



2017

**HEDIS® 2017**

**A Detailed Data Set  
From the Year 2016**

**COMMERCIAL PRODUCT**



**Embrace better health.®**



We are pleased to present the AvMed HEDIS® 2017 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
- Relative Resource Use

AvMed has undergone a Full Audit.



**Embrace better health.®**

## Table of Contents

- Effectiveness of Care ..... 3
- Access/Availability ..... 4
- Satisfaction With the Experience of Care..... 4
- Health Plan Stability..... 4
- Use of Services ..... 5-7
- Plan Description..... 8

## Effectiveness of Care

### Childhood immunization Status

4 DTaP by 2 <sup>nd</sup> birthday .....	89.29%
3 IPV by 2 <sup>nd</sup> birthday .....	94.89%
1 MMR between 1 <sup>st</sup> and 2 <sup>nd</sup> birthday .....	93.67%
3 HiB by 2 <sup>nd</sup> birthday .....	96.59%
2 Hep A by 2 <sup>nd</sup> birthday .....	79.81%
3 Hep B by 2 <sup>nd</sup> birthday .....	93.19%
2 or 3 Rotavirus by 2 <sup>nd</sup> birthday .....	85.40%
2 Influenza by 2 <sup>nd</sup> birthday .....	43.31%
1 VZV between 1 <sup>st</sup> and 2 <sup>nd</sup> birthday .....	95.13%
4 Pneumococcal conjugate .....	90.02%
Combo 2 (DTaP, IPV, MMR, HiB, Hep B, VZV) .....	83.70%
Combo 10 (Combo 2 plus Hep A, Influenza, Pneumonia, Polio, Rotavirus) .....	35.04%

### Immunizations for Adolescents

Meningococcal between 11 <sup>th</sup> and 13 <sup>th</sup> birthday .....	76.64%
Tdap/TD between 10 <sup>th</sup> and 13 <sup>th</sup> birthday .....	95.38%
Human Papillomavirus Vaccine for Female	
Adolescents (HPV) .....	11.92%
Combo 1 (Meningococcal & Tdap/TD) .....	76.16%
Combo 2 (Meningococcal, Tdap & HPV) .....	10.95%

### Appropriate Testing for Children with Pharyngitis

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

87.26%

### 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 .

88.00%

### Adult BMI Assessment

Adults 18-74 who had their body mass index (BMI) documented during an outpatient visit .....

90.82%

### Breast Cancer Screening

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

75.40%

### Cervical Cancer Screening

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

81.60%

### Comprehensive Diabetes Care

HbA1c testing .....	87.70%
HbA1c poor control (>9.0%) .....	26.92%
HbA1c control (<8.0%) .....	59.71%
HbA1c Control (<7.0%) for a Selected Population ...	41.36%
Eye exam .....	46.17%
Medical Attention for Nephropathy .....	92.34%
Blood pressure controlled <140/90 mm Hg .....	66.31%

### Antidepressant Medication Management

Effective acute phase treatment .....	56.97%
Effective continuation phase treatment .....	40.80%

### Follow-up After Hospitalization for Mental Illness

Received follow-up within 7 days of discharge .....	36.77%
Received follow-up within 30 days of discharge .....	53.96%

### Controlling High Blood Pressure

Adults 18-85 with hypertension who controlled blood pressure to <140/90 mm HG .....

62.81%

### Persistent beta blocker treatment after a heart attack

.....

80.60%

### Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis

Adults 18-64 diagnosed with acute bronchitis who were not dispensed an antibiotic.....

27.52%

### 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

41.66%

### Pharmacotherapy Management of COPD Exacerbation

Use of systemic corticosteroid .....	75.19%
Use of bronchodilator .....	80.62%

### 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).....

85.86%

### 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 .....

64.25%

### Colorectal Cancer Screening

Ages 50-75.....

