

# 2020 Commercial HMO/POS HEDIS®<sup>1</sup> Results

NCQA Accredited



NCQA Accredited Measures		HEDIS 2018 CY 2017	HEDIS 2019 CY 2018	HEDIS 2020 CY 2019
Adolescent Immunization Status	Combo 2	19.22%	26.28%	26.28%
Antidepressant Medication Management (AMM)	Continuation	53.81%	55.88%	59.3%
Appropriate Treatment for URI-	Total	N/A	N/A	75.24%
Appropriate Testing for Pharyngitis-	Total	N/A	N/A	82.30%
Adult BMI Assessment		91.79%	89.80%	89.80%
Asthma Medication Ratio	Total	83.99%	84.35%	84.69%
Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis -	Total	N/A	N/A	35.92%
Breast Cancer Screening		77.61%	77.56%	77.09%
Cervical Cancer Screening		78.03%	76.74%	76.74%
Chlamydia Screening in Women		48.28%	50.37%	48.41%
Childhood Immunization Status	Combo 10	66.33%	62.26%	62.26%
Colorectal Cancer Screening		73.77%	76.52%	76.52%
Controlling High Blood Pressure		59.75%	66.42%	66.42%
Comprehensive Diabetes Care	BP Control < 140/90	63.14%	68.23%	62.28%
	Eye Exam	71.13%	60.16%	62.53%
	HbA1c Screening Rate <8%	64.18%	66.15%	65.57%
Flu Vaccinations (Adults 18–64) CAHPS		65.6%	58.40%	59.8%
Flu Adult Immunization Status		N/A	18.77%	16.67%
Flu Prenatal Status		N/A	30.12%	34.40%
Follow-Up Care for Children Prescribed ADHD Medication	Continuation and Maintenance Phase	40.57%	50.00%	43.62%
Follow-Up After Hospitalization for Mental Illness	7 Day	51.23%	47.86%	43.12%
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment	Engagement of AOD Treatment: Total	10.31%	8.88%	10.38%
Medication Management for People with Asthma	75 %	55.12%	57.32%	59.69%
Metabolic Monitoring for Children and Adolescents on Antipsychotics –	Total	36.26%	33.78%	
Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose and Cholesterol Testing - Total				30.26
Pharmacotherapy Management of COPD Exacerbation	Bronchodilator	78.39%	83.23%	83.13%
	Systemic Corticosteroid	77.89%	78.88%	84.38%
Prenatal & Postpartum Care	Timeliness of Prenatal Care	92.58%	92.40%	92.40%
	Postpartum Care	82.10%	88.80%	88.80%
Statin Therapy for Patients with Cardiovascular Disease	Received Statin Therapy	83.18%	82.11%	83.93%
	Statin Adherence 80%	69.62%	73.03%	77.62%
Statin Therapy for Patients with Diabetes	Received Statin Therapy	61.99%	62.38%	64.26%
	Statin Adherence 80%	65.06%	68.28%	70.70%
Use of Imaging Studies for Low Back Pain		68.47%	70.09%	70.51%
URI - Appropriate Treatment for Upper Respiratory Infection -	Total	N/A	N/A	75.24%
Weight Assessment & Counseling for Nutrition & Physical Activity for Children/Adolescents	BMI Percentile	72.61%	72.86%	73.92%

