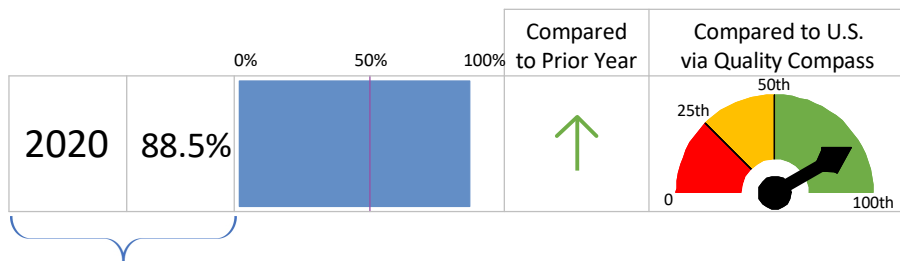


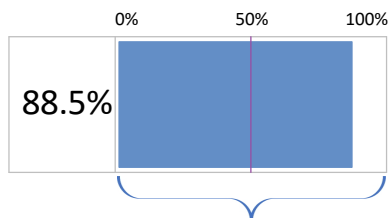
KanCare Dashboard

KanCare is the Kansas managed care program for Medicaid and the Children’s Health Insurance Program (CHIP). This Dashboard shows how KanCare is doing year to year and compared to other states’ health plans. Sunflower Health Plan (SHP) and UnitedHealthcare Community Plan of Kansas (UHC) have been with KanCare since January 2013. Aetna Better Health of Kansas (ABH) started with KanCare on January 1, 2019.

How to read the Dashboard:



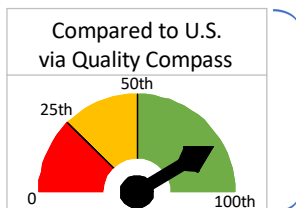
The year is the Measurement Year. The percentage is the KanCare rate. This rate is a combination of the three KanCare health plans' rates. Where available, each health plan's rate is listed below the combined rates.



The blue bar shows the KanCare rate on a scale of 0% to 100%. A line at 50% is used as a reference point.



A percentage point change is the current year's rate minus the prior year's rate. An up arrow (↑) means the rate is at least 2.0 points higher than the prior year. A down arrow (↓) means the rate is at least 2.0 points lower than the prior year. A dash (–) means a small or no change from the prior year. Gray shading means there is nothing to report. This may be because the measure is new that year.



The arrow shows how well KanCare is doing on a scale from 0 to 100 compared to other states' health plans. The lowest 25% of health plan rates form the red zone (0 to 25th). The highest 50% of health plan rates form the green zone (50th to 100th).

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Notes:

- Healthcare Effectiveness data and Information set (HEDIS®) measures. HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).
- Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan survey results. CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ), U.S. Department of Health and Human Services.
- Quality Compass® provides benchmarks of health plan performance. It is a registered trademark of the National Committee for Quality Assurance.
- Kansas Medicaid Mental Health Consumer Perception Survey, using the Mental Health Statistics Improvement Program (MHSIP) survey questions.
- Amerigroup Kansas, Inc. provided KanCare services from January 2013 through December 2018.

Footnotes:

* The 2020 rates and Quality Compass scores may have been impacted by COVID-19.

Rating of Health Plan General Child

CAHPS survey	Higher rates are better		Compared to Prior Year	Compared to U.S. via Quality Compass
	0%	50%		
2016	88.7%		—	
2017	87.7%		—	
2018	88.5%		—	
2019	88.4%		—	
2020*	89.9%		—	

Rating of Health Plan, General Child:

Percent rating their child's Health Plan an 8, 9, or 10, where 0 is the worst health plan possible and 10 is the best health plan possible.

2020 health plan rates: ABH 89.0%, SHP 89.6%, UHC 90.8%

Rating of Health Plan Adult

CAHPS survey	Higher rates are better		Compared to Prior Year	Compared to U.S. via Quality Compass
	0%	50%		
2016	76.5%		↑	
2017	75.7%		—	
2018	77.8%		↑	
2019	78.8%		—	
2020*	80.1%		—	

Rating of Health Plan, Adult:

Percent rating their Health Plan an 8, 9, or 10, where 0 is the worst health plan possible and 10 is the best health plan possible.

2020 health plan rates: ABH 76.1%, SHP 80.5%, UHC 82.5%

Rating of All Health Care General Child

CAHPS survey	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	87.7%	↑	
2017	88.5%	—	
2018	88.3%	—	
2019	87.7%	—	
2020*	89.2%	—	

Rating of All Health Care, General Child:

Percent rating their child's health care an 8, 9, or 10, where 0 is the worst health care possible and 10 is the best health care possible.

2020 health plan rates: ABH 87.8%, SHP 89.1%, UHC 90.4%

Rating of All Health Care Adult

CAHPS survey	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	74.1%	—	
2017	74.5%	—	
2018	74.7%	—	
2019	79.0%	↑	
2020*	78.4%	—	

Rating of All Health Care, Adult:

Percent rating their health care an 8, 9, or 10, where 0 is the worst health care possible and 10 is the best health care possible.

2020 health plan rates: ABH 76.6%, SHP 78.0%, UHC 79.9%

Rating of Personal Doctor General Child

CAHPS survey	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	88.7%	—	
2017	90.5%	—	
2018	90.3%	—	
2019	89.5%	—	
2020*	91.2%	—	

Rating of Personal Doctor, General Child:

Percent rating their child’s personal doctor an 8, 9, or 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible.

