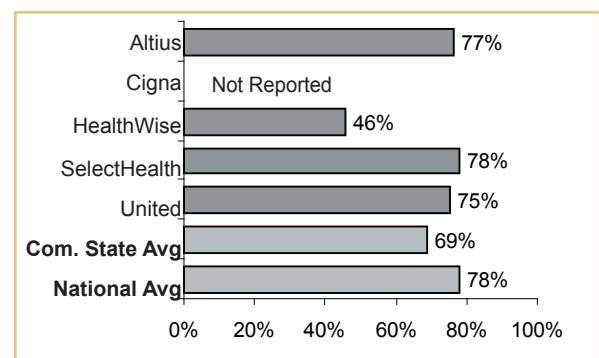
### Measles-Mumps-Rubella



### Hepatitis B



### Combo 2: DTaP/DT or IPV/MMR/Hep B/HiB Vaccinations/VZV



Rates show the percentage of children who turned 2 years old in 2005 and who had the required immunization(s) before their second birthday.

# Child and Adolescent Health Care

# Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
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## Appropriate Treatment for Children With Upper Respiratory Infection

% of children 3 mo. to 18 years who were diagnosed with a URI and were not dispensed an antibiotic prescription for three or more days after the diagnosis

Altius	Administrative	87.4%	★★
Cigna	Administrative	91.9%	★★★
HealthWise	Administrative	85.0%	★
SelectHealth	Administrative	85.1%	★
United	Administrative	88.2%	★★★

**National Average: 82.9%**      **State Average: 87.5%**

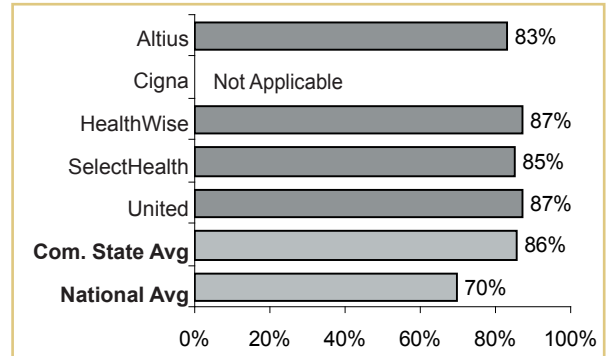
## Appropriate Testing for Children With Pharyngitis

% of children 2-18 who were diagnosed with pharyngitis, prescribed antibiotics and received a group A streptococcus test

Altius	Administrative	82.9%	★
Cigna	Not Applicable		
HealthWise	Administrative	87.3%	★★★
SelectHealth	Administrative	85.4%	★★
United	Administrative	87.2%	★★★

**National Average: 69.6%**      **State Average: 85.7%**

## Appropriate Testing for Children With Pharyngitis (throat infections)



## Children's Access to Primary Care Practitioners

### Children 12 to 24 Months Old

% of children who had a visit with a primary care practitioner in 2005

Altius	Administrative	97.6%	★★★
Cigna	Administrative	95.8%	★★★
HealthWise	Administrative	86.6%	★
SelectHealth	Administrative	98.2%	★★★
United	Administrative	97.5%	★★★

**National Average: 97.0%**      **State Average: 95.2%**

### Children 25 Months to 6 Years Old

% of children who had a visit with a primary care practitioner in 2005

Altius	Administrative	85.1%	★★★
Cigna	Administrative	83.4%	★★★
HealthWise	Administrative	74.9%	★
SelectHealth	Administrative	84.3%	★★★
United	Administrative	83.4%	★★★

**National Average: 89.3%**      **State Average: 82.2%**

### Children 7 to 11 Years Old

% of children who had a visit with a primary care practitioner in 2005

Altius	Administrative	79.7%	★★★
Cigna	Administrative	78.1%	★★★
HealthWise	Administrative	72.5%	★
SelectHealth	Administrative	78.9%	★★★
United	Administrative	76.8%	★

**National Average: 88.6%**      **State Average: 77.2%**

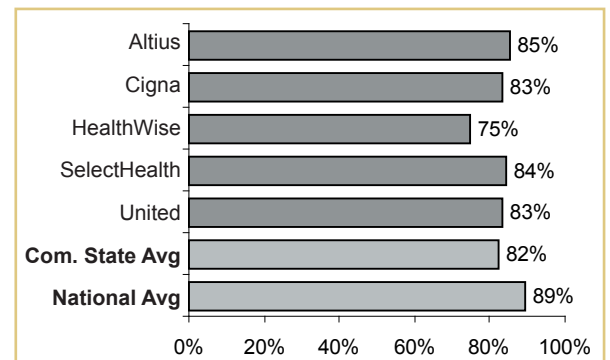
### Children 12 to 19 Years Old

% of children who had a visit with a primary care practitioner in 2005

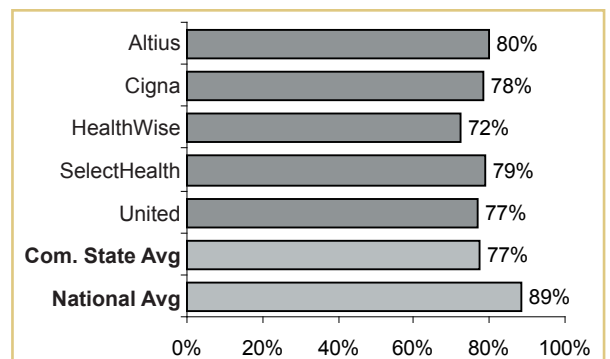
Altius	Administrative	78.4%	★★★
Cigna	Administrative	78.1%	★★★
HealthWise	Administrative	68.1%	★
SelectHealth	Administrative	79.4%	★★★
United	Administrative	77.0%	★★★

**National Average: 86.1%**      **State Average: 76.2%**

## Access to Primary Care Practitioners: Children 25 Months to 6 Years Old



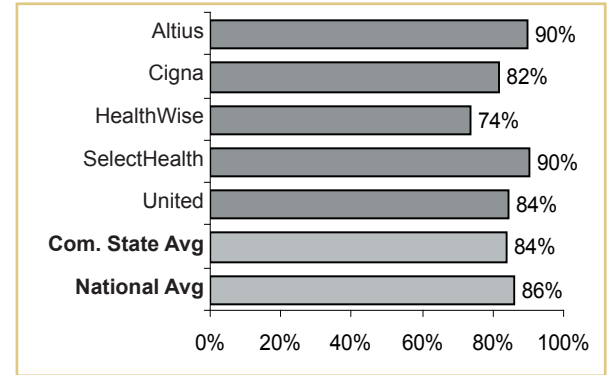
## Access to Primary Care Practitioners: Children 7 to 11 Years Old



Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

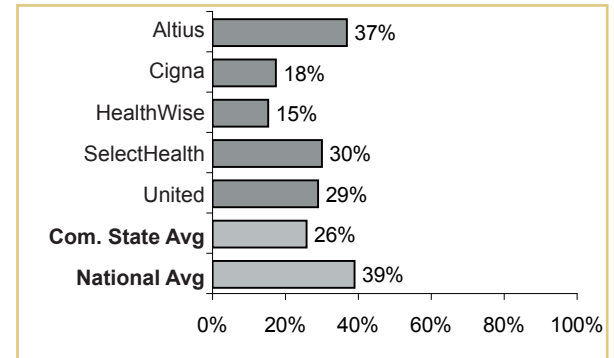
HMO	Data Collection Method	Rate	Statistical Rating
<b>Well-Child Visits in the First 15 Months of Life</b>			
<i>% of children who had five or more well-child visits with a primary care practitioner in 2005</i>			
Altius	Admin+Chart Review	89.8%	★★★
Cigna	Administrative	81.6%	★
HealthWise	Administrative	73.7%	★
SelectHealth	Admin+Chart Review	90.3%	★★★
United	Admin+Chart Review	84.4%	★★
<b>National Average: 86.0%</b>		<b>State Average: 84.0%</b>	

### Well-Child Visits in the First 15 Months of Life



<b>Well-Child Visits in the 3<sup>rd</sup>/4<sup>th</sup>/5<sup>th</sup> &amp; 6<sup>th</sup> Year of Life</b>			
<i>% of children who had one or more well-child visits with a primary care practitioner in 2005</i>			
Altius	Admin+Chart Review	54.5%	★★★
Cigna	Administrative	51.0%	★★
HealthWise	Administrative	44.7%	★
SelectHealth	Admin+Chart Review	51.8%	★★
United	Administrative	52.3%	★★
<b>National Average : 65.6%</b>		<b>State Average: 50.9%</b>	

### Adolescent Well-Care Visits: 12 to 21 Years Old

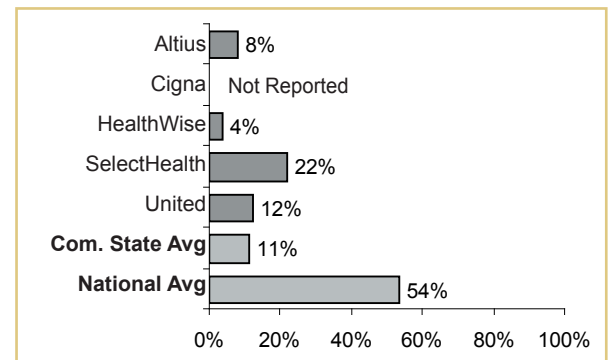


<b>Adolescent Well-Care Visits: 12 through 21 Years Old</b>			
<i>% of adolescents who had at least one well-care visit with a primary care practitioner in 2005</i>			
Altius	Admin+Chart Review	36.9%	★★★
Cigna	Administrative	17.5%	★
HealthWise	Administrative	15.2%	★
SelectHealth	Admin+Chart Review	29.9%	★★★
United	Administrative	29.0%	★★★
<b>National Average : 38.8%</b>		<b>State Average: 25.7%</b>	

