



Pennsylvania's Children's  
Health Insurance Program  
**We Cover All Kids.**

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**1-800-986-KIDS**

# **Pennsylvania Children's Health Insurance Program (PA CHIP)**

## **HEDIS<sup>®</sup> 2008 Performance Report**

**Prepared for the Pennsylvania Insurance Department  
Office of CHIP and adultBasic**

**December 8, 2008**

**EDWARD G. RENDELL, GOVERNOR  
JOEL ARIO, INSURANCE COMMISSIONER**



## Background

Title XXI of the Balanced Budget Act of 1997 created the State Children's Health Insurance Program (SCHIP), to address the growing problem of children without health insurance. SCHIP was designed as a federal/state partnership, similar to Medicaid, with the goal of expanding health insurance to children whose families earn too much money to be eligible for Medicaid, but not enough to purchase private insurance. The current Pennsylvania Children's Health Insurance Program (PA CHIP) was established in 1998 following the repeal of the existing Children's Health Care Act and enacting of Act 1998-68 by the State Senate.

PA CHIP is administered through the Pennsylvania Insurance Department (PID), with the CHIP program supported by both state and federal funds. The program provides payment for health care coverage for eligible children who meet income and other criteria. Approximately 171,200 children are currently enrolled in PA CHIP.

The *Cover All Kids* initiative, led to the expansion of the CHIP program to include all uninsured children and teens in the Commonwealth who are not eligible for Medical Assistance. CHIP is provided by the following private health insurance companies that are licensed and regulated by the Pennsylvania Insurance Department and have contracts with the Commonwealth to offer CHIP coverage.

- Aetna, Inc.
- AmeriChoice of Pennsylvania
- Blue Cross of Northeastern PA (BCNEPA)
- Capital Blue Cross (CBC)
- Keystone Health Plan East
- Highmark Blue Cross Blue Shield
  - western region
- Highmark Blue Shield
  - central region
- Unison Kids
- UPMC for Kids





# Insurance Department

COMMONWEALTH OF PENNSYLVANIA

## Report Card Description



CHIP health insurance company performance is assessed using Healthcare Effectiveness Data Information Set (HEDIS<sup>®</sup>) 2008 performance measures and the 2008 Consumer Assessment of Healthcare Provider Systems (CAHPS<sup>®</sup>) 3.0H Survey items and is presented in three sections: Access to Care, Quality of Care and Satisfaction with Care.

For HEDIS 2008 performance measures, a chart is presented with each bar representing the percentage of CHIP members receiving a specific type of care from their CHIP provider. For charts representing CAHPS survey items, each bar represents the percentage of respondents who selected option 8 or higher on a scale of 1 to 10 when rating the care provided by their CHIP provider.

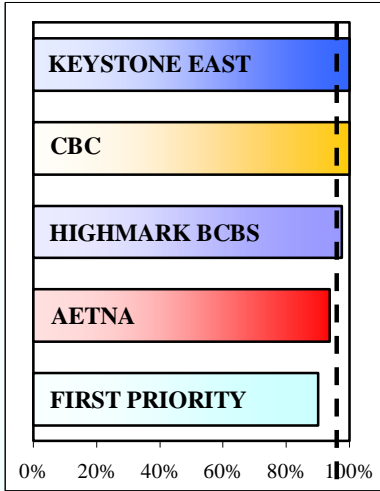
For each performance indicator, the CHIP health insurance companies are presented in order of performance from high to low with higher performing health insurance companies at the top of each chart.

In addition, the PA CHIP statewide weighted average is represented on each chart by a dotted line. The PA CHIP weighted average is calculated as the total number of events program wide divided by the eligible population program wide.



