

Comparative Analysis of Audited
Results from TennCare MCOs



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HEDIS/ CAHPS Report



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Acronyms and Initialisms

AAB	Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis
AAP	Adults' Access to Preventive/Ambulatory Health Services
ABA	Adult BMI Assessment
ABX	Antibiotic Utilization
ACE	Angiotensin Converting Enzyme
ADD	Follow-Up Care for Children Prescribed ADHD Medication
ADHD	Attention-Deficit/Hyperactivity Disorder
AHRQ	Agency for Healthcare Research and Quality
AMB	Ambulatory Care
Amerigroup	Amerigroup Community Care, Inc. d.b.a. Amerigroup in all three of Tennessee's Grand Regions
AMI	Acute Myocardial Infarction
AMM	Antidepressant Medication Management
AMR	Asthma Medication Ratio
AOD	Alcohol or Other Drug
ARB	Angiotensin Receptor Blocker
ART	Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis
ASM	Use of Appropriate Medications for People With Asthma
AWC	Adolescent Well-Care Visits
BCS	Breast Cancer Screening
BlueCare-East/-West	Volunteer State Health Plan, Inc. d.b.a. BlueCare-East in the Tennessee East Grand Region d.b.a. BlueCare-West in the Tennessee West Grand Region
BMI	Body Mass Index
BP	Blood Pressure
C&M	Continuation and Maintenance
CABG	Coronary Artery Bypass Graft
CAHPS	Consumer Assessment of Healthcare Providers and Systems
CAP	Children and Adolescents' Access to Primary Care Practitioners
CAT	Call Answer Timeliness
CBP	Controlling High Blood Pressure
CCC	Children With Chronic Conditions
CCS	Cervical Cancer Screening
CDC	Comprehensive Diabetes Care

Acronyms and Initialisms

CHL	Chlamydia Screening in Women
CIS	Childhood Immunization Status
CMC	Cholesterol Management for Patients With Cardiovascular Conditions
CPA	CAHPS Health Plan Survey 5.0H Adult Version
CPC	CAHPS Health Plan Survey 5.0H Child Version
COPD	Chronic Obstructive Pulmonary Disease
CT	Computed Tomography
CWP	Appropriate Testing for Children With Pharyngitis
CY	Calendar Year
d.b.a.	doing business as
DMARD	Disease-Modifying Anti-Rheumatic Drug
DTaP	Diphtheria, Tetanus and Acellular Pertussis Vaccination
ED	Emergency Department
Flu	Influenza
FPC	Frequency of Ongoing Prenatal Care
FSP	Frequency of Selected Procedure
FUH	Follow-Up After Hospitalization for Mental Illness
HbA1c	Hemoglobin A1c, also called Glycosylated Hemoglobin, Glycohemoglobin
HEDIS	Healthcare Effectiveness Data and Information Set
HepA	Hepatitis A
HepB	Hepatitis B
HiB	H Influenza Type B Vaccination
HPV	Human Papillomavirus Vaccine for Female Adolescents
HTN	Hypertension
IAD	Identification of Alcohol and Other Drug Services
IET	Initiation and Engagement of AOD Dependence Treatment
IMA	Immunizations for Adolescents
IP; IPU	Inpatient; IP Utilization – General Hospital/Acute Care
IPV	Polio Vaccination
IVD	Ischemic Vascular Disease
LBP	Use of Imaging Studies for Low Back Pain
LDL-C	Low Density Lipoprotein-Cholesterol
LSC	Lead Screening in Children
MCO	Managed Care Organization
MMA	Medication Management for People With Asthma
MMR	Measles, Mumps and Rubella Vaccination

MPM	Annual Monitoring for Patients on Persistent Medications
MPT	Mental Health Utilization
MRI	Magnetic Resonance Imaging
MSC	Medical Assistance With Smoking and Tobacco Use Cessation
NA.....	Not Applicable
NCQA	National Committee for Quality Assurance
OB/GYN	Obstetrician/Gynecologist
Pap	Papanicolaou Test
PBH	Persistence of Beta-Blocker Treatment After a Heart Attack
PCE	Pharmacotherapy Management of COPD Exacerbation
PCI.....	Percutaneous Coronary Interventions
PCP	Primary Care Practitioner
PCV	Pneumococcal Conjugate Vaccination
PMPY	Per Member Per Year
PPC	Prenatal and Postpartum Care
RV.....	Rotavirus
SAA.....	Adherence to Antipsychotic Medications for Individuals With Schizophrenia
SMC	Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia
SMD	Diabetes Monitoring for People With Diabetes and Schizophrenia
SPR	Use of Spirometry Testing in the Assessment and Diagnosis of COPD
SSD.....	Diabetes Screening for People With Schizophrenia or Bipolar Disorder
Strep	Streptococcus
Td; Tdap	Tetanus, Diphtheria Toxoids Vaccine; Td and Acellular Pertussis Vaccine
TennCare	Tennessee Department of Finance and Administration, Bureau of TennCare
TennCare <i>Select</i>	Volunteer State Health Plan, Inc. d.b.a. TennCare <i>Select</i> in all three of Tennessee's Grand Regions
UnitedHealthcare-East/-Middle/-West	UnitedHealthcare Plan of the River Valley, Inc. d.b.a. UnitedHealthcare-East in the Tennessee East Grand Region d.b.a. UnitedHealthcare-Middle in the Tennessee Middle Grand Region d.b.a. UnitedHealthcare-West in the Tennessee West Grand Region
URI	Appropriate Treatment for Children With Upper Respiratory Infection
VZV	Chicken Pox Vaccination
W15	Well-Child Visits in the First 15 Months of Life
W34	Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life
WCC.....	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents Who Are Using Antipsychotic Medications

Executive Summary

Medicaid managed care organizations (MCOs) in Tennessee are required to report a full Healthcare Effectiveness Data and Information Set (HEDIS) as a part of the state's accreditation mandates. The HEDIS requirement is an integral part of the accreditation process of the National Committee for Quality Assurance (NCQA). In 2006, Tennessee became the first state in the nation requiring all MCOs to become accredited by NCQA, an independent, nonprofit organization that assesses and scores MCO performance in the areas of quality improvement, utilization management, provider credentialing, and member rights and responsibilities.

HEDIS standardized measures of MCO performance allow comparisons to national averages/benchmarks and between the state's MCOs, as well as tracking over time. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) set of standardized surveys is included in HEDIS to measure members' satisfaction with their care. This report summarizes the results of the HEDIS 2013 reporting year for HEDIS/CAHPS by the MCOs contracting with the Tennessee Department of Finance and Administration, Bureau of TennCare (TennCare). TennCare uses the information contained herein to help assess health plan performance and to reward, via pay-for-performance initiatives, those that are demonstrating significant improvement.

For an overview of the performance of Tennessee's MCOs, a calculated weighted average of the scores of all those reporting is provided alongside national averages in the [Statewide Performance](#) section. MCO-specific measures are presented in the [Individual Plan Performance](#) section for cross-comparison across the state's MCOs with color-coding for national and state benchmark comparison where available/applicable. The weighted average performances of the state's health plans on certain measures are presented in the [HEDIS Trending Since 2006](#) section. [Appendix A](#) contains a comprehensive table of plan-specific results for the HEDIS 2013 Utilization Measures and HEDIS 2012 national benchmarks. The table in [Appendix B](#) contains the HEDIS 2012 National Medicaid Means and Percentiles for reference to these benchmarks, and the table in [Appendix C](#) reveals MCO populations reported by health plans in member months by age and sex for 2013.

Background

HEDIS Measures—Domains of Care

The Healthcare Effectiveness Data and Information Set (HEDIS) is an important tool designed to ensure that purchasers and consumers have the information they need to reliably compare the performance of managed healthcare plans. Standardized methodologies ensure the integrity of measure reporting and help purchasers make more reliable, relevant comparisons between health plans. HEDIS measures are subject to a National Committee for Quality Assurance (NCQA) HEDIS Compliance Audit that must be conducted by an NCQA-certified HEDIS Compliance Auditor under the auspices of an NCQA-licensed organization. This ensures the integrity of the HEDIS collection and calculation process at each managed care organization (MCO) through an overall information systems capabilities assessment, followed by an evaluation of the ability to comply with HEDIS specifications.

The HEDIS rates presented in this report refer to data collected during the review period of the previous calendar year (CY), from January 1 to December 31. For HEDIS 2013 results, CY2012 was the review period. Similarly, the comparative data presented in this report from the HEDIS 2012 Medicaid Means and Percentiles reflect data procured during CY2011.

For HEDIS 2013, there were a total of 80 measures (Commercial, Medicare and Medicaid) across five domains of care:

- ◆ Effectiveness of Care
- ◆ Access/Availability of Care
- ◆ Utilization and Relative Resource Use
- ◆ Experience of Care [Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results]
- ◆ Health Plan Descriptive Information

The following brief descriptions of selected HEDIS measures were extracted from NCQA's *HEDIS 2013 Volume 2: Technical Specifications*, which includes additional information related to each measure. The measures presented in this report reflect data submitted from the following domains of care: Effectiveness of Care, Access/Availability of Care, Utilization and Relative Resource Use, and Experience of Care (CAHPS Survey Results).

Effectiveness of Care Measures

The Effectiveness of Care domain contains measures that look at the clinical quality of care delivered within an MCO. Measures in this domain address four aspects of care:

1. How well the MCO delivers preventive services and keeps its members healthy
2. Whether the most up-to-date treatments are being offered to treat acute episodes of illness and help members get better

3. The process by which care is delivered to people with chronic diseases and how well the MCO's healthcare delivery system helps members cope with illness
4. Whether appropriate treatment and/or testing was provided to members

Starting with HEDIS 2008 reporting, Effectiveness of Care measures were grouped into more specific clinical categories: Prevention and Screening, Respiratory Conditions, Cardiovascular Conditions, Diabetes, Musculoskeletal Conditions, Behavioral Health, Medication Management, and measures collected through the CAHPS Health Plan Survey. Only certain measures from these categories are presented in this report. Select Utilization Measures are included in [Appendix A](#).

Prevention and Screening

Adult BMI Assessment (ABA)

The percentage of members 18 to 74 years of age who had an outpatient visit and who had their body mass index (BMI) documented during the measurement year or the year prior to the measurement year.

Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)

The percentage of members three to 17 years of age who had an outpatient visit with a primary care practitioner (PCP) or obstetrician/gynecologist (OB/GYN) and who had evidence of BMI percentile documentation, counseling for nutrition and counseling for physical activity during the measurement year. *Note: Because BMI norms for youth vary with age and gender, this measure evaluated whether BMI percentile is assessed rather than an absolute BMI value.*

Childhood Immunization Status (CIS)

The percentage of children two years of age who had four diphtheria, tetanus and acellular pertussis (DTaP); three polio (IPV); one measles, mumps and rubella (MMR); three H influenza type B (HiB); three hepatitis B (HepB), one chicken pox (VZV); four pneumococcal conjugate (PCV); two hepatitis A (HepA); two or three rotavirus (RV); and two influenza (flu) vaccines by their second birthday. The measure calculates a rate for each vaccine and nine separate combination rates. HepA, RV, flu, and Combinations four through 10 were added in HEDIS 2010. Following is the list of Combination vaccinations for CIS:

- ◆ Combination 2: DTaP, IPV, MMR, HiB, HepB and VZV
- ◆ Combination 3: DTaP, IPV, MMR, HiB, HepB, VZV and PCV
- ◆ Combination 4: DTaP, IPV, MMR, HiB, HepB, VZV, PCV and HepA
- ◆ Combination 5: DTaP, IPV, MMR, HiB, HepB, VZV, PCV and RV
- ◆ Combination 6: DTaP, IPV, MMR, HiB, HepB, VZV, PCV and Flu
- ◆ Combination 7: DTaP, IPV, MMR, HiB, HepB, VZV, PCV, HepA and RV
- ◆ Combination 8: DTaP, IPV, MMR, HiB, HepB, VZV, PCV, HepA and Flu
- ◆ Combination 9: DTaP, IPV, MMR, HiB, HepB, VZV, PCV, RV and Flu
- ◆ Combination 10: DTaP, IPV, MMR, HiB, HepB, VZV, PCV, HepA, RV and Flu

Immunizations for Adolescents (IMA)

The percentage of adolescents 13 years of age who had one dose of meningococcal vaccine and one tetanus, diphtheria toxoids and acellular pertussis vaccine (Tdap) or one tetanus, diphtheria toxoids vaccine (Td) by their 13th birthday. The measure calculates a rate for each vaccine and one combination (Meningococcal, Tdap/Td) rate.

Human Papillomavirus Vaccine for Female Adolescents (HPV)

The percentage of female adolescents 13 years of age who had three doses of the human papillomavirus (HPV) vaccine by their 13th birthday.

Lead Screening in Children (LSC)

The percentage of children two years of age who had one or more capillary or venous lead blood tests for lead poisoning by their second birthday.

Breast Cancer Screening (BCS)

The percentage of women 40 to 69 years of age who had a mammogram to screen for breast cancer during the measurement year or the year prior to the measurement year.

Cervical Cancer Screening (CCS)

The percentage of women 21 to 64 years of age who received one or more Papanicolaou (Pap) tests to screen for cervical cancer during the measurement year or the two years prior to the measurement year.

Chlamydia Screening in Women (CHL)

The percentage of women 16 to 24 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year. This measure calculates a total rate as well as two age stratifications: 16- to 20- and 21- to 24-year-old women.

Respiratory Conditions**Appropriate Testing for Children With Pharyngitis (CWP)**

The percentage of children two to 18 years of age who were diagnosed with pharyngitis, were dispensed an antibiotic and received a group A streptococcus (strep) test for the episode. A higher rate represents better performance (i.e., appropriate testing).

Appropriate Treatment for Children With Upper Respiratory Infection (URI)

The percentage of children three months to 18 years of age who were given a diagnosis of upper respiratory infection and were not dispensed an antibiotic prescription. This measure is reported as an inverted rate [$1 - (\text{numerator}/\text{eligible population})$], with a higher rate indicating appropriate treatment of children with URI (i.e., the proportion for whom antibiotics were not prescribed).

Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (AAB)

The percentage of adults 18 to 64 years of age with a diagnosis of acute bronchitis who were not dispensed an antibiotic prescription. This measure is reported as an inverted rate

[1 - (numerator/eligible population)], with a higher rate indicating appropriate treatment of adults with acute bronchitis (i.e., the proportion for whom antibiotics were not prescribed).

Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)

The percentage of members 40 years of age and older with a new diagnosis or newly active chronic obstructive pulmonary disease (COPD) who received appropriate spirometry testing to confirm the diagnosis.

Pharmacotherapy Management of COPD Exacerbation (PCE)

The percentage of COPD exacerbation for members 40 years of age and older who had an acute inpatient (IP) discharge or emergency department (ED) encounter between January 1 and November 30 of the measurement year and who were dispensed appropriate medication. Two rates are reported:

- ◆ Dispensed a systemic corticosteroid within 14 days of the event
- ◆ Dispensed a bronchodilator within 30 days of the event

Note: The eligible population for this measure is based on acute IP discharge and ED visits, not on members. The denominator may include multiple events for the same individual.

Use of Appropriate Medications for People With Asthma (ASM)

The percentage of members five to 64 years of age during the measurement year who were identified as having persistent asthma and who were appropriately prescribed medication during the measurement year. This measure calculates a total rate as well as four age stratifications: 5- to 11-, 12- to 18-, 19- to 50- and 51- to 64-year-olds.

Medication Management for People With Asthma (MMA)

The percentage of members five to 64 years of age during the measurement year who were identified as having persistent asthma and were dispensed appropriate medications that they remained on during the treatment period. Two rates are reported:

- ◆ The percentage of members who remained on an asthma controller medication for at least 50 percent of their treatment period
- ◆ The percentage of members who remained on an asthma controller medication for at least 75 percent of their treatment period

Asthma Medication Ratio (AMR)

The percentage of members 5–64 years of age who were identified as having persistent asthma and had a ratio of controller medications to total asthma medications of 0.50 or greater during the measurement year. This measure calculates a total rate as well as four age stratifications: 5- to 11-, 12- to 18-, 19- to 50- and 51- to 64-year-olds.

Cardiovascular Conditions

Cholesterol Management for Patients With Cardiovascular Conditions (CMC)

The percentage of members 18 to 75 years of age who were discharged alive for acute myocardial infarction (AMI), coronary artery bypass graft (CABG) or percutaneous coronary

interventions (PCI) from January 1 to November 1 of the year prior to the measurement year, or who had a diagnosis of ischemic vascular disease (IVD) during the measurement year and the year prior to the measurement year, who had each of the following:

- ◆ Low density lipoprotein-cholesterol (LDL-C) screening performed during the measurement year
- ◆ LDL-C control (<100 mg/dL) for the most recent LDL-C screening

Controlling High Blood Pressure (CBP)

The percentage of members 18 to 85 years of age who had a diagnosis of hypertension (HTN) and whose blood pressure (BP) was adequately controlled (<140/90) during the measurement year.

Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)

The percentage of members 18 years of age and older during the measurement year who were hospitalized and discharged alive from July 1 of the year prior to the measurement year to June 30 of the measurement year with a diagnosis of AMI and who received persistent beta-blocker treatment for six months after discharge.

Diabetes

Comprehensive Diabetes Care (CDC)

The percentage of members 18 to 75 years of age with diabetes (type 1 and type 2) who had each of the following during the measurement year:

- ◆ Hemoglobin A1c (HbA1c) testing
- ◆ HbA1c poor control (>9.0 percent) for the most recent HbA1c test¹
- ◆ HbA1c control (<7.0 percent) for the most recent HbA1c test
- ◆ HbA1c control (<8.0 percent) for the most recent HbA1c test
- ◆ An eye exam (retinal or dilated) for diabetic retinal disease performed [or a negative retinal exam (no evidence of retinopathy) in the year prior to the measurement year]
- ◆ LDL-C screening performed
- ◆ LDL-C control (<100 mg/dL) for the most recent LDL-C screening
- ◆ Medical attention for nephropathy that includes a nephropathy screening test or evidence of nephropathy
- ◆ Blood pressure control (<140/80 mm Hg) for the most recent reading
- ◆ Blood pressure control (<140/90 mm Hg) for the most recent reading

Musculoskeletal Conditions

Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)

The percentage of members who were diagnosed with rheumatoid arthritis and were dispensed at least one ambulatory prescription for a disease modifying anti-rheumatic drug (DMARD).

Use of Imaging Studies for Low Back Pain (LBP)

The percentage of members with primary diagnosis of low back pain who did not have an imaging study (plain X-ray, MRI, CT scan) within 28 days of the diagnosis. This measure is reported as an

¹For this indicator, a lower rate indicates better performance (i.e., low rates of poor control indicate better care).

inverted rate $[1 - (\text{numerator}/\text{eligible population})]$. A higher rate indicates appropriate treatment of low back pain (i.e., the proportion for whom imaging studies did not occur).

Behavioral Health

Antidepressant Medication Management (AMM)

The percentage of members 18 years of age and older who were diagnosed with a new episode of major depression and treated with antidepressant medication, and remained on an antidepressant medication treatment. Two rates are reported:

- ◆ *Effective Acute Phase Treatment* (on medication for at least 84 days/12 weeks)
- ◆ *Effective Continuation Phase Treatment* (for at least 180 days/6 months)

Follow-Up Care for Children Prescribed ADHD Medication (ADD)

The percentage of children newly prescribed attention-deficit/hyperactivity disorder (ADHD) medication who had at least three follow-up care visits within a 10-month period (where members diagnosed with narcolepsy are excluded from the denominator if optional exclusions are applied). One of these visits must have been within the Intake Period and within 30 days of the earliest ambulatory prescription dispensed for ADHD medication, at which time the member must have been 6 to 12 years of age with a Negative Medication History. Two rates are reported:

- ◆ *Initiation Phase*—The percentage of members who had one follow-up visit with a practitioner with prescribing authority during the 30-day Initiation Phase
- ◆ *Continuation and Maintenance (C&M) Phase*—The percentage of members who remained on the medication at least 210 days and who had at least two follow-up visits with a practitioner within 270 days (nine months) of the end of the Initiation Phase, in addition to the Initiation Phase visit

Follow-Up After Hospitalization for Mental Illness (FUH)

The percentage of discharges for members six years of age and older who were hospitalized for treatment of selected mental health disorders and had an outpatient visit, an intensive outpatient encounter or partial hospitalization with a mental health practitioner. Two rates are reported as the percentage of discharges for which the member received follow-up within:

- ◆ seven days of discharge
- ◆ 30 days of discharge

Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)

The percentage of members 18–64 years of age with schizophrenia or bipolar disorder, who were dispensed an antipsychotic medication and had a diabetes screening test during the measurement year.

Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD)

The percentage of members 18–64 years of age with schizophrenia and diabetes, who had both an LDL-C test and an HbA1c test during the measurement year.

Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia (SMC)

The percentage of members 18–64 years of age with schizophrenia and cardiovascular disease, who had an LDL-C test during the measurement year.

Adherence to Antipsychotic Medications for Individuals With Schizophrenia (SAA)

The percentage of members 19–64 years of age during the measurement year with schizophrenia who were dispensed and remained on an antipsychotic medication for at least 80 percent of their treatment period.

Medication Management

Annual Monitoring for Patients on Persistent Medications (MPM)

The percentage of members 18 years of age and older who received at least 180 treatment days of ambulatory medication therapy for a select therapeutic agent during the measurement year and at least one therapeutic monitoring event for the therapeutic agent in the measurement year. For each product line, four separate rates and a total are reported:

- ◆ Annual monitoring for members on angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blocker (ARB)
- ◆ Annual monitoring for members on digoxin
- ◆ Annual monitoring for members on diuretics
- ◆ Annual monitoring for members on anticonvulsants
- ◆ Total rate (the sum of the four numerators divided by the sum of the four denominators)

Measures Collected Through CAHPS Health Plan Survey

Medical Assistance With Smoking and Tobacco Use Cessation (MSC)

This measure is collected using the survey methodology to arrive at a rolling average that represents the percentage of members 18 years of age and older who are current smokers or tobacco users seen by the MCO during the measurement year. For these members, the following facets of providing medical assistance with cessation are assessed:

- ◆ *Advising Smokers and Tobacco Users to Quit*—Those who received advice to quit
- ◆ *Discussing Cessation Medications*—Those for whom cessation medications were recommended or discussed
- ◆ *Discussing Cessation Strategies*—Those for whom cessation methods or strategies were provided or discussed

Access/Availability of Care Measures

The measures in the Access/Availability of Care domain evaluate how members access important and basic services of their MCO. Included are measures of overall access, how many members are actually using basic MCO services, and the use and availability of specific services.

Adults' Access to Preventive/Ambulatory Health Services (AAP)

The percentage of members 20 years and older who had an ambulatory or preventive care visit during the measurement year. The MCO reports three age stratifications and a total rate. Rates for adults 65 years of age and older, however, are not included in this report as those services would be provided by Medicare. Because the total rate would include this age group, it has been excluded from this report as well.

- ◆ 20–44 years of age
- ◆ 45–64 years of age
- ◆ 65 years of age and older
- ◆ Total

Children and Adolescents' Access to Primary Care Practitioners (CAP)

The percentage of members 12 months to six years who had a visit with a PCP during the measurement year, and members 7–19 years who had a visit with a PCP during the measurement year or the year prior. The MCO reports four separate percentages:

- ◆ 12–24 months
- ◆ 25 months–6 years
- ◆ 7–11 years
- ◆ 12–19 years

Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET)

The percentage of adolescent and adult members age 13 and older who demonstrated a new episode of alcohol or other drug (AOD) dependence and received the following:

- ◆ *Initiation of AOD Treatment*—Percentage who initiate treatment through an inpatient AOD admission, outpatient visit, intensive outpatient encounter or patient hospitalization within 14 days of diagnosis
- ◆ *Engagement of AOD Treatment*—Percentage who, in addition to initiating treatment, had two or more services with an AOD diagnosis within 30 days of the initiation visit

The MCO reports three separate percentages: 13–17; ≥18; and a Total rate.

Prenatal and Postpartum Care (PPC)

The percentage of deliveries of live births between November 6 of the year prior to the measurement year and November 5 of the measurement year. For these women, the measure assesses the following facets of prenatal and postpartum care:

- ◆ *Timeliness of Prenatal Care*—The percentage of deliveries that received a prenatal care visit as a member of the MCO in the first trimester *or* within 42 days of enrollment in the MCO
- ◆ *Postpartum Care*—The percentage of deliveries that had a postpartum visit on or between 21 and 56 days after delivery

Call Answer Timeliness (CAT)

The percentage of calls received by the MCO's Member Services call centers (during operating hours) during the measurement year that were answered by a live voice within 30 seconds.

Utilization and Relative Resource Use

Utilization

Utilization measures are designed to capture the frequency of certain services provided by the organization. **Frequency of Ongoing Prenatal Care (FPC)**

The percentage of members who delivered a child between November 6 of the year prior to the measurement year and November 5 of the measurement year and who received the expected number of prenatal care visits, adjusted for gestational age and the month of pregnancy that the member enrolled in the MCO. This measure uses the same denominator as the Prenatal and Postpartum Care measure. Rates are reported by the percentage of expected visits:

- ◆ < 21 percent
- ◆ 21–40 percent
- ◆ 41–60 percent
- ◆ 61–80 percent
- ◆ ≥ 81 percent

Well-Child Visits in the First 15 Months of Life (W15)

The percentage of members who turned 15 months old during the measurement year and who had the following number of well-child visits with a PCP during their first 15 months of life: zero, one, two, three, four, five, or six or more.

Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)

The percentage of members who were three to six years of age who received one or more well-child visits with a PCP during the measurement year.

Adolescent Well-Care Visits (AWC)

The percentage of enrolled members who were 12–21 years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.

Relative Resource Use

These measures are detailed in a separate annual *Relative Resource Use Report*.

Experience of Care

The CAHPS Health Plan Survey 5.0H Adult Version (CPA) and 5.0H Child Version (CPC) are tools for measuring consumer healthcare satisfaction with the quality of care and customer service provided by their health plans. Topics include the following:

- ◆ Getting Needed Care
- ◆ Customer Service
- ◆ Getting Care Quickly
- ◆ How Well Doctors Communicate
- ◆ Shared Decision Making
- ◆ Rating of Personal Doctor
- ◆ Rating of Specialist Seen Most Often
- ◆ Rating of All Health Care²
- ◆ Rating of Health Plan

² While healthcare is the standard usage adopted for this report, health care is used when it follows AHRQ measure names.

The CAHPS Consortium decided in 2002 to integrate a new set of items in the 3.0H version of the CAHPS Health Plan Survey child questionnaires (now 5.0H) to better address the needs of children with chronic conditions, who are commonly referred to as children with special healthcare needs. Known as the Children With Chronic Conditions (CCC) Survey set, these items include supplemental questions focused on topics with special relevance to children with chronic conditions. The CCC set is designed for children who have a chronic physical, developmental, behavioral or emotional condition and who also require health and related services of a type or amount beyond that generally required by children.

All CAHPS surveys must be administered by an NCQA-certified survey vendor using an NCQA-approved protocol of administration to ensure that results are collected in a standardized way and can be compared across plans. Standard NCQA protocols for administering CAHPS surveys include a mixed-model mail/telephone protocol and a mail-only protocol. The surveys contained within this domain are designed to provide standardized information about members' experiences with their MCOs. NCQA worked with the Agency for Healthcare Research and Quality (AHRQ) to develop these surveys.

For a plan's results to be considered reliable, the Medicaid MCO must follow one of the standard CAHPS protocols or an enhanced protocol approved by NCQA, or must achieve a 45-percent response rate using an alternative protocol. For more detail regarding this calculation methodology and the questions used in each composite, see *HEDIS 2013, Volume 3: Specifications for Survey Measures*. MCO results from the CPA, CPC and CCC surveys were evaluated for this report.

CAHPS Health Plan Survey 5.0H Adult Version (CPA)

The CPA includes five composite categories: Getting Needed Care, Customer Service, Getting Care Quickly, How Well Doctors Communicate and Shared Decision Making. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. Composites are comprised of two or more questions about a similar topic, measured on one of the two scales:

1. For Getting Needed Care, Customer Service, Getting Care Quickly and How Well Doctors Communicate
 - ◆ Never
 - ◆ Sometimes
 - ◆ Usually
 - ◆ Always
2. For Shared Decision Making
 - ◆ Different
 - ◆ Not at All
 - ◆ A Little
 - ◆ Some
 - ◆ A Lot

For any given question used in a composite, the percentage of respondents answering in a certain way is calculated for each plan. Summary rates represent the percentage of members who responded in the most positive way, as defined by NCQA. The following descriptions provide a brief explanation of the four composite categories and additional questions.

Getting Needed Care

The Getting Needed Care composite measures how often in the last six months the members were able to get care when attempting to do so. The summary rate represents the percentage of members who responded ‘Always’ or ‘Usually.’

Customer Service

The Customer Service composite measures how often members were able to get information and to get help from customer service in the last six months. The summary rate represents the percentage of members who responded ‘Always’ or ‘Usually.’

Getting Care Quickly

The Getting Care Quickly composite measures how often the members received care or advice in a reasonable time, including office waiting room experiences. The summary rate represents the percentage of members who responded ‘Always’ or ‘Usually.’

How Well Doctors Communicate

The How Well Doctors Communicate composite measures how often providers listen, explain, and spend enough time with and show respect for what members have to say. The summary rate represents the percentage of members who responded ‘Always’ or ‘Usually.’

Shared Decision Making

The Shared Decision Making composite measures how often doctors offered choices regarding healthcare, mentioned the good and bad things associated with each treatment option, the extent to which doctors requested input regarding healthcare preferences, and how often doctors involved members in the decision-making process, according to their preference. The summary rate represents the percentage of members who responded ‘A Lot.’

Additional Questions

There are four additional questions with responses scaled 0–10 in the CPA: *Rating of Personal Doctor*, *Rating of Specialist Seen Most Often*, *Rating of All Health Care* and *Rating of Health Plan*. Zero represents ‘worst possible’ and 10 represents ‘best possible.’ The summary rate represents the percentage of respondents who rated the question 9 or 10.

CAHPS Health Plan Survey 5.0H Child Version: General Population (CPC)

The CPC set includes five composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. Composites are comprised of two or more questions about a similar topic, on one of the two scales:

- For Getting Needed Care, Customer Service, Getting Care Quickly and How Well Doctors Communicate

◆ Never	◆ Usually
◆ Sometimes	◆ Always

2. For Shared Decision Making

- ◆ Different
- ◆ A Little
- ◆ A Lot
- ◆ Not at All
- ◆ Some

For any given question used in a composite, the percentage of respondents answering in a certain way is calculated for each plan. Summary rates represent the percentage of members who responded in the most positive way, as defined by NCQA. The following provides a brief description of the four composite categories and additional questions, as well as the scoring methodology for each.

Getting Needed Care

The Getting Needed Care composite measures how often in the last six months members were able to get care from doctors and specialists when attempting to do so. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

Customer Service

The Customer Service composite measures how often members were able to get information and to get help from customer service in the last six months. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

Getting Care Quickly

The Getting Care Quickly composite measures how often the members received care or advice in a reasonable time, including office waiting room experiences. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

How Well Doctors Communicate

The How Well Doctors Communicate composite measures how often providers listen, explain and spend enough time with and show respect for what members have to say. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

Shared Decision Making

The Shared Decision Making composite measures how often doctors offered choices regarding healthcare, mentioned the good and bad things associated with each treatment option, the extent to which doctors requested input regarding healthcare preferences, and how often doctors involved members in the decision-making process, according to their preference. The summary rate represents the percentage of members who responded 'A Lot.'

Additional Questions

There are four additional questions with responses scaled 0–10 in the CPC: *Rating of Personal Doctor*, *Rating of Specialist Seen Most Often*, *Rating of All Health Care* and *Rating of Health Plan*. Zero represents 'worst possible' and 10 represents 'best possible.' The summary rate represents the percentage of respondents who rated the question 9 or 10.

CAHPS Health Plan Survey 5.0H Child Version: Children With Chronic Conditions (CCC)

The CCC Survey set includes supplemental questions focused on topics with special relevance to children with chronic conditions. Results include the same ratings, composites and individual question summary rates as those reported for the CPC. Additionally, five CCC composites summarize satisfaction with basic components of care essential for successful treatment, management and support of children with chronic conditions. These topics are reflected in the following composite measures presented in this report:

1. Access to Prescription Medicines
2. Access to Specialized Services
3. Family-Centered Care: Getting Needed Information
4. Family-Centered Care: Personal Doctor Who Knows Child
5. Family-Centered Care: Coordination of Care for Children With Chronic Conditions

The first three composites for CCC are responded to as:

- | | |
|-------------|-----------|
| ◆ Never | ◆ Usually |
| ◆ Sometimes | ◆ Always |

The last two composites for CCC are responded to as:

- | | |
|-------|------|
| ◆ Yes | ◆ No |
|-------|------|

Access to Prescription Medicines

The Access to Prescription Medicines composite measures how often members were able to obtain prescription medicine and assistance if they experienced an access problem. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

Access to Specialized Services

The Access to Specialized Services composite measures how often members were able to obtain special medical equipment, therapy, and treatment or counseling, and assistance if they experienced an access problem. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

Family-Centered Care: Getting Needed Information

The Family-Centered Care: Getting Needed Information composite measures how often doctors made it easy to discuss questions or concerns, how often members received the needed information from health providers, and how often healthcare questions were answered by providers. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

Family-Centered Care: Personal Doctor or Nurse Who Knows Child

The Family-Centered Care: Personal Doctor or Nurse Who Knows Child composite measures whether or not providers discussed the child's feelings, growth and behavior, and if the provider understands how the medical or behavioral conditions affect both the child's and

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family's day-to-day life. The summary rate represents the percentage of members who responded 'Yes.'

Family-Centered Care: Coordination of Care for Children With Chronic Conditions

The Family-Centered Care: Coordination of Care for Children With Chronic Conditions composite measures whether or not doctors or other health providers assisted, if needed, in contacting the child's school or daycare and if anyone from the health plan, doctor's office or clinic assisted in coordinating the child's care among different providers or services. The summary rate represents the percentage of members who responded 'Yes.'

Results

Statewide Performance

In conjunction with NCQA accreditation, MCOs are required to submit a full set of audited HEDIS measures to NCQA and TennCare each year. For HEDIS 2013, this included the health plans in all three Grand Regions: Amerigroup Community Care, Inc. (**Amerigroup**); Volunteer State Health Plan, Inc. (**BlueCare-East**, **BlueCare-West** and **TennCareSelect**); and UnitedHealthcare Plan of the River Valley, Inc. (**UnitedHealthcare-East**, **UnitedHealthcare-Middle** and **UnitedHealthcare-West**).

Tables 2-1 (a and b), 2-2 (a and b) and 2-3 summarize the weighted average TennCare score for each of the selected HEDIS 2012 and HEDIS 2013 measures as well as the HEDIS 2012 Medicaid National Average. The Medicaid National Average represents the sum of the reported rates divided by the total number of health plans reporting the rate. Weighted state rates are determined by applying the size of the eligible population within each plan to their overall results. Using this methodology, plan-specific findings contribute to the TennCare statewide estimate, proportionate to eligible population size.

Where possible in **Tables 2-1 (a and b), 2-2 (a and b) and 2-3**, the statewide changes for each measure reported during both HEDIS 2012 and HEDIS 2013 are presented. The column titled ‘Change 2012 to 2013’ indicates whether there was an improvement (↑) or a decline (↓) in statewide performance for the measure from HEDIS 2012 to HEDIS 2013.

Table 2-1a. HEDIS 2013 State to National Rates: Effectiveness of Care Measures				
Measure	Weighted State Rate		HEDIS 2012 National Medicaid Avg.	Change 2012 to 2013
	2012	2013		
<i>Prevention and Screening</i>				
Adult BMI Assessment (ABA)	59.17%	70.95%	52.57%	↑
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC):				
BMI Percentile: 3–11 years	39.57%	49.42%	45.84%	↑
12–17 years	43.38%	49.74%	46.56%	↑
Total	40.91%	49.52%	45.99%	↑
Counseling for Nutrition: 3–11 years	58.43%	59.90%	51.58%	↑
12–17 years	51.03%	55.01%	46.92%	↑
Total	56.30%	58.28%	50.08%	↑
Counseling for Physical Activity: 3–11 years	39.13%	45.54%	39.37%	↑
12–17 years	40.29%	48.02%	43.23%	↑
Total	39.63%	46.36%	40.63%	↑

Table 2-1a. HEDIS 2013 State to National Rates: Effectiveness of Care Measures

Measure	Weighted State Rate		HEDIS 2012 National Medicaid Avg.	Change 2012 to 2013
	2012	2013		
Childhood Immunization Status (CIS) *:				
DTaP	79.52%	80.17%	79.81%	↑
IPV	93.94%	93.86%	90.54%	↓
MMR	90.05%	91.44%	90.87%	↑
HiB	93.90%	93.73%	90.98%	↓
HepB	92.27%	93.33%	88.78%	↑
VZV	90.88%	90.72%	90.47%	↓
PCV	81.69%	82.42%	79.28%	↑
HepA	43.31%	89.55%	39.16%	↑
RV	66.23%	68.43%	62.35%	↑
Flu	38.38%	43.74%	44.81%	↑
Combination 2	75.37%	76.28%	74.48%	↑
Combination 3	72.01%	73.02%	70.64%	↑
Combination 4	40.13%	71.63%	34.19%	↑
Combination 5	54.64%	56.98%	51.88%	↑
Combination 6	32.90%	37.88%	37.93%	↑
Combination 7	31.79%	56.13%	27.09%	↑
Combination 8	20.83%	37.24%	20.89%	↑
Combination 9	26.98%	31.99%	30.48%	↑
Combination 10	17.54%	31.53%	17.30%	↑
Immunizations for Adolescents (IMA):				
Meningococcal	60.34%	65.69%	63.18%	↑
Tdap/Td	76.12%	83.31%	75.80%	↑
Combination 1	58.66%	64.40%	60.54%	↑
Human Papillomavirus Vaccine for Female Adolescents (HPV)	15.07%	16.78%	17.71%	↑
Lead Screening in Children (LSC)	71.65%	72.18%	67.81%	↑
Breast Cancer Screening (BCS)	42.68%	44.27%	50.43%	↑
Cervical Cancer Screening (CCS)	67.73%	67.92%	66.72%	↑
Chlamydia Screening in Women (CHL):				
16–20 years	54.48%	53.62%	54.91%	↓
21–24 years	62.52%	62.58%	63.43%	↑
Total	57.75%	57.39%	58.00%	↓

Table 2-1a. HEDIS 2013 State to National Rates: Effectiveness of Care Measures

Measure	Weighted State Rate		HEDIS 2012 National Medicaid Avg.	Change 2012 to 2013
	2012	2013		
Respiratory Conditions				
Appropriate Testing for Children With Pharyngitis (CWP)	75.27%	76.03%	66.66%	↑
Appropriate Treatment for Children With Upper Respiratory Infection (URI)	74.21%	74.84%	85.32%	↑
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (AAB)	21.92%	24.39%	24.30%	↑
Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)	35.36%	34.40%	32.02%	↓
Pharmacotherapy Management of COPD Exacerbation (PCE):				
Systemic corticosteroid	45.55%	47.81%	64.11%	↑
Bronchodilator	72.13%	73.48%	80.45%	↑
Use of Appropriate Medications for People With Asthma (ASM):				
5–11 years	93.42%	92.78%	90.51%	↓
12–18 years	87.89%	87.59%	86.61%	↓
19–50 years	59.16%	58.73%	74.72%	↓
51–64 years	55.76%	52.84%	72.94%	↓
Total	85.29%	84.68%	84.99%	↓
Medication Management for People With Asthma (MMA):				
Medication Compliance 50%: 5–11 years	54.78%	54.30%	50.35%	↓
12–18 years	49.54%	51.55%	49.01%	↑
19–50 years	45.06%	48.18%	56.13%	↑
51–64 years	62.50%	59.02%	71.11%	↓
Total	52.22%	52.85%	52.31%	↑
Medication Compliance 75%: 5–11 years	30.08%	30.45%	28.15%	↑
12–18 years	26.67%	29.09%	27.18%	↑
19–50 years	26.28%	27.46%	34.81%	↑
51–64 years	35.58%	36.10%	49.81%	↑
Total	28.71%	29.79%	30.26%	↑
Asthma Medical Ratio (AMR)**:				
5–11 years		74.99%		
12–18 years		64.33%		
19–50 years		30.97%		
51–64 years		32.81%		
Total		63.66%		

Table 2-1a. HEDIS 2013 State to National Rates: Effectiveness of Care Measures

Measure	Weighted State Rate		HEDIS 2012 National Medicaid Avg.	Change 2012 to 2013
	2012	2013		
Cardiovascular Conditions				
Cholesterol Management for Patients With Cardiovascular Conditions (CMC):				
LDL-C Screening	82.65%	83.10%	81.99%	↑
LDL-C Control (<100 mg/dL)	39.23%	38.65%	42.08%	↓
Controlling High Blood Pressure (CBP)	55.99%	55.82%	56.78%	↓
Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)	75.06%	74.54%	80.49%	↓
Diabetes				
Comprehensive Diabetes Care (CDC):				
HbA1c Testing	80.55%	80.32%	82.53%	↓
HbA1c Control (<7.0%)	37.34%	38.54%	35.42%	↑
HbA1c Control (<8.0%)	48.08%	48.58%	48.08%	↑
Retinal Eye Exam Performed	37.64%	37.66%	53.35%	↑
LDL-C Screening	75.53%	76.44%	75.00%	↑
LDL-C Control (<100 mg/dL)	32.00%	31.36%	35.23%	↓
Medical Attention for Nephropathy	75.02%	76.22%	77.84%	↑
Blood Pressure Control (<140/80 mm Hg)	38.03%	36.97%	39.41%	↓
Blood Pressure Control (<140/90 mm Hg)	59.72%	59.03%	60.95%	↓
Musculoskeletal Conditions				
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)	58.66%	58.91%	68.88%	↑
Use of Imaging Studies for Low Back Pain (LBP)	68.03%	66.91%	75.78%	↓
Behavioral Health				
Antidepressant Medication Management (AMM):				
Effective Acute Phase Treatment	47.12%	49.10%	51.11%	↑
Effective Continuation Phase Treatment	28.50%	30.78%	34.43%	↑
Follow-Up Care for Children Prescribed ADHD Medication (ADD):				
Initiation Phase	38.28%	46.02%	38.83%	↑
Continuation and Maintenance Phase	47.21%	57.54%	45.87%	↑
Follow-Up After Hospitalization for Mental Illness (FUH):				
7-day follow-up	45.73%	48.03%	46.50%	↑
30-day follow-up	66.83%	68.80%	64.99%	↑

Table 2-1a. HEDIS 2013 State to National Rates: Effectiveness of Care Measures

Measure	Weighted State Rate		HEDIS 2012 National Medicaid Avg.	Change 2012 to 2013
	2012	2013		
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medication (SSD)**		80.40%		
Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD)**		67.69%		
Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia (SMC)**		80.00%		
Adherence to Antipsychotic Medications for Individuals With Schizophrenia (SAA)**		61.91%		
Medication Management				
Annual Monitoring for Patients on Persistent Medications (MPM):				
ACE Inhibitors or ARBs	90.78%	90.61%	85.86%	↓
Digoxin	90.76%	92.31%	90.28%	↑
Diuretics	90.57%	91.00%	85.39%	↑
Anticonvulsants	75.00%	72.89%	65.16%	↓
Total	88.78%	88.86%	83.86%	↑
Measures Collected Through CAHPS Health Plan Survey				
Medical Assistance With Smoking and Tobacco Use Cessation (MSC):				
Advising Smokers and Tobacco Users to Quit	72.12%***	74.87%	74.55%	↑
Discussing Cessation Medications	38.84%***	42.11%	44.29%	↑
Discussing Cessation Strategies	37.03%***	36.87%	40.29%	↓

*Measure specification changed for HEDIS 2013. HepA dose requirements changed from two doses to at least one dose; hence, trend with caution.

**First year measurement

*** The denominator was not available; hence, the average is not weighted.

For the Effectiveness of Care Measure—Comprehensive Diabetes Care: HbA1c Poor Control (> 9.0 percent) presented in **Table 2-1b**, a lower rate (particularly one below the national average) is an indication of better performance (↑). A decrease in rates from the prior year also indicates improvement.

Table 2-1b. HEDIS 2013 State to National Rates: Effectiveness of Care Measure Where Lower Rates Indicate Better Performance

Measure	Weighted State Rate		HEDIS 2012 National Medicaid Avg.	Change 2012 to 2013
	2012	2013		
Comprehensive Diabetes Care (CDC):				
HbA1c Poor Control (>9.0%)	44.78%	43.22%	43.04%	↑

Tables 2-2 summarize results for the Access/Availability Domain of Care.

Table 2-2. HEDIS 2013 State to National Rates: Access/Availability of Care Measures				
Measure	Weighted State Rate		HEDIS 2012 National Medicaid Avg.	Change 2012 to 2013
	2012	2013		
Adults' Access to Preventive/Ambulatory Health Services (AAP):				
20–44 years	80.62%	80.66%	80.04%	↑
45–64 years	86.34%	87.27%	86.05%	↑
Children and Adolescents' Access to Primary Care Practitioners (CAP):				
12–24 months	97.14%	96.94%	96.07%	↓
25 months–6 years	90.37%	90.51%	88.19%	↑
7–11 years	93.14%	93.47%	89.54%	↑
12–19 years	90.18%	90.38%	87.89%	↑
Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment (IET):				
Initiation of AOD Treatment: 13–17 years				
	53.33%	48.57%	40.49%	↓
≥18 years	42.54%	36.78%	39.38%	↓
Total	43.38%	37.62%	39.19%	↓
Engagement of AOD Treatment: 13–17 years				
	31.07%	27.90%	17.37%	↓
≥18 years	12.34%	9.82%	11.49%	↓
Total	13.80%	11.10%	11.93%	↓
Prenatal and Postpartum Care (PPC):				
Timeliness of Prenatal Care	79.83%	79.51%	82.75%	↓
Postpartum Care	61.06%	59.90%	64.12%	↓
Call Answer Timeliness (CAT)	88.47%	89.18%	83.21%	↑

Table 2-3 summarizes results for the Utilization measures included in the Utilization and Relative Resource Domain of Care.

Table 2-3. HEDIS 2013 State to National Rates: Utilization Measures				
Measure	Weighted State Rate		HEDIS 2012 National Medicaid Avg.	Change 2012 to 2013
	2012	2013		
Frequency of Ongoing Prenatal Care (FPC):				
≥ 81 percent	58.29%	61.60%	60.93%	↑
Well-Child Visits in the First 15 Months of Life (W15):				
6 or More Visits	62.36%	62.32%	61.75%	↓
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)	72.69%	71.68%	72.03%	↓
Adolescent Well-Care Visits (AWC)	45.95%	44.53%	49.71%	↓

Individual Plan Performance

This section is intended to provide an overview of individual plan performance using appropriate available comparison data. The results highlight those areas where each MCO is performing in relation to the HEDIS 2012 National Medicaid Means and Percentiles for select MCO-reported HEDIS measures. Qsource uses these data to determine overall TennCare plan performance to the highest and lowest percentiles. The percentiles are statistical values that represent the distribution of data. For example, the 50th percentile represents the point at which half of the reported rates are below and half of the reported rates are above that value.

Tables 2-5 (a and b), 2-6 (a and b) and 2-7 display the plan-specific performance rates for each measure selected from the Effectiveness of Care and Access/Availability of Care domains and Utilization measures. Table 2-4 details the color-coding used in Tables 2-5 through 2-7 to indicate the rating of the MCO percentile achieved, and provides additional related comments. HEDIS measure results with an 'NA' indicate that there were fewer than 30 people in the denominator and hence results are not presented. While Medical Assistance With Smoking and Tobacco Use Cessation is an Effectiveness of Care measure, results are reported through the CPA as noted in Tables 2-1a and 2-5a.

Color Designation	Percentile MCO Achieved	Additional Comments
	Greater than 75th	No additional comments
	25th to 75th	No additional comments
	Less than 25th	No additional comments
NA	Not Applicable	The measure was not applicable (NA) because there were fewer than 30 people in the denominator.
	No Rating Available	Benchmarking data were not available.

Measure	Ameri-group	BlueCare-		TennCare Select	UnitedHealthcare-			HEDIS 2012 National Medicaid 50th Percentile
		East	West		East	Middle	West	
<i>Prevention and Screening</i>								
Adult BMI Assessment (ABA)	77.21%	65.68%	78.98%	56.59%	67.56%	73.98%	63.50%	57.94%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC):								
BMI Percentile: 3–11 years	55.45%	43.86%	65.38%	53.56%	35.71%	40.42%	53.98%	47.52%
12–17 years	54.26%	46.03%	64.80%	50.00%	35.85%	39.52%	58.20%	49.42%
Total	55.09%	44.53%	65.21%	52.07%	35.77%	40.15%	55.23%	47.45%
Counseling for Nutrition: 3–11 years	63.37%	59.65%	58.39%	51.88%	55.95%	63.76%	59.86%	57.09%
12–17 years	62.02%	53.17%	60.80%	48.26%	47.80%	48.39%	62.30%	50.00%
Total	62.96%	57.66%	59.12%	50.36%	52.80%	59.12%	60.58%	54.88%

Table 2-5a. HEDIS 2013 Plan-Specific Rates: Effectiveness of Care Measures

Measure	Ameri-group	BlueCare-		TennCare Select	UnitedHealthcare-			HEDIS 2012 National Medicaid 50th Percentile
		East	West		East	Middle	West	
Counseling for Physical Activity:								
3–11 years	60.73%	45.26%	34.97%	29.29%	40.87%	51.22%	43.60%	42.17%
12–17 years	58.91%	48.41%	40.00%	36.05%	48.43%	42.74%	58.20%	47.00%
Total	60.19%	46.23%	36.50%	32.12%	43.80%	48.66%	47.93%	43.29%
Childhood Immunization Status (CIS)*:								
DTaP	86.53%	81.51%	76.40%	77.62%	82.48%	81.51%	72.02%	80.63%
IPV	96.25%	95.38%	94.65%	92.94%	93.92%	93.43%	88.81%	92.21%
MMR	93.16%	92.46%	93.67%	91.00%	91.24%	89.78%	87.83%	91.65%
HiB	96.03%	95.38%	94.89%	93.43%	94.16%	93.19%	87.83%	92.46%
HepB	95.58%	94.65%	94.65%	91.73%	92.94%	91.24%	90.75%	90.75%
VZV	93.38%	90.51%	93.19%	91.00%	90.02%	90.75%	85.40%	91.22%
PCV	86.31%	83.70%	81.27%	78.83%	83.94%	84.91%	73.72%	80.93%
HepA	92.49%	91.00%	90.27%	87.83%	88.81%	88.56%	85.64%	38.32%
RV	74.17%	70.32%	65.45%	51.34%	66.42%	75.18%	59.85%	63.70%
Flu	57.84%	46.72%	27.98%	50.85%	44.04%	54.74%	25.79%	44.90%
Combination 2	84.33%	76.89%	73.72%	73.24%	78.10%	77.62%	66.18%	75.35%
Combination 3	81.24%	72.99%	70.32%	69.59%	75.43%	75.67%	61.56%	71.93%
Combination 4	79.91%	71.78%	68.61%	66.91%	73.97%	74.70%	60.10%	33.92%
Combination 5	66.45%	56.93%	53.04%	42.09%	57.18%	62.77%	46.23%	52.92%
Combination 6	51.88%	39.17%	24.09%	42.09%	39.90%	46.96%	21.41%	37.57%
Combination 7	65.78%	55.96%	52.07%	40.63%	55.96%	62.29%	45.50%	26.03%
Combination 8	51.21%	38.69%	23.11%	40.63%	39.42%	46.23%	21.17%	20.88%
Combination 9	44.59%	32.36%	21.17%	27.01%	32.60%	41.12%	18.25%	29.79%
Combination 10	44.15%	31.87%	20.44%	26.28%	32.36%	40.63%	18.00%	16.51%
Immunization for Adolescents (IMA):								
Meningococcal	67.82%	71.84%	65.76%	62.65%	60.88%	70.92%	54.99%	64.23%
Tdap/Td	87.50%	87.11%	86.10%	77.64%	79.22%	85.20%	74.70%	78.83%
Combination 1	67.59%	71.05%	65.01%	60.44%	59.66%	68.11%	53.28%	62.29%
Human Papillomavirus Vaccine for Female Adolescents (HPV)	17.36%	19.22%	14.60%	19.22%	18.73%	17.52%	11.92%	18.09%
Lead Screening in Children (LSC)	75.50%	72.51%	73.72%	73.48%	73.97%	70.07%	66.67%	71.41%
Breast Cancer Screening (BCS)	42.53%	48.51%	45.78%	52.68%	44.02%	42.74%	38.99%	50.46%
Cervical Cancer Screening (CCS)	70.28%	69.77%	68.97%	55.08%	61.06%	72.51%	63.61%	69.10%
Chlamydia Screening in Women (CHL):								
16–20 years	53.23%	49.16%	59.11%	52.17%	48.74%	54.27%	57.72%	54.18%
21–24 years	62.56%	59.16%	68.02%	43.33%	56.42%	61.77%	65.11%	64.36%
Total	57.25%	53.45%	63.26%	52.05%	51.73%	57.58%	61.06%	58.40%

Table 2-5a. HEDIS 2013 Plan-Specific Rates: Effectiveness of Care Measures

Measure	Ameri-group	BlueCare-		TennCare Select	UnitedHealthcare-			HEDIS 2012 National Medicaid 50th Percentile
		East	West		East	Middle	West	
Respiratory Conditions								
Appropriate Testing for Children with Pharyngitis (CWP)	81.17%	74.23%	77.63%	74.37%	70.43%	79.08%	72.20%	70.00%
Appropriate Treatment for Children with Upper Respiratory Infection (URI)	78.36%	71.97%	70.23%	75.28%	69.86%	79.34%	75.45%	85.34%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)	22.50%	27.42%	24.46%	73.17%	17.90%	26.19%	24.80%	22.14%
Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)	29.29%	37.31%	36.27%	NA	31.69%	35.02%	38.65%	31.90%
Pharmacotherapy Management of COPD Exacerbation (PCE):								
Systemic corticosteroid	48.90%	39.96%	44.72%	NA	53.99%	49.60%	46.57%	66.67%
Bronchodilator	72.18%	65.40%	71.69%	NA	76.19%	78.89%	77.02%	82.22%
Use of Appropriate Medications for People with Asthma (ASM):								
5–11 years	91.65%	95.59%	89.93%	92.87%	95.52%	91.37%	91.48%	91.59%
12–18 years	87.39%	88.99%	88.23%	87.35%	89.48%	84.39%	85.92%	86.96%
19–50 years	57.11%	60.69%	58.56%	82.14%	61.67%	53.09%	59.73%	75.53%
51–64 years	55.07%	51.16%	57.75%	NA	56.00%	45.83%	50.88%	73.81%
Total	83.09%	88.64%	83.17%	90.15%	86.01%	80.47%	82.65%	85.87%
Medication Management for People With Asthma (MMA):								
Medication Compliance 50%:								
5–11 years	54.38%	59.45%	47.31%	60.75%	58.48%	52.84%	46.13%	50.89%
12–18 years	49.91%	53.48%	47.71%	59.84%	54.17%	51.83%	45.06%	48.92%
19–50 years	47.89%	58.36%	43.52%	54.35%	51.43%	46.92%	38.07%	56.51%
51–64 years	52.63%	NA	68.29%	NA	64.29%	57.58%	NA	73.03%
Total	52.27%	57.55%	47.32%	60.12%	56.37%	51.84%	44.95%	52.31%
Medication Compliance 75%:								
5–11 years	28.60%	35.59%	24.02%	39.42%	33.66%	29.38%	23.01%	27.25%
12–18 years	25.39%	32.49%	25.61%	37.16%	31.18%	30.02%	21.69%	25.63%
19–50 years	26.44%	33.45%	21.26%	36.96%	30.00%	28.77%	22.48%	34.03%
51–64 years	39.47%	NA	34.15%	NA	45.24%	33.33%	NA	50.00%
Total	27.62%	34.42%	24.33%	38.48%	32.67%	29.53%	22.79%	29.14%
Asthma Medical Ratio (AMR)*:								
5–11 years	71.94%	81.49%	67.23%	78.58%	81.89%	71.18%	71.97%	
12–18 years	61.66%	67.85%	60.29%	69.66%	70.71%	58.90%	61.84%	
19–50 years	30.36%	34.87%	28.49%	57.69%	39.42%	27.56%	20.95%	
51–64 years	31.88%	30.95%	37.14%	NA	38.67%	35.21%	19.64%	
Total	60.45%	70.99%	57.67%	74.13%	69.18%	58.18%	57.88%	

Table 2-5a. HEDIS 2013 Plan-Specific Rates: Effectiveness of Care Measures

Measure	Ameri-group	BlueCare-		TennCare Select	UnitedHealthcare-			HEDIS 2012 National Medicaid 50th Percentile
		East	West		East	Middle	West	
Cardiovascular Conditions								
Cholesterol Management for Patients with Cardiovascular Conditions (CMC):								
LDL-C Screening	84.42%	81.27%	83.21%	NA	84.67%	81.51%	84.67%	82.48%
LDL-C Control (<100 mg/dL)	41.40%	34.55%	24.82%	NA	45.99%	45.74%	35.52%	42.39%
Controlling High Blood Pressure (CBP)	48.78%	58.93%	52.81%	33.64%	60.73%	56.93%	54.01%	57.52%
Persistence of Beta-Blocker Treatment after a Heart Attack (PBH)	66.67%	83.87%	78.00%	NA	78.90%	71.15%	69.14%	83.47%
Diabetes								
Comprehensive Diabetes Care (CDC):								
HbA1c Testing	79.35%	81.56%	78.33%	80.71%	82.31%	79.87%	79.23%	82.38%
HbA1c Control (<7.0%)	36.24%	46.44%	33.56%	30.46%	37.16%	38.83%	35.35%	36.72%
HbA1c Control (<8.0%)	48.14%	52.59%	42.58%	32.68%	50.77%	49.10%	46.54%	48.72%
Retinal Eye Exam Performed	32.10%	39.34%	38.94%	59.45%	36.28%	39.62%	37.31%	52.88%
LDL-C Screening	73.11%	76.66%	75.91%	62.20%	76.92%	77.69%	78.33%	76.16%
LDL-C Control (<100 mg/dL)	27.93%	27.67%	24.09%	12.60%	36.67%	39.10%	32.31%	35.86%
Medical Attention for Nephropathy	73.25%	78.67%	77.73%	62.60%	77.69%	73.59%	75.38%	78.71%
Blood Pressure Control (<140/80 mm Hg)	37.74%	37.61%	31.36%	33.86%	38.33%	41.03%	34.74%	39.10%
Blood Pressure Control (<140/90 mm Hg)	58.54%	60.23%	53.94%	45.67%	60.26%	63.72%	56.54%	63.50%
Musculoskeletal Conditions								
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)	62.61%	55.12%	51.80%	NA	66.86%	56.76%	59.30%	69.28%
Use of Imaging Studies for Low Back Pain (LBP)	69.48%	64.71%	68.41%	67.77%	63.14%	66.82%	69.64%	75.67%
Behavioral Health								
Antidepressant Medication Management (AMM):								
Effective Acute Phase Treatment	52.10%	48.39%	46.42%	51.22%	51.13%	47.06%	48.02%	49.42%
Effective Continuation Phase Treatment	35.68%	28.93%	27.49%	26.83%	32.02%	28.17%	32.07%	32.42%
Follow-Up Care for Children Prescribed ADHD Medication (ADD):								
Initiation Phase	60.54%	43.80%	31.72%	34.38%	51.80%	53.78%	41.39%	39.19%
Continuation and Maintenance Phase	70.02%	52.53%	41.41%	46.39%	63.92%	63.94%	58.44%	47.09%
Follow-Up After Hospitalization for Mental Illness (FUH):								
7-day follow-up	58.00%	38.15%	31.65%	36.83%	47.37%	53.38%	65.64%	46.06%
30-day follow-up	77.08%	65.85%	56.45%	59.15%	67.93%	72.82%	77.61%	67.65%

Table 2-5a. HEDIS 2013 Plan-Specific Rates: Effectiveness of Care Measures

Measure	Ameri-group	BlueCare-		TennCare Select	UnitedHealthcare-			HEDIS 2012 National Medicaid 50th Percentile
		East	West		East	Middle	West	
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medication (SSD)**								
	80.94%	81.87%	77.27%	80.00%	82.56%	84.95%	73.41%	
Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD)**								
	69.33%	71.04%	60.08%	80.56%	71.79%	71.43%	61.31%	
Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia (SMC)**								
	83.33%	76.47%	78.05%	NA	NA	79.07%	81.58%	
Adherence to Antipsychotic Medications for Individuals With Schizophrenia (SAA)**								
	63.06%	59.81%	59.36%	70.24%	62.78%	62.38%	61.93%	
Medication Management								
Annual Monitoring for Patients on Persistent Medications (MPM):								
ACE Inhibitors or ARBs	88.81%	90.48%	91.26%	89.32%	91.50%	89.68%	91.82%	86.89%
Digoxin	89.29%	93.02%	92.31%	NA	95.51%	92.31%	90.24%	90.95%
Diuretics	89.05%	91.26%	90.90%	94.32%	91.89%	90.63%	91.43%	86.40%
Anticonvulsants	70.85%	72.86%	70.96%	76.30%	74.67%	74.35%	71.08%	65.29%
Total	87.02%	88.93%	89.00%	81.72%	90.08%	88.44%	89.42%	84.81%
Measures Collected Through CAHPS Health Plan Survey								
Medical Assistance with Smoking and Tobacco Use Cessation (MSC):								
Advising Smokers and Tobacco Users to Quit	76.90%	81.40%	75.45%	61.74%	77.31%	79.85%	71.43%	75.11%
Discussing Cessation Medications	42.64%	47.79%	46.98%	33.33%	45.16%	42.23%	36.67%	44.50%
Discussing Cessation Strategies	36.59%	44.72%	39.86%	38.05%	35.63%	34.02%	29.25%	40.65%

*Measure specification changed for HEDIS 2013. HepA dose requirements changed from two doses to at least one dose; hence, trend with caution

**First year measurement

For the Effectiveness of Care Measure—Comprehensive Diabetes Care: HbA1c Poor Control (> 9.0 percent) presented in **Table 2-5b**, a lower rate (particularly one below the national 50th percentile) is an indication of better performance. For example, a rate in the 10th percentile is better than a rate in the 90th percentile.