### Adolescent Immunizations Combo 2: MMR, Hep B, VZV

<i>% of adolescents who had all immunizations completed by their 13th birthday</i>			
Altius	Admin+Chart Review	7.8%	★
Cigna	Not Reported		
HealthWise	Administrative	3.8%	★
SelectHealth	Admin+Chart Review	21.9%	★★★
United	Admin+Chart Review	12.2%	★★
<b>National Average : 53.7%</b>		<b>State Average: 11.4%</b>	

### Adolescent Immunizations



⇒ **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

Statistical Ratings

- ★★★ **Higher** HMO score is significantly above the average for Utah commercial HMOs
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average
- ★ **Lower** HMO score is significantly below the average for Utah commercial HMOs



# Health Care for Adults

## Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

### Colorectal Cancer Screening

% of adults aged 50-80 who have ever had an appropriate screening test for colorectal cancer

Altius	Admin+Chart Review	51.9%	★★★
Cigna	Not Reported		
HealthWise	Administrative	38.3%	★
SelectHealth	Admin+Chart Review	55.5%	★★★
United	Admin+Chart Review	40.4%	★
<b>National Average: 52.3%</b>		<b>State Average: 46.5%</b>	

### Adults' Access to Preventive Care: 20 to 44 Years Old

% of adults who had at least one ambulatory or preventive care visit within the past three years

Altius	Administrative	92.7%	★★★
Cigna	Administrative	87.4%	★
HealthWise	Administrative	90.4%	★
SelectHealth	Administrative	92.0%	★★★
United	Administrative	91.6%	★★★
<b>National Average: 92.7%</b>		<b>State Average: 90.8%</b>	

### Adults' Access to Preventive Care: 45 to 64 Years Old

% of adults who had at least one ambulatory or preventive care visit within the past three years

Altius	Administrative	96.1%	★★★
Cigna	Administrative	89.8%	★
HealthWise	Administrative	93.2%	★
SelectHealth	Administrative	95.1%	★★★
United	Administrative	94.1%	★★★
<b>National Average: 94.8%</b>		<b>State Average: 93.7%</b>	

### Adults' Access to Preventive Care: 65 Years and Older

% of adults who had at least one ambulatory or preventive care visit within the past three years

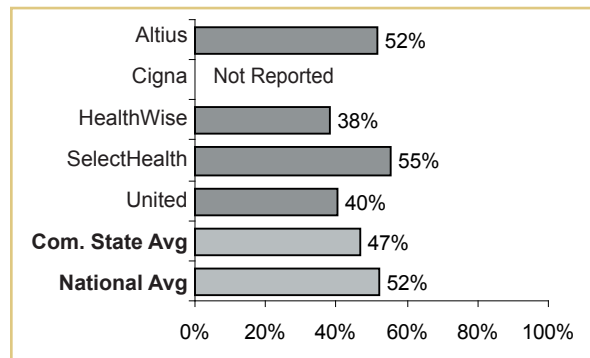
Altius	Administrative	97.9%	★★
Cigna	Not Applicable		
HealthWise	Administrative	98.9%	★★★
SelectHealth	Administrative	97.4%	★
United	Administrative	98.2%	★★
<b>National Average: 96.4%</b>		<b>State Average: 98.1%</b>	

### Use of Imaging Studies for Low Back Pain

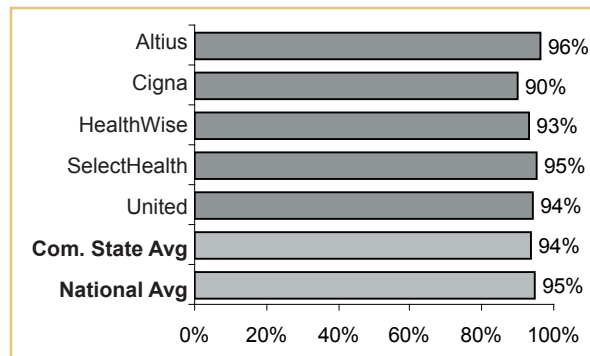
% of enrollees who did not have an imaging study (X-ray, MRI, CT scan) in the first two weeks of a new episode of back pain

Altius	Administrative	77.9%	★★★
Cigna	Administrative	70.2%	★
HealthWise	Administrative	77.7%	★★★
SelectHealth	Administrative	74.7%	★
United	Administrative	77.2%	★★★
<b>National Average: 75.4%</b>		<b>State Average: 75.6%</b>	

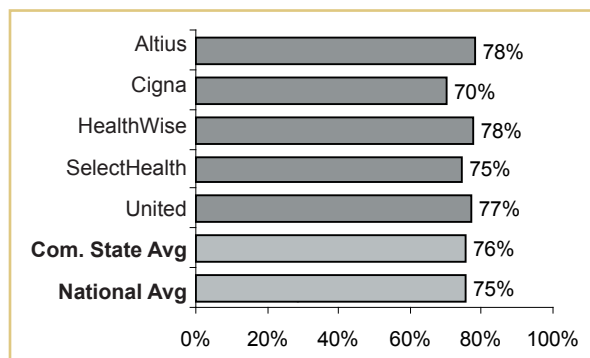
### Colorectal Cancer Screening



### Adults' Access to Preventive Care: 45 to 64 Years Old



### Use of Imaging Studies for Low Back Pain



REMEMBER: Differences between HMOs may be caused by differences in performance OR by differences in data collection.

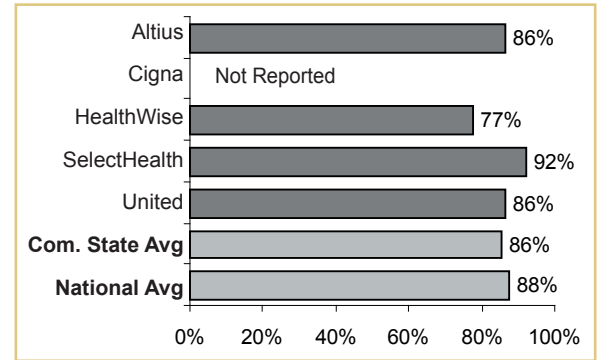
Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

# Care for People With Diabetes

## Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
<b>Hemoglobin A1c Testing (test of blood sugar level)</b> <i>% who had one or more HbA1c tests in 2005</i>			
Altius	Admin+Chart Review	86.4%	★★
Cigna	Not Reported		
HealthWise	Admin+Chart Review	77.4%	★
SelectHealth	Admin+Chart Review	92.0%	★★★
United	Admin+Chart Review	86.4%	★★
<b>National Average: 87.5%</b>		<b>State Average: 85.5%</b>	

### Hemoglobin A1c Testing



### HbA1c Poorly Controlled

*% who had HbA1c level >9.5% at their most recent test in 2005*

Altius	Admin+Chart Review	31.8%	★★★
Cigna	Not Reported		
HealthWise	Admin+Chart Review	56.2%	★
SelectHealth	Admin+Chart Review	16.8%	★★★
United	Admin+Chart Review	39.2%	★
<b>National Average: 29.7%</b>		<b>State Average: 36.0%</b>	

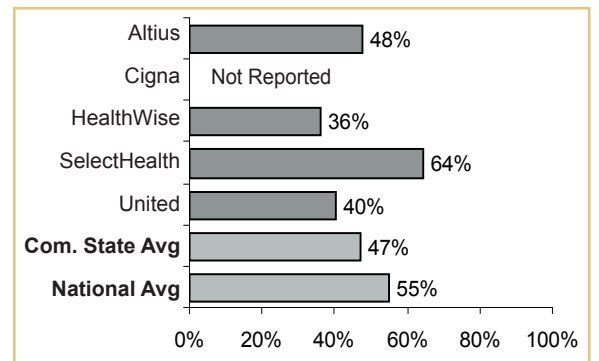
Lower rate is better

### Eye Exam

*% who had a retinal exam by an eye care professional in 2005*

Altius	Admin+Chart Review	47.9%	★★
Cigna	Not Reported		
HealthWise	Admin+Chart Review	36.3%	★
SelectHealth	Admin+Chart Review	64.5%	★★★
United	Admin+Chart Review	40.4%	★
<b>National Average: 54.8%</b>		<b>State Average: 47.3%</b>	

### Eye Exam

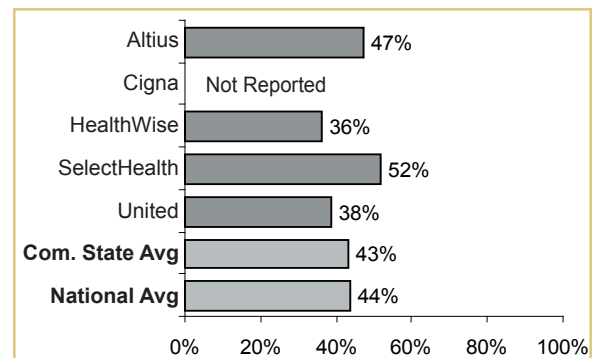


### LDL-C Screening (cholesterol screening)

*% who had an LDL-C screening test performed within the past two years*

Altius	Admin+Chart Review	89.5%	★★
Cigna	Not Reported		
HealthWise	Admin+Chart Review	85.9%	★
SelectHealth	Admin+Chart Review	93.4%	★★★
United	Admin+Chart Review	86.4%	★
<b>National Average: 92.3%</b>		<b>State Average: 88.8%</b>	

### LDL-C (Cholesterol Control) (less than 100mg/dL)



### LDL-C Control (less than 100mg/dL)

*% who had an LDL level less than 100 mg/dL at their most recent test in the past two years*

Altius	Admin+Chart Review	47.0%	★★★
Cigna	Not Reported		
HealthWise	Admin+Chart Review	36.0%	★
SelectHealth	Admin+Chart Review	51.6%	★★★
United	Admin+Chart Review	38.4%	★
<b>National Average: 43.8%</b>		<b>State Average: 43.3%</b>	

### Monitoring for Diabetic Nephropathy

*% who had kidney disease (nephropathy) screening test in 2005*

Altius	Admin+Chart Review	49.0%	★
Cigna	Not Reported		
HealthWise	Admin+Chart Review	45.0%	★
SelectHealth	Admin+Chart Review	66.7%	★★★
United	Admin+Chart Review	56.4%	★★
<b>National Average: 55.1%</b>		<b>State Average: 54.3%</b>	

Measures on page 10 were collected for people in each HMO between the ages of 18 and 75 and who have diabetes. Rates were calculated by dividing the number of people who received the test by the total number of people with diabetes.

