

Health Plan Report Card
Grievance and Complaint Information
Other Quality Information Resources



HEALTH PLAN REPORT CARD

This section provides the results of two important annual evaluations of our health plans—the member satisfaction survey—otherwise known as the Consumer Assessment of Healthcare Providers and Systems or CAHPS® — and quality performance measures — otherwise known as the Healthcare Effectiveness Data and Information Set or HEDIS® survey. We encourage you to review this information and compare how your current health plan compares with the other available health plans.

- The **Quality Composite** provides a summary of the health plans' quality scores in an overall composite. The Quality Composite Rating Chart includes all health plans that were available in 2011 and for which HEDIS® and CAHPS® data was available. Anthem Blue Northeast, Northwest and Southeast were combined into Anthem Blue for the purpose of calculating the composite scores.
- **CAHPS®** is our annual member survey. The survey reveals how members rate their health plan and the health care services they received. CAHPS® results were collected for active state, UW hospital, clinic and university employees, including graduate assistants, and state retirees. The survey only includes health plans that were available starting on January 1,

2010, no data was therefore collected for WEA Trust—a new health plan that became available January 1, 2011. Although data was collected for the State Maintenance Plan (SMP), the results were not included in this report card due to the low number of respondents. ETF would like to thank all of the respondents for participating in this year's survey. We look forward to your continued support and cooperation in future member satisfaction surveys. This important survey was administered by Synovate, an independent research firm on the behalf of ETF.

- The **HEDIS®** survey shows the health plan's performance from a clinical perspective. The measures in this survey evaluate whether the health plan delivered the recommended care based on medical evidence to prevent or manage illness. HEDIS® measures address health care issues that are meaningful to members. HEDIS® scores include all the health plans that were available to ETF members in 2011. HEDIS® data was collected by each health plan for its entire membership for the 2010 calendar year.

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

HEDIS® is a registered trademark of the National Committee for Quality Assurance.

PLEASE NOTE: ETF'S INTERNET SITE AT
eff.wi.gov CONTAINS MORE DETAILED INFORMATION.

QUALITY COMPOSITE RATING CHARTS

The following are descriptions of the rankings displayed in the chart on the next page.

Overall Quality Score

The overall score is based on a comprehensive set of CAHPS® and HEDIS® measures. All the measures that are included in the four areas of focus described below are included in the overall quality score.

Wellness and Prevention Score

This score includes HEDIS® measures such as childhood immunizations, well child visits, prenatal and postpartum care, the appropriate use of antibiotics for children and adults, and breast, cervical and colorectal cancer screenings. This composite also includes CAHPS® questions surveying our members about whether wellness information is provided by their doctor.

Behavioral and Mental Health

This score includes HEDIS® measures for the treatment of depression and follow-up after a hospitalization for mental illness. This composite also includes CAHPS® survey questions on whether members could obtain needed treatment or counseling for a personal or family problem.

Disease Management

This score includes HEDIS® measures that address treatment and screenings for members with acute cardiovascular conditions, hypertension, diabetes, chronic obstructive pulmonary disease and asthma. This composite also includes a measure that addresses monitoring members who are on persistent medications of interest.

Consumer Satisfaction and Experiences

This composite includes CAHPS® scores that measure member satisfaction with their health plan and the health care they received and whether they believed their health plan improved from the previous year. The composite also includes questions about member experiences such as getting needed care, getting care quickly, health plan customer service, finding and understanding information, ease of paperwork, and how claims were processed.

Example of information types gathered:

CAHPS®: How often did you get care as soon as you thought you needed it?

HEDIS®: What percentage of women age 42 to 69 had a mammogram within the last two years?

Quality Composite Rating Chart

Understanding the scores for the health plans:

- ★★★★★ 4 stars: **well above** the average of all health plans (by **more than** one standard deviation)*
- ★★★★ 3 stars: **above** the average of all health plans (by **less than** one standard deviation)*
- ★★★ 2 stars: **below** the average of all health plans (by **less than** one standard deviation)*
- ★ 1 star: **well below** the average of all health plans (by **more than** one standard deviation)*

Please see previous page for descriptions of the Quality Composite Ratings.