Table 2-5b. HEDIS 2013 Plan-Specific Rates: Effectiveness of Care Measure Where Lower Rates Indicate Better Performance

Measure	Ameri-group	BlueCare-		TennCare Select	UnitedHealthcare-			HEDIS 2012 National Medicaid 50th Percentile
		East	West		East	Middle	West	
Comprehensive Diabetes Care (CDC):								
HbA1c Poor Control (>9.0%)	42.64%	39.19%	50.91%	62.60%	40.64%	41.67%	46.03%	41.68%

Table 2-6. HEDIS 2013 Plan-Specific Rates: Access/Availability of Care Measures

Measure	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			HEDIS 2012 National Medicaid 50th Percentile
		-East	-West		East	Middle	West	
Adults' Access to Preventive/Ambulatory Health Services (AAP):								
20–44 years	80.70%	83.11%	80.29%	69.15%	80.17%	84.16%	75.17%	82.34%
45–64 years	84.68%	90.50%	85.91%	73.50%	87.63%	90.61%	82.44%	87.31%
Children and Adolescents' Access to Primary Care Practitioners (CAP):								
12–24 months	97.34%	97.48%	96.23%	95.42%	96.45%	97.52%	96.73%	97.02%
25 months–6 years	91.43%	91.32%	89.51%	91.71%	88.92%	91.66%	89.38%	89.19%
7–11 years	93.71%	93.64%	94.12%	93.24%	91.47%	94.24%	93.26%	90.58%
12–19 years	91.31%	91.31%	90.35%	87.58%	89.68%	92.25%	88.45%	89.21%
Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment (IET):								
Initiation of AOD Treatment:								
13–17 years	47.45%	40.66%	48.48%	52.31%	50.72%	49.82%	52.71%	42.03%
≥18 years	38.69%	37.92%	34.99%	43.37%	38.92%	31.21%	39.67%	39.02%
Total	39.19%	38.12%	35.73%	48.24%	39.57%	32.13%	40.42%	38.80%
Engagement of AOD Treatment:								
13–17 years	30.98%	25.83%	19.19%	29.86%	35.14%	29.24%	20.69%	16.57%
≥18 years	12.65%	11.12%	8.70%	15.75%	8.96%	8.60%	7.89%	11.40%
Total	13.70%	12.16%	9.28%	23.43%	10.40%	9.61%	8.62%	11.72%
Prenatal and Postpartum Care (PPC):								
Timeliness of Prenatal Care	81.94%	87.33%	72.62%	68.49%	86.91%	79.02%	67.88%	86.13%
Postpartum Care	58.56%	68.46%	59.90%	51.26%	63.95%	57.56%	49.15%	64.98%
Call Answer Timeliness (CAT)	90.39%	91.68%	91.36%	91.74%	87.49%	87.49%	87.49%	85.37%

Table 2-7. HEDIS 2013 Plan-Specific Rates: Use of Services Measures

Measure	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			HEDIS 2012 National Medicaid 50th Percentile
		-East	-West		East	Middle	West	
Frequency of Ongoing Prenatal Care (FPC):								
≥ 81 percent	66.67%	77.63%	54.28%	44.54%	72.10%	54.15%	42.34%	64.65%
Well-Child Visits in the First 15 Months of Life (W15):								
6 or More Visits	64.30%	69.85%	49.88%	48.66%	71.64%	66.49%	52.80%	62.95%
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)	76.16%	69.85%	73.10%	74.43%	68.06%	69.72%	72.26%	72.26%
Adolescent Well-Care Visits (AWC)	53.47%	43.07%	45.99%	46.23%	36.74%	45.01%	41.36%	49.65%

Tables 2-9 through 2-11 display the plan-specific performance rates for the CAHPS survey results. Table 2-8 details the color-coding and the MCO rating scale, as well as any additional comments, used in Tables 2-9 through 2-11 to indicate the rating achieved. CAHPS measure results with an 'NA' indicate that there were fewer than 100 valid responses and hence results are not presented. For all CAHPS survey results, performance is measured against the calculated statewide average. The 2012 National Medicaid CAHPS Benchmarking data were obtained from Quality Compass this year; previously benchmarking data were obtained from AHRQ's website: www.cahps.ahrq.gov.

Color Designation	Rating Scale	Additional Comments
	Greater than one standard deviation above the statewide average	No additional comments
	Within one standard deviation above or below the statewide average	No additional comments
	Greater than one standard deviation below the statewide average	No additional comments
NA	Not Applicable	The survey question was not applicable (NA) because there were less than 100 valid responses.
	No Rating Available	Benchmarking data were not available.

Amerigroup	BlueCare		TennCare Select	UnitedHealthcare			Statewide Average	2012 National Medicaid CAHPS Benchmarking
	-East	-West		-East	-Middle	-West		
1. Getting Needed Care (Always + Usually)								
83.56%	86.50%	82.36%	85.17%	83.30%	84.77%	80.31%	83.71%	75.50%
2. Getting Care Quickly (Always + Usually)								
82.60%	86.82%	83.49%	85.00%	83.35%	82.89%	80.53%	83.53%	80.33%
3. How Well Doctors Communicate (Always + Usually)								
89.78%	89.99%	91.36%	91.42%	90.61%	89.63%	87.64%	90.06%	87.81%
4. Customer Service (Always + Usually)								
84.96%	86.31%	87.30%	87.64%	91.98%	86.87%	88.42%	87.64%	80.42%
5. Shared Decision Making* (A lot/Yes)								
47.88%	49.75%	49.19%	50.79%	48.48%	49.97%	42.73%	48.40%	60.87%
6. Rating of All Health Care (9+10)								
46.23%	54.27%	54.81%	48.20%	51.82%	48.36%	48.69%	50.34%	49.74%
7. Rating of Personal Doctor (9+10)								
59.58%	68.78%	67.27%	67.02%	64.23%	59.48%	61.31%	63.95%	61.82%
8. Rating of Specialist Seen Most Often (9+10)								
61.65%	70.00%	63.52%	67.36%	66.82%	65.15%	69.43%	66.28%	62.07%

Table 2-9. 2013 CAHPS 5.0H Adult Medicaid Survey Results

Amerigroup	BlueCare		TennCare Select	UnitedHealthcare			Statewide Average	2012 National Medicaid CAHPS Benchmarking
	-East	-West		-East	-Middle	-West		
9. Rating of Health Plan (9+10)								
54.42%	67.43%	66.37%	54.93%	60.99%	56.97%	55.59%	59.53%	55.56%

*The measurement scale changed; hence, trend with caution.

In Tables 2-10 and 2-11 the National Medicaid CAHPS Benchmarking data for the 5.0H Child Medicaid Survey aggregate results from the surveys for General Population (CPC) and Children With Chronic Conditions (CCC) and are acceptable as benchmarks for both. There are no benchmarking data specific to the supplemental questions in the CCC Survey set.

Table 2-10. 2013 CAHPS 5.0H Child Medicaid Survey Results (General Population)

Amerigroup	BlueCare		TennCare Select	UnitedHealthcare			Statewide Average	2012 National Medicaid CAHPS Benchmarking
	-East	-West		-East	-Middle	-West		
1. Getting Needed Care (Always + Usually)								
90.07%	90.50%	84.89%	90.37%	90.55%	93.85%	87.90%	89.73%	79.25%
2. Getting Care Quickly (Always + Usually)								
91.96%	94.24%	91.11%	90.35%	91.50%	94.30%	89.77%	91.89%	87.28%
3. How Well Doctors Communicate (Always + Usually)								
93.28%	94.71%	94.28%	92.84%	94.77%	92.86%	91.94%	93.53%	91.79%
4. Customer Service (Always + Usually)								
90.69%	91.41%	90.03%	89.29%	87.66%	87.72%	88.00%	89.26%	83.02%
5. Shared Decision Making* (A lot/Yes)								
56.62%	53.79%	NA	56.99%	56.15%	60.20%	54.79%	56.42%	68.41%
6. Rating of All Health Care (9+10)								
71.30%	71.68%	71.77%	66.14%	64.34%	71.71%	63.31%	68.61%	64.02%
7. Rating of Personal Doctor (9+10)								
75.55%	75.89%	76.40%	72.00%	69.82%	77.62%	68.07%	73.62%	72.08%
8. Rating of Specialist Seen Most Often (9+10)								
NA	NA	NA	77.61%	NA	NA	NA	77.61%	67.33%
9. Rating of Health Plan (9+10)								
73.01%	77.29%	76.60%	72.43%	68.00%	76.96%	67.36%	73.09%	67.40%

*The measurement scale changed; hence, trend with caution.

**Table 2-11. 2013 CAHPS 5.0H Child Medicaid Survey Results
(Children with Chronic Conditions)**

Amerigroup	BlueCare		TennCareSelect	UnitedHealthcare			Statewide Average	2012 National Medicaid CAHPS Benchmarking
	-East	-West		-East	-Middle	-West		
1. Getting Needed Care (Always + Usually)								
92.12%	91.50%	93.78%	90.25%	90.03%	90.37%	88.49%	90.93%	80.80%
2. Getting Care Quickly (Always + Usually)								
93.08%	93.28%	93.85%	92.55%	92.83%	95.92%	91.81%	93.33%	90.28%
3. How Well Doctors Communicate (Always + Usually)								
90.76%	94.29%	95.25%	93.81%	93.60%	94.61%	92.03%	93.48%	92.84%
4. Customer Service (Always + Usually)								
90.93%	91.35%	91.38%	90.10%	93.21%	89.07%	88.98%	90.72%	82.15%
5. Shared Decision Making* (A lot/Yes)								
54.94%	63.00%	55.21%	62.49%	55.62%	66.67%	57.95%	59.41%	70.28%
6. Rating of All Health Care (9+10)								
65.56%	66.59%	70.54%	65.80%	63.62%	68.96%	59.27%	65.76%	62.47%
7. Rating of Personal Doctor (9+10)								
74.20%	71.46%	78.57%	74.17%	70.70%	77.15%	70.98%	73.89%	73.13%
8. Rating of Specialist Seen Most Often (9+10)								
NA	75.00%	68.00%	79.67%	70.22%	70.00%	69.40%	72.05%	68.41%
9. Rating of Health Plan (9+10)								
68.34%	72.98%	74.87%	72.26%	66.13%	73.92%	67.65%	70.88%	64.49%
10. Access to Specialized Services (Always + Usually)								
NA	81.78%	NA	80.41%	77.50%	NA	NA	79.90%	76.46%
11. Family-Centered Care: Personal Doctor or Nurse Who Knows Child (Yes)								
89.27%	92.14%	90.45%	89.59%	88.28%	89.54%	87.57%	89.55%	89.15%
12. Family-Centered Care: Coordination of Care for Children With Chronic Conditions (Yes)								
80.25%	76.16%	NA	81.44%	70.47%	78.70%	NA	77.40%	
13. Family-Centered Care: Getting Needed Information (Always + Usually)								
88.37%	90.41%	94.05%	90.18%	91.48%	93.15%	87.01%	90.66%	89.72%
14. Access to Prescription Medicines (Always + Usually)								
91.98%	94.19%	94.93%	93.23%	94.03%	95.36%	91.01%	93.53%	90.49%

*The measurement scale changed; hence, trend with caution.

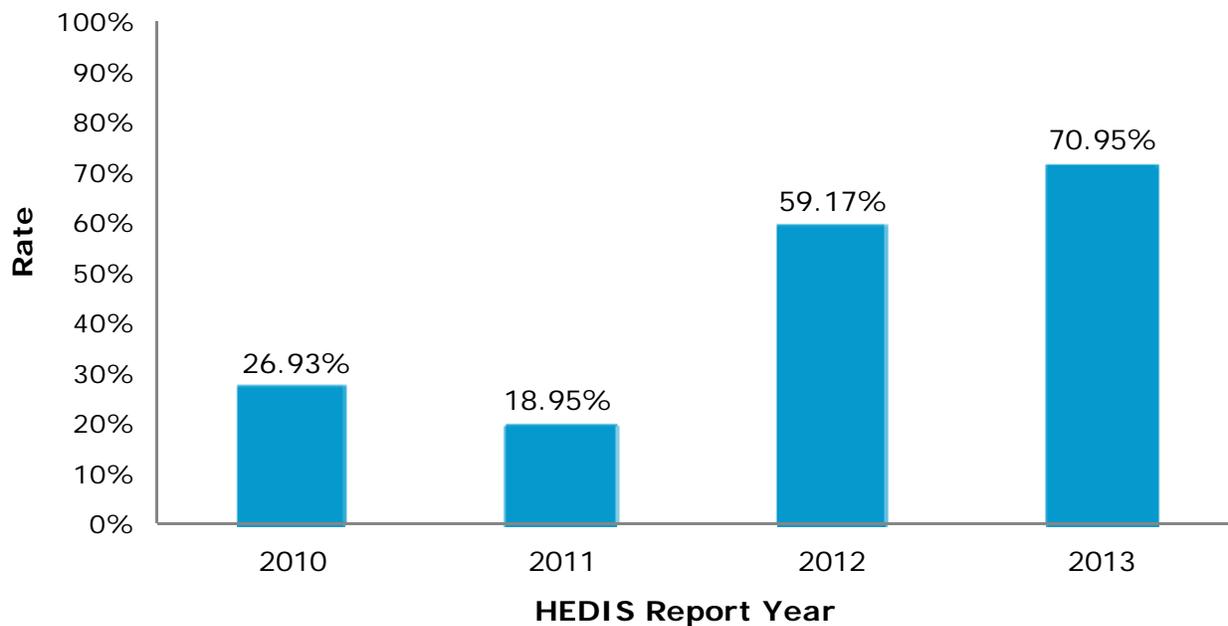
HEDIS Trending Since 2006

Each year of HEDIS reporting, Qsource has calculated statewide weighted averages for each measure by applying the size of the eligible population for each measure within a health plan to its rate. Using this methodology, plan-specific findings can be estimated from an overall TennCare statewide level, with each reporting health plan contributing to the statewide estimate proportionate to its eligible population size.

Trending for first-time measures—those reported for the first time in this year’s HEDIS/CAHPS report—is not possible and, therefore, not presented in this section. Remaining measures are plotted to reflect the statewide performance of TennCare MCOs since reporting began in 2006, except where measures were not reported for a particular year as stated in footnotes. In 2008 there was implementation of new health plans in the Middle Grand Region that were not required to be NCQA accredited until December 2009. Similarly, there was implementation of new health plans in 2009 in the West Grand Region that were not required to be accredited until December 2010. The data would not have been reported by these MCOs for 2008 or 2009, respectively; hence, no 2008 or 2009 statewide weighted rates are presented.

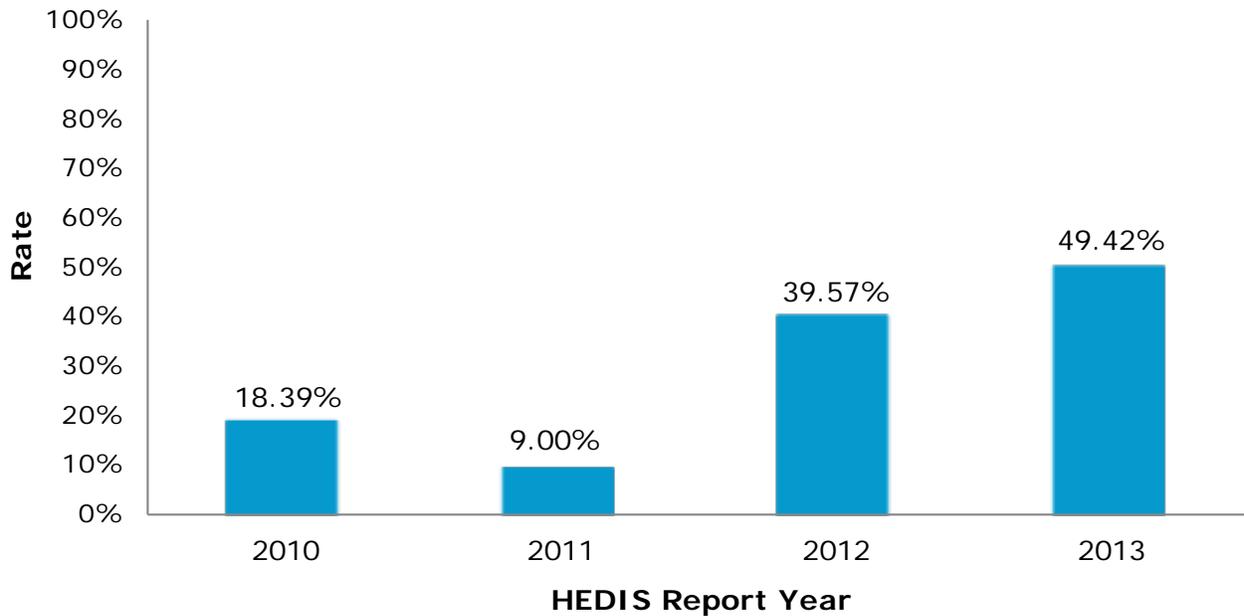
Effectiveness of Care Measures—Prevention and Screening

Fig. 1. HEDIS 2010–2013 Adult BMI Assessment (ABA) Statewide Weighted Rates



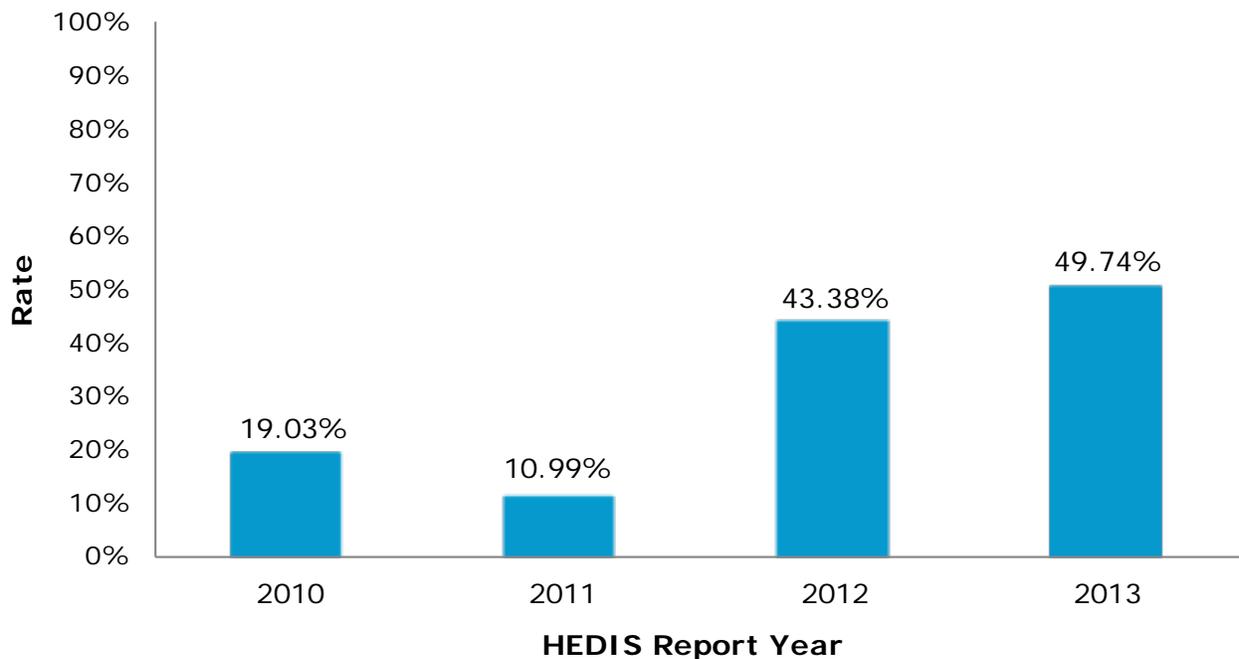
Footnote: First year measurement data collection implemented in 2009

Fig. 2. HEDIS 2010–2013 Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)—BMI Percentile: 3–11 years Statewide Weighted Rates



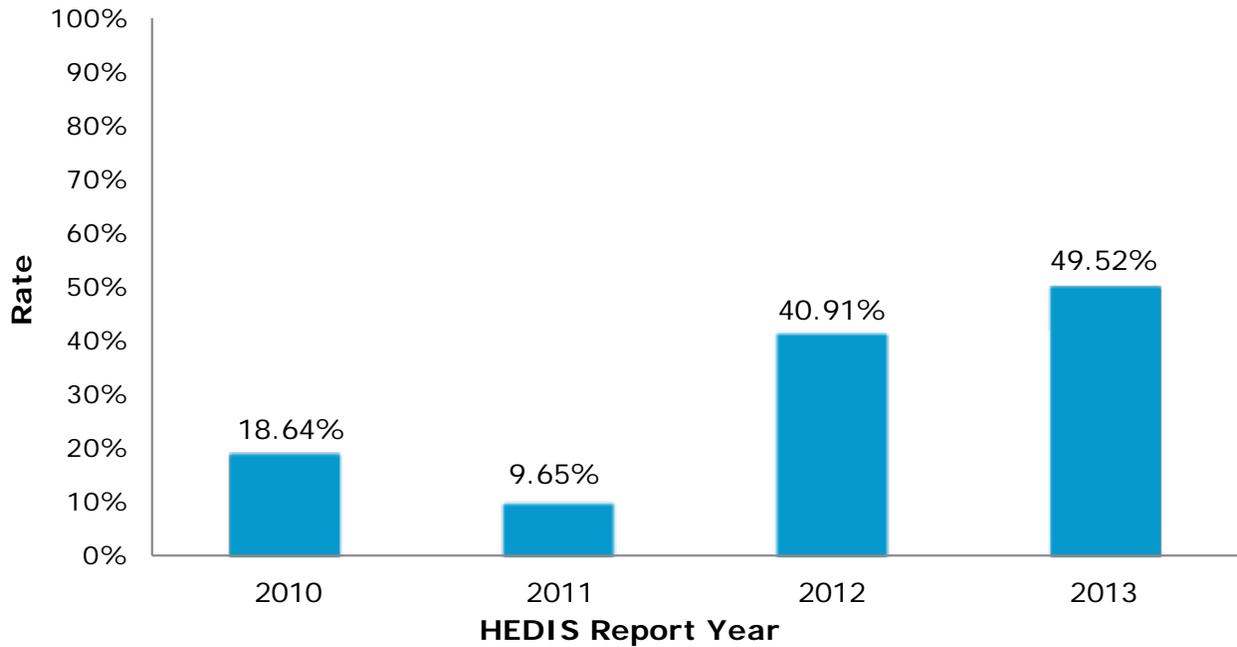
Footnote: First year measurement data collection implemented in 2009

Fig. 3. HEDIS 2010–2013 WCC—BMI Percentile: 12–17 years Statewide Weighted Rates



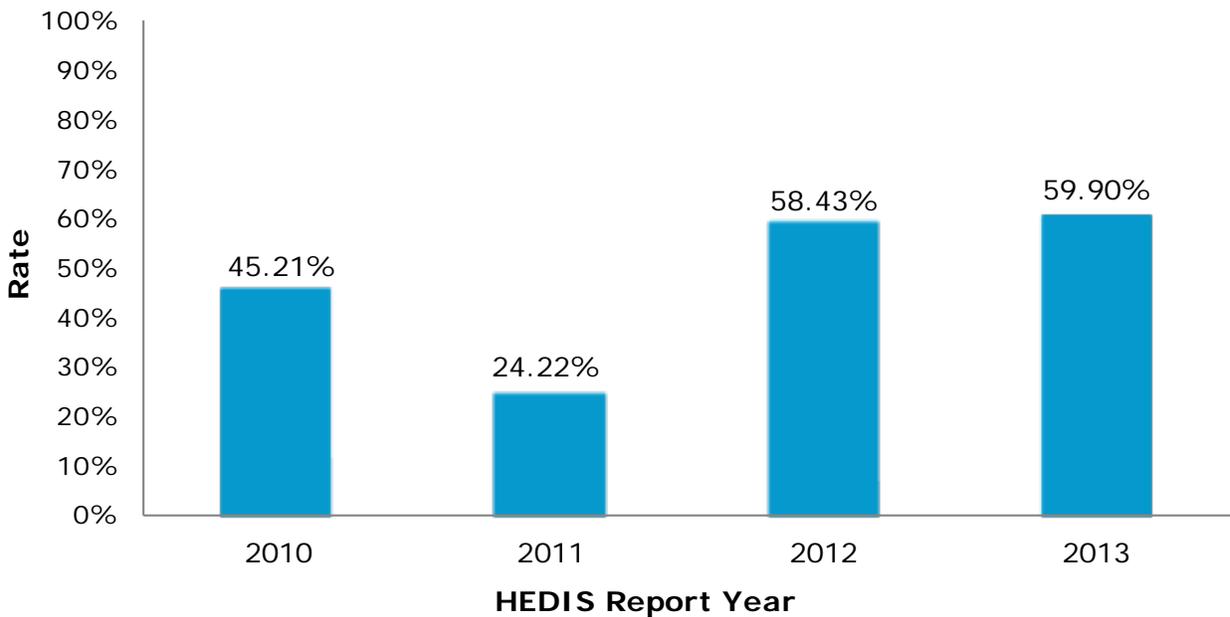
Footnote: First year measurement data collection implemented in 2009

Fig. 4. HEDIS 2010–2013 WCC—BMI Percentile: Total Statewide Weighted Rates



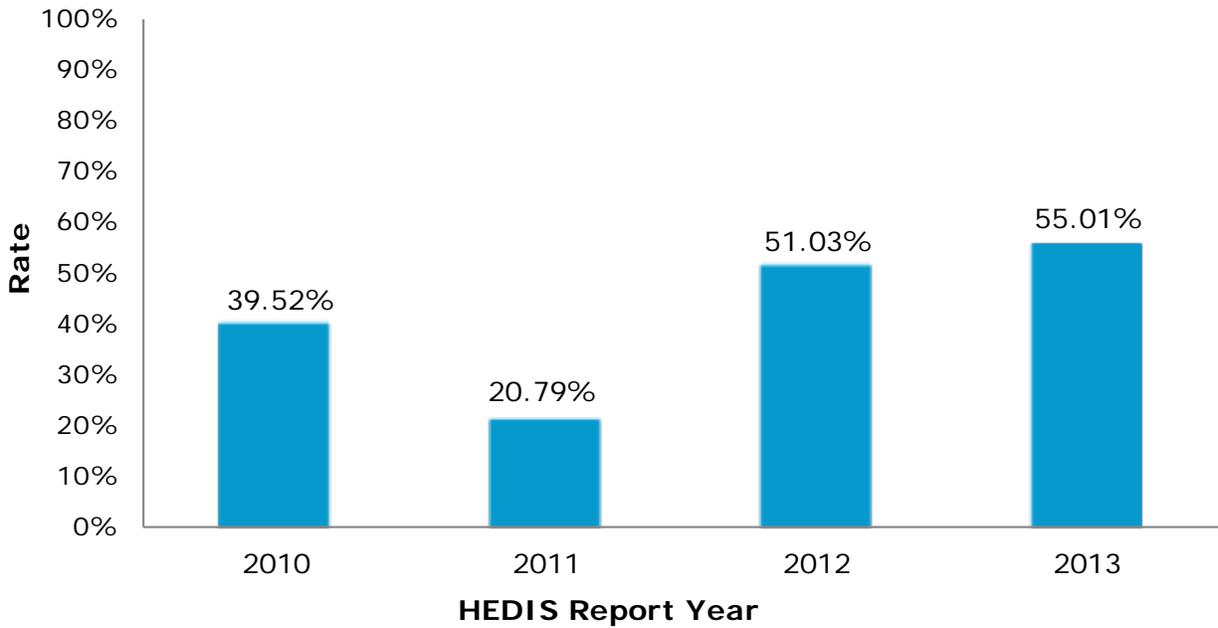
Footnote: First year measurement data collection implemented in 2009

Fig. 5. HEDIS 2010–2013 WCC—Counseling for Nutrition: 3–11 years Statewide Weighted Rates



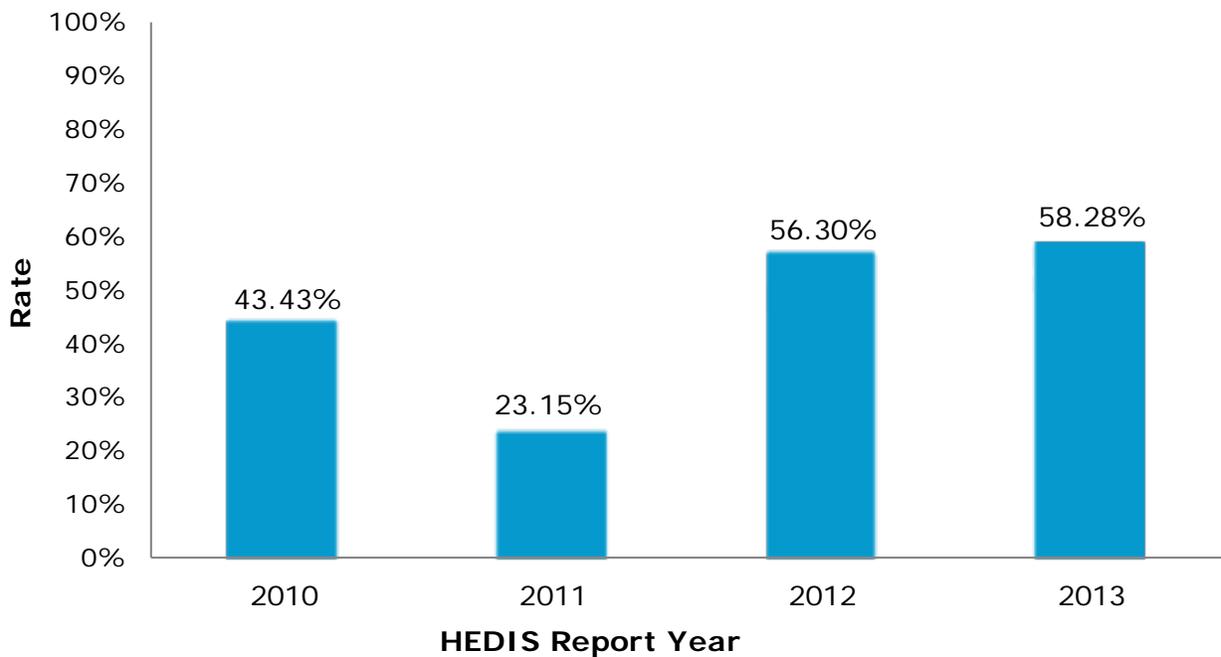
Footnote: First year measurement data collection implemented in 2009

Fig. 6. HEDIS 2010–2013 WCC—Counseling for Nutrition: 12–17 years Statewide Weighted Rates



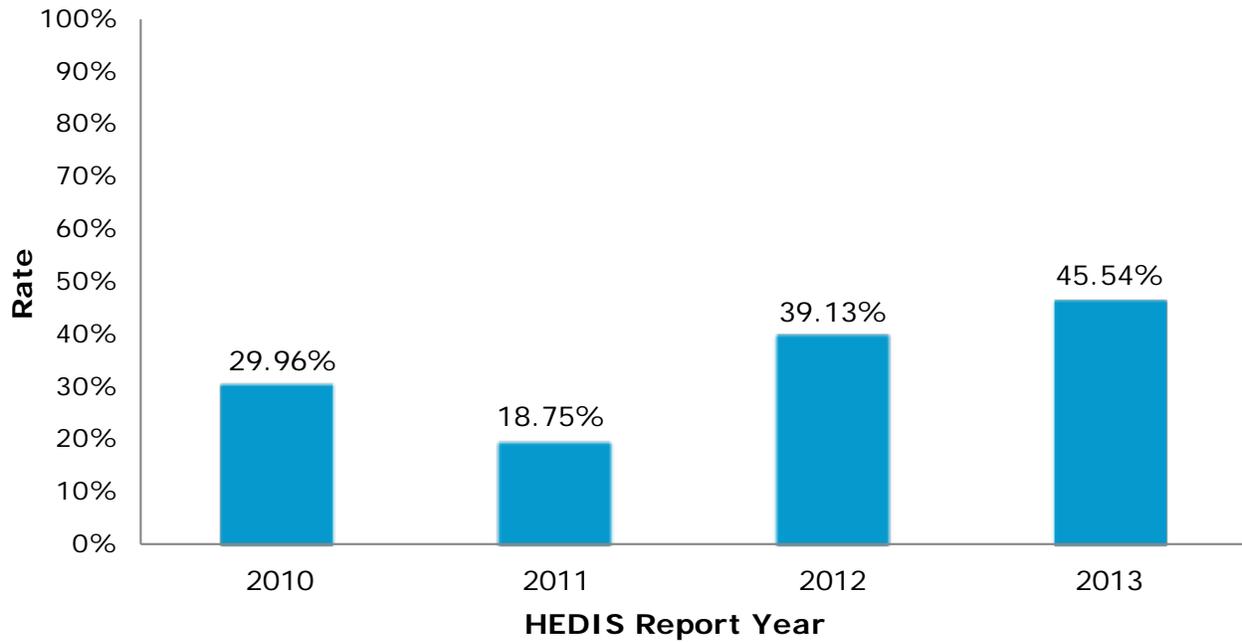
Footnote: First year measurement data collection implemented in 2009

Fig. 7. HEDIS 2010–2013 WCC—Counseling for Nutrition: Total Statewide Weighted Rates



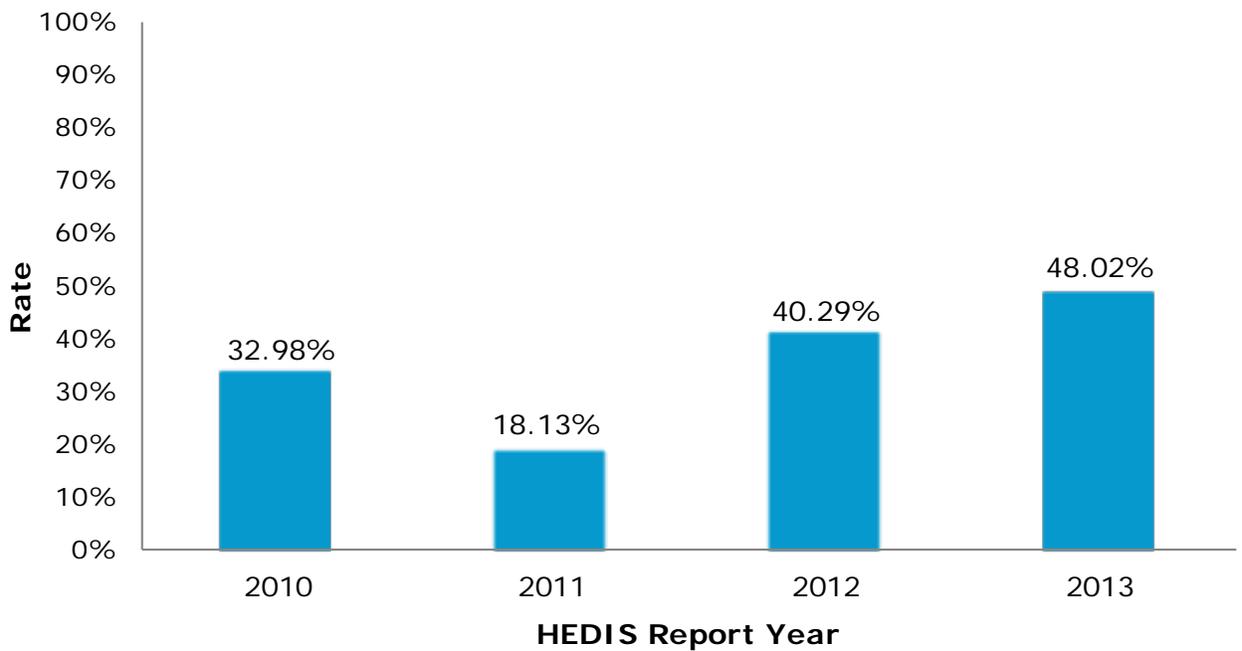
Footnote: First year measurement data collection implemented in 2009

Fig. 8. HEDIS 2010–2013 WCC—Counseling for Physical Activity: 3–11 years Statewide Weighted Rates



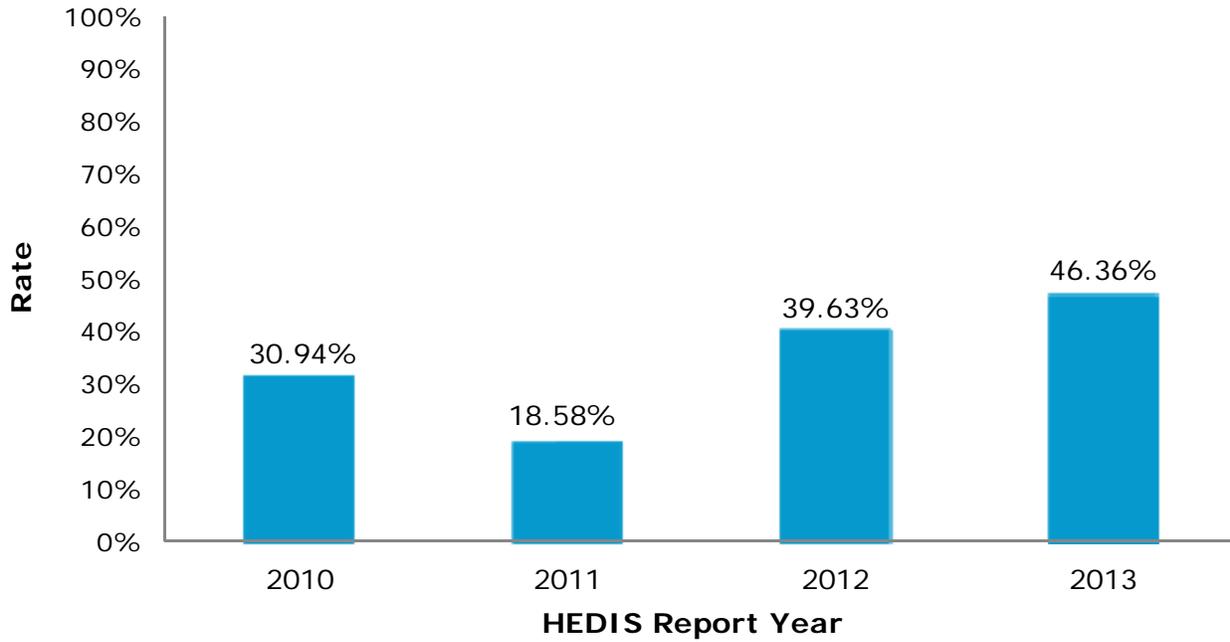
Footnote: First year measurement data collection implemented in 2009

Fig. 9. HEDIS 2010–2013 WCC—Counseling for Physical Activity: 12–17 years Statewide Weighted Rates



Footnote: First year measurement data collection implemented in 2009

Fig. 10. HEDIS 2010–2013 WCC—Counseling for Physical Activity: Total Statewide Weighted Rates



Footnote: First year measurement data collection implemented in 2009

Fig. 11. HEDIS 2006, 2007, 2010–13 Childhood Immunization Status (CIS)—DTaP Statewide Weighted Rates

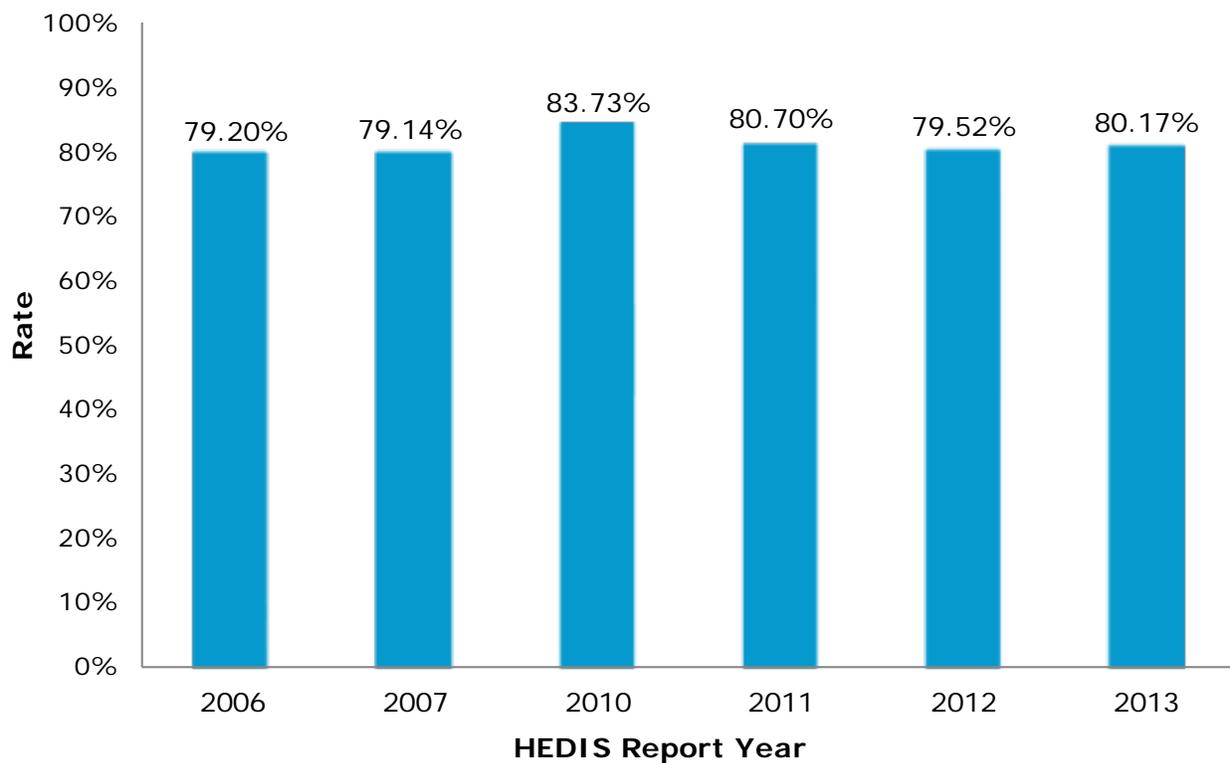


Fig. 12. HEDIS 2006, 2007, 2010–13 CIS—IPV Statewide Weighted Rates

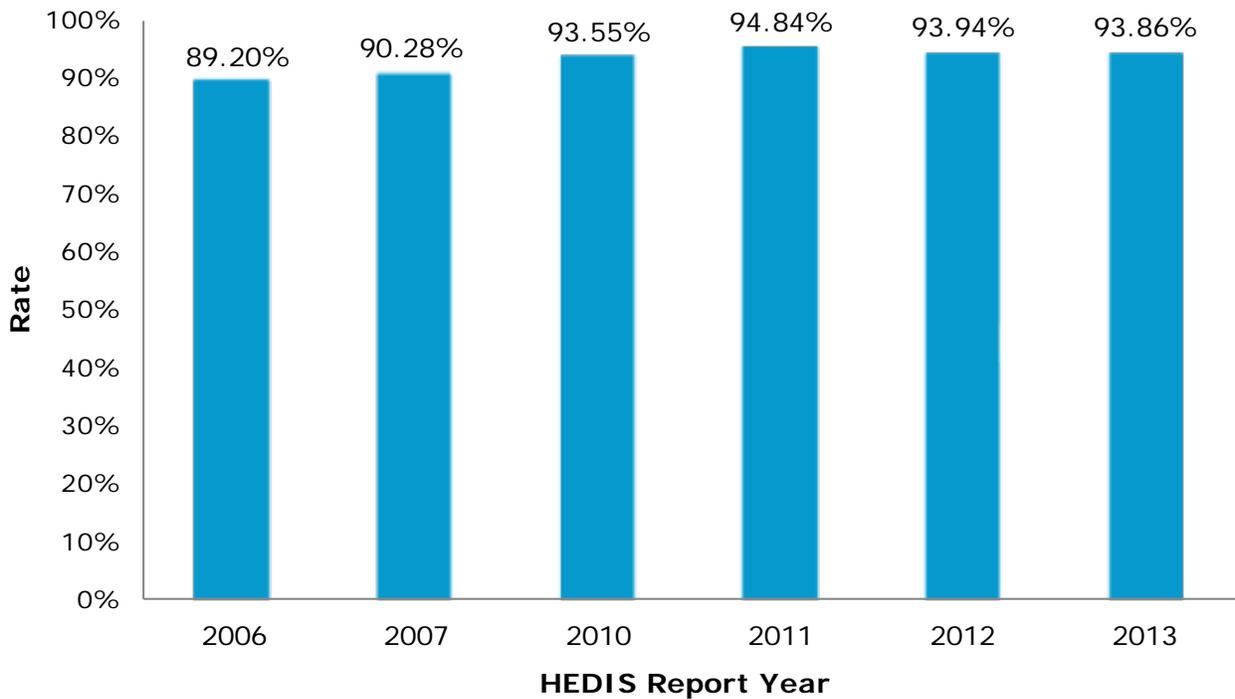


Fig. 13. HEDIS 2006, 2007, 2010–13 CIS—MMR Statewide Weighted Rates

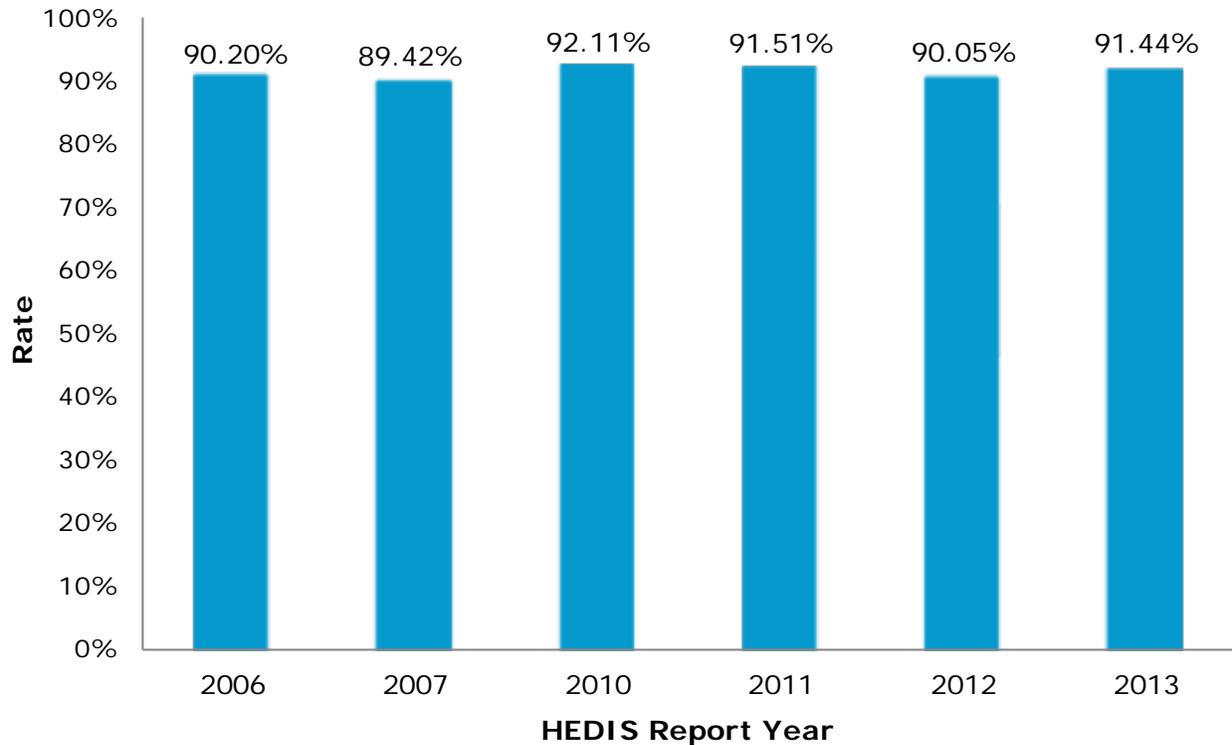


Fig. 14. HEDIS 2006, 2007, 2010–13 CIS—HiB Statewide Weighted Rates

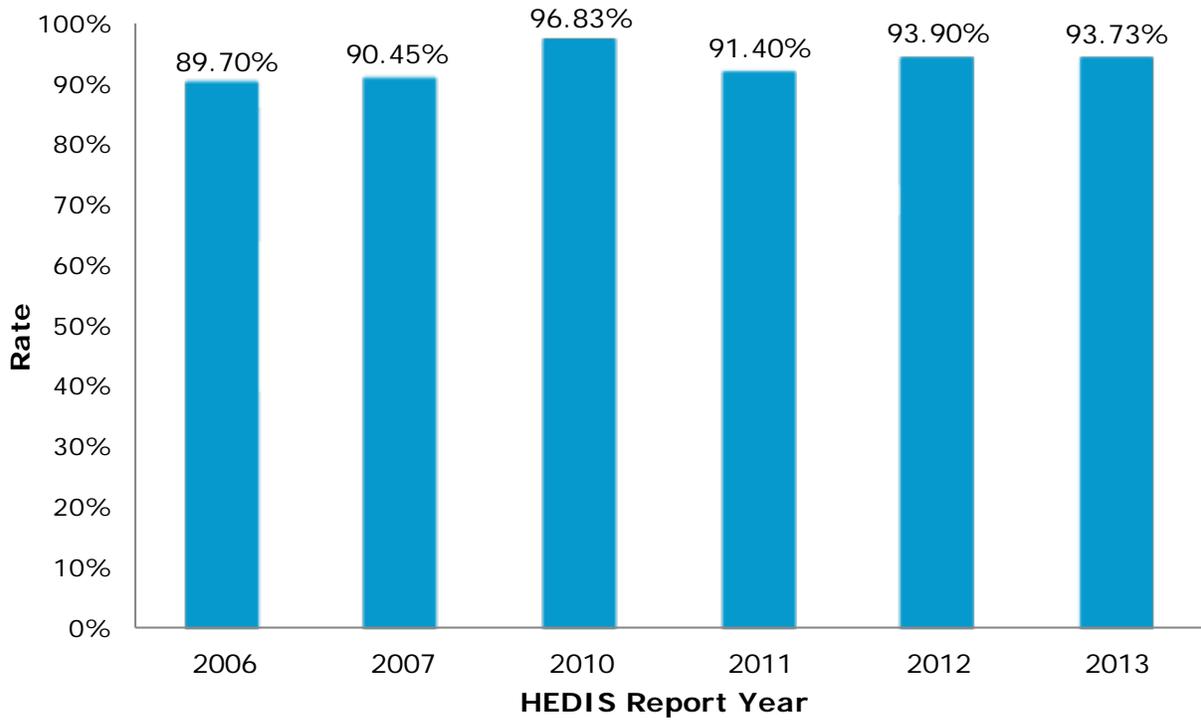


Fig. 15. HEDIS 2006, 2007, 2010–13 CIS—HepB Statewide Weighted Rates

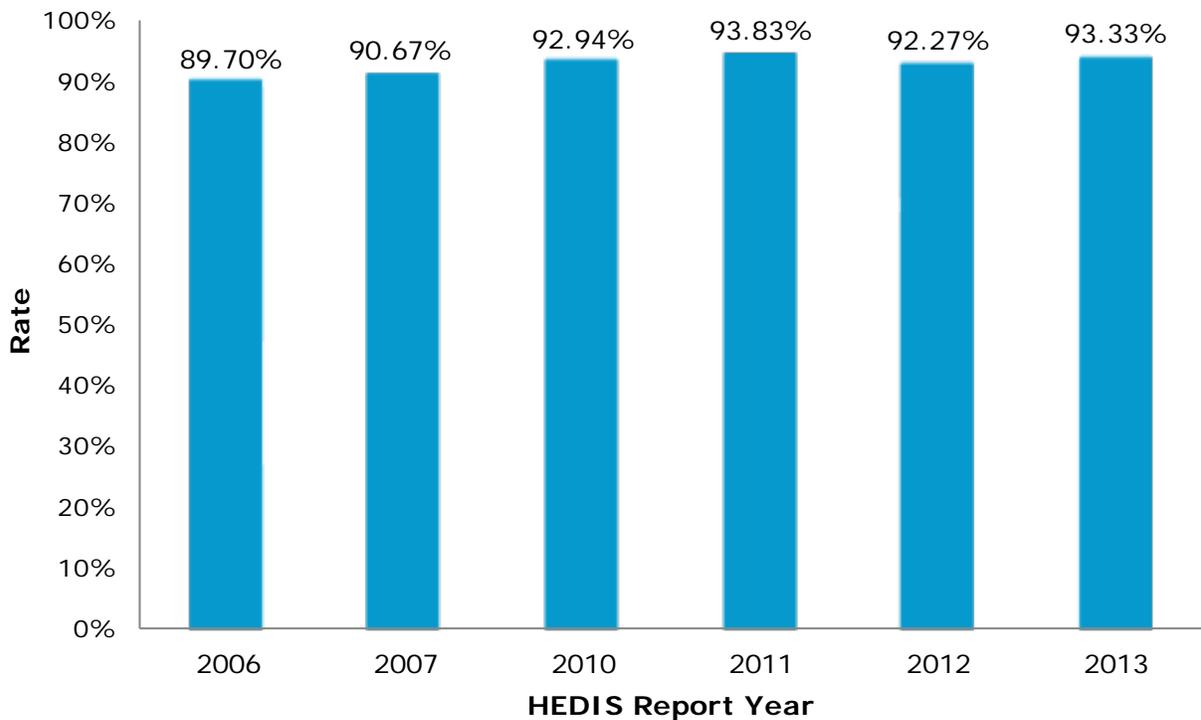


Fig. 16. HEDIS 2006, 2007, 2010–13 CIS—VZV Statewide Weighted Rates

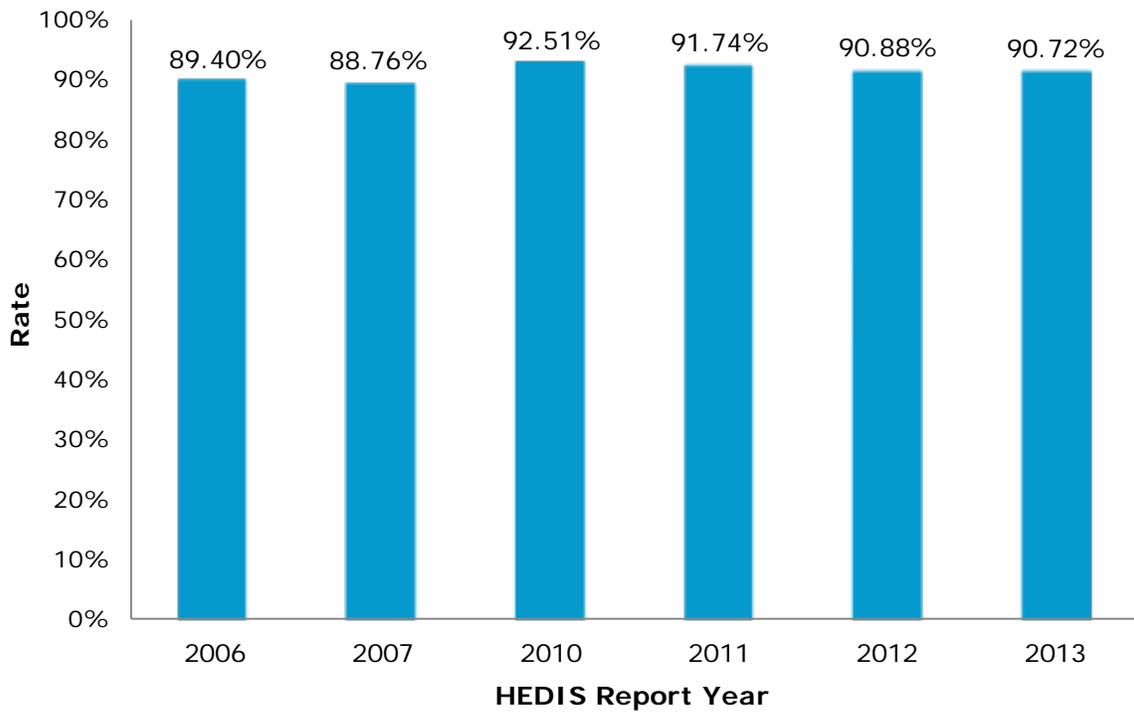


Fig. 17. HEDIS 2006, 2007, 2010–13 CIS—PCV Statewide Weighted Rates

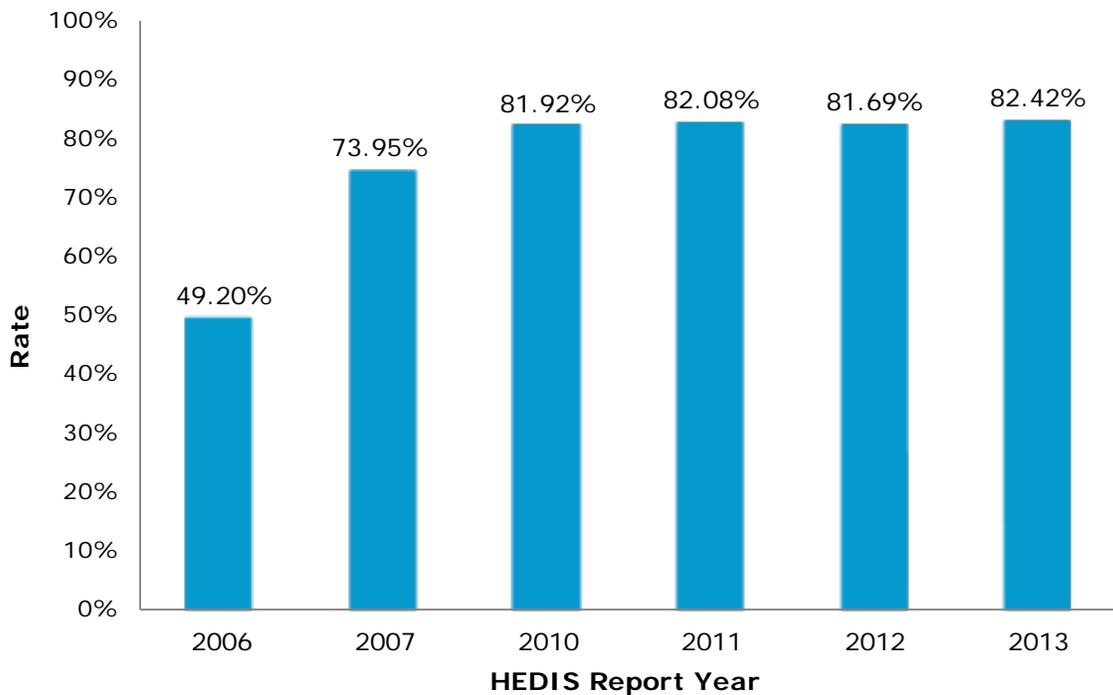
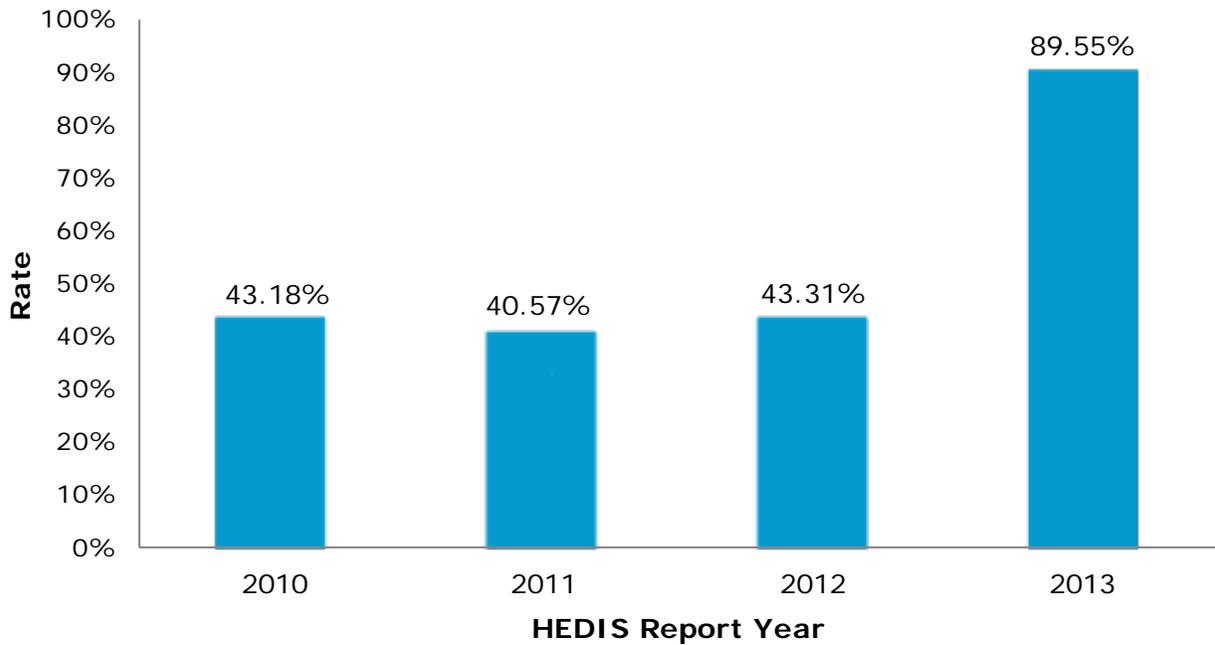
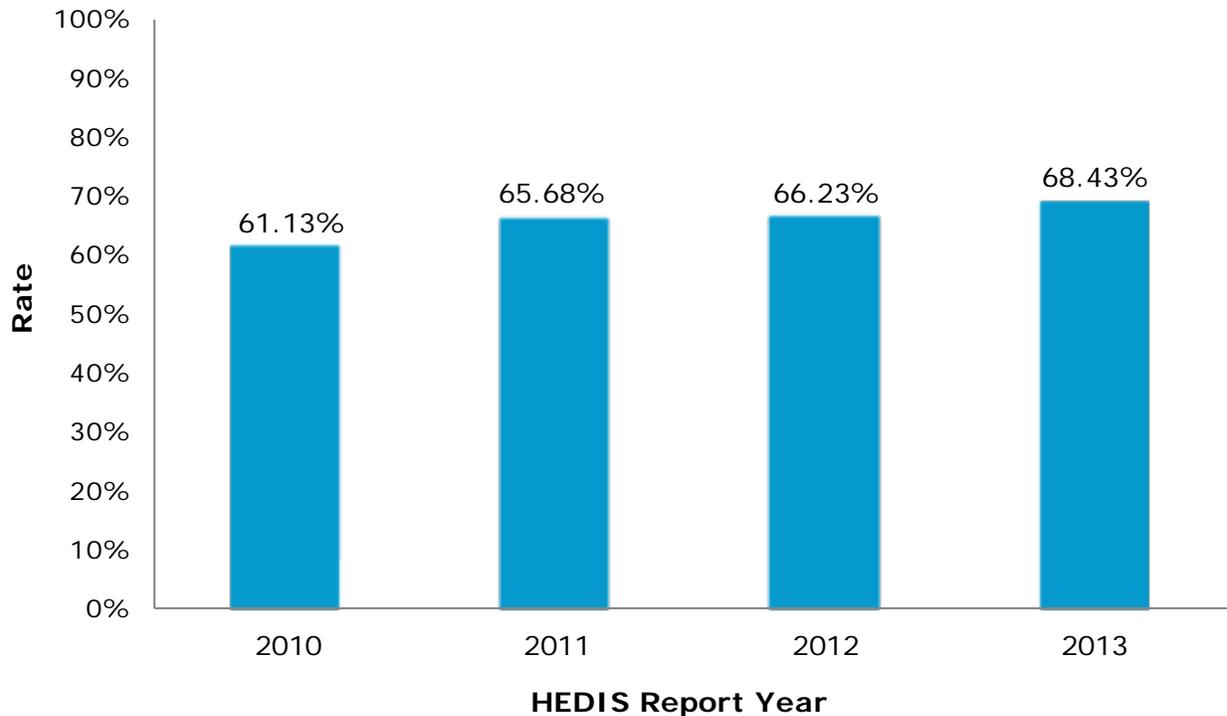


