





## 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 197,000 children are currently enrolled in PA CHIP.

The Cover All Kids initiative, enacted by the legislature in October 2006, 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
- First Priority Health
- Capital Blue Cross
- Geisinger\*
- Health Partners\*
- Highmark Blue Cross Blue Shield
  - Western region
- Highmark Blue Shield
  - Central region
- Keystone Health Plan East
- Unison Kids
- UPMC for Kids

\* Health Partners and Geisinger Health Plans are new for 2009. Data from these Contractors was not included in the 2009 Performance Report.





## Report Card Description



CHIP health insurance company performance is assessed using Healthcare Effectiveness Data Information Set (HEDIS®) 2009 performance measures, 2009 Consumer Assessment of Healthcare Provider Systems (CAHPS®) 4.0 Survey items and Pennsylvania-specific performance measures. Results are presented in three sections: Access to Care, Quality of Care and Satisfaction with Care.

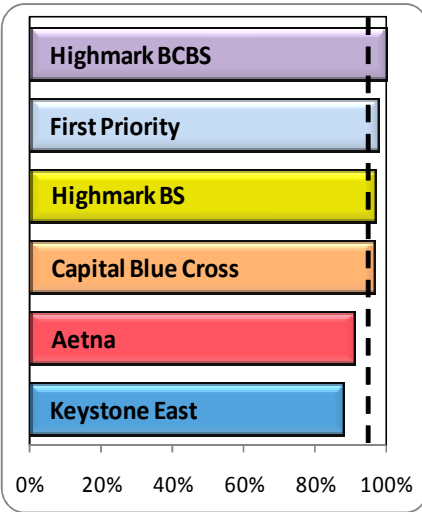
For HEDIS 2009 performance measures, a chart is presented with each bar representing the percentage of CHIP members receiving a specific type of care from their CHIP provider. For charts representing CAHPS survey items, each bar represents the percentage of respondents who selected option 8 or higher on a scale of 1 to 10, or “usually” or “always” 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. Inverted measures are presented in order of performance from low to high 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.

