



2018

HEDIS® 2018

A Detailed Data Set
From the Year 2017

COMMERCIAL PRODUCT



Embrace better health.®

We are pleased to present the AvMed HEDIS® 2018 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. Quality health care can be defined as the extent to which members get the care they need in a manner that most effectively protects or restores their health. 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. Choosing a high-quality health plan plays a significant role in determining whether employees will get high-quality care.

The scope of the NCQA HEDIS Compliance Audit includes the following domains:

- Effectiveness of Care
- Access/Availability of Care
- Experience of Care
- Health Plan Descriptive Information
- Utilization and Risk Adjusted Utilization
- Measures Collected Using Electronic Clinical Data Systems
- Relative Resource Use

AvMed has undergone a Full Audit.



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Effectiveness of Care

Childhood immunization Status

4 DTaP by 2nd birthday	88.56%
3 IPV by 2nd birthday	92.70%
1 MMR between 1st and 2nd birthday	91.24%
3 HiB by 2nd birthday	95.62%
2 Hep A by 2nd birthday	81.51%
3 Hep B by 2nd birthday	91.73%
2 or 3 Rotavirus by 2nd birthday	84.67%
2 Influenza by 2nd birthday	45.99%
1 VZV between 1st and 2nd birthday	93.43%
4 Pneumococcal conjugate	87.83%
Combo 2 (DTaP, IPV, MMR, HiB, Hep B, VZV)	82.24%
Combo 10 (Combo 2 plus Hep A, Influenza, Pneumonia, Polio, Rotavirus)	35.77%

Immunizations for Adolescents

Meningococcal between 11th and 13th birthday	74.94%
Tdap/TD between 10th and 13th birthday	92.70%
*Human Papillomavirus Vaccine for Female	
Adolescents (HPV)	21.17%
Combo 1 (Meningococcal & Tdap/TD)	74.21%
Combo 2 (Meningococcal, Tdap & HPV)	19.22%

Appropriate Testing for Children with Pharyngitis

Children, ages 2-18, diagnosed with pharyngitis and on an antibiotic who received a group A strep test	87.09%
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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	87.80%
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Adult BMI Assessment

Adults 18-74 who had their body mass index (BMI) documented during an outpatient visit	96.23%
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Breast Cancer Screening

Women, continuously enrolled for 2 years, who have received a mammogram within a two-year period	75.27%
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Cervical Cancer Screening

Women ages 21-64, continuously enrolled for three years, who have received a Pap test within a three-year period	83.08%
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Comprehensive Diabetes Care

HbA1c testing	88.69%
HbA1c poor control (>9.0%)	24.64%
HbA1c control (<8.0%)	65.51%
HbA1c control (<7.0%) for a Selected Population	46.62%
Eye exam	37.77%
Medical Attention for Nephropathy	92.52%
Blood pressure controlled <140/90 mm Hg	61.85%

Antidepressant Medication Management

Effective acute phase treatment	58.38%
Effective continuation phase treatment	43.99%

Follow-up After Hospitalization for Mental Illness

Received follow-up within 7 days of discharge	32.57%
Received follow-up within 30 days of discharge	53.14%

Controlling High Blood Pressure

Adults 18-85 with hypertension who controlled blood pressure to <140/90 mm HG	60.05%
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Persistent beta blocker treatment after a heart attack

.....	77.50%
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Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis

Adults 18-64 diagnosed with acute bronchitis who were not dispensed an antibiotic	25.74%
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Use of Spirometry Testing in the Assessment and Diagnosis of COPD

Ages 40 and older with new diagnosis of, or newly active, COPD who received spirometry testing to confirm the diagnosis	43.53%
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Pharmacotherapy Management of COPD Exacerbation

Use of systemic corticosteroid	67.27%
Use of bronchodilator	80.00%

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)	86.47%
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Use of Imaging Studies for Low Back Pain

Percentage of members who were diagnosed with low back pain who did not have X-ray, MRI or CT scan	66.71%
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Colorectal Cancer Screening

Ages 50-75	56.32%
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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 or ARBs	86.13%
Diuretics	85.48%
TOTAL	85.90%

Access/Availability

Children's and Adolescent's Access to Primary Care Providers..

