

Comparative Analysis of Audited  
Results from TennCare MCOs



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2011 Annual

# HEDIS/ CAHPS Report



State of Tennessee  
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Bureau of TennCare

prepared by

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# Acknowledgements/Copyrights

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**HEDIS**<sup>®</sup> refers to the Healthcare Effectiveness Data and Information Set and is a registered trademark of the National Committee for Quality Assurance (NCQA).

**NCQA HEDIS Compliance Audit**<sup>™</sup> is a trademark of NCQA.

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# Acronyms and Initialisms

AAB	Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis
AAP	Adults' Access to Preventive/Ambulatory Health Services
ABA	Adult BMI Assessment
ABX	Antibiotic Utilization
ACE	Angiotensin Converting Enzyme
ADD	Follow-Up Care for Children Prescribed ADHD Medication
ADHD	Attention-Deficit Hyperactivity Disorder
AHRQ	Agency for Healthcare Research and Quality
AMB	Ambulatory Care
Amerigroup	Amerigroup Community Care, Inc. d.b.a. Amerigroup in all three of Tennessee's Grand Regions
AMI	Acute Myocardial Infarction
AMM	Antidepressant Medication Management
AOD	Alcohol or Other Drug
ARB	Angiotensin Receptor Blocker
ART	Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis
ASM	Use of Appropriate Medications for People with Asthma
AWC	Adolescent Well-Care Visits
BCS	Breast Cancer Screening
BlueCare-East	Volunteer State Health Plan, Inc. d.b.a. BlueCare-East in the Tennessee East Grand Region
BlueCare-West	Volunteer State Health Plan, Inc. d.b.a. BlueCare-West in the Tennessee West Grand Region

BMI	Body Mass Index
BP	Blood Pressure
C&M	Continuation and Maintenance
CAB	Call Abandonment
CABG	Coronary Artery Bypass Graft
CAHPS	Consumer Assessment of Healthcare Providers and Systems
CAP	Children and Adolescents' Access to Primary Care Practitioners
CAT	Call Answer Timeliness
CBP	Controlling High Blood Pressure
CCC	Children with Chronic Conditions
CCS	Cervical Cancer Screening
CDC	Comprehensive Diabetes Care
CHL	Chlamydia Screening in Women
CIS	Childhood Immunization Status
CMC	Cholesterol Management for Patients with Cardiovascular Conditions
CPA	CAHPS Health Plan Survey 4.0H Adult Version
CPC	CAHPS Health Plan Survey 4.0H Child Version
COPD	Chronic Obstructive Pulmonary Disease
CWP	Appropriate Testing for Children with Pharyngitis
CY	Calendar Year
d.b.a.	doing business as
DMARD	Disease-Modifying Anti-Rheumatic Drug
DT	Diphtheria and Tetanus Vaccination
DTaP	Diphtheria, Tetanus and Acellular Pertussis Vaccination
ED	Emergency Department
Flu	Influenza
FPC	Frequency of Ongoing Prenatal Care
FSP	Frequency of Selected Procedure
FUH	Follow-Up After Hospitalization for Mental Illness
HbA1c	Hemoglobin A1c, also called Glycosylated Hemoglobin, Glycohemoglobin
HEDIS	Healthcare Effectiveness Data and Information Set
HepA	Hepatitis A
HepB	Hepatitis B
HiB	H Influenza Type B Vaccination
HTN	Hypertension
IAD	Identification of Alcohol and Other Drug Services

*Acronyms and Initialisms*

IET	Initiation and Engagement of AOD Dependence Treatment
IMA	Immunizations for Adolescents
IP	Inpatient
IPU	IP Utilization – General Hospital/Acute Care
IPV	Polio Vaccination
IVD	Ischemic Vascular Disease
LBP	Use of Imaging Studies for Low Back Pain
LDL-C	Low Density Lipoprotein-Cholesterol
LSC	Lead Screening in Children
MCO	Managed Care Organization
MMR	Measles, Mumps and Rubella Vaccination
MPM	Annual Monitoring for Patients on Persistent Medications
MPT	Mental Health Utilization
MSC	Medical Assistance with Smoking and Tobacco Use Cessation
NA	Not Applicable
NCQA	National Committee for Quality Assurance
NR	Not Reported
OB/GYN	Obstetrician/Gynecologist
Pap	Papanicolaou Test
PBH	Persistence of Beta-Blocker Treatment after a Heart Attack
PCE	Pharmacotherapy Management of COPD Exacerbation
PCI	Percutaneous Coronary Interventions
PCP	Primary Care Practitioner
PCV	Pneumococcal Conjugate Vaccination
PMPM/PMPY	Per Member Per Month/Year
PPC	Prenatal and Postpartum Care
RV	Rotavirus
SPR	Use of Spirometry Testing in the Assessment and Diagnosis of COPD
Strep	Streptococcus
Td	Tetanus, Diphtheria Toxoids Vaccine
Tdap	Tetanus, Diphtheria Toxoids and Acellular Pertussis Vaccine
TennCare	Tennessee Department of Finance and Administration, Bureau of TennCare
TennCareSelect	Volunteer State Health Plan, Inc. d.b.a. TennCareSelect in all three of Tennessee's Grand Regions
UnitedHealthcare-East	UnitedHealthcare Plan of the River Valley, Inc. d.b.a. AmeriChoice-East in the Tennessee East Grand Region

UnitedHealthcare-Middle .....	UnitedHealthcare Plan of the River Valley, Inc. d.b.a. AmeriChoice-Middle in the Tennessee Middle Grand Region
UnitedHealthcare-West .....	UnitedHealthcare Plan of the River Valley, Inc. d.b.a. AmeriChoice-West in the Tennessee West Grand Region
URI .....	Appropriate Treatment for Children with Upper Respiratory Infection
VZV .....	Chicken Pox Vaccination
W15 .....	Well-Child Visits in the First 15 Months of Life
W34 .....	Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life
WCC .....	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents

# Executive Summary

Medicaid Managed Care Organizations (MCOs) in Tennessee are required to report a full Healthcare Effectiveness Data and Information Set (HEDIS) as a part of the state's accreditation mandates. The HEDIS requirement is an integral part of the accreditation process of the National Committee for Quality Assurance (NCQA). In 2006, Tennessee became the first state in the nation requiring all MCOs to become accredited by NCQA, an independent, nonprofit organization that assesses and scores MCO performance in the areas of quality improvement, utilization management, provider credentialing, and member rights and responsibilities.

HEDIS standardized measures of MCO performance allow tracking over time, as well as comparisons to national averages/benchmarks and across the state's MCOs. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) set of standardized surveys is included in HEDIS to measure members' satisfaction with their care. This report summarizes the results of the HEDIS 2011 reporting year for HEDIS/CAHPS by the MCOs contracting with the Tennessee Department of Finance and Administration, Bureau of TennCare (TennCare). TennCare uses the information contained herein to help assess health plan performance and to reward, via pay-for-performance initiatives, those that are demonstrating significant improvement.

For an overview of the performance of Tennessee's MCOs, a calculated weighted average of the scores of all those reporting is provided alongside national averages in the **Statewide Performance** section. MCO-specific measures are presented in the **Individual Plan Performance** section for cross-comparison across the state's MCOs with color-coding for national and state benchmark comparison where available/applicable. **Appendix A** contains a comprehensive table of HEDIS 2011 plan-specific results and national benchmarks for HEDIS 2010 Use of Services Measures.

# Background

## *HEDIS Measures—Domains of Care*

HEDIS is an important tool designed to ensure that purchasers and consumers have the information they need to reliably compare the performance of managed healthcare plans. Standardized methodologies employed ensure the integrity of measure reporting and help purchasers make more reliable, ‘apples-to-apples’ comparisons between health plans. HEDIS measures are subject to an NCQA HEDIS Compliance Audit that must be conducted by an NCQA-certified HEDIS Compliance Auditor under the auspices of an NCQA-licensed organization. This ensures the integrity of the HEDIS collection and calculation process at each MCO through an overall information systems capabilities assessment, followed by an evaluation of the ability to comply with HEDIS specifications.

The HEDIS rates presented in this report refer to data collected during the review period of the previous calendar year (CY), from January 1 to December 31. For HEDIS 2011 results, CY2010 was the review period. Similarly, the comparative data presented in this report from the HEDIS 2010 Medicaid Means and Percentiles reflect data procured during CY2009.

For HEDIS 2011, there were a total of 75 measures (Commercial, Medicare and Medicaid) across eight domains of care:

- ◆ Effectiveness of Care
- ◆ Access/Availability of Care
- ◆ Satisfaction with the Experience of Care ([CAHPS Survey Results](#))
- ◆ Use of Services
- ◆ Cost of Care
- ◆ Health Plan Descriptive Information
- ◆ Health Plan Stability
- ◆ Informed Healthcare Choices (no measures in this domain)

The following brief descriptions of selected HEDIS measures were extracted from NCQA’s *HEDIS 2011 Volume 2: Technical Specifications*, which includes additional information related to each measure. The measures presented in this report reflect data submitted from the following domains of care: Effectiveness of Care, Access/Availability of Care, Satisfaction with the Experience of Care ([CAHPS Survey Results](#)), and Use of Services.

## Effectiveness of Care Measures

The Effectiveness of Care domain contains measures that look at the clinical quality of care delivered within an MCO. Measures in this domain address four aspects of care:

1. How well the MCO delivers preventive services and keeps its members healthy
2. Whether the most up-to-date treatments are being offered to treat acute episodes of illness and help members get better

3. The process by which care is delivered to people with chronic diseases and how well the MCO's healthcare delivery system helps members cope with illness
4. Whether appropriate treatment and/or testing was provided to members

For HEDIS 2008 reporting, Effectiveness of Care measures were grouped into more specific clinical categories: Prevention and Screening, Respiratory Conditions, Cardiovascular Conditions, Diabetes, Musculoskeletal Conditions, Behavioral Health, Medication Management, and measures collected through the CAHPS Health Plan Survey. Only certain measures from these categories are presented in this report. Select Use of Services measures are included in [Appendix A](#).

## **Prevention and Screening**

### **Adult BMI Assessment (ABA)**

The percentage of members 18-74 years of age who had an outpatient visit and who had their body mass index (BMI) documented during the measurement year or the year prior the measurement year.

### **Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)**

The percentage of members 3-17 years of age who had an outpatient visit with a primary care practitioner (PCP) or obstetrician/gynecologist (OB/GYN) and who had evidence of BMI percentile documentation, counseling for nutrition and counseling for physical activity during the measurement year. *Note: Because BMI norms for youth vary with age and gender, this measure evaluated whether BMI percentile is assessed rather than an absolute BMI value.*

### **Childhood Immunization Status (CIS)**

The percentage of children 2 years of age who had four diphtheria, tetanus and acellular pertussis (DTaP); three polio (IPV); one measles, mumps and rubella (MMR); two H influenza type B (HiB); three hepatitis B (HepB), one chicken pox (VZV); four pneumococcal conjugate (PCV); two hepatitis A (HepA); two or three rotavirus (RV); and two influenza (flu) vaccines by their second birthday. The measure calculates a rate for each vaccine and nine separate combination rates. HepA, RV, flu, and Combinations four through ten were added in HEDIS 2010. Following is the list of Combination vaccinations for CIS:

- ◆ Combination 2: DTaP, IPV, MMR, HiB, HepB and VZV
- ◆ Combination 3: DTaP, IPV, MMR, HiB, HepB, VZV and PCV
- ◆ Combination 4: DTaP, IPV, MMR, HiB, HepB, VZV, PCV and HepA
- ◆ Combination 5: DTaP, IPV, MMR, HiB, HepB, VZV, PCV and RV
- ◆ Combination 6: DTaP, IPV, MMR, HiB, HepB, VZV, PCV and Influenza
- ◆ Combination 7: DTaP, IPV, MMR, HiB, HepB, VZV, PCV, HepA and RV
- ◆ Combination 8: DTaP, IPV, MMR, HiB, HepB, VZV, PCV, HepA and Influenza
- ◆ Combination 9: DTaP, IPV, MMR, HiB, HepB, VZV, PCV, RV and Influenza
- ◆ Combination 10: DTaP, IPV, MMR, HiB, HepB, VZV, PCV, HepA, RV and Influenza

**Immunizations for Adolescents (IMA)**

The percentage of adolescents 13 years of age who had one dose of meningococcal vaccine and one tetanus, diphtheria toxoids and acellular pertussis vaccine (Tdap) or one tetanus, diphtheria toxoids vaccine (Td) by their 13th birthday. The measure calculates a rate for each vaccine and one combination (Meningococcal, Tdap/Td) rate.

**Lead Screening in Children (LSC)**

The percentage of children 2 years of age who had one or more capillary or venous lead blood tests for lead poisoning by their second birthday.

**Breast Cancer Screening (BCS)**

The percentage of women 40-69 years of age who had a mammogram to screen for breast cancer during the measurement year or the year prior to the measurement year.

**Cervical Cancer Screening (CCS)**

The percentage of women 21-64 years of age who received one or more Papanicolaou (Pap) tests to screen for cervical cancer during the measurement year or the two years prior to the measurement year.

**Chlamydia Screening in Women (CHL)**

The percentage of women 16-24 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year. This measure calculates a total rate as well as two age stratifications: 16-20 and 21-24 year-old women.

**Respiratory Conditions****Appropriate Testing for Children with Pharyngitis (CWP)**

The percentage of children 2-18 years of age who were diagnosed with pharyngitis, were dispensed an antibiotic and received a group A streptococcus (strep) test for the episode. A higher rate represents better performance (i.e., appropriate testing).

**Appropriate Treatment for Children with Upper Respiratory Infection (URI)**

The percentage of children 3 months to 18 years of age who were given a diagnosis of upper respiratory infection (URI) and were not dispensed an antibiotic prescription. This measure is reported as an inverted rate  $[1 - (\text{numerator}/\text{eligible population})]$ , with a higher rate indicating appropriate treatment of children with URI (i.e., the proportion for whom antibiotics were not prescribed).

**Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)**

The percentage of adults 18-64 years of age with a diagnosis of acute bronchitis who were not dispensed an antibiotic prescription. This measure is reported as an inverted rate  $[1 - (\text{numerator}/\text{eligible population})]$ , with a higher rate indicating appropriate treatment of adults with acute bronchitis (i.e., the proportion for whom antibiotics were not prescribed).

### **Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)**

The percentage of members 40 years of age and older with a new diagnosis or newly active chronic obstructive pulmonary disease (COPD) who received appropriate spirometry testing to confirm the diagnosis.

### **Pharmacotherapy Management of COPD Exacerbation (PCE)**

The percentage of COPD exacerbation for members 40 years of age and older who had an acute inpatient (IP) discharge or emergency department (ED) encounter between January 1 and November 30 of the measurement year and who were dispensed appropriate medication. Two rates are reported:

- ◆ Dispensed a systemic corticosteroid within 14 days of the event
- ◆ Dispensed a bronchodilator within 30 days of the event

Note: The eligible population for this measure is based on acute IP discharge and ED visits, not on members. It is possible for the denominator to include multiple events for the same individual.

### **Use of Appropriate Medications for People with Asthma (ASM)**

The percentage of members 5-50 years of age during the measurement year who were identified as having persistent asthma and were appropriately prescribed medication during the measurement year. This measure calculates a total rate as well as two age stratifications: 5-11 and 12-50 year-olds.

## **Cardiovascular Conditions**

### **Cholesterol Management for Patients with Cardiovascular Conditions (CMC)**

The percentage of members 18-75 years of age who were discharged alive for acute myocardial infarction (AMI), coronary artery bypass graft (CABG) or percutaneous coronary interventions (PCI) from January 1-November 1 of the year prior to the measurement year, or who had a diagnosis of ischemic vascular disease (IVD) during the measurement year and the year prior to the measurement year, who had each of the following:

- ◆ Low density lipoprotein-cholesterol (LDL-C) screening performed during the measurement year
- ◆ LDL-C controlled (<100 mg/dL) for the most recent LDL-C screening

### **Controlling High Blood Pressure (CBP)**

The percentage of members 18-85 years of age who had a diagnosis of hypertension (HTN) and whose blood pressure (BP) was adequately controlled (<140/90) during the measurement year.

### **Persistence of Beta-Blocker Treatment after a Heart Attack (PBH)**

The percentage of members 18 years of age and older during the measurement year who were hospitalized and discharged alive from July 1 of the year prior to the measurement year to June 30 of the measurement year with a diagnosis of AMI and who received persistent beta-blocker treatment for six months after discharge.

## Diabetes

### **Comprehensive Diabetes Care (CDC)**

The percentage of members 18-75 years of age with diabetes (type 1 and type 2) who had each of the following:

- ◆ Hemoglobin A1c (HbA1c) testing during the measurement year
- ◆ HbA1c poor control (>9.0%) for the most recent HbA1c test during the measurement year<sup>1</sup>
- ◆ HbA1c control (<7.0%) for the most recent HbA1c test during the measurement year
- ◆ HbA1c control (<8.0%) for the most recent HbA1c test during the measurement year
- ◆ An eye exam (retinal or dilated) for diabetic retinal disease performed in the measurement year or a negative retinal exam (no evidence of retinopathy) in the year prior to the measurement year
- ◆ LDL-C screening performed during the measurement year
- ◆ LDL-C controlled (<100 mg/dL) for the most recent LDL-C screening during the measurement year
- ◆ Medical attention for nephropathy which includes a nephropathy screening test or evidence of nephropathy during the measurement year
- ◆ Blood pressure control (<130/80 mm Hg) for the most recent reading during the measurement year
- ◆ Blood pressure control (<140/90 mm Hg) for the most recent reading during the measurement year

## Musculoskeletal Conditions

### **Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)**

The percentage of members who were diagnosed with rheumatoid arthritis and were dispensed at least one ambulatory prescription for a disease-modifying anti-rheumatic drug (DMARD).

### **Use of Imaging Studies for Low Back Pain (LBP)**

The percentage of members with primary diagnosis of low back pain who did not have an imaging study (plain X-ray, MRI, CT scan) within 28 days of the diagnosis. This measure is reported as an inverted rate [1 - (numerator/eligible population)]. A higher rate indicates appropriate treatment of low back pain (i.e., the proportion for whom imaging studies did not occur).

## Measures Collected Through CAHPS Health Plan Survey

### **Medical Assistance with Smoking and Tobacco Use Cessation (MSC)**

This measure is collected using the survey methodology to arrive at a rolling average that represents the percentage of members 18 years of age and older who were current smokers or tobacco users seen by the MCO during the measurement year. For these members, the following facets of providing medical assistance with cessation are assessed:

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<sup>1</sup> For this indicator, a lower rate indicates better performance, i.e., low rates of poor control indicate better care.

- ◆ *Advising Smokers and Tobacco Users to Quit* – Those who received advice to quit
- ◆ *Discussing Cessation Medications* – Those for whom cessation medications were recommended or discussed
- ◆ *Discussing Cessation Strategies* – Those for whom cessation methods or strategies were recommended or discussed

## **Behavioral Health**

### **Antidepressant Medication Management (AMM)**

The percentage of members 18 years of age and older who were diagnosed with a new episode of major depression, treated with antidepressant medication, and remained on an antidepressant medication treatment. Two rates are reported:

- ◆ *Effective Acute Phase Treatment* (on medication for at least 84 days/12 weeks)
- ◆ *Effective Continuation Phase Treatment* (for at least 180 days/6 months)

### **Follow-Up Care for Children Prescribed ADHD Medication (ADD)**

The percentage of children newly prescribed attention-deficit/hyperactivity disorder (ADHD) medication who had at least three follow-up care visits within a 10-month period. One of these visits must have been within the Intake Period and within 30 days of the earliest ambulatory prescription dispensed for ADHD medication, at which time the member must have been 6-12 years of age with a Negative Medication History. Two rates are reported:

- ◆ *Initiation Phase* – The percentage of members who had one follow-up visit with practitioner prescribing authority during the 30-day Initiation Phase
- ◆ *Continuation and Maintenance (C&M) Phase* – The percentage of members who remained on the medication at least 210 days and who had at least two follow-up visits with a practitioner within 270 days (9 months) of the end of the Initiation Phase, in addition to the Initiation Phase visit

### **Follow-Up After Hospitalization for Mental Illness (FUH)**

The percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental health disorders and had an outpatient visit, an intensive outpatient encounter or partial hospitalization with a mental health practitioner. Two rates are reported:

- ◆ The percentage of members who received follow-up within 7 days of discharge
- ◆ The percentage of members who received follow-up within 30 days of discharge

## **Medication Management**

### **Annual Monitoring for Patients on Persistent Medications (MPM)**

The percentage of members 18 years of age and older who received at least a 180-treatment day supply of ambulatory medication therapy for a select therapeutic agent during the measurement year and at least one therapeutic monitoring event for the therapeutic agent in the measurement year. Four separate rates and a total are reported:

- ◆ Annual monitoring for members on angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blocker (ARB)
- ◆ Annual monitoring for members on digoxin
- ◆ Annual monitoring for members on diuretics
- ◆ Annual monitoring for members on anticonvulsants
- ◆ Total rate (the sum of the four numerators divided by the sum of the four denominators)

## Access/Availability of Care Measures

The measures in the Access/Availability of Care domain evaluate how members access important and basic services of their MCO. Included are measures of overall access, how many members are actually using basic MCO services, and the use and availability of specific services.

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

The percentage of members 20 years and older who had an ambulatory or preventive care visit during the measurement year. The MCO reports three age stratifications and a total rate. Rates for adults 65 years of age and older, however, are not included in this report as those services would be provided by Medicare. Because the total rate would include this age group, it has been excluded from this report as well.

- ◆ 20-44 years of age
- ◆ 45-64 years of age
- ◆ 65 years of age and older
- ◆ Total

### Children and Adolescents' Access to Primary Care Practitioners (CAP)

The percentage of members 12 months to 6 years who had a visit with an MCO PCP during the measurement year, and members 7-19 years who had a visit with an MCO PCP during the measurement year or the year prior. The MCO reports four separate percentages:

- ◆ 12-24 months
- ◆ 25 months to 6 years
- ◆ 7-11 years
- ◆ 12-19 years

### Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET)

The percentage of adolescent and adult members age 13 and older who demonstrated a new episode of alcohol or other drug (AOD) dependence and received:

- ◆ *Initiation of AOD Treatment* – The percentage who initiate treatment through an inpatient AOD admission, outpatient visit, intensive outpatient encounter or patient hospitalization within 14 days of diagnosis
- ◆ *Engagement of AOD Treatment* – The percentage of members who, in addition to initiating treatment, had two or more services with an AOD diagnosis within 30 days of the initiation visit

The MCO reports three separate percentages: 13-17; 18 and older; and a total rate.

### **Prenatal and Postpartum Care (PPC)**

The percentage of deliveries of live births between November 6 of the year prior to the measurement year and November 5 of the measurement year. For these women, the measure assesses the following facets of prenatal and postpartum care:

- ◆ *Timeliness of Prenatal Care* – The percentage of deliveries that received a prenatal care visit as a member of the MCO in the first trimester *or* within 42 days of enrollment in the MCO
- ◆ *Postpartum Care* – The percentage of deliveries that had a postpartum visit on or between 21 and 56 days after delivery

### **Call Abandonment (CAB)**

The percentage of calls received by the organization’s Member Services call centers (during operating hours) during the measurement year that were abandonment by the caller before being answered by a live voice. Lower rates represent better performance.

### **Call Answer Timeliness (CAT)**

The percentage of calls received by the organization’s Member Services call centers (during operating hours) during the measurement year that were answered by a live voice within 30 seconds.

## **Use of Services Measures**

The Use of Services domain includes measures on which services an MCO provides for its population. It addresses information about how MCOs manage the provisions of care. Typically, these measures are expressed as rates of service, such as per 1,000 member months or years, or as the percentage of members who received a particular service.

### **Frequency of Ongoing Prenatal Care (FPC)**

The percentage of members who delivered a child between November 6 of the year prior to the measurement year and November 5 of the measurement year and who received the expected number of prenatal care visits, adjusted for gestational age and the month of pregnancy that the member enrolled in the MCO. This measure uses the same denominator as the Prenatal and Postpartum Care measure. Rates are reported by the percentage of expected visits.

- ◆ < 21 percent
- ◆ 21-40 percent
- ◆ 41-60 percent
- ◆ 61-80 percent
- ◆ ≥ 81 percent

### **Well-Child Visits in the First 15 Months of Life (W15)**

The percentage of members who turned 15 months old during the measurement year and who had the following number of well-child visits with a PCP during their first 15 months of life: zero, one, two, three, four, five, or six or more.

