

Appendix 2: Comparison of 2003 Participating HMO averages to 2002 averages and 2003 National Averages

Domain	Measure	Element Description	2003 ETF average*	2003 National average*	2002 ETF average*	2003 ETF Ave-2003 National Ave	2003 ETF ave-2002 ETF ave
Effectiveness of Care							
	Childhood Immunization Status	DTaP	88.75	84.32	88.94	4.43	(0.19)
	Childhood Immunization Status	IPV/OPV	93.29	88.71	93.56	4.58	(0.27)
	Childhood Immunization Status	MMR	93.15	91.45	93.78	1.70	(0.63)
	Childhood Immunization Status	HiB	89.30	86.06	89.46	3.24	(0.16)
	Childhood Immunization Status	Hepatitis B	88.23	85.75	89.34	2.48	(1.11)
	Childhood Immunization Status	VZV	84.42	85.73	84.28	(1.31)	0.14
	Childhood Immunization Status	Combination #1	77.69	74.41	77.64	3.28	0.05
	Childhood Immunization Status	Combination #2	70.98	69.79	70.05	1.19	0.93
	Adolescent Immunization Status	MMR	83.43	73.85	82.20	9.58	1.24
	Adolescent Immunization Status	Hepatitis B	75.44	62.68	70.70	12.76	4.74
	Adolescent Immunization Status	VZV	52.36	50.87	52.35	1.49	0.01
	Adolescent Immunization Status	Combination #1	70.10	58.73	65.20	11.37	4.90
	Adolescent Immunization Status	Combination #2	43.75	41.55	39.95	2.20	3.81
	Breast Cancer Screening	BC Screening Measure	81.65	75.30	82.37	6.35	(0.72)
	Cervical Cancer Screening	CC Screening Measure	86.24	81.77	85.95	4.47	0.28
	Chlamydia Screening	Chlamydia age 16-20	33.67	29.08	32.03	4.59	1.64
	Chlamydia Screening	Chlamydia age 21-25 (measurement changed from 2002)	28.65	29.08	27.03	(0.43)	NA
	Chlamydia Screening	Chlamydia Total	30.99	29.69	29.00	1.30	1.99
	Controlling High Blood Pressure	Blood Pressure Measure	64.43	62.20	64.43	2.23	0.00
	Beta Blocker Treatment After a Heart Attack	Treatment Measure	96.27	94.33	96.64	1.94	(0.37)
	Cholesterol Management after Acute Cardiovascular Events	LDL-C Screening	82.63	80.34	84.92	2.29	(2.29)
	Cholesterol Management after Acute Cardiovascular Events	LDL-C Level < 130	69.73	65.05	73.09	4.68	(3.36)
		LDL-C Level < 100	53.31	NA	NA	NA	NA
	Comprehensive Diabetes Care	HbA1c Testing	91.37	84.55	90.98	6.82	0.39
	Comprehensive Diabetes Care	Poor HbA1c Control* (measurement changed from 2002)	20.48	31.95	17.79	(11.47)	NA
	Comprehensive Diabetes Care	Eye Exam	63.72	48.77	67.15	14.95	(3.43)
	Comprehensive Diabetes Care	LDL-C Screening	89.82	88.41	88.38	1.41	1.44
	Comprehensive Diabetes Care	LDL-C Level < 130	67.32	60.44	66.58	6.88	0.74
		LDL-C Level < 100	53.31	NA	NA	NA	NA
	Comprehensive Diabetes Care	Kidney Disease Screening	57.71	48.24	63.89	9.47	(6.17)
	Use of Appropriate Medications for People with Asthma	Asthma age 5-9	75.00	72.40	76.90	2.60	(1.90)
	Use of Appropriate Medications for People with Asthma	Asthma age 10-17	69.46	68.18	69.09	1.28	0.36
	Use of Appropriate Medications for People with Asthma	Asthma age 18-56	76.41	72.34	75.41	4.07	1.01

