



Department
of Health

2019 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 2019 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 2019 New York State Health Plan Comparison Report and electronic Quality Assurance Reporting Requirements (eQARR) 2019, which contain quality of care and member satisfaction information. eQARR 2019 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 2018.

Types of Insurance

Information on six 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)	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 an SNP. An SNP functions like Medicaid in that it requires care to be directed and coordinated through a primary care physician in a designated network. An 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 2018 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 SNP enrollees; and 13 reported on 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 2019 Quality Assurance Reporting Requirements (QARR) and NCQA 2019 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 Abuse or 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
Children and Adolescents' Access to Primary Care Practitioners	The percentage of children, ages 12 months to 6 years, who had a visit with a primary care practitioner within the last year, or for children, ages 7 to 19 years, within the last two years. The measure is divided into four age groups: 12 to 24 months, 25 months to 6 years, 7 to 11 years, and 12 to 19 years. (CO, PPO, MA/CHP)
Adults' Access to Preventive and Ambulatory Health Services	The percentage of adults, ages 20 years and older, who had an ambulatory or preventive care visit within the last year if they were insured by Medicaid, or within the last three years if they were commercially insured. This measure is divided into three age groups: 20 to 44 years, 45 to 64 years, and 65 years and older. (CO, PPO, MA, SNP, HARP)

Commercial HMO

Children and Adolescents' Access to Primary Care Practitioners

Health Plans	12–24 Months	25 Months–6 Years	7–11 Years	12–19 Years
CDPHP	100 ▲	98 ▲	99 ▲	98 ▲
Empire BlueCross BlueShield HMO	92 ▼	91 ▼	95 ▼	91 ▼
Excellus BlueCross BlueShield	98	95	96 ▼	95
HIP (EmblemHealth)	95 ▼	92 ▼	95 ▼	92 ▼
HealthNow New York Inc.	99 ▲	97 ▲	99 ▲	97 ▲
Independent Health	100 ▲	98 ▲	99 ▲	97 ▲
MVP Health Care	99	98 ▲	98 ▲	98 ▲
Univera Healthcare	98	95	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 Plans	20–44 Years	45–64 Years	65 Years and Older
CDPHP	95 ▲	97 ▲	98 ▲
Empire BlueCross BlueShield HMO	91 ▼	95 ▼	97
Excellus BlueCross BlueShield	94	96	98 ▲
HIP (EmblemHealth)	92 ▼	95 ▼	93 ▼
HealthNow New York Inc.	95 ▲	97 ▲	98 ▲
Independent Health	95 ▲	97 ▲	98 ▲
MVP Health Care	95 ▲	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 Plans	12–24 Months	25 Months–6 Years	7–11 Years	12–19 Years
Aetna Life Insurance Company - New York	98 ▲	95 ▲	95	92 ▼
CDPHP Universal Benefits, Inc.	99 ▲	98 ▲	99 ▲	97 ▲
CGLIC/CHLIC	99 ▲	97 ▲	98 ▲	96 ▲
Empire BlueCross BlueShield PPO	93 ▼	91 ▼	93 ▼	90 ▼
GHI (EmblemHealth)	78 ▼	72 ▼	72 ▼	67 ▼
MVP Preferred PPO	99 ▲	97 ▲	98 ▲	97 ▲
Oscar	95	87 ▼	88 ▼	84 ▼
Oxford Health Insurance of New York	98 ▲	96 ▲	97 ▲	96 ▲
UnitedHealthcare Insurance Company of New York, Inc.	98 ▲	96 ▲	97 ▲	95 ▲
Statewide	97	94	96	93

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 Plans	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 ▲	97 ▲
CGLIC/CHLIC	94 ▲	96 ▲	96 ▲
Empire BlueCross BlueShield PPO	92 ▼	94 ▼	95
GHI (EmblemHealth)	78 ▼	80 ▼	84 ▼
MVP Preferred PPO	94	96 ▲	97 ▲
Oscar	89 ▼	92 ▼	89
Oxford Health Insurance of New York	95 ▲	96 ▲	98 ▲
UnitedHealthcare Insurance Company of New York, Inc.	95 ▲	96 ▲	97 ▲
Statewide	93	95	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 Managed Care Plans

Children and Adolescents' Access to Primary Care Practitioners

Health Plans	12–24 Months	25 Months–6 Years	7–11 Years	12–19 Years
Affinity Health Plan	97	93 ▼	96 ▼	94 ▼
CDPHP	98 ▲	95 ▲	97	96 ▲
Empire BlueCross BlueShield HealthPlus	98 ▲	95 ▲	98 ▲	96 ▲
Excellus BlueCross BlueShield	99 ▲	94	97	96 ▲
Fidelis Care New York, Inc.	98 ▲	94	97	95
HIP (EmblemHealth)	90 ▼	90 ▼	96 ▼	95
HealthNow New York Inc.	98	92 ▼	98	96 ▲
Healthfirst PHSP, Inc.	96 ▼	94	97	95
Independent Health	99 ▲	94	97	96
MVP Health Care	98 ▲	95 ▲	97	96 ▲
MetroPlus Health Plan	93 ▼	91 ▼	95 ▼	93 ▼
Molina Healthcare	99 ▲	92 ▼	96	95
UnitedHealthcare Community Plan	97	95 ▲	97	95
WellCare of New York	93 ▼	88 ▼	92 ▼	91 ▼
YourCare Health Plan	99	93	97	95
Statewide	97	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 Managed Care Plans

Adults' Access to Preventive and Ambulatory Health Services

Health Plans	20–44 Years	45–64 Years	65 Years and Older
Affinity Health Plan	76 ▼	87 ▼	88 ▼
CDPHP	86 ▲	91 ▲	90
Empire BlueCross BlueShield HealthPlus	81	88 ▼	90 ▼
Excellus BlueCross BlueShield	87 ▲	91 ▲	92
Fidelis Care New York, Inc.	81	89	92 ▲
HIP (EmblemHealth)	82 ▲	89	89 ▼
HealthNow New York Inc.	82	89	88
Healthfirst PHSP, Inc.	84 ▲	91 ▲	93 ▲
Independent Health	85 ▲	90 ▲	90
MVP Health Care	84 ▲	89	91
MetroPlus Health Plan	76 ▼	87 ▼	91
Molina Healthcare	82	89	91
UnitedHealthcare Community Plan	82 ▲	88 ▼	91
WellCare of New York	69 ▼	83 ▼	87 ▼
YourCare Health Plan	84 ▲	90 ▲	95
Statewide	81	89	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 and HIV Special Needs Plans

Adults' Access to Preventive and Ambulatory Health Services

Health and Recovery Plans	20–44 Years	45–64 Years	65 Years and Older
Affinity Enriched Health	89 ▼	94 ▼	NA
CDPHP	95 ▲	96	NA
Empire BlueCross BlueShield HealthPlus	93	95	NA
Excellus Health Plan, Inc.	94 ▲	96	NA
Fidelis HealthierLife	93 ▲	96	NA
HIP EmblemHealth Enhanced Care Plus	91	94 ▼	NA
Healthfirst Personal Wellness Plan	92	97 ▲	NA
Independent Health's MediSource Connect	92	95	NA
MVP Harmonious Health Care Plan	93	96	NA
MetroPlus Enhanced	88 ▼	94 ▼	NA
Molina Healthcare PLUS	93	94	NA
UnitedHealthcare Community-Wellness4Me	90 ▼	94 ▼	NA
YourCare Options Plus	93	96	NA
Statewide	92	95	NA
HIV Special Needs Plans			
Amida Care	93 ▼	97 ▼	90 ▼
MetroPlus Health Plan	93	98	99
VNSNY Choice Health Plans	97 ▲	99 ▲	100
Statewide	94	98	96

LEGEND

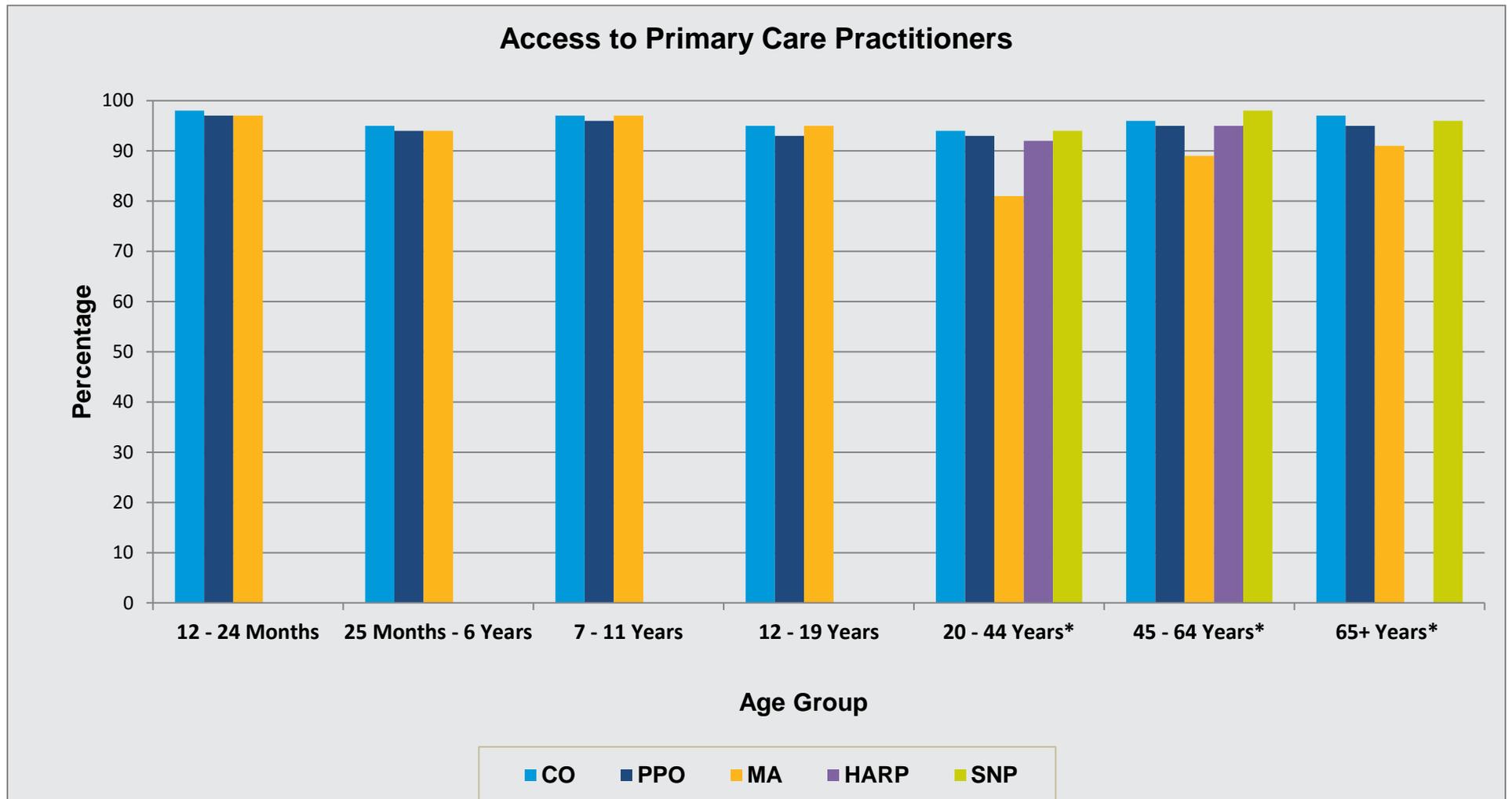
- ▲ Significantly better than statewide average
- ▼ Significantly worse than statewide average
- Sample too small to report

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

NA: Not applicable because members must be less than 65 years old for HARP eligibility.

