

2015 Health Plan Service Use in New York State

A Report on the Use of Inpatient, Emergency Room, and Other Health Services



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Introduction

The 2015 Health Plan Service Use in New York State Report contains information on children's and adults' access to care and use of health services. This report complements the 2015 New York State Health Plan Comparison Report and electronic Quality Assurance Reporting Requirements (eQARR) 2015, which contain quality of care and member satisfaction information. eQARR 2015 is an interactive, web-based report with statewide and regional information, which is available at https://www.health.ny.gov/health_care/managed_care/reports/quality_performance_improvement.htm.

The data in this report reflects services provided during 2014.

Types of Insurance

Information on three types of managed care insurance is included in this report: Commercial HMO (CO), Commercial PPO (PPO), Medicaid Managed Care (MA) and Child Health Plus (CHP). Child Health Plus data has been represented with Medicaid Managed Care data since 2014.

Types of Insurance	Description
Commercial HMO (CO)	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 (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 Managed Care (MA)	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.
Child Health Plus (CHP)	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. Child Health Plus data has been represented with Medicaid Managed Care data since 2014.

Who Reports?

Managed care plans that were in operation during the entire 2014 calendar year were required to report data. This report contains information on 22 distinct organizations. Ten organizations reported on Commercial HMO enrollees; 9 reported on Commercial PPO members; 16 reported on their Medicaid and Child Health Plus enrollees; and 3 reported on HIV Special Needs Plan (SNP) enrollees.

Please note when you are reviewing this report 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. The National Committee for Quality Assurance (NCQA) approved three plans (HealthNow, Excellus BCBS, and Univera Healthcare) to report results using combined Commercial HMO and PPO memberships. The results for the combined reporting are displayed in the Commercial HMO tables. HIV SNP results are presented in several sections of the report. For sections without HIV SNP plan specific results displayed, the data are not presented due to small sample sizes in the program, across the plans.

Data Sources

Data in this report are collected from Commercial HMOs, PPOs, Medicaid, and Child Health Plus managed care plans in compliance with 2015 Quality Assurance Reporting Requirements (QARR) and NCQA 2015 Healthcare Effectiveness Data and Information Set (HEDIS®) technical specifications and guidelines.

Audit Requirements

Prior to submission of their data to the New York State Department of Health, all plans are required to participate in an audit of all required measures. The audit is conducted by an independent auditor in adherence to NCQA's certified audit methodology. Only valid information is published in this report.

Performance Ratings

Each section contains measures of access to care or utilization of services with results for each plan and the statewide average.

Access to Care measures and Initiation and Engagement of Alcohol and Other Drug Dependence Treatment are reported as a percentage of the eligible population. Symbols are provided to indicate whether the plan performed statistically significantly better (▲) or worse (▼) than the statewide average. For all other measures, symbols are provided to indicate whether the plan performed above the 90th percentile (▲) or below the 10th percentile (▼) for all plans included in the tables.

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. Therefore, plans with fewer than 30 eligible members or events 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 or events less than 30 are reported in the tables with a dashed line.

Feedback

We welcome suggestions and comments on ways the Department can measure and report plan performance more effectively.

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Access to care means health care is available, members know how to obtain health care services when they need them, and use them when necessary. The measures in this section describe the percentage of enrollees in a managed care plan who had a visit with a primary care

provider within the specified time frame. Symbols are provided to indicate whether the plan performed statistically significantly better (▲) or worse (▼) than the statewide average.

Measure	Description (Type of Insurance)
Children and Adolescents' Access to Primary Care Practitioners	The percentage of children, ages 12 months to 6 years, who had a visit with a primary care practitioner within the last year, or for children, ages 7 to 19 years, within the last two years. The measure is divided into four age groups: 12 to 24 months, 25 months to 6 years, 7 to 11 years, and 12 to 19 years. (CO, PPO, MA/CHP)
Adults' Access to Preventive and Ambulatory Health Services	The percentage of adults, ages 20 years and older, who had an ambulatory or preventive care visit within the last year if they were insured by Medicaid, or within the last three years if they were commercially insured. This measure is divided into three age groups: 20 to 44 years, 45 to 64 years, and 65 years and older. (CO, PPO, MA)

Commercial HMO

Children and Adolescents' Access to Primary Care Practitioners

Health Plan	12–24 Months	25 Months–6 Years	7–11 Years	12–19 Years
Aetna	99	95	96	93
CDPHP	99	97 ▲	99 ▲	97 ▲
Empire	88 ▼	90 ▼	94 ▼	92 ▼
Excellus Blue Cross Blue Shield	98	95	96 ▼	93 ▼
HIP (EmblemHealth)	96 ▼	93 ▼	95 ▼	92 ▼
HealthNow New York Inc.	100 ▲	97 ▲	98 ▲	96 ▲
Independent Health	99 ▲	97 ▲	99 ▲	97 ▲
MVP	99	96 ▲	98 ▲	95 ▲
Oxford	98	96 ▲	97	95 ▲
Univera Healthcare	100	94	97	94
Statewide	98	95	97	94

LEGEND

▲ Significantly better than statewide average

▼ Significantly worse than statewide average

Note: Plans without symbols are not significantly different than the statewide average.

Results are a percentage of the eligible population.

Commercial HMO

Adults' Access to Preventive and Ambulatory Health Services

Health Plan	20–44 Years	45–64 Years	65 Years and Older
Aetna	93 ▼	95 ▼	96
CDPHP	95 ▲	97 ▲	98 ▲
Empire	90 ▼	95 ▼	96
Excellus Blue Cross Blue Shield	95 ▲	97 ▲	98 ▲
HIP (EmblemHealth)	92 ▼	95 ▼	93 ▼
HealthNow New York Inc.	95 ▲	97 ▲	98 ▲
Independent Health	94	96	98 ▲
MVP	94	97 ▲	98 ▲
Oxford	94	96	97
Univera Healthcare	94	95 ▼	98
Statewide	94	96	97

LEGEND

▲ Significantly better than statewide average

▼ Significantly worse than statewide average

Note: Plans without symbols are not significantly different than the statewide average.

Results are a percentage of the eligible population.

Commercial PPO

Children and Adolescents' Access to Primary Care Practitioners

Health Plan	12–24 Months	25 Months–6 Years	7–11 Years	12–19 Years
Aetna	98 ▲	95 ▲	96	93 ▲
CDPHP	99 ▲	97 ▲	98 ▲	97 ▲
CGLIC/CHLIC	98 ▲	95 ▲	97 ▲	93 ▲
Empire	90 ▼	90 ▼	93 ▼	88 ▼
GHI (EmblemHealth)	93 ▼	89 ▼	91 ▼	87 ▼
HIP (EmblemHealth)	--	90	94	89
MVP	98	95	98 ▲	94 ▲
Oxford	97 ▲	95 ▲	96	94 ▲
UnitedHealthcare Insurance Company of New York, Inc.	99 ▲	96 ▲	97 ▲	93 ▲
Statewide	96	94	96	92

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than statewide average
- Sample too small to report

Note: Plans without symbols are not significantly different than the statewide average.

Results are a percentage of the eligible population.

Commercial PPO

Adults' Access to Preventive and Ambulatory Health Services

Health Plan	20–44 Years	45–64 Years	65 Years and Older
Aetna	94	96	96 ▼
CDPHP	95 ▲	96	98 ▲
CGLIC/CHLIC	94	95	96 ▼
Empire	92 ▼	94 ▼	94 ▼
GHI (EmblemHealth)	91 ▼	94 ▼	88 ▼
HIP (EmblemHealth)	89 ▼	89 ▼	96
MVP	93	96	97
Oxford	95 ▲	97 ▲	98 ▲
UnitedHealthcare Insurance Company of New York, Inc.	94	96	98 ▲
Statewide	94	96	97

LEGEND

▲ Significantly better than statewide average

▼ Significantly worse than statewide average

Note: Plans without symbols are not significantly different than the statewide average.

Results are a percentage of the eligible population.

Medicaid Health Plans

Children and Adolescents' Access to Primary Care Practitioners

Medicaid Managed Care Plans (MMC)	12–24 Months	25 Months–6 Years	7–11 Years	12–19 Years
Affinity Health Plan	95 ▼	93 ▼	96 ▼	93 ▼
CDPHP	99 ▲	94	98 ▲	96 ▲
Excelsus Blue Cross Blue Shield	99 ▲	95	97	96 ▲
Fidelis Care New York, Inc.	98 ▲	95 ▲	97	94
HIP (EmblemHealth)	95 ▼	93 ▼	96	94
HealthNow New York Inc.	98 ▲	93	97	95
HealthPlus, an Amerigroup Company	97	96 ▲	98 ▲	96 ▲
Healthfirst PHSP, Inc.	96	95 ▲	97	94
Hudson Health Plan	98 ▲	93 ▼	96	94
Independent Health	99 ▲	92 ▼	95 ▼	93 ▼
MVP	98	93 ▼	96	94
MetroPlus	93 ▼	92 ▼	96 ▼	91 ▼
Total Care, A Today's Options of New York Health Plan	98	90 ▼	94 ▼	93 ▼
UnitedHealthcare Community Plan	97	96 ▲	97	96 ▲
Univera Community Health	98 ▲	91 ▼	95 ▼	93 ▼
WellCare of New York	93 ▼	93 ▼	97	94
MMC Statewide	97	94	97	94
HIV Special Needs Plans (SNP)				
Amida Care	--	79	--	--
MetroPlus Health Plan	--	83	95	89
VNSNY CHOICE Select Health	--	--	--	73 ▼
SNP Statewide	90	82	92	88

LEGEND

▲ Significantly better than statewide average

▼ Significantly worse than statewide average

-- Sample too small to report

Note: Plans without symbols are not significantly different than the statewide average.

Results are a percentage of the eligible population.

