

2005 Performance Report for Utah Commercial HMOs and Medicaid & CHIP Health Plans

**Performance Measures (HEDIS) &
Consumer Satisfaction Survey Results (CAHPS)**

Utah Department of Health
Utah Health Data Committee and the Division of Health Care Financing
November 2005



About This Report

Since 1994, the mission of the Utah Health Data Committee has been “to support health improvement initiatives through the collection, analysis, and public release of health care information.” As part of that mission, the Committee is proud to present the 9th annual Performance Report for Utah health plans. This report contains information on five commercial Health Maintenance Organizations (HMOs), two Medicaid HMOs, two Medicaid health plans (IHC Preferred Provider Network and the fee for service plan), and two Children’s Health Insurance Program (CHIP) HMOs.

Data in this report come from two sources representing different aspects of care. The first source of data is the Health Plan Employer Data and Information Set (**HEDIS®**) collected for measurement year 2004 (for more information about HEDIS, please see page 5). Utah’s HMOs collect and report HEDIS measures to the Office of Health Care Statistics each year, as required by administrative rule. The IHC Preferred Provider Network and the fee for service plan do not participate in HEDIS. The second source of data is the 2005 Consumer Assessment of Health Plans Survey (**CAHPS®**, for more information about CAHPS, please see page 20). Survey results are presented for seven Utah HMOs as well as the Medicaid fee for service and preferred provider network (PPN) plans. This survey year only included adult enrollees, so the CHIP HMOs did not participate in CAHPS.

The goal of this report is to provide consumers, purchasers, and insurance plans with information about the performance of Utah’s HMOs and health plans. Consumers and those who purchase health care can use the information in this report to help them make decisions about which plan to choose. Health plans can use the information in this report to assist them in improving the care and services they provide to their enrollees. Many different groups contributed to the data collection, analysis, and writing of this report. These include groups within the Utah Department of Health -- Division of Health Care Financing, Division of Community and Family Health Services, the Utah Health Data Committee -- as well as representatives of the participating HMOs. The health plans that submitted data for this report cover approximately 42% of Utah’s insured population.

Participating HMOs and Health Plans

Commercial	Medicaid	CHIP
Altius Health Plans (Altius)	Fee for Service (FFS)	Molina HealthCare of Utah
CIGNA Health Care of Utah (Cigna)	Healthy U	(Molina CHIP)
IHC Health Plans (IHC)	IHC Preferred Provider Network	Public Employees Health
Regence HealthWise (Regence HW)	(IHC PPN)	Program (PEHP CHIP)
UnitedHealthcare (United)	Molina HealthCare of Utah (Molina)	

This report is divided into three sections. The first section describes **quality of care** (HEDIS) measures for commercial HMOs, Medicaid health plans and CHIP HMOs. Examples of these measures are childhood immunizations, cancer screenings, and care for people with diabetes. For the first time this year, the report presents **5-year commercial and Medicaid weighted statewide averages** for four HEDIS measures. Consumers can use this information to see how averages for these measures have changed since 2000. The second section describes the results of the consumer survey (CAHPS) that measured people’s **satisfaction with the care** they received from their health plan. People who answered the survey rated how satisfied they were with the care they received from their doctor, how well their health plan provided customer service, and whether they had any problems receiving the health care they needed. The last section of this report includes **information about the people** who took part in the satisfaction survey and lists the **survey questions** that were used to measure satisfaction.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Key Findings

Commercial Health Plans

- ▶ Screening rates for breast, cervical and colon cancer are between 7% and 10% lower than national benchmarks.
- ▶ Utah's HMOs are meeting national benchmarks on providing appropriate treatment for people with asthma.
- ▶ Utah's HMOs are meeting national averages on testing blood sugar for enrollees with diabetes. However, other aspects of diabetes care (e.g., eye exam, cholesterol testing) need to be improved.
- ▶ Rates of adolescent well-care and immunizations are well below national averages.
- ▶ Utah's HMOs are also meeting national averages in providing prenatal and post-partum care.

Medicaid Health Plans

- ▶ Utah's Medicaid HMOs are well below national averages on the percentage of sexually active women who receive Chlamydia screening testing.
- ▶ Rates of timely prenatal and post-partum care are above national averages.
- ▶ Medicaid HMOs are below national averages on the percentage of children who have received well-child visits in the past year.
- ▶ Rates of children who are fully immunized by two years of age are above national averages.

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About Utah Health Plans

About Utah Medicaid and CHIP Plans

	Healthy U	IHC Preferred Provider Network	Molina HealthCare of Utah	Molina CHIP	PEHP CHIP
Counties served by the plan	Davis Salt Lake Summit Tooele Utah Weber	Davis Salt Lake Utah Weber	All Counties Except Carbon Daggett Duchesne Emery Uintah	All Counties	All Counties
Monthly enrollment as of January 2005	25,400	45,617	45,315	9,531	22,486
Board Certified Providers:					
Primary Care	NR	NA	92%	NA	NA
Obstetricians/Gynecologists	NR	NA	85%	NA	NA
Pediatricians	NR	NA	100%	NA	NA
Other Specialists	NR	NA	90%	NA	NA

About Utah Commercial HMOs

	Altius Health Plans	CIGNA Health Care of Utah	IHC Health Plans	Regence HealthWise	United Healthcare
Counties served by the plan	Beaver Box Elder Cache/Carbon Davis Garfield Iron/Juab Kane/Morgan Salt Lake San Juan Sanpete Summit Tooele Uintah Utah Wasatch Washington Weber	Box Elder Davis Emery Juab Millard Morgan Salt Lake Sanpete Sevier Summit Tooele Utah Wasatch Weber	IHC Care: All Counties Except Grand San Juan IHC SelectMed: All Counties Except Carbon Daggett Emery Grand Kane/Rich San Juan Uintah Washington	Box Elder Cache Davis Juab Salt Lake Summit Tooele Utah Wasatch Weber	All Counties
Monthly enrollment as of January 2005	192,483	3,386	460,978	33,889	48,761
Board Certified Providers:					
Primary Care	89%	83%	93%	86%	83%
Obstetricians/Gynecologists	89%	79%	90%	88%	80%
Pediatricians	68%	67%	96%	100%	60%
Other Specialists	85%	77%	91%	86%	81%

Performance Measures

HEDIS Measures

The performance measures presented in this section come from the Health Employer Data Information Set (HEDIS), which is developed and maintained by the National Committee for Quality Assurance (NCQA). The 2005 HEDIS measurement set contains 61 measures across eight major areas of care such as helping people stay healthy or caring for people with chronic illness. HMOs nationwide collect these measures **to see how they performed in different areas of health care over the past year**. Each year, Utah HMOs report HEDIS measures to the Utah Department of Health and a subset of those measures are included in this report. Measures in the 2005 report are based on information from patient visits in 2004. The data collected by each HMO are reviewed by an NCQA-certified auditor to ensure that the reported HEDIS measures are representative and accurate.

The National Committee for Quality Assurance (NCQA) is a non-profit organization committed to assessing, reporting on and improving the quality of care provided by the nation's health plans. To find out more, visit their website at www.ncqa.org

Data Collection

For some HEDIS measures, HMOs can choose one of two ways to collect their data. If an HMO chooses the administrative method, the data are collected from the HMO's claims database to identify cases and compute the HEDIS measures. If an HMO uses the hybrid method, cases are first identified using the claims database, then a nurse does reviews of medical charts to find additional information about the HEDIS measure. In the tables that follow, measures collected using the administrative method are labeled **Administrative** and measures collected using the hybrid method are labeled **Admin+Chart Review**. Although the hybrid method takes longer and costs more, the reported values for HEDIS measures are usually more accurate than when HMOs use the administrative method. Therefore, differences in HMOs may be because the HMOs differ in quality, OR because the HMOs collected data using different methods. **Whenever possible, comparisons should only be made between HMOs that used the same data collection method for a given variable.**

Missing Data

For some variables, there is a "Not Reported" or a "Not Applicable" designation instead of a statistical rate. "Not Reported" means that the HMO chose not to report a rate for that measure. This could be because there were significant problems with the data, or because the data for that measure were not audited. A "Not Applicable" rate means that the sample size for that measure was too small (less than 30) to calculate a valid rate. All "Not Reported" and "Not Applicable" designations are governed by NCQA reporting rules, and do not reflect the overall quality of care.

Statistical Ratings *

Each HEDIS measure collected by commercial HMOs was compared to the commercial state average for that measure. Each measure was then given a **statistical rating** depending on whether that HMO's performance was above, the same as, or below the state average. The 95% confidence interval was used to determine statistically significant differences between an HMO's score and the state average. Three stars indicate that an HMO's performance on a particular measure is significantly above the state average, while one star means that an HMO's performance is significantly below the state average. Two stars indicate that an HMO's performance on a particular measure is not significantly different from the state average for that measure.

- ★★★ **Higher** HMO score is significantly above the average for Utah commercial HMOs
- ★★ **Average** HMO score is neither higher nor lower than the the average for Utah commercial HMOs
- ★ **Lower** HMO score is significantly below the average for Utah commercial HMOs

* *Statistical ratings were not computed for Medicaid or CHIP Health Plans since only two plans in each program reported HEDIS measures in 2005*

HMO	Data Collection Method	Rate	Statistical Rating
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Colorectal Cancer Screening

% of adults aged 50-80 who have ever had an appropriate screening test for colorectal cancer

Altius	Admin+Chart Review	46.6%	★★★
Cigna	Administrative	40.2%	★
IHC Health Plans	Admin+Chart Review	50.1%	★★★
Regence HW	Administrative	37.0%	★
United	Administrative	35.4%	★
National Average: 49.0%		State Average: 41.9%	

Adults' Access to Preventive Care: 20 to 44 Years

% of adults who had at least one ambulatory or preventive care visit within the past three years

Altius	Administrative	92.0%	★★★
Cigna	Administrative	84.8%	★
IHC Health Plans	Administrative	92.1%	★★★
Regence HW	Administrative	88.5%	★
United	Administrative	91.3%	★★★
National Average: 92.7%		State Average: 89.7%	

Adults' Access to Preventive Care: 45 to 64 Years

% of adults who had at least one ambulatory or preventive care visit within the past three years

Altius	Administrative	95.7%	★★★
Cigna	Administrative	89.7%	★
IHC Health Plans	Administrative	95.0%	★★★
Regence HW	Administrative	93.5%	★★
United	Administrative	94.1%	★★★
National Average: 94.6%		State Average: 93.6%	

Adults' Access to Preventive Care: 65 Years and Older

% of adults who had at least one ambulatory or preventive care visit within the past three years

