



Performance Trending Report 2008

Office of Medical Assistance Programs

Division of Quality and Special Needs Coordination

JANUARY 20, 2009

HealthChoices Performance Trending Report 2008

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, 2007 through December 31, 2007. This document supports the *2008 Consumer Guide* that is shared with Medicaid clients enrolling in or changing plans in the HealthChoices Program.

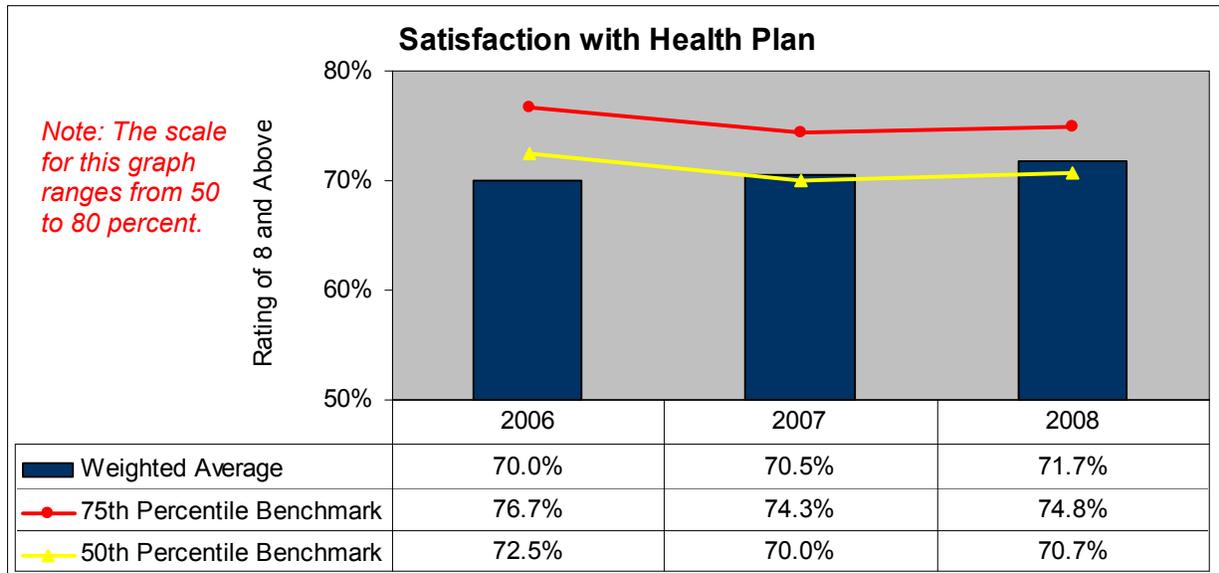
The Department uses three formal sources of performance data: Healthcare Effectiveness Data and Information Set (HEDIS[®]) (formerly Health Plan Employer Data and Information Set), Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]), and Pennsylvania Performance Measures (PPM). HEDIS[®] 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 to previous years; however, all of the Adult CAHPS measures reported in the 2008 HealthChoices Performance Trending Report can be compared to their previous years' data. There were no changes to the 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 *2008 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.

2006, 2007, and 2008 Trending Charts

The performance trending charts appear below the weighted average graphs and provide data reported in 2006, 2007, and 2008. Bold rates and shading in the trending charts indicate those plans that met or exceeded the 2008 75th percentile benchmarks.

Analysis

Of the 27 measures, the Department reported improvements in the overall HealthChoices weighted average for 15 measures. In 2008, plans met or exceeded the 75th percentile national benchmark rates 25 times. In addition, plans were between the 50th percentile and the 75th percentile national benchmark rates 35 times.

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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[®] 2008, 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[®] 2008, is sponsored by the Agency for Healthcare Research and Quality (AHRQ), and appears in HEDIS[®] 2008, as Volume 3. This report contains question text from CAHPS[®] 4.0H Adult and 3.0H Child Medicaid Questionnaires.

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Access to Care

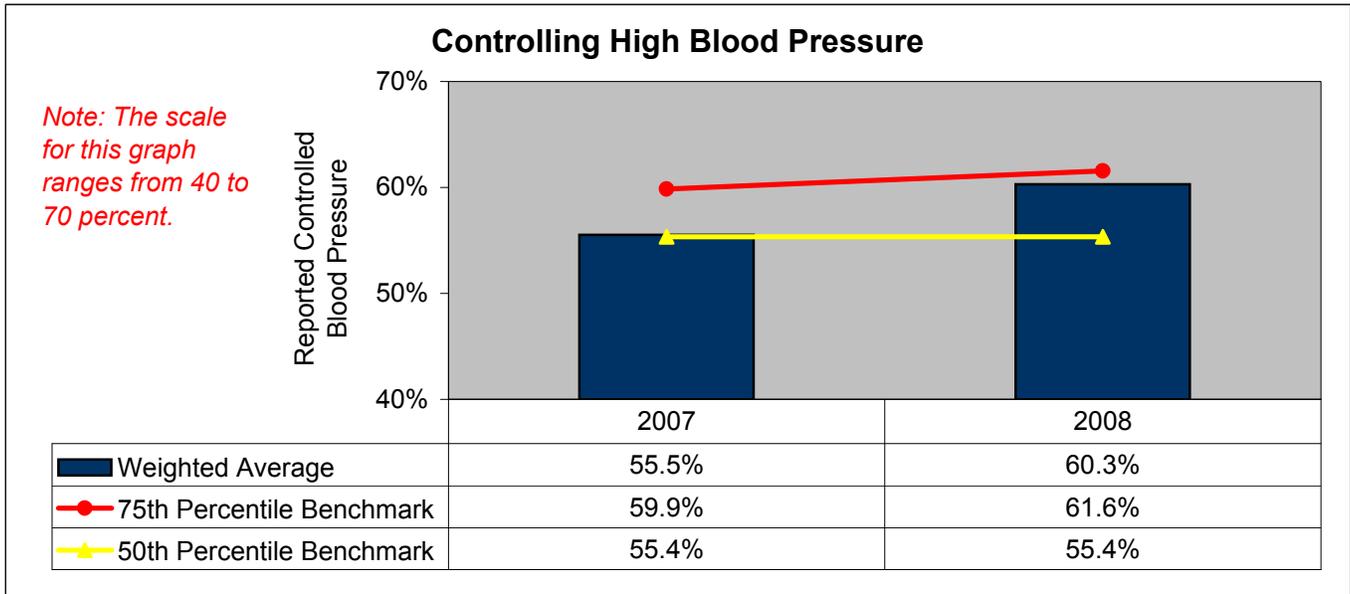
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Controlling High Blood Pressure (HEDIS®)

This measure shows the percentage of persons ages 18 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.



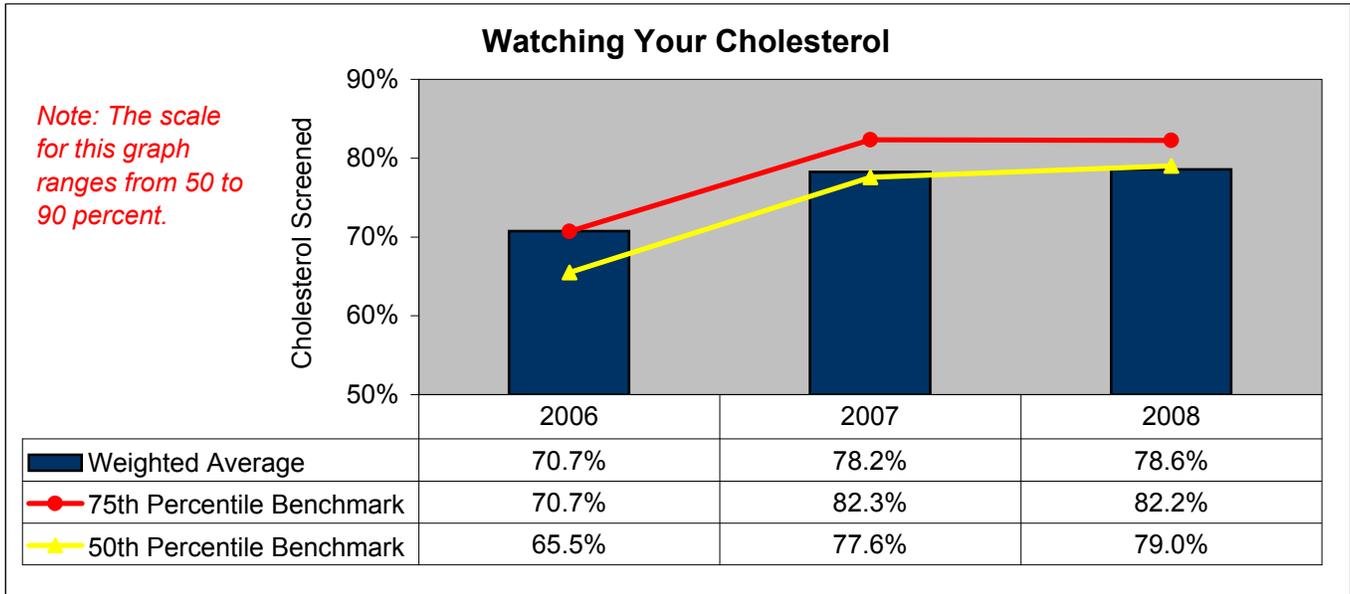
Controlling High Blood Pressure ^{1, 2}			
2006	2007	2008	Health Plan
	67.9%	65.0%	Gateway
	59.1%	64.4%	Keystone Mercy
	42.7%	62.8%	Health Partners
	58.8%	62.0%	AmeriHealth
		61.6%	75th Percentile
	58.9%	61.6%	UPMC For YOU
	56.9%	57.2%	Unison
		55.4%	50th Percentile
	44.0%	48.9%	AmeriChoice

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2008.

² Prior to 2007, health plans reported a systolic rate ≤ 140 and a diastolic rate ≤ 90. Therefore, the 2006 rates are not comparable to the rates for 2007 and 2008.

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.

