

CALIFORNIA MEDICARE	ACCESS/AVAILABILITY OF CARE			
	Call Abandonment ^a	Call Answer Timeliness	Alcohol and Other Drug Dependence Treatment	
			Initiation - Total	Engagement - Total
Aetna	3 ▲	78 ▼	44	7
Anthem Blue Cross	2 ▲	81 ▲	NR	NR
Blue Shield of CA	NR	NR	27 ▼	3 ▼
Health Net	8 ▼	72 ▼	33 ▼	3 ▼
Kaiser Permanente N Cal	2 ▲	79 ▲	38 ▼	6 ▲
Kaiser Permanente S Cal	2 ▲	80 ▲	35 ▼	6 ▲
PacifiCare	7 ▼	70 ▼	27 ▼	2 ▼
SCAN Classic	2 ▲	84 ▲	30 ▼	1 ▼
SCAN Legacy	2 ▲	84 ▲	19 ▼	1 ▼
Western Health Advantage	0 ▲	100 ▲	NA	NA
CCHRI Unwgt'd Avg w/ Kaiser	3	82	31	3
CMS Nat'l Average	4	79	46	4
CMS Nat'l 90th %	1	95	65	9

NOTES

▲ - Significantly above national mean

▼ - Significantly below national mean

a - Lower number reflects better performance

NA - Not reported due to small denominator size

NR - Rate not reported by the plan

CALIFORNIA MEDICARE	BEHAVIORAL HEALTH			
	Antidepressant Medication Management		Follow-up After Hospitalization for Mental Illness	
	Effective Acute Phase Treatment	Effective Continuation Phase Treatment	Follow-up within 30 days of hospital discharge	Follow-up within 7 days of hospital discharge
Aetna	65	52	10 ▼	4 ▼
Anthem Blue Cross	63	48	46	29
Blue Shield of CA	57 ▼	44	28 ▼	18 ▼
Health Net	58 ▼	46	55	41
Kaiser Permanente N Cal	88 ▲	69 ▲	77 ▲	60 ▲
Kaiser Permanente S Cal	92 ▲	75 ▲	76 ▲	64 ▲
PacifiCare	65 ▲	51 ▲	26 ▼	14 ▼
SCAN Classic	69	54	33 ▼	20 ▼
SCAN Legacy	60	48	44 ▼	27 ▼
Western Health Advantage	NA	NA	NA	NA
CCHRI Unwgt'd Avg w/ Kaiser	68	54	44	31
CMS Nat'l Average	62	49	56	38
CMS Nat'l 90th %	75	63	80	63

NOTES

- ▲ - Significantly above national mean
- ▼ - Significantly below national mean
- a - Lower number reflects better performance
- NA - Not reported due to small denominator size
- NR - Rate not reported by the plan

CALIFORNIA MEDICARE	CARDIOVASCULAR CONDITIONS			
	Controlling High Blood Pressure	Cholesterol Management - Cardiovascular Conditions		Persistence of Beta-Blocker
		LDL-C Screening	LDL-C <100 mg/dL	
Aetna	68 ▲	89	60	81
Anthem Blue Cross	63 ▲	89	57	69
Blue Shield of CA	69 ▲	90	64 ▲	76
Health Net	66 ▲	91	72 ▲	78
Kaiser Permanente N Cal	80 ▲	96 ▲	78 ▲	92 ▲
Kaiser Permanente S Cal	80 ▲	96 ▲	76 ▲	91 ▲
PacifiCare	63 ▲	90	67 ▲	82 ▲
SCAN Classic	67 ▲	89	64 ▲	79
SCAN Legacy	67 ▲	91	63 ▲	78
Western Health Advantage	67 ▲	92	72 ▲	NA
CCHRI Unwgt'd Avg w/ Kaiser	69	91	66	79
CMS Nat'l Average	58	89	56	80
CMS Nat'l 90th %	69	94	73	91

