

HEDIS® 2008

A Detailed Data Set
From the Year 2007

COMMERCIAL PRODUCT

AvMED
HEALTH PLANS

We are pleased to present the AvMed HEDIS® 2008 Report, a detailed data set designed to give employers and consumers an objective look at how we're keeping members well and how we're caring for members when they're sick.

The National Committee for Quality Assurance developed HEDIS (Healthcare Effectiveness Data and Information Set) as a framework for health plans to collect, analyze and report identical performance measurements each year. In fact, more than 90 percent of America's health plans utilize HEDIS to measure performance on important dimensions of care and service. The performance measures in HEDIS are related to many significant public health issues such as cancer, heart disease, smoking, asthma and diabetes. HEDIS allows objective assessment of a health plan's value in comparison with other health plans. HEDIS has gone a long way in showing employers how their employees will be treated in various areas of health care services.

The scope of the NCQA HEDIS Compliance Audit includes the following domains: Effectiveness of Care; Access/Availability of Care; Satisfaction with the Experience of Care; Health Plan Stability; Use of Services; Cost of Care; and Health Plan Descriptive Information. AvMed Health Plans has undergone a Full Audit.

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Effectiveness of Care

Childhood immunization status

4 DTP by 2nd birthday	87.85%
3 IPV by 2nd birthday	90.38%
1 MMR between 1st and 2nd birthday	94.43%
3 HiB by 2nd birthday	96.71%
3 HepB by 2nd birthday	94.43%
1 VZV between 1st and 2nd birthday	91.65%
4 Pneumococcal conjugate	75.70%
Combo 2 (DTP, IPV, MMR, HiB, Hep B, VZV)	81.27%
Combo 3 (All of Combo 2 plus pneumococcal conjugate)	68.61%

Appropriate testing for children with pharyngitis

Children, ages 2-18, diagnosed with pharyngitis and on an antibiotic who received a group A strep test

73.64%

Appropriate treatment for children with URI

Children, ages 3 months to 18 years, with a diagnosis of upper respiratory infection who were not dispensed an antibiotic

81.66%

Breast cancer screening

Women, continuously enrolled for 2 years, who have received a mammogram within a two-year period

Ages 42-51	67.02%
Ages 52-69	72.21%
Combined	69.48%

Cervical cancer screening

Women ages 21-64, continuously enrolled for three years, who have received a Pap test within a three-year period

78.27%

Chlamydia screening in women

Ages 16-20	37.35%
Ages 21-25	41.95%
Combined	39.76%

Comprehensive diabetes care

HbA1c testing	82.73%
Poor HbA1c control (>9.0%)	31.39%
Good HbA1c control (<7.0%)	45.50%
Eye exam	36.74%
LDL-C screening	84.43%
LDL-C level <100 mg/dL	40.63%
Monitoring for diabetic nephropathy	74.21%
Blood pressure controlled <130/80 mm Hg	22.63%
Blood pressure controlled <140/90 mm Hg	50.36%

Appropriate asthma medication management

Ages 5-9	95.26%
Ages 10-17	90.95%
Ages 18-56	91.34%
Combined	92.09%

Antidepressant medication management

Optimal practitioner contacts	17.69%
Effective acute phase treatment	56.39%
Effective continuation phase treatment	42.03%

Cholesterol management after acute cardiovascular events

LDL-C screening during the year following the event	88.75%
LDL-C level <100 mg/dL during the year following the event	52.57%

Persistent beta blocker treatment after a heart attack

70.00%

Avoidance of antibiotic treatment in adults with acute bronchitis

Adults 18-64 diagnosed w/ acute bronchitis who were not dispensed an antibiotic

24.18%

Use of spirometry testing in the assessment and diagnosis of COPD

Ages 40 and older with new diagnosis or newly active COPD who received spirometry testing to confirm the diagnosis

34.57%

Disease modifying anti-rheumatic drug therapy in rheumatoid arthritis

Ages 18 and older diagnosed with rheumatoid arthritis and have a prescription for a disease modifying anti-rheumatic drug (DMARD)

80.82%

Colorectal cancer screening

Ages 50-80

54.52%

Annual monitoring for patients on persistent medications

Ages 18 and older who have at least a 180 days supply of the medication and at least one monitoring test for the medication	
Ace inhibitors	81.43%
Digoxin	84.55%
Diuretics	80.88%
Anti-convulsants	61.88%
TOTAL	75.95%

Access/Availability

Children's and adolescent's access to Primary Care Providers

12 - 24 months	97.68%
25 months - 6 years	92.31%
7 - 11 years	90.84%
12 - 19 years	84.69%

Adults' access to preventive/ambulatory health services

Ages 20 - 44	92.57%
Ages 45 - 64	94.63%
Ages 65+	96.36%

Prenatal and postpartum care

Prenatal care in first trimester	93.08%
Postpartum care between 21 and 56 days after delivery	84.23%

Well-child visits in the first 15 months of life

Six visits or more	76.26%
Five visits	11.07%
Four visits	5.43%
Three visits	2.88%
Two visits	1.07%
One visit	1.21%
No visits	2.08%

Well-child visits in the third, fourth, fifth and sixth years of life

Percentage of children aged 3 - 6 receiving one or more visits during the year	72.81%
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Adolescent well-care visits

Percentage of adolescents aged 12 - 21 with one or more visits during the year	41.49%
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Satisfaction With the Experience of Care

The following results are from the National Committee for Quality Assurance's standardized member satisfaction survey, administered by DSS Research, an independent vendor.