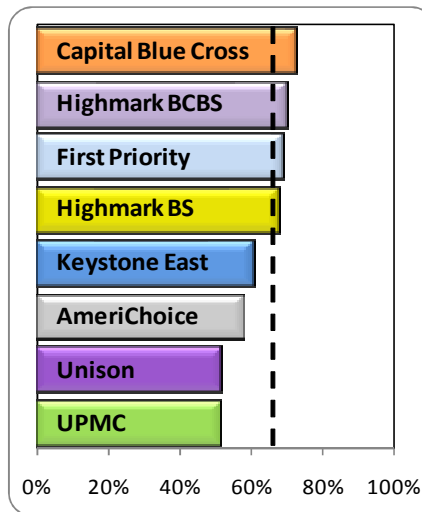


# Access to Care: Are children receiving care?



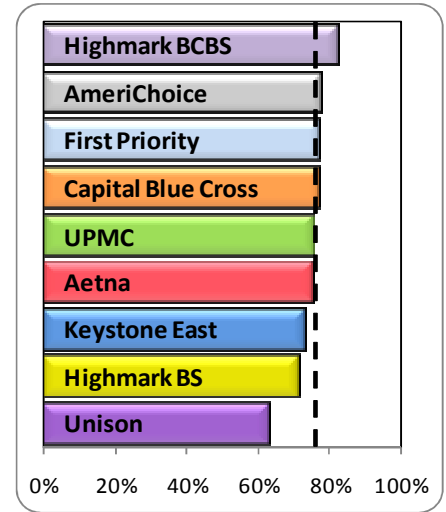
PA CHIP Weighted Average

**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)



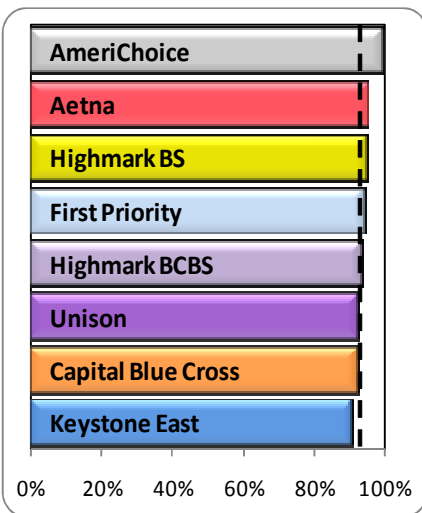
PA CHIP Weighted Average

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



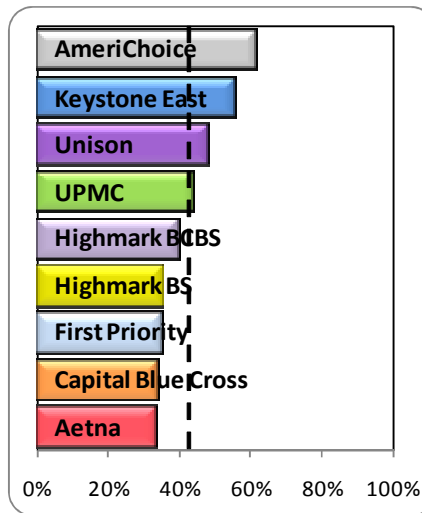
PA CHIP Weighted Average

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



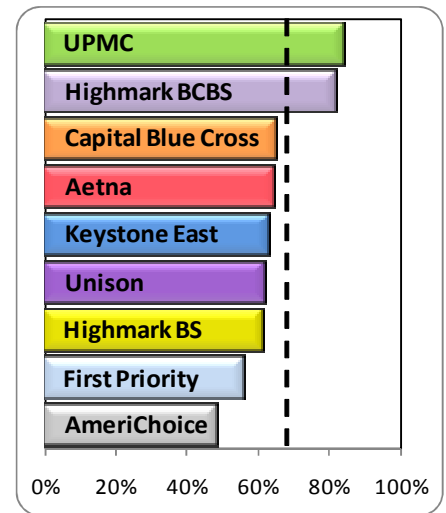
PA CHIP Weighted Average

**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 2nd birthday

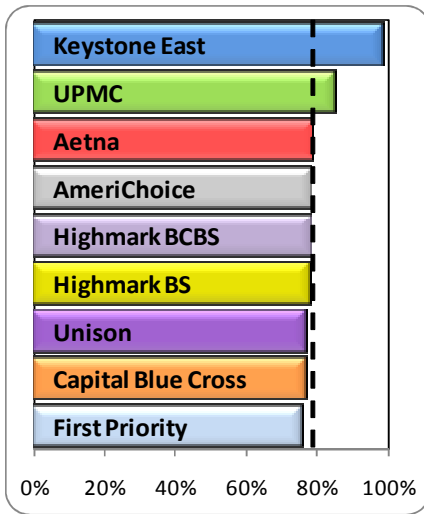


PA CHIP Weighted Average

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

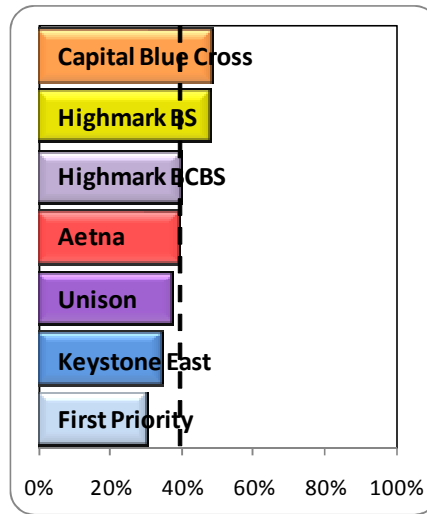
\* Insurance companies with less than 30 CHIP members were excluded from Performance Measure comparisons

