



State of Louisiana Department of Health

HEDIS MY 2020 Healthy Louisiana Performance Measure Results and Analysis

FINAL
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Introduction

In accordance with CMS's external quality review (EQR) protocols and IPRO's contract with the Louisiana Department of Health (LDH), IPRO is tasked with validating performance measures reported annually by the Healthy Louisiana Medicaid managed care organizations (MCOs) operating in the state of Louisiana.

This report summarizes the methods and findings of IPRO's analysis of the Healthcare Effectiveness Data and Information Set (HEDIS®) measurement year (MY) 2020 data submitted by the five MCOs that serve Medicaid enrollees in Louisiana. A total of 26 measures, comprising 60 numerators, were selected for analysis based on the Healthy Louisiana designated measure reporting list. The measures selected for reporting are the measures required by LDH and appear in the Performance Measure Submission Guide for MY 2020 reporting.

The following MCOs were included in this analysis:

- Aetna Better Health of Louisiana – (Aetna)
- AmeriHealth Caritas Louisiana – (AmeriHealth)
- Healthy Blue – (Healthy Blue)
- Louisiana Healthcare Connections, Inc. – (LHC)
- UnitedHealthcare Community Plan of Louisiana – (UHC)

It should be noted that the HEDIS MY 2020 performance measures presented in this report reflect the quality of care provided in MY 2020, the first year of the 2019 novel coronavirus (COVID-19) pandemic. As a result, among the HEDIS measures required for reporting, many MCO rates decreased this year.

Methodology

Each MCO provided IPRO their HEDIS MY 2020 Interactive Data Submission System (IDSS) data, including audit designations and Final Audit Reports (FARs). First, IPRO verified the rates that were deemed reportable via the National Committee for Quality Assurance (NCQA) HEDIS audit protocol and reviewed the FARs to ensure that they met the NCQA standards. Next, IPRO prepared a Microsoft® Excel® file (attached) documenting each MCO's rates, the IPRO-computed statewide average (SWA), and last year's SWAs. Finally, IPRO included the NCQA MY 2020 Quality Compass® South Central 50th percentile and the National 50th percentile, which served as the benchmarks. One spreadsheet displays the 9 incentive measures and the other displays the remaining 17 selected measures. The 9 incentive measures contained 16 different numerators and the remaining 17 selected measures contained 44 numerators, for a total of 60 numerators.

Of the 60 numerators, results are presented in this report for most measures, typically for 54 or 57 measures. Measures not reported in the Quality Compass were removed from the respective analyses due to lack of a benchmark.

For the Colorectal Cancer Screening measure, MCOs reported their results via a separate template created by IPRO, since this measure did not appear in the NCQA IDSS. All MCOs utilized the administrative method for this measure, with the exception of UHC, which used the hybrid method. For all other hybrid measures, all MCOs applied the hybrid method, except for AmeriHealth, which reported the Immunization Status for Adolescents measure using the administrative method.

The Ambulatory Care Outpatient Visits measure was not compared to benchmarks or compared over time for either SWAs or MCO rates, since for this measure, there is no standard as to whether higher scores are better or worse. The Ambulatory Care Emergency Department Visits measure was compared and, for this measure, a lower rate is considered better. Note that this measure is based on member months, as opposed to percentages. For the Comprehensive Diabetes Care - HbA1c Poor Control (>9.0%) and Plan All-Cause Readmissions measures, a lower rate is also considered better.

None of the MCOs received a not applicable (N/A) audit designation (indicating a small denominator) or a biased rate (BR) audit designation among the selected measures for review.

The SWA for the HEDIS measures was calculated by weighting the relative contribution of each MCO for each measure. In calculating the weighted average for the HEDIS rates, the eligible population for each measure and not the measure denominator was used to weight the MCO rates to mitigate the different methodologies used by the MCOs to calculate the measures. If IPRO had instead used the measure denominator to determine the weighted average, the results might have been biased; those MCOs reporting a rate administratively would have contributed more to the weighted average than those MCOs that used a hybrid data collection methodology, which is based on a sample of the eligible population. MCOs with larger eligible populations are therefore weighted more toward the statewide average.

The following comparisons were conducted:

- 1) For the incentive measures, the HEDIS MY 2020 rates were compared to the LDH-designated target rates at both the statewide level and the MCO level. Differences of at least 0.1 point were noted. Targets were set at:
 - a. **Achievement of the target rates** noted in the Performance Measure Submission Guide (based on 2019 Quality Compass National 50th percentile rates), or better; or
 - b. **Improvement** of the measure by 2.0 points or more, without rounding, from the HEDIS MY 2019 rates.
- 2) The HEDIS MY 2020 rates were compared to the MY 2020 Quality Compass National 50th percentile at both the statewide level and MCO level. Differences of at least 2 points were noted.
- 3) The HEDIS MY 2020 rates were compared to the MY 2020 Quality Compass South Central 50th percentile at both the statewide level and MCO level. Differences of at least 2 points were noted.
- 4) The HEDIS MY 2020 rates were compared to the HEDIS MY 2019 rates at both the statewide level and MCO level. Differences of at least 0.1 point were noted.

Results

Comparisons for measures are summarized in **Tables 1–4**, while specific results are presented in **Appendix A**.

Comparisons to the LDH Target Rates

There were 9 HEDIS incentive measures, encompassing 16 numerators. Two incentive measures were new this year and are report only; therefore, 7 measures encompassing 10 numerators, had targets specified (i.e., achievement of the Quality Compass National 50th percentile rate noted in the Performance Measure Submission Guide or improvement of the measure by 2.0 points or more from the HEDIS MY 2019 rates). **Table 1** displays a summary of the results for each MCO and the SWA.

