

Appendix

This appendix contains data that were not included in the main body of the report, but were submitted by the MCOs as part of the Rule 10 data filing requirements. It includes HEDIS[®], CAHPS[®], and Rule 10-specific measures. There has been no statistical analysis performed on these data.

List of Tables

Percentage of Adults with Ambulatory or Preventive Visits.....	173
Percent of Children with One or More Primary Care Visits by Age Group.....	174
Overall Mental Health Utilization Rates.....	175
Percentage of Members Identified as Receiving Alcohol and Other Drug Services.....	176
Total Inpatient Discharges General Hospital/Acute Care /1000 Members by Age.....	177
Inpatient Average Length of Stay General Hospital/Acute Care by Age.....	178
Inpatient Days General Hospital/Acute Care /1000 Members by Age.....	179
Inpatient Discharges/1000 Members by Age -- Maternity.....	180
Inpatient Average Length of Stay (ALOS) by Age -- Maternity.....	180
Inpatient Days/1000 Members by Age -- Maternity.....	181
Inpatient Discharges/1000 Members by Age -- Non-acute.....	182
Inpatient Average Length of Stay (ALOS) by Age -- Non-acute.....	183
Inpatient Days/1000 Members by Age -- Non-acute.....	184
Ambulatory Visits/1000 Members by Age.....	185
Ambulatory Visits/1000 Members by Age -- Emergency Room.....	186
Ambulatory Procedures/1000 Members by Age -- Surgery.....	187
Ambulatory Stays/1000 Members by Age -- Observation Room.....	188
Outpatient Prescription Drug Utilization by Age -- Prescriptions Per Member Per Year.....	189
Outpatient Prescription Utilization -- Prescription Costs Per Member Per Month (Dollars PMPM) by Age.....	190
Frequency of Selected Procedures by Age/1000.....	191
Enrollment Trends.....	195
Enrollment Distribution by Age.....	196
Enrollment Distribution by Age and Gender.....	197
CAHPS® Response Rates.....	198
Characteristics of CAHPS® Respondents.....	199
Respondents' Relationship with their MCO CAHPS® -- Question 13.....	200
CAHPS® Respondents Rating of Overall Health -- Question 43.....	201
CAHPS® Overall Rankings of Key Aspects of Health Care Experience -- Questions 12, 21, 25.....	202
CAHPS® Composite -- How Well Doctors Communicate.....	203
Mean, Median, and Maximum Days to Make UR Decisions.....	204
Physical Health Grievances/1000 Members: Expedited, Pre-service Non-expedited, and Post-service Non-expedited Review.....	205
Behavioral Health Grievances/1000 Members: Expedited and Non-expedited Review.....	205

Percentage of Adults with Ambulatory or Preventive Visits

Percentage of Adults with Ambulatory or Preventive Visits									
	BCBS	CIGNA	MVP	TVHP	MCO (w/o PPO) National Average	MCO (w/o PPO) Regional Average	CIGNA PPO	PPO National Average	PPO Regional Average
2001									
20 - 44	96%	94%	94%	93%	92%	95%	NR	NR	NR
45 - 64	96%	94%	96%	94%	94%	96%	NR	NR	NR
65+	98%	95%	99%	97%	95%	96%	NR	NR	NR
2002									
20 - 44	95%	94%	96%	93%	92%	95%	NR	NR	NR
45 - 64	96%	96%	96%	95%	94%	96%	NR	NR	NR
65+	88%	100%	97%	98%	95%	96%	NR	NR	NR
2003									
20 - 44	95%	95%	95%	93%	93%	95%	NR	NR	NR
45 - 64	96%	95%	97%	95%	95%	96%	NR	NR	NR
65+	87%	96%	97%	99%	96%	97%	NR	NR	NR
2004									
20 - 44	95%	96%	95%	93%	93%	95%	NR	NR	NR
45 - 64	95%	97%	97%	95%	95%	96%	NR	NR	NR
65+	90%	99%	99%	98%	96%	97%	NR	NR	NR
2005									
20 - 44	95%	96%	95%	93%	93%	95%	NR	NR	NR
45 - 64	96%	97%	96%	95%	95%	96%	NR	NR	NR
65+	91%	98%	99%	96%	96%	97%	NR	NR	NR
2006									
20 - 44	96%	96%	96%	94%	93%	95%	NR	NR	NR
45 - 64	97%	97%	97%	96%	95%	96%	NR	NR	NR
65+	92%	99%	98%	98%	97%	97%	NR	NR	NR
2007									
20 - 44	96%	96%	96%	95%	93%	95%	95%	91%	93%
45 - 64	97%	97%	97%	97%	95%	96%	97%	94%	95%
65+	92%	98%	98%	98%	97%	97%	97%	95%	97%

Percent of Children with One or More Primary Care Visits by Age Group

Percent of Children with One or More Primary Care Visits by Age Group									
	BCBS	CIGNA	MVP	TVHP	MCO (w/o PPO) National Average	MCO (w/o PPO) Regional Average	CIGNA PPO	PPO National Average	PPO Regional Average
2002									
12 - 24 mos	99%	97%	97%	99%	96%	98%	NR	NR	NR
25 mos - 6 yrs	94%	90%	91%	94%	87%	94%	NR	NR	NR
7 - 11 yrs	94%	94%	92%	94%	87%	95%	NR	NR	NR
2003									
12 - 24 mos	99%	99%	98%	93%	96%	99%	NR	NR	NR
25 mos - 6 yrs	95%	94%	93%	98%	89%	94%	NR	NR	NR
7 - 11 yrs	95%	94%	95%	92%	89%	96%	NR	NR	NR
2004									
12 - 24 mos	99%	99%	98%	99%	97%	99%	NR	NR	NR
25 mos - 6 yrs	94%	93%	92%	93%	88%	94%	NR	NR	NR
7 - 11 yrs	94%	95%	94%	95%	89%	96%	NR	NR	NR
12 - 19 yrs	95%	94%	94%	93%	86%	94%	NR	NR	NR
2005									
12 - 24 mos	98%	98%	97%	98%	97%	99%	NR	NR	NR
25 mos - 6 yrs	92%	91%	93%	92%	89%	95%	NR	NR	NR
7 - 11 yrs	92%	94%	94%	95%	89%	96%	NR	NR	NR
12 - 19 yrs	93%	94%	93%	91%	86%	94%	NR	NR	NR
2006									
12 - 24 mos	99%	99%	100%	99%	97%	99%	NR	NR	NR
25 mos - 6 yrs	94%	94%	94%	95%	89%	95%	NR	NR	NR
7 - 11 yrs	96%	94%	95%	98%	89%	96%	NR	NR	NR
12 - 19 yrs	96%	95%	95%	95%	87%	94%	NR	NR	NR
2007									
12 - 24 mos	99%	98%	100%	98%	97%	98%	98%	83%	92%
25 mos - 6 yrs	96%	93%	94%	94%	89%	95%	92%	86%	93%
7 - 11 yrs	96%	95%	96%	97%	90%	96%	91%	88%	94%
12 - 19 yrs	97%	95%	96%	96%	87%	95%	91%	94%	96%

Overall Mental Health Utilization Rates

Overall Mental Health Utilization Rates										
	BCBS	CBH	CIGNA	MVP	TVHP	MCO (w/o PPO) National Average	MCO (w/o PPO) Regional Average	CIGNA PPO	PPO National Average	PPO Regional Average
2002										
0 - 12	6%	NR	5%	4%	4%	NA	NA	NR	NR	NR
13 - 17	12%	NR	13%	11%	10%	NA	NA	NR	NR	NR
18 - 64	11%	NR	8%	9%	9%	NA	NA	NR	NR	NR
65+	2%	NR	5%	2%	0%	NA	NA	NR	NR	NR
Total	10%	NR	8%	8%	8%	5%	8%	NR	NR	NR
2003										
0 - 12	5%	NR	4%	6%	4%	NA	NA	NR	NR	NR
13 - 17	12%	NR	9%	11%	9%	NA	NA	NR	NR	NR
18 - 64	11%	NR	6%	9%	8%	NA	NA	NR	NR	NR
65+	2%	NR	0%	2%	4%	NA	NA	NR	NR	NR
Total	10%	NR	6%	8%	8%	5%	8%	NR	NR	NR
2004										
0 - 12	5%	NR	3%	5%	4%	NA	NA	NR	NR	NR
13 - 17	12%	NR	7%	11%	10%	NA	NA	NR	NR	NR
18 - 64	11%	NR	4%	9%	9%	NA	NA	NR	NR	NR
65+	3%	NR	0%	2%	2%	NA	NA	NR	NR	NR
Total	10%	NR	4%	8%	8%	5%	8%	NR	NR	NR
2005										
0 - 12	5%	10%	3%	5%	5%	NA	NA	NR	NR	NR
13 - 17	12%	21%	8%	11%	11%	NA	NA	NR	NR	NR
18 - 64	11%	18%	5%	9%	8%	NA	NA	NR	NR	NR
65+	3%	52%	1%	3%	2%	NA	NA	NR	NR	NR
Total	10%	16%	5%	8%	8%	6%	9%	NR	NR	NR
2006										
0 - 12	5%	9%	5%	5%	4%	NA	NA	NR	NR	NR
13 - 17	12%	19%	10%	12%	11%	NA	NA	NR	NR	NR
18 - 64	11%	17%	8%	10%	9%	NA	NA	NR	NR	NR
65+	4%	38%	1%	3%	2%	NA	NA	NR	NR	NR
Total	10%	15%	7%	9%	8%	6%	9%	NR	NR	NR
2007										
0 - 12	5%	9%	6%	5%	4%	NA	NA	5%	NA	NA
13 - 17	12%	17%	11%	12%	9%	NA	NA	11%	NA	NA
18 - 64	11%	14%	11%	10%	8%	NA	NA	8%	NA	NA
65+	4%	1%	2%	4%	1%	NA	NA	5%	NA	NA
Total	10%	12%	10%	9%	8%	6%	9%	8%	5%	8%