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



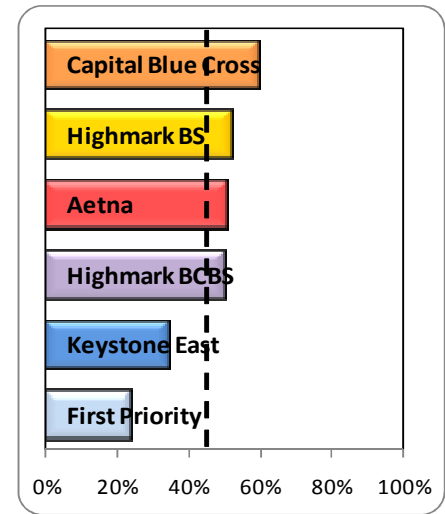
PA CHIP Weighted Average

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



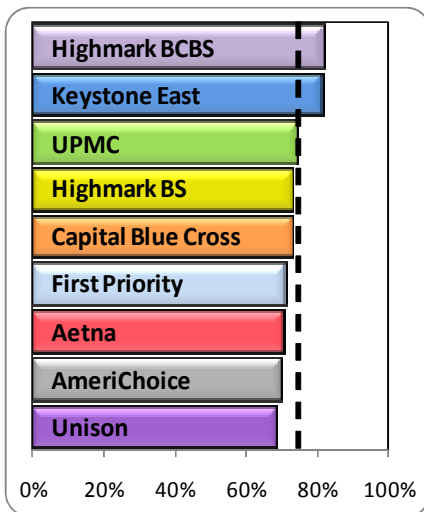
PA CHIP Weighted Average

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



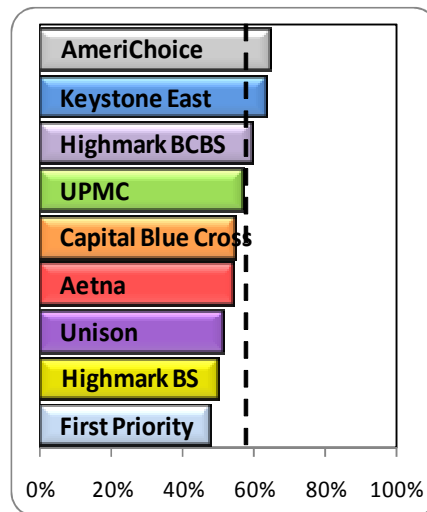
PA CHIP Weighted Average

**Attention Deficit Hyperactivity Disorder Follow-Up Care Continuation and Maintenance Phase**  
Children 6-12 who are on ADHD medication who had one follow-up visit during the initiation phase and at least 2 additional visits during the following 9 months



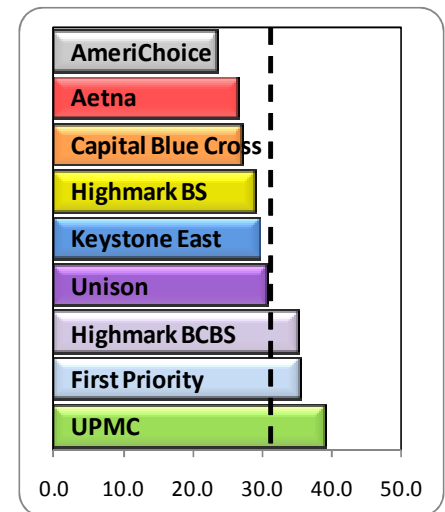
PA CHIP Weighted Average

**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

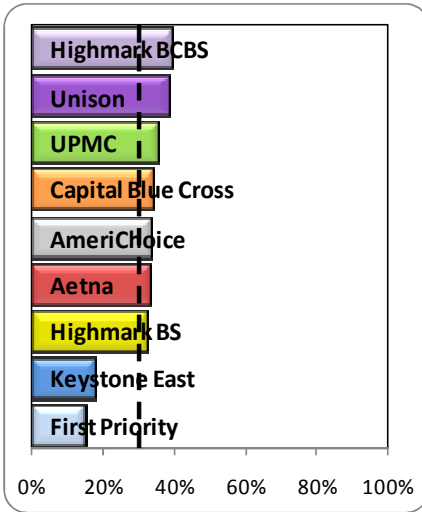


PA CHIP Weighted Average

**Emergency Department Visits for Children <1-19 Years Old**  
Number of ED visits per 1000 member months by members <1-19 (lower rate indicates better performance)

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

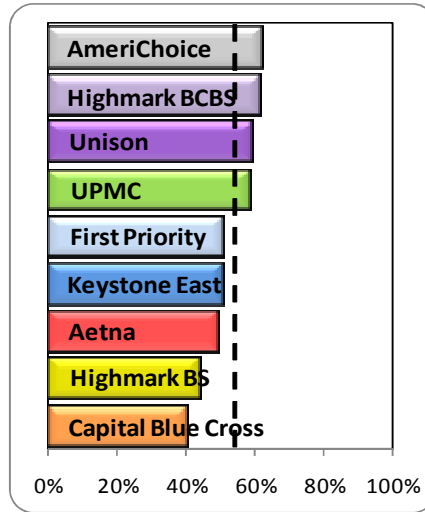
## Quality of Care: How good is the care being provided?



