



Department
of Health

2018 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 2018 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 2018 New York State Health Plan Comparison Report and electronic Quality Assurance Reporting Requirements (eQARR) 2018, which contain quality of care and member satisfaction information. eQARR 2018 is an interactive, web-based report with statewide and regional information, located at https://www.health.ny.gov/health_care/managed_care/reports/eqarr/.

The data in this report reflects services provided during 2017.

Types of Insurance

Information on five 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), HIV Special Needs Plan (SNP), and Health and Recovery Plan (HARP). Child Health Plus data has been represented with Medicaid Managed Care data since 2014.

Types of Insurance	Description
Commercial HMO (CO)	Commercial HMOs are a type of individual or employer-sponsored health insurance. Typically, the health plan contracts with a designated set of providers, and members select or are assigned to a primary care provider. Members may be required to seek referrals to some services or specialists.
Commercial PPO (PPO)	Commercial PPO/EPOs are a type of individual or employer-sponsored health insurance. PPO/EPO members are not required to select a primary care provider. PPO/EPOs generally allow members to choose any health professional without a referral, both within and outside the designated provider network.
Medicaid Managed Care (MA)	Medicaid is a government-sponsored insurance program for persons of all ages whose resources and income are not sufficient to pay for health care. Medicaid functions like a commercial HMO in that members are assigned to a primary care provider and that provider generally coordinates all of their care, including referrals or other special services.
Child Health Plus (CHP)	Child Health Plus is a government-sponsored insurance program for individuals up to age 19, and eligibility is based on a family's resources and income. Child Health Plus may require the member, or the member's family, to pay part of the premium. Much like Medicaid, a Child Health Plus member's care is directed and coordinated by a primary care physician through a designated network of providers. Visits to specialists and other special services generally require a referral under this plan.
HIV Special Needs Plan (SNP)	HIV Special Needs Plan (HIV SNP) is a government-sponsored health insurance plan for persons who are Medicaid-eligible and living with HIV/AIDS, or are homeless, or are transgender in NYC. Dependent children of eligible individuals may also enroll in a SNP. A SNP functions like Medicaid in that it requires care to be directed and coordinated through a primary care physician in a designated network. A SNP is unique because it provides additional special services for people living with HIV/AIDS including substance abuse counseling and supportive social services.

Health and Recovery Plan (HARP) Health and Recovery Plan (HARP) is a government-sponsored health insurance program for adults with significant behavioral health needs (e.g., serious mental illness or substance use disorder). HARP members are offered Health Home care management services that develop person-centered plans of care that integrate physical and behavioral health services.

Who Reports?

Managed care plans that were in operation during the entire 2017 calendar year were required to report data. This report contains information on 25 distinct organizations. Seven organizations reported on Commercial HMO enrollees; nine reported on Commercial PPO members; 15 reported on their Medicaid and Child Health Plus enrollees; three reported on HIV Special Needs Plan (SNP) enrollees; and 13 reported on Health and Recovery Plans (HARP) 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 at https://www.health.ny.gov/health_care/managed_care/consumer_guides/. The National Committee for Quality Assurance (NCQA) approved two plans (HealthNow and Excellus BCBS) 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 and HARP results are presented in several sections of the report. For sections without HIV SNP or HARP 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, Child Health Plus, HARP and HIV SNP managed care plans in compliance with 2018 Quality Assurance Reporting Requirements (QARR) and NCQA 2018 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, appropriateness/overuse of 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)
<p>Children and Adolescents’ Access to Primary Care Practitioners</p>	<p>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)</p>
<p>Adults’ Access to Preventive and Ambulatory Health Services</p>	<p>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, SNP, HARP)</p>

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
CDPHP	100 ▲	98 ▲	99 ▲	98 ▲
Empire BlueCross BlueShield HMO	93 ▼	91 ▼	95 ▼	93 ▼
Excellus BlueCross BlueShield	98	94 ▼	96 ▼	95
HIP (EmblemHealth)	96 ▼	91 ▼	94 ▼	92 ▼
HealthNow New York Inc.	100 ▲	97 ▲	99 ▲	97 ▲
Independent Health	100 ▲	97 ▲	99 ▲	97 ▲
MVP Health Care	100	98 ▲	99 ▲	98 ▲
Univera Healthcare	98	94 ▼	96 ▼	95
Statewide	98	95	97	95

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
CDPHP	95 ▲	98 ▲	98 ▲
Empire BlueCross BlueShield HMO	91 ▼	93 ▼	92 ▼
Excellus BlueCross BlueShield	94	96	98 ▲
HIP (EmblemHealth)	92 ▼	95 ▼	93 ▼
HealthNow New York Inc.	95 ▲	97 ▲	97
Independent Health	95 ▲	97 ▲	98 ▲
MVP Health Care	94	97 ▲	98 ▲
Univera Healthcare	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.

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 Life Insurance Company - New York	98 ▲	94	97 ▲	94
CDPHP Universal Benefits, Inc.	100 ▲	97 ▲	99 ▲	97 ▲
CGLIC/CHLIC	99 ▲	96 ▲	98 ▲	96 ▲
Empire BlueCross BlueShield PPO	91 ▼	90 ▼	94 ▼	91 ▼
GHI (EmblemHealth)	81 ▼	73 ▼	72 ▼	68 ▼
MVP Preferred PPO	100 ▲	97 ▲	98 ▲	97 ▲
Oscar	91 ▼	86 ▼	89 ▼	90 ▼
Oxford Health Insurance of New York	98 ▲	96 ▲	97 ▲	96 ▲
UnitedHealthcare Insurance Company of New York, Inc.	99 ▲	95 ▲	97 ▲	95 ▲
Statewide	96	94	96	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 PPO

Adults' Access to Preventive and Ambulatory Health Services

Health Plan	20–44 Years	45–64 Years	65 Years and Older
Aetna Life Insurance Company - New York	93	95	96 ▲
CDPHP Universal Benefits, Inc.	94 ▲	97 ▲	98 ▲
CGLIC/CHLIC	94 ▲	95	95
Empire BlueCross BlueShield PPO	92 ▼	94 ▼	95
GHI (EmblemHealth)	82 ▼	82 ▼	83 ▼
MVP Preferred PPO	93	96 ▲	97 ▲
Oscar	88 ▼	90 ▼	--
Oxford Health Insurance of New York	95 ▲	96 ▲	98 ▲
UnitedHealthcare Insurance Company of New York, Inc.	94 ▲	96 ▲	97 ▲
Statewide	93	95	95

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

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	96	91 ▼	93 ▼	93 ▼
CDPHP	98 ▲	94	97	96 ▲
Empire BlueCross BlueShield HealthPlus	97 ▲	95 ▲	98 ▲	96 ▲
Excellus BlueCross BlueShield	99 ▲	94	97	97 ▲
Fidelis Care New York, Inc.	98 ▲	95 ▲	97	96 ▲
HIP (EmblemHealth)	93 ▼	93 ▼	96 ▼	95
HealthNow New York Inc.	97	93	98	96 ▲
Healthfirst PHSP, Inc.	93 ▼	94	97	95
Independent Health's MediSource	99 ▲	94	97	95
MVP Health Care	98 ▲	95 ▲	98 ▲	97 ▲
MetroPlus Health Plan	94 ▼	92 ▼	96 ▼	93 ▼
Molina Healthcare	97	93 ▼	96	96
UnitedHealthcare Community Plan	97 ▲	94	97	96 ▲
WellCare of New York	92 ▼	87 ▼	93 ▼	92 ▼
YourCare Health Plan	97	94	97	95
Statewide	96	94	97	95

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

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	78 ▼	88 ▼	88 ▼
CDPHP	86 ▲	91 ▲	90
Empire BlueCross BlueShield HealthPlus	81 ▼	88 ▼	90 ▼
Excellus BlueCross BlueShield	87 ▲	91 ▲	91
Fidelis Care New York, Inc.	82	90	92 ▲
HIP (EmblemHealth)	83 ▲	89	88 ▼
HealthNow New York Inc.	85 ▲	89	84
Healthfirst PHSP, Inc.	84 ▲	92 ▲	93 ▲
Independent Health's MediSource	84 ▲	89	85 ▼
MVP Health Care	83 ▲	89	89
MetroPlus Health Plan	77 ▼	89 ▼	91
Molina Healthcare	85 ▲	91	90
UnitedHealthcare Community Plan	81 ▼	88 ▼	90
WellCare of New York	69 ▼	83 ▼	88 ▼
YourCare Health Plan	83 ▲	90	90
Statewide	82	90	91

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.

Health and Recovery Plans (HARP) and SNP

Adults' Access to Preventive and Ambulatory Health Services

Health and Recovery Plans (HARP)	20–44 Years	45–64 Years	65 Years and Older
Affinity Enriched Health	93	97	97
CDPHP	94	97	--
Empire BlueCross BlueShield HealthPlus	95	97 ▲	96
Excellus Health Plan, Inc.	94	97	--
Fidelis HealthierLife	94	96	97
HIP EmblemHealth Enhanced Care Plus	93	95 ▼	93
Healthfirst Personal Wellness Plan	93	97 ▲	97
Independent Health's MediSource Connect	91	95	--
MVP Harmonious Health Care Plan	93	96	91
MetroPlus Enhanced	90 ▼	95 ▼	94
Molina Healthcare	95	95	--
UnitedHealthcare Community-Wellness4Me	92	95 ▼	95
YourCare Options Plus	94	95	--
Statewide	93	96	96
HIV Special Needs Plans (SNP)			
Amida Care	97 ▲	99	98
MetroPlus Health Plan	95 ▼	98	99
VNSNY Choice Health Plans	96	99	100
Statewide	96	98	99

