

2013

2013 Health Plan Comparison in New York State

A report comparing Quality and Satisfaction Performance results for Health Plans



State of New York
Andrew M. Cuomo, Governor

Department of Health
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INTRODUCTION

Managed care plans provide a wide range of health services to millions of New Yorkers. Choosing a managed care plan that meets your needs and the needs of your family is an important decision. There are many things to consider before choosing a managed care plan. Does your current doctor participate in the plan? Does the plan enroll members in the county in which you live? Does the plan offer special services that will enhance the health of your family? This report is designed to help you make an informed decision by providing you with clear, easy-to-read information on managed care plan performance with respect to primary and preventive health visits, health care for acute illness, behavioral health, and medical management of select chronic diseases. This report provides information on the managed care plans currently enrolling members in New York State, including the regions of the state they serve, the types of managed care products they provide, how to contact their member services departments, and other information about enrollment and national accreditation status.

QUALITY MEASUREMENT IN NEW YORK STATE

As a way of monitoring managed care plan performance and improving the quality of care provided to New York State residents, the New York State Department of Health (NYSDOH) implemented a public reporting system in 1994 called the Quality Assurance Reporting Requirements (QARR). QARR is largely based on measures of quality established by the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®). QARR also includes information collected using a national satisfaction survey, Consumer Assessment of Healthcare Providers and Systems CAHPS®. CAHPS data is collected every year for commercial enrollees. The NYSDOH sponsors a CAHPS survey for both adults and children enrolled in Medicaid managed care and Child Health Plus (CHP) every two years. The most recent survey for adults was done in late 2011 and the most recent survey for children was done in late 2012.

DATA SOURCES

This report contains information about managed care plans including results from standardized quality of care measures, consumer satisfaction surveys, and information about providers in the plans' networks. Health plans have their information validated by a licensed auditor organization prior to sending it to the NYSDOH. Only valid information is published in this report. The data presented in this report are largely from care provided to members during the 2012 calendar year.

Who Reports?

This report contains information on 28 distinct organizations. Eleven organizations reported on Commercial HMO enrollees; 10 reported on Commercial PPO members; 17 reported on their Medicaid enrollees; 18 reported on Child Health Plus members; and 3 reported on HIV Special Needs Plan (HIV SNP) enrollees. One HIV SNP had only partial year enrollment and the plan-specific results are suppressed in this report, although the data were included in the calculation of the statewide averages. Please note that not all health plans serve commercial, Medicaid and/or Child Health Plus enrollees in every region of the state. To determine which managed care plans participate in your area please see our Managed Care Regional Consumer Guides.

Performance Measure Reporting

The NYSDOH does not require health plans to collect all measures every year. For measures that were not collected for 2012, the most recent information available is included in this report. The following measures were collected for 2011, but not for 2012:

- Adolescent Preventive Care Measures
- Childhood Immunization Status
- Cholesterol Management for Patients with Cardiovascular Conditions
- Colorectal Cancer Screening
- Comprehensive Diabetes Care
- Lead Screening in Children
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents
- CAHPS Surveys for Medicaid Adults

New measures for the 2012 measurement year are considered first year measures, and consistent with NCQA policy, individual plan rates are not published.

USING THIS REPORT

This report represents results of health plan performance organized to allow comparison between health plans of the same type of insurance for each specific measure. Measures are organized into general domains to make it easier to focus on results in a related area. To use this report, first select the area of interest or domain, and then look for the type of insurance. The measures are arranged in columns with the title of the measure at the top, and a list of plan rates underneath. The health plans' names are along the left hand side of the page and the plan's rate for that measure is on the line with the plan name, under the column for that measure. Symbols are provided to indicate whether the plan performed statistically better (▲) or worse (▼) than the statewide average (significance ratings).

When comparing plan rates and associated significance ratings, you may notice plans that have the same numerical rating but a different significance rating. While this may seem like an error, plan significance ratings are based on how much a plan's rate differs from the statewide average and the number of individuals included in the rate. Therefore, plans can have the same rate but have different significance ratings because their rates are based on different numbers of enrollees. Variations and/or extremes in utilization are difficult to interpret for plans with low enrollment. For this reason, plans with fewer than 30 eligible members are excluded from the statistical calculations of the percentiles, but

are still included in the calculation of the statewide averages. All rates based on denominators of less than 30 are reported in the tables with a dashed line.

Shown at the bottom of the table is the New York State (NYS) average used to determine whether the difference in the plan rate to this overall rate is statistically better or worse. Whenever available, a national average is shown underneath the NYS average. This information allows you to see how a plan is doing compared to the NYS average as well as how NYS compares in the national picture.

What is in this report?

Information about the health plans is divided into the following seven areas:

- Plan Profiles
- Adult Health Care
- Behavioral Health
- Child and Adolescent Health
- Provider Network
- Satisfaction with Care for Adults and Children
- Women's Health

Types of Insurance

Information on five types of managed care insurance is included in this report: Commercial HMO, Commercial PPO, Medicaid, Child Health Plus, and Medicaid HIV Special Needs Plans (SNPs).

Commercial HMO	Individual or employer sponsored health insurance. This is a form of health insurance where a health plan contracts with a network of providers to provide care; the member selects a primary care provider to coordinate care; and referrals to some services or specialists may be required.
Commercial PPO	Individual or employer sponsored health insurance. This is a form of health insurance where a health plan contracts with a network of providers to provide care; there is no primary care provider assignment; and referrals to some services or specialists are not usually required.
Medicaid	Government sponsored health insurance. This is a form of health insurance where a health plan contracts with a network of providers to provide care; the member selects a primary care provider to coordinate care; and referrals to some services or specialists may be required. This includes people who are eligible for Medicaid managed care and Family Health Plus (NYS’s expansion program for adults age 19 and older).
Child Health Plus	Government sponsored health insurance, although individuals may pay part of premium for some eligibility levels. This is a form of health insurance where a health plan contracts with a network of providers to provide care; the member selects a primary care provider to coordinate care; and referrals to some services or specialists may be required. This is NYS’s version of the federal State Children’s Health Insurance Program (SCHIP) for people up to age 19.
HIV SNP	Government sponsored health insurance. This is a form of health insurance specific for Medicaid persons living with HIV/AIDS. The SNP contracts with a network of providers to coordinate medical care; access to other services important for the care of HIV/AIDS, such as substance abuse counselors, and social service coordinators, may also be part of the SNP.

OTHER DEPARTMENT OF HEALTH REPORTS AND WEBSITES

Managed Care performance data is available in several formats and related data, including utilization data and information about demographic variation. All reports described below are available on the Department’s website at http://www.health.ny.gov/health_care/managed_care/reports/.

Statewide Executive Summary of Managed Care in New York State

The 2013 Statewide Executive Summary of Managed Care contains a higher-level summary of selected results that can be found in this report from a statewide perspective. It will allow plans and purchasers of health care to gauge New York State performance against national benchmarks and identify improvement opportunities.

Health Plan Comparison Report (Web version)

The information contained in this report is available on the Department’s website as an interactive report card for health care consumers for five types of managed care insurance: Commercial HMO, Commercial PPO, Medicaid, HIV Special Needs Plan (HIV SNP) and Child Health Plus.

Regional Consumer Guides

The consumer guides contain information on quality and satisfaction ratings in a condensed fashion that is meant to be very user-friendly for people evaluating the quality of health plans. Guides for 2013 are available for six regions of the state: New York City, Long Island, Hudson Valley, Northeast, Central, and Western New York. Guides for Medicaid, Commercial HMO, Commercial PPO, and Child Health Plus enrollees can be obtained free of charge at the Department’s website.

Health Plan Service Use in New York State

The 2013 Health Plan Service Use in New York State report contains additional information on access and utilization of certain services. This report contains data on Commercial HMO, Commercial PPO, Medicaid and Child Health Plus members' access to care for children and adults, use of hospitals and ERs, rates of various surgical procedures and rates of antibiotic utilization.

Health Care Disparities in New York State

The 2013 Health Care Disparities report provides information about variation in quality of care received in New York State by select demographic characteristics such as gender, age, race/ethnicity, aid category and region. The report contains both Medicaid and Child Health Plus managed care data.

FEEDBACK

We welcome suggestions and comments on this publication. Please contact us at:

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This section provides an overview of each managed care plan operating in New York State during 2012. Health plans that also enroll commercial members in their Preferred Provider Organization (PPO) products are listed in an additional profile table in this section. The profiles include the following information:

Measure	Description
Type of Insurance Product	A plan may enroll members under difference products such as Commercial HMO (HMO), Medicaid managed care (MA), Child Health Plus (CHP), or Family Health Plus (FHP). The product a plan offers is indicated by the following symbol: ○. Commercial PPO (PPO) is in a separate table.
Plan Service Areas	The 62 counties of New York State are divided into six regional plan service areas. Managed care organizations are certified to operate in specific counties in New York State. Please contact the health plans in your area to find out if they are currently enrolling in your county of residence.
Long Island (LI)	Nassau, Suffolk
New York City (NYC)	Bronx, Kings (Brooklyn), New York (Manhattan), Queens, Richmond (Staten Island)
Hudson Valley (HV)	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester
Northeast (NE)	Albany, Clinton, Columbia, Delaware, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, Washington
Central (CEN)	Broome, Cayuga, Chenango, Cortland, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, St. Lawrence, Tioga, Tompkins
Western (WST)	Allegany, Cattaraugus, Chautauqua, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming, Yates
Member Services Information	A toll-free member services number and the health plan's main website URL.
NCQA Accreditation	The National Committee for Quality Assurance's (NCQA) comprehensive accreditation process is conducted by a team of physicians and managed care experts. The accreditation level granted by NCQA is contained in this column. For more information about the accreditation process, levels of certification, and most recent ratings, please visit the NCQA website at www.ncqa.org .
2012 Enrollment	The total number of enrollees in the health plans as of December 31, 2012. While this report presents quality of care data for commercial, Medicaid, and Child Health Plus enrollees, plans may also have membership in other products such as Medicare. The enrollment figures presented here include membership in all products that are included in QARR measures. Plans with commercial membership may include Health Maintenance Organization (HMO), and Point of Service (POS) members in their commercial enrollment.
Percent Change from 2011	The percent change in total enrollment between December 31, 2011 and December 31, 2012.

HMO PLAN PROFILES

Health Plan	Type of Insurance					Plan Service Areas*						Member Services
	HMO	MA	SNP	CHP	FHP	LI	NYC	HV	NE	CEN	WST	
Aetna	<input type="radio"/>					<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>		<input checked="" type="radio"/>		1-800-872-3862
Affinity Health Plan		<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>				1-866-247-5678
Amida Care			<input type="radio"/>				<input checked="" type="radio"/>					1-800-556-0689
CDPHP	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>			<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>		1-800-777-2273
Easy Choice Health Plan of NY	<input type="radio"/>						<input checked="" type="radio"/>					1-866-747-8422
Empire	<input type="radio"/>			<input type="radio"/>		<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>			1-800-261-5962
Excellus BlueCross BlueShield	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>				<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	1-800-722-7884
Fidelis Care New York		<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	1-888-343-3547					
HIP (EmblemHealth)	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>		1-800-447-8255				
Health Plus (Amerigroup)		<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>				1-800-600-4441
HealthNow New York Inc.***	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>				<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	1-866-231-0847
Healthfirst PHSP, Inc.		<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>					1-866-463-6743
Hudson Health Plan		<input type="radio"/>		<input type="radio"/>	<input type="radio"/>			<input checked="" type="radio"/>				1-800-339-4557
Independent Health	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>						<input checked="" type="radio"/>	1-800-501-3439
MVP	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>			<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	1-888-687-6277
MetroPlus Health Plan		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input checked="" type="radio"/>					1-800-303-9626
Neighborhood Health Providers		<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>					1-800-826-6240
Oxford	<input type="radio"/>					<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>				1-800-444-6222
Total Care		<input type="radio"/>		<input type="radio"/>	<input type="radio"/>					<input checked="" type="radio"/>		1-800-223-7242
UnitedHealthcare Community Plan		<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	1-800-493-4647					
Univera Community Health		<input type="radio"/>		<input type="radio"/>	<input type="radio"/>						<input checked="" type="radio"/>	1-800-494-2215
Univera Healthcare***	<input type="radio"/>										<input checked="" type="radio"/>	1-800-427-8490
VNSNY CHOICE Select Health			<input type="radio"/>				<input checked="" type="radio"/>					1-866-469-7774
WellCare of New York		<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>			1-800-288-5441

*Plans may not participate in all counties in regions indicated
 Not every plan may be accepting new enrollment. Please call the plan Member Services number to confirm availability.
 **Data source: NCQA website: <http://www.ncqa.org>
 NCQA Accreditation Status as of November 2013
 ***Enrollment data reported as combined HMO and PPO membership.

HMO PLAN PROFILES (CONTINUED)

Website	NCQA Accreditation**	2012 Enrollment	Percent Change from 2011
www.aetna.com	Commendable	82,897	-24%
www.affinityplan.org		253,978	-3%
www.amidacareny.org		5,608	19%
www.cdphp.com	Excellent	217,166	-4%
www.easychoiceny.com		14,415	-19%
www.empireblue.com	Commendable	329,866	-30%
www.excellusbcbcs.com	Excellent	368,372	-1%
www.fideliscare.org		806,575	13%
www.emblemhealth.com	Commendable	591,343	-3%
www.myamerigroup.com	Scheduled	421,950	290%
www.healthnowny.com	Excellent/Commendable	364,995	0%
www.healthfirstny.org		562,769	12%
www.hudsonhealthplan.org		106,914	-5%
www.independenthealth.com	Excellent/Commendable	202,311	-3%
www.mvphealthcare.com	Excellent	148,027	-14%
www.metroplus.org		430,469	3%
www.getnhp.com		216,450	3%
www.oxfordhealth.com	Commendable	726,058	17%
www.totalcareny.com		31,088	-31%
www.uhccommunityplan.com	Excellent	333,542	13%
www.univeracomcommunityhealth.org		44,227	-8%
www.univerahealthcare.com	Commendable	61,591	-7%
www.vnsnychoice.org		5,618	0%
www.wellcare.com	Scheduled	76,919	3%

*Plans may not participate in all counties in regions indicated

Not every plan may be accepting new enrollment. Please call the plan Member Services number to confirm availability.

**Data source: NCQA website: <http://www.ncqa.org>

NCQA Accreditation Status as of November 2013

***Enrollment data reported as combined HMO and PPO membership.

PPO PLAN PROFILES

Health Plan	Type of Insurance	Plan Service Areas*						Member Services
	PPO	LI	NYC	HV	NE	CEN	WST	
Aetna Life Insurance Company - New York	<input type="radio"/>	●	●	●	●	●	●	1-800-872-3862
CDPHP Universal Benefits, Inc.	<input type="radio"/>			●	●	●		1-877-269-2134
CGLIC (CHLIC)	<input type="radio"/>	●	●	●	●	●	●	1-800-244-6224
Empire HealthChoice HMO, Inc.	<input type="radio"/>	●	●	●	●			1-800-342-9816
Excellus BlueCross BlueShield	<input type="radio"/>				●	●	●	1-877-757-3850
GHI (EmblemHealth)	<input type="radio"/>	●	●	●	●	●	●	1-800-624-2414
HIP (EmblemHealth)	<input type="radio"/>	●	●	●				1-800-447-8255
MVP Preferred PPO	<input type="radio"/>			●	●	●	●	1-888-687-6277
Oxford Health Insurance Company, Inc. - New York	<input type="radio"/>	●	●	●				1-800-444-6222
UnitedHealthcare Insurance Company of New York, Inc.	<input type="radio"/>	●	●	●	●	●	●	1-866-633-2446

*Plans may not participate in all counties in regions indicated

Not every plan may be accepting new enrollment. Please call the plan Member Services number to confirm availability.

**Data source: NCQA website: <http://www.ncqa.org>

NCQA Accreditation Status as of November 2013

PPO PLAN PROFILES (CONTINUED)

Website	NCQA Accreditation**	2012 Enrollment	Percent Change from 2011
www.aetna.com	Commendable	651,631	3%
www.cdphp.com	Excellent	136,613	38%
www.cigna.com	Commendable	515,680	46%
www.empireblue.com		1,710,854	-24%
www.excellusbcbcs.com	Commendable	678,186	3%
www.emblemhealth.com		242,877	-12%
www.emblemhealth.com		30,481	-4%
www.mvphealthcare.com		124,859	-21%
www.oxfordhealth.com	Commendable	386,759	-8%
www.myuhc.com	Commendable	1,806,771	3%

*Plans may not participate in all counties in regions indicated

Not every plan may be accepting new enrollment. Please call the plan Member Services number to confirm availability.

**Data source: NCQA website: <http://www.ncqa.org>

NCQA Accreditation Status as of November 2013

This section provides information on how well managed care plans provide care to their adult members, including managing chronic illnesses, providing access to preventive health screenings and treatments, and encouraging appropriate use of healthcare resources and treatments.

Two measures encouraging appropriate use of medical resources, imaging studies for lower back pain and antibiotic use are presented. Overuse of imaging studies, including X-rays, MRIs, and CT-Scans can be harmful to the recipient as well as being costly. The overuse of antibiotics contributes to the development of antibiotic resistant bacteria in the community.

Encouraging healthful choices is an important role for providers, and the medical assistance with smoking cessation measures are a measure of how often these interactions occur. The CAHPS survey of members' experiences with health care provides the information for both the smoking cessation measures and an estimate of the number of members who receive influenza vaccinations. In addition to receiving annual flu vaccinations, a number of other preventive services are available to managed care members. Data collected from health plans indicates the percent of members who receive screening for colon cancer and the percentage that are screened

for obesity by having their body mass index (BMI) calculated. The number of young adults enrolled in Medicaid who received routine dental care is presented as well.

Chronic conditions such as cardiovascular disease, respiratory conditions (such as asthma and COPD), and diabetes are a major focus of healthcare resources and affect a growing number of members enrolled in New York's managed care plans. Several measures of quality of care for each of these conditions are shown for both the commercial and Medicaid populations. In addition, members using medications to treat these and other conditions on a long-term basis are at increased risk of harm from side effects and drug toxicity. Several measures indicating how often members using such medications received appropriate testing to monitor these issues are presented here.

Finally, for members in Medicaid managed care living with HIV/AIDS, several indicators of quality care are presented. These measures were developed by New York State and include how often members utilize services as well as whether specific screening tests have occurred.

