

Commercial HMO/POS Effectiveness of Care Measure	HEDIS® 2016	NCOA Quality Compass® National Average
Adult BMI Assessment	88.05%	74.19%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents		
BMI Ages 3-11	73.15%	61.61%
BMI Ages 12-17	79.67%	58.77%
BMI Total	76.13%	60.37%
Nutrition Ages 3-11	57.87%	61.49%
Nutrition Ages 12-17	70.33%	55.64%
Nutrition Total	63.57%	58.94%
Physical Activity Ages 3-11	47.69%	53.14%
Physical Activity Ages 12-17	73.08%	56.39%
Physical Activity Total	59.30%	54.50%
Childhood Immunization Status		
Combo 2 (4-DTaP, 3-IPV, 1-MMR, 3-HepB, 3-HiB, 1-VZV)	82.24%	78.59%
Combo 3 (Combo 2 & 4-PCV)	80.05%	76.49%
Combo 4 (Combo 2 & 4-PCV, 1-HepA)	75.91%	71.60%
Combo 5 (Combo 2 & 4-PCV, 2/3-RV)	71.78%	69.46%
Combo 6 (Combo 2 & 4-PCV, 2-flu)	56.45%	56.88%
Combo 7 (Combo 2 & 4-PCV, 1-HepA, 2/3-RV)	70.80%	65.94%
Combo 8 (Combo 2 & 4-PCV, 1-HepA, 2-flu)	54.50%	54.12%
Combo 9 (Combo 2 & 4-PCV, 2/3-RV, 2-flu)	51.34%	53.13%
Combo 10 (Combo 2 & 4-PCV, 1-HepA, 2/3-RV, 2-flu)	51.09%	50.95%
Immunizations for Adolescents	66.33%	74.25%
Human Papillomavirus Vaccine for Female Adolescents	18.73%	16.51%
Breast Cancer Screening	80.24%	73.08%
Cervical Cancer Screening	77.70%	75.50%
Non-Recommended Cervical Cancer Screening in Adolescent Females ↓ lower score is better	1.34%	2.40%
Colorectal Cancer Screening	72.24%	62.32%
Chlamydia Screening in Women		
Ages 16-20	28.60%	42.17%
Ages 21-24	40.17%	52.32%
Total	34.51%	47.61%

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Appropriate Testing for Children With Pharyngitis	78.28%	83.12%
Appropriate Treatment for Children With Upper Respiratory Infection	89.30%	88.11%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	24.28%	26.11%
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	37.23%	42.44%
Pharmacotherapy Management of COPD Exacerbation		
Systemic Corticosteroid	81.40%	75.30%
Bronchodilator	82.56%	79.09%
Medication Management for People With Asthma		
Ages 5-11 (50%)	81.48%	NA
Ages 5-11 (75%)	55.56%	37.85%
Ages 12-18 (50%)	67.93%	NA
Ages 12-18 (75%)	45.11%	34.97%
Ages 19-50 (50%)	71.27%	NA
Ages 19-50 (75%)	44.88%	43.39%
Ages 51-64 (50%)	76.94%	NA
Ages 51-64 (75%)	54.90%	55.49%
Ages 65-85 (50%)	78.38%	NA
Ages 65-85 (75%)	56.76%	59.60%
Total (50%)	73.98%	NA
Total (75%)	49.75%	46.20%
Asthma Medication Ratio		
Ages 5-11	92.86%	86.99%
Ages 12-18	77.44%	77.09%
Ages 19-50	73.02%	72.38%
Ages 51-64	81.70%	81.87%
Ages 65-85	87.80%	85.49%
Total	78.80%	77.99%
Controlling High Blood Pressure	64.33%	58.69%
Persistence of Beta-Blocker Treatment After a Heart Attack	85.84%	84.68%

