

HealthChoices Performance Trending Report 2016

Introduction

The Department of Human Services (the Department) is committed to ensuring that Medicaid consumers enrolled in the HealthChoices Program receive the highest quality of health care. The Department requires that managed care organizations (MCOs or plans) submit performance data, which the Department uses to provide useful and timely performance comparison information to plans, consumers, and other stakeholders. This HealthChoices Performance Trending Report summarizes data collected from the MCOs for the HealthChoices Southeast, Southwest, Lehigh/Capital, Northeast and Northwest zones for the period January 1, 2014 through December 31, 2016 [Healthcare Effectiveness Data and Information Systems (HEDIS®)¹] 2014, 2015, 2016). This document supports the *2016 Consumer Guide* that is available to Medicaid consumers enrolling in or changing plans in the HealthChoices Program.

The Department uses three formal sources of performance data: HEDIS®, Consumer Assessment of Healthcare Providers and Systems (CAHPS®²), and Pennsylvania Performance Measures (PPMs). HEDIS® is the most widely used set of clinical performance measures in the managed care industry. CAHPS includes both adult and child survey components and is used to assess consumer experiences with various components of health care quality. The surveys are currently the standard consumer satisfaction measurement instruments used by plans seeking National Committee for Quality Assurance (NCQA) accreditation. All of the Adult and Child CAHPS® measures reported in the 2016 HealthChoices Performance Trending Report can be compared to their previous years' data.

States are mandated to obtain an external quality review organization to perform an independent, external annual review evaluating the timeliness of, quality of, and access to services provided by the MCOs. The Department selected the PPMs for the external quality review studies to enhance and expand the areas covered by other quality studies. The Department obtained input regarding the choice of measures from the Medical Assistance Advisory Committee (MAAC), the individual MCOs, and a variety of other stakeholders.

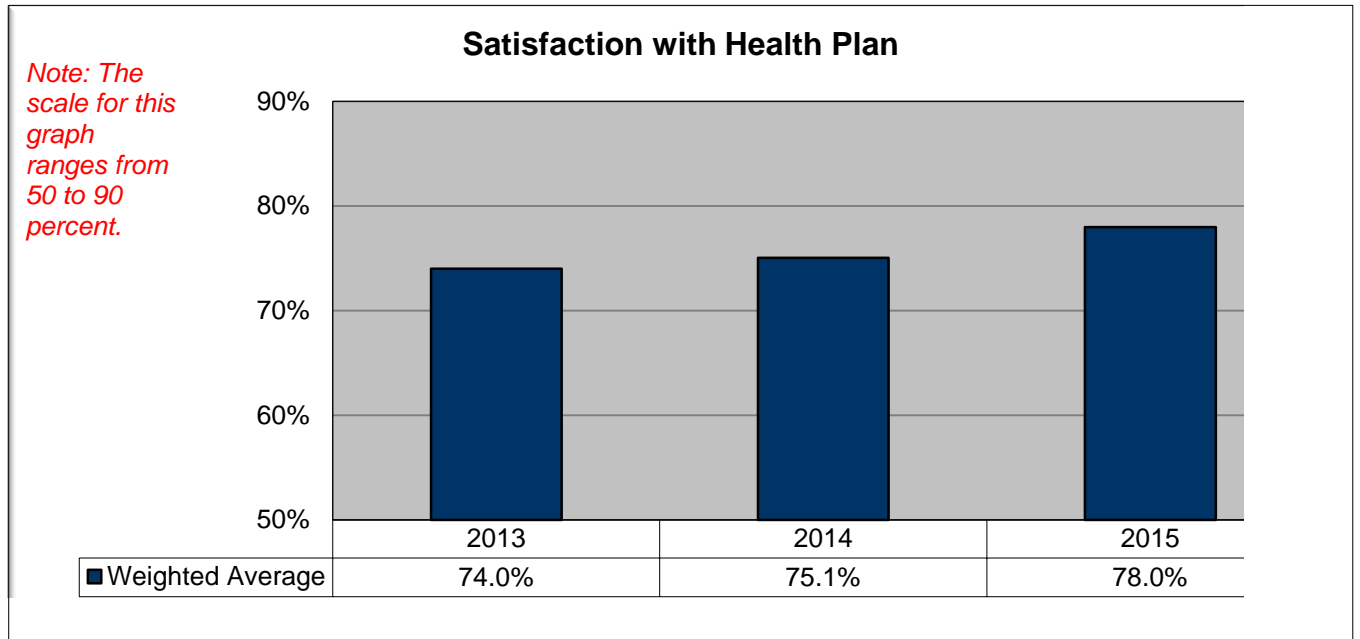
This Performance Trending Report documents ratings for the 31 measures included in the *2016 Consumer Guide*. The HealthChoices Program weighted averages report aggregate plan results. Trending charts rank MCOs in order of performance.

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

² CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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Weighted Average Graphs



The information provided for each measure includes a brief description of the measure above the weighted average graph. Using the above “Satisfaction with Health Plan” graph as an example, we describe each component of the weighted average graphs:

- The average performance of all the HealthChoices plans is indicated by the blue columns, which show the weighted average for each of the past three years.

2014, 2015, and 2016 Trending Charts

The performance trending charts appear below the weighted average graphs and provide data reported in 2014, 2015, and 2016. MCOs above the Weighted Average row in the trending charts indicate those plans that met or exceeded the HealthChoices Program weighted average.

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Analysis

The table below summarizes the results of the measures presented in the 2016 Performance Trending Report.

No.	Assessment Criteria	Number of Measures
1.	For the 31 Performance Trending Report measures*, the number of measures where the 2016 HealthChoices Weighted Average:	
	a. Improved between 2015 and 2016	19
	b. Remained the same between 2015 and 2016	0
	c. Declined between 2015 and 2016	10
2.	For the 29 measures in the Performance Trending Report with 2016 national benchmarks ³ , the number of measures where the 2016 HealthChoices Weighted Average is:	
	a. Below (or worse than) the 50 th percentile	2
	b. At or above the 50 th percentile and below the 75 th percentile	23
	c. At or above the 75 th percentile	4

Detailed analysis of the information presented in this report is a work in progress. Evaluation of quality improvement data requires extensive investigations to ascertain the sources of variation in the data. The Department has provided useful and timely feedback to the MCOs to guide future quality improvements and engage the plans in dialogue about improvement approaches and opportunities. While measuring quality in the HealthChoices Program is complex and labor intensive, it has proven to be a meaningful exercise.

As evidenced by the *Consumer Guide* format and this performance report, both of which the Department developed in response to consumer and stakeholder recommendations, the Department is committed to continuing its quality measurement efforts and improving the quality of its reporting. More importantly, the Department is committed to using reports, such as this report, as powerful tools to improve the clinical quality of its managed care program, which will, in turn, improve the health of our communities.

Acknowledgements

National Committee for Quality Assurance (NCQA) - The National Committee for Quality Assurance develops and publishes HEDIS[®] 2016, Volume 2: Technical Specifications.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]), version 5.0H for HEDIS[®] 2016, is sponsored by the Agency for Healthcare Research and Quality (AHRQ), and appears in HEDIS[®] 2016, as Volume 3. This report contains question text from CAHPS[®] 5.0H Adult and 5.0H Child Medicaid Questionnaires.

³ Performance of HealthChoices Weighted Averages compared to national benchmarks is derived from Quality Compass[®] 2016. Quality Compass is a registered trademark of NCQA.

*Due to the age band being different for the ADV 2-21 and 2-20 we do not have a weighted average for both measures.

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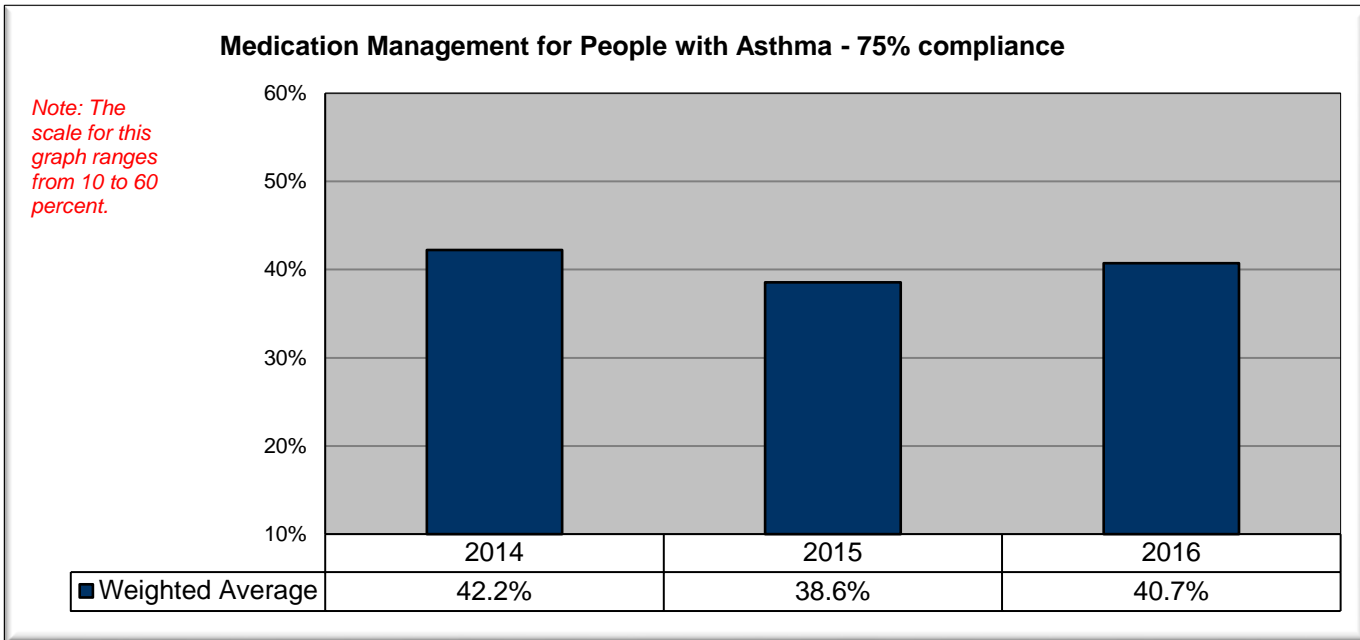
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Performance Area - Asthma

Medication Management for People with Asthma - 75% Compliance (HEDIS®)

This measure shows the percentage of members 5 to 64 years of age who remained on an asthma controller medication for at least 75% of their treatment period.



Medication Management for People with Asthma - 75% Compliance ¹			
2014	2015	2016	Health Plan
45.0%	49.3%	51.8%	AmeriHealth Caritas Pennsylvania
	NA ²	51.3%	AmeriHealth Caritas Northeast
37.6%	41.0%	43.8%	Keystone First
	48.0%	43.4%	Geisinger Health Plan
40.7% Weighted Average			
37.5%	47.3%	40.5%	Aetna Better Health
66.1%	36.1%	38.7%	Gateway Health
35.4%	38.1%	38.4%	UPMC for You
32.9%	32.2%	34.3%	Health Partners Plans
35.8%	29.7%	28.6%	United Healthcare

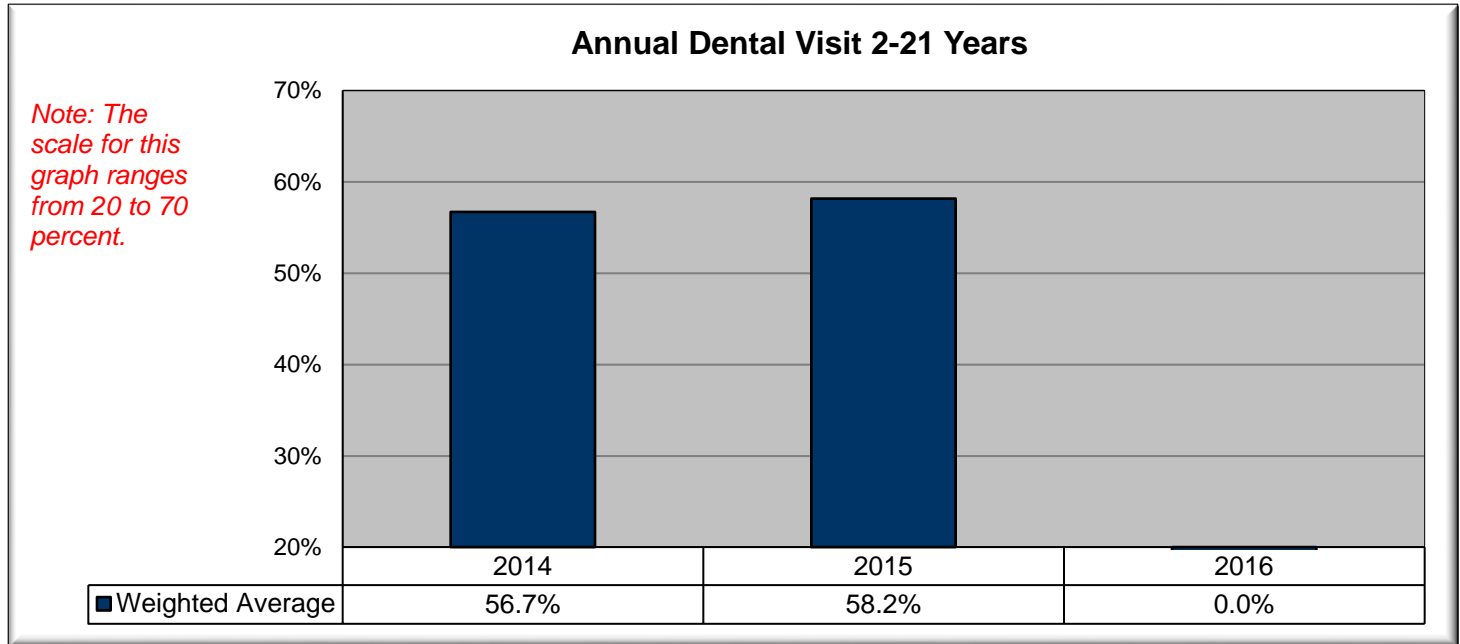
¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

NA² 2015 - AHNE was effective with Medicaid on 3/1/2013. This measure was not reported due to not having 2 years of continuous enrollment prior to MY.

Performance Area - Children's Dental

Annual Dental Visit 2 - 21 Years (HEDIS®)

This measure shows the percentage of members 2 to 21 years of age who had at least 1 dental visit during the measurement year.