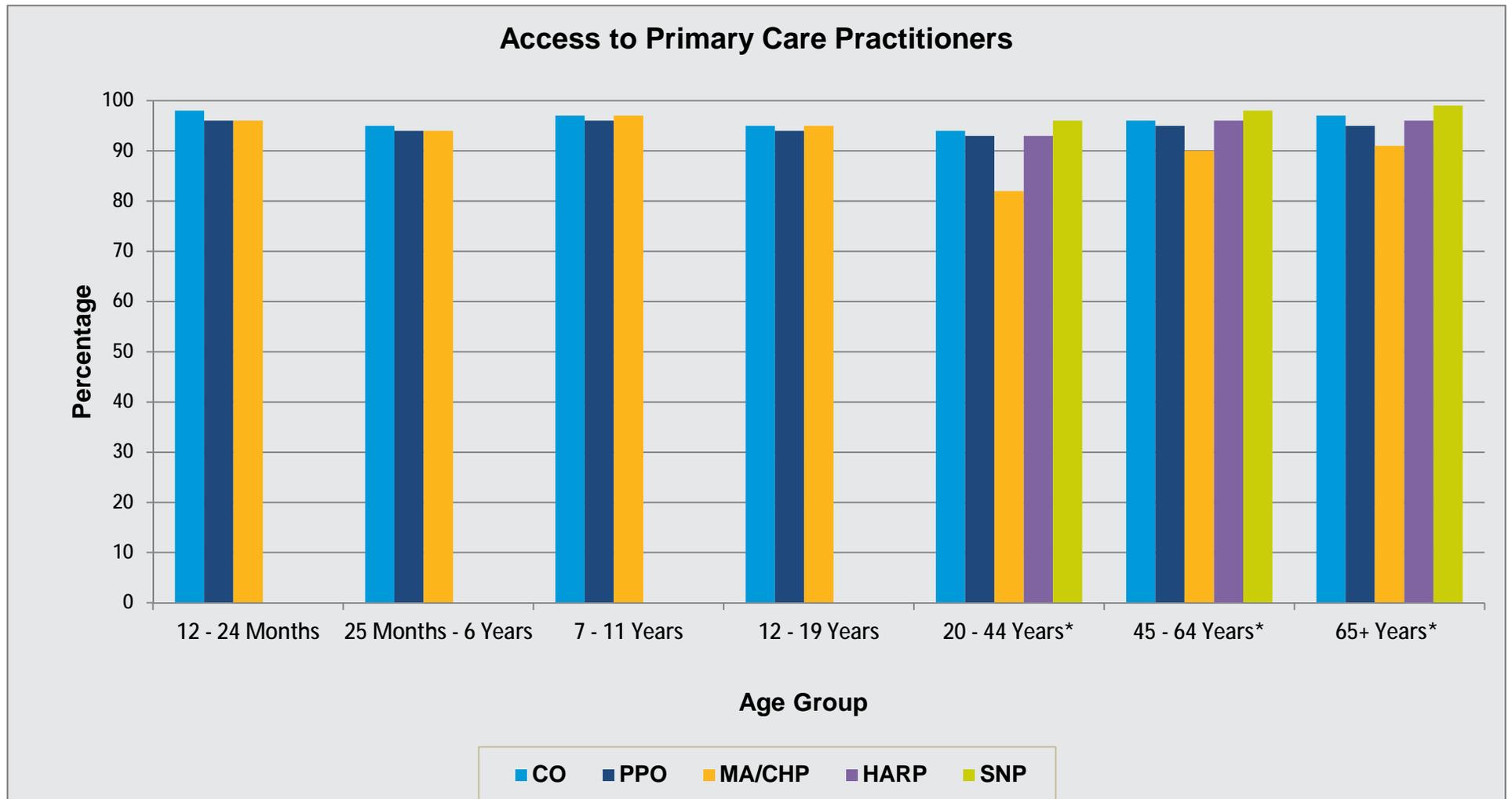
LEGEND

- ▲ 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.

Statewide Averages Across Payers



The graph presents the differences in member access by payer and age group. Commercial HMO (CO), Commercial PPO (PPO), HARP, and SNP 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. Note that HARP and SNP results only apply to the adult membership.

This section provides information on how well managed care plans provide care to their adult members, including managing chronic illnesses, providing access to preventive health screenings and treatments, and encouraging appropriate use of healthcare resources and treatments. The five Effectiveness of Care measures in this section describe the percentage of enrollees in a managed care plan

who received the services within the specified time frame. Symbols are provided to indicate whether the plan performed statistically significantly better (▲) or worse (▼) than the statewide average. These measures could not be reported for HIV SNP plans because the sample sizes were too small to report.

Measure	Description (Type of Insurance)
Use of Imaging Studies for Low Back Pain	The percentage of members with a primary diagnosis of low back pain who did NOT have an imaging study (X-ray, MRI, CT scan). (CO, PPO, MA/CHP, HARP)
Avoidance of Antibiotics Therapy in Adults with Acute Bronchitis	The percentage of adults, ages 18 to 64 years, with acute bronchitis who did NOT receive a prescription for antibiotics. (CO, PPO, MA/CHP, HARP)
Use of Multiple Concurrent Antipsychotics in Children and Adolescents	The percentage of children and adolescents, ages 1 to 17 years, who had two or more antipsychotic prescriptions and had metabolic testing. A low rate is desirable for this measure. (CO, PPO, MA/CHP)
Non-Recommended Cervical Cancer Screening in Adolescent Females	The percentage of adolescent females, ages 16 to 20 years, who were screened unnecessarily for cervical cancer. A low rate is desirable for this measure. (CO, PPO, MA/CHP)
Appropriate Treatment for Children with Upper Respiratory Infection	The percentage of children, ages 3 months to 18 years, who were diagnosed with an upper respiratory infection (common cold) and who were NOT given a prescription for an antibiotic. A higher score indicates more appropriate treatment of children with URI. (CO, PPO, MA/CHP)

Commercial HMO

Selected Effectiveness of Care Measures

Health Plan	Use of Imaging Studies for Low Back Pain	Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis	Use of Multiple Concurrent Antipsychotics in Children and Adolescents †	Non-Recommended Cervical Cancer Screening in Adolescent Females †	Appropriate Treatment for Children With Upper Respiratory Infection
CDPHP	78	38 ▲	4	3 ▼	95
Empire BlueCross BlueShield HMO	78	25	--	2	91
Excellus BlueCross BlueShield	80	31 ▲	2	2	93
HIP (EmblemHealth)	81	33	12 ▼	2	95
HealthNow New York Inc.	82 ▲	26 ▼	3	1 ▲	92
Independent Health	85 ▲	24 ▼	0	1	90 ▼
MVP Health Care	72 ▼	28	4	2	93
Univera Healthcare	80	31 ▲	2	2	93
Statewide	80	30	3	2	93

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than statewide average

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

-- Sample too small to report

† A lower rate is desirable.

Results are a percentage of the eligible population.

Commercial PPO

Selected Effectiveness of Care Measures

Health Plan	Use of Imaging Studies for Low Back Pain	Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis	Use of Multiple Concurrent Antipsychotics in Children and Adolescents †	Non-Recommended Cervical Cancer Screening in Adolescent Females †	Appropriate Treatment for Children With Upper Respiratory Infection
Aetna Life Insurance Company - New York	76	30	2	2	94
CDPHP Universal Benefits, Inc.	76	33 ▲	1	2	94
CGLIC/CHLIC	77	31	5	3 ▼	95 ▲
Empire BlueCross BlueShield PPO	75 ▼	24 ▼	3	2	92 ▼
GHI (EmblemHealth)	74	56 ▲	--	3	92
MVP Preferred PPO	76	25 ▼	5	2	92
Oscar	85 ▲	25	--	7 ▼	92
Oxford Health Insurance of New York	77	27 ▼	2	1 ▲	92 ▼
UnitedHealthcare Insurance Company of New York, Inc.	78 ▲	28	2	3 ▼	94
Statewide	77	28	3	2	93

LEGEND

▲ Significantly better than statewide average

▼ Significantly worse than statewide average

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

-- Sample too small to report

† A lower rate is desirable.

Results are a percentage of the eligible population.

Medicaid Health Plans

Selected Effectiveness of Care Measures

Medicaid Managed Care Plans (MMC)	Use of Imaging Studies for Low Back Pain	Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis	Use of Multiple Concurrent Antipsychotics in Children and Adolescents †	Non-Recommended Cervical Cancer Screening in Adolescent Females †	Appropriate Treatment for Children With Upper Respiratory Infection
Affinity Health Plan	75	45 ▲	3	2	96 ▲
CDPHP	71 ▼	36	5	1 ▲	94
Empire BlueCross BlueShield HealthPlus	83 ▲	34	5	2	93 ▼
Excellus BlueCross BlueShield	74 ▼	38 ▲	4	1 ▲	94 ▼
Fidelis Care New York, Inc.	72 ▼	36 ▲	3	2	96 ▲
HIP (EmblemHealth)	78	27 ▼	3	2	95
HealthNow New York Inc.	75	29	5	1	93
Healthfirst PHSP, Inc.	81 ▲	38 ▲	4	2	95
Independent Health's MediSource	69 ▼	26 ▼	4	1 ▲	95
MVP Health Care	71 ▼	29 ▼	3	2	95
MetroPlus Health Plan	79 ▲	35	2	1 ▲	96 ▲
Molina Healthcare	73	30	2	1	96
UnitedHealthcare Community Plan	78	26 ▼	2	3 ▼	92 ▼
WellCare of New York	80	46 ▲	6	1	95
YourCare Health Plan	67 ▼	28	2	1	93 ▼
Statewide	77	34	3	2	95

LEGEND

▲ Significantly better than statewide average

▼ Significantly worse than statewide average

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

† A lower rate is desirable.

Results are a percentage of the eligible population.

Health and Recovery Plans (HARP)

Selected Effectiveness of Care Measures

Health and Recovery Plans (HARP)	Use of Imaging Studies for Low Back Pain	Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis	Use of Multiple Concurrent Antipsychotics in Children and Adolescents †	Non-Recommended Cervical Cancer Screening in Adolescent Females †	Appropriate Treatment for Children With Upper Respiratory Infection
Affinity Enriched Health	78	24	NA	NA	NA
CDPHP	72	35	NA	NA	NA
Empire BlueCross BlueShield HealthPlus	81	28	NA	NA	NA
Excellus Health Plan, Inc.	79	37	NA	NA	NA
Fidelis HealthierLife	72 ▼	33	NA	NA	NA
HIP EmblemHealth Enhanced Care Plus	81	28	NA	NA	NA
Healthfirst Personal Wellness Plan	87 ▲	30	NA	NA	NA
Independent Health's MediSource Connect	--	39	NA	NA	NA
MVP Harmonious Health Care Plan	67	27	NA	NA	NA
MetroPlus Enhanced	77	35	NA	NA	NA
Molina Healthcare	94	33	NA	NA	NA
UnitedHealthcare Community-Wellness4Me	76	25	NA	NA	NA
YourCare Options Plus	72	23	NA	NA	NA
Statewide	78	31	NA	NA	NA

LEGEND

▲ Significantly better than statewide average

▼ Significantly worse than statewide average

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

-- Sample too small to report

† A lower rate is desirable.

NA: Not available because HARP only includes members 21 years of age and older

Results are a percentage of the eligible population.

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 into the categories of 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. Emergency Department Utilization is also risk-adjusted and includes O/E ratios. For Emergency Department Utilization, this represents the risk-adjusted ratio of observed to expected emergency department visits.

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, SNP, HARP).
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, SNP, HARP)
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, SNP, HARP)
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, MA, SNP, HARP)

<p>Initiation and Engagement of Alcohol and Other Drug Dependence Treatment</p>	<p>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, MA, SNP, HARP)</p>
<p>Plan All-Cause Readmissions</p>	<p>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)</p>
<p>Emergency Department Utilization</p>	<p>Provides the emergency department visits. Both risk-adjusted rates and the observed/expected probabilities are displayed. (CO, PPO)</p>

Commercial HMO

Outpatient Utilization

Health Plan	Emergency Room Visits	Outpatient Visits
CDPHP	254 ▲	4,733
Empire BlueCross BlueShield HMO	141 ▼	4,115
Excellus BlueCross BlueShield	187	4,044 ▼
HIP (EmblemHealth)	232	4,430
HealthNow New York Inc.	212	4,189
Independent Health	226	4,188
MVP Health Care	221	5,067 ▲
Univera Healthcare	187	4,044 ▼
Statewide	204	4,211

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 Life Insurance Company - New York	166	4,393
CDPHP Universal Benefits, Inc.	254 ▲	4,217
CGLIC/CHLIC	141	4,261
Empire BlueCross BlueShield PPO	189	4,261
GHI (EmblemHealth)	200	4,797 ▲
MVP Preferred PPO	191	4,157
Oscar	87 ▼	2,745 ▼
Oxford Health Insurance of New York	140	4,500
UnitedHealthcare Insurance Company of New York, Inc.	136	4,329
Statewide	163	4,339

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	503	4,904
CDPHP	654	4,980
Empire BlueCross BlueShield HealthPlus	379 ▼	4,807
Excellus BlueCross BlueShield	653	4,529
Fidelis Care New York, Inc.	505	5,852 ▲
HIP (EmblemHealth)	392	5,054
HealthNow New York Inc.	656	4,251
Healthfirst PHSP, Inc.	545	5,489
Independent Health's MediSource	692 ▲	4,234 ▼
MVP Health Care	587	4,972
MetroPlus Health Plan	636	4,580
Molina Healthcare	661	4,980
UnitedHealthcare Community Plan	369 ▼	5,616 ▲
WellCare of New York	452	4,907
YourCare Health Plan	663 ▲	4,123 ▼
Statewide	512	5,302

LEGEND

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

Results are per 1,000 member years.