Altius	Administrative	96.3%	★
Cigna	Not Applicable		
IHC Health Plans	Administrative	97.5%	★★
Regence HW	Administrative	96.8%	★
United	Administrative	98.3%	★★★
National Average: 96.2%		State Average: 97.2%	

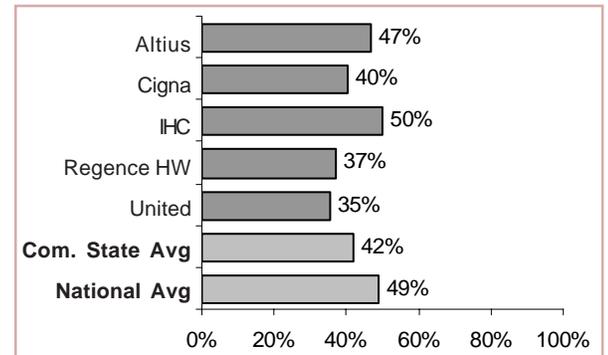
Imaging Studies for Low Back Pain *

% of enrollees who did not have an imaging study (X-ray, MRI, CT scan) in the first two weeks of a new episode of back pain

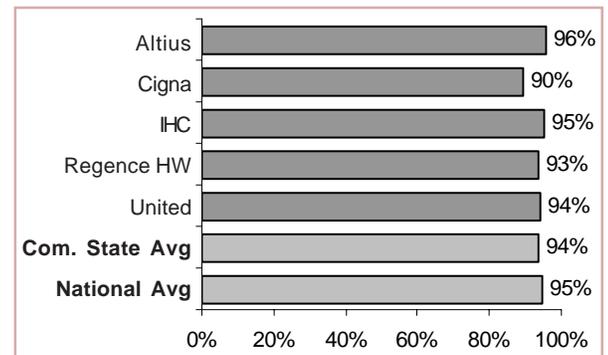
Altius	Administrative	77.4%	★★★
Cigna	Administrative	71.4%	★
IHC Health Plans	Administrative	75.3%	★★
Regence HW	Administrative	75.7%	★★
United	Administrative	75.0%	★★
National Average: NR		State Average: 75.0%	

* This is a new measure that assesses whether imaging studies are overused in evaluating patients with low back pain.

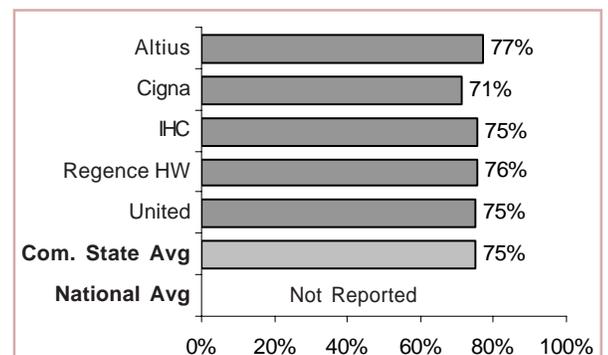
Colorectal Cancer Screening



Adults' Access to Preventive Care: 45 to 64 Years



Imaging Studies for Low Back Pain



⇒ **REMEMBER: Differences between HMOs may be caused by differences in performance OR by differences in data collection.**

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

Care for People With Diabetes

Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
Hemoglobin A1c Testing (test of blood sugar level)			
<i>% who had one or more HbA1c tests in 2004</i>			
Altius	Admin+Chart Review	88.5%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	90.3%	★★★
Regence HW	Admin+Chart Review	84.9%	★★
United	Admin+Chart Review	82.5%	★
National Average: 86.5%		State Average: 86.6%	

HbA1c Poorly Controlled			
<i>% who had HbA1c level >9.5% at their most recent test in 2004</i>			
Altius	Admin+Chart Review	29.4%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	18.5%	★★★
Regence HW	Admin+Chart Review	64.0%	★
United	Admin+Chart Review	43.3%	★
National Average: 30.7%		State Average: 38.8%	

Eye Exam			
<i>% who had a retinal exam by an eye care professional in 2004</i>			
Altius	Admin+Chart Review	46.8%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	60.8%	★★★
Regence HW	Admin+Chart Review	38.0%	★
United	Admin+Chart Review	36.0%	★
National Average: 51.0%		State Average: 45.4%	

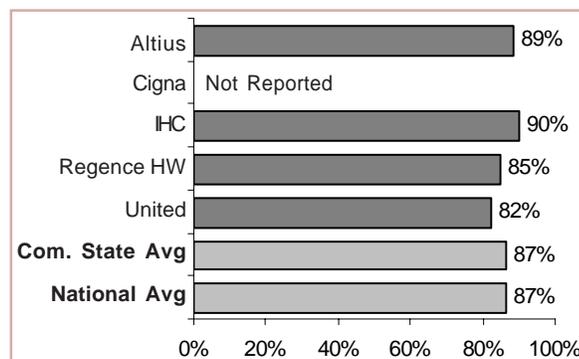
LDL-C Screening (cholesterol screening)			
<i>% who had an LDL-C screening test performed within the past two years</i>			
Altius	Admin+Chart Review	90.6%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	90.8%	★★★
Regence HW	Admin+Chart Review	86.1%	★★
United	Admin+Chart Review	83.0%	★
National Average: 91.1%		State Average: 87.6%	

LDL-C Control (less than 130mg/dL)			
<i>% who had an LDL level less than 130 mg/dL at their most recent test in the past two years</i>			
Altius	Admin+Chart Review	64.7%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	73.2%	★★★
Regence HW	Admin+Chart Review	33.8%	★
United	Admin+Chart Review	54.0%	★
National Average: 64.8%		State Average: 56.4%	

LDL-C Control (less than 100mg/dL)			
<i>% who had an LDL level less than 100 mg/dL at their most recent test in the past two years</i>			
Altius	Admin+Chart Review	43.6%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	50.1%	★★★
Regence HW	Admin+Chart Review	23.1%	★
United	Admin+Chart Review	34.1%	★
National Average: 40.2%		State Average: 37.7%	

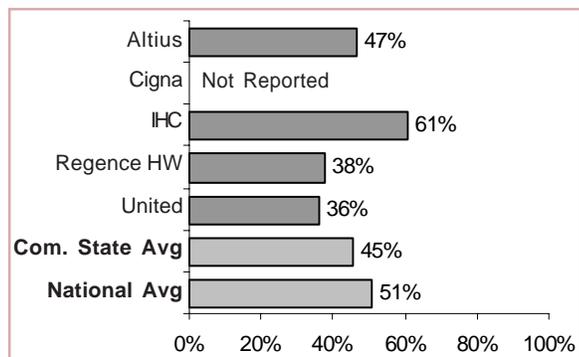
Monitoring for Diabetic Nephropathy			
<i>% who had kidney disease (nephropathy) screening test in 2004</i>			
Altius	Admin+Chart Review	53.2%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	60.1%	★★★
Regence HW	Admin+Chart Review	38.7%	★
United	Admin+Chart Review	47.2%	★
National Average: 52.0%		State Average: 49.8%	

Hemoglobin A1c Testing

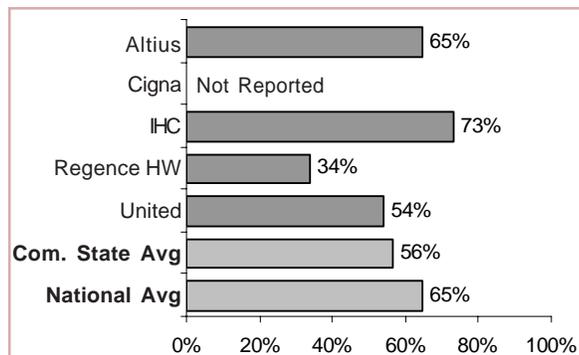


Lower rate is better

Eye Exam



LDL-C (Cholesterol Control) (less than 130mg/dL)



Measures on page 7 were collected for people in each HMO between the ages of 18 and 75 and who have diabetes. Rates were calculated by dividing the number of people who received the test by the total number of people with diabetes.

Use of Medication

Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
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Controlling High Blood Pressure

% of adults 46-85 years who were diagnosed with hypertension and whose blood pressure was controlled (less than or equal to 140/90)

Altius	Admin+Chart Review	60.0%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	71.8%	★★★
Regence HW	Not Reported		
United	Admin+Chart Review	51.6%	★
National Average: 66.8%		State Average: 61.1%	

Appropriate Medication for People With Asthma (10-17 years old)

% of children 10-17 years who were identified as having persistent asthma and who were appropriately prescribed medication

Altius	Administrative	73.4%	★★
Cigna	Not Applicable		
IHC Health Plans	Administrative	75.4%	★★★
Regence HW	Not Applicable		
United	Administrative	67.3%	★
National Average: 69.5%		State Average: 72.0%	

Appropriate Medication for People With Asthma (combined rate)

% of members 5-56 years who were identified as having persistent asthma and who were appropriately prescribed medication

Altius	Administrative	75.6%	★★★
Cigna	Not Applicable		
IHC Health Plans	Administrative	77.2%	★★★
Regence HW	Administrative	62.3%	★
United	Administrative	77.4%	★★★
National Average: 72.9%		State Average: 73.1%	

Antidepressant Medication Management

Optimal Practitioner Contacts for Medication Management

% of adults who were diagnosed with a new episode of depression, treated with antidepressant medication and had at least three follow-up contacts with a practitioner during the 12-week acute treatment phase

Altius	Administrative	9.9%	★
Cigna	Not Applicable		
IHC Health Plans	Administrative	11.4%	★★
Regence HW	Not Reported		
United	Administrative	15.4%	★★★
National Average: 20.0%		State Average: 12.2%	

Effective Acute Phase Treatment

% of adults who were diagnosed with a new episode of depression, treated with antidepressant medication and remained on an antidepressant drug during the entire 12-week acute treatment phase

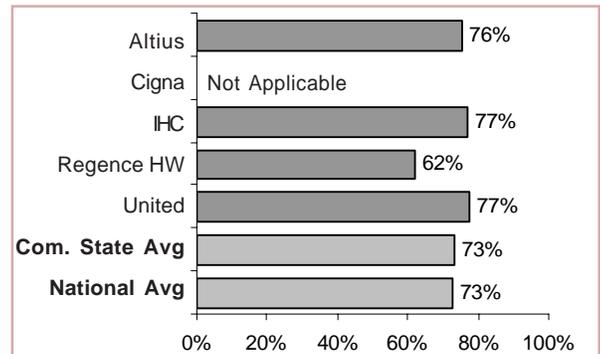
Altius	Administrative	58.2%	★★
Cigna	Not Applicable		
IHC Health Plans	Administrative	61.7%	★★★
Regence HW	Not Reported		
United	Administrative	56.8%	★
National Average: 60.9%		State Average: 58.9%	