### **Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)**

The percentage of members who were 3-6 years of age who received one or more well-child visits with a PCP during the measurement year.

## Adolescent Well-Care Visits (AWC)

The percentage of enrolled members who were 12-21 years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.

## Satisfaction with the Experience of Care

The CAHPS Health Plan Survey 4.0H Adult Version (CPA) and 4.0H Child Version (CPC) are tools for measuring consumer healthcare satisfaction with the quality of care and customer service provided by their health plans. Topics include:

- ◆ Getting Needed Care
- ◆ Customer Service
- ◆ Getting Care Quickly
- ◆ How Well Doctors Communicate
- ◆ Shared Decision Making
- ◆ Rating of Personal Doctor
- ◆ Rating of Specialist Seen Most Often
- ◆ Rating of All Health Care<sup>2</sup>
- ◆ Rating of Health Plan

The CAHPS Consortium decided in 2002 to integrate a new set of items in the 3.0H version of the CAHPS Health Plan Survey child questionnaires (now 4.0H) to better address the needs of children with chronic conditions, who are commonly referred to as children with special healthcare needs. Known as the Children with Chronic Conditions (CCC) Survey set, these items include supplemental questions focused on topics with special relevance to children with chronic conditions. The CCC set is designed for children who have a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond that generally required by children.

All CAHPS surveys must be administered by an NCQA-certified survey vendor using an NCQA-approved protocol of administration to ensure that results are collected in a standardized way and can be compared across plans. Standard NCQA protocols for administering CAHPS surveys include a mixed-model mail/telephone protocol and a mail-only protocol. The surveys contained within this domain are designed to provide standardized information about members' experiences with their MCOs. NCQA worked with the Agency for Healthcare Research and Quality (AHRQ) to develop these surveys.

For a plan's results to be considered reliable, the Medicaid MCO must follow one of the standard CAHPS protocols or an enhanced protocol approved by NCQA, or must achieve a 45-percent response rate using an alternative protocol. For more detail regarding this calculation methodology and the questions used in each composite, see *HEDIS 2011, Volume 3*:

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<sup>2</sup> While healthcare is the standard usage adopted for this report, health care is used when it follows AHRQ measure names.

*Specifications for Survey Measures.* MCO results from the CAHPS 4.0H Adult and the CAHPS 4.0H Child and CCC Surveys were evaluated for this report.

## CAHPS Health Plan Survey 4.0H Adult Version (CPA)

The CPA includes five composite categories: Getting Needed Care, Customer Service, Getting Care Quickly, How Well Doctors Communicate and Shared Decision Making. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. Composites are comprised of two or more questions about a similar topic, measured on one of the two scales:

1. For Getting Needed Care, Customer Service, Getting Care Quickly, and How Well Doctors Communicate
  - ◆ Never
  - ◆ Sometimes
  - ◆ Usually
  - ◆ Always
2. For Shared Decision Making
  - ◆ Definitely No
  - ◆ Somewhat No
  - ◆ Somewhat Yes
  - ◆ Definitely Yes

For any given question used in a composite, the percentage of respondents answering in a certain way is calculated for each plan. Summary rates represent the percentage of members who responded in the most positive way, as defined by NCQA. The following descriptions provide a brief explanation of the four composite categories and additional questions.

### Getting Needed Care

The Getting Needed Care composite measures how often in the last six months the members were able to get care when attempting to do so. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

### Customer Service

The Customer Service composite measures how often members were able to get information and to get help from customer service in the last six months. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

### Getting Care Quickly

The Getting Care Quickly composite measures how often the members received care or advice in a reasonable time, including office waiting room experiences. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

### How Well Doctors Communicate

The How Well Doctors Communicate composite measures how often providers listen, explain, and spend enough time with and show respect for what members have to say. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

## Shared Decision Making

The Shared Decision Making composite measures how often doctors offered choices regarding healthcare, mentioned the good and bad things associated with each treatment option, the extent to which doctors requested input regarding healthcare preferences, and how often doctors involved members in the decision-making process, according to their preference. The summary rate represents the percentage of members who responded ‘Definitely Yes.’

## Additional Questions

There are four additional questions with responses scaled 0-10 in the CAHPS 4.0H Adult Survey: *Rating of Personal Doctor*, *Rating of Specialist Seen Most Often*, *Rating of All Health Care*, and *Rating of Health Plan*. Zero represents ‘worst possible’ and 10 represents ‘best possible.’ The summary rate represents the percentage of respondents who rated the question 9 or 10.

## CAHPS Health Plan Survey 4.0H Child Version: General Population (CPC)

The CPC Survey set includes five composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. Composites are comprised of two or more questions about a similar topic, on one of the two scales:

1. For Getting Needed Care, Customer Service, Getting Care Quickly, and How Well Doctors Communicate
 

◆ Never	◆ Usually
◆ Sometimes	◆ Always
2. For Shared Decision Making
 

◆ Definitely No	◆ Somewhat No
◆ Somewhat Yes	◆ Definitely Yes

For any given question used in a composite, the percentage of respondents answering in a certain way is calculated for each plan. Summary rates represent the percentage of members who responded in the most positive way, as defined by NCQA. The following provides a brief description of the four composite categories and additional questions, as well as the scoring methodology for each.

### Getting Needed Care

The Getting Needed Care composite measures how often in the last six months members were able to get care from doctors and specialists when attempting to do so. The summary rate represents the percentage of members who responded ‘Always’ or ‘Usually.’

### Customer Service

The Customer Service composite measures how often members were able to get information and to get help from customer service in the last six months. The summary rate represents the percentage of members who responded ‘Always’ or ‘Usually.’

### Getting Care Quickly

The Getting Care Quickly composite measures how often the members received care or advice in a reasonable time, including office waiting room experiences. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

### How Well Doctors Communicate

The How Well Doctors Communicate composite measures how often providers listen, explain and spend enough time with and show respect for what members have to say. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

### Shared Decision Making

The Shared Decision Making composite measures how often doctors offered choices regarding healthcare, mentioned the good and bad things associated with each treatment option, the extent to which doctors requested input regarding healthcare preferences, and how often doctors involved members in the decision-making process, according to their preference. The summary rate represents the percentage of members who responded 'Definitely Yes.'

### Additional Questions

There are four additional questions with responses scaled 0-10 in the CAHPS 4.0H Child Survey: *Rating of Personal Doctor*, *Rating of Specialist Seen Most Often*, *Rating of All Health Care*, and *Rating of Health Plan*. Zero represents 'worst possible' and 10 represents 'best possible.' The summary rate represents the percentage of respondents who rated the question 9 or 10.

## CAHPS Health Plan Survey 4.0H Child Version: Children with Chronic Conditions (CCC)

The CCC Survey set includes supplemental questions focused on topics with special relevance to children with chronic conditions. Results include the same ratings, composites and individual question summary rates as those reported for the CAHPS 4.0H Child Survey. Additionally, five CCC composites summarize satisfaction with basic components of care essential for successful treatment, management and support of children with chronic conditions. These topics are reflected in the following composite measures presented in this report:

1. Access to Prescription Medicines
2. Access to Specialized Services
3. Family-Centered Care: Getting Needed Information
4. Family-Centered Care: Personal Doctor Who Knows Child
5. Coordination of Care

The first three composites for CCC are responded to as:

- ◆ Never
- ◆ Sometimes
- ◆ Usually
- ◆ Always

The last two composites for CCC are responded to as:

- ◆ Yes
- ◆ No

### **Access to Prescription Medicines**

The Access to Prescription Medicines composite measures how often members were able to obtain prescription medicine and assistance if they experienced an access problem. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

### **Access to Specialized Services**

The Access to Specialized Services composite measures how often a member was able to obtain special medical equipment, therapy, and treatment or counseling, and assistance if they experienced an access problem. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

### **Family-Centered Care: Getting Needed Information**

The Family-Centered Care: Getting Needed Information composite measures how often doctors made it easy to discuss questions or concerns, how often members received the needed information from health providers, and how often healthcare questions were answered by providers. The summary rate represents the percentage of members who responded 'Always' or 'Usually.'

### **Family-Centered Care: Personal Doctor or Nurse Who Knows Child**

The Family-Centered Care: Personal Doctor or Nurse Who Knows Child composite measures whether or not providers discussed the child's feelings, growth and behavior, and if the provider understands how the medical or behavioral conditions affect both the child's and family's day-to-day life. The summary rate represents the percentage of members who responded 'Yes.'

### **Family-Centered Care: Coordination of Care**

The Family-Centered Care: The Coordination of Care composite measures whether or not doctors or other health providers assisted, if needed, in contacting the child's school or daycare and if anyone from the health plan, doctor's office or clinic assisted in coordinating the child's care among different providers or services. The summary rate represents the percentage of members who responded 'Yes.'

# Results

## Statewide Performance

In conjunction with NCQA accreditation, MCOs are required to submit a full set of audited HEDIS measures to NCQA and TennCare each year. For HEDIS 2011, this included the health plans in all three Grand Regions: Amerigroup Community Care, Inc. (**Amerigroup**); Volunteer State Health Plan, Inc. (**BlueCare-East**, **BlueCare-West** and **TennCareSelect**); and UnitedHealthcare Plan of the River Valley, Inc. (**UnitedHealthcare-East**, **UnitedHealthcare-Middle** and **UnitedHealthcare-West**).

**Tables 2-1 (a and b), 2-2 (a and b) and 2-3** summarize the weighted average TennCare score for each of the selected HEDIS 2010 and HEDIS 2011 measures as well as the HEDIS 2010 Medicaid National Average. The Medicaid National Average represents the sum of the reported rates divided by the total number of health plans reporting the rate. Weighted state rates are determined by applying the size of the eligible population within each plan to their overall results. Using this methodology, plan-specific findings contribute to the TennCare statewide estimate, proportionate to eligible population size.

Where possible in **Tables 2-1 (a and b), 2-2 (a and b) and 2-3**, the statewide changes for each measure reported during both HEDIS 2010 and HEDIS 2011 are presented. The column titled ‘Change from 2010 to 2011’ indicates whether there was an improvement (▲) or a decline (▼) in statewide performance for the measure from HEDIS 2010 to HEDIS 2011.

Table 2-1a. HEDIS 2011 State to National Rates: Effectiveness of Care Measures				
Measure	Weighted State Rate		2010 Medicaid National Avg.	Change 2010 to 2011
	2010	2011		
<b>Prevention and Screening</b>				
<b>Adult BMI Assessment (ABA)</b>	26.93%	18.95%	34.6%	▼
<b>Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC):</b>				
<b>BMI Percentile: 3-11 years</b>	18.39%	9.00%	30.4%	▼
12-17 years	19.03%	10.99%	30.1%	▼
<b>Total</b>	<b>18.64%</b>	<b>9.65%</b>	<b>30.3%</b>	▼
<b>Counseling for Nutrition: 3-11 years</b>	45.21%	24.22%	43.8%	▼
12-17 years	39.52%	20.79%	38.1%	▼
<b>Total</b>	<b>43.43%</b>	<b>23.15%</b>	<b>41.9%</b>	▼
<b>Counseling for Physical Activity: 3-11 years</b>	29.96%	18.75%	31.8%	▼
12-17 years	32.98%	18.13%	34.2%	▼
<b>Total</b>	<b>30.94%</b>	<b>18.58%</b>	<b>32.5%</b>	▼

Table 2-1a. HEDIS 2011 State to National Rates: Effectiveness of Care Measures				
Measure	Weighted State Rate		2010 Medicaid National Avg.	Change 2010 to 2011
	2010	2011		
<b>Childhood Immunization Status (CIS):</b>				
DTaP/DT	83.73%	80.70%	79.6%	↓
IPV	93.55%	94.84%	89.0%	↑
MMR	92.11%	91.51%	91.2%	↓
HiB	96.83%	91.40%	93.7%	↓
HepB	92.94%	93.83%	89.1%	↑
VZV	92.51%	91.74%	90.6%	↓
PCV	81.92%	82.08%	77.6%	↑
HepA	43.18%	40.57%	35.5%	↓
RV	61.13%	65.68%	49.8%	↑
Influenza	38.80%	38.14%	40.6%	↓
Combination 2	78.17%	74.21%	74.3%	↓
Combination 3	72.71%	70.28%	69.4%	↓
Combination 4	38.55%	36.24%	30.4%	↓
Combination 5	50.67%	52.58%	41.6%	↑
Combination 6	33.22%	32.11%	33.8%	↓
Combination 7	28.18%	28.34%	20.6%	↑
Combination 8	19.66%	18.45%	17.2%	↓
Combination 9	25.14%	26.63%	23.2%	↑
Combination 10	15.29%	15.57%	12.6%	↑
<b>Immunizations for Adolescents (IMA):</b>				
Meningococcal	39.91%	47.58%	47.4%	↑
Tdap/Td	44.52%	53.48%	59.1%	↑
Combination 1	35.02%	43.16%	42.5%	↑
<b>Lead Screening in Children (LSC)</b>	65.72%	70.87%	66.4%	↑
<b>Breast Cancer Screening (BCS)</b>	38.45%	43.79%	52.4%	↑
<b>Cervical Cancer Screening (CCS)</b>	61.30%	67.29%	65.8%	↑
<b>Chlamydia Screening in Women (CHL):</b>				
16-20 year-old women	53.77%	53.93%	54.4%	↑
21-24 year-old women	60.86%	62.10%	61.6%	↑
<b>Total</b>	<b>56.59%</b>	<b>57.19%</b>	<b>56.7%</b>	<b>↑</b>
<b>Respiratory Conditions</b>				
<b>Appropriate Testing for Children with Pharyngitis (CWP)</b>	70.13%	72.05%	62.3%	↑
<b>Appropriate Treatment for Children with Upper Respiratory Infection (URI)</b>	74.94%	74.95%	86.0%	↑

Table 2-1a. HEDIS 2011 State to National Rates: Effectiveness of Care Measures				
Measure	Weighted State Rate		2010 Medicaid National Avg.	Change 2010 to 2011
	2010	2011		
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)	33.46%	21.51%	25.6%	↓
Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)	26.17%	30.68%	28.6%	↑
<b>Pharmacotherapy Management of COPD Exacerbation (PCE):</b>				
Systemic corticosteroid	38.59%	42.54%	61.8%	↑
Bronchodilator	65.78%	73.17%	80.7%	↑
<b>Use of Appropriate Medications for People with Asthma (ASM):</b>				
5-11 years old	94.88%	93.80%	91.8%	↓
12-50 years old	84.49%	83.23%	86.0%	↓
<b>Total</b>	<b>89.44%</b>	<b>88.39%</b>	<b>88.6%</b>	<b>↓</b>
<b>Cardiovascular Conditions</b>				
<b>Cholesterol Management for Patients with Cardiovascular Conditions (CMC):</b>				
LDL-C Screening	80.71%	80.61%	80.7%	↓
LDL-C Controlled (<100 mg/dL)	35.27%	36.01%	41.2%	↑
<b>Controlling High Blood Pressure (CBP)</b>	53.67%	52.96%	55.3%	↓
<b>Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)</b>	66.67%	72.01%	76.6%	↑
<b>Diabetes</b>				
<b>Comprehensive Diabetes Care (CDC):</b>				
HbA1c Testing	77.93%	78.87%	80.6%	↑
HbA1c Control (<7.0%)	37.02%	34.64%	33.9%	↓
HbA1c Control (<8.0%)	46.05%	44.54%	45.7%	↓
Retinal Eye Exam Performed	35.12%	37.02%	52.7%	↑
LDL-C Screening	73.90%	74.73%	74.2%	↑
LDL-C Controlled (<100 mg/dL)	30.10%	29.22%	33.5%	↓
Medical Attention for Nephropathy	73.91%	73.19%	76.9%	↓
Blood Pressure Control (<130/80 mm Hg)	29.14%	35.56%	32.2%	↑
Blood Pressure Control (<140/90 mm Hg)	56.63%	55.03%	59.8%	↓
<b>Musculoskeletal Conditions</b>				
<b>Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)</b>	57.11%	57.88%	70.5%	↑
<b>Use of Imaging Studies for Low Back Pain (LBP)</b>	68.19%	67.88%	76.1%	↓
<b>Behavioral Health</b>				
<b>Antidepressant Medication Management (AMM):</b>				
Effective Acute Phase Treatment	50.11%	47.31%	49.6%	↓
Effective Continuation Phase Treatment	32.03%	28.23%	33.0%	↓
<b>Follow-Up Care for Children Prescribed ADHD Medication (ADD):</b>				
Initiation Phase	34.29%	39.11%	36.6%	↑
Continuation and Maintenance Phase	44.15%	47.00%	41.7%	↑

Table 2-1a. HEDIS 2011 State to National Rates: Effectiveness of Care Measures				
Measure	Weighted State Rate		2010 Medicaid National Avg.	Change 2010 to 2011
	2010	2011		
<b>Follow-Up After Hospitalization for Mental Illness (FUH):</b>				
7-day follow-up	37.93%	41.52%	42.9%	↑
30-day follow-up	61.24%	64.79%	60.2%	↑
<b>Medication Management</b>				
<b>Annual Monitoring for Patients on Persistent Medications (MPM):</b>				
ACE Inhibitors or ARBs	89.65%	89.75%	85.9%	↑
Digoxin	92.46%	91.00%	88.9%	↓
Diuretics	89.75%	89.97%	85.4%	↑
Anticonvulsants	75.48%	75.42%	68.7%	↓
<b>Total</b>	<b>87.60%</b>	<b>87.96%</b>	<b>83.2%</b>	<b>↑</b>
<b>Measures Collected Through CAHPS Health Plan Survey</b>				
<b>Medical Assistance with Smoking and Tobacco Use Cessation (MSC):</b>				
Advising Smokers and Tobacco Users to Quit*	75.08%**	71.76%**		↓
Discussing Cessation Medications*	38.02%**	38.13%**		↑
Discussing Cessation Strategies*	34.49%**	35.23%**		↑

\* The three MSC rates were not included in Quality Compass in 2010 because the measure was revised; a rolling average was used for the measure's rates; therefore, two years of data is needed (rates will be calculated in 2011).

\*\* The denominator was not available; hence, the average is not weighted.

For the Effectiveness of Care Measure – Comprehensive Diabetes Care: HbA1c Poor Control (> 9.0%) presented in **Table 2-1b**, a lower rate (particularly one below the national average) is an indication of better performance (↑). A decrease in rates from the prior year also indicates improvement.

Table 2-1b. HEDIS 2011 State to National Rates: Effectiveness of Care Measure Where Lower Rates Indicate Better Performance				
Measure	Weighted State Rate		2010 Medicaid National Avg.	Change 2010 to 2011
	2010	2011		
<b>Comprehensive Diabetes Care (CDC):</b>				
HbA1c Poor Control (>9.0%)	45.61%	47.85%	44.9%	↓

Tables 2-2 (a and b) summarize results for the Access/Availability Domain of Care.

Table 2-2a. HEDIS 2011 State to National Rates: Access/Availability of Care Measures				
Measure	Weighted State Rate		2010 Medicaid National Avg.	Change 2010 to 2011
	2010	2011		
<b>Adults' Access to Preventive/Ambulatory Health Services (AAP):</b>				
20-44 year-olds	79.50%	80.28%	80.5%	↑
45-64 year-olds	79.89%	85.69%	85.3%	↑
<b>Children and Adolescents' Access to Primary Care Practitioners (CAP):</b>				
12-24 months	97.10%	97.07%	95.2%	↓
25 months-6 years	89.85%	89.91%	88.3%	↑
7-11 years	91.43%	92.80%	90.3%	↑
12-19 years	87.22%	88.63%	87.9%	↑
<b>Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment (IET):</b>				
<b>Initiation of AOD Treatment:</b>				
13-17 years	59.32%	63.61%	42.5%	↑
18 + years	45.36%	53.71%	44.7%	↑
<b>Total</b>	<b>46.48%</b>	<b>54.45%</b>	<b>44.3%</b>	<b>↑</b>
<b>Engagement of AOD Treatment:</b>				
13-17 years	34.73%	37.37%	17.7%	↑
18 + years	14.36%	14.93%	11.8%	↑
<b>Total</b>	<b>15.99%</b>	<b>16.61%</b>	<b>12.3%</b>	<b>↑</b>
<b>Prenatal and Postpartum Care (PPC):</b>				
Timeliness of Prenatal Care	81.06%	83.12%	83.4%	↑
Postpartum Care	64.11%	62.50%	64.1%	↓
<b>Call Answer Timeliness (CAT)</b>	<b>88.03%</b>	<b>91.39%</b>	<b>82.2%</b>	<b>↑</b>

For the Access/Availability of Care Measure – Call Abandonment (CAB) presented in Table 2-2b, a lower rate (particularly one below the national average) is an indication of better performance (↑). A decrease in rates from the prior year also indicates improvement.

Table 2-2b. HEDIS 2011 State to National Rates: Access/Availability of Care Measure Where Lower Rates Indicate Better Performance				
Measure	Weighted State Rate		2010 Medicaid National Avg.	Change 2010 to 2011
	2010	2011		
<b>Call Abandonment (CAB)</b>	<b>1.80%</b>	<b>0.78%</b>	<b>3.0%</b>	<b>↑</b>

Table 2-3 summarizes results for the Use of Services Domain of Care.

Table 2-3. HEDIS 2011 State to National Rates: Use of Services Measures				
Measure	Weighted State Rate		2010 Medicaid National Avg.	Change 2010 to 2011
	2010	2011		
<b>Frequency of Ongoing Prenatal Care (FPC):</b>				
≥ 81 percent	51.82%	61.07%	61.6%	↑
<b>Well-Child Visits in the First 15 Months of Life (W15):</b>				
6 or More Visits	59.72%	55.75%	59.4%	↓
<b>Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)</b>	70.23%	71.80%	71.6%	↑
<b>Adolescent Well-Care Visits (AWC)</b>	41.14%	46.19%	47.7%	↑

## Individual Plan Performance

This section is intended to provide an overview of individual plan performance using appropriate available comparison data. The results highlight those areas where each MCO is performing in relation to the HEDIS 2010 National Medicaid Means and Percentiles for select MCO-reported HEDIS measures. Qsource uses these data to determine overall TennCare plan performance to the highest and lowest percentiles. The ‘percentiles’ are statistical values that represent the distribution of data. For example, the 50th percentile represents the point at which half of the reported rates are below and half of the reported rates are above that value.

Tables 2-5 (a and b), 2-6 (a and b) and 2-7 display the plan-specific performance rates for each measure selected from the Effectiveness of Care, Access/Availability of Care and Use of Services domains. Table 2-4 details the color-coding used in Tables 2-5 through 2-7 to indicate the rating of the MCO percentile achieved, and provides additional related comments. HEDIS measure results with an ‘NA’ indicate that there were fewer than 30 people in the denominator and hence results are not presented. While Medical Assistance with Smoking and Tobacco Use Cessation is an Effectiveness of Care measure, results are reported through the CAHPS 4.0H Adult Survey as noted in Tables 2-1a .





Table 2-4. MCO HEDIS 2011 Rating Determination		
Color Designation	Percentile MCO Achieved	Additional Comments
	Greater than 75th	No additional comments
	25th to 75th	No additional comments
	Less than 25th	No additional comments
NA	Not Applicable	The measure was not applicable (NA) because there were fewer than 30 people in the denominator.
NR	Not Reported	The measure was not reported (NR) by the health plan.
	No Rating Available	Benchmarking data were not available.

