

	MEDICARE: ACCESS/AVAILABILITY OF CARE					
	Call Abandonment <sup>a</sup>	Call Answer Timeliness	Alcohol and Other Drug Dependence Treatment			
			Initiation - Total	Initiation - Age 18+	Engagement - Total	Engagement - Age 18+
Aetna	4 5 3 ↑↑ ↓	78 72 78 ↑↑ ↓	34 44 44 ↓ ↓	0 44 44 ↓	3 6 7 ↓	0 6 7 ↓
Anthem Blue Cross	2 1 2 ↑ ↓	83 87 81 ↑ ↓	NR NR NR	0 NR NR	NR NR NR	0 NR NR
Blue Shield of CA	NR NR NR	NR NR NR	21 29 27 ↓ ↓	0 29 27 ↓	2 2 3	0 2 3
Health Net	2 4 8 ↑↑ ↑	89 82 72 ↑ ↑	22 29 33 ↓ ↓	0 29 33 ↓	3 3 3	0 3 3
Inter Valley Health Plan	2 0 0	96 0 0 ↑↑ ↑	17 0 0	1 0 0	64 0 0	54 0 0

Kaiser Permanente S Cal	2 2 2 ↑↑ ↑	81 83 80 ↑ ↓	27 28 35 ↓ ↓	0 28 35 ↓	6 6 6	0 6 6
SCAN Classic	3 2 2 ↓ ↓	86 84 84 ↑↑ ↑	18 NR 30 ↓ ↓	0 NR 30 ↓	1 NR 1	0 NR 1
SCAN Legacy	3 2 2 ↓ ↓	86 84 84 ↑↑ ↑	11 NR 19 ↓ ↓	0 NR 19 ↓	0 NR 1 ↓	0 NR 1
UnitedHealthCare	1 0 0 ↑↑ ↑	88 0 0 ↑↑ ↑	16 0 0 ↓ ↓	1 0 0 ↓	65 0 0	52 0 0

- NOTES
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	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 61 65	46 48 52	23 25 10 ↑	18 18 4 ↑
Anthem Blue Cross	55 58 63	24 ↓ 41 ↓ 48 ↓	NA 22 46	NA 19 29
Blue Shield of CA	59 55 57	47 46 44	28 38 28	15 ↓ 26 ↓ 18
Health Net	65 ↑ 64 58	52 ↑ 52 46	56 54 55	37 36 41
Inter Valley Health Plan	3 0 0	3 0 0	73 0 0	90 0 0
Kaiser Permanente S Cal	84 ↓ 92 ↓ 92 ↓	68 ↓ 76 ↓ 75 ↓	77 76 76	65 65 64
SCAN Classic	66 66 69	53 52 54	45 37 33	31 20 20
SCAN Legacy	64 62 60	50 47 48	44 42 44	29 28 27
UnitedHealthCare	42 ↑ 0 0	27 ↑ 0 0	66 0 0	94 ↑ 0 0

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	MEDICARE: CARDIOVASCULAR CONDITIONS						
	Controlling High Blood Pressure		Cholesterol Management - Cardiovascular Conditions			Persistence of Beta-Blocker	
			LDL-C Screening	LDL-C <100 mg/dL			
Aetna	70	66	92	64	71		
	66	66	89	63	78		
Anthem Blue Cross	62	66	88	63	70		
	63	63	89	59	68		
Blue Shield of CA	66	70	91	69	82		
	69	69	90	63	85		
Health Net	68	66	89	66	84		
	66	66	90	72	85		
Inter Valley Health Plan	63	63	86	89	66		
	0	0	0	0	0		
Kaiser Permanente S Cal	86	85	97	80	92		
	80	80	96	79	90		
SCAN Classic	69	70	93	63	78		
	67	67	89	64	75		
SCAN Legacy	74	65	91	65	85		
	67	67	91	66	84		
UnitedHealthCare	70	0	82	96	82		
	0	0	0	0	0		

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	MEDICARE: DIABETES								
	Comprehensive Diabetes Care								
	HbA1c Test	HbA1c < 8.0 percent	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	92 93 91	80 0 0	88 84 82	64 70 71	91 92 89	61 56 56	93 91 91	0 33 32	58 58 61
Anthem Blue Cross	87 91 89	66 0 0	74 84 83	59 65 72	88 88 89	54 54 51	91 89 88	0 36 33	63 61 65
Blue Shield of CA	92 92 91	73 0 0	83 84 83	73 80 75	90 89 93	59 57 63	93 91 93	0 37 36	67 66 64
Health Net	93 91 95	77 0 0	84 82 86	75 74 72	91 90 92	62 60 58	92 92 90	0 35 35	67 65 69
Inter Valley Health Plan	79 0 0	62 0 0	89 0 0	63 0 0	90 0 0	72 0 0	31 0 0	8 0 0	23 0 0