PA CHIP Weighted Average

### Weight Assessment and Counseling - BMI 3-17 Years

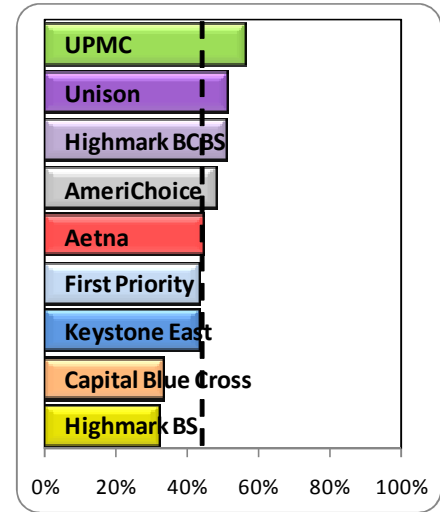
Children 3-17 who had a BMI percentile documented at an outpatient visit with a PCP or OB/GYN



PA CHIP Weighted Average

### Weight Assessment and Counseling - Nutrition 3-17 Years

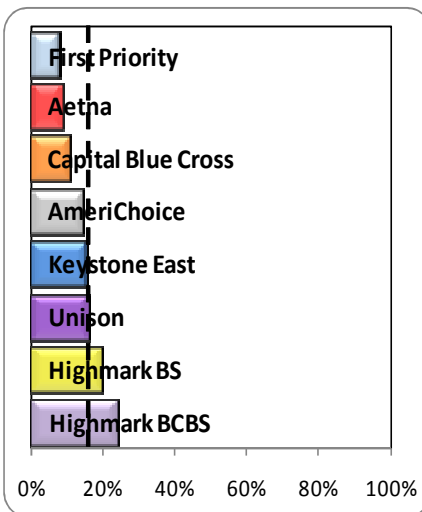
Children 3-17 who were counseled for nutrition at an outpatient visit with a PCP or OB/GYN



PA CHIP Weighted Average

### Weight Assessment and Counseling - Physical Activity 3-17 Years

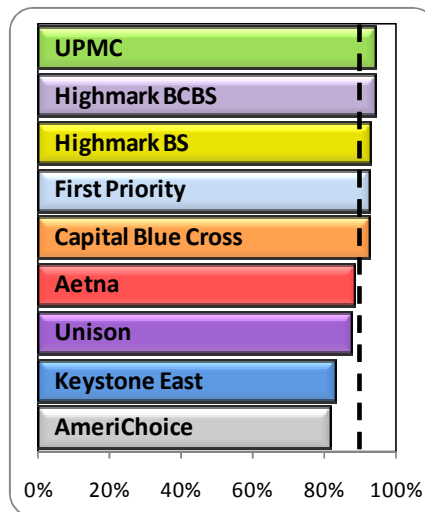
Children 3-17 who were counseled for physical activity at an outpatient visit with a PCP or OB/GYN



PA CHIP Weighted Average

### Asthma Emergency Department Visits

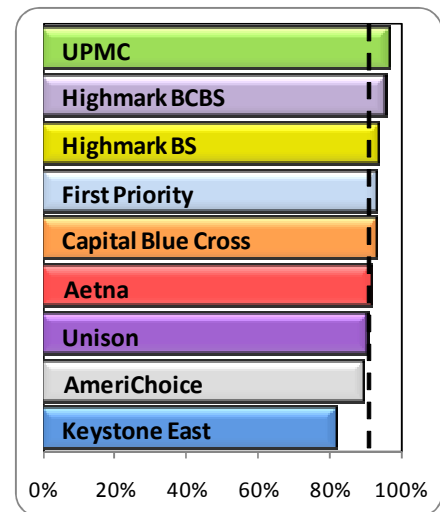
Children identified with persistent Asthma who had an ED visit for Asthma (lower rate indicates better Performance)