*Measurement year

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Domain	Measure	Element Description	2003 ETF average*	2003 National average*	2002 ETF average*	2003 ETF Ave-2003 National Ave	2003 ETF ave-2002 ETF ave
	Use of Appropriate Medications for People with Asthma	Asthma Combined	75.10	71.49	73.76	3.61	1.34
	Follow-Up After Hospitalization for Mental Illness	30-day follow-up	81.74	74.42	78.51	7.32	3.23
	Follow-Up After Hospitalization for Mental Illness	7-day follow-up	62.30	54.44	60.83	7.86	1.47
	Antidepressant Medication Management	Optimal Practitioner Contacts for Medication Management	20.85	20.30	21.27	0.55	(0.42)
	Antidepressant Medication Management	Effective Acute Phase Treatment	67.58	60.71	65.93	6.87	1.64
	Antidepressant Medication Management	Effective Continuation Phase Treatment	50.38	44.12	48.85	6.26	1.54
Access/Availability of Care							
	Adults' Access to Preventive/Ambulatory Health Services	Access Age 20-44	94.45	92.49	94.86	1.96	(0.41)
	Adults' Access to Preventive/Ambulatory Health Services	Access Age 45-64	96.28	94.50	96.36	1.78	(0.07)
	Adults' Access to Preventive/Ambulatory Health Services	Access Age 65 and older	97.47	95.73	96.89	1.74	0.57
	Children's Access to Primary care Practitioners	Access 12-24 months	96.64	96.28	96.70	0.36	(0.07)
	Children's Access to Primary care Practitioners	Access 25 months-6 years	87.23	88.49	86.91	(1.26)	0.32
	Children's Access to Primary care Practitioners	Access 7-11 years	86.08	88.50	85.79	(2.42)	0.29
		Access 12-19 years	85.71	NA	NA	NA	NA
	Prenatal and Postpartum Care	Timeliness of Prenatal Care	91.44	89.38	84.55	2.06	6.89
	Prenatal and Postpartum Care	Postpartum Care	84.01	80.26	77.33	3.75	6.68
Use of Services							
	Well-Child Visits in the First 15 Months of Life	Well-Child Visits in the First 15 Months of Life (six or more visits)	75.27	66.59	75.24	8.68	0.03
	Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life	Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life	61.90	62.74	61.14	(0.84)	0.76
	Adolescent Well-Care Visits	Adolescent Well-Care Visits	34.48	37.09	33.90	(2.61)	0.58