12-24 months	98.37%
25 months-6 years	93.88%
7-11 years.....	93.08%
12-19 years.....	88.13%

Adults' Access to Preventive/Ambulatory Health Services

Ages 20-44	92.36%
Ages 45-64	95.94%
Ages 65+	97.44%

Prenatal and Postpartum Care

Timely prenatal care in first trimester	87.69%
Postpartum care between 21 and 56 days after delivery.....	80.00%

Utilization

Well-Child Visits in the First 15 Months of Life

Six visits or more	84.37%
Five visits	8.62%
Four visits.....	3.36%
Three visits	1.40%
Two visits.....	0.82%
One visit.....	0.57%
No visits	0.86%

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	82.44%
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Adolescent Well-Care Visits

Percentage of adolescents aged 12-21 with one or more visits during the year	53.85%
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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.....	96.23%
Easy to get care quickly	83.51%
Claims processing efficient	N/A
Customer service at AvMed	N/A
Getting needed care	87.07%

Participants Who Rated AvMed 8, 9, or 10 on a 10-Point scale with 10 Being Highest

Overall satisfaction with AvMed	73.64%
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Health Plan Stability

Total Membership

Product/Product Line	Members*
HMO total	306,570
Commercial	277,679
Medicare	28,891
POS total	53,650
Commercial.....	53,650
Medicare	0
TOTAL	360,220

*Enrollment as of Dec. 31, 2017

Use of Services

Frequency of selected procedures

Procedure	Age	Sex	Number of Procedures	Procedures/1,000 Members
Tonsillectomy	0-9	M&F	222	6.16
	10-19	M&F	105	2.33
Hysterectomy, Abdominal	15-44	Female	123	1.45
	45-64	Female	212	3.19
	65+	Female	5	1.21
Hysterectomy, Vaginal	15-44	Female	75	0.88
	45-64	Female	117	1.76
	65+	Female	9	2.18
Cholecystectomy, Open	30-64	Male	20	0.21
	15-44	Female	10	0.12
	45-64	Female	12	0.18
	65+	Male	2	0.44
	65+	Female	0	0
Cholecystectomy, Closed (Laparoscopic)	30-64	Male	231	2.44
	15-44	Female	397	4.67
	45-64	Female	350	5.26
	65+	Male	15	3.27
	65+	Female	24	5.83
Back Surgery	20-44	Male	91	1.52
	20-44	Female	87	1.18
	45-64	Male	277	4.76
	45-64	Female	243	3.65
	65+	Male	34	7.42
	65+	Female	44	10.68
PCI	45-64	Male	302	5.19
	45-64	Female	95	1.43
	65+	Male	61	13.31
	65+	Female	17	4.13
Cardiac Catheterization	45-64	Male	433	7.44
	45-64	Female	291	4.37
	65+	Male	100	21.81
	65+	Female	58	14.08
Coronary Artery Bypass Graft	45-64	Male	70	1.2
	45-64	Female	14	0.21
	65+	Male	13	2.84
	65+	Female	5	1.21
Prostatectomy	45-64	Male	147	2.53
	65+	Male	50	10.91
Mastectomy	15-44	Female	57	0.67
	45-64	Female	212	3.19
	65+	Female	12	2.91
Lumpectomy	15-44	Female	132	1.55
	45-64	Female	340	5.11
	65+	Female	22	5.34
Bariatric Weight Loss Surgery	0-19	Male	0	0
	0-19	Female	1	0.03
	20-44	Male	10	0.17
	20-44	Female	50	0.68
	45-64	Male	17	0.29
	45-64	Female	41	0.62
	65+	Male	0	0
	65+	Female	1	0.24

