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CORRESPONDENCE MEMORANDUM

DATE: January 13, 2012

TO: Group Insurance Board

FROM: Bill Kox, Director, Health Benefits & Insurance Plans
Betty Wittmann, Manager, Disease Management & Wellness Programs
Division of Insurance Services

SUBJECT: Report on Health Plan Employer Data and Information Set (HEDIS[®]) and
Consumer Assessment of Health Plans Survey (CAHPS[®])

This memo is for informational purposes only. No Board action is required.

BACKGROUND

This report provides a summary of the quality and customer service rankings of our participating health plans. Highlights from the following sources are detailed in this document:

- The Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) data collected by the Department of Employee Trust Funds (ETF) through internet and mail surveys in 2011.
- The Healthcare Effectiveness Data and Information Set (HEDIS[®]) submitted by the participating Health Maintenance Organizations (HMOs) to ETF in 2011 for the measured year 2010.
- How CAHPS[®] and HEDIS[®] results were used.

CAHPS[®] DESCRIPTION

The CAHPS[®] survey was developed collaboratively by several leading health care research organizations such as the Agency for Health Care Research and Quality (AHRQ), the Harvard Medical School, RAND Corporation, Research Triangle Institute, and Westat. Each year, ETF contracts with a vendor to survey State employees and retirees about their experiences with their health plans.

Reviewed and approved by Lisa Ellinger, Division of Insurance Services

Lisa Ellinger
Signature _____ Date 1/20/12

Board	Mtg Date	Item #
GIB	2.7.12	4C

HEDIS[®] DESCRIPTION

HEDIS[®] is the most widely used set of performance measures in the managed care industry and is developed and maintained by the National Committee for Quality Assurance (NCQA[®]), a not-for-profit organization. The purpose of HEDIS[®] is to improve the quality of care provided by organized delivery systems by providing measures designed to increase accountability of managed care.

HOW CAHPS[®] AND HEDIS[®] RESULTS WERE USED

The primary use of the CAHPS[®] and HEDIS[®] results is to develop the Report Cards published for members annually by ETF as part of the *It's Your Choice* open enrollment period. "Quality credits" are also provided to high-performing HMO plans during the negotiation process. *GHC South Central Wisconsin (GHC-SCW)* received the highest score overall for quality and achieved the highest score for the CAHPS[®] and HEDIS[®] portion of the composites separately. The overall highest ranking health plans were as follows:

- (1) *GHC-SCW*
- (2) *Arise Health Plan*
- (3) *Gundersen Lutheran Health Plan*
- (4) *HealthPartners*

MercyCare, Anthem, and Humana received the lowest overall scores.

Performance, based on the quality composite system used in health plan negotiations, was published in the *It's Your Choice: 2012 Decision Guide (IYC)* booklets. Health plan performance was noted by a four-star rating system for the following composite areas:

- **Overall Quality** (CAHPS[®] and HEDIS[®])
- **Wellness & Prevention** (CAHPS[®] and HEDIS[®])
- **Behavioral & Mental Health** (CAHPS[®] and HEDIS[®])
- **Consumer Satisfaction & Experiences** (CAHPS[®] only)
- **Disease Management** (HEDIS[®] only)

Please refer to pages 72 and 73 of the State *IYC: 2012 Decision Guide* (Attachment #1) for the complete results of the quality composite.

Thirty-four percent (34%) of respondents reported they used the information published in the 2011 *IYC* booklets to make a health plan selection (up 1% from the previous year). Overall, 85% of respondents found the information in the 2011 *IYC* booklets very or somewhat useful (35% and 50%, respectively). In addition, the health plans use the HEDIS[®] and CAHPS[®] results along with other reports from ETF for quality improvement purposes.

OVERALL HEALTH PLAN PERFORMANCE

Our participating health plans continue to perform well on quality measures, when compared to health plans nationwide. In 2011, NCQA® ranked 390 health plans; ten of our plans ranked in the top 25% and two ranked in the top twenty. In fact, *GHC-SCW* was ranked 7th and *HealthPartners* ranked 19th. Plans that achieve NCQA® accreditation receive additional points in ETF's ranking process. Although the CAHPS® performance rankings tend to vary on an annual basis, the majority of our participating health plans are showing improvement year after year (Attachment # 2).

CAHPS® HIGHLIGHTS

Overall, members rate higher levels of satisfaction with the **health care** they receive than with their **health plan**. They are particularly pleased with their personal doctor, which received the highest overall ratings score.

In addition to rating the health plan, health care, primary doctors, and specialists, six composite areas were also examined in the survey:

- Getting Care Quickly
- Shared Decision-Making
- How Well Doctors Communicate
- Claims Processing
- Customer Service
- Getting Needed Care

How Well Doctors Communicate and **Shared Decision-Making** were the composite areas that received the highest overall scores. *Medical Associates* and *Gundersen Lutheran* received the top scores in **How Well Doctors Communicate**, while *Medical Associates* and *Unity-UW Health* received the top scores in **Shared Decision-Making**.

Getting Needed Care and **Customer Service** were the composite areas that received the lowest overall scores. *Unity-UW Health*, *Physicians Plus* and *Humana Western* received the lowest score for **Getting Needed Care**, while *Anthem*, *United Healthcare NE*, and *Humana Western* and *Eastern* received the lowest scores for **Customer Service**. Staff intends to work with these plans to determine the areas of service in which member access is difficult.

Survey results have shown that our members' overall satisfaction rating with their health plan and the health care they receive has continued to improve since 2007. Although *Humana Western's* satisfaction levels remain significantly lower (one star) than the other participating health plans, *Humana* continues to show significant gains in customer satisfaction levels for the past two years. While nine of the eighteen health plans consistently rate at or above the average (3 or 4 stars) for both the health plan

and health care rating, *GHC-SCW* and *Gundersen Lutheran* have achieved well above average (4 stars) for overall satisfaction since 2009.

Results for the ratings of overall satisfaction and composite service are available on pages 73-74 of the report card section of the *IYC* booklet (see Attachment #1). Historical trends are detailed in Attachment 2. For complete results of the CAHPS® survey, please refer to the *2011 Health Plan Quality Comparisons (CAHPS®) Health Plan Report Card – Supplement 1* (Attachment #3 – not included with this memorandum but can be accessed on the internet at http://etf.wi.gov/boards/agendas_gib.htm, February 7, 2012 meeting).

HEDIS® HIGHLIGHTS

Based on HEDIS® information released by NCQA®, our participating HMOs continued to score higher on HEDIS® measures than HMOs nationwide for the 2010 measurement year. Participating HMOs continue to perform better than the national average on measures such as Childhood Immunizations, Appropriate Treatment for Children with Upper Respiratory Infection, Appropriate Testing for Children with Pharyngitis, Colorectal Cancer Screenings, Breast Cancer Screening, Cervical Cancer Screening, Controlling High Blood Pressure, Comprehensive Diabetes Care, Follow-up after Hospitalization for Mental Illness, Timeliness of Prenatal and Postpartum Care, and Well-Child Visits.

In only one measure, Annual Monitoring for Patients on Persistent Medications, did the ETF plan average fall below the national average.

The six HEDIS® star rating areas include:

- Appropriate Use of Antibiotics
- Cancer Screenings
- Controlling High Blood Pressure
- Cholesterol Management for Patients with Cardiovascular Conditions
- Comprehensive Diabetes Care
- Annual Monitoring for Patient with Persistent Medications

Grouping HEDIS® scores into these finer categories allows ETF to specifically analyze the strengths and weaknesses of participating health plans. *HealthPartners* did well across the board, scoring slightly or significantly better than average in all of the six HEDIS® areas. *Arise* and *Security Health Plan* scored above the ETF average in five of the six areas while *GHC-EC*, *GHC-SCW*, *Gundersen Lutheran*, and *Medical Associates* scored above average in four of the six areas. One health plan, *Anthem*, performed below the ETF average in all six areas.

It is now easier to recognize the strong and weak health plans in each area. For example, for appropriate cancer screenings *Arise, GHC-SCW, Gundersen Lutheran, Network Health Plan, Security Health Plan, and Unity* consistently stand out as doing a better job than the rest. *GHC-SCW*, the health plan that received the highest overall composite rating (CAHPS® and HEDIS®), performed well in Cancer Screenings, Comprehensive Diabetes Care, Cholesterol Management for Patients with Cardiovascular Conditions, and Monitoring Patients with Persistent Medications while performing slightly below average in Controlling High Blood Pressure.

We note that Cholesterol Management for Patients with Cardiovascular Conditions is one of the areas in which the plan average is decreasing across the three-year period. Two factors contributing to this are NCQA's changes to the technical specifications and ongoing data issues reported by the plans.

Please refer to the 2011 HEDIS® Composite Charts for Six Quality Measures (Attachment # 4) and page 75 of the report card section of the state *IYC: 2012 Decision Guide* (Attachment #1).

Staff will be available at the meeting to answer any questions you may have.

Attachments:

Attachment # 1: Health Plan Report Card from the *IYC booklet* (pages 72-75)

Attachment # 2: CAHPS® Survey Charts 1-4

Attachment # 3: 2011 CAHPS® Health Plan Report Card – Supplement 1

(http://etf.wi.gov/boards/agendas_gib.htm, February 7, 2012, meeting)

Attachment # 4: 2011 HEDIS® Composite Charts for Six Quality Measures

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 BCBS	★★	★	★★★★	★★	★
Arise Health Plan	★★★★	★★	★★★★★	★★★★	★★★★★
Dean Health Plan	★★★★	★★	★★★★	★★★★	★★★★
GHC of Eau Claire	★★★★	★★	★	★★★★	★★★★
GHC of SCW	★★★★★	★★★★★	★★★★★	★★★★	★★★★★
Gundersen Lutheran	★★★★	★★	★	★★★★	★★★★
Health Tradition	★★★★	★★	★★★★	★★★★	★★★★
HealthPartners	★★★★	★★★★	★★★★	★★★★★	★★
Humana - Eastern	★	★★	★★★★	★	★
Humana - Western	★	★★	★★★★	★	★
Medical Associates	★★★★	★	★★	★★★★	★★★★
MercyCare Health Plan	★★	★★	★★★★	★★★★	★
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. A 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 2009 to 2010.

↘ means that a health plan had a statistically significant decline in their score from 2009 to 2010.

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	8.41	8.56	8.75	8.52
Anthem BCBS	★	★★↗	★★★★↗	★★
Arise Health Plan	★★★★	★★★★	★★★	★★★★
Dean Health Plan	★★★★↗	★★★★↗	★★★	★★★★
GHC of Eau Claire	★★★★	★★★★	★★★	★★★★
GHC of SCW	★★★★↗	★★★★	★★	★★★★
Gundersen Lutheran	★★★★	★★★★↗	★★★★	★★★★↗
Health Tradition	★★★★	★★★★	★★★	★★
HealthPartners (New plan in 2010)	★★	★★	★★★	★★
Humana - Eastern	★	★★	★★★	★★
Humana - Western	★	★	★★	★
Medical Associates	★★★★	★★★★	★★★★	★★★★
MercyCare Health Plan	★	★	★	★★
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 2009 to 2010.

↘ means that a health plan had a statistically significant decline in their score from 2009 to 2010.

Plan Name	Customer Service	Claims Processing	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Shared Decision Making
AVERAGE - All Health Plans	3.46	3.53	3.41	3.50	3.69	3.54
Anthem BCBS	★	★	★★	★★★★	★★★★↗	★★
Arise Health Plan	★★★★↗	★★★★↗	★★★★	★★★★	★★	★★★★
Dean Health Plan	★★★	★★★★	★★↗	★★	★★★★↗	★★★★
GHC of Eau Claire	★★★★	★★★★	★★★	★★	★★★	★★★★
GHC of SCW	★★★★	★★★★	★★	★★	★★★★	★★★★
Gundersen Lutheran	★★	★★★★	★★★★	★★★★	★★★★	★★★★
Health Tradition	★★★	★★★	★★	★★★★	★★★	★★
HealthPartners (New plan in 2010)	★★	★★	★★	★★★★	★★	★★
Humana - Eastern	★	★	★★★★	★★	★★	★★
Humana - Western	★	★	★	★★★★	★	★★
Medical Associates	★★★	★★★★	★★★★	★★★★	★★★★	★★★★↗
MercyCare Health Plan	★★	★★	★★	★★	★★	★★
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 Patients with Persistent Medications
Anthem BCBS	★	★	★	★	★	★★
Arise Health Plan	★★★★	★★★★	★★★★	★★★★	★★★★	★
Dean Health Plan	★★	★★★★	★★	★★	★★★★	★★
GHC of Eau Claire	★★	★★★★	★★★★	★★★★	★★★★	★★
GHC of SCW	★★★★★	★★★★★	★★	★	★★★★	★★★★★
Gundersen Lutheran	★★★★★	★★★★	★★★★	★★★★★	★★	★★
Health Tradition	★★	★★★★★	★★	★★★★	★★	★★★★
HealthPartners	★★★★	★★★★	★★★★	★★★★★	★★★★	★★★★★
Humana	★★	★	★	★	★	★★★★
Medical Associates	★★	★★	★★★★★	★★★★	★★★★	★★★★
MercyCare Health Plan	★★	★★★★★	★★★★	★★★★	★	★★
Network Health Plan	★★★★	★★	★★★★★	★★	★★★★★	★★
Physicians Plus	★★★★	★★	★★	★★	★★	★
Security Health Plan	★★★★	★★	★★★★	★★★★	★★★★★	★★★★★
UnitedHealthcare	★	★★	★★	★★★★	★★	★★★★
Unity Health Insurance	★★★★	★★	★★	★★	★★★★	★★★★
WEA Trust	★★★★★	★	NR*	NR*	NR*	★★★★

*Not all necessary data reported.

Please see page 72 for a description of the star rating system that was used for this chart.

CAHPS 2011 Survey

How Members Rated Their Health Plan on a Scale of 1 to 10

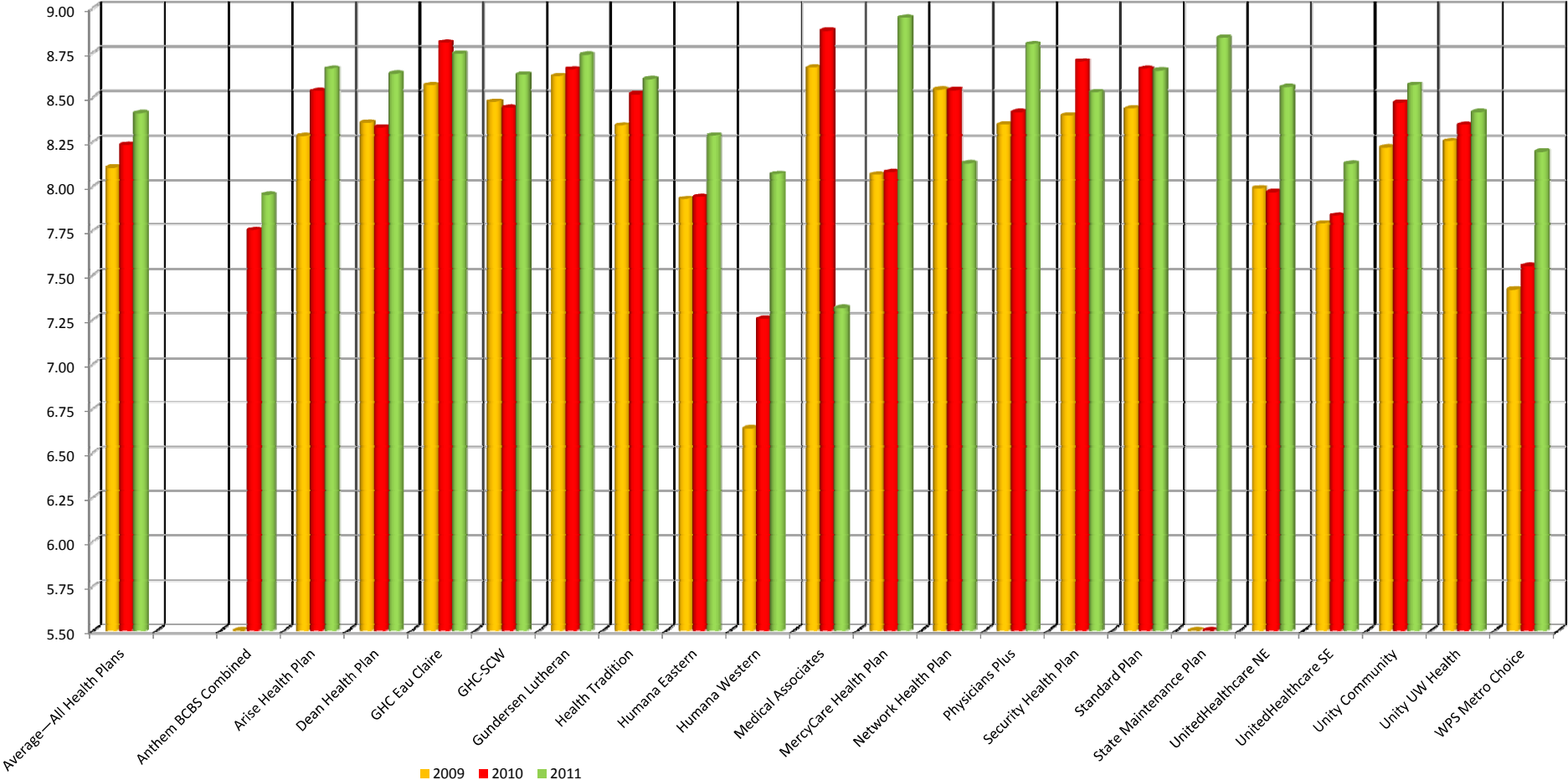


Chart 1 - HEALTH PLAN

CAHPS 2011 Survey

How Members Rated Their HEALTH CARE on a Scale of 1 to 10

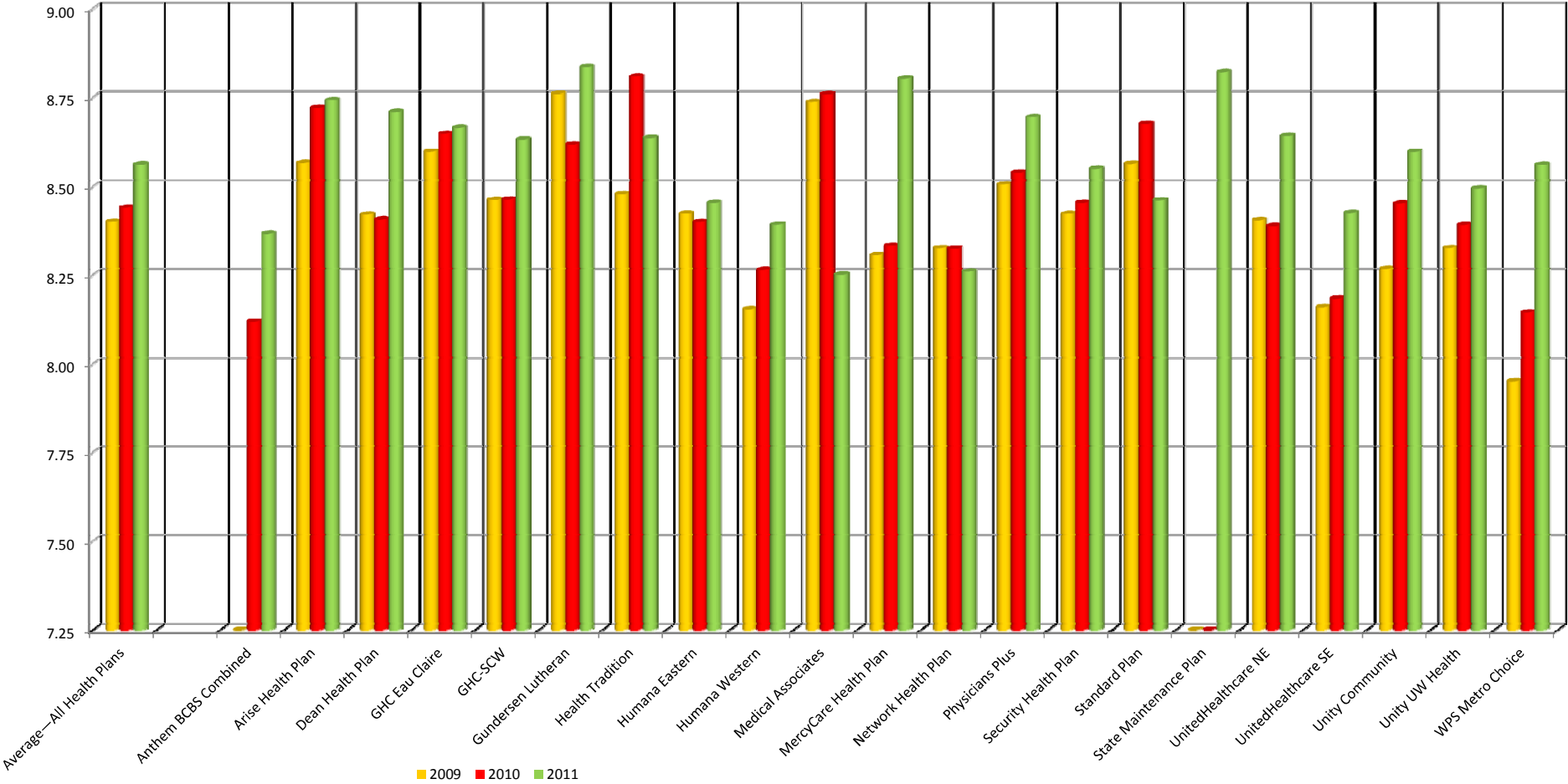


Chart 2 - HEALTH CARE

CAHPS 2010 Survey
How Members Rated Their PRIMARY DOCTOR on a Scale of 0 to 10

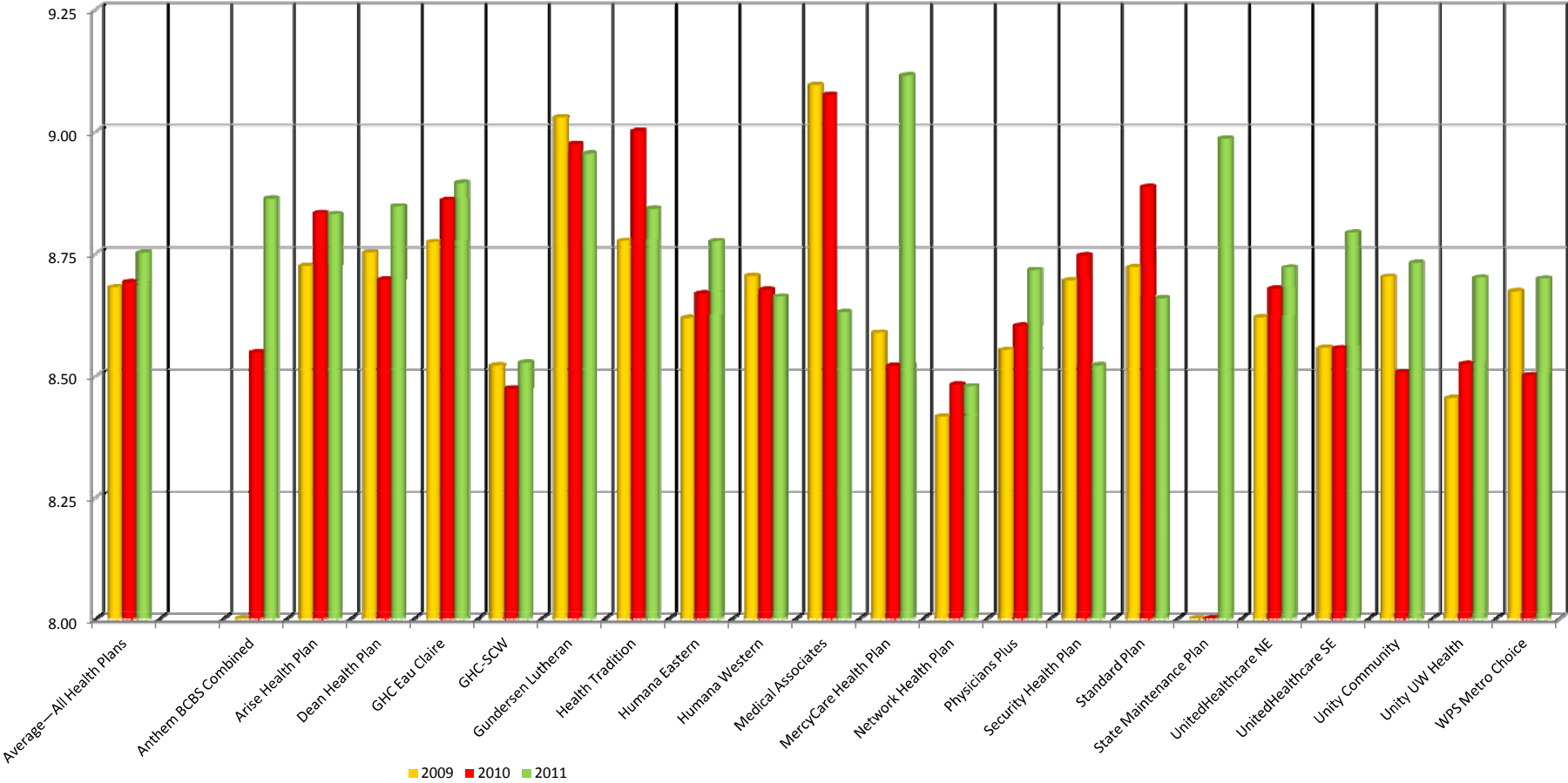


Chart 3 - PRIMARY DOCTOR

CAHPS 2010 Survey

How Members Rated Their SPECIALISTS on a Scale of 0 to 10

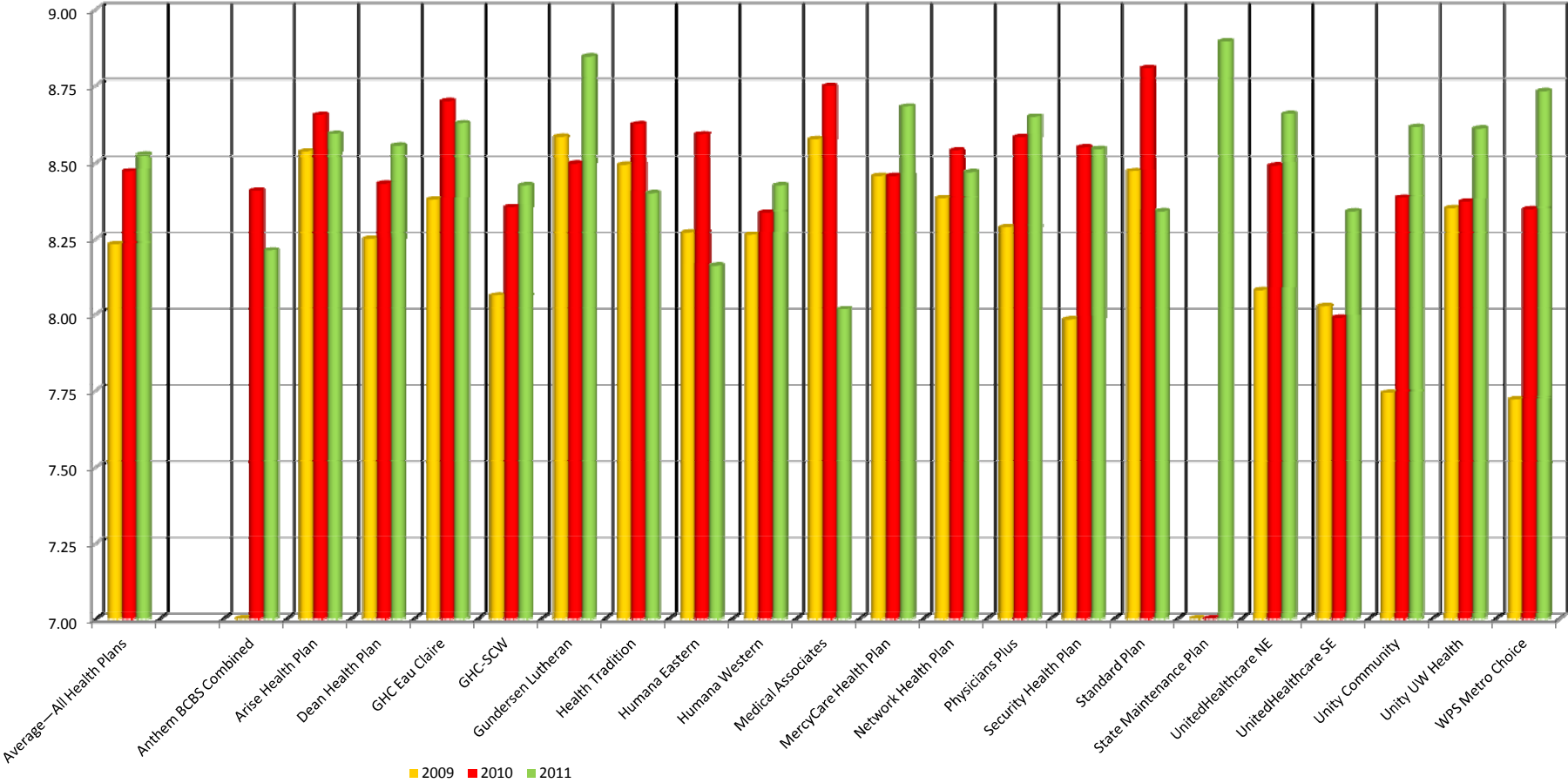
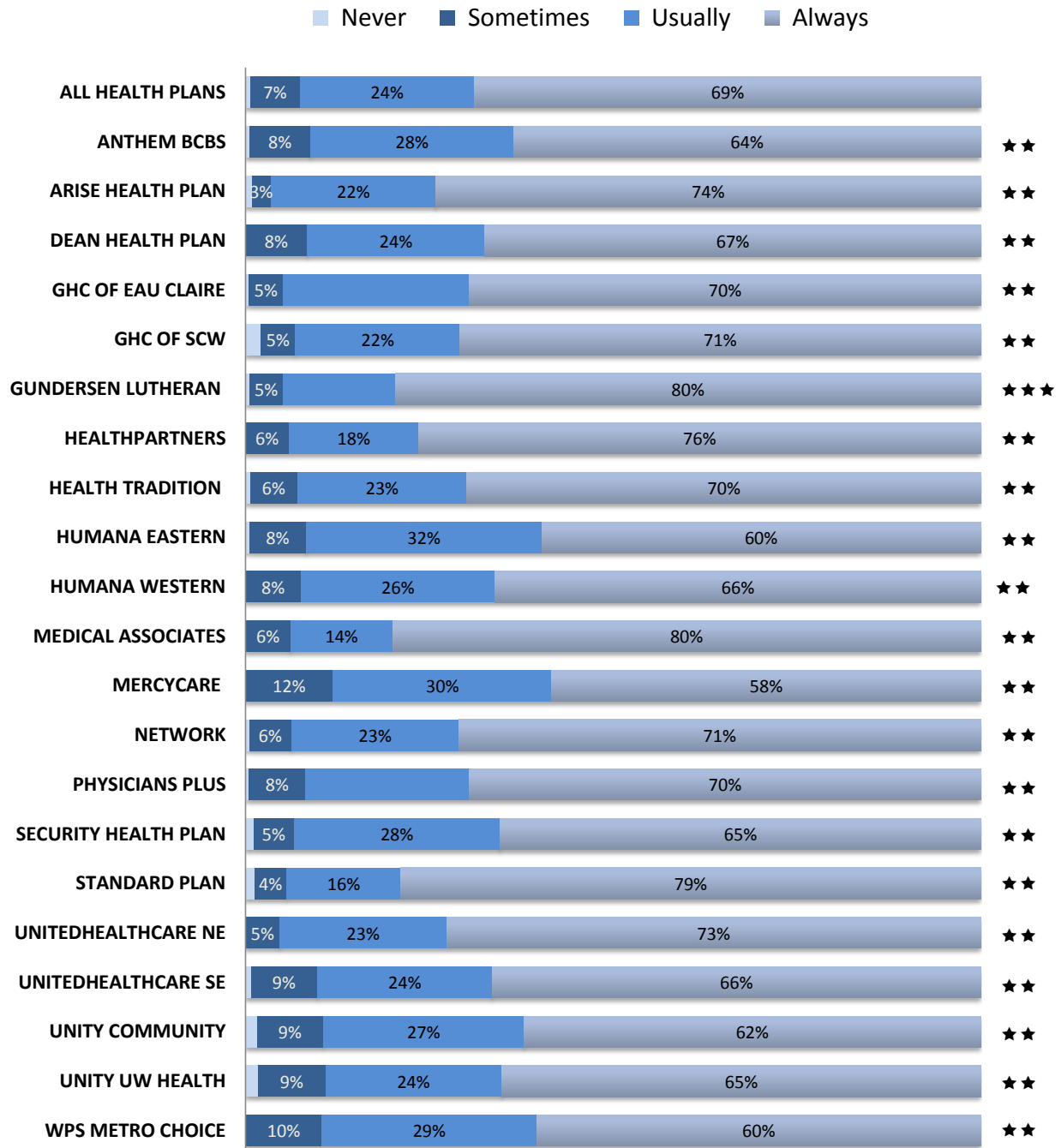


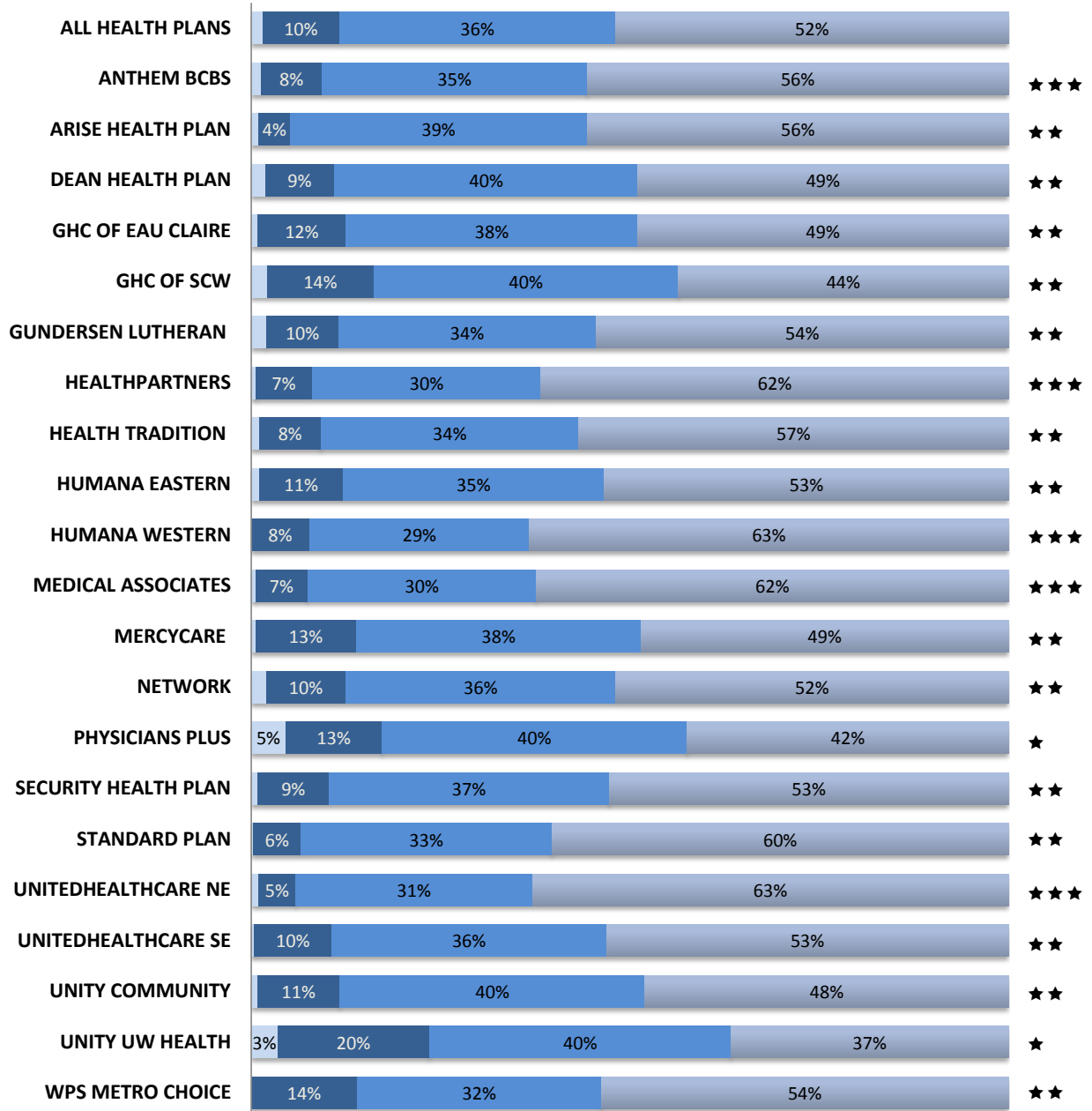
Chart 4 - SPECIALISTS

Q4 In the last 12 months, when you needed care right away, how often did you get care as soon as you thought you needed?

