2010 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
DEPARTMENT OF HEALTH

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Introduction

In order 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 edition to the QARR-related reports and examines Medicaid managed care performance by several demographic variables, such as gender, race and ethnicity and age using 2009 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 2009 QARR measurement set include: Cervical Cancer Screening, Controlling High Blood Pressure, Prenatal and Postpartum Care, and Frequency of Ongoing Prenatal Care. Rates displayed for these measures are based upon services delivered during 2008.

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 race/ethnicity are presented at the end of each section. 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 3 years of available data. Any measures from 2008 are not trended.

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 on page 53.

Managing Preventive Care and Acute Illnesses in Adults

Measure	Description
Annual Dental Visit	The percentage of adults ages 19 through 21 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.
Adult BMI Assessment	This measure examines the percentage of adult members who had a visit in the last two years and had their body mass index (BMI) documented.
Use of Imaging Studies for Low Back Pain	The percentage of members 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 healthy adults, ages 18 to 64, with acute bronchitis who did not receive a prescription for antibiotics. A higher score indicates more appropriate treatment.

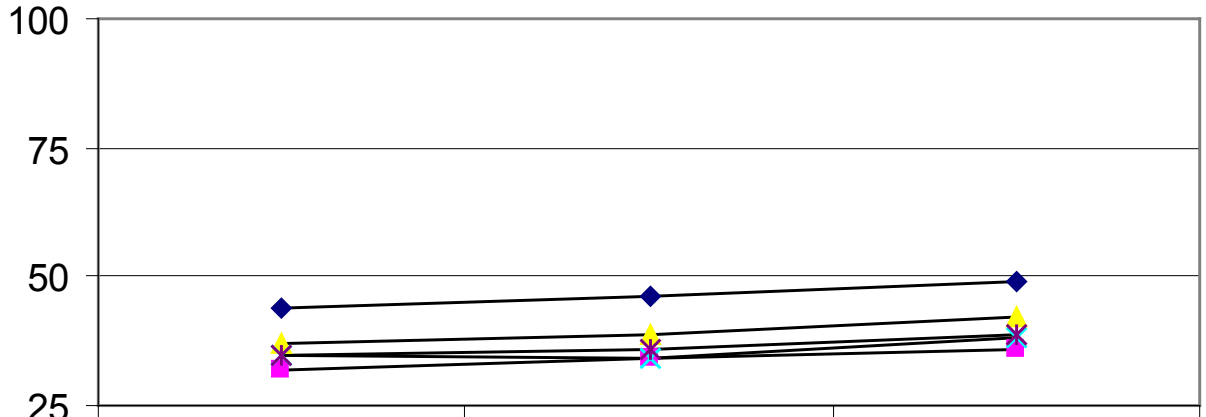
Demographics	Adult BMI Assessment	Annual Dental Visit (Ages 19-21)
Gender		
Female	54	46
Male	51	36
Age		
18-44	50	42
45-64	56	NA
65+	55	NA
Race		
Asian	63	38
Black	50	36
Hispanic	56	42
Other	55	39
White	49	49
Aid Category		
Family Health Plus	54	42
Safety Net	56	41
SSI	51	31
TANF	51	42
Region		
Central	44	46
Hudson Valley	58	50
Long Island	42	43
New York City	57	41
Northeast	55	44
Western	47	39
Statewide	**53**	**42**

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	81	25
Male	79	26
Age		
18-44	80	25
45-64	79	26
Race		
Asian	83	30
Black	82	25
Hispanic	80	23
Other	82	27
White	77	24
Aid Category		
Family Health Plus	79	28
Safety Net	81	27
SSI	81	23
TANF	80	24
Region		
Central	71	15
Hudson Valley	76	21
Long Island	74	27
New York City	82	28
Northeast	76	22
Western	79	19
Statewide	**80**	**26**

Annual Dental Visit (Ages 19-21) by Race/Ethnicity, 2007-2009



	2007	2008	2009
White	44	46	49
Black	32	34	36
Hispanic	37	39	42
Asian	35	34	38
Other	35	36	39

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 Management for Patients with Cardiovascular Conditions	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). 1. Screening Test: The percentage of members who had a cholesterol screening test. 2. Level Controlled (LDL-C < 100mg/dL): The percentage of members who had a cholesterol level LDL-C result of < 100mg/dL.

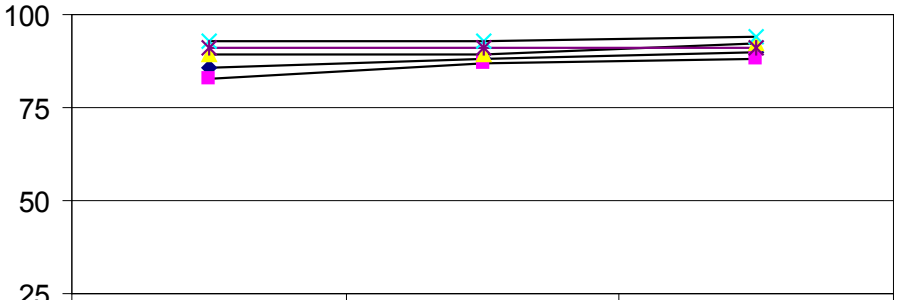
Demographics	Controlling High Blood Pressure**	Cholesterol Management After Cardiovascular Event: Cholesterol Screening Test	Cholesterol Management After Cardiovascular Event: Cholesterol Level Controlled (<100 mg/dL)
Gender			
Female	66	90	47
Male	64	92	58
Age			
18-44	62	85	43
45-64	66	91	53
65 +	62	92	59
Race			
Asian	69	94	59
Black	55	88	50
Hispanic	67	92	50
Other	69	91	56
White	67	90	52
Aid Category			
Family Health Plus	67	92	53
Safety Net	65	92	55
SSI	64	91	52
TANF	63	88	50
Region			
Central	64	82	48
Hudson Valley	68	90	57
Long Island	68	87	47
New York City	65	92	52
Northeast	70	88	63
Western	62	85	55
Statewide	**65**	**91**	**53**

Notes

** Rotated measure. Data is from 2008.

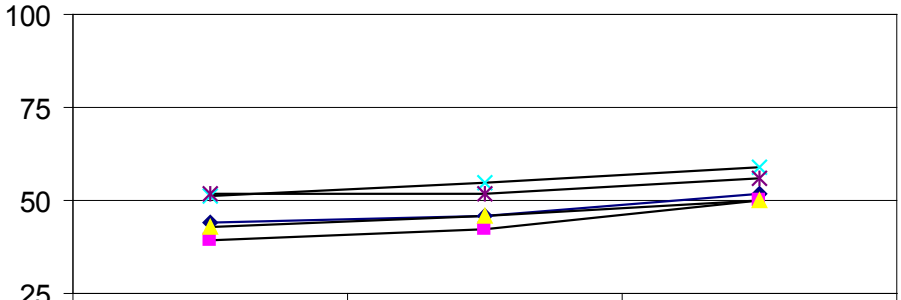
Cholesterol Management After a Cardiovascular Event by Race/Ethnicity, 2006-2009

Cholesterol Screening Test



	2006	2007	2009
White	86	88	90
Black	83	87	88
Hispanic	89	89	92
Asian	93	93	94
Other	91	91	91

Cholesterol Level Controlled (<100 mg/dL)



	2006	2007	2009
White	44	46	52
Black	39	42	50
Hispanic	43	46	50
Asian	51	55	59
Other	52	52	56

Notes

This measure was rotated in 2008. Data not available for that year.