PA CHIP Weighted Average

### Children's Access to Practitioners 12 Months - 6 Years

Percentage of children 12 months to 6 years who had a visit with a PCP during 2008

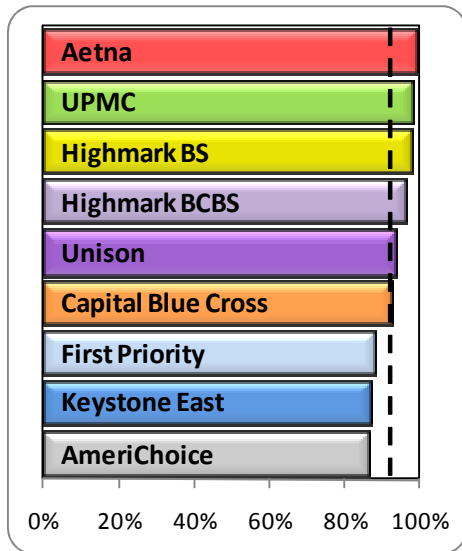


PA CHIP Weighted Average

### Children's Access to Practitioners 7 - 19 Years

Percentage of children 7-19 years who had a visit with a PCP during 2008

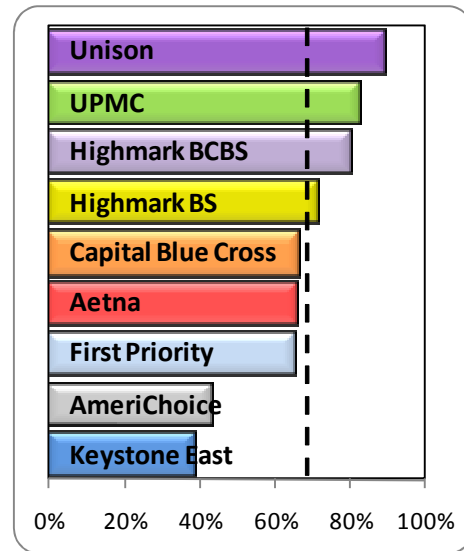
## Quality of Care: How good is the care being provided?



PA CHIP Weighted Average

### Body Mass Index Assessment: Height and Weight or BMI

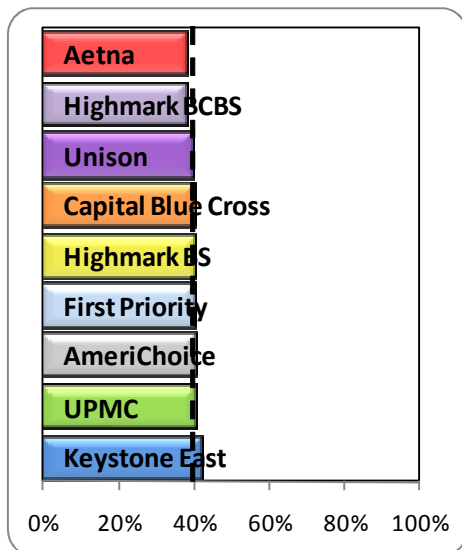
Percentage of members with a height and weight or BMI assessed at a well-visit with a PCP or OB/GYN in 2008



PA CHIP Weighted Average

### Body Mass Index Assessment: BMI Assessment

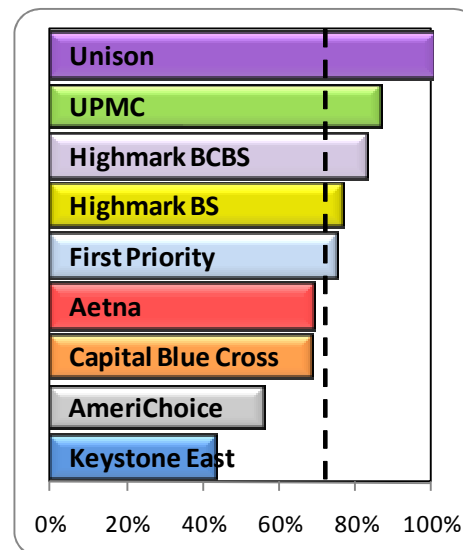
Percentage of members with a BMI assessed at a well-visit with a PCP or OB/GYN in 2008