Health and Recovery Plans (HARP) and SNP

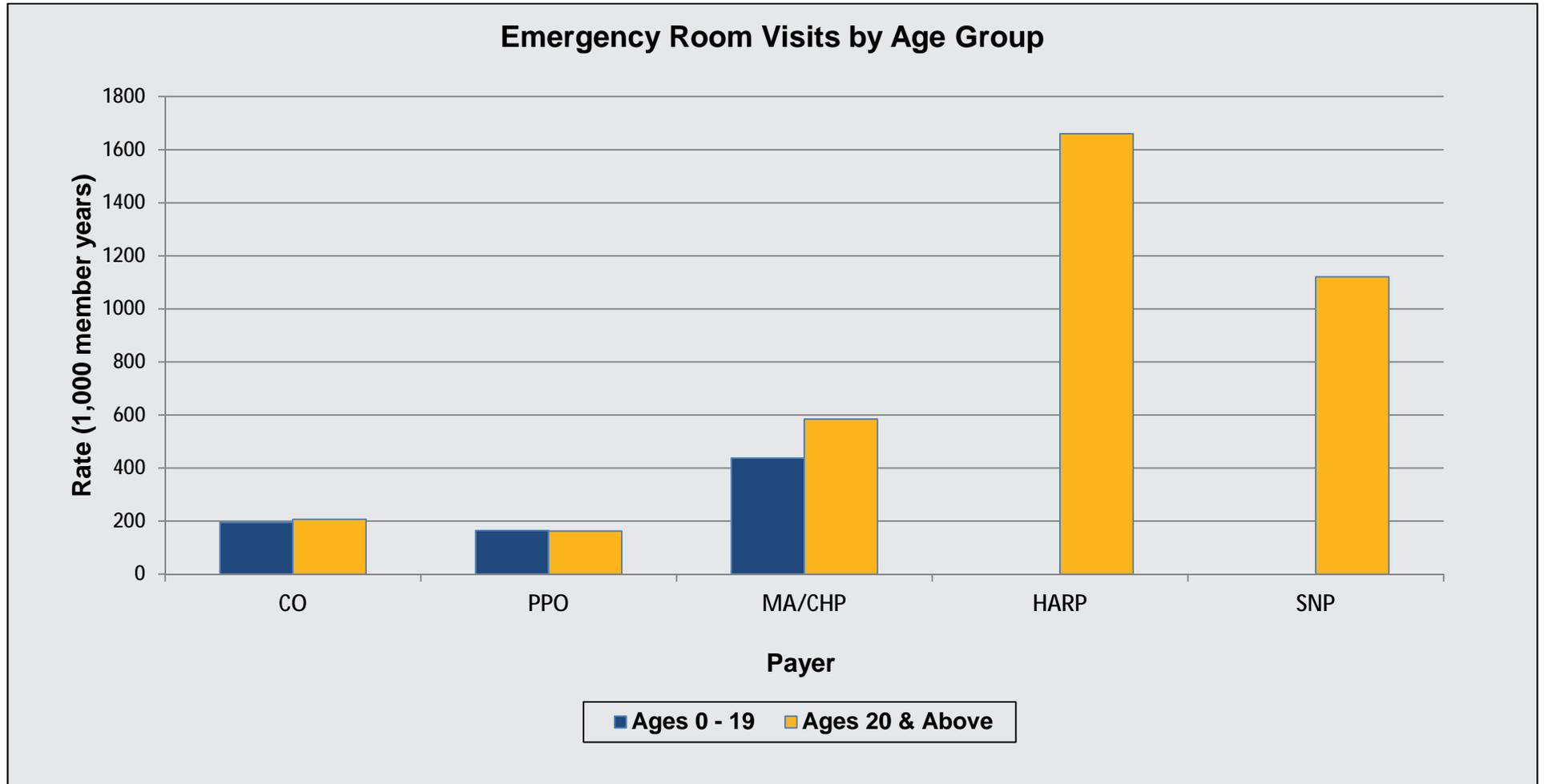
Outpatient Utilization

Health and Recovery Plans (HARP)	Emergency Room Visits	Outpatient Visits
Affinity Enriched Health	1,375	7,206 ▼
CDPHP	1,961 ▲	8,273
Empire BlueCross BlueShield HealthPlus	1,363 ▼	7,737
Excellus Health Plan, Inc.	1,856	7,585
Fidelis HealthierLife	1,735	10,117 ▲
HIP EmblemHealth Enhanced Care Plus	1,200 ▼	7,392
Healthfirst Personal Wellness Plan	1,644	9,927 ▲
Independent Health's MediSource Connect	1,731	7,434
MVP Harmonious Health Care Plan	1,771	8,846
MetroPlus Enhanced	1,667	7,331 ▼
Molina Healthcare	1,882	9,265
UnitedHealthcare Community-Wellness4Me	1,699	8,294
YourCare Options Plus	1,948 ▲	7,454
Statewide	1,660	8,863
HIV Special Needs Plans (SNP)		
Amida Care	1,285 ▲	12,309 ▲
MetroPlus Health Plan	985	7,895 ▼
VNSNY Choice Health Plans	920 ▼	10,622
Statewide	1,104	10,544

LEGEND

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

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. As expected, HARP and HIV SNP rates are the highest among the payers. Note that HARP only includes members 21 years of age and older.

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
CDPHP	--	4.5 ▼	--	--	4.9	8.8
Empire BlueCross BlueShield HMO	--	5.1	--	--	3.7 ▼	8.3
Excellus BlueCross BlueShield	1.4	5.7	0.2	1.3 ▼	3.7	7.3 ▼
HIP (EmblemHealth)	1.8	7.0 ▲	--	1.4	5.4	10.0
HealthNow New York Inc.	1.1 ▼	5.1	--	1.6	3.8	8.3
Independent Health	1.6	5.3	--	1.8	4.9	10.2 ▲
MVP Health Care	2.1 ▲	6.3	--	2.3 ▲	5.9 ▲	9.5
Univera Healthcare	1.4	5.7	0.2	1.3 ▼	3.7	7.3 ▼
Statewide	1.4	5.7	0.2	1.5	4.2	8.3

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	Laparoscopic 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
CDPHP	5.6 ▲	3.6 ▲	3.0	4.2	1.1 ▲	--	3.2
Empire BlueCross BlueShield HMO	2.3 ▼	--	1.8	2.7	--	--	--
Excellus BlueCross BlueShield	5.2	2.5	3.1	3.5	1.0	0.3	2.7
HIP (EmblemHealth)	2.7	1.6 ▼	1.4 ▼	1.6 ▼	0.5	--	3.0
HealthNow New York Inc.	5.0	2.2	3.3	3.5	0.6	--	2.3 ▼
Independent Health	5.0	2.1	3.8 ▲	4.0	0.5 ▼	--	2.5
MVP Health Care	4.8	2.9	3.7	4.7 ▲	--	--	3.4 ▲
Univera Healthcare	5.2	2.5	3.1	3.5	1.0	0.3	2.7
Statewide	4.7	2.3	2.9	3.3	0.8	0.2	2.7

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
CDPHP	4.7 ▲	1.4	1.6	1.2	6.1
Empire BlueCross BlueShield HMO	4.6	1.7 ▲	1.7	--	--
Excellus BlueCross BlueShield	3.1 ▼	1.5	1.4	1.3	6.5
HIP (EmblemHealth)	3.3	1.0 ▼	2.6 ▲	0.7 ▼	2.3 ▼
HealthNow New York Inc.	3.6	1.3	1.3	1.2	7.2
Independent Health	3.9	1.2	1.5	1.3 ▲	7.5 ▲
MVP Health Care	3.4	1.3	1.1 ▼	1.2	6.4
Univera Healthcare	3.1 ▼	1.5	1.4	1.3	6.5
Statewide	3.4	1.3	1.6	1.1	5.9

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 Life Insurance Company - New York	1.7	7.9 ▲	0.4 ▲	1.5	4.8	8.4
CDPHP Universal Benefits, Inc.	1.1	5.2	--	1.7 ▲	5.3	8.6
CGLIC/CHLIC	1.2	5.2 ▼	--	1.2 ▼	3.7	6.9 ▼
Empire BlueCross BlueShield PPO	1.5	6.4	0.3	1.5	4.2	7.9
GHI (EmblemHealth)	2.6 ▲	5.9	--	1.5	5.9 ▲	10.9 ▲
MVP Preferred PPO	--	6.4	--	--	3.9	7.1
Oscar	--	6.9	--	--	--	7.1
Oxford Health Insurance of New York	1.1 ▼	7.0	0.2 ▼	1.4	2.9 ▼	7.9
UnitedHealthcare Insurance Company of New York, Inc.	1.3	5.9	--	1.5	3.6	7.3
Statewide	1.4	6.6	0.3	1.4	4.0	7.9

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	Laparoscopic 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 Life Insurance Company - New York	3.0	1.7	2.6 ▲	2.9	0.5	0.1 ▲	4.1 ▲
CDPHP Universal Benefits, Inc.	4.1	2.5 ▲	2.4	3.3	0.9 ▲	--	2.5
CGLIC/CHLIC	2.6	1.5 ▼	1.9	2.1 ▼	0.4	--	2.8
Empire BlueCross BlueShield PPO	3.5	1.8	2.0	2.4	0.5	0.1	2.7
GHI (EmblemHealth)	2.7	2.3	1.9 ▼	3.1	--	--	3.7
MVP Preferred PPO	4.7 ▲	2.4	2.6	3.7 ▲	0.8	--	1.8 ▼
Oscar	--	--	--	--	--	--	--
Oxford Health Insurance of New York	2.2 ▼	1.5	1.9	2.7	0.4	0.1	2.7
UnitedHealthcare Insurance Company of New York, Inc.	2.7	1.5	1.9	2.2	0.3 ▼	0.1 ▼	2.5
Statewide	2.9	1.7	2.1	2.5	0.5	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.

