

WASHINGTON STATE COMMON MEASURE SET
FOR HEALTH CARE QUALITY AND COST

Performance Results for Health Insurance Plans

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Introduction

The goal of this report is to highlight how health plans, both commercial and Medicaid managed care organizations (MCOs), perform across a common set of measures. The measures are part of the Washington State Common Measure Set on Health Care Quality and Cost. The Common Measure Set includes a total of 52 measures that enable a common way of tracking important elements of health and health care performance, focusing on access to primary care, prevention, acute care and chronic care. The measures included in this report on health plans include a subset of the 52 measures.

The measures included in this report have been in use for a number of years and are required for health plans that are accredited through the National Quality Committee for Quality Assurance (NCQA). However, this is the first time that performance results are being publicly reported for health plans serving Washington's population. It is intended that these performance results inform health care benefits purchasing for both public and private purchasers.

Health insurance plans play an important role in health care beyond helping people pay for essential medical services. Health plans strive to control costs and improve the quality of health care for their members. Using the data available to them, health plans can assist physicians and other providers in closing gaps in patient care, ensure patient safety and reduce waste in the system.

There are many ways health insurance plans can accomplish these goals. They can implement well-coordinated wellness, disease management and other member engagement programs. They can share useful information about patient care with members, medical groups and hospitals to help them promote health and manage disease. Health plans can effectively utilize provider contracting and payment that includes clear financial incentives to manage total cost of care while also achieving important quality-related goals.

There are a number of factors to consider when looking at these results. Health benefit design may impact results. For example, health care insurance with limited benefits and/or a high deductible may dissuade consumers from seeking the right care. Plan performance rates may also be impacted by the population covered by that health plan (e.g., if a population is less healthy). In addition, individual consumers, and the choices they make to get preventive care at the right time or to follow their doctor's advice to manage chronic conditions, may also affect the performance of each health plan. And, last but certainly not least, how well health care providers across Washington State deliver care and treatments proven to be effective will impact the health plan's results.

About the Results

When reviewing the performance results that follow, you will see variation in health plan performance. You will also see that Washington health plan performance is, generally speaking, low compared to national 90th percentile benchmark performance – the level of performance that we aspire to. These results indicate important opportunities for improvement. In health care, significant variation is considered a sign of poor quality. In a highly functioning health care delivery system, most everyone would receive a similar high-level of evidence-based care for the same condition. However, we know this is not the case in Washington and elsewhere around the country. An important first step in reducing variation is measuring it and sharing results to develop a common understanding of what needs to improve and where it needs to improve.

The results included in this report are largely drawn from results reported by the health plans to and audited by the National Committee for Quality Assurance (NCQA). There are performance results for a total of 14 health plans included in this 2015 report including nine commercial health plans and five Medicaid health plans. Performance results for additional health plans will likely be included in 2016, e.g., Columbia United Providers, Kaiser Permanente Northwest and KPS Health Plan.

Commercial health plans

- Aetna
- Asuris Northwest Health (an affiliate of Regence Blue Shield)
- Cigna
- Group Health Cooperative
- Group Health Options
- LifeWise Health Plan of Washington (an affiliate of Premiera Blue Cross)
- Premiera Blue Cross
- Regence Blue Shield
- UnitedHealthcare of Washington

Medicaid health plans

- Amerigroup
- Community Health Plan of Washington
- Coordinated Care
- Molina Healthcare of Washington
- UnitedHealthcare Community Plan

The following chart shows the 2014 enrollment for each health plan. These enrollment figures are estimates and are intended to give an indication of the relative size of each health plan in Washington State during this time period.





Commercial Health Plans		Medicaid Health Plans	
Aetna	313,600	Amerigroup	129,710
Asuris Northwest Health	41,220	Community Health Plan of Washington	351,190
Cigna	129,380	Coordinated Care	175,350
Group Health Cooperative	357,320	Molina Healthcare of Washington	497,500
Group Health Options	139,490	UnitedHealthcare Community Plan	
LifeWise Health Plan of Washington	75,830		
Premera Blue Cross	628,640		
Regence Blue Shield	446,130		
UnitedHealthcare of Washington	282,350		

Note: Enrollment was derived from the Washington State Office of the Insurance Commissioner 2014 Annual Report, the Washington State Health Care Authority, and/or confirmed with the health plan.

How to Read this Report

Most of the results included in this report are drawn from results reported by the health plans to the NCQA Quality Compass.® NCQA audits these results before they are finalized.

The following overview charts rank health plans (commercial and Medicaid, separately) based on their results. The ranking is based on a formula that awards two points for each measure with **above average** results, one point for each measure with **average** results, and subtracts two points for each measure with **below average** results. There are a total of 36 measures that are potentially available for health plans to report on. But, as you'll see below, health plans do not report results for all measures. In some cases, this is because the health plan has too few members to report statistically valid results for a particular measure. In other cases, health plans may not be willing, able or allowed to report results. Commercial health plans are compared to the NCQA national benchmarks for all lines of business. Managed Medicaid health plans are compared to the NCQA national benchmarks for Medicaid HMO. See page 71 for notes related to specific measures. Full details on measure specifications for each of these measures can be found in the [Technical Specifications for Community Checkup Measures](#).

Icon/notation	About the symbol
 WORSE	<p>For commercial plan results: Result is below NCQA 2015 Quality Compass National 50th percentile benchmark for commercial, all lines of business (LOB).</p> <p>For MCO results: Result is below NCQA 2015 Quality Compass National 50th percentile benchmark for Medicaid HMO.</p>
 AVERAGE	<p>For commercial plan results: Result is between NCQA 2015 Quality Compass National 50th and 75th percentile benchmarks for commercial, all lines of business (LOB).</p> <p>For MCO results: Result is between NCQA 2015 Quality Compass National 50th and 75th percentile benchmarks for Medicaid HMO.</p>
 BETTER	<p>For commercial plan results: Result is at or above NCQA 2015 Quality Compass National 75th percentile benchmark for commercial, all lines of business (LOB).</p> <p>For MCO results: Result is at or above NCQA 2015 Quality Compass National 75th percentile benchmarks for Medicaid HMO.</p>
 BETTER	<p>For commercial plan results: Result is at or above NCQA 2015 Quality Compass National 90th percentile benchmark for commercial, all lines of business (LOB).</p> <p>For MCO results: Result is at or above NCQA 2015 Quality Compass National 90th percentile benchmarks for Medicaid HMO.</p>
N/A	Too few members (<30) in denominator to report statistically valid result.
N/R	Plan not willing, able or allowed to report.