Percentage of Members Identified as Receiving Alcohol and Other Drug Services

Percentage of Members Identified as Receiving Alcohol and Other Drug Services									
	BCBS	CIGNA	MVP	TVHP	MCO (w/o PPO) National Average	MCO (w/o PPO) Regional Average	CIGNA PPO	PPO National Average	PPO Regional Average
2002									
0 - 12	0.0%	0.1%	0.0%	0.0%	NA	NA	NR	NR	NR
13 - 17	2.1%	1.7%	2.3%	1.1%	NA	NA	NR	NR	NR
18 - 64	0.6%	0.7%	1.0%	0.8%	NA	NA	NR	NR	NR
65+	0.5%	1.2%	0.0%	0.0%	NA	NA	NR	NR	NR
Total	0.7%	0.7%	0.9%	0.7%	0.4%	0.5%	NR	NR	NR
2003									
0 - 12	0.0%	0.0%	0.0%	0.0%	NA	NA	NR	NR	NR
13 - 17	1.6%	1.6%	2.2%	1.5%	NA	NA	NR	NR	NR
18 - 64	0.6%	0.8%	0.9%	0.6%	NA	NA	NR	NR	NR
65+	0.8%	0.0%	0.0%	0.0%	NA	NA	NR	NR	NR
Total	0.6%	0.7%	0.9%	0.6%	0.4%	0.5%	NR	NR	NR
2004									
0 - 12	0.0%	0.0%	0.0%	0.0%	NA	NA	NR	NR	NR
13 - 17	1.5%	2.7%	1.7%	1.8%	NA	NA	NR	NR	NR
18 - 64	0.9%	0.7%	1.4%	1.1%	NA	NA	NR	NR	NR
65+	0.9%	0.0%	0.2%	0.5%	NA	NA	NR	NR	NR
Total	0.8%	0.8%	1.2%	1.0%	0.7%	0.8%	NR	NR	NR
2005									
0 - 12	0.0%	0.1%	0.0%	0.0%	NA	NA	NR	NR	NR
13 - 17	2.1%	1.3%	2.0%	1.4%	NA	NA	NR	NR	NR
18 - 24	2.6%	1.6%	3.1%	2.4%	NA	NA	NR	NR	NR
25 - 34	0.8%	1.2%	1.3%	1.7%	NA	NA	NR	NR	NR
35 - 64	0.8%	0.9%	1.4%	1.2%	NA	NA	NR	NR	NR
65+	0.7%	0.0%	0.8%	0.0%	NA	NA	NR	NR	NR
Total	1.0%	0.9%	1.4%	1.2%	0.8%	0.9%	NR	NR	NR
2006									
0 - 12	0.0%	0.0%	0.0%	0.0%	NA	NA	NR	NR	NR
13 - 17	2.4%	1.5%	2.9%	1.7%	NA	NA	NR	NR	NR
18 - 24	2.5%	2.5%	3.5%	2.8%	NA	NA	NR	NR	NR
25 - 34	0.9%	2.1%	1.8%	1.5%	NA	NA	NR	NR	NR
35 - 64	0.9%	1.5%	1.6%	1.3%	NA	NA	NR	NR	NR
65+	0.3%	0.7%	1.5%	1.4%	NA	NA	NR	NR	NR
Total	1.0%	1.4%	1.7%	1.3%	0.8%	1.0%	NR	NR	NR
2007									
0 - 12	0.0%	0.0%	0.0%	0.0%	NA	NA	0.1%	NA	NA
13 - 17	1.9%	1.5%	1.8%	1.8%	NA	NA	1.7%	NA	NA
18 - 24	3.4%	2.7%	3.3%	2.8%	NA	NA	2.7%	NA	NA
25 - 34	0.4%	2.0%	2.6%	2.0%	NA	NA	2.0%	NA	NA
35 - 64	0.9%	1.4%	1.5%	1.4%	NA	NA	1.2%	NA	NA
65+	0.7%	1.0%	0.5%	1.1%	NA	NA	0.5	NA	NA
Total	1.1%	1.4%	1.6%	1.4%	0.9%	1.19%	1.2%	0.8%	1.0%

Total Inpatient Discharges General Hospital/Acute Care /1000 Members by Age

Inpatient Discharges/1000 Members																																	
	BCBS					CIGNA					MVP					TVHP					MCO (w/o PPO) National Average					MCO (w/o PPO) Regional Average					CIGNA PPO	PPO National Average	PPO Regional Average
	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2007	2007	2007
<1 year	77	85	75	77	72	63	97	129	118	41	103	88	62	103	120	84	93	124	122	118	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	61	NA	NA
1 - 9	13	14	9	11	11	10	17	10	7	8	17	11	10	16	14	11	20	11	19	10	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	11	NA	NA
10 - 19	11	10	11	18	12	15	12	12	13	12	11	15	12	10	12	12	17	14	18	13	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	14	NA	NA
20 - 44	51	51	56	56	54	53	53	52	46	50	54	55	54	53	48	53	53	50	52	46	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	42	NA	NA
45 - 64	45	52	48	51	43	60	53	56	46	44	55	54	58	61	52	55	48	58	54	49	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	47	NA	NA
65 - 74	141	98	79	99	70	162	56	87	117	132	136	153	140	166	199	130	138	96	105	119	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	129	NA	NA
75 - 84	177	85	302	115	147	166	220	62	125	240	227	206	297	310	294	187	230	152	251	233	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	237	NA	NA
85+	0	500	1000	0	364	0	0	600	0	0	75	329	0	235	136	NA	NA	2400	0	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	316	NA	NA
Total	40	42	42	45	39	44	43	43	38	38	47	46	47	50	46	44	44	45	47	41	58	59	57	57	57	52	52	52	52	51	46	55	49

Inpatient Average Length of Stay General Hospital/Acute Care by Age

Inpatient Average Length of Stay (Days)																																						
	BCBS					CIGNA					MVP					TVHP					MCO (w/o PPO) National Average					MCO (w/o PPO) Regional Average					CIGNA PPO	PPO National Average	PPO Regional Average					
	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2007	2007	2007
<1 year	6.3	5.0	3.9	3.3	7.1	3.4	4.3	2.2	7.9	2.8	2.2	2.0	1.9	5.6	4.1	12.7	5.6	8.0	5.5	3.4	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	2.4	NA	NA
1 - 9	9.7	6.5	2.7	9.7	10.4	2.1	3.5	3.1	6.3	2.0	1.2	0.7	1.5	2.7	3.7	5.3	4.5	3.1	3.7	2.9	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	4.8	NA	NA
10 - 19	3.5	3.2	7.9	3.7	4.6	2.8	2.7	3.4	3.2	2.9	1.5	3.0	1.5	2.1	3.9	2.3	4.0	3.6	4.3	4.8	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	3.2	NA	NA
20 - 44	2.9	3.0	3.3	3.1	2.9	3.0	3.1	2.7	3.1	3.2	1.7	1.6	1.4	2.7	3.1	3.0	2.9	3.8	3.0	2.8	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	3.3	NA	NA
45 - 64	4.8	4.2	4.3	4.4	4.0	4.5	3.7	4.1	4.3	4.4	2.1	2.5	2.0	2.1	4.0	3.8	4.5	4.1	4.2	4.4	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	4.0	NA	NA
65 - 74	5.1	5.9	4.3	5.8	6.8	3.7	5.3	4.4	5.9	3.8	4.6	3.0	2.8	2.1	3.6	5.2	3.6	3.0	3.6	4.9	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	4.7	NA	NA
75 - 84	5.8	5.0	6.8	3.9	3.8	2.0	6.7	3.0	6.3	3.5	3.4	2.0	4.2	4.1	3.1	4.3	12.0	4.3	6.2	5.6	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	6.6	NA	NA
85+	NA	5.0	15.5	NA	5.0	0.0	0.0	4.0	NA	0.0	6.0	2.8	NA	2.0	3.0	NA	NA	9.0	NA	0.0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	7.6	NA	NA
Total	3.8	4.1	3.8	4.0	3.9	3.7	3.4	3.4	4.0	3.6	2.0	2.1	1.8	2.4	3.6	3.6	3.8	4.0	3.7	3.7	3.7	3.7	3.6	3.6	3.5	3.8	3.8	3.8	3.6	3.8	4.2	3.4	2.8					

