



Commonwealth of Pennsylvania Department of Human Services

Children's Health Insurance Program Report Card

FINAL REPORT

January 2018



Better healthcare,
realized.

Children's Health Insurance Program Report Card
January 2018

Corporate Headquarters
1979 Marcus Avenue
Lake Success, NY 11042-1072
(516) 326-7767
ipro.org

ISO
9001:2008
CERTIFIED

Table of Contents

BACKGROUND.....	3
REPORT CARD DESCRIPTION	4
SATISFACTION WITH CARE: IS THE CARE MEETING YOUR NEEDS?.....	5
QUALITY OF CARE I: HOW GOOD IS THE CARE BEING PROVIDED?.....	7
QUALITY OF CARE II: HOW GOOD IS THE CARE BEING PROVIDED?.....	8
QUALITY OF CARE III: HOW GOOD IS THE CARE BEING PROVIDED?.....	9
QUALITY OF CARE IV: HOW GOOD IS THE CARE BEING PROVIDED?	10
CHIP PROVIDER CONTACT INFORMATION.....	11

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 180,000 children and teens were enrolled in PA CHIP as of December 2017.



- 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

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.

Health coverage
for uninsured kids
is well within
reach.



Report Card Description

CHIP health insurance company performance is assessed using Healthcare Effectiveness Data Information Set (HEDIS®) 2017 performance measures, 2017 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 2017 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.

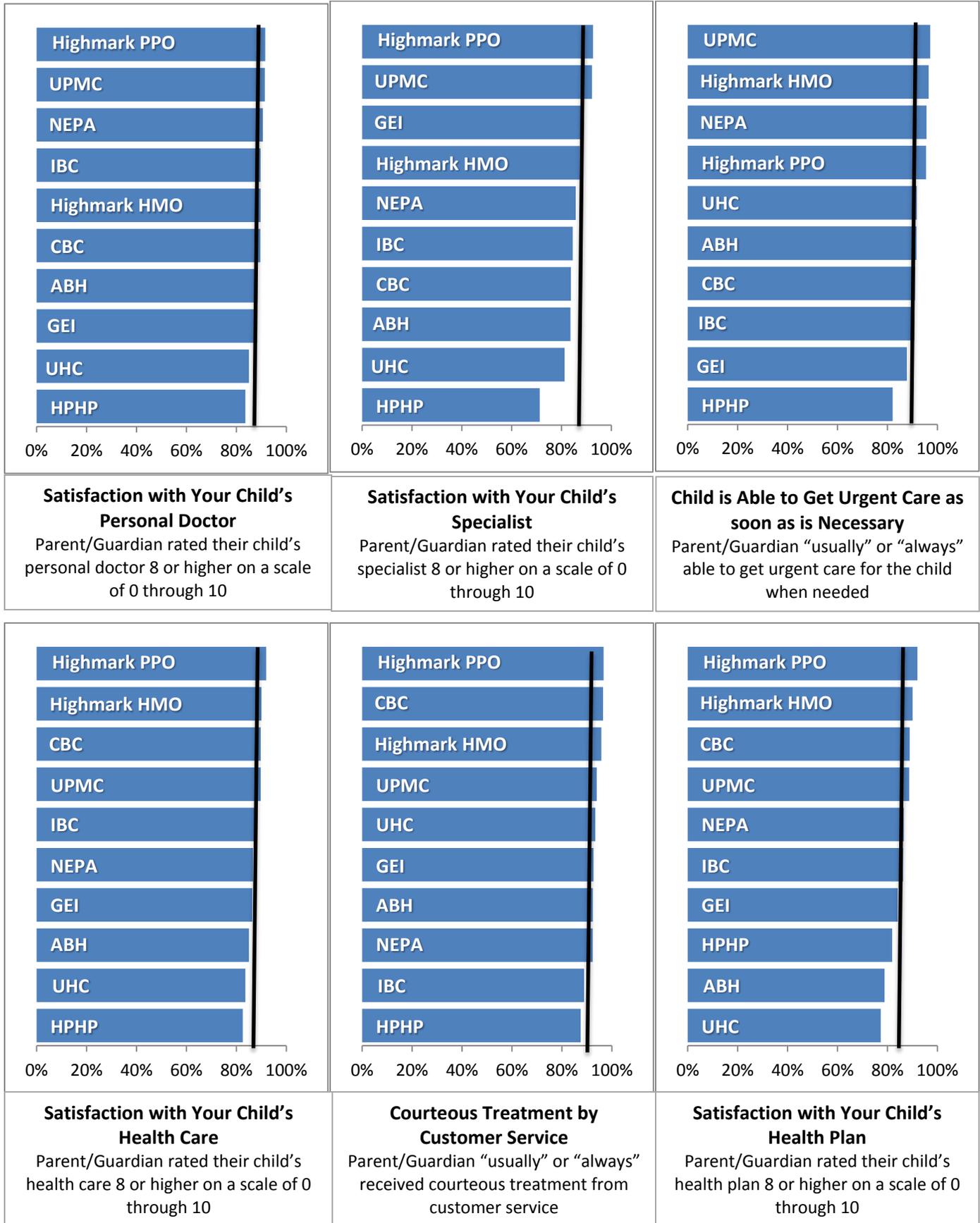
For each performance indicator, the CHIP health insurance companies are presented in order of performance from high to low with higher performing health insurance companies at the top of each chart. Inverted measures are presented in order of performance from low to high with higher performing health 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 averaged is calculated as the total number of events program-wide divided by the eligible population program-wide.