# Use of Medication

# Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

## Appropriate Medication for People With Asthma (10-17 years old)

% of children 10-17 years who were identified as having persistent asthma and who were appropriately prescribed medication

Altius	Administrative	91.1%	★
Cigna	Not Applicable		
HealthWise	Not Applicable		
SelectHealth	Administrative	94.4%	★★
United	Administrative	93.8%	★★
<b>National Average: 91.7%</b>		<b>State Average: 93.1%</b>	

## Appropriate Medication for People With Asthma (combined rate)

% of members 5-56 years who were identified as having persistent asthma and who were appropriately prescribed medication

Altius	Administrative	91.0%	★★
Cigna	Not Applicable		
HealthWise	Administrative	89.6%	★
SelectHealth	Administrative	91.4%	★★
United	Administrative	91.6%	★★
<b>National Average: 89.9%</b>		<b>State Average: 90.9%</b>	

## Antidepressant Medication Management

### Optimal Practitioner Contacts for Medication Management

% of adults who were diagnosed with a new episode of depression, treated with antidepressant medication and had at least three follow-up contacts with a practitioner

Altius	Administrative	14.8%	★★★
Cigna	Not Applicable		
HealthWise	Not Reported		
SelectHealth	Administrative	11.2%	★★
United	Administrative	9.8%	★
<b>National Average: 20.6%</b>		<b>State Average: 11.9%</b>	

### Effective Acute Phase Treatment

% of adults who were diagnosed with a new episode of depression, treated with antidepressant medication and remained on an antidepressant drug during the entire 12-week acute treatment phase

Altius	Administrative	58.0%	★
Cigna	Not Applicable		
HealthWise	Not Reported		
SelectHealth	Administrative	63.4%	★★★★
United	Administrative	59.8%	★★
<b>National Average: 61.4%</b>		<b>State Average: 60.4%</b>	

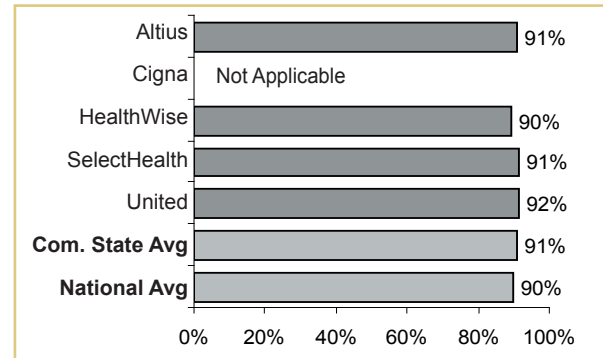
### Effective Continuation Phase Treatment

% of adults who were diagnosed with a new episode of depression, treated with antidepressant medication and remained on an antidepressant drug for at least 6 months

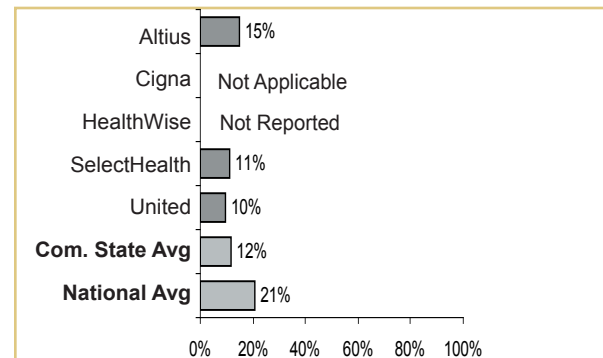
Altius	Administrative	40.3%	★
Cigna	Not Applicable		
HealthWise	Not Reported		
SelectHealth	Administrative	46.2%	★★★★
United	Administrative	47.1%	★★★★
<b>National Average: 45.0%</b>		<b>State Average: 44.6%</b>	

NCQA substantially changed the specifications for the asthma measures in 2006. Rates are not comparable to rates from previous years

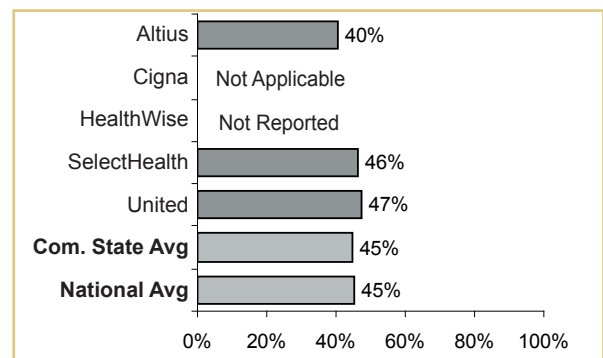
## Appropriate Medication for People With Asthma (combined rate)



## Optimal Practitioner Contacts



## Effective Continuation Phase Treatment



HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

## Chlamydia Screening in Women

% of sexually active women aged 16 to 25 who had at least one test for chlamydia in 2005

Altius	Administrative	19.7%	★★
Cigna	Administrative	26.5%	★★★
HealthWise	Administrative	17.1%	★
SelectHealth	Administrative	16.7%	★
United	Administrative	17.6%	★
<b>National Average: 34.9%</b>		<b>State Average: 19.5%</b>	

## Breast Cancer Screening

% of women aged 50 to 69 who had a mammogram within the past two years

Altius	Administrative	63.4%	★★
Cigna	Administrative	68.8%	★★★
HealthWise	Administrative	60.8%	★
SelectHealth	Administrative	65.4%	★★★
United	Administrative	60.5%	★
<b>National Average: 72.0%</b>		<b>State Average: 63.8%</b>	

## Cervical Cancer Screening

% of women aged 18 to 64 who had one or more Pap tests within the past three years

Altius	Admin+Chart Review	78.5%	★★★
Cigna	Administrative	65.3%	★
HealthWise	Administrative	69.5%	★
SelectHealth	Admin+Chart Review	83.5%	★★★
United	Admin+Chart Review	79.6%	★★★
<b>National Average: 81.8%</b>		<b>State Average: 75.3%</b>	

## Timeliness of Prenatal Care

% of pregnant women who had a prenatal care visit in the first trimester or within 42 days of enrollment in the plan

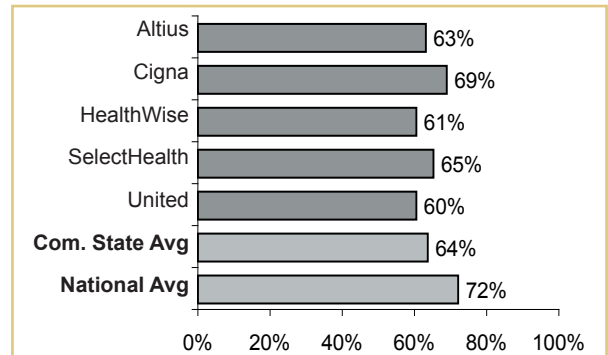
Altius	Admin+Chart Review	95.7%	★★★
Cigna	Not Reported		
HealthWise	Admin+Chart Review	86.6%	★
SelectHealth	Admin+Chart Review	97.6%	★★★
United	Admin+Chart Review	94.1%	★★
<b>National Average: 91.8%</b>		<b>State Average: 93.5%</b>	

## Postpartum Care

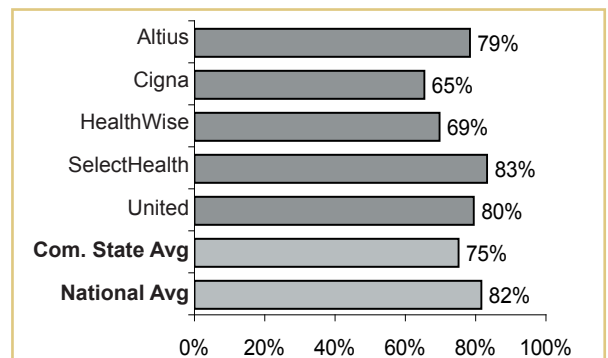
% of new mothers who received a checkup between 21 and 56 days after delivery

Altius	Admin+Chart Review	80.5%	★★
Cigna	Not Reported		
HealthWise	Admin+Chart Review	73.7%	★
SelectHealth	Administrative	82.0%	★★★
United	Admin+Chart Review	81.0%	★★
<b>National Average: 81.5%</b>		<b>State Average: 79.3%</b>	

