



Performance Trending Report 2007

Office of Medical Assistance Programs

Division of Quality and Special Needs Coordination

JANUARY 29, 2008

HealthChoices Performance Trending Report 2007

Introduction

The Department of Public Welfare (the Department) is committed to ensuring that Medicaid clients 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 we use to provide useful and timely performance comparison information to plans, consumers, and other stakeholders. This HealthChoices Performance Trending Report summarizes data collected from the HealthChoices Southeast, Southwest and Lehigh/Capital plans for the period January 1, 2006 through December 31, 2006. This document supports the *2007 Consumer Guide* that is shared with Medicaid clients enrolling in or changing plans in the HealthChoices Program.

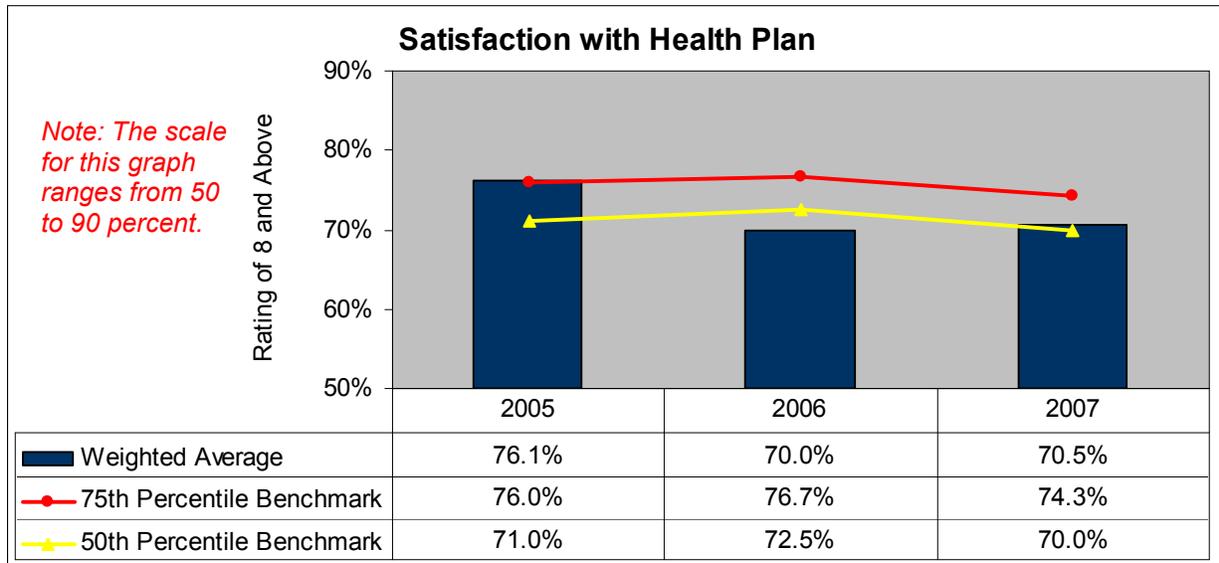
The Department uses three formal sources of performance data: Health Plan Employer Data and Information Set (HEDIS[®]), Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]), and Pennsylvania Performance Measures (PPM). HEDIS[®] is the most widely used set of clinical performance measures 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. In reporting year 2007, NCQA updated the Adult CAHPS survey from version 3.0H to version 4.0H. There were several changes to the 2007 Adult CAHPS survey questions that limit the ability to trend data; however, all of the Adult CAHPS measures reported in the 2007 HealthChoices Performance Trending Report can be compared to their previous years' data. There were no changes to the 2007 Child CAHPS survey.

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 PPM 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 27 measures included in the *2007 Consumer Guide*. Benchmarking is a method often employed to show the general context for a particular measure. The plans are compared to HEDIS[®] and CAHPS[®] national benchmarks that NCQA calculates using rates reported nationally by Medicaid MCOs. Benchmarks provide best practice rates for the 50th and 75th percentiles for each measure. These benchmark values are noted in the program weighted average graphs and trending charts, where applicable. The HealthChoices Program weighted averages report aggregate plan results.

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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.
- The red line with the circle symbols represents the 75th percentile and the yellow line with the triangle symbols represents the 50th percentile of the NCQA benchmarks.

Some measures, primarily the PPM, do not have benchmarks.

2005, 2006, and 2007 Trending Charts

The performance trending charts appear below the weighted average graphs and provide data reported in 2005, 2006, and 2007. Bold rates and shading in the trending charts indicate those plans that met or exceeded the 2007 75th percentile benchmarks.

Indicators for which the Department could not certify the validity of the results and where the plan did not have enough data to calculate results are listed as “Not Reportable” (NR).

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Analysis

Of the 27 measures, the Department reported improvements in the overall HealthChoices weighted average for 14 measures. In 2007, plans met or exceeded the 75th percentile national benchmark rates 22 times. In addition, plans were between the 50th percentile and the 75th percentile national benchmark rates 36 times.

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 dialog 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 (NCQA) develops and publishes HEDIS[®] 2007, Volume 2: Technical Specifications. Text from the guide was reprinted with permission from NCQA.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]), versions 4.0H and 3.0H for HEDIS[®] 2007, is sponsored by the Agency for Healthcare Research and Quality (AHRQ), and appears in HEDIS[®] 2007, as Volume 3. This report contains question text from CAHPS[®] 4.0H Adult and 3.0H Child Medicaid Questionnaires.

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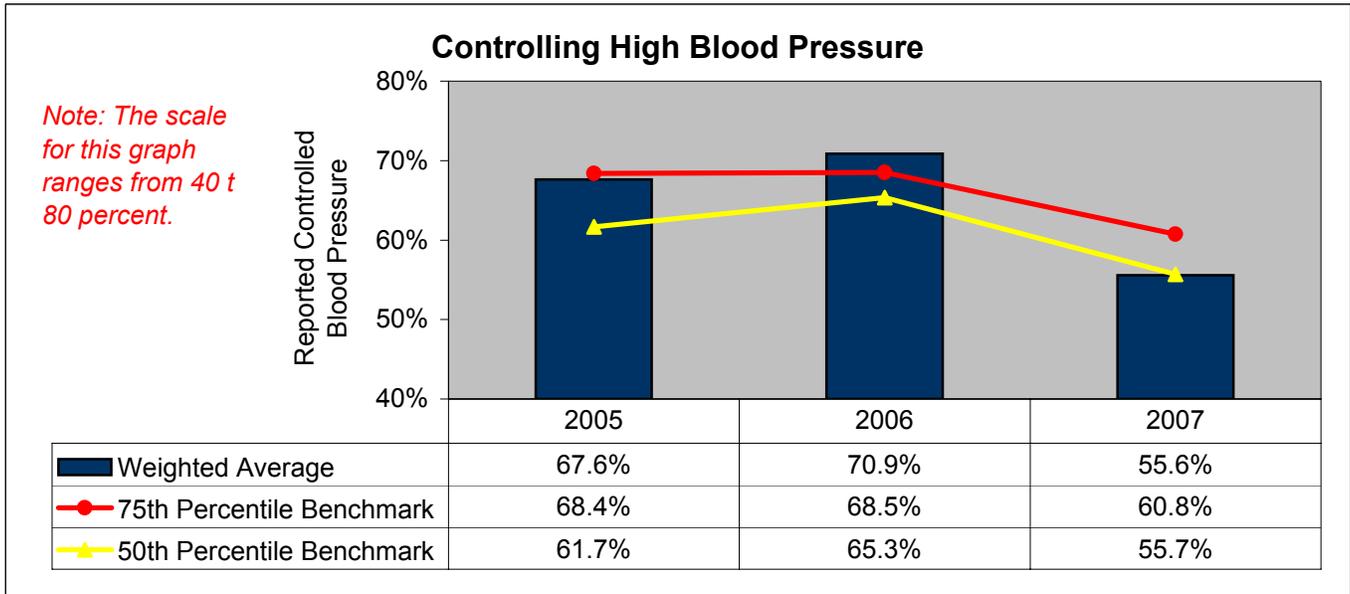
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Controlling High Blood Pressure (HEDIS®)

This measure shows the percentage of persons ages 46 to 85 years diagnosed with hypertension 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. Prior to 2007, health plans reported a systolic rate ≤ 140 and a diastolic rate ≤ 90. This methodology change may have resulted in lower rates in 2007.

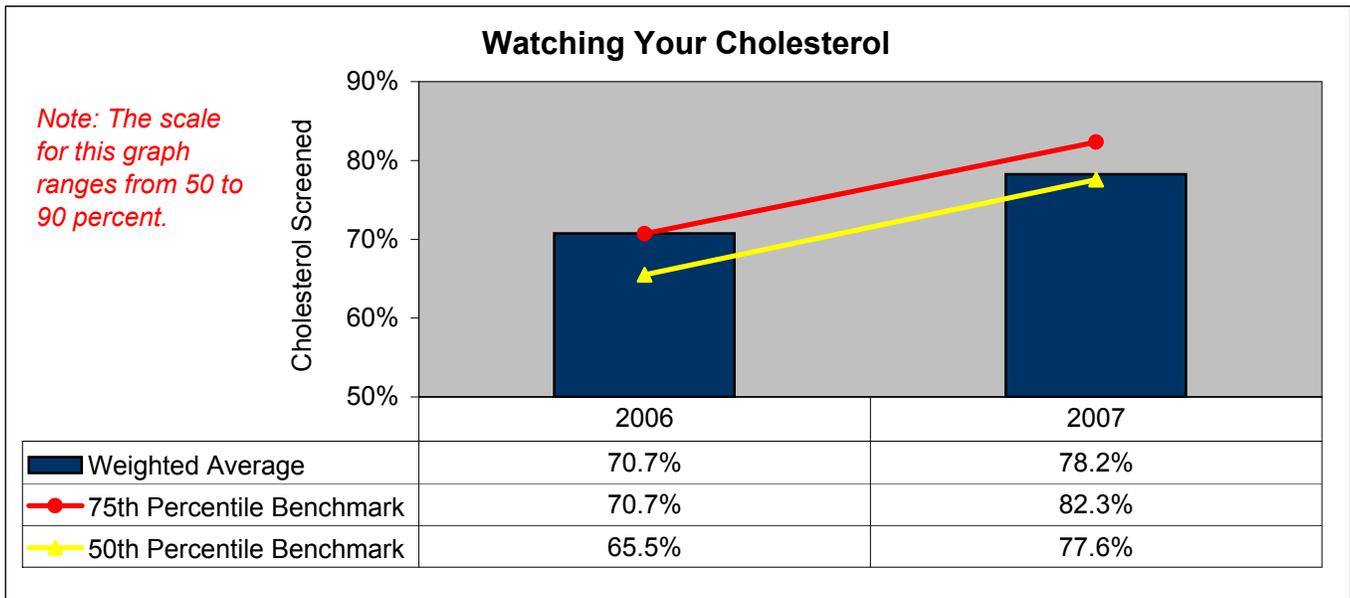


| Controlling High Blood Pressure ¹ | | | |
|--|--------------|--------------|------------------------|
| 2005 | 2006 | 2007 | Health Plan |
| 68.4% | 71.0% | 65.5% | Gateway |
| 86.8% | 85.2% | 60.9% | AmeriHealth |
| 60.8% | | | 75th Percentile |
| 60.6% | 66.4% | 59.4% | UPMC For YOU |
| 77.5% | 77.9% | 59.0% | Keystone Mercy |
| 69.5% | 68.6% | 57.6% | Unison |
| 55.7% | | | 50th Percentile |
| 48.2% | 59.1% | 44.1% | Health Partners |
| 59.5% | 67.4% | 43.7% | AmeriChoice |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

Watching Your Cholesterol (HEDIS[®])

This measure shows the percentage of members ages 18 to 75 years who were discharged for an acute cardiovascular event or who had a diagnosis of ischemic vascular disease in the year prior to the measurement year and who had their cholesterol screened during the measurement year. Beginning in 2006, the population for this measure includes all cardiovascular conditions; therefore, it cannot be compared to 2005 rates.