2020 health plan rates: ABH 91.7%, SHP 90.2%, UHC 91.7%

Rating of Personal Doctor Adult

CAHPS survey	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	80.5%	—	
2017	83.0%	↑	
2018	83.4%	—	
2019	84.3%	—	
2020*	86.3%	↑	

Rating of Personal Doctor, Adult:

Percent rating their personal doctor an 8, 9, or 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible.

2020 health plan rates: ABH 86.1%, SHP 84.3%, UHC 88.4%

Rating of Specialist Seen Most Often General Child

CAHPS survey	Higher rates are better		Compared to Prior Year	Compared to U.S. via Quality Compass
	0%	50%		
2016	87.9%		↑	
2017	88.5%		—	
2018	90.7%		↑	
2019	87.8%		↓	
2020*	87.4%		—	

Rating of Specialist Seen Most Often, General Child:

Percent rating their child’s specialist (the one seen most often in the last 6 months) an 8, 9, or 10, where 0 is the worst specialist possible and 10 is the best specialist possible.

2020 health plan rates: ABH 86.1%, SHP 89.2%, UHC 86.7%

Rating of Specialist Seen Most Often Adult

CAHPS survey	Higher rates are better		Compared to Prior Year	Compared to U.S. via Quality Compass
	0%	50%		
2016	80.6%		—	
2017	82.7%		↑	
2018	82.4%		—	
2019	85.2%		↑	
2020*	86.3%		—	

Rating of Specialist Seen Most Often, Adult:

Percent rating their specialist (the one seen most often in the last 6 months) an 8, 9, or 10, where 0 is the worst specialist possible and 10 is the best specialist possible.

2020 health plan rates: ABH 90.3%, SHP 81.8%, UHC 87.8%

Primary Care Access and Preventive Care

**Well-Child Visits in the First 30 Months of Life
Ages 0–15 months**

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	58.6%	—	
2017	60.7%	↑	
2018	54.8%	↓	
2019	63.0%	↑	
2020*	55.1%		

Well-Child Visits in the First 30 Months of Life
(Ages 0–15 months):

Percent of members who turned 15 months old during the measurement year and who had six or more well-child visits with a Primary Care Provider (PCP) during their first 15 months of life.

Due to changes in the measure in 2020, do not trend with prior years.

2020 health plan rates: ABH 49.5%, SHP 57.0%, UHC 57.1%

**Well-Child Visits in the First 30 Months of Life
Ages 15 months–30 months**

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016			
2017			
2018			
2019			
2020*	65.3%		

Well-Child Visits in the First 30 Months of Life
(Ages 15 months–30 months):

Percent of members who turned 30 months old during the measurement year and who had two or more well-child visits with a Primary Care Provider (PCP) during their second 15 months of life.

2020 health plan rates: ABH 63.4%, SHP 67.4%, UHC 64.2%

**Child and Adolescent Well-Care Visits
Ages 3–11 years**

HEDIS	Higher rates are better			Compared to Prior Year	Compared to U.S. via Quality Compass
	0%	50%	100%		
2016					
2017					
2018					
2019					
2020*	48.4%				

Child and Adolescent Well-Care Visits (Ages 3–11):

Percent of members (ages 3-11) who had one or more well-child visits with a Primary Care Provider (PCP) or an Obstetrician/Gynecologist (OB/GYN) during the measurement year.

2020 health plan rates: ABH 46.4%, SHP 50.6%, UHC 47.6%

**Child and Adolescent Well-Care Visits
Ages 12–17 years**

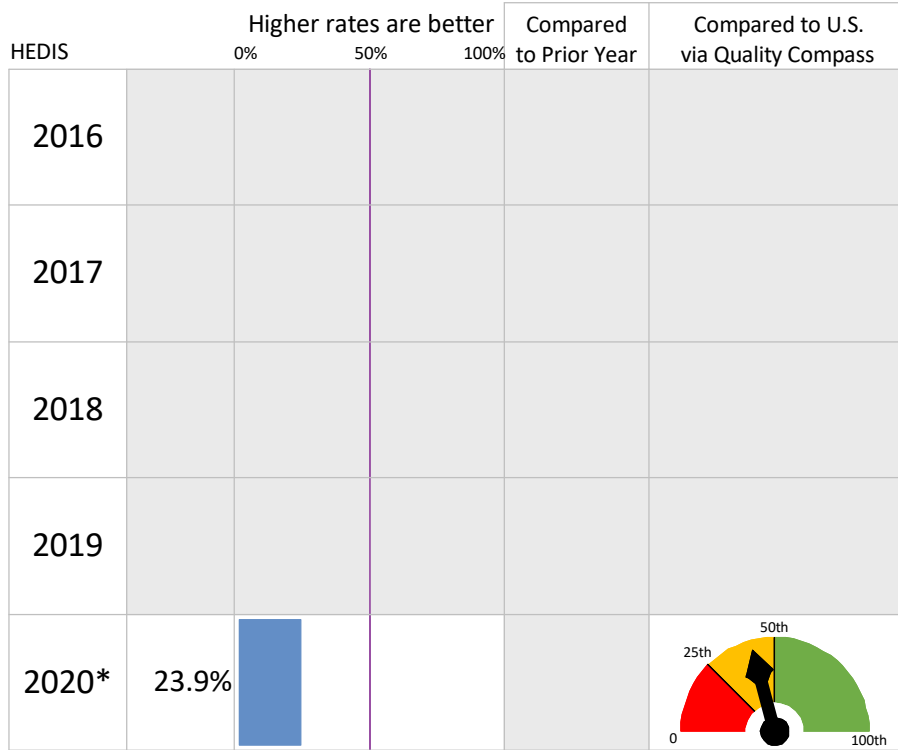
HEDIS	Higher rates are better			Compared to Prior Year	Compared to U.S. via Quality Compass
	0%	50%	100%		
2016					
2017					
2018					
2019					
2020*	46.1%				

Child and Adolescent Well-Care Visits (Ages 12–17):

Percent of members (ages 12-17) who had one or more well-child visits with a Primary Care Provider (PCP) or an Obstetrician/Gynecologist (OB/GYN) during the measurement year.

