

2011 NEW YORK STATE

Demographic Variation in Medicaid Managed Care

A REPORT ON VARIATION IN QUALITY, ACCESS TO CARE, AND CONSUMER
SATISFACTION IN MEDICAID MANAGED CARE



State of New York
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Introduction

As a means to monitor managed care plan performance and improve 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 known as the Quality Assurance Reporting Requirements (QARR). QARR is largely based on measures of quality developed and published by the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®). The managed care plans are required to submit to the NYSDOH quality performance data, such as childhood immunization rates, each year. These data are published annually in the New York State Managed Care Plan Performance Report, eQARR and additional reports and consumer guides in hard copy and on the NYSDOH web site: http://www.health.ny.gov/health_care/managed_care/reports/.

This report is a new addition to the QARR-related reports and examines Medicaid managed care performance by several demographic variables using 2010 data. Results are based on the most recent QARR data and include measures encompassing several domains of care from behavioral to cardiovascular health. To allow for the addition of new measures, yet not increase the time and costs necessary for plans to complete QARR, the NYSDOH does not require plans to submit all measures every year. The measures which were rotated and not collected as part of the 2010 QARR measurement set include: Childhood Immunization, Cholesterol Management, Comprehensive Diabetes Care, Lead Screening and CAHPS for Medicaid. Rates displayed for these measures are based upon services delivered during 2009.

Demographic Characteristics

Demographic information included in this report includes a member's gender, age, race/ethnicity, Medicaid aid category, and region of residence.

Trends

Graphs showing selected measure-specific performance over time by age groups are presented at the end of each section. Age grouping is based on the distribution of eligible population and may differ from measure to measure. Due to changes in measure specifications, and the addition of new measures, not all measures can be compared over time. We included only those measures with at least three years of available data.

Maps

For measures with adequate numbers of members we included county-specific rates and neighborhood-specific rates for New York City residents.

More detailed information on how this report was compiled can be found on the technical notes section in page 52.

Managing Preventive Care and Acute Illnesses in Adults

Measure	Description
Annual Dental Visit	The percentage of members , ages 19 to 21, who had at least one dental visit within the last year. When a Medicaid plan does not offer dental care as part of its benefit package, enrollees have access to dental services through fee-for-service.
Adult BMI Assessment	The percentage of members , ages 18 to 74, who had an outpatient visit and who had their body mass index (BMI) documented during the measurement year or the year prior the measurement year.
Use of Imaging Studies for Low Back Pain	The percentage of members, ages 18 to 50, with low back pain who did not have an imaging study (X-ray, MRI, CT scan).
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	The percentage of members, ages 18 to 64, with acute bronchitis who did not receive a prescription for antibiotics. A higher score indicates more appropriate treatment.

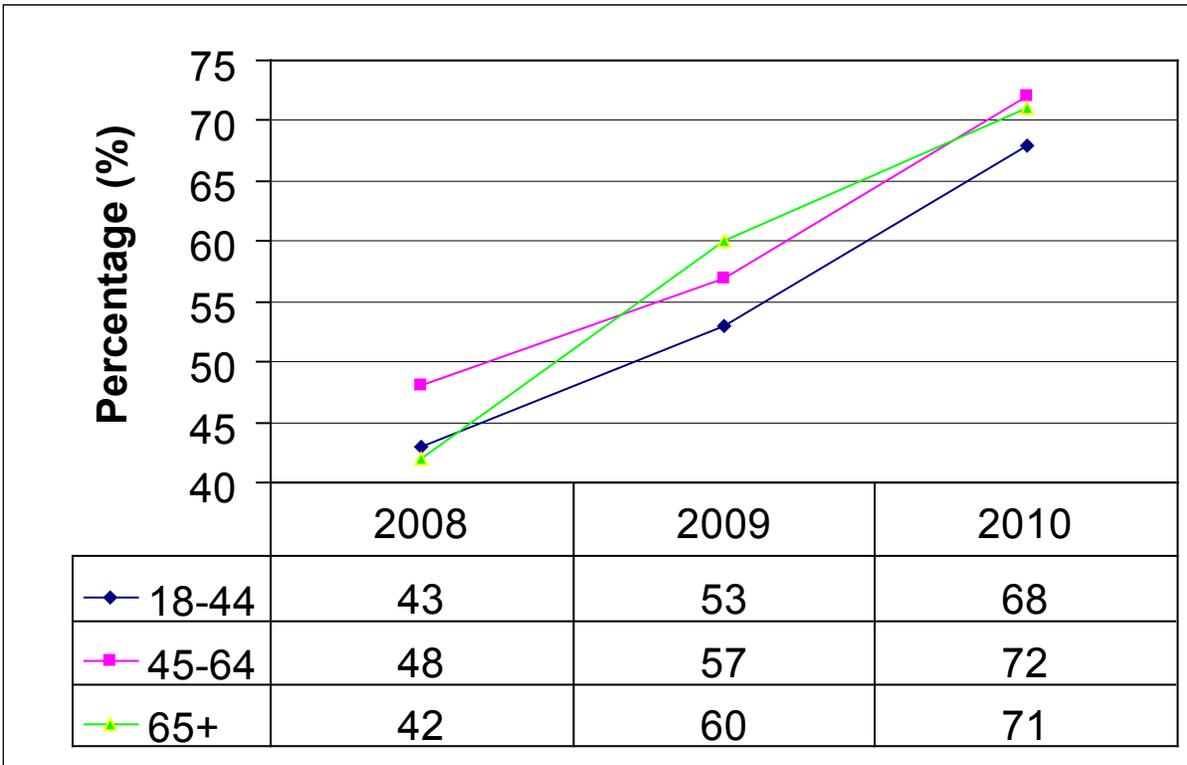
Demographics	Adult BMI Assessment	Annual Dental Visit (Ages 19-21)
Gender		
Female	71	47
Male	67	37
Age		
18-44	68	43
45-64	72	NA
65+	71	NA
Race		
Asian	76	40
Black	67	37
Hispanic	72	44
Other	71	39
White	65	48
Aid Category		
Family Health Plus	70	43
Safety Net	70	42
SSI	67	33
TANF	71	44
Region		
Central	52	43
Hudson Valley	66	49
Long Island	64	43
New York City	72	42
Northeast	72	43
Western	59	36
Statewide	70	43

Notes

NA Age range not applicable to this measure.

Demographics	Use of Imaging Studies for Low Back Pain	Avoidance of Antibiotic Therapy in Adults with Acute Bronchitis
Gender		
Female	80	26
Male	78	29
Age		
18-44	79	26
45-64	79	28
Race		
Asian	83	34
Black	81	26
Hispanic	79	24
Other	79	31
White	76	23
Aid Category		
Family Health Plus	78	28
Safety Net	80	30
SSI	79	24
TANF	79	24
Region		
Central	70	15
Hudson Valley	75	17
Long Island	77	27
New York City	81	31
Northeast	72	18
Western	77	20
Statewide	79	27

Adult BMI Assessment by Age 2008-2010



Managing Cardiovascular Conditions in Adults

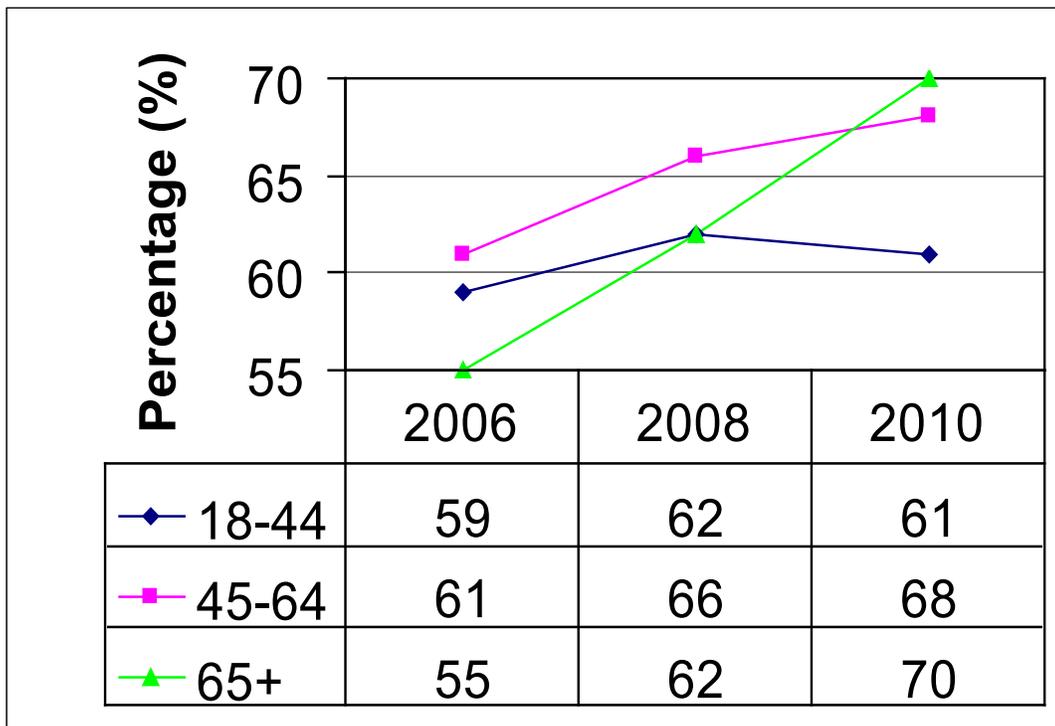
Measure	Description
Controlling High Blood Pressure	The percentage of members, ages 18 to 85 years, who have hypertension and who have controlled their blood pressure (below 140/90).
Cholesterol for Patients with Cardiovascular Conditions	<p>The percentage of members, ages 18 to 75 years, with a cardiovascular condition, who had LDL-C screening performed and whose LDL-C levels were in control (< 100mg/dL).</p> <ol style="list-style-type: none"><li data-bbox="672 695 1495 768">1. Screening Test: The percentage of members who had a cholesterol screening test.<li data-bbox="672 768 1495 884">2. Level Controlled (LDL-C < 100mg/dL): The percentage of members who had a cholesterol level LDL-C result of < 100mg/dL.

Demographics	Controlling High Blood Pressure	Cholesterol Management After Cardiovascular Event	
		Cholesterol Screening Test**	Cholesterol Level Controlled (<100 mg/dL)**
Gender			
Female	68	90	46
Male	65	92	56
Age			
18-44	61	85	43
45-64	68	91	52
65 +	70	92	58
Race			
Asian	74	94	59
Black	58	88	48
Hispanic	69	92	49
Other	66	91	55
White	68	90	50
Aid Category			
Family Health Plus	68	92	52
Safety Net	67	92	55
SSI	69	90	50
TANF	63	90	49
Region			
Central	65	82	45
Hudson Valley	69	90	57
Long Island	72	87	47
New York City	67	93	51
Northeast	69	86	61
Western	61	84	53
Statewide	67	91	51

Notes

** Rotated measure. Data is from 2009.

Controlling High Blood Pressure by Age, 2006-2010



Notes

This measure was rotated in 2007 and 2009. Data not available for those years.

