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DATE: January 16, 2013
TO: Group Insurance Board
FROM: Bill Kox, Deputy Administrator, Division of Insurance Services
John Bott, Manager of Insurance Projects, Division of Insurance Services
SUBJECT: Report on Healthcare Effectiveness Data and Information Set (HEDIS[®]) and
Consumer Assessment of Health Plans Surveys (CAHPS[®])

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

BACKGROUND

This memo provides a brief summary of the quality of our participating alternate health plans, as it was reported to members in the *It's Your Choice: 2013 Decision Guides*. There are two *Guides*: one for state employees, retirees, continuants and graduate assistants and the other for local government employees and retirees.

Including such comparative information in the *Guide* helps members objectively evaluate health plan quality as they review the materials and make changes/selections during the open enrollment period.

Health plan performance is assessed based on the following measures:

- The Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]):
 - Survey conducted in 2012 of consumers' satisfaction with the quality of care and customer service provided by their health plan.
- The Healthcare Effectiveness Data and Information Set (HEDIS[®]):
 - Submitted by health plans in 2012 based on 2011 data.

The quality measures are maintained by the National Committee on Quality Assurance (NCQA), the Centers for Medicare and Medicaid Services (CMS) and the Agency for Healthcare Research and Quality (AHRQ).

Board	Mtg Date	Item #
GIB	2.5.13	4D

Reviewed and approved by Lisa Ellinger, Administrator, Division of Insurance Services.

Signature Lisa Ellinger Date 1/22/13

The Department of Employee Trust Funds (ETF) has been reporting the performance of health plans using CAHPS and HEDIS since 2004. ETF staff, with guidance/input from an ETF contracted medical consultant, select the measures and the weights that comprise the 21 areas measured for *It's Your Choice*.

Information about the measures, how they are reported, diseases and conditions represented and the performance of health plans in each area appears in Appendix A.

CAHPS and HEDIS Overall Quality Composite

It's Your Choice contains an "Overall Quality" composite. This composite is also used for "quality credits," which are provided to high-performing health plans during the negotiation process. As the composite title implies, it is designed to provide a broad picture of the quality of the health plans.

Of the 25 health plans, the following are those scoring the highest and lowest:

High-Scoring Plans	Low-Scoring Plans
Group Health Cooperative - SCW	UnitedHealthCare – SE
Dean Health Plan	UnitedHealthCare – NE
Unity – Community	WEA Trust
Gundersen Lutheran Health Plan	Humana – Western
Network Health Plan	Humana – Eastern

High- and low-scoring plans are based on health plans in the highest and lowest quartile based on performance of the 25 health plans. Within the high and low scoring list, the health plans are in rank order. For example:

- Group Health Cooperative – SCW is at the 100th percentile
- Humana – Eastern is at the 1st percentile

Performance Varies by Area Measured

Health plans do not perform uniformly high or low across all 21 areas measured. A given health plan may excel in some areas, but have much room for improvement in other areas.

With a four star rating being the highest and one star being the lowest rating, the following is an example to help illustrate this point:

The most frequent performance at a four star level: 33% (7) of the areas measured
Group Health Cooperative - SCW

The most frequent performance at a one star level: 43% (9) of the areas measured
 Humana - Eastern

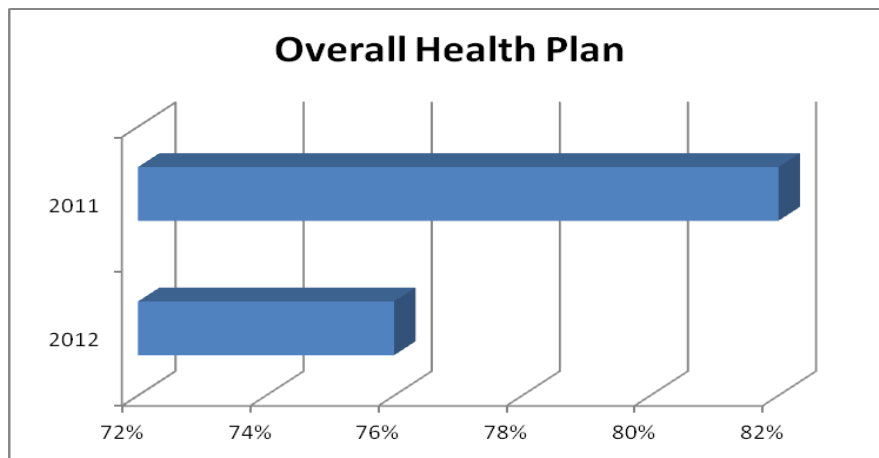
Performance Varies Over Time

The data used to measure performance need to be regularly updated because performance changes often occur over time, even from one year to the next. Below we provide two examples:

