

Vermont Health Plans: HMO & PPO Performance Over Time

These following charts shows how Vermont health 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.

BCBS POS	CIGNA POS	MVP HMO	BCBS HMO	BCBS PPO	CIGNA PPO	MVP PPO
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MEMBER SATISFACTION

Call Answer Timeliness	2010-2012	▼	▲	NA	▼	▼	▼	▲
Getting Needed Care	2010-2012	◎	◎	NA	◎	◎	▲	◎
Claims Handling	2010-2012	◎	◎	NA	◎	◎	◎	◎
Plan Information on Costs	2010-2012	◎	◎	NA	◎	◎	◎	◎
Overall Health Plan Rating	2010-2012	◎	▲	NA	◎	◎	▲	◎

KEY:

▲ = Means the score is *better* over a three year period.

◎ = Means the score is *similar* over a three year period.

▼ = Means the score is *worse than* over a three year period.

NA = Means *not applicable* because the population of members meeting the conditions of this measure was too small to produce a meaningful score or there were known data collection issues.

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PREVENTIVE CARE

<p>Adolescent Immunizations</p> <p>Percentage of adolescents who received the recommended number and type of vaccines by their 13th birthday.</p>	2010-2012	▲	◎	NA	▲	▲	NA	▲
<p>Cancer Screenings for Women</p> <p>Percentage of women ages 40 to 69 who had a mammogram within the past two years and the percentage of women ages 21 to 64 who had at least one Pap test for cervical cancer within the last three years.</p>	2010-2012	▼	▼	NA	NA	◎	▼	▼
<p>Chlamydia Screening for Women</p> <p>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.</p>	2010-2012	▲	◎	NA	▼	◎	▲	◎
<p>Flu Shots for Adults</p> <p>Percentage of people ages 50 to 64 who reported that they received an influenza vaccination (flu shot).</p>	2010-2012	▲	◎	NA	▲	◎	▲	◎
<p>Prenatal and Postnatal Care</p> <p>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.</p>	2010-2012	◎	▼	NA	◎	◎	NA	▲
<p>Well Child Visits</p> <p>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.</p>	2010-2012	◎	◎	NA	◎	▲	▲	▲

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ACUTE CARE									
<p>Care for Adults with Acute Bronchitis</p> <p>Percentage of adults diagnosed with acute bronchitis who were not prescribed antibiotics. This measure looks at whether antibiotics were appropriately used.</p>	2010-2012	◎	◎	NA	◎		◎	◎	◎
<p>Care for Children</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>	2010-2012	◎	◎	NA	◎		◎	◎	◎
<p>Follow-up After Hospitalization for Mental Illness</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>	2010-2012	◎	NA	NA	▲		◎	◎	◎
<p>Alcohol and Other Drug Treatment</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>	2010-2012	▼	◎	NA	▼		◎	◎	◎
<p>Testing for Lung Disease</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>	2010-2012	◎	NA	NA	◎		◎	◎	NA

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CHRONIC CARE

<p>Management of Medicine for Depression</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>	2010-2012	◎	◎	NA	▲		▲	◎	◎
<p>Management of Long-term Medicines</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>	2010-2012	◎	◎	NA	◎		◎	◎	▼
<p>Medical Assistance with Smoking Cessation</p> <p>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.</p>	2010-2012	NA	NA	NA	◎		◎	NA	NA
<p>Rheumatoid Arthritis Care</p> <p>Percentage of adults diagnosed with rheumatoid arthritis who received the appropriate medication.</p>	2010-2012	◎	NA	NA	◎		◎	◎	◎
<p>Imaging Studies for Low Back Pain</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>	2010-2012	◎	▼	NA	◎		◎	◎	◎

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