

Health Plan Report Card

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Health Plan Report Card

This section provides the results of two important annual evaluations of our health plans -- the member satisfaction survey and quality performance measures. We encourage you to review this information and see how your health plan compares with other plans available to you.

*The **Quality Composite** provides a summary of the health plans' quality scores in an overall composite and in the following four areas of care: Wellness and Prevention, Behavioral and Mental Health, Disease Management, and Consumer Satisfaction and Experiences.

*The Consumer Assessment of Healthcare Providers and Systems (**CAHPS®**) is our annual member survey. The survey reveals how members rate their health plan and the health care services they receive. The survey focuses on areas where the people enrolled in the health plans are really the experts about how well their plan is working. *The Department of Employee Trust Funds (ETF) would like to thank the 6,655 members who participated in this year's successful survey.* This important study was administered by Synovate, an independent research firm on the behalf of ETF.

*The Healthcare Effectiveness Data and Information Set (**HEDIS®**) demonstrates health plan performance from a clinical perspective. The measures evaluate whether the health plan delivers the recommended care based on medical evidence to prevent or manage illness. HEDIS measures address health care issues that are meaningful to consumers and purchasers. They measure performance in areas of care where improvements can make a meaningful difference in member's lives and areas that health care systems can take action to improve.

Example of the types of information gathered:

CAHPS: How often did you get care as soon as you thought you needed it?

HEDIS: What percentage of women age 42 to 69 had a mammogram within the last two years?

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.
HEDIS® is a registered trademark of the National Committee for Quality Assurance.



Health Plans Included in this Report Card

Note the following about the health plans that were included in this report card:

- CAHPS results were collected by health plan for active state and retiree membership. The survey only includes health plans that were available to state employees and retirees starting on January 1, 2008, therefore no data was collected for Anthem Blue Northeast, a health plan that was offered beginning in January 1, 2009, or for HealthPartners, a new health plan available beginning January 1, 2010. Although data was collected for the State Maintenance Plan (SMP), the results were not included in this report card due to the low number of respondents.
- HEDIS scores include all the HMO insurers that were available to ETF members in 2009. HEDIS data is collected by each insurer for their entire commercial population and is not reported separately by service area or for state employee and retiree membership. No HEDIS data is available for SMP, the Standard Plan or WPS Metro Choice. HEDIS data for HealthPartners was not included in this report card but scores by measure are available on ETF's Website.
- The Quality Composite Rating Chart includes all HMO health plans that were available in 2009 and for which HEDIS and CAHPS data was available. Anthem Blue Northeast was assigned CAHPS scores that were imputed between the other two available Anthem plans for the purpose of calculating the composite scores.



Quality Composite Rating Chart

Quality Composite

The following are descriptions of the rankings displayed in the chart on page 65.

Overall Quality Score

The overall score is based on a comprehensive set of CAHPS and HEDIS measures. All the measures that are included in the four areas of focus described below are included in the overall quality score.

Wellness and Prevention Score

This score includes HEDIS measures such as childhood immunizations, well child visits, prenatal and postpartum care, the appropriate use of antibiotics for children and adults, and breast, cervical, and colorectal cancer screenings. This composite also includes questions surveying our members about whether or not wellness information is provided by their doctor.

Behavioral and Mental Health

This score includes HEDIS measures for the treatment of depression and follow-up after a hospitalization for mental illness. This composite also includes survey questions on whether or not members could obtain needed treatment or counseling for a personal or family problem.

Disease Management

This score includes HEDIS measures that address treatment and screenings for members with acute cardiovascular conditions, hypertension, diabetes, chronic obstructive pulmonary disease, and asthma. This composite also includes a measure that addresses monitoring members who are on persistent medications of interest.

Consumer Satisfaction and Experiences

This composite includes CAHPS scores that measure member satisfaction with their health plan and the health care they receive and whether or not they believed their health plan improved from the previous year. The composite also includes questions about member experiences such as getting needed care, getting care quickly, health plan customer service, finding and understanding information, ease of paperwork, and how claims were processed.