| Plan Name | Overall Quality | Wellness & Prevention | Behavioral & Mental Health | Disease Management | Consumer Satisfaction & Experiences |
|-----------------------|-----------------|-----------------------|----------------------------|--------------------|-------------------------------------|
| Anthem BCBS | ★★ | ★ | ★★★★ | ★★ | ★ |
| Arise Health Plan | ★★★ | ★★ | ★★★★★ | ★★★★ | ★★★★★ |
| Dean Health Plan | ★★★ | ★★ | ★★★★ | ★★★★ | ★★★★ |
| GHC of Eau Claire | ★★★ | ★★ | ★ | ★★★★ | ★★★★ |
| GHC of SCW | ★★★★★ | ★★★★★ | ★★★★★ | ★★★★ | ★★★★★ |
| Gundersen Lutheran | ★★★ | ★★ | ★ | ★★★★ | ★★★★ |
| Health Tradition | ★★★ | ★★ | ★★★★ | ★★★★ | ★★★★ |
| HealthPartners | ★★★ | ★★★★ | ★★★★ | ★★★★★ | ★★ |
| Humana - Eastern | ★ | ★★ | ★★★★ | ★ | ★ |
| Humana - Western | ★ | ★★ | ★★★★ | ★ | ★ |
| Medical Associates | ★★★ | ★ | ★★ | ★★★★ | ★★★★ |
| MercyCare Health Plan | ★★ | ★★ | ★★★★ | ★★★★ | ★ |
| Network Health Plan | ★★★ | ★★★★ | ★ | ★★★★ | ★★★★★ |
| Physicians Plus | ★★★ | ★★ | ★★★★★ | ★★★★ | ★★ |
| Security Health Plan | ★★★ | ★★ | ★★★★ | ★★★★ | ★★★★ |
| UnitedHealthcare NE | ★★ | ★★ | ★★★★ | ★★★★ | ★★ |
| UnitedHealthcare SE | ★★ | ★★ | ★★★★ | ★★★★ | ★★ |
| Unity - Community | ★★★ | ★★★★ | ★★★★ | ★★★★ | ★★★★ |
| Unity - UW Health | ★★★ | ★★ | ★★★★ | ★★★★ | ★★ |

*The standard deviation measures the difference between an individual health plan's score and the average score of all health plans. We are more certain that health plans with four stars have performed better than average and health plans with one star have performed worse than average. We cannot conclude that health plans with three stars or two stars have performed differently from the average.

CAHPS® Overall Rating Chart

Understanding the scores for the health plans:

- ★★★★★ 4 stars: **well above** the average of all health plans (by **more than** 1.96 standard deviations)*
- ★★★★ 3 stars: **above** the average of all health plans (by **less than** 1.96 standard deviations)*
- ★★★ 2 stars: **below** the average of all health plans (by **less than** 1.96 standard deviations)*
- ★ 1 star: **well below** the average of all health plans (by **more than** 1.96 standard deviations)*

This chart shows results for individual survey questions for which members were asked to rate their health plan, health care, primary doctor and specialists. A 10 is the “best possible” rating, and 0 is the “worst possible” rating. Health plan scores were adjusted for age, education level, and self-reported health status.

↗ means that a health plan had a statistically significant improvement in their score from 2009 to 2010.

↘ means that a health plan had a statistically significant decline in their score from 2009 to 2010.

| Plan Name | How people rated their HEALTH PLAN | How people rated their HEALTH CARE | How people rated their PRIMARY DOCTOR | How people rated their SPECIALIST |
|-----------------------------------|------------------------------------|------------------------------------|---------------------------------------|-----------------------------------|
| AVERAGE - All Health Plans | 8.41 | 8.56 | 8.75 | 8.52 |
| Anthem BCBS | ★ | ★★↗ | ★★★★↗ | ★★ |
| Arise Health Plan | ★★★★ | ★★★★ | ★★★ | ★★★★ |
| Dean Health Plan | ★★★★↗ | ★★★★↗ | ★★★ | ★★★★ |
| GHC of Eau Claire | ★★★★ | ★★★★ | ★★★ | ★★★★ |
| GHC of SCW | ★★★★↗ | ★★★★ | ★★ | ★★★★ |
| Gundersen Lutheran | ★★★★ | ★★★★↗ | ★★★★ | ★★★★↗ |
| Health Tradition | ★★★★ | ★★★★ | ★★★ | ★★ |
| HealthPartners (New plan in 2010) | ★★ | ★★ | ★★★ | ★★ |
| Humana - Eastern | ★ | ★★ | ★★★ | ★★ |
| Humana - Western | ★ | ★ | ★★ | ★ |
| Medical Associates | ★★★★ | ★★★★ | ★★★★ | ★★★★ |
| MercyCare Health Plan | ★ | ★ | ★ | ★★ |
| Network Health Plan | ★★★★↗ | ★★★★↗ | ★★↗ | ★★★★ |
| Physicians Plus | ★★★ | ★★ | ★ | ★★ |
| Security Health Plan | ★★★★ | ★★ | ★★ | ★★ |
| Standard Plan | ★★★★ | ★★★★ | ★★ | ★★★★ |
| UnitedHealthcare NE | ★★★★↗ | ★★★★↗ | ★★ | ★★★★ |
| UnitedHealthcare SE | ★↗ | ★★↗ | ★★★★ | ★★ |
| Unity - Community | ★★★ | ★★★★ | ★★★ | ★★★★ |
| Unity - UW Health | ★★★ | ★★ | ★★ | ★★★★ |
| WPS Metro Choice | ★★↗ | ★★★★↗ | ★★★ | ★★★★ |

