

January 2017



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2016 Report Card

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

TOM WOLF, GOVERNOR

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 Department of Human Services (DHS), 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 168,000 children and teens were enrolled in PA CHIP as of November 2016.

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. On February 4, 2009, President Obama signed into law the Children's Health Insurance Act of 2009 (CHIPRA) (Pub. L. 111-3). CHIP is provided by the following private health insurance companies that are licensed and regulated by the Department of Health Services and have contracts with the Commonwealth to offer CHIP coverage.



- Aetna, Inc.
- First Priority Health (NEPA)
- Capital Blue Cross
- Geisinger Health Plan
- Health Partners of Philadelphia
- Highmark Blue Cross Blue Shield
- Highmark Blue Shield
- Independence Blue Cross (CBC)
- UnitedHealthcare of Pennsylvania
- UPMC for Kids

Report Card Description



CHIP health insurance company performance is assessed using Healthcare Effectiveness Data Information Set (HEDIS®) 2016 performance measures, 206 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.

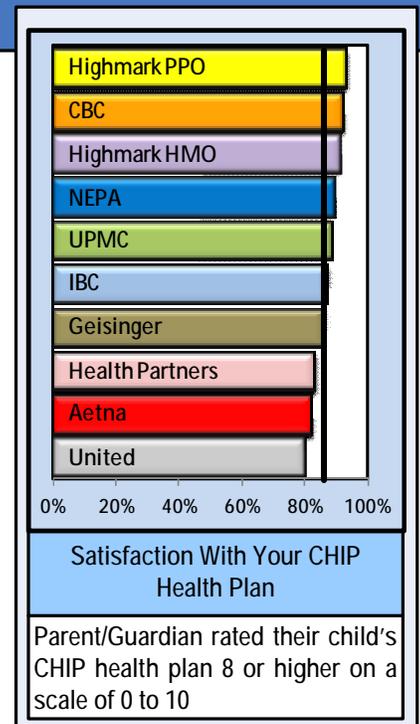
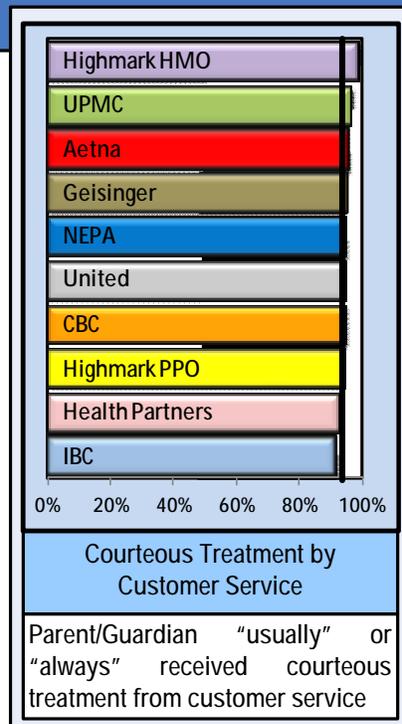
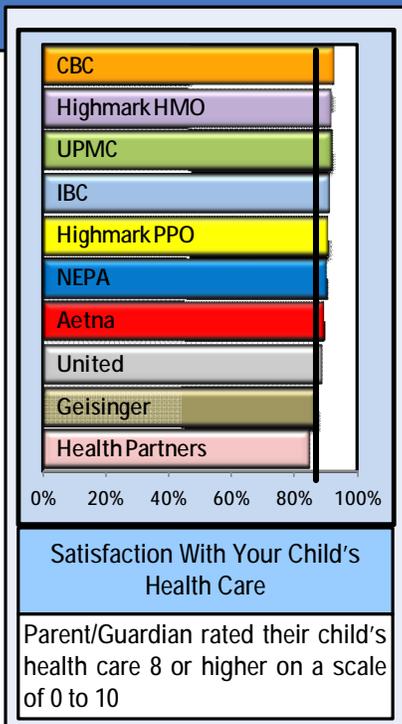
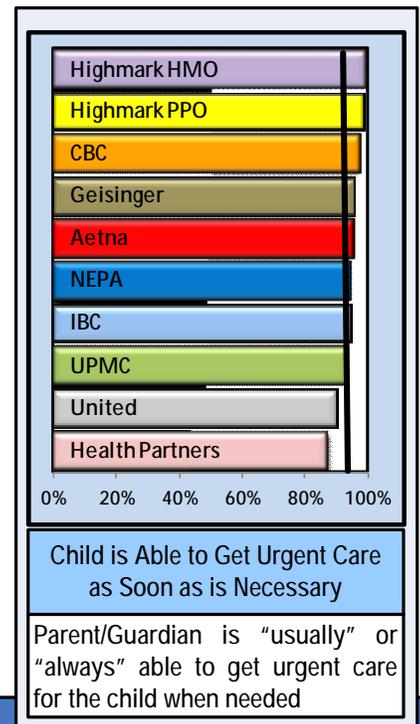
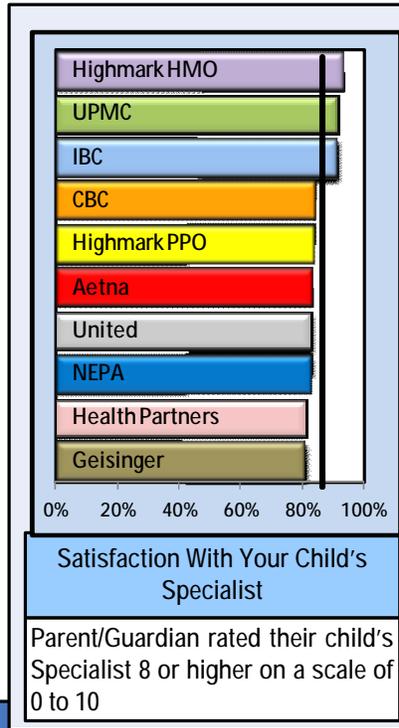
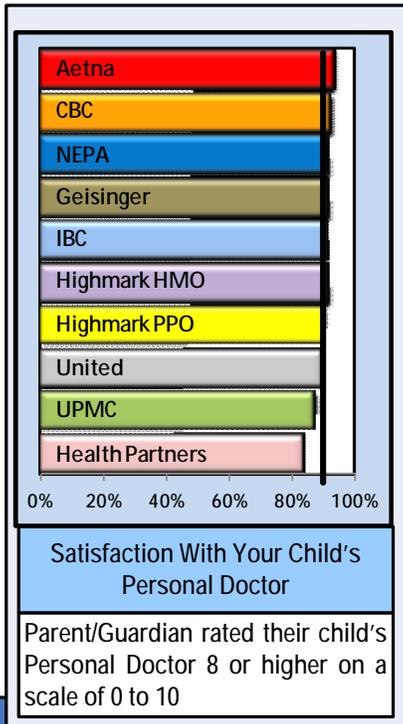
For HEDIS 2016 performance measures, a chart is presented with each bar representing the percentage of CHIP members receiving a specific type of care from their CHIP provider. For charts representing CAHPS survey items, each bar represents the percentage of respondents who selected option 8 or higher 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 solid black 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?