As noted above, there are a total of 36 measures that are potentially available for health plans to report on as part of the Washington State Common Measure Set on Health Care Quality and Cost. However, as you'll see in the charts that follow, none of the health plans report results to Quality Compass® for all 36 measures.

- For commercial health plans: Asuris Northwest Health (an affiliate of Regence Blue Shield) has the most comprehensive reporting with results on 34 measures. Premera Blue Cross and LifeWise Health Plan of Washington (an affiliate of Premera Blue Cross) report results on only 14 measures. The remaining six health plans all report results for 31 of the 36 measures.
- For Medicaid health plans: Molina Healthcare of Washington has the most comprehensive reporting with results on 25 measures, followed by Community Health Plan of Washington with 24, UnitedHealthcare Community Plan with 23, and both Coordinated Care and Amerigroup with 18.

Health plan results shown in this report may differ from results for health plan products that are available on the individual market via Washington's Health Benefit Exchange. Performance rates may be lower for individual plans than for commercial or group business plans. This is, in large part, because people with continuous employer or union-sponsored health care benefits over a longer period of time may see a different health impact than those who individually purchase health insurance and who may have not had regular access to the health care they need.

Ranking Health Plan Performance for Commercially Insured



Ranking Health Performance for Medicaid Insured



Notes:

Based on NCQA 2015 HEDIS Final Rates (measurement period 1/1/2014 - 12/31/2014) from Quality Compass®, except for **, which are based upon results provided by HCA and Qualis Health. Quality Compass® 2015 is used with permission of the National Committee for Quality Assurance ("NCQA"). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

Better = Number of measures where the health plan's performance rate was at or above the National Medicaid HMO HEDIS 75th percentile.




























































































Average = Number of measures where the health plan's performance rate was between the HEDIS National Medicaid HMO HEDIS 50th-74th percentiles.

Worse = Number of measures where the health plan's performance rate was below the HEDIS National Medicaid HMO HEDIS 50th percentile.

Columbia United Providers is not included because it did not have Medicaid clients during the measurement period.

Comparison of Commercial Health Insurance Plans

































Measure Name	Aetna	Asuris Northwest Health	Cigna	Group Health Cooperative	Group Health Options	LifeWise Health Plan	Premiera Blue Cross	Regence Blue Shield	United Healthcare
Access to Care									
Child and adolescent access to primary care - ages 12–24 months	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	N/R	N/R	▼ WORSE	▼ WORSE
Child and adolescent access to primary care - ages 2–6 years	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	N/R	N/R	▼ WORSE	▼ WORSE
Child and adolescent access to primary care - ages 7–11 years	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	N/R	N/R	▼ WORSE	▼ WORSE
Child and adolescent access to primary care - ages 12–19 years	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE	N/R	N/R	■ AVERAGE	▼ WORSE
Adult access to preventive/ ambulatory care - ages 20–44	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE	■ AVERAGE	N/R	N/R	■ AVERAGE	▼ WORSE
Adult access to preventive/ ambulatory care - ages 45–64	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE	N/R	N/R	■ AVERAGE	▼ WORSE
Adult access to preventive/ ambulatory care - ages 65+	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	N/R	N/R	■ AVERAGE	■ AVERAGE
Asthma and COPD									
Use of appropriate medication	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE

Measure Name	Aetna	Asuris Northwest Health	Cigna	Group Health Cooperative	Group Health Options	LifeWise Health Plan	Premiera Blue Cross	Regence Blue Shield	United Healthcare
Use of spirometry testing in the assessment and diagnosis of COPD	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 WORSE	 AVERAGE
Diabetes									
Blood pressure control ¹	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	N/R	N/R	 AVERAGE	 AVERAGE
Eye exam ¹	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 BETTER	 WORSE	 AVERAGE	 BETTER	 AVERAGE
Blood sugar (HbA1c) test ¹	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Kidney disease screening ¹	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE
Blood sugar (HbA1c) poor control ^{1,2}	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 WORSE	 WORSE	 WORSE	 AVERAGE
Health Screenings									
Screening for breast cancer	 WORSE	 AVERAGE	 WORSE	 BETTER	 AVERAGE	 WORSE	 AVERAGE	 AVERAGE	 WORSE
Screening for cervical cancer	 WORSE	 AVERAGE ¹	 AVERAGE ¹	 AVERAGE ¹	 AVERAGE ¹	 WORSE ¹	 AVERAGE ¹	 WORSE ¹	 WORSE
Screening for chlamydia	 AVERAGE	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE	 WORSE	 WORSE	 AVERAGE	 AVERAGE
Screening for colon cancer ¹	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Well-child visits - ages 3 - 6 years	 WORSE	 WORSE	 WORSE	 AVERAGE	 WORSE	N/R	N/R	 WORSE	 WORSE

Measure Name	Aetna	Asuris Northwest Health	Cigna	Group Health Cooperative	Group Health Options	LifeWise Health Plan	Premiera Blue Cross	Regence Blue Shield	United Healthcare
Hypertension									
Controlling high blood pressure ¹	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
Medication Safety									
Medication safety - monitoring patients on hypertension medications	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	N/R	N/R	▼ WORSE	■ AVERAGE
Mental Health & Depression									
Antidepressant medication (12 weeks)	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Antidepressant medication (6 months)	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Follow-up after hospitalization for mental illness (30 days)	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE	N/R	N/R	■ AVERAGE	■ AVERAGE
Follow-up after hospitalization for mental illness (7 days)	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Obesity Prevention									
Weight assessment for children and adolescents (BMI percentile) - ages 3-17	▼ WORSE	▼ WORSE ¹	■ AVERAGE ¹	■ AVERAGE ¹	■ AVERAGE ¹	N/R	N/R	▼ WORSE	▼ WORSE
Counseling for nutrition for children and adolescents - ages 3-17	▼ WORSE	■ AVERAGE ¹	■ AVERAGE ¹	■ AVERAGE ¹	■ AVERAGE ¹	N/R	N/R	■ AVERAGE	▼ WORSE














