



HEDIS[®] 2020

**A Detailed Data Set
From the Year 2019**

COMMERCIAL PRODUCT



Embrace better health.[®]

We are pleased to present the AvMed HEDIS® 2020 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

AvMed has undergone a Full Audit.



Embrace better health.®

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Effectiveness of Care

Childhood immunization Status

4 DTaP by 2nd birthday	86.62%
3 IPV by 2nd birthday	92.94%
1 MMR between 1st and 2nd birthday	90.51%
3 HiB by 2nd birthday	95.13%
2 Hep A by 2nd birthday	81.75%
3 Hep B by 2nd birthday	88.81%
2 or 3 Rotavirus by 2nd birthday	82.73%
2 Influenza by 2nd birthday	51.34%
1 VZV between 1st and 2nd birthday	90.75%
4 Pneumococcal conjugate	84.43%
Combo 2 (DTaP, IPV, MMR, HiB, Hep B, VZV)	81.51%
Combo 10 (Combo 2 plus Hep A, Influenza, Pneumonia, Polio, Rotavirus)	43.07%

Immunizations for Adolescents

Meningococcal between 11th and 13th birthday	86.13%
Tdap/TD between 10th and 13th birthday	94.65%
*Human Papillomavirus Vaccine for Female	
Adolescents (HPV)	30.90%
Combo 1 (Meningococcal & Tdap/TD)	85.40%
Combo 2 (Meningococcal, Tdap & HPV)	29.68%

Appropriate Testing for Pharyngitis

Members diagnosed with pharyngitis and on an antibiotic who received a group A strep test	62.43%
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Appropriate Treatment for URI

Members diagnosis of upper respiratory infection who were not dispensed an antibiotic	73.31%
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Adult BMI Assessment

Adults 18-74 who had their body mass index (BMI) documented during an outpatient visit	88.00%
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Breast Cancer Screening

Women, continuously enrolled for 2 years, who have received a mammogram within a two-year period	77.79%
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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	84.17%
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Comprehensive Diabetes Care

HbA1c testing	90.75%
HbA1c poor control (>9.0%)	27.25%
HbA1c control (<8.0%)	63.50%
Eye exam	32.36%
Medical Attention for Nephropathy	92.94%
Blood pressure controlled <140/90 mm Hg	56.69%

Antidepressant Medication Management

Effective acute phase treatment	63.14%
Effective continuation phase treatment	45.52%

Follow-up After Hospitalization for Mental Illness

Received follow-up within 7 days of discharge	25.00%
Received follow-up within 30 days of discharge	39.63%

Controlling High Blood Pressure

Adults 18-85 with hypertension who controlled blood pressure to <140/90 mm HG	58.88%
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Persistent beta blocker treatment after a heart attack

.....	73.97%
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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	41.07%
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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	47.68%
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Pharmacotherapy Management of COPD Exacerbation

Use of systemic corticosteroid	73.85%
Use of bronchodilator	83.08%

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	67.46%
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Colorectal Cancer Screening

Ages 50-75	61.73%
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Access/Availability

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

12-24 months	97.52%
25 months-6 years	94.47%
7-11 years.....	94.54%
12-19 years.....	89.87%

Adults' Access to Preventive/Ambulatory Health Services

Ages 20-44	92.98%
Ages 45-64	96.50%
Ages 65+	97.17%

Prenatal and Postpartum Care

Timely prenatal care in first trimester	88.52%
Postpartum care between 21 and 56 days after delivery.....	76.30%

Well-Child Visits in the First 15 Months of Life

Six visits or more	84.79%
Five visits	7.98%
Four visits.....	3.46%
Three visits	1.32%
Two visits.....	1.01%
One visit.....	0.57%
No visits	0.88%

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	84.75%
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Adolescent Well-Care Visits

Percentage of adolescents aged 12-21 with one or more visits during the year	57.44%
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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.....	96.76%
Easy to get care quickly	84.07%
Claims processing efficient	N/A
Customer service at AvMed	N/A
Getting needed care	85.46%