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 5-50 3+ Controllers	The percentage of members 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.

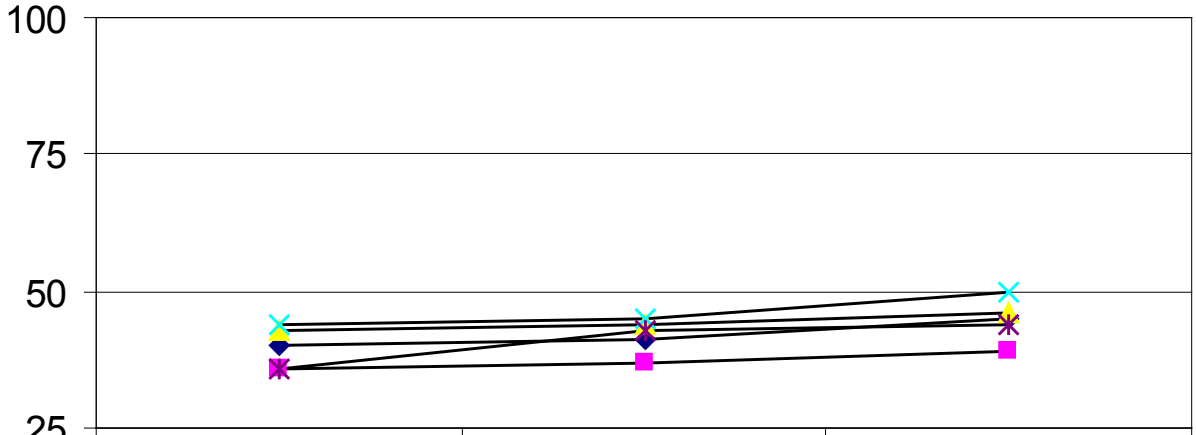
Demographics		Use of Appropriate Medications for People with Asthma (Ages 12-50)	Appropriate Asthma Medications for People with Asthma (Ages 5-50) 3+ Controllers
Gender			
	Female	88	75
	Male	88	74
Age			
	5-11	NA	75
	12-17	89	71
	18-44	87	74
	45+	91	84
Race			
	Asian	92	79
	Black	87	72
	Hispanic	88	75
	Other	89	76
	White	89	78
Aid Category			
	Family Health Plus	90	78
	Safety Net	89	78
	SSI	89	79
	TANF	88	73
Region			
	Central	91	80
	Hudson Valley	87	77
	Long Island	89	75
	New York City	88	74
	Northeast	87	75
	Western	89	75
Statewide		**88**	**75**

Notes

NA Age range not applicable to this measure.

Demographics	Use of Spirometry Testing in the Assessment and Diagnosis of COPD	Pharmacotherapy Management of COPD Exacerbation	
		Corticosteroid	Bronchodilator
Gender			
Female	44	63	83
Male	45	57	79
Age			
18-44	46	57	77
45+	45	60	81
Race			
Asian	50	60	74
Black	39	60	83
Hispanic	46	59	86
Other	44	58	79
White	45	61	79
Aid Category			
Family Health Plus	49	57	77
Safety Net	46	58	80
SSI	41	61	82
TANF	47	59	77
Region			
Central	38	65	79
Hudson Valley	44	67	78
Long Island	51	58	79
New York City	47	58	84
Northeast	27	60	79
Western	37	61	79
Statewide	**45**	**60**	**81**

Use of Spirometry Testing in the Assessment and Diagnosis of COPD by Race/Ethnicity, 2007-2009



	2007	2008	2009
White	40	41	45
Black	36	37	39
Hispanic	43	44	46
Asian	44	45	50
Other	36	43	44

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) Nephopathy 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.

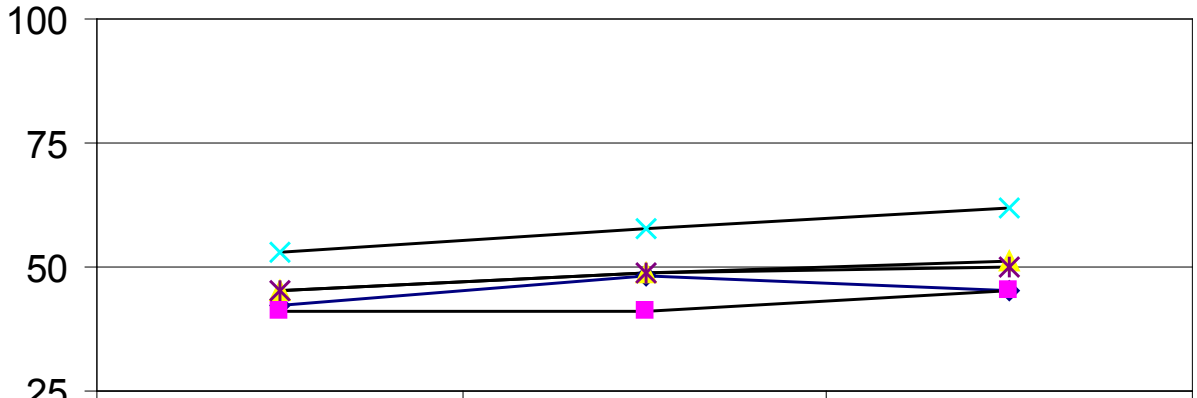
Demographics	HbA1c Testing	Lipid Profile	Dilated Eye Exam	Nephropathy Monitoring	Received All Four Tests
Gender					
Female	89	87	65	83	52
Male	88	86	60	83	48
Age					
18-44	85	79	52	70	35
45-64	90	89	66	87	54
65 +	90	91	71	92	61
Race					
Asian	93	93	73	85	62
Black	86	84	57	85	45
Hispanic	89	87	63	84	51
Other	87	86	61	83	50
White	88	85	61	79	45
Aid Category					
Family Health Plus	90	89	65	82	52
Safety Net	89	88	65	84	52
SSI	87	86	62	86	50
TANF	88	83	58	75	43
Region					
Central	85	79	61	78	45
Hudson Valley	89	84	58	80	45
Long Island	87	87	60	80	44
New York City	89	89	64	84	52
Northeast	87	82	62	81	45
Western	87	80	61	83	46
Statewide	**89**	**87**	**63**	**83**	**50**

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	38
65 +	31	50	61	41
Race				
Asian	22	52	71	47
Black	41	39	59	30
Hispanic	35	43	65	34
Other	32	45	65	37
White	34	41	68	33
Aid Category				
Family Health Plus	29	47	67	40
Safety Net	32	44	67	36
SSI	36	44	61	35
TANF	36	40	68	32
Region				
Central	35	36	69	29
Hudson Valley	30	45	73	36
Long Island	37	44	62	35
New York City	33	44	64	36
Northeast	34	43	71	35
Western	35	41	68	32
Statewide	**33**	**44**	**65**	**35**

Notes

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

Managing Diabetes
Received all Four Tests by Race/Ethnicity, 2006-2009



	2006	2007	2009
White	42	48	45
Black	41	41	45
Hispanic	45	49	51
Asian	53	58	62
Other	45	49	50