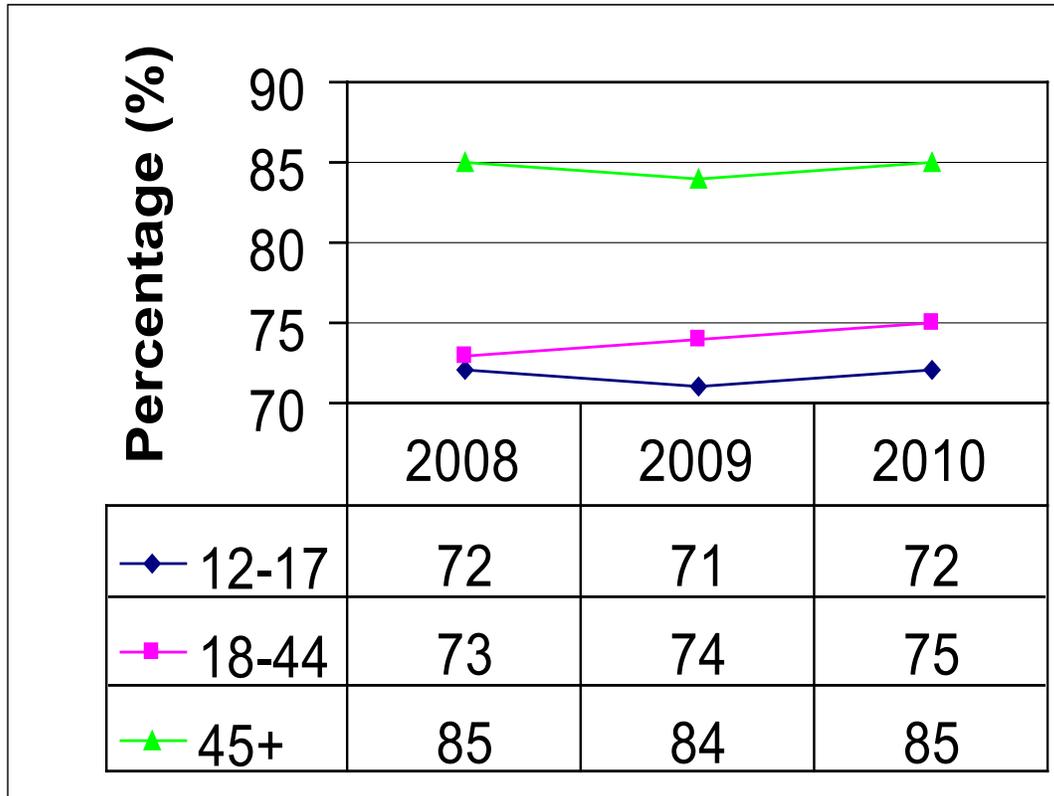
Managing Respiratory Conditions in Adults

Measure	Description
Use of Appropriate Medications for People with Asthma Ages 12-50	The percentage of members, ages 12 to 50 years, with persistent asthma who received appropriate medication to control their condition.
Use of Appropriate Asthma Medications Ages 12-50 3+ Controllers	The percentage of members, ages 12 to 50, with persistent asthma who had three or more controller medication dispensing events in the last year.
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	The percentage of members 40 years of age and older with a new diagnosis of COPD who received spirometry testing to confirm the diagnosis.
Pharmacotherapy Management of COPD Exacerbation	The percentage of times that members 40 years of age and older who have had an acute inpatient discharge or ED visit for COPD, received the two recommended types of medications to manage the exacerbation. This measure is presented as two separate rates.
1) Corticosteroid Rate	The percentage of instances when the member was prescribed a systemic corticosteroid within 14 days of the event.
2) Bronchodilator Rate	The percentage of instances when the member was prescribed a bronchodilator within 30 days of the event.

Demographics		Use of Appropriate Medications for People with Asthma (Ages 12-50)	Appropriate Asthma Medications for People with Asthma (Ages 12-50) 3+ Controllers
Gender			
	Female	88	77
	Male	88	76
Age			
	12-17	88	72
	18-44	87	75
	45+	91	85
Race			
	Asian	92	82
	Black	86	73
	Hispanic	88	76
	Other	89	79
	White	90	80
Aid Category			
	Family Health Plus	90	80
	Safety Net	89	81
	SSI	89	80
	TANF	87	73
Region			
	Central	90	79
	Hudson Valley	89	78
	Long Island	90	78
	New York City	88	77
	Northeast	86	74
	Western	89	76
Statewide		88	77

Demographics	Use of Spirometry Testing in the Assessment and Diagnosis of COPD	Pharmacotherapy Management of COPD Exacerbation	
		Corticosteroid	Bronchodilator
Gender			
Female	46	68	85
Male	46	64	86
Age			
18-44	49	64	80
45+	46	66	86
Race			
Asian	52	70	97
Black	41	62	84
Hispanic	48	67	86
Other	47	68	87
White	46	68	84
Aid Category			
Family Health Plus	55	75	79
Safety Net	49	63	81
SSI	43	67	87
TANF	47	61	84
Region			
Central	37	69	85
Hudson Valley	39	54	76
Long Island	51	69	82
New York City	50	64	88
Northeast	29	69	85
Western	40	73	85
Statewide	46	66	85

Appropriate Asthma Medications for People with Asthma (ages 12-50) 3+ Controllers by Age, 2008-2010



Managing Diabetes

Measure	Description
Comprehensive Diabetes Care	This measure reports components of care for members with diabetes and the rate at which they received necessary components of diabetes care. Measures presented here are grouped into monitoring diabetes and diabetes outcomes.
Monitoring Diabetes:	
1) HbA1c Testing	The percentage of members with diabetes who received a Hemoglobin A1c (HbA1c) test within the past year.
2) Lipid Profile	The percentage of members with diabetes who had a cholesterol test done over the past year.
3) Dilated Eye Exam	The percentage of members with diabetes who had a retinal eye screening exam over the last two years.
4) Nephropathy Monitoring	The percentage of members with diabetes who were screened or monitored for kidney damage.
5) Received All Tests	The percentage of members with diabetes who had all four screening tests. This measure is calculated for Medicaid members only.
Diabetes Outcomes:	
1) Poor HbA1c Control	The percentage of members with diabetes whose most recent HbA1c level indicated poor control (>9.0 percent). A low rate is desirable for this measure.
2) Lipids Controlled	The percentage of members with diabetes whose level of bad cholesterol was in control (LDL-C <100 mg/dL).
3) Blood Pressure Controlled	The percentage of members with diabetes who have controlled their blood pressure (below 140/90 mmHg).
4) HbA1c and Lipids Controlled	The percentage of members who had a HbA1c level at or below 9.0 percent and whose level of bad cholesterol was in control (LDL-C <100 mg/dL). This measure is calculated for Medicaid members only.

Demographics	HbA1c Testing**	Lipid Profile**	Dilated Eye Exam**	Nephropathy Monitoring**	Received All Four Tests**
Gender					
Female	89	88	65	84	52
Male	88	86	60	83	48
Age					
18-44	85	79	51	70	35
45-64	90	89	65	87	54
65 +	91	91	71	92	61
Race					
Asian	93	92	73	85	61
Black	86	84	57	85	45
Hispanic	89	88	63	84	51
Other	87	87	61	83	50
White	88	85	61	79	46
Aid Category					
Family Health Plus	90	90	65	83	53
Safety Net	89	88	64	84	52
SSI	87	86	62	87	50
TANF	88	84	57	76	43
Region					
Central	85	79	61	77	45
Hudson Valley	89	84	58	79	45
Long Island	87	87	59	80	44
New York City	89	89	63	84	52
Northeast	87	82	61	82	45
Western	87	80	61	83	46
Statewide	89	87	63	83	50

Notes

** Rotated measure. Data is from 2009.

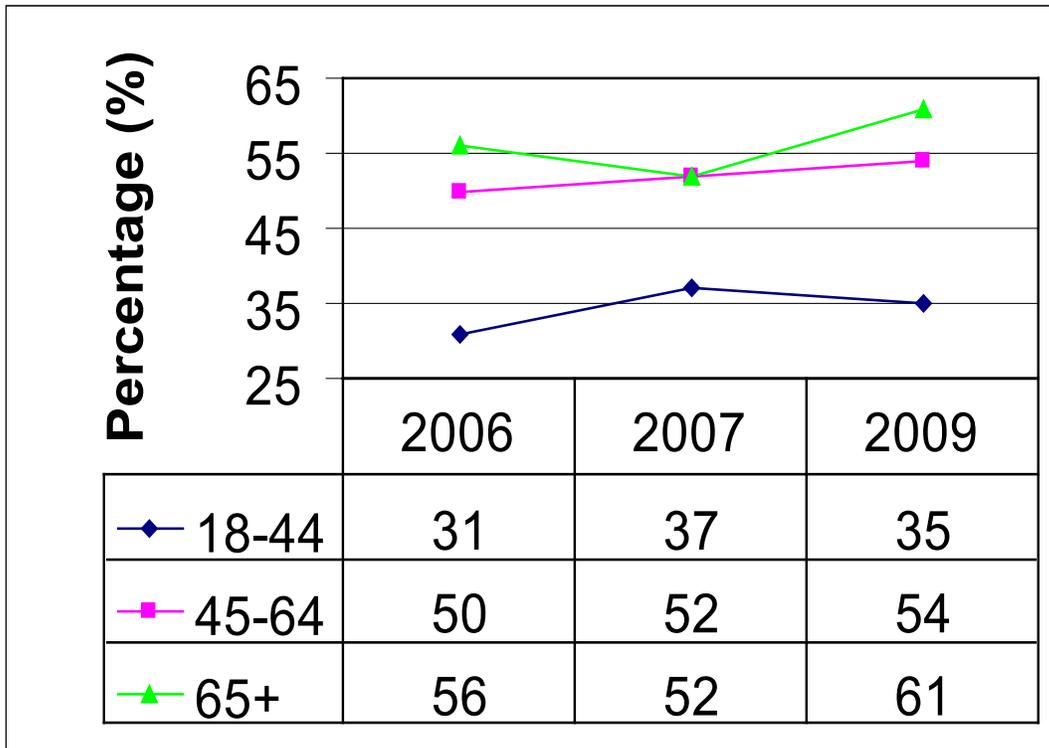
Demographics	Poor HbA1c Control** †	Lipids Controlled (<100 mg/dL)**	Blood Pressure Controlled (< 140/90)**	HbA1c and Lipids Controlled**
Gender				
Female	32	42	67	35
Male	36	46	63	36
Age				
18-44	42	33	69	25
45-64	31	46	65	39
65 +	31	50	61	41
Race				
Asian	23	52	70	46
Black	41	40	58	30
Hispanic	35	44	64	35
Other	31	45	64	37
White	34	41	67	33
Aid Category				
Family Health Plus	29	47	66	41
Safety Net	32	44	66	36
SSI	36	44	61	35
TANF	36	41	68	32
Region				
Central	35	36	69	29
Hudson Valley	30	44	73	35
Long Island	36	44	63	36
New York City	33	45	64	37
Northeast	35	43	70	35
Western	35	40	69	32
Statewide	33	44	65	36

Notes

** Rotated measure. Data is from 2009.

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

Managing Diabetes Received all Four Screening Tests by Age, 2006-2009



Notes

This measure was rotated in 2008, and 2010. Data not available for these years.

