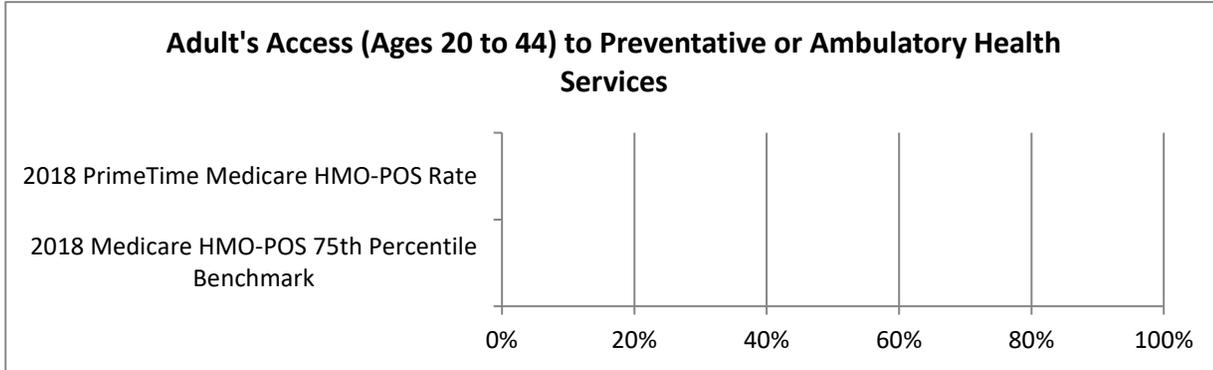


	2018 Medicare HMO-POS 75th Percentile Benchmark	2018 Prime Time Medicare HMO-POS Rate
Adult's Access (Ages 20 to 44) to Preventative or Ambulatory Health Services		
Adult's Access (Ages 45 to 64) to Preventative or Ambulatory Health Services		
Adult's Access (Ages 65+) to Preventative or Ambulatory Health Services		
Call Answer Timeliness		
Call Abandonment		
Breast Cancer Screening	82.24%	77.46%
Colorectal Cancer Screening	81.36%	75.67%
Controlling High Blood Pressure	79.81%	79.81%
Persistence of Beta-Blocker Treatment after a Heart Attack		
Hemoglobin A1c (HbA1c) testing	96.82%	96.35%
Poor HbA1c Control: >9%	12.65%	11.68%
Eye Exams	82.24%	82.24%
Medical Attention for Nephropathy	97.32%	96.84%
Blood Pressure Control <140/80		
Blood Pressure Control <140/90	78.73%	79.08%
Annual Monitoring for Patients on Persistent Medications		
Glaucoma Screening in Older Adults		
Disease Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arth		
Plan All-Cause Readmissions (Observed-to-Expected Ratio) - 65+	0.6611	0.7391

Access to Care - Medicare HMO Results

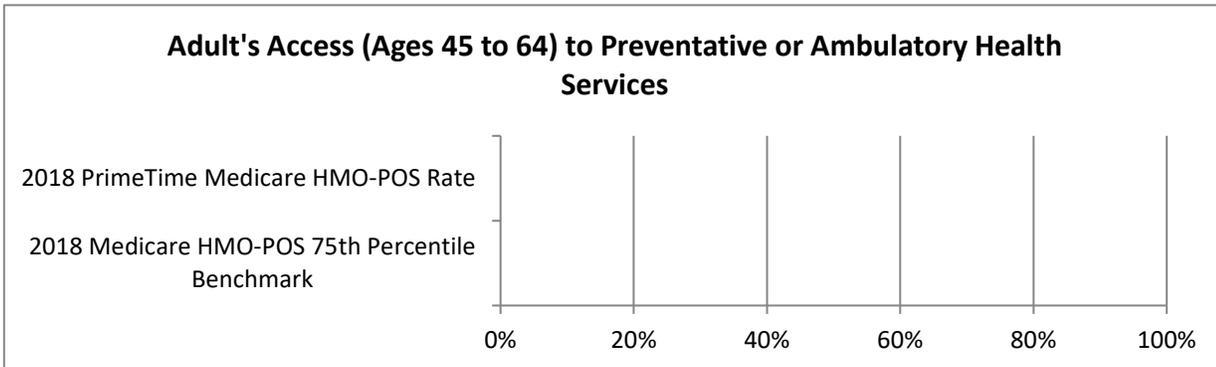
Adult's Access (ages 20 to 44) to Preventative or Ambulatory Health Services

The percentage of members ages 20 to 44 who received a preventative health or ambulatory visit within the past three years.