Notes

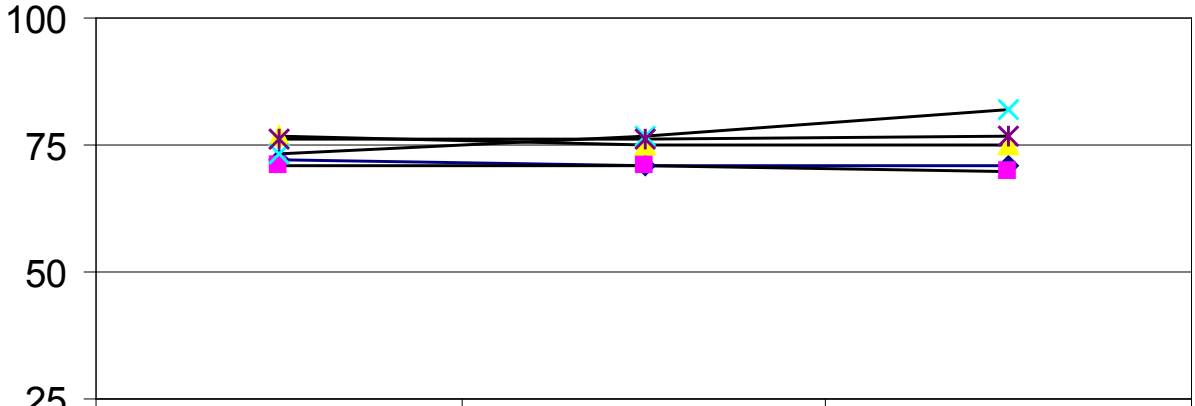
This measure was rotated in 2008. Data not available for this year.

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.

Demographics	Drug Therapy for Rheumatoid Arthritis	ACE Inhibitors or ARB's	Digoxin	Diuretics	Anticonvu-Isants	Combined Rate
	Annual Monitoring for Patients on Persistent Medications					
Gender						
Female	75	90	91	88	64	88
Male	67	89	92	88	66	88
Age						
18-44	75	87	86	85	66	83
45-64	74	90	93	89	65	89
65 +	68	89	89	89	59	89
Race						
Asian	82	92	90	91	63	91
Black	70	88	92	87	69	87
Hispanic	75	90	94	89	60	88
Other	77	90	94	89	63	88
White	71	89	89	88	68	87
Aid Category						
Family Health Plus	77	89	91	88	66	88
Safety Net	74	90	90	88	66	88
SSI	73	91	92	90	65	88
TANF	75	87	87	85	66	86
Region						
Central	81	90	88	90	72	88
Hudson Valley	73	90	93	90	70	88
Long Island	67	90	91	89	69	88
New York City	74	90	92	88	63	88
Northeast	83	89	93	88	69	87
Statewide	**74**	**90**	**91**	**88**	**65**	**88**

Drug Therapy for Rheumatoid Arthritis by Race/Ethnicity, 2007-2009



	2007	2008	2009
White	72	71	71
Black	71	71	70
Hispanic	77	75	75
Asian	73	77	82
Other	76	76	77

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	70	47	51
Male	64	46	59
Age			
2-18	65	45	NA
19-44	65	47	57
45+	70	47	52
Race			
Asian	62	25	25
Black	66	46	57
Hispanic	71	48	57
Other	63	46	46
White	67	53	53
Aid Category			
Family Health Plus	69	47	49
Safety Net	64	46	59
SSI	71	49	50
TANF	67	43	57
Region			
Central	59	60	64
Hudson Valley	81	59	49
Long Island	67	44	57
New York City	66	43	54
Northeast	86	68	62
Western	66	63	58
Statewide	**67**	**47**	**54**

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	This measure is for members ages 6 years and older who were hospitalized for treatment of selected mental health disorders (such as depression or bipolar disorder) and has two time-frame components.
1) Within 7 Days	The percentage of members who were seen on an ambulatory basis or who were in intermediate treatment with a mental health provider within 7 days of discharge.
2) Within 30 Days	The percentage of members who were seen on an ambulatory basis or who were in intermediate treatment with a mental health provider 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	50	34	71	83
Male	53	37	67	79
Age				
6-17	NA	NA	77	89
18-44	49	31	68	90
45+	56	42	67	78
Race				
Asian	45	32	73	83
Black	45	29	65	78
Hispanic	48	32	68	81
Other	53	36	68	79
White	56	39	73	84
Aid Category				
Family Health Plus	49	32	69	81
Safety Net	54	38	65	76
SSI	60	48	77	89
TANF	49	31	72	84
Region				
Central	46	30	71	82
Hudson Valley	50	34	70	83
Long Island	61	46	65	81
New York City	50	35	66	79
Northeast	55	34	74	83
Western	51	34	78	87
Statewide	**51**	**35**	**69**	**81**

Notes

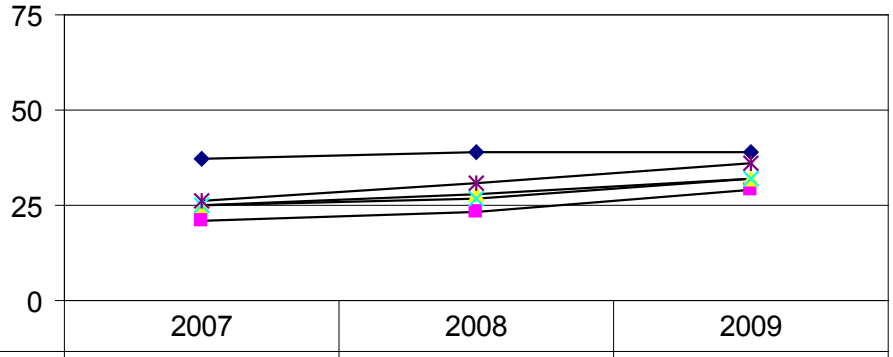
NA Age range not applicable to this measure.

Antidepressant Medication Management by Race/Ethnicity, 2007-2009

Effective Acute Phase Treatment

	2007	2008	2009
White	55	57	56
Black	35	39	45
Hispanic	42	44	48
Asian	37	42	45
Other	44	48	53

Effective Continuation Phase Treatment



	2007	2008	2009
White	37	39	39
Black	21	23	29
Hispanic	25	28	32
Asian	25	27	32
Other	26	31	36

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 Diptheria/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.

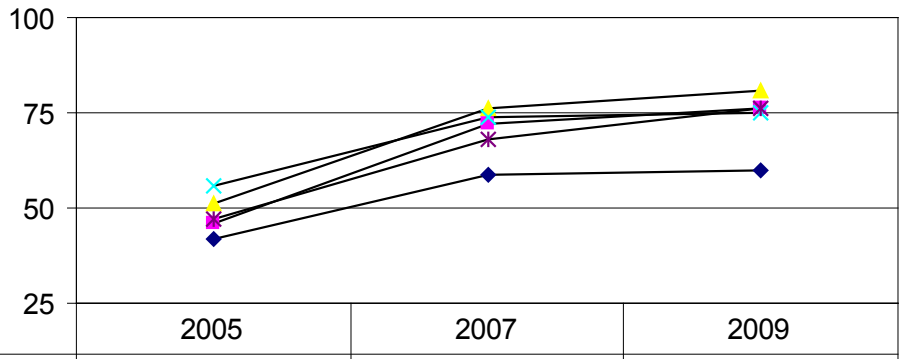
Demographics	Childhood Immunization Combo 3	Lead Testing	Five or More Well Child & Preventive Care Visits in the First 15 Months of Life
Gender			
Female	74	90	72
Male	73	90	72
Race			
Asian	75	86	72
Black	76	90	68
Hispanic	81	94	76
Other	76	91	70
White	60	85	71
Aid Category			
SSI	84	93	74
TANF	73	90	72
Region			
Central	71	80	76
Hudson Valley	63	90	74
Long Island	73	82	83
New York City	74	93	68
Northeast	73	73	78
Western	78	84	82
Statewide	**73**	**90**	**72**

