

January 2014



pennsylvania
INSURANCE DEPARTMENT



Pennsylvania's Children's
Health Insurance Program
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2013 Report Card

Prepared for the Pennsylvania Insurance Department
Bureau of Children's Health Insurance Program

TOM CORBETT, GOVERNOR

MICHAEL F. CONSEDINE, 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 188,000 children and teens 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.
- First Priority Health
- Capital Blue Cross
- Geisinger Health Plan
- Health Partners of Philadelphia
- Highmark Blue Cross Blue Shield
- Highmark Blue Shield
- Keystone Health Plan East
- UnitedHealthcare of Pennsylvania
- UPMC for Kids



Report Card Description



CHIP health insurance company performance is assessed using Healthcare Effectiveness Data Information Set (HEDIS®) 2013 performance measures, 2013 Consumer Assessment of Healthcare Provider Systems (CAHPS®) 5.0 Survey items and Pennsylvania-specific performance measures. Results are presented in three sections: Access to Care, Quality of Care and Satisfaction with Care.

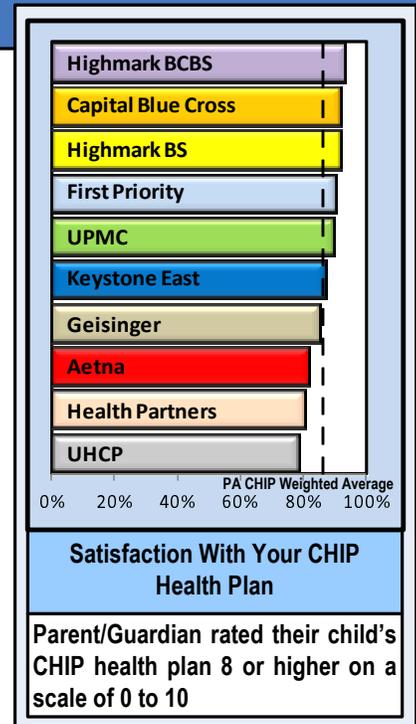
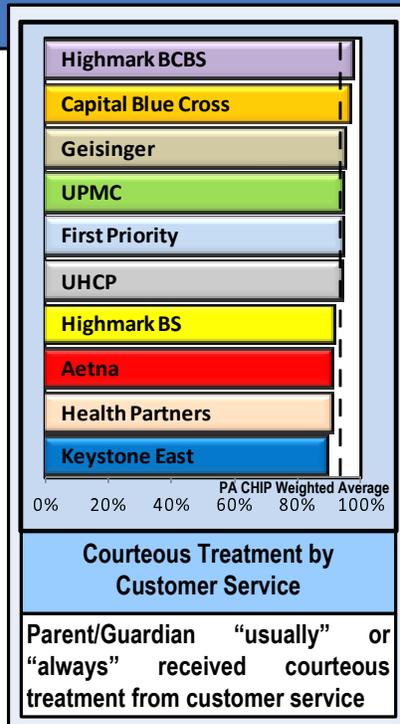
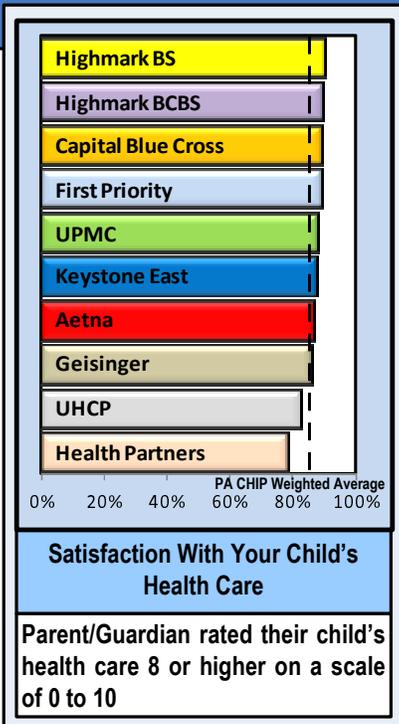
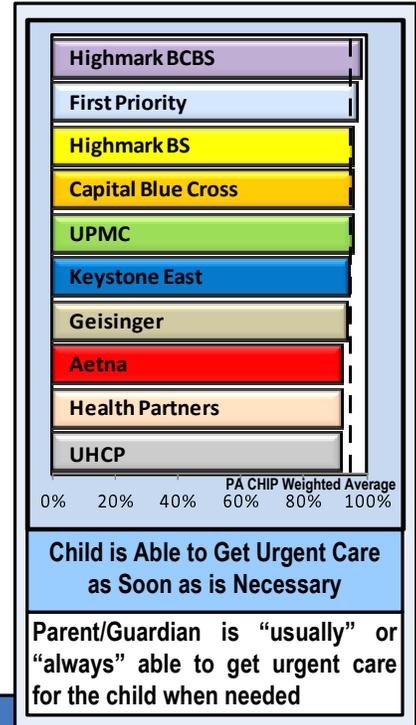
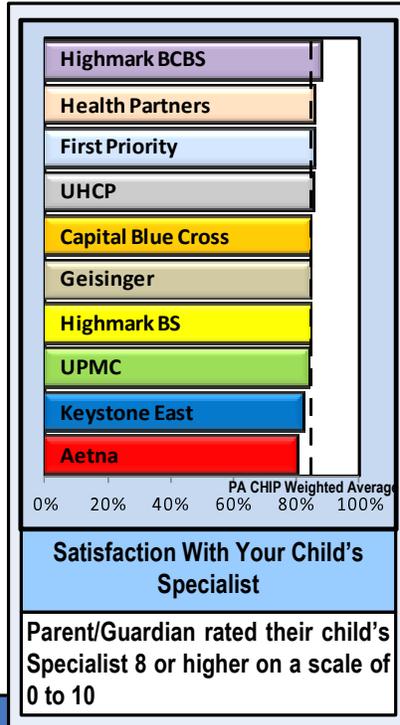
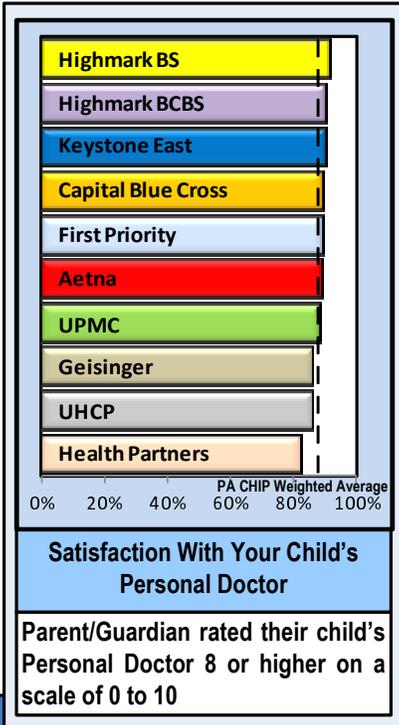
For HEDIS 2013 performance measures, a chart is presented with each bar representing the percentage of CHIP members receiving a specific type of care from their CHIP provider. For charts representing CAHPS survey items, each bar represents the percentage of respondents who selected option 8 or higher 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.