Comprehensive Diabetes Care		
HbA1c Test	93.43% ⁽¹⁾	90.54%
HbA1c Level Not Controlled (>9.0%) ↓ lower score is better	29.56% ⁽¹⁾	33.90%
HbA1c Level Control (<8.0%)	59.67% ⁽¹⁾	55.81%
HbA1c Level Good Control (<7.0%)	33.49% ⁽¹⁾	37.31%
Eye Exam	60.77%	52.47%
Monitor Nephropathy	89.78%	90.10%
BP Control <140/90	67.88%	58.80%
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis	93.12%	87.84%
Use of Imaging Studies for Low Back Pain	76.02%	74.57%
Antidepressant Medication Management		
Effective Acute Phase Treatment	75.22%	65.82%
Effective Continuation Phase Treatment	57.32%	50.15%
Follow-Up Care for Children Prescribed ADHD Medication		
Initiation	33.75%	38.13%
Maintenance	40.40%	46.18%
Follow-Up After Hospitalization for Mental Illness		
30 Days	72.35%	69.72%
7 Days	48.81%	50.57%
Use of Multiple Concurrent Antipsychotics in Children and Adolescents ↓ lower score is better		
Ages 1-5	NA	NA
Ages 6-11	0.00%	NA
Ages 12-17	2.94%	NA
Total	2.24%	NA
Metabolic Monitoring for Children and Adolescents on Antipsychotics		
Ages 1-5	NA	NA
Ages 6-11	25.00%	28.45%
Ages 12-17	30.16%	35.40%
Total	29.09%	33.94%
Annual Monitoring for Patients on Persistent Medications		
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)	86.07%	83.40%
Digoxin	47.06%	40.40%
Diuretics	86.27%	82.70%
Total	85.93%	82.94%

Initiation and Engagement of Alcohol and Other Drug Dependence Treatment		
Initiation of AOD Treatment Total	36.55%	33.42%
Engagement of AOD Treatment Total	12.40%	12.46%
Prenatal and Postpartum Care		
Timeliness of Prenatal Care	89.37%	84.28%
Postpartum Care	85.02%	73.72%
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics		
Ages 1-5	NA	NA
Ages 6-11	NA	51.79%
Ages 12-17	47.50%	59.52%
Total	44.44%	54.40%

NA Small denominator - the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

Illinois Medicare Advantage HMO Effectiveness of Care Measure	HEDIS 2016	NCOA Quality Compass National Average
Adult BMI Assessment	98.05%	92.99%
Breast Cancer Screening	80.08%	72.32%
Colorectal Cancer Screening	70.12%	66.67%
Non-Recommended PSA-Based Screening in Older Men ↓ lower score is better	18.58%	31.90%
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	28.79%	35.97%
Pharmacotherapy Management of COPD Exacerbation		
Systemic Corticosteroid	71.93%	70.97%
Bronchodilator	76.32%	81.40%
Controlling High Blood Pressure	72.92%	67.62%
Persistence of Beta-Blocker Treatment After a Heart Attack	100.00%	91.06%
Comprehensive Diabetes Care		
HbA1c	94.16%	93.06%
HbA1c Level Not Controlled (>9.0%) ↓ lower score is better	25.55%	28.37%
HbA1c Level Control (<8.0%)	65.21%	61.80%
Eye Exam	66.18%	68.29%
Monitor Nephropathy	96.11%	95.45%
BP Control <140/90	68.13%	60.89%
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis	91.01%	76.70%
Osteoporosis Management in Women Who Had a Fracture	37.70%	41.34%
Antidepressant Medication Management		
Effective Acute Phase Treatment	83.01%	69.64%
Effective Continuation Phase Treatment	74.51%	55.61%
Follow-Up After Hospitalization for Mental Illness		
30 Days	NA	51.02%
7 Days	NA	33.21%

