

Commercial HMO/POS Effectiveness of Care Measure	HEDIS® 2018	NCQA Quality Compass® National Average
Adult BMI Assessment	94.56%	79.78%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents		
BMI Total	80.79%	70.59%
Nutrition Total	67.89%	65.50%
Physical Activity Total	62.63%	59.96%
Childhood Immunization Status		
Combo 10 (Combo 2 & 4-PCV, 1-HepA, 2/3-RV, 2-flu)	55.72%	53.80%
Immunizations for Adolescents—Combo 2	22.87%	22.30%
Breast Cancer Screening	81.07%	72.81%
Cervical Cancer Screening	79.67%	75.31%
Non-Recommended Cervical Cancer Screening in Adolescent Females (lower score is better)	0.79%	1.47%
Colorectal Cancer Screening	69.59%	62.43%
Chlamydia Screening in Women (Age 16–24)	36.78%	50.16%
Appropriate Testing for Children With Pharyngitis	88.69%	87.45%
Appropriate Treatment for Children With Upper Respiratory Infection	87.02%	89.19%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	28.44%	30.99%
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	46.41%	41.90%
Pharmacotherapy Management of COPD Exacerbation		
Systemic Corticosteroid	78.10%	76.26%
Bronchodilator	83.81%	79.87%
Medication Management for People with Asthma (75%)—Total	54.93%	50.48%
Asthma Medication Ratio		
Total	81.57%	79.04%
Controlling High Blood Pressure	70.69%	59.90%
Persistence of Beta-Blocker Treatment After a Heart Attack	93.41%	85.18%
Statin Therapy for Patients with Cardiovascular Disease		
Received Statin Therapy—Total	81.75%	80.77%
Statin Adherence 80% —Total	78.81%	73.30%

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Measures continue on the next page

Comprehensive Diabetes Care		
HbA1c Test	95.26%	90.96%
HbA1c Level Not Controlled (>9.0%) (lower score is better)	21.53%	31.91%
HbA1c Level Control (<8.0%)	67.88%	57.48%
HbA1c Level Good Control (<7.0%)	45.00%	38.57%
Eye Exam	61.31%	54.06%
Monitor Nephropathy	92.52%	90.38%
BP Control <140/90	67.70%	60.82%
Statin Therapy for patients with Diabetes		
Received Statin Therapy—Total	62.94%	61.02%
Statin Adherence 80%	73.80%	65.99%
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis	92.25%	88.62%
Use of Imaging Studies for Low Back Pain	79.16%	75.16%
Antidepressant Medication Management		
Effective Acute Phase Treatment	74.38%	67.11%
Effective Continuation Phase Treatment	57.36%	51.53%
Follow-Up Care for Children Prescribed ADHD Medication		
Initiation	44.89%	41.13%
Maintenance	50.96%	47.07%
Follow-Up After Hospitalization for Mental Illness		
30 Days	74.07%	68.66%
7 Days	50.51%	46.63%
Follow-Up After Emergency Department Visit for Mental Illness		
30 Days	55.90%	60.02%
7 Days	40.00%	45.97%
Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence		
30 Days	12.50%	14.07%
7 Days	6.62%	10.18%
Use of Multiple Concurrent Antipsychotics in Children and Adolescents (lower score is better)		
Ages 1–5	NA	NA
Ages 6–11	NA	NA
Ages 12–17	4.17%	NA
Total	4.03%	NA

Measures continue on the next page

Metabolic Monitoring for Children and Adolescents on Antipsychotics		
Ages 1–5	NA	NA
Ages 6–11	41.94%	32.69%
Ages 12–17	41.03%	37.34%
Total	40.40%	36.07%
Annual Monitoring for Patients on Persistent Medications		
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)	86.43%	83.92%
Diuretics	86.26%	83.38%
Total	86.36%	83.71%
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment		
Initiation of AOD Treatment Total	38.16%	36.11%
Engagement of AOD Treatment Total	12.57%	12.65%
Prenatal and Postpartum Care		
Timeliness of Prenatal Care	85.33%	84.34%
Postpartum Care	88.59%	75.05%
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics		
Ages 12–17	69.57%	57.09%
Total	62.26%	54.52%