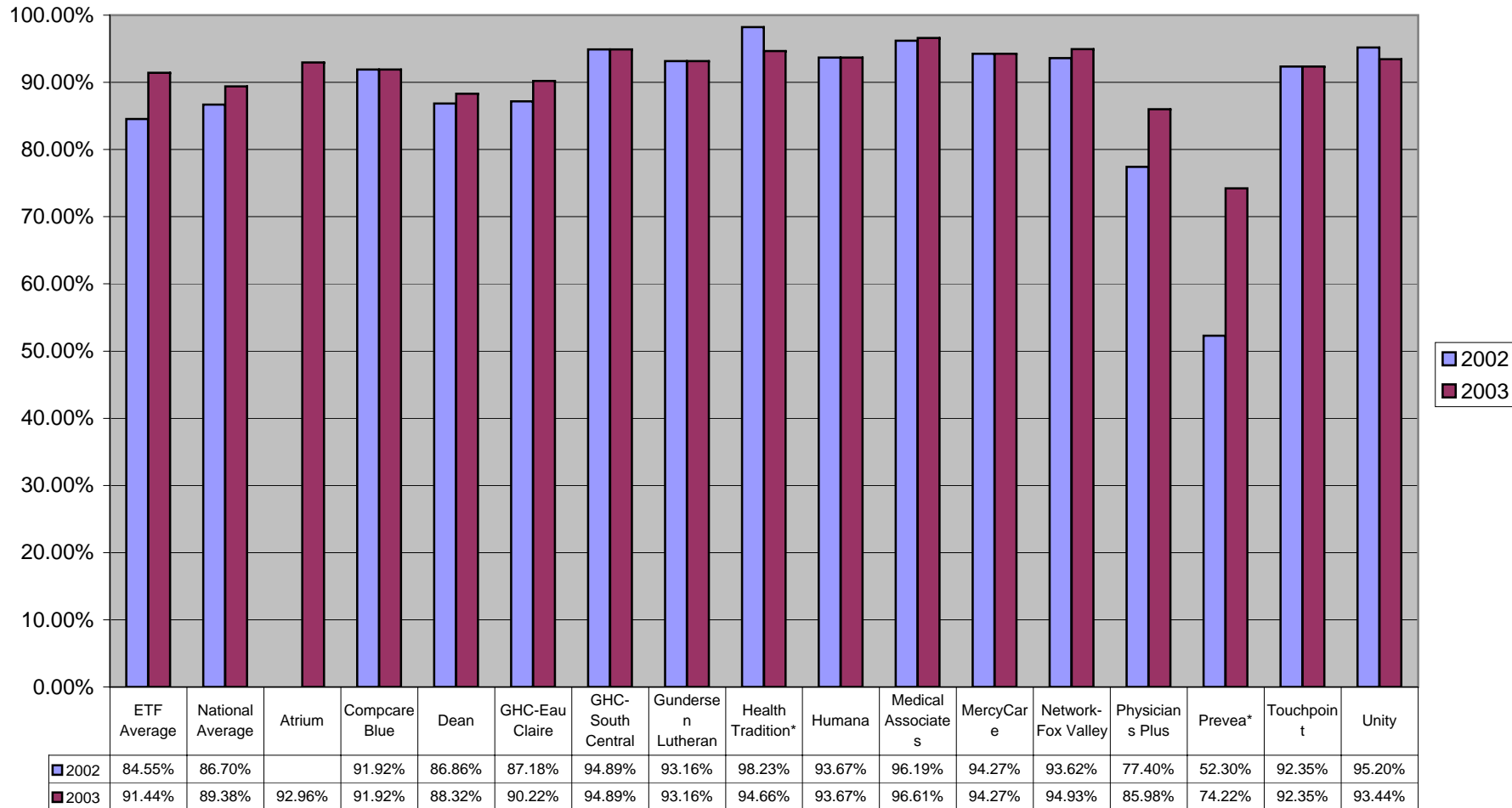
*Measurement year

Appendix 3: Measurement Year 2003 HEDIS State HMO Performance on 51 scores

PLAN	Met national average? ¹				Met ETF mean score? ²			Comparison to ETF mean score ³			
	Yes	No	NA ⁴	None avail ⁵	Yes	No	NA ⁴	better	not different	worse	NA ⁴
Atrium Health Plan	15	26	7	3	7	36	8	0	43	0	8
Compcare Blue	33	15	0	3	27	24	0	3	44	4	0
Dean Health Plan	35	13	0	3	33	18	0	0	46	5	0
GHC-Eau Claire	39	5	4	3	35	12	4	2	44	1	4
GHC-South Central	46	1	1	3	44	6	1	7	43	0	1
Gundersen Lutheran	40	7	1	3	34	16	1	3	47	0	1
Health Tradition	30	14	4	3	28	18	5	2	39	5	5
Humana	37	11	0	3	25	26	0	0	44	7	0
Medical Associates HMO	30	15	3	3	28	20	3	1	41	6	3
MercyCare Health Plan	27	19	2	3	21	28	2	0	44	5	2
Network-Fox Valley	43	5	0	3	43	8	0	6	44	1	0
Physicians Plus	41	7	0	3	42	9	0	4	46	1	0
Prevea Health Plan	27	19	2	3	20	29	2	2	33	14	2
Touchpoint	41	7	0	3	41	10	0	14	34	3	0
Unity	41	7	0	3	36	15	0	0	50	1	0
TOTAL	525	171	24	45	464	275	26	44	642	53	26
¹ Met or came within a percentage point of meeting the national Quality Compass average											
² Met or came within a percentage point of meeting the average of ETF HMOs											
³ Better or worse performance is defined as at least a 10-percentage point difference from the ETF mean score for plans with a denominator of 100 or greater and a 20-percentage point difference for plans with a denominator of 30 to 99											
⁴ Scores are not available because the HMO has a denominator of less than 30											
⁵ National averages are not available for first year measure which include:											
*Cholesterol Management after Acute Cardiovascular Events: LDL-C Level <100											
*Comprehensive Diabetes Care: LDL-C Level <100											
*Children's Access to Primary care Practitioners: Access age 12-19 years											

