

# Healthy Families Program 2009 Plan Performance Profile Report



**California Managed Risk Medical  
Insurance Board  
Benefits & Quality Monitoring Division**





## Managed Risk Medical Insurance Board Healthy Families Program (HFP)

*MRMIB provides and promotes access to affordable coverage for comprehensive, high quality, cost effective health care services to improve the health of Californians.*

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# EXECUTIVE SUMMARY

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## Introduction

The 2009 Plan Performance Profile Report provides an assessment of individual plan performance on certain contractual requirements, including measures related to the quality of care provided to children in the Healthy Families Program (HFP). This report is a compilation of information previously released in the 2009 Healthcare Effectiveness Data and Information Set (HEDIS) and the 2009 Dental Quality Report. This report also includes coverage areas, and annual and monthly enrollment levels for each plan.

These data provide the Managed Risk Medical Insurance Board (MRMIB) with detailed information related to how health, dental, and vision plans in the HFP met clinical and contractual performance standards. MRMIB uses these plan performance profiles to evaluate the quality of care provided in the HFP and to identify areas of focus to improve the quality of care for HFP children.

## Performance Evaluation Criteria

The following data were used to evaluate plan performance for calendar year 2009:

- 2009 HEDIS results for health plans (12 measures/16 rates per plan)
- 2009 results of the HFP dental performance measures (8 measures/10 rates per plan)
- Enrollment trends
- Medical Loss Ratio

Each plan profile contains a summary of the plan's coverage areas, the plan's enrollment trends, and summaries of the plan's areas of achievement and areas for improvement. In addition, each profile includes tables and graphs of the plan's performance over three years, from 2007 to 2009.

Plan areas of achievement were determined by:

- Improvement in a HEDIS or dental quality measure rate of three percent or more from

2008 to 2009.

- HEDIS or dental quality measure rates three percent or more above the 2009 HFP weighted average for that measure.

Plan areas for improvement were determined by:

- Decrease in a HEDIS or dental quality measure rate of three percent or more from 2008 to 2009.
- HEDIS or dental quality measure rates three percent or more below the 2009 HFP weighted average for that measure.

Evaluation of plan performance also includes the plan reported Medical Loss Ratio for 2008-09.

## Key Findings

### Quality of Care: Health and Dental Plans

#### *Health Plans: 2009 HEDIS Rates*

Every health plan showed an increase in at least one HEDIS rate from the 2008 level. Six health plans had eight or more (out of 16) HEDIS scores that were three percentage points or more above the 2009 HFP weighted average:

- CalOptima – 9 rates
- Central California Alliance for Health – 9 rates
- Health Plan of San Mateo – 8 rates
- Kaiser Foundation Health Plan North – 9 rates
- Kaiser Foundation Health Plan South – 12 rates
- San Francisco Health Plan – 9 rates

Six health plans had eight or more (out of 16) rates that were three percentage points or more below the 2009 HFP weighted average:

- Anthem Blue Cross HMO - 12 rates
- Blue Shield EPO – 10 rates
- Blue Shield HMO – 10 rates
- Community Health Plan – 9 rates
- Molina Healthcare – 9 rates
- Ventura County Health Care Plan – 9 rates

Although some health plans' rates improved from 2008 to 2009, 2009 rates were actually lower than

## EXECUTIVE SUMMARY

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2007 rates for many plans, particularly in *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More*.

Overall, *Children's Access to Primary Care* is high, with many plans showing rates over 90 percent for each age cohort.

Many plans showed declining rates in important preventive measures including *Childhood Immunizations, Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More* and *Adolescent Well Care Visits*. Plans need to do more to ensure HFP children get all necessary preventive care visits and immunizations, especially for the youngest children in their first fifteen months of life.

The declining rates in immunizations among HFP health plans may be related to concerns around whether an ingredient in measles, mumps, and rubella (MMR) vaccines causes autism. In February 2011, the US Supreme Court ruled there is no causative link between the MMR vaccine and autism, which is consistent with recent research on vaccine safety. The American Academy of Pediatrics (AAP) continues to advocate for preventive care, including immunizations, as "a major component of pediatric health care and disease prevention."

Plans still have a long way to go to improve performance rates on *Appropriate Testing for Pharyngitis* and *Chlamydia Screening in Women*.

Nearly all plans' rates for *Appropriate Testing for Pharyngitis, Mental Health Utilization, and Identification of Alcohol and Other Drugs* were at or below the national 10<sup>th</sup> percentile rate for commercial plans with the following exceptions.

- Both Kaiser Foundation Health Plans, North and South, were the only health plans to achieve the national 90<sup>th</sup> percentile rate for commercial plans for *Appropriate Testing for Pharyngitis* in 2009.
- Kaiser Foundation Health Plan - North was the only health plan that did not have a rate at or below the national 10<sup>th</sup> percentile rate for commercial plans for *Mental Health Utilization* in 2009.
- Ventura County Healthcare Plan was the only plan that did not have a rate at or below the

national 10<sup>th</sup> percentile rate for commercial plans in 2009 for *Identification of Alcohol and Other Drugs*.

MRMIB will work with the health plans and a contracted external quality review organization (EQRO) to use the information from this report to identify quality improvement projects (QIP) at both the statewide level and individual plan level. MRMIB will contract with the EQRO in 2011 and begin the QIPs in 2012.

### *Dental Plans: 2009 Dental Performance Rates*

As noted in the 2009 Dental Quality Report, there are significant differences in performance in dental exclusive provider organizations (EPO) compared dental health maintenance organizations (HMO). That said, most of the dental plans realized increases of three percentage points or more from the 2008 level in their performance rates.

Two dental plans, both dental EPOs, had five or more rates that were three percentage points or more above the 2009 HFP weighted average:

- Delta Dental – all 10 rates
- Premier Access Dental – all 10 rates

Four dental plans, all of which are dental HMOs, had decreases in at least one dental quality rate from the 2008 level. Four dental plans had five or more dental rates three percentage points or more below the 2009 HFP weighted average:

- Access Dental – all 10 rates
- HealthNet Dental – all 10 rates
- SafeGuard Dental – all 10 rates
- Western Dental – 8 rates

To address the low performance of dental plans, MRMIB has undertaken an oral health quality improvement project – *Healthy Families - Healthy Smiles*. The focus of the project is ensuring that young children, ages 0 to 7, enrolled in HFP, receive appropriate preventive services. The project will use a variety of strategies including identification and training of dentists willing to treat young children, incentives, and community partnerships to improve treatment and prevention

## EXECUTIVE SUMMARY

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of dental caries. The project is underway, and results will be reported in 2012.

### Enrollment

#### *Health Plans*

Overall, enrollment increased from 2008 to 2009. However, there were three health plans that had decreases in enrollment from 2008 to 2009: Anthem Blue Cross EPO, Anthem Blue Cross HMO, and Community Health Plan.

Factors affecting health plan enrollment in 2009:

- The 2008-09 BY did not begin until February 2009 due to delays in the passage of the state budget.
- There were two open enrollment periods in 2008-09: November – December 2008 for the 2008-09 BY, and April - May 2009 for BY 09-10.
- In February 2009, HFP premiums increased for income categories B and C.
- In Orange, Riverside, and San Bernardino counties, Anthem Blue Cross (ABC) changed its plan from EPO to HMO, which required members to choose a new plan.
- Several large health plans - Blue Shield, Anthem Blue Cross, and Health Net – stopped covering two or more counties that they had covered in Benefit Year 2008-09. This impacted enrollment in several smaller, local health plans in those counties.
- There was a spike in enrollment in July 2009 due to implementation of the HFP wait list. People may have rushed to apply prior to implementation of the wait list, increasing enrollment levels in July 2009. The wait list ended in September 2009. Consequently, there were increases in enrollment from September 2009 through December 2009 as members who had been on the wait list were enrolled.

#### *Dental Plans*

Delta Dental was the only dental plan and Vision Service Plan was the only vision plan to show decreased enrollment in 2009.

A limitation on dental plan choice was implemented November 1, 2009, requiring newly enrolled HFP members to select a low-cost dental plan. Members must remain in a low-cost dental plan for at least two years before they can switch to higher-cost dental plan during the next open enrollment period.

## READING THE REPORT

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### Reading the Plan Performance Profiles

Consider the following when reading this report:

- Reported coverage areas are plan coverage areas during the 2009-10 Benefit Year (BY).
- Enrollment levels by county represent the median monthly enrollment level for 2009 in each county for a given plan. Median was used because it is less sensitive to extreme values than the mean and provides a better estimate of annual enrollment given the fluctuations in enrollment levels from the 2008-09 BY to the 2009-10 BY. For plans with multiple counties in their coverage areas, the estimated enrollments were summed to obtain the estimated total annual enrollment for that plan for the 2009 calendar year. For plans with only one county in their coverage area, the median monthly enrollment for 2009 is the plan's estimated total annual enrollment.
- Three percentage points or more was the criteria for significant change in quality measure scores. This was applied to changes from 2008 to 2009 as well as the distance above or below the 2009 HFP weighted average.
- Health and dental plan quality rates were evaluated against the 2009 HFP weighted average. Rates that were three percentage points or more above the 2009 HFP weighted average are significant. Comparisons of plan rates against state and national benchmarks for HEDIS are reported in the *2009 HEDIS Report* for HFP.
- Three years of performance measure data are included in the plan profiles: 2007 – 2009. Where rates are shown as zero (0) in the plan HEDIS charts, this indicates the plan's sample size was too small to report for that year.
- For *Mental Health Utilization and Identification of Alcohol and Other Drugs*, many plan scores are displayed as zero (0). This may occur for one of two reasons: the rate of service provision was less than one half of one percent, or these services were not utilized

during 2009.

- For dental performance measures, all rates except *Annual Dental Visit* are zero for 2007 because the remaining seven dental performance measures were not collected in 2007.

# **HEALTH PLAN PERFORMANCE PROFILES**

# ALAMEDA ALLIANCE FOR HEALTH

Alameda Alliance for Health has been a Healthy Families health plan since 1998 and is also a health plan in the Medical Managed Care program. Alameda Alliance was the Community Provider Plan in Alameda County in Benefit Year 2009-10 and provides services in Alameda County. Anthem Blue Cross HMO and Blue Shield HMO stopped covering Alameda County in 2009-10, which impacted Alameda Alliance for Health's enrollment. The estimated annual enrollment (median monthly enrollment) for Alameda Alliance for Health in 2009 was 9,123. The following charts provide trends in enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of Alameda Alliance for Health.

## Areas of Achievement

Ten HEDIS rates across each of the three care domains increased at least three percentage points from the 2008 level:

### Access & Availability of Care Domain

#### *Children's Access to Primary Care*

- Ages 12 – 24 months
- Ages 7 - 11 years
- Ages 12 – 18 years

Though these rates increased from 2008, the 2009 rates are lower than the 2007 rates.

### Effectiveness of Care Domain

#### *Childhood Immunizations*

- Combination 2
- Combination 3

#### *Appropriate Medication for Asthma*

#### *Appropriate Treatment for Upper Respiratory Infection*

#### *Chlamydia Screening in Women*

The plan improved their rates for five out of seven measures in this domain of care.

### Use of Services Domain

#### *Well-Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years*

#### *Adolescent Well-Care Visits*

Though the rate for *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years* increased from 2008, the plan's rate has decreased from 84 percent in 2007 to 78 percent in 2009.

Five rates were at least three percentage points higher than the 2009 HFP weighted average:

- *Childhood Immunizations,*
  - Combination 2\*
  - Combination 3\*
- *Chlamydia Screening in Women\**
- *Appropriate Treatment for Upper Respiratory Infection\**
- *Adolescent Well-Care Visits \**

\*These rates are also at or above the national 90<sup>th</sup> percentile for commercial plans.

## Areas for Improvement

Three rates across two care domains decreased at least three percentage points from the 2008 level:

### Access & Availability of Care Domain

#### *Children's Access to Primary Care*

- Ages 25 months - 6 years (11%)\*

\*This measure shows a steady decline from 93 percent in 2007 to 72 percent in 2009.

### Effectiveness of Care Domain

#### *Appropriate Testing for Pharyngitis (13%)\**

#### *Lead Screening in Children (13%)\**

\*This measure shows a steady decline from 52 percent in 2007 to only 34 percent in 2009.

Three rates fell three percentage points or more below the 2009 HFP weighted average:

- *Children's Access to Primary Care*
  - Ages 25 months – 6 years
  - Ages 12 – 18 years
- *Lead Screening in Children*

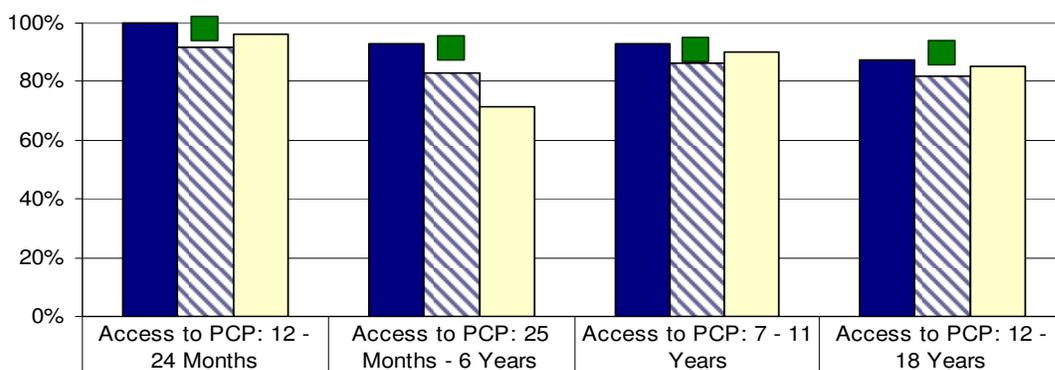
The plan's 2009 rate for *Children's Access to Primary Care, Ages 25 Months – 6 Years* was at or below the national 10<sup>th</sup> percentile rate for commercial plans.

## Enrollment

The median monthly enrollment for 2008 was 7,989, but increased to 9,123 members in 2009.

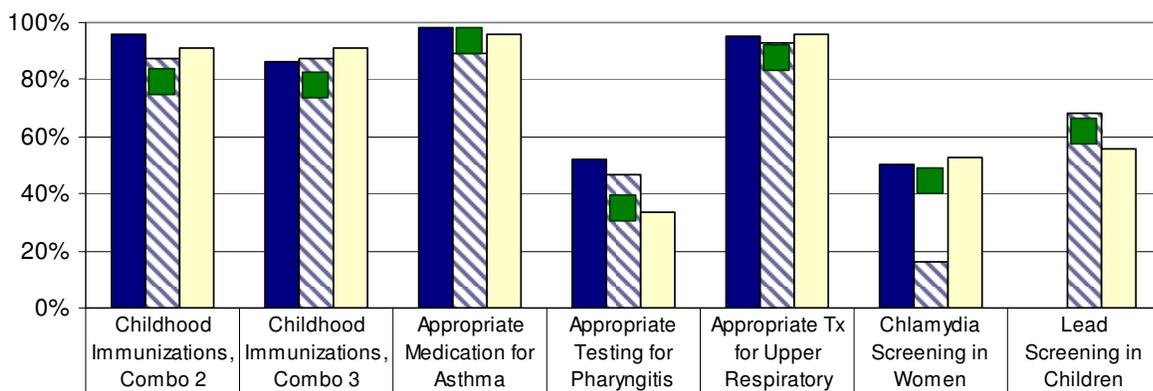
# ALAMEDA ALLIANCE FOR HEALTH

## HEDIS: Access & Availability of Care



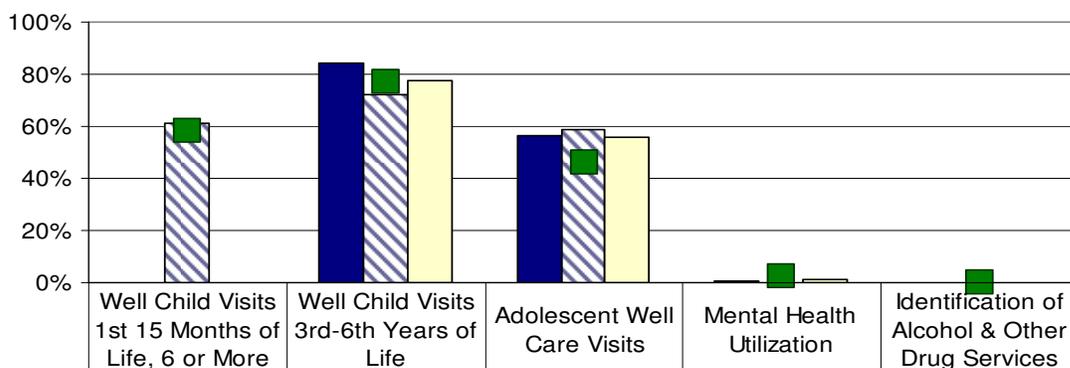
■ 2007 Plan Rate	100%	93%	93%	88%
▨ 2008 Plan Rate	92%	83%	86%	82%
□ 2009 Plan Rate	96%	72%	90%	85%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

## HEDIS: Effectiveness of Care



■ 2007 Plan Rate	96%	86%	98%	52%	95%	51%	0%
▨ 2008 Plan Rate	88%	88%	89%	47%	93%	16%	68%
□ 2009 Plan Rate	91%	91%	96%	34%	96%	53%	55%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

## HEDIS: Use of Services

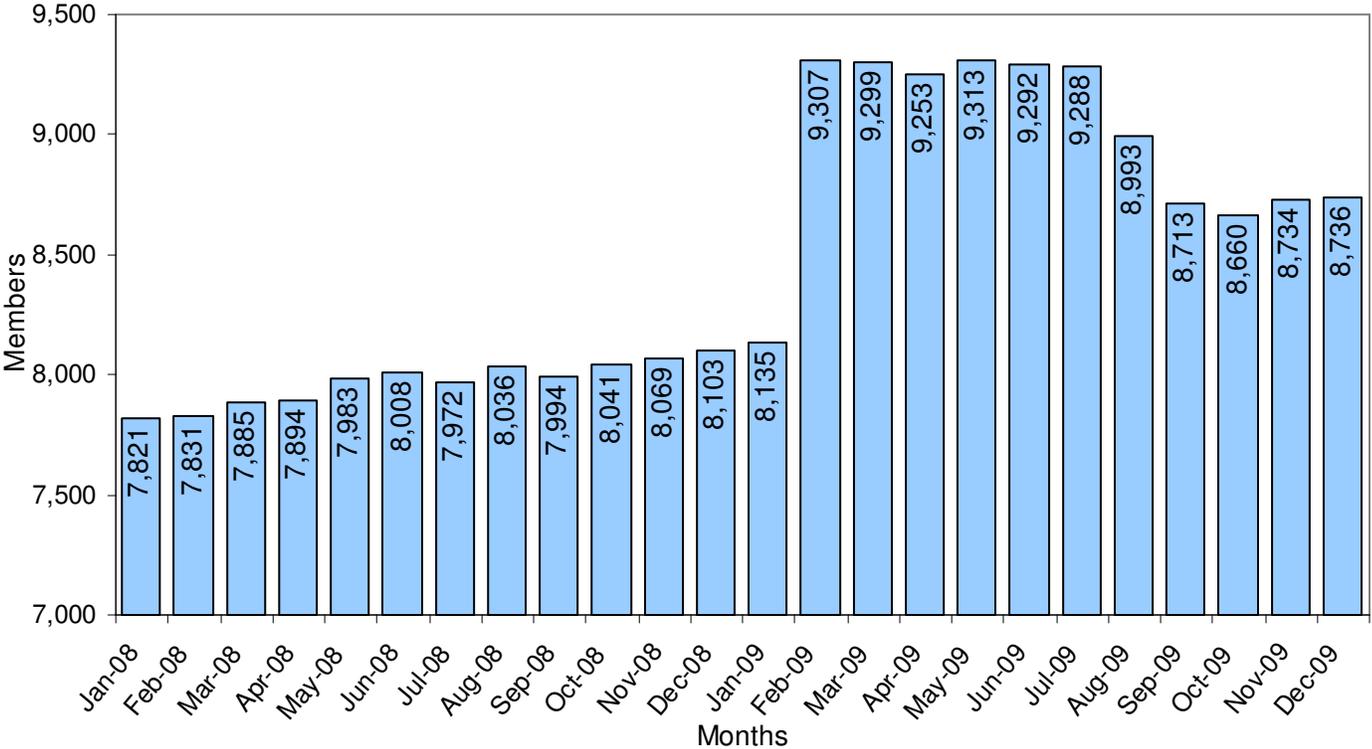


■ 2007 Plan Rate	0%	84%	56%	1%	0%
▨ 2008 Plan Rate	61%	72%	59%	0%	0%
□ 2009 Plan Rate	0%	78%	56%	2%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

**ALAMEDA ALLIANCE FOR HEALTH**

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Alameda	Full	9,123

**Monthly Enrollment: 2008 and 2009**



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## ANTHEM BLUE CROSS EPO

Anthem Blue Cross EPO has been a Healthy Families health plan since 1998 and provides coverage in 40, primarily rural, counties. Anthem EPO dropped eight counties from its coverage areas in 2009-10: Monterey, Orange, Riverside, San Bernardino, San Mateo, Santa Barbara, Solano, and Yolo. Coverage of Orange, Riverside, and San Bernardino counties was provided by Anthem HMO in 2009-10. Anthem EPO was the Community Provider Plan in 37 counties in 2009-10. The estimated annual enrollment for Anthem Blue Cross EPO for Calendar Year 2009 was 100,578. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of Anthem Blue Cross EPO.

### Areas of Achievement

Five HEDIS rates, across all three care domains, increased at least three percentage points from the 2008 level:

#### Access & Availability of Care Domain

##### *Children's Access to Primary Care*

- Ages 12 to 18\*

\*This rate was at or above the national 90<sup>th</sup> percentile rate for commercial plans.

The plan's rates for all four age cohorts for *Children's Access to Primary Care* have remained constant from 2007 to 2009.

#### Effectiveness of Care Domain

##### *Childhood Immunizations*

- Combination 2\*
- Combination 3\*

##### *Appropriate Testing for Pharyngitis*

\*The plan's immunization rates dropped significantly in 2008, but the plan rebounded in 2009, with rates higher than the 2007 rates.

#### Use of Services Domain

##### *Well-Child Visits, 1<sup>st</sup> 15 Months, 6 or More*

Three of the five measures in the Use of Services domain increased significantly from the 2007 level:

- *Well-Child Visits, 1<sup>st</sup> 15 Months, 6 or More*
- *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years\**
- *Adolescent Well Care Visits\**

\*The 2009 rate is below the HFP weighted average.

### Areas for Improvement

Two HEDIS rates in the Effectiveness of Care domain decreased at least three percentage points from the 2008 level: *Appropriate Medication for Asthma* and *Chlamydia Screening in Women*

Seven HEDIS rates were at least three percentage points below the HFP 2009 weighted average:

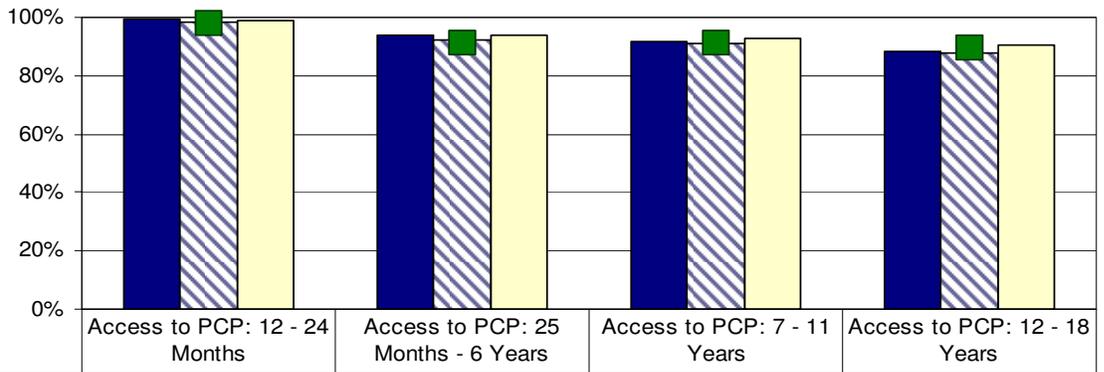
- *Childhood Immunizations,*
  - Combination 2\*
  - Combination 3\*
- *Appropriate Treatment for Upper Respiratory Infection*
- *Chlamydia Screening in Women*
- *Lead Screening in Children\**
- *Well-Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years*
- *Adolescent Well-Care Visits*

\*These rates were at or below the national 10<sup>th</sup> percentile rate for commercial plans.

### Enrollment

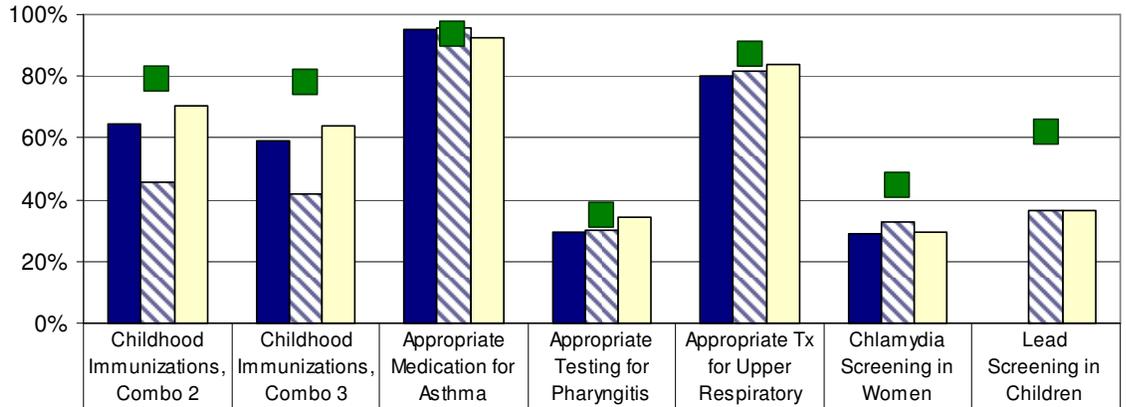
The median monthly enrollment for 2008 was 204,416. In 2009, the median monthly enrollment declined to 141,494 members due to the plan dropping coverage in eight counties.

**HEDIS: Access & Availability of Care**



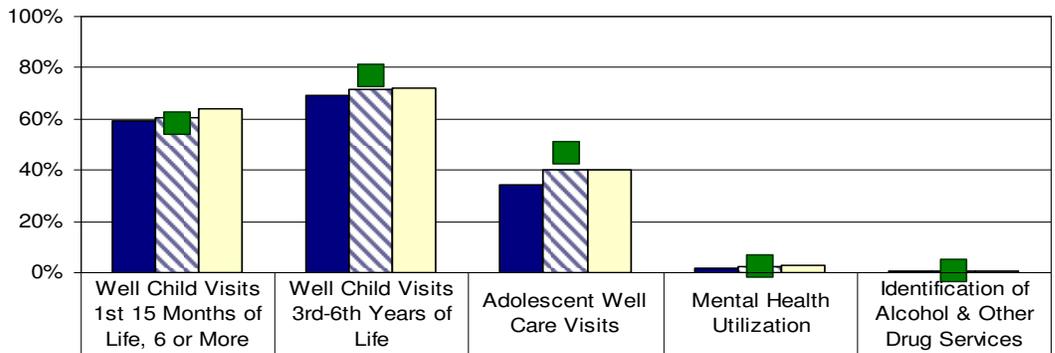
■ 2007 Plan Rate	99%	94%	92%	88%
▨ 2008 Plan Rate	98%	92%	91%	88%
□ 2009 Plan Rate	99%	94%	93%	91%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

**HEDIS: Effectiveness of Care**



■ 2007 Plan Rate	64%	59%	95%	30%	80%	29%	0%
▨ 2008 Plan Rate	46%	42%	96%	30%	82%	33%	36%
□ 2009 Plan Rate	71%	64%	92%	34%	84%	30%	37%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

**HEDIS: Use of Services**



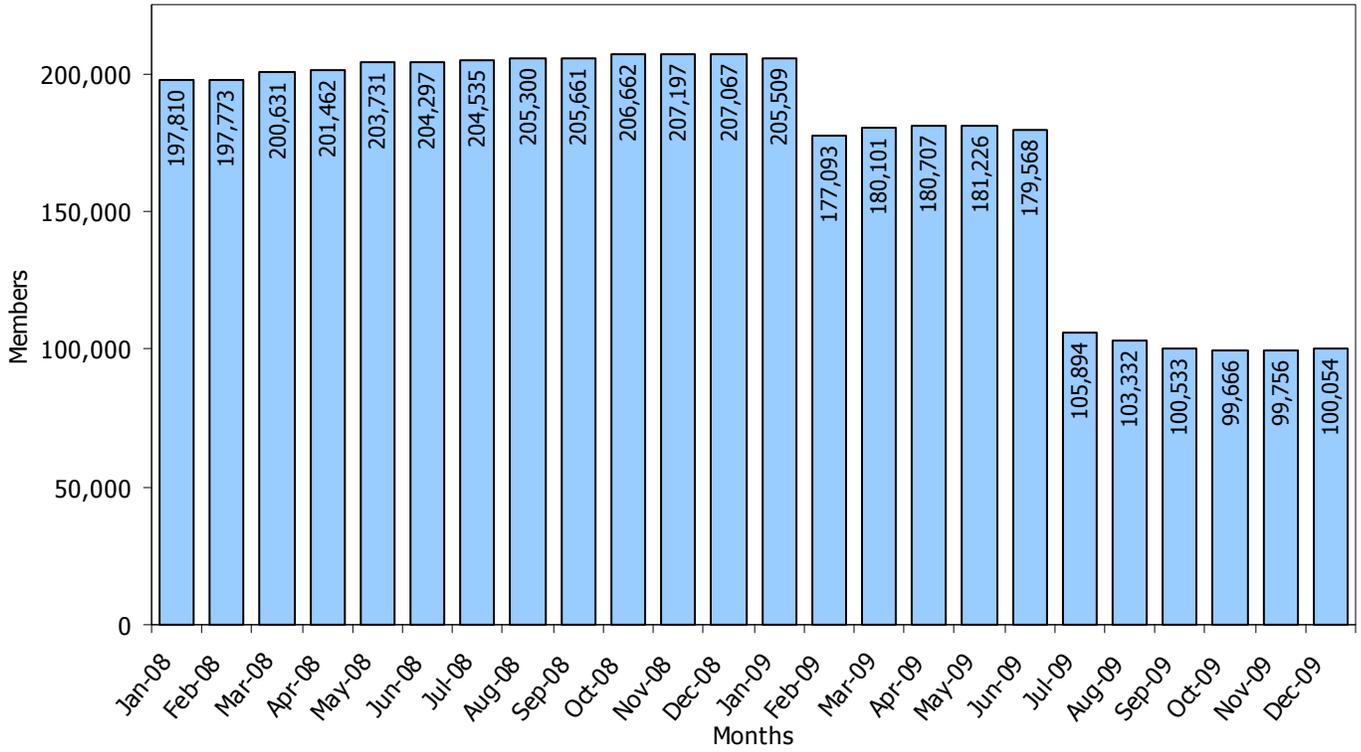
■ 2007 Plan Rate	59%	69%	34%	2%	0%
▨ 2008 Plan Rate	61%	72%	40%	2%	0%
□ 2009 Plan Rate	64%	72%	40%	3%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

## ANTHEM BLUE CROSS EPO

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2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Alpine	Full	2
Amador	Full	362
Butte	Full	3,126
Calaveras	Full	587
Colusa	Full	1,405
Del Norte	Full	407
El Dorado	Full	2,148
Glenn	Full	1,178
Humboldt	Full	3,390
Imperial	Full	4,457
Inyo	Full	306
Kings	Full	3,596
Lake	Full	1,423
Lassen	Full	260
Madera	Full	3,254
Marin	Full	1,718
Mariposa	Full	210
Mendocino	Full	1,798
Merced	Full	7,648
Modoc	Full	162
Mono	Full	447
Napa	Full	1,309
Nevada	Full	1,929
Placer	Full	1,906
Plumas	Full	269
San Benito	Full	1,731
San Joaquin	Full	4,046
San Luis Obispo	Full	4,827
Santa Cruz	Full	3,943
Shasta	Full	3,434
Sierra	Full	43
Siskiyou	Full	753
Sonoma	Full	6,316
Sutter	Full	3,394
Tehama	Full	1,257
Trinity	Full	260
Tulare	Full	11,208
Tuolumne	Full	895
Ventura	Full	13,545
Yuba	Full	1,634

**Monthly Enrollment: 2008 and 2009**



## ANTHEM BLUE CROSS HMO

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Anthem Blue Cross HMO has been a Healthy Families health plan since 1998 and is also a Medi-Cal Managed Care health plan. Anthem HMO dropped four counties from its coverage areas in 2009-10: Alameda, Contra Costa, Fresno, and Stanislaus. Anthem HMO added three counties to its coverage areas in 2009-10: Orange, Riverside, and San Bernardino. Anthem HMO was the Community Provider Plan in Kern County in 2009-10. The estimated total annual enrollment for Anthem Blue Cross HMO for 2009 was 104,217. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of Anthem Blue Cross HMO.

### Areas of Achievement

Seven HEDIS rates, across all three care domains, increased at least three percentage points from the 2008 level:

#### Access & Availability of Care Domain

##### *Children's Access to Primary Care*

- Ages 7 to 11 years
- Ages 12 to 18 years

#### Effectiveness of Care Domain

##### *Childhood Immunizations*

- Combination 2
- Combination 3

##### *Chlamydia Screening in Women*

##### *Lead Screening in Children*

#### Use of Services Domains

##### *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years*

The plan's rates for *Appropriate Treatment for Upper Respiratory* are showing a slight upward trend from 2007 to 2009.

### Areas for Improvement

Two HEDIS rates, in two domains of care, decreased at least three percentage points from the 2008 level:

#### Effectiveness of Care Domain

##### *Appropriate Medication for Asthma*

#### Use of Services Domain

##### *Well-Child Visits, 1<sup>st</sup> 15 Months, 6 or More*

The plan's rates for *Appropriate Testing for Upper Respiratory Infection*, *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More*, and *Adolescent Well Care Visits* are showing downward trends from 2007 to 2009, dropping at least three percentage points from 2007 to 2009.

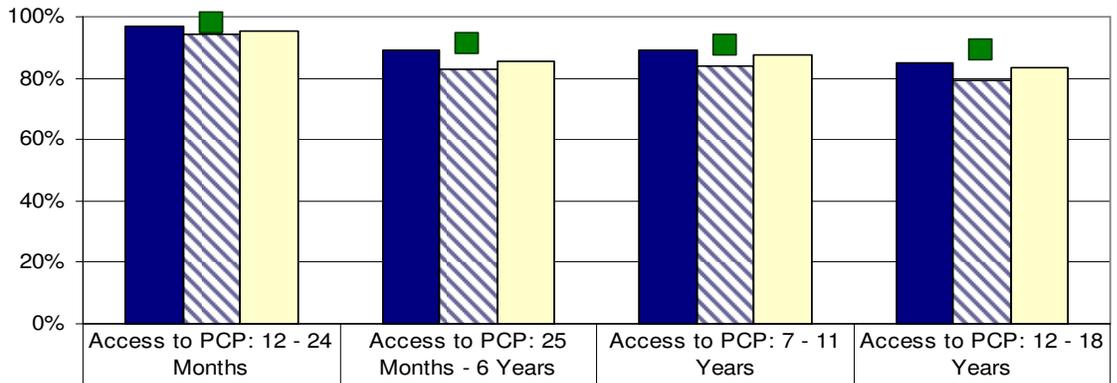
All Anthem Blue Cross HMO 2009 HEDIS rates are at or below the HFP weighted average. Anthem Blue Cross HMO has rates among the lowest of all 24 health plans.

Twelve of sixteen HEDIS rates were at least three percentage points below the 2009 HFP weighted average.

### Enrollment

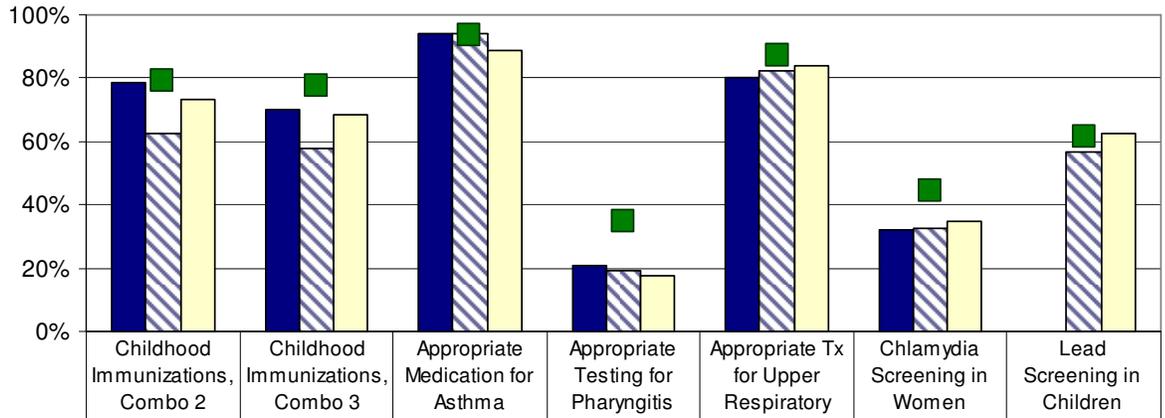
The median monthly enrollment for 2008 was 132,197. In 2009, the median monthly enrollment dropped to 112,475 members.

**HEDIS: Access & Availability of Care**



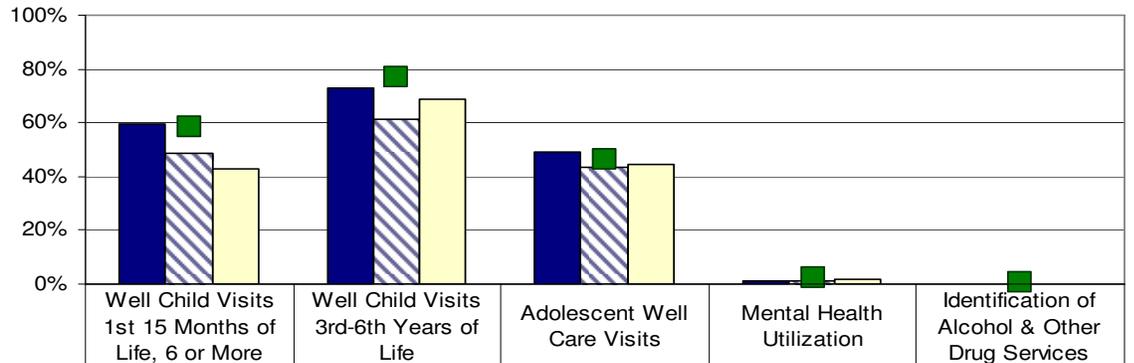
■ 2007 Plan Rate	97%	89%	89%	85%
▨ 2008 Plan Rate	94%	83%	84%	80%
□ 2009 Plan Rate	95%	85%	87%	84%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

**HEDIS: Effectiveness of Care**



■ 2007 Plan Rate	79%	70%	94%	21%	80%	32%	0%
▨ 2008 Plan Rate	63%	58%	94%	19%	82%	32%	57%
□ 2009 Plan Rate	73%	69%	89%	18%	84%	35%	63%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

**HEDIS: Use of Services**



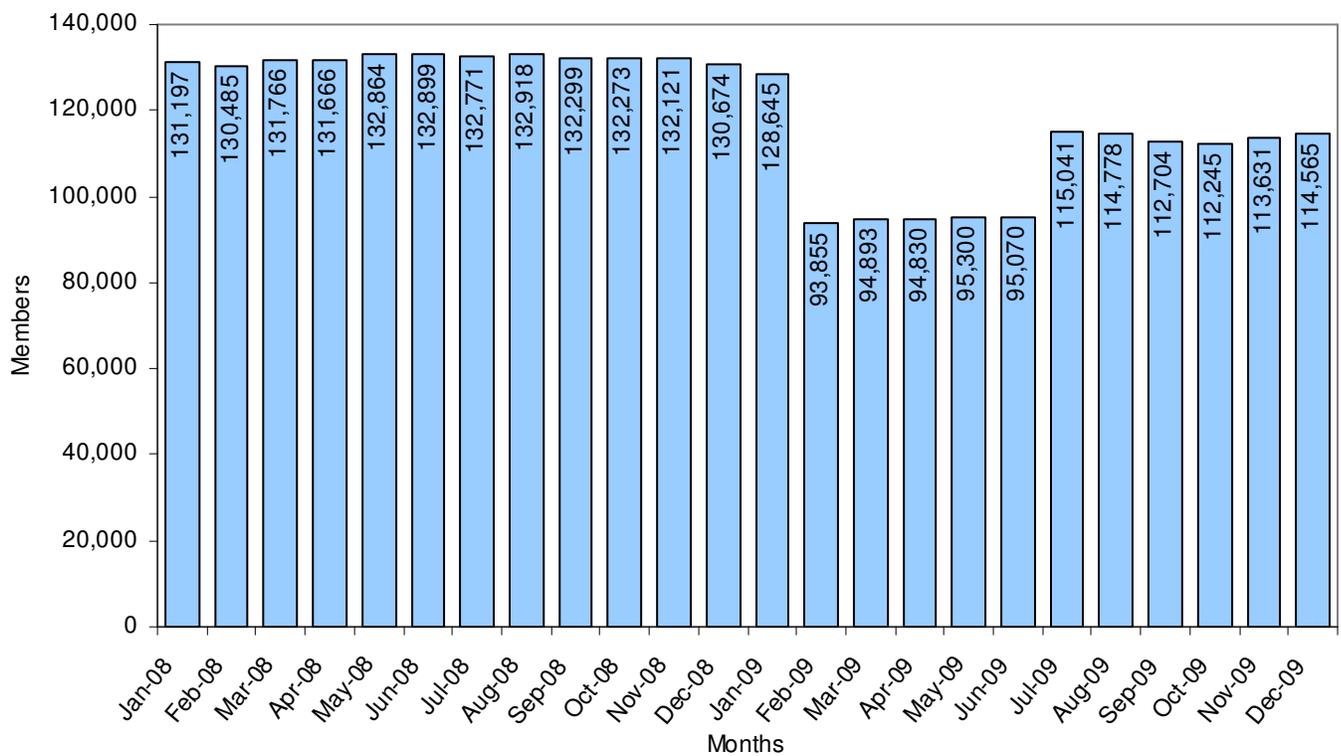
■ 2007 Plan Rate	59%	73%	49%	1%	0%
▨ 2008 Plan Rate	49%	61%	43%	1%	0%
□ 2009 Plan Rate	43%	69%	45%	2%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# ANTHEM BLUE CROSS HMO

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Kern	Full	4,746
Los Angeles	Full*	72,884
Orange	Full	4,158
Riverside	Full	3,457
San Bernardino	Full	3,145
San Diego	Full	11,663
Santa Clara	Full	4,166

\*Coverage does not include Catalina Island

### Monthly Enrollment: 2008 and 2009



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## BLUE SHIELD EPO

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Blue Shield EPO has been a Healthy Families health plan since 2000 and is not a Medi-Cal Managed Care health plan. Blue Shield EPO stopped providing coverage in San Diego County and began providing coverage in Fresno in 2009-10. Blue Shield EPO provided coverage in 19 counties in 2009-10. The estimated total annual enrollment for Blue Shield EPO was 10,723 for 2009. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of Blue Shield EPO.

### Areas of Achievement

Four HEDIS rates, in two domains of care, increased at least three percentage points from the 2008 level:

#### Effectiveness of Care Domain

*Appropriate Medication for Asthma*  
*Appropriate Testing for Pharyngitis*

#### Use of Services Domain

*Well Child Visits 1<sup>st</sup> 15 Months, 6 or More*  
*Adolescent Well Care Visits*

Although these rates increased by at least three percent, they are still among the lowest for these measures in the HFP and fall far below the 2009 HFP weighted average.

All of the rates in the Access and Availability of Care Domain (*Children's Access to Primary Care*, all four age cohorts) remained constant, with slight increases in rates from 2007 to 2009.

One HEDIS rate was at least three percentage points above the HFP weighted average for 2009: *Appropriate Testing for Pharyngitis*.

### Areas for Improvement

Two HEDIS rates, in the Effectiveness of Care domain, decreased at least three percentage points from the 2008 level: *Childhood Immunizations*, *Combination 3* and *Chlamydia Screening in Women*. The plan's rates show significant decline in immunization rates and well child visits since 2007. The plan's rate for *Adolescent Well Care Visits* is the lowest in the HFP in 2009.