MEASURE DESCRIPTIONS

Measure	Description (Type of Insurance Product)
Managing Preventive Care	
Colon Cancer Screening	The percentage of adults, ages 50 to 75 years, who had appropriate screening for colorectal cancer. This measure was not collected in 2012; 2011 data is presented in this report. (CO, PPO, MA, HIV SNP)
Adult BMI Assessment	The percentage of members, ages 18 to 74 years, with an outpatient visit, who had their body mass index (BMI) documented during the measurement year or the year prior the measurement year. (CO, PPO, MA, HIV SNP)
Annual Dental Visit	The percentage of young adults, ages 19 to 21 years, who had at least one dental visit within the last year. (MA)
Flu Shot for Adults	The percentage of members, ages 50 to 64 years, who have had a flu shot. This measure is collected as part of the CAHPS survey and is calculated as a two-year rolling average for commercial Medicaid; results are based on a single year. This measure was not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (CO, PPO, MA, HIV SNP)

Measure	Description (Type of Insurance Product)
Managing Preventive Care (Continued)	
Discussion of Aspirin Risks and Benefits	The percentage of eligible members who are currently taking aspirin. Eligible members include: men, ages 46 to 65 years, with at least one cardiovascular risk factor; men, ages 66 to 79 years, regardless of risk factors; and women, ages 56 to 79 years, with at least two cardiovascular risk factors. This measure is collected as part of the CAHPS survey and is calculated as a two-year rolling average for commercial results. (CO, PPO)
Aspirin Use	The percentage of men, ages 46 to 79 years, and women, ages 56 to 79 years, who discussed the risks and benefits of using aspirin with a doctor or health provider. This measure is collected as part of the CAHPS survey and is calculated as a two-year rolling average for commercial results. (CO, PPO)
Managing Acute Illness	
Use of Imaging Studies for Low Back Pain	The percentage of members with a primary diagnosis of low back pain who did NOT have an imaging study (X-ray, MRI, CT scan). A higher score indicates more appropriate treatment of people with low back pain. (CO, PPO, MA, HIV SNP)
Avoidance of Antibiotic Therapy in Adults with Acute Bronchitis	The percentage of adults, ages 18 to 64 years, with acute bronchitis who did NOT receive a prescription for antibiotics. A higher score indicates more appropriate treatment of people with acute bronchitis. (CO, PPO, MA)
Medical Assistance with Smoking Cessation	The percentage of members, ages 18 years and older, who are current smokers or tobacco users and who received medical information about smoking or tobacco use cessation from a health care provider. This measure is collected as part of the CAHPS survey. This measure was not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (CO, PPO, MA, HIV SNP)
1) Advising Smokers to Quit 2) Discussion of Smoking Cessation Medications 3) Discussion of Smoking Cessation Strategies	The percentage of eligible adults who were advised by their healthcare provider to quit smoking or using tobacco products. The percentage of eligible adults who discussed or were recommended cessation medications such as nicotine gum, patch or prescription medication. The percentage of eligible adults who discussed or were provided smoking cessation methods or strategies other than medications.
Managing Cardiovascular Conditions	
Controlling High Blood Pressure	The percentage of members, ages 18 to 85 years, who have hypertension and whose blood pressure was adequately controlled (below 140/90). (CO, PPO, MA)
Cholesterol Management for Patients with Cardiovascular Conditions	The percentage of members, ages 18 to 75 years, with a cardiovascular condition, who had at least one cholesterol screening test and whose cholesterol level was below the recommended level (100 mg/dL) during the measurement year. This measure was not collected in 2012; 2011 data is presented in this report. (CO, PPO, MA)
Persistence of Beta-Blocker Treatment	The percentage of members, ages 18 years and older, who were hospitalized after a heart attack and received persistent beta-blocker treatment for six months after discharge. (CO, PPO, MA)

Measure	Description (Type of Insurance Product)
Managing Respiratory Conditions	
Use of Appropriate Medications for People with Asthma (Ages 19-64)	The percentage of members, ages 19 to 64 years, with persistent asthma who received at least one appropriate medication to control their condition during the measurement year. (CO, PPO, MA, HIV SNP)
Appropriate Asthma Medication – 3+ Controllers (Ages 16-64)	The percentage of members, ages 19 to 64 years, with persistent asthma who had three or more controller medication dispensing events in the last year. (CO, PPO, MA, HIV SNP)
Medical Management for People with Asthma 50% Days Covered (Ages 19-64)	The percentage of members, ages 19 to 64 years, with persistent asthma who filled prescriptions for asthma controller medications during at least 50% of their treatment period. (CO, PPO, MA, HIV SNP)
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	The percentage of members, ages 40 years and older, with a new diagnosis of COPD or newly active COPD, who received spirometry testing to confirm the diagnosis. (CO, PPO, MA, HIV SNP)
Pharmacotherapy Management of COPD Exacerbation	The percentage of COPD exacerbation events for members, ages 40 years and older, who have had an acute inpatient discharge or ED visit and who were dispensed appropriate medications to manage the exacerbation. This measure is presented as two separate rates. (CO, PPO, MA, HIV SNP)
1) Corticosteroid Rate	The percentage of events when the member was prescribed a systemic corticosteroid within 14 days of the event.
2) Bronchodilator Rate	The percentage of events when the member was prescribed bronchodilator within 30 days of the event.
Comprehensive Diabetes Care	
Monitoring Diabetes	
Monitoring Diabetes	This group of measures report components of care for members, ages 18 to 75 years, with diabetes and the rate at which they received necessary components of diabetes care. The measures presented here monitor diabetes. These measures were not collected in 2012; 2011 data is presented in this report.
1) HbA1c Testing	The percentage of members with diabetes who received at least one Hemoglobin A1c (HbA1c) test within the past year. (CO, PPO, MA, HIV SNP)
2) Lipid Profile	The percentage of members with diabetes who had at least one cholesterol screening test done during the past year. (CO, PPO, MA, HIV SNP)
3) Dilated Eye Exam	The percentage of members with diabetes who had a retinal eye screening exam during the last year or who had a negative retinal exam in the year prior. (CO, PPO, MA, HIV SNP)

Measure	Description (Type of Insurance Product)
Monitoring Diabetes (Continued)	
4) Monitoring for Nephropathy	The percentage of members with diabetes who had at least one nephropathy screening test or had evidence of nephropathy during the last year. (CO, PPO, MA, HIV SNP)
5) Received All Tests	The percentage of members with diabetes who had at least one of each of the following: HbA1c test, cholesterol screening test, dilated eye exam, and medical attention for nephropathy. (MA, HIV SNP)
Managing Diabetes Outcomes	
Managing Diabetes Outcomes	This group of measures report components of care for members, ages 18 to 75 years, with diabetes and the rate at which they received necessary components of diabetes care. The measures presented here measure outcomes for diabetes. These measures were not collected in 2012; 2011 data is presented in this report.
1) Poor HbA1c Control	The percentage of members with diabetes whose most recent HbA1c level indicated poor control (>9.0 percent). (CO, PPO, MA, HIV SNP)
2) Lipids Controlled	The percentage of members with diabetes whose most recent level of bad cholesterol was below the recommended level (LDL-C <100 mg/dL). (CO, PPO, MA, HIV SNP)
3) Blood Pressure Controlled	The percentage of members with diabetes whose most recent blood pressure reading was below 140/90. (CO, PPO, MA, HIV SNP)
4) HbA1c & Lipids Controlled	The percentage of members with diabetes whose most recent HbA1c level was at or less than 9.0 percent and whose most recent level of bad cholesterol was below the recommended level (LDL-C <100 mg/dL). (MA, HIV SNP)
Managing Medications	
Drug therapy for Rheumatoid Arthritis	The percentage of members with rheumatoid arthritis who were dispensed at least one prescription for a disease modifying anti-rheumatic drug. (CO, PPO, MA)
Annual Monitoring for Patients on Persistent Medications	The percentage of members, ages 18 years older, who were taking certain medications for a minimum of six months and who received specific monitoring tests. The following rates specify categories of medications that are of interest: (CO, PPO, MA, HIV SNP)
1) ACE Inhibitors or ARBs	The percentage of members who received at least a 180-day supply of ACE inhibitors and/or ARBs, and who had at least one blood test for potassium and a monitoring test for kidney function in the measurement year.

Measure	Description (Type of Insurance Product)
Managing Medications (Continued)	
2) Digoxin	The percentage of members who received at least a 180-day supply of digoxin, and who had at least one blood test for potassium and a monitoring test for kidney function in the measurement year.
3) Diuretics	The percentage of members who received at least a 180-day supply of diuretics, and who had at least one blood test for potassium and a monitoring test for kidney function in the measurement year.
4) Anticonvulsants	The percentage of anticonvulsants for members who received at least a 180-day supply of an anticonvulsant, and who had at least one blood test for therapeutic drug level for each anticonvulsant in the measurement year.
5) Combined Rate	The combined rate is the sum of the four numerators divided by the sum of the four denominators.
HIV Comprehensive Care	
HIV/AIDS Comprehensive Care	These measures are quality indicators of recommended treatment and preventive care for people living with HIV/AIDS. These measures are specific to New York State and have no national comparisons. (MA, HIV SNP)
1) Engaged in Care	The percentage of members with HIV/AIDS, ages 2 years and older, who had two visits for primary care or HIV related care with at least one visit during each half of the past year.
2) Viral Load Monitoring	The percentage of members with HIV/AIDS, ages 2 years and older, who had two viral load tests performed with at least one test during each half of the past year.
3) Syphilis Screening Rate	The percentage of members with HIV/AIDS, ages 19 years and older, who were screened for syphilis in the past year.

Commercial HMO Health Plan Performance

Managing Preventive Care

Plan	Colon Cancer Screening **	Adult BMI Assessment	Flu Shot for Adults	Discussion of Aspirin Risks and Benefits	Aspirin Use
Aetna	61	57 ▼	46	54	46
CDPHP	72 ▲	90 ▲	61 ▲	46	42
Easy Choice Health Plan of NY	36 ▼	65 ▼	40 ▼	46	41
Empire	63	64 ▼	48	44	41
Excellus BlueCross BlueShield	70	83 ▲	65 ▲	55	51
HIP (EmblemHealth)	66	83 ▲	45 ▼	43	35
HealthNow New York Inc.	69	76 ▲	57	45	42
Independent Health	66	83 ▲	58	50	53
MVP	68	89 ▲	60 ▲	57 ▲	49
Oxford	60 ▼	41 ▼	48	48	39
Univera Healthcare	65	83 ▲	51	51	53
Statewide Average	65	70	53	49	45
National Average	62	66	55	*	47

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

* No national average available.

** Rotated measure. Data is from 2011.

Notes

- The satisfaction rates presented here reflect only members residing in New York. These rates may differ from other publications of CAHPS data.
- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial HMO Health Plan Performance

Managing Acute Illness

Plan	Use of Imaging Studies for Low Back Pain	Avoidance of Antibiotics Therapy in Adults with Acute Bronchitis	Advising Smokers to Quit	Discussing Smoking Cessation Medications	Discussing Smoking Cessation Strategies
Aetna	83 ▲	23	76	54	46
CDPHP	76	15 ▼	85	67	63 ▲
Easy Choice Health Plan of NY	78	46 ▲	78	47	39
Empire	75 ▼	43 ▲	78	53	54
Excellus BlueCross BlueShield	81 ▲	14 ▼	86	67	51
HIP (EmblemHealth)	80 ▲	27 ▲	85	45	47
HealthNow New York Inc.	80 ▲	15 ▼	82	61	49
Independent Health	83 ▲	14 ▼	79	48	45
MVP	66 ▼	14 ▼	81	67	57
Oxford	73 ▼	25 ▲	79	53	40
Univera Healthcare	82 ▲	17 ▼	82	55	52
Statewide Average	77	23	81	57	51
National Average	75	25	78	53	48

Legend

- ▲ Significantly better than the **statewide** average.
- ▼ Significantly worse than the **statewide** average.

Notes

- The satisfaction rates presented here reflect only members residing in New York. These rates may differ from other publications of CAHPS data.
- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial HMO Health Plan Performance

Managing Cardiovascular Conditions

Plan	Controlling High Blood Pressure	Cholesterol Management After Cardiovascular Event		Persistence of Beta-Blocker Treatment
		Cholesterol Screening Test **	Cholesterol Level Controlled (<100 mg/dL)**	
Aetna	51 ▼	87	49 ▼	84
CDPHP	71 ▲	90	64	93
Easy Choice Health Plan of NY	49 ▼	86	20 ▼	--
Empire	58	91	64	85
Excellus BlueCross BlueShield	69 ▲	90	72 ▲	87
HIP (EmblemHealth)	65 ▲	90	53 ▼	90
HealthNow New York Inc.	60	91	63	92
Independent Health	69 ▲	94 ▲	66	90
MVP	70 ▲	88	67 ▲	85
Oxford	38 ▼	88	52 ▼	77 ▼
Univera Healthcare	73 ▲	90	66	83
Statewide Average	59	90	62	85
National Average	63	88	60	84

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

** Rotated measure. Data is from 2011.

-- Sample size too small to report.

Notes• Plans without symbols are consistent with the **statewide** average.• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial HMO Health Plan Performance

Managing Respiratory Conditions

Plan	Use of Appropriate Medications for People with Asthma (Ages 19-64)	Appropriate Asthma Medications 3+ Controllers (Ages 19-64)	Medical Management for People with Asthma 50% Days Covered (Ages 19-64)	Use of Spirometry Testing in the Assessment and Diagnosis of COPD	Pharmacotherapy Management of COPD Exacerbation	
					Corticosteroid	Bronchodilator
Aetna	86	74 ▼	66	57	72	89
CDPHP	90	83 ▲	81 ▲	42 ▼	74	77
Easy Choice Health Plan of NY	84	82	73	47	--	--
Empire	91	74 ▼	73	60 ▲	56 ▼	72
Excellus BlueCross BlueShield	93 ▲	87 ▲	73	45 ▼	68	83
HIP (EmblemHealth)	87	77	74 ▲	53	67	81
HealthNow New York Inc.	89	82	64 ▼	52	77	78
Independent Health	92 ▲	82	66 ▼	54	78	83
MVP	92 ▲	83	71	36 ▼	78	81
Oxford	87 ▼	76 ▼	67 ▼	61 ▲	69	76
Univera Healthcare	89	81	65	50	76	78
Statewide Average	89	80	70	53	72	79
National Average	*	*	*	44	74	81

Legend

- ▲ Significantly better than the **statewide** average.
- ▼ Significantly worse than the **statewide** average.
- * No national average available.
- Sample size too small to report.

Notes

- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial HMO Health Plan Performance

Monitoring Diabetes

Plan	HbA1c Testing **	Lipid Profile **	Dilated Eye Exam **	Nephropathy Monitoring **
Aetna	84 ▼	84 ▼	57	76 ▼
CDPHP	88	88	63	87 ▲
Easy Choice Health Plan of NY	74 ▼	73 ▼	21 ▼	75 ▼
Empire	91	89	59	86 ▲
Excellus BlueCross BlueShield	92 ▲	88	67 ▲	84
HIP (EmblemHealth)	90	90	64 ▲	81
HealthNow New York Inc.	91	89	65 ▲	84
Independent Health	91	89	67 ▲	88 ▲
MVP	90	84 ▼	60	83
Oxford	88	87	48 ▼	78 ▼
Univera Healthcare	92 ▲	89	63	87 ▲
Statewide Average	90	88	60	83
National Average	90	85	57	84

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

** Rotated measure. Data is from 2011.

Notes

- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial HMO Health Plan Performance

Managing Diabetes Outcomes

Plan	Poor HbA1c Control†**	HbA1C Control (<8.0%)**	HbA1C Control (<7.0%) for Selected Populations±**	Lipids Controlled (<100 mg/dL)**	Blood pressure controlled (<140/90 mm Hg)**
Aetna	33 ▼	58 ▼	42	44	51 ▼
CDPHP	23 ▲	68 ▲	49	48	81 ▲
Easy Choice Health Plan of NY	60 ▼	33 ▼	22 ▼	17 ▼	19 ▼
Empire	21 ▲	68 ▲	46	50	67
Excellus BlueCross BlueShield	17 ▲	72 ▲	52 ▲	53 ▲	71 ▲
HIP (EmblemHealth)	30	62	44	48	64
HealthNow New York Inc.	23 ▲	67	50	52 ▲	69
Independent Health	20 ▲	69 ▲	49	51	74 ▲
MVP	19 ▲	69 ▲	48	52 ▲	69 ▲
Oxford	42 ▼	50 ▼	37 ▼	36 ▼	56 ▼
Univera Healthcare	19 ▲	72 ▲	53 ▲	48	70 ▲
Statewide Average	27	63	45	47	66
National Average	28	61	42	48	66

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

** Rotated measure. Data is from 2011.

† For Poor HbA1c Control, a low rate is desirable.

± Additional exclusion criteria are required for this indicator that will result in a different eligible population from all other indicators.

Notes

• Plans without symbols are consistent with the **statewide** average.

• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial HMO Health Plan Performance

Managing Medications

Plan	Drug Therapy for Rheumatoid Arthritis	Annual Monitoring for Patients on Persistent Medications				
		ACE Inhibitors/ARBs	Digoxin	Diuretics	Anticonvulsant	Combined Rate
Aetna	79	80 ▼	81	79 ▼	65	80 ▼
CDPHP	89	86 ▲	92	85 ▲	58	85 ▲
Easy Choice Health Plan of NY	68	81	--	80	29 ▼	80 ▼
Empire	71 ▼	84	85	83	61	84 ▲
Excellus BlueCross BlueShield	91 ▲	82 ▼	84	81 ▼	58	81 ▼
HIP (EmblemHealth)	81	87 ▲	88	86 ▲	59	86 ▲
HealthNow New York Inc.	85	78 ▼	81	79 ▼	50 ▼	78 ▼
Independent Health	87	84	84	84	54	83
MVP	90 ▲	82 ▼	80	82	51	81 ▼
Oxford	85	85 ▲	85	84 ▲	61 ▲	84 ▲
Univera Healthcare	87	84	96	84	56	84
Statewide Average	84	84	84	83	57	83
National Average	88	83	87	83	59	82

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

-- Sample size too small to report.