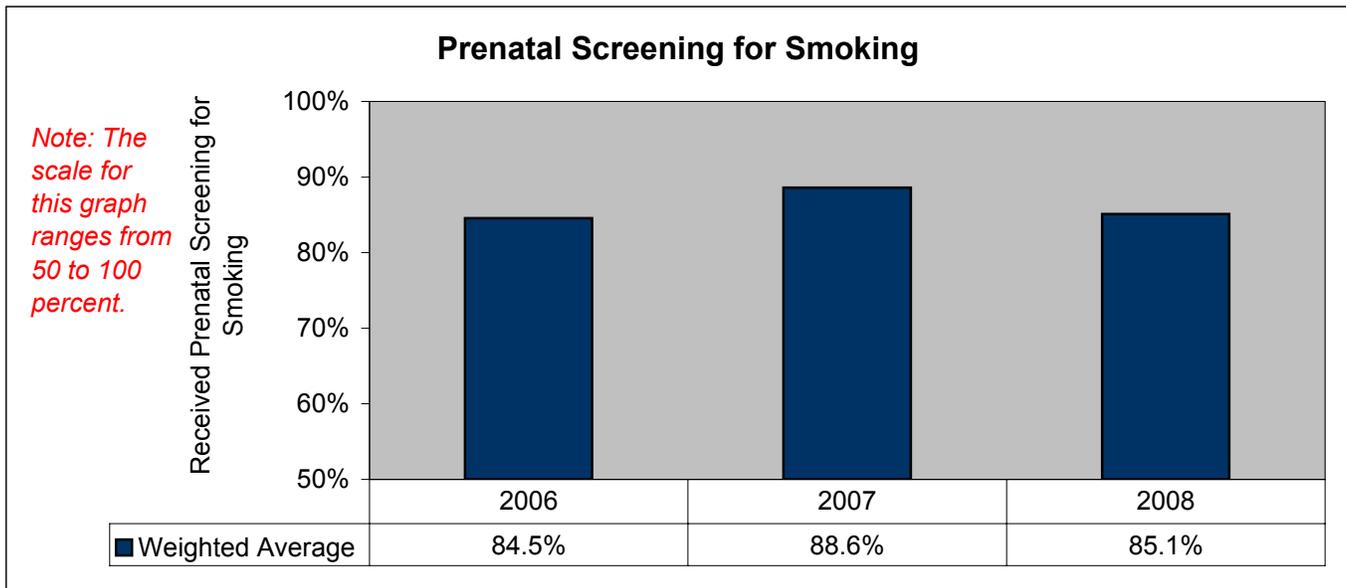


Watching Your Cholesterol ¹			
2006	2007	2008	Health Plan
71.3%	86.3%	86.3%	AmeriHealth
78.1%	78.1%	83.2%	Gateway
74.5%	81.5%	83.0%	UPMC For YOU
82.2%			75th Percentile
67.6%	76.6%	80.1%	Keystone Mercy
72.0%	80.0%	79.1%	Health Partners
79.0%			50th Percentile
61.6%	75.4%	75.9%	Unison
70.1%	73.0%	61.4%	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 2008.

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.

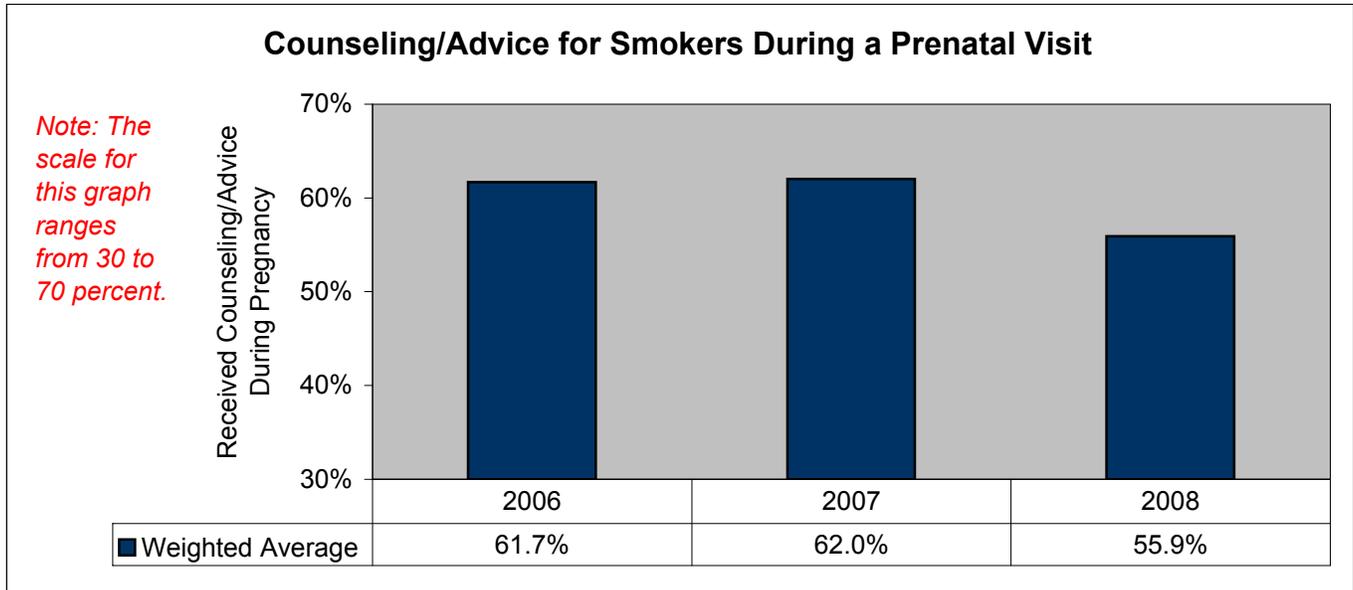


Prenatal Screening for Smoking ¹			
2006	2007	2008	Health Plan
99.3%	99.8%	100.0%	AmeriHealth
99.5%	99.3%	100.0%	Keystone Mercy
89.5%	89.9%	100.0%	Unison
94.1%	91.7%	91.0%	UPMC For YOU
86.9%	85.9%	83.7%	Gateway
56.2%	68.5%	63.9%	Health Partners
62.0%	76.6%	55.5%	AmeriChoice

¹ 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.

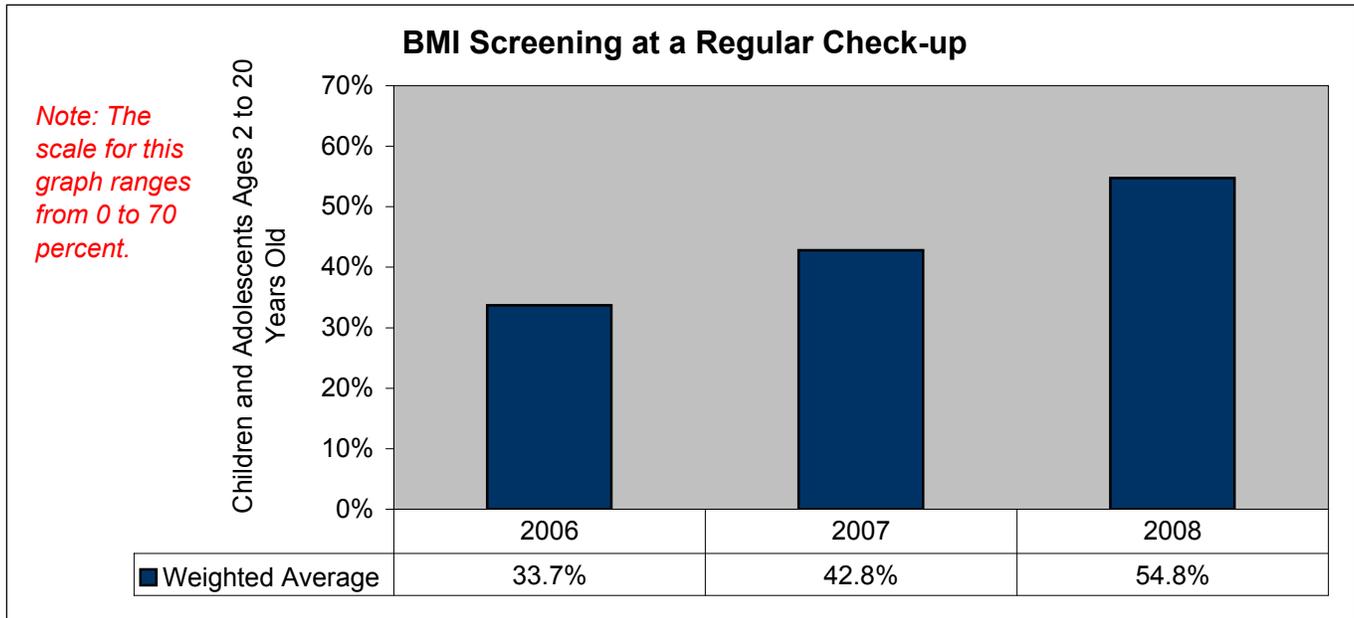


Counseling/Advice for Smokers During a Prenatal Visit ¹			
2006	2007	2008	Health Plan
65.6%	66.7%	66.9%	UPMC For YOU
61.4%	57.5%	62.2%	Unison
58.5%	62.6%	54.3%	Gateway
82.4%	72.6%	53.8%	AmeriHealth
25.9%	48.3%	47.6%	AmeriChoice
62.1%	73.9%	43.3%	Keystone Mercy
37.5%	18.6%	40.4%	Health Partners

¹ 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.

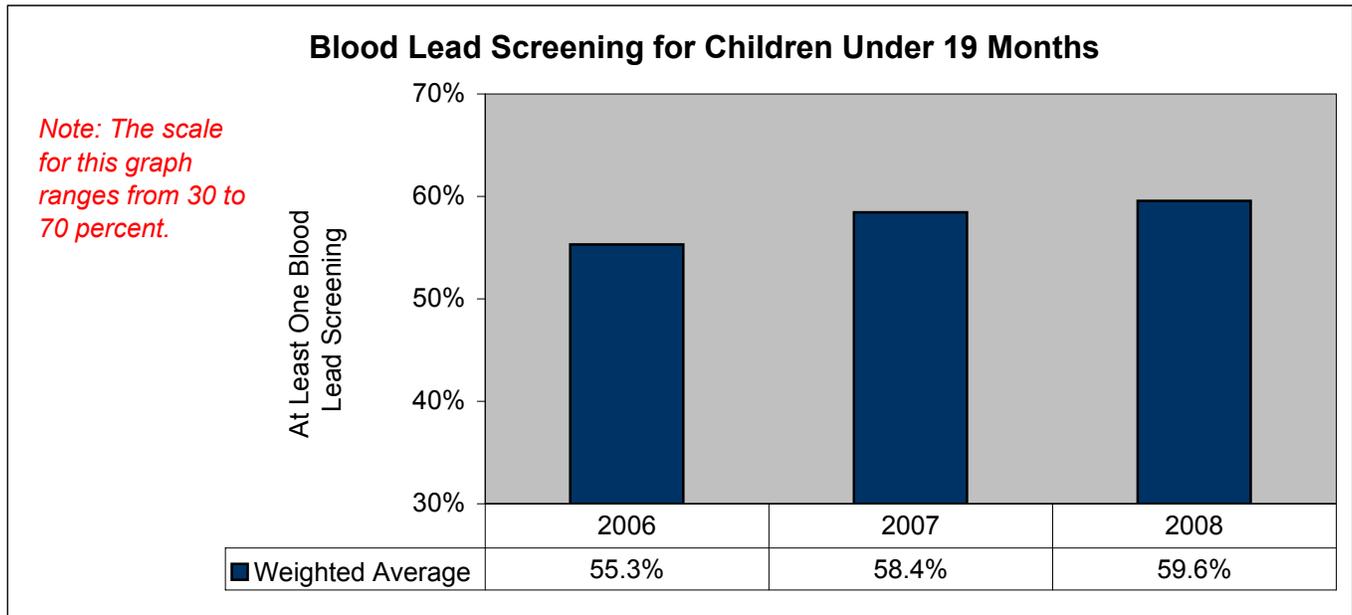


BMI Screening at a Regular Check-up ¹			
2006	2007	2008	Health Plan
54.0%	58.4%	70.4%	UPMC For YOU
35.3%	50.9%	65.3%	Unison
55.2%	53.7%	62.0%	Gateway
18.8%	41.7%	61.6%	AmeriHealth
29.6%	42.4%	50.7%	Keystone Mercy
37.2%	35.0%	41.6%	AmeriChoice
6.8%	17.3%	31.4%	Health Partners

¹ 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.