Table 2-5a. HEDIS 2011 Plan-Specific Rates: Effectiveness of Care Measures

Measure	Amerigroup	BlueCare		TennCare Select	UnitedHealthcare			HEDIS 2010 National Medicaid 50th Percentile
		-East	-West		-East	-Middle	-West	
<b>Prevention and Screening</b>								
<b>Adult BMI Assessment (ABA)</b>	4.72%	2.69%	2.59%	1.98%	29.68%	37.96%	45.99%	35.3%
<b>Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC):</b>								
<b>BMI Percentile:</b>								
3-11 years (yrs)	1.31%	0.64%	0.14%	0.73%	23.96%	18.21%	19.50%	27.8%
12-17 yrs	1.04%	0.87%	0.29%	0.87%	22.76%	30.83%	25.58%	27.1%
<b>Total</b>	<b>1.23%</b>	<b>0.72%</b>	<b>0.18%</b>	<b>0.80%</b>	<b>23.60%</b>	<b>21.90%</b>	<b>21.41%</b>	<b>29.3%</b>
<b>Counseling for Nutrition:</b>								
3-11 yrs	1.65%	3.96%	1.04%	4.71%	56.94%	52.23%	52.84%	49.6%
12-17 yrs	1.18%	0.70%	0.76%	2.11%	48.78%	51.67%	52.71%	41.1%
<b>Total</b>	<b>1.51%</b>	<b>2.88%</b>	<b>0.95%</b>	<b>3.57%</b>	<b>54.50%</b>	<b>52.07%</b>	<b>52.80%</b>	<b>46.2%</b>
<b>Counseling for Physical Activity: 3-11 yrs</b>	0.02%	0.00%	0.00%	0.03%	47.92%	40.55%	45.74%	33.0%
12-17 yrs	0.05%	0.00%	0.04%	0.04%	40.65%	46.67%	50.39%	37.2%
<b>Total</b>	<b>0.03%</b>	<b>0.00%</b>	<b>0.01%</b>	<b>0.03%</b>	<b>45.74%</b>	<b>42.34%</b>	<b>47.20%</b>	<b>35.3%</b>
<b>Childhood Immunization Status (CIS):</b>								
DTaP/DT	84.10%	79.08%	81.51%	79.32%	78.59%	82.00%	78.10%	81.8%
IPV	94.22%	94.65%	96.35%	91.24%	93.67%	96.59%	93.43%	90.7%
MMR	93.49%	90.51%	91.24%	88.32%	88.32%	94.40%	90.51%	91.7%
HiB	94.22%	91.48%	91.73%	89.05%	88.32%	93.92%	87.10%	95.4%
HepB	93.01%	93.43%	95.86%	90.51%	92.70%	94.65%	93.43%	91.8%
VZV	92.53%	89.29%	92.21%	90.02%	89.78%	94.65%	91.97%	91.3%
PCV	85.78%	79.81%	82.00%	79.08%	81.02%	83.45%	80.54%	79.3%
HepA	43.13%	40.63%	38.20%	37.47%	42.34%	41.61%	37.96%	34.8%
RV	66.99%	65.45%	61.56%	47.69%	67.88%	71.05%	64.48%	49.9%
Influenza	54.46%	42.34%	17.76%	49.15%	37.71%	50.12%	19.46%	40.0%
Combination 2	77.83%	73.24%	75.67%	73.48%	70.32%	76.89%	69.10%	76.6%
Combination 3	74.94%	68.61%	71.29%	69.34%	66.67%	72.99%	65.21%	71.0%
Combination 4	38.31%	35.77%	35.04%	34.06%	35.77%	38.44%	33.82%	29.5%
Combination 5	56.14%	51.09%	50.85%	40.39%	51.82%	59.12%	46.96%	42.0%
Combination 6	46.51%	35.28%	14.84%	40.15%	30.17%	43.07%	16.79%	32.9%
Combination 7	28.67%	28.22%	26.52%	20.92%	30.66%	30.90%	26.52%	19.7%
Combination 8	26.51%	20.68%	8.76%	20.92%	16.30%	24.57%	10.71%	16.0%
Combination 9	37.83%	29.68%	12.41%	24.33%	27.25%	37.47%	11.68%	21.1%
Combination 10	21.69%	18.00%	7.06%	13.14%	16.06%	21.17%	7.79%	11.7%

Table 2-5a. HEDIS 2011 Plan-Specific Rates: Effectiveness of Care Measures

Measure	Amerigroup	BlueCare		TennCare Select	UnitedHealthcare			HEDIS 2010 National Medicaid 50th Percentile
		-East	-West		-East	-Middle	-West	
<b>Immunizations for Adolescents (IMA):</b>								
Meningococcal	48.91%	50.42%	40.20%	46.80%	49.88%	54.99%	41.12%	46.7%
Tdap/Td	53.69%	58.65%	46.11%	51.83%	57.66%	61.56%	42.82%	60.8%
Combination 1	44.26%	45.79%	35.26%	42.31%	46.23%	51.82%	35.77%	42.4%
<b>Lead Screening in Children (LSC)</b>	74.94%	65.86%	71.72%	64.15%	68.86%	74.70%	70.07%	71.6%
<b>Breast Cancer Screening (BCS)</b>	42.71%	48.78%	45.19%	24.81%	41.01%	44.21%	35.31%	52.0%
<b>Cervical Cancer Screening (CCS)</b>	70.66%	66.05%	71.04%	37.97%	67.90%	67.92%	59.71%	67.8%
<b>Chlamydia Screening in Women (CHL):</b>								
16-20 year-old women	50.99%	49.33%	63.29%	50.79%	45.98%	52.79%	60.77%	53.0%
21-24 year-old women	58.74%	56.42%	70.76%	NA	55.89%	60.23%	67.06%	62.4%
<b>Total</b>	<b>54.07%</b>	<b>52.20%</b>	<b>66.56%</b>	<b>50.77%</b>	<b>49.53%</b>	<b>56.11%</b>	<b>63.43%</b>	<b>55.7%</b>
<b>Respiratory Conditions</b>								
<b>Appropriate Testing for Children with Pharyngitis (CWP)</b>	75.29%	71.69%	72.01%	69.97%	70.02%	73.26%	69.23%	65.5%
<b>Appropriate Treatment for Children with Upper Respiratory Infection (URI)</b>	77.10%	73.11%	74.67%	72.24%	72.42%	75.98%	77.40%	85.8%
<b>Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)</b>	20.51%	19.22%	22.29%	20.65%	21.76%	22.70%	24.86%	23.5%
<b>Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)</b>	25.21%	33.59%	36.59%	NA	32.24%	30.49%	NA	28.0%
<b>Pharmacotherapy Management of COPD Exacerbation (PCE):</b>								
Systemic corticosteroid	42.64%	45.38%	37.50%	NA	47.72%	37.82%	42.86%	63.4%
Bronchodilator	67.47%	76.23%	82.33%	NA	71.12%	74.94%	67.62%	84.1%
<b>Use of Appropriate Medications for People with Asthma (ASM):</b>								
5-11 years old	94.75%	96.01%	90.83%	96.27%	94.83%	93.03%	89.42%	92.2%
12-50 years old	82.38%	86.81%	80.31%	91.23%	83.45%	78.29%	79.42%	86.3%
<b>Total</b>	<b>88.64%</b>	<b>91.16%</b>	<b>85.45%</b>	<b>93.88%</b>	<b>88.83%</b>	<b>85.55%</b>	<b>84.21%</b>	<b>88.6%</b>
<b>Cardiovascular Conditions</b>								
<b>Cholesterol Management for Patients with Cardiovascular Conditions (CMC):</b>								
LDL-C Screening	78.27%	81.51%	80.78%	NA	78.83%	80.29%	83.94%	80.9%
LDL-C Controlled (<100 mg/dL)	40.42%	41.85%	29.20%	NA	34.79%	32.60%	30.90%	43.2%

Table 2-5a. HEDIS 2011 Plan-Specific Rates: Effectiveness of Care Measures

Measure	Amerigroup	BlueCare		TennCare Select	UnitedHealthcare			HEDIS 2010 National Medicaid 50th Percentile
		-East	-West		-East	-Middle	-West	
Controlling High Blood Pressure (CBP)	58.96%	56.61%	57.18%	57.23%	49.39%	48.66%	42.58%	57.1%
Persistence of Beta-Blocker Treatment after a Heart Attack (PBH)	71.67%	85.88%	64.52%	NA	61.04%	88.71%	52.17%	77.8%
<b>Diabetes</b>								
<b>Comprehensive Diabetes Care (CDC):</b>								
HbA1c Testing	83.08%	81.04%	80.03%	74.61%	77.58%	75.00%	75.26%	81.1%
HbA1c Control (<7.0%)	37.96%	42.82%	32.36%	38.46%	35.17%	30.10%	23.55%	35.5%
HbA1c Control (<8.0%)	52.09%	54.34%	40.59%	44.04%	43.15%	37.82%	32.05%	46.6%
Retinal Eye Exam Performed	28.98%	46.13%	38.95%	52.85%	34.79%	33.97%	30.38%	54.0%
LDL-C Screening	76.21%	78.20%	74.47%	63.73%	72.85%	73.21%	71.28%	75.4%
LDL-C Controlled (<100 mg/dL)	34.34%	33.65%	26.68%	32.12%	27.15%	26.92%	23.33%	33.6%
Medical Attention for Nephropathy	76.21%	75.83%	73.65%	52.33%	71.39%	69.74%	71.67%	77.7%
Blood Pressure Control (<130/80 mm Hg)	36.68%	40.28%	32.08%	45.60%	39.52%	32.69%	27.69%	32.5%
Blood Pressure Control (<140/90 mm Hg)	58.29%	59.56%	51.39%	62.18%	58.06%	52.56%	46.28%	61.6%
<b>Musculoskeletal Conditions</b>								
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)	53.33%	64.90%	59.43%	NA	60.92%	49.39%	54.10%	71.5%
Use of Imaging Studies for Low Back Pain (LBP)	70.71%	66.98%	70.30%	70.37%	64.32%	67.11%	68.22%	76.2%
<b>Behavioral Health</b>								
<b>Antidepressant Medication Management (AMM):</b>								
Effective Acute Phase Treatment	48.63%	46.96%	44.35%	64.38%	50.41%	44.36%	48.73%	48.1%
Effective Continuation Phase Treatment	28.78%	27.39%	25.80%	36.99%	32.04%	26.16%	29.60%	31.0%
<b>Follow-Up Care for Children Prescribed ADHD Medication (ADD):</b>								
Initiation Phase	62.25%	40.42%	34.05%	32.55%	40.84%	33.36%	30.97%	35.7%
Continuation and Maintenance Phase	70.78%	44.57%	45.24%	40.07%	46.69%	41.75%	41.28%	42.1%
<b>Follow-Up After Hospitalization for Mental Illness (FUH):</b>								
7-day follow-up	51.80%	37.75%	23.02%	34.07%	48.09%	53.91%	42.13%	43.5%
30-day follow-up	71.77%	66.01%	50.63%	56.86%	68.52%	74.18%	63.46%	62.6%

Table 2-5a. HEDIS 2011 Plan-Specific Rates: Effectiveness of Care Measures

Measure	Amerigroup	BlueCare		TennCare Select	UnitedHealthcare			HEDIS 2010 National Medicaid 50th Percentile
		-East	-West		-East	-Middle	-West	
<b>Medication Management</b>								
<b>Annual Monitoring for Patients on Persistent Medications (MPM):</b>								
ACE Inhibitors or ARBs	88.00%	90.28%	91.25%	84.09%	90.60%	88.79%	89.21%	86.3%
Digoxin	88.04%	95.50%	94.06%	NA	91.30%	86.49%	90.10%	90.0%
Diuretics	88.56%	91.05%	89.89%	87.06%	90.75%	90.70%	88.01%	86.1%
Anticonvulsants	71.95%	78.46%	74.17%	74.58%	76.59%	75.11%	73.77%	68.6%
<b>Total</b>	<b>86.30%</b>	<b>89.07%</b>	<b>88.67%</b>	<b>78.16%</b>	<b>88.99%</b>	<b>87.76%</b>	<b>86.63%</b>	<b>84.3%</b>
<b>Measures Collected Through CAHPS Health Plan Survey</b>								
<b>Medical Assistance with Smoking and Tobacco Use Cessation (MSC):</b>								
Advising Smokers and Tobacco Users to Quit*	78.45%	78.92%	69.41%	61.11%	72.48%	75.52%	66.41%	
Discussing Cessation Medications*	40.63%	40.40%	33.33%	37.65%	39.80%	38.68%	36.43%	
Discussing Cessation Strategies*	32.75%	40.92%	40.27%	37.27%	30.90%	33.33%	31.15%	

\*The three MSC rates were not included in Quality Compass in 2010 because the measure was revised; a rolling average was used for the measure's rates; therefore, two years of data is needed (rates will be calculated in 2011).

For the Effectiveness of Care Measure – Comprehensive Diabetes Care: HbA1c Poor Control (> 9.0%) presented in **Table 2-5b**, a lower rate (particularly one below the national 50th percentile) is an indication of better performance. For example, a rate in the 10th percentile is better than a rate in the 90th percentile.

Table 2-5b. HEDIS 2011 Plan-Specific Rates: Effectiveness of Care Measure Where Lower Rates Indicate Better Performance

Measure	Amerigroup	BlueCare		TennCare Select	UnitedHealthcare			HEDIS 2010 National Medicaid 50th Percentile
		-East	-West		East	Middle	West	
<b>Comprehensive Diabetes Care (CDC):</b>								
HbA1c Poor Control (>9.0%)	39.03%	37.76%	51.72%	48.70%	51.15%	54.23%	60.51%	43.2%

Table 2-6a. HEDIS 2011 Plan-Specific Rates: Access/Availability of Care Measures

Measure	Amerigroup	BlueCare		TennCare Select	UnitedHealthcare			HEDIS 2010 National Medicaid 50th Percentile
		-East	-West		East	Middle	West	
<b>Adults' Access to Preventive/Ambulatory Health Services (AAP):</b>								
20-44 year-olds	80.85%	84.58%	79.91%	66.50%	78.32%	83.22%	73.12%	82.9%
45-64 year-olds	84.48%	90.96%	85.02%	51.30%	83.46%	88.98%	78.47%	88.1%
<b>Children and Adolescents' Access to Primary Care Practitioners (CAP):</b>								
12-24 months	97.42%	98.00%	97.21%	94.11%	96.87%	97.63%	95.12%	96.8%
25 months-6 years	90.52%	91.85%	89.71%	91.09%	88.01%	91.01%	86.88%	89.8%
7-11 years	92.19%	93.97%	94.05%	93.01%	90.66%	92.99%	91.41%	91.3%
12-19 years	90.62%	92.13%	87.54%	86.57%	87.99%	89.68%	83.04%	88.9%
<b>Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment (IET):</b>								
<b>Initiation of AOD Treatment:</b>								
13-17 years	48.86%	59.56%	64.58%	66.00%	68.31%	73.67%	64.37%	41.4%
18 + years	35.64%	46.54%	40.09%	56.05%	64.57%	72.09%	60.51%	43.9%
<b>Total</b>	<b>36.37%</b>	<b>47.53%</b>	<b>41.47%</b>	<b>61.05%</b>	<b>64.82%</b>	<b>72.17%</b>	<b>60.72%</b>	<b>43.9%</b>
<b>Engagement of AOD Treatment:</b>								
13-17 years	37.88%	38.26%	25.52%	36.00%	44.72%	46.98%	23.56%	13.9%
18 + years	15.96%	13.17%	8.04%	21.30%	18.12%	19.52%	10.66%	8.5%
<b>Total</b>	<b>17.16%</b>	<b>15.07%</b>	<b>9.03%</b>	<b>28.68%</b>	<b>19.89%</b>	<b>20.92%</b>	<b>11.35%</b>	<b>10.2%</b>
<b>Prenatal and Postpartum Care (PPC):</b>								
Timeliness of Prenatal Care	86.01%	95.13%	80.29%	70.83%	83.42%	81.41%	65.21%	86.0%
Postpartum Care	57.51%	75.18%	62.04%	51.04%	57.65%	63.32%	51.34%	65.5%
<b>Call Answer Timeliness (CAT)</b>	<b>93.68%</b>	<b>95.73%</b>	<b>94.65%</b>	<b>94.88%</b>	<b>87.98%</b>	<b>87.98%</b>	<b>87.98%</b>	<b>83.0%</b>

For the Access/Availability of Care Measure – Call Abandonment (CAB) presented in Table 2-6b, a lower rate (particularly one below the national 50th percentile) is an indication of better performance. For example, a rate in the 10th percentile is better than a rate in the 90th percentile.

Table 2-6b. HEDIS 2011 Plan-Specific Rates: Access/Availability of Care Measure Where Lower Rates Indicate Better Performance

Measure	Amerigroup	BlueCare		TennCare Select	UnitedHealthcare			HEDIS 2010 National Medicaid 50th Percentile
		-East	-West		East	Middle	West	
<b>Call Abandonment (CAB)</b>	<b>0.49%</b>	<b>0.47%</b>	<b>0.67%</b>	<b>0.46%</b>	<b>1.03%</b>	<b>1.03%</b>	<b>1.03%</b>	<b>2.6%</b>

Table 2-7. HEDIS 2011 Plan-Specific Rates: Use of Services Measures

Measure	Amerigroup	BlueCare		TennCare Select	UnitedHealthcare			HEDIS 2010 National Medicaid 50th Percentile
		-East	-West		East	Middle	West	
<b>Frequency of Ongoing Prenatal Care (FPC):</b>								
≥ 81 percent	63.10%	81.51%	57.91%	44.76%	50.00%	NR	38.20%	64.2%
<b>Well-Child Visits in the First 15 Months of Life (W15):</b>								
6 or More Visits	62.83%	57.97%	39.48%	34.33%	61.30%	67.45%	46.47%	60.1%
<b>Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)</b>	72.02%	70.91%	74.67%	71.51%	71.28%	70.47%	71.49%	71.8%
<b>Adolescent Well-Care Visits (AWC)</b>	47.69%	46.23%	48.66%	47.20%	44.28%	43.80%	45.26%	46.8%

Tables 2-9 through 2-11 display the plan-specific performance rates for the CAHPS survey results. Table 2-8 details the color-coding and the MCO rating scale, as well as any additional comments, used in Tables 2-9 through 2-11 to indicate the rating achieved. CAHPS measure results with an 'NA' indicate that there were fewer than 100 valid responses and hence results are not presented. For all CAHPS survey results, performance is measured against the calculated statewide average. The 2010 National Medicaid Benchmarking data were obtained from AHRQ's website: [www.cahps.ahrq.gov](http://www.cahps.ahrq.gov).

Table 2-8. MCO 2011 CAHPS Rating Determination





Color Designation	Rating Scale	Additional Comments
	Greater than one standard deviation above the statewide average	No additional comments
	Within one standard deviation above or below the statewide average	No additional comments
	Greater than one standard deviation below the statewide average	No additional comments
NA	Not Applicable	The survey question was not applicable (NA) because there were less than 100 valid responses.
	No Rating Available	Benchmarking data were not available.

Table 2-9. 2011 CAHPS 4.0H Adult Medicaid Survey Results

Amerigroup	BlueCare		TennCare <i>Select</i>	UnitedHealthcare			Statewide Average	2010 National Medicaid CAHPS Benchmarking
	-East	-West		-East	-Middle	-West		
<b>1. Getting Needed Care (Always + Usually)</b>								
79.22%	78.97%	78.55%	82.04%	74.50%	76.25%	74.78%	77.76%	76%
<b>2. Customer Service (Always + Usually)</b>								
NA	NA	NA	NA	NA	NA	NA	NA	79%
<b>3. Getting Care Quickly (Always + Usually)</b>								
83.25%	84.12%	82.67%	83.92%	79.07%	81.64%	77.99%	81.81%	79%
<b>4. How Well Doctors Communicate (Always + Usually)</b>								
86.90%	86.44%	86.25%	91.09%	85.46%	84.62%	86.57%	86.76%	88%
<b>5. Shared Decision Making (Definitely Yes)</b>								
54.07%	53.84%	57.31%	59.52%	60.17%	56.44%	52.33%	56.24%	
<b>6. Rating of Personal Doctor (9+10)</b>								
57.82%	63.52%	64.17%	64.47%	59.59%	60.00%	57.58%	61.02%	84%
<b>7. Rating of Specialist Seen Most Often (9+10)</b>								
68.91%	61.50%	58.20%	68.42%	58.58%	64.46%	57.28%	62.48%	84%
<b>8. Rating of All Health Care (9+10)</b>								
51.41%	48.03%	48.93%	50.53%	45.53%	44.88%	46.10%	47.92%	78%
<b>9. Rating of Health Plan (9+10)</b>								
51.71%	61.49%	58.14%	61.63%	52.38%	53.69%	58.52%	56.79%	80%

In Tables 2-10 and 2-11 the National Medicaid CAHPS Benchmarking data for the 4.0H Child Medicaid Survey aggregate results from the surveys for General Population (CPC) and Children with Chronic Conditions (CCC) and are acceptable as benchmarks for both. There are no benchmarking data specific to the supplemental questions in the CCC survey set.

Table 2-10. 2011 CAHPS 4.0H Child Medicaid Survey Results (General Population)

Amerigroup	BlueCare		TennCare <i>Select</i>	UnitedHealthcare			Statewide Average	2010 National Medicaid CAHPS Benchmarking
	-East	-West		-East	-Middle	-West		
<b>1. Getting Needed Care (Always + Usually)</b>								
85.03%	84.44%	NA	85.71%	87.37%	86.88%	NA	85.89%	77%
<b>2. Customer Service (Always + Usually)</b>								
NA	NA	NA	NA	NA	NA	NA	NA	79%
<b>3. Getting Care Quickly (Always + Usually)</b>								
90.69%	92.75%	87.69%	91.94%	91.08%	89.44%	84.91%	89.79%	86%
<b>4. How Well Doctors Communicate (Always + Usually)</b>								
91.81%	92.67%	91.91%	92.10%	91.50%	94.15%	90.51%	92.09%	91%
<b>5. Shared Decision Making (Definitely Yes)</b>								
68.78%	66.13%	69.69%	71.84%	62.60%	65.61%	57.78%	66.06%	
<b>6. Rating of Personal Doctor (9+10)</b>								
72.81%	72.54%	70.90%	66.94%	66.67%	74.09%	67.02%	70.14%	92%
<b>7. Rating of Specialist Seen Most Often (9+10)</b>								
NA	70.00%	NA	72.16%	73.33%	NA	NA	71.83%	89%
<b>8. Rating of All Health Care (9+10)</b>								
69.36%	67.11%	62.07%	62.69%	61.59%	68.25%	62.12%	64.74%	89%
<b>9. Rating of Health Plan (9+10)</b>								
70.82%	74.04%	72.31%	67.53%	65.05%	73.74%	62.66%	69.45%	89%

**Table 2-11. 2011 CAHPS 4.0H Child Medicaid Survey Results  
(Children with Chronic Conditions)**

Amerigroup	BlueCare		TennCare <i>Select</i>	UnitedHealthcare			Statewide Average	2010 National Medicaid CAHPS Benchmarking
	-East	-West		-East	-Middle	-West		
<b>1. Getting Needed Care (Always + Usually)</b>								
85.44%	86.78%	81.22%	85.21%	84.59%	82.44%	81.74%	83.92%	77%
<b>2. Customer Service (Always + Usually)</b>								
NA	NA	NA	80.25%	NA	NA	NA	80.25%	79%
<b>3. Getting Care Quickly (Always + Usually)</b>								
91.77%	94.46%	90.46%	91.44%	92.14%	91.17%	89.99%	91.63%	86%
<b>4. How Well Doctors Communicate (Always + Usually)</b>								
91.66%	93.11%	93.52%	92.63%	92.47%	93.35%	91.37%	92.59%	91%
<b>5. Shared Decision Making (Definitely Yes)</b>								
68.01%	68.06%	71.04%	74.08%	63.47%	65.39%	61.78%	67.40%	
<b>6. Rating of Personal Doctor (9+10)</b>								
74.68%	72.63%	73.81%	67.50%	67.14%	74.85%	68.18%	71.26%	92%
<b>7. Rating of Specialist Seen Most Often (9+10)</b>								
69.01%	72.95%	71.13%	69.55%	69.53%	66.85%	64.54%	69.08%	89%
<b>8. Rating of All Health Care (9+10)</b>								
63.73%	65.57%	64.11%	61.46%	58.45%	59.88%	59.00%	61.74%	89%
<b>9. Rating of Health Plan (9+10)</b>								
65.49%	72.00%	71.28%	66.83%	61.05%	66.55%	59.91%	66.16%	89%
<b>10. Access to Prescription Medicines (Always + Usually )</b>								
93.96%	93.12%	91.72	90.17%	92.15%	91.79%	91.58%	92.07%	
<b>11. Access to Specialized Services (Always + Usually )</b>								
NA	NA	NA	76.15%	76.96%	74.58%	NA	75.90%	
<b>12. Family-Centered Care: Getting Needed Information (Always + Usually)</b>								
87.27%	90.63%	89.12%	88.86%	91.70%	91.45%	87.64%	89.52%	
<b>13. Family-Centered Care: Personal Doctor or Nurse Who Knows Child (Yes)</b>								
89.17%	87.29%	90.65%	90.50%	87.87%	89.03%	86.81%	88.76%	
<b>14. Family-Centered Care: Coordination of Care (Yes)</b>								
81.63%	81.90%	NA	82.20%	80.21%	78.35%	NA	80.86%	

# APPENDICES

## APPENDIX A | 2011 HEDIS Additional Measures, Rates and Benchmarks

### Use of Services Measures Added Initially in 2009 Reporting Frequency of Selected Procedure (FSP)

This measure summarized the utilization of frequently performed procedures that often show wide regional variation and have generated concern regarding potentially inappropriate utilization.