Medicaid Health Plans

Adults' Access to Preventive and Ambulatory Health Services

Medicaid Managed Care Plans (MMC)	20–44 Years	45–64 Years	65 Years and Older
Affinity Health Plan	82 ▼	89 ▼	87 ▼
CDPHP	87 ▲	92 ▲	94
Excellus Blue Cross Blue Shield	87 ▲	92 ▲	93
Fidelis Care New York, Inc.	85 ▲	91	90
HIP (EmblemHealth)	82 ▼	89 ▼	87 ▼
HealthNow New York Inc.	84	89 ▼	87
HealthPlus, an Amerigroup Company	82 ▼	89 ▼	89
Healthfirst PHSP, Inc.	86 ▲	93 ▲	91 ▲
Hudson Health Plan	83 ▼	89 ▼	90
Independent Health	85	90	88
MVP	86 ▲	91	83
MetroPlus	81 ▼	90 ▼	90
Total Care, A Today's Options of New York Health Plan	85	90	92
UnitedHealthcare Community Plan	85 ▲	90 ▼	87 ▼
Univera Community Health	85	89 ▼	88
WellCare of New York	82 ▼	90	90
MMC Statewide	84	91	90
HIV Special Needs Plans (SNP)			
Amida Care	98	99	100
MetroPlus Health Plan	97	99	95
VNSNY CHOICE Select Health	96	98	97
SNP Statewide	97	99	97

LEGEND

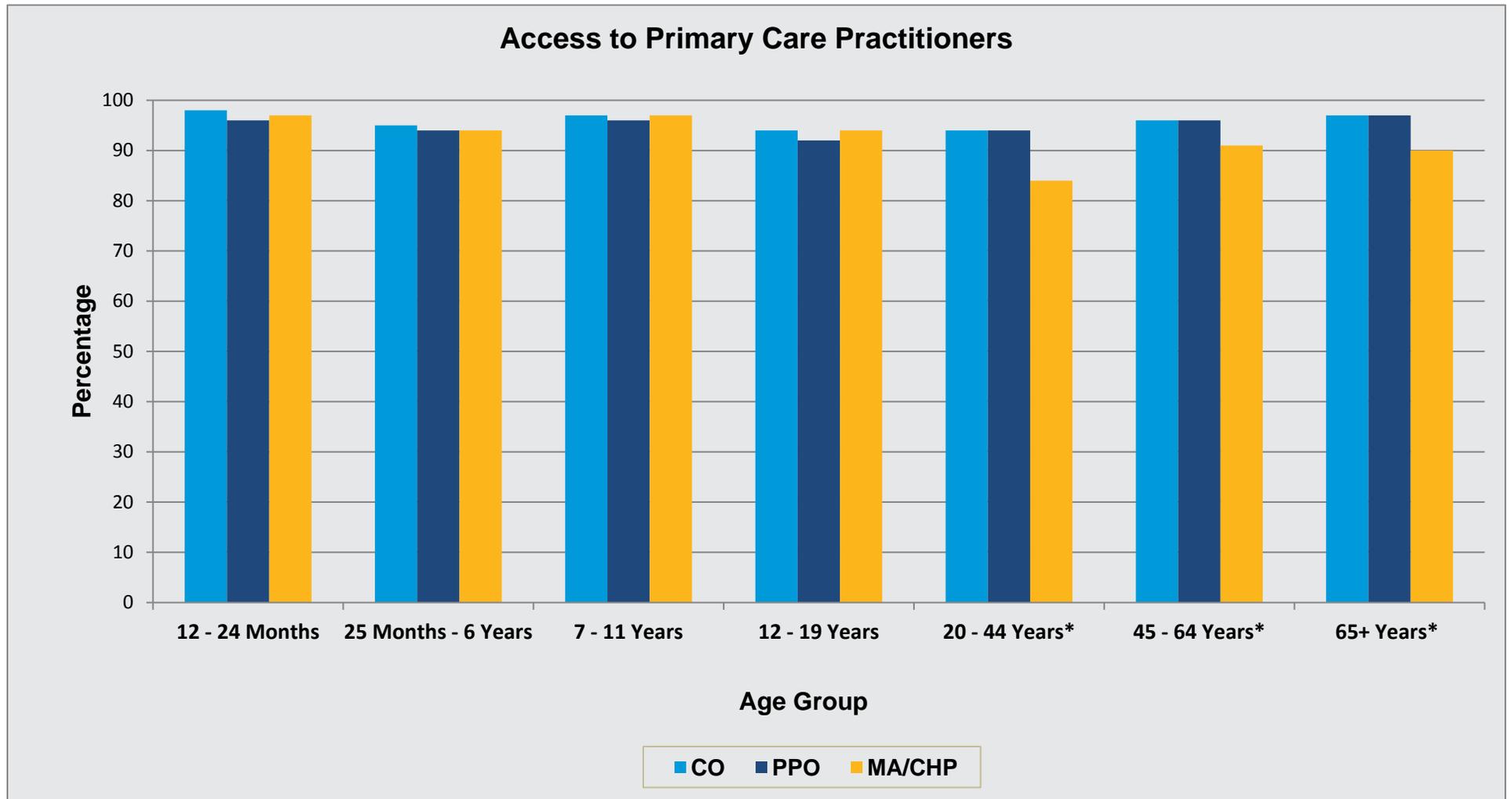
▲ Significantly better than statewide average

▼ Significantly worse than statewide average

Note: Plans without symbols are not significantly different than the statewide average.

Results are a percentage of the eligible population.

Statewide Averages Across Payers



The graph presents the differences in member access by payer and age group. Commercial HMO (CO) and Commercial PPO (PPO) are at or above 90% for members regardless of age group. Medicaid/CHP (MA/CHP) is at or above 90% for all age groups except for members between 20 and 44 years of age. For age group 19 years and younger, MA and CHP are combined reporting.

* Please note that the time frame for visits for members ages 20 years or older varies by type of insurance. Medicaid percentages reflect visits in the measurement year, while CO and PPO percentages reflect visits in the last three years.

Managed care plans are required to submit inpatient and outpatient utilization data such as hospital admissions and ambulatory surgery rates. The data presented are calculated by the plans. Data applicable to the Medicaid, Commercial HMO, and Commercial PPO populations are reported separately. For Initiation and Engagement of Alcohol and Other Drug Dependence Treatment, symbols are provided to indicate whether the plan performed statistically significantly better (▲) or worse (▼) than the statewide average. For all other measures, symbols are provided to indicate whether the plan performed above the 90th percentile (▲) or below the 10th percentile (▼) for all plans included in the tables.

Utilization rates for Outpatient Use of Services, Inpatient Use of Services, and Frequency of Selected Procedures are calculated per 1,000 member years (MY). Results for the Initiation and Engagement of Alcohol and Other Drug Dependence Treatment, Mental Health Utilization, as well as Identification of Alcohol and Drug Dependence Services are calculated as percentage of the eligible population.

Average length of stay (ALOS) is calculated as the total number of days divided by the total number of discharges (Days/Discharges = ALOS).

Total Inpatient Utilization is the sum of Medicine, Surgery, and Maternity discharges and length of stay. Some discharges cannot be grouped as medicine, maternity, or surgery, but are included in the inpatient total. Therefore, total discharges and days may not be equal to the sum of the three components. The rates for open cholecystectomy and intensive outpatient or partial hospitalization rates for alcohol and drugs are not displayed in the following tables, since the results are not statistically significant due to small sample sizes and low rates.

The Plan All-Cause Readmission rates are risk adjusted for presence of surgeries, discharge condition, comorbidity, age, and gender. For this measure, a lower rate is desirable. The O/E Ratio is the observed-to-expected ratio: The ratio of the plan's observed rate of readmission to its expected rate of readmission.

Measure	Description (Type of Insurance)
Outpatient Utilization	Summarizes utilization of ambulatory services including outpatient visits and emergency room visits. Rates are per 1,000 member years (MY). (CO, PPO, MA/CHP)
Frequency of Selected Procedures	Provides a summary of high frequency procedures and rates are per 1,000 MY. (CO, PPO, MA/CHP)
Inpatient Utilization	Summarizes utilization of acute inpatient services in the categories of Medicine, Surgery, Maternity, and Total inpatient utilization. Total discharges per 1,000 MY, total days per 1,000 MY, and ALOS are reported. (CO, PPO, MA/CHP)
Mental Health Utilization	Provides an overview of members who received inpatient, outpatient, and emergency room mental health treatment. Rates are the percentage of members who receive mental health services. (CO, PPO, MA)
Identification of Alcohol and Other Dependency Services	Provides an overview of members with an alcohol or other drug (AOD) dependence diagnosis and the extent to which different levels of chemical dependency services are utilized. Rates are the percentage of members who receive services. (CO, PPO)
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment	Two percentages for members with AOD dependence are shown. The Initiation percentage is the percentage of members who initiate treatment within 14 days of the diagnosis of AOD dependence. The Engagement percentage is the percentage of members who engage in treatment within 30 days after initiation. (CO, PPO)
Plan All-Cause Readmissions	Provides the percentage of acute inpatient stays that were followed by an acute readmission for any diagnosis within 30 days. Both risk adjusted rates and the observed/expected probabilities are displayed. (CO, PPO)

Commercial HMO

Outpatient Utilization

Health Plan	Emergency Room Visits	Outpatient Visits
Aetna	181	4,508
CDPHP	263 ▲	4,674
Empire	185	4,608
Excellus Blue Cross Blue Shield	180	4,035
HIP (EmblemHealth)	250	4,504
HealthNow New York Inc.	166	4,077
Independent Health	200	3,819 ▼
MVP	223	4,704 ▲
Oxford	144 ▼	4,411
Univera Healthcare	187	3,863
Statewide	185	4,264

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below

Results are per 1,000 member years.

Commercial PPO

Outpatient Utilization

Health Plan	Emergency Room Visits	Outpatient Visits
Aetna	150	4,227
CDPHP	242	4,152
CGLIC/CHLIC	139 ▼	4,387
Empire	181	4,131
GHI (EmblemHealth)	323 ▲	4,659
HIP (EmblemHealth)	221	5,860 ▲
MVP	197	3,933 ▼
Oxford	146	4,937
UnitedHealthcare Insurance Company of New York, Inc.	188	5,430
Statewide	178	4,730

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below

Results are per 1,000 member years.