Fig. 18. HEDIS 2010–13 CIS—HepA Statewide Weighted Rates



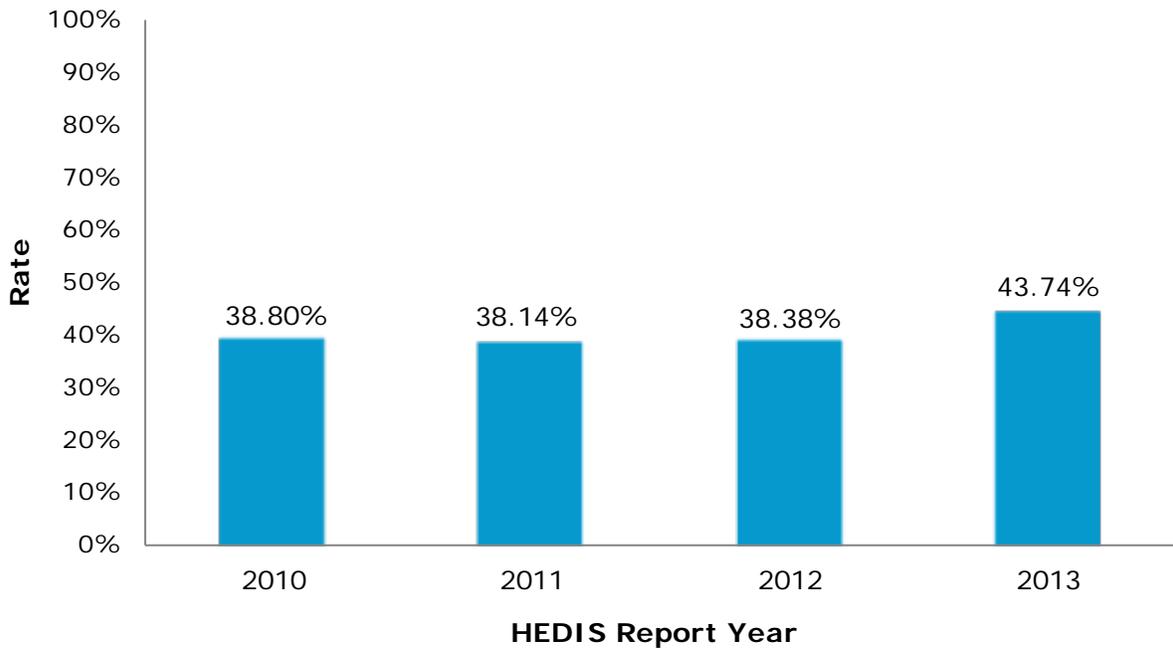
Footnote: First year measurement data collection implemented in 2010. Hep A dose requirements changed in 2013 from two doses to at least one dose; hence, trend with caution.

Fig. 19. HEDIS 2010–13 CIS—RV Statewide Weighted Rate



Footnote: First year measurement data collection implemented in 2010

Fig. 20. HEDIS 2010–13 CIS—Flu Statewide Weighted Rates



Footnote: First year measurement data collection implemented in 2010

Fig. 21. HEDIS 2006, 2007, 2010–13 CIS—Combination 2 Statewide Weighted Rates

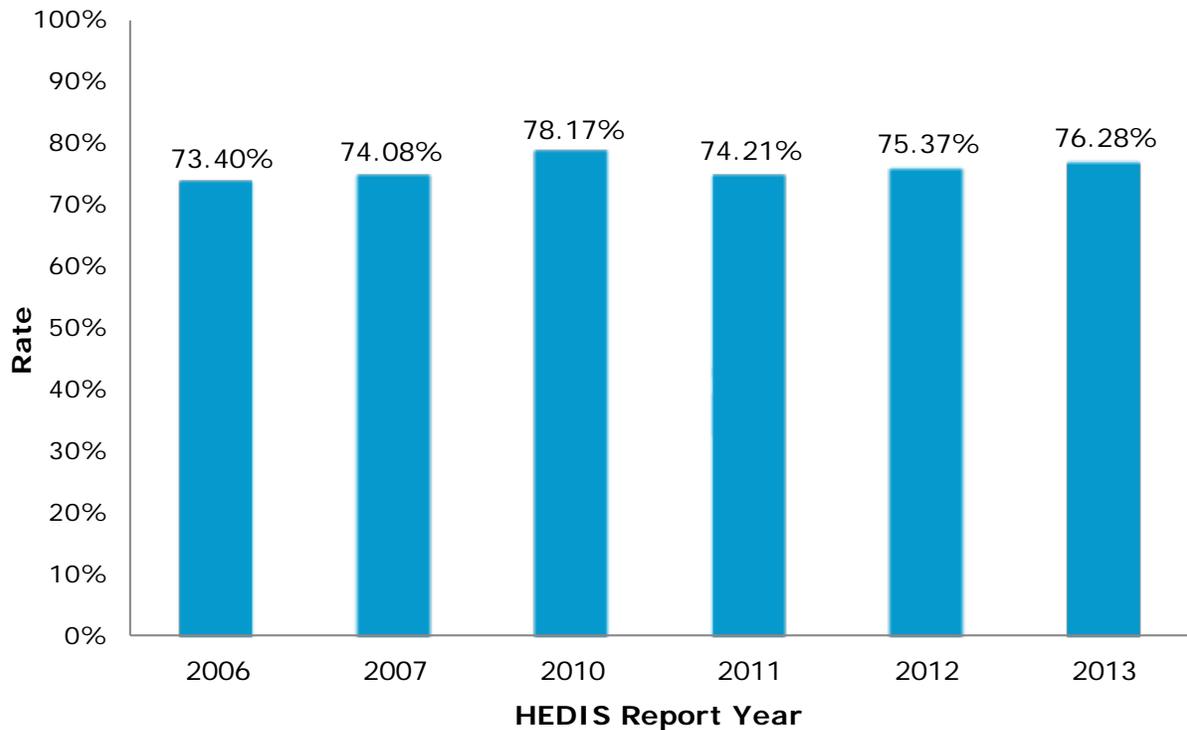


Fig. 22. HEDIS 2006, 2007, 2010–13 CIS—Combination 3 Statewide Weighted Rates

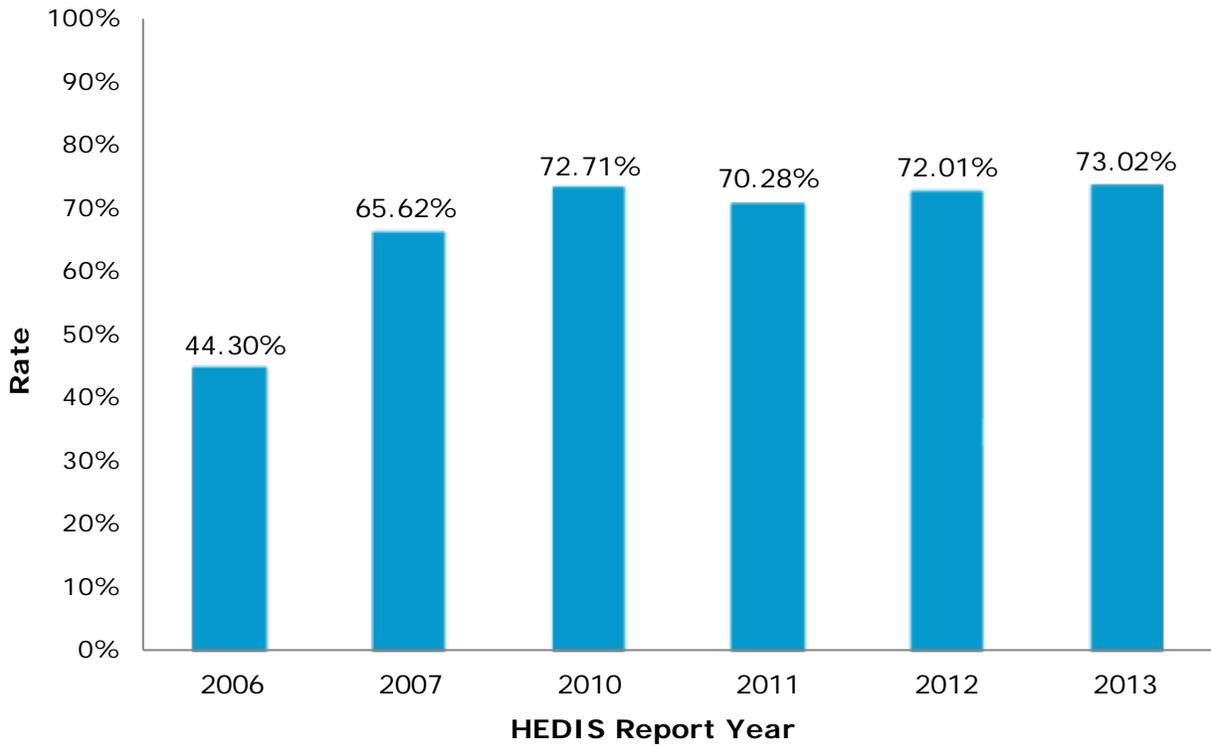
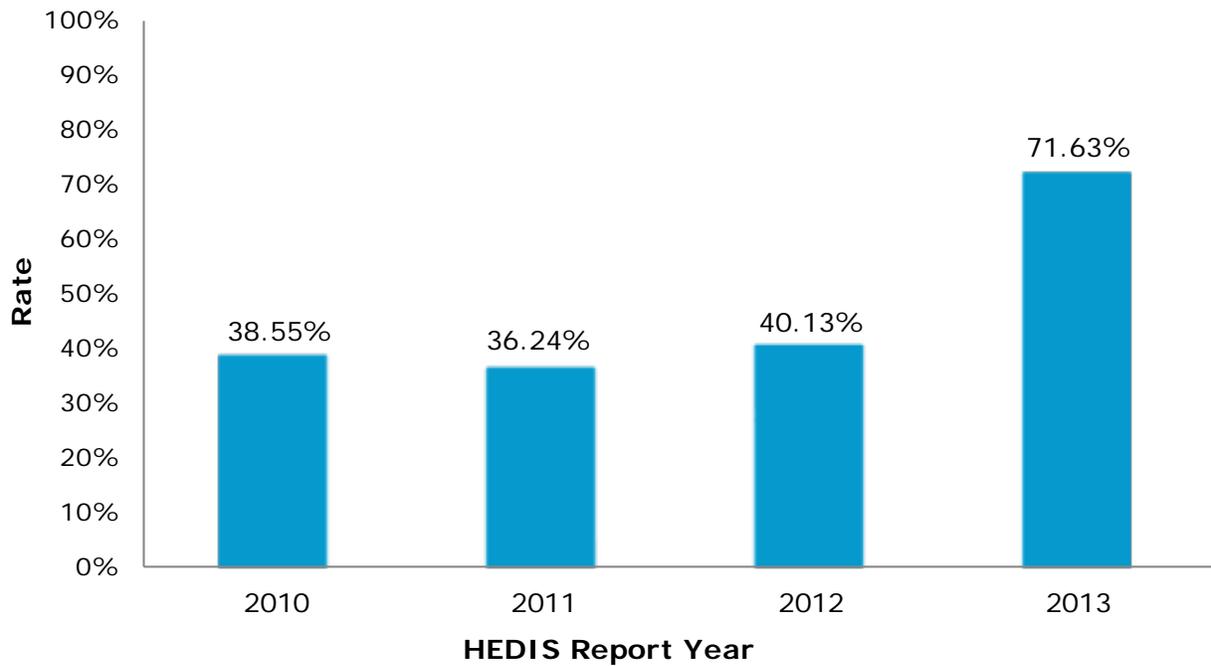
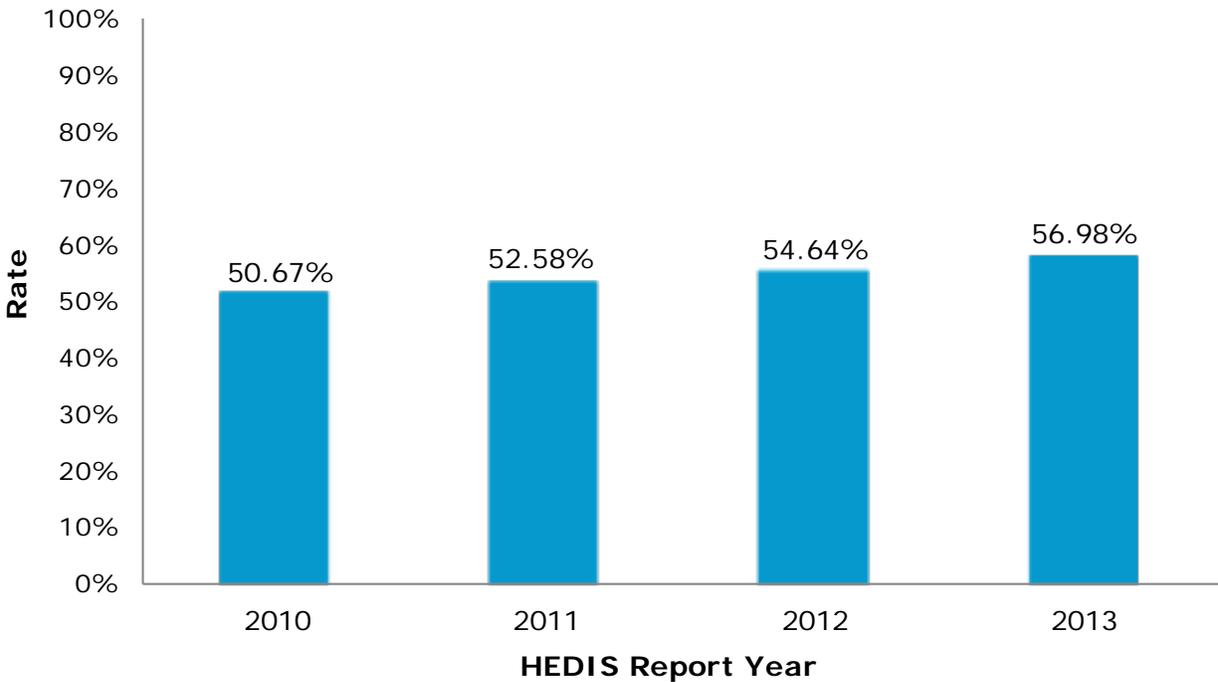


Fig. 23. HEDIS 2010–13 CIS—Combination 4 Statewide Weighted Rates



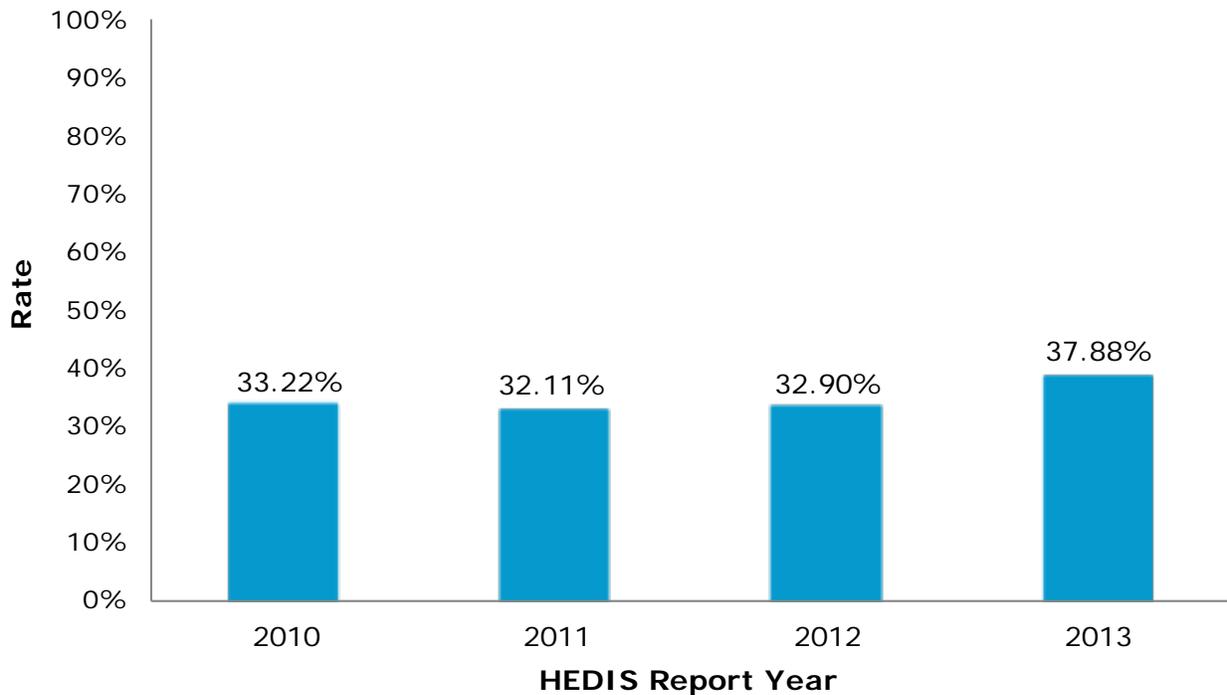
Footnote: First year measurement data collection implemented in 2010. HepA dose requirements changed in 2013 from two doses to at least one dose; hence, trend with caution.

Fig. 24. HEDIS 2010–13 CIS—Combination 5 Statewide Weighted Rates



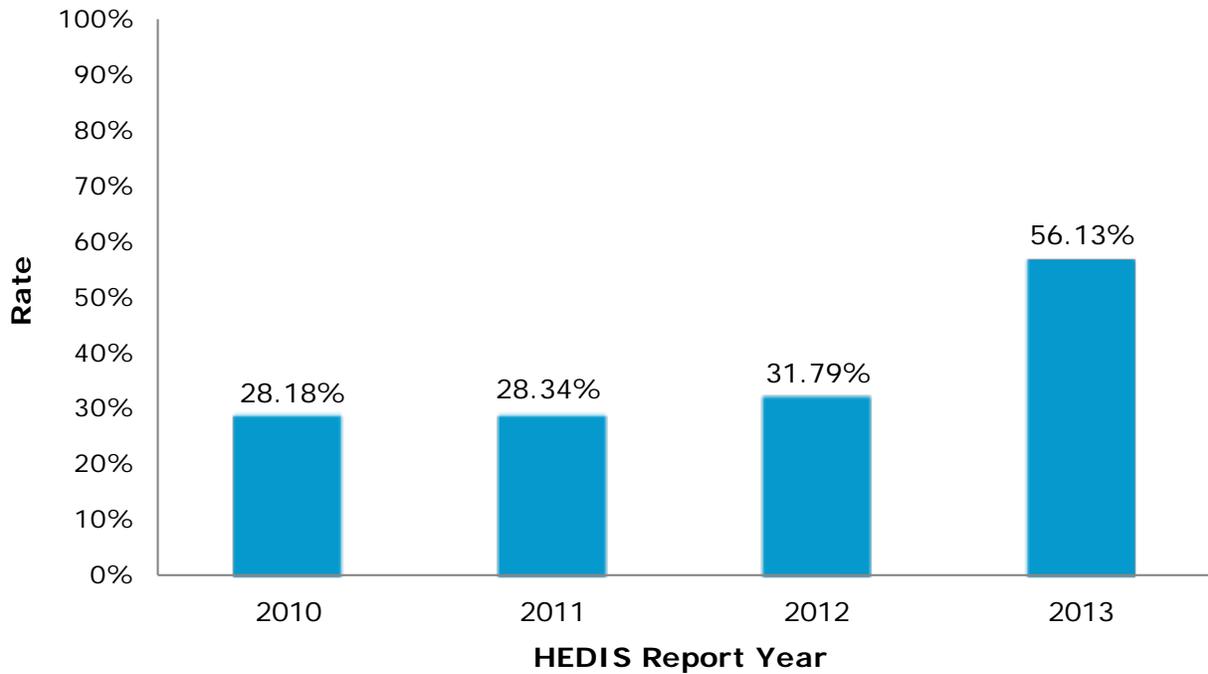
Footnote: First year measurement data collection implemented in 2010

Fig. 25. HEDIS 2010–13 CIS—Combination 6 Statewide Weighted Rates



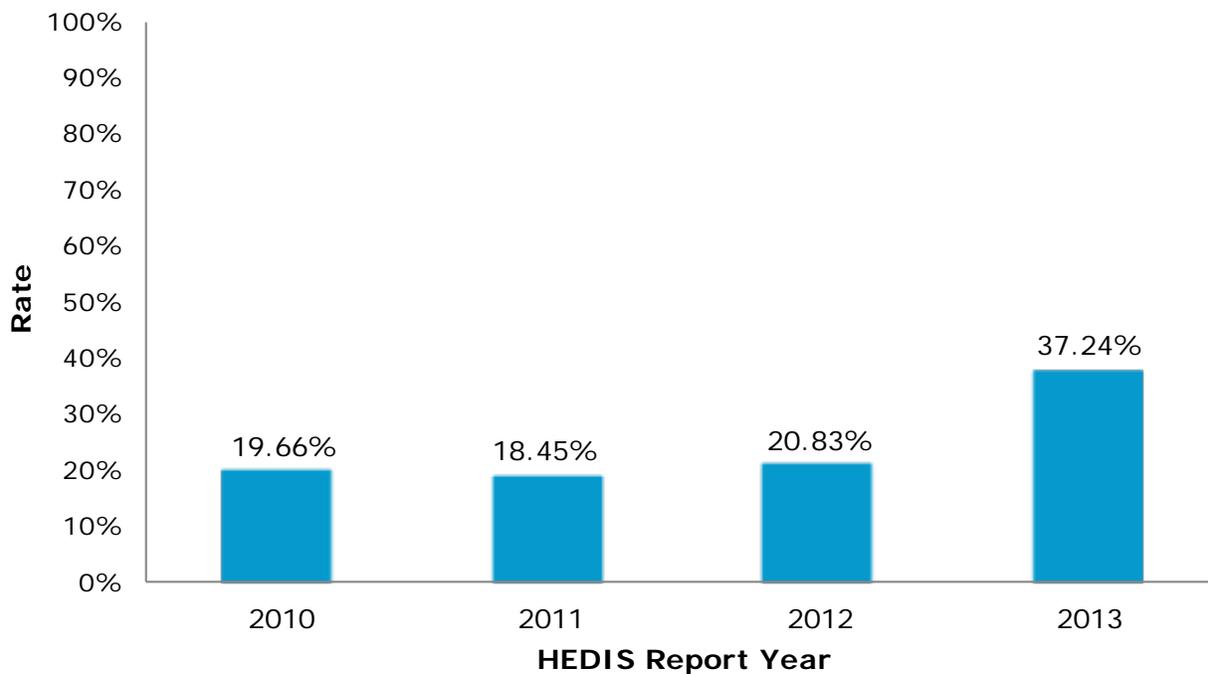
Footnote: First year measurement data collection implemented in 2010

Fig. 26. HEDIS 2010–13 CIS—Combination 7 Statewide Weighted Rates



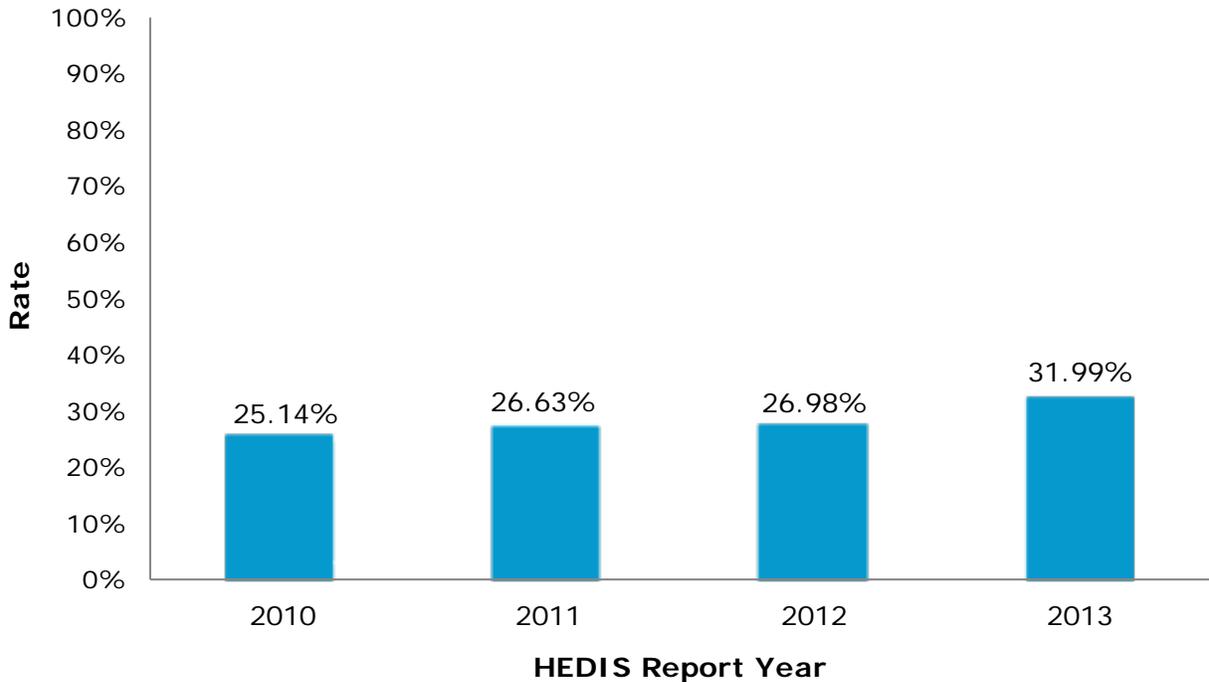
Footnote: First year measurement data collection implemented in 2010. HepA dose requirements changed in 2013 from two doses to at least one dose; hence, trend with caution.

Fig. 27. HEDIS 2010–13 CIS—Combination 8 Statewide Weighted Rates



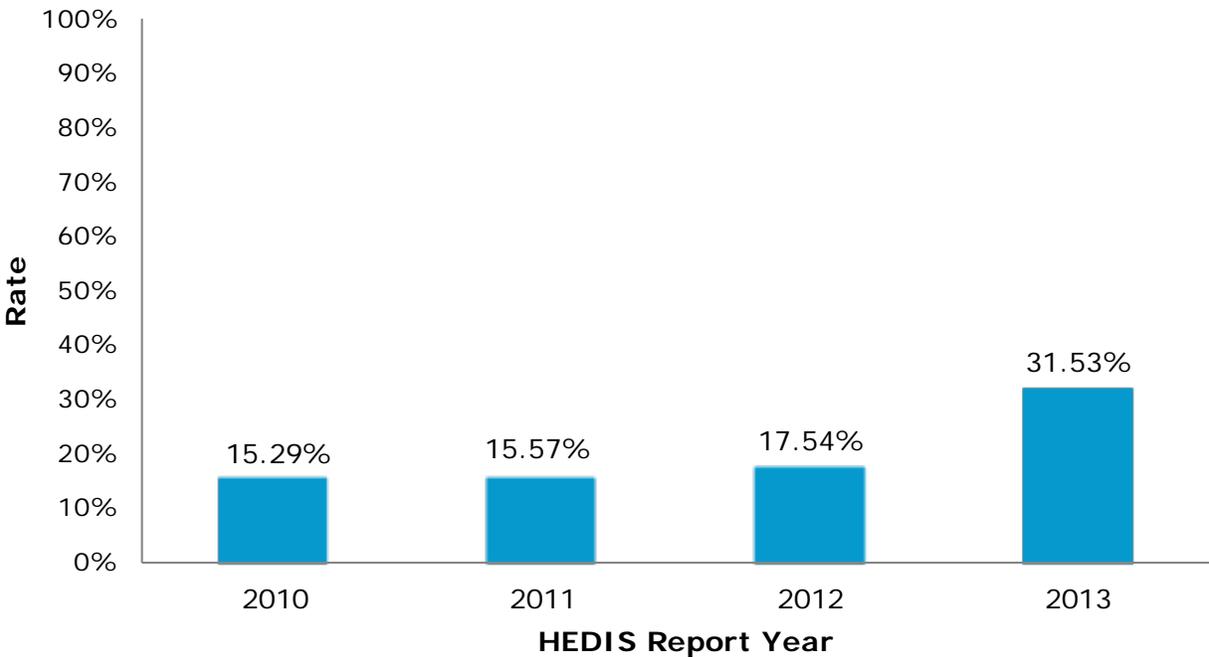
Footnote: First year measurement data collection implemented in 2010. HepA dose requirements changed in 2013 from two doses to at least one dose; hence, trend with caution.

Fig. 28. HEDIS 2010–13 CIS—Combination 9 Statewide Weighted Rates



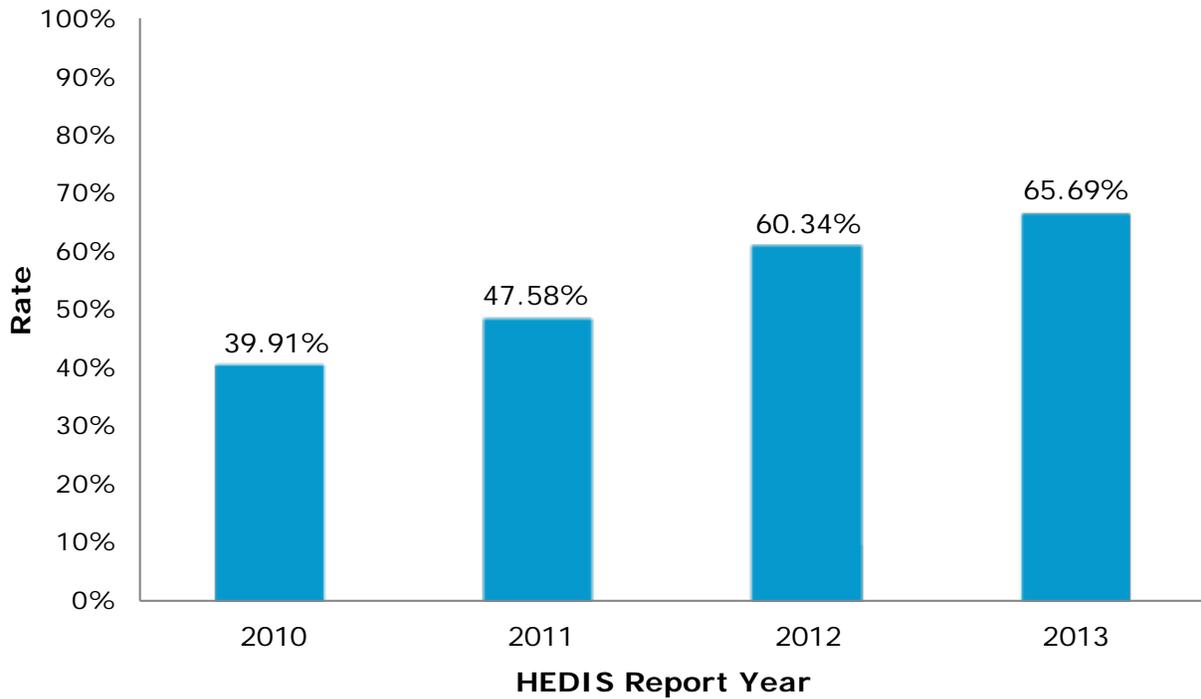
Footnote: First year measurement data collection implemented in 2010

Fig. 29. HEDIS 2010–13 CIS—Combination 10 Statewide Weighted Rates



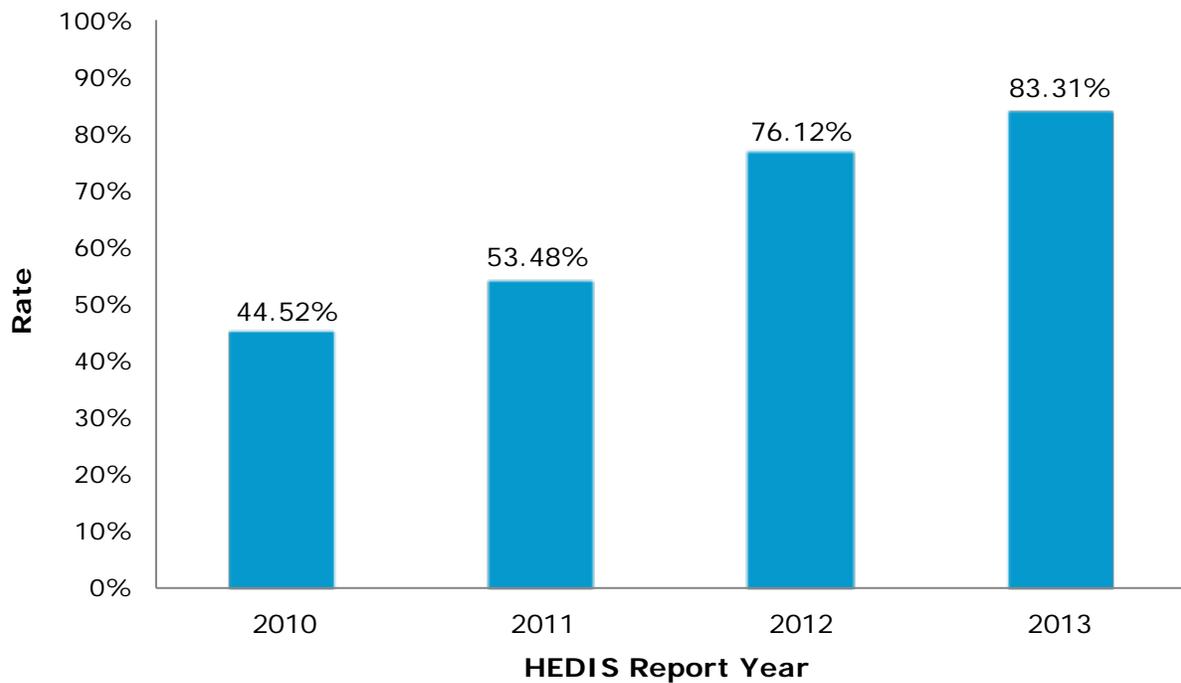
Footnote: First year measurement data collection implemented in 2010. HepA dose requirements changed in 2013 from two doses to at least one dose; hence, trend with caution.

Fig. 30. HEDIS 2010–13 Immunizations for Adolescents (IMA)—Meningococcal Statewide Weighted Rates



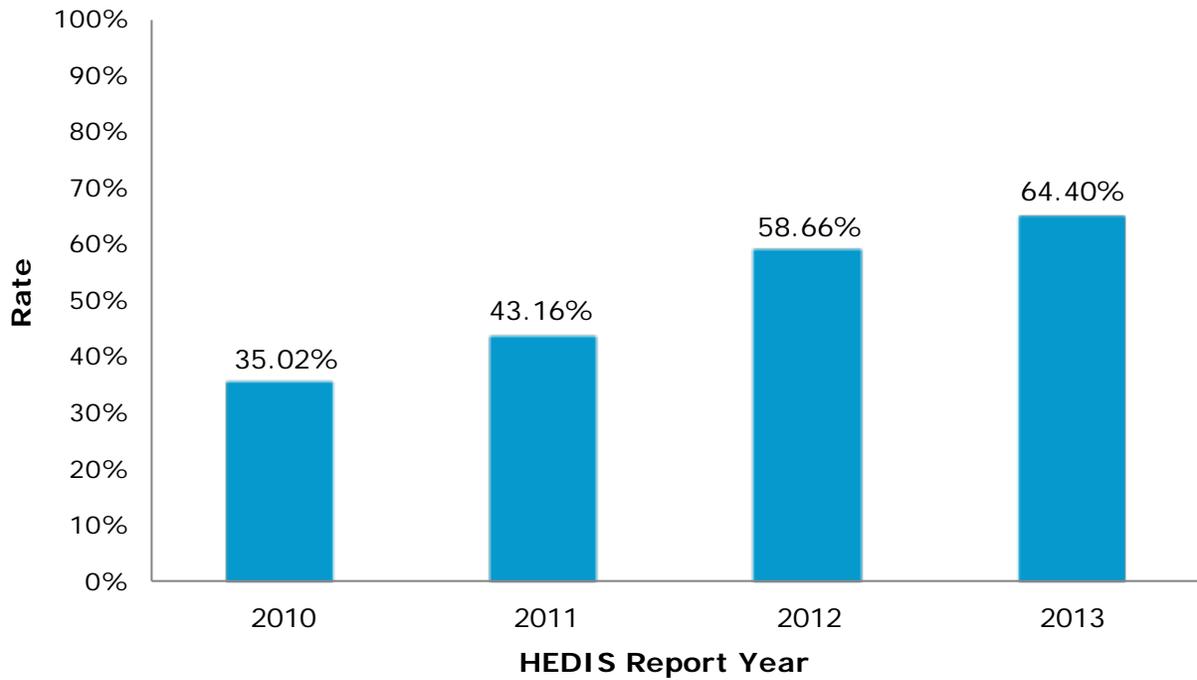
Footnote: First year measurement data collection implemented in 2010

Fig. 31. HEDIS 2010–13 IMA—Tdap/Td Statewide Weighted Rates



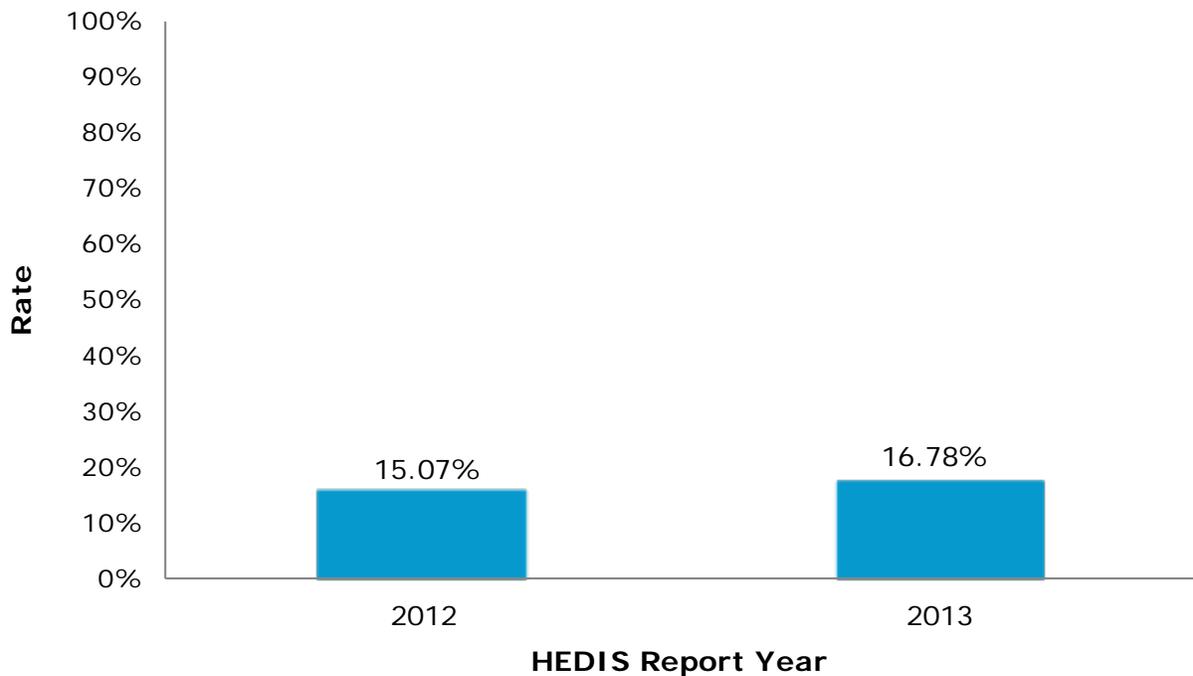
Footnote: First year measurement data collection implemented in 2010

Fig. 32. HEDIS 2010–13 IMA— Combination 1 Statewide Weighted Rates



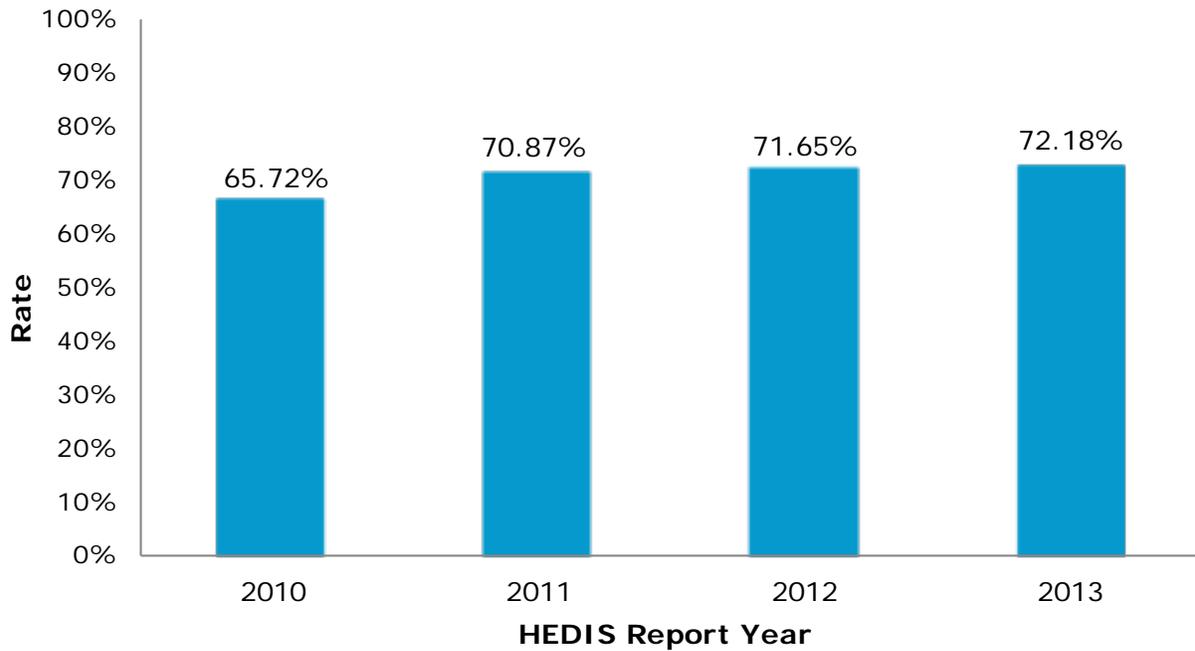
Footnote: First year measurement data collection implemented in 2010

Fig. 33. HEDIS 2012–13 Human Papillomavirus Vaccine for Female Adolescents (HPV) Statewide Weighted Rates



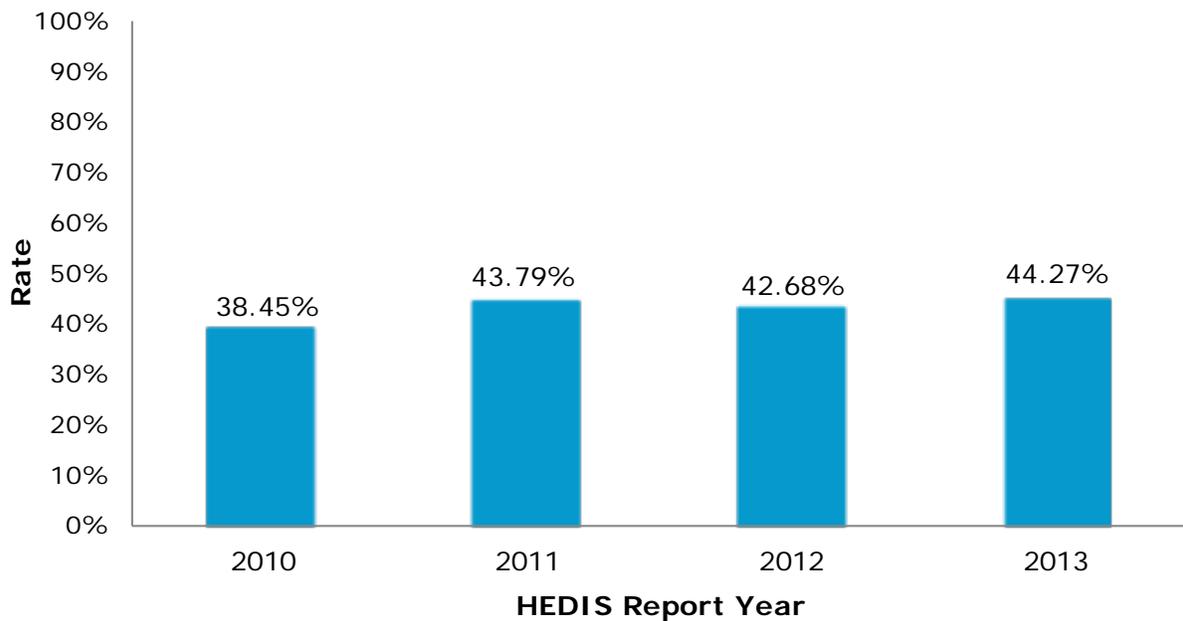
Footnote: First year measurement data collection implemented in 2012

Fig. 34. HEDIS 2010–13 Lead Screening in Children (LSC) Statewide Weighted Rates



Footnote: First year measurement data collection implemented in 2008

Fig. 35. HEDIS 2010–13 Breast Cancer Screening (BCS) Statewide Weighted Rates



Footnote: Age stratification changed in 2009; as such, no comparative data are available from previous years.

