

Monday, December 21, 2009



Pennsylvania Children's Health Insurance Program (PA CHIP)

HEDIS 2009 Performance Report

Prepared for the Pennsylvania Insurance Department
Office of CHIP and adultBasic



www.chipcoverspakids.com

1-800-986-KIDS

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 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.

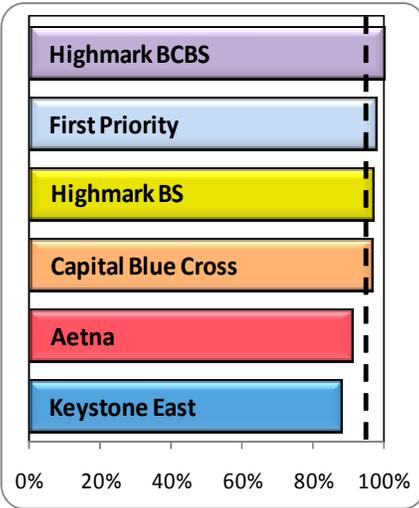
For HEDIS 2009 performance measures, a chart is presented with each bar representing the percentage of CHIP members receiving a specific type of care from their CHIP provider. For charts representing CAHPS survey items, each bar represents the percentage of respondents who selected option 8 or higher 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.



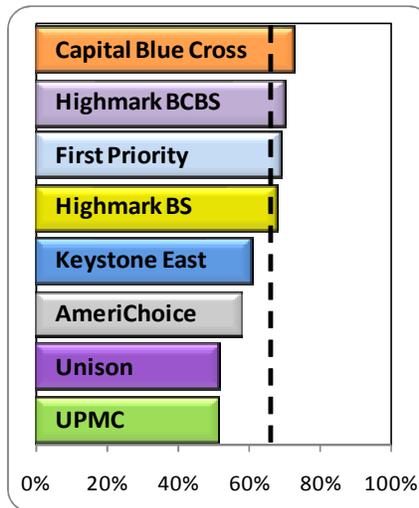
Access to Care: Are children receiving care?



PA CHIP Weighted Average

Regular Checkups for Children in the First 15 Months

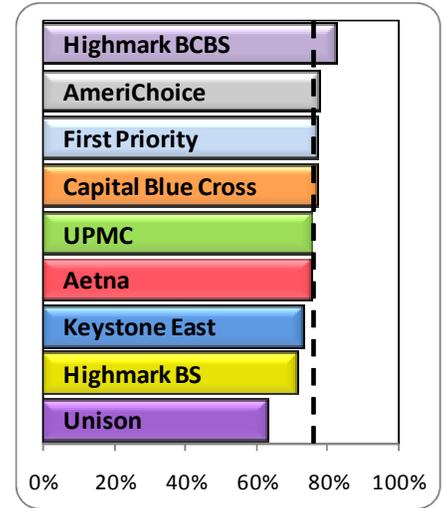
Children who had 3 or more well-child visits with a PCP before turning 15 months old (3, 4, 5 or 6+ visits)



PA CHIP Weighted Average

Annual Dental Visits

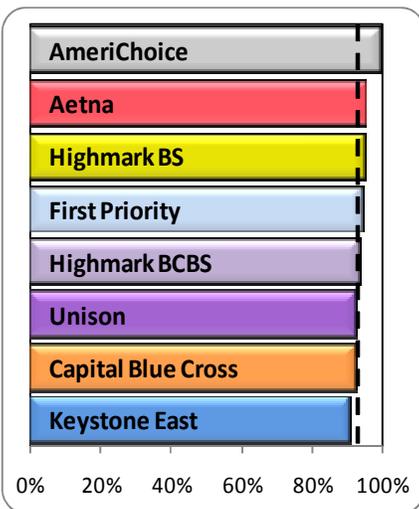
Children and adolescents 2-19 who had a dental visit in the past year