N/A Not Applicable

(NR) Not reported

± Medicaid Quality Compass rate not available till October

2020v.1

<sup>1</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance

NCQA Accredited Measures		HEDIS 2018 CY 2017	HEDIS 2019 CY 2018	HEDIS 2020 CY 2019
Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA)		66.42%	68.58%	64.91%
Adolescent Immunization Status	Combo 2	28.22%	26.76%	29.68%
Adolescent Well-Care Visits		47.20%	48.18%	48.18%
Adult BMI Assessment		85.84%	89.95%	89.95%
Antidepressant Medication Management (AMM)	Continuation	34.60%	36.13%	41.55%
Appropriate Treatment for URI -	Total	N/A	N/A	87.57%
Appropriate Testing for Pharyngitis-	Total	N/A	N/A	78.69%
Asthma Medication Ratio -	Total		65.84%	63.59%
Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis-	Total	N/A	N/A	53.57%
Breast Cancer Screening		54.24%	54.02%	53.06%
Cervical Cancer Screening		66.17%	57.95%	57.95%
Chlamydia Screening in Women		55.75%	56.59%	55.64%
Childhood Immunization Status	Combo 10	37.23%	34.79%	34.79%
Comprehensive Diabetes Care	BP Control < 140/90	56.20%	58.64%	50.12%
	Exam Rate	52.31%	48.66%	48.91%
	HbA1c < 8.0%	45.50%	40.15%	42.34%
Controlling High Blood Pressure		56.59%	53.53%	53.53%
Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using		71.64%	73.39%	76.22%
Flu vaccination for Adults (CAHPS)		34.5%	46.0%	46.74%
Flu Adult Immunization Status †		N/A	12.10%	9.74%
Flu Prenatal Status †		N/A	12.03%	18.60%
Follow-Up After Hospitalization for Mental Illness (FUH)	7 Day	38.20%	39.34%	37.75%
Follow-Up Care for Children Prescribed ADHD	Continuation/Maintenance	56.84%	52.33%	52.50%
Initiation and Engagement of AOD Dependence Treatment-Engagement of AOD Treatment: Total		14.81%	12.86%	14.10%
Medication Management for People with Asthma	75 %	34.40%	36.90%	40.51%
Metabolic Monitoring for Children and Adolescents on Antipsychotics –	Total	59.96%	46.15%	
Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose and Cholesterol Testing - Total				35.40%
Pharmacotherapy Management of COPD Exacerbation	Bronchodilator	86.72%	56.31%	65.32%
	Systemic Corticosteroid	76.77%	42.96%	56.45%
Prenatal & Postpartum Care	Postpartum Care	57.97%	59.06%	59.06%
	Timeliness of Prenatal Care	79.75%	77.17%	77.17%
Statin Therapy for Patients with Cardiovascular Disease	Received Statin Therapy	75.78%	76.59%	55.34%
	Statin Adherence 80%	62.40%	65.53%	68.04%
Statin Therapy for Patients with Diabetes	Received Statin Therapy	64.74%	64.02%	46.70%
	Statin Adherence 80%	62.65%	65.79%	64.96%
Use of Imaging Studies for Low Back Pain		68.62%	71.65%	71.86%
Weight Assessment & Counseling for Nutrition &	BMI Percentile	62.77%	65.94%	65.94%

N/A Not Applicable

(NR) Not reported

† Baseline measurement year

2020 v1

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NCQA Accredited Measures		HEDIS 2018 CY 2017	HEDIS 2019 CY 2018	HEDIS 2020 CY 2019
Antidepressant Medication Management	Continuation	58.57%	62.32%	74.51%
Asthma Medication Ratio - Total		65.52%	65.84%	63.59%
Breast Cancer Screening		84.34%	82.78%	82.64%
Colorectal Cancer Screening		86.03%	85.51%	83.11%
Comprehensive Diabetes Care	BP Control < 140/90	72.90%	79.40%	73.44%
	Exam Rate	93.46%	77.31%	80.00%
	HbA1c < 8.0%	73.52%	76.72%	75.74%
Controlling High Blood Pressure		78.40%	75.91%	72.52%
Flu Vaccinations (Adults 65 +) (CAHPS)		80.5%	72.5%	78.5%
Flu Adult Immunization Status (NEW) †		N/A	9.35%	29.82%
Follow-Up After Hospitalization for Mental Illness	7 Day	50.00%	46.67%	22.22%
Initiation and Engagement of AOD Dependence Treatment -Total - Engagement - Total		N/A	2.17	0.70%
Non-Recommended PSA-Based Screening in Older Men**		42.42%	49.31%	47.75%
Osteoporosis Management in Women after a Fracture		0.00%	12.50%	50.00%
Pharmacotherapy Management of COPD Exacerbation	Bronchodilator	92.86%	79.55%	98.18%
	Systemic Corticosteroid	83.93%	75.00%	90.91%
Potentially Harmful Drug-Disease Interactions in the Elderly ** Total		40.91%**	40.35%**	28.33%
Statin Therapy for Patients with Cardiovascular Disease	Received Statin Therapy	80.77%	81.20%	87.82%
	Statin Adherence 80%	66.67%	74.74%	76.64%
Statin Therapy for Patients with Diabetes	Received Statin Therapy	70.20%	72.38%	78.21%
	Statin Adherence 80%	67.45%	70.68%	73.68%
Use of High-Risk Medications in the Elderly**	One Prescription	12.70%**	9.88%**	11.47%