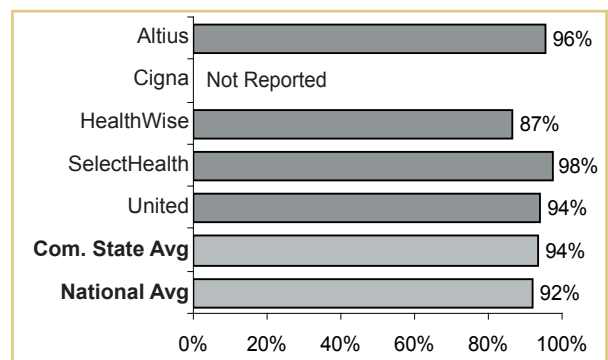
## Breast Cancer Screening



## Cervical Cancer Screening



## Timeliness of Prenatal Care



HMO	Data Collection Method	Rate
<b>DTaP/DT (diphtheria-tetanus-pertussis or diphtheria-tetanus)</b>		
<i>% of children who had four DTaP/DT vaccinations</i>		
Healthy U	Admin+Chart Review	83.7%
Molina	Admin+Chart Review	74.5%
<b>National Average: 76.8%</b>		

<b>IPV (poliomyelitis)</b>		
<i>% of children who had three IPV vaccinations</i>		
Healthy U	Admin+Chart Review	90.3%
Molina	Admin+Chart Review	85.9%
<b>National Average: 84.5%</b>		

<b>MMR (measles-mumps-rubella)</b>		
<i>% of children who had one MMR vaccination</i>		
Healthy U	Admin+Chart Review	93.3%
Molina	Admin+Chart Review	88.4%
<b>National Average: 89.5%</b>		

<b>HiB (haemophilus influenza type B)</b>		
<i>% of children who had a minimum of three HiB vaccinations</i>		
Healthy U	Admin+Chart Review	92.0%
Molina	Admin+Chart Review	87.3%
<b>National Average: 86.7%</b>		

<b>Hepatitis B</b>		
<i>% of children who had three hepatitis B vaccinations</i>		
Healthy U	Admin+Chart Review	86.1%
Molina	Admin+Chart Review	87.3%
<b>National Average: 85.2%</b>		

<b>VZV (chicken pox)</b>		
<i>% of children who had at least one VZV vaccination</i>		
Healthy U	Admin+Chart Review	92.5%
Molina	Admin+Chart Review	86.1%
<b>National Average: 86.4%</b>		

<b>Combo 2: DTaP/DT, IPV, MMR, HiB, Hep B, VZV</b>		
<i>% of children who had all required vaccinations</i>		
Healthy U	Admin+Chart Review	76.6%
Molina	Admin+Chart Review	70.4%
<b>National Average: 70.4%</b>		

Star ratings and state averages were not computed for Medicaid or CHIP health plans since only two plans in each program submit HEDIS data to the State. Performance measures should be compared to the national average.

Rates show the percentage of children who turned 2 years old in 2005 and who had the required immunization(s) before their second birthday.

### CHIP

HMO	Data Collection Method	Rate
<b>DTaP/DT (diphtheria-tetanus-pertussis or diphtheria-tetanus)</b> <i>% of children who had four DTaP/DT vaccinations</i>		
Molina CHIP	Admin+Chart Review	90.9%
PEHP	Administrative	18.5%
<b>National Average: 76.8%</b>		

### IPV (poliomyelitis)

*% of children who had three IPV vaccinations*

Molina CHIP	Admin+Chart Review	93.8%
PEHP	Administrative	4.5%
<b>National Average: 84.5%</b>		

### MMR (measles-mumps-rubella)

*% of children who had one MMR vaccination*

Molina CHIP	Admin+Chart Review	94.3%
PEHP	Administrative	46.1%
<b>National Average: 89.5%</b>		

### HiB (haemophilus influenza type B)

*% of children who had a minimum of three HiB vaccinations*

Molina CHIP	Admin+Chart Review	95.5%
PEHP	Administrative	7.5%
<b>National Average: 86.7%</b>		

### Hepatitis B

*% of children who had three hepatitis B vaccinations*

Molina CHIP	Admin+Chart Review	93.8%
PEHP	Administrative	3.5%
<b>National Average: 85.2%</b>		

### VZV (chicken pox)

*% of children who had at least one VZV vaccination*

Molina CHIP	Admin+Chart Review	92.5%
PEHP	Administrative	86.1%
<b>National Average: 86.4%</b>		

### Combo 2: DTaP/DT, IPV, MMR, HiB, Hep B, VZV

*% of children who had all required vaccinations*

Molina CHIP	Admin+Chart Review	86.4%
PEHP	Administrative	1.8%
<b>National Average: 70.4%</b>		

Rates show the percentage of children who turned 2 years old in 2005 and who had the required immunization(s) before their second birthday.

# Child and Adolescent Health Care

## Performance Measures Medicaid and CHIP Health Plans

HMO	Data Collection Method	Rate
-----	------------------------	------

### Children's Access to Primary Care Practitioners: 12 to 24 Months Old

*% children who had a visit with a primary care practitioner in 2005*

Healthy U	Administrative	97.1%
Molina	Administrative	96.3%

**National Average: 92.4%**

### Children's Access to Primary Care Practitioners: 25 Months to 6 Years Old

*% children who had a visit with a primary care practitioner in 2005*

Healthy U	Administrative	84.2%
Molina	Administrative	82.1%

**National Average: 82.8%**

### Children's Access to Primary Care Practitioners: 7 to 11 Years Old

*% children who had a visit with a primary care practitioner in 2005*

Healthy U	Administrative	84.1%
Molina	Administrative	79.8%

**National Average: 82.9%**

### Children's Access to Primary Care Practitioners: 12 to 19 Years Old

*% children who had a visit with a primary care practitioner in 2005*

Healthy U	Administrative	84.1%
Molina	Administrative	79.5%

**National Average: 80.5%**

Star ratings and state averages were not computed for Medicaid or CHIP health plans since only two plans in each program submit HEDIS data to the State. Performance measures should be compared to the national average.

## CHIP

HMO	Data Collection Method	Rate
-----	------------------------	------

### Children's Access to Primary Care Practitioners: 12 to 24 Months Old

*% children who had a visit with a primary care practitioner in 2005*

Molina CHIP	Administrative	97.2%
PEHP	Administrative	97.2%

**National Average: 97.0%**

### Children's Access to Primary Care Practitioners: 25 Months to 6 Years Old

*% children who had a visit with a primary care practitioner in 2005*

Molina CHIP	Administrative	82.2%
PEHP	Administrative	84.2%

**National Average: 89.3%**

### Children's Access to Primary Care Practitioners: 7 to 11 Years Old

*% children who had a visit with a primary care practitioner in 2005*

Molina CHIP	Administrative	80.1%
PEHP	Administrative	84.2%

**National Average: 88.6%**

### Children's Access to Primary Care Practitioners: 12 to 19 Years Old

*% children who had a visit with a primary care practitioner in 2005*

Molina CHIP	Administrative	79.5%
PEHP	Administrative	85.4%

**National Average: 86.1%**

HMO	Data Collection Method	Rate
<b>Well-Child Visits in the First 15 Months of Life</b>		
<i>% of children who had five or more well-child visits with a primary care practitioner in 2005</i>		
Healthy U	Admin+Chart Review	73.2%
Molina	Admin+Chart Review	79.2%
<b>National Average: 67.4%</b>		

<b>Well-Child Visits in the 3<sup>rd</sup> through 6<sup>th</sup> Year of Life</b>		
<i>% of children who had one or more well-child visits with a primary care practitioner in 2005</i>		
Healthy U	Admin+Chart Review	60.3%
Molina	Admin+Chart Review	56.0%
<b>National Average: 63.3%</b>		

<b>Adolescent Well-Care Visits: 12 to 21 Years Old</b>		
<i>% of adolescents who had at least one well-care visit with a primary care practitioner in 2005</i>		
Healthy U	Admin+Chart Review	33.1%
Molina	Admin+Chart Review	37.0%
<b>National Average: 40.6%</b>		

<b>Adolescent Immunizations Combo 2: MMR, Hep B &amp; VZV</b>		
<i>% of adolescents who had all immunizations completed by their 13th birthday</i>		
Healthy U	Administrative	13.8%
Molina	Admin+Chart Review	21.8%
<b>National Average: 42.4%</b>		

CHIP		
HMO	Data Collection Method	Rate
<b>Well-Child Visits in the First 15 Months of Life</b>		
<i>% of children who had five or more well-child visits with a primary care practitioner in 2005</i>		
Molina CHIP	Admin+Chart Review	82.9%
PEHP	Administrative	63.3%
<b>National Average: 86.0%</b>		
<b>Well-Child Visits in the 3<sup>rd</sup> through 6<sup>th</sup> Year of Life</b>		
<i>% of children who had one or more well-child visits with a primary care practitioner in 2005</i>		
Molina CHIP	Admin+Chart Review	50.0%
PEHP	Administrative	41.9%
<b>National Average: 65.6%</b>		
<b>Adolescent Well-Care Visits: 12 through 21 Years Old</b>		
<i>% of adolescents who had at least one well-care visit with a primary care practitioner in 2005</i>		
Molina CHIP	Admin+Chart Review	32.9%
PEHP	Administrative	19.6%
<b>National Average: 38.8%</b>		

Statistical rates for each plan on page 16 were calculated by dividing the number of children in each age group who saw a primary care practitioner by the total number of eligible children in that age group.

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

◀ **REMEMBER:** Differences between plans may be caused by differences in performance OR by differences in data collection.