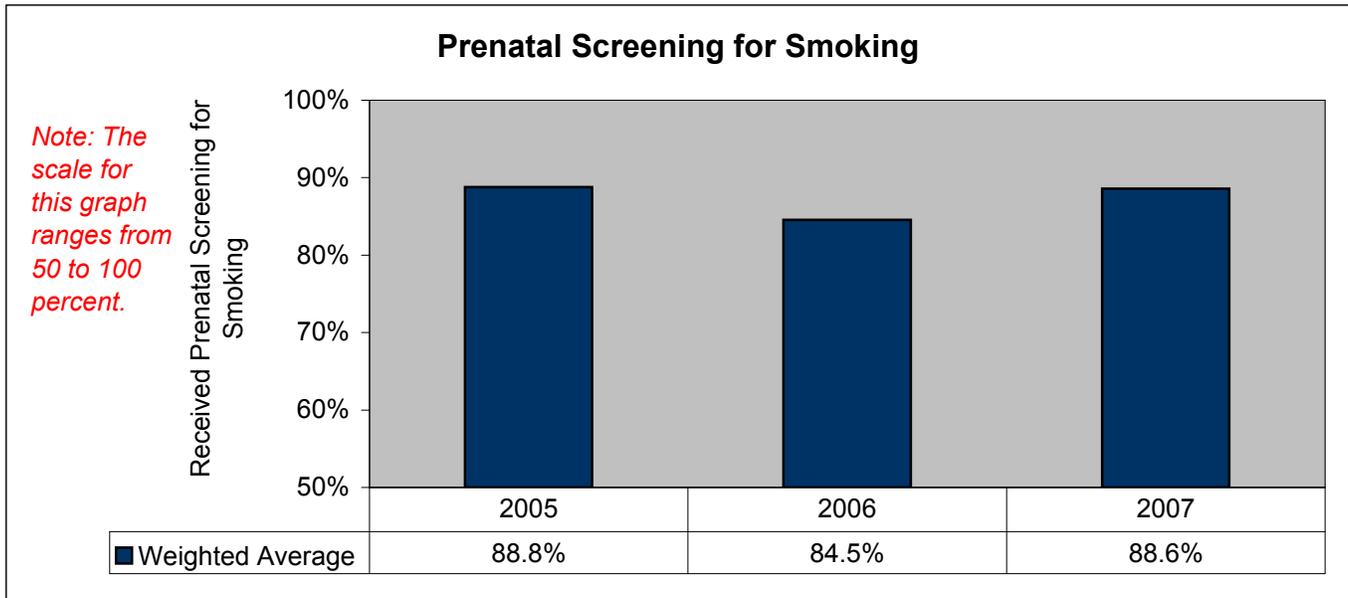


| Watching Your Cholesterol ¹ | | | |
|--|-------|--------------|------------------------|
| 2005 | 2006 | 2007 | Health Plan |
| | 71.3% | 86.3% | AmeriHealth |
| | | 82.3% | 75th Percentile |
| | 74.5% | 81.5% | UPMC For YOU |
| | 72.0% | 80.0% | Health Partners |
| | 78.1% | 78.1% | Gateway |
| | | 77.6% | 50th Percentile |
| | 67.6% | 76.6% | Keystone Mercy |
| | 61.6% | 75.4% | Unison |
| | 70.1% | 73.0% | AmeriChoice |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

Prenatal Screening for Smoking (Pennsylvania Performance Measure)

This measure shows the percentage of pregnant women who were screened for smoking during one of their first two prenatal visits or during their first two visits following initiation of eligibility with the MCO.



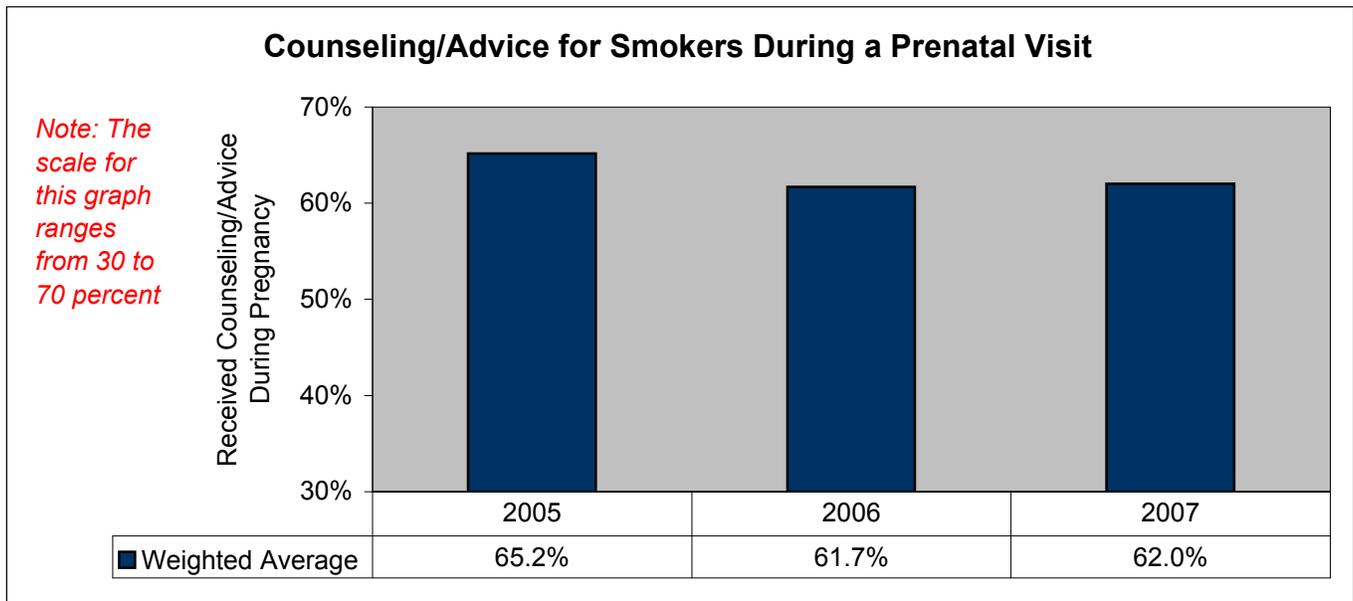
| Prenatal Screening for Smoking ^{1,2} | | | |
|---|-------|-------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 98.3% | 99.3% | 99.8% | AmeriHealth |
| 96.7% | 99.5% | 99.3% | Keystone Mercy |
| 90.8% | 94.1% | 91.7% | UPMC For YOU |
| 91.6% | 89.5% | 89.9% | Unison |
| 85.7% | 86.9% | 85.9% | Gateway |
| 71.8% | 62.0% | 76.6% | AmeriChoice |
| 83.4% | 56.2% | 68.5% | Health Partners |

¹ Based on consumer input, DPW added this measure to the Performance Trending Report in 2007.

² National benchmarks are not available for Pennsylvania Performance Measures because they are specific to Pennsylvania.

Counseling/Advice for Smokers During a Prenatal Visit (Pennsylvania Performance Measures)

This measure shows the percentage of women who smoke and who were either given counseling/advice or a referral to stop smoking during a prenatal visit.



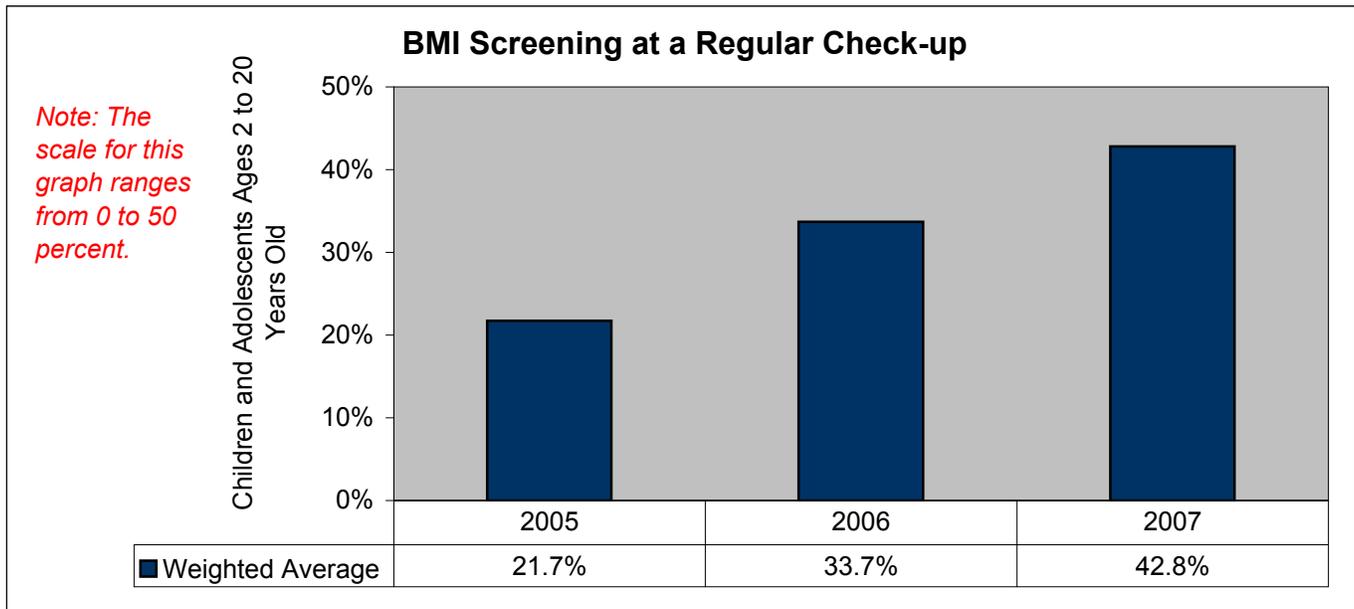
| Counseling/Advice for Smokers During a Prenatal Visit ^{1, 2} | | | |
|---|-------|-------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 72.8% | 62.1% | 73.9% | Keystone Mercy |
| 83.3% | 82.4% | 72.6% | AmeriHealth |
| 66.5% | 65.6% | 66.7% | UPMC For YOU |
| 56.7% | 58.5% | 62.6% | Gateway |
| 63.4% | 61.4% | 57.5% | Unison |
| 50.5% | 25.9% | 48.3% | AmeriChoice |
| 34.3% | 37.5% | 18.6% | Health Partners |

¹ Based on consumer input, DPW added this measure to the Performance Trending Report in 2007.

² National benchmarks are not available for Pennsylvania Performance Measures because they are specific to Pennsylvania.

Body Mass Index Screening at a Regular Check-up (Pennsylvania Performance Measures)

This measure shows the percentage of children and adolescents ages 2 to 20 years that had a Body Mass Index (BMI) screening at a regular check-up during the reporting year.



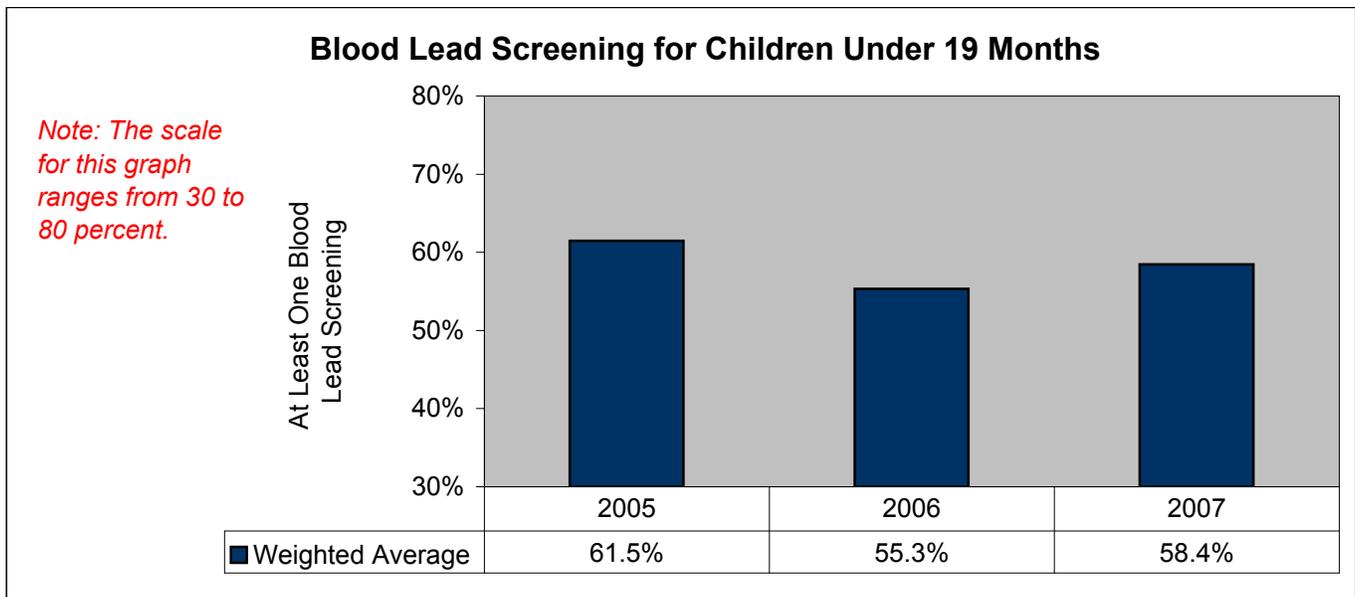
| BMI Screening at a Regular Check-up ^{1,2} | | | |
|--|-------|-------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 30.0% | 54.0% | 58.4% | UPMC For YOU |
| 31.5% | 55.2% | 53.7% | Gateway |
| 18.5% | 35.3% | 50.9% | Unison |
| 14.4% | 29.6% | 42.4% | Keystone Mercy |
| 10.2% | 18.8% | 41.7% | AmeriHealth |
| 28.0% | 37.2% | 35.0% | AmeriChoice |
| NR | 6.8% | 17.3% | Health Partners |

¹ NR (Not Reportable) indicates that the health plan did not have enough valid data to report this measure.