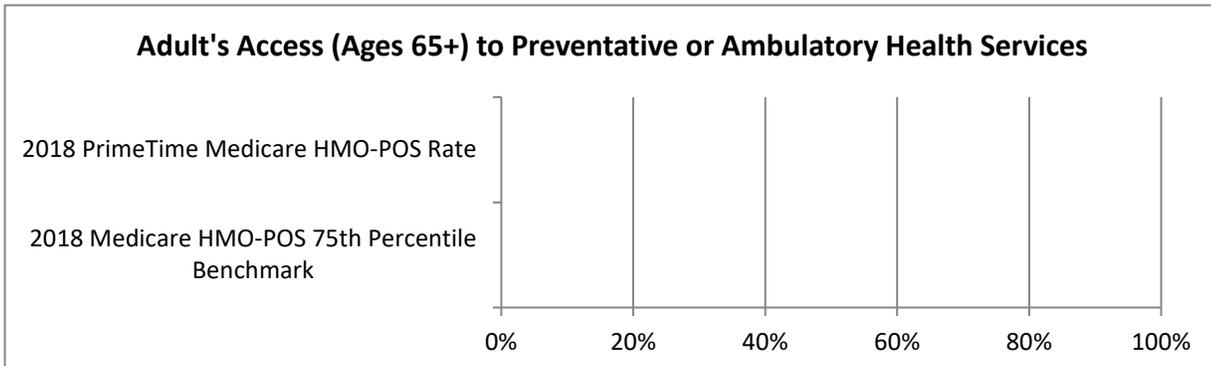
Adult's Access (ages 45 to 64) to Preventative or Ambulatory Health Services

The percentage of members ages 45 to 64 who received a preventative health or ambulatory visit within the past three years.



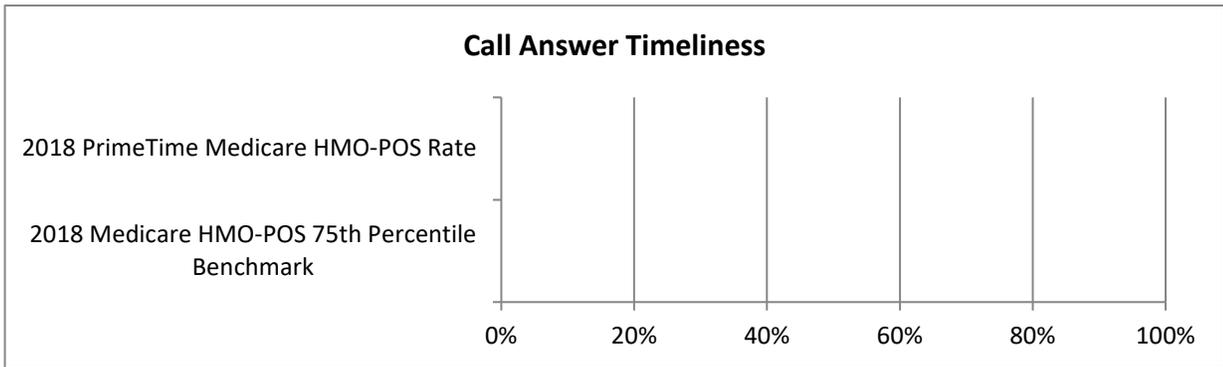
Adult's Access (ages 65+) to Preventative or Ambulatory Health Services

The percentage of members ages 65+ who received a preventative health or ambulatory visit within the past three years.



