Experts in Defining and Improving the Quality of Health Care

COMMONWEALTH OF PENNSYLVANIA INSURANCE DEPARTMENT ADULTBASIC HEALTH INSURANCE PROGRAM HEDIS® 2009 PERFORMANCE REPORT

FINAL REPORT

Issue Date: November 12, 2009

IPRO
Corporate Headquarters
Managed Care Department
1979 Marcus Avenue, First Floor
Lake Success, NY 11042-1002
516-326-7767 • 516-326-6177 (Fax)

Table of Contents

About adultBasic 3

Access to Care 5

Adults' Access to Preventative/Ambulatory Health Services (AAP) 6

Prenatal and Postpartum Care (PPC) 9

Use of Services 12

Ambulatory Care (AMBA) 14

Ambulatory Care - Emergency Department Visits 14

Ambulatory Care - Outpatient Visits 17

Ambulatory Care - Ambulatory Surgery/Procedures 20

Inpatient Utilization - General Hospital/Acute Care (IPUA) 23

Inpatient Utilization - Total Discharges 23

Inpatient Utilization - Medicine Discharges 25

Inpatient Utilization - Surgery Discharges 27

Inpatient Utilization - Maternity Discharges 29

Effectiveness of Care 31

Body Mass Index Screening (BMI) 33

Breast Cancer Screening (BCS) 35

Cervical Cancer Screening (CCS) 37

Chlamydia Screening in Women (CHL) 39

Controlling High Blood Pressure (CBP) 42

Comprehensive Diabetes Care (CDC) 44

Comprehensive Diabetes Care – Hemoglobin A1C (HbA1C) Testing 44

Comprehensive Diabetes Care – Poor HbA1C Control (>9.0%) 46

Comprehensive Diabetes Care – Adequate HbA1C Control (<8.0%) 47

Comprehensive Diabetes Care – Good HbA1C Control (<7.0%) 48

Comprehensive Diabetes Care – LDL-C Control (<100 mg/dL) 52

Comprehensive Diabetes Care – Blood Pressure Control (<130/80 mm Hg) 54

Comprehensive Diabetes Care – Blood Pressure Control (<140/90 mm Hg) 55

About adultBasic

In June 2001, legislation was enacted that created Pennsylvania's (PA's) blueprint for use of its share of funds to be received through the National Tobacco Settlement Agreement. Included in the programs or services authorized by the Health Investment Insurance Act (Act 77 of 2001), was a stand-alone health insurance program designed to provide basic insurance coverage to low-income adults. The adultBasic (aB) program was launched in 2002 to cover the basic healthcare needs of Pennsylvanians between 19 and 64 years old who have no health insurance and who meet certain eligibility requirements. The program is also funded by payments made pursuant to the Community Health Reinvestment Agreement, which was entered into on February 2, 2005, by Pennsylvania's four Blue Cross and Blue Shield plans.

With an enrollment of approximately 42,000 as of October 2009, aB offers basic benefits including preventative care, physician services, diagnosis and treatment of illness or injury, in-patient hospitalization, outpatient hospital services, emergency accident and medical care.

To be eligible for aB coverage, an individual must:

- Be between the ages of 19 and 64
- Have income at or below 200 percent of the Federal Poverty Level
- Have no other health coverage, including Medicaid
- Have no health coverage within 90 days before determination of eligibility for aB
- Be a resident of the Commonwealth for at least 90 days
- Be a U.S. citizen or legal permanent resident

adultBasic Health Plans

aB is administered through the Pennsylvania Insurance Department (PID) with care provided by the following five health plans (contractors):

- *First Priority Health*: Blue Cross of Northeastern Pennsylvania
- *Highmark Blue Shield*: Highmark Inc. through Highmark Blue Shield
- *Highmark Blue Cross Blue Shield*: Highmark Inc. through Highmark Blue Cross Blue Shield
- *Keystone Health Plan East*: Independence Blue Cross
- *Unison aB*: Unison Health Plan

Among the services provided to adults enrolled in aB are:

- Inpatient Hospital Care (including maternity care)
- Short Procedure Unit Care
- Emergency Room Care
- Primary Care
- Specialist Care
- Surgery
- Obstetrics
- Laboratory/Pathology Tests
- X-Rays
- Routine Mammograms
- Rehabilitative Care (in lieu of inpatient hospital care)
- Ambulance Service
- Diabetic Supplies and Injections
- Routine Gynecological Care

Methodology

Information in the *Performance Report* is drawn primarily from Healthcare Effectiveness Data and Information Set (HEDIS®[1]) performance measures, which are a standard set of performance measures developed by the National Committee for Quality Assurance (NCQA™). Rates for HEDIS 2009 measures listed throughout this report reflect services delivered during the 2008 calendar year (CY) or where applicable in CY 2007. Similarly, HEDIS 2008 rates reflect services delivered during CY 2007 and CY 2006.

The aB 2009 Performance Report is organized with performance measures grouped by HEDIS domain into three sections: Access to Care, Use of Services and Effectiveness of Care. For each performance measure, a measure description is provided followed by results and analyses, including narrative analysis, tables and graphs where applicable. Comparison tables including Medicaid Managed Care (MMC) National, MMC Regional (Mid-Atlantic region: New Jersey, New York, Pennsylvania) and PA MMC benchmarks are also included when available.

[1] HEDIS® is a registered trademark of the National Committee for Quality Assurance

Access to Care

Measure	Description
Adult's Access to Preventive /Ambulatory Health Services	The percentage of enrollees 20 to 44 and 45 to 64 years old who had an ambulatory or preventive care visit during the measurement year.
Prenatal and Postpartum Care	The percentage of women who delivered a live birth between November 6 of the year prior to the measurement year and November 5 of the measurement year, who were enrolled for at least 43 days prior to delivery and through 56 days after delivery who received timely prenatal care and who had a postpartum visit between 21 and 56 days after their delivery.

Exhibit 1

HEDIS 2009 Measure	PA aB Weighted Average	MMC Weighted Average
Adults' Access to Preventive/Ambulatory Health Services (AAP)		
AAP: Ages 20 - 44 years	79.71%	80.10%
AAP: Ages 45 - 64 years	84.13%	87.21%
Prenatal and Postpartum Care (PPC)		
PPC: Timeliness of Prenatal Care	86.52%	84.45%
PPC: Postpartum Care	73.58%	62.40%

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

Measure Description

The Adults' Access to Preventative/Ambulatory Health Services measure assesses the percentage of enrollees 20 to 44 and 45 to 64 years old that had an ambulatory or preventive care visit during the measurement year.

AAP 20-44 Years: Results

Table 1.0

AAP Ages 20-44 Years	HEDIS 2009
PA aB Weighted Average	79.71
PA Medicaid Weighted Average	80.10
Medicaid Average - National	79.81
Medicaid Average - Regional	81.08

AAP 20-44 Years: Analysis

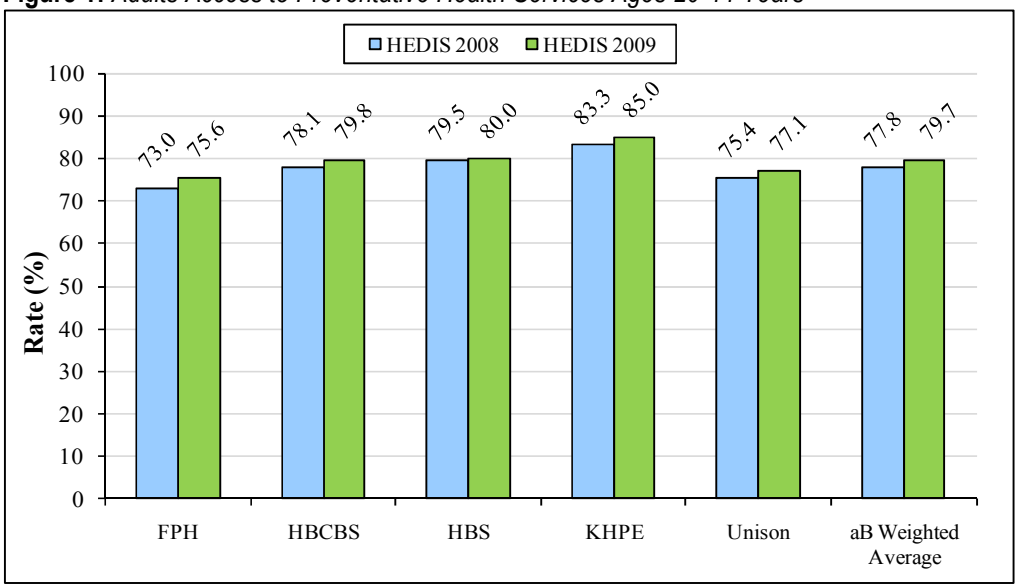
The PA aB HEDIS 2009 Adults Access to Preventative/Ambulatory Health Services weighted average for adults 20-44 years was 79.71% which was 1.87 percentage points above the HEDIS 2008 weighted average of 77.84%. All five aB Contractors reported increased rates from HEDIS 2008 with access rates ranging from a low of 75.57% to a high of 84.97%.

Table 1.1: *Adults Access to Preventative Health Services Ages 20-44 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
83.28	**84.97** ↑	**Keystone East**
79.48	**79.97** ↑	**Highmark BS**
78.09	**79.80** ↑	**Highmark BC/BS**
77.84	79.71 ↑	**adultBasic Weighted Average**
75.38	77.06 ↑	**Unison**
73.00	75.57 ↑	**First Priority Health**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 1: *Adults Access to Preventative Health Services Ages 20-44 Years*



AAP 45-64 Years: Results

Table 1.2

AAP Ages 45-64 Years	HEDIS 2009
PA aB Weighted Average	84.13
PA Medicaid Weighted Average	87.21
Medicaid Average - National	85.46
Medicaid Average - Regional	87.13

AAP 45-64 Years: Analysis

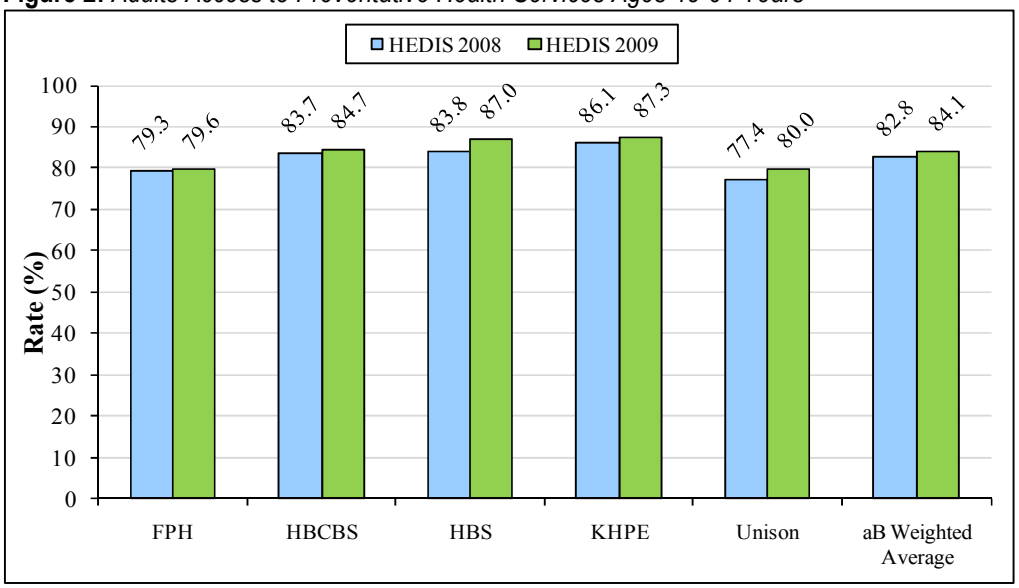
The PA aB HEDIS 2009 Adults Access to Preventative/Ambulatory Health Services weighted average for adults 45-64 years was 84.13% which was 1.30 percentage points above the HEDIS 2008 weighted average of 82.83%. All five aB contractors reported increased rates from HEDIS 2008 with access rates ranging from a low of 79.57% to a high of 87.33%.

Table 1.3: *Adults Access to Preventative Health Services Ages 45-64 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
86.10	**87.33** ↑	**Keystone East**
83.82	**86.98** ↑	**Highmark BS**
83.65	**84.65** ↑	**Highmark BC/BS**
82.83	84.13 ↑	**adultBasic Weighted Average**
77.40	79.98 ↑	**Unison**
79.34	79.57 ↑	**First Priority Health**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 2: *Adults Access to Preventative Health Services Ages 45-64 Years*



Prenatal and Postpartum Care (PPC)

Measure Description

The Prenatal and Postpartum care measure assesses the percentage of women who delivered a live birth between November 6 of the year prior to the measurement year and November 5 of the measurement year, who were enrolled for at least 43 days prior to delivery through 56 days after delivery who received timely prenatal care and who had a postpartum visit between 21 and 56 days after their delivery.

PPC Timeliness of Prenatal Care: Results

Table 1.4

Timeliness of Prenatal Care	HEDIS 2009
PA aB Weighted Average	86.52
PA Medicaid Weighted Average	84.45
Medicaid Average - National	81.94
Medicaid Average - Regional	83.58

PPC Timeliness of Prenatal Care: Analysis

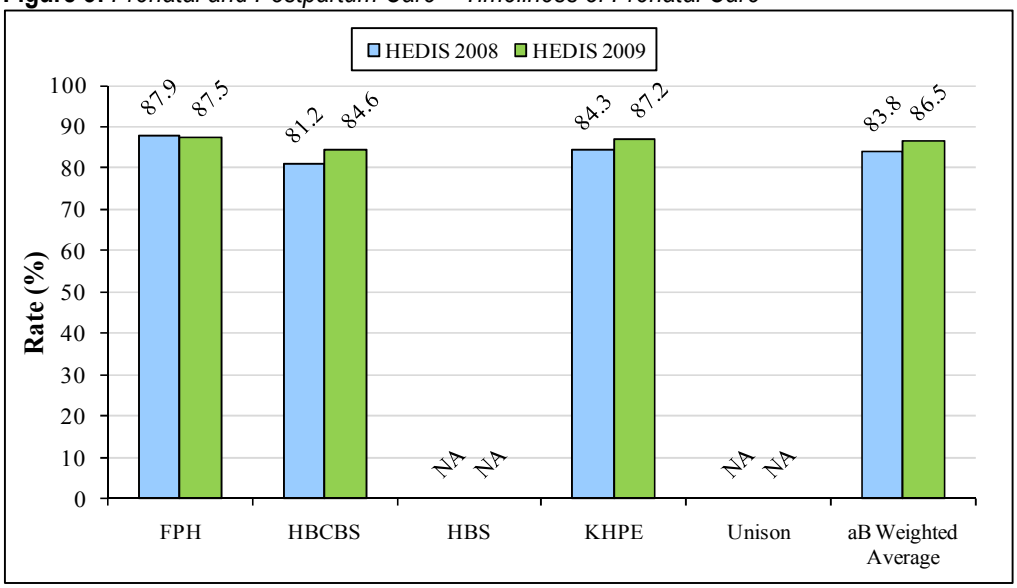
The PA aB HEDIS 2009 Prenatal and Postpartum Care - Timeliness of Prenatal Care weighted average at 86.52% was 2.68 percentage points above the HEDIS 2008 weighted average of 83.84%. Three of five aB Contractors provided valid rates for this measure, with two Contractors not providing rates due to less than 30 members receiving the service. Two of three Contractors reported increased rates from HEDIS 2008, and one Contractor reported a decreased rate from HEDIS 2008 with Timeliness of Prenatal Care rates ranging from a low of 84.62% to a high of 87.50%.