Ten HEDIS rates were three percentage points or more below the 2009 HFP weighted average:

- *Children's Access to Primary Care*
  - Ages 7 – 11 years
  - Ages 12 – 18 years
- *Childhood Immunizations*

- *Combination 2\**
- *Combination 3\**
- *Appropriate Treatment for Upper Respiratory Infection*
- *Chlamydia Screening in Women*
- *Lead Screening in Children\**
- *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More\**
- *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years*
- *Adolescent Well Care Visits*

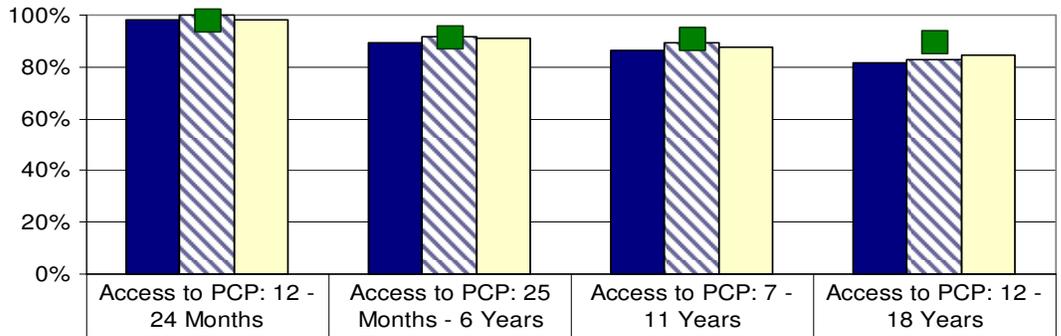
\*These rates were at or below national 10<sup>th</sup> percentile rate for commercial plans.

None of the plan's HEDIS rates were at or above the national 90<sup>th</sup> percentile for commercial plans and nearly all of their 2009 HEDIS rates were at or below the HFP weighted average.

### Enrollment

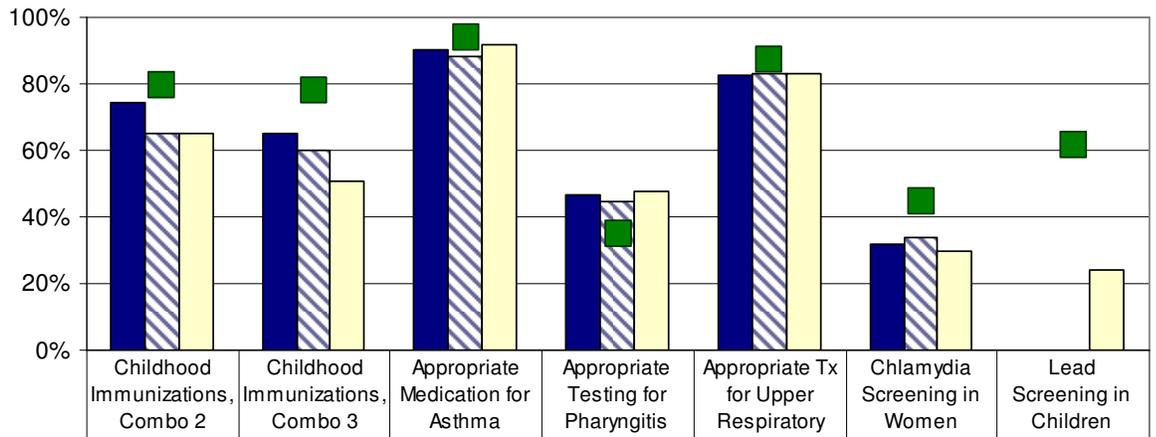
The median monthly enrollment for 2008 was 8,693. In 2009, the median monthly enrollment was 10,834 members.

**HEDIS: Access & Availability of Care**



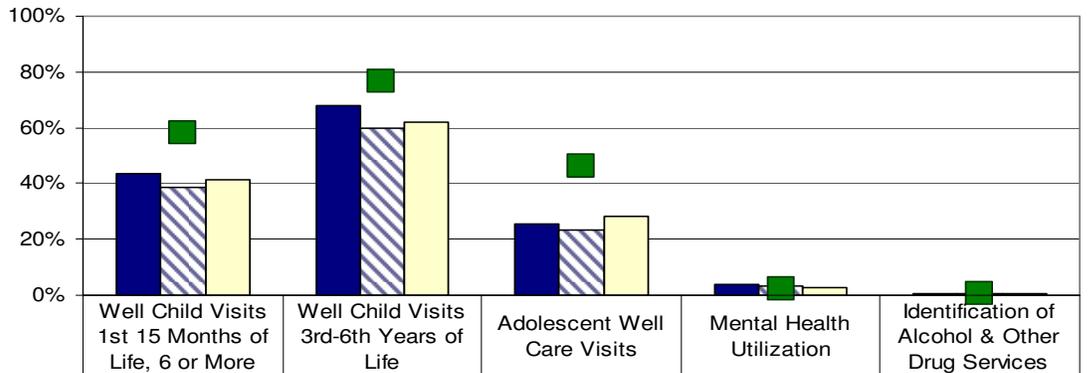
■ 2007 Plan Rate	98%	89%	86%	82%
▨ 2008 Plan Rate	100%	92%	89%	83%
□ 2009 Plan Rate	99%	91%	88%	85%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

**HEDIS: Effectiveness of Care**



■ 2007 Plan Rate	74%	65%	90%	47%	83%	32%	0%
▨ 2008 Plan Rate	65%	60%	88%	45%	83%	34%	0%
□ 2009 Plan Rate	65%	51%	92%	48%	83%	30%	24%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

**HEDIS: Use of Services**

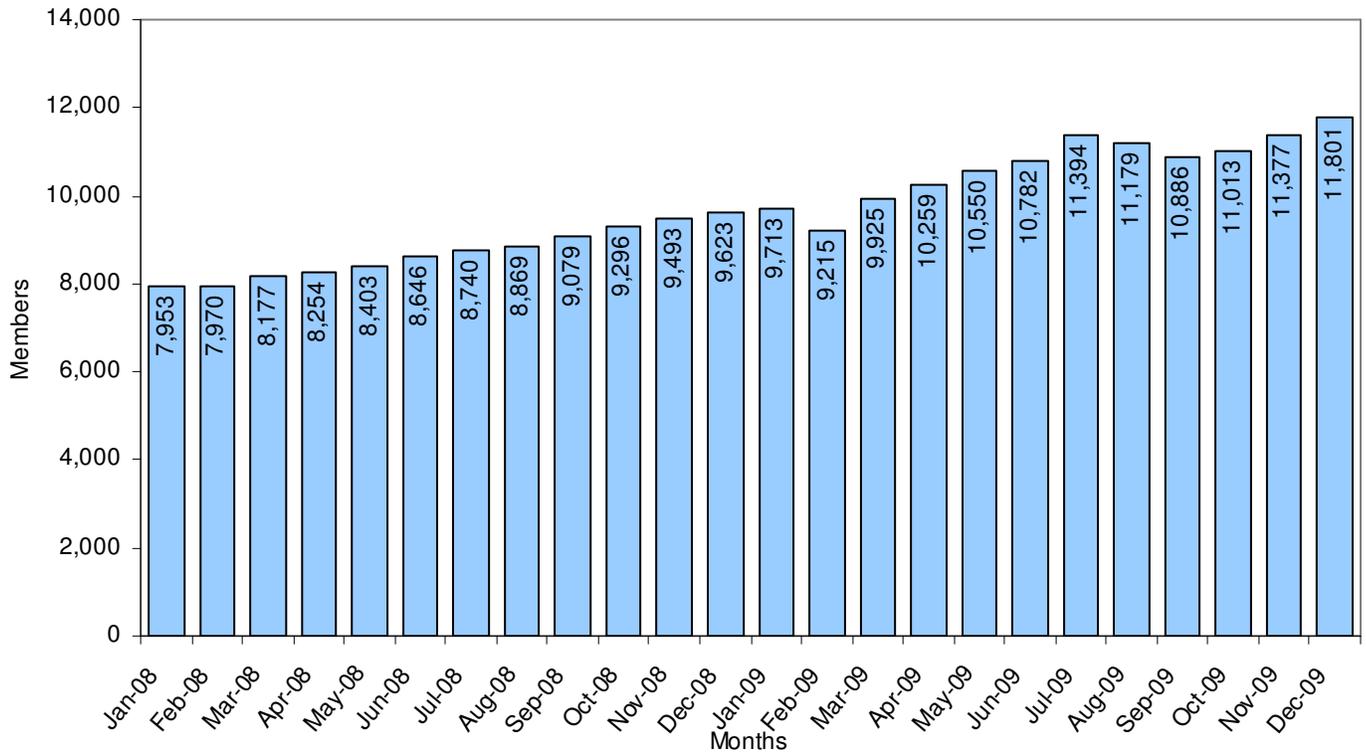


■ 2007 Plan Rate	44%	68%	25%	4%	0%
▨ 2008 Plan Rate	39%	60%	23%	3%	0%
□ 2009 Plan Rate	42%	62%	28%	3%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# BLUE SHIELD EPO

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Butte	Full	653
Calaveras	Full	110
Del Norte	Full	137
Fresno	Full	157
Glenn	Full	204
Humboldt	Full	154
Imperial	Full	689
Kings	Full	204
Lake	Full	234
Madera	Full	310
Mendocino	Full	584
Merced	Full	602
San Benito	Full	143
San Luis Obispo	Full	267
Shasta	Full	778
Stanislaus	Full	4,954
Tehama	Full	255
Tuolumne	Full	130
Yuba	Full	161

**Monthly Enrollment: 2008 and 2009**



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## BLUE SHIELD HMO

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Blue Shield HMO has been a Healthy Families health plan since 1998. Blue Shield HMO stopped providing coverage in El Dorado County in 2009-10. Blue Shield HMO provided coverage in 18 counties in 2009-10. The estimated annual enrollment for Blue Shield HMO was 46,915 for 2009. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of Blue Shield HMO.

### Areas of Achievement

Six HEDIS rates, across all three domains of care, increased at least three percentage points from the 2008 level:

#### Access & Availability of Care Domain

##### *Children's Access to Primary Care:*

- Ages 25 months – 6 years
- Ages 7 – 11 years
- Ages 12 – 18 years

All four rates in this domain of care increased from the 2007 level.

#### Effectiveness of Care Domain

##### *Appropriate Testing for Pharyngitis\**

##### *Appropriate Treatment for Upper Respiratory Infection\**

\*These rates are showing an upward trend from 2007.

#### Use of Services Domain

##### *Adolescent Well Care Visits\**

\*The plan's rates for this measure show an upward trend from 2007.

### Areas for Improvement

Three HEDIS rates, in two domains of care, decreased at least three percentage points from the 2008 level:

#### Effectiveness of Care Domain

##### *Childhood Immunizations*

- Combination 2
- Combination 3

#### Use of Services Domain

##### *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More*

The plan's rates for immunizations and well child visits have decreased significantly from 2007 to 2009. Although *Adolescent Well Care Visits* increased from 2007, the plan's 2009 rate is in the bottom three of all twenty-four health plans.

Ten HEDIS rates are at least three percentage points below the 2009 HFP weighted average:

- *Children's Access to Primary Care*
  - Ages 12 – 18 years
- *Childhood Immunizations*
  - Combination 2\*
  - Combination 3\*
- *Appropriate Testing for Pharyngitis*
- *Appropriate Treatment for Upper Respiratory Infection*
- *Chlamydia Screening in Women*
- *Lead Screening in Children\**
- *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More\**
- *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years*
- *Adolescent Well Care Visits*

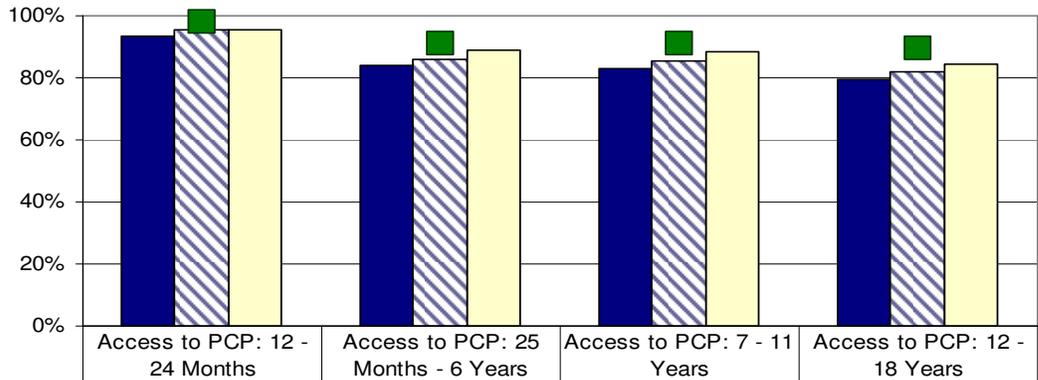
\*These rates were at or below the national 10<sup>th</sup> percentile rate for commercial plans.

None of the plan's HEDIS rates were three percentage points or more above the 2009 HFP weighted average. The plan did not have any rates at or above the national 90<sup>th</sup> percentile rate for commercial plans.

### Enrollment

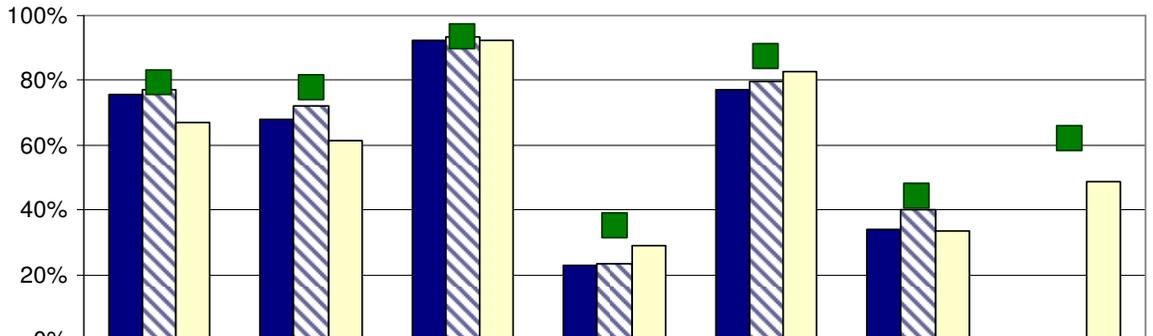
The median monthly enrollment for 2008 was 35,617. In 2009, the median monthly enrollment was 47,181 members.

**HEDIS: Access & Availability of Care**



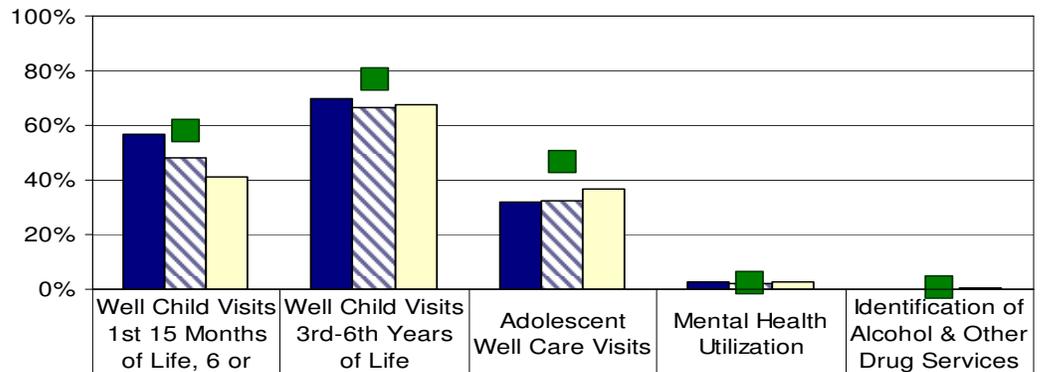
■ 2007 Plan Rate	94%	84%	83%	79%
▨ 2008 Plan Rate	96%	86%	86%	82%
□ 2009 Plan Rate	96%	89%	89%	85%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

**HEDIS: Effectiveness of Care**



■ 2007 Plan Rate	76%	68%	93%	23%	77%	34%	0%
▨ 2008 Plan Rate	77%	72%	94%	23%	80%	40%	0%
□ 2009 Plan Rate	67%	62%	92%	29%	83%	34%	49%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

**HEDIS: Use of Services**

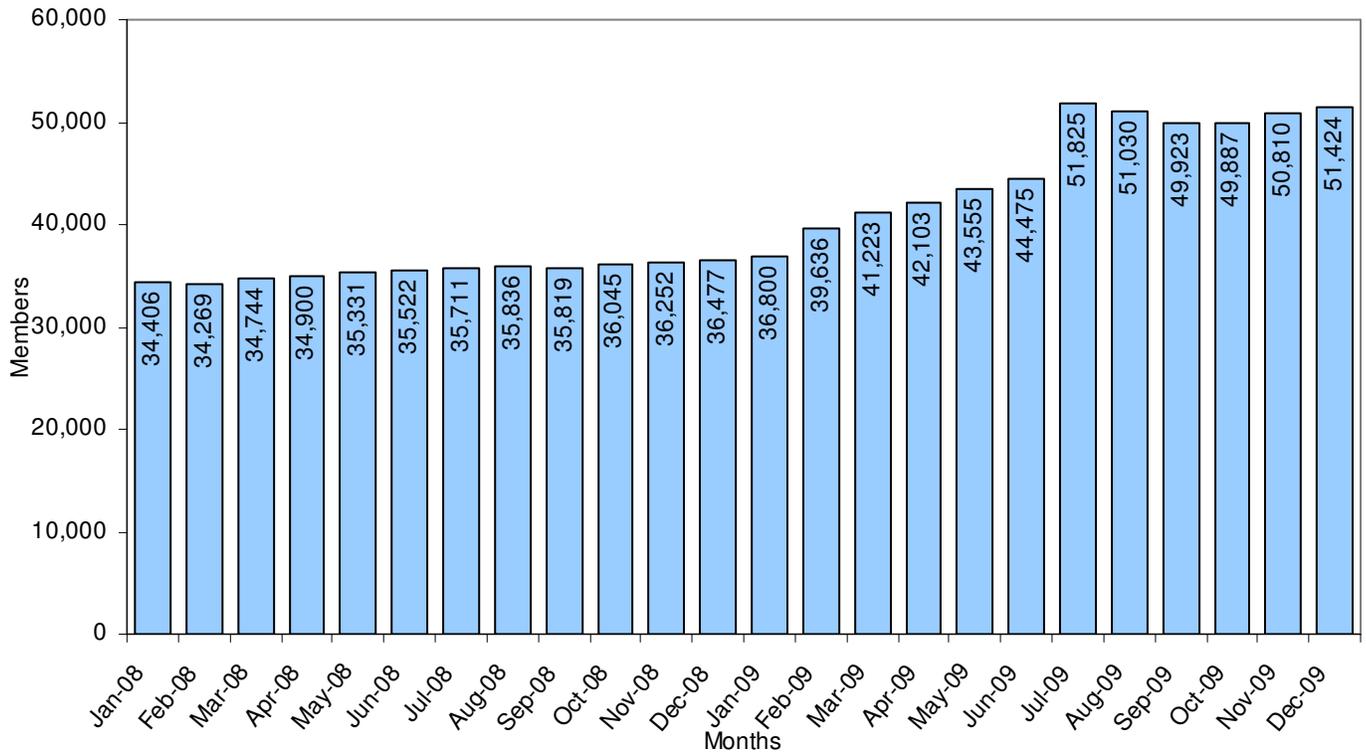


■ 2007 Plan Rate	57%	70%	32%	3%	0%
▨ 2008 Plan Rate	48%	66%	33%	2%	0%
□ 2009 Plan Rate	41%	67%	37%	3%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Alameda	Full	1,958
Los Angeles	Full*	14,969
Marin	Full	113
Nevada	Partial	430
Orange	Full	8,947
Placer	Partial	641
Riverside	Partial	4,327
San Bernardino	Partial	3,857
San Francisco	Full	599
San Joaquin	Full	725
Santa Barbara	Full	3,507
Santa Clara	Full	2,281
Santa Cruz	Full	433
Solano	Full	980
Sonoma	Full	438
Tulare	Full	627
Ventura	Full	1,040
Yolo	Full	1,046

\*Coverage does not include Catalina Island

**Monthly Enrollment: 2008 and 2009**



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# CALOPTIMA

CalOptima has been a Healthy Families health plan since 1998 and is a Medi-Cal Managed Care health plan. CalOptima has been the Community Provider Plan in Orange County for many years. CalOptima provided coverage in Orange County in 2009-10. The estimated total annual enrollment (median monthly enrollment) in 2009 for CalOptima was 37,122. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of CalOptima.

## Areas of Achievement

CalOptima received a Superior Performance Award from MRMIB for its performance in 2008 HEDIS measures.

Two HEDIS rates, from the Effectiveness of Care domain, increased at least three percentage points from the 2008 level: *Appropriate Treatment for Upper Respiratory Infection* and *Appropriate Testing for Pharyngitis*.

The plan's rates for the following show an upward trend from 2007 to 2009:

### *Children's Access to Primary Care,*

- Ages 7 – 11
- Ages 12 – 18

### *Childhood Immunizations*

- Combination 3

### *Appropriate Treatment for Upper Respiratory Infection*

Nine HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Children's Access to Primary Care*
  - Ages 25 months – 6 years
  - Ages 7 – 11 years
  - Ages 12 – 18 years
- *Childhood Immunizations*
  - Combination 2
  - Combination 3
- *Chlamydia Screening in Women*
- *Lead Screening in Children*
- *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More*
- *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years*

Three HEDIS rates were at or above the national 90<sup>th</sup> percentile for commercial plans:

- *Childhood Immunizations, Combination 2*
- *Well Child Visits in the 3<sup>rd</sup> – 6<sup>th</sup> Years*
- *Adolescent Well Care Visits\**

\*CalOptima was one of the only two plans to achieve the benchmark rate for this measure in 2009.

With one exception, CalOptima's 2009 HEDIS rates are consistently higher than the HFP weighted average.

## Areas for Improvement

Three HEDIS rates, in two domains of care decreased, three percentage points or more from the 2008 level:

### Effectiveness of Care Domain

#### *Lead Screening in Children*

### Use of Services Domain

#### *Adolescent Well Care Visits*

Even though its rate for this measure decreased, CalOptima's rate in 2009 was higher than nearly all other health plans.

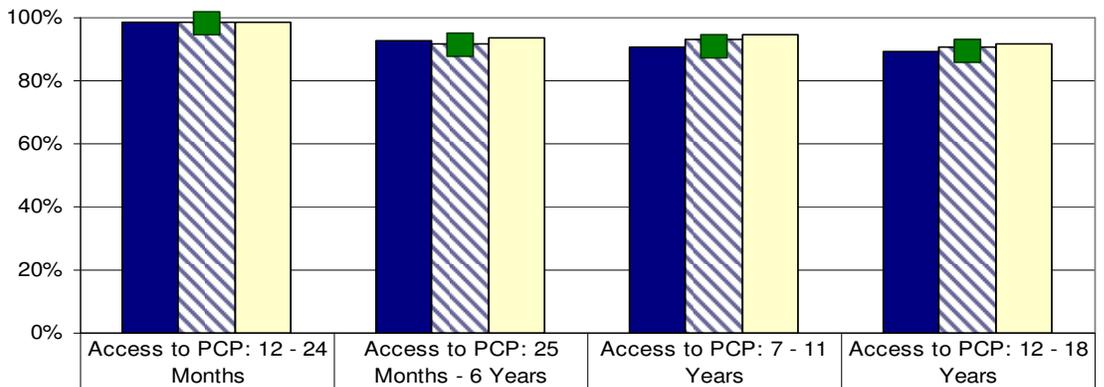
The plan's rates for *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More* decreased eight percent from 2007 to 2009.

One HEDIS rate was significantly lower than the 2009 HFP weighted average: *Appropriate Testing for Pharyngitis* (17% lower).

## Enrollment

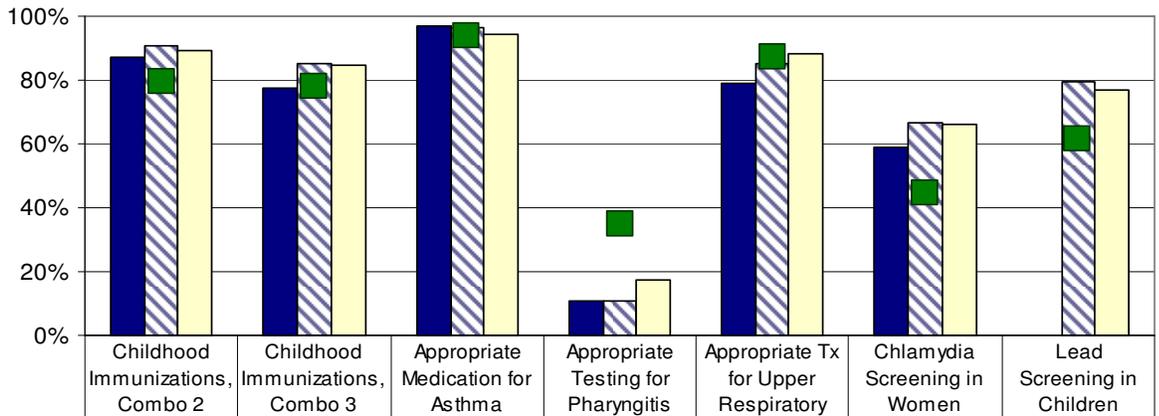
The median monthly enrollment for 2008 was 33,954. In 2009, the median monthly enrollment was 37,122.

**HEDIS: Access & Availability of Care**



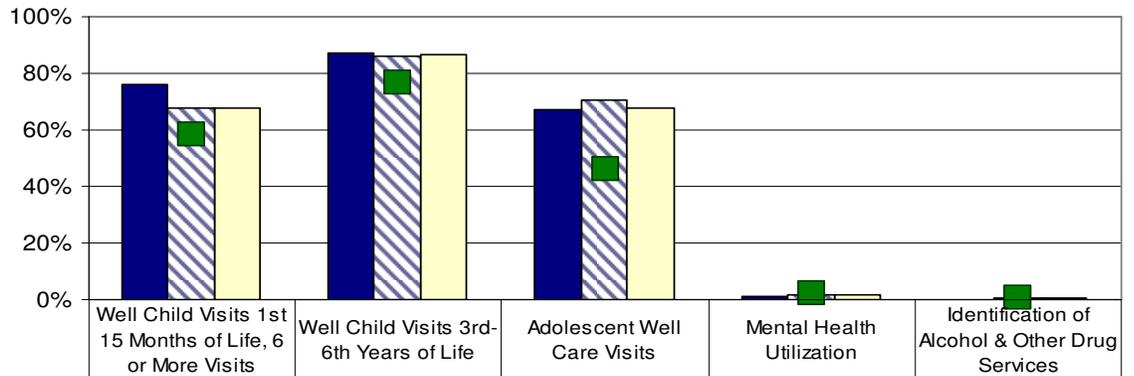
	Access to PCP: 12 - 24 Months	Access to PCP: 25 Months - 6 Years	Access to PCP: 7 - 11 Years	Access to PCP: 12 - 18 Years
2007 Plan Rate	99%	93%	91%	89%
2008 Plan Rate	98%	92%	93%	91%
2009 Plan Rate	99%	94%	95%	92%
2009 HFP Weighted Average	98%	91%	91%	89%

**HEDIS: Effectiveness of Care**



	Childhood Immunizations, Combo 2	Childhood Immunizations, Combo 3	Appropriate Medication for Asthma	Appropriate Testing for Pharyngitis	Appropriate Tx for Upper Respiratory	Chlamydia Screening in Women	Lead Screening in Children
2007 Plan Rate	87%	78%	97%	11%	79%	59%	0%
2008 Plan Rate	91%	85%	96%	11%	85%	67%	80%
2009 Plan Rate	89%	85%	95%	18%	88%	66%	77%
2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

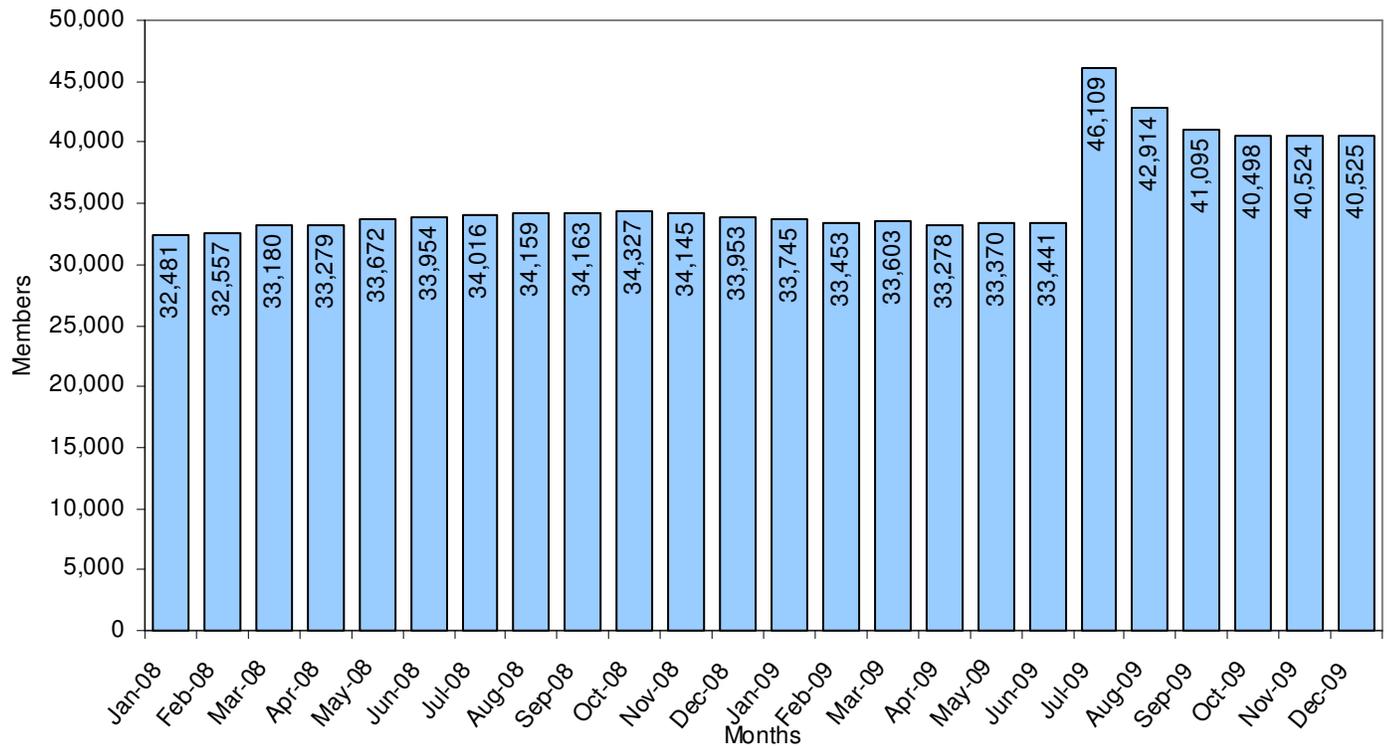
**HEDIS: Use of Services**



	Well Child Visits 1st 15 Months of Life, 6 or More Visits	Well Child Visits 3rd-6th Years of Life	Adolescent Well Care Visits	Mental Health Utilization	Identification of Alcohol & Other Drug Services
2007 Plan Rate	76%	87%	67%	1%	0%
2008 Plan Rate	68%	86%	71%	1%	0%
2009 Plan Rate	68%	86%	68%	2%	0%
2009 HFP Weighted Average	58%	77%	46%	2%	0%

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Orange	Full	37,122

**Monthly Enrollment: 2008 and 2009**



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## CARE 1<sup>st</sup> HEALTH PLAN

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Care 1<sup>st</sup> Health Plan has been a Healthy Families health plan since 2000 and is also a Medi-Cal Managed Care health plan. Care 1<sup>st</sup> Health Plan covers Los Angeles County, with the exception of Catalina Island. The estimated total annual enrollment (median monthly enrollment) in 2009 for Care 1<sup>st</sup> was 11,997. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of Care 1<sup>st</sup> Health Plan.

### Areas of Achievement

Five HEDIS rates, across all three domains of care, increased at least three percentage points from the 2008 level:

#### Access and Availability of Care Domain

##### *Children's Access to Primary Care*

- Ages 7 – 11 years
- Ages 12 – 18 years

All four rates in this domain of care show an upward trend from 2007 to 2009.

#### Effectiveness of Care Domain

##### *Appropriate Treatment for Upper Respiratory Infection*

##### *Lead Screening in Children*

Two of the plan's rates in this domain of care show an upward trend from 2007 to 2009: *Appropriate Treatment for Upper Respiratory Infection*, and *Chlamydia Screening in Women*.

#### Use of Services Domain

##### *Adolescent Well Care Visits*

Two of the plan's rates in this domain of care show an upward trend from 2007 to 2009: *Well Child Visits in the 3<sup>rd</sup> – 6<sup>th</sup> Years* and *Adolescent Well Care Visits*.

Five HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Childhood Immunizations*
  - Combination 2
  - Combination 3
- *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More*
- *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years*
- *Adolescent Well Care Visits*

Care 1<sup>st</sup> Health Plan did not have any HEDIS rates that decreased three percentage points or more from the 2008 level.

### Areas for Improvement

The plan's rate for *Childhood Immunizations, Combination 2* shows a slight downward trend from 2007 to 2009.

Care 1<sup>st</sup> had the lowest rate for *Appropriate Testing for Pharyngitis*. The rate has remained below ten percent from 2007 to 2009.

Five HEDIS rates were at least three percentage points below the 2009 HFP weighted average:

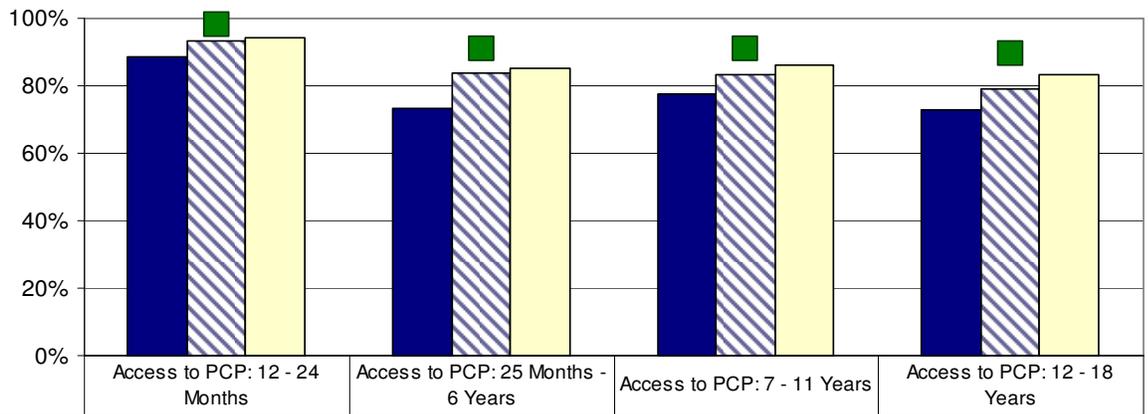
- *Children's Access to Primary Care*
  - Ages 12 – 24 months
  - Ages 25 months – 6 years
- *Appropriate Medication for Asthma* \*
- *Appropriate Testing for Pharyngitis* \*
- *Appropriate Treatment for Upper Respiratory Infection*
- *Chlamydia Screening in Women*

\*The rate for this measure was at or below the national 10<sup>th</sup> percentile rate for commercial plans.

### Enrollment

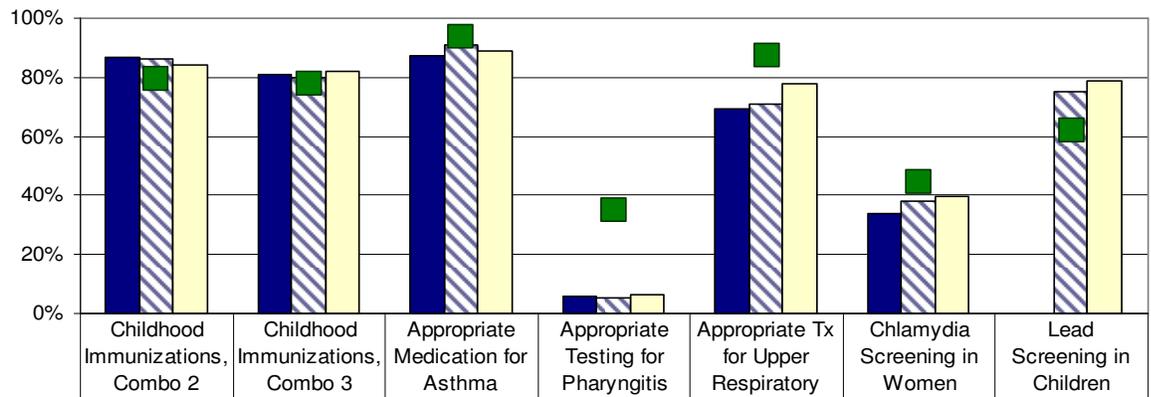
The median monthly enrollment for 2008 was 11,197 members. In 2009, the median monthly enrollment was 11,997.

## HEDIS: Access & Availability of Care



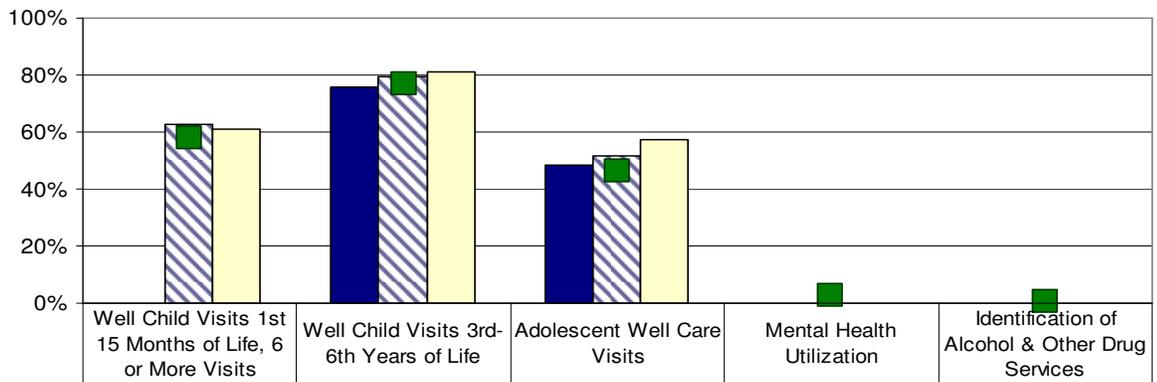
■ 2007 Plan Rate	88%	74%	78%	73%
▨ 2008 Plan Rate	93%	84%	83%	79%
□ 2009 Plan Rate	94%	85%	86%	83%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

## HEDIS: Effectiveness of Care



■ 2007 Plan Rate	87%	81%	87%	6%	69%	34%	0%
▨ 2008 Plan Rate	86%	80%	91%	5%	71%	38%	75%
□ 2009 Plan Rate	84%	82%	89%	6%	78%	40%	79%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

## HEDIS: Use of Services



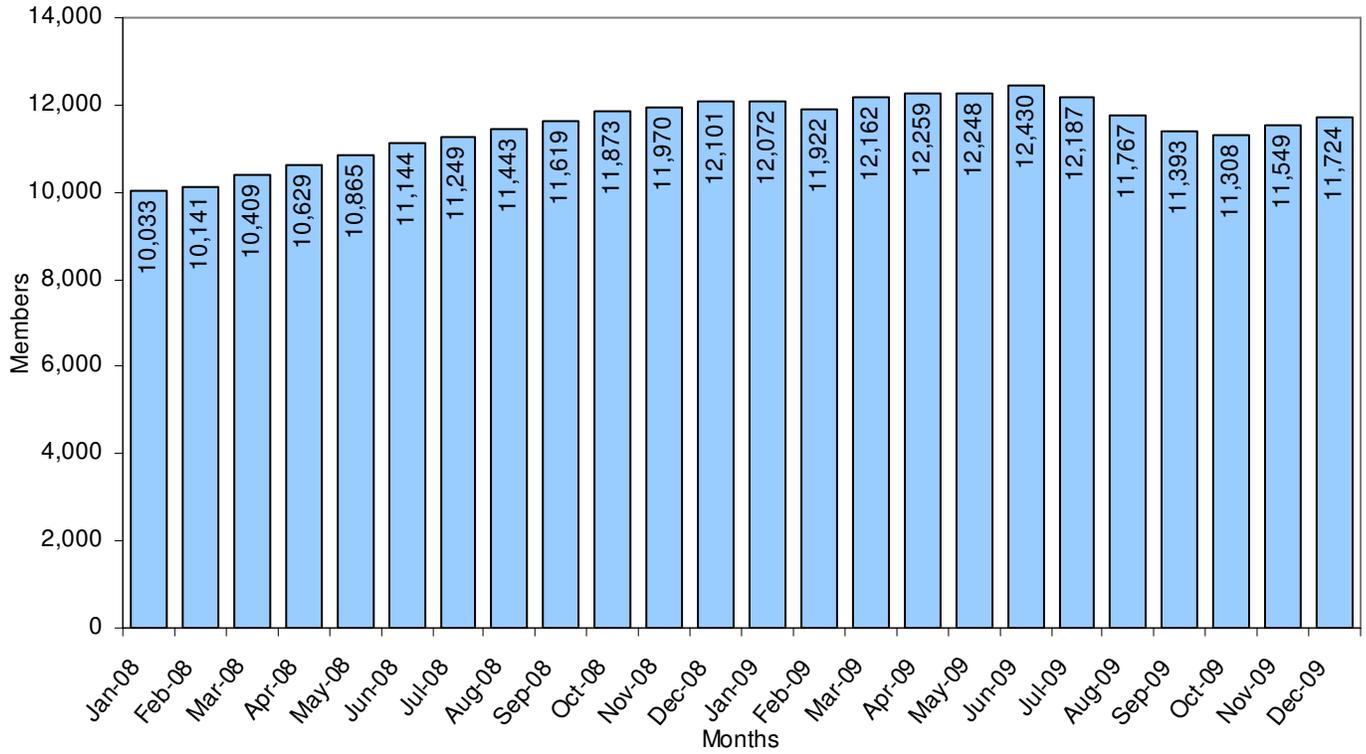
■ 2007 Plan Rate	0%	76%	48%	0%	0%
▨ 2008 Plan Rate	63%	79%	52%	0%	0%
□ 2009 Plan Rate	61%	81%	57%	0%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# CARE 1<sup>st</sup> HEALTH PLAN

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Los Angeles	Full*	11,997

\*Coverage does not include Catalina Island

## Monthly Enrollment: 2008 and 2009



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## CENCAL HEALTH

GenCal Health has been a Healthy Families health plan since 1998 and is a health plan in the Medi-Cal Managed Care program. GenCal Health was the Community Provider Plan in San Luis Obispo and Santa Barbara counties in 2009-10. GenCal Health's enrollment more than doubled when Health Net stopped covering San Luis Obispo in 2009-10, and both Health Net and Anthem Blue Cross stopped covering Santa Barbara in 2009-10. The estimated total annual enrollment in 2009 for GenCal Health was 7,365. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of GenCal Health.

### Areas of Achievement

Six HEDIS rates in two domains of care increased at least three percentage points from the 2008 level:

#### Access and Availability of Care Domain

##### *Children's Access to Primary Care*

- Ages 12 – 18 years

The plan's rates for ages 12 – 24 months and ages 12 – 18 years show an upward trend from 2007 to 2009. The plan's rates for three of the four age cohorts are among the highest in the HFP, and their rates for all four age cohorts are above the 2009 HFP weighted average.

#### Effectiveness of Care Domain

##### *Childhood Immunizations*

- Combination 2
- Combination 3

##### *Appropriate Testing for Pharyngitis\**

##### *Appropriate Treatment for Upper Respiratory Infection*

##### *Lead Screening in Children*

\*The plan's rates for this measure show an upward trend from 2007 to 2009, increasing fifteen percent or more each year.

Seven HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Children's Access to Primary Care*
  - Ages 25 months – 6 years
  - Ages 7 – 11 years
  - Ages 12 - 18
- *Childhood Immunizations*
  - Combination 2
  - Combination 3
- *Appropriate Testing for Pharyngitis*
- *Adolescent Well Care Visits*

The plan's 2009 rate for *Children's Access to Primary Care, Ages 12 – 24 Months* was at or

above the national 90<sup>th</sup> percentile rate for commercial plans.

### Areas for Improvement

Three HEDIS rates in two domains of care decreased at least three percentage points from the 2008 level:

#### Effectiveness of Care Domain

##### *Chlamydia Screening in Women*

#### Use of Services Domain

##### *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years\**

##### *Adolescent Well Care Visits*

\*The plan's rate for this measure shows a downward trend from 2007 to 2009, decreasing from 78 percent to 73 percent.