Table 1: Summary of Comparisons Between HEDIS Incentive Measures and Target/Improvement Rates

MCO ^{1, 2, 3}	MY 2020 Incentive Measure Target/Improvement Rates		
	Met Target or Improved	Target and Improvement Not Met	Total Numerators
Aetna	3	7	10
AmeriHealth	4	6	10
Healthy Blue	4	6	10
LHC	4	6	10
UHC	5	5	10
SWA	4	6	10

¹ Counts of measures are at the numerator level.

² An additional incentive measure, for a total of 11 numerators, is non-HEDIS and, therefore, not reported here.

³ These comparisons excluded Child and Adolescent Well-Care Visits and Well-Child Visits in the First 30 Months of Life, since these are new measures and targets were not provided.

HEDIS: Healthcare Effectiveness Data and Information Set; MCO: managed care organization; MY: measurement year; LHC: Louisiana Healthcare Connections, Inc.; UHC: UnitedHealthcare Community Plan of Louisiana; SWA: statewide average.

Table A1 presents the specific results of the HEDIS incentive measures corresponding to **Table 1**, and displays the MCOs and SWAs that met the target rates.

As can be seen, among the incentive measures, the HEDIS MY 2020 SWA exceeded the respective target or improved by 2 points for the following four measures:

- Follow-up Care for Children Prescribed ADHD Medication: Continuation Phase
- Prenatal and Postpartum Care: Postpartum Care
- CAHPS, Adult (Rating of Health Plan, 8+9+10)
- CAHPS, Child (Rating of Health Plan-General Population, 8+9+10)

The SWA did not meet the target or improve by 2 points for the following six incentive numerators:

- Comprehensive Diabetes Care: HbA1c Testing
- Comprehensive Diabetes Care - Eye exams
- Controlling High Blood Pressure
- Follow-up After Hospitalization for Mental Illness: Within 30 Days of Discharge
- Follow-up Care for Children Prescribed ADHD Medication: Initiation Phase
- Prenatal and Postpartum Care: Prenatal Care

At the MCO level, each MCO exceeded the target rate for 2 incentive measures: Postpartum Care and CAHPS, Adult (Rating of Health Plan, 8+9+10). Each MCO trailed the target rate for 3 incentive measures:

- Comprehensive Diabetes Care: HbA1c Testing
- Follow-up After Hospitalization for Mental Illness: Within 30 Days of Discharge.

- Follow-up Care for Children Prescribed ADHD Medication: Initiation Phase
One or more MCOs exceeded the target rate for the remaining incentive measures.

Table A2 presents the results for the HEDIS incentive measures itemized by MCO. **Table A2** also displays whether each MCO met the corresponding target rate published in the Performance Measure Submission Guide for MY 2020 reporting (based on 2019 Quality Compass National 50th percentile) and/or whether the MCO's HEDIS MY 2020 rate improved by at least 2 points compared to their HEDIS MY 2019 rate. Among the MCOs/measures that did not meet the target rates, approximately one-third met the published target and only one displayed improvement in rates compared to last year.

Comparisons to the Quality Compass National 50th Percentile

MCO results were compared to the MY 2020 Quality Compass "National - All LOBs (Excluding PPOs and EPOs)" 50th Percentile Benchmark. Most of the MCO rates, as well as SWAs were lower than the corresponding benchmark rates for the Quality Compass National rates. **Table 2** displays a summary of the results for each MCO and the SWA. Counts represent each measure, itemized by numerator; this analysis included 57 measures. Of the five MCOs, AmeriHealth and UHC were most likely to have MCO rates that exceeded the benchmark by at least 2 points above the Quality Compass National benchmark, followed by LHC. Only 12 of the SWAs surpassed the benchmark by at least 2 points, while 24 were below the benchmark by at least 2 points. Aetna was most likely to report rates below the benchmark by at least 2 points, while UHC was the least likely (**Table 2**).

Table 2: Comparisons Between HEDIS and Quality Compass National Benchmarks by Point Difference

MCO ^{1, 2, 3}	MY 2020 Quality Compass National: 50th Percentile					
	≥ 2 points below	0.1–2 points below	No difference	0.1–2 points above	≥ 2 points above	Total Numerators
Aetna	34	8	2	8	5	57
AmeriHealth	25	4	1	8	19	57
Healthy Blue	25	6	2	12	12	57
LHC	24	9	0	8	16	57
UHC	14	13	2	10	18	57
SWA	24	9	1	11	12	57

¹ Counts of measures are at the numerator level.

² These comparisons excluded Colorectal Cancer Screening and 2 numerators of Plan All-Cause Readmissions, since Quality Compass does not contain a 50th Percentile Benchmark for these measures.

³ Statewide averages (SWAs) for the six Consumer Assessment of Healthcare Providers and Systems (CAHPS®) measures were extracted from the National Committee for Quality Assurance (NCQA) Quality Compass Statewide Benchmarks: Average Rates.

HEDIS: Healthcare Effectiveness Data and Information Set; MCO: managed care organization; MY: measurement year; LHC: Louisiana Healthcare Connections, Inc.; UHC: UnitedHealthcare Community Plan of Louisiana.