Notes• Plans without symbols are consistent with the **statewide** average.• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Managing Preventive Care

Plan	Colon Cancer Screening **	Adult BMI Assessment	Flu Shot for Adults	Discussion of Aspirin Risks and Benefits	Aspirin Use
Aetna Life Insurance Company - New York	64 ▲	53	54	43	39
CDPHP Universal Benefits, Inc.	71 ▲	81 ▲	55	46	45
CGLIC (CHLIC)	53	50 ▼	59	51	44
Empire HealthChoice HMO, Inc.	47 ▼	50 ▼	56	52	--
Excellus BlueCross BlueShield	64 ▲	71 ▲	58	47	43
GHI (EmblemHealth)	50 ▼	58	45 ▼	43	52
HIP (EmblemHealth)	55	65 ▲	48	54	45
MVP Preferred PPO	47 ▼	NV	64 ▲	50	44
Oxford Health Insurance Company, Inc. - New York	65 ▲	41 ▼	53	53	50
UnitedHealthcare Insurance Company of New York, Inc.	62 ▲	NV	50	61 ▲	60
Statewide Average	57	55	54	50	47
National Average	55	35	54	*	48

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

* No national average available.

** Rotated measure. Data is from 2011.

NV Plan submitted invalid data.

Notes

- The satisfaction rates presented here reflect only members residing in New York. These rates may differ from other publications of CAHPS data.
- Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.
- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCOA\)](#).

Commercial PPO Health Plan Performance

Managing Acute Illness

Plan	Use of Imaging Studies for Low Back Pain	Avoidance of Antibiotics Therapy in Adults with Acute Bronchitis	Advising Smokers to Quit	Discussing Smoking Cessation Medications	Discussing Smoking Cessation Strategies
Aetna Life Insurance Company - New York	75	24	75	46	46
CDPHP Universal Benefits, Inc.	78	21 ▼	71	60	51
CGLIC (CHLIC)	75	21 ▼	82	63	66
Empire HealthChoice HMO, Inc.	73 ▼	37 ▲	--	--	--
Excellus BlueCross BlueShield	78 ▲	15 ▼	70	51	40
GHI (EmblemHealth)	72 ▼	32 ▲	80	55	52
HIP (EmblemHealth)	74	28	83	60	59
MVP Preferred PPO	77	15 ▼	91 ▲	51	47
Oxford Health Insurance Company, Inc. - New York	73 ▼	26	82	44	41
UnitedHealthcare Insurance Company of New York, Inc.	77 ▲	22 ▼	--	--	--
Statewide Average	75	26	77	53	48
National Average	74	21	71	45	37

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

-- Sample size too small to report.

Notes

- The satisfaction rates presented here reflect only members residing in New York. These rates may differ from other publications of CAHPS data.
- Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.
- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Managing Cardiovascular Conditions

Plan	Controlling High Blood Pressure	Cholesterol Management After Cardiovascular Event		Persistence of Beta-Blocker Treatment
		Cholesterol Screening Test **	Cholesterol Level Controlled (<100 mg/dL)**	
Aetna Life Insurance Company - New York	56	87 ▲	44	83
CDPHP Universal Benefits, Inc.	72 ▲	95 ▲	66 ▲	93
CGLIC (CHLIC)	49 ▼	87 ▲	54 ▲	85
Empire HealthChoice HMO, Inc.	57	86 ▲	NV	85
Excellus BlueCross BlueShield	62	91 ▲	60 ▲	83
GHI (EmblemHealth)	66 ▲	90 ▲	46	80
HIP (EmblemHealth)	66 ▲	91 ▲	47	--
MVP Preferred PPO	NV	84	NV	78
Oxford Health Insurance Company, Inc. - New York	41 ▼	89 ▲	50	82
UnitedHealthcare Insurance Company of New York, Inc.	50 ▼	76 ▼	43	76
Statewide Average	57	82	47	83
National Average	57	84	50	80

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

** Rotated measure. Data is from 2011.

-- Sample size too small to report.

NV Plan submitted invalid data.

Notes

- Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.
- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Managing Respiratory Conditions

Plan	Use of Appropriate Medications for People with Asthma (Ages 19-64)	Appropriate Asthma Medications 3+ Controllers (Ages 19-64)	Medical Management for People with Asthma 50% Days Covered (Ages 19-64)	Use of Spirometry Testing in the Assessment and Diagnosis of COPD	Pharmacotherapy Management of COPD Exacerbation	
					Corticosteroid	Bronchodilator
Aetna Life Insurance Company - New York	90	80	69	58 ▲	66	75
CDPHP Universal Benefits, Inc.	89	81	82 ▲	42 ▼	79	78
CGLIC (CHLIC)	92	81	69	58 ▲	66	79
Empire HealthChoice HMO, Inc.	90	76 ▼	74 ▲	53	71	79
Excellus BlueCross BlueShield	91	84 ▲	72	42 ▼	76	80
GHI (EmblemHealth)	86 ▼	75 ▼	62 ▼	59 ▲	63 ▼	75
HIP (EmblemHealth)	88	78	62	57	--	--
MVP Preferred PPO	88	79	67	40 ▼	78	78
Oxford Health Insurance Company, Inc. - New York	92 ▲	82	70	61 ▲	69	77
UnitedHealthcare Insurance Company of New York, Inc.	89	79	66 ▼	54	73	82
Statewide Average	90	80	71	53	72	79
National Average	*	*	*	42	71	78

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

* No national average available.

-- Sample size too small to report.

Notes

- Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.

- Plans without symbols are consistent with the **statewide** average.

- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Monitoring Diabetes

Plan	HbA1c Testing **	Lipid Profile **	Dilated Eye Exam **	Nephropathy Monitoring **
Aetna Life Insurance Company - New York	86	85	60 ▲	77 ▲
CDPHP Universal Benefits, Inc.	87	84	61 ▲	81 ▲
CGLIC (CHLIC)	89 ▲	86	52	76 ▲
Empire HealthChoice HMO, Inc.	86	85	51 ▼	69
Excellus BlueCross BlueShield	93 ▲	89 ▲	58	82 ▲
GHI (EmblemHealth)	87	86	48 ▼	77 ▲
HIP (EmblemHealth)	88	86	53	81 ▲
MVP Preferred PPO	86	82 ▼	42 ▼	76 ▲
Oxford Health Insurance Company, Inc. - New York	84	84	54	73
UnitedHealthcare Insurance Company of New York, Inc.	84	82	59	68
Statewide Average	86	84	55	72
National Average	87	81	48	78

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

** Rotated measure. Data is from 2011.

Notes

- Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.

- Plans without symbols are consistent with the **statewide** average.

- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Managing Diabetes Outcomes

Plan	Poor HbA1c Control†**	HbA1C Control (<8.0%)**	HbA1C Control (<7.0%) for Selected Populations±**	Lipids Controlled (<100 mg/dL)**	Blood pressure controlled (<140/90 mm Hg)**
Aetna Life Insurance Company - New York	35 ▲	58 ▲	40	45 ▲	54
CDPHP Universal Benefits, Inc.	25 ▲	64 ▲	45 ▲	46 ▲	75 ▲
CGLIC (CHLIC)	34 ▲	58 ▲	44 ▲	43	55
Empire HealthChoice HMO, Inc.	53 ▼	40 ▼	28 ▼	32 ▼	41 ▼
Excellus BlueCross BlueShield	22 ▲	70 ▲	49 ▲	50 ▲	72 ▲
GHI (EmblemHealth)	46 ▼	47 ▼	36	38	37 ▼
HIP (EmblemHealth)	43	50	34	38	53
MVP Preferred PPO	NV	NV	NV	NV	NV
Oxford Health Insurance Company, Inc. - New York	49 ▼	43 ▼	28 ▼	39	54
UnitedHealthcare Insurance Company of New York, Inc.	40	54	36	42	55
Statewide Average	42	51	36	40	52
National Average	34	55	36	42	59

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

** Rotated measure. Data is from 2011.

† For Poor HbA1c Control, a low rate is desirable.

± Additional exclusion criteria are required for this indicator that will result in a different eligible population from all other indicators.

NV Plan submitted invalid data.**Notes**

- Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.

- Plans without symbols are consistent with the **statewide** average.

- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Managing Medications

Plan	Drug Therapy for Rheumatoid Arthritis	Annual Monitoring for Patients on Persistent Medications				
		ACE Inhibitors/ARBs	Digoxin	Diuretics	Anticonvulsant	Combined Rate
Aetna Life Insurance Company - New York	82	82	88	82	58	82
CDPHP Universal Benefits, Inc.	84	84 ▲	88	84 ▲	52	84 ▲
CGLIC (CHLIC)	84	81 ▼	72 ▼	81	58	80 ▼
Empire HealthChoice HMO, Inc.	74 ▼	83 ▲	87 ▲	83 ▲	58	83 ▲
Excellus BlueCross BlueShield	90 ▲	80 ▼	79	80 ▼	55 ▼	79 ▼
GHI (EmblemHealth)	76 ▼	87 ▲	90 ▲	86 ▲	69 ▲	86 ▲
HIP (EmblemHealth)	83	86 ▲	--	85 ▲	53	85 ▲
MVP Preferred PPO	90 ▲	83	83	83	60	82
Oxford Health Insurance Company, Inc. - New York	82	82	81	82	61	81
UnitedHealthcare Insurance Company of New York, Inc.	77	79 ▼	71 ▼	78 ▼	61	78 ▼
Statewide Average	81	82	82	82	59	81
National Average	87	79	81	79	56	79

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

-- Sample size too small to report.

Notes

- Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.
- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Managing Preventive Care

Plan	Medicaid Managed Care Plans (MMC)			
	Colon Cancer Screening **	Adult BMI Assessment	Annual Dental Visit (Ages 19-21)	Flu Shot for Adults **
Affinity Health Plan	53	77	41 ▼	37
CDPHP	49 ▼	86 ▲	NA	38
Excellus BlueCross BlueShield	49 ▼	75	42	34
Fidelis Care New York	55	83 ▲	51 ▲	35
HIP (EmblemHealth)	62 ▲	83 ▲	44	39
Health Plus (Amerigroup)	56	76	41 ▼	35
HealthNow New York Inc.	50 ▼	83 ▲	NA	44
Healthfirst PHSP, Inc.	60	78	47 ▲	42
Hudson Health Plan	50 ▼	86 ▲	45	52 ▲
Independent Health's MediSource	46 ▼	82	43	45
MVP	46 ▼	87 ▲	45	43
MetroPlus Health Plan	58	75	39	51 ▲
Neighborhood Health Providers	61	84 ▲	42 ▼	45
Total Care	41 ▼	83 ▲	33	33 ▼
UnitedHealthcare Community Plan	54	71 ▼	38 ▼	33
Univera Community Health	43 ▼	86 ▲	42	35
WellCare of New York	55	76	30 ▼	47
MMC Statewide Average	56	79	44	40
National Average	*	68	*	*
Plan	HIV Special Needs Plans (SNP)			
	Colon Cancer Screening **	Adult BMI Assessment	Annual Dental Visit (Ages 19-21)	Flu Shot for Adults **
Amida Care	51 ▼	78	NA	73
MetroPlus Health Plan	63	77	NA	78 ▲
SNP Statewide Average	60	77	NA	72

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

* No national average available.

** Rotated measure. Data is from 2011.

NA Data not available.

Notes• Plans without symbols are consistent with the **statewide** average.• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Managing Acute Illness

Plan	Medicaid Managed Care Plans (MMC)				
	Use of Imaging Studies for Low Back Pain	Avoidance of Antibiotics Therapy in Adults with Acute Bronchitis	Advising Smokers to Quit **	Discussing Smoking Cessation Medications **	Discussing Smoking Cessation Strategies **
Affinity Health Plan	77	25	71	53	40
CDPHP	73 ▼	22	84 ▲	63 ▲	55 ▲
Excellus BlueCross BlueShield	77	15 ▼	79	55	48
Fidelis Care New York	75 ▼	25	75	55	47
HIP (EmblemHealth)	83 ▲	27 ▲	76	51	41
Health Plus (Amerigroup)	81 ▲	23	74	50	36 ▼
HealthNow New York Inc.	75	20	77	53	44
Healthfirst PHSP, Inc.	80 ▲	27 ▲	77	60	54
Hudson Health Plan	73 ▼	18 ▼	74	48	45
Independent Health's MediSource	75	16 ▼	81	60	49
MVP	80	16 ▼	81	59	55 ▲
MetroPlus Health Plan	81 ▲	26	84	64	62 ▲
Neighborhood Health Providers	80	18 ▼	78	59	47
Total Care	72 ▼	34 ▲	75	55	42
UnitedHealthcare Community Plan	78	26	67 ▼	40 ▼	42
Univera Community Health	71 ▼	18 ▼	80	62	54
WellCare of New York	82 ▲	30 ▲	78	61	51
MMC Statewide Average	78	24	78	56	48
National Average	76	24	75	44	40
Plan	HIV Special Needs Plans (SNP)				
	Use of Imaging Studies for Low Back Pain	Avoidance of Antibiotics Therapy in Adults with Acute Bronchitis	Advising Smokers to Quit **	Discussing Smoking Cessation Medications **	Discussing Smoking Cessation Strategies **
Amida Care	85	NA	90	83	73
MetroPlus Health Plan	86	NA	92	85	79 ▲
SNP Statewide Average	84	NA	91	82	72

Legend

▲ Significantly better than the statewide average.

▼ Significantly worse than the statewide average.

** Rotated measure. Data is from 2011.

NA Data Not Available.

Notes

• Plans without symbols are consistent with the statewide average.

• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Managing Cardiovascular Conditions

Plan	Controlling High Blood Pressure	Cholesterol Management After Cardiovascular Event		Persistence of Beta-Blocker Treatment
		Cholesterol Screening Test **	Cholesterol Level Controlled (<100 mg/dL)**	
Affinity Health Plan	44 ▼	89	60 ▲	82
CDPHP	70 ▲	83 ▼	50	87
Excellus BlueCross BlueShield	63	85 ▼	55	83
Fidelis Care New York	70 ▲	90	54	76
HIP (EmblemHealth)	73 ▲	91	57 ▲	90
Health Plus (Amerigroup)	62	90	53	82
HealthNow New York Inc.	58 ▼	88	57	--
Healthfirst PHSP, Inc.	57 ▼	90	54	82
Hudson Health Plan	64	88	61 ▲	--
Independent Health's MediSource	59	78 ▼	45 ▼	--
MVP	68	85	53	--
MetroPlus Health Plan	64	93 ▲	56	81
Neighborhood Health Providers	64	86 ▼	52	80
Total Care	70 ▲	89	58	--
UnitedHealthcare Community Plan	67	94 ▲	37 ▼	80
Univera Community Health	60	84 ▼	47	--
WellCare of New York	56 ▼	93 ▲	49	79
Statewide Average	63	90	52	81
National Average	56	82	42	82

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

** Rotated measure. Data is from 2011.

-- Sample size too small to report.

Notes

- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Managing Respiratory Conditions - Asthma

Plan	Medicaid Managed Care Plans (MMC)		
	Use of Appropriate Medications for People with Asthma (Ages 19-64)	Appropriate Asthma Medications- 3+ Controllers (Ages 19-64)	Medical Management for People with Asthma 50% Days Covered (Ages 19-64)
Affinity Health Plan	81	70	68
CDPHP	76 ▼	62 ▼	60 ▼
Excellus BlueCross BlueShield	81	69	69
Fidelis Care New York	83	71	65 ▼
HIP (EmblemHealth)	81	71	68
Health Plus (Amerigroup)	81	68	61 ▼
HealthNow New York Inc.	76	63 ▼	58 ▼
Healthfirst PHSP, Inc.	83	74 ▲	74 ▲
Hudson Health Plan	80	63 ▼	53 ▼
Independent Health's MediSource	84	72	65
MVP	75 ▼	63 ▼	64
MetroPlus Health Plan	81	71	71 ▲
Neighborhood Health Providers	82	74 ▲	70
Total Care	83	70	59
UnitedHealthcare Community Plan	78 ▼	68	67
Univera Community Health	84	70	63
WellCare of New York	84	75	68
MMC Statewide Average	82	71	68
National Average	*	*	*
Plan	HIV Special Needs Plans (SNP)		
	Use of Appropriate Medications for People with Asthma (Ages 19-64)	Appropriate Asthma Medications- 3+ Controllers (Ages 19-64)	Medical Management for People with Asthma 50% Days Covered (Ages 19-64)
Amida Care	68	65 ▲	85 ▲
MetroPlus Health Plan	64	56 ▼	76 ▼
SNP Statewide Average	66	60	80

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

* No national average available.

Notes

• Plans without symbols are consistent with the **statewide** average.

• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance
Managing Respiratory Conditions - COPD

Plan	Medicaid Managed Care Plans (MMC)		
	Use of Spirometry Testing in the Assessment and Diagnosis of COPD	Pharmacotherapy Management of COPD Exacerbation	
		Corticosteroid	Bronchodilator
Affinity Health Plan	48	69	88
CDPHP	34 ▼	78	83
Excellus BlueCross BlueShield	35 ▼	77	89
Fidelis Care New York	56 ▲	73	85 ▼
HIP (EmblemHealth)	56	70	87
Health Plus (Amerigroup)	52	71	92
HealthNow New York Inc.	38 ▼	73	86
Healthfirst PHSP, Inc.	56	72	89
Hudson Health Plan	54	67	88
Independent Health's MediSource	50	76	87
MVP	33 ▼	77	87
MetroPlus Health Plan	48	72	93 ▲
Neighborhood Health Providers	45 ▼	72	90
Total Care	44	66	80
UnitedHealthcare Community Plan	65 ▲	73	87
Univera Community Health	39 ▼	71	86
WellCare of New York	66 ▲	70	88
MMC Statewide Average	53	72	88
National Average	32	65	82
Plan	HIV Special Needs Plans (SNP)		
	Use of Spirometry Testing in the Assessment and Diagnosis of COPD	Pharmacotherapy Management of COPD Exacerbation	
		Corticosteroid	Bronchodilator
Amida Care	13	68	92
MetroPlus Health Plan	29	65	90
SNP Statewide Average	22	65	91

Legend

- ▲ Significantly better than the **statewide** average.
- ▼ Significantly worse than the **statewide** average.