*The standard deviation measures the difference between an individual health plan’s score and the average score of all health plans. We are more certain that health plans with four stars have performed better than average and health plans with one star have performed worse than average. We cannot conclude that health plans with three stars or two stars have performed differently from the average.

CAHPS® Composite Rating Chart

Understanding the scores for the health plans:

- ★★★★ 4 stars: **well above** the average of all health plans (by **more than** 1.96 standard deviations)*
- ★★★ 3 stars: **above** the average of all health plans (by **less than** 1.96 standard deviations)*
- ★★ 2 stars: **below** the average of all health plans (by **less than** 1.96 standard deviations)*
- ★ 1 star: **well below** the average of all health plans (by **more than** 1.96 standard deviations)*

This chart shows results for a composite of survey questions that asked members how often something occurred (“Always,” “Sometimes,” “Usually” or “Never”) regarding Customer Service, Claims Processing, Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Shared Decision Making (between the member and the doctor). Health plan scores were adjusted for age, education level and self-reported health status.

↗ means that a health plan had a statistically significant improvement in their score from 2009 to 2010.

↘ means that a health plan had a statistically significant decline in their score from 2009 to 2010.

| Plan Name | Customer Service | Claims Processing | Getting Needed Care | Getting Care Quickly | How Well Doctors Communicate | Shared Decision Making |
|-----------------------------------|------------------|-------------------|---------------------|----------------------|------------------------------|------------------------|
| AVERAGE - All Health Plans | 3.46 | 3.53 | 3.41 | 3.50 | 3.69 | 3.54 |
| Anthem BCBS | ★ | ★ | ★★ | ★★★★ | ★★★★↗ | ★★ |
| Arise Health Plan | ★★★★↗ | ★★★★↗ | ★★★★ | ★★★★ | ★★ | ★★★★ |
| Dean Health Plan | ★★★ | ★★★★ | ★★↗ | ★★ | ★★★★↗ | ★★★★ |
| GHC of Eau Claire | ★★★★ | ★★★★ | ★★★ | ★★ | ★★★ | ★★★★ |
| GHC of SCW | ★★★★ | ★★★★ | ★★ | ★★ | ★★★★ | ★★★★ |
| Gundersen Lutheran | ★★ | ★★★★ | ★★★★ | ★★★★ | ★★★★ | ★★★★ |
| Health Tradition | ★★★ | ★★★ | ★★ | ★★★ | ★★★ | ★★ |
| HealthPartners (New plan in 2010) | ★★ | ★★ | ★★ | ★★★★ | ★★ | ★★ |
| Humana - Eastern | ★ | ★ | ★★★★ | ★★ | ★★ | ★★ |
| Humana - Western | ★ | ★ | ★ | ★★★★ | ★ | ★★ |
| Medical Associates | ★★★ | ★★★★ | ★★★★ | ★★★★ | ★★★★ | ★★★★↗ |
| MercyCare Health Plan | ★★ | ★★ | ★★ | ★★ | ★★ | ★★ |
| Network Health Plan | ★★★★ | ★★★★ | ★★★ | ★★↗ | ★★★ | ★★ |
| Physicians Plus | ★★★ | ★★★★ | ★ | ★ | ★★ | ★★★★ |
| Security Health Plan | ★★★ | ★★★★ | ★★★ | ★★★ | ★★ | ★★★★ |
| Standard Plan | ★★★ | ★★★★↗ | ★★★★ | ★★ | ★★ | ★★ |
| UnitedHealthcare NE | ★ | ★★↗ | ★★★★ | ★★★★ | ★★★★ | ★★★★ |
| UnitedHealthcare SE | ★★ | ★★↗ | ★★★★ | ★★★★ | ★★★★ | ★★ |
| Unity - Community | ★★★★ | ★★★★ | ★★ | ★★ | ★★★ | ★★★★ |
| Unity - UW Health | ★★★ | ★★★★↗ | ★↗ | ★ | ★★★★ | ★★★★↗ |
| WPS Metro Choice | ★★ | ★★ | ★★ | ★★ | ★★ | ★★ |