Measure Name	Aetna	Asuris Northwest Health	Cigna	Group Health Cooperative	Group Health Options	LifeWise Health Plan	Premiera Blue Cross	Regence Blue Shield	United Healthcare
Counseling for physical activity for children and adolescents - ages 3-17	▼ WORSE	■ AVERAGE ¹	■ AVERAGE ¹	■ AVERAGE ¹	■ AVERAGE ¹	N/R	N/R	■ AVERAGE	▼ WORSE
Weight assessment - ages 18-74	▼ WORSE	■ AVERAGE ¹	■ AVERAGE ¹	■ AVERAGE ¹	■ AVERAGE ¹	N/R	N/R	■ AVERAGE	▼ WORSE
Potentially Avoidable Care									
Appropriate testing for children with pharyngitis	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE
Avoidance of antibiotic treatment in adults with acute bronchitis ³	■ AVERAGE	■ AVERAGE	■ AVERAGE	★ BETTER	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
30-day all-cause hospital readmissions	▼ WORSE	★ BETTER	▼ WORSE	▼ WORSE	● BETTER	N/R	N/R	▼ WORSE	▼ WORSE
Avoidance of x-ray, MRI and CT scan for low back pain	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
Tobacco Cessation									
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	■ AVERAGE	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Medical assistance with tobacco use cessation - discussing cessation medications	N/A	■ AVERAGE	N/A	N/A	N/A	N/R	N/R	N/A	N/A
Medical assistance with tobacco use cessation - discussing cessation strategies	N/A	■ AVERAGE	N/A	N/A	N/A	N/R	N/R	N/A	N/A

Comparison of Medicaid Managed Care Organizations (MCOs)










Measure Name	Amerigroup ⁴	Community Health Plan	Coordinated Care ³	Molina Healthcare	United Healthcare Community Plan
Access to Care					
Child and adolescent access to primary care - ages 12–24 months	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE
Child and adolescent access to primary care - ages 2–6 years	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Child and adolescent access to primary care - ages 7–11 years	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Child and adolescent access to primary care - ages 12–19 years	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Adult access to preventive/ambulatory care - ages 20–44	 WORSE	 AVERAGE	 WORSE	 AVERAGE	 WORSE
Adult access to preventive/ambulatory care - ages 45–64	 WORSE	 AVERAGE	 WORSE	 AVERAGE	 WORSE
Adult access to preventive/ambulatory care - ages 65+	N/A	 AVERAGE	N/A	N/A	N/A
COPD					
Use of spirometry testing in the assessment and diagnosis of COPD	N/A	N/R	N/A	 AVERAGE	N/R

Measure Name	Amerigroup ⁴	Community Health Plan	Coordinated Care ³	Molina Healthcare	United Healthcare Community Plan
Diabetes					
Diabetes - blood pressure control ¹	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE
Eye exam ¹	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE	▼ WORSE
Blood sugar (HbA1c) test ¹	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Kidney disease screening ¹	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Blood sugar (HbA1c) poor control ¹	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE
Health Screenings					
Screening for breast cancer	▼ WORSE	■ AVERAGE	▼ WORSE	■ AVERAGE	▼ WORSE
Screening for cervical cancer ¹	▼ WORSE	■ AVERAGE	▼ WORSE	■ AVERAGE	▼ WORSE
Screening for chlamydia	▼ WORSE	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE
Well-child visits - ages 3 - 6 years ¹	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
Hypertension					
Controlling high blood pressure ¹	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	▼ WORSE

Measure Name	Amerigroup ⁴	Community Health Plan	Coordinated Care ³	Molina Healthcare	United Healthcare Community Plan
Medication Safety					
Medication safety - monitoring patients on hypertension medications	N/A	N/R	N/A	■ AVERAGE	N/R
Mental Health & Depression					
Antidepressant medication (12 weeks)	N/A	■ AVERAGE	N/A	▼ WORSE	■ AVERAGE
Antidepressant medication (6 months)	N/A	■ AVERAGE	N/A	■ AVERAGE	■ AVERAGE
Follow-up after hospitalization for mental illness (30 days)	N/A	N/A	N/A	N/A	N/A
Follow-up after hospitalization for mental illness (7 days)	N/A	N/A	N/A	N/A	N/A
Obesity Prevention					
Weight assessment for children and adolescents (BMI percentile) - ages 3-17 ¹	N/A	▼ WORSE	N/A	▼ WORSE	▼ WORSE
Counseling for nutrition for children and adolescents - ages 3-17 ¹	▼ WORSE	■ AVERAGE	▼ WORSE	▼ WORSE	▼ WORSE
Counseling for physical activity for children and adolescents - ages 3-17 ¹	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE	▼ WORSE
Weight assessment - ages 18-74 ¹	N/A	■ AVERAGE	N/A	■ AVERAGE	▼ WORSE

Measure Name	Amerigroup ⁴	Community Health Plan	Coordinated Care ³	Molina Healthcare	United Healthcare Community Plan
Potentially Avoidable Care					
Appropriate testing for children with pharyngitis	 AVERAGE	 WORSE	 WORSE	 WORSE	 WORSE
Avoidance of antibiotic treatment in adults with acute bronchitis ²	 BETTER	 AVERAGE	 BETTER	 AVERAGE	 AVERAGE
Avoidance of x-ray, MRI and CT scan for low back pain	N/A	 AVERAGE	N/A	 AVERAGE	 AVERAGE
Tobacco Cessation					
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	N/A	N/A	N/A
Medical assistance with tobacco use cessation - discussing cessation medications	N/A	N/A	N/A	N/A	N/A
Medical assistance with tobacco use cessation - discussing cessation strategies	N/A	N/A	N/A	N/A	N/A

Aetna (Commercial)










Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Child and adolescent access to primary care - ages 12–24 months	 WORSE	96%	99%
Child and adolescent access to primary care - ages 2–6 years	 WORSE	87%	96%
Child and adolescent access to primary care - ages 7–11 years	 WORSE	90%	97%
Child and adolescent access to primary care - ages 12–19 years	 AVERAGE	88%	95%
Adult access to preventive/ambulatory care - ages 20–44	 AVERAGE	93%	95%
Adult access to preventive/ambulatory care - ages 45–64	 AVERAGE	96%	97%
Adult access to preventive/ambulatory care - ages 65+	 AVERAGE	97%	99%
Asthma and COPD			
Use of appropriate medication	 AVERAGE	91%	94%
Use of spirometry testing in the assessment and diagnosis of COPD	 AVERAGE	38%	52%











Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ^{1,5}	▼ WORSE	48%	21%
Blood sugar (HbA1c) test ¹	■ AVERAGE	89%	94%
Diabetes - blood pressure control ¹	■ AVERAGE	64%	76%
Eye exam ¹	■ AVERAGE	57%	70%
Kidney disease screening ¹	■ AVERAGE	84%	90%
Health Screenings			
Screening for breast cancer	▼ WORSE	69%	80%
Screening for cervical cancer	▼ WORSE	72%	82%
Screening for chlamydia	■ AVERAGE	42%	60%
Screening for colon cancer ¹	■ AVERAGE	62%	72%
Well-child visits - ages 3 - 6 years	▼ WORSE	67%	87%










Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure	▼ WORSE	46%	75%
Medication Safety			
Medication safety - monitoring patients on hypertension medications	■ AVERAGE	81%	86%
Mental Health & Depression			
Antidepressant medication (12 weeks)	■ AVERAGE	73%	75%
Antidepressant medication (6 months)	■ AVERAGE	58%	60%
Follow-up after hospitalization for mental illness (30 days)	■ AVERAGE	68%	84%
Follow-up after hospitalization for mental illness (7 days)	■ AVERAGE	46%	67%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17 ¹	▼ WORSE	47%	78%
Counseling for physical activity for children and adolescents - ages 3-17 ¹	▼ WORSE	46%	73%









Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Weight assessment for children and adolescents (BMI percentile) - ages 3-17 ¹	▼ WORSE	48%	83%
Weight assessment - ages 18-74 ¹	▼ WORSE	62%	91%
Potentially Avoidable Care			
30-day all-cause hospital readmissions	▼ WORSE	77%	59%
Appropriate testing for children with pharyngitis	■ AVERAGE	84%	92%
Avoidance of antibiotic treatment in adults with acute bronchitis ²	■ AVERAGE	29%	38%
Avoidance of x-ray, MRI and CT scan for low back pain	■ AVERAGE	79%	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	83%
Medical assistance with tobacco use cessation - discussing cessation medications	N/A	N/A	58%
Medical assistance with tobacco use cessation - discussing cessation strategies	N/A	N/A	56%

Asuris Northwest Health (Commercial)










Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Child and adolescent access to primary care - ages 12–24 months	 AVERAGE	97%	99%
Child and adolescent access to primary care - ages 2–6 years	 WORSE	87%	96%
Child and adolescent access to primary care - ages 7–11 years	 WORSE	88%	97%
Child and adolescent access to primary care - ages 12–19 years	 WORSE	85%	95%
Adult access to preventive/ambulatory care - ages 20–44	 WORSE	92%	95%
Adult access to preventive/ambulatory care - ages 45–64	 AVERAGE	95%	97%
Adult access to preventive/ambulatory care - ages 65+	 AVERAGE	95%	99%
Asthma and COPD			
Use of appropriate medication	 AVERAGE	92%	94%
Use of spirometry testing in the assessment and diagnosis of COPD	 AVERAGE	35%	52%











Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ¹	 AVERAGE	35%	21%
Blood sugar (HBA1c) test ¹	 AVERAGE	90%	94%
Diabetes - blood pressure control ¹	 AVERAGE	64%	76%
Eye exam ¹	 AVERAGE	58%	70%
Kidney disease screening ¹	 AVERAGE	82%	90%
Health Screenings			
Screening for breast cancer	 AVERAGE	72%	80%
Screening for cervical cancer ¹	 AVERAGE	72%	82%
Screening for chlamydia	 WORSE	33%	60%
Screening for colon cancer	 AVERAGE	56%	72%
Well-child visits - ages 3 - 6 years	 WORSE	63%	87%









Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure ¹	 AVERAGE	62%	75%
Medication Safety			
Medication safety - monitoring patients on hypertension medications	 WORSE	79%	86%
Mental Health & Depression			
Antidepressant medication (12 weeks)	 AVERAGE	62%	75%
Antidepressant medication (6 months)	 AVERAGE	47%	60%
Follow-up after hospitalization for mental illness (30 days)	 AVERAGE	80%	84%
Follow-up after hospitalization for mental illness (7 days)	 AVERAGE	53%	67%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17 ¹	 AVERAGE	52%	78%
Counseling for physical activity for children and adolescents - ages 3-17 ¹	 AVERAGE	49%	73%
Weight assessment for children and adolescents (BMI percentile) - ages 3-17 ¹	 WORSE	48%	83%







Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Weight assessment - ages 18-74 ¹	 AVERAGE	83%	91%
Potentially Avoidable Care			
30-day all-cause hospital readmissions	 BETTER	55%	59%
Appropriate testing for children with pharyngitis	 WORSE	66%	92%
Avoidance of antibiotic treatment in adults with acute bronchitis ²	 AVERAGE	26%	38%
Avoidance of x-ray, MRI and CT scan for low back pain	 AVERAGE	79%	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	 AVERAGE	63%	83%
Medical assistance with tobacco use cessation - discussing cessation medications	 AVERAGE	41%	58%
Medical assistance with tobacco use cessation - discussing cessation strategies	 AVERAGE	32%	56%

Cigna (Commercial)










Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Child and adolescent access to primary care - ages 12–24 months	 AVERAGE	96%	99%
Child and adolescent access to primary care - ages 2–6 years	 WORSE	88%	96%
Child and adolescent access to primary care - ages 7–11 years	 WORSE	90%	97%
Child and adolescent access to primary care - ages 12–19 years	 AVERAGE	88%	95%
Adult access to preventive/ambulatory care - ages 20–44	 WORSE	92%	95%
Adult access to preventive/ambulatory care - ages 45–64	 WORSE	95%	97%
Adult access to preventive/ambulatory care - ages 65+	 AVERAGE	96%	99%
Asthma and COPD			
Use of appropriate medication	 AVERAGE	92%	94%
Use of spirometry testing in the assessment and diagnosis of COPD	 AVERAGE	41%	52%











Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ¹	 AVERAGE	25%	21%
Blood sugar (HBA1c) test ¹	 AVERAGE	93%	94%
Diabetes - blood pressure control ¹	 AVERAGE	64%	76%
Eye exam ¹	 AVERAGE	57%	70%
Kidney disease screening ¹	 AVERAGE	86%	90%
Health Screenings			
Screening for breast cancer	 WORSE	69%	80%
Screening for cervical cancer ¹	 AVERAGE	75%	82%
Screening for chlamydia	 AVERAGE	41%	60%
Screening for colon cancer ¹	 AVERAGE	58%	72%
Well-child visits - ages 3 - 6 years	 WORSE	70%	87%










Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure ¹	 AVERAGE	63%	75%
Medication Safety			
Medication safety - monitoring patients on hypertension medications	 AVERAGE	82%	86%
Mental Health & Depression			
Antidepressant medication (12 weeks)	 AVERAGE	67%	75%
Antidepressant medication (6 months)	 AVERAGE	51%	60%
Follow-up after hospitalization for mental illness (30 days)	 AVERAGE	75%	84%
Follow-up after hospitalization for mental illness (7 days)	 AVERAGE	50%	67%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17 ¹	 AVERAGE	52%	78%
Counseling for physical activity for children and adolescents - ages 3-17 ¹	 AVERAGE	53%	73%






Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Weight assessment for children and adolescents (BMI percentile) - ages 3-17 ¹	 AVERAGE	54%	83%
Weight assessment - ages 18-74 ¹	 AVERAGE	71%	91%
Potentially Avoidable Care			
30-day all-cause hospital readmissions	 WORSE	71%	59%
Appropriate testing for children with pharyngitis	 AVERAGE	81%	92%
Avoidance of antibiotic treatment in adults with acute bronchitis ²	 AVERAGE	29%	38%
Avoidance of x-ray, MRI and CT scan for low back pain	 AVERAGE	80%	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	83%
Medical assistance with tobacco use cessation - discussing cessation medications	N/A	N/A	58%
Medical assistance with tobacco use cessation - discussing cessation strategies	N/A	N/A	56%

Group Health Cooperative (Commercial)










Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Child and adolescent access to primary care - ages 12–24 months	 AVERAGE	98%	99%
Child and adolescent access to primary care - ages 2–6 years	 WORSE	90%	96%
Child and adolescent access to primary care - ages 7–11 years	 WORSE	90%	97%
Child and adolescent access to primary care - ages 12–19 years	 AVERAGE	90%	95%
Adult access to preventive/ambulatory care - ages 20–44	 AVERAGE	94%	95%
Adult access to preventive/ambulatory care - ages 45–64	 AVERAGE	97%	97%
Adult access to preventive/ambulatory care - ages 65+	 AVERAGE	98%	99%
Asthma and COPD			
Use of appropriate medication	 WORSE	87%	94%
Use of spirometry testing in the assessment and diagnosis of COPD	 AVERAGE	40%	52%











Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ¹	 AVERAGE	23%	21%
Blood sugar (HbA1c) test ¹	 AVERAGE	94%	94%
Diabetes - blood pressure control ¹	 AVERAGE	74%	76%
Eye exam ¹	 BETTER	77%	70%
Kidney disease screening ¹	 BETTER	92%	90%
Health Screenings			
Screening for breast cancer	 BETTER	78%	80%
Screening for cervical cancer ¹	 AVERAGE	77%	82%
Screening for chlamydia	 AVERAGE	51%	60%
Screening for colon cancer ¹	 AVERAGE	69%	72%
Well-child visits - ages 3 - 6 years	 AVERAGE	74%	87%










Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure ¹	 AVERAGE	70%	75%
Medication Safety			
Medication safety - monitoring patients on hypertension medications	 AVERAGE	85%	86%
Mental Health & Depression			
Antidepressant medication (12 weeks)	 BETTER	75%	75%
Antidepressant medication (6 months)	 BETTER	61%	60%
Follow-up after hospitalization for mental illness (30 days)	 BETTER	82%	84%
Follow-up after hospitalization for mental illness (7 days)	 BETTER	68%	67%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17 ¹	 AVERAGE	66%	78%
Counseling for physical activity for children and adolescents - ages 3-17 ¹	 AVERAGE	65%	73%
Weight assessment for children and adolescents (BMI percentile) - ages 3-17 ¹	 AVERAGE	72%	83%






Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Weight assessment - ages 18-74 ¹	 AVERAGE	89%	91%
Potentially Avoidable Care			
30-day all-cause hospital readmissions	 WORSE	72%	59%
Appropriate testing for children with pharyngitis	 AVERAGE	82%	92%
Avoidance of antibiotic treatment in adults with acute bronchitis ²	 BETTER	40%	38%
Avoidance of x-ray, MRI and CT scan for low back pain	 BETTER	82%	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	83%
Medical assistance with tobacco use cessation - discussing cessation medications	N/A	N/A	58%
Medical assistance with tobacco use cessation - discussing cessation strategies	N/A	N/A	56%

Group Health Options (Commercial)



Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Child and adolescent access to primary care - ages 12–24 months	 AVERAGE	97%	99%
Child and adolescent access to primary care - ages 2–6 years	 WORSE	86%	96%
Child and adolescent access to primary care - ages 7–11 years	 WORSE	88%	97%
Child and adolescent access to primary care - ages 12–19 years	 WORSE	87%	95%
Adult access to preventive/ambulatory care - ages 20–44	 AVERAGE	92%	95%
Adult access to preventive/ambulatory care - ages 45–64	 AVERAGE	96%	97%
Adult access to preventive/ambulatory care - ages 65+	 AVERAGE	98%	99%
Asthma and COPD			
Use of appropriate medication	 WORSE	85%	94%
Use of spirometry testing in the assessment and diagnosis of COPD	 AVERAGE	41%	52%

Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ¹	 AVERAGE	31%	21%
Blood sugar (HbA1c) test ¹	 AVERAGE	90%	94%
Diabetes - blood pressure control ¹	 AVERAGE	70%	76%
Eye exam ¹	 BETTER	70%	70%
Kidney disease screening ¹	 AVERAGE	87%	90%
Health Screenings			
Screening for breast cancer	 AVERAGE	71%	80%
Screening for cervical cancer ¹	 AVERAGE	73%	82%
Screening for chlamydia	 AVERAGE	51%	60%
Screening for colon cancer ¹	 AVERAGE	67%	72%
Well-child visits - ages 3 - 6 years	 WORSE	68%	87%





Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure	 AVERAGE	63%	75%
Medication Safety			
Medication safety - monitoring patients on hypertension medications	 AVERAGE	83%	86%
Mental Health & Depression			
Antidepressant medication (12 weeks)	 AVERAGE	69%	75%
Antidepressant medication (6 months)	 AVERAGE	54%	60%
Follow-up after hospitalization for mental illness (30 days)	 AVERAGE	80%	84%
Follow-up after hospitalization for mental illness (7 days)	 AVERAGE	67%	67%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17 ¹	 AVERAGE	60%	78%
Counseling for physical activity for children and adolescents - ages 3-17 ¹	 AVERAGE	58%	73%
Weight assessment for children and adolescents (BMI percentile) - ages 3-17 ¹	 AVERAGE	67%	83%




Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Weight assessment - ages 18-74 ¹	 AVERAGE	80%	91%
Potentially Avoidable Care			
30-day all-cause hospital readmissions	 BETTER	63%	59%
Appropriate testing for children with pharyngitis	 AVERAGE	81%	92%
Avoidance of antibiotic treatment in adults with acute bronchitis ²	 BETTER	38%	38%
Avoidance of x-ray, MRI and CT scan for low back pain	 AVERAGE	82%	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	83%
Medical assistance with tobacco use cessation - discussing cessation medications	N/A	N/A	58%
Medical assistance with tobacco use cessation - discussing cessation strategies	N/A	N/A	56%

LifeWise Health Plan of Washington (Commercial)



Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Child and adolescent access to primary care - ages 12–24 months	N/R	N/R	99%
Child and adolescent access to primary care - ages 2–6 years	N/R	N/R	96%
Child and adolescent access to primary care - ages 7–11 years	N/R	N/R	97%
Child and adolescent access to primary care - ages 12–19 years	N/R	N/R	95%
Adult access to preventive/ambulatory care - ages 20–44	N/R	N/R	95%
Adult access to preventive/ambulatory care - ages 45–64	N/R	N/R	97%
Adult access to preventive/ambulatory care - ages 65+	N/R	N/R	99%
Asthma and COPD			
Use of appropriate medication	 AVERAGE	90%	94%
Use of spirometry testing in the assessment and diagnosis of COPD	 AVERAGE	37%	52%









Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ¹	▼ WORSE	45%	21%
Blood sugar (HbA1c) test ¹	■ AVERAGE	90%	94%
Diabetes - blood pressure control ¹	N/R	N/R	76%
Eye exam ¹	▼ WORSE	46%	70%
Kidney disease screening ¹	▼ WORSE	74%	90%
Health Screenings			
Screening for breast cancer	▼ WORSE	68%	80%
Screening for cervical cancer ¹	▼ WORSE	69%	82%
Screening for chlamydia	▼ WORSE	38%	60%
Screening for colon cancer ¹	■ AVERAGE	60%	72%
Well-child visits - ages 3 - 6 years	N/R	N/R	87%

Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure	 WORSE	38%	75%
Medication Safety			
Medication safety - monitoring patients on hypertension medications	N/R	N/R	86%
Mental Health and Depression			
Antidepressant medication (12 weeks)	 AVERAGE	63%	75%
Antidepressant medication (6 months)	 AVERAGE	52%	60%
Follow-up after hospitalization for mental illness (30 days)	N/R	N/R	84%
Follow-up after hospitalization for mental illness (7 days)	 AVERAGE	66%	67%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17	N/R	N/R	78%
Counseling for physical activity for children and adolescents - ages 3-17	N/R	N/R	73%
Weight assessment for children and adolescents (BMI percentile) - ages 3-17	N/R	N/R	83%




Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Weight assessment - ages 18-74	N/R	N/R	91%
Potentially Avoidable Care			
30-day all-cause hospital readmissions	N/R	N/R	59%
Appropriate testing for children with pharyngitis	 AVERAGE	77%	92%
Avoidance of antibiotic treatment in adults with acute bronchitis ²	 AVERAGE	31%	38%
Avoidance of x-ray, MRI and CT scan for low back pain	 BETTER	83%	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	83%
Medical assistance with tobacco use cessation - discussing cessation medications	N/R	N/R	58%
Medical assistance with tobacco use cessation - discussing cessation strategies	N/R	N/R	56%

Premera Blue Cross (Commercial)










Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Child and adolescent access to primary care - ages 12–24 months	N/R	N/R	99%
Child and adolescent access to primary care - ages 2–6 years	N/R	N/R	96%
Child and adolescent access to primary care - ages 7–11 years	N/R	N/R	97%
Child and adolescent access to primary care - ages 12–19 years	N/R	N/R	95%
Adult access to preventive/ambulatory care - ages 20–44	N/R	N/R	95%
Adult access to preventive/ambulatory care - ages 45–64	N/R	N/R	97%
Adult access to preventive/ambulatory care - ages 65+	N/R	N/R	99%
Asthma			
Use of appropriate medication	 AVERAGE	91%	94%
Use of spirometry testing in the assessment and diagnosis of COPD	 AVERAGE	39%	52%











Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ¹	 WORSE	62%	21%
Blood sugar (HbA1c) test ¹	 AVERAGE	91%	94%
Diabetes - blood pressure control ¹	N/R	N/R	76%
Eye exam ¹	 AVERAGE	53%	70%
Kidney disease screening ¹	 AVERAGE	80%	90%
Health Screenings			
Screening for breast cancer	 AVERAGE	71%	80%
Screening for cervical cancer ¹	 AVERAGE	76%	82%
Screening for chlamydia	 WORSE	39%	60%
Screening for colon cancer ¹	 AVERAGE	58%	72%
Well-child visits - ages 3 - 6 years	N/R	N/R	87%











Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure ¹	▼ WORSE	26%	75%
Medication Safety			
Medication safety - monitoring patients on hypertension medications	N/R	N/R	86%
Mental Health & Depression			
Antidepressant medication (12 weeks)	▼ WORSE	61%	75%
Antidepressant medication (6 months)	▼ WORSE	45%	60%
Follow-up after hospitalization for mental illness (30 days)	N/R	N/R	84%
Follow-up after hospitalization for mental illness (7 days)	▼ WORSE	42%	67%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17	N/R	N/R	78%
Counseling for physical activity for children and adolescents - ages 3-17	N/R	N/R	73%





Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Weight assessment for children and adolescents (BMI percentile) - ages 3-17	N/R	N/R	83%
Weight assessment - ages 18-74	N/R	N/R	91%
Potentially Avoidable Care			
30-day all-cause hospital readmissions	N/R	N/R	59%
Appropriate testing for children with pharyngitis	 WORSE	79%	92%
Avoidance of antibiotic treatment in adults with acute bronchitis2	 AVERAGE	26%	38%
Avoidance of x-ray, MRI and CT scan for low back pain	 AVERAGE	78%	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	83%
Medical assistance with tobacco use cessation - discussing cessation medications	N/R	N/R	58%
Medical assistance with tobacco use cessation - discussing cessation strategies	N/R	N/R	56%

Regence Blue Shield (Commercial)

Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Child and adolescent access to primary care - ages 12–24 months	 WORSE	95%	99%
Child and adolescent access to primary care - ages 2–6 years	 WORSE	87%	96%
Child and adolescent access to primary care - ages 7–11 years	 WORSE	89%	97%
Child and adolescent access to primary care - ages 12–19 years	 AVERAGE	88%	95%
Adult access to preventive/ambulatory care - ages 20–44	 AVERAGE	93%	95%
Adult access to preventive/ambulatory care - ages 45–64	 AVERAGE	96%	97%
Adult access to preventive/ambulatory care - ages 65+	 AVERAGE	98%	99%
Asthma and COPD			
Use of appropriate medication	 AVERAGE	90%	94%
Use of spirometry testing in the assessment and diagnosis of COPD	 WORSE	37%	52%











Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ¹	 WORSE	42%	21%
Blood sugar (HbA1c) test ¹	 AVERAGE	91%	94%
Diabetes - blood pressure control ¹	 AVERAGE	61%	76%
Eye exam ¹	 BETTER	67%	70%
Kidney disease screening ¹	 AVERAGE	83%	90%
Health Screenings			
Screening for breast cancer	 AVERAGE	72%	80%
Screening for cervical cancer ¹	 WORSE	68%	82%
Screening for chlamydia	 AVERAGE	43%	60%
Screening for colon cancer ¹	 AVERAGE	65%	72%
Well-child visits - ages 3 - 6 years	 WORSE	70%	87%









Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure ¹	 AVERAGE	60%	75%
Medication Safety			
Medication safety - monitoring patients on hypertension medications	 WORSE	81%	86%
Mental Health & Depression			
Antidepressant medication (12 weeks)	 AVERAGE	65%	75%
Antidepressant medication (6 months)	 AVERAGE	49%	60%
Follow-up after hospitalization for mental illness (30 days)	 AVERAGE	73%	84%
Follow-up after hospitalization for mental illness (7 days)	 AVERAGE	54%	67%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17 ¹	 AVERAGE	53%	78%
Counseling for physical activity for children and adolescents - ages 3-17 ¹	 AVERAGE	53%	73%
Weight assessment for children and adolescents (BMI percentile) - ages 3-17 ¹	 WORSE	48%	83%
Weight assessment - ages 18-74 ¹	 AVERAGE	73%	91%

Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Potentially Avoidable Care			
30-day all-cause hospital readmissions	 WORSE	83%	59%
Appropriate testing for children with pharyngitis	 WORSE	79%	92%
Avoidance of antibiotic treatment in adults with acute bronchitis2	 AVERAGE	28%	38%
Avoidance of x-ray, MRI and CT scan for low back pain	 AVERAGE	80%	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	83%
Medical assistance with tobacco use cessation - discussing cessation medications	N/A	N/A	58%
Medical assistance with tobacco use cessation - discussing cessation strategies	N/A	N/A	56%

UnitedHealthcare of Washington (Commercial)







Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Child and adolescent access to primary care - ages 12–24 months	▼ WORSE	97%	99%
Child and adolescent access to primary care - ages 2–6 years	▼ WORSE	87%	96%
Child and adolescent access to primary care - ages 7–11 years	▼ WORSE	88%	97%
Child and adolescent access to primary care - ages 12–19 years	▼ WORSE	86%	95%
Adult access to preventive/ambulatory care - ages 20–44	▼ WORSE	92%	95%
Adult access to preventive/ambulatory care - ages 45–64	▼ WORSE	95%	97%
Adult access to preventive/ambulatory care - ages 65+	■ AVERAGE	96%	99%
Asthma and COPD			
Use of appropriate medication	▼ WORSE	86%	94%
Use of spirometry testing in the assessment and diagnosis of COPD	■ AVERAGE	37%	52%










Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ¹	 AVERAGE	32%	21%
Blood sugar (HBA1c) test ¹	 AVERAGE	88%	94%
Diabetes - blood pressure control ¹	 AVERAGE	62%	76%
Eye exam ¹	 AVERAGE	49%	70%
Kidney disease screening ¹	 AVERAGE	81%	90%
Health Screenings			
Screening for breast cancer	 WORSE	68%	80%
Screening for cervical cancer	 WORSE	71%	82%
Screening for chlamydia	 AVERAGE	42%	60%
Screening for colon cancer ¹	 AVERAGE	60%	72%
Well-child visits - ages 3 - 6 years	 WORSE	67%	87%




Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure	 WORSE	53%	75%
Medication Safety			
Medication safety - monitoring patients on hypertension medications ¹	 AVERAGE	81%	86%
Mental Health & Depression			
Antidepressant medication (12 weeks)	 AVERAGE	63%	75%
Antidepressant medication (6 months)	 AVERAGE	48%	60%
Follow-up after hospitalization for mental illness (30 days)	 AVERAGE	76%	84%
Follow-up after hospitalization for mental illness (7 days)	 AVERAGE	59%	67%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17	 WORSE	1%	78%
Counseling for physical activity for children and adolescents - ages 3-17	 WORSE	0%	73%



Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Weight assessment for children and adolescents (BMI percentile) - ages 3-17	▼ WORSE	2%	83%
Weight assessment - ages 18-74	▼ WORSE	5%	91%
Potentially Avoidable Care			
30-day all-cause hospital readmissions	▼ WORSE	69%	59%
Appropriate testing for children with pharyngitis	■ AVERAGE	79%	92%
Avoidance of antibiotic treatment in adults with acute bronchitis2	■ AVERAGE	28%	38%
Avoidance of x-ray, MRI and CT scan for low back pain	■ AVERAGE	78%	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	83%
Medical assistance with tobacco use cessation - discussing cessation medications	N/A	N/A	58%
Medical assistance with tobacco use cessation - discussing cessation strategies	N/A	N/A	56%