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	79	57	54
Male	79	53	51
Age			
2-3	82	NA	30
4-6	78	NA	58
7-11	NA	NA	63
12-14	NA	64	55
15-18	NA	57	47
19-21	NA	38	NA
Race			
Asian	82	64	54
Black	76	51	42
Hispanic	81	57	56
Other	79	56	50
White	78	51	57
Aid Category			
Family Health Plus	NA	38	NA
Safety Net	NA	36	NA
SSI	77	50	41
TANF	79	56	53
Region			
Central	71	44	51
Hudson Valley	79	50	63
Long Island	79	51	54
New York City	80	57	51
Northeast	76	51	53
Western	78	53	49
Statewide	**79**	**55**	**52**

Notes

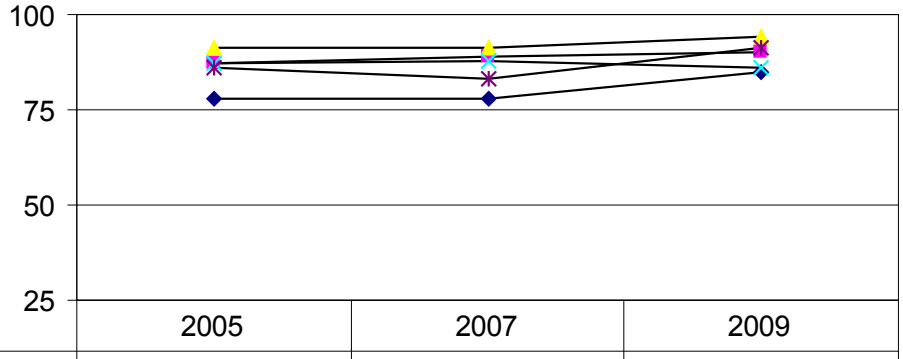
NA Variables not applicable to this measure.

Childhood Immunization Status, Combo 3 by Race/Ethnicity, 2005-2009



	2005	2007	2009
White	42	59	60
Black	46	72	76
Hispanic	51	76	81
Asian	56	74	75
Other	47	68	76

Lead Testing by Race/Ethnicity, 2005-2009



	2005	2007	2009
White	78	78	85
Black	87	89	90
Hispanic	91	91	94
Asian	87	88	86
Other	86	83	91

Notes

This measure was rotated in 2006 and 2008. Data not available for those years.

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.
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.

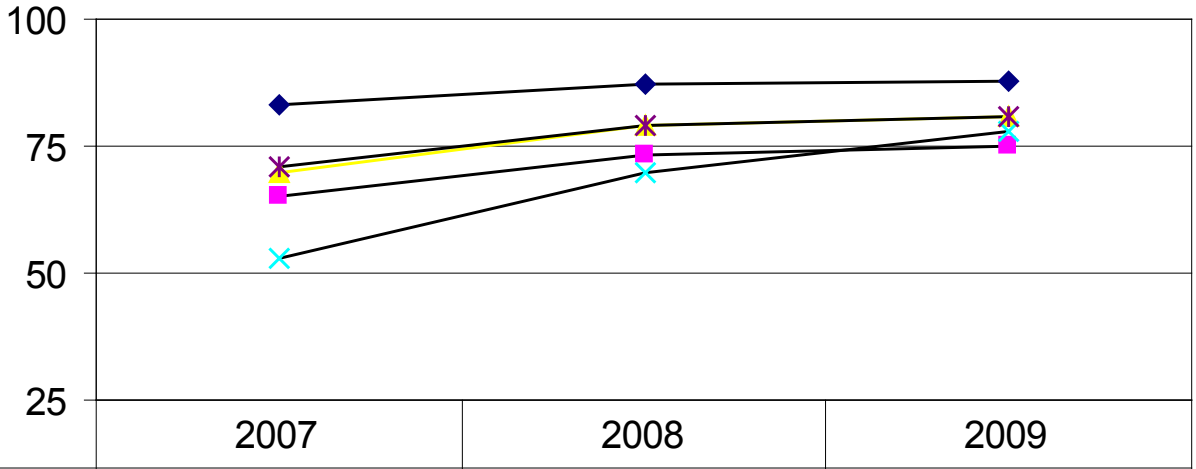
Demographics	Appropriate Treatment for URI	Appropriate Testing for Pharyngitis
Gender		
Female	90	83
Male	91	83
Age		
Less than 5	92	81
5-11	90	84
12-14	88	83
15-18	87	79
Race		
Asian	90	78
Black	92	75
Hispanic	91	81
Other	90	81
White	89	88
Aid Category		
SSI	90	76
TANF	91	83
Region		
Central	84	80
Hudson Valley	90	87
Long Island	91	87
New York City	91	82
Northeast	88	80
Western	89	80
Statewide	**91**	**83**

Demographics	Use of Appropriate Medications for People w/ Asthma (Ages 5-11)	Follow-Up Care for Children Prescribed ADHD Medication	
		Initiation Phase	Continuation Phase
Gender			
Female	91	56	59
Male	92	57	63
Race			
Asian	95	77	- -
Black	90	53	61
Hispanic	91	62	70
Other	93	58	64
White	94	54	57
Aid Category			
SSI	92	61	67
TANF	91	55	60
Region			
Central	94	53	54
Hudson Valley	94	60	70
Long Island	95	54	68
New York City	91	64	72
Northeast	94	47	51
Western	94	48	54
Statewide	**91**	**57**	**62**

Notes

-- Sample size too small to report.

Appropriate Testing for Pharyngitis by Race/Ethnicity, 2007-2009



	2007	2008	2009
White	83	87	88
Black	65	73	75
Hispanic	70	79	81
Asian	53	70	78
Other	71	79	81

Preventive Counseling for Children & Adolescents

Measure	Description
Weight Assessment	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).
Counseling for 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.
Counseling for 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.

Demographics	Weight Assessment	Counseling for Nutrition	Counseling for Physical Activity
Gender			
Female	51	60	47
Male	51	61	48
Age			
3-6	52	63	43
7-11	50	59	47
12-14	48	61	53
15-17	54	59	54
Race			
Asian	49	63	53
Black	49	61	47
Hispanic	53	63	49
Other	46	61	50
White	52	57	45
Aid Category			
SSI	50	61	46
TANF	51	61	48
Region			
Central	44	66	53
Hudson Valley	58	66	50
Long Island	49	56	39
New York City	50	59	48
Northeast	58	67	47
Western	55	69	48
Statewide	**51**	**61**	**48**

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 women who gave birth in the last year who had a prenatal care visit in their first trimester or within 42 days of enrollment in their health plan.
Postpartum Care	The percentage of women who had a postpartum care visit between 21 and 56 days after they gave birth.

Demographics	Breast Cancer Screening	Cervical Cancer Screening**	Chlamydia Screening (Ages 16-24)
Age			
16 - 20	NA	NA	65
21 - 41	NA	80	69
42 - 51	66	75	NA
52 - 69	70	59	NA
Race			
Asian	73	74	57
Black	62	72	73
Hispanic	75	76	70
Other	67	71	63
White	59	72	59
Aid Category			
Family Health Plus	73	77	65
Safety Net	70	67	68
SSI	63	60	63
TANF	67	79	67
Region			
Central	63	74	63
Hudson Valley	64	72	62
Long Island	60	74	62
New York City	70	73	68
Northeast	58	76	54
Western	58	76	71
Statewide	**68**	**73**	**67**

Notes

NA Age range not applicable to this measure.

