

# **HEDIS® 2005 Executive Summary**

**For the**

## **Statewide Analysis Report**

**Prepared for:**

**Maryland Department of Health and Mental Hygiene**

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## **HEDIS® 2005 Executive Summary**

### **Background**

The Maryland Department of Health and Mental Hygiene (DHMH) is charged with the responsibility of evaluating the quality of care provided to over 479,134 Maryland Medicaid beneficiaries enrolled in the HealthChoice program, a mandatory managed care program established in 1997 under the §1115 federal waiver. One way to help evaluate quality is to use a standardized set of performance measures – and one predominant set of those measures is referred to as HEDIS (Health Plan Employer Data and Information Set). This group of performance measures was developed and is maintained by the National Committee for Quality Assurance (NCQA) in conjunction with the Centers for Medicare and Medicaid Services (CMS). As part of DHMH's ongoing quality-monitoring efforts, Managed Care Organizations (MCOs) are required by state regulations to annually submit selected HEDIS measures to the Department. By identifying both areas for improvement and the populations affected, and by tracking performance, HEDIS provides a mechanism to facilitate ongoing quality improvement.

Six of the seven HealthChoice MCOs participated in submission and validation of HEDIS 2005 data – these six included AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. One new MCO, Diamond Plan, did not participate in the audits as they were not required to report on HEDIS for this year. The HEDIS 2005 scores represent HEDIS rates for services rendered in calendar year 2004. In order to improve HEDIS reporting practices and ensure the validity of data submitted by MCOs, DHMH contracted with an independent NCQA-licensed HEDIS audit firm to validate each MCO's results. Two of the six MCOs elected to contract on their own with another licensed HEDIS audit firm and scheduled audits outside of the DHMH contract. The contractor, HealthcareData.com, LLC (HDC), was the audit firm for the remaining four MCOs. Audit activities for all six MCOs were conducted as prescribed by NCQA's HEDIS Compliance Audit Standards, Policies and Procedures and were subject to NCQA oversight of these audit processes.

### **HealthChoice HEDIS Measures**

For HEDIS 2005, DHMH selected 17 key HEDIS measures in four areas – including those which provide information about (1) how well widely accepted preventive practices, health screenings, and clinical treatments are incorporated into service delivery – the Effectiveness of Care Domain; (2) the accessibility and availability of needed health care without inappropriate barriers or delays – the Access and Availability of Care Domain; (3) volume of services provided and resource allocation – the Use of Services Domain; and (4) the stability of the health plan – the Health Plan Stability Domain. The measures in each of these areas were selected based on their ability to provide meaningful MCO comparative information relative to DHMH priorities and goals. DHMH may add to or delete from these 17 measures in future years. There are a total of 61 HEDIS 2005 measures calculated in 8 different domains from which to choose.

An important feature of HEDIS reporting is that the methodology for collecting data and calculating all of the measures is standardized in a set of detailed specifications. The specifications include the data fields to be collected, diagnosis and procedure codes to be included in each measure, selection of member subgroups to be examined, criteria for determining pass/fail status of each measure's validity and the use of statistical computations. It is essential that MCOs adhere to these established specifications so that the findings can be compared.

Audits are used to verify the numbers reported for the various measures, to identify problem areas and, ultimately, to help improve service delivery and health outcomes. Several issues that could affect an MCO's scores include:

- a. Incomplete Administrative Data – this requires an MCO to find some way to supplement missing data, usually through extensive medical record reviews.
- b. Non-Reportable Measures – this can occur because of bias in the rate due to inaccurate or incomplete data collection, the plan did not calculate the measure as required, or the plan elected not to report the rate as required. MCOs were not given the option of electing to not report any of the 17 required measures.

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It should also be noted that HEDIS measures do not adjust for population characteristics such as age, health status or MCO service area (urban vs rural). The MCOs vary greatly in size (enrollee size ranges from 6,000 to 167,000) and service area. Two MCOs operate statewide, while four are regional and one operates only in Baltimore City and parts of Baltimore County.

In the pages which follow, each of the 17 measures is addressed in three ways: (1) first, the measure is defined; (2) second, the **Significance** of how the HEDIS measure can affect the MCO is explained; and (3) third, the **Findings** section shows (per measure) which MCOs were found to be above, below, similar to or the same as the national Medicaid average and the Maryland state average. The Maryland average is only calculated if four or more MCOs report the same measure. The findings section is presented with both a table to visually show the results and descriptive terms such as “higher” and “lower. In addition to “higher” or “lower”, a parenthetical descriptor (“better” or “not as good as”) may immediately follow so that the reader will readily understand what the finding means. For more specific information about “how much” higher or lower a finding was for the current year as well as the previous two years, refer to Table A.

Three final points also need to be made regarding how we interpreted the findings. HealthcareData.com, LLC (HDC) had to decide, as we compared the findings with benchmarks, whether to place a plan in the “higher than, similar to, same as or lower than” category. Our decisions were:

- (1) If the finding was reported as a percentage, then we characterized a plan’s result as being “higher than” whenever its percentage was three or more percentage points above the benchmark – and whenever the plan’s result was three or more percentage points below the benchmark, then we characterized the result as being “lower than” the benchmark. Whenever plan results were less than three percentage points (within two percentage points) different from the benchmark, HDC characterized those results as being “similar to” – except if the plan result was equal to the benchmark, then HDC stated that it was “the same as.”
- (2) In some cases, results are reported in days (average length of stay) – and for these results, if the difference was at least one-half day, then the plan was characterized as being either higher or lower than the benchmark; if the difference was less than half a day, then the plan result was said to be “similar to” (or identical as the case may be).
- (3) Finally, if the result was reported as a rate per thousand (such as discharges per thousand), HDC again used “one half” (that is, 0.5) – so, if a rate per thousand for a plan was at least 0.5 different from the benchmark, then it was characterized as being “higher than” or “lower than,” if the rate difference was less than 0.5, then HDC characterized the result as “similar to” (or, again, identical as the case may be).

## **Specification of and Findings for the 17 HEDIS 2005 Measures**

### **(A) EFFECTIVENESS OF CARE DOMAIN:**

#### **(1) Childhood Immunization Status**

This measures immunization status for children who turned 2 years old during calendar year 2004 and were continuously enrolled for 12 months immediately preceding their second birthday, who were identified as having four DTP/DTaP, three IPV/OPV, one MMR, three H influenza type B, three hepatitis B and one chicken pox vaccine (VZV), by the member's second birthday. Within this measure, values for two separate combination rates are calculated:

Combination #1 measures children who have received four DTP or DTaP vaccinations and three OPV or IPV vaccinations and one MMR and three HiB vaccinations and three hepatitis B vaccinations, as specified above.

Combination #2 measures children who have received **all** of the vaccines listed in Combination #1 and at least one VZV.

**Significance:** Administering timely and complete childhood immunizations is a key to disease prevention. The American Academy of Pediatrics (AAP), the American Academy of Family Physicians (AAFP), the Centers for Disease Control and Prevention (CDC) and the Advisory Committee on Disease Prevention developed immunization guidelines and recommend that by two years of age children should receive the immunizations identified in the guidelines. This HEDIS measure provides useful information on the degree to which the MCO incorporates these widely accepted guidelines into health care practices and the provision of all required immunizations. Related measures which focus on children's health include Children's Access to Primary Care Practitioners, Well Child Visits in the First Fifteen Months of Life, Well Child Visits in the Third through Sixth Year of Life.

**Findings:** AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this measure. The tables and descriptions of the MCOs compared to the Maryland Average Reportable Rate (MARR) and the National Medicaid HEDIS Means are on the following page.

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**MCOs compared to the Maryland Average Reportable Rate 2005 (MARR) for Combination 1 and 2**

MARR		Higher Than (Better than)		Lower Than (Not as good as)		Similar To		Same As	
		C1	C2	C1	C2	C1	C2	C1	C2
Combo 1 (C1) 74%	Combo 2 (C2) 73%	★	★						
						HFC 73%			
			JMS 76% ★			JMS 76%			
				MPC 68% ●	MPC 66% ●				
			PP 76% ★			PP 76%			
				UHC ●	UHC 65% ●				

★ = Higher than      ● = Lower than      = Similar to      = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

**Combination 1**

- AMERIGROUP Maryland, Inc had a rate that was higher than (better than) the Maryland Average Reportable Rate (MARR) for Combo 1.
- Maryland Physicians Care and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (not as good as) the MARR for Combo 1.
- Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc. and Priority Partners had rates that were similar to the MARR for Combo 1.

**Combination 2**

- AMERIGROUP Maryland, Inc., Jai Medical Systems Managed Care Organization, Inc. and Priority Partners had rates that were higher than (better than) the MARR for Combo 2.
- Maryland Physicians Care and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (not as good as) the MARR for Combo 2.
- Helix Family Choice, Inc had a rate that was the same as the MARR for Combo 2.

**MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH) for Combination 1 and 2**

NMH		(Better than)		Lower Than (Not as good as)		Similar To		Same As	
			C2	C1	C2	C1	C2	C1	C2
Combo 1 (C1) 61%	Combo 2 (C2) 58%	★	★						
		★	★						
		★	★						
		★	★						
		★	★						
		★	★						

★ = Higher than      ● = Lower than      = Similar to      = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

**Combination 1 and 2**

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the National Medicaid HEDIS 2004 Mean (NMH) for both Combination 1 and Combination 2.

**2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was higher than (better than) the 2004 MARR and the 2004 NMH for both Combination 1 and Combination 2.

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### (2) Adolescent Immunization Status

This measures immunization status for adolescents who turned 13 during the calendar year 2004 and were continuously enrolled for 12 months immediately preceding their 13<sup>th</sup> birthday and who were identified as having had a second dose of MMR, three hepatitis B and one chicken pox vaccination (VZV) by the member's 13<sup>th</sup> birthday. Within this measure, values for two separate combination rates are calculated:

Combination #1 measures adolescents who have received the second MMR and three hepatitis B vaccinations as specified above.

Combination #2 measures adolescents who have received **all** of the vaccinations listed in Combination #1 and at least one VZV.

**Significance:** The AAP, AAFP, CDC, and the Advisory Committee on Disease Prevention developed immunization guidelines and recommended that by age 13 years children should receive the immunizations identified in the guidelines. This HEDIS measure provides useful information on the degree to which the MCO incorporates these widely accepted guidelines into health care practices and the provision of all required immunizations. Related measures include Adolescent Well Visits, Childhood Immunization Status and Children's Access to Primary Care Practitioners.

**Findings:** AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this measure.

### MCOs compared to the Maryland Average Reportable Rate (MARR)

MARR		Higher Than (Better than)		Lower than (Not as good as)		Similar To		Same As	
			C2	C1	C2	C1	C2	C1	C2
Combo 1 (C1) 56%	Combo 2 (C2) 46%	★	★						
				●	●				
			★			JMS 58%			
						MPC 55%	MPC 44%		
		★							↔
				UHC ●	UHC 34% ●				
		★ = Higher than		● = Lower than		= Similar to		↔ = Same as	

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

### Combination 1

- AMERIGROUP Maryland, Inc. and Priority Partners had rates that were higher than (better than) the MARR for Combo 1.
- Helix Family Choice, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (not as good as) the MARR for Combo 1.
- Jai Medical Systems Managed Care Organization, Inc. and Maryland Physicians Care had rates that were similar to the MARR for Combo 1.

### Combination 2

- AMERIGROUP Maryland, Inc. and Jai Medical Systems Managed Care Organization, Inc. had rates that were higher than (better than) the MARR for Combo 2.
- Helix Family Choice, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (not as good as) the MARR for Combo 2.
- Maryland Physicians Care had a rate that was similar to the MARR for Combo 2.
- Priority Partners had a rate that was the same as the MARR for Combo 2.