NA Small denominator—the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

Illinois Medicare Advantage HMO Effectiveness of Care Measure <i>MA HMO received 4 stars for its HMO plans in Illinois, based on a five-star rating system</i>	HEDIS 2018	NCQA Quality Compass National Average	2019 Medicare Stars*
Adult BMI Assessment ★	95.13%	96.11%	4 stars
Breast Cancer Screening ★	78.27%	75.39%	4 stars
Colorectal Cancer Screening ★	66.67%	72.46%	3 stars
Non-Recommended PSA-Based Screening in Older Men (lower score is better)	28.54%	33.63%	
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	31.76%	37.71%	
Pharmacotherapy Management of COPD Exacerbation			
Systemic Corticosteroid	78.45%	71.17%	
Bronchodilator	77.35%	78.91%	
Controlling High Blood Pressure ★	72.99%	72.45%	3 stars
Persistence of Beta-Blocker Treatment After a Heart Attack	91.40%	90.00%	
Statin Therapy for Patients with Cardiovascular Disease			
Received Statin Therapy—Total	79.53%	79.48%	3 stars
Statin Adherence 80%—Total	84.19%	77.33%	
Comprehensive Diabetes Care			
HbA1c Test	93.19%	94.54%	
HbA1c Level Not Controlled (>9.0%) (lower score is better) ★	20.19%	18.67%	4 stars
HbA1c Level Control (<8.0%)	70.56%	69.72%	
Eye Exam ★	72.26%	75.12%	3 stars
Monitor Nephropathy ★	97.57%	96.28%	5 stars
BP Control <140/90	65.45%	70.43%	
Statin Therapy for Patients with Diabetes			
Received Statin Therapy—Total	71.46%	71.98%	
Statin Adherence 80%—Total	80.87%	74.73%	
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis ★	86.89%	79.36%	4 stars
Osteoporosis Management in Women Who Had a Fracture ★	35.82%	48.37%	2 stars

*CMS created the Star Ratings to provide quality and performance information consistent with CMS' quality strategy of optimizing health outcomes by improving quality and transforming the health care system. The Star Ratings range from 1 to 5 Stars with 5 Stars being the highest rating. There are several data sources that contribute to the Star Rating as defined by CMS. These results are from the HEDIS data sources that focus on Effectiveness of Care and CAHPS.

Measures continue on the next page

Antidepressant Medication Management			
Effective Acute Phase Treatment	79.51%	71.97%	
Effective Continuation Phase Treatment	68.78%	56.92%	
Follow-Up After Hospitalization for Mental Illness			
30 Days	39.58%	55.20%	
7 Days	22.92%	34.29%	
Potentially Harmful Drug-Disease Interactions in Elderly			
Falls (lower score is better)	51.82%	47.02%	
Dementia (lower score is better)	49.70%	46.45%	
Chronic renal failure (lower score is better)	7.10%	9.79%	
Combined (lower score is better)	45.14%	40.82%	
Use of High-Risk Medications in the Elderly			
One or More High-Risk Medications (lower score is better)	12.75%	14.13%	
Two or More High-Risk Medications (lower score is better)	7.51%	9.40%	
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment			
Initiation of AOD Treatment Total	38.46%	36.08%	
Engagement of AOD Treatment Total	5.64%	4.84%	
Medication Reconciliation Post-Discharge	58.39%	57.39%	3 stars
Follow-Up After Emergency Department Visit for Mental Illness			
30 Days	64.79%	47.85%	
7 Days	52.11%	32.17%	
Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence			
30 Days	NA	11.93%	
7 Days	NA	8.68%	