#### Ambulatory Care (AMB)

This measure summarizes utilization of ambulatory care in the following categories:

- ◆ Outpatient Visits
- ◆ ED Visits

#### Inpatient Utilization – General Hospital/Acute Care (IPU)

This measure summarizes utilization of acute inpatient care and services in the following categories:

- ◆ Total IP
- ◆ Surgery
- ◆ Medicine
- ◆ Maternity

#### Identification of Alcohol and Other Drug Services (IAD)

This measure summarizes the number and percentage of members with an AOD claim who received the following chemical dependency services during the measurement year:

- ◆ Any services
- ◆ Intensive outpatient or partial hospitalization
- ◆ IP
- ◆ Outpatient or ED

#### Mental Health Utilization (MPT)

The number and percentage of members receiving the following mental health services during the measurement year:

- ◆ Any services
- ◆ Intensive outpatient or partial hospitalization
- ◆ IP
- ◆ Outpatient or ED

#### Antibiotic Utilization (ABX)

This measure summarizes the following data on outpatient utilization of antibiotic prescriptions during the measurement year, stratified by age and gender:

- ◆ Average number of antibiotic prescription per member per year (PMPY)
- ◆ Average days supplied per antibiotic prescription
- ◆ Average number of prescription PMPY for antibiotic of concern
- ◆ Percentage of antibiotic of concern for all antibiotic prescriptions
- ◆ Average number of antibiotics PMPY reported by drug class:
  - ◆ For selected 'antibiotics of concern'
  - ◆ For all other antibiotics

## Use of Services Measures: Plan-Specific Rates/National Benchmarks

In **Table A1**, cells are shaded gray for those measures where age and/or sex segregation data were not available and 'NA' is a representation of Not Applicable.

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
<b>Frequency of Ongoing Prenatal Care (FPC):</b>														
<21%	NA	5.85%	1.46%	4.14%	9.09%	12.76%	NR	12.90%	10.3%	2.2%	3.4%	7.0%	13.9%	22.2%
21-40%	NA	7.38%	2.68%	6.08%	10.14%	15.31%	NR	12.17%	6.3%	2.1%	2.8%	4.6%	7.9%	13.4%
41-60%	NA	8.40%	4.87%	9.00%	17.13%	9.18%	NR	17.27%	8.0%	3.4%	5.3%	7.2%	10.2%	13.6%
61-80%	NA	15.27%	9.49%	22.87%	18.88%	12.76%	NR	19.46%	13.9%	7.5%	10.1%	13.5%	17.5%	19.9%
81+%	NA	63.10%	81.51%	57.91%	44.76%	50.00%	NR	38.20%	61.6%	31.5%	52.1%	64.2%	73.7%	82.2%
<b>Well-Child Visits in the First 15 Months of Life (W15):</b>														
0 Visits	NA	0.79%	1.11%	1.53%	8.32%	1.69%	0.52%	3.16%	2.3%	0.5%	0.7%	1.4%	2.9%	5.1%
1 Visits	NA	1.31%	2.11%	3.35%	4.81%	2.82%	2.60%	5.60%	2.1%	0.5%	1.0%	1.6%	3.0%	4.4%
2 Visits	NA	2.36%	3.61%	6.38%	6.11%	5.93%	1.82%	8.03%	3.4%	1.2%	2.1%	2.8%	4.6%	5.9%
3 Visits	NA	5.76%	6.07%	10.81%	8.58%	7.63%	5.99%	11.68%	5.7%	2.1%	3.7%	5.4%	7.4%	9.5%
4 Visits	NA	9.42%	11.10%	16.67%	17.43%	9.60%	8.59%	12.65%	10.7%	5.7%	7.5%	10.3%	12.7%	15.3%
5 Visits	NA	17.54%	18.03%	21.78%	20.42%	11.02%	13.02%	12.41%	16.4%	10.4%	13.4%	16.5%	18.9%	22.2%
6 or More Visits	NA	62.83%	57.97%	39.48%	34.33%	61.30%	67.45%	46.47%	59.4%	40.9%	52.2%	60.1%	69.7%	76.3%
<b>Frequency of Selected Procedures (FSP)</b>														
<b>Bariatric weight loss surgery:</b>														
0-19		0.00	0.00	0.00	0.00	0.00	0.00	0.00						
20-44	M&F	0.03	0.02	0.01	0.00	0.07	0.03	0.01						
45-64		0.04	0.03	0.02	0.00	0.07	0.04	0.01						
<b>Tonsillectomy - Procedures /1,000 Member Months:</b>														
0-9		0.97	1.50	0.70	1.42	1.47	1.08	0.71	0.7	0.3	0.5	0.7	0.9	1.1
10-19	M&F	0.49	0.65	0.35	0.41	0.75	0.57	0.37	0.4	0.1	0.2	0.4	0.5	0.6
<b>Hysterectomy – Abdominal (A) and Vaginal (V) - Procedures /1,000 Member Months:</b>														
A 15-44	F	0.28	0.28	0.24	0.03	0.23	0.36	0.17	0.3	0.1	0.2	0.3	0.3	0.4
A 45-64		0.45	0.27	0.45	0.00	0.33	0.38	0.43	0.6	0.2	0.4	0.5	0.7	0.9
V 15-44	F	0.26	0.49	0.08	0.01	0.40	0.34	0.10	0.2	0.0	0.1	0.1	0.2	0.3
V 45-64		0.29	0.34	0.17	0.00	0.38	0.28	0.11	0.2	0.0	0.1	0.2	0.3	0.5

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
<b>Cholecystectomy – Open (O) and Closed/Laparoscopic (C) - Procedures /1,000 Member Months:</b>														
O 30-64	M	0.06	0.07	0.04	0.48	0.03	0.08	0.03	0.0	0.0	0.0	0.0	0.1	0.1
O 15-44	F	0.01	0.02	0.02	0.08	0.02	0.02	0.02	0.0	0.0	0.0	0.0	0.0	0.0
O 45-64		0.07	0.05	0.12	0.60	0.02	0.09	0.08	0.1	0.0	0.0	0.0	0.1	0.2
C 30-64	M	0.48	0.58	0.30	2.42	0.60	0.55	0.25	0.3	0.1	0.2	0.3	0.4	0.5
C 15-44	F	0.97	1.21	0.67	1.28	1.23	1.09	0.64	0.8	0.4	0.6	0.8	1.0	1.2
C 45-64		0.83	1.03	0.71	3.01	0.97	1.09	0.72	0.8	0.3	0.5	0.7	0.9	1.2
<b>Back Surgery - Procedures /1,000 Member Months:</b>														
20-44	M	0.45	0.46	0.33	0.60	0.52	0.67	0.24	0.3	0.0	0.2	0.3	0.5	0.6
	F	0.34	0.30	0.16	0.08	0.33	0.48	0.13	0.2	0.0	0.1	0.2	0.3	0.4
45-64	M	0.88	0.75	0.50	0.45	0.91	1.08	0.42	0.6	0.1	0.4	0.6	0.9	1.1
	F	0.91	0.70	0.52	0.30	0.71	1.00	0.24	0.6	0.1	0.3	0.6	0.8	1.0
<b>Mastectomy - Procedures /1,000 Member Months:</b>														
15-44	F	0.03	0.04	0.04	0.00	0.03	0.02	0.01	0.0	0.0	0.0	0.0	0.0	0.0
45-64		0.21	0.51	0.67	0.00	0.26	0.46	0.19	0.2	0.0	0.1	0.1	0.2	0.3
<b>Lumpectomy - Procedures /1,000 Member Months:</b>														
15-44	F	0.18	0.24	0.24	0.07	0.21	0.25	0.14	0.2	0.1	0.1	0.2	0.2	0.3
45-64		0.81	0.97	1.25	0.30	0.47	1.05	0.33	0.5	0.0	0.3	0.5	0.6	0.8
<b>Ambulatory Care: Total (AMB)</b>														
<b>Outpatient Visits - Visits/1,000 Member Months:</b>														
<1	NA	788.18	839.75	707.18	941.09	795.64	807.61	658.49	718.3	486.6	641.4	743.2	822.5	885.9
1-9	NA	309.42	349.47	294.81	451.87	286.07	315.55	255.01	312.7	206.2	269.2	311.6	351.0	394.7
10-19	NA	247.59	298.87	235.47	302.68	230.47	238.19	178.74	243.1	159.8	210.5	241.7	283.6	316.7
20-44	NA	395.70	476.84	390.30	261.45	369.98	472.52	315.55	432.9	252.1	376.0	428.8	496.7	571.3
45-64	NA	660.19	811.55	695.02	311.96	599.72	806.43	512.28	606.7	374.6	516.4	625.6	710.6	805.2
65-74	NA	522.03	616.37	498.09	261.29	268.51	206.24	220.30	880.3	157.0	315.6	534.2	720.2	865.8
75-84	NA	231.62	300.23	239.11	17.24	47.72	51.45	39.20	541.0	23.5	250.0	480.5	611.1	826.4
85+	NA	64.39	175.09	153.10	0.00	29.68	21.49	9.62	441.8	23.9	254.0	395.4	546.5	751.2
Unknown	NA													
<b>Total</b>	<b>NA</b>	<b>363.03</b>	<b>433.58</b>	<b>347.58</b>	<b>367.59</b>	<b>338.11</b>	<b>388.49</b>	<b>283.41</b>	<b>367.2</b>	<b>248.7</b>	<b>317.6</b>	<b>365.9</b>	<b>416.7</b>	<b>470.5</b>

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
<b>ED Visits - Visits/1,000 Member Months:</b>														
<1	NA	88.52	121.01	120.02	110.63	119.04	92.30	111.96	98.3	70.6	87.2	99.3	110.2	127.2
1-9	NA	48.08	69.86	55.02	64.83	65.15	51.01	50.67	56.3	41.9	50.2	56.6	62.3	71.3
10-19	NA	49.23	70.17	43.88	59.12	67.14	53.48	41.47	46.9	31.8	39.6	46.2	54.0	62.0
20-44	NA	109.10	141.31	104.23	94.18	137.46	124.24	97.99	105.2	68.8	81.7	107.7	126.6	144.5
45-64	NA	83.79	116.26	96.00	68.82	96.18	100.46	85.40	79.6	46.1	60.1	82.9	101.0	113.2
65-74	NA	40.03	68.72	57.31	103.23	38.32	19.10	28.34	57.5	0.0	20.3	35.2	51.1	80.0
75-84	NA	20.64	25.29	31.22	68.97	5.14	5.23	2.98	37.2	0.0	9.2	23.1	40.5	57.0
85+	NA	7.15	11.75	12.09	0.00	3.84	1.66	1.43	25.5	0.0	0.0	21.9	37.1	62.1
Unknown	NA													
<b>Total</b>	<b>NA</b>	<b>68.46</b>	<b>95.88</b>	<b>70.42</b>	<b>64.41</b>	<b>88.42</b>	<b>75.10</b>	<b>65.08</b>	<b>67.4</b>	<b>48.3</b>	<b>58.5</b>	<b>67.7</b>	<b>77.2</b>	<b>84.7</b>
<b>Inpatient Utilization—General Hospital/Acute Care: Total (IPU)</b>														
<b>Total Inpatient</b>														
<b>Discharges - Discharges/1,000 Member Months:</b>														
<1	NA	11.02	12.27	9.63	37.27	9.03	9.49	8.34	11.6	6.0	8.1	10.3	12.6	15.0
1-9	NA	1.41	3.60	2.14	9.59	1.42	1.42	1.27	2.6	1.3	1.7	2.1	2.6	3.1
10-19	NA	3.27	6.52	4.17	7.06	3.46	3.64	3.28	4.4	2.6	3.1	3.9	4.8	5.8
20-44	NA	15.56	21.14	16.81	67.95	14.80	18.29	15.32	22.9	13.2	15.3	19.3	26.9	36.6
45-64	NA	28.48	34.01	27.78	52.93	25.85	26.74	25.68	21.4	8.3	12.9	20.1	27.8	33.0
65-74	NA	22.84	40.02	32.21	177.42	17.48	9.90	15.53	23.7	0.0	6.0	15.3	23.0	32.8
75-84	NA	6.55	16.86	21.36	275.86	4.22	4.84	3.58	23.6	0.0	4.4	18.2	27.4	35.5
85+	NA	4.77	17.63	20.15	441.18	2.41	4.08	1.17	29.7	0.0	0.0	20.1	39.0	62.5
Unknown	NA													
<b>Total</b>	<b>NA</b>	<b>7.89</b>	<b>12.33</b>	<b>8.59</b>	<b>12.73</b>	<b>7.94</b>	<b>8.50</b>	<b>7.60</b>	<b>8.9</b>	<b>6.3</b>	<b>7.1</b>	<b>8.6</b>	<b>9.9</b>	<b>11.8</b>
<b>Days - Days/1,000 Member Months:</b>														
<1	NA	72.90	43.35	58.28	599.35	56.91	48.93	64.20	73.6	24.1	34.0	50.3	68.3	97.6
1-9	NA	4.64	7.63	6.01	61.25	5.03	4.44	4.35	13.7	3.7	4.6	6.2	8.2	10.8
10-19	NA	9.98	14.88	10.44	43.05	12.33	11.27	10.71	17.4	7.5	9.5	12.0	14.8	18.2
20-44	NA	50.36	74.74	68.63	256.01	53.64	58.88	54.24	71.7	42.3	50.0	62.4	84.7	111.9
45-64	NA	152.24	391.15	293.41	593.39	157.29	131.59	166.55	114.9	33.2	59.4	103.5	144.7	177.3
65-74	NA	162.28	640.54	400.38	1,061.29	91.00	69.33	104.71	127.8	0.0	16.5	82.0	137.3	183.3
75-84	NA	15.61	1,243.09	792.11	3,431.03	23.45	20.14	29.81	128.3	0.0	15.2	91.0	153.8	258.7
85+	NA	23.85	3,641.21	1,087.03	1,882.35	13.14	25.10	6.11	165.6	0.0	0.0	102.8	187.5	340.7
Unknown	NA													
<b>Total</b>	<b>NA</b>	<b>31.44</b>	<b>68.85</b>	<b>45.78</b>	<b>81.02</b>	<b>35.43</b>	<b>31.38</b>	<b>33.81</b>	<b>37.5</b>	<b>20.4</b>	<b>25.1</b>	<b>31.4</b>	<b>37.5</b>	<b>47.0</b>

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
<b>Average Length of Stay - Average # of Days:</b>														
<1	NA	6.62	3.53	6.06	16.08	6.31	5.15	7.70	5.2	3.2	3.8	4.6	6.0	7.7
1-9	NA	3.29	2.12	2.81	6.38	3.56	3.13	3.43	3.5	2.4	2.6	3.0	3.5	4.0
10-19	NA	3.05	2.28	2.51	6.10	3.57	3.09	3.27	3.3	2.5	2.8	3.0	3.3	3.7
20-44	NA	3.24	3.54	4.08	3.77	3.62	3.22	3.54	3.2	2.6	2.8	3.1	3.5	3.9
45-64	NA	5.35	11.50	10.56	11.21	6.08	4.92	6.49	5.0	3.6	4.4	4.9	5.6	6.0
65-74	NA	7.11	16.00	12.43	5.98	5.21	7.00	6.74	5.5	3.0	4.1	5.2	6.7	7.5
75-84	NA	2.38	73.72	37.08	12.44	5.56	4.16	8.33	5.9	2.8	4.1	5.6	6.7	8.4
85+	NA	5.00	206.58	53.96	4.27	5.44	6.14	5.22	5.9	2.5	3.9	5.5	6.5	8.7
Unknown	NA	NA	15.00	3.67	NA	NA	NA	NA	2.8	1.0	2.0	3.0	4.0	4.0
<b>Total</b>	<b>NA</b>	<b>3.99</b>	<b>5.59</b>	<b>5.33</b>	<b>6.37</b>	<b>4.46</b>	<b>3.69</b>	<b>4.45</b>	<b>3.9</b>	<b>2.8</b>	<b>3.2</b>	<b>3.7</b>	<b>4.0</b>	<b>4.5</b>
<b>Medicine</b>														
<b>Discharges - Discharges/1,000 Member Months:</b>														
<1	NA	9.18	11.25	8.73	29.08	7.34	7.79	6.16	9.8	5.2	6.5	8.6	10.7	13.0
1-9	NA	1.10	3.37	1.88	7.69	1.05	1.07	0.93	2.1	1.0	1.2	1.8	2.2	2.6
10-19	NA	0.81	3.57	1.60	4.55	0.72	0.73	0.55	1.4	0.6	0.8	1.0	1.4	1.9
20-44	NA	4.01	9.34	5.49	14.82	4.09	3.91	3.62	4.7	2.1	2.8	3.8	5.0	7.7
45-64	NA	19.74	28.08	22.07	36.67	17.43	17.28	16.97	13.8	4.9	7.7	12.2	19.0	23.3
65-74	NA	18.00	34.74	24.84	125.81	12.73	6.97	10.09	17.3	0.0	0.0	10.1	16.3	24.6
75-84	NA	6.55	15.93	17.26	172.41	3.50	4.20	2.53	17.5	0.0	0.0	13.7	18.0	26.1
85+	NA	3.18	17.23	19.34	382.35	2.06	3.43	0.91	22.9	0.0	0.0	15.4	29.5	53.2
Unknown	NA													
<b>Total</b>	<b>NA</b>	<b>3.46</b>	<b>7.64</b>	<b>4.38</b>	<b>7.25</b>	<b>3.50</b>	<b>3.17</b>	<b>2.94</b>	<b>3.8</b>	<b>1.7</b>	<b>2.5</b>	<b>3.4</b>	<b>4.2</b>	<b>6.0</b>
<b>Days - Days/1,000 Member Months:</b>														
<1	NA	47.49	35.31	47.82	451.87	34.01	32.31	27.29	47.1	17.6	22.4	31.0	42.6	57.7
1-9	NA	2.79	6.36	4.43	38.01	2.92	2.67	2.44	8.8	2.3	2.9	4.4	5.5	7.9
10-19	NA	2.39	6.37	3.40	30.11	3.65	2.73	2.43	7.9	1.7	2.1	2.9	4.4	6.2
20-44	NA	14.13	38.91	32.06	73.89	16.43	13.71	14.79	16.8	6.3	9.2	13.9	18.2	27.4
45-64	NA	79.68	345.13	244.35	418.89	84.99	69.36	79.81	57.8	14.6	27.1	49.9	78.3	101.9
65-74	NA	111.50	558.22	323.69	622.58	60.67	38.51	59.24	76.4	0.0	0.0	42.4	71.0	106.9
75-84	NA	15.61	1,230.44	726.38	1,189.66	18.10	16.20	15.65	76.8	0.0	0.0	52.8	84.6	140.6
85+	NA	13.51	3,636.90	1,078.16	1,441.18	11.27	14.92	3.38	113.1	0.0	0.0	61.4	125.5	273.9
Unknown	NA													
<b>Total</b>	<b>NA</b>	<b>13.21</b>	<b>51.77</b>	<b>29.91</b>	<b>49.60</b>	<b>15.40</b>	<b>11.72</b>	<b>12.54</b>	<b>17.3</b>	<b>4.9</b>	<b>8.5</b>	<b>12.7</b>	<b>15.9</b>	<b>23.3</b>

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
<b>Average Length of Stay - Average # of Days:</b>														
<1	NA	5.18	3.14	5.48	15.54	4.64	4.15	4.43	4.0	2.7	3.2	3.7	4.4	5.1
1-9	NA	2.53	1.89	2.36	4.94	2.77	2.50	2.63	3.0	2.1	2.3	2.5	2.9	3.2
10-19	NA	2.97	1.78	2.13	6.62	5.07	3.72	4.39	3.3	2.3	2.6	3.0	3.3	3.6
20-44	NA	3.52	4.17	5.84	4.98	4.02	3.51	4.09	3.5	2.8	3.1	3.5	3.9	4.3
45-64	NA	4.04	12.29	11.07	11.42	4.88	4.01	4.70	4.0	2.9	3.5	4.0	4.4	4.8
65-74	NA	6.19	16.07	13.03	4.95	4.76	5.52	5.87	4.4	2.7	3.5	4.2	5.0	6.2
75-84	NA	2.38	77.26	42.10	6.90	5.18	3.86	6.18	4.8	2.5	3.4	4.3	5.8	7.0
85+	NA	4.25	211.02	55.75	3.77	5.48	4.34	3.71	5.0	2.5	3.4	4.5	5.8	6.2
Unknown	NA	NA	15.00	3.67	NA	NA	NA	NA	2.8	2.0	2.0	2.5	3.5	4.0
<b>Total</b>	<b>NA</b>	<b>3.82</b>	<b>6.78</b>	<b>6.83</b>	<b>6.84</b>	<b>4.40</b>	<b>3.69</b>	<b>4.27</b>	<b>3.7</b>	<b>2.8</b>	<b>3.2</b>	<b>3.6</b>	<b>3.9</b>	<b>4.3</b>
<b>Surgery</b>														
<b>Discharges - Discharges/1,000 Member Months:</b>														
<1	NA	1.84	0.95	0.80	6.10	1.69	1.70	2.19	1.7	0.5	1.0	1.5	2.0	2.6
1-9	NA	0.31	0.20	0.23	1.74	0.36	0.35	0.34	0.5	0.2	0.3	0.4	0.5	0.6
10-19	NA	0.47	0.36	0.30	1.03	0.54	0.43	0.46	0.7	0.3	0.4	0.5	0.7	0.8
20-44	NA	2.17	1.50	1.26	7.11	2.36	2.50	2.07	2.4	1.4	1.9	2.3	2.7	3.2
45-64	NA	8.61	4.99	4.85	13.55	8.36	9.31	8.63	6.3	2.8	4.6	6.5	8.1	9.3
65-74	NA	4.84	4.98	6.00	38.71	4.74	2.93	5.44	6.3	0.0	0.0	5.1	7.5	9.5
75-84	NA	0.00	0.47	4.11	86.21	0.72	0.65	1.04	6.1	0.0	0.0	3.9	7.7	11.6
85+	NA	1.59	0.39	0.00	29.41	0.36	0.65	0.26	5.4	0.0	0.0	2.5	6.5	15.4
Unknown	NA													
<b>Total</b>	<b>NA</b>	<b>1.47</b>	<b>1.06</b>	<b>0.84</b>	<b>1.91</b>	<b>1.70</b>	<b>1.59</b>	<b>1.52</b>	<b>1.5</b>	<b>0.7</b>	<b>1.0</b>	<b>1.4</b>	<b>1.7</b>	<b>2.2</b>
<b>Days - Days/1,000 Member Months:</b>														
<1	NA	25.42	6.32	8.16	103.02	22.91	16.62	36.91	25.8	3.9	8.0	13.9	22.8	37.5
1-9	NA	1.85	1.15	1.26	18.31	2.11	1.77	1.90	4.8	0.7	1.3	1.8	2.8	4.0
10-19	NA	2.45	1.56	1.30	7.66	3.07	2.01	2.90	3.1	1.2	1.8	2.4	3.1	4.7
20-44	NA	11.85	7.77	7.77	48.73	16.29	13.51	15.85	12.4	5.3	7.8	11.5	14.7	17.7
45-64	NA	72.14	34.84	39.96	138.01	72.10	61.90	86.00	48.2	13.9	24.8	43.7	60.9	75.6
65-74	NA	50.78	44.71	61.41	335.48	30.33	30.82	45.47	50.9	0.0	0.0	30.6	58.5	84.6
75-84	NA	0.00	1.41	65.74	2,120.69	5.35	3.94	14.16	51.3	0.0	0.0	26.7	59.3	127.0
85+	NA	10.33	4.31	0.00	88.24	1.88	10.18	2.73	46.3	0.0	0.0	15.3	59.7	121.4
Unknown	NA													
<b>Total</b>	<b>NA</b>	<b>10.55</b>	<b>6.30</b>	<b>5.84</b>	<b>17.71</b>	<b>13.12</b>	<b>9.73</b>	<b>13.58</b>	<b>10.4</b>	<b>3.9</b>	<b>5.8</b>	<b>8.4</b>	<b>12.2</b>	<b>18.0</b>