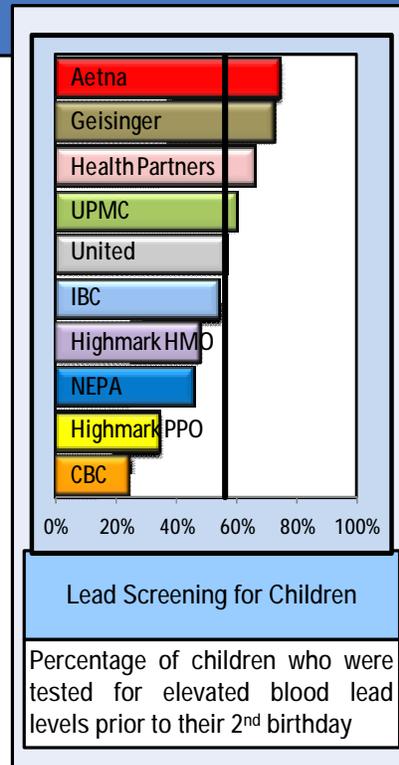
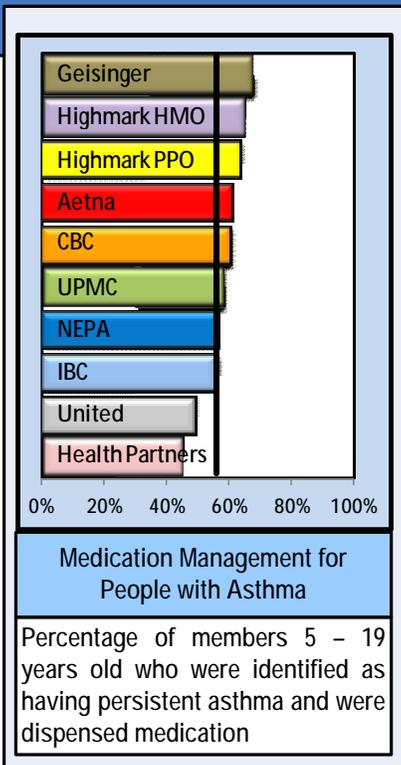
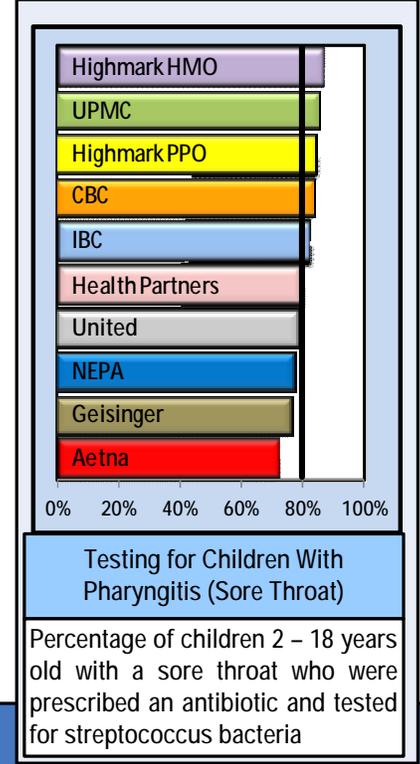
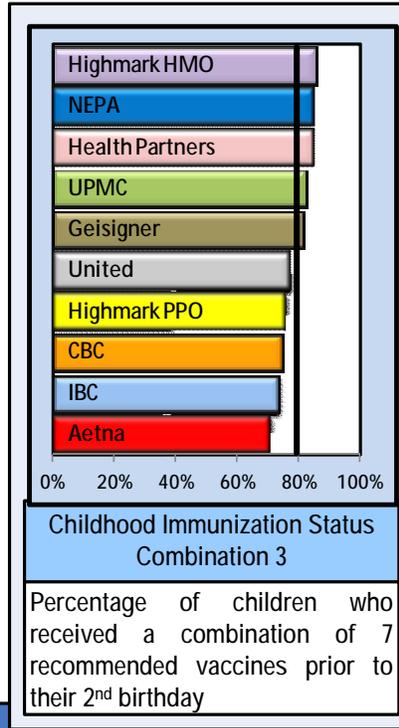
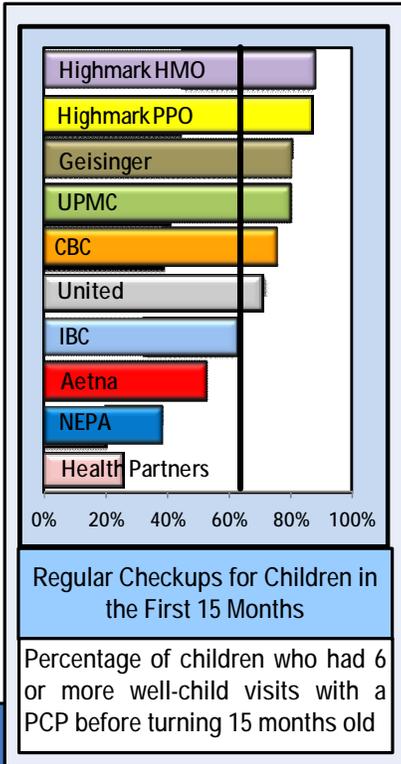