Effective Continuation Phase Treatment

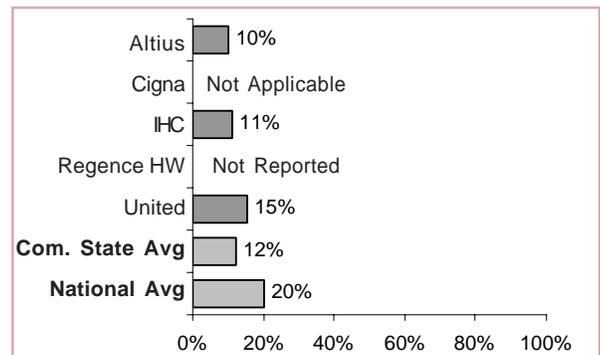
% of adults who were diagnosed with a new episode of depression, treated with antidepressant medication and remained on an antidepressant drug for at least 6 months

Altius	Administrative	41.2%	★★
Cigna	Not Applicable		
IHC Health Plans	Administrative	43.8%	★★
Regence HW	Not Reported		
United	Administrative	42.0%	★★
National Average: 44.3%		State Average: 42.3%	

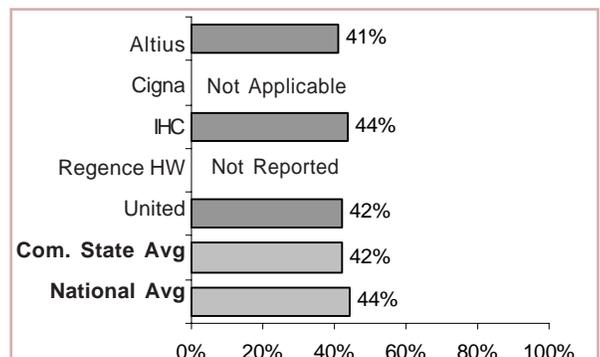
Appropriate Medication for People With Asthma (combined rate)



Optimal Practitioner Contacts



Effective Continuation Phase Treatment

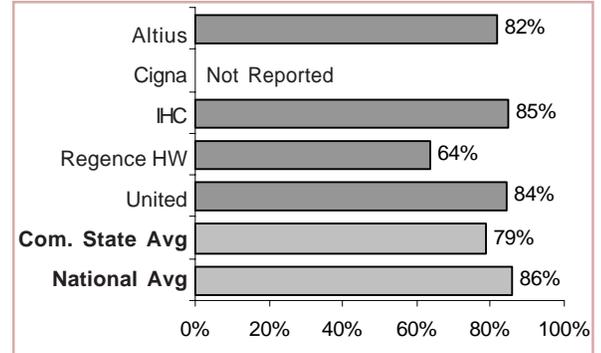


Childhood Immunizations

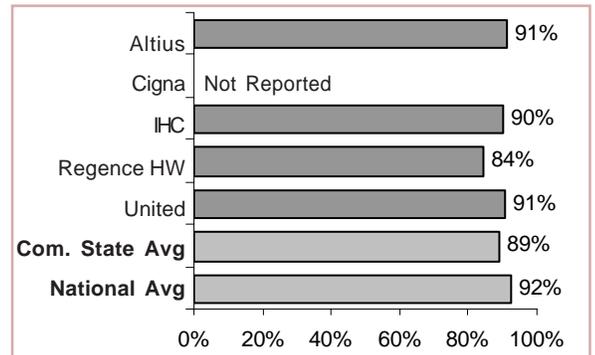
Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
DTaP/DT (diphtheria-tetanus-pertussis or diphtheria-tetanus)			
<i>% of children who had four DTaP/DT vaccinations</i>			
Altius	Admin+Chart Review	82.0%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	84.9%	★★★
Regence HW	Administrative	63.6%	★
United	Admin+Chart Review	84.1%	★★★
National Average: 85.9%		State Average: 78.6%	
IPV (poliomyelitis)			
<i>% of children who had three IPV vaccinations</i>			
Altius	Admin+Chart Review	91.3%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	92.7%	★★★
Regence HW	Administrative	67.9%	★
United	Admin+Chart Review	89.8%	★★★
National Average: 90.1%		State Average: 85.4%	
MMR (measles-mumps-rubella)			
<i>% of children who had one MMR vaccination</i>			
Altius	Admin+Chart Review	91.3%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	90.3%	★★★
Regence HW	Administrative	84.3%	★
United	Admin+Chart Review	90.8%	★★★
National Average: 92.3%		State Average: 89.2%	
HiB (haemophilus influenza type B)			
<i>% of children who had a minimum of three HiB vaccinations</i>			
Altius	Admin+Chart Review	86.9%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	88.1%	★★★
Regence HW	Administrative	62.1%	★
United	Admin+Chart Review	84.9%	★★★
National Average: 87.8%		State Average: 80.5%	
Hepatitis B			
<i>% of children who had three hepatitis B vaccinations</i>			
Altius	Admin+Chart Review	88.9%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	91.2%	★★★
Regence HW	Administrative	62.5%	★
United	Admin+Chart Review	85.4%	★★★
National Average: 87.2%		State Average: 82.0%	
VZV (chicken pox)			
<i>% of children who had at least one VZV vaccination</i>			
Altius	Admin+Chart Review	86.7%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	88.3%	★★★
Regence HW	Administrative	82.1%	★
United	Admin+Chart Review	87.3%	★★
National Average: 87.5%		State Average: 86.1%	
Combo 1: DTaP/DT, IPV, MMR, HiB, Hep B			
<i>% of children who had all required vaccinations</i>			
Altius	Admin+Chart Review	76.0%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	78.3%	★★★
Regence HW	Administrative	45.7%	★
United	Admin+Chart Review	73.3%	★★★
National Average: 76.4%		State Average: 68.3%	

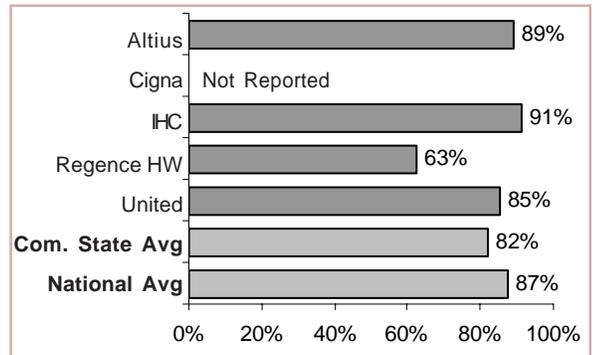
DTaP/DT Vaccinations



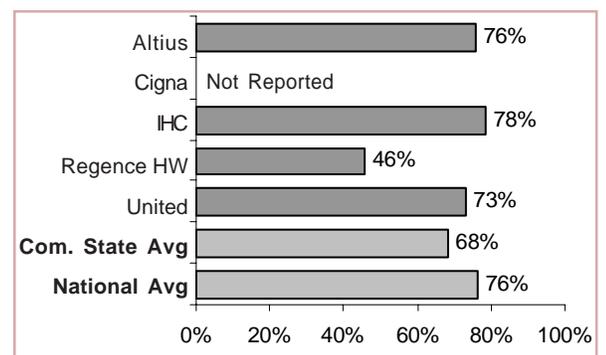
Measles-Mumps-Rubella



Hepatitis B



Combo 1: DTaP/DT or IPV/MMR/Hep B/Hib Vaccinations



See page 14 for an explanation of the childhood immunization measures.

HMO	Data Collection Method	Rate	Statistical Rating
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Appropriate Treatment for Children With Upper Respiratory Infection

% children 3 mo. to 18 years who were diagnosed with a URI and were not dispensed an antibiotic prescription for three or more days after the diagnosis

Altius	Administrative	87.5%	★
Cigna	Administrative	90.6%	★★★
IHC Health Plans	Administrative	86.2%	★
Regence HW	Administrative	88.1%	★★
United	Administrative	88.6%	★★
National Average: 82.7%		State Average: 88.2%	

Appropriate Testing for Children With Pharyngitis

% children 2-18 who were diagnosed with pharyngitis, prescribed antibiotics and received a group A streptococcus test

Altius	Administrative	81.3%	★
Cigna	Administrative	87.8%	★★★
IHC Health Plans	Administrative	84.0%	★
Regence HW	Administrative	88.4%	★★★
United	Administrative	89.7%	★★★
National Average: 72.6%		State Average: 86.3%	

Children's Access to Primary Care Practitioners

Children 12 to 24 Months Old

% of children who had a visit with a primary care practitioner in 2004

Altius	Administrative	97.9%	★★★
Cigna	Administrative	97.0%	★★★
IHC Health Plans	Administrative	98.2%	★★★
Regence HW	Administrative	89.1%	★
United	Administrative	95.2%	★★
National Average: 96.8%		State Average : 95.5%	

Children 25 Months to 6 Years Old

% of children who had a visit with a primary care practitioner in 2004

Altius	Administrative	83.0%	★★★
Cigna	Administrative	81.3%	★★★
IHC Health Plans	Administrative	83.7%	★★★
Regence HW	Administrative	63.0%	★
United	Administrative	82.6%	★★★
National Average: 88.1%		State Average: 78.7%	

Children 7 to 11 Years Old

% of children who had a visit with a primary care practitioner in 2004

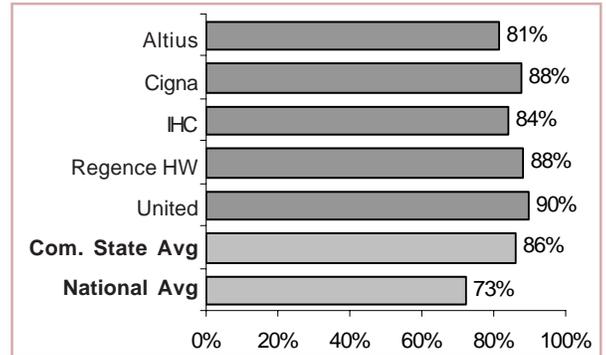
Altius	Administrative	79.7%	★★★
Cigna	Administrative	78.3%	★★★
IHC Health Plans	Administrative	79.5%	★★★
Regence HW	Administrative	74.2%	★
United	Administrative	77.9%	★★
National Average: 88.5%		State Average: 77.9%	

Children 12 to 19 Years Old

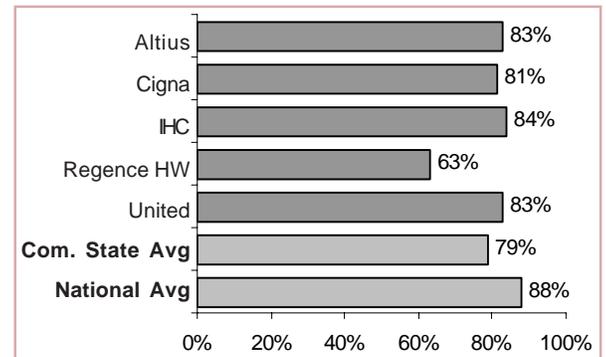
% of children who had a visit with a primary care practitioner in 2004