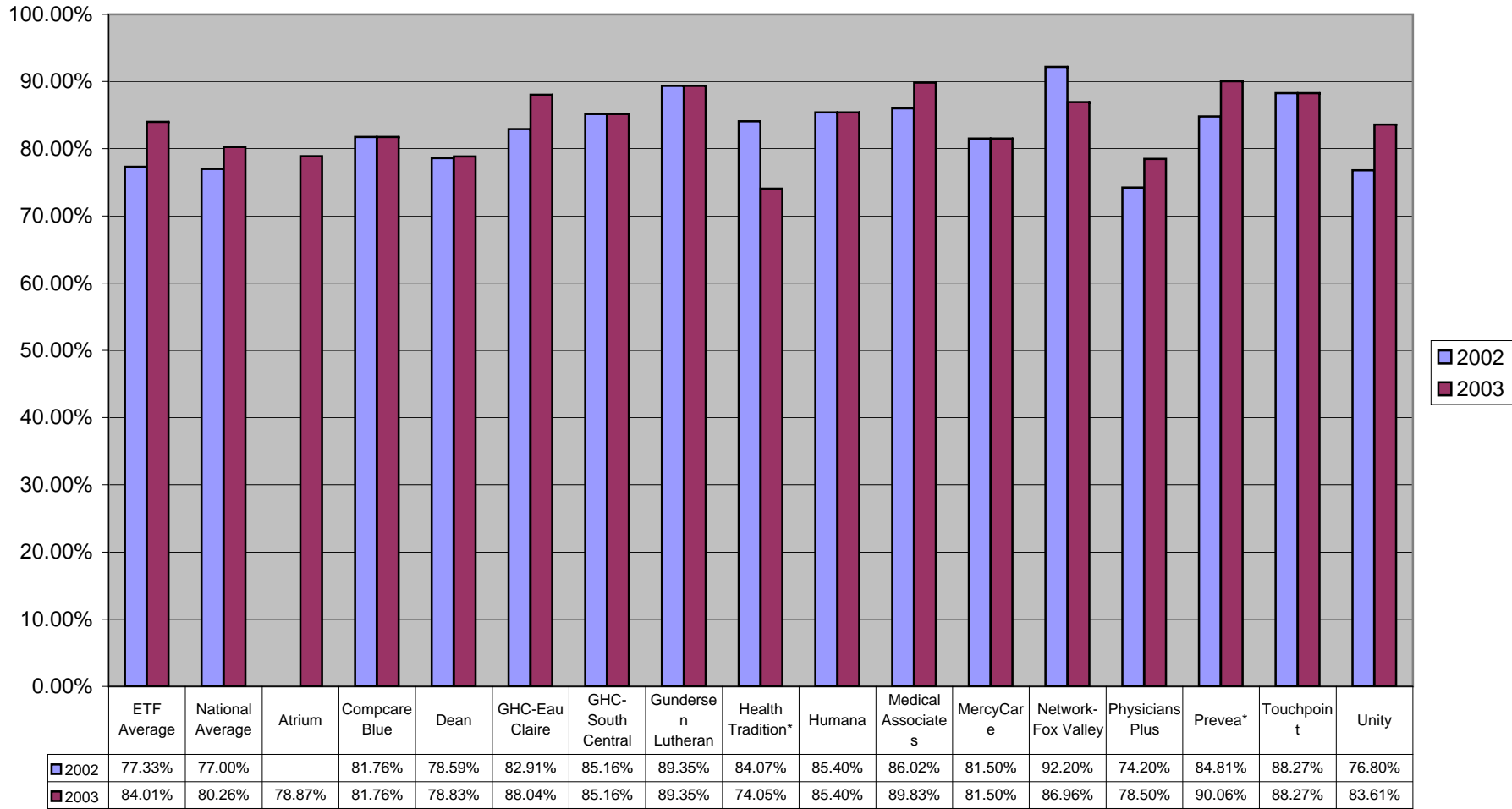
plan	Timeliness	Timeliness	Postpartum	Postpartum	Comprehen	Comprehen
	of Prenatal Care	of Prenatal Care	Care	Care	sive Diabetes Care/ LDL Level	sive Diabetes Care/ LDL Level
	2002	2003	2002	2003	2002	2003
ETF Average	84.55%	91.44%	77.33%	84.01%	63.89%	57.71%
National Average	86.70%	89.38%	77.00%	80.26%	51.80%	48.24%
Atrium		92.96%		78.87%	65.00%	52.65%
CompcareBlue	91.92%	91.92%	81.76%	81.76%	48.25%	43.14%
Dean	86.86%	88.32%	78.59%	78.83%	43.55%	44.77%
GHC-Eau Claire	87.18%	90.22%	82.91%	88.04%	50.88%	56.25%
GHC-South Central	94.89%	94.89%	85.16%	85.16%	75.67%	72.75%
Gundersen Lutheran	93.16%	93.16%	89.35%	89.35%	74.45%	68.37%
Health Tradition*	98.23%	94.66%	84.07%	74.05%	68.19%	54.50%
Humana	93.67%	93.67%	85.40%	85.40%	53.77%	47.69%
Medical Associates	96.19%	96.61%	86.02%	89.83%	77.86%	66.91%
MercyCare	94.27%	94.27%	81.50%	81.50%	56.13%	50.24%
Network-Fox Valley	93.62%	94.93%	92.20%	86.96%	69.43%	59.29%
Physicians Plus	77.40%	85.98%	74.20%	78.50%	66.90%	63.50%
Prevea*	52.30%	74.22%	84.81%	90.06%	47.59%	53.04%
Touchpoint	92.35%	92.35%	88.27%	88.27%	77.50%	81.27%
Unity	95.20%	93.44%	76.80%	83.61%	56.20%	51.34%