— PA CHIP Weighted Average

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

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Access to Care: Are children receiving care?

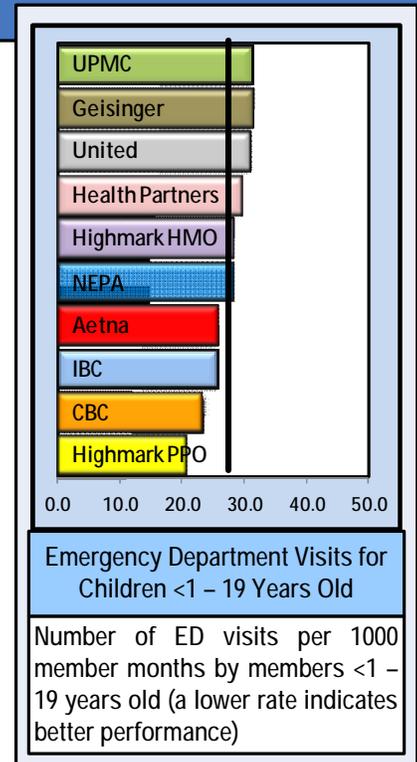
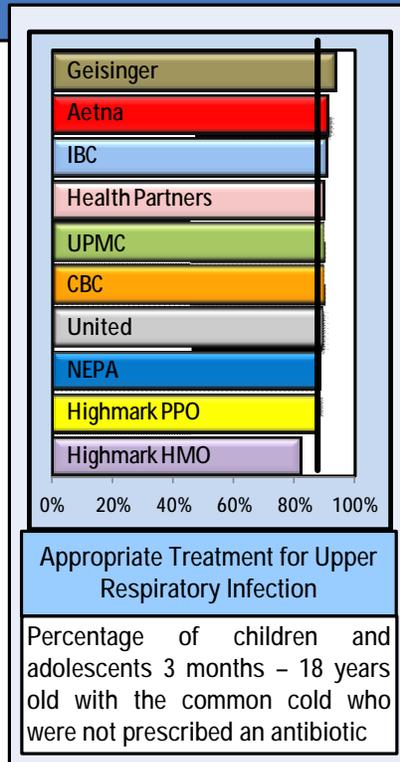
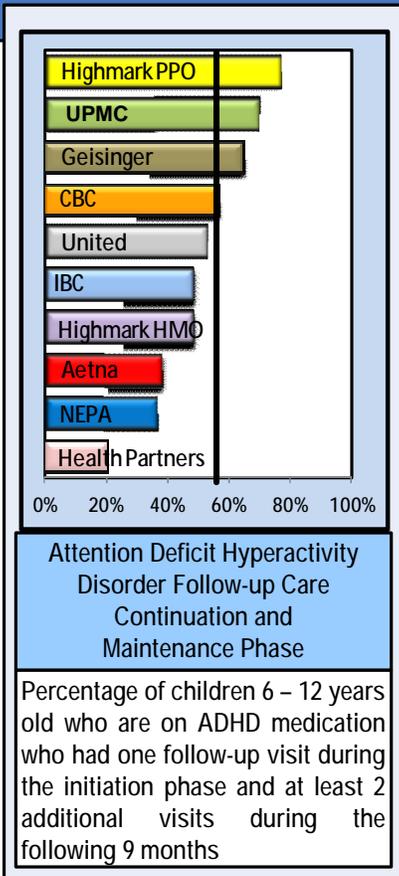
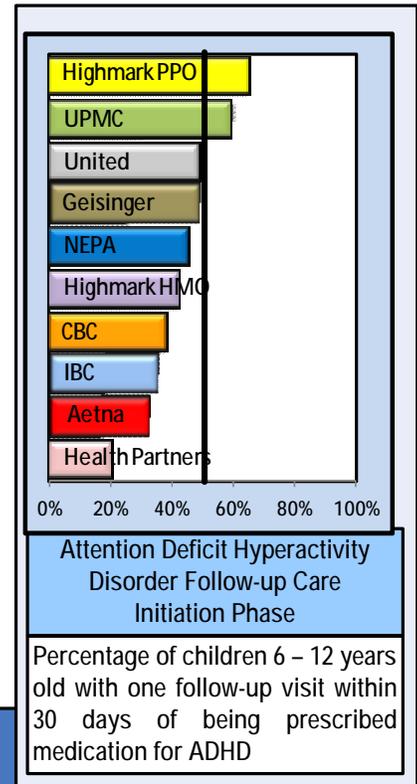
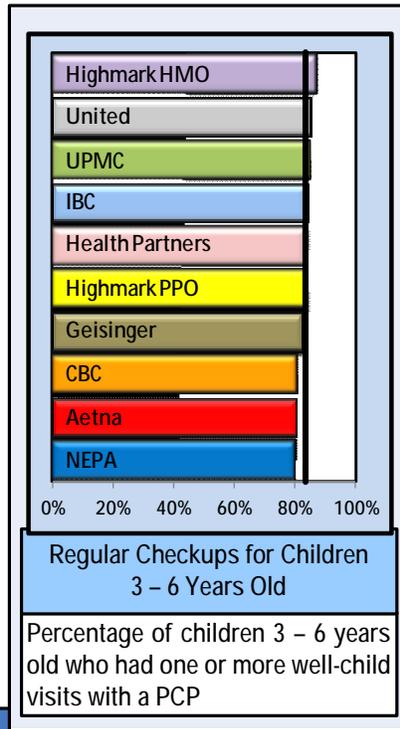
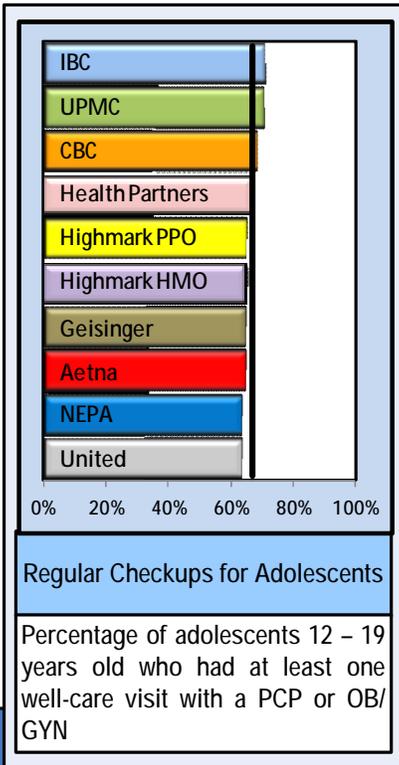


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Quality of Care: How good is the care being provided?