² National benchmarks are not available for Pennsylvania Performance Measures because they are specific to Pennsylvania.

Blood Lead Screening for Children Under 19 Months (Pennsylvania Performance Measures)

This measure shows the percentage of members, birth to age 19 months, who live in a high lead area and who had at least one blood lead screening examination during the reporting year. Early detection of high blood lead levels can decrease the adverse impact on a child's health and prevent developmental complications.

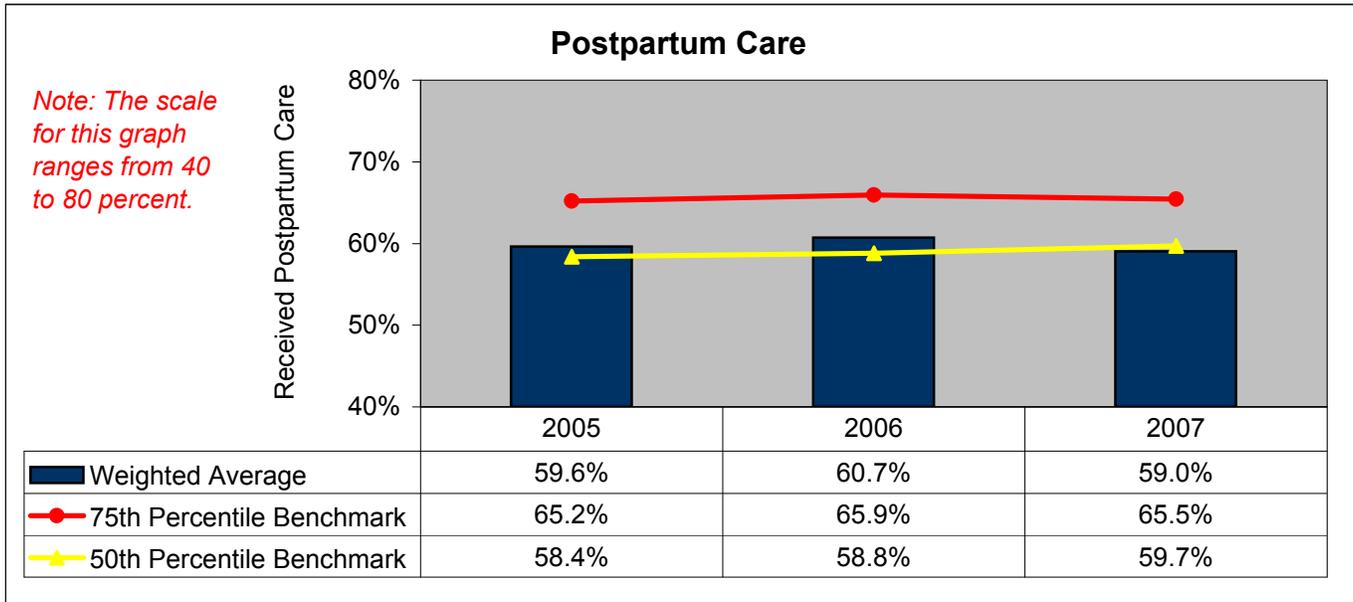


| Blood Lead Screening for Children Under 19 Months ¹ | | | |
|--|-------|-------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 23.8% | 51.5% | 66.2% | Health Partners |
| 73.2% | 64.8% | 64.4% | Unison |
| 69.8% | 54.6% | 63.9% | Gateway |
| 66.6% | 56.4% | 58.8% | AmeriChoice |
| 67.4% | 58.4% | 56.5% | AmeriHealth |
| 65.8% | 57.5% | 54.5% | UPMC For YOU |
| 59.9% | 49.6% | 48.7% | Keystone Mercy |

¹ National benchmarks are not available for Pennsylvania Performance Measures because they are specific to Pennsylvania.

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.



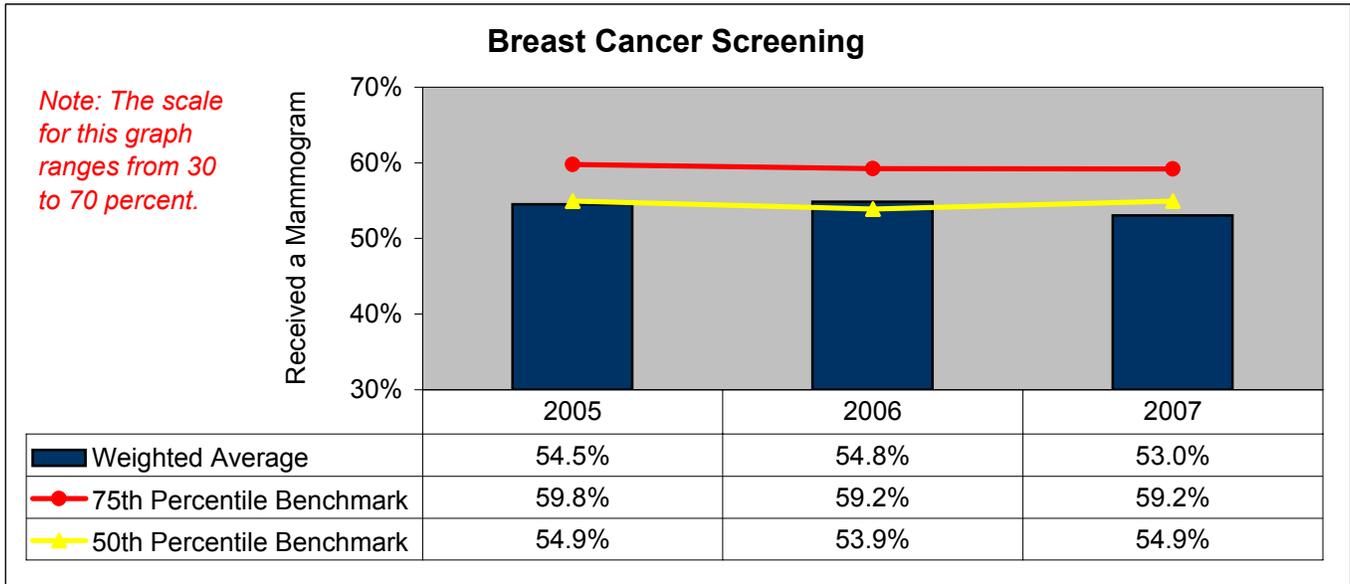
| Postpartum Care ^{1,2} | | | |
|--------------------------------|--------------|--------------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 69.8% | 70.1% | 71.0% | Gateway |
| 73.7% | 74.5% | 67.6% | UPMC For YOU |
| 65.5% | | | 75th Percentile |
| 68.1% | 71.0% | 62.7% | AmeriHealth |
| 66.7% | 59.1% | 60.1% | Keystone Mercy |
| 59.7% | | | 50th Percentile |
| 58.6% | 58.9% | 56.0% | Unison |
| 38.2% | 44.0% | 51.6% | Health Partners |
| 41.4% | 47.4% | 44.0% | AmeriChoice |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

² Based on consumer input, DPW added this measure to the Performance Trending Report in 2007.

Breast Cancer Screening (HEDIS®)

This measure shows the percentage of women ages 52 to 69 years who had a mammogram to screen for breast cancer during the measurement year or the year prior to the measurement year.



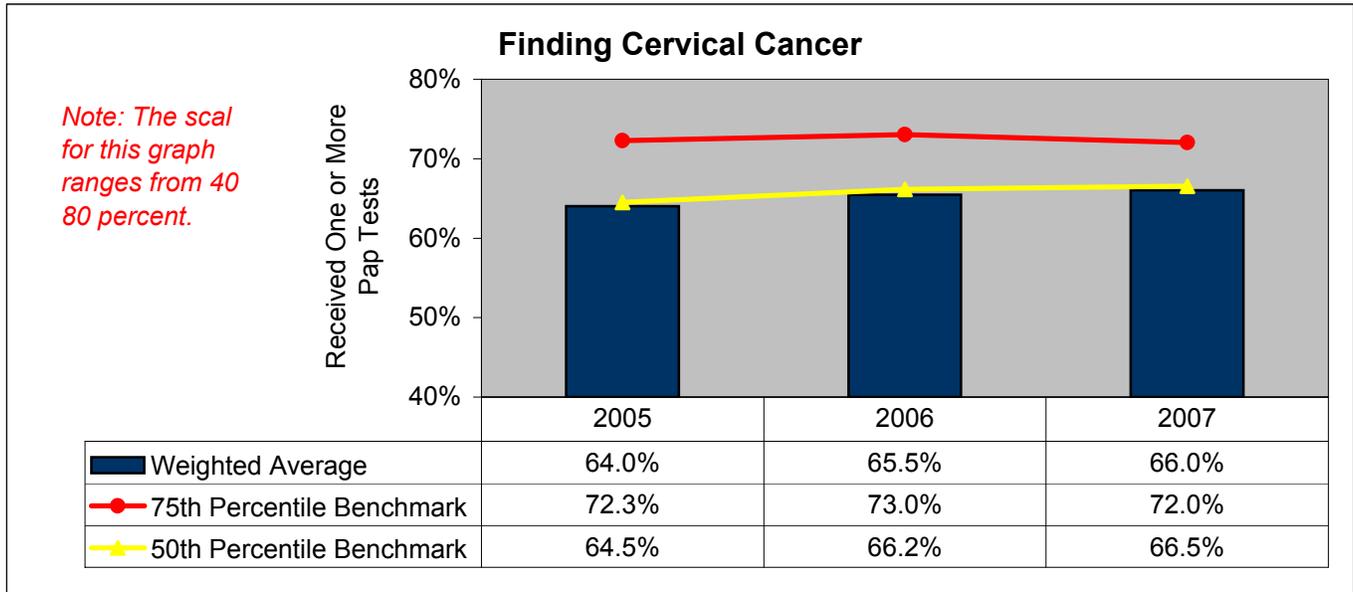
| Breast Cancer Screening ^{1,2} | | | |
|--|--------------|-------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 59.2% 75th Percentile | | | |
| 62.8% | 59.0% | 58.3% | Gateway |
| 53.5% | 53.9% | 56.9% | Health Partners |
| 65.2% | 56.3% | 56.5% | AmeriHealth |
| 54.9% 50th Percentile | | | |
| 52.8% | 52.8% | 52.4% | Unison |
| 58.5% | 50.6% | 50.4% | Keystone Mercy |
| 47.7% | 47.0% | 47.5% | AmeriChoice |
| 69.8% | 68.5% | 46.9% | UPMC For YOU |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

² Based on consumer input, DPW added this measure to the Performance Trending Report in 2007.

Finding Cervical Cancer (HEDIS®)

This measure shows the percentage of women who had one or more Pap tests during the measurement year or in the two years prior to the measurement year. In 2007, NCQA raised the minimum age for this measure. 2005 and 2006 rates represent women ages 21 to 64 years. 2007 rates represent women ages 24 to 64 years.