Medicaid Health Plans

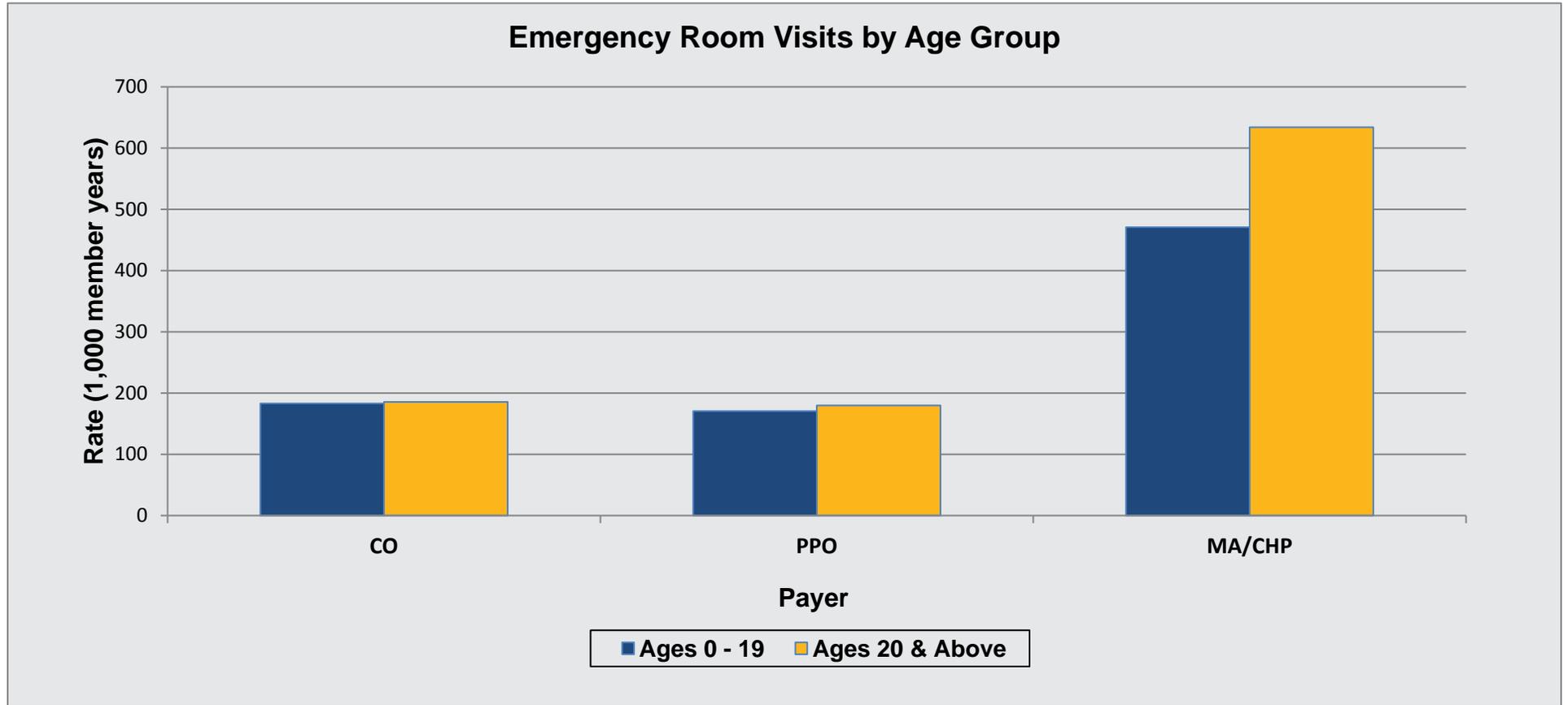
Outpatient Utilization

Medicaid Managed Care Plans (MMC)	Emergency Room Visits	Outpatient Visits
Affinity Health Plan	NV	NV
CDPHP	782	4,942
Excellus Blue Cross Blue Shield	664	4,550
Fidelis Care New York, Inc.	548	6,079 ▲
HIP (EmblemHealth)	459	5,558
HealthNow New York Inc.	603	4,183 ▼
HealthPlus, an Amerigroup Company	424	4,378
Healthfirst PHSP, Inc.	599	5,666
Hudson Health Plan	588	4,541
Independent Health	784 ▲	4,139 ▼
MVP	958 ▲	4,820
MetroPlus	675	4,850
Total Care, A Today's Options of New York Health Plan	783	4,853
UnitedHealthcare Community Plan	385 ▼	5,931 ▲
Univera Community Health	716	4,326
WellCare of New York	404 ▼	4,685
MMC Statewide	555	5,366
HIV Special Needs Plans (SNP)		
Amida Care	1,111 ▲	13,334 ▲
MetroPlus Health Plan	965	8,645 ▼
VNSNY CHOICE Select Health	795 ▼	11,590
SNP Statewide	970	11,295

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- NV: Plan submitted invalid data.

Results are per 1,000 member years.



The graph illustrates the statewide rates of emergency room visits by age group and payer. Medicaid/CHP (MA/CHP) rates are higher than Commercial HMO (CO) and Commercial PPO (PPO) rates. For age group 19 years and younger, MA and CHP are combined reporting.

Commercial HMO

Frequency of Selected Procedures

Health Plan	Angioplasty Ages 45 & Above		Coronary Artery Bypass Graft Ages 45 & Above		Cardiac Catheterization Ages 45 & Above	
	Female	Male	Female	Male	Female	Male
Aetna	--	5.1	--	--	4.6	8.4
CDPHP	--	5.2	--	2.2 ▲	4.4	8.8
Empire	--	8.1 ▲	--	--	4.8	10.7
Excellus Blue Cross Blue Shield	1.6	5.8	0.2	1.4	4.0	6.9 ▼
HIP (EmblemHealth)	2.2 ▲	6.5	--	1.4 ▼	5.7 ▲	10.8 ▲
HealthNow New York Inc.	1.1 ▼	4.9 ▼	--	1.6	4.9	8.6
Independent Health	1.5	5.8	--	1.7	5.4	10.5
MVP	1.9	6.0	--	1.5	5.4	9.1
Oxford	1.3	6.9	--	1.4	3.7 ▼	8.3
Univera Healthcare	--	5.0	--	--	5.5	8.2
Statewide	1.5	6.1	0.3	1.5	4.5	8.5

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report

Results are per 1,000 member years.

Commercial HMO

Frequency of Selected Procedures

Health Plan	Laprosopic Cholecystectomy		Back Surgery Ages 20 & Above		Bariatric Weight Loss Surgery		Prostatectomy Ages 45 & Above
	Female Ages 15 & Above	Male Ages 30 & Above	Female	Male	Female	Male	Male Only
Aetna	2.7 ▼	2.0	2.1	2.4	--	--	--
CDPHP	5.6	2.6	3.6	3.7	1.3 ▲	--	2.6
Empire	2.7	--	2.6	3.3	--	--	--
Excellus Blue Cross Blue Shield	5.6	2.7	3.2	3.7	1.1	0.3 ▲	2.7
HIP (EmblemHealth)	2.9	1.5 ▼	1.6	1.8 ▼	0.9	0.2 ▼	5.8 ▲
HealthNow New York Inc.	4.8	2.5	3.4	3.5	0.7	--	2.2 ▼
Independent Health	5.0	2.7	3.2	3.7	0.7	--	2.3
MVP	5.2	3.4	3.6	4.0 ▲	1.2	--	2.8
Oxford	2.7	1.8	1.5 ▼	2.0	0.5 ▼	0.2	2.7
Univera Healthcare	7.5 ▲	3.7 ▲	3.7 ▲	3.6	--	--	--
Statewide	4.2	2.3	2.5	2.9	0.9	0.2	3.0

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report

Results are per 1,000 member years.

Commercial HMO

Frequency of Selected Procedures for Women and Children

Health Plan	Lumpectomy Ages 15 & Above	Mastectomy Ages 15 & Above	Abdominal Hysterectomy Ages 15 & Above	Vaginal Hysterectomy Ages 15 & Above	Tonsillectomy Ages 0–19
Aetna	4.1	1.7	2.7	--	3.4
CDPHP	4.9 ▲	1.4	1.5 ▼	1.4	4.4
Empire	4.5	--	2.2	--	--
Excelsus Blue Cross Blue Shield	3.1 ▼	1.6	2.8 ▲	1.9 ▲	5.2
HIP (EmblemHealth)	3.2	0.8 ▼	2.5	0.6	2.1 ▼
HealthNow New York Inc.	3.9	1.6	1.9	1.7	7.1 ▲
Independent Health	4.4	1.5	1.9	1.3	7.0
MVP	3.9	1.7 ▲	2.7	1.2	5.3
Oxford	3.6	1.7	1.9	0.5 ▼	2.9
Univera Healthcare	3.4	--	--	--	6.7
Statewide	3.6	1.5	2.3	1.2	4.4

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report

Results are per 1,000 member years.

Commercial PPO

Frequency of Selected Procedures

Health Plan	Angioplasty Ages 45 & Above		Coronary Artery Bypass Graft Ages 45 & Above		Cardiac Catheterization Ages 45 & Above	
	Female	Male	Female	Male	Female	Male
Aetna	1.3	5.8	0.2	1.5	3.8	7.4
CDPHP	1.5	4.7 ▼	--	1.9	4.2	8.6
CGLIC/CHLIC	1.2	5.3	--	1.2 ▼	3.6	6.6 ▼
Empire	1.3	5.8	0.2 ▼	1.2	4.5	8.5
GHI (EmblemHealth)	1.8	7.1	--	--	5.6	9.2
HIP (EmblemHealth)	--	--	--	--	--	--
MVP	--	5.0	--	--	4.1	8.0
Oxford	1.1 ▼	6.5	--	1.2	3.4 ▼	8.3
UnitedHealthcare Insurance Company of New York, Inc.	2.3 ▲	8.2 ▲	0.6 ▲	2.6 ▲	6.8 ▲	11.8 ▲
Statewide	1.8	6.8	0.4	1.9	5.3	9.5

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report

Results are per 1,000 member years.