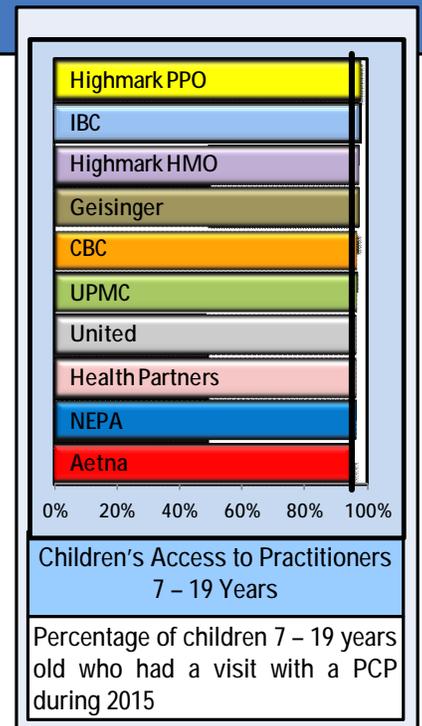
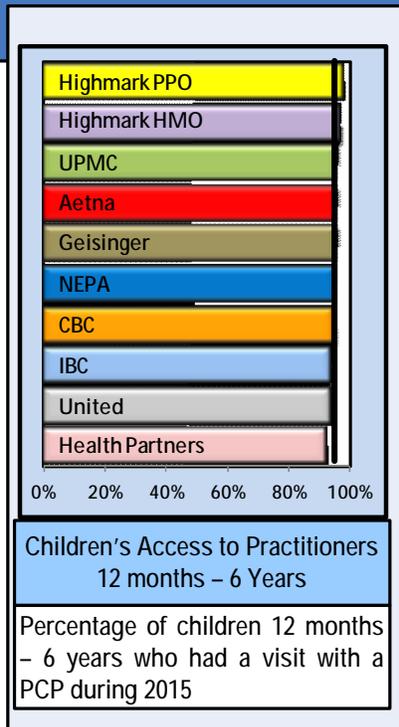
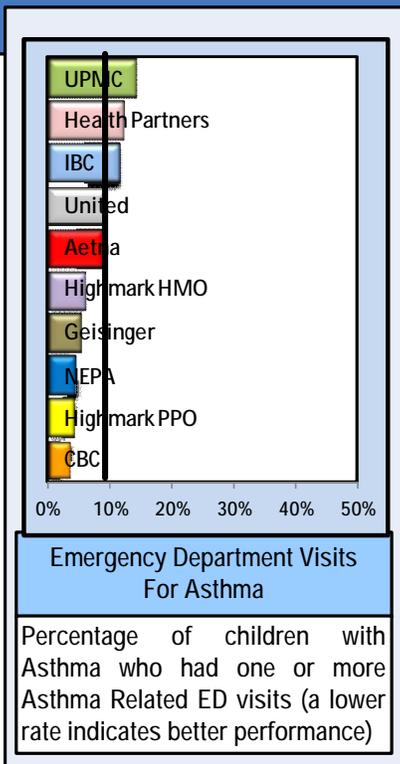
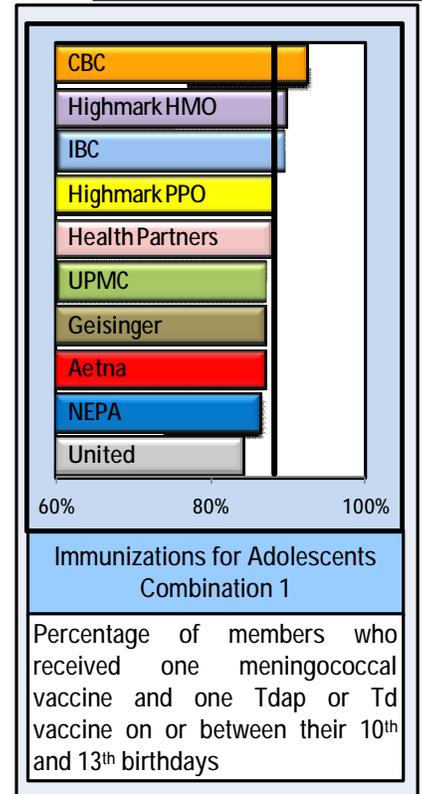
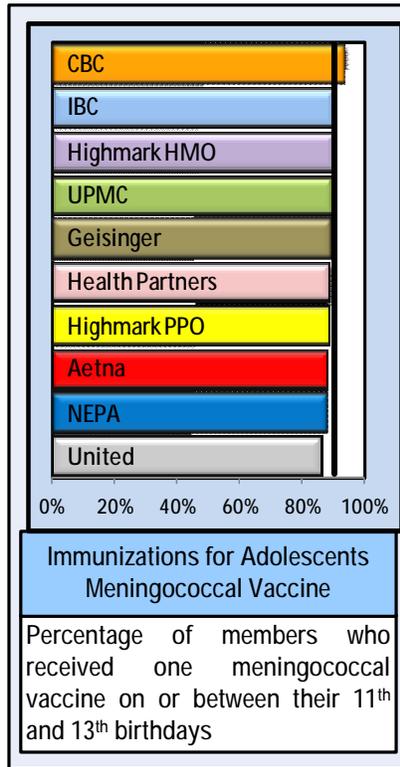
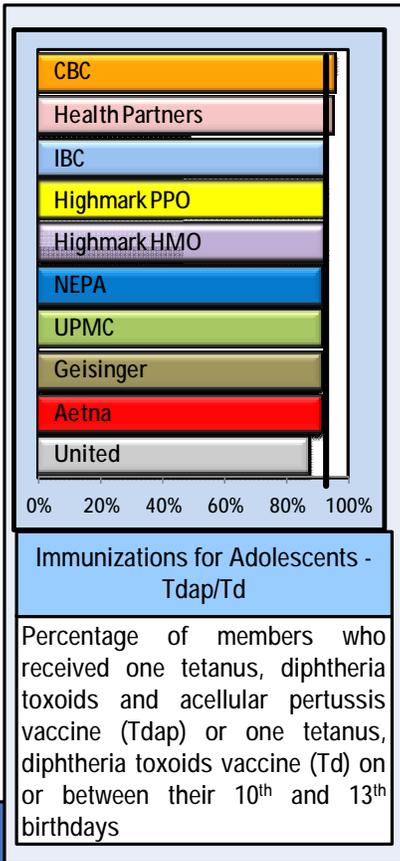