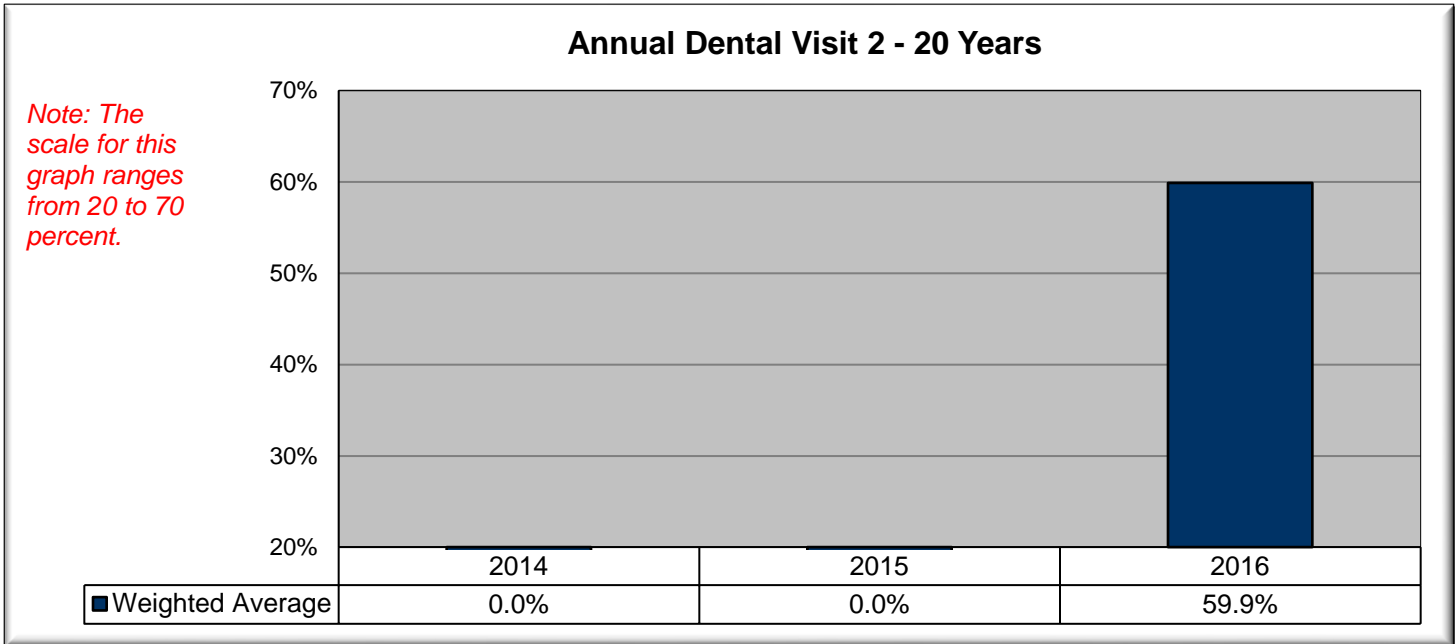
Annual Dental Visit 2-21 Years ¹			
2014	2015	2016	Health Plan
64.2%	70.3%		Health Partners Plans
62.7%	64.5%		Keystone First
		0.0%	Weighted Average
55.3%	57.8%		United Healthcare
54.8%	56.6%		AmeriHealth Caritas Pennsylvania
	56.0%		Geisinger Health Plan
53.2%	54.7%		UPMC for You
52.7%	53.7%		Gateway Health
49.4%	51.1%		Aetna Better Health
	51.1%		AmeriHealth Caritas Northeast

¹NCQA revised the age bands for ADV in 2016 from 2-21 years to 2-20 years.

Performance Area - Children's Dental

Annual Dental Visit 2 - 20 Years (HEDIS®)

This measure shows the percentage of members 2 to 20 years of age who had at least 1 dental visit during the measurement year.



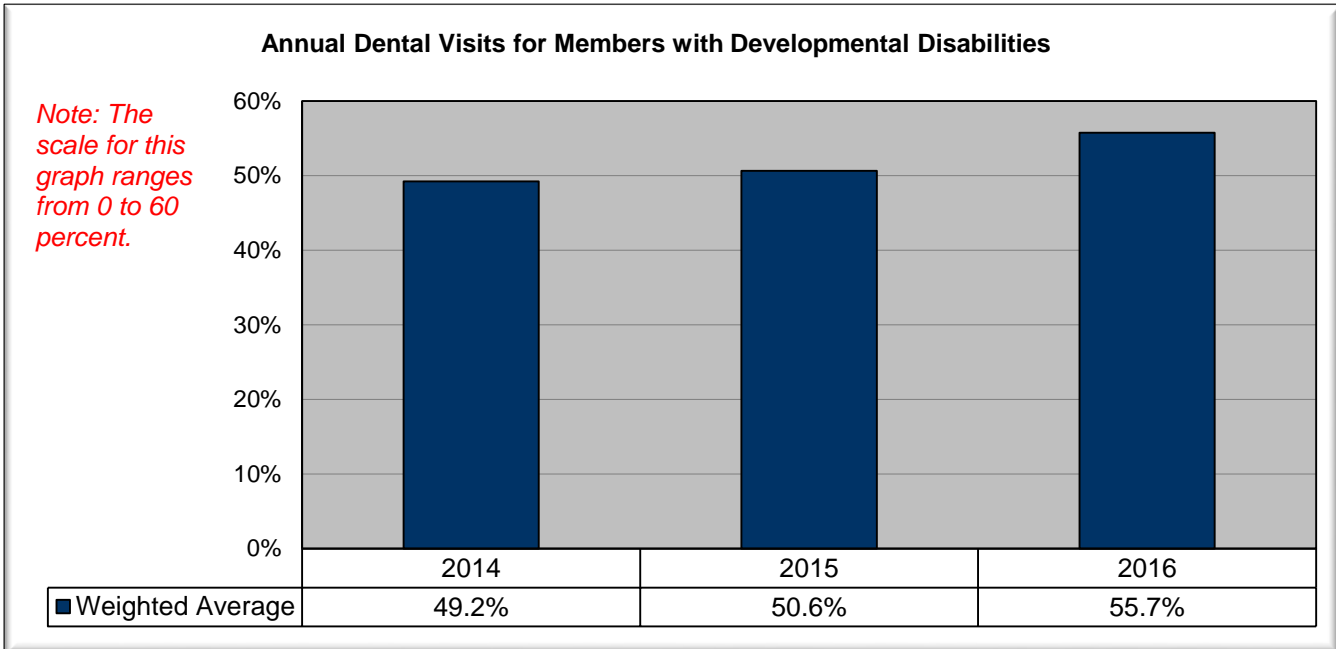
Annual Dental Visit 2 - 20 Years ¹			
2014	2015	2016	Health Plan
		67.1%	Keystone First
		65.9%	Health Partners Plans
		61.4%	AmeriHealth Caritas Pennsylvania
		59.9%	Weighted Average
		59.9%	United Healthcare
		58.5%	AmeriHealth Caritas Northeast
		57.9%	Aetna Better Health
		55.9%	Geisinger Health Plan
		55.8%	Gateway Health
		54.5%	UPMC for You

¹NCQA revised the age bands for ADV in 2016 from 2-21 years to 2-20 years.

Performance Area - Children's Dental

Annual Dental Visits for Members with Developmental Disabilities (Pennsylvania Performance Measure)

This measure shows the percentage of members 2 to 21 years of age with a developmental disability who had at least 1 dental visit during the measurement year. Individuals were identified with congenital or acquired disabilities or conditions affecting the central nervous system and significantly impairing cognition. The cognitive impairments of interest are those that create barriers to effective dental care.



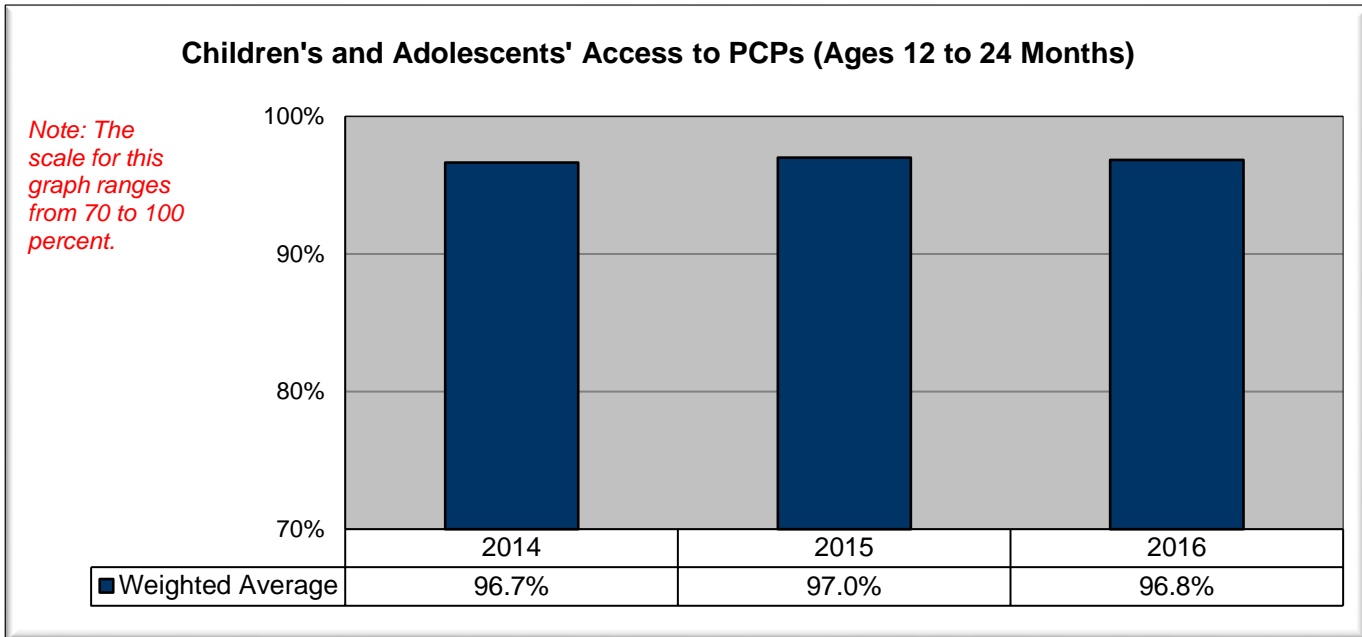
Annual Dental Visits for Members with Developmental Disabilities ¹			
2014	2015	2016	Health Plan
52.1%	53.0%	64.6%	Keystone First
48.8%	47.6%	63.0%	United Healthcare
	47.6%	62.8%	AmeriHealth Northeast
60.0%	64.9%	62.2%	Health Partners Plans
39.4%	45.7%	61.8%	Aetna Better Health
46.9%	48.9%	61.2%	AmeriHealth Caritas
		55.7%	Weighted Average
	54.1%	55.1%	Geisinger Health Plan
47.6%	49.6%	48.7%	UPMC for You
47.1%	47.8%	48.2%	Gateway Health

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Children's Health

Children's and Adolescents' Access to Primary Care Practitioners, Ages 12 to 24 Months (HEDIS®)

This measure shows the percentage of children 12 to 24 months old who had a visit with an MCO primary care practitioner (PCP) during the measurement year.



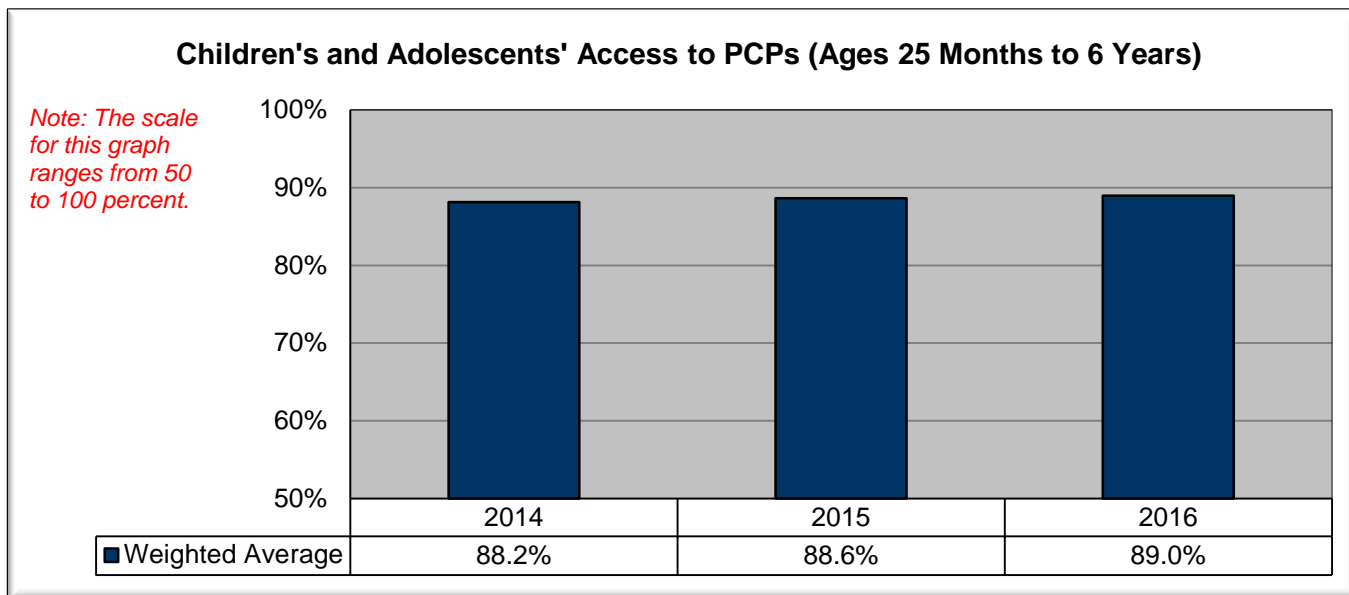
Children's and Adolescents' Access to PCPs (Ages 12 to 24 Months) ¹			
2014	2015	2016	Health Plan
	97.4%	97.7%	AmeriHealth Caritas Northeast
96.4%	97.1%	97.6%	AmeriHealth Caritas Pennsylvania
96.4%	98.0%	97.5%	UPMC for You
96.8%	96.3%	97.3%	Gateway Health
	98.1%	97.3%	Geisinger Health Plan
97.4%	97.3%	96.9%	Keystone First
		96.8%	Weighted Average
96.0%	96.9%	96.7%	United Healthcare
97.3%	96.7%	95.7%	Health Partners Plans
95.0%	95.8%	94.6%	Aetna Better Health

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Performance Area - Children's Health

Children's and Adolescents' Access to Primary Care Practitioners, Ages 25 Months to 6 Years (HEDIS®)

This measure shows the percentage of children 25 months to 6 years of age who had a visit with an MCO primary care practitioner (PCP) during the measurement year.