PA CHIP Weighted Average

Childhood Immunization Status - Combination 3

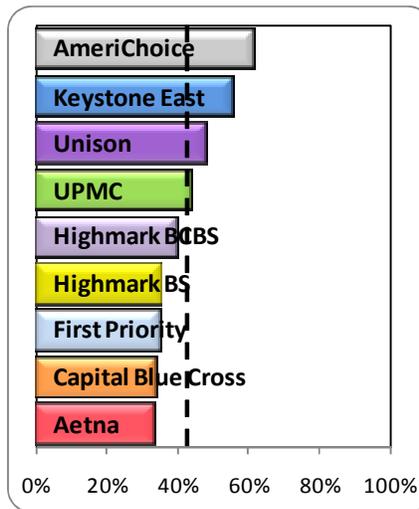
Children who received all recommended vaccines prior to their 2nd birthday



PA CHIP Weighted Average

Use of Appropriate Medication for Children with Asthma

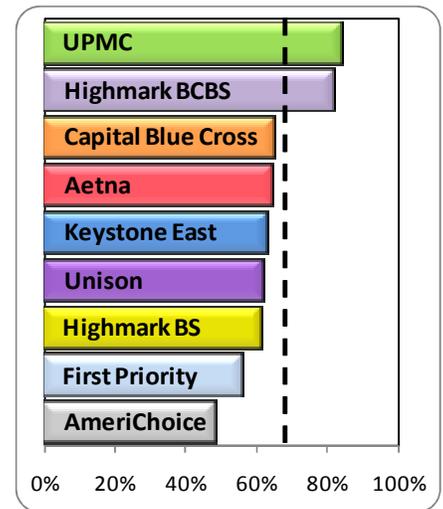
Children and adolescents 5-19 who were diagnosed with persistent asthma and prescribed appropriate medication



PA CHIP Weighted Average

Lead Screening for Children

Children who were tested for lead by their 2nd birthday



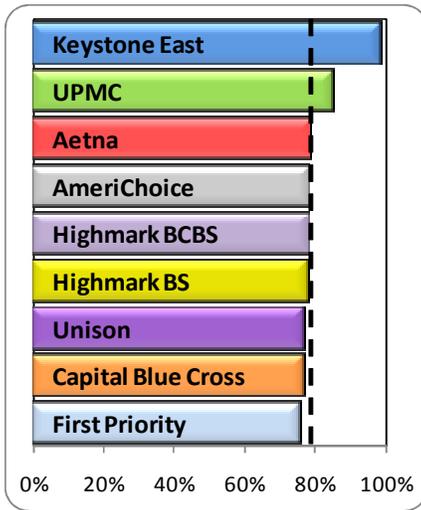
PA CHIP Weighted Average

Testing for Children with Pharyngitis (sore throat)

Children 2-18 with a sore throat who were prescribed an antibiotic and tested for Streptococcus bacteria

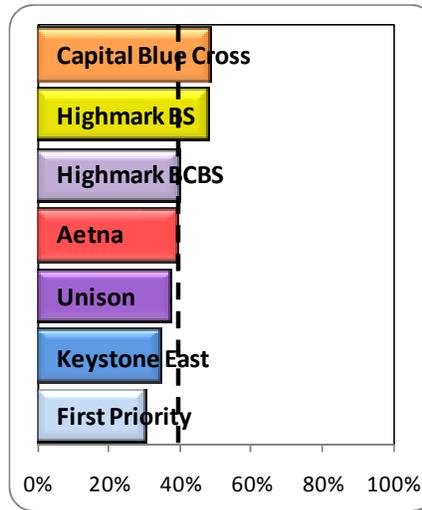
* Insurance companies with less than 30 CHIP members were excluded from Performance Measure comparisons