Table 1.5: *Prenatal and Postpartum Care – Timeliness of Prenatal Care*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
87.88	**87.50** ↓	**First Priority Health**
84.25	**87.16** ↑	**Keystone East**
83.84	86.52 ↑	**adultBasic Weighted Average**
81.16	84.62 ↑	**Highmark BC/BS**
NA	NA	**Highmark BS**
NA	NA	**Unison**

- NA = denominator <30
- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 3: *Prenatal and Postpartum Care – Timeliness of Prenatal Care*



- NA = denominator <30

PPC Postpartum Care: Results

Table 1.6

Postpartum Care	HEDIS 2009
PA aB Weighted Average	73.58
PA Medicaid Weighted Average	62.40
Medicaid Average - National	62.65
Medicaid Average - Regional	63.88

PPC Postpartum Care: Analysis

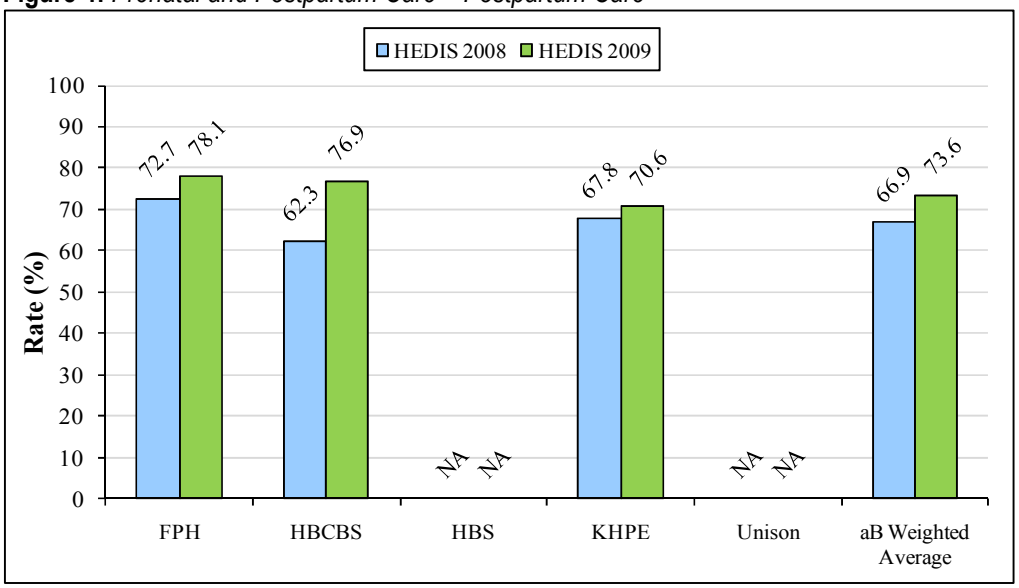
The PA aB HEDIS 2009 Prenatal and Postpartum Care - Postpartum Care weighted average at 73.58% was 6.69 percentage points above the HEDIS 2008 weighted average of 66.89%. Three aB Contractors reported valid rates for this measure, with two Contractors not reporting a rate due to less than 30 members receiving the service. All three Contractors reported increased rates from HEDIS 2008 with Postpartum Care rates ranging from a low of 70.64% to a high of 78.13%.

Table 1.7: *Prenatal and Postpartum Care – Postpartum Care*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
72.73	**78.13** ↑	**First Priority Health**
62.32	**76.92** ↑	**Highmark BC/BS**
66.89	73.58 ↑	**adultBasic Weighted Average**
67.81	70.64 ↑	**Keystone East**
NA	NA	**Highmark BS**
NA	NA	**Unison**

- NA = denominator <30
- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 4: *Prenatal and Postpartum Care – Postpartum Care*



- NA = denominator <30

Use of Services

Measure	Description
Ambulatory Care	Summary of the utilization of ambulatory services including outpatient visits, emergency department visits, ambulatory surgery/procedures and observation room stays resulting in discharge.
Inpatient Utilization	Summary of the utilization of acute inpatient services including medicine, surgery, maternity and total services.

Exhibit 2

HEDIS 2009 Measure	PA aB Average	MMC Average
Ambulatory Care: Total (AMBA)		
AMBA: Outpatient Visits/1000 MM - Age 19 years	175.72	*NA**
AMBA: Outpatient Visits/1000 MM - Ages 20-44 years	278.13	*NA**
AMBA: Outpatient Visits/1000 MM - Ages 45-64 years	371.58	*NA**
AMBA: Outpatient Visits/1000 MM - Ages 19-64 years Total Rate	328.93	*NA**
AMBA: Emergency Department Visits/1000 MM - Age 19 years	5.29	*NA**
AMBA: Emergency Department Visits/1000 MM - Ages 20-44 years	30.89	*NA**
AMBA: Emergency Department Visits/1000 MM - Ages 45-64 years	24.52	*NA**
AMBA: Emergency Department Visits/1000 MM - Ages 19 - 64 years Total Rate	27.29	*NA**
AMBA: Ambulatory Surgery/Procedures/1000 MM - Age 19 years	14.97	*NA**
AMBA: Ambulatory Surgery/Procedures/1000 MM - Ages 20-44 years	15.47	*NA**
AMBA: Ambulatory Surgery/Procedures/1000 MM - Ages 45-64 years	27.44	*NA**
AMBA: Ambulatory Surgery/Procedures/1000 MM - Ages 19-64 years Total Rate	22.01	*NA**
AMBA: Observation Room Stays/1000 MM - Age 19 years	0.00	*NA**
AMBA: Observation Room Stays/1000 MM - Ages 20-44 years	0.90	*NA**
AMBA: Observation Room Stays/1000 MM - Ages 45-64 years	0.87	*NA**
AMBA: Observation Room Stays/1000 MM - Ages 19-64 years Total Rate	0.88	*NA**
Inpatient Utilization - General Hospital/Acute Care: Total (IPUA)		
IPUA: Total Discharges/1000 MM - Age 19 years	0.00	*NA**
IPUA: Total Discharges/1000 MM - Ages 20-44 years	4.64	*NA**
IPUA: Total Discharges/1000 MM - Ages 45-64 years	8.46	*NA**
IPUA: Total Discharges/1000 MM - Ages 19-64 years Total Rate	6.72	*NA**
IPUA: Total ALOS - Age 19 years	*NA***	*NA**
IPUA: Total ALOS - Ages 20-44 years	3.28	*NA**
IPUA: Total ALOS - Ages 45-64 years	4.71	*NA**
IPUA: Total ALOS - Ages 19-64 years Total Rate	4.24	*NA**
IPUA: Medicine Discharges/1000 MM - Age 19 years	0.00	*NA**
IPUA: Medicine Discharges/1000 MM - Ages 20-44 years	1.68	*NA**
IPUA: Medicine Discharges/1000 MM - Ages 45-64 years	4.33	*NA**
IPUA: Medicine Discharges/1000 MM - Ages 19-64 years Total Rate	3.13	*NA**

HEDIS 2009 Measure	PA aB Average	MMC Average
IPUA: Medicine ALOS - Age 19 years	*NA***	*NA**
IPUA: Medicine ALOS - Ages 20-44 years	3.19	*NA**
IPUA: Medicine ALOS - Ages 45-64 years	4.57	*NA**
IPUA: Medicine ALOS - Ages 19-64 years Total Rate	4.19	*NA**
IPUA: Surgery Discharges/1000 MM - Age 19 years	0.00	*NA**
IPUA: Surgery Discharges/1000 MM - Ages 20-44 years	1.99	*NA**
IPUA: Surgery Discharges/1000 MM - Ages 45-64 years	4.10	*NA**
IPUA: Surgery Discharges/1000 MM - Ages 19-64 years Total Rate	3.14	*NA**
IPUA: Surgery ALOS - Age 19 years	*NA***	*NA**
IPUA: Surgery ALOS - Ages 20-44 years	3.51	*NA**
IPUA: Surgery ALOS - Ages 45-64 years	4.83	*NA**
IPUA: Surgery ALOS - Ages 19-64 years Total Rate	4.48	*NA**
IPUA: Maternity Discharges/1000 MM - Age 19 years	0.00	*NA**
IPUA: Maternity Discharges/1000 MM - Ages 20-44 years	0.97	*NA**
IPUA: Maternity Discharges/1000 MM - Ages 45-64 years	0.02	*NA**
IPUA: Maternity Discharges/1000 MM - Ages 19-64 years Total Rate	0.45	*NA**
IPUA: Maternity ALOS - Age 19 years	*NA***	*NA**
IPUA: Maternity ALOS - Ages 20-44 years	2.68	*NA**
IPUA: Maternity ALOS - Ages 45-64 years	2.00	*NA**
IPUA: Maternity ALOS - Ages 19-64 years Total Rate	2.66	*NA**

* NA = Medicaid rates are not available for these measures
** NA = aB denominator <30

Ambulatory Care (AMBA)

Measure Description

The Ambulatory Care measure summarizes the utilization of ambulatory services including Outpatient Visits, Emergency Department Visits, Ambulatory Surgery/Procedures and Observation Room Stays resulting in discharge.

Ambulatory Care - Emergency Department Visits

AMBA ED Visits 19-64 Years: Analysis

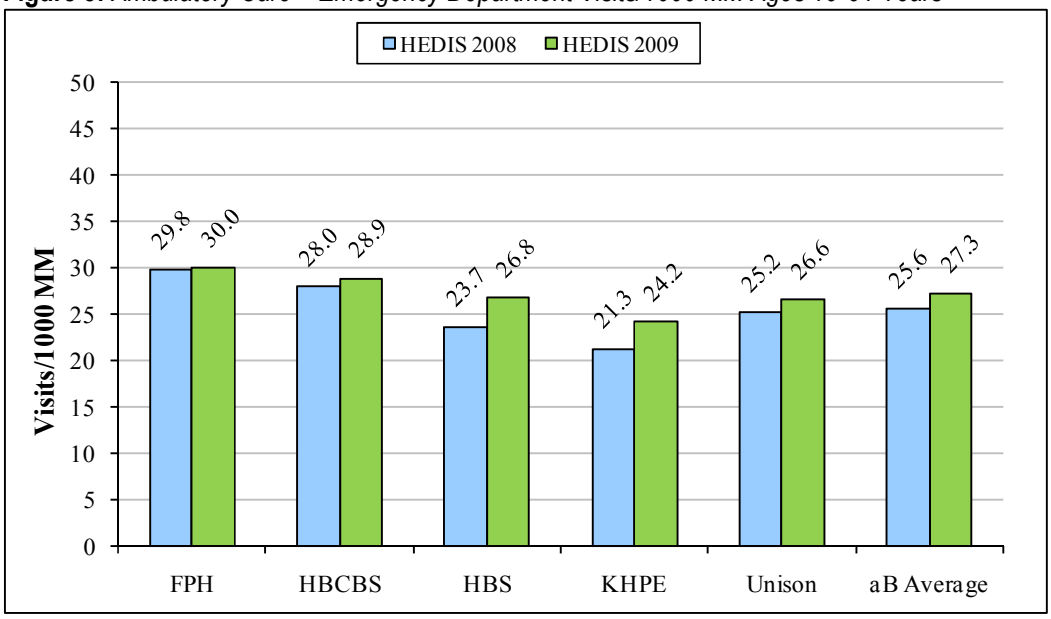
The PA aB HEDIS 2009 Ambulatory Care – Emergency Department (ED) utilization average for adults 19-64 years old was 27.29 visits/1000 Member Months (MM) which was 1.70 visits/1000 MM above the HEDIS 2008 average of 25.59 visits/1000 MM. All five aB Contractors reported increased rates from HEDIS 2008 with ED utilization rates ranging from a low of 24.17 visits/1000 MM to a high of 30.02 visits/1000 MM.

Table 2.0: *Ambulatory Care – Emergency Department Visits/1000 MM Ages 19-64 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
21.32	**24.17** ↑	**Keystone East**
25.18	**26.58** ↑	**Unison**
23.68	**26.76** ↑	**Highmark BS**
25.59	27.29 ↑	**adultBasic Average**
27.97	28.93 ↑	**Highmark BC/BS**
29.82	30.02 ↑	**First Priority Health**

- Inverted measure (lower rates indicate better performance)
- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 5: *Ambulatory Care – Emergency Department Visits/1000 MM Ages 19-64 Years*



- Inverted measure (lower rates indicate better performance)

AMBA ED Visits 20-44 Years: Analysis

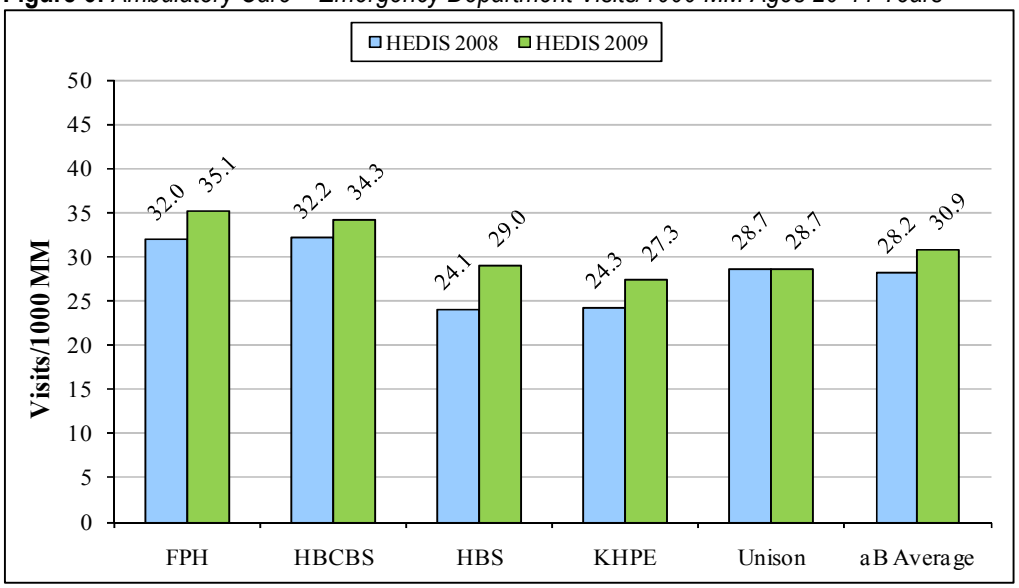
The PA aB HEDIS 2009 Ambulatory Care – ED utilization average for adults 20-44 years old was 30.89 visits/1000 MM which was 2.66 visits/1000 MM above the HEDIS 2008 average of 28.23 visits/1000 MM. All five aB Contractors reported increased rates from HEDIS 2008 with ED utilization rates ranging from a low of 27.34 visits/1000 MM to a high of 35.13 visits/1000 MM.

Table 2.1: *Ambulatory Care – Emergency Department Visits/1000 MM Ages 20-44 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
24.26	**27.34** ↑	**Keystone East**
28.67	**28.71** ↑	**Unison**
24.12	**28.99** ↑	**Highmark BS**
28.23	30.89 ↑	**adultBasic Average**
32.15	34.29 ↑	**Highmark BC/BS**
31.95	35.13 ↑	**First Priority Health**

- Inverted measure (lower rates indicate better performance)
- Bold numbering indicates rates that are above the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 6: *Ambulatory Care – Emergency Department Visits/1000 MM Ages 20-44 Years*



- Inverted measure (lower rates indicate better performance)

AMBA ED Visits 45-64 Years: Analysis

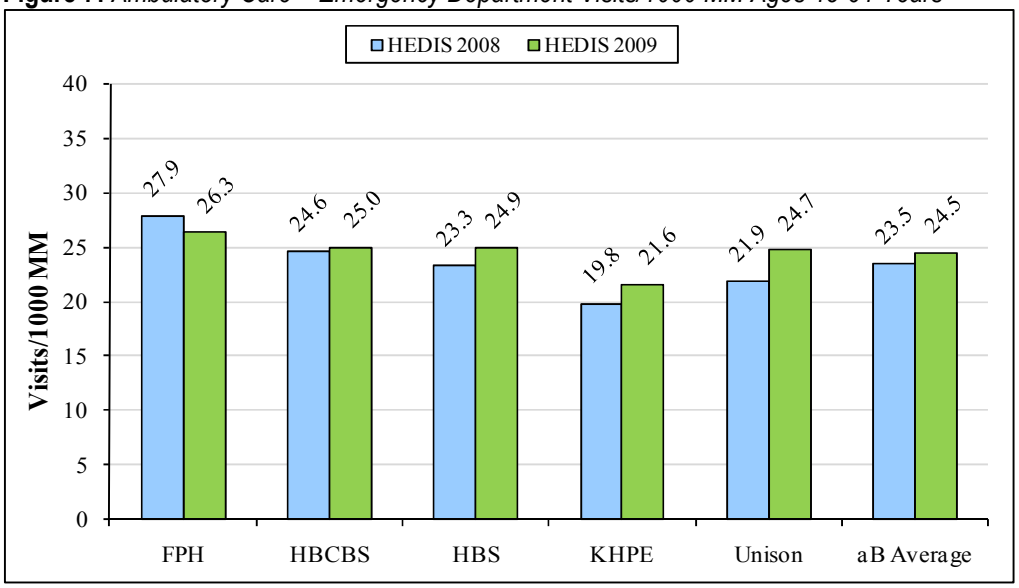
The PA aB HEDIS 2009 Ambulatory Care – ED utilization average for adults 45-64 years old was 24.52 visits/1000 MM which was 1.02 visits/1000 MM above the HEDIS 2008 average of 23.50 visits/1000 MM. One aB Contractor reported a decreased rate from HEDIS 2008, with four of five Contractors reporting increased rates from HEDIS 2008 to HEDIS 2009. ED utilization rates ranged from a low of 21.62 visits/1000 MM to a high of 26.32 visit/1000 MM.