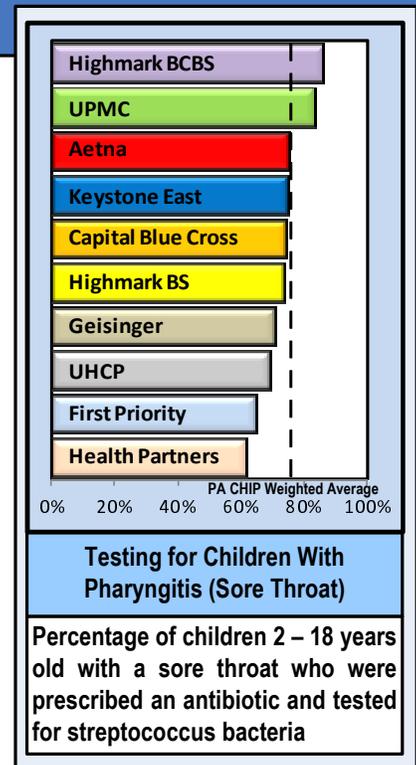
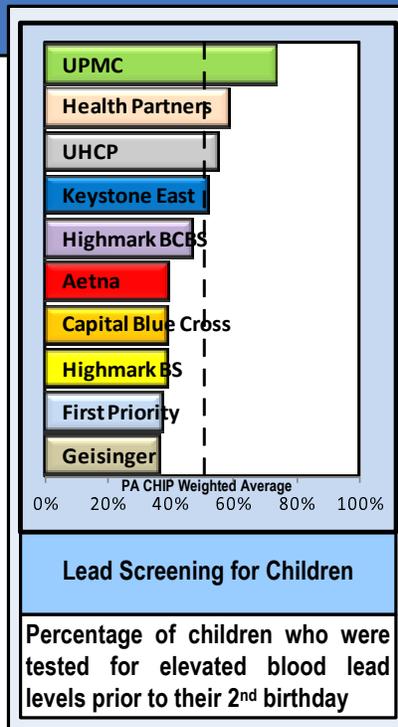
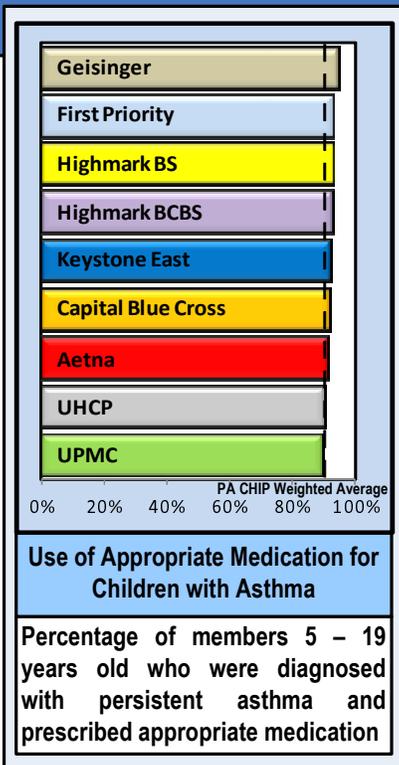
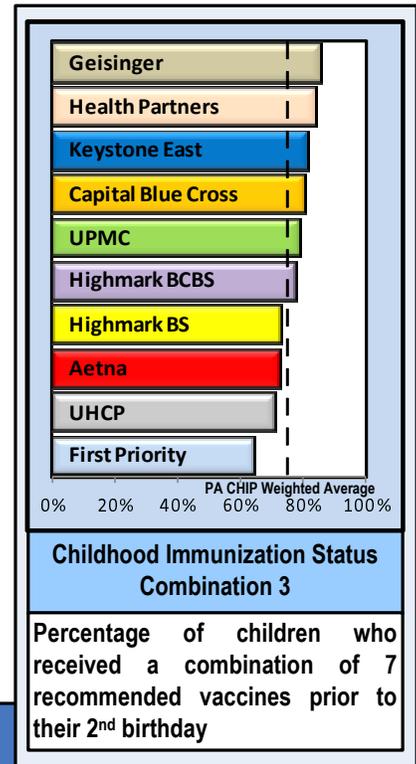
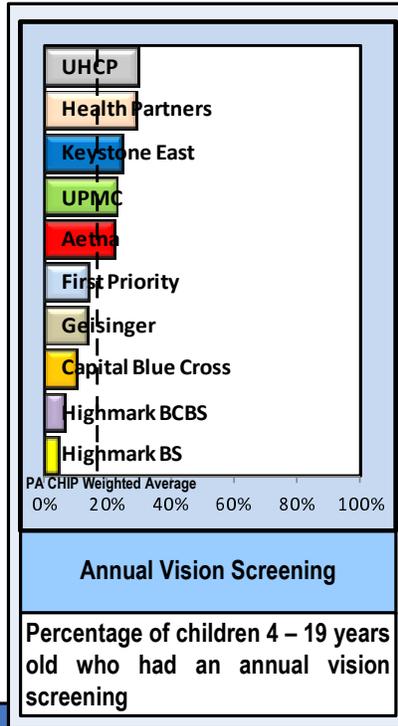
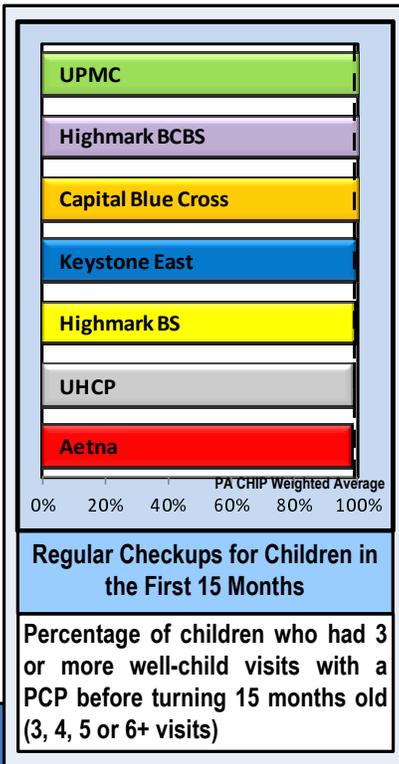