2020 health plan rates: ABH 43.1%, SHP 48.9%, UHC 45.7%

Child and Adolescent Well-Care Visits Ages 18–21 years

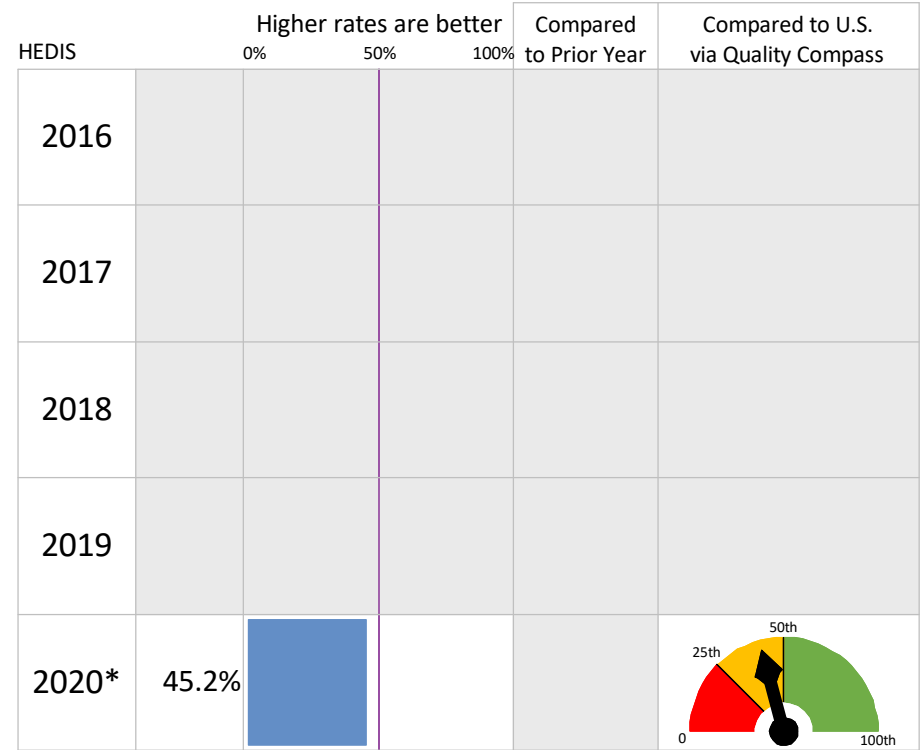


Child and Adolescent Well-Care Visits (Ages 18–21):

Percent of members (ages 18-21) who had one or more well-child visits with a Primary Care Provider (PCP) or an Obstetrician/Gynecologist (OB/GYN) during the measurement year.

2020 health plan rates: ABH 21.5%, SHP 26.1%, UHC 23.5%

Child and Adolescent Well-Care Visits Ages 3–21 years



Child and Adolescent Well-Care Visits (Ages 3–21):

Percent of members (ages 3-21) who had one or more well-child visits with a Primary Care Provider (PCP) or an Obstetrician/Gynecologist (OB/GYN) during the measurement year.

2020 health plan rates: ABH 42.8%, SHP 47.6%, UHC 44.6%

Access to Ambulatory Health Services Adult

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	86.1%	—	
2017	86.7%	—	
2018	86.6%	—	
2019	87.7%	—	
2020*	84.9%	↓	

Access to Ambulatory Health Services, Adult:

Percent of members (age 20 and over) who had an ambulatory (outpatient) or preventive care visit.

Due to changes in the measure in 2018, trend with prior years with caution.

2020 health plan rates: ABH 82.3%, SHP 85.5%, UHC 86.1%

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Chlamydia Screening in Women

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	45.3%	—	
2017	45.1%	—	
2018	43.5%	—	
2019	45.3%	—	
2020*	42.2%	↓	

Chlamydia Screening in Women:

Percent of women (ages 16-24) who were identified as sexually active and who had at least one test for chlamydia during the measurement year.

2020 health plan rates: ABH 40.7%, SHP 43.1%, UHC 42.4%

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Childhood Immunizations Combination 10

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	28.5%	↓	
2017	33.4%	↑	
2018	34.5%	—	
2019	37.1%	↑	
2020*	40.0%	↑	

Childhood Immunization Status, Immunizations Combination 10:

Percent of members 2 years of age who were up-to-date on 10 immunizations (DTAP, IPV, MMR, HIB, HEPATITIS A, HEPATITIS B, VZV, PCV, ROTAVIRUS AND INFLUENZA) by their second birthday.

Due to changes in the measure in 2018, trend with prior years with caution.