Fig. 36. HEDIS 2006, 2007, 2010–13 Cervical Cancer Screening (CCS) Statewide Weighted Rates

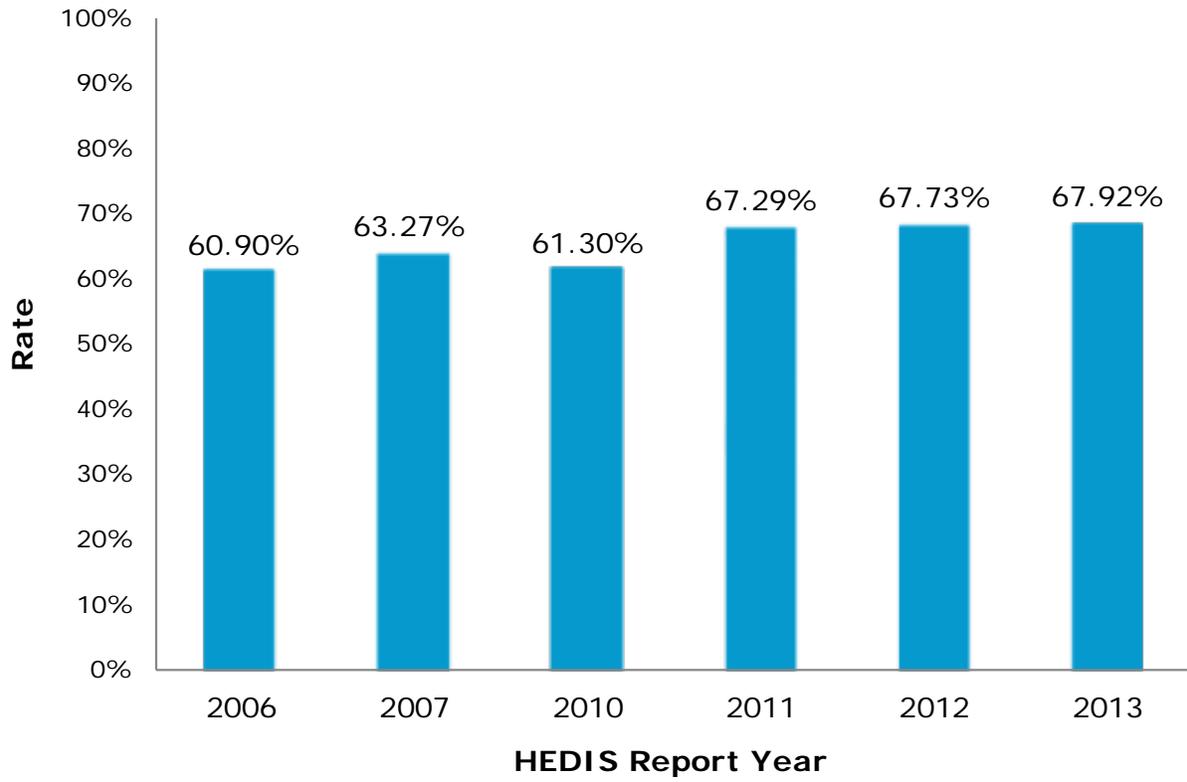


Fig. 37. HEDIS 2006, 2007, 2010–13 Chlamydia Screening in Women (CHL)—16–20 years Statewide Weighted Rates

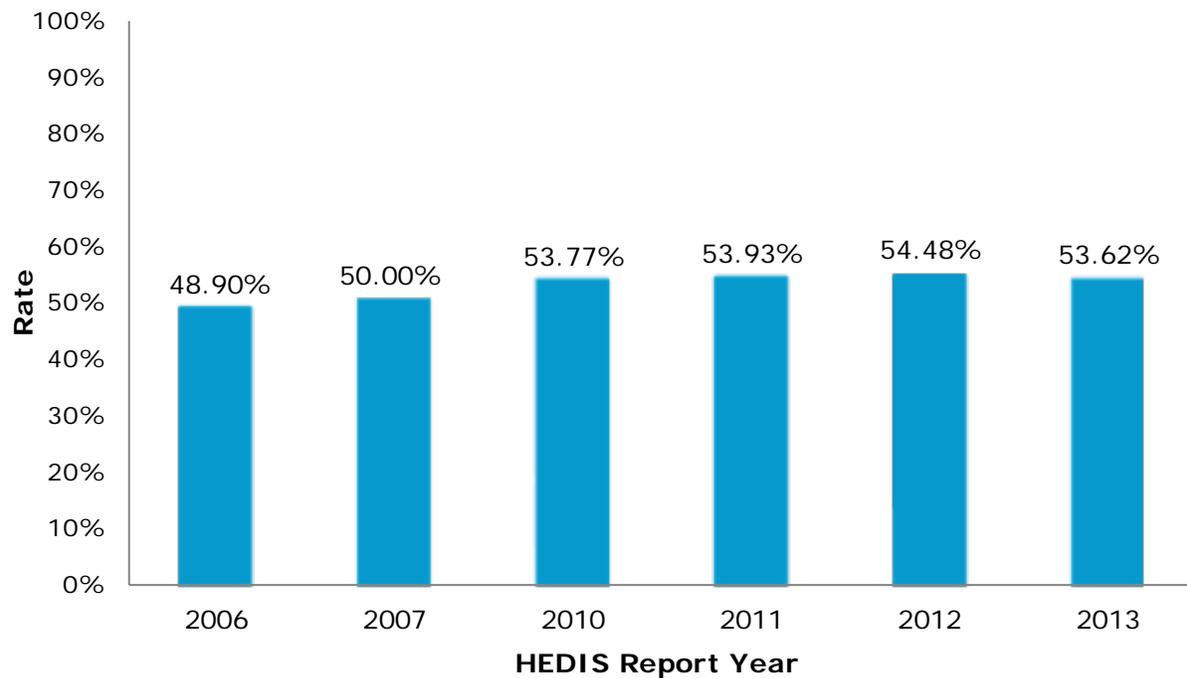
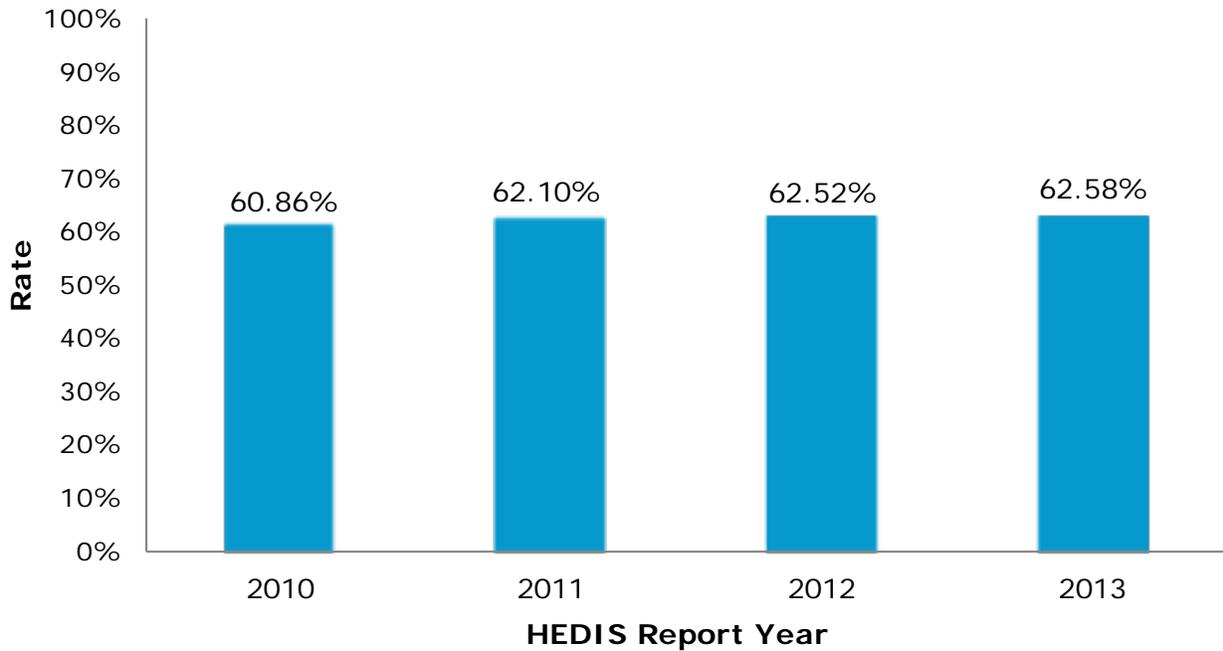
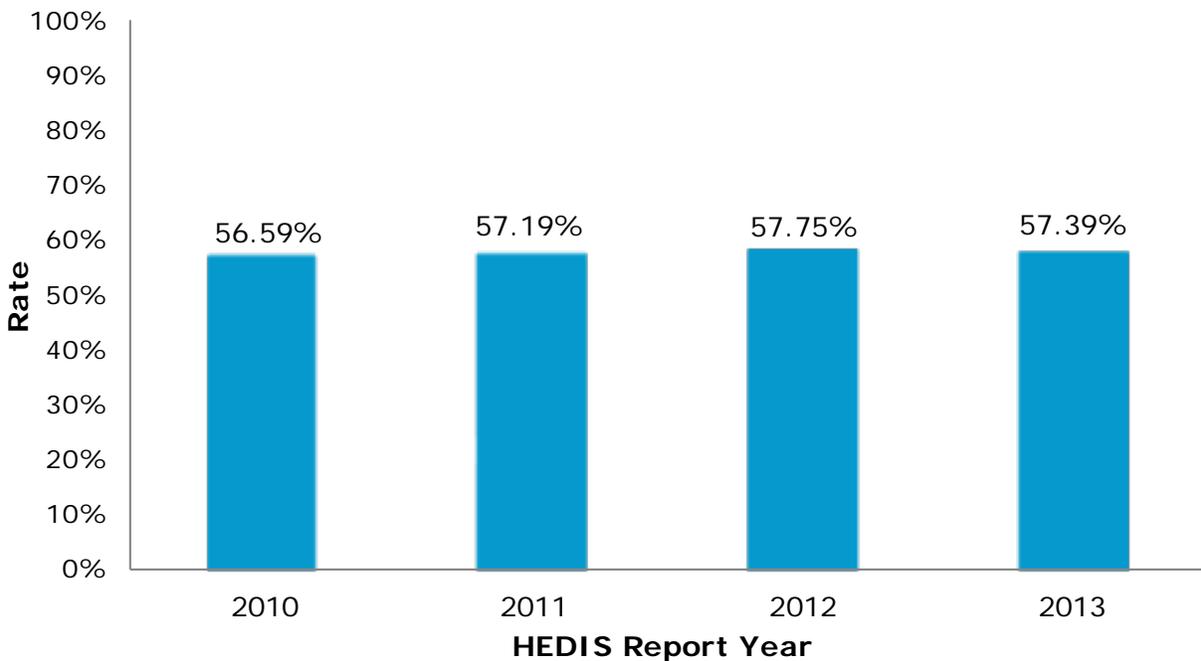


Fig. 38. HEDIS 2010–13 CHL—21–24 years Statewide Weighted Rates



Footnote: Age stratification changed in 2009; as such, no comparative data are available from previous years.

Fig. 39. HEDIS 2010–13 CHL—Total Statewide Weighted Rates



Footnote: Age stratification changed in 2009; as such, no comparative data are available from previous years.

Effectiveness of Care Measures—Respiratory Conditions

Fig. 40. HEDIS 2006, 2007, 2010–13 Appropriate Testing for Children With Pharyngitis (CWP) Statewide Weighted Rates

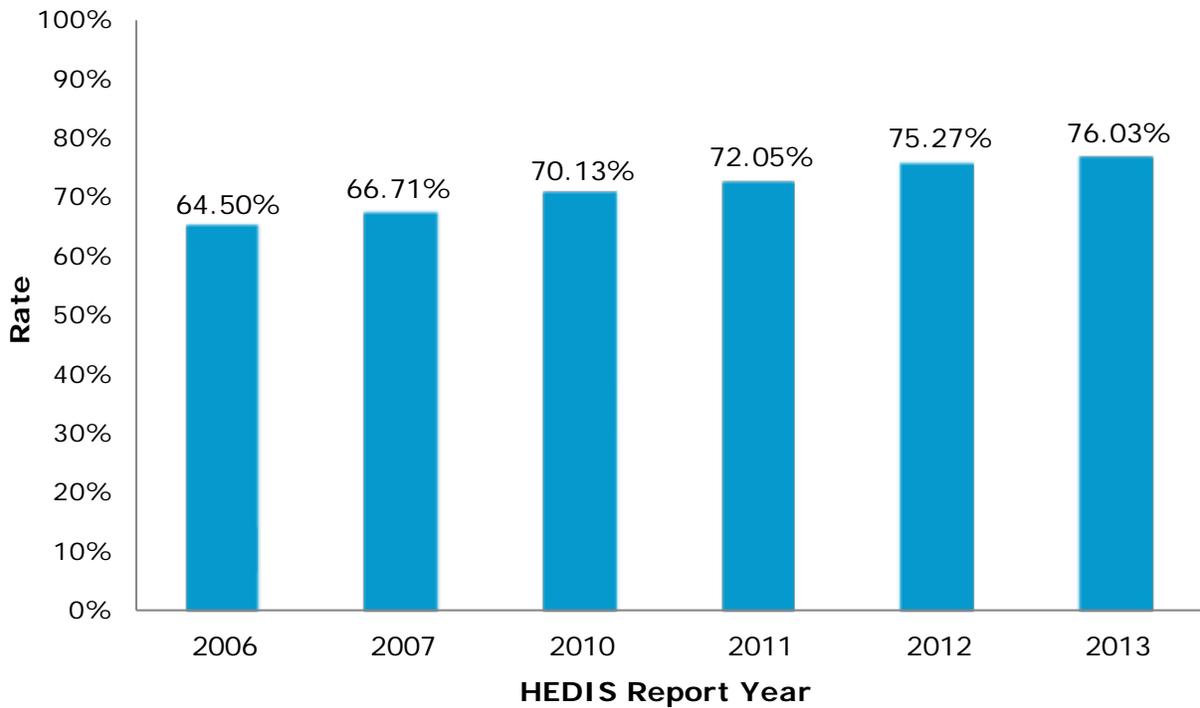


Fig. 41. HEDIS 2006, 2007, 2010–13 Appropriate Treatment for Children With Upper Respiratory Infection (URI) Statewide Weighted Rates

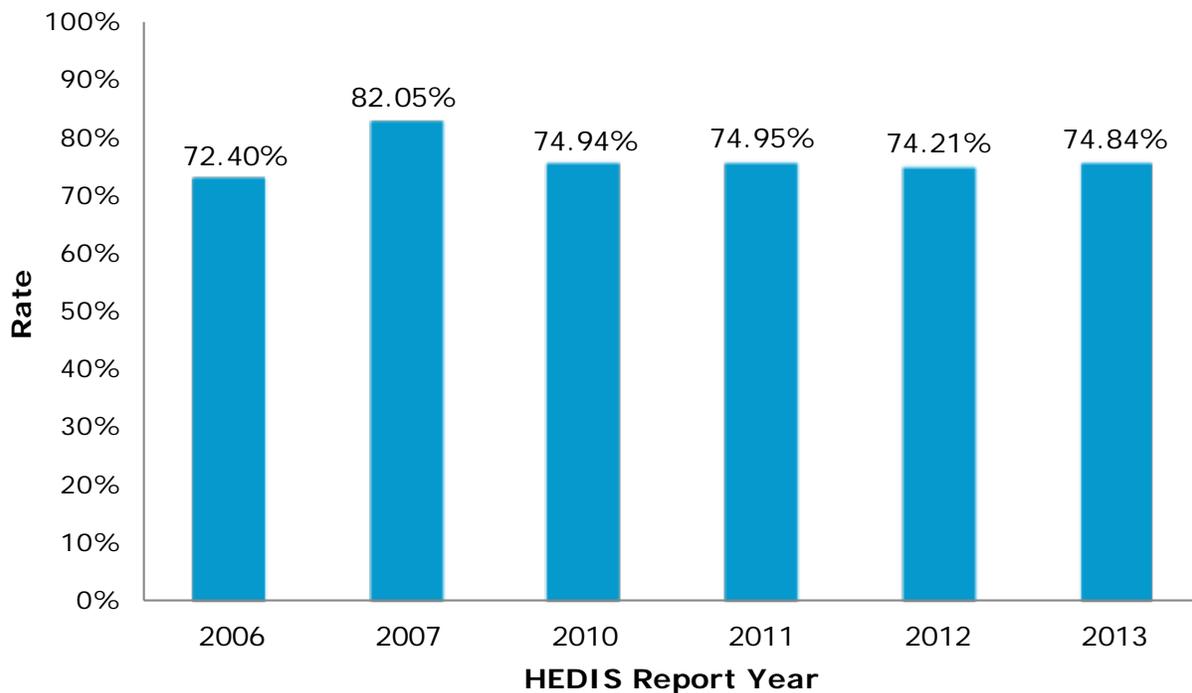
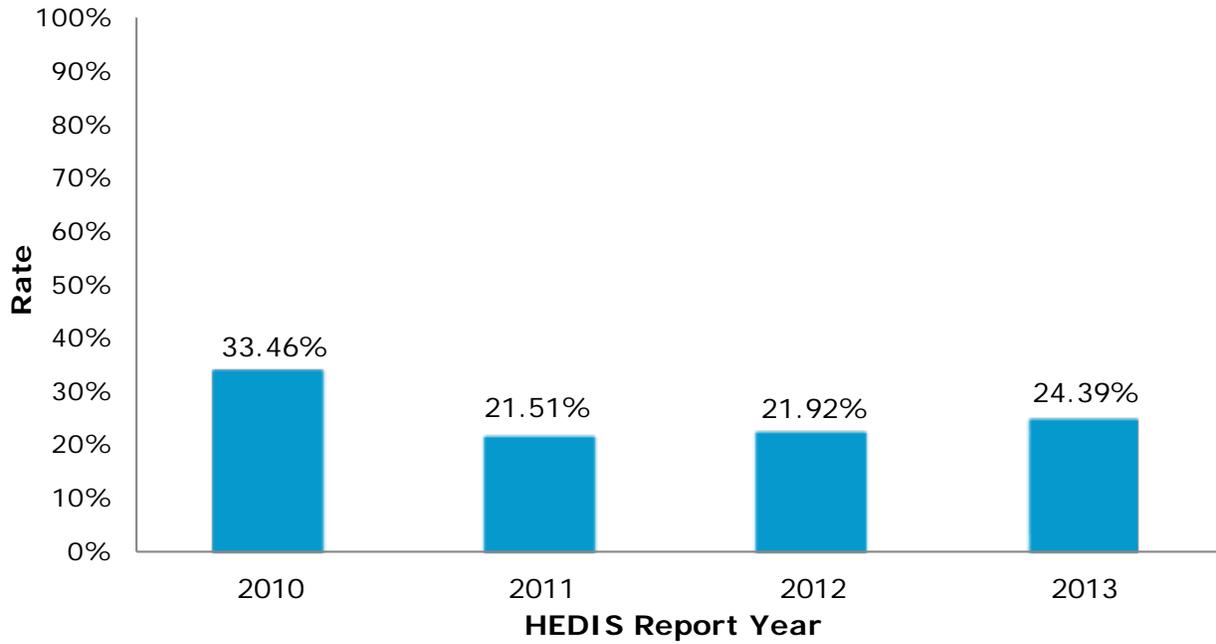


Fig. 42. HEDIS 2010–13 Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (AAB) Statewide Weighted Rates



Footnote: Inverted the measure rate in 2008; as such, no comparative data are available from previous years.

Fig. 43. HEDIS 2006, 2007, 2010–13 Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR) Statewide Weighted Rates

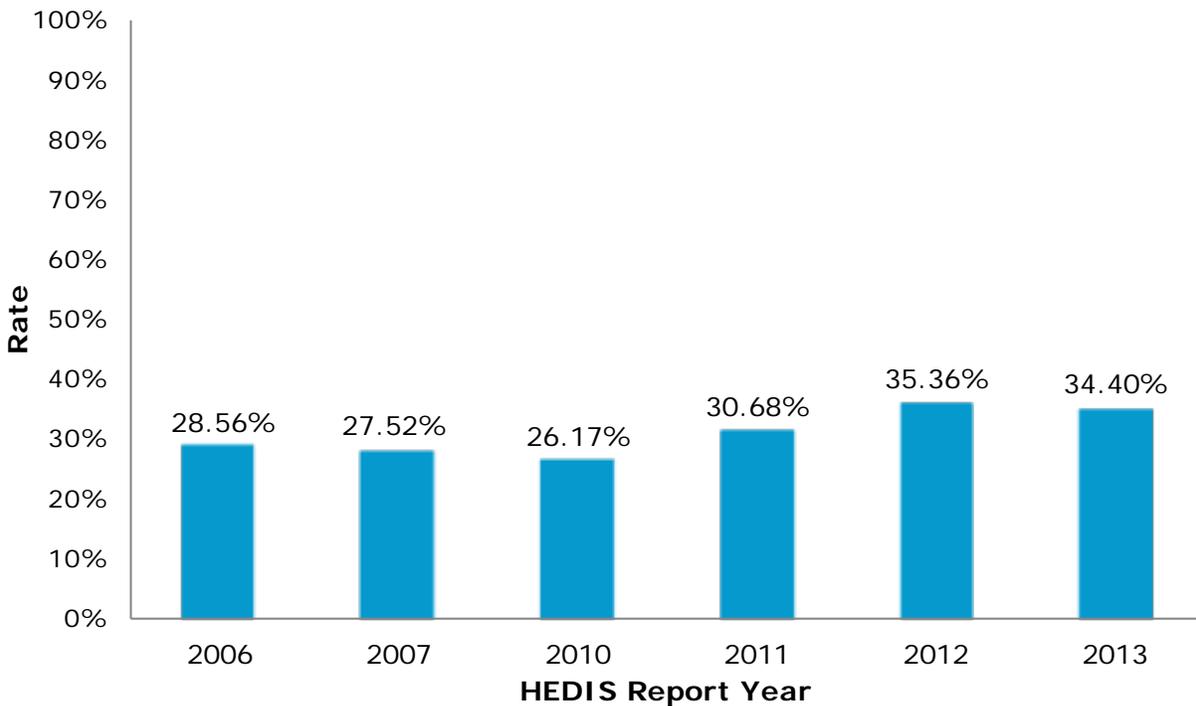
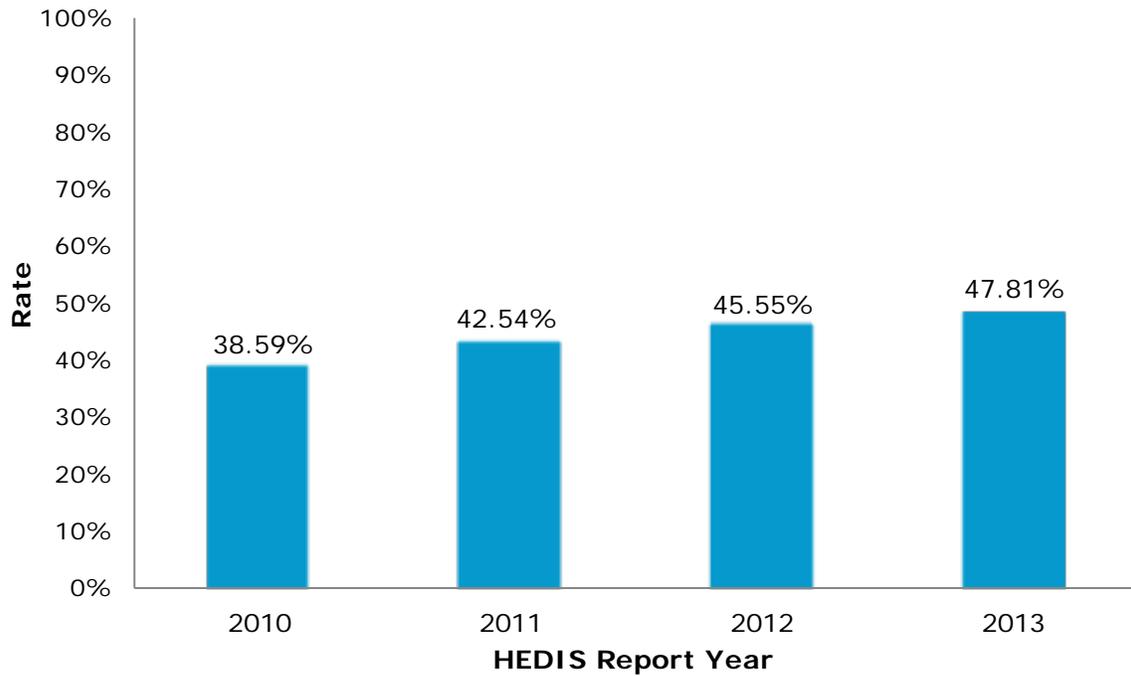
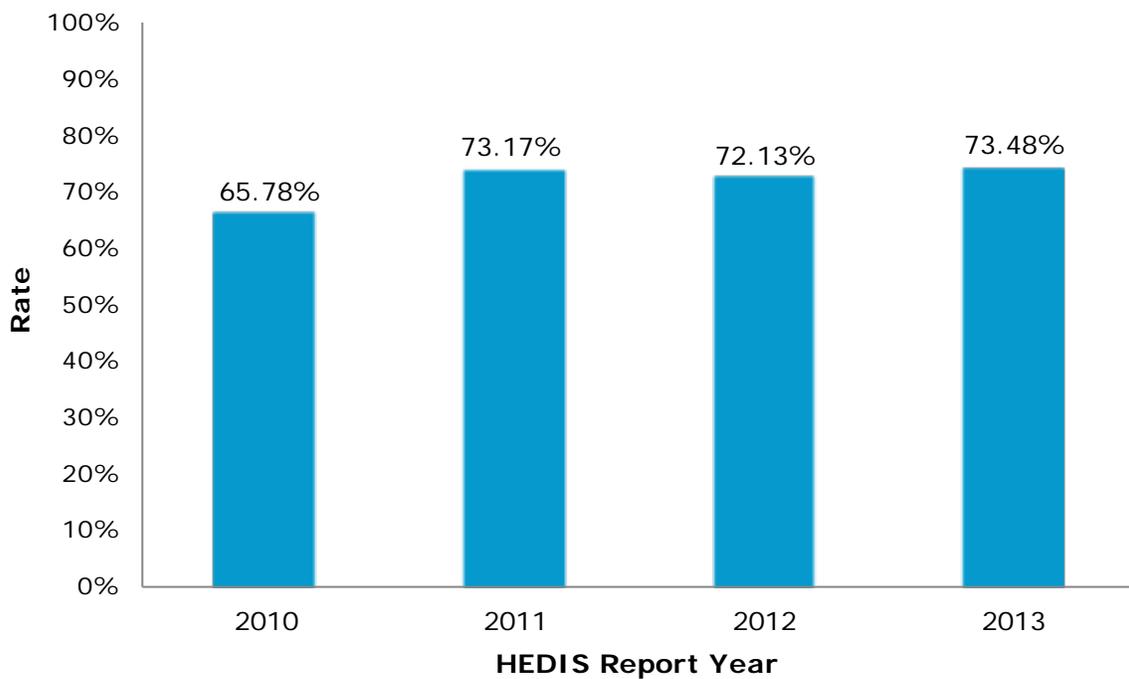


Fig. 44. HEDIS 2010–13 Pharmacotherapy Management of COPD Exacerbation (PCE)—Systemic corticosteroid Statewide Weighted Rates



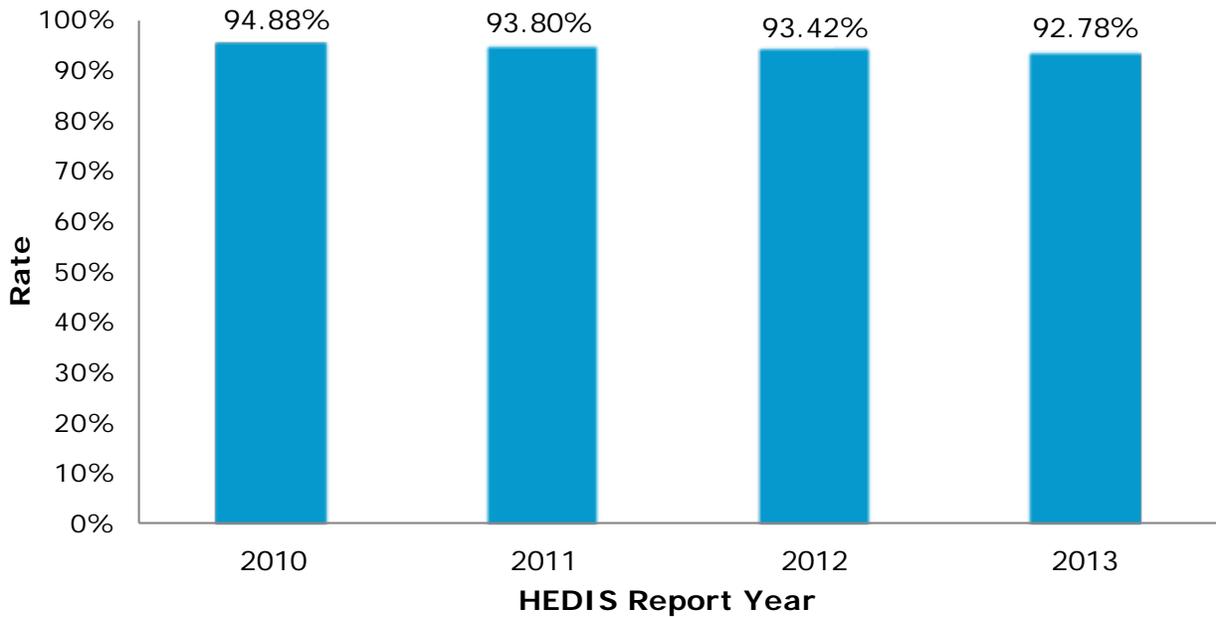
Footnote: First year measurement data collection implemented in 2008

Fig. 45. HEDIS 2010–13 PCE—Bronchodilator Statewide Weighted Rates



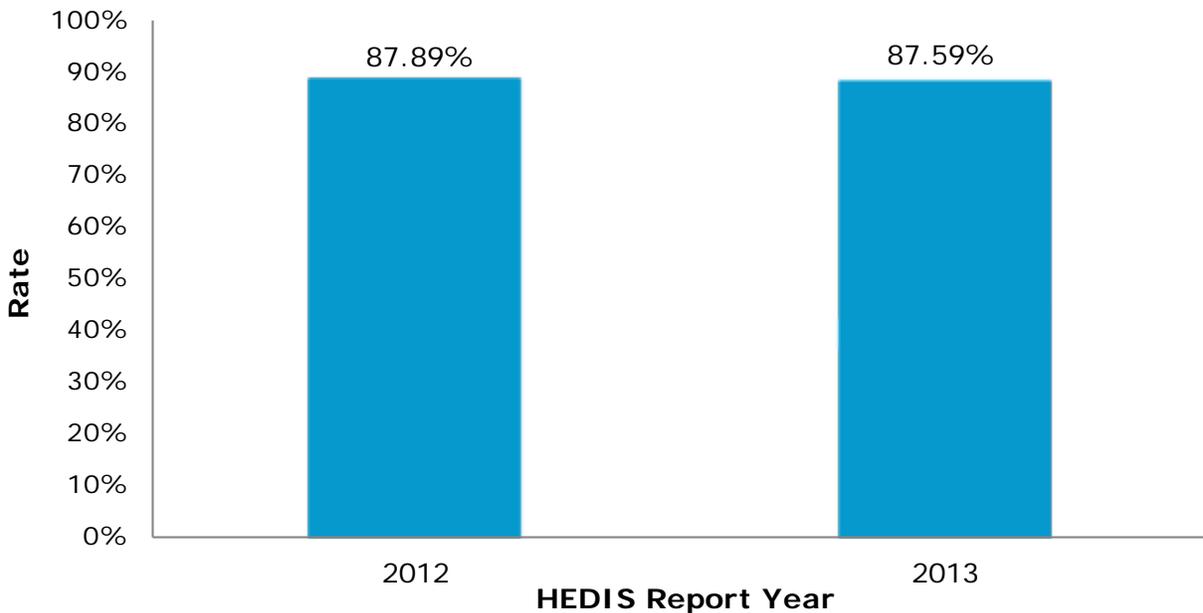
Footnote: First year measurement data collection implemented in 2008

Fig. 46. HEDIS 2010–13 Use of Appropriate Medications for People With Asthma (ASM)—5–11 years Statewide Weighted Rates



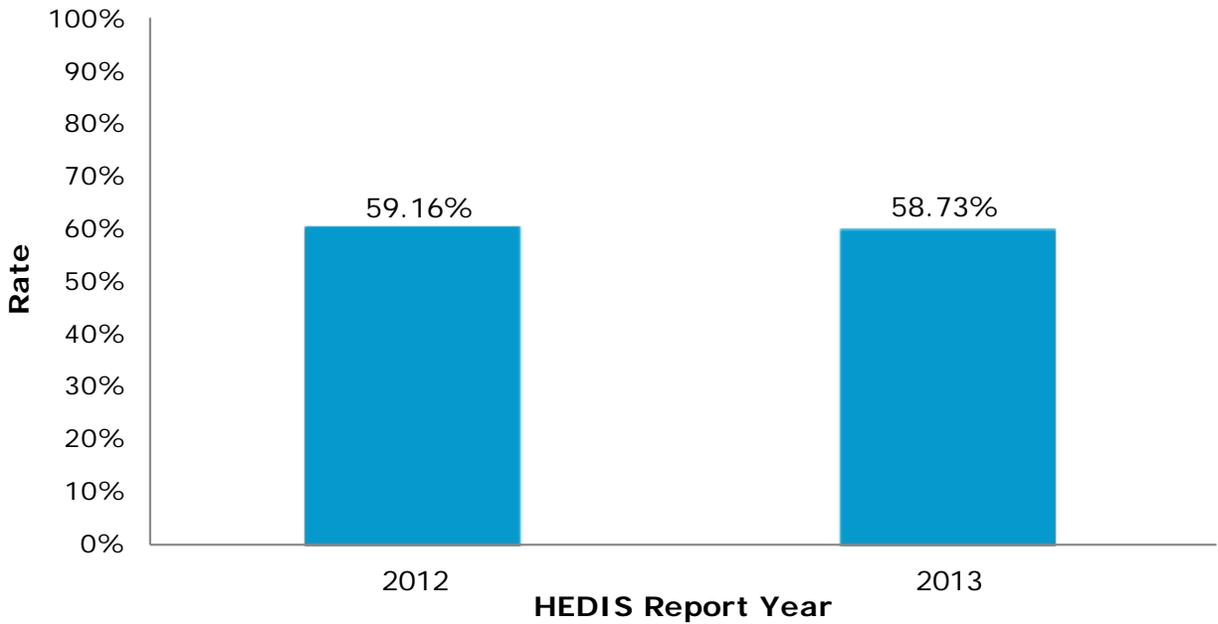
Footnote: Measure specification changed in 2010; as such, no comparative data are available from previous years.

Fig. 47. HEDIS 2012–13 ASM—12–18 years Statewide Weighted Rates



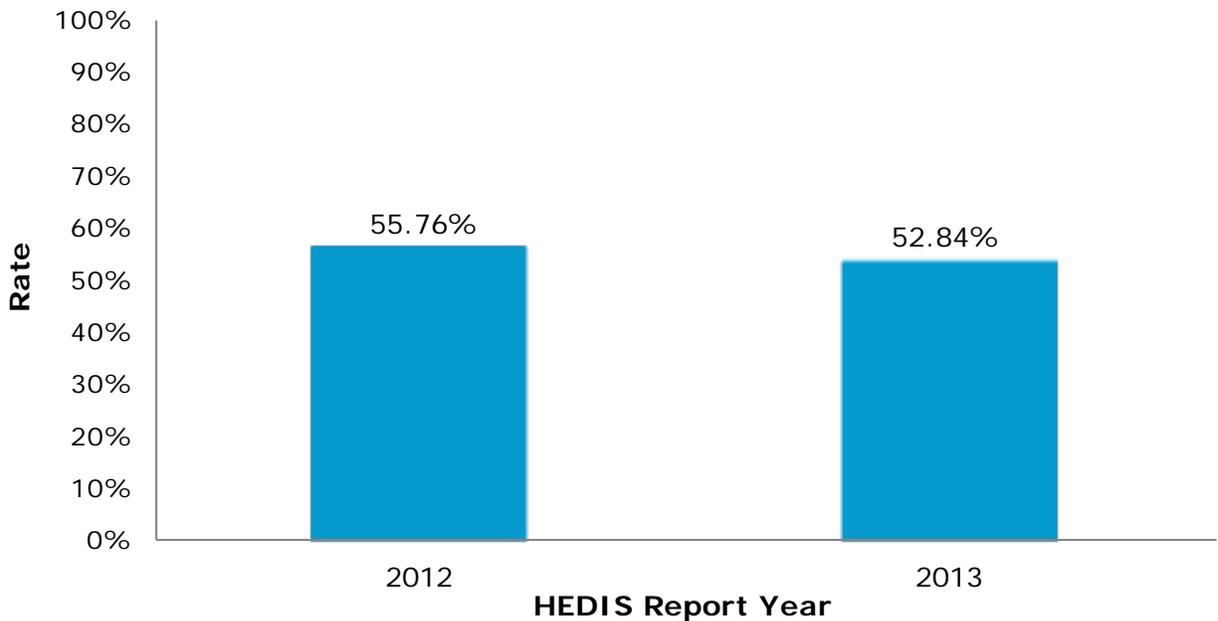
Footnote: Age stratification changed in 2012; as such, no comparative data are available from previous years.

Fig. 48. HEDIS 2012–13 ASM—19–50 years Statewide Weighted Rates



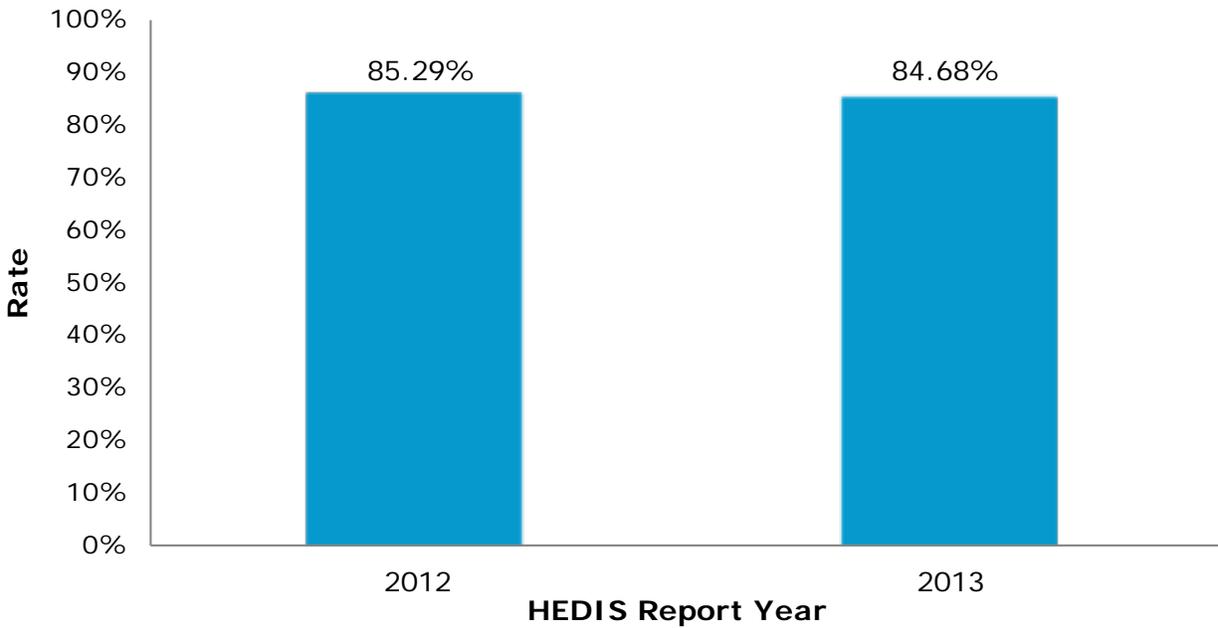
Footnote: Age stratification changed in 2012; as such, no comparative data are available from previous years.

Fig. 49. HEDIS 2012–13 ASM—51–64 years Statewide Weighted Rates



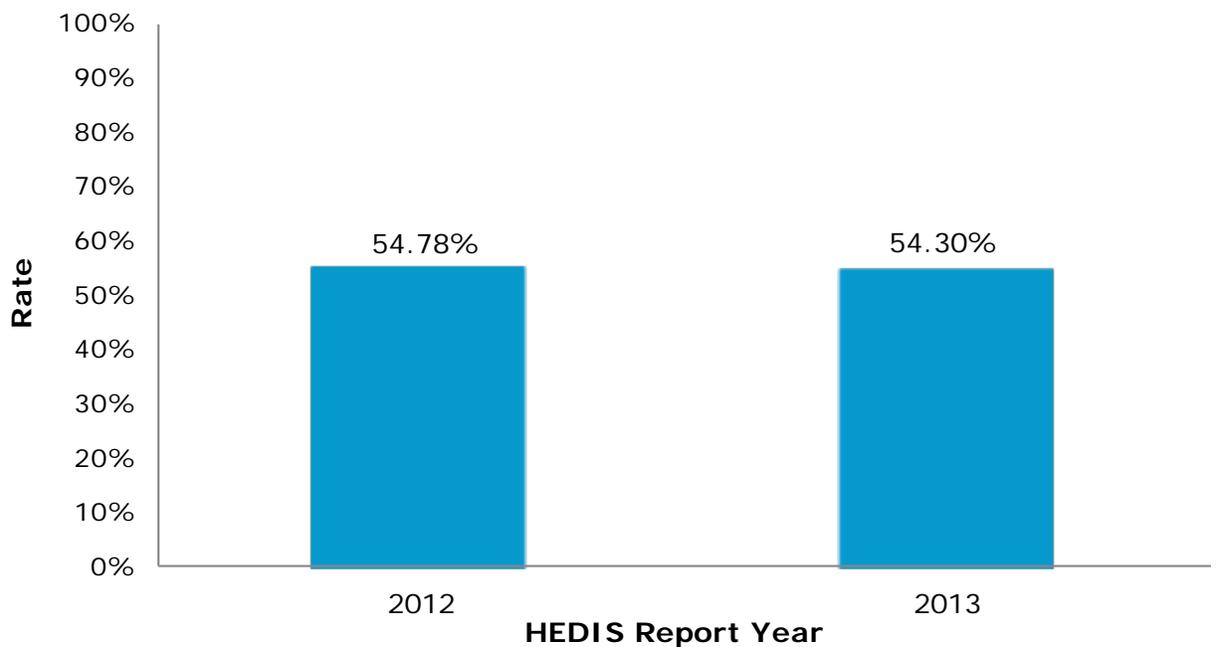
Footnote: Age stratification changed in 2012; as such, no comparative data are available from previous years.

Fig. 50. HEDIS 2012–13 ASM—Total years Statewide Weighted Rates



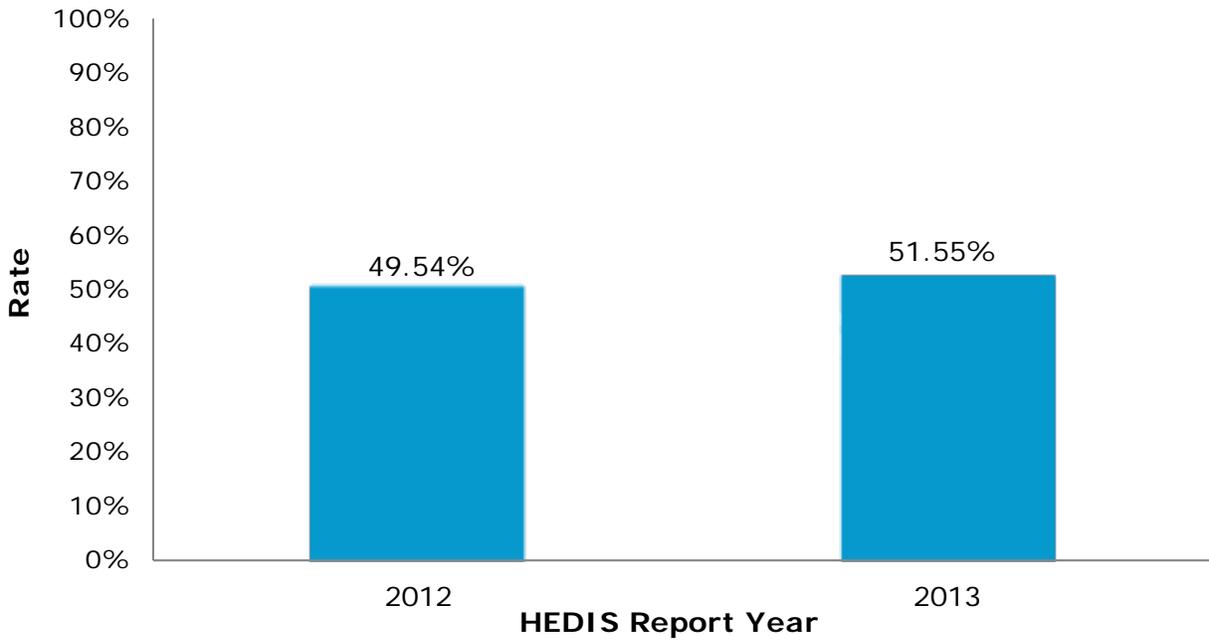
Footnote: Age stratification changed in 2012; as such, no comparative data are available from previous years.

Fig. 51. HEDIS 2012–13 Medication Management for People With Asthma (MMA)—Medication Compliance 50%: 5–11 years Statewide Weighted Rates



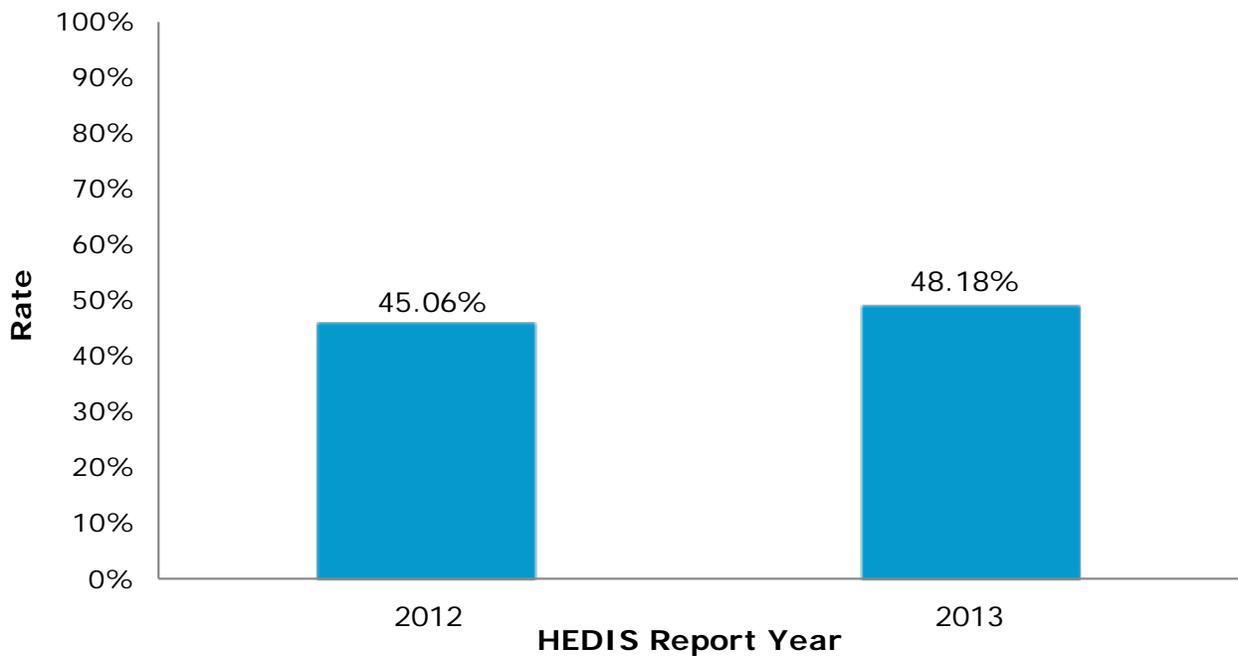
Footnote: First year measurement data collection implemented in 2012

**Fig. 52. HEDIS 2012–13 MMA—Medication Compliance 50%: 12–18 years
Statewide Weighted Rates**



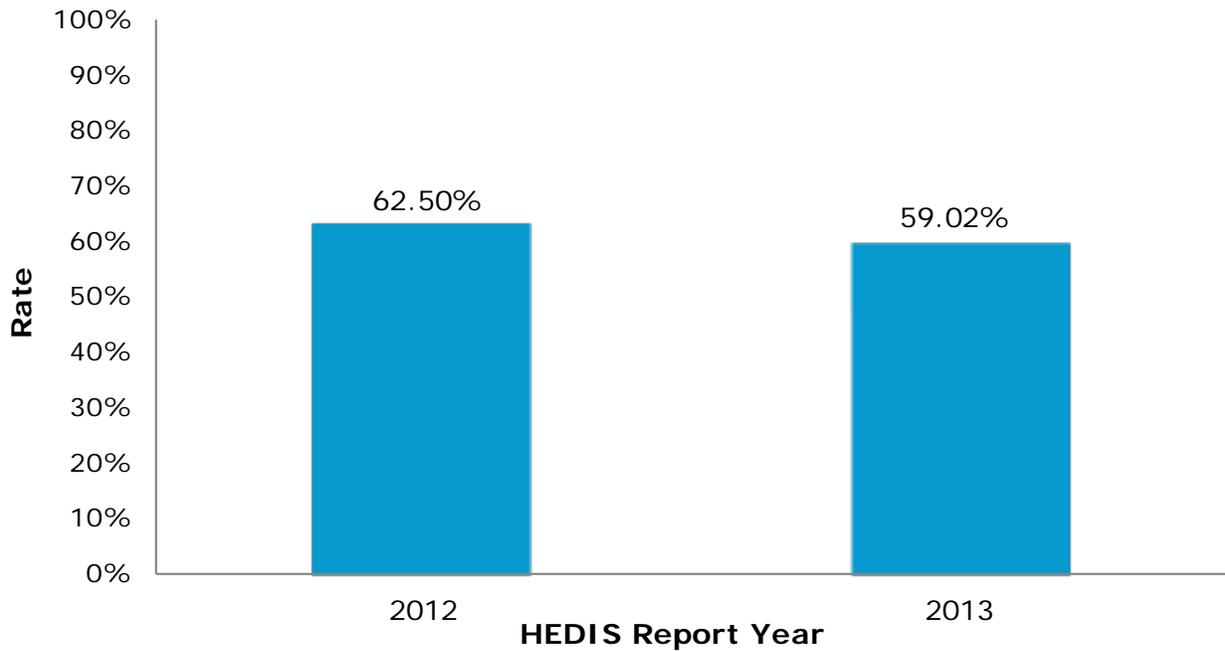
Footnote: First year measurement data collection implemented in 2012

**Fig. 53. HEDIS 2012–13 MMA—Medication Compliance 50%: 19–50 years
Statewide Weighted Rates**



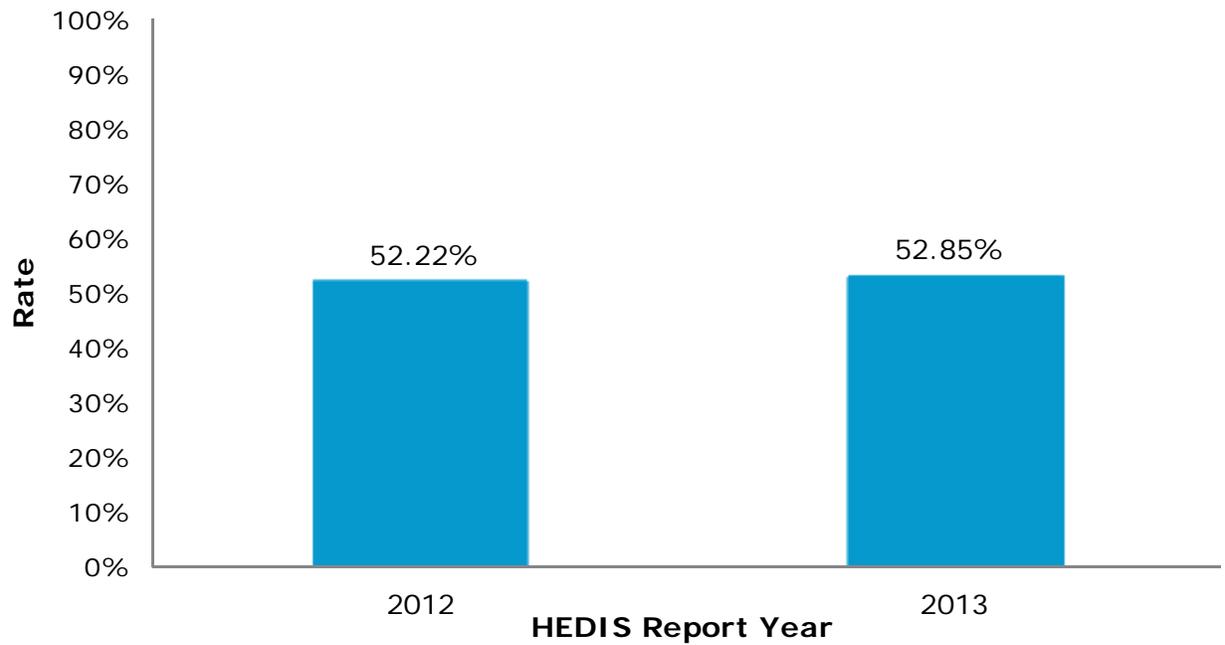
Footnote: First year measurement data collection implemented in 2012

Fig. 54. HEDIS 2012–13 MMA—Medication Compliance 50%: 51–64 years Statewide Weighted Rates



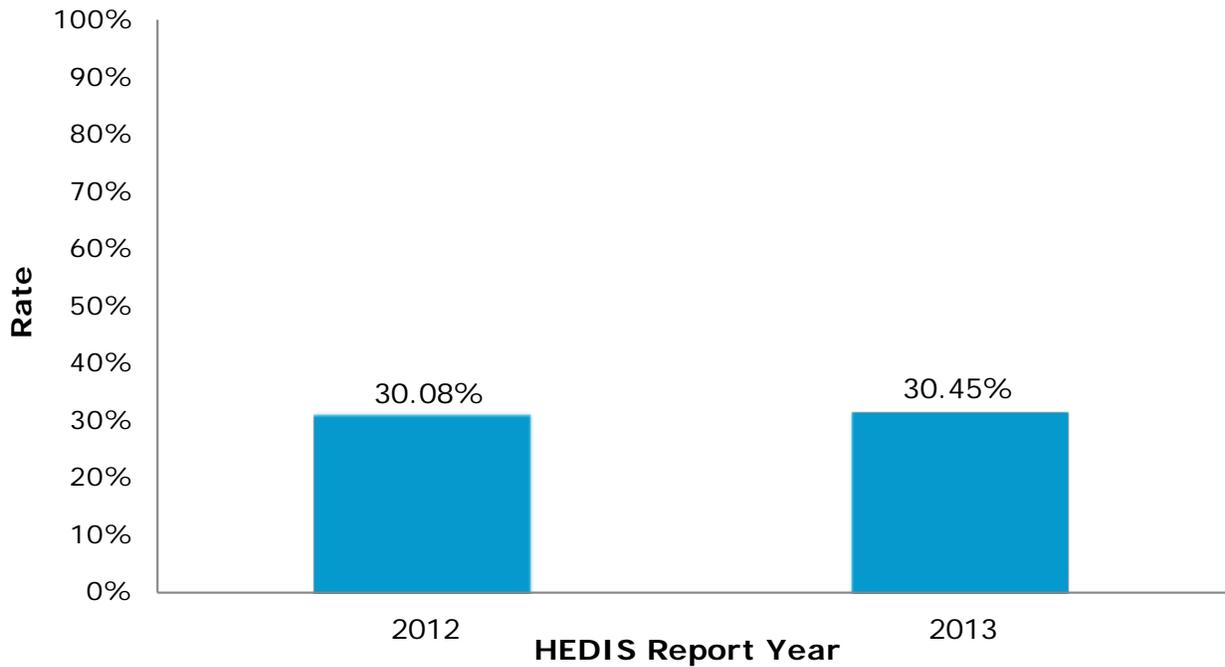
Footnote: First year measurement data collection implemented in 2012

Fig. 55. HEDIS 2012–13 MMA—Medication Compliance 50%: Total Statewide Weighted Rates



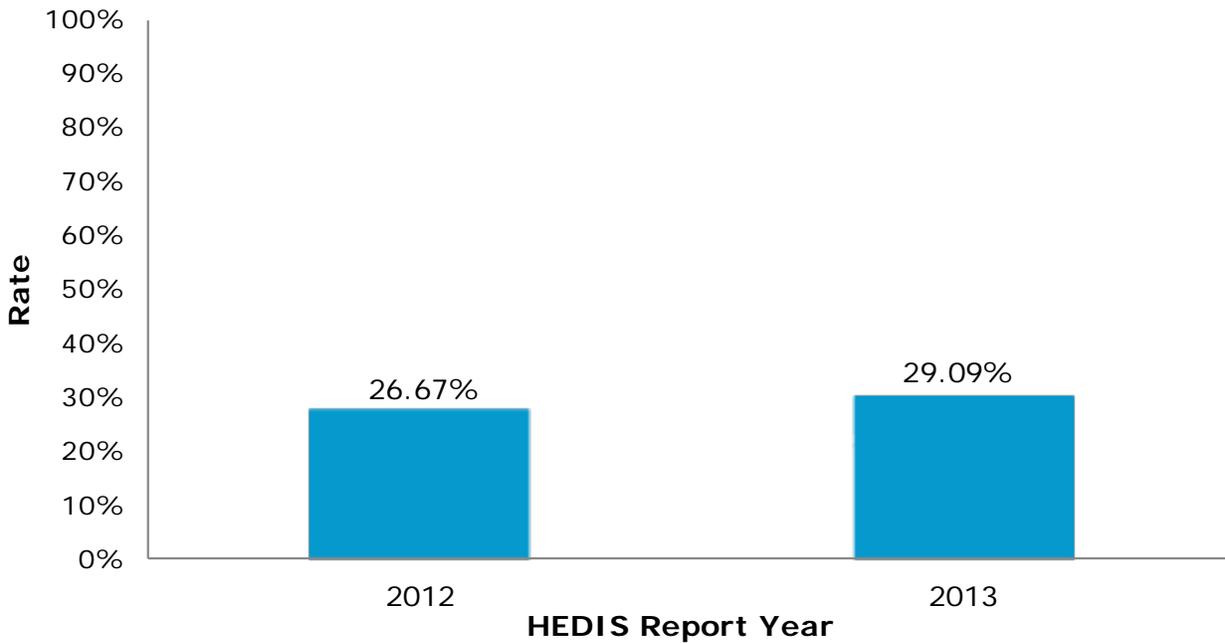
Footnote: First year measurement data collection implemented in 2012

**Fig. 56. HEDIS 2012–13 MMA—Medication Compliance 75%: 5–11 years
Statewide Weighted Rates**



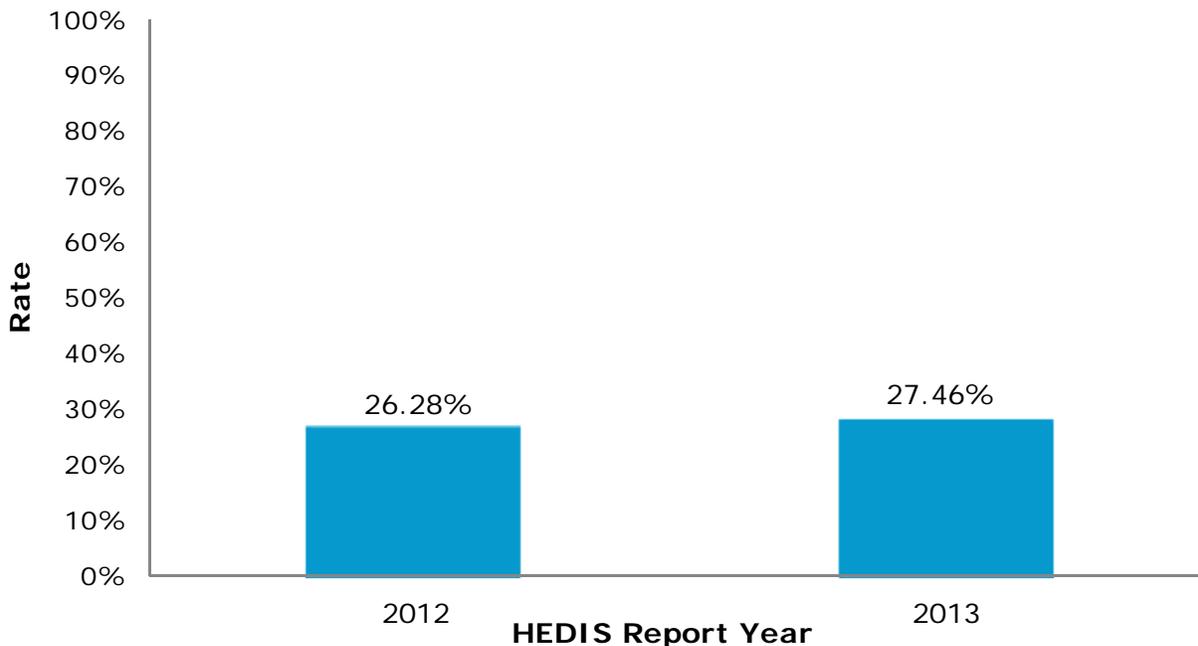
Footnote: First year measurement data collection implemented in 2012

**Fig. 57. HEDIS 2012–13 MMA—Medication Compliance 75%: 12–18 years
Statewide Weighted Rates**



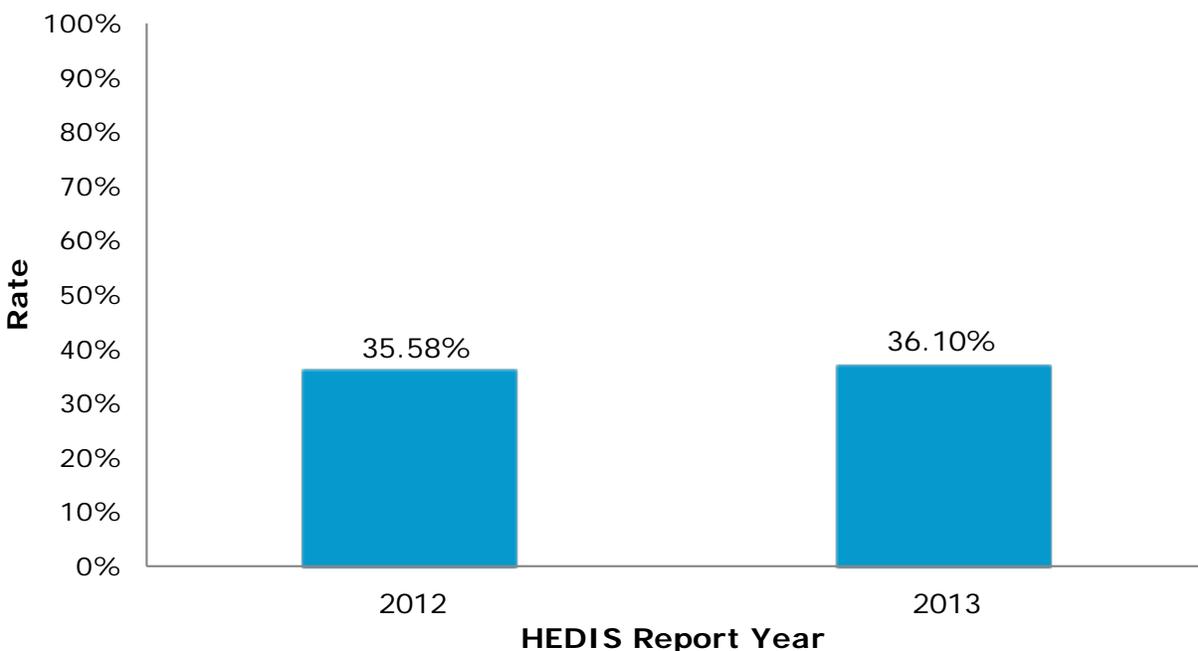
Footnote: First year measurement data collection implemented in 2012