Participants responding "usually" and "always"

Doctors communicate well	90.60%
Easy to get care quickly	85.10%
Claims processing efficient	84.60%

Participants responding "not a problem"

Customer service at AvMed	87.90%
Getting needed care	82.60%

Participants who rated AvMed 8, 9, or 10 on a 10-point scale with 10 being highest

Overall satisfaction with AvMed	74.40%
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Health Plan Stability

Years in business/total membership

Product/product line	years in business	members*
HMO total	30.0	210,819
Commercial	30.0	192,248
Medicare (cost or risk)	15.0	18,571
Self-insured	5.0	NR
POS total	5.0	4,898
Commercial	5.0	4,819
Medicare (cost or risk)	2.0	79
TOTAL		215,717

Use of Services

Frequency of selected procedures

Procedure	Age	Sex	Number of procedures	Procedures/1,000 members
Myringotomy	0 - 4	M&F	459	41.74
	5 - 19	M&F	93	2.10
Tonsillectomy	0 - 9	M&F	199	8.28
	10 - 19	M&F	80	2.56
Dilation and Curettage	15 - 44	Female	104	2.24
	45 - 64	Female	78	2.57
Hysterectomy, abdominal	15 - 44	Female	229	4.94
	45 - 64	Female	244	8.03
	65+	Female	2	1.52
Hysterectomy, vaginal	15 - 44	Female	76	1.64
	45 - 64	Female	80	2.63
	65+	Female	2	1.52
Cholecystectomy, open	30 - 64	Male	9	0.18
	15 - 44	Female	6	0.13
	45 - 64	Female	10	0.33
	65+	Male	2	1.11
	65+	Female	0	0.00
Cholecystectomy, closed	30 - 64	Male	132	2.57
	15 - 44	Female	267	5.76
	45 - 64	Female	185	6.09
	65+	Male	4	2.21
	65+	Female	6	4.57
Back Surgery	20 - 44	Male	65	2.02
	20 - 44	Female	54	1.41
	45 - 64	Male	119	4.18
	45 - 64	Female	98	3.23
	65+	Male	4	2.21
	65+	Female	8	6.10
Angioplasty (PTCA)	45 - 64	Male	230	8.07
	45 - 64	Female	86	2.83
	65+	Male	41	22.68
	65+	Female	2	1.52
Cardiac catheterization	45 - 64	Male	384	13.48
	45 - 64	Female	288	9.48
	65+	Male	59	32.64
	65+	Female	21	16.01
Coronary Artery Bypass Graft	45 - 64	Male	51	1.79
	45 - 64	Female	14	0.46
	65+	Male	12	6.64
	65+	Female	2	1.52
Prostatectomy	45 - 64	Male	85	2.98
	65+	Male	12	6.64
Mastectomy	15 - 44	Female	21	0.45
	45 - 64	Female	76	2.50
	65+	Female	2	1.52
Lumpectomy	15 - 44	Female	154	3.32
	45 - 64	Female	219	7.21
	65+	Female	11	8.39

Use of Services

Inpatient utilization - general hospital/acute care

Inpatient type	Age	Discharges	Discharges/ 1,000 members	Days	Days/ 1,000 members	Average length of stay
Inpatient						
	<1	232	106.58	1,013	465.39	4.73
	1 - 9	446	20.41	1,275	58.34	2.86
	10 - 19	628	20.13	2,177	69.79	3.47
	20 - 44	4,921	69.70	14,450	204.66	2.94
	45 - 64	5,029	85.44	18,884	320.84	3.76
	65 - 74	465	161.80	1,945	676.76	4.18
	75 - 84	44	195.19	211	936.04	4.80
	85+	9	444.44	19	938.27	2.11
Total		11,774	62.69	39,974	212.84	3.40
Medicine						
	<1	203	93.26	814	373.97	4.01
	1 - 9	387	17.71	1,055	48.27	2.73
	10 - 19	374	11.99	1,286	41.23	3.44
	20 - 44	1,429	20.24	4,471	63.32	3.13
	45 - 64	2,856	48.52	10,250	174.15	3.59
	65 - 74	283	98.74	1,136	395.27	4.01
	75 - 84	27	119.78	139	616.64	5.15
	85+	7	345.68	12	592.59	1.71
Total		5,566	29.64	19,163	102.03	3.44
Surgery						
	<1	29	13.32	199	91.42	6.86
	1 - 9	59	2.70	220	10.07	3.73
	10 - 19	168	5.39	619	19.84	3.68
	20 - 44	1,142	16.17	3,713	52.59	3.25
	45 - 64	2,139	36.34	8,484	144.14	3.97
	65 - 74	182	63.33	809	281.49	4.45
	75 - 84	17	75.42	72	319.41	4.24
	85+	2	98.77	7	345.68	3.50
Total		3,738	19.90	14,123	75.20	3.78
Maternity (includes gynecology)						
	10 - 19	86	2.76	272	8.72	3.16
	20 - 44	2,349	33.27	6,265	88.73	2.67
	45 - 64	31	.53	144	2.45	4.65
	65+	0	0	0	0	NA
Total		2,466	15.35	6,681	41.59	2.71

