

Physical Health HealthChoices Performance Trending Report 2022

Introduction

The Department of Human Services (the department) is committed to ensuring that Medicaid consumers enrolled in the Physical Health HealthChoices Program receive the highest quality of health care. The department requires physical health managed care organizations (PH-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 Physical Health HealthChoices Performance Trending Report summarizes data collected from the PH-MCOs for the Physical Health HealthChoices Lehigh/Capital, Northeast, Northwest, Southeast, and Southwest zones for the period January 1, 2019 through December 31, 2021 [Healthcare Effectiveness Data and Information Systems (HEDIS®)¹ Measurement Year (MY) 2019, MY 2020, MY 2021)]. This document supports measures that are important areas of focus for the department.

The department uses three formal sources of performance data: HEDIS®, Consumer Assessment of Healthcare Providers and Systems (CAHPS®)², and Pennsylvania Performance Measures (PAPMs). 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 the Adult and Child CAHPS® measures reported in the 2022 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 PH-MCOs. The department selected the PAPMs 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 PH-MCOs, and a variety of other stakeholders.

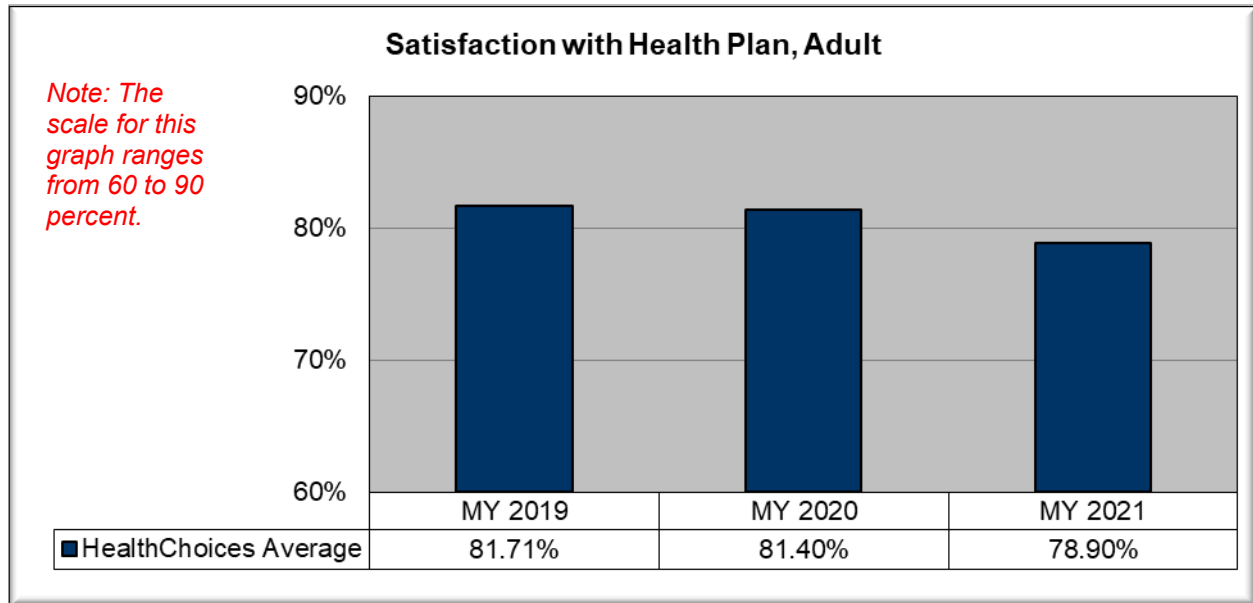
This Performance Trending Report documents ratings for measures focusing on areas that are important to the department's initiatives. The Physical Health HealthChoices Program reports aggregate plan results either as HealthChoices weighted averages for HEDIS® and PAPMs or HealthChoices averages for CAHPS®. Trending charts rank PH-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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HealthChoices Average Graphs



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

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

MY 2019, MY 2020, and MY 2021 Trending Charts

The performance trending charts appear below the graphs and provide data reported in MY 2019, MY 2020, and MY 2021. PH-MCOs above the HealthChoices Weighted Average/Average row in the trending charts indicate those plans that met or exceeded the HealthChoices Program Weighted Average/Average.

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Analysis

The table below summarizes the results of the measures presented in the 2022 Performance Trending Report.

No.	Assessment Criteria	Number of Measures
1.	For the 33 Performance Trending Report measures, only 30 measures met the MY 2021 HealthChoices (HC) Weighted Average/Average assessment criteria. Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life, Adolescent Well-Care Visits, and Reducing Potentially Preventable Readmissions retired and do not have a MY 2021 HC Weighted Average/Average for comparison. Of the remaining 30 measures, the number of measures where the MY 2021 HC Weighted Average/Average:	
	a. Improved between MY 2020 and MY 2021	12
	b. Remained the same (less than 1% change) between MY 2020 and MY 2021	7
	c. Declined between MY 2020 and MY 2021	11
2.	For the 30 measures in the Performance Trending Report with national benchmarks ³ , only 28 measures met the benchmark and HC Weighted Average/Average assessment criteria. Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life and Adolescent Well-Care Visits retired and do not have MY 2021 HC Weighted Averages for comparison. Of the remaining 28 measures, the number of measures where the MY 2021 HC Weighted Average/Average:	
	a. Below (or worse than) the 50 th percentile	6
	b. At or above the 50 th percentile and below the 75 th percentile	12
	c. At or above the 75 th percentile	10

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 PH-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[®] Measurement Year 2021, Volume 2: Technical Specifications.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]), version 5.1H for HEDIS[®] MY 2021, is sponsored by the Agency for Healthcare Research and Quality (AHRQ), and appears in HEDIS[®] MY 2021, as Volume 3. This report contains question text from CAHPS[®] 5.1H Adult and 5.1H Child Medicaid Questionnaires.

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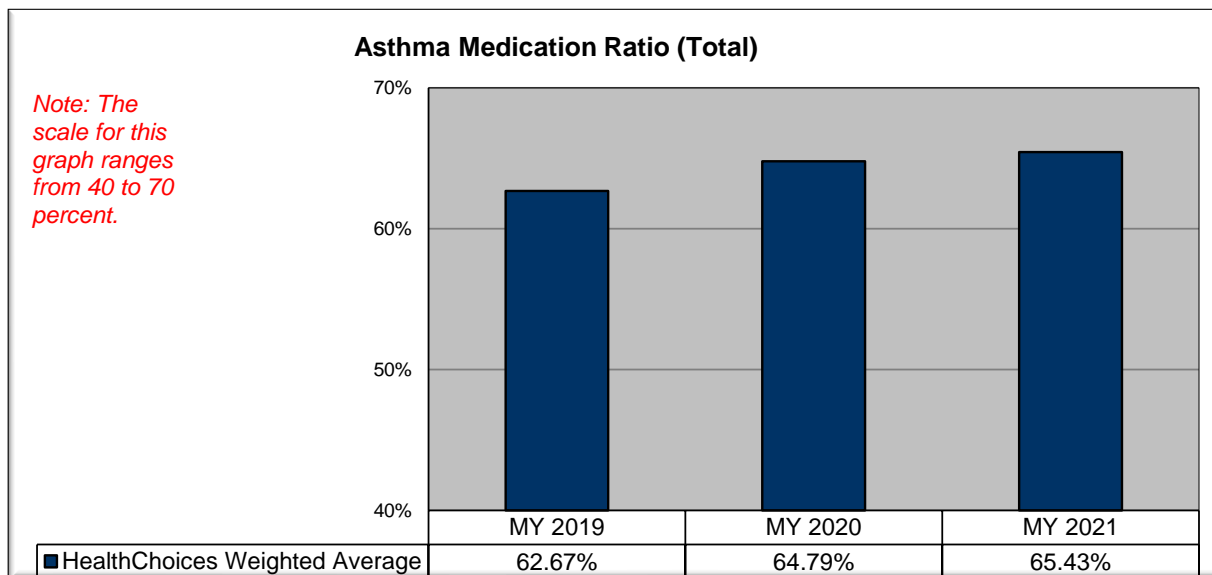
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*Represents measures that are part of the Pennsylvania Pay for Performance Programs.

Performance Area - Asthma

Asthma Medication Ratio (Total) (HEDIS®)

This measure shows the percentage of members five to sixty-four years of age who were identified as having persistent asthma and had a ratio of controller medications to total asthma medications of 0.50 or greater during the measurement year.



Asthma Medication Ratio (Total)			
MY 2019	MY 2020	MY 2021	Health Plan
67.39%	66.80%	67.07%	UPMC for You
60.27%	64.59%	66.57%	Keystone First
65.06%	67.28%	66.53%	Health Partners Plans
63.59%	64.46%	66.07%	AmeriHealth Caritas Pennsylvania ¹
65.43%			HealthChoices Weighted Average
67.33%	65.48%	64.15%	Geisinger Health Plan
59.19%	62.15%	64.02%	Highmark Wholecare ²
61.31%	62.29%	62.60%	Aetna Better Health
58.48%	62.43%	61.47%	United Healthcare
60.64%	0.00%		AmeriHealth Caritas Northeast ¹

Note: Asthma Medication Ratio supersedes the recently retired Medication Management Management for People with Asthma measure.

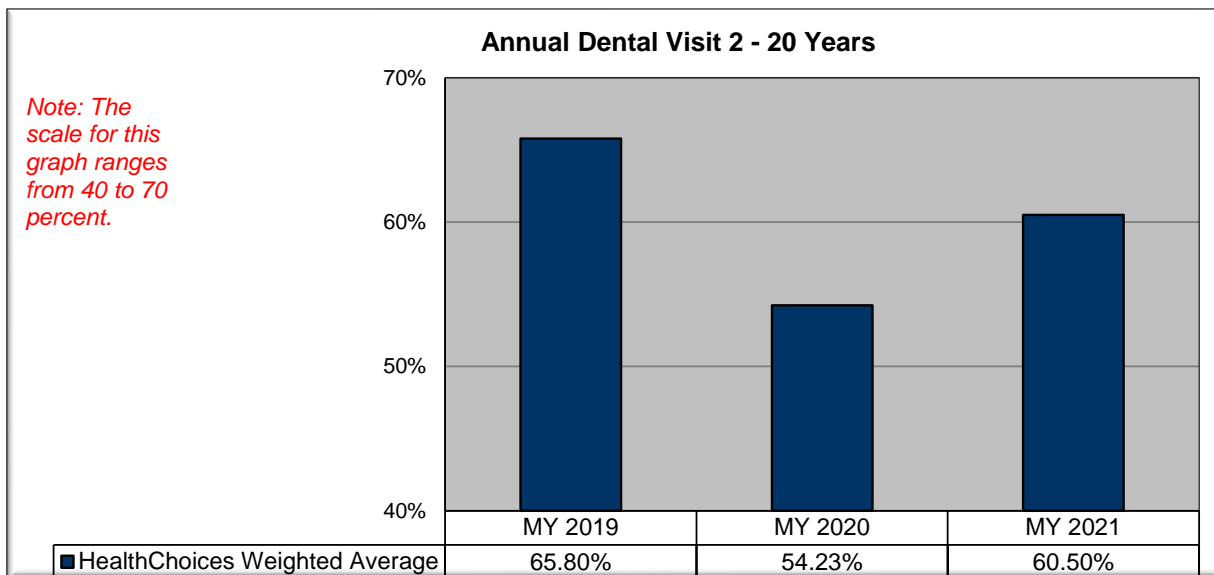
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²Effective 01/01/2022, this information is issued on behalf of Highmark Wholecare, coverage by Gateway Health Plan, which is an independent licensee of the Blue Cross Blue Shield Association. Highmark Wholecare serves a Medicaid plan to Blue Shield members in 13 counties in central Pennsylvania, as well as, to Blue Cross Blue Shield members in 27 counties in western Pennsylvania.

Performance Area - Children's Dental

Annual Dental Visit 2 - 20 Years (HEDIS®)

This measure shows the percentage of members two to twenty years of age who had at least one dental visit during the measurement year.