NA Small denominator—the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

★ Medicare Star Measure

Iowa/Nebraska Medicare Advantage HMO Effectiveness of Care Measure <i>MA Midwest HMO received 3 stars for its HMO plans in Iowa/Nebraska, based on a five-star rating system</i>	HEDIS 2018	NCQA Quality Compass National Average	2019 Medicare Stars
Adult BMI Assessment ★	82.31%	94.86%	2 stars
Breast Cancer Screening ★	78.03%	72.12%	4 stars
Colorectal Cancer Screening ★	64.72%	69.16%	3 stars
Non-Recommended PSA-Based Screening in Older Men (lower score is better)	29.07%	30.67%	
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	NA	33.61%	
Pharmacotherapy Management of COPD Exacerbation			
Systemic Corticosteroid	NA	70.19%	
Bronchodilator	NA	80.81%	
Controlling High Blood Pressure ★	52.96%	70.59%	2 stars
Statin Therapy for Patients with Cardiovascular Disease			
Received Statin Therapy—Total	67.50%	78.90%	No rating
Statin Adherence 80%—Total	NA	76.12%	No rating
Persistence of Beta-Blocker Treatment After a Heart Attack	NA	89.99%	
Comprehensive Diabetes Care			
HbA1c Test	93.66%	93.59%	
HbA1c Level Not Controlled (>9.0%) (lower score is better) ★	42.96%	26.30%	2 stars
HbA1c Level Control (<8.0%)	51.41%	63.67%	
Eye Exam ★	60.56%	71.51%	2 stars
Monitor Nephropathy ★	98.59%	95.62%	5 stars
BP Control <140/90	50.70%	66.88%	
Statin Therapy for Patients with Diabetes			
Received Statin Therapy—Total	77.22%	72.27%	
Statin Adherence 80%—Total	80.33%	73.83%	
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis ★	NA	77.19%	No rating
Osteoporosis Management in Women Who Had a Fracture ★	NA	46.33%	No rating
Antidepressant Medication Management			
Effective Acute Phase Treatment	90.32%	69.78%	
Effective Continuation Phase Treatment	87.10%	54.98%	
Follow-Up After Hospitalization for Mental Illness			
30 Days	NA	52.15%	
7 Days	NA	31.77%	

Measures continue on the next page

Potentially Harmful Drug-Disease Interactions in Elderly			
Falls (lower score is better)	56.76%	48.23%	
Dementia (lower score is better)	NA	46.71%	
Chronic renal failure (lower score is better)	NA	11.02%	
Combined (lower score is better)	41.10%	41.32%	
Use of High-Risk Medications in the Elderly			
One or More High-Risk Medications (lower score is better)	9.75%	15.25%	
Two or More High-Risk Medications (lower score is better)	6.04%	10.09%	
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment			
Initiation of AOD Treatment Total	NA	33.61%	
Engagement of AOD Treatment Total	NA	4.30%	
Medication Reconciliation Post-Discharge	34.13%	51.68%	1 star
Follow-Up After Emergency Department Visit for Mental Illness			
30 Days	NA	47.75%	
7 Days	NA	31.78%	
Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence			
30 Days	NA	12.22%	
7 Days	NA	8.34%	

NA Small denominator—the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

★ Medicare Star Measure

Washington Medicare Advantage HMO Effectiveness of Care Measure <i>MA Northwest HMO received 3 stars for its HMO plans in Washington, based on a five-star rating system</i>	HEDIS 2018	NCQA Quality Compass National Average	2019 Medicare Stars
Adult BMI Assessment ★	97.81%	96.11%	5 stars
Breast Cancer Screening ★	76.94%	75.39%	4 stars
Colorectal Cancer Screening ★	69.83%	72.46%	3 stars
Non-Recommended PSA-Based Screening in Older Men (lower score is better)	18.21%	33.63%	
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	37.25%	37.71%	
Pharmacotherapy Management of COPD Exacerbation			
Systemic Corticosteroid	71.23%	71.17%	
Bronchodilator	79.45%	78.91%	
Controlling High Blood Pressure ★	68.13%	72.45%	3 stars
Statin Therapy for Patients with Cardiovascular Disease			
Received Statin Therapy—Total	86.39%	79.48%	5 Stars
Statin Adherence 80%—Total	83.03%	77.33%	
Persistence of Beta-Blocker Treatment After a Heart Attack	NA	90.00%	
Comprehensive Diabetes Care			
HbA1c Test	96.84%	94.54%	
HbA1c Level Not Controlled (>9.0%) (lower score is better) ★	18.49%	18.67%	4 stars
HbA1c Level Control (<8.0%)	70.80%	69.72%	
Eye Exam ★	69.83%	75.12%	3 stars
Monitor Nephropathy ★	96.35%	96.28%	4 stars
BP Control <140/90	61.07%	70.43%	
Statin Therapy for Patients with Diabetes			
Received Statin Therapy—Total	73.95%	71.98%	
Statin Adherence 80%—Total	76.94%	74.73%	
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis ★	87.50%	79.36%	4 stars
Osteoporosis Management in Women Who Had a Fracture ★	37.21%	48.37%	2 stars
Antidepressant Medication Management			
Effective Acute Phase Treatment	79.79%	71.97%	
Effective Continuation Phase Treatment	70.21%	56.92%	
Follow-Up After Hospitalization for Mental Illness			
30 Days	NA	55.20%	
7 Days	NA	34.29%	