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**MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH		Higher Than (Better than)		Lower Than (Not as good as)		Similar To		Same As	
			C2	C1	C2	C1	C2	C1	C2
Combo 1 (C1) 52%	Combo 2 (C2) 34%	★	★						
			★					↔	
		★	★						
		★	★						
		★	PP 46%	★					
					UHC 47%	●			
		★ = Higher than		● = Lower than		= Similar to		↔ = Same as	

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

**Combination 1**

- AMERIGROUP Maryland, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care and Priority Partners had rates that were higher than the NMH for Combo 1.
- UnitedHealthcare of the Mid-Atlantic, Inc. had a rate that was lower than (not as good as) the NMH for Combo 1.
- Helix Family Choice Inc. had a rate that was the same as the NMH for Combo 1.

**Combination 2**

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care and Priority Partners had rates that were higher than the NMH for Combo 2.
- UnitedHealthcare of the Mid-Atlantic, Inc. had a rate that was the same as the NMH for Combo 2.

**2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was higher than (better than) the 2004 MARR and 2004 NMH for both Combination 1 and Combination 2.



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### (3) Breast Cancer Screening

This measures women age 52 through 69 who were continuously enrolled during the calendar year 2004 and the preceding year (with no more than one gap in enrollment of up to 30 days eligibility period during each year) who had a mammogram during the reporting year or the prior year.

**Significance:** Approximately one in ten American women will develop breast cancer before the age of 80, according to the National Cancer Institute. The American Cancer Society recommends mammograms as an effective means of detecting breast cancer early. This HEDIS measure provides useful information on the degree to which the MCO has conformed to this widely accepted guideline.

**Findings:** AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this measure.

#### MCOs compared to the Maryland Average Reportable Rate (MARR)

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
52%		AGM ● 46%		
				HFC ↔ 52%
	JMS ★ 61%			MPC ↔ 52%
				PP ↔ 52%
		UHC ● 48%		
★ = Higher than      ● = Lower than      = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- Jai Medical Systems Managed Care Organization, Inc. had a rate that was higher than (better than) the MARR.
- AMERIGROUP Maryland, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (not as good as) the MARR.
- Helix Family Choice, Inc., Maryland Physicians Care and Priority Partners had rates that were the same as the MARR.

#### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
56%		AGM ● 46%		
		HFC ● 52%		
	JMS ★ 61%			
		MPC ● 52%		
		PP ● 52%		
		UHC ● 48%		
★ = Higher than      ● = Lower than      = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- Jai Medical Systems Managed Care Organization, Inc. had a rate that was higher than (better than) the NMH.
- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (not as good as) the NMH.

#### 2005 MARR compared to the 2004 MARR and the 2004 NMH

- The 2005 MARR was similar to the 2004 MARR and lower than the 2004 NMH.

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


## **(4) Cervical Cancer Screening**

This measures women age 21 through 64 who were continuously enrolled during the calendar year 2004 (with no more than one gap in enrollment of up to 45 days) who received a Pap test during the reporting year or the two prior years.

**Significance:** Cervical cancer, if detected in the early stages, is highly curable. The American Cancer Society recommends annual Pap tests as an effective means of detecting cervical cancer early. This HEDIS measure provides useful information on the degree to which the MCO has conformed to this widely accepted guideline.











**Findings:** AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this measure.

### **MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
62%			AGM  64%	
			HFC  63%	
			JMS  60%	
	PP  69%		MPC  63%	
		UHC  54%		
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- Priority Partners had a rate that was higher than (better than) the MARR.
- UnitedHealthcare of the Mid-Atlantic, Inc. had a rate that was lower than (not as good as) the MARR.
- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization Inc. and Maryland Physicians Care had rates that were similar to the MARR.

### **MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	(Better than)	Lower Than (Not as good as)	Similar To	Same As
64%				AGM  64%
			HFC  63%	
		JMS  60%		
			MPC  63%	
	PP  69%	UHC  54%		
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- Priority Partners had a rate that was higher than (better than) the NMH.
- Jai Medical Systems Managed Care Organization, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (not as good as) the NMH.
- Helix Family Choice, Inc. and Maryland Physicians Care had rates that were similar to the NMH.
- AMERIGROUP Maryland, Inc. had a rate that was the same as the NMH.

### **2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was similar to the 2004 MARR and the 2004 NMH.

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## **(5) Comprehensive Diabetes Care**

This measures care for members with diabetes (Type 1 and Type 2) age 18 through 75 years old who were continuously enrolled during the calendar year 2004.

**Significance:** Diabetes is a disorder of metabolism – the way our bodies use digested food for growth and energy. Diabetes is widely recognized as one of the leading causes of death and disability in the United States. Diabetes is associated with long-term complications that affect almost every major part of the body. It contributes to blindness, heart disease, strokes, kidney failure, amputations, and nerve damage. Uncontrolled diabetes can complicate pregnancy, and birth defects are more common in babies born to women with diabetes. The goal of diabetes management is to keep blood glucose levels as close to the normal (non-diabetic) range as is safely possible. This HEDIS measure includes multiple performance points that collectively evaluate the MCO's effectiveness in working with its providers and members to monitor and help manage diabetes.

**Findings:** AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report all of the numerators in this measure.

**For the HbA1c Testing Numerator:**

### **MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
80%	AGM ★ 83%			
			HFC 📄 79%	
	JMS ★ 84%			
			MPC 📄 81%	
		PP ● 77%		
		UHC ● 75%		

★ = Higher than

● = Lower than

📄 = Similar to

↔ = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- AMERIGROUP Maryland, Inc. and Jai Medical Systems Managed Care Organization, Inc. had rates that were higher than (better than) the MARR.
- Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (not as good as) the MARR.
- Helix Family Choice, Inc. and Maryland Physicians Care had rates that were similar to the MARR.

### **MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	(Better than)	Lower Than (Not as good as)	Similar To	Same As
74%	★			
	★			
	JMS ★ 84%			
	MPC ★ 81%			
	PP ★ 77%			
			UHC 📄 75%	

★ = Higher than

● = Lower than

📄 = Similar to

↔ = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care and Priority Partners had rates that were higher than (better than) the NMH.
- UnitedHealthcare of the Mid-Atlantic, Inc. had a rate that was similar to the NMH.

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**For the HbA1c Testing Numerator (continued from previous page)**











**2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR for this numerator was similar to the 2004 MARR and higher than (better than) the 2004 NMH.

**For the Poor HbA1c Control Numerator:**











It should be noted that for this numerator a *lower* rate indicates better performance (i.e., low rates of poor control indicate better control of the diabetic patient).

**MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Not as good as)	Lower Than (Better than)	Similar To	Same As
45%			AGM  44%	
			HFC  43%	
		JMS  38%		
	MPC  51%			
	PP  52%			
		UHC  42%		
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc.   HFC = Helix Family Choice, Inc.   JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care   PP = Priority Partners   UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- Maryland Physicians Care and Priority Partners had rates that were higher than (**not as good as**) the MARR.
- Jai Medical Systems Managed Care Organization, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (**better than**) the MARR.
- AMERIGROUP Maryland, Inc. and Helix Family Choice, Inc. had rates that were similar to the MARR.

**MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Not as good as)	Lower Than (Better than)	Similar To	Same As
50%		AGM  44%		
		HFC  43%		
		JMS  38%		
			MPC  51%	
			PP  52%	
		UHC  42%		
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc.   HFC = Helix Family Choice, Inc.   JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care   PP = Priority Partners   UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (better than) the NMH.
- Maryland Physicians Care and Priority Partners had rates that were similar to the NMH.

**2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was similar to the 2004 MARR and lower than (**better than**) the 2004 NMH.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

**For the Eye Exam Numerator:**

**MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
47%	AGM ★ 50%			
		HFC ● 39%		
	JMS ★ 62%			
		MPC ● 41%		
	UHC ★ 50%	PP ● 40%		
★ = Higher than      ● = Lower than      = Similar to      = Same as <small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc., Jai Medical Systems Managed Care Organization, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the MARR.
- Helix Family Choice, Inc., Maryland Physicians Care and Priority Partners had rates that were lower than (not as good as) the MARR.

**MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
44%	AGM ★ 50%			
		HFC ● 39%		
	JMS ★ 62%			
		MPC ● 41%		
	UHC ★ 50%	PP ● 40%		
★ = Higher than      ● = Lower than      = Similar to      = Same as <small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc., Jai Medical Systems Managed Care Organization, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.
- Helix Family Choice, Inc., Maryland Physicians Care and Priority Partners had rates that were lower than (not as good as) the NMH.

**2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR for this numerator was the same as the 2004 MARR and higher than the 2004 NMH.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

**For the LDL-C Screening Numerator:**

**MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
87%	AGM ★ 92%			
		HFC ● 81%		
	JMS ★ 93%			
			MPC 📄 85%	
			PP 📄 85%	
		UHC ● 83%		
★ = Higher than      ● = Lower than      📄 = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc. and Jai Medical Systems Managed Care Organization, Inc. had rates that were higher than (better than) the MARR.
- Helix Family Choice and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (not as good as) the MARR.
- Maryland Physicians Care and Priority Partners had rates that were similar to the MARR.

**MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
75%	AMG ★ 92%			
	HFC ★ 81%			
	JMS ★ 93%			
	MPC ★ 85%			
	PP ★ 85%			
	UHC ★ 83%			
★ = Higher than      ● = Lower than      📄 = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.

**2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was similar to the 2004 MARR and higher than the 2004 NMH.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

**For the LDL-C Level Numerator (LESS THAN 130 NUMERATOR):**

**MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
57%	AGM ★ 63%			
			HFC 55%	
	JMS ★ 68%			
		MPC 51%		
		PP 48%		
			UHC 58%	
★ = Higher than      ● = Lower than      5 = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc. and Jai Medical Systems Managed Care Organization, Inc. had rates that were higher than (better than) the MARR.
- Maryland Physicians Care and Priority Partners had rates that were lower than (not as good as) the MARR.
- Helix Family Choice, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.

**MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
47%	AMG ★ 63%			
	HFC ★ 55%			
	JMS ★ 68%			
	MPC ★ 51%			
			PP 48%	
	UHC ★ 58%			
★ = Higher than      ● = Lower than      5 = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.
- Priority Partners had a rate that was similar to the NMH.











**2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was similar to the 2004 MARR and higher than the 2004 NMH.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**











**For the LDL-C Level Numerator (LESS THAN 100 NUMERATOR):**

**MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
39%			AGM  40%	
	HFC  46%			
	JMS  45%			
		MPC  32%		
		PP  32%		
			UHC  38%	
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc.   HFC = Helix Family Choice, Inc.   JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care   PP = Priority Partners   UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- Helix Family Choice, Inc. and Jai Medical Systems Managed Care Organization, Inc. had rates that were higher than (better than) the MARR.
- Maryland Physicians Care and Priority Partners had rates that were lower than (not as good as) the MARR.
- AMERIGROUP Maryland, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.

**MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
27%	AMG  40%			
	HFC  46%			
	JMS  45%			
	MPC  32%			
	PP  32%			
	UHC  38%			
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc.   HFC = Helix Family Choice, Inc.   JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care   PP = Priority Partners   UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.

**2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was higher than the 2004 MARR and the 2004 NMH.



# **Department of Health and Mental Hygiene** **Maryland Medical Assistance HealthChoice Program**

**For the Monitoring for Diabetic Nephropathy Numerator:**

## **MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
54%	AGM ★ 58%			
		HFC ● 39%		
	JMS ★ 88%			
		MPC ● 48%		
		PP ● 46%		
		UHC ● 44%		
★ = Higher than      ● = Lower than      🏷 = Similar to      ↔ = Same as <small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.            MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc. and Jai Medical Systems Managed Care Organization, Inc. had rates that were higher than (better than) the MARR.
- Helix Family Choice, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (not as good as) the MARR.

## **MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
43%	AMG ★ 58%			
		HFC ● 39%		
	JMS ★ 88%			
	MPC ★ 48%			
	PP ★ 46%			
			UHC 🏷 44%	
★ = Higher than      ● = Lower than      🏷 = Similar to      ↔ = Same as <small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.            MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, and Priority Partners had rates that were higher than (better than) the NMH.
- Helix Family Choice, Inc. had a rate that was lower than (not as good as) the NMH.
- UnitedHealthcare of the Mid-Atlantic, Inc. had a rate that was similar to the NMH.

