



HEDIS[®] MY 2020

**A Detailed Data Set
From the Year 2020**

COMMERCIAL PRODUCT



Embrace better health.[®]

We are pleased to present the AvMed HEDIS MY 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.



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Effectiveness of Care

Childhood immunization Status

4 DTaP by 2nd birthday	86.62%
3 IPV by 2nd birthday	93.19%
1 MMR between 1st and 2nd birthday	91.73%
3 HiB by 2nd birthday	93.92%
2 Hep A by 2nd birthday	86.13%
3 Hep B by 2nd birthday	91.24%
2 or 3 Rotavirus by 2nd birthday	86.37%
2 Influenza by 2nd birthday	51.09%
1 VZV between 1st and 2nd birthday	91.48%
4 Pneumococcal conjugate	88.32%
Combo 2 (DTaP, IPV, MMR, HiB, Hep B, VZV)	81.51%
Combo 10 (Combo 2 plus Hep A, Influenza, Pneumonia, Polio, Rotavirus)	43.80%

Immunizations for Adolescents

Meningococcal between 11th and 13th birthday	83.45%
Tdap/TD between 10th and 13th birthday	91.48%
*Human Papillomavirus Vaccine for Female	
Adolescents (HPV)	30.41%
Combo 1 (Meningococcal & Tdap/TD)	82.73%
Combo 2 (Meningococcal, Tdap & HPV)	28.95%

Appropriate Testing for Pharyngitis

Members diagnosed with pharyngitis and on an antibiotic who received a group A strep test	58.82%
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Appropriate Treatment for URI

Members diagnosis of upper respiratory infection who were not dispensed an antibiotic	74.99%
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Breast Cancer Screening

Women, continuously enrolled for 2 years, who have received a mammogram within a two-year period	75.16%
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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	83.41%
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Comprehensive Diabetes Care

HbA1c testing	85.64%
HbA1c poor control (>9.0%)	31.63%
HbA1c control (<8.0%)	59.12%
Eye exam	29.44%
Blood pressure controlled <140/90 mm Hg	50.36%

Antidepressant Medication Management

Effective acute phase treatment	62.68%
Effective continuation phase treatment	46.00%

Follow-up After Hospitalization for Mental Illness

Received follow-up within 7 days of discharge	34.66%
Received follow-up within 30 days of discharge	54.61%

Controlling High Blood Pressure

Adults 18-85 with hypertension who controlled blood pressure to <140/90 mm HG	51.09%
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Persistent beta blocker treatment after a heart attack

.....	73.42%
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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.....	47.46%
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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	38.74%
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Pharmacotherapy Management of COPD Exacerbation

Use of systemic corticosteroid	66.67%
Use of bronchodilator	82.22%

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	69.96%
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Colorectal Cancer Screening

Ages 50-75	57.14%
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Access/Availability

Adults' Access to Preventive/Ambulatory Health Services

Ages 20-44	93.07%
Ages 45-64	96.52%
Ages 65+	97.03%

Prenatal and Postpartum Care

Timely prenatal care in first trimester	84.43%
Postpartum care between 21 and 56 days after delivery	82.73%

Well-Child Visits in the First 30 Months of Life

First 15 Months	84.60%
15 Months - 30 Months	85.87%

Well-Child Visits

Percentage of children receiving one or more visits during the year.

ages 3-11	70.01%
ages 12-17	60.02%
ages 18-21	39.81%

Adolescent Well-Care Visits

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

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	86.52%
Easy to get care quickly	84.77%
Claims processing efficient	N/A
Customer service at AvMed	N/A
Getting needed care	94.47%

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

Overall satisfaction with AvMed	82.49%
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Health Plan Stability

Total Membership

Product/Product Line	Members*
HMO total	181,860
Commercial	159,317
Medicare	22,543
POS total	12,363
Commercial	12,363
Medicare	0
TOTAL	194,223

*Enrollment as of Dec. 31, 2020

Use of Services

Frequency of selected procedures

Procedure	Age	Sex	Number of Procedures	Procedures/1,000 Members
Tonsillectomy	0-9	M&F	43	2.58
	10-19	M&F	19	0.85
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	0.11
	15-44	Female	0	0
	45-64	Female	3	0.09
	65+	Male	1	0.30
	65+	Female	0	0.00
Cholecystectomy, Closed (Laparoscopic)	30-64	Male	112	2.36
	15-44	Female	161	3.84
	45-64	Female	133	3.86
	65+	Male	10	3.03
	65+	Female	15	5.23
Back Surgery	20-44	Male	36	1.22
	20-44	Female	26	0.72
	45-64	Male	100	3.34
	45-64	Female	91	2.64
	65+	Male	21	6.36
	65+	Female	17	5.92
PCI	45-64	Male	133	4.45
	45-64	Female	28	0.81
	65+	Male	24	7.27
	65+	Female	13	4.53
Cardiac Catheterization	45-64	Male	212	7.09
	45-64	Female	130	3.78
	65+	Male	42	12.73
	65+	Female	29	10.11
Coronary Artery Bypass Graft	45-64	Male	34	1.14
	45-64	Female	3	0.09
	65+	Male	13	3.94
	65+	Female	4	1.39
Prostatectomy	45-64	Male	87	2.91
	65+	Male	34	10.30
Mastectomy	15-44	Female	19	0.45
	45-64	Female	98	2.85
	65+	Female	10	3.49
Lumpectomy	15-44	Female	53	1.26
	45-64	Female	127	3.69
	65+	Female	10	3.49
Bariatric Weight Loss Surgery	0-19	Male	1	0.05
	0-19	Female	5	0.26
	20-44	Male	34	1.15
	20-44	Female	146	4.04
	45-64	Male	31	1.04
	45-64	Female	100	2.91
	65+	Male	1	0.30
	65+	Female	4	1.39

Plan Description

Member Enrollment by Age and Sex

Age	Male	Female	Total
<1	827	794	1,620
1-4	3,253	3,125	6,377
5-9	4,483	4,217	8,700
10-14	5,424	5,085	10,509
15-17	3,602	3,344	6,946
18-19	2,497	2,397	4,894
0-19 Subtotal	20,086	18,962	39,046
0-19 Subtotal %	24.23%	20.51%	22.27%
20-24	6,718	6,908	13,625
25-29	5,264	6,680	11,945
30-34	5,519	7,262	12,781
35-39	5,897	7,614	13,511
40-44	6,174	7,699	13,873
20-44 Subtotal	29,572	36,163	65,735
20-44 Subtotal %	35.67%	39.12%	37.49%
45-49	7,233	8,528	15,761
50-54	7,630	8,896	16,526
55-59	8,260	9,207	17,467
60-64	6,817	7,799	14,616
45-64 Subtotal	29,940	34,430	64,370
45-64 Subtotal %	36.11%	37.25%	36.71%
65-69	2,179	1,962	4,141
70-74	721	570	1,291
75-79	282	216	497
80-84	92	76	167
85-89	27	33	60
>=90	9	19	28
>=65 Subtotal	3,310	2,876	6,184
>=65 Subtotal %	3.99%	3.11%	3.53%
Total	82,908	92,431	175,335



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