Annual Monitoring for Patients on Persistent Medications (age 18+)			
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)		94.22%	92.59%
Digoxin		61.39%	57.42%
Diuretics		94.81%	92.94%
Total		93.83%	91.89%
Potentially Harmful Drug-Disease Interactions in Elderly			
Falls	↓ lower score is better	48.30%	47.72%
Dementia	↓ lower score is better	47.80%	47.53%
Chronic renal failure	↓ lower score is better	4.44%	10.88%
Combined	↓ lower score is better	41.56%	40.68%
Use of High-Risk Medications in the Elderly			
One or More High-Risk Medications	↓ lower score is better	5.69%	11.42%
Two or More High-Risk Medications	↓ lower score is better	0.52%	1.72%
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment			
Initiation of AOD Treatment Total		37.14%	32.27%
Engagement of AOD Treatment Total		2.86%	3.18%

NA Small denominator - the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

Iowa/Nebraska Medicare Advantage HMO Effectiveness of Care Measure	HEDIS 2016	NCQA Quality Compass National Average
Adult BMI Assessment	62.79%	92.99%
Breast Cancer Screening	NA	72.32%
Colorectal Cancer Screening	39.58%	66.67%
Non-Recommended PSA-Based Screening in Older Men	34.25%	31.90%
↓ lower score is better		
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	NA	35.97%
Pharmacotherapy Management of COPD Exacerbation		
Systemic Corticosteroid	NA	70.97%
Bronchodilator	NA	81.40%
Controlling High Blood Pressure	43.49%	67.62%
Persistence of Beta-Blocker Treatment After a Heart Attack	NA	91.06%
Comprehensive Diabetes Care		
HbA1c	86.67%	93.06%
HbA1c Level Not Controlled (>9.0%) ↓ lower score is better	60.00%	28.37%
HbA1c Level Control (<8.0%)	33.33%	61.80%
Eye Exam	51.43%	68.29%
Monitor Nephropathy	95.24%	95.45%
BP Control <140/90	45.71%	60.89%
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis	NA	76.70%
Osteoporosis Management in Women Who Had a Fracture	NA	41.34%
Antidepressant Medication Management		
Effective Acute Phase Treatment	NA	69.64%
Effective Continuation Phase Treatment	NA	55.61%
Follow-Up After Hospitalization for Mental Illness		
30 Days	NA	51.02%
7 Days	NA	33.21%

Annual Monitoring for Patients on Persistent Medications			
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)		90.73%	92.59%
Digoxin		NA	57.42%
Diuretics		88.89%	92.94%
Total		89.37%	91.89%
Potentially Harmful Drug-Disease Interactions in Elderly			
Falls	↓ lower score is better	NA	47.72%
Dementia	↓ lower score is better	NA	47.53%
Chronic renal failure	↓ lower score is better	NA	10.88%
Combined	↓ lower score is better	NA	40.68%
Use of High-Risk Medications in the Elderly			
One or More High-Risk Medications	↓ lower score is better	5.56%	11.42%
Two or More High-Risk Medications	↓ lower score is better	0.29%	1.72%
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment			
Initiation of AOD Treatment Total		NA	32.27%
Engagement of AOD Treatment Total		NA	3.18%

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Washington Medicare Advantage HMO Effectiveness of Care Measure	HEDIS 2016	NCQA Quality Compass National Average
Adult BMI Assessment	82.48%	92.99%
Breast Cancer Screening	NA	72.32%
Colorectal Cancer Screening	69.34%	66.67%
Non-Recommended PSA-Based Screening in Older Men	24.23%	31.90%
↓ lower score is better		
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	NA	35.97%
Pharmacotherapy Management of COPD Exacerbation		
Systemic Corticosteroid	NA	70.97%
Bronchodilator	NA	81.40%
Controlling High Blood Pressure	59.30%	67.62%
Persistence of Beta-Blocker Treatment After a Heart Attack	NA	91.06%
Comprehensive Diabetes Care		
HbA1c	97.08%	93.06%
HbA1c Level Not Controlled (>9.0%) ↓ lower score is better	18.49%	28.37%
HbA1c Level Control (<8.0%)	71.78%	61.80%
Eye Exam	75.91%	68.29%
Monitor Nephropathy	96.59%	95.45%
BP Control <140/90	50.12%	60.89%
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis	86.00%	76.70%
Osteoporosis Management in Women Who Had a Fracture	NA	41.34%
Antidepressant Medication Management		
Effective Acute Phase Treatment	74.47%	69.64%
Effective Continuation Phase Treatment	57.45%	55.61%
Follow-Up After Hospitalization for Mental Illness		
30 Days	NA	51.02%
7 Days	NA	33.21%