Altius	Administrative	77.6%	★★★
Cigna	Administrative	76.4%	★★★
IHC Health Plans	Administrative	77.6%	★★★
Regence HW	Administrative	69.8%	★
United	Administrative	76.1%	★★★
National Average: 85.5%		State Average: 75.5%	

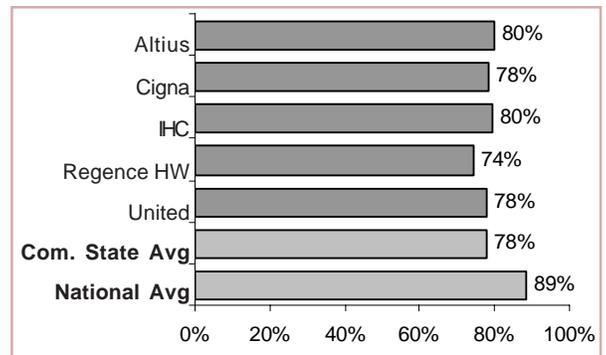
Appropriate Testing for Children With Pharyngitis (throat infections)



Access to Primary Care Practitioners: Children 25 Months to 6 Years Old



Access to Primary Care Practitioners: Children 7 to 11 Years Old



Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

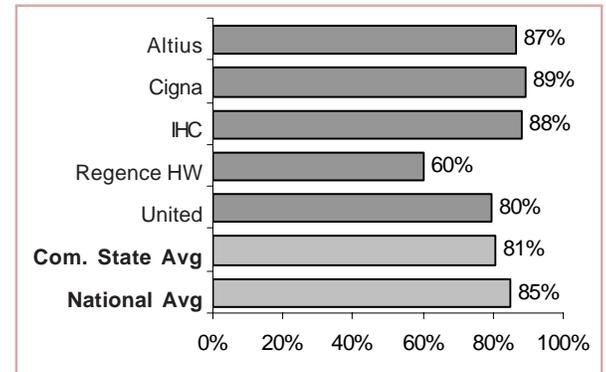
HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

Well-Child Visits in the First 15 Months of Life

% of children who had five or more well-child visits with a primary care practitioner in 2004

Altius	Admin+Chart Review	86.7%	★★★
Cigna	Administrative	89.4%	★★★
IHC Health Plans	Admin+Chart Review	88.1%	★★★
Regence HW	Administrative	60.3%	★
United	Administrative	79.7%	★★
National Average: 84.8%		State Average: 80.8%	

Well-Child Visits in the First 15 Months of Life

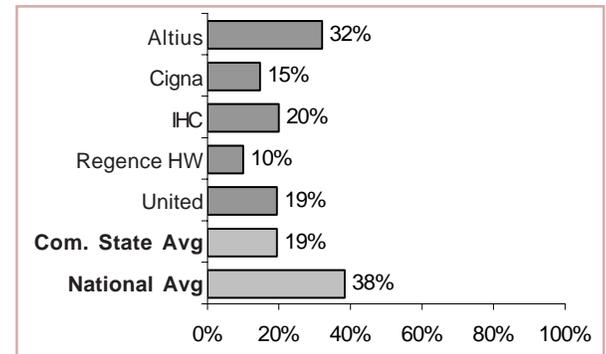


Well-Child Visits in the 3rd/4th/5th & 6th Year of Life

% of children who had one or more well-child visits with a primary care practitioner in 2004

Altius	Admin+Chart Review	57.9%	★★★
Cigna	Administrative	44.1%	★
IHC Health Plans	Admin+Chart Review	48.4%	★★
Regence HW	Administrative	27.8%	★
United	Administrative	49.6%	★★
National Average: 64.4%		State Average: 45.6%	

Adolescent Well-Care Visits: 12 to 21 Years Old



Adolescent Well-Care Visits: 12 through 21 Years Old

% of adolescents who had at least one well-care visit with a primary care practitioner in 2004

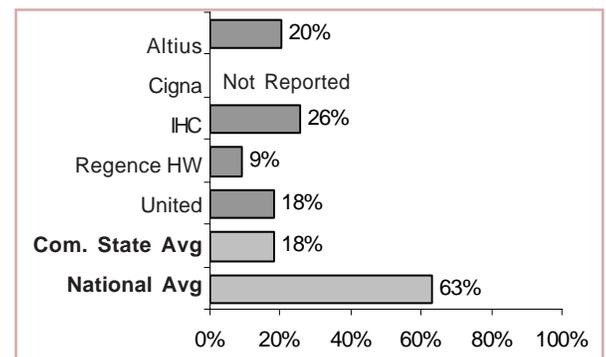
Altius	Admin+Chart Review	32.1%	★★★
Cigna	Administrative	14.7%	★
IHC Health Plans	Admin+Chart Review	20.2%	★★★
Regence HW	Administrative	9.8%	★
United	Administrative	19.4%	★★
National Average : 38.2%		State Average: 19.2%	

Adolescent Immunizations Combo 1: MMR & Hep B

% of adolescents who had all immunizations completed by their 13th birthday

Altius	Admin+Chart Review	20.2%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	25.5%	★★★
Regence HW	Administrative	9.3%	★
United	Admin+Chart Review	18.2%	★★
National Average: 63.0%		State Average: 18.3%	

Adolescent Immunizations



⇒ **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

Statistical
Ratings

- ★★★ **Higher** HMO score is significantly above the average for Utah commercial HMOs
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average
- ★ **Lower** HMO score is significantly below the average for Utah commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

Chlamydia Screening in Women

% of sexually active women aged 16 to 25 who had at least one test for chlamydia in 2004

Altius	Administrative	18.4%	★★★
Cigna	Administrative	13.8%	★
IHC Health Plans	Administrative	15.9%	★★
Regence HW	Administrative	17.7%	★★★
United	Administrative	15.3%	★
National Average: 32.2%		State Average: 16.2%	

Breast Cancer Screening

% of women aged 50 to 69 who had a mammogram within the past two years

Altius	Admin+Chart Review	64.2%	★★
Cigna	Administrative	70.8%	★★★
IHC Health Plans	Admin+Chart Review	68.6%	★★★
Regence HW	Administrative	56.1%	★
United	Admin+Chart Review	57.3%	★
National Average: 73.4%		State Average: 63.4%	

Cervical Cancer Screening

% of women aged 18 to 64 who had one or more Pap tests within the past three years

Altius	Admin+Chart Review	74.7%	★★
Cigna	Administrative	65.3%	★
IHC Health Plans	Admin+Chart Review	81.5%	★★★
Regence HW	Administrative	70.4%	★
United	Admin+Chart Review	79.2%	★★★
National Average: 80.9%		State Average: 74.2%	

Timeliness of Prenatal Care

% of pregnant women who had a prenatal care visit in the first trimester or within 42 days of enrollment in the plan

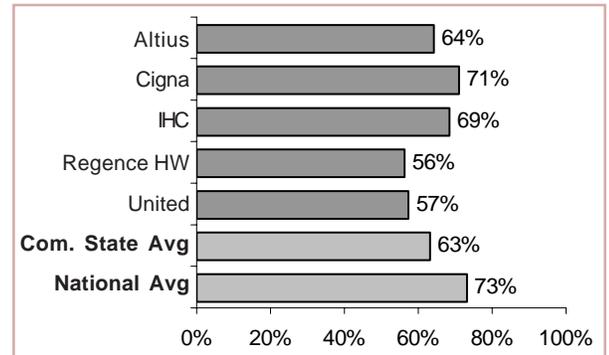
Altius	Admin+Chart Review	91.4%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	97.6%	★★★
Regence HW	Admin+Chart Review	77.6%	★
United	Admin+Chart Review	94.1%	★★★
National Average: 90.8%		State Average: 90.2%	

Postpartum Care

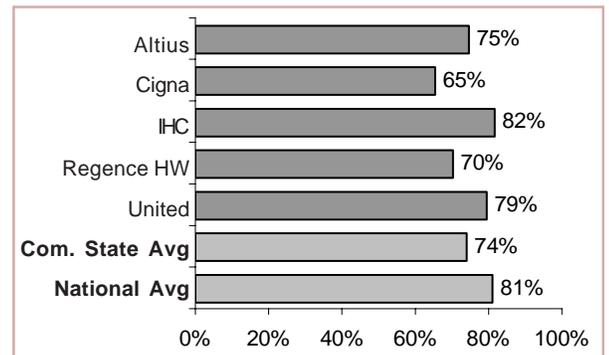
% of new mothers who received a checkup between 21 & 56 days after delivery

Altius	Admin+Chart Review	80.9%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	82.0%	★★★
Regence HW	Administrative	72.0%	★
United	Admin+Chart Review	81.0%	★★★
National Average: 80.6%		State Average: 79.0%	

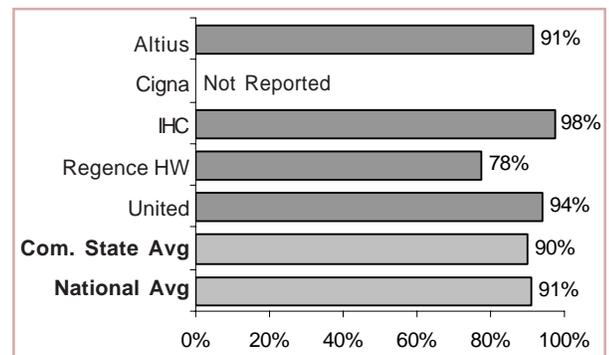
Breast Cancer Screening



Cervical Cancer Screening



Timeliness of Prenatal Care



HMO	Data Collection Method	Rate
-----	------------------------	------

Hemoglobin A1c Testing (test of blood sugar level)

% who had one or more HbA1c tests in 2004

Healthy U	Admin+Chart Review	72.8%
Molina	Admin+Chart Review	86.8%
National Average: 75.0%		

HbA1c Poorly Controlled (Lower rate is better)

% who had HbA1c level > 9.5% at their most recent test in 2004

Healthy U	Admin+Chart Review	48.4%
Molina	Admin+Chart Review	30.3%
National Average: 49.4%		

Eye Exam

% who had a retinal exam by an eye care professional in 2004

Healthy U	Admin+Chart Review	46.5%
Molina	Admin+Chart Review	48.0%
National Average: 44.1%		

Star ratings and state averages were not computed for Medicaid or CHIP Health Plans since only two plans in each program submit HEDIS data to the State. Performance measures should be compared to the national average.

Measures on page 13 were collected for people in each plan between the ages of 18 and 75 and who have diabetes. Percentages were calculated by dividing the number of people who received the test by the total number of people with diabetes.