Appendix 4: Timeliness of Prenatal Care: A comparison between 2002 and 2003 HMO performance



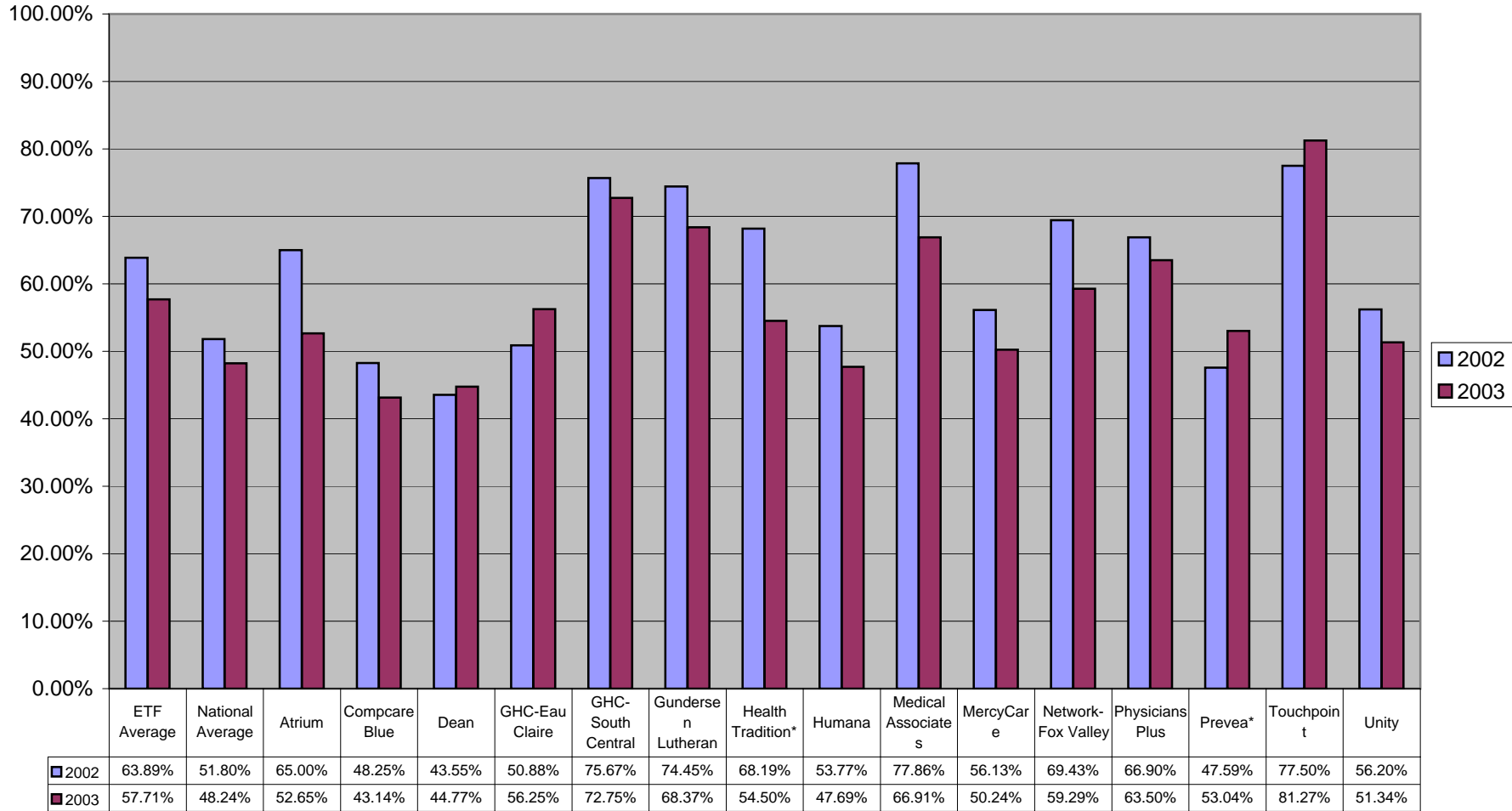
*2002 HEDIS results are not audited. Result should be interpreted with caution. All 2003 results are audited.