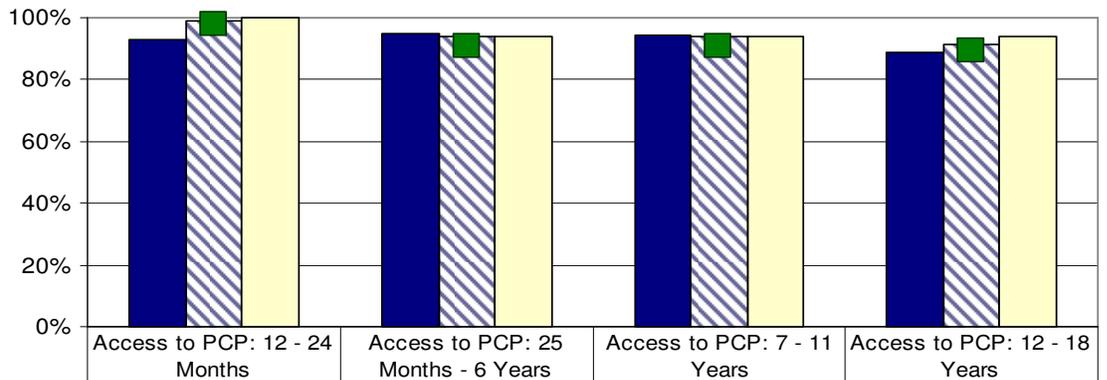
Three HEDIS rates were at least three percentage points below the 2009 HFP weighted average:

- *Chlamydia Screening in Women*
- *Lead Screening in Children*
- *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years*

### Enrollment

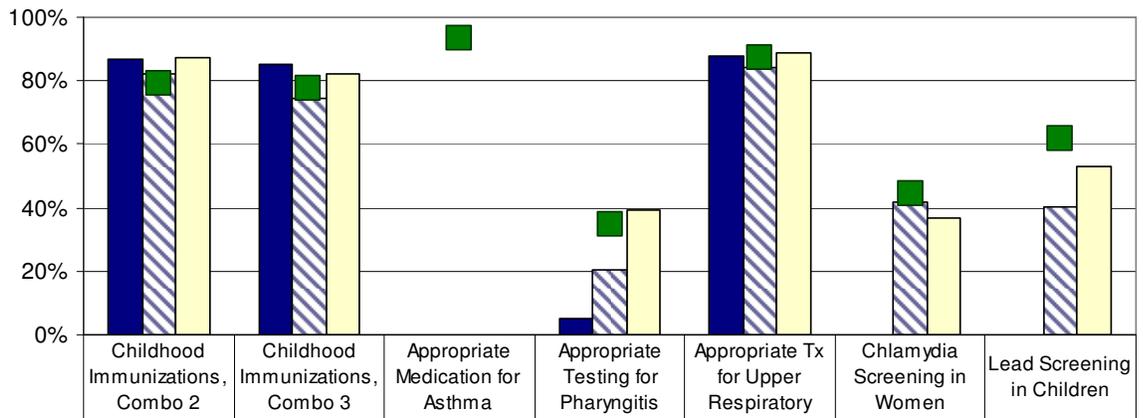
The median monthly enrollment for 2008 was 2,556. In 2009, the median monthly enrollment increased significantly to 7,359.

**HEDIS: Access & Availability of Care**



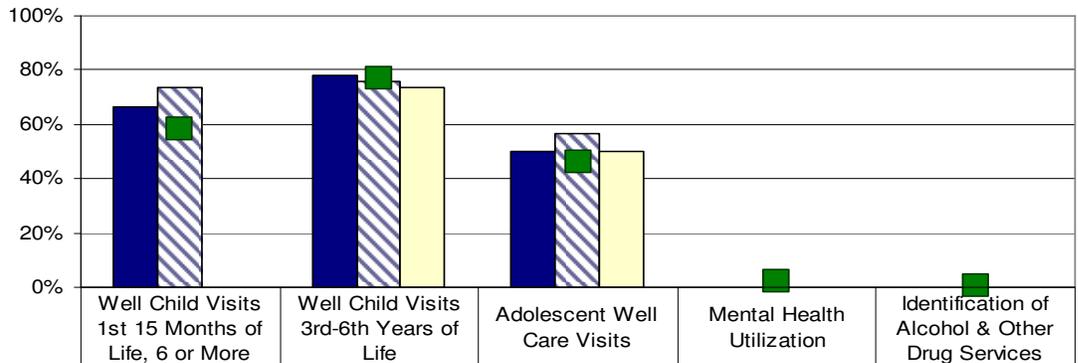
■ 2007 Plan Rate	93%	95%	94%	89%
▨ 2008 Plan Rate	99%	94%	94%	91%
□ 2009 Plan Rate	100%	94%	94%	94%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

**HEDIS: Effectiveness of Care**



■ 2007 Plan Rate	87%	85%	0%	5%	88%	0%	0%
▨ 2008 Plan Rate	82%	75%	0%	20%	84%	42%	40%
□ 2009 Plan Rate	87%	82%	0%	39%	89%	37%	53%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

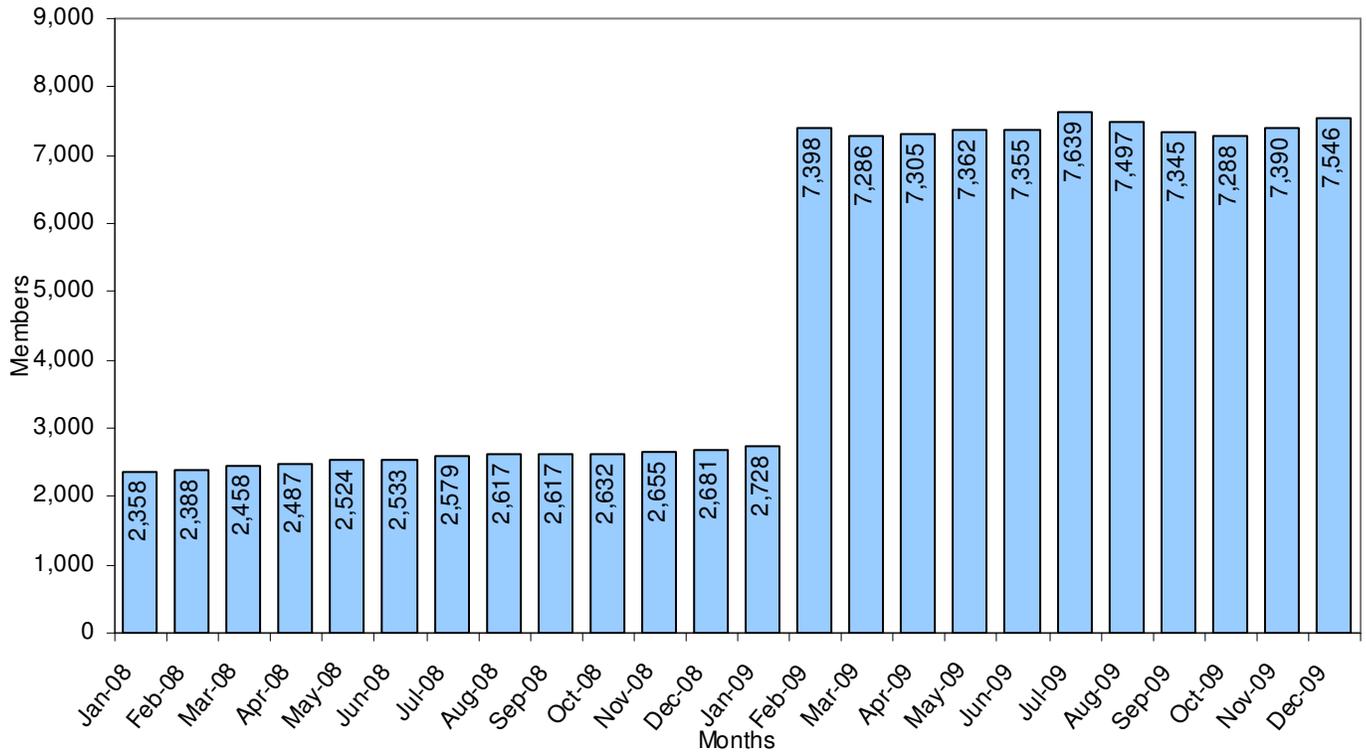
**HEDIS: Use of Services**



■ 2007 Plan Rate	67%	78%	50%	0%	0%
▨ 2008 Plan Rate	74%	76%	56%	0%	0%
□ 2009 Plan Rate	0%	73%	50%	0%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

2009-10 Coverage Areas	Level of Coverage	Median Annual Enrollment 2009
San Luis Obispo	Full	213
Santa Barbara	Full	7,152

**Monthly Enrollment: 2008 and 2009**



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# CENTRAL CALIFORNIA ALLIANCE FOR HEALTH

Central California Alliance for Health (CAAH) has been a Healthy Families health plan since 2000 and is a health plan in the Medi-Cal Managed Care program. In 2009-10, CCAH was the Community Provider Plan in Monterey and Santa Cruz Counties. CCAH's enrollment increased five-fold when Anthem Blue Cross EPO stopped providing coverage in Monterey County and Health Net HMO stopped providing coverage in Santa Cruz County in 2009-10. The estimated total annual enrollment in 2009 for CCAH was 20,136. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of CCAH.

## Areas of Achievement

Five HEDIS rates in two domains of care increased by at least three percentage points from the 2008 level:

### Effectiveness of Care Domain

#### *Childhood Immunizations*

- Combination 2\*
- Combination 3\*

#### *Lead Screening in Children\*\**

\*Rate decreased significantly in 2008, but surpassed the 2007 rate in 2009.

\*\*2009 rate was more than twice the 2008 rate, rising from 35 percent to 73 percent.

### Use of Services Domain

#### *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years\**

#### *Adolescent Well Care Visits\**

Nine HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Children's Access to Primary Care,*
  - *Ages 25 Months – 6 years*
- *Childhood Immunizations,*
  - *Combination 2*
  - *Combination 3*
- *Appropriate Testing for Pharyngitis*
- *Appropriate Treatment for Upper Respiratory Infection*
- *Lead Screening in Children*
- *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More*
- *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years*
- *Adolescent Well Care Visits*

Both of the plan's rates for *Childhood Immunizations* and the plan's rate for *Children's Access to Primary Care, Ages 12 – 24 Months* were at or above the national 90<sup>th</sup> percentile rate for commercial plans.

## Areas for Improvement

Five HEDIS rates in two domains of care decreased at least three percentage points from the 2008 level:

### Effectiveness of Care Domain

#### *Appropriate Medication for Asthma*

#### *Appropriate Testing for Pharyngitis*

#### *Appropriate Treatment for Upper Respiratory Infection*

#### *Chlamydia Screening in Women\**

\*Plan's rates show a downward trend from 2007 to 2009, decreasing twenty percentage points.

### Use of Services Domain

#### *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More\**

\*Plan's rate shows a significant downward trend, of almost twenty percentage points from 2007 to 2009.

Two HEDIS rates were at least three percentage points below the 2009 HFP weighted average:

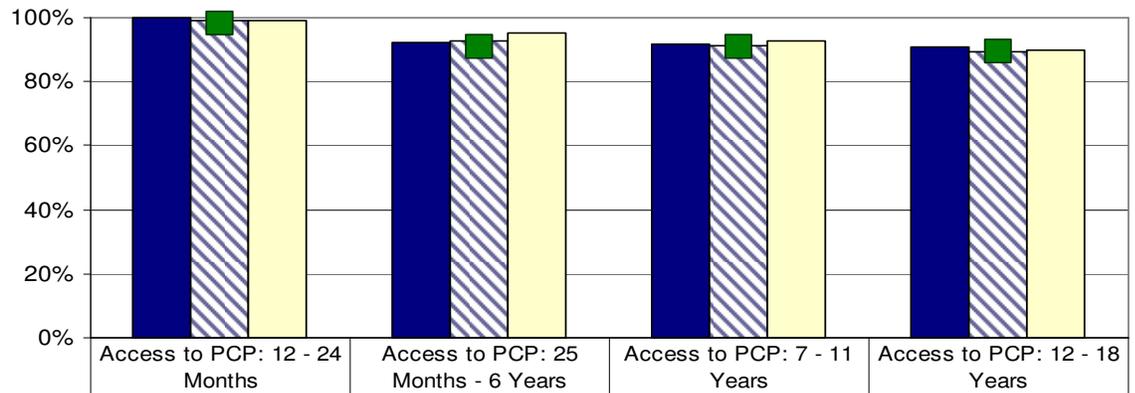
- *Appropriate Medication for Asthma*
- *Chlamydia Screening in Women*

## Enrollment

The median monthly enrollment for 2008 was 3,529. In 2009, median monthly enrollment increased significantly to 20,139.

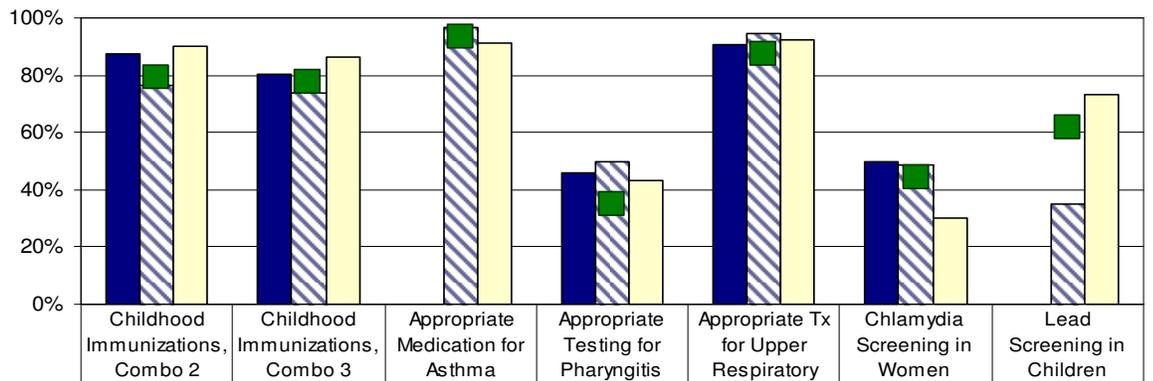
# CENTRAL CALIFORNIA ALLIANCE FOR HEALTH

## HEDIS: Access & Availability of Care



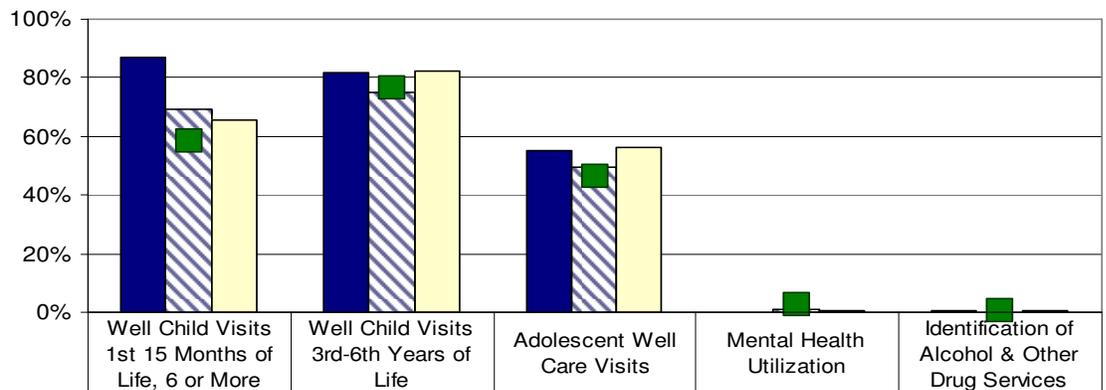
■ 2007 Plan Rate	100%	92%	92%	91%
▨ 2008 Plan Rate	99%	93%	91%	89%
□ 2009 Plan Rate	99%	95%	93%	90%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

## HEDIS: Effectiveness of Care



■ 2007 Plan Rate	87%	80%	0%	46%	91%	50%	0%
▨ 2008 Plan Rate	77%	74%	97%	50%	95%	49%	35%
□ 2009 Plan Rate	90%	87%	91%	43%	92%	30%	73%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

## HEDIS: Use of Services

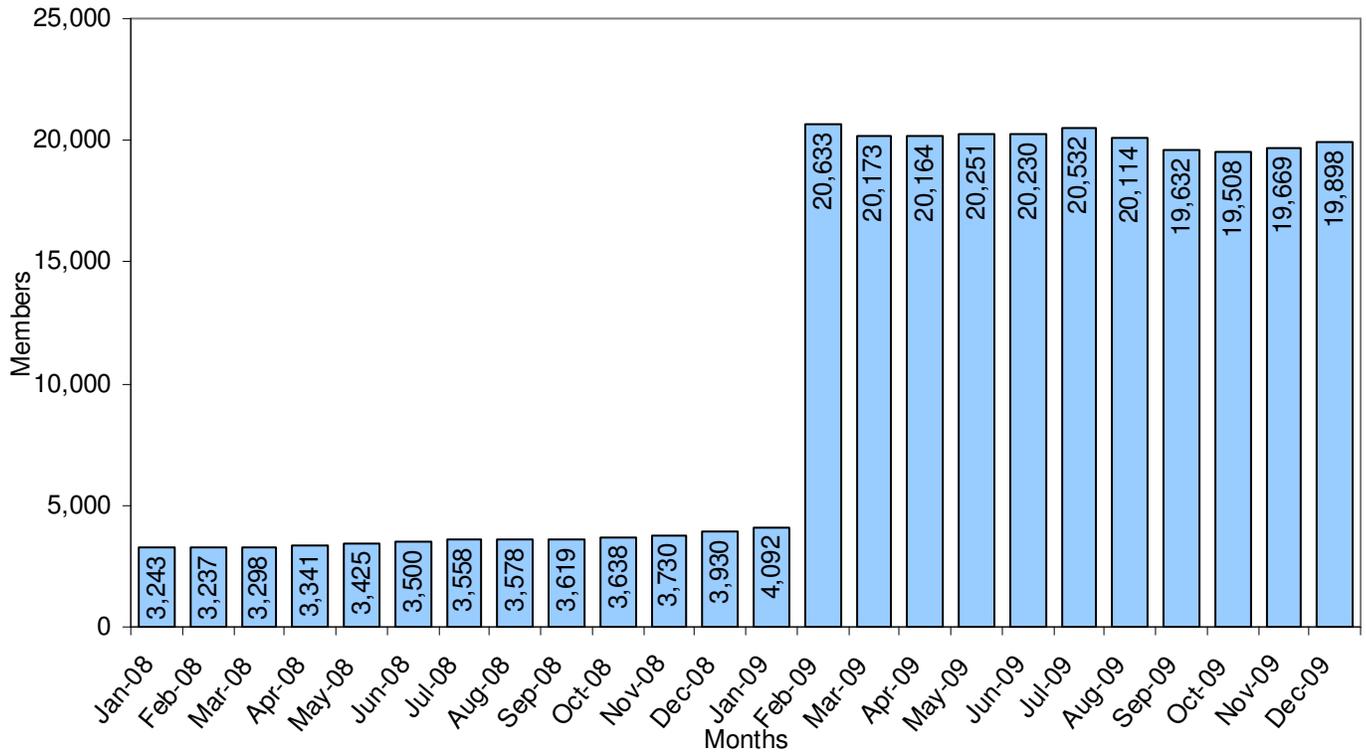


■ 2007 Plan Rate	87%	82%	55%	0%	0%
▨ 2008 Plan Rate	69%	75%	49%	1%	0%
□ 2009 Plan Rate	66%	82%	56%	1%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# CENTRAL CALIFORNIA ALLIANCE FOR HEALTH

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Monterey	Full	18,191
Santa Cruz	Full	1,946

**Monthly Enrollment: 2008 and 2009**



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## COMMUNITY HEALTH GROUP

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Community Health Group has been a Healthy Families health plan since 1998 and is a Medi-Cal Managed Care health plan. Community Health Group is the Community Provider Plan in San Diego County. The plan covered San Diego and Riverside counties in 2009-10. Community Health Group's enrollment was impacted when Blue Shield stopped providing coverage in San Diego in 2009-10. The estimated annual enrollment in 2009 for Community Health Group was 26,867. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of Community Health Group.

### Areas of Achievement

Community Health Plan received the Most Improved Award for its 2008 HEDIS rates.

Seven HEDIS rates, across all three domains of care increased at least three percentage points from the 2008 level:

#### Access and Availability of Care Domain

##### *Children's Access to Primary Care*

- Ages 25 months – 6 years
- Ages 7 – 11 years
- Ages 12 – 18 years

The plan's rates for all four age groups for this measure show upward trends from 2007 to 2009, increasing as much as twenty percent from 2007 to 2009.

#### Effectiveness of Care Domain

##### *Appropriate Medication for Asthma Lead Screening in Children*

Both of the plan's rates for *Childhood Immunizations* increased six percent or more from the 2007 level.

#### Use of Services Domain

##### *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More Well Child Visits, 3<sup>d</sup> – 6<sup>th</sup> Years\**

Five HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Children's Access to Primary Care*
  - Ages 7 – 11 years
- *Appropriate Testing for Pharyngitis*
- *Appropriate Treatment for Upper Respiratory Infection*
- *Lead Screening in Children*
- *Well Child Visits, 3<sup>d</sup> – 6<sup>th</sup> Years*

### Areas for Improvement

Two HEDIS rates, in two domains of care decreased three percentage points from the 2008 level:

#### Effectiveness of Care Domain

##### *Appropriate Testing for Pharyngitis*

#### Use of Services Domain

##### *Adolescent Well Care Visits*

Two HEDIS rates were at least three percentage points below the 2009 HFP weighted average:

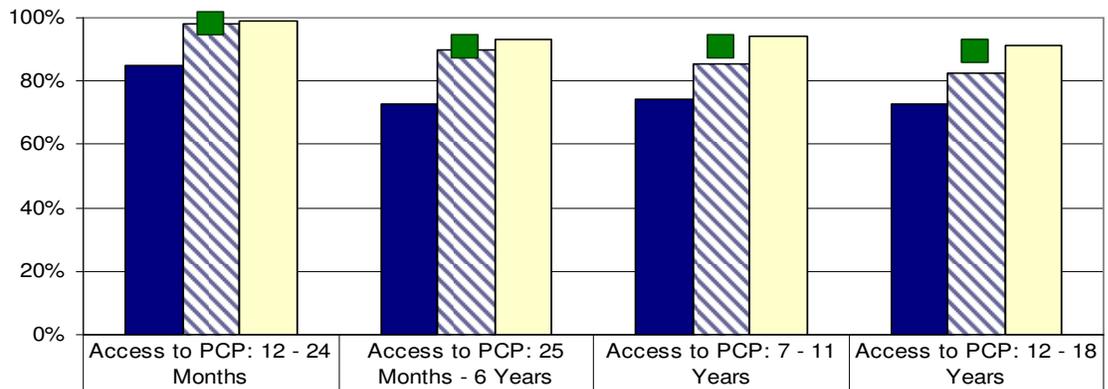
- *Childhood Immunizations,*
  - Combination 3
- *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More\**  
\*Although the plan's rate for this measure increased significantly from 2008 to 2009, the 2009 rate is far below the HFP weighted average and is at or below the national 10<sup>th</sup> percentile for commercial plans.

### Enrollment

The median monthly enrollment for 2008 was 25,325. For 2009, the average monthly enrollment was 26,874.

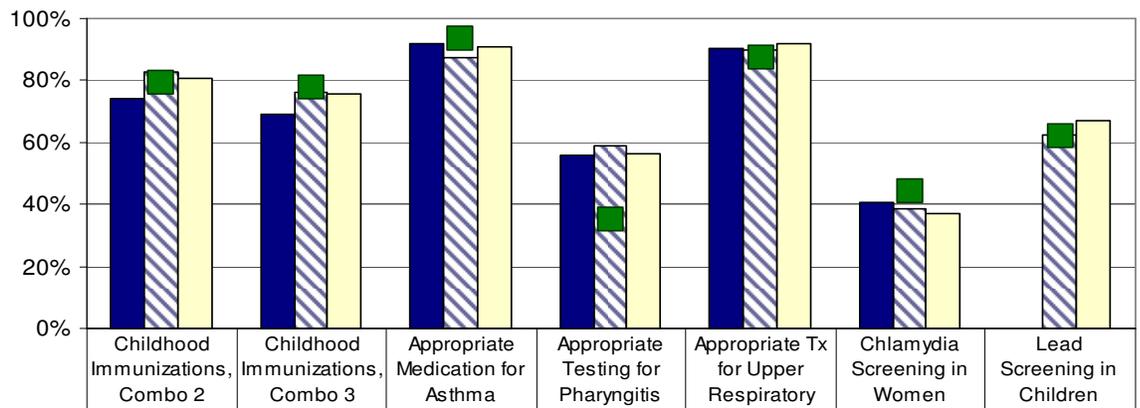
# COMMUNITY HEALTH GROUP

## HEDIS: Access & Availability of Care



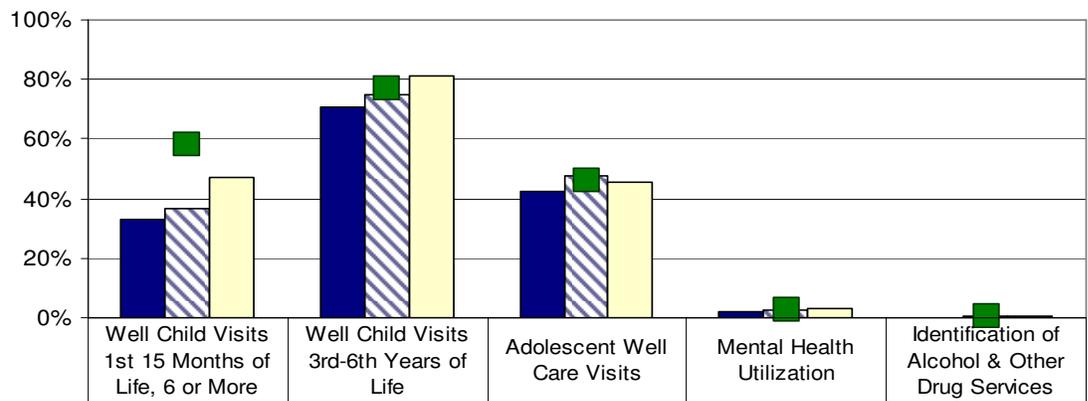
■ 2007 Plan Rate	85%	73%	74%	73%
▨ 2008 Plan Rate	98%	90%	85%	83%
□ 2009 Plan Rate	99%	93%	94%	91%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

## HEDIS: Effectiveness of Care



■ 2007 Plan Rate	74%	69%	92%	56%	90%	41%	0%
▨ 2008 Plan Rate	83%	76%	87%	59%	90%	39%	62%
□ 2009 Plan Rate	81%	75%	91%	56%	92%	37%	67%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

## HEDIS: Use of Services

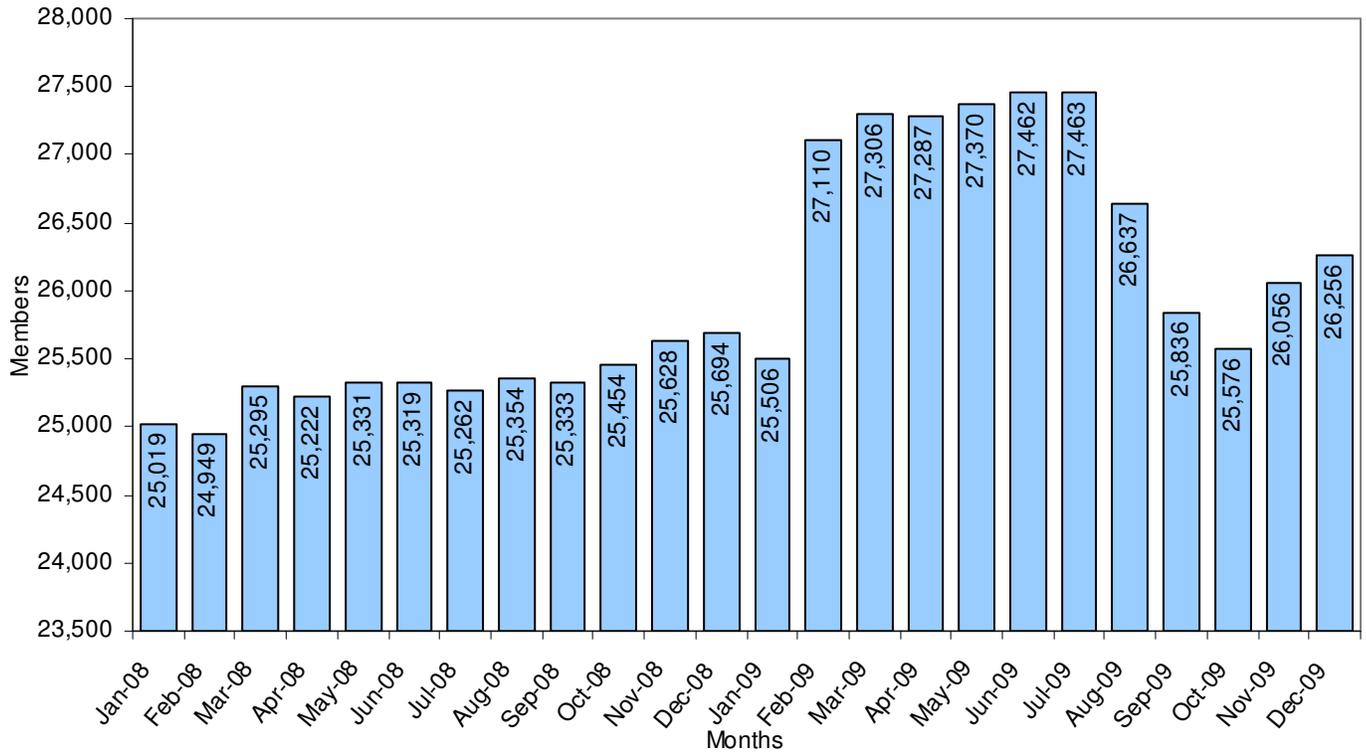


■ 2007 Plan Rate	33%	71%	43%	2%	0%
▨ 2008 Plan Rate	37%	75%	48%	3%	0%
□ 2009 Plan Rate	47%	81%	45%	3%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# COMMUNITY HEALTH GROUP

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Riverside	Partial	476
San Diego	Full	26,391

**Monthly Enrollment: 2008 and 2009**



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## COMMUNITY HEALTH PLAN

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Community Health Plan has been a Healthy Families health plan since 1998. Community Health Plan is the Community Provider Plan in Los Angeles County. The plan covers Los Angeles County, including Catalina Island. The estimated total annual enrollment (median monthly enrollment) in 2009 for Community Health Plan was 17,223 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of Community Health Plan.

### Areas of Achievement

Community Health Plan received the Special Recognition Award in 2009 for their efforts to improve services to adolescents.

Three HEDIS rates in two domains of care increased at least three percentage points from the 2008 level:

#### Access and Availability of Care Domain

##### *Children's Access to Primary Care,*

- Ages 12 – 24 months

#### Effectiveness of Care Domain

##### *Childhood Immunizations*

- Combination 2
- Combination 3

Both of the *Childhood Immunization* rates show a slight upward trend from 2007 to 2009:

One HEDIS rate was at least three percentage points higher than the 2009 HFP weighted average: *Lead Screening in Children*.

### Areas for Improvement

In most measures, the plan's rates are significantly below the HFP weighted average, and many are below the national 10<sup>th</sup> percentile rate for commercial plans. Two HEDIS rates in two domains of care decreased at least three percentage points from the 2008 level:

#### Access and Availability of Care

##### *Children's Access to Primary Care*

- Ages 25 months – 6 years

#### Effectiveness of Care Domain

##### *Appropriate Medication for Asthma*

Nine HEDIS rates were at least three percentage points below the 2009 HFP weighted average:

- *Children's Access to Primary Care*
  - Ages 12 – 24 months\*

- Ages 25 months – 6 years\*
- Ages 7 – 11 years\*
- Ages 12 – 18 years\*
- *Childhood Immunizations, Combination 3*
- *Appropriate Medication for Asthma\**
- *Appropriate Testing for Pharyngitis\**
- *Well Child Visits 3<sup>rd</sup> – 6<sup>th</sup> Years*

\*These rates are at or below the national 10<sup>th</sup> percentile rate for commercial plans.

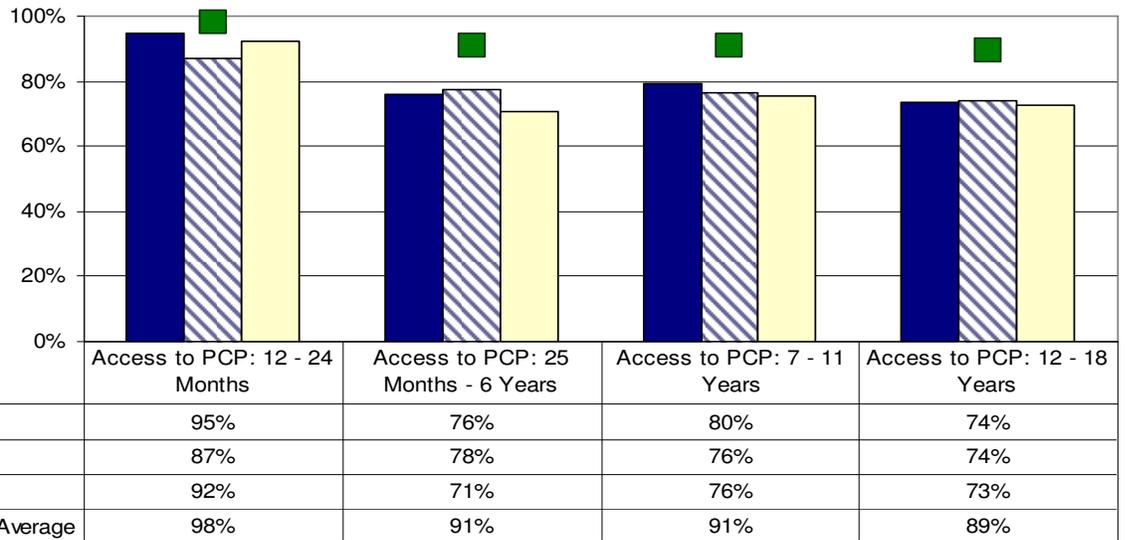
Community Health Plan is among the bottom three health plans for all four rates for the *Children's Access to Primary Care* measure in 2009.

### Enrollment

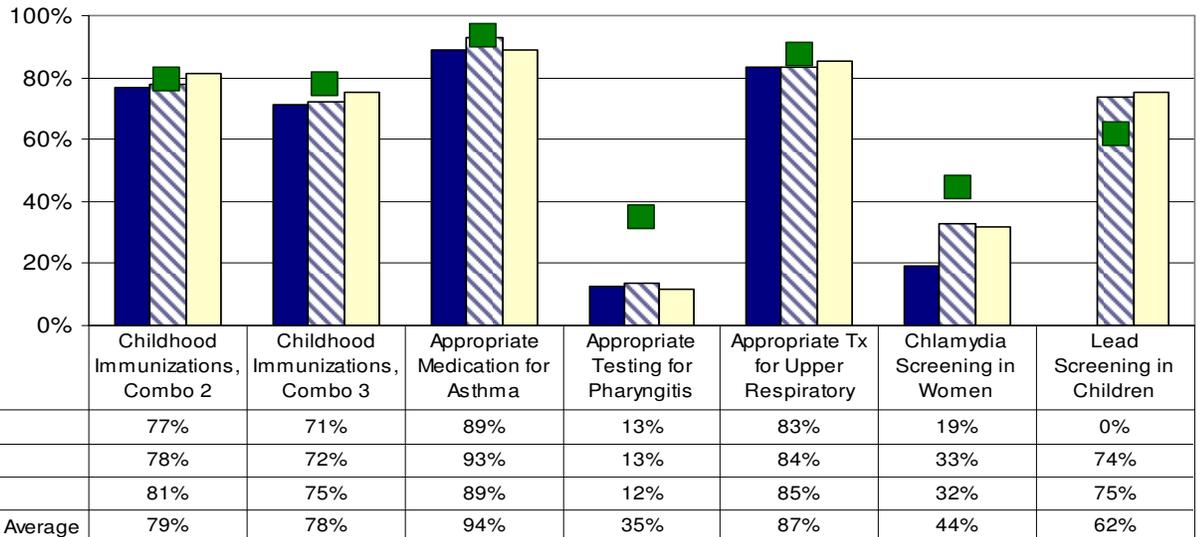
In 2008, the median monthly enrollment was 19,353. In 2009, the median monthly enrollment decreased to 17,235.

# COMMUNITY HEALTH PLAN

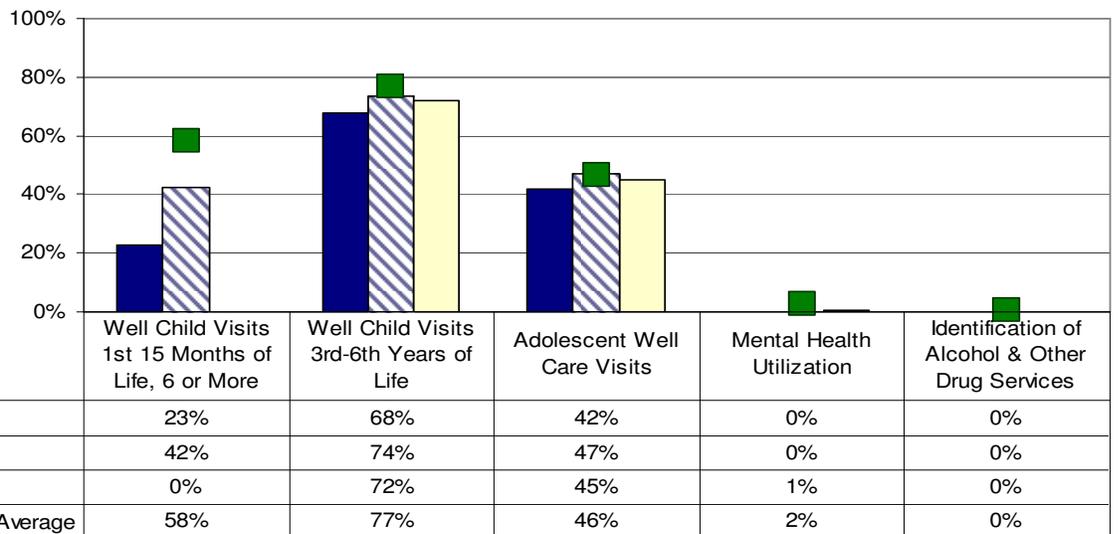
## HEDIS: Access & Availability of Care



## HEDIS: Effectiveness of Care



## HEDIS: Use of Services

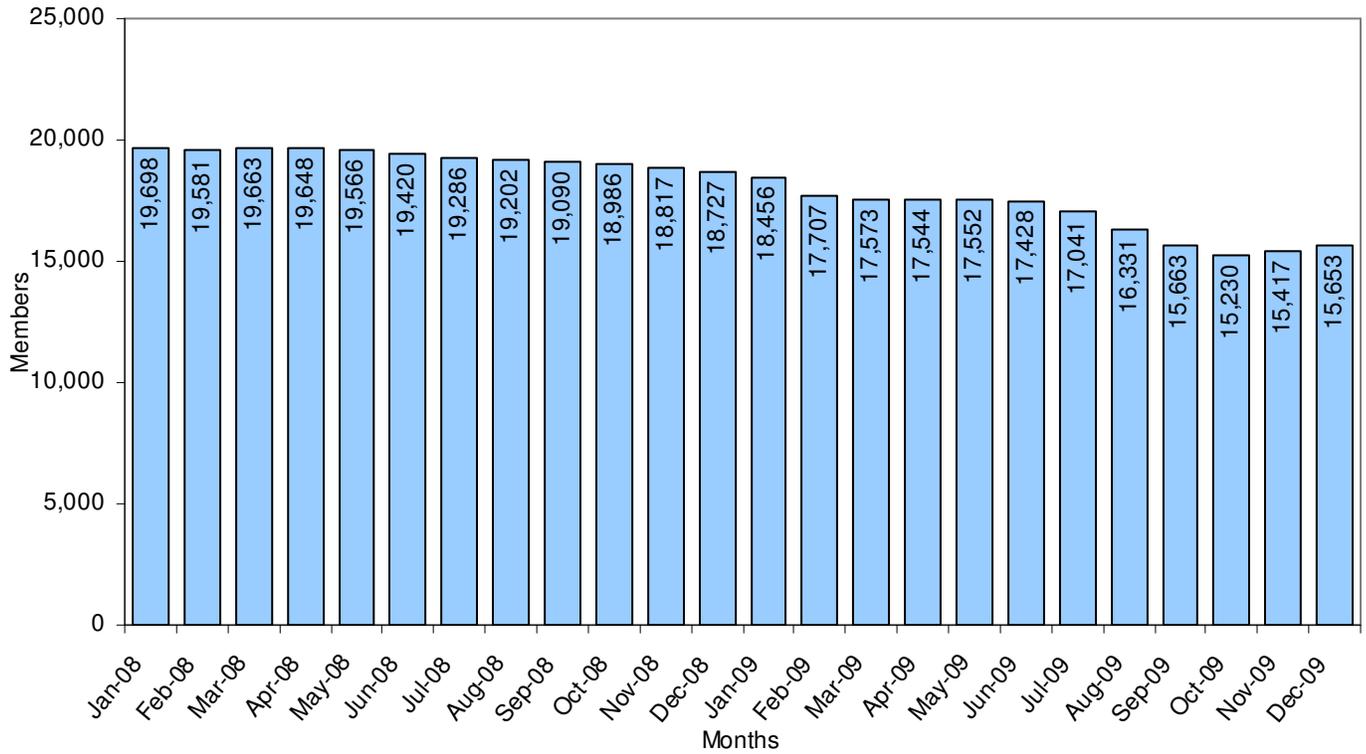


# COMMUNITY HEALTH PLAN

Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Los Angeles	Full*	17,235

\*Coverage includes Catalina Island

## Monthly Enrollment: 2008 and 2009



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## CONTRA COSTA HEALTH PLAN

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Contra Costa Health Plan (CCHP) has been a Healthy Families health plan since 1998 and is a health plan in the Medi-Cal Managed Care program. CCHP was the Community Provider Plan in Contra Costa County in 2009-10 and provided full coverage in the county. The estimated total annual enrollment (median monthly enrollment) for CCHP in 2009 was 4,093 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of CCHP.

### Areas of Achievement

Contra Costa Health Plan received the Superior Performance Award from MRMIIB for the 2008 HEDIS rates.

All four rates for *Children's Access to Primary Care* remained fairly constant from 2007 – 2009.

Two HEDIS rates in the Effectiveness of Care domain increased at least three percentage points from the 2008 level: *Lead Screening in Children* and *Appropriate Testing for Pharyngitis*.

The plan's rates for *Childhood Immunizations, Combination 3* show a slight upward trend from 2007 to 2009.

Five HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Childhood Immunizations*
  - *Combination 2\**
  - *Combination 3\**
- *Appropriate Treatment for Upper Respiratory Infection\**
- *Lead Screening in Children*
- *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years*

\*Rates were at or above the national 90<sup>th</sup> percentile rate for commercial plans.

### Areas of Improvement

Two HEDIS rates in two domains of care decreased at least three percentage points from the 2008 level:

Effectiveness of Care Domain  
*Chlamydia Screening in Women*

Use of Services Domain  
*Adolescent Well Care Visits.*

The plan's rate for this measure decreased 13 percent from 2007 to 2009.