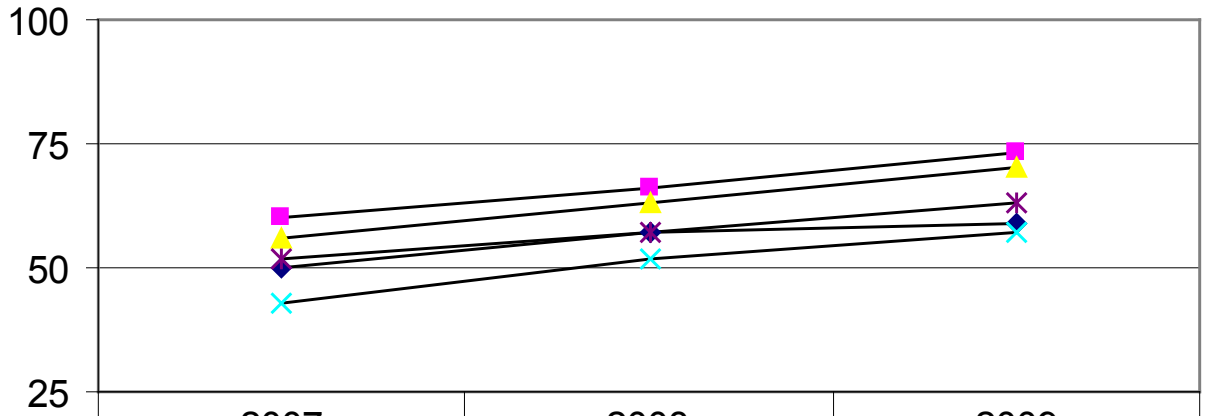
** Rotated measure. Data is from 2008.

Demographics	Timeliness of Prenatal Care**	Postpartum Care**	Frequency of Ongoing Prenatal Care**
Age			
Less than 18	72	58	66
18 - 19	84	62	65
20 - 29	89	74	74
30+	90	74	74
Race			
Asian	91	85	81
Black	84	64	67
Hispanic	91	73	79
Other	88	71	73
White	89	76	69
Aid Category			
Family Health Plus	91	76	77
Safety Net	82	69	57
SSI	79	57	48
TANF	90	73	76
Region			
Central	86	73	78
Hudson Valley	90	78	77
Long Island	89	74	73
New York City	88	73	72
Northeast	94	71	78
Western	88	69	71
Statewide	**89**	**73**	**73**

Notes

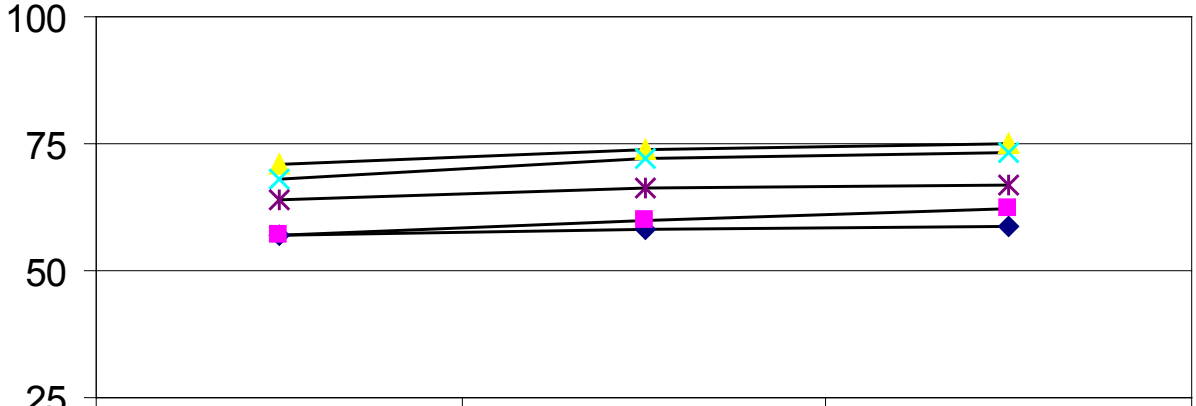
** Rotated measure. Data is from 2008.

Chlamydia Screening (Ages 16-24) by Race/Ethnicity, 2007-2009



	2007	2008	2009
White	50	57	59
Black	60	66	73
Hispanic	56	63	70
Asian	43	52	57
Other	52	57	63

Breast Cancer Screening by Race/Ethnicity, 2007-2009



	2007	2008	2009
White	57	58	59
Black	57	60	62
Hispanic	71	74	75
Asian	68	72	73
Other	64	66	67

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.

Demographics	Getting Care Needed	Getting Care Quickly	Customer Service	Customer Service
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

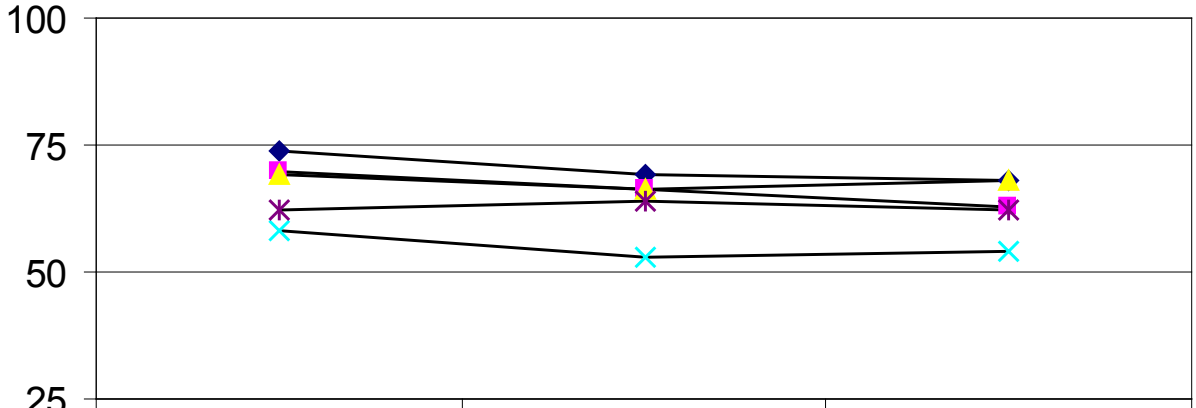
Rates are adjusted by age, educational level, and health status.

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.