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
<b>Average Length of Stay - Average # of Days:</b>														
<1	NA	13.78	6.66	10.24	16.89	13.55	9.76	16.88	11.5	6.0	7.5	9.5	13.7	20.1
1-9	NA	5.98	5.63	5.54	10.50	5.82	5.01	5.61	5.6	3.0	3.8	4.8	6.1	8.3
10-19	NA	5.16	4.33	4.34	7.44	5.63	4.66	6.25	5.0	2.8	3.8	4.7	5.6	6.3
20-44	NA	5.47	5.19	6.18	6.85	6.91	5.40	7.65	5.2	3.3	4.1	5.0	5.8	7.0
45-64	NA	8.38	6.98	8.24	10.19	8.63	6.65	9.96	7.4	4.5	5.6	6.7	8.1	9.0
65-74	NA	10.50	8.97	10.23	8.67	6.39	10.51	8.35	8.2	3.0	5.6	7.4	9.7	12.6
75-84	NA	NA	3.00	16.00	24.60	7.43	6.10	13.57	8.6	4.5	5.5	7.9	10.0	12.4
85+	NA	6.50	11.00	NA	3.00	5.25	15.64	10.50	9.5	2.5	6.0	8.0	11.8	17.3
Unknown	NA	NA	NA	NA	NA	NA	NA	NA	1.0	1.0	1.0	1.0	1.0	1.0
<b>Total</b>	<b>NA</b>	<b>7.18</b>	<b>5.97</b>	<b>6.93</b>	<b>9.29</b>	<b>7.72</b>	<b>6.11</b>	<b>8.93</b>	<b>6.7</b>	<b>4.2</b>	<b>5.1</b>	<b>6.2</b>	<b>7.3</b>	<b>8.7</b>
<b>Maternity (calculated using member months for members 10-64 years)</b>														
<b>Discharges - Discharges/1,000 Member Months:</b>														
10-19	NA	1.99	2.53	2.22	1.33	2.19	2.48	2.26	2.3	0.9	1.7	2.2	2.8	3.6
20-44	NA	9.39	10.02	9.85	43.67	8.35	11.88	9.63	15.7	6.7	8.6	11.9	20.7	28.8
45-64	NA	0.13	0.11	0.12	0.18	0.07	0.14	0.08	1.2	0.0	0.0	0.1	0.2	0.3
Unknown	NA													
<b>Total</b>	<b>NA</b>	<b>4.99</b>	<b>5.51</b>	<b>5.34</b>	<b>5.15</b>	<b>4.47</b>	<b>6.48</b>	<b>5.12</b>	<b>6.4</b>	<b>2.7</b>	<b>4.3</b>	<b>6.0</b>	<b>7.7</b>	<b>11.2</b>
<b>Days - Days/1,000 Member Months:</b>														
10-19	NA	5.14	6.53	5.41	3.14	5.62	6.53	5.39	6.1	2.5	4.2	5.8	7.6	9.7
20-44	NA	24.38	24.93	26.35	105.38	20.91	31.67	23.59	41.6	18.2	24.0	31.5	51.7	77.7
45-64	NA	0.41	0.52	0.45	0.18	0.20	0.33	0.74	8.1	0.0	0.1	0.2	0.6	1.1
Unknown	NA													
<b>Total</b>	<b>NA</b>	<b>12.97</b>	<b>13.83</b>	<b>14.04</b>	<b>12.37</b>	<b>11.24</b>	<b>17.23</b>	<b>12.55</b>	<b>17.1</b>	<b>7.5</b>	<b>12.4</b>	<b>15.3</b>	<b>20.7</b>	<b>29.8</b>
<b>Average Length of Stay - Average # of Days:</b>														
10-19	NA	2.59	2.58	2.44	2.37	2.56	2.64	2.38	2.7	2.3	2.5	2.6	2.8	3.0
20-44	NA	2.60	2.49	2.68	2.41	2.50	2.66	2.45	2.7	2.3	2.5	2.7	2.9	3.1
45-64	NA	3.28	4.86	3.73	1.00	2.83	2.37	9.60	3.4	1.8	2.2	2.9	3.6	5.9
Unknown	NA	NA	NA	NA	NA	NA	NA	NA	9.0	2.7	2.7	9.0	15.3	15.3
<b>Total</b>	<b>NA</b>	<b>2.60</b>	<b>2.51</b>	<b>2.63</b>	<b>2.40</b>	<b>2.52</b>	<b>2.66</b>	<b>2.45</b>	<b>2.7</b>	<b>2.3</b>	<b>2.5</b>	<b>2.7</b>	<b>2.9</b>	<b>3.0</b>
<b>Identification of Alcohol and Other Drug Services: Total (IAD)</b>														
<b>Any Services</b>														
0-12	M	0.03%	0.06%	0.06%	0.22%	0.06%	0.03%	0.03%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%
	F	0.03%	0.06%	0.04%	0.19%	0.05%	0.03%	0.05%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%
	M&F	0.03%	0.06%	0.05%	0.21%	0.06%	0.03%	0.04%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%

**Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures**

Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
13-17	M	2.47%	3.11%	1.88%	7.85%	3.18%	3.03%	1.66%	2.4%	0.7%	1.3%	1.8%	3.0%	4.2%
	F	1.31%	1.91%	0.90%	7.49%	1.82%	1.81%	0.87%	1.6%	0.5%	0.9%	1.3%	1.9%	2.5%
	M&F	1.88%	2.51%	1.38%	7.72%	2.50%	2.43%	1.26%	2.0%	0.7%	1.1%	1.5%	2.3%	3.7%
18-24	M	6.15%	5.48%	4.43%	5.44%	6.69%	7.18%	5.17%	6.4%	2.1%	3.2%	5.1%	8.2%	12.6%
	F	5.19%	6.28%	3.64%	4.60%	6.66%	6.05%	3.85%	4.5%	2.0%	2.7%	4.2%	6.0%	7.3%
	M&F	5.50%	6.03%	3.87%	5.12%	6.67%	6.42%	4.28%	5.1%	2.4%	3.0%	4.5%	6.4%	9.0%
25-34	M	11.55%	9.19%	10.14%	13.61%	12.08%	14.50%	11.70%	10.7%	4.6%	7.2%	8.6%	13.6%	19.7%
	F	9.50%	9.13%	5.75%	3.95%	9.57%	12.11%	6.14%	6.6%	2.8%	4.4%	6.0%	8.6%	10.3%
	M&F	9.94%	9.15%	6.34%	8.58%	10.17%	12.61%	6.98%	7.6%	3.6%	4.9%	6.8%	9.5%	12.7%
35-64	M	15.83%	10.79%	13.35%	14.05%	12.95%	17.76%	15.62%	13.6%	6.3%	9.2%	11.8%	16.5%	21.4%
	F	11.64%	7.21%	7.31%	7.97%	7.98%	14.08%	7.65%	8.0%	3.9%	5.4%	6.8%	9.7%	13.4%
	M&F	13.12%	8.36%	8.82%	10.40%	9.94%	15.28%	10.23%	10.1%	4.4%	6.5%	8.9%	11.4%	17.5%
65+	M	3.33%	3.23%	3.70%	14.29%	0.97%	1.79%	1.63%	4.9%	0.0%	0.0%	0.0%	3.6%	7.1%
	F	0.81%	1.11%	2.59%	5.13%	0.22%	0.33%	0.31%	6.6%	0.0%	0.0%	0.0%	1.4%	3.3%
	M&F	1.72%	1.80%	2.94%	8.96%	0.41%	0.72%	0.64%	4.6%	0.0%	0.0%	0.5%	2.1%	4.4%
Unknown	M	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total</b>	<b>M</b>	<b>3.39%</b>	<b>3.01%</b>	<b>2.27%</b>	<b>3.67%</b>	<b>3.84%</b>	<b>3.81%</b>	<b>3.07%</b>	<b>3.5%</b>	<b>0.8%</b>	<b>1.3%</b>	<b>2.7%</b>	<b>4.1%</b>	<b>7.7%</b>
	<b>F</b>	<b>4.20%</b>	<b>4.01%</b>	<b>2.83%</b>	<b>3.16%</b>	<b>3.96%</b>	<b>5.17%</b>	<b>2.92%</b>	<b>3.1%</b>	<b>1.0%</b>	<b>1.6%</b>	<b>2.5%</b>	<b>4.1%</b>	<b>5.7%</b>
	<b>M&amp;F</b>	<b>3.85%</b>	<b>3.60%</b>	<b>2.61%</b>	<b>3.47%</b>	<b>3.91%</b>	<b>4.60%</b>	<b>2.98%</b>	<b>3.3%</b>	<b>1.0%</b>	<b>1.6%</b>	<b>2.6%</b>	<b>4.1%</b>	<b>6.1%</b>
<b>Inpatient</b>														
0-12	M	0.01%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	F	0.00%	0.01%	0.01%	0.07%	0.00%	0.00%	0.01%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	M&F	0.00%	0.01%	0.01%	0.04%	0.00%	0.00%	0.01%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
13-17	M	0.49%	0.64%	0.62%	0.98%	0.55%	0.62%	0.45%	0.4%	0.1%	0.2%	0.3%	0.5%	0.8%
	F	0.26%	0.35%	0.30%	0.67%	0.40%	0.41%	0.30%	0.4%	0.1%	0.2%	0.3%	0.5%	0.7%
	M&F	0.37%	0.49%	0.46%	0.87%	0.47%	0.52%	0.37%	0.4%	0.1%	0.2%	0.3%	0.4%	0.7%
18-24	M	1.82%	1.67%	1.06%	1.62%	2.32%	2.13%	1.43%	1.7%	0.3%	0.7%	1.3%	1.9%	3.3%
	F	1.24%	2.69%	1.17%	1.66%	2.78%	1.54%	1.13%	2.0%	0.5%	0.9%	1.4%	2.3%	2.7%
	M&F	1.43%	2.37%	1.14%	1.64%	2.61%	1.73%	1.23%	1.9%	0.5%	0.9%	1.4%	2.2%	2.9%
25-34	M	2.66%	2.82%	2.42%	10.03%	4.53%	4.37%	3.76%	2.7%	0.7%	1.2%	2.6%	3.5%	5.6%
	F	2.24%	3.35%	1.57%	1.98%	3.48%	2.82%	1.73%	4.5%	0.7%	1.3%	1.9%	2.6%	3.4%
	M&F	2.33%	3.23%	1.68%	5.84%	3.73%	3.15%	2.03%	5.3%	0.7%	1.4%	2.1%	2.9%	4.0%

**Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures**

Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
35-64	M	4.98%	4.16%	5.07%	9.83%	5.29%	5.04%	6.48%	519.8%	1.3%	2.4%	4.7%	6.3%	9.4%
	F	2.19%	2.50%	1.91%	2.81%	2.71%	2.52%	2.10%	19.7%	0.8%	1.2%	2.3%	3.3%	4.2%
	M&F	3.17%	3.03%	2.70%	5.62%	3.72%	3.34%	3.52%	36.0%	1.0%	1.8%	3.0%	4.4%	6.0%
65+	M	2.38%	1.94%	2.47%	7.14%	0.65%	1.39%	0.93%	1.3%	0.0%	0.0%	0.0%	1.3%	3.4%
	F	0.27%	0.47%	1.15%	5.13%	0.06%	0.22%	0.15%	0.5%	0.0%	0.0%	0.0%	0.1%	0.9%
	M&F	1.03%	0.95%	1.57%	5.97%	0.21%	0.53%	0.35%	0.7%	0.0%	0.0%	0.0%	0.6%	2.1%
Unknown	M	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total</b>	<b>M</b>	<b>0.96%</b>	<b>0.98%</b>	<b>0.72%</b>	<b>0.75%</b>	<b>1.38%</b>	<b>1.08%</b>	<b>1.11%</b>	<b>1.2%</b>	<b>0.2%</b>	<b>0.4%</b>	<b>0.8%</b>	<b>1.5%</b>	<b>2.5%</b>
	<b>F</b>	<b>0.90%</b>	<b>1.46%</b>	<b>0.79%</b>	<b>0.58%</b>	<b>1.42%</b>	<b>1.11%</b>	<b>0.83%</b>	<b>1.1%</b>	<b>0.2%</b>	<b>0.5%</b>	<b>0.8%</b>	<b>1.3%</b>	<b>1.7%</b>
	<b>M&amp;F</b>	<b>0.93%</b>	<b>1.26%</b>	<b>0.76%</b>	<b>0.68%</b>	<b>1.40%</b>	<b>1.09%</b>	<b>0.94%</b>	<b>1.1%</b>	<b>0.3%</b>	<b>0.5%</b>	<b>0.9%</b>	<b>1.3%</b>	<b>1.8%</b>
<b>Intensive Outpatient/Partial Hospitalization</b>														
0-12	M	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.01%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	F	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	M&F	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
13-17	M	0.93%	1.38%	0.39%	2.53%	1.29%	1.15%	0.27%	0.2%	0.0%	0.0%	0.0%	0.3%	0.8%
	F	0.32%	0.59%	0.14%	1.77%	0.57%	0.62%	0.10%	0.1%	0.0%	0.0%	0.0%	0.1%	0.4%
	M&F	0.62%	0.98%	0.26%	2.26%	0.93%	0.89%	0.18%	0.2%	0.0%	0.0%	0.0%	0.2%	0.6%
18-24	M	1.24%	1.07%	0.46%	0.77%	1.13%	1.64%	0.39%	0.5%	0.0%	0.0%	0.1%	0.7%	1.2%
	F	0.94%	1.41%	0.38%	0.79%	1.55%	1.35%	0.30%	0.3%	0.0%	0.0%	0.0%	0.5%	1.1%
	M&F	1.04%	1.31%	0.40%	0.78%	1.39%	1.44%	0.33%	0.4%	0.0%	0.0%	0.1%	0.6%	1.2%
25-34	M	1.69%	1.11%	0.56%	0.00%	1.79%	2.53%	1.34%	0.8%	0.0%	0.0%	0.2%	1.3%	2.1%
	F	1.39%	1.73%	0.61%	0.00%	1.81%	2.14%	0.54%	0.5%	0.0%	0.0%	0.1%	0.9%	1.6%
	M&F	1.45%	1.58%	0.60%	0.00%	1.81%	2.22%	0.66%	0.6%	0.0%	0.0%	0.1%	1.0%	1.7%
35-64	M	1.08%	0.47%	0.68%	0.00%	0.89%	1.54%	1.02%	0.8%	0.0%	0.0%	0.2%	1.1%	2.2%
	F	0.84%	0.59%	0.35%	0.23%	0.77%	1.15%	0.47%	0.6%	0.0%	0.0%	0.1%	0.8%	1.5%
	M&F	0.92%	0.55%	0.44%	0.14%	0.82%	1.28%	0.64%	0.6%	0.0%	0.0%	0.2%	0.9%	1.6%
65+	M	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	F	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	M&F	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Unknown	M	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Total	M	0.47%	0.45%	0.19%	0.91%	0.55%	0.62%	0.26%	0.3%	0.0%	0.0%	0.0%	0.3%	0.7%
	F	0.52%	0.66%	0.23%	0.63%	0.68%	0.77%	0.22%	0.2%	0.0%	0.0%	0.1%	0.4%	0.7%
	M&F	0.50%	0.57%	0.22%	0.80%	0.62%	0.71%	0.23%	0.2%	0.0%	0.0%	0.0%	0.4%	0.7%
<b>Outpatient/ED</b>														
0-12	M	0.03%	0.05%	0.05%	0.19%	0.06%	0.03%	0.02%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%
	F	0.03%	0.06%	0.03%	0.12%	0.05%	0.03%	0.04%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%
	M&F	0.03%	0.05%	0.04%	0.16%	0.05%	0.03%	0.03%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%
13-17	M	1.78%	2.23%	1.33%	5.63%	2.55%	2.33%	1.16%	2.3%	0.7%	1.2%	1.6%	2.7%	4.9%
	F	0.96%	1.46%	0.60%	6.57%	1.57%	1.41%	0.57%	1.6%	0.5%	0.7%	1.2%	1.6%	3.4%
	M&F	1.37%	1.84%	0.95%	5.97%	2.06%	1.88%	0.86%	1.9%	0.6%	1.0%	1.4%	2.1%	4.0%
18-24	M	4.60%	4.13%	3.56%	3.90%	4.99%	5.46%	3.98%	5.7%	2.0%	2.7%	4.3%	7.6%	11.3%
	F	4.29%	4.24%	2.67%	3.13%	4.88%	4.80%	3.03%	4.1%	1.4%	2.0%	3.3%	4.9%	6.6%
	M&F	4.39%	4.21%	2.93%	3.61%	4.92%	5.01%	3.34%	4.6%	1.7%	2.2%	3.4%	5.8%	9.2%
25-34	M	9.67%	7.34%	8.42%	4.30%	9.59%	12.16%	9.19%	9.5%	2.9%	5.0%	7.5%	12.2%	18.7%
	F	8.01%	6.69%	4.59%	2.64%	7.46%	10.48%	4.97%	6.9%	2.1%	3.4%	4.9%	7.5%	11.2%
	M&F	8.36%	6.84%	5.11%	3.43%	7.97%	10.84%	5.61%	8.2%	2.7%	3.9%	5.8%	8.6%	13.2%
35-64	M	13.24%	8.33%	10.13%	5.27%	9.91%	14.85%	11.81%	11.5%	4.8%	6.9%	9.3%	13.7%	21.0%
	F	10.41%	5.58%	6.01%	5.16%	6.31%	12.74%	6.37%	12.1%	3.2%	4.1%	5.7%	8.6%	13.0%
	M&F	11.41%	6.46%	7.04%	5.20%	7.73%	13.43%	8.13%	19.2%	3.5%	5.4%	7.0%	10.2%	16.3%
65+	M	1.43%	1.61%	1.85%	7.14%	0.32%	0.50%	0.93%	4.2%	0.0%	0.0%	0.0%	2.0%	4.8%
	F	0.54%	0.95%	1.44%	0.00%	0.17%	0.11%	0.23%	6.6%	0.0%	0.0%	0.0%	0.8%	2.4%
	M&F	0.86%	1.17%	1.57%	2.99%	0.21%	0.21%	0.41%	4.3%	0.0%	0.0%	0.1%	1.6%	3.5%
Unknown	M	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	M	2.74%	2.31%	1.76%	2.57%	2.96%	3.10%	2.32%	3.2%	0.7%	1.0%	2.2%	4.1%	7.1%
	F	3.61%	2.96%	2.24%	2.55%	3.08%	4.48%	2.37%	2.7%	0.8%	1.2%	2.0%	3.7%	5.2%
	M&F	3.23%	2.69%	2.05%	2.56%	3.03%	3.90%	2.35%	2.9%	0.9%	1.2%	2.0%	3.8%	6.0%
<b>Mental Health Utilization: Total (MPT)</b>														
<b>Any Services</b>														
0-12	M	6.69%	7.59%	5.41%	23.87%	8.30%	8.07%	5.03%	6.9%	2.2%	3.8%	6.3%	9.2%	12.7%
	F	3.96%	4.99%	3.22%	18.75%	5.28%	4.94%	2.63%	4.4%	1.3%	2.0%	3.8%	5.9%	8.2%
	M&F	5.35%	6.32%	4.32%	21.85%	6.82%	6.54%	3.84%	5.7%	1.7%	2.9%	5.0%	7.6%	10.9%

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
13-17	M	11.53%	13.77%	9.03%	41.89%	14.32%	14.39%	7.88%	11.8%	3.3%	6.3%	11.6%	17.0%	20.6%
	F	11.12%	12.86%	8.29%	44.60%	14.05%	13.62%	7.20%	11.5%	3.7%	6.1%	10.5%	15.9%	22.5%
	M&F	11.32%	13.31%	8.66%	42.87%	14.18%	14.01%	7.54%	11.7%	3.5%	6.6%	11.2%	16.6%	21.8%
18-64	M	11.96%	11.51%	11.29%	20.47%	16.25%	14.72%	13.99%	12.1%	2.7%	6.1%	11.6%	17.8%	21.6%
	F	14.57%	15.57%	11.30%	20.72%	19.73%	18.36%	10.78%	13.8%	3.6%	6.9%	14.0%	17.9%	26.0%
	M&F	13.78%	14.39%	11.30%	20.57%	18.53%	17.31%	11.68%	13.3%	3.4%	7.2%	13.3%	18.2%	24.6%
65+	M	11.42%	12.91%	7.40%	0.00%	17.55%	12.44%	15.85%	6.8%	0.0%	0.0%	1.8%	5.3%	9.4%
	F	15.39%	18.81%	13.51%	10.26%	16.05%	14.42%	12.39%	7.4%	0.0%	0.0%	1.8%	6.6%	12.0%
	M&F	13.95%	16.87%	11.56%	5.97%	16.43%	13.89%	13.25%	6.9%	0.0%	0.0%	2.2%	6.3%	10.1%
Unknown	M	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	F	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	M&F	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total</b>	<b>M</b>	<b>8.80%</b>	<b>9.70%</b>	<b>7.29%</b>	<b>28.84%</b>	<b>11.75%</b>	<b>10.72%</b>	<b>7.92%</b>	<b>9.1%</b>	<b>2.7%</b>	<b>5.2%</b>	<b>8.5%</b>	<b>11.5%</b>	<b>16.7%</b>
	<b>F</b>	<b>9.67%</b>	<b>11.23%</b>	<b>7.74%</b>	<b>26.36%</b>	<b>13.18%</b>	<b>12.18%</b>	<b>7.19%</b>	<b>9.4%</b>	<b>2.9%</b>	<b>4.9%</b>	<b>9.2%</b>	<b>12.2%</b>	<b>18.8%</b>
	<b>M&amp;F</b>	<b>9.30%</b>	<b>10.59%</b>	<b>7.56%</b>	<b>27.88%</b>	<b>12.55%</b>	<b>11.56%</b>	<b>7.49%</b>	<b>9.3%</b>	<b>2.8%</b>	<b>5.1%</b>	<b>8.8%</b>	<b>11.8%</b>	<b>17.7%</b>
<b>Inpatient</b>														
0-12	M	0.14%	0.12%	0.07%	1.07%	0.14%	0.11%	0.09%	0.3%	0.0%	0.1%	0.2%	0.3%	0.5%
	F	0.06%	0.06%	0.04%	0.45%	0.03%	0.08%	0.06%	0.1%	0.0%	0.0%	0.1%	0.1%	0.3%
	M&F	0.10%	0.09%	0.06%	0.82%	0.09%	0.10%	0.08%	0.2%	0.0%	0.1%	0.1%	0.2%	0.4%
13-17	M	0.75%	0.96%	0.77%	3.70%	0.82%	1.28%	0.99%	1.1%	0.0%	0.5%	0.9%	1.3%	1.6%
	F	0.94%	0.96%	0.82%	4.38%	1.09%	1.11%	0.90%	1.4%	0.0%	0.6%	1.1%	1.8%	2.3%
	M&F	0.85%	0.96%	0.80%	3.95%	0.96%	1.20%	0.95%	1.3%	0.0%	0.6%	1.0%	1.6%	1.9%
18-64	M	1.86%	1.77%	2.02%	2.76%	2.33%	2.02%	3.14%	1.9%	0.2%	0.8%	1.7%	2.6%	3.7%
	F	1.29%	1.59%	1.30%	2.97%	1.73%	1.51%	1.47%	1.3%	0.2%	0.8%	1.4%	1.8%	2.4%
	M&F	1.46%	1.65%	1.46%	2.84%	1.94%	1.66%	1.94%	1.5%	0.2%	0.9%	1.5%	1.9%	2.8%
65+	M	6.66%	9.68%	6.17%	0.00%	15.60%	11.25%	12.35%	1.2%	0.0%	0.0%	0.0%	0.7%	1.8%
	F	11.07%	14.55%	7.47%	10.26%	14.21%	13.33%	10.38%	0.8%	0.0%	0.0%	0.0%	0.8%	1.7%
	M&F	9.47%	12.95%	7.06%	5.97%	14.56%	12.77%	10.87%	0.9%	0.0%	0.0%	0.0%	0.7%	1.7%
Unknown	M	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	F	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	M&F	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total</b>	<b>M</b>	<b>0.70%</b>	<b>0.76%</b>	<b>0.62%</b>	<b>2.19%</b>	<b>1.06%</b>	<b>0.91%</b>	<b>1.12%</b>	<b>0.9%</b>	<b>0.1%</b>	<b>0.4%</b>	<b>0.8%</b>	<b>1.0%</b>	<b>1.4%</b>
	<b>F</b>	<b>0.76%</b>	<b>1.00%</b>	<b>0.76%</b>	<b>2.04%</b>	<b>1.22%</b>	<b>1.19%</b>	<b>0.98%</b>	<b>0.8%</b>	<b>0.1%</b>	<b>0.5%</b>	<b>0.8%</b>	<b>1.1%</b>	<b>1.3%</b>
	<b>M&amp;F</b>	<b>0.73%</b>	<b>0.90%</b>	<b>0.71%</b>	<b>2.13%</b>	<b>1.15%</b>	<b>1.07%</b>	<b>1.04%</b>	<b>0.9%</b>	<b>0.2%</b>	<b>0.5%</b>	<b>0.8%</b>	<b>1.0%</b>	<b>1.4%</b>