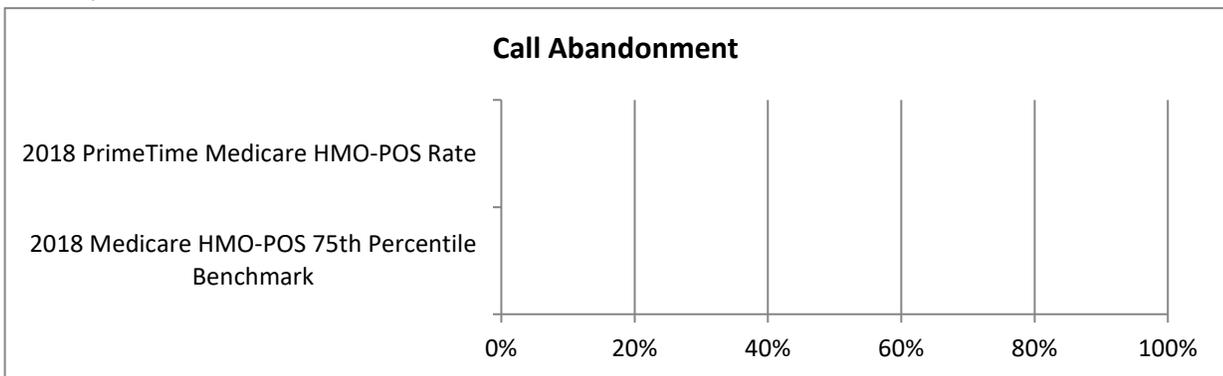
Call Answer Timeliness

The percentage of calls received by the service center (during operating hours) that were answered by a live voice within 30 seconds.



Call Abandonment

The percentage of calls received by the service center (during operating hours) that were abandoned by the caller before being answered by a live voice. (Note: a lower percentage indicates better service)



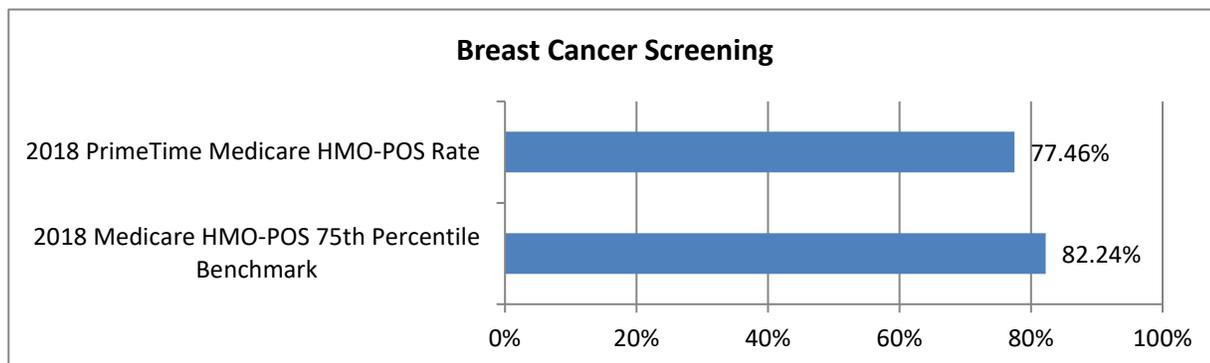
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Cancer Screenings - Medicare HMO-POS Results

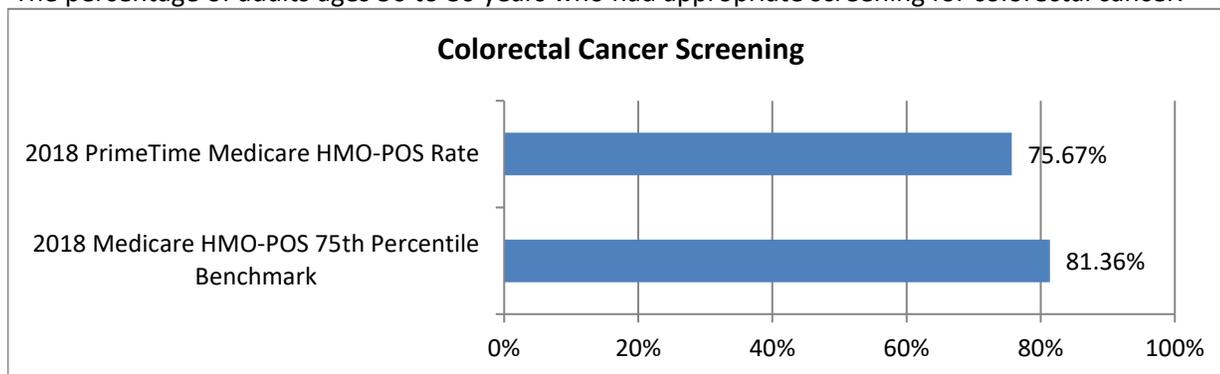
Breast Cancer Screening

The percentage of women ages 40 to 69 who had a mammogram.



Colorectal Cancer Screening

The percentage of adults ages 50 to 80 years who had appropriate screening for colorectal cancer.