64.10%

### 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 .....	86.34%
Digoxin .....	42.70%
Diuretics .....	86.08%
<b>TOTAL.....</b>	<b>86.11%</b>

## Access/Availability

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

12-24 months.....	98.35%
25 months-6 years .....	93.80%
7-11 years.....	93.22%
12-19 years.....	87.62%

### Adults' Access to Preventive/Ambulatory Health Services

Ages 20-44.....	92.29%
Ages 45-64.....	96.03%
Ages 65+.....	97.33%

### Prenatal and Postpartum Care

Timely prenatal care in first trimester.....	94.10%
Postpartum care between 21 and 56 days after delivery..	81.60%

### Well-Child Visits in the First 15 Months of Life

Six visits or more .....	84.17%
Five visits.....	8.37%
Four visits .....	3.80%
Three visits.....	1.36%
Two visits.....	0.90%
One visit .....	0.45%
No visits .....	0.95%

### 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 .....	80.36%
--	--------

### Adolescent Well-Care Visits

Percentage of adolescents aged 12-21 with one or more visits during the year .....	51.00%
--	--------

## 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 .....	93.5%
Easy to get care quickly .....	80.0%
Claims processing efficient.....	91.0%
Customer service at AvMed .....	88.8%
Getting needed care.....	85.7%

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

Overall satisfaction with AvMed.....	77.8%
--------------------------------------	-------

## Health Plan Stability

### Total Membership

Product/Product Line	Members*
<b>HMO total</b> .....	<b>297,311</b>
Commercial.....	267,621
Medicare.....	29,690
<b>POS total</b> .....	<b>46,055</b>
Commercial.....	46,055
Medicare.....	0
<b>TOTAL</b> .....	<b>343,366</b>

\*Enrollment as of Dec. 31, 2016

## Use of Services

### Frequency of selected procedures

Procedure	Age	Sex	Number of Procedures	Procedures/1,000 Members
<b>Tonsillectomy</b>	0-9	M&F	201	6.16
	10-19	M&F	101	2.45
<b>Hysterectomy, Abdominal</b>	15-44	Female	107	1.36
	45-64	Female	172	2.89
	65+	Female	2	0.52
<b>Hysterectomy, Vaginal</b>	15-44	Female	91	1.16
	45-64	Female	125	2.10
	65+	Female	7	1.83
<b>Cholecystectomy, Open</b>	30-64	Male	11	0.13
	15-44	Female	3	0.04
	45-64	Female	6	0.10
	65+	Male	3	0.70
	65+	Female	0	0.00
<b>Cholecystectomy, Closed (Laparoscopic)</b>	30-64	Male	232	2.70
	15-44	Female	428	5.45
	45-64	Female	315	5.29
	65+	Male	17	3.97
	65+	Female	10	2.62
<b>Back Surgery</b>	20-44	Male	103	1.84
	20-44	Female	75	1.11
	45-64	Male	234	4.50
	45-64	Female	222	3.73
	65+	Male	39	9.11
	65+	Female	38	9.95
<b>PCI</b>	45-64	Male	306	5.88
	45-64	Female	80	1.34
	65+	Male	74	17.29
	65+	Female	4	1.05
<b>Cardiac Catheterization</b>	45-64	Male	418	8.03
	45-64	Female	282	4.73
	65+	Male	79	18.46
	65+	Female	46	12.04
<b>Coronary Artery Bypass Graft</b>	45-64	Male	73	1.40
	45-64	Female	9	0.15
	65+	Male	9	2.10
	65+	Female	3	0.79
<b>Prostatectomy</b>	45-64	Male	107	2.06
	65+	Male	33	7.71
<b>Mastectomy</b>	15-44	Female	67	0.85
	45-64	Female	150	2.52
	65+	Female	9	2.36
<b>Lumpectomy</b>	15-44	Female	137	1.75
	45-64	Female	317	5.32
	65+	Female	18	4.71
<b>Bariatric Weight Loss Surgery</b>	0-19	Male	0	0.00
	0-19	Female	0	0.00
	20-44	Male	13	0.23
	20-44	Female	46	0.68
	45-64	Male	10	0.19
	45-64	Female	51	0.86
	65+	Male	0	0.00
	65+	Female	3	0.79