*The standard deviation measures the difference between an individual health plan’s score and the average score of all health plans. We are more certain that health plans with four stars have performed better than average and health plans with one star have performed worse than average. We cannot conclude that health plans with three stars or two stars have performed differently from the average.

HEDIS® Composite Chart

This chart displays the following quality measures:

- **Cancer Screenings**—This score includes the following HEDIS® measures: Colorectal, breast and cervical cancer screenings.
- **Appropriate Use of Antibiotics**—This score includes the following HEDIS® measures: Appropriate treatment for children with upper respiratory infection, appropriate testing for children with pharyngitis, avoidance of antibiotic treatment in adults with acute bronchitis.
- **Diabetes Care**—This score includes the following HEDIS® measures: HbA1c control, cholesterol screening and control, medical attention for kidney disease, eye exam, and blood pressure control.
- **Controlling High Blood Pressure**—This score examines the percentage of eligible members with high blood pressure who had their blood pressure controlled.
- **Cholesterol Management for Patients with Cardiovascular Conditions**—This score includes the following HEDIS® measures: Cholesterol screening and control.
- **Annual Monitoring for Patients with Persistent Medications**—This single score examines monitoring for the following drugs of interest: Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB), digoxins, diuretics, anticonvulsants.

| Plan Name | Cancer Screenings | Appropriate Use of Antibiotics | Diabetes Care | Controlling High Blood Pressure | Cholesterol Management for Patients with Cardiovascular Conditions | Annual Monitoring for Patients with Persistent Medications |
|------------------------|-------------------|--------------------------------|---------------|---------------------------------|--|--|
| Anthem BCBS | ★ | ★ | ★ | ★ | ★ | ★★ |
| Arise Health Plan | ★★★★ | ★★★★ | ★★★★ | ★★★★ | ★★★★ | ★ |
| Dean Health Plan | ★★ | ★★★★ | ★★ | ★★ | ★★★★ | ★★ |
| GHC of Eau Claire | ★★ | ★★★★ | ★★★★ | ★★★★ | ★★★★ | ★★ |
| GHC of SCW | ★★★★★ | ★★★★★ | ★★ | ★ | ★★★★ | ★★★★★ |
| Gundersen Lutheran | ★★★★★ | ★★★★ | ★★★★ | ★★★★★ | ★★ | ★★ |
| Health Tradition | ★★ | ★★★★★ | ★★ | ★★★★ | ★★ | ★★★★ |
| HealthPartners | ★★★★ | ★★★★ | ★★★★ | ★★★★★ | ★★★★ | ★★★★★ |
| Humana | ★★ | ★ | ★ | ★ | ★ | ★★★★ |
| Medical Associates | ★★ | ★★ | ★★★★★ | ★★★★ | ★★★★ | ★★★★ |
| MercyCare Health Plan | ★★ | ★★★★★ | ★★★★ | ★★★★ | ★ | ★★ |
| Network Health Plan | ★★★★ | ★★ | ★★★★★ | ★★ | ★★★★★ | ★★ |
| Physicians Plus | ★★★★ | ★★ | ★★ | ★★ | ★★ | ★ |
| Security Health Plan | ★★★★ | ★★ | ★★★★ | ★★★★ | ★★★★★ | ★★★★★ |
| UnitedHealthcare | ★ | ★★ | ★★ | ★★★★ | ★★ | ★★★★ |
| Unity Health Insurance | ★★★★ | ★★ | ★★ | ★★ | ★★★★ | ★★★★ |
| WEA Trust | ★★★★★ | ★ | NR* | NR* | NR* | ★★★★ |

*Not all necessary data reported.

Please see page 72 for a description of the star rating system that was used for this chart.