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 Life Insurance Company - New York	3.4	1.7 ▲	1.6 ▲	0.5	3.4
CDPHP Universal Benefits, Inc.	3.2	0.9 ▼	1.3	1.2 ▲	6.2 ▲
CGLIC/CHLIC	3.5 ▲	1.3	1.3	0.5	3.2
Empire BlueCross BlueShield PPO	3.5	1.3	1.6	0.8	3.5
GHI (EmblemHealth)	2.9 ▼	1.0	1.5	--	2.9 ▼
MVP Preferred PPO	3.4	1.6	1.2 ▼	0.8	4.5
Oscar	--	--	--	--	--
Oxford Health Insurance of New York	3.5	1.5	1.3	0.4 ▼	3.2
UnitedHealthcare Insurance Company of New York, Inc.	3.5	1.3	1.3	0.5	3.7
Statewide	3.4	1.4	1.4	0.6	3.5

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)	Laparoscopic Cholecystectomy		Back Surgery Ages 20–64		Bariatric Weight Loss Surgery Ages 0–64	
	Female Ages 15–64	Male Ages 30–64	Female	Male	Female	Male
Affinity Health Plan	3.6	1.8	1.5	1.5	0.4	--
CDPHP	6.9	3.1	3.8	4.8	0.8	--
Empire BlueCross BlueShield HealthPlus	3.3	1.5	1.2	1.4	0.2 ▼	--
Excellus BlueCross BlueShield	7.6 ▲	3.2 ▲	4.4	4.7	0.7	--
Fidelis Care New York, Inc.	5.8	2.4	3.1	3.4	0.9 ▲	0.2 ▲
HIP (EmblemHealth)	3.0 ▼	1.1 ▼	1.9	2.1	0.6	--
HealthNow New York Inc.	7.1 ▲	--	6.8 ▲	6.4 ▲	--	--
Healthfirst PHSP, Inc.	4.0	1.8	1.5	1.8	0.6	0.1 ▼
Independent Health's MediSource	5.6	--	5.7 ▲	5.4 ▲	--	--
MVP Health Care	6.4	3.4 ▲	3.2	4.1	0.4	--
MetroPlus Health Plan	3.4	1.7	0.7 ▼	1.2 ▼	0.3	--
Molina Healthcare	6.9	--	--	--	--	--
UnitedHealthcare Community Plan	4.2	2.3	1.9	2.0	0.6	0.2
WellCare of New York	3.0 ▼	1.4 ▼	1.2 ▼	1.4 ▼	--	--
YourCare Health Plan	5.8	--	4.5	5.1	--	--
Statewide	4.7	2.1	2.2	2.5	0.6	0.1

LEGEND

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

Results are per 1,000 member years.

Medicaid Health Plans

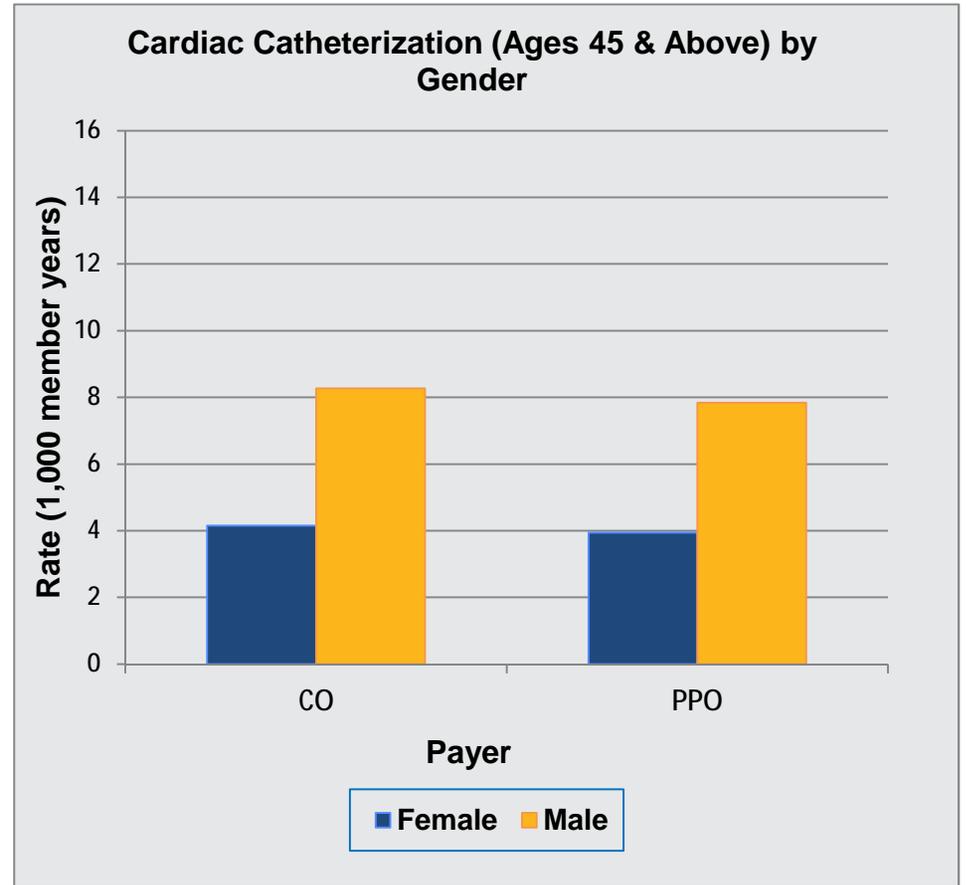
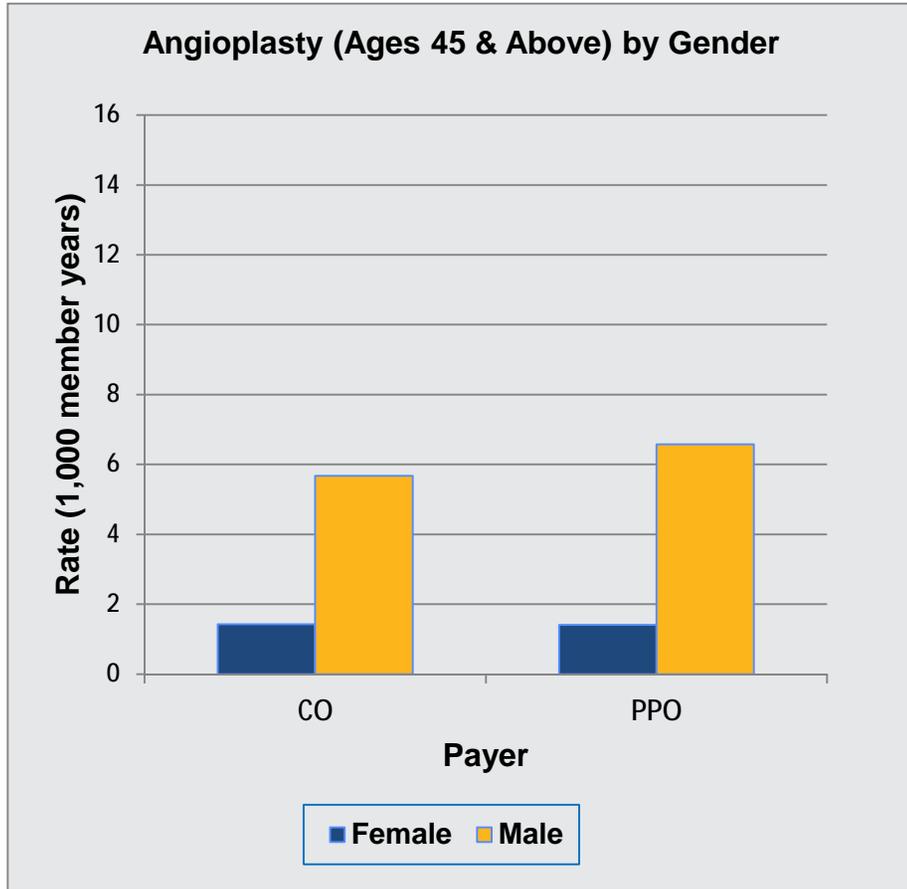
Frequency of Selected Procedures for Women and Children

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	1.8 ▼	0.5	1.7	0.6	3.5
CDPHP	2.8 ▲	1.2	1.1	1.4 ▲	7.9
Empire BlueCross BlueShield HealthPlus	2.3	0.6	0.7 ▼	--	2.9
Excellus BlueCross BlueShield	2.3	0.8	1.6	0.9	6.9
Fidelis Care New York, Inc.	2.6	0.8	1.5	1.2	5.4
HIP (EmblemHealth)	2.7 ▲	1.3 ▲	1.8 ▲	0.5	2.5
HealthNow New York Inc.	--	--	--	--	9.6
Healthfirst PHSP, Inc.	2.3	0.6	1.5	0.6	3.4
Independent Health's MediSource	2.1	--	1.4	--	10.4 ▲
MVP Health Care	2.1	0.7	1.7 ▲	0.9	4.1
MetroPlus Health Plan	1.7 ▼	0.4 ▼	1.2	0.5 ▼	2.2 ▼
Molina Healthcare	--	--	--	--	5.6
UnitedHealthcare Community Plan	2.4	1.0	1.5	0.5	3.5
WellCare of New York	1.9	--	1.0 ▼	--	2.2 ▼
YourCare Health Plan	2.2	--	--	--	9.7 ▲
Statewide	2.3	0.7	1.4	0.8	4.3

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.

Commercial HMO

Inpatient Use of Services: Discharges and Total Days

Health Plan	Medicine		Surgery		Maternity		Total	
	Discharges	Total Days						
CDPHP	22	87	18	86 ▲	12 ▲	36	51	204
Empire BlueCross BlueShield HMO	18	78	15	82	12	36 ▲	44	192
Excellus BlueCross BlueShield	15 ▼	45 ▼	14 ▼	55 ▼	12	29	39 ▼	126 ▼
HIP (EmblemHealth)	21	99 ▲	16	82	10	32	46	212 ▲
HealthNow New York Inc.	17	62	16	64	12	32	43	155
Independent Health	19	75	18	81	12	33	47	185
MVP Health Care	26 ▲	96	22 ▲	79	8 ▼	22 ▼	55 ▲	193
Univera Healthcare	15 ▼	45 ▼	14 ▼	55 ▼	12	29	39 ▼	126 ▼
Statewide	17	64	16	66	11	31	43	157

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
CDPHP	3.9	4.8	2.9	4.0
Empire BlueCross BlueShield HMO	4.4	5.4 ▲	3.1	4.4
Excellus BlueCross BlueShield	3.1 ▼	3.8	2.5 ▼	3.2 ▼
HIP (EmblemHealth)	4.6 ▲	5.2	3.2 ▲	4.6 ▲
HealthNow New York Inc.	3.8	4.1	2.7	3.6
Independent Health	4.0	4.6	2.8	4.0
MVP Health Care	3.7	3.5 ▼	2.6	3.5
Univera Healthcare	3.1 ▼	3.8	2.5 ▼	3.2 ▼
Statewide	3.7	4.2	2.7	3.7

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 Life Insurance Company - New York	19	78	13	62	14	41	44	174
CDPHP Universal Benefits, Inc.	19	78	17 ▲	76	12	32	46	182
CGLIC/CHLIC	15	57	11 ▼	56	15	43	39	149
Empire BlueCross BlueShield PPO	17	61	13	69	14	41	42	165
GHI (EmblemHealth)	26 ▲	135 ▲	13	84 ▲	5 ▼	16 ▼	59 ▲	313 ▲
MVP Preferred PPO	16	58	16	54	11	30	42	140 ▼
Oscar	NV							
Oxford Health Insurance of New York	14	58	12	60	14	41	38 ▼	153
UnitedHealthcare Insurance Company of New York, Inc.	13 ▼	57 ▼	12	48 ▼	18 ▲	51 ▲	40	148
Statewide	16	65	13	61	14	42	42	163

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 Life Insurance Company - New York	4.1	4.9	2.9	4.0
CDPHP Universal Benefits, Inc.	4.1	4.4	2.8	3.9
CGLIC/CHLIC	3.8	4.9	2.9	3.8
Empire BlueCross BlueShield PPO	3.6	5.2	2.9	3.9
GHI (EmblemHealth)	5.3 ▲	6.7 ▲	3.2 ▲	5.3 ▲
MVP Preferred PPO	3.6 ▼	3.5 ▼	2.6 ▼	3.3 ▼
Oscar	NV	NV	NV	NV
Oxford Health Insurance of New York	4.1	5.2	2.8	4.0
UnitedHealthcare Insurance Company of New York, Inc.	4.2	4.1	2.9	3.7
Statewide	4.0	4.9	2.9	3.9