2020 health plan rates: ABH 35.0%, SHP 43.3%, UHC 40.1%

Flu Vaccination

CAHPS survey	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	43.7%	↓	
2017	48.8%	↑	
2018	50.5%	—	
2019	53.4%	↑	
2020*	51.9%	—	

Received the Influenza Vaccination, Age 18 to 64:

Have you had either a flu shot, or flu spray in the nose since July 1 of the prior year?

2020 health plan rates: ABH 47.3%, SHP 55.0%, UHC 52.2%

Cervical Cancer Screening

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	54.8%	↑	
2017	58.3%	↑	
2018	59.1%	—	
2019	57.2%	—	
2020*	59.8%	↑	

Cervical Cancer Screening:

Percent of female members (ages 21-64) who were screened and tested for cervical cancer using either of the following criteria:

- Women 21-64 years of age who had cervical pap test (pap smear) performed every 3 years.
- Women 30-64 years of age who had cervical pap test/human papillomavirus (HPV) co-testing performed every 5 years.

Due to changes in the measure in 2020, trend with prior years with caution.

2020 health plan rates: ABH 49.9%, SHP 62.0%, UHC 64.5%

Breast Cancer Screening

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016			
2017	47.0%		
2018	48.0%	—	
2019	51.3%	↑	
2020*	48.7%	↓	

Breast Cancer Screening:

Percent of female members (ages 50-74) who had at least one mammogram (X-ray) to look for breast cancer in the past two years.

Due to changes in the measure in 2018, trend with prior years with caution.

Due to changes in the measure in 2020, trend with prior years with caution.

2020 health plan rates: SHP 49.5%, UHC 47.7%

Annual Dental Visit for Children/Adolescents

HEDIS	Higher rates are better		Compared to Prior Year	Compared to U.S. via Quality Compass
	0%	50%		
2016	63.7%		↑	
2017	64.8%		—	
2018	65.4%		—	
2019	66.7%		—	
2020*	55.3%		↓	

Annual Dental Visit for Children/Adolescents:

Percent of members (ages 2-20) with dental benefits, who had at least one dental visit during the year.

2020 health plan rates: ABH 54.8%, SHP 55.6%, UHC 55.4%

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Primary Care Access and Preventive Care

Weight Assessment/BMI for Children/Adolescents

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	56.0%	↑	
2017	64.7%	↑	
2018	63.8%	—	
2019	60.3%	↓	
2020*	65.1%	↑	

Weight Assessment & Counseling for Nutrition and Physical Activity for Children/Adolescents, Weight Assessment/BMI:

Percent of members (ages 3-17) who had an outpatient visit with a Primary Care Provider (PCP) or Obstetrician/Gynecologist (OB/GYN) and who had their BMI Body Mass Index (BMI - a measure of body fat relating height to weight) noted.

*Due to changes in the measure in 2018, trend with prior years with caution.
Due to changes in the measure in 2020, trend with prior years with caution.*

2020 health plan rates: ABH 65.2%, SHP 62.5%, UHC 67.6%

Counseling for Nutrition for Children/Adolescents

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	54.7%	↑	
2017	59.2%	↑	
2018	57.2%	↓	
2019	59.6%	↑	
2020*	58.2%	—	

Weight Assessment & Counseling for Nutrition and Physical Activity for Children/Adolescents, Counseling for Nutrition:

Percent of members (ages 3-17) who had an outpatient visit with a Primary Care Provider (PCP) or Obstetrician/Gynecologist (OB/GYN) and who had proof of teaching about nutrition (healthy eating).

Due to changes in the measure in 2018, trend with prior years with caution.

2020 health plan rates: ABH 54.7%, SHP 61.1%, UHC 57.7%

Counseling for Physical Activity for Children/Adolescents

HEDIS	Higher rates are better		Compared to Prior Year	Compared to U.S. via Quality Compass
	0%	50%		
2016	51.5%		↑	
2017	53.9%		↑	
2018	55.0%		—	
2019	54.9%		—	
2020*	55.7%		—	

Weight Assessment & Counseling for Nutrition and Physical Activity for Children/Adolescents, Counseling for Physical Activity:

Percent of members (ages 3-17) who had an outpatient visit with a Primary Care Provider (PCP) or Obstetrician/Gynecologist (OB/GYN) and who had proof of teaching about physical activity.

Due to changes in the measure in 2018, trend with prior years with caution.

2020 health plan rates: ABH 52.1%, SHP 58.2%, UHC 56.0%

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**Medication Assistance with
Smoking and Tobacco Use Cessation**

CAHPS survey	Higher rates are better		Compared to Prior Year	Compared to U.S. via Quality Compass
	0%	50%		
2016	46.1%		↑	
2017	51.2%		↑	
2018	52.2%		—	
2019	53.4%		—	
2020*	54.1%		—	

Advising Smokers and Tobacco Users to Quit, Medication Based Strategy:

In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?

(Always, Usually, or Sometimes)

2020 health plan rates: ABH 48.1%, SHP 59.3%, UHC 53.3%

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Initiation in Treatment for Alcohol or Other Drug Dependence

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	41.4%	↑	
2017	35.8%	—	
2018	36.2%	—	
2019	41.2%	↑	
2020*	44.3%	↑	

Initiation in Treatment for Alcohol or Other Drug Dependence:

Percent of members (age 13 and over) with a new period of alcohol or other drug (AOD) abuse or dependence who began treatment through an inpatient AOD admission, outpatient visit, intensive outpatient encounter or partial hospitalization, telehealth or medication treatment within 14 days of diagnosis.

Due to changes in the measure in 2017, do not trend with prior years.

Due to changes in the measure in 2020, trend with prior years with caution.