HMO	Data Collection Method	
-----	------------------------	--

### Hemoglobin A1c Testing (test of blood sugar level)

*% who had one or more HbA1c tests in 2005*

Healthy U	Admin+Chart Review	71.0%
Molina	Admin+Chart Review	86.8%
<b>National Average: 76.2%</b>		

### HbA1c Poorly Controlled (Lower rate is better)

*% who had HbA1c level > 9.5% at their most recent test in 2005*

Healthy U	Admin+Chart Review	47.9%
Molina	Admin+Chart Review	30.3%
<b>National Average: 49.1%</b>		

### Eye Exam

*% who had a retinal exam by an eye care professional in 2005*

Healthy U	Admin+Chart Review	61.6%
Molina	Admin+Chart Review	58.2%
<b>National Average: 48.6%</b>		

Star ratings and state averages were not computed for Medicaid Health Plans since only two plans submit HEDIS data to the State. Performance measures should be compared to the national average.

Measures on page 17 were collected for people in each plan between the ages of 18 and 75 and who have diabetes. Percentages were calculated by dividing the number of people who received the test by the total number of people with diabetes.

⇒ **REMEMBER:** Differences between plans may be caused by differences in performance OR by differences in data collection.

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

HMO	Data Collection Method	Rate
-----	------------------------	------

### LDL-C Screening (cholesterol screening)

*% who had an LDL-C screening test performed within the past two years*

Healthy U	Admin+Chart Review	70.1%
Molina	Admin+Chart Review	85.8%
<b>National Average: 80.5%</b>		

### LDL-C Control (less than 100mg/dL)

*% who had an LDL level less than 100 mg/dL at their most recent test in the past two years*

Healthy U	Admin+Chart Review	35.0%
Molina	Admin+Chart Review	37.3%
<b>National Average: 32.6%</b>		

### Monitoring for Diabetic Nephropathy

*% who had kidney disease (nephropathy) screening test in 2005*

Healthy U	Admin+Chart Review	43.6%
Molina	Admin+Chart Review	50.5%
<b>National Average: 48.8%</b>		

HMO	Data Collection Method	Rate
-----	------------------------	------

### Timeliness of Prenatal Care

% of pregnant women who had a prenatal care visit in the first trimester or within 42 days of enrollment in the plan

Healthy U	Admin+Chart Review	83.0%
Molina	Admin+Chart Review	93.9%
<b>National Average: 79.1%</b>		

### Frequency of Ongoing Prenatal Care, <21% (Lower rate is better)

% pregnant women who received less than 21% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	9.5%
Molina	Admin+Chart Review	1.6%
<b>National Average: 16.7%</b>		

Lower rate is better

### Frequency of Ongoing Prenatal Care, 81+ %

% pregnant women who received greater than 81% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	68.4%
Molina	Admin+Chart Review	77.0%
<b>National Average: 55.8%</b>		

### Postpartum Care

% of new mothers who received a checkup between 21 & 56 days after delivery

Healthy U	Admin+Chart Review	56.2%
Molina	Admin+Chart Review	74.0%
<b>National Average: 57.0%</b>		

⇒ **REMEMBER: Differences between plans may be caused by differences in performance OR by differences in data collection.**

HMO	Data Collection Method	Rate
-----	------------------------	------

### Breast Cancer Screening

% of women aged 50 to 69 who had a mammogram within the past two years

Healthy U	Administrative	54.0%
Molina	Administrative	53.7%
<b>National Average: 53.9%</b>		

### Cervical Cancer Screening

% of women 18 to 64 who had one or more Pap tests within the past three years

Healthy U	Admin+Chart Review	63.9%
Molina	Admin+Chart Review	71.8%
<b>National Average: 65.0%</b>		

### Chlamydia Screening in Women (aged 16 to 20)

% of sexually active women aged 16 to 20 who had at least one test for chlamydia in 2005

Healthy U	Administrative	18.3%
Molina	Administrative	35.3%
<b>National Average: NA</b>		

### Chlamydia Screening in Women (aged 21 to 25)

% of sexually active women aged 21 to 25 who had at least one test for chlamydia in 2005

Healthy U	Administrative	21.1%
Molina	Administrative	37.3%
<b>National Average: 50.6%</b>		

Note: Approximately % of Utah's insured population is covered by one of the plans in this report.

# Consumer Satisfaction Measures

This section presents measures from the **Consumer Assessment of Health Plans Survey (CAHPS)**. CAHPS was developed by the U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality (AHRQ) and is used annually by HMOs and health plans nationwide. This year's survey focused on children's health insurance. The survey measured what parents thought about the health care and services their child received from the health plan in the past year. Issues covered by the questionnaire include whether they were able to get health care quickly, whether they had a problem getting customer service help from the plan, and their overall satisfaction with their child's HMO or health plan.

Two separate groups of children were included in the survey project. General Child Enrollees were drawn from the sample of all eligible children enrolled in the HMO or health plan. This sample included all children aged 0 to 17 who had been enrolled with the health plan for a specified time period (12 months for commercial plans, 6 months for Medicaid and CHIP plans). The second group of children, Children With Chronic Conditions (CCC), is a population of children who have special health care needs. Three samples of CCC children were selected from overall commercial, Medicaid, and CHIP populations.

The survey project was managed by DataStat Inc., an NCQA-certified vendor, that was chosen from among several vendors who submitted proposals for this project. The survey vendor selected a random sample from each health plan's enrollment database. Parents of selected enrollees were mailed a survey questionnaire in February of 2006. Follow-up phone calls with members who did not return a survey were conducted in May. A total of 1,546 parents of children in commercial HMOs, 1,870 parents of children in Medicaid health plans, and 1,323 parents of children in CHIP HMOs answered the survey. Information about the parents and children and the response rate for each HMO and health plan can be found on pages 27 and 28.

National averages in this section come from the National CAHPS Benchmarking Database (NCBD).

## STATISTICAL RATINGS

Stars compare each health plan's rating or composite score to **the Utah average**. Separate averages were calculated for commercial and Medicaid health plans. The 95% confidence interval was used to determine statistically significant differences between a health plan's score and the state average. Three stars indicate that a health plan's performance on a particular measure is significantly above the state average, while one star means that a health plan's performance is significantly below the state average. Two stars indicate that a health plan's performance on a particular measure is not significantly different from the state average. A standardized NCQA data analysis program was used to compute the star ratings.

- ★★★ **Higher** HMO score is significantly above the average for Utah HMOs
- ★★ **Average** HMO score is neither higher nor lower than the average for Utah HMOs
- ★ **Lower** HMO score is significantly below the average for Utah HMOs

# Member Satisfaction

## Consumer Satisfaction Measures Commercial HMOs

HMO	Statistical Rate	Rating
-----	------------------	--------

### Rating of Health Plan

% of people who rated their HMO as 8, 9, or 10

Altius	68.9%	★★★
Cigna	55.3%	★★
HealthWise	58.0%	★★
Selecthealth	61.6%	★★
United	55.4%	★★
<b>National Average: 68.0%</b>		<b>State Average: 59.8%</b>

### Rating of Health Care

% of people who rated their health care as 8, 9, or 10

Altius	88.2%	★★
Cigna	82.1%	★★
HealthWise	86.8%	★★
SelectHealth	85.2%	★★
United	89.3%	★★
<b>National Average: 88.2%</b>		<b>State Average: 86.3%</b>

### Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10

Altius	84.8%	★★
Cigna	88.1%	★★
HealthWise	83.5%	★★
SelectHealth	87.0%	★★
United	90.4%	★★
<b>National Average: 87.3%</b>		<b>State Average: 86.8%</b>

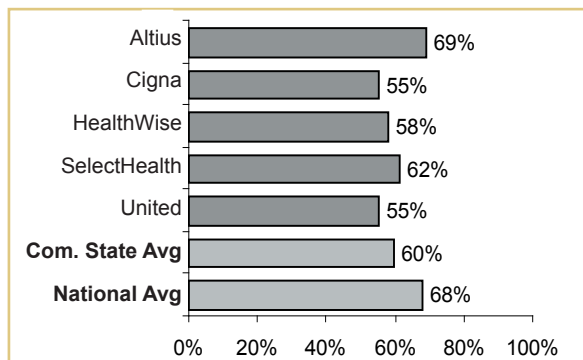
### Rating of Specialist

% of people who rated their specialist as 8, 9, or 10

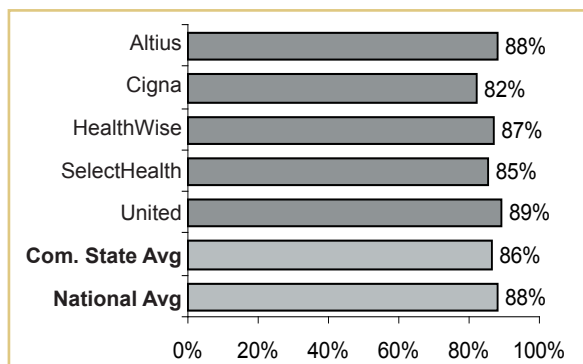
Altius	74.6%	★★
Cigna	80.8%	★★
HealthWise	82.3%	★★
SelectHealth	79.3%	★★
United	75.3%	★★
<b>National Average: 79.2%</b>		<b>State Average: 78.4%</b>

See page 27 for information about the people who answered the survey

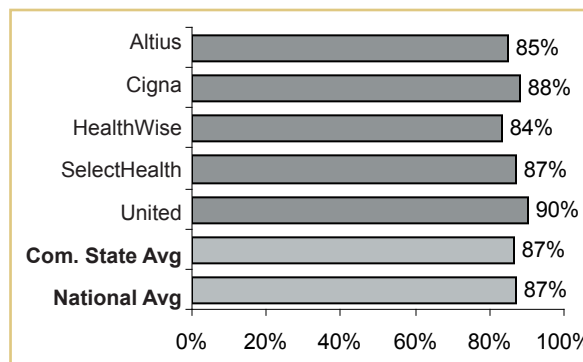
### Rating of Health Plan



### Rating of Health Care



### Rating of Personal Physician



All ratings were on a scale of 0 to 10, with 10 being the highest rating and 0 being the lowest rating.