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



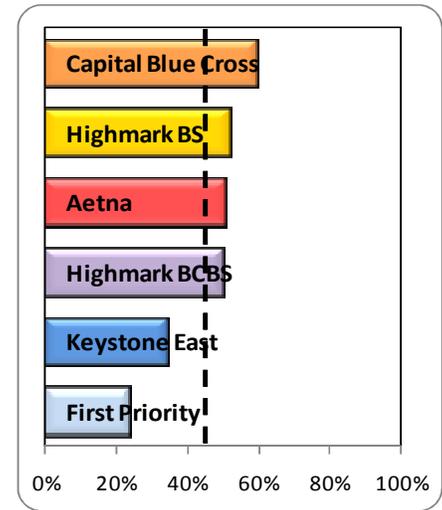
PA CHIP Weighted Average

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



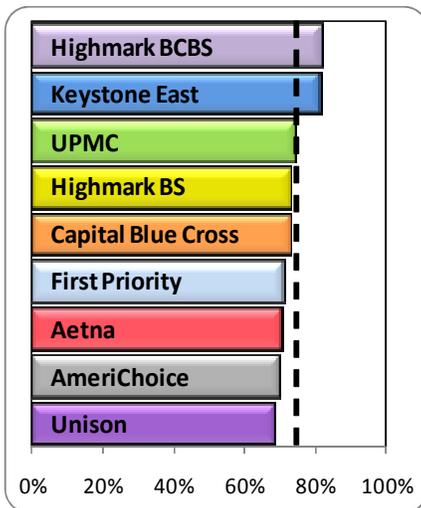
PA CHIP Weighted Average

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



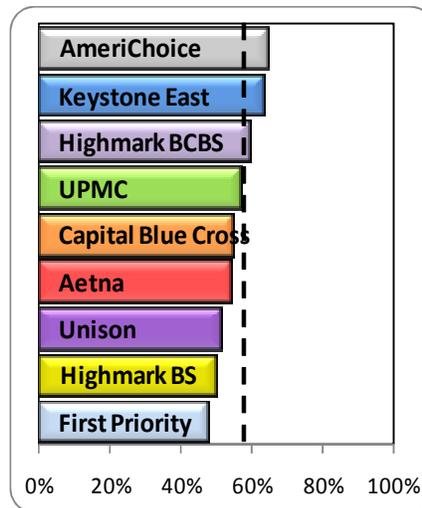
PA CHIP Weighted Average

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



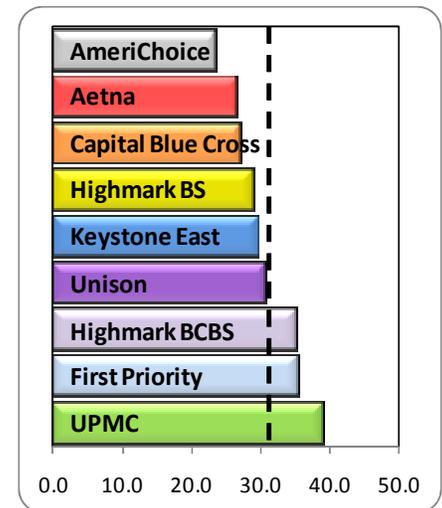
PA CHIP Weighted Average

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

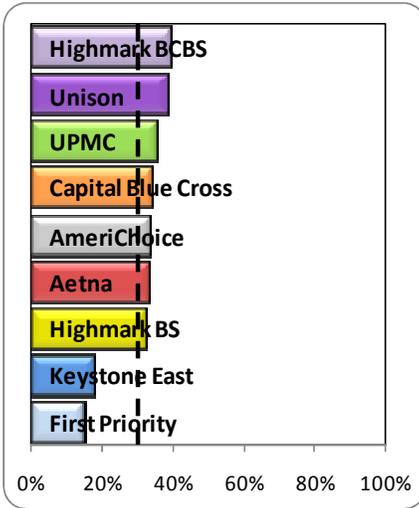


PA CHIP Weighted Average

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

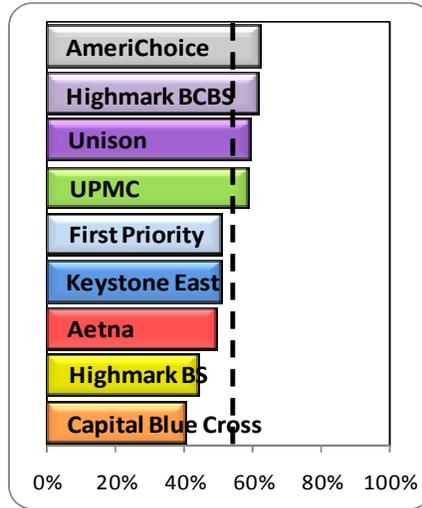
Quality of Care: How good is the care being provided?



