

# Health Plan Results: Annual Performance

The following charts show how Vermont health plans performed during the most recent reporting period (calendar year 2010 for preventive care, acute illness care, and chronic illness care measures; Spring 2011 for experience of care and service measures). Each health plan's score is compared to the national average and to the New England average, which is often higher than the national average.



BCBS POS	CIGNA POS	MVP HMO	TVHP HMO	BCBS PPO	CIGNA PPO	MVP PPO
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## Experience of Care and Service

	National Average	BCBS POS	CIGNA POS	MVP HMO	TVHP HMO	BCBS PPO	CIGNA PPO	MVP PPO
<b>Call Answering</b> Percentage of calls received by the health plan during business hours that were not abandoned by the caller before being answered by a live person, and were answered within 30 seconds by a live person.	▼	◎	◎	▼	▼	◎	◎	
<b>New England Average</b>	▼	◎	◎	▼	▼	◎	◎	
<b>Getting Needed Care</b> Percentage of people who reported "Always or Usually" when asked if it was easy to see a specialist when needed, and to get needed care, tests, or treatment.	◎	▲	◎	◎	◎	◎	◎	
<b>New England Average</b>	◎	◎	◎	◎	◎	◎	◎	
<b>Health Plan Customer Service</b> Percentage of people who reported "Always or Usually" when asked if they got needed information or help from customer service, and were treated with courtesy and respect by customer service.	▲	◎	◎	◎	◎	▼	◎	
<b>New England Average</b>	▲	◎	◎	◎	◎	▼	◎	
<b>Claims Handling</b> Percentage of people who reported "Always or Usually" when asked how often claims were handled quickly and correctly.	▲	◎	◎	◎	▲	◎	◎	
<b>New England Average</b>	▲	◎	◎	◎	▲	◎	◎	
<b>Plan Information on Costs</b> Percentage of people who reported "Always or Usually" when asked how often they were able to find out from their health plan how much they would have to pay for a health care service or equipment, and for specific prescription medicines.	▲	◎	◎	◎	◎	◎	◎	
<b>New England Average</b>	◎	◎	◎	◎	◎	◎	◎	
<b>Rate Your Overall Health Plan Experience</b> Percentage of people who scored their health plan "8, 9 or 10" on a scale of 0 to 10, where a score of 10 is the best possible health plan.	▲	◎	◎	▼	▼	◎	▼	
<b>New England Average</b>	▲	◎	◎	▼	◎	◎	▼	

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		BCBS POS	CIGNA POS	MVP HMO	TVHP HMO		BCBS PPO	CIGNA PPO	MVP PPO
<b>Preventive Care</b>									
<b>Adolescent Immunizations</b> Percentage of adolescents who received a meningococcal vaccine and a tetanus, diphtheria and acellular pertussis vaccine by their 13 <sup>th</sup> birthday.	National Average	▼	▼	⊙	▼		▼	NA	▼
	New England Average	▼	▼	⊙	▼		▼	NA	▼
<b>Breast Cancer Screening</b> Percentage of women ages 40 to 69 who had a mammogram within the past two years.	National Average	▲	▲	▲	⊙		⊙	▲	⊙
	New England Average	⊙	⊙	⊙	⊙		▼	⊙	▼
<b>Cervical Cancer Screening</b> Percentage of women ages 21 to 64 who had at least one Pap test for cervical cancer within the last three years.	National Average	⊙	⊙	⊙	⊙		⊙	⊙	⊙
	New England Average	⊙	⊙	⊙	⊙		▼	⊙	⊙
<b>Chlamydia Screening for Women</b> Percentage of sexually active women ages 16 to 24 who had at least one test for chlamydia (a sexually transmitted disease) within the past year.	National Average	⊙	⊙	⊙	⊙		⊙	⊙	⊙
	New England Average	▼	⊙	⊙	▼		▼	▼	▼
<b>Flu Shots for Adults</b> Percentage of people ages 50 to 64 who reported that they received an influenza vaccination (flu shot).	National Average	⊙	▲	⊙	⊙		⊙	⊙	⊙
	New England Average	⊙	⊙	⊙	▼		⊙	⊙	▼
<b>Medical Assistance to Quit Using Tobacco</b> Percentage of people who reported that they were advised by their doctor to quit using tobacco, discussed with their doctor medication to help them quit, and discussed strategies other than medication to help them to quit.	National Average	▲	⊙	⊙	⊙		▲	⊙	⊙
	New England Average	⊙	⊙	⊙	⊙		NA	NA	NA