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 and between 45 and 64 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. Also, HARP results only apply to members less than 65 years old.

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 Plans	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	74 ▼	39 ▲	4	2	96
Empire BlueCross BlueShield HMO	76	25	--	0	94
Excellus BlueCross BlueShield	80	36 ▲	3	1	94
HIP (EmblemHealth)	83 ▲	35	7	2 ▼	94
HealthNow New York Inc.	82 ▲	31 ▼	2	1	93
Independent Health	83 ▲	27 ▼	6	1	92
MVP Health Care	73 ▼	38	8	2	95
Univera Healthcare	80	36 ▲	3	1	94
Statewide	80	34	3	1	94

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than statewide average
- Sample too small to report
- † A lower rate is desirable.

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

Results are a percentage of the eligible population.

Commercial PPO

Selected Effectiveness of Care Measures

Health Plans	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	78	32	4	1 ▲	94
CDPHP Universal Benefits, Inc.	76	37 ▲	5	2	94
CGLIC/CHLIC	78	32	4	2	95 ▲
Empire BlueCross BlueShield PPO	76 ▼	30	3	2	92 ▼
GHI (EmblemHealth)	76	57 ▲	10	3 ▼	93
MVP Preferred PPO	77	33 ▲	4	1 ▲	93
Oscar	87 ▲	33	--	5 ▼	94
Oxford Health Insurance of New York	74 ▼	27 ▼	3	1 ▲	93
UnitedHealthcare Insurance Company of New York, Inc.	80 ▲	28 ▼	5	2	94
Statewide	77	30	4	2	93

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than statewide average
- Sample too small to report
- † A lower rate is desirable.

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

Results are a percentage of the eligible population.

Medicaid Managed Care Plans

Selected Effectiveness of Care Measures

Health Plans	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	77	45 ▲	3	2	96 ▲
CDPHP	69 ▼	43 ▲	5	1	96 ▲
Empire BlueCross BlueShield HealthPlus	82 ▲	36	4	1 ▲	94 ▼
Excellus BlueCross BlueShield	75	40 ▲	4	1 ▲	95
Fidelis Care New York, Inc.	73 ▼	36	3	2	95
HIP (EmblemHealth)	79	28 ▼	3	2	94
HealthNow New York Inc.	72	31	4	0 ▲	94
Healthfirst PHSP, Inc.	82 ▲	40 ▲	3	2	95
Independent Health	70 ▼	30	6	1	96
MVP Health Care	71 ▼	32	5	1	96 ▲
MetroPlus Health Plan	79 ▲	36	1	1	95
Molina Healthcare	74	32	3	0 ▲	96
UnitedHealthcare Community Plan	77	28 ▼	2	2	92 ▼
WellCare of New York	81 ▲	53 ▲	5	1	96
YourCare Health Plan	65 ▼	30	3	1	94
Statewide	77	36	3	2	95

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than statewide average
- † A lower rate is desirable.

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

Results are a percentage of the eligible population.

Health and Recovery Plans

Selected Effectiveness of Care Measures

Health and Recovery Plans	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	75	39	NA	NA	NA
CDPHP	77	42	NA	NA	NA
Empire BlueCross BlueShield HealthPlus	78	32	NA	NA	NA
Excellus Health Plan, Inc.	78	43	NA	NA	NA
Fidelis HealthierLife	72 ▼	33	NA	NA	NA
HIP EmblemHealth Enhanced Care Plus	90	18 ▼	NA	NA	NA
Healthfirst Personal Wellness Plan	83 ▲	35	NA	NA	NA
Independent Health's MediSource Connect	71	36	NA	NA	NA
MVP Harmonious Health Care Plan	84	38	NA	NA	NA
MetroPlus Enhanced	81	34	NA	NA	NA
Molina Healthcare PLUS	--	14	NA	NA	NA
UnitedHealthcare Community-Wellness4Me	70	26	NA	NA	NA
YourCare Options Plus	73	32	NA	NA	NA
Statewide	77	33	NA	NA	NA

LEGEND

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

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

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 Abuse or 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 Abuse or Dependence Treatment, Mental Health Utilization, as well as Identification of Alcohol and Other Drug 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 - General Hospital/Acute Care	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 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 Abuse or 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, MA, SNP, HARP)</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 Plans	Emergency Room Visits	Outpatient Visits
CDPHP	235 ▲	4,791
Empire BlueCross BlueShield HMO	154 ▼	4,240
Excellus BlueCross BlueShield	194	4,082 ▼
HIP (EmblemHealth)	216	4,290
HealthNow New York Inc.	208	4,184
Independent Health	212	4,197
MVP Health Care	230	5,079 ▲
Univera Healthcare	194	4,082 ▼
Statewide	204	4,209

LEGEND

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

Results are per 1,000 member years.

Commercial PPO

Outpatient Utilization

Health Plans	Emergency Room Visits	Outpatient Visits
Aetna Life Insurance Company - New York	166	4,566
CDPHP Universal Benefits, Inc.	251	4,337
CGLIC/CHLIC	139	4,318
Empire BlueCross BlueShield PPO	188	4,339
GHI (EmblemHealth)	315 ▲	4,398
MVP Preferred PPO	202	4,317
Oscar	92 ▼	3,233 ▼
Oxford Health Insurance of New York	139	4,713 ▲
UnitedHealthcare Insurance Company of New York, Inc.	136	4,575
Statewide	165	4,480

LEGEND

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

Results are per 1,000 member years.

Medicaid Managed Care Plans

Outpatient Utilization

Health Plans	Emergency Room Visits	Outpatient Visits
Affinity Health Plan	494	5,203
CDPHP	583	5,037
Empire BlueCross BlueShield HealthPlus	379 ▼	4,934
Excellus BlueCross BlueShield	613	4,440
Fidelis Care New York, Inc.	478	5,785 ▲
HIP (EmblemHealth)	387	4,709
HealthNow New York Inc.	615	4,090 ▼
Healthfirst PHSP, Inc.	532	5,610
Independent Health	572	4,130 ▼
MVP Health Care	567	4,984
MetroPlus Health Plan	618	4,539
Molina Healthcare	625 ▲	4,528
UnitedHealthcare Community Plan	348 ▼	5,647 ▲
WellCare of New York	458	4,446
YourCare Health Plan	630 ▲	4,170
Statewide	492	5,317

LEGEND

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

Results are per 1,000 member years.

Health and Recovery Plans and HIV Special Needs Plans

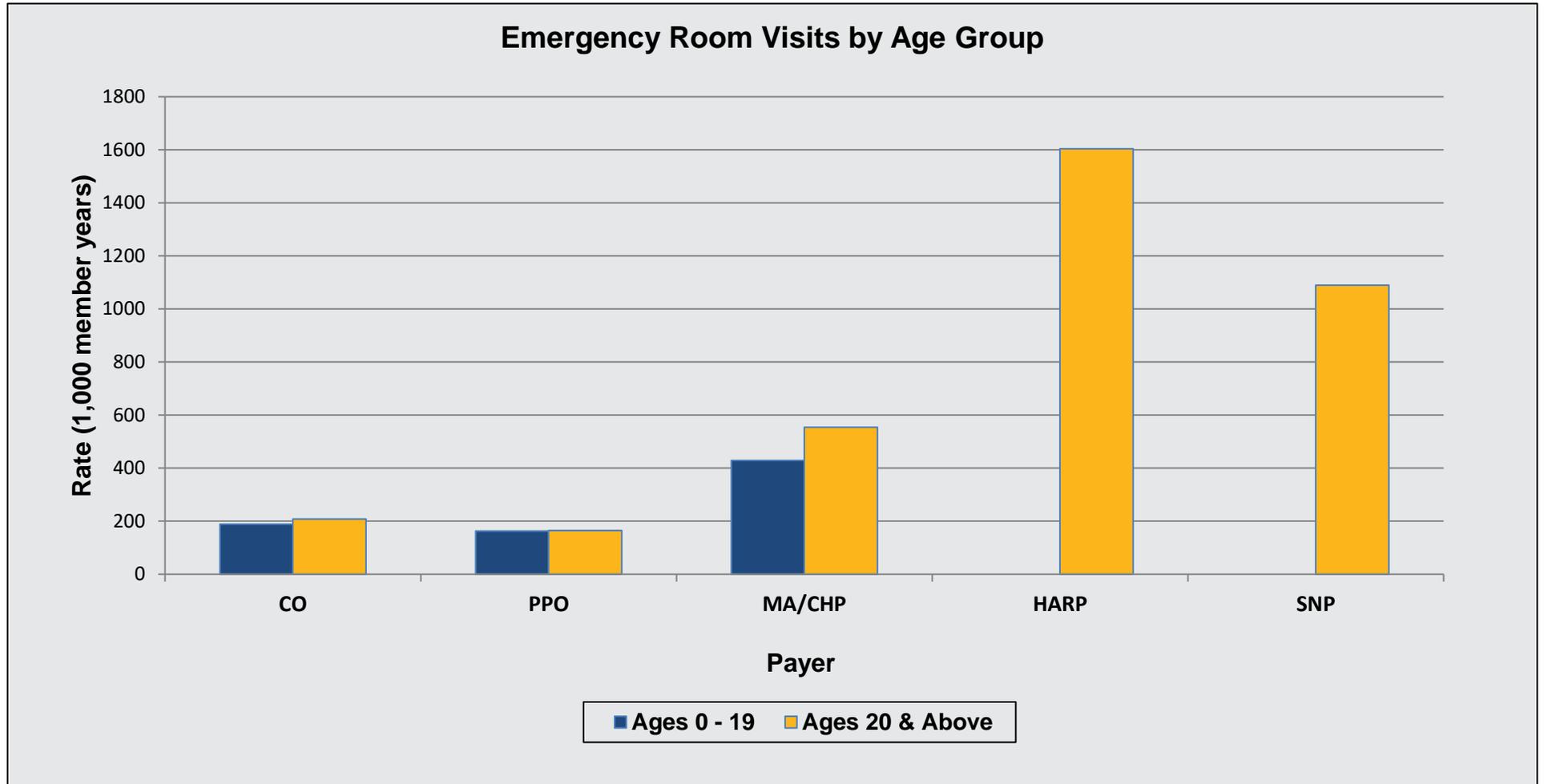
Outpatient Utilization

Health and Recovery Plans	Emergency Room Visits	Outpatient Visits
Affinity Enriched Health	1,422	9,017
CDPHP	1,825 ▲	8,073
Empire BlueCross BlueShield HealthPlus	1,337 ▼	7,837
Excellus Health Plan, Inc.	1,686	7,089
Fidelis HealthierLife	1,605	9,471 ▲
HIP EmblemHealth Enhanced Care Plus	1,168 ▼	6,562 ▼
Healthfirst Personal Wellness Plan	1,704 ▲	9,218 ▲
Independent Health's MediSource Connect	1,525	6,875 ▼
MVP Harmonious Health Care Plan	1,697	8,406
MetroPlus Enhanced	1,597	7,213
Molina Healthcare PLUS	1,584	8,269
UnitedHealthcare Community-Wellness4Me	1,647	7,579
YourCare Options Plus	1,700	7,342
Statewide	1,604	8,479
HIV Special Needs Plans		
Amida Care	1,207 ▲	11,708 ▲
MetroPlus Health Plan	1,043	7,912 ▼
VNSNY Choice Health Plans	837 ▼	9,958
Statewide	1,073	10,191