Measures continue on the next page

Potentially Harmful Drug-Disease Interactions in Elderly			
Falls (lower score is better)	49.83%	47.02%	
Dementia (lower score is better)	38.96%	46.45%	
Chronic renal failure (lower score is better)	3.57%	9.79%	
Combined (lower score is better)	41.49%	40.82%	
Use of High-Risk Medications in the Elderly			
One or More High-Risk Medications (lower score is better)	10.74%	14.13%	
Two or More High-Risk Medications (lower score is better)	7.28%	9.40%	
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment			
Initiation of AOD Treatment Total	37.36%	36.08%	
Engagement of AOD Treatment Total	4.40%	4.84%	
Medication Reconciliation Post-Discharge	24.82%	57.39%	1 star
Follow-Up After Emergency Department Visit for Mental Illness			
30 Days	NA	47.85%	
7 Days	NA	32.17%	
Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence			
30 Days	NA	11.93%	
7 Days	NA	8.68%	

NA Small denominator—the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

★ Medicare Star Measure

Illinois Marketplace HMO Effectiveness of Care Measure	HEDIS 2018	NCQA Quality Compass National Average
Adult BMI Assessment	87.21%	79.78%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents		
BMI Total	77.37%	70.59%
Nutrition Total	63.02%	65.50%
Physical Activity Total	60.10%	59.96%
Childhood Immunization Status—Combo 3	75.00%	77.67%
Immunizations for Adolescents—Combo 2	9.09%	22.30%
Breast Cancer Screening	66.01%	72.81%
Cervical Cancer Screening	44.77%	75.31%
Colorectal Cancer Screening	46.72%	62.43%
Chlamydia Screening in Women (Age 16–24)	36.54%	50.16%
Appropriate Testing for Children With Pharyngitis	83.54%	87.45%
Appropriate Treatment for Children With Upper Respiratory Infection	73.12%	89.19%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	25.46%	30.99%
Medication Management for People with Asthma (75%)—Total	68.91%	50.48%
Controlling High Blood Pressure	59.61%	59.90%
Comprehensive Diabetes Care		
HbA1c Test	90.27%	90.96%
HbA1c Level Control (<8.0%)	57.42%	57.48%
Eye Exam	38.44%	54.06%
Monitor Nephropathy	90.51%	90.38%
Use of Imaging Studies for Low Back Pain	72.35%	75.16%
Antidepressant Medication Management		
Effective Acute Phase Treatment	73.24%	67.11%
Effective Continuation Phase Treatment	58.92%	51.53%
Follow-Up Care for Children Prescribed ADHD Medication		
Initiation	NA	41.13%
Maintenance	NA	47.07%
Follow-Up After Hospitalization for Mental Illness		
7 Days	46.55%	46.63%

Measures continue on the next page

Annual Monitoring for Patients on Persistent Medications		
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)	81.11%	83.92%
Diuretics	81.13%	83.38%
Total	81.12%	83.71%
Annual Dental Visit		
Total	36.62%	NA
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment		
Initiation of AOD Treatment Total	36.10%	36.11%
Engagement of AOD Treatment Total	9.54%	12.65%
Prenatal and Postpartum Care		
Timeliness of Prenatal Care	86.34%	84.34%
Postpartum Care	86.34%	75.05%
Proportion of Days Covered		
Renin Angiotensin System (RAS) Antagonists	79.56%	NA
Diabetes All Class	75.57%	NA
Statins	72.88%	NA

