

Commercial HMO/POS Effectiveness of Care Measure	HEDIS® 2017	NCQA Quality Compass® National Average
Adult BMI Assessment	91.85%	76.17%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents		
BMI Total	84.17%	65.62%
Nutrition Total	67.34%	61.76%
Physical Activity Total	64.82%	55.96%
Childhood Immunization Status		
Combo 10 (Combo 2 & 4-PCV, 1-HepA, 2/3-RV, 2-flu)	51.34%	50.87%
Immunizations for Adolescents—Combo 2	13.75%	14.18%
Breast Cancer Screening	80.63%	72.90%
Cervical Cancer Screening	76.01%	75.70%
Non-Recommended Cervical Cancer Screening in Adolescent Females (lower score is better)	0.84%	1.84%
Colorectal Cancer Screening	71.04%	61.71%
Chlamydia Screening in Women (Age 16–24)	34.43%	48.98%
Appropriate Testing for Children With Pharyngitis	78.71%	84.50%
Appropriate Treatment for Children With Upper Respiratory Infection	89.64%	88.51%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	26.53%	28.19%
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	43.83%	42.55%
Pharmacotherapy Management of COPD Exacerbation		
Systemic Corticosteroid	78.50%	70.70%
Bronchodilator	85.98%	76.30%
Medication Management for People with Asthma (75%)—Total	49.75%	48.54%
Asthma Medication Ratio		
Total	80.24%	78.29%
Controlling High Blood Pressure	70.26%	60.31%
Persistence of Beta-Blocker Treatment After a Heart Attack	87.39%	83.61%
Statin Therapy for Patients with Cardiovascular Disease		
Received Statin Therapy—Total (Males & Females)	79.49%	79.62%
Statin Adherence 80% —Total (Males & Females)	70.97%	69.96%

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Comprehensive Diabetes Care		
HbA1c Test	93.43%	90.32%
HbA1c Level Not Controlled (>9.0%) (lower score is better)	27.37%	32.15%
HbA1c Level Control (<8.0%)	60.95%	56.62%
HbA1c Level Good Control (<7.0%)	43.97%	40.04%
Eye Exam	61.68%	52.96%
Monitor Nephropathy	91.24%	90.03%
BP Control <140/90	68.80%	61.06%
Statin Therapy for patients with Diabetes		
Received Statin Therapy—Total	61.18%	59.79%
Statin Adherence 80%	74.62%	65.54%
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis	93.66%	87.87%
Use of Imaging Studies for Low Back Pain	77.25%	72.67%
Antidepressant Medication Management		
Effective Acute Phase Treatment	74.12%	66.56%
Effective Continuation Phase Treatment	56.96%	50.69%
Follow-Up Care for Children Prescribed ADHD Medication		
Initiation	35.41%	38.93%
Maintenance	48.45%	45.82%
Follow-Up After Hospitalization for Mental Illness		
30 Days	75.19%	71.36%
7 Days	55.04%	52.06%
Follow-Up After Emergency Department Visit for Mental Illness		
30 Days	71.22%	NA
7 Days	46.29%	NA
Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence		
30 Days	22.98%	NA
7 Days	13.66%	NA
Use of Multiple Concurrent Antipsychotics in Children and Adolescents (lower score is better)		
Ages 1–5	NA	NA
Ages 6–11	NA	NA
Ages 12–17	2.27%	NA
Total	1.74%	NA

Measures continue on the next page

Metabolic Monitoring for Children and Adolescents on Antipsychotics		
Ages 1–5	NA	NA
Ages 6–11	22.86%	31.49%
Ages 12–17	35.71%	36.98%
Total	32.65%	35.80%
Annual Monitoring for Patients on Persistent Medications		
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)	86.66%	83.69%
Digoxin	40.19%	43.83%
Diuretics	87.06%	82.92%
Total	86.57%	83.34%
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment		
Initiation of AOD Treatment Total	35.24%	32.93%
Engagement of AOD Treatment Total	11.09%	11.46%
Prenatal and Postpartum Care		
Timeliness of Prenatal Care	91.78%	85.57%
Postpartum Care	88.13%	73.95%
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics		
Ages 12–17	60.00%	61.11%