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	262	72.37	1,464	404.4	5.59
	1-9	448	13.81	1,942	59.88	4.33
	10-19	712	15.81	2,753	61.13	3.87
	20-44	7,777	58.31	24,358	182.63	3.13
	45-64	7,506	60.16	31,056	248.92	4.14
	65-74	957	124.26	4,639	602.34	4.85
	75-84	199	224.14	878	988.92	4.41
	85+	51	443.8	333	2,897.75	6.53
Total		17,912	51.48	67,423	193.78	3.76
Medicine						
	<1	228	62.98	1,051	290.32	4.61
	1-9	369	11.38	1,291	39.81	3.5
	10-19	479	10.64	1,787	39.68	3.73
	20-44	1,861	13.95	6,528	48.95	3.51
	45-64	3,945	31.62	15,586	124.92	3.95
	65-74	549	71.28	2,445	317.47	4.45
	75-84	135	152.06	555	625.12	4.11
	85+	35	304.57	224	1,949.24	6.4
Total		7,601	21.85	29,467	84.69	3.88
Surgery						
	<1	30	8.29	179	49.45	5.97
	1-9	79	2.44	651	20.07	8.24
	10-19	164	3.64	757	16.81	4.62
	20-44	1,457	10.92	5,336	40.01	3.66
	45-64	3,536	28.34	15,310	122.71	4.33
	65-74	408	52.98	2,194	284.88	5.38
	75-84	64	72.09	323	363.81	5.05
	85+	16	139.23	109	948.51	6.81
Total		5,754	16.54	24,859	71.45	4.32
Maternity (Includes Gynecology)						
	10-19	69	1.53	209	4.64	3.03
	20-44	4,459	33.43	12,494	93.68	2.8
	45-64	25	0.2	160	1.28	6.4
Total		4,553	15.02	12,863	42.43	2.83

Use of Services

Ambulatory Care: Excludes Mental Health and Chemical Dependency

Inpatient Type	Outpatient Visits Procedures		Emergency Room Visits Resulting in Discharge		
	Age	Visits	Visits/ 1,000 members	Visits	Visits/ 1,000 members
	<1	42,804	11,823.77	1,653	456.61
	1-9	137,209	4,230.55	9,154	282.24
	10-19	121,343	2,694.24	9,912	220.08
	20-44	400,707	3,004.40	41,481	311.01
	45-64	630,768	5,055.73	32,478	260.32
	65-74	59,442	7,718.15	2,291	297.47
	75-84	9,973	11,232.96	401	451.66
	85+	1,573	13,688.18	102	887.6
Total		1,403,821	4,034.76	97,472	280.15

Plan Description

Member Enrollment by Age and Sex

Age	Male	Female	Total
<1	1,891	1,729	3,620
1-4	7,080	6,681	13,761
5-9	9,598	9,075	18,674
10-14	10,940	10,444	21,383
15-17	7,102	6,740	13,842
18-19	5,038	4,775	9,813
0-19 Subtotal	41,649	39,444	81,093
0-19 Subtotal %	25.35%	21.47%	23.30%
20-24	12,504	13,220	25,723
25-29	10,860	14,071	24,931
30-34	11,328	15,044	26,372
35-39	12,081	15,284	27,365
40-44	13,040	15,959	28,999
20-44 Subtotal	59,813	73,578	133,391
20-44 Subtotal %	36.40%	40.04%	38.32%
45-49	15,050	17,619	32,669
50-54	15,988	18,068	34,056
55-59	15,175	17,122	32,296
60-64	12,041	13,798	25,839
45-64 Subtotal	58,254	66,606	124,860
45-64 Subtotal %	35.45%	36.25%	35.87%
65-69	3,032	2,808	5,840
70-74	1,059	818	1,877
75-79	348	308	656
80-84	114	122	236
85-89	36	50	86
>=90	8	22	30
>=65 Subtotal	4,598	4,128	8,726
>=65 Subtotal %	2.80%	2.25%	2.51%
Total	164,313	183,756	348,070



2018

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