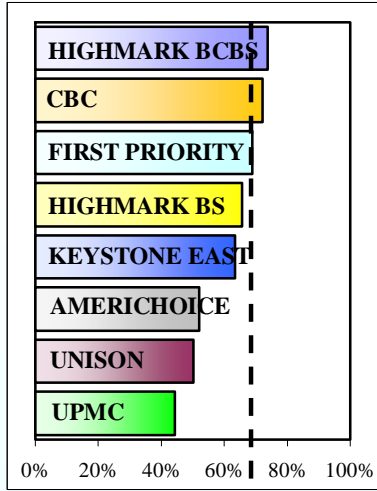


## Access to Care: Are children receiving care?



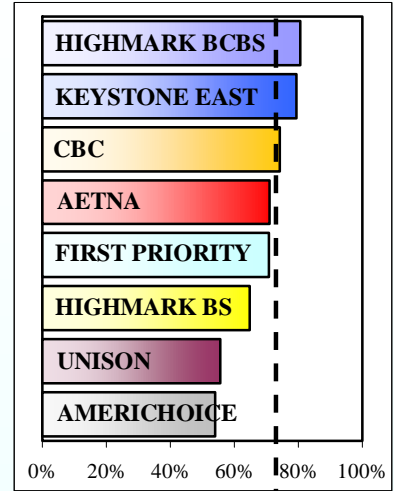
PA CHIP Weighted Average

**Regular Checkups for Children in the First 15 Months**  
 Children who had 3 or more well-child visits with a PCP before turning 15 months old (3, 4, 5 or 6+ visits)



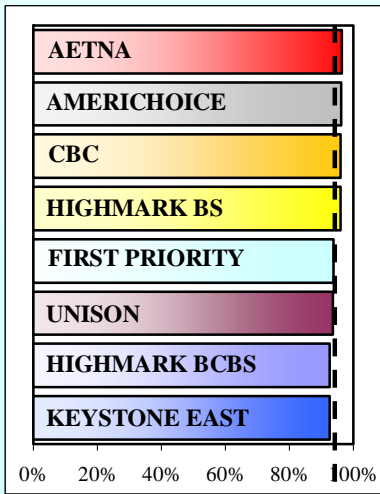
PA CHIP Weighted Average

**Annual Dental Visits**  
 Children and adolescents 2-19 who had a dental visit in the past year



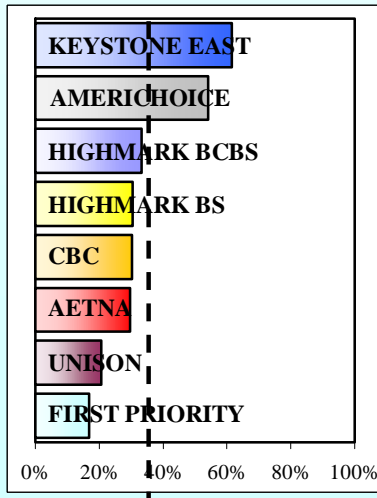
PA CHIP Weighted Average

**Childhood Immunization Status - Combination 3**  
 Children who received all recommended vaccines prior to their 2<sup>nd</sup> birthday



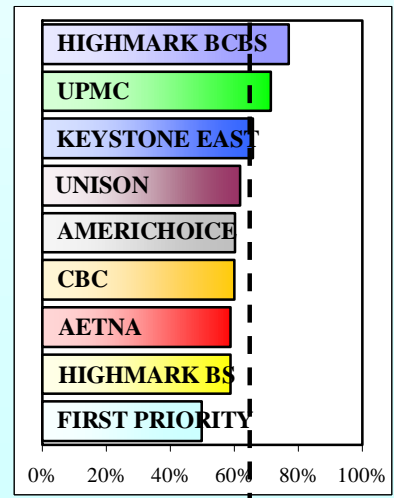
PA CHIP Weighted Average

**Use of Appropriate Medication for Children with Asthma**  
 Children and adolescents 5-19 who were diagnosed with persistent asthma and prescribed appropriate medication



PA CHIP Weighted Average

**Lead Screening for Children**  
 Children who were tested for lead by their 2<sup>nd</sup> birthday



PA CHIP Weighted Average

**Testing for Children with Pharyngitis (sore throat)**  
 Children 2-18 with a sore throat who were prescribed an antibiotic and tested for Streptococcus bacteria

\* Insurance companies with less than 30 CHIP members were excluded from Performance Measure comparisons