NA Small denominator - the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

Illinois Medicare Advantage HMO Effectiveness of Care Measure <i>MA HMO received 4 stars for its HMO plans in Illinois, based on a five-star rating system</i>	HEDIS 2017	NCQA Quality Compass National Average	2018 Medicare Stars*
Adult BMI Assessment ★	99.00%	93.90%	5 stars
Breast Cancer Screening ★	77.33%	71.62%	3 stars
Colorectal Cancer Screening ★	66.38%	66.22%	3 stars
Non-Recommended PSA-Based Screening in Older Men (lower score is better)	19.31%	30.97%	
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	38.75%	34.41%	
Pharmacotherapy Management of COPD Exacerbation			
Systemic Corticosteroid	79.53%	67.13%	
Bronchodilator	80.12%	79.18%	
Controlling High Blood Pressure ★	74.03%	69.04%	3 stars
Persistence of Beta-Blocker Treatment After a Heart Attack	94.00%	90.10%	
Comprehensive Diabetes Care			
HbA1c Test	94.65%	93.37%	
HbA1c Level Not Controlled (>9.0%) (lower score is better) ★	21.17%	27.18%	4 stars
HbA1c Level Control (<8.0%)	66.91%	62.17%	
Eye Exam ★	67.15%	69.96%	3 stars
Monitor Nephropathy ★	94.65%	95.60%	3 stars
BP Control <140/90	67.40%	62.94%	
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis ★	85.29%	76.63%	4 stars
Osteoporosis Management in Women Who Had a Fracture ★	25.49%	42.23%	2 stars
Antidepressant Medication Management			
Effective Acute Phase Treatment	76.04%	69.30%	
Effective Continuation Phase Treatment	66.15%	54.30%	

*CMS created the Star Ratings to provide quality and performance information consistent with CMS' quality strategy of optimizing health outcomes by improving quality and transforming the health care system. The Star Ratings range from 1 to 5 Stars with 5 Stars being the highest rating. There are several data sources that contribute to the Star Rating as defined by CMS. These results are from the HEDIS data sources that focus on Effectiveness of Care and CAHPS.

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Follow-Up After Hospitalization for Mental Illness			
30 Days	NA	53.21%	
7 Days	NA	34.77%	
Annual Monitoring for Patients on Persistent Medications (age 18+)			
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)	94.96%	92.43%	
Digoxin	69.00%	57.30%	
Diuretics	94.91%	92.90%	
Total	94.50%	92.11%	
Potentially Harmful Drug-Disease Interactions in Elderly			
Falls (lower score is better)	48.71%	47.27%	
Dementia (lower score is better)	48.77%	46.24%	
Chronic renal failure (lower score is better)	7.14%	10.95%	
Combined (lower score is better)	42.87%	40.46%	
Use of High-Risk Medications in the Elderly			
One or More High-Risk Medications (lower score is better)	9.97%	14.24%	
Two or More High-Risk Medications (lower score is better)	6.48%	9.33%	
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment			
Initiation of AOD Treatment Total	36.56%	32.31%	
Engagement of AOD Treatment Total	4.30%	3.52%	
Medication Reconciliation Post-Discharge	51.34%	45.31%	3 stars