Inpatient Days General Hospital/Acute Care /1000 Members by Age

Inpatient Days/1000 Members																																						
	BCBS					CIGNA					MVP					TVHP					MCO (w/o PPO) National Average					MCO (w/o PPO) Regional Average					CIGNA PPO	PPO National Average	PPO Regional Average					
	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2007	2007	2007
<1 year	478	425	296	252	506	215	419	286	935	117	227	180	120	576	493	1069	523	993	667	403	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	147	NA	NA
1 - 9	126	90	26	111	111	20	58	33	46	16	20	8	14	43	51	61	92	35	70	28	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	53	NA	NA
10 - 19	37	32	86	65	55	42	33	40	42	35	17	46	17	22	48	27	66	49	78	61	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	44	NA	NA
20 - 44	149	151	187	171	160	159	168	142	143	157	90	87	77	144	152	160	155	188	154	131	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	142	NA	NA
45 - 64	217	220	207	226	174	273	194	231	201	190	113	135	117	126	207	208	217	240	231	218	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	189	NA	NA
65 - 74	722	576	341	574	475	595	297	385	698	510	630	456	398	344	713	684	490	292	376	584	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	609	NA	NA
75 - 84	1027	423	2050	443	554	331	1463	186	789	840	761	412	1245	1267	906	797	2756	658	1547	1296	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1560	NA	NA
85+	NA	2500	1550	0	1818	0	0	2400	0	0	453	904	0	471	409	NA	NA	2160	0	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	2407	NA	NA
Total	163	159	168	178	154	162	145	148	151	140	91	97	85	120	164	160	166	182	173	154	215	215	208	206	206	198	195	195	190	192	196	188	176					

Inpatient Discharges/1000 Members by Age – Maternity

Inpatient Discharges/1000 Members															
	BCBS		CIGNA		MVP		TVHP		MCO (w/o PPO) National Average		MCO (w/o PPO) Regional Average		CIGNA PPO	PPO National Average	PPO Regional Average
	2006	2007	2006	2007	2006	2007	2006	2007	2006	2007	2006	2007	2007	2007	2007
10 – 19	0.69	1.16	1.48	1.95	1.58	0.71	1.29	1.66	NA	NA	NA	NA	2.20	NA	NA
20 – 44	34.57	36.54	27.95	28.82	30.96	28.74	28.75	28.93	NA	NA	NA	NA	25.22	NA	NA
45 – 64	0.00	0.12	0.10	0.09	0.33	0.12	0.12	0.10	NA	NA	NA	NA	0.00	NA	NA
Total	12.72	13.72	11.56	11.71	13.04	11.72	12.34	12.40	16.00	15.90	13.62	13.28	10.04	14.88	12.9

Inpatient Days/1000 Members by Age – Maternity

Inpatient Days/1000 Members															
	BCBS		CIGNA		MVP		TVHP		MCO (w/o PPO) National Average		MCO (w/o PPO) Regional Average		CIGNA PPO	PPO National Average	PPO Regional Average
	2006	2007	2006	2007	2006	2007	2006	2007	2006	2007	2006	2007	2007	2007	2007
10 – 19	1.51	2.91	3.59	4.78	9.16	1.77	3.88	4.16	NA	NA	NA	NA	5.61	NA	NA
20 – 44	88.40	86.80	81.56	80.16	51.92	82.13	68.45	71.47	NA	NA	NA	NA	74.49	NA	NA
45 – 64	0.00	0.41	0.19	0.38	0.44	0.25	0.12	0.39	NA	NA	NA	NA	0.00	NA	NA
Total	32.48	32.67	33.57	32.50	22.83	33.42	29.43	30.70	43.87	43.28	40.11	38.18	29.52	37.54	35.14

Inpatient Average Length of Stay (ALOS)/1000 Members by Age – Maternity

Inpatient Average Length of Stay/1000 Members															
	BCBS		CIGNA		MVP		TVHP		MCO (w/o PPO) National Average		MCO (w/o PPO) Regional Average		CIGNA PPO	PPO National Average	PPO Regional Average
	2006	2007	2006	2007	2006	2007	2006	2007	2006	2007	2006	2007	2007	2007	2007
10 – 19	2.20	2.50	2.43	2.44	5.80	2.50	3.00	2.50	NA	NA	NA	NA	2.56	NA	NA
20 – 44	2.56	2.38	2.92	2.78	1.68	2.86	2.38	2.47	NA	NA	NA	NA	2.95	NA	NA
45 – 64	NA	3.50	2.00	4.00	1.33	2.00	1.00	4.00	NA	NA	NA	NA	NA	NA	NA
Total	2.55	2.38	2.90	2.78	1.75	2.85	2.39	2.48	2.74	2.74	2.93	2.84	2.94	2.53	2.72

Inpatient Discharges/1000 Members by Age -- Non-acute

Inpatient Discharges/1000 Members -- Non-acute																																						
	BCBS					CIGNA					MVP					TVHP					MCO (w/o PPO) National Average					MCO (w/o PPO) Regional Average					CIGNA PPO	PPO National Average	PPO Regional Average					
	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2007	2007	2007					
<1 year	0.0	0.0	0.0	0.0	0.0	3.5	0.0	7.6	7.0	17.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	16.8	NA	NA
1 - 9	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.2	NA	NA
10 - 19	0.0	0.1	0.3	0.3	0.3	0.5	0.2	0.0	0.2	0.0	0.0	0.2	0.0	0.0	0.7	0.0	0.0	0.3	0.0	0.8	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.0	NA	NA
20 - 44	0.2	0.1	0.2	0.3	0.4	0.9	0.6	0.3	0.7	0.5	0.2	0.2	0.6	1.0	0.4	0.8	0.5	0.2	0.6	0.3	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.6	NA	NA
45 - 64	1.8	2.6	2.5	2.0	2.5	2.5	2.3	2.9	2.9	2.4	3.1	3.9	3.1	3.7	3.3	0.9	3.3	2.4	2.3	2.0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	2.5	NA	NA
65 - 74	6.3	7.5	7.9	9.7	10.2	14.8	5.1	4.4	9.5	16.9	6.7	12.9	15.6	8.2	14.7	4.5	27.5	0.0	11.3	8.0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	6.6	NA	NA
75 - 84	0.0	0.0	86.3	0.0	16.3	0.0	73.2	0.0	0.0	120.0	13.4	29.4	39.5	51.7	0.0	0.0	114.8	0.0	41.8	99.7	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	24.9	NA	NA
85+	0.0	0.0	1000	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	82.2	110.1	352.9	136.4	0.0	0.0	0.0	0.0	0.0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	39.2	NA	NA
Total	0.8	1.2	1.3	1.1	1.4	1.4	1.1	1.2	1.6	1.5	1.3	1.8	1.7	2.1	1.8	0.7	1.6	1.0	1.3	1.2	1.5	1.7	1.9	2.0	1.8	2.1	2.1	2.3	2.3	2.5	2.2	1.7	2.2					

Inpatient Average Length of Stay (ALOS) by Age -- Non-acute

Inpatient Average Length of Stay (ALOS) -- Non-acute																																						
	BCBS					CIGNA					MVP					TVHP					MCO (w/o PPO) National Average					MCO (w/o PPO) Regional Average					CIGNA PPO	PPO National Average	PPO Regional Average					
	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2007	2007	2007
<1 year	NA	NA	NA	NA	NA	3	NA	6	2	5	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	2	NA	NA
1 - 9	NA	NA	NA	NA	NA	3	NA	NA	32	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	8	NA	NA
10 - 19	NA	30	24	12	30	7	17	NA	1	NA	NA	8	NA	NA	36	NA	NA	31	NA	30	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
20 - 44	25	43	14	25	16	12	4	9	8	18	11	2	8	19	10	17	10	8	14	8	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	16	NA	NA
45 - 64	8	16	17	16	14	10	7	9	10	16	11	12	15	15	11	15	21	19	15	14	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	12	NA	NA
65 - 74	7	9	16	8	12	4	37	19	8	9	4	5	8	15	13	13	12	NA	5	6	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	24	NA	NA
75 - 84	NA	NA	7	NA	22	NA	39	NA	NA	21	11	20	38	17	NA	NA	30	NA	2	18	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	32	NA	NA
85+	NA	NA	20	NA	NA	NA	0	NA	NA	NA	NA	28	72	15	1	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	32	NA	NA
Total	9	17	17	15	14	9	9	9	10	14	11	12	15	16	12	16	19	19	13	15	14	14	15	15	15	14	14	14	14	15	19	17	17					

