

CenCal Health HEDIS® 2011 Summary

Performance for some important aspects of care for CenCal Health's members is measured annually using an industry-standard methodology called Healthcare Effectiveness Data and Information Set (HEDIS).¹ HEDIS was developed by the National Committee for Quality Assurance (NCQA).² CenCal Health's HEDIS measurements underwent an NCQA HEDIS Compliance Audit³ to assure the reliability of results. The NCQA HEDIS Compliance Audit™ includes the following domains: Effectiveness of Care; Access/Availability of Care; Satisfaction With the Experience of Care; Health Plan Stability; Use of Services; Cost of Care; and Health Plan Descriptive Information. CenCal Health has undergone an audit. The following HEDIS measures were deemed reportable according to the NCQA HEDIS Compliance Audit standards. This audit was conducted by NCQA-Certified Auditors from the Health Services Advisory Group, and Thomson Reuters Healthcare, independent NCQA-Licensed Organizations.

HEDIS assessments are required by the State of California Department of Health Care Services for the Medi-Cal program and the Managed Risk Medical Insurance Board for the Healthy Families program. CenCal Health and its regulators use the measurements summarized within CenCal Health's HEDIS report as one important and reliable means to assess CenCal Health's effectiveness as a managed care plan. Readers interested in comparative information for other health plans should refer to information on the NCQA website at www.ncqa.org

For 2011, CenCal Health separately measured and reported HEDIS quality care performance for our membership in Santa Barbara County (SBHI) and San Luis Obispo County (SLOHI).

SBHI continues to rank in the top 10%-25% of all Medicaid health plans in the nation for almost every measured aspect of diabetes care. This is undoubtedly a result of our premier Diabetes SMART Program. SBHI also continues to be one of the leading Medi-Cal plans in California in both Childhood Immunizations and Postpartum care.

SLOHI ranks in the top 25% of Medicaid plans nationally for Timeliness of postpartum care. Weight assessment (BMI percentile) for ages 3-17, and counseling for nutrition (ages 3-17), rank in the top 25% nationally. Childhood Immunizations and components of diabetes care rank in the top 50% nationally.

Teams of CenCal Health staff continuously strive to improve the quality of care received by our members. For measures where our rates fall short of benchmarks, teams analyze data to identify barriers that prevent members from receiving appropriate or timely care, or that preclude providers from rendering appropriate or timely care. Once barriers are identified, the information is used to develop educational or behavioral interventions directed at members and/or providers. These interventions encourage the medically appropriate use of available benefits by members, and give providers tools they need to ensure members receive suitable and timely care as well as age- and sex-appropriate preventive care services.

Refer to the following tables for a summary of performance for various aspects of care.

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). HEDIS is a set of standardized performance measures designed to help purchasers and consumers make reliable comparison of organization performance.

² The NCQA is an independent, not-for-profit organization that accredits and certifies a wide range of health care organizations and manages the evolution of HEDIS, the performance measurement tool used by more than 90 percent of the nation's health plans.

³ The NCQA HEDIS Compliance Audit is a two-part process consisting of an information systems capabilities assessment, which is followed by an evaluation of an organization's ability to comply with HEDIS specifications.

CenCal Health
HEDIS 2011 Results
Medi-Cal Programs

Measure	Benchmark *	Santa Barbara Health Initiative		San Luis Obispo Health Initiative	
		SBHI Percent	How SBHI Ranked	SLOHI Percent	How SLOHI Ranked
Diabetes Management					
HbA1c test	90	82	Top 50% nationally	74	Bottom 25% nationally
HbA1c uncontrolled > 9.0% (a lower score indicates better performance)	28	29	Top 25% nationally	41	Top 50% nationally
HbA1c controlled < 8.0%	59	62	Top 10% nationally	51	Top 50% nationally
Retinal Exam	70.1	70.3	Top 10% nationally	61	Top 50% nationally
LDL test	84	77	Top 50% nationally	75	Top 50% nationally
LDL < 100 mg/dL	45.5	45.7	Top 10% nationally	39	Top 50% nationally
Nephropathy monitoring	86	80	Top 50% nationally	79	Top 50% nationally
Blood Pressure (140/90 mm Hg)	73	70	Top 25% nationally	67	Top 50% nationally
Pediatric Health					
Childhood immunizations (4 DTaP, 3 Polio, 1 MMR, 3 HepB, 3 Hib, 1 VZV, 4 PCV)	82.0	82.3	Top 10% nationally	76	Top 50% nationally
Well child visits 3rd -6th years of life	83	74	Top 50% nationally	64	Bottom 25% nationally
Adolescent well-care visits	63	41	Bottom 50% nationally	42	Bottom 50% nationally
BMI (Ages 3-17)	63	59	Top 25% nationally	47	Top 25% nationally
Counseling for nutrition (Ages 3-17)	68	73	Top 10% nationally	58	Top 25% nationally
Counseling for physical activity (Ages 3-17)	57	39	Top 50% nationally	35	Bottom 50% nationally
Women's Health					
Breast cancer screening (mammogram)	64	59	Top 50% nationally	49	Bottom 50% nationally
Cervical cancer screening (Pap smear)	79	74	Top 25% nationally	59	Bottom 25% nationally
Timeliness of prenatal care	93	83	Bottom 50% nationally	85	Bottom 50% nationally
Timeliness of postpartum care	74	78	Top 10% nationally	70	Top 25% nationally
Antibiotic Prescribing					
Appropriate treatment for children with upper respiratory infection	95	93	Top 25% nationally	93	Top 25% nationally
Avoidance of Antibiotic treatment in adults with acute bronchitis	36	32	Top 25% nationally	34	Top 25% nationally

* The benchmark used is the HEDIS 2010 National Medicaid 90th percentile and is the High Performance Level (HPL) for participating plans as determined by the California Department of Health Care Services.

CenCal Health HEDIS 2011 Results

Healthy Families

Measure	Healthy Families Percent
Asthma Care	
Controller medication use (ages 5 -11)	83
Controller medication use (ages 12 -50)	86
Pediatric Health	
Childhood immunizations (4 DTaP, 3 Polio, 1 MMR, 3 Hep B, 3 Hib, 1 VZV, 4 PCV)	72
Well child visits first 15 months of life	59
Well child visits 3rd -6th years of life	79
Adolescent well-care visits	53
Lead Screening in Children	27
Immunizations for Adolescents (Meningococcal and Tdap/Td)	63
Children's and Adolescents' Access to Primary Care	
Children's Access, 12 -24 months	99
Children's Access , 25 months -6 years	95
Children's Access, 7 -11 years	94
Children's Access, 12 -19 years	92
Antibiotic Prescribing	
Appropriate testing for children with pharyngitis	58
Appropriate treatment for children with upper respiratory infection	90
Women's Health	
Chlamydia screening (ages 16 -20)	33