Commercial PPO

Frequency of Selected Procedures

Health Plan	Laprosopic Cholecystectomy		Back Surgery Ages 20 & Above		Bariatric Weight Loss Surgery		Prostatectomy Ages 45 & Above
	Female Ages 15 & Above	Male Ages 30 & Above	Female	Male	Female	Male	Male Only
Aetna	2.9	1.5	2.0	2.3	0.5	0.1 ▼	2.6
CDPHP	5.5 ▲	2.9 ▲	3.0	3.6	1.3 ▲	0.3 ▲	2.2 ▼
CGLIC/CHLIC	2.8	1.5 ▼	1.9	2.5	0.4 ▼	0.1	2.9
Empire	3.6	1.6	1.9	2.1	0.7	0.2	2.3
GHI (EmblemHealth)	3.2	1.6	1.4 ▼	1.5 ▼	1.1	--	2.6
HIP (EmblemHealth)	--	--	--	--	--	--	--
MVP	5.1	2.5	3.1 ▲	3.6	--	--	2.7
Oxford	2.2 ▼	1.7	2.0	3.4	0.6	0.2	3.5
UnitedHealthcare Insurance Company of New York, Inc.	3.7	2.4	3.0	3.6 ▲	0.8	0.3	4.0 ▲
Statewide	3.4	2.0	2.4	2.9	0.7	0.2	3.2

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report

Results are per 1,000 member years.

Commercial PPO

Frequency of Selected Procedures for Women and Children

Health Plan	Lumpectomy Ages 15 & Above	Mastectomy Ages 15 & Above	Abdominal Hysterectomy Ages 15 & Above	Vaginal Hysterectomy Ages 15 & Above	Tonsillectomy Ages 0–19
Aetna	3.6	1.6	1.9	0.7	3.2
CDPHP	3.9	1.5	1.6 ▼	1.8 ▲	5.2 ▲
CGLIC/CHLIC	3.6	1.4	1.8	0.6 ▼	3.1
Empire	3.6	1.2 ▼	2.1	0.8	2.9
GHI (EmblemHealth)	3.3	1.3	1.8	--	2.9 ▼
HIP (EmblemHealth)	--	--	--	--	--
MVP	3.3 ▼	1.2	2.6 ▲	1.4	3.9
Oxford	4.2 ▲	1.9 ▲	1.7	0.6	3.1
UnitedHealthcare Insurance Company of New York, Inc.	4.2	1.5	2.1	0.9	3.7
Statewide	3.9	1.5	2.0	0.8	3.4

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report

Results are per 1,000 member years.

Medicaid Health Plans

Frequency of Selected Procedures

Medicaid Managed Care Plans (MMC)	Angioplasty Ages 45 & Above		Coronary Artery Bypass Graft Ages 45 & Above		Cardiac Catheterization Ages 45 & Above	
	Female	Male	Female	Male	Female	Male
Affinity Health Plan	2.5 ▼	7.1	--	--	8.7	12.2 ▼
CDPHP	--	6.4 ▼	--	4.3 ▲	12.8 ▲	17.7 ▲
Excellus Blue Cross Blue Shield	4.4 ▲	7.6	--	2.5	9.2	13.3
Fidelis Care New York, Inc.	3.2	8.7	0.6 ▲	1.9	9.8	13.5
HIP (EmblemHealth)	2.8	8.9	--	1.5	8.2 ▼	13.1
HealthNow New York Inc.	--	--	--	--	12.5	15.9 ▲
HealthPlus, an Amerigroup Company	3.0	9.8	--	1.4 ▼	9.2	13.5
Healthfirst PHSP, Inc.	3.5	9.4	0.4 ▼	1.7	10.3	14.4
Hudson Health Plan	2.8	6.0 ▼	--	--	9.6	14.1
Independent Health	--	--	--	--	12.5	15.5
MVP	--	--	--	--	--	--
MetroPlus	3.4	10.0 ▲	--	1.6	9.7	15.2
Total Care, A Today's Options of New York Health Plan	--	--	--	--	--	--
UnitedHealthcare Community Plan	2.6	9.3	--	1.9	6.9 ▼	13.0 ▼
Univera Community Health	--	--	--	--	14.2 ▲	15.0
WellCare of New York	3.1	11.9 ▲	--	2.4	9.2	14.0
MMC Statewide	3.1	8.8	0.5	1.8	9.4	13.7

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report

Results are per 1,000 member years.

Medicaid Health Plans

Frequency of Selected Procedures

Medicaid Managed Care Plans (MMC)	Laprosopic Cholecystectomy		Back Surgery Ages 20–64		Bariatric Weight Loss Surgery Ages 0–64		Prostatectomy Ages 45 & Above
	Female Ages 15–64	Male Ages 30–64	Female	Male	Female	Male	Male Only
Affinity Health Plan	4.6	1.5 ▼	1.1	1.5	0.6	--	1.9
CDPHP	7.6	3.7	5.4	7.7 ▲	1.2 ▲	--	--
Excellus Blue Cross Blue Shield	8.7 ▲	4.0 ▲	4.5	5.5	0.9	--	--
Fidelis Care New York	6.6	2.8	2.8	3.2	0.8	0.2	2.4
HIP (EmblemHealth)	3.6	2.1	1.6	1.5	0.8	--	15.7 ▲
HealthNow New York Inc.	7.2	--	7.9 ▲	7.2 ▲	--	--	--
HealthPlus, an Amerigroup Company	3.6 ▼	2.0	1.0 ▼	1.3	0.4 ▼	--	1.8
Healthfirst PHSP, Inc.	4.5	1.5	1.3	1.7	0.6	0.1 ▼	2.5
Hudson Health Plan	7.9	2.6	3.9	4.3	0.6	--	--
Independent Health	7.7	3.7 ▲	5.4 ▲	5.6	--	--	--
MVP	8.0	--	--	--	--	--	--
MetroPlus	3.9	1.4 ▼	0.7 ▼	1.0 ▼	0.4	--	1.2 ▼
Total Care, A Today's Options of New York Health Plan	8.2	--	4.3	--	--	--	--
UnitedHealthcare Community Plan	4.5	2.0	1.5	2.1	0.6	0.2 ▲	2.0
Univera Community Health	8.5 ▲	--	4.2	5.6	--	--	--
WellCare of New York	3.2 ▼	1.6	--	1.0 ▼	--	--	--
MMC Statewide	5.3	2.2	2.1	2.5	0.6	0.1	3.0

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report

Results are per 1,000 member years.

Medicaid Health Plans

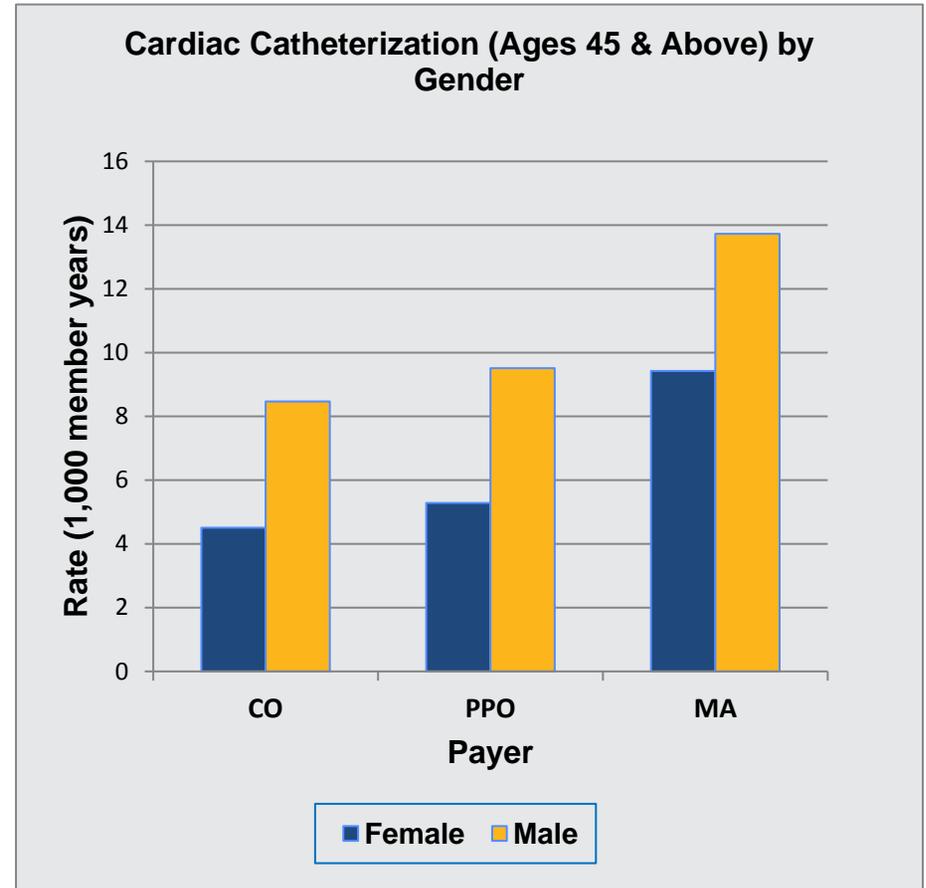
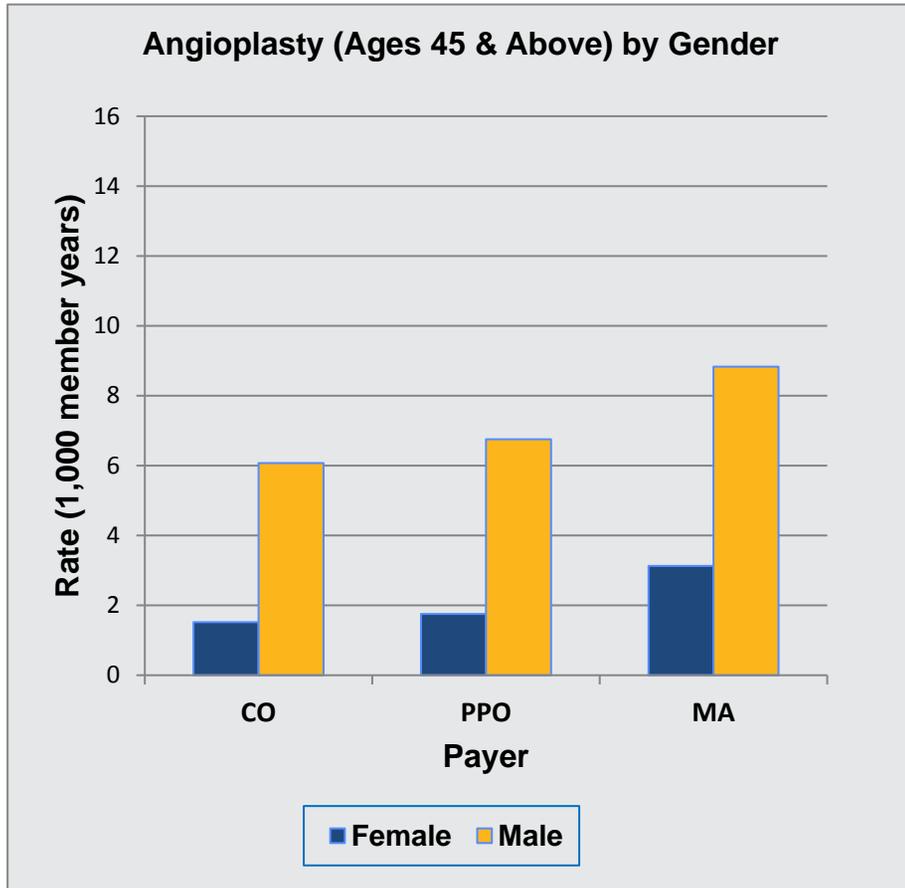
Frequency of Selected Procedures for Women and Children