Table 2.2: *Ambulatory Care – Emergency Department Visits/1000 MM Ages 45-64 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
19.82	**21.62** ↑	**Keystone East**
23.50	24.52 ↑	**adultBasic Average**
21.88	24.72 ↑	**Unison**
23.30	24.94 ↑	**Highmark BS**
24.64	25.01 ↑	**Highmark BC/BS**
27.85	26.32 ↓	**First Priority Health**

- Inverted measure (lower rates indicate better performance)
- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 7: *Ambulatory Care – Emergency Department Visits/1000 MM Ages 45-64 Years*



- Inverted measure (lower rates indicate better performance)

Ambulatory Care - Outpatient Visits

AMBA OP Visits 19-64 Years: Analysis

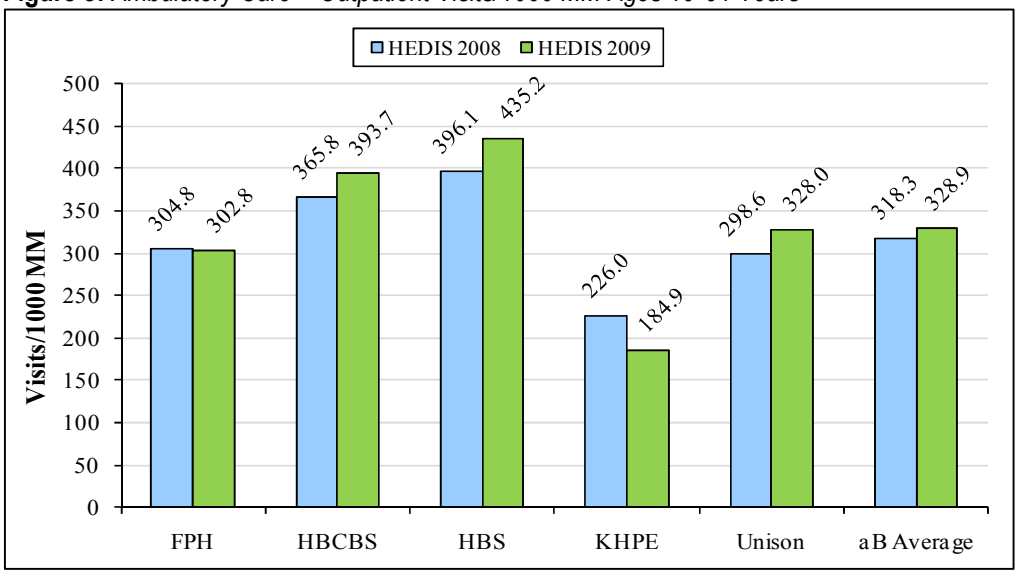
The PA aB HEDIS 2009 Ambulatory Care – Outpatient utilization average for adults 19-64 years old was 328.93 visits/1000 MM which was 10.67 visits/1000 MM above the HEDIS 2008 average of 318.26 visits/1000 MM. Two of five aB Contractors reported decreased rates from HEDIS 2008 to HEDIS 2009, and three Contractors reported increased rates from HEDIS 2008 with Outpatient utilization rates ranging from a low of 184.89 visits/1000 MM to a high of 435.23 visits/1000 MM.

Table 2.3: *Ambulatory Care – Outpatient Visits/1000 MM Ages 19-64 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
225.98	**184.89** ↓	**Keystone East**
304.79	**302.83** ↓	**First Priority Health**
298.58	**327.99** ↑	**Unison**
318.26	328.93 ↑	**adultBasic Average**
365.83	393.69 ↑	**Highmark BC/BS**
396.12	435.23 ↑	**Highmark BS**

- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 8: *Ambulatory Care – Outpatient Visits/1000 MM Ages 19-64 Years*



AMBA OP Visits 20-44 Years: Analysis

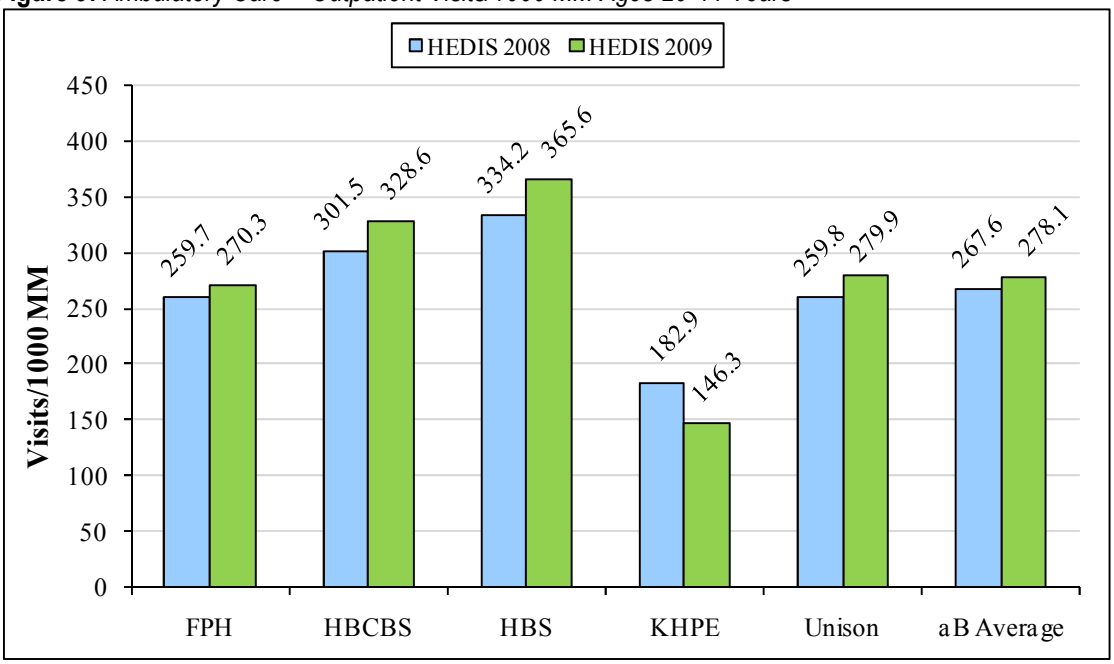
The PA aB HEDIS 2009 Ambulatory Care – Outpatient utilization average for adults 20-44 years old was 278.13 visits/1000 MM which was 10.52 visits/1000 MM above the HEDIS 2008 average of 267.61 visits/1000 MM. One aB Contractor reported a rate decrease from HEDIS 2008 and four of five Contractors reported rate increases from HEDIS 2008 to HEDIS 2009. Outpatient utilization rates ranged from a low of 146.33 visits/1000 MM to a high of 365.59 visits/1000 MM.

Table 2.4: *Ambulatory Care – Outpatient Visits/1000 MM Ages 20-44 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
182.87	**146.33** ⬇	**Keystone East**
259.68	**270.29** ⬆	**First Priority Health**
267.61	278.13 ⬆	**adultBasic Average**
259.77	**279.89** ⬆	**Unison**
301.50	328.55 ⬆	**Highmark BC/BS**
334.22	365.59 ⬆	**Highmark BS**

- Bold numbering indicates rates that are below the PA aB Average
- ⬆⬇— represents a comparison with the prior year's rate

Figure 9: *Ambulatory Care – Outpatient Visits/1000 MM Ages 20-44 Years*



AMBA OP Visits 45-64 Years: Analysis

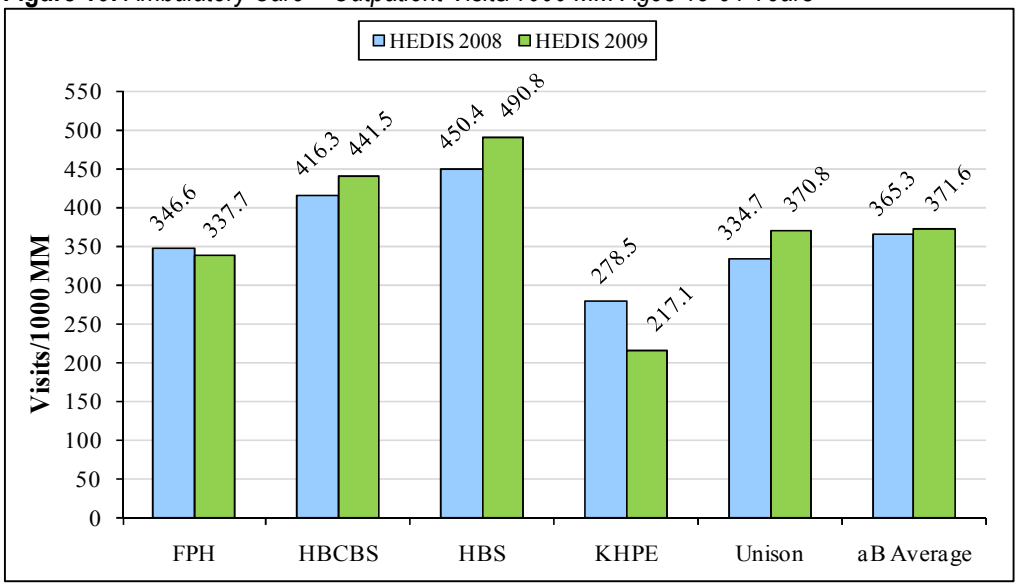
The PA aB HEDIS 2009 Ambulatory Care – Outpatient utilization average for adults 45-64 years old at 371.58 visits/1000 MM was 6.27 visits/1000 MM above the HEDIS 2008 average of 365.31 visits/1000 MM. Two of five aB Contractors reported decreased rates from HEDIS 2008, with three Contractors reporting increased rates from HEDIS 2008 to HEDIS 2009. Outpatient utilization rates ranged from a low of 217.11 visits/1000 MM to a high of 490.76 visits/1000 MM

Table 2.5: *Ambulatory Care – Outpatient Visits/1000 MM Ages 45-64 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
278.50	**217.11** ↓	**Keystone East**
346.64	**337.67** ↓	**First Priority Health**
334.67	**370.84** ↑	**Unison**
365.31	371.58 ↑	**adultBasic Average**
416.29	441.50 ↑	**Highmark BC/BS**
450.43	490.76 ↑	**Highmark BS**

- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 10: *Ambulatory Care – Outpatient Visits/1000 MM Ages 45-64 Years*



AMBA S/P 19-64 Years: Analysis

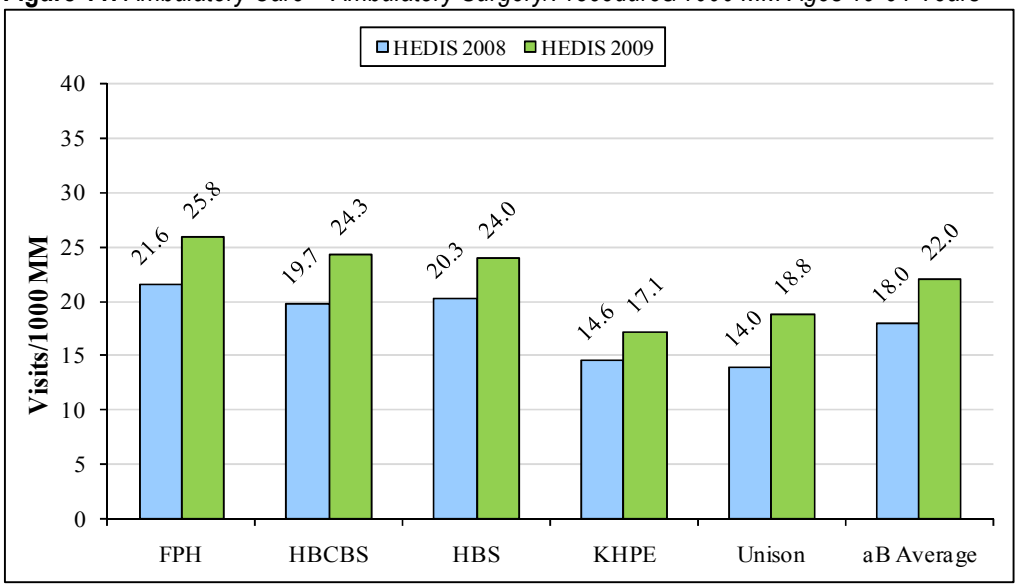
The PA aB HEDIS 2009 Ambulatory Care – Ambulatory Surgery/Procedures average for adults 19-64 years old at 22.01 procedures/1000 MM was 3.98 procedures/1000 MM above the HEDIS 2008 average of 18.03 procedures/1000 MM. All five aB Contractors reported increased rates from HEDIS 2008 to HEDIS 2009 with utilization rates ranging from a low of 17.11 procedures/1000 MM to a high of 25.84 procedures/1000 MM.

Table 2.6: *Ambulatory Care – Ambulatory Surgery/Procedures/1000 MM Ages 19-64 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
14.57	**17.11** ↑	**Keystone East**
13.99	**18.77** ↑	**Unison**
18.03	22.01 ↑	**adultBasic Average**
20.32	24.01 ↑	**Highmark BS**
19.69	24.32 ↑	**Highmark BC/BS**
21.57	25.84 ↑	**First Priority Health**

- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 11: *Ambulatory Care – Ambulatory Surgery/Procedures/1000 MM Ages 19-64 Years*



AMBA S/P 20-44 Years: Analysis

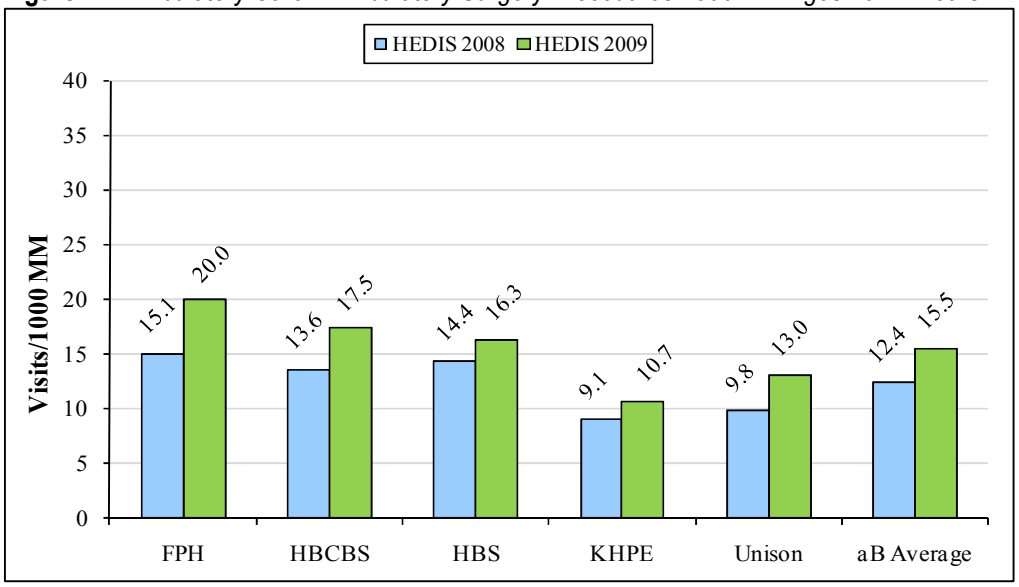
The PA aB HEDIS 2009 Ambulatory Care – Ambulatory Surgery/Procedures utilization average for adults 20-44 years old was 15.47 procedures/1000 MM which was 3.08 procedures/1000 MM above the HEDIS 2008 average of 12.39 procedures/1000 MM. All five aB Contractors reported increased rates from HEDIS 2008 with utilization rates ranging from a low of 10.66 procedures/1000 MM to a high of 19.97 procedures/1000 MM.