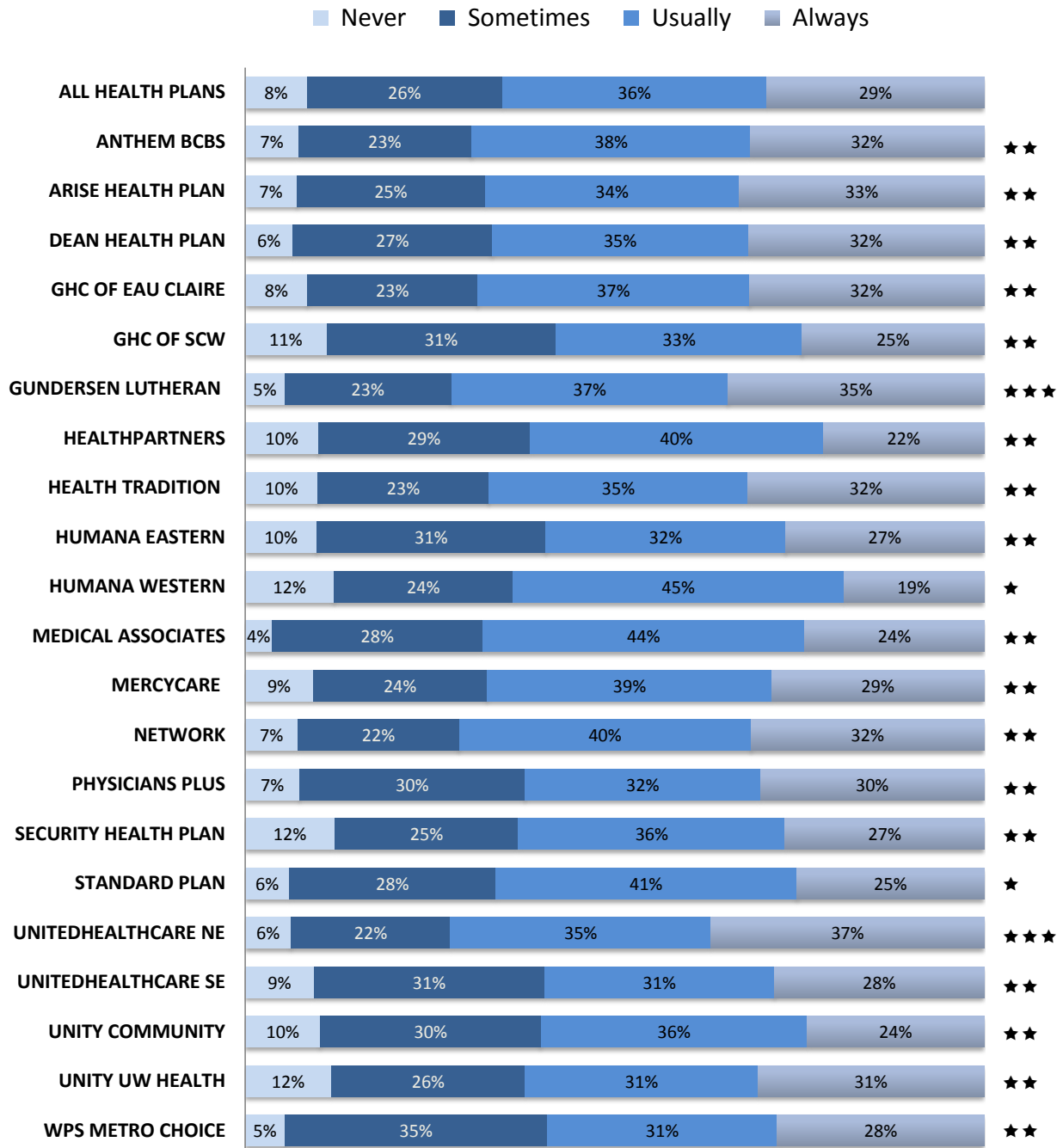


Q6 In the last 12 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

Never Sometimes Usually Always

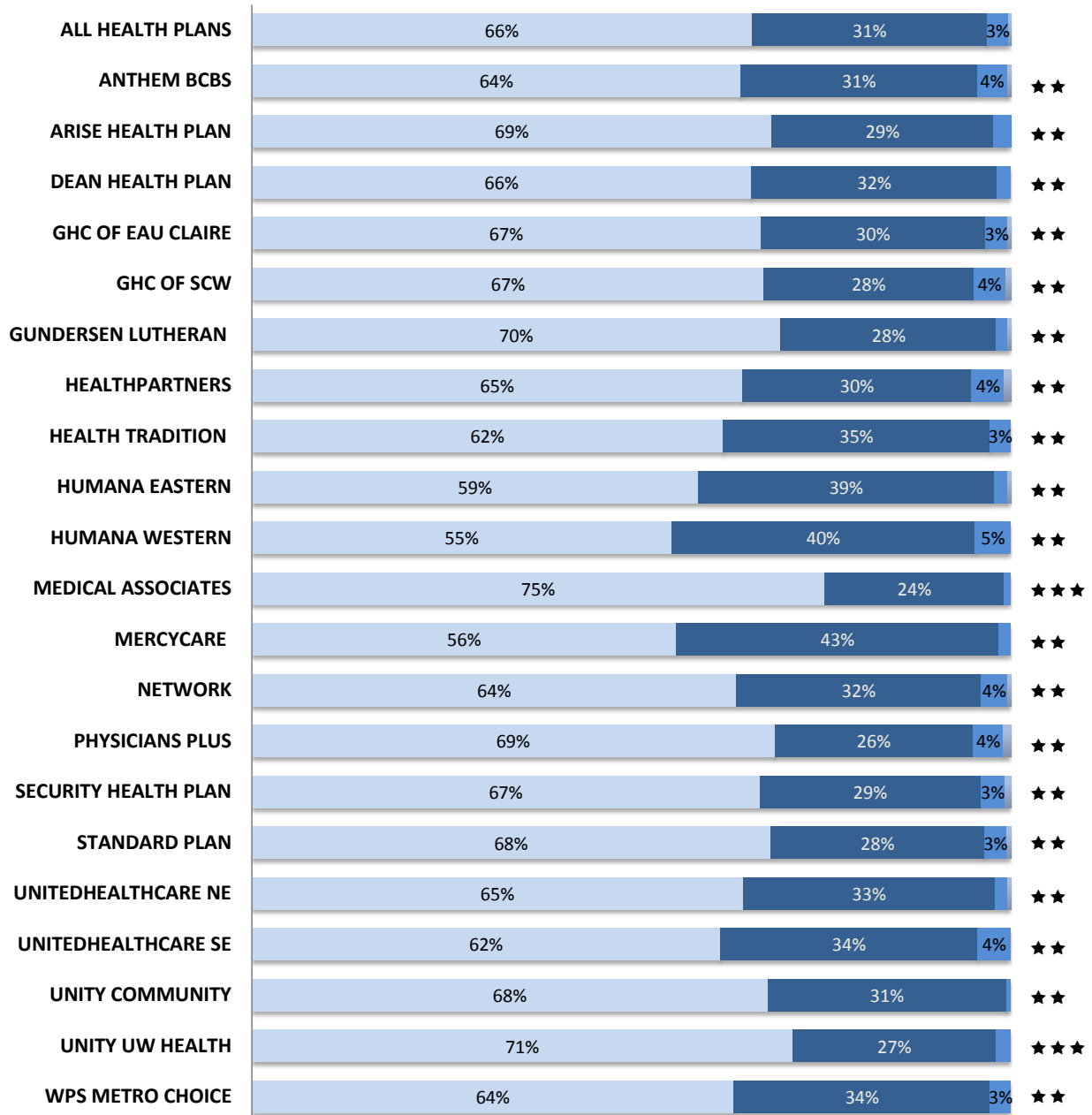


Q8 In the last 12 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?



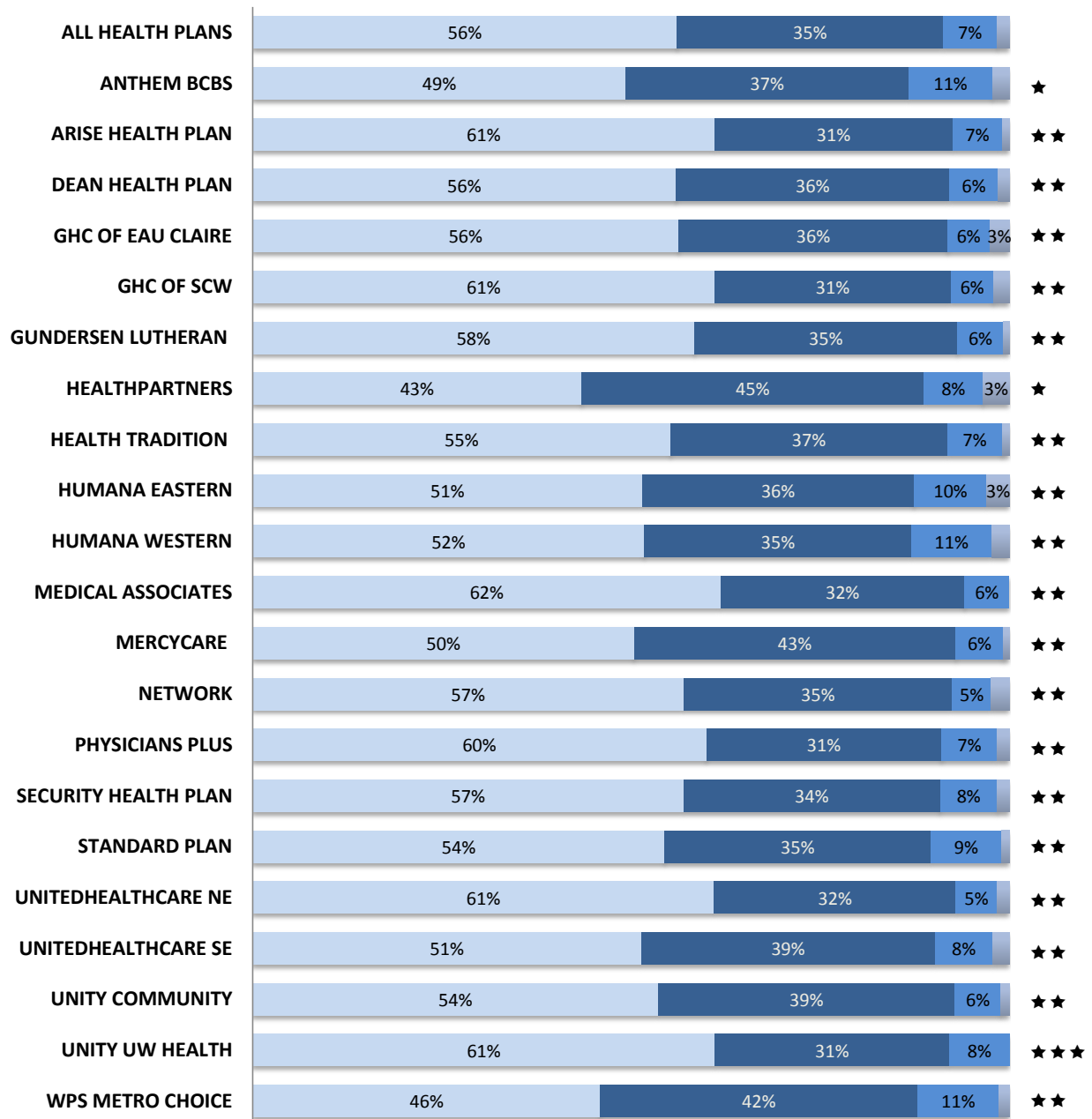
Q10 In the last 12 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?

■ Definitely yes
 ■ Somewhat yes
 ■ Somewhat no
 ■ Definitely no

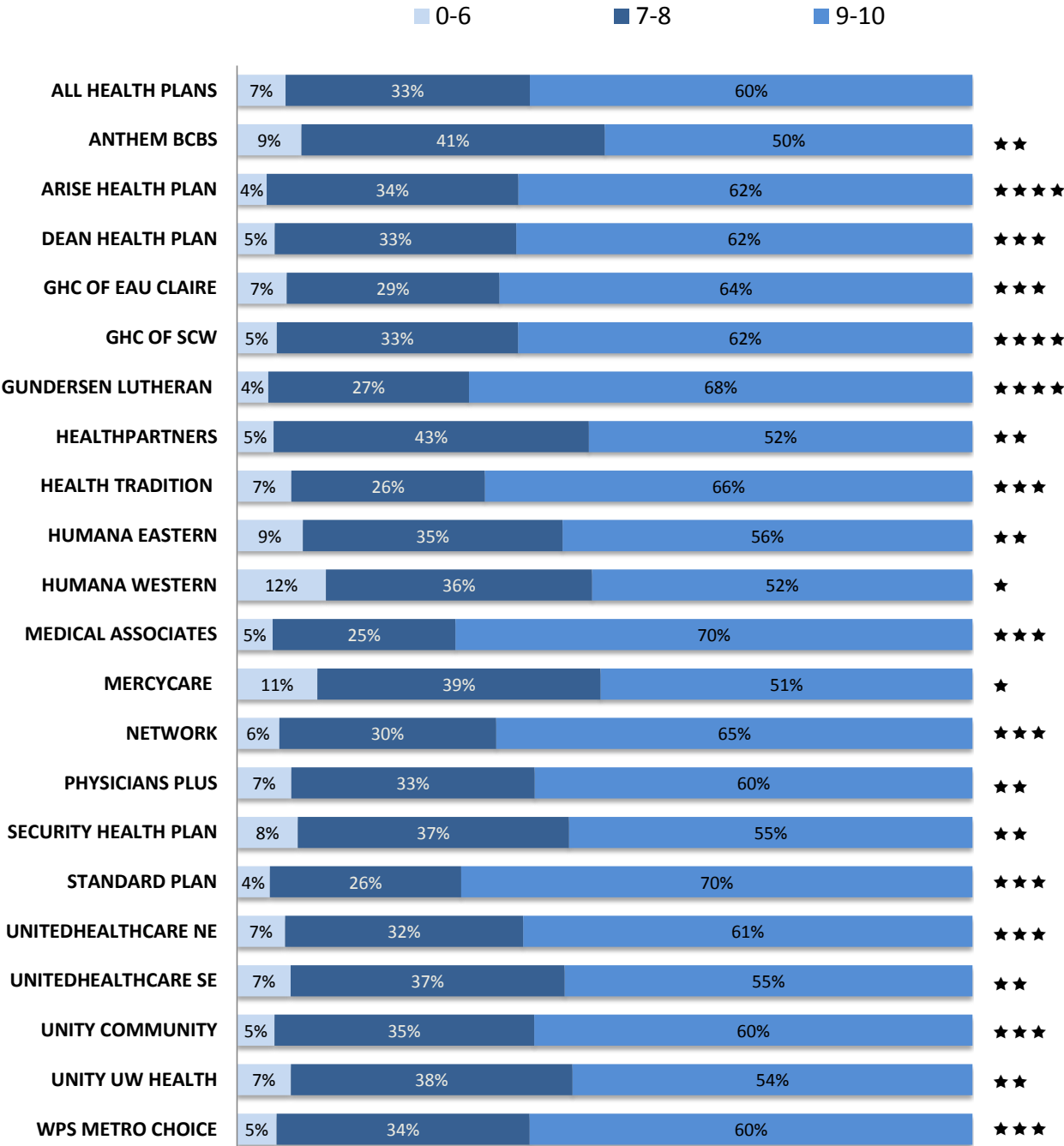


Q11 In the last 12 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?

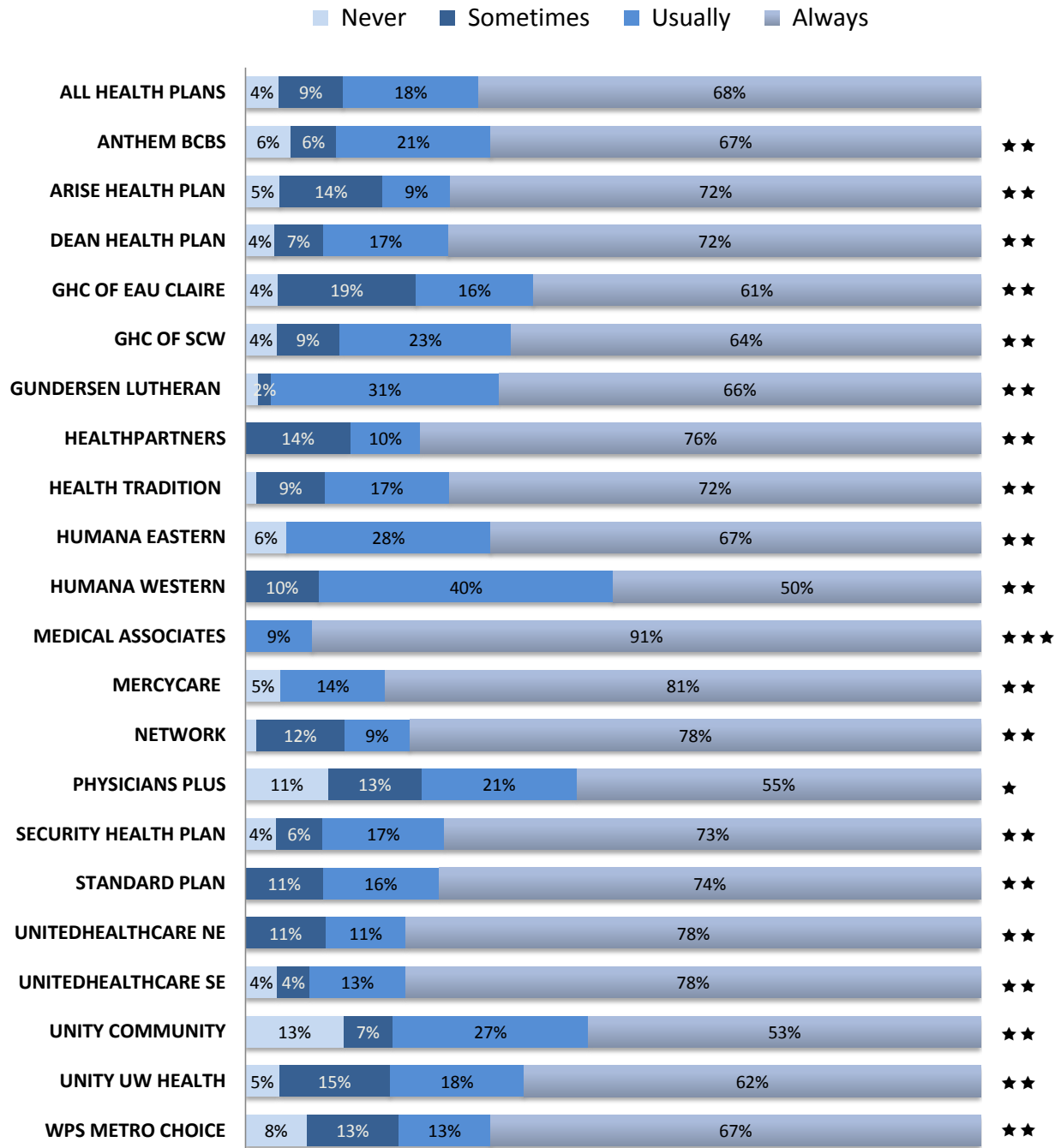
■ Definitely yes
 ■ Somewhat yes
 ■ Somewhat no
 ■ Definitely no



Q12: Rating of your healthcare

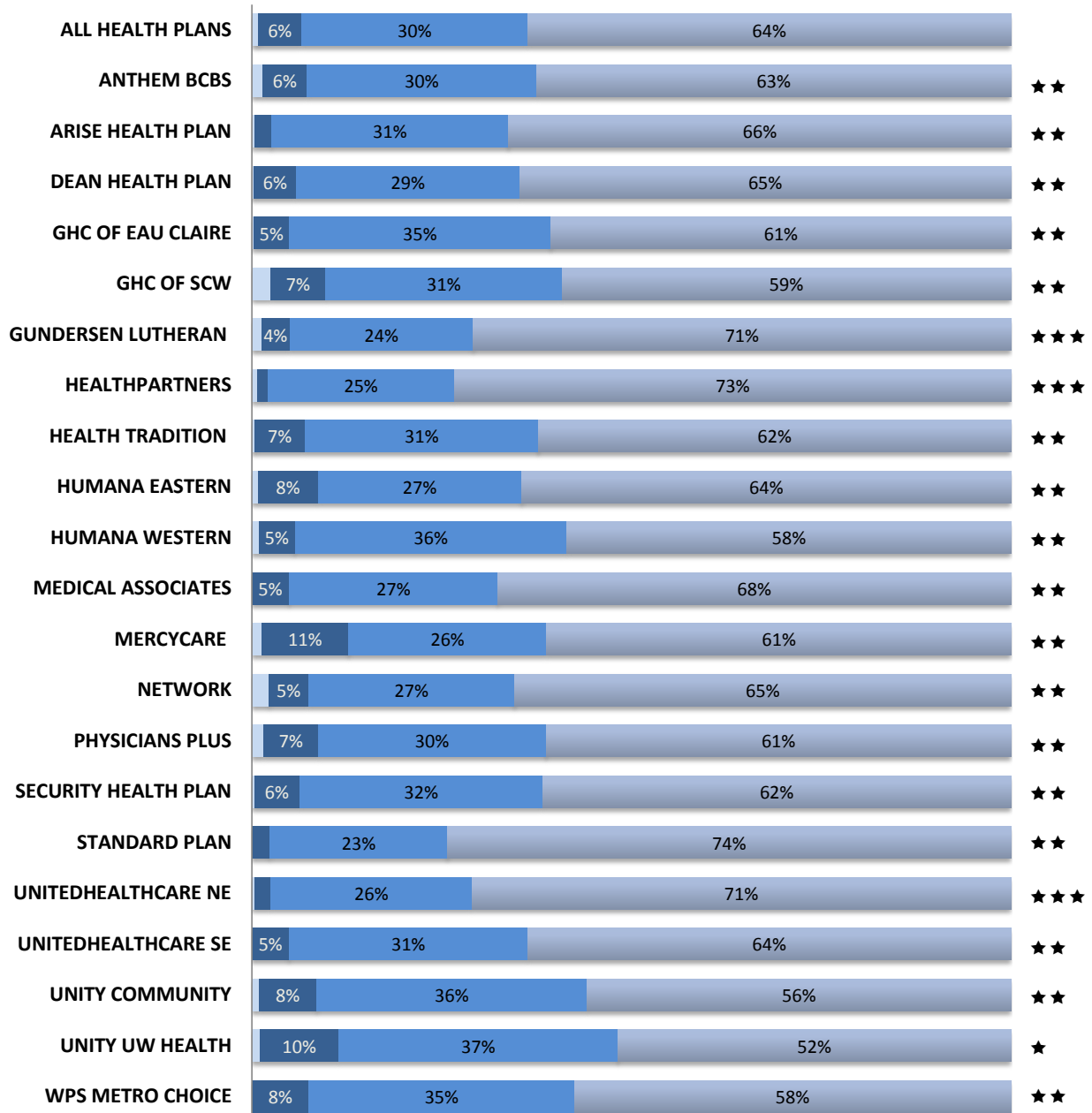


Q12b In the last 12 months, how often were you able to get the treatment or counseling you needed through your health plan?



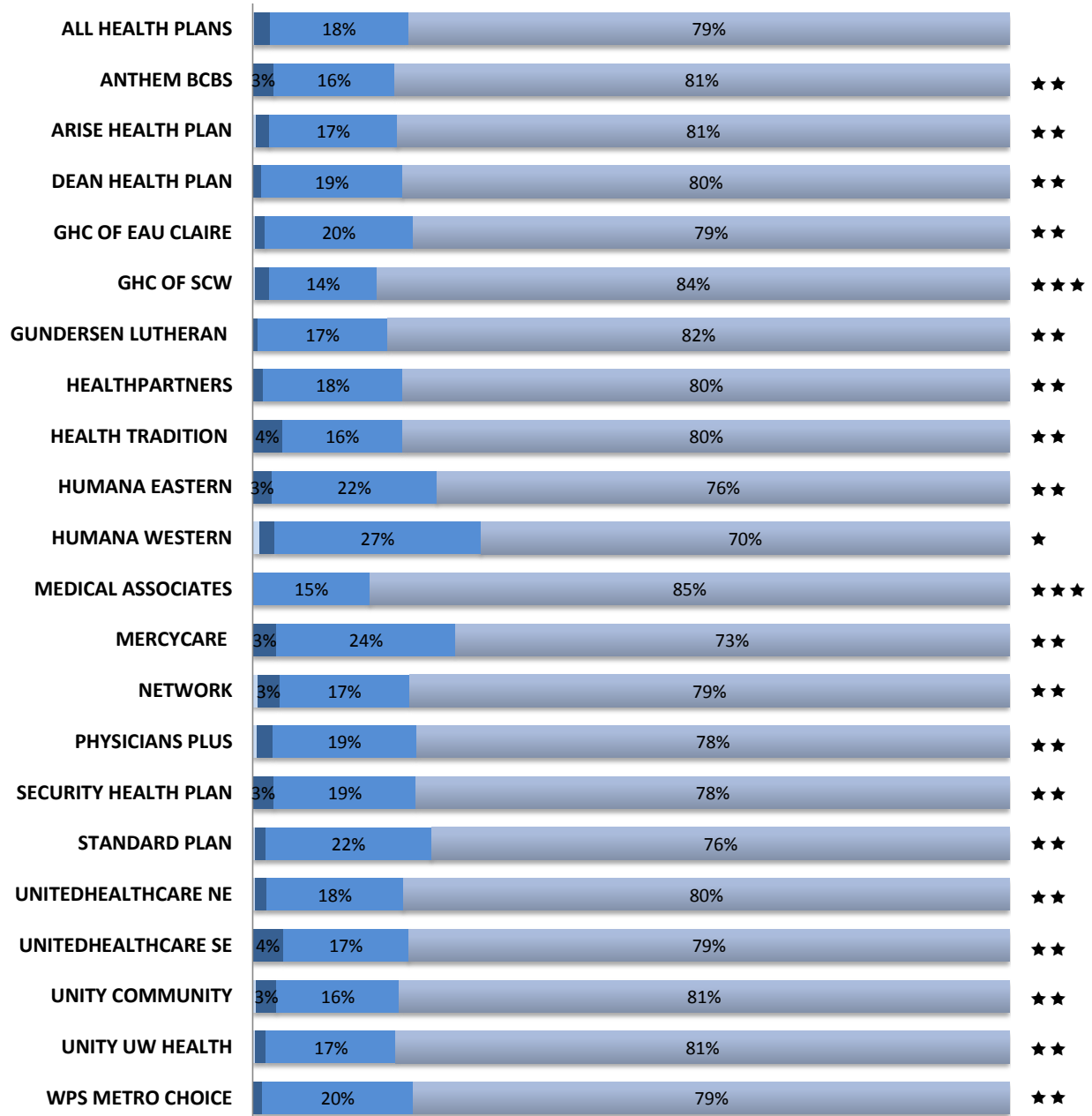
Q14a In the last 12 months, when you visited your doctor's office or clinic, how often were you able to see your provider and receive care and/or medical tests in a timely manner?

Never Sometimes Usually Always

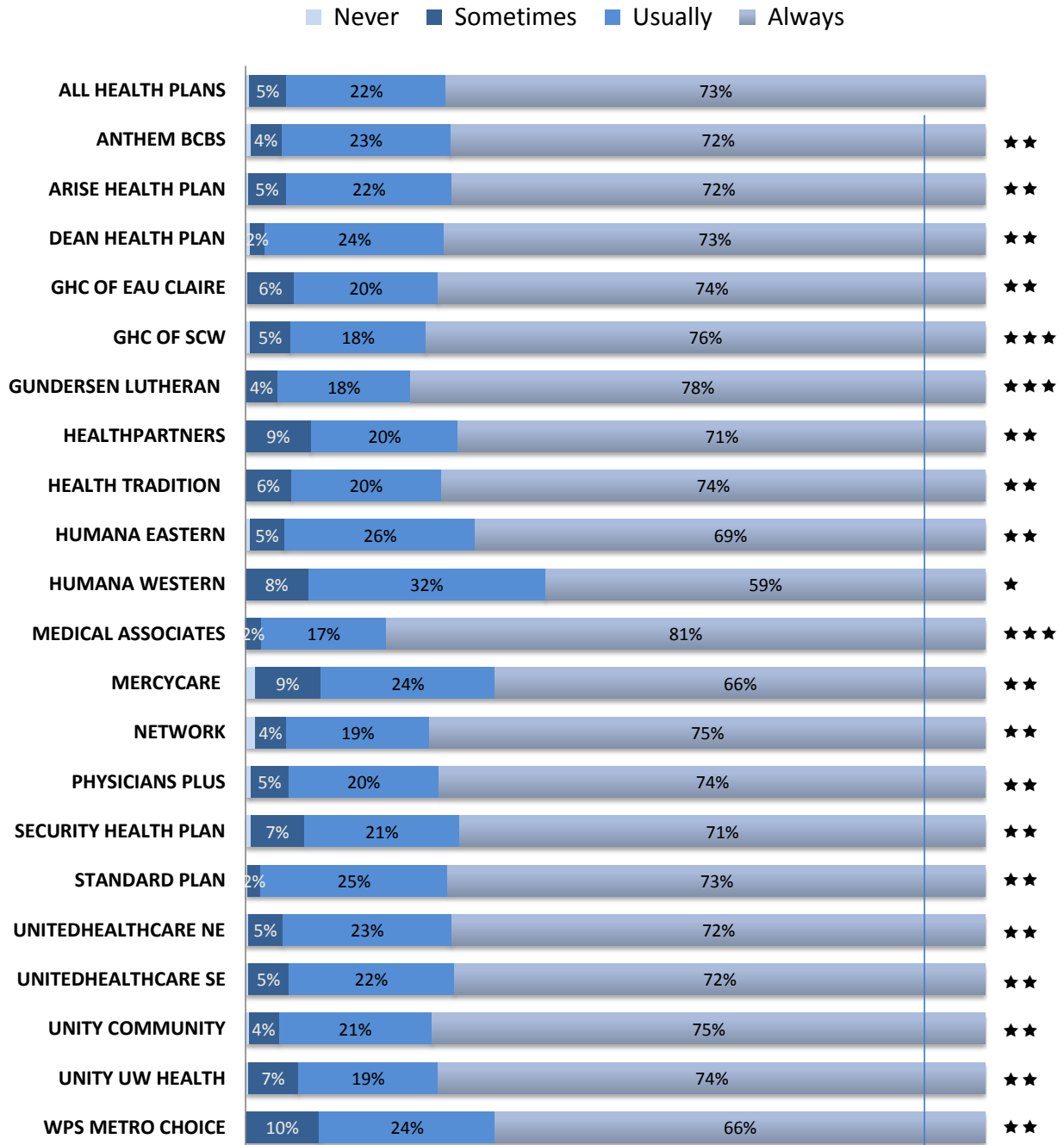


Q15 In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?

Never Sometimes Usually Always

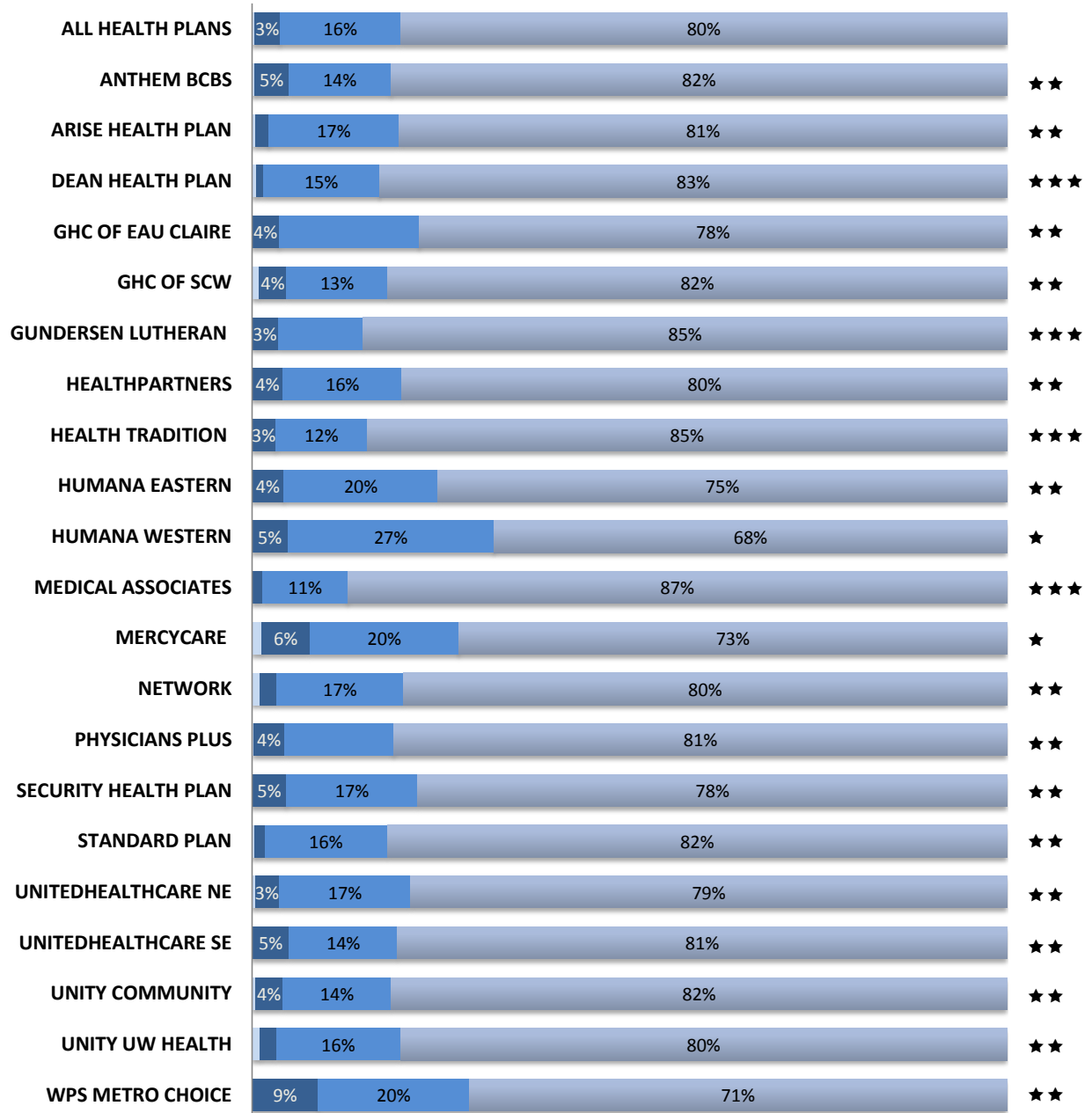


Q16 In the last 12 months, how often did your personal doctor listen carefully to you?