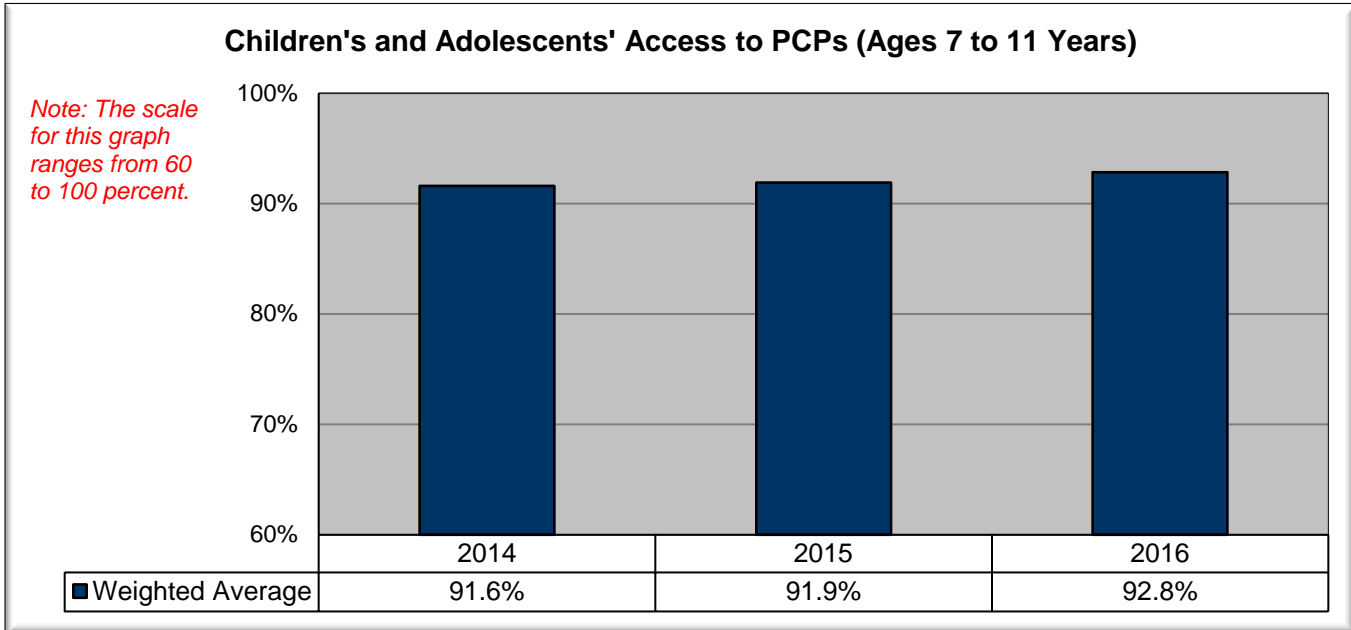
Children's and Adolescents' Access to PCPs (Ages 25 Months to 6 Years) ¹			
2014	2015	2016	Health Plan
	90.3%	91.9%	AmeriHealth Caritas Northeast
	93.0%	91.5%	Geisinger Health Plan
88.8%	90.3%	90.4%	UPMC for You
87.9%	87.7%	89.3%	United Healthcare
89.0% Weighted Average			
87.6%	87.9%	88.9%	AmeriHealth Caritas Pennsylvania
88.7%	88.4%	88.8%	Keystone First
89.0%	88.5%	87.9%	Gateway Health
87.9%	87.3%	87.4%	Health Partners Plans
82.2%	85.7%	86.8%	Aetna Better Health

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Children's Health

Children's and Adolescents' Access to Primary Care Practitioners, Ages 7 to 11 Years (HEDIS®)

This measure shows the percentage of children ages 7 to 11 years of age who had a visit with an MCO primary care practitioner (PCP) during the measurement year or the year prior to the measurement year.



Children's and Adolescents' Access to PCPs (Ages 7 to 11 Years) ¹			
2014	2015	2016	Health Plan
92.3%	92.7%	94.3%	Keystone First
	96.2%	94.1%	Geisinger Health Plan
	NA ²	93.9%	AmeriHealth Caritas Northeast
90.3%	91.2%	93.3%	United Healthcare
92.8% Weighted Average			
91.9%	91.4%	92.6%	AmeriHealth Caritas Pennsylvania
91.3%	92.2%	92.6%	Health Partners Plans
92.2%	92.7%	92.3%	UPMC for You
92.3%	91.9%	91.7%	Gateway Health
81.7%	85.8%	90.4%	Aetna Better Health

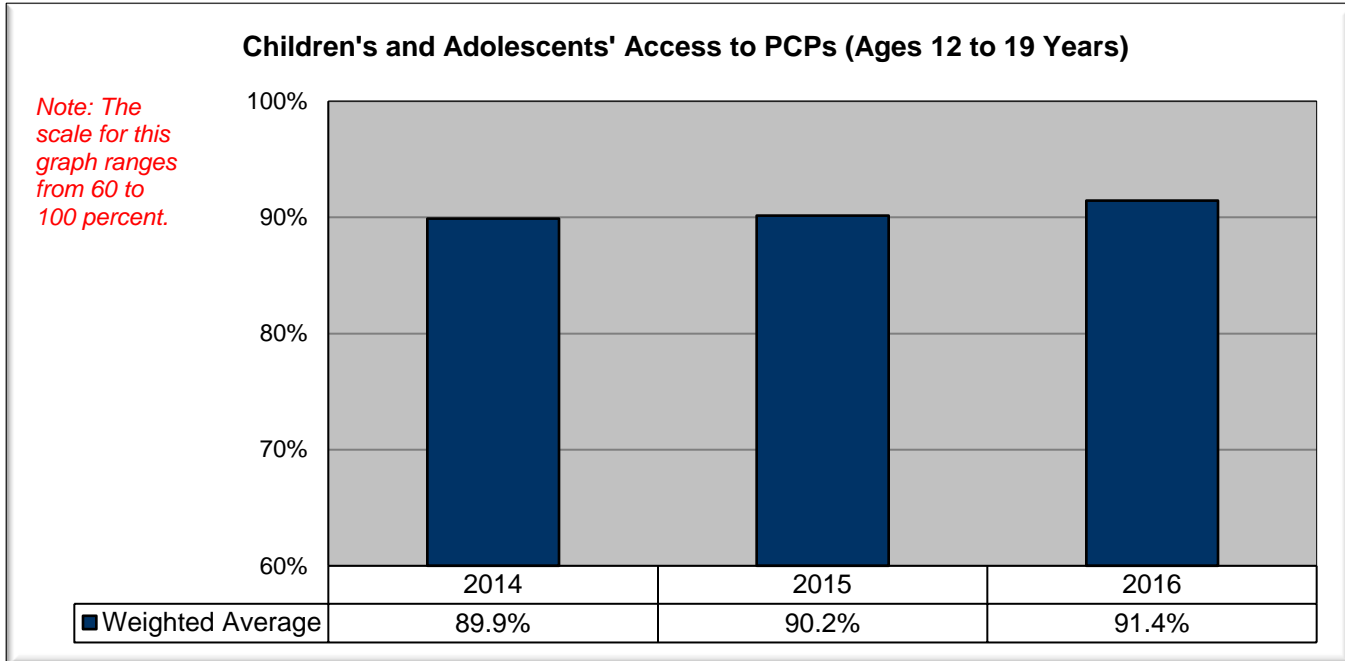
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NA² 2015 - AHNE was effective with Medicaid on 3/1/2013. This measure was not reported due to not having 2 years of continuous enrollment prior to MY.

Performance Area - Children's Health

Children's and Adolescents' Access to Primary Care Practitioners, Ages 12 to 19 Years (HEDIS®)

This measure shows the percentage of children 12 to 19 years of age who had a visit with an MCO primary care practitioner (PCP) during the measurement year or the year prior to the measurement year.



Children's and Adolescents' Access to PCPs (Ages 12 to 19 Years) ¹			
2014	2015	2016	Health Plan
	NA ²	93.8%	AmeriHealth Caritas Northeast
	96.6%	93.4%	Geisinger Health Plan
90.6%	90.8%	92.8%	Keystone First
88.5%	89.6%	92.7%	United Healthcare
91.5%	90.7%	91.5%	AmeriHealth Caritas Pennsylvania
		91.4%	Weighted Average
89.4%	89.8%	90.8%	Health Partners Plans
90.4%	91.0%	90.6%	UPMC for You
90.8%	90.4%	90.1%	Gateway Health
78.1%	83.9%	88.4%	Aetna Better Health

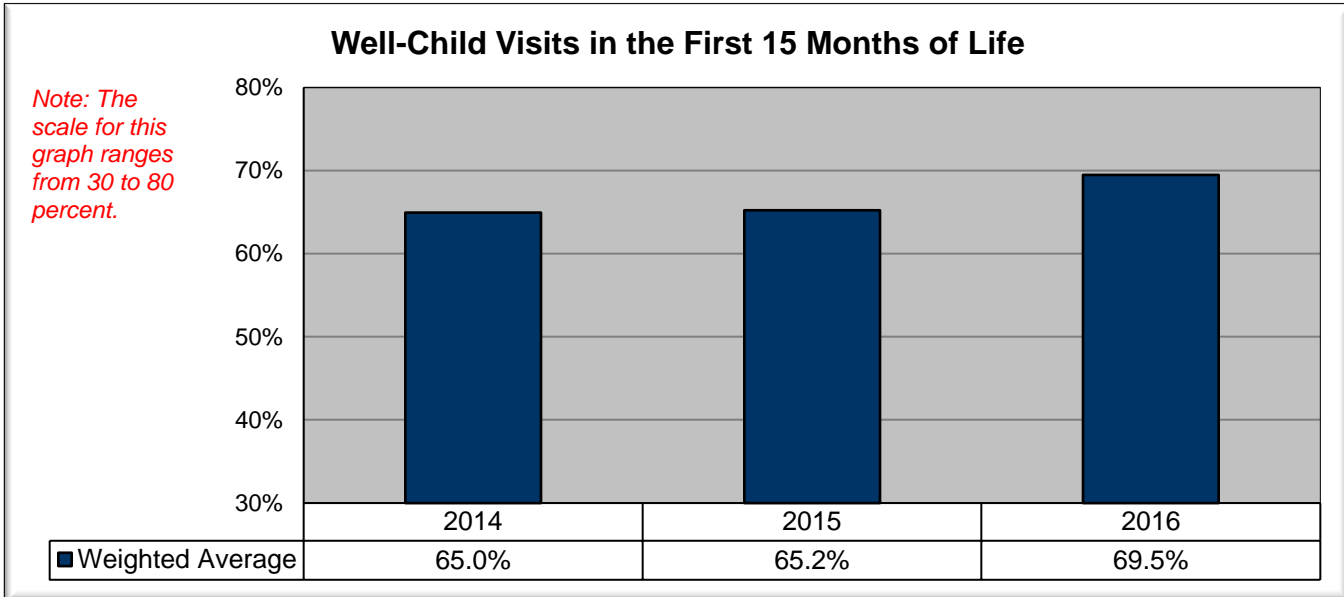
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NA² 2015 - AHNE was effective with Medicaid on 3/1/2013. This measure was not reported due to not having 2 years of continuous enrollment prior to MY.

Performance Area - Children's Health

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

This measure shows the percentage of children who turned 15 months old during the measurement year who had 6 or more well-child visits with a primary care practitioner (PCP) during their first 15 months of life.



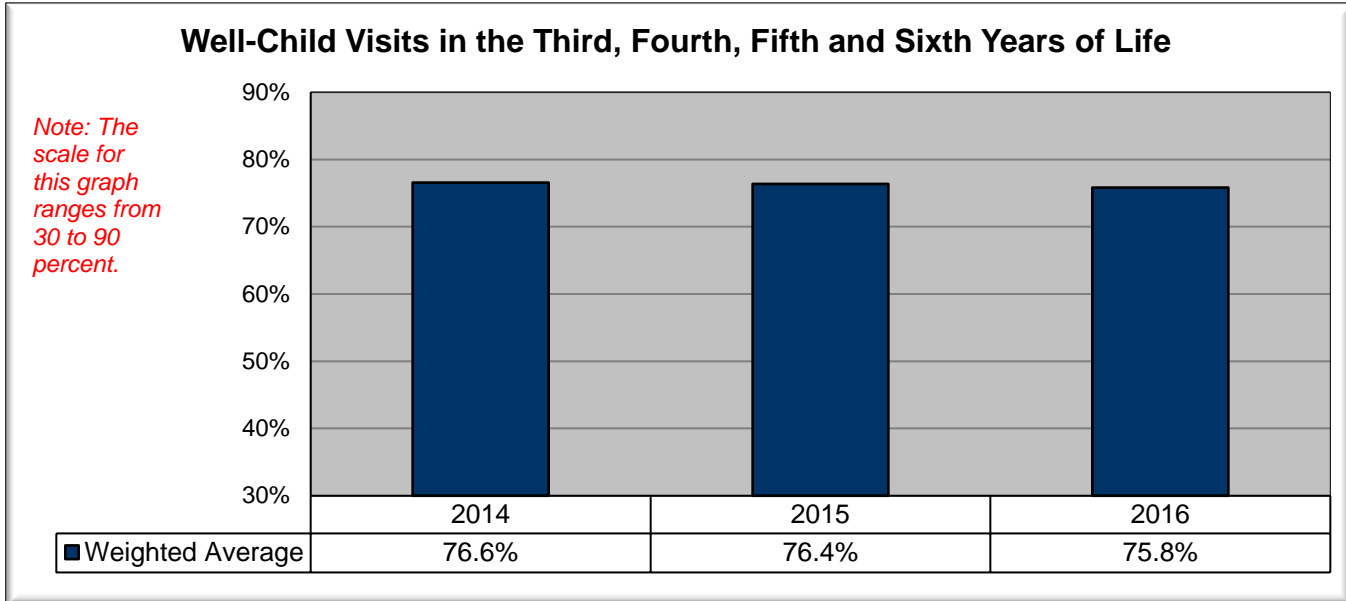
Well-Child Visits in the First 15 Months of Life ¹			
2014	2015	2016	Health Plan
	72.5%	74.3%	Geisinger Health Plan
71.5%	69.3%	73.9%	AmeriHealth Caritas Pennsylvania
75.1%	76.4%	73.4%	UPMC for You
60.3%	59.3%	71.3%	Gateway Health
	61.6%	70.6%	AmeriHealth Caritas Northeast
		69.5%	Weighted Average
53.9%	68.9%	69.2%	United Healthcare
62.2%	63.5%	66.7%	Health Partners Plans
63.2%	57.4%	64.6%	Aetna Better Health
68.1%	61.1%	63.1%	Keystone First

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Children's Health

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

This measure shows the percentage of children three to six years of age who had one or more well-child visits with a primary care practitioner (PCP) during the measurement year.