Medicaid Managed Care Plans (MMC)	Lumpectomy Ages 15–64	Mastectomy Ages 15–64	Abdominal Hysterectomy Ages 15–64	Vaginal Hysterectomy Ages 15–64	Tonsillectomy Ages 0–19
Affinity Health Plan	2.7	0.6	2.1	0.5	3.5
CDPHP	3.6 ▲	--	1.9	1.9 ▲	7.6
Excelsus Blue Cross Blue Shield	2.3 ▼	1.0 ▲	3.8 ▲	1.2	6.9
Fidelis Care New York	3.1	0.7	2.2	1.4	4.9
HIP (EmblemHealth)	3.0	0.7	1.7	0.5	2.9
HealthNow New York Inc.	3.3 ▲	--	2.9 ▲	--	10.2 ▲
HealthPlus, an Amerigroup Company	3.2	0.6	1.3 ▼	0.5 ▼	2.8
Healthfirst PHSP, Inc.	2.9	0.7	2.4	0.7	3.1
Hudson Health Plan	2.8	0.6	2.2	1.2	3.3
Independent Health	3.1	--	2.8	--	8.6
MVP	--	--	--	--	6.1
MetroPlus	2.1 ▼	0.4 ▼	1.8	0.5	2.0 ▼
Total Care, A Today's Options of New York Health Plan	2.3	--	2.2	--	5.6
UnitedHealthcare Community Plan	2.9	0.8	1.7	0.9	3.7
Univera Community Health	2.4	--	1.9	--	8.6 ▲
WellCare of New York	2.6	--	1.4 ▼	--	1.9 ▼
MMC Statewide	2.9	0.7	2.1	0.9	4.0

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report

Results are per 1,000 member years.



The graphs illustrate the statewide rates of cardiac catheterization and angioplasty utilization by gender and payer. Males are more likely to have the procedures than females for all payers. Medicaid (MA) rates for both procedures are higher than Commercial payers (CO & PPO) for both genders.

Commercial HMO

Inpatient Use of Services: Discharges and Total Days

Health Plan	Medicine		Surgery		Maternity		Total	
	Discharges	Total Days						
Aetna	23	104	17	94	12	33	51	227
CDPHP	21	88	18	93	10	28	48	206
Empire	26	102	21 ▲	106	13	40 ▲	58 ▲	243
Excellus Blue Cross Blue Shield	17	60	17	72	14 ▲	36	45	163
HIP (EmblemHealth)	33 ▲	132 ▲	17	109 ▲	8 ▼	22 ▼	57	260 ▲
HealthNow New York Inc.	13 ▼	46 ▼	14 ▼	65 ▼	9	24	38 ▼	148 ▼
Independent Health	16	59	18	88	13	35	45	178
MVP	24	97	20	74	9	25	52	200
Oxford	21	81	14	71	12	36	45	183
Univera Healthcare	17	61	18	94	13	34	46	185
Statewide	20	78	16	79	11	32	47	187

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below

Results are per 1,000 member years.

Commercial HMO

Inpatient Use of Services: Average Length of Stay

Health Plan	Medicine ALOS	Surgery ALOS	Maternity ALOS	Total Inpatient ALOS
Aetna	4.4 ▲	5.4	2.8	4.4
CDPHP	4.2	5.1	2.8	4.3
Empire	3.9	5.1	3.0	4.2
Excellus Blue Cross Blue Shield	3.6 ▼	4.4	2.6	3.6 ▼
HIP (EmblemHealth)	4.0	6.4 ▲	2.8	4.6 ▲
HealthNow New York Inc.	3.6	4.8	2.7	3.9
Independent Health	3.7	4.9	2.7	4.0
MVP	4.1	3.7 ▼	2.7	3.8
Oxford	3.9	5.1	3.0 ▲	4.1
Univera Healthcare	3.6	5.3	2.6 ▼	4.0
Statewide	3.9	5.0	2.8	4.0

LEGEND

▲ 90th percentile or above▼ 10th percentile or below

ALOS = Total Days/Total Discharges

Commercial PPO

Inpatient Use of Services: Discharges and Total Days

Health Plan	Medicine		Surgery		Maternity		Total	
	Discharges	Total Days						
Aetna	16 ▼	69	12 ▼	60	15 ▲	45	41 ▼	167
CDPHP	19	80	17	82	10	29	45	187
CGLIC/CHLIC	16	66	13	66	15	46 ▲	42	172
Empire	22	86	14	78	13	39	48	197
GHI (EmblemHealth)	23	98	16	89	9	29	46	213
HIP (EmblemHealth)	29 ▲	115 ▲	17 ▲	101 ▲	5 ▼	12 ▼	51 ▲	227 ▲
MVP	17	60 ▼	15	52 ▼	11	29	41	141 ▼
Oxford	21	83	14	73	13	41	47	191
UnitedHealthcare Insurance Company of New York, Inc.	NV							
Statewide	19	77	14	71	14	41	45	183

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- NV: Plan submitted invalid data.

Results are per 1,000 member years.

Commercial PPO

Inpatient Use of Services: Average Length of Stay

Health Plan	Medicine ALOS	Surgery ALOS	Maternity ALOS	Total Inpatient ALOS
Aetna	4.4 ▲	4.9	2.9	4.1
CDPHP	4.2	5.0	2.8	4.2
CGLIC/CHLIC	4.1	5.0	3.1	4.1
Empire	4.0	5.4	2.9	4.1
GHI (EmblemHealth)	4.3	5.7	3.1 ▲	4.6 ▲
HIP (EmblemHealth)	3.9	5.8 ▲	2.6 ▼	4.5
MVP	3.6 ▼	3.6 ▼	2.7	3.4 ▼
Oxford	3.9	5.1	3.1	4.1
UnitedHealthcare Insurance Company of New York, Inc.	NV	NV	NV	NV
Statewide	4.1	5.1	2.9	4.1

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- NV: Plan submitted invalid data.

ALOS = Total Days/Total Discharges

Medicaid Health Plans

Inpatient Use of Services: Discharges and Total Days

Medicaid Managed Care Plans (MMC)	Medicine		Surgery		Maternity		Total	
	Discharges	Total Days	Discharges	Total Days	Discharges	Total Days	Discharges	Total Days
Affinity Health Plan	NV	NV	NV	NV	NV	NV	NV	NV
CDPHP	35	135	22 ▲	150 ▲	34	95	82	353
Excellus Blue Cross Blue Shield	37	140	16	102	34	88	76	304
Fidelis Care New York	37	151	15	83	34	89	77	299
HIP (EmblemHealth)	49 ▲	205	17	126	21 ▼	61 ▼	82	377
HealthNow New York Inc.	31 ▼	115 ▼	17	111	29	74	74	299
HealthPlus, an Amerigroup Company	31 ▼	126	11 ▼	80	31	92	65 ▼	271 ▼
Healthfirst PHSP, Inc.	48	240 ▲	8 ▼	48 ▼	45 ▲	134 ▲	88	383
Hudson Health Plan	33	163	14	87	43	126	77	347
Independent Health	45	171	24 ▲	198 ▲	38	105	97 ▲	444 ▲
MVP	46	164	13	66 ▼	40	106	89	319
MetroPlus	49	204	13	90	44 ▲	134 ▲	94	388
Total Care, A Today's Options of New York Health Plan	50 ▲	228 ▲	15	103	43	130	94 ▲	422 ▲
UnitedHealthcare Community Plan	32	124 ▼	12	86	36	97	70	280
Univera Community Health	37	129	22	132	32	84	82	323
WellCare of New York	35	125	12	92	19 ▼	51 ▼	63 ▼	258 ▼
MMC Statewide	40	171	13	85	36	102	79	330
HIV Special Needs Plans (SNP)								
Amida Care	274	1,462	29 ▼	240 ▼	--	17	308	1,719
MetroPlus Health Plan	220 ▼	1,131 ▼	30	258	8	27 ▲	257 ▼	1,415 ▼
VNSNY CHOICE Select Health	281 ▲	1,468 ▲	50 ▲	427 ▲	--	10 ▼	334 ▲	1,905 ▲
SNP Statewide	259	1,357	36	301	5	18	299	1,676

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report
- NV: Plan submitted invalid data.

Results are per 1,000 member years.