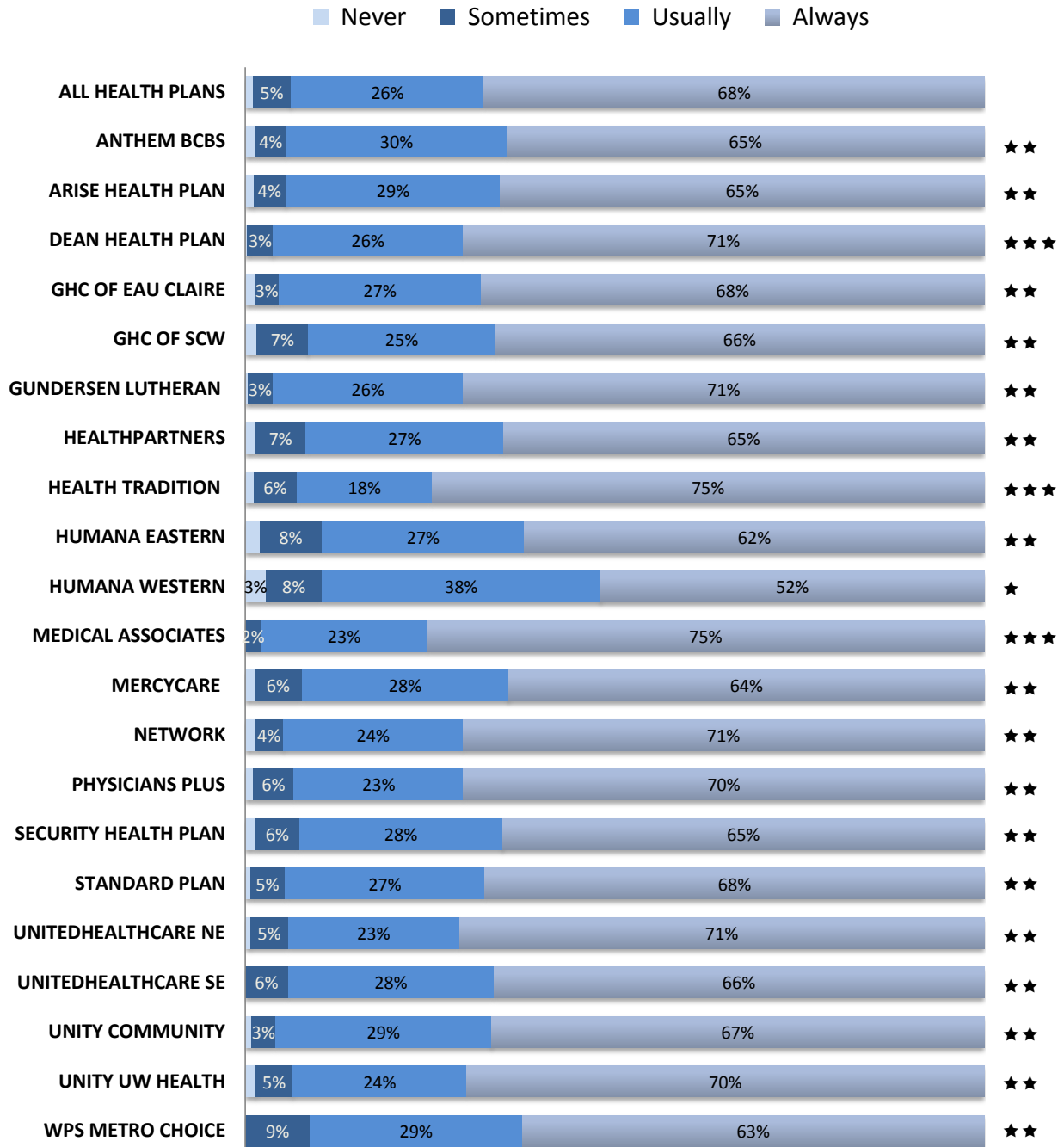


Q17 In the last 12 months, how often did your personal doctor show respect for what you had to say?

Never Sometimes Usually Always

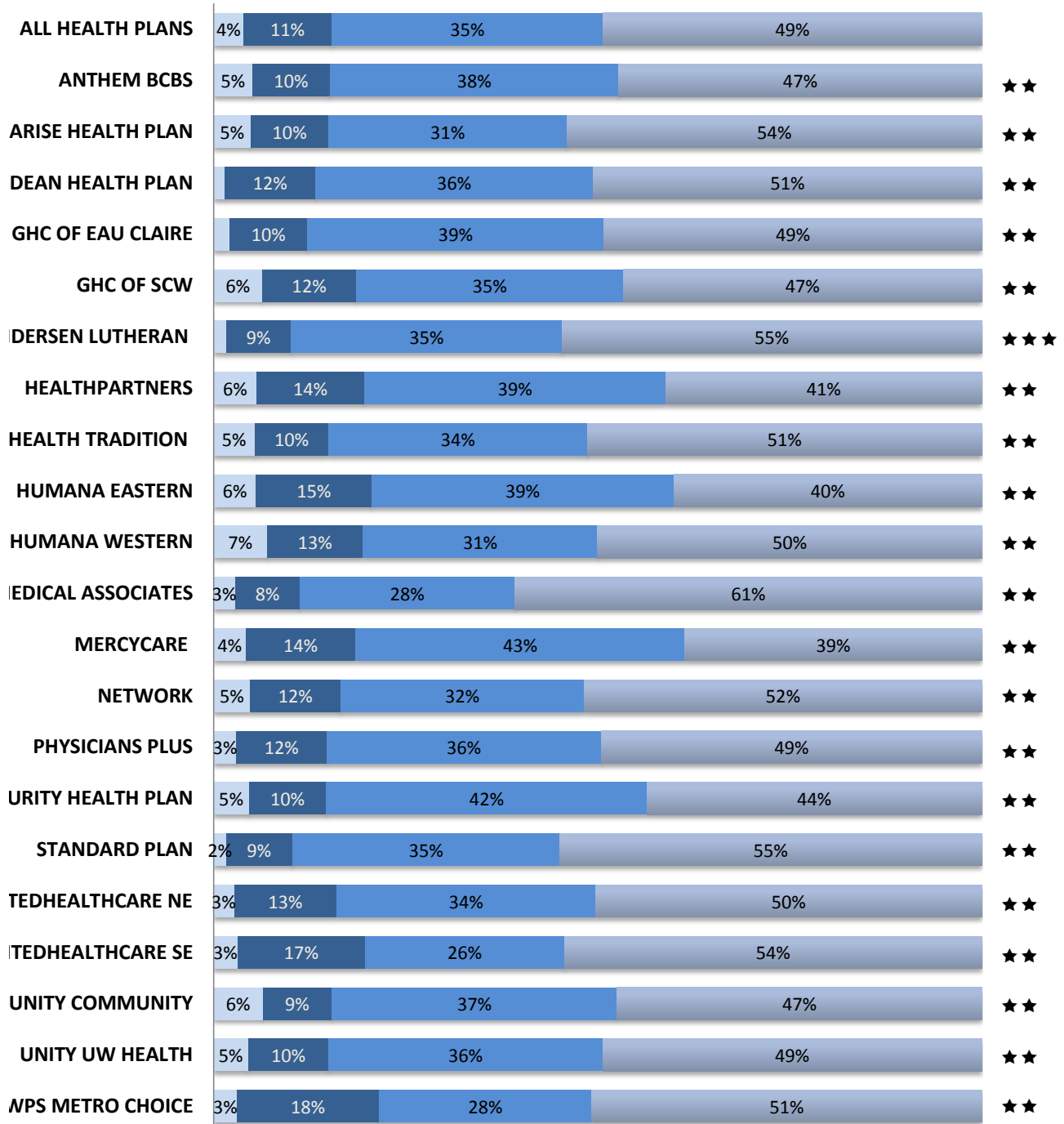


Q18 In the last 12 months, how often did your personal doctor

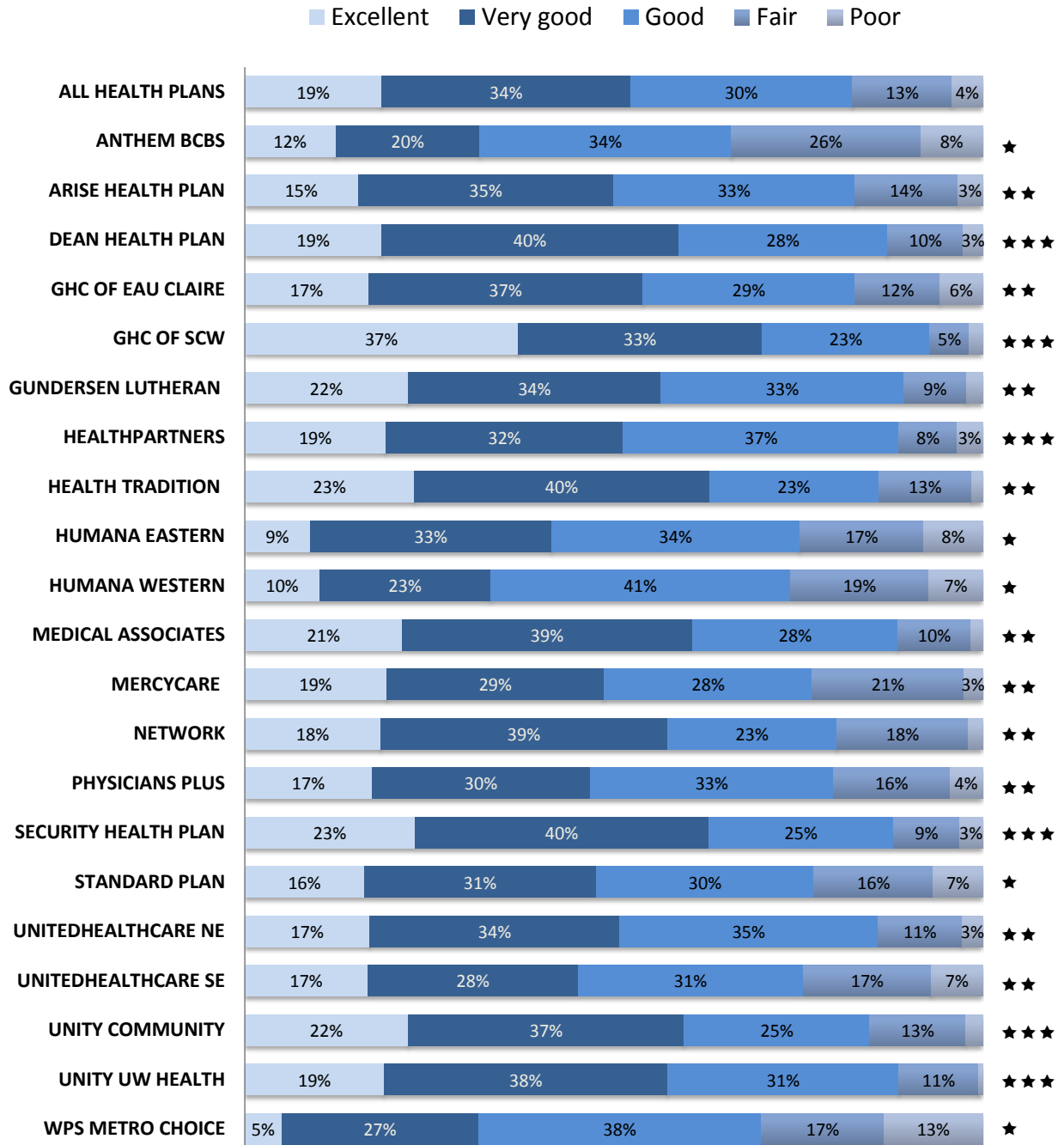


Q20 In the last 12 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

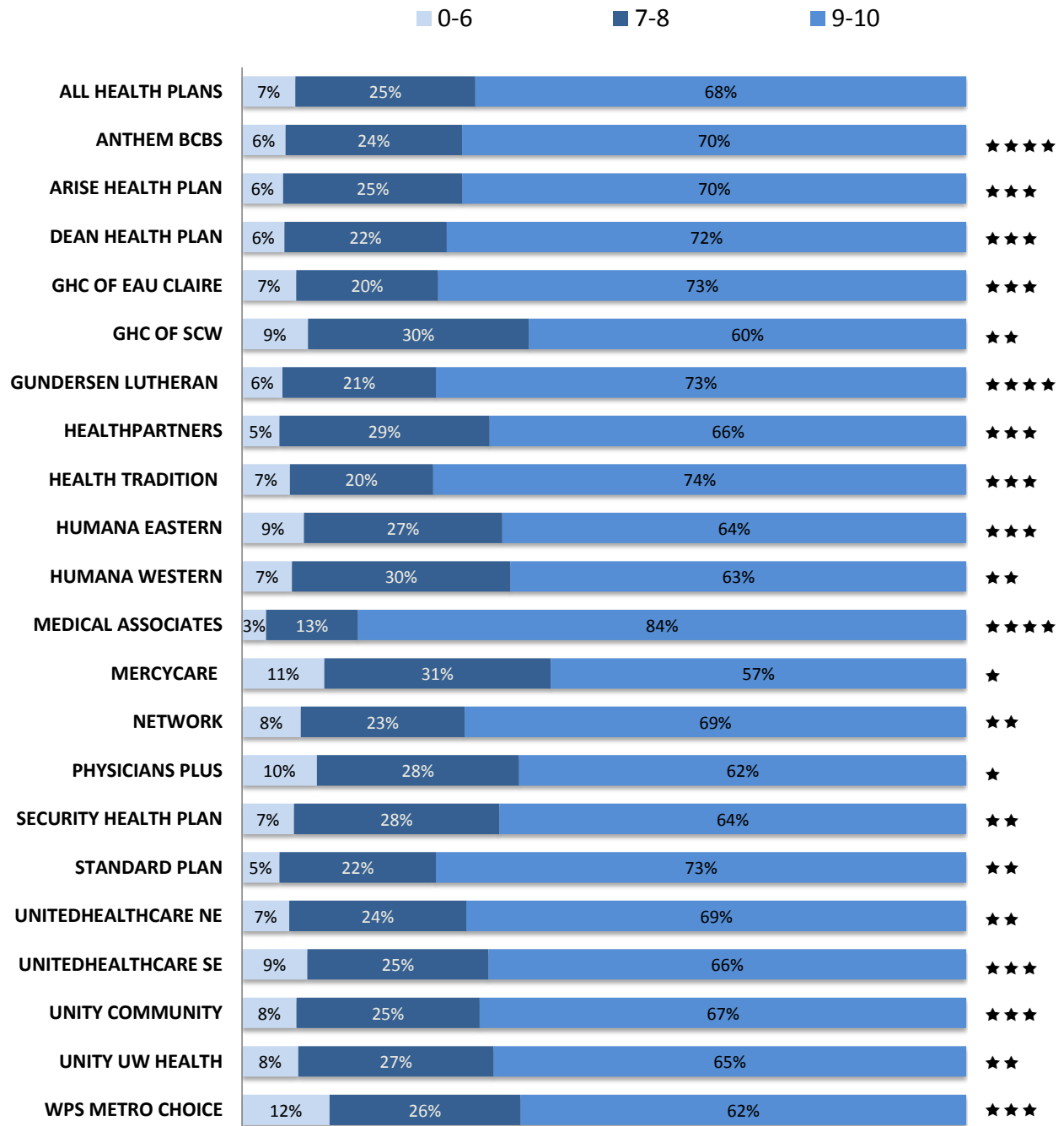
Never Sometimes Usually Always



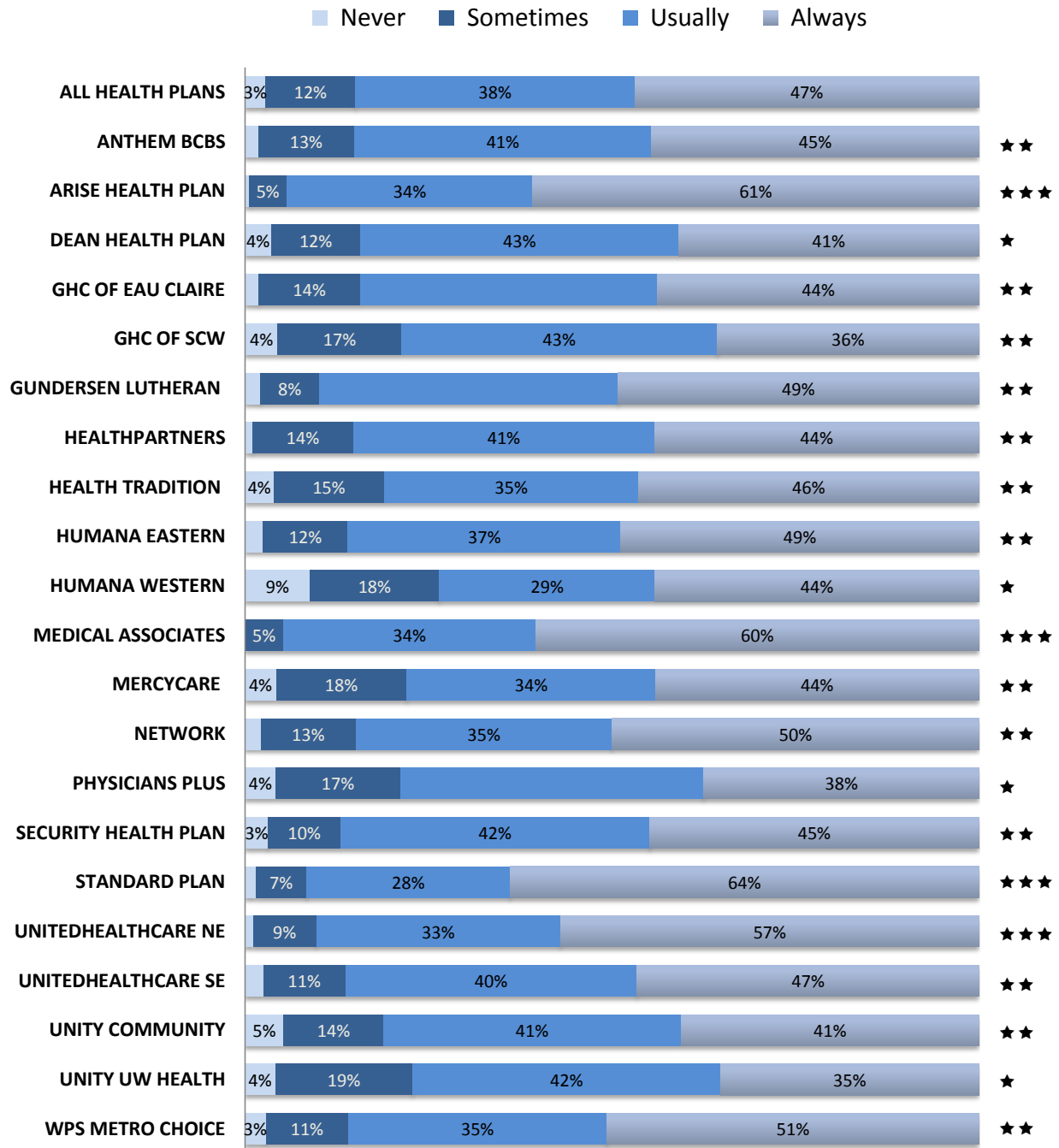
Q29a How would you rate your plan's effort to provide you and your family with educational information on health and wellness issues such as smoking cessation, weight loss, and mammograms, etc?



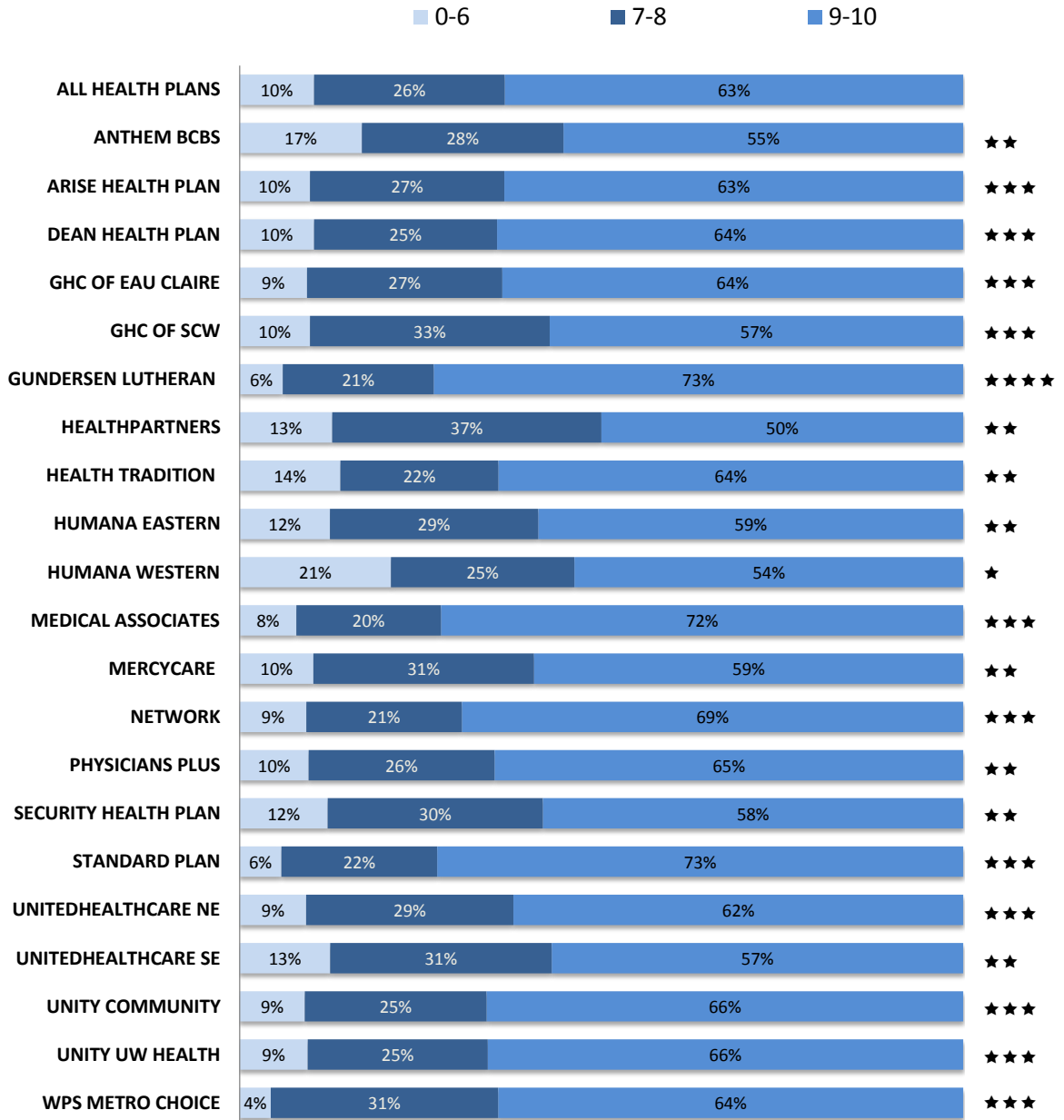
Q21: Rating of your personal doctor



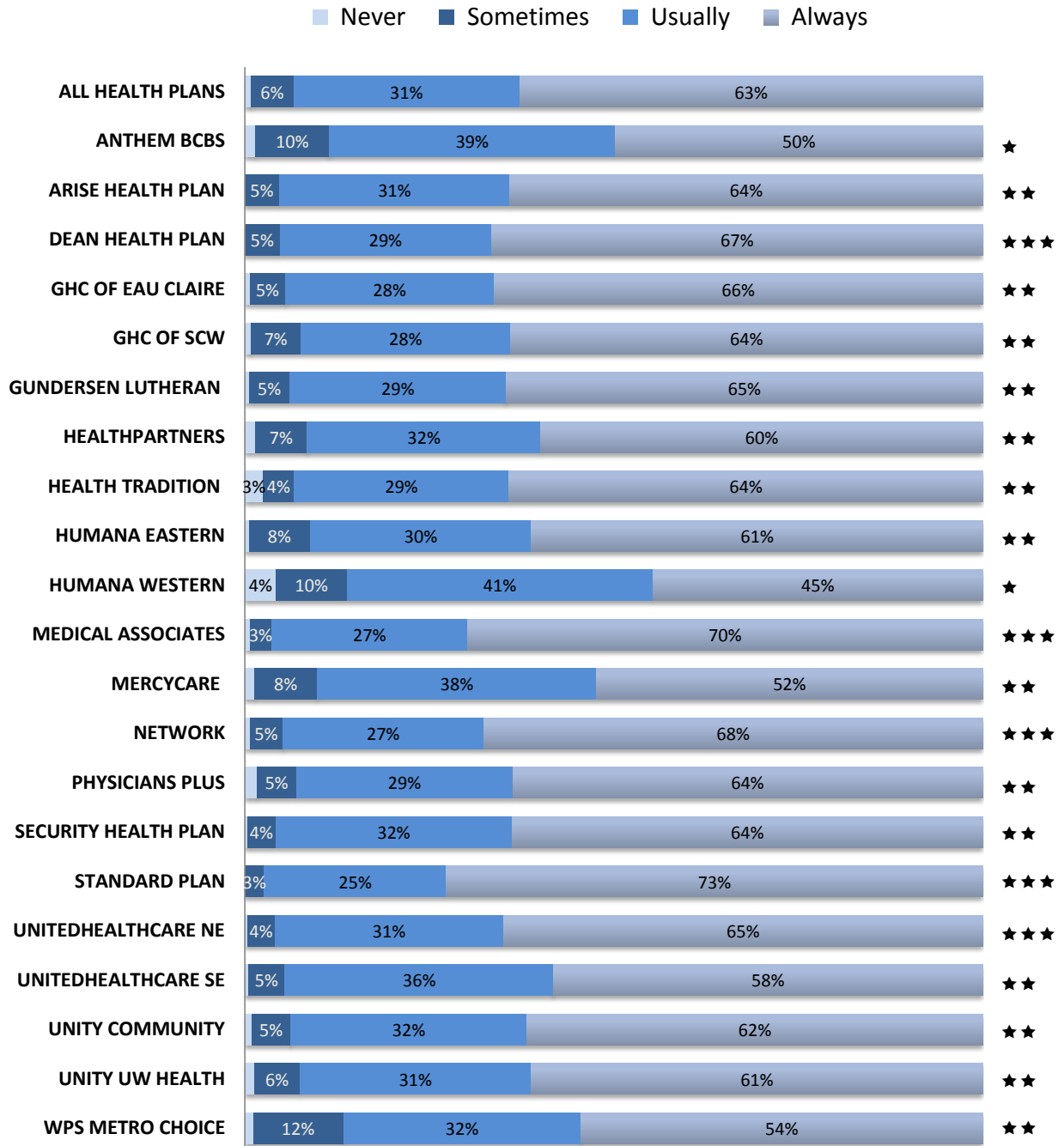
Q23 In the last 12 months, how often was it easy to get appointment with specialists



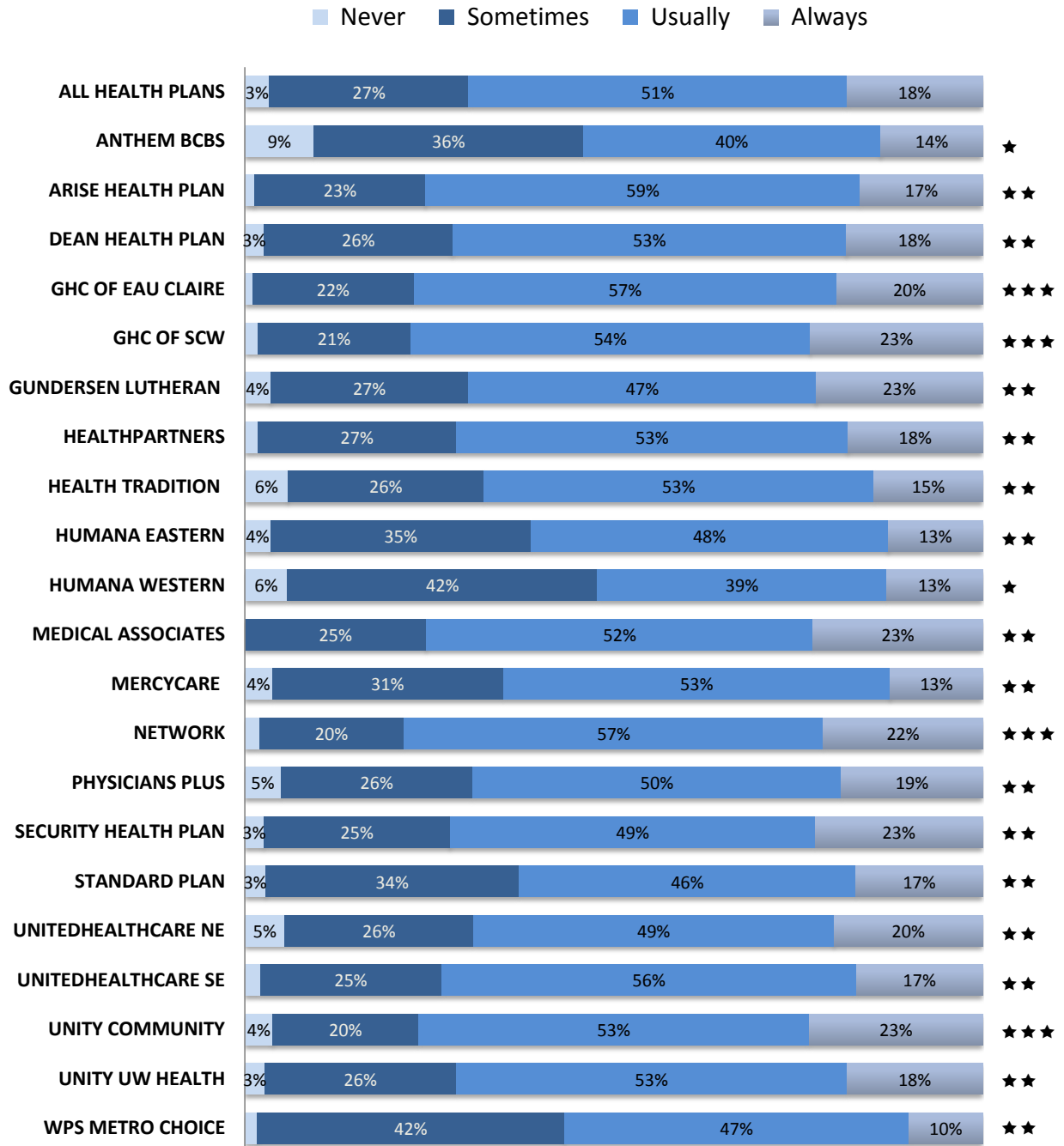
Q25: Rating of your specialist



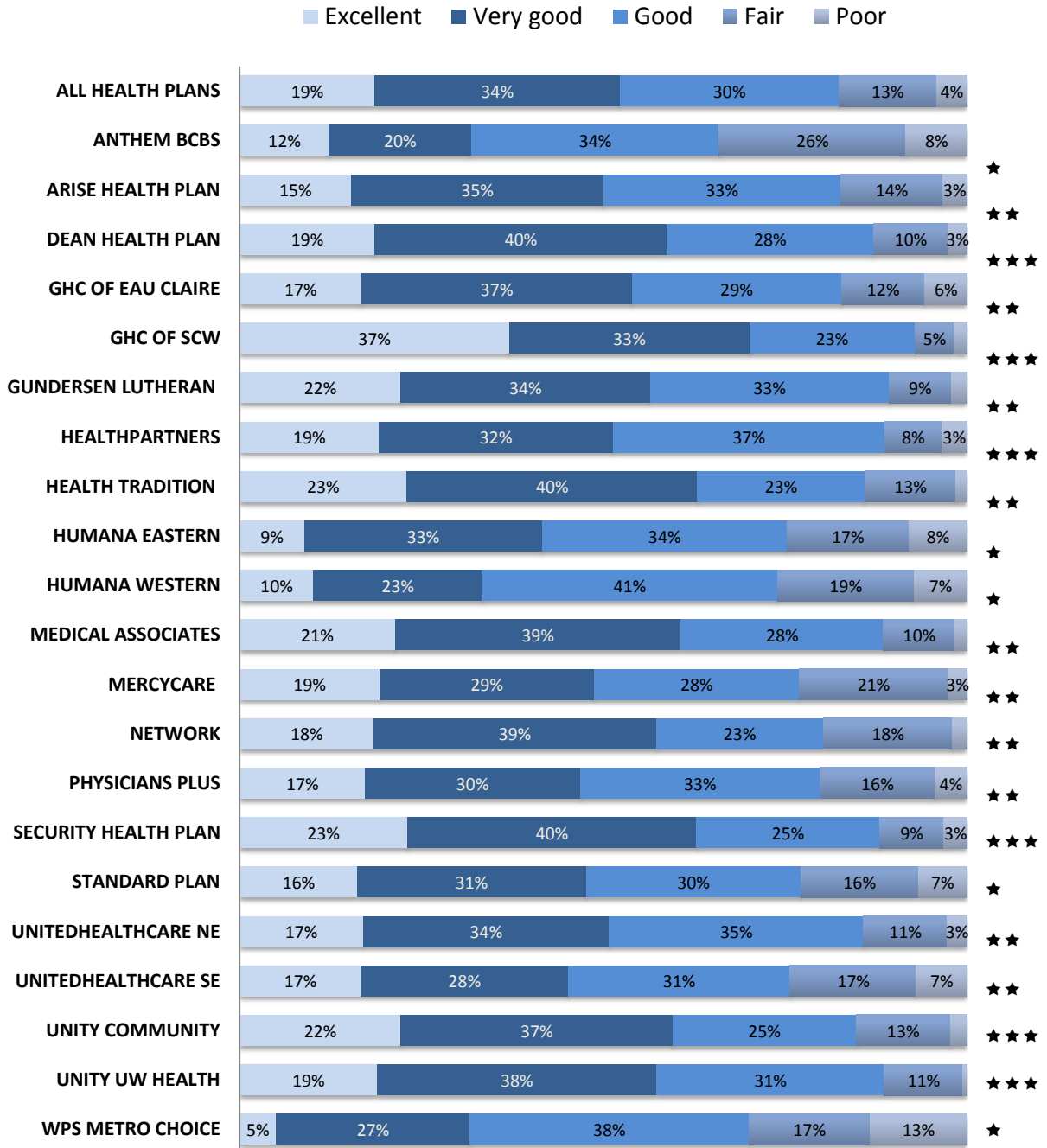
Q27 In the last 12 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?