HMO	Data Collection Method	Rate
-----	------------------------	------

LDL-C Screening (cholesterol screening)

% who had an LDL-C screening test performed within the past two years

Healthy U	Admin+Chart Review	71.8%
Molina	Admin+Chart Review	85.8%
National Average: 78.6%		

LDL-C Control (less than 130mg/dL)

% who had an LDL level less than 130 mg/dL at their most recent test in the past two years

Healthy U	Admin+Chart Review	47.4%
Molina	Admin+Chart Review	58.3%
National Average: 50.2%		

LDL-C Control (less than 100mg/dL)

% who had an LDL level less than 100 mg/dL at their most recent test in the past two years

Healthy U	Admin+Chart Review	32.6%
Molina	Admin+Chart Review	37.3%
National Average: 30.3%		

Monitoring for Diabetic Nephropathy

% who had kidney disease (nephropathy) screening test in 2004

Healthy U	Admin+Chart Review	40.4%
Molina	Admin+Chart Review	50.5%
National Average: 45.8%		

⇒ **REMEMBER:** Differences between plans may be caused by differences in performance OR by differences in data collection.

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

HMO	Data Collection Method	Rate
-----	------------------------	------

DTaP/DT (diphtheria-tetanus-pertussis or diphtheria-tetanus)

% of children who had four DTaP/DT vaccinations

Healthy U	Admin+Chart Review	84.7%
Molina	Admin+Chart Review	80.1%
National Average: 75.6%		

IPV (poliomyelitis)

% of children who had three IPV vaccinations

Healthy U	Admin+Chart Review	88.8%
Molina	Admin+Chart Review	88.4%
National Average: 84.8%		

MMR (measles-mumps-rubella)

% of children who had one MMR vaccination

Healthy U	Admin+Chart Review	94.2%
Molina	Admin+Chart Review	90.0%
National Average: 88.1%		

HiB (haemophilus influenza type B)

% of children who had a minimum of three HiB vaccinations

Healthy U	Admin+Chart Review	90.3%
Molina	Admin+Chart Review	84.5%
National Average: 78.9%		

Rates show the percentage of children who turned 2 years old in 2004 and who had the required immunization(s) before their second birthday.

HMO	Data Collection Method	Rate
-----	------------------------	------

Hepatitis B

% of children who had three hepatitis B vaccinations

Healthy U	Admin+Chart Review	84.4%
Molina	Admin+Chart Review	85.4%
National Average: 81.9%		

VZV (chicken pox)

% of children who had at least one VZV vaccination

Healthy U	Admin+Chart Review	90.5%
Molina	Admin+Chart Review	88.0%
National Average: 84.7%		

Combo 1: DTaP/DT, IPV, MMR, HiB, Hep B

% of children who had all required vaccinations

Healthy U	Admin+Chart Review	74.7%
Molina	Admin+Chart Review	72.2%
National Average: 65.2%		

CHIP

Combo 1: DTaP/DT, IPV, MMR, HiB, Hep B

% of children who had all required vaccinations

Molina CHIP	Administrative	68.1%
PEHP CHIP	Administrative	2.7%
National Average: NA		

HMO	Data Collection Method	Rate
-----	------------------------	------

**Children's Access to Primary Care Practitioners:
12 to 24 Months Old**

% children who had a visit with a primary care practitioner in 2004

Healthy U	Administrative	96.1%
Molina	Administrative	97.5%
National Average: 91.8%		

**Children's Access to Primary Care Practitioners:
25 Months to 6 Years Old**

% children who had a visit with a primary care practitioner in 2004

Healthy U	Administrative	82.0%
Molina	Administrative	87.8%
National Average: 81.6%		

**Children's Access to Primary Care Practitioners:
7 to 11 Years Old**

% children who had a visit with a primary care practitioner in 2004

Healthy U	Administrative	68.2%
Molina	Administrative	89.2%
National Average: 82.4%		

**Children's Access to Primary Care Practitioners:
12 to 19 Years Old**

% children who had a visit with a primary care practitioner in 2004

Healthy U	Administrative	71.6%
Molina	Administrative	86.3%
National Average: 79.0%		

Star ratings and state averages were not computed for Medicaid or CHIP Health Plans since only two plans in each program submit HEDIS data to the State. Performance measures should be compared to the national average.

CHIP

HMO	Data Collection Method	Rate
-----	------------------------	------

**Children's Access to Primary Care Practitioners:
12 to 24 Months Old**

% children who had a visit with a primary care practitioner in 2004

Molina CHIP	Administrative	97.9%
PEHP CHIP	Administrative	90.3%
National Average: NA		

**Children's Access to Primary Care Practitioners:
25 Months to 6 Years Old**

% children who had a visit with a primary care practitioner in 2004

Molina CHIP	Administrative	81.2%
PEHP CHIP	Administrative	75.0%
National Average: NA		

**Children's Access to Primary Care Practitioners:
7 to 11 Years Old**

% children who had a visit with a primary care practitioner in 2004

Molina CHIP	Administrative	80.4%
PEHP CHIP	Administrative	82.2%
National Average: NA		

HMO	Data Collection Method	Rate
-----	------------------------	------

Well-Child Visits in the First 15 Months of Life

% of children who had five or more well-child visits with a primary care practitioner in 2004

Healthy U	Admin+Chart Review	73.5%
Molina	Admin+Chart Review	80.0%
National Average: 65.1%		

Well-Child Visits in the 3rd through 6th Year of Life

% of children who had one or more well-child visits with a primary care practitioner in 2004

Healthy U	Admin+Chart Review	55.7%
Molina	Admin+Chart Review	60.1%
National Average: 61.9%		

Adolescent Well-Care Visits: 12 to 21 Years Old

% of adolescents who had at least one well-care visit with a primary care practitioner in 2004

Healthy U	Admin+Chart Review	31.6%
Molina	Admin+Chart Review	41.2%
National Average: 40.3%		

Adolescent Immunizations Combo 1: MMR & Hep B

% of children who had all immunizations completed by their 13th birthday

Healthy U	Administrative	25.6%
Molina	Admin+Chart Review	27.3%
National Average: 57.2%		

CHIP

HMO	Data Collection Method	Rate
-----	------------------------	------

Well-Child Visits in the First 15 Months of Life

% of children who had five or more well-child visits with a primary care practitioner in 2004

Molina CHIP	Admin+Chart Review	92.9%
PEHP CHIP	Administrative	37.8%
National Average: NA		

Well-Child Visits in the 3rd through 6th Year of Life

% of children who had one or more well-child visits with a primary care practitioner in 2004

Molina CHIP	Admin+Chart Review	45.6%
PEHP CHIP	Administrative	32.8%
National Average: NA		

Adolescent Well-Care Visits: 12 through 21 Years Old

% of adolescents who had at least one well-care visit with a primary care practitioner in 2004

Molina CHIP	Admin+Chart Review	23.8%
PEHP CHIP	Administrative	14.9%
National Average: NA		

Statistical rates for each plan on page 16 were calculated by dividing the number of children in each age group who saw a primary care practitioner by the total number of eligible children in that age group.

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

➡ **REMEMBER:** Differences between plans may be caused by differences in performance OR by differences in data collection.

HMO	Data Collection Method	Rate
-----	------------------------	------

Timeliness of Prenatal Care

% of pregnant women who had a prenatal care visit in the first trimester or within 42 days of enrollment in the plan

Healthy U	Admin+Chart Review	82.5%
Molina	Admin+Chart Review	93.9%

National Average: 78.2%

Frequency of Ongoing Prenatal Care, <21% (Lower rate is better)

% pregnant women who received less than 21% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	11.7%
Molina	Admin+Chart Review	1.6%

National Average: 19.3%

Frequency of Ongoing Prenatal Care, 81+ %

% pregnant women who received greater than 81% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	67.6%
Molina	Admin+Chart Review	77.0%

National Average: 50.9%

Postpartum Care

% of new mothers who received a checkup between 21 & 56 days after delivery

Healthy U	Admin+Chart Review	49.6%
Molina	Admin+Chart Review	74.0%

National Average: 55.9%

⇒ **REMEMBER:** Differences between plans may be caused by differences in performance OR by differences in data collection.

HMO	Data Collection Method	Rate
-----	------------------------	------

Breast Cancer Screening

% of women aged 50 to 69 who had a mammogram within the past two years

Healthy U	Admin+Chart Review	55.2%
Molina	Admin+Chart Review	61.5%

National Average: 54.0%

Cervical Cancer Screening

% of women 18 to 64 who had one or more Pap tests within the past three years

Healthy U	Admin+Chart Review	56.7%
Molina	Admin+Chart Review	71.8%

National Average: 64.5%

Chlamydia Screening in Women (aged 16 to 20)

% of sexually active women aged 16 to 20 who had at least one test for chlamydia in 2004

Healthy U	Administrative	22.2%
Molina	Administrative	37.1%

National Average: 45.2%

Chlamydia Screening in Women (aged 21 to 25)

% of sexually active women aged 21 to 25 who had at least one test for chlamydia in 2004