Inpatient Days/1000 Members by Age -- Non-acute

Inpatient Days/1000 Members -- Non-acute																																								
	BCBS					CIGNA					MVP					TVHP					MCO (w/o PPO) National Average					MCO (w/o PPO) Regional Average					CIGNA PPO	PPO National Average	PPO Regional Average							
	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2007	2007	2007		
<1 year	0	NA	NA	0	0	11	0	46	14	83	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	40	NA	NA
1 - 9	0	NA	NA	0	0	2	0	0	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	NA	NA
10 - 19	0	4	7	3	9	3	4	0	0	0	0	2	0	0	26	0	0	10	0	25	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0	NA	NA		
20 - 44	4	6	3	7	7	11	2	3	6	9	2	0	5	18	4	15	5	2	8	2	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	10	NA	NA			
45 - 64	14	43	43	31	34	24	16	26	28	37	35	49	46	57	36	14	69	46	35	29	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	29	NA	NA				
65 - 74	44	64	130	76	120	54	190	83	76	149	29	62	127	123	197	59	330	0	60	52	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	159	NA	NA				
75 - 84	0	0	626	0	359	0	2854	0	0	2480	147	574	1522	879	0	0	3388	0	84	1795	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	806	NA	NA					
85+	0	0	2000	0	0	0	0	0	0	0	0	2301	7927	5294	136	0	0	0	0	0	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1238	NA	NA					
Total	7	20	22	16	20	13	10	11	15	22	13	21	26	34	22	11	31	19	17	18	21	23	27	33	26	29	30	33	26	38	43	29	38							

Ambulatory Visits/1000 Members by Age

Ambulatory Visits/1000 Members																																	
	BCBS					CIGNA					MVP					TVHP					MCO (w/o PPO) National Average					MCO (w/o PPO) Regional Average					CIGNA PPO	PPO National Average	PPO Regional Average
	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2007	2007	2007
<1	11926	12561	12636	12810	12200	NR	11667	11711	11204	11362	10889	11191	11821	11946	11496	11759	11603	12880	12370	12149	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	10910	NA	NA
1 - 9	3884	3626	3921	3836	3784	NR	3583	3776	3645	3652	3576	3378	3581	3684	3567	3663	3623	3680	3525	3482	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	3483	NA	NA
10 - 19	2909	2774	2752	2922	2850	NR	2710	2731	2812	2832	2643	2621	2695	2770	2743	2532	2518	2569	2700	2755	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	2668	NA	NA
20 - 44	3323	3330	3398	3411	3393	NR	3306	3292	3308	3418	3016	3058	3134	3157	3127	3079	3145	3203	3284	3122	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	2741	NA	NA
45 - 64	4617	4698	4702	4817	4774	NR	4492	4496	4528	4616	4304	4373	4431	4479	4364	4328	4401	4496	4595	4403	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	4177	NA	NA
65 - 74	5738	5799	5906	6297	6297	NR	6003	5847	6638	7104	5883	6036	6282	6918	6741	6922	7027	6381	5889	6213	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	7438	NA	NA
75 - 84	5628	8000	7165	7699	7614	NR	5707	6680	6727	9000	7221	9750	9746	9491	9061	6094	9933	8861	7777	7845	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	9277	NA	NA
85+	12000	18000	20000	26526	33455	NR	5000	14400	12000	5455	9736	7644	7156	10824	12545	NA	NA	16800	8571	5143	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	8388	NA	NA
Total	3897	3900	3975	4069	4042	NR	3741	3777	3816	3923	3586	3629	3735	3812	3746	3590	3662	3753	3833	3708	3541	3605	3719	3561	3671	4044	4011	4096	4124	4097	3748	3560	3892

Ambulatory Visits/1000 Members by Age -- Emergency Room

Ambulatory Visits/1000 Members -- Emergency Room																																						
	BCBS					CIGNA					MVP					TVHP					MCO (w/o PPO) National Average					MCO (w/o PPO) Regional Average					CIGNA PPO	PPO National Average	PPO Regional Average					
	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2007	2007	2007
<1 year	208	216	268	224	222	233	239	255	264	341	241	219	218	254	246	279	238	309	270	267	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	187	NA	NA
1 - 9	166	179	191	189	186	205	189	201	191	300	175	174	181	183	186	182	190	198	197	185	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	161	NA	NA
10 - 19	212	211	224	243	245	214	224	236	231	359	204	210	216	210	230	217	230	242	250	219	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	210	NA	NA
20 - 44	174	182	210	212	211	205	195	212	231	348	186	197	211	222	217	194	192	227	236	233	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	190	NA	NA
45 - 64	141	143	171	175	177	160	159	151	157	261	151	162	166	168	183	159	165	189	192	173	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	143	NA	NA
65 - 74	122	166	225	215	220	256	190	153	213	377	209	213	263	218	249	256	231	259	270	223	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	223	NA	NA
75 - 84	319	197	583	263	359	331	366	247	291	400	374	353	474	569	661	328	402	608	251	399	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	369	NA	NA
85+	0	0	1500	0	1091	0	0	600	4000	364	226	82	110	471	545	NA	NA	2400	0	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	434	NA	NA
Total	167	172	197	200	201	193	187	193	201	313	177	185	194	197	204	186	189	214	218	204	181	177	188	201	201	195	196	211	218	215	178	191	200					

Ambulatory Procedures/1000 Members by Age -- Surgery

Ambulatory Procedures/1000 Members – Surgery																																						
	BCBS					CIGNA					MVP					TVHP					MCO (w/o PPO) National Average					MCO (w/o PPO) Regional Average					CIGNA PPO	PPO National Average	PPO Regional Average					
	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2007	2007	2007
<1 year	26	48	47	58	20	67	75	84	94	131	50	98	54	117	148	61	51	87	53	26	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	97	NA	NA
1 - 9	44	42	43	31	13	35	27	31	30	55	40	35	36	41	40	50	45	45	36	16	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	34	NA	NA
10 - 19	40	37	34	32	20	28	26	27	26	44	39	29	30	35	34	45	40	41	29	20	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	33	NA	NA
20 - 44	82	90	94	67	36	84	79	87	82	143	89	91	86	90	97	96	94	93	69	36	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	71	NA	NA
45 - 64	240	234	228	158	90	208	210	214	228	353	227	234	237	257	253	236	237	239	146	91	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	217	NA	NA
65 - 74	259	249	233	222	135	280	307	284	346	566	316	351	361	379	387	360	259	379	244	175	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	353	NA	NA
75 - 84	248	113	173	164	114	745	0	371	581	640	320	500	395	310	294	281	402	759	334	199	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	369	NA	NA
85+	0	0	0	0	727	0	0	300	4000	0	679	0	110	235	273	NA	NA	2400	0	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	280	NA	NA
Total	132	133	133	97	54	109	109	117	123	201	128	132	134	147	150	132	133	138	92	55	108	114	119	126	126	118	122	127	128	124	137	121	112					

Ambulatory Stays/1000 Members by Age -- Observation Room

Ambulatory Stays/1000 Members -- Observation Room																																						
	BCBS					CIGNA					MVP					TVHP					MCO (w/o PPO) National Average					MCO (w/o PPO) Regional Average					CIGNA PPO	PPO National Average	PPO Regional Average					
	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2007	2007	2007
<1 year	29	27	56	31	26	21	22	15	3	10	4	26	8	15	33	42	28	46	32	66	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	2	NA	NA
1 - 9	5	7	13	9	9	4	3	1	2	4	3	5	5	3	4	8	7	9	10	8	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1	NA	NA
10 - 19	3	7	8	8	5	2	4	0	0	3	5	4	3	2	3	8	6	8	6	6	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1	NA	NA
20 - 44	9	15	17	16	17	9	7	7	3	7	10	7	9	7	7	13	16	17	19	17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	5	NA	NA
45 - 64	13	23	24	24	24	13	10	5	4	6	16	11	13	11	12	17	30	29	27	25	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	4	NA	NA
65 - 74	13	32	52	42	27	25	15	0	3	14	45	13	16	25	23	41	61	62	38	68	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	6	NA	NA
75 - 84	0	28	22	33	16	0	0	0	0	0	80	15	40	52	49	0	115	51	0	33	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	6	NA	NA
85+	0	0	0	0	0	0	0	0	0	0	0	0	NA	118	0	NA	NA	0	0	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	12	NA	NA
Total	9	16	19	18	17	9	7	5	3	6	11	8	9	8	8	14	19	20	20	19	8	10	10	10	10	9	10	11	11	10	4	10	8					

Outpatient Drug Prescription Utilization by Age – Prescriptions Per Member Per Year