Satisfaction with Care, Rating of all Health Care by Race/Ethnicity, 2005-2009



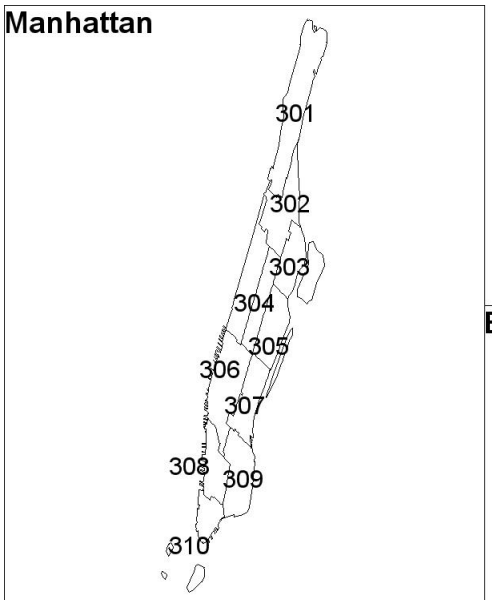
	2005	2007	2009
White	74	69	68
Black	70	66	63
Hispanic	69	66	68
Asian	58	53	54
Other	62	64	62

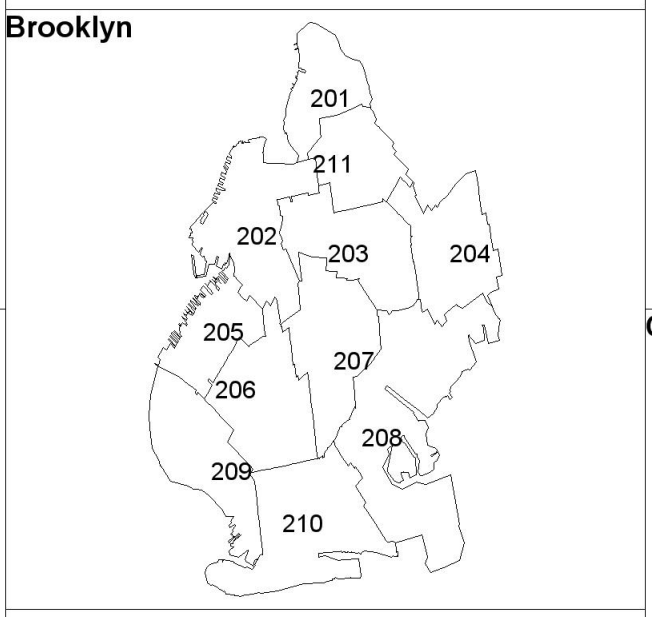
Notes

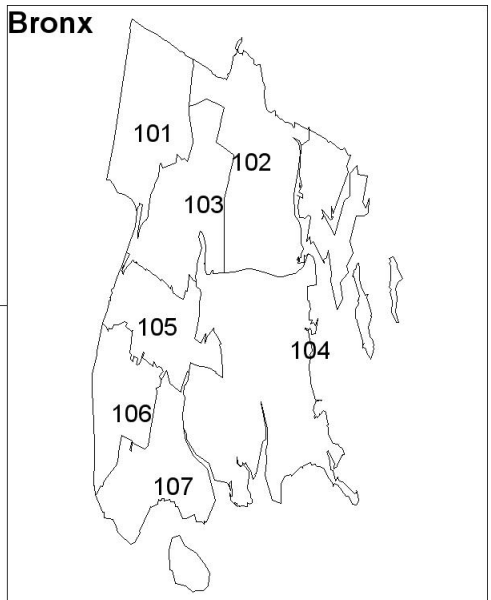
This measure was rotated in 2006 and 2008. Data not available for those years.

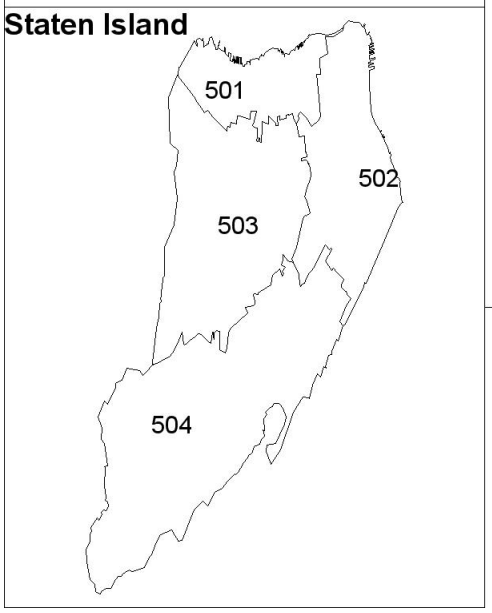
New York State County Map
With New York City Boroughs

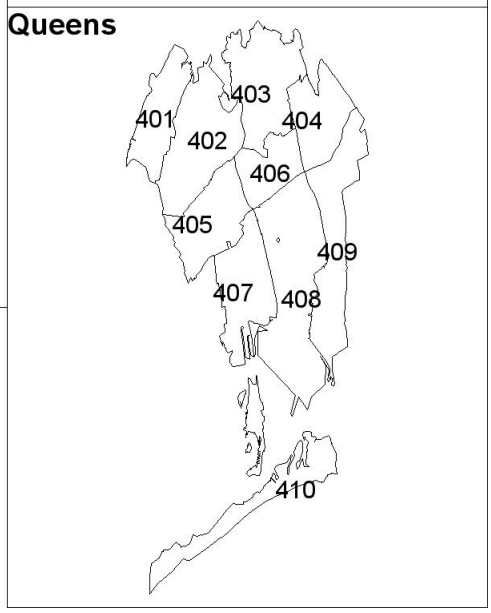
New York City United Hospital Fund Neighborhoods









