

HEDIS Measure	2016	2017	2018	2019
<b>Well Child Visit</b>				
(0-15 Months)	45.51%	57.41%	60.83%	65.57%
(3-6 years)	49.31%	58.56%	65.94%	66.67%

Breast Cancer Screening Rate (BCS)	Not Enough Data - Women Need Two Years Continuous Enrollment	50.41%	49.76%	49.06%
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Colorectal Screenings	Not Reported - Not a Medicaid Measure			
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<b>Diabetes Care</b>				
Eye (retinal) Exam	36.89%	41.15%	49.45%	53.16%
HB A1C <8%	40.73%	39.76%	47.45%	54.65%
Medical Attention for Nephropathy	88.99	89.76	89.6	90.37

Cost/Utilization Information	2016	2017	2018	2019
Average # of ER visits per member	0.07	0.07	0.6	0.6
ED Visits Per 1000 Members	831.3	791.0	759.0	754.2
Total amount of ED Claims Paid	\$43,541,845	\$50,376,633	\$52,188,635	\$50,521,347
ED Claims PMPM	\$33	\$34	\$33	\$34

Medical Loss Ratio (SFY)	86.3%	89.0%	94.1%	95.2%
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Total # Medical Claims Processed	2,119,520	2,441,869	2,823,599	2,912,274
Total dollar amount of Medical Claims Paid	\$316,718,248	\$376,694,243	\$415,577,769	\$458,807,358
Total # Medical Claims Denied	583,187	582,300	667,453	567,212
Total dollar amount Medical Claims Denied - charges	\$888,466,514	\$778,399,038	\$759,258,580	\$774,343,555
Medical Claims PMPM	\$208	\$239	\$258	\$263

Total # Pharmacy Claims Processed	1,830,891	2,044,212	2,144,185	2,196,514
Total dollar amount of Pharmacy Claims paid	\$110,597,624	\$133,158,395	\$166,064,859	\$182,394,716
Total # of Pharmacy Claims Denied	1,537,948	1,717,138	1,801,115	1,845,071
Pharmacy claims PMPM	\$84	\$89	\$104	\$113

<b>Patient Satisfaction Surveys</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
<b>CAHPS Adult Version</b>				
Rating of All Health Care	73.54	75.16	78.15	80.77
Rating of the Health Plan	77.23	74.88	80.35	84.59
Rating of Person Doctor	82.63	80.30	83.93	87.91
Rating of Specialist seen most often	79.08	71.60	76.28	83.33
Customer Service	65.44	88.45	89.86	91.33
Getting Care Quickly	77.00	84.78	87.07	84.26
Getting Needed Care	58.90	80.69	86.64	86.22
How Well Doctors Communicate	92.43	91.91	93.46	94.73
Shared Decision Making	79.75	79.85	77.40	82.29
<b>CAHPS Child Version</b>				
Rating of All Health Care	84.00	84.89	80.76	86.03
Rating of the Health Plan	79.07	82.88	77.38	84.08
Rating of Person Doctor	87.00	87.52	87.99	91.16
Rating of Specialist seen most often	84.42	86.51	83.04	86.67
Customer Service	88.13	89.32	85.57	80.88
Getting Care Quickly	92.55	90.14	91.07	93.13
Getting Needed Care	83.90	85.52	84.41	84.07
How Well Doctors Communicate	95.81	93.31	94.78	95.75
Shared Decision Making	76.62	76.25	76.45	70.22

<b>Cost/Utilization Information</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
<b>DentaQuest</b>				
Total # Claims Processed	59413	74787	82140	89681
Total dollar amount of Claims Paid	\$7,161,169	\$9,852,192	\$11,171,037	\$11,674,833
Total # Claims Denied	4952	5507	7158	9386
Claims Per Member Per Month (Avg for the Year)	\$5.35	\$6.58	\$6.96	\$7.25

<b>eyeQuest</b>				
Total # Claims Processed	30598	60810	76001	88139
Total dollar amount of Claims Paid	\$1,825,949	\$3,163,326	\$3,849,616	\$4,063,718
Total # Claims Denied	1895	3216	5412	7439
Claims Per Member Per Month (Avg for the Year)	\$1.37	\$2.11	\$2.40	\$2.52