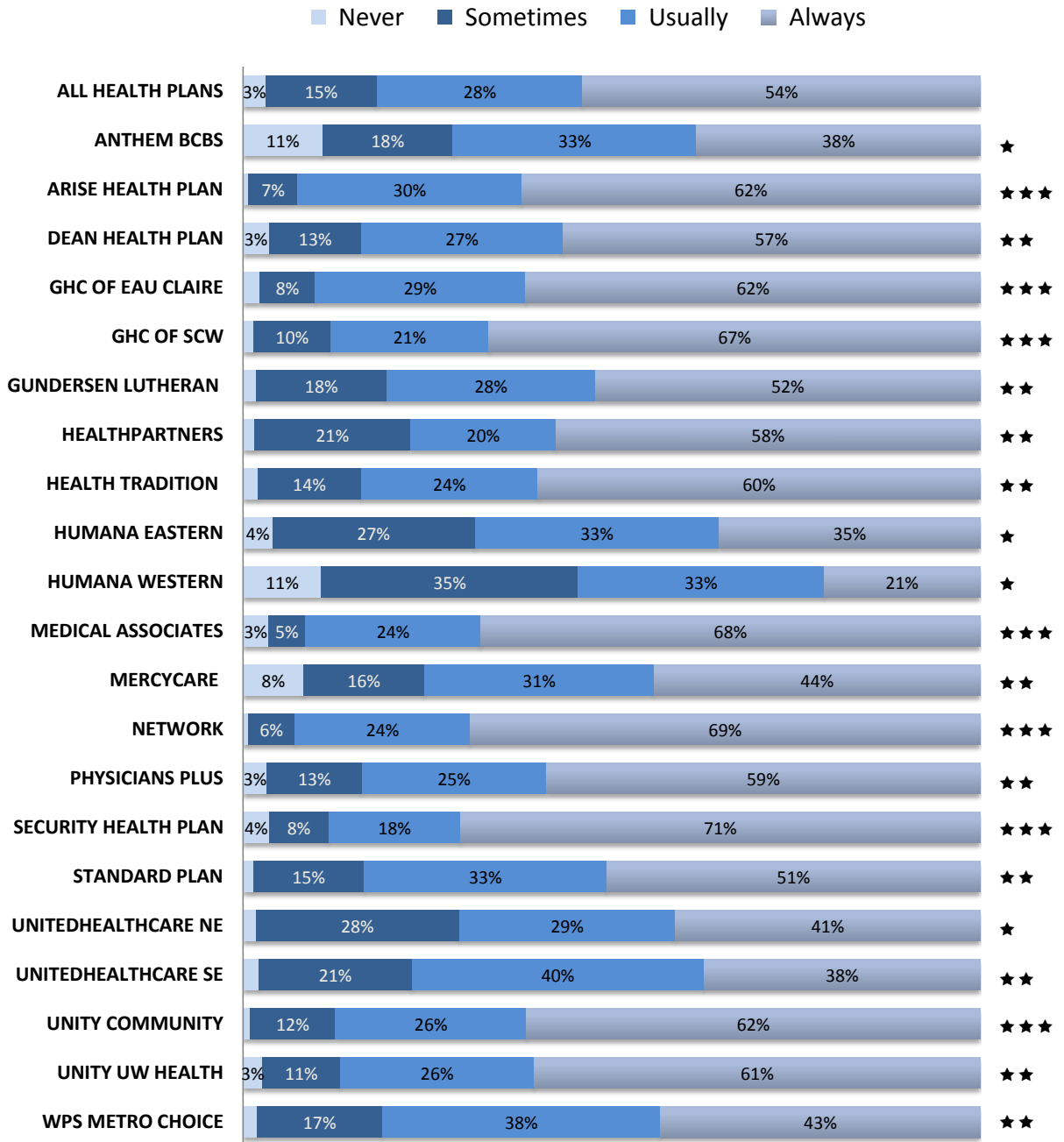
Q29 In the last 12 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?



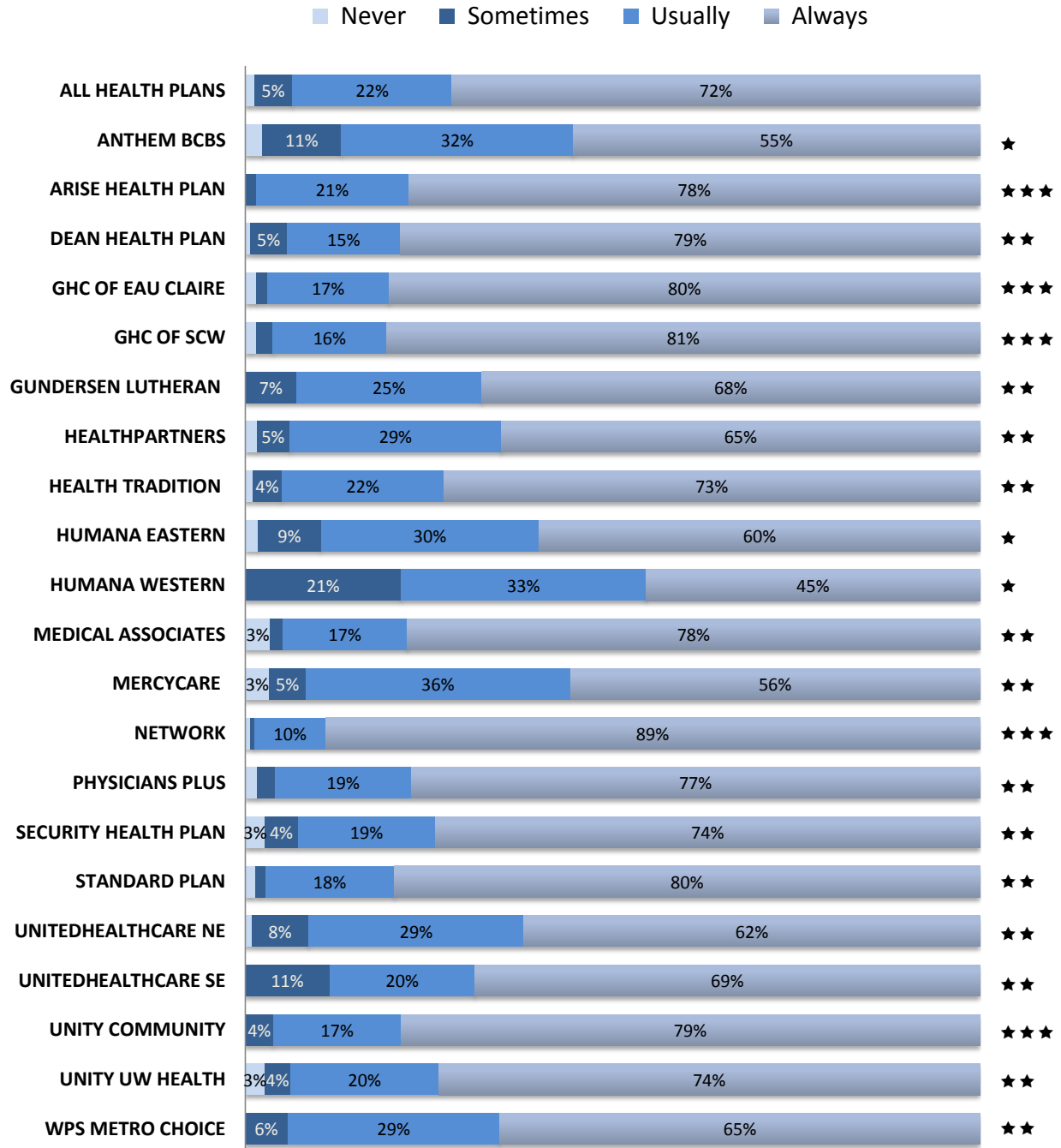
Q29a How would you rate your plan's effort to provide you and your family with educational information on health and wellness issues such as smoking cessation, weight loss, and mammograms, etc?



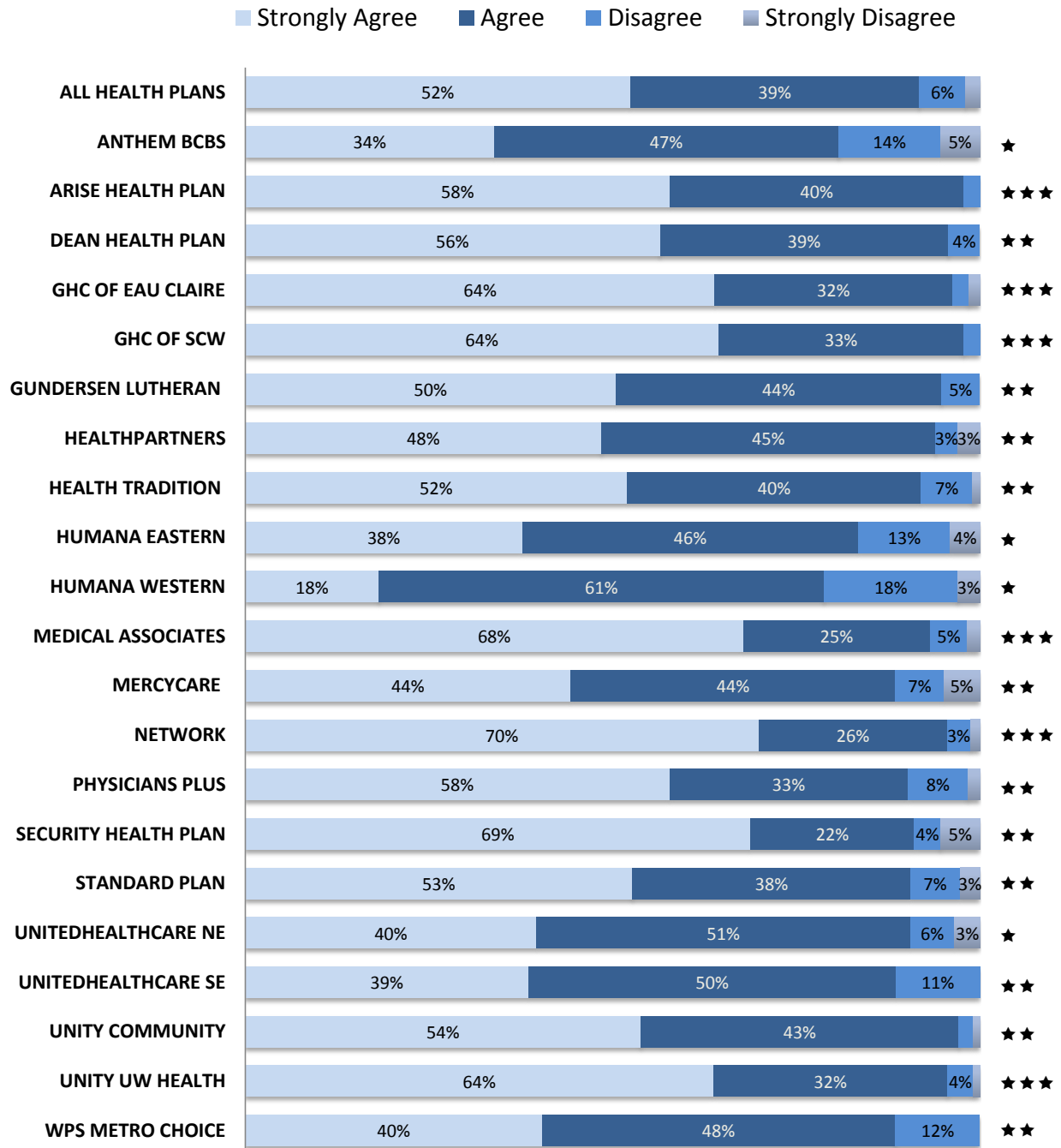
Q35 In the last 12 months, how often did your health plan's customer service give you the information or help you needed?



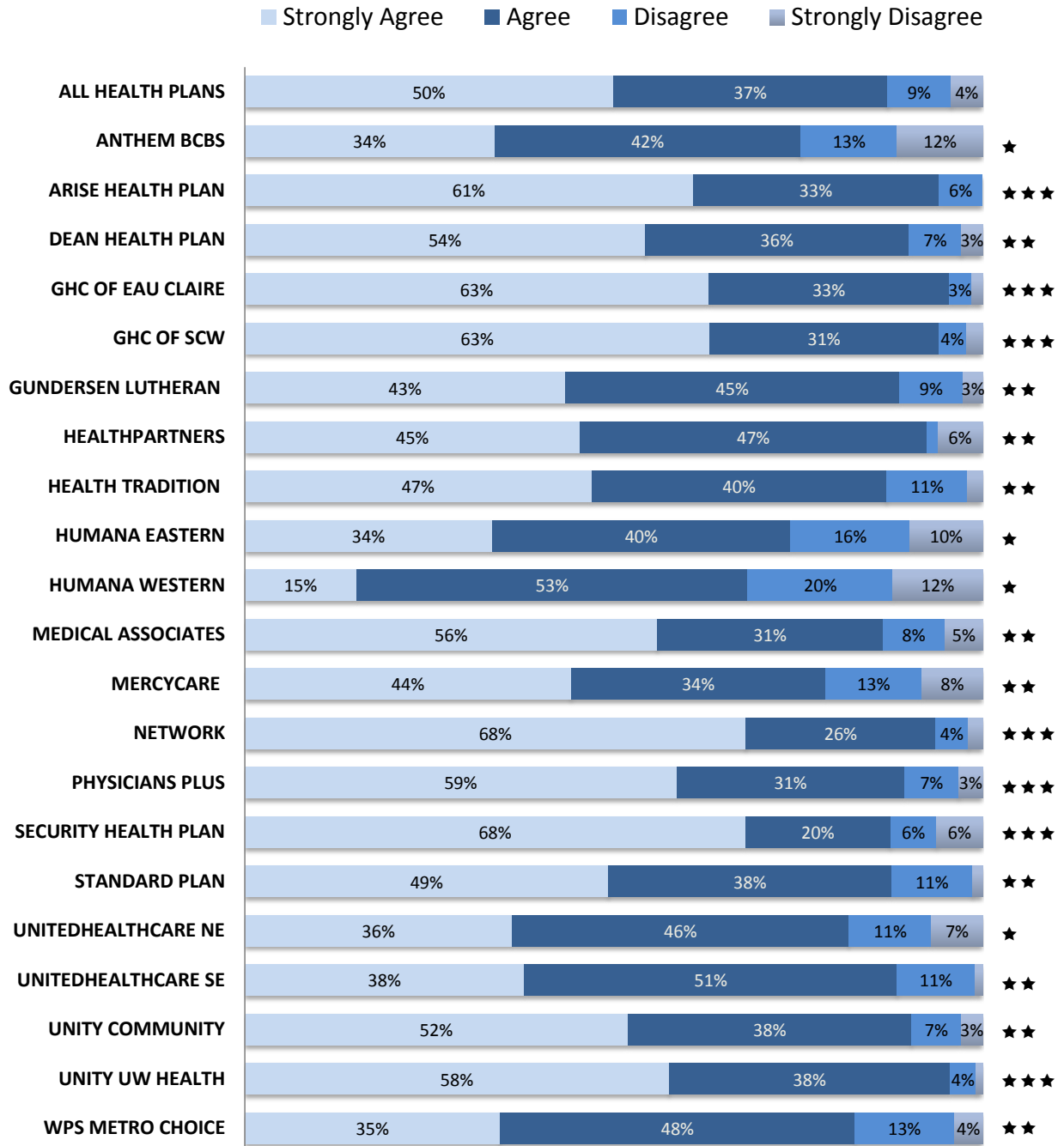
Q36 In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?



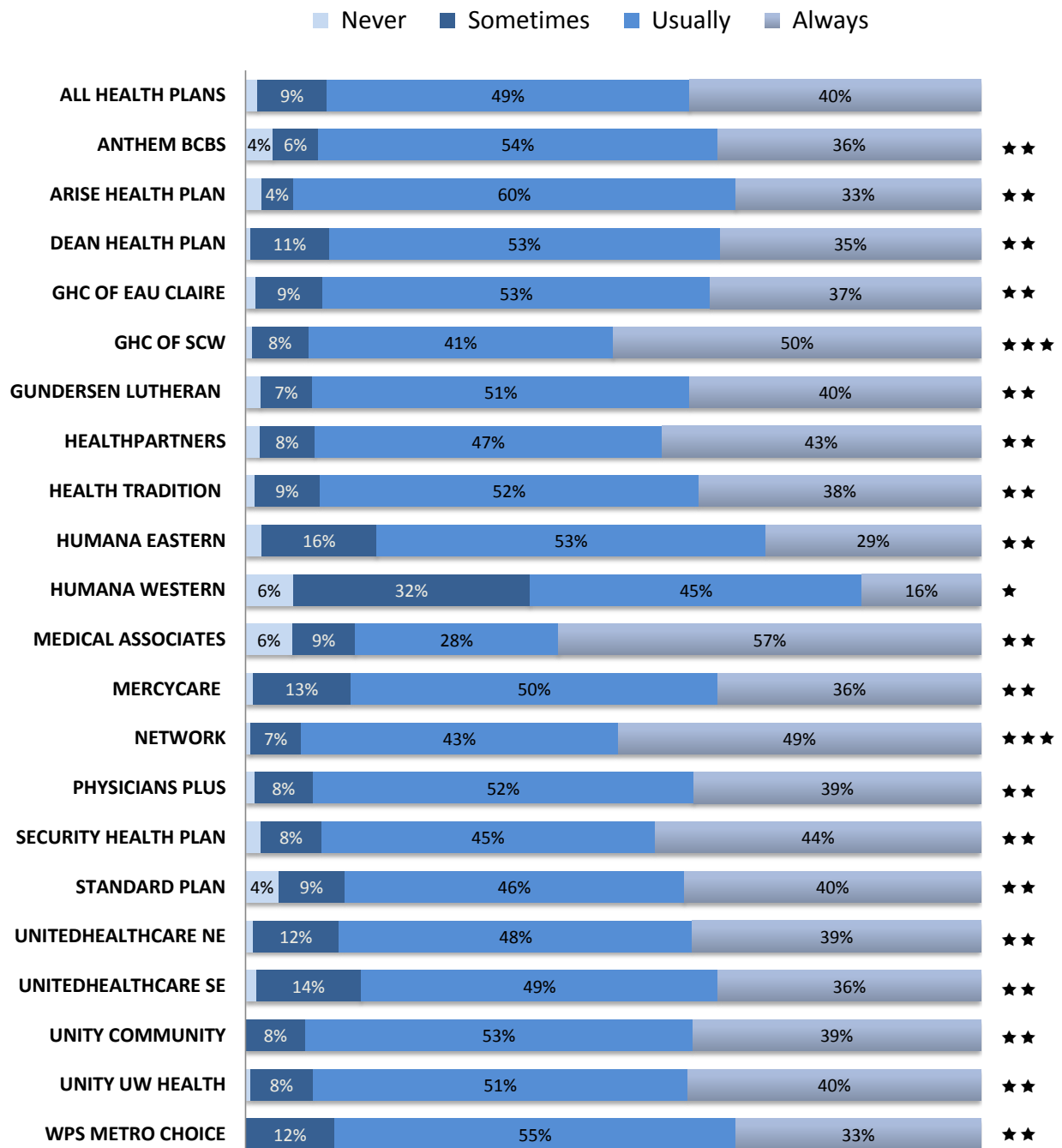
Q36a The customer service representative was helpful in answering my questions



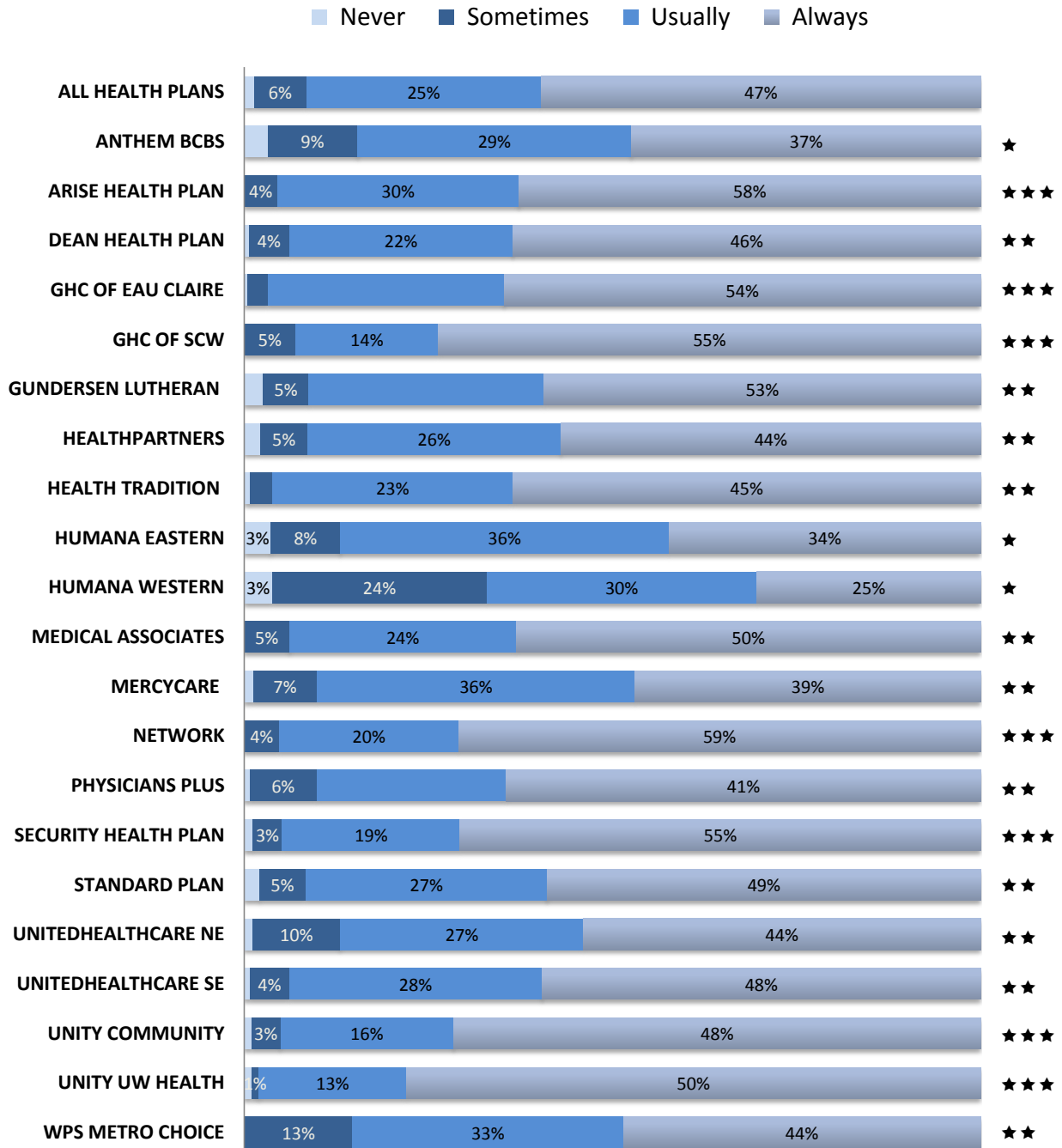
Q36b The customer service representative resolved by issue in a



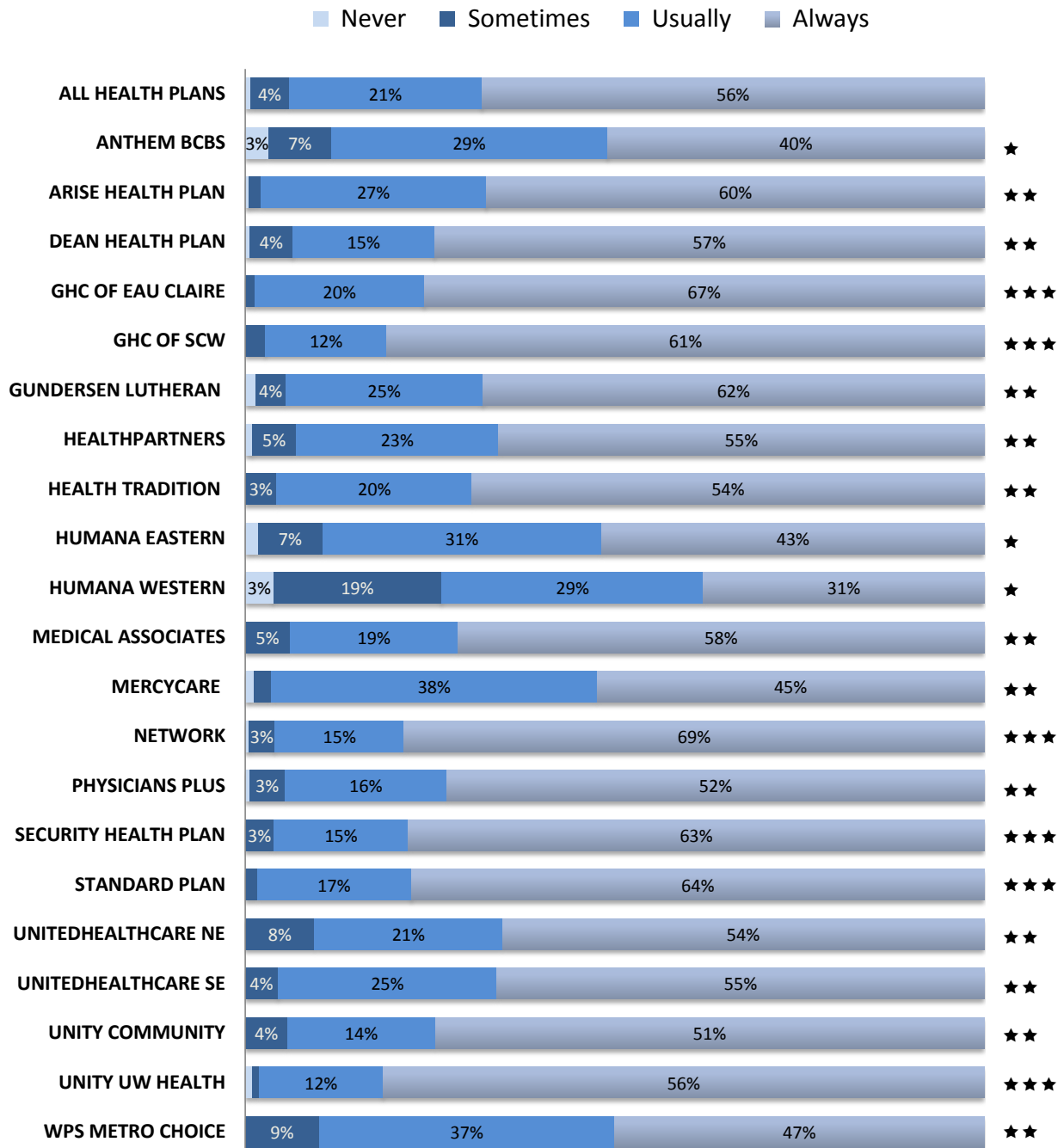
Q38 In the last 12 months, how often were the forms from your health plan easy to fill out?



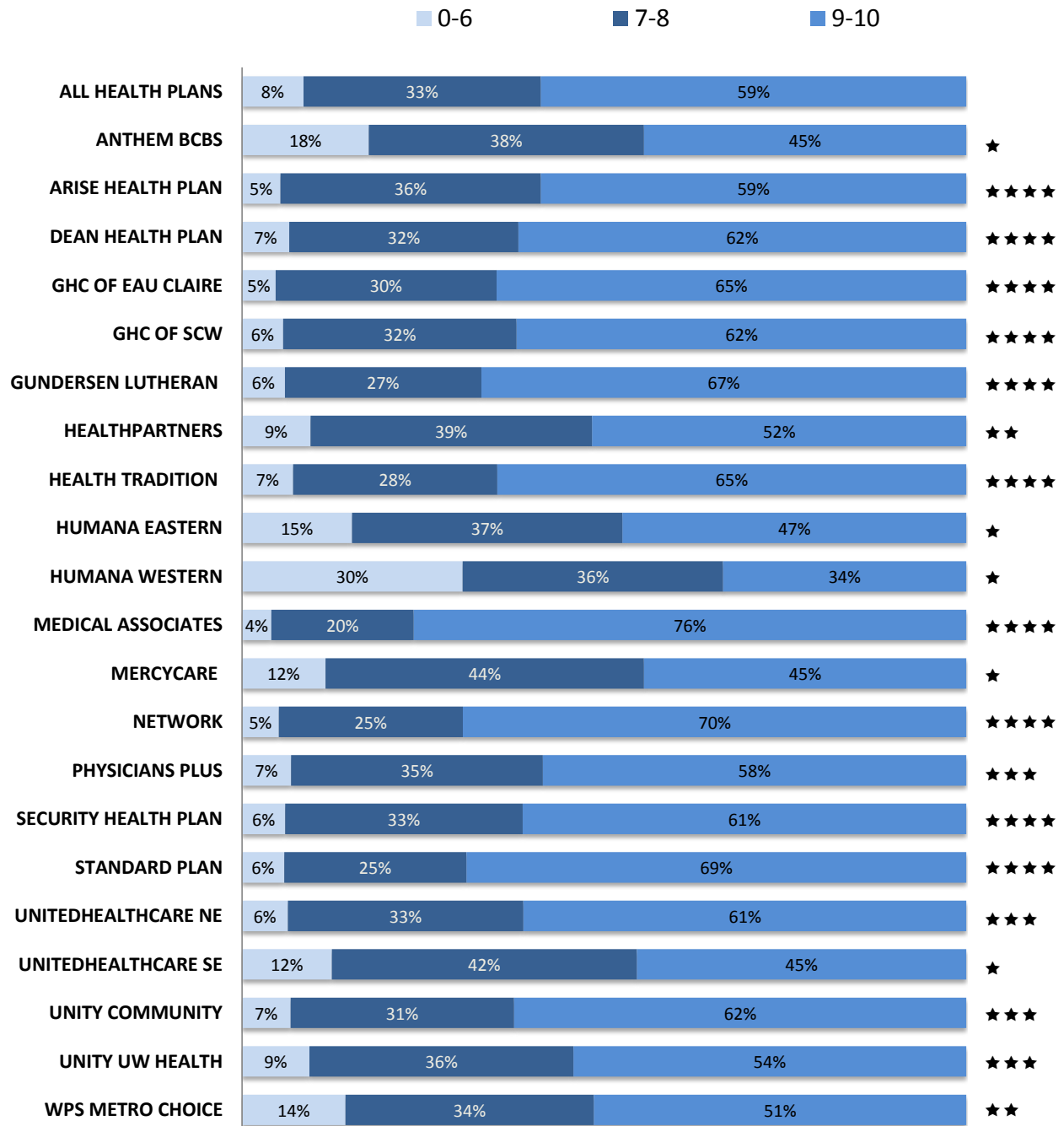
Q40 In the last 12 months, how often did your health plan handle your claims quickly?



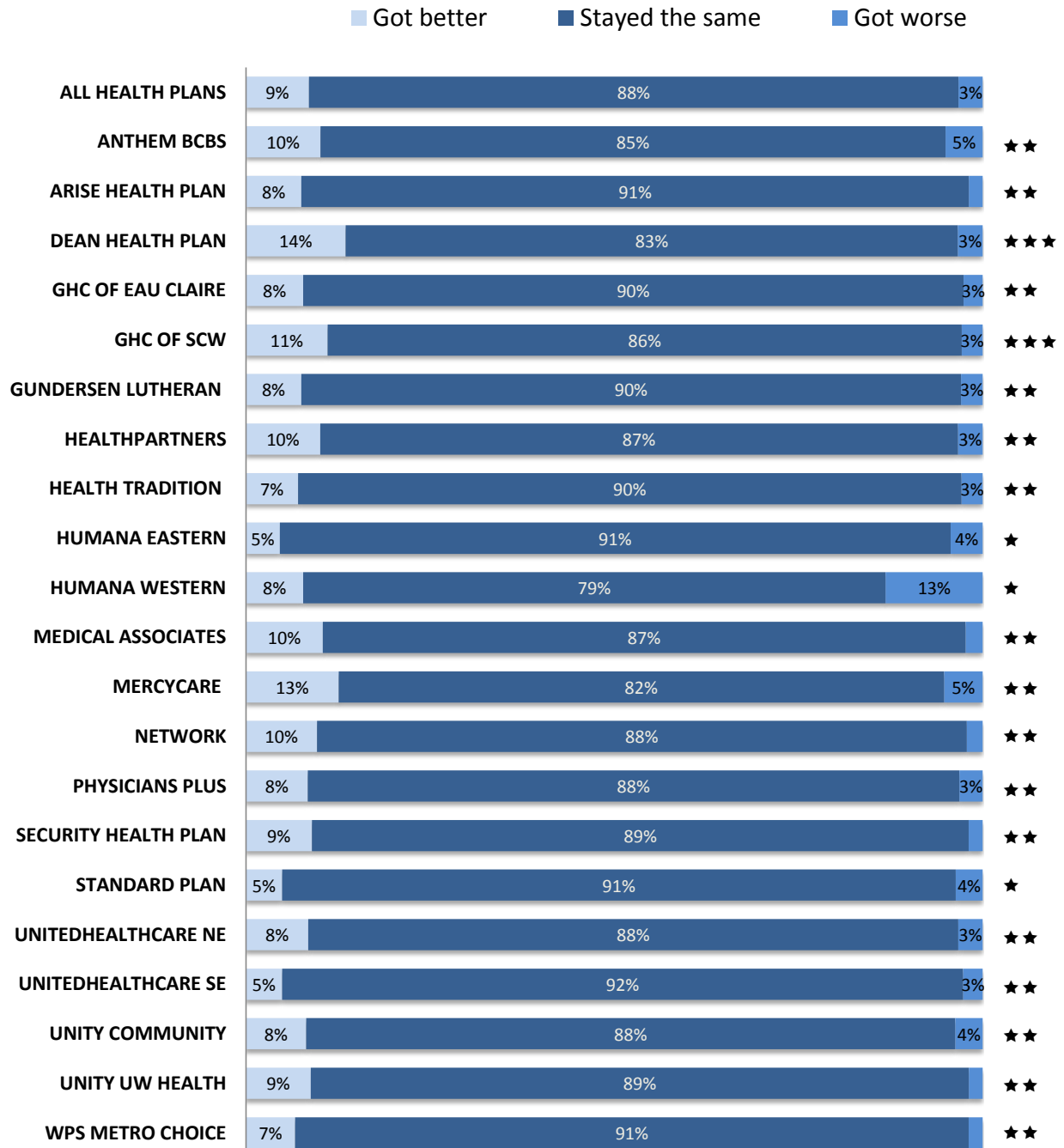
Q41 In the last 12 months, how often did your health plan handle your claims correctly?