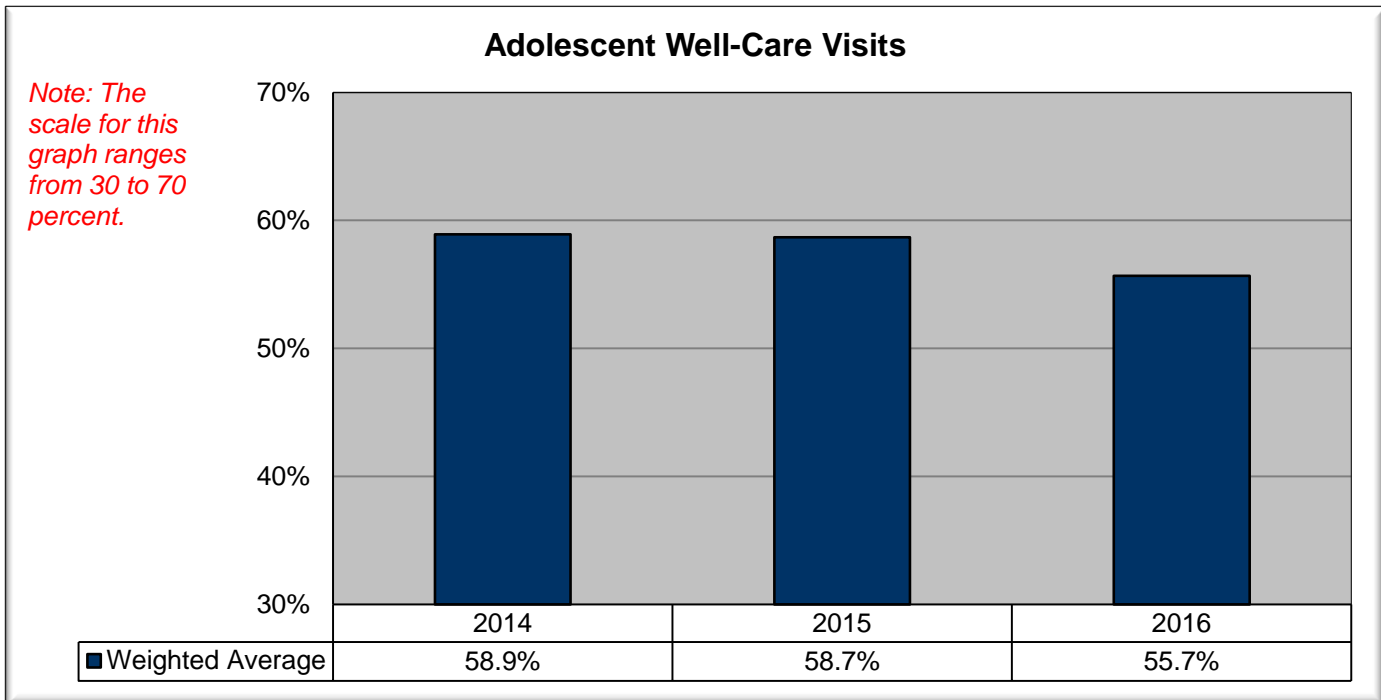
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life ¹			
2014	2015	2016	Health Plan
77.2%	77.8%	82.7%	Health Partners Plans
73.2%	75.3%	78.0%	United Healthcare
80.8%	79.3%	77.5%	Keystone First
75.8% Weighted Average			
76.5%	77.7%	75.7%	UPMC for You
	77.3%	74.6%	AmeriHealth Caritas Northeast
74.1%	73.6%	74.1%	Gateway Health
	79.1%	73.5%	Geisinger Health Plan
76.5%	74.2%	73.4%	AmeriHealth Caritas Pennsylvania
71.8%	71.3%	69.4%	Aetna Better Health

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Children's Health

Adolescent Well-Care Visits (HEDIS®)

This measure shows the percentage of enrolled members 12 to 21 years of age who had at least 1 comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.



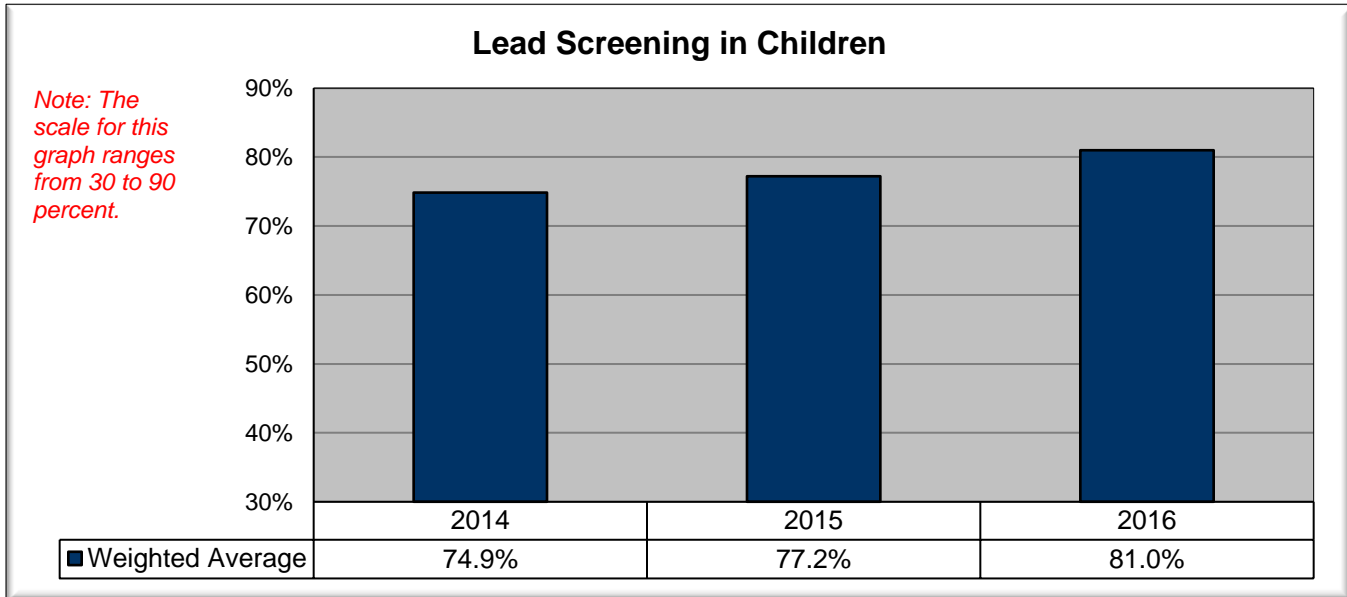
Adolescent Well-Care Visits ¹			
2014	2015	2016	Health Plan
62.2%	63.4%	63.8%	Health Partners Plans
59.4%	58.2%	56.5%	Gateway Health
56.0%	56.3%	56.3%	UPMC for You
55.7% Weighted Average			
62.4%	63.3%	55.7%	Keystone First
	59.0%	54.6%	AmeriHealth Caritas Northeast
54.1%	56.5%	53.8%	United Healthcare
	60.3%	52.7%	Geisinger Health Plan
62.7%	53.5%	51.7%	AmeriHealth Caritas Pennsylvania
46.1%	53.9%	50.7%	Aetna Better Health

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Children's Health

Lead Screening in Children (HEDIS®)

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



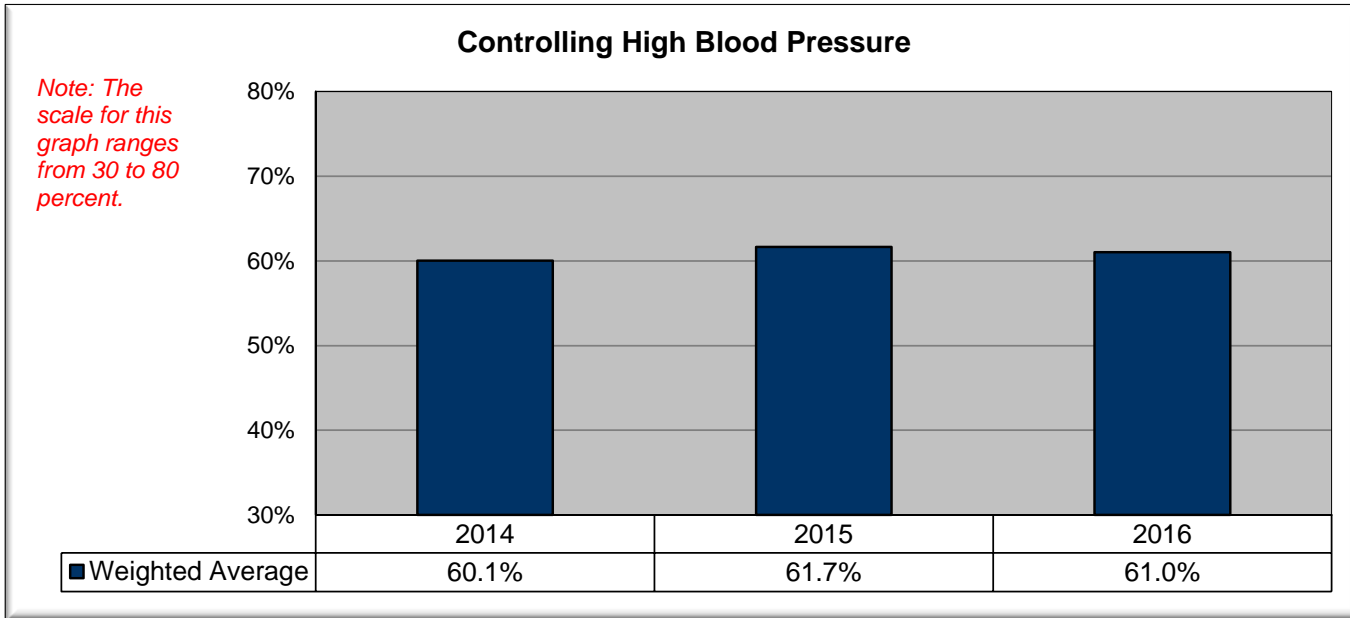
Lead Screening in Children ¹			
2014	2015	2016	Health Plan
67.6%	74.8%	83.8%	Aetna Better Health
	78.8%	83.7%	Geisinger Health Plan
80.8%	85.9%	83.7%	UPMC for You
74.6%	73.6%	82.3%	Keystone First
		81.0%	Weighted Average
73.5%	74.7%	80.8%	United Healthcare
	77.6%	79.9%	AmeriHealth Caritas Northeast
77.5%	77.9%	79.4%	Health Partners Plans
74.0%	77.9%	77.8%	Gateway Health
70.4%	71.8%	75.2%	AmeriHealth Caritas Pennsylvania

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Cholesterol

Controlling High Blood Pressure (HEDIS®)

This measure shows the percentage of persons 18 to 85 years of age who had a diagnosis of hypertension and whose blood pressure was adequately controlled during the measurement year. Adequate control is defined as a blood pressure reading in the member's record taken by a provider in the past year that indicates a systolic rate <140 and a diastolic rate <90.



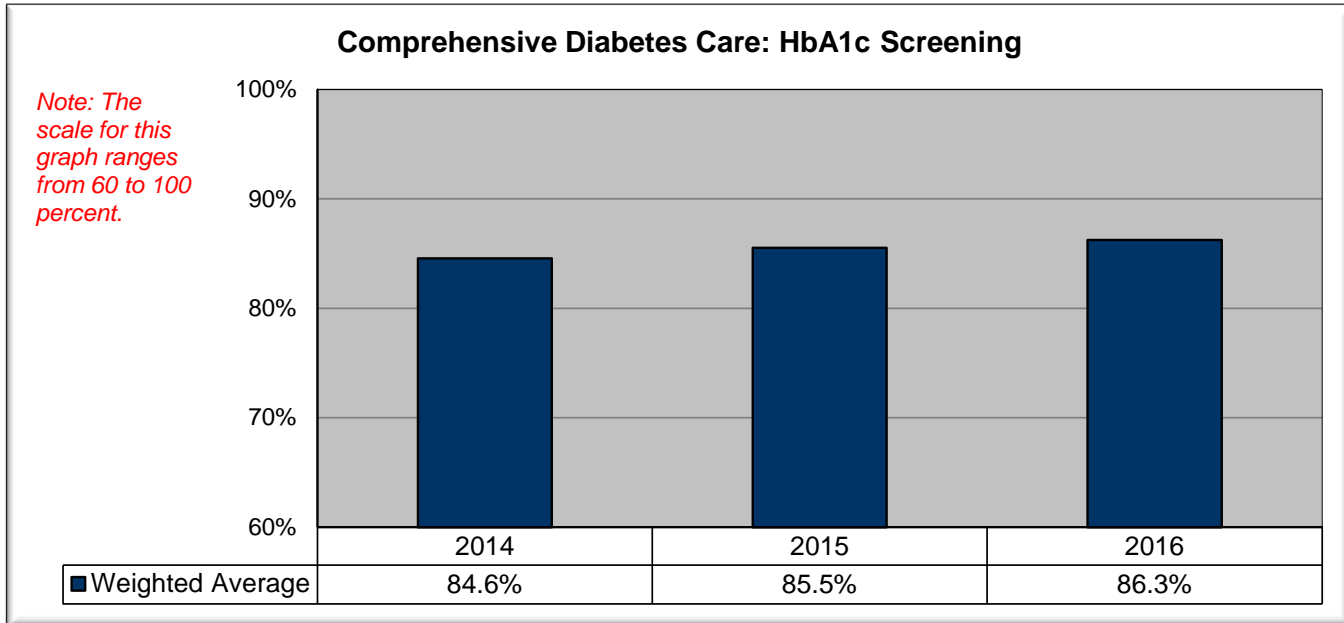
Controlling High Blood Pressure ¹			
2014	2015	2016	Health Plan
	66.9%	74.9%	Geisinger Health Plan
58.4%	65.5%	67.9%	Health Partners Plans
65.6%	66.2%	67.8%	AmeriHealth Caritas Pennsylvania
	71.0%	67.3%	AmeriHealth Caritas Northeast
67.6%	68.0%	66.7%	UPMC for You
58.2%	47.9%	63.8%	United Healthcare
61.0% Weighted Average			
55.4%	58.5%	60.6%	Aetna Better Health
60.4%	62.4%	57.5%	Keystone First
51.6%	50.1%	34.1%	Gateway Health

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Diabetes

Comprehensive Diabetes Care, Hemoglobin A1c (HbA1c) Screening (HEDIS®)

This measure shows the percentage of members 18 to 75 years of age with diabetes (type 1 and type 2) who were continuously enrolled during the measurement year and had an HbA1c screening.