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
<b>Intensive Outpatient/Partial Hospitalization</b>														
0-12	M	0.00%	0.01%	0.09%	0.18%	0.23%	0.26%	0.08%	0.4%	0.0%	0.0%	0.0%	0.3%	0.9%
	F	0.00%	0.01%	0.05%	0.08%	0.11%	0.15%	0.03%	0.2%	0.0%	0.0%	0.0%	0.1%	0.5%
	M&F	0.00%	0.01%	0.07%	0.14%	0.17%	0.21%	0.06%	0.3%	0.0%	0.0%	0.0%	0.2%	0.8%
13-17	M	0.00%	0.35%	0.26%	0.92%	0.82%	0.25%	0.22%	0.7%	0.0%	0.0%	0.1%	0.6%	2.3%
	F	0.01%	0.15%	0.26%	0.72%	0.68%	0.32%	0.29%	0.7%	0.0%	0.0%	0.1%	0.7%	2.1%
	M&F	0.00%	0.25%	0.26%	0.85%	0.75%	0.28%	0.25%	0.7%	0.0%	0.0%	0.1%	0.7%	2.2%
18-64	M	0.03%	0.14%	0.04%	0.14%	0.50%	0.37%	0.78%	0.7%	0.0%	0.0%	0.1%	0.8%	2.3%
	F	0.03%	0.16%	0.14%	0.22%	0.55%	0.57%	0.44%	0.8%	0.0%	0.0%	0.2%	0.9%	2.2%
	M&F	0.03%	0.15%	0.12%	0.17%	0.53%	0.51%	0.54%	0.7%	0.0%	0.0%	0.2%	0.9%	2.2%
65+	M	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.2%	0.0%	0.0%	0.0%	0.0%	0.2%
	F	0.00%	0.16%	0.29%	0.00%	0.00%	0.00%	0.00%	0.4%	0.0%	0.0%	0.0%	0.0%	0.3%
	M&F	0.00%	0.11%	0.20%	0.00%	0.00%	0.00%	0.00%	0.3%	0.0%	0.0%	0.0%	0.0%	0.4%
Unknown	M	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	F	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	M&F	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total</b>	<b>M</b>	<b>0.01%</b>	<b>0.10%</b>	<b>0.11%</b>	<b>0.40%</b>	<b>0.40%</b>	<b>0.28%</b>	<b>0.29%</b>	<b>0.6%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.1%</b>	<b>0.5%</b>	<b>1.7%</b>
	<b>F</b>	<b>0.01%</b>	<b>0.10%</b>	<b>0.12%</b>	<b>0.28%</b>	<b>0.37%</b>	<b>0.36%</b>	<b>0.26%</b>	<b>0.6%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.1%</b>	<b>0.5%</b>	<b>1.5%</b>
	<b>M&amp;F</b>	<b>0.01%</b>	<b>0.10%</b>	<b>0.11%</b>	<b>0.36%</b>	<b>0.38%</b>	<b>0.33%</b>	<b>0.27%</b>	<b>0.6%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.1%</b>	<b>0.5%</b>	<b>1.7%</b>
<b>Outpatient/ED</b>														
0-12	M	6.66%	7.58%	5.39%	23.72%	8.29%	8.06%	5.01%	6.9%	2.3%	3.7%	6.3%	9.1%	12.7%
	F	3.94%	4.97%	3.20%	18.64%	5.27%	4.92%	2.61%	4.3%	1.3%	2.0%	3.8%	5.8%	8.1%
	M&F	5.33%	6.30%	4.30%	21.71%	6.80%	6.52%	3.82%	5.7%	1.9%	2.8%	5.0%	7.5%	10.9%
13-17	M	11.33%	13.44%	8.76%	40.75%	14.13%	14.14%	7.46%	11.5%	3.6%	6.0%	11.3%	16.3%	20.5%
	F	10.74%	12.65%	7.90%	43.47%	13.94%	13.43%	6.81%	11.2%	3.7%	5.8%	10.1%	15.6%	22.2%
	M&F	11.03%	13.04%	8.32%	41.74%	14.03%	13.79%	7.13%	11.4%	3.7%	6.3%	10.8%	16.1%	20.9%
18-64	M	11.25%	10.64%	10.37%	19.35%	15.53%	14.11%	12.86%	11.5%	2.9%	6.0%	11.0%	15.3%	21.3%
	F	14.16%	14.95%	10.79%	19.49%	19.37%	18.05%	10.25%	13.4%	4.7%	6.8%	13.1%	17.6%	25.1%
	M&F	13.28%	13.69%	10.69%	19.41%	18.05%	16.91%	10.98%	12.9%	4.4%	7.1%	13.0%	17.3%	23.6%
65+	M	5.23%	3.23%	1.23%	0.00%	2.27%	1.69%	3.50%	5.8%	0.0%	0.0%	1.1%	4.4%	7.8%
	F	4.32%	5.06%	6.61%	0.00%	2.01%	1.31%	2.40%	6.9%	0.0%	0.0%	1.4%	5.7%	12.0%
	M&F	4.65%	4.46%	4.90%	0.00%	2.07%	1.41%	2.67%	6.2%	0.0%	0.0%	1.5%	5.0%	10.1%
Unknown	M	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	F	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	M&F	NA	NA	NA	NA	NA	NA	NA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Total	M	8.55%	9.36%	7.02%	28.21%	11.35%	10.38%	7.46%	8.8%	2.7%	5.0%	8.2%	11.4%	16.5%
	F	9.39%	10.82%	7.41%	25.74%	12.71%	11.67%	6.74%	9.2%	2.9%	4.8%	8.8%	11.8%	18.4%
	M&F	9.03%	10.21%	7.26%	27.25%	12.12%	11.12%	7.03%	9.1%	2.7%	5.0%	8.7%	11.8%	17.6%
<b>Antibiotic Utilization: Total (ABX)</b>														
<b>Antibiotic Utilization</b>														
<b>Average Scripts PMPY for Antibiotics - PMPY or Per Member Per Year:</b>														
0-9	M	1.36	1.73	1.36	1.83	1.48	1.45	1.13						
	F	1.36	1.80	1.36	2.01	1.53	1.51	1.12						
	M&F	1.36	1.76	1.36	1.91	1.51	1.48	1.13						
10-17	M	0.79	1.07	0.71	1.04	0.93	0.81	0.59						
	F	1.10	1.44	1.04	1.53	1.24	1.15	0.85						
	M&F	0.94	1.25	0.88	1.22	1.09	0.98	0.72						
18-34	M	0.88	1.09	0.90	1.06	0.94	0.96	0.77						
	F	1.99	2.22	2.16	1.92	1.98	2.07	1.81						
	M&F	1.69	1.92	1.88	1.39	1.66	1.77	1.55						
35-49	M	1.09	1.26	1.32	0.61	1.03	1.25	1.01						
	F	1.82	1.99	1.98	0.91	1.73	1.96	1.61						
	M&F	1.60	1.77	1.84	0.79	1.48	1.75	1.46						
50-64	M	1.25	1.32	1.39	0.54	1.05	1.36	1.08						
	F	1.74	1.92	1.84	0.92	1.54	1.87	1.41						
	M&F	1.52	1.70	1.68	0.76	1.31	1.67	1.26						
65-74	M	1.22	1.37	0.90	0.20	0.51	0.55	0.46						
	F	1.39	1.52	1.20	1.09	0.87	0.54	0.51						
	M&F	1.32	1.47	1.11	0.74	0.74	0.54	0.49						
75-84	M	0.99	0.69	1.00	0.00	0.22	0.26	0.10						
	F	1.14	0.66	0.50	0.00	0.22	0.19	0.17						
	M&F	1.09	0.67	0.69	0.00	0.22	0.21	0.15						
85+	M	0.72	0.47	0.58	0.00	0.15	0.14	0.07						
	F	0.96	0.47	0.54	0.00	0.16	0.13	0.09						
	M&F	0.90	0.47	0.55	0.00	0.16	0.13	0.09						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Total	M	1.12	1.40	1.11	1.33	1.18	1.19	0.91	0.9	0.6	0.8	1.0	1.1	1.3
	F	1.57	1.89	1.65	1.77	1.60	1.65	1.34	1.3	0.9	1.1	1.3	1.5	1.7
	M&F	1.38	1.68	1.44	1.50	1.42	1.45	1.17	1.1	0.7	1.0	1.2	1.3	1.5
Average Days Supplied per Antibiotic Script														
0-9	M	9.16	9.11	9.30	10.34	9.05	9.24	9.27						
	F	9.33	9.38	9.41	10.93	9.26	9.42	9.34						
	M&F	9.24	9.25	9.35	10.60	9.16	9.33	9.31						
10-17	M	9.61	9.93	9.71	11.24	10.18	9.51	9.39						
	F	9.10	9.35	9.00	10.12	9.32	9.13	8.83						
	M&F	9.31	9.59	9.28	10.73	9.69	9.29	9.06						
18-34	M	9.55	9.61	9.31	12.29	9.44	9.39	9.34						
	F	8.33	8.41	7.99	9.52	8.40	8.31	7.91						
	M&F	8.50	8.60	8.13	10.83	8.58	8.47	8.09						
35-49	M	10.18	9.87	10.79	10.53	9.93	10.34	10.22						
	F	8.86	8.78	8.78	10.70	8.82	8.78	8.67						
	M&F	9.14	9.01	9.07	10.65	9.09	9.11	8.94						
50-64	M	10.76	10.20	11.16	8.97	9.85	10.42	10.29						
	F	9.11	9.10	9.30	8.64	8.96	9.33	9.20						
	M&F	9.71	9.41	9.83	8.73	9.30	9.69	9.62						
65-74	M	9.84	10.39	10.65	22.00	8.47	10.50	9.13						
	F	10.12	9.82	8.31	9.82	10.22	10.36	8.32						
	M&F	10.02	10.01	8.88	11.11	9.77	10.42	8.60						
75-84	M	7.63	7.20	9.23	NA	9.90	9.38	9.21						
	F	8.40	6.53	5.58	NA	10.42	9.45	8.13						
	M&F	8.13	6.78	7.61	NA	10.28	9.43	8.31						
85+	M	6.85	7.16	10.06	NA	9.45	7.50	6.67						
	F	8.38	8.20	8.90	NA	8.25	9.38	9.48						
	M&F	8.05	7.94	9.26	NA	8.42	9.08	9.19						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	10.00	NA	NA	NA	NA	NA						
	M&F	NA	10.00	NA	NA	NA	NA	NA						
Total	M	9.43	9.44	9.54	10.93	9.44	9.43	9.43	9.7	9.2	9.3	9.6	10	10.4
	F	8.84	8.93	8.66	10.37	8.90	8.88	8.57	9.0	8.5	8.7	8.9	9.1	9.4
	M&F	9.05	9.11	8.93	10.67	9.09	9.07	8.85	9.2	8.8	9.0	9.1	9.4	9.7

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
<b>Average Scripts PMPY for Antibiotics of Concern - PMPY or Per Member Per Year:</b>														
0-9	M	0.70	0.93	0.70	0.96	0.80	0.74	0.55						
	F	0.66	0.89	0.65	0.99	0.76	0.73	0.51						
	M&F	0.68	0.91	0.68	0.97	0.78	0.74	0.53						
10-17	M	0.38	0.52	0.34	0.47	0.44	0.41	0.28						
	F	0.50	0.65	0.47	0.66	0.57	0.53	0.37						
	M&F	0.44	0.59	0.41	0.53	0.51	0.47	0.32						
18-34	M	0.37	0.44	0.39	0.41	0.38	0.41	0.33						
	F	0.79	0.87	0.82	0.74	0.78	0.82	0.68						
	M&F	0.67	0.75	0.73	0.54	0.66	0.71	0.59						
35-49	M	0.51	0.58	0.63	0.34	0.47	0.60	0.47						
	F	0.86	0.97	0.94	0.42	0.83	0.96	0.72						
	M&F	0.75	0.85	0.87	0.39	0.70	0.86	0.66						
50-64	M	0.62	0.65	0.66	0.29	0.53	0.67	0.55						
	F	0.91	1.01	1.00	0.49	0.82	0.99	0.70						
	M&F	0.79	0.88	0.88	0.40	0.68	0.86	0.63						
65-74	M	0.55	0.69	0.42	0.10	0.30	0.32	0.19						
	F	0.73	0.79	0.62	0.89	0.43	0.24	0.30						
	M&F	0.66	0.76	0.56	0.58	0.38	0.27	0.26						
75-84	M	0.54	0.52	0.33	0.00	0.14	0.12	0.05						
	F	0.60	0.38	0.21	0.00	0.09	0.10	0.07						
	M&F	0.58	0.43	0.26	0.00	0.10	0.11	0.07						
85+	M	0.43	0.36	0.16	0.00	0.10	0.10	0.03						
	F	0.53	0.21	0.21	0.00	0.09	0.07	0.05						
	M&F	0.51	0.25	0.19	0.00	0.09	0.08	0.05						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
<b>Total</b>	<b>M</b>	<b>0.55</b>	<b>0.70</b>	<b>0.55</b>	<b>0.63</b>	<b>0.59</b>	<b>0.59</b>	<b>0.44</b>	<b>0.4</b>	<b>0.2</b>	<b>0.3</b>	<b>0.4</b>	<b>0.5</b>	<b>0.6</b>
	<b>F</b>	<b>0.70</b>	<b>0.85</b>	<b>0.72</b>	<b>0.80</b>	<b>0.73</b>	<b>0.74</b>	<b>0.56</b>	<b>0.5</b>	<b>0.3</b>	<b>0.4</b>	<b>0.5</b>	<b>0.6</b>	<b>0.7</b>
	<b>M&amp;F</b>	<b>0.64</b>	<b>0.79</b>	<b>0.65</b>	<b>0.70</b>	<b>0.67</b>	<b>0.68</b>	<b>0.51</b>	<b>0.5</b>	<b>0.3</b>	<b>0.4</b>	<b>0.5</b>	<b>0.6</b>	<b>0.7</b>
<b>Percentage of Antibiotics of Concern of All Antibiotic Scripts</b>														
0-9	M	51.74%	53.61%	51.63%	52.13%	53.93%	51.11%	48.62%						
	F	48.17%	49.36%	47.72%	49.19%	49.68%	48.31%	45.83%						
	M&F	49.99%	51.49%	49.68%	50.86%	51.80%	49.71%	47.24%						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
10-17	M	48.43%	48.82%	48.63%	44.67%	47.65%	50.18%	47.37%						
	F	45.70%	45.43%	45.30%	42.89%	45.89%	46.17%	43.20%						
	M&F	46.85%	46.88%	46.62%	43.86%	46.65%	47.87%	44.89%						
18-34	M	41.59%	40.20%	43.74%	38.78%	40.50%	42.86%	42.83%						
	F	39.52%	39.21%	38.12%	38.57%	39.32%	39.71%	37.45%						
	M&F	39.82%	39.36%	38.70%	38.67%	39.53%	40.17%	38.13%						
35-49	M	46.41%	45.96%	47.71%	55.43%	45.50%	47.92%	46.87%						
	F	47.19%	48.62%	47.28%	45.79%	47.99%	49.12%	44.98%						
	M&F	47.02%	48.05%	47.34%	48.69%	47.40%	48.87%	45.32%						
50-64	M	50.18%	49.46%	47.25%	53.42%	50.74%	49.40%	50.52%						
	F	52.61%	52.57%	54.35%	52.84%	53.09%	52.88%	49.74%						
	M&F	51.72%	51.69%	52.32%	53.01%	52.19%	51.76%	50.04%						
65-74	M	45.21%	50.38%	46.99%	50.00%	57.81%	57.83%	42.05%						
	F	52.27%	52.30%	51.56%	82.35%	48.63%	44.41%	58.58%						
	M&F	49.76%	51.67%	50.44%	78.95%	51.01%	49.82%	52.92%						
75-84	M	54.84%	75.00%	33.33%	NA	62.50%	48.42%	57.14%						
	F	52.54%	58.67%	41.94%	NA	40.77%	52.00%	42.03%						
	M&F	53.33%	64.71%	37.14%	NA	46.63%	50.74%	44.58%						
85+	M	60.00%	76.00%	27.78%	NA	68.18%	73.33%	50.00%						
	F	55.41%	45.33%	38.46%	NA	55.04%	53.46%	53.85%						
	M&F	56.38%	53.00%	35.09%	NA	56.95%	56.61%	53.45%						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	0.00%	NA	NA	NA	NA	NA						
	M&F	NA	0.00%	NA	NA	NA	NA	NA						
Total	M	49.51%	50.27%	49.80%	47.66%	50.16%	49.68%	47.65%	43.7%	33.4%	39.5%	45.4%	48.5%	52.5%
	F	44.61%	45.27%	43.64%	45.06%	45.45%	45.16%	42.05%	41.0%	33.4%	37.5%	41.6%	45.5%	49.2%
	M&F	46.32%	47.01%	45.52%	46.47%	47.17%	46.73%	43.87%	41.1%	33.8%	37.6%	42.4%	45.8%	48.6%
<b>Antibiotics of Concern Utilization</b>														
<b>Average Scripts PMPY for Quinolones - PMPY or Per Member Per Year:</b>														
0-9	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
10-17	M	0.01	0.01	0.01	0.02	0.01	0.01	0.01						
	F	0.02	0.03	0.02	0.05	0.03	0.03	0.02						
	M&F	0.02	0.02	0.02	0.03	0.02	0.02	0.01						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
18-34	M	0.07	0.08	0.07	0.07	0.07	0.07	0.06						
	F	0.19	0.20	0.20	0.17	0.18	0.19	0.17						
	M&F	0.15	0.17	0.17	0.11	0.14	0.16	0.14						
35-49	M	0.13	0.16	0.17	0.14	0.12	0.15	0.12						
	F	0.24	0.25	0.27	0.12	0.22	0.26	0.20						
	M&F	0.20	0.22	0.25	0.13	0.18	0.23	0.18						
50-64	M	0.22	0.20	0.25	0.10	0.17	0.22	0.22						
	F	0.32	0.32	0.34	0.19	0.25	0.33	0.26						
	M&F	0.27	0.28	0.31	0.15	0.21	0.29	0.24						
65-74	M	0.18	0.23	0.28	0.00	0.16	0.17	0.06						
	F	0.28	0.27	0.29	0.45	0.18	0.09	0.15						
	M&F	0.24	0.25	0.28	0.27	0.18	0.12	0.12						
75-84	M	0.19	0.27	0.21	0.00	0.06	0.05	0.03						
	F	0.28	0.12	0.10	0.00	0.05	0.04	0.03						
	M&F	0.25	0.17	0.14	0.00	0.05	0.05	0.03						
85+	M	0.22	0.09	0.10	0.00	0.06	0.05	0.00						
	F	0.14	0.05	0.17	0.00	0.04	0.04	0.03						
	M&F	0.16	0.06	0.15	0.00	0.04	0.04	0.02						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
<b>Total</b>	<b>M</b>	<b>0.03</b>	<b>0.04</b>	<b>0.03</b>	<b>0.03</b>	<b>0.04</b>	<b>0.03</b>	<b>0.03</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
	<b>F</b>	<b>0.10</b>	<b>0.12</b>	<b>0.12</b>	<b>0.06</b>	<b>0.10</b>	<b>0.11</b>	<b>0.09</b>	<b>0.1</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>
	<b>M&amp;F</b>	<b>0.07</b>	<b>0.09</b>	<b>0.08</b>	<b>0.04</b>	<b>0.07</b>	<b>0.08</b>	<b>0.07</b>	<b>0.1</b>	<b>0.0</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>
<b>Average Scripts PMPY for Cephalosporins 2nd-4th Generation - PMPY or Per Member Per Year:</b>														
0-9	M	0.25	0.30	0.22	0.31	0.25	0.27	0.15						
	F	0.24	0.30	0.21	0.35	0.25	0.28	0.14						
	M&F	0.25	0.30	0.21	0.32	0.25	0.27	0.14						
10-17	M	0.07	0.10	0.06	0.08	0.07	0.08	0.04						
	F	0.10	0.12	0.08	0.12	0.10	0.10	0.05						
	M&F	0.09	0.11	0.07	0.10	0.09	0.09	0.04						
18-34	M	0.03	0.03	0.03	0.04	0.02	0.03	0.02						
	F	0.06	0.06	0.05	0.06	0.05	0.06	0.03						
	M&F	0.05	0.05	0.05	0.05	0.04	0.05	0.03						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
35-49	M	0.04	0.03	0.05	0.01	0.03	0.04	0.03						
	F	0.07	0.06	0.06	0.03	0.05	0.08	0.04						
	M&F	0.06	0.05	0.06	0.02	0.04	0.07	0.04						
50-64	M	0.05	0.05	0.03	0.04	0.04	0.06	0.04						
	F	0.09	0.07	0.07	0.04	0.07	0.08	0.04						
	M&F	0.07	0.06	0.06	0.04	0.06	0.07	0.04						
65-74	M	0.08	0.11	0.03	0.00	0.04	0.02	0.02						
	F	0.08	0.08	0.06	0.00	0.05	0.02	0.01						
	M&F	0.08	0.09	0.05	0.00	0.05	0.02	0.01						
75-84	M	0.06	0.08	0.10	0.00	0.02	0.01	0.01						
	F	0.10	0.13	0.02	0.00	0.02	0.01	0.01						
	M&F	0.08	0.11	0.05	0.00	0.02	0.01	0.01						
85+	M	0.07	0.06	0.00	0.00	0.01	0.00	0.01						
	F	0.14	0.07	0.01	0.00	0.02	0.01	0.00						
	M&F	0.12	0.07	0.01	0.00	0.02	0.01	0.00						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
<b>Total</b>	<b>M</b>	<b>0.15</b>	<b>0.17</b>	<b>0.13</b>	<b>0.16</b>	<b>0.13</b>	<b>0.16</b>	<b>0.08</b>	<b>0.1</b>	<b>0.0</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>0.2</b>
	<b>F</b>	<b>0.13</b>	<b>0.14</b>	<b>0.11</b>	<b>0.20</b>	<b>0.13</b>	<b>0.14</b>	<b>0.07</b>	<b>0.1</b>	<b>0.0</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>
	<b>M&amp;F</b>	<b>0.14</b>	<b>0.15</b>	<b>0.12</b>	<b>0.17</b>	<b>0.13</b>	<b>0.15</b>	<b>0.08</b>	<b>0.1</b>	<b>0.0</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>
<b>Average Scripts PMPY for Azithromycins and Clarithromycins - PMPY or Per Member Per Year:</b>														
0-9	M	0.25	0.37	0.25	0.33	0.34	0.26	0.20						
	F	0.23	0.35	0.22	0.34	0.31	0.25	0.18						
	M&F	0.24	0.36	0.23	0.34	0.32	0.26	0.19						
10-17	M	0.20	0.27	0.16	0.21	0.24	0.21	0.13						
	F	0.25	0.34	0.23	0.30	0.30	0.26	0.18						
	M&F	0.22	0.31	0.20	0.24	0.27	0.24	0.16						
18-34	M	0.16	0.18	0.17	0.16	0.16	0.18	0.14						
	F	0.35	0.38	0.37	0.32	0.34	0.36	0.31						
	M&F	0.30	0.32	0.32	0.22	0.28	0.31	0.26						
35-49	M	0.20	0.20	0.22	0.10	0.17	0.24	0.18						
	F	0.36	0.39	0.37	0.16	0.35	0.39	0.29						
	M&F	0.31	0.34	0.34	0.14	0.28	0.35	0.26						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
50-64	M	0.20	0.22	0.21	0.08	0.17	0.22	0.16						
	F	0.33	0.39	0.34	0.17	0.32	0.37	0.24						
	M&F	0.27	0.33	0.30	0.13	0.25	0.31	0.20						
65-74	M	0.15	0.20	0.08	0.00	0.05	0.06	0.09						
	F	0.19	0.30	0.15	0.26	0.12	0.07	0.08						
	M&F	0.17	0.26	0.13	0.15	0.09	0.07	0.08						
75-84	M	0.18	0.05	0.03	0.00	0.01	0.02	0.01						
	F	0.16	0.05	0.06	0.00	0.02	0.03	0.01						
	M&F	0.16	0.05	0.05	0.00	0.01	0.03	0.01						
85+	M	0.00	0.08	0.03	0.00	0.01	0.03	0.01						
	F	0.10	0.06	0.01	0.00	0.02	0.01	0.01						
	M&F	0.08	0.06	0.02	0.00	0.01	0.02	0.01						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
<b>Total</b>	<b>M</b>	<b>0.22</b>	<b>0.29</b>	<b>0.21</b>	<b>0.24</b>	<b>0.25</b>	<b>0.23</b>	<b>0.17</b>	<b>0.2</b>	<b>0.1</b>	<b>0.1</b>	<b>0.2</b>	<b>0.2</b>	<b>0.3</b>
	<b>F</b>	<b>0.29</b>	<b>0.36</b>	<b>0.29</b>	<b>0.32</b>	<b>0.31</b>	<b>0.30</b>	<b>0.23</b>	<b>0.2</b>	<b>0.1</b>	<b>0.2</b>	<b>0.2</b>	<b>0.3</b>	<b>0.3</b>
	<b>M&amp;F</b>	<b>0.26</b>	<b>0.34</b>	<b>0.26</b>	<b>0.27</b>	<b>0.29</b>	<b>0.27</b>	<b>0.21</b>	<b>0.2</b>	<b>0.1</b>	<b>0.2</b>	<b>0.2</b>	<b>0.3</b>	<b>0.3</b>
<b>Average Scripts PMPY for Amoxicillin/Clavulanates - PMPY or Per Member Per Year:</b>														
0-9	M	0.17	0.24	0.20	0.27	0.20	0.19	0.17						
	F	0.16	0.22	0.18	0.25	0.19	0.17	0.15						
	M&F	0.17	0.23	0.19	0.26	0.20	0.18	0.16						
10-17	M	0.08	0.11	0.08	0.10	0.10	0.08	0.07						
	F	0.09	0.12	0.09	0.13	0.11	0.10	0.07						
	M&F	0.09	0.12	0.08	0.11	0.11	0.09	0.07						
18-34	M	0.07	0.08	0.07	0.08	0.07	0.08	0.06						
	F	0.11	0.14	0.12	0.11	0.12	0.13	0.10						
	M&F	0.10	0.13	0.11	0.09	0.11	0.11	0.09						
35-49	M	0.09	0.12	0.11	0.07	0.09	0.11	0.10						
	F	0.13	0.17	0.16	0.06	0.14	0.16	0.12						
	M&F	0.12	0.15	0.15	0.07	0.12	0.14	0.11						
50-64	M	0.11	0.13	0.11	0.05	0.10	0.11	0.09						
	F	0.12	0.16	0.17	0.05	0.12	0.14	0.11						
	M&F	0.12	0.15	0.15	0.05	0.11	0.13	0.10						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
65-74	M	0.13	0.09	0.02	0.10	0.03	0.05	0.02						
	F	0.14	0.10	0.07	0.06	0.06	0.03	0.03						
	M&F	0.14	0.10	0.06	0.08	0.05	0.04	0.03						
75-84	M	0.10	0.05	0.00	0.00	0.02	0.02	0.01						
	F	0.07	0.04	0.03	0.00	0.01	0.01	0.00						
	M&F	0.08	0.04	0.02	0.00	0.01	0.01	0.01						
85+	M	0.14	0.08	0.03	0.00	0.02	0.02	0.01						
	F	0.10	0.02	0.01	0.00	0.01	0.00	0.00						
	M&F	0.11	0.03	0.02	0.00	0.01	0.01	0.00						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
<b>Total</b>	<b>M</b>	<b>0.13</b>	<b>0.17</b>	<b>0.14</b>	<b>0.16</b>	<b>0.14</b>	<b>0.14</b>	<b>0.11</b>	<b>0.1</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.2</b>
	<b>F</b>	<b>0.13</b>	<b>0.17</b>	<b>0.14</b>	<b>0.17</b>	<b>0.14</b>	<b>0.14</b>	<b>0.11</b>	<b>0.1</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.2</b>
	<b>M&amp;F</b>	<b>0.13</b>	<b>0.17</b>	<b>0.14</b>	<b>0.16</b>	<b>0.14</b>	<b>0.14</b>	<b>0.11</b>	<b>0.1</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.2</b>
<b>Average Scripts PMPY for Ketolides - PMPY or Per Member Per Year:</b>														
0-9	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
10-17	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
18-34	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
35-49	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
50-64	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
65-74	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
75-84	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
85+	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0	0.0	0.0	0.0	0.0	0.0
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0	0.0	0.0	0.0	0.0	0.0
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0	0.0	0.0	0.0	0.0	0.0
Average Scripts PMPY for Clindamycins - PMPY or Per Member Per Year:														
0-9	M	0.02	0.02	0.04	0.04	0.01	0.02	0.03						
	F	0.02	0.02	0.04	0.04	0.01	0.02	0.04						
	M&F	0.02	0.02	0.04	0.04	0.01	0.02	0.04						
10-17	M	0.03	0.03	0.04	0.05	0.02	0.03	0.03						
	F	0.03	0.03	0.05	0.05	0.03	0.03	0.05						
	M&F	0.03	0.03	0.04	0.05	0.03	0.03	0.04						
18-34	M	0.04	0.06	0.05	0.05	0.06	0.05	0.05						
	F	0.08	0.09	0.08	0.07	0.09	0.08	0.07						
	M&F	0.07	0.09	0.07	0.05	0.08	0.07	0.07						
35-49	M	0.04	0.07	0.07	0.02	0.06	0.05	0.05						
	F	0.07	0.09	0.08	0.04	0.07	0.07	0.07						
	M&F	0.06	0.08	0.08	0.03	0.07	0.07	0.06						
50-64	M	0.04	0.05	0.05	0.01	0.04	0.04	0.05						
	F	0.05	0.06	0.06	0.03	0.05	0.05	0.05						
	M&F	0.05	0.05	0.06	0.02	0.05	0.05	0.05						
65-74	M	0.03	0.06	0.01	0.00	0.02	0.01	0.00						
	F	0.03	0.03	0.06	0.13	0.00	0.01	0.02						
	M&F	0.03	0.04	0.04	0.08	0.01	0.01	0.02						
75-84	M	0.02	0.00	0.00	0.00	0.02	0.00	0.00						
	F	0.00	0.03	0.00	0.00	0.00	0.00	0.01						
	M&F	0.01	0.02	0.00	0.00	0.01	0.00	0.01						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
85+	M	0.00	0.04	0.00	0.00	0.00	0.00	0.00						
	F	0.01	0.01	0.00	0.00	0.00	0.00	0.00						
	M&F	0.01	0.02	0.00	0.00	0.00	0.00	0.00						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.03	0.03	0.04	0.05	0.03	0.03	0.04	0.0	0.0	0.0	0.0	0.0	0.0
	F	0.05	0.06	0.06	0.05	0.05	0.05	0.05	0.0	0.0	0.0	0.0	0.0	0.1
	M&F	0.04	0.05	0.05	0.05	0.04	0.04	0.05	0.0	0.0	0.0	0.0	0.0	0.0
Average Scripts PMPY for Misc. Antibiotics of Concern - PMPY or Per Member Per Year:														
0-9	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
10-17	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
18-34	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
35-49	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
50-64	M	0.01	0.00	0.00	0.00	0.02	0.01	0.00						
	F	0.01	0.00	0.01	0.01	0.01	0.01	0.00						
	M&F	0.01	0.00	0.01	0.00	0.01	0.01	0.00						
65-74	M	0.00	0.01	0.00	0.00	0.00	0.00	0.01						
	F	0.00	0.01	0.00	0.00	0.01	0.01	0.00						
	M&F	0.00	0.01	0.00	0.00	0.01	0.01	0.00						
75-84	M	0.00	0.08	0.00	0.00	0.00	0.01	0.00						
	F	0.00	0.01	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.03	0.00	0.00	0.00	0.00	0.00						
85+	M	0.00	0.02	0.00	0.00	0.00	0.00	0.00						
	F	0.03	0.01	0.00	0.00	0.01	0.00	0.00						
	M&F	0.02	0.01	0.00	0.00	0.01	0.00	0.00						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0	0.0	0.0	0.0	0.0	0.0
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0	0.0	0.0	0.0	0.0	0.0
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0	0.0	0.0	0.0	0.0	0.0
<b>All Other Antibiotics Utilization</b>														
<b>Average Scripts PMPY for Absorbable Sulfonamides - PMPY or Per Member Per Year:</b>														
0-9	M	0.08	0.10	0.09	0.16	0.07	0.09	0.07						
	F	0.13	0.16	0.13	0.24	0.14	0.15	0.10						
	M&F	0.10	0.13	0.11	0.19	0.10	0.12	0.08						
10-17	M	0.07	0.08	0.05	0.11	0.07	0.06	0.04						
	F	0.13	0.16	0.11	0.18	0.13	0.13	0.09						
	M&F	0.10	0.12	0.08	0.13	0.10	0.10	0.07						
18-34	M	0.12	0.14	0.09	0.13	0.12	0.12	0.08						
	F	0.23	0.24	0.22	0.23	0.21	0.23	0.19						
	M&F	0.20	0.21	0.19	0.17	0.19	0.20	0.16						
35-49	M	0.16	0.16	0.18	0.06	0.14	0.18	0.14						
	F	0.22	0.21	0.20	0.10	0.19	0.23	0.18						
	M&F	0.20	0.19	0.20	0.09	0.17	0.21	0.17						
50-64	M	0.19	0.16	0.20	0.07	0.13	0.21	0.12						
	F	0.19	0.18	0.18	0.08	0.16	0.23	0.17						
	M&F	0.19	0.17	0.19	0.07	0.15	0.22	0.15						
65-74	M	0.13	0.18	0.12	0.00	0.09	0.07	0.06						
	F	0.19	0.15	0.13	0.06	0.11	0.06	0.05						
	M&F	0.16	0.16	0.12	0.04	0.10	0.06	0.05						
75-84	M	0.13	0.02	0.31	0.00	0.03	0.03	0.01						
	F	0.11	0.10	0.10	0.00	0.02	0.01	0.02						
	M&F	0.11	0.07	0.18	0.00	0.02	0.02	0.02						
85+	M	0.04	0.00	0.06	0.00	0.00	0.01	0.01						
	F	0.04	0.03	0.11	0.00	0.01	0.01	0.01						
	M&F	0.04	0.02	0.10	0.00	0.01	0.01	0.01						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
Total	M	0.09	0.11	0.09	0.13	0.09	0.10	0.07	0.1	0.0	0.0	0.1	0.1	0.1
	F	0.17	0.19	0.17	0.21	0.16	0.18	0.14	0.1	0.0	0.1	0.1	0.1	0.2
	M&F	0.14	0.16	0.13	0.16	0.13	0.14	0.11	0.1	0.0	0.1	0.1	0.1	0.1
Average Scripts PMPY for Aminoglycosides - PMPY or Per Member Per Year:														
0-9	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.02	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.02	0.00	0.00	0.00						
10-17	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
18-34	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
35-49	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
50-64	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
65-74	M	0.00	0.01	0.00	0.00	0.01	0.00	0.00						
	F	0.02	0.00	0.00	0.00	0.00	0.01	0.00						
	M&F	0.01	0.00	0.00	0.00	0.00	0.01	0.00						
75-84	M	0.08	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.02	0.01	0.02	0.00	0.00	0.00	0.00						
	M&F	0.04	0.01	0.01	0.00	0.00	0.00	0.00						
85+	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.01	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.01	0.00	0.00	0.00	0.00	0.00						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
Total	M	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.0	0.0	0.0	0.0	0.0	0.0
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.0	0.0	0.0	0.0	0.0	0.0
	M&F	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.0	0.0	0.0	0.0	0.0	0.0

