

HEDIS Measure	2016 (CY 2015)	2017 (CY 2016)	2018 (CY 2017)	2019 (CY 2018)
Well Child Visit				
(0-15 Months) 6+ Visits	56.02	60.99	69.37	60.17
(3-6 years)	62.2	63.14	72.66	69.25
Breast Cancer Screening Rate (BCS)	50.64	54.75	55.52	54.85
Colorectal Screenings	29.73	33.32	37.78	41.04
Diabetes Care				
Eye (retinal) Exam	47.56	45.85	58.12	56.83
HB A1C <8%	46.45	49.15	46.35	43.33
Medical Attention for Nephropathy	92.24	91.71	89.29	91.75

\*HEDIS Years

Cost/Utilization information	CY 2016	CY 2017	CY 2018	CY 2019
Average # of ER visits per member	2.1	2.0	1.9	1.7
ED Visits Per 1000 Members	924	875	809	802
Total amount of ED Claims Paid	\$165,339,601	\$186,435,172	\$196,366,338	\$194,454,364
ED Claims PMPM*	\$31	\$35	\$36	\$37
Medical Loss Ratio (SFY)	91.0%	91.9%	90.2%	92.7%
Total # Medical Claims Processed	9,492,571	9,148,307	9,460,725	9,725,530
Total dollar amount of Medical Claims Paid	\$2,159,814,800	\$2,182,987,376	\$2,347,849,160	\$2,357,743,280
Total # Medical Claims Denied	870,550	598,721	657,222	726,012
Medical Claims PMPM	\$403	\$405	\$430	\$443
Total # Pharmacy Claims Processed	10,455,566	10,483,758	10,475,428	9,663,626
Total dollar amount of Pharmacy Claims paid	\$565,212,764	\$563,967,377	\$612,773,281	\$614,179,633
Total # of Pharmacy Claims Denied	15,481	20,368	25,335	28,077

<b>Pharmacy claims PMPM</b>	\$105.86	\$104.89	\$112.41	\$115.63
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<b>Patient Satisfaction Surveys</b>	<b>CAHPS Year 2016</b>	<b>CAHPS Year 2017</b>	<b>CAHPS Year 2018</b>	<b>CAHPS Year 2019</b>
<b>CAHPS Adult Version</b>				
Rating of All Health Care (8+9+10)	80.95	74.45	73.18	75.21
Rating of the Health Plan (8+9+10)	84.67	83.54	83.15	81.44
Rating of Person Doctor (8+9+10)	82.88	82.22	80.10	83.24
Rating of Specialist Seen Most Often (8+9+10)	80.00	81.52	77.46	85.26
Customer Service (Always + Usually)	88.57	88.56	89.16	90.20
Getting Care Quickly (Always + Usually)	84.54	88.78	86.40	84.33
Getting Needed Care (Always + Usually)	84.03	88.38	86.45	86.50
How Well Doctors Communicate (Always + Usually)	92.71	92.63	92.37	92.17
Shared Decision Making (Yes)	77.30	78.20	81.77	78.97
<b>CAHPS Child Version</b>				
Rating of All Health Care (8+9+10)	85.67	88.04	85.52	88.89
Rating of the Health Plan (8+9+10)	86.15	88.63	88.30	89.67
Rating of Person Doctor (8+9+10)	88.24	91.64	89.49	89.97
Rating of Specialist Seen Most Often (8+9+10)	NA	88.76	86.36	NA
Customer Service (Always + Usually)	85.91	91.79	90.58	92.23
Getting Care Quickly (Always + Usually)	94.88	96.16	94.75	95.53
Getting Needed Care (Always + Usually)	87.60	90.62	88.71	90.94
How Well Doctors Communicate (Always + Usually)	94.58	96.89	95.62	96.82
Shared Decision Making (Yes)	77.23	78.43	79.82	74.27

**\*Per member per month**

**Notes**

NOTE: HEDIS only tracks colorectal screenings for Medicare, not Medicaid; however, we generated data regarding our Medicaid members

NA = not available due to number of respondents were below the CAHPS minimum threshold; in 2019, we were one shy of meeting threshold