## **2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR for this numerator was higher than (better than) the 2004 MARR and 2004 NMH.

# **Department of Health and Mental Hygiene** **Maryland Medical Assistance HealthChoice Program**

## **(6) Use of Appropriate Medications for People With Asthma (New Measure for DHMH in 2005)**

The percentage of enrolled members 5–56 years of age continuously enrolled during 2004 and 2003, who were identified as having persistent asthma during the year prior to the measurement year and who were appropriately prescribed medication during the measurement year.







**Significance:** An estimated 20 million Americans suffer from asthma (1 in 15 Americans), and 50% of asthma cases are “allergic-asthma.” The prevalence of asthma has been increasing since the early 1980s across all age, sex and racial groups. Asthma is characterized by inflammation of the air passages resulting in the temporary narrowing of the airways that transport air from the nose and mouth to the lungs. The annual cost of asthma is estimated to be nearly \$18 billion.

A higher rate on this measure indicates that people with asthma receive appropriate medications to control their disease. Low rates may indicate that asthmatics do not receive long-term control medications. Plans that have difficulty obtaining complete and accurate pharmacy data may also report low rates for this measure.


### **Findings:**


**For the age group 5 through 9 years,** AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator.


### **MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
69%			AGM  67%	
	HFC  76%			
			JMS  68%	
			MPC  70%	
			PP  68%	
			UHC  68%	

 = Higher than

 = Lower than







 = Similar to


 = Same as


AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.


- Helix Family Choice, Inc. had a rate that was higher than (better than) the MARR.
- AMERIGROUP Maryland, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.


### **MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
61%	AMG  67%			
	HFC  76%			
	JMS  68%			
	MPC  70%			
	PP  68%			
	UHC  68%			

 = Higher than

 = Lower than

 = Similar to

 = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- AMERIGROUP Maryland, Inc. Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.











## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program

### 2005 MARR compared to the 2004 MARR and the 2004 NMH

- Since this is a new measure for DHMH MCOs in 2005, there was no MARR from 2004 with which to compare this year's rates. The 2005 MARR was higher than (better than) the 2004 NMH.











For the age group 10 through 17 years, AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator.

### MCOs compared to the Maryland Average Reportable Rate (MARR)

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
66%			AGM  64%	
	HFC  79%			
		JMS  56%		
			MPC  67%	
				PP  66%
				UHC  66%
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- Helix Family Choice, Inc. had a rate that was higher than (better than) the MARR.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was lower (not as good as) the MARR.
- AMERIGROUP Maryland, Inc. and Maryland Physicians Care had rates that were similar to the MARR.
- Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were the same as the MARR.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
61%	AMG  64%			
	HFC  79%			
		JMS  56%		
	MPC  67%			
	PP  66%			
	UHC  66%			
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was lower than (not as good as) the NMH.











### 2005 MARR compared to the 2004 MARR and the 2004 NMH

- Since this is a new measure for DHMH MCOs in 2005, there was no MARR from 2004 with which to compare this year's rates. The 2005 MARR was higher than (better than) the 2004 NMH.

## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program











For the age group 18 through 56 years, AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator.

### MCOs compared to the Maryland Average Reportable Rate (MARR)

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
71%		AGM  68%		
	HFC  86%			
				JMS  71%
			MPC  73%	
		PP  56%		
			UHC  70%	
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- Helix Family Choice, Inc. had a rate that was higher than (better than) the MARR.
- AMERIGROUP Maryland, Inc. and Priority Partners had rates that were lower (not as good as) the MARR.
- Maryland Physicians Care and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.
- Jai Medical Systems Managed Care Organization had a rate that was the same as the MARR.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
65%	AMG  68%			
	HFC  86%			
	JMS  71%			
	MPC  73%			
		PP  56%		
	UHC  70%			
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.
- Priority Partners had a rate that was lower than (not as good as) the NMH.

### 2005 MARR compared to the 2004 MARR and the 2004 NMH

- Since this is a new measure for DHMH MCOs in 2005, there was no MARR from 2004 with which to compare this year's rates. The 2005 MARR was higher than (better than) the 2004 NMH.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

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**(B) ACCESS/AVAILABILITY OF CARE DOMAIN:**

**(7) Children's and Adolescents' Access to Primary Care Practitioners**

This measures the accessibility and availability of health care for children age 12 months through 24 months and 25 months through 6 years who were continuously enrolled during calendar year 2004 and who had a visit with an MCO primary care practitioner during the calendar year 2004. It also measures children age 7 years through 11 years and 12 years through 19 years who were continuously enrolled during the calendar year 2004 and the year prior to the measurement year and who had a visit with an MCO primary care practitioner during calendar year 2004 or the year prior to the measurement year.

**Significance:** Children's and Adolescents' access to the health care delivery system may be inferred by evaluating the rates at which children receive pediatric preventive/ambulatory health services. This HEDIS measure evaluates the degree to which the MCO insures children in the early years of life have received the necessary preventive health services so as to help reduce the future impact of untreated medical and emotional problems.











**Findings:**

The information can be found on the following pages.

## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program











For the category pertaining to 12 through 24 months, AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator.

### MCOs compared to the Maryland Average Reportable Rate (MARR)

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
94%			AGM  96%	
			HFC  96%	
		JMS  88%		
			MPC  92%	
			PP  95%	
			UHC  96%	
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- Jai Medical Systems Managed Care Organization, Inc. had a rate that was lower than (not as good as) the MARR.
- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
92%	AMG  96%			
	HFC  96%			
		JMS  88%		
				MPC  92%
	PP  95%			
	UHC  96%			
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was lower than (not as good as) the NMH.
- Maryland Physicians Care had a rate that was the same as the NMH.

### 2005 MARR compared to the 2004 MARR and the 2004 NMH

- The 2005 MARR was similar to the 2004 MARR and 2004 NMH for this numerator.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

For the category pertaining to 25 months through 6-year-old children, AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator.

**MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	(Better than)	Lower Than (Not as good as)	Similar To	Same As
	★			
	★			
			JMS 84%	
			MPC 85%	
		PP 82%		
			UHC 88%	

★ = Higher than      ● = Lower than      ~ = Similar to      ↔ = Same as

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MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- AMERIGROUP Maryland, Inc. and Helix Family Choice, Inc. had rates that were higher than (better than) the MARR.
- Priority Partners had a rate that was lower than (not as good as) the MARR.
- Jai Medical System Managed Care Organization, Inc., Maryland Physicians Care and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.

**MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
82%	AMG 89%			
	HFC 89%			
			JMS 84%	
	MPC 85%			
	UHC 88%			PP 82%

★ = Higher than      ● = Lower than      ~ = Similar to      ↔ = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Maryland Physicians Care and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was similar to the NMH.
- Priority Partners had a rate that was the same as the NMH.











**2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was similar to the 2004 MARR and higher than (better than) the 2004 NMH.

## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program











For the category pertaining to 7 through 11 year old children, AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator.

### MCOs compared to the Maryland Average Reportable Rate (MARR)

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
89%			AGM  90%	
	HFC  93%			
		JMS  86%		
		PP  83%	MPC  90%	
			UHC  90%	
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- Helix Family Choice, Inc. had a rate that was higher than (better than) the MARR.
- Jai Medical Systems Managed Care Organization, Inc. and Priority Partners had rates that were lower than (not as good as) the MARR.
- AMERIGROUP Maryland, Inc., Maryland Physicians Care, and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	(Better than)	Lower Than (Not as good as)	Similar To	Same As
82%				
				
	JMS  86%			
	MPC  90%			
	UHC  90%		PP  83%	
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.
- Priority Partners had a rate that was similar to the NMH.

### 2005 MARR compared to the 2004 MARR and the 2004 NMH











- The 2005 MARR was higher than (better than) both the 2004 MARR and the 2004 NMH.



## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program











For the category pertaining to 12 through 19 year old adolescents, AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator in this measure.

### MCOs compared to the Maryland Average Reportable Rate (MARR)

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
85%				AGM  85%
	HFC  90%			
			JMS  83%	
			MPC  86%	
		PP  80%		
				UHC  85%
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- Helix Family Choice, Inc. had a rate that was higher than (better than) the MARR.
- Priority Partners had a rate that was lower than (not as good as) the MARR.
- Jai Medical Systems Managed Care Organization, Inc. and Maryland Physicians Care had rates that were similar to the MARR.
- AMERIGROUP Maryland, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were the same as the MARR.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	(Better than)	Lower Than (Not as good as)	Similar To	Same As
79%				
				
	JMS  83%			
	MPC  86%			
	UHC  85%			
			PP  80%	
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.
- Priority Partners had a rate that was similar to the NMH.

### 2005 MARR compared to the 2004 MARR and the 2004 NMH

- The 2005 MARR was higher than (better than) both the 2004 MARR and the 2004 NMH.

# **Department of Health and Mental Hygiene** **Maryland Medical Assistance HealthChoice Program**

## **(8) Adults' Access to Preventive/Ambulatory Health Services**











This measures enrollees age 20 through 44, 45 through 64, and 65 years and older who were continuously enrolled during calendar year 2004 and who had an ambulatory or preventive care visit during calendar year 2004.

**Significance:** Adults' access to the health care delivery system may be inferred by evaluating the rates at which adults receive preventive/ambulatory health services. This HEDIS measure evaluates the degree to which the MCO insures that every adult receives the necessary preventive health services which help to discern unidentified medical and emotional problems and which contribute to the treatment of ongoing problems so they do not become unmanageable.

### **Findings:**











**For the age group 20 through 44 year old adults,** AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator.

### **MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	(Better than)	Lower Than (Not as good as)	Similar To	Same As
74%			AGM  75%	
			HFC  75%	
		JMS  70%		
		MPC  70%		
	PP  78%			
			UHC  76%	
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- Priority Partners had a rate that was higher than (better than) the MARR.
- Jai Medical Systems Managed Care Organization, Inc. and Maryland Physicians Care had rates that were lower than (not as good as) the MARR.
- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.

### **MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	(Better than)	Lower Than (Not as good as)	Similar To	Same As
75%				AMG  75%
				HFC  75%
		JMS  70%		
		MPC  70%		
	PP  78%			
			UHC  76%	
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- Priority Partners had a rate that was higher than (better than) the NMH.
- Jai Medical Systems Managed Care Organization, Inc. and Maryland Physicians Care had rates that were lower than (not as good as) the NMH.
- UnitedHealthcare of the Mid-Atlantic, Inc. had a rate that was similar to the NMH.
- AMERIGROUP Maryland, Inc. and Helix Family Choice, Inc. had rates that were the same as the NMH.

# **Department of Health and Mental Hygiene** **Maryland Medical Assistance HealthChoice Program**











**For the age group 20 through 44 year old adults (continued from previous page)**

## **2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was similar to the 2004 MARR and the 2004 NMH.











**For the age group 45 through 64 year old adults**, AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator.

## **MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
85%			AGM  83%	
			HFC  86%	
				JMS  85%
		MPC  81%		
			PP  86%	
			UHC  86%	
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- Maryland Physicians Care had a rate that was lower than (not as good as) the MARR.
- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was the same as the MARR.

## **MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
81%			AGM  83%	
	HFC  86%			
	JMS  85%			
				MPC  81%
	PP  86%			
	UHC  86%			
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.
- AMERIGROUP Maryland, Inc. had a rate that was similar to the NMH.
- Maryland Physicians Care had a rate that was the same as the NMH.

## **2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was similar to the 2004 MARR and higher than the 2004 NMH.

**For the age group 65 and older**, all six MCOs had eligible member populations that were less than 30 and, per NCQA reporting guidelines, received a NA (Not Applicable) for the rate.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

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**(9) Prenatal and Postpartum Care Rates**

This measures prenatal and postpartum care for women who delivered a live birth between November 6th of the calendar year 2003 and November 5th of the calendar year 2004, who were continuously enrolled at least 43 days prior to delivery through 56 days after delivery.