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
<b>Average Scripts PMPY for 1st Generation Cephalosporins - PMPY or Per Member Per Year:</b>														
0-9	M	0.07	0.07	0.08	0.08	0.07	0.07	0.05						
	F	0.07	0.08	0.07	0.08	0.07	0.07	0.05						
	M&F	0.07	0.08	0.07	0.08	0.07	0.07	0.05						
10-17	M	0.08	0.09	0.07	0.08	0.08	0.07	0.05						
	F	0.09	0.10	0.08	0.10	0.09	0.09	0.06						
	M&F	0.08	0.10	0.07	0.09	0.09	0.08	0.06						
18-34	M	0.09	0.11	0.08	0.09	0.09	0.10	0.06						
	F	0.16	0.18	0.14	0.13	0.15	0.17	0.11						
	M&F	0.14	0.16	0.13	0.10	0.14	0.15	0.10						
35-49	M	0.11	0.14	0.11	0.06	0.11	0.13	0.10						
	F	0.15	0.17	0.12	0.07	0.14	0.17	0.11						
	M&F	0.14	0.16	0.12	0.07	0.13	0.16	0.11						
50-64	M	0.11	0.14	0.12	0.06	0.11	0.15	0.09						
	F	0.15	0.18	0.14	0.09	0.13	0.16	0.11						
	M&F	0.13	0.16	0.13	0.08	0.12	0.16	0.10						
65-74	M	0.09	0.13	0.10	0.00	0.04	0.05	0.05						
	F	0.07	0.15	0.14	0.00	0.07	0.04	0.03						
	M&F	0.08	0.14	0.13	0.00	0.06	0.04	0.04						
75-84	M	0.10	0.03	0.03	0.00	0.02	0.02	0.01						
	F	0.07	0.03	0.11	0.00	0.03	0.03	0.02						
	M&F	0.08	0.03	0.08	0.00	0.03	0.02	0.02						
85+	M	0.04	0.00	0.19	0.00	0.01	0.00	0.00						
	F	0.06	0.06	0.04	0.00	0.01	0.01	0.01						
	M&F	0.06	0.04	0.09	0.00	0.01	0.01	0.01						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
<b>Total</b>	<b>M</b>	<b>0.08</b>	<b>0.09</b>	<b>0.08</b>	<b>0.08</b>	<b>0.08</b>	<b>0.08</b>	<b>0.06</b>	<b>0.1</b>	<b>0.0</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>
	<b>F</b>	<b>0.11</b>	<b>0.13</b>	<b>0.11</b>	<b>0.10</b>	<b>0.11</b>	<b>0.12</b>	<b>0.08</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>
	<b>M&amp;F</b>	<b>0.10</b>	<b>0.12</b>	<b>0.09</b>	<b>0.09</b>	<b>0.10</b>	<b>0.10</b>	<b>0.07</b>	<b>0.1</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>
<b>Average Scripts PMPY for Lincosamides - PMPY or Per Member Per Year:</b>														
0-9	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
10-17	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
18-34	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
35-49	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
50-64	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
65-74	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
75-84	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
85+	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
<b>Total</b>	<b>M</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
	<b>F</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
	<b>M&amp;F</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Average Scripts PMPY for Macrolides (not azith. or clarith.) - PMPY or Per Member Per Year:</b>														
0-9	M	0.00	0.01	0.00	0.01	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.01	0.00	0.00	0.00						
	M&F	0.00	0.01	0.00	0.01	0.00	0.00	0.00						
10-17	M	0.00	0.01	0.00	0.01	0.01	0.00	0.00						
	F	0.01	0.01	0.01	0.01	0.01	0.01	0.00						
	M&F	0.01	0.01	0.01	0.01	0.01	0.00	0.00						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
18-34	M	0.01	0.01	0.01	0.02	0.01	0.01	0.01						
	F	0.02	0.02	0.01	0.01	0.02	0.02	0.01						
	M&F	0.01	0.02	0.01	0.02	0.02	0.01	0.01						
35-49	M	0.01	0.01	0.01	0.01	0.02	0.01	0.01						
	F	0.02	0.02	0.01	0.01	0.02	0.02	0.01						
	M&F	0.01	0.02	0.01	0.01	0.02	0.01	0.01						
50-64	M	0.01	0.01	0.01	0.00	0.01	0.01	0.00						
	F	0.02	0.02	0.01	0.01	0.01	0.02	0.01						
	M&F	0.02	0.02	0.01	0.00	0.01	0.01	0.01						
65-74	M	0.02	0.01	0.00	0.00	0.00	0.00	0.01						
	F	0.00	0.01	0.01	0.00	0.01	0.02	0.00						
	M&F	0.01	0.01	0.01	0.00	0.01	0.01	0.00						
75-84	M	0.00	0.00	0.03	0.00	0.00	0.00	0.01						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.01	0.00	0.00	0.00	0.00						
85+	M	0.07	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.01	0.00	0.00	0.00	0.00	0.00						
	M&F	0.02	0.00	0.00	0.00	0.00	0.00	0.00						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
<b>Total</b>	<b>M</b>	<b>0.01</b>	<b>0.01</b>	<b>0.00</b>	<b>0.01</b>	<b>0.01</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
	<b>F</b>	<b>0.01</b>	<b>0.02</b>	<b>0.01</b>	<b>0.01</b>	<b>0.01</b>	<b>0.01</b>	<b>0.01</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
	<b>M&amp;F</b>	<b>0.01</b>	<b>0.01</b>	<b>0.01</b>	<b>0.01</b>	<b>0.01</b>	<b>0.01</b>	<b>0.01</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Average Scripts PMPY for Penicillins - PMPY or Per Member Per Year:</b>														
0-9	M	0.50	0.61	0.49	0.59	0.53	0.55	0.46						
	F	0.49	0.63	0.49	0.62	0.54	0.55	0.45						
	M&F	0.50	0.62	0.49	0.60	0.54	0.55	0.46						
10-17	M	0.20	0.27	0.18	0.26	0.24	0.20	0.16						
	F	0.26	0.35	0.24	0.36	0.30	0.26	0.21						
	M&F	0.23	0.31	0.21	0.30	0.27	0.23	0.19						
18-34	M	0.18	0.26	0.18	0.21	0.22	0.20	0.16						
	F	0.32	0.40	0.35	0.36	0.35	0.34	0.30						
	M&F	0.28	0.36	0.31	0.27	0.31	0.30	0.26						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
35-49	M	0.17	0.21	0.18	0.05	0.17	0.18	0.17						
	F	0.24	0.28	0.28	0.13	0.24	0.25	0.24						
	M&F	0.22	0.26	0.26	0.10	0.22	0.23	0.22						
50-64	M	0.14	0.16	0.18	0.06	0.12	0.17	0.14						
	F	0.18	0.20	0.21	0.07	0.15	0.17	0.16						
	M&F	0.16	0.19	0.20	0.06	0.13	0.17	0.15						
65-74	M	0.13	0.10	0.10	0.10	0.03	0.03	0.05						
	F	0.14	0.13	0.12	0.06	0.05	0.04	0.03						
	M&F	0.14	0.12	0.11	0.08	0.04	0.04	0.03						
75-84	M	0.05	0.03	0.03	0.00	0.01	0.02	0.01						
	F	0.09	0.03	0.02	0.00	0.01	0.02	0.01						
	M&F	0.07	0.03	0.02	0.00	0.01	0.02	0.01						
85+	M	0.00	0.02	0.06	0.00	0.01	0.01	0.00						
	F	0.05	0.04	0.03	0.00	0.01	0.01	0.00						
	M&F	0.04	0.04	0.04	0.00	0.01	0.01	0.00						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
<b>Total</b>	<b>M</b>	<b>0.34</b>	<b>0.41</b>	<b>0.33</b>	<b>0.37</b>	<b>0.35</b>	<b>0.36</b>	<b>0.30</b>	<b>0.3</b>	<b>0.2</b>	<b>0.3</b>	<b>0.4</b>	<b>0.4</b>	<b>0.5</b>
	<b>F</b>	<b>0.35</b>	<b>0.43</b>	<b>0.36</b>	<b>0.46</b>	<b>0.37</b>	<b>0.37</b>	<b>0.31</b>	<b>0.4</b>	<b>0.3</b>	<b>0.3</b>	<b>0.4</b>	<b>0.4</b>	<b>0.5</b>
	<b>M&amp;F</b>	<b>0.34</b>	<b>0.42</b>	<b>0.35</b>	<b>0.40</b>	<b>0.36</b>	<b>0.37</b>	<b>0.31</b>	<b>0.4</b>	<b>0.2</b>	<b>0.3</b>	<b>0.4</b>	<b>0.4</b>	<b>0.5</b>
<b>Average Scripts PMPY for Tetracyclines - PMPY or Per Member Per Year:</b>														
0-9	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
	M&F	0.00	0.00	0.00	0.00	0.00	0.00	0.00						
10-17	M	0.06	0.08	0.05	0.10	0.08	0.06	0.04						
	F	0.06	0.09	0.07	0.09	0.07	0.06	0.05						
	M&F	0.06	0.08	0.06	0.09	0.08	0.06	0.05						
18-34	M	0.09	0.11	0.12	0.16	0.09	0.10	0.10						
	F	0.14	0.14	0.19	0.16	0.13	0.14	0.16						
	M&F	0.12	0.13	0.17	0.16	0.12	0.13	0.15						
35-49	M	0.09	0.11	0.14	0.07	0.09	0.10	0.10						
	F	0.13	0.15	0.17	0.11	0.14	0.13	0.14						
	M&F	0.12	0.14	0.17	0.10	0.12	0.12	0.13						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
50-64	M	0.09	0.13	0.14	0.07	0.10	0.11	0.12						
	F	0.13	0.17	0.14	0.11	0.15	0.12	0.13						
	M&F	0.11	0.16	0.14	0.09	0.13	0.12	0.13						
65-74	M	0.21	0.12	0.06	0.00	0.02	0.06	0.03						
	F	0.11	0.14	0.09	0.06	0.06	0.03	0.04						
	M&F	0.15	0.13	0.08	0.04	0.05	0.04	0.03						
75-84	M	0.02	0.06	0.00	0.00	0.00	0.02	0.01						
	F	0.04	0.05	0.02	0.00	0.03	0.01	0.01						
	M&F	0.03	0.06	0.01	0.00	0.02	0.02	0.01						
85+	M	0.11	0.08	0.06	0.00	0.00	0.00	0.01						
	F	0.09	0.01	0.07	0.00	0.01	0.01	0.01						
	M&F	0.10	0.02	0.07	0.00	0.01	0.01	0.01						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
<b>Total</b>	<b>M</b>	<b>0.04</b>	<b>0.05</b>	<b>0.04</b>	<b>0.07</b>	<b>0.05</b>	<b>0.04</b>	<b>0.04</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
	<b>F</b>	<b>0.07</b>	<b>0.09</b>	<b>0.10</b>	<b>0.07</b>	<b>0.08</b>	<b>0.07</b>	<b>0.08</b>	<b>0.1</b>	<b>0.0</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>
	<b>M&amp;F</b>	<b>0.06</b>	<b>0.08</b>	<b>0.08</b>	<b>0.07</b>	<b>0.07</b>	<b>0.06</b>	<b>0.07</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>
<b>Average Scripts PMPY for Misc. Antibiotics - PMPY or Per Member Per Year:</b>														
0-9	M	0.00	0.02	0.00	0.02	0.01	0.00	0.00						
	F	0.01	0.03	0.01	0.05	0.02	0.01	0.01						
	M&F	0.01	0.02	0.01	0.03	0.01	0.01	0.01						
10-17	M	0.00	0.01	0.00	0.02	0.01	0.01	0.00						
	F	0.06	0.08	0.07	0.13	0.06	0.06	0.06						
	M&F	0.03	0.04	0.04	0.06	0.03	0.03	0.03						
18-34	M	0.03	0.03	0.03	0.03	0.02	0.02	0.02						
	F	0.35	0.37	0.42	0.28	0.32	0.36	0.36						
	M&F	0.26	0.27	0.34	0.12	0.23	0.27	0.28						
35-49	M	0.05	0.04	0.06	0.02	0.03	0.05	0.03						
	F	0.20	0.19	0.26	0.07	0.17	0.20	0.21						
	M&F	0.15	0.15	0.22	0.05	0.12	0.16	0.16						
50-64	M	0.08	0.06	0.08	0.00	0.05	0.05	0.05						
	F	0.15	0.16	0.15	0.08	0.13	0.17	0.12						
	M&F	0.12	0.12	0.12	0.05	0.09	0.12	0.09						