Table A3 presents the measure-specific results for the incentive and non-incentive HEDIS measures, and the MCOs and SWAs that showed a rate 2 points higher or lower than the Quality Compass National benchmark. Among the 16 incentive measures, the statewide rate was at least 2 points higher than the National benchmark for 3 measures:

- Child and Adolescent Well-Care Visits: 12-17 years
- Comprehensive Diabetes Care - Eye exams
- CAHPS Health Plan Survey 5.0H, Adult (Rating of Health Plan, 8+9+10)

Comparisons to the Quality Compass South Central 50th Percentile

MCO results were compared to the MY 2020 Quality Compass “South Central - All LOBs (Excluding PPOs and EPOs)” 50th Percentile Benchmark. Most of the MCO rates were lower than the corresponding benchmark rates for the Quality Compass South Central rates. **Table 3** displays a summary of the results for each MCO and the SWA. Counts represent each measure, itemized by numerator; this analysis included 57 measures. Of the five MCOs, UHC was the most likely to have MCO rates that exceeded the benchmark by at least 2 points above the Quality Compass South Central benchmark, followed by AmeriHealth and LHC. Only 11 of the SWA rates surpassed the benchmark by at least 2 points, while 20 were below the benchmark by at least 2 points. Aetna was most likely to report rates below the benchmark by at least 2 points, while UHC was the least likely (**Table 3**).

Table 3: Comparisons Between HEDIS and Quality Compass South Central Benchmarks by Degree

MCO ^{1, 2, 3}	MY 2020 Quality Compass South Central: 50th Percentile					Total Numerators
	≥ 2 points below	0.1–2 points below	No difference	0.1–2 points above	≥ 2 points above	
Aetna	34	3	3	8	9	57
AmeriHealth	16	6	5	16	14	57
Healthy Blue	23	14	2	7	11	57
LHC	24	13	1	6	13	57
UHC	12	13	3	14	15	57
SWA	20	14	1	11	11	57

¹ Counts of measures are at the numerator level.

² These comparisons excluded Colorectal Cancer Screening and 2 numerators of Plan All-Cause Readmissions, since Quality Compass does not contain a 50th Percentile Benchmark for these measures.

³ Statewide averages (SWAs) for the six Consumer Assessment of Healthcare Providers and Systems (CAHPS®) measures were extracted from the National Committee for Quality Assurance (NCQA) Quality Compass Statewide Benchmarks: Average Rates.

HEDIS: Healthcare Effectiveness Data and Information Set; MCO: managed care organization; MY: measurement year; LHC: Louisiana Healthcare Connections, Inc.; UHC: UnitedHealthcare Community Plan of Louisiana.

Table A4 presents the measure-specific results for the incentive and non-incentive HEDIS measures, and the MCOs and SWAs that showed a rate at least 2 points higher or lower than the Quality Compass South Central benchmark. Among the 16 incentive measures, the statewide rate was at least 2 points higher than the benchmark for 2 measures: Comprehensive Diabetes Care: Eye Exams, and Well-Child Visits in the First 30 Months of Life (age group First 15 Months).

Comparison to Last Year's Rates

MCO and SWA results were compared to last year's HEDIS rates. **Table 4** summarizes the comparison results between HEDIS MY 2020 and HEDIS MY 2019 by MCO and the SWA. Counts represent each measure, itemized by numerator; this analysis included 54 measures. Any difference of at least 0.1 point was noted in the results. LHC was most likely to show improvement in rates by at least 0.1 point, with 35 measures improving over time. Aetna was most likely to show a decline over time, with 40 measures overall. Among the SWAs, 22 measures improved by at least 0.1 point, while 29 measures that declined by at least 0.1 point (**Table 4**).

The measures which displayed the largest decrease in the SWA were Flu Vaccinations for Adults Ages 18 to 64, which decreased by 7.6 points, and Prenatal and Postpartum Care (Prenatal Care numerator), which decreased by 5.8 points (data not shown). The measure which displayed the largest improvement in the SWA was Statin Therapy for Patients with Cardiovascular Disease, which increased by 6.9 points, for the numerator Statin Adherence 80%: Total (data not shown). Noteworthy, for Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents Body Mass Index Assessment for

Children/Adolescents, numerator rates for nutrition counseling and physical activity counseling increased by 5.8 and 5.3 points, respectively (data not shown).

Table 4: Comparisons Between HEDIS MY 2020 and HEDIS MY 2019

MCO ^{1, 2, 3}	HEDIS MY 2020 Compared to HEDIS MY 2019					
	≥ 2 point decline	0.1–2 point decline	< 0.1 point difference	0.1–2 point improvement	≥ 2 point improvement	Total Numerators
Aetna	27	13	0	6	8	54
AmeriHealth	21	10	1	10	12	54
Healthy Blue	23	8	1	11	11	54
LHC	8	9	2	15	20	54
UHC	18	9	3	9	15	54
SWA	11	18	3	12	10	54

¹ Counts of measures are at the numerator level.

² These comparisons excluded Child and Adolescent Well-Care Visits and Well-Child Visits in the First 30 Months of Life, since these are new measures.

³ Statewide averages (SWAs) for the six Consumer Assessment of Healthcare Providers and Systems (CAHPS®) measures were extracted from the National Committee for Quality Assurance (NCQA) Quality Compass Statewide Benchmarks: Average Rates.

HEDIS: Healthcare Effectiveness Data and Information Set; MY: measurement year; MCO: managed care organization; LHC: Louisiana Healthcare Connections, Inc.; UHC: UnitedHealthcare Community Plan of Louisiana.

Table A5 displays the incentive and non-incentive HEDIS measures, and the MCOs and SWAs that showed at least a 0.1-point increase in rates from HEDIS MY 2019 to HEDIS MY 2020, as well as MCOs and SWAs that showed at least a 0.1-point decrease in rates over time.

Table A6 displays the incentive and non-incentive HEDIS measures, and the MCOs and SWAs that showed at least a 2.0-point increase in rates from HEDIS MY 2019 to HEDIS MY 2020, as well as MCOs and SWAs that showed at least a 2.0-point decrease in rates over time.