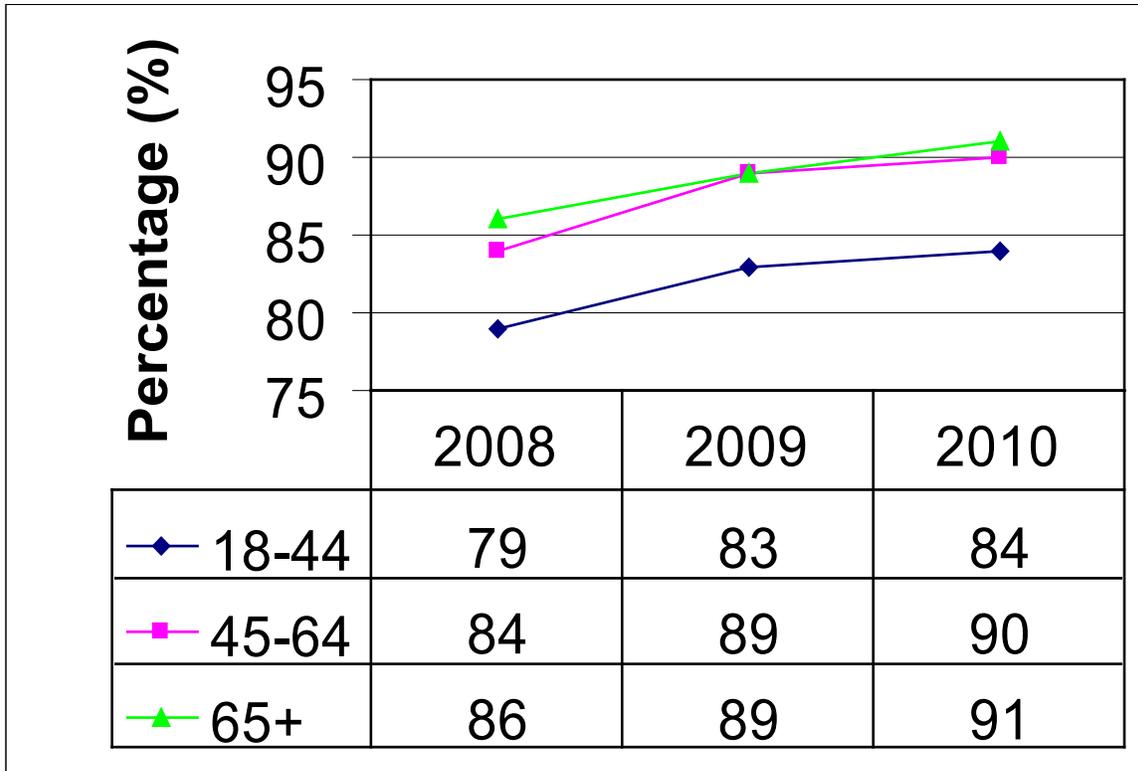
Managing Medications in Adults

Measure	Description
Drug Therapy for Rheumatoid Arthritis	The percentage of members with rheumatoid arthritis who were prescribed disease modifying anti-rheumatic drug therapy during the measurement year.
Annual Monitoring for Patients on Persistent Medications	The percentage of members 18 years and older who were taking certain medications for at least six months and who received specific monitoring tests. The following numerators specify categories of medications that are of interest:
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.
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 members who received at least a 180 day supply of an anticonvulsant and who had at least one blood test for therapeutic drug level 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.

Annual Monitoring for Patients on Persistent Medications

Demographics	Drug Therapy for Rheumatoid Arthritis	ACE Inhibitors or ARB's	Digoxin	Diuretics	Anticonvulsants	Combined Rate
Gender						
Female	77	91	94	90	66	90
Male	68	91	93	90	68	89
Age						
18-44	79	88	89	85	68	84
45-64	75	91	94	90	66	90
65 +	68	91	96	91	56	91
Race						
Asian	78	93	96	92	64	93
Black	73	90	93	89	70	88
Hispanic	77	91	95	90	61	90
Other	80	92	93	91	65	90
White	73	89	92	89	69	88
Aid Category						
Family Health Plus	76	90	89	88	64	89
Safety Net	77	91	93	90	67	90
SSI	74	92	94	92	67	90
TANF	79	89	97	86	66	87
Region						
Central	79	89	91	88	74	87
Hudson Valley	72	91	91	90	72	89
Long Island	70	91	94	90	71	90
New York City	76	91	94	90	65	90
Northeast	77	88	89	87	68	86
Western	76	87	94	87	67	86
Statewide	76	91	94	90	67	89

Annual Monitoring for Patients on Persistent Medications, Combined Rate by Age, 2008-2010



HIV/AIDS Comprehensive Care

Measure	Description
HIV/AIDS Comprehensive Care	These measures include quality indicators of recommended treatment and preventive care for people living with HIV/AIDS, who are enrolled in Medicaid Managed Care. These measures are New York State specific and have no national comparisons.
1) Engaged in Care	The percentage of members with HIV/AIDS, 2 years of age or older, who had two visits for primary care or HIV related care at least 6 months apart within the past year. The intent is to measure the number of members who are receiving ongoing primary care for their HIV and preventive health care needs.
2) Viral Load Monitoring	The percentage of members with HIV/AIDS, 2 years of age or older, who had two viral load tests, performed at least 6 months apart, within the past year.
3) Syphilis Screening	The percentage of members with HIV/AIDS, 19 years of age or older, who were screened for syphilis in the past year.

Demographics	Engaged in Care	Viral Load Monitoring	Syphilis Screening
Gender			
Female	83	62	56
Male	77	55	59
Age			
2-18	74	50	NA
19-44	77	56	59
45+	83	61	57
Race			
Asian	86	15	21
Black	78	61	58
Hispanic	82	63	66
Other	81	56	57
White	78	67	60
Aid Category			
Family Health Plus	84	53	51
Safety Net	77	54	58
SSI	82	64	59
TANF	78	59	58
Region			
Central	85	79	72
Hudson Valley	90	70	57
Long Island	79	57	59
New York City	79	54	57
Northeast	91	85	67
Western	72	66	51
Statewide	80	58	58

Notes

NA Age range not applicable to this measure.

Behavioral Health

Measure	Description
Antidepressant Medication Management	This measure is for members ages 18 years and older who were diagnosed with depression and treated with an antidepressant medication and has two components of care.
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	The percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental health disorders and who had an outpatient visit, an intensive outpatient encounter or partial hospitalization with a mental health practitioner. Two rates are reported.
1) Within 7 Days	The percentage of discharges for which the member received follow-up within 7 days of discharge.
2) Within 30 Days	The percentage of discharges for which the member received follow-up within 30 days of discharge.

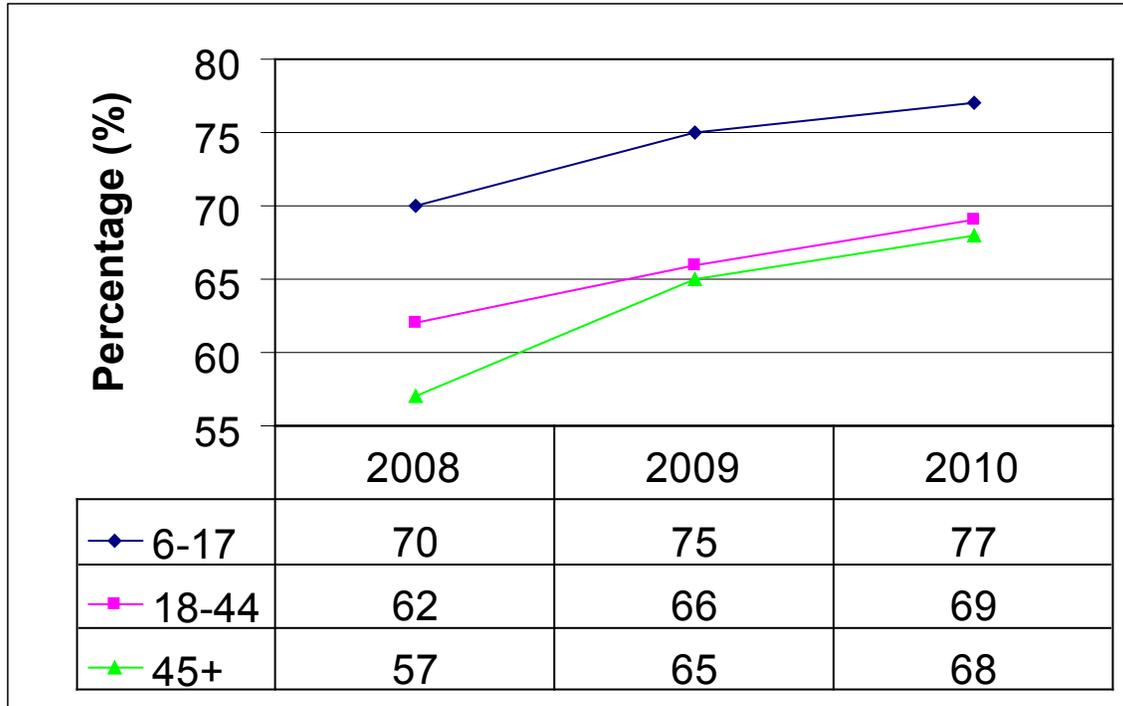
Demographics	Antidepressant Medication Management		Follow-Up After Hospitalization for Mental Illness	
	Effective Acute Phase Treatment	Effective Continuation Phase Treatment	Within 7 Days	Within 30 Days
Gender				
Female	51	34	72	86
Male	53	37	69	83
Age				
6-17	NA	NA	77	95
18-44	49	32	69	82
45+	57	41	68	83
Race				
Asian	46	28	73	85
Black	42	25	66	81
Hispanic	49	34	70	85
Other	51	32	70	86
White	58	40	73	86
Aid Category				
Family Health Plus	54	38	70	83
Safety Net	54	37	67	80
SSI	59	44	76	92
TANF	48	30	73	87
Region				
Central	53	35	73	86
Hudson Valley	54	37	73	88
Long Island	58	43	68	82
New York City	51	34	69	83
Northeast	55	36	72	87
Western	50	34	74	86
Statewide	52	35	70	85