NA Small denominator - the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

★ Medicare Star Measure

Iowa/Nebraska Medicare Advantage HMO Effectiveness of Care Measure <i>MA Midwest HMO received 3.5 stars for its HMO plans in Iowa/Nebraska, based on a five-star rating system</i>	HEDIS 2017	NCQA Quality Compass National Average	2018 Medicare Stars
Adult BMI Assessment ★	81.19%	93.90%	3 stars
Breast Cancer Screening ★	46.67%	71.62%	1 star
Colorectal Cancer Screening ★	54.50%	66.22%	2 stars
Non-Recommended PSA-Based Screening in Older Men (lower score is better)	34.30%	30.97%	
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	NA	34.41%	
Pharmacotherapy Management of COPD Exacerbation			
Systemic Corticosteroid	NA	67.13%	
Bronchodilator	NA	79.18%	
Controlling High Blood Pressure ★	58.39%	69.04%	2 stars
Persistence of Beta-Blocker Treatment After a Heart Attack	NA	90.10%	
Comprehensive Diabetes Care			
HbA1c Test	88.40%	93.37%	
HbA1c Level Not Controlled (>9.0%) (lower score is better) ★	41.44%	27.18%	2 stars
HbA1c Level Control (<8.0%)	48.62%	62.17%	
Eye Exam ★	61.88%	69.96%	3 stars
Monitor Nephropathy ★	96.13%	95.60%	4 stars
BP Control <140/90	61.88%	62.94%	
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis ★	NA	76.63%	
Osteoporosis Management in Women Who Had a Fracture ★	NA	42.23%	
Antidepressant Medication Management			
Effective Acute Phase Treatment	62.16%	69.30%	
Effective Continuation Phase Treatment	59.46%	54.30%	
Follow-Up After Hospitalization for Mental Illness			
30 Days	NA	53.21%	
7 Days	NA	34.77%	
Annual Monitoring for Patients on Persistent Medications (age 18+)			
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)	89.15%	92.43%	
Digoxin	NA	57.30%	
Diuretics	90.18%	92.90%	
Total	89.55%	92.11%	

Measures continue on the next page

Potentially Harmful Drug-Disease Interactions in Elderly			
Falls (lower score is better)	47.50%	47.27%	
Dementia (lower score is better)	NA	46.24%	
Chronic renal failure (lower score is better)	NA	10.95%	
Combined (lower score is better)	39.13%	40.46%	
Use of High-Risk Medications in the Elderly			
One or More High-Risk Medications (lower score is better)	7.17%	14.24%	
Two or More High-Risk Medications (lower score is better)	5.08%	9.33%	
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment			
Initiation of AOD Treatment Total	NA	32.31%	
Engagement of AOD Treatment Total	NA	3.52%	
Medication Reconciliation Post-Discharge	13.33%	45.31%	1 star

NA Small denominator - the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

★ Medicare Star Measure

Washington Medicare Advantage HMO Effectiveness of Care Measure <i>MA Northwest HMO received 4 stars for its HMO plans in Washington, based on a five-star rating system</i>	HEDIS 2017	NCQA Quality Compass National Average	2018 Medicare Stars
Adult BMI Assessment ★	94.00%	93.90%	4 stars
Breast Cancer Screening ★	75.53%	71.62%	3 stars
Colorectal Cancer Screening ★	70.34%	66.22%	3 stars
Non-Recommended PSA-Based Screening in Older Men (lower score is better)	21.45%	30.97%	
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	37.84%	34.41%	
Pharmacotherapy Management of COPD Exacerbation			
Systemic Corticosteroid	NA	67.13%	
Bronchodilator	NA	79.18%	
Controlling High Blood Pressure ★	73.62%	69.04%	3 stars
Persistence of Beta-Blocker Treatment After a Heart Attack	NA	90.10%	
Comprehensive Diabetes Care			
HbA1c Test	96.84%	93.37%	
HbA1c Level Not Controlled (>9.0%) (lower score is better) ★	14.84%	27.18%	5 stars
HbA1c Level Control (<8.0%)	72.02%	62.17%	
Eye Exam ★	72.99%	69.96%	4 stars
Monitor Nephropathy ★	98.30%	95.60%	5 stars
BP Control <140/90	64.48%	62.94%	
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis ★	91.80%	76.63%	5 stars
Osteoporosis Management in Women Who Had a Fracture ★	NA	42.23%	
Antidepressant Medication Management			
Effective Acute Phase Treatment	77.86%	69.30%	
Effective Continuation Phase Treatment	63.36%	54.30%	
Follow-Up After Hospitalization for Mental Illness			
30 Days	NA	53.21%	
7 Days	NA	34.77%	
Annual Monitoring for Patients on Persistent Medications (age 18+)			
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)	93.24%	92.43%	
Digoxin	66.10%	57.30%	
Diuretics	94.19%	92.90%	
Total	93.08%	92.11%	