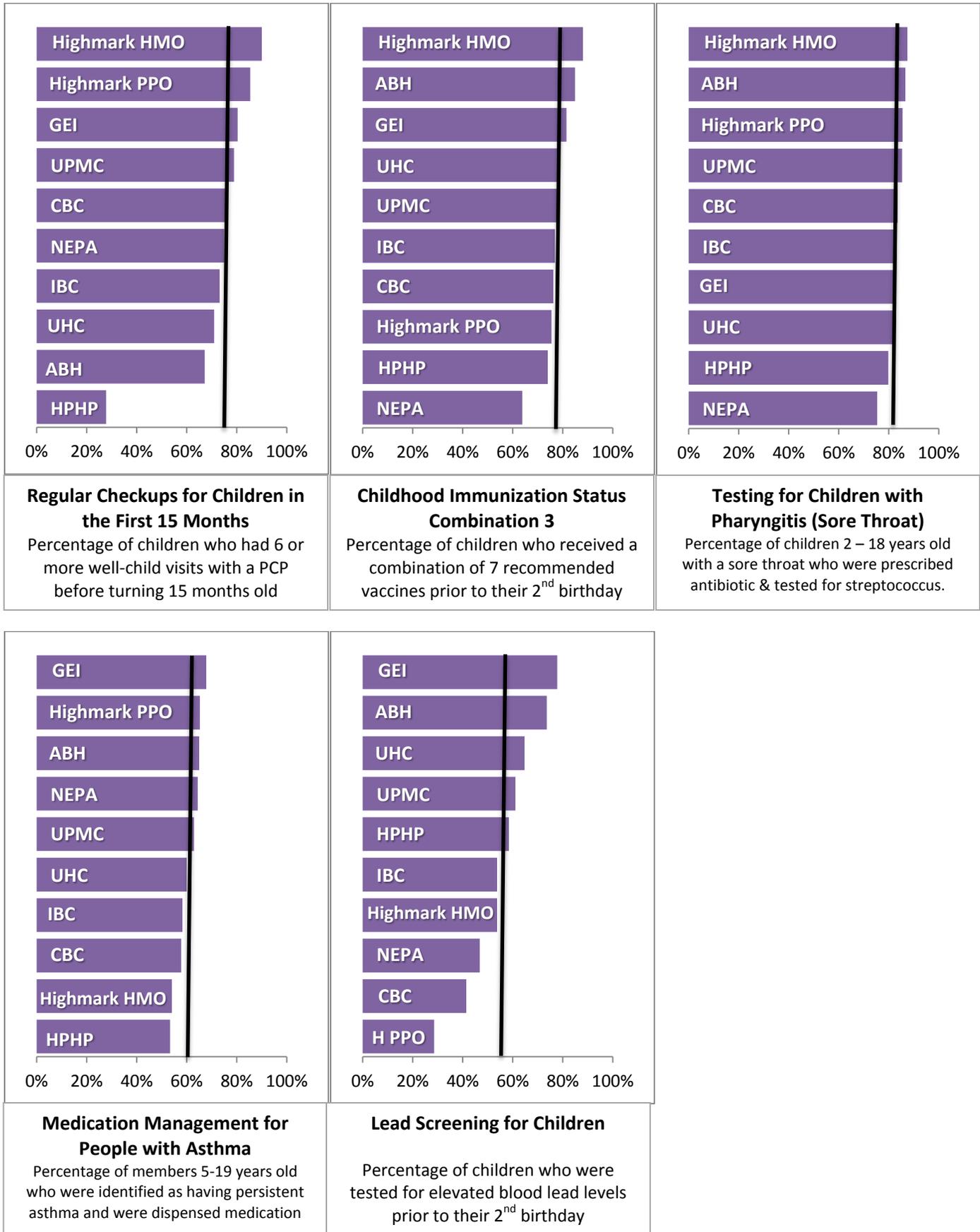
Health coverage
for uninsured kids
is well within
reach.