Medicaid Health Plans

Inpatient Use of Services: Average Length of Stay

Medicaid Managed Care Plans (MMC)	Medicine ALOS	Surgery ALOS	Maternity ALOS	Total Inpatient ALOS
Affinity Health Plan	NV	NV	NV	NV
CDPHP	3.8	6.7	2.8	4.3
Excellus Blue Cross Blue Shield	3.8	6.4	2.6 ▼	4.0
Fidelis Care New York	4.1	5.4 ▼	2.6	3.9 ▼
HIP (EmblemHealth)	4.2	7.3	2.9	4.6 ▲
HealthNow New York Inc.	3.7	6.6	2.6 ▼	4.1
HealthPlus, an Amerigroup Company	4.0	7.2	2.9	4.2
Healthfirst PHSP, Inc.	5.0 ▲	5.9	3.0	4.3
Hudson Health Plan	4.9 ▲	6.3	2.9	4.5
Independent Health	3.8	8.1 ▲	2.7	4.6 ▲
MVP	3.6	5.0 ▼	2.7	3.6 ▼
MetroPlus	4.1	6.8	3.0 ▲	4.1
Total Care, A Today's Options of New York Health Plan	4.6	7.0	3.0 ▲	4.5
UnitedHealthcare Community Plan	3.9	6.9	2.7	4.0
Univera Community Health	3.5 ▼	6.1	2.7	3.9
WellCare of New York	3.5 ▼	7.5 ▲	2.7	4.1
MMC Statewide	4.3	6.4	2.8	4.2
HIV Special Needs Plans (SNP)				
Amida Care	5.3 ▲	8.2 ▼	--	5.6
MetroPlus Health Plan	5.1 ▼	8.6 ▲	3.6	5.5 ▼
VNSNY CHOICE Select Health	5.2	8.5	--	5.7 ▲
SNP Statewide	5.2	8.4	3.6	5.6

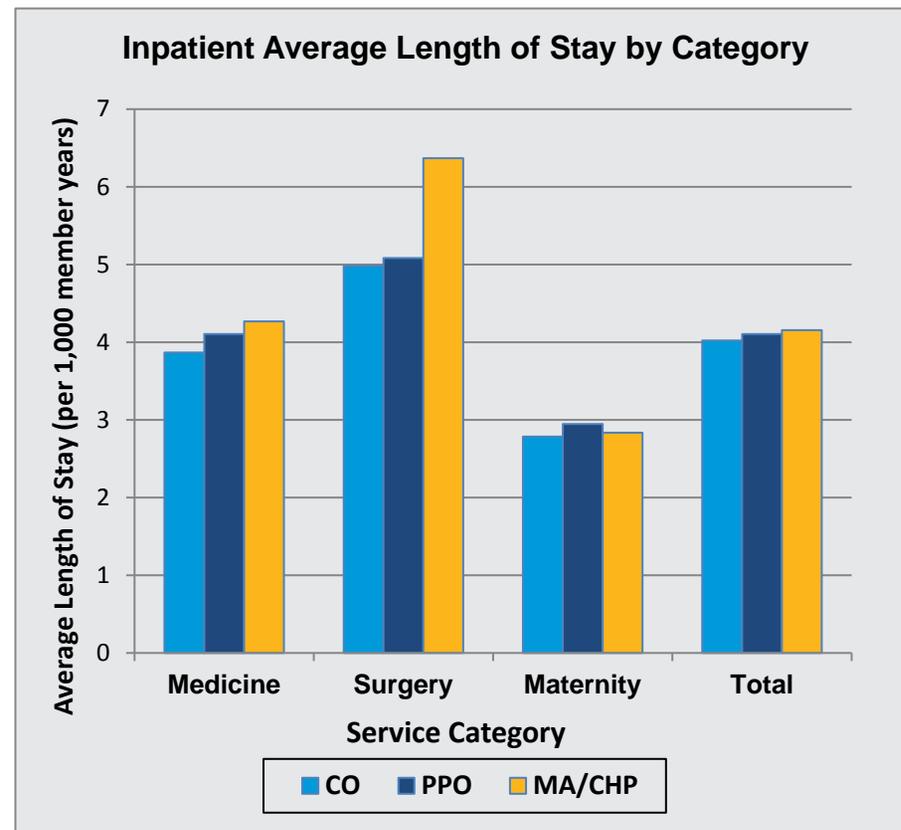
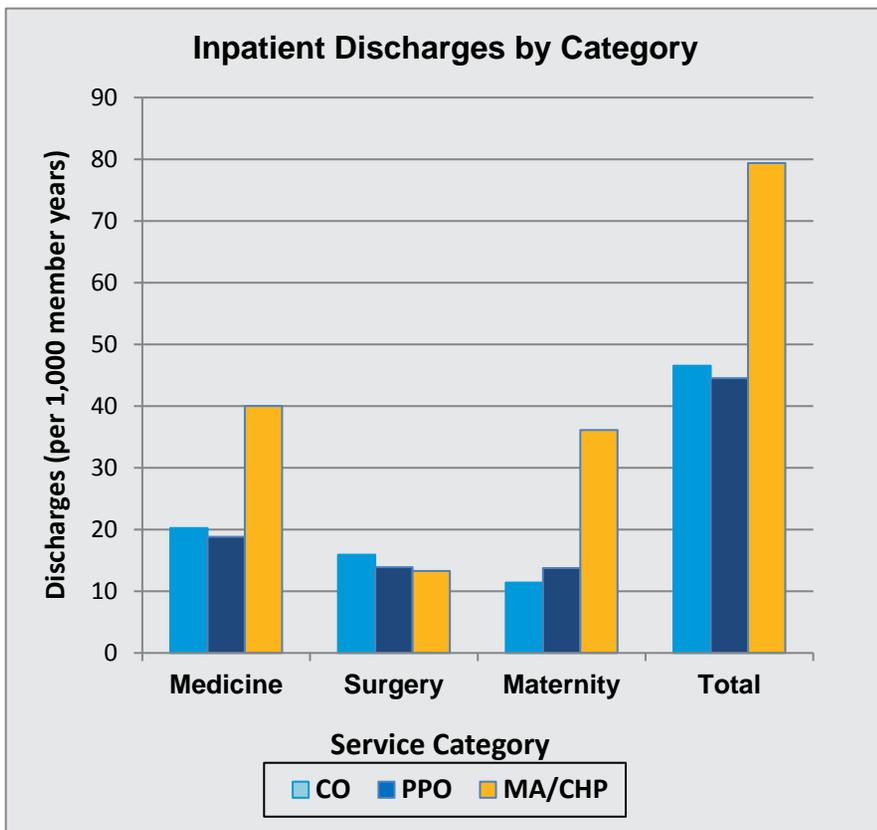
LEGEND

▲ 90th percentile or above▼ 10th percentile or below

-- Sample too small to report

NV: Plan submitted invalid data.

ALOS = Total Days/Total Discharges



The graph on the left illustrates the distribution of inpatient discharges by service category for Commercial HMO (CO), Commercial PPO (PPO), and Medicaid/CHP (MA/CHP) payers. For age group 19 years and younger, MA and CHP are combined reporting. MA/CHP has the highest medicine and maternity discharge rates, which leads to the highest total inpatient discharge rate across payers. The graph on the right shows the inpatient average length of stay, with MA/CHP displaying the highest surgery average length of stay.

Commercial HMO

Mental Health Utilization

Health Plan	Outpatient/ Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Aetna	11.4	8.8	10.1	0.3	0.2	0.2	11.5	8.8 ▲	10.2
CDPHP	12.5 ▲	9.1 ▲	10.9 ▲	0.4 ▲	0.2 ▲	0.3 ▲	11.9 ▲	8.5	10.3 ▲
Empire	11.7	8.1	10.1	0.3	0.2	0.3	11.8	8.2	10.2
Excellus Blue Cross Blue Shield	8.2	5.7	7.0	0.2	0.2 ▼	0.2	8.3	5.7	7.0
HIP (EmblemHealth)	6.6 ▼	5.0 ▼	5.9 ▼	0.2	0.2	0.2	6.7 ▼	5.0 ▼	5.9 ▼
HealthNow New York Inc.	9.3	6.4	7.8	0.3	0.2	0.3	9.4	6.4	7.9
Independent Health	9.1	6.3	7.8	0.2	0.2	0.2	9.2	6.4	7.8
MVP	7.8	6.3	7.1	0.2	0.2	0.2	7.9	6.3	7.1
Oxford	7.7	5.4	6.6	0.2 ▼	0.2	0.2 ▼	7.7	5.5	6.6
Univera Healthcare	7.8	5.6	6.7	0.3	--	0.2	7.9	5.6	6.8
Statewide	8.3	5.9	7.1	0.2	0.2	0.2	8.3	5.9	7.2

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report

Results are a percentage of the eligible population.

Commercial PPO

Mental Health Utilization

Health Plan	Outpatient/ Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Aetna	12.3	9.3	10.9	0.2	0.2	0.2	12.4	9.4	10.9
CDPHP	9.9	6.5	8.2	0.3 ▲	0.2	0.3 ▲	9.8	6.4	8.2
CGLIC/CHLIC	9.5	7.0	8.2	0.3	0.2 ▲	0.3	9.6	7.1	8.3
Empire	7.4	5.2	6.3	0.2	0.2	0.2	7.5	5.2	6.3
GHI (EmblemHealth)	3.2	2.6 ▼	2.9 ▼	--	--	--	3.2	2.7 ▼	3.0 ▼
HIP (EmblemHealth)	3.2 ▼	3.6	3.2	--	--	--	3.2 ▼	3.7	3.3
MVP	7.7	5.8	6.8	0.2 ▼	0.1 ▼	0.1 ▼	7.8	5.9	6.8
Oxford	12.8 ▲	9.9 ▲	11.4 ▲	0.2	0.2	0.2	12.8 ▲	9.9 ▲	11.4 ▲
UnitedHealthcare Insurance Company of New York, Inc.	9.8	7.3	8.6	0.2	0.2	0.2	9.9	7.3	8.6
Statewide	9.7	7.1	8.5	0.2	0.2	0.2	9.8	7.2	8.5

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report

Results are a percentage of the eligible population.