Notes

- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Monitoring Diabetes

Plan	Medicaid Managed Care Plans (MMC)				
	HbA1c Testing **	Lipid Profile **	Dilated Eye Exam **	Nephropathy Monitoring **	Received All Tests **
Affinity Health Plan	88	84	65	83	51
CDPHP	82 ▼	76 ▼	66	74 ▼	44 ▼
Excellus BlueCross BlueShield	90	79 ▼	66	82	47 ▼
Fidelis Care New York	88	87	62	81	48
HIP (EmblemHealth)	91	91 ▲	65	89 ▲	57 ▲
Health Plus (Amerigroup)	90	90 ▲	65	85	56 ▲
HealthNow New York Inc.	85 ▼	82 ▼	59 ▼	80	48
Healthfirst PHSP, Inc.	89	88	64	82	50
Hudson Health Plan	87	83 ▼	57 ▼	80	44 ▼
Independent Health's MediSource	83 ▼	78 ▼	59 ▼	84	42 ▼
MVP	89	81 ▼	56 ▼	83	42 ▼
MetroPlus Health Plan	92 ▲	91 ▲	65	85	56
Neighborhood Health Providers	88	85	66	83	52
Total Care	91 ▲	83 ▼	61	80	46 ▼
UnitedHealthcare Community Plan	87	87	64	80 ▼	52
Univera Community Health	86 ▼	80 ▼	60 ▼	87 ▲	46 ▼
WellCare of New York	90	89	64	85	55
MMC Statewide Average	89	87	64	83	51
National Average	83	75	53	78	*
Plan	HIV Special Needs Plans (SNP)				
	HbA1c Testing **	Lipid Profile **	Dilated Eye Exam **	Nephropathy Monitoring **	Received All Tests **
Amida Care	90	94	45 ▼	75	35 ▼
MetroPlus Health Plan	93	95	57	79	46
SNP Statewide Average	92	95	52	78	42

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

* No national average available.

** Rotated measure. Data is from 2011.

Notes• Plans without symbols are consistent with the **statewide** average.• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Managing Diabetes Outcomes

Plan	Medicaid Managed Care Plans (MMC)					
	Poor HbA1c Control†**	HbA1C Control (<8.0%)**	HbA1C Control (<7.0%) for Selected Populations±**	Lipids Controlled (<100 mg/dL)**	Blood pressure controlled (<140/90 mm Hg)**	HbA1c and Lipids Controlled**
Affinity Health Plan	36	55	37	52 ▲	63	41
CDPHP	34	56	38	41 ▼	76 ▲	33 ▼
Excellus BlueCross BlueShield	33	59	41	39 ▼	72 ▲	31 ▼
Fidelis Care New York	32	61	45	49	75 ▲	38
HIP (EmblemHealth)	29 ▲	62 ▲	46 ▲	48	63	40
Health Plus (Amerigroup)	34	56	39	46	68	36
HealthNow New York Inc.	33	56	44	45	69	37
Healthfirst PHSP, Inc.	34	55	42	47	60 ▼	37
Hudson Health Plan	36	53 ▼	42	48	70	37
Independent Health's MediSource	33	57	43	40 ▼	64	31 ▼
MVP	33	57	41	44	66	35
MetroPlus Health Plan	28 ▲	62	40	52 ▲	61 ▼	44 ▲
Neighborhood Health Providers	36	53 ▼	34 ▼	41 ▼	71 ▲	31 ▼
Total Care	33	57	40	42 ▼	76 ▲	30 ▼
UnitedHealthcare Community Plan	39 ▼	54	42	35 ▼	67	29 ▼
Univera Community Health	34	57	43	42 ▼	68	34
WellCare of New York	31	61	43	49	52 ▼	40
MMC Statewide Average	33	58	41	47	66	37
National Average	43	48	35	35	61	*
Plan	HIV Special Needs Plans (SNP)					
	Poor HbA1c Control†**	HbA1C Control (<8.0%)**	HbA1C Control (<7.0%) for Selected Populations±**	Lipids Controlled (<100 mg/dL)**	Blood pressure controlled (<140/90 mm Hg)**	HbA1c and Lipids Controlled**
Amida Care	37 ▼	59	46	48	62 ▼	37
MetroPlus Health Plan	27	66	51	55	74 ▲	45
SNP Statewide Average	31	63	49	53	69	42

Legend

▲ Significantly better than the statewide average.

▼ Significantly worse than the statewide average.

* No national average available.

** Rotated measure. Data is from 2011.

† For Poor HbA1c Control, a low rate is desirable.

± Additional exclusion criteria are required for this indicator that will result in a different eligible population from all other indicators.

Notes

• Plans without symbols are consistent with the statewide average.

• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Managing Medications

Plan	Medicaid Managed Care Plans (MMC)					
	Drug Therapy for Rheumatoid Arthritis	Annual Monitoring for Patients on Persistent Medications				
		ACE Inhibitors/ARBs	Digoxin	Diuretics	Anticonvulsant	Combined Rate
Affinity Health Plan	82	91 ▼	93	89 ▼	66	89 ▼
CDPHP	75	88 ▼	91	88 ▼	66	86 ▼
Excellus BlueCross BlueShield	87	88 ▼	93	87 ▼	71	87 ▼
Fidelis Care New York	78	93 ▲	95	92 ▲	73 ▲	92 ▲
HIP (EmblemHealth)	81	91	91	90	67	90
Health Plus (Amerigroup)	78	92	93	90	65	90
HealthNow New York Inc.	72	78 ▼	79 ▼	77 ▼	50 ▼	75 ▼
Healthfirst PHSP, Inc.	80	92	96	91	64 ▼	91 ▲
Hudson Health Plan	65 ▼	92	94	92	72	90
Independent Health's MediSource	68	91	90	89	70	89 ▼
MVP	78	86 ▼	--	86 ▼	62	84 ▼
MetroPlus Health Plan	80	93 ▲	95	92 ▲	73 ▲	92 ▲
Neighborhood Health Providers	84	92	95	91	65	91 ▲
Total Care	72	92	--	91	66	90
UnitedHealthcare Community Plan	73	91	91	91	65	90
Univera Community Health	74	89 ▼	91	88	64	87 ▼
WellCare of New York	72	92	97	91	56 ▼	90
MMC Statewide Average	78	92	93	91	68	90
National Average	70	86	90	86	66	85
Plan	HIV Special Needs Plans (SNP)					
	Drug Therapy for Rheumatoid Arthritis	Annual Monitoring for Patients on Persistent Medications				
		ACE Inhibitors/ARBs	Digoxin	Diuretics	Anticonvulsant	Combined Rate
Amida Care	NA	98 ▼	--	98	77 ▼	97 ▼
MetroPlus Health Plan	NA	100 ▲	--	99	92 ▲	99 ▲
SNP Statewide Average	NA	99	--	99	85	98

Legend

- ▲ Significantly better than the statewide average.
- ▼ Significantly worse than the statewide average.
- Sample size too small to report.
- NA Data not available.

Notes

- Plans without symbols are consistent with the statewide average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

HIV/AIDS Comprehensive Care

Medicaid Managed Care Plans (MMC)			
Plan	Engaged in Care	Viral Load Monitoring	Syphilis Screening
Affinity Health Plan	82	67 ▼	86 ▲
CDPHP	94 ▲	80	67
Excellus BlueCross BlueShield	87	74	63
Fidelis Care New York	89 ▲	77 ▲	73
HIP (EmblemHealth)	79	65 ▼	60 ▼
Health Plus (Amerigroup)	80	69	69
HealthNow New York Inc.	82	80	62
Healthfirst PHSP, Inc.	86 ▲	75 ▲	73
Hudson Health Plan	90	64	63
Independent Health's MediSource	90	78	59
MVP	80	84	59
MetroPlus Health Plan	79 ▼	72	77 ▲
Neighborhood Health Providers	82	70	68
Total Care	94	85	73
UnitedHealthcare Community Plan	68 ▼	57 ▼	56 ▼
Univera Community Health	61 ▼	72	50 ▼
WellCare of New York	76	57	61
MMC Statewide Average	83	72	71
HIV Special Needs Plans (SNP)			
Plan	Engaged in Care	Viral Load Monitoring	Syphilis Screening
Amida Care	94 ▲	82	84 ▲
MetroPlus Health Plan	84 ▼	80	79 ▼
SNP Statewide Average	89	81	81

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

Notes

- Plans without symbols are consistent with the **statewide** average.

Antidepressant Medication Management addresses how well a health plan performs in treating people with moderate to severe depression who are prescribed antidepressant medication. Once diagnosed, individuals treated with medications should be managed on both a short-term (acute phase) and long-term (continuation phase) basis. By continuing treatment, patients with depressive

disorders may prevent a relapse in symptoms and/or prevent future recurrences of depression. Follow-up after hospitalization for mental illness addresses whether enrollees who were hospitalized for treatment of certain mental health disorders received recommended ambulatory follow-up visits within recommended timeframes.

MEASURE DESCRIPTIONS

Measure	Description (Type of Insurance Product)
Antidepressant Medication Management	This measure is for members, ages 18 years and older, who were diagnosed with depression and treated with an antidepressant medication. There are two components for this measure. (CO, PPO, MA, HIV SNP)
1) Effective Acute Phase Treatment	The percentage of members who remained on antidepressant medication during the entire 12-week acute treatment phase.
2) Effective Continuation Phase Treatment	The percentage of members who remained on antidepressant medication for at least six months.
Follow-Up After Hospitalization for Mental Illness	This measure is for members, ages 6 years and older, who were hospitalized for treatment of selected mental health disorders and has two time-frame components. The first component is the percentage of members who were seen on an ambulatory basis or who were in intermediate treatment with a mental health provider within 7 days of discharge. The second component is the percentage of members who were seen in the same settings within 30 days. (CO, PPO, MA, HIV SNP)

Commercial HMO Health Plan Performance

Plan	Antidepressant Medication Management		Follow-up After Hospitalization for Mental Illness	
	Effective Acute Phase Treatment	Effective Continuation Phase Treatment	Within 7 Days	Within 30 Days
Aetna	68	56	51 ▼	69
CDPHP	72 ▲	61 ▲	77 ▲	88 ▲
Easy Choice Health Plan of NY	76	72	--	--
Empire	69	55	54 ▼	68 ▼
Excellus BlueCross BlueShield	71	57	73 ▲	86 ▲
HIP (EmblemHealth)	72	61 ▲	63	77
HealthNow New York Inc.	62 ▼	49 ▼	59	78
Independent Health	68	53	71	86 ▲
MVP	64	50 ▼	70	84
Oxford	69	57	61	74 ▼
Univera Healthcare	67	49	68	80
Statewide Average	68	55	64	78
National Average	69	54	58	76

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

-- Sample size too small to report.

Notes

- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Plan	Antidepressant Medication Management		Follow-up After Hospitalization for Mental Illness	
	Effective Acute Phase Treatment	Effective Continuation Phase Treatment	Within 7 Days	Within 30 Days
Aetna Life Insurance Company - New York	72	60 ▲	59	75
CDPHP Universal Benefits, Inc.	74	64 ▲	74 ▲	86 ▲
CGLIC (CHLIC)	73	57	52 ▼	69
Empire HealthChoice HMO, Inc.	70	56	46 ▼	57 ▼
Excellus BlueCross BlueShield	69	53 ▼	68 ▲	82 ▲
GHI (EmblemHealth)	74	60	46 ▼	63 ▼
HIP (EmblemHealth)	70	61	67	78
MVP Preferred PPO	63 ▼	48 ▼	66	82 ▲
Oxford Health Insurance Company, Inc. - New York	71	61 ▲	70 ▲	80 ▲
UnitedHealthcare Insurance Company of New York, Inc.	69	53	63 ▲	78 ▲
Statewide Average	70	56	58	71
National Average	69	53	53	72

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

Notes

• Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.

• Plans without symbols are consistent with the **statewide** average.

• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Plan	Medicaid Managed Care Plans (MMC)			
	Antidepressant Medication Management		Follow-up After Hospitalization for Mental Illness	
	Effective Acute Phase Treatment	Effective Continuation Phase Treatment	Within 7 Days	Within 30 Days
Affinity Health Plan	49	35	68	80
CDPHP	59 ▲	43 ▲	74 ▲	84 ▲
Excellus BlueCross BlueShield	52	39	61	75
Fidelis Care New York	55 ▲	38	60 ▼	76 ▼
HIP (EmblemHealth)	60 ▲	46 ▲	58 ▼	73 ▼
Health Plus (Amerigroup)	49 ▼	34	67	83 ▲
HealthNow New York Inc.	56	46	55 ▼	72 ▼
Healthfirst PHSP, Inc.	51	35	72 ▲	84 ▲
Hudson Health Plan	54	35	76 ▲	87 ▲
Independent Health's MediSource	49	31 ▼	53 ▼	73
MVP	57	35	73	84
MetroPlus Health Plan	51	37	59 ▼	77
Neighborhood Health Providers	53	36	63	77
Total Care	51	37	48 ▼	63 ▼
UnitedHealthcare Community Plan	54	40	75 ▲	86 ▲
Univera Community Health	55	38	60	72 ▼
WellCare of New York	45	26 ▼	67	79
Statewide Average	53	37	65	79
National Average	53	37	44	64
Plan	HIV Special Needs Plans (SNP)			
	Antidepressant Medication Management		Follow-up After Hospitalization for Mental Illness	
	Effective Acute Phase Treatment	Effective Continuation Phase Treatment	Within 7 Days	Within 30 Days
Amida Care	56 ▲	45 ▲	38	53
MetroPlus Health Plan	39 ▼	26 ▼	32	47
Statewide Average	49	36	37	51

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

Notes

- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

To ensure they lead healthy lives, routine primary and preventive care visits, including well-child and dental visits, are recommended for all children and adolescents. Children and adolescents should have the recommended series of immunizations for their age. Young children can be exposed to lead through normal hand-to-mouth activity with toys and other objects and should have their blood tested for lead by the age of two. Regular well visits and medical exams are important to the health of children of all ages, from infants to adolescents. An annual dental visit is also an indicator of the health and well-being of children.

The appropriateness of care for children with acute illness is also shown. Excess use of antibiotics is linked to the prevalence of resistant strains of bacteria in the community; appropriate testing and use of antibiotics in children is an indicator of high quality of care. Children with chronic health conditions, such as asthma or attention deficit/hyperactivity disorder (ADHD), should receive proper medical management for their conditions. For children with asthma, this means receiving the appropriate medication for their condition. For children with ADHD, regular follow-up visits with a doctor are important after beginning prescription medications.

In recent years, the increasing prevalence of childhood obesity has become a significant public health concern. The number of children who are overweight and at risk for becoming obese has also continued to increase. A number of clinical guidelines state that monitoring body mass index (BMI) percentiles is the first step in identifying and addressing overweight and obesity risk. Additionally, counseling and assessment of nutrition and physical activity by the primary care provider is an important component of the overall goal of maintaining or achieving a healthy weight for youths. Three preventive counseling measures for healthy children and adolescents evaluate plan performance of these activities.

In addition to routine visits with a doctor, adolescents have unique preventive care needs. A set of four measures developed by New York State address assessment and counseling for several areas of concern, including risks associated with sexual activity, depression, tobacco, and substance use.

Measure Descriptions

Measure	Description (Type of Insurance Product)
Child and Adolescent Preventive Care	
Adolescent Immunization-Combo	The percentage members, age 13 years, who had one dose of meningococcal vaccine between their 11th and 13th birthdays and one dose of tetanus, diphtheria and pertussis vaccine between their 10th and their 13th birthdays. (CO, PPO, MA, CHP)
Childhood Immunization Status (Combo 3:4-3-1-3-3-1-4)	The percentage of members, age 2 years, who were fully immunized. The HEDIS specifications for fully immunized consist of the following vaccines: 4 Diphtheria/Tetanus/Pertussis, 3 Polio, 1 Measles/Mumps/Rubella, 2 H Influenza type B, 3 Hepatitis B, 1 Varicella, and 4 pneumococcal. This measure was not collected for 2012; 2011 data is presented in this report. (CO, PPO, MA, CHP)
Lead Testing	The percentage of members, age 2 years, who had their blood tested for lead poisoning at least once by their second birthday. This measure was not collected for 2012; 2011 data is presented in this report. (CO, PPO, MA, CHP)

Measure	Description (Type of Insurance Product)
Child and Adolescent Preventive Care (Continued)	
Well-Child & Preventive Care Visits in the First 15 Months of Life	The percentage of children who had five or more well-child visits with a primary care provider in their first 15 months of life. (CO, PPO, MA, CHP)
Well-Child & Preventive Care Visits in the 3 rd , 4 th , 5 th , or 6 th Year of Life	The percentage of children, ages 3 to 6 years, who had one or more well-child visits with a primary care provider during the measurement year. (CO, PPO, MA, CHP)
Adolescent Well-Care Visits	The percentage of adolescents, ages 12 to 21 years, who had at least one comprehensive well-care visit with a primary care provider during the measurement year. (CO, PPO, MA, CHP)
Annual Dental Visit	The percentage of children and adolescents, ages 2 to 18 years, who had at least one dental visit within the measurement year. (MA, CHP)
Caring for Children and Adolescents with Illness	
Appropriate Treatment for Upper Respiratory Infection (URI)	The percentage of children, ages 3 months to 18 years, who were diagnosed with an upper respiratory infection (common cold) and who were NOT given a prescription for an antibiotic. A higher score indicates more appropriate treatment of children with URI. (CO, PPO, MA, CHP)
Appropriate Testing for Pharyngitis	The percentage of children, ages 2 to 18 years, who were diagnosed with pharyngitis, were prescribed an antibiotic, and who were given a group A streptococcus test. (CO, PPO, MA, CHP)
Use of Appropriate Medications for People with Asthma (Ages 5-18)	The percentage of children, ages 5 to 18 years, with persistent asthma who received at least one appropriate medication to control their condition during the measurement year. (CO, PPO, MA, CHP)
Appropriate Asthma Medications – 3+ Controllers (Ages 5-18)	The percentage of members, ages 5 to 18 years, with persistent asthma who had three or more controller medication dispensing events in the last year. (CO, PPO, MA, CHP)
Medical Management for People with Asthma 50% Days Covered (Ages 5-18)	The percentage of children, ages 5 to 18 years, with persistent asthma who filled prescriptions for asthma controller medications during at least 50% of their treatment period. (CO, PPO, MA, CHP)