Measures continue on the next page

Potentially Harmful Drug-Disease Interactions in Elderly			
Falls (lower score is better)	52.07%	47.27%	
Dementia (lower score is better)	45.54%	46.24%	
Chronic renal failure (lower score is better)	NA	10.95%	
Combined (lower score is better)	44.84%	40.46%	
Use of High-Risk Medications in the Elderly			
One or More High-Risk Medications (lower score is better)	9.21%	14.24%	
Two or More High-Risk Medications (lower score is better)	6.08%	9.33%	
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment			
Initiation of AOD Treatment Total	34.71%	32.31%	
Engagement of AOD Treatment Total	1.65%	3.52%	
Medication Reconciliation Post-Discharge	53.04%	45.31%	3 stars

NA Small denominator - the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

★ Medicare Star Measure

Illinois Marketplace HMO Effectiveness of Care Measure	HEDIS 2017	NCQA Quality Compass National Average
Adult BMI Assessment	85.33%	76.17%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents		
BMI Total	71.05%	65.62%
Nutrition Total	56.93%	61.76%
Physical Activity Total	49.39%	55.96%
Childhood Immunization Status—Combo 3	69.44%	77.04%
Immunizations for Adolescents—Combo 2	9.68%	14.18%
Breast Cancer Screening	68.11%	72.90%
Cervical Cancer Screening	47.93%	75.70%
Colorectal Cancer Screening	45.99%	61.71%
Chlamydia Screening in Women (Age 16–24)	34.48%	48.98%
Appropriate Testing for Children With Pharyngitis	73.47%	84.50%
Appropriate Treatment for Children With Upper Respiratory Infection	84.91%	88.51%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	22.52%	28.19%
Medication Management for People with Asthma (75%)—Total	63.64%	48.54%
Controlling High Blood Pressure	53.06%	60.31%
Comprehensive Diabetes Care		
HbA1c Test	90.27%	90.32%
HbA1c Level Control (<8.0%)	53.53%	56.62%
Eye Exam	36.01%	52.96%
Monitor Nephropathy	89.54%	90.03%
Use of Imaging Studies for Low Back Pain	76.79%	72.67%
Antidepressant Medication Management		
Effective Acute Phase Treatment	76.22%	66.56%
Effective Continuation Phase Treatment	68.65%	50.69%
Follow-Up Care for Children Prescribed ADHD Medication		
Initiation	NA	38.93%
Maintenance	NA	45.82%
Follow-Up After Hospitalization for Mental Illness		
7 Days	60.98%	52.06%

Measures continue on the next page

Annual Monitoring for Patients on Persistent Medications		
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)	80.51%	83.69%
Digoxin	NA	43.83%
Diuretics	80.47%	82.92%
Total	80.35%	83.34%
Annual Dental Visit		
Total	39.01%	NA
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment		
Initiation of AOD Treatment Total	41.72%	32.93%
Engagement of AOD Treatment Total	14.57%	11.46%
Prenatal and Postpartum Care		
Timeliness of Prenatal Care	81.25%	85.57%
Postpartum Care	81.25%	73.95%
Proportion of Days Covered		
Renin Angiotensin System (RAS) Antagonists	77.73%	NA
Diabetes All Class	73.14%	NA
Statins	71.68%	NA