Table 2.7: *Ambulatory Care – Ambulatory Surgery/Procedures/1000 MM Ages 20-44 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
9.11	**10.66** ↑	**Keystone East**
9.79	**12.99** ↑	**Unison**
12.39	15.47 ↑	**adultBasic Average**
14.39	16.25 ↑	**Highmark BS**
13.62	17.47 ↑	**Highmark BC/BS**
15.06	19.97 ↑	**First Priority Health**

- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 12: *Ambulatory Care – Ambulatory Surgery/Procedures/1000 MM Ages 20-44 Years*



AMBA S/P 45-64 Years: Analysis

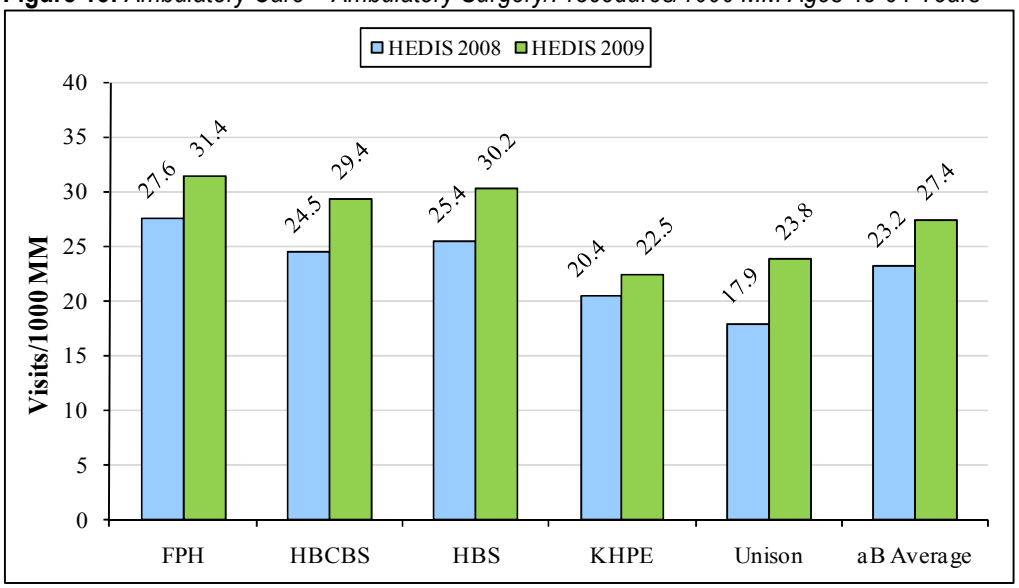
The PA aB HEDIS 2009 Ambulatory Care – Ambulatory Surgery/Procedures average for adults 45-64 years old at 27.44 procedures/1000 MM was 4.28 procedures/1000 MM above the HEDIS 2008 average of 23.16 procedures/1000 MM. All five aB Contractors reported increased rates from HEDIS 2008 with utilization rates ranging from a low of 22.46 procedures/1000 MM to a high of 31.38 procedures/1000 MM.

Table 2.8: *Ambulatory Care – Ambulatory Surgery/Procedures/1000 MM Ages 45-64 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
20.42	**22.46** ↑	**Keystone East**
17.90	**23.82** ↑	**Unison**
23.16	27.44 ↑	**adultBasic Average**
24.45	29.35 ↑	**Highmark BC/BS**
25.40	30.21 ↑	**Highmark BS**
27.61	31.38 ↑	**First Priority Health**

- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 13: *Ambulatory Care – Ambulatory Surgery/Procedures/1000 MM Ages 45-64 Years*



Inpatient Utilization - General Hospital/Acute Care (IPUA)

Measure Description

The Inpatient Utilization – General Hospital/Acute Care measure summarizes utilization of Acute Inpatient Services in Medicine, Maternity, Surgery and Total Services.

Inpatient Utilization - Total Discharges

IPUA Total Discharges 19-64 Years: Analysis

The PA aB HEDIS 2009 Inpatient Utilization – Total Discharges average for adults 19-64 years old was 6.72 discharges/1000 MM which was 0.01 discharges/1000 MM above the HEDIS 2008 average of 6.71 discharges/1000 MM. Two of five aB Contractors reported decreased rates from HEDIS 2008 and three Contractors reported increased rates from HEDIS 2008 to HEDIS 2009. Discharge rates ranged from a low of 5.67 discharges/1000 MM to a high of 8.94 discharges/1000 MM.

Table 2.9: *Inpatient Utilization – Total Discharges/1000 MM Ages 19-64 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
5.90	**5.67** ↓	**Unison**
6.24	**6.26** ↑	**First Priority Health**
6.95	**6.31** ↓	**Highmark BC/BS**
5.96	**6.42** ↑	**Highmark BS**
6.71	6.72 ↑	**adultBasic Average**
8.51	8.94 ↑	**Keystone East**

- Inverted measure (lower rates indicate better performance)
- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 14: *Inpatient Utilization – Total Discharges/1000 MM Ages 19-64 Years*

- Inverted measure (lower rates indicate better performance)

Inpatient Utilization - Total Average Length of Stay

IPUA Total ALOS 19-64 Years: Analysis

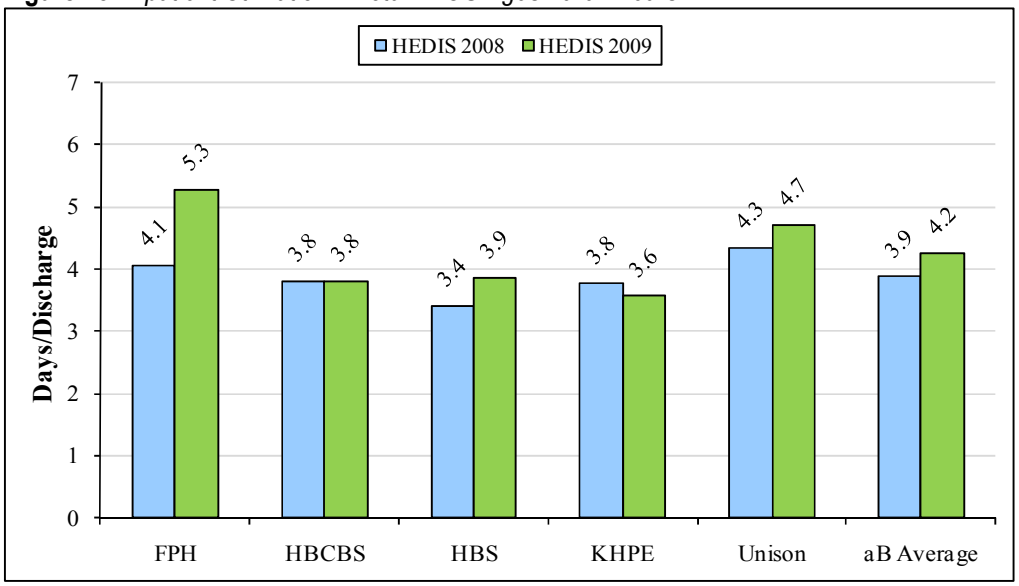
The PA aB HEDIS 2009 Inpatient Utilization – Total Average Length of Stay (ALOS) average for adults 19-64 years old at 4.24 days/discharge was 0.37 days/discharge above the HEDIS 2008 average of 3.87 days/discharge. One aB Contractor reported a decreased rate from HEDIS 2008, one Contractor maintained the same rate from HEDIS 2008 and three Contractors reported increased rates from HEDIS 2008 to HEDIS 2009. Total Inpatient ALOS ranged from a low of 3.56 days/discharge to a high of 5.27 days/discharge.

Table 2.10: *Inpatient Utilization – Total ALOS Ages 19-64 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
3.77	**3.56** ↓	**Keystone East**
3.81	**3.81** —	**Highmark BC/BS**
3.41	**3.86** ↑	**Highmark BS**
3.87	4.24 ↑	**adultBasic Average**
4.33	4.70 ↑	**Unison**
4.05	5.27 ↑	**First Priority Health**

- Inverted measure (lower rates indicate better performance)
- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 15: *Inpatient Utilization – Total ALOS Ages 19-64 Years*



- Inverted measure (lower rates indicate better performance)

IPUA Medicine Discharges 19-64 Years: Analysis

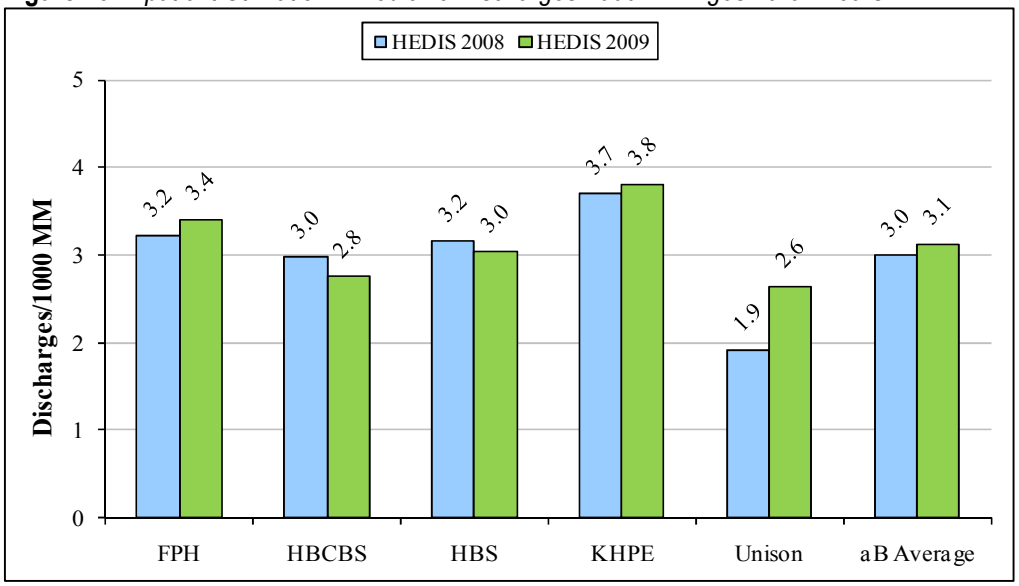
The PA aB HEDIS 2009 Inpatient Utilization – Medicine Discharges average for adults 19-64 years old was 3.13 discharges/1000 MM which was 0.14 discharges/1000 MM above the HEDIS 2008 average of 2.99 discharges/1000 MM. Medicine discharge rates ranged from a low of 2.64 discharges/1000 MM to a high of 3.81 discharges/1000 MM with two of five aB Contractors reporting decreased rates from HEDIS 2008 and three Contractors reporting increased rates from HEDIS 2008 to HEDIS 2009.

Table 2.11: *Inpatient Utilization – Medicine Discharges/1000 MM Ages 19-64 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
1.91	**2.64** ↑	**Unison**
2.97	**2.75** ↓	**Highmark BC/BS**
3.16	**3.04** ↓	**Highmark BS**
2.99	3.13 ↑	**adultBasic Average**
3.22	3.41 ↑	**First Priority Health**
3.70	3.81 ↑	**Keystone East**

- Inverted measure (lower rates indicate better performance)
- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 16: *Inpatient Utilization – Medicine Discharges/1000 MM Ages 19-64 Years*



- Inverted measure (lower rates indicate better performance)

Inpatient Utilization - Medicine Average Length of Stay

IPUA Medicine ALOS 19-64 Years: Analysis

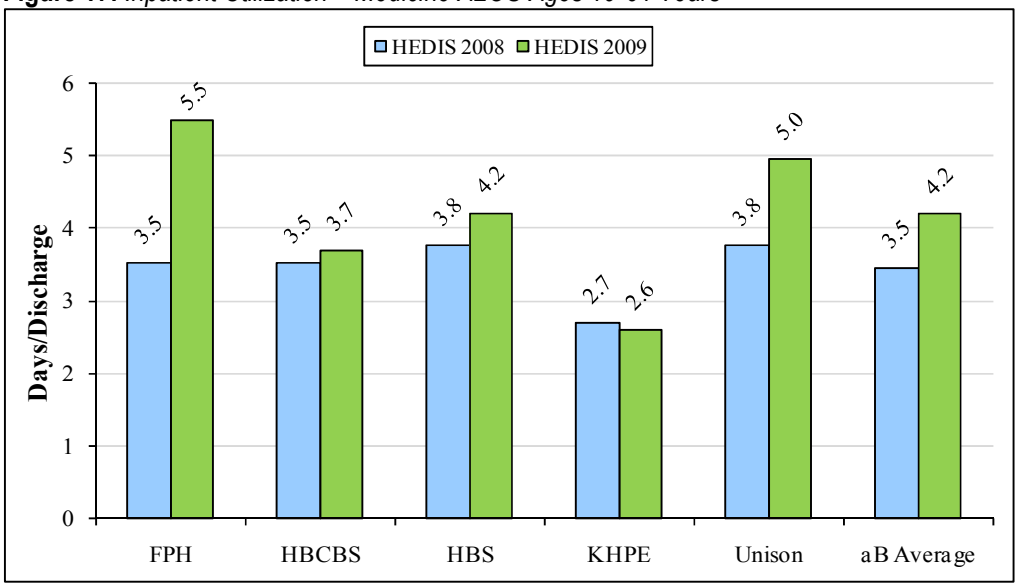
The PA aB HEDIS 2009 Inpatient Utilization – Medicine Average Length of Stay (ALOS) average for adults 19-64 years old was 4.19 days/discharge which was 0.73 days/discharge above the HEDIS 2008 average of 3.46 days/discharge. Four of five aB Contractors reported increased rates from HEDIS 2008 and one Contractor reported a decreased rate from HEDIS 2008 to HEDIS 2009. Medicine ALOS rates ranged from a low of 2.61 days/discharge to a high of 5.49 days/discharge.

Table 2.12: *Inpatient Utilization – Medicine ALOS Ages 19-64 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
2.70	**2.61** ↓	**Keystone East**
3.53	**3.70** ↑	**Highmark BC/BS**
3.46	4.19 ↑	**adultBasic Average**
3.77	4.21 ↑	**Highmark BS**
3.77	4.95 ↑	**Unison**
3.52	5.49 ↑	**First Priority Health**

- Inverted measure (lower rates indicate better performance)
- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 17: *Inpatient Utilization – Medicine ALOS Ages 19-64 Years*



- Inverted measure (lower rates indicate better performance)

Inpatient Utilization - Surgery Discharges

IPUA Surgery Discharges 19-64 Years: Analysis

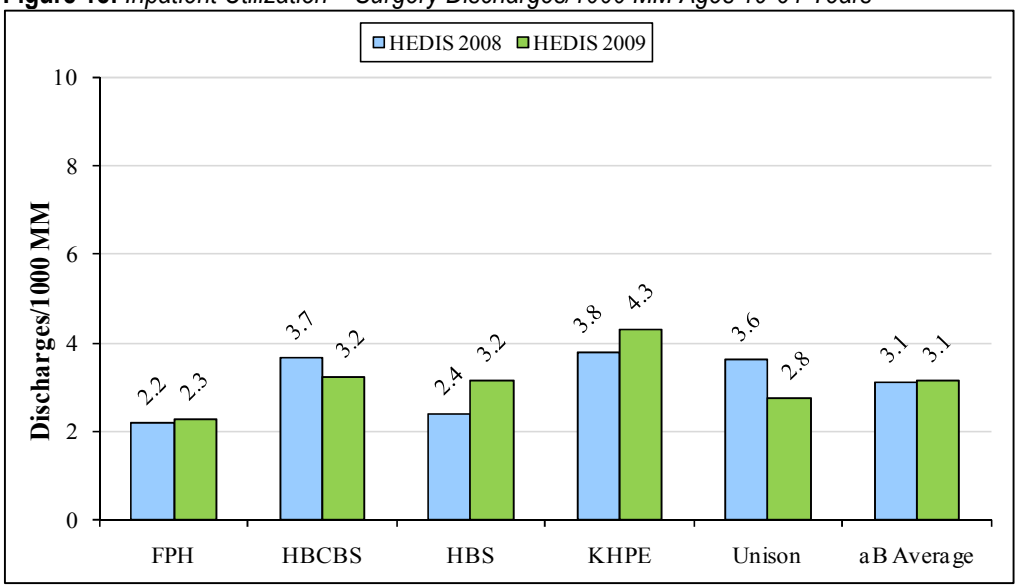
The PA aB HEDIS 2009 Inpatient Utilization – Surgery Discharges average for adults 19-64 years old was 3.14 discharges/1000 MM which was 0.01 discharges/1000 MM above the HEDIS 2008 rate of 3.13 discharges/1000 MM. Three of five aB Contractors reported increased rates from HEDIS 2008 and two Contractors reported decreased rates from HEDIS 2008 to HEDIS 2009. Surgery discharge rates ranged from a low of 2.28 discharges/1000 MM to a high of 4.29 discharges/1000 MM.