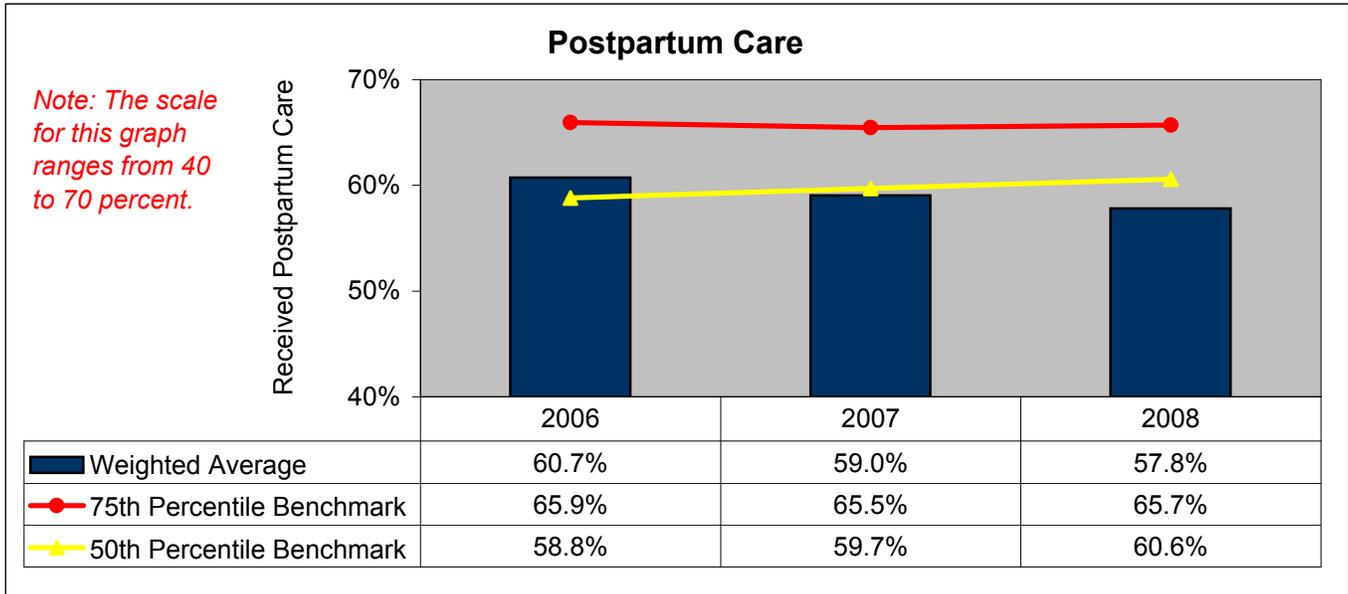


Blood Lead Screening for Children Under 19 Months ¹			
2006	2007	2008	Health Plan
56.4%	58.8%	63.7%	AmeriChoice
64.8%	64.4%	63.6%	Unison
54.6%	63.9%	63.3%	Gateway
51.5%	66.2%	62.3%	Health Partners
58.4%	56.5%	59.1%	AmeriHealth
57.5%	54.5%	54.7%	UPMC For YOU
49.6%	48.7%	54.1%	Keystone Mercy

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.

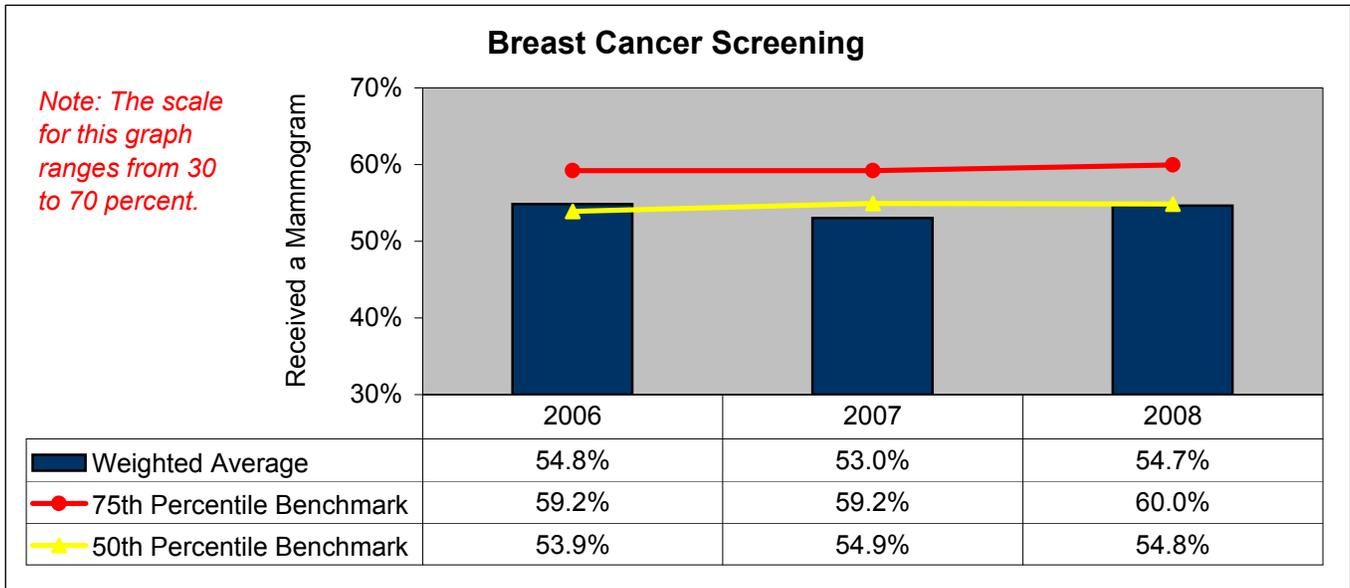


Postpartum Care ¹			
2006	2007	2008	Health Plan
70.1%	71.0%	66.9%	Gateway
65.7% 75th Percentile			
71.0%	62.7%	60.8%	AmeriHealth
74.5%	67.6%	60.6%	UPMC For YOU
60.6% 50th Percentile			
58.9%	56.0%	59.1%	Unison
59.1%	60.1%	56.5%	Keystone Mercy
44.0%	51.6%	53.8%	Health Partners
47.4%	44.0%	47.0%	AmeriChoice

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2008.

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.

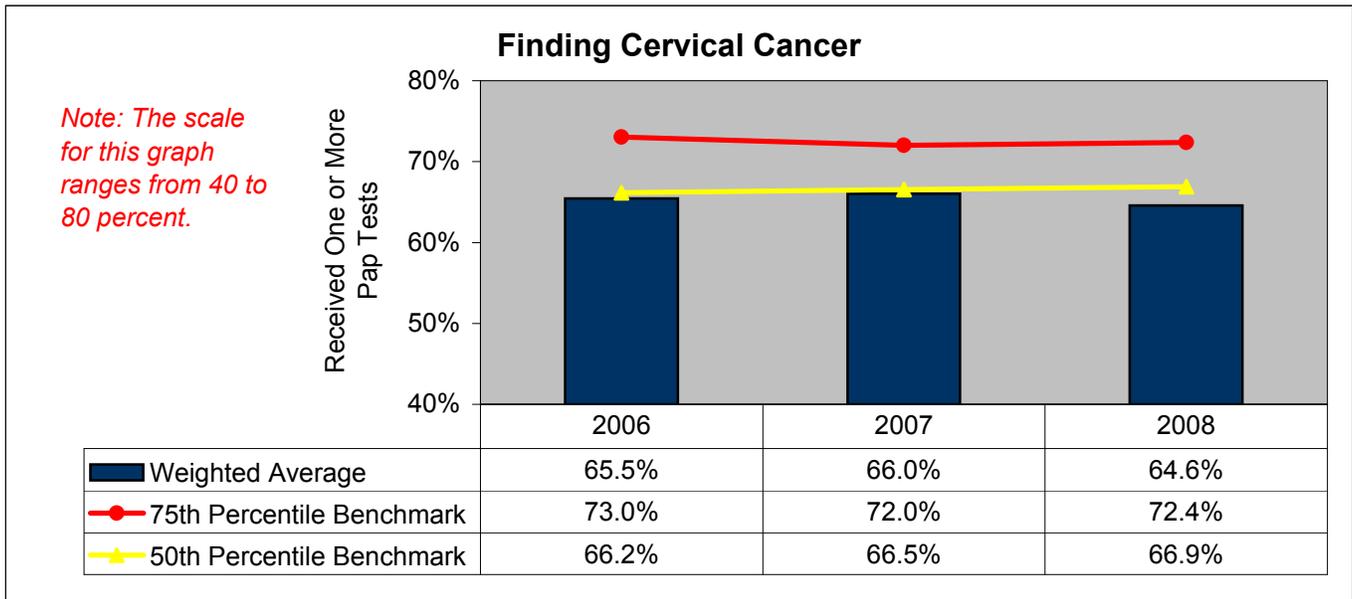


Breast Cancer Screening ¹			
2006	2007	2008	Health Plan
53.9%	56.9%	61.3%	Health Partners
56.3%	56.5%	60.1%	AmeriHealth
60.0%			75th Percentile
59.0%	58.3%	57.6%	Gateway
54.8%			50th Percentile
52.8%	52.4%	53.0%	Unison
50.6%	50.4%	51.7%	Keystone Mercy
68.5%	46.9%	49.7%	UPMC For YOU
47.0%	47.5%	43.7%	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 2008.

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. 2006 rates represent women ages 21 to 64 years. 2007 and 2008 rates represent women ages 24 to 64 years.