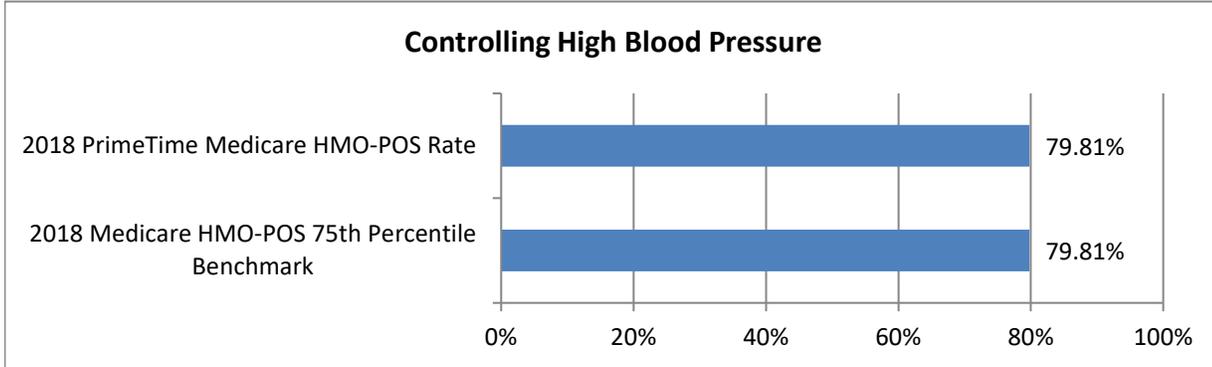


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Cardiac Care - Medicare HMO-POS Results

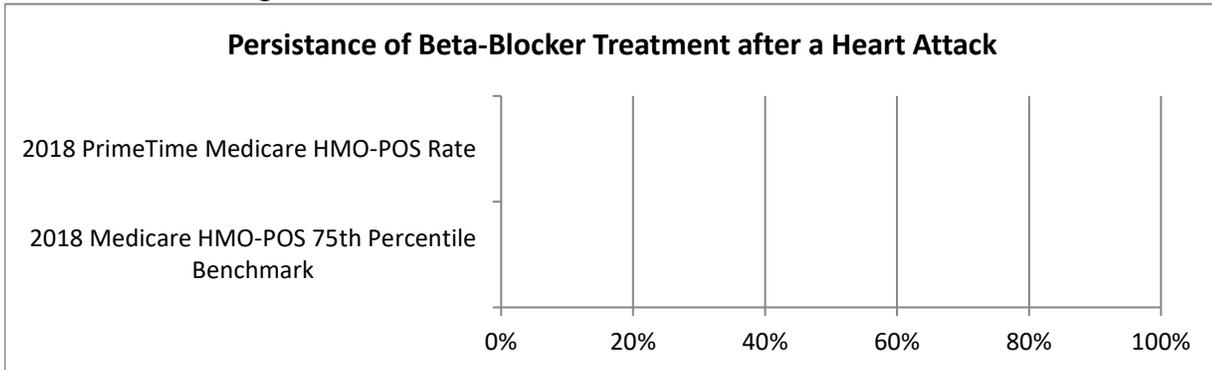
Controlling High Blood Pressure

The percentage of members ages 18 to 85 years who had a diagnosis of hypertension and whose blood pressure was adequately controlled, less than 140/90.



Persistence of Beta-Blocker Treatment after a Heart Attack

The percentage of members ages 18 and older who were hospitalized and discharged with a diagnosis of acute myocardial infarction (AMI) and who received persistent beta-blocker treatment for six months after discharge.

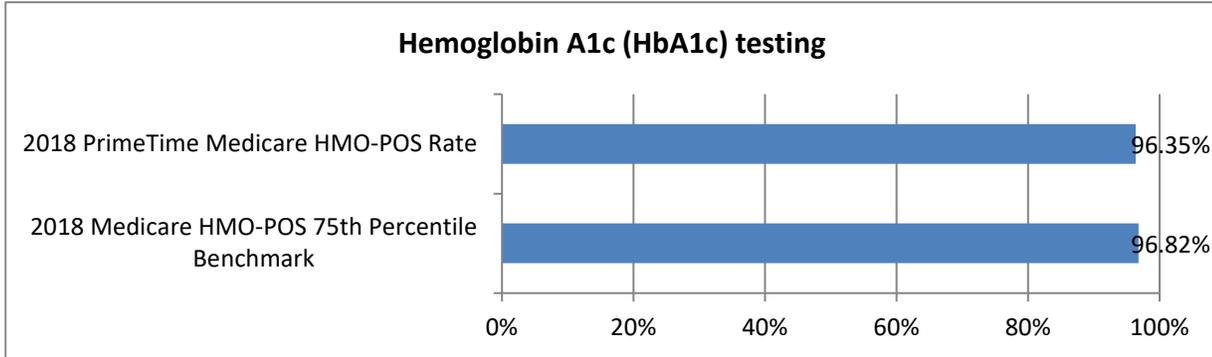


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Diabetes Care - Medicare HMO-POS Results