Measure	Description (Type of Insurance Product)
Caring for Children and Adolescents with Illness (Continued)	
<p>Follow-up Care for Children Prescribed ADHD Medications</p> <p>1) Initiation Phase</p> <p>2) Continuation & Maintenance Phase</p>	<p>The percentage of children, ages 6 to 12 years, who were newly prescribed ADHD medication and who had at least 3 follow-up visits within a 10-month period, one of which was within 30 days of when the first ADHD medication was dispensed. There are two measures to assess follow-up care for children taking ADHD medication. (CO, PPO, MA, CHP)</p> <p>The percentage of children with a new prescription for ADHD medication and who had one follow-up visit with a practitioner within the 30 days after starting the medication.</p> <p>The percentage of children with a new prescription for ADHD medication, who remained on the medication for 7 months and who, in addition to the visit in the Initiation Phase, had at least 2 follow-up visits in the 9-month period after the initiation phase ended.</p>
Preventive Counseling for Children and Adolescents	
<p>Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents</p>	<p>The percentage of children and adolescents, ages 3 to 17 years, who had an outpatient visit with a PCP or OB/GYN practitioner during the measurement year, who had their body mass index (BMI) calculated, had counseling for nutrition, and counseling for physical activity. This measure was not collected in 2012; 2011 data is presented in this report. (CO, PPO, MA, CHP)</p>
<p>Adolescent Preventive Care Measures Preventive Actions Associated with:</p> <p>1) Sexual Activity</p> <p>2) Depression</p> <p>3) Tobacco Use</p> <p>4) Alcohol and Other Drug Use</p>	<p>The percentage of adolescents, ages 12 to 17 years, who had at least one outpatient visit with a PCP or OB/GYN practitioner during the measurement year, and received the following four components of care during the measurement year. This measure was not collected in 2012; 2011 data is presented in this report. (CO, PPO, MA, CHP)</p> <p>Assessment or counseling or education on risk behaviors and preventive actions associated with sexual activity.</p> <p>Assessment or counseling or education for depression.</p> <p>Assessment or counseling or education about the risks of tobacco use.</p> <p>Assessment or counseling or education about the risks of substance use. (Substance use includes alcohol, street drugs, non-prescription drugs, prescription drug misuse and inhalant use.)</p>

Commercial HMO Health Plan Performance

Child and Adolescent Preventive Care

Plan	Adolescent Immunization-Combo	Childhood Immunization Status (Combo 3: 4-3-1-3-3-1-4) **	Lead Testing **	Well-Child & Preventive Care Visits in First 15 Months of Life (5+ Visits)	Well-Child & Preventive Care Visits in 3rd, 4th, 5th & 6th Year of Life	Adolescent Well-Care Visits
Aetna	66	66 ▼	77 ▼	86 ▼	81 ▼	57 ▼
CDPHP	75 ▲	86 ▲	82	96 ▲	88 ▲	67 ▲
Easy Choice Health Plan of NY	47 ▼	41 ▼	73	76 ▼	69 ▼	44 ▼
Empire	58 ▼	63 ▼	79	76 ▼	71 ▼	44 ▼
Excellus BlueCross BlueShield	83 ▲	85 ▲	85	97 ▲	87 ▲	63 ▲
HIP (EmblemHealth)	72 ▲	78 ▲	90 ▲	95 ▲	83	63 ▲
HealthNow New York Inc.	66	75 ▲	83	96 ▲	86 ▲	63 ▲
Independent Health	70 ▲	81 ▲	88 ▲	98 ▲	89 ▲	68 ▲
MVP	69	82 ▲	83	97 ▲	85	59 ▼
Oxford	48 ▼	55 ▼	74 ▼	92	85 ▲	63 ▲
Univera Healthcare	69 ▲	81 ▲	83	94	81 ▼	59 ▼
Statewide Average	65	71	82	92	84	61
National Average	64	76	*	*	73	43

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

* No national average available.

** Rotated measure. Data is from 2011.

Notes• Plans without symbols are consistent with the **statewide** average.• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial HMO Health Plan Performance

Caring for Children and Adolescents with Illness

Plan	Appropriate Treatment for Upper Respiratory Infection (URI)	Appropriate Testing for Pharyngitis	Use of Appropriate Medications for People with Asthma (Ages 5-18)	Appropriate Asthma Medications 3+ Controllers (Ages 5-18)	Medical Management for People with Asthma 50% Days Covered (Ages 5-18)	Follow-up Care for Children Prescribed ADHD Medication	
						Initiation Phase	Continuation Phase
Aetna	87	91 ▲	88	71	48	35	--
CDPHP	93 ▲	92 ▲	94	80 ▲	65 ▲	52	60
Easy Choice Health Plan of NY	82	81	--	--	--	--	--
Empire	94 ▲	84 ▼	91	61 ▼	51	43	52
Excellus BlueCross BlueShield	91	89	98 ▲	88 ▲	64 ▲	44	48
HIP (EmblemHealth)	91	89	89	70	49	46	51
HealthNow New York Inc.	86 ▼	81 ▼	92	75	47	40	42
Independent Health	84 ▼	93 ▲	96 ▲	74	50	46	48
MVP	87	88	94	80	55	52	50
Oxford	89	87	90 ▼	70 ▼	48 ▼	49	49
Univera Healthcare	85 ▼	81 ▼	97	77	49	47	53
Statewide Average	89	87	92	74	52	46	50
National Average	84	80	*	*	*	39	46

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

* No national average available.

-- Sample size too small to report.

Notes

• Plans without symbols are consistent with the **statewide** average.

• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial HMO Health Plan Performance

Assessment and Counseling for Children and Adolescents

Plan	Weight Assessment			Assessment, Education or Counseling for Adolescents			
	BMI Percentile **	Counseling for Nutrition **	Counseling for Physical Activity **	Preventive Actions Associated with Sexual Activity **	Depression **	Tobacco Use **	Alcohol and Other Drug Use **
Aetna	68	61 ▼	50 ▼	49	42	48 ▼	50
CDPHP	82 ▲	80 ▲	80 ▲	67 ▲	61 ▲	78 ▲	71 ▲
Easy Choice Health Plan of NY	23 ▼	22 ▼	22 ▼	10 ▼	5 ▼	10 ▼	10 ▼
Empire	56 ▼	68	59	55	43	51	51
Excellus BlueCross BlueShield	83 ▲	85 ▲	78 ▲	66 ▲	68 ▲	68 ▲	71 ▲
HIP (EmblemHealth)	63	63 ▼	59	45 ▼	39	49 ▼	44 ▼
HealthNow New York Inc.	79 ▲	75 ▲	65	70 ▲	47	75 ▲	74 ▲
Independent Health	85 ▲	88 ▲	80 ▲	77 ▲	71 ▲	84 ▲	80 ▲
MVP	77 ▲	73	70 ▲	55	51	67 ▲	62
Oxford	42 ▼	57 ▼	47 ▼	36 ▼	26 ▼	36 ▼	38 ▼
Univera Healthcare	84 ▲	86 ▲	77 ▲	62	56 ▲	68 ▲	63
Statewide Average	65	70	62	55	46	59	57
National Average	45	46	43	*	*	*	*

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

* No national average available.

** Rotated measure. Data is from 2011.

Notes• Plans without symbols are consistent with the **statewide** average.• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Child and Adolescent Preventive Care

Plan	Adolescent Immunization-Combo	Childhood Immunization Status (Combo 3: 4-3-1-3-3-1-4) **	Lead Testing **	Well-Child & Preventive Care Visits in First 15 Months of Life (5+ Visits)	Well-Child & Preventive Care Visits in 3rd, 4th, 5th & 6th Year of Life	Adolescent Well-Care Visits
Aetna Life Insurance Company - New York	66	68 ▲	79	91 ▲	82 ▲	58 ▲
CDPHP Universal Benefits, Inc.	71 ▲	80 ▲	83 ▲	96 ▲	88 ▲	64 ▲
CGLIC (CHLIC)	62	66	83 ▲	92 ▲	83 ▲	58 ▲
Empire HealthChoice HMO, Inc.	64	NV	NV	87 ▼	73 ▼	45 ▼
Excellus BlueCross BlueShield	71 ▲	83 ▲	77	91	78 ▼	53
GHI (EmblemHealth)	68 ▲	53 ▼	70 ▼	88	79	53
HIP (EmblemHealth)	67	72	75	98	78	59 ▲
MVP Preferred PPO	63	50 ▼	73 ▼	96 ▲	85 ▲	59 ▲
Oxford Health Insurance Company, Inc. - New York	49 ▼	55 ▼	72 ▼	91	84 ▲	64 ▲
UnitedHealthcare Insurance Company of New York, Inc.	56 ▼	60	76	93 ▲	81 ▲	55 ▲
Statewide Average	62	64	76	90	79	53
National Average	54	63	*	*	70	40

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

* No national average available.

** Rotated measure. Data is from 2011.

NV Plan submitted invalid data.

Notes

- Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.

- Plans without symbols are consistent with the **statewide** average.

- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Caring for Children and Adolescents with Illness

Plan	Appropriate Treatment for Upper Respiratory Infection (URI)	Appropriate Testing for Pharyngitis	Use of Appropriate Medications for People with Asthma (Ages 5-18)	Appropriate Asthma Medications 3+ Controllers (Ages 5-18)	Medical Management for People with Asthma 50% Days Covered (Ages 5-18)	Follow-up Care for Children Prescribed ADHD Medication	
						Initiation Phase	Continuation Phase
Aetna Life Insurance Company - New York	90	88 ▲	91	73	53	43	54
CDPHP Universal Benefits, Inc.	91	93 ▲	92	74	66	49	64
CGLIC (CHLIC)	88	89 ▲	96 ▲	80	57	52 ▲	60
Empire HealthChoice HMO, Inc.	90 ▲	83 ▼	93	71 ▼	57	40 ▼	48
Excellus BlueCross BlueShield	86 ▼	84 ▼	95 ▲	82 ▲	62 ▲	42	43 ▼
GHI (EmblemHealth)	90	88 ▲	87 ▼	68 ▼	48 ▼	48	46
HIP (EmblemHealth)	87	93 ▲	--	--	--	--	--
MVP Preferred PPO	89	85	94	80	56	41	41
Oxford Health Insurance Company, Inc. - New York	89	87 ▲	94	75	50 ▼	51 ▲	59
UnitedHealthcare Insurance Company of New York, Inc.	89	85	93	76	54	49	61
Statewide Average	89	86	93	75	56	44	50
National Average	82	79	*	*	*	38	45

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

* No national average available.

-- Sample size too small to report.

Notes

• Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.

• Plans without symbols are consistent with the **statewide** average.

• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Assessment and Counseling for Children and Adolescents

Plan	Weight Assessment			Assessment, Education or Counseling for Adolescents			
	BMI Percentile **	Counseling for Nutrition **	Counseling for Physical Activity **	Preventive Actions Associated with Sexual Activity **	Depression **	Tobacco Use **	Alcohol and Other Drug Use **
Aetna Life Insurance Company - New York	75 ▲	66 ▲	55	51	33	50	56
CDPHP Universal Benefits, Inc.	80 ▲	81 ▲	75 ▲	70 ▲	54 ▲	76 ▲	71 ▲
CGLIC (CHLIC)	68 ▲	74 ▲	68 ▲	47	37	47	51
Empire HealthChoice HMO, Inc.	42 ▼	54 ▼	46 ▼	36 ▼	37	41	41 ▼
Excellus BlueCross BlueShield	71 ▲	77 ▲	68 ▲	55 ▲	52 ▲	60 ▲	59 ▲
GHI (EmblemHealth)	50 ▼	55 ▼	50	42	30 ▼	43	44
HIP (EmblemHealth)	63 ▲	68 ▲	61 ▲	53	42	51	51
MVP Preferred PPO	NV	NV	NV	NV	NV	NV	NV
Oxford Health Insurance Company, Inc. - New York	NV	NV	NV	NV	NV	NV	NV
UnitedHealthcare Insurance Company of New York, Inc.	NV	NV	NV	46	35	45	47
Statewide Average	55	61	53	47	37	48	49
National Average	25	28	26	*	*	*	*

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

* No national average available.

** Rotated measure. Data is from 2011.

NV Plan submitted invalid data.

Notes

- Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.

- Plans without symbols are consistent with the **statewide** average.

- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Child and Adolescent Preventive Care

Plan	Adolescent Immunization-Combo	Childhood Immunization Status (Combo 3: 4-3-1-3-3-1-4)**	Lead Testing**	Well-Child & Preventive Care Visits in First 15 Months of Life (5+ Visits)	Well-Child & Preventive Care Visits in 3rd, 4th, 5th & 6th Year of Life	Adolescent Well-Care Visits	Annual Dental Visit (Ages 2-18)
Affinity Health Plan	76 ▲	80 ▲	87	81 ▼	78 ▼	54 ▼	56 ▼
CDPHP	64 ▼	77	76 ▼	90 ▲	78 ▼	55 ▼	NA
Excellus BlueCross BlueShield	70	77	85 ▼	84	70 ▼	49 ▼	NA
Fidelis Care New York	63 ▼	70	84 ▼	83	81	58	61 ▲
HIP (EmblemHealth)	74 ▲	71	91	90 ▲	83 ▲	65 ▲	61 ▲
Health Plus (Amerigroup)	73	78 ▲	91 ▲	81 ▼	85 ▲	61 ▲	60 ▲
HealthNow New York Inc.	62 ▼	69 ▼	80 ▼	88 ▲	81	58	NA
Healthfirst PHSP, Inc.	75 ▲	73	91	85 ▲	84 ▲	62 ▲	58 ▲
Hudson Health Plan	70	81 ▲	91	88 ▲	80 ▼	55 ▼	65 ▲
Independent Health's MediSource	74	69	88	83	81	60	NA
MVP	71	76	78 ▼	85	77 ▼	57 ▼	58
MetroPlus Health Plan	70	82 ▲	97 ▲	87 ▲	85 ▲	61 ▲	NA
Neighborhood Health Providers	75 ▲	82 ▲	96 ▲	86 ▲	83 ▲	58	52 ▼
Total Care	72	77	78 ▼	84	82	59	NA
UnitedHealthcare Community Plan	56 ▼	52 ▼	84 ▼	70 ▼	79 ▼	55 ▼	47 ▼
Univera Community Health	68	72	86	86	77 ▼	56 ▼	NA
WellCare of New York	68	57 ▼	86	76 ▼	80	61 ▲	40 ▼
Statewide Average	69	74	89	83	82	59	57
National Average	67	71	68	*	72	50	*

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

* No national average available.

** Rotated measure. Data is from 2011.

NA Data not available.

Notes• Plans without symbols are consistent with the **statewide** average.• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Caring for Children and Adolescents with Illness

Plan	Appropriate Treatment for Upper Respiratory Infection (URI)	Appropriate Testing for Pharyngitis	Use of Appropriate Medications for People with Asthma (Ages 5-18)	Appropriate Asthma Medications 3+ Controllers (Ages 5-18)	Medical Management for People with Asthma 50% Days Covered (Ages 5-18)	Follow-up Care for Children Prescribed ADHD Medication	
						Initiation Phase	Continuation Phase
Affinity Health Plan	92	79 ▼	82 ▼	63	52 ▲	69 ▲	87 ▲
CDPHP	92	85	84	66	47	50 ▼	58
Excellus BlueCross BlueShield	91 ▼	82 ▼	91 ▲	74 ▲	55 ▲	39 ▼	45 ▼
Fidelis Care New York	92	90 ▲	87 ▲	71 ▲	50	61 ▲	67
HIP (EmblemHealth)	94 ▲	91 ▲	85	65	46	57	74
Health Plus (Amerigroup)	92 ▼	85 ▼	83	62 ▼	39 ▼	66 ▲	82 ▲
HealthNow New York Inc.	84 ▼	74 ▼	90	69	45	--	--
Healthfirst PHSP, Inc.	94 ▲	88 ▲	84	68 ▲	53 ▲	68 ▲	80 ▲
Hudson Health Plan	94 ▲	80 ▼	88 ▲	67	36 ▼	62	72
Independent Health's MediSource	89 ▼	76 ▼	91 ▲	69	47	59	70
MVP	93	88	85	61	45	35 ▼	36 ▼
MetroPlus Health Plan	94 ▲	84 ▼	81 ▼	59 ▼	47	61	71
Neighborhood Health Providers	92 ▼	85	84	65	47	66 ▲	75
Total Care	87 ▼	71 ▼	92 ▲	76 ▲	53	55	55
UnitedHealthcare Community Plan	92	90 ▲	87	67	51	54	57
Univera Community Health	88 ▼	79 ▼	92 ▲	70	44	55	67
WellCare of New York	94	87	85	64	43	56	57
Statewide Average	93	87	85	66	48	57	63
National Average	85	68	*	*	*	39	45

Legend

- ▲ Significantly better than the **statewide** average.
- ▼ Significantly worse than the **statewide** average.
- * No national average available.
- Sample size too small to report.

Notes

- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Assessment and Counseling for Children and Adolescents

Plan	Weight Assessment			Assessment, Education or Counseling for Adolescents			
	BMI Percentile **	Counseling for Nutrition **	Counseling for Physical Activity **	Preventive Actions Associated with Sexual Activity **	Depression **	Tobacco Use **	Alcohol and Other Drug Use **
Affinity Health Plan	72	74	66	65	65	69	62
CDPHP	69 ▼	74	65	58	50 ▼	75	71
Excellus BlueCross BlueShield	69	79	66	54 ▼	54	61 ▼	55 ▼
Fidelis Care New York	76	80	70	67	61	77	74
HIP (EmblemHealth)	73	75	67	62	61	74	64
Health Plus (Amerigroup)	64 ▼	72 ▼	61 ▼	67	58	66	67
HealthNow New York Inc.	72	70 ▼	54 ▼	64	43 ▼	62	58 ▼
Healthfirst PHSP, Inc.	72	76	64	63	53	66	64
Hudson Health Plan	75	78	64	68	52	68	65
Independent Health's MediSource	66 ▼	73	55 ▼	64	52	68	62
MVP	85 ▲	80	71 ▲	65	49 ▼	73	63
MetroPlus Health Plan	82 ▲	81 ▲	73 ▲	72	68 ▲	72	74
Neighborhood Health Providers	76	77	65	67	56	70	67
Total Care	71	71 ▼	60 ▼	71	51	73	70
UnitedHealthcare Community Plan	75	80	70	81 ▲	76 ▲	83 ▲	82 ▲
Univera Community Health	72	83 ▲	65	52 ▼	54	60 ▼	58 ▼
WellCare of New York	65 ▼	55 ▼	49 ▼	47 ▼	36 ▼	47 ▼	47 ▼
Statewide Average	73	77	66	66	59	70	67
National Average	46	50	41	*	*	*	*

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

* No national average available.