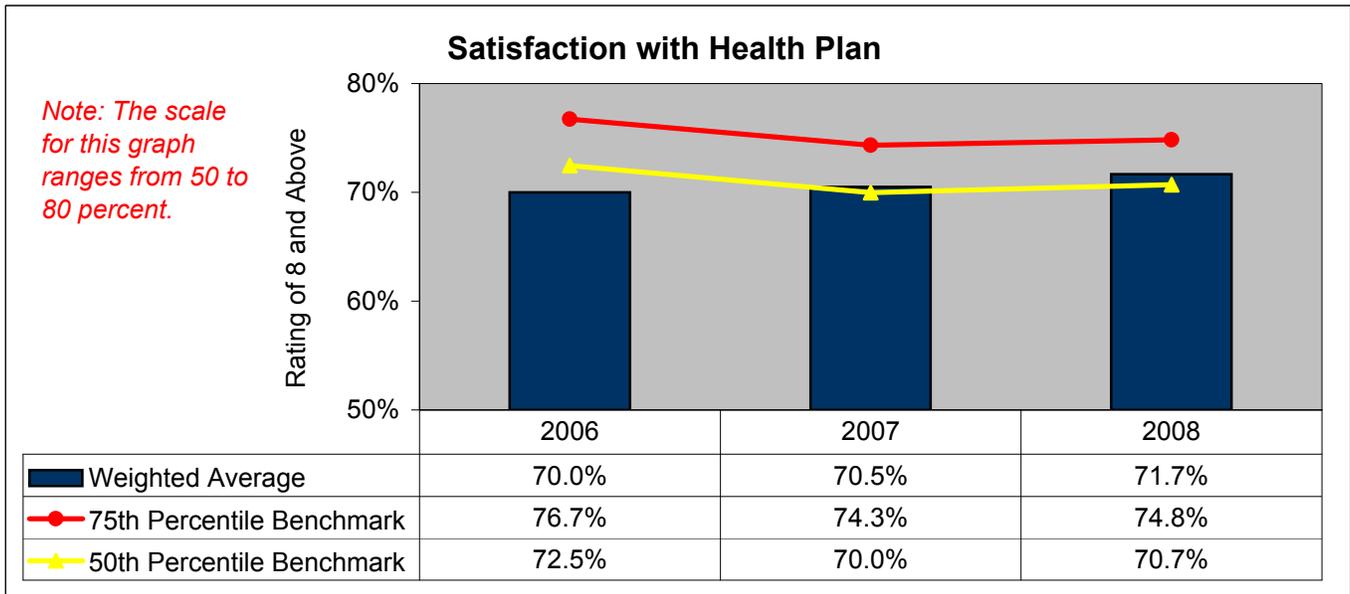


Finding Cervical Cancer ¹			
2006	2007	2008	Health Plan
76.6%	77.1%	77.6%	Gateway
64.0%	67.5%	73.2%	AmeriHealth
72.4%			75th Percentile
76.6%	68.6%	68.1%	UPMC For YOU
58.4%	63.3%	67.4%	Keystone Mercy
66.9%			50th Percentile
68.9%	67.6%	64.4%	Unison
60.6%	60.6%	57.7%	Health Partners
53.0%	57.4%	52.1%	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 2008.

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.

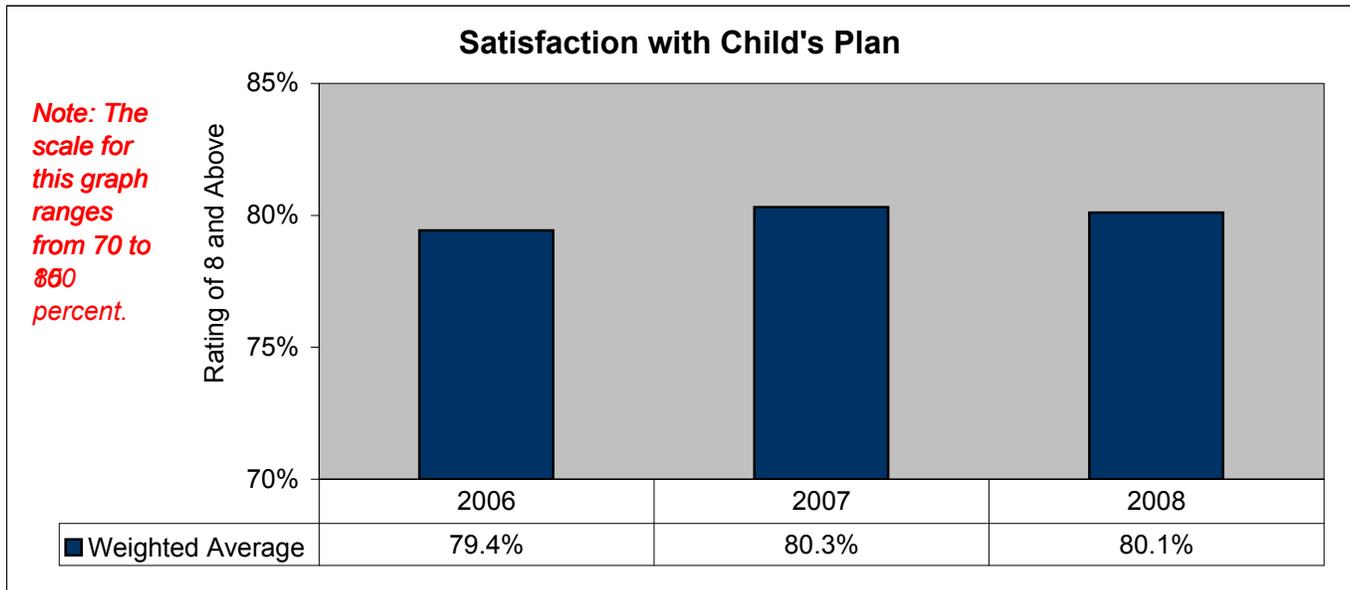


Satisfaction with Health Plan ¹			
2006	2007	2008	Health Plan
76.7%	72.6%	79.9%	Health Partners
74.6%	83.7%	74.9%	UPMC For YOU
74.8%			75th Percentile
72.4%	70.0%	72.9%	Keystone Mercy
71.1%	72.9%	72.7%	Gateway
70.1%	68.9%	72.4%	AmeriHealth
70.7%			50th Percentile
56.5%	65.9%	69.3%	Unison
72.1%	60.7%	56.4%	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 2008.

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.



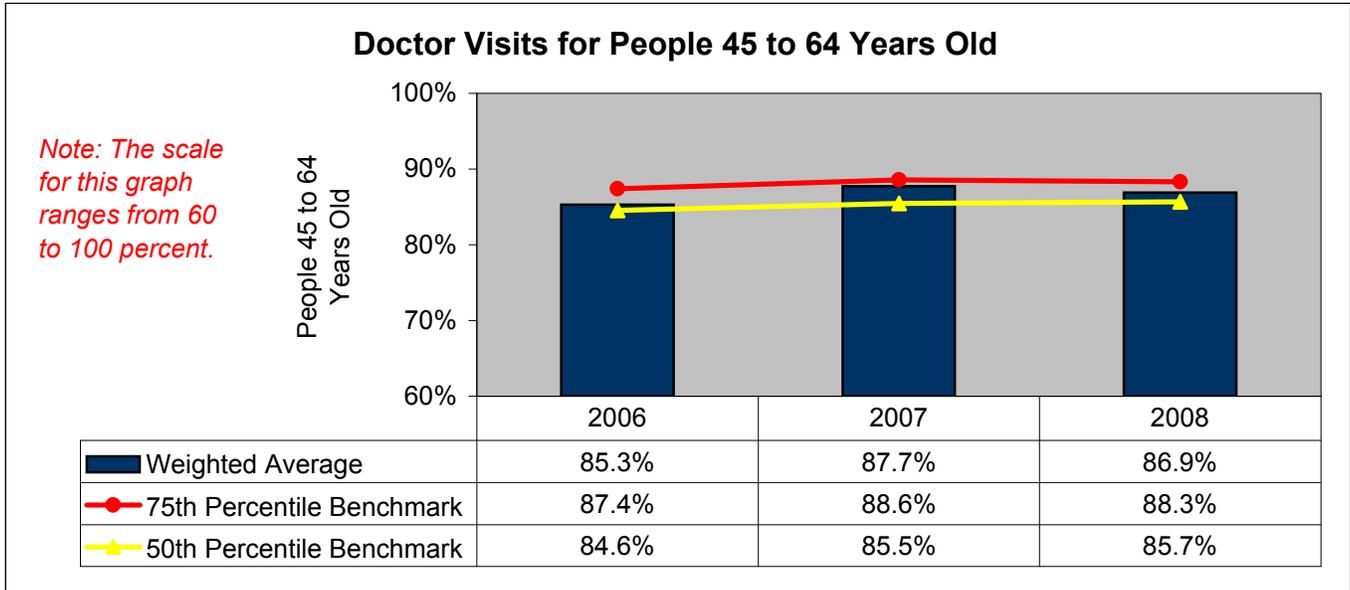
Satisfaction with Child's Plan ^{1,2}				Health Plan
2006	2007	2008		
84.4%	83.0%	89.1%	Health Partners	
83.2%	83.2%	85.1%	UPMC For YOU	
82.0%	82.0%	84.9%	Keystone Mercy	
73.5%	80.8%	80.3%	Unison	
80.9%	80.9%	75.6%	AmeriChoice	
79.6%	79.6%	75.0%	Gateway	
73.6%	73.6%	73.1%	AmeriHealth	

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 NCQA does not provide benchmarks for this CAHPS® measure.

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.

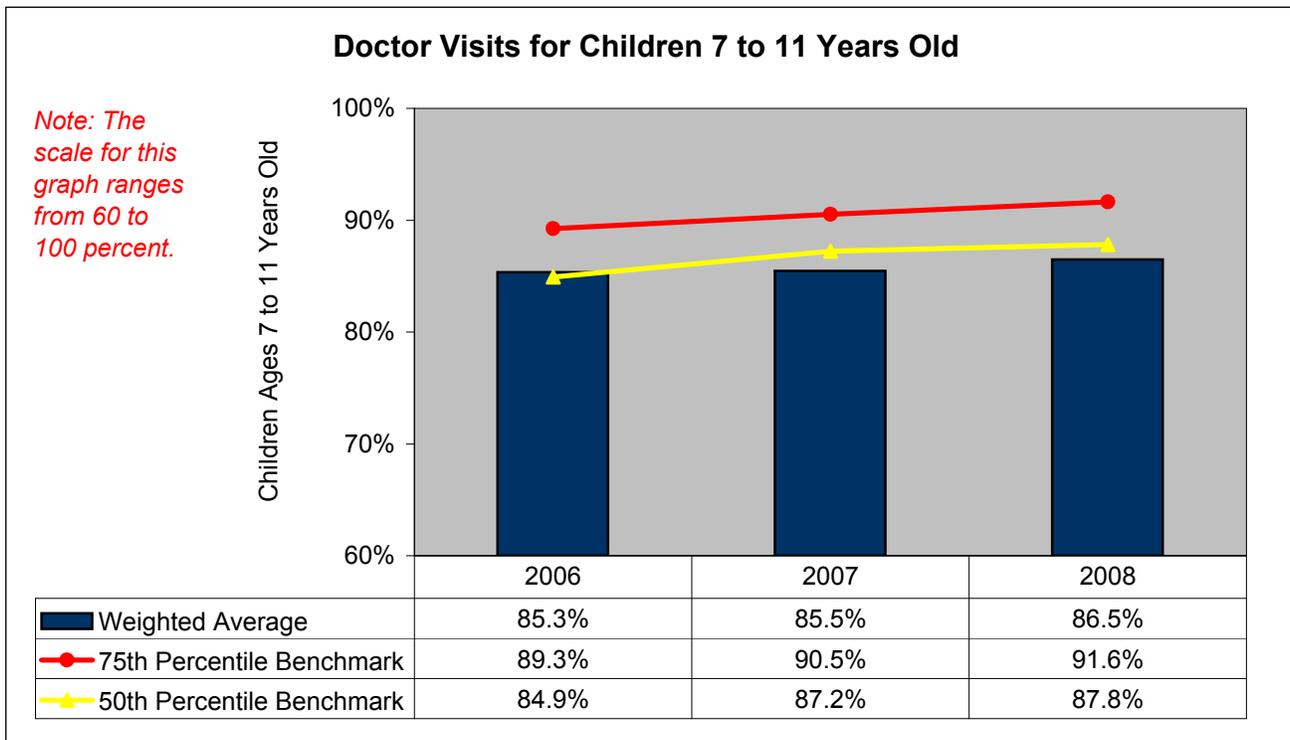


Doctor Visits for People 45 to 64 Years Old ¹			
2006	2007	2008	Health Plan
86.5%	89.6%	89.2%	Keystone Mercy
85.3%	89.6%	88.9%	UPMC For YOU
86.3%	88.8%	88.8%	AmeriHealth
88.3%			75th Percentile
86.8%	89.4%	87.9%	Gateway
88.2%	88.2%	87.8%	Health Partners
85.7%			50th Percentile
82.2%	84.4%	84.2%	Unison
78.1%	80.3%	73.4%	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 2008.

