

SC Medicaid Health Plans Report Card

Calendar Year 2009

Staying Healthy: Children

These measures provide information about how well a plan provides services that maintain good health and prevent illness in children:

- Annual Dental Visits
- Childhood Immunizations
- Appropriate Treatment for Children With Upper Respiratory Infection
- Lead Screening
- Children and Adolescent Access to Primary Care Physicians
- Well Child Visits for Infants and Young Children

Staying Healthy: Adults

These measures provide information about how well a plan provides services that maintain good health and prevent illness in adults:

- Adult Access to Preventative/Ambulatory Health Services
- Colorectal Cancer Screening
- Breast Cancer Screening
- Postnatal Care Visits
- Cervical Cancer Screening
- Postnatal Care Visits

Living With Illness and Disability

These measures provide information about how well a plan helps people manage chronic illness:

- Use of Appropriate Medication for People With Asthma
- Comprehensive Diabetes Care

Behavioral Health

These measures provide information about how well a plan helps people manage mental illness:

- Follow-Up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder (ADHD) Medication
- Follow-Up After Hospitalization for Mental Illness

Accessing Health Care | Consumer Satisfaction: Getting Needed Care

These measures report how often consumers said that it was easy for them or their child to:

- Get appointments with specialists
- Get the care, tests, or treatment they needed through their health plan

Accessing Health Care | Consumer Satisfaction: Getting Care Quickly

These measures report how often consumers said that they or their child:

- Got care as soon as they needed when they were sick or injured
- Got an appointment as soon as they needed when they weren't sick or injured

Experiencing Health Care | Consumer Satisfaction: How Well Doctors Communicate

These measures report how often consumers said that their or their child's personal doctor:

- Explained things in a way that was easy for them to understand
- Showed respect for what they had to say
- Listened carefully to them
- Spent enough time with them

Scoring and Rating Methods

Measures: All but one performance measure were constructed using the HEDIS® (Health Plan Employer Data and Information Set) and CAHPS® (Consumer Assessment of Healthcare Providers and Systems) quality performance systems. The one state measure, Childhood Immunizations, was modified by the SC Department of Health and Human Services to enable comparison with members in fee-for-service.

The National Committee on Quality Assurance (NCQA), a national non-profit organization dedicated to improving quality of managed health care, sponsors both HEDIS® and CAHPS®. All of the performance measure rates are based on services, care, and experiences of members who enrolled in the SC Medicaid Program throughout calendar year (CY) 2009.

Rating Method: The HEDIS® scores are based on the number of members enrolled in the plan who are eligible and who received the service based on administrative records (claims and encounters). These records do not include information from medical charts or laboratory results available to medical providers and health plans. Restricting the data to administrative records allows for a comparison between managed care organizations and fee-for-service rates. The accuracy of this information relies on the administrative records submitted by providers for services rendered to Medicaid patients in CY 2009. All administrative records were adjudicated through May 31, 2010.

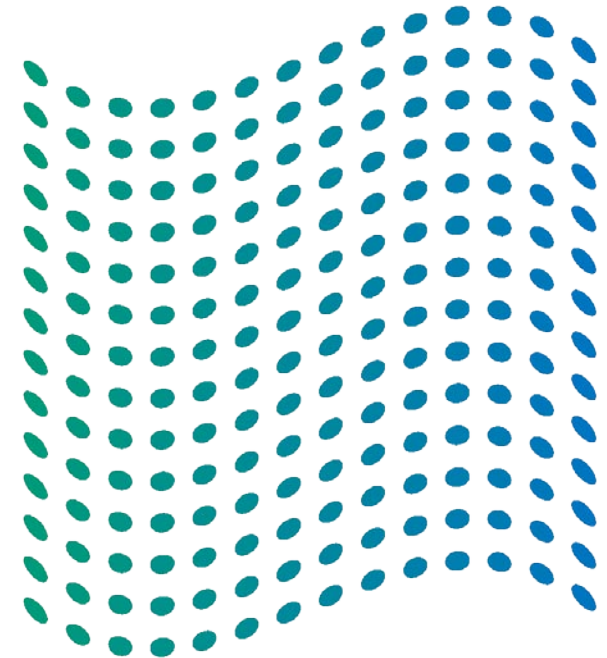
The CAHPS® measures are based on a list of randomly selected children and adult Medicaid recipients enrolled in a designated health plan for at least six months during 2009. These members completed the CAHPS® survey by telephone and were asked to report their experiences with their healthcare plans, services and their doctors.

The SC Department of Health and Human Services hired the University of South Carolina which uses an NCQA certified survey vendor and software to calculate the performance scores on the Health Plan Report Card. Plans whose scores were statistically different than the national average range (40th to 60th percentile) either received an above average (61th percentile and above) or below average (39th percentile and below). The ratings are illustrated in the report card as above average (three stars - ***), average (two stars - **), below average (one star - *). Plans that scored at the 75th percentile and above received three stars shaded in green. **A below average (one star) does not mean the health plan provided poor care or bad service. It means the plan scored below average nationally compared to other Medicaid managed care health plans.**

Not Sufficient Information (NSI) means that the health plan has too few members who were enrolled long enough to meet the HEDIS® requirements to be able to report a meaningful score for that performance measure. This is common with newer health plans. An NSI designation does not evaluate the quality of the service nor does it mean the services are not being provided for these measures by the health plan.