** Rotated measure. Data is from 2011.

Notes• Plans without symbols are consistent with the **statewide** average.• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Child Health Plus Health Plan Performance

Child and Adolescent Preventive Care

Plan	Adolescent Immunization-Combo	Childhood Immunization Status (Combo 3: 4-3-1-3-3-1-4)**	Lead Testing**	Well-Child & Preventive Care Visits in First 15 Months of Life (5+ Visits)	Well-Child & Preventive Care Visits in 3rd, 4th, 5th & 6th Year of Life	Adolescent Well-Care Visits	Annual Dental Visit (Ages 2-18)
Affinity Health Plan	65	84 ▲	91 ▲	92	82	65 ▼	68 ▲
CDPHP	61 ▼	78 ▲	84	95 ▲	85 ▲	71 ▲	73 ▲
Empire	65	57 ▼	75 ▼	82	76 ▼	63 ▼	56 ▼
Excellus BlueCross BlueShield	66	79 ▲	82	91	80 ▼	66 ▼	69 ▲
Fidelis Care New York	69	77 ▲	85	86	84 ▲	67	65 ▲
HIP (EmblemHealth)	77 ▲	72	83	89	87 ▲	77 ▲	71 ▲
Health Plus (Amerigroup)	65	81 ▲	90 ▲	79	84	68	65 ▲
HealthNow New York Inc.	63	76	87	97	85	70 ▲	71 ▲
Healthfirst PHSP, Inc.	75 ▲	78 ▲	89 ▲	87	83	68	65 ▲
Hudson Health Plan	74 ▲	80 ▲	90 ▲	84	83	67	69 ▲
Independent Health	86 ▲	--	--	--	93 ▲	73	63
MVP	63	65	86	--	88	74 ▲	62
MetroPlus Health Plan	72 ▲	79	93 ▲	--	86 ▲	67	55 ▼
Neighborhood Health Providers	71	83 ▲	92 ▲	85	83	64 ▼	60 ▼
Total Care	67	86 ▲	82	--	88 ▲	74 ▲	61
UnitedHealthcare Community Plan	62 ▼	59 ▼	81	77	84	68	51 ▼
Univera Community Health	73 ▲	80	87	84	86	69	73 ▲
WellCare of New York	65	--	--	--	87	68	61
Statewide Average	68	72	83	85	82	67	64

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

** Rotated measure. Data is from 2011.

-- Sample size too small to report.

Notes

- Plans without symbols are consistent with the **statewide** average.

Child Health Plus Health Plan Performance

Caring for Children and Adolescents with Illness

Plan	Appropriate Treatment for Upper Respiratory Infection (URI)	Appropriate Testing for Pharyngitis	Use of Appropriate Medications for People with Asthma (Ages 5-18)	Appropriate Asthma Medications 3+ Controllers (Ages 5-18)	Medical Management for People with Asthma 50% Days Covered (Ages 5-18)	Follow-up Care for Children Prescribed ADHD Medication	
						Initiation Phase	Continuation Phase
Affinity Health Plan	90	84	91	71	50	57	--
CDPHP	89	91 ▲	91	75	52	53	59
Empire	89	88	90	70	50	56	63
Excellus BlueCross BlueShield	83 ▼	81 ▼	94 ▲	82 ▲	65 ▲	45 ▼	47 ▼
Fidelis Care New York	91 ▲	90 ▲	91	76	51	56	63
HIP (EmblemHealth)	90	91 ▲	90	72	49	51	--
Health Plus (Amerigroup)	89	86	83 ▼	59 ▼	35 ▼	54	--
HealthNow New York Inc.	--	--	96	81	49	NV	NV
Healthfirst PHSP, Inc.	91	87	85 ▼	66	47	64	--
Hudson Health Plan	92 ▲	86	93	70	39 ▼	55	--
Independent Health	92	87	--	--	--	--	--
MVP	94	86	91	78	51	50	--
MetroPlus Health Plan	93 ▲	89	78 ▼	49 ▼	43	53	--
Neighborhood Health Providers	89	87	87	64	33 ▼	57	--
Total Care	83 ▼	79 ▼	93	83	59	47	--
UnitedHealthcare Community Plan	88	90 ▲	94	73	51	57	--
Univera Community Health	86	83	94	74	52	48	--
WellCare of New York	91	89	89	66	44	43	--
Statewide Average	89	87	90	72	50	53	56

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

-- Sample size too small to report.

NV Plan submitted invalid data.

Notes

- Plans without symbols are consistent with the **statewide** average.

Child Health Plus Health Plan Performance

Assessment and Counseling for Children and Adolescents

Plan	Weight Assessment			Assessment, Education or Counseling for Adolescents			
	BMI Percentile **	Counseling for Nutrition **	Counseling for Physical Activity **	Preventive Actions Associated with Sexual Activity **	Depression **	Tobacco Use **	Alcohol and Other Drug Use **
Affinity Health Plan	71	73	68	63	60	72	68
CDPHP	73	73	71 ▲	64	52	75 ▲	70
Empire	61 ▼	72	64	57	53	64	62
Excellus BlueCross BlueShield	66	72	65	52 ▼	48	52 ▼	51 ▼
Fidelis Care New York	77 ▲	75	71 ▲	71 ▲	57	73	74 ▲
HIP (EmblemHealth)	67	68 ▼	61 ▼	56 ▼	51	58 ▼	53 ▼
Health Plus (Amerigroup)	62 ▼	70 ▼	61 ▼	63	57	64	64
HealthNow New York Inc.	77 ▲	73	65	65	47 ▼	72	69
Healthfirst PHSP, Inc.	74 ▲	76	66	67	57	68	68
Hudson Health Plan	78 ▲	78 ▲	71	65	54	74 ▲	69
Independent Health	81 ▲	85 ▲	77 ▲	76 ▲	61	77 ▲	75 ▲
MVP	78 ▲	75	73 ▲	67	63	74	74 ▲
MetroPlus Health Plan	72	77	67	70	60	64	65
Neighborhood Health Providers	63 ▼	77	64	66	52	70	63
Total Care	70	72	68	62	51	61	58 ▼
UnitedHealthcare Community Plan	75 ▲	81 ▲	72 ▲	73 ▲	67 ▲	76 ▲	77 ▲
Univera Community Health	80 ▲	85 ▲	75 ▲	65	60	72	71
WellCare of New York	49 ▼	39 ▼	33 ▼	32 ▼	21 ▼	35 ▼	34 ▼
Statewide Average	70	74	67	64	55	67	66

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

** Rotated measure. Data is from 2011.

Notes

- Plans without symbols are consistent with the **statewide** average.

This section includes information on a health plan’s provider network and how consumers feel about the care they receive from their providers. Included in this section are board certification rates for several types of physicians. Various medical boards certify physicians in their area of specialization based on education, experience, and clinical and/or written testing.

The remaining measures in this section are collected through a member satisfaction survey known as CAHPS®. Both commercial and Medicaid managed

care plans surveyed adult membership using CAHPS® 4.0 questionnaires. Commercial plans collect satisfaction data through CAHPS for their members every year. The data presented here are for adult commercial members who were enrolled in their health plan for at least 12 months. The NYSDOH sponsors a biennial CAHPS survey for Medicaid managed care members enrolled for at least 6 months. Medicaid members were last surveyed in late 2011. The data presented here are from that survey for adults only.

MEASURE DESCRIPTIONS

Measure	Description (Type of Insurance Product)
Board Certification	The percentage of physicians whose board certification is active as of December 31 of the measurement year. Results are collected for the following fields: family medicine, internal medicine, obstetrics and gynecology, and pediatrics. (CO, PPO, MA, HIV SNP)
Satisfaction with Provider Communication	The percentage of members who responded "usually" or "always" when asked how often their doctor listened to them carefully, explained things in a way they could understand, showed respect for what they had to say, and spent enough time with them. This measure was not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (CO, PPO, MA, HIV SNP)
Satisfaction with Personal Doctor	The percentage of members responding 8, 9, or 10 (on a scale of 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor) when asked "How would you rate your personal doctor?" This measure was not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (CO, PPO, MA, HIV SNP)
Satisfaction with Specialist	The percentage of members responding 8, 9, or 10 (on a scale of 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible) when asked "How would you rate your specialist?" This measure was not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (CO, PPO, MA, HIV SNP)

Commercial HMO Health Plan Performance

Plan	Board Certified Family Medicine	Board Certified Internal Medicine	Board Certified OB/GYN	Board Certified Pediatrics	Satisfaction with Provider Communication	Satisfaction with Personal Doctor	Satisfaction with Specialist
Aetna	82 ▲	81 ▲	79	85 ▲	94	84	82
CDPHP	87 ▲	85 ▲	83 ▲	90 ▲	96 ▲	86 ▲	89 ▲
Easy Choice Health Plan of NY	62 ▼	73 ▼	46 ▼	64 ▼	93	75 ▼	72 ▼
Empire	71 ▼	75 ▼	77	77 ▼	95	85	86
Excellus BlueCross BlueShield	79	82 ▲	80	82	94	82	81
HIP (EmblemHealth)	80	79	74 ▼	80	89 ▼	83	87
HealthNow New York Inc.	83 ▲	80	74	89 ▲	94	82	86
Independent Health	81	72 ▼	79	81	95	84	88 ▲
MVP	82 ▲	79	78	86 ▲	96 ▲	85	87 ▲
Oxford	78	81 ▲	82 ▲	82	92	83	79
Univera Healthcare	82	77	80	79	95	80	80
Statewide Average	79	79	77	81	94	83	83
National Average	*	*	*	*	94	84	84

Legend

- ▲ Significantly better than the **statewide** average.
- ▼ Significantly worse than the **statewide** average.
- * No national average available.

Notes

- The satisfaction rates presented here reflect only members residing in New York. These rates may differ from other publications of CAHPS data.
- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Plan	Board Certified Family Medicine	Board Certified Internal Medicine	Board Certified OB/GYN	Board Certified Pediatrics	Satisfaction with Provider Communication	Satisfaction with Personal Doctor	Satisfaction with Specialist
Aetna Life Insurance Company - New York	81 ▲	81 ▲	79	85 ▲	95	81	86
CDPHP Universal Benefits, Inc.	87 ▲	85 ▲	83	90 ▲	95	87	83
CGLIC (CHLIC)	80 ▲	82 ▲	79	84 ▲	93	83	81
Empire HealthChoice HMO, Inc.	73 ▼	76 ▼	78	77 ▼	97	86	75
Excellus BlueCross BlueShield	80	82	80	82	97 ▲	83	84
GHI (EmblemHealth)	73 ▼	75 ▼	70 ▼	78 ▼	93	85	85
HIP (EmblemHealth)	80	79	74 ▼	80	92	82	88 ▲
MVP Preferred PPO	82 ▲	79	79	86 ▲	96	82	81
Oxford Health Insurance Company, Inc. - New York	78	81 ▲	82 ▲	82	94	86	86
UnitedHealthcare Insurance Company of New York, Inc.	74 ▼	81 ▲	83 ▲	84 ▲	96	83	81
Statewide Average	78	79	78	82	95	84	83
National Average	*	*	*	*	95	83	82

Legend

- ▲ Significantly better than the **statewide** average.
- ▼ Significantly worse than the **statewide** average.
- * No national average available.

Notes

- The satisfaction rates presented here reflect only members residing in New York. These rates may differ from other publications of CAHPS data.
- Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.
- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Board Certification

Plan	Medicaid Managed Care Plans (MMC)			
	Board Certified Family Medicine	Board Certified Internal Medicine	Board Certified OB/GYN	Board Certified Pediatrics
Affinity Health Plan	82	80	70 ▼	80
CDPHP	86 ▲	84	81	89 ▲
Excellus BlueCross BlueShield	80	83	79	82
Fidelis Care New York	83 ▲	83 ▲	77	86 ▲
HIP (EmblemHealth)	78	79	72	79
Health Plus (Amerigroup)	62 ▼	78 ▼	66 ▼	71 ▼
HealthNow New York Inc.	84 ▲	78	69	86
Healthfirst PHSP, Inc.	77	83 ▲	80 ▲	84 ▲
Hudson Health Plan	84	76	83	89 ▲
Independent Health's MediSource	81	72 ▼	78	80
MVP	82	79	78	87 ▲
MetroPlus Health Plan	74	75 ▼	60 ▼	74 ▼
Neighborhood Health Providers	76	83 ▲	74	80
Total Care	89 ▲	87	82	88
UnitedHealthcare Community Plan	74 ▼	80	82 ▲	82
Univera Community Health	77	71 ▼	73	75
WellCare of New York	72 ▼	75 ▼	63 ▼	75 ▼
MMC Statewide Average	78	80	74	81
National Average	*	*	*	*
Plan	HIV Special Needs Plans (SNP)			
	Board Certified Family Medicine	Board Certified Internal Medicine	Board Certified OB/GYN	Board Certified Pediatrics
Amida Care	77 ▲	80 ▲	84 ▲	78 ▲
MetroPlus Health Plan	--	73 ▲	60	74 ▲
SNP Statewide Average	60	62	58	61

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

* No national average available.

-- Sample size too small to report.

Notes

• Plans without symbols are consistent with the **statewide** average.

• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Provider Satisfaction

Plan	Medicaid Managed Care Plans (MMC)		
	Satisfaction with Provider Communication **	Satisfaction with Personal Doctor **	Satisfaction with Specialist **
Affinity Health Plan	90	77	74
CDPHP	93 ▲	83 ▲	78 ▲
Excellus BlueCross BlueShield	88	75	73
Fidelis Care New York	89	74	61 ▼
HIP (EmblemHealth)	88	72	65
Health Plus (Amerigroup)	85 ▼	68 ▼	66
HealthNow New York Inc.	87	73	76 ▲
Healthfirst PHSP, Inc.	86	74	64
Hudson Health Plan	88	76	74
Independent Health's MediSource	85	71	71
MVP	89	73	73
MetroPlus Health Plan	85	71	61 ▼
Neighborhood Health Providers	87	74	68
Total Care	85	67 ▼	68
UnitedHealthcare Community Plan	86	73	66
Univera Community Health	88	74	69
WellCare of New York	87	76	70
MMC Statewide Average	87	73	69
National Average	88	77	78
Plan	HIV Special Needs Plans (SNP)		
	Satisfaction with Provider Communication **	Satisfaction with Personal Doctor **	Satisfaction with Specialist **
Amida Care	94	88	59 ▼
MetroPlus Health Plan	93	85	66
SNP Statewide Average	93	86	64

Legend

▲ Significantly better than the statewide average.

▼ Significantly worse than the statewide average.

** Rotated measure. Data is from 2011.

Notes

- Plans without symbols are consistent with the statewide average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

This report also presents several indicators of members' satisfaction with the care they receive. These measures are from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey, which assesses three areas of a member's health care experience: accessing care, interactions with healthcare providers, and interactions with the health plan.

Commercial data is from the CAHPS 4.0H survey conducted in 2012 for adult commercial members who were enrolled in their health plan for at least 12 months.

Members were asked to describe their experiences within the past 12 months. This data is collected annually and submitted to the Department by the health plans. The NYSDOH sponsors a biennial CAHPS survey for Medicaid adults enrolled for at least 6 months. Members were asked to describe their experiences in the past 6 months. Medicaid enrollees were last surveyed by the Department in late 2011. The data presented here are from that survey for adults only.

MEASURE DESCRIPTIONS

Measure	Description (Type of Insurance Product)
Satisfaction with Access to Care and Health Plan for Adults	
Getting Needed Care	The percentage of members responding "usually" or "always" when asked a set of questions to identify if they received care they needed. Questions asked how often it was easy to get appointments with specialists, and how often it was easy to get care, tests, or treatment through their health plan. These measures were not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (CO, PPO, MA, HIV SNP)
Getting Care Quickly	The percentage of members responding "usually" or "always" when asked a set of questions to identify if they received health services quickly. Questions asked how often members were able to get urgent care, and how often members were able to get an appointment for routine health care as soon as desired. These measures were not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (CO, PPO, MA, HIV SNP)
Claims Processing	The percentage of members responding "usually" or "always" when asked a set of questions to identify how their health plan handled claims quickly and correctly. (CO, PPO)
Plan Information on Costs	The percentage of members responding "usually" or "always" when asked a set of questions to identify if they looked for information about health care costs, including how much they would have to pay for a health care service for treatment or for specific prescription medicines. (CO, PPO)

Measure	Description (Type of Insurance Product)
Satisfaction with Experience of Care for Adults (Continued)	
Customer Service	The percentage of members responding "usually" or "always" when asked a set of questions to identify if they used their health plan's customer service. Members were asked how often health plan's customer service gave the information or help needed, and how often the health plan's customer service staff treated the member with courtesy and respect. These measures were not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (CO, PPO, MA, HIV SNP)
Rating of Health Plan	The percentage of members responding 8, 9 or 10 on scale of 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible. These measures were not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (CO, PPO, MA, HIV SNP)
Satisfaction with Experience of Care for Adults	
Collaborative Decision Making	The percentage of members responding 'definitely yes' when asked a set of questions to identify if they made healthcare decisions with their doctor. Questions asked whether a doctor talked about the pros and cons of each choice for treatment or healthcare, and when there was more than one choice for treatment or healthcare, if a doctor asked which choice was best for the member? These measures were not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (CO, PPO, MA, HIV SNP)
Care Coordination	The percentage who responded "usually" or "always" when asked how often their personal doctor seemed informed and up-to-date about care they received from other doctors or health providers. These measures were not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (CO, PPO, MA, HIV SNP)
Wellness Discussion	The percentage who responded "usually" or "always" when asked how often their doctor or other health provider discussed things to do to prevent illness. These measures were not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (CO, PPO, MA, HIV SNP)
Rating of Overall Healthcare	The percentage of members responding 8, 9 or 10 on scale of 0 to 10, where 0 is the worst healthcare possible and 10 is the best healthcare possible. These measures were not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (CO, PPO, MA, HIV SNP)
Getting Needed Counseling or Treatment	The percentage who responded "usually" or "always" when asked how often it was easy to get counseling or treatment for a personal or family problem through their health plan. These measures were not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (MA, HIV SNP)

Measure	Description (Type of Insurance Product)
Satisfaction with Experience of Care for Adults (Continued)	
Rating of Counseling or Treatment	The percentage of members responding 8, 9, or 10 on a scale of 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible. These measures were not collected for Medicaid in 2012; 2011 Medicaid data is presented in this report. (MA, HIV SNP)

Commercial HMO Health Plan Performance

Satisfaction with Access to Care and Health Plan for Adults

Plan	Satisfaction with Access to Care		Satisfaction with Health Plan			
	Getting Care Needed	Getting Care Quickly	Claims Processing	Plan Information on Cost	Customer Service	Rating of Health Plan
Aetna	85	85	87	57	89	66
CDPHP	92 ▲	92 ▲	96 ▲	76 ▲	93 ▲	76 ▲
Easy Choice Health Plan of NY	70 ▼	79 ▼	43 ▼	41 ▼	71 ▼	25 ▼
Empire	90 ▲	87	90 ▲	60	88	62
Excellus BlueCross BlueShield	89	89	87	55	84	70 ▲
HIP (EmblemHealth)	82 ▼	79 ▼	84	63	79 ▼	74 ▲
HealthNow New York Inc.	91 ▲	91 ▲	94 ▲	67	90	67
Independent Health	93 ▲	92 ▲	91 ▲	74 ▲	92 ▲	73 ▲
MVP	92 ▲	88	91 ▲	76 ▲	88	71 ▲
Oxford	84	87	86	49 ▼	85	52 ▼
Univera Healthcare	90	89	83	63	84	61
Statewide Average	87	87	85	62	86	63
National Average	87	86	89	*	88	65

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

* No national average available.