Appendix A: Supplemental Tables

Table A1: HEDIS MY 2020 Incentive Measure Rates Compared to Target: Quality Compass or Improvement in Rates

HEDIS Incentive Measure ¹	Met Target or Improved	Target and Improvement Not Met
Comprehensive Diabetes Care		
HbA1c Testing		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Eye Exams	UHC	Aetna AmeriHealth Healthy Blue LHC SWA
Controlling High Blood Pressure	Healthy Blue	Aetna AmeriHealth LHC UHC SWA
Follow-up After Hospitalization for Mental Illness		
Within 30 Days of Discharge		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Follow-up Care for Children Prescribed ADHD Medication		
Initiation Phase		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Continuation Phase	Aetna AmeriHealth LHC UHC SWA	Healthy Blue
Prenatal and Postpartum Care		
Prenatal Care	AmeriHealth	Aetna Healthy Blue LHC UHC SWA
Postpartum Care	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
CAHPS Health Plan Survey 5.0H, Adult (Rating of Health Plan, 8+9+10)	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
CAHPS Health Plan Survey 5.0H, Child (Rating of Health Plan-General Population, 8+9+10)	Healthy Blue LHC UHC SWA	Aetna AmeriHealth

¹ Results correspond to **Table 1**, indicating achievement of the target rates noted in the current LA Performance Measure Submission Guide (2019 Quality Compass National 50th percentile rate) or improvement of the measure by 2.0 points or more from the Healthcare Effectiveness Data and Information Set (HEDIS) measurement year (MY) 2019 rates.

LHC: Louisiana Healthcare Connections, Inc.; UHC: UnitedHealthcare Community Plan of Louisiana; SWA: statewide average; ADHD: attention-deficit/hyperactivity disorder; CAHPS: Consumer Assessment of Healthcare Providers and Systems.

Table A2: HEDIS MY 2020 Incentive Measure Rates Compared to Louisiana Department of Health Targets

HEDIS Incentive Measures ¹	Aetna	AmeriHealth	Healthy Blue	LHC	UHC	Achievement Target ²
Comprehensive Diabetes Care						
HbA1c Testing	No	No	No	No	No	88.56
Eye Exams	No	No	No	No	Yes-Both	58.88
Controlling High Blood Pressure	No	No	Yes-I	No	No	61.01
Follow-up After Hospitalization for Mental Illness						
Within 30 Days of Discharge	No	No	No	No	No	57.92
Follow-up Care for Children Prescribed ADHD Medication						
Initiation Phase	No	No	No	No	No	43.41
Continuation Phase	Yes-A	Yes-A	No	Yes-A	Yes-A	55.50
Prenatal and Postpartum Care						
Prenatal Care	No	Yes-A	No	No	No	83.76
Postpartum Care	Yes-A	Yes-A	Yes-A	Yes-A	Yes-A	65.69
CAHPS Health Plan Survey 5.0H, Adult (Rating of Health Plan, 8+9+10)	Yes-Both	Yes-A	Yes-A	Yes-Both	Yes-A	78.45
CAHPS Health Plan Survey 5.0H, Child (Rating of Health Plan-General Population, 8+9+10)	No	No	Yes-A	Yes-A	Yes-Both	87.15

¹ Results correspond to **Table 1**. Below is the key representing the whether the managed care organization (MCO) met the achievement target rate and/or the MCO Healthcare Effectiveness Data and Information Set (HEDIS) measurement year (MY) 2020 rate improved by at least 2.0 points compared to the HEDIS MY 2019 rate.

- Yes-Both = MCO met both the improvement and achievement target.
- Yes-A = MCO met the achievement target only.
- Yes-I = MCO met the improvement target only.
- No = MCO did not met either the improvement or the achievement target.

² The achievement targets are based on 2019 Quality Compass data, and noted in the current LA Performance Measure Submission Guide, and are the same for all MCOs. The improvement target varies by MCO according to the HEDIS MY 2019 results.

LHC: Louisiana Healthcare Connections, Inc.; UHC: UnitedHealthcare Community Plan of Louisiana; ADHD: attention-deficit/hyperactivity disorder; CAHPS: Consumer Assessment of Healthcare Providers and Systems.

Table A3: HEDIS MY 2020 Rates Compared to MY 2020 Quality Compass National: 50th Percentile: 2 Point Differences

Measure ¹	At Least 2 Points Below QC National	At Least 2 Points Above QC National
HEDIS Incentive Measures		
Child and Adolescent Well-Care Visits		
3-11 years	Aetna	
12-17 years	Aetna	AmeriHealth LHC UHC SWA
18-21 years	Aetna	AmeriHealth UHC
Total	Aetna	
Comprehensive Diabetes Care		
HbA1c Testing	LHC	
Eye Exams		AmeriHealth LHC UHC SWA
Controlling High Blood Pressure	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Follow-up After Hospitalization for Mental Illness		
Within 30 Days of Discharge	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Follow-up Care for Children Prescribed ADHD Medication		
Initiation Phase	Aetna AmeriHealth Healthy Blue LHC SWA	
Continuation Phase		Aetna
Prenatal and Postpartum Care		
Prenatal Care	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Postpartum Care	LHC	AmeriHealth UHC
Well-Child Visits in the First 30 Months of Life		
First 15 Months	LHC	
15 Months-30 Months	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
CAHPS Health Plan Survey 5.0H, Adult (Rating of Health Plan, 8+9+10)		LHC UHC SWA
CAHPS Health Plan Survey 5.0H, Child (Rating of Health Plan-General Population, 8+9+10)	Aetna	Healthy Blue UHC
Other HEDIS Measures		
Adherence to Antipsychotic Medications for Individuals with Schizophrenia	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Adults' Access to Preventive/Ambulatory Health Services	Aetna AmeriHealth Healthy Blue LHC SWA	
Ambulatory Care Emergency Department Visits/1000 MM	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Antidepressant Medication Management		
Effective Acute Phase Treatment	AmeriHealth Healthy Blue LHC SWA	