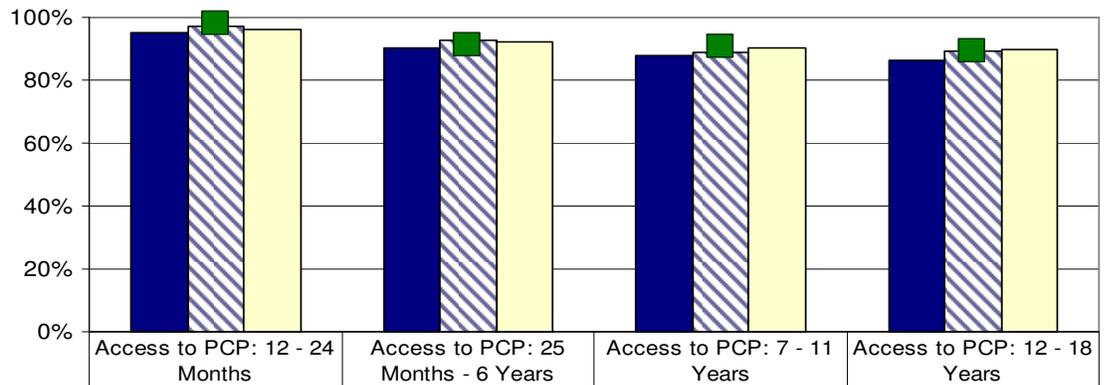
Two HEDIS rates were at least three percentage points below the 2009 HFP weighted average:

- *Appropriate Testing for Pharyngitis*
- *Adolescent Well Care Visits*

### Enrollment

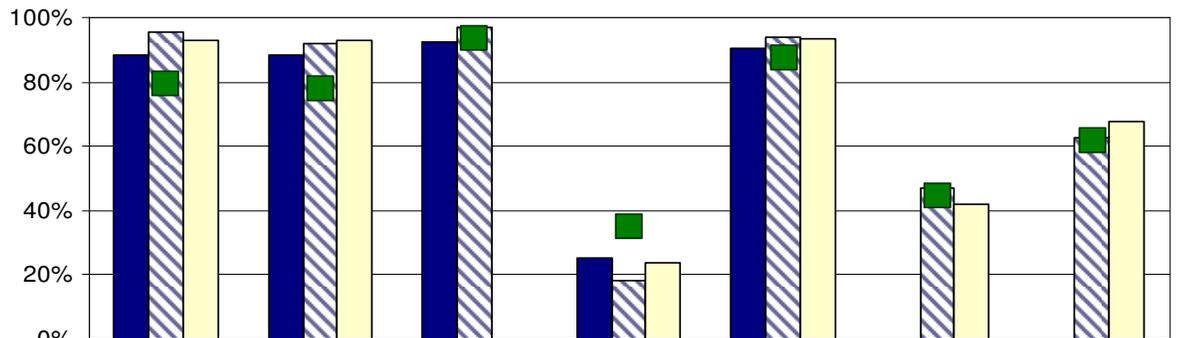
The median monthly enrollment in 2008 was 3,599 and 4,093 in 2009.

**HEDIS: Access & Availability of Care**



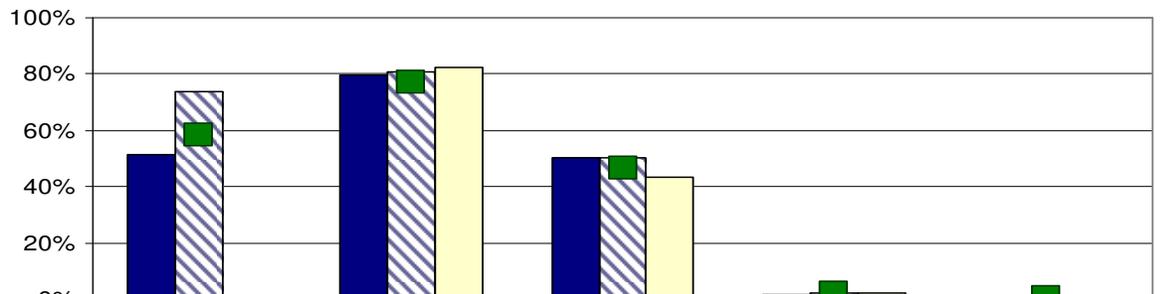
■ 2007 Plan Rate	95%	90%	88%	87%
▨ 2008 Plan Rate	97%	93%	89%	89%
□ 2009 Plan Rate	96%	92%	90%	90%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

**HEDIS: Effectiveness of Care**



■ 2007 Plan Rate	89%	89%	92%	25%	90%	0%	0%
▨ 2008 Plan Rate	95%	92%	97%	18%	94%	47%	62%
□ 2009 Plan Rate	93%	93%	0%	24%	94%	42%	68%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

**HEDIS: Use of Services**

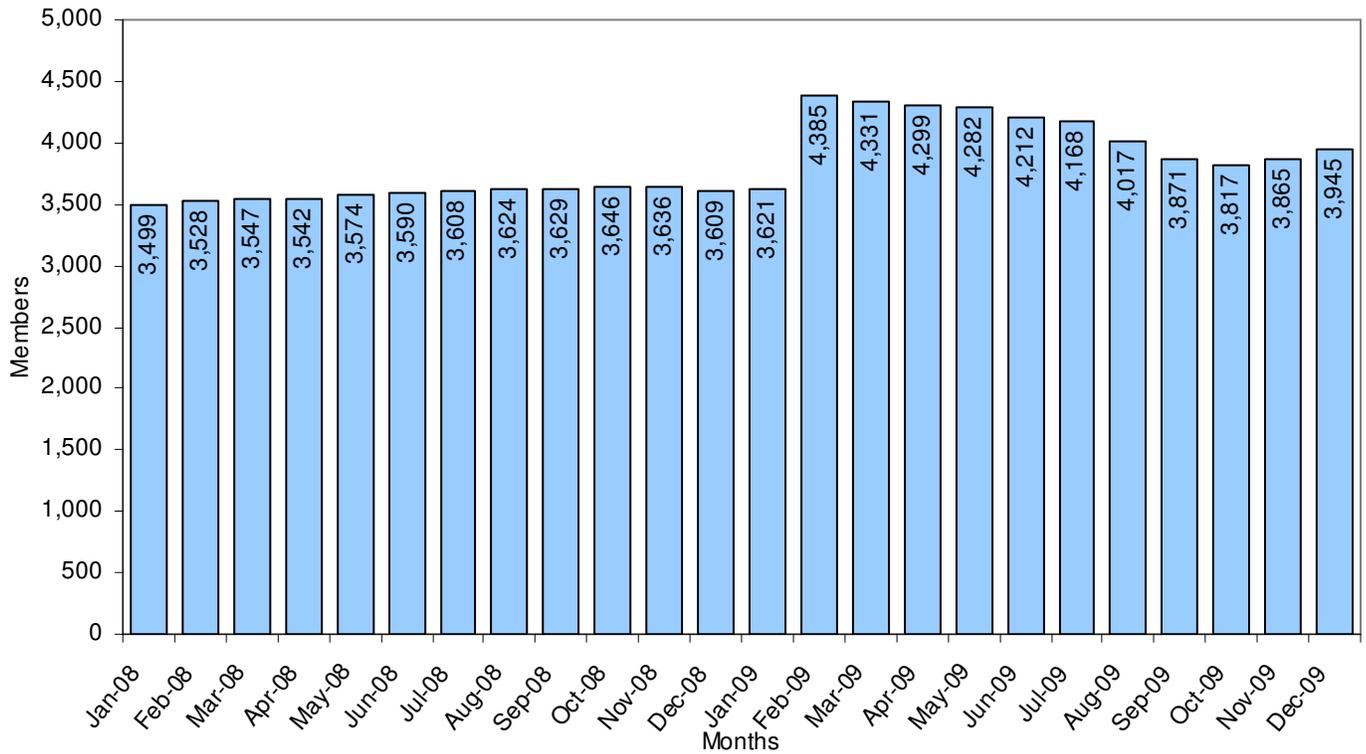


■ 2007 Plan Rate	51%	80%	50%	2%	0%
▨ 2008 Plan Rate	74%	81%	50%	2%	0%
□ 2009 Plan Rate	0%	82%	43%	2%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# CONTRA COSTA HEALTH PLAN

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Contra Costa	Full	4,093

**Monthly Enrollment: 2008 and 2009**



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## HEALTH NET

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Health Net HMO has been a Healthy Families health plan since 1998. Health Net HMO is also a health plan in the Medi-Cal Managed Care Program. Health Net HMO stopped providing coverage in eight counties in 2009-10: Madera, Marin, Merced, Nevada, Santa Barbara, Santa Clara, Santa Cruz, and Stanislaus. Health Net HMO was the Community Provider Plan in El Dorado, Sacramento, Solano, and Yolo counties in 2009-10. The estimated total annual enrollment for Health Net HMO in 2009 was 138,543 members.

Health Net EPO has been a Healthy Families plan since 2002. In 2009-10 Health Net EPO stopped covering four counties: Butte, Glenn, Lake, and San Luis Obispo. Health Net EPO began covering Del Norte and El Dorado in 2009-10. The estimated total annual enrollment for Health Net in 2009 was 721 members.

Health Net HMO and EPO cover 32 counties altogether, offering full coverage in 27 counties and partial coverage in 5 counties in 2009-10. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. HEDIS results are combined for Health Net EPO and HMO because enrollment in Health Net EPO is too small to report separate HEDIS rates. Below is a summary profile of Health Net.

### Areas of Achievement

Two HEDIS rates in two domains of care increased three percentage points or more from the 2008 level:

#### Access and Availability of Care

##### *Children's Access to Primary Care,*

- Ages 12 – 24 months
- Ages 7 – 11 years

All four of the plan's rates for *Children's Access to Primary Care* have increased from 2007 to 2009, with all but the rate for ages 12 – 18 showing an upward trend.

#### Effectiveness of Care Domain

##### *Appropriate Testing for Pharyngitis*

The plan's rate for *Appropriate Treatment for Upper Respiratory Infection* shows a slight upward trend from 2007 to 2009, increasing from 81 percent in 2007 to 86 percent in 2009.

The plan's rates for *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More* shows an upward trend from 2007 to 2009.

The plan's rates from 2007 to 2009 for *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years* have remained constant at 76 percent.

Two HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Childhood Immunizations*
  - Combination 2
- *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More*

### Areas of Improvement

Three measures, in two domains of care, show decreases over the past three years:

#### Effectiveness of Care Domain

##### *Childhood Immunizations*

- Combination 2
- Combination 3

Both of these rates show downward trends from 2007 to 2009.

#### Use of Services Domain

##### *Adolescent Well Care Visits*

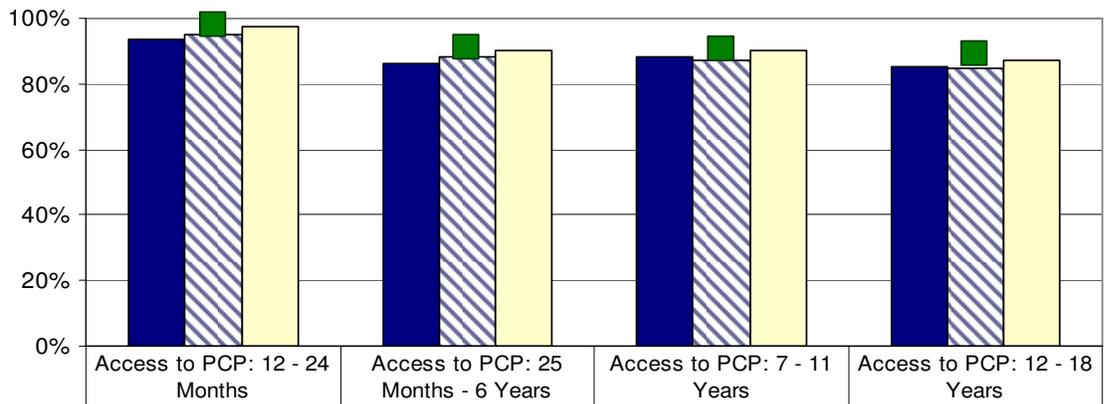
The plan's rate for this measure dropped from 2007 to 2009.

One HEDIS rate was more than ten percentage points below the HFP weighted average: *Lead Screening in Children*.

### Enrollment

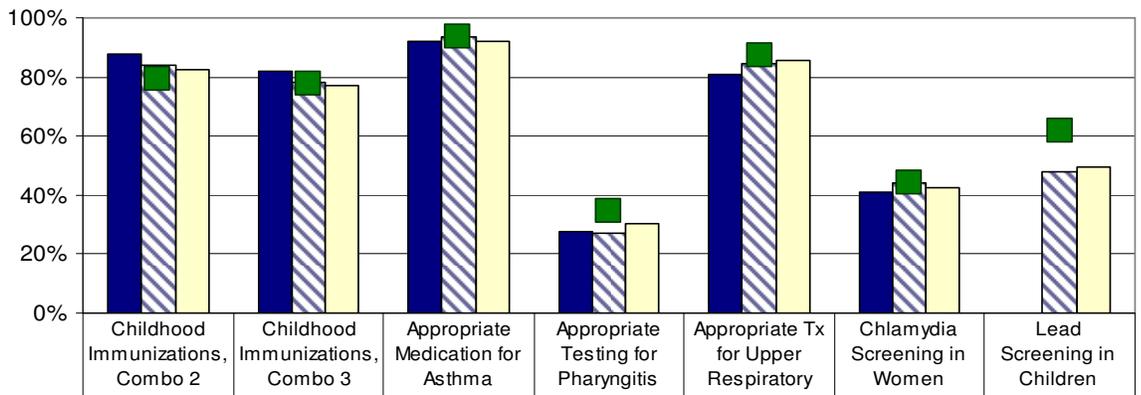
The median monthly enrollment for Health Net HMO was 121,150 in 2008 and 139,009 in 2009. The median monthly enrollment for Health Net EPO was 967 in 2008 and 725 in 2009.

**HEDIS: Access & Availability of Care**



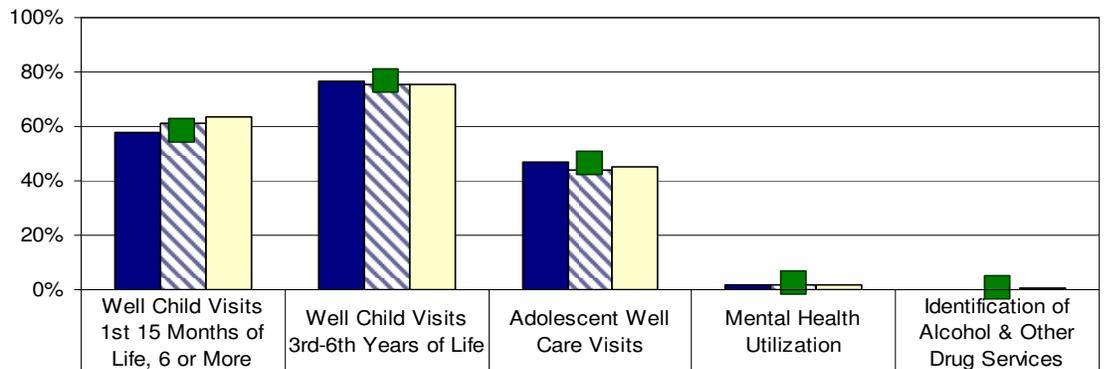
■ 2007 Plan Rate	94%	86%	88%	85%
▨ 2008 Plan Rate	95%	88%	87%	85%
□ 2009 Plan Rate	98%	90%	90%	87%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

**HEDIS: Effectiveness of Care**



■ 2007 Plan Rate	88%	82%	92%	28%	81%	41%	0%
▨ 2008 Plan Rate	84%	78%	94%	27%	85%	44%	48%
□ 2009 Plan Rate	82%	77%	92%	30%	86%	42%	50%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

**HEDIS: Use of Services**

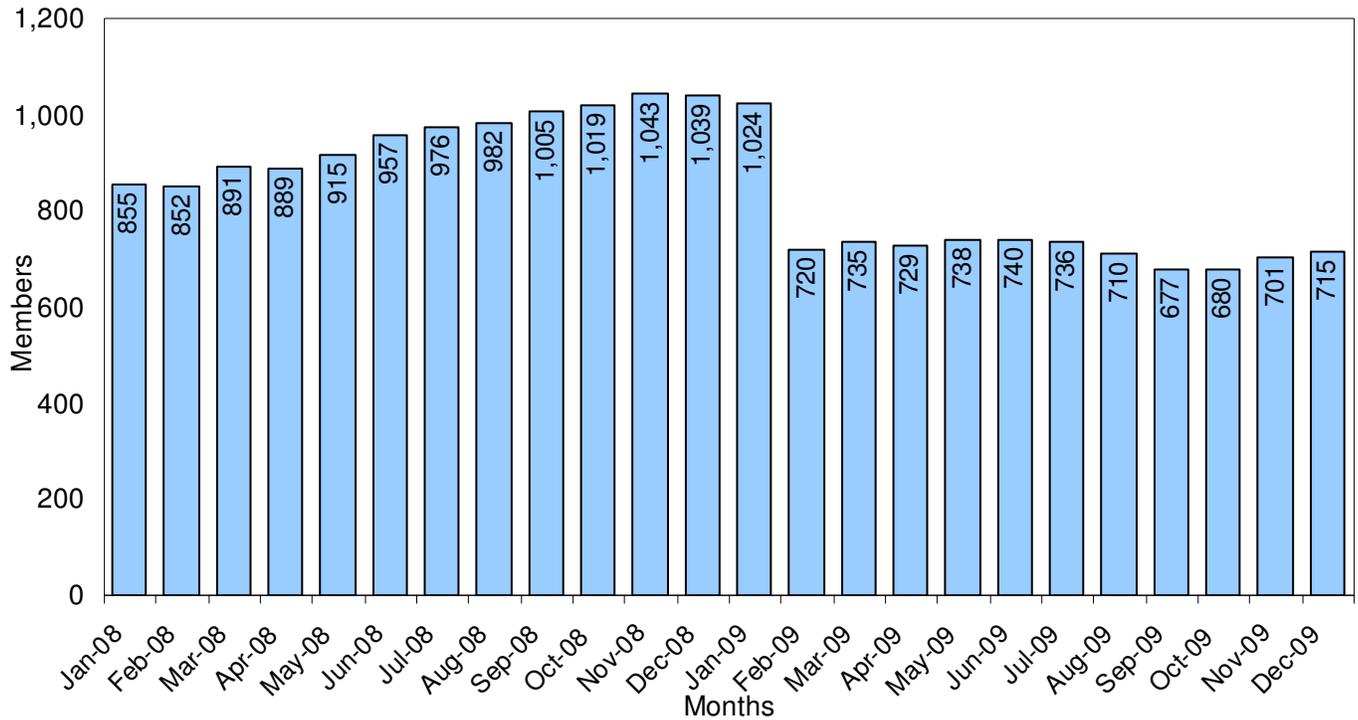


■ 2007 Plan Rate	58%	76%	47%	2%	0%
▨ 2008 Plan Rate	61%	76%	44%	2%	0%
□ 2009 Plan Rate	63%	76%	45%	2%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

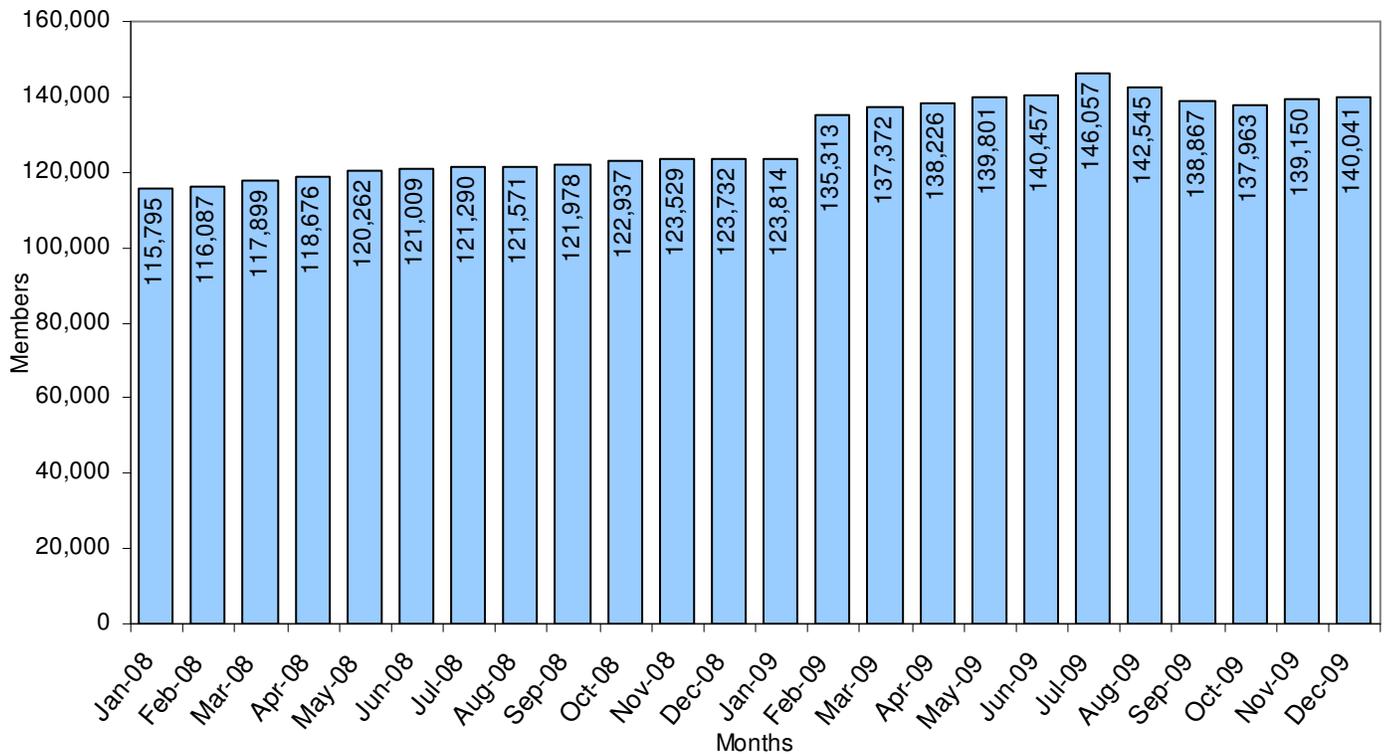
## HEALTH NET

2009-10 Coverage Areas	Level of Coverage	Health Net HMO Median Monthly Enrollment 2009	Health Net EPO Median Monthly Enrollment 2009
Alameda	Full	1,545	0
Amador	Full	0	19
Colusa	Full	0	99
Contra Costa	Full	2,335	0
El Dorado	Partial	420	0
Fresno	Full	17,726	0
Humboldt	Full	0	30
Imperial	Full	0	117
Kern	Partial	4,563	0
Kings	Full	344	0
Los Angeles	Full	54,964	0
Mariposa	Full	0	13
Mendocino	Full	0	33
Napa	Full	475	0
Orange	Full	11,355	0
Placer	Partial	692	0
Plumas	Full	0	11
Riverside	Partial	7,689	0
Sacramento	Full	10,524	0
San Bernardino	Partial	5,801	0
San Diego	Full	9,777	0
San Francisco	Full	1,263	0
San Joaquin	Full	898	0
Sierra	Full	0	1
Solano	Full	1,190	0
Sonoma	Full	799	0
Sutter	Full	0	238
Tehama	Full	0	38
Tulare	Full	2,410	0
Ventura	Full	1,551	0
Yolo	Full	2,229	0
Yuba	Full	0	124

**Monthly Enrollment Health Net EPO: 2008 and 2009**



**Monthly Enrollment Health Net HMO: 2008 and 2009**



# HEALTH PLAN OF SAN JOAQUIN

Health Plan of San Joaquin (HPSJ) has been a Healthy Families health plan since 1998 and is also a Medi-Cal Managed Care Health Plan. HPSJ was the Community Provider Plan in San Joaquin and Stanislaus Counties in 2009-10. HPSJ covers four counties: Merced, Sacramento, San Joaquin, and Stanislaus. HPSJ's enrollment was impacted when Anthem Blue Cross HMO and Health Net HMO stopped covering Stanislaus County in 2009-10. The estimated total annual enrollment for HPSJ in 2009 was 18,081 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of HPSJ.

## Areas of Achievement

Two HEDIS rates in two domains of care increased at least three percentage points from the 2008 level.

### Access and Availability of Care Domain

#### *Children's Access to Primary Care:*

- Ages 12 – 18

All four of the plan's *Children's Access to Primary Care* rates have increased significantly from 2007 to 2009.

### Effectiveness of Care Domain

#### *Appropriate Testing for Pharyngitis*

The plan's rates show a significant upward trend for this measure from 2007 to 2009, increasing from 31 percent in 2007 to 59 percent in 2009.

The plan's rates for *Appropriate Treatment for Upper Respiratory Infection* also shows an upward trend, increasing significantly from 2007 to 2009.

Three HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Childhood Immunizations*
  - Combination 2
- *Appropriate Testing for Pharyngitis*
- *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More*

## Areas for Improvement

Four HEDIS rates in two domains of care decreased three percentage points or more from the 2008 level:

### Effectiveness of Care Domain

#### *Appropriate Medication for Asthma* *Chlamydia Screening in Women\**

Both rates for *Childhood Immunizations* have decreased significantly from 2007 to 2009.

### Use of Services Domain

#### *Well Child Visits 3<sup>rd</sup> – 6<sup>th</sup> Years* *Adolescent Well Care Visits*

The plan's rates for *Adolescent Well Care Visits* show a significant downward trend from 2007 – 2009, decreasing from 58 percent in 2007 to 47 percent in 2009.

Three HEDIS rates were three percentage points or more below the 2009 HFP weighted average:

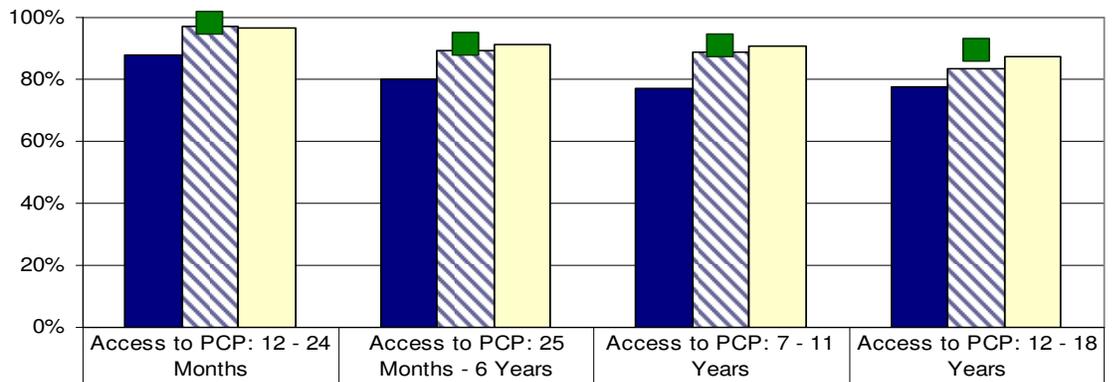
- *Appropriate Treatment for Upper Respiratory Infection*
- *Chlamydia Screening in Women*
- *Lead Screening in Children*

## Enrollment

The median monthly enrollment in 2008 was 10,488 and 18,060 in 2009.

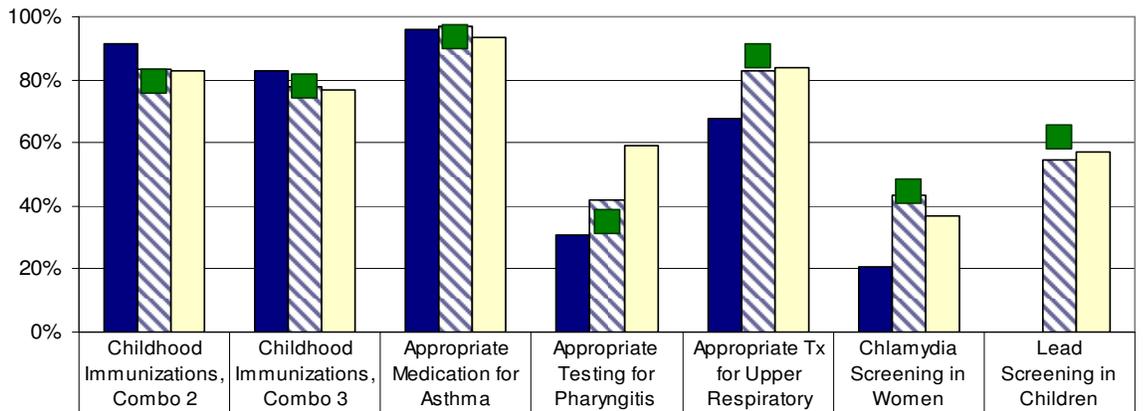
# HEALTH PLAN OF SAN JOAQUIN

## HEDIS: Access & Availability of Care



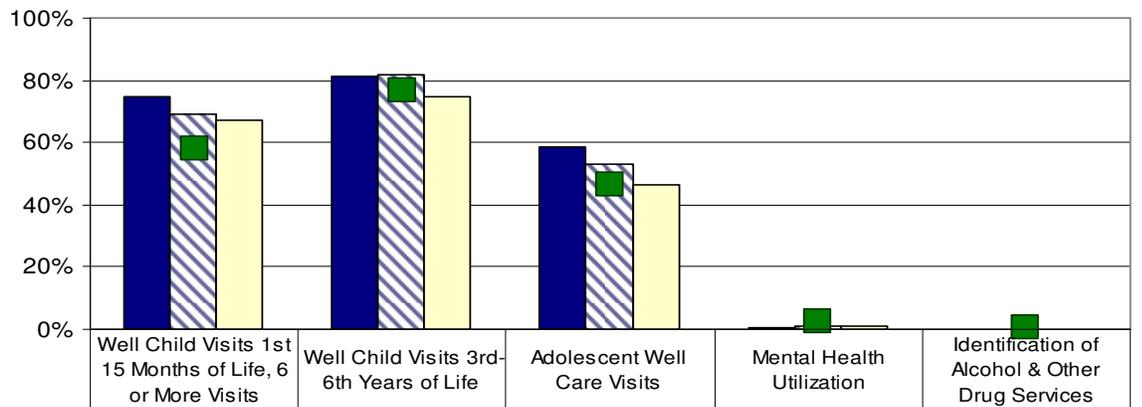
■ 2007 Plan Rate	88%	80%	77%	78%
▨ 2008 Plan Rate	97%	89%	89%	83%
□ 2009 Plan Rate	97%	91%	91%	87%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

## HEDIS: Effectiveness of Care



■ 2007 Plan Rate	91%	83%	96%	31%	68%	21%	0%
▨ 2008 Plan Rate	84%	78%	97%	42%	83%	44%	55%
□ 2009 Plan Rate	83%	77%	93%	59%	84%	37%	57%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

## HEDIS: Use of Services

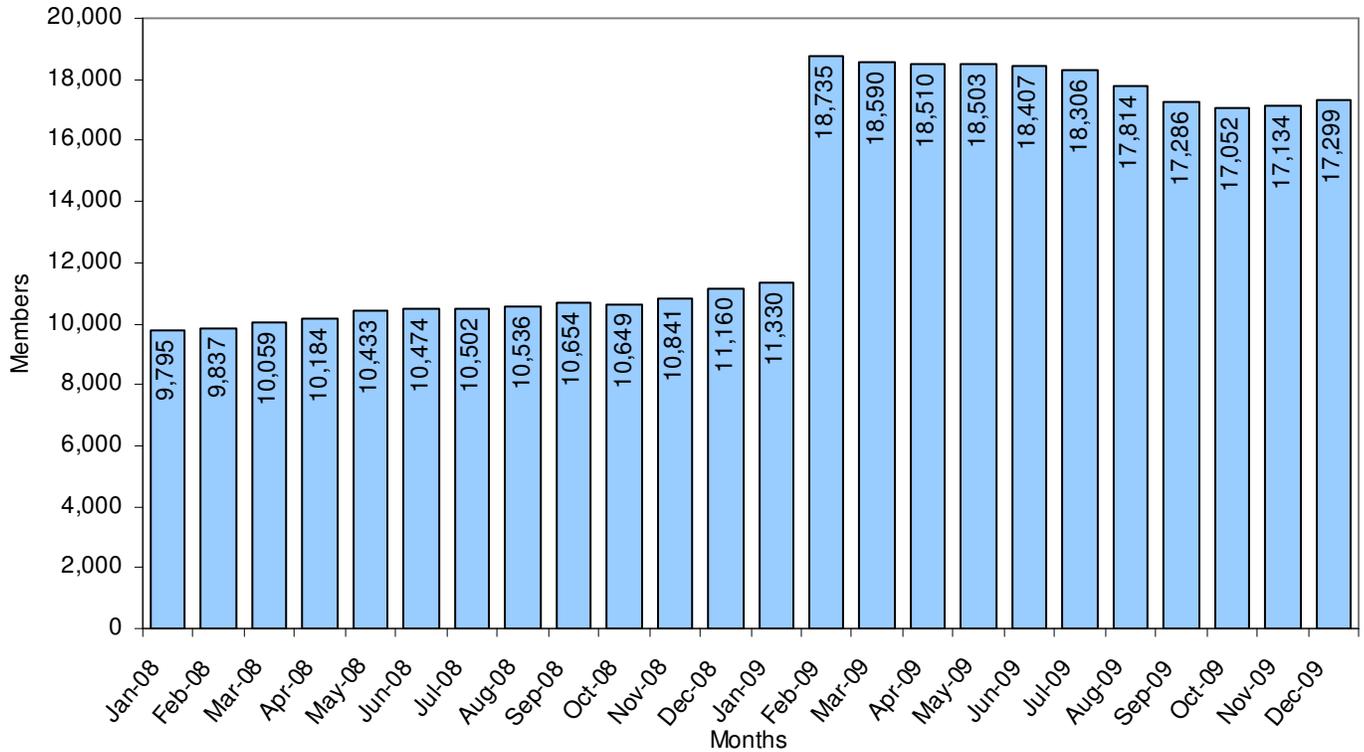


■ 2007 Plan Rate	75%	82%	58%	1%	0%
▨ 2008 Plan Rate	69%	82%	53%	1%	0%
□ 2009 Plan Rate	67%	75%	47%	1%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# HEALTH PLAN OF SAN JOAQUIN

2009-10 Coverage Areas	Level of Coverage	Median Annual Enrollment 2009
Merced	Full	500
Sacramento	Partial	81
San Joaquin	Full	8,951
Stanislaus	Full	8,550

**Monthly Enrollment: 2008 and 2009**



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# HEALTH PLAN OF SAN MATEO

Health Plan of San Mateo (HPSM) has been a Healthy Families health plan since 1998 and is a Medi-Cal Managed Care health plan. HPSM was the Community Provider Plan in San Mateo County in 2009-10. HPSM's enrollment was impacted when Anthem Blue Cross EPO stopped covering San Mateo County in 2009-10. The estimated total annual enrollment (median monthly enrollment) for HPSM in 2009 was 6,128 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of HPSM.

## Areas of Achievement

HPSM received a Superior Performance Award from MRMIB for their 2008 HEDIS rates.

Three HEDIS rates in three domains of care increased at least three percentage points from the 2008 level:

### Access and Availability of Care Domain

#### *Children's Access to Primary Care:*

- Ages 12 – 18\*

\*Plan was one of the top three health plans for this rate, which was at or above the national 90<sup>th</sup> percentile rate for commercial plans.

The plan achieved the highest rate possible (100%) in this measure for the 12 – 24 month-old age group and has maintained this level of performance from 2007 to 2009. In addition, the plan's rates for the 7 – 11 year-old and 12 – 18 year-old age groups show slight upward trends from 2007 – 2009.

### Effectiveness of Care Domain

#### *Appropriate Treatment for Upper Respiratory Infection*

### Use of Services Domain

#### *Adolescent Well Care Visits*

The plan's rates for this measure show a significant upward trend from 2007 to 2009. Additionally, the plan's 2009 rate for this measure was one of the top three of all health plans.

Eight HEDIS rates were at least three percentage points higher than the 2009 HFP weighted average:

- *Children's Access to Primary Care*
  - Ages 7 – 11 years
  - Ages 12 – 18 years
- *Childhood Immunizations*
  - Combination 2
  - Combination 3\*
- *Appropriate Testing for Pharyngitis*

- *Appropriate Treatment for Upper Respiratory Infection*
  - *Lead Screening in Children*
  - *Adolescent Well Care Visits*
- \*Rate is at or above the national 90<sup>th</sup> percentile rate for commercial plans.

## Areas for Improvement

Three HEDIS rates in the *Effectiveness of Care* domain decreased at least three percentage points from the 2008 level:

- *Childhood Immunizations,*
  - Combination 2
- *Appropriate Testing for Pharyngitis\**
- *Lead Screening in Children*

\*Plan's rates show a significant downward trend from 2007 to 2009, although the 2009 rate is higher than the HFP weighted average.

The rate for *Chlamydia Screening in Women* dropped ten percent from 2007 to 2009 and *Lead Screening in Children* decreased fourteen percent from 2007 to 2009.

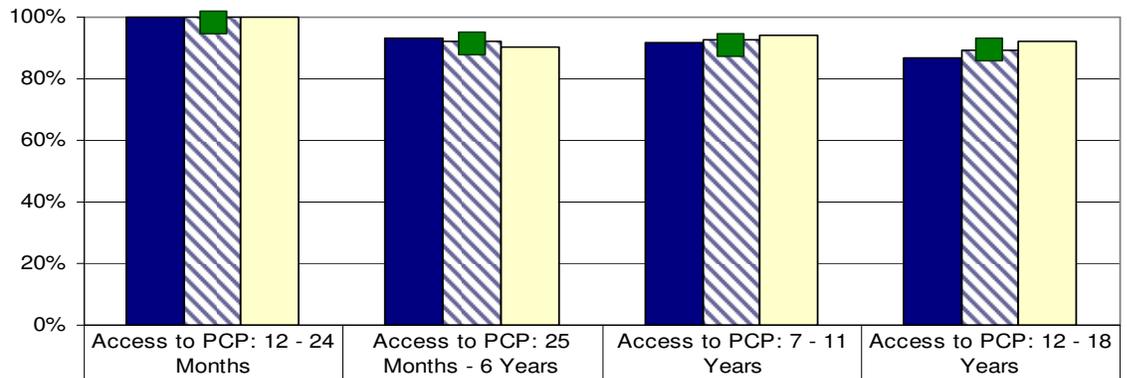
One HEDIS measure was at least three percentage points below the 2009 HFP weighted average: *Chlamydia Screening in Women*

## Enrollment

The median monthly enrollment for 2008 was 3,727 members. For 2009, the median monthly enrollment was 6,128 members.

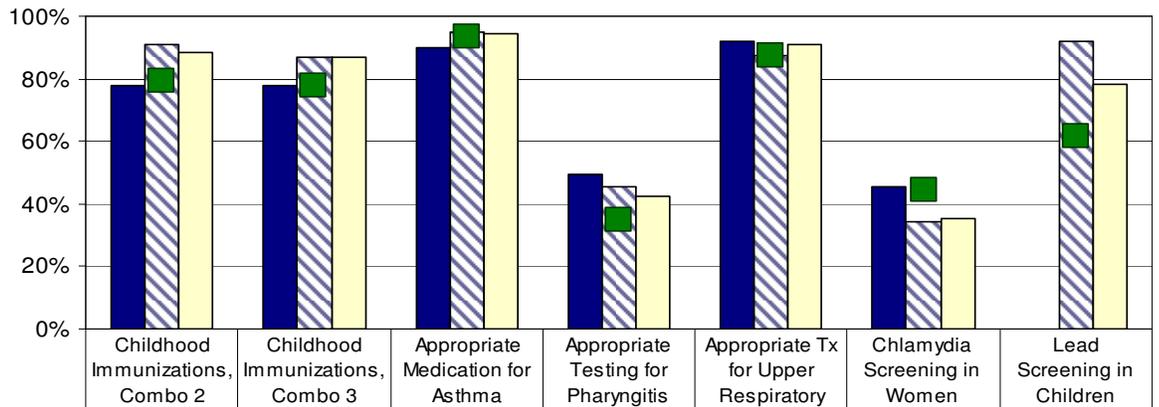
# HEALTH PLAN OF SAN MATEO

## HEDIS: Access & Availability of Care



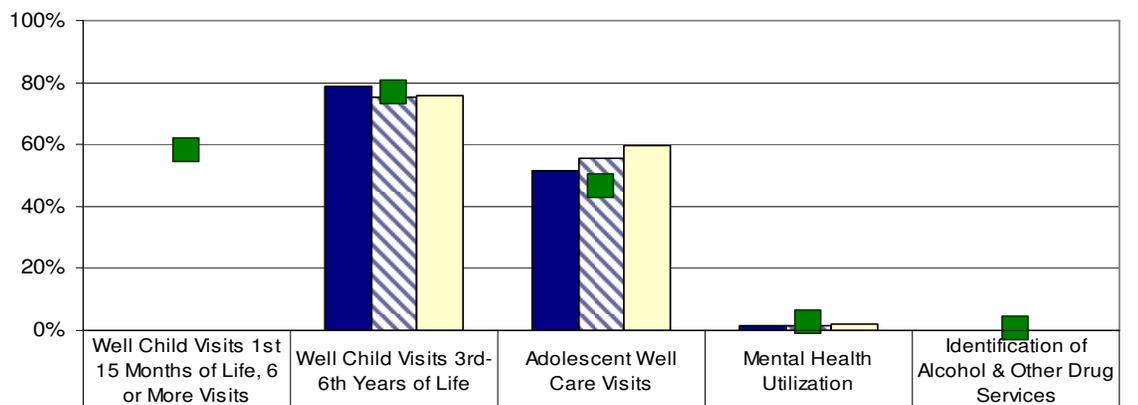
■ 2007 Plan Rate	100%	93%	91%	87%
▨ 2008 Plan Rate	100%	92%	93%	89%
□ 2009 Plan Rate	100%	90%	94%	92%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

## HEDIS: Effectiveness of Care



■ 2007 Plan Rate	78%	78%	90%	49%	92%	45%	0%
▨ 2008 Plan Rate	91%	87%	95%	46%	87%	34%	92%
□ 2009 Plan Rate	88%	87%	95%	42%	91%	35%	78%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

## HEDIS: Use of Services

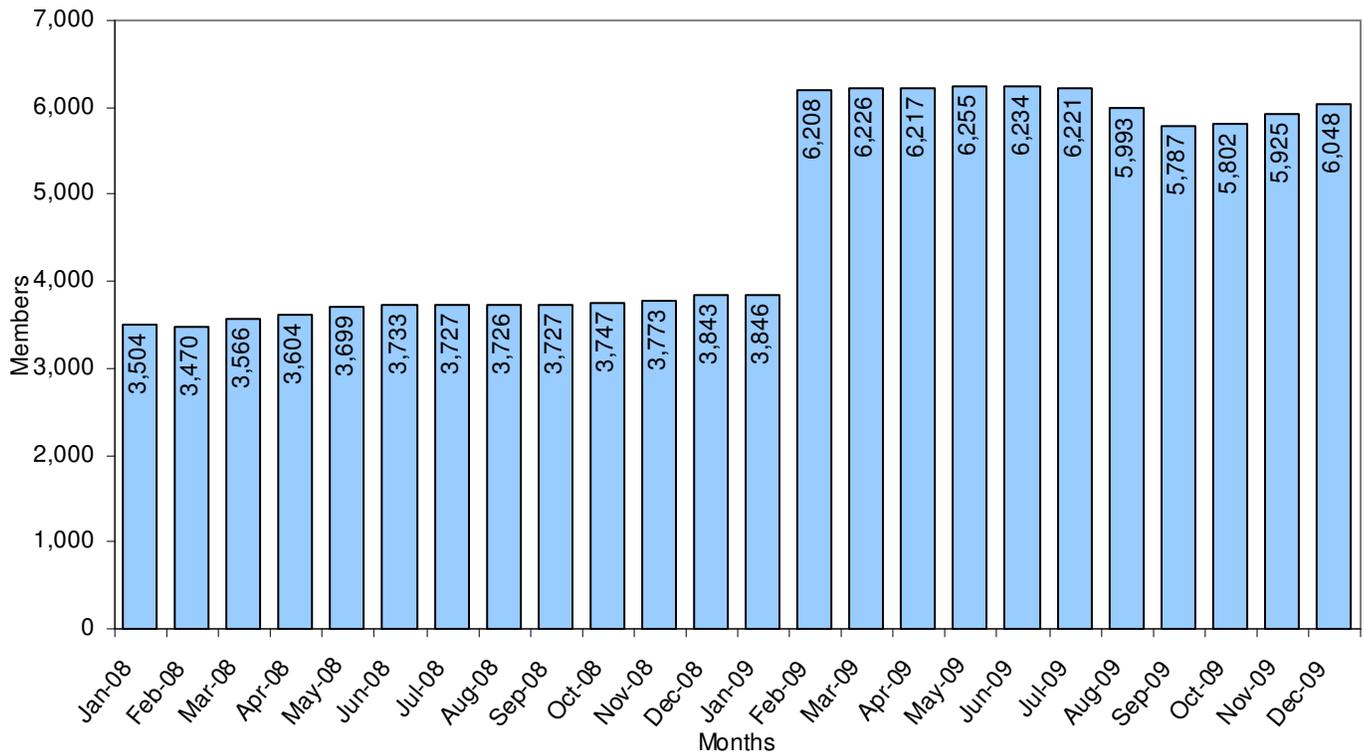


■ 2007 Plan Rate	0%	79%	52%	2%	0%
▨ 2008 Plan Rate	0%	75%	56%	2%	0%
□ 2009 Plan Rate	0%	76%	60%	2%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# HEALTH PLAN OF SAN MATEO

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
San Mateo	Full	6,128

**Monthly Enrollment: 2008 and 2009**



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## INLAND EMPIRE HEALTH PLAN

Inland Empire Health Plan (IEHP) has been a Healthy Families health plan since 1998 and participates in the Medi-Cal Managed Care program. IEHP was the Community Provider Plan in Riverside and San Bernardino Counties in 2009-10. The estimated total annual enrollment for IEHP in 2009 was 52,935 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of IEHP.