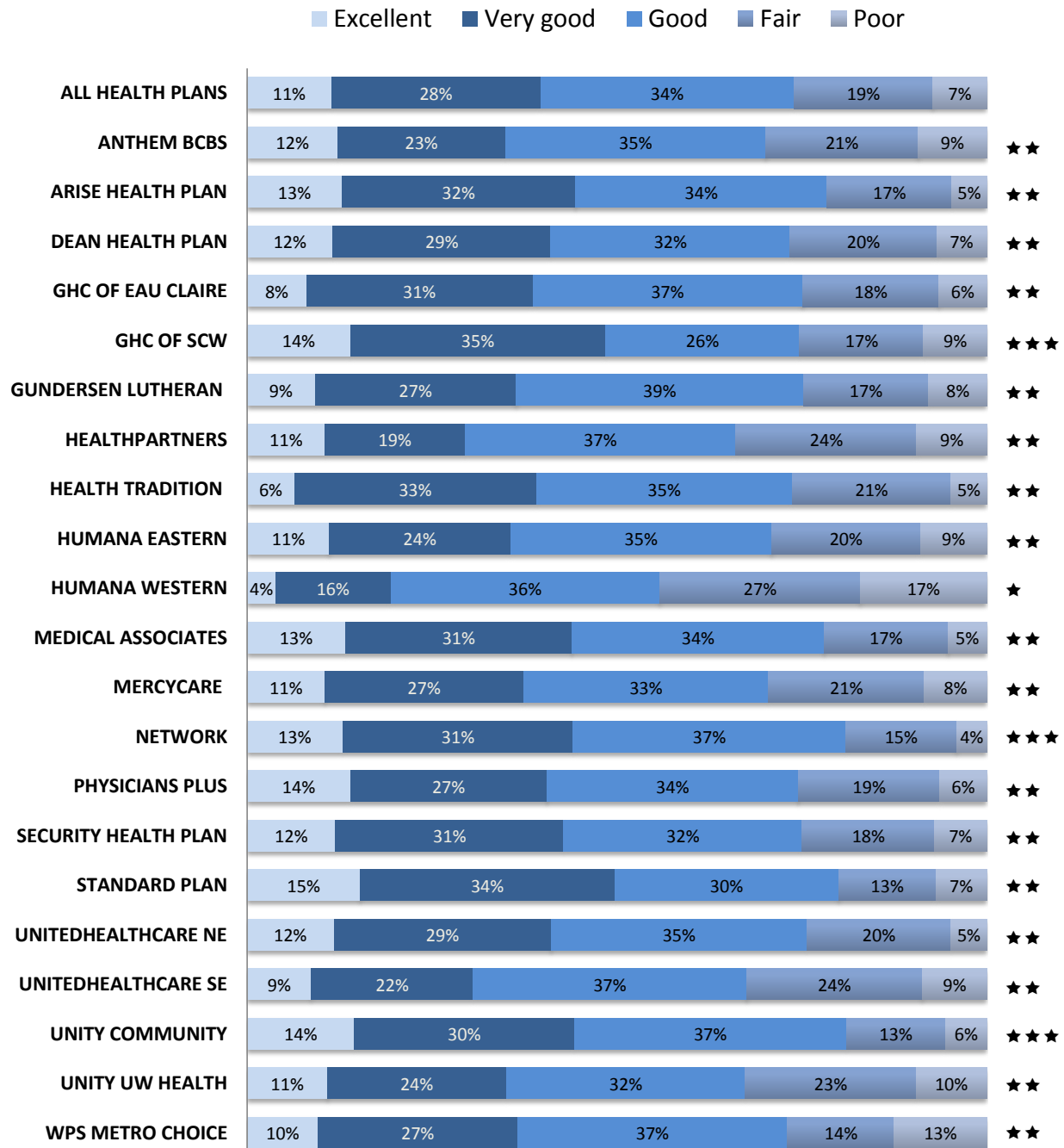
Q42: Rating of health plan



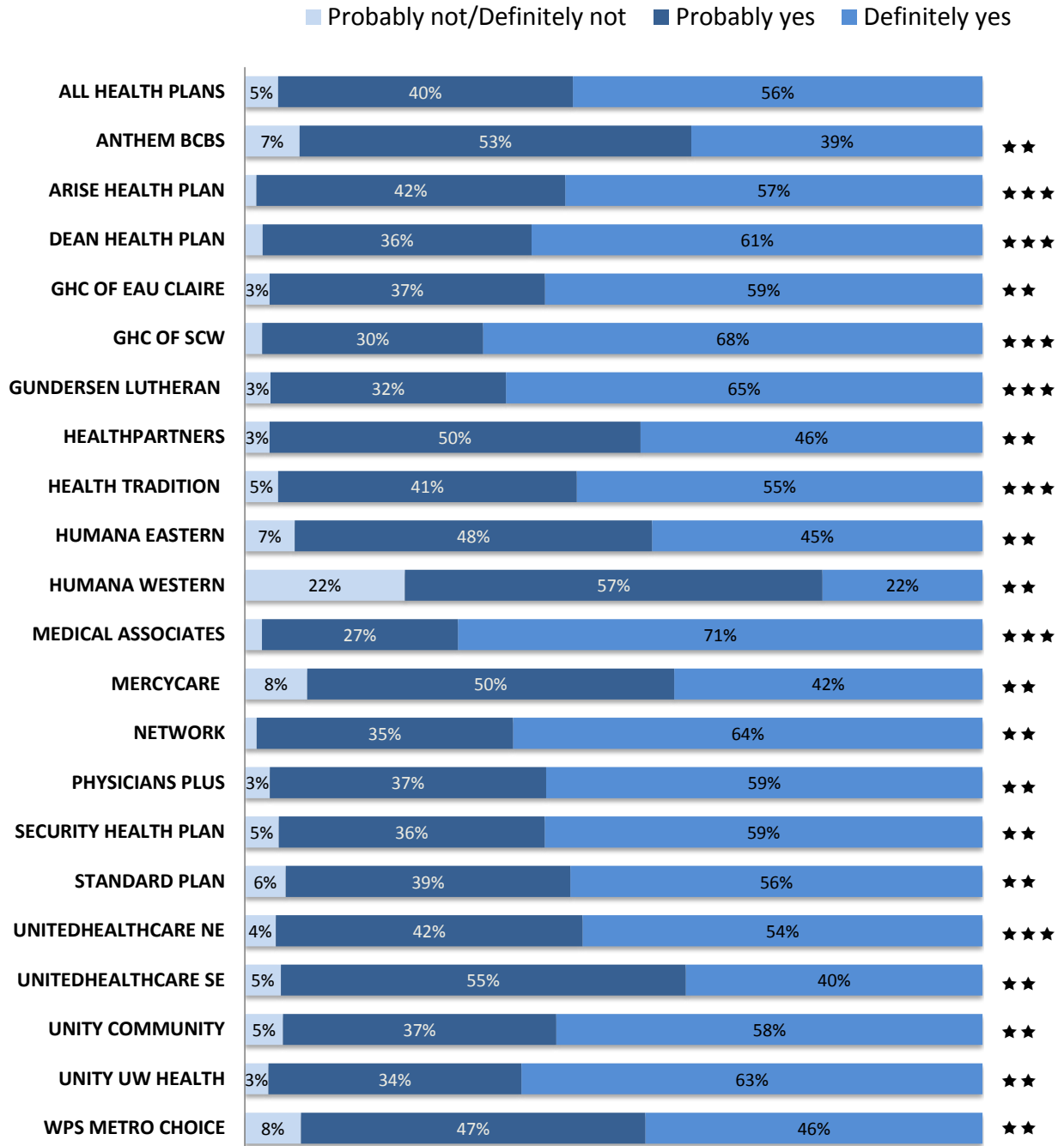
Q42a In the last 12 months, did your plan's overall performance get better, stay the same, or get worse?



Q42b How would you rate your understanding of your health plan's referral/prior authorization and pre-certification requirements?

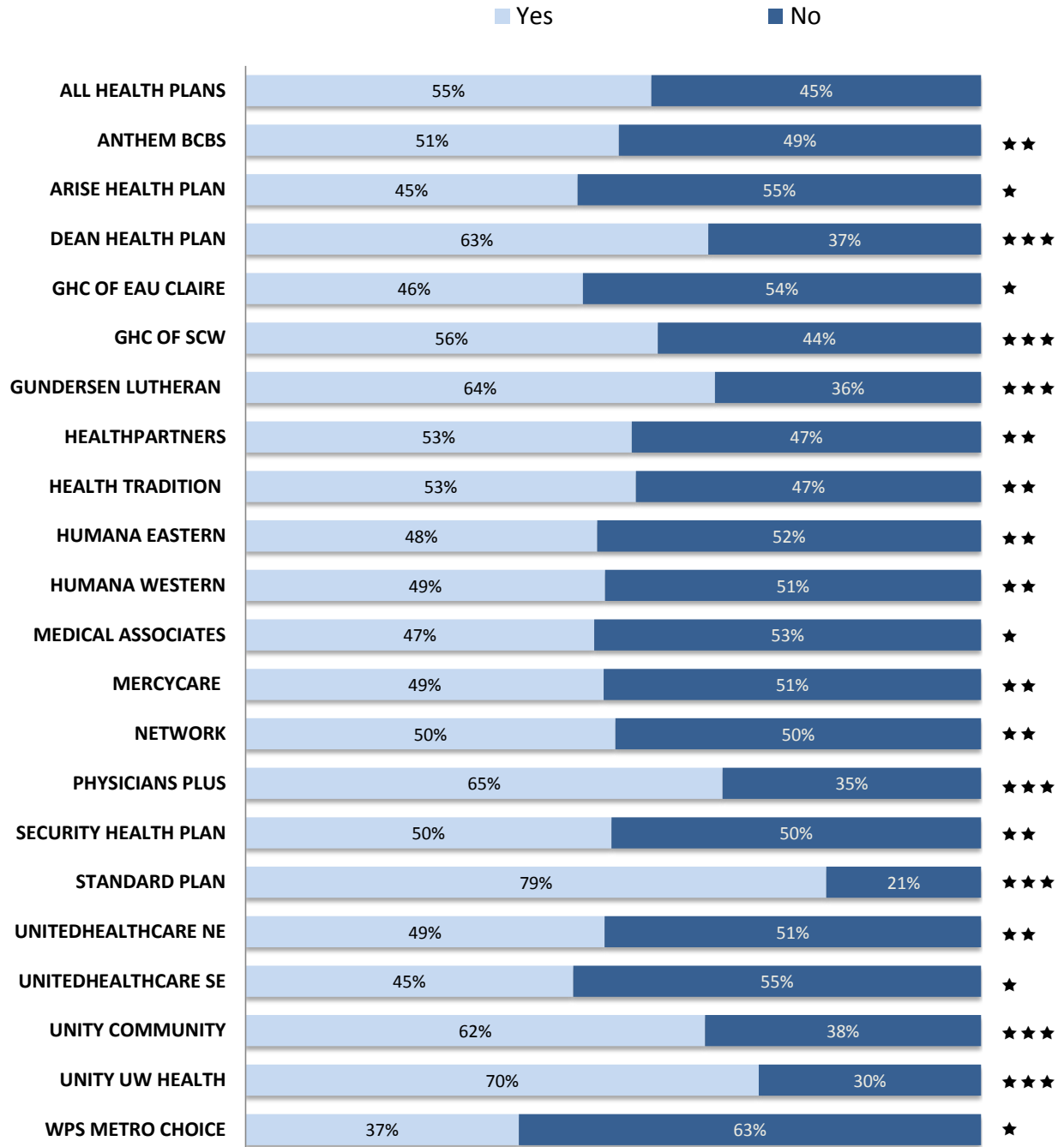


Q42c: Would you recommend your health plan to your family or friends?



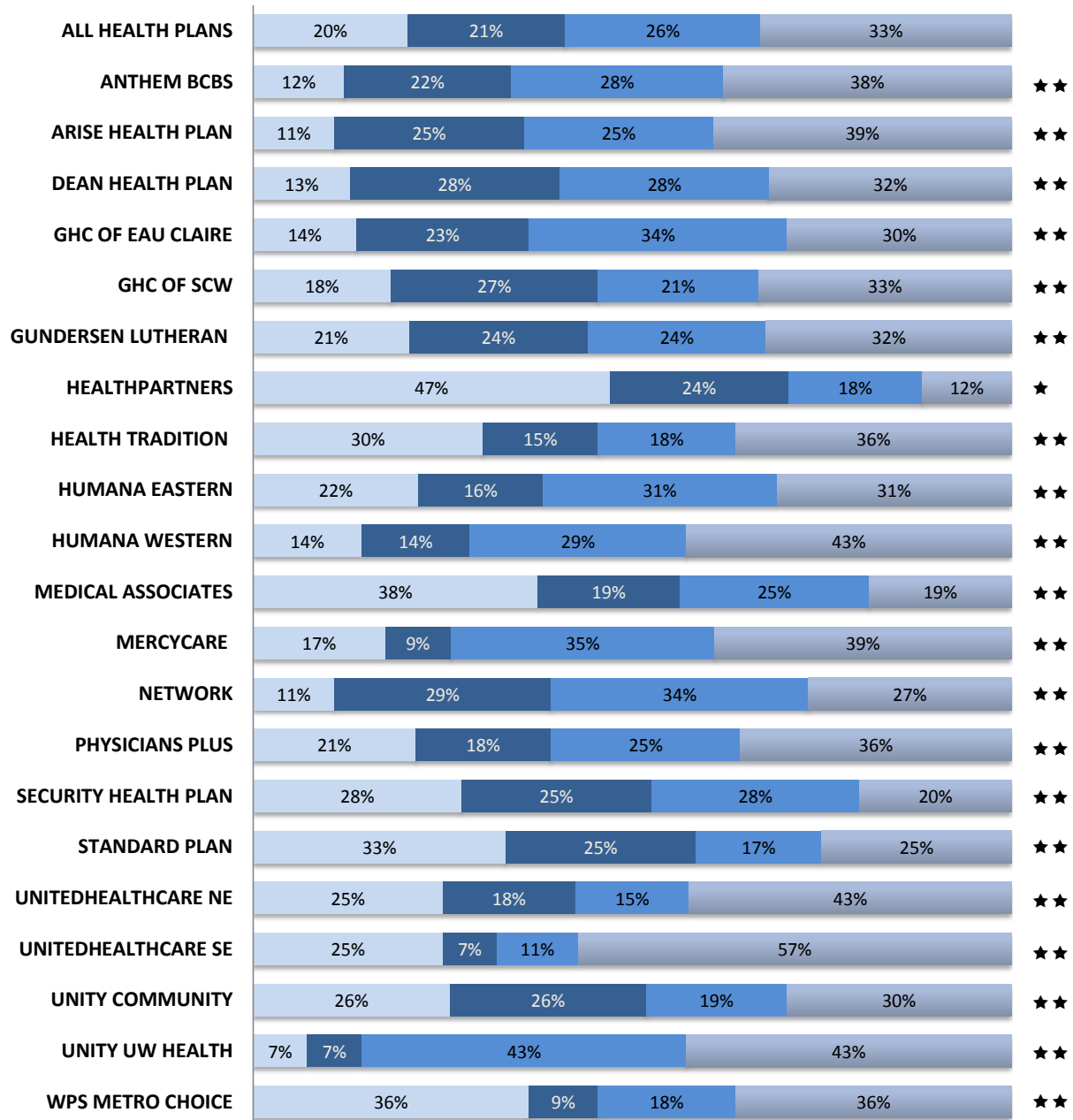
Health Plan Name	Excellent	Very good	Good	Fair	Poor
ALL HEALTH PLANS	16%	46%	30%	6%	1%
ANTHEM BCBS	12%	41%	36%	10%	1%
ARISE HEALTH PLAN	16%	47%	32%	5%	0%
DEAN HEALTH PLAN	15%	49%	30%	5%	1%
GHC OF EAU CLAIRE	15%	48%	32%	5%	1%
GHC OF SCW	23%	46%	25%	5%	0%
GUNDERSEN LUTHERAN	13%	49%	31%	6%	1%
HEALTHPARTNERS	23%	46%	27%	3%	1%
HEALTH TRADITION	16%	50%	26%	7%	1%
HUMANA EASTERN	16%	41%	33%	9%	1%
HUMANA WESTERN	18%	45%	29%	8%	1%
MEDICAL ASSOCIATES	15%	44%	35%	5%	1%
MERCYCARE	14%	47%	33%	6%	1%
NETWORK	11%	48%	32%	9%	0%
PHYSICIANS PLUS	20%	49%	26%	5%	0%
SECURITY HEALTH PLAN	15%	52%	28%	4%	1%
STANDARD PLAN	12%	36%	36%	14%	2%
UNITEDHEALTHCARE NE	16%	47%	32%	4%	1%
UNITEDHEALTHCARE SE	14%	41%	36%	7%	1%
UNITY COMMUNITY	11%	53%	29%	6%	1%
UNITY UW HEALTH	27%	44%	23%	5%	1%
WPS METRO CHOICE	14%	45%	30%	10%	2%

Q44 Have you had a flu shot since September 1, 2010?

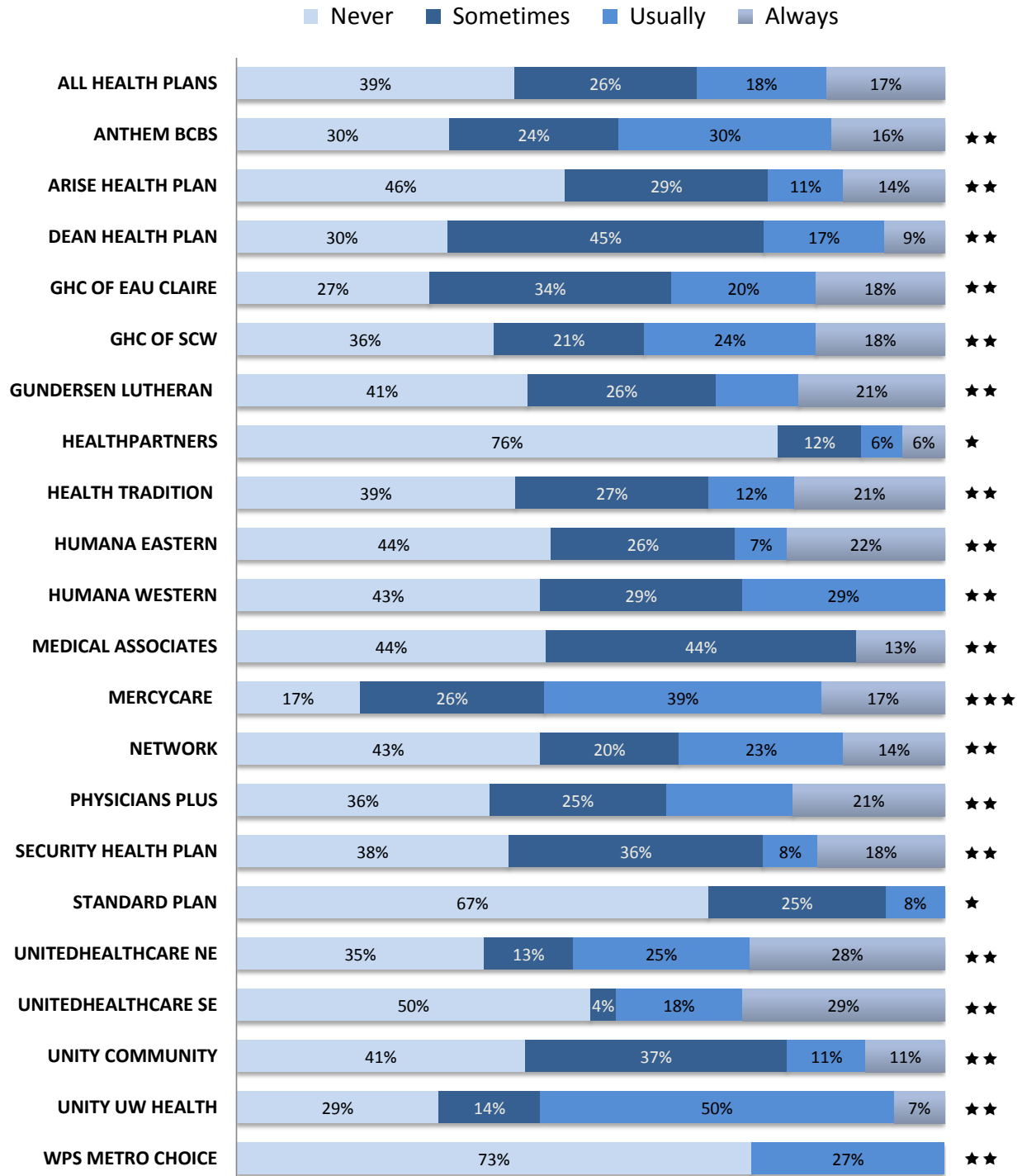


Q46 In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

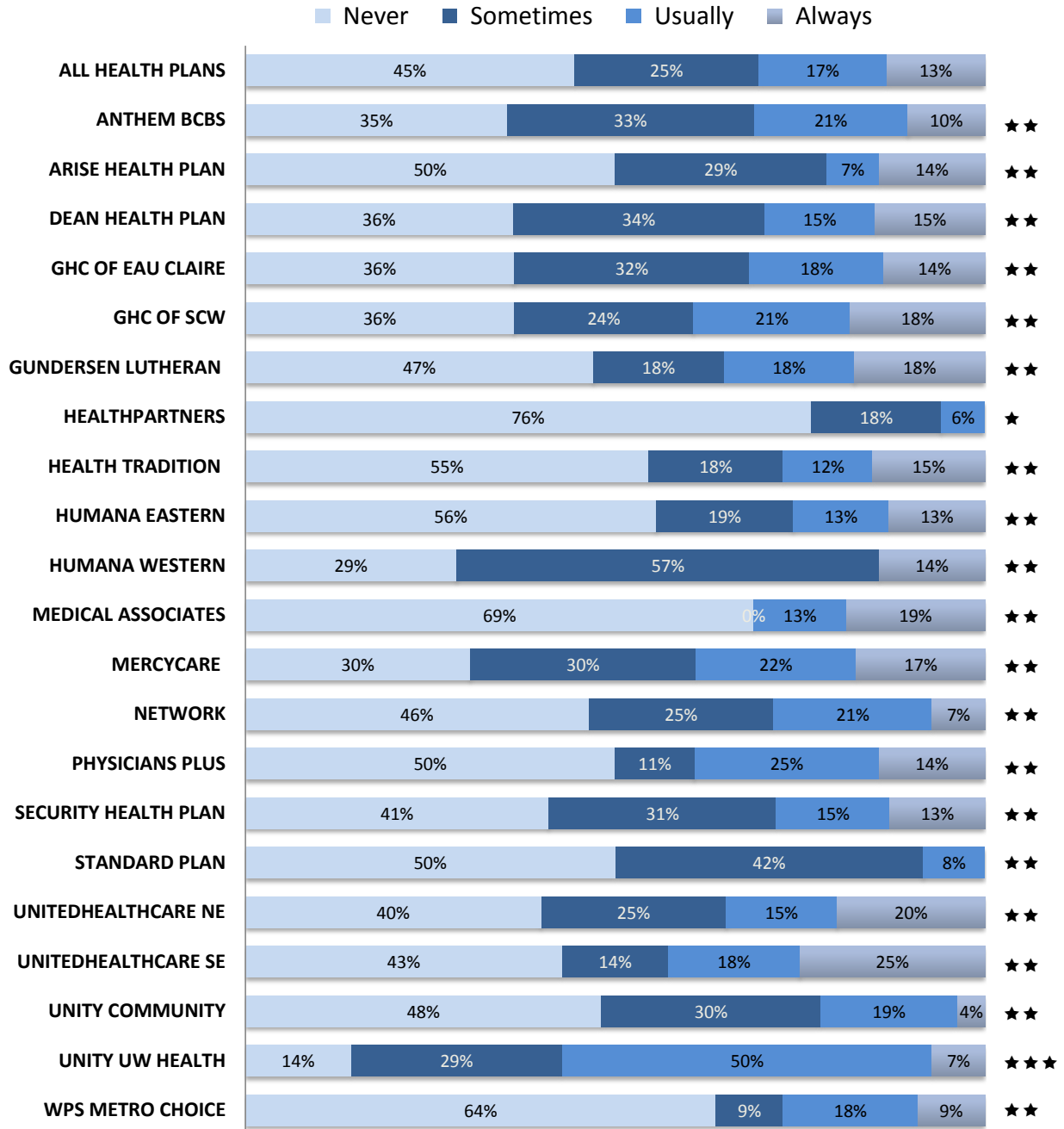
Never Sometimes Usually Always



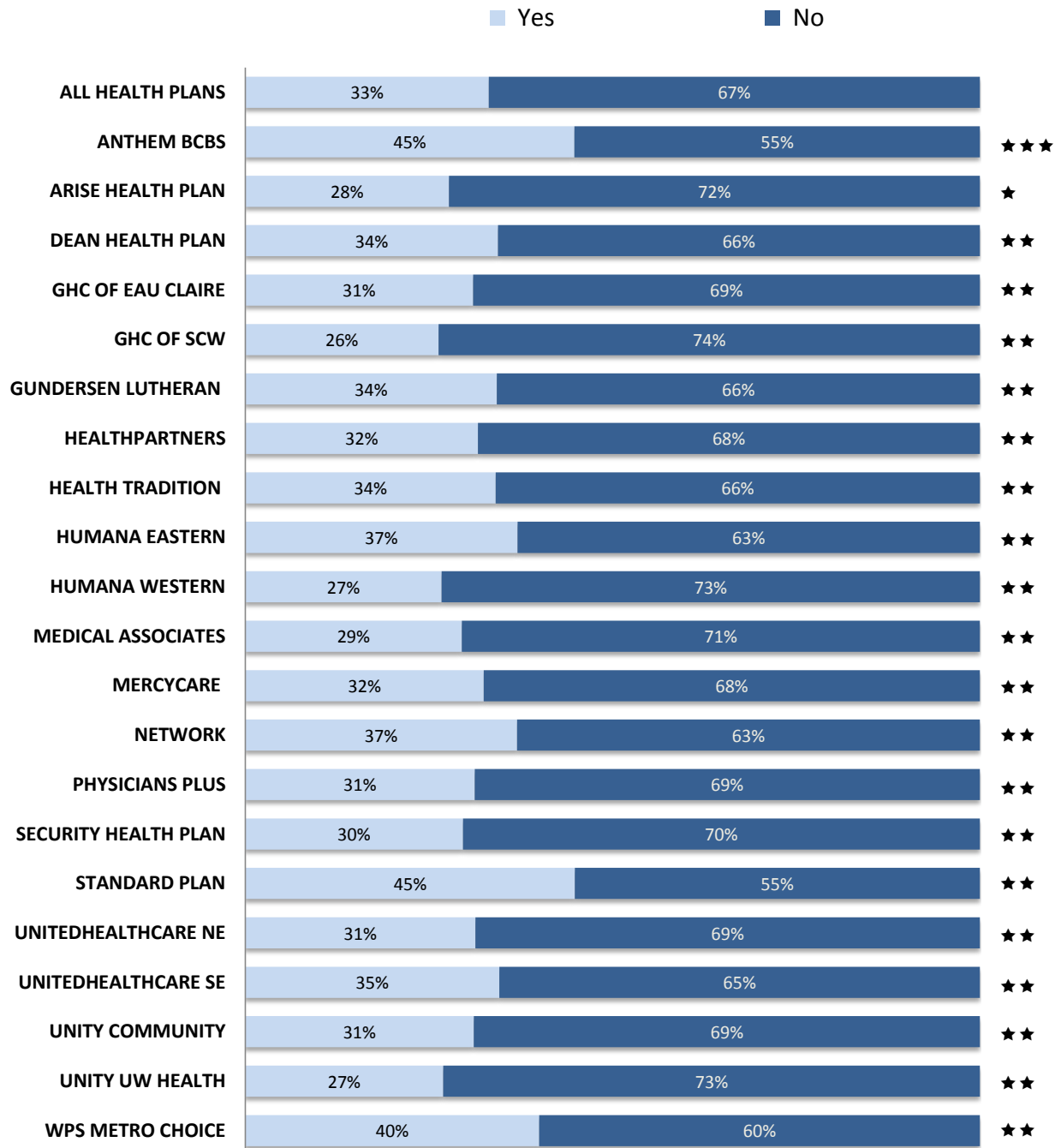
Q47 In the last 12 months, how often was medication recommended or discussed to assist you with quitting smoking or using tobacco? For example, nicotine gum, patch, nasal spray, inhaler or prescription medicine



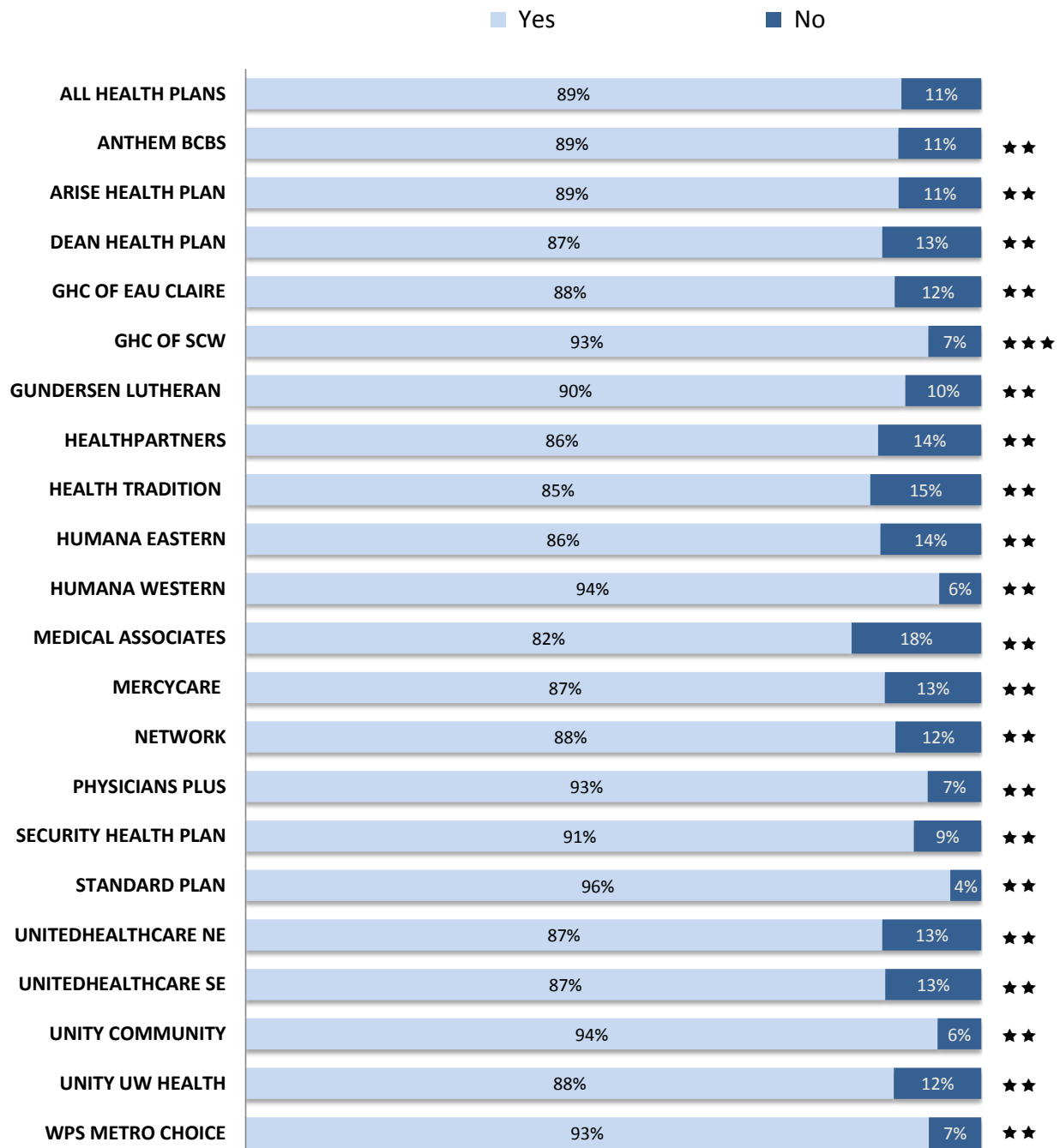
Q48 In the last 12 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?



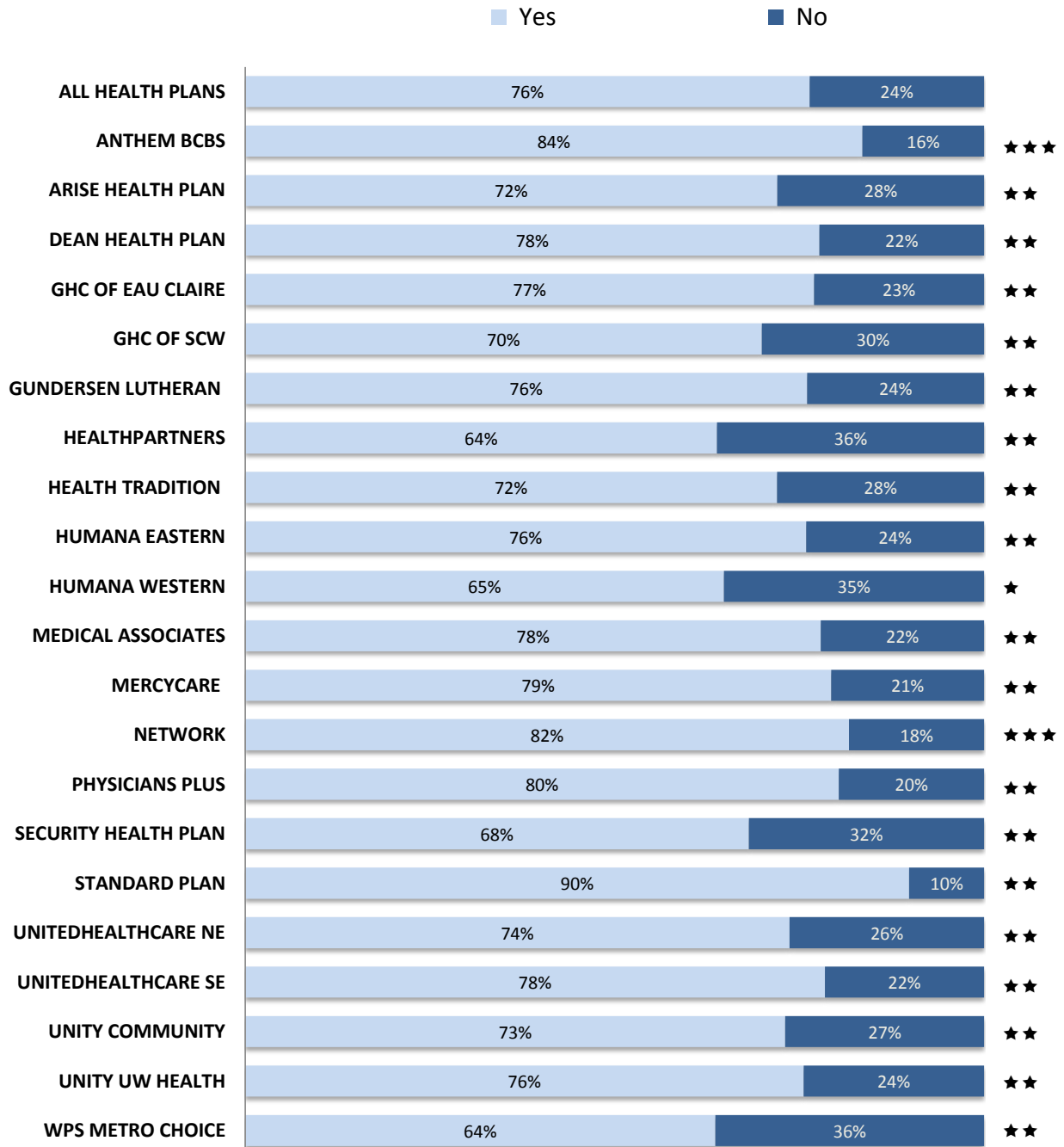
Q54 In the last 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?



