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Correspondence Memorandum

Date: April 18, 2016
To: Group Insurance Board
From: Joan Steele, Manager of Performance Measurement
Office of Strategic Health Policy
Subject: 2016 It's Your Choice Report Card Summary

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

This memo provides a brief summary of the performance of participating health plans, as indicated in the report card for the 2016 It's Your Choice (IYC) enrollment period. Attached are two tables that summarize the report card results for the 2015 and 2016 IYC enrollment periods.

Background

The report card provides comparative information to help members objectively evaluate health plan performance as they make their selections during the IYC enrollment period. The report card is based on the following:

- Healthcare Effectiveness Data and Information Set (HEDIS) measures that are defined by the National Committee for Quality Assurance (NCQA) and assist with comparing the performance of health plans across a variety of health and disease categories. HEDIS measures in the 2016 IYC report card were submitted by health plans in 2015 and are based on 2014 data.
- Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey that is maintained by the Agency for Healthcare Quality and Research (AHQR). The CAHPS survey asks members to report and evaluate their experiences with health care service delivery. CAHPS results in the 2016 IYC report card are based on a survey conducted in 2015.
- Grievances filed with health plans. Grievance ratings in the 2016 IYC report card are based on 2014 data.

Reviewed and approved by Lisa Ellinger, Director, Office of
Strategic Health Policy

Electronically Signed 5/6/16

| Board | Mtg Date | Item # |
|-------|----------|--------|
| GIB | 5.18.16 | 6F |

Report Card Results

The report card consists of four composite ratings that assess how well the health plans are performing based on various HEDIS and CAHPS measures. A fifth rating is based solely on the number of grievances filed with the health plans. All of the ratings use a five-star scoring system in the report card in which five stars indicates the highest scoring plan(s) and one star indicates the lowest scoring health plans.

There is much variation noted among the health plans in report card performance and no health plan is a top or a bottom performer in every rating category.

The five ratings are summarized below.

1. Overall Performance: This composite rating is used for the “quality credit” that is provided to high performing health plans during the rate negotiation process. It provides a broad picture of how well the health plans are performing. It is comprised of nine HEDIS and CAHPS measures that include controlling high blood pressure, preventing readmissions to a hospital and avoiding overuse of antibiotics. The highest and lowest scoring health plans are shown below:

| Highest Scoring Plan | Lowest Scoring Plans |
|-----------------------|-------------------------------------|
| Gundersen Health Plan | MercyCare UnitedHealthcare of WI |

2. Quality: This composite compares how well health plans are performing in helping members with the maintenance and improvement of their health. It is comprised of eight HEDIS and CAHPS measures that include keeping cholesterol and blood pressure in check, getting screenings for breast cancer and colorectal cancer, and how well members think their health plan, primary care and specialist doctors are performing. The highest and lowest scoring health plans are shown below:

| Highest Scoring Plans | Lowest Scoring Plans |
|---|--|
| Gundersen Health Plan Medical Associates | Arise Health Plan Humana Physicians Plus |

3. Care Coordination: This composite compares how well health plans manage health care services over time. It is comprised of seven HEDIS and CAHPS measures that include managing medications over time related to antidepressants, asthma, and attention-deficit/hyperactivity disorder (ADHD), and how well members think their health plan is helping with coordinating care. The highest and lowest scoring health plans are shown below:

| Highest Scoring Plans | Lowest Scoring Plans |
|-------------------------------------|--|
| Arise Health Plan HealthPartners | Health Tradition Medical Associates |

4. Overuse of Services: This composite compares how well health plans use services wisely and avoid using services when they are not needed. It is comprised of four HEDIS measures that include overuse of imaging (CT scans, MRIs and x-rays), and using antibiotics appropriately for children with upper respiratory infections or pharyngitis. The highest and lowest scoring health plans are shown below:

| Highest Scoring Plans | Lowest Scoring Plans |
|---|----------------------------------|
| GHC of South Central WI HealthPartners | Humana UnitedHealthcare of WI |

5. Grievances: The health plan's grievance process is the first step in resolving member complaints. This rating is based on the number of grievances filed per 1,000 members in the state and local health insurance programs. Lower grievance rates have higher star ratings in the report card. The highest and lowest scoring health plans are shown below:

| Highest Scoring Plans <i>(Lower Grievance Rate)</i> | Lowest Scoring Plans <i>(Higher Grievance Rate)</i> |
|---|---|
| GHC of Eau Claire Medical Associates | Anthem Blue Humana |

Complete listings of the health plan scores in all of the rating categories for the last two years are shown in the Attachments.