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						
Affinity Health Plan	32	130	12	82	33	101	68	286
CDPHP	33	124	21 ▲	134 ▲	30	83	76	316
Empire BlueCross BlueShield HealthPlus	24 ▼	109 ▼	10 ▼	70 ▼	26	79	52 ▼	235 ▼
Excellus BlueCross BlueShield	31	118	13	80	29	77	65	252 ▼
Fidelis Care New York, Inc.	33	125	16	88	33	90	73	279
HIP (EmblemHealth)	26	121	20	98	5 ▼	17 ▼	63	302
HealthNow New York Inc.	37	157	22 ▲	164 ▲	23 ▼	63 ▼	76	369 ▲
Healthfirst PHSP, Inc.	35	146	15	94	37	113 ▲	79	332
Independent Health's MediSource	41 ▲	159	19	133	35	101	85 ▲	365
MVP Health Care	30	117	13	63 ▼	39 ▲	109	70	255
MetroPlus Health Plan	43 ▲	301 ▲	9 ▼	70	41 ▲	127 ▲	81	461 ▲
Molina Healthcare	39	146	18	114	37	106	83 ▲	335
UnitedHealthcare Community Plan	23 ▼	100 ▼	12	78	36	106	60 ▼	254
WellCare of New York	40	170 ▲	12	90	25	76	72	320
YourCare Health Plan	40	158	17	124	29	83	78	343
Statewide	32	142	14	87	33	96	71	302

LEGEND

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

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	4.0	7.1	3.0	4.2
CDPHP	3.7 ▼	6.3	2.7	4.2
Empire BlueCross BlueShield HealthPlus	4.6	7.4	3.0	4.5
Excellus BlueCross BlueShield	3.8	6.0	2.6 ▼	3.9
Fidelis Care New York, Inc.	3.8	5.5	2.7 ▼	3.8 ▼
HIP (EmblemHealth)	4.6 ▲	4.9 ▼	3.1 ▲	4.8
HealthNow New York Inc.	4.3	7.6	2.7	4.9 ▲
Healthfirst PHSP, Inc.	4.2	6.2	3.0	4.2
Independent Health's MediSource	3.9	7.1	2.9	4.3
MVP Health Care	3.9	4.9 ▼	2.8	3.7 ▼
MetroPlus Health Plan	6.9 ▲	7.7 ▲	3.1 ▲	5.7 ▲
Molina Healthcare	3.7 ▼	6.2	2.9	4.0
UnitedHealthcare Community Plan	4.4	6.7	3.0	4.2
WellCare of New York	4.2	7.6 ▲	3.1	4.4
YourCare Health Plan	4.0	7.1	2.9	4.4
Statewide	4.4	6.2	2.9	4.3

LEGEND

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

ALOS = Total Days/Total Discharges

Health and Recovery Plans (HARP) and SNP

Inpatient Use of Services: Discharges and Total Days

Health and Recovery Plans (HARP)	Medicine		Surgery		Maternity		Total	
	Discharges	Total Days	Discharges	Total Days	Discharges	Total Days	Discharges	Total Days
Affinity Enriched Health	240	1,420	45 ▼	577	8 ▼	22 ▼	293	2,018
CDPHP	186	923	93 ▲	760 ▲	21 ▲	103 ▲	300	1,785
Empire BlueCross BlueShield HealthPlus	193	1,050	49	561	10	36	252	1,646
Excellus Health Plan, Inc.	165 ▼	678 ▼	55	474	18	66 ▲	238 ▼	1,217 ▼
Fidelis HealthierLife	221	1,004	66	528	18	56	304	1,589
HIP EmblemHealth Enhanced Care Plus	103 ▼	740	90 ▲	576	--	--	260	1,766
Healthfirst Personal Wellness Plan	253	1,247	64	568	11	53	341	1,945
Independent Health's MediSource Connect	209	889	82	659 ▲	--	23 ▼	300	1,571
MVP Harmonious Health Care Plan	195	884	51	251 ▼	11	32	257	1,166 ▼
MetroPlus Enhanced	383 ▲	2,162 ▲	40 ▼	451 ▼	9	29	433 ▲	2,641 ▲
Molina Healthcare	181	693 ▼	82	619	--	66	282	1,378
UnitedHealthcare Community-Wellness4Me	175	1,087	49	525	14	46	237 ▼	1,658
YourCare Options Plus	265 ▲	1,448 ▲	76	636	--	43	354 ▲	2,126 ▲
Statewide	230	1,167	61	532	13	47	310	1,787
HIV Special Needs Plans (SNP)								
Amida Care	279 ▲	1,343	54	477 ▲	--	16 ▼	338 ▲	1,848
MetroPlus Health Plan	248	1,867 ▲	30 ▼	216 ▼	--	30 ▲	285	2,112 ▲
VNSNY Choice Health Plans	65 ▼	308 ▼	75 ▲	473	--	--	209 ▼	1,167 ▼
Statewide	217	1,251	52	396	4	17	291	1,763

LEGEND

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

Results are per 1,000 member years.

Health and Recovery Plans (HARP) and SNP

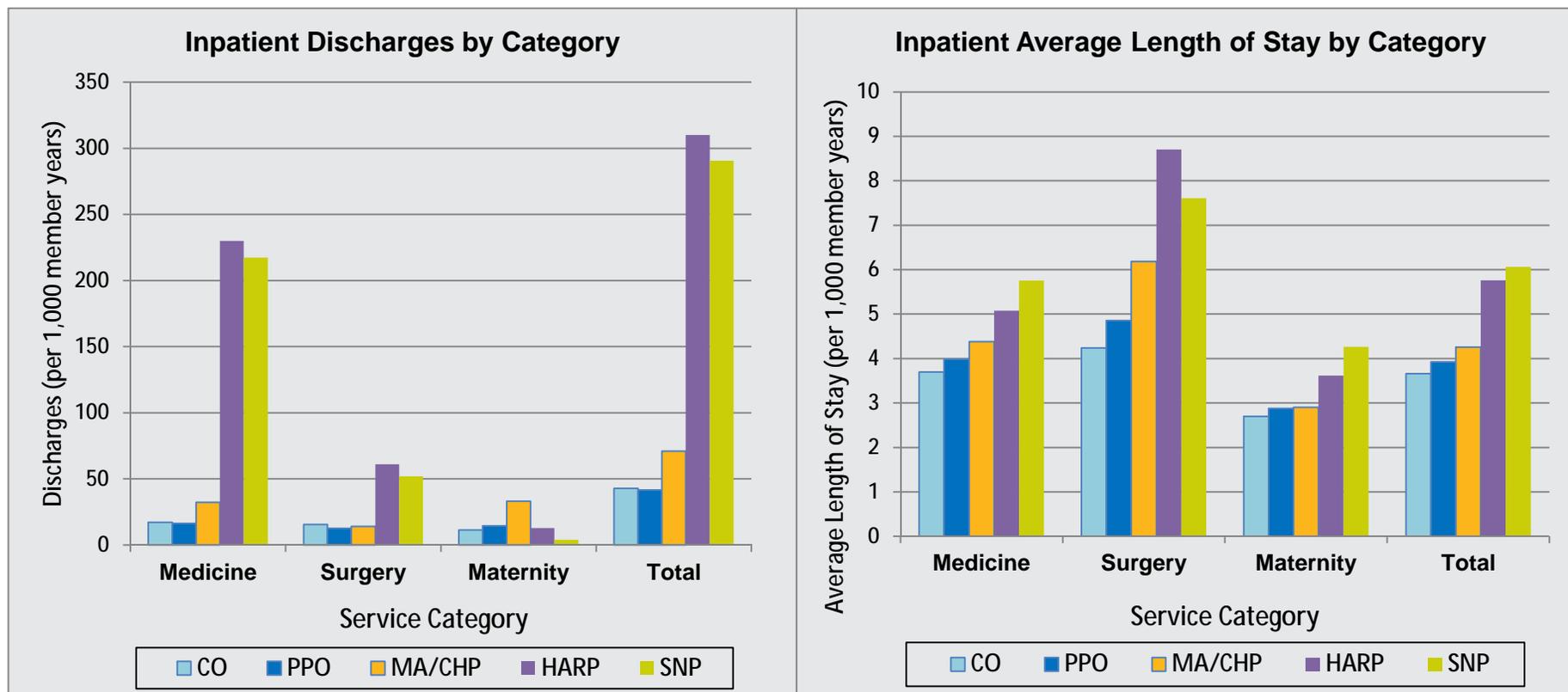
Inpatient Use of Services: Average Length of Stay

Health and Recovery Plans (HARP)	Medicine ALOS	Surgery ALOS	Maternity ALOS	Total Inpatient ALOS
Affinity Enriched Health	5.9	13.0 ▲	2.6 ▼	6.9 ▲
CDPHP	5.0	8.1	5.0 ▲	5.9
Empire BlueCross BlueShield HealthPlus	5.4	11.0 ▲	3.5	6.5
Excellus Health Plan, Inc.	4.1 ▼	8.6	3.6	5.1
Fidelis HealthierLife	4.5	8.0	3.2	5.2
HIP EmblemHealth Enhanced Care Plus	7.2 ▲	6.4 ▼	--	6.8
Healthfirst Personal Wellness Plan	4.9	8.9	4.8	5.7
Independent Health's MediSource Connect	4.2	8.0	--	5.2
MVP Harmonious Health Care Plan	4.5	5.0 ▼	2.8	4.5 ▼
MetroPlus Enhanced	5.6	11.0	3.2	6.1
Molina Healthcare	3.8 ▼	7.6	--	4.9 ▼
UnitedHealthcare Community-Wellness4Me	6.2 ▲	11.0	3.3	7.0 ▲
YourCare Options Plus	5.5	8.4	--	6.0
Statewide	5.1	8.7	3.6	5.8
HIV Special Needs Plans (SNP)				
Amida Care	4.8	8.8 ▲	--	5.5 ▼
MetroPlus Health Plan	7.5 ▲	7.2	--	7.4 ▲
VNSNY Choice Health Plans	4.7 ▼	6.3 ▼	--	5.6
Statewide	5.8	7.6	4.3	6.1

LEGEND

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

ALOS = Total Days/Total Discharges



The graph on the left illustrates the distribution of inpatient discharges by service category for Commercial HMO (CO), PPO, and Medicaid/CHP (MA/CHP), HARP, and HIV SNP payers. HARP has the highest medicine discharge rates, followed by SNP, MA/CHP, HMO, and PPO. MA/CHP has the highest maternity discharge rates across payers. The graph on the right shows the inpatient average length of stay, with HARP displaying the highest surgery average length of stay and SNP displayed the longest average length of stay for inpatient medical, maternity, and total stays.