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. 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 Plans	Angioplasty Ages 45 & Above		Coronary Artery Bypass Graft Ages 45 & Above		Cardiac Catheterization Ages 45 & Above	
	Female	Male	Female	Male	Female	Male
CDPHP	1.5	5.6	--	1.8	4.1	9.6
Empire BlueCross BlueShield HMO	--	--	--	--	--	--
Excellus BlueCross BlueShield	1.3	5.3	0.2	1.4	3.8 ▼	7.5 ▼
HIP (EmblemHealth)	1.7 ▲	6.4	--	1.4	6.3 ▲	10.7 ▲
HealthNow New York Inc.	1.2 ▼	5.2	--	1.4	4.5	9.2
Independent Health	1.3	5.1 ▼	--	1.3 ▼	5.5	8.3
MVP Health Care	--	7.6 ▲	--	2.2 ▲	4.4	10.2
Univera Healthcare	1.3	5.3	0.2	1.4	3.8 ▼	7.5 ▼
Statewide	1.4	5.5	0.2	1.5	4.5	8.5

LEGEND

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

Results are per 1,000 member years.

Commercial HMO

Frequency of Selected Procedures

Health Plans	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	5.0	2.3	2.0	3.2	2.1	--	2.7
Empire BlueCross BlueShield HMO	--	--	--	--	--	--	--
Excellus BlueCross BlueShield	5.0	2.4	2.9	3.5	1.9	0.5 ▼	2.7
HIP (EmblemHealth)	2.8 ▼	1.8 ▼	1.6 ▼	1.7 ▼	2.5 ▲	0.8 ▲	3.2
HealthNow New York Inc.	5.2 ▲	2.5	3.2	3.0	1.7	0.5	2.2 ▼
Independent Health	5.2	2.3	4.0 ▲	3.2	1.4 ▼	--	3.0
MVP Health Care	4.5	3.2 ▲	3.3	4.2 ▲	1.7	--	3.8 ▲
Univera Healthcare	5.0	2.4	2.9	3.5	1.9	0.5 ▼	2.7
Statewide	4.6	2.3	2.8	3.2	1.9	0.5	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 Plans	Lumpectomy Ages 15 & Above	Mastectomy Ages 15 & Above	Abdominal Hysterectomy Ages 15 & Above	Vaginal Hysterectomy Ages 15 & Above	Tonsillectomy Ages 0–19
CDPHP	4.0	1.9 ▲	1.3	1.0	5.5
Empire BlueCross BlueShield HMO	5.0 ▲	--	--	--	--
Excellus BlueCross BlueShield	2.7 ▼	1.6	1.4	1.1	5.9
HIP (EmblemHealth)	3.7	1.2	2.2 ▲	0.7 ▼	3.5 ▼
HealthNow New York Inc.	3.2	1.3	1.4	1.3 ▲	7.0 ▲
Independent Health	3.7	1.1 ▼	1.5	1.0	6.4
MVP Health Care	3.7	1.8	1.2 ▼	--	4.8
Univera Healthcare	2.7 ▼	1.6	1.4	1.1	5.9
Statewide	3.2	1.5	1.5	1.0	5.8

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 Plans	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	1.8	7.4 ▲	0.3 ▲	1.4	4.9	8.4
CDPHP Universal Benefits, Inc.	1.6	5.8	--	1.8 ▲	5.3	10.8
CGLIC/CHLIC	1.2	5.2 ▼	--	0.9 ▼	3.7	6.8
Empire BlueCross BlueShield PPO	1.3	5.9	--	1.3	4.0	8.0
GHI (EmblemHealth)	2.6 ▲	6.8	--	--	6.8 ▲	11.2 ▲
MVP Preferred PPO	1.5	5.4	--	1.3	3.7	8.0
Oscar	--	6.8	--	--	--	5.2 ▼
Oxford Health Insurance of New York	1.2	6.6	0.2 ▼	1.4	3.2 ▼	7.2
UnitedHealthcare Insurance Company of New York, Inc.	1.1 ▼	5.3	--	1.2	3.5	6.8
Statewide	1.4	6.2	0.3	1.3	4.0	7.8

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 Plans	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	2.8	1.7	2.3	2.6	1.7	0.5 ▲	4.0 ▲
CDPHP Universal Benefits, Inc.	4.6 ▲	2.1	2.2	2.6	1.7	0.5	2.5
CGLIC/CHLIC	2.4	1.4 ▼	2.0	2.5	1.3	0.4	2.5
Empire BlueCross BlueShield PPO	3.5	1.7	2.1	2.3	1.7	0.5	2.5 ▼
GHI (EmblemHealth)	2.0 ▼	1.5	1.8	2.6	2.0 ▲	--	2.5
MVP Preferred PPO	4.4	2.6 ▲	2.4 ▲	3.5 ▲	1.7	0.5	2.8
Oscar	--	--	--	--	--	--	--
Oxford Health Insurance of New York	2.6	1.6	1.8 ▼	2.8	1.2	0.5	2.9
UnitedHealthcare Insurance Company of New York, Inc.	2.6	1.6	1.8	2.3 ▼	1.1 ▼	0.4 ▼	2.6
Statewide	3.0	1.6	2.0	2.5	1.5	0.5	2.9

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 for Women and Children

Health Plans	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	3.2	1.6	1.5	0.5	3.2
CDPHP Universal Benefits, Inc.	3.3	1.5	1.1 ▼	0.9	4.4
CGLIC/CHLIC	3.4	1.6	1.4	0.5	2.7 ▼
Empire BlueCross BlueShield PPO	3.4	1.4	1.7 ▲	0.8	3.4
GHI (EmblemHealth)	3.2	1.3	1.4	--	--
MVP Preferred PPO	3.0	1.3 ▼	1.3	0.9 ▲	5.5 ▲
Oscar	2.2 ▼	--	--	--	--
Oxford Health Insurance of New York	3.4 ▲	1.7 ▲	1.3	0.4 ▼	3.0
UnitedHealthcare Insurance Company of New York, Inc.	3.3	1.6	1.4	0.4	3.6
Statewide	3.3	1.5	1.5	0.5	3.3

LEGEND

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

Results are per 1,000 member years.

Medicaid Managed Care Plans

Frequency of Selected Procedures

Health Plans	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	3.8	1.2 ▼	1.2 ▼	1.6	1.5	0.3
CDPHP	7.0 ▲	3.5 ▲	3.8	4.2	1.7	--
Empire BlueCross BlueShield HealthPlus	3.5	1.5	1.5	1.4	1.0 ▼	0.3 ▼
Excellus BlueCross BlueShield	7.3 ▲	2.7 ▲	4.0	5.2	1.5	--
Fidelis Care New York, Inc.	5.4	2.4	2.5	2.8	2.0 ▲	0.5
HIP (EmblemHealth)	3.4	1.8	1.9	2.1	1.9 ▲	--
HealthNow New York Inc.	5.9	--	6.6 ▲	5.0	--	--
Healthfirst PHSP, Inc.	3.8	1.6	1.3	1.6	1.8	0.4
Independent Health	6.5	--	3.6	6.6 ▲	1.6	--
MVP Health Care	5.8	2.2	3.2	3.4	1.5	--
MetroPlus Health Plan	3.3 ▼	1.4 ▼	0.9 ▼	1.2 ▼	0.7 ▼	--
Molina Healthcare	5.7	--	--	--	--	--
UnitedHealthcare Community Plan	3.9	2.0	1.4	2.0	1.5	0.5 ▲
WellCare of New York	2.9 ▼	1.8	--	1.1 ▼	--	--
YourCare Health Plan	5.6	--	5.6 ▲	6.3 ▲	1.4	--
Statewide	4.5	2.0	2.0	2.3	1.6	0.4

LEGEND

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

Results are per 1,000 member years.

Medicaid Managed Care Plans

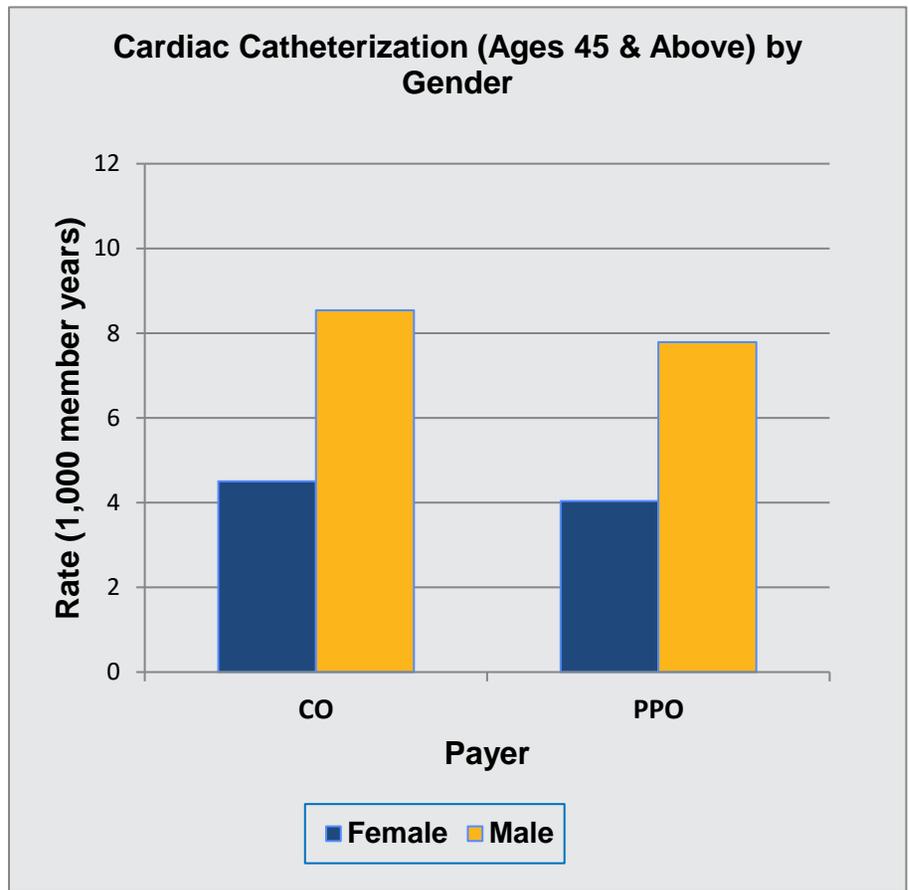
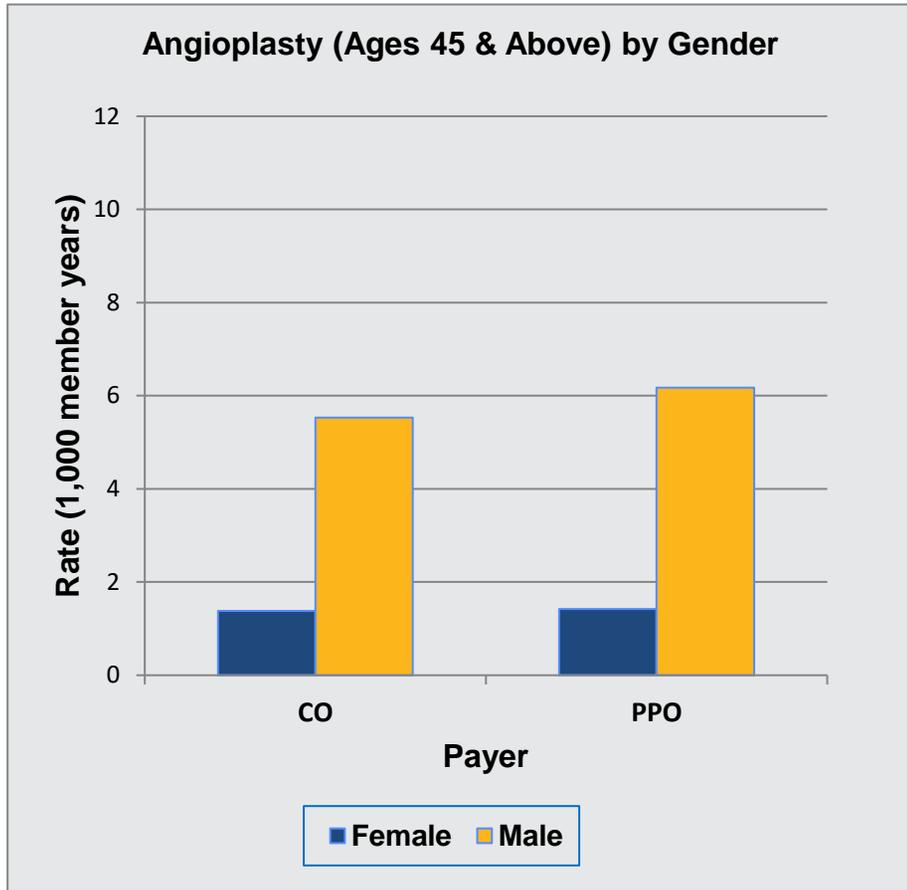
Frequency of Selected Procedures for Women and Children