PA CHIP Weighted Average

Weight Assessment and Counseling - BMI 3-17 Years

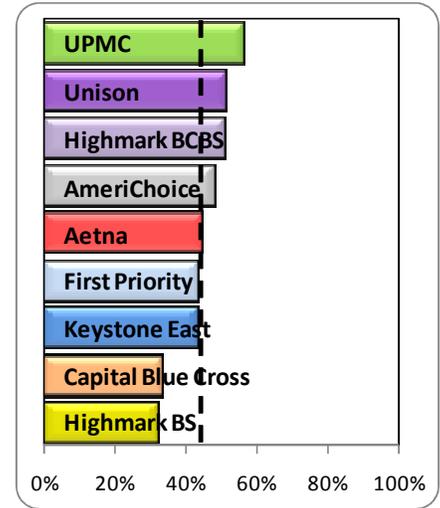
Children 3-17 who had a BMI percentile documented at an outpatient visit with a PCP or OB/GYN



PA CHIP Weighted Average

Weight Assessment and Counseling - Nutrition 3-17 Years

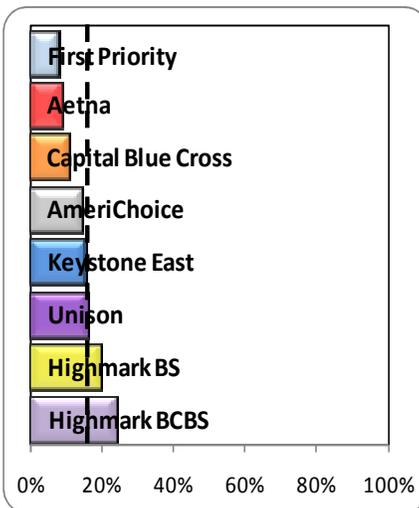
Children 3-17 who were counseled for nutrition at an outpatient visit with a PCP or OB/GYN



PA CHIP Weighted Average

Weight Assessment and Counseling - Physical Activity 3-17 Years

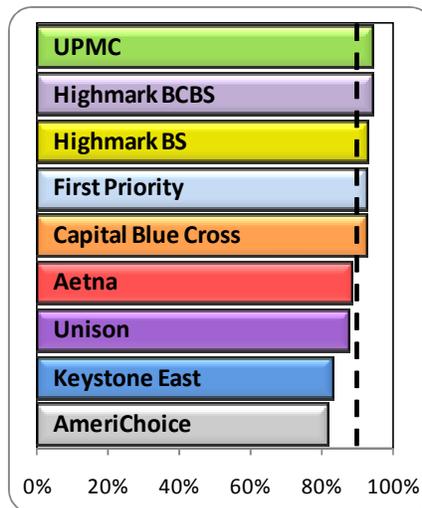
Children 3-17 who were counseled for physical activity at an outpatient visit with a PCP or OB/GYN



PA CHIP Weighted Average

Asthma Emergency Department Visits

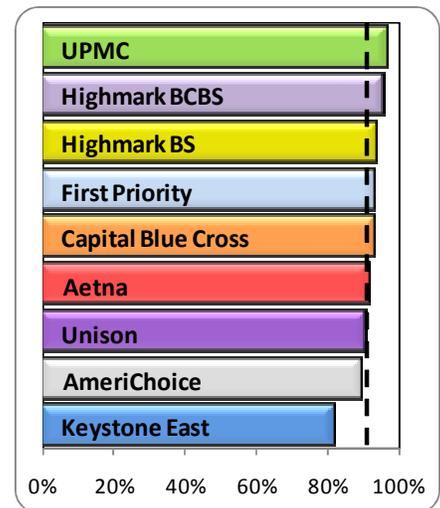
Children identified with persistent Asthma who had an ED visit for Asthma (lower rate indicates better Performance)