South Carolina Medicaid Health Plans Report Card

Calendar Year 2009



Developed by the University of South Carolina
Institute for Families in Society under contract to the
SC Department of Health and Human Services

September 2010

Category Ratings for South Carolina Medicaid Health Plans Calendar Year 2009

	Absolute Total Care	BlueChoice	First Choice	SC Solutions	Unison	Fee-For-Service
STAYING HEALTHY: CHILDREN						
Annual Dental Visits: Total (Ages 2-21)	★★★	★★★	★★★	★★★	★★★	★★★
Appropriate Use of Antibiotics: Treatment for Children With Upper Respiratory Infection (URI)	★	★	★	★	★	★
Child and Adolescent Access to Primary Care: (Ages 12-24 months)	★	★	★★★	★★★	★★★	★★★
Child and Adolescent Access to Primary Care: (Ages 25 mos - 6 yrs)	★	★	★★★	★	★	★
Child and Adolescent Access to Primary Care: (Ages 7-11 years)	★★★	★	★★★	★	★	★
Child and Adolescent Access to Primary Care: (Ages 12-19 years)	★	★	★★★	★★★	★	★
Childhood Immunizations: (Ages <2)	★★★	NSI	★★★	★	★★★	★★★
Lead Screening in Children: (Ages <2)	★	NSI	★	★	★	★
Well-Child Visits: (Ages 0 Through 15 Months: 5 Visits)	★★★	NSI	★★★	★★★	★★★	★★★
Well-Child Visits: (Ages 3 Through 6 Years)	★	★	★	★	★	★
STAYING HEALTHY: ADULTS						
Adult Access to Preventative Ambulatory Health Services: (Ages 20-44 years)	★	★	★★★	★★★	★	★
Adult Access to Preventative Ambulatory Health Services: (Ages 45-64 years)	★	★	★★★	★	★	★
Breast Cancer Screening: Total	★	NSI	★★★	★★★	★	★
Cervical Cancer Screening (PAP Test)	★	★	★	★	★	★
Colorectal Cancer Screening: (Ages 50-80)	★	NSI	★	★	★	★
Postnatal Care Visits	★	★	★★★	★★★	★★★	★★★
Prenatal Care Visits	★	★	★	★	★	★
LIVING WITH ILLNESS AND DISABILITY						
Asthma: Appropriate Medication Use: Adults (Ages 18-56)	★	NSI	★	★	★	★
Asthma: Appropriate Medication Use: (Ages 5-9)	★★★	NSI	★★★	★★★	★★★	★★★
Asthma: Appropriate Medication Use: (Ages 10-17)	★★★	NSI	★★★	★★★	★	★★★
Diabetes Care: Hemoglobin A1c (HbA1c) Test (% Members Ages 18-75)	★	★	★	★	★	★
Diabetes Care: Dilated Eye Exam (% Members Ages 18-75)	★★★	★★★	★★★	★★★	★★★	★★★
Diabetes Care: Lipid Profile (LDL-C) Screening (% Members Ages 18-75)	★	★	★	★	★	★
Diabetes Care: Urine Screening for Microalbumin or Medical Attention for Nephropathy (% Members Ages 18-75)	★★★	★★★	★★★	★★★	★★★	★★★
BEHAVIORAL HEALTH						
Behavioral Health: Attention-Deficit Hyperactivity Disorder (ADHD): % Ages 6 to 12 Years With an ADHD Prescription Who Had a Follow-Up During 30-Day Initiation Phase	★	NSI	★	★	★	★
Behavioral Health: Attention-Deficit Hyperactivity Disorder (ADHD): % Ages 6 to 12 Years With an ADHD Prescription Who Had a Follow-Up During 30-Day Continuation and Maintenance Phase	NSI	NSI	★	★	★	★
Behavioral Health: Follow-up Care Within 7 Days After Hospitalization for Mental Illness: Ages 6 Years and Above	★★★	★	★★★	★★★	★★★	★★★
Behavioral Health: Follow-up Care Within 30 Days After Hospitalization for Mental Illness: Ages 6 Years and Above	★★★	★	★★★	★★★	★★★	★★★
ACCESSING HEALTH CARE: CONSUMER SATISFACTION						
Getting Needed Care: Adult	★	★	★	★★	★	★★★
Getting Needed Care: Child	★	★	★★★	★★★	★★	★★★
Getting Care Quickly: Adult	★	★★	★★	★★	★	★★
Getting Care Quickly: Child	★	★	★★	★★	★★	★
EXPERIENCING HEALTH CARE: CONSUMER SATISFACTION						
Doctors Communicate Well With Patients: Adult	★★	★★	★★	★★	★★	★★
Doctors Communicate Well With Patients: Child	★★★	★★	★★	★★	★★	★★★

★ Above National Average
★ National Average
★ Below National Average

NSI Not sufficient information available to rate
 Ratings that exceed the National 75th percentile
 State Measure

Note: Ratings are for CY 2009 compared to 2009 NCOA Medicaid Benchmark.
Data Source: SC Medicaid claims January 1 - December 31, 2009, adjudicated through May 2010.