Notes

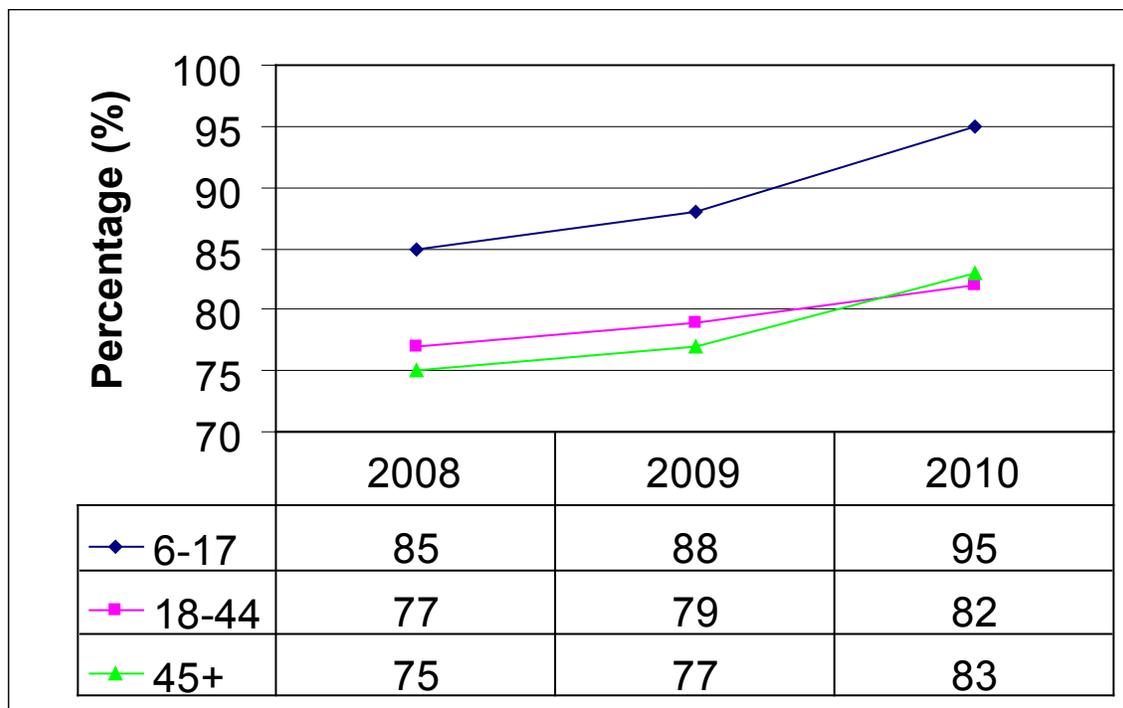
NA Age range not applicable to this measure.

Follow-Up After Hospitalization for Mental Illness by Age, 2008-2010

Within 7 Days



Within 30 Days



Child Preventive Care

Measure	Description
Childhood Immunization Status (Combo 3:4-3-1-2-3-1-4)	The percentage of two-year olds who were fully immunized. The HEDIS® specifications for fully immunized consisted 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.
Lead Testing	The percentage of two-year olds that had their blood tested for lead poisoning at least once.
Well-Child & Preventive Care Visits in the First 15 Months of Life	The percentage of children who had five or more well-child and preventive health visits in their first 15 months of life.
Well-Child & Preventive Care Visits in the 3rd, 4th, 5th, of 6th Year of Life	The percentage of children between the ages of three and six years who had a well-child and preventive health visit in the past year.
Adolescent Well-Care Visits	The percentage of adolescents ages 12 to 21 who had a well-care or preventive care visit in the past year.
Annual Dental Visit	The percentage of children and adolescents ages 2 through 18 years, who had at least one dental visit within the last year. When a Medicaid plan does not offer dental care as part of its benefit package, enrollees have access to dental services through fee-for-service.

Demographics	Childhood Immunization Combo 3**	Lead Testing**	Five or More Well Child & Preventive Care Visits in the First 15 Months of Life
Gender			
Female	74	90	77
Male	73	90	78
Race			
Asian	75	86	78
Black	76	90	73
Hispanic	81	94	82
Other	76	91	75
White	60	85	75
Aid Category			
SSI	84	93	75
TANF	73	90	77
Region			
Central	71	80	78
Hudson Valley	63	90	77
Long Island	73	82	84
New York City	74	93	76
Northeast	73	73	82
Western	78	84	81
Statewide	73	90	77

Notes

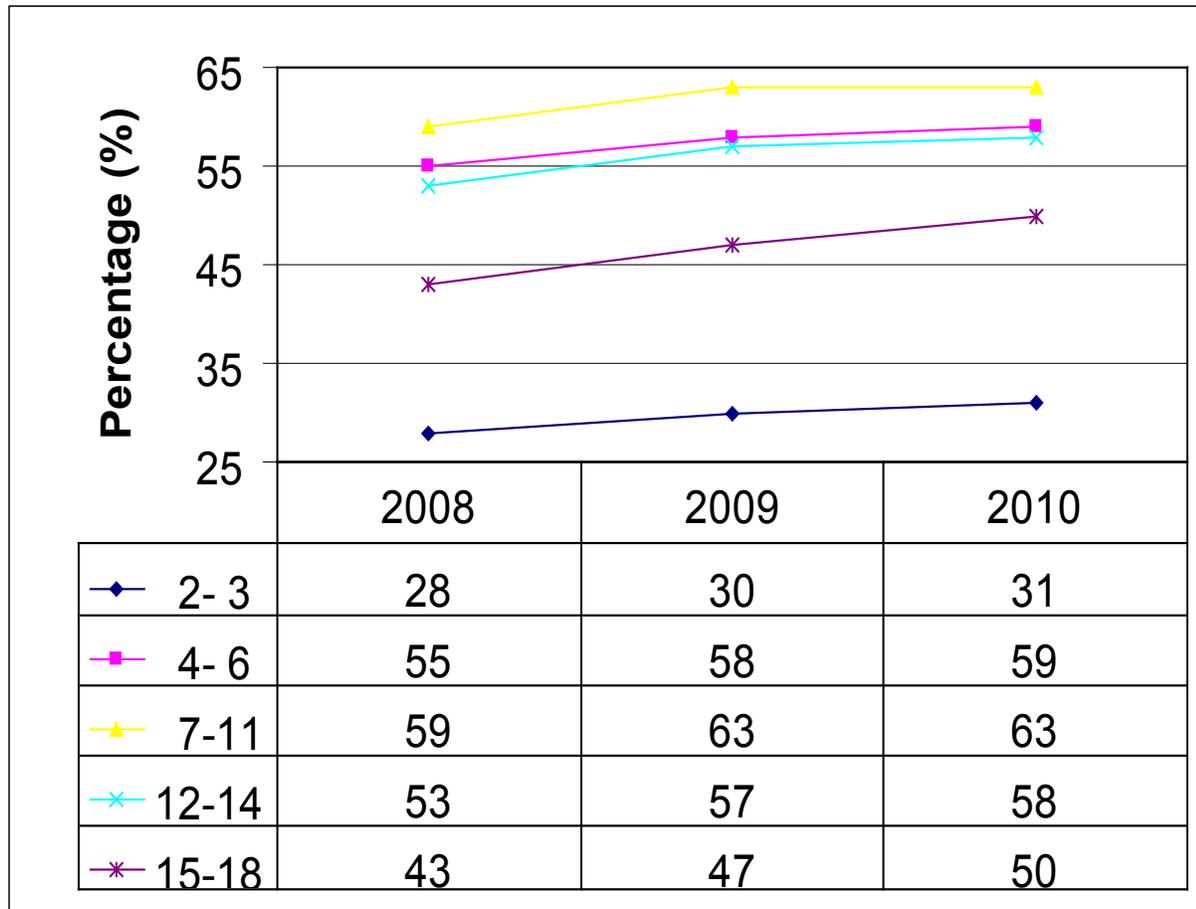
** Rotated measure. Data is from 2009.

Demographics	Well Child & Preventive Care Visits During the 3rd, 4th, 5th and 6th Years	Adolescent Well-Care & Preventive Care Visits	Annual Dental Visit (Ages 2-18)
Gender			
Female	80	58	55
Male	80	54	53
Age			
2-3	83	NA	31
4-6	80	NA	59
7-11	NA	NA	63
12-14	NA	65	58
15-18	NA	58	50
19-21	NA	40	NA
Race			
Asian	83	65	55
Black	77	52	43
Hispanic	83	58	58
Other	80	57	52
White	79	52	58
Aid Category			
Family Health Plus	NA	41	NA
Safety Net	NA	39	NA
SSI	79	52	44
TANF	80	57	55
Region			
Central	74	45	51
Hudson Valley	80	52	63
Long Island	79	52	56
New York City	81	58	53
Northeast	77	52	54
Western	78	53	51
Statewide	80	56	54

Notes

NA Variables not applicable to this measure.

Annual Dental Visit by Age, 2008-2010



Notes

Not all Medicaid health plans have a dental benefit. This measure only includes those health plans with a dental benefit.

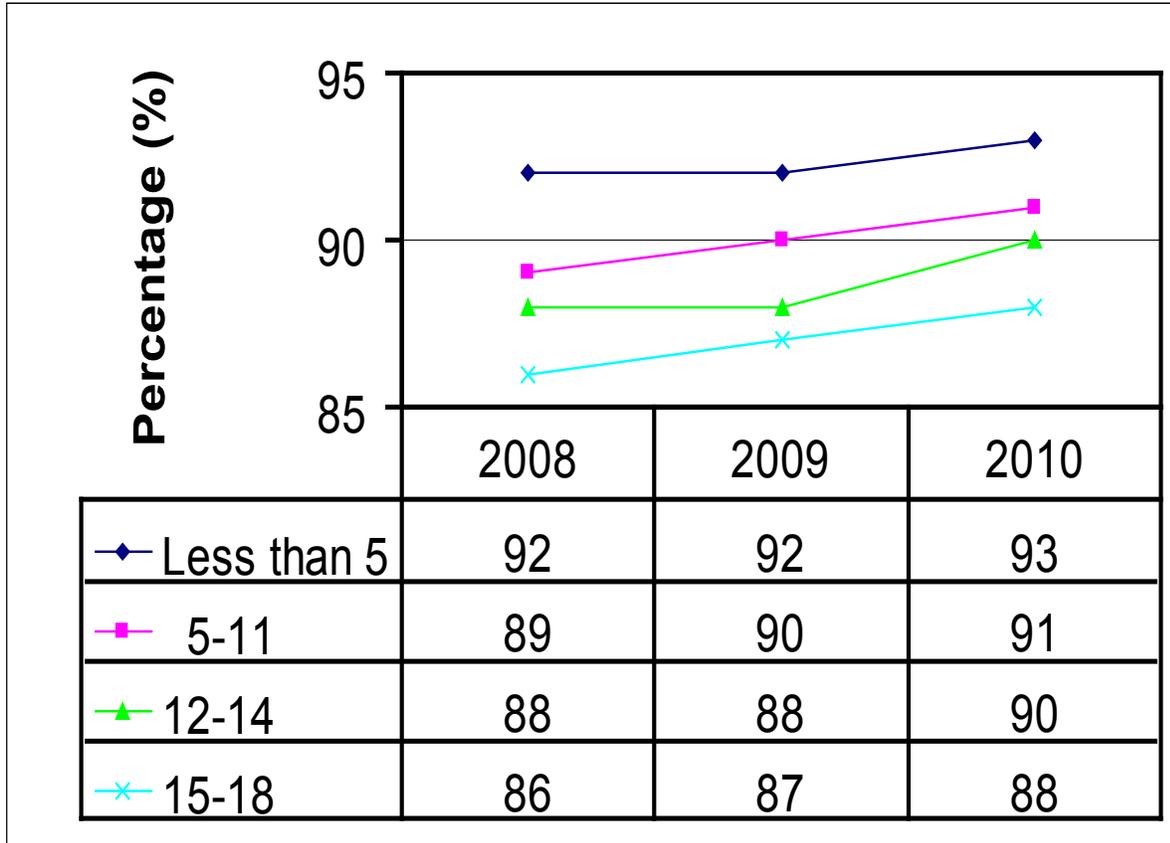
Caring for Children and Adolescents with Illnesses

Measure	Description
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.
Appropriate Testing for Pharyngitis	The percentage of children, ages two to 18 years, who were diagnosed with pharyngitis, were prescribed an antibiotic, and who were given a group A streptococcus test.
Use of Appropriate Medications for People with Asthma Ages 5-11	The percentage of children ages 5 to 11 years with persistent asthma who received appropriate medications to control their condition.
Use of Appropriate Asthma Medications Ages 5-11 3+ Controllers	The percentage of members, ages 5 to 11, with persistent asthma who had three or more controller medication dispensing events in the last year.
Follow-Up Care for Children Prescribed ADHD Medication	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 of taking the medication. There are two measures to assess follow-up care for children taking ADHD medication.
1) Initiation Phase	The percentage of children ages 6 to 12 who were prescribed an ADHD medication and who had one follow-up visit with a practitioner, with prescribing authority, within the 30 days after starting the medication.
2) Continuation Phase	The percentage of children ages 6 to 12 who were prescribed an ADHD medication and who had one follow-up visit with a practitioner with prescribing authority within the 30 days and at least two follow-up visits from 31-300 days after starting the medication.