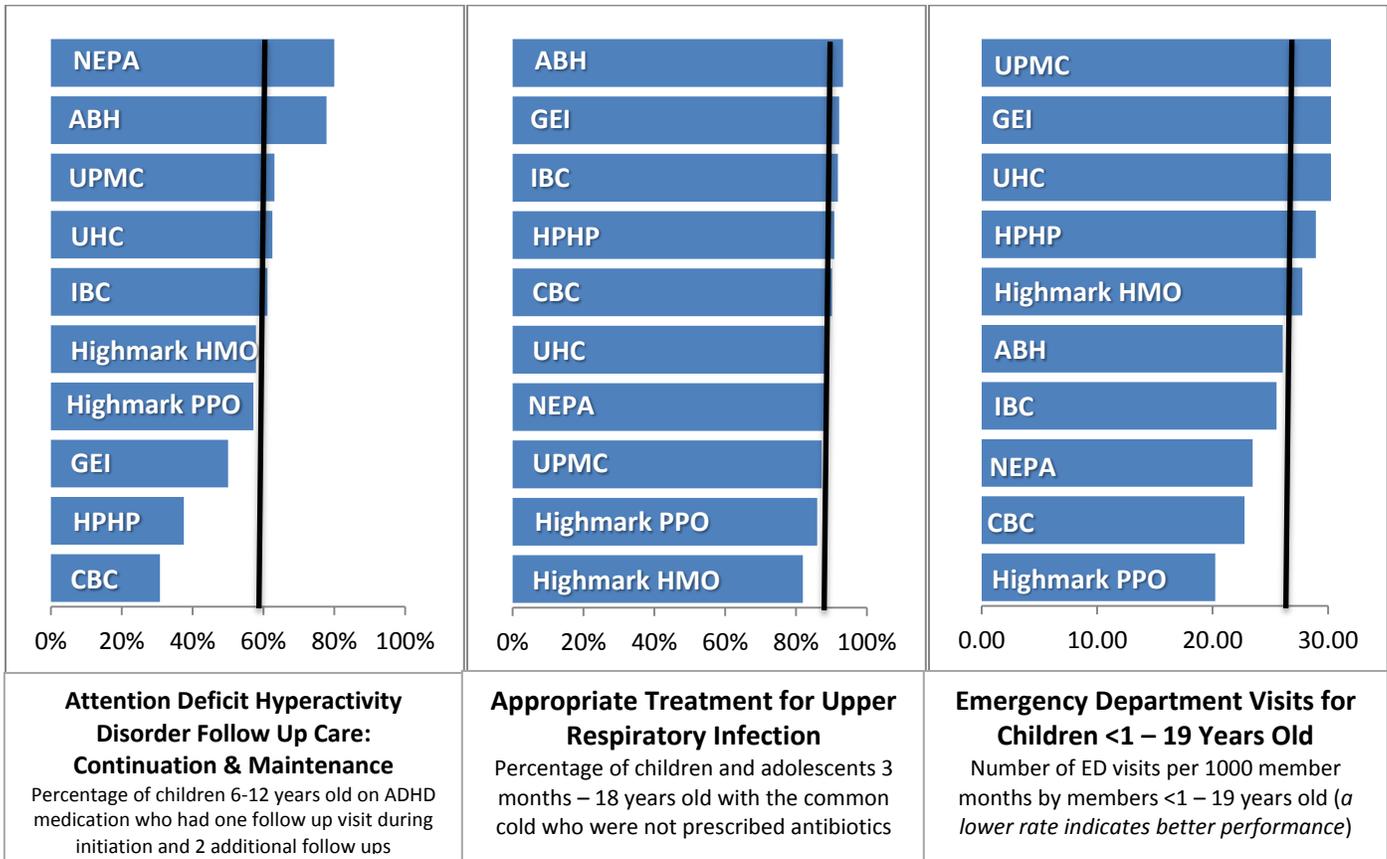
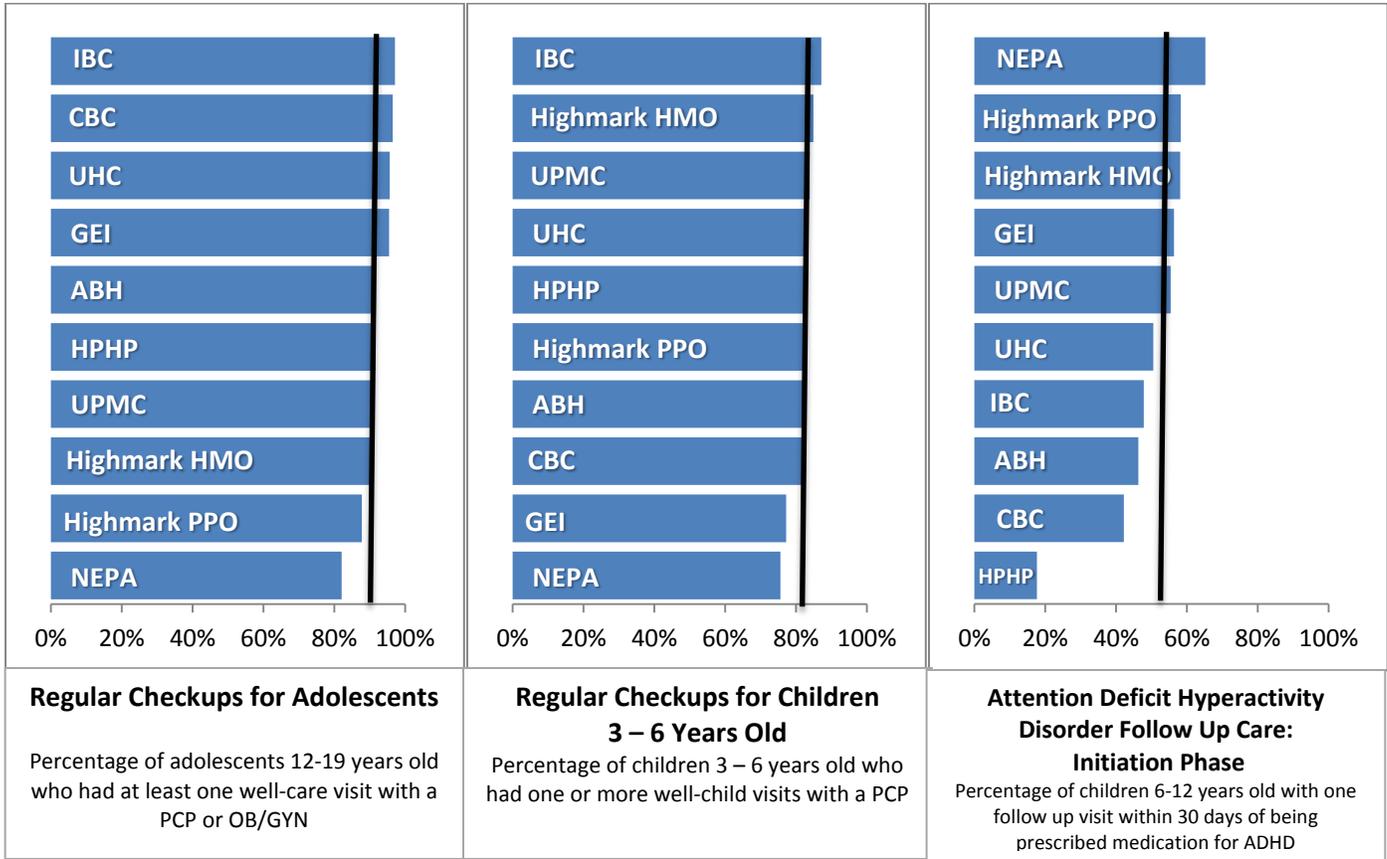
Satisfaction with Care: Is the care meeting your needs?