**Significance:** Good prenatal and postpartum care is extremely important preventive medicine. A healthy lifestyle, vitamin supplementation, and identification of maternal risk factors all need to begin early in pregnancy to have the best impact on outcomes. Similarly, the eight weeks after giving birth are a period of physical, emotional and social changes for the mother, during a time when she is also adjusting to caring for her new baby. This HEDIS measure is one of high visibility as it evaluates the MCO's ability to insure adequate prenatal and postpartum care is provided to a highly mobile population. Low compliance rates could result in higher lengths of stay for newborns as well reduced detection of medical and emotional problems occurring after childbirth.

**Findings:**

The information can be found on the following pages.

## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program

**For Timeliness of Prenatal Care numerator**, AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator. This information can be found on the following pages.

### MCOs compared to the Maryland Average Reportable Rate (MARR)

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
87%	AGM ★ 94%			
	HFC ★ 90%			
		JMS ● 83%		
			MPC 📄 86%	
		PP ● 82%		
				UHC ↔ 87%
★ = Higher than      ● = Lower than      📄 = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc. and Helix Family Choice, Inc. had rates that were higher than (better than) the MARR.
- Jai Medical Systems Managed Care Organization, Inc. and Priority Partners had rates that were lower than (not as good as) the MARR.
- Maryland Physicians Care had a rate that was similar to the MARR.
- UnitedHealthcare of the Mid-Atlantic, Inc. had a rate that was the same as the MARR.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
76%	AGM ★ 94%			
	HFC ★ 90%			
	JMS ★ 83%			
	MPC ★ 86%			
	PP ★ 82%			
	UHC ★ 87%			
★ = Higher than      ● = Lower than      📄 = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.

### 2005 MARR compared to the 2004 MARR and the 2004 NMH

- The 2005 MARR was similar to the 2004 MARR and higher than the 2004 NMH.

## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program

For **Postpartum Care numerator**, AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator.

### MCOs compared to the Maryland Average Reportable Rate (MARR)

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
63%	AGM ★ 74%			
			HFC ~ 64%	
		JMS ● 55%		
			MPC ~ 61%	
			PP ~ 61%	
				UHC ↔ 63%
★ = Higher than      ● = Lower than      ~ = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc. had a rate that was higher than (better than) the MARR.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was lower than (not as good as) the MARR.
- Helix Family Choice, Inc., Maryland Physicians Care and Priority Partners had rates that were similar to the MARR.
- UnitedHealthcare of the Mid-Atlantic, Inc. had a rate that was the same as the MARR.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
54%	AGM ★ 74%			
	HFC ★ 64%			
			JMS ~ 55%	
	MPC ★ 61%			
	PP ★ 61%			
	UHC ★ 63%			
★ = Higher than      ● = Lower than      ~ = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was similar to the NMH.

### 2005 MARR compared to the 2004 MARR and the 2004 NMH

- The 2005 MARR was higher than (better than) the 2004 MARR and 2004 NMH.

# **Department of Health and Mental Hygiene** **Maryland Medical Assistance HealthChoice Program**

## **(10) Claims Timeliness (New Measure for DHMH in 2005)**

The percentage of all claims received by the MCO or its claims processing centers January 1 through December 31 of calendar year 2004 that were paid or denied within 30 calendar days of receipt. This includes all MCO claims delegates (e.g., keying centers, clearinghouses).

**Significance:** In the 1998 Employer Survey on managed care, employers ranked claims turnaround time as the most critical area in health plan performance. The data gathered by this measure will provide opportunities for plan comparisons, as well as quality improvement initiatives.

**Findings:** Although all 6 HealthChoice MCOs were able to report this measure, rates for this measure are not being displayed in this report.

In 2005, the Claims Timeliness measure was a new measure (1<sup>st</sup> Year Measure) for DHMH and NCQA reporting. Nationally reported results for all new measures are subject to further review by NCQA's Committee on Performance Management (CPM). A decision is then made by the CPM on the continued reporting of the measure by applicable MCOs. For the Claims Timeliness measure, the CPM made the decision in September 2005 to not publicly report any audited results for the measure or require MCOs to submit data in 2006. The measure was placed on hiatus, pending further evaluation and revision of the measure's specifications by NCQA staff. No specific reasons for this decision were provided. Based on advice from NCQA and in concert with the CPM decision, DHMH has elected to remove all MCO-specific audited rates from the graph and to take no further action regarding development of an MARR or MCO comparison until additional instructions and guidelines are published by NCQA.

### **MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As

★ = Higher than

● = Lower than

☞ = Similar to

↔ = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

### **MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As

★ = Higher than

● = Lower than

☞ = Similar to

↔ = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

**(C) USE OF SERVICES DOMAIN:**

**(11) Frequency of Ongoing Prenatal Care**

This measures the percentage of pregnant Medicaid-enrolled women who received < 21 percent, 21 percent through 40 percent, 41 percent through 60 percent, 61 percent through 80 percent or ≥ 81 percent of the expected number of prenatal care visits, adjusted for gestational age and the month the member enrolled in the MCO. By specifying that the product line at risk include only live births, this measure captures only a percentage of an MCO's Medicaid members' pregnancies.

**Significance:** Complications can arise at any time during pregnancy. For this reason, the frequency and adequacy of ongoing prenatal visits is an important factor in monitoring and minimizing pregnancy problems.

The American College of Obstetricians and Gynecologists recommends that prenatal care begin as early in the first trimester of pregnancy as possible, with additional visits every 4 weeks for the first 28 weeks of pregnancy, every 2 to 3 weeks for the next 8 weeks, and then weekly until delivery. This HEDIS measure evaluates the MCO's ability to insure an adequate amount of prenatal care is provided throughout a woman's pregnancy so as to help reduce the potential for higher lengths of stay for newborns, as well as help reduce future medical and emotional problems.

**Findings:**

**For the less than 21 percent of expected visits numerator**, AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator.

**MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Not as good as)	Lower Than (Better than)	Similar To	Same As
5%		AGM ★ 2%		
		HFC ★ 2%		
			JMS 📄 6%	
			MPC 📄 4%	
	UHC ● 9%			PP ↔ 5%
● = Higher than      ★ = Lower than      📄 = Similar to      ↔ = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- UnitedHealthcare of the Mid-Atlantic, Inc. had a rate that was higher than (not as good as) the MARR.
- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc had rates that were lower than (better than) the MARR.
- Jai Medical Systems Managed Care Organization, Inc. and Maryland Physicians Care had rates that were similar to the MARR.
- Priority Partners had a rate that was the same as the MARR.



**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

**For the less than 21 percent of expected visits numerator (continued from previous page)**

**MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Not as good as)	Lower Than (Better than)	Similar To	Same As
21%		AGM ★ 2%		
		HFC ★ 2%		
		JMS ★ 6%		
		MPC ★ 4%		
		PP ★ 5%		
		UHC ★ 9%		
= Higher than       = Lower than       = Similar to       = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (better than) the NMH.

**2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was lower than (better than) the 2004 MARR and the 2004 NMH.

**For the greater than 80 percent of expected visits numerator**, AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator.

**MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
66%	AGM ★ 78%			
	HFC ★ 70%			
				JMS  66%
	MPC ★ 70%			
		PP  44%		
				UHC  66%
= Higher than       = Lower than       = Similar to       = Same as				
AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., and Maryland Physicians Care had rates that were higher than (better than) the MARR.
- Priority Partners had a rate that was lower than (not as good as) the MARR.
- Jai Medical Systems Managed Care Organization, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were the same as the MARR.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

**MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
48%	AGM ★ 78%			
	HFC ★ 70%			
	JMS ★ 66%			
	MPC ★ 70%			
		PP ● 44%		
	UHC ★ 66%			

★ = Higher than

● = Lower than

☐ = Similar to

↔ = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.
- Priority Partners had a rate that was lower than (not as good as) the NMH.

**2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was higher than (better than) both the 2004 MARR and the 2004 NMH.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

**(12) Well-Child Visits in the First 15 Months of Life**











This measures members who turned 15 months old during the calendar year 2004, who were continuously enrolled in the MCO from 31 days of age, and who received either zero, one, two, three, four, five or more well-child visits with a primary care practitioner during their first 15 months of life. The two ends of this zero to 5+ continuum are reported below.

**Significance:** During the first 15 months of life, an infant develops in key areas including mental abilities, physical growth, motor skills, hand-eye coordination, and social and emotional growth. Well-child visits permit early detection and treatment of problems and provide an opportunity for preventive care and parent counseling. The American Academy of Pediatrics recommends six well-child visits during the first 15 months of life. This HEDIS measure evaluates the degree to which the MCO insures children in the early years of life have received the necessary preventive health services so as to help reduce the future impact of untreated medical and emotional problems.

**Findings:**











For the zero visit rate, AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator.

**MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Not as good as)	Lower Than (Better than)	Similar To	Same As
2%			AGM  1%	
				HFC  2%
	JMS  6%			
			MPC  4%	
			UHC  0%	PP  2%
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc.   HFC = Helix Family Choice, Inc.   JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care   PP = Priority Partners   UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- Jai Medical Systems Managed Care Organization, Inc. had a rate that was higher than (not as good as) the MARR.
- AMERIGROUP Maryland, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.
- Helix Family Choice, Inc. and Priority Partners had rates that were the same as the MARR.

**MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Not as good as)	Lower Than (Better than)	Similar To	Same As
6%		AGM  1%		
		HFC  2%		
				JMS  6%
			MPC  4%	
		PP  2%		
		UHC  0%		
 = Higher than  = Lower than  = Similar to  = Same as				
AGM= AMERIGROUP Maryland, Inc.   HFC = Helix Family Choice, Inc.   JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care   PP = Priority Partners   UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (better than) the NMH.
- Maryland Physicians Care had a rate that was similar to the NMH.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was the same as the NMH.

# **Department of Health and Mental Hygiene** **Maryland Medical Assistance HealthChoice Program**

**For the zero visit rate (continued from the previous page)**

## **2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was the similar to the 2004 MARR and lower than (better than) the 2004 NMH.

**For the five or more visits numerator**, AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this numerator.

## **MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
81%	AGM ★ 85%			
			HFC 📄 83%	
		JMS ● 76%		
	PP ★ 84%			MPC ↔ 81%
			UHC 📄 79%	
★ = Higher than      ● = Lower than      📄 = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc. and Priority Partners had rates that were higher than (better than) the MARR.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was lower than (not as good as) the MARR.
- Helix Family Choice, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.
- Maryland Physicians Care had a rate that was the same as the MARR.

## **MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
64%	AGM ★ 85%			
	HFC ★ 83%			
	JMS ★ 76%			
	MPC ★ 81%			
	PP ★ 84%			
	UHC ★ 79%			
★ = Higher than      ● = Lower than      📄 = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.

## **2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was higher than (better than) the 2004 MARR and 2004 NMH.

# **Department of Health and Mental Hygiene** **Maryland Medical Assistance HealthChoice Program**

## **(13) Well-Child Visits in the Third, Fourth, Fifth and Sixth Year of Life**

This measures members who were three, four, five or six years old during calendar year 2004, who were continuously enrolled during the reporting year (with no more than one gap in enrollment of up to 30 day eligibility period during the reporting year) and who received one or more well-child visit(s) with a primary care provider during the reporting year.

**Significance:** During the third through sixth years of life, a child develops in key areas including physical growth, speech and language skills, problem solving, and motor skills coordination. Well-child visits permit early detection and treatment of problems and provide an opportunity for preventive care and parental counseling. This HEDIS measure evaluates the degree to which the MCO insures children continue to receive the necessary preventive health services at a time in their life when it is possible to identify problems and help reduce the future impact of untreated medical and emotional problems.

**Findings:** AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this measure.

### **MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
73%	AGM ★ 79%			
			HFC 75%	
	JMS ★ 79%			
		MPC ● 68%		
			PP 71%	
		UHC ● 68%		
★ = Higher than      ● = Lower than      75% = Similar to      ↔ = Same as				

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
 MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- AMERIGROUP Maryland, Inc. and Jai Medical Systems Managed Care Organization, Inc. had rates that were higher than (better than) the MARR.
- Maryland Physicians Care and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were lower than (not as good as) the MARR.
- Helix Family Choice, Inc. and Priority Partners had rates that were similar to the MARR.