Notes

- The satisfaction rates presented here reflect only members residing in New York. These rates may differ from other publications of CAHPS data.
- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial HMO Health Plan Performance

Satisfaction with Experience of Care for Adults

Plan	Collaborative Decision Making	Care Coordination	Wellness Discussion	Rating of Overall Healthcare
Aetna	73	83	77	74
CDPHP	76	81	79	85 ▲
Easy Choice Health Plan of NY	68	69 ▼	69 ▼	53 ▼
Empire	74	80	80	76
Excellus BlueCross BlueShield	73	84	73	80
HIP (EmblemHealth)	69	80	74	76
HealthNow New York Inc.	70	78	77	79
Independent Health	76	85 ▲	83 ▲	81 ▲
MVP	80 ▲	82	78	80 ▲
Oxford	73	79	74	74
Univera Healthcare	70	80	76	77
Statewide Average	73	80	76	76
National Average	*	*	*	77

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

* No national average available.

Notes

- The satisfaction rates presented here reflect only members residing in New York. These rates may differ from other publications of CAHPS data.
- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Satisfaction with Access to Care and Health Plan for Adults

Plan	Satisfaction with Access to Care		Satisfaction with Health Plan			
	Getting Care Needed	Getting Care Quickly	Claims Processing	Plan Information on Cost	Customer Service	Rating of Health Plan
Aetna Life Insurance Company - New York	90	85	89	52	89	56
CDPHP Universal Benefits, Inc.	93 ▲	89 ▲	93 ▲	65	91 ▲	72 ▲
CGLIC (CHLIC)	85	88	79	52	84	57
Empire HealthChoice HMO, Inc.	85	87	77	--	--	49 ▼
Excellus BlueCross BlueShield	89	89	87	54	87	61
GHI (EmblemHealth)	83 ▼	83	80	49	84	64
HIP (EmblemHealth)	81 ▼	79 ▼	77	51	78 ▼	62
MVP Preferred PPO	87	84	88	55	86	56
Oxford Health Insurance Company, Inc. - New York	88	86	79	48	85	52 ▼
UnitedHealthcare Insurance Company of New York, Inc.	89	90 ▲	91 ▲	67 ▲	88	68 ▲
Statewide Average	87	86	84	57	86	60
National Average	89	87	88	*	86	58

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.

* No national average available.

-- Sample size too small to report.

Notes

- The satisfaction rates presented here reflect only members residing in New York. These rates may differ from other publications of CAHPS data.
- Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.
- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Satisfaction with Experience of Care for Adults

Plan	Collaborative Decision Making	Care Coordination	Wellness Discussion	Rating of Overall Healthcare
Aetna Life Insurance Company - New York	68	80	70	74
CDPHP Universal Benefits, Inc.	74	87 ▲	78	81 ▲
CGLIC (CHLIC)	72	78	78	75
Empire HealthChoice HMO, Inc.	82	85	73	71
Excellus BlueCross BlueShield	73	81	72	80
GHI (EmblemHealth)	70	75	75	73
HIP (EmblemHealth)	73	79	78	77
MVP Preferred PPO	76	86 ▲	75	78
Oxford Health Insurance Company, Inc. - New York	77	76	72	76
UnitedHealthcare Insurance Company of New York, Inc.	73	82	76	79
Statewide Average	74	81	75	76
National Average	*	*	*	75

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

* No national average available.

Notes

- The satisfaction rates presented here reflect only members residing in New York. These rates may differ from other publications of CAHPS data.
- Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.
- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Satisfaction with Access to Care and Health Plan for Adults

Plan	Medicaid Managed Care Plans (MMC)			
	Satisfaction with Access to Care		Satisfaction with Health Plan	
	Getting Care Needed **	Getting Care Quickly **	Customer Service **	Rating of Health Plan **
Affinity Health Plan	74	76	79	71
CDPHP	80 ▲	86 ▲	89 ▲	78 ▲
Excellus BlueCross BlueShield	79 ▲	80	74	72
Fidelis Care New York	77	75	83	72
HIP (EmblemHealth)	71	78	81	66 ▼
Health Plus (Amerigroup)	74	70 ▼	84	69
HealthNow New York Inc.	78	82 ▲	83	68
Healthfirst PHSP, Inc.	72	72	79	72
Hudson Health Plan	77	79	89 ▲	81 ▲
Independent Health's MediSource	77	80	82	78 ▲
MVP	78	80 ▲	79	65 ▼
MetroPlus Health Plan	67 ▼	64 ▼	77	68
Neighborhood Health Providers	73	74	81	72
Total Care	75	76	71 ▼	65 ▼
UnitedHealthcare Community Plan	74	75	83	67
Univera Community Health	76	79	88 ▲	73
WellCare of New York	71	74	82	69
MMC Statewide Average	75	76	81	71
National Average	76	80	80	74
Plan	HIV Special Needs Plans (SNP)			
	Satisfaction with Access to Care		Satisfaction with Health Plan	
	Getting Care Needed **	Getting Care Quickly **	Customer Service **	Rating of Health Plan **
Amida Care	71	85	80	68
MetroPlus Health Plan	76	84	79	75 ▲
SNP Statewide Average	74	84	81	70

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

** Rotated measure. Data is from 2011.

Notes

- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Satisfaction with Experience of Care for Adults

Plan	Medicaid Managed Care Plans (MMC)					
	Collaborative Decision Making **	Care Coordination **	Wellness Discussion **	Rating of Overall Healthcare **	Getting Needed Counseling or Treatment **	Rating of Counseling or Treatment **
Affinity Health Plan	64 ▲	67	60	69	72	63
CDPHP	65 ▲	77 ▲	61 ▲	76 ▲	76	73 ▲
Excellus BlueCross BlueShield	62	75 ▲	61 ▲	73 ▲	81 ▲	57
Fidelis Care New York	52	64	56	70	74	64
HIP (EmblemHealth)	54	67	56	63	71	54
Health Plus (Amerigroup)	55	62 ▼	52	62 ▼	61 ▼	57
HealthNow New York Inc.	61	74	56	64	72	61
Healthfirst PHSP, Inc.	58	71	54	65	56 ▼	56
Hudson Health Plan	58	71	59	72 ▲	80 ▲	66
Independent Health's MediSource	53	74 ▲	60	67	76	61
MVP	59	64	60 ▲	69	76	54
MetroPlus Health Plan	56	64	56	62	76	63
Neighborhood Health Providers	60	70	57	66	77	61
Total Care	57	71	51	62	67	49 ▼
UnitedHealthcare Community Plan	57	61 ▼	45 ▼	66	71	55
Univera Community Health	61	70	54	66	76	65
WellCare of New York	52	70	48 ▼	65	60	50
MMC Statewide Average	58	68	55	67	71	59
National Average	*	*	*	70	*	*
Plan	HIV Special Needs Plans (SNP)					
	Collaborative Decision Making **	Care Coordination **	Wellness Discussion **	Rating of Overall Healthcare **	Getting Needed Counseling or Treatment **	Rating of Counseling or Treatment **
Amida Care	73	81	76	77	76	67
MetroPlus Health Plan	72	82	79	77	80	70
SNP Statewide Average	72	83	77	77	78	68

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

* No national average available.

** Rotated measure. Data is from 2011.

Notes

• Plans without symbols are consistent with the **statewide** average.

• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

This report presents several indicators of parents' satisfaction with the care their child received. These measures are from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey, which assesses satisfaction with: accessing care, experiences with healthcare providers and the health plan.

In 2012, NYSDOH sponsored a CAHPS survey for children enrolled in Medicaid and Child Health Plus for at least six months. The children's CAHPS survey asks parents about satisfaction with providers and services applicable to all children, and also asks questions about services often used by

children with health care conditions or special needs. Measures included in the child CAHPS regarding special needs are:

- Access to Specialized Services
- Family-Centered Care
- Coordination of Care for Children with Chronic Conditions

Plan results reflect combined CHP and Medicaid responses. One plan had only one product; the plan specific results are not displayed although the data is included in the statewide results.

MEASURE DESCRIPTIONS

Measure	Description (Type of Insurance Product)
Satisfaction with Experience of Care for Children	
Collaborative Decision Making for Children	The percentage of parents responding "yes" when asked a set of questions to identify if, in the last 6 months, they made healthcare decisions with their child's doctor. (MA and CHP combined)
Coordination of Care for Children with Chronic Conditions	The percentage of parents responding "yes" when asked a set of questions to identify if, in the last 6 months, they received needed healthcare coordination with daycare, school, or other healthcare providers. (MA and CHP combined)
Rating of Overall Healthcare for Children	The percentage of parents responding 8, 9 or 10 on scale of 0 to 10, where 0 is the worst healthcare possible and 10 is the best healthcare possible. (MA and CHP combined)
Satisfaction with Personal Doctor for Children	The percentage of parents responding 8, 9, or 10 (on a scale of 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor) when asked "How would you rate your child's personal doctor?" (MA and CHP combined)
Satisfaction with Specialist for Children	The percentage of parents responding 8, 9, or 10 (on a scale of 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible) when asked "How would you rate the specialist your child sees most often?" (MA and CHP combined)
Satisfaction with Provider Communication for Children	The percentage of parents who responded "usually" or "always" when asked how often their doctor listened to them carefully, explained things in a way they could understand, showed respect for what they had to say, and spent enough time with them. (MA and CHP combined)
Family-Centered Care: Personal Doctor Who Knows Child	The percentage of parents responding "yes" when asked a set of questions to identify if, in the last 6 months, their child's doctor knew about the child's and family's daily living needs. (MA and CHP combined)

Measure	Description (Type of Insurance Product)
Satisfaction with Access to Care for Children	
Getting Needed Care for Children	The percentage of parents responding "usually" or "always" when asked a set of questions to identify if, in the last 6 months, their child received care they needed. (MA and CHP combined)
Getting Care Quickly for Children	The percentage of parents responding "usually" or "always" when asked a set of questions to identify if, in the last 6 months, their child received health services quickly. (MA and CHP combined)
Access to Prescription Medicines for Children	The percentage of parents responding "usually" or "always" when asked how often, in the past 6 months, it was easy to get prescription medicines for their child through the child's health plan. (MA and CHP combined)
Access to Specialized Services for Children	The percentage of parents responding "usually" or "always" when asked a set of questions to identify if, in the past 6 months, the child received the specialized services the child needed. (MA and CHP combined)
Satisfaction with Health Plan Care for Children	
Customer Service for Children	The percentage of parents responding "usually" or "always" when asked a set of questions to identify if, in the last 6 months, they used their child's health plan's customer service. (MA and CHP combined)
Rating of Health Plan for Children	The percentage of parents responding 8, 9 or 10 on scale of 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible. (MA and CHP combined)

Medicaid/Child Health Plus Health Plan Performance**Satisfaction with Access to Care and Health Plan for Children**

Plan	Satisfaction with Access to Care				Satisfaction with Health Plan	
	Getting Care Needed for Children	Getting Care Quickly for Children	Access to Specialized Services for Children	Access to Prescription Medicines for Children	Customer Service for Children	Rating of Health Plan for Children
Affinity Health Plan	81	86	68	90	90 ▲	84
CDPHP	86 ▲	93 ▲	86 ▲	93 ▲	85	88 ▲
Excellus BlueCross BlueShield	82	92 ▲	70	95 ▲	89	84
Fidelis Care New York	77	88	75	94 ▲	84	83
HIP (EmblemHealth)	77	83	65	88	80	76 ▼
Health Plus (Amerigroup)	80	81 ▼	70	88	86	84
HealthNow New York Inc.	84 ▲	92 ▲	77	94 ▲	84	83
Healthfirst PHSP, Inc.	72 ▼	81 ▼	65	87	83	84
Hudson Health Plan	82	87	77	90	93 ▲	89 ▲
Independent Health's MediSource	78	89	77	93	86	87 ▲
MVP	83	90 ▲	81 ▲	93	85	83
MetroPlus Health Plan	70 ▼	74 ▼	70	84 ▼	81	86 ▲
Neighborhood Health Providers	74	82	69	90	87	84
Total Care	75	86	72	86	79	73 ▼
UnitedHealthcare Community Plan	74	85	67	87	81	74 ▼
Univera Community Health	80	90 ▲	76	93	88	88 ▲
WellCare of New York	71	78 ▼	55 ▼	83 ▼	85	72 ▼
Statewide Average	78	86	71	90	85	82

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.**Notes**

- Plans without symbols are consistent with the **statewide** average.

Medicaid/Child Health Plus Health Plan Performance**Satisfaction with Providers for Children**

Plan	Satisfaction with Personal Doctor for Children	Satisfaction with Specialist for Children	Satisfaction with Provider Communication for Children	Family Centered Care: Personal Doctor Who Knows Child
Affinity Health Plan	87	81	91	91
CDPHP	93 ▲	82	96 ▲	92 ▲
Excellus BlueCross BlueShield	90	83	95 ▲	90
Fidelis Care New York	90	79	93	89
HIP (EmblemHealth)	89	79	93	89
Health Plus (Amerigroup)	87	79	91	86
HealthNow New York Inc.	87	72	95 ▲	85
Healthfirst PHSP, Inc.	87	71	92	87
Hudson Health Plan	91	80	94	87
Independent Health's MediSource	87	81	92	88
MVP	91	86 ▲	93	91
MetroPlus Health Plan	85	61 ▼	89 ▼	78 ▼
Neighborhood Health Providers	88	85	93	87
Total Care	88	81	93	87
UnitedHealthcare Community Plan	90	78	94	86
Univera Community Health	89	77	94	87
WellCare of New York	89	72	91	87
Statewide Average	89	78	93	88

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.**Notes**

- Plans without symbols are consistent with the **statewide** average.

Medicaid/Child Health Plus Health Plan Performance**Satisfaction with Experience of Care for Children**

Plan	Collaborative Decision Making for Children	Coordination of Care for Children with Chronic Conditions	Rating of Overall Healthcare for Children
Affinity Health Plan	80	73	82
CDPHP	92 ▲	69	89 ▲
Excellus BlueCross BlueShield	90	79	90 ▲
Fidelis Care New York	84	78	85
HIP (EmblemHealth)	83	78	79
Health Plus (Amerigroup)	87	70	82
HealthNow New York Inc.	87	76	86
Healthfirst PHSP, Inc.	88	71	83
Hudson Health Plan	87	75	85
Independent Health's MediSource	90	68	86
MVP	90	78	85
MetroPlus Health Plan	87	72	80
Neighborhood Health Providers	81	73	79 ▼
Total Care	89	73	77 ▼
UnitedHealthcare Community Plan	85	75	82
Univera Community Health	88	77	85
WellCare of New York	82	74	80
Statewide Average	87	74	83

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.**Notes**

- Plans without symbols are consistent with the **statewide** average.

There are a number of conditions which can lead to serious illness if not caught early. Breast and cervical cancers are serious health concerns and early detection of these cancers greatly increases a woman's chance of survival. Mammograms and Pap tests are recommended for women in order to screen for these cancers. Chlamydia is the most common sexually transmitted disease in the United States. To prevent complications of this infection, such as infertility, ectopic pregnancy, and Pelvic Inflammatory Disease (PID), it is recommended that all sexually active women between the ages of 16 and 24 be screened for Chlamydia infection.

It is important for pregnant women to obtain early and regular prenatal care to increase the likelihood of healthy outcomes for themselves and their babies. All new mothers need post-partum care to ensure their body is healing and to provide appropriate services, including on-going family planning.

Risk-adjusted Low-Birthweight (LBW), Prenatal Care in the First Trimester, Late Pre-Term Deliveries, and Risk-Adjusted Primary Cesarean Sections are calculated by the NYSDOH using birth data submitted by the health plans and the Department's Bureau of Vital Statistics. These measures reflect results of perinatal care for women who had a live birth during 2011. Because of differences in the Vital Statistics birth files of New York City and the rest of the state, statewide comparisons cannot be made; separate results for New York City and Rest of State are presented in this report. For more information about the process used to match the plan birth file to the Vital Statistics files, or about the risk-adjustment methodologies used here, please refer to the Technical Notes in Section Ten.