NOTES

▲ - Significantly above national mean

▼ - Significantly below national mean

a - Lower number reflects better performance

NA - Not reported due to small denominator size

NR - Rate not reported by the plan

		DIABETES							
		Comprehensive Diabetes Care							
CALIFORNIA MEDICARE		HbA1c Test	HbA1c <=9.0 percent	Retinal Exam	LDL-C Screening	LDL-C <100 mg/dL	Nephropathy Monitoring	Blood Pressure Control (<130/80)	Blood Pressure Control (<140/90)
Aetna		91	82 ▲	71 ▲	89	56 ▲	91 ▲	32	61
Anthem Blue Cross		89	83 ▲	72 ▲	89 ▲	51	88	33	65 ▲
Blue Shield of CA		91 ▲	83 ▲	75 ▲	93 ▲	63 ▲	93 ▲	36	64 ▲
Health Net		95 ▲	86 ▲	72 ▲	92 ▲	58 ▲	90	35	69 ▲
Kaiser Permanente N Cal		95 ▲	91 ▲	82 ▲	94 ▲	80 ▲	95 ▲	58 ▲	81 ▲
Kaiser Permanente S Cal		96 ▲	89 ▲	83 ▲	96 ▲	76 ▲	99 ▲	56 ▲	80 ▲
PacifiCare		92 ▲	84 ▲	71 ▲	89 ▲	56 ▲	93 ▲	32	61
SCAN Classic		93 ▲	84 ▲	73 ▲	91 ▲	61 ▲	92 ▲	36	65 ▲
SCAN Legacy		91	83 ▲	80 ▲	89	55 ▲	94 ▲	36	63
Western Health Advantage		94 ▲	85 ▲	69 ▲	90	51	91	35	67
CCHRI Unwgt'd Avg w/ Kaiser		92	84	74	91	60	92	39	68
CMS Nat'l Average		88	70	60	86	48	88	31	59
CMS Nat'l 90th %		96	88	80	93	64	94	42	72

NOTES ▲ - Significantly above national mean
 ▼ - Significantly below national mean
 a - Lower number reflects better performance
 NA - Not reported due to small denominator size
 NR - Rate not reported by the plan

MEDICATION MANAGEMENT											
CALIFORNIA MEDICARE	Use of High-Risk Medications in the Elderly		Potentially Harmful Drug-Disease Interactions				Annual Monitoring Persistent Medications				
	One Prescription ^a	Two or More Prescriptions ^a	Total ^a	Falls + Tricyclic Antidepressants or Antipsychotics ^a	Dementia + Tricyclic Antidepressants or Anticholinergic Agents ^a	Chronic Renal Failure + Nonaspirin NSAIDs or Cox-2 Selective NSAIDs ^a	Total	ACE or ARBs	Digoxin	Diuretics	Anticonvulsants
Aetna	8 ▲	1 ▲	16 ▲	16	18 ▲	11	84 ▼	84 ▼	85 ▼	84 ▼	55 ▼
Anthem Blue Cross	24 ▼	6	20 ▲	14	26	12	77 ▼	78 ▼	82 ▼	78 ▼	51 ▼
Blue Shield of CA	28 ▼	7 ▼	22 ▲	16	31 ▼	14	87	87	90	88	63 ▼
Health Net	23 ▲	5 ▲	20 ▲	17	23 ▲	10 ▲	84 ▼	84 ▼	88 ▼	84 ▼	61 ▼
Kaiser Permanente N Cal	17 ▲	3 ▲	17 ▲	17 ▼	19 ▲	5 ▲	84 ▼	85 ▼	88 ▼	84 ▼	71 ▲
Kaiser Permanente S Cal	18 ▲	3 ▲	19 ▲	16	23 ▲	8 ▲	86 ▼	86 ▼	92 ▲	85 ▼	73 ▲
PacifiCare	25 ▼	6 ▲	21 ▲	17 ▼	26 ▲	11	85 ▼	85 ▼	88 ▼	85 ▼	64 ▼
SCAN Classic	25 ▼	5 ▲	23	18	28	14	87	87	89	87	65
SCAN Legacy	28 ▼	6 ▼	26 ▼	20 ▼	31 ▼	17 ▼	87 ▲	88 ▲	88 ▼	88 ▲	60 ▼
Western Health Advantage	22	6	19	18	20	NA	87	88	NA	89	NA
CCHRI Unwgt'd Avg w/ Kaiser	23	5	21	17	25	12	85	85	88	85	63
CMS Nat'l Average	24	6	23	16	29	12	87	87	91	87	68
CMS Nat'l 90th %	13	2	16	12	18	6	93	94	96	94	82