Annual Dental Visit 2 - 20 Years			
MY 2019	MY 2020	MY 2021	Health Plan
71.59%	57.84%	68.87%	Keystone First
67.42%	59.93%	63.56%	AmeriHealth Caritas Pennsylvania ¹
58.81%	58.05%	62.02%	United Healthcare
65.44%	55.93%	61.40%	Highmark Wholecare ²
60.50%			HealthChoices Weighted Average
58.58%	60.79%	57.94%	UPMC for You
68.43%	48.39%	55.21%	Health Partners Plans
54.39%	45.74%	55.20%	Geisinger Health Plan
58.64%	43.61%	50.45%	Aetna Better Health
63.85%			AmeriHealth Caritas Northeast ¹

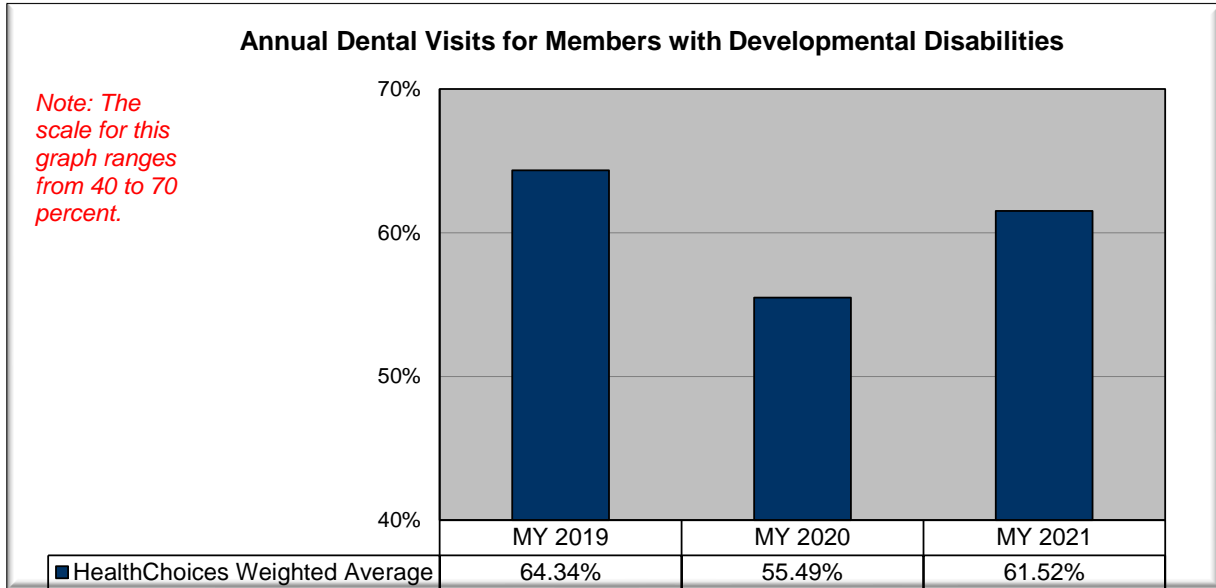
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Performance Area - Children's Dental

Annual Dental Visits for Members with Developmental Disabilities (PAPM)

This measure shows the percentage of members two to twenty years of age with a developmental disability who had at least one 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				
MY 2019	MY 2020	MY 2021	Health Plan	
71.43%	58.63%	68.51%	Keystone First	
69.37%	60.94%	65.59%	AmeriHealth Caritas Pennsylvania ¹	
65.61%	56.57%	63.88%	Highmark Wholecare ²	
61.52%			HealthChoices Weighted Average	
60.79%	59.66%	59.96%	UPMC for You	
59.51%	50.50%	59.34%	United Healthcare	
69.12%	48.80%	55.75%	Health Partners Plans	
54.29%	46.52%	54.83%	Geisinger Health Plan	
60.93%	46.69%	53.18%	Aetna Better Health	
65.20%			AmeriHealth Caritas Northeast ¹	

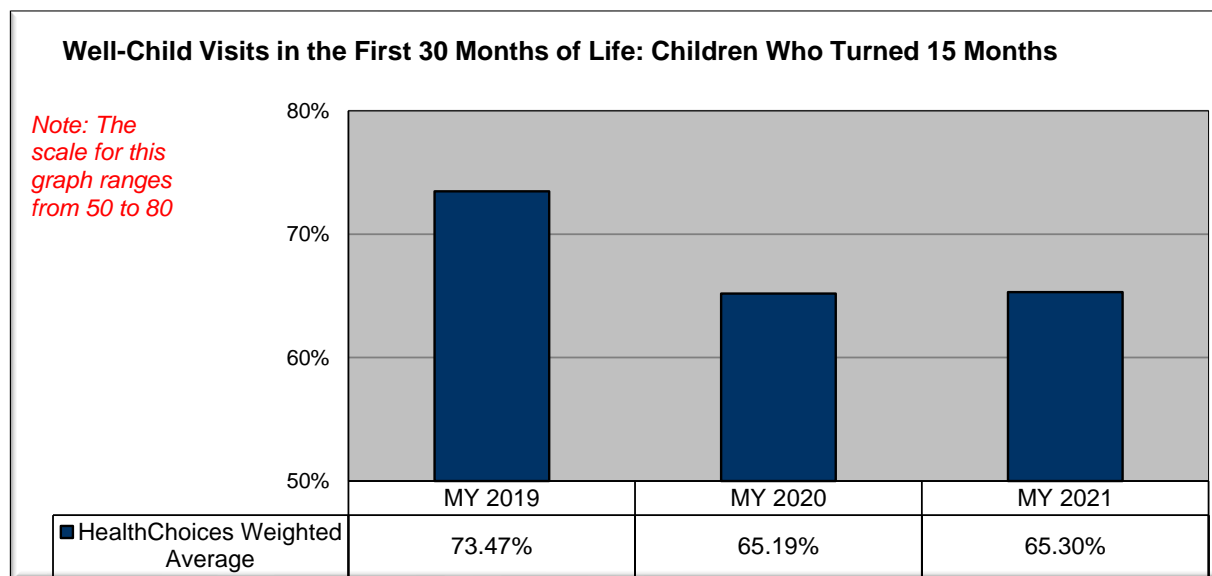
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Performance Area - Children's Health

Well-Child Visits in the First 30 Months of Life: Children Who Turned 15 Months (HEDIS®)

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



Well-Child Visits in the First 30 Months of Life: Children Who Turned 15 Months ²			
MY 2019	MY 2020	MY 2021	Health Plan
73.72%	73.92%	74.69%	UPMC for You
74.45%	66.54%	69.18%	Highmark Wholecare ³
73.97%	69.15%	67.27%	AmeriHealth Caritas Pennsylvania ¹
74.21%	63.20%	65.36%	United Healthcare
65.30%			HealthChoices Weighted Average
74.14%	66.41%	65.24%	Geisinger Health Plan*
72.02%	55.96%	60.07%	Aetna Better Health
74.45%	62.27%	58.43%	Health Partners Plans
71.53%	59.21%	57.85%	Keystone First*
73.97%			AmeriHealth Caritas Northeast ¹

*Due to the disruption caused by COVID-19, NCQA allowed Medicaid MCOs to report audited MY 2018 rates if they are better than MY 2019 rates for measures collected using the hybrid methodology only. PH-MCOs marked with an asterisk have submitted MY 2018 hybrid results for MY 2019.

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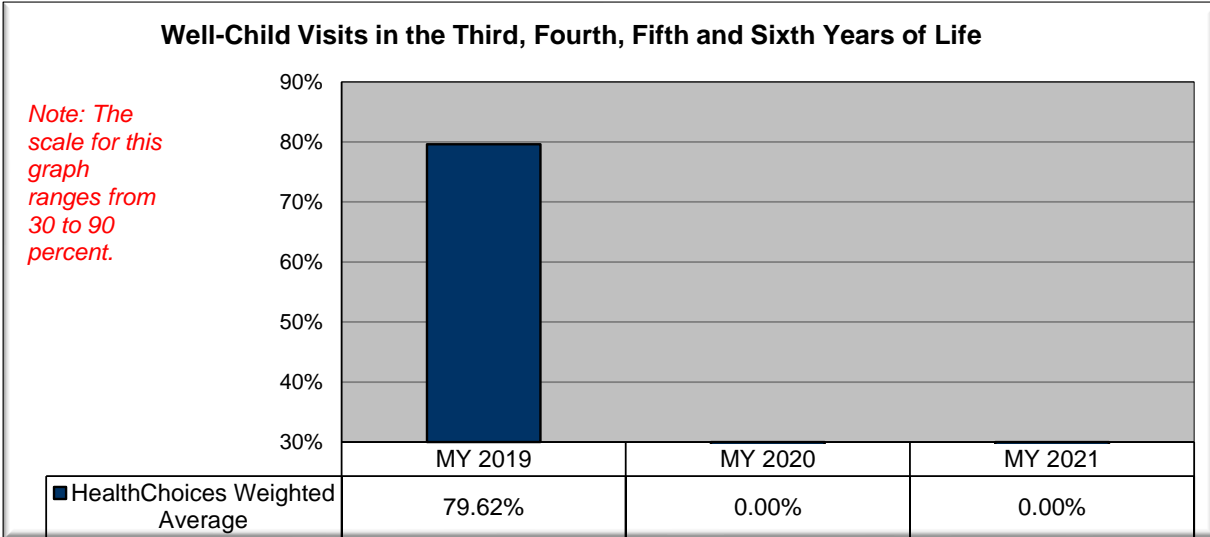
²NCQA revised the Well-Child Visits in the First 15 Months to Well-Child Visits in the First 30 Months of Life: Well-Child Visits in the First 15 Months.

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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 ^{2**}			
MY 2019	MY 2020	MY 2021	Health Plan
81.20%			Health Partners Plans*
81.00%			UPMC for You
80.54%			United Healthcare
79.87%			Keystone First
79.62%			HealthChoices Weighted Average
79.32%			AmeriHealth Caritas Pennsylvania ¹
78.83%			Highmark Wholecare ³
78.72%			Geisinger Health Plan
76.64%			Aetna Better Health
75.43%			AmeriHealth Caritas Northeast ¹

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**Due to the measure's retirement, MY 2019 rates are sorted in descending order.

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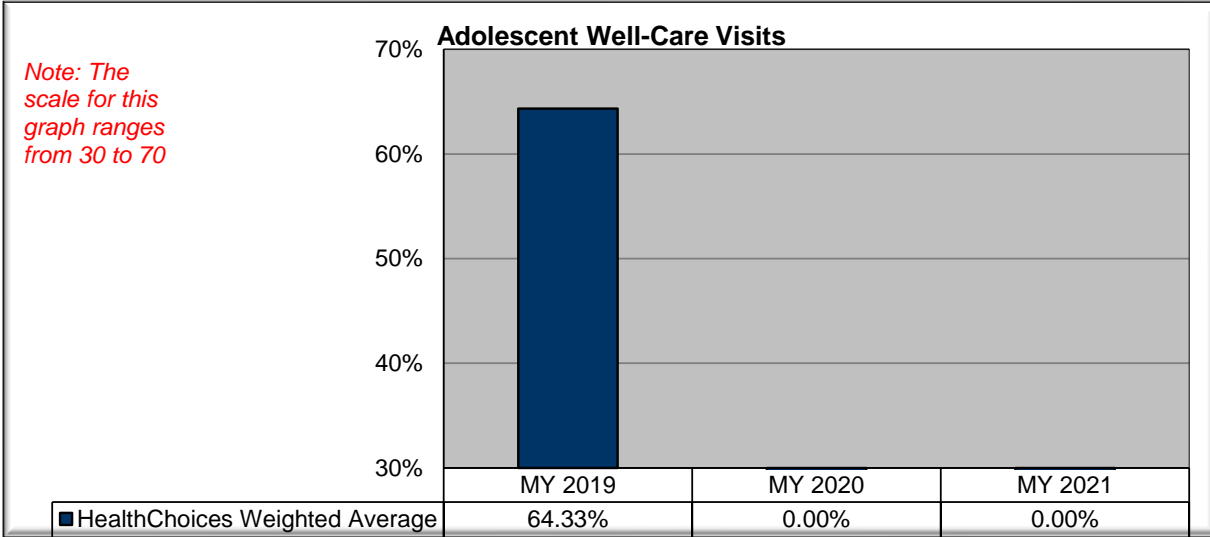
²NCQA retired this measure's age band and developed the new Child and Adolescent Well-Care Visits. MY 2019 is the last reported rate for this age band.

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Performance Area - Children's Health

Adolescent Well-Care Visits (HEDIS®)

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



Adolescent Well-Care Visits ^{2**}			
MY 2019	MY 2020	MY 2021	Health Plan
73.67%			AmeriHealth Caritas Northeast ¹
72.11%			AmeriHealth Caritas Pennsylvania ¹
66.91%			Keystone First*
66.91%			United Healthcare
64.33%			HealthChoices Weighted Average
63.54%			Health Partners Plans
63.50%			Highmark Wholecare ³
61.01%			Geisinger Health Plan*
60.30%			UPMC for You
56.93%			Aetna Better Health

*Due to the disruption caused by COVID-19, NCQA allowed Medicaid MCOs to report audited MY 2018 rates if they are better than MY 2019 rates for measures collected using the hybrid methodology only. PH-MCOs marked with an asterisk have submitted MY 2018 hybrid results for MY 2019.

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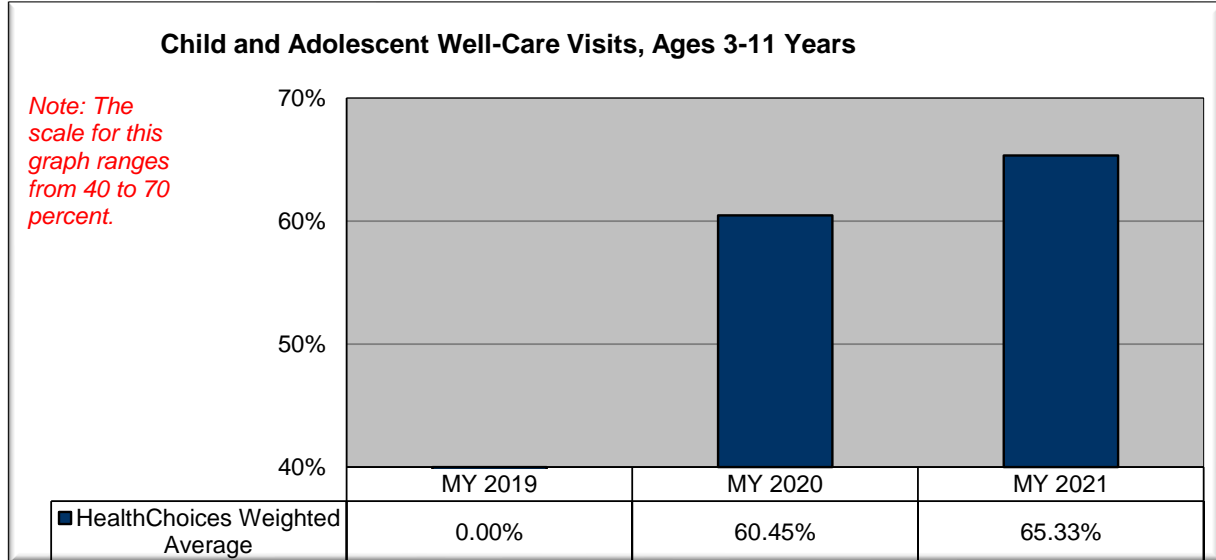
²NCQA retired this measure's age band and developed the new Child and Adolescent Well-Care Visits. MY 2019 is the last reported rate for this age band.

