

| HEDIS Measure | 2016 | 2017 | 2018 | 2019 |
|--|-------------------|-------------------|-------------------|-------------------|
| Well Child Visit | | | | |
| (0-15 Months) | 51.09% | 60.34% | 55.78% | 59.61% |
| (3-6 years) | 61.56% | 58.88% | 61.31% | 65.21% |
| | | | | |
| Breast Cancer Screening Rate (BCS) | 31.28% | 52.10% | 52.69% | 51.61% |
| | | | | |
| Colorectal Screenings | N/A | N/A | N/A | N/A |
| | | | | |
| Diabetes Care | | | | |
| Eye (retinal) Exam | 43.19% | 45.86% | 52.82% | 49.11% |
| HB A1C <8% | 37.75% | 36.51% | 32.14% | 34.16% |
| Medical Attention for Nephropathy | 90.56% | 87.05% | 90.26% | 86.83% |
| | | | | |
| Cost/Utilization information | 2016 | 2017 | 2018 | 2019 |
| | | | | |
| Average # of ER visits per member | 4 | 4 | 4 | 3 |
| ED Visits Per 1000 Members | 343 | 340 | 338 | 322 |
| Total amount of ED Claims Paid | 251,266.00 | 265,575.00 | 258,580.00 | 237,557.00 |
| ED Claims PMPM* | \$ 16.38 | \$ 16.76 | \$ 17.15 | \$ 15.87 |
| | | | | |
| Medical Loss Ratio (SFY) | 87% | 94% | 93% | 98% |
| | | | | |
| Total # Medical Claims Processed | 3,017,907.00 | 3,638,471.00 | 4,001,630.00 | 3,944,826.00 |
| Total dollar amount of Medical Claims Paid | \$ 500,199,422.24 | \$ 588,982,378.39 | \$ 620,615,112.60 | \$ 585,889,447.46 |
| Total # Medical Claims Denied | 753,441.00 | 849,785.00 | 1,001,954.00 | 626,455.00 |
| Medical Claims PMPM | \$ 425.39 | \$ 452.09 | \$ 474.34 | \$ 465.79 |
| | | | | |
| Total # Pharmacy Claims Processed | 2,833,045 | 3,224,570 | 3,273,878 | 3,187,847 |
| Total dollar amount of Pharmacy Claims paid | \$ 172,901,733.76 | \$ 187,136,798.60 | \$ 207,604,258.28 | \$ 205,238,046.22 |
| Total # of Pharmacy Claims Denied | 1,075,382 | 1,350,664 | 1,395,931 | 1,408,790 |
| Pharmacy claims PMPM | 1.96 | 1.86 | 1.80 | 1.86 |
| | | | | |

| Patient Satisfaction Surveys | | | | |
|--|--------|--------|--------|--------|
| CAHPS Adult Version | | | | |
| Rating of All Health Care (Q13) 2016 (% Always or Usually) ; 2017-19 (% 9 or10) | 78.90% | 78.81% | 77.43% | 84.40% |
| Rating of the Health Plan (Q35) 2016 (% 8, 9, or 10); 2017-2019 (% 9, or10) | 80.60% | 80.67% | 85.09% | 82.66% |
| Rating of Person Doctor (Q23) 2016 (% Always or Usually); 2017- 19 (% 9 or10) | 81.80% | 83.40% | 85.20% | 87.10% |
| Rating of Specialist seen most often (Q27) 2016 (% Always or Usually); 2017-19 (% 9 or10) | 81.20% | 82.17% | 83.58% | 87.59% |
| Customer Service 2016 (% 8, 9, or 10); 2017-19 (% Always or Usually) | 86.60% | 92.02% | 91.18% | 90.60% |
| Getting Care Quickly 2016 (% 8, 9, or 10); 2017-19 (% Always or Usually) | 84.30% | 85.57% | 84.38% | 85.19% |
| Getting Needed Care 2016-2019 (% Always or Usually) | 84.50% | 86.36% | 88.21% | 84.82% |
| How Well Doctors Communicate 2016 (% 8, 9, or 10%); 2017-19 (% Always or Usually) | 91.60% | 92.12% | 92.60% | 95.66% |

| | | | | |
|---|--------|--------|--------|--------|
| Shared Decision Making | | | | |
| 2016 N/A; 2017-19 (% Yes) | N/A | 79.42% | 78.40% | 78.86% |
| | | | | |
| CAHPS Child Version | | | | |
| Rating of All Health Care (Q13) | | | | |
| 2016 (% Always or Usually); 2017-2019 (% 9 or 10) | 85.70% | 86.22% | 90.37% | 86.92% |
| Rating of the Health Plan (Q36) | | | | |
| 2016 (% 8, 9, or 10); 2017-2019 (% 9 or 10) | 79.50% | 83.80% | 88.08% | 84.00% |
| Rating of Personal Doctor (Q23) | | | | |
| 2016 (% Always or Usually); 2017- 2019 (% 9 or 10) | 83.00% | 89.29% | 90.70% | 89.64% |
| Rating of Specialist seen most often (Q27) | | | | |
| 2016 (% Always or Usually); 2017-2019 (% 9 or 10) | 86.40% | 75.51% | 76.47% | 70.42% |
| Customer Service | | | | |
| 2016 (% 8, 9, or 10); 2017-2019 (% Always or Usually) | 89.40% | 94.82% | 88.44% | 92.00% |
| Getting Care Quickly | | | | |
| 2016 (% 8, 9, or 10); 2016-2019 (% Always or Usually) | 92.00% | 92.59% | 94.00% | 88.80% |
| Getting Needed Care | | | | |
| 2016- 2019 (% Always or Usually) | 86.20% | 88.81% | 84.92% | 84.20% |

| | | | | |
|---|--------|--------|--------|--------|
| How Well Doctors Communicate 2016 (% 8, 9, or 10); 2017-2019 (% Always or Usually) | 92.30% | 94.48% | 95.70% | 93.95% |
| Shared Decision Making 2016 (N/A); 2017-2019 (% Yes) | N/A | 81.75% | 80.91% | 81.62% |

***Per member per month**

Note: 2019 excludes IBNR, based on calendar year

Note: Based on state fiscal year

Note: 2019 excludes IBNR, based on calendar year

