

HEDIS Measure	2016	2017	2018	2019
<b>Well Child Visit (0-15 Months) (3-6 years)</b>	66.32% 71.57%	59.25% 70.00%	68.59% 72.41%	68.06% 65.67%
<b>Breast Cancer Screening Rate (BCS)</b>	55.23%	57.20%	52.92%	50.96%
<b>Colorectal Screenings</b>	Colorectal Screenings is not a HEDIS measure for Medicaid.			
<b>Diabetes Care</b>				
Eye (retinal) Exam	44.93%	42.62%	44.53%	40.69%
HB A1C <8%	83.19%	86.73%	86.31%	87.96%
Medical Attention for Nephropathy	90.68%	90.05%	89.78%	88.50%

Cost/Utilization information	2016	2017	2018	2019
<b>Average # of ER visits per member</b>	262,434	263,768	258,157	246,179
<b>ED Visits Per 1000 Members</b>	888.69	851.46	806.29	785.43
<b>Total amount of ED Claims Paid</b>	\$93,664,315.19	\$95,242,929.06	\$95,764,973.05	\$94,338,563.74
<b>ED Claims PMPM*</b>	\$26.43	\$25.62	\$24.92	\$25.08
<b>Medical Loss Ratio (SFY)</b>	95.2%	91.3%	92.0%	98.3%
<b>Total # Medical Claims Processed</b>	5,269,005	5,685,762	5,566,073	5,287,578
<b>Total dollar amount of Medical Claims Paid</b>	\$ 958,168,283.25	\$1,054,474,199.90	\$1,058,582,833.20	\$1,019,762,693.90
<b>Total # Medical Claims Denied</b>	1,217,989	1,282,610	965,357	825,487
<b>Medical Claims PMPM</b>	\$ 270.39	\$283.66	\$275.52	\$271.13
<b>Total # Pharmacy Claims Processed</b>	5,184,400	5,264,046	5,210,155	5,068,258
<b>Total dollar amount of Pharmacy Claims paid</b>	\$361,079,806	\$344,622,651	\$368,423,641	\$377,887,563
<b>Total # of Pharmacy Claims Denied</b>	1,130,440	1,411,262	1,643,247	1,627,858
<b>Pharmacy claims PMPM</b>	1.48	1.40	1.36	1.41

## Patient Satisfaction Surveys

### CAHPS Adult Version

Rating of All Health Care	73.47%	76.15%	73.44%	78.17%
Rating of the Health Plan	81.60%	81.18%	84.73%	82.45%
Rating of Person Doctor	82.51%	81.75%	79.20%	82.11%
Rating of Specialist seen most often	75.64%	82.31%	80.54%	84.67%
Customer Service	91.61%	92.07%	90.08%	86.39%
Getting Care Quickly	82.07%	82.99%	85.55%	87.62%
Getting Needed Care	82.02%	83.73%	80.66%	87.82%
How Well Doctors Communicate	90.75%	92.02%	90.63%	93.17%
Shared Decision Making	79.41%	79.61%	79.39%	85.10%

### CAHPS Child Version

Rating of All Health Care	83.72%	85.82%	85.58%	85.76%
Rating of the Health Plan	87.66%	89.76%	91.24%	89.57%
Rating of Person Doctor	84.67%	87.66%	84.71%	87.69%
Rating of Specialist seen most often	85.83%	89.68%	92.00%	85.54%
Customer Service	88.98%	89.72%	87.37%	89.28%
Getting Care Quickly	88.94%	91.59%	91.54%	90.56%
Getting Needed Care	83.75%	88.17%	84.59%	87.26%
How Well Doctors Communicate	92.89%	92.50%	93.10%	96.13%
Shared Decision Making	75.82%	79.82%	78.28%	76.52%

**\*Per member per month**