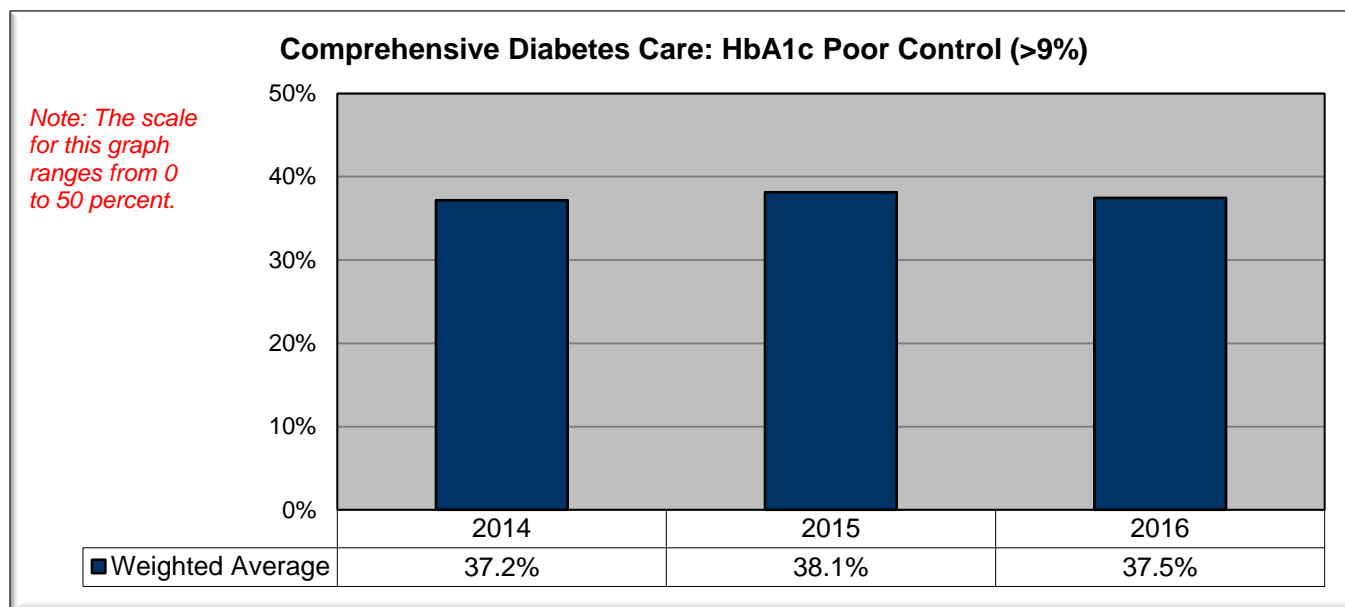
Comprehensive Diabetes Care: HbA1c Screening ¹			
2014	2015	2016	Health Plan
87.5%	87.6%	89.4%	Health Partners Plans
	88.5%	87.9%	Geisinger Health Plan
86.9%	88.3%	87.6%	UPMC for You
84.8%	85.4%	87.3%	AmeriHealth Caritas Pennsylvania
86.3% Weighted Average			
84.7%	85.6%	84.7%	Gateway Health
81.0%	83.8%	84.5%	United Healthcare
	84.9%	83.9%	AmeriHealth Caritas Northeast
82.5%	80.9%	83.9%	Keystone First
79.4%	84.9%	82.7%	Aetna Better Health

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Diabetes

Comprehensive Diabetes Care, Hemoglobin A1c (HbA1c) Poor Control (>9%) (HEDIS®)

This measure shows the percentage of members 18 to 75 years of age with diabetes (type 1 and type 2) who were continuously enrolled during the measurement year and had an HbA1c level greater than 9.0%. *Note: A lower rate indicates better performance for this measure.*



Comprehensive Diabetes Care: HbA1c Poor Control (>9%) ^{1,2}			
2014	2015	2016	Health Plan
	31.6%	28.8%	Geisinger Health Plan
33.0%	36.0%	30.1%	Health Partners Plans
30.1%	32.5%	33.6%	UPMC for You
33.3%	38.5%	35.4%	AmeriHealth Caritas Pennsylvania
37.5% Weighted Average			
46.6%	43.3%	39.9%	Aetna Better Health
36.7%	39.6%	40.5%	Keystone First
	40.3%	41.3%	AmeriHealth Caritas Northeast
45.8%	44.7%	43.4%	United Healthcare
45.3%	42.5%	48.9%	Gateway Health

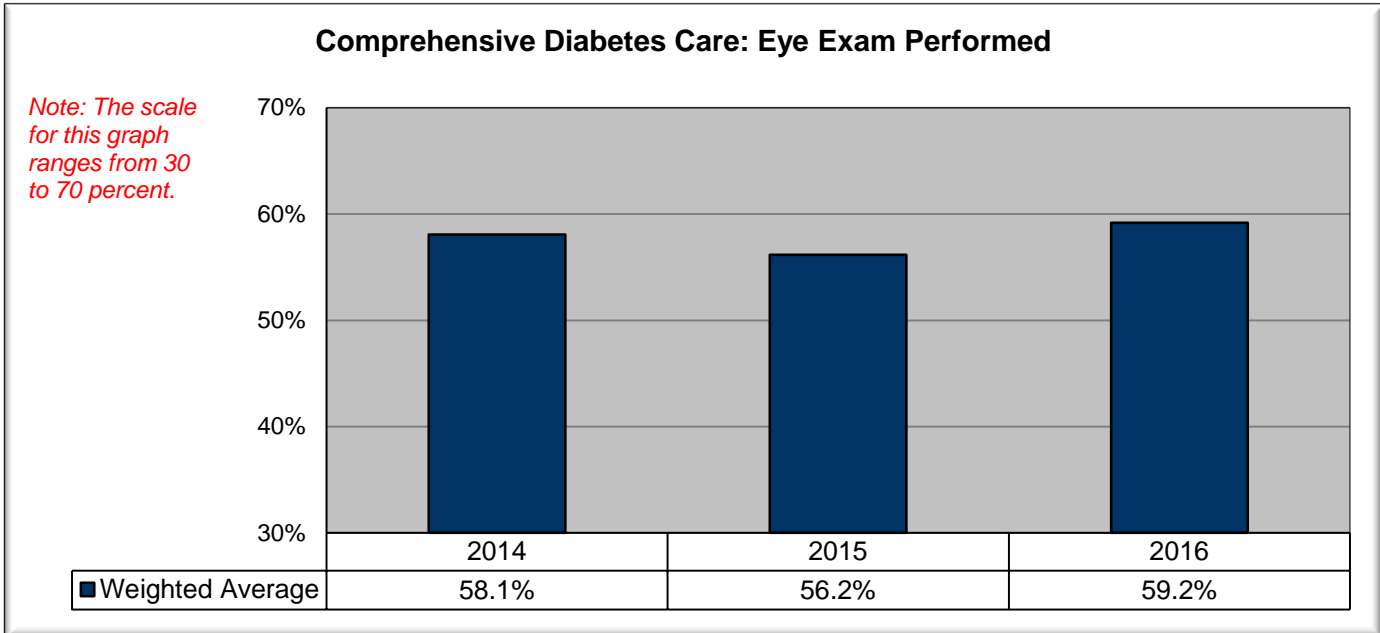
¹ Rates sorted in ascending order as lower rates depict better performance.

² Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Diabetes

Comprehensive Diabetes Care, Eye Exam Performed (HEDIS®)

This measure shows the percentage of members 18 to 75 years of age with diabetes (type 1 and type 2) who were continuously enrolled during the measurement year and who had a dilated retinal examination. This category includes services provided by ophthalmologists and optometrists. The type of diabetes and the presence and degree of retinopathy influence the frequency of retinal screening for people with diabetes.



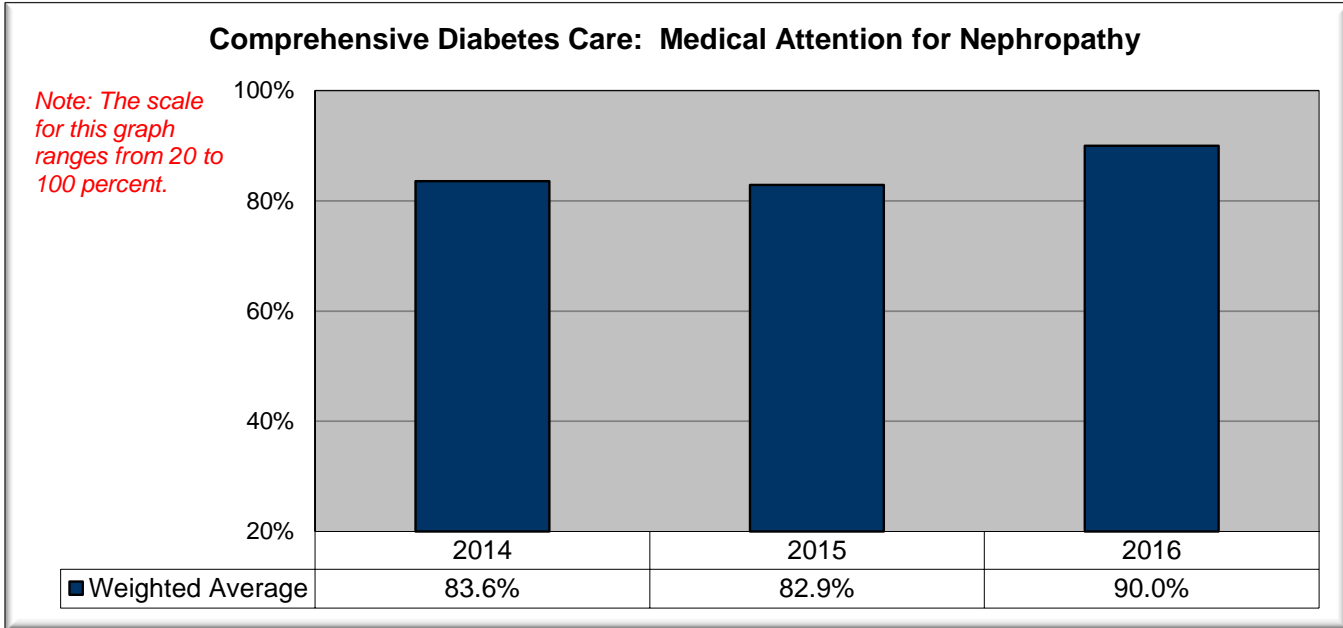
Comprehensive Diabetes Care: Eye Exam Performed ¹			
2014	2015	2016	Health Plan
	62.4%	65.6%	Geisinger Health Plan
59.5%	65.9%	62.6%	UPMC for You
65.5%	62.5%	62.5%	AmeriHealth Caritas Pennsylvania
64.2%	63.7%	61.5%	Health Partners Plans
57.7%	54.7%	59.7%	Gateway Health
57.0%	55.8%	59.5%	United Healthcare
		59.2%	Weighted Average
	46.2%	54.0%	AmeriHealth Caritas Northeast
51.7%	40.8%	52.4%	Keystone First
48.2%	47.8%	46.4%	Aetna Better Health

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Diabetes

Comprehensive Diabetes Care, Medical Attention for Nephropathy (HEDIS®)

This measure shows the percentage of members with diabetes (type 1 and type 2) ages 18 to 75 years who were continuously enrolled during the measurement year and received a nephropathy screening or showed evidence of nephropathy.



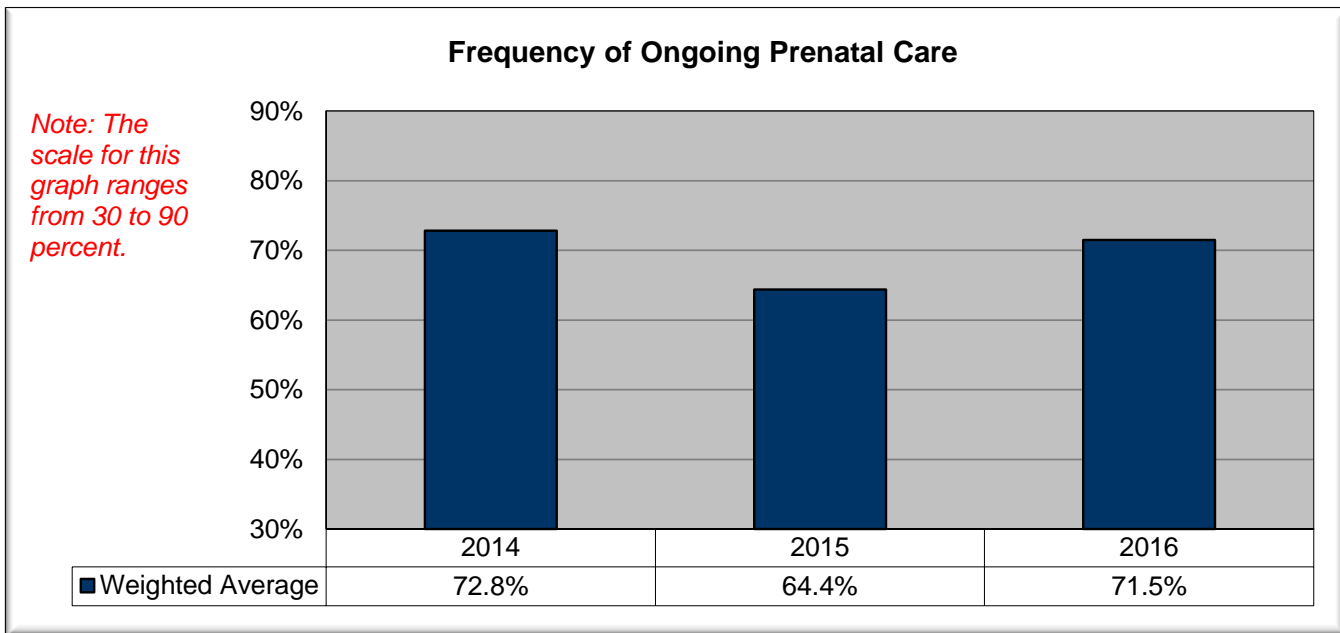
Comprehensive Diabetes Care: Medical Attention for Nephropathy ¹			
2014	2015	2016	Health Plan
80.5%	81.0%	91.4%	United Healthcare
80.5%	79.7%	91.2%	AmeriHealth Caritas Pennsylvania
80.9%	77.8%	91.0%	Keystone First
	81.8%	90.6%	Geisinger Health Plan
87.7%	85.0%	90.4%	Health Partners Plans
81.8%	82.1%	90.1%	Gateway Health
90.0% Weighted Average			
88.3%	91.1%	89.1%	UPMC for You
	76.7%	87.5%	AmeriHealth Caritas Northeast
81.0%	81.3%	86.2%	Aetna Better Health

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Maternity

Frequency of Ongoing Prenatal Care (HEDIS®)

This measure shows the percentage of Medicaid deliveries between November 6th of the year prior to the measurement year and November 5th of the measurement year that had ≥ 81 percent of expected prenatal visits.



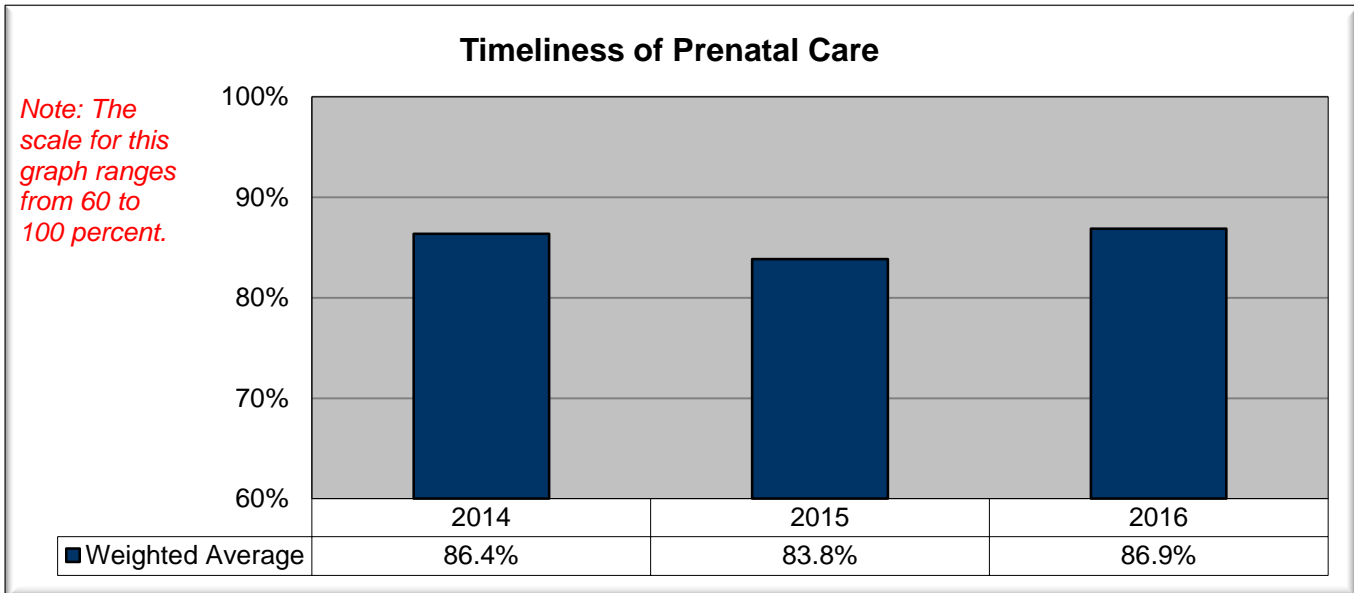
Frequency of Ongoing Prenatal Care ¹			
2014	2015	2016	Health Plan
87.1%	77.1%	81.8%	UPMC for You
82.7%	77.9%	81.3%	AmeriHealth Caritas Pennsylvania
	71.5%	77.3%	AmeriHealth Caritas Northeast
74.6%	68.5%	75.1%	Health Partners Plans
	74.7%	73.5%	Geisinger Health Plan
			71.5% Weighted Average
71.3%	55.2%	65.1%	Gateway Health
63.1%	50.0%	64.7%	Keystone First
68.5%	61.9%	61.9%	Aetna Better Health
63.8%	53.3%	61.8%	United Healthcare

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Maternity

Prenatal and Postpartum Care: Timeliness of Prenatal Care (HEDIS®)

This measure shows the percentage of women who had a live birth during the measurement year, who were continuously enrolled at least 43 days prior to delivery through 56 days after delivery, and who had a prenatal care visit in the first trimester or within 42 days of enrollment in the MCO.