PA CHIP Weighted Average

### Body Mass Index Assessment: Overweight or Obese

Percentage of CHIP members with a BMI at or above the 85<sup>th</sup> percentile (overweight) or above the 95<sup>th</sup> percentile (obese) based on a [height and weight](#) or BMI calculated at a well-visit in 2008 (lower rates indicate better performance)

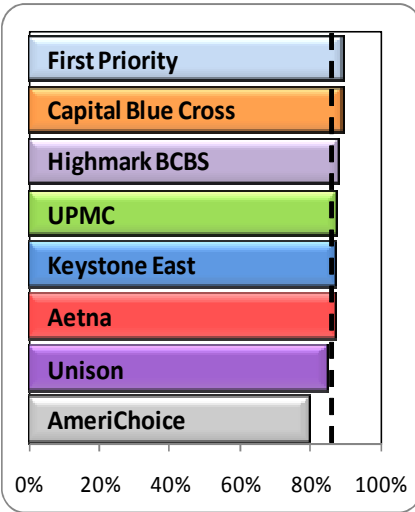


PA CHIP Weighted Average

### Body Mass Index Assessment: Overweight or Obese and BMI

Percentage of CHIP members with a BMI at or above the 85<sup>th</sup> percentile (overweight) or above the 95<sup>th</sup> percentile (obese) who had a [BMI](#) assessed at a well-visit in 2008

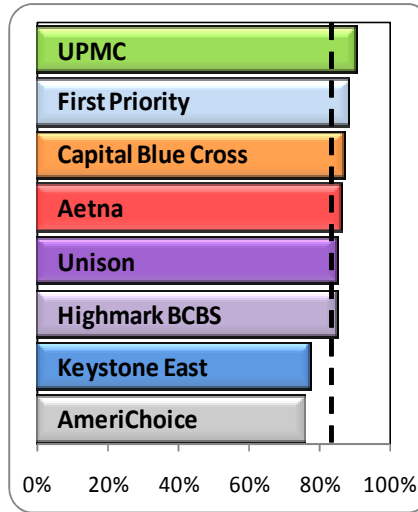
## Satisfaction with Care: Is the care meeting your needs?



PA CHIP Weighted Average

### Satisfaction With Your Child's Personal Doctor

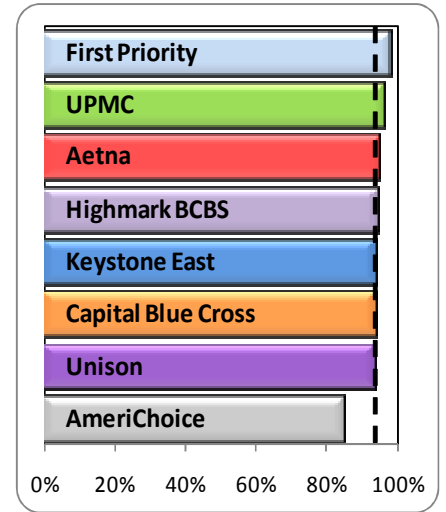
Parent/Guardian rated their child's Personal Doctor 8 or higher on a scale of 0 to 10



PA CHIP Weighted Average

### Satisfaction With Your Child's Specialist

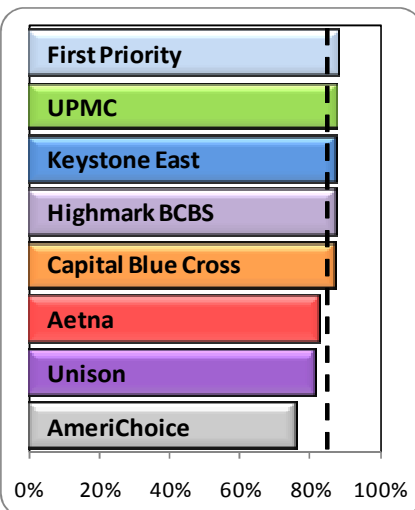
Parent/Guardian rated their child's Specialist 8 or higher on a scale of 0 to 10