Table 2.13: *Inpatient Utilization – Surgery Discharges/1000 MM Ages 19-64 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
2.18	**2.28** ↑	**First Priority Health**
3.61	**2.75** ↓	**Unison**
3.13	3.14 ↑	**adultBasic Average**
2.40	3.15 ↑	**Highmark BS**
3.65	3.24 ↓	**Highmark BC/BS**
3.80	4.29 ↑	**Keystone East**

- Inverted measure (lower rates indicate better performance)
- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 18: *Inpatient Utilization – Surgery Discharges/1000 MM Ages 19-64 Years*



- Inverted measure (lower rates indicate better performance)

Inpatient Utilization - Surgery Average Length of Stay

IPUA Surgery ALOS 19-64 Years: Analysis

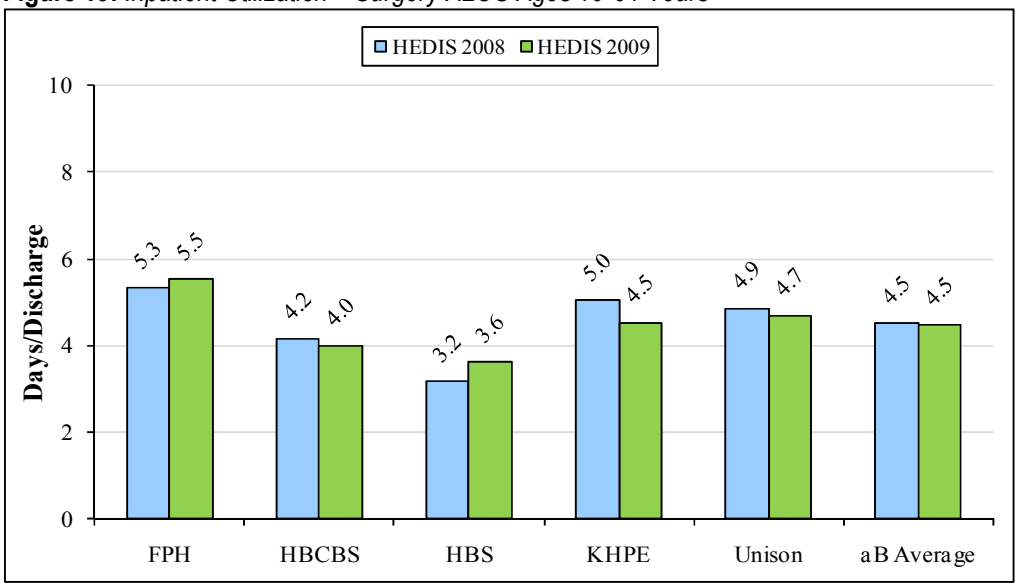
The PA aB HEDIS 2009 Inpatient Utilization – Surgery Average Length of Stay (ALOS) average for adults 19-64 years old at 4.48 days/discharge was 0.03 days/discharge below the HEDIS 2008 average of 4.51 days/discharge. Three of five aB Contractors reported decreased rates from HEDIS 2008 with two Contractors reporting increased rates from HEDIS 2008 to HEDIS 2009. Surgery ALOS rates ranged from a low of 3.62 days/discharge to a high of 5.52 days/discharge.

Table 2.14: *Inpatient Utilization – Surgery ALOS Ages 19-64 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
3.17	**3.62** ↑	**Highmark BS**
4.15	**4.01** ↓	**Highmark BC/BS**
4.51	4.48 ↓	**adultBasic Average**
5.04	4.54 ↓	**Keystone East**
4.86	4.70 ↓	**Unison**
5.32	5.52 ↑	**First Priority Health**

- Inverted measure (lower rates indicate better performance)
- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 19: *Inpatient Utilization – Surgery ALOS Ages 19-64 Years*



- Inverted measure (lower rates indicate better performance)

Inpatient Utilization - Maternity Discharges

IPUA Maternity Discharges 20-44 Years: Analysis

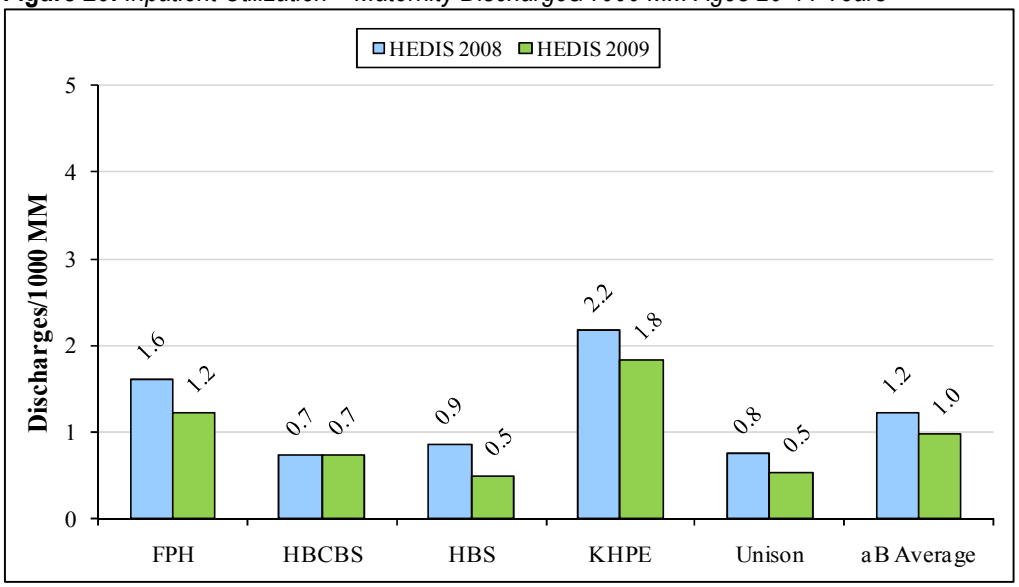
The PA aB HEDIS 2009 Inpatient Utilization – Maternity Discharge average for women 20-44 years old was 0.97 discharges/1000 MM which was 0.25 discharges/1000 MM below the HEDIS 2008 average of 1.22 discharges/1000 MM. Four of five aB Contractors reported decreased rates from HEDIS 2008 with one Contractor reporting an increased rate from HEDIS 2008 to HEDIS 2009. Maternity discharge rates ranged from a low of 0.50 discharges/1000 MM to a high of 1.84 discharges/1000 MM.

Table 2.15: *Inpatient Utilization – Maternity Discharges/1000 MM Ages 20-44 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
0.86	**0.50** ↓	**Highmark BS**
0.75	**0.54** ↓	**Unison**
0.73	**0.74** ↑	**Highmark BC/BS**
1.22	0.97 ↓	**adultBasic Average**
1.61	1.23 ↓	**First Priority Health**
2.17	1.84 ↓	**Keystone East**

- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 20: *Inpatient Utilization – Maternity Discharges/1000 MM Ages 20-44 Years*



Inpatient Utilization - Maternity Average Length of Stay

IPUA Maternity ALOS 20-44 Years: Analysis

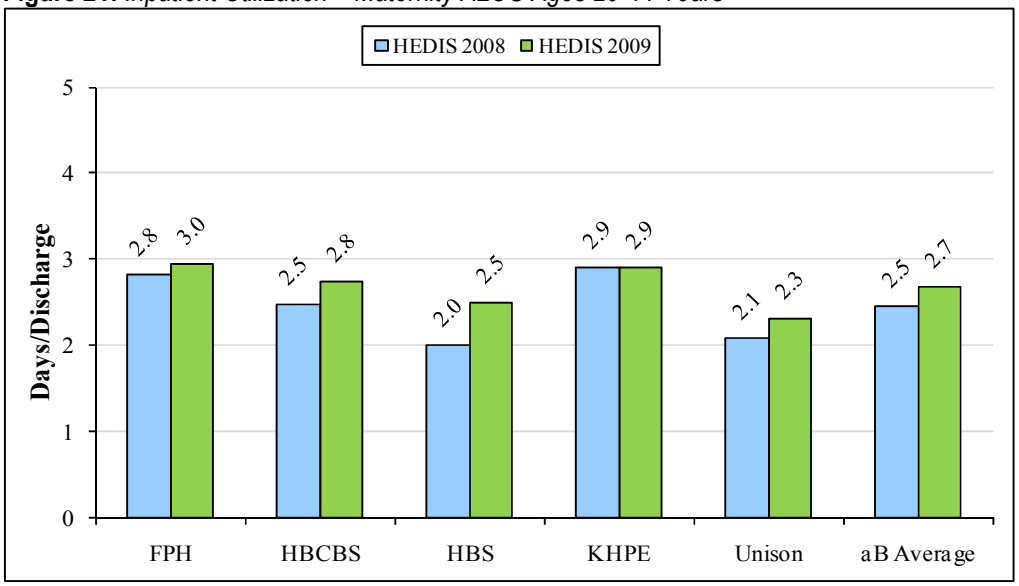
The PA aB HEDIS 2009 Inpatient Utilization – Maternity Average Length of Stay (ALOS) average for women 20-44 years old at 2.68 was 0.23 days/discharge above the HEDIS 2008 average of 2.45 days/discharge. Four of five aB Contractors reported increased rates from HEDIS 2008 with one Contractor maintaining the same rate from HEDIS 2008 to HEDIS 2009. Maternity ALOS rates ranged from a low of 2.32 days/discharge to a high of 2.95 days/discharge

Table 2.16: *Inpatient Utilization – Maternity ALOS Ages 20-44 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
2.08	**2.32** ↑	**Unison**
2.00	**2.50** ↑	**Highmark BS**
2.45	2.68 ↑	**adultBasic Average**
2.48	2.75 ↑	**Highmark BC/BS**
2.90	2.90 —	**Keystone East**
2.82	2.95 ↑	**First Priority Health**

- Bold numbering indicates rates that are below the PA aB Average
- ↑↓— represents a comparison with the prior year's rate

Figure 21: *Inpatient Utilization – Maternity ALOS Ages 20-44 Years*



Effectiveness of Care

Measure	Description
Adult Body Mass Index Assessment	The percentage of enrollees 19 to 64 years of age who had an outpatient visit and who had a body mass index (BMI) documented during the measurement year or the year prior to the measurement year.
Breast Cancer Screening	The percentage of women ages 42 to 64 years who were continuously enrolled in the measurement year and the year prior to the measurement year that had a mammogram in either of those years.
Cervical Cancer Screening	The percentage of women 21 to 64 years of age who were continuously enrolled in the measurement year who had a Pap test during the measurement year or the two years prior to the measurement year.
Chlamydia Screening in Women	The percentage of women 19 to 25 years of age who were continuously enrolled in the measurement year who had at least one test for Chlamydia during the measurement year.
Controlling High Blood Pressure	The percentage of adult persons 19 to 64 years of age continuously enrolled in the measurement year with diagnosed hypertension whose blood pressure was adequately controlled (i.e., <140/90) during the measurement year.
Comprehensive diabetes care	The percentage of enrollees 19 to 64 years of age who were diagnosed prior to or during the measurement year with diabetes type 1 and type 2, who had: Hemoglobin A1c (HbA1c) testing, HbA1c poor control (>9.0%), HbA1c good control (< 7.0%), a retinal eye exam, LDL-C screening, LDL-C control (<100 mg/dl), medical attention for nephropathy, blood pressure control <130/80 mm Hg and blood pressure control < 140/90 mm Hg.

Exhibit 3

HEDIS 2009 Measure	PA aB Weighted Average	MMC Weighted Average
Adult BMI Assessment (ABA)		
ABA: 19 – 64 years Total Rate	25.30%	20.94%
Breast Cancer Screening (BCS)		
BCS: Total Rate*	63.77%	52.88%
Cervical Cancer Screening (CCS)		
CCS: 21 - 64 years Total Rate	66.79%	68.95%
Chlamydia Screening in Women (CHL)		
CHL: Ages 19 - 20 years*	*NA***	*NA***
CHL: Ages 21 - 25 years	38.57%	55.76%
CHL: Total Rate	38.73%	53.59%
Controlling High Blood Pressure (CBP)		
CBP: Blood Pressure <140/90 mm Hg - Ages 19 - 64 years*	63.52%	64.74%
Comprehensive Diabetes Care (CDC)		
CDC: HbA1c Testing - Ages 19 - 64 years	92.47%	81.24%
CDC: Poor HbA1c Control (>9.0%) - Ages 19 - 64 years	25.75%	37.76%
CDC: Adequate HbA1c Control (<8.0%) - Ages 19 - 64 years	64.84%	52.65%

HEDIS 2009 Measure	PA aB Weighted Average	MMC Weighted Average
CDC: Good HbA1c Control (<7.0%) - Ages 19 - 64 years	47.40%	40.52%
CDC: Eye Exam (retinal) - Ages 19 - 64 years	50.95%	59.84%
CDC: LDL-C Screening - Ages 19 - 64 years	86.44%	77.87%
CDC: LDL-C Level <100 mg/dL - Ages 19 - 64 years	40.97%	44.73%
CDC: Medical Attention for Nephropathy - Ages 19 - 64 years	77.86%	80.19%
CDC: Blood Pressure Controlled <130/80 mm Hg - Ages 19 - 64 years	33.07%	30.65%
CDC: Blood Pressure Controlled <140/90 mm Hg - Ages 19 - 64 years	67.06%	61.17%

* Medicaid age range differs from adultBasic age range
**NA = aB denominator <30

Adult Body Mass Index Assessment (ABA)

Measure Description

The Adult Body Mass Index (BMI) Assessment measure assesses the percentage of members 19 to 64 years old who had an outpatient visit and who had a BMI screening documented during the measurement year or the year prior to the measurement year. This was a new measure for HEDIS 2009.

ABA Results

Table 3.0

ABA	HEDIS 2009
PA aB Weighted Average	25.30
PA Medicaid Weighted Average*	20.94
Medicaid Average - National**	NA
Medicaid Average - Regional**	NA

* Medicaid rates include members 18-69 years old
*The Adult Body Mass Index rate was not publicly reported for HEDIS 2009

ABA Analysis

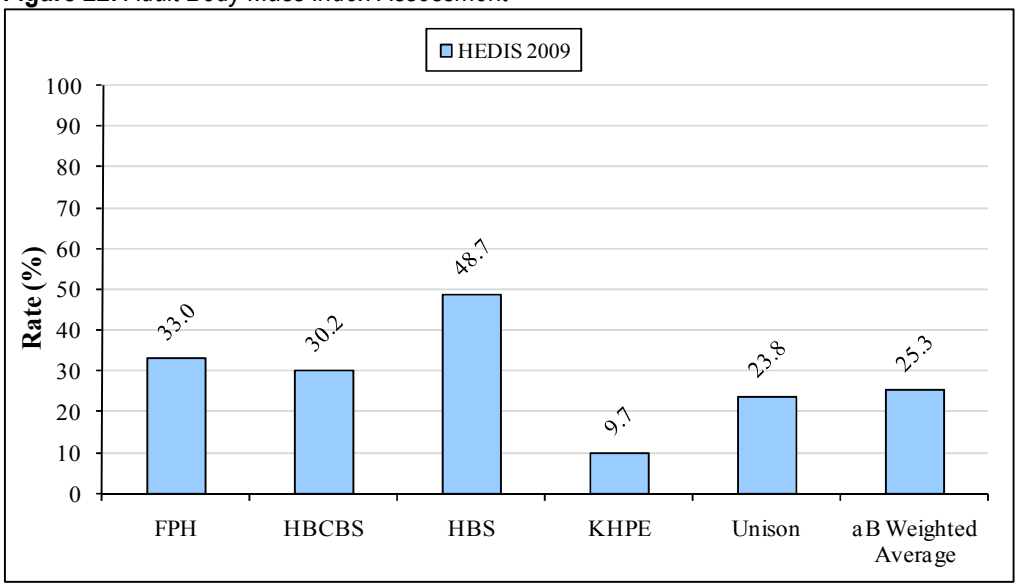
The PA aB 2009 Adult Body Mass Index Assessment weighted average was 25.30%. Three of five aB Contractors reported rates above the weighted average for this first year measure, with two Contractors reporting rates below the weighted average. BMI assessment rates ranged from a low of 9.72% to a high of 48.66%.

Table 3.1: *Adult Body Mass Index Assessment*

HEDIS 2009	adultBasic Contractors
48.66	**Highmark BS**
32.95	**First Priority Health**
30.17	**Highmark BC/BS**
25.30	**adultBasic Weighted Average**
23.84	**Unison**
9.72	**Keystone East**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 22: *Adult Body Mass Index Assessment*



Breast Cancer Screening (BCS)

Measure Description

The Breast Cancer Screening measure assesses the percentage of women ages 42 to 64 years who were continuously enrolled in the measurement year and the year prior to the measurement year who had a mammogram in either of those years.