Quality Composite Rating Chart

Understanding the Scores for the Health Plans:

- ★★★★★ 4 stars: **well above** the average of all health plans (by **more than** one standard deviation)*
- ★★★★ 3 stars: **above** the average of all health plans (by **less than** one standard deviation)*
- ★★★ 2 stars: **below** the average of all health plans (by **less than** one standard deviation)*
- ★ 1 star: **well below** the average of all health plans (by **more than** one standard deviation)*

Please see previous page for descriptions of the Quality Composite Ratings.

PLAN NAME	Overall Quality	Wellness & Prevention	Behavioral & Mental Health	Disease Management	Consumer Satisfaction & Experiences
ANTHEM BLUE NORTHEAST	★	★	★★	★	★
ANTHEM BLUE NORTHWEST	★	★	★★	★	★
ANTHEM BLUE SOUTHEAST	★	★	★★★★	★	★
ARISE HEALTH PLAN	★★★★	★★	★★★★	★★★★	★★★★
DEAN HEALTH PLAN	★★★★	★★	★★★★	★★★★	★★★★
GHC OF EAU CLAIRE	★★★★★	★★★★	★★★★★	★★★★★	★★★★
GHC OF SCW	★★★★★	★★★★★	★★	★★★★	★★★★★
GUNDERSEN LUTHERAN	★★★★	★★★★	★★★★	★★★★	★★★★★
HEALTH TRADITION	★★★★	★★★★	★	★★★★	★★★★
HUMANA EASTERN	★	★★	★	★	★★
HUMANA WESTERN	★	★★	★	★	★
MEDICAL ASSOCIATES	★★★★★	★★	★★	★★★★★	★★★★★
MERCYCARE	★★	★★	★★★★	★★	★★
NETWORK HEALTH PLAN	★★★★	★★★★★	★★★★	★★★★	★★★★
PHYSICIANS PLUS	★★★★	★★★★	★★	★★	★★★★
SECURITY HEALTH PLAN	★★★★★	★★★★	★★★★★	★★★★★	★★★★
UNITEDHEALTHCARE NE	★	★★	★★★★	★	★★
UNITEDHEALTHCARE SE	★	★★	★★★★	★	★
UNITY COMMUNITY	★★★★	★★★★	★★	★★	★★★★
UNITY UW HEALTH	★★★★	★★★★	★★	★★	★★★★

*The standard deviation measures the difference between an individual health plan's score and the average score of all health plans. We are more certain that health plans with four stars have performed better than average and health plans with one star have performed worse than average. We cannot conclude that health plans with three stars or two stars have performed differently from the average.

CAHPS Overall Rating Chart

Understanding the Scores for the Health Plans:

- ★★★★ 4 stars: **well above** the average of all health plans (by **more than** 1.96 standard deviations)*
- ★★★ 3 stars: **above** the average of all health plans (by **less than** 1.96 standard deviations)*
- ★★ 2 stars: **below** the average of all health plans (by **less than** 1.96 standard deviations)*
- ★ 1 star: **well below** the average of all health plans (by **more than** 1.96 standard deviations)*

This chart shows results for individual survey questions for which members were asked to rate their health plan, health care, primary doctor and specialists. 10 is the “best possible” rating and 0 is the “worst possible” rating. Health plan scores were adjusted for age, education level, and self-reported health status.

↗ means that a health plan had a statistically significant improvement in their score from 2008 to 2009.

↘ means that a health plan had a statistically significant decline in their score from 2008 to 2009.