- a change in performance on average across the 25 health plans
- a change in performance to a specific health plan

Across the 25 health plans

The health plan average across the 25 health plans of members' rating of the overall health plan show statistically significant decline from 2011 to 2012.



Of the respondents in 2012, 76% gave their health plan a high rating.

Specific health plan

Although Humana-Western ranks among the lower-performing health plans on the Overall Quality Composite, the plan shows the most change of any health plan, with statistically significant improvement across several key measures in 2012 as compared with the prior year.

	2011	2012	Difference
Claims Processing Composite	70%	84%	+14
Rating of Specialist	72%	86%	+14
Getting appointment as soon as needed	92%	98%	+6

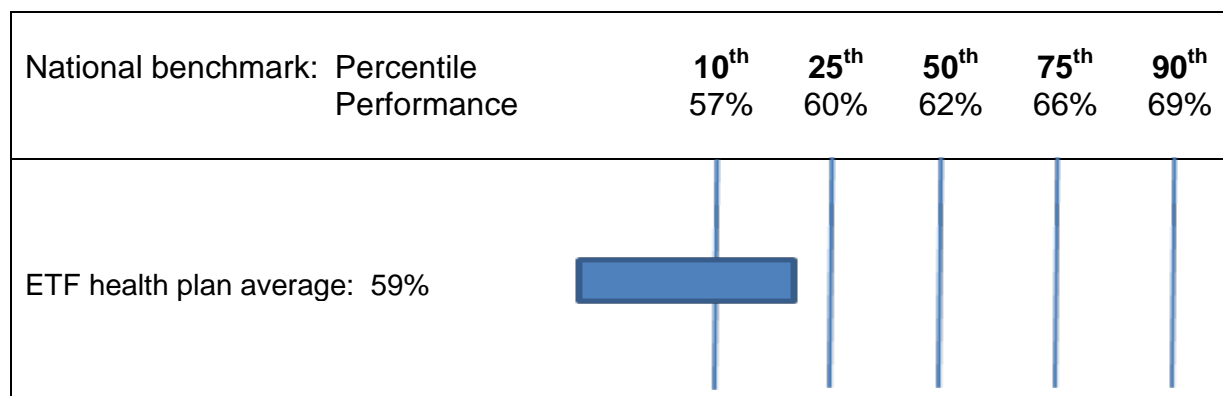
Shared Decision Making

Shared Decision Making is a specific area of emphasis for ETF. This is also an area where health plan performance is measured and reported to members in *It's Your Choice*.

The Shared Decision Making composite includes two survey questions:

- 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?
- 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?

In general, among the 25 health plans ETF offers, there is a lot of room for improvement in the area of Shared Decision Making. Below is a figure that depicts the average performance of the 25 health plans.



Use of *It's Your Choice*

Utilization of the health plan report card to make decisions about keeping or changing health plans, and the usefulness of this information, is relatively stable over the last two years.

- Utilization (% yes): 31% in 2011 versus 30% in 2012
- Usefulness (% very useful): 35% in 2011 versus 36% in 2012

Staff will be at the Board meeting to answer any questions.

Attachments: Appendix A: Excerpt of Health Plan Ratings from *It's Your Choice*

Choose Quality

QUALITY COMPOSITE RATING CHARTS

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 CAHPS® questions surveying our members about whether 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 CAHPS® survey questions 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.

Example of information types 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?

Appendix A: Excerpt of Health Plan Ratings from *It's Your Choice*

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 Blues	★★	★	★★★★	★★★	★
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 Plans	★★★	★★★	★★★★	★★★	★★
Network Health Plan	★★★	★★★	★★	★★★	★★★
Physicians Plus	★★★	★★★	★★★★	★★★	★★★
Security Health Plan	★★★	★★★	★★	★★★	★★★★
UnitedHealthcare NE	★	**NR	★★★	**NR	★★
UnitedHealthcare SE	★★	**NR	★★★	**NR	★★★
Unity - Community	★★★	★★★	★★★	★★★	★★★
Unity - UW Health	★★★	★★★	★★★	★★★	★★
WEA Trust PPO - East	★	**NR	★★★	**NR	★★★★

*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.