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

# Quality of Access and Care

# Consumer Satisfaction Measures Commercial HMOs

HMO	Statistical Rate	Rating
-----	------------------	--------

## Getting Needed Care

% of people who said getting necessary care was 'Not a Problem'

Altius	85.0%	★★
Cigna	82.8%	★★
HealthWise	83.3%	★★
SelectHealth	83.1%	★★
United	87.1%	★★
<b>National Average:</b>	<b>76.0%</b>	<b>State Average: 84.2%</b>

## Customer Service

% of people who said getting customer service was 'Not a Problem'

Altius	72.5%	★★
Cigna	65.1%	★★
HealthWise	70.2%	★★
SelectHealth	76.2%	★★★
United	70.1%	★★
<b>National Average:</b>	<b>64.0%</b>	<b>State Average: 70.8%</b>

## Getting Care Quickly

% of people who said they 'Always' or 'Usually' got timely care

Altius	85.1%	★★
Cigna	83.6%	★★
HealthWise	82.1%	★★
SelectHealth	81.5%	★
United	86.5%	★★★
<b>National Average:</b>	<b>79.0%</b>	<b>State Average: 83.7%</b>

## How Well Doctors Communicate

% of people who said they 'Always' or 'Usually' had good communication with their provider

Altius	96.3%	★★
Cigna	95.2%	★★
HealthWise	95.1%	★★
SelectHealth	95.0%	★★
United	96.9%	★★
<b>National Average :</b>	<b>93.0%</b>	<b>State Average: 95.7%</b>

## Courteous/Helpful Office Staff

% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

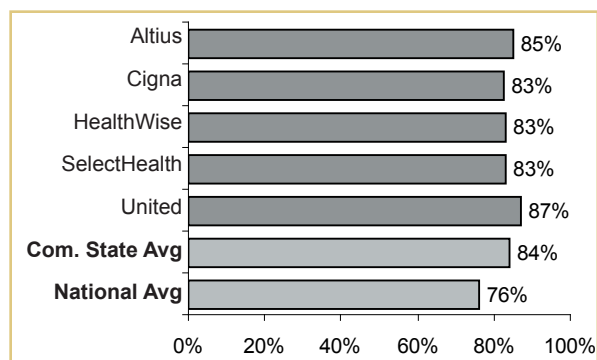
Altius	96.3%	★★
Cigna	94.8%	★★
HealthWise	95.3%	★★
SelectHealth	93.6%	★★
United	97.8%	★★
<b>National Average:</b>	<b>93.0%</b>	<b>State Average: 95.5%</b>

## Claims Processing

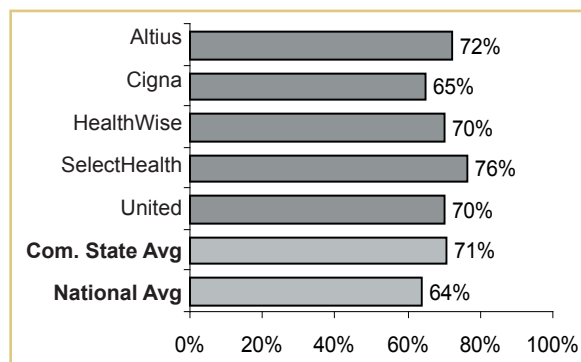
% of people who said they 'Always' or 'Usually' had their claims processed properly

Altius	91.6%	★★
Cigna	91.6%	★★
HealthWise	90.7%	★★
SelectHealth	94.3%	★★★
United	89.4%	★
<b>National Average:</b>	<b>90.0%</b>	<b>State Average: 91.5%</b>

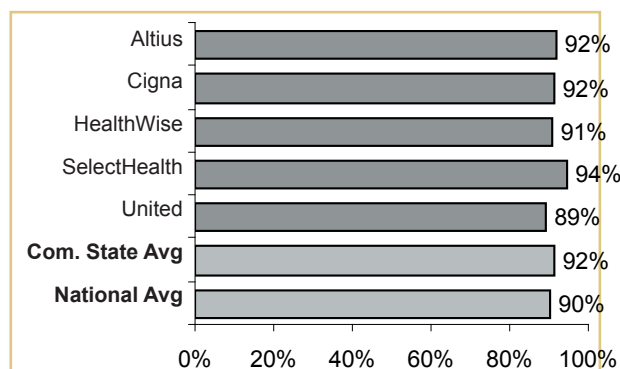
## Getting Needed Care



## Customer Service



## Claims Processing



Each performance measure is a composite representing two to four questions asked in the survey. For individual questions used for each composite, see pages 29 and 30 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

### Statistical Ratings

- ★★★ **Higher** HMO score is significantly above the average for Utah commercial HMOs
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average
- ★ **Lower** HMO score is significantly below the average for Utah commercial HMOs

# Member Satisfaction

## Consumer Satisfaction Measures Medicaid Health Plans

### Statistical

#### Rating of Health Plan

% of people who rated their health plan as 8, 9, or 10

Fee for Service	83.6%	★★
Healthy U	87.2%	★★★
Molina	82.3%	★
Select Access	86.8%	★★
<b>National Average:</b>	<b>80.1%</b>	<b>State Average: 85.0%</b>

#### Rating of Health Care

% of people who rated their health care as 8, 9, or 10

Fee for Service	82.4%	★
Healthy U	87.5%	★★★
Molina	87.4%	★★
Select Access	86.9%	★★
<b>National Average:</b>	<b>83.9%</b>	<b>State Average: 86.1%</b>

#### Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10

Fee for Service	86.1%	★
Healthy U	88.7%	★★★
Molina	88.3%	★★
Select Access	88.9%	★★★
<b>National Average:</b>	<b>84.3%</b>	<b>State Average: 88.0%</b>

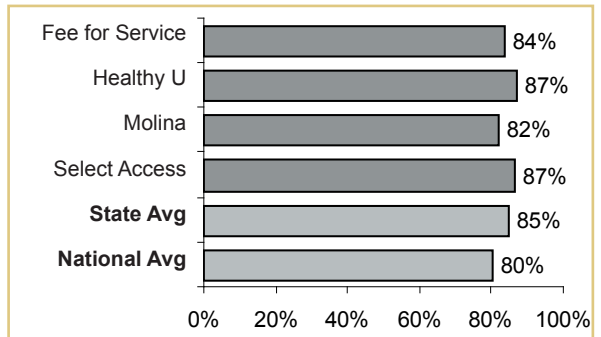
#### Rating of Specialist

% of people who rated their specialist as 8, 9, or 10

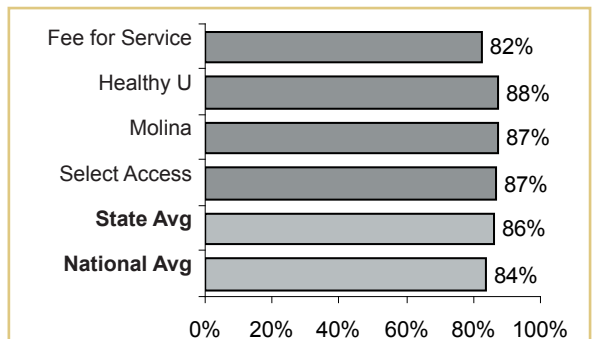
Fee for Service	80.0%	★★
Healthy U	78.4%	★★
Molina	83.0%	★★
Select Access	88.0%	★★
<b>National Average:</b>	<b>79.7%</b>	<b>State Average: 82.3%</b>

See page 27 for information about the people who answered the survey

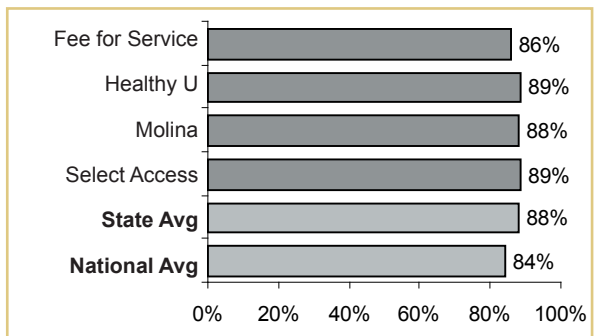
#### Rating of Health Plan



#### Rating of Health Care



#### Rating of Personal Physician



All ratings were on a scale of 0 to 10, with 10 being the highest rating and 0 being the lowest rating.