Demographics	Appropriate Treatment for URI	Appropriate Testing for Pharyngitis
Gender		
Female	91	84
Male	91	84
Age		
Less than 5	93	82
5-11	91	85
12-14	90	85
15-18	88	80
Race		
Asian	91	80
Black	92	75
Hispanic	92	82
Other	91	82
White	90	89
Aid Category		
SSI	91	78
TANF	91	84
Region		
Central	86	81
Hudson Valley	92	88
Long Island	92	87
New York City	92	84
Northeast	91	82
Western	90	78
Statewide	91	84

Demographics	Use of Appropriate Medications for Asthma (Ages 5-11)	Use of Appropriate Medications for Asthma 3+ Controllers (Ages 5-11)	Follow-Up Care for Children Prescribed ADHD Medication	
			Initiation Phase	Continuation Phase
Gender				
Female	92	76	61	65
Male	92	76	58	64
Race				
Asian	94	78	69	80
Black	89	73	56	65
Hispanic	92	75	64	69
Other	92	78	56	62
White	94	80	55	61
Aid Category				
SSI	93	79	63	69
TANF	91	75	57	62
Region				
Central	95	82	57	65
Hudson Valley	93	80	59	71
Long Island	96	80	51	60
New York City	91	75	66	72
Northeast	93	74	53	57
Western	92	75	50	58
Statewide	92	76	59	64

Appropriate Testing for URI by Age, 2008-2010



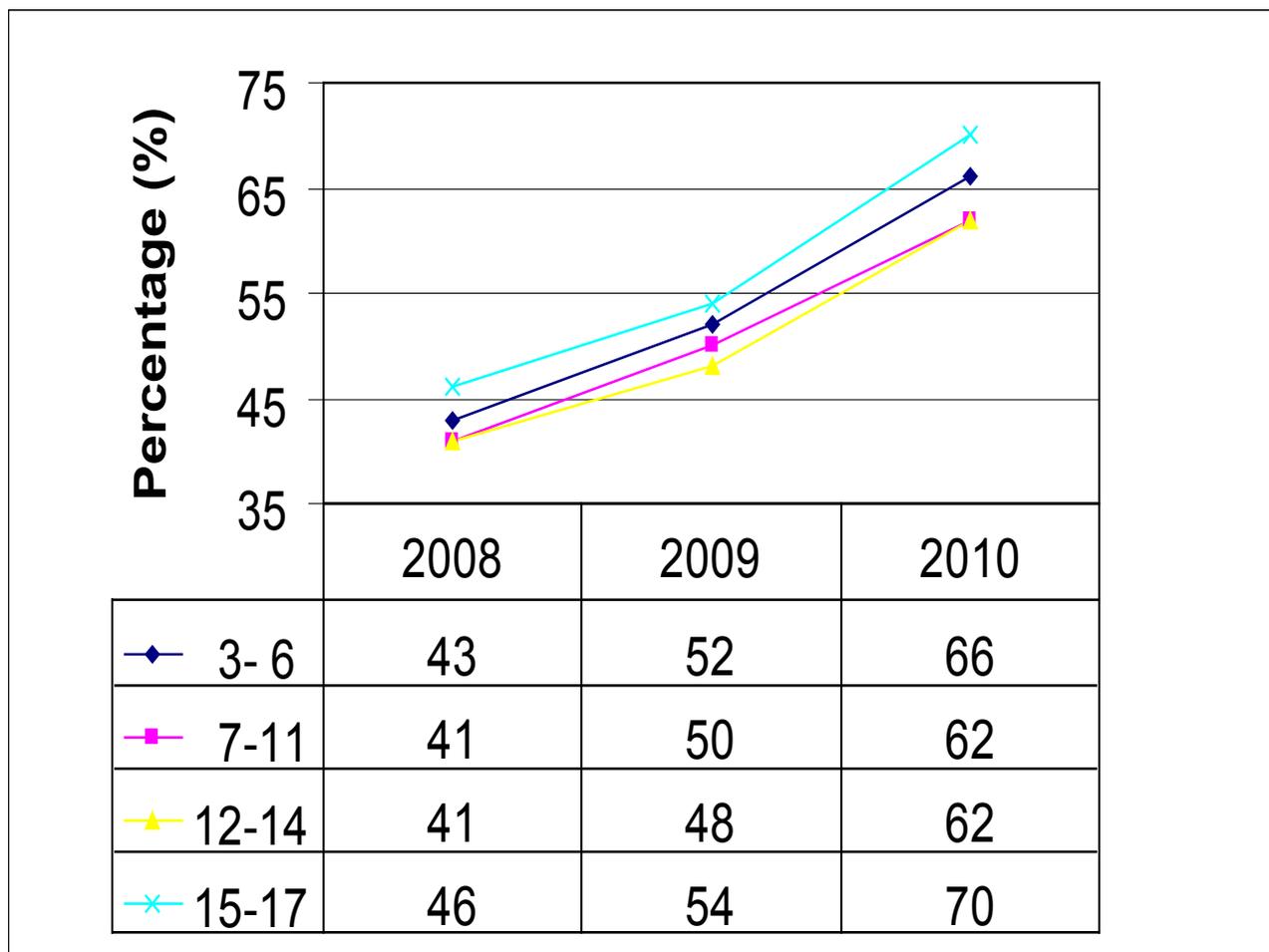
Preventive Counseling, Assessment, or Education for Children & Adolescents

Measure	Description
BMI Percentile	The percentage of members, ages 3 to 17 years, who had a visit with a healthcare provider and whose weight was assessed by the percentile ranking of their Body Mass Index (BMI).
Nutrition	The percentage of members, ages 3 to 17, who were counseled on nutrition or who were referred for nutrition education by their healthcare provider.
Physical Activity	The percentage of members, ages 3 to 17, who were counseled on physical activity or were referred for physical activity by their healthcare provider.
Adolescent Preventive Care	The percentage of adolescents ages 12 to 17 who had at least one had an outpatient visit with a PCP or OB/GYN practitioner during the measurement year, receiving the following four components of care during the measurement year:
1) Sexual Health	Assessment or counseling or education on risk behaviors associated with sexual activity
2) Depression	Assessment or counseling or education for depression,
3) Tobacco Use	Assessment or counseling or education about the risks of tobacco use
4) Substance Use	Assessment or counseling or education about the risks of substance use (including alcohol and excluding tobacco)

Demographics	BMI Percentile	Nutrition	Physical Activity
Gender			
Female	65	71	57
Male	65	71	59
Age			
3-6	66	75	54
7-11	62	69	58
12-14	62	67	62
15-17	70	70	65
Race			
Asian	65	75	64
Black	61	69	55
Hispanic	67	72	60
Other	57	69	56
White	67	69	57
Aid Category			
SSI	63	71	58
TANF	65	71	58
Region			
Central	56	61	47
Hudson Valley	67	71	53
Long Island	69	71	57
New York City	65	71	59
Northeast	65	71	62
Western	65	73	63
Statewide	65	71	58

Demographics	Sexual Health	Depression	Tobacco Use	Substance Use
Gender				
Female	61	52	65	60
Male	59	51	64	60
Age				
12-14	54	45	60	54
15-17	67	59	69	67
Race				
Asian	64	62	69	65
Black	65	55	68	64
Hispanic	61	52	63	59
Other	57	54	63	60
White	53	43	62	57
Aid Category				
SSI	60	53	61	60
TANF	60	51	65	60
Region				
Central	57	38	63	63
Hudson Valley	52	40	57	54
Long Island	48	44	58	53
New York City	62	55	66	61
Northeast	57	43	70	65
Western	56	47	60	57
Statewide	60	52	64	60

BMI Percentile by Age, 2008-2010



Preventive Care for Women

Measure	Description
Breast Cancer Screening	The percentage of women between the ages of 40 and 69 who had a mammogram during the measurement year or the year prior.
Cervical Cancer Screening	The percentage of women between the ages of 24 and 64 who had a Pap test within the measurement year or the two years prior.
Chlamydia Screening	The percentage of sexually active young women ages 16 to 24 who had at least one test for Chlamydia during the measurement year.
Timeliness of Prenatal Care	The percentage of deliveries that received a prenatal care visit as a member of the organization in the first trimester or within 42 days of enrollment in the organization.
Postpartum Care	The percentage of deliveries that had a postpartum visit on or between 21 and 56 days after delivery.
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.