Healthy U	Administrative	22.6%
Molina	Administrative	39.8%

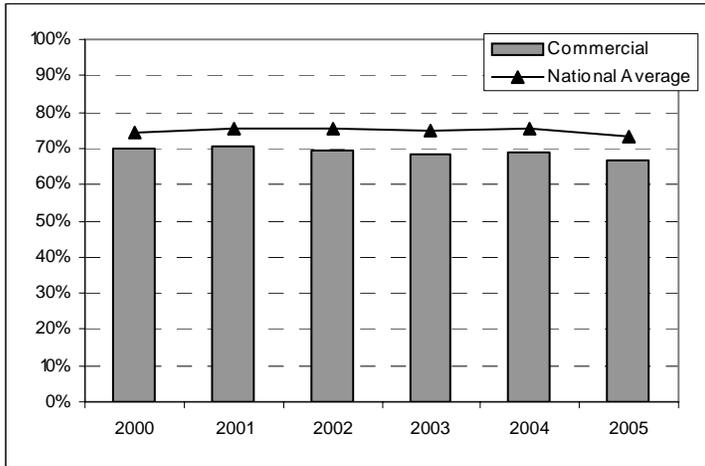
National Average: 48.2%

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

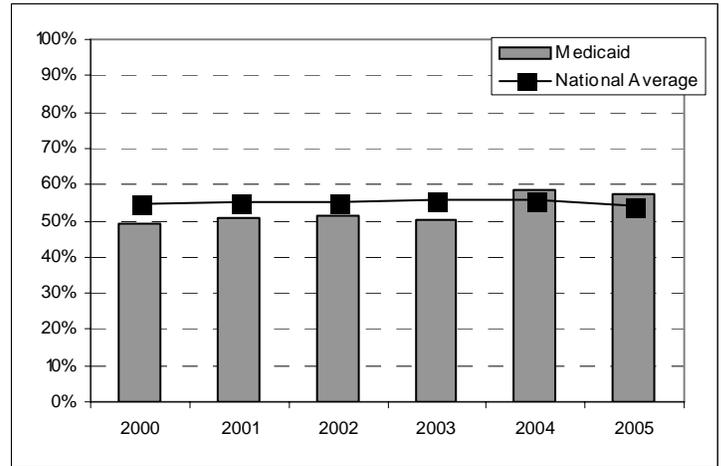
State Trends for Utah HMOs

Breast Cancer Screenings

% of women aged 50 to 69 who had a mammogram within the past two years



Commercial

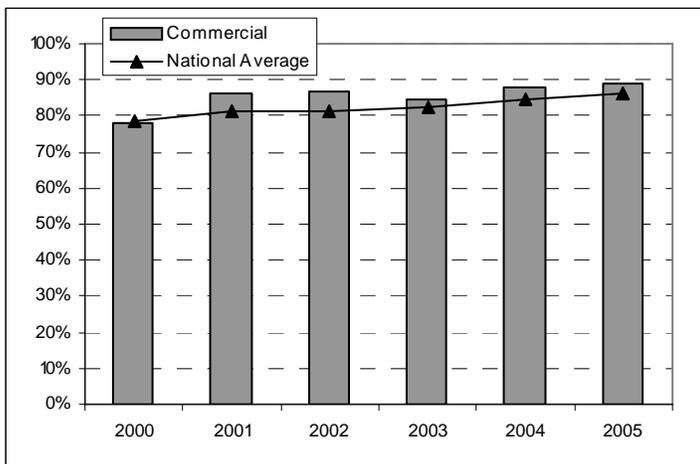


Medicaid

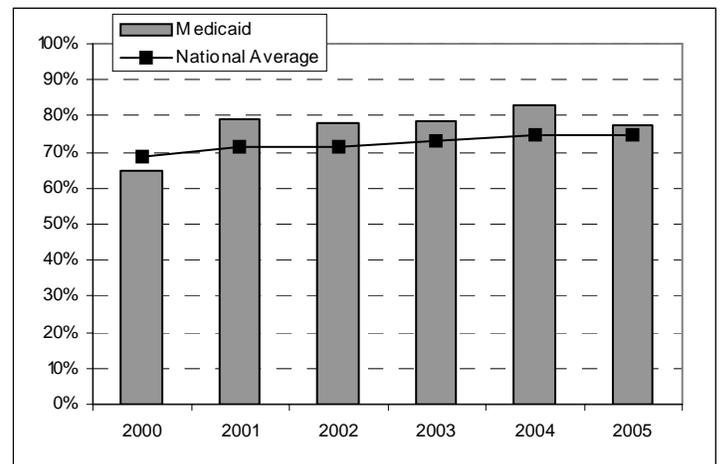
Breast cancer screening can be key to early detection and treatment. Breast cancer screening rates have shown improvement only in the Medicaid population. Screening rates among commercial HMOs are lower than national averages, but Medicaid HMOs have reached national averages for the past two years.

Hemoglobin A1C Testing (blood sugar)

% of diabetics aged 18 to 75 who had one or more HbA1c tests in 2004



Commercial



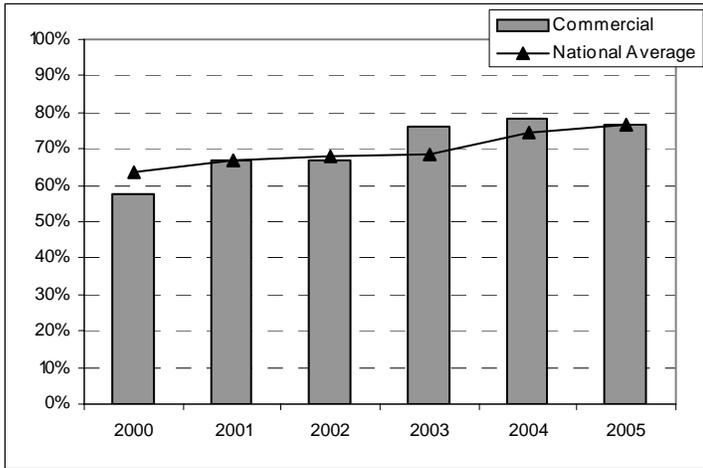
Medicaid

Hemoglobin A1C level is the most important measure used in monitoring blood sugar control. Medicaid and commercial health plans have shown an increase in the percentage of diabetic members who have had at least one of these tests in the last year. Both commercial and Medicaid HMOs are meeting national averages on this measure.

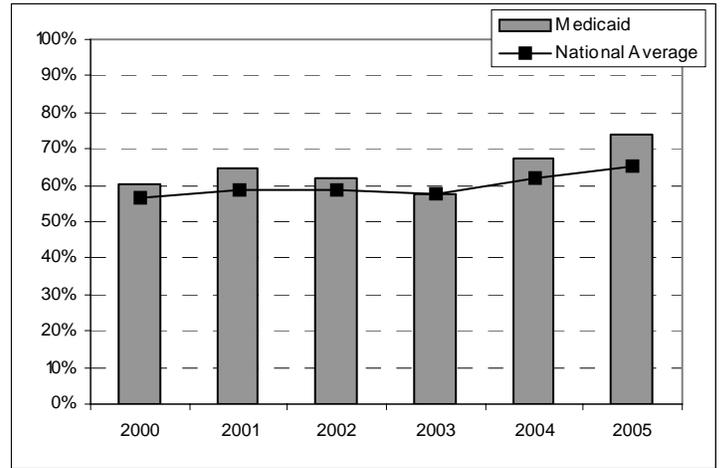
State Trends for Utah HMOs

Childhood Immunizations

% of children who had all required immunizations by age two (4 DTaP/DT, 3 IPV, 1 MMR, 3 Hib, 3 Hep B, 1 VZV)



Commercial

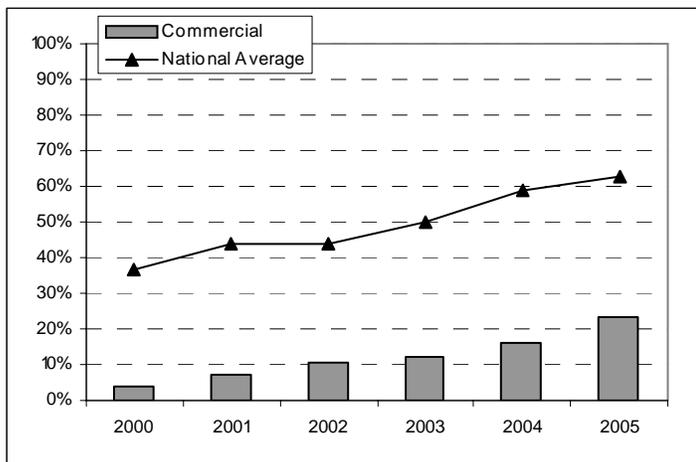


Medicaid

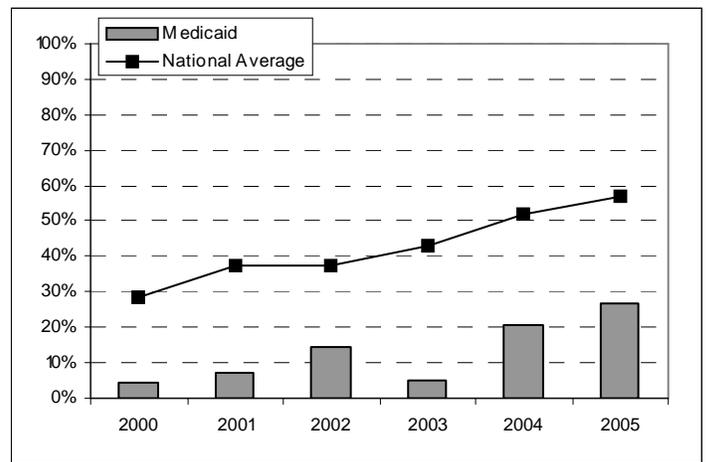
Immunizations given in childhood protect children from infectious diseases and save lives. The percentage of children who are fully immunized by age 2 has increased in both the commercial and Medicaid populations. Commercial and Medicaid HMOs are now at or above national averages.

Adolescent Immunizations

% of adolescents who had all required immunizations by age 13 (1 MMR, 3 Hep B)



Commercial



Medicaid

Preschool vaccinations may not last into adolescent or adult life. It is recommended adolescents get booster immunizations by age 13. Both commercial and Medicaid HMOs have improved their adolescent immunization rates, but more improvement is needed for rates to reach national averages.

Consumer Satisfaction Measures

The measures presented in this section come from the **Consumer Assessment of Health Plans Survey (CAHPS)**. CAHPS was developed by the U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality (AHRQ) and is used annually by HMOs and health plans across the country. The survey measured what enrollees thought about the health care and services they received from their health plan in the past year. Issues covered by the questionnaire include whether the enrollee had a problem getting care when he or she needed it, how well their customer service needs were met, as well as how often they received care in a doctor's office or emergency room.

The survey project was managed by an NCQA-certified vendor, DataStat Inc., who was selected from several who submitted proposals. This year, as in 2003, the survey was sent to adult enrollees of each health plan. All members who were 18 years or older and enrolled in the health plan at the time of the survey were eligible to participate. The survey vendor selected a random sample from each health plan's enrollment database. Selected enrollees were mailed a survey questionnaire in February of 2005 and sent a reminder if they did not return the survey within two weeks. Follow-up phone calls with members who did not return a survey were conducted in May. A total of 2,072 enrollees in commercial HMOs and 2,236 enrollees in Medicaid HMOs answered the survey. The tables below show the response rates and the number of enrollees from each health plan who participated.

National averages in this section come from the National CAHPS Benchmarking Database (NCBD).

About the Commercial Survey

	Altius	Cigna	IHC	Regence HealthWise	United	UT Commercial HMO Average
Response Rate	49%	37%	49%	37%	40%	43%
Total Respondents	521	314	518	379	340	2072

About the Medicaid Survey

	FFS	Healthy U	IHC PPN	Molina	UT Medicaid HMO Average
Response Rate	61%	47%	53%	44%	51%
Total Respondents	724	566	381	565	2236

Statistical Ratings

Stars compare each health plan's rating or composite score to **the Utah average**. Separate averages were calculated for commercial and Medicaid health plans. The 95% confidence interval was used to determine statistically significant differences between a health plan's score and the state average. Three stars indicate that a health plan's performance on a particular measure is significantly above the state average, while one star means that a health plan's performance is significantly below the state average. Two stars indicate that a health plan's performance on a particular measure is not significantly different from the state average. A standardized NCQA data analysis program was used to compute the star ratings.

