HEALTH PLAN REPORT CARD

This section provides the results of two important annual evaluations of our health plans—the member satisfaction survey—otherwise known as the Consumer Assessment of Healthcare Providers and Systems or CAHPS® — and quality performance measures — otherwise known as the Healthcare Effectiveness Data and Information Set or HEDIS®. We encourage you to review this information and evaluate how your current health plan compares with the other available health plans.

- The **Quality Composite** provides a summary of the health plans' quality scores in an overall composite. The Quality Composite Rating Chart includes all health plans that were available in 2013 and for which HEDIS® and CAHPS® data were available. Anthem Blue Northeast, Northwest and Southeast were combined into Anthem Blues for the purpose of calculating the composite scores.
- **CAHPS®** is our annual member survey. The survey reveals how members rate their health plan and the health care services they received. CAHPS® results were collected for active state, UW Hospital & Clinics and University of Wisconsin employees, including graduate assistants and state retirees. The survey only includes health plans that were available starting on January 1, 2012. Data were not collected for WPS Metro Choice Northwest, Dean Health Insurance-Prevea360 and WEA Trust PPO-South Central. Although data were collected for the State Maintenance Plan (SMP), the results were not included in this report card due to the low number of respondents. ETF would like to thank all of the respondents for participating in this year's survey. This important survey was administered by Morpace, an independent research firm, on the behalf of ETF.
- The **HEDIS®** measures how the health plan performs from a clinical perspective. The measures evaluate whether the health plan delivered the recommended care based on medical evidence to prevent or manage illness. HEDIS® measures address health care issues that are meaningful to members. HEDIS® data were collected by each health plan for its membership for the 2012 calendar year. No HEDIS® data are available for SMP, the Standard Plan or WPS Metro Choice.

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.

QUALITY COMPOSITE RATING CHART

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

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 a CAHPS® question surveying our members about whether wellness information is provided by their health plan.

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 a CAHPS® survey question on whether 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 received and whether 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.

Note that UnitedHealthcare NE and SE are combining into UnitedHealthcare of Wisconsin for 2014.

Example of information types gathered:

CAHPS®: When you needed care right away, how often did you get care as soon as you needed?

HEDIS®: What percent of eligible women had a mammogram within the last two years?

Quality Composite Rating Chart

Understanding the scores for the health plans:

★★★★ 4 stars: **well above** the average of all participating health plans
★★★ 3 stars: **above** the average of all participating health plans
★★ 2 stars: **below** the average of all participating health plans
★ 1 star: **well below** the average of all participating health plans

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 Blues*	★★	★★	★★	★★★	★
Arise Health Plan	★★★	★★★	★★★	★★	★★★
Dean Health Insurance**	★★★	★★★	★★★★	★★★	★★★
GHC of Eau Claire	★★★	★★★	★	★★★	★★★
GHC of SCW	★★★★	★★★★	★★★	★★★	★★★★
Gundersen Health Plan	★★★	★★	★	★★★★	★★
Health Tradition	★★★	★★★	★★	★★★	★★
HealthPartners	★★★	★★★	★★	★★★	★★
Humana-Eastern	★	★★★	★★	★	★
Humana-Western	★★	★★★★	★★	★	★
Medical Associates	★★★★	★★★	★	★★★★	★★★
MercyCare Health Plans	★	★★	★	★★	★
Network Health	★★★	★★★	★	★★★	★★★
Physicians Plus	★★★	★★★	★★★★	★★★	★★
Security Health Plan	★★★	★★	★★	★★★	★★★★
UnitedHealthcare NE	★	★	★★★★	★	★
UnitedHealthcare SE	★	★	★★★★	★	★★
Unity-Community	★★★	★★★	★★★★	★★★	★★★
Unity-UW Health	★★★★	★★★	★★★★	★★★	★★★★
WEA Trust PPO-East	★	★	★★	★	★★★★
WEA Trust PPO-Northwest	★	★	★★	★	★★

* Three Anthem health plans (Northeast, Northwest, Southeast) were combined into Anthem Blues to produce ratings. Anthem Northwest is not being offered in 2014.

** This is a name change for 2014 from Dean Health Plan. The results reported here do not include Dean Health Insurance-Prevea360.

CAHPS® Overall Rating Chart

Understanding the scores for the health plans:

★★★★ 4 stars: **well above** the average of all participating health plans
★★★ 3 stars: **above** the average of all participating health plans
★★ 2 stars: **below** the average of all participating health plans
★ 1 star: **well below** the average of all participating health plans

This chart shows results for individual survey questions for which members were asked to rate their health plan, health care, primary doctor and specialists. Health plan scores were adjusted for age, education level and self-reported health status.