### Areas of Achievement

Four HEDIS rates in two domains of care increased at least three percentage points from the 2008 level:

#### Effectiveness of Care Domain

- Appropriate Testing for Pharyngitis\**
- Appropriate Treatment for Upper Respiratory Infection\**
- Lead Screening in Children*

\*Rates show an upward trend from 2007 to 2009.

#### Use of Services Domain

- Adolescent Well Care Visits\**

\*This is the only rate where the plan is trending upward.

Two HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Lead Screening in Children*
- *Adolescent Well Care Visits*

The plan's 2009 rate for *Children's Access to Primary Care* for ages 12 – 24 months was at or above the national 90<sup>th</sup> percentile rate for commercial plans.

### Areas for Improvement

Both of the *Childhood Immunizations* rates have decreased significantly from 2007 to 2009.

The plan's rates for *Appropriate Medication for Asthma* show a downward trend from 2007 to 2009.

Five HEDIS rates were at least three percentage points below the 2009 HFP weighted average:

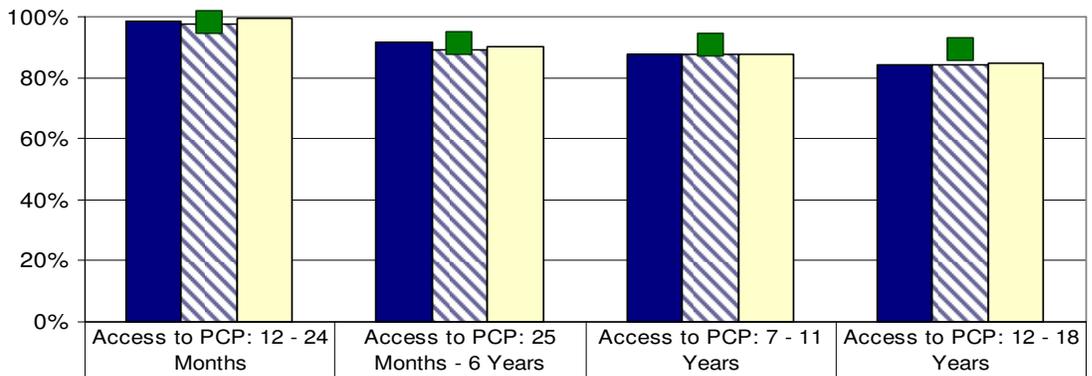
- *Children's Access to Primary Care*
  - Ages 7 – 11
  - Ages 12 – 18
- *Appropriate Medication for Asthma*
- *Appropriate Testing for Pharyngitis*
- *Well Child Visits 1<sup>st</sup> 15 Months, 6 or More\**

\*Rate was at or below the national 10<sup>th</sup> percentile rate for commercial plans.

### Enrollment

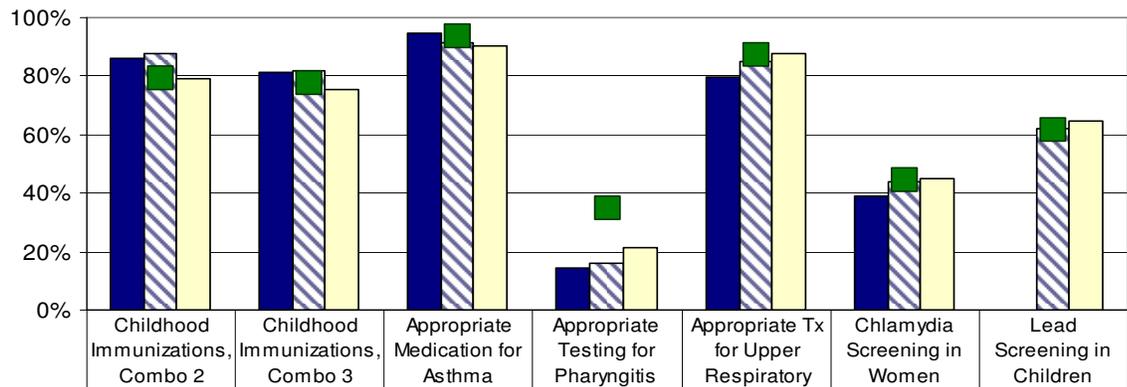
The median monthly enrollment in 2008 was 48,816 members and for 2009 it was 53,163 members.

## HEDIS: Access & Availability of Care



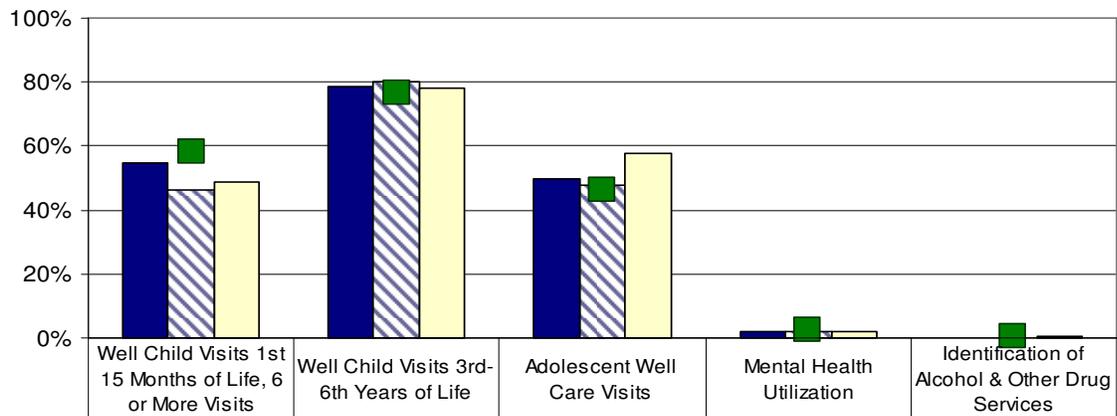
■ 2007 Plan Rate	98%	92%	88%	84%
▨ 2008 Plan Rate	98%	89%	88%	84%
□ 2009 Plan Rate	99%	90%	88%	85%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

## HEDIS: Effectiveness of Care



■ 2007 Plan Rate	86%	81%	95%	15%	80%	39%	0%
▨ 2008 Plan Rate	88%	82%	92%	16%	85%	44%	62%
□ 2009 Plan Rate	79%	76%	90%	22%	88%	45%	65%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

## HEDIS: Use of Services

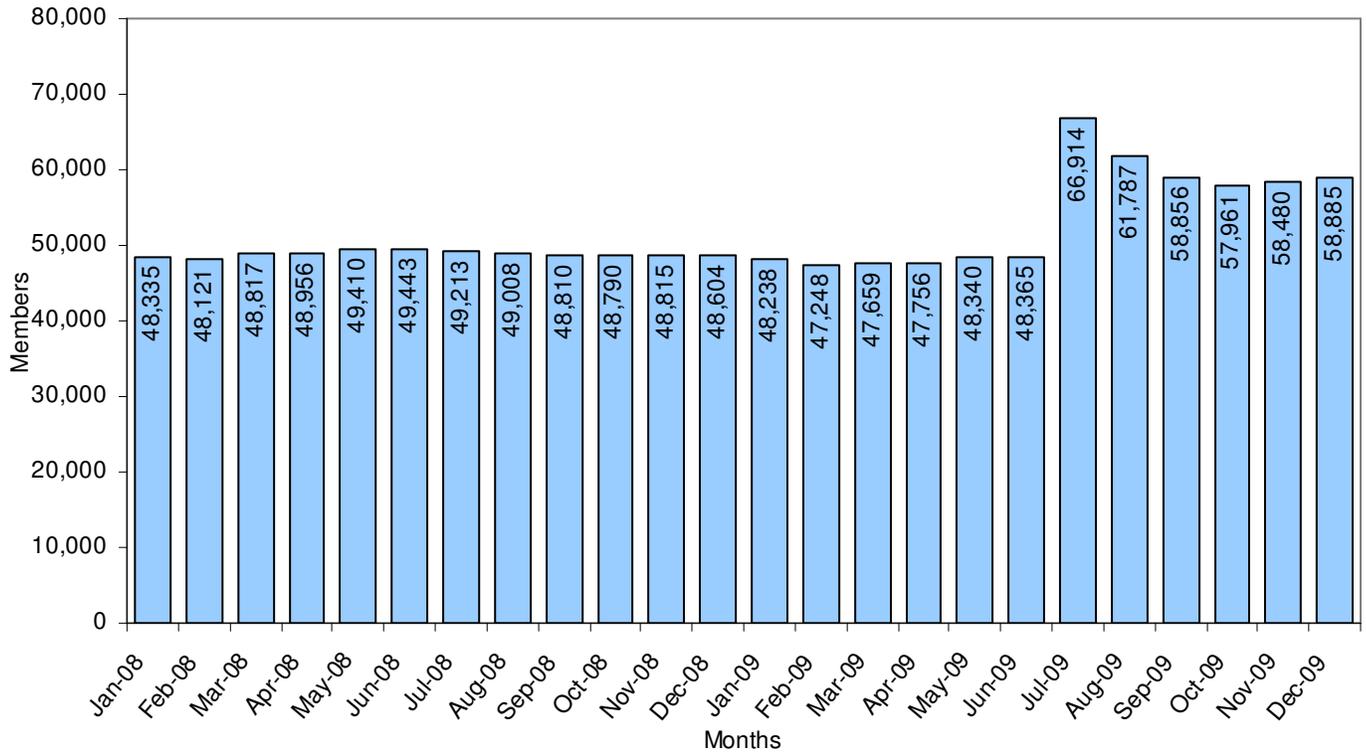


■ 2007 Plan Rate	55%	78%	50%	2%	0%
▨ 2008 Plan Rate	47%	80%	48%	2%	0%
□ 2009 Plan Rate	49%	78%	58%	2%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# INLAND EMPIRE HEALTH PLAN

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Riverside	Partial	28,401
San Bernardino	Partial	24,535

**Monthly Enrollment: 2008 and 2009**



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## KAISER FOUNDATION HEALTH PLAN - NORTH

Kaiser Foundation Health Plan (Kaiser) has been a Healthy Families health plan since 1998 and is a Medi-Cal Managed Care health plan. Kaiser provided coverage in 25 counties in 2009-10. The estimated total annual enrollment for Kaiser in 2009 was 151,522 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile for Kaiser Foundation Health Plan South and North.

### Areas of Achievement: Kaiser North

Kaiser North received a 2008 Superior Performance Award from MRMIB.

Three HEDIS rates in the Effectiveness of Care domain increased at least three percentage points from the 2008 level:

#### *Childhood Immunizations*

- Combination 2
- Combination 3\*

#### *Appropriate Testing for Pharyngitis*

#### *Lead Screening in Children*

\*Highest rate in HFP in 2009.

Although the plan's rates for *Adolescent Well Care Visits* show an upward trend from 2007 to 2009, its rate is below the 2009 HFP weighted average.

Nine HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Children's Access to Primary Care*
  - Ages 25 Months – 6 Years
  - Ages 7 – 11
  - Ages 12 - 18
- *Childhood Immunizations*
  - Combination 2
  - Combination 3\*
- *Appropriate Testing for Pharyngitis\*\**
- *Appropriate Testing for Upper Respiratory Infection\**
- *Chlamydia Screening in Women\**
- *Mental Health Utilization*

\*Rates were at or above the national 90<sup>th</sup> percentile rate for commercial plans.

\*\*Kaiser North was one of two plans to achieve the benchmark rate for this measure.

Kaiser North was the only health plan that was not at or below the national 10<sup>th</sup> percentile rate for commercial plans for *Mental Health Utilization*.

The plan's rates for all four age groups reported for *Children's Access to Primary Care* remained

constant from 2007 to 2009. The rate for ages 12 to 24 months was at or above the national 90<sup>th</sup> percentile rate for commercial plans.

### Areas for Improvement: Kaiser North

Two HEDIS rates decreased at least three percentage points from the 2008 level: *Chlamydia Screening in Women* and *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More*. The rates for both of these measures dropped six percent or more from the 2007 level. All other rates remained the same or increased from the 2007 level.

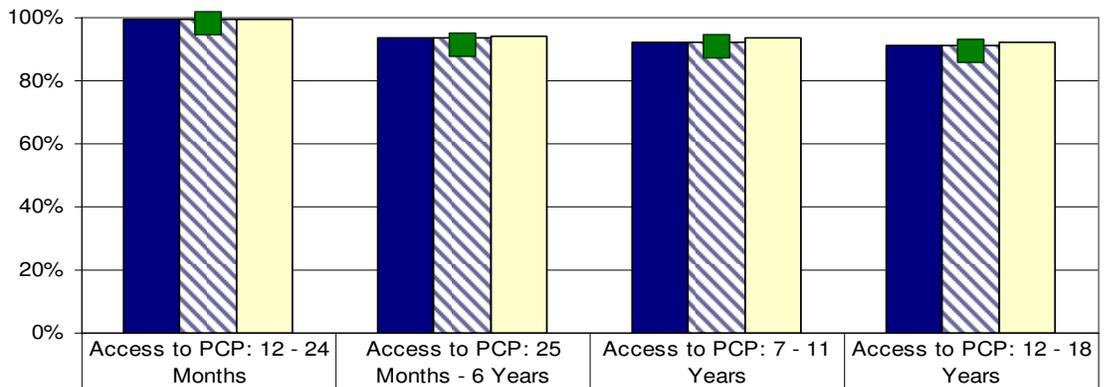
Three HEDIS rates were at least three percentage points below the 2009 HFP weighted average:

- *Lead Screening in Children*
- *Well Child Visits 3<sup>rd</sup> – 6<sup>th</sup> Years\**
- *Adolescent Well Care Visits\**

\*Rates are showing an upward trend from 2007 to 2009.

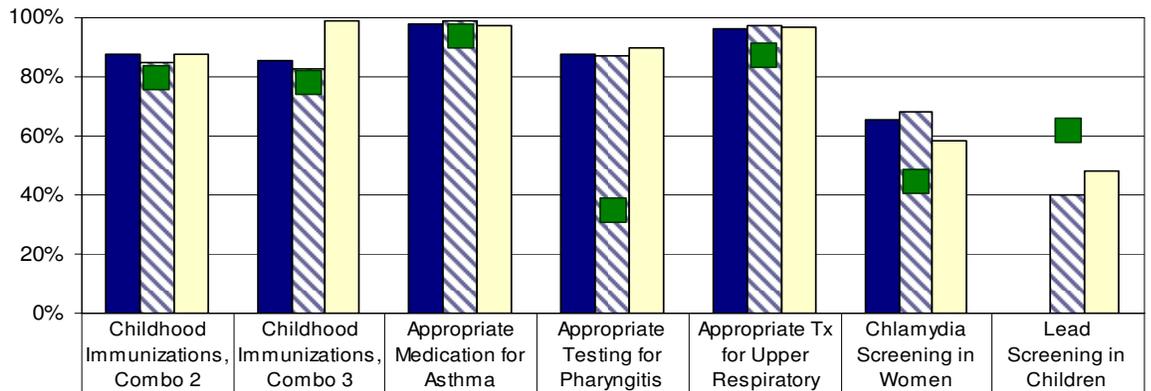
# KAISER FOUNDATION HEALTH PLAN - NORTH

## HEDIS: Access & Availability of Care - Kaiser North



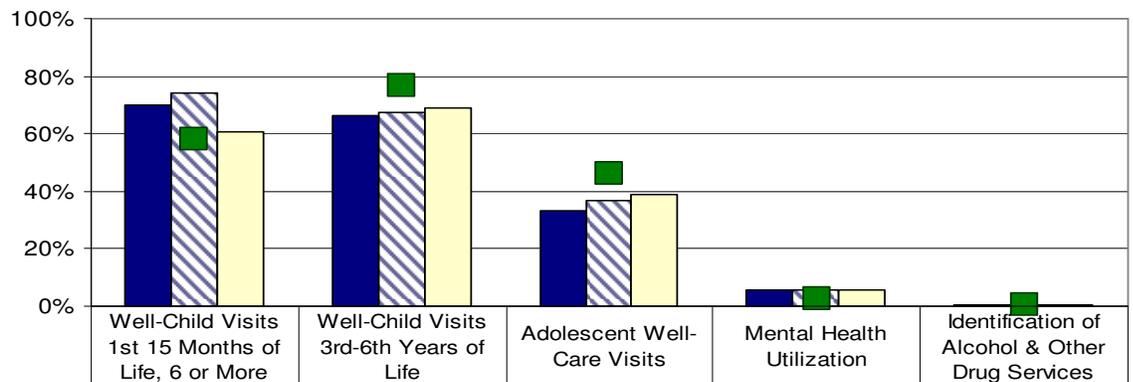
■ 2007 Plan Rate	100%	94%	92%	91%
▨ 2008 Plan Rate	100%	94%	92%	91%
□ 2009 Plan Rate	99%	94%	94%	92%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

## HEDIS: Effectiveness of Care – Kaiser North



■ 2007 Plan Rate	88%	85%	98%	88%	96%	65%	0%
▨ 2008 Plan Rate	85%	83%	99%	87%	97%	68%	40%
□ 2009 Plan Rate	88%	99%	98%	90%	97%	59%	48%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

## HEDIS: Use of Services – Kaiser North



■ 2007 Plan Rate	70%	66%	33%	6%	0%
▨ 2008 Plan Rate	74%	68%	37%	6%	1%
□ 2009 Plan Rate	60%	69%	39%	6%	1%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

## KAISER FOUNDATION HEALTH PLAN - SOUTH

### Areas of Achievement: Kaiser South

Kaiser South received three awards from MRMIB for its performance in HEDIS:

- Superior Performance – 2008 HEDIS
- Superior Performance – 2009 HEDIS
- Most Improved Health Plan – 2009 HEDIS

Kaiser South was the highest performing plan in 2009.

Seven HEDIS rates across all three domains of care increased at least three percentage points from the 2008 level:

#### Access and Availability of Care Domain

##### *Children's Access to Primary Care,*

- Ages 25 Months - 6 Years

The plan's rates for all *Children's Access to Primary Care* age cohorts have increased since 2007. The plan's rate for the 25 months to 6 years age group was at 100 percent in 2009 and was also at or above the national 90<sup>th</sup> percentile rate for commercial plans.

#### Effectiveness of Care Domain

##### *Childhood Immunizations,*

- Combination 3\*

##### *Appropriate Testing for Pharyngitis\**

##### *Lead Screening in Children*

\*Rates show a significant upward trend from 2007 to 2009. Kaiser South was one two plans to reach the benchmark rate for this measure.

#### Use of Services Domain

##### *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More\**

##### *Well Child Visits 3<sup>rd</sup> – 6<sup>th</sup> Years\**

##### *Adolescent Well Care Visits\**

\*Kaiser South has made significant improvements in these measures from 2007 to 2009.

Twelve HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Children's Access to Primary Care*
  - Ages 25 months – 6 years\*
  - Ages 7 – 11 years
  - Ages 12 – 18 years

- *Childhood Immunizations*
  - Combination 2
  - Combination 3\*
- *Appropriate Medication for Asthma\**
- *Appropriate Testing for Pharyngitis\**
- *Appropriate Treatment for Upper Respiratory Infection\**
- *Chlamydia Screening in Women\**
- *Lead Screening in Children*
  - *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More*
- *Well Child Visits 3<sup>rd</sup> – 6<sup>th</sup> Years\**

\*Rates were at or above the national 90<sup>th</sup> percentile rate for commercial plans.

### Areas for Improvement: Kaiser South

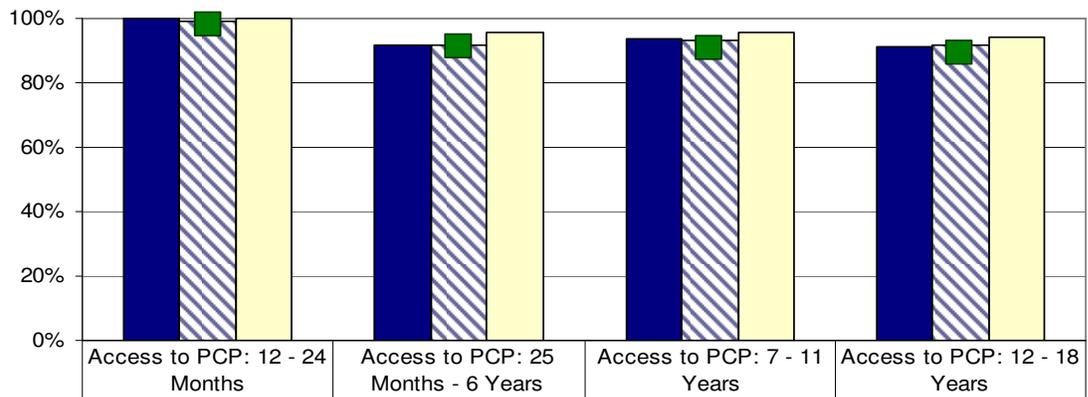
One HEDIS rate in the Effectiveness of Care domain decreased at least three percentage points from the 2008 level: *Chlamydia Screening in Women*.

### Enrollment

The median monthly enrollment for Kaiser Foundation Health Plan in 2008 was 123,808 members. In 2009, the median monthly enrollment was 152,150 members.

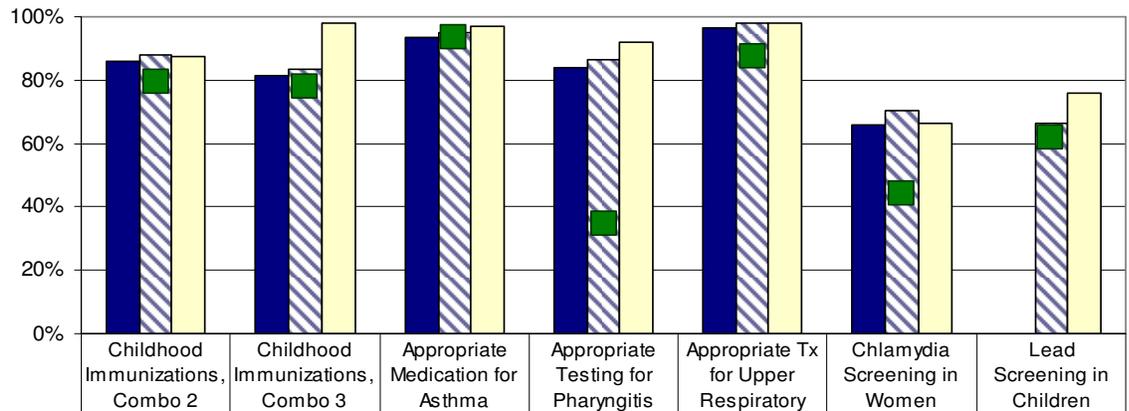
# KAISER FOUNDATION HEALTH PLAN - SOUTH

## HEDIS: Access & Availability to Care – Kaiser South



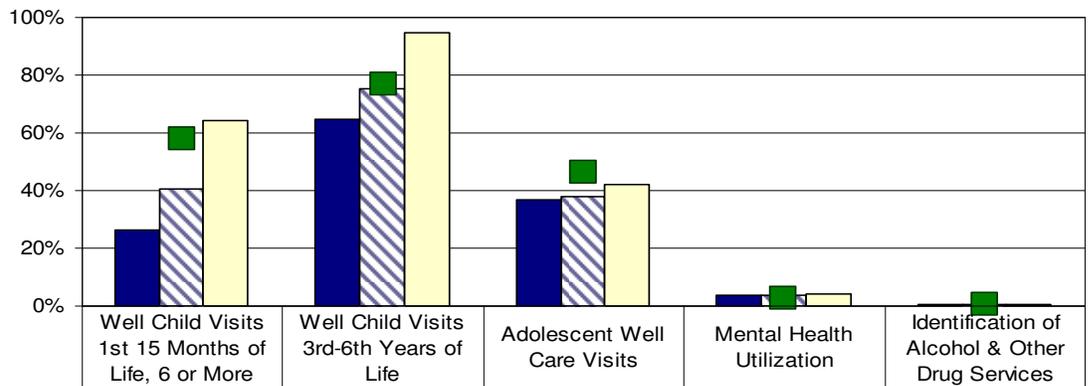
■ 2007 Plan Rate	100%	92%	93%	91%
▨ 2008 Plan Rate	99%	92%	93%	92%
□ 2009 Plan Rate	100%	96%	95%	94%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

## HEDIS: Effectiveness of Care – Kaiser South



■ 2007 Plan Rate	86%	81%	93%	84%	96%	66%	0%
▨ 2008 Plan Rate	88%	84%	95%	87%	98%	71%	66%
□ 2009 Plan Rate	87%	98%	97%	92%	98%	66%	76%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

## HEDIS: Use of Services – Kaiser South



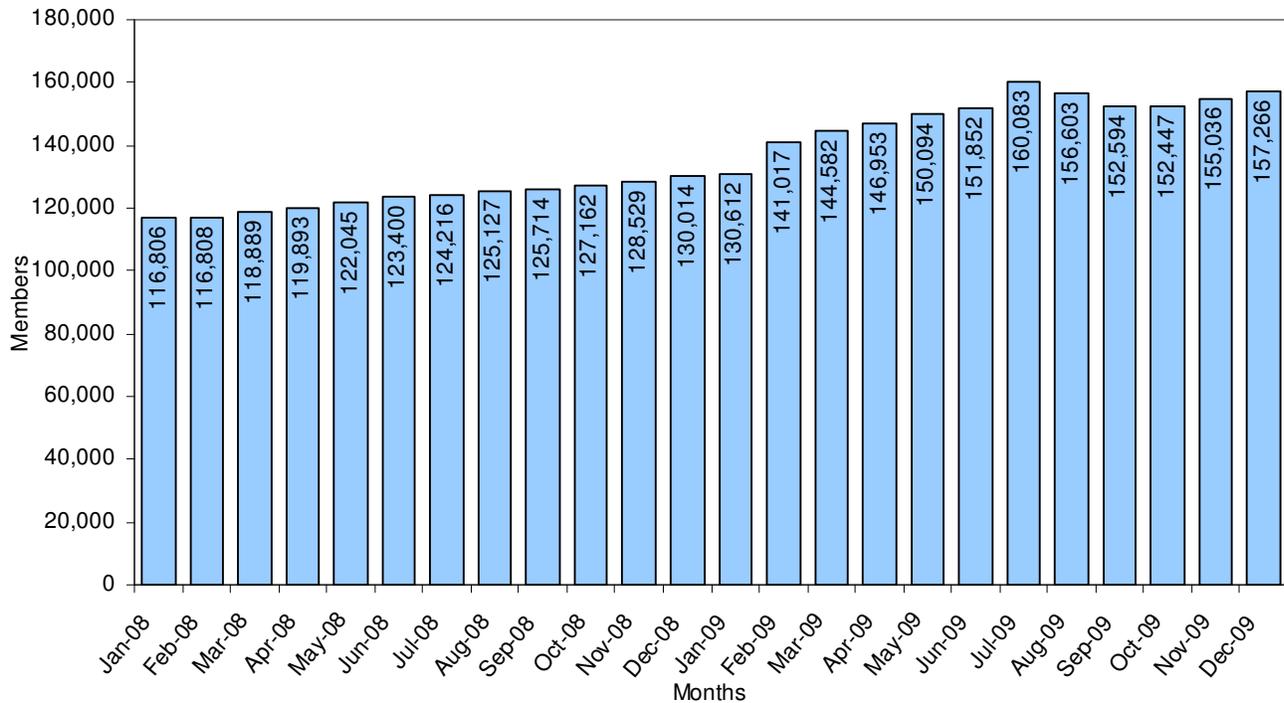
■ 2007 Plan Rate	26%	65%	37%	4%	0%
▨ 2008 Plan Rate	41%	75%	38%	4%	0%
□ 2009 Plan Rate	64%	95%	42%	4%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# KAISER FOUNDATION HEALTH PLAN

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Alameda	Full	7,925
Amador	Partial	20
Contra Costa	Full	6,142
El Dorado	Partial	397
Fresno	Partial	4,168
Kern	Partial	3,051
Kings	Partial	31
Los Angeles	Full*	42,420
Madera	Partial	447
Marin	Full	982
Napa	Partial	929
Orange	Full	8,406
Placer	Partial	1,502
Riverside	Partial	12,100
Sacramento	Full	13,103
San Bernardino	Partial	12,143
San Diego	Partial	9,233
San Francisco	Full	1,512
San Joaquin	Full	5,775
San Mateo	Full	4,103
Santa Clara	Partial	8,251
Solano	Full	3,128
Sonoma	Partial	4,641
Ventura	Partial	507
Yolo	Partial	612

\*Coverage does not include Catalina Island

## Monthly Enrollment: 2008 and 2009



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## KERN FAMILY HEALTH PLAN

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Kern Family Health Plan has been a Healthy Families health plan since 1998 and is a Medi-Cal Managed Care health plan. Kern Family Health Plan provides coverage in Kern County. The estimated total annual enrollment (median monthly enrollment for 2009) for Kern Family Health Plan in 2009 was 13,290 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of Kern Family Health Plan.

### Areas of Achievement

Two HEDIS rates in two domains of care increased at least three percentage points from the 2008 level:

#### Effectiveness of Care Domain

##### *Lead Screening in Children*

#### Use of Services Domain

##### *Well Child Visits 3<sup>rd</sup> – 6<sup>th</sup> Years*

The plan's rates in all four *Children's Access to Primary Care* age groups remained constant from 2007 to 2009. In 2008, the plan achieved the highest rate (100%) for the 12 to 24 month old age group, and remained at this level in 2009. Additionally, the plan's rate for the 12 – 24 month age group was at or above the national 90<sup>th</sup> percentile rate for commercial plans.

Five HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Children's Access to Primary Care, Ages 25 Months – 6 years*
- *Childhood Immunizations*
  - *Combination 2*
  - *Combination 3*
- *Lead Screening in Children\**
- *Adolescent Well Care Visits*

\*Rate was at or above the national 90<sup>th</sup> percentile rate for commercial plans. Kern Family Health Plan was the only plan to achieve this in 2009.

### Areas for Improvement

Three HEDIS rates, in two domains of care, the decreased at least three percentage points from the 2008 level:

#### Effectiveness of Care Domain

##### *Appropriate Medication for Asthma\**

##### *Appropriate Testing for Pharyngitis.*

\*Rates show a downward trend from 2007 to 2009.

#### Use of Services Domain

##### *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More*

The plan's rates for this measure show a significant downward trend with a 23 percent decrease from 2007 to 2009.

Five HEDIS rates were at least three percentage points below the 2009 HFP weighted average:

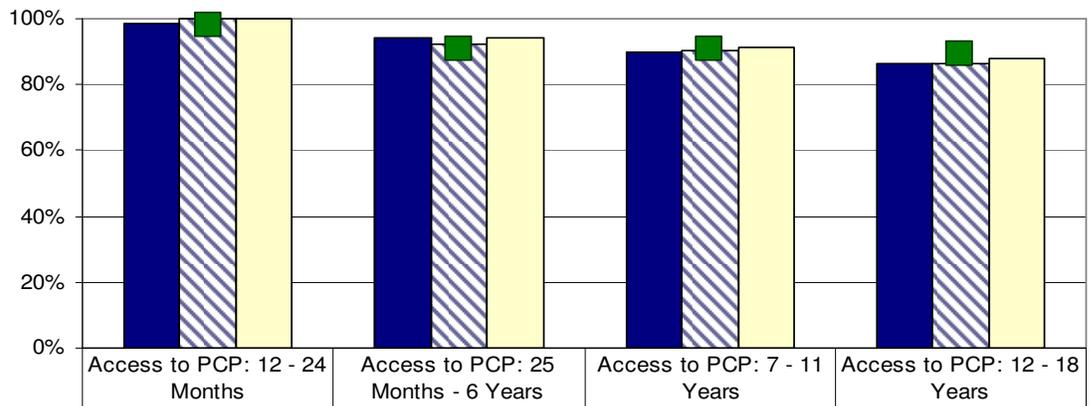
- *Appropriate Medication for Asthma\**
- *Appropriate Testing for Pharyngitis*
- *Appropriate Treatment for Upper Respiratory Infection*
- *Chlamydia Screening in Women*
- *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More\**

\*Rate below the national 10<sup>th</sup> percentile for commercial plans.

### Enrollment

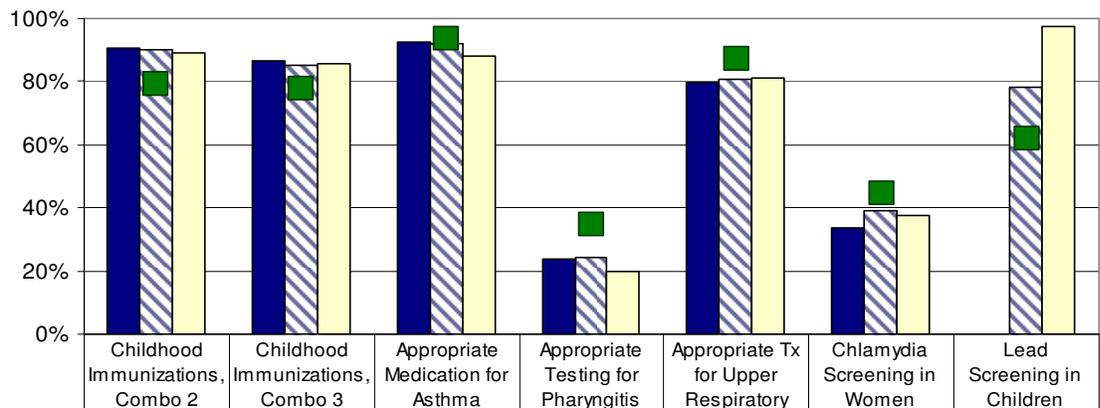
The median monthly enrollment for 2008 was 12,901 members. The 2009 median monthly enrollment was 13,290 members.

## HEDIS: Access & Availability of Care



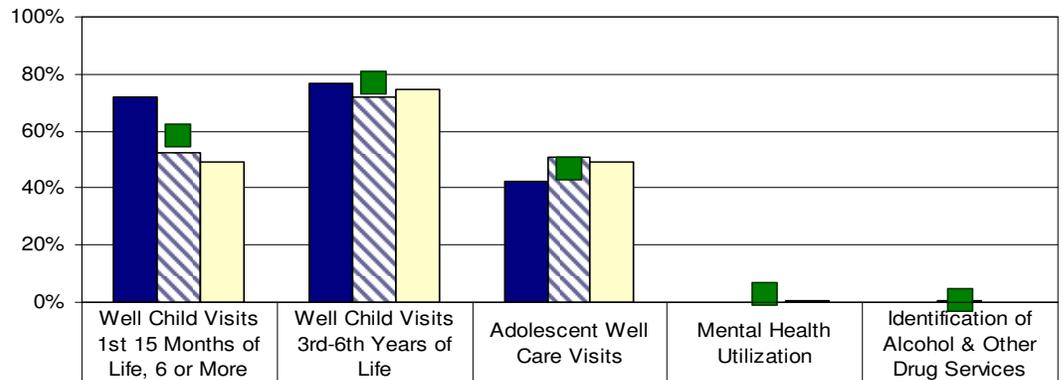
■ 2007 Plan Rate	99%	94%	90%	87%
▨ 2008 Plan Rate	100%	92%	90%	87%
□ 2009 Plan Rate	100%	94%	91%	88%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

## HEDIS: Effectiveness of Care



■ 2007 Plan Rate	91%	86%	93%	24%	80%	34%	0%
▨ 2008 Plan Rate	90%	85%	92%	24%	81%	39%	78%
□ 2009 Plan Rate	89%	86%	88%	20%	81%	38%	98%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

## HEDIS: Use of Services

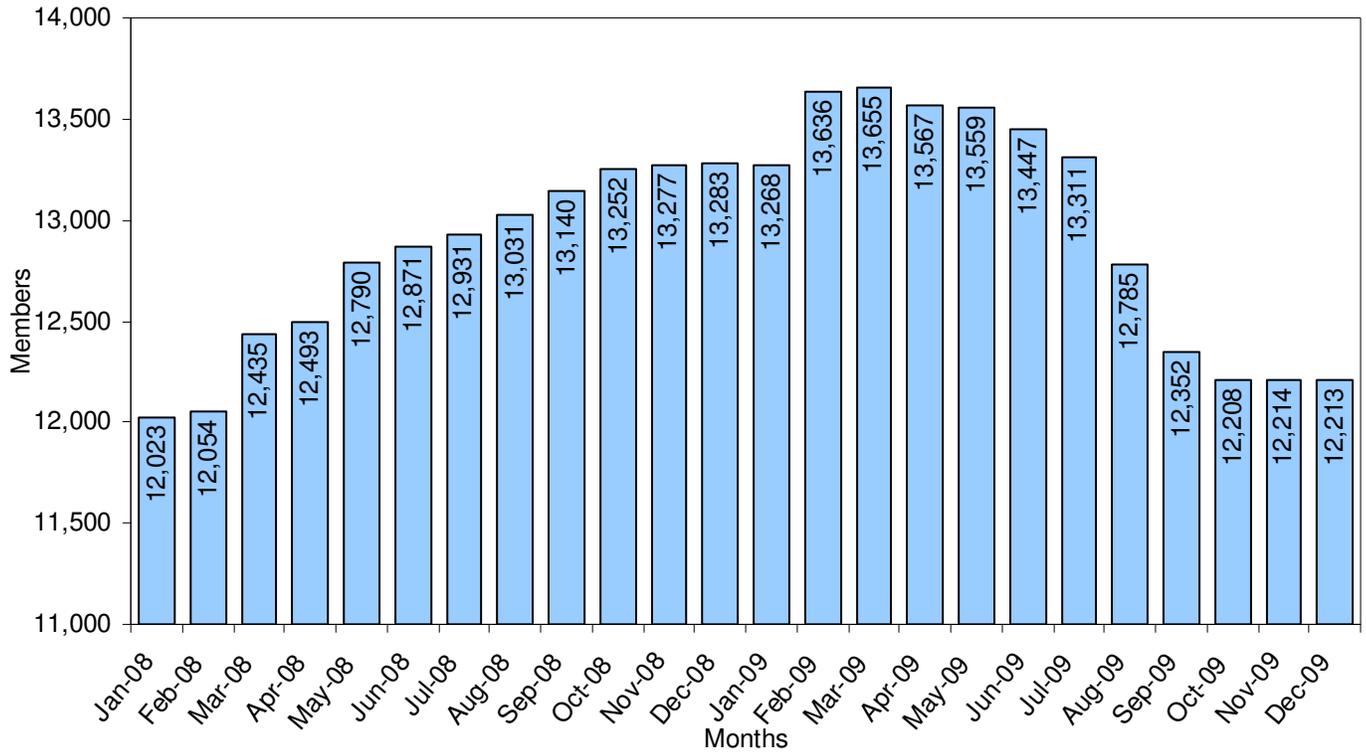


■ 2007 Plan Rate	72%	77%	43%	0%	0%
▨ 2008 Plan Rate	52%	72%	51%	0%	0%
□ 2009 Plan Rate	49%	75%	49%	0%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# KERN FAMILY HEALTH PLAN

2009-10 Coverage Areas	Level of Coverage	Median Annual Enrollment 2009
Kern	Partial	13,290

**Monthly Enrollment: 2008 and 2009**



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## LA CARE HEALTH PLAN

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LA Care Health Plan was a Healthy Families health plan from 1998 to 2002. In 2005, LA Care again participated in the Healthy Families Program. LA Care also participates in the Medi-Cal Managed Care program. The estimated total annual enrollment (median monthly enrollment for 2009) for LA Care in 2009 was 6,925 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of LA Care.

### Areas of Achievement

Eight HEDIS rates across all three domains of care increased at least three percentage points from the 2008 level:

#### Access and Availability of Care Domain

##### *Children's Access to Primary Care,*

- Ages 25 Months – 6 years

#### Effectiveness of Care Domain

##### *Childhood Immunizations*

- Combination 2
- Combination 3

##### *Appropriate Treatment for Upper Respiratory Infection\**

##### *Chlamydia Screening in Women*

##### *Lead Screening in Children*

\*Although this rate increased from 2008 to 2009, the 2009 rate is lower than the 2007 rate.

#### Use of Services Domain

##### *Well Child Visits 3<sup>rd</sup> – 6<sup>th</sup> Years*

##### *Adolescent Well Care Visits*

The plan's rates for *Children's Access to Primary Care, Ages 25 Months to 6 years* and *Adolescent Well Care Visits* show a significant upward trends from 2007 to 2009.

Four HEDIS rates were at least three percentage points higher than the 2009 HFP weighted average:

- *Childhood Immunizations*
  - Combination 2
  - Combination 3
- *Lead Screening in Children*
- *Adolescent Well Care Visits*

### Areas for Improvement

One HEDIS rate, in the Access and Availability of Care domain decreased five percentage points from the 2008 level: *Children's Access to Primary Care, Ages 12 – 24 Months*.

Six HEDIS rates were at least three percentage points below the 2009 HFP weighted average:

- *Children's Access to Primary Care*
  - Ages 12 – 24 months\*
  - Ages 7 – 11 years\*
  - Ages 12 – 18 years\*
- *Appropriate Medication for Asthma*
- *Appropriate Testing for Pharyngitis\**
- *Chlamydia Screening in Women*

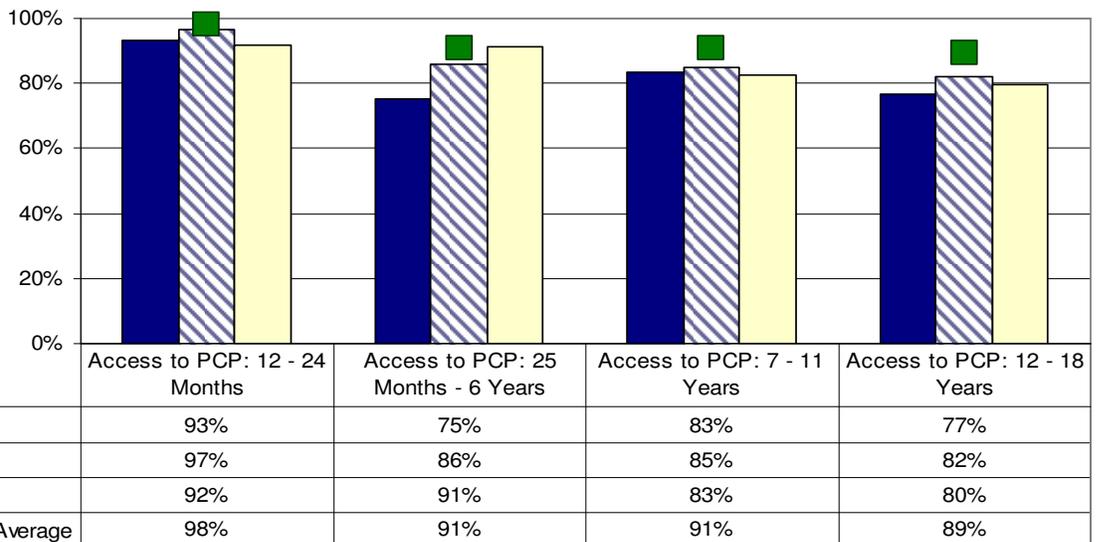
\*Rates at or below the national 10<sup>th</sup> percentile rate for commercial plans.

The plan's rates for *Appropriate Testing for Pharyngitis* have remained below ten percent for the past three years. Further, the plan's rate for 2009 is among the lowest in HFP.