Satisfaction with Care: Is the care meeting your needs?



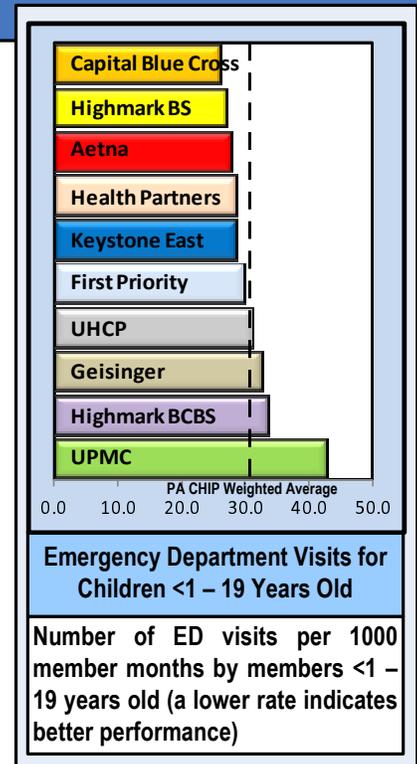
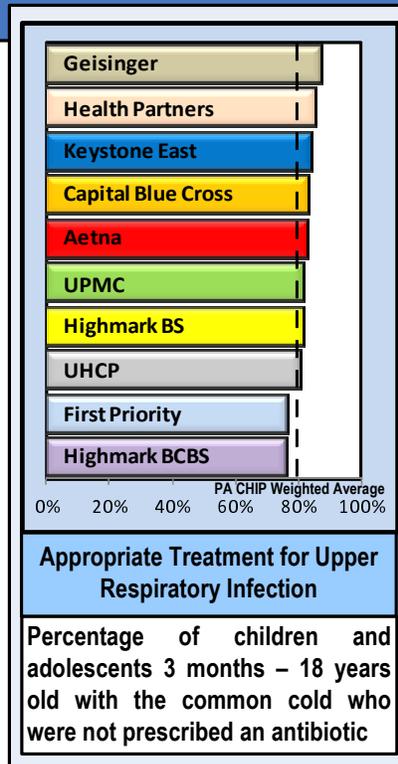
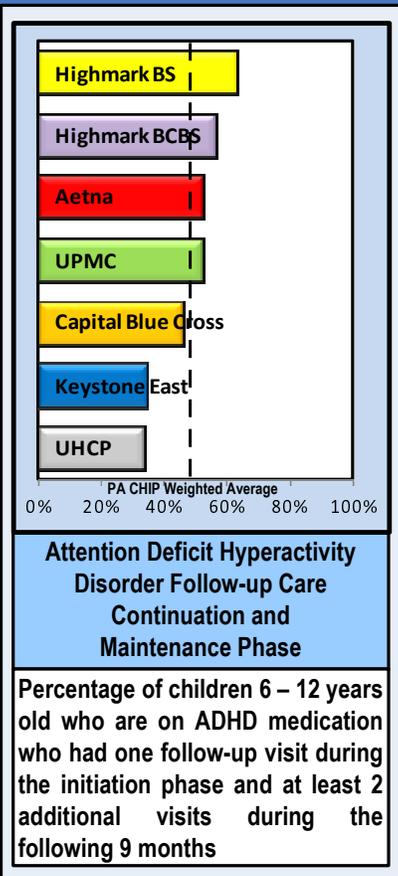
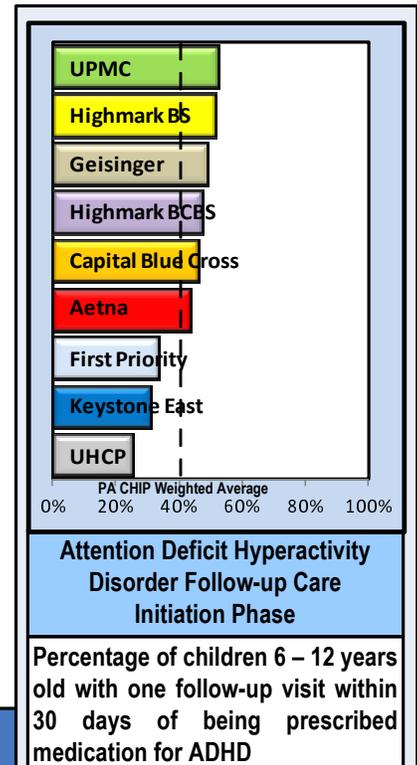
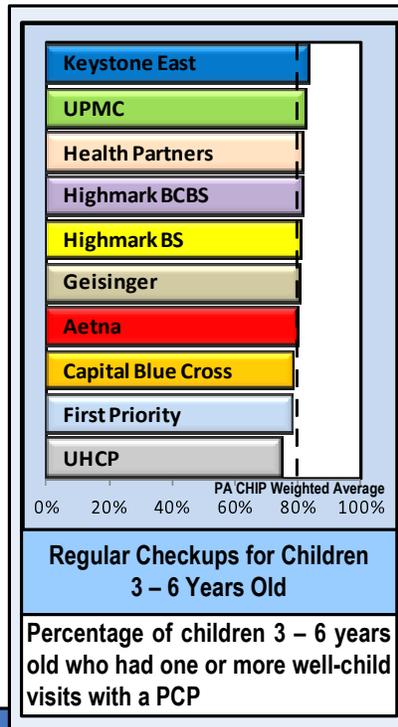
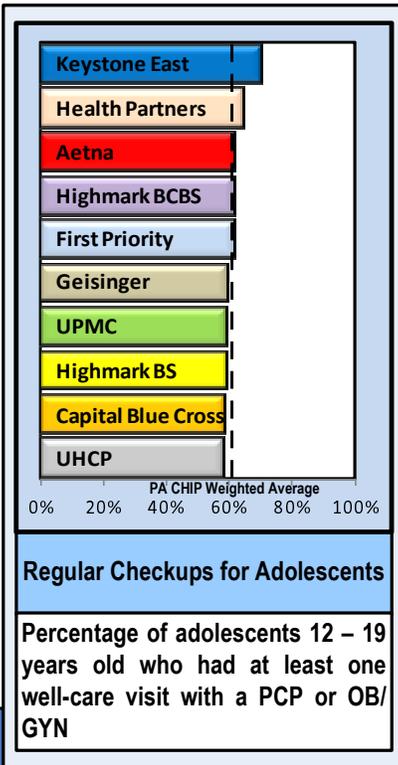
* Insurance companies with less than 30 CHIP members were excluded from Performance Measure comparisons

Access to Care: Are children receiving care?