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Performance Area - Children's Health

Child and Adolescent Well-Care Visits, Ages 3-11 Years (HEDIS®)

This measure shows the percentage of children three to eleven years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.



Child and Adolescent Well-Care Visits, Ages 3-11 Years ²			
MY 2019	MY 2020	MY 2021	Health Plan
	58.77%	67.63%	Keystone First
	65.33%	66.96%	UPMC for You
	55.36%	65.79%	Health Partners Plans
	61.05%	65.49%	AmeriHealth Caritas Pennsylvania ¹
		65.33%	HealthChoices Weighted Average
	62.52%	64.75%	Highmark Wholecare ³
	58.96%	63.17%	United Healthcare
	62.27%	63.05%	Geisinger Health Plan
	56.19%	61.16%	Aetna Better Health
			AmeriHealth Caritas Northeast¹

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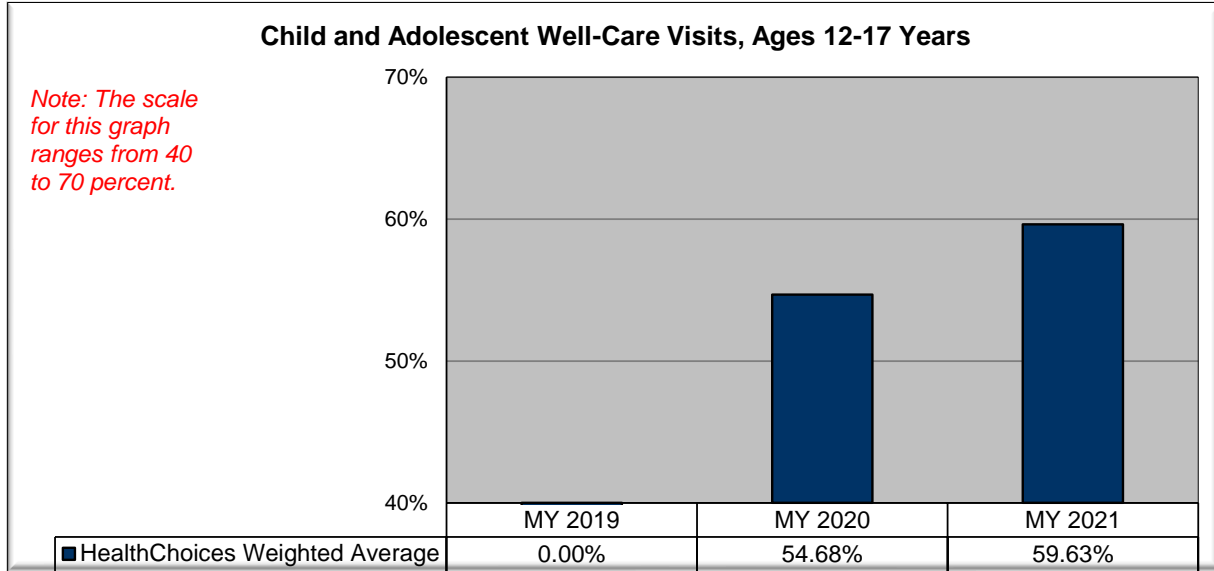
² NCQA retired the Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life and Adolescent Well-Care Visits to develop the Child and Adolescent Well-Care Visits. The age bands are not trendable.

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Performance Area - Children's Health

Child and Adolescent Well-Care Visits, Ages 12-17 Years (HEDIS®)

This measure shows the percentage of children twelve to seventeen years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.



Child and Adolescent Well-Care Visits, Ages 12-17 Years ²				
MY 2019	MY 2020	MY 2021	Health Plan	
	51.44%	62.70%	Keystone First	
	60.34%	61.21%	UPMC for You	
	47.65%	60.38%	Health Partners Plans	
	55.21%	59.73%	AmeriHealth Caritas Pennsylvania ¹	
	59.63% HealthChoices Weighted Average			
	58.71%	58.69%	Highmark Wholecare ³	
	52.83%	57.40%	United Healthcare	
	58.20%	56.68%	Geisinger Health Plan	
	50.38%	54.63%	Aetna Better Health	
			AmeriHealth Caritas Northeast ¹	

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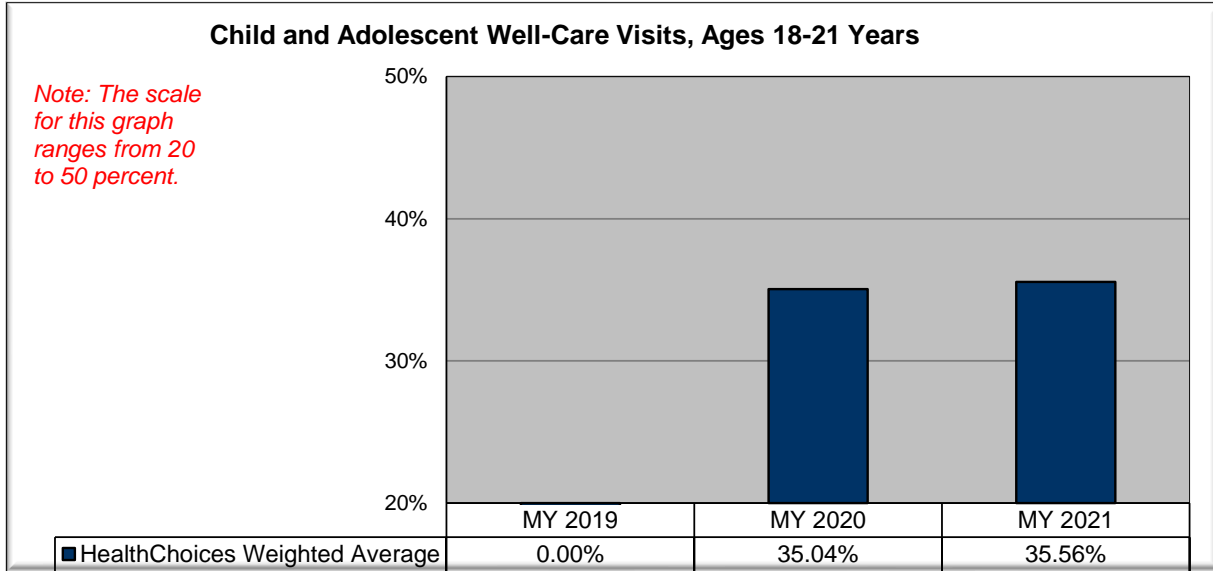
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Performance Area - Children's Health

Child and Adolescent Well-Care Visits, Ages 18-21 Years (HEDIS®)

This measure shows the percentage of children eighteen to twenty-one years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.



Child and Adolescent Well-Care Visits, Ages 18-21 Years ²			
MY 2019	MY 2020	MY 2021	Health Plan
	39.69%	39.48%	UPMC for You
	34.04%	38.15%	Keystone First
	33.62%	36.00%	AmeriHealth Caritas Pennsylvania ¹
		35.56%	HealthChoices Weighted Average
	32.04%	34.74%	Health Partners Plans
	39.00%	34.53%	Highmark Wholecare ³
	36.39%	33.21%	Geisinger Health Plan
	32.75%	32.51%	United Healthcare
	28.37%	29.89%	Aetna Better Health
			AmeriHealth Caritas Northeast ¹

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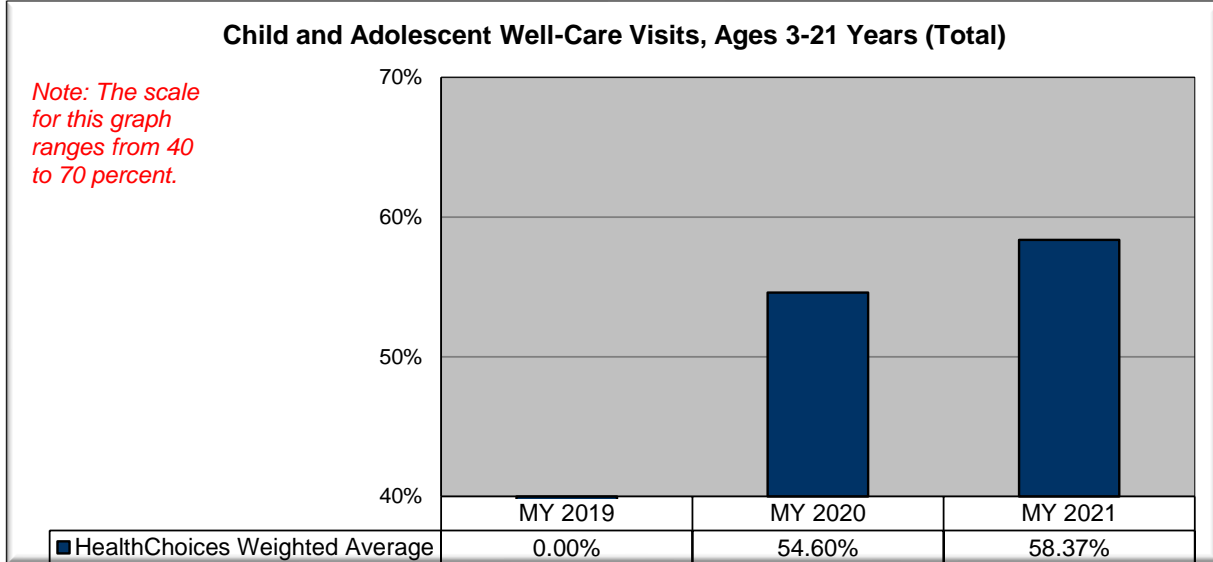
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Performance Area - Children's Health

Child and Adolescent Well-Care Visits, Ages 3-21 Years (Total) (HEDIS®)

This measure shows the percentage of children three to twenty-one years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.



Child and Adolescent Well-Care Visits, Ages 3-21 Years (Total) ²				
MY 2019	MY 2020	MY 2021	Health Plan	
	52.51%	61.08%	Keystone First	
	59.74%	60.56%	UPMC for You	
	55.09%	58.88%	AmeriHealth Caritas Pennsylvania ¹	
	49.42%	58.51%	Health Partners Plans	
		58.37%	HealthChoices Weighted Average	
	57.57%	57.54%	Highmark Wholecare ³	
	56.71%	55.56%	Geisinger Health Plan	
	52.42%	55.54%	United Healthcare	
	49.97%	53.74%	Aetna Better Health	
			AmeriHealth Caritas Northeast¹	

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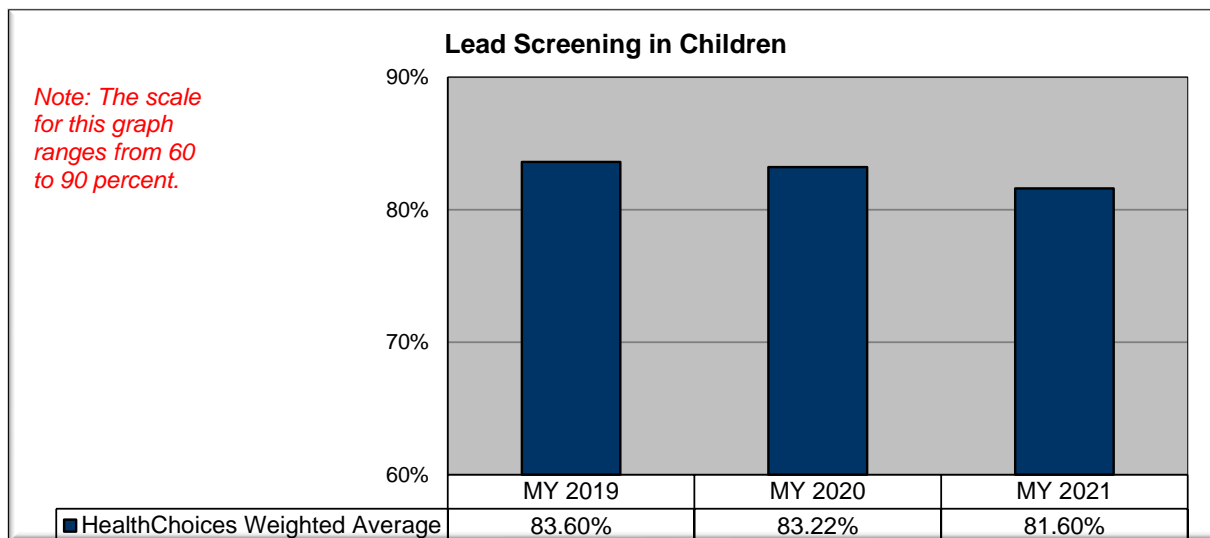
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Performance Area - Children's Health

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			
MY 2019	MY 2020	MY 2021	Health Plan
90.51%	87.10%	86.13%	UPMC for You
82.24%	88.32%	84.43%	Geisinger Health Plan*
85.16%	83.94%	83.45%	Highmark Wholecare ²
81.60%			HealthChoices Weighted Average
84.43%	83.54%	80.89%	Keystone First
81.27%	80.54%	79.63%	Health Partners Plans*
79.32%	78.68%	79.08%	Aetna Better Health
78.13%	79.74%	78.94%	AmeriHealth Caritas Pennsylvania ¹
79.81%	80.78%	77.10%	United Healthcare
78.98%			AmeriHealth Caritas Northeast ¹