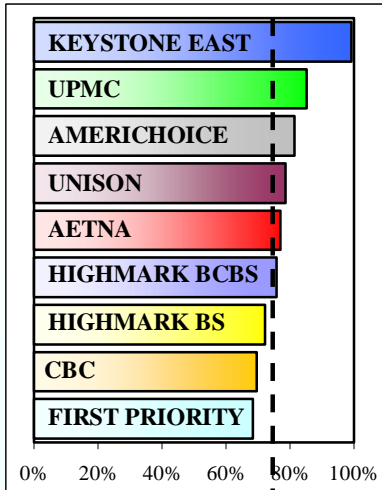




# Insurance Department

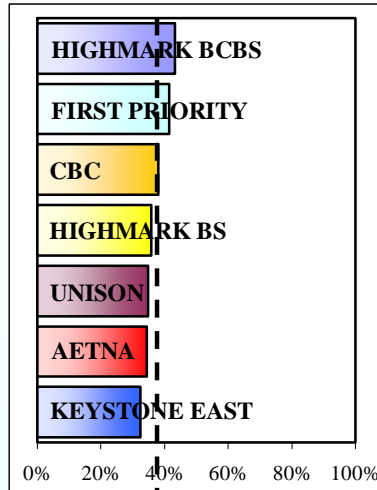
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## Quality of Care: How good is the care being provided?



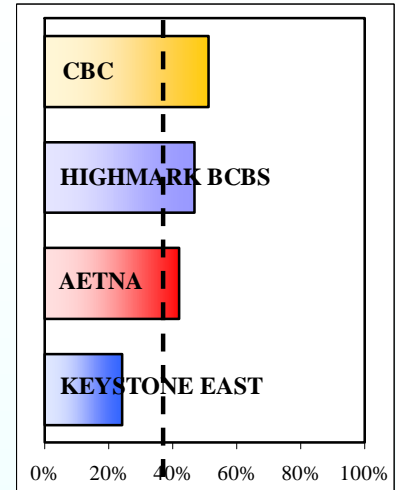
PA CHIP Weighted Average

**Appropriate Treatment for Upper Respiratory Infection**  
 Children 3 months – 18 years with the common cold who were not prescribed an antibiotic



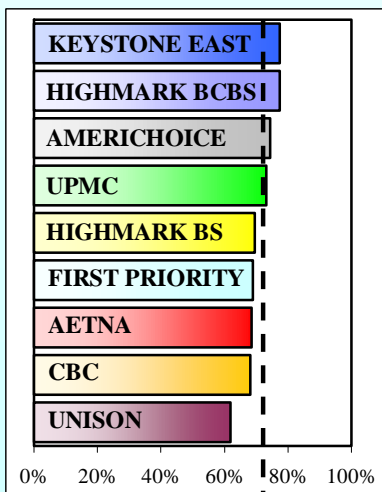
PA CHIP Weighted Average

**ADHD Follow-Up Care Initiation Phase**  
 Children 6-12 with one follow-up visit within 30 days of being prescribed medication for Attention Deficit Disorder (ADD)



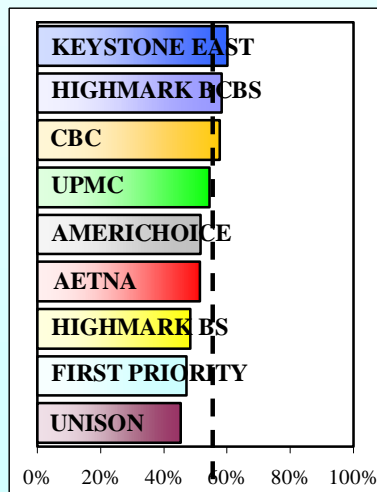
PA CHIP Weighted Average

**ADHD Follow-Up Care Continuation and Maintenance Phase**  
 Children 6-12 with one follow-up visit during the initiation phase and at least 2 additional visits during the following 9 months



PA CHIP Weighted Average

**Regular Checkups for Children 3-6 Years Old**  
 Children 3-6 who had one or more well-child visit with a PCP



PA CHIP Weighted Average

**Regular Checkups for Adolescents**  
 Adolescents 12-19 who had at least one well-care visit with a PCP or OB/GYN

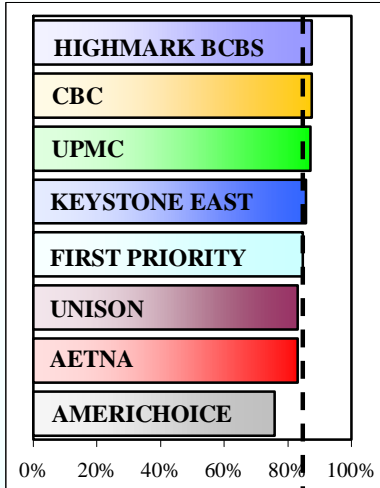


\* Insurance companies with less than 30 CHIP members were excluded from Performance Measure comparisons