NA Small denominator - the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

Illinois Marketplace POS Effectiveness of Care Measure	HEDIS 2017	NCQA Quality Compass National Average
Adult BMI Assessment	89.29%	76.17%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents		
BMI Total	73.31%	65.62%
Nutrition Total	58.43%	61.76%
Physical Activity Total	52.25%	55.96%
Breast Cancer Screening	70.42%	72.90%
Childhood Immunization Status—Combo 3	NA	77.04%
Immunizations for Adolescents—Combo 2	NA	14.18%
Cervical Cancer Screening	46.47%	75.70%
Colorectal Cancer Screening	51.58%	61.71%
Chlamydia Screening in Women (Age 16–24)	31.33%	48.98%
Appropriate Testing for Children With Pharyngitis	64.71%	84.50%
Appropriate Treatment for Children With Upper Respiratory Infection	NA	88.51%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	16.13%	28.19%
Medication Management for People with Asthma (75%)—Total	NA	48.54%
Controlling High Blood Pressure	53.77%	60.31%
Comprehensive Diabetes Care		
HbA1c Test	93.31%	90.32%
HbA1c Level Control (<8.0%)	61.63%	56.62%
Eye Exam	42.44%	52.96%
Monitor Nephropathy	89.53%	90.03%
Use of Imaging Studies for Low Back Pain	74.63%	72.67%
Antidepressant Medication Management		
Effective Acute Phase Treatment	72.15%	66.56%
Effective Continuation Phase Treatment	64.56%	50.69%
Follow-Up Care for Children Prescribed ADHD Medication		
Initiation	NA	38.93%
Maintenance	NA	45.82%
Follow-Up After Hospitalization for Mental Illness		
7 Days	NA	52.06%

Measures continue on the next page

Annual Monitoring for Patients on Persistent Medications		
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)	81.75%	83.69%
Digoxin	NA	43.83%
Diuretics	81.55%	82.92%
Total	81.12%	83.34%
Annual Dental Visit		
Total	40.51%	NA
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment		
Initiation of AOD Treatment Total	36.00%	32.93%
Engagement of AOD Treatment Total	18.00%	11.46%
Prenatal and Postpartum Care		
Timeliness of Prenatal Care	82.35%	85.57%
Postpartum Care	80.39%	73.95%
Proportion of Days Covered		
Renin Angiotensin System (RAS) Antagonists	76.50%	NA
Diabetes All Class	74.92%	NA
Statins	72.50%	NA

NA Small denominator - the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

2017 CAHPS® Results

	Commercial HMO/POS	Medicare HMO Illinois	Medicare HMO Northwest
Getting Needed Care	89.2%	92.5%	88.3%
Getting Care Quickly	88.3%	86.6%	89.9%
How Well Doctors Communicate	96.8%	96.3%	95.8%
Customer Service	87.0%	96.1%	95.5%
Claims Processing	88.4%	Not an MA measure	Not an MA measure
Shared Decision Making	81.5%	Not an MA measure	Not an MA measure
Plan Information on Cost	66.9%	Not an MA measure	Not an MA measure
Rating of personal doctor	88.4%	96.0%	96.2%
Rating of specialist seen most often	89.2%	96.0%	94.7%
Rating of all health care	81.7%	92.2%	92.8%
Rating of health plan	76.4%	91.8%	86.8%

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QHP Member Experience Survey Results

	Exchange HMO	Exchange POS
Getting Needed Care	87.3%	88.5%
Getting Care Quickly	85.0%	88.5%
How Well Doctors Communicate	95.3%	94.7%
Customer Service	91.2%	88.6%
Claims Processing	Not a QHP measure	Not a QHP measure
Shared Decision Making	Not a QHP measure	Not a QHP measure
Plan Information on Cost	Not a QHP measure	Not a QHP measure
Rating of personal doctor	95.5%	93.1%
Rating of specialist seen most often	90.2%	91.5%
Rating of all health care	84.4%	87.9%
Rating of health plan	65.7%	70.4%

The Qualified Health Plan (QHP) Enrollee Survey is a consumer experience survey that assesses enrollee experience with QHPs offered through Marketplaces.

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Quality Compass is NCQA's comprehensive national database of health plans' HEDIS and CAHPS results. Quality Compass is designed to provide benefits managers, health plans, consultants, the media, and others with access to comprehensive information about health plan quality and performance.

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