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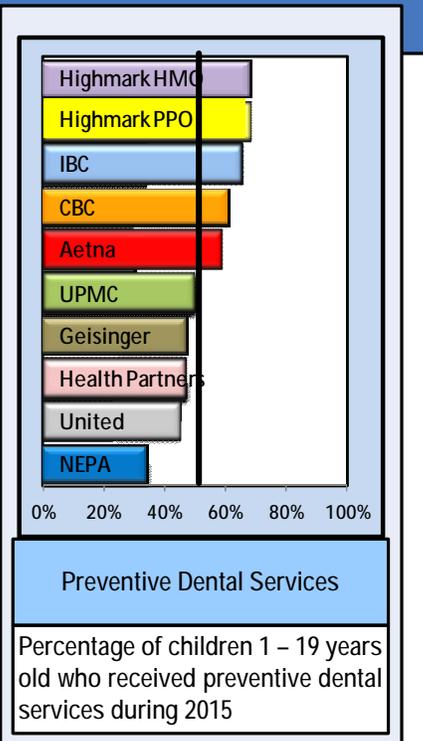
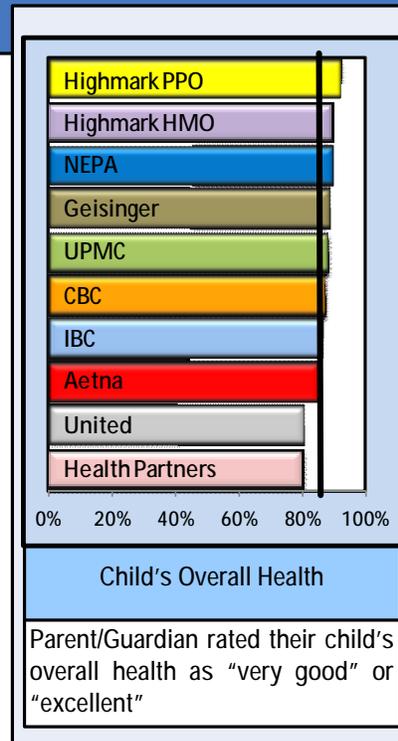
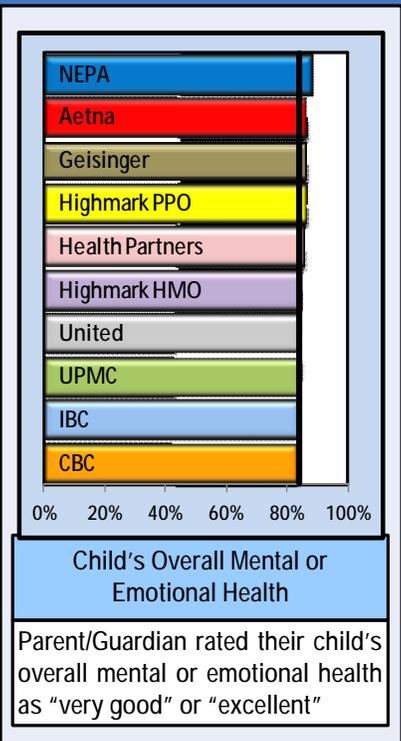
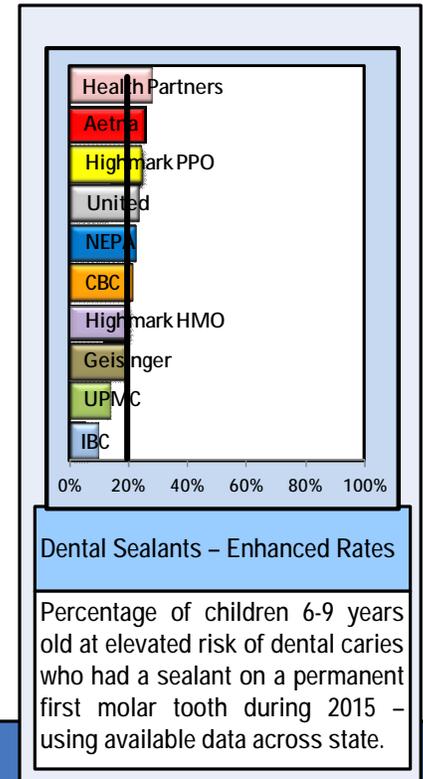