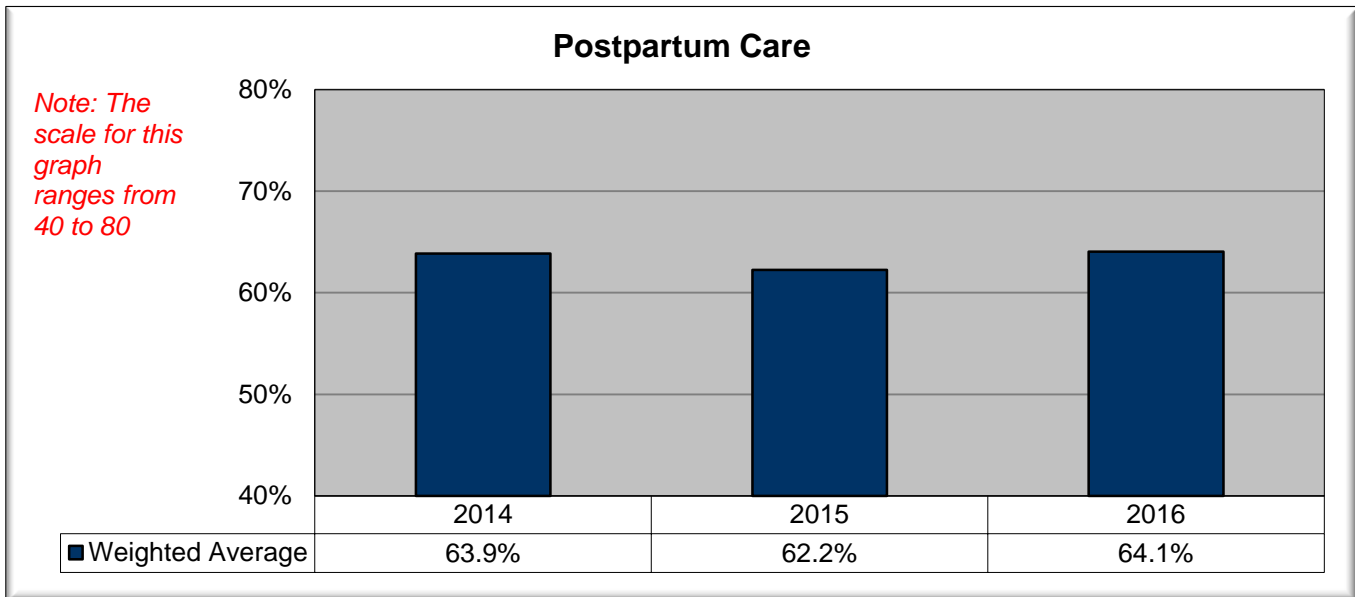
Timeliness of Prenatal Care ¹			
2014	2015	2016	Health Plan
93.2%	92.7%	94.4%	UPMC for You
92.2%	87.9%	92.6%	AmeriHealth Caritas Pennsylvania
	83.8%	91.5%	AmeriHealth Caritas Northeast
	90.0%	90.0%	Geisinger Health Plan
86.9%	85.5%	89.1%	Health Partners Plans
		86.9%	Weighted Average
84.0%	77.4%	83.9%	Keystone First
82.0%	82.0%	82.7%	United Healthcare
86.2%	76.7%	81.1%	Aetna Better Health
81.8%	80.1%	78.5%	Gateway Health

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Maternity

Prenatal and Postpartum Care: Postpartum Care (HEDIS®)

This measure shows the percentage of women who were continuously enrolled at least 43 days prior to delivery through 56 days after delivery, and had a postpartum visit on or between 21 and 56 days after delivery.



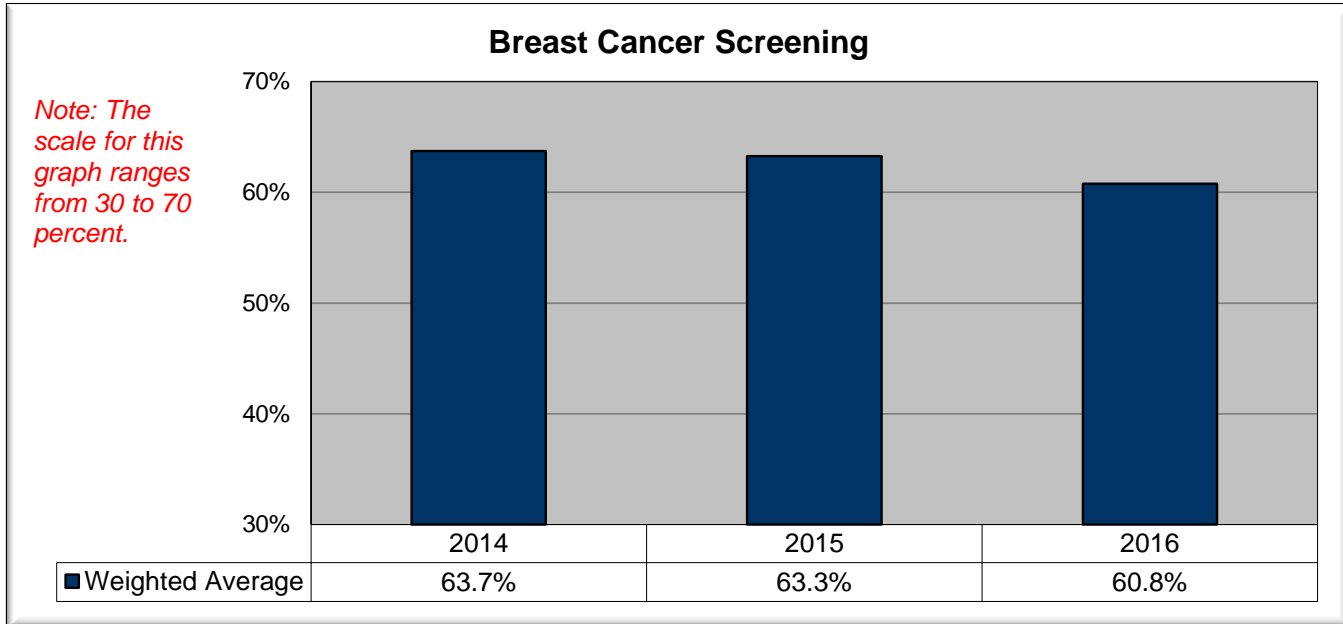
Postpartum Care ¹			
2014	2015	2016	Health Plan
	72.3%	74.5%	Geisinger Health Plan
68.6%	72.4%	73.6%	Health Partners Plans
68.0%	63.3%	68.1%	AmeriHealth Caritas Pennsylvania
58.7%	59.8%	67.3%	Keystone First
71.3%	66.9%	66.9%	UPMC for You
			64.1% Weighted Average
	65.0%	62.9%	AmeriHealth Caritas Northeast
63.8%	60.0%	59.4%	Aetna Better Health
56.2%	54.0%	58.6%	United Healthcare
61.6%	52.3%	48.2%	Gateway Health

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Women's Health

Breast Cancer Screening (HEDIS®)

This measure shows the percentage of women 52 to 74 years of age who had a mammogram to screen for breast cancer during the measurement year or the year prior to the measurement year. *NOTE: The HEDIS 2014 specifications were modified from previous years and are not comparable. The lower age limit was raised from 42 to 52; the upper age limit was raised from 69 to 74.*



Breast Cancer Screening ¹			
2014	2015	2016	Health Plan
68.7%	70.5%	69.3%	Health Partners Plans
66.2%	66.0%	64.7%	Keystone First
68.7%	66.1%	63.6%	AmeriHealth Caritas Pennsylvania
60.8% Weighted Average			
	NA ³	60.6%	Geisinger Health Plan
65.9%	64.9%	59.6%	UPMC for You
	NA ²	57.9%	AmeriHealth Caritas Northeast
57.4%	55.2%	53.8%	Gateway Health
54.9%	54.4%	53.2%	United Healthcare
47.9%	54.5%	52.2%	Aetna Better Health

¹ Due to significant changes in specifications made during HEDIS 2014, trending to previous years is unavailable.

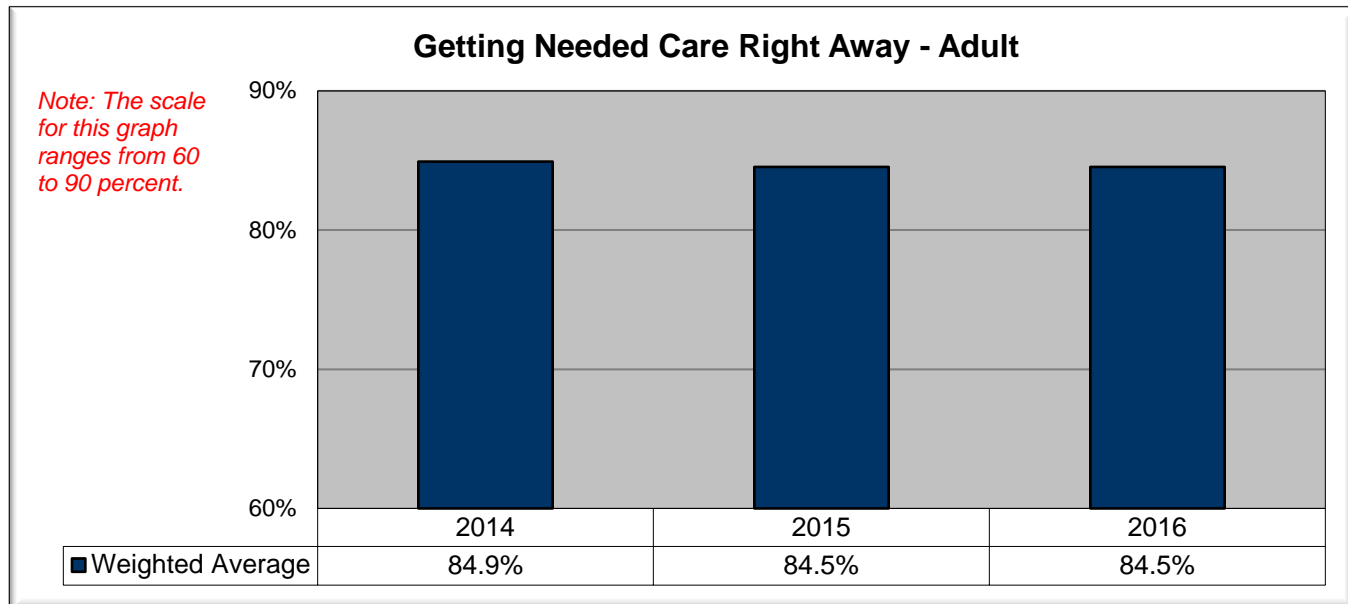
NA² 2015 - AHNE was effective with Medicaid on 3/1/2013. This measure was not reported due to not having 2 years of continuous enrollment prior to MY.

NA³ denotes <30 eligible members.

Performance Area - Getting Needed Care Right Away, Adult

Getting Needed Care Right Away (CAHPS®)

Plan members were asked, "In the last six months, when you needed care right away, how often did you get care as soon as you needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



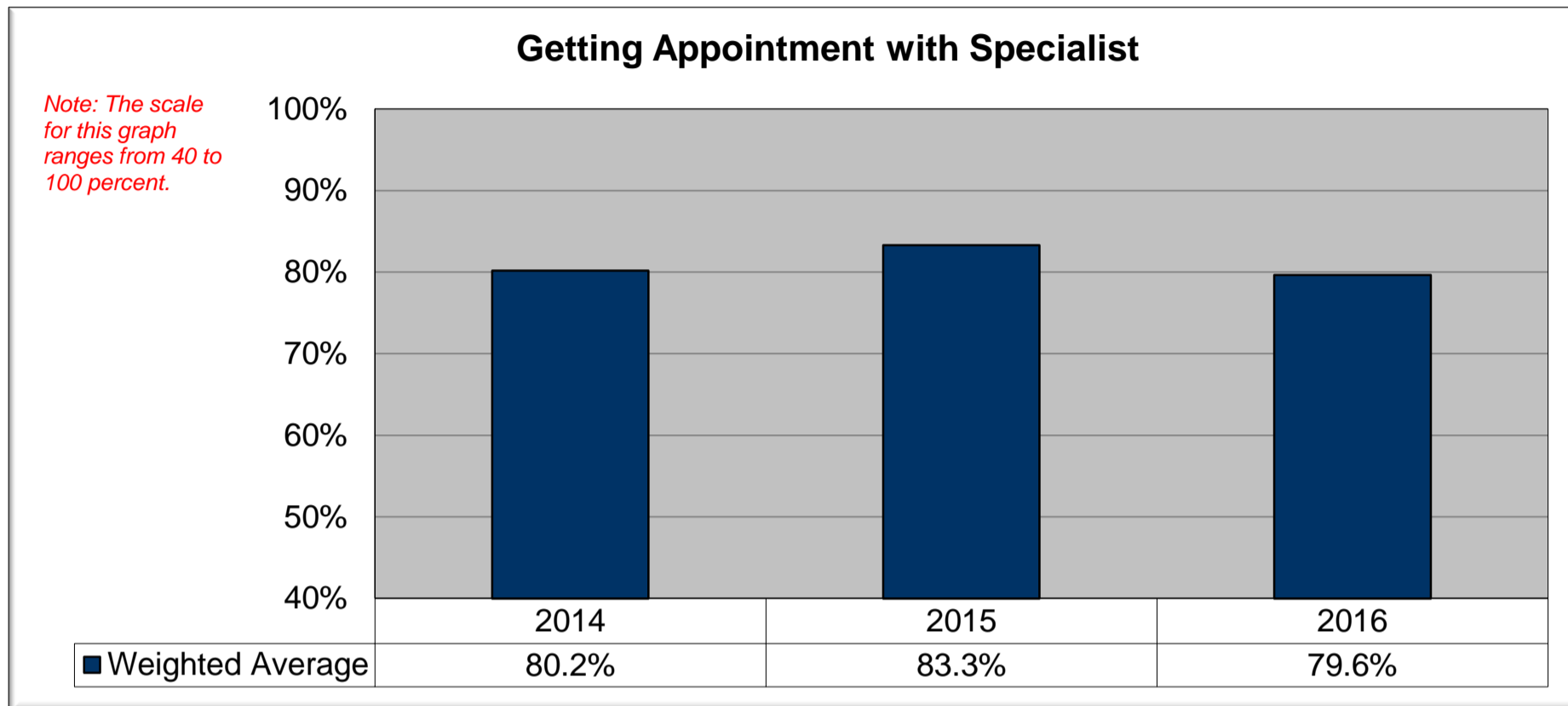
Getting Needed Care Right Away ¹ Adult			
2014	2015	2016	Health Plan
87.5%	83.3%	88.8%	UPMC for You
87.4%	82.5%	88.6%	AmeriHealth Caritas Pennsylvania
84.1%	86.9%	85.0%	Gateway Health
91.2%	82.4%	84.6%	Keystone First
84.5% Weighted Average			
	83.9%	84.4%	Geisinger Health Plan
87.0%	84.7%	83.4%	United Healthcare
	89.5%	82.8%	AmeriHealth Caritas Northeast
82.8%	84.9%	82.0%	Health Partners Plans
80.9%	80.1%	80.0%	Aetna Better Health

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Getting Needed Care Right Away, Adult

Getting Appointment with Specialist (CAHPS®)

Plan members were asked, "In the last six months, how often did you get an appointment to see a specialist as soon as you needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always."