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

Overall satisfaction with AvMed	81.07%
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Health Plan Stability

Total Membership

Product/Product Line	Members*
HMO total	201,491
Commercial	176,824
Medicare	24,667
POS total	12,928
Commercial.....	12,928
Medicare	0
TOTAL	214,419

*Enrollment as of Dec. 31, 2019

Use of Services

Frequency of selected procedures

Procedure	Age	Sex	Number of Procedures	Procedures/1,000 Members
Tonsillectomy	0-9	M&F	124	6.20
	10-19	M&F	35	1.35
Hysterectomy, Abdominal	15-44	Female	61	1.24
	45-64	Female	95	2.46
	65+	Female	1	0.34
Hysterectomy, Vaginal	15-44	Female	27	0.55
	45-64	Female	73	1.89
	65+	Female	3	1.02
Cholecystectomy, Open	30-64	Male	5	0.09
	15-44	Female	2	0.04
	45-64	Female	4	0.10
	65+	Male	2	0.60
	65+	Female	2	0.68
Cholecystectomy, Closed (Laparoscopic)	30-64	Male	133	2.50
	15-44	Female	214	4.35
	45-64	Female	170	4.39
	65+	Male	7	2.11
	65+	Female	19	6.47
Back Surgery	20-44	Male	42	1.25
	20-44	Female	40	0.94
	45-64	Male	119	3.59
	45-64	Female	123	3.18
	65+	Male	32	9.64
	65+	Female	21	7.15
PCI	45-64	Male	140	4.23
	45-64	Female	32	0.83
	65+	Male	32	9.64
	65+	Female	11	3.74
Cardiac Catheterization	45-64	Male	226	6.83
	45-64	Female	166	4.29
	65+	Male	48	14.46
	65+	Female	36	12.26
Coronary Artery Bypass Graft	45-64	Male	52	1.57
	45-64	Female	6	0.16
	65+	Male	13	3.92
	65+	Female	4	1.36
Prostatectomy	45-64	Male	91	2.75
	65+	Male	33	9.94
Mastectomy	15-44	Female	39	0.79
	45-64	Female	112	2.90
	65+	Female	9	3.06
Lumpectomy	15-44	Female	71	1.44
	45-64	Female	159	4.11
	65+	Female	16	5.45
Bariatric Weight Loss Surgery	0-19	Male	0	0.00
	0-19	Female	1	0.04
	20-44	Male	37	1.10
	20-44	Female	172	4.04
	45-64	Male	35	1.06
	45-64	Female	144	3.72
	65+	Male	0	0.00
	65+	Female	1	0.34

Plan Description

Member Enrollment by Age and Sex

Age	Male	Female	Total
<1	997	937	1,934
1-4	3,916	3,738	7,654
5-9	5,307	5,110	10,417
10-14	6,365	5,973	12,338
15-17	4,113	3,879	7,993
18-19	2,913	2,757	5,670
0-19 Subtotal	23,612	22,393	46,005
0-19 Subtotal %	25.19%	21.01%	22.96%
20-24	7,579	7,903	15,482
25-29	5,942	8,211	14,152
30-34	6,294	8,567	14,861
35-39	6,777	8,998	15,774
40-44	7,091	8,884	15,975
20-44 Subtotal	33,682	42,562	76,245
20-44 Subtotal %	35.93%	39.92%	38.05%
45-49	8,245	9,914	18,158
50-54	8,536	10,120	18,655
55-59	9,050	10,173	19,223
60-64	7,300	8,503	15,803
45-64 Subtotal	33,130	38,710	71,840
45-64 Subtotal %	35.34%	36.31%	35.86%
65-69	2,202	2,054	4,256
70-74	730	566	1,295
75-79	276	195	471
80-84	86	72	158
85-89	27	38	66
>=90	7	18	25
>=65 Subtotal	3,328	2,943	6,271
>=65 Subtotal %	3.55%	2.76%	3.13%
Total	93,752	106,608	200,360



HEDIS® 2020

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



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