Commercial HMO

Mental Health Utilization

Health Plan	Outpatient			Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
CDPHP	13.4 ▲	9.3 ▲	11.5 ▲	--	--	0.0 ▼	0.1	0.1	0.1	13.5 ▲	9.4 ▲	11.6 ▲
Empire BlueCross BlueShield HMO	8.7	6.0	7.5	--	--	--	0.2 ▲	0.1 ▲	0.1 ▲	9.0	6.2	7.7
Excellus BlueCross BlueShield	9.1	5.8	7.5	0.1	0.1	0.1	0.1	0.1 ▼	0.1	9.3	5.9	7.6
HIP (EmblemHealth)	7.0 ▼	4.9 ▼	6.1 ▼	0.1	0.1	0.1	0.1 ▼	0.1	0.1	7.2 ▼	5.1 ▼	6.2 ▼
HealthNow New York Inc.	10.2	6.6	8.4	0.1 ▲	0.1 ▲	0.1 ▲	0.1	0.1	0.1	10.4	6.8	8.6
Independent Health	10.2	6.7	8.5	0.1 ▼	0.1 ▼	0.1	0.1	0.1	0.1 ▼	10.3	6.8	8.6
MVP Health Care	7.9	5.4	6.7	--	--	0.1	0.1	--	0.1	8.2	5.6	6.9
Univera Healthcare	9.1	5.8	7.5	0.1	0.1	0.1	0.1	0.1 ▼	0.1	9.3	5.9	7.6
Statewide	9.2	6.0	7.7	0.1	0.1	0.1	0.1	0.1	0.1	9.4	6.2	7.8

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	Female	Male	Total
Aetna Life Insurance Company - New York	10.5	7.3	8.9	0.1	0.1 ▲	0.1 ▲	0.1	0.1	0.1	10.6	7.4	9.0
CDPHP Universal Benefits, Inc.	11.7 ▲	7.4	9.6	0.0	--	0.0	0.1 ▲	0.1 ▲	0.1 ▲	11.9 ▲	7.5	9.8
CGLIC/CHLIC	10.5	7.5	9.0	0.1 ▲	0.0	0.1	0.1 ▼	0.1 ▼	0.1 ▼	10.7	7.6	9.1
Empire BlueCross BlueShield PPO	9.3	6.0	7.6	0.0 ▼	0.0 ▼	0.0 ▼	0.1	0.1	0.1	9.5	6.1	7.7
GHI (EmblemHealth)	5.9	4.5	5.3	--	--	--	0.1	0.1	0.1	6.0	4.6	5.4
MVP Preferred PPO	8.3	5.3	6.8	--	--	0.0	0.1	0.1	0.1	8.5	5.5	7.0
Oscar	5.9 ▼	4.3 ▼	5.1 ▼	--	--	--	--	--	0.1	6.0 ▼	4.5 ▼	5.2 ▼
Oxford Health Insurance of New York	9.2	6.6	7.9	0.0	0.0	0.0	0.1	0.1	0.1	9.3	6.7	8.1
UnitedHealthcare Insurance Company of New York, Inc.	11.1	8.1 ▲	9.6 ▲	0.0	0.0	0.0	0.1	0.1	0.1	11.2	8.2 ▲	9.8 ▲
Statewide	10.0	6.9	8.4	0.0	0.0	0.0	0.1	0.1	0.1	10.1	7.0	8.6

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	Female	Male	Total
Affinity Health Plan	8.7	7.3	8.1	1.5 ▲	1.3 ▲	1.4 ▲	0.2	0.3	0.3	9.1	7.8	8.5
CDPHP	17.5 ▲	14.7 ▲	16.2 ▲	0.2	0.2	0.2	0.5 ▲	0.5 ▲	0.5 ▲	18.0 ▲	15.2 ▲	16.8 ▲
Empire BlueCross BlueShield HealthPlus	6.8 ▼	5.9 ▼	6.4 ▼	0.2	0.2	0.2	0.2	0.2 ▼	0.2 ▼	7.1 ▼	6.3 ▼	6.7 ▼
Excellus BlueCross BlueShield	16.6	14.4 ▲	15.6	0.4	0.5	0.4	0.2	0.3	0.2	17.5	15.2 ▲	16.4 ▲
Fidelis Care New York, Inc.	11.5	9.6	10.6	0.2	0.2 ▼	0.2	0.3	0.3	0.3	11.9	10.0	11.0
HIP (EmblemHealth)	9.5	7.8	8.7	0.2	0.3	0.2	0.2	0.3	0.3	10.0	8.3	9.2
HealthNow New York Inc.	17.2 ▲	14.3	15.9 ▲	0.2	0.3	0.2	0.3	0.3	0.3	17.6 ▲	14.8	16.3
Healthfirst PHSP, Inc.	8.7	7.5	8.2	0.3	0.4	0.4	0.2	0.3	0.2	9.2	8.1	8.7
Independent Health's MediSource	12.9	10.2	11.7	0.1 ▼	0.2	0.1 ▼	0.2	0.2	0.2	13.2	10.5	11.9
MVP Health Care	14.7	12.6	13.7	0.1 ▼	0.1 ▼	0.1 ▼	0.3	0.4	0.3	15.2	13.1	14.2
MetroPlus Health Plan	7.0	6.7	6.8	0.2	0.3	0.2	0.2	0.4	0.3	7.4	7.3	7.4
Molina Healthcare	10.2	7.7	9.1	1.0 ▲	0.9 ▲	0.9 ▲	0.2 ▼	0.3	0.2	11.7	9.2	10.5
UnitedHealthcare Community Plan	8.5	7.0	7.8	0.3	0.3	0.3	0.2	0.3	0.2	9.0	7.5	8.3
WellCare of New York	6.6 ▼	5.5 ▼	6.0 ▼	0.4	0.4	0.4	0.3 ▲	0.4 ▲	0.4 ▲	7.2 ▼	6.1 ▼	6.6 ▼
YourCare Health Plan	11.6	8.6	10.3	0.3	0.2	0.3	0.2 ▼	0.2 ▼	0.2 ▼	12.1	9.0	10.7
Statewide	10.0	8.5	9.3	0.3	0.3	0.3	0.3	0.3	0.3	10.5	9.0	9.8

LEGEND

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

Results are a percentage of the eligible population.

Health and Recovery Plans (HARP) and SNP

Mental Health Utilization

Health and Recovery Plans (HARP)	Outpatient			Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Affinity Enriched Health	61.7	54.3	58.0	4.6 ▲	8.0 ▲	6.3 ▲	2.6	3.5	3.0	64.6	58.8	61.7
CDPHP	60.5	54.6	58.1	--	--	--	2.2	3.0	2.5	62.1	57.4	60.2
Empire BlueCross BlueShield HealthPlus	61.5	50.6	55.9	--	2.0	1.4	3.1	4.6 ▲	3.9 ▲	65.3	57.0	61.0
Excellus Health Plan, Inc.	57.4 ▼	48.0 ▼	53.4 ▼	0.9	1.7	1.2	1.1 ▼	1.8 ▼	1.4 ▼	59.4 ▼	51.4 ▼	56.0 ▼
Fidelis HealthierLife	61.4	52.2	57.1	0.6 ▼	0.7 ▼	0.6 ▼	2.5	3.3	2.9	64.0	55.7	60.1
HIP EmblemHealth Enhanced Care Plus	58.4	55.3	56.8	--	1.8	1.6	3.9 ▲	4.1	4.0 ▲	64.0	62.0 ▲	62.9
Healthfirst Personal Wellness Plan	66.2 ▲	54.4	60.9 ▲	1.4	2.6	1.9	2.0	3.6	2.7	69.5 ▲	60.2	65.4 ▲
Independent Health's MediSource Connect	61.9	57.7 ▲	60.0	--	--	--	--	--	--	62.7	58.7	60.9
MVP Harmonious Health Care Plan	61.9	54.8	58.8	--	--	--	1.6	2.8	2.2	64.2	58.3	61.6
MetroPlus Enhanced	62.4	50.1	55.3	1.7	2.2	2.0	2.6	3.9	3.4	66.7	56.5	60.8
Molina Healthcare	51.3 ▼	42.6 ▼	48.0 ▼	--	--	3.7	--	--	--	55.6 ▼	50.5 ▼	53.7 ▼
UnitedHealthcare Community-Wellness4Me	59.2	48.6	53.8	1.6	1.9	1.8	2.8	4.3	3.5	63.5	55.1	59.2
YourCare Options Plus	65.8 ▲	60.1 ▲	63.1 ▲	--	--	--	--	--	1.8 ▼	68.0 ▲	62.2 ▲	65.3 ▲
Statewide	62.0	52.4	57.4	1.2	2.0	1.6	2.3	3.5	2.9	65.2	57.3	61.4

HIV Special Needs Plans (SNP)												
Amida Care	38.4 ▲	32.9 ▲	34.7 ▲	--	--	0.5	--	--	0.5 ▼	39.5 ▲	33.8 ▲	35.7 ▲
MetroPlus Health Plan	24.7 ▼	22.1 ▼	23.2 ▼	--	--	--	--	1.4	1.4 ▲	26.7 ▼	24.0 ▼	25.1 ▼
VNSNY Choice Health Plans	29.2	24.4	26.1	--	--	--	--	--	1.0	30.3	25.6	27.3
Statewide	31.5	27.7	29.1	0.5	0.4	0.5	1.0	0.8	0.9	32.9	29.0	30.4

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	Female	Male	Total
CDPHP	0.9	1.5	1.2	0.3	0.4	0.4	0.2	0.3	0.2	1.3	2.2	▼ 1.7
Empire BlueCross BlueShield HMO	0.8	1.5	▼ 1.1	0.3	0.4	0.4	0.2	0.4	0.3	1.3	2.2	1.7
Excellus BlueCross BlueShield	1.0	2.0	1.5	0.3	0.4	0.3	0.2	▼ 0.3	▼ 0.2	1.3	2.6	2.0
HIP (EmblemHealth)	0.7	▼ 1.5	1.1	▼ 0.3	0.4	0.3	0.2	0.4	0.3	1.1	▼ 2.3	1.6
HealthNow New York Inc.	1.7	▲ 3.6	▲ 2.6	▲ 0.4	▲ 0.6	▲ 0.5	▲ 0.3	▲ 0.6	▲ 0.4	▲ 2.3	▲ 4.6	▲ 3.5
Independent Health	1.3	2.9	2.1	0.3	0.4	▼ 0.3	0.2	0.3	0.3	1.8	3.5	2.6
MVP Health Care	1.1	1.7	1.4	0.3	0.4	0.3	0.2	0.3	0.3	1.5	2.4	1.9
Univera Healthcare	1.0	2.0	1.5	0.3	0.4	0.3	0.2	▼ 0.3	▼ 0.2	1.3	2.6	2.0
Statewide	1.1	2.3	1.7	0.3	0.5	0.4	0.2	0.3	0.3	1.5	3.0	2.3

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	Female	Male	Total
Aetna Life Insurance Company - New York	0.7	1.4	1.0	0.3	0.4	0.3	0.1	0.3	0.2	1.1	2.0	1.5
CDPHP Universal Benefits, Inc.	0.8	1.6	1.2	0.3 ▲	0.5 ▲	0.4 ▲	0.2 ▲	0.3	0.3	1.3	2.3	1.8
CGLIC/CHLIC	0.6	1.2	0.9	0.2	0.3	0.3	0.1 ▼	0.2 ▼	0.1 ▼	0.9	1.7	1.3
Empire BlueCross BlueShield PPO	0.7	1.4	1.1	0.2	0.4	0.3	0.1	0.3	0.2	1.1	2.0	1.5
GHI (EmblemHealth)	0.4 ▼	1.1	0.7 ▼	0.2 ▼	0.3	0.2 ▼	0.1	0.4 ▲	0.3 ▲	0.6 ▼	1.8	1.2 ▼
MVP Preferred PPO	1.0 ▲	2.1 ▲	1.5 ▲	0.3	0.4	0.4	0.2	0.3	0.2	1.4 ▲	2.8 ▲	2.1 ▲
Oscar	0.6	1.4	1.0	--	0.3 ▼	0.3	--	0.2	0.2	0.9	1.9	1.4
Oxford Health Insurance of New York	0.6	1.0 ▼	0.8	0.2	0.4	0.3	0.1	0.3	0.2	0.9	1.7 ▼	1.3
UnitedHealthcare Insurance Company of New York, Inc.	0.6	1.1	0.9	0.2	0.4	0.3	0.1	0.2	0.2	1.0	1.7	1.3
Statewide	0.6	1.3	0.9	0.2	0.4	0.3	0.1	0.3	0.2	1.0	1.9	1.4