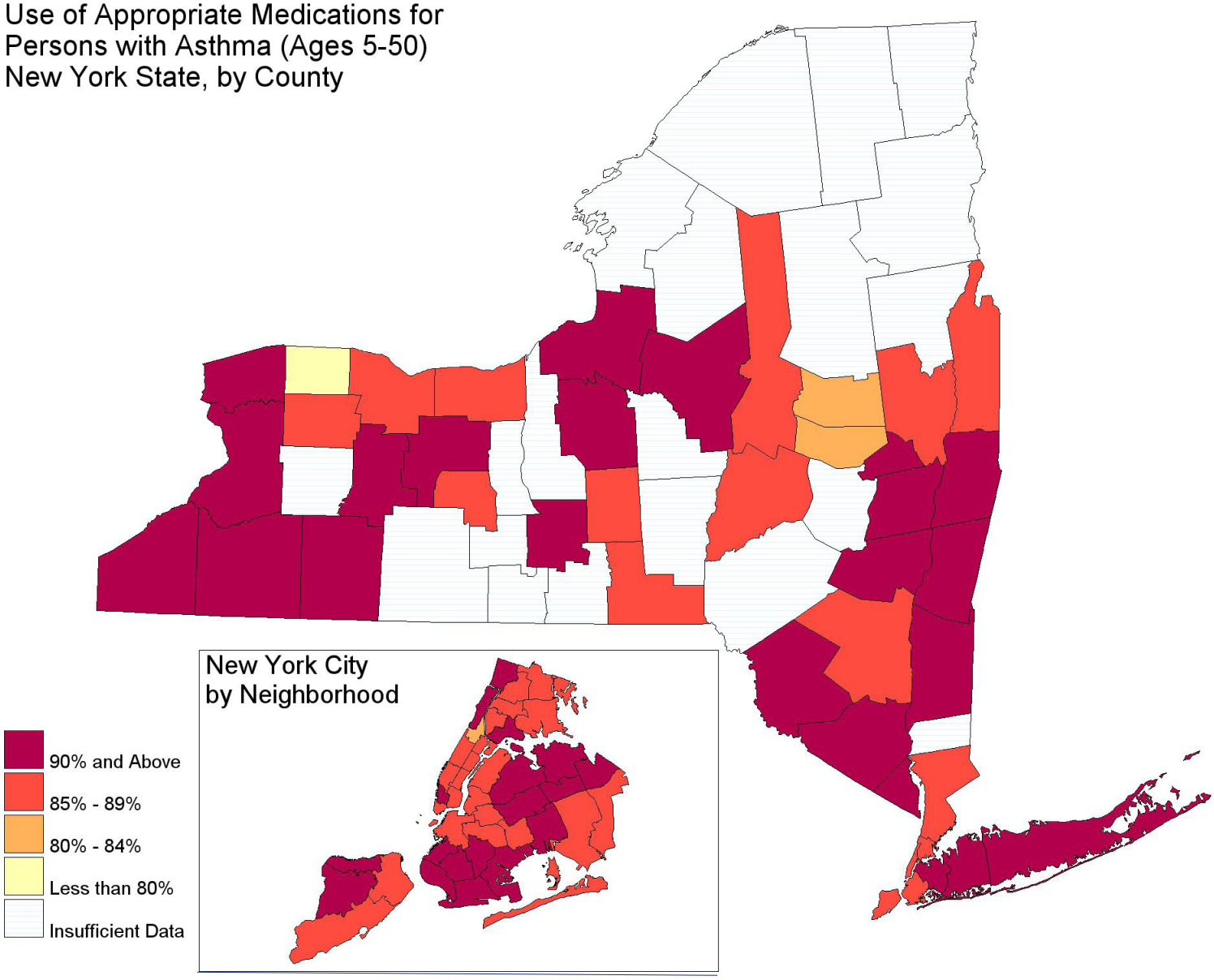


Code	UHF Name
301	Washington Heights - Inwood
302	Central Harlem - Morningside Heights
303	East Harlem
304	Upper West Side
305	Upper East Side
306	Chelsea - Clinton
307	Gramercy Park - Murray Hill
308	Greenwich Village - Soho
309	Union Square - Lower East Side
310	Lower Manhattan
501	Port Richmond
502	Stapleton - St. George
503	Willowbrook
504	South Beach - Tottenville

Code	UHF Name
201	Greenpoint
202	Downtown - Heights - Slope
203	Bedford Stuyvesant - Crown Heights
205	Sunset Park
206	Borough Park
207	East Flatbush - Flatbush
208	Canarsie - Flatlands
209	Bensonhurst - Bay Ridge
210	Coney Island - Sheepshead Bay
211	Williamsburg - Bushwick

Code	UHF Name
101	Kingsbridge - Riverdale
102	Northeast Bronx
103	Fordham - Bronx Park
104	Pelham - Throgs Neck
105	Crotona - Tremont
106	High Bridge - Morrisania
107	Hunts Point - Mott Haven
401	Long Island City - Astoria
402	West Queens
403	Flushing - Clearview
404	Bayside - Little Neck
405	Ridgewood - Forest Hills
406	Fresh Meadows
407	Southwest Queens
408	Jamaica
409	Southeast Queens
410	Rockaway

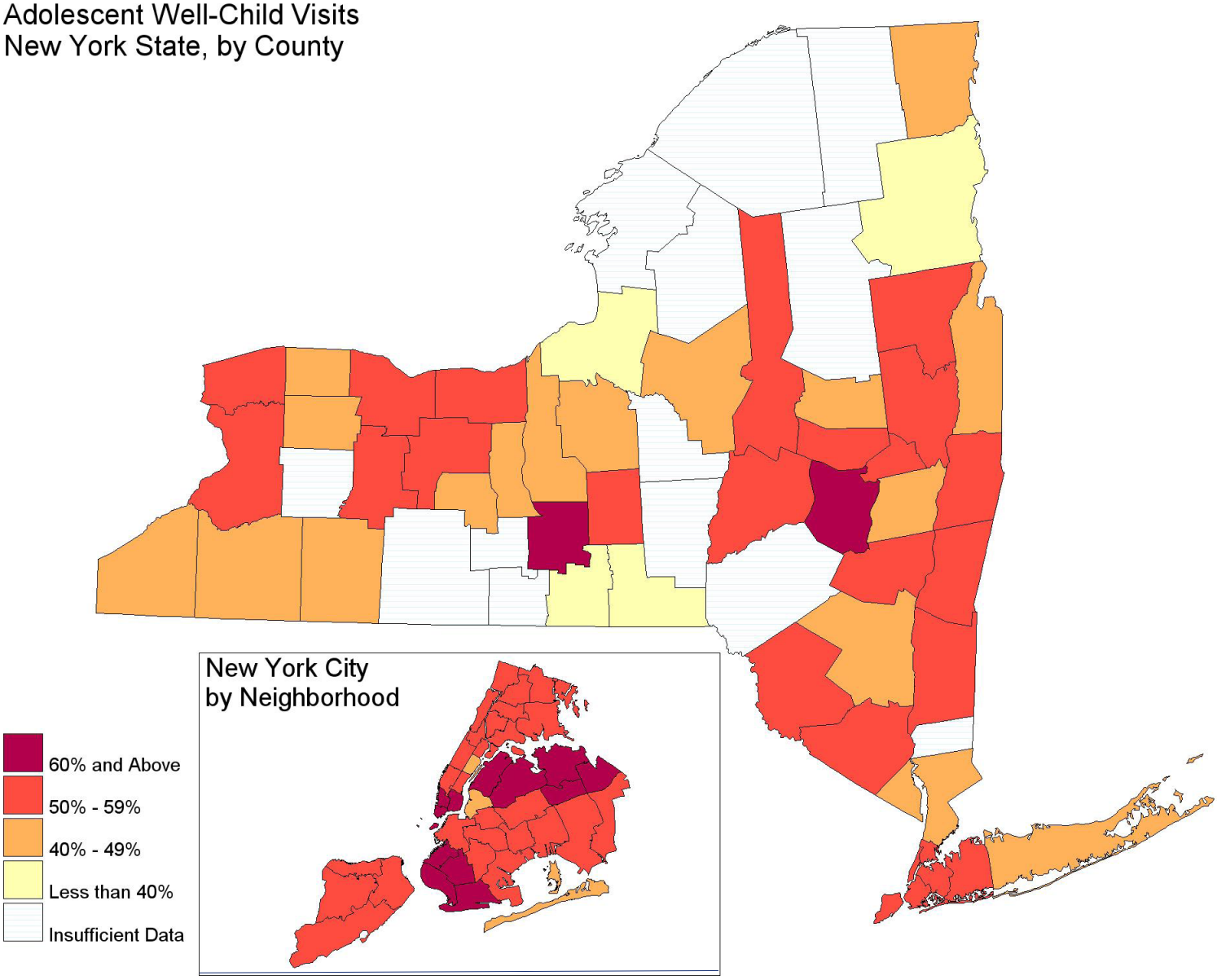
Use of Appropriate Medications for Persons with Asthma (Ages 5-50) New York State, by County



Notes

Geographic areas with fewer than 30 people were suppressed.