Outpatient Prescription Drug Utilization – Prescriptions Per Member Per Year																															
	BCBS				CIGNA				MVP				TVHP				MCO (w/o PPO) National Average				MCO (w/o PPO) Regional Average				CIGNA PPO	PPO National Average	PPO Regional Average				
	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2007	2007	2007
0 - 9	3.7	3.9	3.7	3.7	2.6	2.8	2.8	2.7	3.0	3.2	3.2	2.9	3.5	3.5	3.5	3.5	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	2.5	NA	NA
10 - 19	4.7	4.7	4.9	5.0	4.1	4.2	4.4	4.4	4.3	4.3	4.4	4.1	3.9	3.9	4.5	4.5	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	4.3	NA	NA
20 - 44	8.8	8.8	9.1	9.4	7.6	8.2	8.6	8.5	8.2	8.5	8.8	8.4	7.9	8.1	8.6	8.3	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	7.8	NA	NA
45 - 64	18.2	18.1	18.9	19.3	16.6	18.1	18.8	18.6	18.3	19.0	19.8	17.8	17.4	17.5	18.9	18.0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	17.5	NA	NA
65 - 74	30.7	30.1	32.8	32.6	31.8	36.7	37.3	36.2	31.9	34.6	35.1	31.0	31.7	30	29.5	28.2	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	36.1	NA	NA
75 - 84	39.8	50.2	47.1	48.8	12.5	30.4	28.5	44.2	46.7	48.7	55.6	54.5	31.4	38.2	31.3	36.0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	48.4	NA	NA
85+	45.5	60.0	79.0	84.4	0.0	39.9	NA	10.8	23.4	23.1	20.1	27.8	NA	16.8	22.3	25.7	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	43.3	NA	NA
Total	11.3	11.5	12.0	12.4	9.4	10.4	11.3	11.4	11.1	11.8	12.4	11.4	10.4	10.7	11.6	11.3	10.6	11.0	11.6	12.2	11.1	11.5	12.1	12.1	11.2	11.0	11.6				

Outpatient Prescription Drug Utilization – Prescription Costs Per Member Per Month (Dollars PMPM) by Age

Outpatient Prescription Drug Utilization – Prescription Costs Per Member Per Month (Dollars PMPM)																															
	BCBS				CIGNA				MVP				TVHP				MCO (w/o PPO) National Average				MCO (w/o PPO) Regional Average				CIGNA PPO	PPO National Average	PPO Regional Average				
	2004	2005	2006	2007	2004	2005	2006	2007	2003	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2007	2007	2007
0 - 9	11.6	11.69	12.16	13.61	NR	10.26	11.55	10.92	10.58	11.53	13.15	15.48	14.16	10.22	10.05	11.91	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	11.34	NA	NA
10 - 19	22.04	21.87	24.84	26.23	NR	21.67	25.16	23.54	19.57	22.61	25.52	25.25	19.41	19.71	24.14	26.31	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	23.16	NA	NA
20 - 44	43.18	40.34	43.36	47.43	NR	38.26	41.37	40.85	31.35	39.1	43.18	43.90	38.68	36.13	38.98	38.66	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	33.97	NA	NA
45 - 64	99.25	82.97	90.07	94.90	NR	81.74	91.87	89.92	72.31	84.22	95.57	85.47	95.23	80.95	88.39	87.93	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	81.32	NA	NA
65 - 74	143.52	119.14	139.67	142.36	NR	162.31	162.18	193.09	114.2	157.82	164.68	149.08	155.7	139.34	147.9	154.03	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	157.49	NA	NA
75 - 84	179.51	148.09	186.04	208.38	NR	119.53	114.91	160.79	140.44	208.83	240.39	232.58	105.51	137.09	112.05	124.26	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	193.82	NA	NA
85+	126.04	119.99	183.16	218.48	NR	111.25	NA	4.27	125.68	103.44	100.85	114.59	NA	33.3	66.59	76.79	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	191.5	NA	NA
Total	58.19	51.55	56.71	60.97	NR	47.58	54.83	55.49	43.05	52.95	60.29	56.86	54.04	48.34	53.85	54.53	46.9	49.82	53.89	54.50	51.93	55.13	59.06	60.70	51.16	51.32	60.10				

Frequency of Selected Procedures/1000 Members by Age

Frequency of Selected Procedures/1000																													
			BCBS				CIGNA				MVP				TVHP				MCO (w/o PPO) National Average				MCO (w/o PPO) Regional Average				CIGNA PPO	PPO National Average	PPO Regional Average
	Age	Sex	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2007	2007	2007
Myringotomy	0 - 4	m+f	25.8	28.8	33.7	23.4	44.1	47.9	39.7	73.2	51.7	43.0	31.9	51.3	25	20.9	28.8	25.8	47.7	50.7	51.8	50.0	35.2	33.7	37.2	37.3	40.8	53.6	36.1
Myringotomy	5 - 19	m+f	1.8	2.8	3.6	3.0	4.6	5.0	5.1	6.8	4.4	4.0	4.9	2.5	3.1	2.3	3.5	2.0	4.2	4.4	3.9	3.8	4.3	3.6	3.6	3.8	6.0	4.1	3.7
Tonsillectomy	0 - 9	m+f	5.9	6.8	6.8	4.7	4.8	5.3	3.6	9.9	6.6	6.7	10.1	4.8	7.0	4.4	7.5	5.1	9.1	9.7	9.8	9.9	7.0	6.8	7.6	8.2	3.8	9.9	7.0
Tonsillectomy	10 - 19	m+f	2.2	2.7	3.3	3.5	1.8	3.2	3.0	4.3	3.3	0.5	3.2	3.9	2.5	2.0	3.6	5.3	3.9	4.2	4.1	4.1	3.2	3.3	3.6	3.8	2.0	4.3	3.2
Non-OB D&C	15 - 44	f	1.3	1.5	2.7	1.2	1.4	1.3	0.6	1.4	2.2	2.2	1.5	0.6	1.5	1.2	1.7	0.6	3.7	3.1	2.6	2.4	2.6	2.7	2.3	2.0	1.0	2.3	2.1
Non-OB D&C	45 - 64	f	2.3	2.6	4.3	1.6	2.1	1.8	1.6	2.4	1.7	2.5	1.7	1.9	1.2	4.1	2.7	1.5	4.8	3.9	3.3	2.9	4.0	4.3	3.2	2.8	0.9	2.8	3.5
Hysterectomy, Abdominal	15 - 44	f	2.0	2.3	2.7	1.9	3.6	3.0	3.1	3.2	3.0	2.7	3	3.4	3.1	1.9	3.0	1.6	4.0	3.8	3.6	4.0	2.8	2.7	2.6	2.5	2.2	3.9	2.2
Hysterectomy, Abdominal	45 - 64	f	5.3	4.5	5.1	2.6	5.7	4.4	3.9	6.0	5.1	5.8	4.4	3.8	5.1	7.2	4.4	3.4	5.9	5.6	5.5	5.9	4.9	5.1	4.6	4.7	3.7	5.9	4.2
Hysterectomy, Abdominal	65+	f	NA	0.0	2.4	0.0	NA	0.0	0.0	0.0	NA	109.0	0.0	5.5	NA	0.0	0.0	7.9	NA	1.8	2.1	2.7	NA	2.4	2.0	1.8	2.0	3.4	1.5
Hysterectomy, Vaginal	15 - 44	f	1.4	1.2	1.5	2.4	2.5	3.1	2.3	3.2	2	2.1	2.8	2.5	2.0	1.3	2.2	1.0	2.5	2.6	2.7	2.8	1.6	1.5	1.6	1.4	1.7	2.9	1.2
Hysterectomy, Vaginal	45 - 65	f	1.9	2.1	2.2	3.3	1.9	3.1	2.9	4.7	3.2	2.9	4.7	3.8	2.2	3.4	4.0	3.0	3.1	3.1	3.4	3.5	2.2	2.2	2.4	2.3	2.6	3.4	2.0
Hysterectomy, Vaginal	65+	f	NA	9.0	2.4	0.0	NA	0.0	8.6	0.0	NA	4.5	0.0	0.00	NA	11.0	0.0	0.0	NA	1.7	1.8	2.5	NA	2.4	1.6	1.7	2.0	2.3	2.2

Frequency of Selected Procedures/1000 Members by Age (continued)