BCS: Results

Table 3.2

BCS	HEDIS 2009
PA aB Weighted Average	63.77
PA Medicaid Weighted Average*	52.88
Medicaid Average - National*	50.78
Medicaid Average - Regional*	56.12

* Medicaid rates include members 42-69 years old

BCS: Analysis

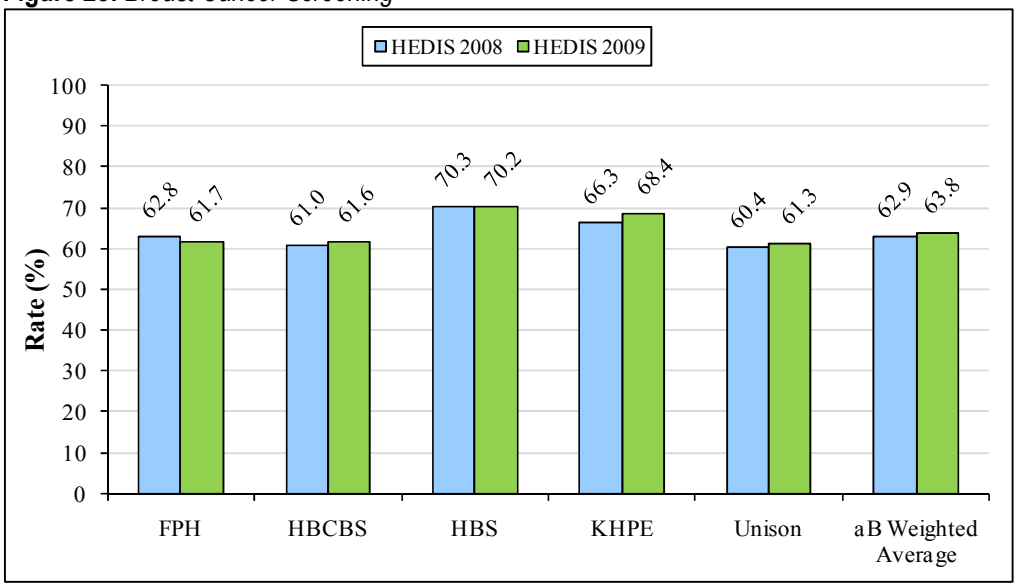
The PA aB HEDIS 2009 Breast Cancer Screening for women weighted average at 63.77% was 0.85 percentage points above the HEDIS 2008 weighted average of 62.92%. Three of five aB Contractors reported increased rates from HEDIS 2008 and two Contractors reported decreased rates from HEDIS 2008 to HEDIS 2009. Screening rates ranged from a low of 61.25% to a high of 70.23%.

Table 3.3: *Breast Cancer Screening*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
70.31	**70.23** ↓	**Highmark BS**
66.29	**68.43** ↑	**Keystone East**
62.92	63.77 ↑	**adultBasic Weighted Average**
62.83	61.66 ↓	**First Priority Health**
60.98	61.61 ↑	**Highmark BC/BS**
60.38	61.25 ↑	**Unison**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 23: *Breast Cancer Screening*



Cervical Cancer Screening (CCS)

Measure Description

The Cervical Cancer Screening measure assesses the percentage of women 21 to 64 years of age who were continuously enrolled during the measurement year who had a Pap test during the measurement year, or in the two years prior to the measurement year.

CCS: Results

Table 3.4

CCS	HEDIS 2009
PA aB Weighted Average	66.79
PA Medicaid Weighted Average	68.95
Medicaid Average - National	66.02
Medicaid Average - Regional	67.32

CCS: Analysis

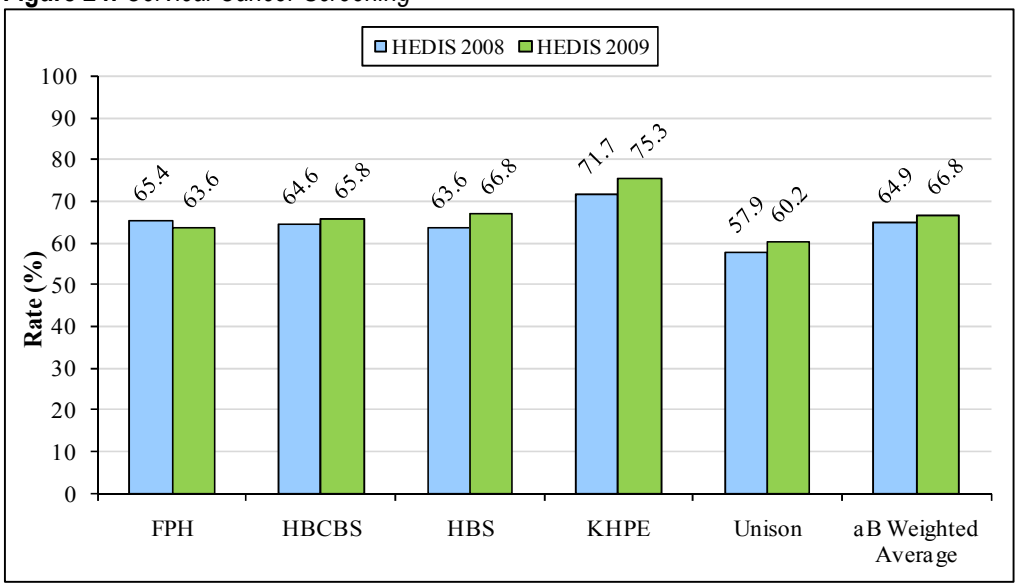
The PA aB HEDIS 2009 Cervical Cancer Screening weighted average was 66.79% which was 1.93 percentage points above the HEDIS 2008 weighted average at 64.86%. Four of five aB Contractors reported increased rates from HEDIS 2008, with one Contractor reporting a decreased rate from HEDIS 2008 to HEDIS 2009. Screening rates ranged from a low of 60.16% to a high of 75.28%.

Table 3.5: *Cervical Cancer Screening*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
71.73	**75.28** ↑	**Keystone East**
63.59	**66.82** ↑	**Highmark BS**
64.86	66.79 ↑	**adultBasic Weighted Average**
64.59	65.81 ↑	**Highmark BC/BS**
65.38	63.58 ↓	**First Priority Health**
57.92	60.16 ↑	**Unison**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 24: *Cervical Cancer Screening*



Chlamydia Screening in Women (CHL)

Measure Description

The Chlamydia Screening in Women measure assesses the percentage of women 19 to 25 years old who were continuously enrolled in the measurement year, who had at least one test for Chlamydia during the measurement year.

CHL Total 19-25 Years: Results

Table 3.6

CHL Total Ages 19-25 Years	HEDIS 2009
PA aB Weighted Average	38.73
PA Medicaid Weighted Average*	53.59
Medicaid Average - National*	54.88
Medicaid Average - Regional*	55.95

* Medicaid rates include members 16-25 years old

CHL Total 19-25 Years: Analysis

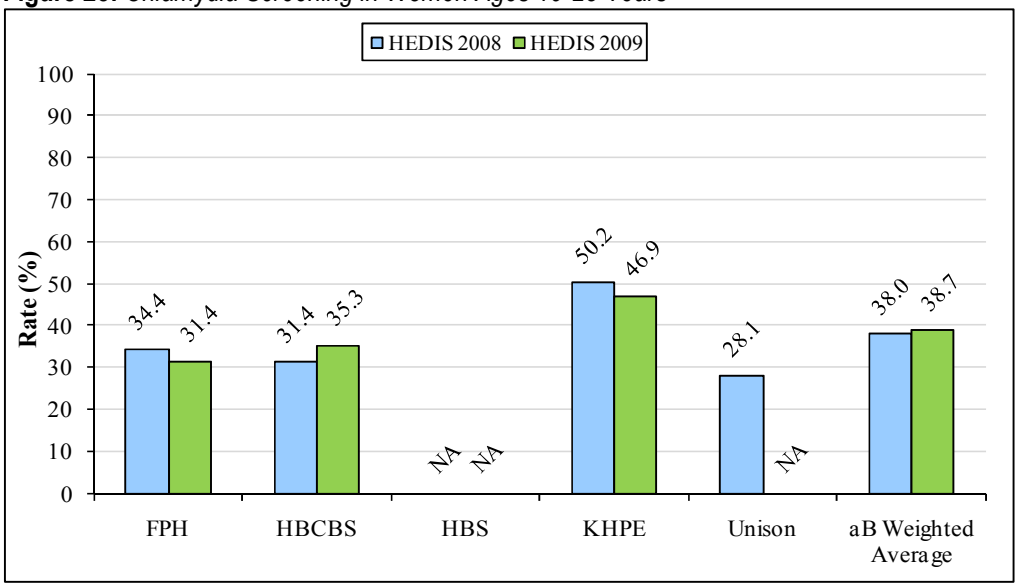
The PA aB HEDIS 2009 Chlamydia Screening in Women 19 to 25 years old weighted average was 38.73% which was 0.72 percentage points above the HEDIS 2008 weighted average of 38.01%. Three of five aB Contractors reported rates for this measure, with two Contractors not reporting a rate because less than 30 members received the service. One Contractor reported an increased rate from HEDIS 2008, with two Contractors reporting decreased rates from HEDIS 2008 to HEDIS 2009. Screening rates ranged from a low of 31.43% to a high of 46.88%.

Table 3.7: *Chlamydia Screening in Women Ages 19-25 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
50.21	**46.88** ↓	**Keystone East**
38.01	38.73 ↑	**adultBasic Weighted Average**
31.38	35.29 ↑	**Highmark BC/BS**
34.43	31.43 ↓	**First Priority Health**
28.07	NA	**Unison**
NA	NA	**Highmark BS**

- NA = denominator <30
- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 25: *Chlamydia Screening in Women Ages 19-25 Years*



- NA = denominator <30

CHL 21-25 Years: Results

Table 3.8

CHL Ages 21-25 Years	HEDIS 2009
PA aB Weighted Average	38.57
PA Medicaid Weighted Average	55.76
Medicaid Average - National	59.39
Medicaid Average - Regional	58.30

CHL 21-25 Years: Analysis

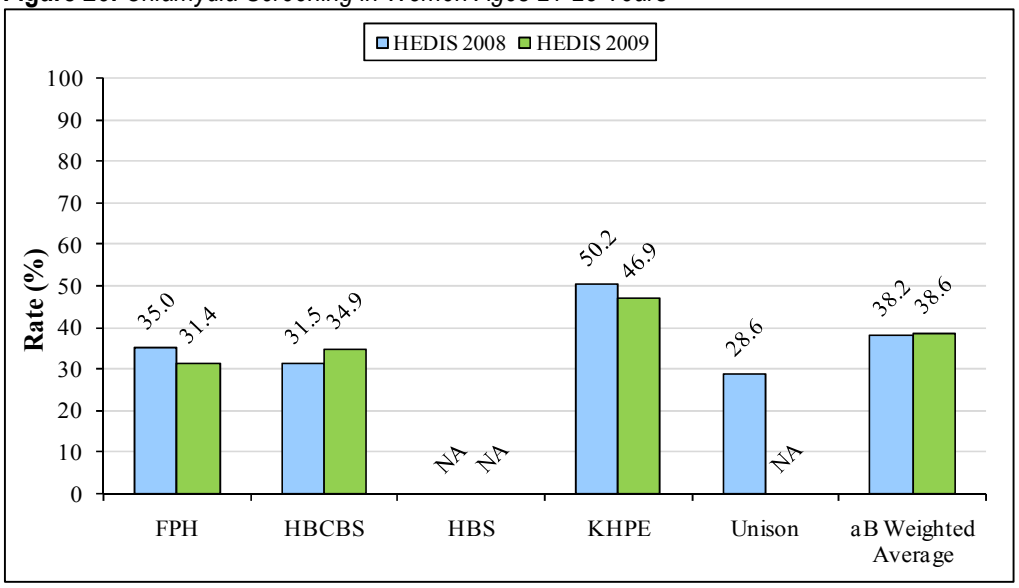
The PA aB HEDIS 2009 Chlamydia Screening in Women 21 to 25 years old weighted average was 38.57% which was 0.39 percentage points above the HEDIS 2008 weighted average of 38.18%. Three of five aB Contractors reported rates for this measure, with two Contractors not reporting a rate because less than 30 members received the service. One Contractor reported an increased rate from HEDIS 2008, and two Contractors reporting decreased rates from HEDIS 2008 with screening rates ranging from a low of 31.43% to a high of 46.88%.

Table 3.9: *Chlamydia Screening in Women Ages 21-25 Years*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
50.21	**46.88** ↓	**Keystone East**
38.18	38.57 ↑	**adultBasic Weighted Average**
31.48	34.90 ↑	**Highmark BC/BS**
35.00	31.43 ↓	**First Priority Health**
28.57	NA	**Unison**
NA	NA	**Highmark BS**

- NA = denominator <30
- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 26: *Chlamydia Screening in Women Ages 21-25 Years*



- NA = denominator <30

Controlling High Blood Pressure (CBP)

Measure Description

The Controlling High Blood Pressure measure assesses the percentage of adult persons 19 to 64 years old continuously enrolled in the measurement year with diagnosed hypertension whose blood pressure was adequately controlled (i.e., <140/90) during the measurement year.

CBP: Results

Table 3.10

CBP Blood Pressure <140/90 mm Hg	HEDIS 2009
PA aB Weighted Average	63.52
PA Medicaid Weighted Average*	64.74
Medicaid Average - National*	55.77
Medicaid Average - Regional*	62.74

* Medicaid rates include members 18-85 years old

CBP: Analysis

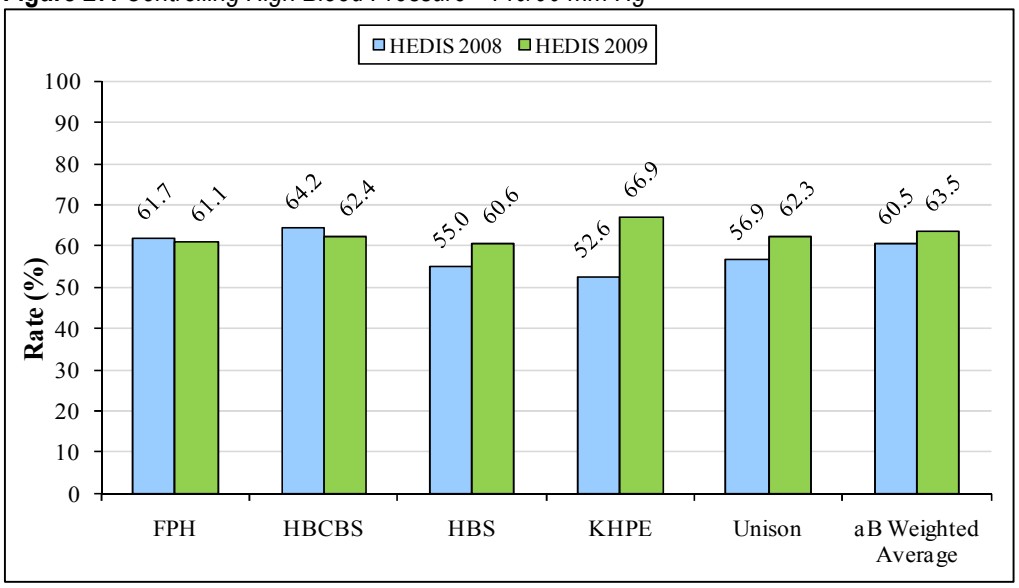
The PA aB HEDIS 2009 Controlling Blood Pressure (<140/90 mm Hg) weighted average was 63.52% which was 3.00 percentage points above the HEDIS 2008 weighted average of 60.52%. Three of five aB Contractors reported increased rates from HEDIS 2008, with two Contractors reporting decreased rates from HEDIS 2008 to HEDIS 2009. Blood Pressure Control rates ranged from a low of 60.59% to a high of 66.93%.

Table 3.11: *Controlling High Blood Pressure <140/90 mm Hg*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
52.62	**66.93** ↑	**Keystone East**
60.52	63.52 ↑	**adultBasic Weighted Average**
64.23	62.37 ↓	**Highmark BC/BS**
56.93	62.29 ↑	**Unison**
61.74	61.05 ↓	**First Priority Health**
54.97	60.59 ↑	**Highmark BS**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 27: *Controlling High Blood Pressure <140/90 mm Hg*



Comprehensive Diabetes Care (CDC)

Measure Description

The Comprehensive Diabetes Care measure assesses the percentage of enrollees 19 to 64 years old who were diagnosed prior to or during the measurement year with diabetes type 1 and type 2, who had: Hemoglobin A1c (HbA1c) testing, HbA1c poor control (>9.0%), HbA1c adequate control (< 8%), HbA1c good control (< 7.0%), a retinal eye exam, LDL-C screening, LDL-C control (<100 mg/dl), medical attention for nephropathy, blood pressure control <130/80 mm Hg and blood pressure control < 140/90 mm Hg.