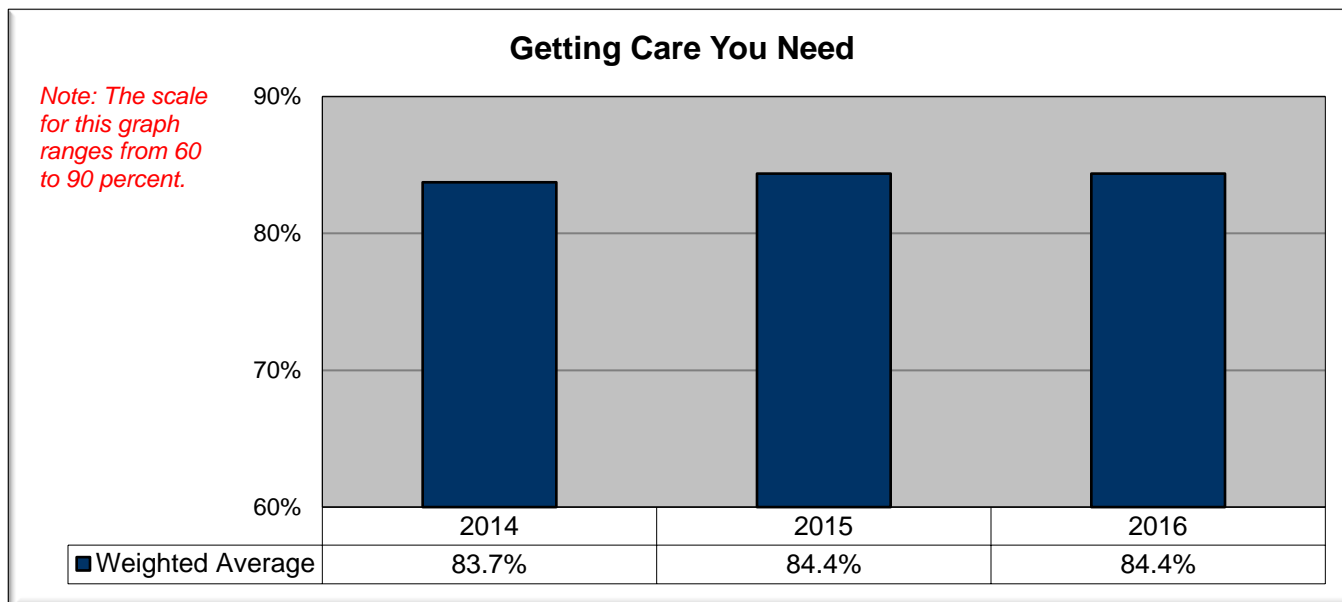
Getting Appointment with Specialist ¹ - Adult			
2014	2015	2016	Health Plan
78.7%	87.6%	84.1%	AmeriHealth Caritas Pennsylvania
	78.1%	83.6%	AmeriHealth Caritas Northeast
80.7%	83.3%	82.3%	Gateway Health
79.6% Weighted Average			
80.2%	82.1%	79.6%	Keystone First
83.7%	81.7%	79.1%	United Healthcare
81.0%	90.3%	79.1%	UPMC for You
	83.7%	77.9%	Geisinger Health Plan
79.6%	82.2%	76.5%	Health Partners Plans
73.1%	80.4%	70.6%	Aetna Better Health

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Getting Needed Care Right Away, Adult

Getting Care You Need (CAHPS®)

Plan members were asked, "In the last six months, how often was it easy to get the care, tests, or treatment you needed through your health plan?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



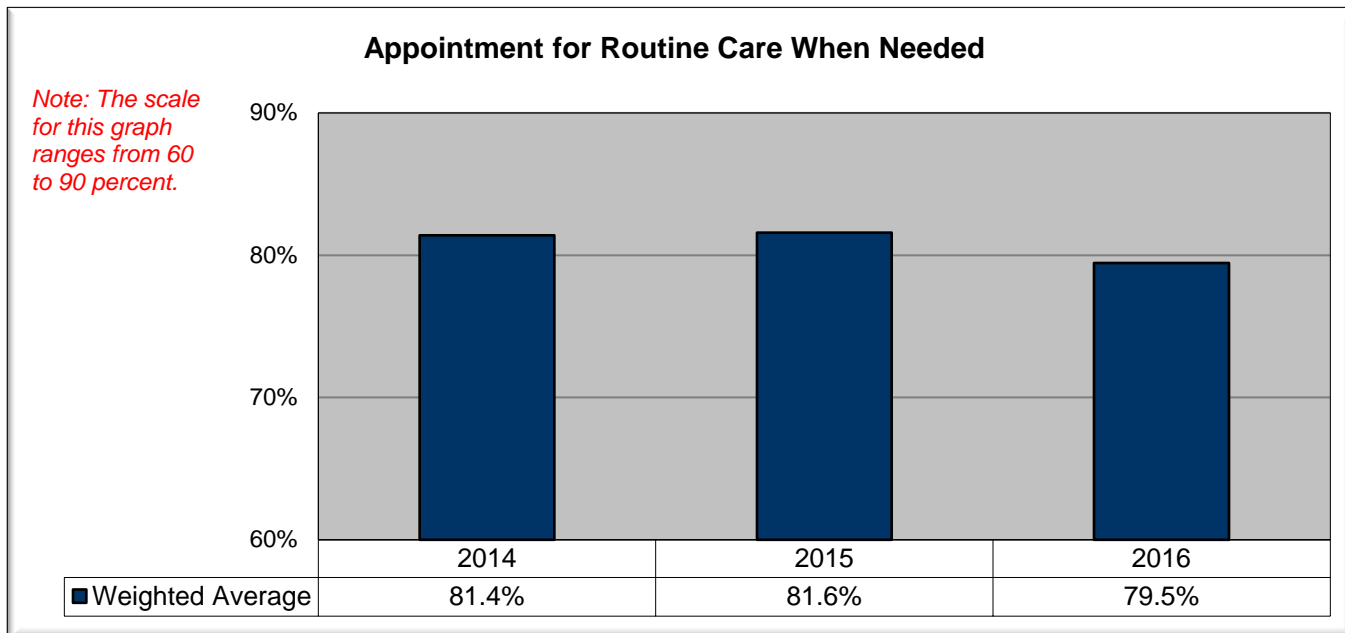
Getting Care You Need ¹ - Adult			
2014	2015	2016	Health Plan
88.2%	88.2%	89.1%	UPMC for You
	86.0%	87.1%	Geisinger Health Plan
84.9%	86.1%	85.6%	Gateway Health
83.2%	84.1%	85.3%	United Healthcare
79.6%	83.1%	84.7%	AmeriHealth Caritas Pennsylvania
		84.4%	Weighted Average
	84.5%	84.1%	AmeriHealth Caritas Northeast
80.1%	81.2%	81.5%	Aetna Better Health
82.5%	83.4%	80.8%	Health Partners Plans
89.6%	81.2%	80.4%	Keystone First

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Getting Needed Care Right Away, Adult

Appointment for Routine Care When Needed (CAHPS®)

Plan members were asked, "In the last six months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



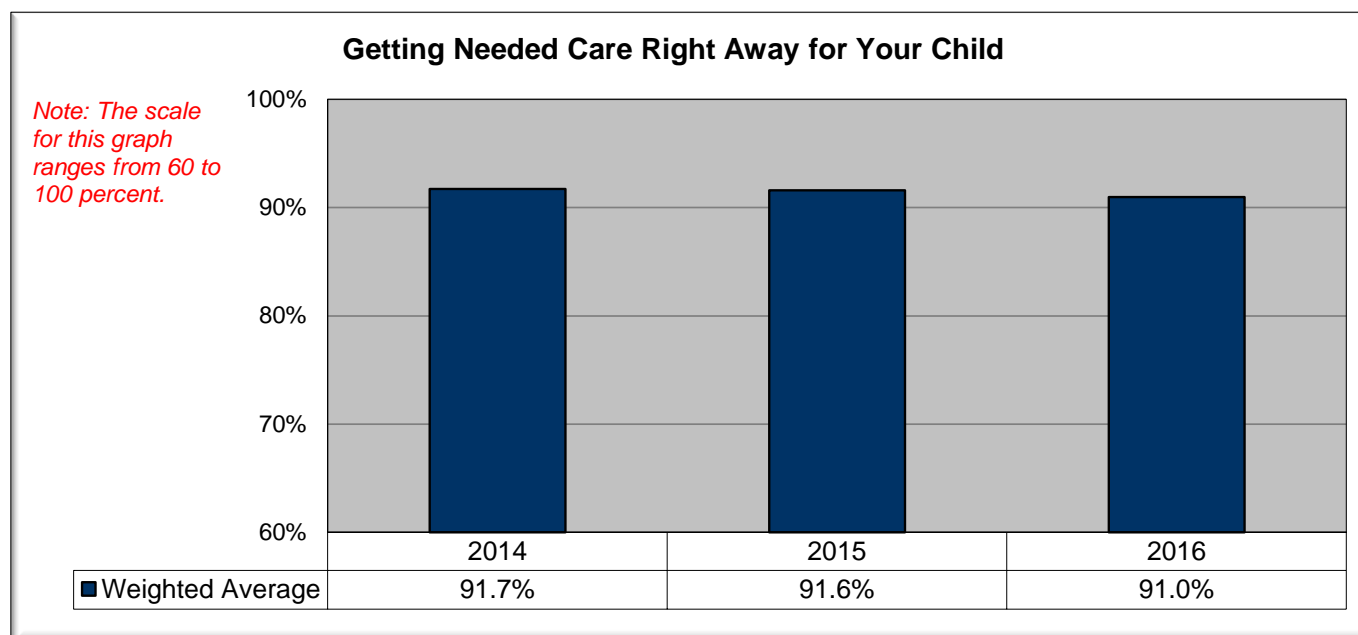
Appointment for Routine Care When Needed ¹ - Adult			
2014	2015	2016	Health Plan
83.0%	84.3%	83.3%	AmeriHealth Caritas Pennsylvania
81.7%	81.5%	83.0%	Gateway Health
84.2%	82.8%	82.6%	UPMC for You
	83.4%	82.3%	Geisinger Health Plan
	82.5%	79.9%	AmeriHealth Caritas Northeast
		79.5%	Weighted Average
84.7%	80.7%	79.0%	Keystone First
82.7%	77.8%	76.2%	United Healthcare
75.3%	79.5%	75.4%	Aetna Better Health
79.0%	81.6%	72.0%	Health Partners Plans

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Getting Needed Care Right Away, Child

Getting Needed Care Right Away for Your Child (CAHPS®)

Plan members were asked, "In the last six months, when your child needed care right away, how often did your child get care as soon as he or she needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



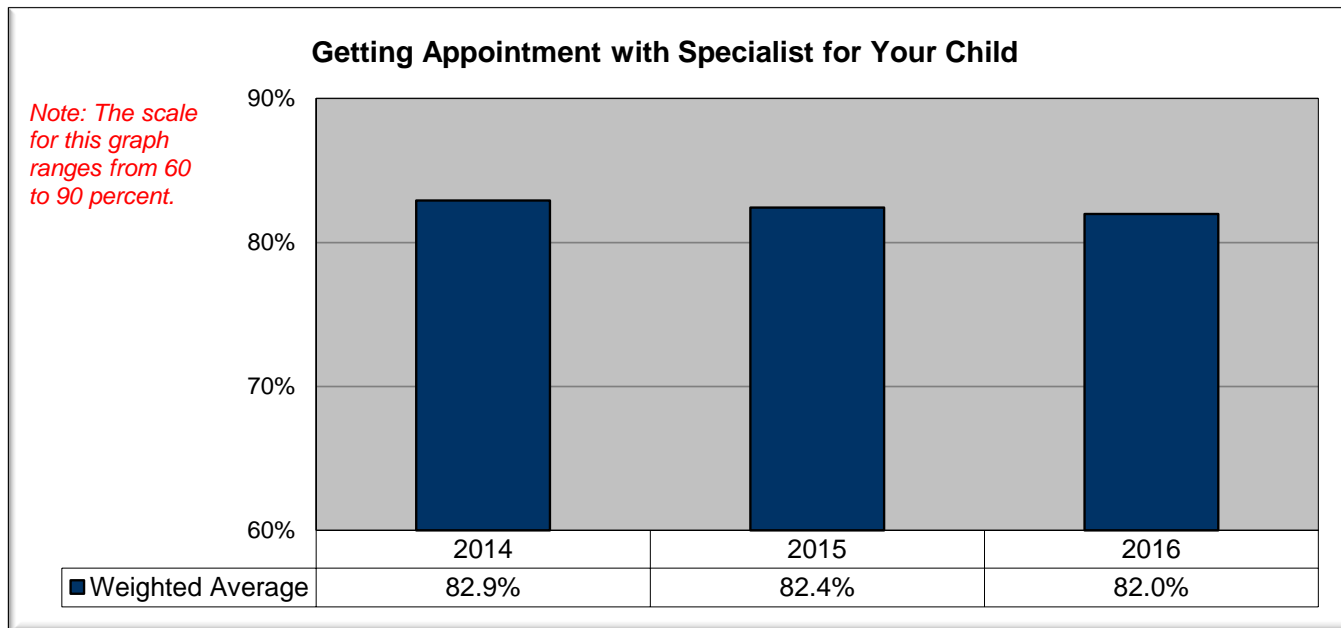
Getting Needed Care Right Away for Your Child ¹			
2014	2015	2016	Health Plan
96.6%	95.9%	94.5%	UPMC for You
	91.2%	93.0%	AmeriHealth Caritas Northeast
91.7%	94.6%	92.8%	Gateway Health
	92.2%	92.8%	Geisinger Health Plan
90.4%	91.0%	91.7%	AmeriHealth Caritas Pennsylvania
		91.0%	Weighted Average
91.6%	86.7%	90.7%	Aetna Better Health
92.9%	89.8%	90.3%	Keystone First
82.9%	86.1%	88.8%	Health Partners Plans
94.9%	93.9%	84.5%	United Healthcare