2020 health plan rates: ABH 45.4%, SHP 45.4%, UHC 42.3%

Engagement in Treatment for Alcohol or Other Drug Dependence

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	14.3%	—	
2017	12.0%	—	
2018	11.6%	—	
2019	13.6%	↑	
2020*	12.9%	—	

Engagement in Treatment for Alcohol or Other Drug Dependence:

Percent of members (age 13 and over) with a new period of alcohol or other drug (AOD) abuse or dependence who began treatment and who had two or more additional AOD services or medication treatment within 34 days of the first visit.

Due to changes in the measure in 2017, do not trend with prior years.

Due to changes in the measure in 2020, trend with prior years with caution.

2020 health plan rates: ABH 12.5%, SHP 13.3%, UHC 12.8%

Timeliness of Prenatal Care

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	68.4%	—	
2017	69.3%	—	
2018	75.5%		
2019	84.3%		
2020*	80.1%	↓	

Timeliness of Prenatal Care:

Percent of women that received a prenatal care visit in the first three months of pregnancy (first trimester), on the health plan enrollment start date or within 42 days of enrollment in the health plan.

*Due to changes in the measure in 2018, do not trend with prior years.
Due to changes in the measure in 2019, do not trend with prior years.
Due to changes in the measure in 2020, trend with prior years with caution.*

2020 health plan rates: ABH 77.4%, SHP 69.3%, UHC 92.7%

Postpartum Care

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	58.0%	—	
2017	61.1%	↑	
2018	58.2%	↓	
2019	67.0%		
2020*	76.0%	↑	

Postpartum Care:

Percent of women that had a health care visit on or between 21 and 56 days after having a baby.

*Due to changes in the measure in 2019, do not trend with prior years.
Due to changes in the measure in 2020, trend with prior years with caution.*

2020 health plan rates: ABH 76.6%, SHP 68.4%, UHC 83.2%

Getting Needed Care/Getting Care Quickly

Getting Needed Care General Child

CAHPS survey	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	85.9%	↓	
2017	90.3%	↑	
2018	89.5%	—	
2019	88.2%	—	
2020*	87.9%	—	

Getting Needed Care, General Child:

A combination of responses to the following questions regarding the last 6 months:

- How often was it easy to get the care, tests, or treatment your child needed?
- How often did you get an appointment for your child to see a specialist as soon as your child needed?

2020 health plan rates: ABH 86.7%, SHP 90.3%, UHC 86.4%

Getting Needed Care Adult

CAHPS survey	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	86.7%	—	
2017	85.4%	—	
2018	85.1%	—	
2019	86.3%	—	
2020*	88.0%	—	

Getting Needed Care, Adult:

A combination of responses to the following questions regarding the last 6 months:

- How often was it easy to get the care, tests, or treatment you needed?
- How often did you get an appointment to see a specialist as soon as you needed?

2020 health plan rates: ABH 88.9%, SHP 86.1%, UHC 89.2%

Controlling High Blood Pressure

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	52.1%	↑	
2017	53.6%	—	
2018	58.6%		
2019	54.4%	↓	
2020*	60.3%		

Controlling High Blood Pressure:

Percent of members (ages 18-75) with diabetes (type 1 and type 2) who had their Blood Pressure under control (<140/90 mm Hg).

Due to changes in the measure in 2018, do not trend with prior years.

Due to changes in the measure in 2020, do not trend with prior years.

2020 health plan rates: ABH 57.4%, SHP 57.4%, UHC 65.2%

HbA1C Control (<8.0%)

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	51.0%	↑	
2017	55.0%	↑	
2018	54.9%	—	
2019	53.2%	—	
2020*	53.9%	—	

Comprehensive Diabetes Care, HbA1C Control (<8.0%):

Percent of members (ages 18-75) with diabetes (type 1 and type 2) who had their Hemoglobin A1c (average level of blood sugar over the past two to three months) considered under control (<8.0%).

Due to changes in the measure in 2018, trend with prior years with caution.

Due to changes in the measure in 2020, trend with prior years with caution.

2020 health plan rates: ABH 51.6%, SHP 51.3%, UHC 58.2%

Follow-Up Care for Children Prescribed ADHD Medication within the Initiation Phase

HEDIS	Higher rates are better		Compared to Prior Year	Compared to U.S. via Quality Compass
	0%	50%		
2016	52.1%		—	
2017	49.5%		↓	
2018	48.7%		—	
2019	52.8%		↑	
2020*	54.2%		—	

Follow-Up Care for Children Prescribed ADHD Medication within the Initiation Phase:

Percent of members (ages 6-12) who had a follow-up provider visit within 30 days of the first order for ADHD (Attention Deficit Hyperactivity Disorder) medicine.

*Due to changes in the measure in 2017, trend with prior years with caution.
Due to changes in the measure in 2020, trend with prior years with caution.*

2020 health plan rates: ABH 49.4%, SHP 56.3%, UHC 55.2%

Follow-Up Care for Children Prescribed ADHD Medication within the Continuation and Maintenance Phase

HEDIS	Higher rates are better		Compared to Prior Year	Compared to U.S. via Quality Compass
	0%	50%		
2016	61.4%		—	
2017	57.5%		↓	
2018	56.1%		—	
2019	59.9%		↑	
2020*	61.4%		—	

Follow-Up Care for Children Prescribed ADHD Medication within the Continuation and Maintenance Phase:

Percent of children who were ages 6-12 years when first given medicine for ADHD (Attention Deficit Hyperactivity Disorder), who were on the medication 210 days and had at least 2 follow-up provider visits 9 months after the first dose.