Annual Monitoring for Patients on Persistent Medications			
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)		93.64%	92.59%
Digoxin		68.52%	57.42%
Diuretics		94.64%	92.94%
Total		93.38%	91.89%
Potentially Harmful Drug-Disease Interactions in Elderly			
Falls	↓ lower score is better	47.58%	47.72%
Dementia	↓ lower score is better	46.51%	47.53%
Chronic renal failure	↓ lower score is better	NA	10.88%
Combined	↓ lower score is better	43.29%	40.68%
Use of High-Risk Medications in the Elderly			
One or More High-Risk Medications	↓ lower score is better	4.74%	11.42%
Two or More High-Risk Medications	↓ lower score is better	0.42%	1.72%
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment			
Initiation of AOD Treatment Total		27.96%	32.27%
Engagement of AOD Treatment Total		1.08%	3.18%

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Illinois Marketplace HMO Effectiveness of Care Measure	HEDIS 2016	NCOA Quality Compass National Average
Adult BMI Assessment	88.32%	79.28%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents		
BMI Ages 3-11	64.33%	64.72%
BMI Ages 12-17	68.52%	62.96%
BMI Total	66.04%	63.95%
Nutrition Ages 3-11	47.77%	60.69%
Nutrition Ages 12-17	62.04%	55.82%
Nutrition Total	53.58%	58.57%
Physical Activity Ages 3-11	35.67%	54.54%
Physical Activity Ages 12-17	62.04%	56.82%
Physical Activity Total	46.42%	55.56%
Breast Cancer Screening	73.75%	73.64%
Cervical Cancer Screening	48.42%	73.15%
Colorectal Cancer Screening	51.50%	64.13%
Chlamydia Screening in Women		
Ages 16-20	20.59%	40.87%
Ages 21-24	33.33%	52.03%
Total	27.85%	46.45%
Appropriate Testing for Children With Pharyngitis	NA	81.07%
Appropriate Treatment for Children With Upper Respiratory Infection	NA	88.36%
Controlling High Blood Pressure	61.07%	65.44%
Comprehensive Diabetes Care		
HbA1c	91.09%	89.18%
HbA1c Level Control (<8.0%)	48.84%	53.97%
Eye Exam	39.92%	56.31%
Monitor Nephropathy	87.21%	91.14%
Use of Imaging Studies for Low Back Pain	80.00%	77.51%

Follow-Up After Hospitalization for Mental Illness		
7 Days	NA	55.71%
Annual Monitoring for Patients on Persistent Medications		
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)	82.80%	84.37%
Digoxin	NA	55.48%
Diuretics	86.19%	83.84%
Total	83.98%	83.78%
Annual Dental Visit		
Ages 2-3	13.51%	NA
Ages 4-6	61.76%	NA
Ages 7-10	63.89%	NA
Ages 11-14	57.75%	NA
Ages 15-18	55.06%	NA
Ages 19-20	2.00%	NA
Total	47.55%	NA
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment		
Initiation of AOD Treatment Total	31.67%	32.50%
Engagement of AOD Treatment Total	13.33%	9.79%
Prenatal and Postpartum Care		
Timeliness of Prenatal Care	NA	81.83%
Postpartum Care	NA	71.50%
Proportion of Days Covered		
Renin Angiotensin System (RAS) Antagonists	76.91%	NA
Diabetes All Class	74.57%	NA
Statins	72.05%	NA