PLAN NAME	How people rated their HEALTH PLAN	How people rated their HEALTH CARE	How people rated their PRIMARY DOCTOR	How people rated their SPECIALIST
AVERAGE - All Health Plans	8.10	8.40	8.68	8.23
ANTHEM BCBS NORTHWEST	★	★★	★★★	★★
ANTHEM BCBS SOUTHEAST	★	★	★★	★★
ARISE HEALTH PLAN	★★★	★★★	★★★	★★★
DEAN HEALTH PLAN	★★★★	★★★	★★★	★★
GHC OF EAU CLAIRE	★★★★	★★★★	★★★	★★★
GHC OF SCW	★★★★↗	★★★★	★★	★★★
GUNDERSEN LUTHERAN	★★★★	★★★★	★★★★	★★★
HEALTH TRADITION	★★★★	★★★	★★★	★★★
HUMANA EASTERN	★★	★★★★↗	★★	★★★
HUMANA WESTERN	★↗	★↗	★★	★★
MEDICAL ASSOCIATES	★★★★	★★★★	★★★★	★★★
MERCYCARE	★★	★★	★★	★★★
NETWORK HEALTH PLAN	★★★★↗	★★	★	★★★
PHYSICIANS PLUS	★★★★	★★★	★★	★★★
SECURITY HEALTH PLAN	★★★★	★★★	★★	★★↘
STANDARD PLAN	★★★★	★★★	★★	★★↘
UNITEDHEALTHCARE NE	★★	★★★	★★	★★
UNITEDHEALTHCARE SE	★	★★	★★	★★↘
UNITY COMMUNITY	★★★	★★	★★★	★★
UNITY UW HEALTH	★★★★	★★	★	★★★
WPS METRO CHOICE	★	★	★★★	★★

*The standard deviation measures the difference between an individual health plan’s score and the average score of all health plans. We are more certain that health plans with four stars have performed better than average and health plans with one star have performed worse than average. We cannot conclude that health plans with three stars or two stars have performed differently from the average.

CAHPS Composite Rating Chart

Understanding the Scores for the Health Plans:

- ★★★★ 4 stars: **well above** the average of all health plans (by **more than** 1.96 standard deviations)*
- ★★★ 3 stars: **above** the average of all health plans (by **less than** 1.96 standard deviations)*
- ★★ 2 stars: **below** the average of all health plans (by **less than** 1.96 standard deviations)*
- ★ 1 star: **well below** the average of all health plans (by **more than** 1.96 standard deviations)*

This chart shows results for a composite of survey questions that asked members how often something occurred (“Always”, “Sometimes”, “Usually” or “Never”) regarding Customer Service, Claims Processing, Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Shared Decision Making (between the member and the doctor). Health plan scores were adjusted for age, education level, and self reported health status.

↗ means that a health plan had a statistically significant improvement in their score from 2008 to 2009.

↘ means that a health plan had a statistically significant decline in their score from 2008 to 2009.

PLAN NAME	Customer Service	Claims Processing	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Shared Decision Making
AVERAGE - All Health Plans	3.37	3.42	3.35	3.50	3.64	3.47
ANTHEM BCBS NORTHWEST	★	★	★★	★★	★★	★★
ANTHEM BCBS SOUTHEAST	★	★	★★★★	★★	★★	★★
ARISE HEALTH PLAN	★★★★★	★★★★★	★★★★★	★★★★	★★★★	★★★★
DEAN HEALTH PLAN	★★	★★★	★★	★★	★★	★★
GHC OF EAU CLAIRE	★★★★★	★★★★★	★★★★	★★★★	★★★★★	★★★★★
GHC OF SCW	★★★★★	★★★★★	★★★★↗	★★★★★	★★★★	★★★★★
GUNDERSEN LUTHERAN	★★★★★	★★★★★	★★★★★	★★★★	★★★★★	★★★★★
HEALTH TRADITION	★★★★★	★★★	★★★★	★★★★★	★★★★	★★★★
HUMANA EASTERN	★	★	★★★★	★★★★	★★★★	★★
HUMANA WESTERN	★↗	★	★	★★★★↗	★	★
MEDICAL ASSOCIATES	★★★★★	★★★	★★★★★	★★★★★	★★★★	★★↘
MERCYCARE	★★	★★★★	★★	★	★★★★	★★★★
NETWORK HEALTH PLAN	★★★★★	★★★★★	★★★★	★★	★	★★
PHYSICIANS PLUS	★★★	★★★★★	★★	★★	★★	★★★★
SECURITY HEALTH PLAN	★★★★★	★★★★★↗	★★★★	★★★★	★★★★	★★
STANDARD PLAN	★★★	★★	★★★★★	★★★★	★	★★★★
UNITEDHEALTHCARE NE	★	★	★★★★	★★★★	★★	★★
UNITEDHEALTHCARE SE	★	★	★★★★	★★★★↘	★★	★★
UNITY COMMUNITY	★★★★★	★★★	★★	★★★★	★★★★	★★★★
UNITY UW HEALTH	★★★★★	★★★★★	★★	★	★★★★	★★★★
WPS METRO CHOICE	★★	★	★	★★★★	★★	★★