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

Attachment A: 2016 IYC Report Card Ratings

Attachment B: 2015 IYC Report Card Ratings

Attachment A – 2016 IYC Report Card Ratings

| 2016 IYC Rating | Overall Performance Rating | Quality Rating | Care Coordination Rating | Overuse of Services Rating | Grievances Rating* |
|-------------------|--|--|---|--|---|
| ★★★★★★ Highest | Gundersen Health Plan | Gundersen Health Plan Medical Associates | Arise Health Plan <i>(all plans)</i> HealthPartners | GHC of South Central WI HealthPartners | GHC of Eau Claire Medical Associates |
| ★★★★★☆☆ | Dean Health Ins. <i>(all plans)</i> GHC of Eau Claire HealthPartners | GHC of Eau Claire HealthPartners Security Health Plan | Dean Health Ins. <i>(all plans)</i> Physicians Plus Unity <i>(all plans)</i> | Dean Health Ins. <i>(all plans)</i> MercyCare Physicians Plus | Dean Health Ins. <i>(all plans)</i> GHC of South Central WI WEA Trust <i>(all plans)</i> |
| ★★★★☆☆☆ | Anthem Blue <i>(all plans)</i> GHC of South Central WI Health Tradition Network Health Physicians Plus Security Health Plan Unity <i>(all plans)</i> | Anthem Blue <i>(all plans)</i> Dean Health Ins. <i>(all plans)</i> GHC of South Central WI Health Tradition Network Health UnitedHealthcare of WI Unity <i>(all plans)</i> | Anthem Blue <i>(all plans)</i> GHC of Eau Claire Gundersen Health Plan Humana <i>(all plans)</i> Network Health UnitedHealthcare of WI WEA Trust <i>(all plans)</i> | Arise Health Plan <i>(all plans)</i> GHC of Eau Claire Gundersen Health Plan Health Tradition Network Health Unity <i>(all plans)</i> WEA Trust <i>(all plans)</i> | Gundersen Health Plan Health Tradition MercyCare Network Health Physicians Plus Security Health Plan Unity <i>(all plans)</i> |
| ★★★☆☆☆☆ | Arise Health Plan <i>(all plans)</i> Humana <i>(all plans)</i> Medical Associates WEA Trust <i>(all plans)</i> | MercyCare WEA Trust <i>(all plans)</i> | GHC of South Central WI MercyCare Security Health Plan | Anthem Blue <i>(all plans)</i> Medical Associates Security Health Plan | Arise Health Plan <i>(all plans)</i> HealthPartners UnitedHealthcare of WI WPS <i>(all plans)</i> |
| ★★☆☆☆☆☆ Lowest | MercyCare UnitedHealthcare of WI | Arise Health Plan <i>(all plans)</i> Humana <i>(all plans)</i> Physicians Plus | Health Tradition Medical Associates | Humana <i>(all plans)</i> UnitedHealthcare of WI | Anthem Blue <i>(all plans)</i> Humana <i>(all plans)</i> |

* Lower grievance rates have higher star ratings.

Attachment B – 2015 IYC Report Card Ratings

| 2015 IYC Rating | Overall Performance Rating | Quality Rating | Care Coordination Rating | Overuse of Services Rating | Grievances Rating* |
|--------------------------|--|---|--|---|--|
| ★★★★★★ <i>Highest</i> | Gundersen Health Plan | Gundersen Health Plan HealthPartners | MercyCare | GHC of South Central WI | GHC of Eau Claire WEA Trust <i>(all plans)</i> |
| ★★★★★ | Dean Health Ins. <i>(all plans)</i> HealthPartners MercyCare | Medical Associates Security Health Plan | Arise Health Plan <i>(all plans)</i> GHC of South Central WI Security Health Plan UnitedHealthcare of WI | Gundersen Health Plan Health Tradition HealthPartners MercyCare | Dean Health Ins. <i>(all plans)</i> GHC of South Central WI Medical Associates |
| ★★★★☆ | GHC of South Central WI Health Tradition Humana <i>(all plans)</i> Medical Associates Security Health Plan UnitedHealthcare of WI Unity <i>(all plans)</i> | Dean Health Ins. <i>(all plans)</i> Health Tradition Humana <i>(all plans)</i> MercyCare Network Health UnitedHealthcare of WI Unity <i>(all plans)</i> WEA Trust <i>(all plans)</i> | Gundersen Health Plan Health Tradition HealthPartners Humana <i>(all plans)</i> Network Health Unity <i>(all plans)</i> | Dean Health Ins. <i>(all plans)</i> Humana <i>(all plans)</i> Medical Associates Physicians Plus Unity <i>(all plans)</i> | Health Tradition MercyCare Network Health Physicians Plus Security Health Plan Unity <i>(all plans)</i> WPS <i>(all plans)</i> |
| ★★★☆☆ | Arise Health Plan <i>(all plans)</i> GHC of Eau Claire Network Health Physicians Plus | GHC of Eau Claire GHC of South Central WI Physicians Plus | Dean Health Ins. <i>(all plans)</i> GHC of Eau Claire Medical Associates Physicians Plus | Anthem Blue <i>(all plans)</i> Arise Health Plan <i>(all plans)</i> GHC of Eau Claire Network Health | Anthem Blue <i>(all plans)</i> Arise Health Plan <i>(all plans)</i> Gundersen Health Plan UnitedHealthcare of WI |
| ★★☆☆☆ <i>Lowest</i> | Anthem Blue <i>(all plans)</i> WEA Trust <i>(all plans)</i> | Anthem Blue <i>(all plans)</i> Arise Health Plan <i>(all plans)</i> | Anthem Blue <i>(all plans)</i> WEA Trust <i>(all plans)</i> | Security Health Plan UnitedHealthcare of WI WEA Trust <i>(all plans)</i> | HealthPartners Humana <i>(all plans)</i> |

* Lower grievance rates have higher star ratings.