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Getting Needed Care Right Away, Child

Getting Appointment with Specialist for Your Child (CAHPS®)

Plan members were asked, "In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



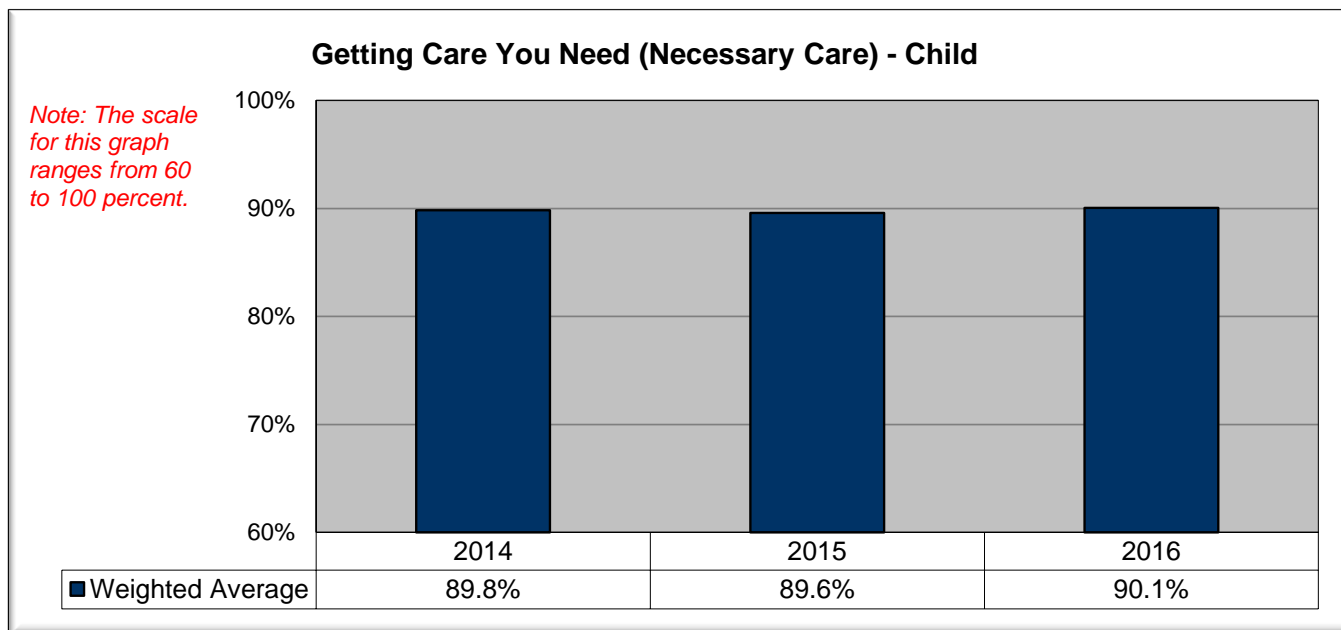
Getting Appointment with Specialist for Your Child ¹			
2014	2015	2016	Health Plan
89.2%	82.1%	88.8%	UPMC for You
82.0%	82.5%	85.3%	Gateway Health
	86.7%	83.0%	AmeriHealth Caritas Northeast
	82.9%	82.7%	Geisinger Health Plan
		82.0%	Weighted Average
83.2%	85.6%	81.7%	AmeriHealth Caritas Pennsylvania
83.5%	81.0%	79.8%	Aetna Better Health
78.7%	79.1%	79.8%	Keystone First
84.1%	82.5%	78.9%	United Healthcare
81.1%	76.9%	75.3%	Health Partners Plans

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Getting Needed Care Right Away, Child

Getting Care You Think Your Child Needs (CAHPS®)

Plan members were asked, "In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



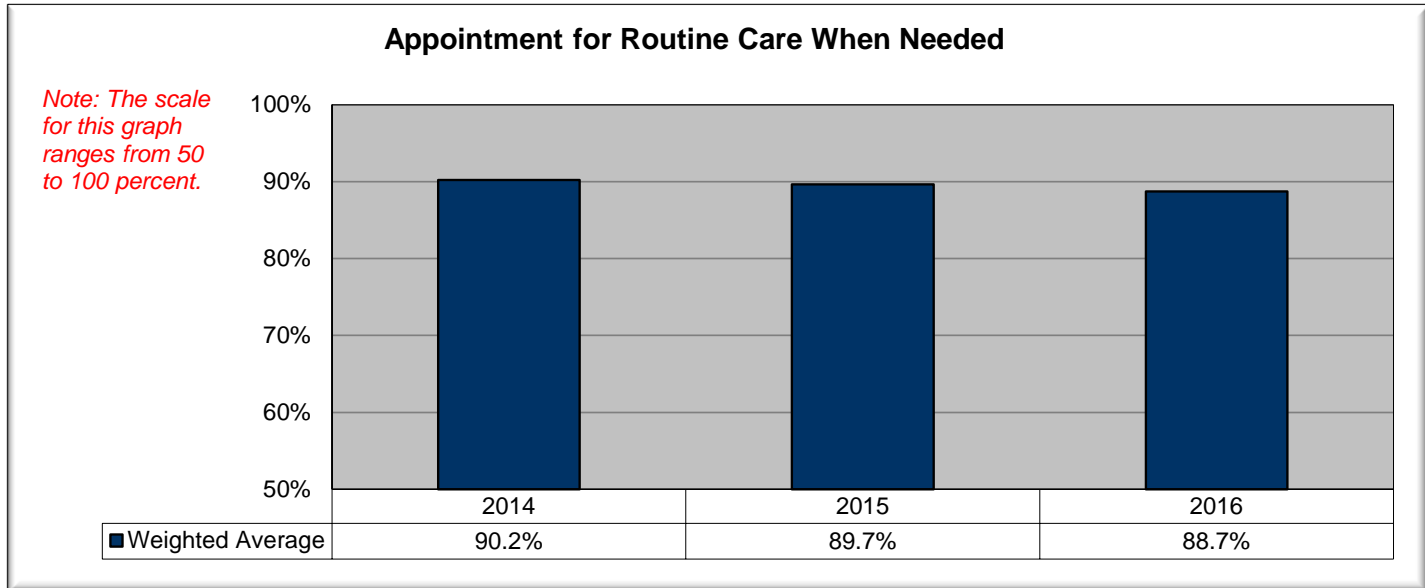
Getting Care You Need (Necessary Care) - Child ¹			
2014	2015	2016	Health Plan
89.2%	93.6%	93.4%	UPMC for You
90.7%	89.5%	92.2%	Gateway Health
91.9%	91.6%	91.8%	Aetna Better Health
	93.8%	91.6%	AmeriHealth Caritas Northeast
90.1% Weighted Average			
90.1%	90.2%	89.8%	AmeriHealth Caritas Pennsylvania
	89.8%	89.3%	Geisinger Health Plan
90.7%	89.0%	89.3%	United Healthcare
88.2%	86.2%	89.1%	Keystone First
86.6%	82.0%	83.5%	Health Partners Plans

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Getting Needed Care Right Away, Child

Appointment for Routine Care When Needed (CAHPS®)

Plan members were asked, "In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as your child needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



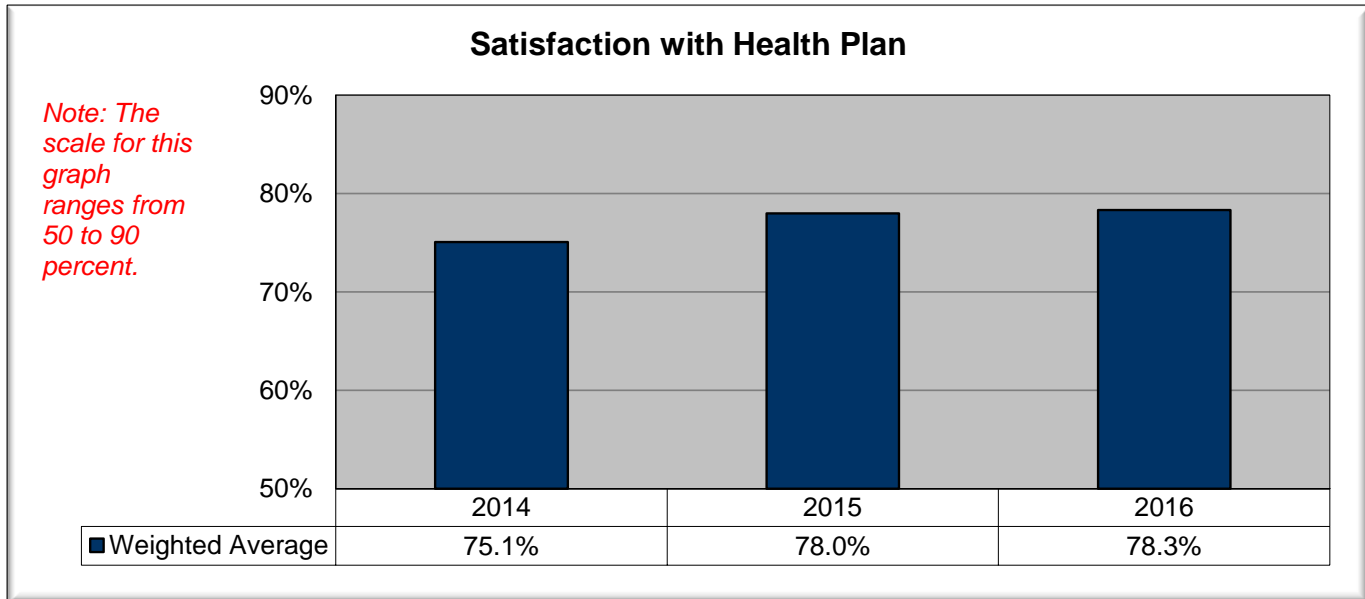
Appointment for Routine Care When Needed ¹ - Child			
2014	2015	2016	Health Plan
	93.7%	92.8%	AmeriHealth Caritas Northeast
92.0%	94.8%	91.9%	UPMC for You
93.6%	91.2%	91.2%	Gateway Health
	88.2%	91.1%	Geisinger Health Plan
91.9%	89.7%	88.8%	Aetna Better Health
88.7% Weighted Average			
89.4%	91.2%	88.7%	AmeriHealth Caritas Pennsylvania
88.7%	84.0%	87.0%	Keystone First
88.0%	90.7%	85.8%	United Healthcare
85.2%	82.5%	80.9%	Health Partners Plans

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Satisfaction, Adult

Satisfaction with Health Plan (CAHPS®)

Plan members were asked, "What number would you use to rate your health plan?" Plan members used any number from 0 to 10, where 0 is the worst health plan possible, and 10 is the best health plan possible. Responses of 8 and above were used to assess plan performance.



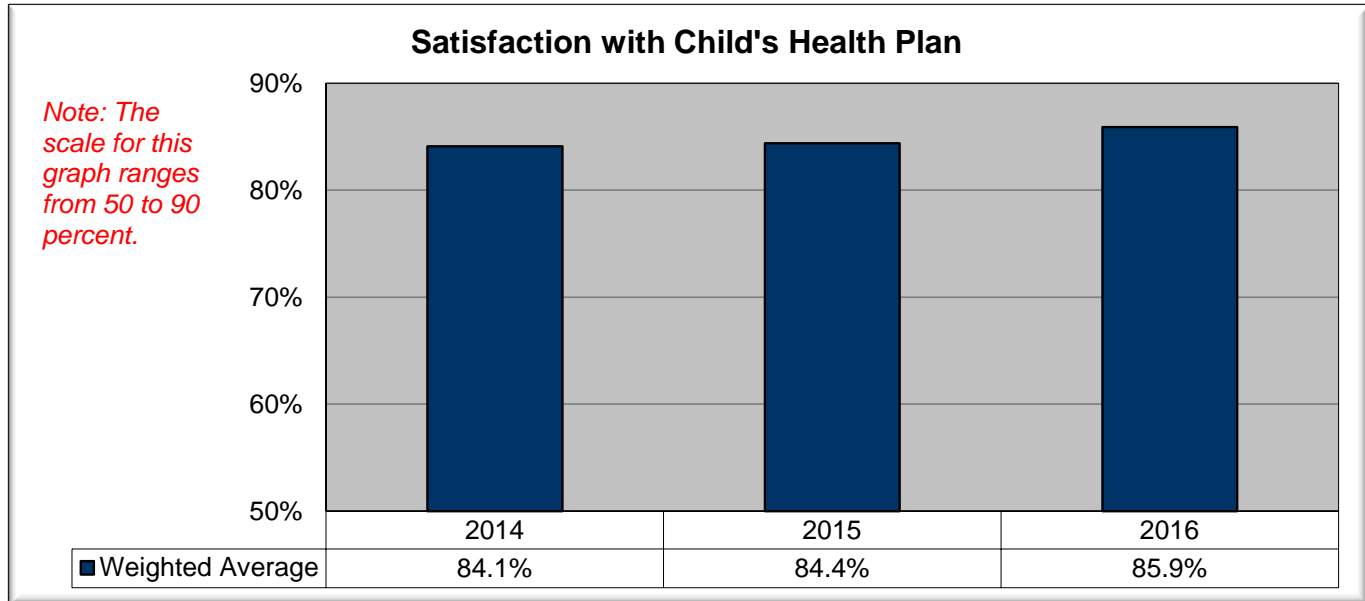
Satisfaction with Health Plan ¹ - Adult			
2014	2015	2016	Health Plan
78.6%	83.3%	84.7%	UPMC for You
79.3%	84.1%	84.4%	Health Partners Plans
	75.2%	81.3%	AmeriHealth Caritas Northeast
76.2%	81.2%	81.2%	AmeriHealth Caritas Pennsylvania
	79.8%	79.8%	Geisinger Health Plan
81.4%	78.1%	78.8%	Keystone First
		78.3%	Weighted Average
73.9%	76.8%	77.5%	Gateway Health
72.8%	78.6%	72.1%	United Healthcare
66.6%	61.9%	66.0%	Aetna Better Health

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

Performance Area - Satisfaction, Child

Satisfaction with Child's Health Plan (CAHPS®)

Plan members were asked, "What number would you use to rate your child's health plan?" Plan members used any number from 0 to 10, where 0 is the worst health plan possible, and 10 is the best health plan possible. Responses of 8 and above were used to assess plan performance.



Satisfaction with Child's Health Plan ¹ - Child			
2014	2015	2016	Health Plan
84.5%	84.8%	90.9%	AmeriHealth Caritas Pennsylvania
88.4%	88.3%	89.4%	Health Partners Plans
87.6%	87.1%	88.9%	Keystone First
	85.6%	88.2%	AmeriHealth Caritas Northeast
86.7%	86.6%	87.9%	UPMC for You
		85.9%	Weighted Average
	83.8%	84.8%	Geisinger Health Plan
83.3%	86.3%	84.1%	Gateway Health
78.9%	75.9%	81.6%	Aetna Better Health
84.3%	81.1%	80.6%	United Healthcare

¹ Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.