\*\*Lower rate is better

† Baseline measurement year

NR Not Reported

N/A Not Applicable

2020 v1

NCQA Accredited Measures		HEDIS 2018 CY 2017	HEDIS 2019 CY 2018	HEDIS 2020 CY 2019
Adolescent Immunization Status	Combo 2	33.33%	26.51%	18.03%
Adult BMI		88.46%	92.39%	80.60%
Antidepressant Medication Management (AMM)	Continuation	53.44%	58.96%	59.60%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis		25.37%	30.11%	N/A
Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis -	Total	N/A	N/A	34.29%
Appropriate Testing for Pharyngitis -	Total	N/A	N/A	80.11%
Breast Cancer Screening		70.369%	71.50%	71.01%
Cervical Cancer Screening		62.50%	48.45%	56.45%
Childhood Immunizations	Combo 3	78.26%	78.31%	62.07%
Chlamydia Screening in Women		49.72%	48.45%	50.51%
Colorectal Cancer Screening		65.69%	69.41%	59.60%
Comprehensive Diabetes Care	Retinal Exam Rate	64.96%	51.29%	52.55%
	HbA1c < 8.0%	62.77%	63.66%	61.56%
Controlling High Blood Pressure		61.46%	63.75%	52.60%
Follow-Up After Hospitalization for Mental Illness	7 Day	54.46%	41.07%	40.00%
Flu Vaccinations (Adults)		47.4%	50.0%	51.9%
Medication Management for People with Asthma	75 %	61.72%	50.00%	54.04%
Prenatal & Postpartum Care	Postpartum Care	78.86%	77.08%	75.00%
	Timeliness of Prenatal Care	94.31%	85.07%	77.88%
Use of Imaging Studies for Low Back Pain **		68.21%	73.53%	70.17%
Weight Assessment & Counseling for Nutrition & Physical Activity for Children/Adolescents	BMI Percentile	68.13%	65.61%	71.86%

\*\*Lower rate is better

N/A Not Applicable

† Baseline measurement year

NR Not Reported

QC- Quality Compass

2019 v2

For more information about Quality Improvement at Optima Health please see the Provider Reference Manual or contact the Quality Improvement Department at 757-252-8400 or 1-844-620-1015. For more information regarding NCQA visit their web site at [ncqa.org](https://www.ncqa.org).

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**Commercial HMO/POS Adult Survey**

Measures	CAHPS <sup>®</sup> 2018	CAHPS <sup>®</sup> 2019	CAHPS <sup>®</sup> 2020
Getting Needed Care	88.2%	87.6%	88.3%
Getting Care Quickly	87.8%	87.1%	90.9%
How Well Doctors Communicate	96.8%	95.9%	94.5%
Customer Service	89%	93.4%	88.8%
Health Promotion and Education	77.2%	75.7%	NA
Rating of Health Care	81.2%	79.9%	76.3%
Rating of Personal Doctor	77.4%	83.9%	88.7%
Rating Specialist	68.9%	88.8%	88.8%
Rating of Health Plan	59.4%	64.3%	66.0%
Flu Shot Adults Ages 18-64	65.6%	58.4%	59.8%
Advising Smokers and Tobacco Users to Quit	72.4%	53.8%	71.4%