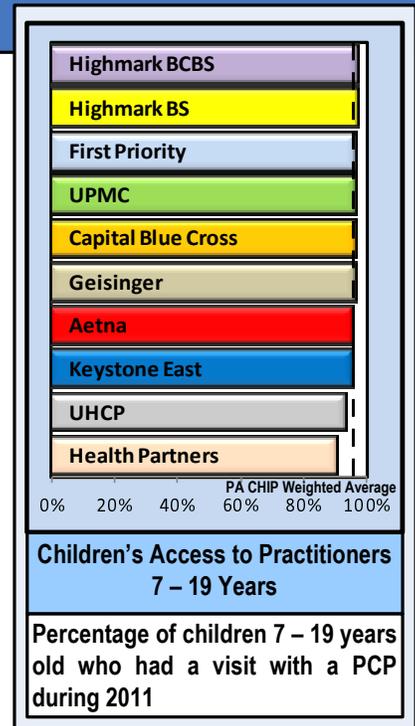
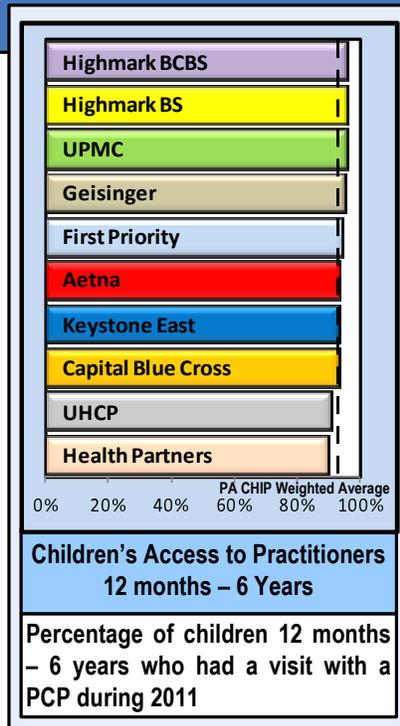
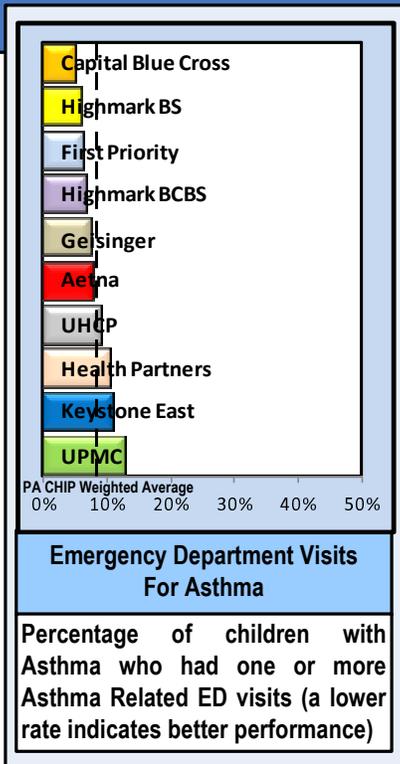
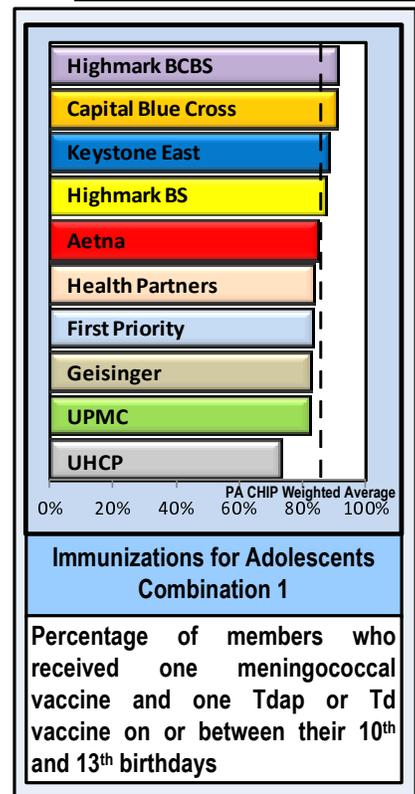
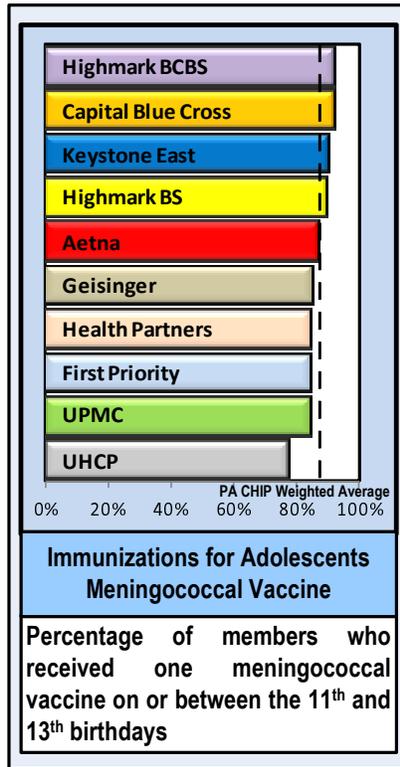
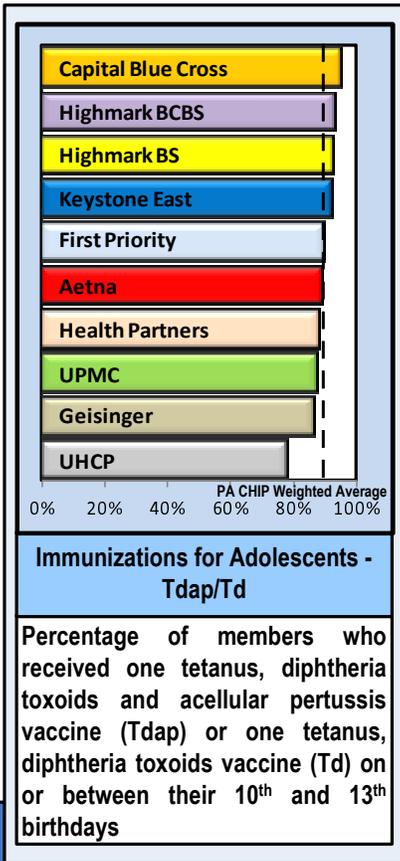
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Quality of Care: How good is the care being provided?