*Due to changes in the measure in 2017, trend with prior years with caution.
Due to changes in the measure in 2020, trend with prior years with caution.*

2020 health plan rates: ABH 54.9%, SHP 63.6%, UHC 63.5%

Follow-Up after Hospitalization for Mental Illness within seven days of discharge

HEDIS	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	64.4%	—	
2017	59.0%	—	
2018	55.3%	↓	
2019	54.4%	—	
2020*	52.8%	—	

Follow-Up after Hospitalization for Mental Illness within 7 days of discharge:

Percent of discharges for members (age 6 and over) who were in a hospital for treatment of selected mental illness or intentional self-harm, who had a follow-up visit with a mental health provider within 7 days after discharge.

Due to changes in the measure in 2017, do not trend with prior years.

Due to changes in the measure in 2018, trend with prior years with caution.

Due to changes in the measure in 2020, trend with prior years with caution.

2020 health plan rates: ABH 49.4%, SHP 55.5%, UHC 52.8%

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Coordination of Care/Communication

**Coordination of Care
General Child**

CAHPS survey	Higher rates are better		Compared to Prior Year	Compared to U.S. via Quality Compass
	0%	50%		
2016	81.5%		—	
2017	84.9%		↑	
2018	81.4%		↓	
2019	83.2%		—	
2020*	84.2%		—	

Coordination of Care, General Child:

For children who received care from a doctor or other health provider besides their personal doctor:

- In the last 6 months, how often did your child’s personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

2020 health plan rates: ABH 85.0%, SHP 83.2%, UHC 84.5%

**Coordination of Care
Adult**

CAHPS survey	Higher rates are better		Compared to Prior Year	Compared to U.S. via Quality Compass
	0%	50%		
2016	85.0%		↑	
2017	84.6%		—	
2018	83.8%		—	
2019	82.7%		—	
2020*	87.9%		↑	

Coordination of Care, Adult:

For adults who received care from a doctor or other health provider besides their personal doctor:

- In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

2020 health plan rates: ABH 89.4%, SHP 83.6%, UHC 90.8%

Coordination of Care/Communication

**How Well Doctors Communicate
General Child**

CAHPS survey	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	94.2%	—	
2017	95.6%	—	
2018	95.3%	—	
2019	95.0%	—	
2020*	96.3%	—	

How Well Doctors Communicate, General Child:

A combination of responses to the following questions regarding the last 6 months:

- How often did your child’s personal doctor explain things about your child’s health in a way that was easy to understand?
- How often did your child’s personal doctor listen carefully to you?
- How often did your child’s personal doctor show respect for what you had to say?
- How often did your child’s personal doctor spend enough time with your child?

2020 health plan rates: ABH 97.0%, SHP 96.8%, UHC 95.4%

**How Well Doctors Communicate
Adult**

CAHPS survey	Higher rates are better 0% 50% 100%	Compared to Prior Year	Compared to U.S. via Quality Compass
2016	91.9%	—	
2017	92.5%	—	
2018	92.5%	—	
2019	92.8%	—	
2020*	93.1%	—	

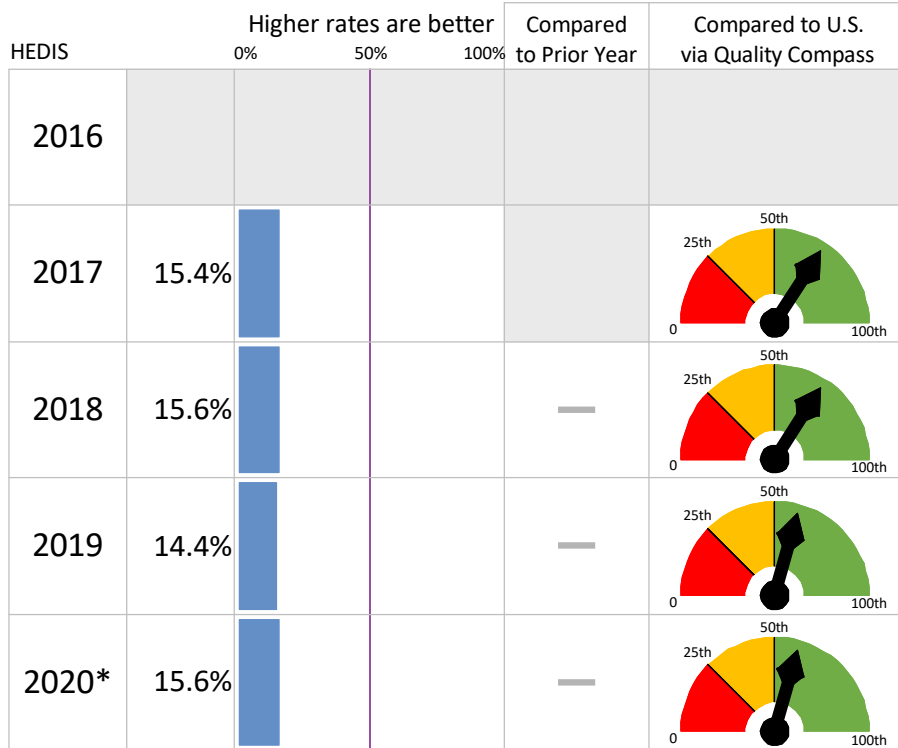
How Well Doctors Communicate, Adult:

A combination of responses to the following questions regarding the last 6 months:

- How often did your personal doctor explain things in a way that was easy to understand?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor show respect for what you had to say?
- How often did your personal doctor spend enough time with you?