NOTES ▲ - Significantly above national mean
 ▼ - Significantly below national mean
 a - Lower number reflects better performance
 NA - Not reported due to small denominator size
 NR - Rate not reported by the plan

	MUSCULOSKELETAL CONDITIONS	
	Anti-Rheumatic Drug Therapy	Osteoporosis Management
CALIFORNIA MEDICARE		
Aetna	82 ▲	21
Anthem Blue Cross	72	19
Blue Shield of CA	64 ▼	9 ▼
Health Net	76 ▲	20
Kaiser Permanente N Cal	80 ▲	46 ▲
Kaiser Permanente S Cal	74 ▲	68 ▲
PacifiCare	72 ▲	18 ▼
SCAN Classic	72	20
SCAN Legacy	62 ▼	18 ▼
Western Health Advantage	NA	NA
CCHRI Unwgt'd Avg w/ Kaiser	73	26
CMS Nat'l Average	70	21
CMS Nat'l 90th %	83	31

NOTES

▲ - Significantly above national mean

▼ - Significantly below national mean

a - Lower number reflects better performance

NA - Not reported due to small denominator size

NR - Rate not reported by the plan

CALIFORNIA MEDICARE	PREVENTION AND SCREENING	
	Breast Cancer Screening	Colorectal Cancer Screening
	Total	
Aetna	68	59 ▲
Anthem Blue Cross	62 ▼	72 ▲
Blue Shield of CA	70 ▲	58 ▲
Health Net	77 ▲	67 ▲
Kaiser Permanente N Cal	87 ▲	75 ▲
Kaiser Permanente S Cal	91 ▲	80 ▲
PacifiCare	74 ▲	65 ▲
SCAN Classic	72 ▲	57
SCAN Legacy	71 ▲	60 ▲
Western Health Advantage	81 ▲	70 ▲
CCHRI Unwgt'd Avg w/ Kaiser	75	66
CMS Nat'l Average	67	53
CMS Nat'l 90th %	81	72

NOTES

▲ - Significantly above national mean

▼ - Significantly below national mean

a - Lower number reflects better performance

NA - Not reported due to small denominator size

NR - Rate not reported by the plan

CALIFORNIA MEDICARE	RESPIRATORY CONDITIONS		
	Pharmacotherapy Management of COPD Exacerbation		Use of Spirometry Testing - COPD
	Systemic corticosteroid within 14 days	Bronchodilator with 30 days	
Aetna	66	72	15 ▼
Anthem Blue Cross	63	83 ▲	17 ▼
Blue Shield of CA	66 ▲	76	21 ▼
Health Net	65 ▲	83 ▲	23 ▼
Kaiser Permanente N Cal	74 ▲	87 ▲	20 ▼
Kaiser Permanente S Cal	68 ▲	85 ▲	23 ▼
PacifiCare	65 ▲	81 ▲	21 ▼
SCAN Classic	53 ▼	65 ▼	24
SCAN Legacy	46 ▼	59 ▼	17 ▼
Western Health Advantage	NA	NA	30
CCHRI Unwgt'd Avg w/ Kaiser	63	77	21
CMS Nat'l Average	61	74	28
CMS Nat'l 90th %	74	86	39

NOTES

▲ - Significantly above national mean

▼ - Significantly below national mean

a - Lower number reflects better performance

NA - Not reported due to small denominator size

NR - Rate not reported by the plan