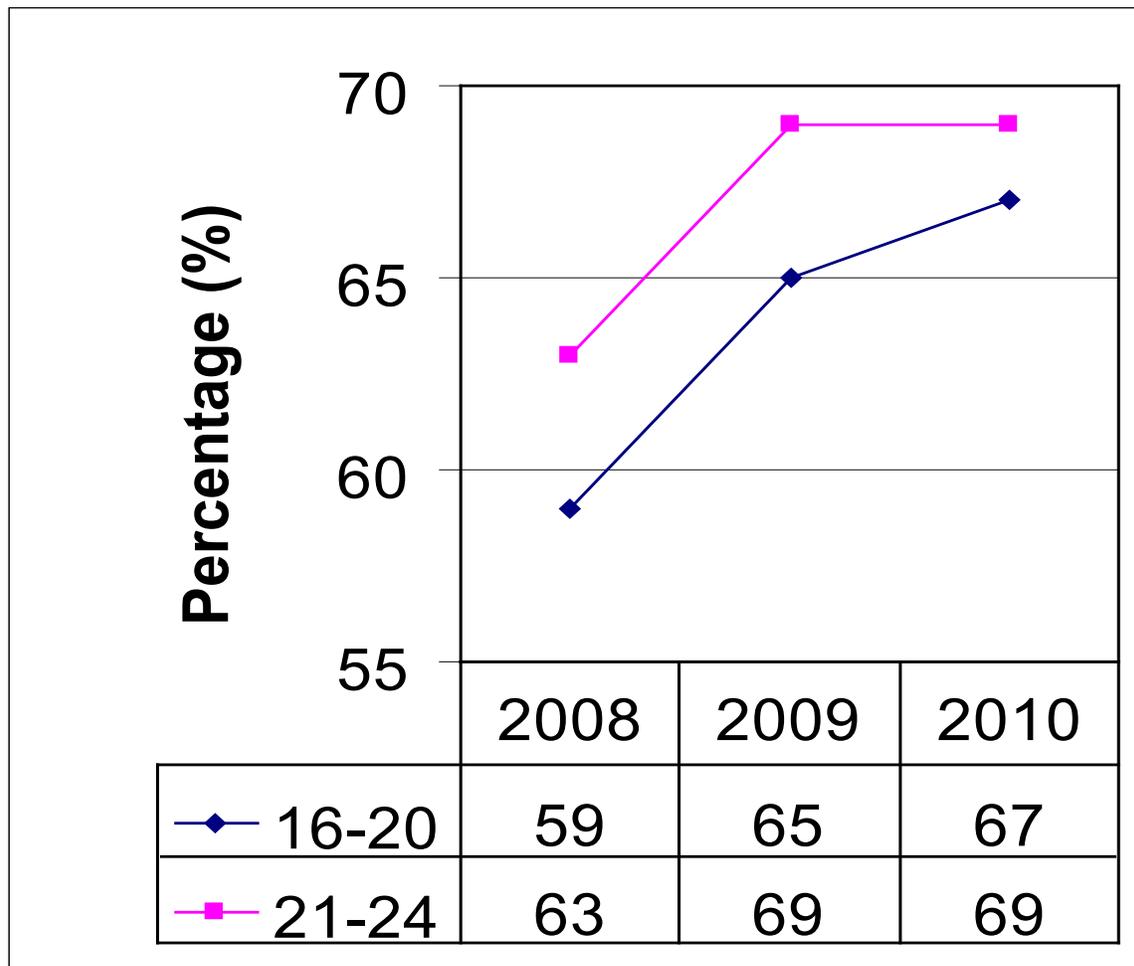
Demographics	Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening (Ages 16-24)
Age			
16-20	NA	NA	67
21-41	NA	78	69
42-51	66	70	NA
52-69	70	60	NA
Race			
Asian	74	72	64
Black	62	70	73
Hispanic	75	74	71
Other	67	69	67
White	59	70	59
Aid Category			
Family Health Plus	73	75	66
Safety Net	71	68	69
SSI	63	60	63
TANF	67	77	69
Region			
Central	61	71	61
Hudson Valley	62	70	61
Long Island	58	67	63
New York City	71	72	70
Northeast	58	70	55
Western	57	72	70
Statewide	68	72	68

Notes

NA Age range not applicable to this measure.

Demographics	Timeliness of Prenatal Care	Postpartum Care	Frequency of Ongoing Prenatal Care
Age			
18 and under	76	60	63
19-29	91	73	73
30-39	91	74	76
40 and above	87	70	74
Race			
Asian	91	82	77
Black	86	65	69
Hispanic	93	73	78
Other	89	70	73
White	90	75	70
Aid Category			
Family Health Plus	92	77	77
Safety Net	83	70	58
SSI	85	53	59
TANF	91	73	76
Region			
Central	88	71	80
Hudson Valley	95	79	84
Long Island	94	79	83
New York City	89	72	70
Northeast	93	64	83
Western	90	71	70
Statewide	90	73	74

Chlamydia Screening by Age, 2008-2010



Satisfaction with Care

Measure	Description
Satisfaction with Provider Network:	
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.
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?"
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?"
Satisfaction with Access to Care and Health Plan:	
Getting Needed Care	The percentage of members responding "usually or "always" when asked a set of questions to identify if, in the last 6 months, they received care they needed.
Getting Care Quickly	The percentage of members responding "usually" or "always" when asked a set of questions to identify, if, in the last 6 months, they received health services quickly.
Satisfaction with Customer Service	The percentage of members responding "usually or "always" when asked a set of questions to identify if, in the last 6 months , they used their health plan's customer service.
Rating of Health Plan	The proportion 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.
Satisfaction with Experience of Care:	
Shared Decision Making	The percentage of members responding "definitely yes" or "somewhat yes" when asked a set of questions to identify if, in the last 6 months, they made healthcare decisions with their doctor.
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.

Demographics	Satisfaction with Provider Communication**	Satisfaction with Personal Doctor**	Satisfaction with Specialist**
Gender			
Female	87	75	69
Male	85	73	65
Race			
Asian	82	64	54
Black	87	74	63
Hispanic	87	76	70
Other	84	74	67
White	88	76	71
Aid Category			
Family Health Plus	87	74	67
Safety Net	86	74	68
SSI	87	77	71
TANF	86	74	66
Region			
Central	85	73	65
Hudson Valley	88	77	71
Long Island	89	75	73
New York City	85	72	63
Northeast	92	80	70
Western	87	74	71
Statewide	86	74	67

Notes

Rates are adjusted by age, educational level, and health status.

** Rotated measure. Data is from 2009.

Demographics	Getting Care Needed**	Getting Care Quickly**	Customer Service**	Rating of Health Plan**
Gender				
Female	75	79	81	71
Male	73	75	79	67
Race				
Asian	64	56	72	58
Black	74	79	80	68
Hispanic	73	76	83	77
Other	68	74	77	69
White	79	84	81	69
Aid Category				
Family Health Plus	74	77	82	68
Safety Net	74	78	81	69
SSI	76	80	76	67
TANF	74	77	80	71
Region				
Central	73	80	71	65
Hudson Valley	79	83	84	72
Long Island	74	82	76	67
New York City	69	71	78	67
Northeast	81	85	83	75
Western	78	83	85	72
Statewide	74	77	80	69

Notes

Rates are adjusted by age, educational level, and health status.

** Rotated measure. Data is from 2009.

Demographics	Shared Decision Making**	Care Coordination**	Wellness Discussion**	Rating of All Health Care**
Gender				
Female	59	75	53	67
Male	52	73	49	63
Race				
Asian	46	64	37	54
Black	58	73	59	63
Hispanic	57	74	51	68
Other	57	75	54	62
White	60	76	52	68
Aid Category				
Family Health Plus	56	75	51	64
Safety Net	57	73	51	65
SSI	58	76	57	68
TANF	57	73	53	65
Region				
Central	57	72	52	64
Hudson Valley	60	73	51	68
Long Island	60	75	50	66
New York City	53	70	48	61
Northeast	67	81	59	70
Western	59	78	57	69
Statewide	57	74	52	65

Notes

Rates are adjusted by age, educational level, and health status.

** Rotated measure. Data is from 2009.

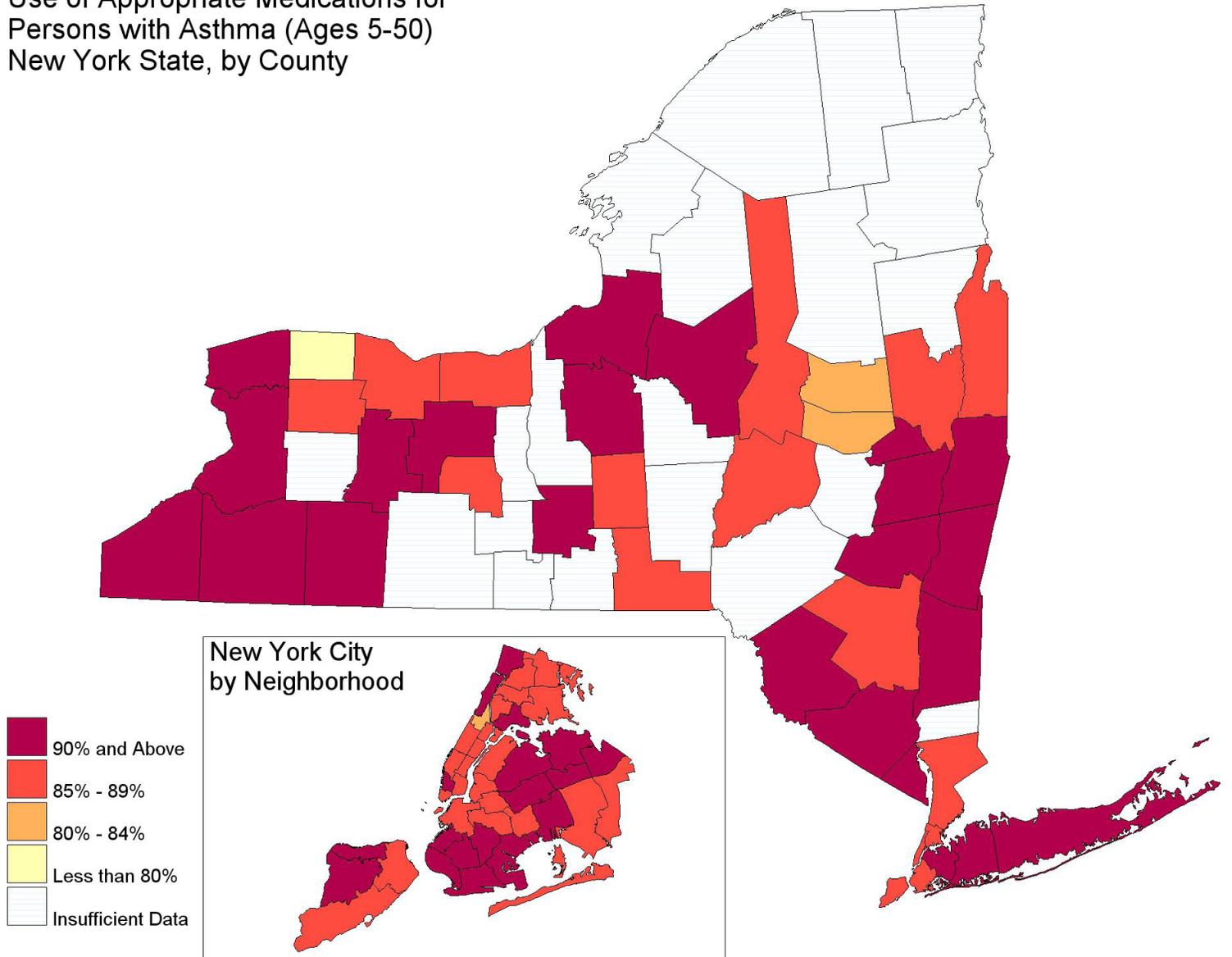
Geographic Variation

Measure	Description
Geographic Variation	QARR rates have been calculated and mapped by county for New York State and by United Hospital Fund neighborhoods for New York City for the following measures:
Use of Appropriate Medications for People with Asthma Ages 5-50	The percentage of members ages 5 to 50 years with persistent asthma who received appropriate medications to control their condition.
Adolescent Well-Care Visits	The percentage of adolescents ages 12 to 21 who had a well-care or preventive care visit in the past year.
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.
Breast Cancer Screening	The percentage of women between the ages of 40 and 69 who had a mammogram during the measurement year or the year prior.

Notes

Region is based on the member's county of residence. For the purposes of this report, the counties of New York State were grouped into the following six regions: Western, Central, Northeast, Hudson Valley, Long Island and New York City. For a listing of the counties that comprise each region please refer to [technical notes section](#).

