



## 2018 HEDIS/CAHPS Effectiveness of Care Report for 2017 Service Measures Oregon, Idaho and Montana Commercial Business

### About HEDIS

HEDIS® is an acronym that stands for *Health Effectiveness Data Information Set*, and consists of standardized improvement measures developed and managed by the National Committee for Quality Assurance (NCQA) and is used by both NCQA and the Centers for Medicare & Medicaid Services (CMS) to monitor the performance of managed care organizations. HEDIS is used by more than 90% of America's health plans making it possible to compare the performance of health plans nationally on an "apples-to-apples" basis.

HEDIS includes the following 6 domains of care:

- Effectiveness of Care
- Access/Availability of Care
- Experience of Care
- Utilization and Risk Adjusted
- Health Plan Descriptive Information
- Measures Collected Using Electronic Clinical Data Systems

### How PacificSource Participates in HEDIS

PacificSource provides high quality products and services to its members and supports the transparency provided when plans collect and report HEDIS® data.

Participation in HEDIS® reporting is one we measure how we are meeting the needs of our members; additionally, we continuously monitor performance on over fifty member-facing operational processes. These internal performance metrics use a model similar to HEDIS® to demonstrate overall quality of care, fiscal responsibility, and customer service. We are proud that our customer satisfaction consistently rates among the highest in the industry.

PacificSource has participated in HEDIS® reporting for several years. Data is independently audited submitted to NCQA for use in NCQA's Quality Compass® publication which shares data for all reporting plans. Our measures were audited and submitted to NCQA Quality Compass®<sup>2</sup> for publication and comparison against state and national health plans.

In addition to clinical performance, HEDIS® measures include those collected via the Consumer Assessment of Healthcare Providers and Systems (CAHPS®<sup>3</sup>) survey which evaluate member experience of care and further identify areas of opportunity for PacificSource to better meet member needs. Our HEDIS® and CAHPS® scores highlight experience, clinical, and utilization measures that we use to improve care outcomes of all of our members.

The HEDIS and CAHPS measures in this document were reportable according to the NCQA HEDIS Compliance Audit™<sup>4</sup> standards.

<sup>1</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). For more information, visit [www.ncqa.org](http://www.ncqa.org).

<sup>2</sup> Quality Compass® is a registered trademark of the National Committee for Quality Assurance (NCQA). The source for data contained in this PacificSource Health Plans HEDIS and CAHPS Report 2018

publication is Quality Compass<sup>®</sup> 2018 and is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass 2018 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion.

<sup>3</sup> CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ). For more information, visit [cahps.ahrq.gov](http://cahps.ahrq.gov).

<sup>4</sup> HEDIS Compliance Audit<sup>™</sup> is a trademark of the National Committee for Quality Assurance (NCQA).

## Selected PacificSource CAHPS Survey Rates

The Consumer Assessment of Healthcare Providers and Systems (CAHPS® 5.0) survey asks our adult members to rate their satisfaction with PacificSource and their experiences accessing and receiving care. The surveys conducted in 2018 measured members' experience in 2017.

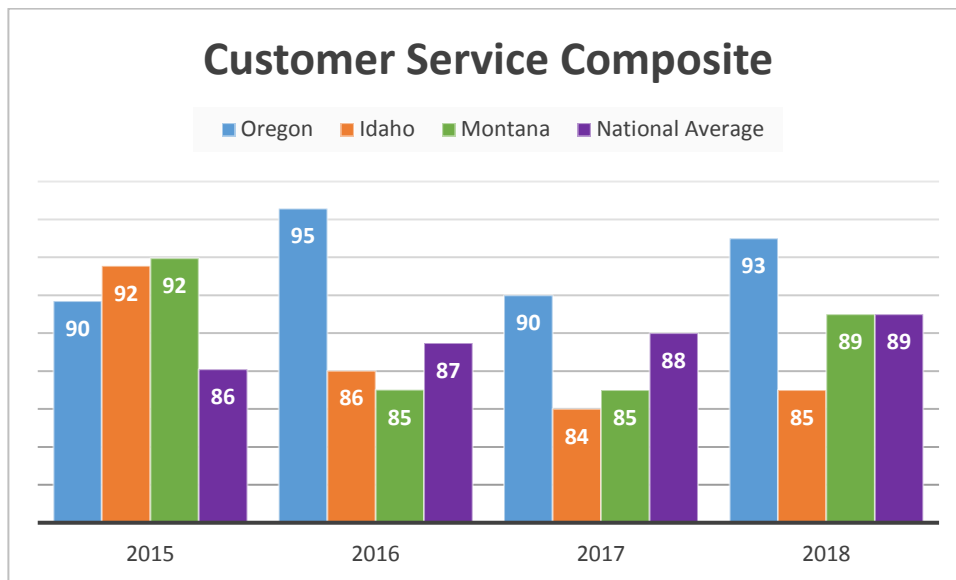
The CAHPS survey is an initiative of the United States Department of Health and Human Services Agency for Healthcare Research and Quality. An NCQA Certified survey vendor conducts our CAHPS survey, ensuring its administration is in accordance with NCQA standards.