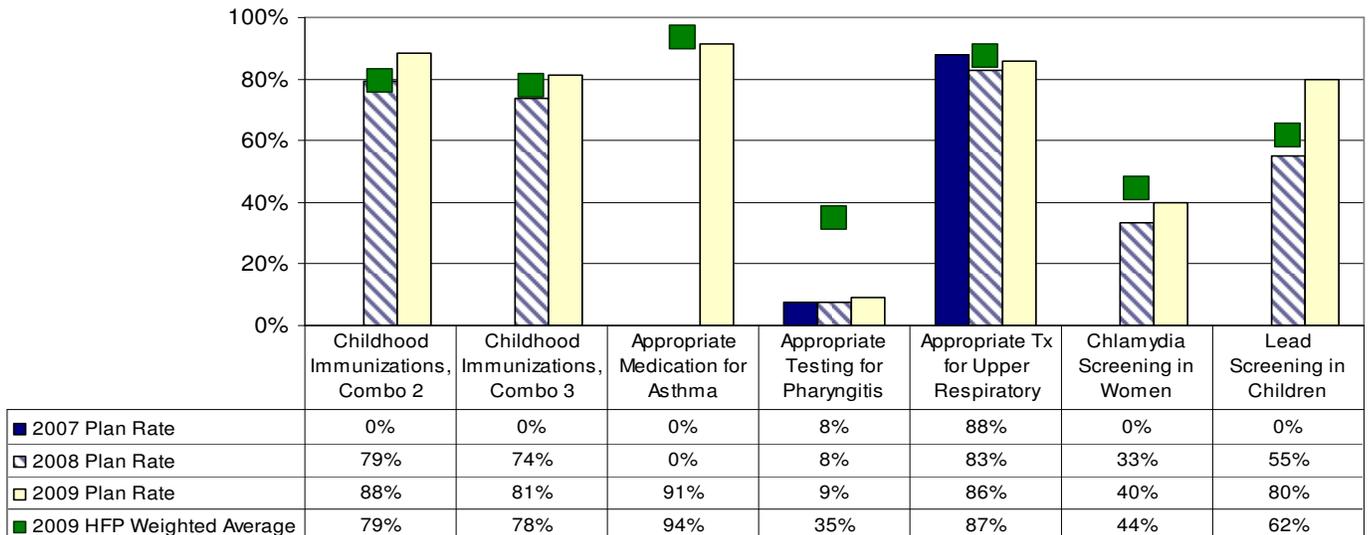
### Enrollment

The median monthly enrollment for 2008 is 4,278 members and for 2009 the median monthly enrollment is 6,925 members.

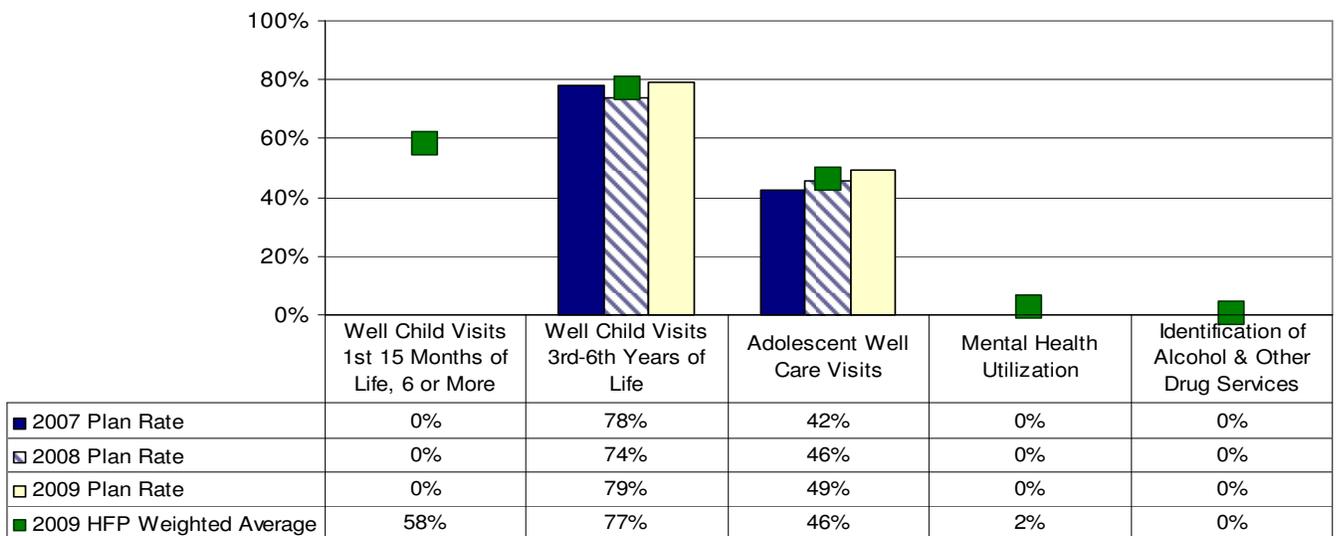
**HEDIS: Access & Availability of Care**



**HEDIS: Effectiveness of Care**



**HEDIS: Use of Services**

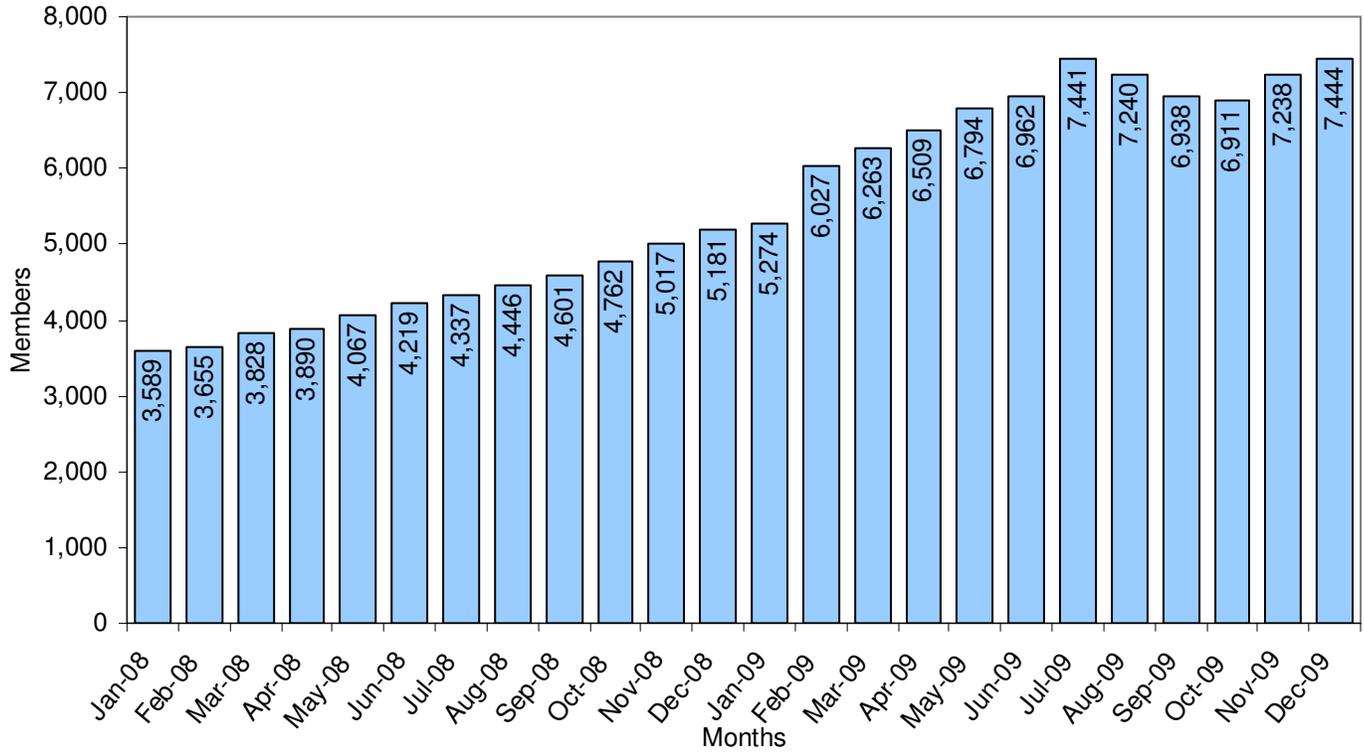


# LA CARE HEALTH PLAN

2009-10 Coverage Areas	Level of Coverage	Median Annual Enrollment 2009
Los Angeles	Full*	6,925

\*Coverage includes Catalina Island

## Monthly Enrollment: 2008 and 2009



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# MOLINA HEALTHCARE

Molina Healthcare has been a Healthy Families health plan since 1998 and is a Medi-Cal Managed Care health plan. Molina provided coverage in five counties in 2009-10: Los Angeles, Riverside, Sacramento, San Bernardino, and San Diego. The estimated total annual enrollment for Molina in 2009 was 43,241 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of Molina.

## Areas of Achievement

Two HEDIS rates in two domains of care increased at least three percentage points from the 2008 level:

### Access and Availability of Care Domain

#### *Children's Access to Primary Care*

- Ages 12 – 18

The rates for all four ages for this measure have either remained constant or increased slightly from 2007 to 2009.

### Effectiveness of Care Domain

#### *Lead Screening in Children*

The plan's rates for *Chlamydia Screening in Women* show a slight upward trend from 2007 to 2009.

Two HEDIS rates were at least three percentage points higher than the 2009 HFP weighted average:

- *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years*
- *Adolescent Well Care Visits*

## Areas for Improvement

Seven HEDIS rates in two domains of care decreased at least three percentage points from the 2008 level:

### Effectiveness of Care Domain

#### *Childhood Immunizations*

- Combination 2
- Combination 3

#### *Appropriate Medication for Asthma*

#### *Appropriate Treatment for Upper Respiratory Infection*

Since 2007, rates for these measures have either decreased or remained about the same.

### Use of Services Domain

#### *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More\** *Adolescent Well Care Visits*

\*Rate was at or below the national 10<sup>th</sup> percentile rate for commercial plans.

There was an eighteen percent decrease in *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More* from 2007 to 2009.

Nine HEDIS rates were at least three percentage points below the 2009 HFP weighted average:

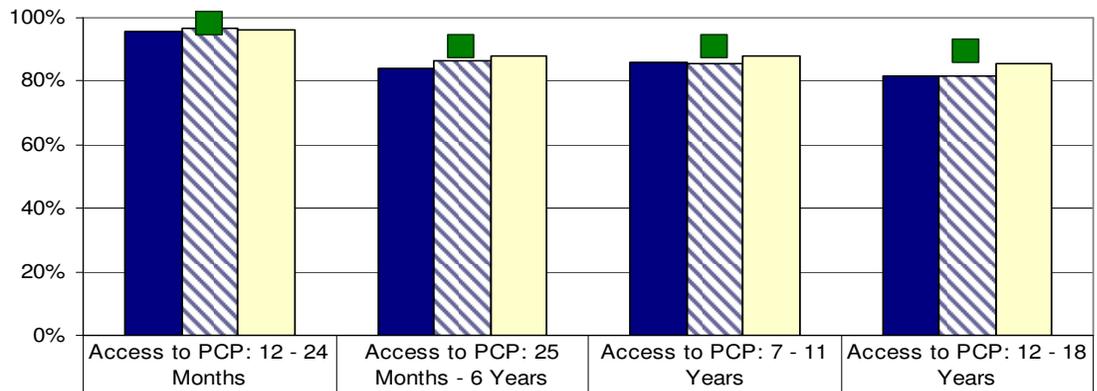
- *Children's Access to Primary Care*
  - Ages 25 months – 6 years\*
  - Ages 7 – 11 years
  - Ages 12 – 18 years
- *Childhood Immunizations*
  - Combination 2
  - Combination 3
- *Appropriate Medication for Asthma\**
- *Appropriate Treatment for Pharyngitis*
- *Chlamydia Screening in Women*
- *Lead Screening in Children*

\*Rates were at or below the national 10<sup>th</sup> percentile rate for commercial plans.

## Enrollment

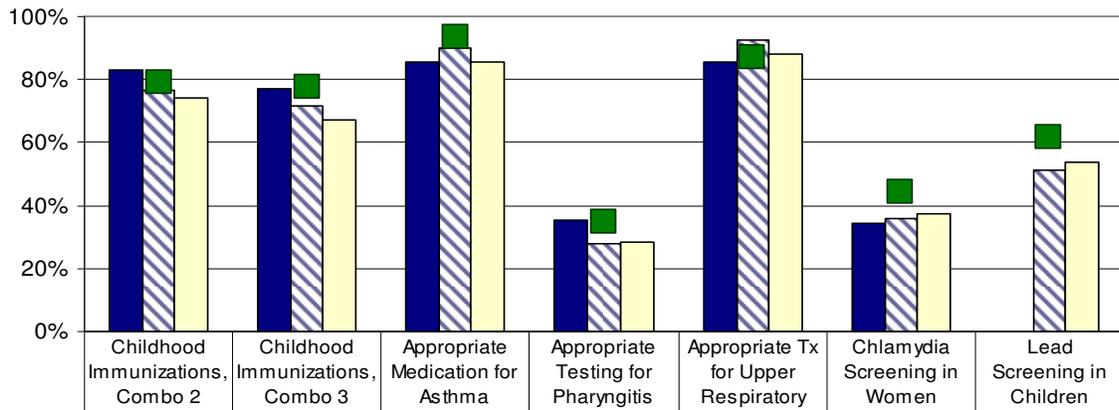
The median monthly enrollment for 2008 was 36,907 members. In 2009 the median monthly enrollment was 43,294 members. The estimated total annual enrollment was 43,241 members.

**HEDIS: Access & Availability of Care**



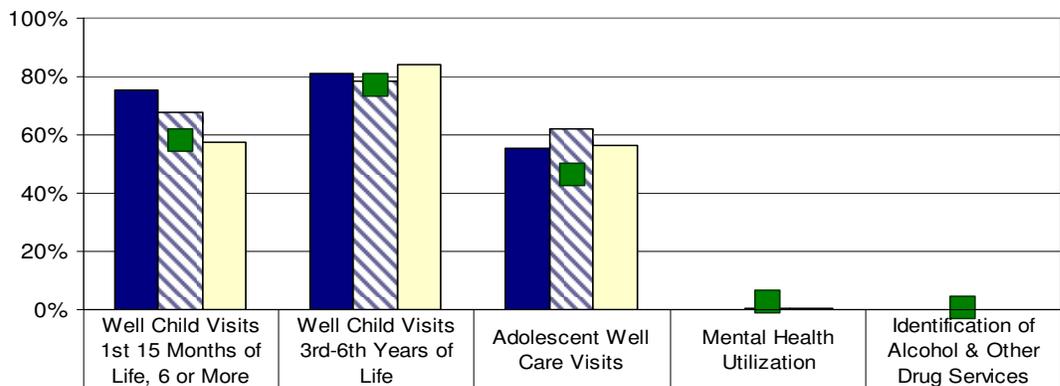
■ 2007 Plan Rate	96%	84%	86%	82%
▨ 2008 Plan Rate	97%	86%	86%	82%
□ 2009 Plan Rate	96%	88%	88%	86%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

**HEDIS: Effectiveness of Care**



■ 2007 Plan Rate	83%	77%	86%	35%	86%	34%	0%
▨ 2008 Plan Rate	77%	72%	90%	28%	93%	36%	51%
□ 2009 Plan Rate	74%	67%	86%	29%	88%	37%	54%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

**HEDIS: Use of Services**

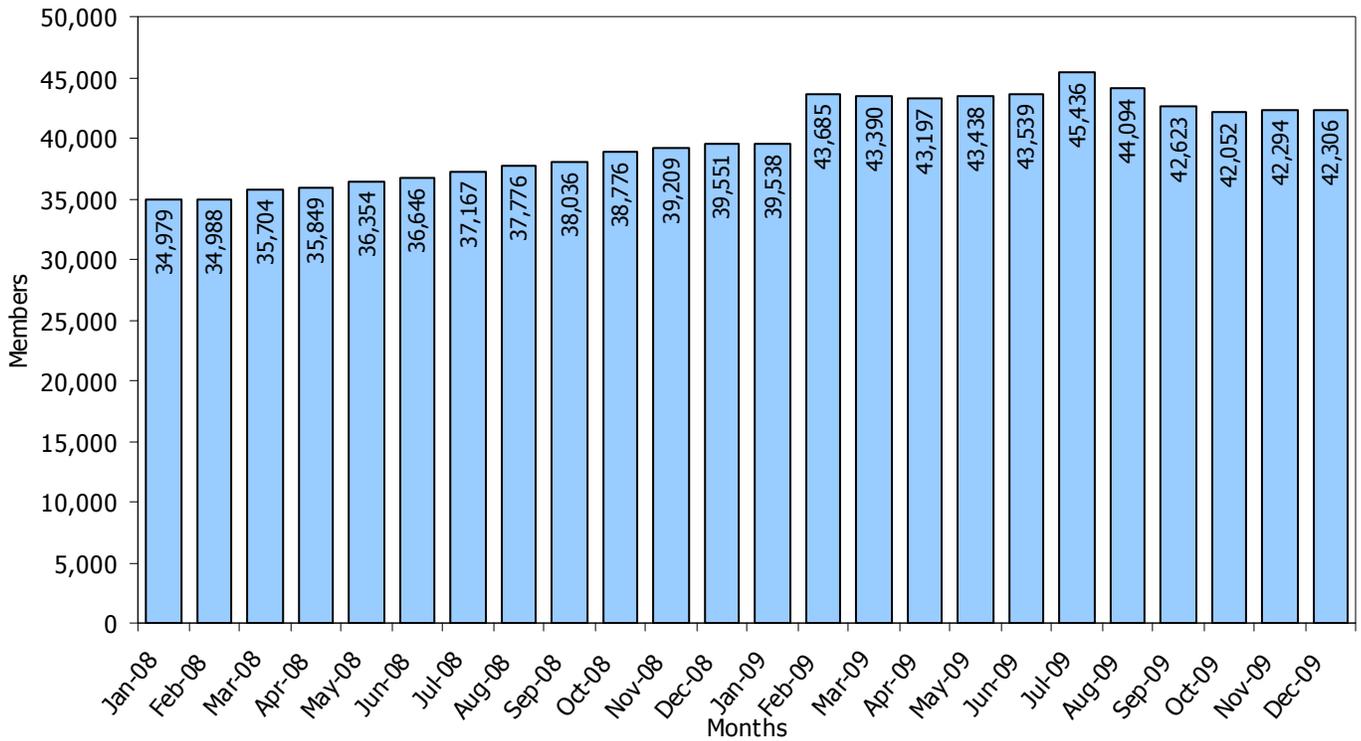


■ 2007 Plan Rate	75%	81%	55%	0%	0%
▨ 2008 Plan Rate	68%	79%	62%	0%	0%
□ 2009 Plan Rate	57%	84%	56%	0%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Los Angeles	Full*	9,911
Riverside	Partial	6,113
Sacramento	Full	2,915
San Bernardino	Partial	5,783
San Diego	Full	18,520

\*Coverage does not include Catalina Island

**Monthly Enrollment: 2008 and 2009**



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## SAN FRANCISCO HEALTH PLAN

San Francisco Health Plan (SFHP) has been a Healthy Families health plan since 1998 and also participates in the Medi-Cal Managed Care program. In 2009-10, SFHP was the Community Provider Plan in San Francisco County. SFHP's enrollment was impacted when Anthem Blue Cross stopped covering San Francisco County in 2009-10. The estimated total annual enrollment (median monthly enrollment for 2009) for SFHP in 2009 was 8,177 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of SFHP.

### Areas of Achievement

San Francisco Health plan received a 2008 Superior Performance Award from MRMIB.

Three HEDIS rates, in two domains of care, increased at least three percentage points from the 2008 level:

#### Effectiveness of Care Domain

*Appropriate Medication for Asthma*  
*Appropriate Testing for Pharyngitis*

#### Use of Services Domain

*Adolescent Well Care Visits*

The plan's rates for all four age groups collected for *Children's Access to Primary Care* remained fairly constant from 2007 to 2009. Their rate for ages 12 to 24 months was at or above the national 90<sup>th</sup> percentile rate for commercial plans.

Nine HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Children's Access to Primary Care*
  - Ages 7 – 11
  - Ages 12 - 18
- *Childhood Immunizations*
  - Combination 2\*
  - Combination 3\*
- *Appropriate Medication for Asthma\**
- *Appropriate Treatment for Upper Respiratory Infection\**
- *Lead Screening in Children*
- *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years\**
- *Adolescent Well Care Visits\**

\*Rates were at or above the national 90<sup>th</sup> percentile rate for commercial plans.

Even though the two *Childhood Immunizations* rates were above the weighted average, the plan's rates decreased from 2007 to 2009.

### Areas for Improvement

Three rates, in the Effectiveness of Care domain, decreased at least three percentage points from 2008:

#### *Childhood Immunizations*

- Combination 2
- Combination 3

#### *Chlamydia Screening in Women*

Two HEDIS rates were three percentage points or more lower than the 2009 HFP weighted average: *Appropriate Testing for Pharyngitis* and *Chlamydia Screening in Women*.

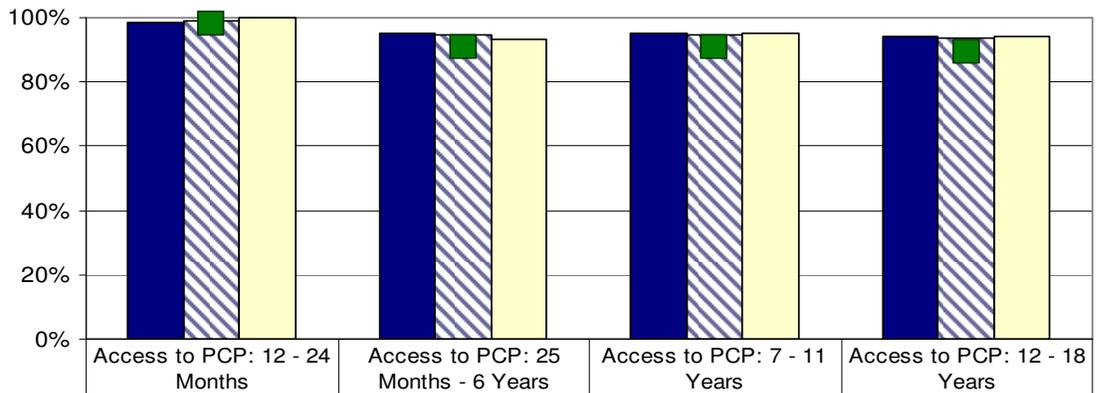
Though the plan's rate for *Appropriate Testing for Pharyngitis* was below the 2009 HFP weighted average, the rates show a significant upward trend from 2007 to 2009

The plan's rates for *Chlamydia Screening in Women* show a significant downward trend. Its rate in 2009 was half of the 2007 rate. In addition, the plan's 2009 rate for this measure was at or below the national 10<sup>th</sup> percentile rate for commercial plans.

### Enrollment

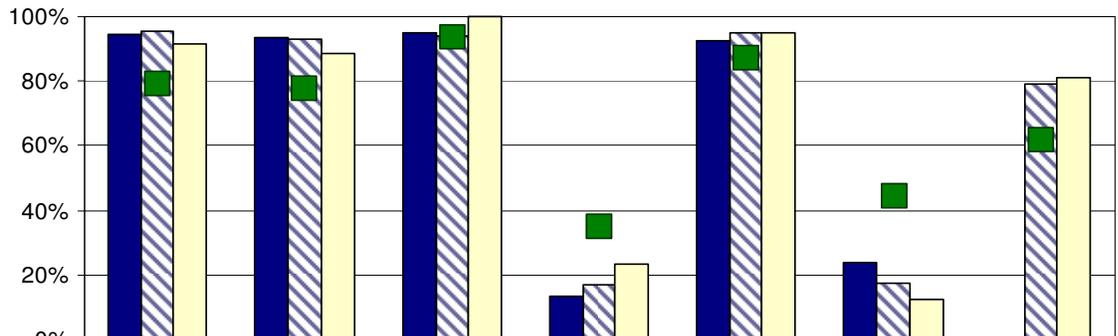
The median monthly enrollment for 2008 was 6,408 members. For 2009, the median monthly enrollment was 8,111 members.

**HEDIS: Access & Availability of Care**



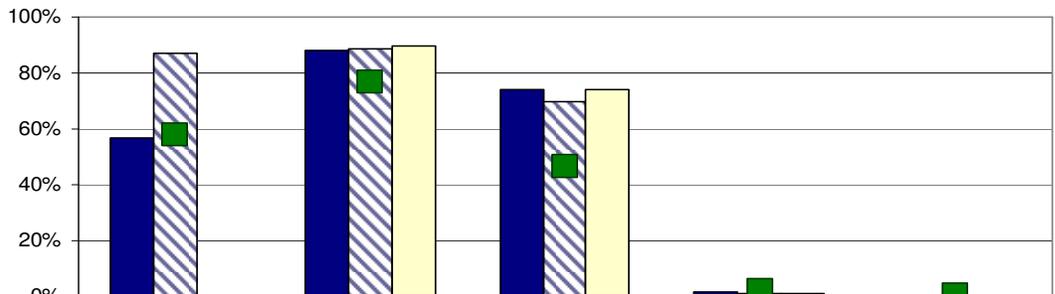
■ 2007 Plan Rate	98%	95%	95%	94%
▨ 2008 Plan Rate	99%	95%	95%	94%
□ 2009 Plan Rate	100%	93%	95%	94%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

**HEDIS: Effectiveness of Care**



■ 2007 Plan Rate	95%	94%	95%	14%	93%	24%	0%
▨ 2008 Plan Rate	96%	93%	94%	17%	95%	18%	79%
□ 2009 Plan Rate	91%	89%	100%	23%	95%	12%	81%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

**HEDIS: Use of Services**

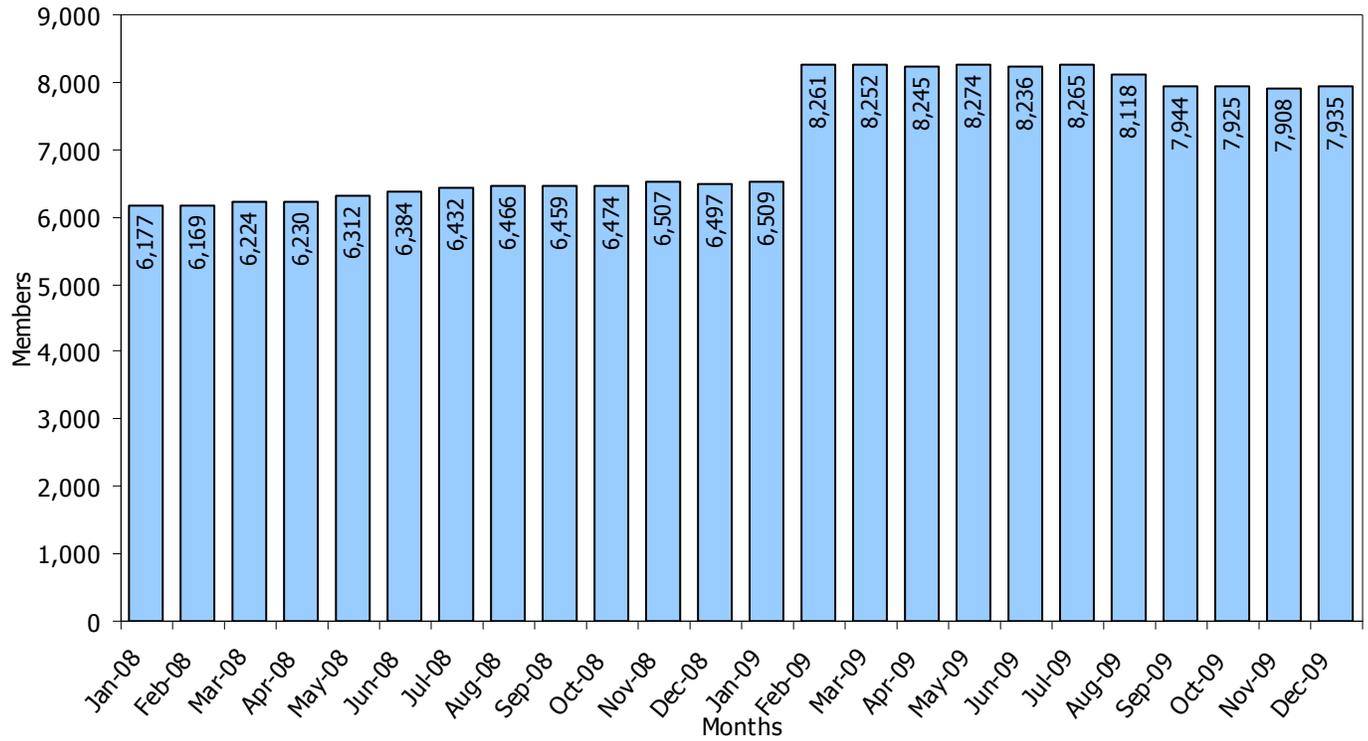


■ 2007 Plan Rate	57%	88%	74%	2%	0%
▨ 2008 Plan Rate	87%	89%	70%	1%	0%
□ 2009 Plan Rate	0%	90%	74%	1%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# SAN FRANCISCO HEALTH PLAN

2009-10 Coverage Areas	Level of Coverage	Median Annual Enrollment 2009
San Francisco	Full	8,177

**Monthly Enrollment: 2008 and 2009**



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## SANTA CLARA FAMILY HEALTH PLAN

Santa Clara Family Health Plan (SCFHP) has been a Healthy Families health plan since 1998 and is a Medi-Cal Managed Care health plan. In 2009-10, SCFHP was the Community Provider Plan in Santa Clara County. The estimated total annual enrollment (median monthly enrollment for 2009) for SCFHP in 2009 was 16,610 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of SCFHP.

### Areas of Achievement

Two HEDIS rates in the Effectiveness of Care domain increased at least three percentage points from the 2008 level: *Appropriate Testing for Pharyngitis* and *Chlamydia Screening in Women*. However, the plan's rate for the latter is below the 2009 HFP weighted average.

Five HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Appropriate Treatment for Upper Respiratory Infection*
- *Chlamydia Screening in Women\**
- *Lead Screening in Children*
- *Adolescent Well Care Visits*

\*Rate was at or above the national 90<sup>th</sup> percentile rate for commercial plans.

The plan's rate for *Children's Access to Primary Care, Ages 12 – 24 Months* has remained constant from 2007 to 2009, at the highest rate (100%) possible. The plan's rate for 12 to 24 month-olds for this measure was also at the 90<sup>th</sup> percentile rate for commercial plans.

### Areas for Improvement

Four HEDIS rates in two domains of care decreased three percentage points or more from the 2008 level:

#### Access and Availability of Care Domain

- Children's Access to Primary Care,*
- Ages 7 – 11 Years

#### Effectiveness of Care Domain

##### *Childhood Immunizations*

- Combination 2
- Combination 3

##### *Appropriate Medication for Asthma*

The plan's rates for *Childhood Immunizations* show significant downward trends from 2007 to 2009.

The plan's rates for *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More* have decreased from 2007 to 2009.

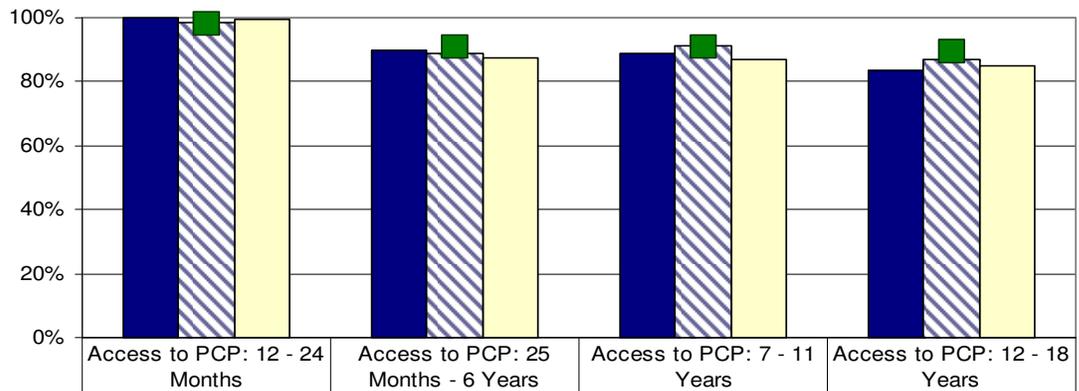
Seven HEDIS rates were at least three percent lower than the 2009 HFP weighted average:

- *Children's Access to Primary Care*
    - Ages 25 months – 6 years
    - Ages 7 – 11
  - *Childhood Immunizations*
    - Combination 2\*
    - Combination 3\*
  - *Appropriate Medication for Asthma*
  - *Appropriate Testing for Pharyngitis*
  - *Well Child Visits, 1<sup>st</sup> 15 Months, 6 or More\**
- \*Rates at or below the national 10<sup>th</sup> percentile rate for commercial plans.

### Enrollment

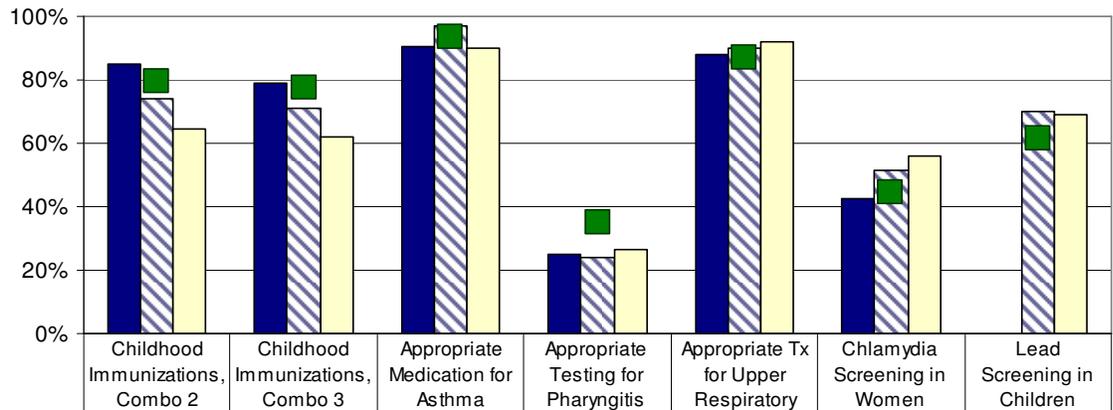
The median monthly enrollment for 2008 was 15,690 members. For 2009, the median monthly enrollment was 16,610 members.

## HEDIS: Access & Availability of Care



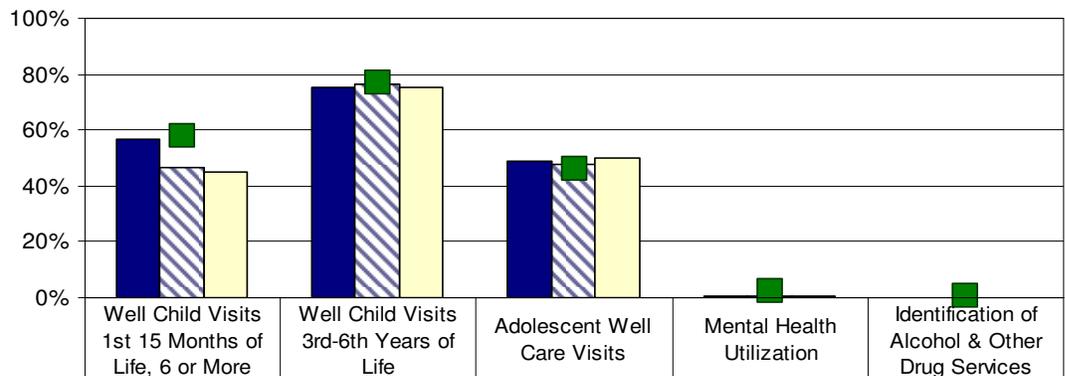
■ 2007 Plan Rate	100%	90%	89%	83%
▨ 2008 Plan Rate	99%	89%	91%	87%
□ 2009 Plan Rate	100%	88%	87%	85%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

## HEDIS: Effectiveness of Care



■ 2007 Plan Rate	85%	79%	90%	25%	88%	42%	0%
▨ 2008 Plan Rate	74%	71%	97%	24%	90%	51%	70%
□ 2009 Plan Rate	65%	62%	90%	27%	92%	56%	69%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

## HEDIS: Use of Services

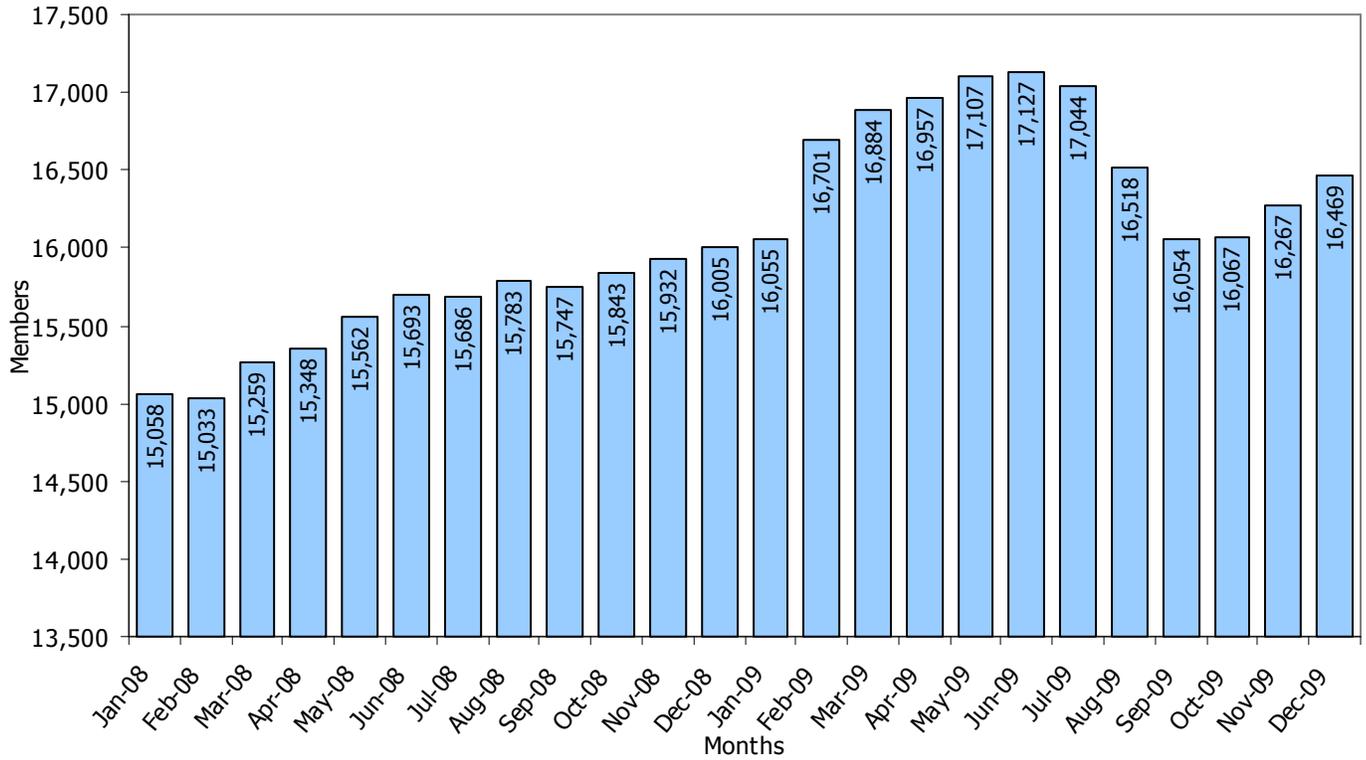


■ 2007 Plan Rate	57%	75%	49%	1%	0%
▨ 2008 Plan Rate	47%	76%	48%	1%	0%
□ 2009 Plan Rate	45%	75%	50%	1%	0%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# SANTA CLARA FAMILY HEALTH PLAN

2099-10 Coverage Areas	Level of Coverage	Median Annual Enrollment 2009
Santa Clara	Full	16,610

Monthly Enrollment: 2008 and 2009



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## VENTURA COUNTY HEALTH CARE PLAN

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Ventura County Health Care Plan has been a Healthy Families health plan since 1998. Ventura County Health Care Plan provided coverage in Ventura County in 2009-10. The estimated total annual enrollment (median monthly enrollment for 2009) for Ventura County Health Care Plan in 2009 was 3,903 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and HEDIS results for 2007 through 2009. Below is a summary profile of Ventura County Health Care Plan.

### Areas of Achievement

Two HEDIS rates in the Effectiveness of Care domain increased at least three percentage points from the 2008 level: *Appropriate Testing for Pharyngitis* and *Chlamydia Screening in Women*.

Two HEDIS rates were at least three percentage points above the 2009 HFP weighted average:

- *Appropriate Testing for Pharyngitis*
- *Adolescent Well Care Visits*

Ventura County Health Care Plan was the only health plan that was not in at the national 10<sup>th</sup> percentile rate for *Identification of Alcohol and Other Drugs*.

### Areas for Improvement

Nine HEDIS rates were at least three percentage points below the 2009 HFP weighted average:

- *Children's Access to Primary Care*
  - Ages 7 - 11
  - Ages 12 - 18
- *Childhood Immunizations*
  - Combination 2
  - Combination 3
- *Appropriate Medication for Asthma\**
- *Chlamydia Screening in Women\**
- *Lead Screening in Children*
- *Well Child Visits, 3<sup>rd</sup> – 6<sup>th</sup> Years*
- *Adolescent Well Care Visits*

\*Rate at or below the national 10<sup>th</sup> percentile rate for commercial plans.

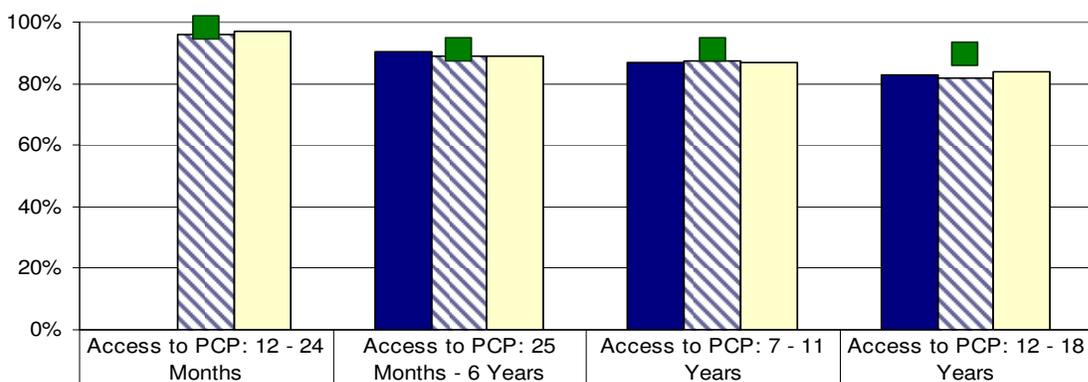
In addition to the rates indicated above, Ventura County Health Care Plan had two rates at or below the national 10<sup>th</sup> percentile rate for commercial plans in 2009: *Appropriate Medication for Asthma* and *Chlamydia Screening in Women*

### Enrollment

The median monthly enrollment for 2008 was 3,533 members. For 2009, the median monthly enrollment was 3,903 members.