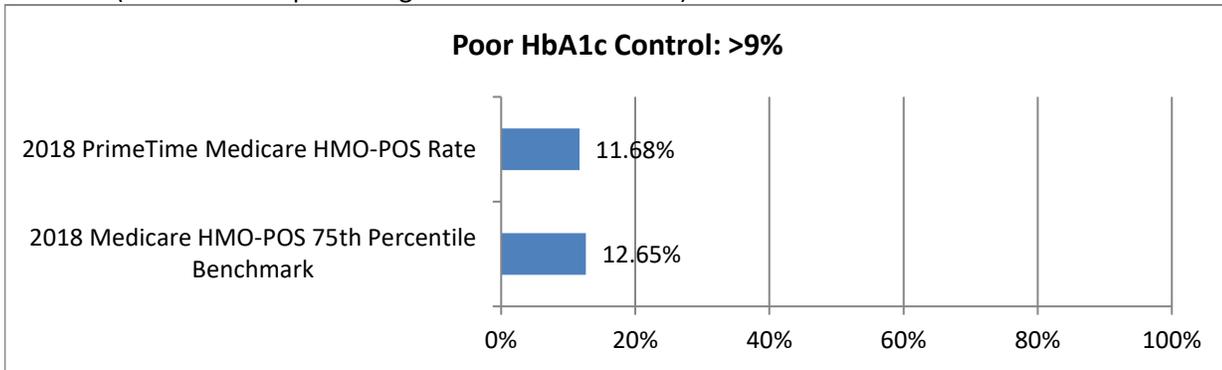
Hemoglobin A1c (HbA1c) testing

The percentage of members ages 18 to 75 years with diabetes who had HbA1c testing.



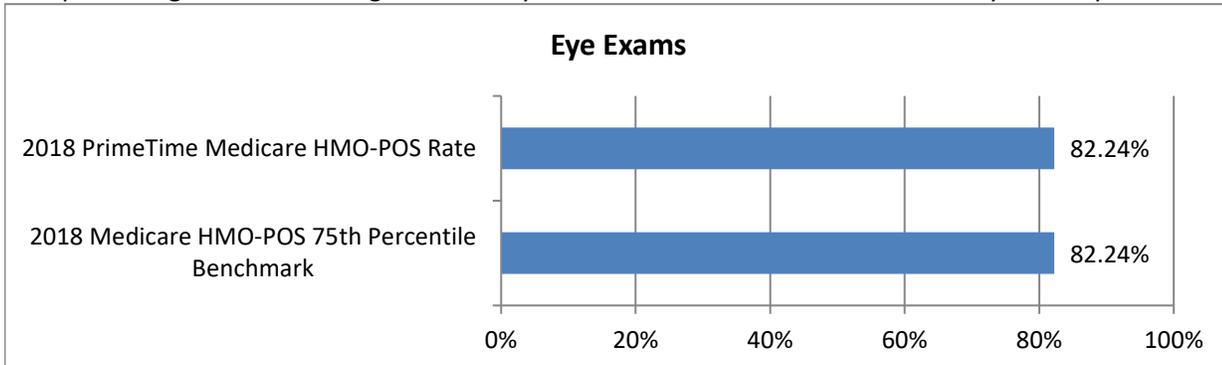
Poor HbA1c Control: Greater than 9%

The percentage of members ages 18 to 75 years with diabetes whose HbA1c screening was greater than 9% (Note: a lower percentage indicates better care)