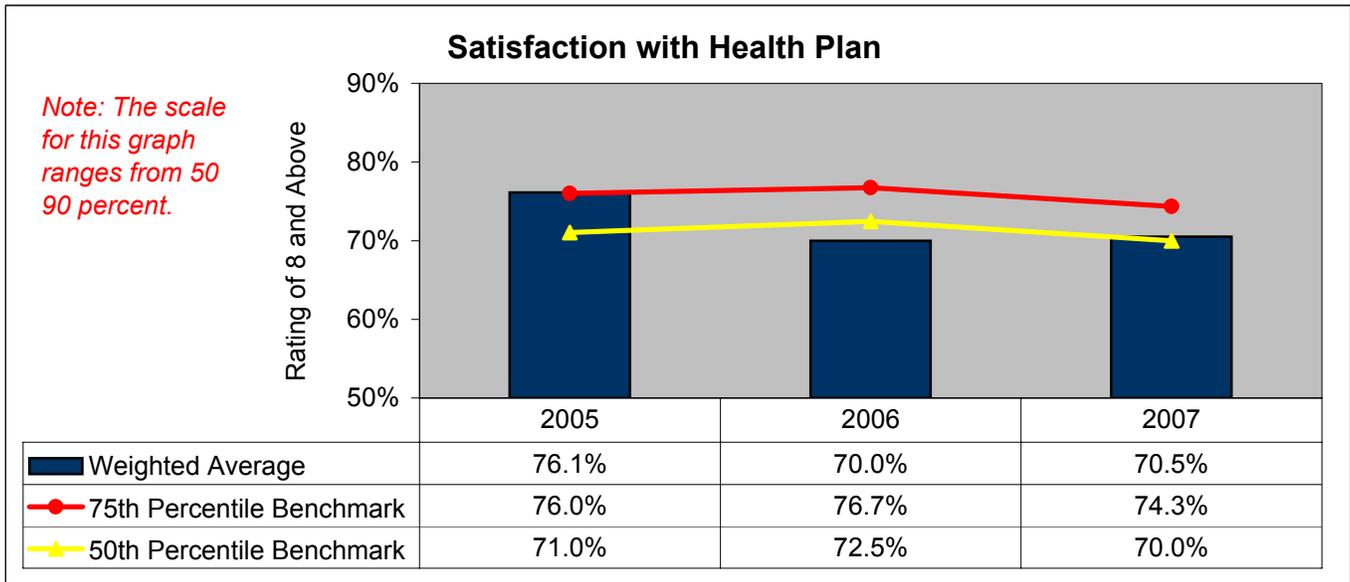


| Finding Cervical Cancer ¹ | | | |
|--------------------------------------|--------------|--------------|------------------------|
| 2005 | 2006 | 2007 | Health Plan |
| 76.4% | 76.6% | 77.1% | Gateway |
| 72.0% | | | 75th Percentile |
| 73.5% | 76.6% | 68.6% | UPMC For YOU |
| 65.9% | 68.9% | 67.6% | Unison |
| 62.2% | 64.0% | 67.5% | AmeriHealth |
| 66.5% | | | 50th Percentile |
| 65.3% | 58.4% | 63.3% | Keystone Mercy |
| 56.8% | 60.6% | 60.6% | Health Partners |
| 47.7% | 53.0% | 57.4% | AmeriChoice |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

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.

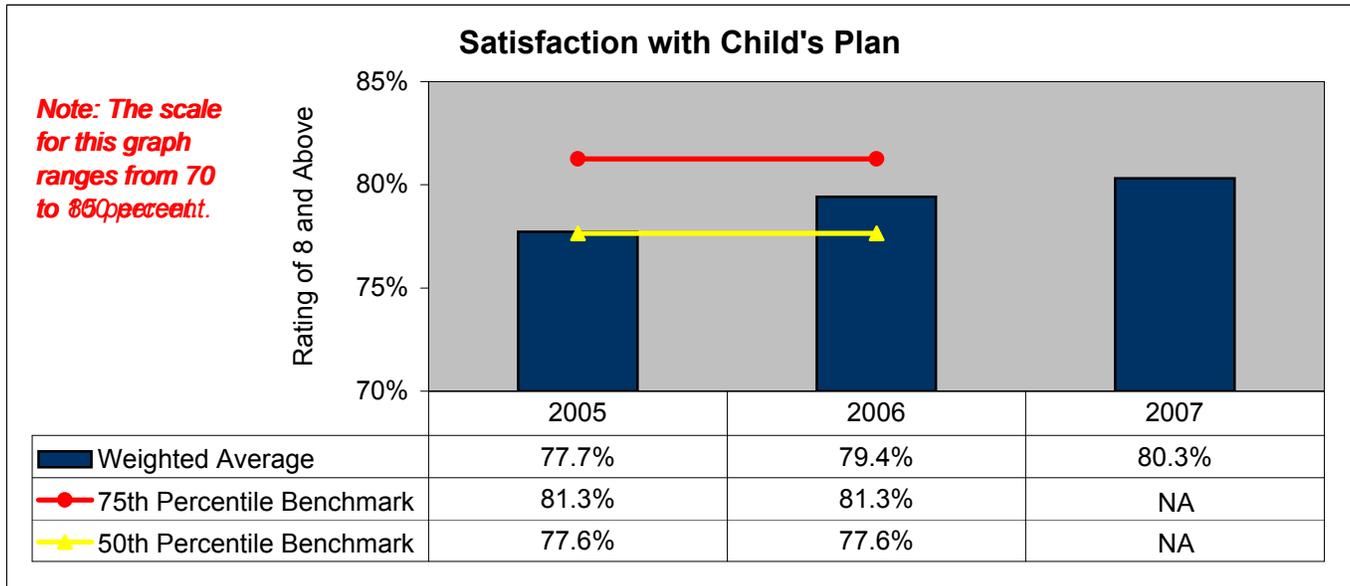


| Satisfaction with Health Plan ¹ | | | |
|--|--------------|--------------|------------------------|
| 2005 | 2006 | 2007 | Health Plan |
| 76.7% | 74.6% | 83.7% | UPMC For YOU |
| 74.3% 75th Percentile | | | |
| 75.6% | 71.1% | 72.9% | Gateway |
| 84.3% | 76.7% | 72.6% | Health Partners |
| 75.5% | 72.4% | 70.0% | Keystone Mercy |
| 70.0% 50th Percentile | | | |
| 72.2% | 70.1% | 68.9% | AmeriHealth |
| 73.9% | 56.5% | 65.9% | Unison |
| 76.5% | 72.1% | 60.7% | AmeriChoice |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

Satisfaction with Child's 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.



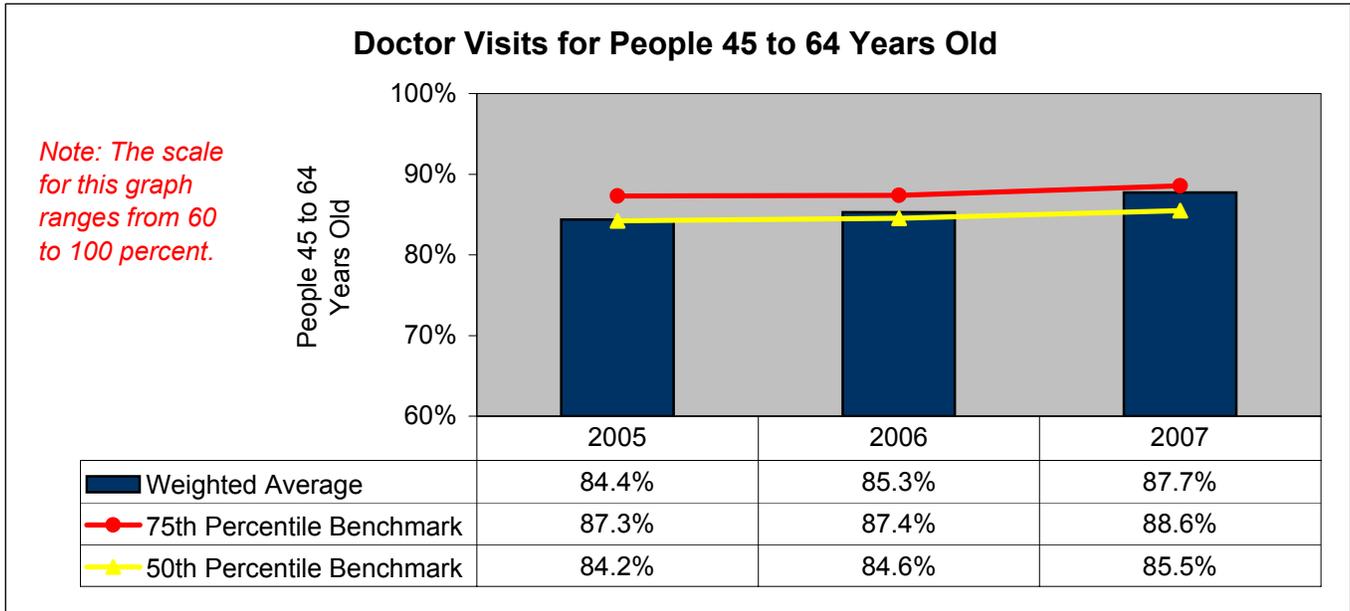
| Satisfaction with Child's Plan ^{1,2} | | | | |
|---|-------|-------|--------------------|--|
| 2005 | 2006 | 2007 | Health Plan | |
| 80.3% | 83.2% | 83.2% | UPMC For YOU | |
| 84.6% | 84.4% | 83.0% | Health Partners | |
| 77.5% | 82.0% | 82.0% | Keystone Mercy | |
| 79.3% | 80.9% | 80.9% | AmeriChoice | |
| 79.1% | 73.5% | 80.8% | Unison | |
| 80.4% | 79.6% | 79.6% | Gateway | |
| 63.5% | 73.6% | 73.6% | AmeriHealth | |
| | | | NA 75th Percentile | |
| | | | NA 50th Percentile | |

¹ In 2007, AmeriChoice, AmeriHealth, Gateway, Keystone Mercy and UPMC For YOU reported their 2006 Child CAHPS® rates for this measure because DPW allows plans to report Child CAHPS® rates every two years.

² In 2007, NCQA did not provide 2007 Child CAHPS® Benchmarks.

Doctor Visits for People 45 to 64 Years Old (HEDIS®)

This measure shows the percentage of members ages 45 to 64 years who had an ambulatory or preventive care visit during the measurement year.

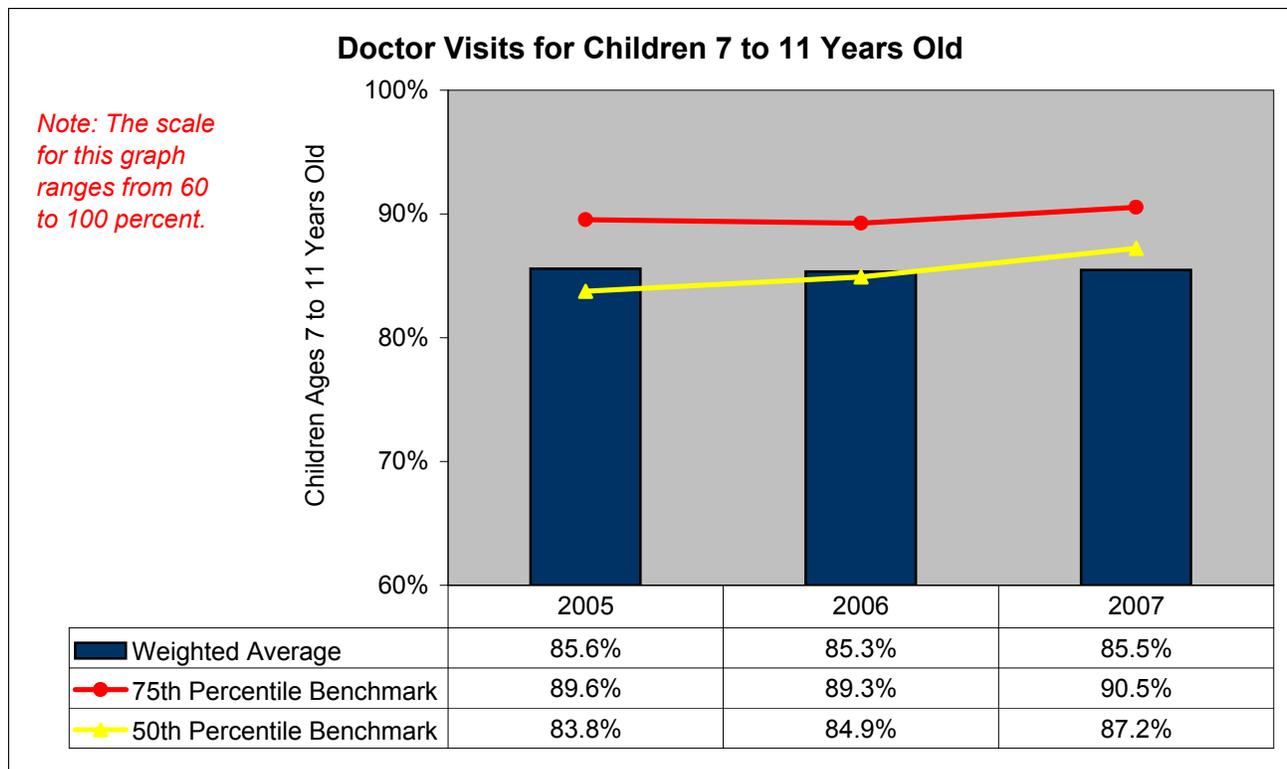


| Doctor Visits for People 45 to 64 Years Old ¹ | | | |
|--|-------|--------------|------------------------|
| 2005 | 2006 | 2007 | Health Plan |
| 84.4% | 85.3% | 89.6% | UPMC For YOU |
| 85.2% | 86.5% | 89.6% | Keystone Mercy |
| 83.7% | 86.8% | 89.4% | Gateway |
| 86.4% | 86.3% | 88.8% | AmeriHealth |
| 88.6% | | | 75th Percentile |
| 88.1% | 88.2% | 88.2% | Health Partners |
| 85.5% | | | 50th Percentile |
| 83.4% | 82.2% | 84.4% | Unison |
| 78.3% | 78.1% | 80.3% | AmeriChoice |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