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

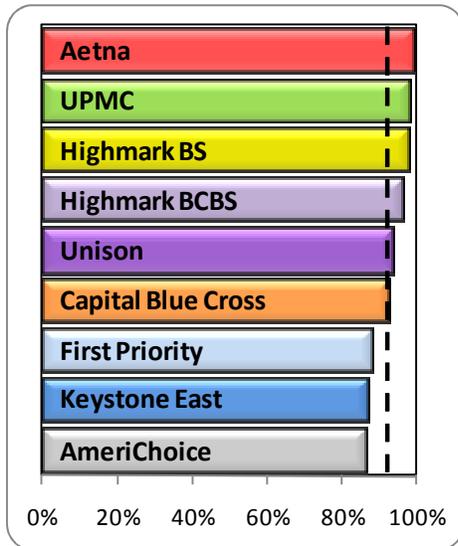


PA CHIP Weighted Average

Children's Access to Practitioners 7 - 19 Years

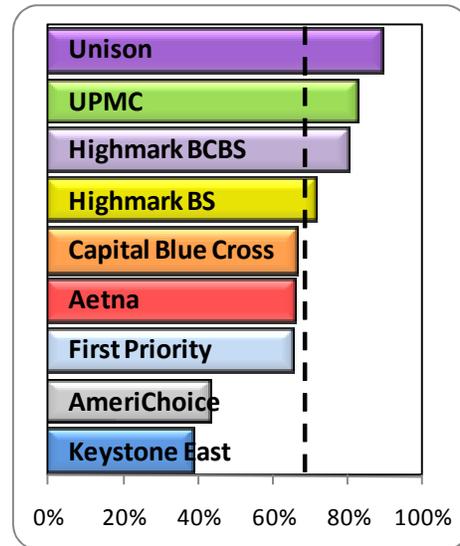
Percentage of children 7-19 years who had a visit with a PCP during 2008

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



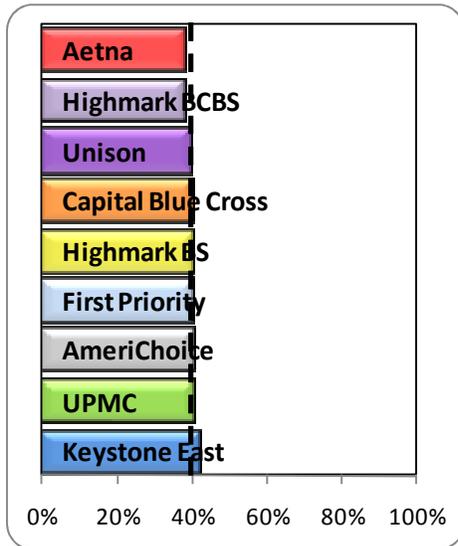
PA CHIP Weighted Average

**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



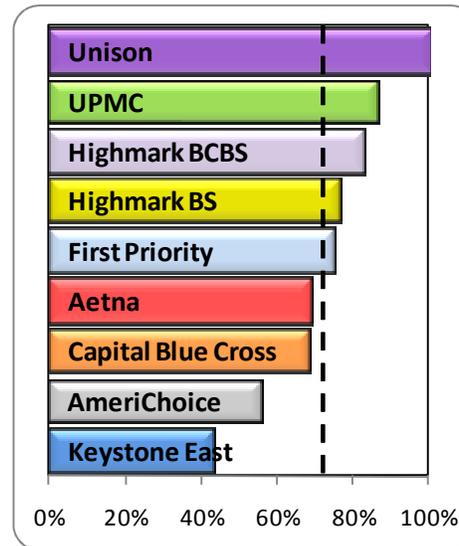
PA CHIP Weighted Average

**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

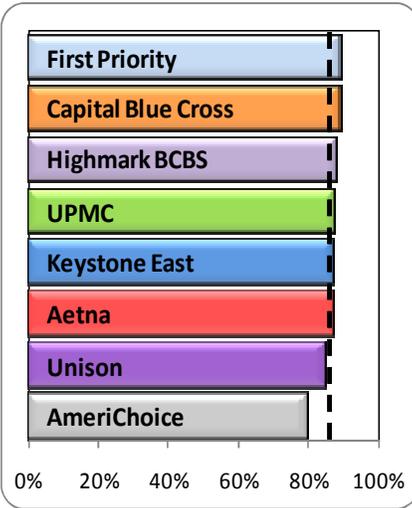
**Body Mass Index Assessment:
Overweight or Obese**
Percentage of CHIP members with a BMI at or above the 85th percentile (overweight) or above the 95th percentile (obese) based on a [height and weight](#) or BMI calculated at a well-visit in 2008 (lower rates indicate better performance)



PA CHIP Weighted Average

**Body Mass Index Assessment:
Overweight or Obese and BMI**
Percentage of CHIP members with a BMI at or above the 85th percentile (overweight) or above the 95th percentile (obese) who had a [BMI](#) assessed at a well-visit in 2008