Measure ¹	At Least 2 Points Below QC National	At Least 2 Points Above QC National
Effective Continuation Phase Treatment	Healthy Blue LHC SWA	Aetna
Asthma Medication Ratio		
Total	Aetna AmeriHealth	Healthy Blue LHC UHC
Breast Cancer Screening		AmeriHealth LHC
Cervical Cancer Screening	Aetna AmeriHealth Healthy Blue UHC SWA	LHC
Childhood Immunization Status		
DTaP	Aetna	AmeriHealth
IPV		AmeriHealth Healthy Blue LHC UHC SWA
MMR		AmeriHealth
HiB		AmeriHealth Healthy Blue LHC SWA
Hepatitis B		AmeriHealth Healthy Blue LHC UHC SWA
VZV		
Pneumococcal conjugate	Aetna	
Hepatitis A	Aetna	AmeriHealth
Rotavirus	Aetna	UHC
Influenza	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Combo 2	Aetna	AmeriHealth LHC
Combo 3		AmeriHealth
Chlamydia Screening in Women		
Total		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Colorectal Cancer Screening (QC – N/A)	N/A	N/A
Comprehensive Diabetes Care		
HbA1c Poor Control (>9.0%)	Aetna AmeriHealth Healthy Blue LHC SWA	
HbA1c Control (<8.0%)	Aetna AmeriHealth Healthy Blue LHC SWA	UHC
BP Control (<140/90 mm Hg)	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Diabetes Screening for People with Schizophrenia or Bipolar who are using Antipsychotic Medications		Aetna AmeriHealth Healthy Blue UHC SWA
Flu Vaccinations for Adults Ages 18 to 64	AmeriHealth Healthy Blue LHC UHC SWA	
Follow-up After Hospitalization for Mental Illness		
Within 7 Days of Discharge	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Immunization Status for Adolescents		
Meningococcal	Aetna	AmeriHealth Healthy Blue LHC UHC SWA
Tdap/Td	Aetna	Healthy Blue

Measure ¹	At Least 2 Points Below QC National	At Least 2 Points Above QC National
HPV	Aetna	AmeriHealth Healthy Blue LHC UHC SWA
Combo 1		AmeriHealth Healthy Blue LHC UHC SWA
Combo 2	Aetna	AmeriHealth Healthy Blue LHC UHC SWA
Medical Assistance with Smoking and Tobacco Use Cessation		
Advising Smokers and Tobacco Users to Quit	AmeriHealth Healthy Blue LHC SWA	
Discussing Cessation Medications	Aetna AmeriHealth Healthy Blue SWA	LHC
Discussing Cessation Strategies	AmeriHealth Healthy Blue	Aetna
Statin Therapy for Patients with Cardiovascular Disease		
Received Statin Therapy: Total		
Statin Adherence 80%: Total	AmeriHealth Healthy Blue LHC UHC SWA	
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents Body Mass Index Assessment for Children/Adolescents		
BMI Percentile Documentation	Aetna AmeriHealth Healthy Blue LHC SWA	UHC
Counseling for Nutrition	Aetna AmeriHealth Healthy Blue LHC SWA	
Counseling for Physical Activity	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Plan All-Cause Readmissions		
Observed Readmission Rate (QC – N/A)	N/A	N/A
Expected Readmissions Rate (QC – N/A)	N/A	N/A
Observed-to-Expected Ratio	Aetna AmeriHealth Healthy Blue UHC SWA	

¹ Results correspond to **Table 2**. Rates that are marked QC – N/A were excluded from the comparison, because Quality Compass (QC) does not contain a 50th Percentile Benchmark for these measures. They are indicated with not applicable (N/A).

HEDIS: Healthcare Effectiveness Data and Information Set; MY: measurement year; LHC: Louisiana Healthcare Connections, Inc.; UHC: UnitedHealthcare Community Plan of Louisiana; SWA: statewide average; ADHD: attention-deficit/hyperactivity disorder; CAHPS: Consumer Assessment of Healthcare Providers and Systems; IPV: inactivated polio vaccine; MMR: measles, mumps, and rubella; HiB: haemophilus influenzae type b; HB: hepatitis B; VZV: varicella-zoster virus (chickenpox); BP: blood pressure; HPV: human papillomavirus; BMI: body mass index.

Table A4: HEDIS MY 2020 Rates Compared to MY 2020 Quality Compass South Central: 50th Percentile: 2 Point Differences

Measure ¹	At Least 2 Points Below QC South Central	At Least 2 Points Above QC South Central
HEDIS Incentive Measures		
Child and Adolescent Well-Care Visits		
3-11 years	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
12-17 years	Aetna Healthy Blue	
18-21 years	Aetna	
Total	Aetna Healthy Blue SWA	
Comprehensive Diabetes Care		
HbA1c Testing		
Eye Exams		Aetna AmeriHealth LHC UHC SWA
Controlling High Blood Pressure	Aetna LHC SWA	
Follow-up After Hospitalization for Mental Illness		
Within 30 Days of Discharge	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Follow-up Care for Children Prescribed ADHD Medication		
Initiation Phase	Aetna AmeriHealth Healthy Blue	
Continuation Phase	Healthy Blue LHC UHC SWA	
Prenatal and Postpartum Care		
Prenatal Care	Aetna Healthy Blue LHC UHC SWA	
Postpartum Care		AmeriHealth UHC
Well-Child Visits in the First 30 Months of Life		
First 15 Months		Aetna AmeriHealth Healthy Blue UHC SWA
15 Months-30 Months	AmeriHealth	
CAHPS Health Plan Survey 5.0H, Adult (Rating of Health Plan, 8+9+10)		LHC UHC
CAHPS Health Plan Survey 5.0H, Child (Rating of Health Plan-General Population, 8+9+10)	Aetna AmeriHealth SWA	
Other HEDIS Measures		
Adherence to Antipsychotic Medications for Individuals with Schizophrenia	Healthy Blue LHC UHC SWA	
Adults' Access to Preventive/Ambulatory Health Services	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Ambulatory Care Emergency Department Visits/1000 MM	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Antidepressant Medication Management		
Effective Acute Phase Treatment	LHC	Aetna
Effective Continuation Phase Treatment	LHC	Aetna