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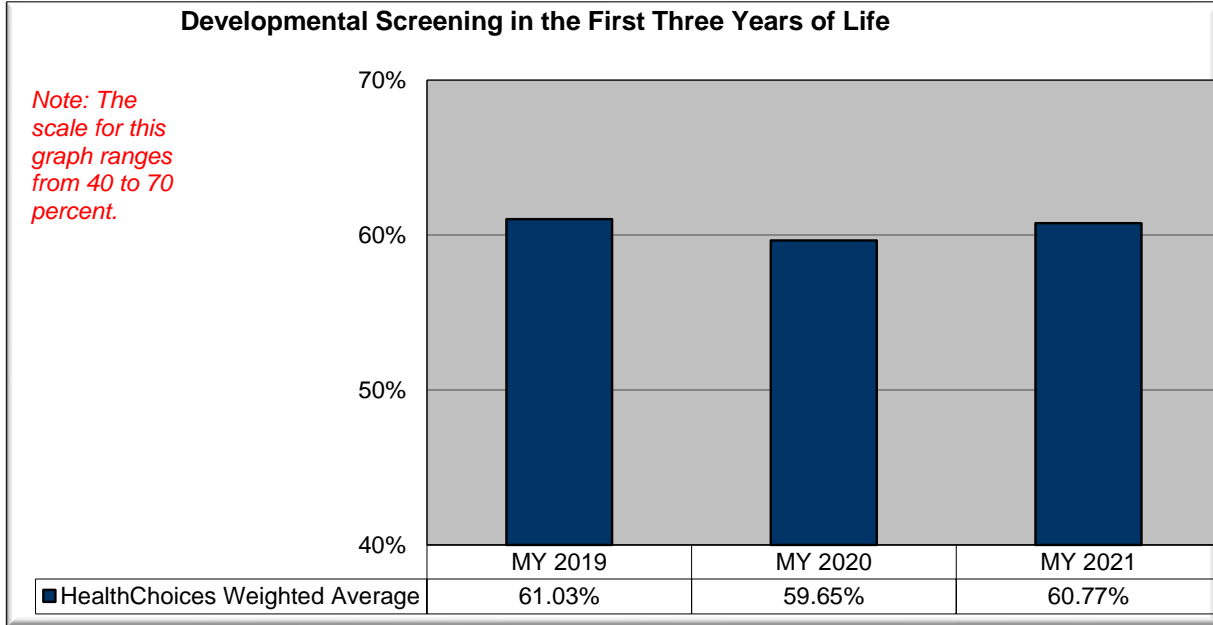
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Performance Area - Children's Health

Developmental Screening in the First Three Years of Life (PAPM)

The percentage of children screened for risk of developmental, behavioral, and social delays using a standardized screening tool in the twelve months preceding or on their first, second, or third birthday.



Developmental Screening in the First Three Years of Life			
MY 2019	MY 2020	MY 2021	Health Plan
64.61%	63.56%	71.51%	UPMC for You
59.47%	60.78%	63.04%	United Healthcare
59.81%	60.36%	61.60%	Highmark Wholecare ²
60.49%	58.02%	61.04%	Keystone First
60.77%			HealthChoices Weighted Average
62.21%	61.44%	58.46%	Aetna Better Health
60.71%	59.47%	58.14%	AmeriHealth Caritas Pennsylvania ¹
54.87%	49.56%	51.49%	Health Partners Plans
65.39%	63.88%	50.25%	Geisinger Health Plan
60.05%			AmeriHealth Caritas Northeast ¹

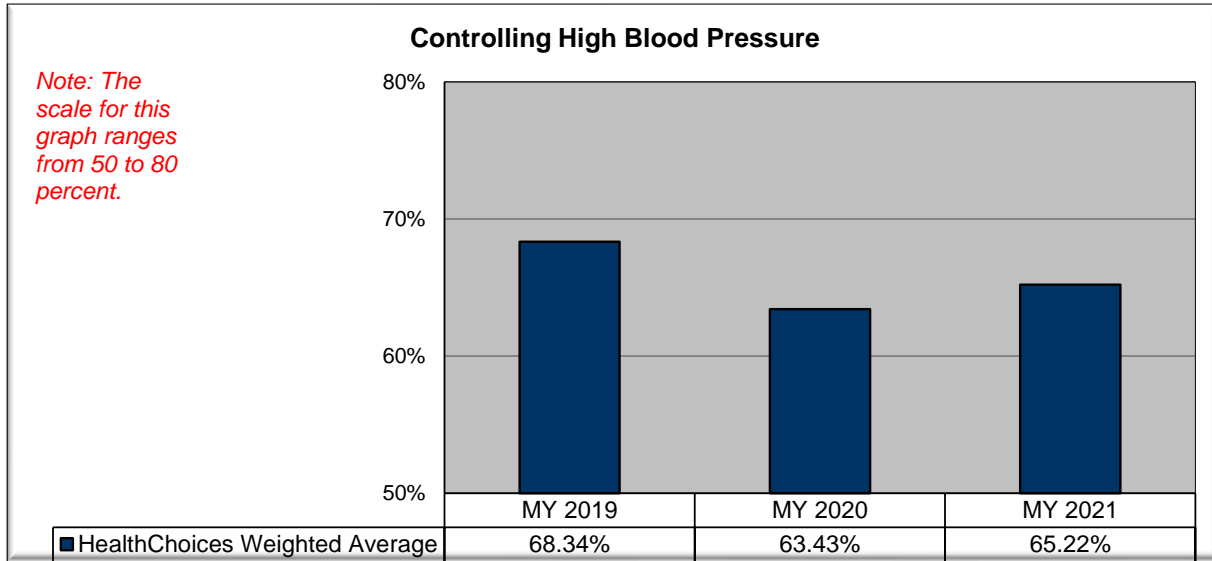
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Performance Area - Cholesterol

Controlling High Blood Pressure (HEDIS®)

This measure shows the percentage of persons eighteen to eighty-five 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			
MY 2019	MY 2020	MY 2021	Health Plan
68.37%	65.45%	69.83%	UPMC for You
68.61%	71.29%	69.10%	Highmark Wholecare ²
72.99%	62.53%	68.61%	AmeriHealth Caritas Pennsylvania ¹
71.78%	71.53%	67.64%	Geisinger Health Plan*
65.22%			HealthChoices Weighted Average
68.13%	62.77%	64.96%	Health Partners Plans*
67.40%	67.88%	62.77%	Aetna Better Health
69.10%	62.77%	62.77%	United Healthcare
63.99%	51.58%	55.47%	Keystone First*
73.48%			AmeriHealth Caritas Northeast ¹

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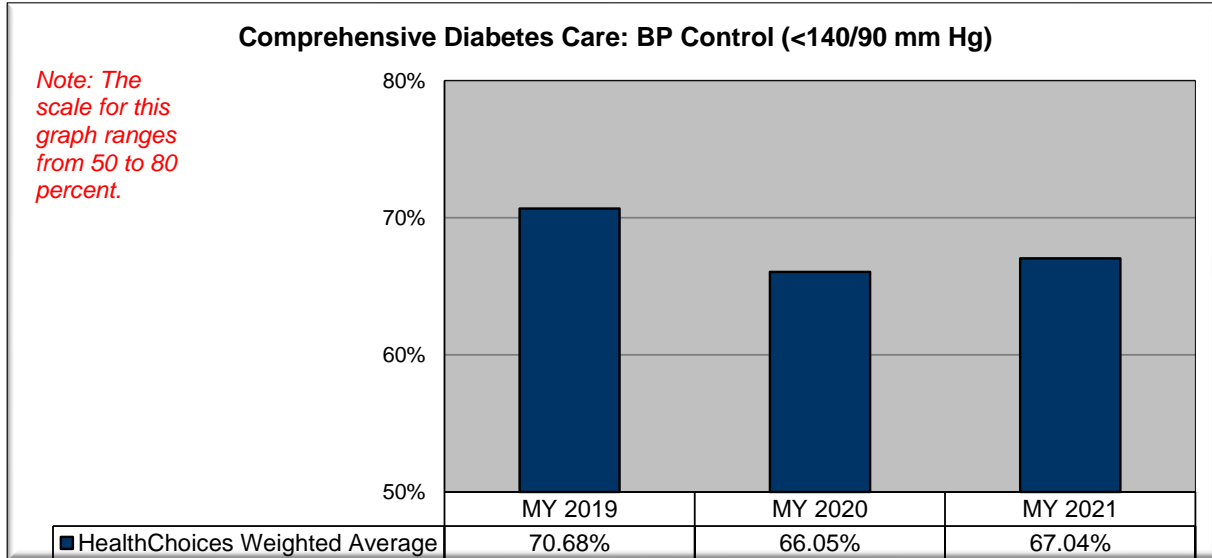
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Performance Area - Cholesterol

Comprehensive Diabetes Care: BP Control (<140/90 mm Hg) (HEDIS®)

This measure shows the percentage members eighteen to seventy-five years of age with diabetes (type 1 and type 2) who had blood pressure control (<140/90 mm Hg).



Comprehensive Diabetes Care: BP Control (<140/90 mm Hg)			
MY 2019	MY 2020	MY 2021	Health Plan
78.96%	75.43%	78.59%	Geisinger Health Plan*
71.57%	68.61%	70.80%	Highmark Wholecare ²
71.55%	68.61%	66.18%	United Healthcare
74.42%	68.37%	68.37%	AmeriHealth Caritas Pennsylvania ¹
73.61%	67.64%	67.88%	UPMC for You
67.04%			HealthChoices Weighted Average
65.78%	61.80%	62.04%	Health Partners Plans*
65.50%	59.85%	59.85%	Keystone First*
68.80%	59.12%	66.67%	Aetna Better Health
72.57%			AmeriHealth Caritas Northeast* ¹

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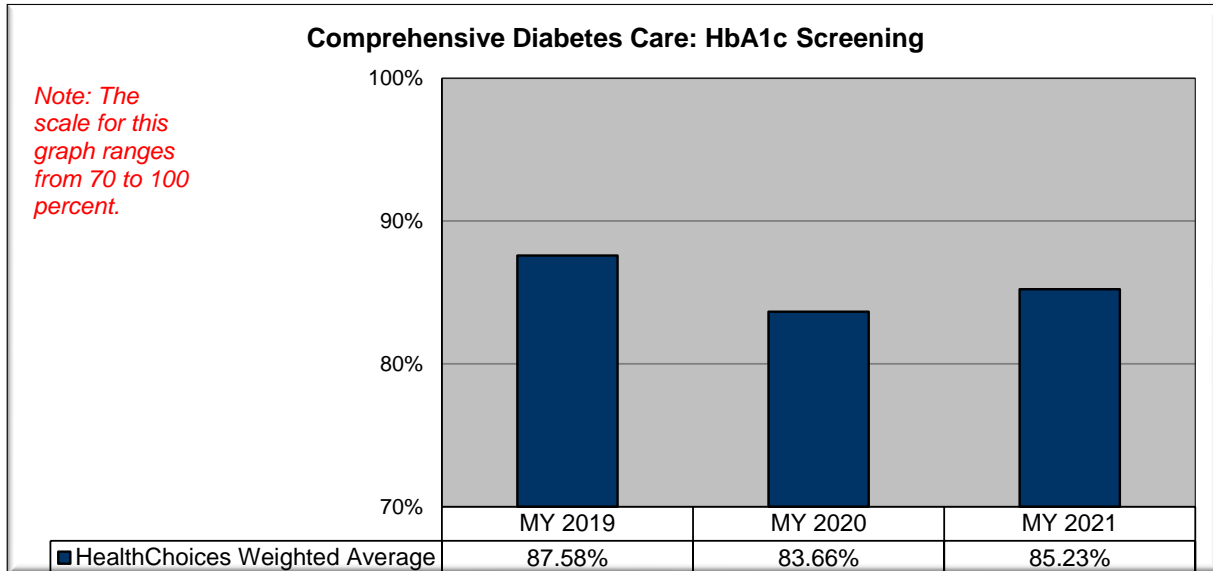
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Performance Area - Diabetes

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

This measure shows the percentage of members eighteen to seventy-five 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			
MY 2019	MY 2020	MY 2021	Health Plan
90.41%	85.16%	88.56%	Highmark Wholecare ²
87.05%	86.62%	87.59%	Geisinger Health Plan*
90.35%	82.24%	86.86%	United Healthcare
87.05%	85.64%	86.62%	UPMC for You
88.59%	81.75%	86.37%	Health Partners Plans*
85.23%			HealthChoices Weighted Average
91.83%	88.32%	84.91%	AmeriHealth Caritas Pennsylvania ¹
83.83%	78.35%	80.54%	Keystone First*
84.85%	80.54%	80.29%	Aetna Better Health
86.46%			AmeriHealth Caritas Northeast** ¹

*Due to the disruption caused by COVID-19, NCQA allowed Medicaid MCOs to report audited MY 2018 rates if they are better than MY 2019 rates for measures collected using the hybrid methodology only. PH-MCOs marked with an asterisk have submitted MY 2018 hybrid results for MY 2019.