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.

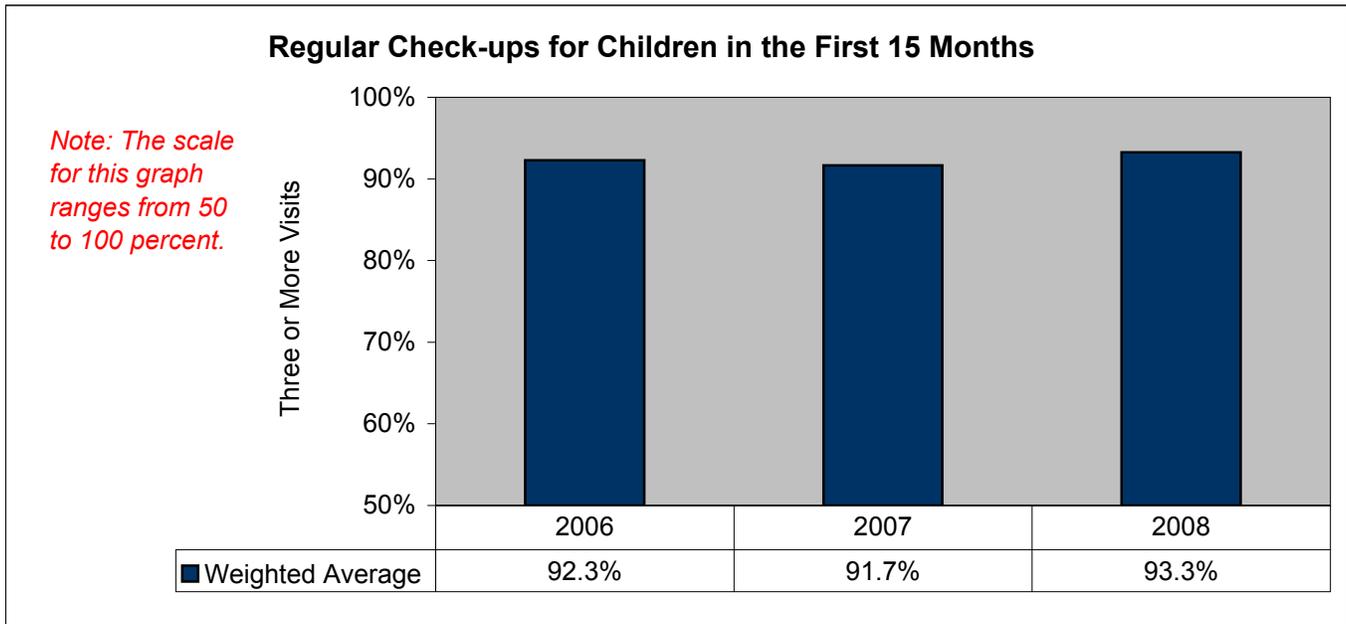


Doctor Visits for Children 7 to 11 Years Old ¹			
2006	2007	2008	Health Plan
91.6% 75th Percentile			
92.7%	87.6%	89.9%	UPMC For YOU
89.3%	90.3%	89.5%	Gateway
88.5%	85.9%	88.1%	Unison
87.8% 50th Percentile			
84.9%	86.1%	87.0%	Health Partners
81.9%	83.4%	85.2%	Keystone Mercy
82.2%	82.6%	81.6%	AmeriChoice
73.3%	76.2%	78.1%	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 2008.

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.

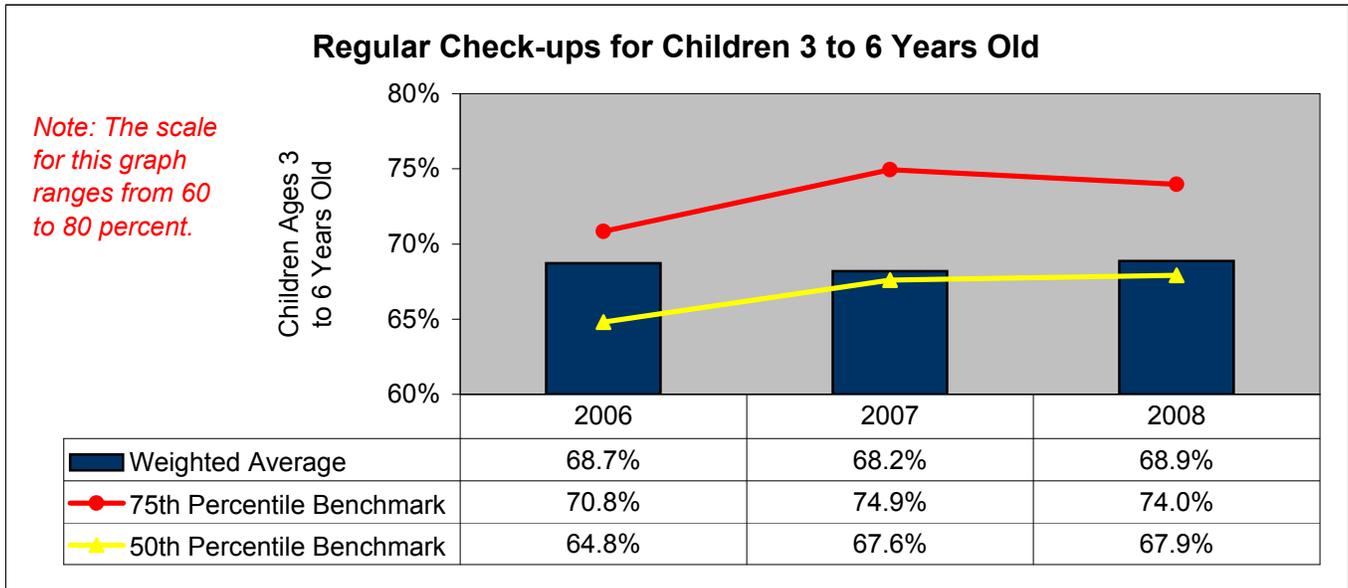


Regular Check-ups for Children in the First 15 Months ¹			
2006	2007	2008	Health Plan
96.7%	94.8%	95.7%	UPMC For YOU
92.7%	94.7%	94.9%	Gateway
94.4%	94.9%	94.7%	Keystone Mercy
91.7%	92.6%	93.9%	AmeriHealth
90.3%	89.1%	91.5%	Health Partners
86.4%	83.9%	90.0%	AmeriChoice
90.4%	86.5%	89.3%	Unison

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 (PCP) during the measurement year.

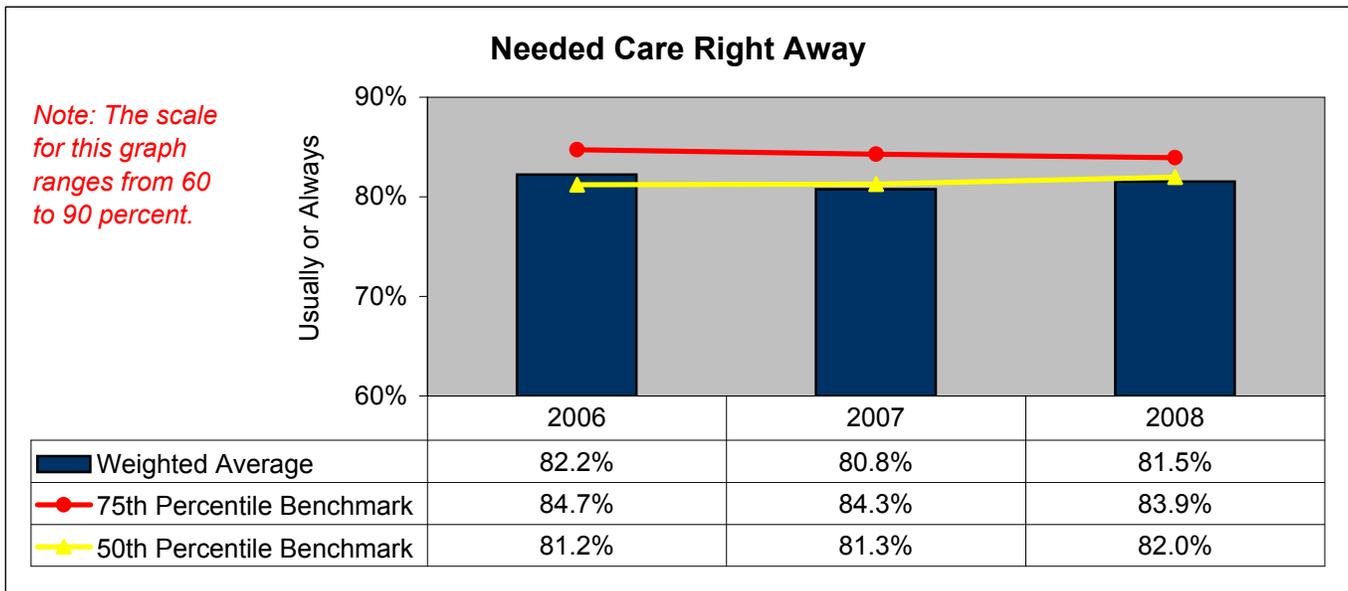


Regular Check-ups for Children 3 to 6 Years Old ¹			
2006	2007	2008	Health Plan
74.0%			75th Percentile
75.1%	68.1%	72.3%	UPMC For YOU
74.7%	67.9%	72.0%	Health Partners
81.8%	79.6%	69.9%	Keystone Mercy
69.4%	70.5%	68.4%	Gateway
67.9%			50th Percentile
64.7%	64.3%	67.3%	Unison
64.8%	70.8%	66.7%	AmeriChoice
75.2%	78.7%	62.5%	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 2008.

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.