### **MCOs compared to the National Medicaid HEDIS 2003 Mean (NMH)**

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
60%	AGM ★ 79%			
	HFC ★ 75%			
	JMS ★ 79%			
	MPC ★ 68%			
	PP ★ 71%			
	UHC ★ 68%			
★ = Higher than      ● = Lower than      75% = Similar to      ↔ = Same as				

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
 MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.

### **2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was higher than (better than) the 2004 MARR and the 2004 NMH.

# **Department of Health and Mental Hygiene** **Maryland Medical Assistance HealthChoice Program**

## **(14) Adolescent Well-Care Visits**

This measures members who were age 12 through 21 years during calendar year 2004 who were continuously enrolled during the measurement year (with no more than one gap in enrollment of up to 30 day eligibility period for Medicaid during the reporting year) and who had at least one comprehensive well-care visit with a primary care practitioner or an OB/GYN practitioner during calendar year 2004.

**Significance:** During the 12<sup>th</sup> through 21<sup>st</sup> year of life, it is necessary to assess the physical, emotional and social aspects of health through regular well-care visits. The visits also enable the health care provider to offer lifestyle and disease prevention guidance. This HEDIS measure evaluates the degree to which the MCO insures teenagers receive the necessary preventive health services at a time in their lives when it is possible to identify problems and implement necessary modalities of care, whether for physical issues or emotional problems.

**Findings:** AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this measure.

### **MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
52%	AGM ★ 57%			
	HFC ★ 55%			
	JMS ★ 59%			
		MPC ● 48%		
		PP ● 46%		
			UHC 📄 50%	

★ = Higher than      ● = Lower than      📄 = Similar to      ↔ = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
 MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc. and Jai Medical Systems Managed Care Organization, Inc. had rates that were higher than (better than) the MARR.
- Maryland Physicians Care and Priority Partners had rates that were lower than (not as good as) the MARR.
- UnitedHealthcare of the Mid-Atlantic, Inc. had a rate that was similar to the MARR.

### **MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Better than)	Lower Than (Not as good as)	Similar To	Same As
38%	AGM ★ 57%			
	HFC ★ 55%			
	JMS ★ 59%			
	MPC ★ 48%			
	PP ★ 46%			
	UHC ★ 50%			

★ = Higher than      ● = Lower than      📄 = Similar to      ↔ = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
 MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (better than) the NMH.

### **2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was higher than (better than) the 2004 MARR and the 2004 NMH.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

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**(15) Discharges and Average Length of Stay – Maternity Care**

This measures how many enrolled women gave birth during calendar year 2004 and how long the women remained in the hospital on average after vaginal or Cesarean section deliveries.

**Significance:** Childbirth is a very common reason for hospitalization. This measure describes how many women enrolled in the MCO gave birth during the reporting year and how long the women remained in the hospital on average after vaginal births or Cesarean section deliveries. This HEDIS measure serves as a complementary measure to the MCO's rates in the Prenatal and Postpartum Care where adequate prenatal care often results in shorter lengths of stay for the delivery and lower C-Section rates because of less complications occurring during childbirth.

**Findings:** AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this measure. The results are on the following pages.

# **Department of Health and Mental Hygiene** **Maryland Medical Assistance HealthChoice Program**

**For Total Deliveries – Discharges per 1000 Female Member Months:**

**\*\* NOTE:** The comparison of the individual MCO rate and the Maryland Average Reportable Rate (MARR) for the Discharges per 1000 Female Member Months numerator and the resulting “higher than,” “lower than,” “similar to,” and “same as” rating is simply noting the MCO position relative to the MARR position – it does not identify better than or not as good as. There are numerous factors that can affect the discharges per 1000 member months for an MCO, so it is not appropriate to say that a MCO rate is better than or not as good as the MARR.

## **MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than**	Lower Than**	Similar To**	Same As**
9.4	AGM ★ 10.3			
		HFC ● 8.0		
		JMS ● 5.6		
	MPC ★ 10.9			
	PP ★ 10.1			
	UHC ★ 11.3			
★ = Higher than      ● = Lower than      = Similar to      ↔ = Same as <small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.            MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than the MARR.
- Helix Family Choice, Inc. and Jai Medical Systems Managed Care Organization, Inc. had rates that were lower than the MARR.

## **MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than**	Lower Than**	Similar To**	Same As**
6.8	AGM ★ 10.3			
	HFC ★ 8.0			
		JMS ● 5.6		
	MPC ★ 10.9			
	PP ★ 10.1			
	UHC ★ 11.3			
★ = Higher than      ● = Lower than      = Similar to      ↔ = Same as <small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.            MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than the NMH.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was lower than the MARR.

## **2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was lower than the 2004 MARR and higher than the 2004 NMH.









## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program

For Average Length of Stay (all deliveries):

**\*\* NOTE:** The comparison of the individual MCO average and the Maryland MCO Average (MMA) for the Average Length of Stay numerator and the resulting “higher than,” “lower than,” “similar to,” and “same as” rating is simply noting the MCO position relative to the MMA position – it does not identify better than or not as good as. There are numerous factors that can affect the average length of stay for an MCO, so it is not appropriate to say that a MCO average is better than or not as good as the MMA.

### MCOs compared to the Maryland MCO Average (MMA)

MMA	Higher Than**	Lower Than**	Similar To**	Same As**
2.9				AGM  2.9
			HFC  3.1	
			JMS  3.2	
			MPC  2.7	
			UHC  2.7	PP  2.9



= Higher than



= Lower than



= Similar to









= Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, and UnitedHealthcare of the Mid-Atlantic, Inc. had averages that were similar to the MMA.
- AMERIGROUP Maryland, Inc. and Priority Partners had averages that were the same as the MMA.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than**	Lower Than**	Similar To**	Same As**
2.6			AGM  2.9	
	HFC  3.1			
	JMS  3.2			
			MPC  2.7	
			PP  2.9	
		UHC  2.7		



= Higher than



= Lower than



= Similar to



= Same as

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MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- AMERIGROUP Maryland, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had averages that were similar to the NMH.
- Helix Family Choice, Inc. and Jai Medical Systems Managed Care Organization, Inc. had averages that were higher than the NMH.

### 2005 MMA compared to the 2004 MMA and the 2004 NMH











- The 2005 MMA was similar to both the 2004 MMA and the 2004 NMH.

## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program

### For Vaginal Deliveries – Discharges per 1000 Female Member Months:











**\*\* NOTE:** The comparison of the individual MCO rate and the Maryland Average Reportable Rate (MARR) for the Discharges per 1000 Female Member Months numerator and the resulting “higher than,” “lower than,” “similar to,” and “same as” rating is simply noting the MCO position relative to the MARR position – it does not identify better than or not as good as. There are numerous factors that can affect the discharges per 1000 member months for an MCO, so it is not appropriate to say that a MCO rate is better than or not as good as the MARR.

### MCOs compared to the Maryland Average Reportable Rate (MARR)

MARR	Higher Than**	Lower Than**	Similar To**	Same As**
7.0			AGM  7.4	
			HFC  6.8	
		JMS  4.2		
	MPC  8.1			
	PP  7.5			
	UHC  8.2			
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- Maryland Physicians Care, Priority Partners, and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than the MARR.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was lower than the MARR.
- AMERIGROUP Maryland Inc. and Helix Family Choice, Inc. had rates that were similar to the MARR.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than**	Lower Than**	Similar To**	Same As**
5.2	AGM  7.4			
	HFC  6.8			
		JMS  4.2		
	MPC  8.1			
	PP  7.5			
	UHC  8.2			
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Maryland Physicians Care, Priority Partners, and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than the MARR.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was lower than the MARR.

### 2005 MARR compared to the 2004 MARR and the 2004 NMH






- The 2005 MARR was lower than the 2004 MARR and higher than the 2004 NMH.

## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program


For Average Length of Stay (Vaginal deliveries):


**\*\* NOTE:** The comparison of the individual MCO average and the Maryland MCO Average (MMA) for the Average Length of Stay numerator and the resulting “higher than,” “lower than,” “similar to,” and “same as” rating is simply noting the MCO position relative to the MMA position – it does not identify better than or not as good as. There are numerous factors that can affect the average length of stay for an MCO, so it is not appropriate to say that a MCO average is better than or not as good as the MMA.


### MCOs compared to the Maryland MCO Average (MMA)

MMA	Higher Than**	Lower Than**	Similar To**	Same As**
2.5			AGM  2.4	
			HFC  2.9	
				JMS  2.5
			MPC  2.3	
			PP  2.6	
			UHC  2.2	

 = Higher than

 = Lower than







 = Similar to

 = Same as


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MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.


- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had averages that were similar to the MMA.
- Jai Medical Systems Managed Care Organization, Inc. had an average that was the same as the MMA.


### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than**	Lower Than**	Similar To**	Same As**
2.2			AGM  2.4	
	HFC  2.9			
			JMS  2.5	
			MPC  2.3	
			PP  2.6	
				UHC  2.2

 = Higher than

 = Lower than

 = Similar to

 = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- Helix Family Choice, Inc. had an average that was higher than the NMH.
- AMERIGROUP Maryland, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care and Priority Partners had averages that were similar to the NMH.
- UnitedHealthcare of the Mid-Atlantic, Inc. had an average that was the same as the NMH.

### 2005 MMA compared to the 2004 MMA and the 2004 NMH

- The 2005 MMA was similar to both the 2004 MMA and the 2004 NMH.

## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program

### For Cesarean Deliveries – Discharges per 1000 Female Member Months:

**\*\* NOTE:** The comparison of the individual MCO rate and the Maryland Average Reportable Rate (MARR) for the Discharges per 1000 Female Member Months numerator and the resulting “higher than,” “lower than,” “similar to,” and “same as” rating is simply noting the MCO position relative to the MARR position – it does not identify better than or not as good as. There are numerous factors that can affect the discharges per 1000 member months for an MCO, so it is not appropriate to say that a MCO rate is better than or not as good as the MARR.

### MCOs compared to the Maryland Average Reportable Rate (MARR)

MARR	Higher Than**	Lower Than**	Similar To**	Same As**
2.4	AGM ★ 2.9			
		HFC ● 1.2		
		JMS ● 1.4		
			MPC ≈ 2.8	
			PP ≈ 2.7	
			UHC ≈ 3.1	
★ = Higher than      ● = Lower than      ≈ = Similar to      ↔ = Same as <small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc. had a rate that was higher than the MARR.
- Helix Family Choice, Inc. and Jai Medical Systems Managed Care Organization, Inc. had rates that were lower than the MARR.
- Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than**	Lower Than**	Similar To**	Same As**
1.6	AGM ★ 2.9			
			HFC ≈ 1.2	
			JMS ≈ 1.4	
	MPC ★ 2.8			
	PP ★ 2.7			
	UHC ★ 3.1			
★ = Higher than      ● = Lower than      ≈ = Similar to      ↔ = Same as <small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than the NMH.
- Helix Family Choice, Inc. and Jai Medical Systems Managed Care Organization, Inc. had rates that were similar to the NMH.

### 2005 MARR compared to the 2004 MARR and the 2004 NMH






- The 2005 MARR was similar to the 2004 MARR and higher than the 2004 NMH.


## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program


For Average Length of Stay (Cesarean deliveries):


**\*\* NOTE:** The comparison of the individual MCO average and the Maryland MCO Average (MMA) for the Average Length of Stay numerator and the resulting “higher than,” “lower than,” “similar to,” and “same as” rating is simply noting the MCO position relative to the MMA position – it does not identify better than or not as good as. There are numerous factors that can affect the average length of stay for an MCO, so it is not appropriate to say that a MCO average is better than or not as good as the MMA.


### MCOs compared to the Maryland MCO Average (MMA)

MMA	Higher Than**	Lower Than**	Similar To**	Same As**
4.2				AGM  4.2
				HFC  4.2
	JMS  5.1			
			MPC  3.8	
			PP  3.9	
			UHC  3.9	

 = Higher than

 = Lower than







 = Similar to


 = Same as


AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.