Doctor Visits for Children 7 to 11 Years Old (HEDIS®)

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

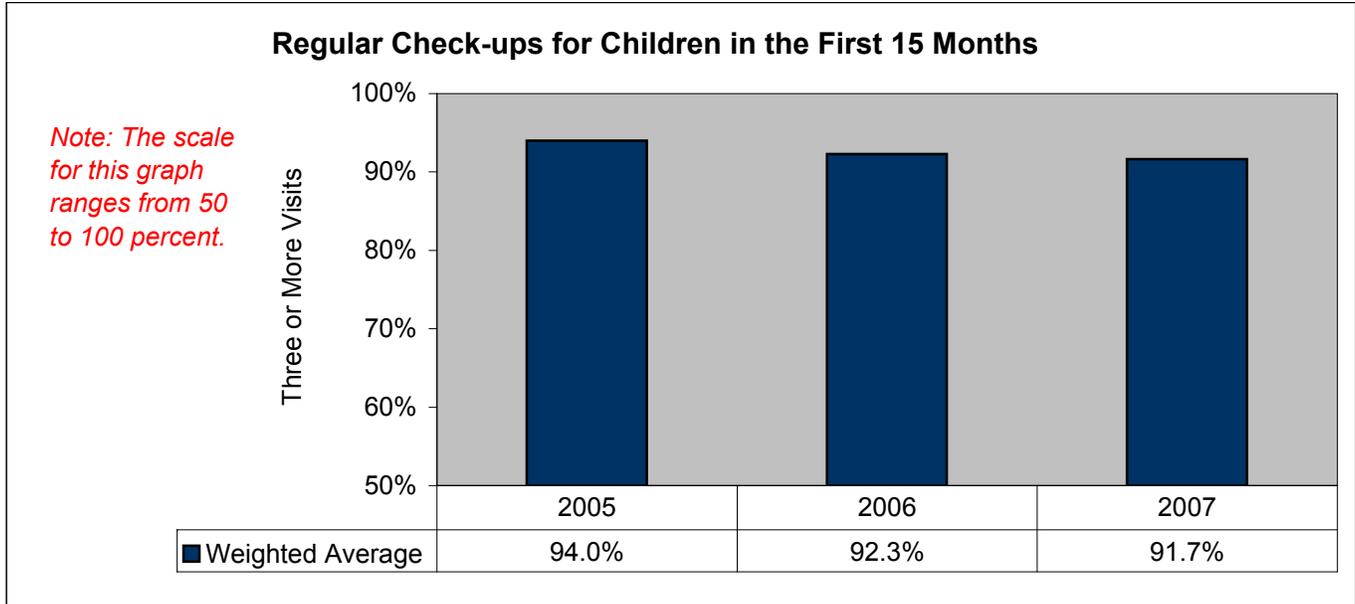


| Doctor Visits for Children 7 to 11 Years Old ¹ | | | |
|---|--------------|--------------|------------------------|
| 2005 | 2006 | 2007 | Health Plan |
| | | 90.5% | 75th Percentile |
| 89.0% | 89.3% | 90.3% | Gateway |
| 90.1% | 92.7% | 87.6% | UPMC For YOU |
| | | 87.2% | 50th Percentile |
| 83.7% | 84.9% | 86.1% | Health Partners |
| 89.7% | 88.5% | 85.9% | Unison |
| 81.7% | 81.9% | 83.4% | Keystone Mercy |
| 82.9% | 82.2% | 82.6% | AmeriChoice |
| 76.3% | 73.3% | 76.2% | AmeriHealth |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

Regular Check-ups for Children in the First 15 Months (HEDIS®)

This measure shows the percentage of children age 15 months during the reporting year, who were continuously enrolled in the plan from age 31 days and who had three or more well-child visits with a primary care practitioner (PCP) during their first 15 months of life.

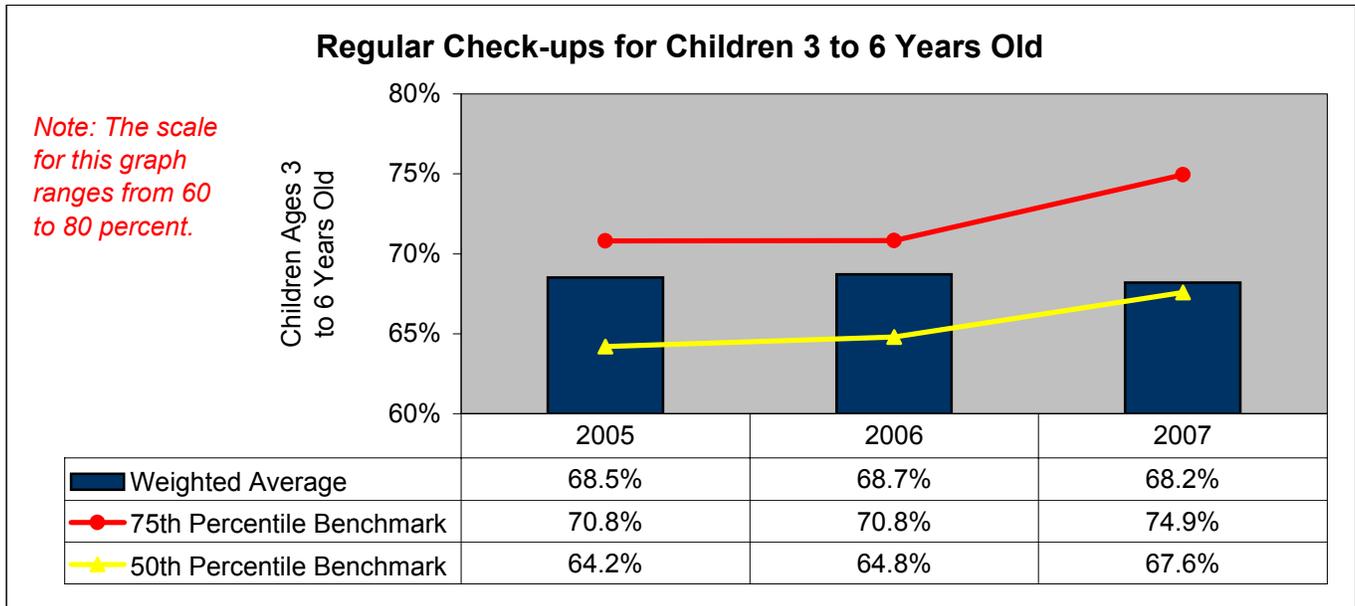


| Regular Check-ups for Children in the First 15 Months ¹ | | | |
|--|-------|-------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 92.4% | 94.4% | 94.9% | Keystone Mercy |
| 96.4% | 96.7% | 94.8% | UPMC For YOU |
| 93.3% | 92.7% | 94.7% | Gateway |
| 94.4% | 91.7% | 92.6% | AmeriHealth |
| 88.6% | 90.3% | 89.1% | Health Partners |
| 94.3% | 90.4% | 86.5% | Unison |
| 91.2% | 86.4% | 83.9% | AmeriChoice |

¹ NCQA does not provide benchmarks for three or more well-child visits for this HEDIS measure.

Regular Check-ups for Children 3 to 6 Years Old (HEDIS[®])

This measure shows the percentage of children ages three, four, five or six years, who received one or more well-child visits with a primary care practitioner during the measurement year.

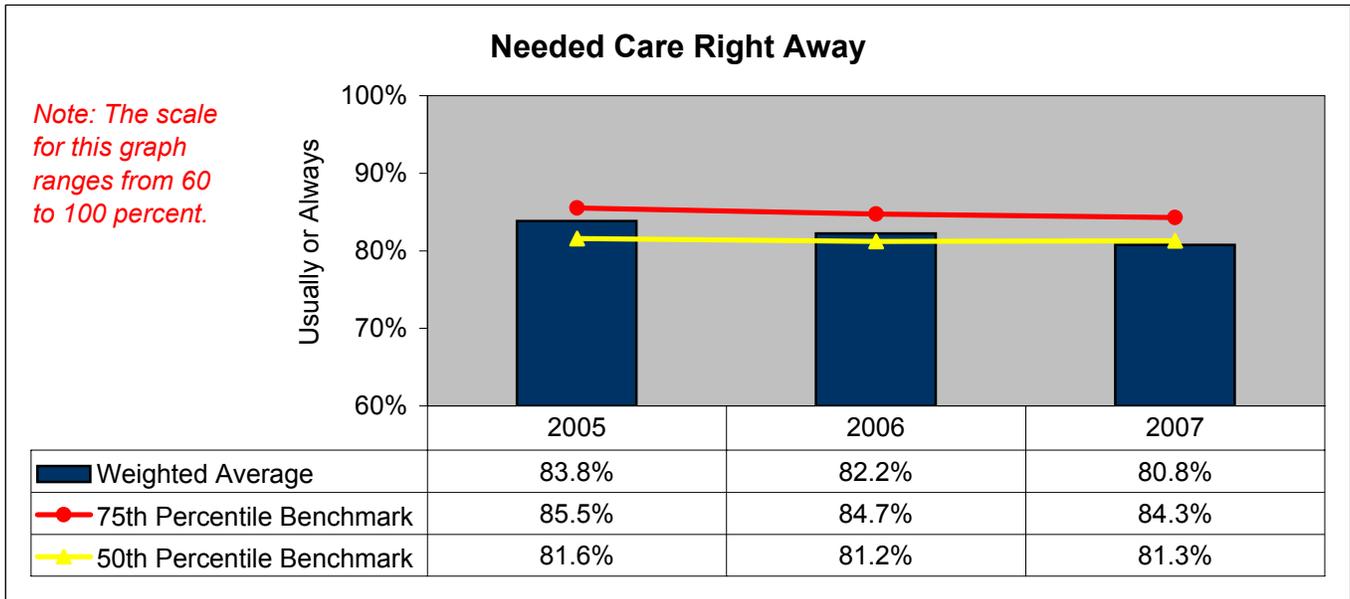


| Regular Check-ups for Children 3 to 6 Years Old ¹ | | | |
|--|--------------|--------------|------------------------|
| 2005 | 2006 | 2007 | Health Plan |
| 74.3% | 81.8% | 79.6% | Keystone Mercy |
| 71.8% | 75.2% | 78.7% | AmeriHealth |
| 74.9% | | | 75th Percentile |
| 64.1% | 64.8% | 70.8% | AmeriChoice |
| 68.0% | 69.4% | 70.5% | Gateway |
| 72.7% | 75.1% | 68.1% | UPMC For YOU |
| 70.7% | 74.7% | 67.9% | Health Partners |
| 67.6% | | | 50th Percentile |
| 67.0% | 64.7% | 64.3% | Unison |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

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 thought you needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually" or "Always" were used to assess plan performance.