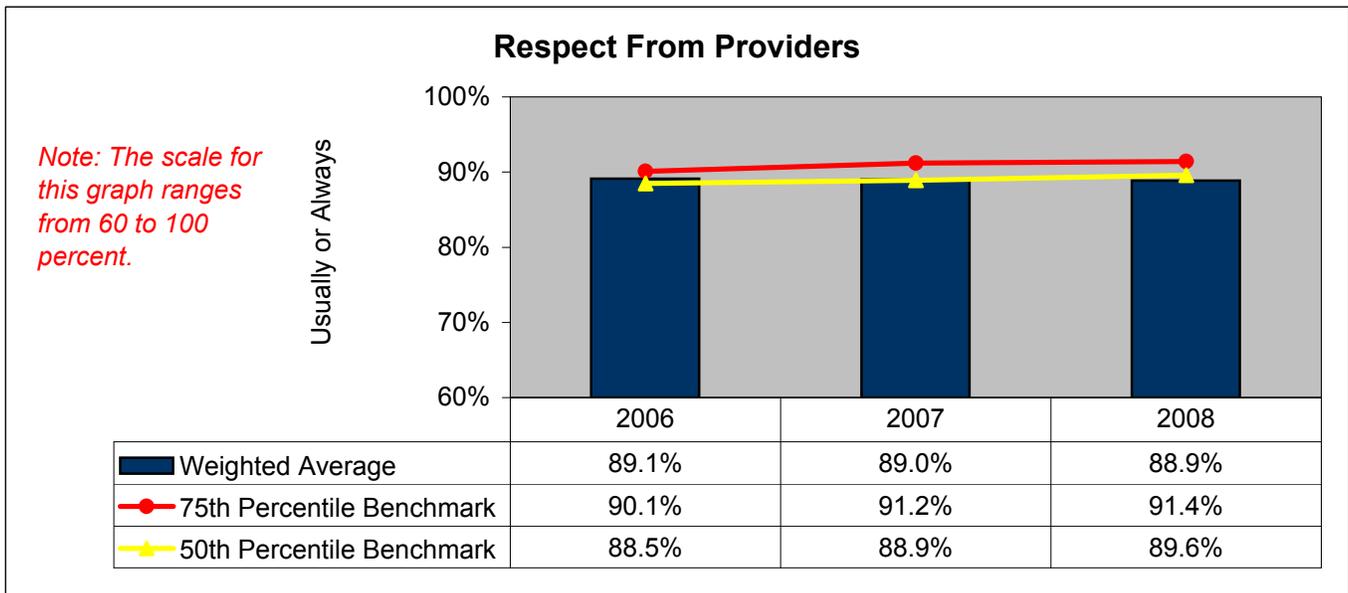


Needed Care Right Away ¹			
2006	2007	2008	Health Plan
83.5%	76.4%	85.7%	Unison
82.6%	86.4%	84.2%	Gateway
83.9%			75th Percentile
86.3%	85.9%	83.5%	UPMC For YOU
82.0%			50th Percentile
76.9%	78.9%	80.7%	Health Partners
81.6%	80.7%	79.8%	AmeriHealth
84.7%	75.2%	77.3%	Keystone Mercy
78.6%	80.3%	75.5%	AmeriChoice

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2008.

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.

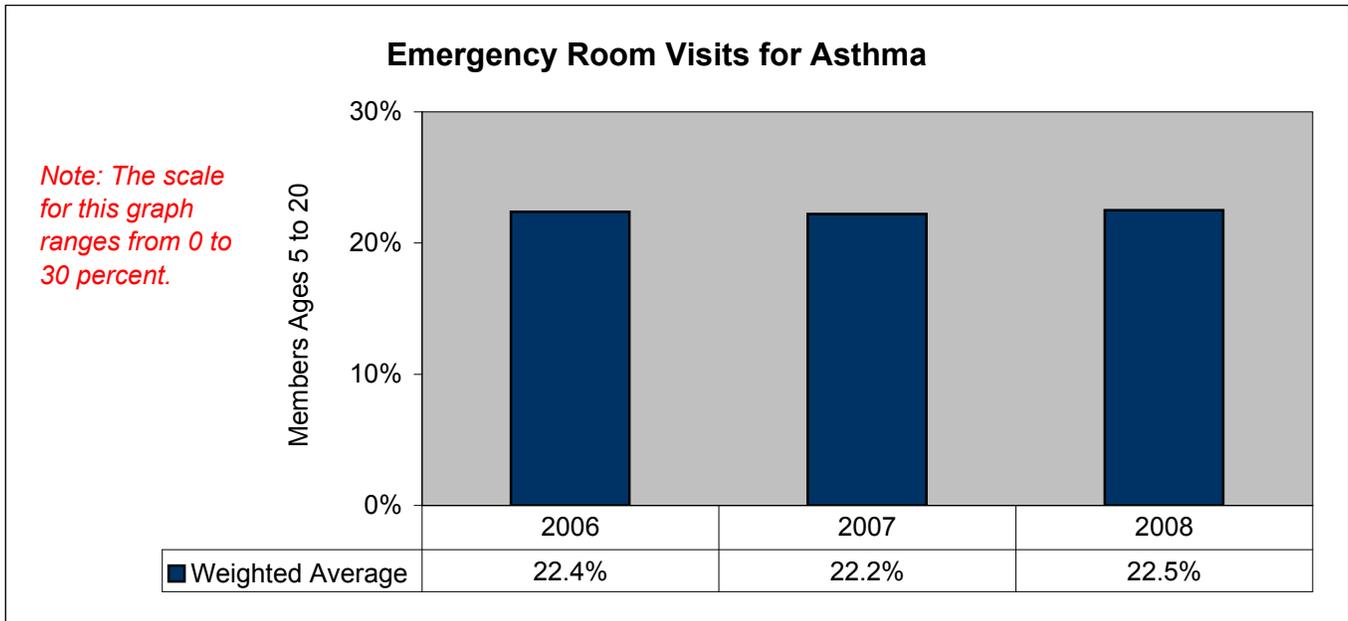


Respect from Providers ¹			
2006	2007	2008	Health Plan
91.4%			75th Percentile
90.1%	89.2%	90.8%	Health Partners
88.6%	90.1%	90.7%	AmeriHealth
91.6%	86.6%	90.3%	Keystone Mercy
89.6%			50th Percentile
89.6%	90.3%	88.8%	UPMC For YOU
88.2%	89.0%	88.2%	Unison
87.3%	90.7%	88.1%	Gateway
88.8%	86.1%	85.1%	AmeriChoice

¹ Rates bolded and shaded report plans that performed the same as or better than 75% of the Medicaid plans across the nation in 2008.

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.



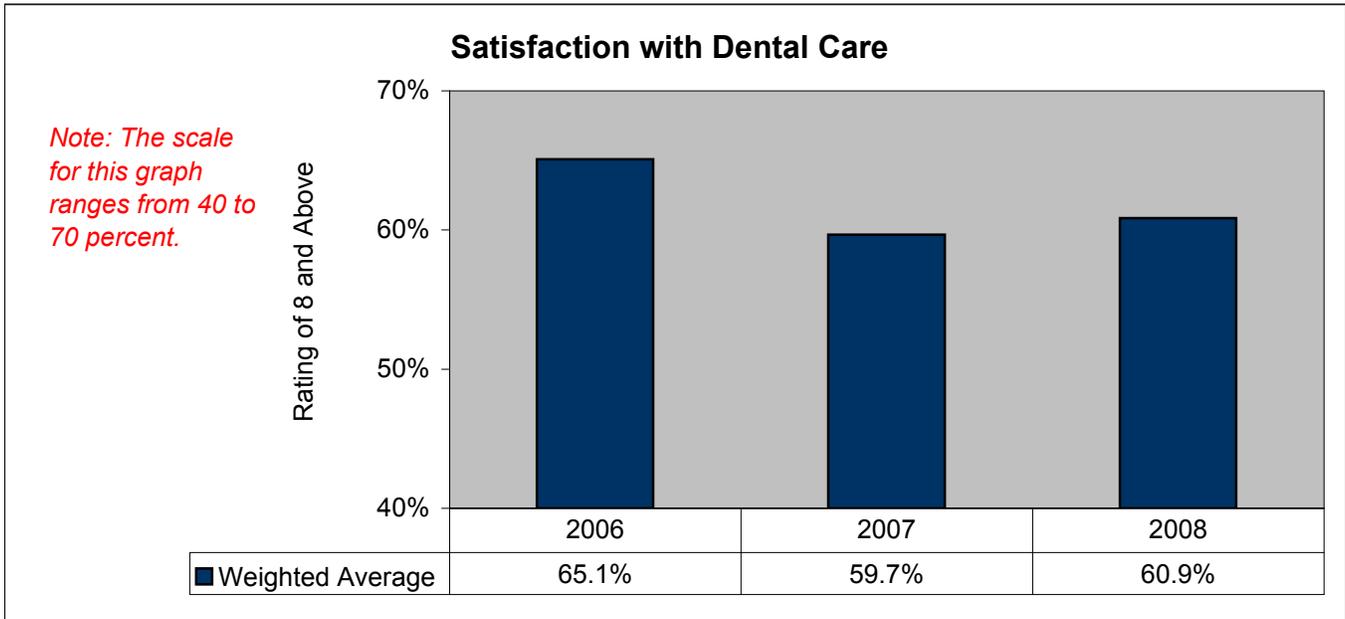
Emergency Room Visits for Asthma ^{1,2}			
2006	2007	2008	Health Plan
11.2%	19.5%	17.7%	UPMC For YOU
18.1%	18.5%	17.7%	Unison
20.5%	18.6%	19.3%	AmeriHealth
16.6%	17.2%	19.6%	Gateway
27.2%	22.9%	22.2%	Keystone Mercy
30.0%	31.3%	30.2%	AmeriChoice
28.1%	28.1%	30.5%	Health Partners

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			
2006	2007	2008	Health Plan
68.7%	66.5%	67.4%	Gateway
64.4%	61.5%	67.1%	AmeriHealth
68.2%	62.4%	64.5%	Unison
68.1%	53.2%	61.5%	Keystone Mercy
64.3%	77.5%	55.7%	UPMC For YOU
69.6%	59.0%	54.6%	AmeriChoice
54.8%	47.3%	51.8%	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.

