

Vermont Health Plans: Annual Performance Results

The following charts show how Vermont health plans performed during the most recent reporting period (calendar year 2011 for preventive care, acute illness care, and chronic illness care measures; Spring 2012 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	TVHP HMO	BCBS PPO	CIGNA PPO	MVP PPO
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Experience of Care and Service

Call Answering 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.	National Average	▼*	⊙	▼*	▼*	⊙	⊙
	New England Average	▼*	⊙	▼*	▼*	⊙	⊙
Getting Needed Care 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.	National Average	⊙	▲	⊙	⊙	⊙	⊙
	New England Average	⊙	⊙	⊙	⊙	⊙	⊙
Health Plan Customer Service 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.	National Average	▲	⊙	▲	▲	⊙	⊙
	New England Average	▲	⊙	⊙	▲	⊙	⊙
Claims Handling Percentage of people who reported "Always or Usually" when asked how often claims were handled quickly and correctly.	National Average	▲	⊙	⊙	▲	▲	⊙
	New England Average	⊙	⊙	⊙	▲	▲	⊙

* BCBSVT and TVHP have adopted a "concierge model" for customer service that focuses on providing complete and accurate information on the first call and achieving high member satisfaction. However, this approach can result in longer wait times.

Experience of Care and Service Performance Results Are Continued On Next Page



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Experience of Care and Service							
Plan Information on Costs 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.	National Average	▲	◎	◎	◎	◎	
	New England Average	◎	◎	◎	◎	◎	
Rate Your Overall Health Plan Experience 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.	National Average	▲	◎	▼	◎	▲	▼
	New England Average	▲	◎	▼	◎	▲	▼



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Preventive Care Services

Adolescent Immunizations Percentage of adolescents who received the recommended number and type of vaccines by their 13 th birthday.	National Average	⊙	⊙	▼	⊙	▼	▼
	New England Average	⊙	⊙	▼	⊙	▼	▼
Cancer Screenings for Women 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.	National Average	▲	⊙	⊙	⊙	⊙	⊙
	New England Average	⊙	⊙	⊙	▼	▼	▼
Childhood Immunizations Percentage of children who received the recommended number and type of immunizations by their 2 nd birthday.	National Average	⊙	⊙	⊙	⊙	NA	▼
	New England Average	▼	⊙	⊙	⊙	NA	▼
Chlamydia Screening for Women 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	▼	⊙	▼	▼	▼	▼
Colorectal Cancer Screening Percentage of people ages 50 to 75 who had an appropriate test for colorectal cancer.	National Average	▲	▲	⊙	▲	⊙	▼
	New England Average	⊙	⊙	▼	⊙	▼	▼
Flu Shots for Adults Percentage of people ages 50 to 64 who reported that they received an influenza vaccination (flu shot).	National Average	▲	▲	⊙	⊙	▲	▼
	New England Average	⊙	▲	▼	▼	⊙	▼

Preventive Care Performance Results Are Continued On Next Page

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Preventive Care Services

Medical Assistance to Quit Using Tobacco 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	◎	NA	◎	◎	NA	◎
	New England Average	◎	NA	▼	*	*	*
Well Child Visits 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	▲	◎	▲	▲	▲	▼

* There is no regional average for PPO data.



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Acute Care Services

Care for Adults with Acute Bronchitis 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	▼	▼	▼	◎	◎	◎
Care for Children 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	◎	◎	◎	◎	◎	◎
Follow-up After Hospitalization for Mental Illness 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	▲	▲	◎	◎
	New England Average	◎	NA	◎	▲	▼	◎
Imaging Studies for Low Back Pain 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 Care Services

Asthma Care Percentage of people ages 5 to 64 who were given the most suitable medicine based on the severity of their asthma.	National Average	⊙	⊙	⊙	⊙	⊙	⊙
	New England Average	⊙	⊙	⊙	⊙	⊙	⊙
Diabetes Care Percentage of adults with diabetes who had tests for blood sugar, cholesterol, eye disease and kidney disease, and whose blood sugar, blood pressure and cholesterol were controlled.	National Average	⊙	▼	⊙	⊙	NA	▼
	New England Average	▼	▼	▼	⊙	NA	▼
Cardiac Care Percentage of adults who were tested for cholesterol and who had good cholesterol control after a diagnosis of serious heart disease or hospitalization for a heart attack or heart surgery.	National Average	⊙	▼	⊙	⊙	NA	▼
	New England Average	⊙	▼	▼	⊙	NA	▼
Care for Alcohol and Other Drug Dependence 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	⊙	NA	⊙	⊙	⊙	⊙
	New England Average	⊙	NA	⊙	⊙	⊙	⊙
Management of Medicine for Depression 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	▲	NA	▲	▲	▲	⊙
	New England Average	▲	NA	▲	⊙	⊙	⊙

Chronic Care Service Performance Results Are Continued On Next Page

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Chronic Care Services

Management of Long-term Medicines 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	◎	◎	▼	◎	◎	◎
Rheumatoid Arthritis Care Percentage of adults diagnosed with rheumatoid arthritis who received the appropriate medication.	National Average	◎	NA	▲	▲	◎	◎
	New England Average	◎	NA	◎	▲	◎	◎
Testing for Chronic Lung Disease 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



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