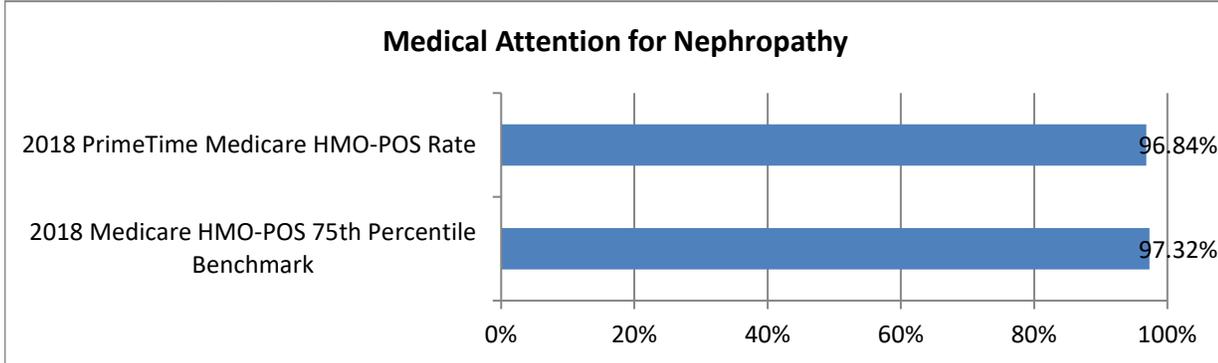
Eye Exams

The percentage of members ages 18 to 75 years with diabetes who had a retinal eye exam performed.



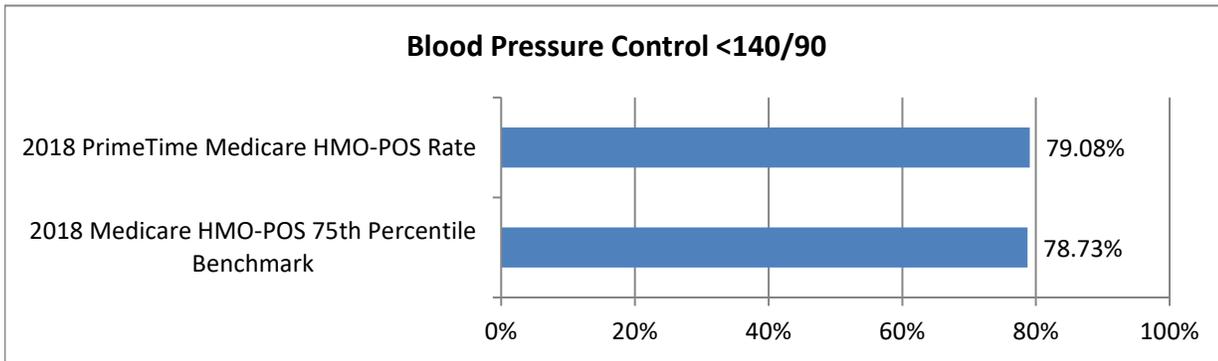
Medical Attention for Nephropathy

The percentage of members ages 18 to 75 years with diabetes who had a nephropathy screening test or evidence of nephropathy.



Blood Pressure Control, Less than 140/90

The percentage of members ages 18 to 75 years with diabetes whose most recent blood pressure level was less than 140/90.

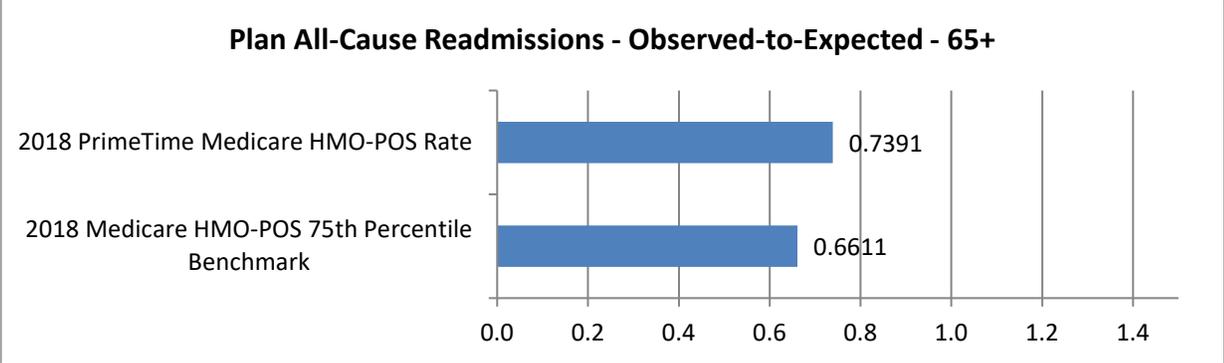


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Other Types of Care - Medicare HMO-POS Results

Plan All-Cause Readmissions - Observed-to-Expected Ratio

For members 65 years of age and older, the number of acute inpatient stays during the measurement year that were followed by an unplanned acute readmission for any diagnosis within 30 days compared to the predicted risk of an acute readmission. (Note: a lower percentage indicates better care)



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