Health Plans	Lumpectomy Ages 15–64	Mastectomy Ages 15–64	Abdominal Hysterectomy Ages 15–64	Vaginal Hysterectomy Ages 15–64	Tonsillectomy Ages 0–19
Affinity Health Plan	2.2	0.9	1.2	--	3.2
CDPHP	2.2	--	1.2	1.1 ▲	7.0
Empire BlueCross BlueShield HealthPlus	2.5	1.0	0.6 ▼	--	2.7
Excellus BlueCross BlueShield	2.1	1.1	1.7 ▲	0.6	6.9
Fidelis Care New York, Inc.	2.3	0.7	1.2	1.0	5.0
HIP (EmblemHealth)	2.6	1.4 ▲	1.6	--	2.4
HealthNow New York Inc.	3.1 ▲	--	--	--	7.5
Healthfirst PHSP, Inc.	2.3	0.7	1.3	0.4 ▼	3.2
Independent Health	3.2 ▲	--	1.7 ▲	--	10.1 ▲
MVP Health Care	1.9 ▼	0.7	1.6	0.6	4.3
MetroPlus Health Plan	1.7 ▼	0.4 ▼	1.0 ▼	0.5	2.1 ▼
Molina Healthcare	--	--	--	--	5.5
UnitedHealthcare Community Plan	2.1	0.9	1.2	0.5	3.5
WellCare of New York	2.1	--	1.2	--	1.9 ▼
YourCare Health Plan	--	--	--	--	9.5 ▲
Statewide	2.2	0.8	1.2	0.6	4.1

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 Plans	Medicine		Surgery		Maternity		Total	
	Discharges	Total Days						
CDPHP	19	66	17	80	12	33	46	174
Empire BlueCross BlueShield HMO	17	60	14	74	13 ▲	40 ▲	42	169
Excellus BlueCross BlueShield	15	47 ▼	14 ▼	53 ▼	11	28	39 ▼	124 ▼
HIP (EmblemHealth)	26 ▲	110 ▲	15	87	11	37	50	229 ▲
HealthNow New York Inc.	14 ▼	47	16	67	12	33	41	143
Independent Health	17	66	16	78	13	37	44	176
MVP Health Care	24	83	22 ▲	92 ▲	10 ▼	28 ▼	54 ▲	198
Univera Healthcare	15	47 ▼	14 ▼	53 ▼	11	28	39 ▼	124 ▼
Statewide	17	60	15	65	12	31	42	153

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 Plans	Medicine ALOS	Surgery ALOS	Maternity ALOS	Total Inpatient ALOS
CDPHP	3.5	4.6	2.8	3.8
Empire BlueCross BlueShield HMO	3.6	5.1	3.0	4.0
Excellus BlueCross BlueShield	3.2 ▼	3.8 ▼	2.4 ▼	3.2 ▼
HIP (EmblemHealth)	4.3 ▲	5.9 ▲	3.2 ▲	4.6 ▲
HealthNow New York Inc.	3.3	4.3	2.7	3.5
Independent Health	3.8	5.0	2.8	4.0
MVP Health Care	3.5	4.2	2.6	3.6
Univera Healthcare	3.2 ▼	3.8 ▼	2.4 ▼	3.2 ▼
Statewide	3.5	4.4	2.6	3.6

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 Plans	Medicine		Surgery		Maternity		Total	
	Discharges	Total Days						
Aetna Life Insurance Company - New York	20	81	12	58	14	41	44	174
CDPHP Universal Benefits, Inc.	19	70	17 ▲	79	11	30	45	175
CGLIC/CHLIC	14	54	11	57	15	43	38	148
Empire BlueCross BlueShield PPO	17	61	13	66	14	41	42	162
GHI (EmblemHealth)	33 ▲	164 ▲	16	118 ▲	9	28	56 ▲	302 ▲
MVP Preferred PPO	16	54	15	58	11	30	41	138
Oscar	11 ▼	42 ▼	8 ▼	42	6 ▼	18 ▼	24 ▼	101 ▼
Oxford Health Insurance of New York	13	50	11	60	14	42	36	147
UnitedHealthcare Insurance Company of New York, Inc.	16	61	10	37 ▼	17 ▲	46 ▲	40	138
Statewide	17	64	12	58	14	41	41	158

LEGEND

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

Results are per 1,000 member years.

Commercial PPO

Inpatient Use of Services: Average Length of Stay

Health Plans	Medicine ALOS	Surgery ALOS	Maternity ALOS	Total Inpatient ALOS
Aetna Life Insurance Company - New York	4.0	4.8	2.9	3.9
CDPHP Universal Benefits, Inc.	3.7	4.7	2.6 ▼	3.9
CGLIC/CHLIC	3.7	5.1	2.9	3.9
Empire BlueCross BlueShield PPO	3.6	5.0	2.9	3.8
GHI (EmblemHealth)	4.9 ▲	7.5 ▲	3.0	5.4 ▲
MVP Preferred PPO	3.4 ▼	3.8 ▼	2.6	3.4 ▼
Oscar	3.9	5.3	3.0	4.2
Oxford Health Insurance of New York	3.9	5.3	3.0 ▲	4.1
UnitedHealthcare Insurance Company of New York, Inc.	3.9	3.9	2.6	3.4
Statewide	3.9	4.8	2.9	3.9

LEGEND

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

ALOS = Total Days/Total Discharges

Medicaid Managed Care Plans

Inpatient Use of Services: Discharges and Total Days

Health Plans	Medicine		Surgery		Maternity		Total	
	Discharges	Total Days						
Affinity Health Plan	24	110	11	85	28	86	55	258
CDPHP	32	109	19	112	29	79	71	276
Empire BlueCross BlueShield HealthPlus	20 ▼	94 ▼	9 ▼	63 ▼	26	77	48 ▼	213 ▼
Excellus BlueCross BlueShield	29	109	12	79	27	71 ▼	60	238
Fidelis Care New York, Inc.	32	114	15	91	32	86	70	267
HIP (EmblemHealth)	37	163 ▲	15	99	20 ▼	63 ▼	67	311
HealthNow New York Inc.	35	142	22 ▲	182 ▲	28	77	79	383 ▲
Healthfirst PHSP, Inc.	33	141	12	95	36	109 ▲	71	315
Independent Health	37	146	18	130	35	99	80 ▲	347
MVP Health Care	28	102	13	73	37 ▲	105	67	248
MetroPlus Health Plan	42 ▲	338 ▲	9 ▼	85	38 ▲	118 ▲	77	507 ▲
Molina Healthcare	31	114	17	128	36	95	74	309
UnitedHealthcare Community Plan	18 ▼	86 ▼	9	63 ▼	35	96	52 ▼	218 ▼
WellCare of New York	39 ▲	153	11	79	25 ▼	74	69	291
YourCare Health Plan	38	152	20 ▲	138 ▲	30	85	80 ▲	352
Statewide	30	135	12	87	32	93	66	289

LEGEND

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

Results are per 1,000 member years.