- ★★★ **Higher** Health plan score is significantly above the average for Utah
- ★★ **Average** Health plan score is neither higher nor lower than the Utah average
- ★ **Lower** Health plan score is significantly below the average for Utah

Member Satisfaction

Consumer Satisfaction Measures Commercial HMOs

HMO	Rate	Statistical Rating
-----	------	--------------------

Rating of Health Plan

% of people who rated their HMO as 8, 9, or 10

Altius	59.5%	★★★
Cigna	43.1%	★★
IHC	53.9%	★★
Regence HW	50.3%	★★
United	42.1%	★
National Average: 78.7%		State Average: 49.8%

Rating of Health Care

% of people who rated their health care as 8, 9, or 10

Altius	75.2%	★★
Cigna	70.7%	★★
IHC	73.1%	★★
Regence HW	69.8%	★★
United	74.7%	★★
National Average: 67.6%		State Average: 72.7%

Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10

Altius	75.4%	★★
Cigna	77.5%	★★
IHC	75.1%	★★
Regence HW	75.7%	★★
United	77.8%	★★
National Average: 77.7%		State Average: 76.3%

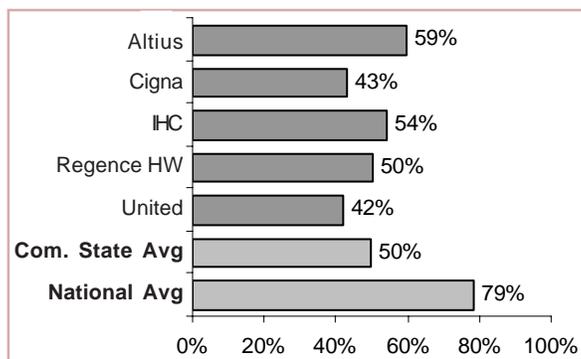
Rating of Specialist

% of people who rated their specialist as 8, 9, or 10

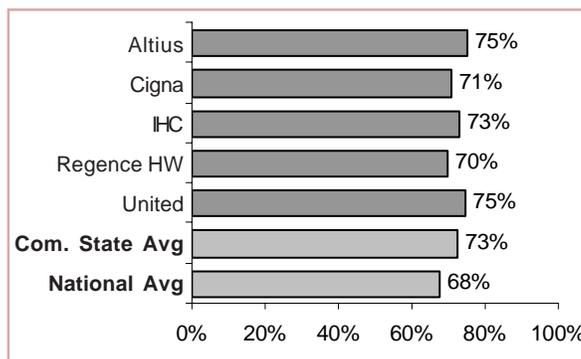
Altius	74.4%	★★
Cigna	71.2%	★★
IHC	70.8%	★★
Regence HW	73.2%	★★
United	76.7%	★★
National Average: 78.8%		State Average: 73.3%

See page 25 for information about the people who answered the survey

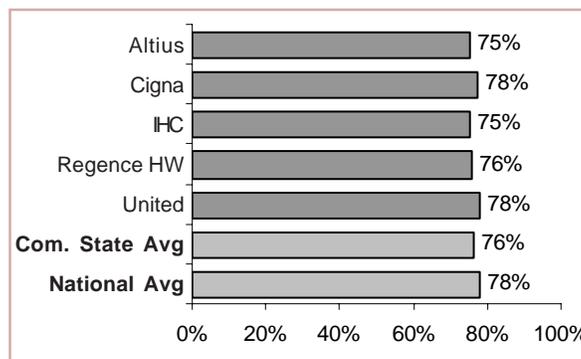
Rating of Health Plan



Rating of Health Care



Rating of Personal Physician



All ratings were done on a scale of 0 to 10, with 10 being the highest rating and 0 being the lowest rating.

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

Quality of Access and Care

Consumer Satisfaction Measures Commercial HMOs

HMO	Rate	Statistical Rating
-----	------	--------------------

Getting Needed Care

% of people who said getting necessary care was 'Not a Problem'

Altius	77.1%	★★
Cigna	70.8%	★★
IHC	78.3%	★★
Regence HW	78.1%	★★
United	77.8%	★★
National Average: 76.0%	State Average: 76.4%	

Customer Service

% of people who said getting customer service was 'Not a Problem'

Altius	66.7%	★★★
Cigna	60.2%	★★
IHC	67.1%	★★★
Regence HW	61.7%	★★
United	56.6%	★
National Average: 65.0%	State Average: 62.4%	

Getting Care Quickly

% of people who said they 'Always' or 'Usually' got timely care

Altius	77.9%	★★
Cigna	77.4%	★★
IHC	77.4%	★★
Regence HW	76.6%	★★
United	78.8%	★★
National Average: 80.0%	State Average: 77.6%	

How Well Doctors Communicate

% of people who said they 'Always' or 'Usually' had good communication with their provider

Altius	90.6%	★★
Cigna	88.7%	★★
IHC	91.0%	★★
Regence HW	90.7%	★★
United	91.1%	★★
National Average: 93.0%	State Average: 90.4%	

Courteous/Helpful Office Staff

% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

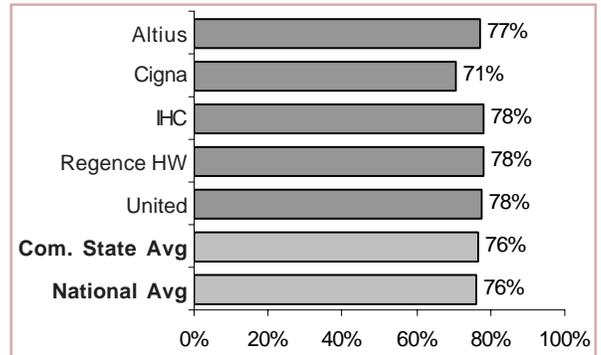
Altius	95.0%	★★
Cigna	92.3%	★★
IHC	94.5%	★★
Regence HW	90.9%	★★
United	91.3%	★★
National Average: 93.0%	State Average: 92.8%	

Claims Processing

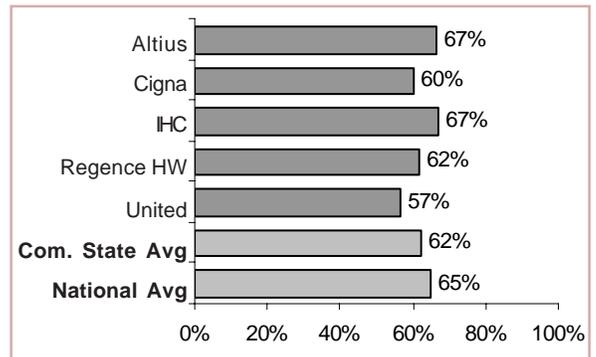
% of people who said they 'Always' or 'Usually' had their claims processed properly

Altius	87.6%	★★★
Cigna	77.3%	★
IHC	91.5%	★★★
Regence HW	85.9%	★★
United	82.1%	★
National Average: 92.0%	State Average: 84.9%	

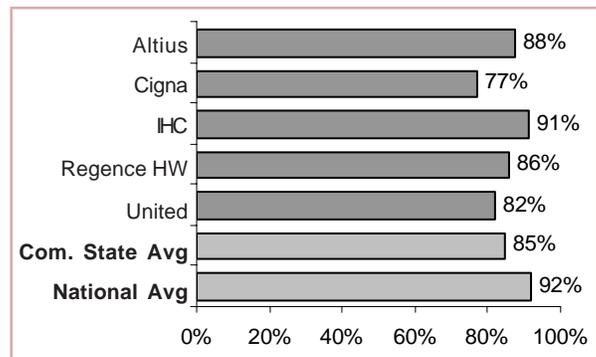
Getting Needed Care



Customer Service



Claims Processing



Each performance measure is a composite representing two to four questions asked in the survey. For individual questions used for each composite, see page 26 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

Statistical Ratings

- ★★★ Higher HMO score is significantly above the average for Utah commercial HMOs
- ★★ Average HMO score is neither higher nor lower than the Utah commercial HMO average
- ★ Lower HMO score is significantly below the average for Utah commercial HMOs

Member Satisfaction

Consumer Satisfaction Measures Medicaid Health Plans

Health Plan	Rate	Statistical Rating
-------------	------	--------------------

Rating of Health Plan

% of people who rated their health plan as 8, 9, or 10

Fee for Service	44.4%	★
Healthy U	71.9%	★★★
IHC PPN	67.7%	★★★
Molina	65.0%	★★★
National Average: 70.0%		State Average: 62.3%

Rating of Health Care

% of people who rated their health care as 8, 9, or 10

Fee for Service	68.5%	★
Healthy U	77.1%	★★★
IHC PPN	69.7%	★★
Molina	81.1%	★★★
National Average: 72.7%		State Average: 74.1%

Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10

Fee for Service	78.5%	★
Healthy U	84.1%	★★★
IHC PPN	82.1%	★★
Molina	85.3%	★★★
National Average: 77.2%		State Average: 82.5%

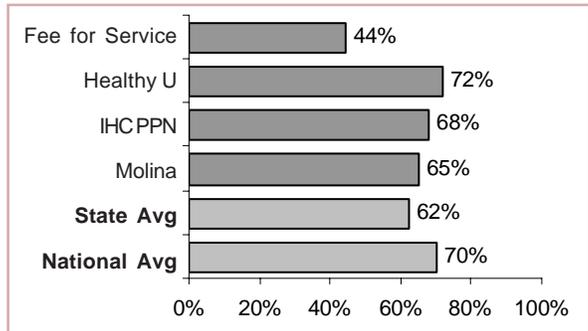
Rating of Specialist

% of people who rated their specialist as 8, 9, or 10

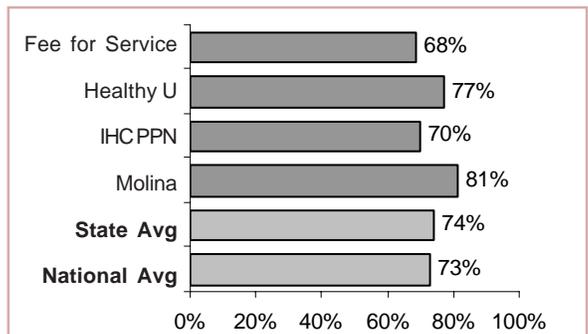
Fee for Service	70.2%	★★
Healthy U	78.2%	★★★
IHC PPN	78.4%	★★★
Molina	72.7%	★★
National Average: 75.3%		State Average: 74.9%

See page 25 for information about the people who answered the survey

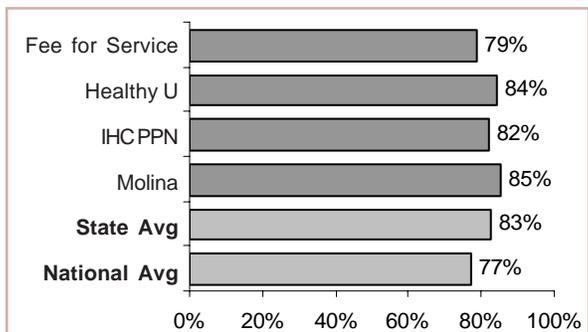
Rating of Health Plan



Rating of Health Care



Rating of Personal Physician



All ratings were done on a scale of 0 to 10, with 10 being the highest rating and 0 being the lowest rating.