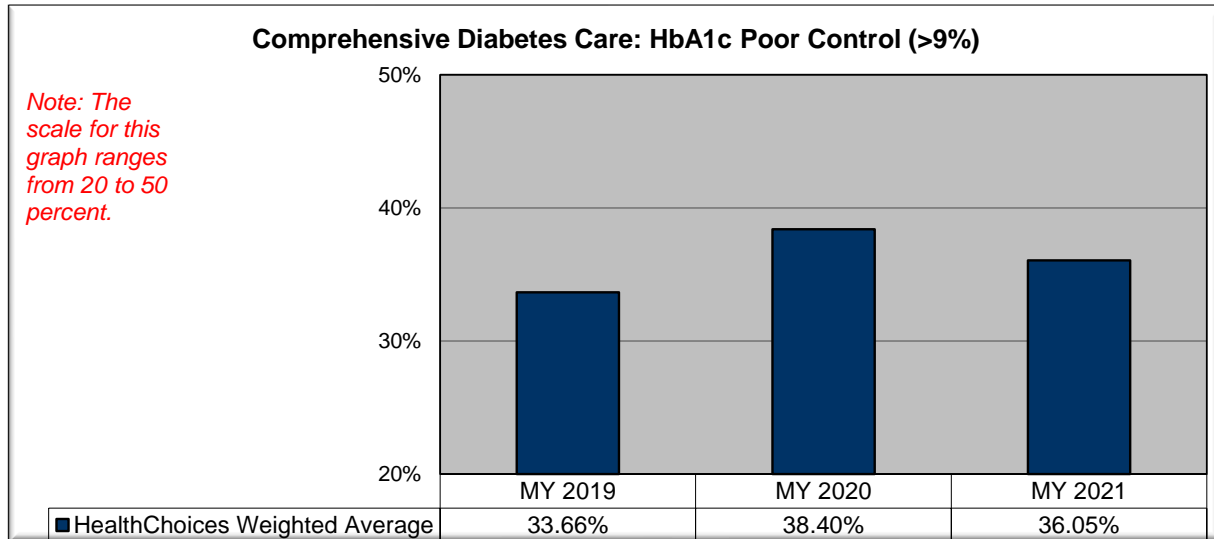
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Performance Area - Diabetes

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

This measure shows the percentage of members eighteen to seventy-five 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%)**			
MY 2019	MY 2020	MY 2021	Health Plan
32.81%			AmeriHealth Caritas Northeast ¹
34.55%	36.01%	28.71%	Highmark Wholecare ²
29.14%	33.58%	28.95%	Geisinger Health Plan*
31.41%	43.31%	34.31%	Health Partners Plans*
30.62%	37.47%	34.79%	United Healthcare
33.39%	38.44%	35.77%	AmeriHealth Caritas Pennsylvania ¹
		36.05%	HealthChoices Weighted Average
37.70%	36.98%	37.96%	UPMC for You
34.33%	41.85%	42.09%	Keystone First*
33.58%	36.98%	43.07%	Aetna Better Health

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

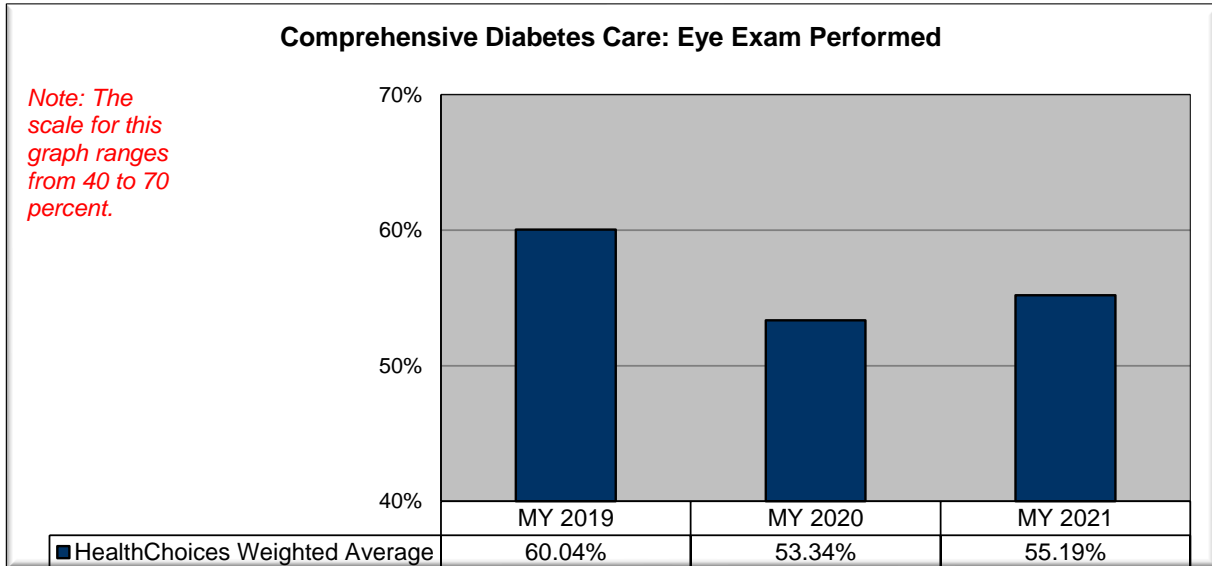
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Performance Area - Diabetes

Comprehensive Diabetes Care: Eye Exam Performed (HEDIS®)

This measure shows the percentage of members eighteen to seventy-five 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			
MY 2019	MY 2020	MY 2021	Health Plan
66.55%	63.75%	64.72%	Geisinger Health Plan*
62.79%	60.34%	61.07%	UPMC for You
55.19%			HealthChoices Weighted Average
61.98%	53.53%	54.01%	Highmark Wholecare ²
52.67%	45.26%	53.77%	Keystone First*
68.21%	58.15%	52.80%	AmeriHealth Caritas Pennsylvania ¹
58.90%	53.04%	51.34%	United Healthcare
60.47%	45.50%	50.36%	Health Partners Plans*
54.20%	42.82%	47.45%	Aetna Better Health
52.60%			AmeriHealth Caritas Northeast* ¹

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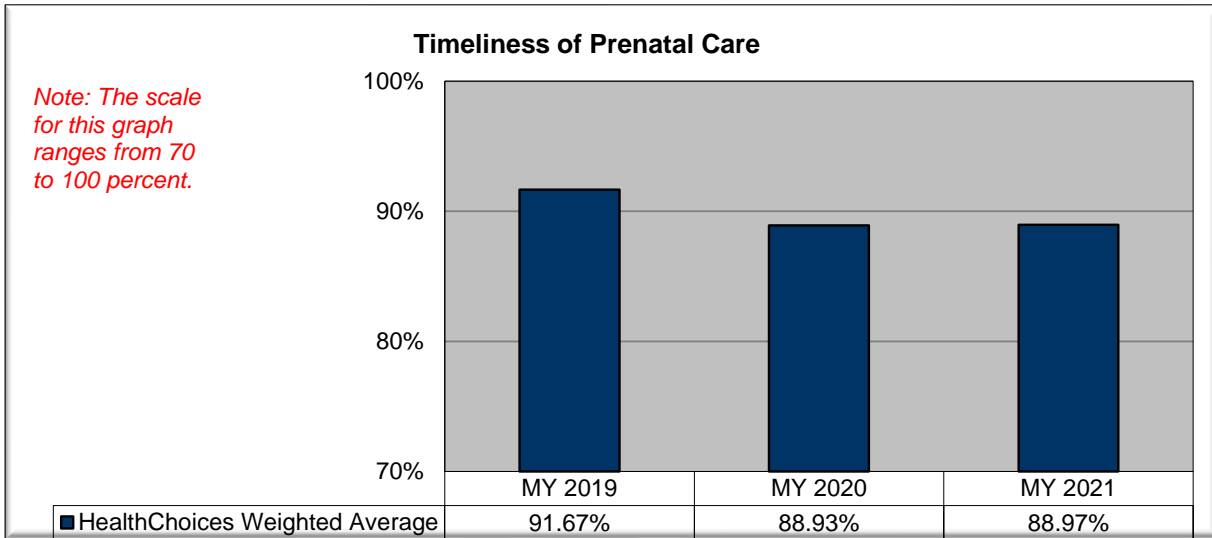
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Performance Area - Maternity

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

This measure shows the percentage of deliveries of live births on or between October 8 of the year prior to the measurement year and October 7 of the measurement year, who were continuously enrolled at least 43 days prior to delivery through 60 days after delivery, and who had a prenatal care visit in the first trimester, on or before the enrollment start date or within 42 days of enrollment in the MCO.



Timeliness of Prenatal Care			
MY 2019	MY 2020	MY 2021	Health Plan
91.97%	90.27%	90.75%	Health Partners Plans
89.29%	87.83%	90.51%	Highmark Wholecare ²
87.35%	89.78%	90.02%	UPMC for You
95.86%	91.48%	89.54%	AmeriHealth Caritas Pennsylvania ¹
88.97%			HealthChoices Weighted Average
93.19%	89.29%	88.81%	United Healthcare
93.92%	87.10%	87.83%	Keystone First
92.21%	86.86%	86.86%	Aetna Better Health
91.73%	88.32%	86.37%	Geisinger Health Plan
93.67%			AmeriHealth Caritas Northeast ¹

*Due to the change in the definition, most of the PH-MCOs rates increased from MY 2018 to MY 2019.

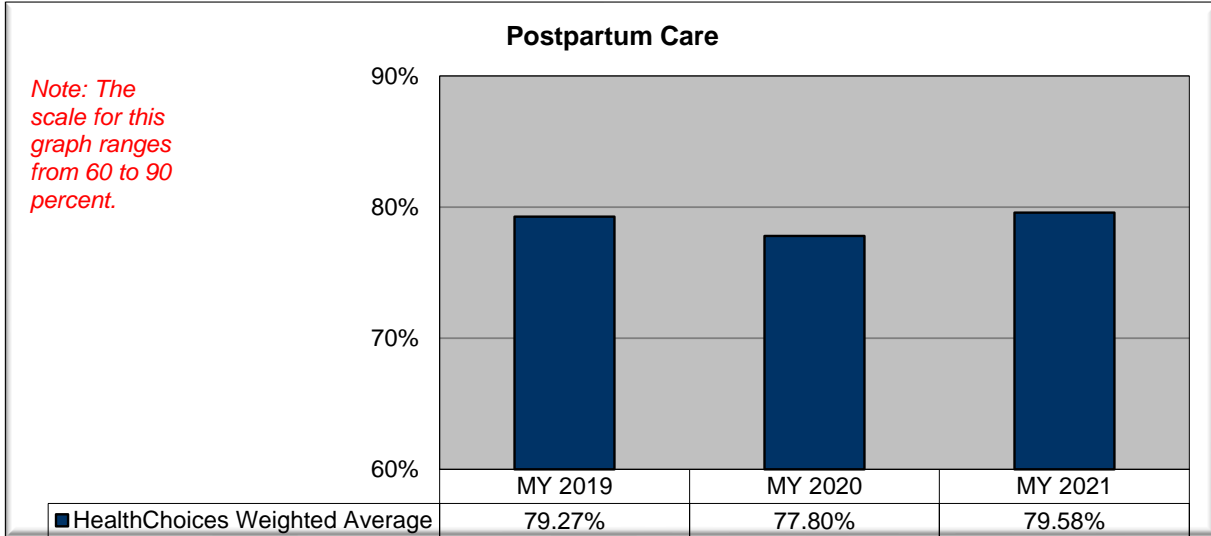
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Performance Area - Maternity

Prenatal and Postpartum Care: Postpartum Care (HEDIS®)

This measure shows the percentage of women who had a postpartum visit on or between 7 and 84 days after delivery.



Postpartum Care			
MY 2019	MY 2020	MY 2021	Health Plan
82.48%	81.27%	82.73%	AmeriHealth Caritas Pennsylvania ¹
81.02%	79.81%	82.48%	Health Partners Plans
82.00%	77.37%	80.05%	Geisinger Health Plan
78.10%	79.81%	79.81%	Keystone First
78.10%	79.08%	79.81%	United Healthcare
79.58%			HealthChoices Weighted Average
78.83%	72.99%	79.08%	UPMC for You
79.08%	75.43%	77.62%	Highmark Wholecare ²
73.72%	78.10%	73.48%	Aetna Better Health
80.29%			AmeriHealth Caritas Northeast ¹

*Due to the change in the definition, all of the PH-MCOs rates increased from RY 2019 to RY 2020.

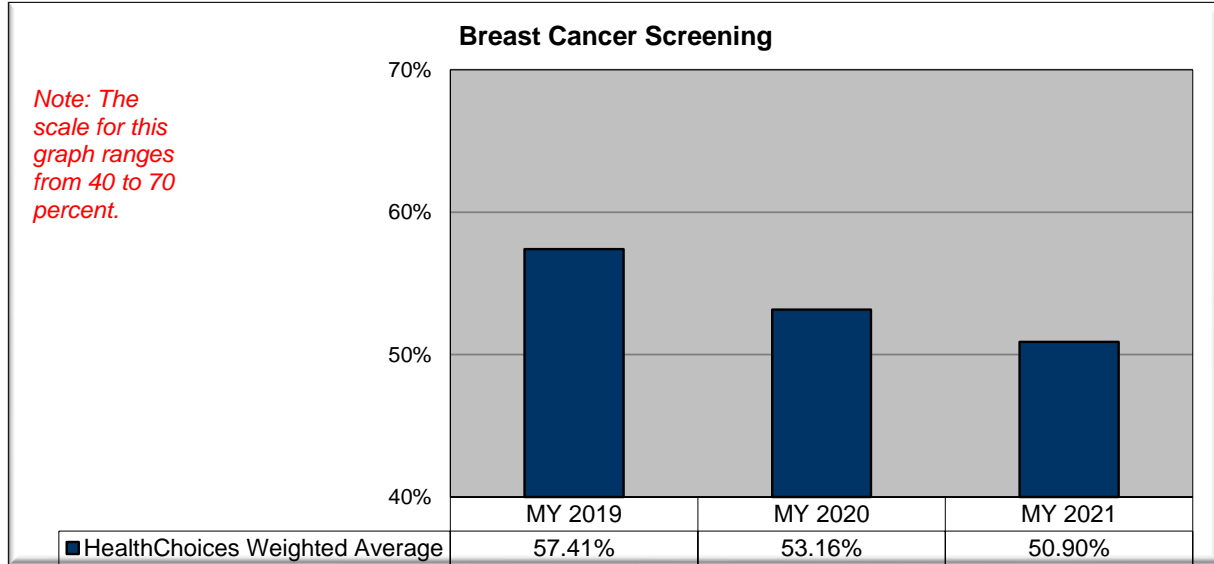
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Performance Area - Women's Health

Breast Cancer Screening (HEDIS®)

This measure shows the percentage of women fifty-two to seventy-four years of age who had a mammogram to screen for breast cancer during the measurement year or the year prior to the measurement year.