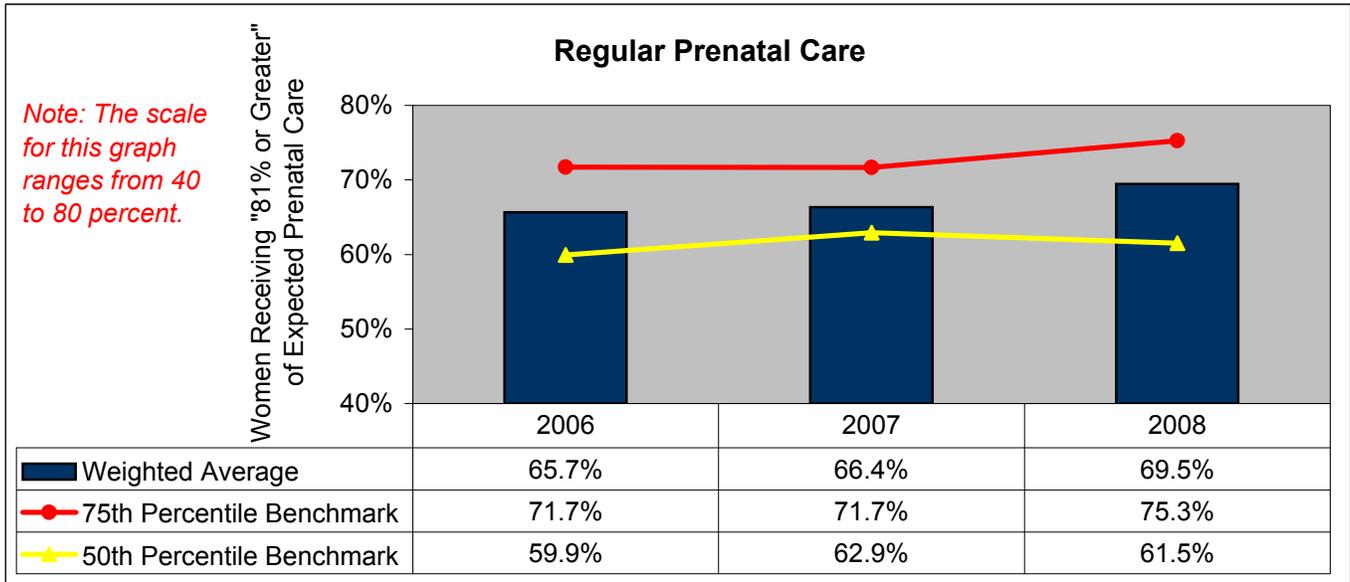


Satisfaction with Your Specialist ¹			
2006	2007	2008	Health Plan
78.7%			75th Percentile
73.3%	76.3%	77.3%	UPMC For YOU
84.2%	76.0%	76.5%	AmeriHealth
69.6%	75.1%	76.4%	Unison
76.3%			50th Percentile
77.6%	80.8%	74.7%	Gateway
76.5%	76.1%	74.5%	Health Partners
79.4%	77.9%	73.2%	Keystone Mercy
75.4%	65.6%	68.5%	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 2008.

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.”

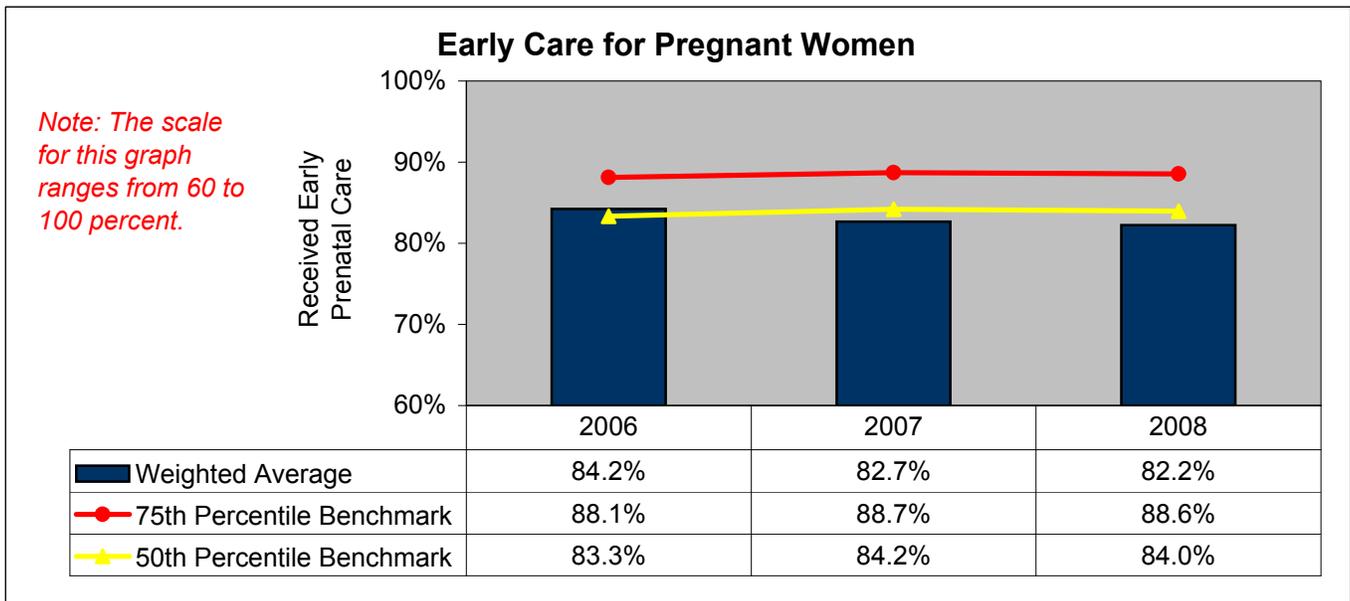


Regular Prenatal Care ¹			
2006	2007	2008	Health Plan
82.2%	82.0%	88.8%	Gateway
70.1%	67.9%	80.3%	UPMC For YOU
66.7%	77.4%	77.6%	AmeriHealth
75.3% 75th Percentile			
77.4%	72.7%	70.1%	Unison
56.9%	56.9%	62.9%	Keystone Mercy
61.5% 50th Percentile			
56.0%	49.1%	55.5%	Health Partners
50.4%	57.9%	51.3%	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 2008.

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.

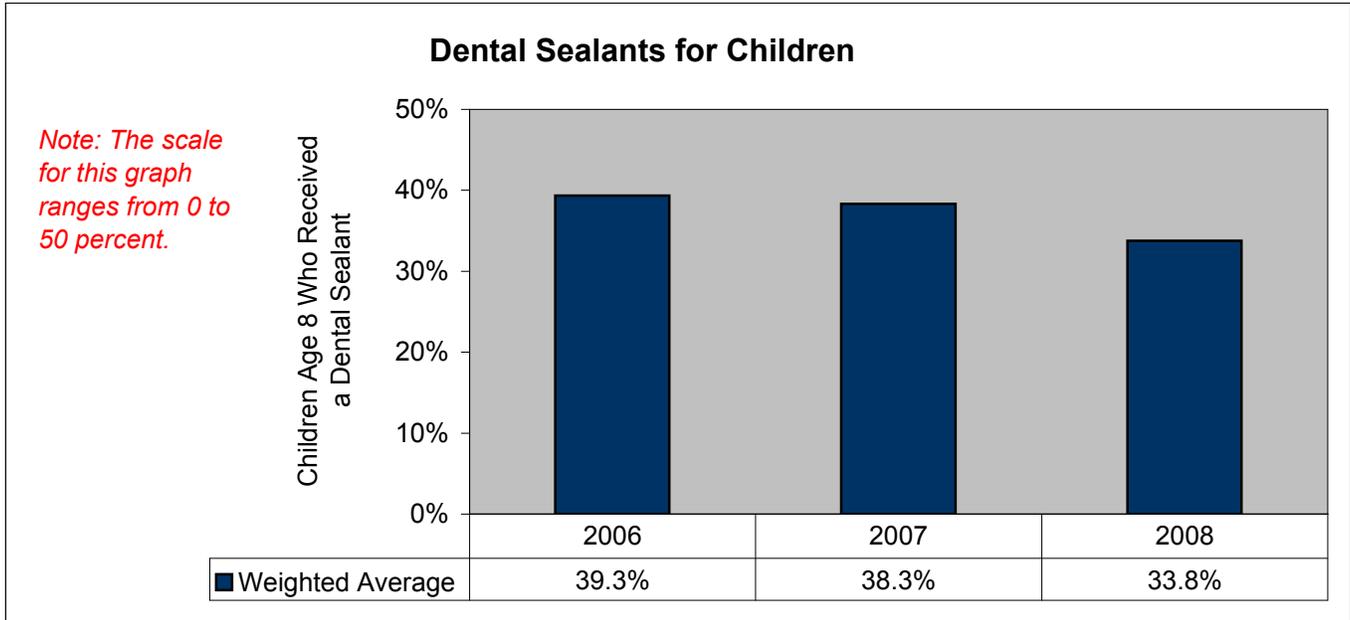


Early Care for Pregnant Women ¹			
2006	2007	2008	Health Plan
89.5%	89.5%	91.7%	Gateway
93.2%	84.7%	89.8%	UPMC For YOU
88.6%			75th Percentile
85.6%	90.2%	87.3%	AmeriHealth
90.5%	86.1%	85.4%	Unison
84.0%			50th Percentile
86.4%	81.5%	75.2%	Keystone Mercy
70.1%	71.5%	74.9%	Health Partners
74.2%	74.7%	71.5%	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 2008.

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.

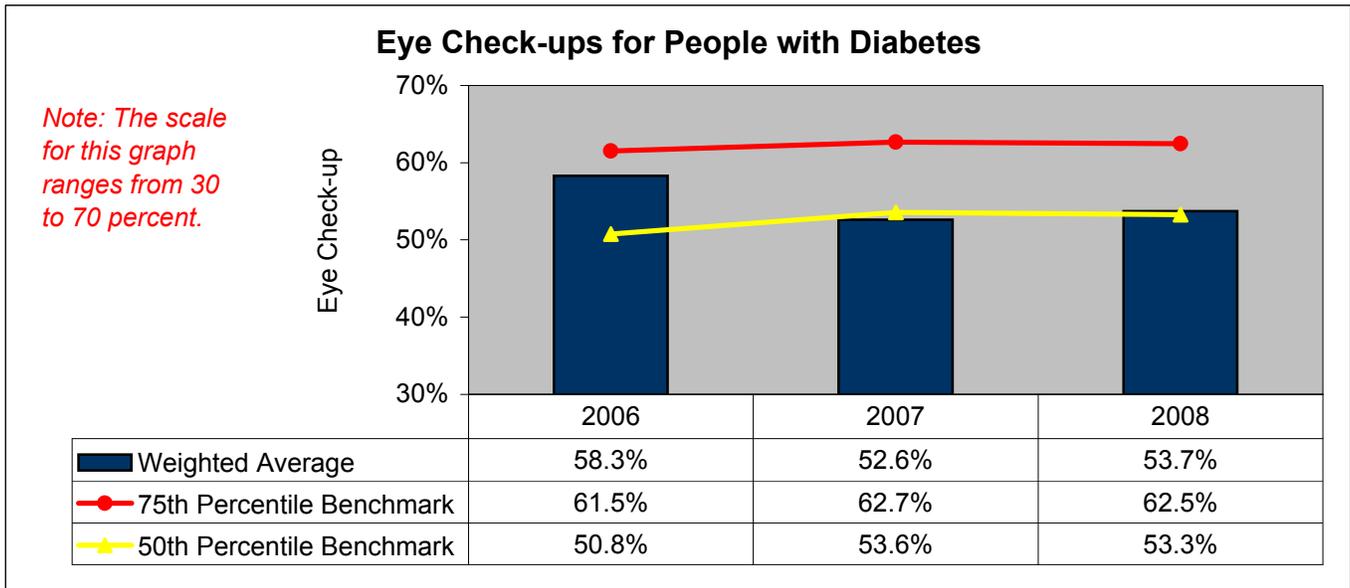


Dental Sealants for Children ¹			
2006	2007	2008	Health Plan
55.7%	59.1%	56.7%	AmeriHealth
45.7%	46.4%	49.7%	UPMC For YOU
41.3%	40.9%	44.0%	Keystone Mercy
30.0%	38.2%	41.3%	Health Partners
31.6%	34.8%	37.3%	AmeriChoice
33.9%	24.5%	25.3%	Unison
43.7%	47.3%	18.5%	Gateway

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.