**NR signifies that not all necessary data was reported.

Appendix A: Excerpt of Health Plan Ratings from *It's Your Choice*

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 2010 to 2011.

↘ means that a health plan had a statistically significant decline in their score from 2010 to 2011.

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	8.16	8.46	8.73	8.48
Anthem Blues	★	★★	★★★	★★★
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 Plans	★★	★★	★★	★★★
Network Health Plan	★★★★↘	★★↘	★↘	★★
Physicians Plus	★★★★↘	★★★	★★↗	★★★
Security Health Plan	★★★★	★★★	★★★★↗	★★
Standard Plan	★★★	★★	★	★★
UnitedHealthcare NE	★★↘	★★★	★★	★★★
UnitedHealthcare SE	★★★	★★★★	★★★★	★★★
Unity - Community	★★★★	★★★	★★	★★★
Unity - UW Health	★★★★↘	★★★	★★	★★
WEA Trust PPO - East	★★★★	★★★★	★★★	★★★
WPS Metro Choice Southeast	★★	★★	★★★	★★

*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.

Appendix A: Excerpt of Health Plan Ratings from *It's Your Choice*

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 2010 to 2011.

↘ means that a health plan had a statistically significant decline in their score from 2010 to 2011.

Plan Name	Customer Service	Claims Processing	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Shared Decision Making
AVERAGE - All Health Plans	3.45	3.45	3.37	3.51	3.70	3.51
Anthem Blues	★	★	★★★	★★★	★★★	★★★
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 Plans	★★★★↗	★★	★★	★★	★★	★★★
Network Health Plan	★★★★↘	★★★★	★★★★↘	★	★★	★★★
Physicians Plus	★★★	★★★	★★	★	★★	★★
Security Health Plan	★★★★	★★★★	★★★★	★★★	★★★	★★★
Standard Plan	★★★	★★★	★★★	★★	★	★
UnitedHealthcare NE	★	★★	★★★★	★★★	★★	★★★★
UnitedHealthcare SE	★★	★★↘	★★★★	★★★	★★★★	★★
Unity - Community	★★★★	★★★★	★★★	★★★	★★	★★★
Unity - UW Health	★★★	★★★★↘	★↘	★	★★★	★★↘
WEA Trust PPO - East	★★★★	★★★★	★★★★	★★★★	★★★	★★★
WPS Metro Choice Southeast	★★★	★★	★★★	★★★	★★	★★

*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.

Appendix A: Excerpt of Health Plan Ratings from *It's Your Choice*

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 Blues	★	★★	★★★	★★★	★★★	★★★
Arise Health Plan	★★	★★	★★★	★★★	★★★	★
Dean Health Plan	★★	★★	★★★	★★★	★★★	★★★
GHC of Eau Claire	★★★	★★★	★★★	★★★	★★★	★★
GHC of SCW	★★★	★★★★	★★★	★★	★★★	★★★
Gundersen Lutheran	★★★	★★★	★★★	★★★	★★★	★★
Health Tradition	★★	★★★	★★★	★★★	★★★	★★★
HealthPartners	★★	★★★	★★★	★★★	★★★	★★★
Humana	★★	★★	★★★	★★	★★	★★★
Medical Associates	★★	★★	★★★	★★★	★★★	★★★
MercyCare Health Plans	★	★★	★★★	★★★	★★★	★
Network Health Plan	★★★	★★	★★★	★★	★★★	★★
Physicians Plus	★★★	★★★	★★★	★★★	★★★	★★★
Security Health Plan	★★★	★★	★★★	★★★	★★★	★★★★
UnitedHealthcare	★★★	★★	*NR	*NR	*NR	★★
Unity Health Insurance	★★★	★★	★★★	★★	★★★	★★★
WEA Trust PPO - East	★★★★	★★	*NR	*NR	*NR	★★★

*NR signifies that not all necessary data was reported.

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