

# Health Plan Results: Performance Over Time

These charts shows how Vermont managed care plans performed **over time** for selected measures of member experience of care and service, preventive care, acute illness care and chronic illness care. These measures were selected because there were enough years of data to measure changes in performance.

Note: PPO plans' data are not included because there were not enough years of data to compare at this time.

BCBS POS	CIGNA POS	MVP HMO	TVHP HMO
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Experience of Care and Service					
<p><b>Call Answering</b></p> <p>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.</p>	2008 - 2010	FTR	▲	▲	FTR
<p><b>Getting Needed Care</b></p> <p>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.</p>	2009 - 2011	◎	◎	◎	◎
<p><b>Health Plan Customer Service</b></p> <p>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.</p>	2009 - 2011	◎	◎	◎	◎
<p><b>Claims Handling</b></p> <p>Percentage of people who reported "Always or Usually" when asked how often claims were handled quickly and correctly.</p>	2009 - 2011	◎	◎	◎	◎
<p><b>Plan Information on Costs</b></p> <p>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.</p>	2009 - 2011	◎	◎	◎	◎
<p><b>Rate Your Overall Health Plan Experience</b></p> <p>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.</p>	2009 - 2011	◎	◎	▲	◎

**Key:**

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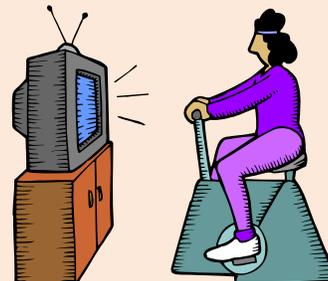
		BCBS POS	CIGNA POS	MVP HMO	TVHP HMO
<b>Preventive Care</b>					
<b>Breast Cancer Screening</b> Percentage of women ages 40 to 69 who had a mammogram within the past two years.	2008 - 2010	▼	◎	◎	◎
<b>Chlamydia Screening for Women</b> Percentage of sexually active women ages 16 to 24 who had at least one test for chlamydia (a sexually transmitted disease) within the past year.	2008 - 2010	◎	◎	◎	◎
<b>Flu Shots for Adults</b> Percentage of people ages 50 to 64 who reported that they received an influenza vaccination (flu shot).	2008 - 2010	◎	◎	◎	◎
<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.	2008 - 2010	◎	◎	◎	◎

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## Acute Illness Care

<p><b>Care for Adults with Acute Bronchitis</b></p> <p>Percentage of adults diagnosed with acute bronchitis who were not prescribed antibiotics. This measure looks at whether antibiotics were appropriately used.</p>	2008 – 2010	◎	◎	◎	▼
<p><b>Care for Children</b></p> <p>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.</p>	2008 – 2010	▲	▲	▲	◎
<p><b>Follow-up After Hospitalization for Mental Illness</b></p> <p>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.</p>	2008 – 2010	◎	NA	NA	◎
<p><b>Imaging Studies for Low Back Pain</b></p> <p>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.</p>	2008 - 2010	◎	◎	◎	▲

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## Chronic Illness Care

<p><b>Care for Alcohol and Other Drug Dependence</b></p> <p>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.</p>	2008 – 2010	▲	◎	◎	◎
<p><b>Controlling High Blood Pressure</b></p> <p>The percentage of members 18 to 85 years of age who were diagnosed with hypertension and whose blood pressure was adequately controlled (&lt; 140/90).</p>	2008 – 2010	NA	◎	▲	NA
<p><b>Management of Medicine for Depression</b></p> <p>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.</p>	2008 - 2010	◎	◎	◎	◎
<p><b>Management of Long-term Medicines</b></p> <p>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.</p>	2008 – 2010	▲	◎	▲	▲
<p><b>Rheumatoid Arthritis Care</b></p> <p>Percentage of adults diagnosed with rheumatoid arthritis who received the appropriate medication.</p>	2008 – 2010	◎	NA	NA	◎
<p><b>Testing for Chronic Lung Disease</b></p> <p>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.</p>	2008 - 2010	◎	◎	NA	◎

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