Breast Cancer Screening			
MY 2019	MY 2020	MY 2021	Health Plan
63.74%	58.52%	55.57%	AmeriHealth Caritas Pennsylvania ¹
60.60%	56.83%	55.34%	Geisinger Health Plan
58.07%	53.32%	51.94%	UPMC for You
59.80%	53.93%	51.67%	Health Partners Plans
50.90%			HealthChoices Weighted Average
57.42%	52.97%	49.59%	Keystone First
55.17%	52.17%	48.83%	Highmark Wholecare ²
52.83%	48.18%	47.72%	United Healthcare
47.36%	44.04%	42.01%	Aetna Better Health
57.43%			AmeriHealth Caritas Northeast ¹

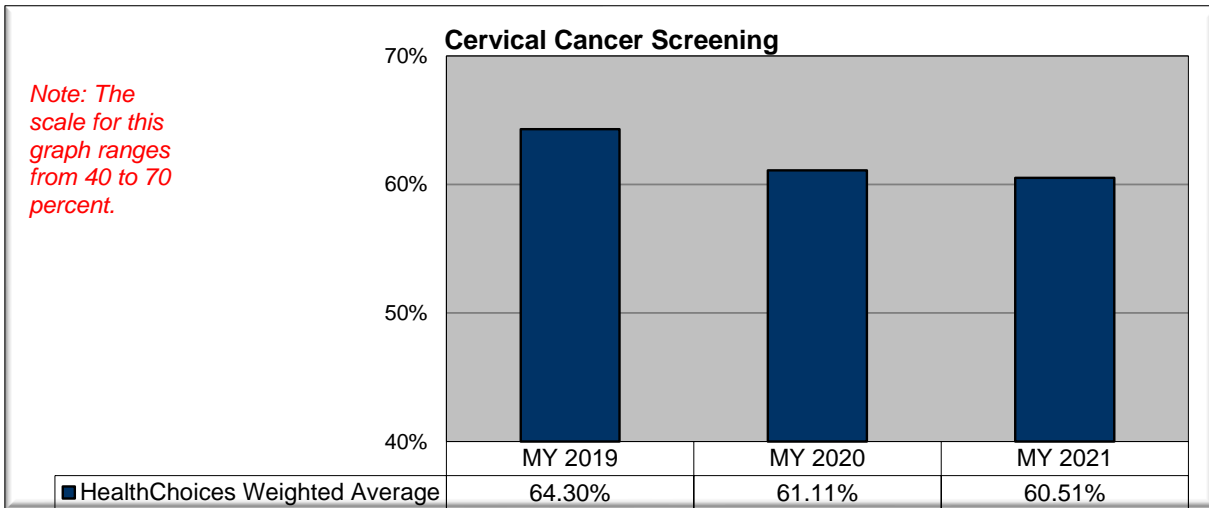
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Performance Area - Women's Health

Cervical Cancer Screening (HEDIS®)

This measure shows the percentage of women twenty-one to sixty-four years of age who were screened for cervical cancer using either of the following criteria: women twenty-one to sixty-four years of age who had cervical cytology performed within the last three years, women thirty to sixty-four years of age who had cervical high-risk human papillomavirus (hrHPV) testing performed within the last five years, and women thirty to sixty-four years of age who had cervical cytology/high-risk human papillomavirus (hrHPV) cotesting within the last five years.



Cervical Cancer Screening			
MY 2019	MY 2020	MY 2021	Health Plan
65.94%	65.16%	65.69%	Keystone First*
64.23%	57.37%	64.76%	UPMC for You
71.05%	66.50%	61.73%	AmeriHealth Caritas Pennsylvania ¹
60.51%			HealthChoices Weighted Average
63.99%	61.56%	59.85%	Highmark Wholecare ²
68.36%	63.33%	57.55%	Health Partners Plans*
59.37%	56.93%	56.69%	United Healthcare
64.30%	62.37%	55.41%	Geisinger Health Plan*
52.80%	52.55%	53.04%	Aetna Better Health*
61.31%			AmeriHealth Caritas Northeast ¹

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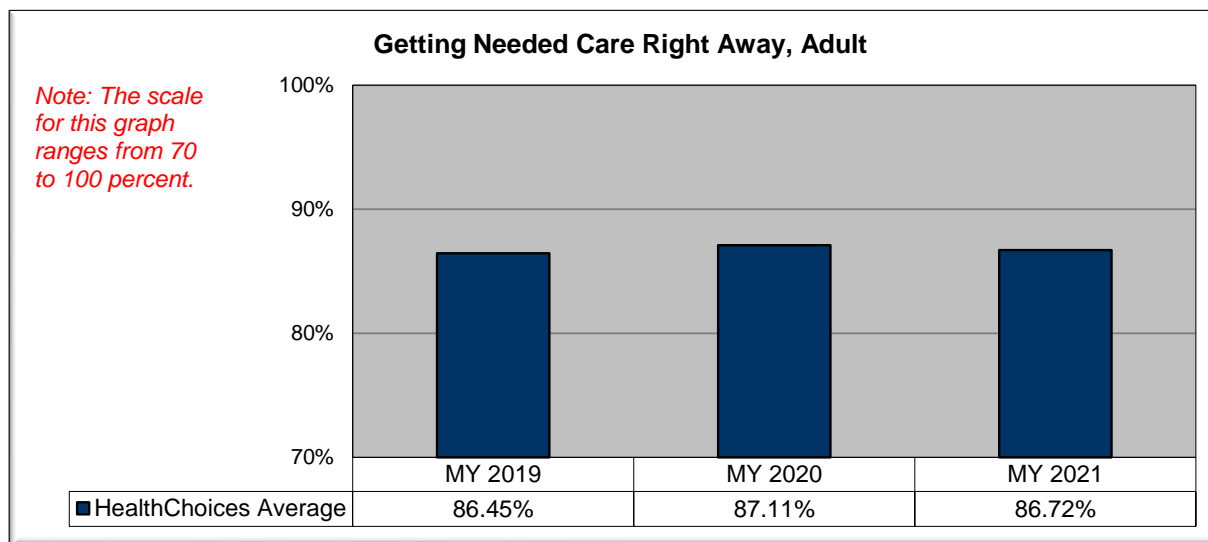
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Performance Area - Needed Care, Adult

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, Adult				
MY 2019	MY 2020	MY 2021	Health Plan	
84.48%	88.8%	92.39%	AmeriHealth Caritas Pennsylvania ¹	
86.92%	92.3%	91.23%	Aetna Better Health	
93.28%	84.7%	90.41%	UPMC for You	
88.41%	89.1%	89.47%	Health Partners Plans	
85.50%	86.8%	89.29%	Highmark Wholecare ²	
86.72%			HealthChoices Average	
85.88%	84.7%	83.08%	United Healthcare	
83.69%	84.2%	81.61%	Geisinger Health Plan	
79.81%	88.4%	79.57%	Keystone First	
89.74%			AmeriHealth Caritas Northeast ¹	

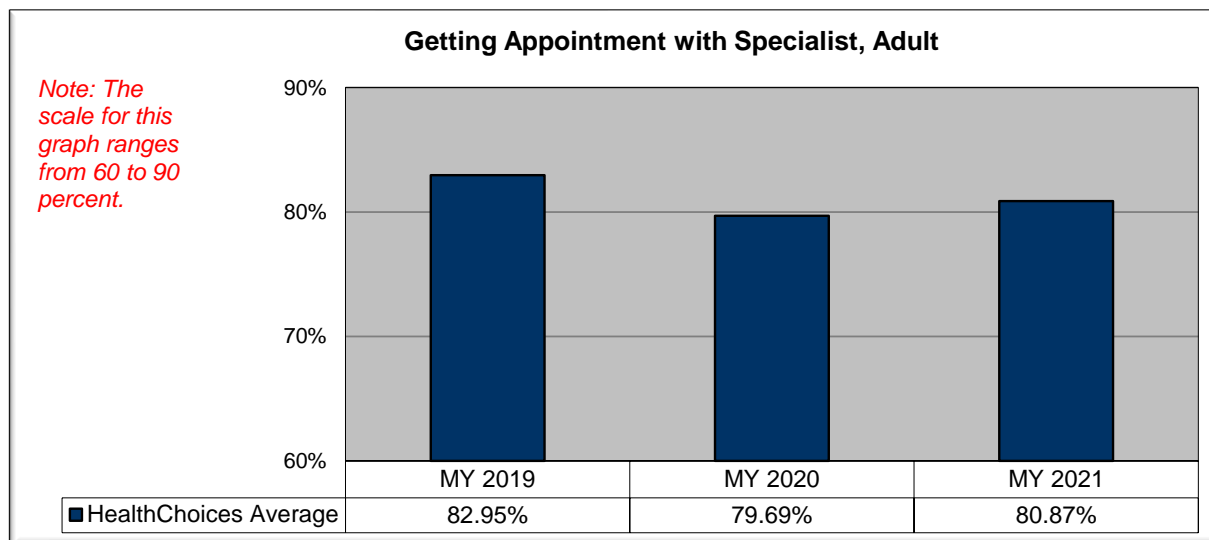
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Performance Area - Needed Care, Adult

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." Responses of "Usually or Always" were used to assess plan performance.



Getting Appointment with Specialist, Adult				
MY 2019	MY 2020	MY 2021	Health Plan	
85.65%	81.1%	87.83%	UPMC for You	
82.69%	66.3%	86.11%	Health Partners Plans	
81.99%	76.8%	82.96%	AmeriHealth Caritas Pennsylvania ¹	
82.19%	77.7%	82.69%	Geisinger Health Plan	
80.87%			HealthChoices Average	
83.33%	86.0%	80.60%	Highmark Wholecare ²	
81.17%	73.5%	77.19%	Keystone First	
80.00%	77.8%	74.07%	Aetna Better Health	
79.41%	77.8%	73.96%	United Healthcare	
86.13%			AmeriHealth Caritas Northeast ¹	

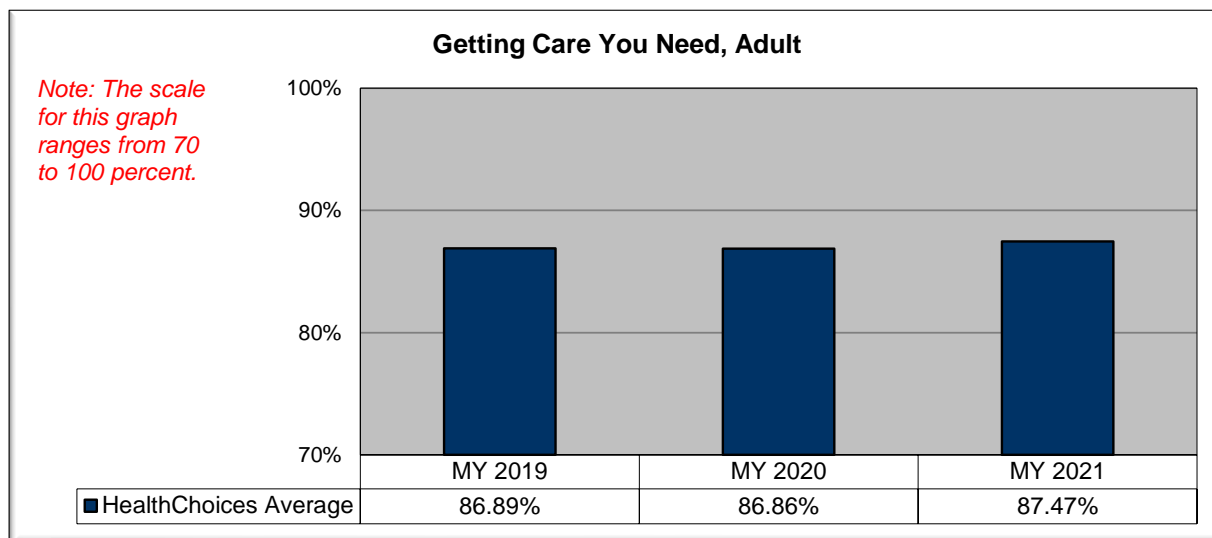
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Performance Area - Needed Care, Adult

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, Adult			
MY 2019	MY 2020	MY 2021	Health Plan
86.69%	89.37%	90.21%	AmeriHealth Caritas Pennsylvania ¹
85.40%	84.87%	88.18%	Health Partners Plans
85.79%	86.23%	87.83%	Aetna Better Health
89.96%	88.14%	87.67%	UPMC for You
87.47% HealthChoices Average			
86.39%	85.63%	86.99%	United Healthcare
92.62%	86.60%	86.46%	Highmark Wholecare ²
78.85%	82.69%	86.16%	Keystone First
86.84%	89.35%	85.21%	Geisinger Health Plan
86.96%			AmeriHealth Caritas Northeast ¹