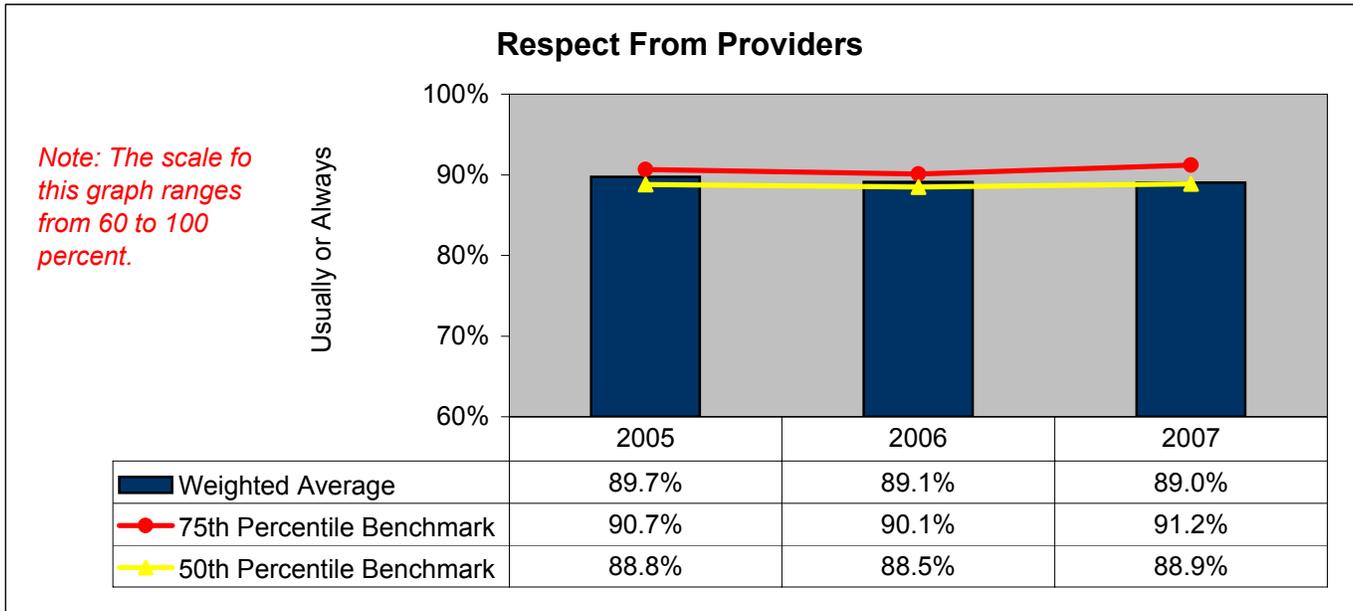
| Needed Care Right Away ^{1,2} | | | |
|---------------------------------------|-------|-------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 86.0% | 82.6% | 86.4% | Gateway |
| 92.8% | 86.3% | 85.9% | UPMC For YOU |
| | | 84.3% | 75th Percentile |
| | | 81.3% | 50th Percentile |
| 73.1% | 81.6% | 80.7% | AmeriHealth |
| 81.2% | 78.6% | 80.3% | AmeriChoice |
| 81.7% | 76.9% | 78.9% | Health Partners |
| 88.7% | 83.5% | 76.4% | Unison |
| 78.0% | 84.7% | 75.2% | Keystone Mercy |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

² Based on consumer input, DPW added this measure to the Performance Trending Report in 2007.

Respect from Providers (CAHPS®)

Plan members were asked, "In the last six months, how often did your personal doctor show respect for what you had to say?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually" or "Always" were used to assess plan performance.



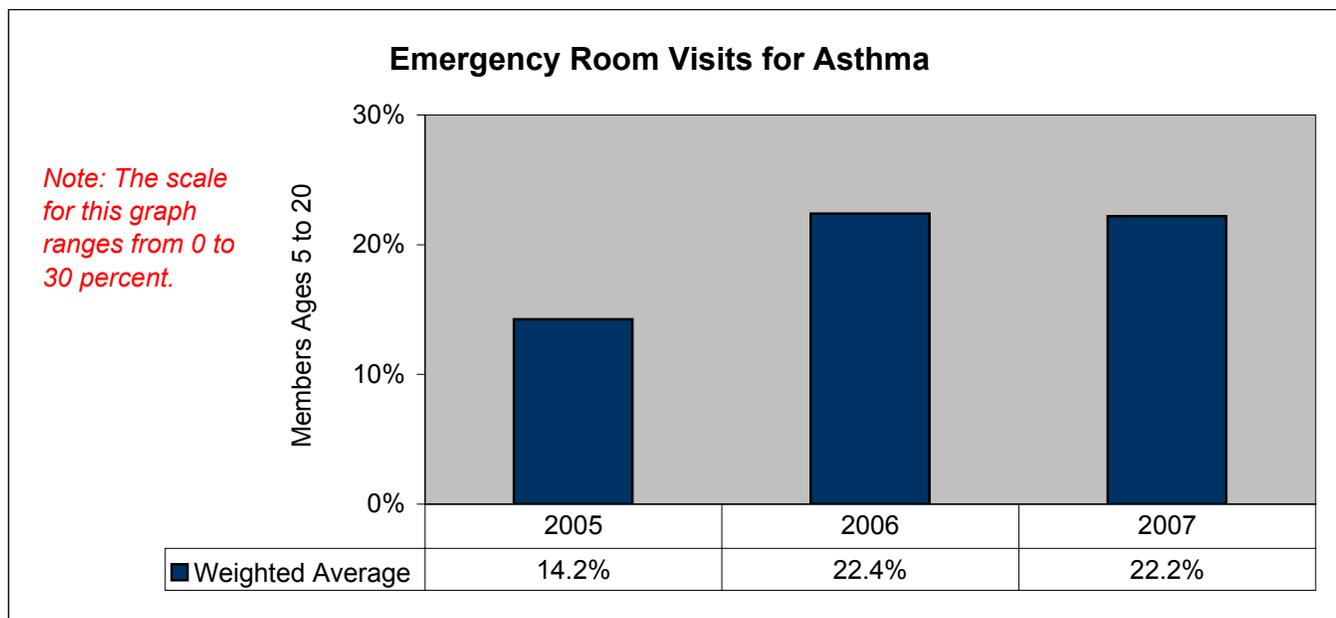
| Respect from Providers ^{1, 2} | | | |
|--|--------------|--------------|------------------------|
| 2005 | 2006 | 2007 | Health Plan |
| | | 91.2% | 75th Percentile |
| 89.9% | 87.3% | 90.7% | Gateway |
| 90.6% | 89.6% | 90.3% | UPMC For YOU |
| 87.4% | 88.6% | 90.1% | AmeriHealth |
| 91.1% | 90.1% | 89.2% | Health Partners |
| 91.0% | 88.2% | 89.0% | Unison |
| | | 88.9% | 50th Percentile |
| 89.4% | 91.6% | 86.6% | Keystone Mercy |
| 88.0% | 88.8% | 86.1% | AmeriChoice |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

² Based on consumer input, DPW added this measure to the Performance Trending Report in 2007.

Emergency Room Visits for Asthma (Pennsylvania Performance Measures)

This measure shows the percentage of members with persistent asthma ages 5 to 20 years who visited the emergency room in the past year to be treated for asthma. For this measure, lower rates are desirable.



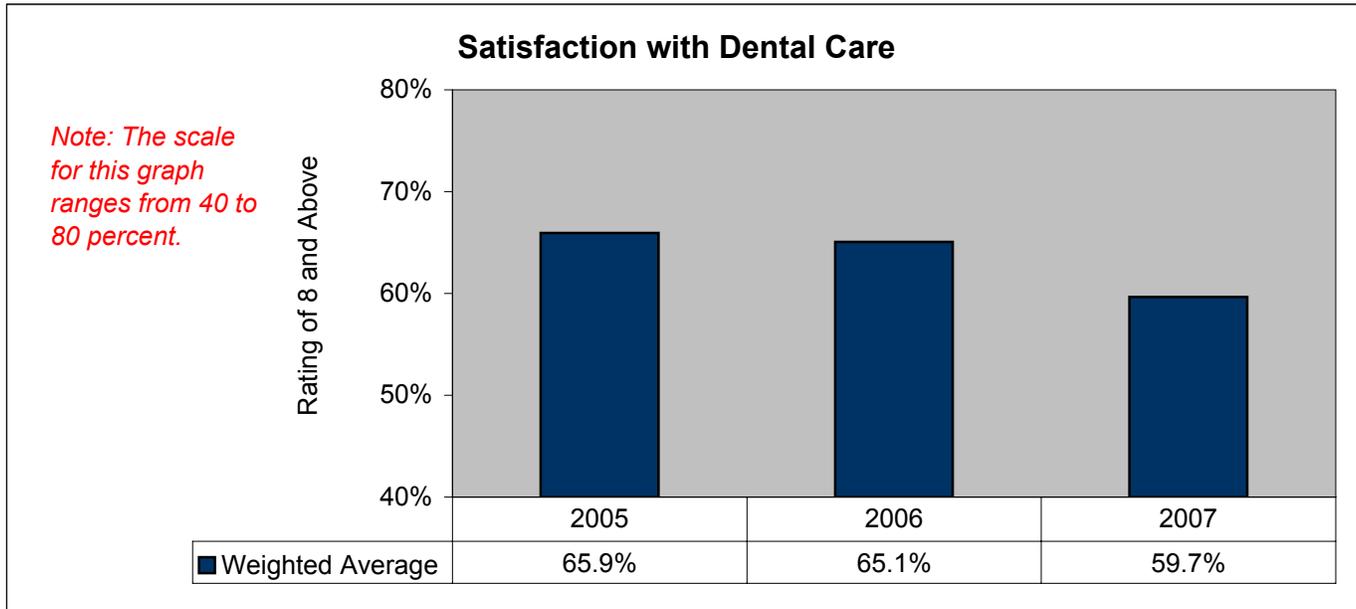
| Emergency Room Visits for Asthma ^{1,2} | | | |
|---|-------|-------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 11.3% | 16.6% | 17.2% | Gateway |
| 10.9% | 18.1% | 18.5% | Unison |
| 11.9% | 20.5% | 18.6% | AmeriHealth |
| 24.4% | 11.2% | 19.5% | UPMC For YOU |
| 16.9% | 27.2% | 22.9% | Keystone Mercy |
| 17.5% | 28.1% | 28.1% | Health Partners |
| 13.1% | 30.0% | 31.3% | AmeriChoice |

¹ Rates are sorted in ascending order as lower rates are more desirable.

² National benchmarks are not available for Pennsylvania Performance Measures because they are specific to Pennsylvania.

Satisfaction with Dental Care (CAHPS[®])

Plan members were asked, “How would you rate your dental care?” Plan members responded “I didn’t have any dental care in the last six months” or with any number from 0 to 10 where 0 is the worst dental care possible, and 10 is the best dental care possible. Member ratings of 8 and above were used to assess plan performance, and member responses of “I didn’t have any dental care in the last six months” were excluded.

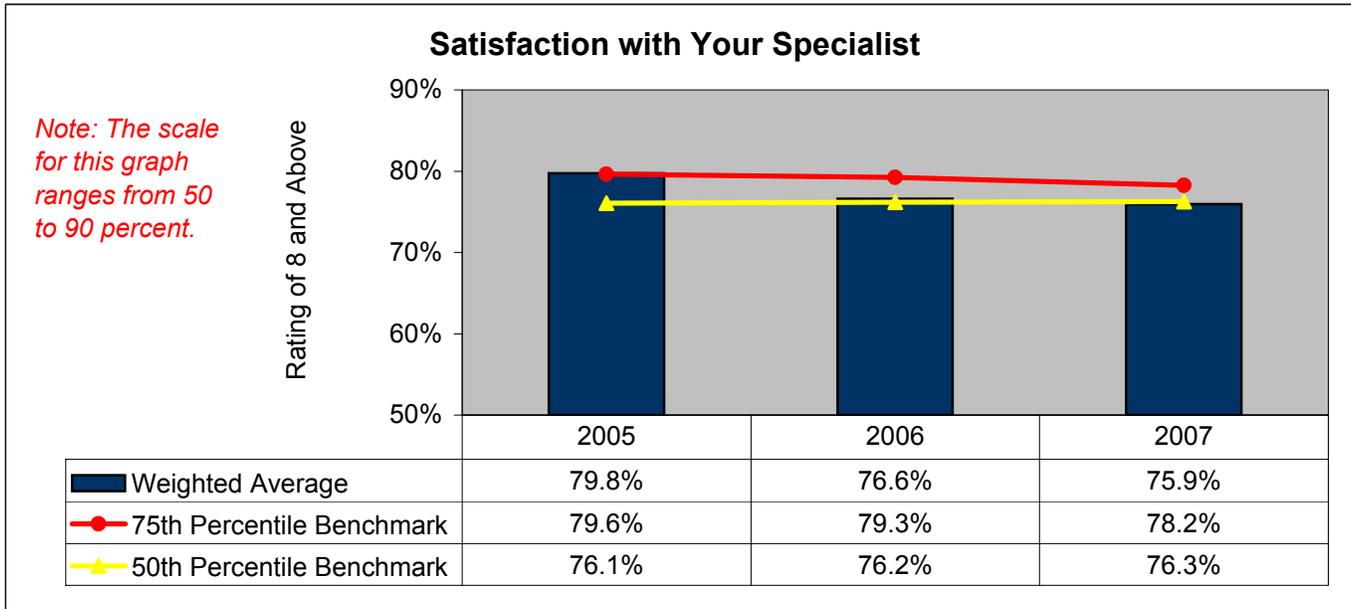


| Satisfaction with Dental Care ¹ | | | |
|--|-------|-------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 71.1% | 64.3% | 77.5% | UPMC For YOU |
| 69.4% | 68.7% | 66.5% | Gateway |
| 66.5% | 68.2% | 62.4% | Unison |
| 71.3% | 64.4% | 61.5% | AmeriHealth |
| 75.5% | 69.6% | 59.0% | AmeriChoice |
| 65.4% | 68.1% | 53.2% | Keystone Mercy |
| 51.4% | 54.8% | 47.3% | Health Partners |

¹ NCQA does not provide benchmarks for this CAHPS[®] measure.