Use of Services

Ambulatory care: excludes mental health and chemical dependency

	Outpatient visits		Emergency room visits		Ambulatory surgery/procedures		Observation room stays resulting in discharge	
Age	Visits	Visits/ 1,000 members	Visits	Visits/ 1,000 members	Procedures	Procedures/ 1,000 members	Stays	Stays/ 1,000 members
<1	24,870	11,425.73	995	457.12	110	50.54	37	17.00
1 - 9	81,353	3,722.23	6,561	300.19	823	37.66	89	4.07
10 - 19	64,150	2,056.55	6,538	209.60	773	24.78	137	4.39
20 - 44	213,176	3,019.23	17,990	254.79	6,251	88.53	973	13.78
45 - 64	289,800	4,923.69	11,466	194.81	13,249	225.10	1,194	20.29
65 - 74	20,120	7,000.70	600	208.77	984	342.38	89	30.97
75 - 84	1,855	8,229.21	64	283.92	92	408.13	11	48.80
85+	142	7,012.35	7	345.68	17	839.51	2	98.77
Unknown	2		0		0		0	
Total	695,468	3,703.05	44,221	235.46	22,299	118.73	2,532	13.48

Inpatient utilization - Non-acute care (Skilled Nursing Facility)

Age	Discharges	Discharges/ 1,000 members	Days	Days/ 1,000 members	Average length of stay
<1	0	0.00	0	0.00	NA
1 - 9	0	0.00	0	0.00	NA
10 - 19	1	0.03	22	0.71	22.00
20 - 44	20	0.28	252	3.57	12.60
45 - 64	177	3.01	2,139	36.34	12.08
65 - 74	19	6.61	251	87.33	13.21
75 - 84	3	13.31	70	310.54	23.33
85+	0	0.00	0	0.00	NA
Total	220	1.17	2,734	14.56	12.43

Outpatient drug utilization

Age	Total cost of prescriptions	Average cost of prescriptions per member/month	Total number of prescriptions	Average number of prescriptions per member/year
0 - 9	\$5,078,395.00	\$18.76	80,598	3.57
10 - 19	\$6,384,678.00	\$18.35	76,108	2.62
20 - 44	\$29,438,683.00	\$37.14	461,084	6.98
45 - 64	\$63,912,820.00	\$100.25	949,820	17.88
65 - 74	\$5,371,243.00	\$172.01	82,869	31.85
75 - 84	\$485,219.00	\$195.50	7,519	36.35
85+	\$28,938.00	\$119.08	569	28.10
Total	\$110,699,976.00	\$53.15	1,658,567	9.56

Plan Description

Member enrollment by age and sex

Age	Male	Female	Total
<1	1,135	1,041	2,176
1 - 4	4,568	4,252	8,820
5 - 9	6,824	6,210	13,034
10 - 14	7,656	7,352	15,008
15 - 17	5,078	4,940	10,018
18 - 19	3,104	3,060	6,124
0 - 19 Subtotal	28,365	26,855	55,220
0 - 19 Subtotal %	31.20%	27.72%	29.40%
20 - 24	4,979	5,900	10,879
25 - 29	4,463	5,926	10,389
30 - 34	5,974	7,441	13,415
35 - 39	7,917	9,110	17,027
40 - 44	8,915	9,977	18,892
20 - 44 Subtotal	32,248	38,354	70,602
20 - 44 Subtotal %	35.48%	39.58%	37.60%
45 - 49	9,258	10,215	19,473
50 - 54	8,161	8,866	17,027
55 - 59	6,519	6,958	13,477
60 - 64	4,545	4,333	8,878
45 - 64 Subtotal	28,483	30,372	58,855
45 - 64 Subtotal %	31.33%	31.35%	31.34%
65 - 69	1,276	950	2,226
70 - 74	394	252	646
75 - 79	97	67	164
80 - 84	29	31	60
85 - 89	6	10	16
>=90	3	0	3
>=65 Subtotal	1,805	1,310	3,115
>=65 Subtotal %	1.99%	1.35%	1.66%
Total	90,901	96,891	187,792

Physicians - Board certification and residency completion

Type of practice	Number of physicians in each practice area	Board certification number	Board certification percent
Family Medicine	1,534	1,169	76.21%
Internal Medicine	1,828	1,319	72.16%
OB/GYN	816	584	71.57%
Pediatricians	1,368	1,100	80.41%
Geriatricians	15	11	73.33%
Other specialists	7,504	5,827	77.65%



2008

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