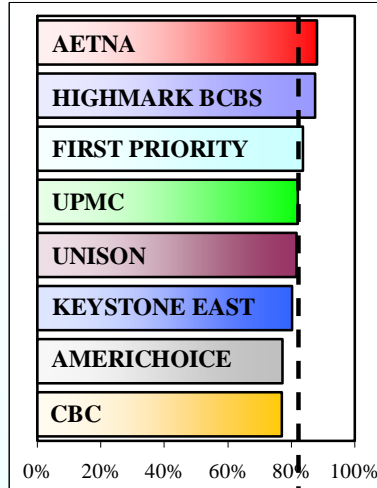
## Satisfaction with Care: Is the care meeting your needs?



PA CHIP Weighted Average

### Satisfaction With Current Doctor or Nurse

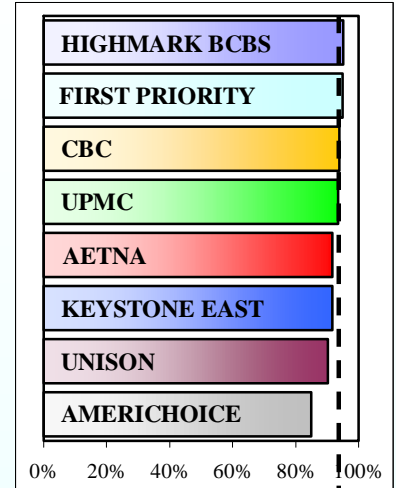
Parent/Guardian rated their child's current Doctor or Nurse 8 or higher on a scale of 0 to 10



PA CHIP Weighted Average

### Satisfaction With Your Child's Specialist

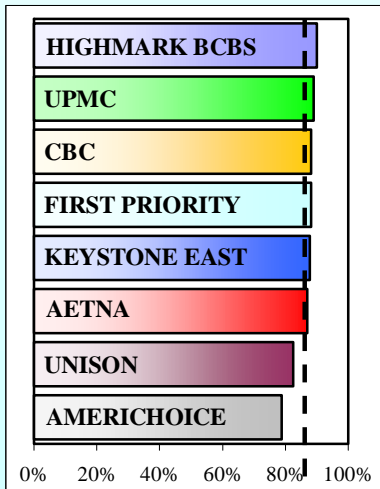
Parent/Guardian rated their child's Specialist 8 or higher on a scale of 0 to 10



PA CHIP Weighted Average

### Child Is Able To Get Urgent Care As Soon As Necessary

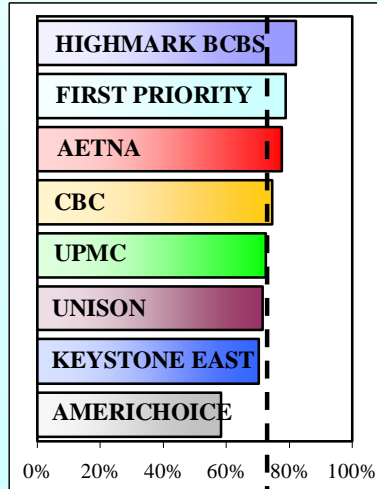
Parent/Guardian responded "usually" or "always" able to get urgent care



PA CHIP Weighted Average

### Satisfaction With your Child's Health Care

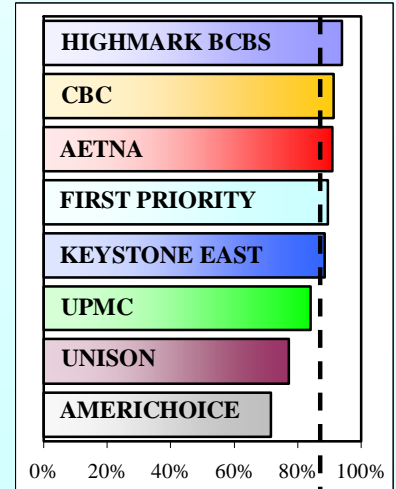
Parent/Guardian rated their child's Health Care 8 or higher on a scale of 0 to 10



PA CHIP Weighted Average

### Satisfaction With Customer Service

Parent/Guardian stated that customer service was "not a problem"



PA CHIP Weighted Average

### Satisfaction With Your CHIP Health Plan

Parent/Guardian rated their child's CHIP health plan 8 or higher on a scale of 0 to 10

\*Highmark BCBS (HMO in western region) participated in the CAHPS Survey. Highmark Blue Shield (PPO serving the central region) was not required to administer a CAHPS survey.