2020 health plan rates: ABH 92.0%, SHP 91.9%, UHC 95.0%

Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence within seven days



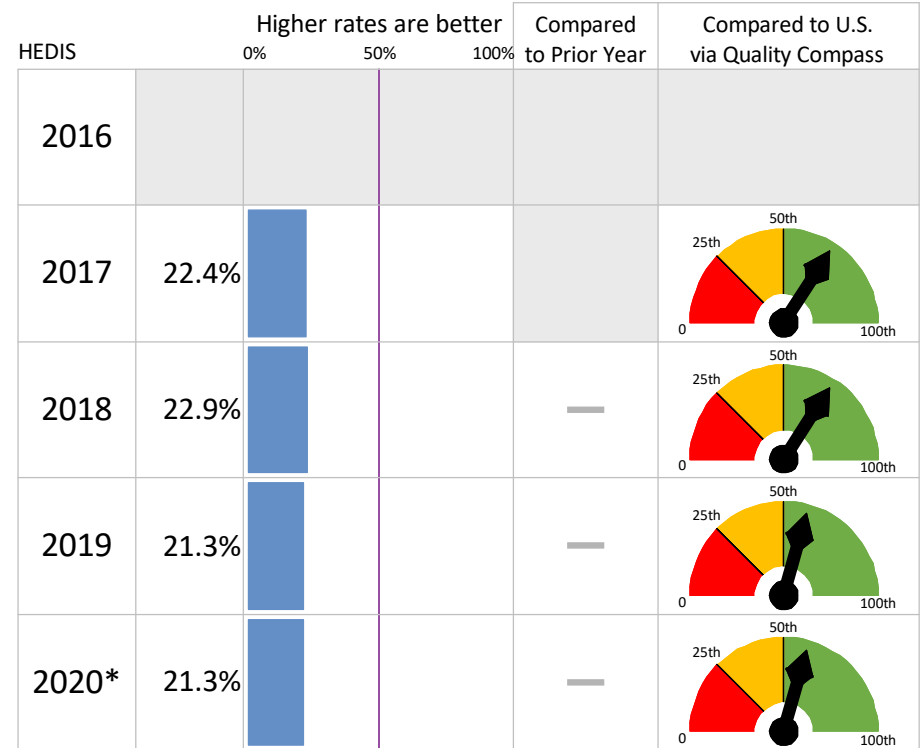
Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence, 7 days:

Percent of emergency room visits for members (age 13 and over) with a principal diagnosis (main reason for visit) of alcohol or other drug (AOD) abuse or dependence, who had a follow-up visit for AOD within 7 days of the emergency room visit.

Due to changes in the measure in 2020, trend with prior years with caution.

2020 health plan rates: ABH 18.6%, SHP 14.3%, UHC 14.0%

Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence within thirty days



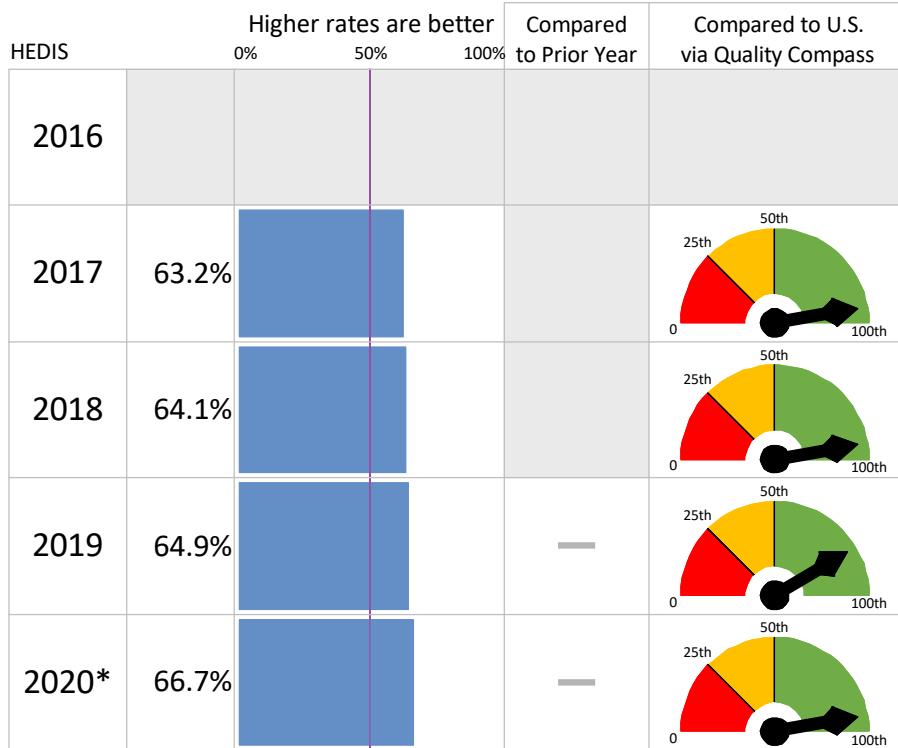
Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence, 30 days:

Percent of emergency room visits for members (age 13 and over) with a principal diagnosis (main reason for visit) of alcohol or other drug (AOD) abuse or dependence, who had a follow-up visit for AOD within 30 days of the emergency room visit.