Medicaid Health Plans

Mental Health Utilization

Medicaid Managed Care Plans (MMC)	Outpatient/ Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Affinity Health Plan	7.4	6.3	6.9	0.5	0.7	0.6	7.5	6.6	7.1
CDPHP	14.9 ▲	13.1 ▲	14.1 ▲	0.9 ▲	0.9 ▲	0.9 ▲	15.0 ▲	13.3 ▲	14.2 ▲
Excellus Blue Cross Blue Shield	14.0	12.0	13.1	0.5	0.5	0.5	14.1	12.1 ▲	13.2
Fidelis Care New York	9.8	8.3	9.1	0.5	0.5	0.5	9.9	8.4	9.2
HIP (EmblemHealth)	9.1	7.6	8.4	0.4	0.5	0.4	9.2	7.7	8.5
HealthNow New York Inc.	14.4 ▲	12.8 ▲	13.7 ▲	0.8 ▲	0.7 ▲	0.8 ▲	13.4	11.8	12.6
HealthPlus, an Amerigroup Company	5.7 ▼	5.1 ▼	5.5 ▼	0.3 ▼	0.3 ▼	0.3 ▼	5.8 ▼	5.2 ▼	5.5 ▼
Healthfirst PHSP, Inc.	7.1	6.3	6.8	0.4	0.4	0.4 ▼	7.2	6.3	6.8
Hudson Health Plan	13.4	11.2	12.4	0.7	0.7	0.7	13.5	11.4	12.6
Independent Health	13.4	10.8	12.3	0.7	0.7	0.7	13.6	11.1	12.5
MVP	14.0	11.6	13.0	0.7	0.6	0.6	14.5 ▲	12.0	13.4 ▲
MetroPlus	6.2	6.6	6.4	0.4 ▼	0.5	0.4	6.3	6.8	6.5
Total Care, A Today's Options of New York Health Plan	13.8	11.1	12.6	0.5	0.5	0.5	13.9	11.2	12.7
UnitedHealthcare Community Plan	8.4	7.1	7.7	0.5	0.5	0.5	8.4	7.1	7.8
Univera Community Health	10.1	8.4	9.4	0.6	0.5	0.6	10.2	8.6	9.4
WellCare of New York	5.2 ▼	4.0 ▼	4.6 ▼	0.5	0.4 ▼	0.4	5.3 ▼	4.2 ▼	4.7 ▼
MMC Statewide	8.7	7.6	8.2	0.5	0.5	0.5	8.8	7.7	8.3
HIV Special Needs Plans (SNP)									
Amida Care	47.8 ▲	41.2 ▲	43.4 ▲	--	--	0.6 ▼	47.9 ▲	41.3 ▲	43.5 ▲
MetroPlus Health Plan	25.8	23.1	24.2	2.1 ▲	1.9 ▲	2.0 ▲	26.5	23.8	24.9
VNSNY CHOICE Select Health	18.5 ▼	17.8 ▼	18.0 ▼	2.1 ▼	1.6 ▼	1.8	19.4 ▼	18.5 ▼	18.8 ▼
SNP Statewide	30.6	28.2	29.1	1.6	1.4	1.4	31.1	28.7	29.6

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report

Results are a percentage of the eligible population.

Commercial HMO

Identification of Alcohol and Other Drug Services

Health Plan	Outpatient/ Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Aetna	0.9	1.6	1.3	0.2	0.6	0.4	1.0	2.0	1.5
CDPHP	1.8 ▲	3.4 ▲	2.5 ▲	0.3	0.4	0.4	1.2	2.2	1.6
Empire	0.7	1.5	1.1	0.3	0.5	0.4	1.0	2.0	1.4
Excellus Blue Cross Blue Shield	0.9	2.1	1.5	0.2	0.4	0.3	1.1	2.2	1.6
HIP (EmblemHealth)	0.8	1.6	1.1	0.3	0.6 ▲	0.4 ▲	0.9	1.9	1.4
HealthNow New York Inc.	1.2	2.5	1.8	0.2	0.4 ▼	0.3 ▼	1.3	2.7	2.0
Independent Health	1.1	2.5	1.8	0.3	0.5	0.4	1.2	2.7	2.0
MVP	1.1	2.0	1.5	0.2	0.4	0.3	1.2	2.3	1.7
Oxford	0.7 ▼	1.2 ▼	0.9 ▼	0.2 ▼	0.4	0.3	0.8 ▼	1.5 ▼	1.1 ▼
Univera Healthcare	1.1	2.7	1.9	0.3 ▲	0.4	0.4	1.3 ▲	3.0 ▲	2.1 ▲
Statewide	0.9	1.9	1.4	0.2	0.4	0.3	1.0	2.1	1.5

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below

Results are a percentage of the eligible population.

Commercial PPO

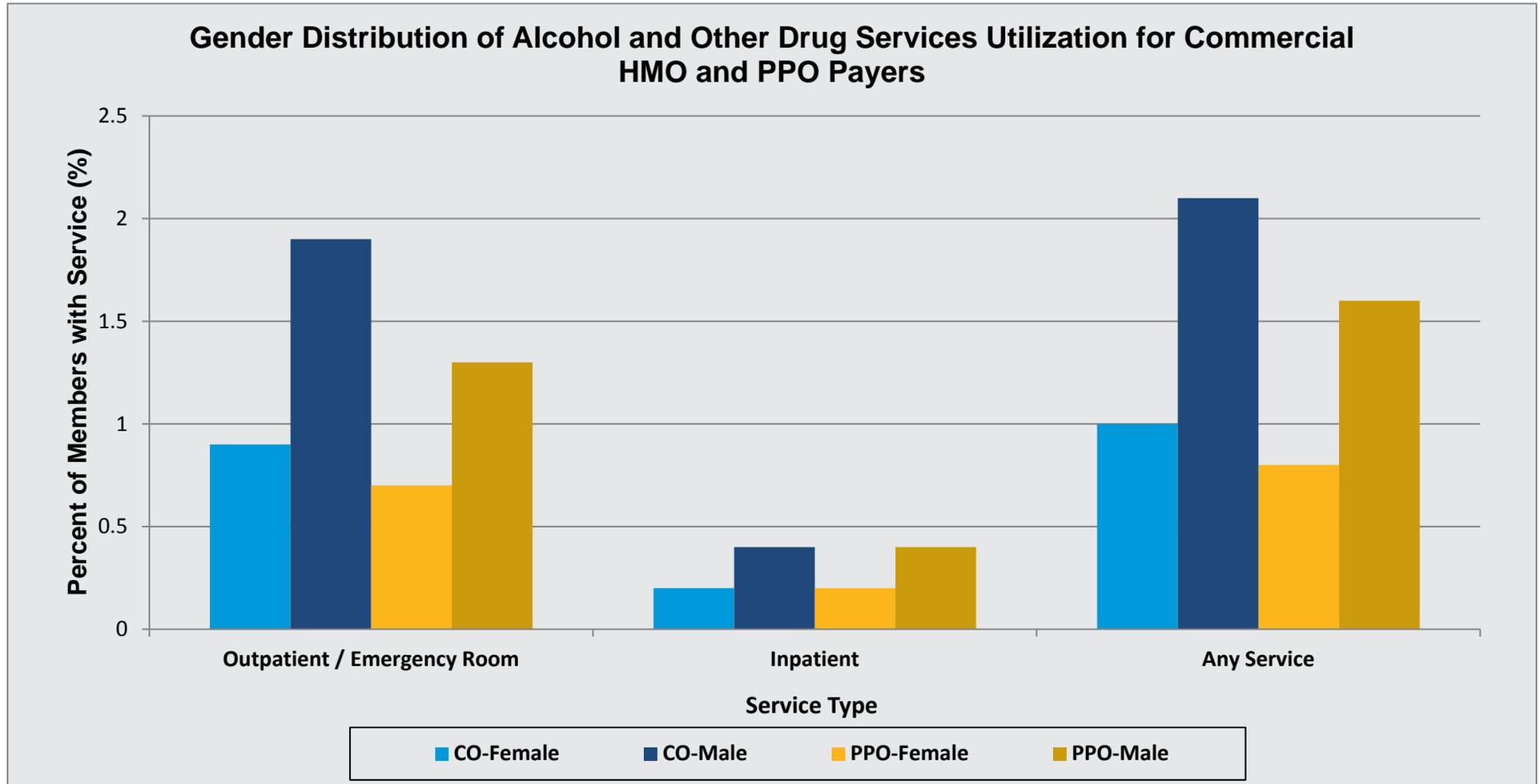
Identification of Alcohol and Other Drug Services

Health Plan	Outpatient/ Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Aetna	0.7	1.4	1.1	0.2	0.4	0.3	0.8	1.6	1.2
CDPHP	1.0	2.0	1.5	0.3 ▲	0.5 ▲	0.4 ▲	1.1	2.2	1.6
CGLIC/CHLIC	0.6	1.1	0.9	0.1 ▼	0.2	0.2	0.7	1.3	1.0
Empire	0.6	1.4	1.0	0.2	0.5	0.3	0.8	1.8	1.3
GHI (EmblemHealth)	0.2 ▼	0.4 ▼	0.3 ▼	--	0.1 ▼	0.1 ▼	0.2 ▼	0.5 ▼	0.3 ▼
HIP (EmblemHealth)	0.6	--	0.8	--	--	--	0.7	1.7	1.0
MVP	1.1 ▲	2.1 ▲	1.6 ▲	0.2	0.4	0.3	1.1 ▲	2.3 ▲	1.7 ▲
Oxford	0.6	1.1	0.9	0.2	0.4	0.3	0.8	1.3	1.0
UnitedHealthcare Insurance Company of New York, Inc.	0.7	1.2	0.9	0.2	0.3	0.3	0.7	1.4	1.1
Statewide	0.7	1.3	1.0	0.2	0.4	0.3	0.8	1.6	1.2

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below
- Sample too small to report

Results are a percentage of the eligible population.