Measure ¹	At Least 2 Points Below QC South Central	At Least 2 Points Above QC South Central
Asthma Medication Ratio		
Total	Aetna AmeriHealth LHC UHC SWA	
Breast Cancer Screening		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Cervical Cancer Screening	Aetna	LHC
Childhood Immunization Status		
DTaP	Aetna	
IPV		AmeriHealth Healthy Blue LHC UHC SWA
MMR	Aetna	
HiB	Aetna	AmeriHealth
Hepatitis B		AmeriHealth Healthy Blue LHC UHC SWA
VZV	Aetna	
Pneumococcal conjugate	Aetna LHC UHC SWA	
Hepatitis A	Aetna Healthy Blue LHC UHC SWA	
Rotavirus	Aetna LHC	
Influenza	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Combo 2	Aetna	AmeriHealth
Combo 3	Aetna	AmeriHealth
Chlamydia Screening in Women		
Total		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Colorectal Cancer Screening (QC – N/A)	N/A	N/A
Comprehensive Diabetes Care		
HbA1c Poor Control (>9.0%)	LHC	AmeriHealth UHC SWA
HbA1c Control (<8.0%)	Healthy Blue LHC	AmeriHealth UHC
BP Control (<140/90 mm Hg)	Aetna AmeriHealth Healthy Blue LHC SWA	
Diabetes Screening for People with Schizophrenia or Bipolar who are using Antipsychotic Medications		
Flu Vaccinations for Adults Ages 18 to 64	Healthy Blue	
Follow-up After Hospitalization for Mental Illness		
Within 7 Days of Discharge	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Immunization Status for Adolescents		
Meningococcal	Aetna	Healthy Blue
Tdap/Td	Aetna	Healthy Blue
HPV	Aetna	AmeriHealth Healthy Blue LHC UHC SWA
Combo 1	Aetna	Healthy Blue LHC
Combo 2	Aetna	AmeriHealth Healthy Blue LHC UHC SWA

Measure ¹	At Least 2 Points Below QC South Central	At Least 2 Points Above QC South Central
Medical Assistance with Smoking and Tobacco Use Cessation		
Advising Smokers and Tobacco Users to Quit	AmeriHealth Healthy Blue LHC	
Discussing Cessation Medications	Healthy Blue	LHC
Discussing Cessation Strategies		Aetna LHC UHC SWA
Statin Therapy for Patients with Cardiovascular Disease		
Received Statin Therapy: Total		Aetna Healthy Blue SWA
Statin Adherence 80%: Total	Healthy Blue LHC SWA	Aetna
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents Body Mass Index Assessment for Children/Adolescents		
BMI Percentile Documentation	Aetna AmeriHealth Healthy Blue LHC SWA	UHC
Counseling for Nutrition	Aetna AmeriHealth Healthy Blue LHC SWA	
Counseling for Physical Activity	Aetna AmeriHealth Healthy Blue LHC SWA	
Plan All-Cause Readmissions		
Observed Readmission Rate (QC – N/A)	N/A	N/A
Expected Readmissions Rate (QC – N/A)	N/A	N/A
Observed-to-Expected Ratio	Aetna AmeriHealth Healthy Blue	LHC UHC

¹ Results correspond to **Table 3**. Rates that are marked QC – N/A were excluded from the comparison, because Quality Compass (QC) does not contain a 50th Percentile Benchmark for these measures. They are indicated with not applicable (N/A).

HEDIS: Healthcare Effectiveness Data and Information Set; MY: measurement year; LHC: Louisiana Healthcare Connections, Inc.; UHC: UnitedHealthcare Community Plan of Louisiana; SWA: statewide average; ADHD: attention-deficit/hyperactivity disorder; CAHPS: Consumer Assessment of Healthcare Providers and Systems; IPV: inactivated polio vaccine; MMR: measles, mumps, and rubella; HiB: haemophilus influenzae type b; HB: hepatitis B; VZV: varicella-zoster virus (chickenpox); BP: blood pressure; HPV: human papillomavirus; BMI: body mass index.