Appendix 5: Postpartum Care: A comparison between 2002 and 2003 HMO performance



*2002 HEDIS results are not audited. Result should be interpreted with caution. All 2003 results are audited.

Appendix 6: Comprehensive Diabetes Care/Kidney Disease Screening: A comparison between 2002 and 2003 HMO performance



*2002 HEDIS results are not audited in 2002. Result should be interpreted with caution. All 2003 results are audited.

Appendix 8: 2003 Overall Levels of Satisfaction by Health Plan

	How people rate their HEALTH PLAN		How people rate their HEALTH CARE		How people rate their PRIMARY DOCTORS		How people rate their SPECIALISTS	
	ETF	NCBD	ETF	NCBD	ETF	NCBD	ETF	NCBD
Atrium Health Plan	BELOW	ABOVE	SAME	SAME	SAME	SAME	SAME	SAME
Compcare Blue Aurora Family	BELOW	SAME	BELOW	SAME	SAME	SAME	SAME	SAME
Compcare Blue Northeast	BELOW	SAME	BELOW	SAME	BELOW	SAME	SAME	SAME
Dean Health Plan	ABOVE	ABOVE	SAME	ABOVE	SAME	ABOVE	SAME	SAME
GHC-Eau Claire	ABOVE	ABOVE	ABOVE	ABOVE	ABOVE	ABOVE	ABOVE	ABOVE
GHC-South Central	SAME	ABOVE	SAME	ABOVE	BELOW	SAME	SAME	SAME
Gundersen Lutheran	SAME	ABOVE	SAME	ABOVE	SAME	ABOVE	SAME	SAME
Health Tradition	ABOVE	ABOVE	ABOVE	ABOVE	ABOVE	ABOVE	SAME	SAME
Humana-Eastern	BELOW	ABOVE	SAME	ABOVE	SAME	ABOVE	SAME	SAME
Humana-Western	BELOW	ABOVE	SAME	ABOVE	ABOVE	ABOVE	SAME	SAME
Medical Associates	ABOVE	ABOVE	SAME	ABOVE	ABOVE	ABOVE	SAME	SAME
MercyCare Health Plan	SAME	ABOVE	SAME	ABOVE	SAME	SAME	SAME	SAME
Network Health Plan	ABOVE	ABOVE	SAME	ABOVE	SAME	SAME	SAME	ABOVE
Physicians Plus	SAME	ABOVE	SAME	ABOVE	BELOW	SAME	SAME	SAME
Prevea Health Plan	SAME	ABOVE	SAME	SAME	SAME	ABOVE	SAME	SAME
Standard Plans	SAME	ABOVE	SAME	ABOVE	SAME	ABOVE	SAME	SAME
Touchpoint	SAME	ABOVE	SAME	ABOVE	SAME	ABOVE	SAME	SAME
Unity-Community	SAME	ABOVE	SAME	ABOVE	SAME	ABOVE	SAME	SAME
Unity-UW Health	SAME	ABOVE	SAME	ABOVE	SAME	ABOVE	ABOVE	ABOVE