MEASURE DESCRIPTIONS

Measure	Description (Type of Insurance Product)
Women's Preventive Care	
Breast Cancer Screening	The percentage of women, ages 40 to 69 years, who had a mammogram during the measurement year or the year prior. (CO, PPO, MA, HIV SNP)
Cervical Cancer Screening	The percentage of women, ages 24 to 64 years, who had a Pap test, within the measurement year for Medicaid members, or within the measurement year or the two years prior for commercial members. (CO, PPO, MA, HIV SNP)
Chlamydia Screening	The percentage of sexually active young women who had at least one test for Chlamydia during the measurement year. The measure is reported separately for ages 16 to 20 years and 21 to 24 years. (CO, PPO, MA, HIV SNP)
Timeliness of Prenatal Care	The percentage of women who gave birth in the last year who had a prenatal care visit in their first trimester or within 42 days of enrollment in their health plan. (CO, PPO, MA, HIV SNP)
Postpartum Care	The percentage of women who gave birth in the last year who had a postpartum care visit between 21 and 56 days after they gave birth. (CO, PPO, MA, HIV SNP)
Frequency of Ongoing Prenatal Care	The percentage of women who received 81 percent or more of the expected number of prenatal care visits, adjusted for gestational age and month the member enrolled in the health plan. (MA, HIV SNP)

Measure	Description (Type of Insurance Product)
Perinatal Care	
Prenatal Care in the First Trimester	The percentage of women continuously enrolled for 10 or more months who delivered a live birth and had their first prenatal care visit in the first trimester of pregnancy. (CO, PPO, MA)
Risk-Adjusted Low Birthweight (LBW)	The percentage of live infants weighing less than 2500 grams among all deliveries by women continuously enrolled in a plan for 10 or more months. A low rate is desirable for this measure. (CO, PPO, MA)
Risk-Adjusted Primary Cesarean Delivery	The percentage of live infants born by cesarean delivery to women, continuously enrolled for 10 or more months, who had no prior cesarean deliveries. (CO, PPO, MA)
Vaginal Birth After Cesarean Delivery (VBAC)	The percentage of women continuously enrolled for 10 or more months who delivered a live birth vaginally after having had a prior cesarean delivery. (CO, PPO, MA)

Commercial HMO Health Plan Performance

Preventive Care for Women

Plan	Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening (Ages 16-20)	Chlamydia Screening (Ages 21-24)	Timeliness of Prenatal Care	Postpartum Care
Aetna	65 ▼	74 ▼	59	63	91	67 ▼
CDPHP	76 ▲	80 ▲	57	66 ▲	96 ▲	88 ▲
Easy Choice Health Plan of NY	59 ▼	68 ▼	49	54	82	47 ▼
Empire	63 ▼	73 ▼	58	63	89	72
Excellus BlueCross BlueShield	76 ▲	80 ▲	42 ▼	52 ▼	96 ▲	89 ▲
HIP (EmblemHealth)	74 ▲	80 ▲	77 ▲	78 ▲	83 ▼	75
HealthNow New York Inc.	71 ▲	78	55 ▼	61 ▼	82 ▼	70
Independent Health	74 ▲	78	54 ▼	59 ▼	97 ▲	88 ▲
MVP	70	76 ▼	49 ▼	59 ▼	94 ▲	80 ▲
Oxford	66 ▼	79 ▲	53 ▼	63	90	70 ▼
Univera Healthcare	70	75 ▼	52 ▼	55 ▼	90	88 ▲
Statewide Average	70	78	57	63	89	75
National Average	70	76	41	49	90	80

Legend

▲ Significantly better than the **statewide** average.

▼ Significantly worse than the **statewide** average.

Notes

- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial HMO Health Plan Performance

Perinatal Health †

Plan	Plan represented in Rest of State			
	Prenatal Care in the First Trimester	Risk-Adjusted Low Birthweight (LBW) *	Risk-Adjusted Primary Cesarean Delivery *	Vaginal Birth After Cesarean Section (VBAC)
Aetna	84	4.6	20	6.8
CDPHP	86	4.4	23	7.5
Empire	86	5.5	29	1.3 ▼
Excellus BlueCross BlueShield	90 ▲	4.6	22 ▲	7.4
HIP (EmblemHealth)	82	4.8	29	4.4
HealthNow New York Inc.	84	4.4	26	5.2
Independent Health	81 ▼	5.7	24	8.4
MVP	87	3.6	25	8.0
Oxford	88 ▲	4.6	28	5.1
Univera Healthcare	81	4.3	28	4.1
Regional Average	86	4.6	25	5.7
Statewide Average	85	5.0	25	8.0
Plan	Plan represented in NYC			
	Prenatal Care in the First Trimester	Risk-Adjusted Low Birthweight (LBW) *	Risk-Adjusted Primary Cesarean Delivery *	Vaginal Birth After Cesarean Section (VBAC)
Aetna	84	7.5	23	10.5
Easy Choice Health Plan of NY	91	4.5	15	0.0
Empire	81	5.3	21	15.1
HIP (EmblemHealth)	83	5.0	26	9.8
Oxford	84	6.3	25	19.5 ▲
Regional Average	83	5.8	24	14.1
Statewide Average	85	5.0	25	8.0

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.* A lower rate is desirable. For more information about the risk-adjustment methodologies, see the [Technical Notes](#) section.

† Data is from 2011.

Notes

- Plans without symbols are consistent with the **statewide** average.

Commercial PPO Health Plan Performance

Preventive Care for Women

Plan	Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening (Ages 16-20)	Chlamydia Screening (Ages 21-24)	Timeliness of Prenatal Care	Postpartum Care
Aetna Life Insurance Company - New York	67	77	54 ▲	63 ▲	91	72
CDPHP Universal Benefits, Inc.	72 ▲	77	57 ▲	64 ▲	96 ▲	89 ▲
CGLIC (CHLIC)	67	78 ▲	55 ▲	63 ▲	94 ▲	79 ▲
Empire HealthChoice HMO, Inc.	65 ▼	75 ▼	48 ▼	57 ▼	90	68
Excellus BlueCross BlueShield	72 ▲	78 ▲	42 ▼	51 ▼	94	88 ▲
GHI (EmblemHealth)	63 ▼	72 ▼	56 ▲	62	85 ▼	70
HIP (EmblemHealth)	67	73 ▼	57	68 ▲	85 ▼	71
MVP Preferred PPO	70 ▲	77	47 ▼	60	62 ▼	38 ▼
Oxford Health Insurance Company, Inc. - New York	69 ▲	82 ▲	49 ▼	60	92	69
UnitedHealthcare Insurance Company of New York, Inc.	66 ▼	77	59 ▲	66 ▲	83 ▼	67 ▼
Statewide Average	67	77	52	60	90	73
National Average	67	74	39	46	81	70

Legend▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.**Notes**

- Data for HealthNow PPO and for Univera PPO are reported as a combination of PPO and HMO membership. Results are contained in the Commercial HMO pages.
- Plans without symbols are consistent with the **statewide** average.
- National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Commercial PPO Health Plan Performance

Perinatal Health †

Plan	Plan represented in Rest of State			
	Prenatal Care in the First Trimester	Risk-Adjusted Low Birthweight (LBW) *	Risk-Adjusted Primary Cesarean Delivery *	Vaginal Birth After Cesarean Section (VBAC)
Aetna Life Insurance Company - New York	86	4.6	27	10.6
CDPHP Universal Benefits, Inc.	87	2.6	25	8.6
CGLIC (CHLIC)	89	4.9	28	2.0
Empire HealthChoice HMO, Inc.	87	4.9	26	5.7
Excellus BlueCross BlueShield	89 ▲	4.5	23 ▲	8.3
GHI (EmblemHealth)	87	4.8	27	4.5
HIP (EmblemHealth)	82	3.0	37	0.0
MVP Preferred PPO	87	5.1	21	10.4
Oxford Health Insurance Company, Inc. - New York	86	4.7	28	7.6
UnitedHealthcare Insurance Company of New York, Inc.	88	5.5	26	5.9
Regional Average	88	4.7	25	7.1
Statewide Average	86	5.0	25	8.7
Plan	Plan represented in NYC			
	Prenatal Care in the First Trimester	Risk-Adjusted Low Birthweight (LBW) *	Risk-Adjusted Primary Cesarean Delivery *	Vaginal Birth After Cesarean Section (VBAC)
Aetna Life Insurance Company - New York	84	5.5	25	17.8 ▲
CGLIC (CHLIC)	84	6.9	25	7.4
Empire HealthChoice HMO, Inc.	83	5.4	24	11.7
GHI (EmblemHealth)	89 ▲	4.7	23	8.6
HIP (EmblemHealth)	77	4.0	28	7.1
Oxford Health Insurance Company, Inc. - New York	85	5.8	25	14.4
UnitedHealthcare Insurance Company of New York, Inc.	84	5.2	24	9.4
Regional Average	84	5.4	25	11.6
Statewide Average	86	5.0	25	8.7

Legend

▲ Significantly better than the **statewide** average.▼ Significantly worse than the **statewide** average.* A lower rate is desirable. For more information about the risk-adjustment methodologies, see the [Technical Notes](#) section.

† Data is from 2011.

Notes

- Plans without symbols are consistent with the **statewide** average.

Medicaid Health Plan Performance

Preventive Care for Women

Plan	Medicaid Managed Care Plans (MMC)						
	Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening (Ages 16-20)	Chlamydia Screening (Ages 21-24)	Timeliness of Prenatal Care	Postpartum Care	Frequency of Ongoing Prenatal Care
Affinity Health Plan	66 ▼	70 ▼	74 ▲	75 ▲	91	69	78 ▲
CDPHP	58 ▼	67 ▼	63 ▼	71	91	70	77 ▲
Excellus BlueCross BlueShield	60 ▼	69 ▼	60 ▼	67 ▼	91	70	73
Fidelis Care New York	68	71	68 ▼	70 ▼	89	77 ▲	79 ▲
HIP (EmblemHealth)	69	72 ▲	76 ▲	77 ▲	85 ▼	68	57 ▼
Health Plus (Amerigroup)	69 ▲	72 ▲	75 ▲	75 ▲	87	64 ▼	63 ▼
HealthNow New York Inc.	53 ▼	69 ▼	63 ▼	69	78 ▼	62 ▼	42 ▼
Healthfirst PHSP, Inc.	72 ▲	74 ▲	76 ▲	76 ▲	89	67	69
Hudson Health Plan	64 ▼	69 ▼	67 ▼	73	92 ▲	75 ▲	81 ▲
Independent Health's MediSource	50 ▼	67 ▼	72	75	90	66	65 ▼
MVP	52 ▼	71	69	73	93 ▲	67	82 ▲
MetroPlus Health Plan	72 ▲	73 ▲	77 ▲	77 ▲	87	66	76 ▲
Neighborhood Health Providers	70 ▲	69 ▼	70	74	91 ▲	69	74
Total Care	71 ▲	70	71	70	87	73	77 ▲
UnitedHealthcare Community Plan	63 ▼	69 ▼	61 ▼	67 ▼	86	79 ▲	51 ▼
Univera Community Health	54 ▼	71	66 ▼	71	85	62 ▼	56 ▼
WellCare of New York	70 ▲	69 ▼	73	72	83 ▼	62 ▼	57 ▼
MMC Statewide Average	68	71	71	73	88	70	70
National Average	52	65	54	64	83	63	60
Plan	HIV Special Needs Plans (SNP)						
	Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening (Ages 16-20)	Chlamydia Screening (Ages 21-24)	Timeliness of Prenatal Care	Postpartum Care	Frequency of Ongoing Prenatal Care
Amida Care	65 ▼	73 ▼	--	72	--	--	--
MetroPlus Health Plan	72 ▲	88 ▲	65	79	78	41	65
SNP Statewide Average	69	81	63	76	79	36	63

Legend

▲ Significantly better than the statewide average.

▼ Significantly worse than the statewide average.

-- Sample size too small to report.

Notes

• Plans without symbols are consistent with the statewide average.

• National average is based on 2013 report from the [National Committee for Quality Assurance \(NCQA\)](#).

Medicaid Health Plan Performance

Perinatal Health †

Plan	Plan represented in Rest of State			
	Prenatal Care in the First Trimester	Risk-Adjusted Low Birthweight (LBW) *	Risk-Adjusted Primary Cesarean Delivery *	Vaginal Birth After Cesarean Section (VBAC)
Affinity Health Plan	68	8.2	16	10.3
CDPHP	71	6.7	14	9.3
Excellus BlueCross BlueShield	74 ▲	6.7	15	11.8
Fidelis Care New York	70	6.7	14	14.3 ▲
HIP (EmblemHealth)	74	11.3 ▼	20	5.9
Health Plus (Amerigroup)	71	8.2	18	6.9
HealthNow New York Inc.	74	8.4	17	7.8
Healthfirst PHSP, Inc.	73	7.4	17	6.9
Hudson Health Plan	69	7.4	20 ▼	6.5
Independent Health's MediSource	69	9.6	13	10.8
MVP	74	5.1	16	9.5
Neighborhood Health Providers	67	9.7	12	11.4
Total Care	67	6.9	14	12.2
UnitedHealthcare Community Plan	70	8.4	16	5.1
Univera Community Health	74	7.5	15	9.8
WellCare of New York	69	7.5	17	6.5
Regional Average	71	7.2	15	10.7
Statewide Average	72	6.8	16	14.8
Plan	Plan represented in NYC			
	Prenatal Care in the First Trimester	Risk-Adjusted Low Birthweight (LBW) *	Risk-Adjusted Primary Cesarean Delivery *	Vaginal Birth After Cesarean Section (VBAC)
Affinity Health Plan	70	6.4	17	10.5 ▼
Fidelis Care New York	74	6.9	16	19.9
HIP (EmblemHealth)	77 ▲	6.0	15	17.8
Health Plus (Amerigroup)	76 ▲	6.6	18 ▼	12.3 ▼
Healthfirst PHSP, Inc.	71 ▼	6.3	16	21.1
MetroPlus Health Plan	63 ▼	6.4	14	17.1
Neighborhood Health Providers	70	7.2	18	9.5 ▼
UnitedHealthcare Community Plan	81 ▲	5.9	15	37.2 ▲
WellCare of New York	68	5.6	17	6.9
Regional Average	73	6.5	16	17.8
Statewide Average	72	6.8	16	14.8

Legend

▲ Significantly better than the statewide average.

▼ Significantly worse than the statewide average.

* A lower rate is desirable. For more information about the risk-adjustment methodologies, see the [Technical Notes](#) section.

† Data is from 2011.

Notes

• Plans without symbols are consistent with the statewide average.

INTERPRETING THE MEASURES

Plan-specific Rates

The rates reported as part of the 2013 Managed Care Plan Performance Report are displayed as rates per 100 enrollees (percentages). To calculate a plan's rate for a measure, the numerator is divided by the denominator and then multiplied by 100. Plan-specific data are excluded from the tables as a result of any of the following methodological limitations:

- The denominator is less than 30, resulting in an unreliable rate. Please note that even though the plan's sample is too small to report individually, the plan's data are included in the statewide average.
- No enrollee could meet the eligibility requirements (such as continuous enrollment).
- Data are determined to be Not Valid (NV). Invalid data are removed from the statewide calculation.

Diabetes Composite Measures

NYSDOH calculates several measures of diabetes care using member-level data submitted by the health plans as part of the QARR data set. The member-level file consists of a subset of QARR measures and includes all members who were eligible for at least one of the specified measures. The file contains the member's Medicaid ID number, the health plan ID number and an indicator (yes/no) of whether the member was eligible for a measure and if so, whether the member was numerator compliant for that measure. In addition to the ability to link members to outside data sets (Medicaid enrollment files, CAHPS response sets, Medicaid claims), this data set allows the NYSDOH to generate composite measures of diabetes care.

Diabetes composite measures were calculated for both the screening and control measures in the Comprehensive Diabetes Care suite of measures.

Screening composites were calculated as the number of tests each individual had in the measurement year based on the indicators reported in the member-level file. The Received All Tests measure reported here represents the percentage of eligible members who had screening tests for HbA1c levels, cholesterol levels, a dilated retinal eye exam, and nephropathy monitoring. The Diabetes Outcome composites were calculated as the number of outcomes where the member met the benchmark. The outcome composite presented here is the percentage of members whose most recent HbA1c levels were at or below 9.0 percent and whose levels of bad cholesterol were in control (LDL-C < 100 mg/dL).

PERINATAL CARE

NYSDOH calculates several measures for perinatal care using data submitted by the health plans and data contained in the Department's Vital Statistics (VS) birth file. The data are put through a matching process prior to calculation of the measures. In 2004, data elements on the VS file were modified. Because not all data elements were captured by the New York City VS birth file, two different risk-adjusted low birthweight (LBW) models were developed. Results from New York City (NYC) and Rest of State (ROS) are separate and cannot be compared.

Risk-Adjustment Factors

Health events, such as low birthweight (LBW) births and cesarean deliveries, do not occur randomly across all plans. In addition, certain risk factors, such as maternal age or education, may be disproportionate across plans and beyond the plans' control. Risk adjustment is used because it removes or reduces the effects of confounding factors that may influence a plan's rate. Therefore, risk-adjusted rates account for patient factors that strongly influence the outcome, thereby allowing for a fairer comparison among the plans. These data reflect the removal of multiple births and include only women who were continuously enrolled in a plan for ten months, allowing for a one-month break in service.

Low Birthweight Methodology

To compute the risk-adjusted LBW rates, a logistic regression model was developed. The model predicted a binary response for LBW, i.e., all births were designated as either "LBW" or "not LBW" (<2,500 grams). The independent variables used in the methodology included:

- maternal age (less than 18, 18-19, 20-29, 30 and over)
- education (less than high school, high school, any college)
- alcohol use (yes, no)
- drug use (yes, no)
- tobacco (yes, no)
- level of prenatal care as defined by a modified Kessner index (intense, adequate, intermediate, inadequate, no care, unknown)
- race/ethnicity (white, black, Hispanic, other)
- parity (none, 1-2, 3-4, 5 or more previous live births)
- maternal medical risk factors (yes, no)
- hospitalized during this pregnancy (yes, no) – Rest of State model only
- previous pre-term delivery (yes, no) – Rest of State model only
- previous low birthweight (yes, no) – NYC model only
- nationality (born in US/Puerto Rico or rest of world)
- marital status (yes,no)
- poor pregnancy outcome (yes, no) – Rest of State model only
- vaginal bleeding (yes, no) – Rest of State model only
- prelabor referral for high risk (yes, no) – Rest of State model only
- problem with gums during pregnancy (yes, no) – Rest of State model only
- aid category (TANF, SSI, FHP) – Medicaid models only

Primary Cesarean Section Methodology

To compute the risk-adjusted PCS rates, a logistic regression model was developed. The model predicted a binary response for PCS, i.e., all births were designated as either "PCS" or "not PCS." The independent variables used in the methodology included:

- maternal age (less than 18, 18-19, 20-29, 30 and over)
- education (less than high school, high school, any college)
- dx of diabetes (yes, no)
- dx of gestational diabetes (yes, no)
- dx of pre-existing hypertension (yes, no)
- dx of pregnancy related hypertension (yes, no)
- birthweight great than 4,000g (yes, no)
- birthweight between 500g and 1,500g (yes, no)
- race/ethnicity (white, black, Hispanic, other)
- parity (none, 1 or more previous live births)
- resident of New York City (yes, no)
- presence of infection (yes, no)
- breech presentation (yes, no)
- pre-pregnancy BMI (underweight, normal weight, overweight or obese)
- Medicaid aid category (ADC, Safety Net, MA, SSI, FHP)
- eclampsia (yes, no)
- abruption placenta (yes, no)
- weeks gestation of pregnancy (LT 33, 33-35, 36-38, 39+)

The expected PCS rate is the rate a plan would have if the plan's patient mix were identical to the patient mix of the state. The plan-specific, risk-adjusted rate is the ratio of observed to expected PCS rates multiplied by the overall statewide PCS rate.

Limitations of the Risk-Adjusted Data

The expected LBW rate is the rate a plan would have if the plan's patient mix were identical to the patient mix of the state. The plan-specific, risk-adjusted rate is the ratio of observed to expected LBW rates multiplied by the overall statewide LBW rate.