Members who responded were age 18 years and older and selected through random sampling. The 2018 rates, published in the NCQA Quality Compass®, are compared to the national average as reported by the 2018 Quality Compass®<sup>1</sup>.

Below are a sample of selected CAHPS® measures with trended results over time.

### Customer Service Composite

This measure reports members' customer service experience when contacting the plan. The composite score is the percentage of members who responded "Always" or "Usually" to the following questions: ***"In the last 12 months, how often did your health plan's customer service give you the information or help you needed?"*** and ***"In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?"***

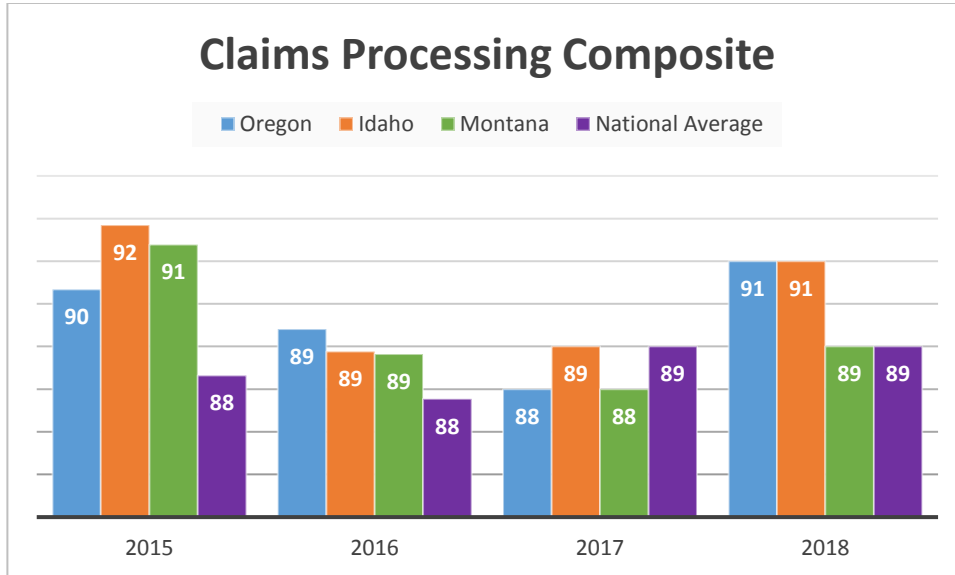


In 2015, PacificSource's scores in all three states were well above the national average. However, the national average has steadily increased since 2015 while PacificSource's scores have fluctuated. This is surprising since PacificSource's internal operations are aligned across states. Therefore, it is likely that member expectations vary by state and/or that the ease of products may differ across states.

<sup>1</sup> 2018 Rates are based on member experience in the 2017 measurement year.  
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## Claims Processing Composite