Medicaid Managed Care Plans

Inpatient Use of Services: Average Length of Stay

Health Plans	Medicine ALOS	Surgery ALOS	Maternity ALOS	Total Inpatient ALOS
Affinity Health Plan	4.6	7.8	3.1	4.7
CDPHP	3.4 ▼	5.9 ▼	2.7	3.9
Empire BlueCross BlueShield HealthPlus	4.6	7.0	3.0	4.4
Excellus BlueCross BlueShield	3.8	6.4	2.6 ▼	4.0
Fidelis Care New York, Inc.	3.5 ▼	6.1	2.7	3.8 ▼
HIP (EmblemHealth)	4.4	6.6	3.2 ▲	4.6
HealthNow New York Inc.	4.0	8.2 ▲	2.8	4.9 ▲
Healthfirst PHSP, Inc.	4.3	8.1	3.0	4.4
Independent Health	3.9	7.3	2.9	4.4
MVP Health Care	3.7	5.6 ▼	2.8	3.7 ▼
MetroPlus Health Plan	8.1 ▲	9.6 ▲	3.1 ▲	6.6 ▲
Molina Healthcare	3.7	7.4	2.7 ▼	4.2
UnitedHealthcare Community Plan	4.8 ▲	6.8	2.7	4.2
WellCare of New York	3.9	7.3	3.0	4.2
YourCare Health Plan	3.9	6.9	2.9	4.4
Statewide	4.5	7.0	2.9	4.4

LEGEND

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

ALOS = Total Days/Total Discharges

Health and Recovery Plans and HIV Special Needs Plans

Inpatient Use of Services: Discharges and Total Days

Health and Recovery Plans	Medicine		Surgery		Maternity		Total	
	Discharges	Total Days	Discharges	Total Days	Discharges	Total Days	Discharges	Total Days
Affinity Enriched Health	174	1,098	36 ▼	344 ▼	13	60	223	1,501
CDPHP	205	882	89 ▲	635	22 ▲	51	317	1,568
Empire BlueCross BlueShield HealthPlus	161	935	44	424	10 ▼	71	214 ▼	1,428
Excellus Health Plan, Inc.	153 ▼	652 ▼	48	378 ▼	20	56	220	1,085 ▼
Fidelis HealthierLife	212	936	66	566	18	55	295	1,557
HIP EmblemHealth Enhanced Care Plus	208	1,005	43	391	11	56	262	1,451
Healthfirst Personal Wellness Plan	247 ▲	1,283 ▲	53	533	12	49	312	1,864
Independent Health's MediSource Connect	212	1,064	86	741 ▲	15	43 ▼	313	1,847
MVP Harmonious Health Care Plan	203	878	65	583	21	62	289	1,523
MetroPlus Enhanced	399 ▲	2,181 ▲	43 ▼	453	8 ▼	27 ▼	449 ▲	2,660 ▲
Molina Healthcare PLUS	158	603 ▼	77	564	24 ▲	85 ▲	259	1,251
UnitedHealthcare Community-Wellness4Me	132 ▼	752	45	405	13	51	191 ▼	1,207 ▼
YourCare Options Plus	224	984	99 ▲	950 ▲	19	80 ▲	341 ▲	1,945 ▲
Statewide	224	1,112	56	513	15	53	295	1,675
HIV Special Needs Plans								
Amida Care	299 ▲	1,372	60 ▲	586 ▼	--	--	364 ▲	1,975 ▼
MetroPlus Health Plan	249	2,394 ▲	35 ▼	618 ▲	--	--	290 ▼	3,028 ▲
VNSNY Choice Health Plans	162 ▼	1,026 ▼	NV	NV	--	--	NV	NV
Statewide	253	1,591	51	598	--	--	336	2,377

LEGEND

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

Results are per 1,000 member years.

Health and Recovery Plans and HIV Special Needs Plans

Inpatient Use of Services: Average Length of Stay

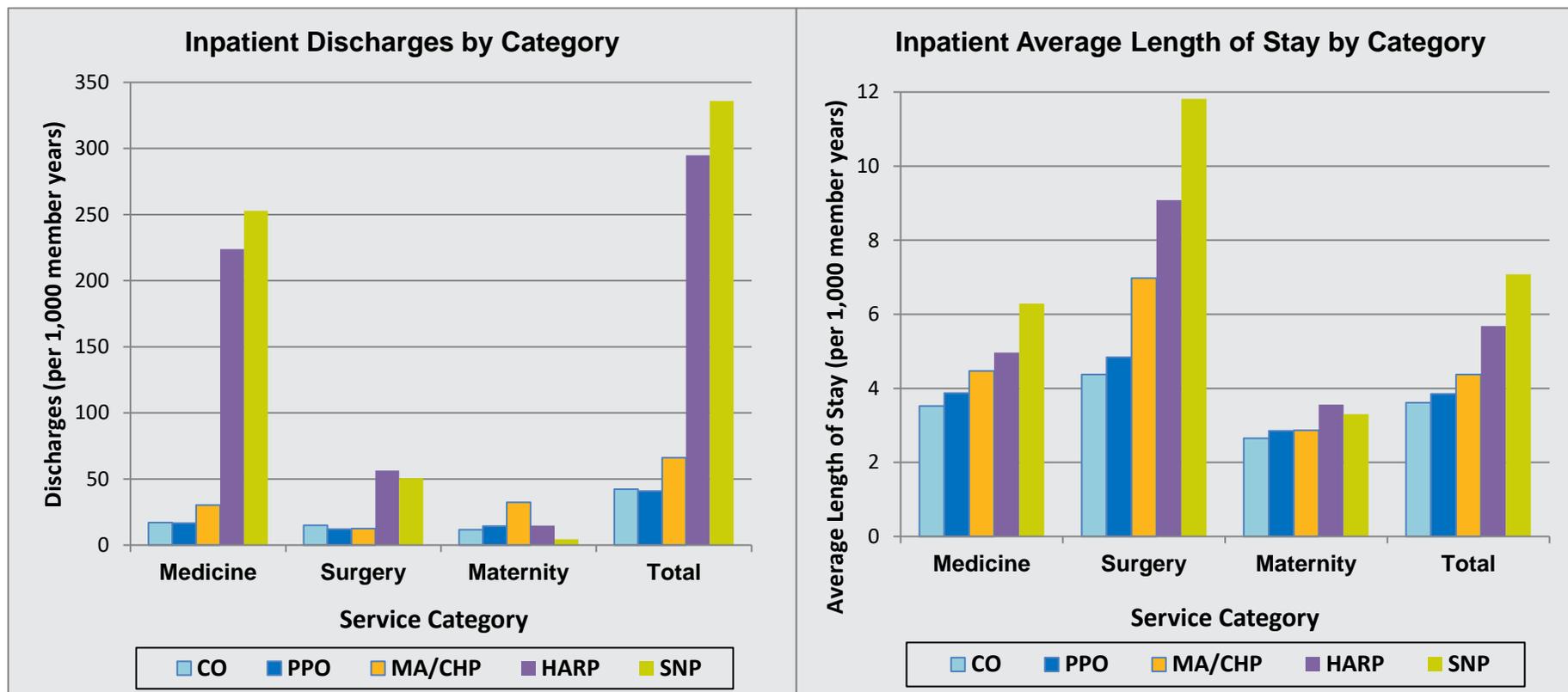
Health and Recovery Plans	Medicine ALOS	Surgery ALOS	Maternity ALOS	Total Inpatient ALOS
Affinity Enriched Health	6.3 ▲	9.5	4.7	6.7 ▲
CDPHP	4.3	7.1 ▼	2.3 ▼	5.0
Empire BlueCross BlueShield HealthPlus	5.8 ▲	9.6	7.1 ▲	6.7 ▲
Excellus Health Plan, Inc.	4.3 ▼	7.9	2.9 ▼	4.9 ▼
Fidelis HealthierLife	4.4	8.6	3.1	5.3
HIP EmblemHealth Enhanced Care Plus	4.8	9.0	5.1 ▲	5.5
Healthfirst Personal Wellness Plan	5.2	10.0 ▲	4.1	6.0
Independent Health's MediSource Connect	5.0	8.6	2.9	5.9
MVP Harmonious Health Care Plan	4.3	9.0	3.0	5.3
MetroPlus Enhanced	5.5	11.0 ▲	3.3	5.9
Molina Healthcare PLUS	3.8 ▼	7.3 ▼	3.5	4.8 ▼
UnitedHealthcare Community-Wellness4Me	5.7	8.9	3.8	6.3
YourCare Options Plus	4.4	9.6	4.3	5.7
Statewide	5.0	9.1	3.6	5.7

HIV Special Needs Plans	Medicine ALOS	Surgery ALOS	Maternity ALOS	Total Inpatient ALOS
Amida Care	4.6 ▼	9.7 ▼	--	5.4 ▼
MetroPlus Health Plan	9.6 ▲	18.0 ▲	--	10.0 ▲
VNSNY Choice Health Plans	6.3	NV	--	NV
Statewide	6.3	12.0	3.3	7.1

LEGEND

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

ALOS = Total Days/Total Discharges



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

Commercial HMO

Mental Health Utilization

Health Plans	Outpatient			Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
CDPHP	14.1 ▲	9.4 ▲	11.9 ▲	0.3	0.3	0.3	0.4 ▲	0.2 ▲	0.3 ▲	14.1 ▲	9.4 ▲	11.9 ▲
Empire BlueCross BlueShield HMO	11.9	7.7	10.1	--	--	--	--	--	0.2	12.0	7.9	10.2
Excellus BlueCross BlueShield	10.4	6.5	8.5	0.2	0.1 ▼	0.1	0.2	0.2	0.2	10.5	6.6	8.6
HIP (EmblemHealth)	7.4 ▼	5.1 ▼	6.3 ▼	0.5 ▲	0.4 ▲	0.4 ▲	0.2 ▼	0.2 ▼	0.2 ▼	7.5 ▼	5.2 ▼	6.4 ▼
HealthNow New York Inc.	11.7	7.5	9.6	0.2	0.2	0.2	0.3	0.2	0.2	11.7	7.5	9.6
Independent Health	11.3	7.3	9.4	0.1	0.2	0.1	0.2	0.2	0.2	11.4	7.4	9.4
MVP Health Care	8.8	5.7	7.3	0.1 ▼	--	0.1 ▼	0.2	0.2	0.2	8.9	5.8	7.4
Univera Healthcare	10.4	6.5	8.5	0.2	0.1 ▼	0.1	0.2	0.2	0.2	10.5	6.6	8.6
Statewide	10.3	6.7	8.5	0.2	0.2	0.2	0.2	0.2	0.2	10.4	6.7	8.6

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 Plans	Outpatient			Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Aetna Life Insurance Company - New York	11.4	7.9	9.7	0.2	0.2	0.2	0.2	0.2	0.2	11.5	8.0	9.7
CDPHP Universal Benefits, Inc.	12.2	7.4	9.9	0.3 ▲	0.2 ▲	0.2 ▲	0.3 ▲	0.3 ▲	0.3 ▲	12.2	7.5	9.9
CGLIC/CHLIC	12.7 ▲	8.8 ▲	10.8 ▲	0.1	0.1	0.1	0.2	0.2	0.2	12.7 ▲	8.9 ▲	10.8 ▲
Empire BlueCross BlueShield PPO	10.0	6.5	8.2	0.0 ▼	0.0 ▼	0.0 ▼	0.2	0.2	0.2	10.1	6.5	8.3
GHI (EmblemHealth)	5.9	4.4 ▼	5.2 ▼	0.2	0.1	0.2	0.2	0.1	0.2	6.0	4.4 ▼	5.3 ▼
MVP Preferred PPO	9.1	5.9	7.5	0.1	0.1	0.1	0.2	0.2	0.2	9.2	6.0	7.6
Oscar	5.8 ▼	4.8	5.3	--	--	--	0.2 ▼	0.2	0.2	6.0 ▼	4.9	5.4
Oxford Health Insurance of New York	9.4	6.8	8.1	0.1	0.1	0.1	0.2	0.1 ▼	0.2 ▼	9.5	6.8	8.2
UnitedHealthcare Insurance Company of New York, Inc.	11.7	8.6	10.2	0.2	0.2	0.2	0.2	0.2	0.2	11.8	8.7	10.3
Statewide	10.7	7.4	9.0	0.1	0.1	0.1	0.2	0.2	0.2	10.7	7.4	9.1

LEGEND

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

Results are a percentage of the eligible population.