Appendix 9: 2003 Performance on Six Areas of Care by Health Plan

	KEY DRIVES OF HEALTH PLAN SATISFACTION											
	CLAIMS PROCESSING				CUSTOMER SERVICE				GETTING CARE NEEDED			
PLAN	ACTION	PERCENTILE	NCBD	ETF	ACTION	PERCENTILE	NCBD	ETF	ACTION	PERCENTILE	NCBD	ETF
Atrium Health Plan	Monitor	52nd	NA	Same	Maintain	76th	Same	Same	Maintain	98th	Same	Same
Compcare Blue Aurora Family	Improve	Below 10th	NA	Below	Improve	33rd	Same	Below	Monitor	52nd	Same	Below
Compcare Blue Northeast	Improve	Below 10th	NA	Below	Improve	Below 10th	Below	Below	Maintain	81st	Same	Below
Dean Health Plan	Monitor	55th	NA	Above	Maintain	96th	Above	Same	Maintain	98th	Above	Same
GHC-Eau Claire	Maintain	84th	NA	Above	Maintain	99th	Above	Above	Maintain	99th	Above	Above
GHC-South Central	Improve	46th	NA	Same	Maintain	99th	Above	Above	Maintain	88th	Above	Same
Gundersen Lutheran	Improve	32nd	NA	Same	Maintain	90th	Above	Same	Maintain	99th	Same	Same
Health Tradition	Maintain	96th	NA	Same	Maintain	84th	Above	Same	Maintain	99th	Same	Same
Humana-Eastern	Improve	20th	NA	Below	Monitor	71st	Same	Same	Maintain	97th	Above	Same
Humana-Western	Improve	Below 10th	NA	Below	Improve	12th	Below	Below	Maintain	99th	Above	Same
Medical Associates	Monitor	65th	NA	Same	Maintain	97th	Above	Same	Maintain	99th	Same	Same
MercyCare Health Plan	Improve	26th	NA	Same	Maintain	94th	Above	Same	Maintain	99th	Above	Same
Network Health Plan	Maintain	83rd	NA	Above	Maintain	99th	Above	Above	Maintain	98th	Above	Same
Physicians Plus	Monitor	65th	NA	Same	Maintain	81st	Above	Same	Maintain	98th	Above	Same
Prevea Health Plan	Improve	38th	NA	Same	Maintain	78th	Same	Same	Maintain	99th	Above	Same
Standard Plans	Improve	38th	NA	Same	Improve	49th	Same	Below	Maintain	99th	Above	Same
Touchpoint	Improve	46th	NA	Same	Maintain	95th	Above	Same	Maintain	90th	Above	Same
Unity-Community	Maintain	86th	NA	Same	Maintain	97th	Same	Same	Maintain	98th	Same	Same
Unity-UW Health	Monitor	62nd	NA	Same	Maintain	98th	Above	Same	Maintain	99th	Above	Same

Appendix 9: 2003 Performance on Six Areas of Care by Health Plan

PLAN	SECONDARY DRIVERS OF HEALTH PLAN SATISFACTION								
	HOW WELL DOCTORS COMMUNICATE			GETTING CARE QUICKLY			COURTEOUS AND HELPFUL OFFICE STAFF		
	PERCENTILE	NCBD	ETF	PERCENTILE	NCBD	ETF	PERCENTILE	NCBD	ETF
Atrium Health Plan	98th	Above	Same	99th	Above	Same	99th	Above	Same
Compcare Blue Aurora Family	64th	Above	Same	87th	Above	Below	51st	Above	Below
Compcare Blue Northeast	93rd	Above	Same	99th	Above	Same	98th	Above	Same
Dean Health Plan	79th	Above	Same	97th	Above	Below	99th	Above	Same
GHC-Eau Claire	99th	Above	Above	99th	Above	Above	99th	Above	Above
GHC-South Central	97th	Above	Same	99th	Above	Same	97th	Above	Below
Gundersen Lutheran	99th	Above	Same	99th	Above	Same	99th	Above	Same
Health Tradition	99th	Above	Above	99th	Above	Same	99th	Above	Above
Humana-Eastern	91st	Above	Below	99th	Above	Above	98th	Above	Same
Humana-Western	99th	Above	Above	99th	Above	Above	99th	Above	Above
Medical Associates	99th	Above	Same	99th	Above	Same	97th	Above	Same
MercyCare Health Plan	99th	Above	Same	98th	Above	Same	89th	Above	Same
Network Health Plan	97th	Above	Same	99th	Above	Same	98th	Above	Same
Physicians Plus	99th	Above	Below	97th	Above	Below	99th	Above	Same
Prevea Health Plan	99th	Above	Same	99th	Above	Same	99th	Above	Same
Standard Plans	84th	Above	Below	98th	Above	Below	96th	Above	Below
Touchpoint	88th	Above	Same	99th	Above	Same	99th	Above	Same
Unity-Community	99th	Above	Same	99th	Above	Same	99th	Above	Above
Unity-UW Health	88th	Above	Same	89th	Above	Below	93rd	Above	Same