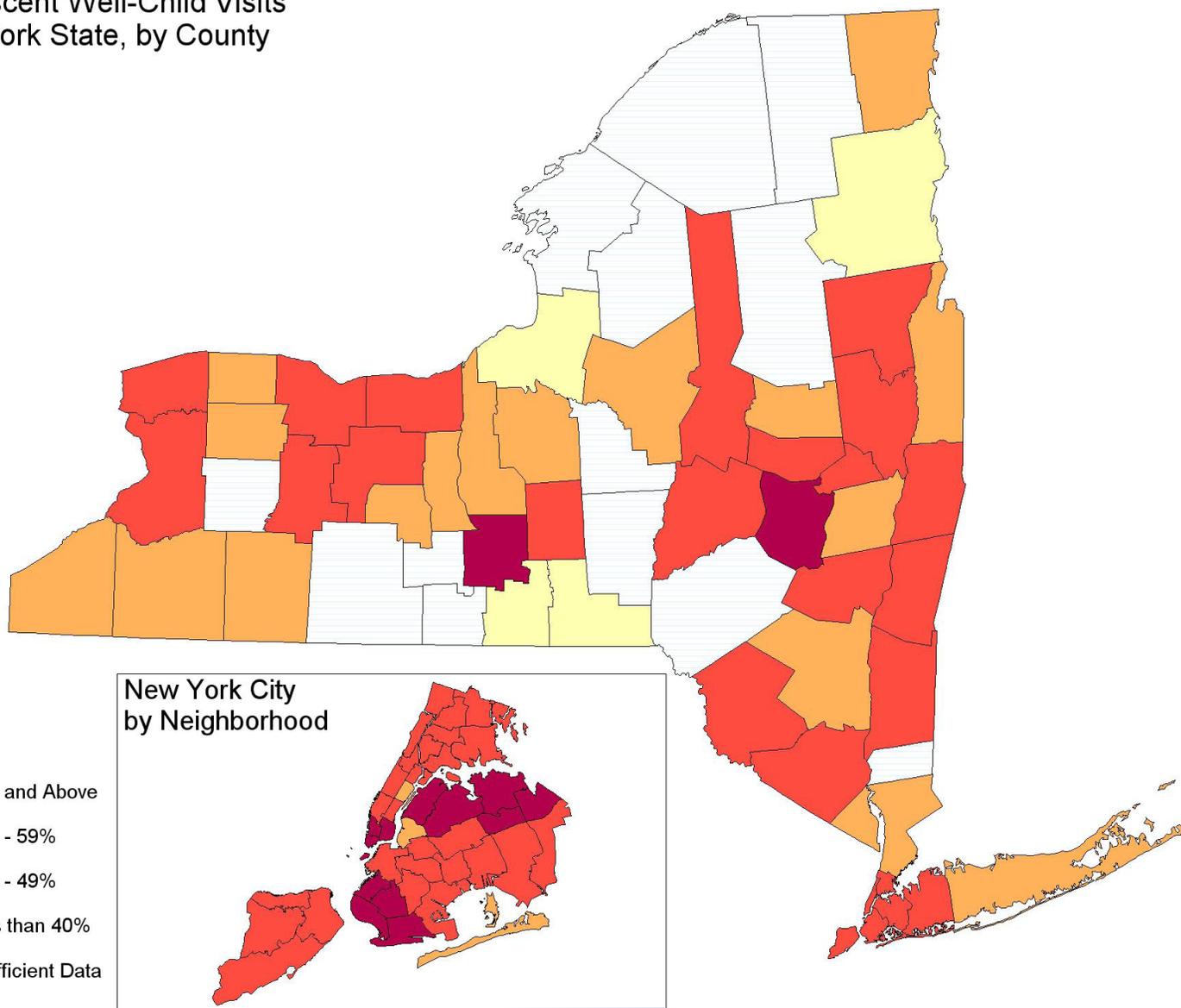
Use of Appropriate Medications for Persons with Asthma (Ages 5-50)
New York State, by County



Notes

Geographic areas with fewer than 30 people were suppressed.

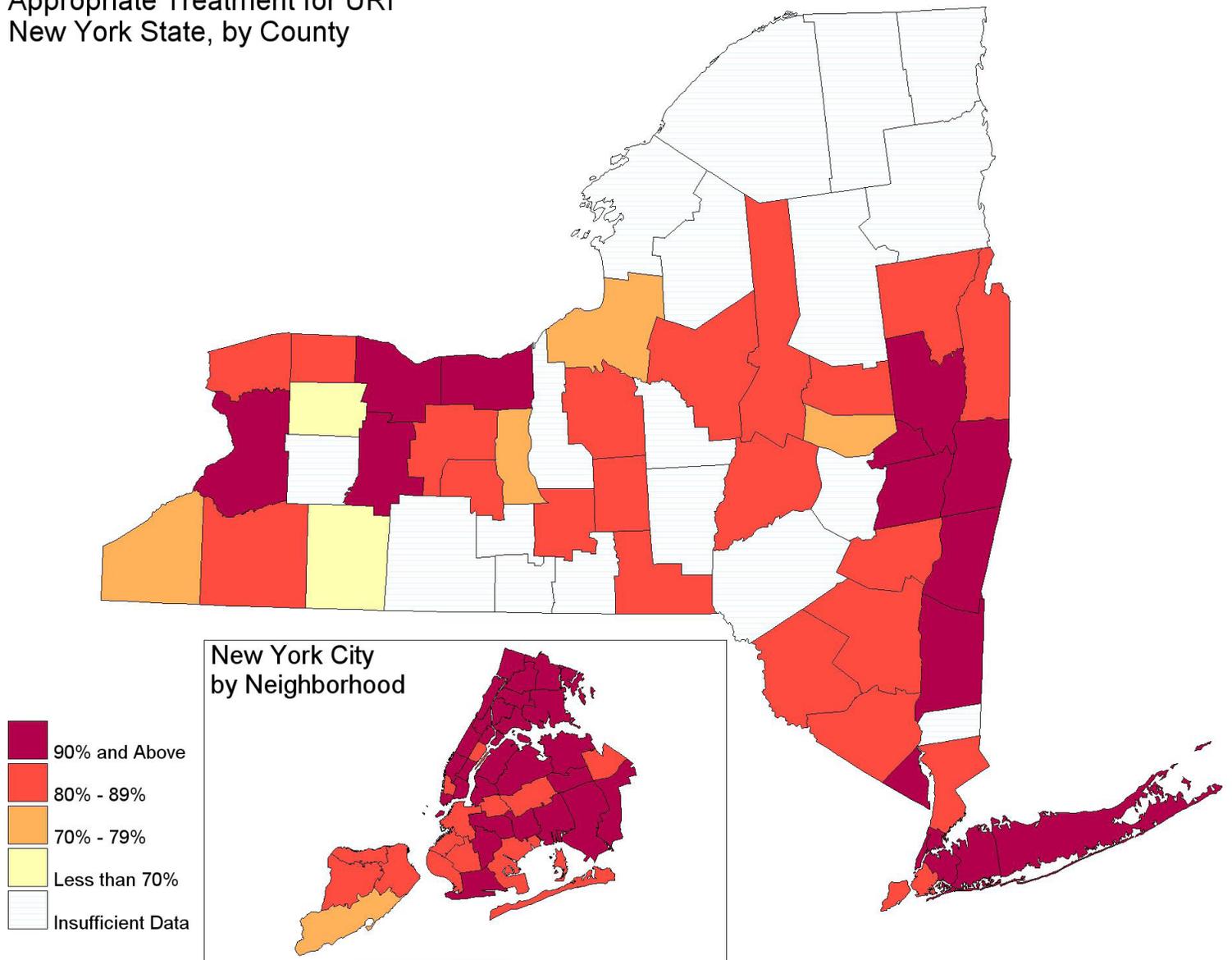
Adolescent Well-Child Visits
New York State, by County



Notes

Geographic areas with fewer than 30 people were suppressed.

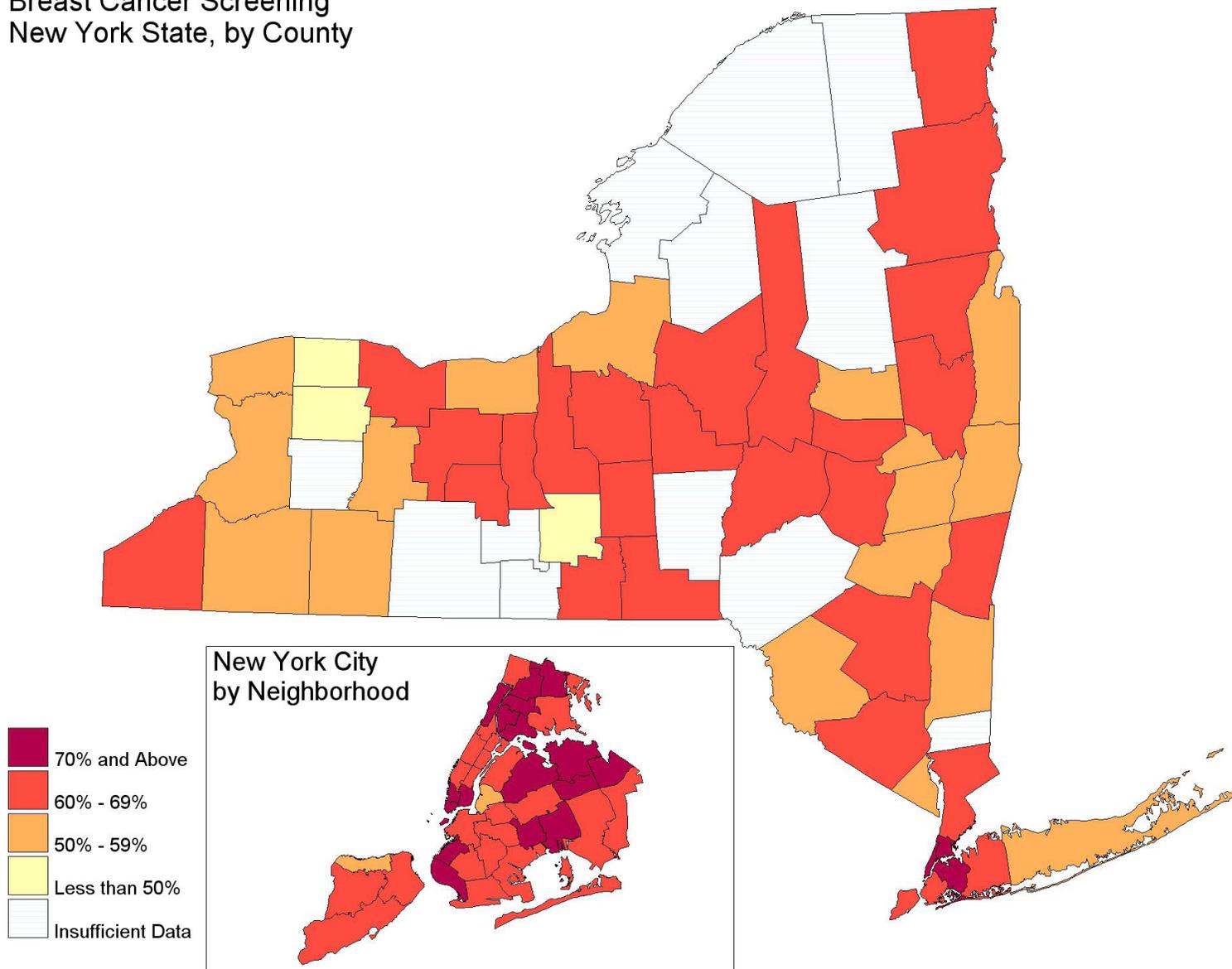
Appropriate Treatment for URI
New York State, by County



Notes

Geographic areas with fewer than 30 people were suppressed.