Medicaid Managed Care Plans

Mental Health Utilization

Health Plans	Outpatient			Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Affinity Health Plan	8.2	6.8	7.6	0.3 ▼	0.4	0.4 ▼	0.4	0.4	0.4 ▼	8.4	7.1	7.8
CDPHP	17.8 ▲	15.0 ▲	16.5 ▲	3.6 ▲	3.3 ▲	3.5 ▲	1.1 ▲	1.0 ▲	1.1 ▲	18.0 ▲	15.2 ▲	16.7 ▲
Empire BlueCross BlueShield HealthPlus	7.5	6.4	6.9	1.7	1.5	1.6	0.3 ▼	0.4 ▼	0.3 ▼	7.6	6.6	7.1
Excellus BlueCross BlueShield	17.6 ▲	15.3 ▲	16.6 ▲	0.8	0.8	0.8	0.5	0.5	0.5	18.0 ▲	15.8 ▲	17.0 ▲
Fidelis Care New York, Inc.	11.7	9.6	10.7	0.3 ▼	0.3 ▼	0.3 ▼	0.6	0.6	0.6	11.8	9.7	10.8
HIP (EmblemHealth)	9.7	8.0	8.9	2.3	2.1	2.2	0.4	0.4	0.4	10.0	8.3	9.3
HealthNow New York Inc.	15.6	12.6	14.2	6.4 ▲	4.9 ▲	5.7 ▲	0.9 ▲	0.7	0.8 ▲	16.0	13.0	14.6
Healthfirst PHSP, Inc.	9.6	8.0	8.9	0.6	0.6	0.6	0.4	0.5	0.4	9.9	8.3	9.1
Independent Health	10.4	8.2	9.4	0.4	0.3 ▼	0.4	0.4	0.4	0.4	10.6	8.4	9.6
MVP Health Care	14.1	12.2	13.2	0.5	0.6	0.6	0.6	0.6	0.6	14.2	12.4	13.4
MetroPlus Health Plan	6.8 ▼	6.2 ▼	6.5 ▼	1.8	1.6	1.7	0.4	0.5	0.4	7.1 ▼	6.6 ▼	6.8 ▼
Molina Healthcare	11.6	9.6	10.7	2.0	1.6	1.8	0.5	0.4	0.4	12.5	10.5	11.6
UnitedHealthcare Community Plan	8.1	6.6	7.4	0.4	0.4	0.4	0.4 ▼	0.4	0.4	8.3	6.9	7.7
WellCare of New York	7.1 ▼	6.0 ▼	6.5 ▼	1.7	1.8	1.7	0.6	0.7 ▲	0.6	7.3 ▼	6.3 ▼	6.8 ▼
YourCare Health Plan	10.4	8.4	9.5	0.6	0.4	0.5	0.5	0.3 ▼	0.4	10.7	8.7	9.8
Statewide	10.3	8.6	9.5	0.9	0.8	0.8	0.5	0.5	0.5	10.5	8.8	9.7

LEGEND

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

Results are a percentage of the eligible population.

Health and Recovery Plans and HIV Special Needs Plans

Mental Health Utilization

Health and Recovery Plans	Outpatient			Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Affinity Enriched Health	65.6	53.7	59.5	4.7	6.0	5.3	7.7 ▲	9.3 ▲	8.5 ▲	68.8	57.3	62.9
CDPHP	61.9	53.3	58.2	20.4	20.0	20.2	7.3	8.5	7.8	62.9	54.3	59.2
Empire BlueCross BlueShield HealthPlus	66.0 ▲	54.7	60.2 ▲	21.1 ▲	20.1 ▲	20.6 ▲	6.8	9.9 ▲	8.4	68.1	57.6	62.7
Excellus Health Plan, Inc.	59.6	49.5	55.2	3.7 ▼	3.8	3.7	3.8 ▼	5.1	4.3 ▼	61.5	51.7	57.2
Fidelis HealthierLife	60.5	50.6	55.6	2.2 ▼	3.0 ▼	2.6 ▼	7.3	8.9	8.1	62.5	53.5	58.1
HIP EmblemHealth Enhanced Care Plus	60.0	55.4 ▲	57.5	21.0 ▲	21.4 ▲	21.2 ▲	6.1	7.0	6.6	62.3	59.3 ▲	60.7
Healthfirst Personal Wellness Plan	67.6 ▲	55.2 ▲	61.7 ▲	6.0	9.1	7.5	6.2	9.2	7.6	69.7 ▲	59.0	64.7 ▲
Independent Health's MediSource Connect	39.7 ▼	41.7 ▼	40.6 ▼	--	3.6 ▼	2.8 ▼	5.2	4.2 ▼	4.8 ▼	40.9 ▼	42.7 ▼	41.7 ▼
MVP Harmonious Health Care Plan	63.7	52.2	58.4	4.3	4.0	4.2	6.7	7.8	7.2	71.1 ▲	59.4 ▲	65.7 ▲
MetroPlus Enhanced	59.8	48.3	52.9	14.9	15.3	15.1	6.5	8.6	7.8	61.9	51.9	55.9
Molina Healthcare PLUS	58.6	49.2	54.9	7.8	8.0	7.9	5.2 ▼	--	4.9	61.6	52.1	57.9
UnitedHealthcare Community-Wellness4Me	64.6	50.1	56.7	5.1	5.9	5.6	8.6 ▲	9.1	8.9 ▲	68.5	54.4	60.8
YourCare Options Plus	50.5 ▼	44.2 ▼	47.5 ▼	4.1	--	3.6	6.2	4.7 ▼	5.5	52.1 ▼	45.5 ▼	49.0 ▼
Statewide	62.3	51.6	57.0	7.0	8.4	7.7	6.6	8.4	7.5	64.7	55.0	59.9

HIV Special Needs Plans												
Amida Care	45.0 ▲	36.0 ▲	38.9 ▲	2.4 ▼	2.6 ▼	2.6 ▼	3.2 ▲	2.2 ▲	2.5 ▲	45.9 ▲	36.7 ▲	39.7 ▲
MetroPlus Health Plan	25.4 ▼	22.0 ▼	23.3 ▼	5.9 ▲	3.7 ▲	4.5 ▲	2.4 ▼	1.8 ▼	2.0	26.5 ▼	23.2 ▼	24.5 ▼
VNSNY Choice Health Plans	27.9	25.6	26.4	--	--	--	--	--	1.4 ▼	28.5	26.2	27.0
Statewide	34.6	29.8	31.4	3.2	2.5	2.7	2.6	1.8	2.1	35.5	30.6	32.3

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 Plans	Outpatient			Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
CDPHP	1.2	2.1	1.6	0.4 ▲	0.5 ▼	0.4	0.3	0.4 ▼	0.3	1.5	2.4	1.9
Empire BlueCross BlueShield HMO	1.0	1.8	1.4	--	--	0.3 ▼	--	--	--	1.2	2.2	1.7
Excellus BlueCross BlueShield	1.3	2.5	1.9	0.4	0.6 ▲	0.5 ▲	0.3	0.5	0.4	1.6	3.0	2.3
HIP (EmblemHealth)	0.7 ▼	1.5 ▼	1.0 ▼	0.2 ▼	0.5	0.4	0.2 ▼	0.4	0.3 ▼	0.9 ▼	2.1 ▼	1.5 ▼
HealthNow New York Inc.	1.5	3.2	2.4	0.4	0.6	0.5	0.3	0.6 ▲	0.4 ▲	1.9	3.7	2.8
Independent Health	1.6 ▲	3.3 ▲	2.4 ▲	0.3	0.6	0.4	0.3 ▲	0.6	0.4	1.9 ▲	3.9 ▲	2.8 ▲
MVP Health Care	1.1	2.1	1.6	0.3	0.5	0.4	0.3	0.5	0.4	1.5	2.6	2.0
Univera Healthcare	1.3	2.5	1.9	0.4	0.6 ▲	0.5 ▲	0.3	0.5	0.4	1.6	3.0	2.3
Statewide	1.3	2.6	1.9	0.3	0.6	0.5	0.3	0.5	0.4	1.6	3.1	2.4

LEGEND

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

Results are a percentage of the eligible population.

Commercial PPO

Identification of Alcohol and Other Drug Services

Health Plans	Outpatient			Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Aetna Life Insurance Company - New York	0.8	1.5	1.2	0.3	0.6 ▲	0.5 ▲	0.2	0.3	0.3	1.1	2.0	1.6
CDPHP Universal Benefits, Inc.	1.2 ▲	2.0	1.6	0.4 ▲	0.5	0.4	0.3 ▲	0.5 ▲	0.4 ▲	1.5 ▲	2.5	2.0
CGLIC/CHLIC	0.8	1.5	1.1	0.3	0.4	0.4	0.2	0.3	0.3	1.1	2.0	1.5
Empire BlueCross BlueShield PPO	0.9	1.7	1.3	0.3	0.4	0.4	0.2	0.4	0.3	1.2	2.2	1.7
GHI (EmblemHealth)	0.4 ▼	0.9 ▼	0.6 ▼	0.2 ▼	0.4 ▼	0.3 ▼	0.2	0.4	0.3	0.7 ▼	1.4 ▼	1.0 ▼
MVP Preferred PPO	1.1	2.2 ▲	1.7 ▲	0.3	0.6	0.4	0.2	0.4	0.3	1.4	2.7 ▲	2.1 ▲
Oscar	1.1	1.9	1.5	0.3	0.4	0.4	0.2	0.4	0.3	1.4	2.4	2.0
Oxford Health Insurance of New York	0.7	1.3	1.0	0.3	0.5	0.4	0.2	0.4	0.3	1.0	1.8	1.4
UnitedHealthcare Insurance Company of New York, Inc.	0.7	1.4	1.0	0.3	0.4	0.3	0.2 ▼	0.3 ▼	0.2 ▼	1.0	1.8	1.4
Statewide	0.8	1.5	1.1	0.3	0.5	0.4	0.2	0.4	0.3	1.1	2.0	1.5

LEGEND

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

Results are a percentage of the eligible population.

Medicaid Managed Care Plans

Identification of Alcohol and Other Drug Services

Health Plans	Outpatient			Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Affinity Health Plan	2.2	3.8 ▼	2.9 ▼	0.8	1.6	1.2	0.5 ▼	1.0 ▼	0.7 ▼	3.0	5.1 ▼	4.0
CDPHP	4.9	7.6	6.1	1.8	2.7 ▲	2.2 ▲	1.4	2.0	1.7	6.0	8.9	7.4
Empire BlueCross BlueShield HealthPlus	1.3 ▼	3.0 ▼	2.1 ▼	0.6 ▼	1.3 ▼	0.9 ▼	0.4 ▼	0.9 ▼	0.6 ▼	1.9 ▼	3.9 ▼	2.8 ▼
Excellus BlueCross BlueShield	4.8	7.6 ▲	6.1	1.4	2.0	1.7	1.3	1.8	1.5	5.9	8.8	7.3
Fidelis Care New York, Inc.	3.5	6.2	4.8	1.0	1.7	1.3	1.0	1.7	1.3	4.3	7.5	5.8
HIP (EmblemHealth)	2.2	3.9	3.0	1.0	1.5	1.2	0.7	1.2	0.9	3.0	5.3	4.0
HealthNow New York Inc.	6.3 ▲	9.7 ▲	7.9 ▲	2.7 ▲	4.3 ▲	3.4 ▲	1.8 ▲	2.5 ▲	2.1 ▲	7.9 ▲	11.6 ▲	9.6 ▲
Healthfirst PHSP, Inc.	2.0	4.1	3.0	0.8	1.6	1.1	0.5	1.2	0.9	2.7	5.4	3.9 ▼
Independent Health	4.3	7.2	5.6	1.6	2.3	1.9	1.3	2.0	1.6	5.6	8.9	7.1
MVP Health Care	4.2	6.7	5.4	1.1	1.8	1.4	1.0	1.6	1.3	5.1	8.0	6.4
MetroPlus Health Plan	1.8 ▼	4.6	3.1	0.8	1.8	1.3	0.6	1.6	1.0	2.5 ▼	6.0	4.2
Molina Healthcare	5.1 ▲	6.7	5.9	2.0 ▲	2.4	2.2	1.5 ▲	2.0	1.7 ▲	6.9 ▲	8.7	7.7
UnitedHealthcare Community Plan	2.2	4.4	3.3	0.7 ▼	1.4 ▼	1.1 ▼	0.6	1.2	0.9	2.8	5.6	4.2
WellCare of New York	2.5	5.6	4.1	1.0	2.5	1.8	0.9	2.1 ▲	1.6	3.4	7.5	5.6
YourCare Health Plan	4.9	7.6	6.2 ▲	1.7	2.0	1.8	1.4	1.6	1.5	6.5	9.2 ▲	7.8 ▲
Statewide	2.8	5.2	3.9	0.9	1.7	1.3	0.8	1.5	1.1	3.6	6.4	4.9

LEGEND

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

Results are a percentage of the eligible population.