**Fig. 58. HEDIS 2012–13 MMA—Medication Compliance 75%: 19–50 years
Statewide Weighted Rates**



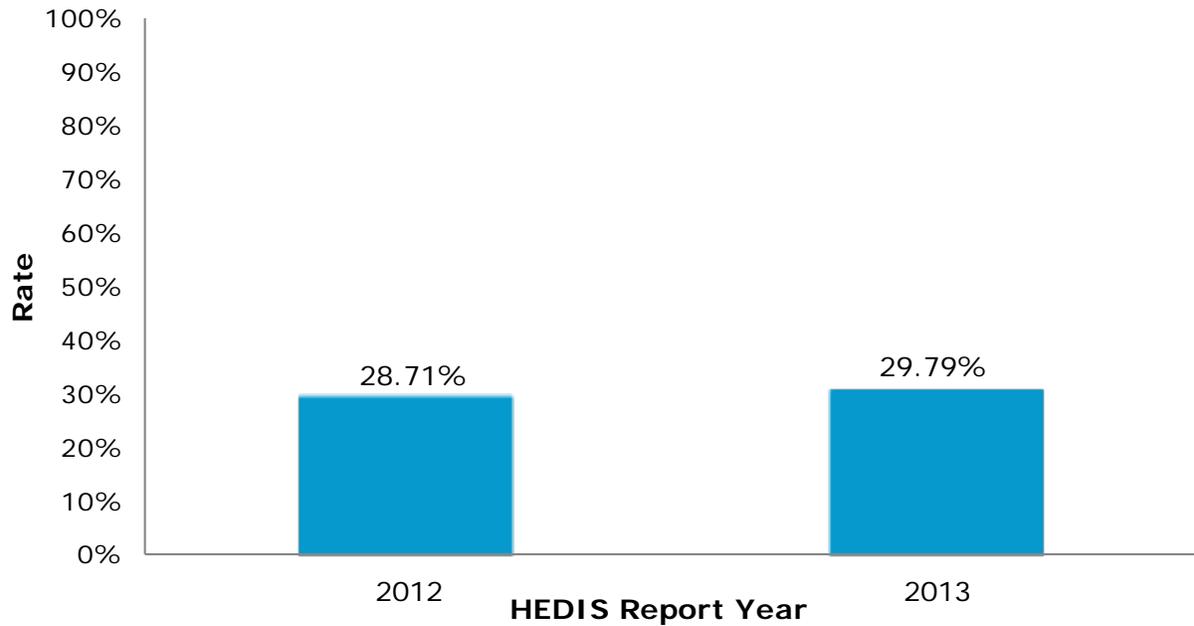
Footnote: First year measurement data collection implemented in 2012

**Fig. 59. HEDIS 2012–13 MMA—Medication Compliance 75%: 51–64 years
Statewide Weighted Rates**



Footnote: First year measurement data collection implemented in 2012

Fig. 60. HEDIS 2012–13 MMA—Medication Compliance 75%: Total Statewide Weighted Rates



Footnote: First year measurement data collection implemented in 2012

Effectiveness of Care Measures—Cardiovascular Conditions

Fig. 61. HEDIS 2006, 2007, 2010–13 Cholesterol Management for Patients With Cardiovascular Conditions (CMC)—LDL-C Screening Statewide Weighted Rates

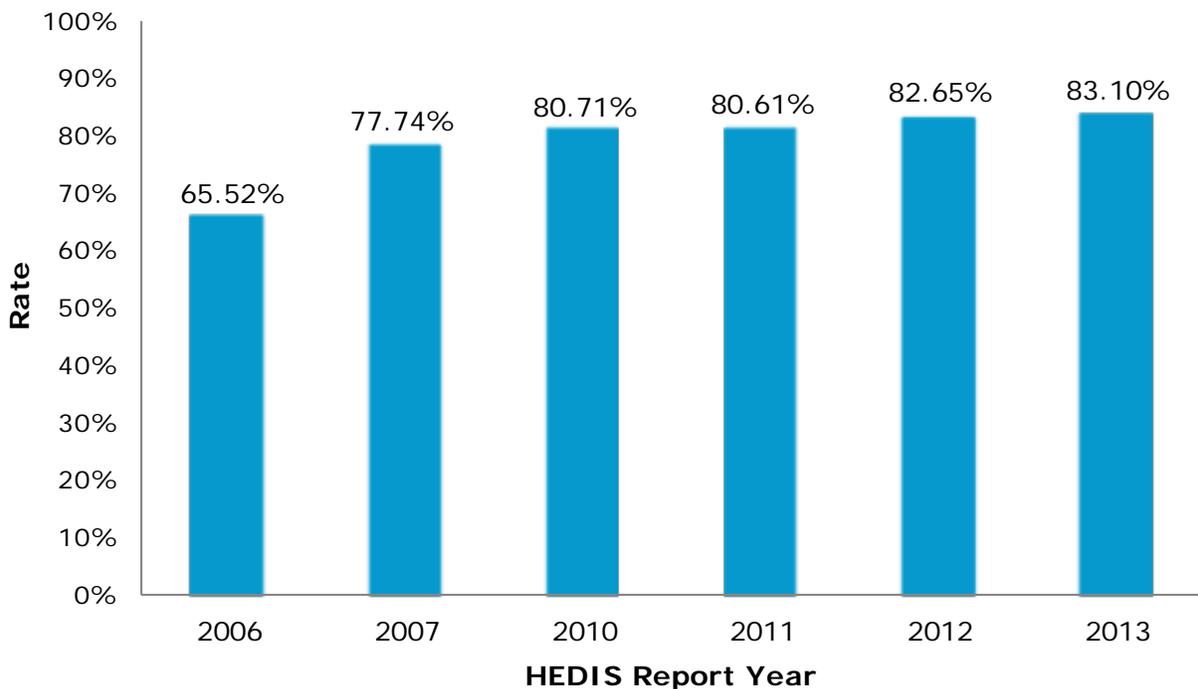


Fig. 62. HEDIS 2006, 2007, 2010–13 CMC—LDL-C Control (<100 mg/dL) Statewide Weighted Rates

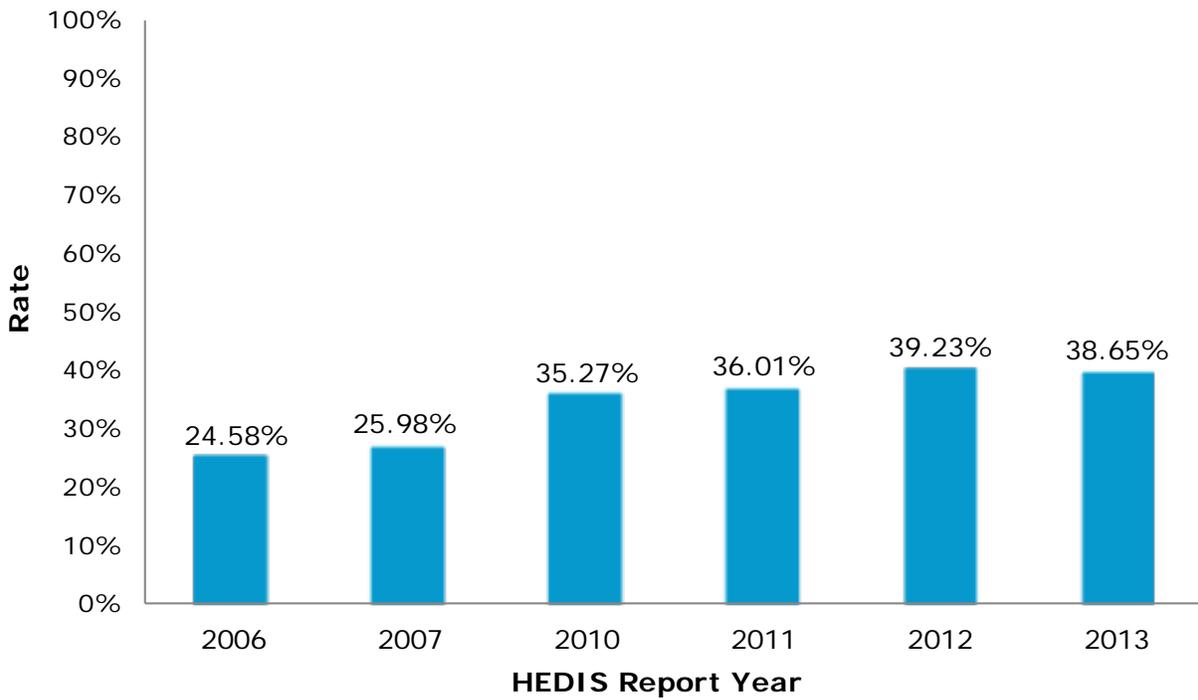


Fig. 63. HEDIS 2006, 2007, 2010–13 Controlling High Blood Pressure (CBP) Statewide Weighted Rates

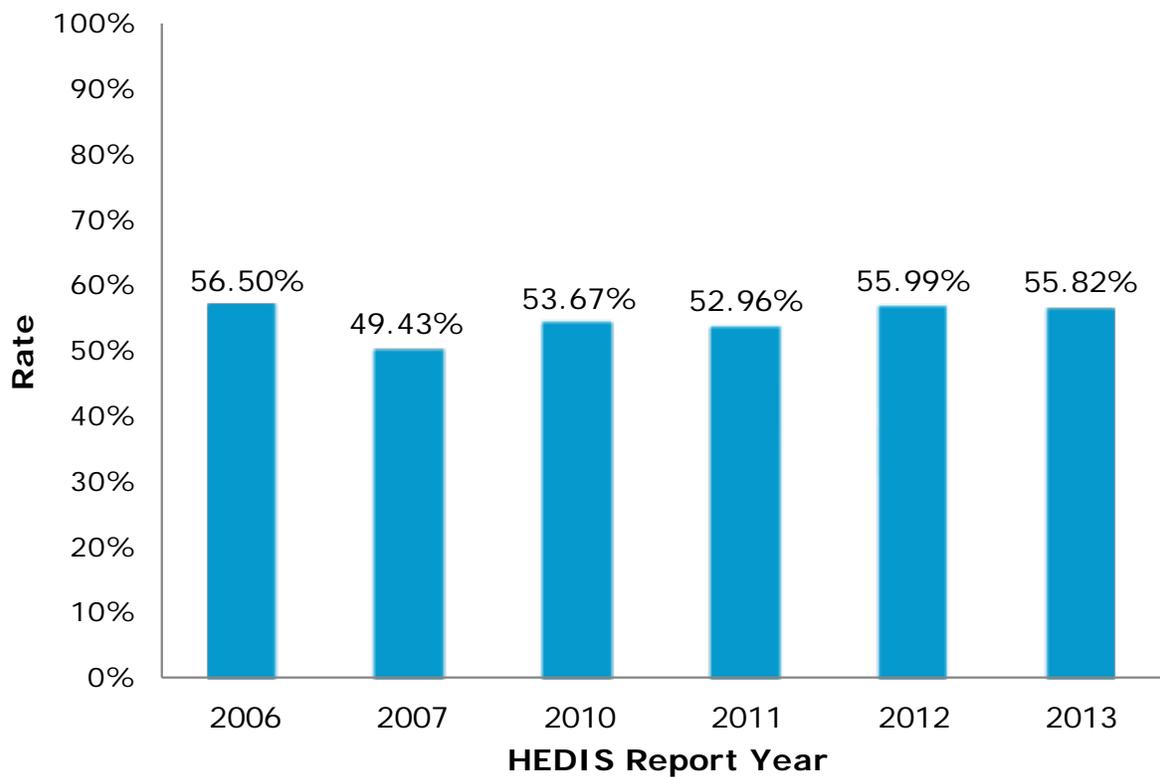
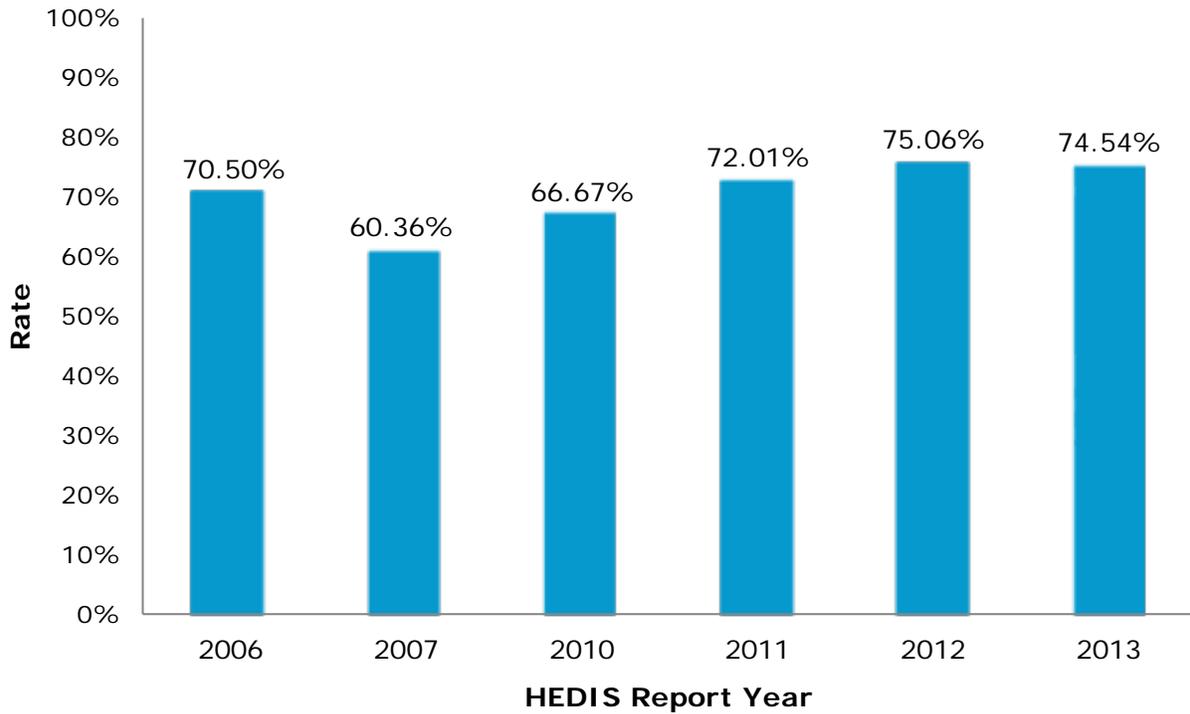


Fig. 64. HEDIS 2006, 2007, 2010–13 Persistence of Beta-Blocker Treatment After a Heart Attack (PBH) Statewide Weighted Rates



Effectiveness of Care Measures—Diabetes

Fig. 65. HEDIS 2006, 2007, 2010–13 Comprehensive Diabetes Care (CDC)—HbA1c Testing Statewide Weighted Rates

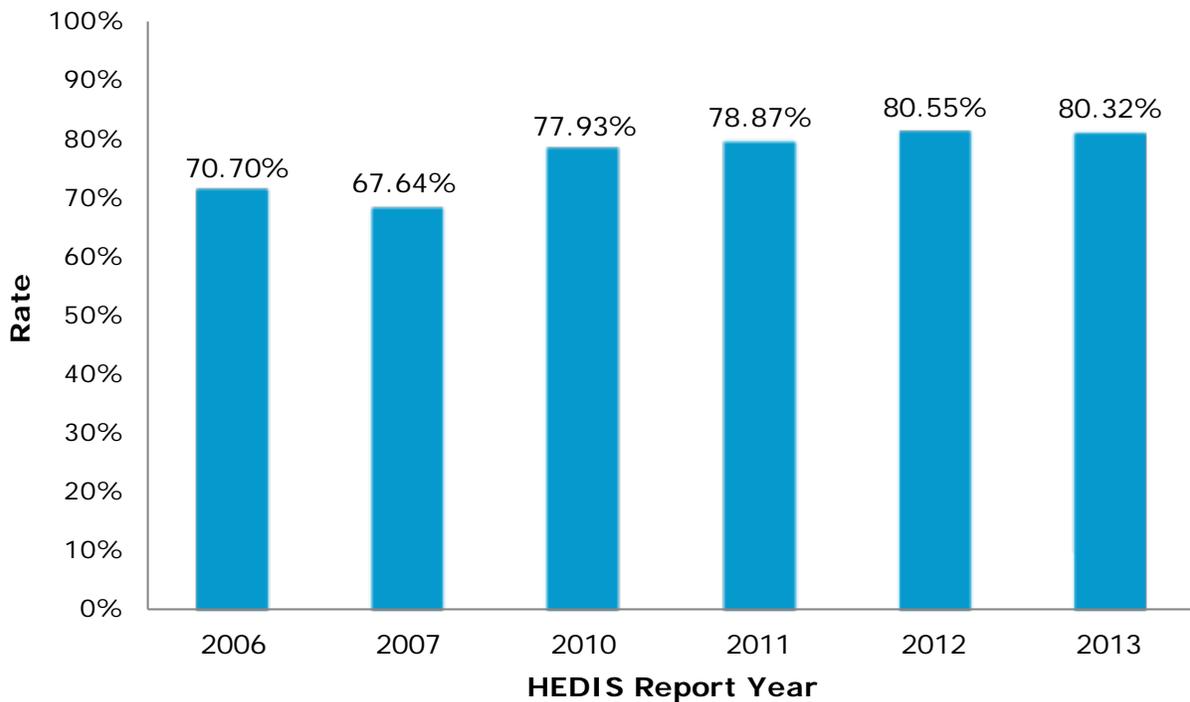
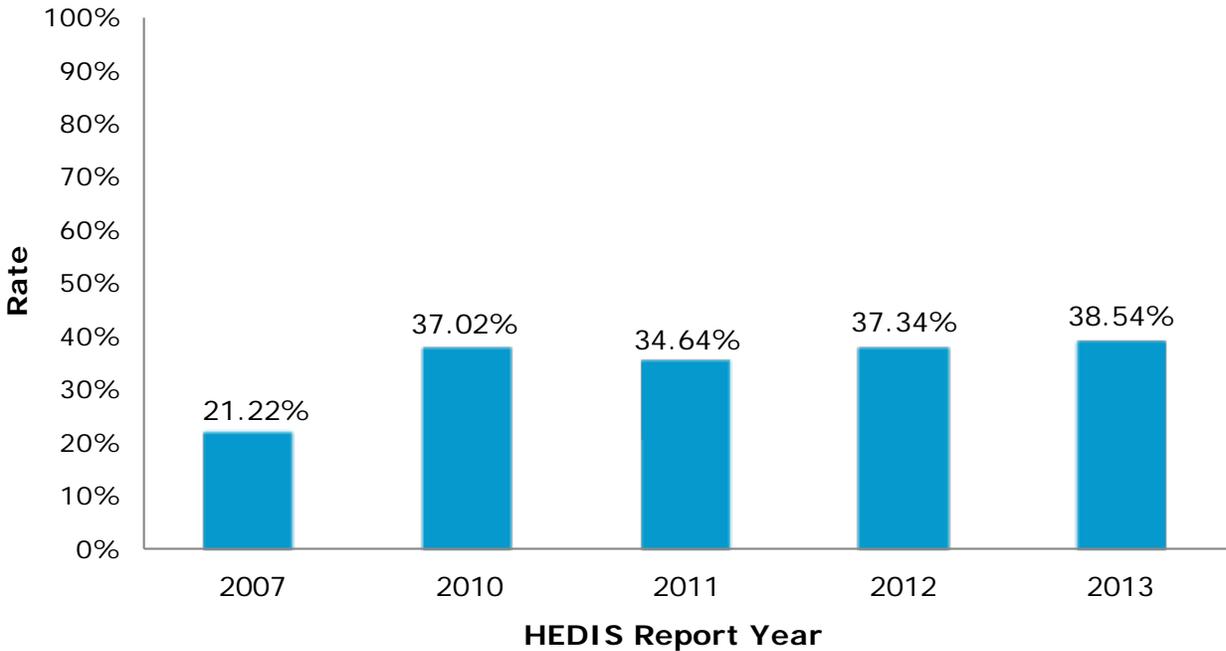
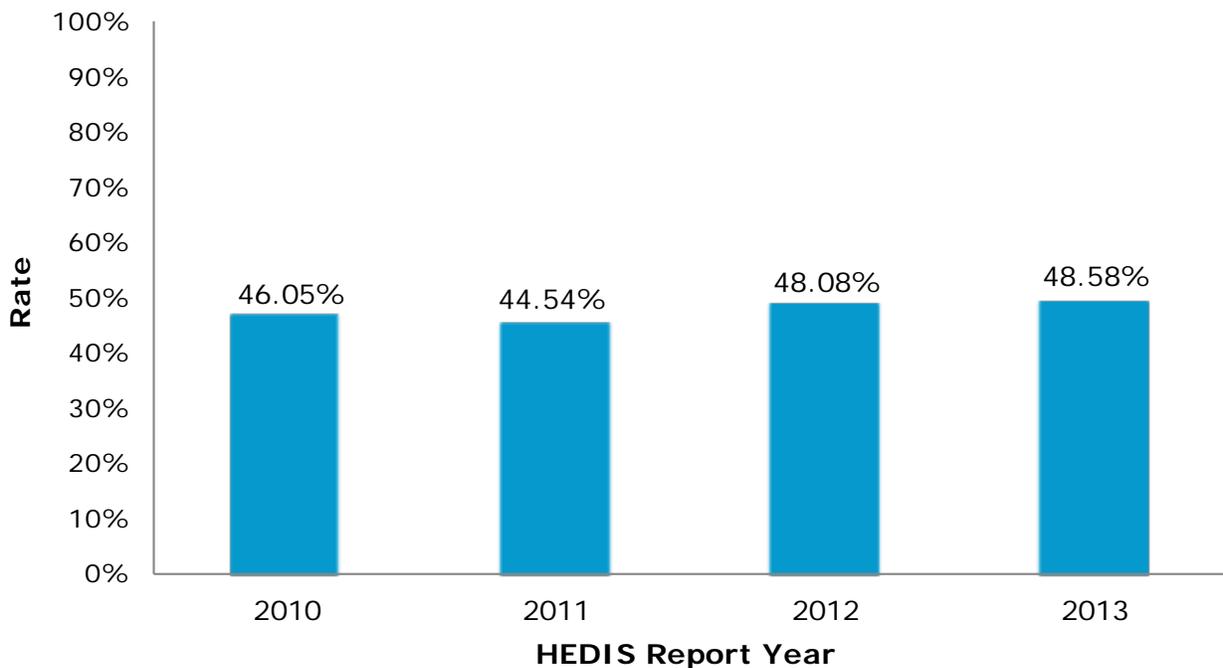


Fig. 66. HEDIS 2007, 2010–13 CDC—HbA1c Control (<7.0%) Statewide Weighted Rates



Footnote: First year measurement data collection implemented in 2007.

Fig. 67. HEDIS 2010–13 CDC—HbA1c Control (<8.0%) Statewide Weighted Rates



Footnote: First year measurement data collection implemented in 2009.

Fig. 68. HEDIS 2006, 2007, 2010–13 CDC—Retinal Eye Exam Performed Statewide Weighted Rates

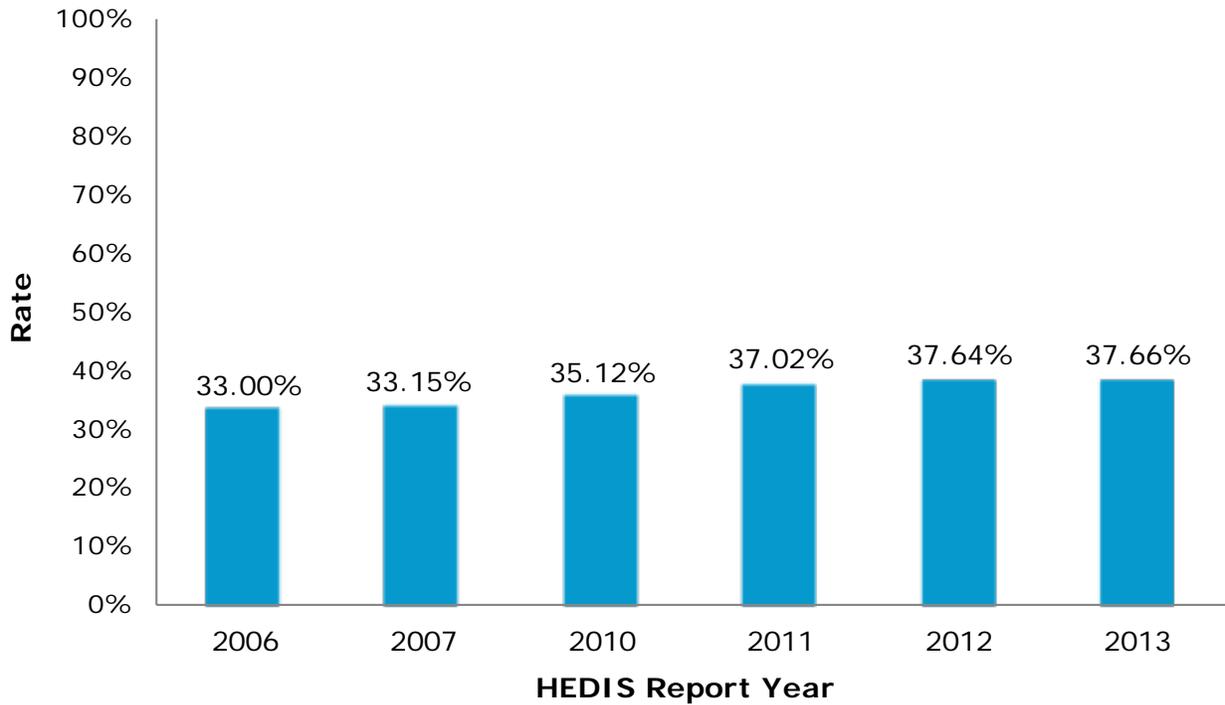


Fig. 69. HEDIS 2006, 2007, 2010–13 CDC—LDL-C Screening Statewide Weighted Rates

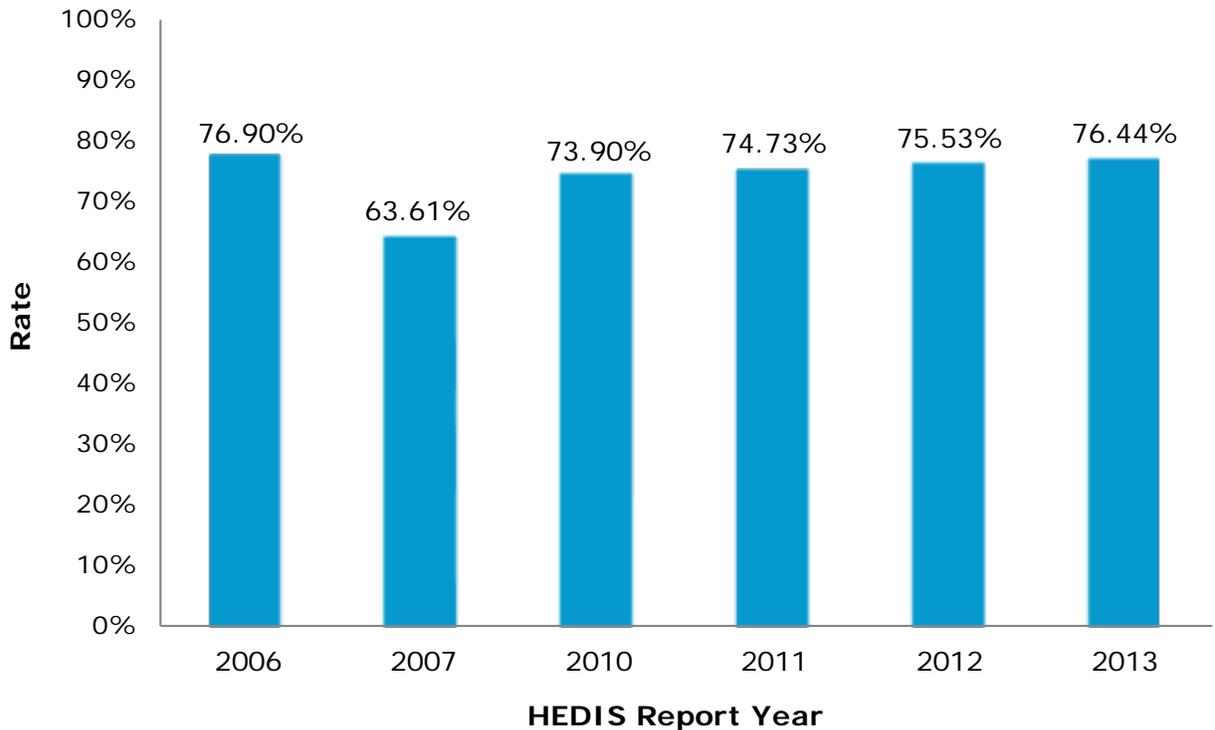


Fig. 70. HEDIS 2006, 2007, 2010–13 CDC—LDL-C Control (<100 mg/dL) Statewide Weighted Rates

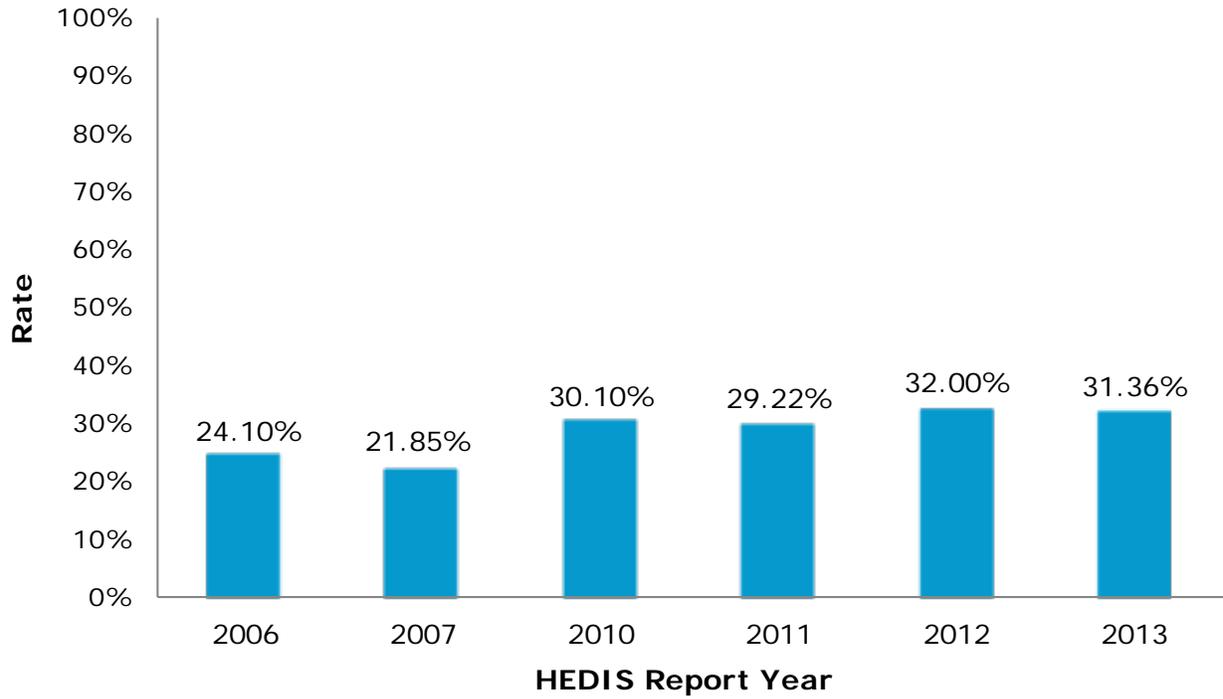


Fig. 71. HEDIS 2006, 2007, 2010–13 CDC—Medical Attention for Nephropathy Statewide Weighted Rates

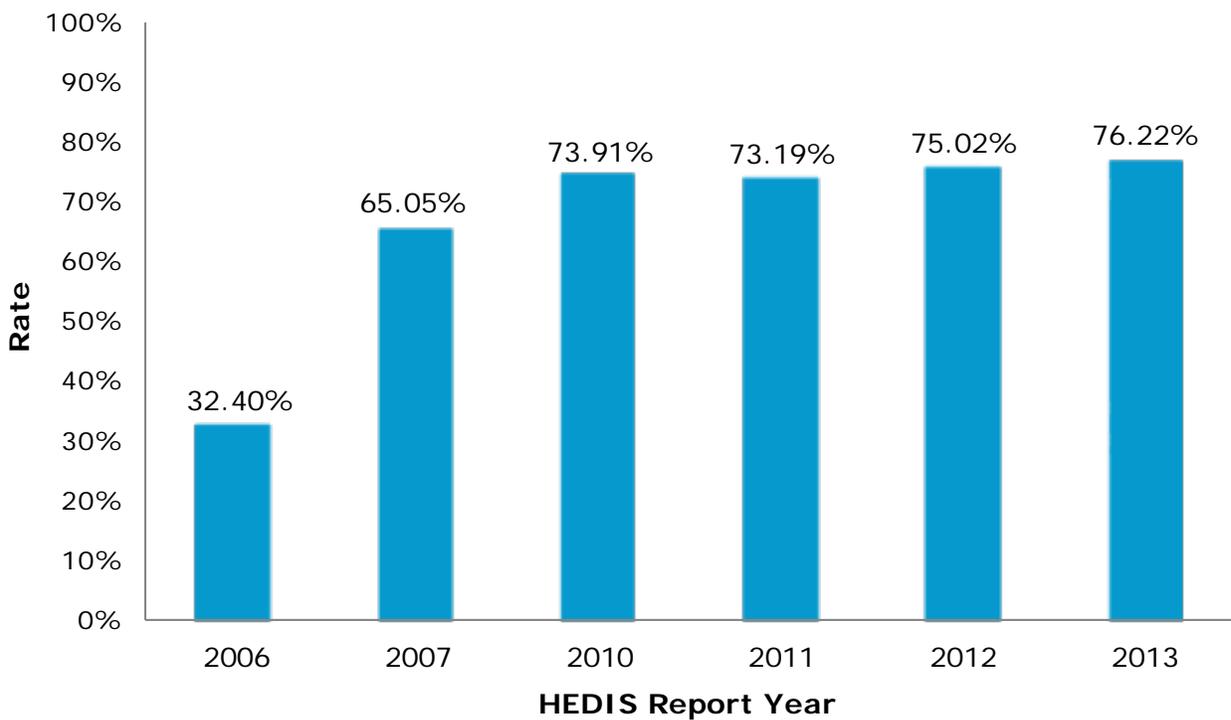
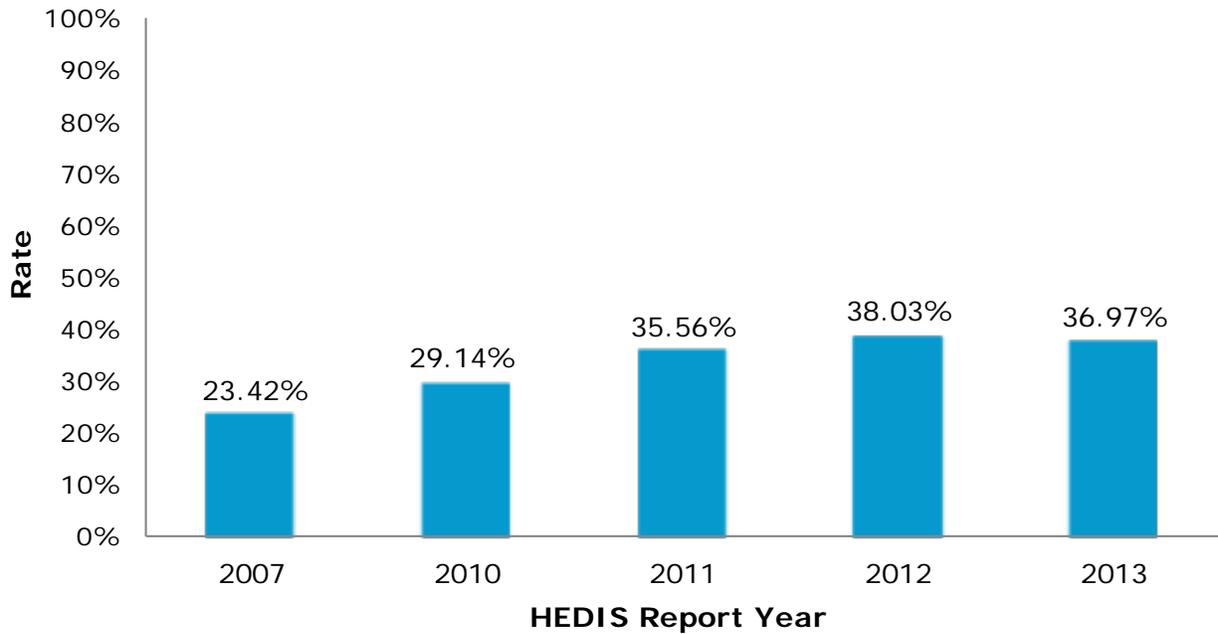
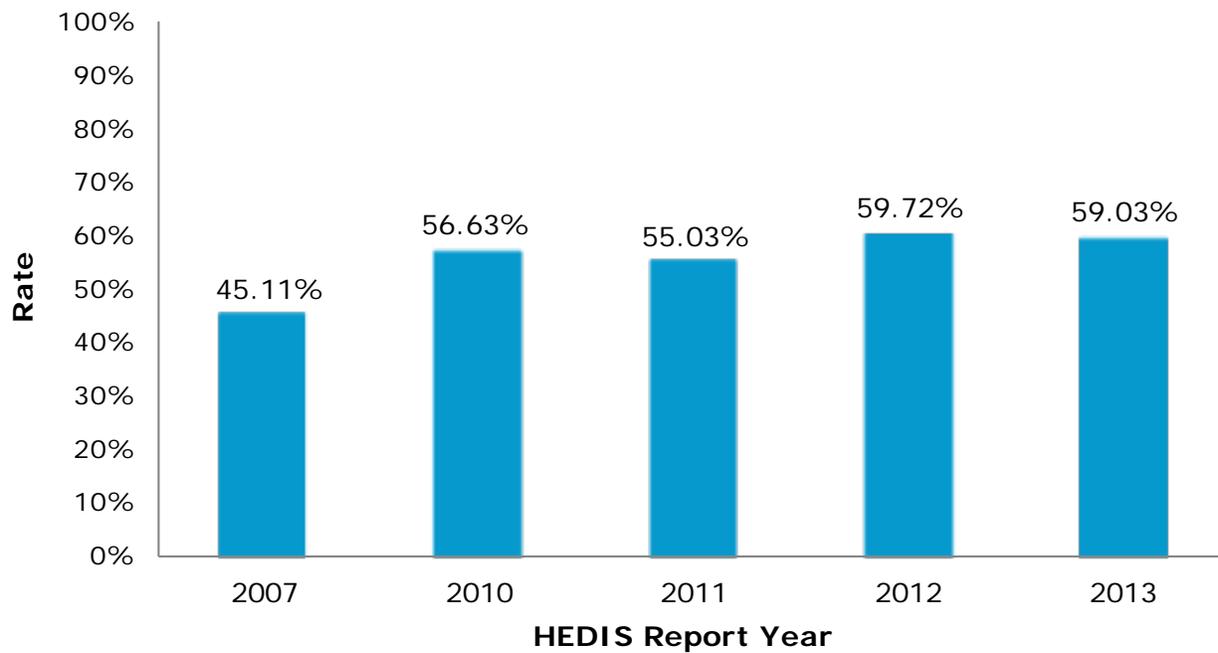


Fig. 72. HEDIS 2007, 2010–13 CDC—Blood Pressure Control (<140/80 mm Hg) Statewide Weighted Rates



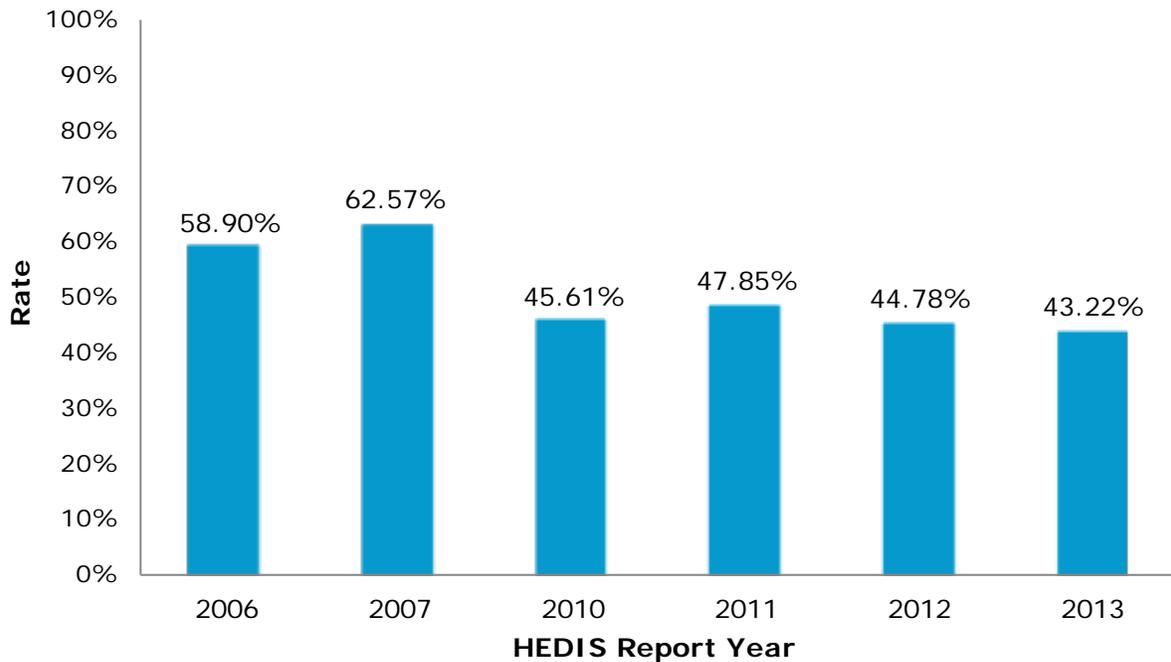
Footnote: First year measurement data collection implemented in 2007.

Fig. 73. HEDIS 2007, 2010–13 CDC—Blood Pressure Control (<140/90 mm Hg) Statewide Weighted Rates



Footnote: First year measurement data collection implemented in 2007.

Fig. 74. HEDIS 2006, 2007, 2010–13 CDC—HbA1c Poor Control (>9.0%) Statewide Weighted Rates*



*Lower rates for this measure indicate better performance.

Effectiveness of Care Measures—Musculoskeletal Conditions

Fig. 75. HEDIS 2006, 2007, 2010–13 Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART) Statewide Weighted Rates

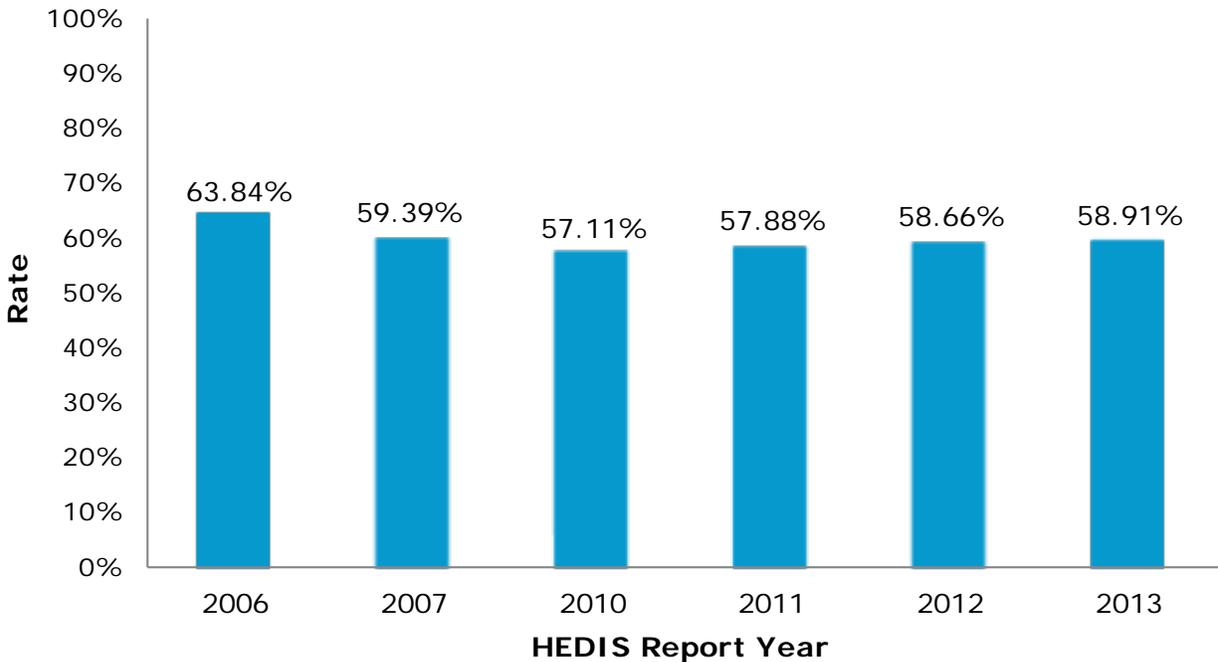
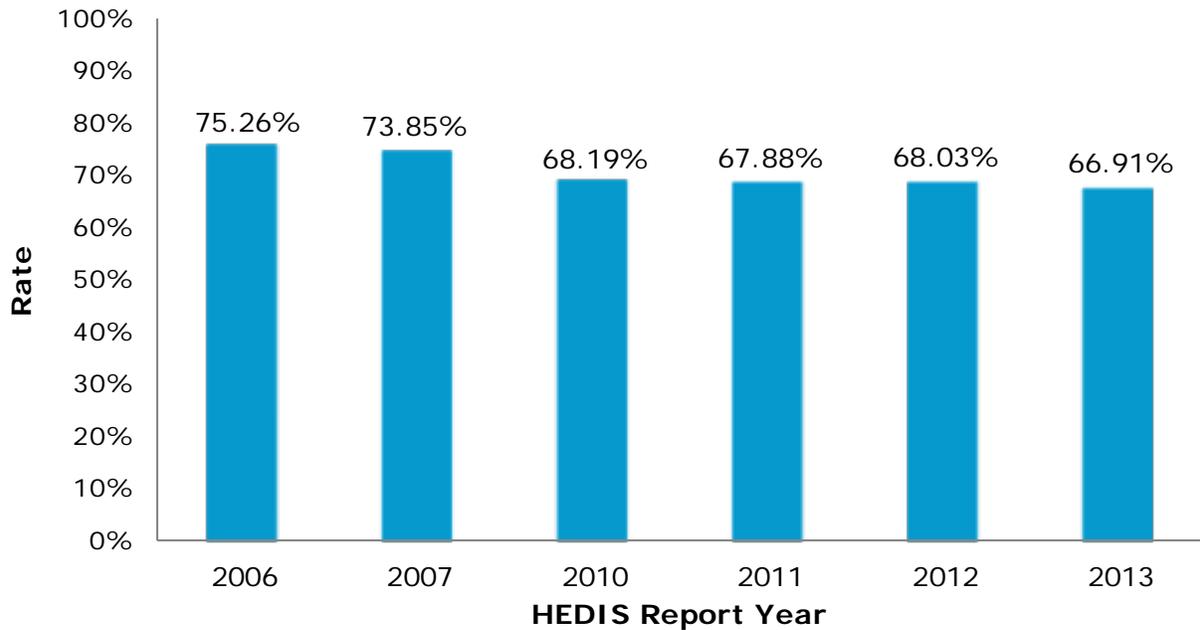


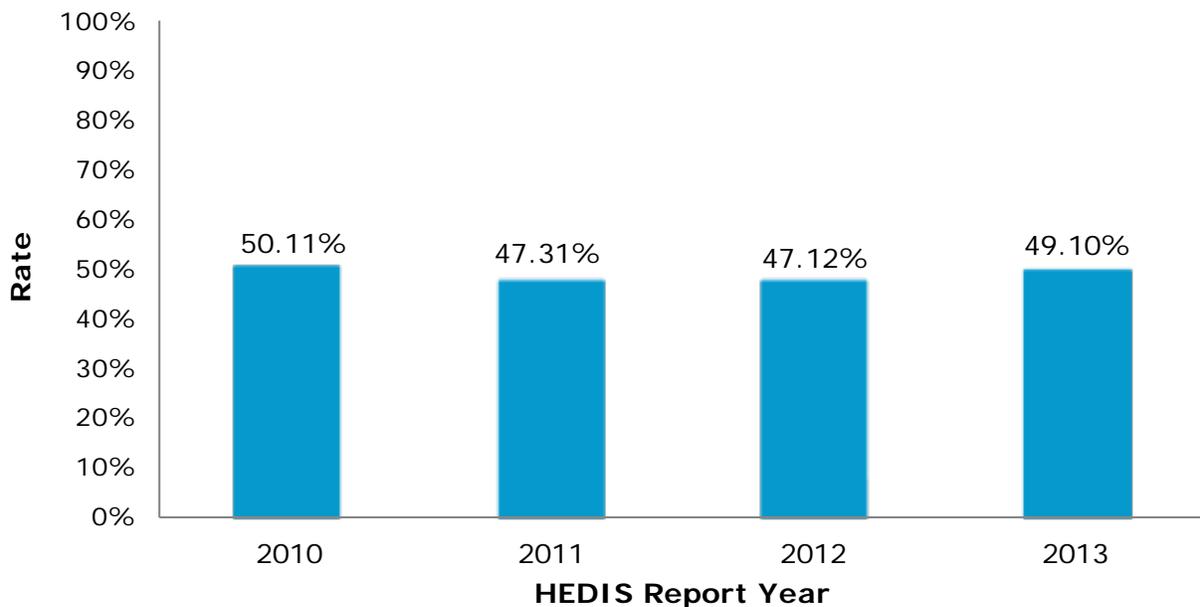
Fig. 76. HEDIS 2006, 2007, 2010–13 Use of Imaging Studies for Low Back Pain (LBP) Statewide Weighted Rates



Footnote: United American Healthcare Corporation did not report this measure in 2007; hence, it was excluded from statewide weighted average calculation.

