

# Over Time Health Plan Performance Results

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.

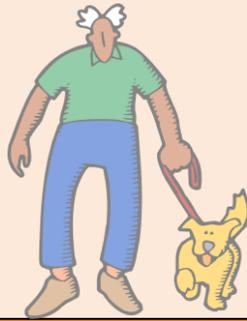
		BCBS POS	CIGNA POS	TVHP HMO	BCBS PPO	CIGNA PPO	MVP PPO
<b>Member's Experience of Care and Service</b>							
<b>Call Answering</b> Percentage of calls received by the health plan during business hours that were not abandoned by the caller before being answered by a live person, and were answered within 30 seconds by a live person.	2012 to 2014	○	▲	▲	▲	▲	▼
<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.	2012 to 2014	○	○	○	▲	○	▲
<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.	2012 to 2014	○	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.	2012 to 2014	○	○	○	○	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.	2012 to 2014	○	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.	2012 to 2014	○	▲	○	▲	○	○



**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.

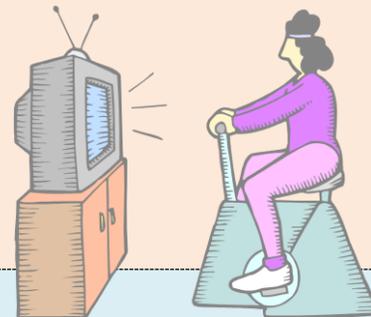
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## Preventive Care

<b>Childhood Immunizations</b> Percentage of children who received the recommended number and type of immunizations by their 2 <sup>nd</sup> birthday.	2011 to 2013	○	NA	○	○	▲	▲
<b>Colorectal Cancer Screening</b> Percentage of people ages 50 to 75 who had an appropriate test for colorectal cancer.	2011 to 2013	○	▲	○	○	▲	▲
<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.	2011 to 2013	▲	NA	○	○	▼	▲



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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>	2011 to 2013	▲	NA	▲	○	○	○
<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>	2011 to 2013	○	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>	2011 to 2013	○	NA	▲	○	○	○

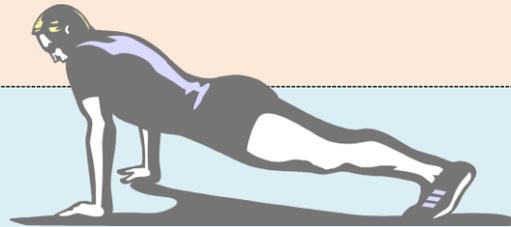
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## Chronic Illness Care

<p><b>Initiation and Engagement of Alcohol and Other Drug Treatment</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>	2011 to 2013	○	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>	2011 to 2013	▼	NA	○	○	▼	○
<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>	2011 to 2013	○	○	○	○	▲	○



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