Satisfaction with Your Specialist (CAHPS®)

This measure shows the rating of the specialist seen most often in the last six months. Plan members were asked, “What number would you use to rate the specialist?” Plan members used any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. Member ratings of 8 and above were used to assess plan performance.

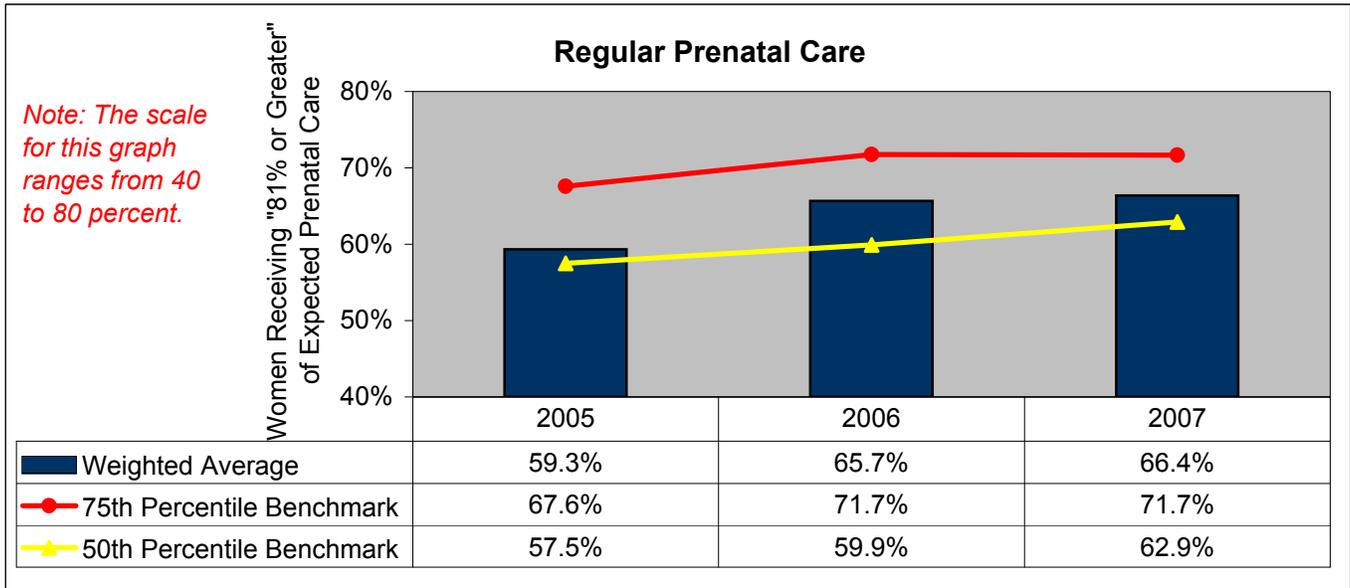


| Satisfaction with Your Specialist ¹ | | | |
|--|--------------|--------------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 75.7% | 77.6% | 80.8% | Gateway |
| | | 78.2% | 75th Percentile |
| 81.5% | 79.4% | 77.9% | Keystone Mercy |
| 80.9% | 73.3% | 76.3% | UPMC For YOU |
| | | 76.3% | 50th Percentile |
| 81.5% | 76.5% | 76.1% | Health Partners |
| 81.1% | 84.2% | 76.0% | AmeriHealth |
| 77.2% | 69.6% | 75.1% | Unison |
| 81.9% | 75.4% | 65.6% | AmeriChoice |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

Regular Prenatal Care (HEDIS®)

This measure shows the percentage of women who received regular prenatal care. The measure is divided into “less than 21 percent,” “21 percent to 40 percent,” “41 percent to 60 percent,” “61 percent to 80 percent,” and “81 percent or greater” of the expected number of prenatal care visits. This rate is adjusted for gestational age and the month of pregnancy in which the member enrolled in the health plan. The graph below displays the frequency of prenatal care at “81 percent or greater.”

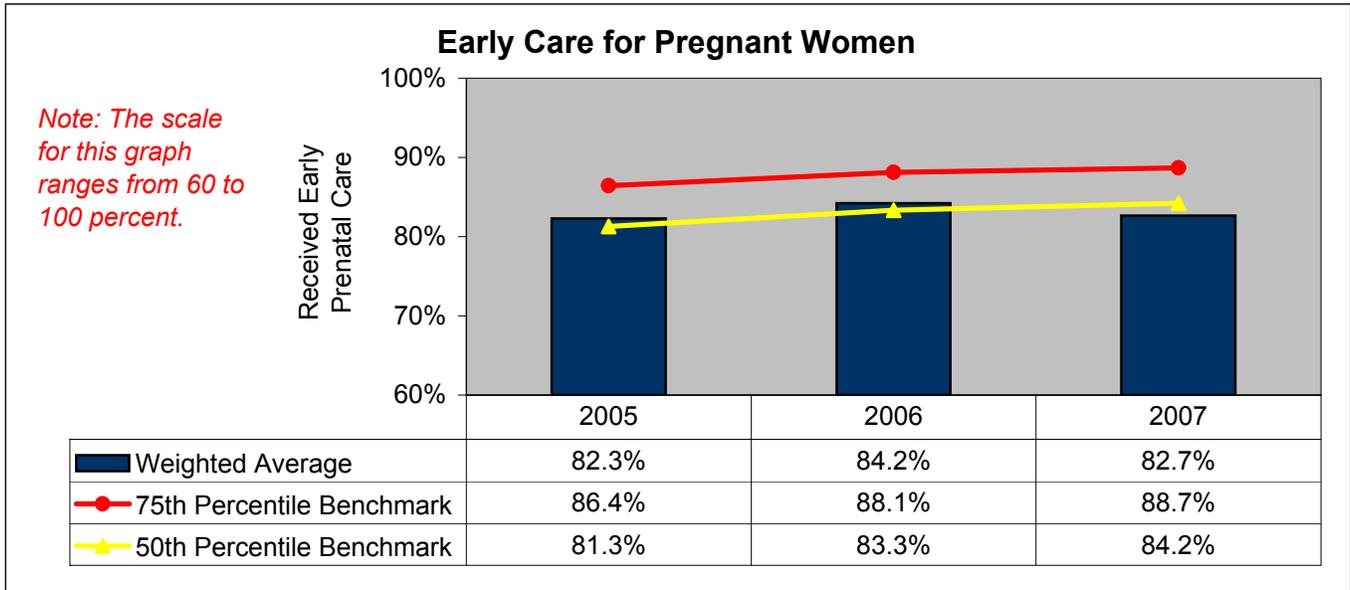


| Regular Prenatal Care ¹ | | | |
|------------------------------------|--------------|--------------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 59.5% | 82.2% | 82.0% | Gateway |
| 66.5% | 66.7% | 77.4% | AmeriHealth |
| 82.7% | 77.4% | 72.7% | Unison |
| | | 71.7% | 75th Percentile |
| 65.0% | 70.1% | 67.9% | UPMC For YOU |
| | | 62.9% | 50th Percentile |
| 40.4% | 50.4% | 57.9% | AmeriChoice |
| 58.6% | 56.9% | 56.9% | Keystone Mercy |
| 39.7% | 56.0% | 49.1% | Health Partners |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

Early Care for Pregnant Women (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.

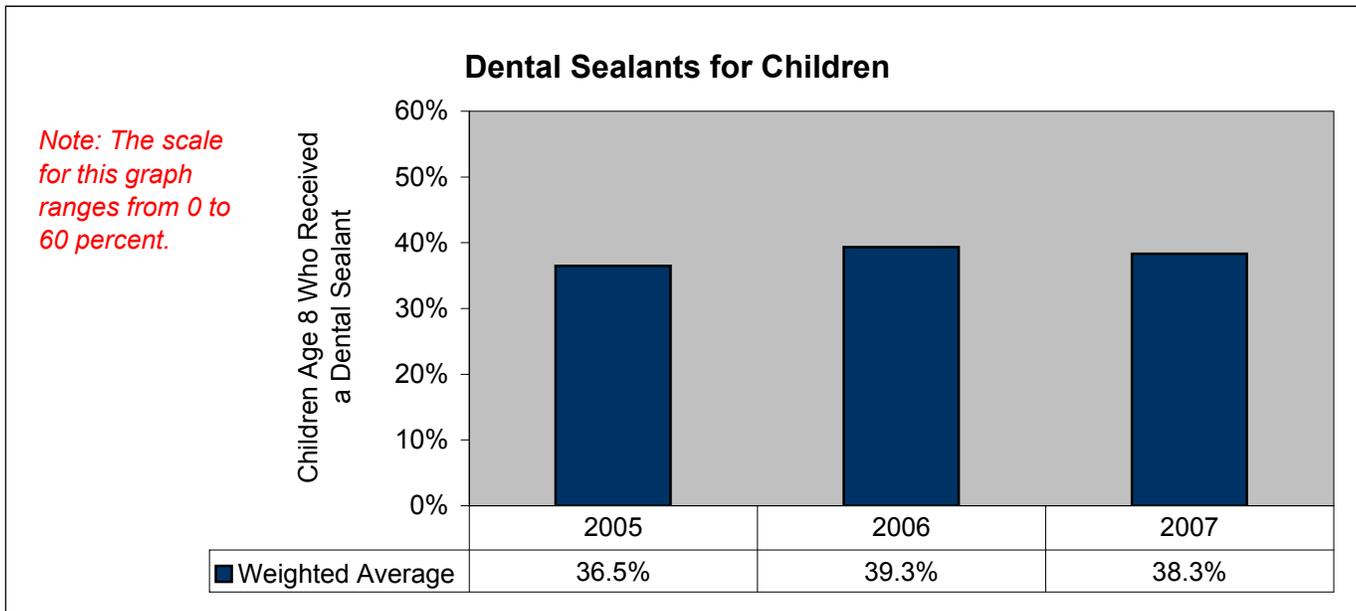


| Early Care for Pregnant Women ¹ | | | |
|--|--------------|--------------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 86.4% | 85.6% | 90.2% | AmeriHealth |
| 89.5% | 89.5% | 89.5% | Gateway |
| | | 88.7% | 75th Percentile |
| 89.5% | 90.5% | 86.1% | Unison |
| 92.9% | 93.2% | 84.7% | UPMC For YOU |
| | | 84.2% | 50th Percentile |
| 85.1% | 86.4% | 81.5% | Keystone Mercy |
| 68.6% | 74.2% | 74.7% | AmeriChoice |
| 63.5% | 70.1% | 71.5% | Health Partners |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

Dental Sealants for Children (Pennsylvania Performance Measures)

This measure shows the percentage of children who turned eight years old and had a protective dental sealant applied to their teeth during the three years prior to their eighth birthday.

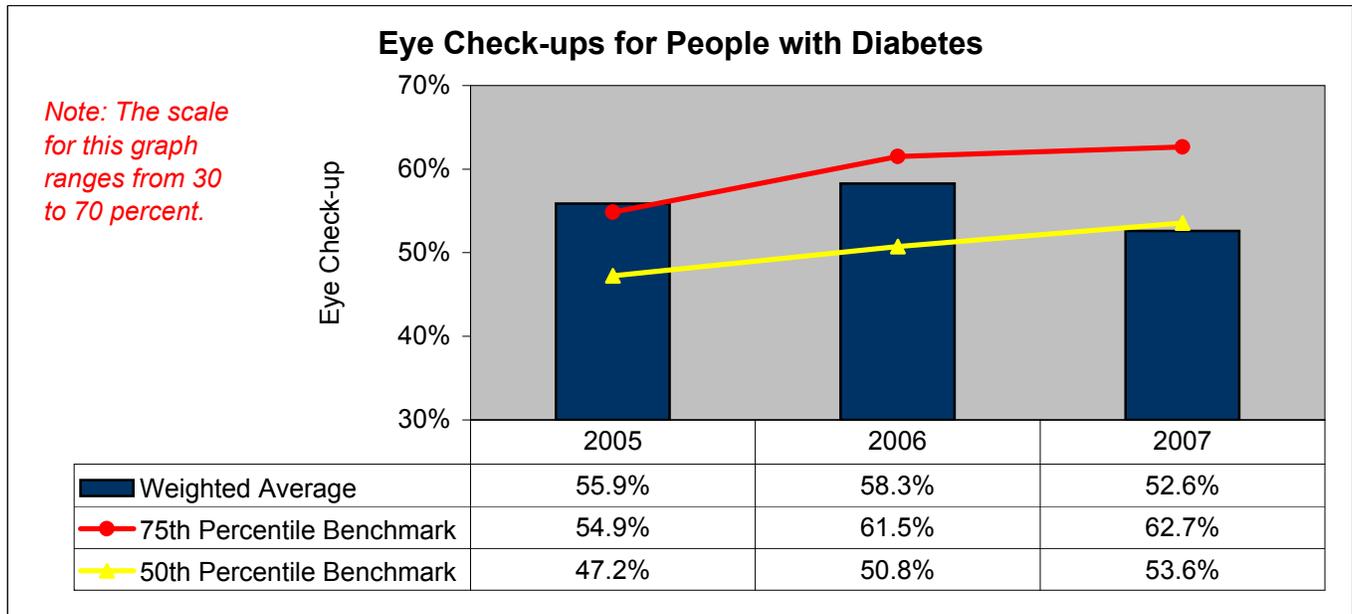


| Dental Sealants for Children ¹ | | | |
|---|-------|-------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 49.7% | 55.7% | 59.1% | AmeriHealth |
| 39.6% | 43.7% | 47.3% | Gateway |
| 36.4% | 45.7% | 46.4% | UPMC For YOU |
| 35.7% | 41.3% | 40.9% | Keystone Mercy |
| 32.7% | 30.0% | 38.2% | Health Partners |
| 36.1% | 31.6% | 34.8% | AmeriChoice |
| 32.9% | 33.9% | 24.5% | Unison |

¹ National benchmarks are not available for Pennsylvania Performance Measures because they are specific to Pennsylvania.