Due to changes in the measure in 2020, trend with prior years with caution.

2020 health plan rates: ABH 23.7%, SHP 18.9%, UHC 21.1%

Follow-Up After Emergency Department Visit for Mental Illness within seven days



Follow-Up After Emergency Department Visit for Mental Illness, 7 days:

Percent of emergency room visits for members (age 6 and over) with a mental illness, who had a follow-up visit for mental illness within 7 days of the emergency department visit.

*Due to changes in the measure in 2018, do not trend with prior years.
Due to changes in the measure in 2020, trend with prior years with caution.*

2020 health plan rates: ABH 66.7%, SHP 67.0%, UHC 66.3%

Follow-Up After Emergency Department Visit for Mental Illness within thirty days



Follow-Up After Emergency Department Visit for Mental Illness, 30 days:

Percent of emergency department visits for members (age 6 and over) with a mental illness, who had a follow-up visit for mental illness within 30 days of the emergency department visit.

*Due to changes in the measure in 2018, do not trend with prior years.
Due to changes in the measure in 2020, trend with prior years with caution.*

2020 health plan rates: ABH 79.8%, SHP 78.7%, UHC 77.3%

Participation in Treatment Planning Adults

Mental Health Survey	Higher rates are better	Compared to Prior Year	
		0%	50%
2016	78.3%		↓
2017	84.0%		↑
2018	78.7%		↓
2019	81.2%		↑
2020	85.2%		↑

Participation in Treatment Planning, Adults (Ages 18+):

The Participation in Treatment Planning composite (combined) score for adults (age 18 and over) includes the following survey items:

- I felt comfortable asking questions about my treatment and medication;
- I, not my mental health providers, decided my treatment goals.

Participation in Treatment Planning Youth

Mental Health Survey	Higher rates are better	Compared to Prior Year	
		0%	50%
2016	95.0%		—
2017	96.0%		—
2018	94.6%		—
2019	94.9%		—
2020	95.7%		—

Participation in Treatment Planning, Youth (Ages 0–17), Family Responding:

The Participation in Treatment Planning composite (combined) score for youth (age 17 and under) as noted by their family, includes the following questions:

- I helped to choose my child's services;
- I helped to choose my child's treatment goals;
- I participated in my child's treatment.

**Medication Available Timely
Adults**

Mental Health Survey	Higher rates are better	Compared to Prior Year	
		0%	50%
2016	92.9%		↑
2017	91.0%		—
2018	92.1%		—
2019	94.7%		↑
2020	95.3%		—

Medication Available Timely, Adults (Ages 18+):

If you are on medication for emotional/behavioral problems, were you able to get it timely?

**Medication Available Timely
Youth**

Mental Health Survey	Higher rates are better	Compared to Prior Year	
		0%	50%
2016	83.7%		↓
2017	95.6%		↑
2018	96.0%		—
2019	92.6%		↓
2020	95.8%		↑

Medication Available Timely, Youth (Ages 0–17), Family Responding:

If you are on medication for emotional/behavioral problems, were you able to get it timely?

**Service Access
Adults (Ages 18+)**

Mental Health Survey	Higher rates are better	Compared to Prior Year	
		0%	50%
2016	81.0%		↓
2017	88.2%		↑
2018	87.0%		—
2019	87.9%		—
2020	89.8%		—

Service Access, Adults (Ages 18+):

The Service Access composite (combined) score for adults (age 18 and over) includes the following survey items:

- The location of services was convenient (parking, public transportation, distance, etc.);
- My mental health providers were willing to see me as often as I felt was necessary;
- My mental Health providers returned my calls in 24 hours;
- Services were available at times that were good for me;
- I was able to get all the services I thought I needed;
- I was able to see a psychiatrist when I wanted to.

**Service Access
Youth (Ages 0–17), Family Responding**

Mental Health Survey	Higher rates are better	Compared to Prior Year	
		0%	50%
2016	82.9%		↓
2017	87.5%		↑
2018	86.4%		—
2019	86.8%		—
2020	88.4%		—

Service Access, Youth (Ages 0–17), Family Responding:

The Service Access composite (combined) score for youth (age 17 and under) as noted by their family, includes the following survey items:

- The location of services was convenient for us;
- Services were available at times that were convenient for us.

General Satisfaction Adults (Ages 18+)

Mental Health Survey	Higher rates are better 0% 50% 100%	Compared to Prior Year
2016	88.8%	↓
2017	91.5%	↑
2018	90.4%	—
2019	92.6%	↑
2020	93.4%	—

General Satisfaction, Adults (Ages 18+):

The General Satisfaction composite (combined) score for adults (age 18 and over) includes the following survey items:

- I like the services that I received;
- If I had other choices, I would still get services from my mental health providers;
- I would recommend my mental health providers to a friend or family member.

General Satisfaction Youth (Ages 0–17), Family Responding

Mental Health Survey	Higher rates are better 0% 50% 100%	Compared to Prior Year
2016	88.0%	↓
2017	89.6%	—
2018	90.3%	—
2019	89.8%	—
2020	90.3%	—

General Satisfaction, Youth (Ages 0–17), Family Responding:

The General Satisfaction composite (combined) score for youth (age 17 and under) as noted by their family, includes the following survey items:

- Overall, I am satisfied with the services my child received;
- The staff helping my child stuck with us no matter what;
- I felt my child had someone to talk to when he/she was troubled;
- The services my child and/or family received were right for us;
- My family got the help we wanted for my child;
- My family got as much help as we needed for my child.