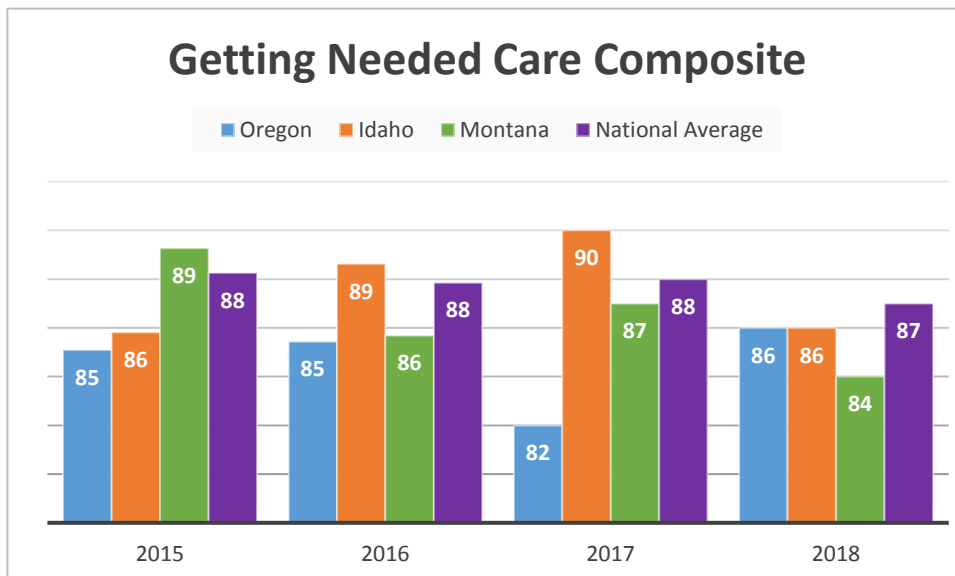
This measure evaluates how quickly and accurately PacificSource processes your claims. The score is the overall percentage of members who responded “Always” or “Usually” to the following questions: **“How often did your health plan handle your claims quickly?”** and **“How often did your health plan handle your claims correctly?”**



Historically, PacificSource has scored above or close to the national average; 2018 scores show an increase for all states, but specifically in Oregon and Idaho. PacificSource is committed to providing our members and providers with accurate and timely data.

## Getting Needed Care Composite

This measure reports on the ease with which members were able to get needed care. The composite score is the overall percentage of members who responded “Always” or “Usually” to the following questions: **“How often did you get an appointment with a specialist as soon as you needed?”** and **“How often was it easy to get the care, tests, or treatment you needed?”**



The scores for the Getting Needed Care composite have fluctuated over the last several years with minimal trending. Given that the national average has stayed relatively consistent since 2015, it is likely that our members' experience may vary within regions or specific clinics. Despite the difficulty of a health plan to influence member experience that is primarily controlled in the clinic setting, PacificSource has identified this as an area for improvement and works closely with its provider network to offer the best healthcare experience available.

## **PacificSource HEDIS Measures**

By engaging with our members to provide information on important preventative screenings or providing resources to carefully manage chronic health conditions such as diabetes or high blood pressure, we strive to make a difference in the care outcomes of our members by working *with* them to manage their unique healthcare needs.

We do this through:

- Proactive outreach to both members and providers;
- Benefits designed to support preventative care;
- Member support services that help navigate the complexities of care; and
- Personalized member engagement programs designed to meet individual needs

NCQA scores plans in several categories. Following are a sampling of HEDIS® clinical scores reported to NCQA in 2018, reflecting performance from the 2017 measurement year. For additional information about PacificSource plan performance please visit <https://reportcards.ncqa.org/>

Category	Measure	What is Measured?	Oregon 2018 Plan Rate: 2017 Dates of Service	Idaho 2018 Plan Rate: 2017 Dates of Service	Montana 2018 Plan Rate: 2017 Dates of Service	2018 National Average: 2017 Dates of Service
Cancer Screenings	Breast Cancer Screening	Percentage of Women 50-74 who had a mammogram to screen for breast cancer.	71%	70%	65%	71%
	Colorectal Cancer Screening	Percentage of adults 50-75 who had appropriate screening for colorectal cancer	63%	55%	49%	61%
	Cervical Cancer Screening	Percentage of women 21-64 who had appropriate screening for cervical cancer	73%	60%	64%	74%
Treatment Services	Asthma Medication Ratio	Percentage of people 5-64 with asthma whose ratio of controller medication to total asthma medication was 0.50 or greater.	81%	84%	78%	79%
	Medication Management for People with Asthma	Percentage of people 5-64 who remained on asthma controller medication at least 75% of the time	45%	54%	55%	52%
	Comprehensive Diabetic Care	Percentage of adults 18-75 with diabetes who received a retinal eye exam	67%	44%	50%	52%
		Percentage of adults 18-75 with diabetes whose blood pressure is <140/90 mm Hg	62%	63%	62%	56%
		Percentage of Adults 18-75 with diabetes whose A1c is <8%	48%	44%	45%	53%
	Statin Therapy for Patients with Diabetes	Percentage of adults 40-75 with diabetes who do not have cardiovascular disease who received statin therapy.	67%	56%	57%	61%
		Percentage of adults 40-75 with diabetes who do not have cardiovascular disease who adhered to statin therapy.	70%	66%	68%	67%
	Statin Therapy for Patients with Cardiovascular Disease	Percentage of males 21 - 75 and females 40-75 with cardiovascular disease who received statin therapy.	80%	82%	89%	81%
		Percentage of males 21 - 75 and females 40-75 with cardiovascular disease who adhered to statin therapy.	74%	N/A*	71%	74%
	Controlling High Blood Pressure	Percentage of adults 18-59 with a diagnosis of hypertension whose BP is <140/90	52%	52%	47%	58%