Breast Cancer Screening
New York State, by County



Notes

Geographic areas with fewer than 30 people were suppressed.

Data Sources

In addition to the aggregate performance data described submitted for QARR, the Medicaid managed care plans are required to submit member-level information for all members who are included in at least one quality measure. This file contains a unique identifier for every member (Client Identification Number) and indicator(s) denoting whether or not the member received the service for which he/she was eligible. The data on the file are matched to the Medicaid “eligibility file” which contains demographic information gathered during the Medicaid application process.

The measures included in this report are calculated using three methods: 1) Population measures include all eligible members for the measure. 2) Measures that are calculated from a sample of the eligible members, and incorporate medical record review, and 3) measures calculated from member self-reported survey data. See the Appendix for a list of the measures included in this report with the method used for each measure. For measures that are calculated using a sample of the health plan eligibles, we weight the measures by plan eligibles.

Members in the member-level file who had invalid client identification numbers were excluded from the analyses and this report. Members whose age was determined to be outside of the valid range for any particular measure were excluded from the measure(s). Members excluded due to issues of validity are a very small percentage.

Demographic Characteristics

Race/Ethnicity was defined as mutually exclusive categories of Asian/Pacific Islander, Black, Hispanic, White or Other. It is possible for an enrollee to denote more than one race. Therefore, for purposes of this report, an algorithm was developed to ensure each enrollee was assigned to just one race/ethnicity category. An enrollee was defined as Hispanic regardless of any other races noted. White race includes non-Hispanic whites without any other race noted. Similarly, Blacks and Asians include only non-Hispanic single race categorizations. Enrollees of multiple races, Native Americans and Unknown race/ethnicity were assigned to the category Other.

A member's aid category was defined as either: Family Health Plus, Safety Net (SN), Supplemental Security Income (SSI), or Temporary Assistance for Needy Families (TANF). Family Health Plus is a Medicaid expansion program with a higher income limit. There is no cash assistance in Family Health Plus category. Safety Net recipients are single or childless couples. SN recipients may or may not receive cash assistance. SSI is a federal program whose recipients are largely aged, blind or disabled. Individuals eligible for SSI receive cash assistance. TANF recipients are generally women and children most of whom do not receive cash assistance.

Region is based on the member's county of residence. For the purposes of this report, the counties of New York State were grouped into the following six regions: Western, Central, Northeast, Hudson Valley, Long Island and New York City. For a listing of the counties that comprise each region please see the New York State county map with New York city boroughs at the end of this section.

Questions

If you have any questions or comments about this report please contact the Bureau of Quality Measurement and Improvement at (518)486-9012 or e-mail nysqarr@health.state.ny.us.

Appendix: List of Measures and Type of Record Review

Measure	Population	Sample	Survey
Adolescent Well-Care Visits	X		
Adolescent Preventive Care Measures		X	
Adult BMI Assessment		X	
Annual Dental Visit	X		
Annual Monitoring for Patients on Persistent Medications	X		
Antidepressant Medication Management	X		
Appropriate Testing for Pharyngitis	X		
Appropriate Treatment for URI	X		
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	X		
Breast Cancer Screening	X		
Cervical Cancer Screening	X		
Childhood Immunization - Combo 3		X	
Chlamydia Screening (Ages 16-24)	X		
Cholesterol Management for Patients with Cardiovascular Conditions		X	
Comprehensive Diabetes Care		X	
Controlling High Blood Pressure		X	
Drug Therapy in Rheumatoid Arthritis	X		
Follow-up After Hospitalization for Mental Illness	X		
Follow-Up Care for Children Prescribed ADHD Medication	X		
Frequency of Ongoing Prenatal Care		X	
HIV/AIDS Comprehensive Care	X		
Lead Testing		X	
Pharmacotherapy Management of COPD Exacerbation	X		
Postpartum Care		X	
Satisfaction with Provider Network			X
Satisfaction with Access to Care and Health Plan			X
Satisfaction with Experience of Care			X
Timeliness of Prenatal Care		X	
Use of Appropriate Medications for People with Asthma	X		
Use of Appropriate Medications for People with Asthma 3+ Controllers	X		
Use of Imaging Studies for Low Back Pain	X		
Use of Spirometry Testing for COPD	X		
Weight Assessment for Children and Adolescents		X	
Weight Counseling for Nutrition for Children and Adolescents		X	
Weight Counseling for Physical Activity for Children and Adolescents		X	
Well-Child & Preventive Care Visits in the 3rd, 4th, 5th, of 6th Year of Life	X		

Acknowledgements

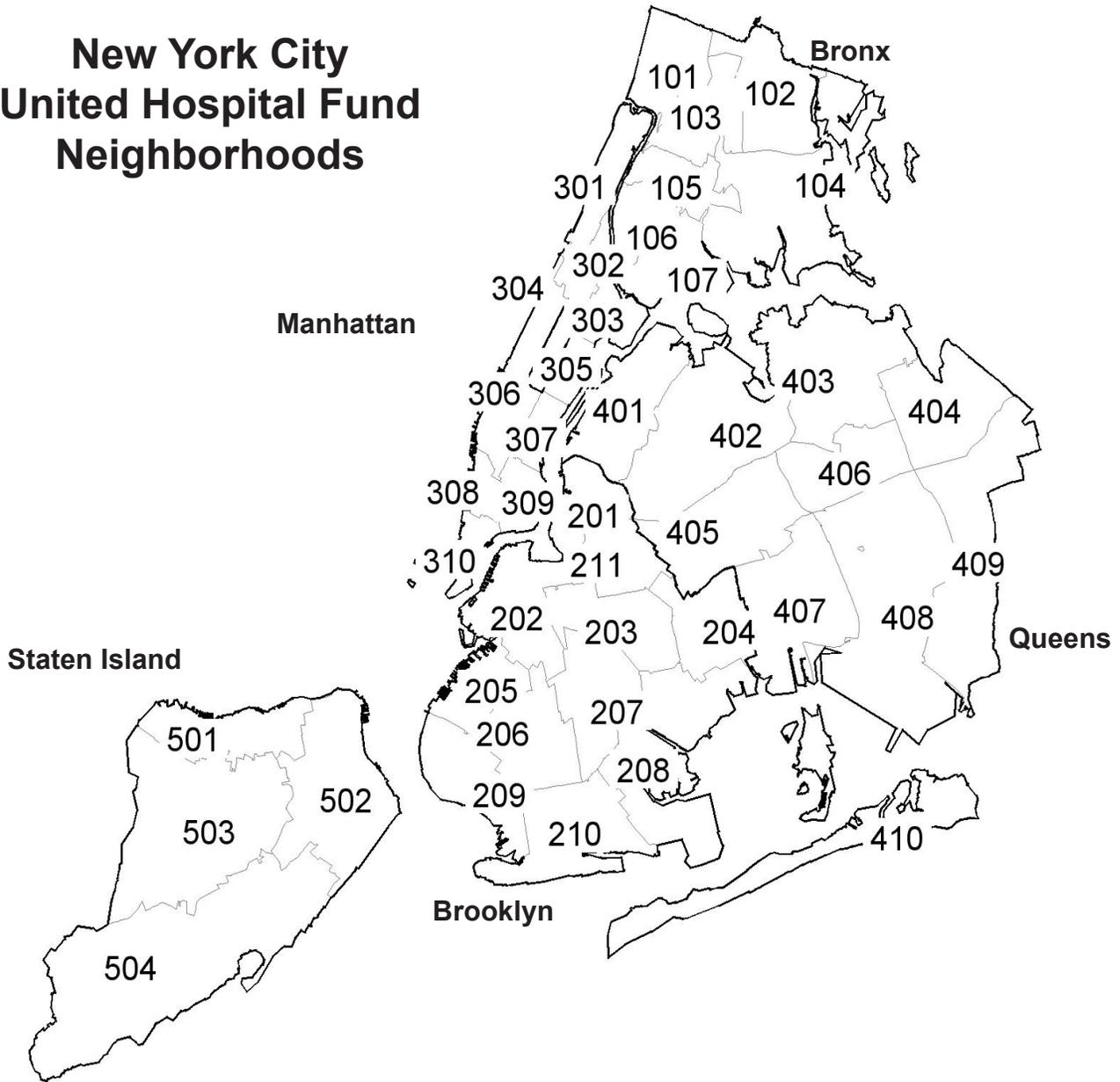
Lead analysts, report design, and layout: Lindsay W Cogan, Joanne Guo
 Quality and Measurement Unit
 Bureau of Quality Measurement and Improvement, Office of Health Insurance Programs

New York State County Map With New York City Boroughs



Region	Counties
Western	Allegany, Cattaraugus, Chautauqua, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming, Yates
Central	Broome, Cayuga, Chenango, Cortland, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, St. Lawrence, Tioga, Tompkins
Northeast	Albany, Clinton, Columbia, Delaware, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, Washington
Hudson Valley	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester
Long Island	Nassau, Suffolk
New York City	Bronx, Kings (Brooklyn), New York (Manhattan), Queens, Richmond (Staten Island)

New York City United Hospital Fund Neighborhoods



Code	UHF Name	Code	UHF Name	Code	UHF Name
301	Washington Heights - Inwood	201	Greenpoint	101	Kingsbridge - Riverdale
302	Central Harlem - Morningside Heights	202	Downtown - Heights - Slope	102	Northeast Bronx
303	East Harlem	203	Bedford Stuyvesant - Crown Heights	103	Fordham - Bronx Park
304	Upper West Side	205	Sunset Park	104	Pelham - Throgs Neck
305	Upper East Side	206	Borough Park	105	Crotona - Tremont
306	Chelsea - Clinton	207	East Flatbush - Flatbush	106	High Bridge - Morrisania
307	Gramercy Park - Murray Hill	208	Canarsie - Flatlands	107	Hunts Point - Mott Haven
308	Greenwich Village - Soho	209	Bensonhurst - Bay Ridge	401	Long Island City - Astoria
309	Union Square - Lower East Side	210	Coney Island - Sheepshead Bay	402	West Queens
310	Lower Manhattan	211	Williamsburg - Bushwick	403	Flushing - Clearview
501	Port Richmond			404	Bayside - Little Neck
502	Stapleton - St. George			405	Ridgewood - Forest Hills
503	Willowbrook			406	Fresh Meadows
504	South Beach - Tottenville			407	Southwest Queens
				408	Jamaica
				409	Southeast Queens
				410	Rockaway