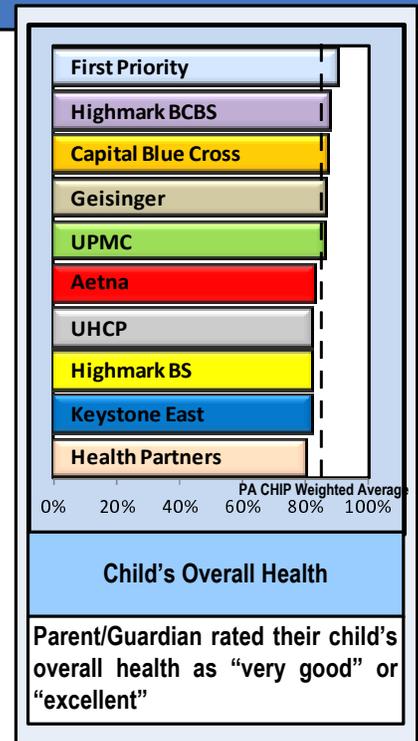
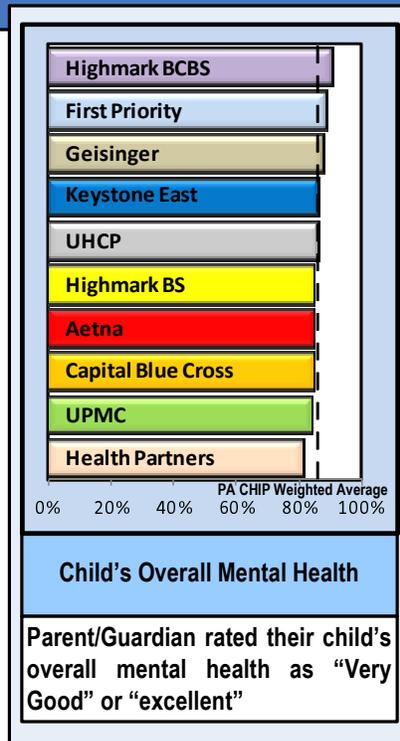
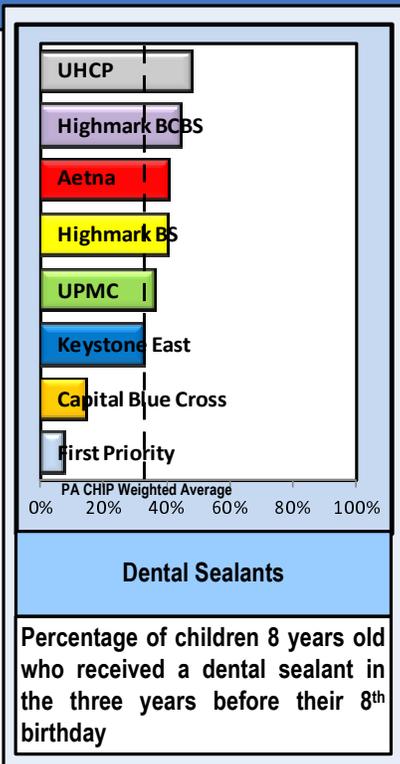
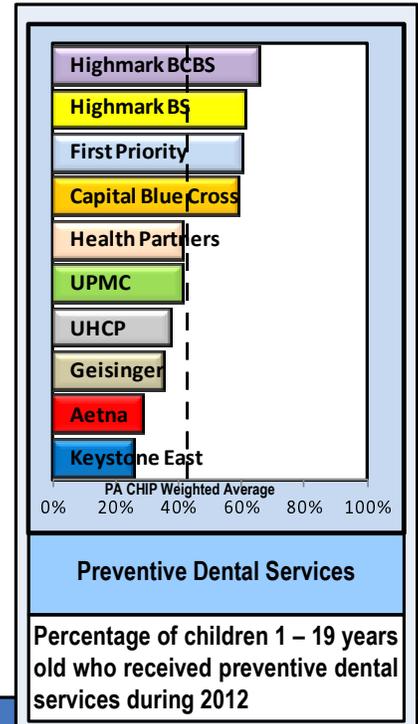
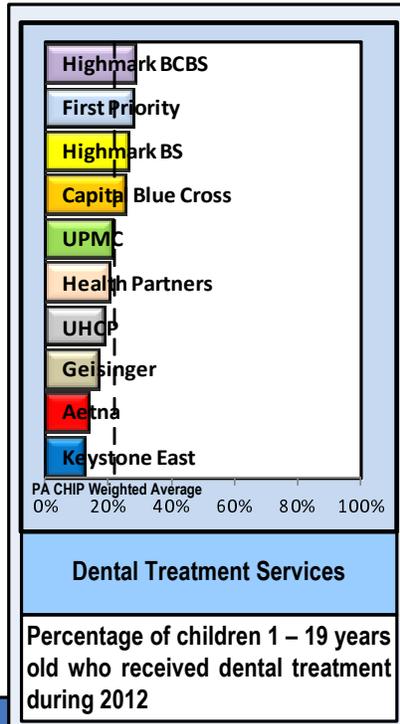