*The standard deviation measures the difference between an individual health plan’s score and the average score of all health plans. We are more certain that health plans with four stars have performed better than average and health plans with one star have performed worse than average. We cannot conclude that health plans with three stars or two stars have performed differently from the average.

HEDIS Composite Chart

This chart displays the following quality measures:

- * **Cancer Screenings:** This score includes the following HEDIS measures: Colorectal, Breast and Cervical Cancer Screenings.
- * **Appropriate Use of Antibiotics:** This score includes the following HEDIS measures: Appropriate Treatment for Children with Upper Respiratory Infection, Appropriate Testing for Children with Pharyngitis, Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis.
- * **Diabetes Care:** This score includes the following HEDIS measures: HbA1c Control, Cholesterol Screening and Control, Medical Attention for Kidney Disease, Eye Exam, and Blood Pressure Control.
- * **Controlling High Blood Pressure:** This score examines the percentage of eligible members with high blood pressure who had their blood pressure controlled.
- * **Cholesterol Management for Patients with Cardiovascular Conditions:** This score includes the following HEDIS measures: Cholesterol Screening and Control.
- * **Annual Monitoring for Patients with Persistent Medications:** This single score examines monitoring for the following drugs of interest: Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB), Digoxins, Diuretics, Anticonvulsants.

PLAN NAME	Cancer Screenings	Appropriate Use of Antibiotics	Diabetes Care	Controlling High Blood Pressure	Cholesterol Management for Patients with Cardiovascular Conditions	Annual Monitoring for Patient with Persistent Medications
ANTHEM BLUE	★	★★	★	★	★★	★★
ARISE HEALTH PLAN	★★★	★	★★★★	★★★★	★★★★	★★★★
DEAN HEALTH PLAN	★★	★★	★★★★	★★★★	★★	★★★★
GHC OF EAU CLAIRE	★★★	★★★★	★★★★★	★★★★	★★★★★	★★
GHC OF SCW	★★★★	★★★★★	★★	★★★★	★★	★★★★★
GUNDERSEN LUTHERAN	★★★★	★★★★	★★★★	★★★★	★★	★
HEALTH TRADITION	★★★	★★	★★★★	★★★★★	★★	★★★★
HUMANA	★★	★★	★	★★	★★	★★★★
MEDICAL ASSOCIATES	★★	★★	★★★★★	★★★★★	★★★★★	★★
MERCYCARE	★★	★★★★★	★★	★	★	★★
NETWORK HEALTH PLAN	★★★★	★★★★	★★★★	★★	★★★★★	★★★★
PHYSICIANS PLUS	★★	★★★★	★★★★	★★★★	★★★★	★
SECURITY HEALTH PLAN	★★★	★★	★★★★	★★★★★	★★★★★	★★★★★
UNITEDHEALTHCARE	★	★★	★	★★★★	★	★★★★
UNITY HEALTH INSURANCE	★★★	★★	★★	★★	★★	★★

Please see page 67 for a description of the star rating system that was used for this chart.