Eye Check-ups for People with Diabetes (HEDIS®)

This measure shows the percentage of members with diabetes (Type I and Type II) ages 18 to 75 years 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.

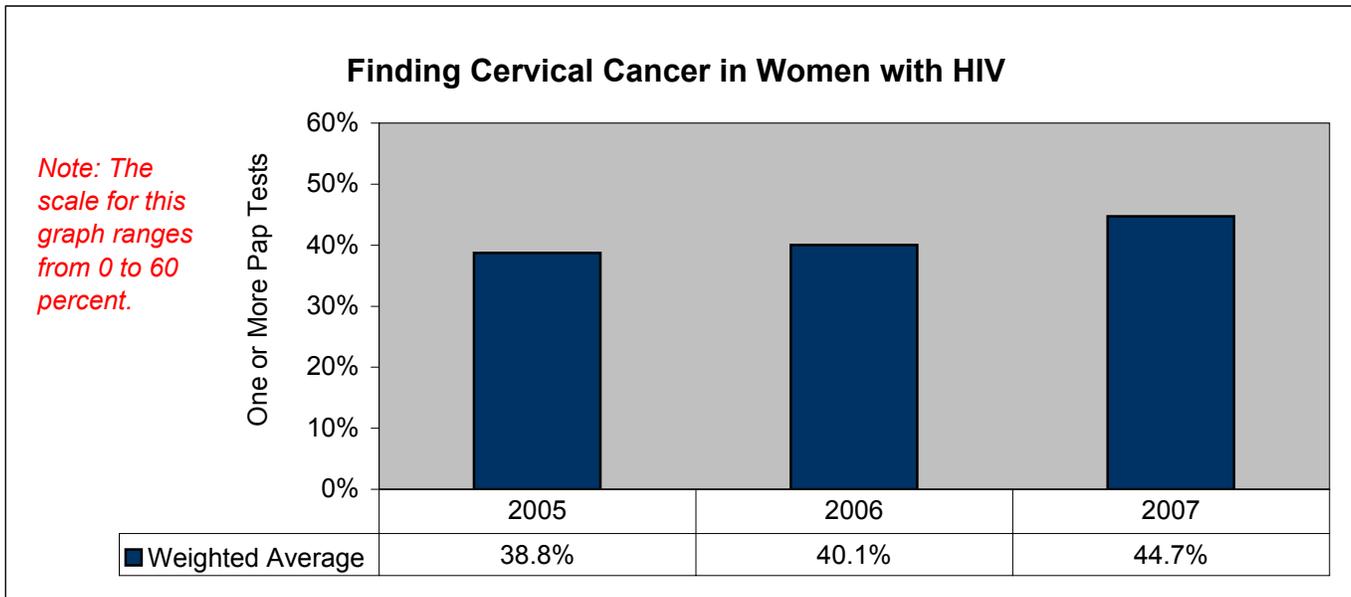


| Eye Check-ups for People with Diabetes ¹ | | | |
|---|--------------|--------------|------------------------|
| 2005 | 2006 | 2007 | Health Plan |
| 64.2% | 67.9% | 69.3% | Gateway |
| 62.7% | | | 75th Percentile |
| 58.4% | 62.8% | 60.3% | Unison |
| 62.9% | 58.9% | 60.2% | AmeriHealth |
| 53.6% | | | 50th Percentile |
| 60.3% | 64.2% | 52.3% | UPMC For YOU |
| 41.8% | 52.1% | 45.3% | AmeriChoice |
| 51.3% | 47.7% | 41.6% | Keystone Mercy |
| 51.8% | 54.5% | 38.4% | Health Partners |

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2007.

Finding Cervical Cancer in Women with HIV (Pennsylvania Performance Measures)

This measure shows the percentage of HIV positive (HIV+) women ages 18 years and older who received one or more Pap tests during the measurement year.

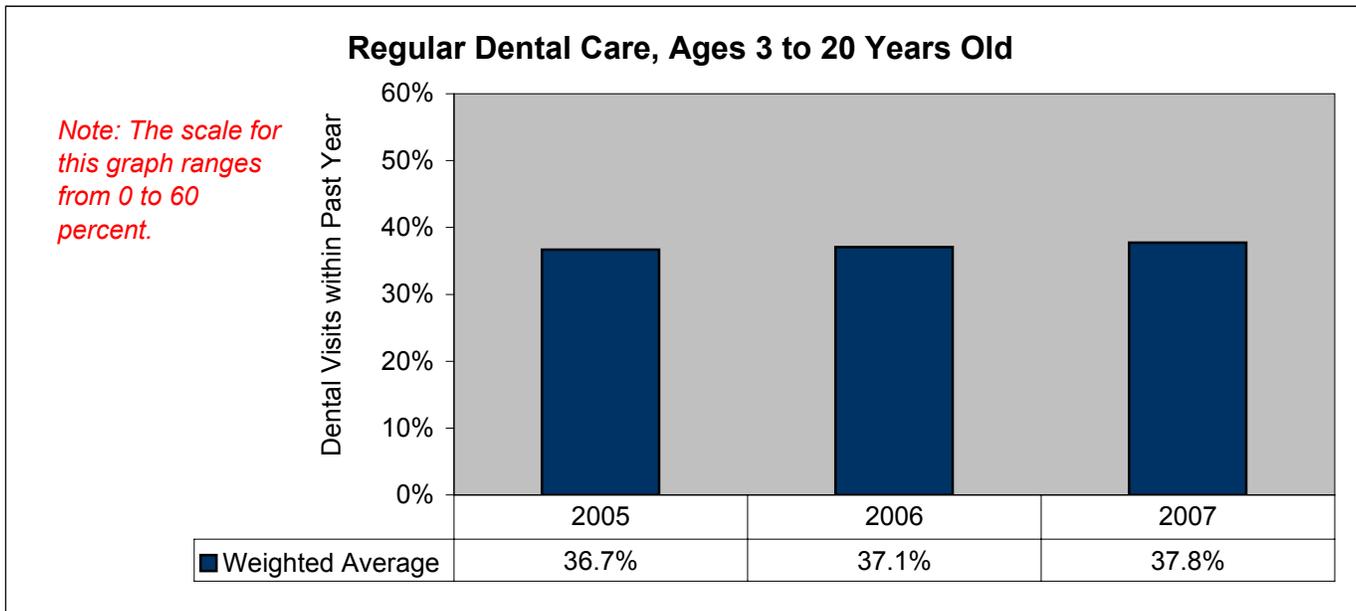


| Finding Cervical Cancer in Women with HIV ¹ | | | |
|--|-------|-------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 51.1% | 50.0% | 54.0% | UPMC For YOU |
| 48.6% | 43.7% | 53.8% | AmeriHealth |
| 45.7% | 45.3% | 50.8% | Gateway |
| 44.1% | 40.6% | 48.1% | Unison |
| 31.7% | 36.5% | 43.1% | Health Partners |
| 39.9% | 40.1% | 41.8% | Keystone Mercy |
| 31.1% | 35.3% | 40.6% | AmeriChoice |

¹ National benchmarks are not available for Pennsylvania Performance Measures because they are specific to Pennsylvania.

Regular Dental Care, Ages 3 to 20 Years Old (Pennsylvania Performance Measures)

This measure shows the percentage of members ages 3 to 20 years who had a dental evaluation or preventive prophylaxis during the measurement year.

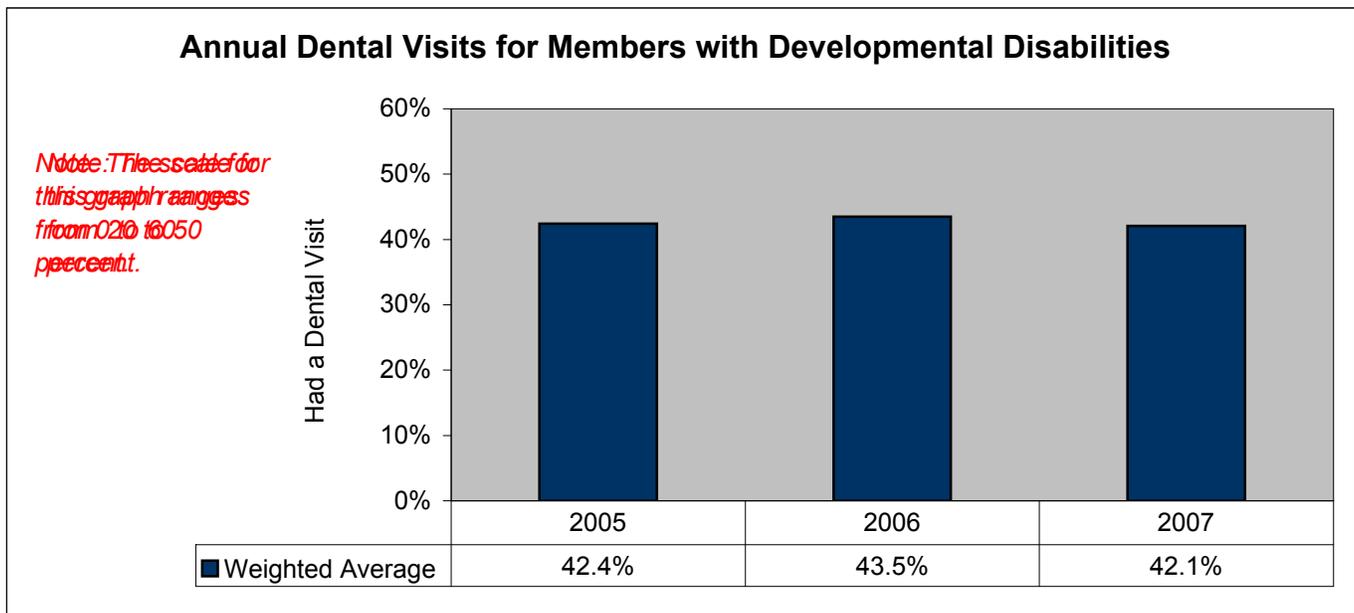


| Regular Dental Care, Ages 3 to 20 Years Old ¹ | | | |
|--|-------|-------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 40.2% | 41.0% | 40.6% | Unison |
| 39.2% | 37.9% | 39.6% | UPMC For YOU |
| 34.7% | 38.7% | 39.3% | Health Partners |
| 37.7% | 36.4% | 38.7% | AmeriChoice |
| 37.5% | 38.0% | 37.7% | Gateway |
| 34.8% | 34.2% | 36.2% | Keystone Mercy |
| 31.9% | 32.3% | 32.4% | AmeriHealth |

¹ National benchmarks are not available for Pennsylvania Performance Measures because they are specific to Pennsylvania.

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

This measure shows the percentage of members ages 4 to 21 years, with developmental disabilities who visited the dentist at least once in the past 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 | | | |
|---|-------|-------|-----------------|
| 2005 | 2006 | 2007 | Health Plan |
| 42.3% | 42.8% | 47.7% | AmeriChoice |
| 44.3% | 47.9% | 47.5% | Health Partners |
| 50.2% | 49.6% | 47.3% | Unison |
| 40.6% | 40.4% | 38.7% | UPMC For YOU |
| 34.3% | 38.7% | 38.2% | Gateway |
| 37.4% | 39.8% | 37.9% | Keystone Mercy |
| 33.1% | 32.4% | 34.2% | AmeriHealth |

¹ National benchmarks are not available for Pennsylvania Performance Measures because they are specific to Pennsylvania.