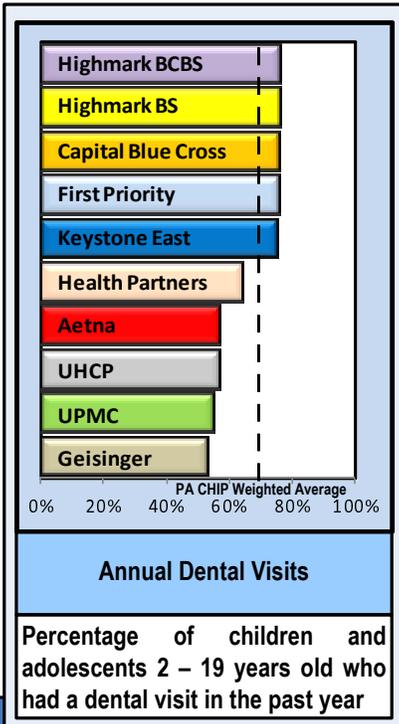
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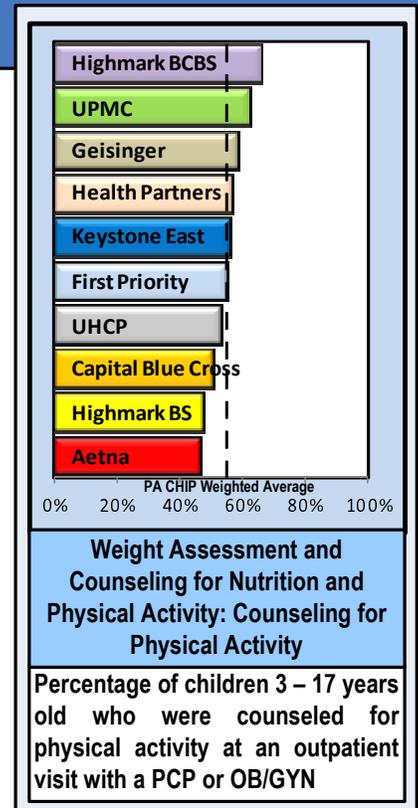
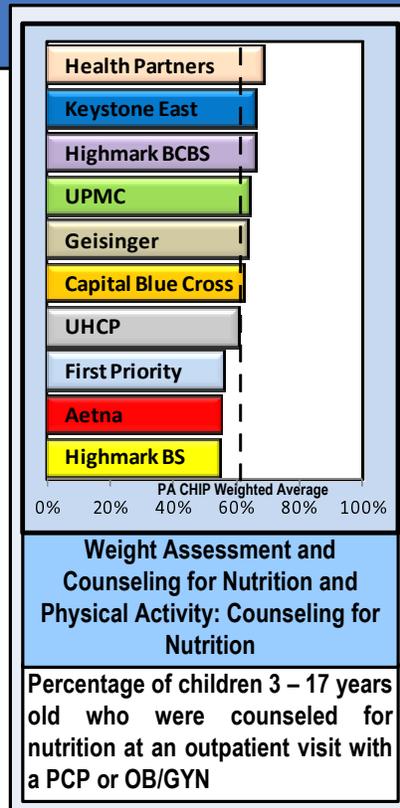
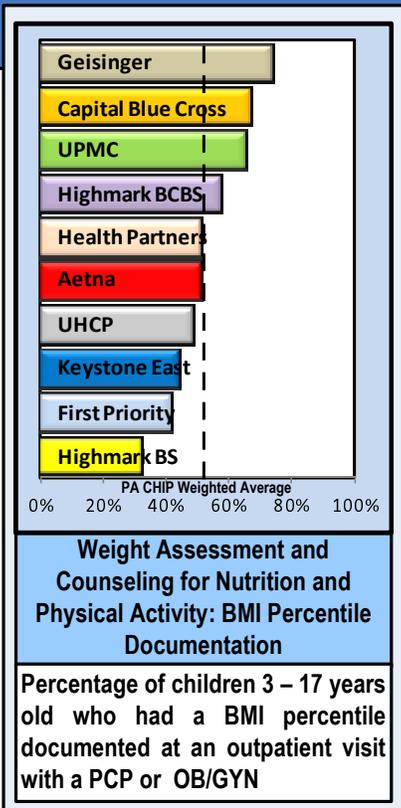