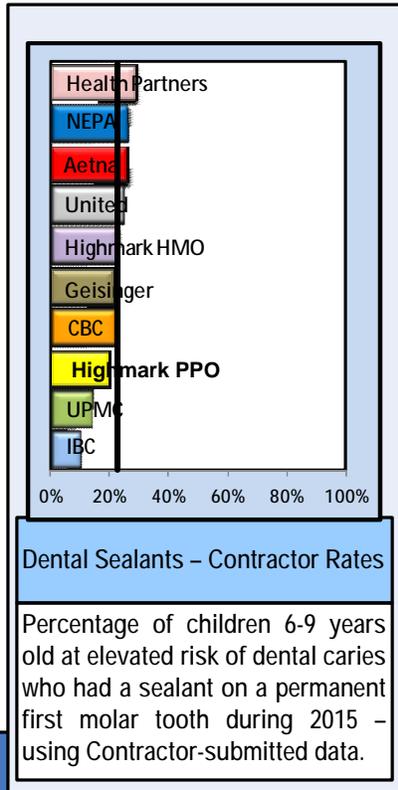
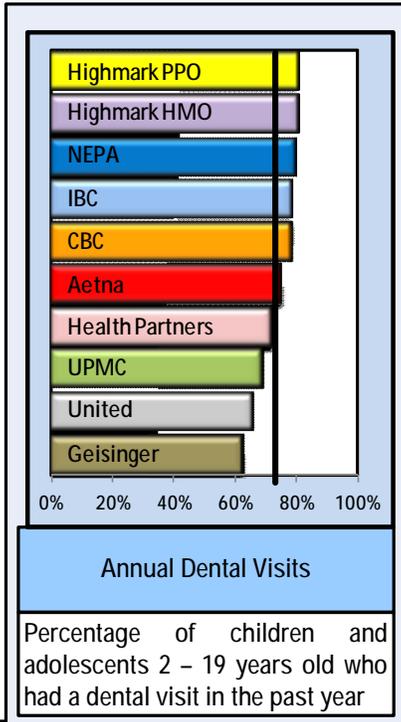
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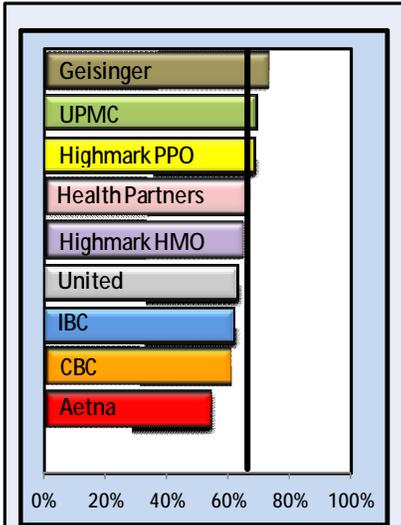