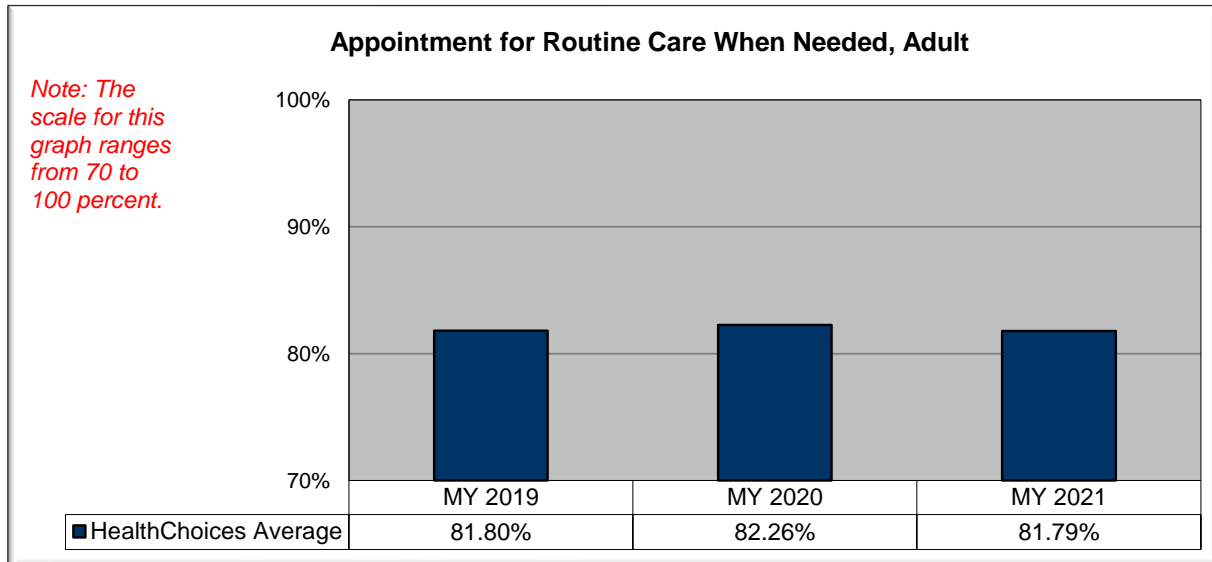
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Performance Area - Needed Care, Adult

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, Adult			
MY 2019	MY 2020	MY 2021	Health Plan
82.50%	84.57%	87.06%	AmeriHealth Caritas Pennsylvania ¹
78.97%	85.45%	84.25%	Geisinger Health Plan
77.86%	84.68%	83.52%	Health Partners Plans
84.77%	81.82%	82.76%	UPMC for You
81.37%	78.92%	81.90%	United Healthcare
81.79%			HealthChoices Average
80.95%	82.91%	79.00%	Aetna Better Health
83.82%	84.74%	76.92%	Highmark Wholecare ²
79.19%	75.31%	76.22%	Keystone First
84.23%			AmeriHealth Caritas Northeast ¹

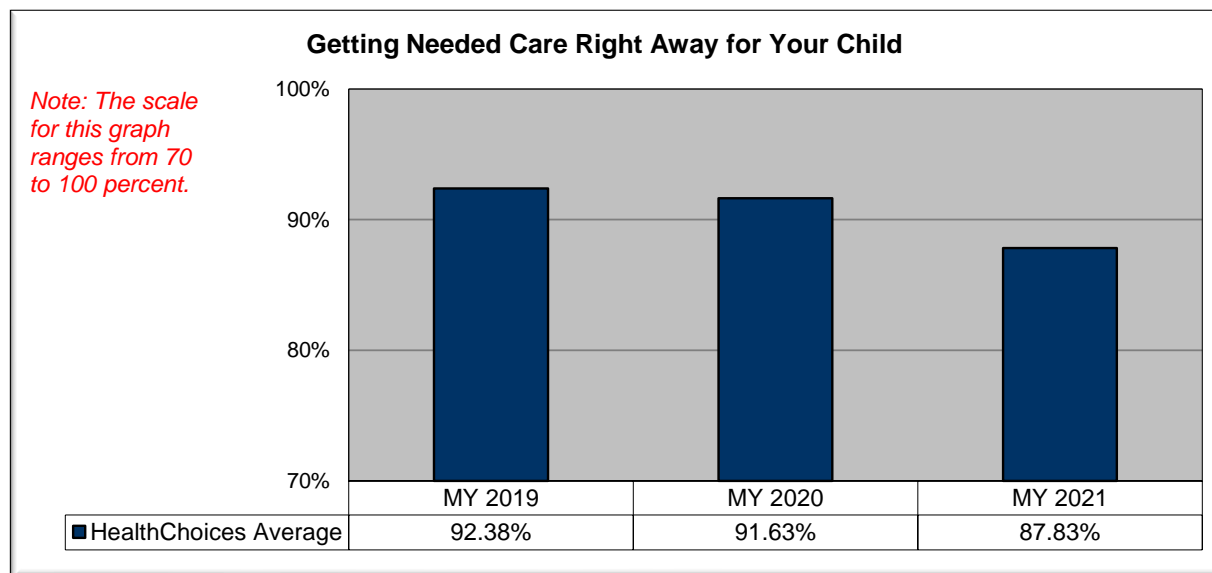
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Performance Area - Needed Care, Child

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			
MY 2019	MY 2020	MY 2021	Health Plan
97.70%	87.23%	95.06%	AmeriHealth Caritas Pennsylvania ¹
94.17%	91.53%	93.75%	Highmark Wholecare ²
95.69%	97.83%	91.67%	Geisinger Health Plan
89.87%	92.00%	89.36%	United Healthcare
87.83% HealthChoices Average			
96.49%	94.44%	86.76%	UPMC for You
94.05%	93.33%	84.00%	Aetna Better Health
82.14%	92.31%	81.58%	Health Partners Plans
83.95%	84.31%	76.67%	Keystone First
90.00%			AmeriHealth Caritas Northeast ¹

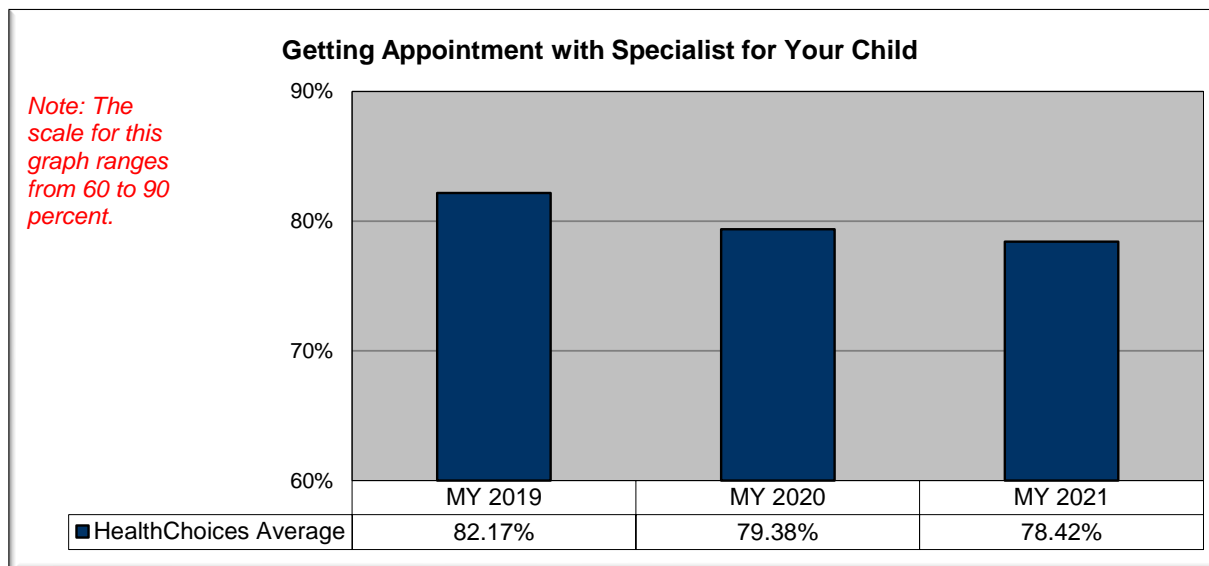
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Performance Area - Needed Care, Child

Getting Appointment with Specialist for Your Child (CAHPS®)

Plan members were asked, "In the last six 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			
MY 2019	MY 2020	MY 2021	Health Plan
84.00%	78.82%	86.67%	United Healthcare
80.83%	89.29%	85.07%	UPMC for You
86.36%	81.93%	84.52%	AmeriHealth Caritas Pennsylvania ¹
85.71%	80.39%	84.21%	Highmark Wholecare ²
78.42% HealthChoices Average			
84.16%	78.16%	76.92%	Geisinger Health Plan
75.68%	67.39%	73.42%	Keystone First
89.09%	82.61%	72.97%	Aetna Better Health
67.35%	77.08%	62.50%	Health Partners Plans
81.58%			AmeriHealth Caritas Northeast ¹

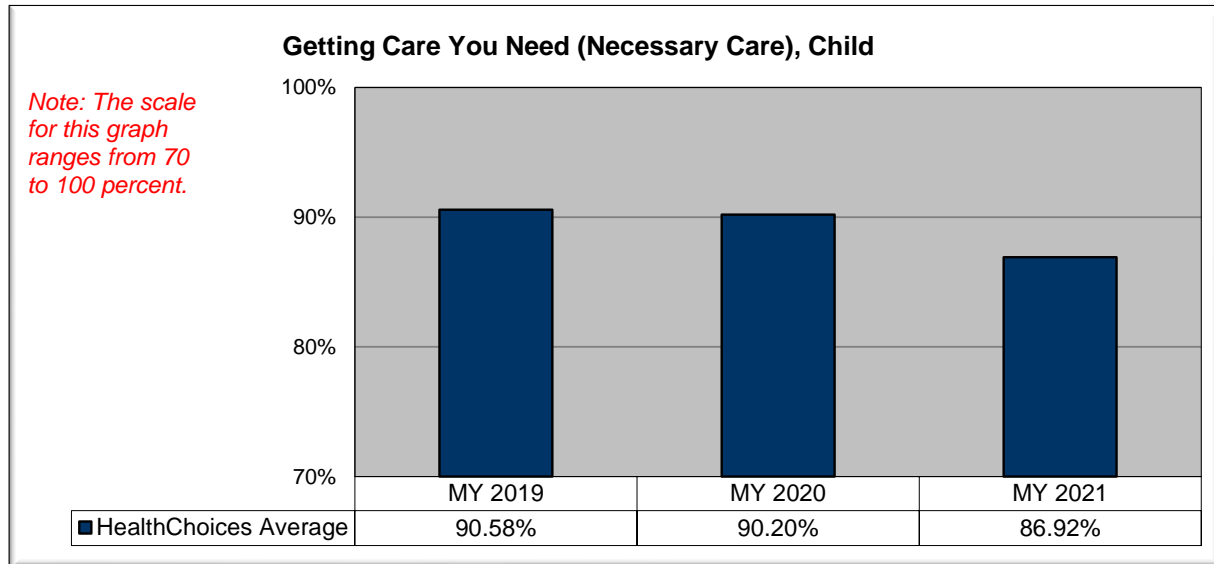
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Performance Area - Needed Care, Child

Getting Care You Think Your Child Needs (CAHPS®)

Plan members were asked, "In the last six months, how often was it easy to get the care, tests, or treatment your child 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			
MY 2019	MY 2020	MY 2021	Health Plan
91.13%	89.69%	90.68%	AmeriHealth Caritas Pennsylvania ¹
89.90%	89.94%	90.24%	United Healthcare
91.02%	93.04%	89.86%	Geisinger Health Plan
93.29%	95.00%	87.74%	UPMC for You
86.92%			HealthChoices Average
95.00%	91.54%	86.56%	Aetna Better Health
89.36%	86.26%	84.97%	Keystone First
88.61%	91.30%	82.52%	Highmark Wholecare ²
85.62%	82.05%	81.25%	Health Partners Plans
88.60%			AmeriHealth Caritas Northeast ¹

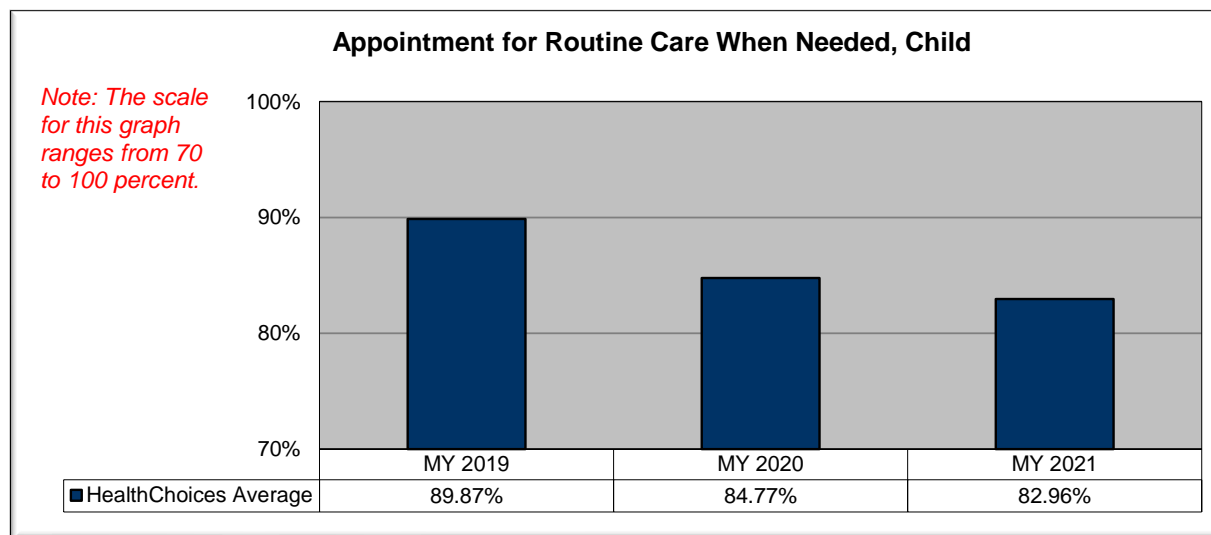
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Performance Area - Needed Care, Child