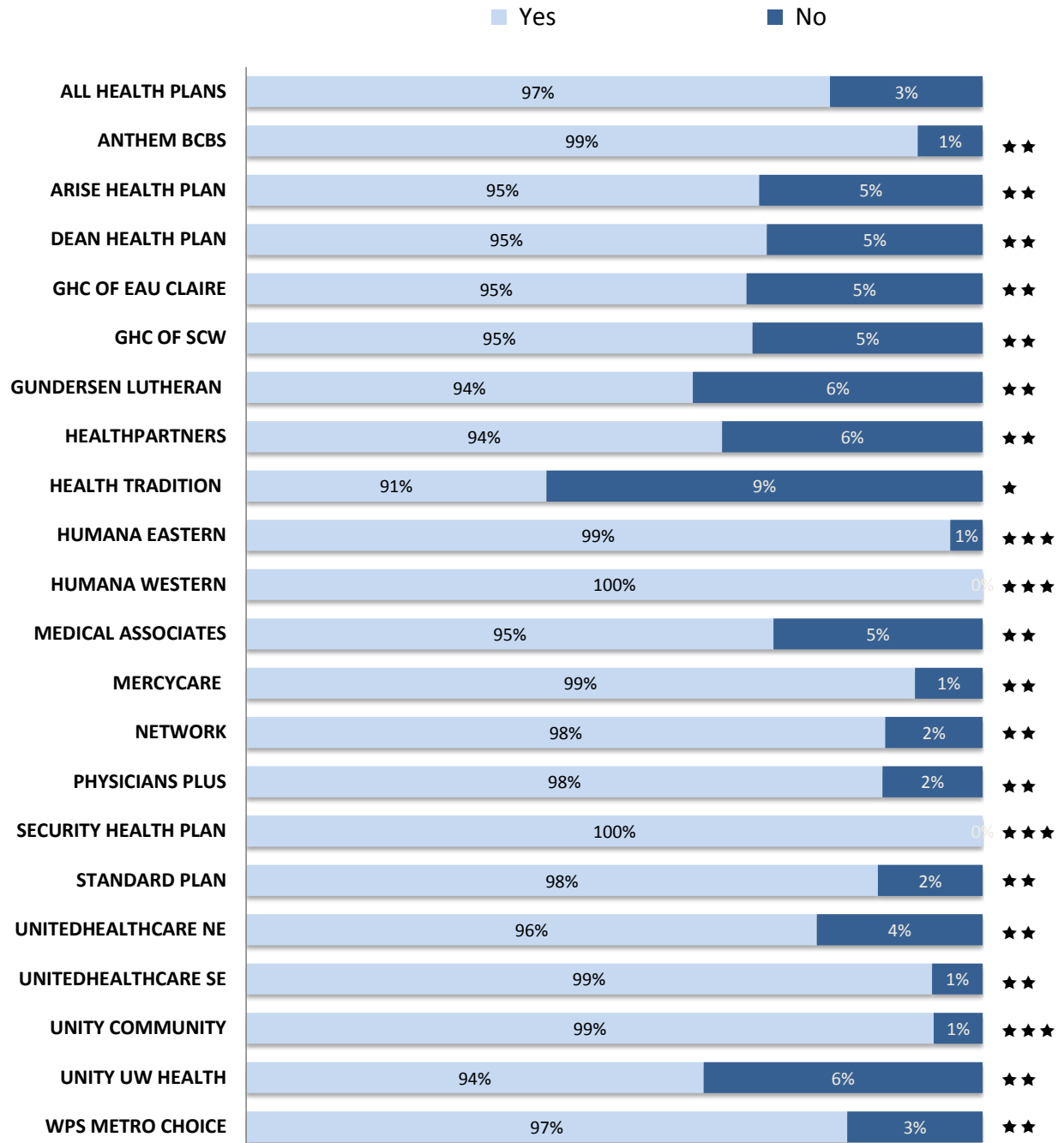
Q55 Is this a condition or problem that has lasted for at least 3 months?



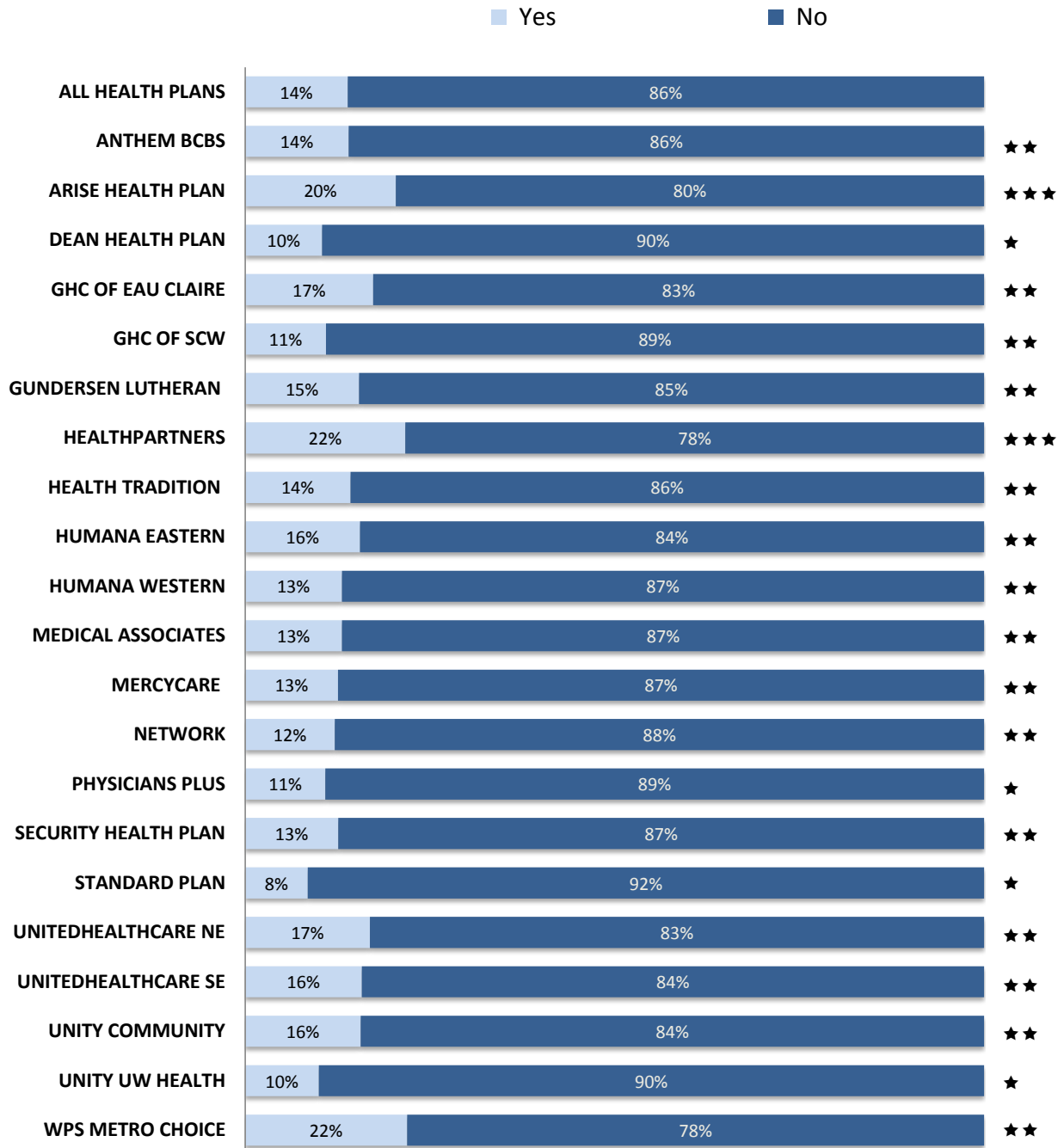
Q56 Do you now need or take medicine prescribed by a doctor?



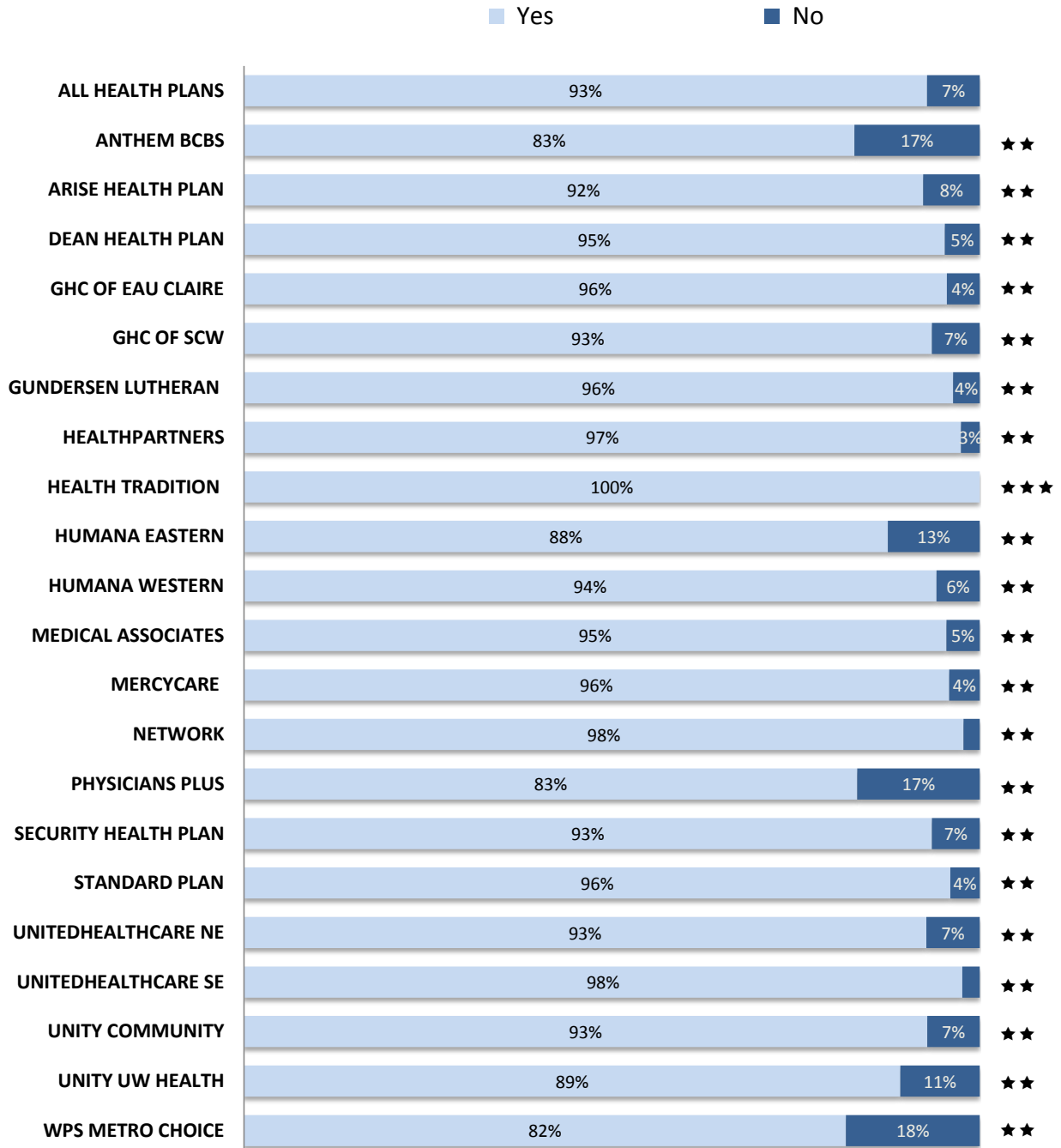
Q57 Is this to treat a condition that has lasted for at least 3



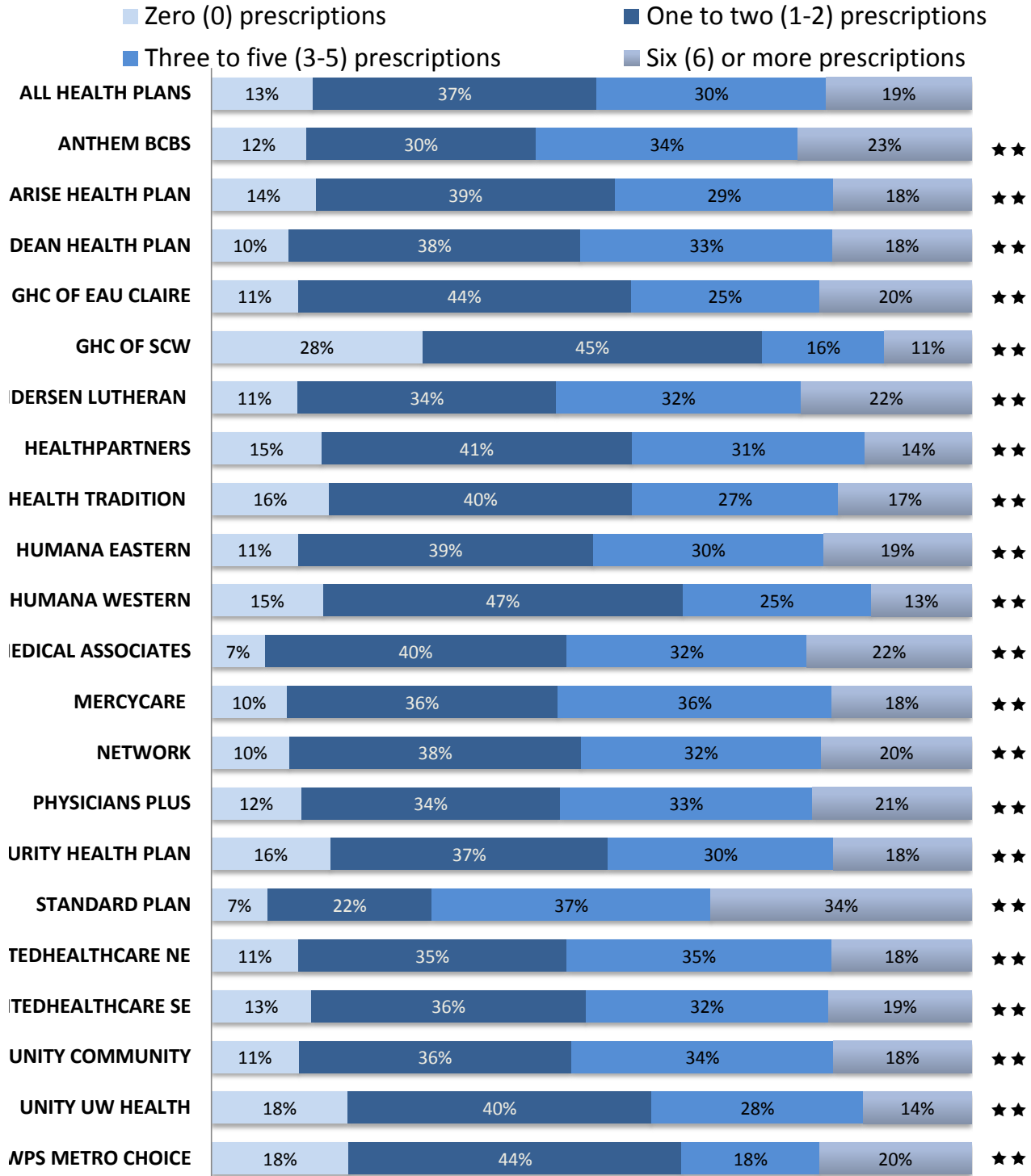
Q62d Have you reviewed the Supplemental Report Card



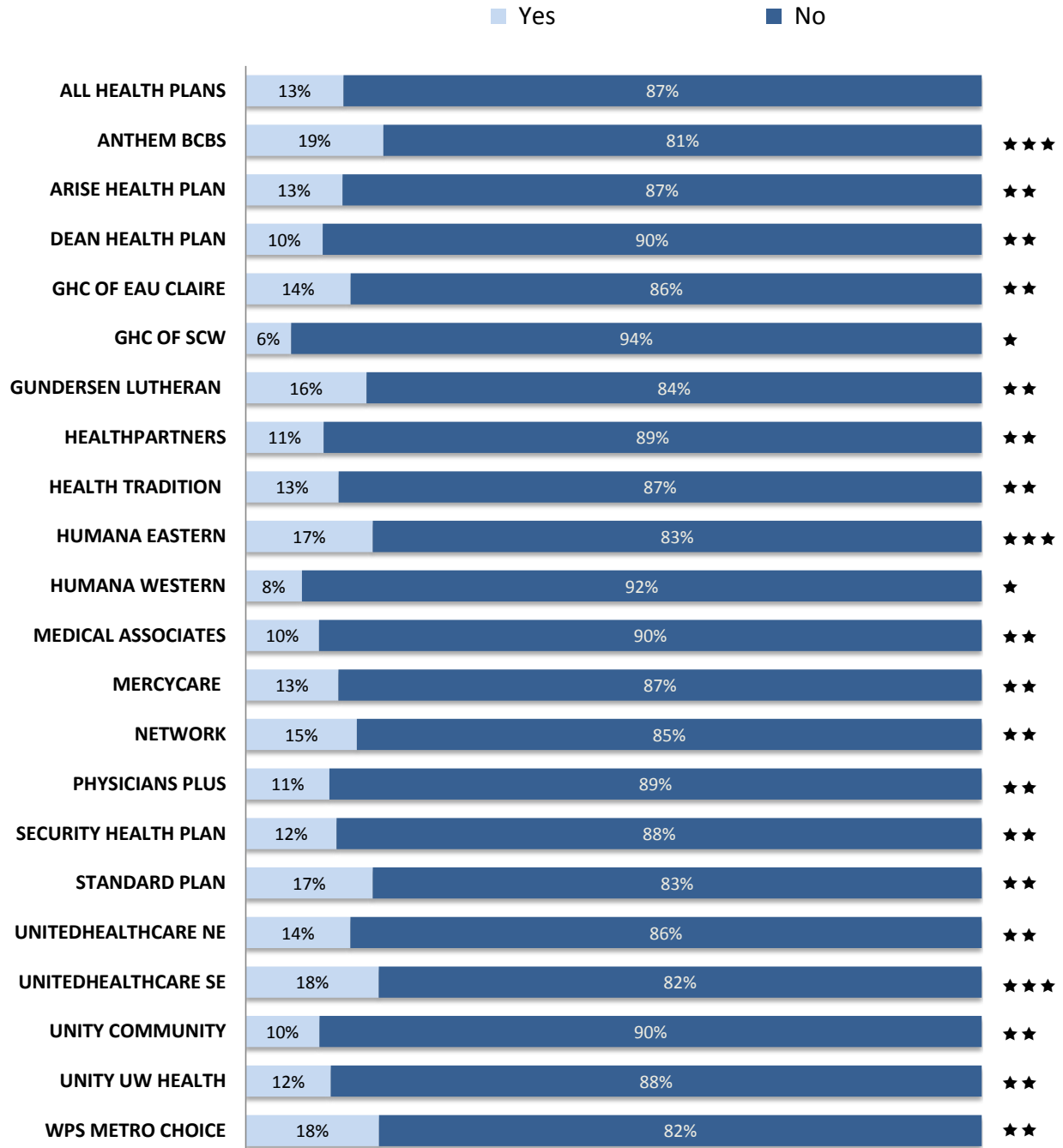
Q62e Was the information in the Supplemental Report Cards helpful?



Q62f Think about the person on your policy that had the most prescriptions filled in the past month. Over the past month, would you say this person filled...

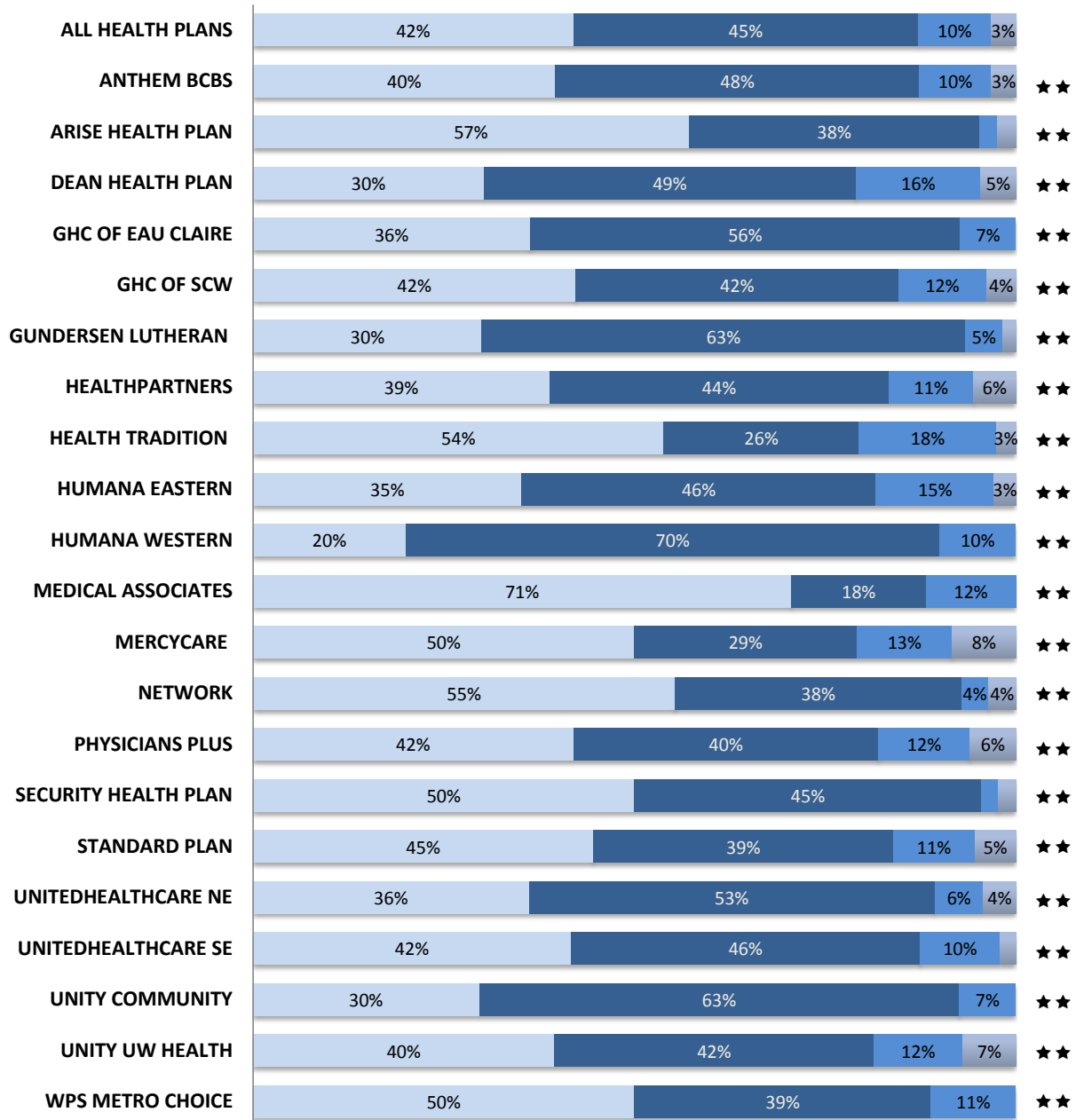


Q62g In the last 12 months, did you try to get information or help from Navitus customer service?

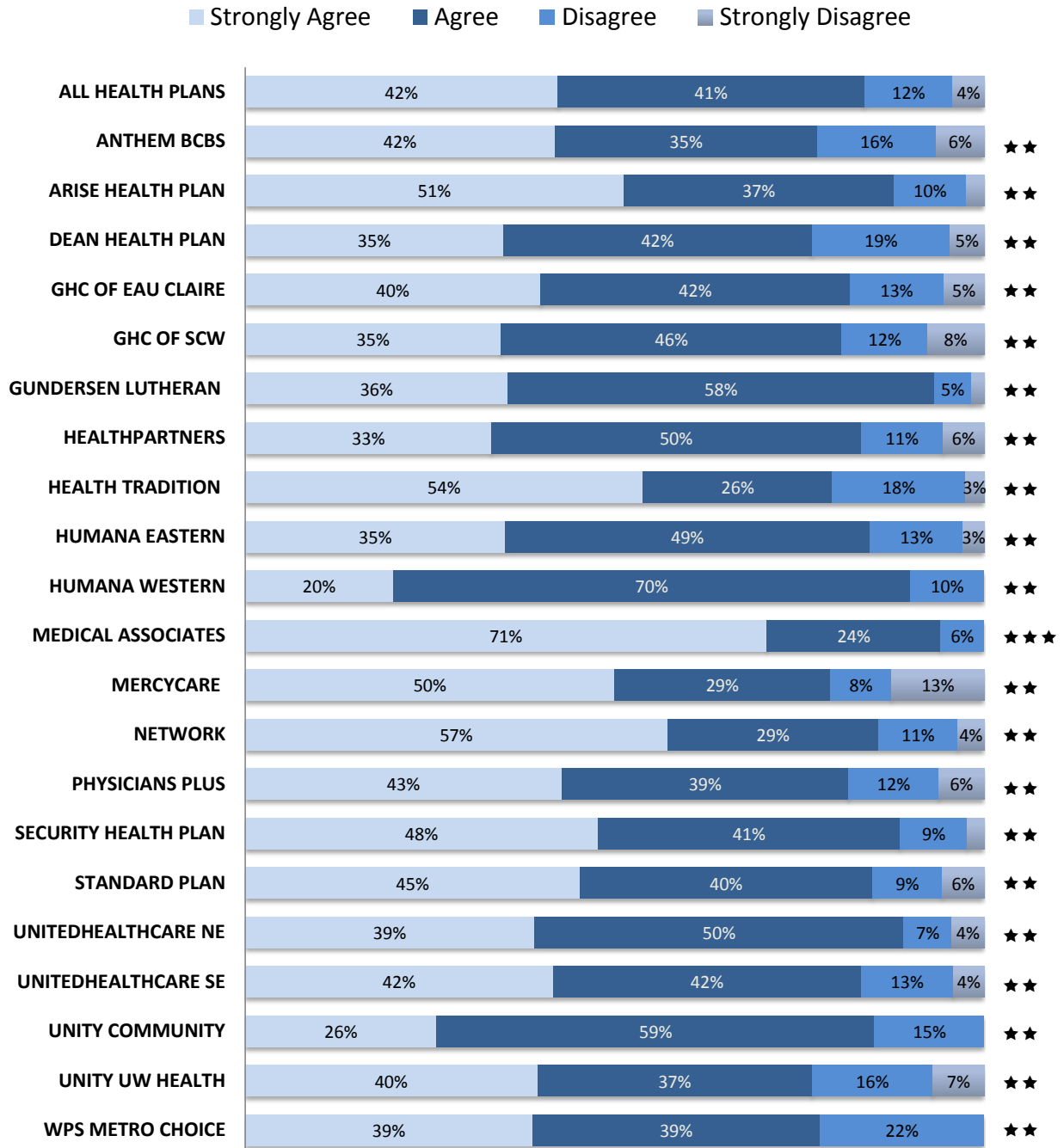


Q62h The customer service representative was helpful in answering my questions.

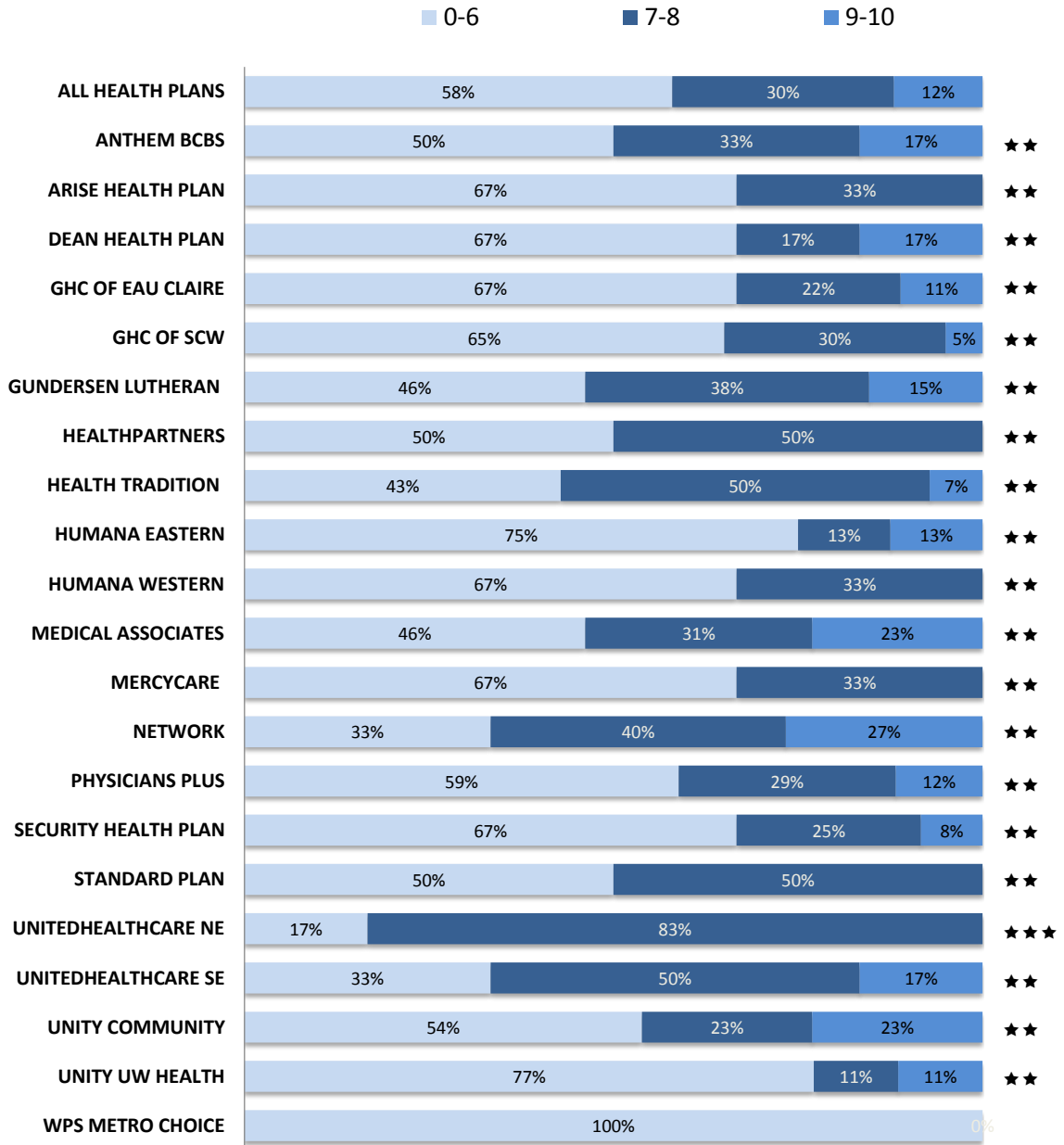
■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree



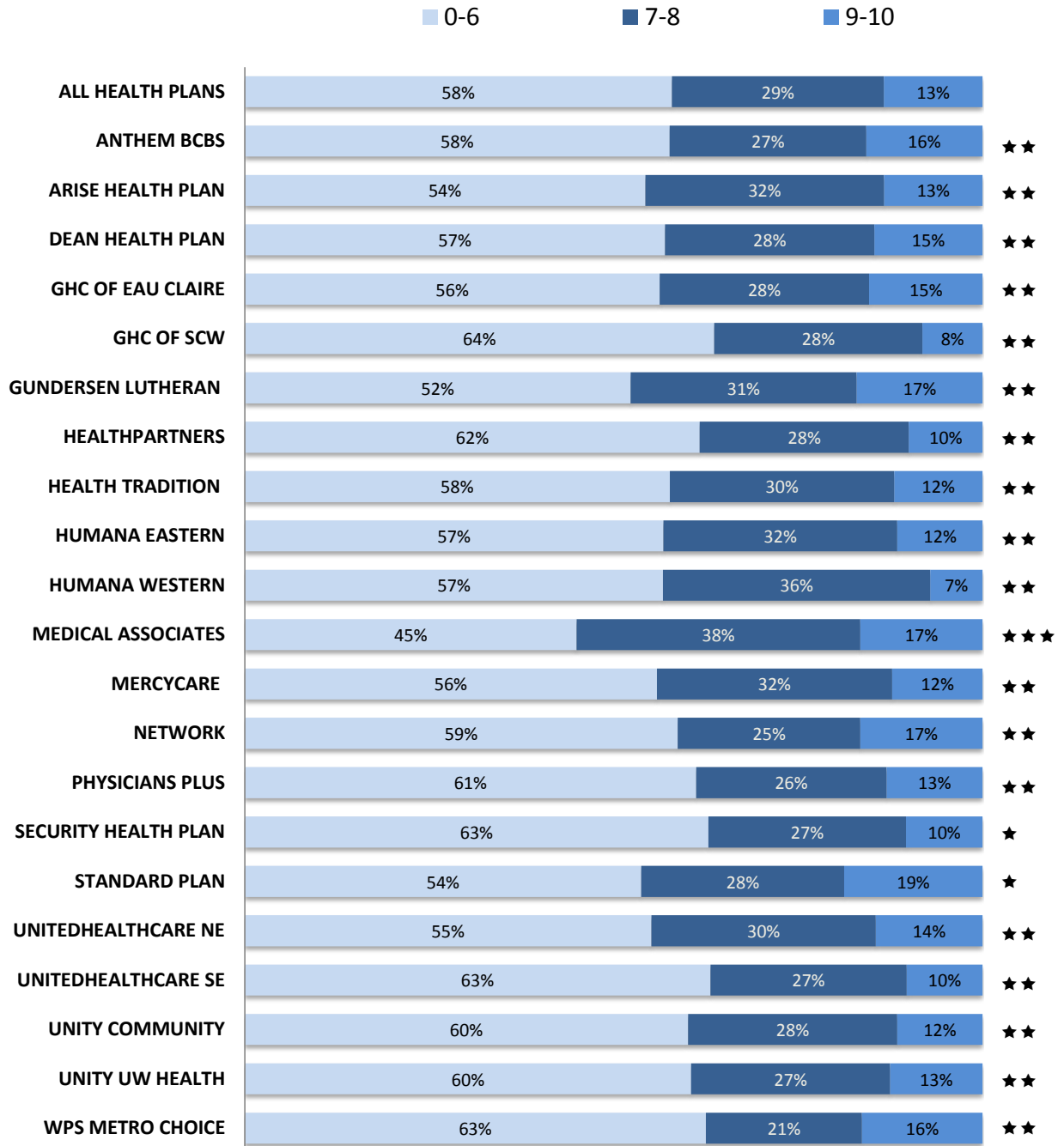
Q62i The customer service representative resolved by issue in a timely manner.