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# Insurance Department

COMMONWEALTH OF PENNSYLVANIA

## CHIP Provider Contact Information

### **AETNA**

930 Harvest Drive  
PO BOX 937, U32N  
BLUE BELL, PA 19422  
1-800-822-2447

### **AMERICOHOICE**

CHIP Plan – Enrollment Application  
Attn: Enrollment Department  
PO Box 6300  
Eau Claire, WI 54701  
1-877-289-1917

### **CAPITAL BLUE CROSS**

PO Box 777014  
2500 Elmerton Avenue  
Harrisburg, PA 17110-9956  
1-800-543-7101

### **BLUE CROSS OF NEPA**

Attn: CHIP/adultBasic  
19 N Main St.  
Wilkes Barre, PA 18711-9989  
1-800-543-7199

### **HIGHMARK BLUE SHIELD**

Attn: CHIP  
PO Box 890175  
Camp Hill, PA 17001-9705  
1-866-727-5437

### **HIGHMARK BLUE CROSS BLUE SHIELD**

PO Box Caring  
Pittsburgh, PA 15230-9779  
1-800-543-7105

### **KEYSTONE HEALTH PLAN EAST**

Caring Foundation  
PO Box 13449  
Philadelphia, PA 19101-9552  
1-800-464-5437

### **UNISON KIDS**

Unison Administrative Services, LLC.  
Unison Plaza  
1001 Brinton Road  
Monroeville, PA 15221  
1-800-414-9025

### **UPMC HEALTH PLAN**

PO Box 2875  
Pittsburgh, PA 15230-9911  
1-800-978-8762



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**Estimated Number of Pennsylvania Children and Adults Who Lack Health Insurance by County<sup>1</sup>**