Health and Recovery Plans and HIV Special Needs Plans

Identification of Alcohol and Other Drug Services

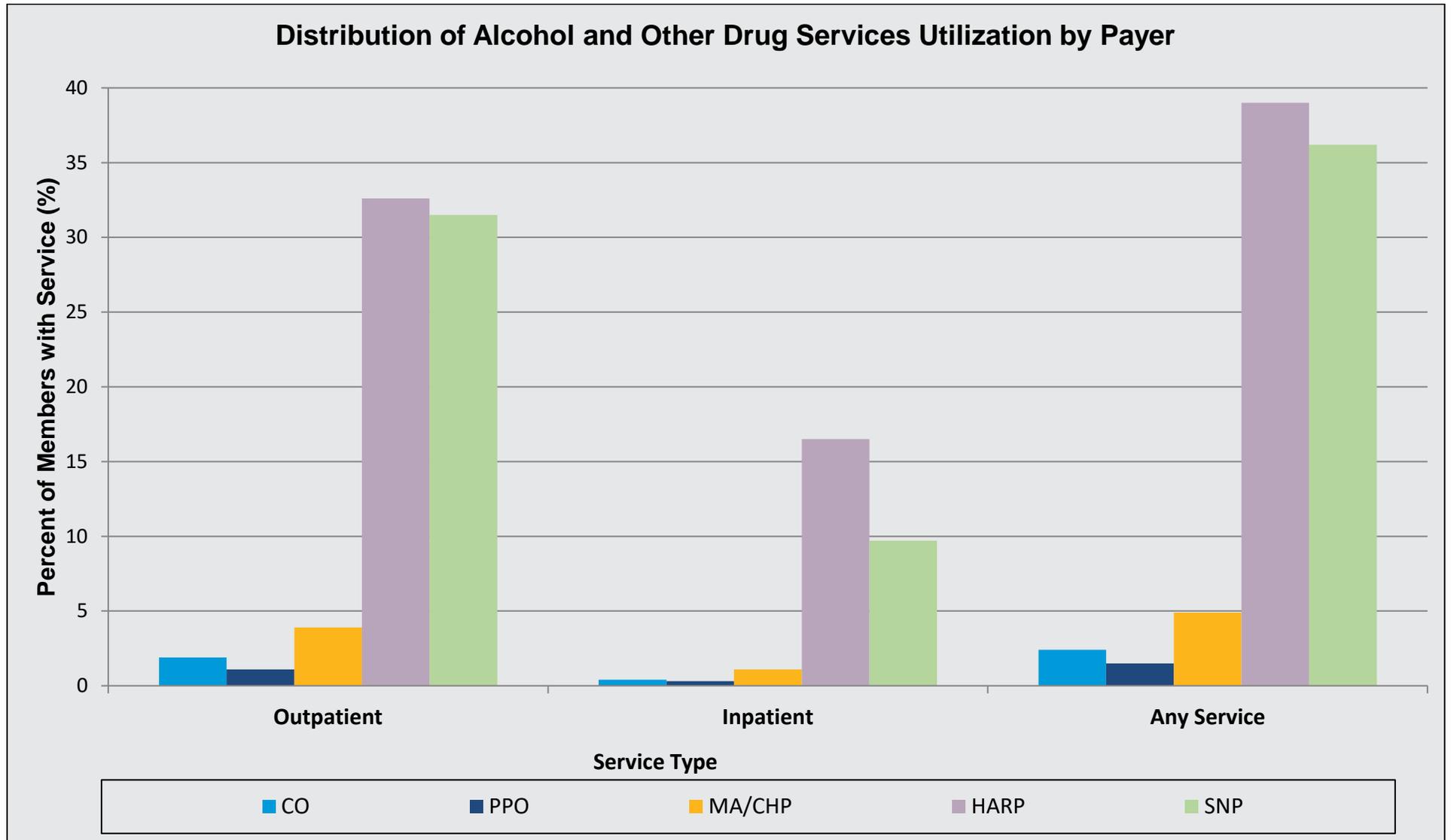
Health and Recovery Plans	Outpatient			Emergency Room			Inpatient			Any Service		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Affinity Enriched Health	22.7	33.2	28.1 ▼	9.4 ▼	17.6	13.6	9.1	16.0 ▼	12.7 ▼	27.3	41.6	34.7
CDPHP	30.0 ▲	36.1	32.6	15.0 ▲	20.3	17.3 ▲	12.3	17.3	14.4	33.7	41.5	37.0
Empire BlueCross BlueShield HealthPlus	21.8 ▼	36.9	29.5	9.8	20.6	15.3	8.8 ▼	19.7	14.3	26.8 ▼	46.6	37.0
Excellus Health Plan, Inc.	27.1	41.6	33.4	10.1	17.1	13.1 ▼	11.2	19.3	14.8	30.7	46.5	37.6
Fidelis HealthierLife	27.8	38.4	33.1	10.7	17.1	13.9	13.7	21.0	17.3	32.4	44.4	38.3
HIP EmblemHealth Enhanced Care Plus	18.4 ▼	27.6 ▼	23.3 ▼	8.8 ▼	15.6 ▼	12.4 ▼	9.0 ▼	15.2 ▼	12.4 ▼	24.1 ▼	37.1 ▼	31.0 ▼
Healthfirst Personal Wellness Plan	23.0	40.1	31.1	9.7	21.2 ▲	15.1	10.8	22.0 ▲	16.1	27.9	48.3	37.5
Independent Health's MediSource Connect	23.4	38.3	30.1	9.5	18.9	13.8	12.6	18.0	15.1	28.1	42.2	34.5 ▼
MVP Harmonious Health Care Plan	28.5	38.2	33.0	10.6	16.5 ▼	13.4	12.8	18.3	15.3	33.0	45.1	38.6
MetroPlus Enhanced	29.4	45.9 ▲	39.2 ▲	13.4	23.2 ▲	19.2 ▲	15.1 ▲	25.7 ▲	21.4 ▲	35.5	55.0 ▲	47.1 ▲
Molina Healthcare PLUS	28.4	31.5 ▼	29.6	14.2 ▲	19.3	16.2	13.2	18.2	15.2	35.9	41.5 ▼	38.1
UnitedHealthcare Community-Wellness4Me	29.9	38.2	34.4	12.2	19.5	16.1	14.4 ▲	21.3	18.2 ▲	37.6 ▲	50.5	44.6
YourCare Options Plus	33.3 ▲	47.3 ▲	39.9 ▲	12.8	20.7	16.5	12.7	20.4	16.3	38.7 ▲	56.5 ▲	47.1 ▲
Statewide	26.2	39.1	32.6	10.8	19.2	15.0	12.3	20.9	16.5	31.2	46.9	39.0

HIV Special Needs Plans												
Amida Care	36.3 ▲	40.0 ▲	38.8 ▲	10.1 ▲	12.3 ▲	11.6 ▲	12.7 ▲	10.3 ▲	11.1 ▲	40.6 ▲	45.4 ▲	43.9 ▲
MetroPlus Health Plan	18.8 ▼	26.8 ▼	23.7 ▼	5.7	7.5	6.8	7.7	9.4	8.7	23.5 ▼	31.6 ▼	28.4 ▼
VNSNY Choice Health Plans	23.9	27.7	26.4	4.2 ▼	6.1 ▼	5.4 ▼	7.3 ▼	8.9 ▼	8.4 ▼	26.5	32.3	30.2
Statewide	27.6	33.6	31.5	7.3	9.6	8.8	9.8	9.7	9.7	31.7	38.6	36.2

LEGEND

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

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 HARP, followed by HIV SNP, Medicaid/CHP, Commercial HMO, and PPO. For Inpatient, rates were also highest for HARP, followed by HIV SNP.

Commercial HMO

Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment

Health Plans	Initiation	Engagement
CDPHP	38	17
Empire BlueCross BlueShield HMO	33	14
Excellus BlueCross BlueShield	36	15
HIP (EmblemHealth)	50 ▲	20 ▲
HealthNow New York Inc.	34	14
Independent Health	32 ▼	13
MVP Health Care	36	13
Univera Healthcare	36	15
Statewide	35	15

LEGEND

Results are a percentage of the eligible population.

▲ Significantly better than statewide average

▼ Significantly worse than statewide average

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

Commercial PPO

Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment

Health Plans	Initiation	Engagement
Aetna Life Insurance Company - New York	37 ▼	17
CDPHP Universal Benefits, Inc.	38	15
CGLIC/CHLIC	37	16
Empire BlueCross BlueShield PPO	40	19 ▲
GHI (EmblemHealth)	53 ▲	17
MVP Preferred PPO	36 ▼	15
Oscar	30 ▼	8 ▼
Oxford Health Insurance of New York	42 ▲	18
UnitedHealthcare Insurance Company of New York, Inc.	38	16
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

Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment

Health Plans	Initiation	Engagement
Affinity Health Plan	41 ▼	15 ▼
CDPHP	46	20
Empire BlueCross BlueShield HealthPlus	48	19
Excellus BlueCross BlueShield	40 ▼	19
Fidelis Care New York, Inc.	51 ▲	24 ▲
HIP (EmblemHealth)	58 ▲	25 ▲
HealthNow New York Inc.	46	19
Healthfirst PHSP, Inc.	44 ▼	18 ▼
Independent Health	44	18
MVP Health Care	45	23 ▲
MetroPlus Health Plan	44 ▼	17 ▼
Molina Healthcare	45	18
UnitedHealthcare Community Plan	47	21
WellCare of New York	46	17 ▼
YourCare Health Plan	40 ▼	17 ▼
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.