## 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
<b>Inpatient</b>						
	<1	259	79.73	1,176	362.01	4.54
	1-9	475	16.15	1,284	43.67	2.70
	10-19	668	16.22	2,739	66.51	4.10
	20-44	7,376	59.55	23,176	187.40	3.14
	45-64	7,102	63.63	29,130	260.97	4.10
	65-74	881	122.97	4,373	610.41	4.96
	75-84	172	206.59	1,043	1,252.73	6.06
	85+	36	351.22	181	1,765.85	5.03
<b>Total</b>		<b>16,969</b>	<b>53.46</b>	<b>63,102</b>	<b>198.79</b>	<b>3.72</b>
<b>Medicine</b>						
	<1	227	69.88	942	289.98	4.15
	1-9	413	14.05	1,067	36.29	2.58
	10-19	438	10.64	1,521	36.94	3.47
	20-44	1,926	15.55	7,004	56.54	3.64
	45-64	3,953	35.41	15,351	137.53	3.88
	65-74	513	71.61	2,503	349.38	4.88
	75-84	119	142.93	616	739.87	5.18
	85+	31	302.44	159	1,551.22	5.13
<b>Total</b>		<b>7,620</b>	<b>24.01</b>	<b>29,163</b>	<b>91.87</b>	<b>3.83</b>
<b>Surgery</b>						
	<1	29	8.93	190	58.49	6.55
	1-9	59	2.01	210	7.14	3.56
	10-19	169	4.10	1,025	24.89	6.07
	20-44	1,422	11.48	5,026	40.57	3.53
	45-64	3,034	27.18	13,336	119.47	4.40
	65-74	355	49.55	1,821	254.18	5.13
	75-84	50	60.05	417	500.85	8.34
	85+	5	48.78	22	214.63	4.40
<b>Total</b>		<b>5,123</b>	<b>16.14</b>	<b>22,047</b>	<b>69.46</b>	<b>4.30</b>



## 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
<b>Maternity (Includes Gynecology)</b>						
	10-19	60	1.46	191	4.64	3.18
	20-44	3,993	32.24	11,044	89.16	2.77
	45-64	16	0.14	42	0.38	2.63
<b>Total</b>		<b>4,069</b>	<b>14.71</b>	<b>11,277</b>	<b>40.76</b>	<b>2.77</b>

### 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
<1	38,329	11,798.98	1,533	471.91
1-9	126,362	4,297.26	8,997	305.97
10-19	109,330	2,654.91	9,614	233.46
20-44	377,193	3,045.06	39,856	321.75
45-64	577,212	5,171.12	29,785	266.84
65-74	56,097	7,830.31	2,017	281.54
75-84	9,175	11,019.92	364	437.19
85+	1281	12,497.56	60	585.37
<b>Total</b>	<b>1,294,979</b>	<b>4,079.62</b>	<b>92,226</b>	<b>290.54</b>

## Plan Description

### Member Enrollment by Age and Sex

Age	Male	Female	Total
<1	1,682	1,567	3,248
1-4	6,274	5,923	12,197
5-9	8,857	8,351	17,208
10-14	9,901	9,426	19,327
15-17	6,596	6,312	12,907
18-19	4,621	4,325	8,945
0-19 Subtotal	37,930	35,904	73,834
0-19 Subtotal %	25.24%	21.48%	23.26%
20-24	11,848	12,428	24,276
25-29	10,222	13,006	23,228
30-34	10,513	13,667	24,180
35-39	11,071	13,952	25,023
40-44	12,353	14,810	27,163
20-44 Subtotal	56,008	67,863	123,871
20-44 Subtotal %	37.27%	40.60%	39.02%
45-49	13,726	15,888	29,614
50-54	14,782	16,648	31,430
55-59	13,296	15,267	28,563
60-64	10,246	11,770	22,016
45-64 Subtotal	52,050	59,573	111,622
45-64 Subtotal %	34.64%	35.64%	35.16%
65-69	2,871	2,618	5,489
70-74	956	719	1,675
75-79	309	298	607
80-84	104	122	226
85-89	34	49	83
>=90	5	14	19
>=65 Subtotal	4,279	3,820	8,099
>=65 Subtotal %	2.85%	2.29%	2.55%
<b>Total</b>	<b>150,267</b>	<b>167,159</b>	<b>317,426</b>





2017

**HEDIS® 2017**

## **AVMED CORPORATE OFFICES**

9400 South Dadeland Blvd.  
Miami, FL 33156  
305-671-5437

4300 NW 89th Blvd.  
Gainesville, FL 32606  
352-372-8400

Visit our Web Site:  
**AvMed.org**



**Embrace better health.®**