Comprehensive Diabetes Care – Hemoglobin A1c (HbA1c) Testing

CDC HbA1c Testing: Results

Table 3.12

CDC HbA1c Testing	HEDIS 2009
PA aB Weighted Average	92.47
PA Medicaid Weighted Average*	81.24
Medicaid Average - National*	80.47
Medicaid Average - Regional*	81.00

* Medicaid rates include member 18-75 years old

CDC HbA1C Testing: Analysis

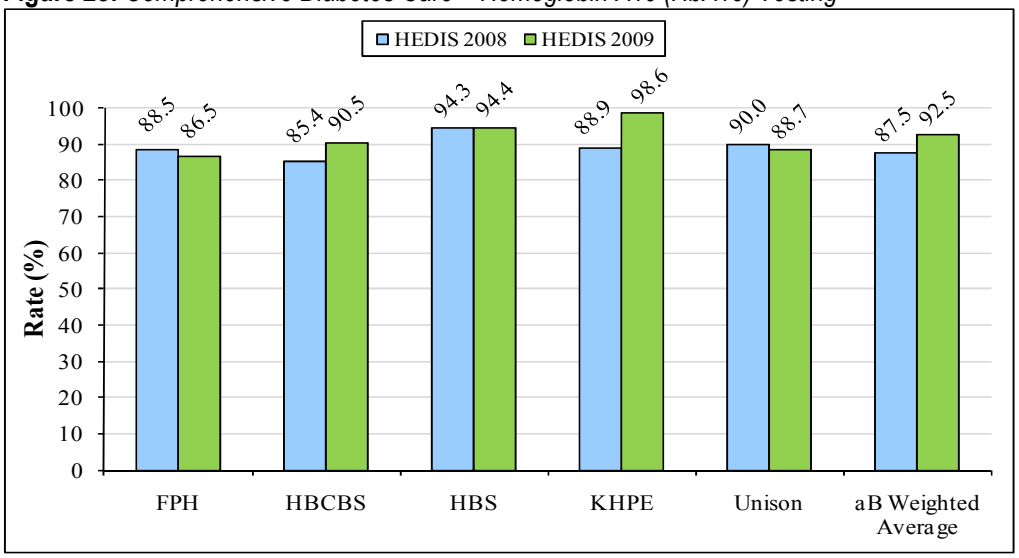
The PA aB HEDIS 2009 Comprehensive Diabetes Care – HbA1c Testing measure weighted average at 92.47% was 4.94 percentage points above the HEDIS 2008 weighted average at 87.53%. Three of five aB Contractors reported increased rates from HEDIS 2008 and two Contractors reported rate decreases from HEDIS 2008 to HEDIS 2009. HbA1c testing rates ranged from a low of 86.47% to a high of 98.64%.

Table 3.13: *Comprehensive Diabetes Care – Hemoglobin A1c (HbA1c) Testing*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
88.94	**98.64** ↑	**Keystone East**
94.34	**94.41** ↑	**Highmark BS**
87.53	92.47 ↑	**adultBasic Weighted Average**
85.40	90.51 ↑	**Highmark BC/BS**
89.97	88.70 ↓	**Unison**
88.46	86.47 ↓	**First Priority Health**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 28: *Comprehensive Diabetes Care – Hemoglobin A1c (HbA1c) Testing*



CDC Poor HbA1c Control (>9.0%): Results

Table 3.14

CDC Poor HbA1c Control (> 9.0%)	HEDIS 2009
PA aB Weighted Average	25.75
PA Medicaid Weighted Average*	37.76
Medicaid Average - National*	44.76
Medicaid Average - Regional*	40.47

* Medicaid rates include member 18-75 years old
* Inverted measure (lower rates indicate better performance)

CDC Poor HbA1c Control (>9.0%): Analysis

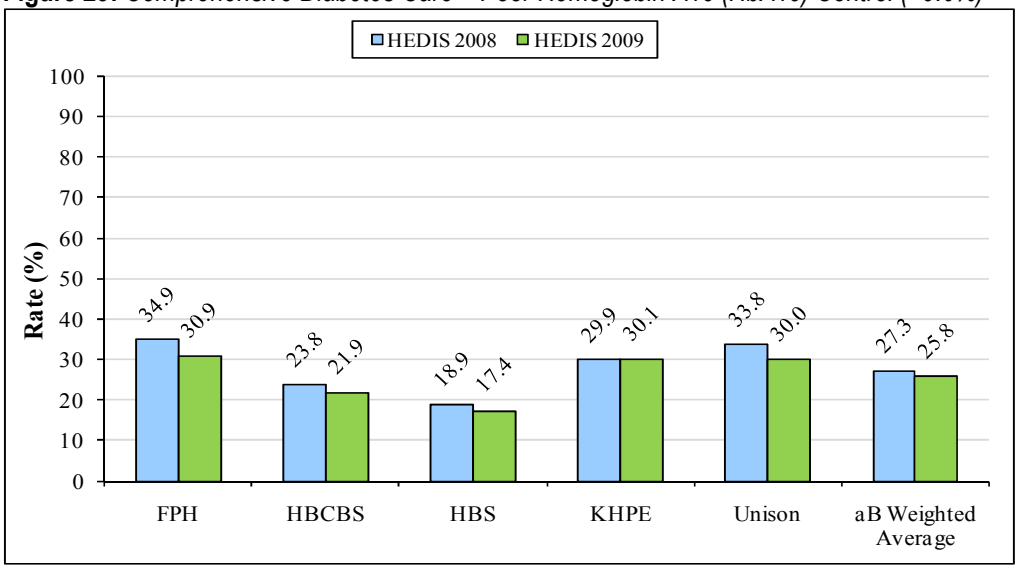
The PA aB HEDIS 2009 Comprehensive Diabetes Care – Poor HbA1c Control (>9.0%) measure weighted average at 25.75% was 1.56 percentage points below the HEDIS 2008 weighted average of 27.31%. One of five aB contractors reported an increased rate from HEDIS 2008 with four Contractors reporting decreased rates from HEDIS 2008 to HEDIS 2009. HbA1c poor control rates ranged from a low of 17.39% to a high of 30.88%.

Table 3.15: *Comprehensive Diabetes Care – Poor Hemoglobin A1c (HbA1c) Control (>9.0%)*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
34.94	**30.88** ↓	**First Priority Health**
29.88	**30.10** ↑	**Keystone East**
33.77	**29.98** ↓	**Unison**
27.31	25.75 ↓	**adultBasic Weighted Average**
23.84	21.90 ↓	**Highmark BC/BS**
18.87	17.39 ↓	**Highmark BS**

- Inverted measure (lower rates indicate better performance)
- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 29: *Comprehensive Diabetes Care – Poor Hemoglobin A1c (HbA1c) Control (>9.0%)*



- Inverted measure (lower rates indicate better performance)

Comprehensive Diabetes Care – Adequate HbA1c Control (<8.0%)

CDC Adequate HbA1c Control (<8.0%): Results

Table 3.16

CDC Adequate HbA1c Control (<8.0%)	HEDIS 2009
PA aB Weighted Average	64.84
PA Medicaid Weighted Average	52.65
Medicaid Average - National**	*NA*
Medicaid Average - Regional**	*NA*

* The Adequate HbA1C control (<8.0%) rate was not publicly reported for HEDIS 2009
** Medicaid benchmarks are not available for this measure

CDC Adequate HbA1c Control (<8.0%): Analysis

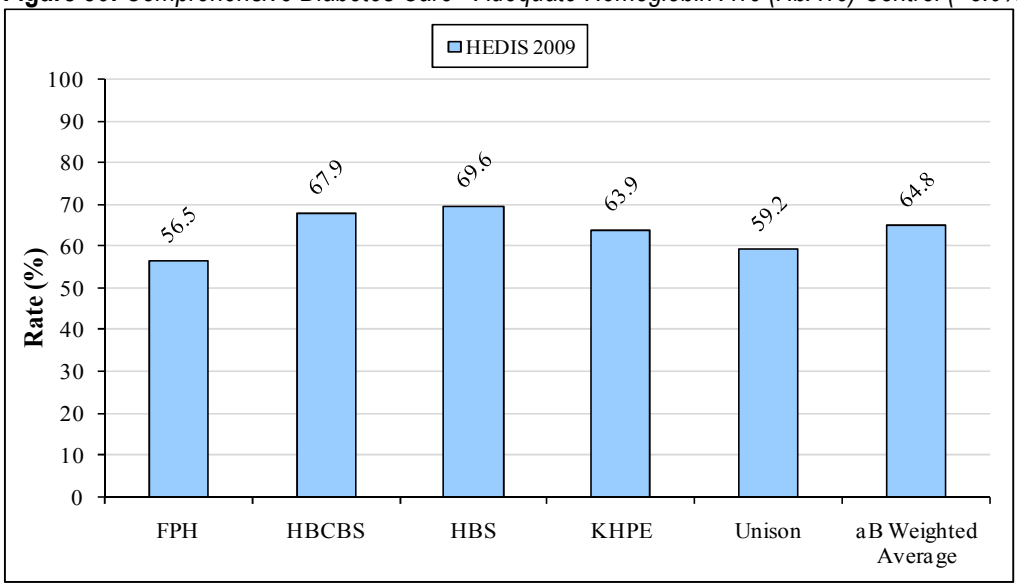
The PA aB HEDIS 2009 Comprehensive Diabetes Care – Adequate HbA1c Control (<8.0%) measure Weighted Average was 64.84%. Two of five aB Contractors reported rates above the aB weighted average, with three Contractors reporting a rate below the weighted average. HbA1c adequate control rates ranged from a low of 56.47%% to a high of 69.57%.

Table 3.17: *Comprehensive Diabetes Care - Adequate Hemoglobin A1c (HbA1c) Control (<8.0%)*

HEDIS 2009	adultBasic Contractors
69.57	**Highmark BS**
67.88	**Highmark BC/BS**
64.84	**adultBasic Weighted Average**
63.88	**Keystone East**
59.21	**Unison**
56.47	**First Priority Health**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ⬆⬇— represents a comparison with the prior year's rate

Figure 30: *Comprehensive Diabetes Care - Adequate Hemoglobin A1c (HbA1c) Control (<8.0%)*



Comprehensive Diabetes Care – Good HbA1c Control (<7.0%)

CDC Good HbA1c Control (<7.0%): Results

Table 3.18

CDC Good HbA1C Control (<7.0%)	HEDIS 2009
PA aB Weighted Average	47.40
PA Medicaid Weighted Average**	40.52
Medicaid Average - National*	*NA*
Medicaid Average - Regional*	*NA*

* The Good HbA1c control (<7.0%) measure was modified for HEDIS 2009 and was not publicly reported
** Medicaid benchmarks are not available for this measure

CDC HbA1C Good Control (<7.0%): Analysis

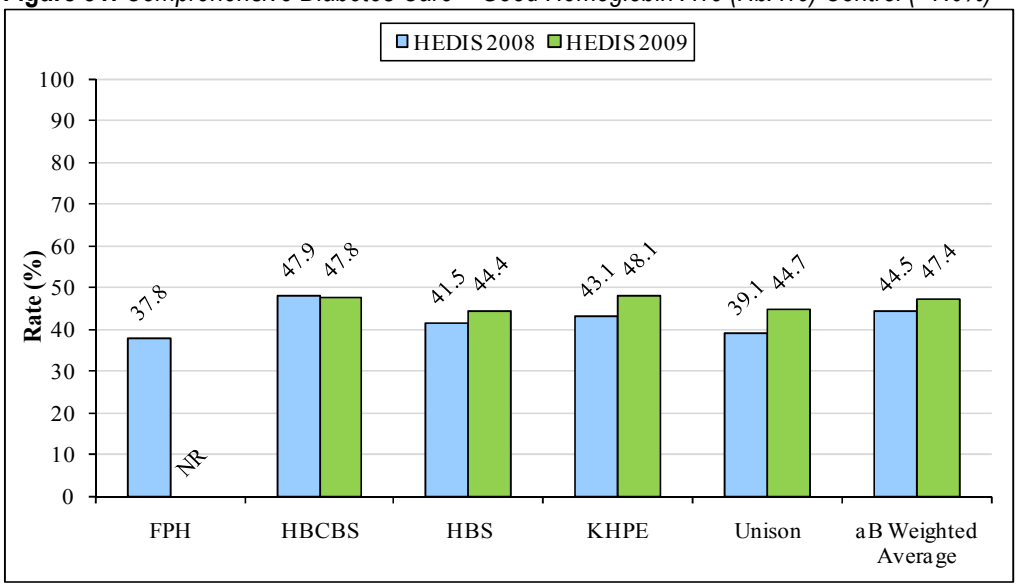
The PA aB HEDIS 2009 Comprehensive Diabetes Care – Good HbA1c Control (<7.0%) measure weighted average was 47.40% which was 2.92 percentage points above the HEDIS 2008 weighted average of 44.48%. Four of five aB Contractors reported valid rates for this measure with one Contractor electing to not report a rate. Three of four Contractors reported increased rates from HEDIS 2008, with one contractor reporting a decreased rate between HEDIS 2008 and HEDIS 2009. HbA1c good control rates ranged from a low of 44.37% to a high of 48.07%.

Table 3.19: *Comprehensive Diabetes Care – Good Hemoglobin A1c (HbA1c) Control (<7.0%)*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
43.06	**48.07** ↑	**Keystone East**
47.93	**47.80** ↓	**Highmark BC/BS**
44.48	47.40 ↑	**adultBasic Weighted Average**
39.05	44.74 ↑	**Unison**
41.51	44.37 ↑	**Highmark BS**
37.82	NR	**First Priority Health**

- NR = Contractor did not report a rate (No Report)
- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate
- Direct comparisons between HEDIS 2008 and HEDIS 2009 rates can not be made due to changes made to the measure for HEDIS 2009

Figure 31: *Comprehensive Diabetes Care – Good Hemoglobin A1c (HbA1c) Control (<7.0%)*



- Direct comparisons between HEDIS 2008 and HEDIS 2009 rates can not be made due to changes made to the measure for HEDIS 2009
- NR = Contractor did not report a rate (No Report)

CDC Eye Exam (Retinal): Results

Table 3.20

CDC Eye Exam (Retinal)	HEDIS 2009
PA aB Weighted Average	50.95
PA Medicaid Weighted Average*	59.84
Medicaid Average - National*	52.79
Medicaid Average - Regional*	58.40

* Medicaid rates include member 18-75 years old

CDC Eye Exam (Retinal): Analysis

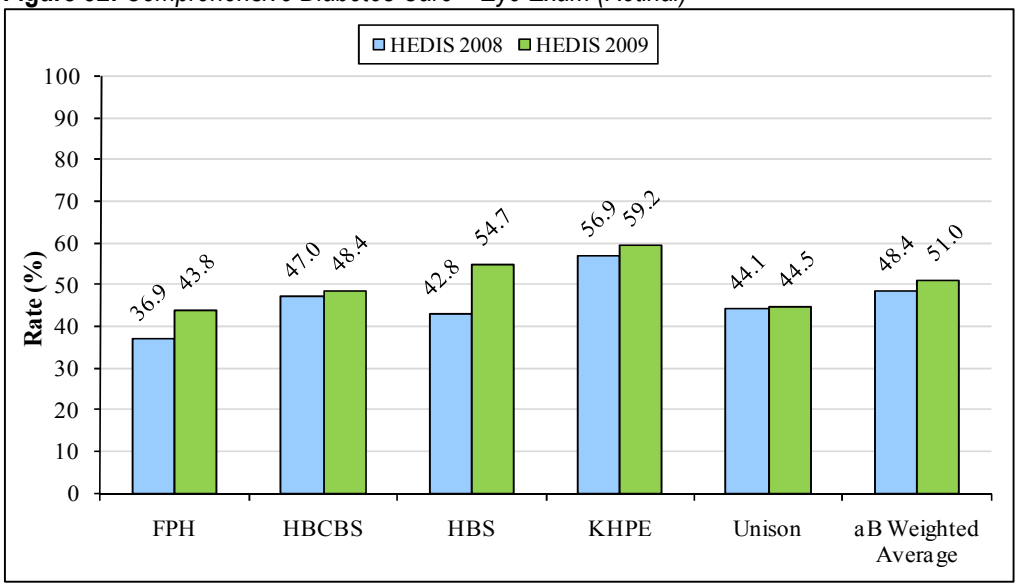
The PA aB HEDIS 2009 Comprehensive Diabetes Care – Retinal Eye Exam measure weighted average at 50.95% was 2.51 percentage points above the HEDIS 2008 weighted average of 48.44%. All five aB Contractors reported increased rates from HEDIS 2008 to HEDIS 2009 with retinal exam rates ranging from a low of 43.82% to a high of 59.22%.