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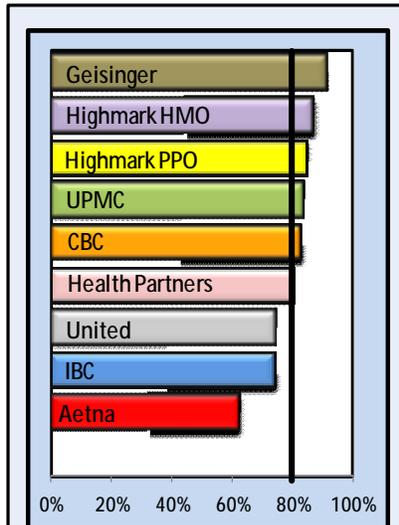
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Quality of Care: How good is the care being provided?



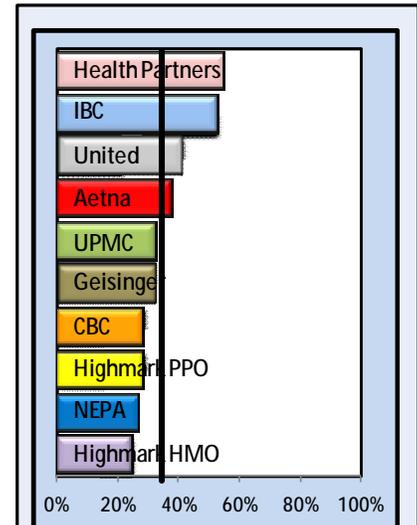
Follow-up After Hospitalization For Mental Illness – 7 Days

Percentage of children six or older who were hospitalized for a mental illness, who had a follow-up visit or partial hospitalization within seven days of discharge with a mental health provider



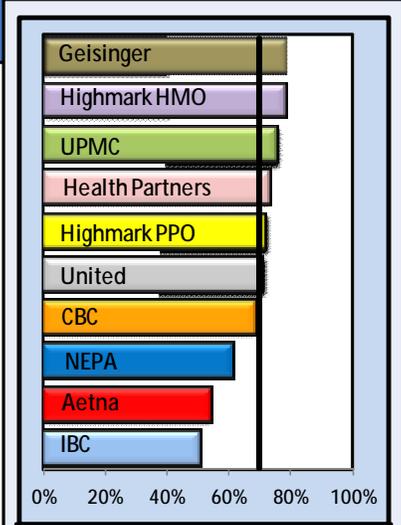
Follow-up After Hospitalization For Mental Illness – 30 Days

Percentage of children six or older who were hospitalized for a mental illness, who had a follow-up visit or partial hospitalization within thirty days of discharge with a mental health provider



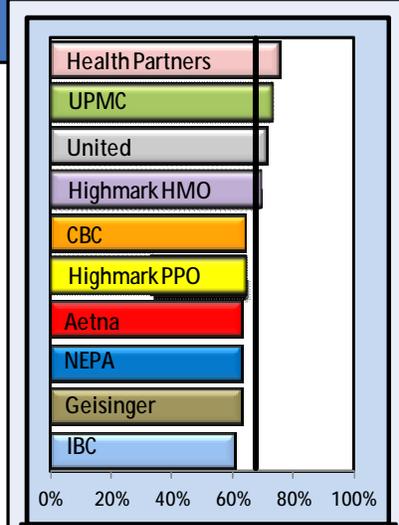
Chlamydia Screening in Women

Percentage of women 16 - 19 who were identified as sexually active and who had at least one test for chlamydia in 2015



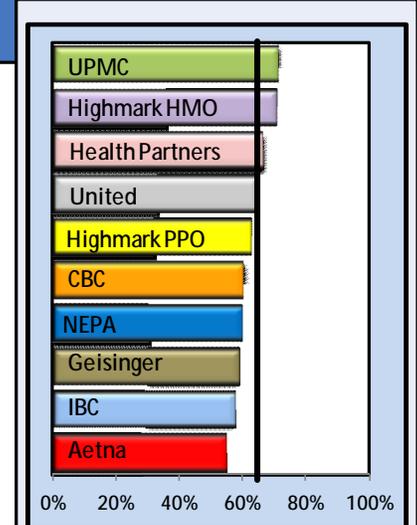
Weight Assessment and Counseling for Nutrition and Physical Activity: BMI Percentile Documentation

Percentage of children 3 – 17 years old who had a BMI percentile documented at an outpatient visit with a PCP or OB/GYN



Weight Assessment and Counseling for Nutrition and Physical Activity: Counseling for Nutrition

Percentage of children 3 – 17 years old who were counseled for nutrition at an outpatient visit with a PCP or OB/GYN



Weight Assessment and Counseling for Nutrition and Physical Activity: Counseling for Physical Activity

Percentage of children 3 – 17 years old who were counseled for physical activity at an outpatient visit with a PCP or OB/GYN

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CHIP Provider Contact Information

AETNA
WWW.AETNABETTERHEALTH.COM/PENNSYLVANIA
1-800-822-2447
TDD/TTY 1-800-628-3323

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

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

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

HEALTH PARTNERS
WWW.HEALTHPARTNERSPLANS.COM
1-888-888-1211 (TTY: 711)

HIGHMARK BLUE SHIELD
WWW.HIGHMARKBLUESHIELD.COM
1-800-345-3806
TDD/TTY 711

HIGHMARK BLUE CROSS/BLUE SHIELD
WWW.HIGHMARKBCBS.COM
1-800-294-9568
TDD/TTY 711

INDEPENDENCE BLUE CROSS
WWW.IBX.COM
1-800-275-2583
TDD/TTY 877-219-5457 or (toll-free) 888-857-4816

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

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



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