Initiation and Engagement of Alcohol and Other
Drug Abuse or Dependence Treatment

Health and Recovery Plans and HIV Special Needs Plans

Health and Recovery Plans	Initiation	Engagement
Affinity Enriched Health	53	18
CDPHP	50	15
Empire BlueCross BlueShield HealthPlus	54	17
Excellus Health Plan, Inc.	42 ▼	17
Fidelis HealthierLife	58 ▲	23 ▲
HIP EmblemHealth Enhanced Care Plus	61 ▲	21
Healthfirst Personal Wellness Plan	51 ▼	17 ▼
Independent Health's MediSource Connect	56	23
MVP Harmonious Health Care Plan	51	24 ▲
MetroPlus Enhanced	57 ▲	17
Molina Healthcare PLUS	48	17
UnitedHealthcare Community-Wellness4Me	54	19
YourCare Options Plus	50	22
Statewide	54	19
HIV Special Needs Plans		
Amida Care	48	17 ▲
MetroPlus Health Plan	41 ▼	9 ▼
VNSNY Choice Health Plans	53 ▲	13
Statewide	48	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 HMO

Plan All-Cause Readmissions

Health Plans	Expected Rate	O/E Ratio
CDPHP	11.80	0.724
Empire BlueCross BlueShield HMO	11.77	0.657
Excellus BlueCross BlueShield	10.99 ▼	0.669
HIP (EmblemHealth)	11.96	0.727
HealthNow New York Inc.	11.23	0.662
Independent Health	11.98	0.713
MVP Health Care	12.10 ▲	0.629
Univera Healthcare	10.99 ▼	0.669
50th Percentile Expected Rate NYS	11.80	0.669

LEGEND

▲ 90th percentile or above

▼ 10th percentile or below

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.

Commercial PPO

Plan All-Cause Readmissions

Health Plans	Expected Rate	O/E Ratio
Aetna Life Insurance Company - New York	12.13	0.702
CDPHP Universal Benefits, Inc.	11.76	0.603
CGLIC/CHLIC	11.19	0.729
Empire BlueCross BlueShield PPO	11.69	0.731
GHI (EmblemHealth)	12.77 ▲	0.592
MVP Preferred PPO	11.19	0.694
Oscar	11.51	0.693
Oxford Health Insurance of New York	9.02 ▼	0.819
UnitedHealthcare Insurance Company of New York, Inc.	9.03	0.944
50th Percentile Expected Rate NYS	11.51	0.702

LEGEND

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

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.

Medicaid Managed Care Plans

Plan All-Cause Readmissions

Health Plans	Expected Rate	O/E Ratio
Affinity Health Plan	16.71	0.747
CDPHP	16.53	0.839
Empire BlueCross BlueShield HealthPlus	16.32	0.690
Excellus BlueCross BlueShield	15.76	0.814
Fidelis Care New York, Inc.	16.01	0.857
HIP (EmblemHealth)	15.82	0.720
HealthNow New York Inc.	22.61 ▲	0.773
Healthfirst PHSP, Inc.	17.06	0.891
Independent Health	17.83	0.817
MVP Health Care	18.21	0.802
MetroPlus Health Plan	15.32 ▼	1.013
Molina Healthcare	18.46 ▲	0.742
UnitedHealthcare Community Plan	14.58 ▼	0.732
WellCare of New York	16.21	1.027
YourCare Health Plan	16.08	0.663
50th Percentile Expected Rate NYS	16.32	0.802

LEGEND

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

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.

Health and Recovery Plans and HIV Special Needs Plans

Plan All-Cause Readmissions

Health and Recovery Plans	Expected Rate	O/E Ratio
Affinity Enriched Health	22.45	1.199
CDPHP	25.29	1.031
Empire BlueCross BlueShield HealthPlus	23.46	1.053
Excellus Health Plan, Inc.	22.59	0.829
Fidelis HealthierLife	23.00	1.137
HIP EmblemHealth Enhanced Care Plus	23.27	1.062
Healthfirst Personal Wellness Plan	25.01	1.276
Independent Health's MediSource Connect	25.31	0.965
MVP Harmonious Health Care Plan	25.40	1.006
MetroPlus Enhanced	21.43 ▼	1.667
Molina Healthcare PLUS	25.75 ▲	0.967
UnitedHealthcare Community-Wellness4Me	20.86 ▼	1.095
YourCare Options Plus	26.43 ▲	0.906
50th Percentile Expected Rate NYS	23.46	1.053
HIV Special Needs Plans		
Amida Care	29.16 ▲	0.846
MetroPlus Health Plan	24.35	1.225
VNSNY Choice Health Plans	22.99 ▼	0.766
50th Percentile Expected Rate NYS	24.35	0.846

LEGEND

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

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.

Commercial HMO

Emergency Department Utilization

Health Plans	Expected Rate	O/E Ratio
CDPHP	182	1.3
Empire BlueCross BlueShield HMO	182	0.9
Excellus BlueCross BlueShield	175 ▼	1.0
HIP (EmblemHealth)	195 ▲	1.2
HealthNow New York Inc.	185	1.1
Independent Health	194	1.1
MVP Health Care	192	1.2
Univera Healthcare	175 ▼	1.0
50th Percentile Expected Rate NYS	185	1.1

LEGEND

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

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.

Commercial PPO

Emergency Department Utilization

Health Plans	Expected Rate	O/E Ratio
Aetna Life Insurance Company - New York	184	0.9
CDPHP Universal Benefits, Inc.	181	1.4
CGLIC/CHLIC	174	0.8
Empire BlueCross BlueShield PPO	175	1.1
GHI (EmblemHealth)	211 ▲	1.7
MVP Preferred PPO	176	1.1
Oscar	162 ▼	0.6
Oxford Health Insurance of New York	169	0.8
UnitedHealthcare Insurance Company of New York, Inc.	172	0.8
50th Percentile Expected Rate NYS	175	0.9

LEGEND

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

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.

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[®] 2019, 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 Plans	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	769	289	38	795	354	45	790	342	43
Empire BlueCross BlueShield HMO	773	308 ▲	40	839 ▲	432 ▲	51	828 ▲	412 ▲	50
Excellus BlueCross BlueShield	792 ▲	297	38	789	342	43 ▼	790	334	42 ▼
HIP (EmblemHealth)	620 ▼	259	42 ▲	722 ▼	381	53 ▲	706 ▼	363	51 ▲
HealthNow New York Inc.	739	284	38	749	341 ▼	46	747	330 ▼	44
Independent Health	700	259	37	771	357	46	758	339	45
MVP Health Care	687	249 ▼	36 ▼	798	361	45	780	343	44
Univera Healthcare	792 ▲	297	38	789	342	43 ▼	790	334	42 ▼
Statewide	760	287	38	777	348	45	774	337	44

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 Plans	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	690	286	41	733	369	50	725	354	49
CDPHP Universal Benefits, Inc.	784	302	39 ▼	752	344	46 ▼	756	338	45 ▼
CGLIC/CHLIC	668	283	42	699	351	50	693	338	49
Empire BlueCross BlueShield PPO	703	293	42	748	371	50	738	355	48
GHI (EmblemHealth)	295 ▼	124 ▼	42	433 ▼	227 ▼	52	413 ▼	212 ▼	51
MVP Preferred PPO	711	278	39 ▼	733	342	47	729	330	45 ▼
Oscar	625	266	43	676	346	51	671	338	50
Oxford Health Insurance of New York	810 ▲	360 ▲	44 ▲	818 ▲	436 ▲	53 ▲	817 ▲	421 ▲	52 ▲
UnitedHealthcare Insurance Company of New York, Inc.	701	291	42	706	356	50	705	343	49
Statewide	722	307	43	744	379	51	740	365	49

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 Managed Care Plans

Antibiotic Utilization

Health Plans	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	553	185	33 ▼	785	349	44	684	277	40
CDPHP	765	278	36	1,028	419	41	892	346	39
Empire BlueCross BlueShield HealthPlus	711	296	42 ▲	797	396	50 ▲	756	348	46 ▲
Excellus BlueCross BlueShield	760	248	33 ▼	1,191 ▲	413	35 ▼	963 ▲	326	34 ▼
Fidelis Care New York, Inc.	809 ▲	319 ▲	39	996	452 ▲	45	912	392 ▲	43
HIP (EmblemHealth)	632	258	41 ▲	887	442	50 ▲	787	370	47 ▲
HealthNow New York Inc.	647	245	38	951	401	42	821	334	41
Healthfirst PHSP, Inc.	589	208	35	837	371	44	726	298	41
Independent Health	605	204	34	968	379	39	793	294	37
MVP Health Care	741	271	37	1,052	454 ▲	43	888	357	40
MetroPlus Health Plan	461 ▼	156 ▼	34	684 ▼	302 ▼	44	577 ▼	232 ▼	40
Molina Healthcare	565	162 ▼	29 ▼	1,061	394	37 ▼	810	277	34 ▼
UnitedHealthcare Community Plan	951 ▲	391 ▲	41 ▲	922	450	49	935 ▲	423 ▲	45
WellCare of New York	502 ▼	180	36	633 ▼	300 ▼	47	589 ▼	260 ▼	44
YourCare Health Plan	702	247	35	1,096 ▲	432	39	910	345	38
Statewide	709	269	38	900	405	45	812	343	42

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 and HIV Special Needs Plans

Antibiotic Utilization

Health and Recovery Plans	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	1,032 ▼	485 ▼	47	1,032 ▼	485 ▼	47
CDPHP	NA	NA	NA	1,488	622	42	1,488	622	42
Empire BlueCross BlueShield HealthPlus	NA	NA	NA	1,112	575	52 ▲	1,112	575	52 ▲
Excellus Health Plan, Inc.	NA	NA	NA	1,686 ▲	630	37 ▼	1,686 ▲	630	37 ▼
Fidelis HealthierLife	NA	NA	NA	1,470	673	46	1,470	673	46
HIP EmblemHealth Enhanced Care Plus	NA	NA	NA	1,074	524	49	1,074	524	49
Healthfirst Personal Wellness Plan	NA	NA	NA	1,200	562	47	1,200	562	47
Independent Health's MediSource Connect	NA	NA	NA	1,339	532	40 ▼	1,339	532	40 ▼
MVP Harmonious Health Care Plan	NA	NA	NA	1,522	687 ▲	45	1,522	687 ▲	45
MetroPlus Enhanced	NA	NA	NA	991 ▼	478 ▼	48	991 ▼	478 ▼	48
Molina Healthcare PLUS	NA	NA	NA	1,489	659	44	1,489	659	44
UnitedHealthcare Community-Wellness4Me	NA	NA	NA	1,355	683	50 ▲	1,355	683	50 ▲
YourCare Options Plus	NA	NA	NA	1,673 ▲	756 ▲	45	1,673 ▲	756 ▲	45
Statewide	NA	NA	NA	1,320	606	46	1,320	606	46

HIV Special Needs Plans	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	2,511 ▲	1,001 ▲	40 ▼	2,458 ▲	980 ▲	40 ▼
MetroPlus Health Plan	NA	NA	NA	1,794	744	41 ▲	1,688 ▼	696	41 ▲
VNSNY Choice Health Plans	NA	NA	NA	1,752 ▼	695 ▼	40 ▼	1,711	678 ▼	40 ▼
Statewide	NA	NA	NA	2,131	857	40	2,059	827	40

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.