

# Annual Health Plan Performance Results

The following charts show how Vermont health plans performed during the most recent reporting period (calendar year 2013 for preventive care, acute illness care, and chronic illness care measures; Spring 2014 for experience of care and service measures). Each health plan's score is compared to the national average and to the N.E. 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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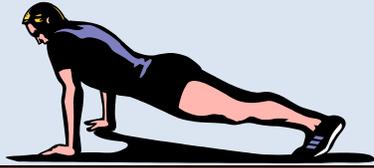
## Member's Experience of Care and Service

	National Average	BCBS POS	CIGNA POS	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.	▼	○	▼	▼	▼	▲	▼
	N.E. Average	▼	▲	▼	▼	▲	▼
<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.	National Average	○	★	○	○	○	★
	N. E. Average	○	○	○	○	○	○
<b>Customer Service</b> Percentage of people who reported "Always or Usually" when asked if they got needed information or help from their health plan, and were treated with courtesy and respect by customer service.	National Average	▲	NA	○	○	NA	NA
	N.E. Average	○	NA	○	○	NA	NA
<b>Claims Handling</b> Percentage of people who reported "Always or Usually" when asked how often claims were handled quickly and correctly.	National Average	▲	○	○	○	NA	○
	N. E. Average	▲	○	○	○	NA	○
<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.	National Average	○	NA	○	○	NA	NA
	N.E. Average	○	NA	○	○	NA	NA
<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.	National Average	▲	▲	▼	▲	○	▼
	N.E. Average	▲	▲	▼	▲	▲	▼

### Key:

- ▲ means the score is **better than** the national or New England average.
- means the score is **similar to** the national or New England average.
- ▼ means the score is **worse than** the national or New England average.
- ★ means the score is **greater than or equal to** the 95<sup>th</sup> percentile of the national or New England average.
- NA means **not applicable** because the population of members meeting the conditions of this measure was too small to produce a meaningful score, the measure was not required to be reported, or there were known data collection issues.

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## Preventive Care

<b>Childhood Immunizations</b> Percentage of children who received all recommended vaccines, except for the pneumonia vaccine, by age 2.	National Average	○	NA	○	○	▲	▼
	N.E. 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	▲	▲	▲	▲	▲	▲
	N.E. 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	○	NA	○	▲	▲	○
	N.E. Average	▼	NA	▼	▼	▼	▼
<b>Flu Shots for Adults</b> Percentage of people ages 18 to 64 who reported that they received an influenza vaccination (flu shot).	National Average	▲	▲	○	○	○	○
	N.E. 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	▲	NA	▲	★	▲	▲
	N.E. Average	○	NA	○	○	○	○



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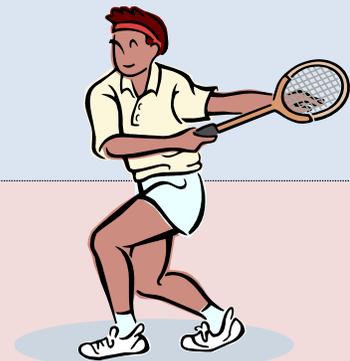
# Health Plan Results: Annual Performance



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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	○	NA	○	○	○	○
	N.E. Average	▼	NA	▼	▼	▼	▼
<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	▲	NA	▲	▲	▲	▲
	N.E. Average	○	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	★	NA	▲	★	★	★
	N.E. Average	★	NA	★	★	▲	▲



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Chronic Illness Care								
<b>Asthma Care</b> Percentage of people ages 5 to 64 who were given the most suitable medicine based on the severity of their asthma.	National Average	○	NA	○	○	○	○	○
	N.E. Average	○	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	▲	NA	▼	○	○	○	○
	N. E. Average	▲	NA	▼	○	○	▼	○
<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	★	NA	★	▲	○	○	○
	N.E. Average	▲	NA	▲	▲	○	○	○
<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	▼	○	▼	○	○	▼	▼
	N.E. Average	▼	○	▼	▼	▼	▼	▼
<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	NA	NA	○	NA	NA
	N.E. Average	NA	NA	NA	NA	▼	NA	NA
<b>Medical Assistance to Quit Smoking and Tobacco Use</b> Percentage of adults (over 18 years of age) who currently smoke or use tobacco and who discussed or received advise to quit, discussed medications to help them quit and discussed other medications to help them quit.	National Average	NA	NA	○	★	NA	NA	NA
	N.E. Average	NA	NA	▼	*	*	*	*

\* PPO regional benchmarks are not available.

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