Table A1. HEDIS 2011 Plan-Specific Rates with National Benchmarks: Use of Services Measures														
Measure by Age/as Stated	Sex	Ameri group	BlueCare		TennCare Select	UnitedHealthcare			National Medicaid HEDIS 2010 Means and Percentiles					
			-East	-West		-East	-Middle	-West	Mean	P10	P25	P50	P75	P90
65-74	M	0.10	0.13	0.10	0.00	0.03	0.02	0.08						
	F	0.14	0.15	0.09	0.00	0.15	0.10	0.06						
	M&F	0.13	0.14	0.09	0.00	0.10	0.07	0.07						
75-84	M	0.08	0.03	0.28	0.00	0.01	0.04	0.00						
	F	0.22	0.04	0.03	0.00	0.04	0.02	0.04						
	M&F	0.17	0.04	0.13	0.00	0.03	0.02	0.03						
85+	M	0.04	0.02	0.03	0.00	0.02	0.00	0.01						
	F	0.18	0.10	0.08	0.00	0.03	0.03	0.01						
	M&F	0.14	0.08	0.07	0.00	0.03	0.02	0.01						
Unknown	M	NA	NA	NA	NA	NA	NA	NA						
	F	NA	NA	NA	NA	NA	NA	NA						
	M&F	NA	NA	NA	NA	NA	NA	NA						
<b>Total</b>	<b>M</b>	<b>0.01</b>	<b>0.02</b>	<b>0.01</b>	<b>0.02</b>	<b>0.01</b>	<b>0.01</b>	<b>0.01</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
	<b>F</b>	<b>0.15</b>	<b>0.17</b>	<b>0.19</b>	<b>0.12</b>	<b>0.14</b>	<b>0.15</b>	<b>0.16</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.2</b>
	<b>M&amp;F</b>	<b>0.09</b>	<b>0.11</b>	<b>0.12</b>	<b>0.06</b>	<b>0.08</b>	<b>0.09</b>	<b>0.10</b>	<b>0.1</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>

## APPENDIX B | HEDIS 2010 National Medicaid Means and Percentiles

Table B1. HEDIS 2010 National Medicaid Means and Percentiles						
Measure	Medicaid Mean	Percentile				
		10th	25th	50th	75th	90th
<b>HEDIS Effectiveness of Care Measures</b>						
<b>Prevention and Screening</b>						
<b>Adult BMI Assessment (ABA)</b>	34.6%	2.6%	22.4%	35.3%	48.7%	60.8%
<b>Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC):</b>						
<b>BMI Percentile: 3-11 years (yrs)</b>	30.4%	0.3%	11.2%	27.8%	45.1%	65.3%
12-17 yrs	30.1%	0.4%	14.7%	27.1%	44.2%	59.3%
Total	30.3%	0.3%	13.0%	29.3%	45.2%	63.0%
<b>Counseling for Nutrition: 3-11 yrs</b>	43.8%	0.3%	35.1%	49.6%	60.8%	70.8%
12-17 yrs	38.1%	0.7%	28.2%	41.1%	53.0%	61.8%
Total	41.9%	0.4%	34.3%	46.2%	57.7%	67.9%
<b>Counseling for Physical Activity:</b>						
3-11 yrs	31.8%	0.0%	19.9%	33.0%	46.0%	54.9%
12-17 yrs	34.2%	0.0%	26.4%	37.2%	46.9%	57.4%
<b>Total</b>	<b>32.5%</b>	<b>0.0%</b>	<b>22.9%</b>	<b>35.3%</b>	<b>45.5%</b>	<b>56.7%</b>
<b>Childhood Immunization Status (CIS):</b>						
DTaP/DT	79.6%	68.8%	75.5%	81.8%	85.2%	88.5%
IPV	89.0%	83.8%	87.1%	90.7%	93.7%	95.6%
MMR	91.2%	86.3%	89.4%	91.7%	93.9%	95.8%
HiB	93.7%	88.3%	92.6%	95.4%	96.6%	97.8%
HepB	89.1%	82.6%	87.0%	91.8%	94.3%	96.4%
VZV	90.6%	84.5%	88.3%	91.3%	93.9%	95.4%
PCV	77.6%	65.9%	72.3%	79.3%	84.0%	87.8%
HepA	35.5%	22.2%	28.2%	34.8%	42.8%	48.4%
RV	49.8%	31.7%	42.6%	49.9%	59.0%	64.7%
Influenza	40.6%	23.4%	31.7%	40.0%	49.5%	57.2%
Combination 2	74.3%	61.8%	68.8%	76.6%	81.6%	85.6%
Combination 3	69.4%	56.0%	63.5%	71.0%	76.6%	82.0%
Combination 4	30.4%	17.1%	24.3%	29.5%	37.1%	42.5%
Combination 5	41.6%	26.9%	33.8%	42.0%	49.1%	57.0%
Combination 6	33.8%	17.3%	25.4%	32.9%	41.0%	50.7%
Combination 7	20.6%	9.7%	15.0%	19.7%	25.6%	31.0%
Combination 8	17.2%	7.8%	11.6%	16.0%	21.4%	27.1%
Combination 9	23.2%	9.6%	15.7%	21.1%	30.3%	37.2%
Combination 10	12.6%	4.6%	7.7%	11.7%	15.9%	20.9%
<b>Immunizations for Adolescents (IMA):</b>						
Meningococcal	47.4%	27.7%	36.4%	46.7%	58.9%	69.6%
Tdap/Td	59.1%	32.8%	44.6%	60.8%	75.3%	85.8%
Combination 1	42.5%	21.9%	31.2%	42.4%	53.9%	65.9%
<b>Lead Screening in Children (LSC)</b>	66.4%	42.3%	57.6%	71.6%	81.0%	88.4%
<b>Breast Cancer Screening (BCS)</b>	52.4%	39.8%	46.2%	52.0%	59.6%	63.8%
<b>Cervical Cancer Screening (CCS)</b>	65.8%	50.4%	61.0%	67.8%	72.9%	78.9%
<b>Chlamydia Screening in Women (CHL):</b>						
16-20 year-old women	54.4%	43.8%	48.5%	53.0%	61.1%	66.4%
21-24 year-old women	61.6%	49.5%	55.8%	62.4%	69.1%	73.4%
<b>Total</b>	<b>56.7%</b>	<b>44.2%</b>	<b>50.6%</b>	<b>55.7%</b>	<b>63.7%</b>	<b>69.5%</b>

Table B1. HEDIS 2010 National Medicaid Means and Percentiles						
Measure	Medicaid Mean	Percentile				
		10th	25th	50th	75th	90th
<b>Respiratory Conditions</b>						
Appropriate Testing for Children with Pharyngitis (CWP)	62.3%	40.2%	54.3%	65.5%	73.5%	80.9%
Appropriate Treatment for Children with Upper Respiratory Infection (URI)	86.0%	77.7%	82.1%	85.8%	90.6%	94.9%
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (AAB)	25.6%	16.8%	19.7%	23.5%	27.0%	35.9%
Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)	28.6%	17.4%	23.1%	28.0%	35.1%	39.9%
<b>Pharmacotherapy Management of COPD Exacerbation (PCE):</b>						
Systemic corticosteroid	61.8%	42.6%	53.6%	63.4%	71.3%	76.2%
Bronchodilator	80.7%	64.5%	76.5%	84.1%	87.7%	90.0%
<b>Use of Appropriate Medications for People with Asthma (ASM):</b>						
5-11 years old	91.8%	88.2%	90.0%	92.2%	93.9%	95.5%
12-50 years old	86.0%	79.9%	83.8%	86.3%	89.1%	90.7%
<b>Total</b>	<b>88.6%</b>	<b>84.6%</b>	<b>86.7%</b>	<b>88.6%</b>	<b>90.8%</b>	<b>92.8%</b>
<b>Cardiovascular Conditions</b>						
<b>Cholesterol Management for Patients with Cardiovascular Conditions (CMC):</b>						
LDL-C Screening	80.7%	72.1%	78.1%	80.9%	84.8%	88.8%
LDL-C Controlled (<100 mg/dL)	41.2%	22.9%	34.3%	43.2%	50.0%	54.4%
<b>Controlling High Blood Pressure (CBP)</b>	55.3%	41.9%	49.4%	57.1%	63.3%	67.2%
<b>Persistence of Beta-Blocker Treatment after a Heart Attack (PBH)</b>	76.6%	59.2%	71.4%	77.8%	85.7%	88.9%
<b>Diabetes</b>						
<b>Comprehensive Diabetes Care (CDC):</b>						
HbA1c Testing	80.6%	69.4%	76.0%	81.1%	86.4%	90.2%
HbA1c Control (<7.0%)	33.9%	20.0%	27.4%	35.5%	39.5%	44.5%
HbA1c Control (<8.0%)	45.7%	29.9%	38.7%	46.6%	54.2%	58.8%
Retinal Eye Exam Performed	52.7%	32.1%	41.4%	54.0%	63.7%	70.1%
LDL-C Screening	74.2%	62.6%	69.3%	75.4%	80.1%	84.0%
LDL-C Controlled (<100 mg/dL)	33.5%	19.5%	27.2%	33.6%	40.9%	45.5%
Medical Attention for Nephropathy	76.9%	65.7%	72.5%	77.7%	82.7%	86.2%
Blood Pressure Control (<130/80 mm Hg)	32.2%	21.4%	27.1%	32.5%	36.7%	44.3%
Blood Pressure Control (<140/90 mm Hg)	59.8%	43.8%	53.5%	61.6%	68.2%	73.4%
<b>Musculoskeletal Conditions</b>						
<b>Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)</b>	70.5%	57.3%	64.9%	71.5%	79.7%	83.3%
<b>Use of Imaging Studies for Low Back Pain (LBP)</b>	76.1%	68.6%	72.0%	76.2%	79.8%	84.1%
<b>Behavioral Health</b>						
<b>Antidepressant Medication Management (AMM):</b>						
Effective Acute Phase Treatment	49.6%	40.9%	45.2%	48.1%	52.9%	58.4%
Effective Continuation Phase Treatment	33.0%	24.8%	27.8%	31.0%	35.2%	43.3%
<b>Follow-Up Care for Children Prescribed ADHD Medication (ADD):</b>						
Initiation Phase	36.6%	24.8%	30.9%	35.7%	42.2%	48.1%
Continuation and Maintenance Phase	41.7%	24.8%	34.7%	42.1%	50.7%	57.6%
<b>Follow-Up After Hospitalization for Mental Illness (FUH):</b>						
7-day follow-up	42.9%	18.2%	29.6%	43.5%	59.1%	64.3%
30-day follow-up	60.2%	31.8%	49.0%	62.6%	74.3%	83.6%

Table B1. HEDIS 2010 National Medicaid Means and Percentiles						
Measure	Medicaid Mean	Percentile				
		10th	25th	50th	75th	90th
<b>Medication Management</b>						
<b>Annual Monitoring for Patients on Persistent Medications (MPM):</b>						
ACE Inhibitors or ARBs	85.9%	80.0%	84.1%	86.3%	89.2%	90.5%
Digoxin	88.9%	82.0%	86.0%	90.0%	92.7%	95.2%
Diuretics	85.4%	79.4%	82.6%	86.1%	88.4%	90.6%
Anticonvulsants	68.7%	60.4%	64.5%	68.6%	72.7%	78.1%
Total	83.2%	77.2%	81.2%	84.3%	86.8%	88.5%
<b>Measures Collected Through CAHPS Health Plan Survey</b>						
<b>Medical Assistance with Smoking Cessation (MSC):</b>						
Advising Smokers and Tobacco Users to Quit*						
Discussing Smoking Cessation Medications*						
Discussing Smoking Cessation Strategies*						
<b>HEDIS Effectiveness of Care Measures Where Lower Rates Indicated Better Performance</b>						
<b>Comprehensive Diabetes Care (CDC):</b>						
HbA1c Poor Control (>9.0%)	44.9%	27.7%	33.8%	43.2%	53.4%	63.5%
<b>HEDIS Access/Availability of Care Measures</b>						
<b>Adults' Access to Preventive/Ambulatory Health Services (AAP):</b>						
20-44 year-olds	80.5%	67.4%	78.0%	82.9%	86.7%	88.5%
45-64 year-olds	85.3%	73.2%	83.2%	88.1%	90.1%	91.3%
<b>Children and Adolescents' Access to Primary Care Practitioners (CAP):</b>						
12-24 months	95.2%	90.6%	95.1%	96.8%	97.9%	98.5%
25 months-6 years	88.3%	81.0%	87.1%	89.8%	92.2%	94.1%
7-11 years	90.3%	85.0%	87.7%	91.3%	93.4%	95.6%
12-19 years	87.9%	80.6%	85.4%	88.9%	91.8%	93.7%
<b>Initiation and Engagement of Alcohol and Other Drug (AOD) Dependence Treatment (IET):</b>						
<b>Initiation of AOD Treatment: 13-17 years</b>						
18 + years	42.5%	22.4%	32.3%	41.4%	54.1%	62.7%
Total	44.7%	32.5%	38.1%	43.9%	49.8%	58.6%
<b>Engagement of AOD Treatment: 13-17 years</b>						
18 + years	44.3%	31.8%	38.4%	43.9%	48.8%	57.3%
Total	17.7%	2.5%	7.1%	13.9%	25.7%	40.0%
18 + years	11.8%	2.5%	3.4%	8.5%	16.7%	22.2%
Total	12.3%	2.3%	4.1%	10.2%	17.6%	21.4%
<b>Prenatal and Postpartum Care (PPC):</b>						
Timeliness of Prenatal Care	83.4%	70.6%	80.3%	86.0%	90.0%	92.7%
Postpartum Care	64.1%	53.0%	58.7%	65.5%	70.3%	74.4%
Call Answer Timeliness (CAT)	82.2%	71.7%	77.8%	83.0%	89.0%	93.6%
<b>HEDIS Access/Availability of Care Measures Where Lower Rates Indicated Better Performance</b>						
Call Abandonment (CAB)	3.0%	0.9%	1.4%	2.6%	3.6%	6.1%
<b>HEDIS Use of Services Measures</b>						
<b>Frequency of Ongoing Prenatal Care (FPC):</b>						
< 21 percent	10.3%	2.2%	3.4%	7.0%	13.9%	22.2%
21-40 percent	6.3%	2.1%	2.8%	4.6%	7.9%	13.4%
41-60 percent	8.0%	3.4%	5.3%	7.2%	10.2%	13.6%
61-80 percent	13.9%	7.5%	10.1%	13.5%	17.5%	19.9%
≥ 81 percent	61.6%	31.5%	52.1%	64.2%	73.7%	82.2%

Table B1. HEDIS 2010 National Medicaid Means and Percentiles						
Measure	Medicaid Mean	Percentile				
		10th	25th	50th	75th	90th
<b>Well-Child Visits in the First 15 Months of Life (W15):</b>						
0 Visits	2.3%	0.5%	0.7%	1.4%	2.9%	5.1%
1 Visits	2.1%	0.5%	1.0%	1.6%	3.0%	4.4%
2 Visits	3.4%	1.2%	2.1%	2.8%	4.6%	5.9%
3 Visits	5.7%	2.1%	3.7%	5.4%	7.4%	9.5%
4 Visits	10.7%	5.7%	7.5%	10.3%	12.7%	15.3%
5 Visits	16.4%	10.4%	13.4%	16.5%	18.9%	22.2%
6 or More Visits	59.4%	40.9%	52.2%	60.1%	69.7%	76.3%
<b>Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)</b>	71.6%	59.9%	65.9%	71.8%	77.3%	82.5%
<b>Adolescent Well-Care Visits (AWC)</b>	47.7%	34.4%	38.8%	46.8%	56.0%	63.2%

\* The three MSC rates were not included in Quality Compass in 2010 because the measure was revised; a rolling average was used for the measure's rates; therefore, two years of data is needed (rates will be calculated in 2011); all other Medicaid national rates taken from NCQA's HEDIS Audit Means, Percentiles and Ratios: 2010.

APPENDIX C | MCO Population Reported in Member Months

Table C1. HEDIS 2011 MCO Population Reported in Member Months by Age and Sex

Age Group	Amerigroup			BlueCare-East			BlueCare-West			TennCare Select			UnitedHealthcare-East			UnitedHealthcare -Middle			UnitedHealthcare -West		
Age	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
<1	56,608	52,919	109,527	55,923	53,696	109,619	46,455	44,432	90,887	6,020	5,593	11,613	39,936	38,726	78,662	56,179	53,691	109,870	40,222	38,888	79,110
1-4	197,140	187,825	384,965	198,957	191,067	390,024	172,729	170,448	343,177	41,331	33,673	75,004	156,053	150,896	306,949	197,221	189,950	387,171	153,205	149,426	302,631
5-9	188,400	183,877	372,277	201,956	193,145	395,101	177,358	177,439	354,797	69,896	41,460	111,356	165,347	160,508	325,855	191,230	185,431	376,661	148,966	146,735	295,701
10-14	154,740	150,852	305,592	172,272	167,273	339,545	149,049	149,355	298,404	80,585	45,939	126,524	137,562	135,185	272,747	151,397	145,083	296,480	129,675	129,975	259,650
15-17	78,614	81,155	159,769	94,738	97,099	191,837	78,691	85,167	163,858	67,250	37,729	104,979	73,812	74,072	147,884	76,518	73,993	150,511	72,273	75,314	147,587
18-19	45,209	63,002	108,211	50,345	66,131	116,476	43,534	59,362	102,896	39,284	22,442	61,726	44,472	54,528	99,000	43,545	54,545	98,090	43,443	58,293	101,736
<b>0-19 Subtotal</b>	<b>720,711</b>	<b>719,630</b>	<b>1,440,341</b>	<b>774,191</b>	<b>768,411</b>	<b>1,542,602</b>	<b>667,816</b>	<b>686,203</b>	<b>1,354,019</b>	<b>304,366</b>	<b>186,836</b>	<b>491,202</b>	<b>617,182</b>	<b>613,915</b>	<b>1,231,097</b>	<b>716,090</b>	<b>702,693</b>	<b>1,418,783</b>	<b>587,784</b>	<b>598,631</b>	<b>1,186,415</b>
<b>0-19 %</b>	<b>78.35%</b>	<b>58.98%</b>	<b>67.30%</b>	<b>76.10%</b>	<b>54.26%</b>	<b>63.39%</b>	<b>83.54%</b>	<b>56.29%</b>	<b>67.08%</b>	<b>94.08%</b>	<b>91.85%</b>	<b>93.22%</b>	<b>73.27%</b>	<b>56.86%</b>	<b>64.05%</b>	<b>78.09%</b>	<b>56.17%</b>	<b>65.44%</b>	<b>78.91%</b>	<b>56.44%</b>	<b>65.71%</b>
20-24	42,979	120,657	163,636	42,339	139,972	182,311	32,585	125,495	158,080	13,906	9,411	23,317	43,464	96,740	140,204	41,360	122,467	163,827	40,598	112,864	153,462
25-29	25,013	100,412	125,425	34,032	122,708	156,740	17,098	115,310	132,408	955	982	1,937	22,298	80,016	102,314	25,536	108,099	133,635	13,117	85,977	99,094
30-34	25,491	85,655	111,146	33,200	102,384	135,584	15,099	93,630	108,729	720	839	1,559	25,899	73,657	99,556	26,673	88,431	115,104	15,598	75,319	90,917
35-39	23,236	65,241	88,477	30,416	84,295	114,711	13,689	66,451	80,140	500	937	1,437	26,064	61,107	87,171	22,860	67,213	90,073	14,733	58,378	73,111
40-44	19,789	41,941	61,730	26,401	57,476	83,877	11,294	43,164	54,458	704	861	1,565	23,135	41,598	64,733	19,543	43,860	63,403	13,500	38,662	52,162
<b>20-44 Subtotal</b>	<b>136,508</b>	<b>413,906</b>	<b>550,414</b>	<b>166,388</b>	<b>506,835</b>	<b>673,223</b>	<b>89,765</b>	<b>444,050</b>	<b>533,815</b>	<b>16,785</b>	<b>13,030</b>	<b>29,815</b>	<b>140,860</b>	<b>353,118</b>	<b>493,978</b>	<b>135,972</b>	<b>430,070</b>	<b>566,042</b>	<b>97,546</b>	<b>371,200</b>	<b>468,746</b>
<b>20-44 %</b>	<b>14.84%</b>	<b>33.92%</b>	<b>25.72%</b>	<b>16.36%</b>	<b>35.79%</b>	<b>27.66%</b>	<b>11.23%</b>	<b>36.42%</b>	<b>26.45%</b>	<b>5.19%</b>	<b>6.41%</b>	<b>5.66%</b>	<b>16.72%</b>	<b>32.70%</b>	<b>25.70%</b>	<b>14.83%</b>	<b>34.38%</b>	<b>26.11%</b>	<b>13.10%</b>	<b>35.00%</b>	<b>25.96%</b>
45-49	19,181	30,897	50,078	23,574	46,270	69,844	11,539	31,045	42,584	592	1,027	1,619	22,044	31,235	53,279	17,384	31,122	48,506	14,690	27,222	41,912
50-54	17,089	22,676	39,765	20,452	35,139	55,591	11,399	23,285	34,684	683	894	1,577	22,766	25,019	47,785	14,160	23,389	37,549	15,521	21,479	37,000
55-59	14,844	16,378	31,222	16,226	28,516	44,742	9,822	17,117	26,939	546	791	1,337	19,825	20,000	39,825	12,342	16,764	29,106	15,001	15,617	30,618
60-64	9,028	12,274	21,302	12,770	23,457	36,227	7,075	13,240	20,315	392	611	1,003	12,237	14,888	27,125	8,968	14,040	23,008	9,145	10,960	20,105
<b>45-64 Subtotal</b>	<b>60,142</b>	<b>82,225</b>	<b>142,367</b>	<b>73,022</b>	<b>133,382</b>	<b>206,404</b>	<b>39,835</b>	<b>84,687</b>	<b>124,522</b>	<b>2,213</b>	<b>3,323</b>	<b>5,536</b>	<b>76,872</b>	<b>91,142</b>	<b>168,014</b>	<b>52,854</b>	<b>85,315</b>	<b>138,169</b>	<b>54,357</b>	<b>75,278</b>	<b>129,635</b>
<b>45-64 %</b>	<b>6.54%</b>	<b>6.74%</b>	<b>6.65%</b>	<b>7.18%</b>	<b>9.42%</b>	<b>8.48%</b>	<b>4.98%</b>	<b>6.95%</b>	<b>6.17%</b>	<b>0.68%</b>	<b>1.63%</b>	<b>1.05%</b>	<b>9.13%</b>	<b>8.44%</b>	<b>8.74%</b>	<b>5.76%</b>	<b>6.82%</b>	<b>6.37%</b>	<b>7.30%</b>	<b>7.10%</b>	<b>7.18%</b>
65-69	1,093	1,728	2,821	1,959	3,862	5,821	881	2,129	3,010	100	131	231	1,771	2,920	4,691	2,937	4,159	7,096	1,504	2,562	4,066
70-74	346	555	901	363	437	800	229	425	654	22	57	79	1,216	2,104	3,320	2,094	3,431	5,525	791	1,389	2,180
75-79	384	650	1,034	360	590	950	230	428	658	10	25	35	1,280	3,024	4,304	2,436	4,782	7,218	904	2,113	3,017
80-84	365	587	952	402	783	1,185	236	323	559	18	5	23	1,354	4,065	5,419	2,029	6,243	8,272	844	2,848	3,692
85-89	171	454	625	352	919	1,271	221	407	628	2	8	10	1,041	4,908	5,949	1,716	7,084	8,800	656	3,398	4,054
≥90	163	470	633	283	999	1,282	149	464	613	16	8	24	723	4,513	5,236	844	7,249	8,093	450	3,186	3,636
<b>≥65 Subtotal</b>	<b>2,522</b>	<b>4,444</b>	<b>6,966</b>	<b>3,719</b>	<b>7,590</b>	<b>11,309</b>	<b>1,946</b>	<b>4,176</b>	<b>6,122</b>	<b>168</b>	<b>234</b>	<b>402</b>	<b>7,385</b>	<b>21,534</b>	<b>28,919</b>	<b>12,056</b>	<b>32,948</b>	<b>45,004</b>	<b>5,149</b>	<b>15,496</b>	<b>20,645</b>
<b>≥65 %</b>	<b>0.27%</b>	<b>0.36%</b>	<b>0.33%</b>	<b>0.37%</b>	<b>0.54%</b>	<b>0.46%</b>	<b>0.24%</b>	<b>0.34%</b>	<b>0.30%</b>	<b>0.05%</b>	<b>0.12%</b>	<b>0.08%</b>	<b>0.88%</b>	<b>1.99%</b>	<b>1.50%</b>	<b>1.31%</b>	<b>2.63%</b>	<b>2.08%</b>	<b>0.69%</b>	<b>1.46%</b>	<b>1.14%</b>
<b>Total</b>	<b>919,883</b>	<b>1,220,205</b>	<b>2,140,088</b>	<b>1,017,320</b>	<b>1,416,218</b>	<b>2,433,538</b>	<b>799,362</b>	<b>1,219,116</b>	<b>2,018,478</b>	<b>323,532</b>	<b>203,423</b>	<b>526,955</b>	<b>842,299</b>	<b>1,079,709</b>	<b>1,922,008</b>	<b>916,972</b>	<b>1,251,026</b>	<b>2,167,998</b>	<b>744,836</b>	<b>1,060,605</b>	<b>1,805,441</b>