	Age	Sex	BCBS				CIGNA				MVP				TVHP				MCO (w/o PPO) National Average				MCO (w/o PPO) Regional Average				CIGNA PPO	PPO National Average	PPO Regional Average		
			2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2007
Cholecystectomy, Open	15 - 44	f	0.5	0.5	0.2	0.2	0.7	0.3	0.0	0.0	0.5	0.6	0.2	0.4	0.6	0.6	0.4	0.0	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.3	0.3	0.2
Cholecystectomy, Open	30 - 64	m	0.3	0.2	0.2	0.5	0.5	0.3	0.2	0.7	0.5	0.7	0.6	0.2	0.6	0.2	0.0	0.1	0.3	0.3	0.3	0.3	0.4	0.2	0.2	0.2	0.2	0.3	0.4	0.3	
Cholecystectomy, Open	45 - 64	f	0.4	0.2	0.5	0.6	0.7	0.9	0.8	1.1	0.8	0.4	0	0.2	0	0.5	0.2	0.6	0.5	0.4	0.4	0.5	0.4	0.5	0.4	0.3	0.2	0.5	0.4		
Cholecystectomy, Open	65+	m	NA	2.2	1.2	1.8	NA	0.0	0.0	4.0	NA	0.0	0.0	0.0	NA	7.3	0.0	0.0	NA	1.0	1.8	1.1	NA	1.2	1.1	0.9	0.0	1.3	1.3		
Cholecystectomy, Open	65+	f	NA	0.0	1.1	0.0	NA	0.0	0.0	0.0	NA	0.0	0.0	0.0	NA	0.0	0.0	0.0	NA	0.9	0.6	0.9	NA	1.1	0.3	0.2	1.0	0.9	0.4		
Cholecystectomy, Laparoscopic	15 - 44	f	2.9	3.3	4.0	3.7	4.8	5.3	3.2	8.0	5.0	5.8	5.0	3.8	4.8	4.6	5.2	3.7	5.4	5.4	6.0	6.2	4.1	4.0	4.2	3.9	2.5	6.3	3.6		
Cholecystectomy, Laparoscopic	30 - 64	m	1.4	1.1	1.6	1.5	1.9	2.3	2.0	3.9	1.5	1.8	2.6	1.9	0.7	1.1	1.3	1.0	2.4	2.4	2.6	3.0	2.2	1.6	1.8	1.7	1.2	3.2	1.6		
Cholecystectomy, Laparoscopic	45 - 64	f	4.3	3.0	4.7	3.3	3.3	4.2	3.7	7.5	5.6	5.8	5.5	6.9	4.8	7	5.3	3.4	6.4	6.1	6.4	7.1	4.6	4.7	4.6	4.5	4.2	7.3	4.2		
Cholecystectomy, Laparoscopic	65+	m	NA	0.0	3.5	1.8	NA	6.0	13.5	4.0	NA	6.9	17.2	4.8	NA	7.3	0.0	0.0	NA	4.4	4.3	4.9	NA	3.5	2.9	3.4	2.1	6.6	3.5		
Cholecystectomy, Laparoscopic	65+	f	NA	4.5	4.5	3.7	NA	0.0	0.0	22.2	NA	0.0	0.0	5.5	NA	0.0	0.0	23.8	NA	5.9	6.0	6.5	NA	4.5	4.3	5.3	6.1	7.3	3.4		
Back Surgery	20 - 44	m	NA	7.0	9.3	2.0	NA	4.7	10.4	3.8	NA	4.8	5.0	0.9	NA	9.7	10.3	3.4	NA	10.8	10.8	3.0	NA	9.3	9.9	2.6	2.3	3.2	1.8		
Back Surgery	20 - 44	f	NA	7.0	11.5	0.8	NA	5.7	12.4	3.7	NA	3.4	12.4	3.0	NA	11.3	11.1	2.7	NA	14.0	14.3	3.4	NA	11.5	11.2	2.0	1.8	3.8	1.7		
Back Surgery	45 - 64	m	NA	11.4	17.4	4.4	NA	18.5	15.9	8.4	NA	19.3	21.3	3.1	NA	14.8	13.4	4.0	NA	21.9	22.3	6.2	NA	17.4	18.2	4.0	3.8	6.7	3.6		
Back Surgery	45 - 64	f	NA	13.5	19.0	2.7	NA	16.8	18	2.8	NA	18.7	19	2.4	NA	14.4	12.5	4.0	NA	26.0	26.5	6.2	NA	19.0	20.4	3.6	2.6	7.3	3.4		
Back Surgery	65+	m	NA	NA	NA	5.2	NA	NA	13.5	20.2	NA	NA	34.4	4.8	NA	NA	23.8	0.0	NA	NA	33.1	8.3	NA	NA	32.1	4.8	4.3	10.5	6.2		
Back Surgery	65+	f	NA	NA	NA	3.7	NA	NA	42.8	7.4	NA	NA	33.2	16.5	NA	NA	24.4	0.0	NA	NA	39.3	8.2	NA	NA	29.8	4.5	6.1	10.9	5.0		

Frequency of Selected Procedures/1000 Members by Age (continued)

	Age	Sex	BCBS				CIGNA				MVP				TVHP				MCO (w/o PPO) National Average				MCO (w/o PPO) Regional Average				CIGNA PPO	PPO National Average	PPO Regional Average		
			2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2007
Laminectomy/ Diskectomy	20 - 64	m	3.1	NA	NA	NA	1.7	NA	NA	NA	3.5	NA	NA	NA	3.1	NA	NA	NA	2.9	NA	NA	NA	2.5	NA	NA	NA	NA	NA	NA	NA	NA
Laminectomy/ Diskectomy	20 - 64	f	1.4	NA	NA	NA	1.0	NA	NA	NA	1.9	NA	NA	NA	1.1	NA	NA	NA	2.6	NA	NA	NA	2	NA	NA	NA	NA	NA	NA	NA	NA
Angioplasty (PTCA)	45 - 64	m	7.4	6.1	6.7	5.0	9.5	6.6	7.4	8.4	9.7	9.6	10.3	7.5	8.6	5.2	6.1	5.6	8.6	8.3	8.2	8.3	6.7	6.7	6.4	5.7	5.3	8.6	5.1		
Angioplasty (PTCA)	45 - 64	f	1.0	1.2	1.5	1.0	2.8	1.8	2.2	2.2	2	2.7	1.9	1.2	1.9	1.4	1.8	0.8	2.6	2.3	2.3	3.8	1.7	1.5	1.4	1.6	1.4	4.5	1.3		
Angioplasty (PTCA)	65+	m	NA	4.4	13.9	7.0	NA	18.0	4.5	12.1	NA	24.2	12.9	14.5	NA	14.5	5.9	12.8	NA	15.8	16.8	17.4	NA	13.9	14.7	11.9	17.1	18.2	11.2		
Angioplasty (PTCA)	65+	f	NA	0.0	5.1	0.0	NA	12.2	8.6	0.0	NA	4.5	5.5	5.5	NA	0.0	0.0	7.9	NA	7.0	7.5	8.6	NA	5.1	4.2	5.4	7.6	10.2	5.2		
Cardiac Catheterization	45 - 64	m	8.4	7.7	9.5	6.2	8.8	8.8	6.2	10.0	11.8	9.2	10.1	10.9	8.4	10.7	10	7.0	14	13.2	13.1	14.2	9.7	9.5	9.1	7.8	6.6	14.7	7.0		
Cardiac Catheterization	45 - 64	f	4.3	3.8	4.8	2.1	3.8	2.9	2.9	4.1	4.9	4.1	4.7	4.5	7.2	6.0	3.1	2.4	8.8	8.4	8.2	11.2	5.2	4.8	4.6	4.3	4.3	12.8	3.9		
Cardiac Catheterization	65+	m	NA	13.1	23.9	15.7	NA	6.0	13.5	24.2	NA	20.8	17.2	28.9	NA	7.3	17.8	38.3	NA	28.7	27.9	30.0	NA	23.9	21.0	20.1	19.3	32.9	19.8		
Cardiac Catheterization	65+	f	NA	0.0	10.6	0.0	NA	12.2	17.1	22.2	NA	0.0	16.6	16.5	NA	0.0	0.0	7.9	NA	17.9	17.8	20.5	NA	10.6	11.6	10.5	9.1	24.2	8.6		
Prostatectomy	45 - 64	m	3.7	2.6	2.8	2.6	2.4	1.3	2.1	2.6	2.7	3.4	3.5	4.4	1.6	2.6	3.6	3.6	2.4	2.6	2.8	3.3	2.3	2.8	2.7	2.9	2.5	3.4	2.7		
Prostatectomy	65+	m	NA	8.7	9.1	12.2	NA	24	4.5	20.2	NA	20.8	8.6	0.0	NA	0.0	29.7	12.8	NA	9.5	10.1	10.2	NA	9.1	9.6	10.1	7.0	11.6	7.8		
Lumpectomy	15 - 44	f	NA	3.4	NA	1.8	NA	2.8	4.3	4.7	NA	2.8	2.8	3.8	NA	2.3	3.9	2.6	NA	NA	3.6	3.1	NA	NA	3.2	3.3	2.5	2.9	3.0		
Lumpectomy	45 - 64	f	NA	5.4	NA	5.9	NA	7.1	8.4	11.1	NA	8.8	8.0	6.9	NA	8.4	8.0	7.5	NA	NA	8.2	6.8	NA	NA	7.2	8.2	8.0	6.7	7.8		
Lumpectomy	65+	f	NA	4.5	NA	3.7	NA	0.0	17.1	7.4	NA	4.5	16.6	16.5	NA	11.0	0.0	7.9	NA	NA	8.2	7.3	NA	NA	7.9	9.5	9.1	7.7	8.1		