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**
Anthem Blues*	★	★	★★★	★★
Arise Health Plan	★★★★	★★★	★★★	★★★
Dean Health Insurance**	★★★	★★★★	★★★★	★★★
GHC of Eau Claire	★★★	★★	★★	★★
GHC of SCW	★★★★	★★★	★★	★
Gundersen Health Plan	★★★	★★★	★★★	★★★
Health Tradition	★★★	★★★	★★★★	★★★
HealthPartners	★★	★	★★	★★
Humana-Eastern	★	★★	★★	★★
Humana-Western	★	★★★	★★	★★★★
Medical Associates	★★★	★★★	★★★★	★★
MercyCare Health Plans	★	★	★★	★★
Network Health	★★★	★★	★★	★★★
Physicians Plus	★★	★★★	★★★	★★★
Security Health Plan	★★★★	★★★	★★	★★
Standard Plan	★★★★	★★★	★★	★★★★
UnitedHealthcare NE	★	★★	★★★	★★
UnitedHealthcare SE	★★	★★	★★★	★★★★
Unity-Community	★★★	★★	★★	★
Unity-UW Health	★★★★	★★★★	★	★★★
WEA Trust PPO-East	★★★★	★★	★★	★★
WEA Trust PPO-Northwest	★	★★★	★★★	★★★
WPS Metro Choice Southeast	NR	NR	NR	NR

* Three Anthem health plans (Northeast, Northwest, Southeast) were combined into Anthem Blues to produce ratings. Anthem Northwest is not being offered in 2014.

** This is a name change for 2014 from Dean Health Plan. The results reported here do not include Dean Health Insurance-Prevea360.

"NR" Not reported due to too few cases to produce a rating.

CAHPS® Composite Rating Chart

Understanding the scores for the health plans:

★★★★ 4 stars: **well above** the average of all participating health plans
★★★ 3 stars: **above** the average of all participating health plans
★★ 2 stars: **below** the average of all participating health plans
★ 1 star: **well below** the average of all participating health plans

This chart shows results for a composite of survey questions that asked members how often something occurred 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.

Plan Name	Customer Service	Claims Processing	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Shared Decision Making
Anthem Blues*	★	★★	★★	★★	★★★	★★
Arise Health Plan	★★★	★★	★★★★	★★★	★★	★★★
Dean Health Insurance**	★★	★★	★★★	★★	★★★★	★★★
GHC of Eau Claire	★★★★	★★★★	★★	★★★	★★	★★★
GHC of SCW	★★★★	★★★	★	★★	★★★	★★★
Gundersen Health Plan	★★	★	★★	★★	★★★	★★★★
Health Tradition	★★	★★	★★★	★★	★★★	★★★
HealthPartners	★★	★★★	★★	★★★	★★	★★★
Humana-Eastern	★	★	★★★	★★	★★★	★★
Humana-Western	★	★	★★★★	★★★	★★★	★★★
Medical Associates	★★★	★★★	★★★	★★★	★★★★	★★★
MercyCare Health Plans	★★★	★★	★★	★★★	★★	★★
Network Health	★★★★	★★★	★★	★★	★★★	★★
Physicians Plus	★★	★★★	★★	★★	★★★	★★
Security Health Plan	★★★★	★★★	★★★★	★★★	★★	★★★
Standard Plan	★★★	★★★	★★★	★★★★	★★	★★
UnitedHealthcare NE	★	★	★★★	★★★	★★	★★
UnitedHealthcare SE	★	★★	★★★	★★	★★	★★
Unity-Community	★★★★	★★★★	★	★★	★	★★
Unity-UW Health	★★★★	★★★	★★	★★	★	★★★
WEA Trust PPO-East	★★★★	★★★	★★★	★★★	★★★	★★
WEA Trust PPO-Northwest	★★★	★★★★	★★	★★	★★★★	★★★
WPS Metro Choice Southeast	NR	NR	NR	NR	NR	NR

* Three Anthem health plans (Northeast, Northwest, Southeast) were combined into Anthem Blues to produce ratings. Anthem Northwest is not being offered in 2014.

** This is a name change for 2014 from Dean Health Plan. The results reported here do not include Dean Health Insurance-Prevea360.

"NR" Not reported due to too few cases to produce a rating.

HEDIS® Composite Rating 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 Patients with Persistent Medications
Anthem Blues*	★	★★	★★	★★★	★★★	★★★
Arise Health Plan	★★	★★★	★	★	★★	★
Dean Health Insurance**	★★	★★	★★★	★★★	★★★	★★★
GHC of Eau Claire	★★★	★★★	★★★	★	★★★	★★
GHC of SCW	★★★★	★★★★	★★	★★★	★★★	★★★★
Gundersen Health Plan	★★★	★★	★★★	★★★★	★★★	★★
Health Tradition	★★	★★★	★★★	★★★	★★★	★★★
HealthPartners	★★	★★★	★★★	★★★★	★★★	★★★
Humana	★	★★★★	★	★	★★	★★★
Medical Associates	★★	★★	★★★★	★★★★	★★★	★★★
MercyCare Health Plans	★	★	★★★	★★★	★★★	★
Network Health	★★★★	★★★	★★★	★★	★★★	★★
Physicians Plus	★★★	★★	★★	★★	★★★	★★★
Security Health Plan	★★★★	★★	★★★	★★★	★★★	★★★★
UnitedHealthcare	★★★	★	★	★★★	★	★★
Unity Health Insurance	★★★	★★	★★	★★	★★★	★★★
WEA Trust PPO	★★★	★	★	★	★★	★★★

See previous page for an explanation of the footnotes and a description of the star rating system that was used for this chart.