County	Age 0 to 18				Age 19 to 64			
	Uninsured	Insured	Total	% Uninsured	Uninsured	Insured	Total	% Uninsured
Adams	2,331	21,766	24,097	10%	9,558	53,515	63,073	15%
Allegheny	5,883	274,523	280,406	2%	69,529	665,405	734,934	9%
Armstrong	1,590	13,415	15,005	11%	4,330	38,093	42,423	10%
Beaver	2,143	36,695	38,838	6%	12,914	92,130	105,044	12%
Bedford	1,771	9,336	11,107	16%	6,047	24,200	30,247	20%
Berks	3,770	96,735	100,505	4%	27,803	216,690	244,493	11%
Blair	572	28,417	28,989	2%	8,212	67,702	75,914	11%
Bradford	983	14,062	15,045	7%	4,740	32,474	37,214	13%
Bucks	4,575	147,546	152,121	3%	34,950	353,694	388,644	9%
Butler	898	43,541	44,439	2%	9,864	102,590	112,454	9%
Cambria	276	31,312	31,588	1%	11,095	76,889	87,984	13%
Cameron	45	1,168	1,213	4%	372	2,845	3,217	12%
Carbon	462	12,681	13,143	4%	5,534	33,222	38,756	14%
Centre	344	31,119	31,463	1%	11,730	82,134	93,864	12%
Chester	1,440	122,984	124,424	1%	24,300	275,731	300,031	8%
Clarion	544	8,518	9,062	6%	3,777	20,901	24,678	15%
Clearfield	759	16,863	17,622	4%	7,502	42,994	50,496	15%
Clinton	160	8,490	8,650	2%	2,538	19,831	22,369	11%
Columbia	1,036	13,555	14,591	7%	5,966	34,076	40,042	15%
Crawford	616	21,033	21,649	3%	8,190	45,437	53,627	15%
Cumberland	4,188	46,941	51,129	8%	16,021	124,999	141,020	11%
Dauphin	3,882	58,147	62,029	6%	14,038	143,028	157,066	9%
Delaware	9,362	136,524	145,886	6%	36,927	294,072	330,999	11%
Elk <sup>2</sup>	440	7,340	7,340	6%	1,371	18,590	19,961	7%
Erie	1,539	68,984	70,523	2%	16,250	153,179	169,429	10%
Fayette	1,569	30,051	31,620	5%	15,348	73,428	88,776	17%
Forest	42	1,137	1,179	4%	649	3,567	4,216	15%
Franklin	2,225	30,731	32,956	7%	13,814	70,357	84,171	16%
Fulton	134	3,272	3,406	4%	1,131	7,899	9,030	13%
Greene	333	8,393	8,726	4%	3,667	22,128	25,795	14%
Huntingdon	642	9,118	9,760	7%	4,043	24,908	28,951	14%
Indiana	1,261	18,459	19,720	6%	6,284	48,583	54,867	11%
Jefferson	814	9,387	10,201	8%	4,031	23,322	27,353	15%
Juniata	219	5,438	5,657	4%	1,785	12,239	14,024	13%
Lackawanna	3,267	43,955	47,222	7%	19,025	105,589	124,614	15%
Lancaster	16,301	114,518	130,819	12%	25,582	267,379	292,961	9%
Lawrence	1,011	19,973	20,984	5%	7,713	46,223	53,936	14%
Lebanon	1,290	28,407	29,697	4%	8,554	67,877	76,431	11%
Lehigh	2,745	79,598	82,343	3%	28,697	174,562	203,259	14%
Luzerne	2,129	65,441	67,570	3%	14,100	174,269	188,369	7%
Lycoming	1,402	25,987	27,389	5%	9,719	61,528	71,247	14%
McKean	453	9,696	10,149	4%	5,250	21,313	26,563	20%
Mercer	1,205	26,519	27,724	4%	10,083	59,853	69,936	14%
Mifflin	542	10,402	10,944	5%	3,116	23,793	26,909	12%
Monroe	795	40,919	41,714	2%	16,895	88,087	104,982	16%
Montgomery	7,379	182,900	190,279	4%	34,577	437,010	471,587	7%
Montour	106	4,114	4,220	3%	1,106	9,385	10,491	11%
Northampton	890	67,579	68,469	1%	19,189	161,434	180,623	11%
Northumberland	411	18,772	19,183	2%	5,548	49,900	55,448	10%
Perry	971	9,785	10,756	9%	4,030	24,681	28,711	14%
Philadelphia	26,012	373,302	399,314	7%	131,608	728,700	860,308	15%
Pike	1,386	11,986	13,372	10%	6,267	30,232	36,499	17%
Potter	191	4,096	4,287	4%	1,779	8,474	10,253	17%
Schuylkill	197	29,556	29,753	1%	9,371	81,244	90,615	10%
Snyder	699	8,697	9,396	7%	2,181	21,297	23,478	9%
Somerset	688	15,474	16,162	4%	6,613	41,350	47,963	14%
Sullivan	46	1,300	1,346	3%	482	2,992	3,474	14%
Susquehanna	982	8,730	9,712	10%	4,278	21,287	25,565	17%
Tioga	898	8,563	9,461	9%	3,159	21,517	24,676	13%
Union	1,264	7,975	9,239	14%	6,601	21,497	28,098	23%
Venango	629	12,068	12,697	5%	5,038	28,339	33,377	15%
Warren	321	8,978	9,299	3%	2,963	22,172	25,135	12%
Washington	1,416	43,772	45,188	3%	17,036	108,985	126,021	14%
Wayne	301	10,758	11,059	3%	5,271	25,529	30,800	17%
Westmoreland	1,827	75,593	77,420	2%	21,682	201,168	222,850	10%
Wyoming	230	6,522	6,752	3%	1,889	15,452	17,341	11%
York	4,166	94,872	99,038	4%	34,215	226,913	261,128	13%
<b>Total</b>	<b>138,558</b>	<b>2,858,488</b>	<b>2,997,046</b>	<b>5%</b>	<b>877,927</b>	<b>6,680,883</b>	<b>7,558,810</b>	<b>12%</b>

1. Figures derived from the 2008 Health Insurance Survey conducted by Market Decisions LLC for the Pennsylvania Insurance Department (PID). All numbers and percentages are estimates and have margins of error that must be considered in any assessments or comparison. (See the section on survey methodology in the survey, available on the PID's website at [www.ins.state.pa.us](http://www.ins.state.pa.us). This chart does not reflect what portion of the uninsured may be eligible or may qualify for CHIP, adultBasic, Medicaid, or any other government program. 2. Due to the small number of uninsured children found in the sample in Elk County, the number was estimated based on the results in adjacent counties.