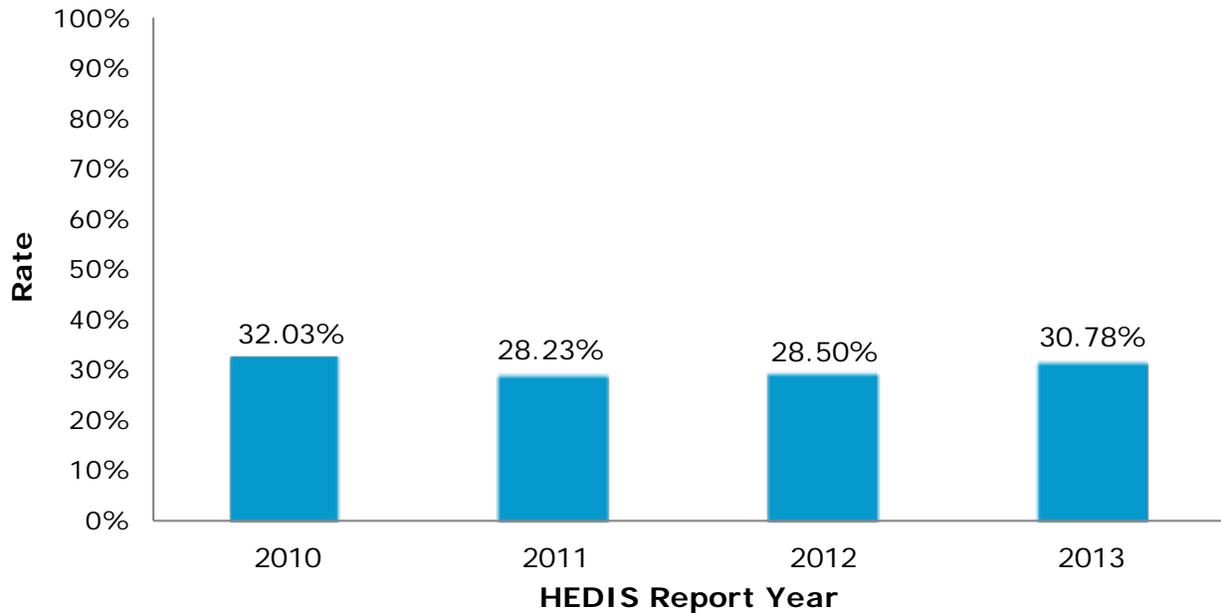
Effectiveness of Care Measures—Behavioral Health

Fig. 77. HEDIS 2010–13 Antidepressant Medication Management (AMM)—Effective Acute Phase Treatment Statewide Weighted Rates



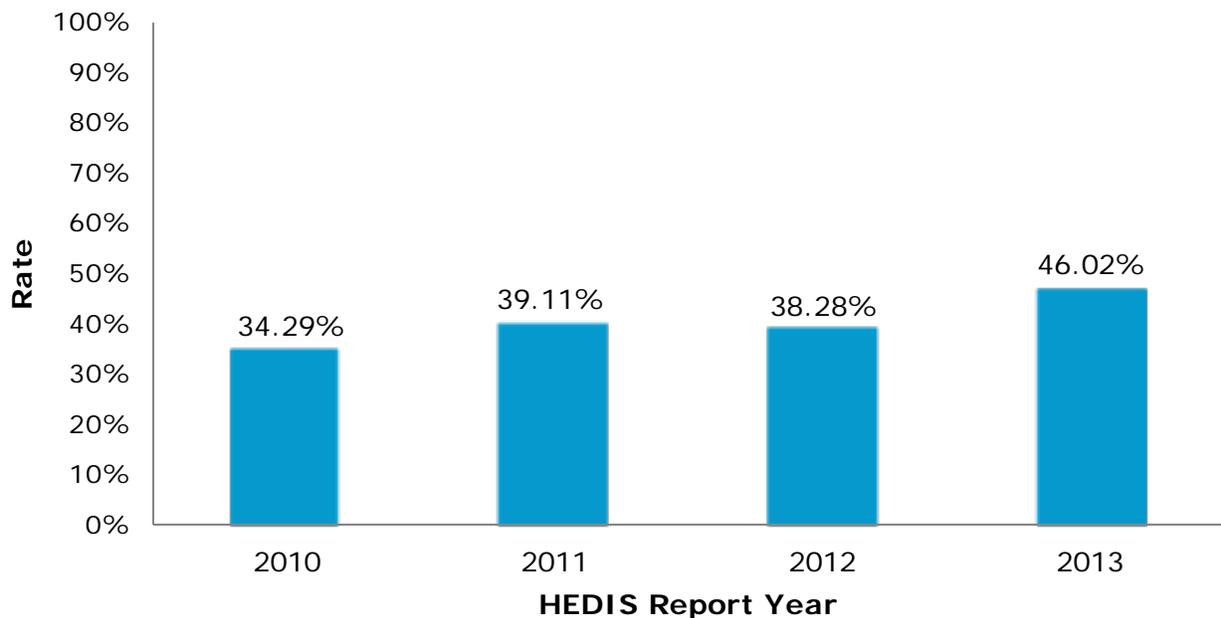
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 78. HEDIS 2010–13 AMM—Effective Continuation Phase Treatment Statewide Weighted Rates



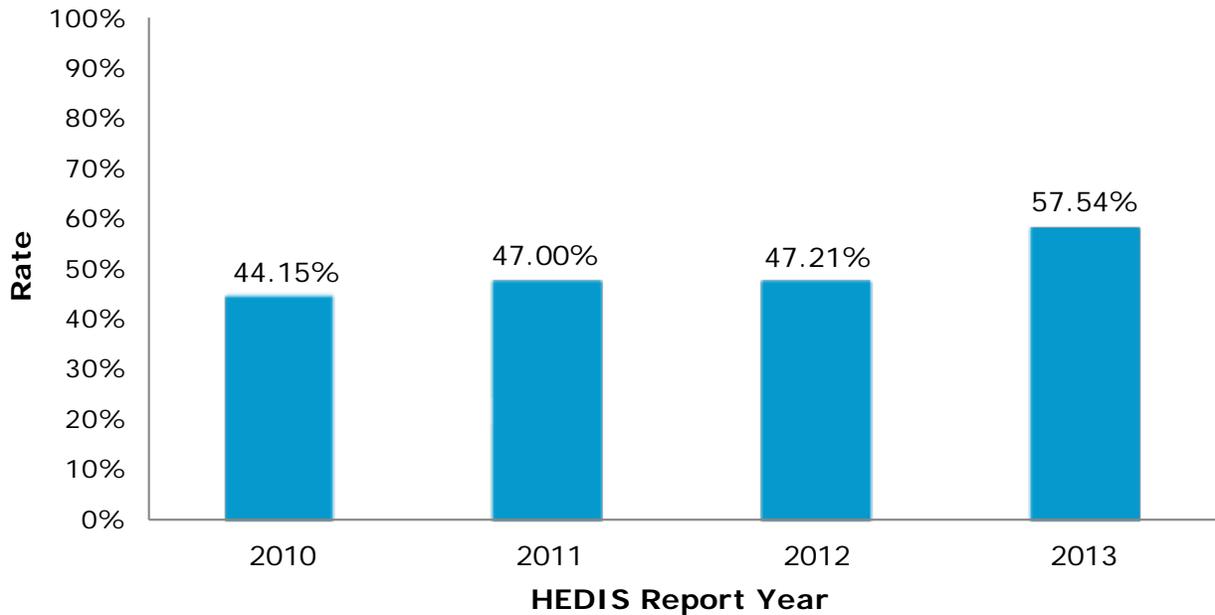
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 79. HEDIS 2010–13 Follow-Up Care for Children Prescribed ADHD Medication (ADD)—Initiation Phase Statewide Weighted Rates



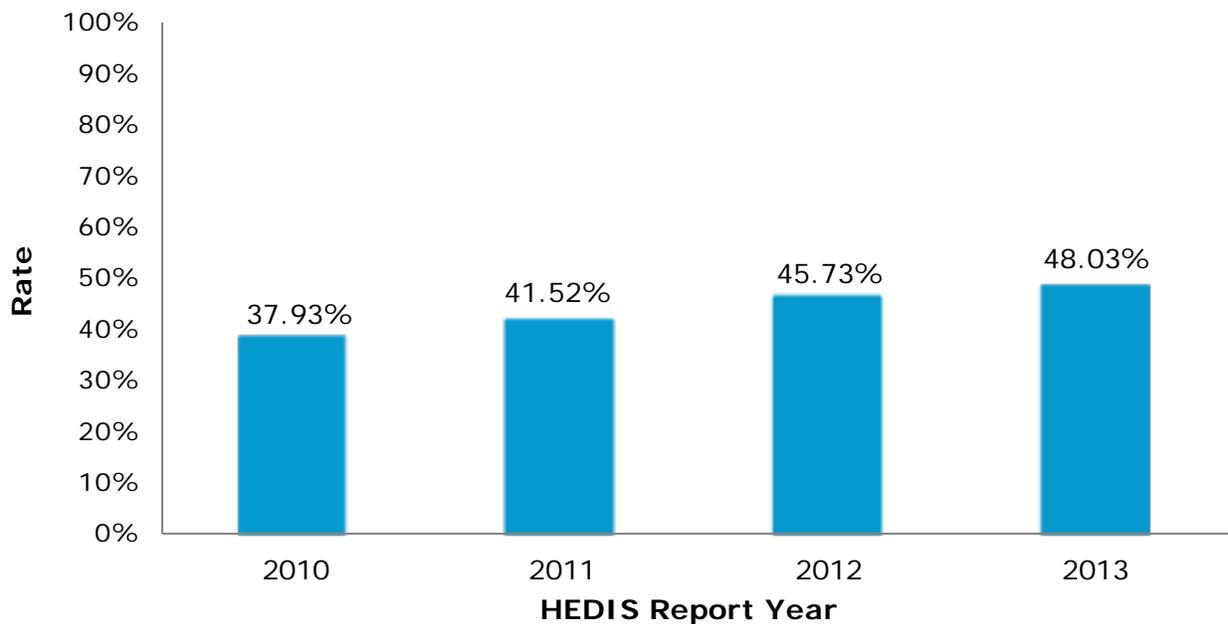
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 80. HEDIS 2010–13 ADD—Continuation and Maintenance Phase Statewide Weighted Rates



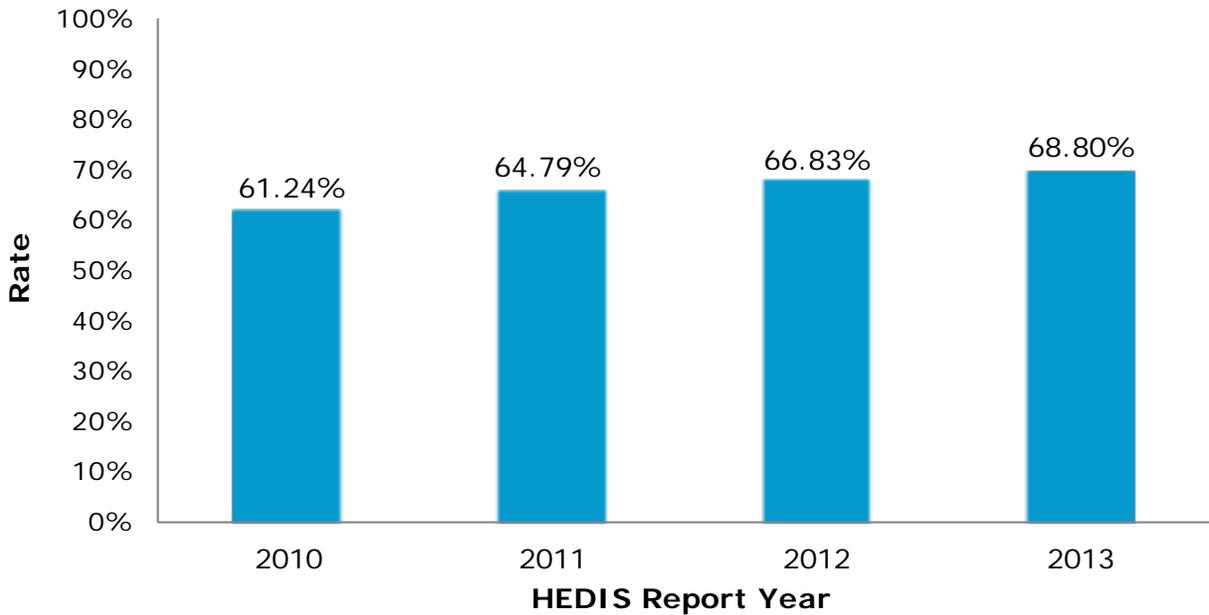
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 81. HEDIS 2010–13 Follow-Up After Hospitalization for Mental Illness (FUH)—7-day follow-up Statewide Weighted Rates



Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 82. 2010–13 FUH—30-day follow-up Statewide Weighted Rates



Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Effectiveness of Care Measures—Medication Management

Fig. 83. HEDIS 2006, 2007, 2010–13 Annual Monitoring for Patients on Persistent Medications (MPM)—ACE Inhibitors or ARBs Statewide Weighted Rates

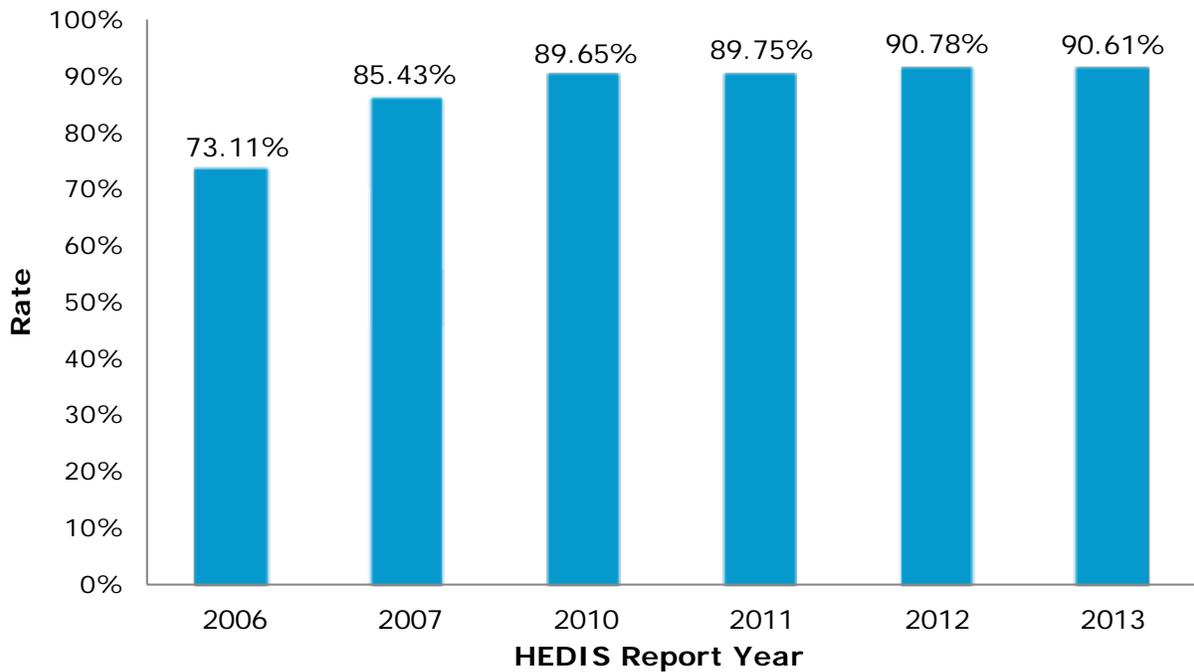


Fig. 84. HEDIS 2006, 2007, 2010–13 MPM—Digoxin Statewide Weighted Rates

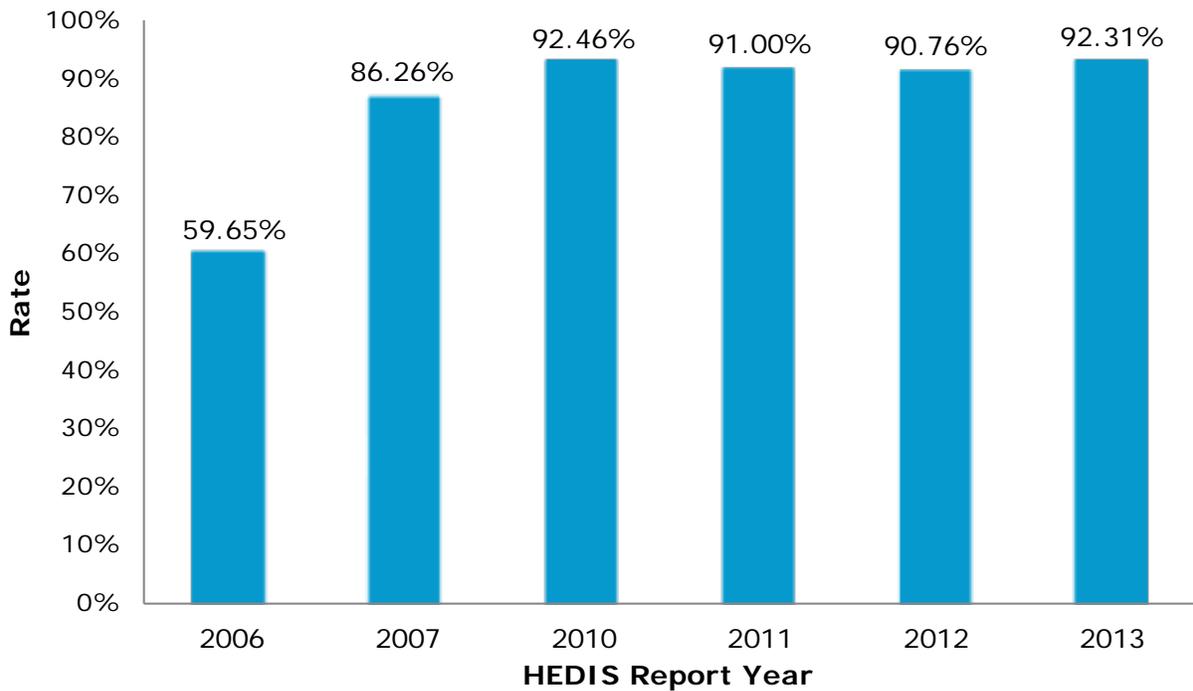


Fig. 85. HEDIS 2006, 2007, 2010–13 MPM—Diuretics Statewide Weighted Rates

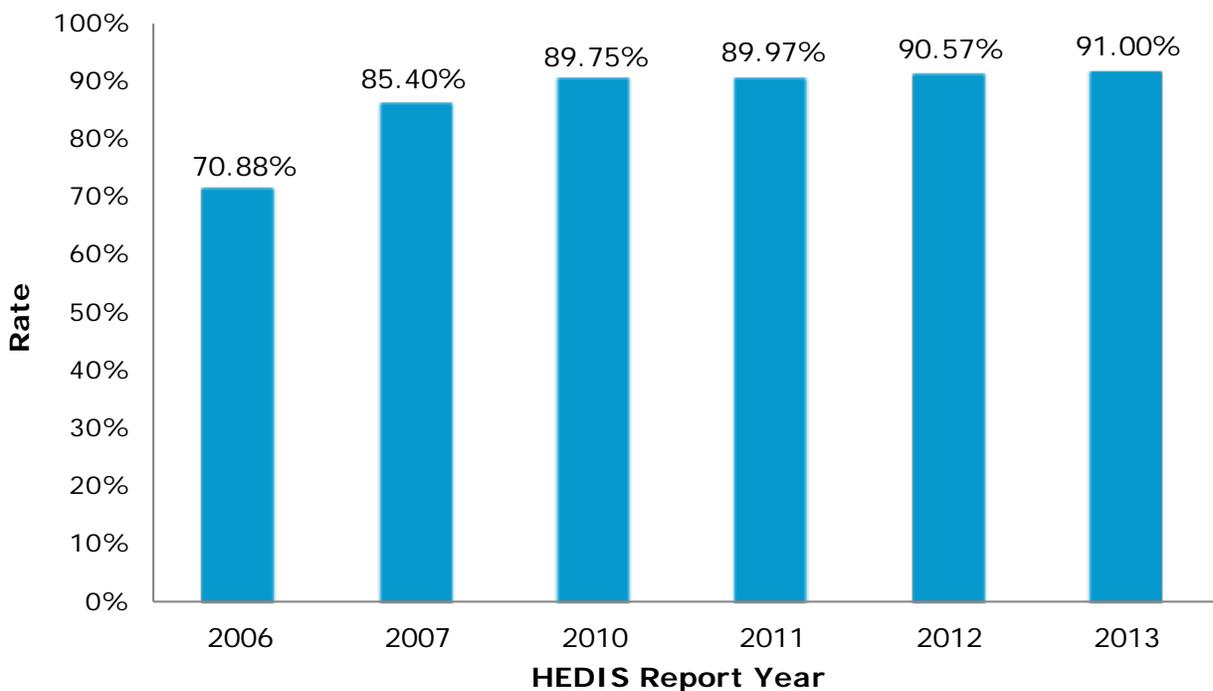


Fig. 86. HEDIS 2006, 2007, 2010–13 MPM—Anticonvulsants Statewide Weighted Rates

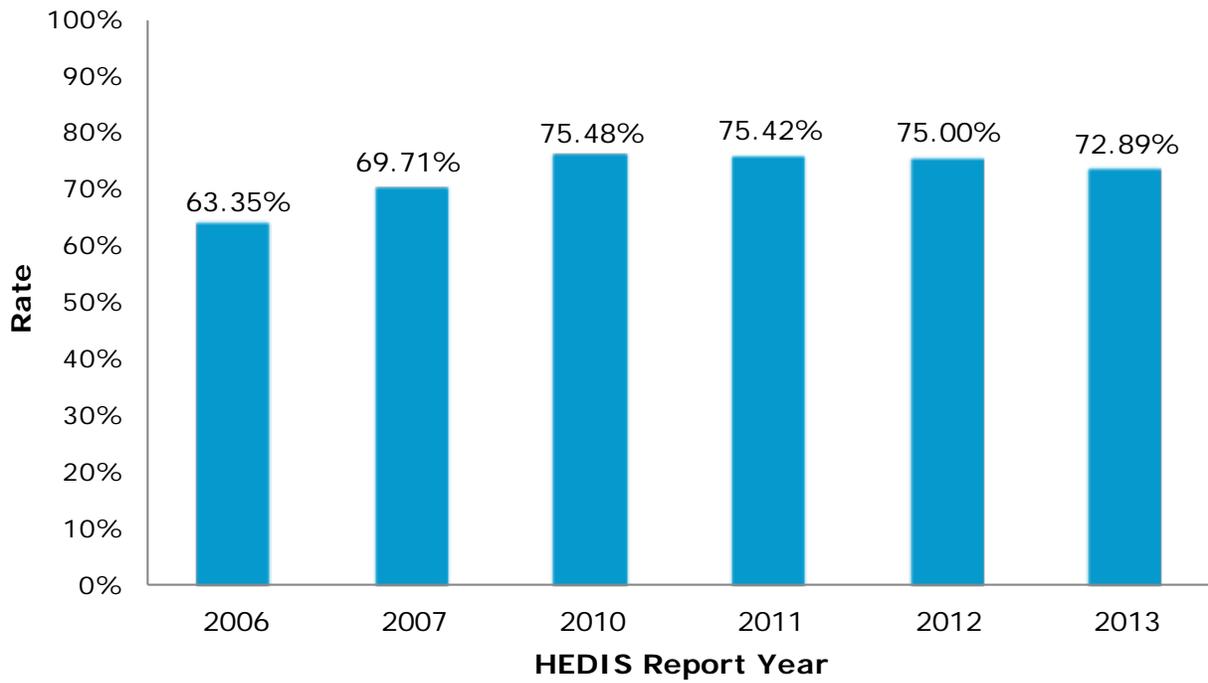
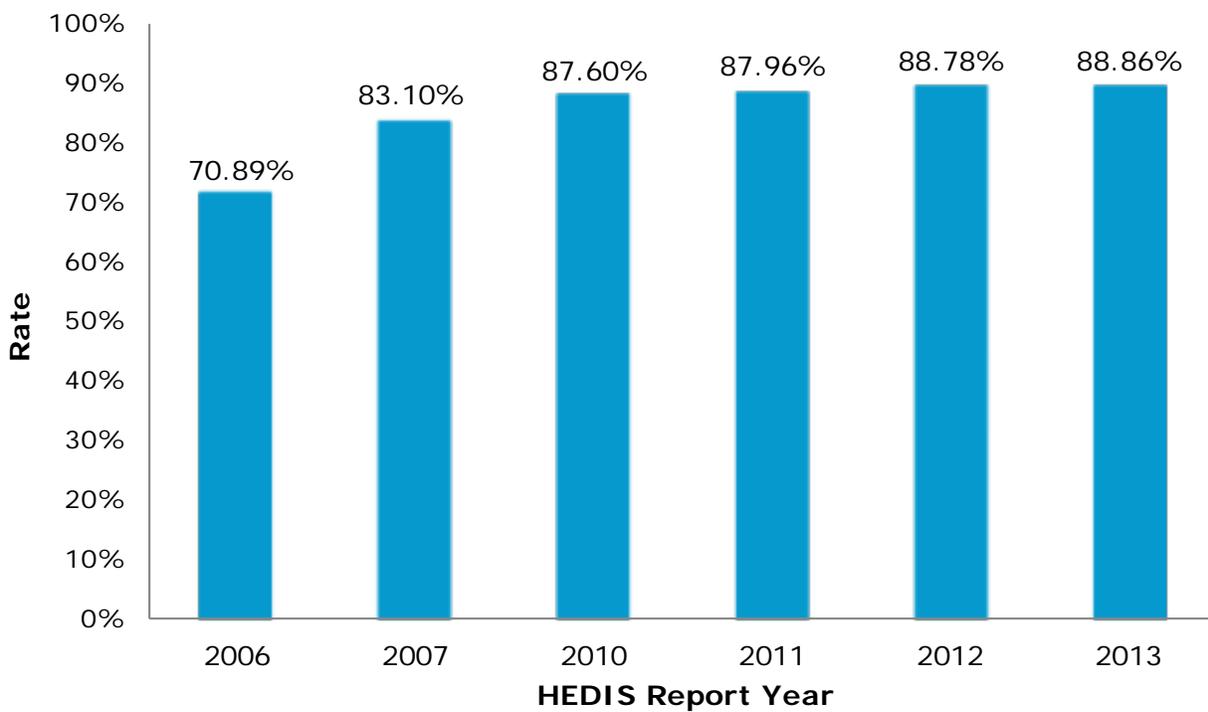


Fig. 87. HEDIS 2006, 2007, 2010–13 MPM—Total Statewide Weighted Rates



Access/Availability of Care Measures

Fig. 88. HEDIS 2006, 2007, 2010–13 Adults' Access to Preventive/Ambulatory Health Services (AAP)—20–44 years Statewide Weighted Rates

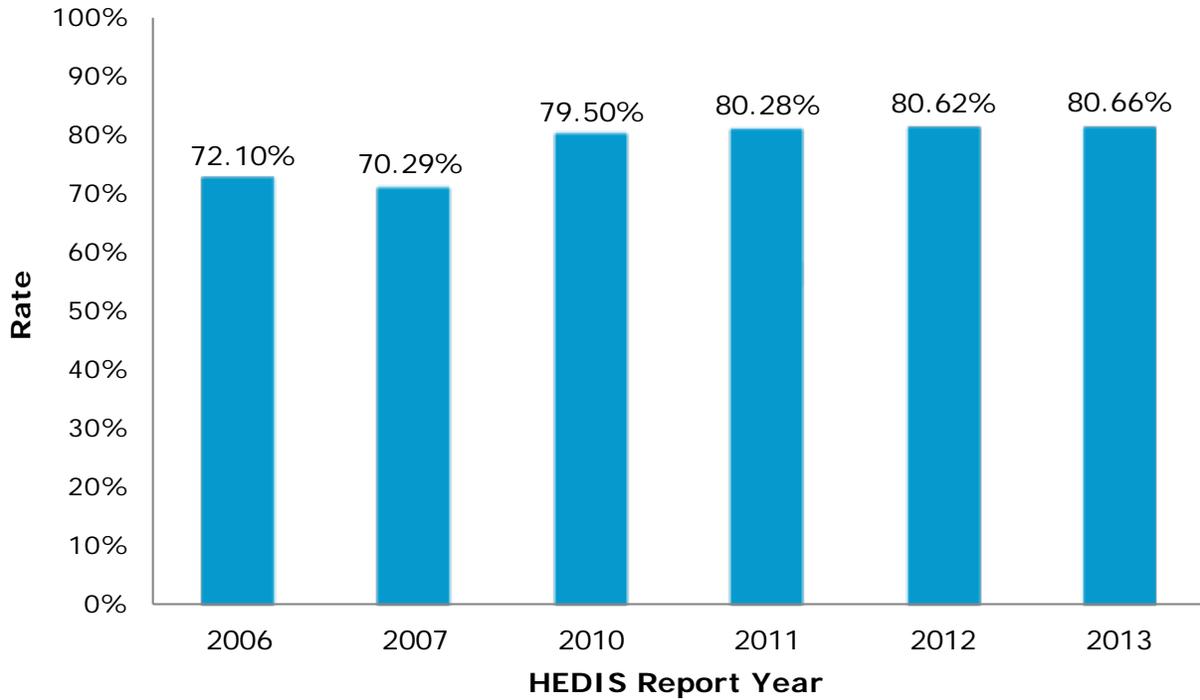


Fig. 89. HEDIS 2006, 2007, 2010–13 AAP—45–64 years Statewide Weighted Rates

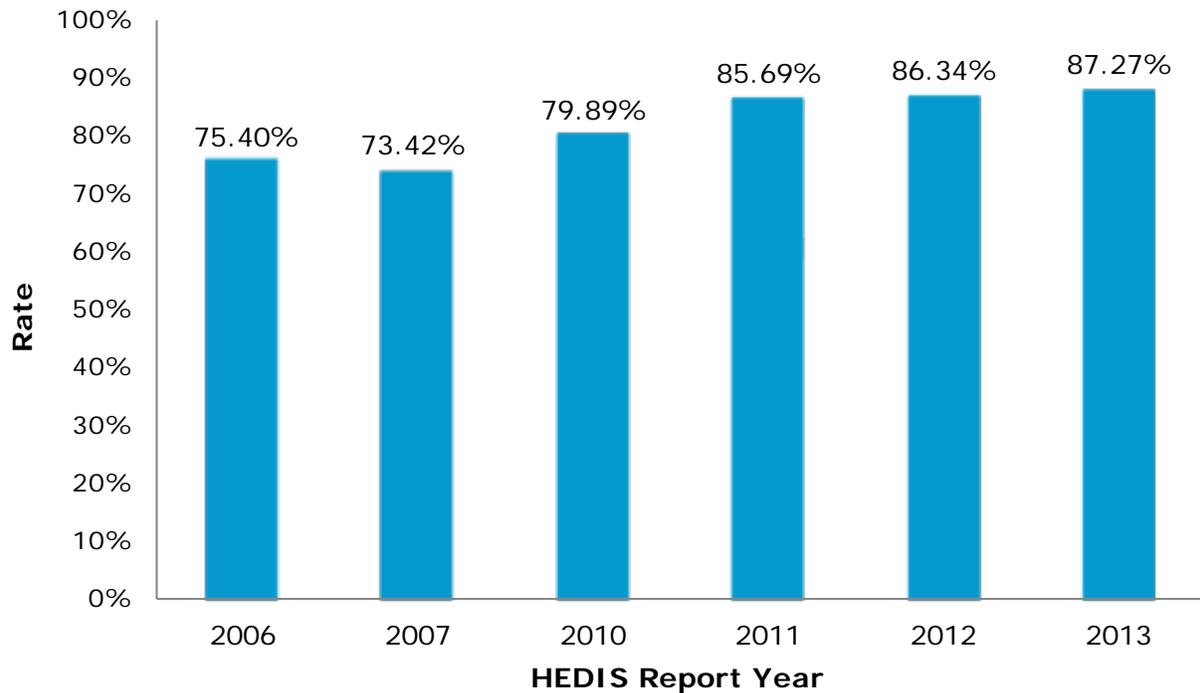


Fig. 90. HEDIS 2006, 2007, 2010–13 Children and Adolescents’ Access to Primary Care Practitioners (CAP)—12–24 months Statewide Weighted Rates

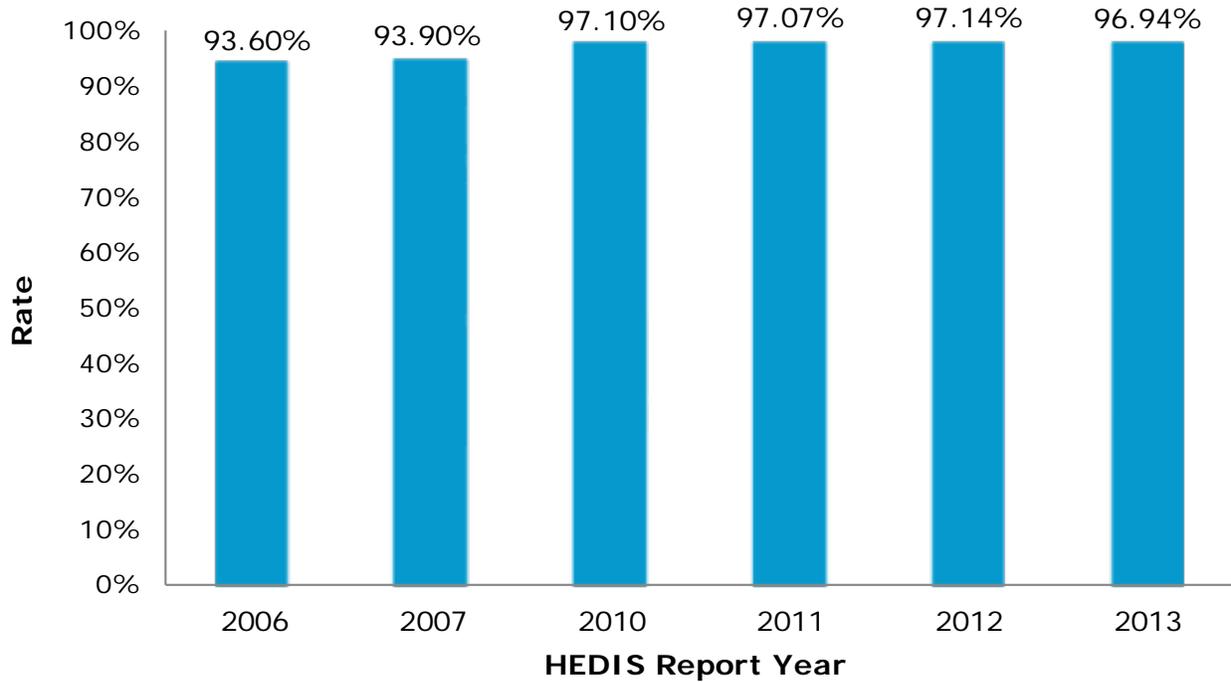


Fig. 91. HEDIS 2006, 2007, 2010–13 CAP—25 months–6 years Statewide Weighted Rates

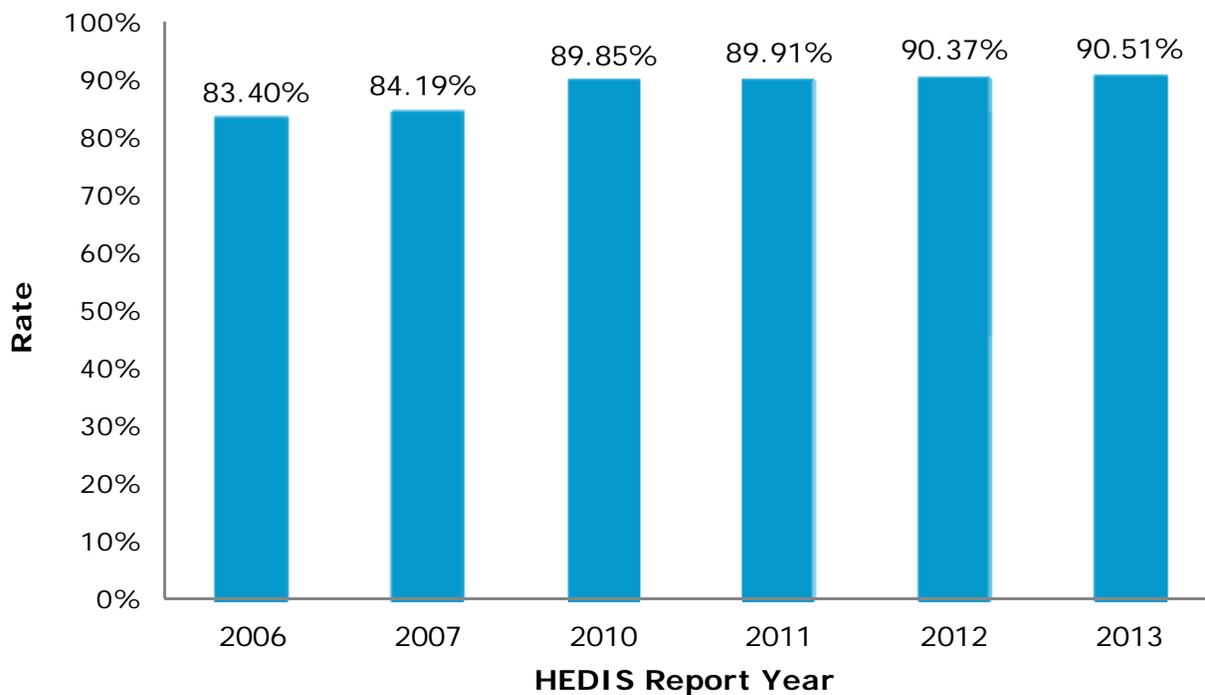


Fig. 92. HEDIS 2006, 2007, 2010–13 CAP—7–11 years Statewide Weighted Rates

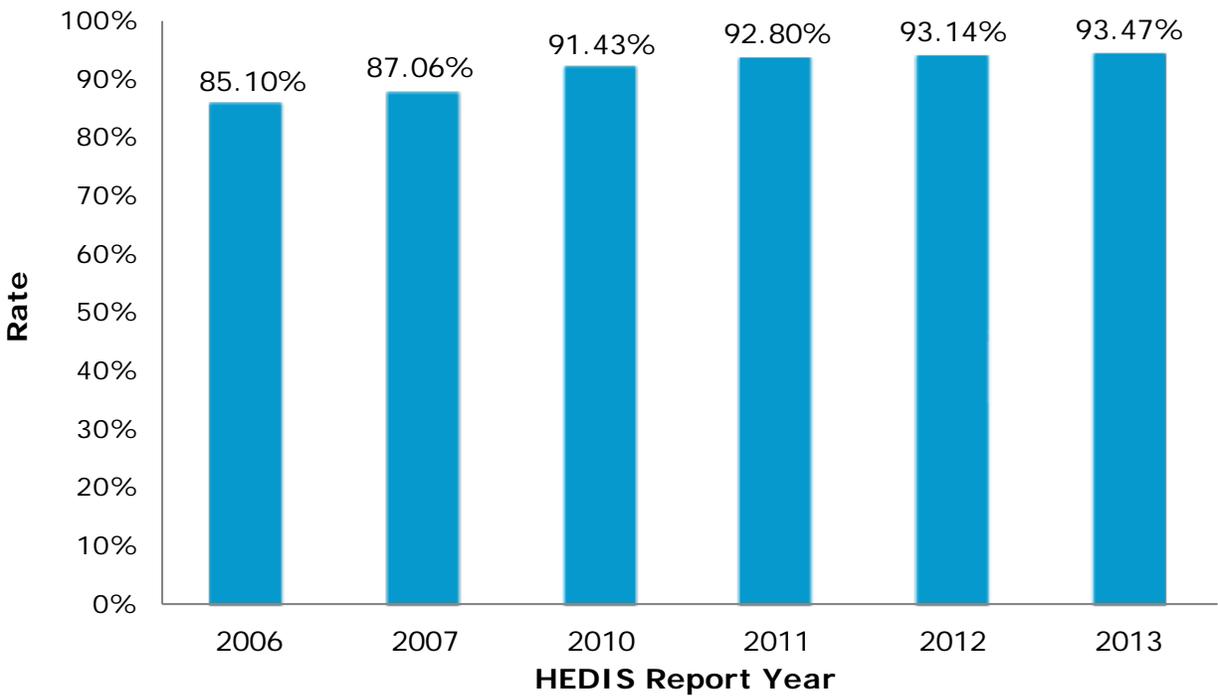


Fig. 93. HEDIS 2006, 2007, 2010–13 CAP—12–19 years Statewide Weighted Rates

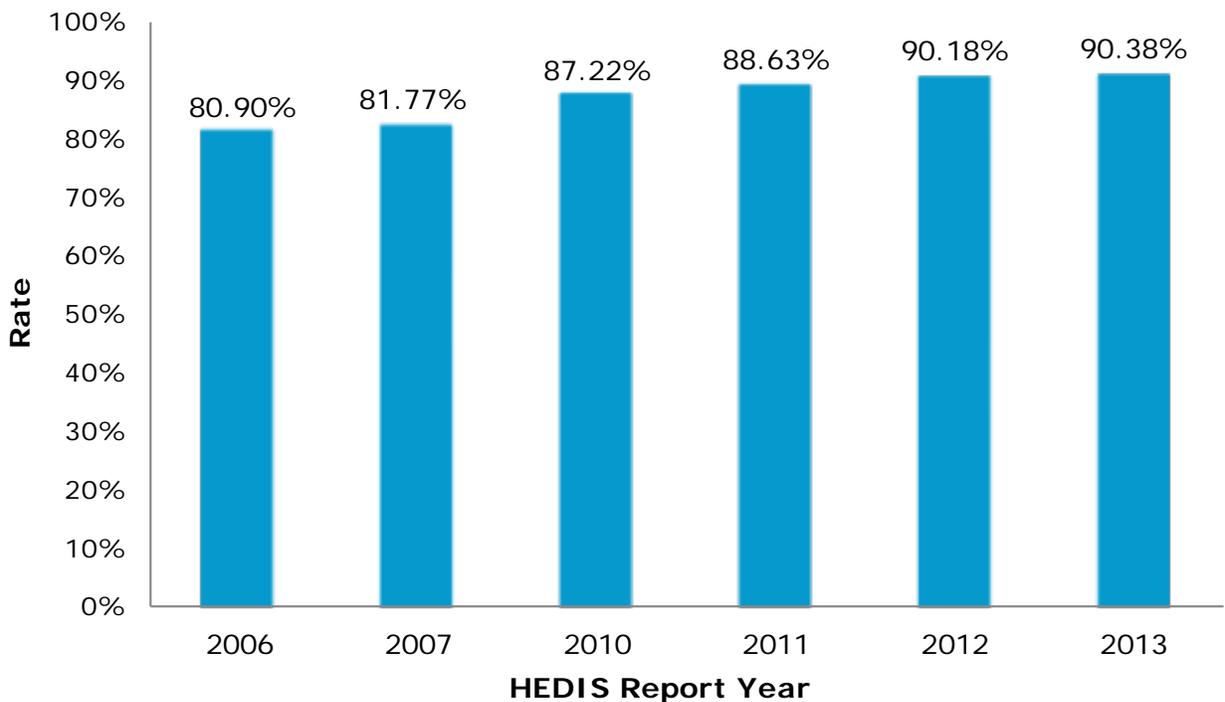
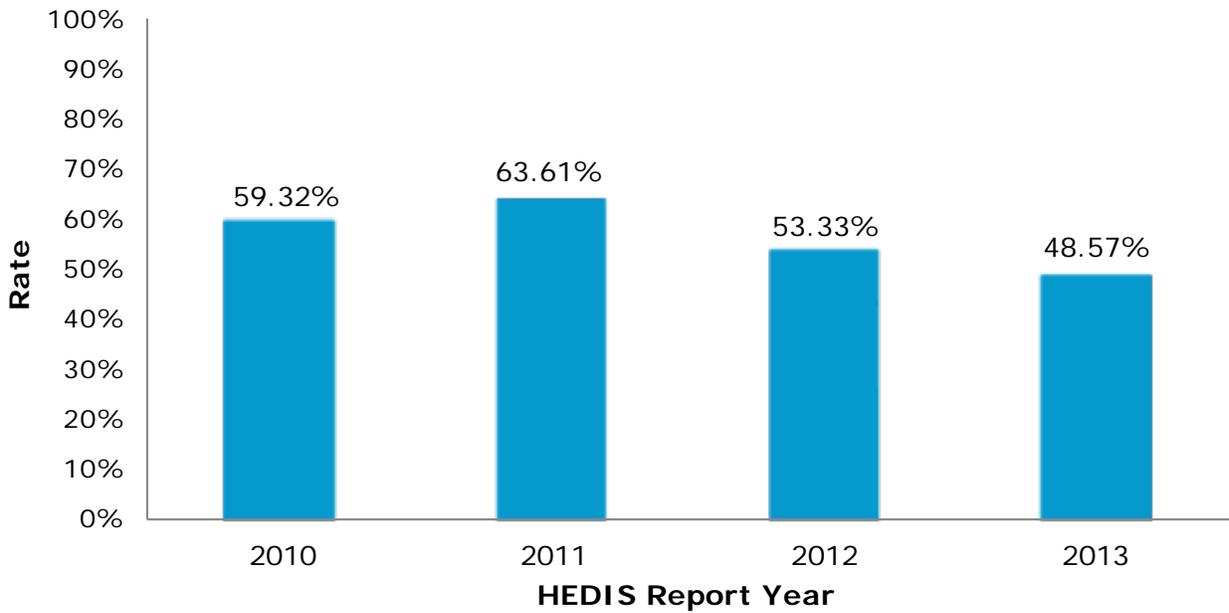
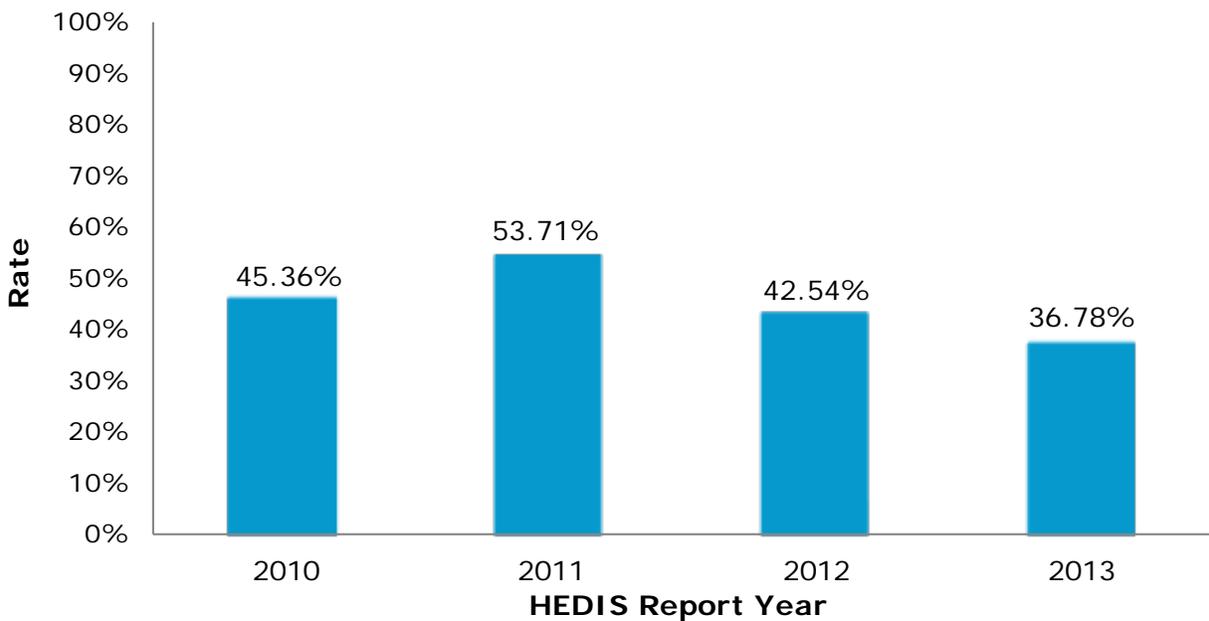


Fig. 94. HEDIS 2010–13 Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment (IET)—Initiation of AOD Treatment: 13–17 years Statewide Weighted Rates



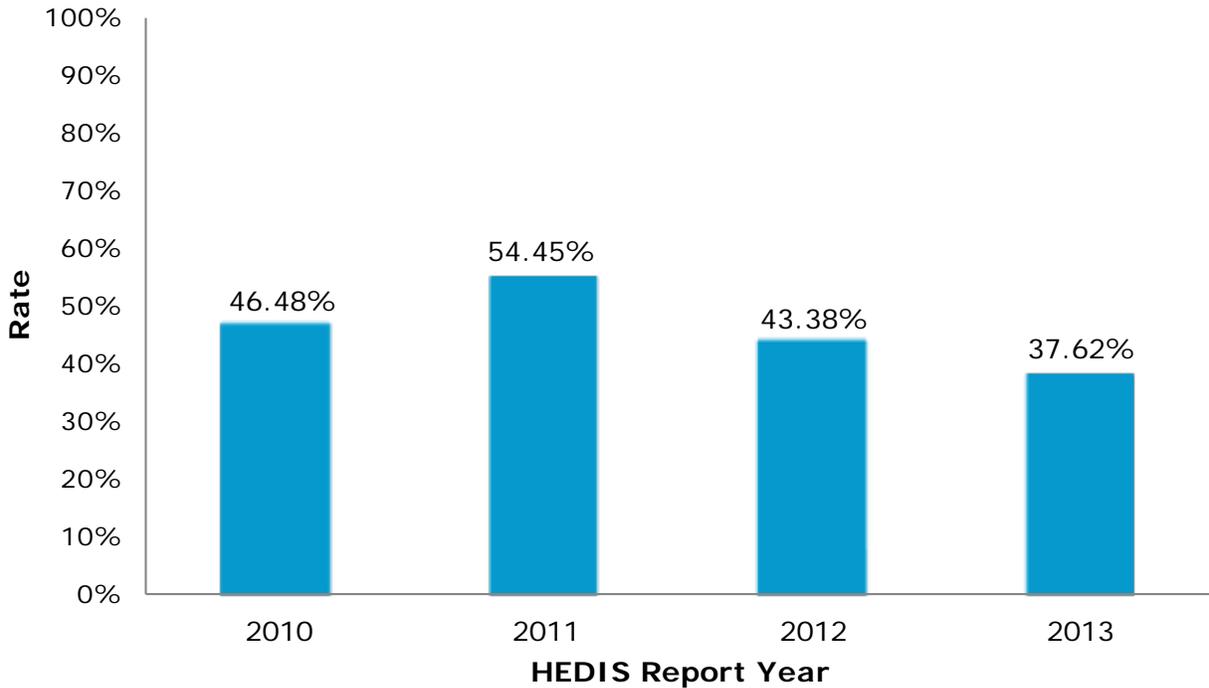
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 95. HEDIS 2010–13 IET—Initiation of AOD Treatment: ≥18 years Statewide Weighted Rates



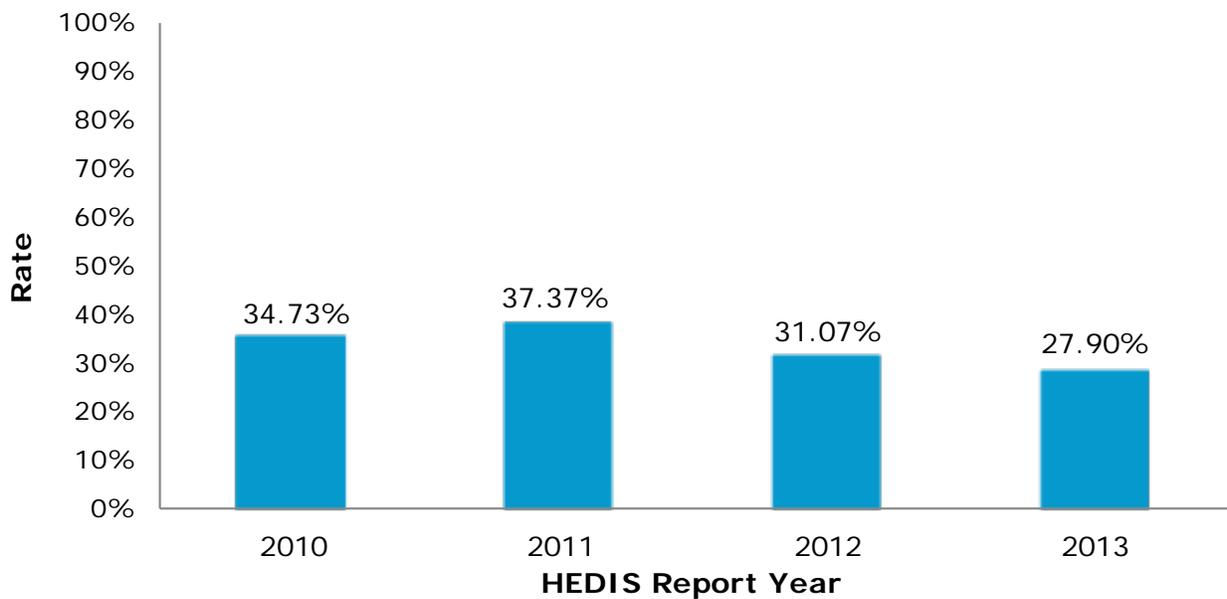
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 96. HEDIS 2010–13 IET—Initiation of AOD Treatment: Total Statewide Weighted Rates



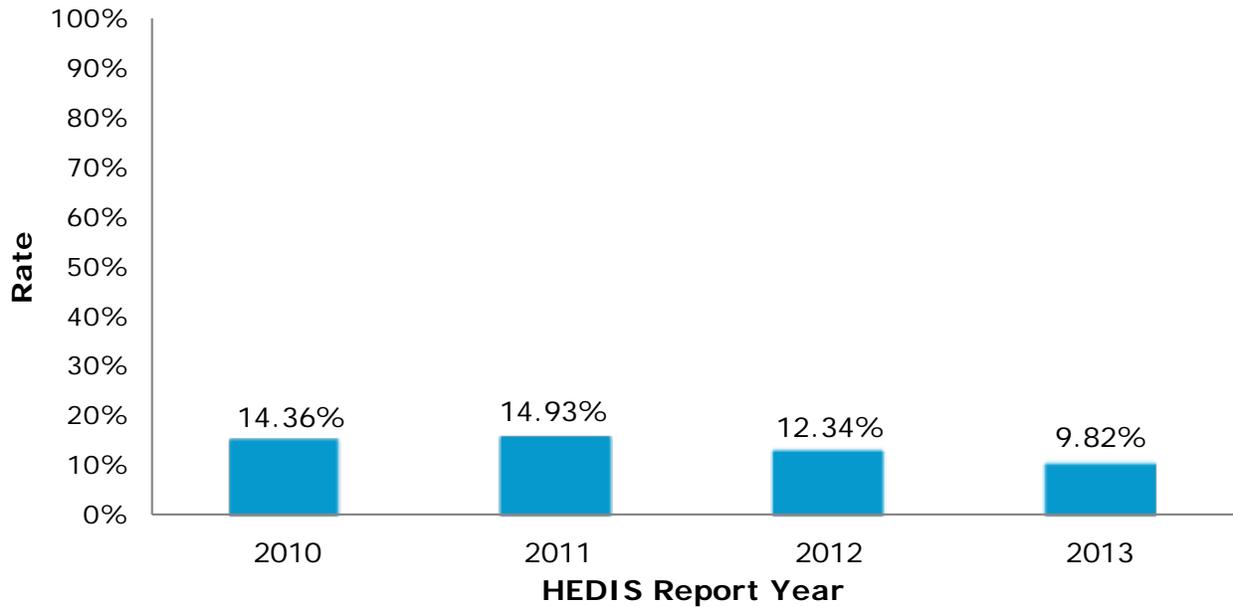
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 97. HEDIS 2010–13 IET—Engagement of AOD Treatment: 13–17 years Statewide Weighted Rates



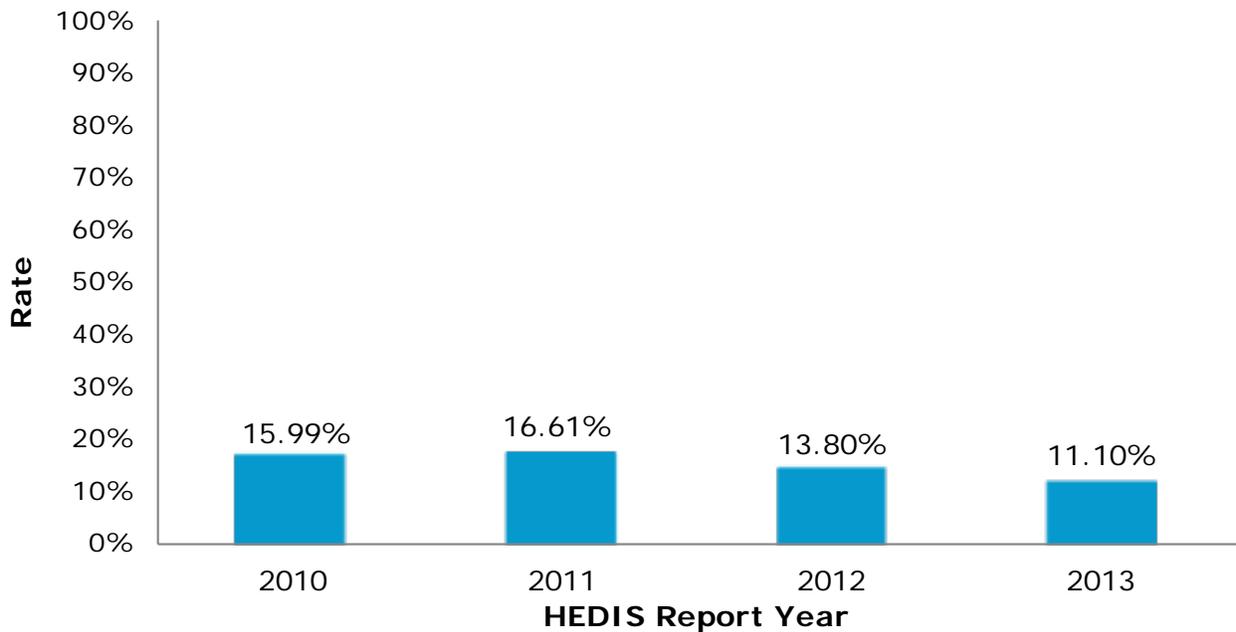
Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 98. HEDIS 2010–13 IET—Engagement of AOD Treatment: ≥18 years Statewide Weighted Rates



Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 99. HEDIS 2010–13 IET—Engagement of AOD Treatment: Total Statewide Weighted Rates



Footnote: Behavioral Health was carved out prior to HEDIS 2009; as such, no comparative data are available from previous years.

Fig. 100. HEDIS 2006, 2007, 2010–13 Prenatal and Postpartum Care (PPC)—Timeliness of Prenatal Care Statewide Weighted Rates

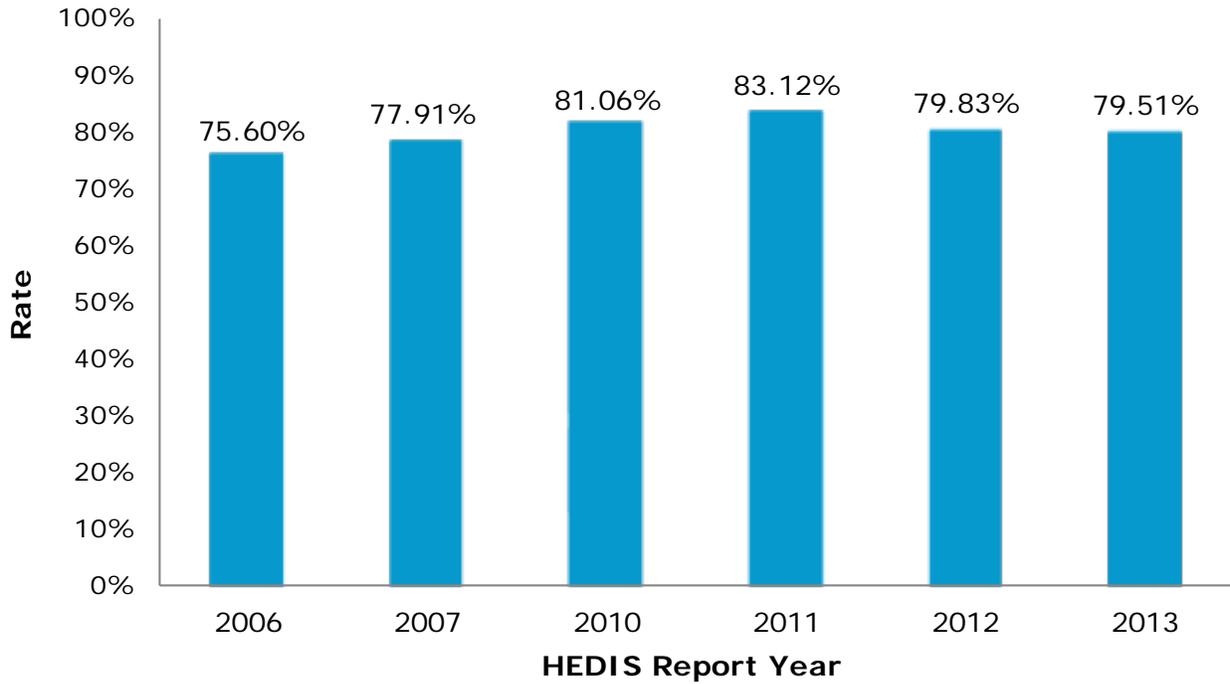


Fig. 101. HEDIS 2006, 2007, 2010–13 PPC—Postpartum Care Statewide Weighted Rates

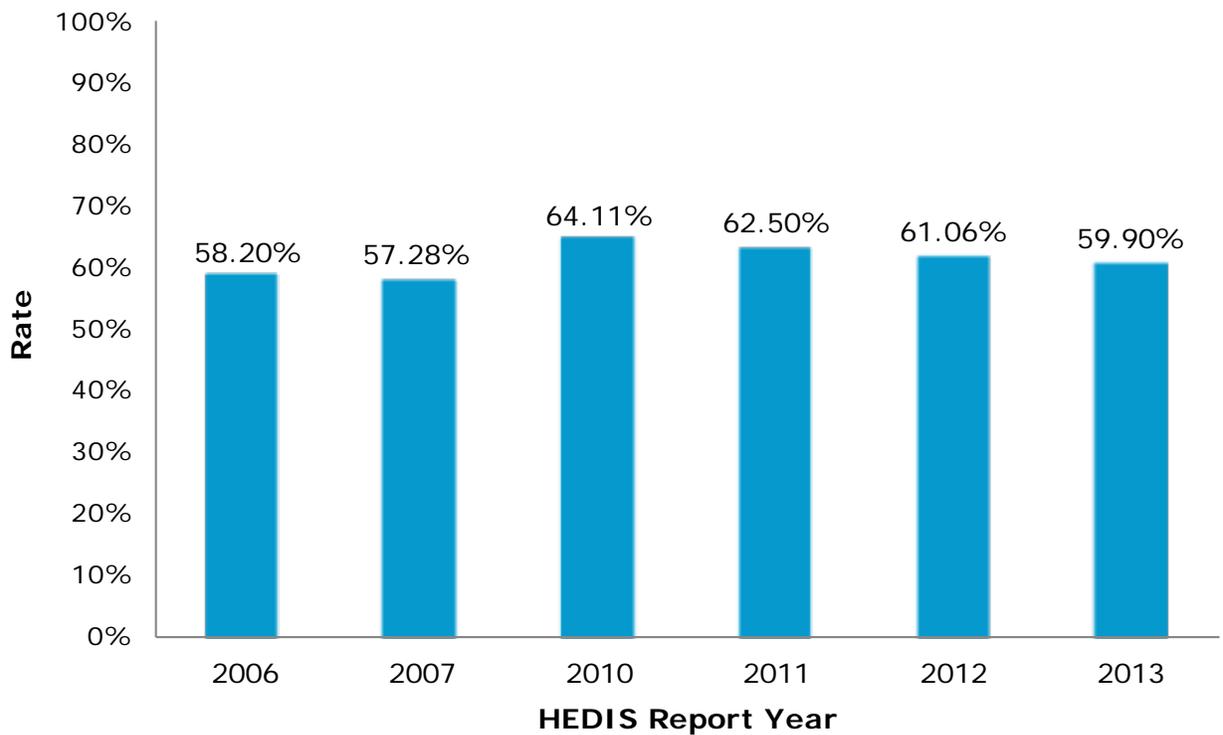
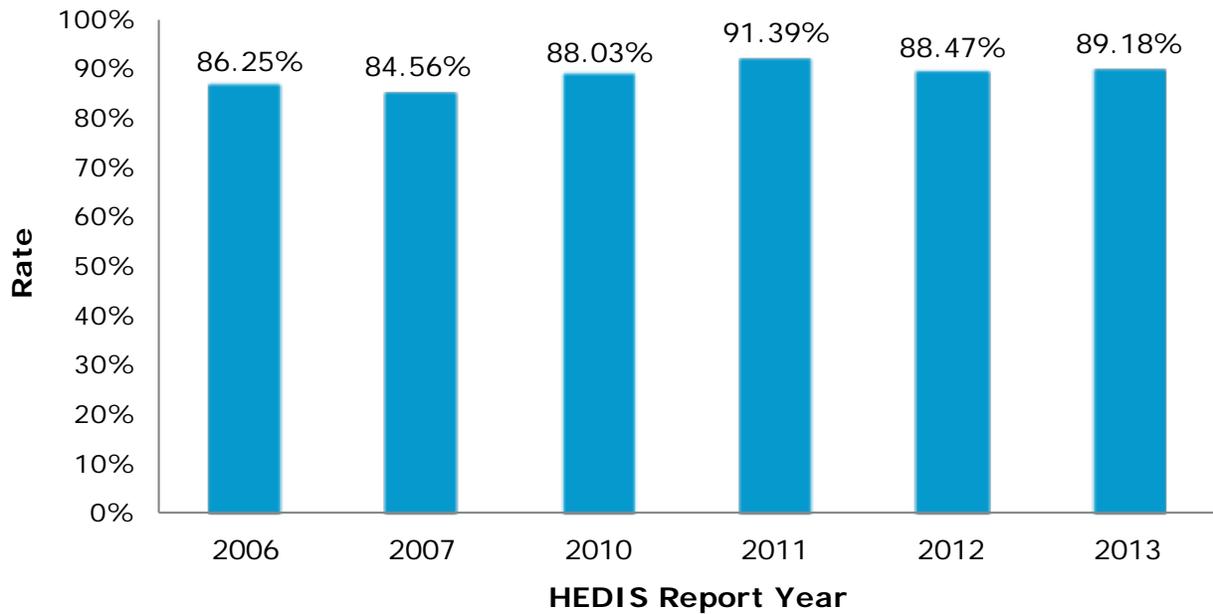


Fig. 102. HEDIS 2006, 2007, 2010–13 Call Answer Timeliness (CAT) Statewide Weighted Rates



Footnote: United American Healthcare Corporation, Unison and Windsor did not report this measure in 2006; hence, these health plans were excluded from statewide weighted average calculation.