**Medicare Adult Survey**

Measures	CAHPS <sup>®</sup> 2018	CAHPS <sup>®</sup> 2019	CAHPS <sup>®</sup> 2020
Getting Needed Care	84.4%	81.5%	84.4%
Getting Care Quickly	78.1%	76.8%	81.5%
How Well Doctors Communicate	92.4%	90.7%	94.8%
Customer Service	89.6%	89.6%	93.5%
Care Coordination	85.8%	87.1%	88.1%
Getting Needed Prescription Drugs***	89.1%	87.0%	91.4%
Rating of Drug Plan	84.3%	84.5%	86.5%
Rating of Health Care	86.3%	85.8%	89.2%
Rating of Personal Doctor	91.2%	90.0%	92.9%
Rating Specialist	88.5%	88.2%	91.4%
Rating of Health Plan	85%	84.8%	90.1%
Annual Flu Shot	80.5%	72.5%	78.5%

**Medicaid HMO Adult Survey**

Measures	CAHPS <sup>®</sup> 2018	CAHPS <sup>®</sup> 2019	CAHPS <sup>®</sup> 2020
Getting Needed Care	81.4%	80.5%	87.4%
Getting Care Quickly	81.2%	81.2%	87.0%
How Well Doctors Communicate	90.7%	91.6%	92.4%
Customer Service	91.4%	82.0%	88.7%
Health Promotion and Education	75.2%	74.3%	NA
Rating of Health Care	74%	71.1%	74.7%
Rating of Personal Doctor	80.8%	83.1%	82.6%
Rating Specialist	77.6%	78.4%	88.3%
Rating of Health Plan	62%	74.3%	80.5%
Flu Shot Adults Ages 18-64	34.5%	46.0%	46.7%
Advising Smokers and Tobacco Users to Quit	67.7%	79.1%	78%

**Medicaid HMO Child Survey**

Measures	CAHPS <sup>®</sup> 2018	CAHPS <sup>®</sup> 2019	CAHPS <sup>®</sup> 2020
Getting Needed Care	89.2%	92.45%	87.7%
Getting Care Quickly	90.7%	93.06%	95%
How Well Doctors Communicate	94.8%	96.34%	94.7%
Customer Service	82.7%	N/A	86%
Health Promotion and Education	71.5%	67.76%	NA
Rating of Health Care	89.3%	85.32%	93.5%
Rating of Personal Doctor	92.9%	92.96%	91.9%
Rating Specialist	91.5%	N/A	93.8%
Rating of Health Plan	89.8%	90.24%	90.8%

**Exchange Experience Survey**

Measures	CAHPS <sup>®</sup> 2018	CAHPS <sup>®</sup> 2019	CAHPS <sup>®</sup> 2020
Access to Care	79.2%	75.4%	78.7%
Getting Care Quickly	78.3%	76.2%	78.3%
Getting Needed Care	80.1%	74.7%	79.0%
Care Coordination	85.8%	87.5%	85.9%
How Well Doctors Communicate	89.9%	88.6%	90.9%
Rating of Health Care	84.2%	78.5%	82.0%
Rating of Health Plan	82.8%	71.3%	73.3%
Rating of Personal Doctor	89.0%	88.6%	89.3%
Rating Specialist	89.7%	83.6%	83.3%
Plan Administration	82.4%	46.9%	73.2%
Annual Flu Shot	47.4%	50.0%	52.1%
Advising Smokers and Tobacco Users to Quit	85.7%	87.1%	64.2%
Cultural Competence	N/A	57.5%	61.7%

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<sup>1</sup> CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)