Frequency of Selected Procedures/1000 Members by Age (continued)

	Age	Sex	BCBS				CIGNA				MVP				TVHP				MCO (w/o PPO) National Average				MCO (w/o PPO) Regional Average				CIGNA PPO	PPO National Average	PPO Regional Average
			2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2007	2007	2007
Mastectomy	15 - 44	f	NA	0.5	NA	0.5	NA	0.2	0.2	0.8	NA	0.6	0.4	0.0	NA	0.4	0.0	0.0	NA	NA	0.4	0.4	NA	NA	0.4	0.5	0.4	0.4	0.5
Mastectomy	45 - 64	f	NA	1.0	NA	2.0	NA	0.0	1.8	1.9	NA	0.7	1.7	0.7	NA	1.7	0.9	1.9	NA	NA	1.7	1.7	NA	NA	1.6	1.6	1.7	1.6	1.5
Mastectomy	65+	f	NA	0.0	NA	0.0	NA	0.0	0.0	7.4	NA	0.0	11.1	5.5	NA	0.0	0.0	0.0	NA	NA	2.3	1.9	NA	NA	1.5	1.8	2.5	2.2	2.1

Enrollment Trends

Enrollment Trends						
	BCBS	CIGNA	MVP	TVHP	Total	CIGNA PPO
2001						
Commercial	33367	25738	48470	26184	133759	NR
Market Share	25%	19%	36%	20%	100%	NA
2002						
Commercial	35786	26904	33763	28123	124576	NR
Market Share	29%	22%	27%	22%	100%	NA
Growth 2001-2002	7%	5%	-30%	7%	-7%	NA
2003						
Commercial	39139	25646	31577	26802	123164	NR
Market Share	32%	21%	25%	22%	100%	NA
Growth 2001-2003	17%	0%	-35%	2%	-8%	NA
2004						
Commercial	42102	25251	31722	22603	121678	NR
Market Share	35%	21%	26%	18%	100%	NA
Growth 2001-2004	26%	-2%	-35%	-14%	-9%	NA
2005						
Commercial	44086	26141	28586	21940	120753	NR
Market Share	37%	22%	24%	18%	100%	NA
Growth 2001-2005	32%	2%	-41%	-16%	-10%	NA
2006						
Commercial	44797	28718	23329	22749	119593	NR
Market Share	37%	24%	20%	19%	100%	NA
Growth 2001-2006	34%	12%	-52%	-13%	-11%	NA
2007						
Commercial	43923	28735	20701	26726	120085	59995
Market Share	37%	24%	17%	22%	100%	33%
Growth 2001-2007	32%	12%	-57%	2%	-10%	NA

Enrollment Distribution by Age

Enrollment Distribution by Age																									
	BCBS					CIGNA					CIGNA PPO					MVP					TVHP				
	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007	2003	2004	2005	2006	2007
0 - 19	28%	28%	27%	27%	27%	31%	30%	28%	28%	27%	NR	NR	NR	NR	23%	25%	25%	24%	24%	24%	26%	25%	24%	24%	23%
20 - 44	33%	33%	32%	32%	32%	37%	36%	36%	35%	34%	NR	NR	NR	NR	32%	39%	38%	37%	36%	35%	40%	39%	38%	37%	37%
45 - 64	37%	37%	39%	40%	39%	31%	33%	35%	36%	37%	NR	NR	NR	NR	38%	34%	35%	37%	39%	39%	33%	35%	36%	38%	38%
65+	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%	NR	NR	NR	NR	6%	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%

Enrollment Distribution by Age and Gender

Enrollment Distribution by Age and Gender										
	BCBS		CIGNA		CIGNA PPO		MVP		THVP	
	F	M	F	M	F	M	F	M	F	M
2002										
0 - 19	49%	51%	48%	52%	NR	NR	49%	51%	48%	52%
20 - 44	57%	43%	54%	46%	NR	NR	54%	46%	52%	48%
45 - 64	53%	47%	50%	50%	NR	NR	53%	47%	51%	49%
65+	36%	64%	34%	66%	NR	NR	44%	56%	45%	55%
Total	53%	47%	51%	49%	NR	NR	52%	48%	51%	49%
2003										
0 - 19	50%	50%	48%	52%	NR	NR	50%	50%	49%	51%
20 - 44	57%	43%	53%	47%	NR	NR	55%	45%	52%	48%
45 - 64	53%	47%	50%	50%	NR	NR	53%	47%	52%	48%
65+	30%	70%	35%	65%	NR	NR	44%	56%	44%	56%
Total	53%	47%	50%	50%	NR	NR	53%	47%	51%	49%
2004										
0 - 19	50%	50%	48%	52%	NR	NR	49%	51%	49%	51%
20 - 44	57%	43%	53%	47%	NR	NR	54%	46%	53%	47%
45 - 64	53%	47%	50%	50%	NR	NR	53%	47%	52%	48%
65+	31%	69%	30%	70%	NR	NR	42%	58%	44%	56%
Total	53%	47%	50%	50%	NR	NR	52%	48%	52%	48%
2005										
0 - 19	50%	50%	48%	52%	NR	NR	49%	51%	49%	51%
20 - 44	57%	43%	53%	47%	NR	NR	54%	46%	53%	47%
45 - 64	53%	47%	50%	50%	NR	NR	53%	47%	52%	48%
65+	33%	67%	33%	67%	NR	NR	43%	57%	40%	60%
Total	53%	47%	50%	50%	NR	NR	52%	48%	51%	49%
2006										
0 - 19	46%	54%	48%	52%	NR	NR	47%	53%	47%	53%
20 - 44	54%	46%	53%	47%	NR	NR	53%	47%	51%	49%
45 - 64	51%	49%	49%	51%	NR	NR	51%	49%	51%	49%
65+	33%	67%	33%	67%	NR	NR	33%	67%	33%	67%
Total	53%	47%	50%	50%	NR	NR	52%	48%	52%	48%
2007										
0 - 19	49%	51%	48%	52%	49%	51%	49%	51%	49%	51%
20 - 44	57%	43%	52%	48%	48%	52%	55%	45%	52%	48%
45 - 64	54%	46%	50%	50%	49%	51%	52%	48%	52%	48%
65+	32%	68%	35%	65%	51%	49%	47%	53%	44%	56%
Total	53%	47%	50%	50%	49%	51%	52%	48%	51%	49%

CAHPS[®] Response Rates

CAHPS [®] Response Rates							
		Percent Completed			Percent Incomplete		Percent Ineligible
	Response Rate	By Mail	By Telephone	By Internet	Non-deliverable	No response	
2002							
BCBS	48%	83%	14%	3%	2%	49%	1%
MVP	36%	84%	12%	4%	4%	61%	7%
TVHP	32%	80%	14%	6%	2%	66%	5%
2003							
BCBS	54%	82%	14%	4%	0%	46%	1%
CIGNA	54%	79%	21%	0%	1%	30%	3%
MVP	50%	79%	21%	0%	1%	47%	3%
TVHP	33%	83%	13%	5%	1%	64%	2%
2004							
BCBS	49%	88%	12%	0%	0%	50%	1%
CIGNA	24%	NR	NR	0%	1%	73%	2%
MVP	44%	81%	19%	0%	0%	54%	2%
TVHP	36%	84%	16%	0%	1%	61%	3%
2005							
BCBS	51%	100%	NA	NA	NA	48%	2%
CIGNA	37%	100%	0%	0%	NA	58%	3%
MVP	42%	80%	20%	0%	0%	55%	5%
TVHP	37%	100%	NA	NA	NA	62%	2%
2006							
BCBS	46%	87%	13%	0%	1%	53%	1%
CIGNA	33%	100%	0%	0%	2%	63%	3%
MVP	52%	64%	32%	5%	2%	39%	15%
TVHP	35%	89%	11%	0%	1%	63%	2%
2007							
BCBS	44%	77%	23%	0%	1%	55%	1%
CIGNA	34%	100%	0%	0%	0%	63%	3%
MVP	51%	56%	40%	4%	2%	46%	2%
TVHP	34%	79%	21%	0%	0%	65%	1%
2008							
BCBS	49%	41%	8%	0%	1%	50%	0%
CIGNA	32%	30%	0%	0%	2%	63%	4%
CIGNA PPO	36%	35%	0%	0%	2%	61%	3%
MVP	42%	28%	11%	2%	3%	53%	3%
TVHP	37%	32%	4%	0%	2%	59%	2%