Utilization and Relative Resource Use

Fig. 103. HEDIS 2006, 2007, 2010–13 Frequency of Ongoing Prenatal Care (FPC) ≥ 81 percent Statewide Weighted Rates

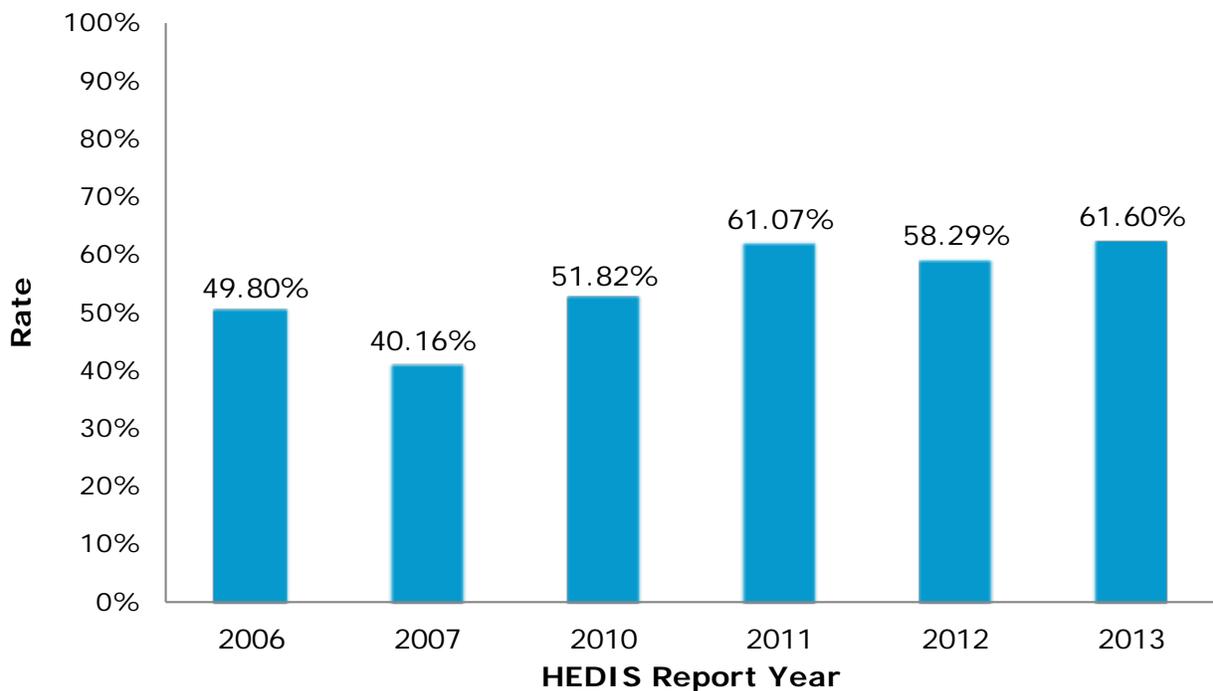


Fig. 104. HEDIS 2006, 2007, 2010–13 Well-Child Visits in the First 15 Months of Life (W15)—6 or More Visits Statewide Weighted Rates

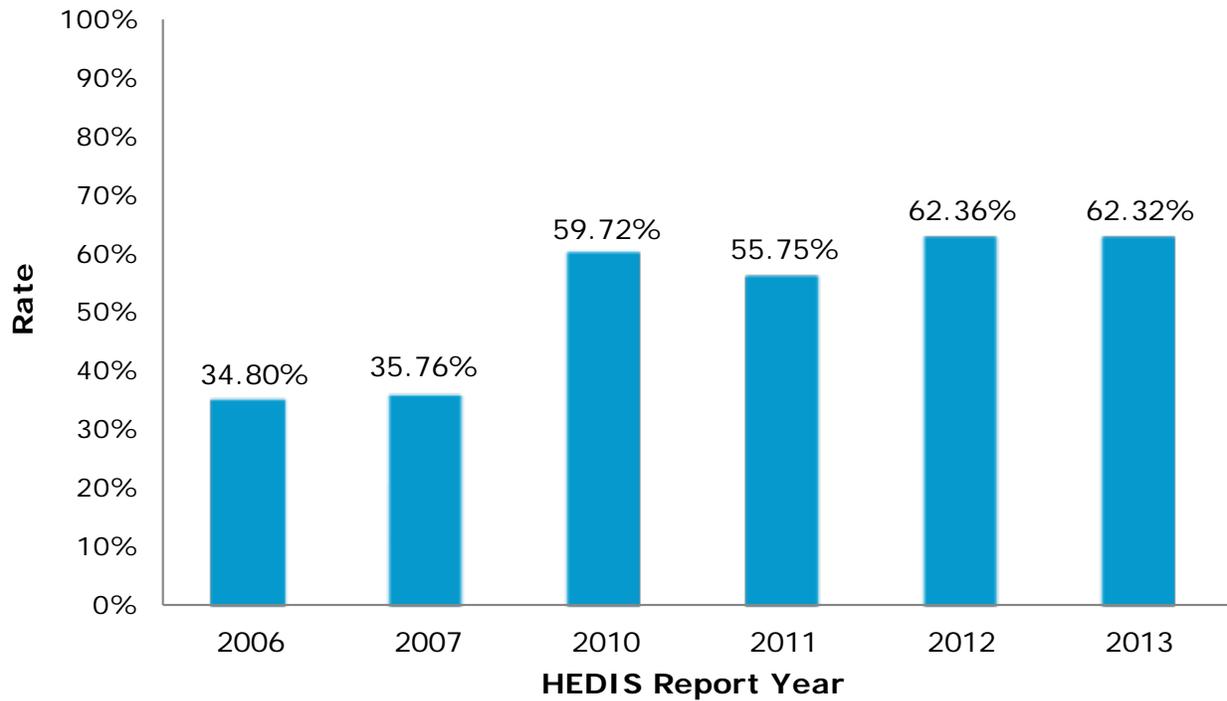


Fig. 105. HEDIS 2006, 2007, 2010–13 Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)—Statewide Weighted Rates

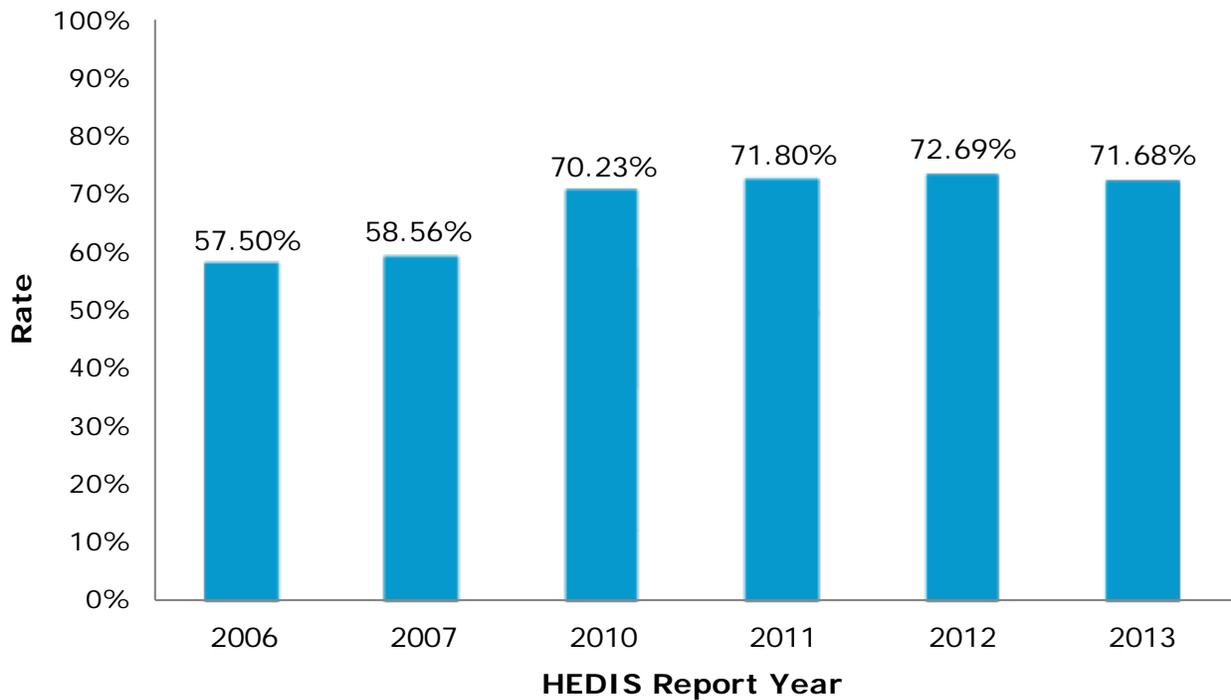
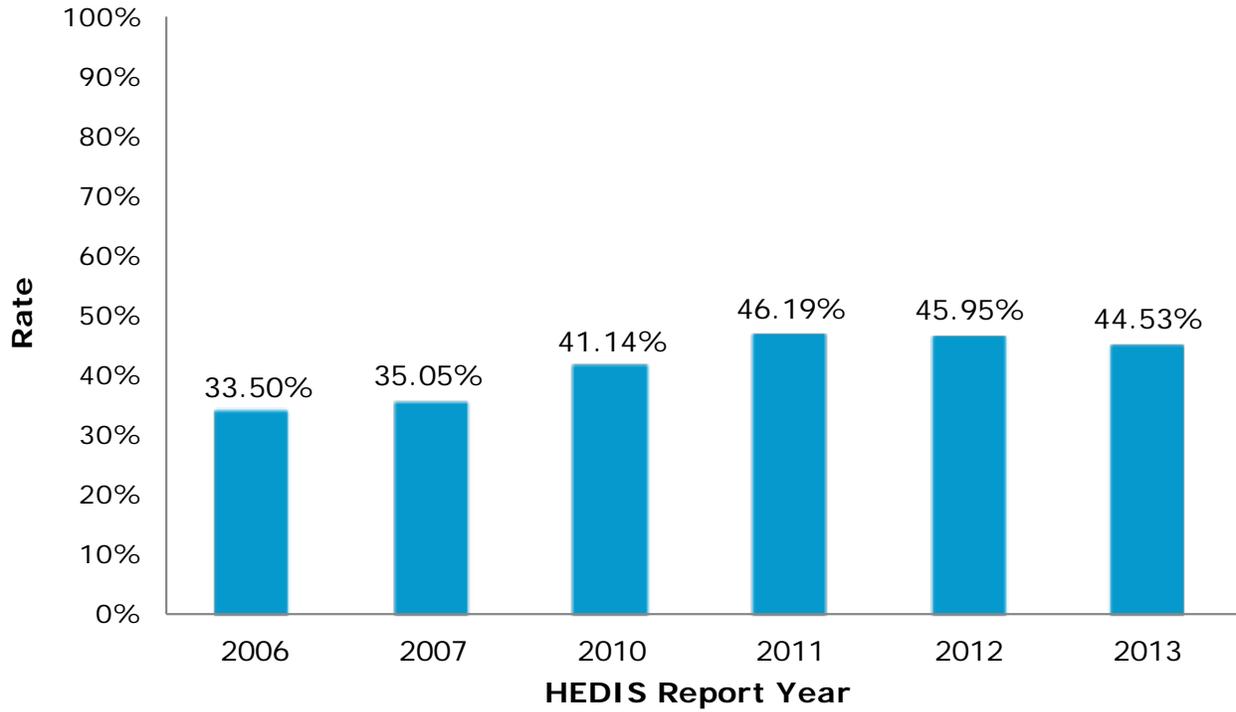


Fig. 106. HEDIS 2006, 2007, 2010–13 Adolescent Well-Care Visits (AWC) Statewide Weighted Rates



APPENDIX A | 2013 HEDIS Additional Measures, Rates and Benchmarks

Utilization Measures

Added Initially in 2009 Reporting

Frequency of Selected Procedure (FSP)

This measure summarized the utilization of frequently performed procedures that often show wide regional variation and have generated concern regarding potentially inappropriate utilization.

Ambulatory Care (AMB)

This measure summarizes utilization of ambulatory care in the following categories:

- ◆ Outpatient Visits
- ◆ Emergency Department (ED) Visits

Inpatient Utilization – General Hospital/Acute Care (IPU)

This measure summarizes utilization of acute inpatient (IP) care and services in the following categories:

- ◆ Total IP
- ◆ Surgery
- ◆ Medicine
- ◆ Maternity

Identification of Alcohol and Other Drug Services (IAD)

This measure summarizes the number and percentage of members with an alcohol and drug (AOD) claim who received the following chemical dependency services during the measurement year:

- ◆ Any services
- ◆ Intensive outpatient or partial hospitalization
- ◆ IP
- ◆ Outpatient or ED

Mental Health Utilization (MPT)

The number and percentage of members receiving the following mental health services during the measurement year:

- ◆ Any services
- ◆ Intensive outpatient or partial hospitalization
- ◆ IP
- ◆ Outpatient or ED

Antibiotic Utilization (ABX)

This measure summarizes the following data on outpatient utilization of antibiotic prescriptions during the measurement year, stratified by age and gender:

- ◆ Average number of antibiotic prescription per member per year (PMPY)
- ◆ Average days supplied per antibiotic prescription
- ◆ Average number of prescription PMPY for antibiotic of concern
- ◆ Percentage of antibiotic of concern for all antibiotic prescriptions
- ◆ Average number of antibiotics PMPY reported by drug class:
 - For selected 'antibiotics of concern'
 - For all other antibiotics

Utilization Measures: Plan-Specific Rates/National Benchmarks

In **Table A**, cells are shaded gray for those measures where age and/or sex segregation data were not available, and 'NA' is a representation of Not Applicable.

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Frequency of Ongoing Prenatal Care (FPC):														
<21%	NA	8.80%	7.82%	13.94%	12.61%	9.38%	17.07%	20.19%	10.01%	2.43%	4.57%	6.58%	10.71%	19.11%
21–40%	NA	5.32%	3.23%	7.58%	9.66%	2.96%	4.63%	10.95%	6.52%	2.01%	3.23%	4.66%	7.30%	13.14%
41–60%	NA	6.71%	3.77%	9.78%	13.45%	5.19%	7.80%	13.87%	8.20%	3.89%	5.47%	7.50%	10.34%	14.01%
61–80%	NA	12.50%	7.55%	14.43%	20.17%	10.37%	16.34%	12.65%	14.45%	8.10%	11.34%	14.37%	17.79%	21.39%
≥81%	NA	66.67%	77.63%	54.28%	44.54%	72.10%	54.15%	42.34%	60.93%	39.42%	52.55%	64.65%	72.99%	82.75%
Well-Child Visits in the First 15 Months of Life (W15):														
0 Visits	NA	1.01%	1.49%	0.24%	4.14%	1.19%	1.03%	1.22%	1.95%	0.46%	0.72%	1.22%	2.43%	3.89%
1 Visits	NA	2.78%	1.19%	2.92%	3.41%	0.90%	1.29%	3.65%	1.90%	0.44%	0.97%	1.57%	2.68%	3.65%
2 Visits	NA	2.78%	2.69%	4.87%	4.62%	3.58%	2.06%	6.57%	3.14%	1.20%	1.97%	2.92%	3.94%	5.14%
3 Visits	NA	5.06%	5.07%	7.79%	10.46%	5.37%	6.44%	9.98%	5.40%	2.62%	3.66%	4.74%	6.75%	9.49%
4 Visits	NA	9.87%	6.27%	15.82%	11.44%	7.76%	9.54%	11.19%	9.50%	5.11%	7.18%	8.78%	11.34%	13.14%
5 Visits	NA	14.18%	13.43%	18.49%	17.27%	9.55%	13.14%	14.60%	16.19%	10%	13.10%	16.30%	19.71%	21.96%
6 or More Visits	NA	64.30%	69.85%	49.88%	48.66%	71.64%	66.49%	52.80%	61.75%	43.80%	54.31%	62.95%	70.70%	77.31%
Frequency of Selected Procedures (FSP)														
Bariatric weight loss surgery: Procedures /1,000 Member Years														
0–19	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
20–44		0.00	0.01	0.00	0.00	0.00	0.01	0.00	0.03	0.00	0.00	0.01	0.04	0.07
45–64		0.00	0.01	0.00	0.00	0.00	0.02	0.01	0.00	0.03	0.00	0.00	0.03	0.07
0–19	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01
20–44		0.02	0.01	0.00	0.00	0.06	0.07	0.01	0.11	0.00	0.02	0.06	0.16	0.29
45–64		0.03	0.03	0.00	0.00	0.04	0.03	0.00	0.11	0.00	0.00	0.07	0.16	0.34
Tonsillectomy: Procedures /1,000 Member Years														
0–9	M&F	0.80	1.33	0.66	1.37	1.20	0.96	0.63	0.74	0.28	0.50	0.76	0.94	1.19
10–19		0.44	0.60	0.32	0.42	0.66	0.52	0.30	0.36	0.12	0.20	0.36	0.51	0.60

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Hysterectomy—Abdominal (A) and Vaginal (V): Procedures /1,000 Member Years														
A 15–44	F	0.24	0.15	0.17	0.03	0.32	0.36	0.20	0.20	0.08	0.14	0.20	0.25	0.31
A 45–64		0.23	0.23	0.35	0.00	0.34	0.53	0.35	0.47	0.15	0.31	0.44	0.58	0.79
V 15–44	F	0.26	0.44	0.08	0.01	0.45	0.29	0.10	0.19	0.04	0.08	0.17	0.27	0.33
V 45–64		0.32	0.31	0.13	0.47	0.32	0.37	0.09	0.27	0.00	0.13	0.22	0.32	0.59
Cholecystectomy—Open (O) and Closed (C)/Laparoscopic: Procedures /1,000 Member Years														
O 30–64	M	0.09	0.05	0.06	0.69	0.05	0.05	0.00	0.04	0.00	0.00	0.03	0.06	0.08
O 15–44	F	0.00	0.01	0.03	0.10	0.01	0.01	0.02	0.02	0.00	0.01	0.02	0.02	0.04
O 45–64		0.08	0.03	0.08	0.47	0.04	0.02	0.10	0.04	0.00	0.00	0.04	0.07	0.10
C 30–64	M	0.45	0.58	0.21	2.30	0.54	0.60	0.23	0.36	0.13	0.21	0.34	0.42	0.56
C 15–44	F	0.94	1.11	0.58	1.34	1.31	1.07	0.56	0.77	0.45	0.57	0.75	0.93	1.21
C 45–64		0.78	1.09	0.51	2.34	1.09	0.89	0.58	0.74	0.35	0.54	0.74	0.86	1.15
Back Surgery: Procedures /1,000 Member Years														
20–44	M	0.45	0.46	0.34	0.06	0.55	0.64	0.16	0.31	0.06	0.16	0.28	0.44	0.58
	F	0.37	0.29	0.15	0.16	0.33	0.41	0.12	0.20	0.05	0.10	0.19	0.28	0.34
45–64	M	1.04	0.67	0.40	0.00	0.87	1.18	0.26	0.66	0.16	0.34	0.61	0.83	1.15
	F	0.82	0.70	0.44	0.00	0.91	1.33	0.53	0.52	0.00	0.32	0.50	0.74	0.94
Mastectomy: Procedures /1,000 Member Years														
15–44	F	0.04	0.04	0.04	0.00	0.05	0.06	0.01	0.02	0.00	0.01	0.02	0.03	0.05
45–64		0.42	0.52	0.58	0.00	0.32	0.51	0.21	0.22	0.00	0.05	0.13	0.21	0.41
Lumpectomy: Procedures /1,000 Member Years														
15–44	F	0.16	0.16	0.22	0.07	0.17	0.19	0.12	0.14	0.07	0.11	0.15	0.18	0.22
45–64		0.77	0.87	1.36	0.00	0.41	0.83	0.51	0.50	0.14	0.33	0.46	0.62	0.99
Ambulatory Care: Total (AMB)														
Outpatient Visits: Visits/1,000 Member Months														
<1	NA	790.86	824.13	689.82	1034.59	760.97	767.73	652.88	737.13	497.82	650.72	751.41	826.54	888.01
1–9	NA	323.17	348.35	295.77	462.89	300.39	323.64	265.01	301.03	209.11	258.60	299.61	335.35	359.83
10–19	NA	254.47	293.72	239.06	308.80	240.14	249.22	194.01	231.46	156.97	198.55	229.40	256.81	300.88
20–44	NA	376.46	436.35	390.30	282.10	383.26	468.53	334.12	399.57	234.43	326.04	398.93	455.84	541.55
45–64	NA	667.37	806.33	700.53	515.34	678.19	835.52	593.91	586.04	405.71	501.15	588.57	689.85	742.84
65–74	NA	449.10	636.69	544.42	486.30	849.16	847.08	663.83	533.15	206.90	325.76	530.40	685.62	853.21
75–84	NA	288.16	207.41	472.69	0.00	766.58	737.48	544.94	540.26	223.58	357.73	492.16	647.91	847.06
≥85	NA	239.77	177.06	90.91	0.00	575.50	421.88	396.66	10358.39	0.00	190.48	378.66	605.26	733.33
Total	NA	366.83	420.68	351.43	384.78	375.55	409.68	311.06	353.74	261.52	301.57	347.76	388.71	436.59

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures

Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
ED Visits: Visits/1,000 Member Months														
<1	NA	96.80	132.18	105.43	115.82	130.42	97.15	119.53	92.72	64.75	79.38	94.83	106.33	120.11
1-9	NA	53.44	74.91	53.61	70.25	72.39	55.36	56.53	48.72	33.18	42.85	48.71	55.67	66.01
10-19	NA	51.87	71.42	43.46	63.42	69.24	54.84	45.08	40.58	26.43	33.47	40.28	46.55	54.93
20-44	NA	119.69	143.10	108.69	91.15	144.41	133.54	108.72	100.18	62.94	78.60	103.27	120.72	139.26
45-64	NA	93.60	122.21	103.43	73.26	115.78	113.44	98.68	78.23	39.44	61.98	80.69	97.29	108.20
65-74	NA	28.38	69.06	52.82	95.89	88.51	77.77	66.04	41.79	0.00	16.14	33.74	51.43	80.88
75-84	NA	28.30	12.96	14.71	297.30	71.38	70.66	58.93	31.64	0.00	16.37	27.37	43.96	55.40
≥85	NA	22.73	4.02	0.00	0.00	56.01	39.63	43.32	27.49	0.00	0.00	21.72	37.52	52.07
Total	NA	75.25	99.77	71.45	69.01	97.43	82.69	73.55	62.39	42.03	52.45	63.15	72.77	80.04
Inpatient Utilization—General Hospital/Acute Care: Total (IPU)														
Total Inpatient														
Discharges: Discharges/1,000 Member Months														
<1	NA	10.02	10.47	9.33	40.20	10.34	8.15	7.95	11.40	5.28	7.16	9.51	12.02	16.33
1-9	NA	1.17	1.52	1.59	8.89	1.34	1.17	1.22	2.21	1.09	1.35	1.77	2.19	2.49
10-19	NA	3.06	3.39	3.16	6.29	3.25	3.18	3.15	3.17	2.00	2.49	3.01	3.60	4.45
20-44	NA	15.57	16.11	15.64	37.19	15.13	17.02	15.27	19.04	9.76	13.22	15.77	23.43	31.45
45-64	NA	26.32	24.34	27.47	34.80	25.15	25.69	24.05	18.59	6.64	10.47	18.38	25.65	29.74
65-74	NA	9.91	38.85	19.81	219.18	35.72	34.05	28.93	16.93	0.00	0.00	13.80	20.34	29.41
75-84	NA	10.29	9.26	21.01	486.49	38.72	40.10	34.31	20.54	0.00	6.90	16.21	22.47	33.20
≥85	NA	17.05	6.04	15.15	1000.00	39.44	26.68	26.17	40.16	0.00	0.00	18.11	32.36	44.94
Total	NA	7.69	8.54	7.94	10.24	9.04	8.49	7.87	7.84	4.98	6.36	7.72	8.62	10.62
Days: Days/1,000 Member Months														
<1	NA	67.55	81.80	64.70	743.12	78.81	46.92	48.34	66.73	21.49	34.81	48.11	68.26	110.69
1-9	NA	3.76	4.86	5.06	56.27	4.03	3.82	4.08	7.02	2.99	3.86	5.05	6.52	8.68
10-19	NA	9.74	10.30	9.72	33.24	9.27	9.61	9.53	10.03	5.76	7.24	9.18	11.01	12.84
20-44	NA	52.38	52.54	53.15	149.37	54.74	51.31	50.66	58.33	30.56	41.12	52.34	71.02	98.20
45-64	NA	144.31	129.84	171.51	212.23	132.50	121.61	135.05	91.34	22.36	40.66	89.41	132.79	157.51
65-74	NA	40.09	251.08	162.67	1547.95	184.68	166.71	173.25	100.38	0.00	0.00	69.60	128.67	189.53
75-84	NA	30.02	57.41	140.76	2297.30	187.10	216.07	239.32	103.64	0.00	21.05	74.99	123.89	174.16
≥85	NA	112.50	30.18	125.54	8500.00	174.10	141.39	145.76	237.52	0.00	0.00	82.63	154.59	251.55
Total	NA	31.36	34.28	33.50	69.67	38.95	31.01	32.11	29.81	15.23	21.60	26.68	33.46	41.73

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Length of Stay: Average # of Days														
<1	NA	6.74	7.81	6.93	18.48	7.62	5.76	6.08	5.50	3.22	4.23	5.02	6.27	7.94
1-9	NA	3.21	3.19	3.19	6.33	3.00	3.26	3.34	3.01	2.26	2.51	2.93	3.31	3.89
10-19	NA	3.18	3.03	3.08	5.29	2.85	3.02	3.03	3.11	2.44	2.78	3.05	3.29	3.55
20-44	NA	3.36	3.26	3.40	4.02	3.62	3.01	3.32	3.15	2.50	2.74	3.14	3.41	3.63
45-64	NA	5.48	5.33	6.24	6.10	5.27	4.73	5.62	4.70	3.34	4.13	4.85	5.34	5.82
65-74	NA	4.05	6.46	8.21	7.06	5.17	4.90	5.99	6.12	3.67	4.41	5.30	6.52	8.81
75-84	NA	2.92	6.20	6.70	4.72	4.83	5.39	6.98	5.06	3.24	4.00	4.99	5.82	6.80
≥85	NA	6.60	5.00	8.29	8.50	4.41	5.30	5.57	5.62	2.50	4.06	5.19	5.90	8.00
Unknown	NA	NA	NA	NA	NA	NA	NA	NA	2.00	2.00	2.00	2.00	2.00	2.00
Total	NA	4.08	4.02	4.22	6.80	4.31	3.65	4.08	3.64	2.76	3.18	3.67	4.01	4.25
Medicine														
Discharges: Discharges/1,000 Member Months														
<1	NA	8.14	8.93	7.24	27.52	8.96	6.53	5.78	9.01	4.19	6.00	7.56	9.43	13.23
1-9	NA	0.88	1.18	1.15	6.24	1.04	0.88	0.87	1.77	0.78	1.03	1.41	1.80	2.19
10-19	NA	0.79	0.74	0.81	3.49	0.80	0.74	0.63	1.07	0.50	0.68	0.93	1.12	1.46
20-44	NA	3.42	3.71	3.57	10.91	4.06	3.60	3.52	4.05	1.73	2.60	3.64	4.93	6.57
45-64	NA	17.23	16.87	18.78	22.21	16.58	16.38	16.07	12.78	3.67	6.24	12.04	18.05	22.56
65-74	NA	6.76	28.06	13.21	136.99	26.45	22.61	20.66	11.89	0.00	0.00	9.19	14.56	21.77
75-84	NA	8.58	3.70	12.61	351.35	30.22	28.29	26.10	14.35	0.00	4.65	11.37	16.67	27.59
≥85	NA	14.77	6.04	10.82	500.00	34.31	18.29	22.11	22.61	0.00	0.00	13.02	25.79	33.82
Total	NA	3.07	3.53	3.20	5.79	4.30	3.30	3.15	3.51	1.30	2.20	3.14	3.90	5.59
Days: Days/1,000 Member Months														
<1	NA	40.80	62.20	27.62	309.91	58.62	28.68	20.18	38.42	16.64	21.85	31.77	41.18	58.09
1-9	NA	2.12	3.10	2.87	25.97	2.69	2.21	2.24	4.61	1.92	2.38	3.60	4.64	5.84
10-19	NA	2.38	2.24	2.44	15.21	2.34	2.25	2.12	3.29	1.41	1.91	2.70	3.61	4.57
20-44	NA	11.82	13.76	14.38	45.84	17.76	12.20	13.66	14.49	5.19	8.08	12.62	17.14	22.28
45-64	NA	70.76	72.50	85.94	87.45	67.52	57.22	69.21	53.36	11.87	20.83	49.40	74.16	100.79
65-74	NA	26.58	169.78	75.63	554.79	119.25	87.44	93.65	59.41	0.00	0.00	40.23	70.09	116.63
75-84	NA	26.59	14.81	54.62	1270.27	124.85	126.95	127.97	58.80	0.00	12.17	40.34	74.89	111.11
≥85	NA	103.41	30.18	58.44	4250.00	152.16	81.94	114.62	108.61	0.00	0.00	63.34	105.88	151.86
Total	NA	11.65	14.75	12.70	29.75	18.15	11.47	12.38	13.46	4.07	7.03	11.50	14.63	20.06

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Length of Stay: Average # of Days														
<1	NA	5.01	6.96	3.81	11.26	6.54	4.39	3.49	4.23	2.83	3.39	4.06	4.73	5.63
1-9	NA	2.39	2.62	2.49	4.16	2.58	2.50	2.57	2.55	2.07	2.25	2.49	2.76	3.07
10-19	NA	2.99	3.04	3.00	4.36	2.90	3.04	3.38	3.01	2.33	2.60	2.96	3.38	3.79
20-44	NA	3.45	3.71	4.03	4.20	4.38	3.39	3.88	3.45	2.58	2.96	3.40	3.86	4.22
45-64	NA	4.11	4.30	4.58	3.94	4.07	3.49	4.31	3.99	3.01	3.48	3.96	4.47	5.02
65-74	NA	3.93	6.05	5.73	4.05	4.51	3.87	4.53	5.42	3.10	3.76	4.33	5.29	6.08
75-84	NA	3.10	4.00	4.33	3.62	4.13	4.49	4.90	4.24	2.67	3.35	4.11	4.89	5.94
≥85	NA	7.00	5.00	5.40	8.50	4.44	4.48	5.18	4.89	2.25	3.29	4.13	5.52	7.80
Unknown	NA	NA	NA	NA	NA	NA	NA	NA	2.00	2.00	2.00	2.00	2.00	2.00
Total	NA	3.79	4.18	3.97	5.14	4.22	3.48	3.93	3.58	2.76	3.23	3.59	3.93	4.24
Surgery														
Discharges: Discharges/1,000 Member Months														
<1	NA	1.88	1.54	2.09	12.68	1.38	1.62	2.17	2.29	0.48	1.05	1.47	2.27	3.62
1-9	NA	0.29	0.34	0.43	2.64	0.30	0.29	0.35	0.43	0.15	0.24	0.33	0.44	0.58
10-19	NA	0.44	0.51	0.42	1.78	0.49	0.41	0.47	0.52	0.28	0.35	0.45	0.55	0.63
20-44	NA	2.12	2.05	1.78	7.98	2.39	2.09	1.78	2.01	1.19	1.51	1.93	2.30	2.86
45-64	NA	9.05	7.36	8.60	12.36	8.41	9.21	7.90	5.62	2.38	4.06	5.69	7.46	8.51
65-74	NA	3.15	10.79	6.60	82.19	9.26	11.44	8.27	4.90	0.00	0.00	3.86	5.94	9.43
75-84	NA	1.72	5.56	8.40	135.14	8.50	11.80	8.21	6.14	0.00	0.00	4.43	6.84	10.20
≥85	NA	2.27	0.00	4.33	500.00	5.13	8.38	4.06	14.22	0.00	0.00	1.17	5.40	8.47
Total	NA	1.52	1.55	1.43	2.87	1.97	1.67	1.52	1.38	0.59	0.88	1.26	1.58	2.24
Days: Days/1,000 Member Months														
<1	NA	26.76	19.60	37.08	433.22	20.18	18.24	28.16	27.77	2.17	8.44	14.23	26.92	50.68
1-9	NA	1.64	1.76	2.19	30.31	1.33	1.61	1.85	2.37	0.55	1.01	1.46	2.07	3.44
10-19	NA	2.33	2.61	2.64	15.02	2.24	2.11	2.53	2.50	0.86	1.31	1.92	2.49	3.20
20-44	NA	13.88	13.37	12.75	62.14	16.07	10.17	12.56	10.02	4.50	6.34	9.03	12.36	16.34
45-64	NA	73.45	56.84	85.33	124.31	64.37	64.09	65.66	37.07	10.55	17.88	37.04	54.06	66.94
65-74	NA	13.51	81.29	87.03	993.15	65.43	79.27	79.60	39.04	0.00	0.00	24.24	47.29	74.72
75-84	NA	3.43	42.59	86.13	1027.03	62.25	89.12	111.34	44.64	0.00	0.00	28.12	45.44	73.83
≥85	NA	9.09	0.00	67.10	4250.00	21.94	59.45	31.14	105.61	0.00	0.00	5.18	40.02	85.42
Total	NA	11.45	10.97	12.48	35.92	14.11	10.53	11.91	8.57	2.58	4.68	7.12	10.18	14.95

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Length of Stay: Average # of Days														
<1	NA	14.25	12.73	17.70	34.15	14.67	11.27	12.98	11.17	4.75	6.84	9.90	13.45	19.00
1-9	NA	5.71	5.22	5.07	11.47	4.48	5.54	5.22	4.87	2.75	3.54	4.51	5.67	6.77
10-19	NA	5.33	5.12	6.28	8.43	4.59	5.20	5.35	4.50	2.80	3.34	4.32	5.18	5.81
20-44	NA	6.55	6.52	7.17	7.78	6.72	4.87	7.05	4.93	2.99	3.95	4.82	5.61	6.31
45-64	NA	8.12	7.72	9.93	10.06	7.65	6.96	8.32	6.31	3.75	4.91	6.56	7.58	8.54
65-74	NA	4.29	7.53	13.18	12.08	7.06	6.93	9.63	7.82	3.95	6.00	7.33	9.00	12.78
75-84	NA	2.00	7.67	10.25	7.60	7.32	7.55	13.56	7.65	3.88	5.51	7.00	9.00	9.90
≥85	NA	4.00	NA	15.50	8.50	4.27	7.09	7.67	9.04	4.25	5.57	7.07	10.78	14.58
Total	NA	7.53	7.09	8.74	12.54	7.15	6.28	7.84	5.98	3.73	4.77	6.04	6.92	7.65
Maternity (calculated using member months for members 10-64 years)														
Discharges: Discharges/1,000 Member Months														
10-19	NA	1.83	2.15	1.93	1.01	1.95	2.04	2.05	1.57	0.58	1.13	1.55	2.00	2.47
20-44	NA	10.03	10.36	10.30	18.30	8.68	11.33	9.97	12.96	4.36	7.06	9.72	17.84	25.77
45-64	NA	0.04	0.10	0.09	0.23	0.15	0.09	0.08	0.15	0.00	0.02	0.06	0.11	0.23
Total	NA	5.20	5.52	5.44	2.61	4.44	5.96	5.24	5.25	1.88	3.71	4.75	6.59	9.65
Days: Days/1,000 Member Months														
10-19	NA	5.03	5.44	4.64	3.01	4.69	5.24	4.88	4.20	1.55	3.02	4.03	5.36	6.62
20-44	NA	26.68	25.41	26.03	41.38	20.91	28.94	24.44	33.61	11.43	18.69	24.95	44.25	63.45
45-64	NA	0.10	0.50	0.23	0.46	0.61	0.30	0.18	0.40	0.00	0.05	0.15	0.37	0.74
Total	NA	13.91	13.65	13.64	6.56	10.72	15.24	12.79	13.66	5.21	9.84	12.53	17.18	24.60
Average Length of Stay: Average # of Days														
10-19	NA	2.75	2.54	2.41	2.97	2.40	2.58	2.39	2.72	2.33	2.50	2.65	2.82	2.98
20-44	NA	2.66	2.45	2.53	2.26	2.41	2.55	2.45	2.63	2.32	2.49	2.64	2.75	2.93
45-64	NA	2.29	4.86	2.58	2.00	3.97	3.25	2.33	3.57	1.75	2.07	2.68	3.57	4.33
Unknown	NA	NA	NA	NA	NA	NA	NA	NA						
Total	NA	2.67	2.47	2.51	2.51	2.42	2.56	2.44	2.68	2.33	2.49	2.63	2.76	2.96

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
<i>Identification of Alcohol and Other Drug Services: Total (IAD)</i>														
Any Services														
0–12	M	0.04%	0.07%	0.05%	0.31%	0.05%	0.05%	0.02%	0.06%	0.01%	0.03%	0.05%	0.08%	0.14%
	F	0.03%	0.05%	0.03%	0.25%	0.04%	0.02%	0.02%	0.04%	0.00%	0.02%	0.03%	0.05%	0.09%
	M&F	0.03%	0.06%	0.04%	0.28%	0.04%	0.04%	0.02%	0.05%	0.01%	0.03%	0.05%	0.07%	0.10%
13–17	M	2.39%	3.02%	1.88%	7.30%	2.89%	2.43%	1.91%	2.54%	0.73%	1.54%	2.09%	3.24%	5.04%
	F	1.35%	1.74%	0.92%	6.72%	1.61%	1.49%	0.78%	1.65%	0.62%	0.93%	1.43%	1.90%	2.44%
	M&F	1.87%	2.38%	1.39%	7.09%	2.24%	1.97%	1.34%	2.10%	0.77%	1.28%	1.86%	2.56%	3.86%
18–24	M	4.86%	4.99%	4.13%	4.80%	5.44%	5.15%	4.45%	6.46%	2.09%	3.78%	5.54%	7.76%	12.00%
	F	4.80%	6.26%	3.89%	4.25%	6.34%	5.17%	3.34%	4.81%	1.94%	3.30%	4.57%	6.05%	7.44%
	M&F	4.82%	5.88%	3.96%	4.60%	6.02%	5.17%	3.68%	5.38%	2.19%	3.63%	5.14%	6.64%	9.33%
25–34	M	10.27%	9.31%	10.61%	2.36%	10.62%	11.29%	10.29%	11.34%	5.24%	7.53%	10.44%	13.87%	21.50%
	F	8.18%	10.06%	6.61%	2.59%	9.09%	10.37%	5.58%	7.23%	3.28%	5.20%	7.09%	9.25%	11.39%
	M&F	8.63%	9.89%	7.17%	2.45%	9.45%	10.56%	6.29%	8.36%	3.69%	5.87%	7.83%	10.45%	14.40%
35–64	M	14.47%	12.32%	14.71%	3.74%	13.20%	15.39%	15.25%	12.99%	5.58%	7.96%	12.80%	16.88%	20.73%
	F	9.36%	8.59%	8.17%	1.49%	7.90%	12.60%	6.82%	7.78%	3.69%	5.19%	7.43%	9.30%	11.90%
	M&F	11.19%	9.81%	9.90%	2.61%	10.01%	13.54%	9.68%	9.78%	4.66%	6.15%	9.39%	12.02%	15.14%
≥65	M	0.00%	4.19%	1.48%	0.00%	3.82%	7.16%	6.32%	4.16%	0.00%	0.00%	0.00%	4.07%	7.14%
	F	0.94%	3.83%	2.01%	0.00%	2.08%	4.22%	2.74%	1.75%	0.00%	0.00%	0.00%	1.35%	2.42%
	M&F	0.56%	3.96%	1.84%	0.00%	2.66%	5.18%	3.78%	2.56%	0.00%	0.00%	0.00%	2.24%	4.77%
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	3.15%	3.21%	2.52%	3.14%	3.92%	3.43%	3.15%	3.93%	0.86%	1.56%	2.89%	5.89%	8.03%
	F	3.65%	4.47%	3.23%	2.65%	3.99%	4.83%	2.70%	3.36%	1.31%	2.00%	2.94%	4.28%	5.93%
	M&F	3.44%	3.94%	2.95%	2.95%	3.96%	4.24%	2.88%	3.62%	1.25%	1.83%	2.80%	5.28%	6.59%
Inpatient														
0–12	M	0.00%	0.00%	0.01%	0.06%	0.01%	0.00%	0.01%	0.02%	0.00%	0.00%	0.01%	0.02%	0.04%
	F	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.02%	0.04%
	M&F	0.00%	0.00%	0.01%	0.05%	0.00%	0.00%	0.01%	0.02%	0.00%	0.00%	0.01%	0.02%	0.04%
13–17	M	0.50%	0.40%	0.44%	1.09%	0.51%	0.53%	0.67%	0.46%	0.00%	0.19%	0.36%	0.56%	0.97%
	F	0.39%	0.37%	0.29%	1.12%	0.35%	0.41%	0.32%	0.42%	0.07%	0.17%	0.32%	0.44%	0.87%
	M&F	0.44%	0.38%	0.36%	1.10%	0.43%	0.47%	0.49%	0.44%	0.09%	0.19%	0.35%	0.49%	0.91%

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Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
18–24	M	1.59%	1.14%	1.35%	1.49%	1.89%	1.65%	1.70%	1.68%	0.46%	0.72%	1.25%	1.87%	3.27%
	F	1.68%	2.53%	0.92%	1.57%	2.75%	1.82%	1.22%	1.97%	0.54%	0.90%	1.29%	2.04%	2.98%
	M&F	1.65%	2.12%	1.05%	1.52%	2.44%	1.77%	1.37%	1.86%	0.64%	0.91%	1.32%	2.16%	3.22%
25–34	M	3.01%	2.65%	3.16%	0.59%	3.52%	3.54%	3.82%	2.72%	0.79%	1.69%	2.28%	3.54%	5.31%
	F	2.51%	3.32%	1.45%	0.86%	3.91%	2.90%	1.73%	4.16%	0.79%	1.24%	1.91%	2.71%	3.45%
	M&F	2.62%	3.17%	1.69%	0.70%	3.82%	3.03%	2.04%	5.12%	0.89%	1.46%	2.05%	2.96%	4.02%
35–64	M	5.78%	4.73%	6.36%	1.12%	5.79%	5.27%	6.66%	4.25%	1.23%	2.28%	4.07%	5.59%	7.33%
	F	2.57%	2.67%	2.04%	0.00%	2.87%	3.39%	2.41%	21.17%	0.91%	1.46%	2.14%	2.73%	3.63%
	M&F	3.72%	3.35%	3.18%	0.56%	4.03%	4.03%	3.85%	40.47%	1.03%	1.72%	2.96%	3.97%	4.58%
≥65	M	0.00%	4.19%	0.00%	0.00%	2.09%	2.84%	3.49%	0.96%	0.00%	0.00%	0.00%	1.14%	2.94%
	F	0.94%	1.53%	0.67%	0.00%	1.17%	1.16%	1.15%	0.23%	0.00%	0.00%	0.00%	0.22%	1.08%
	M&F	0.56%	2.47%	0.46%	0.00%	1.48%	1.71%	1.83%	0.44%	0.00%	0.00%	0.00%	0.57%	1.58%
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	1.09%	0.98%	0.92%	0.61%	1.50%	1.10%	1.30%	1.18%	0.18%	0.36%	0.89%	1.63%	2.35%
	F	1.10%	1.48%	0.77%	0.56%	1.57%	1.37%	0.93%	1.10%	0.39%	0.57%	0.83%	1.29%	1.73%
	M&F	1.09%	1.27%	0.83%	0.59%	1.54%	1.26%	1.08%	1.13%	0.27%	0.49%	0.86%	1.40%	2.06%
Intensive Outpatient/Partial Hospitalization														
0–12	M	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	F	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	M&F	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
13–17	M	0.83%	1.13%	0.47%	2.22%	1.02%	1.07%	0.37%	0.27%	0.00%	0.00%	0.04%	0.37%	1.02%
	F	0.41%	0.47%	0.07%	2.32%	0.39%	0.32%	0.09%	0.16%	0.00%	0.00%	0.03%	0.18%	0.44%
	M&F	0.62%	0.80%	0.27%	2.26%	0.70%	0.70%	0.22%	0.21%	0.00%	0.00%	0.04%	0.27%	0.69%
18–24	M	0.62%	0.63%	0.39%	0.64%	0.69%	0.76%	0.44%	0.45%	0.00%	0.00%	0.13%	0.66%	1.21%
	F	0.73%	1.07%	0.31%	0.80%	0.87%	0.97%	0.27%	0.34%	0.00%	0.00%	0.15%	0.61%	1.06%
	M&F	0.70%	0.94%	0.33%	0.70%	0.81%	0.91%	0.32%	0.38%	0.00%	0.00%	0.13%	0.57%	1.23%
25–34	M	1.27%	1.07%	0.77%	0.00%	0.83%	1.31%	0.79%	0.82%	0.00%	0.00%	0.36%	1.25%	2.26%
	F	1.31%	1.52%	0.61%	0.00%	1.37%	1.26%	0.62%	0.53%	0.00%	0.01%	0.21%	0.94%	1.64%
	M&F	1.30%	1.42%	0.63%	0.00%	1.24%	1.27%	0.65%	0.61%	0.00%	0.03%	0.27%	0.98%	1.68%
35–64	M	0.82%	0.40%	0.53%	0.00%	0.40%	0.82%	0.41%	0.75%	0.00%	0.00%	0.27%	1.08%	1.81%
	F	0.56%	0.54%	0.40%	0.00%	0.43%	0.47%	0.36%	0.50%	0.00%	0.00%	0.21%	0.71%	1.09%
	M&F	0.65%	0.49%	0.43%	0.00%	0.42%	0.59%	0.38%	0.59%	0.00%	0.03%	0.24%	0.85%	1.30%

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
≥65	M	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.52%	0.00%	0.00%	0.00%	0.00%	0.00%
	F	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.10%	0.00%	0.00%	0.00%	0.00%	0.00%
	M&F	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.20%	0.00%	0.00%	0.00%	0.00%	0.00%
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.35%	0.35%	0.20%	0.76%	0.33%	0.39%	0.19%	0.27%	0.00%	0.01%	0.09%	0.39%	0.63%
	F	0.44%	0.56%	0.23%	0.76%	0.44%	0.45%	0.21%	0.25%	0.00%	0.01%	0.09%	0.38%	0.67%
	M&F	0.40%	0.47%	0.22%	0.76%	0.39%	0.43%	0.20%	0.26%	0.00%	0.01%	0.09%	0.40%	0.63%
Outpatient/ED														
0-12	M	0.04%	0.06%	0.04%	0.24%	0.04%	0.04%	0.02%	0.06%	0.00%	0.03%	0.04%	0.06%	0.12%
	F	0.02%	0.04%	0.03%	0.22%	0.04%	0.02%	0.02%	0.04%	0.00%	0.01%	0.02%	0.04%	0.08%
	M&F	0.03%	0.05%	0.03%	0.23%	0.04%	0.03%	0.02%	0.05%	0.01%	0.02%	0.04%	0.05%	0.08%
13-17	M	1.61%	2.35%	1.35%	5.23%	2.35%	1.47%	1.30%	2.45%	0.89%	1.38%	1.90%	3.13%	4.87%
	F	0.91%	1.32%	0.64%	5.17%	1.31%	1.07%	0.46%	1.68%	0.54%	0.81%	1.20%	1.76%	2.78%
	M&F	1.26%	1.84%	0.99%	5.20%	1.83%	1.28%	0.87%	2.06%	0.85%	1.12%	1.62%	2.56%	3.76%
18-24	M	3.74%	4.13%	2.86%	3.49%	3.89%	3.69%	2.92%	6.07%	1.94%	3.25%	5.01%	8.19%	10.74%
	F	3.58%	4.44%	3.00%	3.05%	4.23%	3.82%	2.26%	4.12%	1.49%	2.77%	3.78%	5.12%	6.74%
	M&F	3.63%	4.35%	2.96%	3.33%	4.11%	3.78%	2.47%	4.80%	1.58%	3.00%	4.15%	6.19%	8.07%
25-34	M	8.25%	7.39%	8.47%	1.77%	8.03%	8.98%	7.68%	10.43%	3.60%	6.46%	9.27%	13.33%	19.93%
	F	6.67%	7.68%	5.35%	1.73%	6.47%	8.39%	4.22%	6.40%	2.64%	4.47%	6.22%	8.34%	10.68%
	M&F	7.01%	7.61%	5.78%	1.75%	6.84%	8.51%	4.74%	7.50%	2.96%	5.08%	6.82%	9.63%	13.61%
35-64	M	11.66%	9.35%	10.68%	3.36%	9.92%	12.29%	11.31%	11.12%	4.55%	6.12%	10.84%	14.78%	18.97%
	F	7.82%	6.84%	6.80%	1.49%	6.05%	10.39%	5.16%	6.79%	2.79%	4.64%	6.20%	8.39%	10.95%
	M&F	9.20%	7.66%	7.83%	2.42%	7.59%	11.03%	7.24%	8.44%	3.55%	5.43%	7.82%	10.69%	14.11%
≥65	M	0.00%	0.00%	1.48%	0.00%	2.52%	4.93%	3.70%	3.13%	0.00%	0.00%	0.00%	2.57%	5.31%
	F	0.47%	3.83%	1.34%	0.00%	1.17%	3.35%	1.86%	1.55%	0.00%	0.00%	0.00%	0.60%	1.61%
	M&F	0.28%	2.47%	1.38%	0.00%	1.62%	3.86%	2.39%	2.11%	0.00%	0.00%	0.00%	1.30%	2.77%
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	2.48%	2.50%	1.85%	2.28%	2.96%	2.63%	2.27%	3.76%	0.71%	1.25%	2.35%	5.91%	7.63%
	F	2.94%	3.42%	2.62%	2.02%	2.91%	3.88%	1.98%	3.03%	1.05%	1.56%	2.43%	4.05%	5.42%
	M&F	2.74%	3.04%	2.31%	2.18%	2.93%	3.35%	2.10%	3.35%	0.89%	1.51%	2.40%	4.84%	6.12%

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures

Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Mental Health Utilization: Total (MPT)														
Any Services														
0-12	M	7.29%	8.34%	5.34%	24.59%	8.03%	7.59%	4.75%	7.99%	3.37%	4.71%	7.50%	10.13%	13.70%
	F	4.92%	5.65%	3.50%	20.95%	5.16%	4.86%	2.73%	5.10%	1.78%	2.52%	4.65%	6.73%	9.81%
	M&F	6.13%	7.02%	4.42%	23.16%	6.62%	6.25%	3.75%	6.60%	2.60%	3.58%	6.18%	8.43%	11.88%
13-17	M	12.62%	14.72%	9.28%	41.06%	13.73%	12.69%	8.76%	12.67%	4.83%	7.74%	12.37%	16.74%	21.81%
	F	13.62%	14.13%	9.17%	45.14%	14.34%	12.88%	7.61%	13.05%	5.30%	7.23%	12.03%	17.17%	22.71%
	M&F	13.13%	14.43%	9.22%	42.54%	14.04%	12.79%	8.17%	12.86%	5.38%	7.24%	12.35%	16.86%	22.24%
18-64	M	13.38%	10.39%	10.61%	18.35%	12.54%	10.69%	11.51%	12.69%	4.65%	7.92%	11.41%	16.60%	21.49%
	F	15.81%	13.59%	10.65%	19.99%	15.44%	14.32%	9.39%	15.47%	5.88%	9.73%	14.96%	20.00%	27.13%
	M&F	15.07%	12.67%	10.64%	18.96%	14.44%	13.26%	9.98%	14.55%	5.77%	9.22%	13.78%	18.60%	24.80%
≥65	M	8.34%	26.54%	7.38%	0.00%	4.52%	4.63%	3.49%	7.14%	0.00%	0.00%	0.73%	6.67%	12.00%
	F	16.06%	24.49%	11.39%	0.00%	8.72%	7.35%	4.78%	10.30%	0.00%	0.00%	3.46%	8.18%	15.58%
	M&F	12.94%	25.22%	10.14%	0.00%	7.32%	6.46%	4.41%	8.66%	0.00%	0.00%	2.78%	7.91%	14.12%
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	9.69%	9.92%	7.18%	28.36%	10.25%	9.11%	7.17%	10.20%	3.81%	6.37%	9.36%	12.26%	18.45%
	F	10.93%	10.60%	7.65%	27.38%	11.17%	10.15%	6.53%	10.86%	4.48%	6.41%	9.93%	13.52%	20.61%
	M&F	10.40%	10.31%	7.46%	27.99%	10.77%	9.71%	6.79%	10.58%	4.19%	6.39%	10.04%	13.09%	19.43%
Inpatient														
0-12	M	0.08%	0.09%	0.08%	0.86%	0.09%	0.12%	0.08%	0.24%	0.06%	0.10%	0.19%	0.33%	0.44%
	F	0.06%	0.05%	0.06%	0.61%	0.04%	0.07%	0.03%	0.13%	0.01%	0.05%	0.10%	0.16%	0.26%
	M&F	0.07%	0.07%	0.07%	0.76%	0.07%	0.09%	0.06%	0.18%	0.05%	0.08%	0.16%	0.25%	0.37%
13-17	M	0.98%	0.89%	0.78%	3.36%	0.93%	0.97%	1.05%	1.07%	0.25%	0.59%	1.01%	1.49%	1.70%
	F	1.22%	0.91%	0.95%	4.64%	1.01%	1.23%	0.96%	1.39%	0.38%	0.86%	1.36%	1.81%	2.37%
	M&F	1.10%	0.90%	0.87%	3.83%	0.97%	1.10%	1.00%	1.23%	0.42%	0.73%	1.25%	1.66%	1.94%
18-64	M	2.04%	1.63%	2.13%	3.13%	2.09%	1.95%	2.55%	1.81%	0.32%	0.94%	1.58%	2.81%	3.38%
	F	1.42%	1.46%	1.15%	2.82%	1.71%	1.62%	1.25%	1.38%	0.45%	0.91%	1.36%	1.80%	2.35%
	M&F	1.61%	1.51%	1.38%	3.01%	1.84%	1.71%	1.61%	1.52%	0.56%	0.79%	1.47%	1.98%	2.70%
≥65	M	4.87%	25.15%	7.38%	0.00%	1.39%	1.94%	1.31%	0.94%	0.00%	0.00%	0.00%	0.52%	1.90%
	F	10.39%	21.43%	5.36%	0.00%	2.78%	2.26%	1.50%	1.30%	0.00%	0.00%	0.00%	0.47%	2.31%
	M&F	8.16%	22.74%	5.99%	0.00%	2.32%	2.15%	1.45%	1.10%	0.00%	0.00%	0.00%	0.57%	2.26%

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.74%	0.68%	0.66%	2.00%	0.88%	0.74%	0.90%	0.82%	0.27%	0.48%	0.76%	1.04%	1.37%
	F	0.84%	0.88%	0.70%	2.09%	1.01%	0.94%	0.74%	0.84%	0.34%	0.53%	0.81%	1.05%	1.23%
	M&F	0.80%	0.79%	0.69%	2.04%	0.95%	0.86%	0.81%	0.83%	0.32%	0.56%	0.79%	1.04%	1.29%
Intensive Outpatient/Partial Hospitalization														
0-12	M	0.00%	0.04%	0.07%	0.18%	0.01%	0.00%	0.08%	0.37%	0.00%	0.00%	0.05%	0.32%	0.94%
	F	0.00%	0.01%	0.04%	0.13%	0.02%	0.00%	0.02%	0.20%	0.00%	0.00%	0.03%	0.11%	0.45%
	M&F	0.00%	0.02%	0.05%	0.16%	0.01%	0.00%	0.05%	0.29%	0.00%	0.00%	0.05%	0.20%	0.70%
13-17	M	0.05%	0.46%	0.23%	0.70%	0.32%	0.07%	0.22%	0.70%	0.00%	0.00%	0.20%	0.54%	2.09%
	F	0.00%	0.15%	0.18%	0.99%	0.25%	0.00%	0.26%	0.78%	0.00%	0.00%	0.24%	0.60%	2.12%
	M&F	0.03%	0.31%	0.20%	0.80%	0.28%	0.04%	0.24%	0.74%	0.00%	0.00%	0.26%	0.56%	2.28%
18-64	M	0.07%	0.06%	0.14%	0.08%	0.07%	0.02%	0.09%	0.60%	0.00%	0.00%	0.13%	0.50%	1.84%
	F	0.06%	0.17%	0.16%	0.10%	0.14%	0.05%	0.17%	0.67%	0.00%	0.01%	0.17%	0.60%	2.17%
	M&F	0.06%	0.14%	0.16%	0.09%	0.12%	0.04%	0.15%	0.64%	0.00%	0.02%	0.17%	0.58%	2.11%
≥65	M	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.02%	0.00%	0.00%	0.00%	0.00%	0.00%
	F	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.09%	1.21%	0.00%	0.00%	0.00%	0.00%	0.10%
	M&F	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.06%	1.10%	0.00%	0.00%	0.00%	0.00%	0.07%
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.03%	0.11%	0.11%	0.32%	0.07%	0.02%	0.10%	0.52%	0.00%	0.01%	0.13%	0.39%	1.70%
	F	0.03%	0.11%	0.11%	0.36%	0.10%	0.02%	0.12%	0.49%	0.00%	0.02%	0.13%	0.47%	1.52%
	M&F	0.03%	0.11%	0.11%	0.33%	0.09%	0.02%	0.11%	0.51%	0.00%	0.02%	0.16%	0.42%	1.59%
Outpatient/ED														
0-12	M	7.28%	8.32%	5.31%	24.45%	8.02%	7.58%	4.73%	7.91%	3.29%	4.68%	7.45%	10.03%	13.66%
	F	4.90%	5.64%	3.48%	20.74%	5.15%	4.86%	2.73%	5.06%	1.66%	2.52%	4.62%	6.62%	9.77%
	M&F	6.11%	7.01%	4.40%	22.99%	6.61%	6.24%	3.73%	6.54%	2.56%	3.52%	6.18%	8.28%	11.77%
13-17	M	12.37%	14.48%	8.93%	40.13%	13.52%	12.54%	8.47%	12.32%	4.72%	7.57%	11.92%	16.33%	20.29%
	F	13.42%	13.95%	8.88%	43.94%	14.12%	12.67%	7.28%	12.73%	4.90%	7.06%	11.38%	16.72%	22.62%
	M&F	12.90%	14.22%	8.91%	41.51%	13.83%	12.60%	7.86%	12.53%	4.71%	7.37%	11.84%	16.51%	21.36%
18-64	M	12.73%	9.43%	9.57%	16.89%	11.49%	9.89%	10.90%	11.96%	3.64%	7.38%	10.90%	15.77%	21.07%
	F	15.46%	12.81%	10.15%	18.98%	14.67%	13.75%	9.11%	15.02%	5.15%	9.33%	14.79%	19.48%	26.92%
	M&F	14.63%	11.84%	10.02%	17.67%	13.57%	12.63%	9.61%	14.00%	4.43%	8.83%	13.38%	18.02%	24.44%