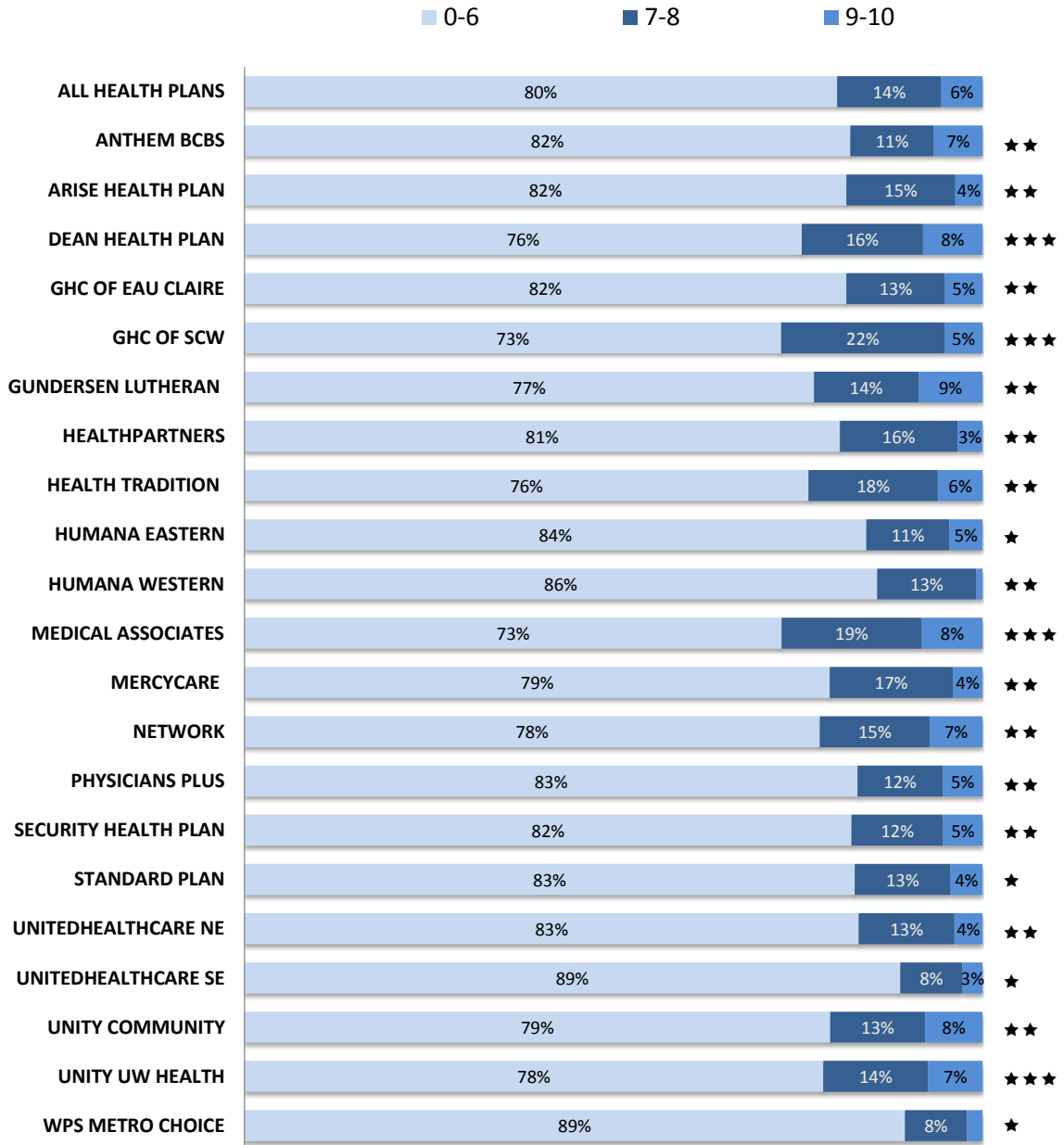
Q62L: Influence of HRA in helping to make the changes to improve your health



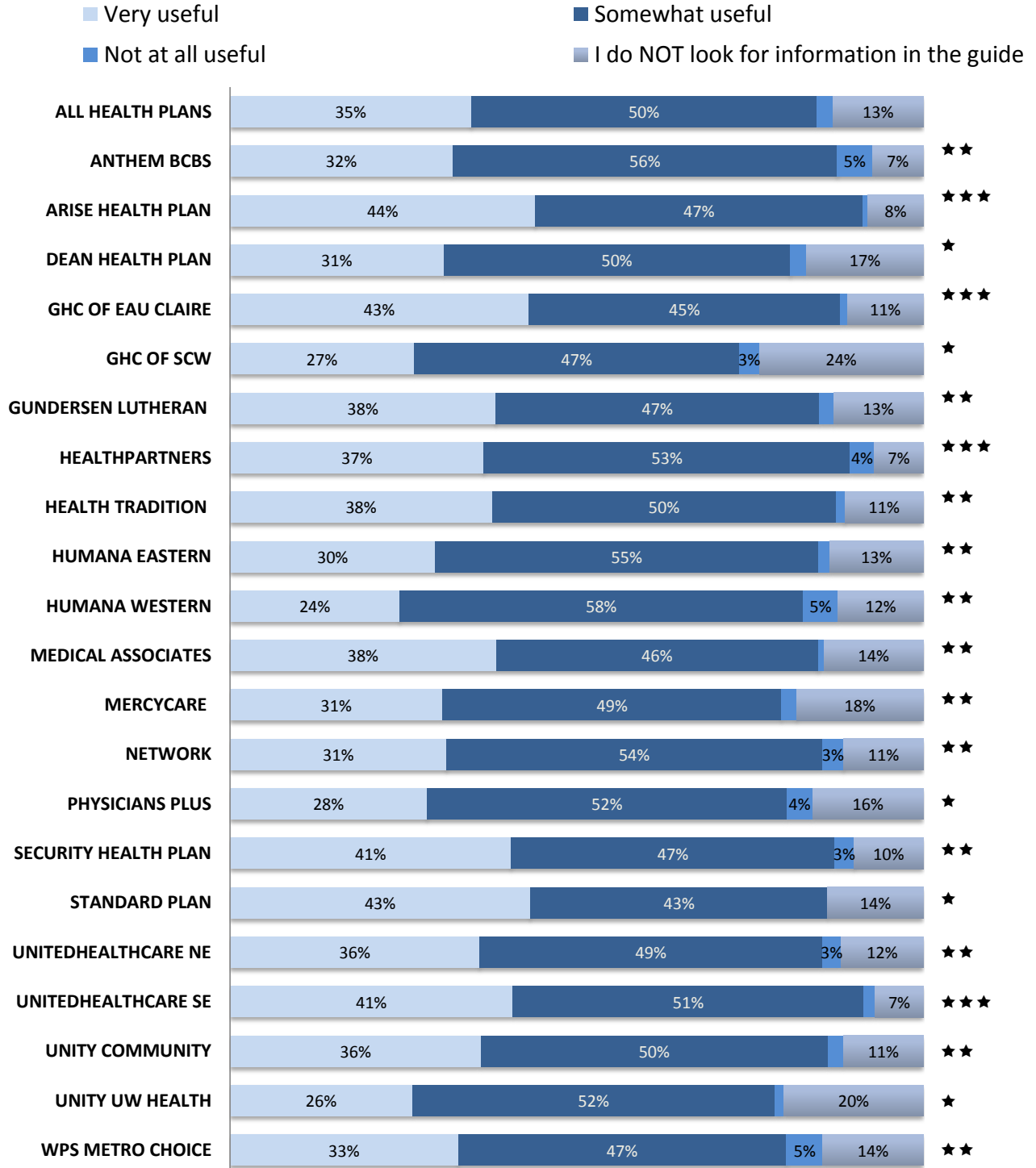
Q620: Influence doctors and staff had in helping patient to make changes to improve your health



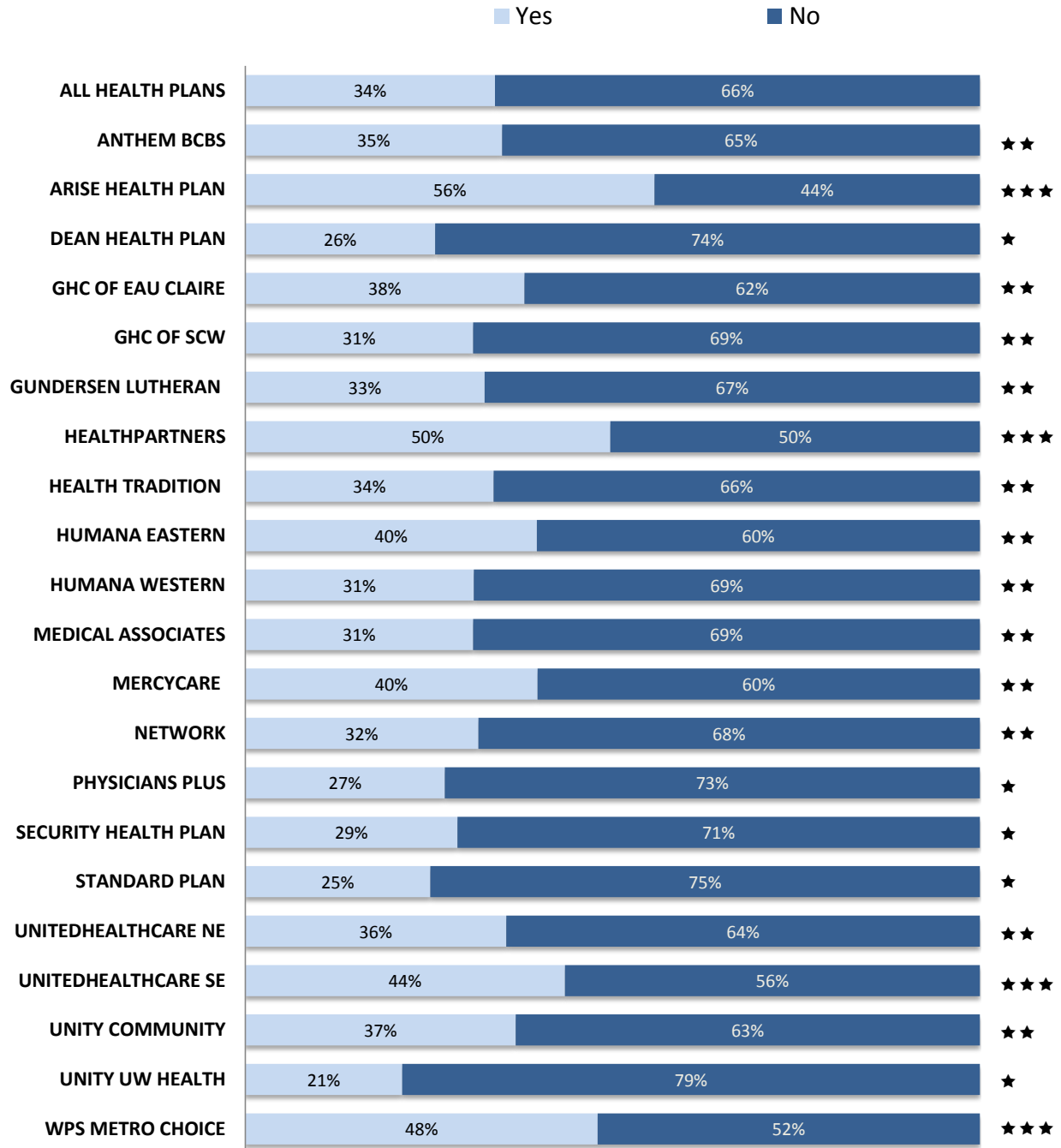
Q62P: Encouragement and support gotten from doctors and staff to make the changes to improve their health



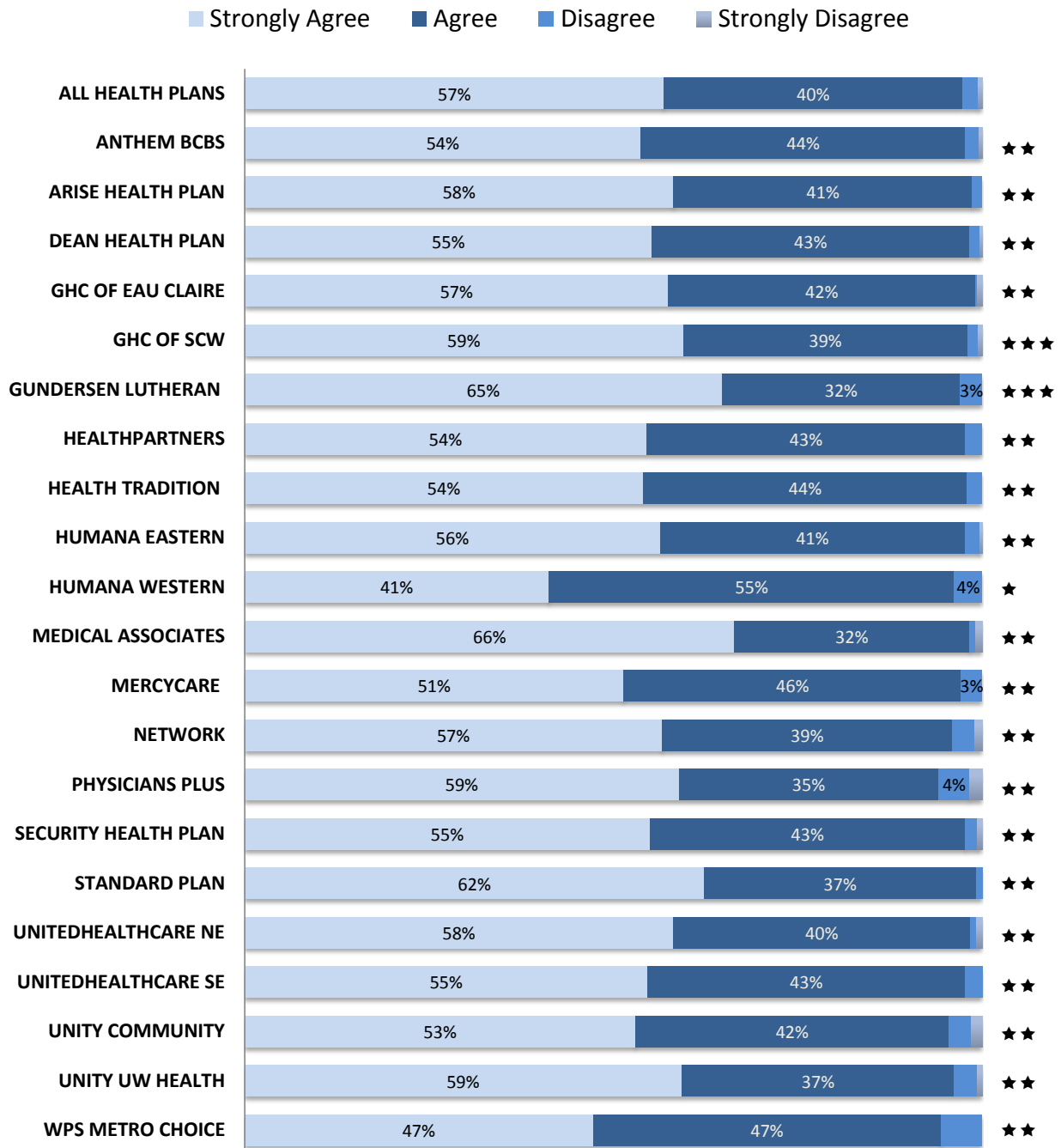
Q62b Overall, how useful is the information in the 2011 IYC benefit guides?



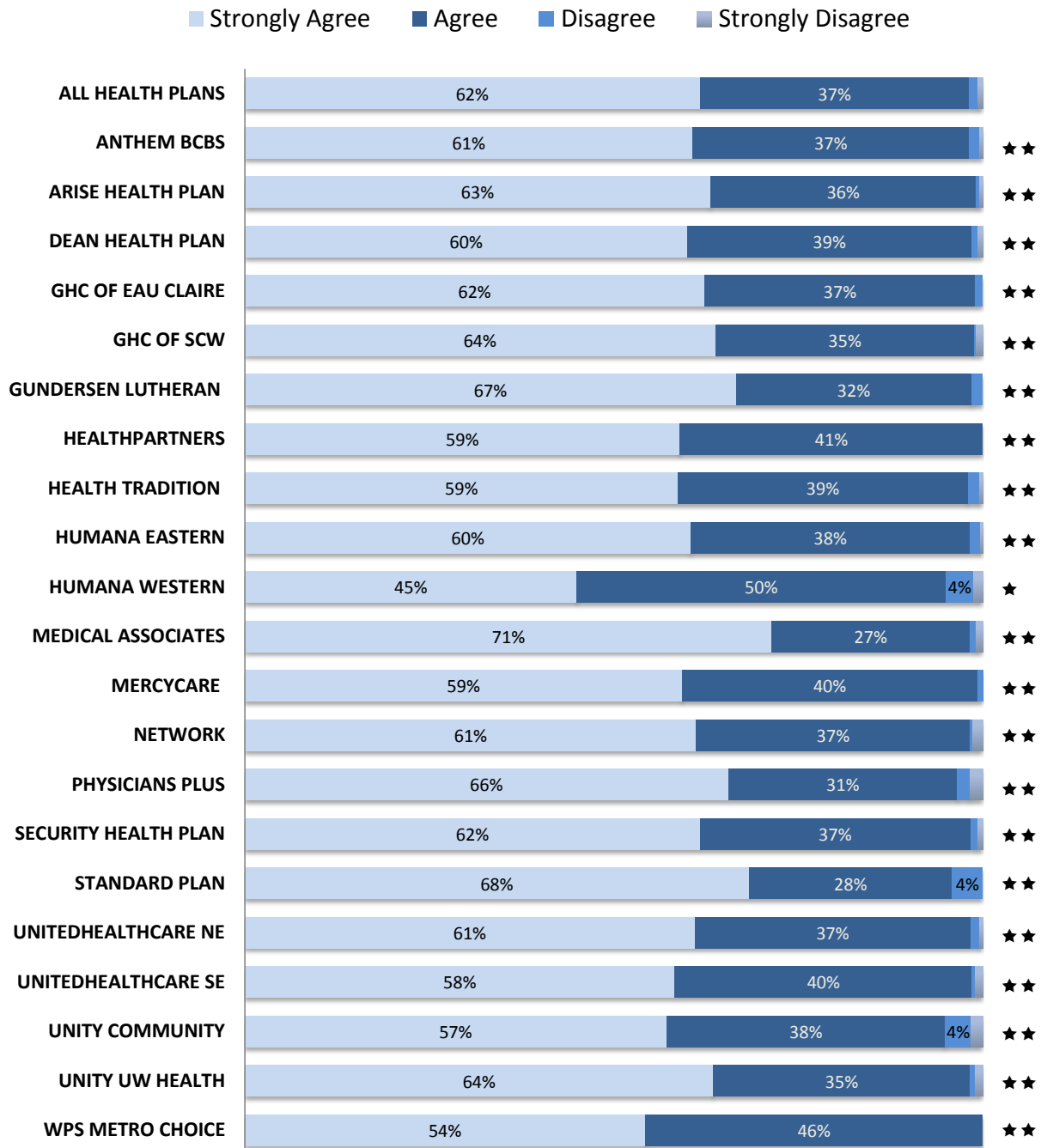
Q62c Have you used the Health Plan Report Card published in the IYC Decision Guide when making decisions about changing health plans?



Q66a Agreement with: My overall experiences with primary care were positive.

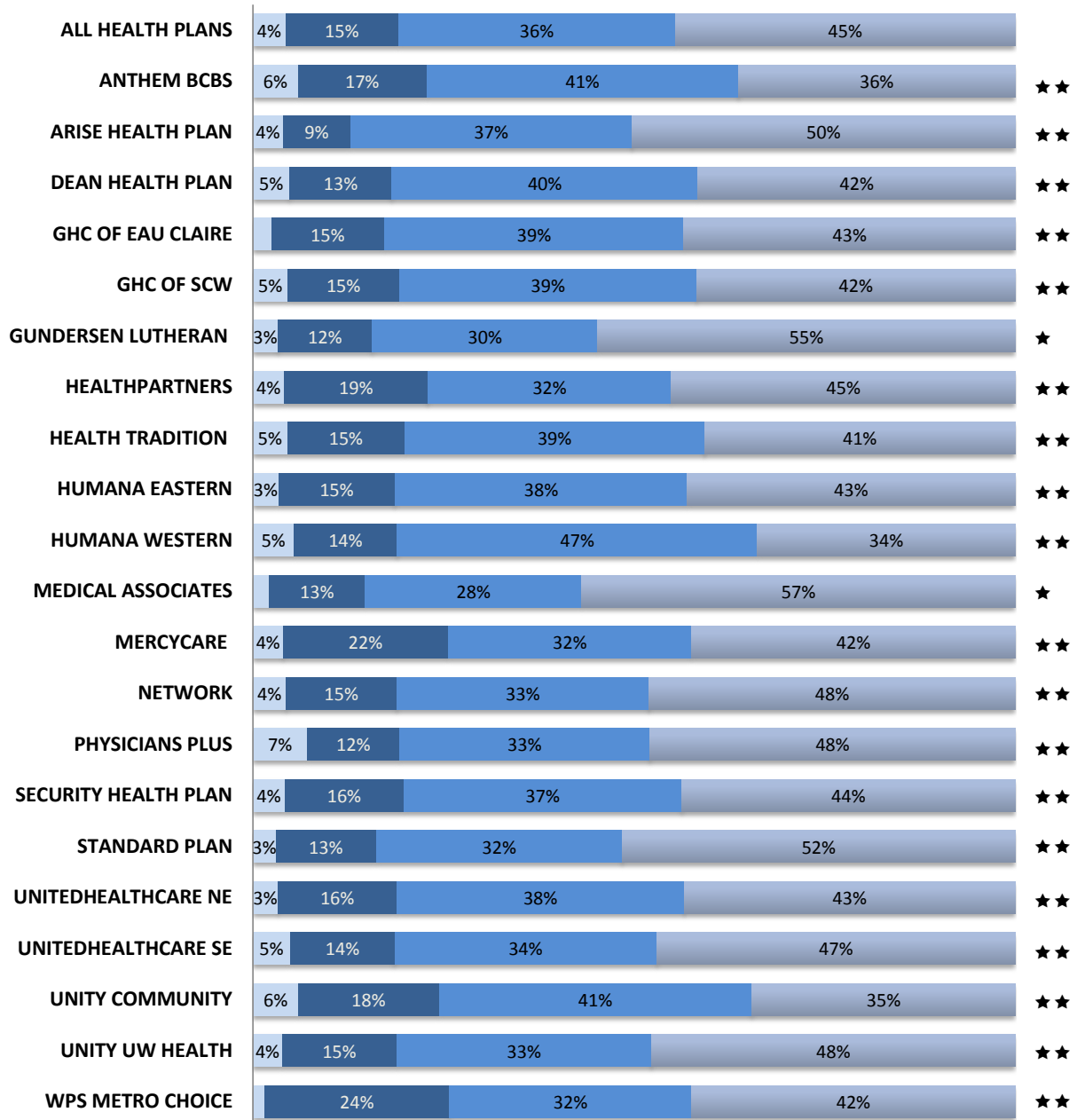


Q66b Agreement with: I had at least one positive experience with a primary care provider.



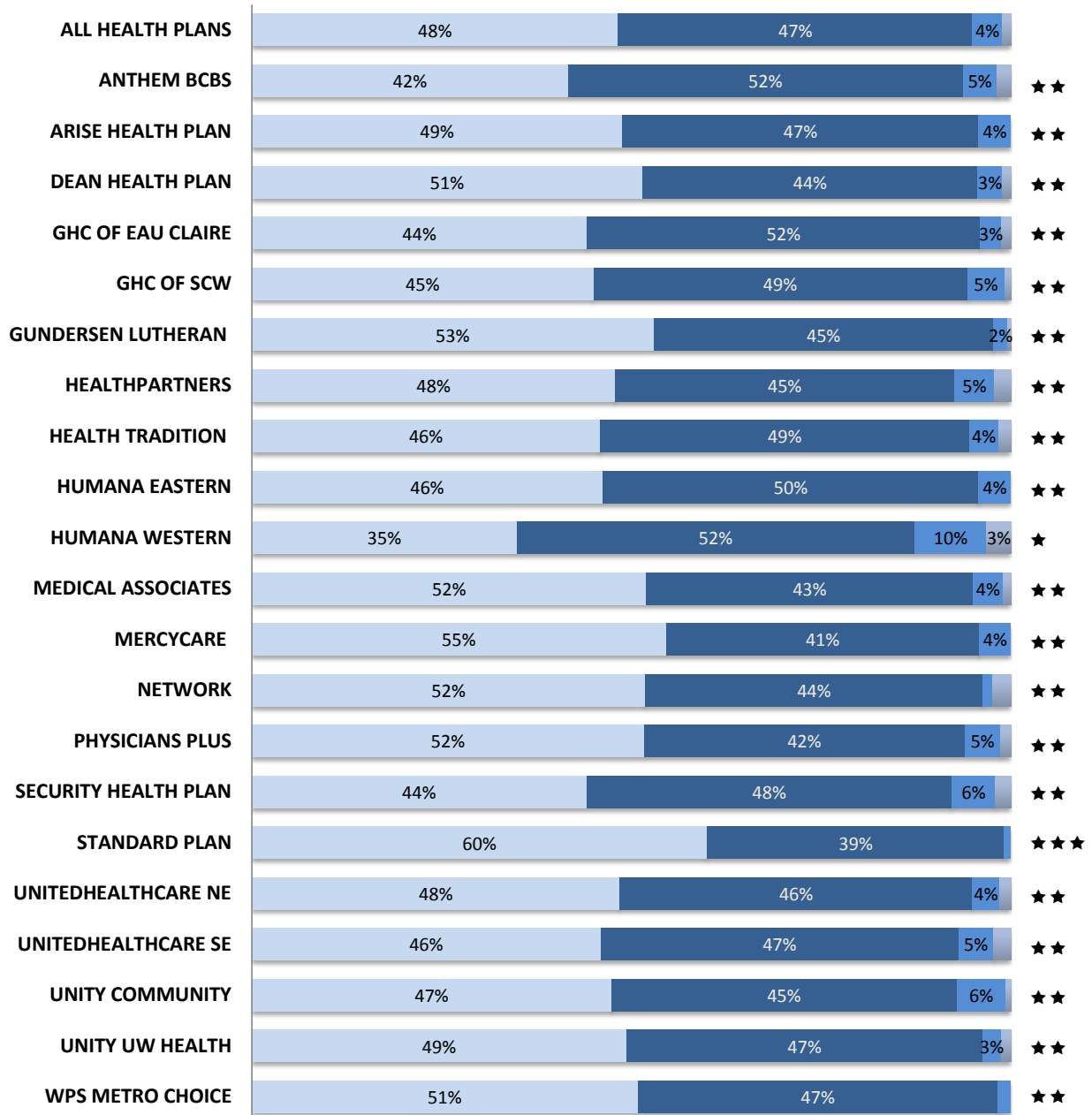
Q66c Agreement with: I had at least one negative experience with a primary care provider.

■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree

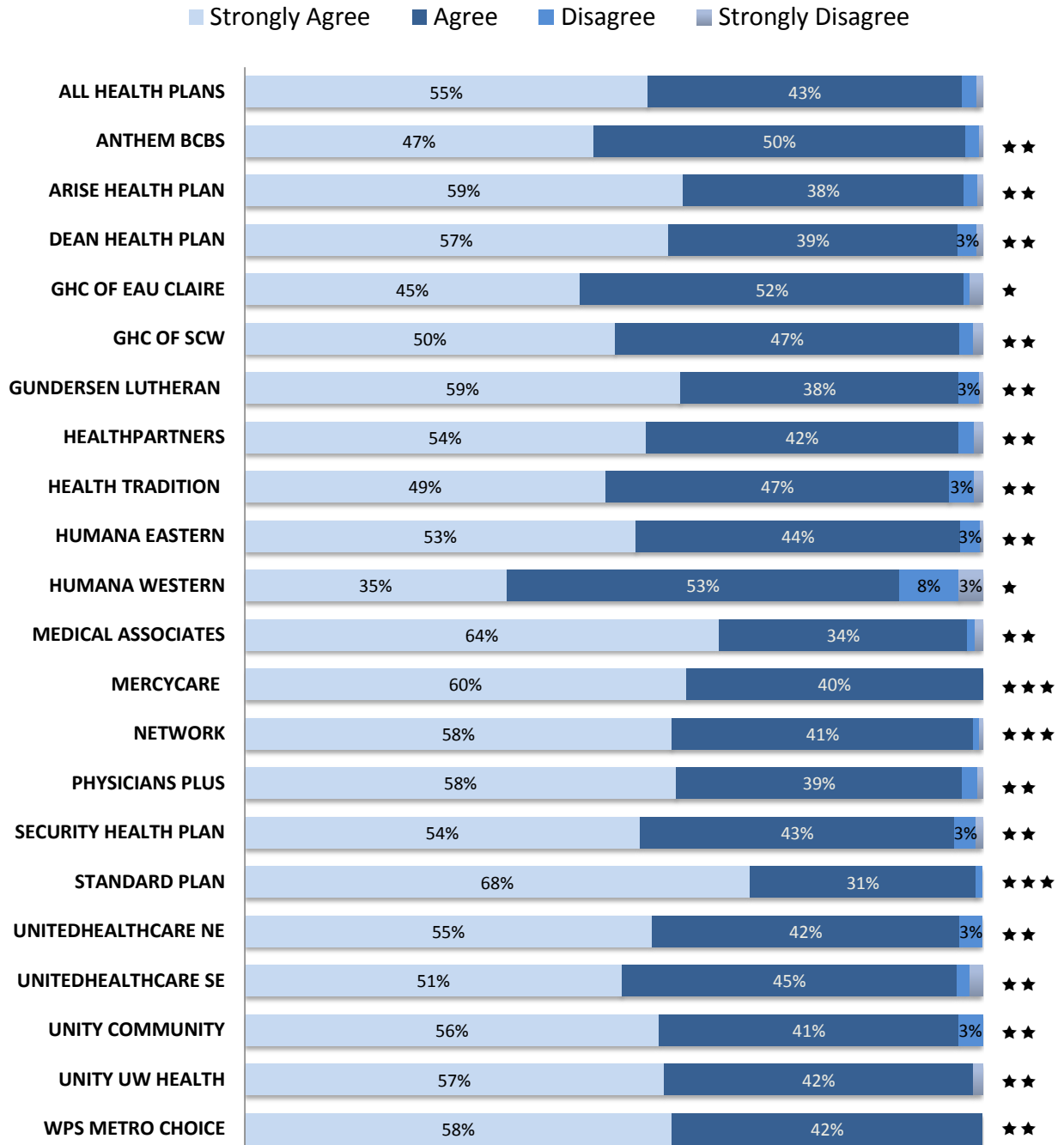


Q66d Agreement with: My overall experiences with specialists were positive.

■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree

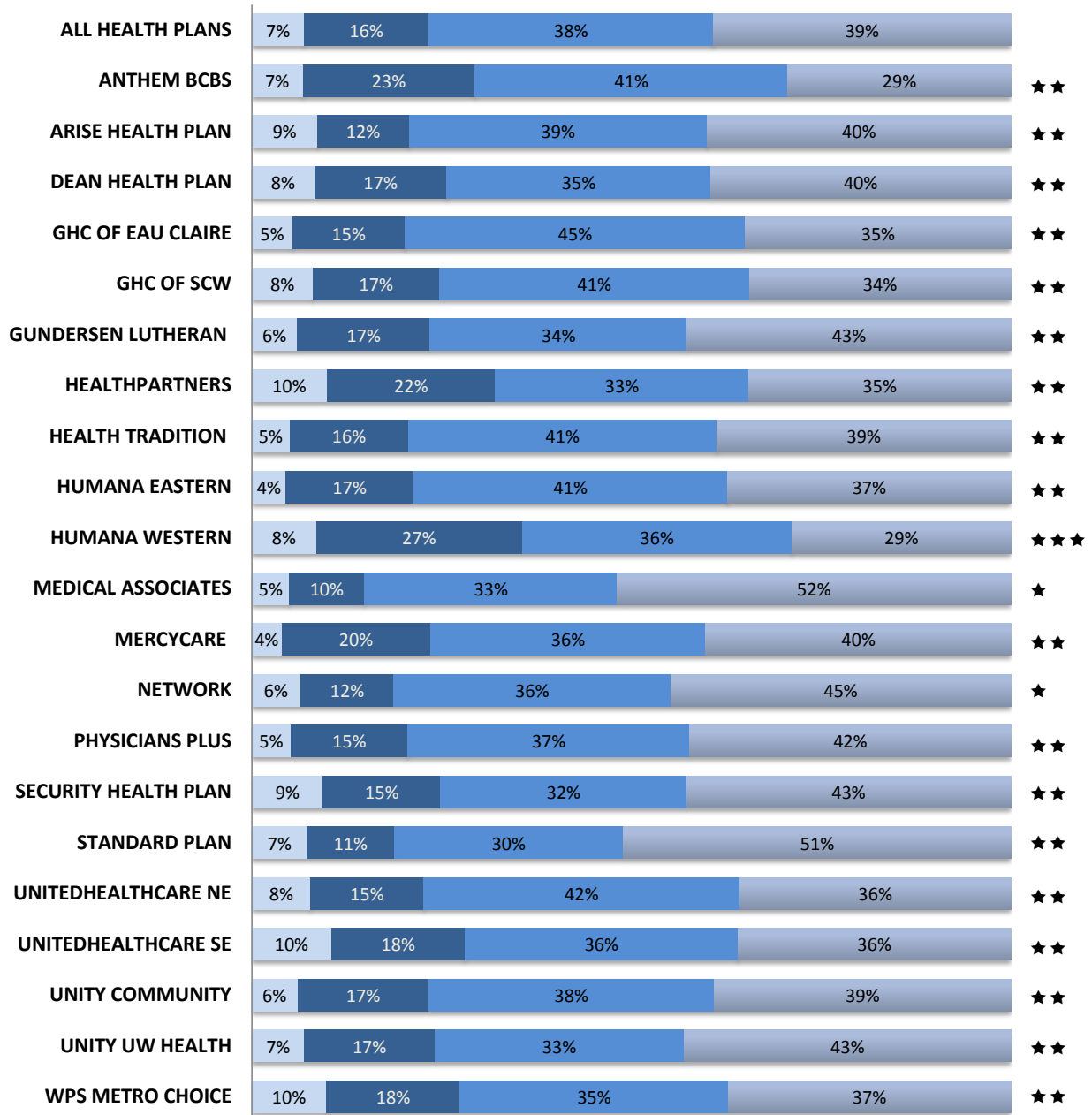


Q66e Agreement with: I had at least one positive experience with a specialist.



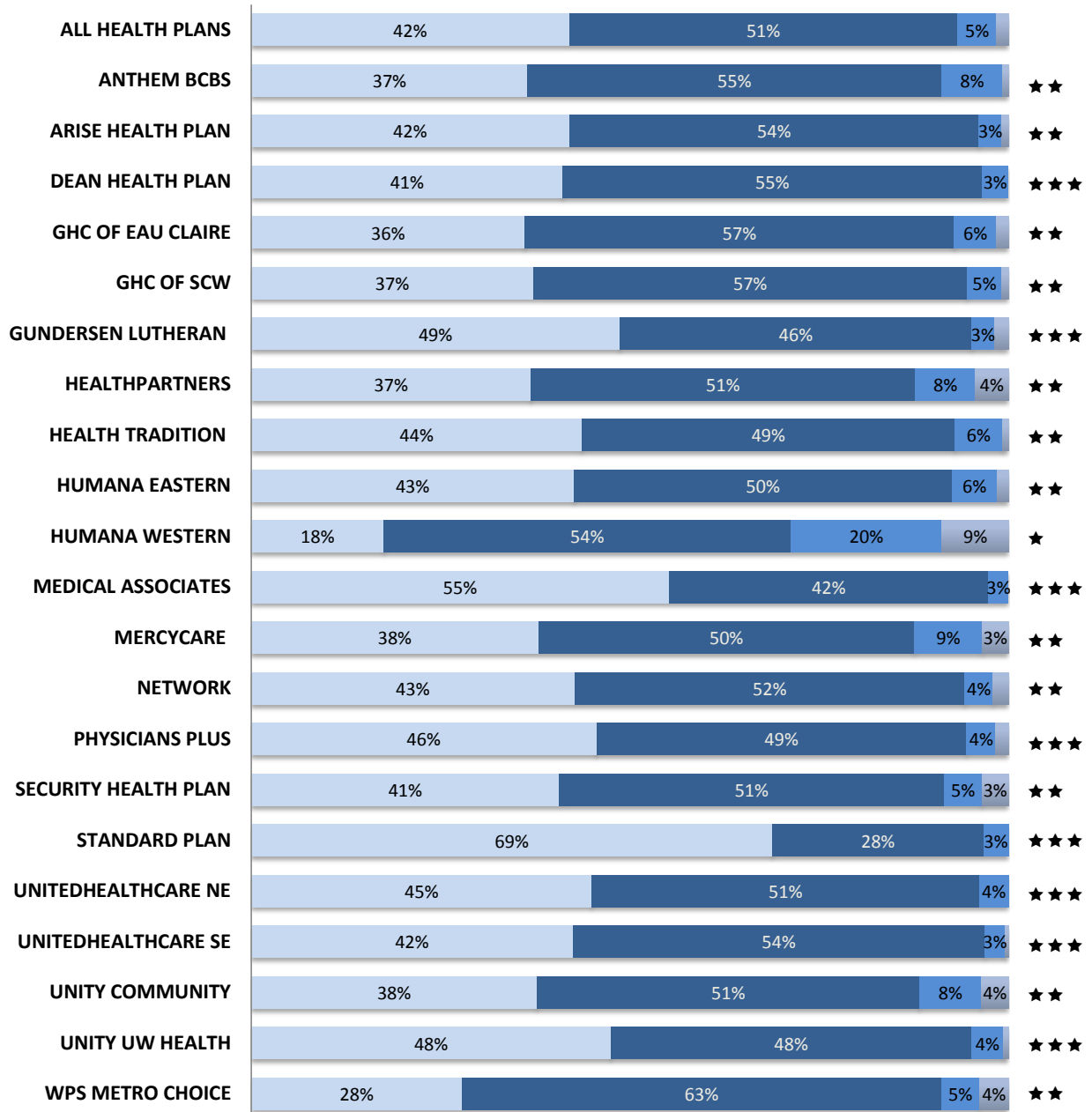
Q66f Agreement with: I had at least one negative experience with a specialist.