⇒ **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

Health Plan	Rate	Statistical Rating
-------------	------	--------------------

Customer Service

% of people who said getting customer service was 'Not a Problem'

Fee for Service	48.1%	★
Healthy U	66.3%	★★★
IHC PPN	58.4%	★★
Molina	61.7%	★★★
National Average: 70.0%		State Average: 58.6%

Note: Customer service for IHC PPN is provided by the Utah Medicaid program

Getting Needed Care

% of people who said getting necessary care was 'Not a Problem'

Fee for Service	63.5%	★
Healthy U	78.3%	★★★
IHC PPN	78.3%	★★★
Molina	76.8%	★★★
National Average: 66.0%		State Average: 74.2%

Getting Care Quickly

% of people who said they 'Always' or 'Usually' got timely care

Fee for Service	73.2%	★
Healthy U	76.0%	★★
IHC PPN	76.4%	★★
Molina	79.0%	★★
National Average: 80.0%		State Average: 76.1%

How Well Doctors Communicate

% of people who said they 'Always' or 'Usually' had good communication with their provider

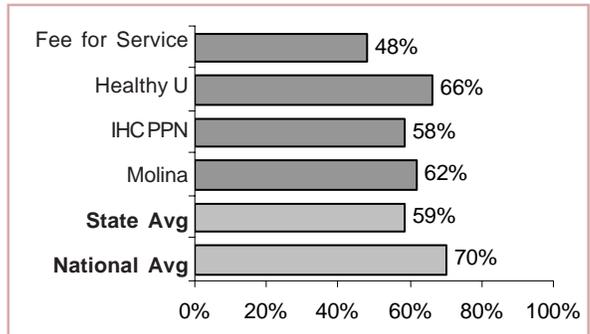
Fee for Service	88.5%	★★
Healthy U	88.8%	★★
IHC PPN	87.9%	★★
Molina	91.1%	★★
National Average: 86.0%		State Average: 89.1%

Courteous/Helpful Office Staff

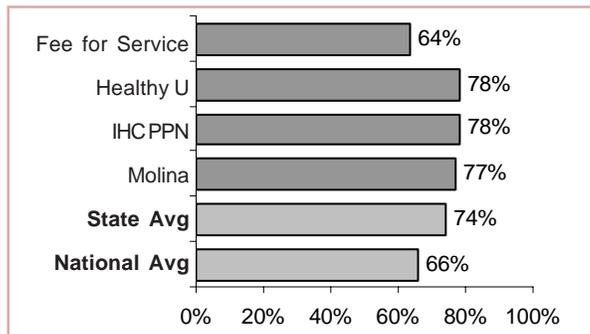
% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

Fee for Service	91.3%	★★
Healthy U	91.3%	★★
IHC PPN	88.6%	★★
Molina	93.1%	★★★
National Average: 88.0%		State Average: 91.1%

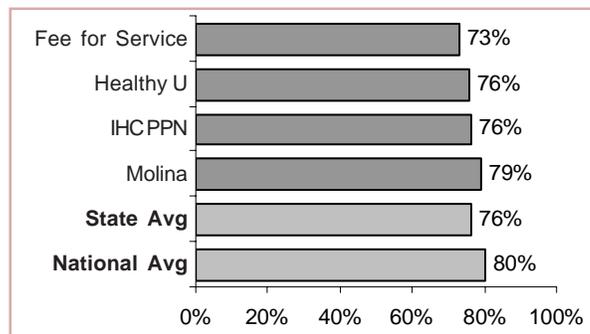
Customer Service



Getting Needed Care



Getting Care Quickly



Each performance measure is a composite representing two to four questions asked in the survey. For individual questions used for each composite, see page 26 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

Statistical Ratings

- ★★★ **Higher** Health plan score is significantly above the average for Utah Medicaid health plans
- ★★ **Average** Health plan score is neither higher nor lower than the Utah Medicaid health plans average
- ★ **Lower** Health plan score is significantly below the average for Utah Medicaid health plans

About the People Surveyed

Commercial HMO Enrollees

		Altius	Cigna	IHC	Regence HealthWise	United	UT Commercial HMO Average
Overall Health Status	Excellent/Very Good	60%	56%	64%	68%	65%	64%
	Good	31%	33%	30%	26%	28%	29%
	Fair/Poor	8%	11%	6%	7%	7%	8%
Respondent's Age	18 to 34	27%	27%	33%	38%	32%	34%
	35 to 44	21%	27%	21%	23%	23%	22%
	45 to 54	27%	26%	25%	22%	28%	25%
	55 to 64	20%	16%	17%	14%	15%	16%
	65 or older	4%	3%	3%	2%	2%	3%
Gender	Male	42%	51%	38%	39%	34%	40%
	Female	57%	49%	62%	60%	65%	60%
Education Level	Less than high school	4%	9%	3%	6%	6%	4%
	HS diploma or GED	26%	39%	22%	24%	24%	23%
	Some college	41%	35%	45%	43%	43%	39%
	4 year degree or higher	29%	17%	30%	28%	28%	34%
Race/Ethnicity*	White	90%	84%	93%	91%	95%	90%
	Hispanic	6%	11%	4%	8%	5%	6%
	Black or African-American	1%	0%	0%	0%	0%	1%
	Asian	3%	5%	3%	3%	2%	3%
	Native Hawaiian or Pacific Islndr	0%	0%	1%	1%	0%	0%
	Amer Indian or Alaska Native	0%	1%	1%	1%	1%	1%
	Other	4%	7%	5%	5%	3%	4%

Medicaid Health Plan Enrollees

		FFS	Healthy U	IHC PPN	Molina	UT Medicaid HMO Average
Overall Health Status	Excellent/Very Good	38%	27%	29%	33%	32%
	Good	29%	32%	29%	36%	32%
	Fair/Poor	32%	41%	42%	31%	36%
Respondent's Age	18 to 34	32%	30%	35%	52%	37%
	35 to 44	26%	16%	18%	16%	20%
	45 to 54	22%	19%	17%	11%	17%
	55 to 64	13%	16%	11%	9%	13%
	65 or older	7%	19%	19%	11%	13%
Gender	Male	33%	36%	30%	22%	30%
	Female	67%	64%	70%	78%	70%
Education Level	Less than high school	19%	27%	26%	28%	22%
	HS diploma or GED	33%	36%	38%	33%	31%
	Some college	38%	27%	27%	30%	36%
	4 year degree or higher	11%	11%	8%	8%	8%
Race/Ethnicity*	White	87%	81%	85%	79%	83%
	Hispanic	6%	12%	10%	13%	10%
	Black or African-American	0%	1%	2%	2%	1%
	Asian	1%	5%	3%	5%	3%
	Native Hawaiian or Pacific Islndr	1%	2%	0%	2%	1%
	Amer Indian or Alaska Native	8%	3%	3%	2%	4%
	Other	5%	9%	6%	10%	7%

* Percentages do not sum to 100% since respondents were allowed to mark more than one category

Survey Questions Used for Composites

Survey Questions Used for Composites

Each CAHPS performance measure (composite) is made up of two to four questions related to the topic. The individual questions used to calculate each composite are listed here.

Getting Care Quickly

“How often...” (Always, Usually, Sometimes, Never):

- did you get the help or advice you needed, when you called during regular office hours?
- did you get an appointment for health care as soon as you wanted?
- did you get care as soon as you wanted when you needed care right away for an illness, injury or condition?
- were you taken to the exam room within 15 minutes of your appointment?

How Well Doctors Communicate

“How often did doctors or other health providers...” (Always, Usually, Sometimes, Never):

- listen carefully to you?
- explain things in a way you could understand?
- show respect for what you had to say?
- spend enough time with you?

Courteous/Helpful Office Staff

“How often...” (Always, Usually, Sometimes, Never):

- did office staff at a doctor’s office or clinic treat you with courtesy and respect?
- were office staff at a doctor’s office or clinic as helpful as you thought they should be?

Claims Processing*

“How often did your health plan...” (Always, Usually, Sometimes, Never):

- handle your claims in a reasonable time?
- handle your claims correctly?

Getting Needed Care

“How much of a problem, if any,...” (A Big Problem, A Small Problem, Not a Problem):

- was it to get a personal doctor or nurse you are happy with?
- was it to see a specialist that you needed to see?
- was it to get the care, tests or treatment you or a doctor believed necessary?
- were delays in health care while you waited for approval from your health plan?

Customer Service

“How much of a problem, if any,...” (A Big Problem, A Small Problem, Not a Problem):

- was it to find or understand information in the written materials about your health plan?
- was it to get the help you needed when you called your health plan’s customer service?
- did you have with paperwork for your health plan?*

* Commercial HMO members only

Acknowledgements

Utah Department of Health
Internet: <http://health.utah.gov>

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David N. Sundwall	Executive Director
A. Richard Melton	Deputy Director
Allen Korhonen	Deputy Director
Barry E. Nangle	Director, Center for Health Data

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Michael Deily	Division Director
Michael Hales	Assistant Division Director
Julie Olson	Bureau Director
Barbara Christensen	Health Program Manager
Heidi Weaver	PCN Program Manager
Wanda Gutierrez	Quality Improvement Specialist
Darlene Benson	Quality Assurance Specialist

Division of Community and Family Health Services

George Delavan	Division Director
Ladene Larsen	Bureau Director
Nan Streeter	Bureau Director
Richard Bullough	Manager, Diabetes Program

Office of Health Care Statistics

Wu Xu	Director
Lori Brady	IT Programmer/Analyst I
Keely Cofrin*	HMO Health Program Manager
Becca Finlayson	Support Services Coordinator
Jacalyn Lawler	Research Assistant
Mike Martin	Research Consultant I
Carol Masheter	Information Analyst II
John Morgan	IT Programmer/Analyst III

Utah Health Data Committee (UHDC)
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* This report was developed and written by Keely Cofrin Ph.D., formatted by Lori Brady and was reviewed by participating Health Plans, members of the Utah Health Data Committee, Office of Health Care Statistics staff, the Utah Department of Health's Executive Director's Office and many other individuals in the Utah Department of Health.

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