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

# Quality of Access and Care

# Consumer Satisfaction Measures Medicaid Health Plans

## Statistical

### Customer Service

% of people who said getting customer service was 'Not a Problem'

Fee for Service	63.3%	★★
Healthy U	76.1%	★★★★
Molina	70.4%	★★
Select Access	67.1%	★★
<b>National Average: 75.0% State Average: 69.2%</b>		

Note: Customer service for Select Access is provided by the Utah Medicaid program

### Getting Needed Care

% of people who said getting necessary care was 'Not a Problem'

Fee for Service	81.8%	★★
Healthy U	84.5%	★★
Molina	84.7%	★★
Select Access	86.4%	★★
<b>National Average: 74.0% State Average: 84.3%</b>		

### Getting Care Quickly

% of people who said they 'Always' or 'Usually' got timely care

Fee for Service	80.3%	★
Healthy U	80.5%	★★
Molina	83.0%	★★
Select Access	83.3%	★★
<b>National Average: 81.0% State Average: 81.8%</b>		

### How Well Doctors Communicate

% of people who said they 'Always' or 'Usually' had good communication with their provider

Fee for Service	92.3%	★★
Healthy U	91.2%	★★
Molina	94.0%	★★
Select Access	92.7%	★★
<b>National Average: 91.0% State Average: 92.6%</b>		

### Courteous/Helpful Office Staff

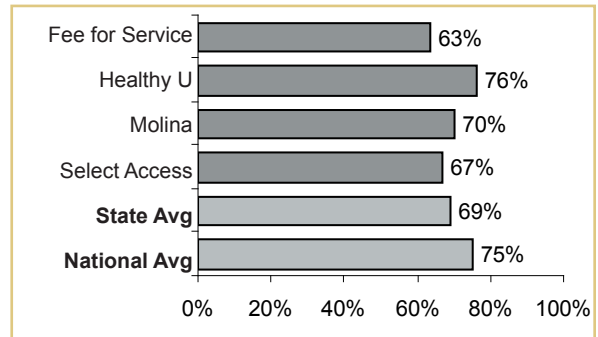
% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

Fee for Service	91.8%	★★
Healthy U	91.8%	★★
Molina	93.9%	★★
Select Access	93.6%	★★
<b>National Average: 92.0% State Average: 92.8%</b>		

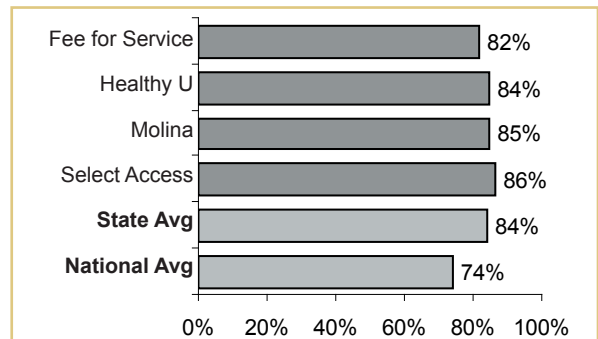
## Statistical Ratings

- ★★★★ **Higher** Health plan score is significantly above the average for Utah Medicaid health plans
- ★★★ **Average** Health plan score is neither higher nor lower than the Utah Medicaid health plans average
- ★ **Lower** Health plan score is significantly below the average for Utah Medicaid health plans

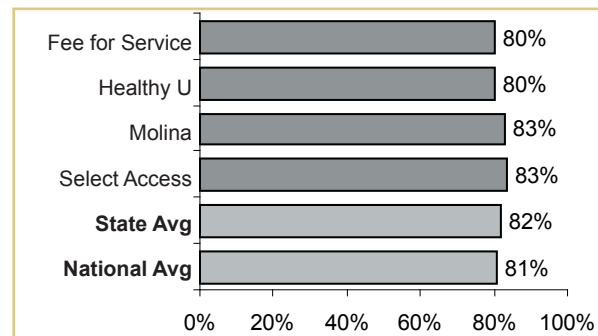
### Customer Service



### Getting Needed Care



### Getting Care Quickly



Each performance measure is a composite representing two to four questions asked in the survey. For individual questions used for each composite, see pages 29 and 30 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

All ratings were on a scale of 0 to 10, with 10 being the highest rating and 0 being the lowest rating.

## MEMBER SATISFACTION

Health Plan	Rating of Health Plan	Rating of Health Care	Rating of Personal Physician	Rating of Specialist
Molina	81.1%	84.2%	85.4%	77.3%
PEHP	85.3%	90.7%	88.2%	81.3%
<b>National Average</b>	80.1%	83.9%	84.3%	79.7%

See below for descriptions of these measures

## DETAILS

### Rating of Health Plan

Percentage of people who rated their health plan as 8, 9, or 10

### Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10

### Rating of Health Care

Percentage of people who rated their health care as 8, 9, or 10

### Rating of Specialist

% of people who rated their specialist as 8, 9, or 10

## QUALITY OF ACCESS AND CARE

Health Plan	Customer Service	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Helpful Office Staff
Molina	74.0%	80.7%	82.7%	93.1%	93.7%
PEHP	73.5%	87.3%	85.4%	96.1%	96.6%
<b>National Average</b>	75.0%	74.0%	81.0%	91.0%	92.0%

See below for descriptions of these measures

## DETAILS

### Customer Service

Percentage of people who said getting customer service was 'Not a Problem'

### How Well Doctors Communicate

% of people who said they 'Always' or 'Usually' had good communication with their provider

### Getting Needed Care

Percentage of people who said getting necessary care was 'Not a Problem'

### Helpful Office Staff

% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

### Getting Care Quickly

Percentage of people who said they 'Always' or 'Usually' got timely care

See page 28 for information about the people who answered the survey



All ratings were done on a scale of 0 to 10, with 10 being the highest rating and 0 being the lowest rating.

### MEMBER SATISFACTION

Health Plan	Rating of Health Plan	Rating of Health Care	Rating of Personal Physician	Rating of Specialist
Commercial	55.9%	83.3%	84.3%	76.7%
Medicaid	80.5%	82.4%	86.7%	76.9%
CHIP	74.7%	89.0%	89.7%	78.3%

See below for descriptions of these measures

### DETAILS

#### Rating of Health Plan

% of people who rated their health plan as 8, 9, or 10

#### Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10

#### Rating of Health Care

% of people who rated their health care as 8, 9, or 10

#### Rating of Specialist

% of people who rated their specialist as 8, 9, or 10

Health Plan	Access to Prescription Medication	Access to Specialized Services	Coordination of Care
Commercial	80.5%	63.8%	72.1%
Medicaid	81.3%	67.7%	72.6%
CHIP	86.5%	68.5%	67.3%

See below for descriptions of these measures

### DETAILS

#### Access to Prescription Medication

% of people who said that getting their child's prescription medications

#### Coordination of Care

% of people who said 'Yes' to questions asking if their providers coordinated with the child's daycare or other providers

#### Access to Specialized Services

% of people who said getting specialized services was 'Not a Problem'

See page 28 for information about the people who answered the survey

Health Plan	Customer Service	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Helpful Office Staff
Commercial	61.5%	71.0%	82.2%	95.2%	95.8%
Medicaid	69.1%	73.2%	82.7%	93.1%	93.3%
CHIP	68.5%	76.4%	86.1%	94.0%	96.7%

See below for descriptions of these measures

### DETAILS

#### Customer Service

% of people who said getting customer service was 'Not a Problem'

#### Getting Needed Care

% of people who said getting necessary care was 'Not a Problem'

#### Getting Care Quickly

% of people who said they 'Always' or 'Usually' got timely care

#### How Well Doctors Communicate

% of people who said they 'Always' or 'Usually' had good communication with their provider

#### Helpful Office Staff

% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

### FAMILY CENTERED-CARE

Health Plan	Shared Decision Making	Getting Needed Information	Provider Who Knows Child
Commercial	86.9%	91.3%	88.8%
Medicaid	85.2%	88.2%	87.9%
CHIP	92.7%	93.2%	89.4%

See below for descriptions of these measures

### DETAILS

#### Shared Decision Making

% of people who said they were 'Always' or 'Usually' involved in decision-making for their child

#### Getting Needed Information

% of people who said they 'Always' or 'Usually' received needed information from their provider

#### Provider Who Knows Child

% of people who said 'Yes' to questions asking if their provider knew about their child

NOTE: National Averages are not available for the Children with Chronic Conditions population

# About the People Surveyed

## Commercial HMO Enrollees

		Altius	Cigna	HealthWise	SelectHealth	United	UT Commercial HMO Total
Child's Overall Health Status	Excellent/Very Good	88%	82%	90%	89%	91%	89%
	Good	10%	13%	9%	8%	8%	9%
	Fair/Poor	2%	5%	1%	2%	1%	2%
Child's Age	Less than 2	10%	12%	15%	11%	14%	12%
	3 to 7	31%	28%	29%	31%	32%	31%
	8 to 13	32%	36%	31%	36%	32%	33%
	14 to 18	27%	25%	26%	22%	22%	24%
Child's Gender	Male	50%	59%	51%	52%	49%	51%
	Female	50%	41%	49%	48%	51%	49%
Parents/Guardians' Education Level	Less than high school	2%	9%	3%	3%	4%	3%
	HS diploma or GED	18%	21%	20%	14%	18%	17%
	Some college	42%	49%	39%	44%	40%	42%
	4 year degree or higher	38%	21%	38%	40%	38%	38%
Child's Race/Ethnicity*	White	93%	88%	92%	93%	96%	93%
	Hispanic	7%	15%	8%	6%	5%	7%
	Black or African-American	1%	0%	0%	1%	1%	1%
	Asian	3%	1%	3%	2%	1%	2%
	Native Hawaiian or Pacific Islander	2%	1%	0%	1%	0%	1%
	Amer Indian or Alaska Native	2%	0%	1%	0%	1%	1%
	Other	4%	5%	4%	4%	3%	4%
Response Rate		49%	33%	33%	46%	42%	42%
Total Respondents		427	76	279	407	357	3838