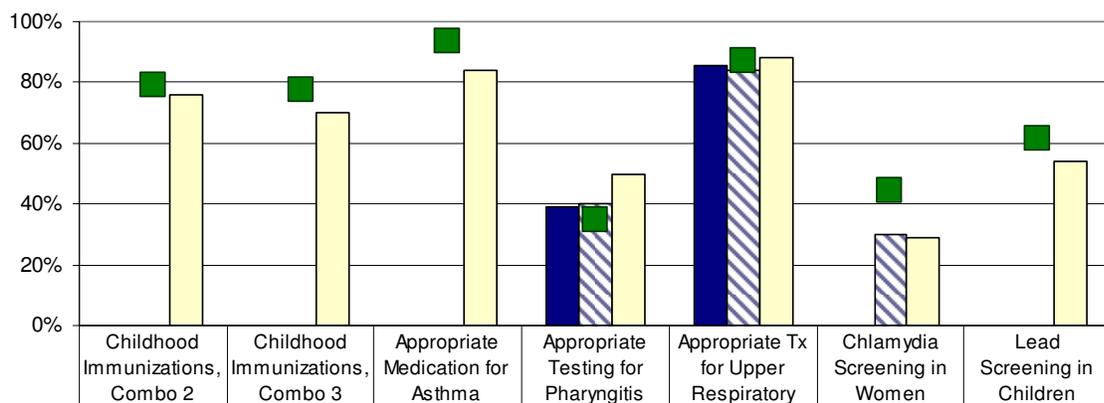
# VENTURA COUNTY HEALTH CARE PLAN

## HEDIS: Access & Availability of Care



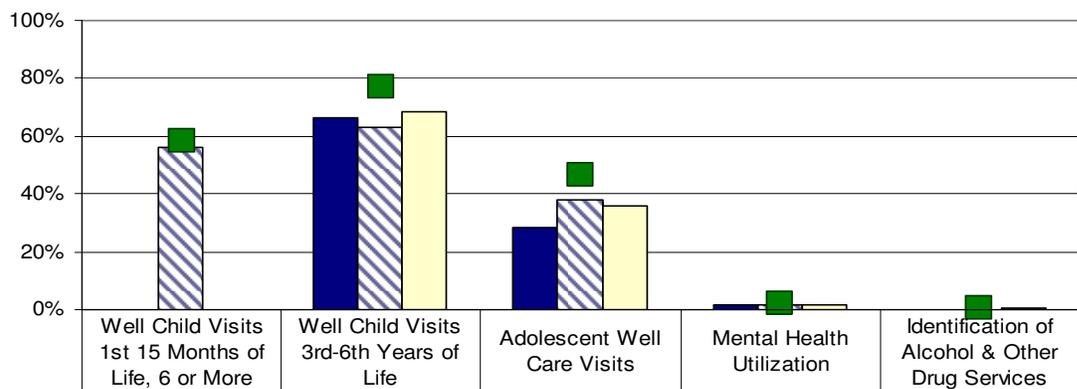
■ 2007 Plan Rate	0%	90%	87%	83%
▨ 2008 Plan Rate	96%	89%	88%	82%
□ 2009 Plan Rate	97%	89%	87%	84%
■ 2009 HFP Weighted Average	98%	91%	91%	89%

## HEDIS: Effectiveness of Care



■ 2007 Plan Rate	0%	0%	0%	39%	86%	0%	0%
▨ 2008 Plan Rate	0%	0%	0%	40%	84%	30%	0%
□ 2009 Plan Rate	76%	70%	84%	50%	88%	29%	54%
■ 2009 HFP Weighted Average	79%	78%	94%	35%	87%	44%	62%

## HEDIS: Use of Services

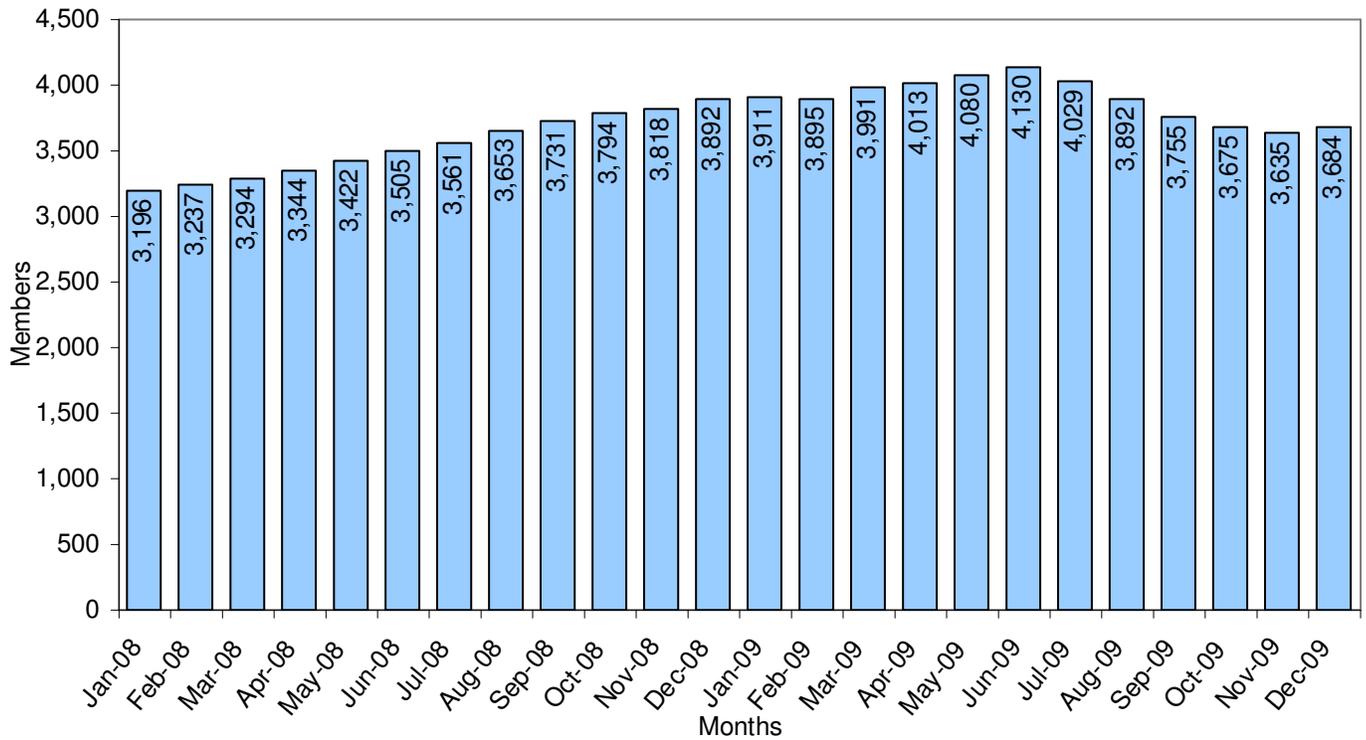


■ 2007 Plan Rate	0%	66%	28%	1%	0%
▨ 2008 Plan Rate	56%	63%	38%	2%	0%
□ 2009 Plan Rate	0%	69%	36%	2%	1%
■ 2009 HFP Weighted Average	58%	77%	46%	2%	0%

# VENTURA COUNTY HEALTH CARE PLAN

2009-10 Coverage Areas	Level of Coverage	Median Annual Enrollment 2009
Ventura	Full	3,903

**Monthly Enrollment: 2008 and 2009**



## **DENTAL PLAN PERFORMANCE PROFILES**

## ACCESS DENTAL

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Access Dental has been a Healthy Families dental plan since 1998. Access Dental provided coverage in 23 counties in 2009-10. The estimated total annual enrollment for Access Dental in 2009 was 139,137 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and dental quality results for 2007 through 2009. Below is a summary profile of Access Dental.

### Areas of Achievement

Two dental quality rates improved at least three percentage points from the 2008 level:

- *Oral Health Examinations*
- *Continuity of Care*

None of the dental quality rates were three percentage points or more above the 2009 HFP weighted average.

### Areas for Improvement

One dental quality measure decreased at least three percentage points from the 2008 level:  
*Utilization of Dental Services, Continuously Enrolled 1 Year.*

Every dental quality measure was at least three percentage points below the 2009 HFP weighted average:

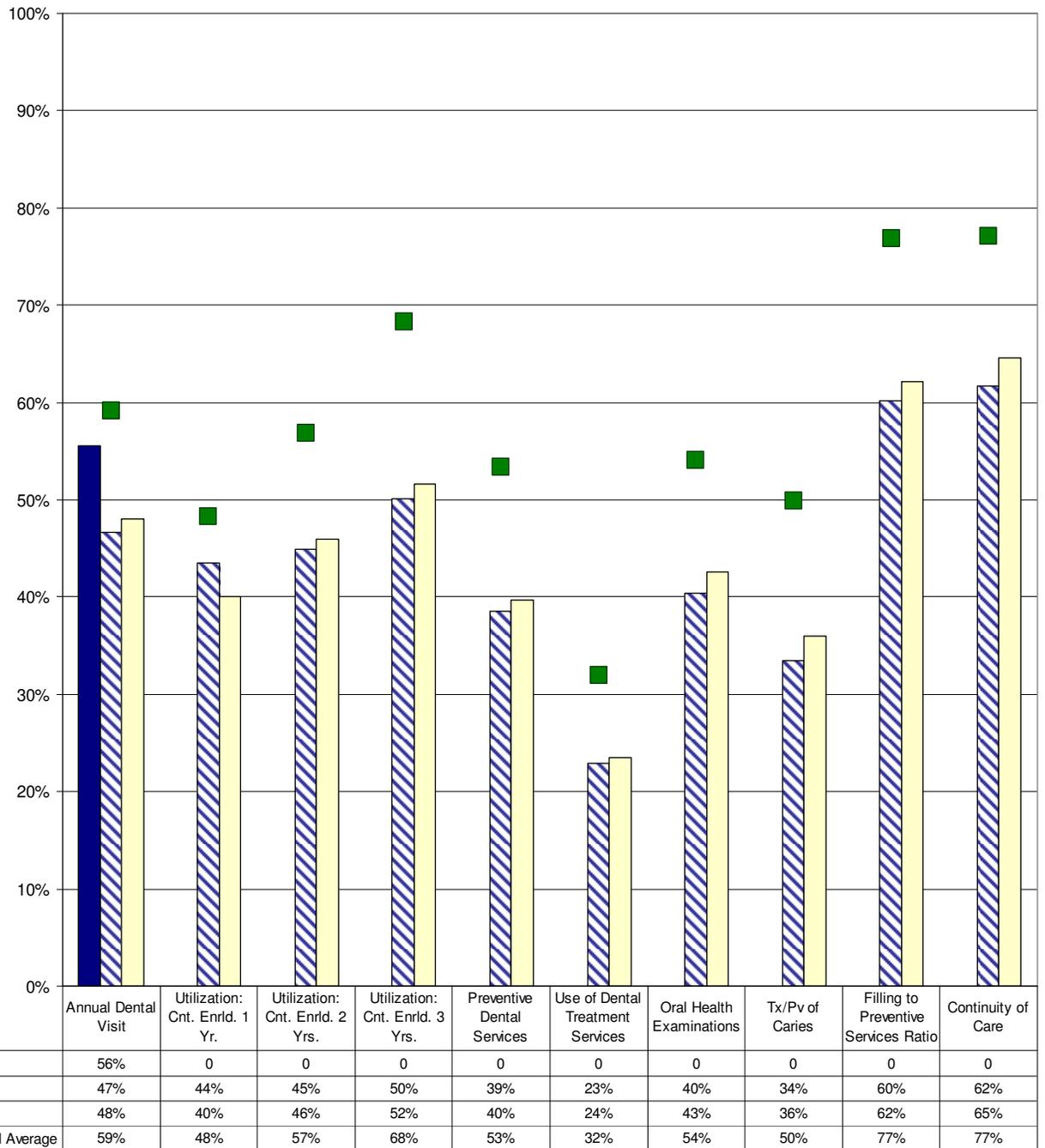
- *Annual Dental Visit*
- *Utilization of Dental Services*
  - *Continuously Enrolled 1 Year*
  - *Continuously Enrolled 2 Years*
  - *Continuously Enrolled 3 Years*
- *Preventive Dental Services*
- *Use of Dental Treatment Services*
- *Oral Health Examinations*
- *Treatment (Tx)/Prevention (Pv) of Carries*
- *Filling to Preventive Services Ratio*
- *Continuity of Care*

In 2009, more than half (52%) of children enrolled in Access Dental did not have a dental visit.

### Enrollment

The median monthly enrollment for 2008 was 128,440 members. In 2009, the median monthly enrollment was 138,618 members.

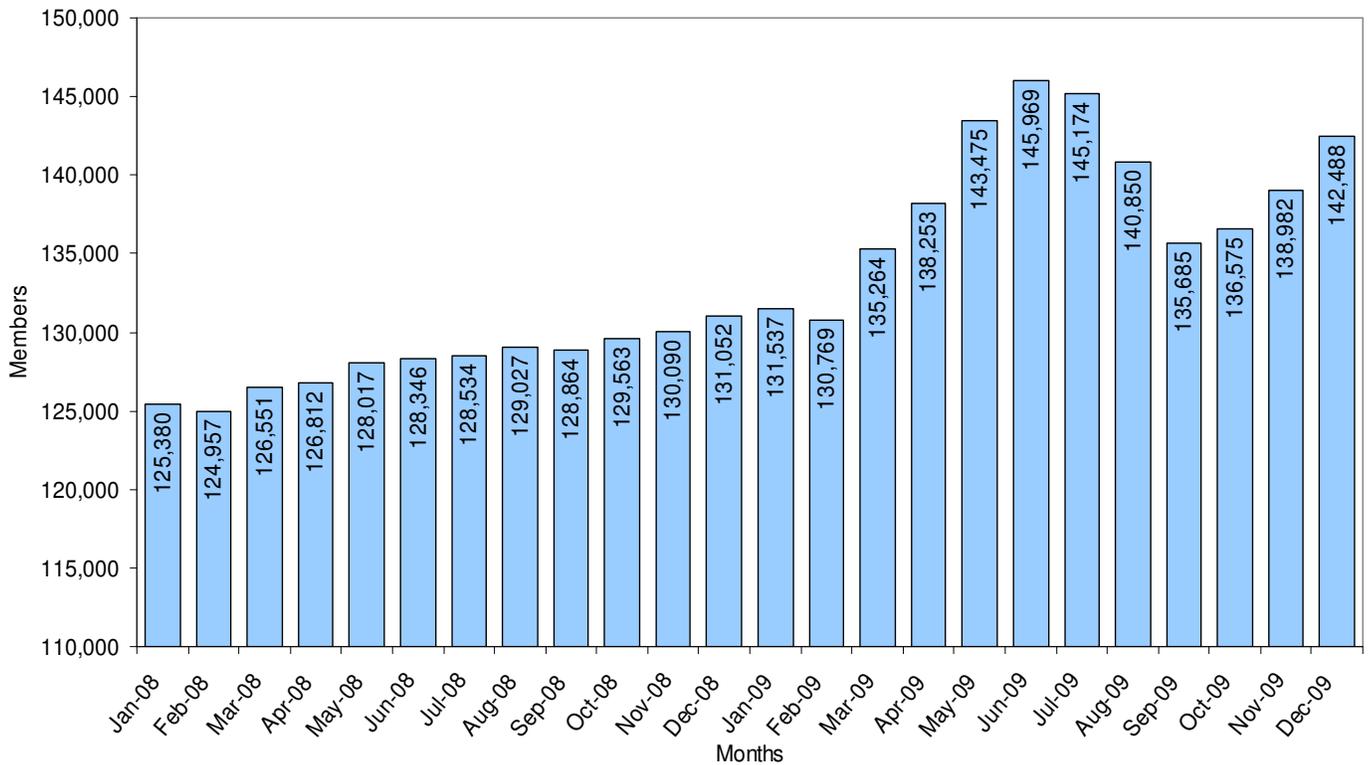
**Dental Performance Measures**



2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Alameda	Full	2,157
Butte	Full	324
Contra Costa	Full	1,290
Fresno	Full	1,377
Kern	Full	1,145
Los Angeles	Full*	59,739
Merced	Full	777
Monterey	Full	1,009
Orange	Full	19,763
Riverside	Full	13,688
Sacramento	Full	3,421
San Bernardino	Full	11,969
San Diego	Full	10,026
San Francisco	Full	812
San Joaquin	Full	1,947
San Mateo	Full	1,139
Santa Clara	Full	3,865
Shasta	Full	469
Solano	Full	788
Stanislaus	Full	1,861
Sutter	Full	359
Ventura	Full	979
Yuba	Full	238

\*Coverage includes Catalina Island

**Monthly Enrollment: 2008 and 2009**



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## DELTA DENTAL

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Delta Dental has been a Healthy Families dental plan since 1998. Delta Dental provided full coverage in every county in 2009-10. The estimated total annual enrollment for Delta Dental in 2009 was 390,703 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and dental quality results for 2007 through 2009. Below is a summary profile of Delta Dental.

### Areas of Achievement

Three dental quality rates increased at least three percentage points from the 2008 level:

- *Preventive Dental Services*
- *Oral Health Examinations*
- *Treatment (Tx)/Prevention (PV) of Carries*

All of the dental quality rates were at least three percentage points above the 2009 HFP weighted average:

- *Annual Dental Visit*
- *Utilization of Dental Services*
  - *Continuously Enrolled 1 Year*
  - *Continuously Enrolled 2 Years*
  - *Continuously Enrolled 3 Years*
- *Preventive Dental Services*
- *Use of Dental Treatment Services*
- *Oral Health Examinations (5%)*
- *Treatment (Tx)/Prevention (Pv) of Carries*
- *Filling to Preventive Services Ratio*
- *Continuity of Care*

Overall, Delta Dental has the highest rates in the HFP.

### Areas for Improvement

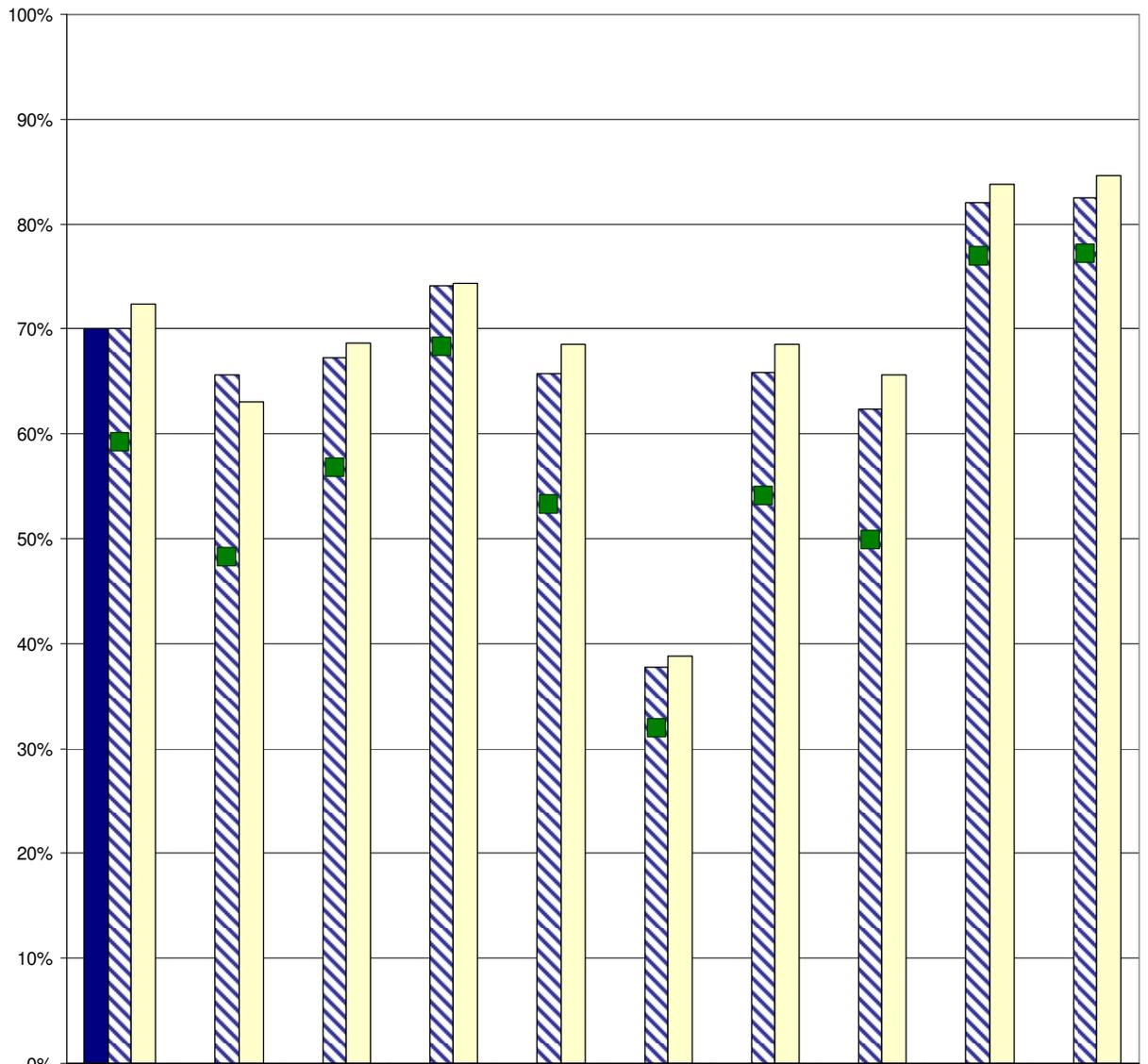
One dental quality measure decreased at least three percentage points from the 2008 level:  
*Utilization of Dental Services, Continuously Enrolled 1 Year.*

In 2009, nearly 30 percent of children enrolled in Delta Dental did not have a dental visit.

### Enrollment

The median monthly enrollment for 2008 was 428,012 members. In 2009, the median monthly enrollment decreased to 393,191 members.

**Dental Performance Measures**



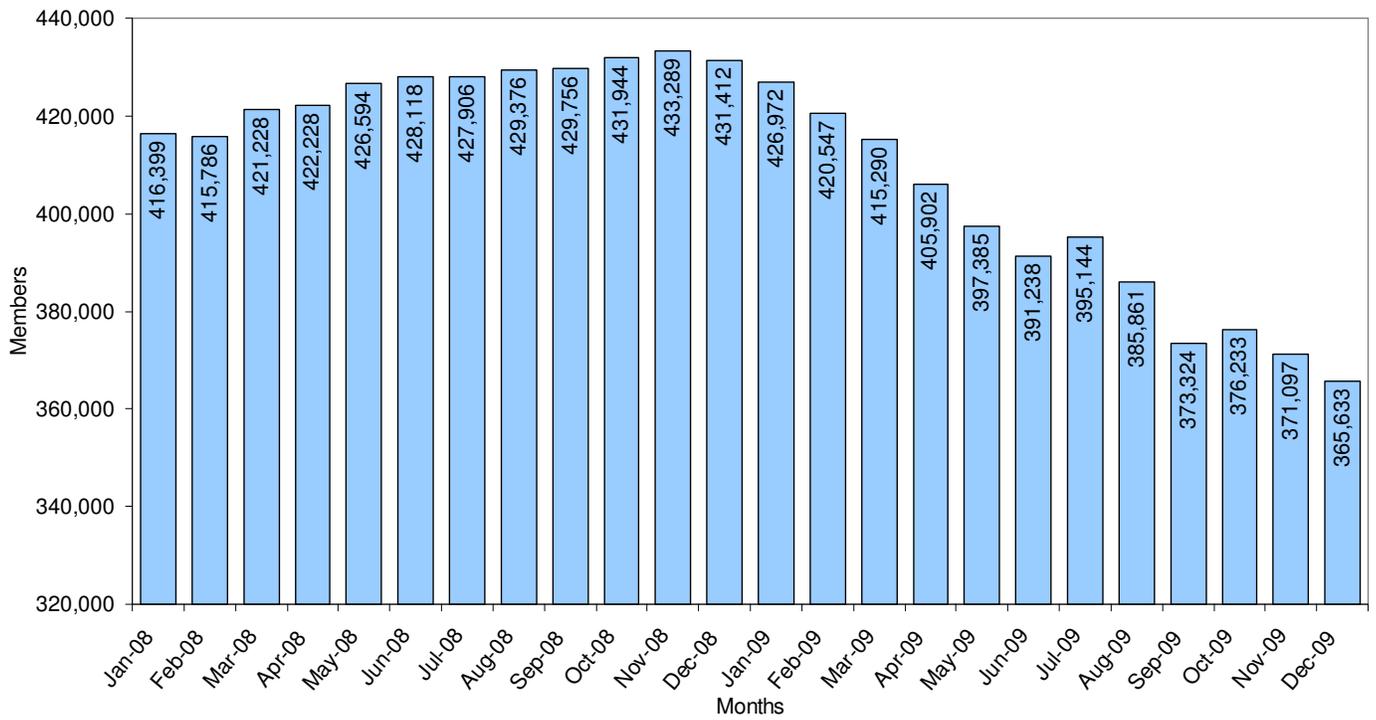
■ 2007 Plan Score	70%	0	0	0	0	0	0	0	0	0
▨ 2008 Plan Score	70%	66%	67%	74%	66%	38%	66%	62%	82%	83%
□ 2009 Plan Score	72%	63%	69%	74%	69%	39%	69%	66%	84%	85%
■ 2009 HFP Weighted Average	59%	48%	57%	68%	53%	32%	54%	50%	77%	77%

# DELTA DENTAL

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Alameda	Full	14,470
Alpine	Full	0
Amador	Full	283
Butte	Full	2,395
Calaveras	Full	462
Colusa	Full	1,275
Contra Costa	Full	8,445
Del Norte	Full	170
El Dorado	Full	1,524
Fresno	Full	17,303
Glenn	Full	1,077
Humboldt	Full	813
Imperial	Full	4,227
Inyo	Full	184
Kern	Full	20,658
Kings	Full	2,667
Lake	Full	1,023
Lassen	Full	145
Los Angeles	Full*	17,088
Madera	Full	3,857
Marin	Full	1,785
Mariposa	Full	176
Mendocino	Full	1,284
Merced	Full	7,894
Modoc	Full	96
Mono	Full	447
Monterey	Full	15,273
Napa	Full	3,151
Nevada	Full	684
Orange	Full	7,285
Placer	Full	3,234
Plumas	Full	189
Riverside	Full	32,139
Sacramento	Full	18,812
San Benito	Full	1,507
San Bernardino	Full	26,326
San Diego	Full	46,888
San Francisco	Full	9,619
San Joaquin	Full	16,058
San Luis Obispo	Full	4,945
San Mateo	Full	7,150
Santa Barbara	Full	2,621
Santa Clara	Full	22,708
Santa Cruz	Full	5,397
Shasta	Full	2,682
Sierra	Full	21
Siskiyou	Full	227
Solano	Full	4,127
Sonoma	Full	7,303
Stanislaus	Full	9,761
Sutter	Full	2,686
Tehama	Full	831
Trinity	Full	158
Tulare	Full	9,721
Tuolumne	Full	1,024
Ventura	Full	14,233
Yolo	Full	2,864
Yuba	Full	1,344

\*Coverage includes Catalina Island

**Monthly Enrollment: 2008 and 2009**



## HEALTH NET DENTAL

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Health Net Dental has been a Healthy Families dental plan since 2006. Health Net Dental provided coverage in 26 counties in 2009-10. The estimated total annual enrollment for Health Net Dental in 2009 was 84,772 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and dental quality results for 2007 through 2009. Below is a summary profile of Health Net Dental.

### Areas of Achievement

Every dental quality measure increased significantly from the 2008 level. Yet, none of the dental quality rates were at least three percentage points above the 2009 HFP weighted average.

The highest rates of improvement (>10%) were in the following measures:

- *Annual Dental Visit*
- *Utilization of Dental Services*
  - Continuously Enrolled 1 Year
- *Preventive Dental Services*
- *Oral Health Examinations*
- *Treatment (Tx)/Prevention (Pv) of Carries*
- *Continuity of Care*

### Areas for Improvement

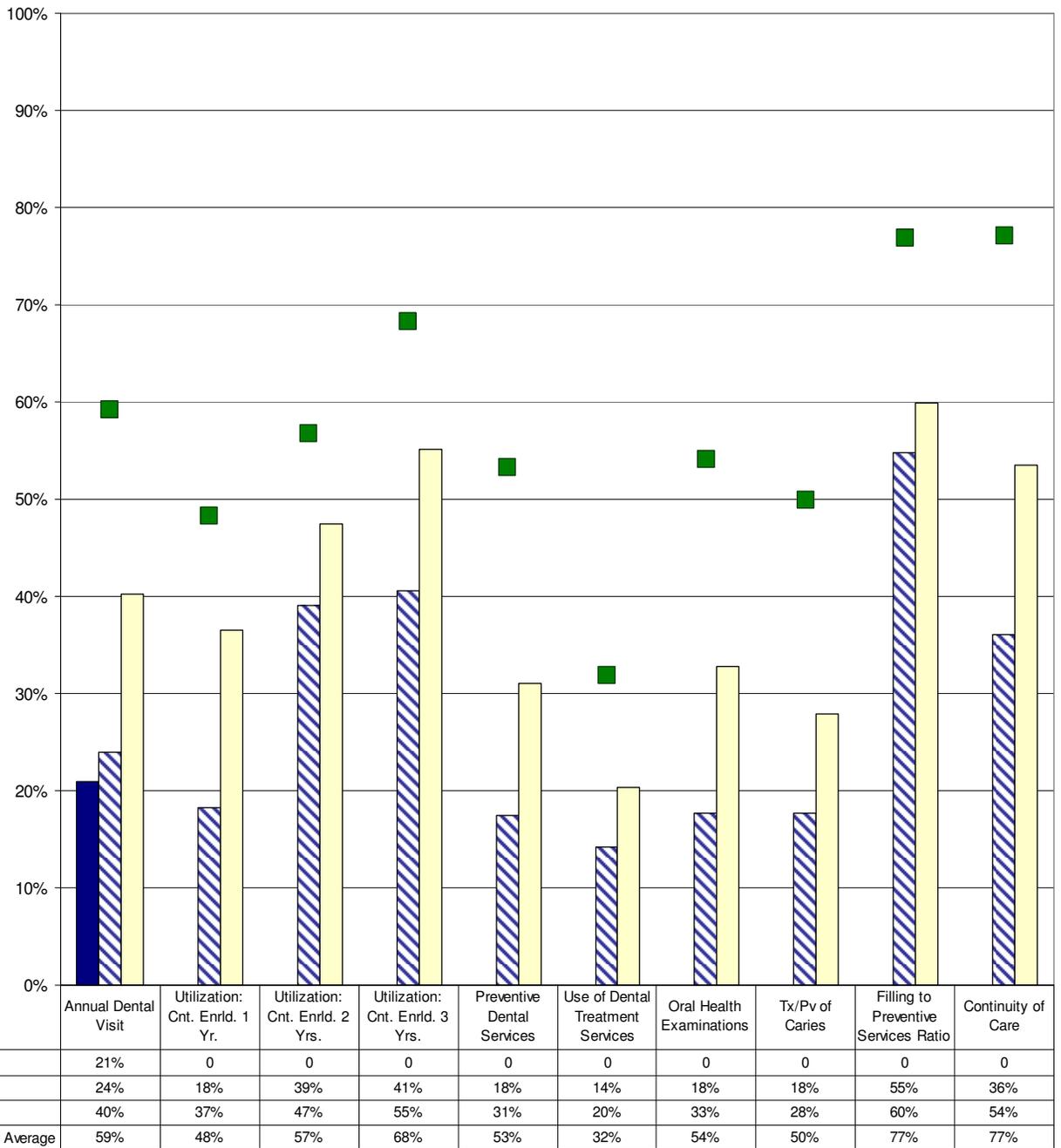
Every dental measure was at least three percentage points below the 2009 HFP weighted average.

Sixty percent of children enrolled in the plan did not visits the dentist in 2009.

### Enrollment

The median monthly enrollment for 2008 was 67,557 members. In 2009, the median monthly enrollment increased substantially to 84,716 members.

**Dental Performance Measures**

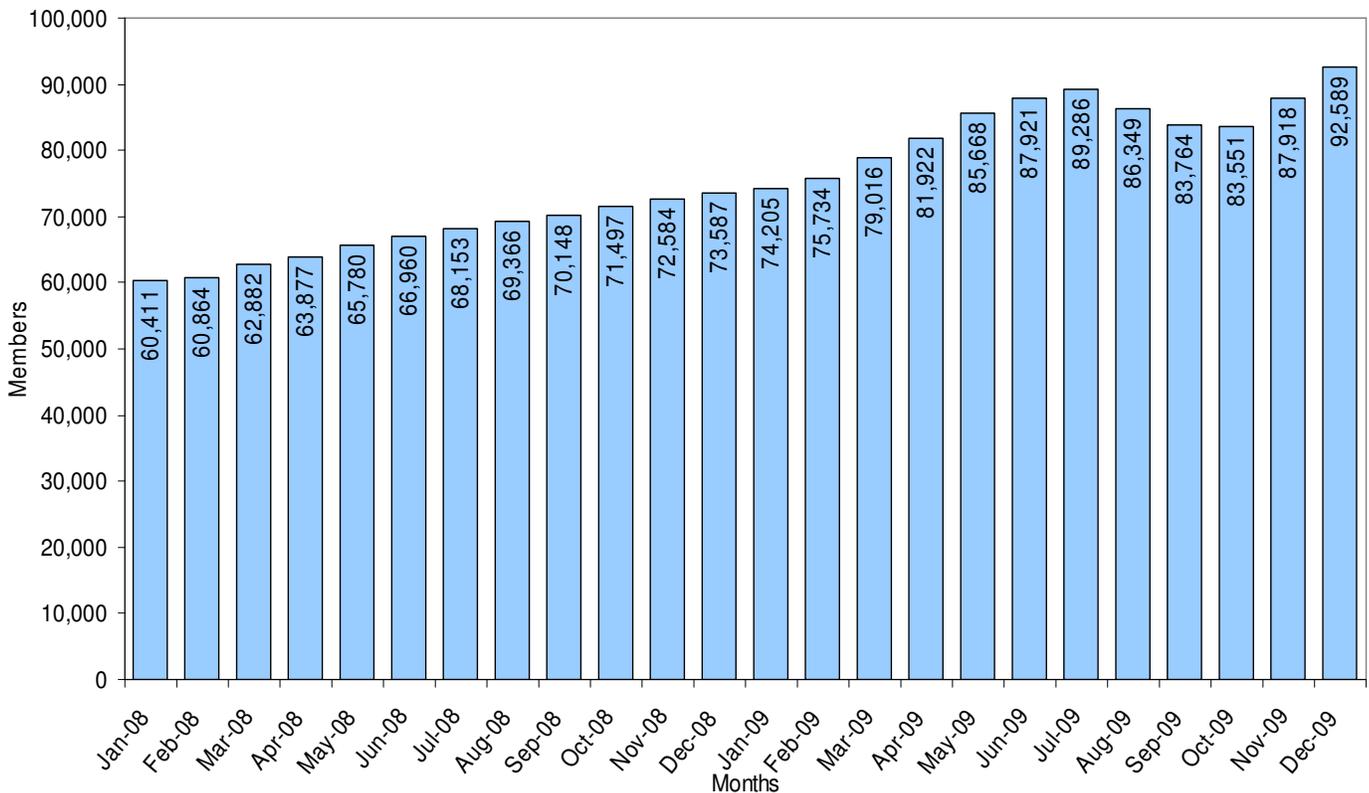


# HEALTH NET DENTAL

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Alameda	Full	44
El Dorado	Full	0
Fresno	Full	1,424
Imperial	Full	145
Kern	Full	1,098
Kings	Full	2
Los Angeles	Full*	43,687
Madera	Full	2
Marin	Full	2
Merced	Full	9
Monterey	Full	6
Napa	Full	1
Orange	Full	13,633
Riverside	Partial	7,809
Sacramento	Full	1,018
San Benito	Full	0
San Bernardino	Partial	6,606
San Diego	Full	6,085
San Francisco	Full	13
San Joaquin	Full	490
Santa Clara	Full	19
Santa Cruz	Full	2
Sonoma	Full	3
Stanislaus	Full	601
Tulare	Full	928
Ventura	Full	1,152

\*Coverage does not include Catalina Island

## Monthly Enrollment: 2008 and 2009



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## PREMIER ACCESS DENTAL

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Premier Access Dental has been a Healthy Families dental plan since 1998. Premier Access provided coverage in 37 counties in 2009-10. The estimated total annual enrollment for Premier Access in 2009 was 35,229 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and dental quality results for 2007 through 2009. Below is a summary profile of Premier Access.

### Areas of Achievement

Nine dental quality rates were at least three percentage points above the 2009 HFP weighted average.

- *Annual Dental Visit*
- *Utilization of Dental Services*
  - Continuously Enrolled 1 Year
  - Continuously Enrolled 2 Years
  - Continuously Enrolled 3 Years
- *Preventive Dental Services*
- *Oral Health Examinations*
- *Treatment (Tx)/Prevention (Pv) of Carries*
- *Filling to Preventive Services Ratio*
- *Continuity of Care*

### Areas for Improvement

None of the dental quality rates increased at least three percentage points from the 2008 level. The plan's rates remained relatively constant from 2008 to 2009.

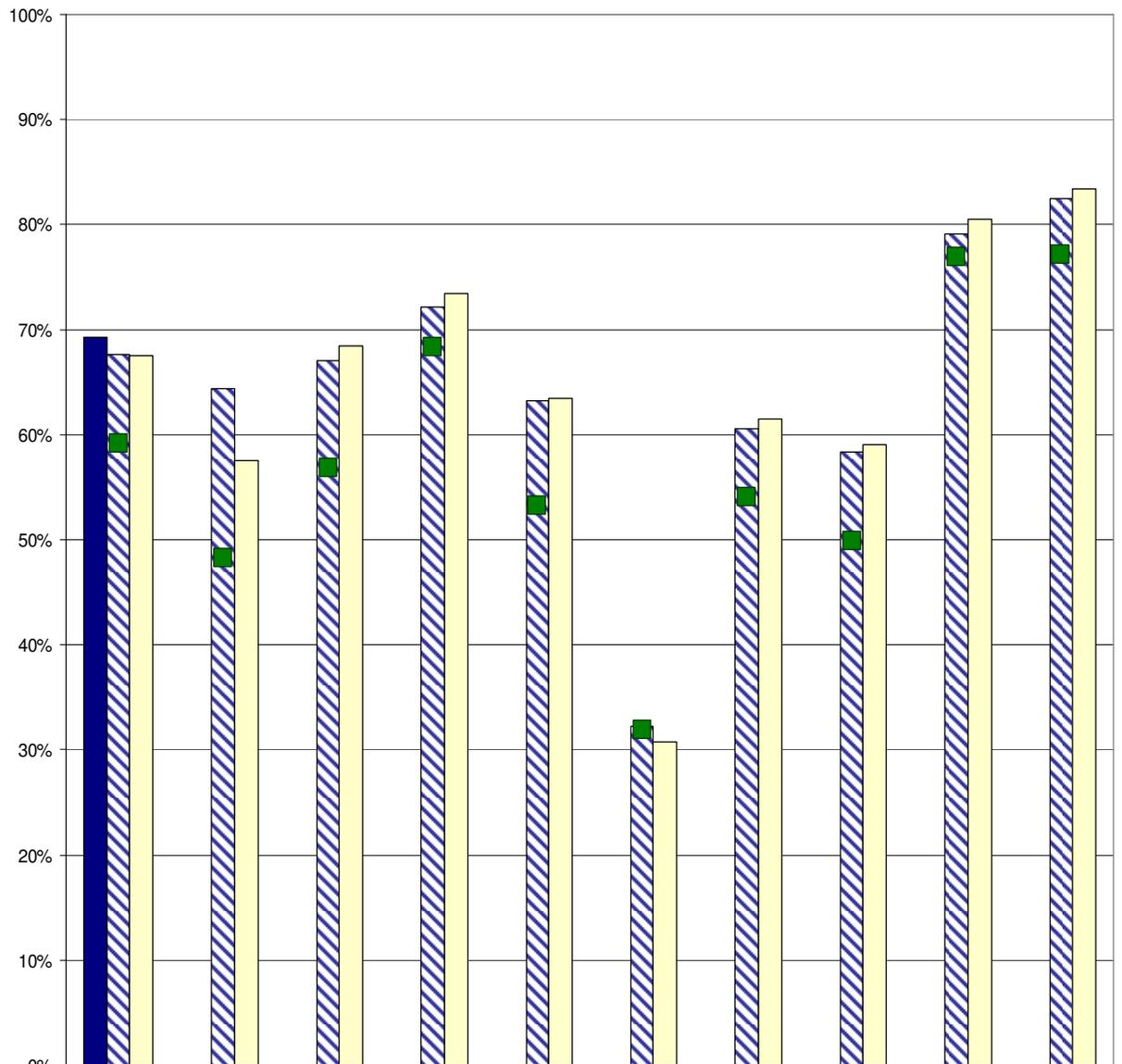
One dental quality measure decreased at least three percentage points from the 2008 level:  
*Utilization of Dental Services, Continuously Enrolled 1 Year.*

About one third (32%) of HFP children enrolled in the plan did not have a dental visit in 2009.

### Enrollment

The median monthly enrollment for 2008 was 27,080 members. In 2009, the median monthly enrollment was 35,299 members.

**Dental Performance Measures**



	Annual Dental Visit	Utilization: Cnt. Enrd. 1 Yr.	Utilization: Cnt. Enrd. 2 Yrs.	Utilization: Cnt. Enrd. 3 Yrs.	Preventive Dental Services	Use of Dental Treatment Services	Oral Health Examinations	Tx/Pv of Caries	Filling to Preventive Services Ratio	Continuity of Care
■ 2007 Plan Score	69%	0	0	0	0	0	0	0	0	0
▨ 2008 Plan Score	68%	64%	67%	72%	63%	32%	61%	58%	79%	83%
▤ 2009 Plan Score	68%	58%	69%	73%	64%	31%	62%	59%	81%	83%
■ 2009 HFP Weighted Average	59%	48%	57%	68%	53%	32%	54%	50%	77%	77%

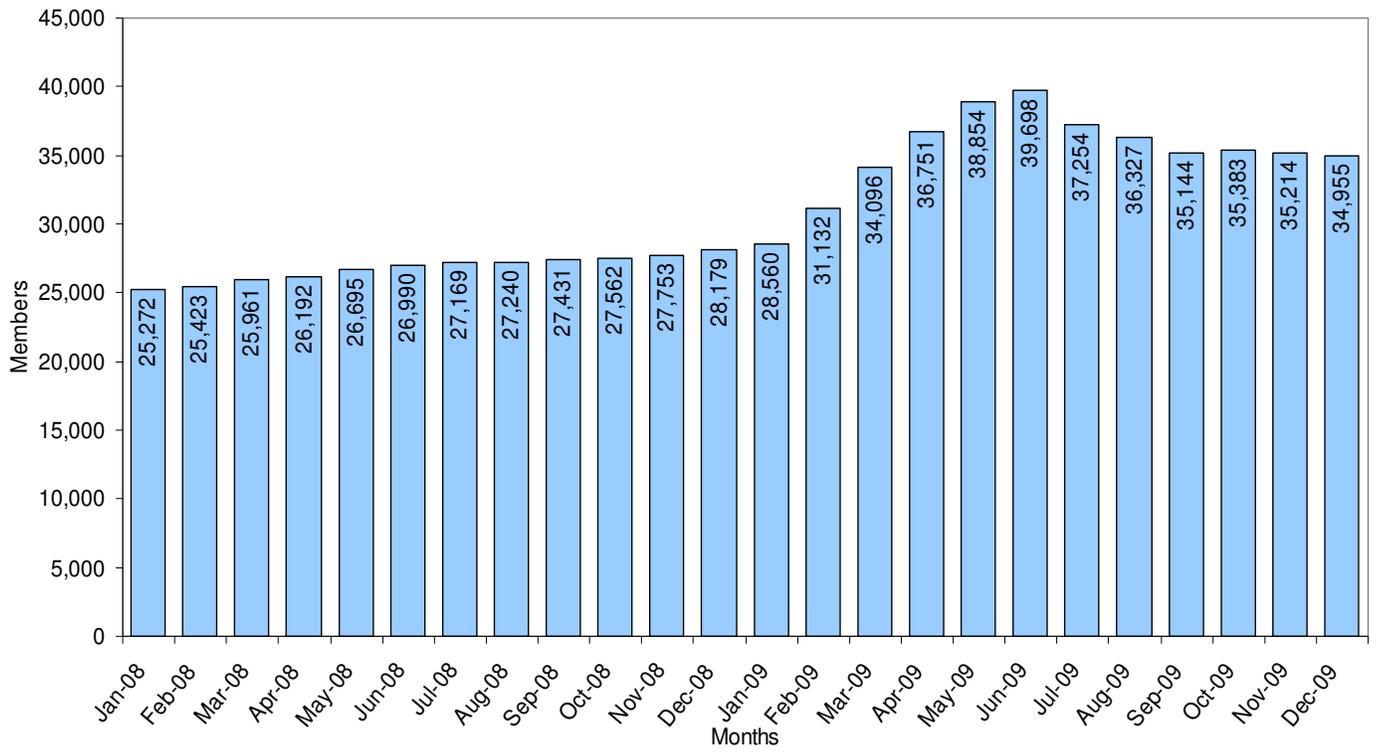
## PREMIER ACCESS DENTAL

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2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Alpine	Full	2
Amador	Full	120
Butte	Full	880
Calaveras	Full	237
Colusa	Full	237
Del Norte	Full	371
El Dorado	Full	1,432
Glenn	Full	325
Humboldt	Full	2,737
Imperial	Full	407
Inyo	Full	128
Kings	Full	1,108
Lake	Full	640
Lassen	Full	123
Madera	Full	397
Marin	Full	1,186
Mariposa	Full	48
Mendocino	Full	1,152
Modoc	Full	68
Monterey	Full	2,440
Napa	Full	630
Nevada	Full	1,681
Placer	Full	1,345
Plumas	Full	84
San Benito	Full	261
Santa Barbara	Full	6,079
Santa Cruz	Full	587
Shasta	Full	723
Sierra	Full	23
Siskiyou	Full	501
Sonoma	Full	4,348
Sutter	Full	397
Tehama	Full	698
Trinity	Full	103
Tulare	Full	2,313
Yolo	Full	1,085
Yuba	Full	334

# PREMIER ACCESS DENTAL

## Monthly Enrollment: 2008 and 2009



## **SAFEGUARD DENTAL**

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SafeGuard Dental has been a Healthy Families dental plan since 2004. SafeGuard provided coverage in fifteen counties in 2009-10. The estimated total annual enrollment for SafeGuard in 2009 was 143,355 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and dental quality results for 2007 through 2009. Below is a summary profile of SafeGuard.