Table A5: HEDIS MY 2020 Rates Compared to HEDIS MY 2019 Rates: 0.1 Point Differences

Measure ¹	Decreased by 0.1 Point or More	Increased by 0.1 Point or More
HEDIS Incentive Measures		
Comprehensive Diabetes Care		
HbA1c Testing	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Eye Exams	Aetna AmeriHealth Healthy Blue LHC SWA	UHC
Controlling High Blood Pressure	Aetna AmeriHealth UHC SWA	Healthy Blue LHC
Follow-up After Hospitalization for Mental Illness		
Within 30 Days of Discharge	Aetna Healthy Blue LHC UHC SWA	AmeriHealth
Follow-up Care for Children Prescribed ADHD Medication		
Initiation Phase	Aetna AmeriHealth Healthy Blue UHC SWA	LHC
Continuation Phase	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Prenatal and Postpartum Care		
Prenatal Care	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Postpartum Care		Aetna AmeriHealth Healthy Blue LHC UHC SWA
CAHPS Health Plan Survey 5.0H, Adult (Rating of Health Plan, 8+9+10)	Healthy Blue UHC	Aetna AmeriHealth LHC SWA
CAHPS Health Plan Survey 5.0H, Child (Rating of Health Plan-General Population, 8+9+10)	Aetna AmeriHealth	Healthy Blue LHC UHC SWA
Other HEDIS Measures		
Adherence to Antipsychotic Medications for Individuals with Schizophrenia	Healthy Blue	Aetna AmeriHealth LHC UHC SWA
Adults' Access to Preventive/Ambulatory Health Services	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Ambulatory Care Emergency Department Visits/1000 MM		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Antidepressant Medication Management		
Effective Acute Phase Treatment	Aetna	AmeriHealth Healthy Blue LHC UHC SWA
Effective Continuation Phase Treatment	Aetna	AmeriHealth Healthy Blue LHC UHC SWA
Asthma Medication Ratio		
Total	Aetna AmeriHealth LHC	Healthy Blue UHC SWA
Breast Cancer Screening	Aetna AmeriHealth Healthy Blue LHC SWA	UHC
Cervical Cancer Screening	Aetna AmeriHealth Healthy Blue UHC SWA	LHC
Childhood Immunization Status		
DTaP	Aetna Healthy Blue UHC SWA	AmeriHealth LHC
IPV	Aetna	AmeriHealth Healthy Blue LHC SWA
MMR	Aetna Healthy Blue UHC	AmeriHealth LHC

Measure ¹	Decreased by 0.1 Point or More	Increased by 0.1 Point or More
HiB	Aetna Healthy Blue UHC	AmeriHealth LHC SWA
Hepatitis B	Aetna AmeriHealth	Healthy Blue LHC UHC SWA
VZV	Aetna Healthy Blue UHC	AmeriHealth LHC
Pneumococcal conjugate	Aetna Healthy Blue UHC SWA	AmeriHealth LHC
Hepatitis A	Aetna Healthy Blue UHC SWA	AmeriHealth LHC
Rotavirus	Aetna	AmeriHealth Healthy Blue LHC UHC SWA
Influenza	Aetna AmeriHealth UHC SWA	Healthy Blue
Combo 2	Aetna UHC SWA	AmeriHealth LHC
Combo 3	Aetna Healthy Blue UHC SWA	AmeriHealth LHC
Chlamydia Screening in Women		
Total	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Colorectal Cancer Screening	Aetna Healthy Blue LHC UHC SWA	AmeriHealth
Comprehensive Diabetes Care		
HbA1c Poor Control (>9.0%)	Aetna AmeriHealth UHC SWA	Healthy Blue LHC
HbA1c Control (<8.0%)	Aetna AmeriHealth Healthy Blue SWA	LHC UHC
BP Control (<140/90 mm Hg)	AmeriHealth UHC	Aetna Healthy Blue LHC SWA
Diabetes Screening for People with Schizophrenia or Bipolar who are using Antipsychotic Medications	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Flu Vaccinations for Adults Ages 18 to 64	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Follow-up After Hospitalization for Mental Illness		
Within 7 Days of Discharge	AmeriHealth Healthy Blue SWA	Aetna LHC
Immunization Status for Adolescents		
Meningococcal	Aetna AmeriHealth LHC UHC SWA	Healthy Blue
Tdap/Td	Aetna LHC UHC SWA	AmeriHealth Healthy Blue
HPV	Aetna	AmeriHealth Healthy Blue LHC UHC SWA
Combo 1	Aetna AmeriHealth LHC UHC SWA	Healthy Blue
Combo 2	Aetna	AmeriHealth Healthy Blue LHC UHC SWA
Medical Assistance with Smoking and Tobacco Use Cessation		
Advising Smokers and Tobacco Users to Quit	AmeriHealth Healthy Blue LHC SWA	Aetna UHC
Discussing Cessation Medications	Aetna AmeriHealth Healthy Blue	LHC UHC SWA
Discussing Cessation Strategies	AmeriHealth Healthy Blue SWA	Aetna LHC UHC
Statin Therapy for Patients with Cardiovascular Disease		
Received Statin Therapy: Total	AmeriHealth	Aetna Healthy Blue LHC UHC SWA

Measure ¹	Decreased by 0.1 Point or More	Increased by 0.1 Point or More
Statin Adherence 80%: Total		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents Body Mass Index Assessment for Children/Adolescents		
BMI Percentile Documentation	AmeriHealth Healthy Blue SWA	Aetna UHC
Counseling for Nutrition	AmeriHealth	Aetna Healthy Blue LHC UHC SWA
Counseling for Physical Activity	Aetna AmeriHealth	Healthy Blue LHC UHC SWA
Plan All-Cause Readmissions		
Observed Readmission Rate	AmeriHealth Healthy Blue	Aetna LHC UHC SWA
Expected Readmissions Rate	Aetna Healthy Blue LHC	
Observed-to-Expected Ratio	AmeriHealth Healthy Blue	Aetna LHC UHC SWA

¹ Results correspond to **Table 4**.

HEDIS: Healthcare Effectiveness Data and Information Set; MY: measurement year; LHC: Louisiana Healthcare Connections, Inc.; UHC: UnitedHealthcare Community Plan of Louisiana; SWA: statewide average; ADHD: attention-deficit/hyperactivity disorder; CAHPS: Consumer Assessment of Healthcare Providers and Systems; IPV: inactivated polio vaccine; MMR: measles, mumps, and rubella; HiB: haemophilus influenzae type b; HB: hepatitis B; VZV: varicella-zoster virus (chickenpox); BP: blood pressure; HPV: human papillomavirus; BMI: body mass index.

