



CenCal Health HEDIS® 2008 Summary

Performance for some important aspects of care for CenCal Health's members is measured annually using an industry-standard methodology called Health Plan Employer Data and Information Set (HEDIS).¹ HEDIS was developed by the National Committee for Quality Assurance (NCQA).²

These assessments are required by the State of California Department of Health Care Services for the Medi-Cal program and the Managed Risk Medical Insurance Board for the Healthy Families program. The Authority and its regulators use the measurements summarized within CenCal Health's HEDIS report as one important and reliable means to assess CenCal Health's effectiveness as a managed care plan. Readers interested in comparative information for other health plans should refer to information on the NCQA website at www.ncqa.org

For almost every measured aspect of diabetes care, CenCal Health ranks in the top 10% of all Medicaid health plans in the nation. This is undoubtedly a result of our premier SMART diabetes management program. CenCal Health is also one of the leading Medi-Cal plans in California in both Childhood Immunizations and Postpartum Care.

Teams of CenCal Health staff continuously strive to improve the quality of care received by our members. For measures where our rate falls short of the benchmark, teams analyze data to identify barriers that prevent members from receiving appropriate or timely care, or that preclude providers from rendering appropriate or timely care. Once barriers are identified, the information is used to develop educational or behavioral interventions directed at members and/or providers. These interventions encourage the medically appropriate use of available benefits by members, and give providers tools they need to ensure members receive suitable and timely care as well as age- and sex-appropriate preventive care services.

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

² The NCQA is an independent, not-for-profit organization dedicated to measuring the quality of America's health care.

CenCal Health
Medi-Cal HEDIS 2008 Report Card

Measure	CenCal Health Score	Benchmark*	How CenCal Health Ranked
Diabetes Management			
HbA1c test	89	89	Top 25 % nationally
HbA1c uncontrolled >9.0% (a lower score indicates better performance)	24	32	Top 10 % nationally
HbA1c controlled <7.0%	52	41	Top 10 % nationally
Retinal exam	79	68	Top 10 % nationally
LDL test	82	81	Top 10 % nationally
LDL <100 mg/dL	46	44	Top 10 % nationally
Nephropathy monitoring	80	86	Top 50 % nationally
Cardiovascular Disease Management			
Controlling High Blood Pressure	60	66	Top 25% nationally
Asthma Care			
Controller medication use (ages 5 - 9)	89	96	Bottom 50 % nationally
Controller medication use (10 - 17)	93	93	Top 10 % nationally
Controller medication use (18 - 56)	89	91	Top 25 % nationally
Controller medication use (5 - 56)	90	92	Top 25 % nationally
Pediatric Health			
Childhood immunizations (4 DTaP, 3 Polio, 1 MMR, 3 HepB, 3 Hib, 1 VZV)	89	85	Top 10 % nationally
Well child visits first 15 months of life	64	75	Top 50 % nationally
Well child visits 3 rd - 6 th years of life	72	80	Top 50 % nationally
Adolescent well-care visits	36	59	Bottom 50 % nationally

* The benchmark is the High Performance Level (HPL) for participating plans as determined by the California Department of Health Services and is in boldface type. Where an HPL is not available, the benchmark used is the HEDIS 2007 National Medicaid 90th percentile

CenCal Health
 Medi-Cal HEDIS 2008 Report Card, continued

Measure	CenCal Health Score	Benchmark*	How CenCal Health Ranked
Children's and Adolescents' Access to Primary Care Providers			
Ages 12 – 24 months	98	98	Top 25 % nationally
Ages 25 months – 6 years	89	91	Top 50 % nationally
Ages 7 – 11 years	83	93	Bottom 50 % nationally
Ages 12 – 19 years	79	91	Bottom 25 % nationally
Women's Health			
Breast cancer screening (mammogram)	57	60	Top 25 % nationally
Cervical cancer screening (Pap smear)	67	77	Top 50 % nationally
Chlamydia screening (ages 16 – 25)	55	66	Top 50 % nationally
Timeliness of prenatal care	85	92	Top 50 % nationally
Timeliness of postpartum care	78	71	Top 10 % nationally
Antibiotic Prescribing			
Appropriate testing for children with pharyngitis	14	77	Bottom 10 % nationally
Appropriate treatment for children with upper respiratory infection	78	93	Bottom 25 % nationally
Inappropriate treatment for adults with acute bronchitis	47	41	Top 10 % nationally

* The benchmark is the High Performance Level (HPL) for participating plans as determined by the California Department of Health Services and is in boldface type. Where an HPL is not available, the benchmark used is the HEDIS 2007 National Medicaid 90th percentile.

CenCal Health

Healthy Families Program HEDIS 2008 Report Card

Measure	CenCal Health Score
Asthma Care	
Controller medication use (ages 5 - 9)	Insufficient sample size
Controller medication use (ages 10 - 17)	Insufficient sample size
Controller medication use (ages 5 - 17)	Insufficient sample size
Pediatric Health	
Childhood immunizations (4 DTaP, 3 Polio, 1 MMR, 3 HepB, 3 Hib, 1 VZV)	87
Well child visits first 15 months of life	67
Well child visits 3 rd - 6 th years of life	78
Adolescent well-care visits	50
Children's and Adolescents' Access to Primary Care Providers	
Children's Access, 12-24 months	93
Children's Access, 25 months - 6 years	95
Children's Access, 7-11 years	94
Children's Access, 12-19 years	89
Antibiotic Prescribing	
Appropriate testing for children with pharyngitis	5
Appropriate treatment for children with upper respiratory infection	88
Women's Health	
Chlamydia screening (ages 16 - 18)	Insufficient sample size

Note: The Managed Risk Medical Insurance Board has not yet established benchmarks for the measures reported for the Healthy Families program.