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
≥65	M	3.48%	6.98%	1.48%	0.00%	3.48%	2.84%	2.18%	6.20%	0.00%	0.00%	0.28%	4.74%	11.54%
	F	7.09%	3.06%	6.03%	0.00%	6.94%	5.46%	3.45%	9.20%	0.00%	0.00%	2.32%	6.98%	12.94%
	M&F	5.63%	4.45%	4.61%	0.00%	5.79%	4.60%	3.08%	7.67%	0.00%	0.00%	2.06%	6.00%	11.58%
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	9.46%	9.58%	6.86%	27.76%	9.86%	8.86%	6.94%	9.89%	3.69%	6.08%	9.17%	11.98%	18.21%
	F	10.72%	10.16%	7.36%	26.76%	10.74%	9.84%	6.34%	10.61%	4.34%	6.30%	9.68%	13.09%	20.55%
	M&F	10.18%	9.92%	7.16%	27.38%	10.35%	9.43%	6.59%	10.30%	4.09%	6.20%	9.70%	12.62%	19.22%
Antibiotic Utilization: Total (ABX)														
Antibiotic Utilization														
Average Scripts PMPY for Antibiotics														
0-9	M	1.40	1.73	1.26	1.78	1.56	1.43	1.09						
	F	1.43	1.78	1.29	1.98	1.57	1.49	1.09						
	M&F	1.42	1.76	1.28	1.86	1.57	1.46	1.09						
10-17	M	0.86	1.07	0.72	0.89	0.96	0.86	0.63						
	F	1.16	1.41	0.99	1.31	1.30	1.19	0.88						
	M&F	1.01	1.24	0.85	1.04	1.13	1.02	0.76						
18-34	M	0.90	0.92	0.83	0.57	0.94	0.91	0.78						
	F	2.01	1.84	1.98	1.09	1.93	2.04	1.81						
	M&F	1.71	1.60	1.73	0.76	1.63	1.75	1.57						
35-49	M	1.09	1.12	1.21	0.83	1.17	1.29	1.13						
	F	1.83	1.76	1.96	1.08	1.86	1.96	1.75						
	M&F	1.60	1.56	1.81	0.96	1.62	1.76	1.58						
50-64	M	1.23	1.11	1.19	0.73	1.20	1.34	1.17						
	F	1.74	1.66	1.74	1.00	1.86	2.03	1.70						
	M&F	1.51	1.45	1.54	0.87	1.55	1.75	1.45						
65-74	M	0.96	1.28	0.60	0.41	1.75	1.72	1.32						
	F	1.06	1.35	1.16	1.57	2.38	2.40	1.81						
	M&F	1.02	1.32	1.01	1.20	2.14	2.15	1.64						
75-84	M	0.73	0.08	1.08	0.00	1.68	1.34	1.35						
	F	1.87	0.76	0.89	0.00	2.32	2.12	1.45						
	M&F	1.45	0.58	0.96	0.00	2.14	1.90	1.43						

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
≥85	M	1.35	0.99	1.01	NA	1.64	2.17	0.51						
	F	1.73	0.33	0.08	NA	1.90	1.53	1.34						
	M&F	1.61	0.51	0.44	NA	1.85	1.65	1.25						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	1.16	1.35	1.04	1.17	1.26	1.20	0.94	0.93	0.65	0.78	0.92	1.05	1.22
	F	1.61	1.72	1.56	1.56	1.70	1.70	1.39	1.29	0.95	1.09	1.28	1.42	1.63
	M&F	1.42	1.57	1.35	1.32	1.50	1.49	1.21	1.13	0.81	0.96	1.14	1.25	1.47
Average Days Supplied per Antibiotic Script														
0-9	M	9.14	8.99	9.21	10.15	8.93	9.18	9.19						
	F	9.32	9.18	9.36	10.83	9.08	9.29	9.20						
	M&F	9.23	9.09	9.29	10.44	9.00	9.23	9.20						
10-17	M	9.35	9.75	9.51	10.95	9.68	9.43	9.64						
	F	9.02	9.25	9.08	10.61	9.28	8.99	8.89						
	M&F	9.16	9.47	9.26	10.80	9.45	9.18	9.19						
18-34	M	9.57	9.55	9.24	12.26	9.48	9.39	9.26						
	F	8.21	8.35	7.95	10.57	8.35	8.29	7.91						
	M&F	8.40	8.53	8.09	11.38	8.55	8.44	8.07						
35-49	M	10.22	9.46	10.17	13.90	9.59	10.15	10.33						
	F	8.76	8.75	8.82	13.18	8.71	8.81	8.67						
	M&F	9.06	8.90	9.00	13.49	8.93	9.11	8.98						
50-64	M	10.05	10.13	10.65	12.04	9.99	10.09	10.28						
	F	8.91	8.96	9.16	13.53	9.20	9.10	9.08						
	M&F	9.34	9.30	9.60	12.90	9.48	9.40	9.53						
65-74	M	11.78	9.56	8.87	7.00	9.69	9.34	9.00						
	F	9.09	10.70	8.28	8.00	9.98	9.10	9.07						
	M&F	10.25	10.24	8.38	7.89	9.89	9.17	9.05						
75-84	M	5.31	5.00	11.56	NA	8.44	10.85	8.57						
	F	8.92	6.92	9.68	NA	10.11	10.10	7.97						
	M&F	8.26	6.85	10.47	NA	9.73	10.26	8.10						
≥85	M	9.50	7.73	5.40	NA	7.48	10.64	13.60						
	F	8.92	6.70	5.50	NA	10.29	9.05	7.76						
	M&F	9.08	7.24	5.41	NA	9.77	9.42	8.02						

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Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	9.35	9.29	9.40	10.61	9.28	9.38	9.45	9.76	9.24	9.42	9.66	10.04	10.37
	F	8.77	8.85	8.65	10.75	8.87	8.82	8.54	8.99	8.59	8.75	8.95	9.18	9.42
	M&F	8.97	9.00	8.88	10.68	9.02	9.01	8.83	9.27	8.88	9.01	9.22	9.50	9.77
Average Scripts PMPY for Antibiotics of Concern														
0-9	M	0.72	0.96	0.63	0.94	0.88	0.72	0.53						
	F	0.69	0.93	0.62	0.95	0.82	0.71	0.50						
	M&F	0.71	0.95	0.62	0.95	0.85	0.71	0.51						
10-17	M	0.44	0.56	0.37	0.41	0.51	0.44	0.31						
	F	0.54	0.69	0.46	0.58	0.64	0.56	0.39						
	M&F	0.49	0.62	0.42	0.47	0.57	0.49	0.35						
18-34	M	0.39	0.39	0.39	0.22	0.40	0.41	0.34						
	F	0.80	0.75	0.77	0.42	0.80	0.84	0.70						
	M&F	0.69	0.66	0.69	0.29	0.68	0.73	0.61						
35-49	M	0.52	0.53	0.59	0.33	0.57	0.64	0.52						
	F	0.87	0.86	0.93	0.37	0.93	0.96	0.78						
	M&F	0.76	0.76	0.86	0.35	0.80	0.86	0.71						
50-64	M	0.63	0.58	0.59	0.36	0.62	0.68	0.58						
	F	0.91	0.90	0.93	0.45	1.02	1.09	0.88						
	M&F	0.78	0.78	0.80	0.41	0.83	0.92	0.74						
65-74	M	0.45	0.66	0.26	0.41	1.02	0.98	0.65						
	F	0.48	0.73	0.67	1.18	1.34	1.33	0.97						
	M&F	0.46	0.70	0.56	0.93	1.22	1.20	0.86						
75-84	M	0.56	0.08	0.47	0.00	1.06	0.70	0.77						
	F	1.04	0.49	0.44	0.00	1.23	1.14	0.71						
	M&F	0.86	0.38	0.45	0.00	1.18	1.01	0.72						
≥85	M	0.76	0.72	0.54	NA	0.96	1.29	0.25						
	F	0.95	0.33	0.00	NA	1.01	0.83	0.75						
	M&F	0.89	0.43	0.21	NA	1.00	0.91	0.70						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						

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Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Total	M	0.58	0.72	0.52	0.58	0.67	0.60	0.45	0.40	0.25	0.32	0.40	0.47	0.59
	F	0.72	0.82	0.69	0.71	0.82	0.78	0.60	0.53	0.35	0.43	0.51	0.61	0.73
	M&F	0.66	0.78	0.62	0.63	0.75	0.70	0.54	0.47	0.31	0.39	0.46	0.55	0.67
Percentage of Antibiotics of Concern of All Antibiotic Scripts														
0-9	M	51.58%	55.72%	49.77%	52.74%	56.20%	49.93%	48.51%						
	F	48.15%	52.23%	47.73%	48.06%	52.26%	47.57%	45.62%						
	M&F	49.88%	53.98%	48.75%	50.70%	54.26%	48.74%	47.08%						
10-17	M	51.02%	52.50%	51.27%	46.39%	52.39%	50.74%	48.89%						
	F	46.62%	48.94%	46.79%	44.51%	48.87%	46.69%	43.96%						
	M&F	48.50%	50.50%	48.65%	45.54%	50.35%	48.42%	45.98%						
18-34	M	43.59%	43.09%	46.35%	39.08%	42.55%	44.99%	43.11%						
	F	39.71%	40.72%	39.07%	38.38%	41.52%	40.93%	38.45%						
	M&F	40.25%	41.07%	39.83%	38.71%	41.70%	41.48%	39.01%						
35-49	M	47.86%	47.61%	48.94%	40.17%	48.69%	49.43%	46.48%						
	F	47.32%	49.04%	47.14%	34.19%	49.83%	49.12%	44.77%						
	M&F	47.43%	48.73%	47.39%	36.76%	49.54%	49.19%	45.09%						
50-64	M	51.26%	52.54%	49.94%	50.00%	51.84%	51.06%	50.02%						
	F	52.11%	54.45%	53.24%	44.44%	54.70%	53.65%	51.89%						
	M&F	51.79%	53.91%	52.28%	46.79%	53.68%	52.85%	51.19%						
65-74	M	46.91%	51.61%	43.48%	100.00%	58.47%	57.07%	49.24%						
	F	44.86%	53.85%	58.12%	75.00%	56.22%	55.67%	53.60%						
	M&F	45.74%	52.94%	55.71%	77.78%	56.90%	56.08%	52.39%						
75-84	M	76.92%	100.00%	43.75%	NA	63.09%	52.34%	57.02%						
	F	55.65%	64.00%	50.00%	NA	53.06%	53.67%	48.76%						
	M&F	59.57%	65.38%	47.37%	NA	55.34%	53.40%	50.53%						
≥85	M	56.25%	72.73%	53.33%	NA	58.54%	59.52%	50.00%						
	F	54.65%	100.00%	0.00%	NA	53.17%	54.35%	56.11%						
	M&F	55.08%	85.71%	47.06%	NA	54.17%	55.56%	55.84%						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	50.33%	53.10%	49.65%	49.41%	53.04%	49.65%	47.93%	42.94%	34.74%	39.27%	43.92%	46.79%	49.40%
	F	44.92%	47.67%	44.28%	45.70%	48.36%	45.86%	42.85%	40.46%	33.77%	38.17%	40.67%	43.87%	46.60%
	M&F	46.82%	49.62%	45.92%	47.74%	50.06%	47.15%	44.46%	41.14%	34.80%	38.94%	41.51%	44.48%	46.97%

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Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Antibiotics of Concern Utilization														
Average Scripts PMPY for Quinolones														
0-9	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
10-17	M	0.01	0.01	0.01	0.02	0.01	0.01	0.01						
	F	0.02	0.03	0.02	0.05	0.03	0.03	0.02						
	M&F	0.02	0.02	0.01	0.03	0.02	0.02	0.01						
18-34	M	0.06	0.07	0.07	0.03	0.07	0.07	0.06						
	F	0.17	0.16	0.18	0.09	0.18	0.19	0.16						
	M&F	0.14	0.14	0.16	0.05	0.14	0.16	0.14						
35-49	M	0.14	0.13	0.17	0.16	0.15	0.17	0.15						
	F	0.25	0.23	0.26	0.16	0.25	0.27	0.22						
	M&F	0.22	0.20	0.24	0.16	0.22	0.24	0.20						
50-64	M	0.23	0.19	0.24	0.15	0.22	0.27	0.21						
	F	0.33	0.29	0.33	0.20	0.35	0.40	0.31						
	M&F	0.29	0.26	0.29	0.17	0.29	0.35	0.26						
65-74	M	0.21	0.21	0.18	0.41	0.42	0.46	0.36						
	F	0.17	0.28	0.26	0.39	0.54	0.61	0.44						
	M&F	0.19	0.25	0.24	0.40	0.49	0.55	0.41						
75-84	M	0.11	0.00	0.27	0.00	0.48	0.31	0.31						
	F	0.55	0.12	0.12	0.00	0.55	0.51	0.38						
	M&F	0.39	0.09	0.18	0.00	0.53	0.45	0.37						
≥85	M	0.46	0.18	0.27	NA	0.45	0.72	0.20						
	F	0.44	0.10	0.00	NA	0.52	0.45	0.42						
	M&F	0.45	0.12	0.10	NA	0.51	0.50	0.40						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.03	0.03	0.03	0.02	0.05	0.04	0.04	0.03	0.01	0.02	0.03	0.03	0.04
	F	0.10	0.10	0.11	0.04	0.13	0.12	0.10	0.08	0.05	0.06	0.07	0.09	0.11
	M&F	0.07	0.08	0.08	0.03	0.09	0.09	0.08	0.06	0.03	0.04	0.05	0.07	0.08

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Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Cephalosporins 2nd–4th Generation														
0–9	M	0.27	0.31	0.20	0.31	0.27	0.26	0.16						
	F	0.27	0.32	0.21	0.33	0.27	0.28	0.15						
	M&F	0.27	0.31	0.20	0.32	0.27	0.27	0.15						
10–17	M	0.08	0.10	0.07	0.08	0.09	0.09	0.06						
	F	0.11	0.13	0.09	0.12	0.11	0.12	0.06						
	M&F	0.10	0.12	0.08	0.09	0.10	0.10	0.06						
18–34	M	0.03	0.03	0.03	0.02	0.03	0.04	0.02						
	F	0.06	0.05	0.05	0.04	0.06	0.07	0.04						
	M&F	0.05	0.05	0.04	0.03	0.05	0.06	0.04						
35–49	M	0.04	0.03	0.04	0.01	0.05	0.05	0.03						
	F	0.07	0.06	0.05	0.01	0.06	0.08	0.05						
	M&F	0.06	0.05	0.05	0.01	0.06	0.07	0.04						
50–64	M	0.05	0.05	0.04	0.02	0.05	0.05	0.05						
	F	0.07	0.07	0.06	0.02	0.08	0.08	0.05						
	M&F	0.07	0.06	0.05	0.02	0.06	0.07	0.05						
65–74	M	0.04	0.06	0.03	0.00	0.09	0.09	0.05						
	F	0.04	0.04	0.00	0.00	0.13	0.12	0.05						
	M&F	0.04	0.05	0.01	0.00	0.12	0.11	0.05						
75–84	M	0.03	0.08	0.13	0.00	0.13	0.11	0.07						
	F	0.08	0.09	0.04	0.00	0.14	0.16	0.04						
	M&F	0.06	0.09	0.08	0.00	0.14	0.14	0.05						
≥85	M	0.13	0.18	0.13	NA	0.13	0.05	0.00						
	F	0.20	0.10	0.00	NA	0.21	0.12	0.07						
	M&F	0.18	0.12	0.05	NA	0.19	0.11	0.06						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.16	0.18	0.13	0.16	0.15	0.16	0.10	0.07	0.01	0.03	0.06	0.09	0.15
	F	0.14	0.15	0.11	0.19	0.14	0.15	0.08	0.07	0.02	0.03	0.06	0.09	0.13
	M&F	0.15	0.16	0.11	0.17	0.14	0.16	0.09	0.07	0.02	0.03	0.06	0.09	0.14

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Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Azithromycins and Clarithromycins														
0-9	M	0.26	0.41	0.23	0.34	0.38	0.26	0.20						
	F	0.25	0.39	0.22	0.33	0.36	0.25	0.19						
	M&F	0.25	0.40	0.22	0.33	0.37	0.26	0.20						
10-17	M	0.22	0.30	0.19	0.18	0.28	0.22	0.15						
	F	0.27	0.36	0.23	0.25	0.34	0.28	0.20						
	M&F	0.25	0.33	0.21	0.21	0.31	0.25	0.18						
18-34	M	0.17	0.16	0.16	0.10	0.17	0.17	0.15						
	F	0.35	0.33	0.35	0.18	0.34	0.36	0.31						
	M&F	0.30	0.28	0.31	0.13	0.29	0.31	0.27						
35-49	M	0.19	0.19	0.22	0.08	0.19	0.24	0.20						
	F	0.34	0.34	0.37	0.13	0.37	0.39	0.32						
	M&F	0.30	0.29	0.34	0.10	0.31	0.34	0.29						
50-64	M	0.19	0.19	0.17	0.12	0.18	0.21	0.17						
	F	0.32	0.33	0.32	0.18	0.35	0.39	0.31						
	M&F	0.26	0.28	0.26	0.15	0.27	0.32	0.24						
65-74	M	0.11	0.19	0.03	0.00	0.29	0.21	0.13						
	F	0.21	0.28	0.19	0.39	0.42	0.42	0.32						
	M&F	0.16	0.24	0.14	0.27	0.37	0.34	0.26						
75-84	M	0.22	0.00	0.00	0.00	0.27	0.19	0.13						
	F	0.21	0.09	0.12	0.00	0.34	0.30	0.20						
	M&F	0.22	0.07	0.08	0.00	0.32	0.27	0.19						
≥85	M	0.04	0.27	0.00	NA	0.25	0.34	0.00						
	F	0.16	0.10	0.00	NA	0.16	0.17	0.18						
	M&F	0.12	0.14	0.00	NA	0.18	0.20	0.16						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.23	0.31	0.20	0.23	0.29	0.23	0.18	0.18	0.11	0.15	0.18	0.22	0.25
	F	0.30	0.36	0.29	0.27	0.35	0.31	0.25	0.24	0.16	0.20	0.23	0.28	0.32
	M&F	0.27	0.34	0.26	0.24	0.32	0.28	0.22	0.21	0.13	0.18	0.21	0.25	0.28

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Amoxicillin/Clavulanates														
0-9	M	0.17	0.23	0.16	0.24	0.21	0.17	0.14						
	F	0.15	0.21	0.15	0.23	0.18	0.15	0.12						
	M&F	0.16	0.22	0.15	0.24	0.20	0.16	0.13						
10-17	M	0.09	0.12	0.07	0.09	0.11	0.09	0.07						
	F	0.10	0.13	0.08	0.11	0.12	0.10	0.07						
	M&F	0.10	0.13	0.08	0.10	0.11	0.10	0.07						
18-34	M	0.07	0.08	0.08	0.04	0.08	0.07	0.06						
	F	0.12	0.12	0.11	0.07	0.13	0.12	0.10						
	M&F	0.11	0.11	0.10	0.05	0.11	0.11	0.09						
35-49	M	0.09	0.10	0.10	0.07	0.10	0.10	0.09						
	F	0.13	0.15	0.15	0.06	0.15	0.15	0.12						
	M&F	0.12	0.13	0.14	0.07	0.13	0.13	0.11						
50-64	M	0.11	0.10	0.09	0.05	0.10	0.10	0.09						
	F	0.12	0.14	0.15	0.05	0.15	0.14	0.13						
	M&F	0.11	0.12	0.13	0.05	0.13	0.12	0.11						
65-74	M	0.09	0.19	0.03	0.00	0.15	0.17	0.10						
	F	0.05	0.10	0.13	0.39	0.18	0.11	0.11						
	M&F	0.07	0.14	0.10	0.27	0.17	0.14	0.11						
75-84	M	0.20	0.00	0.07	0.00	0.09	0.08	0.19						
	F	0.20	0.06	0.08	0.00	0.13	0.13	0.05						
	M&F	0.20	0.04	0.08	0.00	0.12	0.11	0.08						
≥85	M	0.13	0.09	0.13	NA	0.08	0.18	0.05						
	F	0.00	0.03	0.00	NA	0.06	0.09	0.03						
	M&F	0.04	0.05	0.05	NA	0.06	0.11	0.03						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.13	0.16	0.12	0.14	0.14	0.13	0.10	0.10	0.05	0.07	0.10	0.12	0.14
	F	0.13	0.15	0.12	0.16	0.15	0.13	0.10	0.10	0.06	0.08	0.10	0.12	0.14
	M&F	0.13	0.16	0.12	0.14	0.15	0.13	0.10	0.10	0.05	0.08	0.10	0.12	0.14

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Ketolides														
0-9	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
10-17	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
18-34	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
35-49	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
50-64	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
65-74	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
75-84	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
≥85	M	0.00	0.00	0.00	NA	0.00	0.00	0.00						
	F	0.00	0.00	0.00	NA	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	NA	0.00	0.00	0.00						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Clindamycins														
0-9	M	0.02	0.01	0.04	0.04	0.01	0.02	0.03						
	F	0.02	0.01	0.04	0.04	0.01	0.03	0.03						
	M&F	0.02	0.01	0.04	0.04	0.01	0.02	0.03						
10-17	M	0.03	0.03	0.03	0.04	0.02	0.03	0.03						
	F	0.03	0.03	0.04	0.05	0.03	0.04	0.04						
	M&F	0.03	0.03	0.04	0.04	0.03	0.03	0.04						
18-34	M	0.05	0.06	0.05	0.02	0.06	0.05	0.04						
	F	0.09	0.09	0.08	0.04	0.09	0.09	0.08						
	M&F	0.08	0.08	0.07	0.03	0.08	0.08	0.07						
35-49	M	0.05	0.07	0.06	0.01	0.08	0.07	0.06						
	F	0.07	0.09	0.09	0.01	0.09	0.09	0.07						
	M&F	0.07	0.08	0.08	0.01	0.08	0.08	0.07						
50-64	M	0.04	0.05	0.06	0.02	0.05	0.05	0.05						
	F	0.05	0.06	0.07	0.01	0.08	0.07	0.07						
	M&F	0.05	0.05	0.07	0.01	0.07	0.06	0.06						
65-74	M	0.00	0.02	0.00	0.00	0.05	0.04	0.01						
	F	0.01	0.01	0.10	0.00	0.06	0.06	0.04						
	M&F	0.01	0.02	0.07	0.00	0.06	0.05	0.03						
75-84	M	0.00	0.00	0.00	0.00	0.07	0.01	0.03						
	F	0.00	0.00	0.08	0.00	0.05	0.04	0.03						
	M&F	0.00	0.00	0.05	0.00	0.06	0.03	0.03						
≥85	M	0.00	0.00	0.00	NA	0.04	0.00	0.00						
	F	0.06	0.00	0.00	NA	0.04	0.01	0.03						
	M&F	0.04	0.00	0.00	NA	0.04	0.00	0.03						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.03	0.03	0.04	0.04	0.03	0.03	0.04	0.02	0.01	0.02	0.02	0.03	0.04
	F	0.05	0.05	0.06	0.04	0.05	0.06	0.06	0.04	0.02	0.03	0.04	0.05	0.06
	M&F	0.04	0.04	0.05	0.04	0.04	0.05	0.05	0.03	0.02	0.02	0.03	0.04	0.05

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Misc. Antibiotics of Concern														
0-9	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
10-17	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
18-34	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
35-49	M	0.01	0.00	0.01	0.00	0.01	0.01	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.01	0.00	0.00						
50-64	M	0.01	0.00	0.00	0.01	0.01	0.01	0.01						
	F	0.01	0.01	0.00	0.00	0.01	0.01	0.01						
	M&F	0.01	0.01	0.00	0.00	0.01	0.01	0.01						
65-74	M	0.00	0.00	0.00	0.00	0.02	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.01	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.02	0.00	0.00						
75-84	M	0.00	0.00	0.00	0.00	0.02	0.01	0.03						
	F	0.00	0.12	0.00	0.00	0.02	0.00	0.01						
	M&F	0.00	0.09	0.00	0.00	0.02	0.00	0.01						
≥85	M	0.00	0.00	0.00	NA	0.00	0.00	0.00						
	F	0.08	0.00	0.00	NA	0.02	0.00	0.02						
	M&F	0.05	0.00	0.00	NA	0.01	0.00	0.02						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
All Other Antibiotics Utilization														
Average Scripts PMPY for Absorbable Sulfonamides														
0-9	M	0.06	0.09	0.07	0.14	0.07	0.07	0.06						
	F	0.11	0.14	0.12	0.21	0.12	0.12	0.09						
	M&F	0.09	0.11	0.09	0.17	0.09	0.09	0.08						
10-17	M	0.06	0.08	0.05	0.08	0.07	0.06	0.04						
	F	0.11	0.14	0.10	0.18	0.13	0.12	0.09						
	M&F	0.09	0.11	0.07	0.11	0.10	0.09	0.07						
18-34	M	0.11	0.11	0.08	0.07	0.11	0.11	0.08						
	F	0.22	0.19	0.19	0.15	0.20	0.22	0.18						
	M&F	0.19	0.17	0.17	0.10	0.17	0.19	0.15						
35-49	M	0.15	0.13	0.13	0.06	0.15	0.18	0.13						
	F	0.21	0.19	0.20	0.07	0.20	0.22	0.18						
	M&F	0.19	0.17	0.18	0.07	0.18	0.21	0.17						
50-64	M	0.17	0.13	0.16	0.09	0.15	0.18	0.13						
	F	0.19	0.16	0.16	0.11	0.17	0.22	0.17						
	M&F	0.18	0.15	0.16	0.10	0.16	0.21	0.15						
65-74	M	0.11	0.19	0.05	0.00	0.15	0.18	0.11						
	F	0.16	0.06	0.06	0.00	0.21	0.25	0.17						
	M&F	0.14	0.11	0.06	0.00	0.19	0.23	0.15						
75-84	M	0.03	0.00	0.13	0.00	0.11	0.24	0.07						
	F	0.18	0.03	0.08	0.00	0.18	0.22	0.17						
	M&F	0.12	0.02	0.10	0.00	0.16	0.23	0.14						
≥85	M	0.21	0.09	0.27	NA	0.12	0.36	0.15						
	F	0.04	0.00	0.00	NA	0.18	0.18	0.15						
	M&F	0.10	0.02	0.10	NA	0.17	0.21	0.15						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.08	0.09	0.07	0.10	0.09	0.09	0.07	0.06	0.04	0.04	0.06	0.07	0.08
	F	0.16	0.16	0.15	0.19	0.16	0.17	0.13	0.11	0.07	0.09	0.11	0.14	0.15
	M&F	0.13	0.13	0.12	0.13	0.13	0.14	0.11	0.09	0.06	0.07	0.09	0.10	0.12

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Aminoglycosides														
0-9	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.02	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
10-17	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
18-34	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
35-49	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
50-64	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.01	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.01	0.00	0.00	0.00	0.00	0.00						
65-74	M	0.00	0.00	0.00	0.00	0.01	0.00	0.01						
	F	0.02	0.03	0.00	0.00	0.00	0.00	0.00						
	M&F	0.01	0.02	0.00	0.00	0.00	0.00	0.00						
75-84	M	0.00	0.00	0.00	0.00	0.01	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.01	0.01						
	M&F	0.00	0.00	0.00	0.00	0.00	0.01	0.01						
≥85	M	0.00	0.00	0.00	NA	0.00	0.00	0.00						
	F	0.00	0.00	0.00	NA	0.01	0.00	0.01						
	M&F	0.00	0.00	0.00	NA	0.01	0.00	0.01						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for 1st Generation Cephalosporins														
0-9	M	0.06	0.07	0.07	0.07	0.06	0.06	0.05						
	F	0.07	0.08	0.07	0.08	0.07	0.07	0.05						
	M&F	0.07	0.07	0.07	0.07	0.07	0.07	0.05						
10-17	M	0.08	0.08	0.06	0.06	0.07	0.07	0.05						
	F	0.09	0.09	0.07	0.07	0.09	0.09	0.06						
	M&F	0.08	0.08	0.06	0.07	0.08	0.08	0.06						
18-34	M	0.09	0.08	0.07	0.04	0.09	0.09	0.07						
	F	0.14	0.14	0.12	0.07	0.14	0.15	0.11						
	M&F	0.13	0.12	0.11	0.05	0.12	0.13	0.10						
35-49	M	0.11	0.11	0.11	0.13	0.11	0.12	0.11						
	F	0.14	0.13	0.13	0.20	0.14	0.14	0.12						
	M&F	0.13	0.13	0.12	0.17	0.13	0.13	0.12						
50-64	M	0.11	0.10	0.09	0.06	0.10	0.12	0.10						
	F	0.14	0.13	0.14	0.02	0.14	0.16	0.14						
	M&F	0.13	0.12	0.12	0.04	0.12	0.14	0.12						
65-74	M	0.07	0.12	0.08	0.00	0.13	0.16	0.14						
	F	0.07	0.03	0.07	0.00	0.17	0.18	0.16						
	M&F	0.07	0.07	0.07	0.00	0.15	0.17	0.15						
75-84	M	0.00	0.00	0.13	0.00	0.11	0.09	0.21						
	F	0.16	0.03	0.12	0.00	0.18	0.21	0.15						
	M&F	0.10	0.02	0.13	0.00	0.16	0.17	0.16						
≥85	M	0.13	0.09	0.07	NA	0.17	0.16	0.00						
	F	0.34	0.00	0.04	NA	0.08	0.16	0.13						
	M&F	0.27	0.02	0.05	NA	0.10	0.16	0.11						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.08	0.08	0.07	0.06	0.08	0.08	0.06	0.07	0.04	0.05	0.06	0.08	0.10
	F	0.11	0.11	0.10	0.08	0.11	0.11	0.09	0.09	0.05	0.06	0.08	0.11	0.14
	M&F	0.09	0.10	0.08	0.07	0.09	0.10	0.07	0.08	0.05	0.06	0.08	0.09	0.12

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Lincosamides														
0-9	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
10-17	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
18-34	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
35-49	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
50-64	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
65-74	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
75-84	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
≥85	M	0.00	0.00	0.00	NA	0.00	0.00	0.00						
	F	0.00	0.00	0.00	NA	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	NA	0.00	0.00	0.00						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Macrolides (not azith. or clarith.)														
0-9	M	0.00	0.00	0.00	0.02	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.02	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.02	0.00	0.00	0.00						
10-17	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.01	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.01	0.00	0.01	0.00	0.00	0.00						
18-34	M	0.01	0.01	0.01	0.00	0.01	0.00	0.00						
	F	0.01	0.01	0.01	0.01	0.01	0.01	0.01						
	M&F	0.01	0.01	0.01	0.01	0.01	0.01	0.01						
35-49	M	0.01	0.01	0.00	0.00	0.01	0.01	0.01						
	F	0.01	0.01	0.01	0.00	0.01	0.01	0.01						
	M&F	0.01	0.01	0.01	0.00	0.01	0.01	0.01						
50-64	M	0.01	0.01	0.00	0.00	0.01	0.01	0.00						
	F	0.01	0.02	0.01	0.00	0.01	0.01	0.01						
	M&F	0.01	0.01	0.01	0.00	0.01	0.01	0.00						
65-74	M	0.00	0.00	0.00	0.00	0.01	0.00	0.01						
	F	0.00	0.01	0.00	0.00	0.01	0.03	0.00						
	M&F	0.00	0.01	0.00	0.00	0.01	0.02	0.00						
75-84	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.01						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.01						
≥85	M	0.00	0.00	0.00	NA	0.00	0.00	0.00						
	F	0.00	0.00	0.00	NA	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	NA	0.00	0.00	0.00						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.00	0.00	0.00	0.01	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.01
	F	0.01	0.01	0.01	0.01	0.01	0.01	0.00	0.01	0.00	0.00	0.01	0.01	0.01
	M&F	0.01	0.01	0.00	0.01	0.01	0.00	0.00	0.01	0.00	0.00	0.00	0.01	0.01

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Penicillins														
0-9	M	0.54	0.60	0.49	0.59	0.54	0.58	0.45						
	F	0.55	0.62	0.48	0.66	0.55	0.58	0.44						
	M&F	0.54	0.61	0.49	0.62	0.54	0.58	0.45						
10-17	M	0.22	0.27	0.18	0.24	0.23	0.23	0.17						
	F	0.29	0.34	0.23	0.30	0.31	0.30	0.22						
	M&F	0.26	0.30	0.20	0.26	0.27	0.26	0.20						
18-34	M	0.18	0.21	0.16	0.12	0.21	0.18	0.17						
	F	0.32	0.32	0.31	0.18	0.33	0.32	0.29						
	M&F	0.28	0.29	0.28	0.14	0.30	0.28	0.26						
35-49	M	0.16	0.19	0.18	0.11	0.19	0.19	0.19						
	F	0.24	0.25	0.27	0.10	0.25	0.26	0.25						
	M&F	0.22	0.24	0.25	0.11	0.23	0.24	0.24						
50-64	M	0.14	0.12	0.16	0.05	0.14	0.16	0.17						
	F	0.18	0.16	0.20	0.07	0.19	0.20	0.21						
	M&F	0.16	0.15	0.19	0.06	0.17	0.18	0.19						
65-74	M	0.07	0.08	0.16	0.00	0.16	0.17	0.20						
	F	0.16	0.13	0.10	0.00	0.19	0.22	0.23						
	M&F	0.12	0.11	0.12	0.00	0.18	0.20	0.22						
75-84	M	0.00	0.00	0.13	0.00	0.13	0.16	0.11						
	F	0.10	0.03	0.04	0.00	0.15	0.14	0.18						
	M&F	0.06	0.02	0.08	0.00	0.15	0.14	0.16						
≥85	M	0.00	0.09	0.00	NA	0.13	0.26	0.10						
	F	0.14	0.00	0.00	NA	0.11	0.11	0.12						
	M&F	0.10	0.02	0.00	NA	0.11	0.13	0.11						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.36	0.40	0.33	0.35	0.35	0.38	0.30	0.34	0.23	0.29	0.34	0.39	0.47
	F	0.38	0.40	0.34	0.43	0.37	0.39	0.32	0.37	0.27	0.32	0.36	0.42	0.48
	M&F	0.37	0.40	0.34	0.38	0.36	0.39	0.31	0.36	0.25	0.30	0.35	0.41	0.47

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Tetracyclines														
0-9	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
10-17	M	0.05	0.08	0.05	0.07	0.07	0.06	0.05						
	F	0.06	0.08	0.07	0.06	0.08	0.06	0.06						
	M&F	0.06	0.08	0.06	0.07	0.07	0.06	0.06						
18-34	M	0.09	0.09	0.10	0.09	0.09	0.09	0.10						
	F	0.13	0.12	0.17	0.09	0.14	0.14	0.15						
	M&F	0.12	0.12	0.15	0.09	0.12	0.13	0.14						
35-49	M	0.10	0.10	0.13	0.17	0.11	0.11	0.12						
	F	0.14	0.14	0.17	0.15	0.16	0.14	0.16						
	M&F	0.13	0.12	0.16	0.16	0.14	0.13	0.15						
50-64	M	0.10	0.12	0.12	0.15	0.12	0.13	0.13						
	F	0.16	0.14	0.15	0.16	0.17	0.16	0.14						
	M&F	0.13	0.13	0.14	0.15	0.14	0.14	0.14						
65-74	M	0.17	0.19	0.03	0.00	0.21	0.16	0.16						
	F	0.13	0.24	0.17	0.20	0.20	0.17	0.15						
	M&F	0.15	0.22	0.13	0.13	0.20	0.16	0.15						
75-84	M	0.08	0.00	0.07	0.00	0.17	0.13	0.11						
	F	0.08	0.03	0.12	0.00	0.24	0.16	0.10						
	M&F	0.08	0.02	0.10	0.00	0.22	0.15	0.10						
≥85	M	0.21	0.00	0.07	NA	0.09	0.08	0.00						
	F	0.06	0.00	0.04	NA	0.14	0.06	0.10						
	M&F	0.11	0.00	0.05	NA	0.13	0.06	0.09						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.04	0.05	0.04	0.05	0.05	0.04	0.04	0.04	0.02	0.03	0.04	0.04	0.05
	F	0.08	0.08	0.10	0.04	0.09	0.08	0.09	0.06	0.04	0.05	0.06	0.07	0.09
	M&F	0.06	0.07	0.07	0.05	0.07	0.06	0.07	0.05	0.03	0.04	0.05	0.06	0.07

Table A. HEDIS 2013 Plan-Specific Rates with National Benchmarks: Utilization Measures														
Measure by Age/as Stated	Sex	Ameri-group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2012 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Average Scripts PMPY for Misc. Antibiotics														
0-9	M	0.00	0.01	0.00	0.01	0.01	0.00	0.00						
	F	0.01	0.01	0.01	0.04	0.01	0.01	0.01						
	M&F	0.01	0.01	0.00	0.02	0.01	0.01	0.00						
10-17	M	0.01	0.01	0.01	0.01	0.01	0.00	0.00						
	F	0.06	0.07	0.06	0.10	0.06	0.06	0.05						
	M&F	0.03	0.04	0.03	0.05	0.03	0.03	0.03						
18-34	M	0.03	0.02	0.02	0.01	0.02	0.02	0.02						
	F	0.39	0.31	0.40	0.15	0.31	0.37	0.38						
	M&F	0.29	0.23	0.32	0.07	0.22	0.28	0.29						
35-49	M	0.05	0.04	0.06	0.02	0.04	0.04	0.05						
	F	0.22	0.17	0.26	0.18	0.18	0.22	0.24						
	M&F	0.17	0.13	0.22	0.10	0.13	0.17	0.19						
50-64	M	0.06	0.05	0.06	0.02	0.05	0.06	0.05						
	F	0.16	0.14	0.15	0.20	0.16	0.19	0.15						
	M&F	0.11	0.11	0.12	0.11	0.11	0.14	0.10						
65-74	M	0.09	0.04	0.03	0.00	0.07	0.06	0.04						
	F	0.05	0.12	0.09	0.20	0.26	0.21	0.14						
	M&F	0.07	0.09	0.07	0.13	0.19	0.15	0.11						
75-84	M	0.06	0.00	0.13	0.00	0.09	0.02	0.08						
	F	0.31	0.15	0.08	0.00	0.32	0.25	0.13						
	M&F	0.22	0.11	0.10	0.00	0.25	0.18	0.12						
≥85	M	0.04	0.00	0.07	NA	0.16	0.03	0.00						
	F	0.20	0.00	0.00	NA	0.36	0.20	0.10						
	M&F	0.15	0.00	0.03	NA	0.32	0.17	0.09						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.01	0.01	0.01	0.01	0.02	0.01	0.01	0.01	0.00	0.01	0.01	0.01	0.02
	F	0.16	0.14	0.18	0.08	0.14	0.16	0.17	0.12	0.08	0.10	0.12	0.14	0.17
	M&F	0.10	0.09	0.11	0.04	0.09	0.10	0.10	0.07	0.05	0.06	0.07	0.08	0.10

APPENDIX B | HEDIS 2012 National Medicaid Means and Percentiles

Table B. HEDIS 2012 National Medicaid Means and Percentiles

Measure	Medicaid Mean	Percentile				
		10th	25th	50th	75th	90th
<i>HEDIS Effectiveness of Care Measures</i>						
Prevention and Screening						
Adult BMI Assessment (ABA)	52.57%	4.41%	46.90%	57.94%	70.60%	78.35%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC):						
BMI Percentile: 3–11 years	45.84%	1.31%	27.99%	47.52%	68.58%	77.97%
12–17 years	46.56%	2.04%	29.50%	49.42%	67.65%	75.00%
Total	45.99%	1.55%	29.20%	47.45%	66.67%	77.13%
Counseling for Nutrition: 3–11 years	51.58%	0.71%	43.32%	57.09%	69.45%	78.79%
12–17 years	46.92%	1.17%	36.38%	50.00%	63.60%	74.81%
Total	50.08%	0.82%	42.82%	54.88%	67.15%	77.61%
Counseling for Physical Activity: 3–11 years	39.37%	0.09%	29.82%	42.17%	54.48%	63.57%
12–17 years	43.23%	0.20%	32.95%	47.00%	60.34%	69.11%
Total	40.63%	0.16%	31.63%	43.29%	56.20%	64.87%
Childhood Immunization Status (CIS):						
DTaP	79.81%	71.53%	75.74%	80.63%	85.16%	88.47%
IPV	90.54%	84.03%	88.19%	92.21%	94.65%	95.86%
MMR	90.87%	85.65%	88.81%	91.65%	93.52%	95.42%
HiB	90.98%	85.12%	88.86%	92.46%	94.79%	96.11%
HepB	88.78%	80.05%	86.86%	90.75%	93.52%	95.38%
VZV	90.47%	85.64%	88.56%	91.22%	93.19%	95.12%
PCV	79.28%	71.59%	74.94%	80.93%	85.16%	87.74%
HepA	39.16%	25.79%	33.09%	38.32%	45.70%	52.78%
RV	62.35%	46.30%	56.87%	63.70%	70.49%	74.07%
Flu	44.81%	24.57%	36.98%	44.90%	54.06%	59.69%
Combination 2	74.48%	64.23%	69.10%	75.35%	80.79%	84.18%
Combination 3	70.64%	58.88%	64.72%	71.93%	77.49%	82.48%
Combination 4	34.19%	20.92%	27.78%	33.92%	40.39%	46.93%
Combination 5	51.88%	36.50%	46.47%	52.92%	59.76%	64.68%
Combination 6	37.93%	20.19%	30.90%	37.57%	45.50%	56.20%
Combination 7	27.09%	15.29%	20.92%	26.03%	33.33%	38.50%
Combination 8	20.89%	10.90%	14.36%	20.88%	25.69%	31.25%
Combination 9	30.48%	14.81%	22.87%	29.79%	38.19%	45.05%
Combination 10	17.30%	8.10%	11.54%	16.51%	21.41%	27.49%

Table B. HEDIS 2012 National Medicaid Means and Percentiles						
Measure	Medicaid Mean	Percentile				
		10th	25th	50th	75th	90th
Immunizations for Adolescents (IMA):						
Meningococcal	63.18%	42.86%	53.04%	64.23%	73.89%	82.84%
Tdap/Td	75.80%	53.53%	70.60%	78.83%	85.16%	90.27%
Combination 1	60.54%	39.77%	50.36%	62.29%	70.83%	80.91%
Human Papillomavirus Vaccine for Female Adolescents (HPV)	17.71%	7.03%	12.18%	18.09%	22.27%	26.28%
Lead Screening in Children (LSC)	67.81%	39.23%	57.52%	71.41%	81.86%	86.56%
Breast Cancer Screening (BCS)	50.43%	36.80%	44.82%	50.46%	56.58%	62.76%
Cervical Cancer Screening (CCS)	66.72%	51.85%	61.81%	69.10%	73.24%	78.51%
Chlamydia Screening in Women (CHL):						
16–20 years	54.91%	42.94%	48.80%	54.18%	61.21%	67.38%
21–24 years	63.43%	52.45%	59.09%	64.36%	69.86%	72.67%
Total	58.00%	47.62%	52.70%	58.40%	63.89%	68.83%
Respiratory Conditions						
Appropriate Testing for Children With Pharyngitis (CWP)	66.66%	49.98%	58.50%	70.00%	76.37%	83.86%
Appropriate Treatment for Children With Upper Respiratory Infection (URI)	85.32%	77.36%	80.64%	85.34%	89.96%	93.20%
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (AAB)	24.30%	16.45%	18.98%	22.14%	26.67%	33.33%
Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)	32.02%	20.47%	25.87%	31.90%	38.38%	44.01%
Pharmacotherapy Management of COPD Exacerbation (PCE):						
Systemic corticosteroid	64.11%	48.84%	57.14%	66.67%	72.76%	76.27%
Bronchodilator	80.45%	71.32%	75.54%	82.22%	85.71%	88.10%
Use of Appropriate Medications for People With Asthma (ASM):						
5–11 years	90.51%	84.95%	88.79%	91.59%	93.83%	95.41%
12–18 years	86.61%	80.95%	83.72%	86.96%	89.56%	92.30%
19–50 years	74.72%	63.78%	69.29%	75.53%	80.99%	84.42%
51–64 years	72.94%	58.11%	65.96%	73.81%	81.51%	85.58%
Total	84.99%	79.72%	82.54%	85.87%	88.19%	90.56%
Medication Management for People With Asthma (MMA):						
Medication Compliance 50%: 5–11 years	50.35%	39.50%	44.02%	50.89%	55.70%	61.79%
12–18 years	49.01%	39.22%	43.09%	48.92%	53.33%	60.72%
19–50 years	56.13%	43.21%	50.96%	56.51%	61.90%	67.10%
51–64 years	71.11%	61.29%	65.75%	73.03%	77.42%	80.67%
Total	52.31%	42.87%	47.31%	52.31%	56.98%	62.39%

Table B. HEDIS 2012 National Medicaid Means and Percentiles						
Measure	Medicaid Mean	Percentile				
		10th	25th	50th	75th	90th
Medication Compliance 75%: 5–11 years	28.15%	17.00%	22.54%	27.25%	32.18%	40.75%
12–18 years	27.18%	17.57%	21.80%	25.63%	31.48%	37.61%
19–50 years	34.81%	22.50%	28.57%	34.03%	39.68%	47.65%
51–64 years	49.81%	38.60%	41.89%	50.00%	55.71%	64.71%
Total	30.26%	20.39%	24.62%	29.14%	33.71%	40.17%
Asthma Medical Ratio (AMR)*:						
5–11 years						
12–18 years						
19–50 years						
51–64 years						
Total						
Cardiovascular Conditions						
Cholesterol Management for Patients With Cardiovascular Conditions (CMC):						
LDL-C Screening	81.99%	76.00%	78.49%	82.48%	85.12%	88.83%
LDL-C Control (<100 mg/dL)	42.08%	28.40%	35.13%	42.39%	49.18%	55.56%
Controlling High Blood Pressure (CBP)	56.78%	42.22%	50.00%	57.52%	63.65%	69.11%
Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)	80.49%	66.67%	72.92%	83.47%	88.24%	91.20%
Diabetes						
Comprehensive Diabetes Care (CDC):						
HbA1c Testing	82.53%	74.90%	78.54%	82.38%	87.01%	91.13%
HbA1c Control (<7.0%)	35.42%	25.40%	30.43%	36.72%	41.64%	44.01%
HbA1c Control (<8.0%)	48.08%	35.04%	42.09%	48.72%	55.70%	59.37%
Retinal Eye Exam Performed	53.35%	36.25%	45.03%	52.88%	61.75%	69.72%
LDL-C Screening	75.00%	64.38%	70.34%	76.16%	80.88%	83.45%
LDL-C Control (<100 mg/dL)	35.23%	23.06%	28.47%	35.86%	41.02%	46.44%
Medical Attention for Nephropathy	77.84%	68.43%	73.48%	78.71%	83.03%	86.93%
Blood Pressure Control (<140/80 mm Hg)	39.41%	27.31%	33.09%	39.10%	46.20%	54.99%
Blood Pressure Control (<140/90 mm Hg)	60.95%	47.02%	54.48%	63.50%	69.82%	75.44%
Musculoskeletal Conditions						
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)	68.88%	57.45%	63.54%	69.28%	75.09%	80.98%
Use of Imaging Studies for Low Back Pain (LBP)	75.78%	69.52%	72.04%	75.67%	79.38%	82.04%
Behavioral Health						
Antidepressant Medication Management (AMM):						
Effective Acute Phase Treatment	51.11%	43.40%	46.98%	49.42%	52.74%	61.58%
Effective Continuation Phase Treatment	34.43%	26.73%	29.96%	32.42%	37.31%	42.94%

Table B. HEDIS 2012 National Medicaid Means and Percentiles

Measure	Medicaid Mean	Percentile				
		10th	25th	50th	75th	90th
Follow-Up Care for Children Prescribed ADHD Medication (ADD):						
Initiation Phase	38.83%	22.97%	32.93%	39.19%	44.46%	52.48%
Continuation and Maintenance Phase	45.87%	21.79%	38.36%	47.09%	56.10%	63.11%
Follow-Up After Hospitalization for Mental Illness (FUH):						
7-day follow-up	46.50%	24.03%	32.20%	46.06%	57.68%	69.57%
30-day follow-up	64.99%	36.04%	57.29%	67.65%	77.47%	84.28%
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medication (SSD) *						
Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD) *						
Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia (SMC) *						
Adherence to Antipsychotic Medications for Individuals With Schizophrenia (SAA) *						
Medication Management						
Annual Monitoring for Patients on Persistent Medications (MPM):						
ACE Inhibitors or ARBs	85.86%	80.15%	83.72%	86.89%	89.18%	91.33%
Digoxin	90.28%	83.33%	87.93%	90.95%	93.41%	95.56%
Diuretics	85.39%	78.52%	83.19%	86.40%	88.93%	91.30%
Anticonvulsants	65.16%	53.72%	61.70%	65.29%	70.27%	74.71%
Total	83.86%	78.45%	81.16%	84.81%	87.02%	88.55%
Measures Collected Through CAHPS Health Plan Survey						
Medical Assistance With Smoking Cessation (MSC) **:						
Advising Smokers and Tobacco Users to Quit	74.55%	65.49%	71.41%	75.11%	79.38%	81.36%
Discussing Cessation Medications	44.29%	32.95%	37.42%	44.50%	50.81%	56.62%
Discussing Cessation Strategies	40.29%	31.28%	34.03%	40.65%	44.85%	50.66%
HEDIS Effectiveness of Care Measures Where Lower Rates Indicated Better Performance						
Comprehensive Diabetes Care (CDC):						
HbA1c Poor Control (>9.0%)	43.04%	28.95%	34.33%	41.68%	50.31%	58.24%
HEDIS Access/Availability of Care Measures						
Adults' Access to Preventive/Ambulatory Health Services (AAP):						
20–44 years	80.04%	67.40%	77.96%	82.34%	85.43%	88.52%
45–64 years	86.05%	78.26%	84.09%	87.31%	89.94%	90.96%
Children and Adolescents' Access to Primary Care Practitioners (CAP):						
12–24 months	96.07%	93.06%	95.56%	97.02%	97.88%	98.39%
25 months–6 years	88.19%	83.16%	86.62%	89.19%	91.40%	92.63%
7–11 years	89.54%	83.37%	87.56%	90.58%	92.88%	94.51%
12–19 years	87.89%	81.78%	86.04%	89.21%	91.59%	93.01%

Table B. HEDIS 2012 National Medicaid Means and Percentiles						
Measure	Medicaid Mean	Percentile				
		10th	25th	50th	75th	90th
Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment (IET):						
Initiation of AOD Treatment: 13–17 years	40.49%	23.14%	32.81%	42.03%	48.13%	56.85%
≥18 years	39.38%	30.65%	34.57%	39.02%	43.61%	50.13%
Total	39.19%	29.93%	34.30%	38.80%	43.62%	49.44%
Engagement of AOD Treatment: 13–17 years	17.37%	2.04%	9.09%	16.57%	27.11%	31.53%
≥18 years	11.49%	2.48%	5.40%	11.40%	17.81%	20.67%
Total	11.93%	2.41%	5.84%	11.72%	18.56%	21.24%
Prenatal and Postpartum Care (PPC):						
Timeliness of Prenatal Care	82.75%	72.02%	80.54%	86.13%	90.39%	93.33%
Postpartum Care	64.12%	52.43%	58.70%	64.98%	71.05%	74.73%
Call Answer Timeliness (CAT)	83.21%	68.38%	80.09%	85.37%	89.62%	93.57%
HEDIS Utilization and Relative Resource Use Measures						
Utilization						
Frequency of Ongoing Prenatal Care (FPC):						
<21%	10.01%	2.43%	4.57%	6.58%	10.71%	19.11%
21–40%	6.52%	2.01%	3.23%	4.66%	7.30%	13.14%
41–60%	8.20%	3.89%	5.47%	7.50%	10.34%	14.01%
61–80%	14.45%	8.10%	11.34%	14.37%	17.79%	21.39%
≥81%	60.93%	39.42%	52.55%	64.65%	72.99%	82.75%
Well-Child Visits in the First 15 Months of Life (W15):						
0 Visits	1.95%	0.46%	0.72%	1.22%	2.43%	3.89%
1 Visits	1.90%	0.44%	0.97%	1.57%	2.68%	3.65%
2 Visits	3.14%	1.20%	1.97%	2.92%	3.94%	5.14%
3 Visits	5.40%	2.62%	3.66%	4.74%	6.75%	9.49%
4 Visits	9.50%	5.11%	7.18%	8.78%	11.34%	13.14%
5 Visits	16.19%	10.00%	13.10%	16.30%	19.71%	21.96%
6 or More Visits	61.75%	43.80%	54.31%	62.95%	70.70%	77.31%
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)	72.03%	61.07%	65.51%	72.26%	79.32%	83.04%
Adolescent Well-Care Visits (AWC)	49.71%	35.52%	42.11%	49.65%	57.61%	64.72%

*First year measurement

**The three MSC rates were included in the 2012 Quality Compass; all other Medicaid national rates were taken from NCQA's 2012 HEDIS Audit Means, Percentiles and Ratios.

APPENDIX C | MCO Population Reported in Member Months

Table C. HEDIS 2013 MCO Population Reported in Member Months by Age and Sex

Age Group	Amerigroup			BlueCare-East			BlueCare-West			TennCareSelect			UnitedHealthcare-East			UnitedHealthcare-Middle			UnitedHealthcare-West		
Age	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
<1	54295	51176	105,471	51921	48376	100,297	45434	42852	88,286	7360	7054	14,414	43639	41380	85,019	53610	52065	105,675	43122	40289	83,411
1-4	191952	183086	375,038	184094	177622	361,716	167319	161737	329,056	42679	34529	77,208	157652	150855	308,507	191335	185104	376,439	157452	154222	311,674
5-9	198550	193735	392,285	196883	191436	388,319	170660	171429	342,089	71870	43246	115,116	181242	175766	357,008	199504	194468	393,972	164436	165110	329,546
10-14	160356	156056	316,412	164099	157312	321,411	144332	146677	291,009	84543	46015	130,558	149547	149380	298,927	158155	153168	311,323	133905	134469	268,374
15-17	75326	79100	154,426	83441	84377	167,818	71991	74276	146,267	62721	35568	98,289	72575	75852	148,427	74772	73058	147,830	68626	73874	142,500
18-19	41256	54990	96,246	43882	57355	101,237	41678	51708	93,386	38092	21039	59,131	41478	52895	94,373	39258	48203	87,461	41097	55521	96,618
0-19 Subtotal	721,735	718,143	1,439,878	724,320	716,478	1,440,798	641,414	648,679	1,290,093	307,265	187,451	494,716	646,133	646,128	1,292,261	716,634	706,066	1,422,700	608,638	623,485	1,232,123
0-19 Subtotal %	77.58%	58.20%	66.53%	76.01%	53.74%	63.02%	82.61%	55.13%	66.05%	93.96%	92.65%	93.46%	70.42%	54.30%	61.32%	76.98%	55.49%	64.57%	77.75%	55.15%	64.39%
20-24	40215	118416	158,631	34283	127664	161,947	29539	117147	146,686	14166	9123	23,289	43712	101475	145,187	34805	113277	148,082	38129	121986	160,115
25-29	25667	101970	127,637	31654	121010	152,664	17630	111807	129,437	1150	1074	2,224	24781	85524	110,305	26379	112382	138,761	14516	93517	108,033
30-34	27271	90037	117,308	33163	102846	136,009	16524	100110	116,634	957	998	1,955	28451	85207	113,658	29628	98991	128,619	17216	85210	102,426
35-39	24103	67309	91,412	29099	78254	107,353	13583	67149	80,732	570	723	1,293	29637	68717	98,354	25637	71188	96,825	17095	63739	80,834
40-44	21531	46962	68,493	25420	55945	81,365	11608	43263	54,871	588	711	1,299	28850	49859	78,709	22861	49953	72,814	15878	42616	58,494
20-44 Subtotal	138,787	424,694	563,481	153,619	485,719	639,338	88,884	439,476	528,360	17,431	12,629	30,060	155,431	390,782	546,213	139,310	445,791	585,101	102,834	407,068	509,902
20-44 Subtotal %	14.92%	34.42%	26.04%	16.12%	36.43%	27.97%	11.45%	37.35%	27.05%	5.33%	6.24%	5.68%	16.94%	32.84%	25.92%	14.96%	35.03%	26.56%	13.14%	36.01%	26.65%
45-49	19379	31281	50,660	22581	43320	65,901	11356	30148	41,504	679	602	1,281	26887	37966	64,853	20559	35542	56,101	16253	29630	45,883
50-54	19982	25159	45,141	21205	35003	56,208	12907	24144	37,051	677	614	1,291	29871	35334	65,205	18784	29303	48,087	18751	24434	43,185
55-59	17556	19374	36,930	17837	28701	46,538	12960	19158	32,118	563	538	1,101	27784	30025	57,809	16845	22323	39,168	18677	19356	38,033
60-64	11142	12810	23,952	12452	22525	34,977	8144	13329	21,473	313	382	695	17666	21941	39,607	10742	16921	27,663	12202	13055	25,257
45-64 Subtotal	68,059	88,624	156,683	74,075	129,549	203,624	45,367	86,779	132,146	2,232	2,136	4,368	102,208	125,266	227,474	66,930	104,089	171,019	65,883	86,475	152,358
45-64 Subtotal %	7.32%	7.18%	7.24%	7.77%	9.72%	8.91%	5.84%	7.37%	6.77%	0.68%	1.06%	0.83%	11.14%	10.53%	10.79%	7.19%	8.18%	7.76%	8.42%	7.65%	7.96%
65-69	733	830	1,563	427	639	1,066	335	971	1,306	45	45	90	6190	9490	15,680	3556	5995	9,551	2712	4512	7,224
70-74	281	376	657	153	171	324	122	238	360	15	41	56	3527	6914	10,441	2108	3643	5,751	1482	3392	4,874
75-79	255	345	600	94	201	295	91	145	236	13	17	30	2056	4851	6,907	1185	2698	3,883	688	2266	2,954
80-84	173	393	566	52	193	245	87	153	240	1	6	7	1138	3008	4,146	727	1999	2,726	391	1406	1,797
85-89	169	324	493	92	178	270	84	149	233	0	0	0	623	2106	2,729	333	1333	1,666	133	980	1,113
≥90	115	272	387	41	186	227	94	135	229	0	4	4	276	1280	1,556	131	827	958	103	1000	1,103
≥65 Subtotal	1,726	2,540	4,266	859	1,568	2,427	813	1,791	2,604	74	113	187	13,810	27,649	41,459	8,040	16,495	24,535	5,509	13,556	19,065
≥65 Subtotal: %	0.19%	0.21%	0.20%	0.09%	0.12%	0.11%	0.10%	0.15%	0.13%	0.02%	0.06%	0.04%	1.51%	2.32%	1.97%	0.86%	1.30%	1.11%	0.70%	1.20%	1.00%
Total	930,307	1,234,001	2,164,308	952,873	1,333,314	2,286,187	776,478	1,176,725	1,953,203	327,002	202,329	529,331	917,582	1,189,825	2,107,407	930,914	1,272,441	2,203,355	782,864	1,130,584	1,913,448