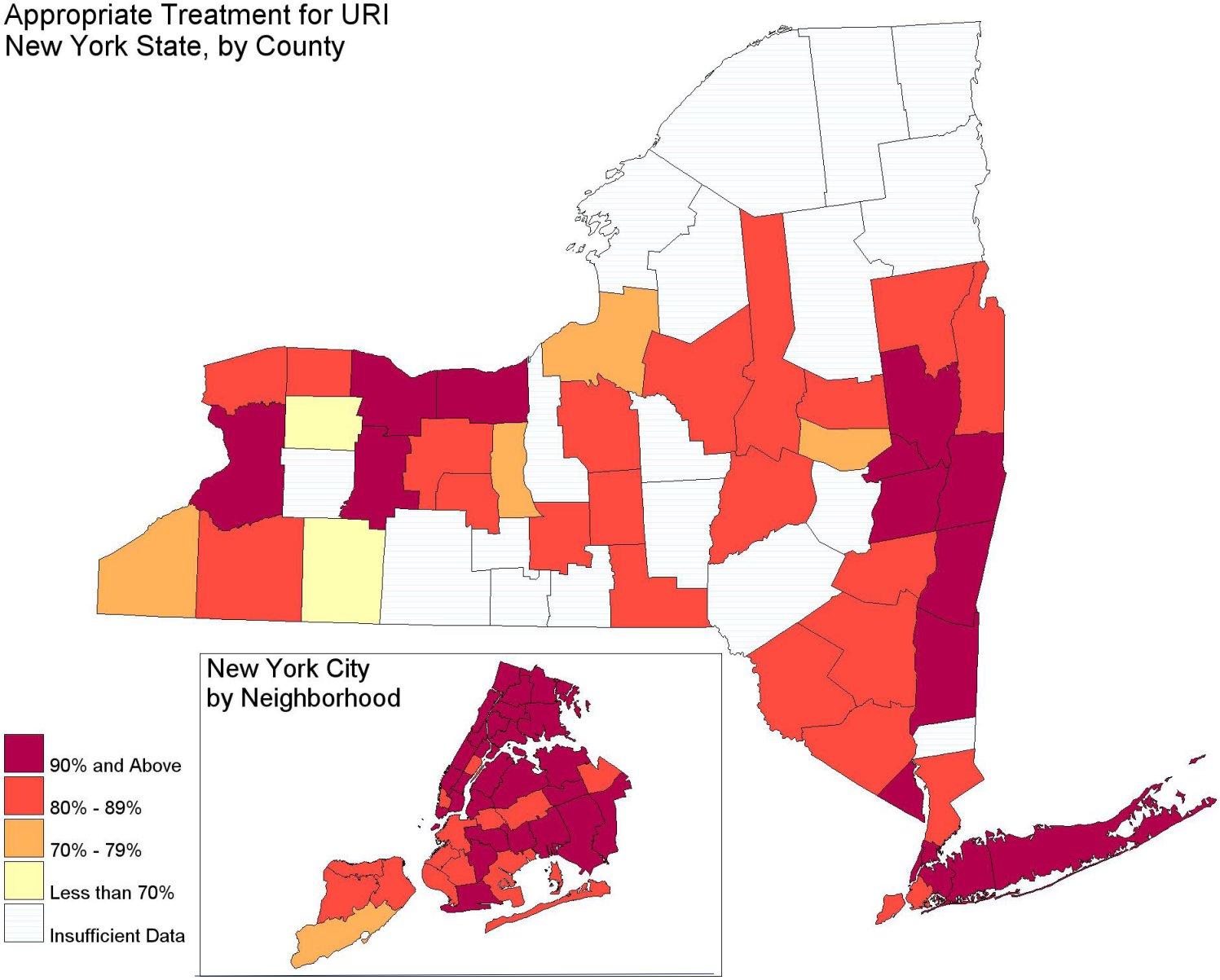
Adolescent Well-Child Visits
New York State, by County



Notes

Geographic areas with fewer than 30 people were suppressed.

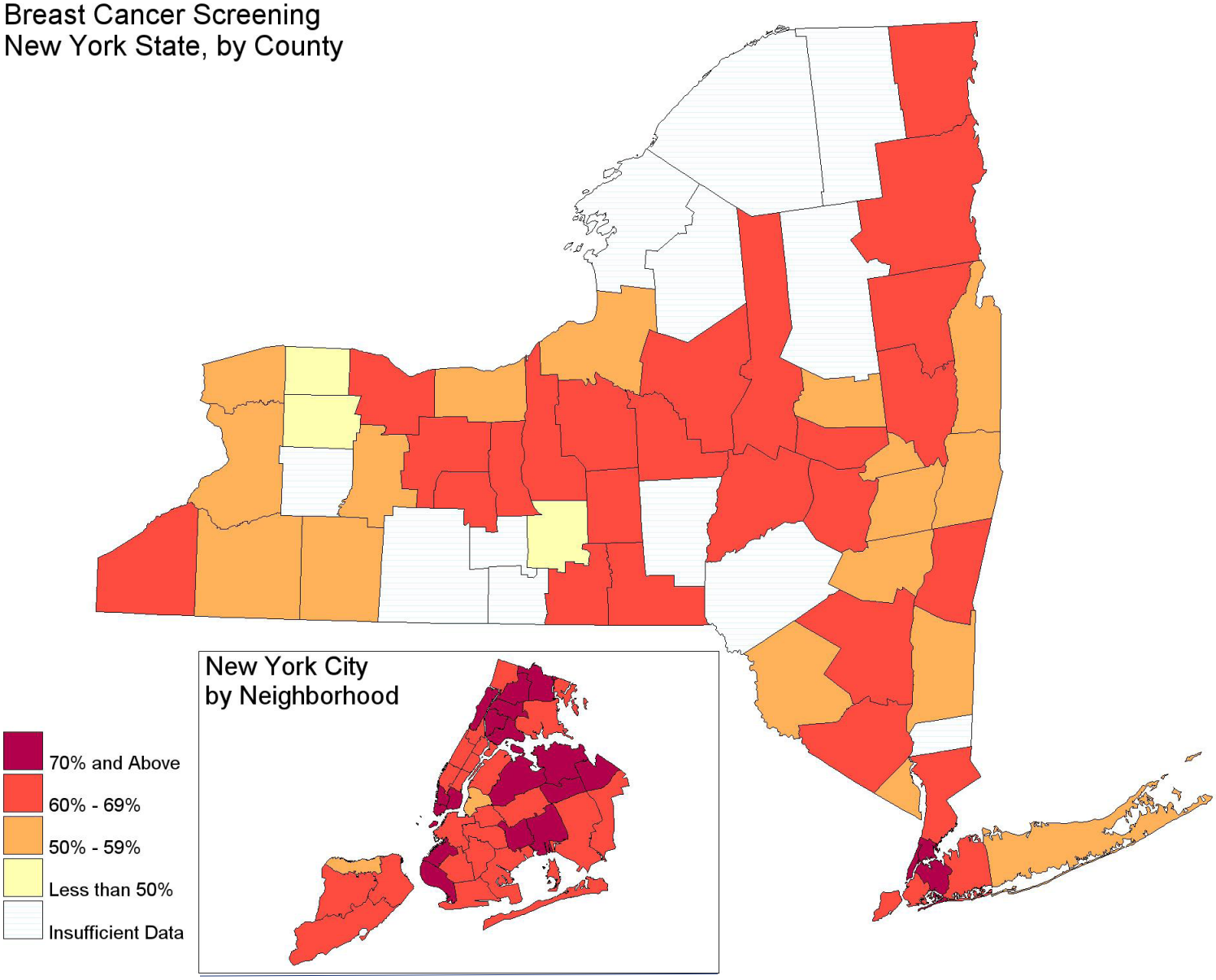
Appropriate Treatment for URI
New York State, by County



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 are unable to weight the measures by plan eligibles by region. Interpretation of regional rates for sample measures is limited due to sampling methodology and the number of plans in a region. This may occur because the number of regional residents sampled for the measure is small or the number of regional residents may be over representative of just one health plan.

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). We are continuing to work with health plans to increase the accuracy of their data submitted as a part of this member-level file.

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, 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 and is categorized as: New York City including the five boroughs (Manhattan, Bronx, Brooklyn, Queens and Staten Island). The regions outside of New York City were created by combining the relevant counties in each geographic region of the state.

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		
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		
Well-Child & Preventive Care Visits in the First 15 Months of Life	X		

Acknowledgements

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Quality Measurement Unit
Bureau of Quality Measurement and Improvement, Office of Health Insurance Programs