## Medicaid Health Plan Enrollees

		FFS	Healthy U	Molina	Select Access	UT Medicaid Total
Child's Overall Health Status	Excellent/Very Good	80%	75%	82%	78%	79%
	Good	15%	19%	15%	16%	16%
	Fair/Poor	5%	5%	3%	6%	5%
Child's Age	Less than 2	33%	28%	33%	28%	31%
	3 to 7	30%	40%	35%	34%	35%
	8 to 13	23%	21%	22%	27%	23%
	14 to 18	14%	11%	9%	10%	11%
Child's Gender	Male	49%	51%	51%	54%	51%
	Female	51%	49%	49%	46%	49%
Parents/Guardians' Education Level	Less than high school	18%	35%	19%	18%	23%
	HS diploma or GED	29%	32%	34%	26%	30%
	Some college	41%	24%	35%	39%	34%
	4 year degree or higher	12%	10%	13%	18%	13%
Child's Race/Ethnicity*	White	77%	57%	80%	77%	72%
	Hispanic	19%	49%	22%	29%	31%
	Black or African-American	3%	6%	4%	4%	4%
	Asian	2%	1%	3%	1%	2%
	Native Hawaiian or Pacific Islander	1%	3%	1%	4%	2%
	Amer Indian or Alaska Native	9%	7%	2%	2%	5%
	Other	12%	27%	13%	17%	18%
Response Rate		46%	36%	34%	45%	38%
Total Respondents		429	562	537	342	5100

\* Percentages do not sum to 100% since respondents were allowed to mark more than one category

# About the People Surveyed

## CHIP Enrollees

		PEHP	Molina	UT CHIP Total
Child's Overall Health Status	Excellent/Very Good	87%	82%	85%
	Good	10%	16%	13%
	Fair/Poor	2%	3%	3%
Child's Age	Less than 2	5%	9%	7%
	3 to 7	26%	32%	29%
	8 to 13	44%	41%	42%
	14 to 18	25%	18%	22%
Child's Gender	Male	53%	55%	54%
	Female	47%	45%	46%
Parents/Guardians' Education Level	Less than high school	11%	19%	15%
	HS diploma or GED	27%	29%	28%
	Some college	50%	39%	45%
	4 year degree or higher	12%	12%	12%
Child's Race/Ethnicity*	White	87%	71%	79%
	Hispanic	15%	30%	22%
	Black or African-American	1%	2%	1%
	Asian	1%	2%	2%
	Native Hawaiian or Pacific Islander	1%	1%	1%
	Amer Indian or Alaska Native	2%	2%	2%
	Other	8%	21%	14%
Response Rate		43%	41%	42%
Total Respondents		682	641	1323

## Children with Chronic Conditions Enrollees

		CHIP	Commercial	Medicaid	UT CCC Total
Child's Overall Health Status	Excellent/Very Good	66%	61%	47%	56%
	Good	24%	30%	37%	32%
	Fair/Poor	10%	9%	16%	12%
Child's Age	Less than 2	3%	4%	14%	8%
	3 to 7	15%	23%	29%	25%
	8 to 13	47%	36%	35%	36%
	14 to 18	35%	37%	22%	31%
Child's Gender	Male	62%	57%	57%	57%
	Female	38%	43%	43%	43%
Parents/Guardians' Education Level	Less than high school	9%	1%	10%	6%
	HS diploma or GED	33%	18%	29%	24%
	Some college	39%	46%	44%	44%
	4 year degree or higher	19%	35%	17%	26%
Child's Race/Ethnicity*	White	90%	95%	81%	88%
	Hispanic	10%	5%	18%	11%
	Black or African-American	3%	2%	3%	3%
	Asian	2%	2%	2%	2%
	Native Hawaiian or Pacific Islander	1%	0%	2%	1%
	Amer Indian or Alaska Native	1%	1%	5%	3%
	Other	10%	2%	14%	7%
Response Rate		51%	44%	44%	45%
Total Respondents		195	1077	891	2163

\* Percentages do not sum to 100% since respondents were allowed to mark more than one category

# Survey Questions Used for Composites

## Survey Questions Used for Composites

Each CAHPS performance measure (composite) is made up of two to four questions related to the topic. The individual questions used to calculate each composite are listed here.

### Getting Care Quickly

**“How often...” (Always, Usually, Sometimes, Never):**

- did you get the help or advice you needed for your child, when you called during regular office hours?
- did your child get an appointment for health care as soon as you wanted?
- did your child get care as soon as you wanted when you needed care right away for an illness, injury or condition?
- was your child taken to the exam room within 15 minutes of his or her appointment?

### How Well Doctors Communicate

**“How often did your child’s doctors or other health providers...” (Always, Usually, Sometimes, Never):**

- listen carefully to you?
- explain things in a way you could understand?
- show respect for what you had to say?
- spend enough time with your child?

### Courteous/Helpful Office Staff

**“How often...” (Always, Usually, Sometimes, Never):**

- did office staff at your child’s doctor’s office or clinic treat you with courtesy and respect?
- were office staff at your child’s doctor’s office or clinic as helpful as you thought they should be?

### Claims Processing\*

**“How often did the health plan...” (Always, Usually, Sometimes, Never):**

- handle your child’s claims in a reasonable time?
- handle your child’s claims correctly?

### Getting Needed Care

**“How much of a problem, if any,...” (A Big Problem, A Small Problem, Not a Problem):**

- was it to get a personal doctor or nurse for your child you are happy with?
- was it to see a specialist that your child needed to see?
- was it to get the care, tests or treatment you or a doctor believed necessary?
- were delays in health care while you waited for approval from your child’s health plan?

### Customer Service

**“How much of a problem, if any,...” (A Big Problem, A Small Problem, Not a Problem):**

- was it to find or understand information in the written materials about your child’s health plan?
- was it to get the help you needed when you called your child’s health plan’s customer service?
- did you have with paperwork for your child’s health plan?\*

\* Commercial HMO members only

# Survey Questions Used for Composites

## Questions for Children with Chronic Conditions

### Family Centered Care: Shared Decision Making

***“When decisions about your child’s health care were made, how often did doctors or other health providers....” (Always, Usually, Sometimes, Never):***

- offer you choices about your child’s health care?
- discuss with you the good and bad things about each of the different choices about your child’s health care?
- ask you to tell them what choices you prefer?
- involve you as much as you wanted?

### Family Centered Care: Getting Needed Information

***“How often...” (Always, Usually, Sometimes, Always):***

- did your child’s doctors or other health providers make it easy for you to discuss your questions or concerns?
- did you get the specific information you needed from your child’s doctors or other health providers?
- did you have your questions answered by your child’s doctors or other health providers?

### Access to Specialized Services

***“How much of a problem, if any, was it to get.... (A big problem, A small problem, Not a problem):***

- special medical equipment [e.g., wheelchair, nebulizer]
- special therapy [e.g., physical or speech]
- treatment or counseling [i.e., for a behavioral or emotional problem]
- Did anybody from your child’s health plan, doctor’s office or clinic help you with this problem?

### Access to Prescription Medications

***“How much of a problem, if any, was it to get your child’s prescription medication? (A big problem, A small problem, Not a problem):***

***(yes or no)***

- If yes: Did anyone from your child’s health plan, doctor’s office or clinic help you with this problem?

### Family Centered Care: Personal Doctor/Nurse Who Knows Child

***(yes or no)***

- Did your child’s doctor talk to you about how your child is feeling, growing, or behaving?

***“Does your child’s personal doctor or nurse understand how his or her medical, behavioral or other health conditions affect ....”***

- your child’s day-to-day life? *(yes or no)*
- your family’s day-to-day life? *(yes or no)*

### Coordination of Care

***(yes or no)***

- Did you get the help you needed from your child’s doctors or other health providers in contacting your child’s school or day care?
- Did anyone from your child’s health plan, doctor’s office or clinic help coordinate your child’s care among different providers or services?

# Acknowledgments

**Utah Department of Health**  
Internet: <http://health.utah.gov>

## **Executive Director's Office**

David N. Sundwall	Executive Director
A. Richard Melton	Deputy Director
Allen Korhonen	Deputy Director
Barry E. Nangle	Director, Center for Health Data

## **Division of Health Care Financing**

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Nathan Checketts	Bureau of Access Director
Julie Olson	Bureau of Managed Care Director
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Wanda Gutierrez	Quality Improvement Specialist
Gayleen Henderson	CHIP Program Manager
Heidi Weaver	PCN Program Manager

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LaDene Larsen	Bureau Director
Nan Streeter	Bureau Director
Richard Bullough	Manager, Diabetes Program

## **Office of Health Care Statistics**

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Pamela Clarkson Freeman	Research Consultant
Keely Cofrin*	Health Program Manager
Becca Finlayson	Support Services Coordinator
Mike Martin	Research Consultant
Carol Masheter	Information Analyst
John Morgan	IT Programmer/Analyst

**Utah Health Data Committee (UHDC)**  
Internet: <http://health.utah.gov/hda>

Clark B. Hinckley (Chair)	Large Business Representative (Chair)
Robert P. Huefner (Vice-Chair)	Public Health Representative
Kim Bateman	Physicians Representative
Judy A. Buffmire	Consumer Advocate Representative
David Call	Third Party Payer Representative
Leslie Frances	Public Health Representative
Douglas Hasbrouck	HMO Representative
Terry Haven	Consumer Advocacy Representative
Stephen Kroes	Small Business Representative
Gail McGill	Nursing Representative
Gary Nordoff	Public Interest Representative
Greg Poulsen	Hospital Representative
Marilyn Tang	Business Representative

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