- Jai Medical Systems Managed Care Organization, Inc. had an average that was higher than the MMA.
- Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had averages that were similar to the MMA.
- AMERIGROUP Maryland, Inc. and Helix Family Choice, Inc. had averages that were the same as the MMA.


### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than**	Lower Than**	Similar To**	Same As**
3.7	AGM  4.2			
	HFC  4.2			
	JMS  5.1			
			MPC  3.8	
			PP  3.9	
			UHC  3.9	

 = Higher than

 = Lower than

 = Similar to

 = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc. and Jai Medical Systems Managed Care Organization, Inc. had averages that were higher than the NMH.
- Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had averages that were similar to the NMH.

### 2005 MMA compared to the 2004 MMA and the 2004 NMH

- The 2005 MMA was similar to the 2004 MMA and higher than the 2004 NMH.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

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**(16) Births and Average Length of Stay, Newborns**

This measure reports information on total newborns, well newborns and complex newborns discharged during calendar year 2004.

**Significance:** Newborns are identified and reported separately from maternity members. Newborn care is defined as care provided from birth to discharge to home. If a newborn is transferred from one hospital to another and has never gone home, the care is still newborn care. Newborn care that is rendered after the baby has been initially discharged should be reported in the Inpatient Utilization – General Hospital/Acute Care measure.

Newborns delivered in an inpatient setting and at birthing centers should be included in this measure. For newborns delivered in birthing centers, count one day of stay.

Some MCOs do not keep separate records on well newborns that leave the hospital at the same time as their mother. MCOs must develop a methodology to estimate the number of well newborns for whom the MCO does not produce separate discharge abstracts (for example, using the mother's length of stay as a proxy for the well newborn's length of stay). To report newborns that are members when the mother is not a member of the MCO, MCOs will need to develop a method that links the newborn to the mother. This HEDIS measure serves as a complementary measure to the MCO's rates in the Prenatal and Postpartum Care where adequate prenatal care often results in shorter lengths of stay for newborn and lower complex newborn rates (lengths of stay in excess of 5 days).











**Findings:** AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this measure. The results are on the following pages.

## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program

**For Total Newborn Discharges per 1000 Member Months:**











### MCOs compared to the Maryland Average Reportable Rate (MARR)

**\*\* NOTE:** The comparison of the individual MCO rate and the Maryland Average Reportable Rate (MARR) for the Discharges per 1000 Member Months numerator and the resulting “higher than,” “lower than,” “similar to,” and “same as” rating is simply noting the MCO position relative to the MARR position – it does not identify better than or not as good as. There are numerous factors that can affect the discharges per 1000 member months for an MCO, so it is not appropriate to say that a MCO rate is better than or not as good as the MARR.

MARR	Higher Than**	Lower Than**	Similar To**	Same As**
3.3			AGM  3.5	
			HFC  3.1	
		JMS  2.4		
			MPC  3.4	
	PP  3.8		UHC  3.6	
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- Priority Partners had a rate that was higher than the MARR.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was lower than the MARR.
- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Maryland Physicians Care and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than**	Lower Than**	Similar To**	Same As**
2.7	AGM  3.5			
			HFC  3.1	
			JMS  2.4	
	MPC  3.4			
	PP  3.8			
	UHC  3.6			
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than the NMH.
- Helix Family Choice, Inc. and Jai Medical Systems Managed Care Organization, Inc. had rates that were similar to the NMH.

### 2005 MARR compared to the 2004 MARR and the 2004 NMH

- The 2005 MARR was similar to the 2004 MARR and higher than the 2004 NMH.

## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program

**For Average Length of Stay (total newborn discharges):**

**\*\* NOTE:** The comparison of the individual MCO average and the Maryland MCO Average (MMA) for the Average Length of Stay numerator and the resulting “higher than,” “lower than,” “similar to,” and “same as” rating is simply noting the MCO position relative to the MMA position – it does not identify better than or not as good as. There are numerous factors that can affect the average length of stay for an MCO, so it is not appropriate to say that a MCO average is better than or not as good as the MMA.

### MCOs compared to the Maryland MCO Average (MMA)

MMA	Higher Than**	Lower Than**	Similar To**	Same As**
3.7	AGM ★ 4.2			
		HFC ● 3.0		
	JMS ★ 4.4			
			MPC ~ 3.9	
			PP ~ 3.4	
			UHC ~ 3.3	
★ = Higher than      ● = Lower than      ~ = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc. and Jai Medical Systems Managed Care Organization, Inc. had averages that were higher than the MMA.
- Helix Family Choice, Inc. had an average that was lower than the MMA.
- Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had averages that were similar to the MMA.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than**	Lower Than**	Similar To**	Same As**
3.2	AGM ★ 4.2			
			HFC ~ 3.0	
	JMS ★ 4.4			
	MPC ★ 3.9		PP ~ 3.4	
			UHC ~ 3.3	
★ = Higher than      ● = Lower than      ~ = Similar to      ↔ = Same as AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.				

- AMERIGROUP Maryland, Inc., Jai Medical Systems Managed Care Organization, Inc. and Maryland Physicians Care had averages that were higher than the NMH.
- Helix Family Choice, Inc., Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had averages that were similar to the NMH.

### 2005 MMA compared to the 2004 MMA and the 2004 NMH

- The 2005 MMA was similar to the 2004 MMA and higher than the 2004 NMH.













## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program

For Total Well Newborn Discharges per 1000 member months:











### MCOs compared to the Maryland Average Reportable Rate (MARR)

**\*\* NOTE:** The comparison of the individual MCO rate and the Maryland Average Reportable Rate (MARR) for the Discharges per 1000 Member Months numerator and the resulting “higher than,” “lower than,” “similar to,” and “same as” rating is simply noting the MCO position relative to the MARR position – it does not identify better than or not as good as. There are numerous factors that can affect the discharges per 1000 member months for an MCO, so it is not appropriate to say that a MCO rate is better than or not as good as the MARR.

MARR	Higher Than**	Lower Than**	Similar To**	Same As**
3.0			AGM  3.1	
				HFC  3.0
		JMS  1.8		
			MPC  3.1	
			PP  3.4	
			UHC  3.3	
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- Jai Medical Systems Managed Care Organization, Inc. had a rate that was lower than the MARR.
- AMERIGROUP Maryland, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.
- Helix Family Choice had a rate that was the same as the MARR.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than**	Lower Than**	Similar To**	Same As**
2.6	AGM  3.1			
			HFC  3.0	
		JMS  1.8		
	MPC  3.1			
	PP  3.4			
	UHC  3.3			
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than the NMH.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was lower than the NMH.
- Helix Family Choice, Inc. had a rate that was similar to the NMH.

### 2005 MARR compared to the 2004 MARR and the 2004 NMH











- The 2005 MARR was 2004 MARR was similar to both the 2004 MARR and the 2004 NMH.

## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program

For Average Length of Stay (well newborn discharges):











**\*\* NOTE:** The comparison of the individual MCO average and the Maryland MCO Average (MMA) for the Average Length of Stay numerator and the resulting “higher than,” “lower than,” “similar to,” and “same as” rating is simply noting the MCO position relative to the MMA position – it does not identify better than or not as good as. There are numerous factors that can affect the average length of stay for an MCO, so it is not appropriate to say that a MCO average is better than or not as good as the MMA.

### MCOs compared to the Maryland MCO Average (MMA)

MMA	Higher Than**	Lower Than**	Similar To**	Same As**
2.3			AGM  2.4	
	HFC  2.8			
			JMS  2.4	
			MPC  2.1	
			PP  1.9	
			UHC  2.2	
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- Helix Family Choice, Inc. had an average that was higher than the MMA.
- AMERIGROUP Maryland, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had averages that were similar to the MMA.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than**	Lower Than**	Similar To**	Same As**
2.1			AGM  2.4	
	HFC  2.8			
			JMS  2.4	
			PP  1.9	MPC  2.1
			UHC  2.2	
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- Helix Family Choice, Inc. had an average that was higher than the NMH.
- AMERIGROUP Maryland, Inc., Jai Medical Systems Managed Care Organization, Inc., Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had averages that were similar to the NMH.
- Maryland Physicians Care had an average that was the same as the NMH.

### 2005 MMA compared to the 2004 MMA and the 2004 NMH


- The 2005 MMA was similar to both the 2004 MMA and the 2004 NMH.


## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program


For Total Complex Newborn Discharges per 1000 member months:


### MCOs compared to the Maryland Average Reportable Rate (MARR)


**\*\* NOTE:** The comparison of the individual MCO rate and the Maryland Average Reportable Rate (MARR) for the Discharges per 1000 Member Months numerator and the resulting “higher than,” “lower than,” “similar to,” and “same as” rating is simply noting the MCO position relative to the MARR position – it does not identify better than or not as good as. There are numerous factors that can affect the discharges per 1000 member months for an MCO, so it is not appropriate to say that a MCO rate is better than or not as good as the MARR.

MARR	Higher Than**	Lower Than**	Similar To**	Same As**
0.3			AGM  0.4	
			HFC  0.1	
			JMS  0.5	
				MPC  0.3
			PP  0.4	
				UHC  0.3

 = Higher than

 = Lower than








 = Similar to


 = Same as


AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.


- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization and Priority Partners had rates that were similar to the MARR.
- Maryland Physicians Care and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were the same as the MARR.


### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than**	Lower Than**	Similar To**	Same As**
0.2			AGM  0.4	
			HFC  0.1	
			JMS  0.5	
			MPC  0.3	
			PP  0.4	
			UHC  0.3	

 = Higher than

 = Lower than

 = Similar to

 = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the NMH.

### 2005 MARR compared to the 2004 MARR and the 2004 NMH

- The 2005 MARR was similar to both the 2004 MARR and the 2004 NMH.

## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program

For Average Length of Stay (complex newborn discharges):

**\*\* NOTE:** The comparison of the individual MCO average and the Maryland MCO Average (MMA) for the Average Length of Stay numerator and the resulting “higher than,” “lower than,” “similar to,” and “same as” rating is simply noting the MCO position relative to the MMA position – it does not identify better than or not as good as. There are numerous factors that can affect the average length of stay for an MCO, so it is not appropriate to say that a MCO average is better than or not as good as the MMA.

### MCOs compared to the Maryland MCO Average (MMA)

MMA	Higher Than**	Lower Than**	Similar To**	Same As**
15.9	AGM ★ 18.3			
		HFC ● 12.5		
		JMS ● 10.9		
	MPC ★ 20.3			
	PP ★ 16.9			
	UHC ★ 16.4			
★ = Higher than      ● = Lower than      = Similar to      ↔ = Same as <small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had averages that were higher than the MMA.
- Helix Family Choice, Inc. and Jai Medical Systems Managed Care Organization, Inc. had averages that were lower than the MMA.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than**	Lower Than**	Similar To**	Same As**
15.3	AGM ★ 18.3			
		HFC ● 12.5		
		JMS ● 10.9		
	MPC ★ 20.3			
	PP ★ 16.9			
	UHC ★ 16.4			
★ = Higher than      ● = Lower than      = Similar to      ↔ = Same as <small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had averages that were higher than the NMH.
- Helix Family Choice, Inc. and Jai Medical Systems Managed Care Organization, Inc. had averages that were lower than the NMH.

### MMA compared to the 2003 MMA and the NMH

- The 2005 MMA was higher than both the 2004 MMA and 2004 NMH.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

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**(D) HEALTH PLAN STABILITY DOMAIN:**

**(17) Practitioner Turnover**

This measure reports data on the percentage of primary care physicians affiliated with the MCO as of December 31 of 2003 who were not affiliated with the MCO as of December 31 of 2004. The measure also reports data on the percentage of non-physician primary care practitioners affiliated with the MCO as of December 31 of the 2003 who were not affiliated with the MCO as of December 31 of 2004.

For the Medicaid product line only, MCOs also report the same percentages for the following practitioners:

- OB/GYN and other prenatal care practitioners
- Chemical dependency practitioners
- Mental health practitioners
- Dentists.