PA CHIP Weighted Average

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

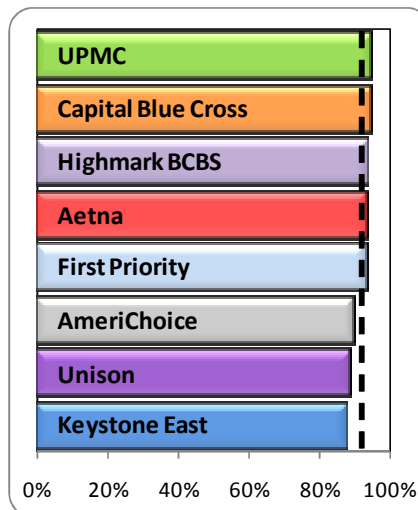
Parent/Guardian responded "usually" or "always" able to get urgent care



PA CHIP Weighted Average

### Satisfaction With Your Child's Health Care

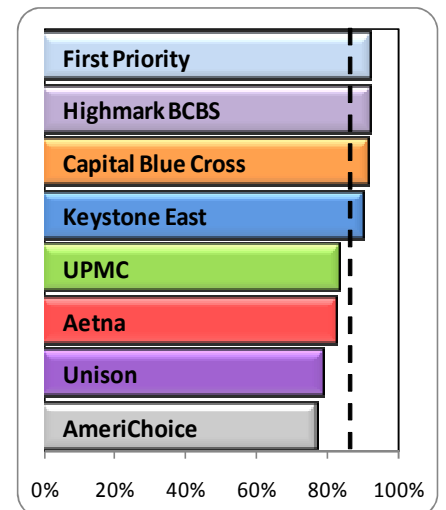
Parent/Guardian rated their child's Health Care 8 or higher on a scale of 0 to 10



PA CHIP Weighted Average

### Courteous Treatment by Customer Service

Parent/Guardian responded "usually" or "always" received courteous treatment from customer service



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 (western region) participated in the CAHPS survey

\* Highmark BS (central region) was not required to administer a CAHPS survey



Monday, December 21, 2009

## CHIP Provider Contact Information

### AETNA

930 Harvest Drive  
PO BOX 937, U32N  
BLUE Bell, PA 19422  
1-800-822-CHIP (2447)  
TDD/TTY 1-800-628-3323

### AMERICHOICE OF PENNSYLVANIA

Attn: CHIP Enrollment Department  
PO Box 13409  
Philadelphia, PA 19101-9300  
1-877-289-1917

### CAPITAL BLUE CROSS

PO Box 777014  
Harrisburg, PA 17177-7014  
1-800-543-7101  
TDD/TTY 1-800-242-4816

### First Priority Health (BCNEPA)

Attn: CHIP/adultBasic  
19 North Main Street  
Wilkes Barre, PA 18711-0302  
1-800-543-7199  
TDD/TTY 1-800-413-1112

### HIGHMARK BLUE SHIELD

Highmark CHIP & adultBasic Unit  
PO Box 890175  
Camp Hill, PA 17001-9705  
1-866-727-5437  
TDD/TTY 1-866-727-4938

### HIGHMARK BLUE CROSS/BLUE SHIELD

PO Box Caring  
Pittsburgh, PA 15230-9779  
1-800-543-7105  
TDD/TTY 1-877-323-8480

### KEYSTONE HEALTH PLAN EAST

Caring Foundation  
PO Box 13449  
Philadelphia, PA 19101-9552  
1-800-464-5437  
TDD/TTY 1-215-241-2622

### UNISON KIDS

Unison Administrative Services, LLC.  
Unison Plaza  
1001 Brinton Road  
Pittsburgh, PA 15221-9802  
1-800-414-9025 (Hearing-Impaired: 711)

### UPMC HEALTH PLAN

PO Box 2875  
Pittsburgh, PA 15230-9911  
1-800-978-8762  
TDD/TTY 1-800-361-2629



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

[www.chipcoverspakids.com](http://www.chipcoverspakids.com)

**1-800-986-KIDS**