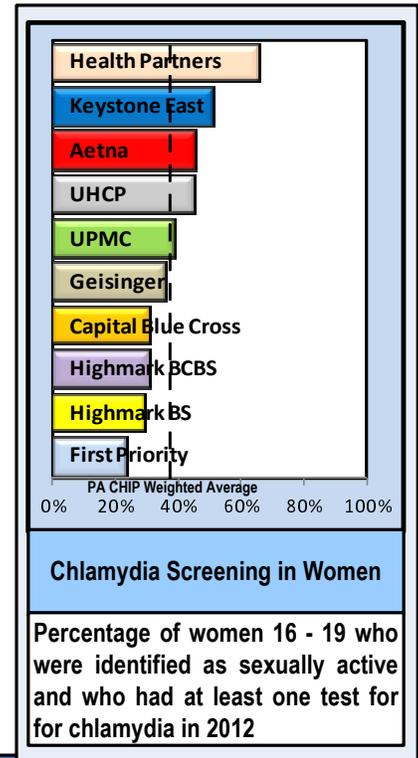
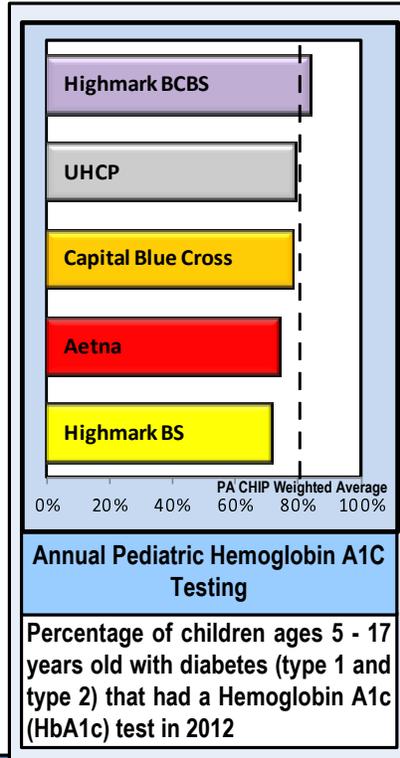
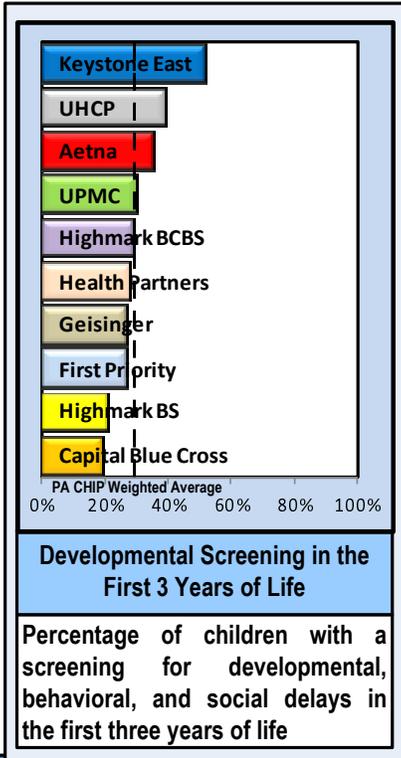
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CHIP Provider Contact Information