**Significance:** This measure indicates the likelihood that a provider will stay with the plan over the long term and, therefore, the likelihood that patients will not have to change providers.

If providers leave a plan in large numbers, it may be a sign of poor management. When they are satisfied with the way the plan is run, they are probably more likely to stay in the network. However, a high rate in this measure may also signal that the plan is ending contracts with physicians who are believed not to adhere to the plan's standard of care. Therefore, purchasers should use this measure as a starting point for discussions with the health plan.











**Findings:** AMERIGROUP Maryland, Inc., Helix Family Choice, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care, Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. were able to report this measure. The results are on the following pages.

## Department of Health and Mental Hygiene Maryland Medical Assistance HealthChoice Program

For the turnover rate for Primary Care Practitioners numerator:











### MCOs compared to the Maryland Average Reportable Rate (MARR)

It should be noted that for this measure a *lower* rate indicates better performance (i.e., low rates of provider turnover indicate better satisfaction in the provider network with the MCO).

MARR	Higher Than (Not as good as)	Lower Than (Better than)	Similar To	Same As
6%			AGM  7%	
	HFC  9%			JMS  6%
		MPC  3%		
		PP  1%		
	UHC  9%			
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- Helix Family Choice, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were higher than (not as good as) MARR.
- Maryland Physicians Care and Priority Partners had rates that were lower than (better than) the MARR.
- AMERIGROUP Maryland, Inc. had a rate that was similar to the MARR.
- Jai Medical Systems Managed Care Organization, Inc. had a rate that was the same as the MARR.

### MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)

NMH	Higher Than (Not as good as)	Lower Than (Better than)	Similar To	Same As
11%		AGM  7%		
			HFC  9%	
		JMS  6%		
		MPC  3%		
		PP  1%		
			UHC  9%	
 = Higher than  = Lower than  = Similar to  = Same as				
<small>AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc. MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.</small>				

- AMERIGROUP Maryland, Inc., Jai Medical Systems Managed Care Organization, Inc., Maryland Physicians Care and Priority Partners had rates that were lower than (better than) the NMH.
- Helix Family Choice, Inc. and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the NMH.

### 2005 MARR compared to the 2004 MARR and the 2004 NMH

- The 2005 MARR was the same as the 2004 MARR and lower than the 2004 NMH.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

For the turnover rate for OB/GYN Physicians numerator:

**MCOs compared to the Maryland Average Reportable Rate (MARR)**

MARR	Higher Than (Not as good as)	Lower Than (Better than)	Similar To	Same As
11%		AGM ★ 7%		
	HFC ● 19%			
			JMS ≈ 13%	
		MPC ★ 5%		
			PP ≈ 10%	
			UHC ≈ 12%	

● = Higher than      ★ = Lower than      ≈ = Similar to      ↔ = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
 MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- Helix Family Choice, Inc. had a rate that was higher than (not as good as) the MARR.
- AMERIGROUP Maryland, Inc. and Maryland Physicians Care had rates that were lower than (better than) the MARR.
- Jai Medical Systems Managed Care Organization, Inc., Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the MARR.

**MCOs compared to the National Medicaid HEDIS 2004 Mean (NMH)**

NMH	Higher Than (Not as good as)	Lower Than (Better than)	Similar To	Same As
11%		AGM ★ 7%		
	HFC ● 19%			
			JMS ≈ 13%	
		MPC ★ 5%		
			PP ≈ 10%	
			UHC ≈ 12%	

● = Higher than      ★ = Lower than      ≈ = Similar to      ↔ = Same as

AGM= AMERIGROUP Maryland, Inc. HFC = Helix Family Choice, Inc. JMS = Jai Medical Systems Managed Care Organization, Inc.  
 MPC = Maryland Physicians Care PP = Priority Partners UHC = UnitedHealthcare of the Mid-Atlantic, Inc.

- Helix Family Choice, Inc. had a rate that was higher than (not as good as) the NMH.
- AMERIGROUP Maryland, Inc. and Maryland Physicians Care had rates that were lower than (better than) the NMH.
- Jai Medical Systems Managed Care Organization, Inc., Priority Partners and UnitedHealthcare of the Mid-Atlantic, Inc. had rates that were similar to the NMH.

**2005 MARR compared to the 2004 MARR and the 2004 NMH**

- The 2005 MARR was lower than (better than) the 2004 MARR and the same as the 2004 NMH.

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

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## **HealthChoice HEDIS 2005 Results**

The HealthChoice HEDIS 2005 results are displayed in the attached Table A for six MCOs. The table presents the audited results for each measure for the past three years and includes: (1) names of MCOs submitting reportable results; (2) Maryland Average Reportable Rate and Maryland MCO Average for all Maryland MCOs that provided audited and reportable data; and (3) a National Medicaid HEDIS Mean.

### **Conclusion**

As experienced in prior years, the HEDIS 2005 audits provided the HealthChoice MCOs with a continuous learning opportunity as HEDIS specifications were further explained, best practices observed at other MCOs were shared, and operational changes were implemented. All of the MCOs have progressed to the point where the audit process and the requirements of the audit are fully understood. The MCOs are now striving for performance improvement in all required measures as well as preparing to report additional measures should they be required in the future.

All of the MCOs have improved upon their data collection processes, data completeness, standardization of coding, and commitment of sufficient financial and staff resources to the reporting process. The audit process was not without some problems as several MCOs struggled to report measures due to late changes in their claims processing (due to either a new vendor or transaction system). These problems were overcome but did impact performance scores. All of the MCOs were able to report the 17 HEDIS 2005 required measures. All MCOs received an audit designation of “Report” for these 17 measures. Several MCOs, including MCOs that are part of a larger corporate network, demonstrated significant improvement in measure rates over prior reporting years. Auditors will continue to provide each MCO with recommendations that will reduce the administrative burden of reporting and concurrently improve scores.

There are several areas where MCO performance (good or bad) deserves special mention. These areas are:

1. Breast Cancer Screening – Five of the six reporting MCOs were below the National Medicaid HEDIS mean. This measure converts to the “administrative only” method of calculation in 2006 and lower scores may occur. Auditors will work to identify where data omissions occur.
2. Comprehensive Diabetes Care – Three of the six MCOs scored lower than the National Medicaid HEDIS mean for the Eye Exam Screening numerator and four of the six MCOs scored lower than the National Medicaid HEDIS mean for the Diabetic Nephropathy numerator. Auditors will work to identify data issues associated with these numerators.
3. Prenatal and Postpartum Care – All six of the MCOs scored higher than the National Medicaid HEDIS mean for the Timeliness of Prenatal Care.
4. Well-Child Visits in the First 15 Months of Life – All six of the MCOs demonstrated improvement for this measure when compared to the National HEDIS Medicaid mean.

There are additional recommendations for improvements that include:

- MCOs must continue to improve upon data completeness that includes submission of all claims and encounters, particularly by capitated providers, and monitoring the comprehensiveness of coding on these same claims and encounters;
- MCOs must improve upon the use of administrative databases to supplement their transaction systems, particularly where encounters are not routinely submitted by capitated providers or measures have “look back” periods when the member may not have been assigned to the MCO;
- MCOs must provide close oversight of any vendor contracted to provide services (e.g., pharmacy, lab, vision) and make sure vendors provide comprehensive and accurate data supporting their performance; and
- MCOs must continue to evaluate operations and program equipment upgrades necessary to report all HEDIS measures, whether or not currently required by DHMH.



**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

Table A

HEALTHCHOICE MCO HEDIS 2005 MEASURES – REPORTED RATES																								
Domain: Effectiveness of Care	AGM 2003	AGM 2004	AGM 2005	HFC 2003	HFC 2004	HFC 2005	JMS 2003	JMS 2004	JMS 2005	MPC 2003	MPC 2004	MPC 2005	PP 2003	PP 2004	PP 2005	UHC 2003	UHC 2004	UHC 2005	MARR 2003	MARR 2004	MARR 2005	NMH 2002	NMH 2003	NMH 2004
Childhood Immunization Rates																								
DTP	66%	84%	87%	73%	79%	82%	64%	82%	82%	86%	77%	83%	74%	80%	84%	59%	71%	80%	70%	79%	83%	70%	68%	72%
IPV	74%	90%	91%	86%	90%	90%	79%	89%	88%	87%	91%	90%	83%	88%	93%	70%	83%	88%	80%	88%	90%	77%	80%	83%
MMR	87%	93%	93%	86%	93%	93%	86%	88%	90%	88%	92%	88%	89%	91%	95%	76%	88%	90%	86%	91%	91%	84%	84%	87%
Hib	74%	88%	89%	80%	86%	87%	74%	85%	83%	81%	83%	84%	75%	84%	91%	65%	74%	83%	75%	84%	86%	74%	74%	77%
Hepatitis B	65%	88%	91%	83%	85%	89%	71%	85%	89%	80%	80%	81%	77%	80%	89%	62%	74%	79%	73%	82%	86%	74%	76%	
VZV	81%	89%		84%	90%	93%	84%		89%	85%	91%	86%	88%		94%	74%		89%	83%	89%	90%	73%	76%	82%
Combo 1 (DTP, OPV or IPV, MMR, Hep B, Hib)	49%	80%		67%	71%	73%	53%	75%	76%		62%	68%	61%	69%	76%		55%		58%		74%	59%		61%
Combo 2 (all of Combo 1 plus at least 1 VZV)	48%	78%	80%	65%		73%	53%	75%	76%		61%	66%		68%	76%	45%	54%		56%	67%	73%		53%	58%
Adolescent Immunization Rates																								
MMR	68%		75%	72%	71%	68%	83%	91%	91%		81%	86%	57%	73%	73%	54%		68%	66%	75%	77%	57%		71%
Hepatitis B	35%	53%	65%		47%	57%	36%		59%		50%	57%		55%	59%	34%	36%	49%	39%	49%	58%	38%	46%	56%
VZV	32%	56%		46%	48%	62%	51%	64%	68%	44%	46%		44%	54%		23%	42%		40%		58%	26%		44%
Combo 1 (for all antigens)	34%	50%	63%	41%		52%	34%		58%	42%	48%	55%	37%	52%	59%	32%	34%		37%	46%	56%	36%	42%	52%
Combo 2 (for MMR and Hepatitis B)	21%	42%	57%	30%	35%	41%	28%	45%		31%		44%	27%	41%		14%		34%	25%	37%		18%	24%	34%
Breast Cancer Screening Rates	43%	41%	46%	56%	60%	52%	50%	58%	61%	54%	56%	52%	54%		52%		52%	48%	52%		52%		56%	56%
Cervical Cancer Screening Rates	52%	63%		55%		63%	52%		60%	51%	63%	63%	59%		69%	52%	58%	54%	54%		62%	60%	62%	64%
Comprehensive Diabetic Care Rates																								
HbA1c Testing	68%	86%	83%	78%		79%	79%		84%	77%	82%		83%	80%	77%	69%	71%	75%	76%		80%	70%	72%	74%
Poor HbA1c Control	83%	41%	44%	35%		43%	40%	37%		48%	54%		47%	49%		51%		42%	51%	44%		51%	50%	50%
Eye Exam	45%		50%	53%	45%	39%	44%	55%	62%		45%	41%	42%	38%		41%		50%	47%	47%		45%	46%	44%
LDL-C Screening	74%	89%		76%		81%	88%	94%	93%	77%		85%	79%		85%	73%	81%	83%	78%	86%	87%	65%	70%	75%
LDL-C Level (less than 130 numerator)	18%	55%		48%	56%		71%	71%	68%	46%	49%		50%	47%		38%	55%		45%	56%	57%	37%		47%
LDL-C Level (less than 100 numerator)	*	35%	40%	*		46%	*		45%	*	33%	32%	*	32%	32%	*		38%	*	35%	39%	*	*	27%
Monitoring for Diabetic Nephropathy		57%	58%	50%		39%	30%		88%	71%	43%		63%		46%	44%		44%	49%	51%	54%	41%	48%	43%
Use of Appropriate Meds For People With Asthma																								
5 – 9 Years	NA	NA		NA	NA	76%	NA	NA		NA	NA		NA	NA	68%		NA		NA	NA	69%		NA	61%
10 – 17 Years		NA		NA	NA	79%	NA	NA	56%	NA	NA		NA	NA	66%		NA		NA	NA	66%	NA	NA	61%
	NA	NA	68%	NA	NA	86%	NA	NA	71%	NA	NA	73%	NA	NA	56%	NA	NA	70%	NA	NA	71%		NA	65%
Combined Rate		NA	66%		NA	80%	NA	NA	66%	NA	NA	70%	NA	NA	64%	NA	NA	68%	NA	NA	69%	NA	NA	64%