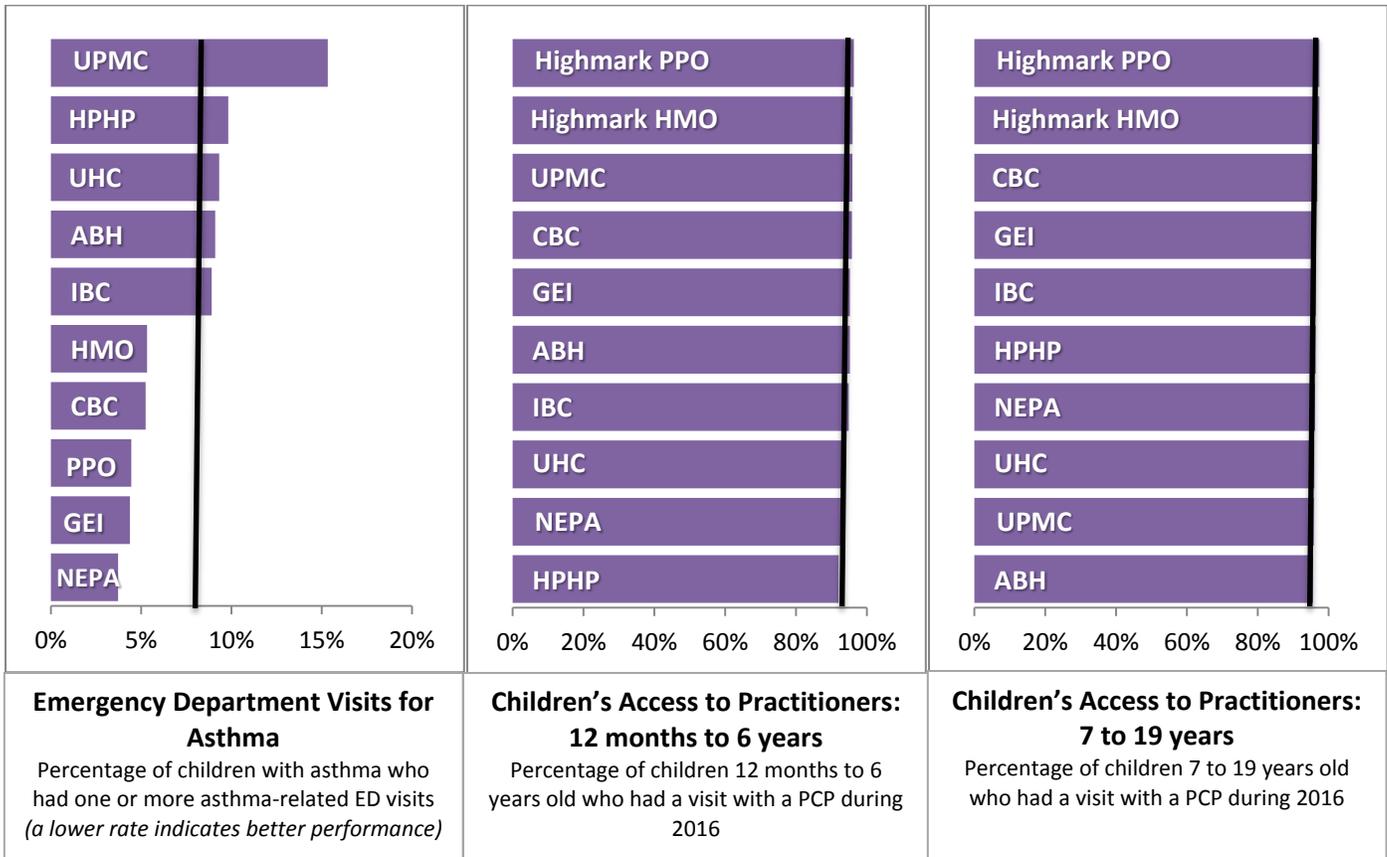
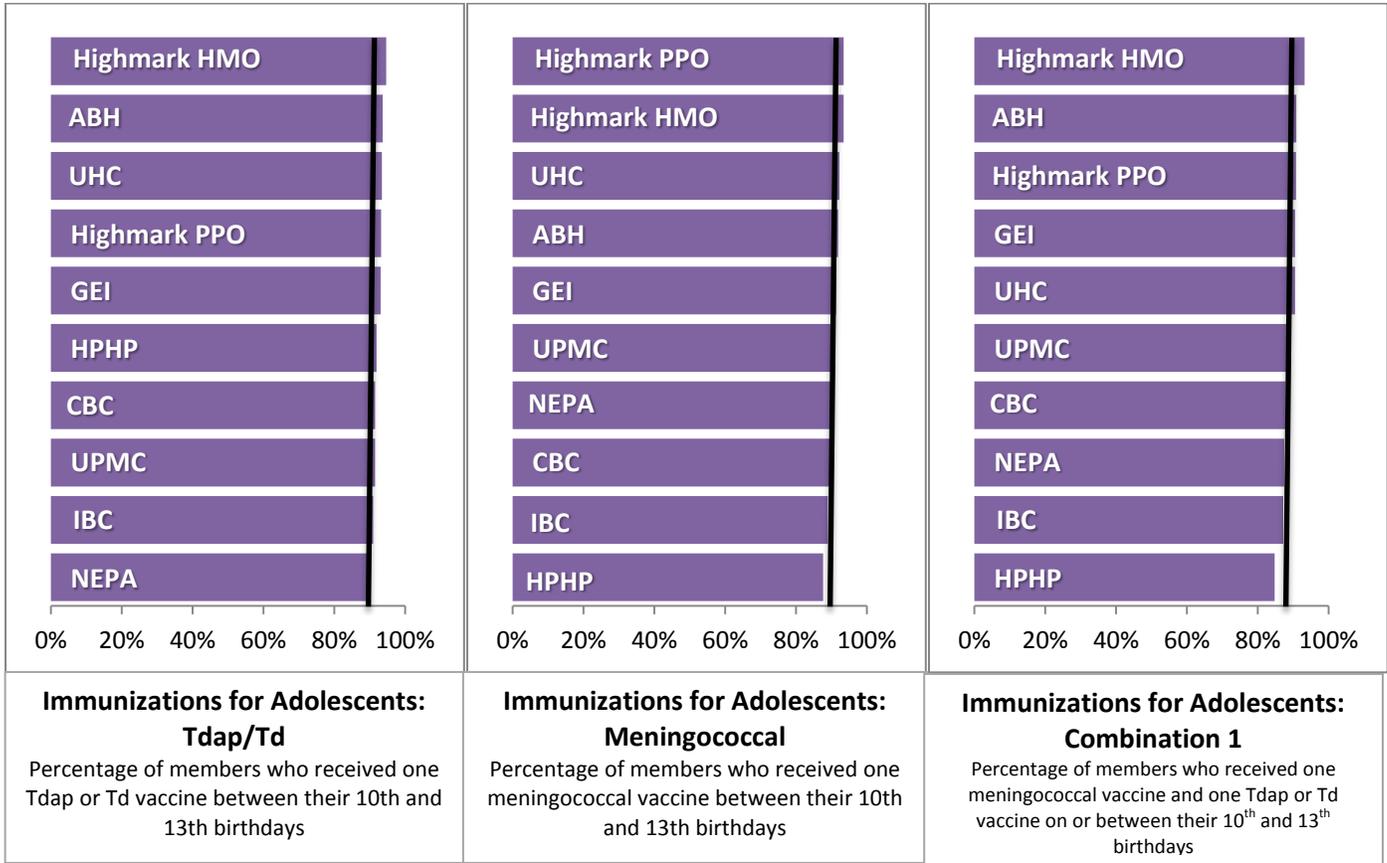
Access to Care: Are children receiving care?