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Illinois Marketplace POS Effectiveness of Care Measure	HEDIS 2016	NCOA Quality Compass National Average
Adult BMI Assessment	87.35%	74.19%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents		
BMI Ages 3-11	63.21%	61.61%
BMI Ages 12-17	67.78%	58.77%
BMI Total	65.31%	60.37%
Nutrition Ages 3-11	54.72%	61.49%
Nutrition Ages 12-17	62.22%	55.64%
Nutrition Total	58.16%	58.94%
Physical Activity Ages 3-11	47.17%	53.14%
Physical Activity Ages 12-17	63.33%	56.39%
Physical Activity Total	54.59%	54.50%
Breast Cancer Screening	69.39%	73.08%
Cervical Cancer Screening	43.55%	75.50%
Colorectal Cancer Screening	51.23%	62.32%
Chlamydia Screening in Women		
Ages 16-20	NA	42.17%
Ages 21-24	NA	52.32%
Total	33.33%	47.61%
Appropriate Testing for Children With Pharyngitis	NA	83.12%
Appropriate Treatment for Children With Upper Respiratory Infection	NA	88.11%
Controlling High Blood Pressure	59.65%	58.69%
Comprehensive Diabetes Care		
HbA1c	93.81%	90.54%
HbA1c Level Control (<8.0%)	50.95%	55.81%
Eye Exam	44.76%	52.47%
Monitor Nephropathy	86.67%	90.10%

Use of Imaging Studies for Low Back Pain	NA	74.57%
Follow-Up After Hospitalization for Mental Illness		
7 Days	NA	50.57%
Annual Monitoring for Patients on Persistent Medications		
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)	81.07%	83.40%
Digoxin	NA	40.40%
Diuretics	81.08%	82.70%
Total	81.00%	82.94%
Annual Dental Visit		
Ages 2-3	NA	NA
Ages 4-6	67.39%	NA
Ages 7-10	56.90%	NA
Ages 11-14	44.78%	NA
Ages 15-18	34.29%	NA
Ages 19-21	12.50%	NA
Total	41.18%	NA
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment		
Initiation of AOD Treatment Total	21.28%	33.42%
Engagement of AOD Treatment Total	8.51%	12.46%
Prenatal and Postpartum Care		
Timeliness of Prenatal Care	NA	84.28%
Postpartum Care	NA	73.72%
Proportion of Days Covered		
Renin Angiotensin System (RAS) Antagonists	81.34%	NA
Diabetes All Class	72.73%	NA
Statins	73.88%	NA

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2016 CAHPS® Results

	Commercial HMO/POS	Medicare HMO Illinois	Medicare HMO Northwest
Getting Needed Care	87.7%	91.3%	86.9%
Getting Care Quickly	87.1%	87.4%	87.3%
How Well Doctors Communicate	96.0%	96.7%	96.0%
Customer Service	92.2%	94.1%	92.4%
Claims Processing	90.0%		
Shared Decision Making	77.7%		
Plan Information on Cost	72.6%		

	Commercial HMO/POS	Medicare HMO Illinois	Medicare HMO Northwest
Rating of personal doctor	85.6%	94.7%	94.7%
Rating of specialist seen most often	85.7%	95.3%	94.8%
Rating of all health care	79.4%	90.9%	89.8%
Rating of health plan	73.2%	92.1%	87.22%

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

QHP Member Experience Survey Results

	Exchange HMO	Exchange POS
Getting Needed Care	87.9%	88.6%
Getting Care Quickly	86.1%	84.3%
How Well Doctors Communicate	90.0%	89.9%
Customer Service	91.2%	88.6%
Claims Processing		
Shared Decision Making		
Plan Information on Cost		
Rating of personal doctor	94.7%	93.1%
Rating of specialist seen most often	90.4%	91.3%
Rating of all health care	88.7%	84.2%
Rating of health plan	72.5%	56.2%

The Qualified Health Plan (QHP) Enrollee Survey is a consumer experience survey that assesses enrollee experience with QHPs offered through Marketplaces.