Category	Measure	What is Measured?	Oregon 2018 Plan Rate: 2017 Dates of Service	Idaho 2018 Plan Rate: 2017 Dates of Service	Montana 2018 Plan Rate: 2017 Dates of Service	2018 National Average: 2017 Dates of Service
Prevention	Childhood Immunization Status	Percent of children aged 2 who have received DTaP, IPV, MMR, HiB, HepB, VZV, PCV, HepA, RV, Influenza immunizations by their 2nd birthday.	55%	42%	38%	51%
	Immunization Status of Adolescents	Percent of adolescents aged 13 years of age who have had meningococcal, Tdap, and HPV immunizations by their 13th birthday.	21%	13%	17%	76%
	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents	Percentage of children and adolescents aged 3-17 years who had an outpatient visit and the BMI percentile was documented in the chart.	49%	39%	26%	63%
Other Preventative Services	Adult BMI Assessment	Percentage of adults 18-74 whose BMI was documented in their chart during an out patient visit.	77%	77%	57%	73%
	Chlamydia Screening for Women	Percentage of sexually active women 16-24 who had a chlamydia screen.	42%	30%	35%	48%
	Flu Vaccination for Adults	The percentage of adults 18-64 who received an influenza vaccination	51%	51%	45%	50%
Women's Reproductive Health	Timeliness of Prenatal Care	Percentage of deliveries in which the member received a prenatal care visit within the first trimester	81%	77%	61%	81%
	Timeliness of Postnatal Care	Percentage of deliveries in which the member received a postpartum visit between 21 and 56 days from delivery	75%	66%	69%	71%
Other Treatment Services	Avoidance of Antibiotics for Adults with Bronchitis	Percentage of adults 18-64 with a diagnosis of acute bronchitis who were not dispensed an antibiotic prescription	33%	20%	29%	31%
	Appropriate Treatment for Children with Pharyngitis	Percentage of Children 3-18 diagnosed with pharyngitis dispensed an antibiotic and received a group A streptococcus test.	81%	71%	77%	86%
	Use of Imaging Studies for Low Back Pain	Percentage of adults 18-50 with a primary diagnosis of low back pain who did not have an imaging study within 28 days of of the diagnosis	87%	84%	82%	76%
	Appropriate Testing for Children with Upper Respiratory Infection	Percentage of Children 3 months - 18 years diagnosed with an upper respiratory infection who were not dispensed an antibiotic prescription	91%	92%	88%	88%
Mental & Behavioral Health	Antidepressant Medication Management	Percentage of adults 18 and older treated diagnosed with major depression, were treated with antidepressant medication, and who remained on antidepressant medication for at least 180 days.	53%	52%	56%	52%

## Beyond HEDIS: PacificSource Quality Initiatives

We are committed to quality improvement that adds value to our members and communities. As such, we are deeply involved in the following initiatives, all of which we believe have a direct impact on the quality of care in our communities:

- In 2009, we started the PacificSource **Community Health Excellence** program. Through this program, we partner with physicians and hospitals to support innovative healthcare initiatives that will have a significant positive impact for all patients, improving the overall quality of care in the communities we serve. For more information about the **CHE** program visit [www.pacificsource.com](http://www.pacificsource.com)
- We are an active member and data contributor to the **Oregon Health Care Quality Corporation**, which focuses on many of the same quality metrics as HEDIS.
- We are a founding member and active participant in the **Oregon Health Leadership Council**, a group of Oregon physicians, hospitals, and health plans working collaboratively to slow the rise of healthcare costs through delivery system innovations.

We continually measure and evaluate our performance and look for opportunities to improve through innovative programs and process improvements. In everything we do, we strive to provide the highest level of quality and service to our customers.