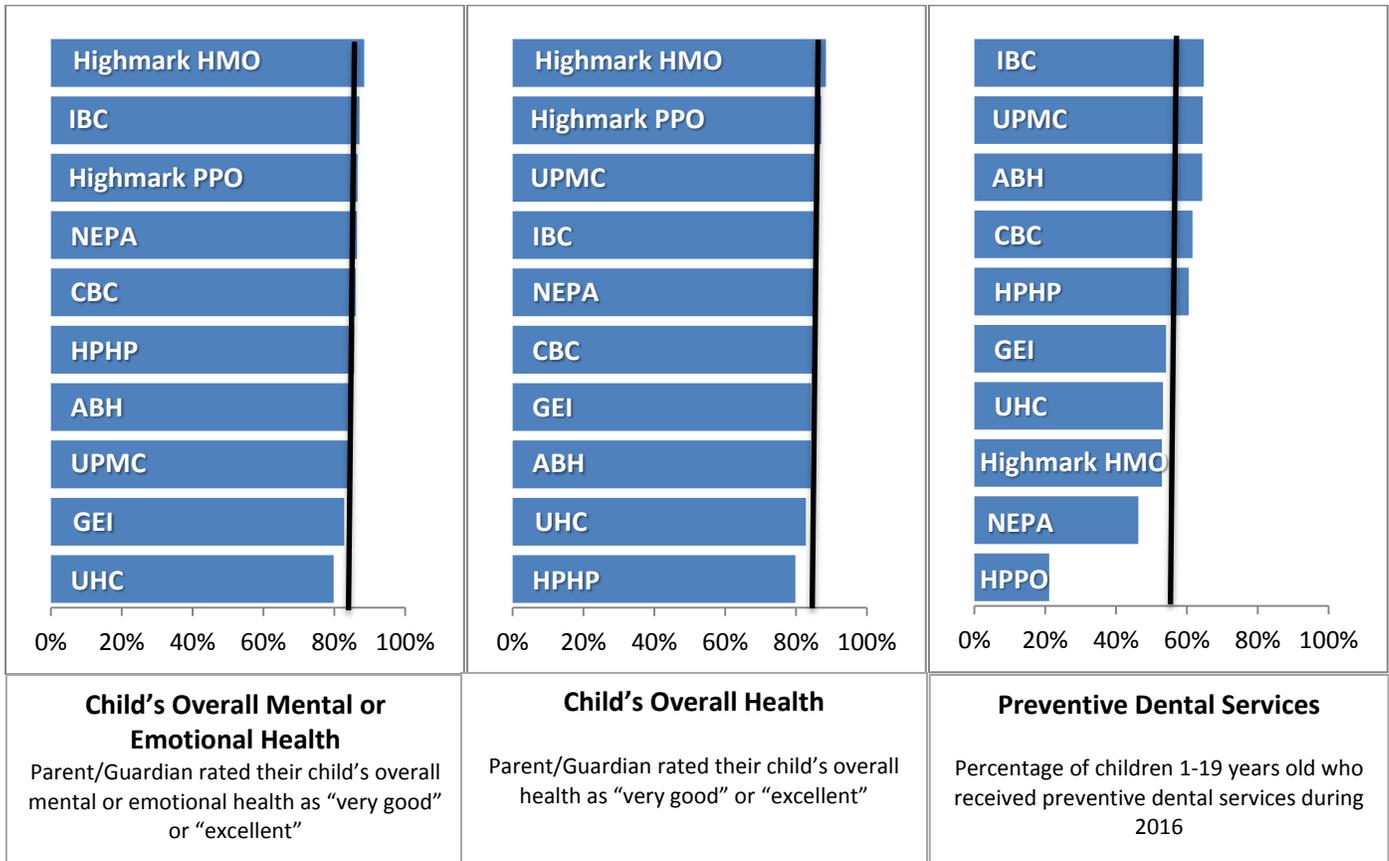
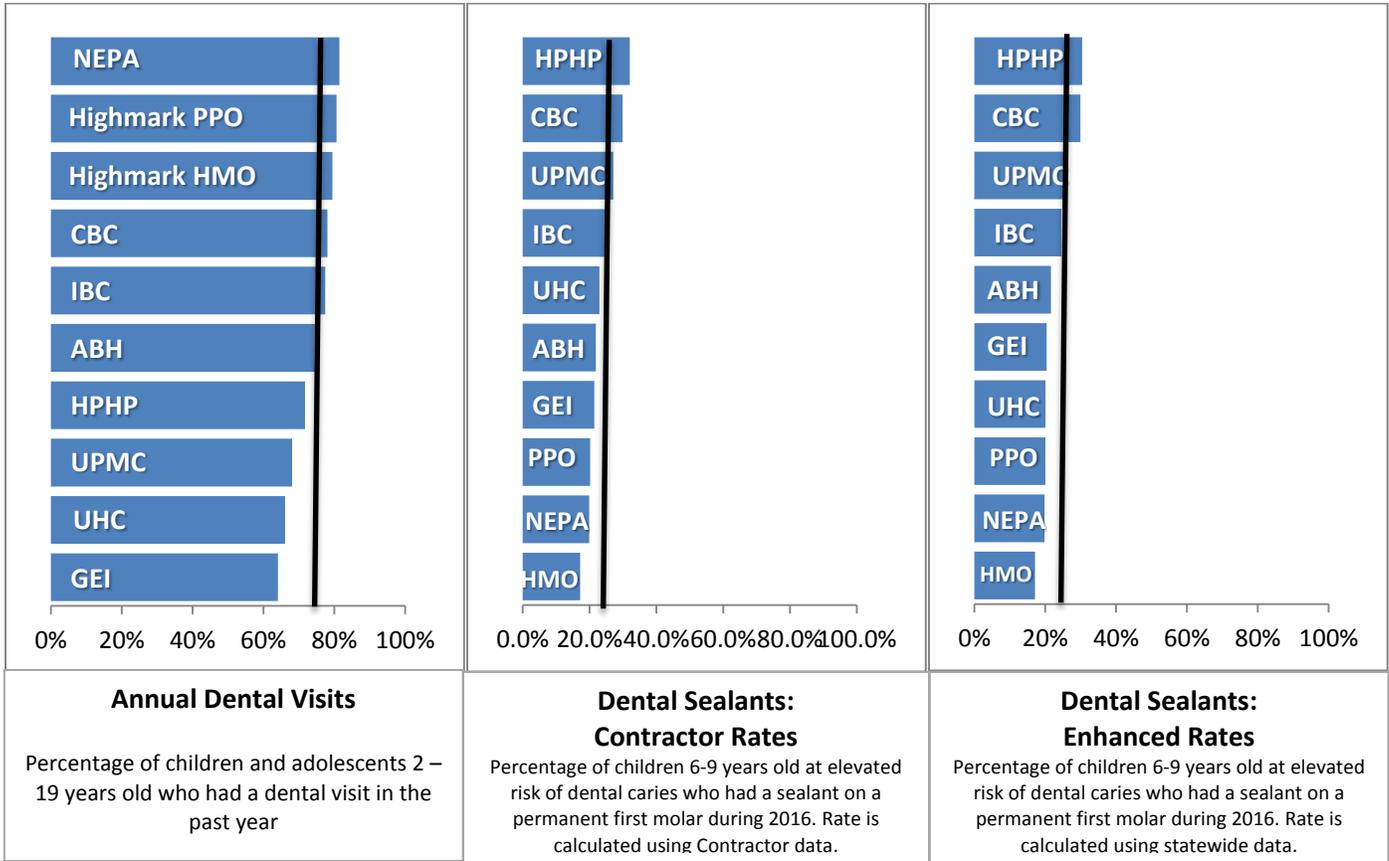
Quality of Care I: How good is the care being provided?