**Preventive Care Performance Results Are Continued On Next Page**

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## Preventive Care

<b>Prenatal and Postpartum Care</b> Percentage of women delivering a baby within the past year who had a prenatal visit during the first three months of pregnancy, and who received a postpartum check-up between three and eight weeks after delivering the baby.	National Average	▲	◎	◎	◎	▲	▼	▼
	New England Average	▲	◎	◎	◎	▲	▼	▼
<b>Well Child Visits</b> Percentage of children in the first 15 months of life who had 6 or more visits with a PCP, and children ages 3 to 6 who had one or more well child visits with a PCP, and the percentage of adolescents ages 12 to 21 who had at least one comprehensive well child visit with a PCP or an OB/GYN.	National Average	▲	▲	▲	▲	▲	▲	▲
	New England Average	▲	▲	◎	◎	◎	▲	▼



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## Acute Illness Care

<b>Care for Adults with Acute Bronchitis</b> Percentage of adults diagnosed with acute bronchitis who were not prescribed antibiotics. This measure looks at whether antibiotics were appropriately used.	National Average	▼	◎	▲	▼	◎	◎	◎
	New England Average	◎	◎	▲	▼	◎	◎	◎
<b>Care for Children</b> Percentage of children diagnosed with upper respiratory infections who, within 3 days after the initial doctor's visit, were not given an antibiotic; and the percentage of children diagnosed with sore throats who received an antibiotic after a strep test. This measure looks at whether antibiotics were appropriately used.	National Average	▲	▲	▲	▲	▲	▲	▲
	New England Average	◎	◎	◎	◎	◎	◎	◎
<b>Follow-up After Hospitalization for Mental Illness</b> Percentage of people ages 6 years and older discharged from a hospital after treatment of mental illness who received proper follow-up care within 30 days after discharge.	National Average	◎	NA	NA	◎	◎	◎	◎
	New England Average	◎	NA	NA	◎	◎	◎	◎
<b>Imaging Studies for Low Back Pain</b> Percentage of people whose low back pain was properly evaluated by the use of imaging studies (x-ray, MRI and CT scans). This measure looks at whether imaging studies were appropriately used.	National Average	▲	▲	◎	▲	▲	▲	▲
	New England Average	▲	▲	◎	▲	▲	▲	▲

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## Chronic Illness Care

<b>Asthma Care</b> Percentage of people ages 5 to 50 who were given the most suitable medicine based on the severity of their asthma.	National Average	⊙	⊙	⊙	⊙	⊙	⊙	⊙
	New England Average	⊙	⊙	⊙	⊙	⊙	⊙	⊙
<b>Controlling High Blood Pressure</b> Percentage of people ages 18 to 85 diagnosed with high blood pressure who had good blood pressure control.	National Average	NA	⊙	▲	NA	▼	NA	NA
	New England Average	NA	⊙	⊙	NA	▼	NA	NA
<b>Care for Alcohol and Other Drug Dependence</b> Percentage of people ages 13 and older diagnosed with alcohol or other drug dependence who started treatment within 14 days of diagnosis, and who received continuing treatment for the next 30 days after the initial treatment.	National Average	⊙	⊙	▲	⊙	⊙	⊙	⊙
	New England Average	⊙	⊙	⊙	⊙	⊙	⊙	⊙
<b>Management of Medicine for Depression</b> Percentage of adults with a new episode of depression who remained on medication during the acute phase (12 weeks) and the continuation phase (6 months) of their illness.	National Average	▲	▲	⊙	⊙	⊙	▲	⊙
	New England Average	▲	⊙	⊙	⊙	⊙	⊙	⊙
<b>Management of Long-term Medicines</b> Percentage of adults who received at least a six-month supply of certain medicines and were monitored by a doctor at least once during the year. The medicines include certain drugs for high blood pressure, seizures, heart disease and heart failure.	National Average	⊙	⊙	⊙	⊙	⊙	⊙	⊙
	New England Average	⊙	⊙	⊙	⊙	⊙	⊙	⊙
<b>Rheumatoid Arthritis Care</b> Percentage of adults diagnosed with rheumatoid arthritis who received the appropriate medication.	National Average	⊙	NA	NA	⊙	⊙	⊙	⊙
	New England Average	⊙	NA	NA	⊙	⊙	⊙	⊙
<b>Testing for Chronic Lung Disease</b> Percentage of people ages 40 and older with newly diagnosed or newly active chronic obstructive pulmonary disease (COPD) who received lung function testing to confirm the diagnosis.	National Average	⊙	⊙	NA	⊙	⊙	⊙	NA
	New England Average	⊙	⊙	NA	⊙	⊙	⊙	NA

See Previous Page for Symbols Key