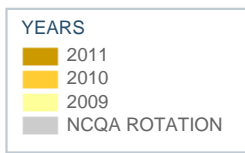
Kaiser Permanente S Cal	98 98 96	82 0 0	91 90 89	88 86 83	96 96 96	74 74 76	98 99 99	0 62 56	86 82 80
SCAN Classic	91 90 93	72 0 0	83 82 84	73 73 73	92 91 91	58 59 61	92 92 92	0 35 36	69 64 65
SCAN Legacy	93 91 91	77 0 0	86 81 83	77 77 80	91 91 89	56 56 55	94 91 94	0 39 36	67 64 63
UnitedHealthCare	90 0 0	72 0 0	91 0 0	67 0 0	93 0 0	73 0 0	21 0 0	4 0 0	21 0 0

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	MEDICARE: MEDICATION MANAGEMENT										
	Use of High-Risk Medications in the Elderly		Potentially Harmful Drug-Disease Interactions				Annual Monitoring Persistent Medications				
	One Prescription <sup>a</sup>	Two or More Prescriptions <sup>a</sup>	Total <sup>a</sup>	Falls + Tricyclic Antidepressants or Antipsychotics <sup>a</sup>	Dementia + Tricyclic Antidepressants or	Chronic Renal Failure + Nonaspirin NSAIDs or	Total	ACE or ARBs	Digoxin	Diuretics	Anticonvulsants
Aetna	13 11 8	2 1 1	17 17 16	17 17 16	18 17 18	15 15 11	88 86 84	89 87 0	91 90 0	89 86 0	54 50 0
Anthem Blue Cross	23 26 24	5 6 6	17 23 20	14 NR 14	21 24 26	12 12 12	85 86 77	85 87 0	86 89 0	86 86 0	62 60 0
Blue Shield of CA	27 28 28	6 7 7	22 23 22	19 19 16	30 31 31	12 14 14	86 88 87	86 88 0	88 90 0	86 88 0	55 65 0
Health Net	22 23 23	5 5 5	21 20 20	18 18 17	25 24 23	11 10 10	87 87 84	88 87 0	91 90 0	88 87 0	60 59 0
Inter Valley Health Plan	17 0 0	32 0 0	12 0 0	83 0 0	83 0 0	85 0 0	84 0 0	55 0 0	70 0 0	12 0 0	39 0 0
Kaiser Permanente S Cal	15 17 18	2 3 3	17 18 19	17 17 16	20 22 23	6 7 8	96 87 86	96 87 0	98 95 0	96 87 0	84 69 0
SCAN Classic	26 27 25	6 6 5	24 23 23	19 17 18	31 30 28	9 11 14	91 88 87	91 88 0	93 90 0	91 89 0	63 64 0
SCAN Legacy	29 30 28	7 8 6	28 26 26	21 19 20	34 33 31	15 16 17	92 90 87	93 91 0	93 91 0	92 91 0	63 63 0
UnitedHealthCare	17 0 0	24 0 0	11 0 0	90 0 0	90 0 0	92 0 0	91 0 0	61 0 0	74 0 0	19 0 0	60 0 0

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	MEDICARE: MUSCULOSKELETAL CONDITIONS	
	Anti-Rheumatic Drug Therapy	Osteoporosis Management
<b>YEARS</b> 		
Aetna	81 84 82	18 18 21
Anthem Blue Cross	74 70 72	17 11 19
Blue Shield of CA	68 68 64	17 17 9
Health Net	73 75 76	18 21 20
Inter Valley Health Plan	73 0 0	56 0 0
Kaiser Permanente S Cal	88 76 74	72 70 68
SCAN Classic	71 74 72	22 19 20
SCAN Legacy	63 62 62	18 19 18
UnitedHealthCare	75 0 0	67 0 0

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	MEDICARE: PREVENTION AND SCREENING		
	Adult BMI Assessment	Breast Cancer Screening Total	Colorectal Cancer Screening
Aetna	44 0 0	71 71 68	65 67 59
Anthem Blue Cross	50 0 0	66 68 62	56 52 72
Blue Shield of CA	46 0 0	74 73 70	62 63 58
Health Net	64 0 0	81 78 77	75 69 67
Inter Valley Health Plan	35 0 0	75 0 0	17 0 0
	98 0 0	88 88 87	85 78 75
Kaiser Permanente S Cal	99 0 0	92 91 91	84 84 80
SCAN Classic	61 0 0	74 72 72	59 60 57
SCAN Legacy	59 0 0	74 74 71	69 65 60
UnitedHealthCare	68 0 0	83 0 0	26 0 0

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	MEDICARE: RESPIRATORY CONDITIONS					
	Pharmacotherapy Management of COPD Exacerbation			Use of Spirometry Testing - COPD		
	Systemic corticosteroid within 14 days		Bronchodilator with 30 days			
Aetna	63 64 0	65 63 0	23 0 0	↑↑		
Anthem Blue Cross	58 NR 0	71 NR 0	23 0 0	↑↑		
Blue Shield of CA	68 51 0	75 61 0	25 0 0	↑↑		
Health Net	70 63 0	85 81 0	27 0 0	↑↑		
Kaiser Permanente N Cal	73 72 0	87 86 0	55 0 0	↑↑		
Kaiser Permanente S Cal	73 72 0	86 88 0	55 0 0	↑↑		
SCAN Classic	67 48 0	78 57 0	31 0 0			
SCAN Legacy	60 44 0	68 55 0	25 0 0	↑↑		

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