Table 3.21: *Comprehensive Diabetes Care – Eye Exam (Retinal)*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
56.94	**59.22** ↑	**Keystone East**
42.77	**54.66** ↑	**Highmark BS**
48.44	50.95 ↑	**adultBasic Weighted Average**
46.96	48.36 ↑	**Highmark BC/BS**
44.06	44.47 ↑	**Unison**
36.86	43.82 ↑	**First Priority Health**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 32: *Comprehensive Diabetes Care – Eye Exam (Retinal)*



CDC LDL-C Screening: Results

Table 3.22

CDC LDL-C Screening	HEDIS 2009
PA aB Weighted Average	86.44
PA Medicaid Weighted Average*	77.87
Medicaid Average - National*	74.09
Medicaid Average - Regional*	78.74

* Medicaid rates include member 18-75 years old

CDC LDL-C Screening: Analysis

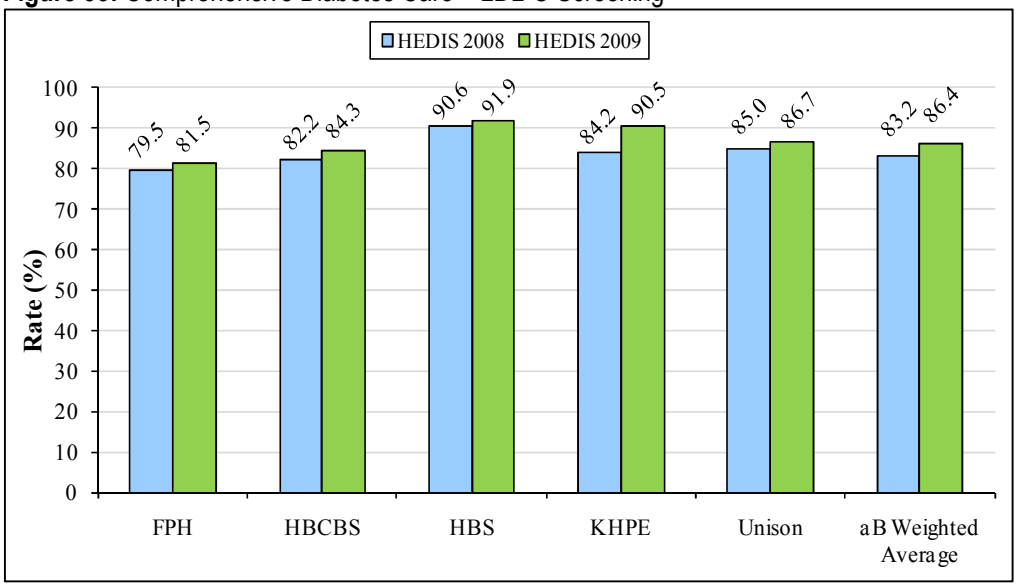
The PA aB HEDIS 2009 Comprehensive Diabetes Care - LDL-C Screening measure weighted average was 86.44% which was 3.22 percentage points above the HEDIS 2008 weighted average of 83.22%. All five aB Contractors reported increased rates from HEDIS 2008 to HEDIS 2009 with screening rates ranging from a low of 81.47% to a high of 91.93%.

Table 3.23: *Comprehensive Diabetes Care – LDL-C Screening*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
90.57	**91.93** ↑	**Highmark BS**
84.24	**90.49** ↑	**Keystone East**
84.96	**86.73** ↑	**Unison**
83.22	86.44 ↑	**adultBasic Weighted Average**
82.24	84.31 ↑	**Highmark BC/BS**
79.49	81.47 ↑	**First Priority Health**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 33: Comprehensive Diabetes Care – LDL-C Screening



CDC LDL-C Control (<100 mg/dL): Results

Table 3.24

CDC LDL-C Control (<100 mg/dL)	HEDIS 2009
PA aB Weighted Average	40.97
PA Medicaid Weighted Average*	44.73
Medicaid Average - National*	33.82
Medicaid Average - Regional*	39.94

* Medicaid rates include member 18-75 years old

CDC LDL-C Control (<100 mg/dL): Analysis

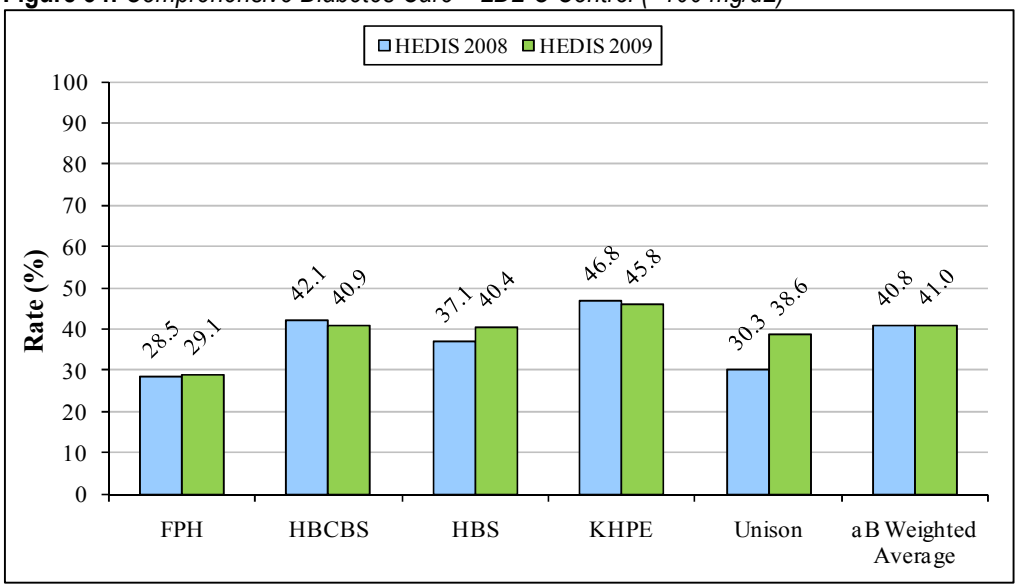
The PA aB HEDIS 2009 Comprehensive Diabetes Care – CDC LDL-C Control (<100 mg/dL) measure weighted average was 40.97% which was 0.13 percentage points above the HEDIS 2008 weighted average of 40.84%. Three of five aB Contractors reported increased rates from HEDIS 2008 with two Contractors reported decreased rates from HEDIS 2008 to HEDIS 2009. LDL-C control rates ranged from a low of 29.12% to a high of 45.83%.

Table 3.25: *Comprehensive Diabetes Care – LDL-C Control (<100 mg/dL)*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
46.82	**45.83** ↓	**Keystone East**
42.09	**40.88** ↓	**Highmark BC/BS**
40.84	40.97 ↑	**adultBasic Weighted Average**
37.11	40.37 ↑	**Highmark BS**
30.34	38.57 ↑	**Unison**
28.53	29.12 ↑	**First Priority Health**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 34: *Comprehensive Diabetes Care – LDL-C Control (<100 mg/dL)*



CDC Medical Attention for Nephropathy: Results

Table 3.26

CDC Medical Attention for Nephropathy	HEDIS 2009
PA aB Weighted Average	77.86
PA Medicaid Weighted Average*	80.19
Medicaid Average - National*	76.64
Medicaid Average - Regional*	77.94

* Medicaid rates include member 18-75 years old

CDC Medical Attention for Nephropathy: Analysis

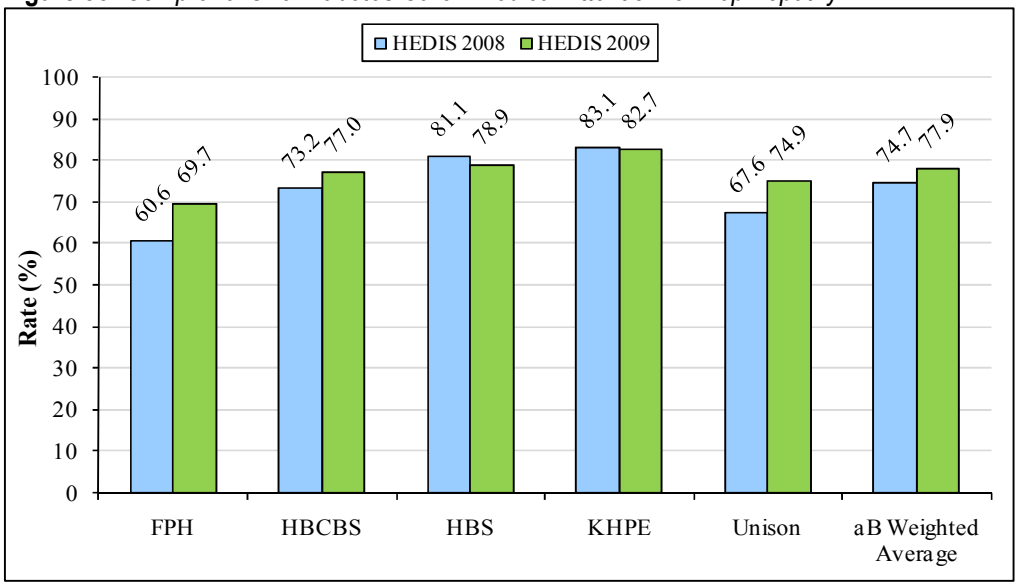
The PA aB HEDIS 2009 Comprehensive Diabetes Care – Medical Attention for Nephropathy measure weighted average at 77.86% was 3.16 percentage points above the HEDIS 2008 weighted average of 74.70%. Three of five aB Contractors reported increased rates from HEDIS 2008, with two Contractors reporting decreased rates from HEDIS 2008 to HEDIS 2009. Medical attention for nephropathy rates ranged from a low of 69.71% to a high of 82.72%.

Table 3.27: *Comprehensive Diabetes Care - Medical Attention for Nephropathy*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
83.06	**82.72** ↓	**Keystone East**
81.13	**78.88** ↓	**Highmark BS**
74.70	77.86 ↑	**adultBasic Weighted Average**
73.24	77.01 ↑	**Highmark BC/BS**
67.55	74.94 ↑	**Unison**
60.58	69.71 ↑	**First Priority Health**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 35: *Comprehensive Diabetes Care - Medical Attention for Nephropathy*



CDC Blood Pressure Control (<130/80 mm Hg): Results

Table 3.28

CDC Blood Pressure Control (<130/80 mm Hg)	HEDIS 2009
PA aB Weighted Average	33.07
PA Medicaid Weighted Average*	30.65
Medicaid Average - National*	30.70
Medicaid Average - Regional*	30.19

* Medicaid rates include member 18-75 years old

CDC Blood Pressure Control (<130/80 mm Hg): Analysis

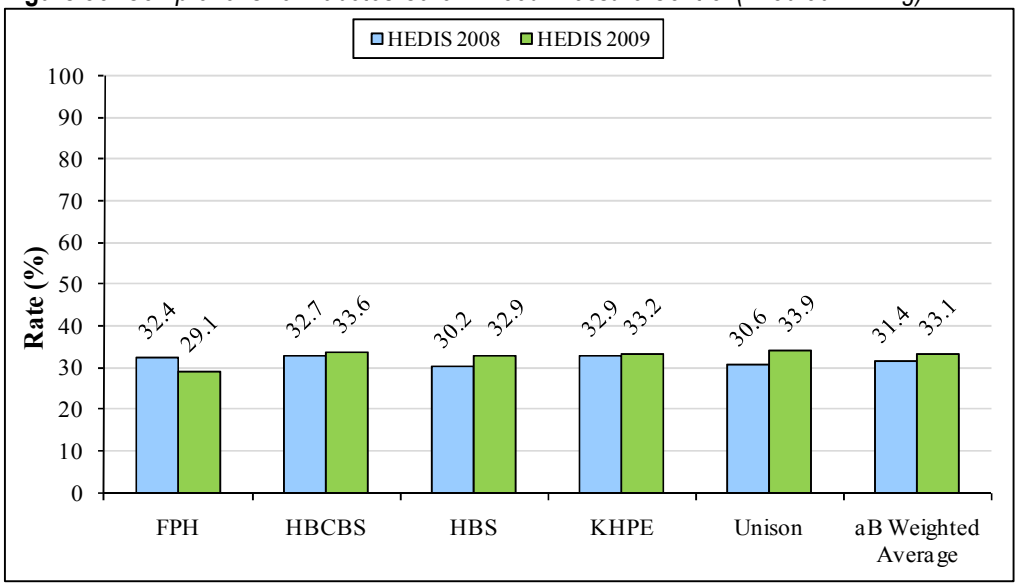
The PA aB HEDIS 2009 Comprehensive Diabetes Care – Blood Pressure Control (<130/80 mm Hg) measure weighted average at 33.07% which was 1.65 percentage points above the HEDIS 2008 weighted average of 31.42%. Four of five aB Contractors reported increased rates from HEDIS 2008 with one Contractor reporting a decreased rate from HEDIS 2008 to HEDIS 2009. Blood pressure control rates ranged from a low of 29.12% to a high of 33.91%.

Table 3.29: *Comprehensive Diabetes Care – Blood Pressure Control (<130/80 mm Hg)*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
30.61	**33.91** ↑	**Unison**
32.66	**33.58** ↑	**Highmark BC/BS**
32.94	**33.20** ↑	**Keystone East**
31.42	33.07 ↑	**adultBasic Weighted Average**
30.19	32.92 ↑	**Highmark BS**
32.37	29.12 ↓	**First Priority Health**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

Figure 36: *Comprehensive Diabetes Care – Blood Pressure Control (<130/80 mm Hg)*



Comprehensive Diabetes Care – Blood Pressure Control (<140/90 mm Hg)

CDC Blood Pressure Control (140/90 mm Hg): Results

Table 3.30

CDC Blood Pressure Control (<140/90 mm Hg)	HEDIS 2009
PA aB Weighted Average	67.06
PA Medicaid Weighted Average*	61.17
Medicaid Average - National*	56.90
Medicaid Average - Regional*	58.37

* Medicaid rates include members 18-75 years old

CDC Blood Pressure Control (140/90 mm Hg): Analysis

The PA aB HEDIS 2009 Comprehensive Diabetes Care – Blood Pressure Control (<140/90 mm Hg) measure weighted average was 67.06% which was 4.11 percentage points above the HEDIS 2008 weighted average of 62.95%. Three of five aB Contractors reported increased rates from HEDIS 2008 with two Contractors reporting decreased rates from HEDIS 2008 to HEDIS 2009. Blood pressure control rates ranged from a low of 64.85% to a high of 68.98%.

Table 3.31: *Comprehensive Diabetes Care – Blood Pressure Control (<140/90 mm Hg)*

HEDIS 2008	HEDIS 2009	adultBasic Contractors
62.29	**68.98** ↑	**Highmark BC/BS**
71.07	**67.70** ↓	**Highmark BS**
62.95	67.06 ↑	**adultBasic Weighted Average**
67.63	65.88 ↓	**First Priority Health**
62.27	65.36 ↑	**Unison**
61.65	64.85 ↑	**Keystone East**

- Bold numbering indicates rates that are above the PA aB Weighted Average
- ↑↓— represents a comparison with the prior year's rate

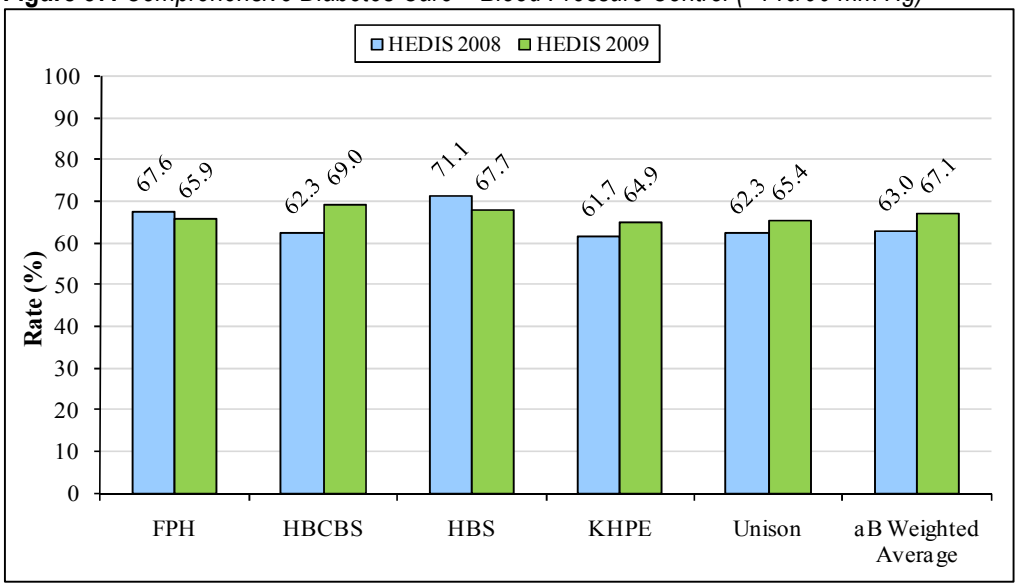



Figure 37: *Comprehensive Diabetes Care – Blood Pressure Control (<140/90 mm Hg)*