### **Areas of Achievement**

Three dental quality rates increased at least three percentage points from the 2008 level:

- *Utilization of Dental Services*,
  - Continuously Enrolled 3 Years
- *Filling to Preventive Services Ratio*
- *Continuity of Care*

### **Areas for Improvement**

One dental quality measure decreased at least three percentage points from the 2008 level:

*Utilization of Dental Services, Continuously Enrolled 2 Years.*

None of the dental quality rates were at least three percentage points above the 2009 HFP weighted average.

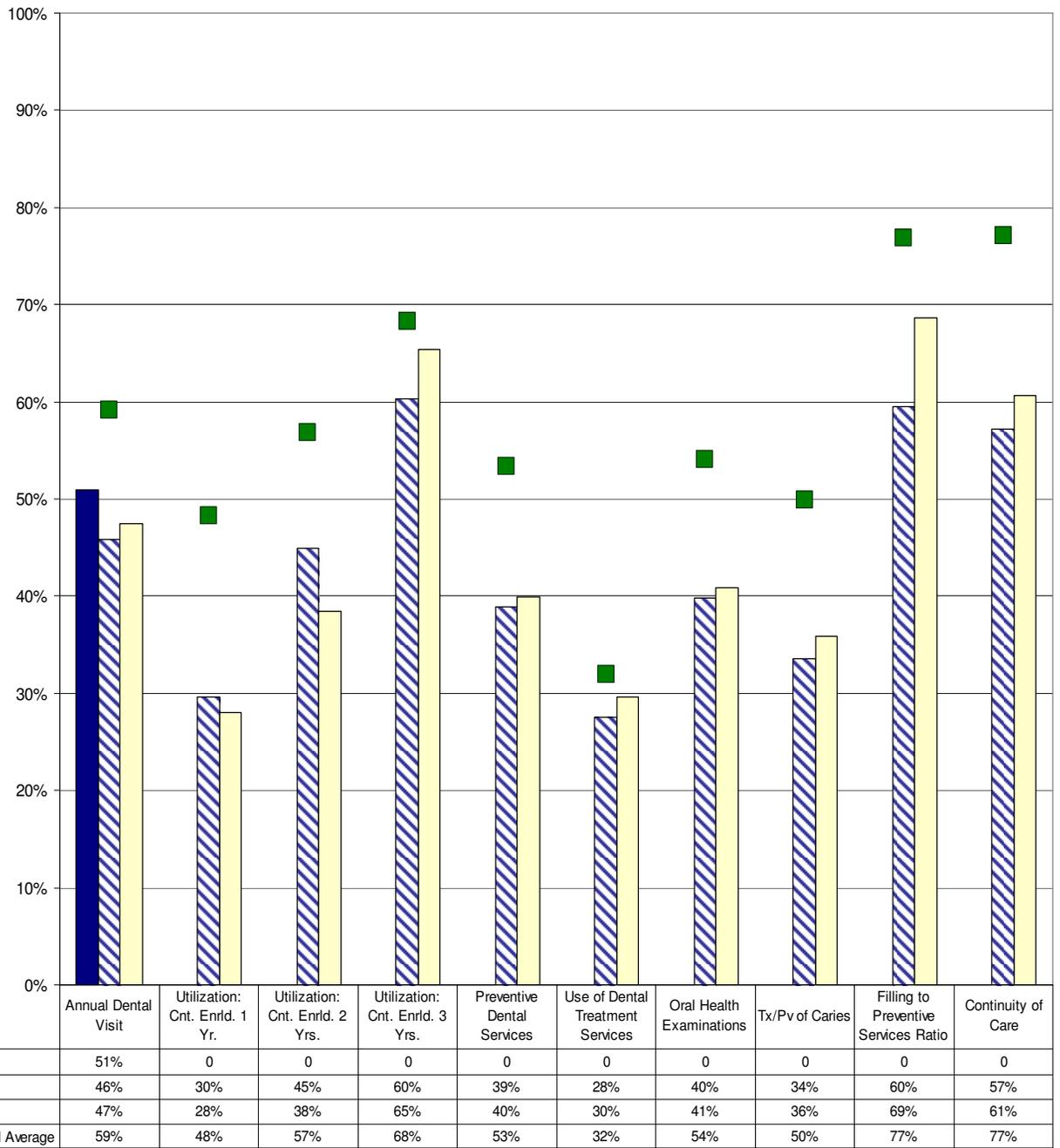
All dental rates, except *Use of Dental Treatment Services* were three percentage points or more below the 2009 HFP weighted average.

In 2009, more than half (53%) of children enrolled in SafeGuard did not have a dental visit.

### **Enrollment**

The median monthly enrollment for 2008 was 138,670 members. In 2009, the median monthly enrollment increased to 141,578 members.

**Dental Performance Measures**

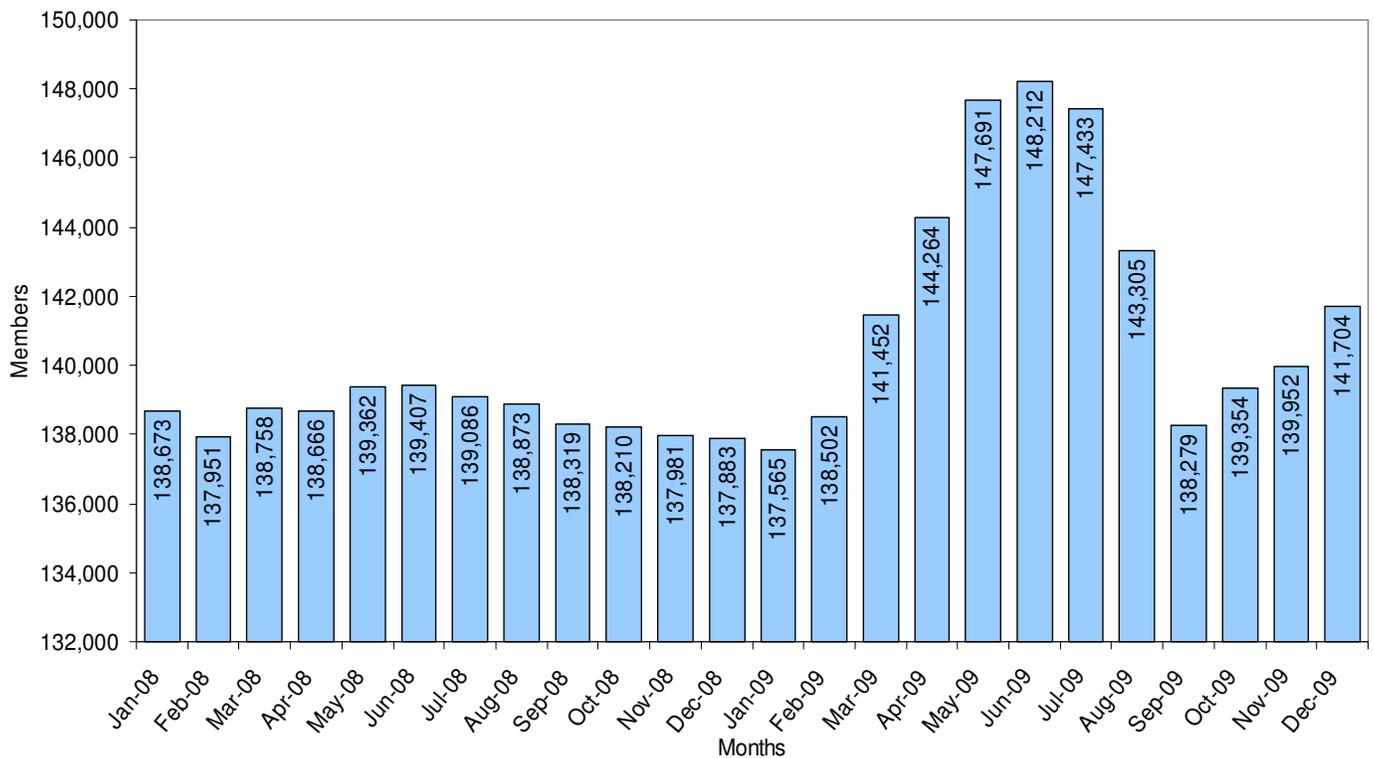


# SAFEGUARD DENTAL

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Alameda	Full	1,623
Contra Costa	Full	1,109
Fresno	Partial	583
Kern	Partial	1,399
Los Angeles	Full*	71,577
Orange	Full	30,342
Riverside	Partial	11,598
Sacramento	Full	959
San Bernardino	Partial	11,189
San Diego	Partial	6,545
San Francisco	Full	478
San Mateo	Full	742
Santa Barbara	Partial	904
Santa Clara	Partial	2,658
Ventura	Full	1,651

\*Coverage does not include Catalina Island

## Monthly Enrollment: 2008 and 2009



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## WESTERN DENTAL

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Western Dental has been a Healthy Families dental plan since 2005. Western Dental provided full coverage in 33 counties in 2009-10. The estimated total annual enrollment for Western Dental in 2009 was 102,943 members. The following charts provide monthly enrollment for calendar years 2008 and 2009 and dental quality results for 2007 through 2009. Below is a summary profile of Western Dental.

### Areas of Achievement

Nine dental quality rates increased at least three percentage points from the 2008 level:

- *Annual Dental Visit*
- *Utilization of Dental Services,*
  - Continuously Enrolled 1 Year
  - Continuously Enrolled 2 Years
  - Continuously Enrolled 3 Years
- *Preventive Dental Services*
- *Use of Dental Treatment Services*
- *Oral Health Examinations*
- *Treatment (Tx) / Prevention (Pv) of Carries*
- *Continuity of Care*

Two dental quality rates were at least three percentage points above the 2009 HFP weighted average:

- *Utilization of Dental Services,*
  - Continuously Enrolled 2 Years
  - Continuously Enrolled 3 Years

### Areas for Improvement

Eight rates were three percentage points or more below the 2009 HFP weighted average:

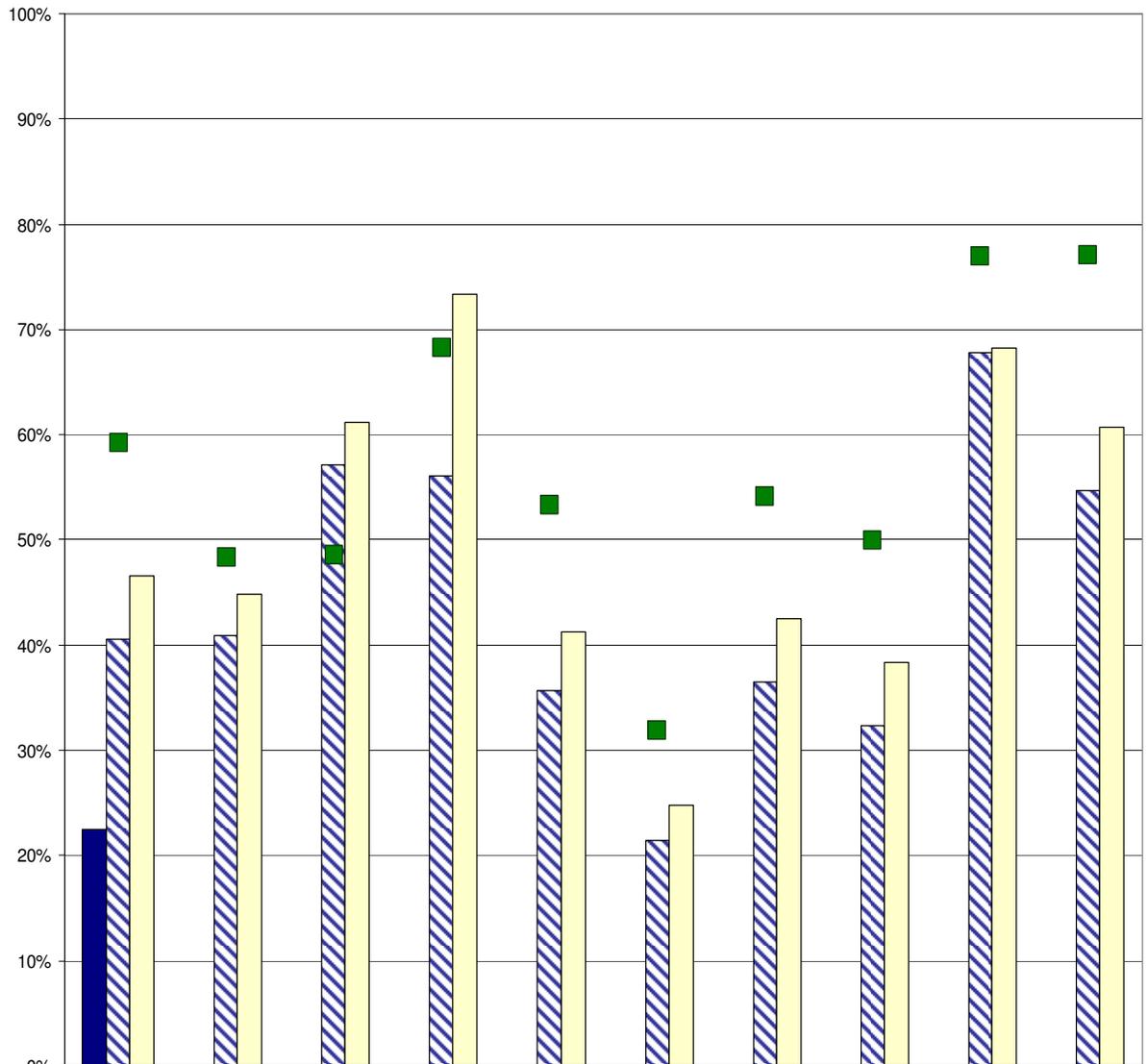
- *Annual Dental Visit*
- *Utilization of Dental Services*
  - Continuously Enrolled 1 Year
- *Preventive Dental Services*
- *Use of Dental Treatment Services*
- *Oral Health Examinations*
- *Treatment (Tx)/Prevention (Pv) of Carries*
- *Filling to Preventive Services Ratio*
- *Continuity of Care*

In 2009, over 40 percent of children enrolled in the plan did not visit a dentist.

### Enrollment

The median monthly enrollment for 2008 was 87,908 members. In 2009, the median monthly enrollment increased to 102,335 members.

**Dental Performance Measures**

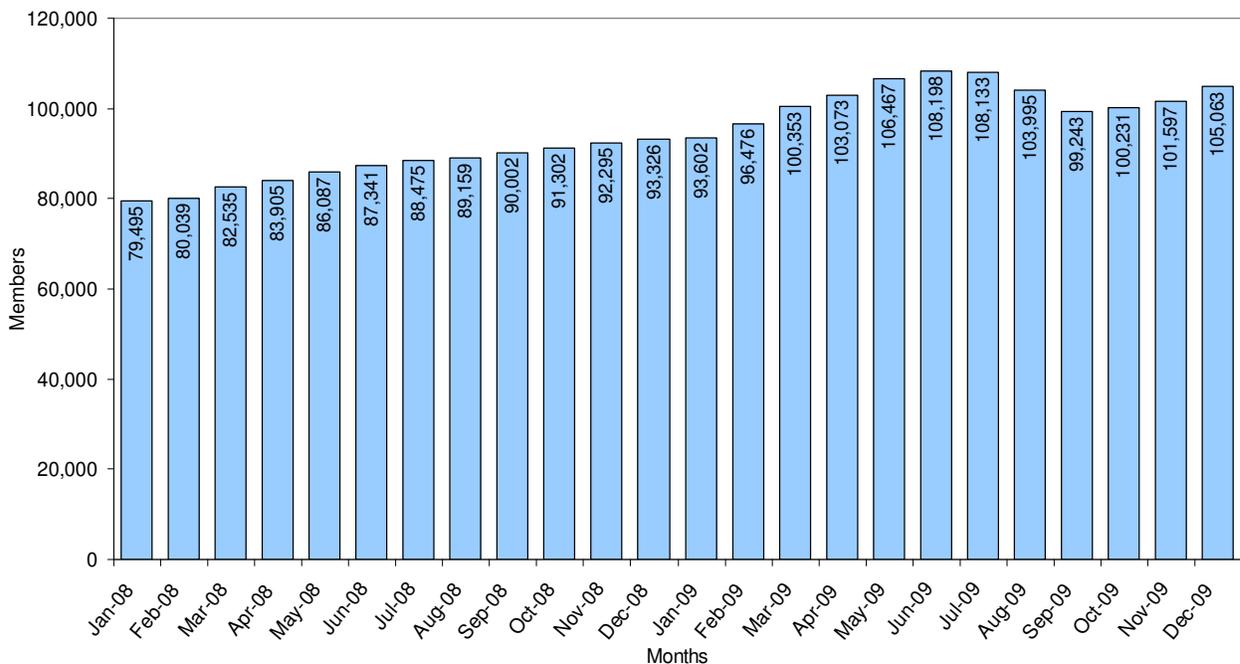


	Annual Dental Visit	Utilization: Cnt. Enrd. 1 Yr.	Utilization: Cnt. Enrd. 2 Yrs.	Utilization: Cnt. Enrd. 3 Yrs.	Preventive Dental Services	Use of Dental Treatment Services	Oral Health Examinations	Tx/Pv of Caries	Filling to Preventive Services Ratio	Continuity of Care
■ 2007 Plan Score	23%	0	0	0	0	0	0	0	0	0
▨ 2008 Plan Score	41%	41%	57%	56%	36%	21%	37%	32%	68%	55%
□ 2009 Plan Score	47%	45%	61%	73%	41%	25%	43%	38%	68%	61%
■ 2009 HFP Weighted Average	59%	48%	49%	68%	53%	32%	54%	50%	77%	77%

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Alameda	Full	2,106
Butte	Partial	215
Contra Costa	Full	1,756
Fresno	Full	1,600
Imperial	Full	558
Kern	Full	1,278
Kings	Full	354
Los Angeles	Full*	37,721
Madera	Full	379
Marin	Partial	88
Merced	Full	479
Monterey	Partial	761
Orange	Full	14,080
Placer	Partial	229
Riverside	Full	10,022
Sacramento	Partial	2,894
San Benito	Partial	142
San Bernardino	Full	9,212
San Diego	Partial	6,536
San Francisco	Full	547
San Joaquin	Full	1,809
San Luis Obispo	Partial	280
San Mateo	Full	1,052
Santa Barbara	Full	1,179
Santa Clara	Full	2,211
Santa Cruz	Full	303
Shasta	Full	280
Solano	Full	447
Sonoma	Partial	500
Stanislaus	Full	1,249
Sutter	Full	157
Tulare	Full	1,246
Ventura	Full	1,279

\*Coverage does not include Catalina Island

**Monthly Enrollment: 2008 and 2009**



## **VISION PLAN PROFILES**

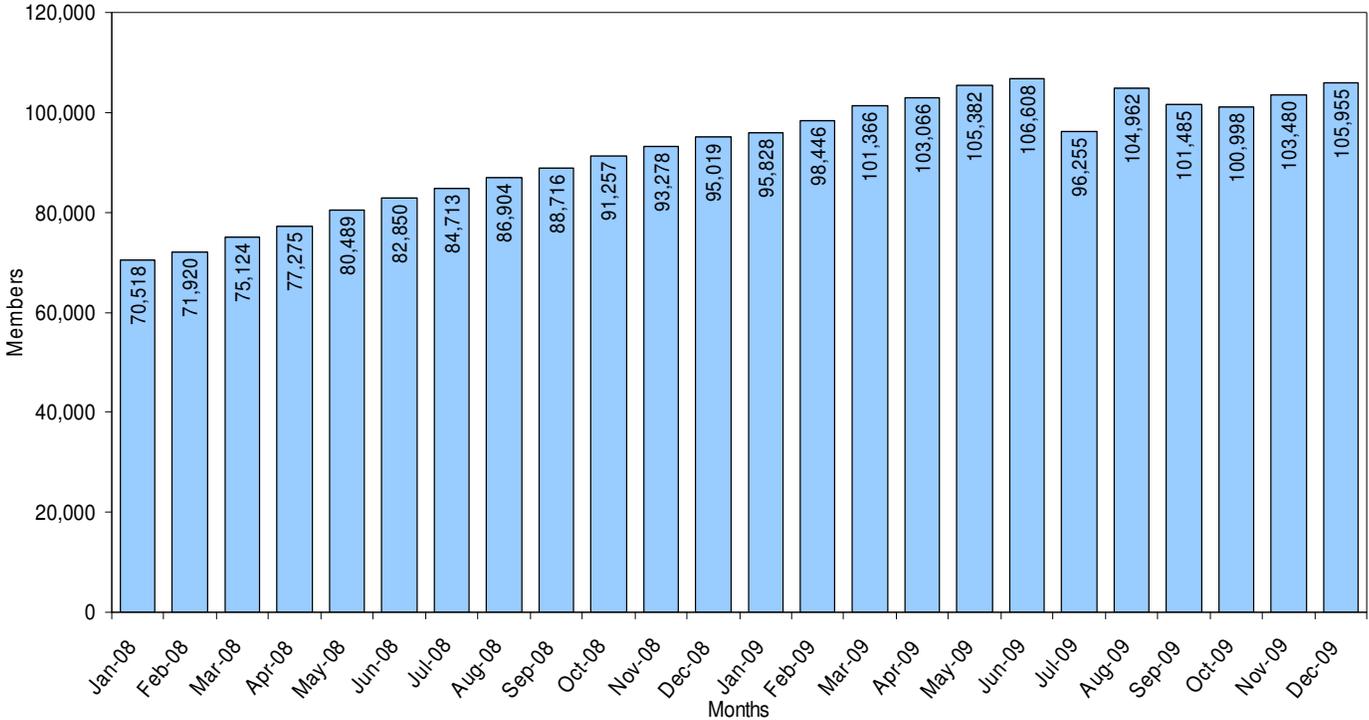
# EYEMED VISION CARE

EyeMed Vision Care has been a Healthy Families vision plan since 2005. EyeMed provides coverage in all 58 counties. The estimated total annual enrollment in 2009 for EyeMed is 99,485 members. MRMIB does not collect performance data for vision plans. The following charts provide monthly enrollment for calendar years 2008 and 2009. Below is a summary profile of EyeMed Vision Care.

## Enrollment

The median monthly enrollment in 2008 was 83,782 members. In 2009, the median monthly enrollment was 102,276 members.

### Monthly Enrollment: 2008 and 2009



## EYEMED VISION CARE

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Alameda	Full	2,813
Alpine	Full	0
Amador	Full	42
Butte	Full	518
Calaveras	Full	90
Colusa	Full	130
Contra Costa	Full	1,868
Del Norte	Full	24
El Dorado	Full	297
Fresno	Full	3,232
Glenn	Partial	133
Humboldt	Full	343
Imperial	Full	794
Inyo	Partial	10
Kern	Full	2,171
Kings	Full	460
Lake	Full	139
Lassen	Full	15
Los Angeles	Full*	26,474
Madera	Full	481
Marin	Full	361
Mariposa	Full	39
Mendocino	Partial	144
Merced	Full	900
Modoc	Partial	7
Mono	Partial	52
Monterey	Full	1,250
Napa	Full	410
Nevada	Full	252
Orange	Full	8,885
Placer	Full	718
Plumas	Partial	55
Riverside	Full	9,840
Sacramento	Full	3,653
San Benito	Full	140
San Bernardino	Full	8,472
San Diego	Full	8,587
San Francisco	Full	975
San Joaquin	Full	2,262
San Luis Obispo	Full	735
San Mateo	Full	1,104
Santa Barbara	Full	1,503
Santa Clara	Full	2,732
Santa Cruz	Full	556
Shasta	Full	488
Sierra	Partial	12
Siskiyou	Partial	41
Solano	Full	638
Stanislaus	Full	1,772
Sutter	Full	273
Trinity	Partial	17
Ventura	Full	2,385
Yuba	Full	203

\* Coverage includes Catalina Island.

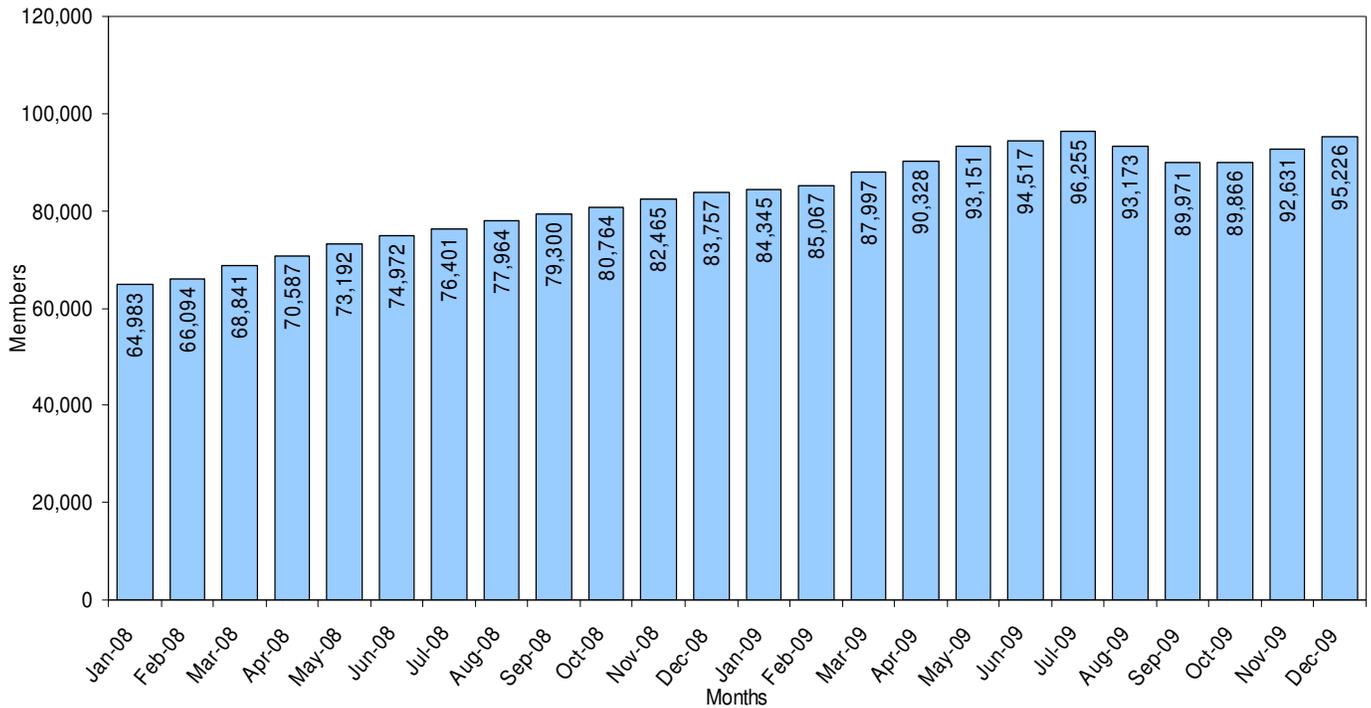
# SAFEGUARD VISION CARE

SafeGuard Vision has been a Healthy Families vision plan since 2005. The plan provides coverage in 56 counties. The estimated total annual enrollment in 2009 for Safeguard is 91,559 members. MRMIB does not collect performance data for vision plans. The following charts provide monthly enrollment for calendar years 2008 and 2009. Below is a summary profile of SafeGuard Vision.

## Enrollment

The median monthly enrollment in 2008 was 75,687 members. In 2009, the median monthly enrollment was 91,480 members.

### Monthly Enrollment: 2008 and 2009



## SAFEGUARD VISION

2009-10 Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Alameda	Full	1,942
Alpine	Full	0
Amador	Full	20
Butte	Full	298
Calaveras	Full	43
Colusa	Partial	64
Contra Costa	Full	1,483
Del Norte	Full	21
El Dorado	Full	283
Fresno	Full	2,125
Glenn	Partial	71
Humboldt	Partial	175
Imperial	Partial	425
Kern	Partial	2,449
Kings	Full	460
Lake	Full	116
Los Angeles	Full*	25,209
Madera	Full	282
Marin	Full	145
Mariposa	Partial	3
Mendocino	Partial	42
Merced	Full	613
Monterey	Partial	743
Napa	Full	216
Nevada	Partial	115
Orange	Full	9,568
Placer	Full	397
Riverside	Partial	9,874
Sacramento	Full	2,722
San Benito	Full	97
San Bernardino	Partial	10,650
San Diego	Full	7,675
San Francisco	Full	461
San Joaquin	Full	1,686
San Luis Obispo	Full	446
San Mateo	Full	745
Santa Barbara	Full	1,066
Santa Clara	Full	2,112
Santa Cruz	Full	324
Shasta	Partial	471
Sierra	Partial	0
Solano	Full	482
Sonoma	Full	808
Stanislaus	Full	1,149
Sutter	Full	239
Tehama	Partial	119
Trinity	Partial	34
Tulare	Full	772
Tuolumne	Partial	131
Ventura	Full	1,812
Yolo	Full	285
Yuba	Full	101

\*Coverage does not include Catalina Island

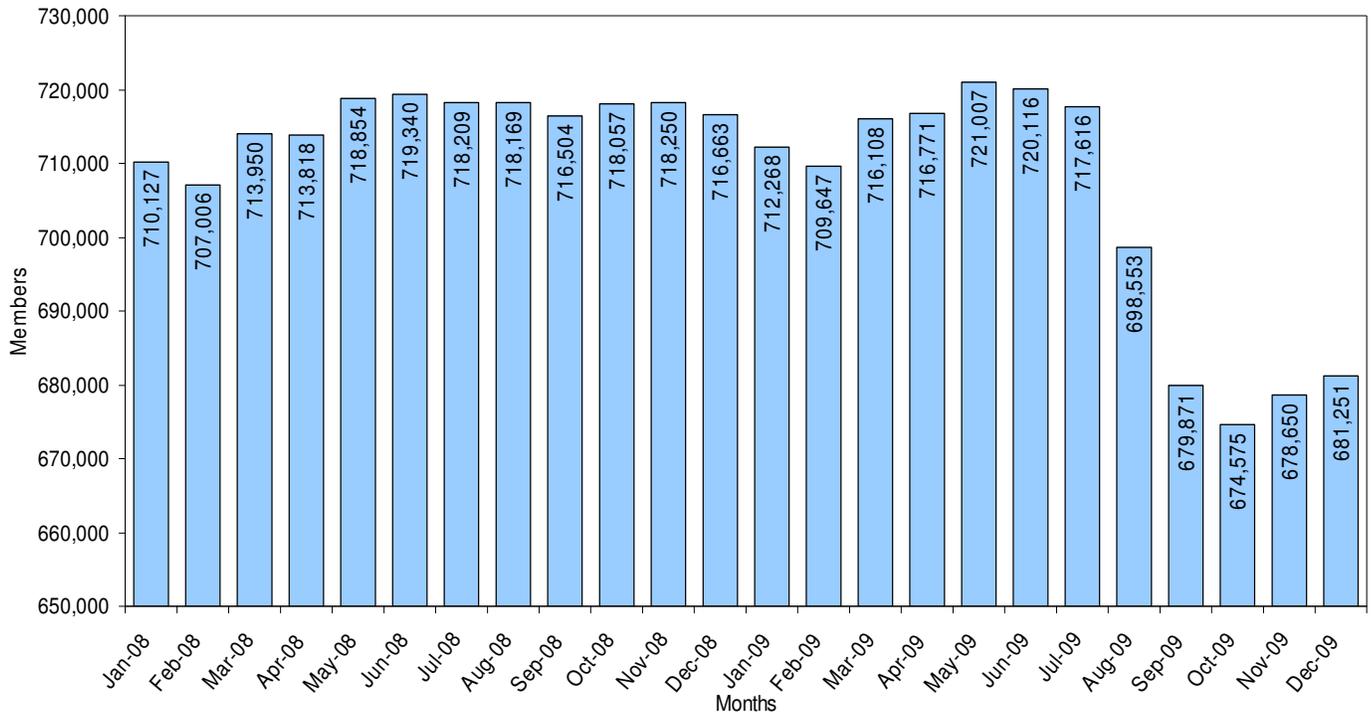
## VISION SERVICE PLAN

Vision Service Plan (VSP) has been a Healthy Families vision plan since 1998. The plan provides coverage in all 58 counties. The estimated total annual enrollment in 2009 for VSP is 711,215 members. MRMIB does not collect performance data for vision plans. The following charts provide monthly enrollment for calendar years 2008 and 2009. Below is a summary profile of VSP.

### Enrollment

The median monthly enrollment in 2008 was 717,360 members. In 2009, the median monthly enrollment was 710,958 members.

### Monthly Enrollment: 2008 and 2009



## VISION SERVICE PLAN

Coverage Areas	Level of Coverage	Median Monthly Enrollment 2009
Alameda	Full	15,772
Alpine	Full	2
Amador	Full	340
Butte	Full	3,016
Calaveras	Full	567
Colusa	Full	1,317
Contra Costa	Full	9,327
Del Norte	Full	501
El Dorado	Full	2,448
Fresno	Full	16,998
Glenn	Full	1,209
Humboldt	Full	3,078
Imperial	Full	4,096
Inyo	Full	296
Kern	Full	21,225
Kings	Full	3,547
Lake	Full	1,428
Lassen	Full	241
Los Angeles	Full*	180,624
Madera	Full	3,890
Marin	Full	2,472
Mariposa	Full	184
Mendocino	Full	2,201
Merced	Full	7,724
Modoc	Full	155
Mono	Full	399
Monterey	Full	17,628
Napa	Full	3,162
Nevada	Full	1,991
Orange	Full	67,793
Placer	Full	3,616
Plumas	Full	224
Riverside	Full	57,317
Sacramento	Full	21,010
San Benito	Full	1,645
San Bernardino	Full	47,919
San Diego	Full	59,672
San Francisco	Full	10,240
San Joaquin	Full	16,398
San Luis Obispo	Full	4,084
San Mateo	Full	8,434
Santa Barbara	Full	8,206
Santa Clara	Full	26,416
Santa Cruz	Full	5,428
Shasta	Full	3,237
Sierra	Full	32
Siskiyou	Full	685
Solano	Full	4,276
Sonoma	Full	9,898
Stanislaus	Full	10,573
Sutter	Full	3,121
Tehama	Full	1,158
Trinity	Full	208
Tulare	Full	12,004
Tuolumne	Full	759
Ventura	Full	16,385
Yolo	Full	3,046
Yuba	Full	1,608

\*Coverage includes Catalina Island

## **APPENDIX A: 2009 HEALTH PLAN PERFORMANCE MESAURES**

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### *1. CHILDHOOD IMMUNIZATION STATUS (CIS)*

The percentage of HFP enrolled children who turned two years old during the measurement year, were continuously enrolled for 12 months immediately preceding their second birthday with no more than one gap in enrollment of up to 45 days, and received the following immunizations on or before their second birthday:

- Four DTaP, DT or individual diphtheria and tetanus (DTaP) vaccinations.
- Three polio (IPV) vaccinations.
- One measles, mumps, and rubella (MMR) vaccination.
- Three H influenza type B (HiB) vaccinations.
- Three hepatitis B vaccinations.
- One chicken pox (VZV) vaccination.
- Four pneumococcal conjugate vaccinations.
- Two hepatitis A vaccinations.
- Three rotavirus vaccinations.
- Two influenza vaccinations.
- A combined rate including children who have received all of the above immunizations.

### *2. IMMUNIZATIONS IN ADOLESCENTS (IMA)*

The percentage of HFP adolescents who turned thirteen years old during the measurement year, were continuously enrolled for 12 months immediately preceding their thirteenth birthday with no more than one gap in enrollment of up to 45 days, and received the following immunizations on or before their thirteenth birthday:

- One meningococcal conjugate or meningococcal polysaccharide vaccine.
- One tetanus, diphtheria toxoids and acellular pertussis vaccine (Tdap) or one tetanus, diphtheria toxoids vaccine (Td).
- A combined rate including adolescents who received all of the above immunizations.

### *3. LEAD SCREENING IN CHILDREN (LSC)*

The percentage of HFP enrolled children who received at least one capillary or venous lead screening test on or before their second birthday.

## **APPENDIX A: 2009 HEALTH PLAN PERFORMANCE MESAURES**

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### **4. CHILDREN AND ADOLESCENTS' ACCESS TO PRIMARY CARE PRACTITIONERS (CAP)**

The percentage of HFP enrolled children who had at least one visit to a pediatrician, family physician, or other health care provider during the measurement year. Four separate cohorts are reported:

- Cohort 1: Children age 12 through 24 months who were continuously enrolled during the measurement year.
- Cohort 2: Children age 25 months through 6 years who were continuously enrolled during the measurement year.
- Cohort 3: Children age 7 through 11 years who were continuously enrolled during the measurement year and the prior year.
- Cohort 4: Adolescents age 12 through 18 years who were continuously enrolled during the measurement year and the prior year.

### **5. WELL-CHILD VISITS IN THE FIRST 15 MONTHS OF LIFE (W15)**

The percentage of HFP enrolled children who turned 15 months old during the measurement year and received zero, one, two, three, four, five, or six or more well-child visits with a primary care practitioner during their first 15 months of life. Each eligible child is included in only one numerator (e.g., a child receiving six well-child visits would not be included in the rate for five or fewer visits.)

### **6. WELL- CHILD VISIT IN THE THIRD, FOURTH, FIFTH, AND SIXTH YEARS OF LIFE (W34)**

The percentage of HFP enrolled children age 3 through 6 years who were continuously enrolled during the measurement year with no more than one gap in enrollment of up to 45 days and received one or more well-child visits with a primary care provider during the measurement year.

### **7. ADOLESCENT WELL-CARE VISITS (AWC)**

The percentage of HFP enrolled adolescents age 12 through 18 years who were continuously enrolled during the measurement year with no more than one gap in enrollment of up to 45 days and received at least one comprehensive well-care visit with a primary care provider during the measurement year.

### **8. USE OF APPROPRIATE MEDICATIONS FOR ASTHMA (ASM)**

The percentage of HFP enrolled children age 5 through 18 years who were identified as having persistent asthma and were appropriately prescribed medication during the measurement year.

## **APPENDIX A: 2009 HEALTH PLAN PERFORMANCE MESAURES**

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### **9. *APPROPRIATE TREATMENT FOR CHILDREN WITH UPPER RESPIRATORY INFECTION (URI)***

The percentage of HFP enrolled children age 3 months through 18 years during the measurement year who were given a diagnosis of upper respiratory infection and were not dispensed an antibiotic prescription on or three days after the episode date.

### **10. *APPROPRIATE TESTING FOR CHILDREN WITH PHARYNGITIS (CWP)***

The percentage of HFP enrolled children age 2 through 18 years during the measurement year who were diagnosed with pharyngitis, prescribed an antibiotic and received a group A streptococcus (strep) test for the episode.

### **11. *CHLAMYDIA SCREENING IN WOMEN (CHL)***

The percentage of HFP enrolled women age 16 through 18 years who were identified as sexually active, were continuously enrolled during the measurement year with no more than one gap in enrollment of up to 45 days, and had at least one test for chlamydia during the measurement year.

### **12. *IDENTIFICATION OF ALCOHOL AND OTHER DRUG SERVICES (IAD)***

The number and percentage of HFP enrolled members, by age and sex, who received alcohol and other drug services during the measurement year in four categories:

- Any chemical dependency services (inpatient, intermediate or ambulatory).
- Inpatient chemical dependency services.
- Intermediate chemical dependency services.
- Ambulatory chemical dependency services.

### **13. *MENTAL HEALTH UTILIZATION (MPT)***

The number and percentage of HFP enrolled members, by age and sex, who received mental health services during the measurement year in four categories of service:

- Any mental health services (inpatient, intermediate or ambulatory).
- Inpatient mental health services.
- Intermediate mental health services.
- Ambulatory mental health services.

## **APPENDIX B: 2009 DENTAL PLAN PERFORMANCE MESAURES**

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### 1. *HEDIS MEASURE – ANNUAL DENTAL VISIT*

The percentage of enrolled members 2-18 years of age who had at least one dental visit during the measurement year. Members who have had no more than one gap in enrollment of up to 45 days during the measurement year should be included in this measure.

Includes members ages 2-18 years as of December 31<sup>st</sup> of the measurement year. The measure is reported for each of the following age stratifications and as a combined rate.

- 2-3 years
- 4-6 years
- 7-10 years
- 11-14 years
- 15-18 years
- Total

*Note: Visits for many 1-year olds will be counted because the specification includes children whose second birthday occurs any time during the measurement year.*

Numerator: One or more dental visits with a dental practitioner during the measurement year. A member had a dental visit if a submitted claim/encounter contains any of the codes in Table ADV-A of the 2010 HEDIS<sup>®</sup> Technical Specifications.

Denominator: The eligible population for each age group and the combined total.

Data collection methodology: Administrative

### 2. *OVERALL UTILIZATION OF DENTAL SERVICES*

Percentage of members continuously enrolled in the same plan for 1, 2, and 3 years who received any dental service, including preventive services, over those periods.

Numerator (1): Number of members continuously enrolled in the same plan for 1 year who received any dental service (D0100-D9999), including preventive services, during that year.

Denominator (1): Number of members continuously enrolled in the same plan for 1 year.  
Numerator (2): Number of members continuously enrolled in the same plan for 2 years who received any dental service (D0100-D9999), including preventive services, during those two years.

Denominator (2): Number of members continuously enrolled in the same plan for 2 years.

## **APPENDIX B: 2009 DENTAL PLAN PERFORMANCE MESAURES**

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Numerator (3): Number of members continuously enrolled in the same plan for 3 years who received any dental service (D0100-D9999), including preventive services, during those three years.

Denominator (3): Number of members continuously enrolled in the same plan for 3 years.

For children enrolled for multiple years, calculation is based on the longest period the child was enrolled in the plan. Each child is counted only once for the longest period they have been enrolled.

### **3. *PREVENTIVE DENTAL SERVICES***

Percentage of members enrolled for at least 11 of the past 12 months who received any preventive dental service in the past year.

Numerator: Number of members enrolled for at least 11 of the past 12 months who received any preventive dental service (D1000-D1999) in the past year.

Denominator: Number of members enrolled for at least 11 of the past 12 months.

### **4. *USE OF DENTAL TREATMENT SERVICES* (Excludes diagnostic and preventive services)**

Percentage of members enrolled for at least 11 of the past 12 months who received any dental treatment, other than diagnostic or preventive services, in the past year.

Numerator: Number of members enrolled for at least 11 of the past 12 months who received any dental treatment (D2000-D9999) in the past year.

Denominator: Number of members enrolled for at least 11 of the past 12 months.

### **5. *EXAMINATIONS/ORAL HEALTH EVALUATIONS***

Percentage of members enrolled for at least 11 of the past 12 months who received a comprehensive or periodic oral evaluation or, for members under three years of age, those who received an oral evaluation and counseling with the primary caregiver in the past year.

Numerator: Number of members enrolled for at least 11 of the past 12 months who received a comprehensive or periodic exam (D0120 or D0150) or, for members under three years of age, who received an oral evaluation and counseling with the primary caregiver (D0145) in the past year.

Denominator: Number of members enrolled for at least 11 of the past 12 months.

## **APPENDIX B: 2009 DENTAL PLAN PERFORMANCE MESAURES**

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### 6. *TREATMENT/PREVENTION OF CARIES*

Percentage of members, enrolled for at least 11 of the past 12 months, who received a treatment for caries or a caries-preventive procedure.

Numerator: Number of members enrolled for at least 11 of the past 12 months who received a treatment for caries (D2000-D2999) or a caries-preventive procedure (D1203, D1204, D1206, D1310, D1330, D1351) in the past year.

Denominator: Number of members enrolled for at least 11 of the past 12 months.

### 7. *FILLING TO PREVENTIVE SERVICES RATIO*

Percentage of members, enrolled for at least 11 of the past 12 months, with 1 or more fillings in the past year who received a topical fluoride or sealant application.

Numerator: Number of members enrolled for at least 11 of the past 12 months with 1 or more fillings (D2000-D2999) who received a topical fluoride (D1203, D1204 or D1206) or sealant application (D1351) in the past year.

Denominator: Number of members enrolled for at least 11 of the past 12 months with one or more fillings.

### 8. *CONTINUITY OF CARE*

Percentage of members continuously enrolled in the same plan for 2 years with no gap in coverage who received a comprehensive oral evaluation or a prophylaxis in the year prior to the measurement year and who also received a comprehensive or periodic oral evaluation or a prophylaxis in the measurement year.

Numerator: Number of members in the denominator who also received a comprehensive or periodic oral evaluation (D0120, D0150) or a prophylaxis (D1110, D1120) in the measurement year.

Denominator: Number of members continuously enrolled in the same plan for 2 years with no gap in coverage who received a comprehensive oral evaluation (D0150) or a prophylaxis (D1110, D1120) in the year prior to the measurement year.