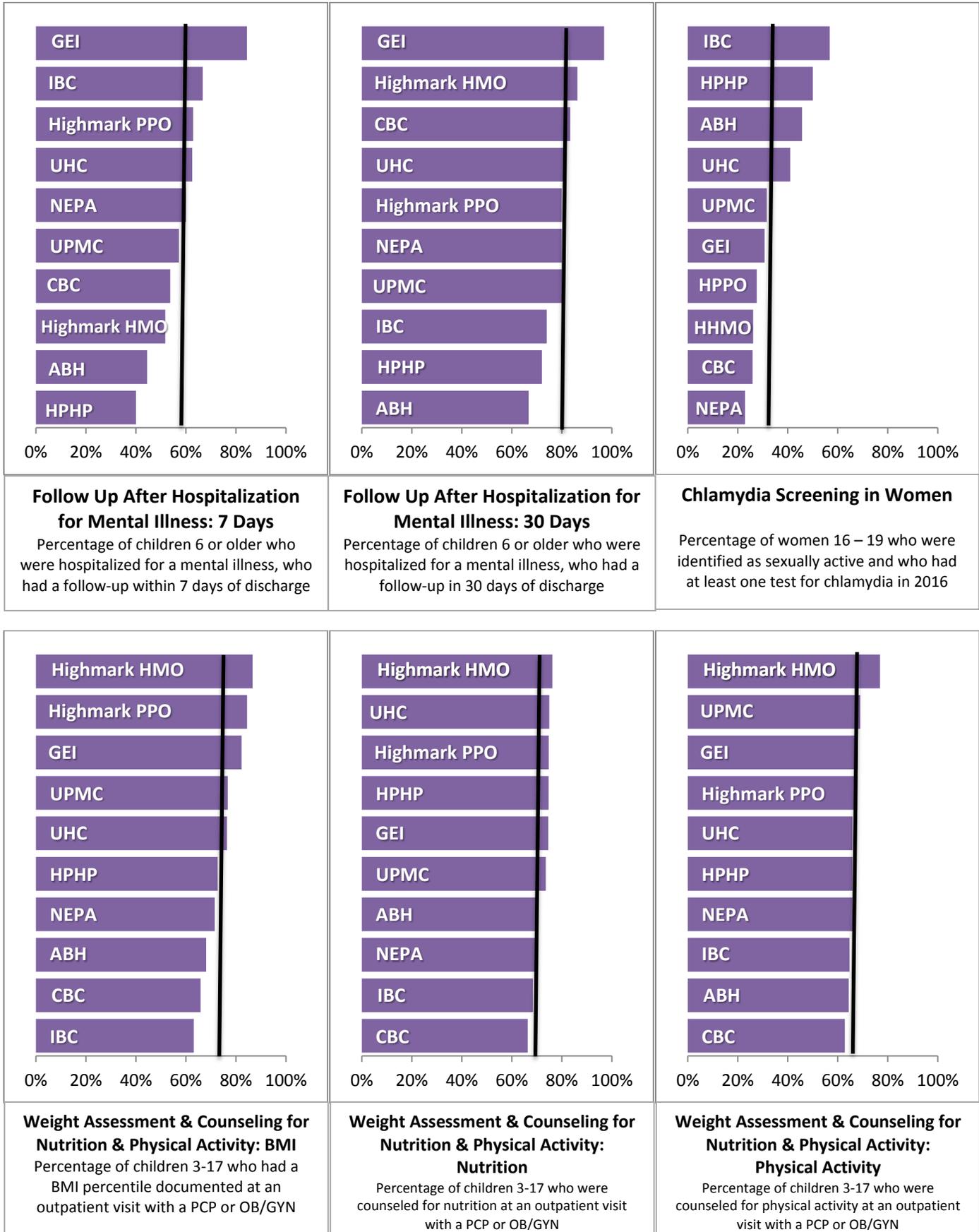
Quality of Care II: How good is the care being provided?



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



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



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
800-547-9378
TTY 1-800-413-1112

GEISINGER HEALTH PLAN

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

HEALTH PARTNERS (KIDZPARTNERS)

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

HIGHMARK BLUE SHIELD (CENTRAL PA)

WWW.HIGHMARKBLUESHIELD.COM
1-800-543-7105
TDD/TTY 1-877-323-8480

KEYSTONE HEALTH PLAN WEST (HIGHMARK)

WWW.HIGHMARKBCBS.COM
1-800-543-7105
TDD/TTY 1-877-323-8480

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/UPMCFOR
KIDS
1-800-978-8762
TDD/TTY 1-800-361-2629