Table A6: HEDIS MY 2020 Rates Compared to HEDIS MY 2019 Rates: 2.0 Point Differences

Measure ¹	Decreased by 2.0 Points or More	Increased by 2.0 Points or More
HEDIS Incentive Measures		
Comprehensive Diabetes Care		
HbA1c Testing	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Eye Exams	AmeriHealth Healthy Blue	UHC
Controlling High Blood Pressure	Aetna UHC	Healthy Blue
Follow-up After Hospitalization for Mental Illness		
Within 30 Days of Discharge	Healthy Blue	
Follow-up Care for Children Prescribed ADHD Medication		
Initiation Phase	Aetna AmeriHealth Healthy Blue UHC SWA	
Continuation Phase	Aetna AmeriHealth Healthy Blue UHC SWA	
Prenatal and Postpartum Care		
Prenatal Care	Aetna AmeriHealth Healthy Blue UHC SWA	
Postpartum Care		
CAHPS Health Plan Survey 5.0H, Adult (Rating of Health Plan, 8+9+10)	Healthy Blue	Aetna LHC
CAHPS Health Plan Survey 5.0H, Child (Rating of Health Plan-General Population, 8+9+10)	AmeriHealth	UHC
Other HEDIS Measures		
Adherence to Antipsychotic Medications for Individuals with Schizophrenia	Healthy Blue	Aetna AmeriHealth LHC UHC SWA
Adults' Access to Preventive/Ambulatory Health Services	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Ambulatory Care Emergency Department Visits/1000 MM		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Antidepressant Medication Management		
Effective Acute Phase Treatment		AmeriHealth Healthy Blue LHC UHC SWA
Effective Continuation Phase Treatment		AmeriHealth Healthy Blue LHC UHC SWA
Asthma Medication Ratio		
Total	Aetna AmeriHealth LHC	Healthy Blue UHC
Breast Cancer Screening	Aetna AmeriHealth Healthy Blue LHC SWA	
Cervical Cancer Screening	Aetna AmeriHealth UHC	
Childhood Immunization Status		
DTaP	Aetna UHC	AmeriHealth
IPV	Aetna	LHC
MMR	Aetna Healthy Blue	AmeriHealth LHC
HiB	Aetna	AmeriHealth LHC

Measure ¹	Decreased by 2.0 Points or More	Increased by 2.0 Points or More
Hepatitis B	Aetna	
VZV	Aetna Healthy Blue	LHC
Pneumococcal conjugate	Aetna UHC	AmeriHealth
Hepatitis A	Aetna Healthy Blue	AmeriHealth
Rotavirus	Aetna	AmeriHealth UHC
Influenza		Healthy Blue
Combo 2	Aetna UHC	LHC
Combo 3	Aetna UHC	AmeriHealth
Chlamydia Screening in Women		
Total	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Colorectal Cancer Screening		
Comprehensive Diabetes Care		
HbA1c Poor Control (>9.0%)	Aetna AmeriHealth UHC SWA	LHC
HbA1c Control (<8.0%)	Aetna AmeriHealth Healthy Blue SWA	
BP Control (<140/90 mm Hg)	AmeriHealth UHC	Aetna Healthy Blue LHC SWA
Diabetes Screening for People with Schizophrenia or Bipolar who are using Antipsychotic Medications	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Flu Vaccinations for Adults Ages 18 to 64	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Follow-up After Hospitalization for Mental Illness		
Within 7 Days of Discharge	Healthy Blue	
Immunization Status for Adolescents		
Meningococcal	UHC	
Tdap/Td		
HPV	Aetna	LHC
Combo 1	UHC	Healthy Blue
Combo 2	Aetna	LHC
Medical Assistance with Smoking and Tobacco Use Cessation		
Advising Smokers and Tobacco Users to Quit	AmeriHealth Healthy Blue LHC	Aetna UHC
Discussing Cessation Medications	Healthy Blue	LHC UHC
Discussing Cessation Strategies	AmeriHealth Healthy Blue	
Statin Therapy for Patients with Cardiovascular Disease		
Received Statin Therapy: Total		LHC UHC SWA
Statin Adherence 80%: Total		Aetna AmeriHealth Healthy Blue LHC UHC SWA

Measure ¹	Decreased by 2.0 Points or More	Increased by 2.0 Points or More
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents Body Mass Index Assessment for Children/Adolescents		
BMI Percentile Documentation	AmeriHealth Healthy Blue	Aetna
Counseling for Nutrition	AmeriHealth	Healthy Blue LHC UHC SWA
Counseling for Physical Activity	AmeriHealth	Healthy Blue LHC UHC SWA
Plan All-Cause Readmissions		
Observed Readmission Rate		
Expected Readmissions Rate		
Observed-to-Expected Ratio	Healthy Blue	Aetna LHC UHC SWA

¹ Results correspond to **Table 4**.

HEDIS: Healthcare Effectiveness Data and Information Set; MY: measurement year; LHC: Louisiana Healthcare Connections, Inc.; UHC: UnitedHealthcare Community Plan of Louisiana; SWA: statewide average; ADHD: attention-deficit/hyperactivity disorder; CAHPS: Consumer Assessment of Healthcare Providers and Systems; IPV: inactivated polio vaccine; MMR: measles, mumps, and rubella; HiB: haemophilus influenzae type b; HB: hepatitis B; VZV: varicella-zoster virus (chickenpox); BP: blood pressure; HPV: human papillomavirus; BMI: body mass index.