NA Small denominator—the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

Illinois Marketplace POS Effectiveness of Care Measure	HEDIS 2018	NCQA Quality Compass National Average
Adult BMI Assessment	87.21%	79.78%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents		
BMI Total	75.67%	70.59%
Nutrition Total	54.50%	65.50%
Physical Activity Total	48.91%	59.96%
Breast Cancer Screening	68.30%	72.81%
Childhood Immunization Status—Combo 3	70.97%	77.67%
Immunizations for Adolescents—Combo 2	NA	22.30%
Cervical Cancer Screening	51.34%	75.31%
Colorectal Cancer Screening	51.82%	62.43%
Chlamydia Screening in Women (Age 16–24)	26.05%	50.16%
Appropriate Testing for Children With Pharyngitis	78.57%	87.45%
Appropriate Treatment for Children With Upper Respiratory Infection	78.57%	89.19%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	37.50%	30.99%
Medication Management for People with Asthma (75%)—Total	54.55%	50.48%
Controlling High Blood Pressure	60.83%	59.90%
Comprehensive Diabetes Care		
HbA1c Test	92.21%	90.96%
HbA1c Level Control (<8.0%)	62.53%	57.48%
Eye Exam	41.12%	54.06%
Monitor Nephropathy	87.83%	90.38%
Use of Imaging Studies for Low Back Pain	69.86%	75.16%
Antidepressant Medication Management		
Effective Acute Phase Treatment	68.04%	67.11%
Effective Continuation Phase Treatment	54.64%	51.53%
Follow-Up Care for Children Prescribed ADHD Medication		
Initiation	NA	41.13%
Maintenance	NA	47.07%
Follow-Up After Hospitalization for Mental Illness		
7 Days	NA	46.63%

Measures continue on the next page

Annual Monitoring for Patients on Persistent Medications		
Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)	78.91%	83.92%
Diuretics	78.62%	83.38%
Total	78.79%	83.71%
Annual Dental Visit		
Total	41.34%	NA
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment		
Initiation of AOD Treatment Total	35.85%	36.11%
Engagement of AOD Treatment Total	11.32%	12.65%
Prenatal and Postpartum Care		
Timeliness of Prenatal Care	95.12%	84.34%
Postpartum Care	85.37%	75.05%
Proportion of Days Covered		
Renin Angiotensin System (RAS) Antagonists	81.07%	NA
Diabetes All Class	74.86%	NA
Statins	75.36%	NA

NA Small denominator—the organization followed the specifications but the denominator was too small (<30) to report a valid rate.

2018 CAHPS[®] Results

	Commercial HMO/POS	Medicare HMO Illinois	Medicare HMO Northwest
Getting Needed Care	90.14%	93.51%	88.64%
Getting Care Quickly	88.84%	87.34%	86.97%
How Well Doctors Communicate	96.62%	96.85%	96.53%
Customer Service	90.18%	96.14%	96.58%
Claims Processing	87.99%	Not a MA measure	Not a MA measure
Shared Decision Making	82.61%	Not a MA measure	Not a MA measure
Plan Information on Cost	67.88%	Not a MA measure	Not a MA measure
Rating of Personal Doctor	90.0%	96.11%	94.75%
Rating of Specialist Seen Most Often	89.95%	94.44%	94.84%
Rating of All Health Care	81.36%	94.84%	90.91%
Rating of Health Plan	70.09%	95.97%	86.27%

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QHP Member Experience Survey Results

	Exchange HMO	Exchange POS
Getting Needed Care	91.08%	91.54%
Getting Care Quickly	88.45%	81.48%
How Well Doctors Communicate	96.81%	96.62%
Customer Service	89.72%	87.66%
Claims Processing	Not a QHP measure	Not a QHP measure
Shared Decision Making	Not a QHP measure	Not a QHP measure
Plan Information on Cost	Not a QHP measure	Not a QHP measure
Rating of Personal Doctor	94.50%	94.74%
Rating of Specialist Seen Most Often	95.69%	95.17%
Rating of All Health Care	90.98%	90.73%
Rating of Health Plan	70.45%	68.98%

The Qualified Health Plan (QHP) Enrollee Survey is a consumer experience survey that assesses enrollee experience with QHPs offered through Marketplaces.

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Quality Compass is NCQA's comprehensive national database of health plans' HEDIS and CAHPS results. Quality Compass is designed to provide benefits managers, health plans, consultants, the media, and others with access to comprehensive information about health plan quality and performance.

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Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.

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