■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree



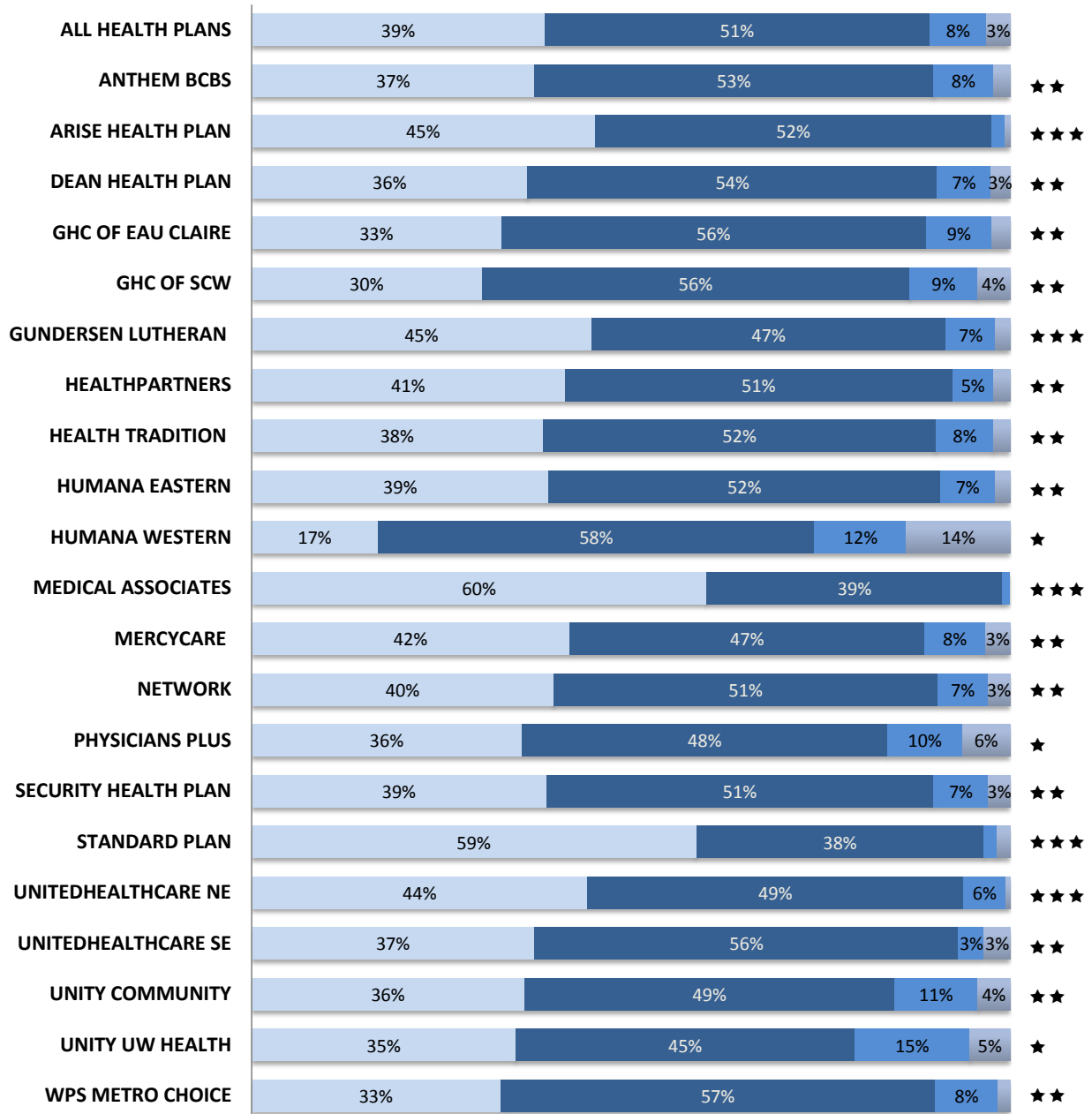
Q66g Agreement with: Overall, I had an adequate selection of providers offered through my health plan.

■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree



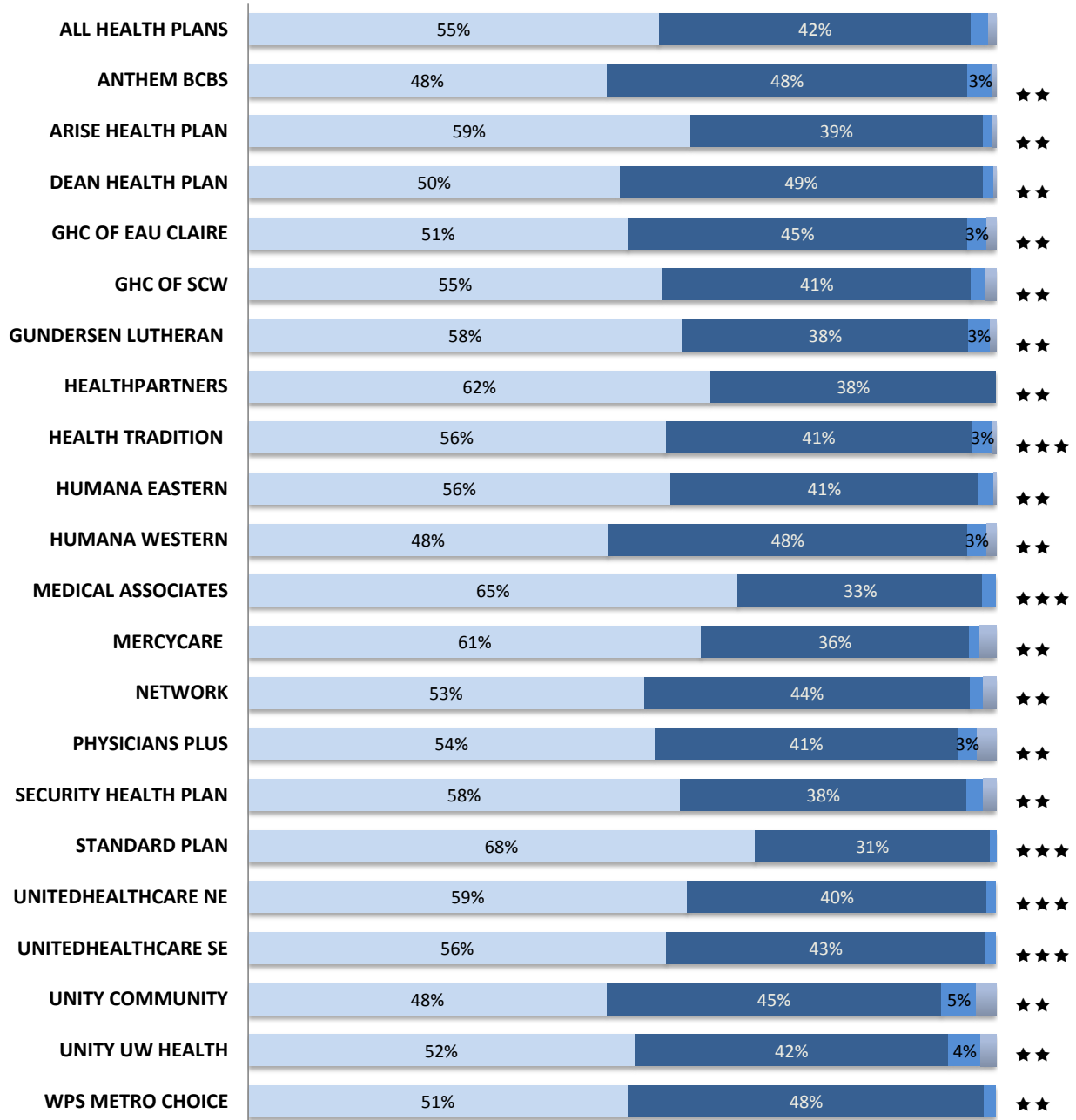
Q66j Agreement with: Overall, I was able to make appointments with specialists within a reasonable amount of time.

■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree



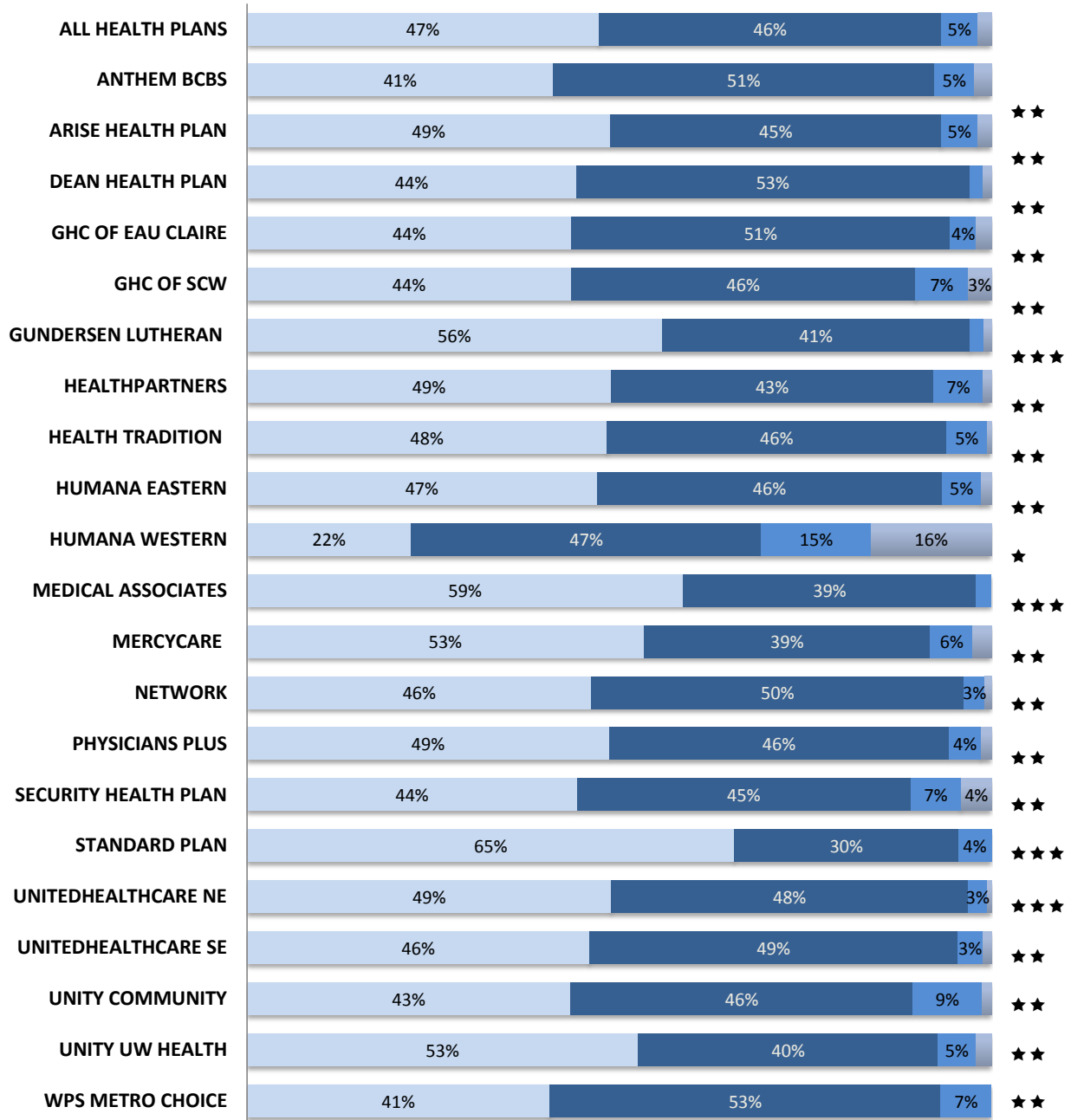
Q66k Agreement with: Overall, I was able to make appointments with a primary care provider located within a reasonable distance from where I live or work.

Strongly Agree Agree Disagree Strongly Disagree



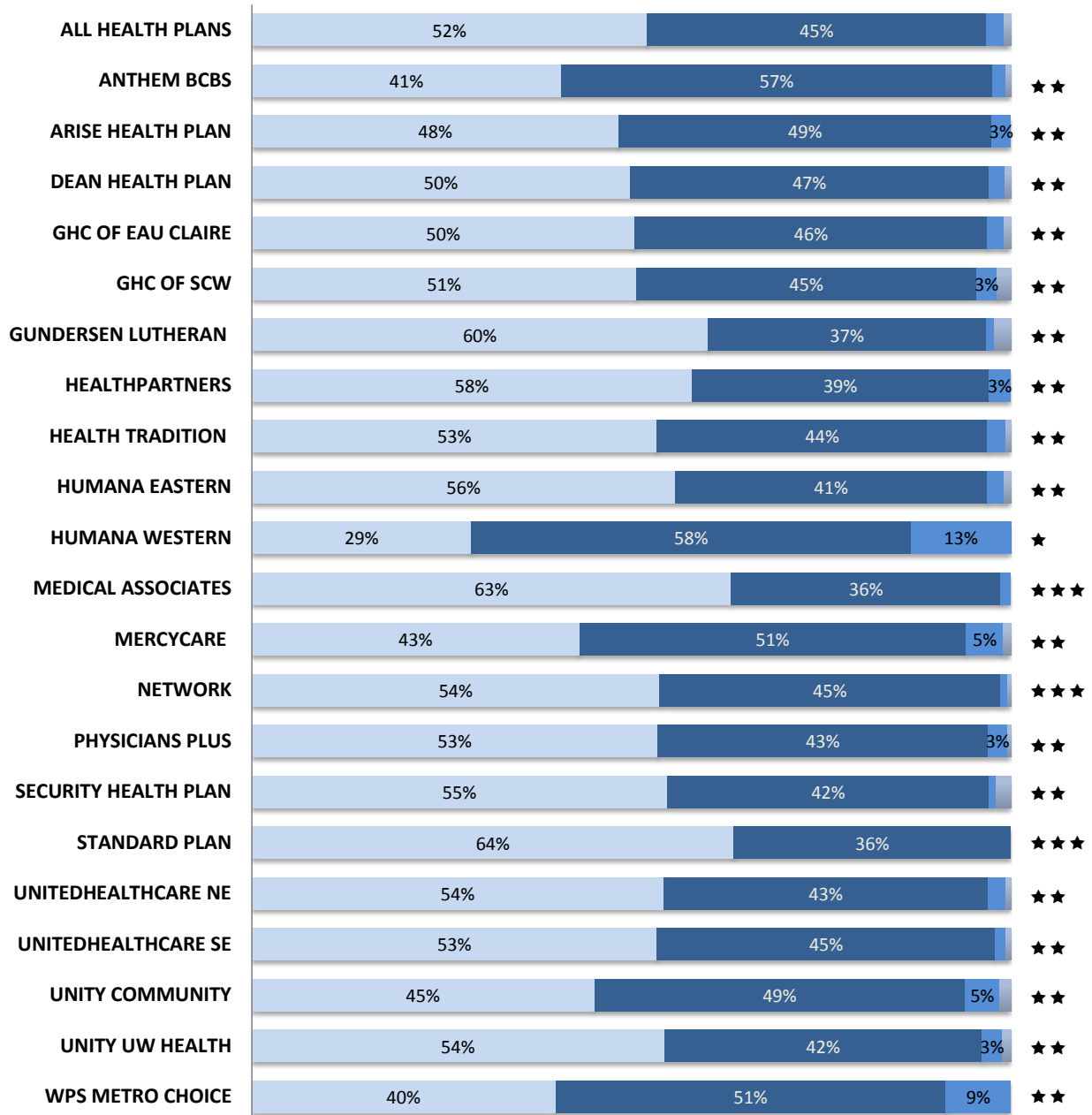
Q66I Agreement with: Overall, I was able to make appointments with specialists located within a reasonable distance from where I live or work.

■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree

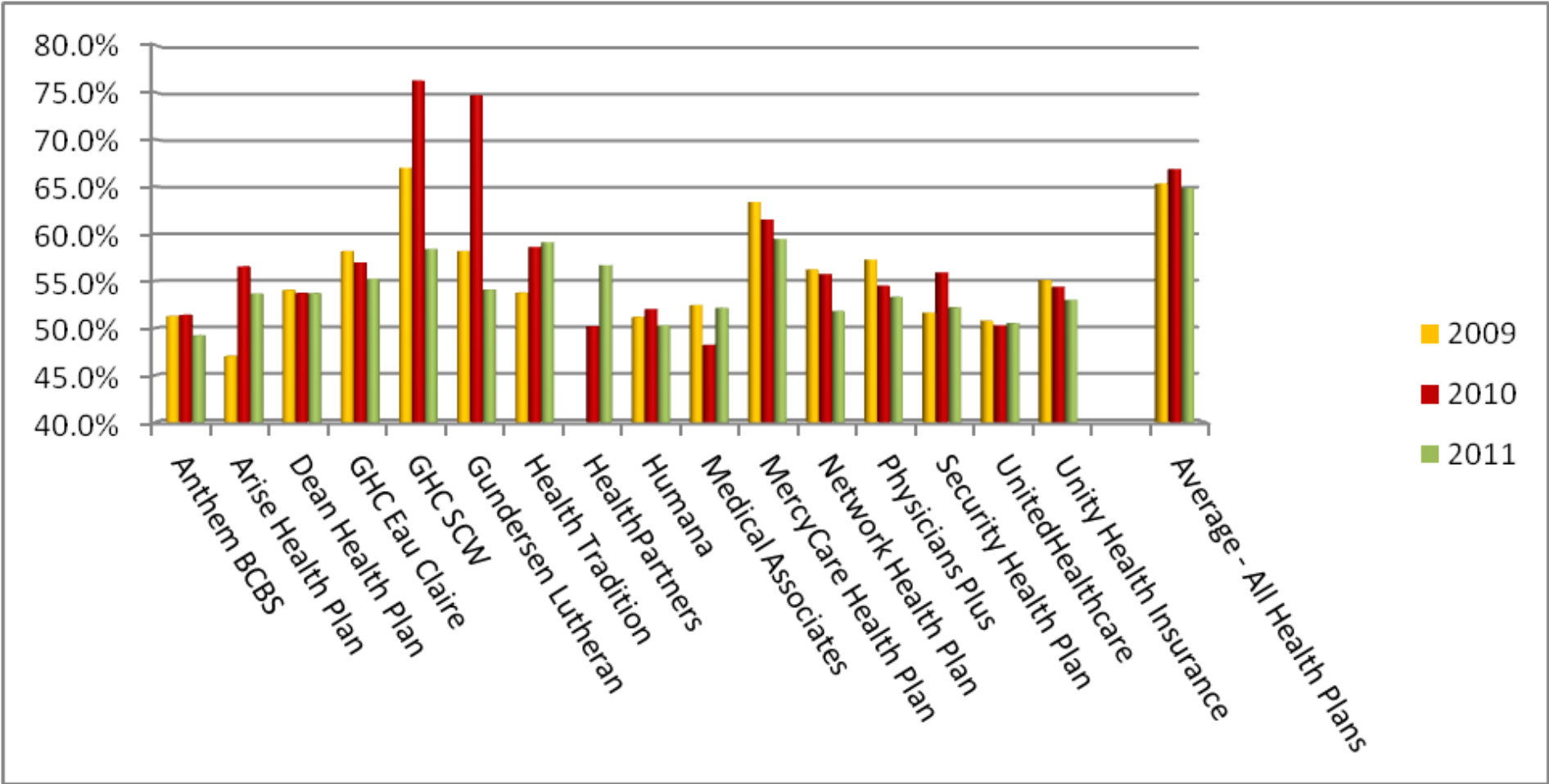


Q66m Agreement with: Overall, I was able to receive medical attention through urgent care when I needed it.

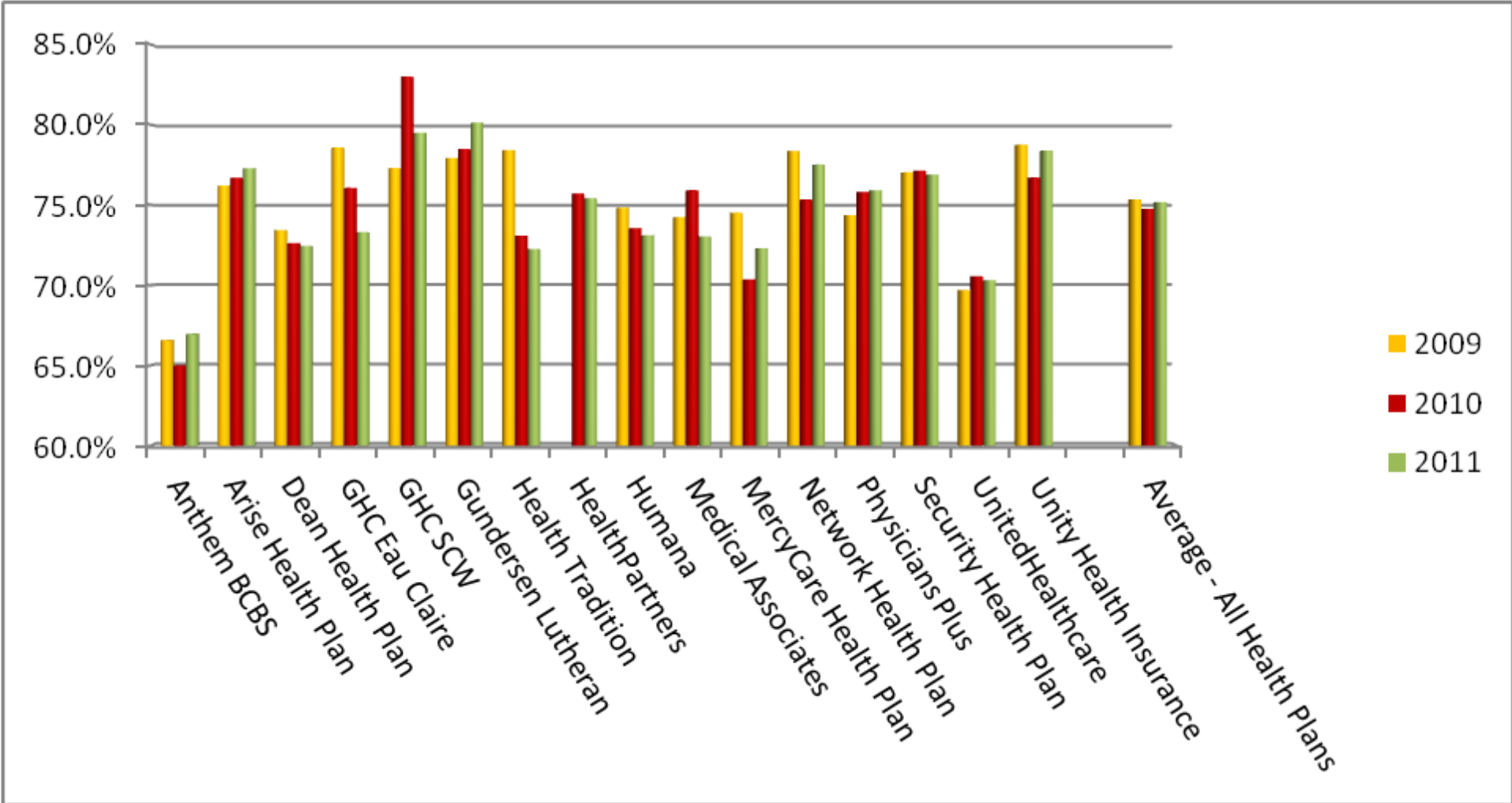
■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree



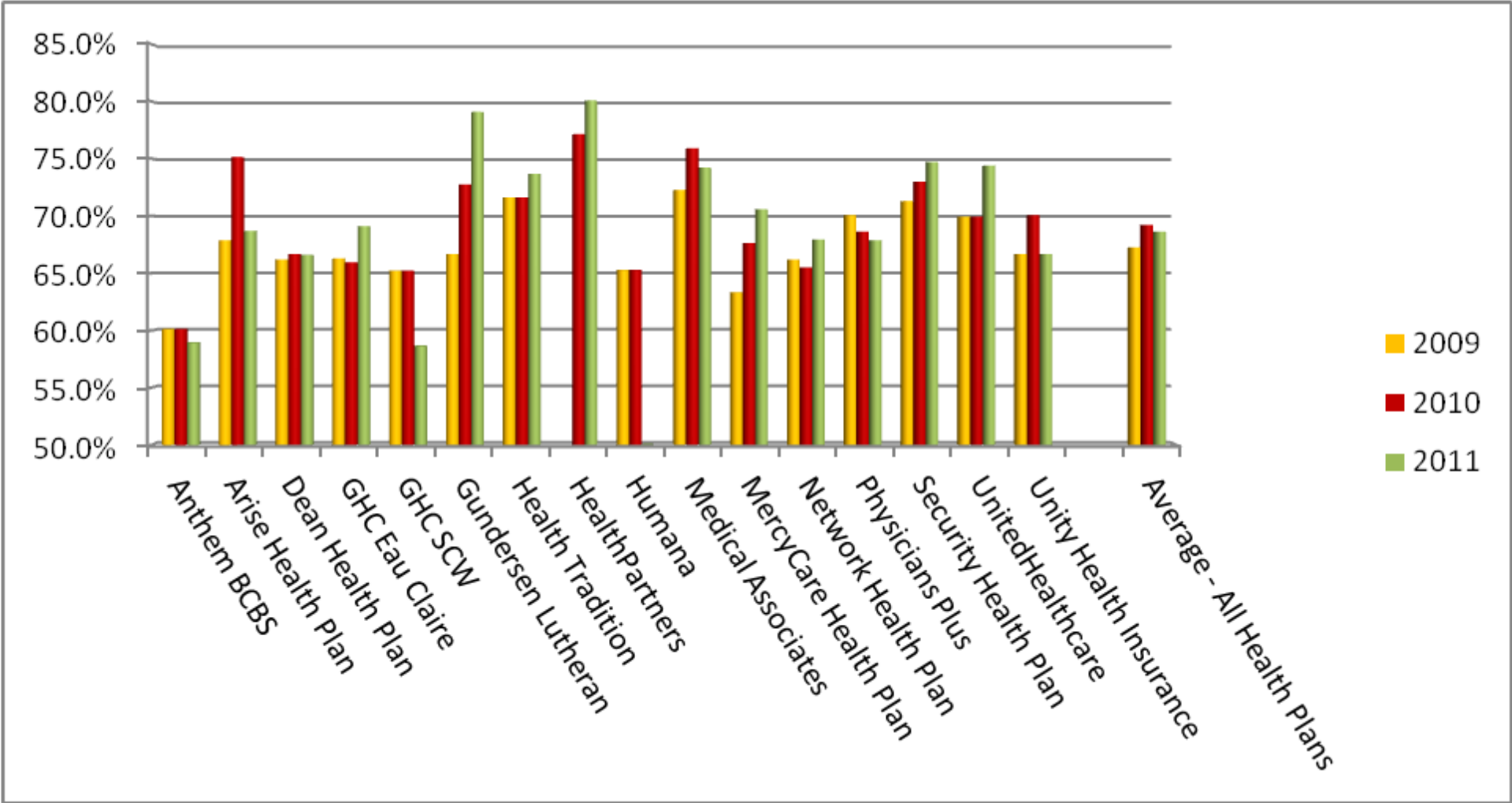
Appropriate Use of Antibiotics



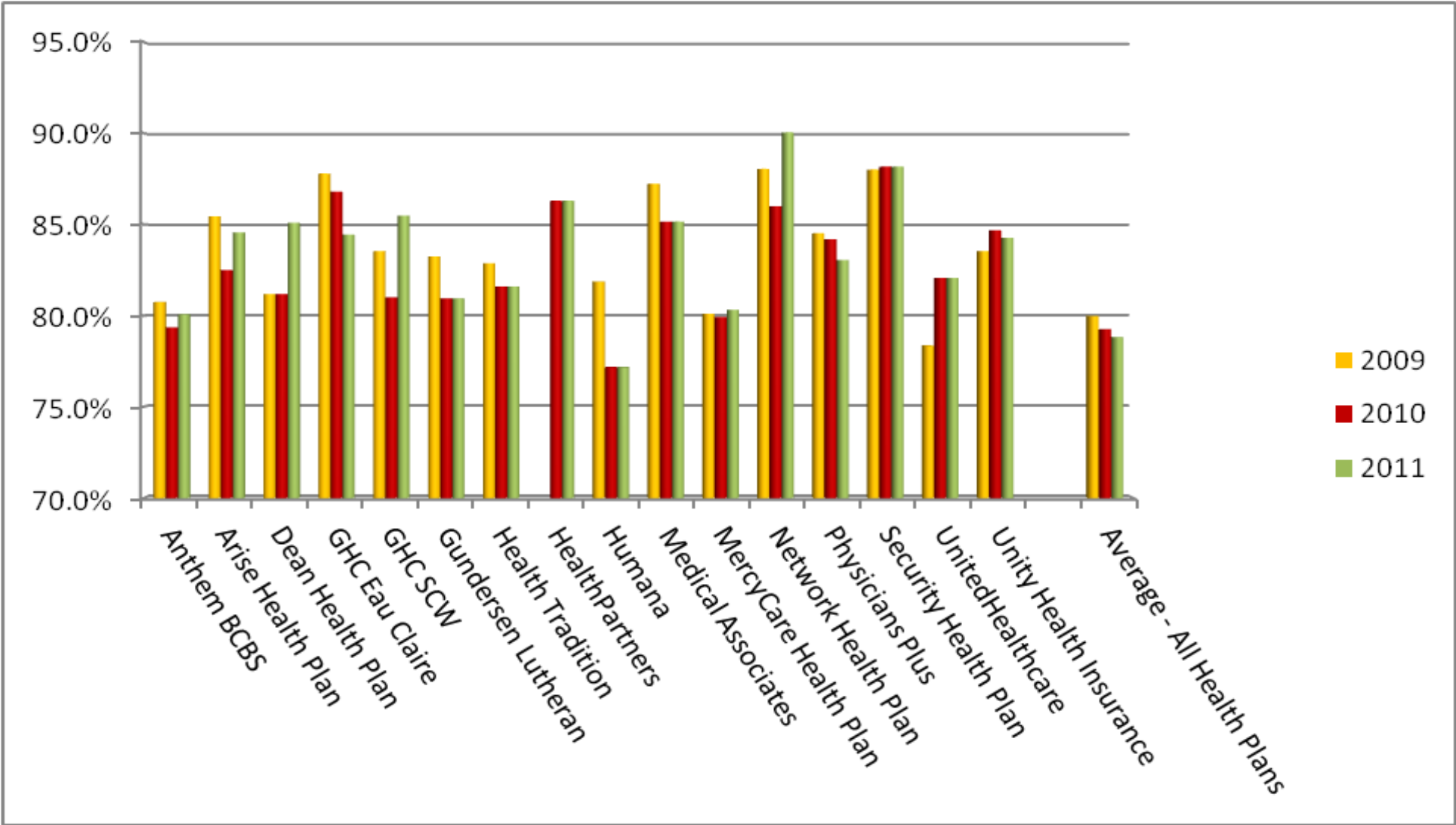
Cancer Screenings



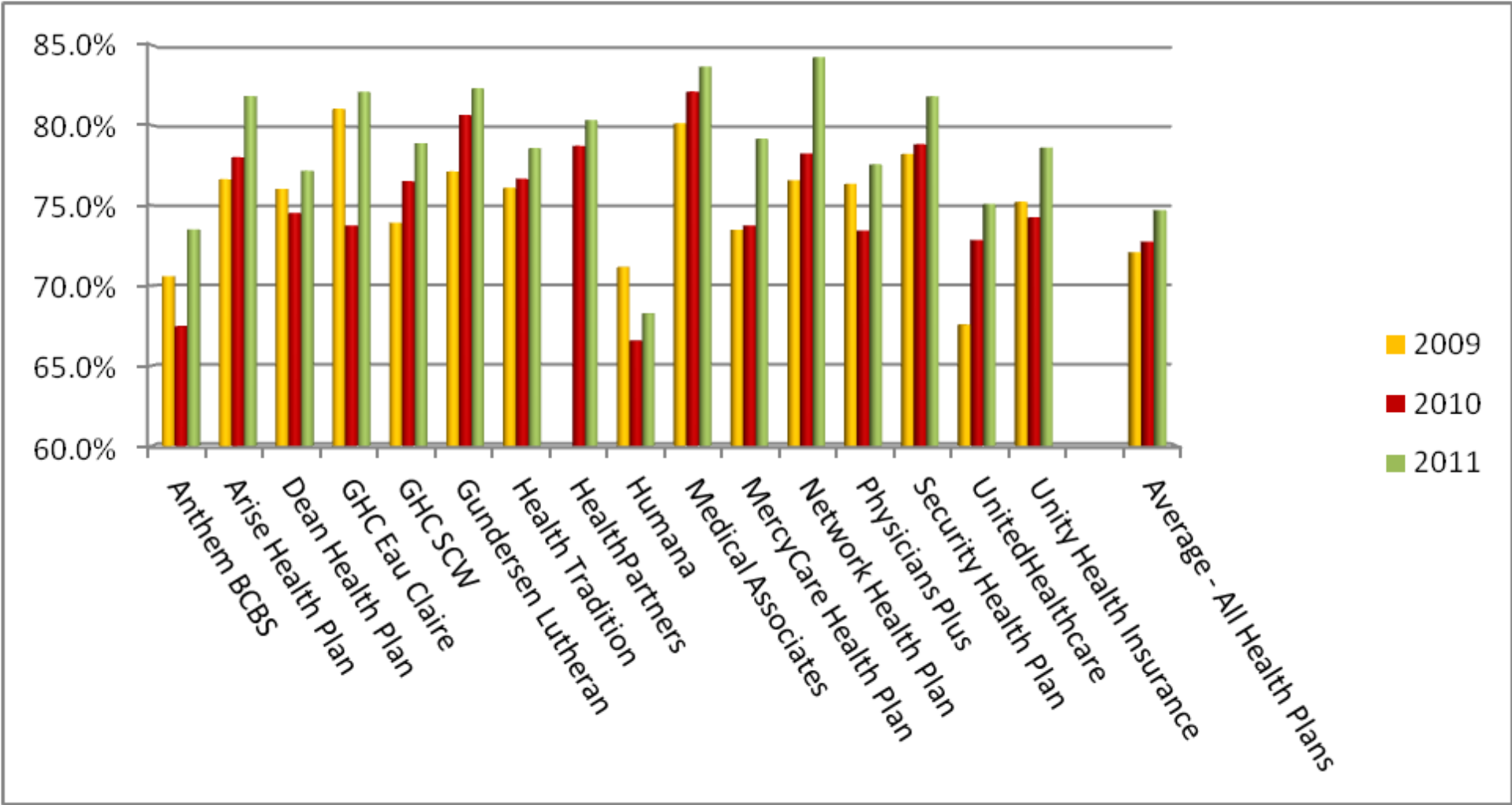
Controlling High Blood Pressure



Cholesterol Management for Patients with Cardiovascular Conditions



Diabetes Care



Annual Monitoring for Patients with Persistent Medications