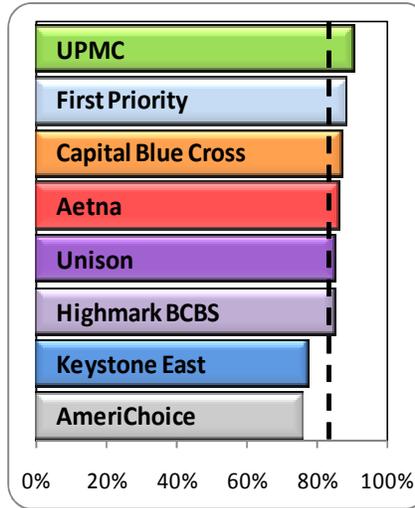
Satisfaction with Care: Is the care meeting your needs?



PA CHIP Weighted Average

Satisfaction With Your Child's Personal Doctor

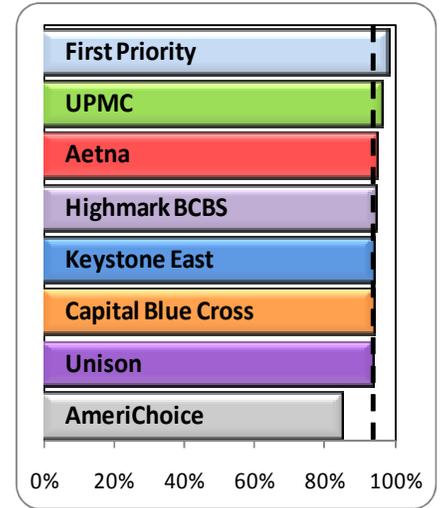
Parent/Guardian rated their child's Personal Doctor 8 or higher on a scale of 0 to 10



PA CHIP Weighted Average

Satisfaction With Your Child's Specialist

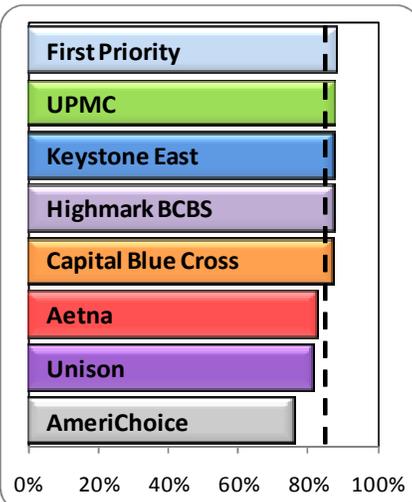
Parent/Guardian rated their child's Specialist 8 or higher on a scale of 0 to 10



PA CHIP Weighted Average

Child Is Able To Get Urgent Care As Soon As Necessary

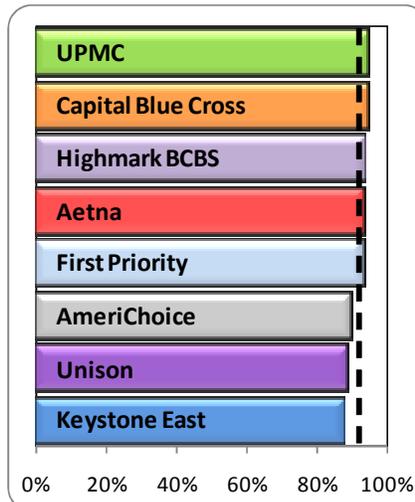
Parent/Guardian responded "usually" or "always" able to get urgent care



PA CHIP Weighted Average

Satisfaction With Your Child's Health Care

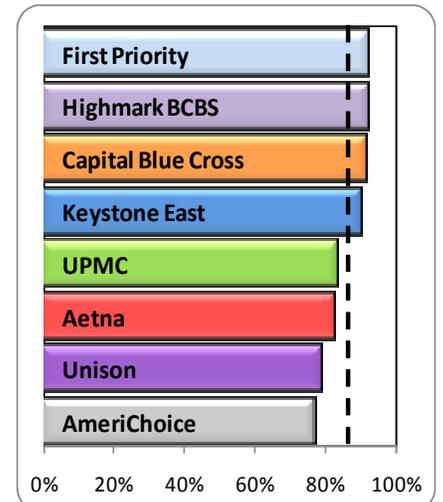
Parent/Guardian rated their child's Health Care 8 or higher on a scale of 0 to 10



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

1-800-986-KIDS