\* New numerator for 2004

MCOs:

Benchmarks:

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Applicable

**Department of Health and Mental Hygiene  
Maryland Medical Assistance HealthChoice Program**

Table A

HEALTHCHOICE MCO HEDIS 2005 MEASURES – REPORTED RATES																								
Domain: Access/Availability of Care	AGM 2003	AGM 2004	AGM 2005	HFC 2003	HFC 2004	HFC 2005	JMS 2003	JMS 2004	JMS 2005	MPC 2003	MPC 2004	MPC 2005	PP 2003	PP 2004	PP 2005	UHC 2003	UHC 2004	UHC 2005	MARR 2003	MARR 2004	MARR 2005	NMH 2002	NMH 2003	NMH 2004
Children’s and Adolescents’ Access to Primary Care Practitioners Rates																								
12 - 24 Months	94%	96%	96%	96%	95%	96%	88%	82%	88%	91%	94%	92%	91%	95%	95%	93%	95%	96%	92%	93%	94%	90%	91%	92%
25 Months - 6 Years	82%	88%	89%	89%	85%	89%	75%	78%	84%	83%	86%	85%	79%	80%	82%	84%	87%	88%	82%	84%	86%	79%	80%	82%
7 Years - 11 Years	84%	88%	90%	74%	78%	93%	80%	82%	86%	86%	88%	90%	81%	78%	83%	86%	89%	90%	82%	84%	89%	79%	80%	82%
12 years – 19 Years	*	82%	85%	*	74%	90%	*	76%	83%	*	100%	86%	*	75%	80%	*	84%	85%	*	82%	85%	*	*	79%
Adults’ Access to Preventive/Ambulatory Health Services																								
Ages 20 - 44	62%	72%	75%	66%	77%	75%	59%	66%	70%	66%	73%	70%	71%	76%	78%	65%	73%	76%	65%	73%	74%	73%	75%	75%
Ages 45 - 64	77%	81%	83%	85%	85%	86%	82%	84%	85%	79%	81%	81%	84%	85%	86%	83%	85%	86%	82%	84%	85%	80%	82%	81%
Ages 65+	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	65%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	77%	77%	77%
TOPC and Postpartum Care Rates																								
Timeliness of Prenatal Care (TOPC)	86%	92%	94%	91%	97%	90%	74%	83%	83%	84%	82%	86%	69%	82%	82%	86%	81%	87%	82%	86%	87%	72%	70%	76%
Postpartum Care	55%	65%	74%	57%	58%	64%	49%	51%	55%	58%	58%	61%	57%	65%	61%	58%	61%	63%	56%	59%	63%	52%	52%	54%
Claims Timeliness	NA	NA	**	NA	NA	**	NA	NA	**	NA	NA	**	NA	NA	**	NA	NA	**	NA	NA	**	NA	NA	**

\*\* = Although all 6 HealthChoice MCOs were able to report this measure, rates for this measure are not being displayed in this report.

In 2005, the Claims Timeliness measure was a new measure (1<sup>st</sup> Year Measure) for DHMH and NCQA reporting. Nationally reported results for all new measures are subject to further review by NCQA's Committee on Performance Management (CPM). A decision is then made by the CPM on the continued reporting of the measure by applicable MCOs. For the Claims Timeliness measure, the CPM made the decision in September 2005 to not publicly report any audited results for the measure or require MCOs to submit data in 2006. The measure was placed on hiatus, pending further evaluation and revision of the measure's specifications by NCQA staff. No specific reasons for this decision were provided. Based on advice from NCQA and in concert with the CPM decision, DHMH has elected to remove all MCO-specific audited rates from the graph and to take no further action regarding development of an MARR or MCO comparison until additional instructions and guidelines are published by NCQA.

\* New numerator for 2004

MCOs:

Benchmarks:

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Table A

<b>HEALTHCHOICE MCO HEDIS 2005 MEASURES – REPORTED RATES</b>																								
<b>Domain: Use of Services</b>	<b>AGM 2003</b>	<b>AGM 2004</b>	<b>AGM 2005</b>	<b>HFC 2003</b>	<b>HFC 2004</b>	<b>HFC 2005</b>	<b>JMS 2003</b>	<b>JMS 2004</b>	<b>JMS 2005</b>	<b>MPC 2003</b>	<b>MPC 2004</b>	<b>MPC 2005</b>	<b>PP 2003</b>	<b>PP 2004</b>	<b>PP 2005</b>	<b>UHC 2003</b>	<b>UHC 2004</b>	<b>UHC 2005</b>	<b>MARR 2003</b>	<b>MARR 2004</b>	<b>MARR 2005</b>	<b>NMH 2002</b>	<b>NMH 2003</b>	<b>NMH 2004</b>
<b>Frequency of Ongoing Prenatal Care</b>																								
Less than 21%	19%	4%	2%	4%	4%	2%	9%	5%	6%	5%	4%	4%	5%	5%	5%	18%	26%	9%	10%	8%	5%	32%	28%	21%
21% to 40%	9%	1%	2%	5%	3%	5%	8%	3%	5%	5%	4%	2%	3%	6%	4%	10%	11%	5%	7%	5%	4%	8%	8%	7%
41% to 60%	14%	5%	5%	8%	8%	8%	15%	12%	9%	9%	7%	7%	7%	8%	9%	9%	11%	6%	10%	9%	7%	8%	9%	9%
61% to 80%	20%	13%	13%	16%	17%	15%	22%	8%	14%	16%	15%	16%	12%	15%	21%	12%	13%	13%	16%	13%	15%	11%	14%	14%
Greater than 80%	37%	77%	78%	67%	68%	70%	45%	71%	66%	66%	70%	70%	47%	53%	44%	51%	39%	66%	52%	63%	66%	40%	41%	48%
<b>Well-Child Visits in first 15 Mos. of Life Rates</b>																								
0 Visits	4%	3%	1%	1%	1%	2%	5%	11%	6%	4%	2%	4%	3%	2%	2%	7%	3%	0%	4%	4%	2%	9%	7%	6%
1 Visit	2%	0%	1%	2%	0%	1%	2%	2%	1%	2%	2%	2%	3%	3%	2%	4%	1%	1%	3%	1%	1%	5%	5%	4%
2 Visits	2%	2%	2%	3%	3%	2%	9%	3%	4%	2%	1%	3%	3%	3%	1%	6%	3%	3%	4%	2%	2%	7%	6%	5%
3 Visits	5%	4%	2%	8%	6%	4%	3%	4%	6%	3%	6%	5%	8%	8%	4%	9%	6%	4%	6%	5%	4%	10%	8%	8%
4 Visits	10%	8%	10%	10%	9%	9%	3%	10%	8%	7%	7%	7%	11%	10%	8%	11%	12%	12%	9%	9%	9%	14%	13%	13%
5+ Visits	77%	83%	85%	76%	82%	83%	79%	70%	76%	81%	83%	81%	72%	74%	84%	63%	74%	79%	75%	78%	81%	55%	61%	64%
<b>Well-Child Visits in 3rd, 4th, 5th and 6th Yr. of Life Rates</b>																								
Adolescent Well-Care Visit Rate	56%	54%	57%	44%	49%	55%	60%	54%	59%	41%	44%	48%	43%	43%	46%	44%	43%	50%	48%	48%	52%	32%	37%	38%
<b>Discharge &amp; Average Length of Stay-Maternity Care</b>																								
Total Deliveries – Discharges per 1000 Member Months	**	10.7	10.3	**	13.1	8.0	**	6.2	5.6	**	11.0	10.9	**	10.4	10.1	**	11.0	11.3	**	10.4	9.4	**	**	6.8
Average Length of Stay	2.8	2.9	2.9	3.1	2.8	3.1	2.7	2.8	3.2	2.7	2.7	2.7	2.6	2.7	2.9	2.7	2.7	2.7	2.8	2.8	2.9	2.5	2.5	2.6
Vaginal Deliveries – Discharges per 1000 Member Months	**	7.9	7.4	**	10.4	6.8	**	5.0	4.2	**	8.2	8.1	**	8.0	7.5	**	8.1	8.2	**	7.9	7.0	**	**	5.2
Average Length of Stay	2.4	2.4	2.4	2.9	2.4	2.9	2.4	2.4	2.5	2.3	2.3	2.3	2.2	2.4	2.6	2.2	2.3	2.2	2.4	2.4	2.5	2.2	2.2	2.2
C-Section Deliveries - Discharges per 1000 Member Months	**	2.8	2.9	**	2.7	1.2	**	1.3	1.4	**	2.7	2.8	**	2.4	2.7	**	3.0	3.1	**	2.5	2.4	**	**	1.6
Average Length of Stay	4.2	4.1	4.2	4.3	4.4	4.2	3.9	4.3	5.1	3.9	3.7	3.8	3.9	3.8	3.9	3.9	4.0	3.9	4.0	4.0	4.2	3.9	3.7	3.7
<b>Births and Average Length of Stay, Newborns</b>																								
Total Newborns - Discharges/1000 Member Months	4.0	3.7	3.5	3.7	4.4	3.1	2.8	2.6	2.4	4.1	3.6	3.4	3.6	3.5	3.8	3.1	3.4	3.6	3.6	3.5	3.3	3.4	3.1	2.7
Average Length of Stay	4.1	3.9	4.2	3.7	3.0	3.0	4.2	4.1	4.4	3.7	3.3	3.9	3.7	3.0	3.4	3.3	3.9	3.3	3.8	3.5	3.7	3.2	3.2	3.2
Total Well Newborns - Discharges/1000 Member Months	3.6	3.3	3.1	3.3	4.0	3.0	2.2	2.1	1.8	3.6	3.3	3.1	3.2	3.1	3.4	2.8	3.1	3.3	3.1	3.2	3.0	3.2	2.8	2.6
Average Length of Stay	2.3	2.4	2.4	2.2	2.2	2.8	2.3	2.3	2.4	2.1	2.1	2.1	2.0	1.8	1.9	2.2	2.2	2.2	2.2	2.2	2.3	2.1	2.1	2.1
Total Complex Newborns - Discharges/1000 Member Months	0.4	0.4	0.4	0.4	0.4	0.1	0.6	0.4	0.5	0.4	0.3	0.3	0.4	0.3	0.4	0.3	0.3	0.3	0.4	0.4	0.3	0.3	0.3	0.2
Average Length of Stay	18.9	17.0	18.3	17.1	10.8	12.5	11.0	12.9	10.9	16.4	14.6	20.3	16.4	14.3	16.9	15.3	20.6	16.4	15.9	15.1	15.9	15.3	14.9	15.3

\*\* = Specification change, comparison between years not appropriate

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Domain: Health Plan Stability	AGM 2003	AGM 2004	AGM 2005	HFC 2003	HFC 2004	HFC 2005	JMS 2003	JMS 2004	JMS 2005	MPC 2003	MPC 2004	MPC 2005	PP 2003	PP 2004	PP 2005	UHC 2003	UHC 2004	UHC 2005	MARR 2003	MARR 2004	MARR 2005	NMH 2002	NMH 2003	NMH 2004
Practitioner Turnover																								
PCP Turnover	22%	8%	7%	10%	9%	9%	0%	2%	6%	3%	2%	3%	3%	2%	1%	9%	12%	9%	8%	6%	6%	10%	10%	11%
OB/GYN Turnover	29%	9%	7%	21%	35%	19%	27%	20%	13%	1%	1%	5%	10%	15%	10%	7%	11%	12%	16%	15%	11%	10%	10%	11%

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