Characteristics of CAHPS® Respondents

Characteristics of CAHPS® Respondents						
	Are you male or female?	What is your age now?¹			What is the highest level of education you have completed?	
	Female	18 – 24	25 – 64	65+	High school diploma or less?	4-year college degree or more?
2003						
BCBS	70%	1%	97%	2%	19%	65%
CIGNA	53%	7%	91%	2%	27%	40%
MVP	61%	6%	92%	2%	31%	35%
TVHP	56%	1%	97%	1%	31%	43%
2004						
BCBS	63%	4%	94%	2%	24%	56%
CIGNA	62%	4%	93%	3%	30%	35%
MVP	62%	5%	91%	5%	36%	35%
TVHP	59%	3%	96%	2%	33%	38%
2005						
BCBS	70%	1%	97%	2%	23%	56%
CIGNA	60%	4%	94%	2%	33%	39%
MVP	64%	5%	92%	3%	30%	37%
TVHP	60%	2%	95%	3%	35%	37%
2006						
BCBS	64%	4%	92%	4%	20%	56%
CIGNA	60%	4%	93%	2%	31%	39%
MVP	59%	4%	92%	4%	34%	38%
TVHP	60%	4%	93%	3%	32%	34%
2007						
BCBS	68%	6%	90%	5%	17%	60%
CIGNA	61%	4%	93%	3%	28%	40%
MVP	59%	5%	91%	4%	31%	38%
TVHP	63%	3%	93%	5%	32%	38%
2008						
BCBS	64%	3%	91%	6%	18%	59%
CIGNA	58%	3%	94%	3%	27%	42%
CIGNA PPO	59%	4%	77%	19%	32%	35%
MVP	62%	2%	91%	6%	29%	42%
TVHP	60%	4%	93%	3%	29%	43%

¹ Percentages may not add to 100% due to rounding

CAHPS® Respondents' Relationship with their MCO
-- Question 13

	Q:13 Do you have a personal doctor? ²
	Yes
2003	
BCBS	92%
CIGNA	NR
MVP	92%
TVHP	91%
2004	
BCBS	93%
CIGNA	91%
MVP	91%
TVHP	90%
2005	
BCBS	94%
CIGNA	92%
MVP	92%
TVHP	92%
2006	
BCBS	94%
CIGNA	93%
MVP	92%
TVHP	90%
2007	
BCBS	97%
CIGNA	95%
MVP	94%
TVHP	95%
2008	
BCBS	96%
CIGNA	94%
CIGNA PPO	93%
MVP	96%
TVHP	97%

² The wording of this question was changed in 2007 from “Do you have one person you think of as your personal doctor or nurse?”

CAHPS® Respondents Rating of Overall Health – Question 43

CAHPS® Respondents Rating of Overall Health – Question 43		
	In general, how would you rate your overall health? ³	
	Excellent/Very Good	Fair/Poor
2003		
BCBS	74%	4%
CIGNA	64%	6%
MVP	65%	6%
TVHP	64%	5%
2004		
BCBS	71%	5%
CIGNA	59%	7%
MVP	65%	7%
TVHP	68%	5%
2005		
BCBS	67%	5%
CIGNA	60%	7%
MVP	64%	7%
TVHP	63%	6%
2006		
BCBS	71%	6%
CIGNA	59%	8%
MVP	66%	5%
TVHP	65%	7%
2007		
BCBS	67%	5%
CIGNA	58%	6%
MVP	66%	6%
TVHP	61%	7%
2008		
BCBS	72%	4%
CIGNA	61%	7%
CIGNA PPO	55%	10%
MVP	66%	7%
TVHP	69%	6%

³ In 2007 the numbering of this question was changed from 50 to 43 and the wording of this question was changed from “In general, how would you rate your overall health now?”

CAHPS® – Overall Ratings of Key Aspects of Health Care Experience -- Questions 12, 21, 25

CAHPS® – Overall Ratings of Key Aspects of Health Care Experience – Questions 12, 21, 25																		
Percent with high (8,9, or 10) rating	Q: 12 Rating of All Health Care ⁴						Q: 21 Rating of Personal Doctor ⁵						Q: 25 Rating of Specialist Seen Most Often					
	2003	2004	2005	2006	2007	2008	2003	2004	2005	2006	2007	2008	2003	2004	2005	2006	2007	2008
BCBS	81%	81%	85%	84%	80%	82%	76%	76%	79%	76%	78%	83%	78%	77%	83%	78%	82%	84%
CIGNA	80%	76%	82%	84%	76%	77%	74%	76%	75%	78%	82%	83%	77%	77%	79%	82%	83%	80%
MVP	76%	80%	82%	81%	79%	76%	73%	76%	76%	74%	84%	77%	79%	81%	82%	77%	81%	79%
TVHP	80%	78%	79%	79%	77%	75%	75%	74%	75%	77%	80%	80%	81%	75%	77%	77%	86%	79%
MCO (w/o PPO) National Average	75%	76%	78%	78%	74%	74%	75%	76%	77%	77%	81%	81%	76%	77%	78%	78%	80%	80%
MCO (w/o PPO) Regional Average	79%	80%	81%	81%	77%	77%	75%	76%	77%	77%	83%	82%	79%	79%	80%	80%	83%	83%
CIGNA PPO	NR	NR	NR	NR	NR	76%	NR	NR	NR	NR	NR	81%	NR	NR	NR	NR	NR	81%
PPO National Average	NR	NR	NR	NR	NR	76%	NR	NR	NR	NR	NR	82%	NR	NR	NR	NR	NR	80%
PPO Regional Average	NR	NR	NR	NR	NR	76%	NR	NR	NR	NR	NR	82%	NR	NR	NR	NR	NR	81%

⁴ In 2007, Question #34 was renumbered “12”; the wording was not changed.

⁵ In 2007, Question #5 was renumbered “21” and the wording changed from “Using any number from 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your personal doctor or nurse?” to “Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?”

CAHPS® Composite -- How Well Doctors Communicate

CAHPS® Composite -- How Well Doctors Communicate						
	2003	2004	2005	2006	2007	2008
Never						
BCBS	0%	1%	4%	0%	1%	0%
CIGNA	NR	NR	1%	1%	1%	0%
MVP	0%	0%	1%	0%	1%	1%
TVHP	0%	0%	6%	1%	0%	0%
CIGNA PPO	NR	NR	NR	NR	NR	1%
Usually/Always						
BCBS	94%	95%	96%	96%	94%	97%
CIGNA	94%	95%	94%	95%	95%	96%
MVP	94%	95%	95%	95%	95%	93%
TVHP	94%	95%	95%	94%	95%	95%
MCO (w/o PPO) National Average	91%	92%	92%	92%	93%	93%
MCO (w/o PPO) Regional Average	93%	93%	94%	93%	94%	94%
CIGNA PPO	NR	NR	NR	NR	NR	95%
PPO National Average	NR	NR	NR	NR	NR	95%
PPO Regional Average	NR	NR	NR	NR	NR	94%

Mean, Median, and Maximum Days to Make UR Decisions⁶

Mean, Median, and Maximum Days to Make UR Decisions, 1/1/2007-12/31/2007														
	BCBS		CBH		CIGNA		MBH		MVP		Primari-Link		TVHP	
	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post
Pre/Post Service Non Expedited Reviews														
Average # Days	1	13	0	2	1.54	1.86	<1	24	1	1	1	4.5	1	9
Median # Days	0	11	0	0	1.54	1.86	<1	26	1	0	1	1	1	3
Maximum # of Days	2	50	6	27	13	16	<1	29	3	6	1	15	6	39
Minimum # of days	0	0	0	0	0	0	<1	7	0	0	1	1	0	0

⁶ For more information about CBH, MBH and Primarilink see page 7.

Physical Health Grievances/1000 Members: Expedited, Pre-service Non-expedited, and Post-service Non-expedited Review

Physical Health Grievances/1000 Member Months: Expedited, Pre-service Non-expedited, and Post-service Non-expedited Review, 1/1/2008-6/30/2008						
	Expedited review		Pre-service non-expedited review		Post-service non-expedited review	
	Number	Per 1000 Member Months	Number	Per 1000 Member Months	Number	Per 1000 Member Months
BCBS	1	0.02	38	0.87	111	2.53
CIGNA	1	0.01	61	0.59	243	2.36
MVP	0	0.00	16	0.75	9	0.42
TVHP	0	0.00	19	0.67	103	3.62

Behavioral Health Grievances/1000 Members: Expedited and Non-expedited Review

Behavioral Health Grievances/1000 Members: Expedited and Non-expedited Review, 1/1/2008-6/30/2008				
	Expedited review		Non-expedited review	
	Number	Per 1000 Member Months	Number	Per 1000 Member Months
BCBS	5	0.13	3	0.08
CBH	11	0.14	4	0.05
CIGNA	0	0.02	2	0.04
MBH	14	0.10	18	0.13
MVP	0	0.00	1	0.05
PrimariLink	0	0.00	1	0.05
TVHP	3	0.11	2	0.07