Appointment for Routine Care When Needed (CAHPS®)

Plan members were asked, "In the last six 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, Child			
MY 2019	MY 2020	MY 2021	Health Plan
88.78%	83.42%	87.90%	United Healthcare
92.31%	93.33%	87.25%	UPMC for You
91.50%	87.91%	86.13%	AmeriHealth Caritas Pennsylvania ¹
92.51%	89.10%	82.98%	Geisinger Health Plan
82.96%			HealthChoices Average
94.35%	85.57%	82.64%	Highmark Wholecare ²
91.57%	87.56%	80.90%	Aetna Better Health
80.98%	76.50%	79.38%	Keystone First
83.54%	74.07%	76.42%	Health Partners Plans
89.84%			AmeriHealth Caritas Northeast ¹

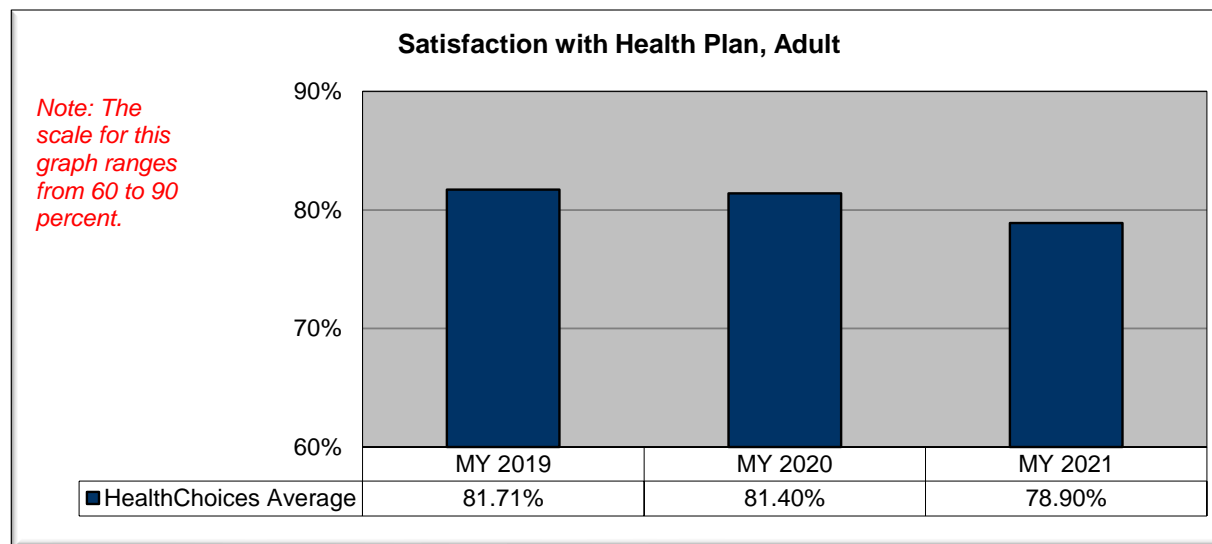
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Performance Area - Satisfaction, Adult

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, Adult			
MY 2019	MY 2020	MY 2021	Health Plan
85.79%	79.78%	85.26%	Health Partners Plans
83.60%	82.30%	82.65%	UPMC for You
80.42%	80.66%	82.64%	Keystone First
81.98%	78.24%	80.29%	United Healthcare
78.90%			HealthChoices Average
82.06%	81.60%	78.62%	Highmark Wholecare ²
82.62%	85.11%	78.05%	AmeriHealth Caritas Pennsylvania ¹
83.72%	85.71%	75.38%	Geisinger Health Plan
72.99%	75.83%	68.06%	Aetna Better Health
82.11%			AmeriHealth Caritas Northeast ¹

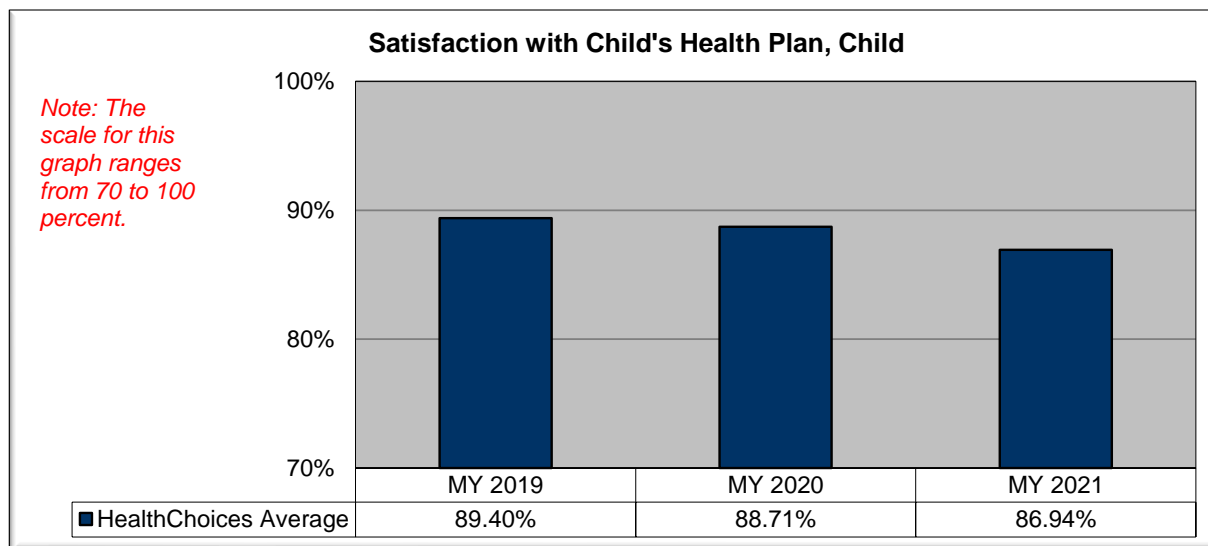
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Performance Area - Satisfaction, Child

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, Child			
MY 2019	MY 2020	MY 2021	Health Plan
89.75%	88.42%	90.23%	Geisinger Health Plan
86.50%	85.99%	90.20%	United Healthcare
88.53%	89.30%	89.45%	AmeriHealth Caritas Pennsylvania ¹
90.91%	90.49%	89.02%	UPMC for You
90.31%	89.71%	87.84%	Keystone First
86.94%			HealthChoices Average
91.89%	89.50%	86.93%	Health Partners Plans
91.16%	91.98%	83.72%	Highmark Wholecare ²
85.37%	84.52%	79.20%	Aetna Better Health
88.64%			AmeriHealth Caritas Northeast ¹

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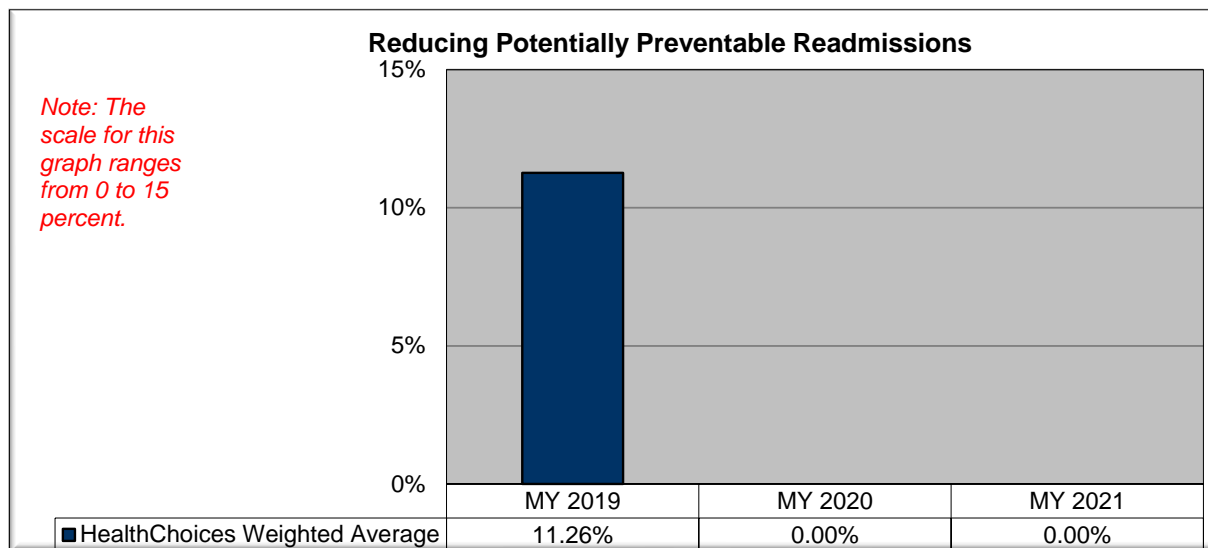
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Performance Area - Readmissions

Reducing Potentially Preventable Readmissions (PAPM)

This performance measure assesses the percentage of inpatient acute care discharges with subsequent readmission to inpatient acute care within 30 days of the initial inpatient acute care discharge.

Note: For MY2019 reporting, this measure utilizes the MY2019 HEDIS® Inpatient Utilization – General Hospital/Acute Care (IPU) measure methodology to identify inpatient acute care discharges.



Reducing Potentially Preventable Readmissions*			
MY 2019	MY 2020	MY 2021	Health Plan
12.76%			Keystone First
11.71%			Health Partners Plans
11.45%			UPMC for You
11.26%			HealthChoices Weighted Average
11.03%			United Healthcare
10.94%			Highmark Wholecare ²
10.34%			AmeriHealth Caritas Northeast ¹
10.24%			Geisinger Health Plan
10.06%			AmeriHealth Caritas Pennsylvania ¹
9.88%			Aetna Better Health

Note: This measure retired MY 2019.

*Due to the measure's retirement, MY 2019 rates are sorted in descending order.

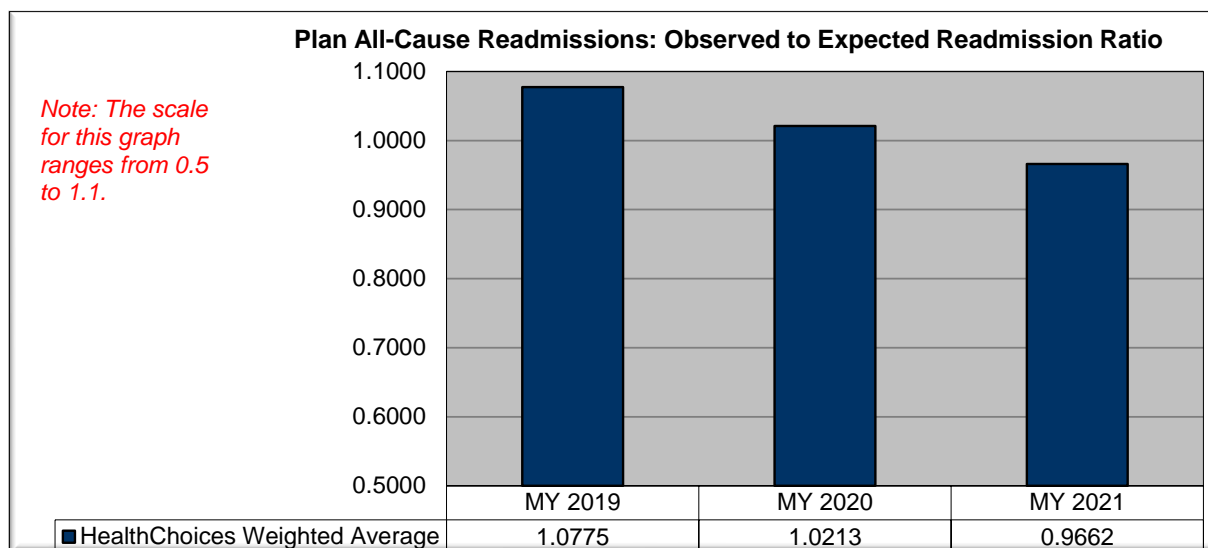
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Performance Area - Readmissions

Plan All-Cause Readmissions: Observed to Expected Readmission Ratio (HEDIS)

This performance measure assesses the ratio of acute inpatient and observations stays during the measurement year that were followed by an unplanned acute readmission for any diagnosis within 30 days for members age eighteen year's old and older.



Plan All-Cause Readmissions: Observed to Expected Readmission Ratio*			
MY 2019	MY 2020	MY 2021	Health Plan
1.0166			AmeriHealth Caritas Northeast ¹
1.0788	0.7832	0.0680	Geisinger Health Plan
1.1015	0.7866	0.7552	UPMC for You
1.1071	1.0776	0.9021	Highmark Wholecare ²
0.9662			HealthChoices Weighted Average
0.9332	1.0913	1.0021	AmeriHealth Caritas Pennsylvania ¹
1.0413	1.1283	1.0419	United Healthcare
1.0406	1.0946	1.0864	Health Partners Plans
1.1655	1.0213	1.1073	Aetna Better Health
1.2127	1.1873	1.1540	Keystone First

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

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