The graph presents the utilization of alcohol and other drug services by service type and gender for Commercial HMO (CO) and PPO (PPO) payers. Commercial HMO has higher rates than PPO for both genders for Outpatient/Emergency Room. Males have higher rates than females for both payers.

Commercial HMO

Initiation and Engagement of Alcohol and Other Drug Dependence Treatment

Health Plan	Initiation	Engagement
Aetna	40	16
CDPHP	34	14
Empire	36	13
Excellus Blue Cross Blue Shield	33 ▼	14 ▼
HIP (EmblemHealth)	46 ▲	17
HealthNow New York Inc.	37	19 ▲
Independent Health	41	16
MVP	35	16
Oxford	39	16
Univera Healthcare	43	16
Statewide	37	16

LEGEND

▲ Significantly better than statewide average

▼ Significantly worse than statewide average

Note: Plans without symbols are not significantly different from the statewide average.

Results are a percentage of the eligible population.

Commercial PPO

Initiation and Engagement of Alcohol and Other Drug Dependence Treatment

Health Plan	Initiation	Engagement
Aetna	38	17
CDPHP	35	17
CGLIC/CHLIC	40	22 ▲
Empire	40	17
GHI (EmblemHealth)	30	7 ▼
HIP (EmblemHealth)	--	--
MVP	38	17
Oxford	40	18
UnitedHealthcare Insurance Company of New York, Inc.	37	18
Statewide	38	18

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than statewide average
- Sample too small to report

Note: Plans without symbols are not significantly different from the statewide average.

Results are a percentage of the eligible population.

Commercial HMO

Plan All-Cause Readmissions

Health Plan	Expected Rate	O/E Ratio
Aetna	13.54% ▲	0.574
CDPHP	11.93%	0.834
Empire	12.73%	0.664
Excellus Blue Cross Blue Shield	10.77% ▼	0.749
HIP (EmblemHealth)	12.88%	0.860
HealthNow New York Inc.	12.08%	0.766
Independent Health	11.13%	0.740
MVP	11.56%	0.716
Oxford	12.23%	0.830
Univera Healthcare	12.41%	0.779
50th Percentile Expected Rate NYS	12.16%	0.758

NOTES

The Expected Rate is the Average Adjusted Probability total rate, which is risk-adjusted as per HEDIS®.

The O/E Ratio is the Observed-to-Expected Ratio: The ratio of the plan's observed rate of readmission to its expected rate of readmission. The ratio indicates whether the plan's rate is higher or lower than expected after taking into account the plan's risk factors. When the ratio is < 1.0, the plan performed better than expected.

The statewide average is represented by the 50th Percentile Expected Rate for this measure.

LEGEND

▲ 90th percentile or above

▼ 10th percentile or below

Commercial PPO

Plan All-Cause Readmissions

Health Plan	Expected Rate	O/E Ratio
Aetna	12.06%	0.657
CDPHP	11.28%	0.763
CGLIC/CHLIC	11.13%	0.720
Empire	12.57%	0.690
GHI (EmblemHealth)	9.76%	0.893
HIP (EmblemHealth)	8.62% ▼	1.128
MVP	11.61%	0.664
Oxford	12.76%	0.840
UnitedHealthcare Insurance Company of New York, Inc.	12.93% ▲	0.736
50th Percentile Expected Rate NYS	11.61%	0.736

NOTES

The Expected Rate is the Average Adjusted Probability total rate, which is risk-adjusted as per HEDIS®.

The O/E Ratio is the Observed-to-Expected Ratio: The ratio of the plan's observed rate of readmission to its expected rate of readmission. The ratio indicates whether the plan's rate is higher or lower than expected after taking into account the plan's risk factors. When the ratio is < 1.0, the plan performed better than expected.

The statewide average is represented by the 50th Percentile Expected Rate for this measure.

LEGEND

▲ 90th percentile or above

▼ 10th percentile or below

This section provides information on outpatient utilization of antibiotic prescriptions for children, ages 0 to 17 years, and adults, ages 18 years and older, during the measurement year. Number of all antibiotic prescriptions per 1,000 member years, number of prescriptions per 1,000 member years for antibiotics of concern, and percentage of antibiotics of concern for all antibiotic prescriptions are presented in the following tables. Symbols are provided to indicate whether the plan rate is above the 90th percentile (▲) or below the 10th percentile (▼) for all plans included in the tables.

Antibiotics of concern in this report, as defined by HEDIS[®] 2015, include the following antibiotic drug classes:

- Amoxicillin/clavulanate
- Azithromycin and clarithromycin
- Cephalosporin (includes second, third, and fourth generation)
- Clindamycin
- Ketolide
- Quinolone
- Miscellaneous other antibiotics of concern.

Commercial HMO

Antibiotic Utilization

Health Plan	Children			Adults			All		
	Antibiotic Prescriptions		% Concern of All	Antibiotic Prescriptions		% Concern of All	Antibiotic Prescriptions		% Concern of All
	All	Concern		All	Concern		All	Concern	
Aetna	634 ▼	303	48	702 ▼	408	58	690 ▼	390	57 ▲
CDPHP	768	308	40	846	423	50	831	401	48
Empire	661	322	49 ▲	901 ▲	530 ▲	59 ▲	859	493 ▲	57 ▲
Excelsus Blue Cross Blue Shield	797 ▲	313	39 ▼	792	383	48 ▼	793	368	46 ▼
HIP (EmblemHealth)	687	312	45	837	480	57	814	455	56
HealthNow New York Inc.	673	262 ▼	39 ▼	702	350 ▼	50	697	333 ▼	48
Independent Health	672	266	40	745	372	50	730	351	48
MVP	783	323	41	880	441	50	864 ▲	421	49
Oxford	765	365 ▲	48	798	463	58	792	444	56
Univera Healthcare	764	296	39 ▼	799	403	50	792	381	48
Statewide	754	323	43	793	421	53	786	402	51

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below

Rates are per 1,000 member years.

% Concern of All = Total prescriptions for antibiotics of concern/Total antibiotic prescriptions.

Commercial PPO

Antibiotic Utilization

Health Plan	Children			Adults			All		
	Antibiotic Prescriptions		% Concern of All	Antibiotic Prescriptions		% Concern of All	Antibiotic Prescriptions		% Concern of All
	All	Concern		All	Concern		All	Concern	
Aetna	739	341	46	797	444	56	786	424	54
CDPHP	784	330	42	765	391	51 ▼	768	380	49 ▼
CGLIC/CHLIC	743	338	45	784	437	56	775	416	54
Empire	741	338	46	814	451	55	798	428	54
GHI (EmblemHealth)	613 ▼	299 ▼	49	719	409	57 ▲	699	389	56 ▲
HIP (EmblemHealth)	633	323	51 ▲	633 ▼	347 ▼	55	633 ▼	345 ▼	55
MVP	746	306	41 ▼	780	395	51 ▼	774	379	49 ▼
Oxford	840 ▲	399 ▲	48	935 ▲	533 ▲	57 ▲	913 ▲	502 ▲	55
UnitedHealthcare Insurance Company of New York, Inc.	765	350	46	770	429	56	769	412	54
Statewide	758	347	46	804	445	55	794	425	54

LEGEND

- ▲ 90th percentile or above
- ▼ 10th percentile or below

Rates are per 1,000 member years.

% Concern of All = Total prescriptions for antibiotics of concern/Total antibiotic prescriptions.

Medicaid Health Plans

Antibiotic Utilization

Medicaid Managed Care Plans (MMC)	Children			Adults			All		
	Antibiotic Prescriptions		% Concern of All	Antibiotic Prescriptions		% Concern of All	Antibiotic Prescriptions		% Concern of All
	All	Concern		All	Concern		All	Concern	
Affinity Health Plan	592	211	36	865	406 ▼	47	754	326	43
CDPHP	822	338	41	1,141	509	45	979	422	43
Excellus Blue Cross Blue Shield	790	283	36	1,206 ▲	494	41 ▼	985	382	39 ▼
Fidelis Care New York	861 ▲	357	41	1,102	539	49	997	460 ▲	46
HIP (EmblemHealth)	807	348	43	998	530	53 ▲	924	459	50 ▲
HealthNow New York Inc.	826	311	38	1,163	540 ▲	46	1,002 ▲	431	43
HealthPlus, an Amerigroup Company	861	383 ▲	44 ▲	913	477	52	888	432	49
Healthfirst PHSP, Inc.	618	229	37	921	433	47	789	344	44
Hudson Health Plan	779	307	39	1,134	540	48	944	415	44
Independent Health	687	237	34 ▼	1,171	521	44	950	391	41
MVP	568	171 ▼	30 ▼	1,128	408	36 ▼	860	294 ▼	34 ▼
MetroPlus	491 ▼	167 ▼	34 ▼	775 ▼	357 ▼	46	642 ▼	268 ▼	42
Total Care, A Today's Options of New York Health Plan	686	237	35	1,201 ▲	494	41 ▼	953	370	39 ▼
UnitedHealthcare Community Plan	1,121 ▲	524 ▲	47 ▲	1,099	593 ▲	54 ▲	1,109 ▲	563 ▲	51 ▲
Univera Community Health	692	249	36	1,091	493	45	908	381	42
WellCare of New York	562 ▼	217	39	782 ▼	412	53 ▲	713 ▼	351	49
MMC Statewide	767	311	41	998	485	49	895	408	46
HIV Special Needs Plans (SNP)									
Amida Care	836 ▲	--	16 ▼	5,084 ▲	2,030 ▲	40	4,990 ▲	1,988 ▲	40
MetroPlus Health Plan	344 ▼	107 ▼	31	2,365	906	38 ▼	2,179	832 ▼	38 ▼
VNSNY CHOICE Select Health	494	--	36 ▲	2,123 ▼	865 ▼	41 ▲	2,085 ▼	849	41 ▲
SNP Statewide	459	123	27	3,346	1,330	40	3,216	1,275	40

LEGEND

▲ 90th percentile or above

▼ 10th percentile or below

-- Sample too small to report

Rates are per 1,000 member years.

% Concern of All = Total prescriptions for antibiotics of concern/Total antibiotic prescriptions.