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

Identification of Alcohol and Other Drug Services

Medicaid Managed Care Plans (MMC)	Outpatient			Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Affinity Health Plan	2.1	4.1	3.0	0.7	1.2	0.9	0.4	0.8 ▼	0.6 ▼	3.1	5.8	4.3
CDPHP	4.3	6.6	5.3	1.0	1.4	1.2	0.8	1.2 ▲	1.0 ▲	5.9	8.9	7.2
Empire BlueCross BlueShield HealthPlus	1.2 ▼	2.8 ▼	2.0 ▼	0.4 ▼	0.8 ▼	0.6 ▼	0.3 ▼	0.5 ▼	0.4 ▼	1.9 ▼	4.1 ▼	2.9 ▼
Excellus BlueCross BlueShield	4.6	7.4	5.9	1.0	1.4	1.2	0.7	0.8	0.8	6.3	9.4	7.7
Fidelis Care New York, Inc.	3.3	5.9	4.6	0.7	1.1	0.9	0.6	0.9	0.7	4.4	7.8	6.0
HIP (EmblemHealth)	2.2	3.9	3.0	0.5	0.9 ▼	0.7 ▼	0.4	0.8	0.6	3.1	5.5 ▼	4.2
HealthNow New York Inc.	5.9 ▲	8.5 ▲	7.1 ▲	1.2 ▲	1.5	1.3	0.8	1.0	0.9	7.7 ▲	10.8 ▲	9.1 ▲
Healthfirst PHSP, Inc.	1.8 ▼	3.8 ▼	2.7 ▼	0.5	1.0	0.7	0.4 ▼	0.8	0.6	2.7	5.5	4.0 ▼
Independent Health's MediSource	4.6	8.0	6.1	1.1	1.7 ▲	1.3 ▲	0.9 ▲	1.0	0.9	6.2	10.2	8.0
MVP Health Care	4.1	6.6	5.2	0.7	1.0	0.9	0.6	0.9	0.8	5.4	8.4	6.8
MetroPlus Health Plan	1.8	4.5	3.1	0.5 ▼	1.1	0.8	0.4	1.1	0.7	2.6 ▼	6.6	4.5
Molina Healthcare	5.0	6.2	5.6	1.4 ▲	1.9 ▲	1.7 ▲	0.8	0.9	0.9	7.1	8.8	7.8
UnitedHealthcare Community Plan	2.2	4.5	3.3	0.5	1.0	0.8	0.4	0.9	0.7	3.1	6.3	4.7
WellCare of New York	2.0	4.9	3.5	0.7	1.6	1.2	0.6	1.3 ▲	0.9	3.1	7.5	5.4
YourCare Health Plan	5.5 ▲	8.1 ▲	6.7 ▲	1.1	1.5	1.3	0.9 ▲	1.0	1.0 ▲	7.2 ▲	10.2 ▲	8.6 ▲
Statewide	2.6	4.9	3.7	0.6	1.1	0.8	0.5	0.9	0.7	3.7	6.8	5.1

LEGEND

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

Results are a percentage of the eligible population.

Health and Recovery Plans (HARP) and SNP

Identification of Alcohol and Other Drug Services

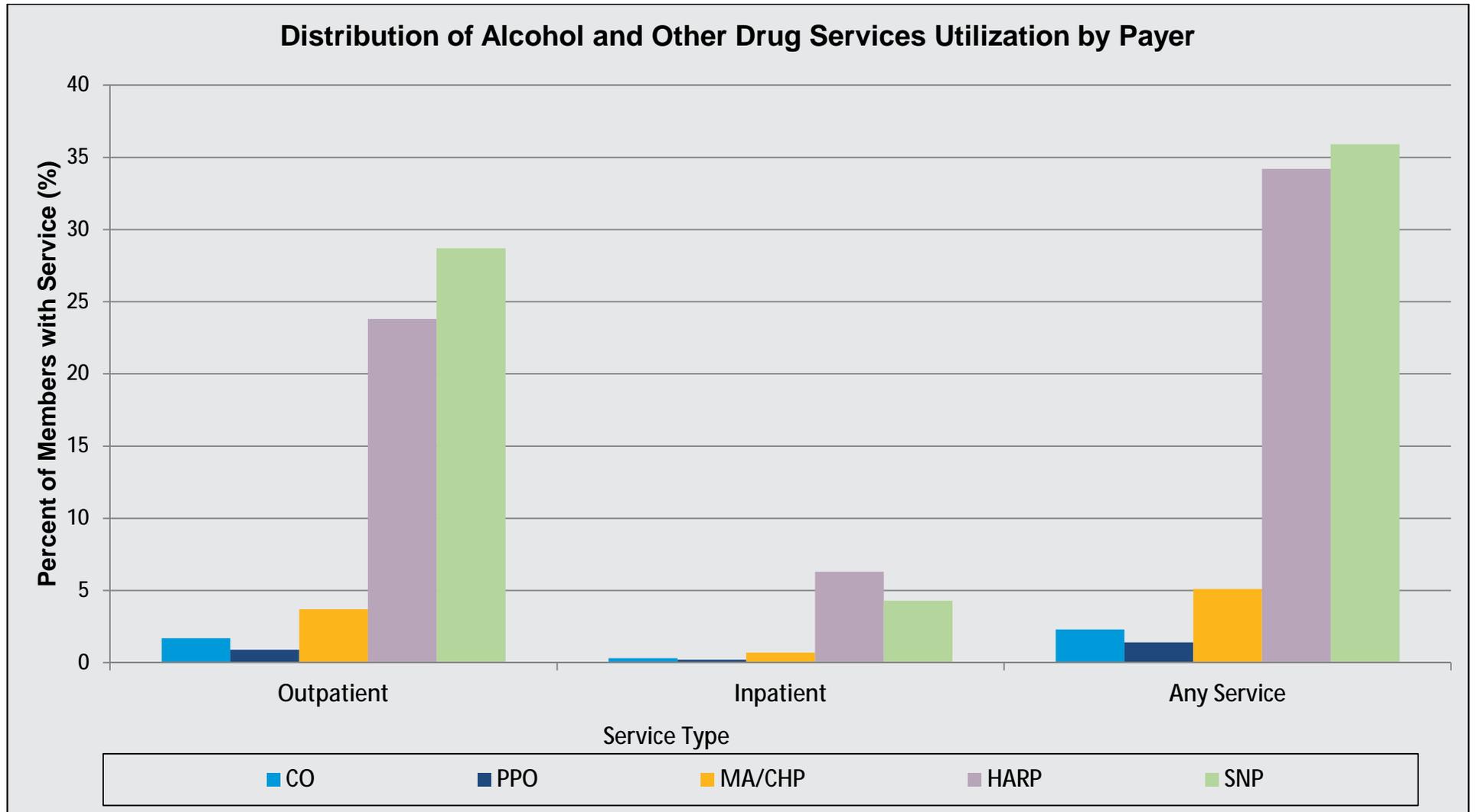
Health and Recovery Plans (HARP)	Outpatient			Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Affinity Enriched Health	17.2	24.6	20.8	4.7	7.4	6.0	3.5 ▼	7.0	5.2	24.3	36.9	30.6 ▼
CDPHP	21.5	26.8	23.7	4.5	7.3	5.7	4.6	7.3	5.7	28.6	39.5	33.2
Empire BlueCross BlueShield HealthPlus	16.2 ▼	25.8	21.1	3.3 ▼	8.0	5.7	3.6	8.1	5.9	22.8 ▼	41.5	32.3
Excellus Health Plan, Inc.	21.3	30.3	25.1	4.4	6.1	5.1	3.5 ▼	4.7 ▼	4.0 ▼	28.3	40.2	33.3
Fidelis HealthierLife	21.1	28.7	24.7	4.0	6.5	5.2	4.8	7.6	6.2	28.7	41.0	34.5
HIP EmblemHealth Enhanced Care Plus	14.5 ▼	20.6 ▼	17.7 ▼	3.9	5.6 ▼	4.8 ▼	4.9	8.2	6.6	22.8 ▼	33.8 ▼	28.6 ▼
Healthfirst Personal Wellness Plan	23.0 ▲	21.0 ▼	22.1	6.0 ▲	4.0 ▼	5.1	7.1 ▲	5.6	6.4	34.6 ▲	29.5 ▼	32.3
Independent Health's MediSource Connect	18.7	32.9	25.1	4.4	7.6	5.9	4.1	5.0 ▼	4.5	25.8	42.2	33.2
MVP Harmonious Health Care Plan	22.1	30.2	25.7	4.4	6.6	5.4	4.9	6.7	5.7	30.8	42.9	36.2
MetroPlus Enhanced	22.9	33.5 ▲	29.1 ▲	3.2 ▼	6.2	4.9 ▼	5.5 ▲	11.0 ▲	8.7 ▲	31.3	50.1 ▲	42.2 ▲
Molina Healthcare	19.8	23.0	21.0	6.6 ▲	8.1 ▲	7.1 ▲	3.8	--	4.4 ▼	29.5	35.6	31.8
UnitedHealthcare Community-Wellness4Me	16.7	24.2	20.5 ▼	5.1	7.0	6.0	4.8	8.8 ▲	6.8	26.2	39.5	33.0
YourCare Options Plus	29.5 ▲	42.0 ▲	35.4 ▲	5.5	8.4 ▲	6.9 ▲	5.4	8.5	6.9 ▲	39.1 ▲	54.8 ▲	46.5 ▲
Statewide	20.9	26.9	23.8	4.6	6.1	5.3	5.2	7.5	6.3	29.6	39.3	34.2

HIV Special Needs Plans (SNP)												
Amida Care	34.4 ▲	37.7 ▲	36.6 ▲	3.8 ▲	4.9 ▲	4.5 ▲	4.2	3.7 ▼	3.8 ▼	41.5 ▲	45.4 ▲	44.2 ▲
MetroPlus Health Plan	16.3 ▼	22.5 ▼	20.0 ▼	2.6 ▼	3.5	3.1	4.6 ▲	5.3 ▲	5.0 ▲	23.3 ▼	31.0 ▼	27.9 ▼
VNSNY Choice Health Plans	22.2	26.7	25.1	--	1.9 ▼	1.8 ▼	4.2 ▼	4.1	4.1	27.7	32.2	30.6
Statewide	25.2	30.6	28.7	2.8	3.7	3.4	4.4	4.2	4.3	31.9	38.1	35.9

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 for Commercial HMO (CO), PPO, Medicaid/CHP (MA/CHP), HARP, and HIV SNP payers. For Outpatient, rates were highest for HIV SNP, followed by HARP, Medicaid/CHP, Commercial HMO, and PPO. For Inpatient, rates were highest for HARP, followed by HIV SNP.

Commercial HMO

Initiation and Engagement of Alcohol and Other Drug Dependence Treatment

Health Plan	Initiation	Engagement
CDPHP	40	18
Empire BlueCross BlueShield HMO	42 ▲	14
Excellus BlueCross BlueShield	33	14
HIP (EmblemHealth)	49 ▲	20 ▲
HealthNow New York Inc.	33	13
Independent Health	31 ▼	12
MVP Health Care	34	12
Univera Healthcare	33	14
Statewide	34	14

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 Life Insurance Company - New York	37 ▼	16
CDPHP Universal Benefits, Inc.	37	14
CGLIC/CHLIC	36 ▼	18
Empire BlueCross BlueShield PPO	43 ▲	18
GHI (EmblemHealth)	55 ▲	18
MVP Preferred PPO	33 ▼	14
Oscar	39	9 ▼
Oxford Health Insurance of New York	41	19 ▲
UnitedHealthcare Insurance Company of New York, Inc.	39	18
Statewide	39	17

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.