AETNA
CHIP.AETNA.COM
1-800-822-2447
TDD/TTY 1-800-628-3323

CAPITAL BLUE CROSS
WWW.CAPBLUECROSS.COM
1-800-543-7101
TDD/TTY 1-800-242-4816

FIRST PRIORITY HEALTH (BCNEPA)
WWW.BCNEPA.COM
1-800-543-7199
TDD/TTY 1-800-413-1112

GEISINGER HEALTH PLAN
WWW.CHIP.THEHEALTHPLAN.COM
1-866-621-5235 (Hearing-Impaired: 711)

HEALTH PARTNERS
WWW.KIDZPARTNERS.COM
1-888-888-1211
TTY 1-877-454-8477

HIGHMARK BLUE SHIELD
WWW.HIGHMARKBLUESHIELD.COM
1-866-727-5437
TDD/TTY 1-866-727-4938

HIGHMARK BLUE CROSS/BLUE SHIELD
WWW.HIGHMARKBCBS.COM
1-800-543-7105
TDD/TTY 1-877-323-8480

KEYSTONE HEALTH PLAN EAST
WWW.IBX.COM
1-800-464-5437
TDD/TTY 1-215-241-2622

UNITEDHEALTHCARE COMMUNITY PLAN
WWW.UHCCOMMUNITYPLAN.COM
1-800-414-9025 (Hearing-Impaired: 711)

UPMC HEALTH PLAN
WWW.UPMCHEALTHPLAN.COM
1-800-978-8762
TDD/TTY 1-800-361-2629



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