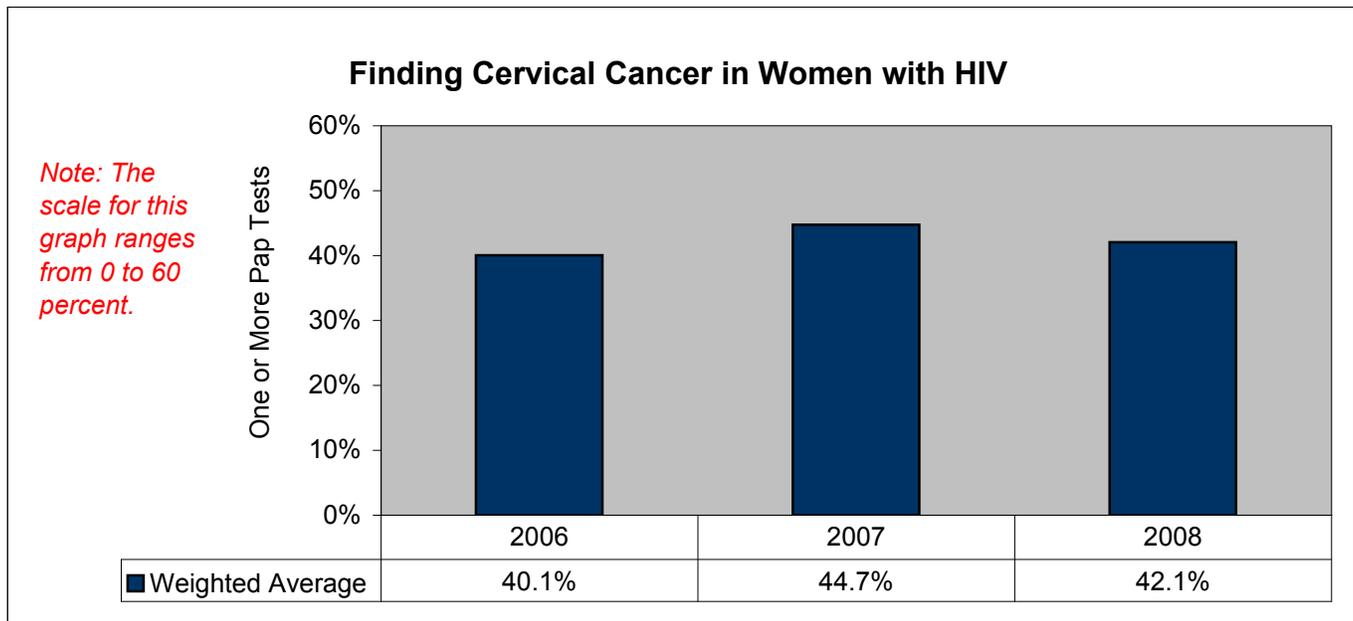


Eye Check-ups for People with Diabetes ¹			
2006	2007	2008	Health Plan
67.9%	69.3%	63.5%	Gateway
62.5%			75th Percentile
58.9%	60.2%	61.3%	AmeriHealth
62.8%	60.3%	60.1%	Unison
64.2%	52.3%	58.2%	UPMC For YOU
53.3%			50th Percentile
47.7%	41.6%	47.3%	Keystone Mercy
52.1%	45.3%	43.1%	AmeriChoice
54.5%	38.4%	42.8%	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 2008.

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.

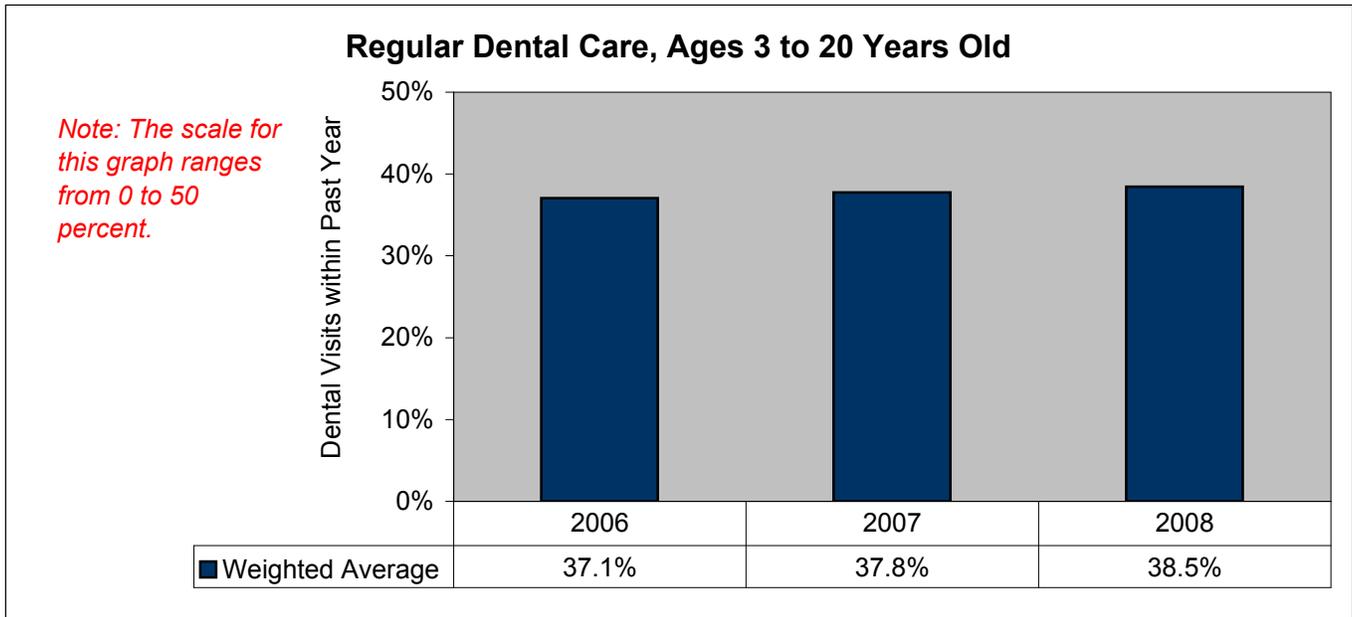


Finding Cervical Cancer in Women with HIV ¹			
2006	2007	2008	Health Plan
43.7%	53.8%	53.9%	AmeriHealth
45.3%	50.8%	49.6%	Gateway
50.0%	54.0%	44.6%	UPMC For YOU
40.6%	48.1%	41.3%	Unison
36.5%	43.1%	41.1%	Health Partners
40.1%	41.8%	40.2%	Keystone Mercy
35.3%	40.6%	33.5%	AmeriChoice

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.

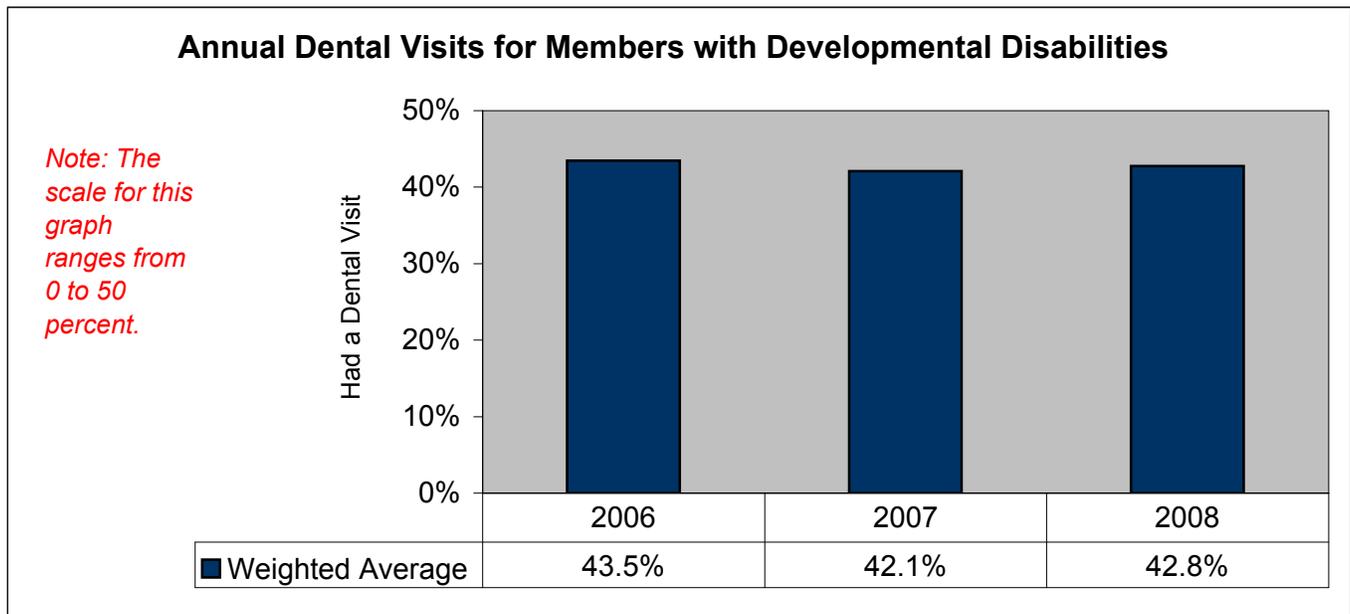


Regular Dental Care, Ages 3 to 20 Years Old ¹			
2006	2007	2008	Health Plan
41.0%	40.6%	41.7%	Unison
38.7%	39.3%	40.9%	Health Partners
37.9%	39.6%	40.0%	UPMC For YOU
38.0%	37.7%	39.0%	Gateway
36.4%	38.7%	37.9%	AmeriChoice
34.2%	36.2%	37.6%	Keystone Mercy
32.3%	32.4%	30.9%	AmeriHealth

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			
2006	2007	2008	Health Plan
47.9%	47.5%	51.6%	Health Partners
42.8%	47.7%	48.3%	AmeriChoice
49.6%	47.3%	48.0%	Unison
40.4%	38.7%	39.8%	UPMC For YOU
39.8%	37.9%	39.7%	Keystone Mercy
38.7%	38.2%	38.2%	Gateway
32.4%	34.2%	34.8%	AmeriHealth

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