Medicaid Managed Care Plans (MMC)

Initiation and Engagement of Alcohol and Other Drug Dependence Treatment

Medicaid Managed Care Plans (MMC)	Initiation	Engagement
Affinity Health Plan	43 ▼	18 ▼
CDPHP	46	21
Empire BlueCross BlueShield HealthPlus	46	17 ▼
Excellus BlueCross BlueShield	39 ▼	18 ▼
Fidelis Care New York, Inc.	51 ▲	23 ▲
HIP (EmblemHealth)	53 ▲	24 ▲
HealthNow New York Inc.	38 ▼	14 ▼
Healthfirst PHSP, Inc.	44 ▼	18 ▼
Independent Health's MediSource	44 ▼	19
MVP Health Care	45 ▼	22 ▲
MetroPlus Health Plan	47	18 ▼
Molina Healthcare	63 ▲	28 ▲
UnitedHealthcare Community Plan	49	20
WellCare of New York	53 ▲	21
YourCare Health Plan	40 ▼	16 ▼
Statewide	47	20

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.

Health and Recovery Plans (HARP) and SNP Initiation and Engagement of Alcohol and Other Drug Dependence Treatment

Health and Recovery Plans (HARP)	Initiation	Engagement
Affinity Enriched Health	52	16
CDPHP	45 ▼	12
Empire BlueCross BlueShield HealthPlus	54	15
Excellus Health Plan, Inc.	40 ▼	17
Fidelis HealthierLife	57 ▲	21 ▲
HIP EmblemHealth Enhanced Care Plus	62 ▲	22
Healthfirst Personal Wellness Plan	52	15 ▼
Independent Health's MediSource Connect	51	22
MVP Harmonious Health Care Plan	47 ▼	21
MetroPlus Enhanced	55	16
Molina Healthcare	64 ▲	29 ▲
UnitedHealthcare Community-Wellness4Me	56	16
YourCare Options Plus	46	15
Statewide	53	18
HIV Special Needs Plans (SNP)		
Amida Care	46	12
MetroPlus Health Plan	46	12
VNSNY Choice Health Plans	50	12
Statewide	47	12

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 HMO

Plan All-Cause Readmissions

Health Plan	Expected Rate	O/E Ratio
CDPHP	11.94	0.872
Empire BlueCross BlueShield HMO	12.48 ▲	0.803
Excellus BlueCross BlueShield	10.73 ▼	0.647
HIP (EmblemHealth)	12.14	0.618
HealthNow New York Inc.	10.80	0.702
Independent Health	11.52	0.779
MVP Health Care	11.64	0.717
Univera Healthcare	10.73 ▼	0.647
50th Percentile Expected Rate NYS	11.64	0.717

NOTES

The Expected Rate is risk-adjusted as per HEDIS[®], and represents a percentage calculated as the count of expected 30-day readmissions divided by the count of index hospital stays.

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 Life Insurance Company - New York	11.38	0.701
CDPHP Universal Benefits, Inc.	10.98	0.726
CGLIC/CHLIC	11.33	0.754
Empire BlueCross BlueShield PPO	11.51	0.744
GHI (EmblemHealth)	12.07 ▲	0.726
MVP Preferred PPO	10.96	0.697
Oscar	9.54 ▼	0.506
Oxford Health Insurance of New York	11.21	0.687
UnitedHealthcare Insurance Company of New York, Inc.	11.09	0.726
50th Percentile Expected Rate NYS	11.21	0.726

NOTES

The Expected Rate is risk-adjusted as per HEDIS[®], and represents a percentage calculated as the count of expected 30-day readmissions divided by the count of index hospital stays.

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 HMO

Emergency Department Utilization

Health Plan	Expected Rate	O/E Ratio
CDPHP	180	1.4
Empire BlueCross BlueShield HMO	173	0.8
Excellus BlueCross BlueShield	172 ▼	1.0
HIP (EmblemHealth)	195 ▲	1.2
HealthNow New York Inc.	179	1.2
Independent Health	185	1.2
MVP Health Care	191	1.2
Univera Healthcare	172 ▼	1.0
50th Percentile Expected Rate NYS	180	1.2

NOTES

The Expected Rate is risk-adjusted as per HEDIS® and represents rates per 1,000 member years.

The O/E Ratio is the Observed-to-Expected Ratio: The ratio of the plan's observed rate of emergency department (ED) visits to its expected rate of ED visits. 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

Emergency Department Utilization

Health Plan	Expected Rate	O/E Ratio
Aetna Life Insurance Company - New York	176	0.8
CDPHP Universal Benefits, Inc.	178	1.4
CGLIC/CHLIC	172	0.8
Empire BlueCross BlueShield PPO	174	1.1
GHI (EmblemHealth)	214 ▲	1.0
MVP Preferred PPO	172	1.1
Oscar	159 ▼	0.6
Oxford Health Insurance of New York	169	0.8
UnitedHealthcare Insurance Company of New York, Inc.	170	0.8
50th Percentile Expected Rate NYS	172	0.8

NOTES

The Expected Rate is risk-adjusted as per HEDIS® and represents rates per 1,000 member years.

The O/E Ratio is the Observed-to-Expected Ratio: The ratio of the plan's observed rate of emergency department (ED) visits to its expected rate of ED visits. 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[®] 2018, 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	
CDPHP	827	314	38 ▼	827	375	45 ▼	827	364	44 ▼
Empire BlueCross BlueShield HMO	731	315	43 ▲	857	450 ▲	53 ▲	839	431 ▲	51
Excellus BlueCross BlueShield	894 ▲	349 ▲	39	821	370	45 ▼	835	366	44 ▼
HIP (EmblemHealth)	612 ▼	253 ▼	41	771 ▼	409	53 ▲	745 ▼	384	52 ▲
HealthNow New York Inc.	843	328	39	775	361 ▼	47	788	354 ▼	45
Independent Health	812	321	40	808	390	48	808	378	47
MVP Health Care	817	318	39	913 ▲	426	47	898 ▲	409	46
Univera Healthcare	894 ▲	349 ▲	39	821	370	45 ▼	835	366	44 ▼
Statewide	854	334	39	815	378	46	822	370	45

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 Life Insurance Company - New York	733	307	42	752	387	51	749	372	50
CDPHP Universal Benefits, Inc.	847	325	38 ▼	769	362	47 ▼	781	356	46 ▼
CGLIC/CHLIC	722	308	43	711	365	51	713	353	50
Empire BlueCross BlueShield PPO	755	320	42	779	399	51	774	382	49
GHI (EmblemHealth)	315 ▼	139 ▼	44 ▲	467 ▼	250 ▼	54 ▲	444 ▼	234 ▼	53 ▲
MVP Preferred PPO	859	355	41	820	399	49	826	392	47
Oscar	615	256	42	682	354	52	675	345	51
Oxford Health Insurance of New York	879 ▲	391 ▲	44 ▲	855 ▲	459 ▲	54 ▲	859 ▲	446 ▲	52
UnitedHealthcare Insurance Company of New York, Inc.	768	327	43	723	372	51	732	363	50
Statewide	780	335	43	771	400	52	773	388	50

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	567	194	34 ▼	790	356	45	694	286	41
CDPHP	827	316	38	1,070	453	42	946	383	40
Empire BlueCross BlueShield HealthPlus	737	310	42 ▲	794	397	50 ▲	767	355	46 ▲
Excellus BlueCross BlueShield	846	289	34 ▼	1,238 ▲	446	36 ▼	1,032 ▲	364	35 ▼
Fidelis Care New York, Inc.	876 ▲	350 ▲	40	1,035	481 ▲	46	964	423 ▲	44
HIP (EmblemHealth)	682	287	42 ▲	889	450	51 ▲	806	385	48 ▲
HealthNow New York Inc.	755	301	40	1,043	459	44	913	387	42
Healthfirst PHSP, Inc.	582	211	36	839	378	45	725	304	42
Independent Health's MediSource	715	249	35	995	410	41	864	334	39
MVP Health Care	764	282	37	1,081	475 ▲	44	916	375	41
MetroPlus Health Plan	448 ▼	151 ▼	34 ▼	673 ▼	299 ▼	44	566 ▼	229 ▼	40
Molina Healthcare	676	192	28 ▼	1,127 ▲	403	36 ▼	900	297	33 ▼
UnitedHealthcare Community Plan	1,018 ▲	427 ▲	42 ▲	952	474	50 ▲	982 ▲	453 ▲	46 ▲
WellCare of New York	511 ▼	189 ▼	37	652 ▼	314 ▼	48	605 ▼	272 ▼	45
YourCare Health Plan	731	252	34 ▼	995	388	39	872	325	37
Statewide	743	287	39	917	421	46	838	360	43

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.

Health and Recovery Plans (HARP) and SNP

Antibiotic Utilization

Health and Recovery Plans (HARP)	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 Enriched Health	NA	NA	NA	1,038	488 ▼	47	1,038	488 ▼	47
CDPHP	NA	NA	NA	1,504	665	44	1,504	665	44
Empire BlueCross BlueShield HealthPlus	NA	NA	NA	1,080	551	51 ▲	1,080	551	51 ▲
Excellus Health Plan, Inc.	NA	NA	NA	1,707 ▲	657	38 ▼	1,707 ▲	657	38 ▼
Fidelis HealthierLife	NA	NA	NA	1,523	717	47	1,523	717	47
HIP EmblemHealth Enhanced Care Plus	NA	NA	NA	1,023 ▼	525	51 ▲	1,023 ▼	525	51 ▲
Healthfirst Personal Wellness Plan	NA	NA	NA	1,215	579	48	1,215	579	48
Independent Health's MediSource Connect	NA	NA	NA	1,362	580	43	1,362	580	43
MVP Harmonious Health Care Plan	NA	NA	NA	1,532	720 ▲	47	1,532	720 ▲	47
MetroPlus Enhanced	NA	NA	NA	1,010 ▼	483 ▼	48	1,010 ▼	483 ▼	48
Molina Healthcare	NA	NA	NA	1,717 ▲	707	41 ▼	1,717 ▲	707	41 ▼
UnitedHealthcare Community-Wellness4Me	NA	NA	NA	1,404	734 ▲	52 ▲	1,404	734 ▲	52 ▲
YourCare Options Plus	NA	NA	NA	1,494	641	43	1,494	641	43
Statewide	NA	NA	NA	1,328	622	47	1,328	622	47

HIV Special Needs Plans (SNP)	Children			Adults			All		
	Antibiotic Prescriptions		% Concern of All	Antibiotic Prescriptions		% Concern of All	Antibiotic Prescriptions		% Concern of All
	All	Concern		All	Concern		All	Concern	
Amida Care	NA	NA	NA	2,577 ▲	1,027 ▲	40 ▲	2,528 ▲	1,005 ▲	40 ▲
MetroPlus Health Plan	NA	NA	NA	1,862	722	39 ▼	1,743	671	38 ▼
VNSNY Choice Health Plans	NA	NA	NA	1,730 ▼	685 ▼	40 ▲	1,692 ▼	669 ▼	40 ▲
Statewide	NA	NA	NA	2,157	853	40	2,083	821	39

LEGEND

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

Note: HARP only includes members 21 years of age and older

Rates are per 1,000 member years.

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