Amerigroup³ (Medicaid)








Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Child and adolescent access to primary care - ages 12–24 months	 AVERAGE	96%	98%
Child and adolescent access to primary care - ages 2–6 years	 WORSE	83%	93%
Child and adolescent access to primary care - ages 7–11 years	 WORSE	89%	96%
Child and adolescent access to primary care - ages 12–19 years	 WORSE	86%	95%
Adult access to preventive/ambulatory care - ages 20–44	 WORSE	69%	87%
Adult access to preventive/ambulatory care - ages 45–64	 WORSE	79%	92%
Adult access to preventive/ambulatory care - ages 65+	N/A	N/A	92%
COPD			
Use of spirometry testing in the assessment and diagnosis of COPD	N/A	N/A	41%










Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ¹	 AVERAGE	43%	30%
Blood sugar (HbA1c) test ¹	 AVERAGE	91%	92%
Diabetes - blood pressure control ¹	 AVERAGE	58%	77%
Eye exam ¹	 AVERAGE	57%	68%
Kidney disease screening ¹	 AVERAGE	84%	88%
Health Screenings			
Screening for breast cancer	 WORSE	39%	71%
Screening for cervical cancer ¹	 WORSE	35%	73%
Screening for chlamydia	 WORSE	50%	69%
Well-child visits - ages 3 - 6 years ¹	 AVERAGE	68%	84%







Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure ¹	 AVERAGE	53%	70%
Medication Safety			
Medication safety - monitoring patients on hypertension medications	N/A	N/A	92%
Mental Health & Depression			
Antidepressant medication (12 weeks)	N/A	N/A	63%
Antidepressant medication (6 months)	N/A	N/A	48%
Follow-up after hospitalization for mental illness (30 days)	N/A	N/A	80%
Follow-up after hospitalization for mental illness (7 days)	N/A	N/A	64%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17 ¹	 WORSE	56%	80%
Counseling for physical activity for children and adolescents - ages 3-17 ¹	 AVERAGE	52%	72%





Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Weight assessment for children and adolescents (BMI percentile) - ages 3-17 ¹	N/A	N/A	86%
Weight assessment - ages 18-74 ¹	N/A	N/A	93%
Potentially Avoidable Care			
Appropriate testing for children with pharyngitis	 AVERAGE	71%	85%
Avoidance of antibiotic treatment in adults with acute bronchitis 2	 BETTER	63%	40%
Avoidance of x-ray, MRI and CT scan for low back pain	N/A	N/A	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	82%
Medical assistance with tobacco use cessation - discussing cessation medications	N/A	N/A	57%
Medical assistance with tobacco use cessation - discussing cessation strategies	N/A	N/A	51%

Community Health Plan of Washington (Medicaid)

Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Adult access to preventive/ambulatory care - ages 20–44	 AVERAGE	81%	87%
Adult access to preventive/ambulatory care - ages 45–64	 AVERAGE	88%	92%
Adult access to preventive/ambulatory care - ages 65+	 AVERAGE	91%	92%
Child and adolescent access to primary care - ages 12–24 months	 AVERAGE	97%	98%
Child and adolescent access to primary care - ages 2–6 years	 AVERAGE	88%	93%
Child and adolescent access to primary care - ages 7–11 years	 AVERAGE	91%	96%
Child and adolescent access to primary care - ages 12–19 years	 AVERAGE	89%	95%
COPD			
Use of spirometry testing in the assessment and diagnosis of COPD	N/R	N/R	41%










Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ¹	 AVERAGE	33%	30%
Blood sugar (HbA1c) test ¹	 AVERAGE	91%	92%
Diabetes - blood pressure control ¹	 AVERAGE	73%	77%
Eye exam ¹	 AVERAGE	64%	68%
Kidney disease screening ¹	 AVERAGE	82%	88%
Health Screenings			
Screening for breast cancer	 AVERAGE	56%	71%
Screening for cervical cancer ¹	 AVERAGE	56%	73%
Screening for chlamydia	 WORSE	50%	69%
Well-child visits - ages 3 - 6 years ¹	 WORSE	65%	84%


Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure ¹	 AVERAGE	64%	70%
Medication Safety			
Medication safety - monitoring patients on hypertension medications	N/R	N/R	92%
Mental Health & Depression			
Antidepressant medication (12 weeks)	 AVERAGE	52%	63%
Antidepressant medication (6 months)	 AVERAGE	38%	48%
Follow-up after hospitalization for mental illness (30 days)	N/A	N/A	80%
Follow-up after hospitalization for mental illness (7 days)	N/A	N/A	64%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17 ¹	 AVERAGE	57%	80%
Counseling for physical activity for children and adolescents - ages 3-17 ¹	 AVERAGE	50%	72%
Weight assessment for children and adolescents (BMI percentile) - ages 3-17 ¹	 WORSE	37%	86%



Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Weight assessment - ages 18-74 ¹	 AVERAGE	86%	93%
Potentially Avoidable Care			
Appropriate testing for children with pharyngitis	 WORSE	66%	85%
Avoidance of antibiotic treatment in adults with acute bronchitis ²	 AVERAGE	33%	40%
Avoidance of x-ray, MRI and CT scan for low back pain	 AVERAGE	78%	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	82%
Medical assistance with tobacco use cessation - discussing cessation strategies	N/A	N/A	57%
Medical assistance with tobacco use cessation - Discussing Cessation Strategies	N/A	N/A	51%

Coordinated Care³ (Medicaid)








Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Adult access to preventive/ambulatory care - ages 20–44	▼ WORSE	71%	87%
Adult access to preventive/ambulatory care - ages 45–64	▼ WORSE	81%	92%
Adult access to preventive/ambulatory care - ages 65+	N/A	N/A	92%
Child and adolescent access to primary care - ages 12–24 months	■ AVERAGE	98%	98%
Child and adolescent access to primary care - ages 2–6 years	■ AVERAGE	89%	93%
Child and adolescent access to primary care - ages 7–11 years	■ AVERAGE	92%	96%
Child and adolescent access to primary care - ages 12–19 years	■ AVERAGE	91%	95%
COPD			
Use of spirometry testing in the assessment and diagnosis of COPD	N/A	N/A	41%










Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ¹	 AVERAGE	45%	30%
Blood sugar (HbA1c) test ¹	 AVERAGE	91%	92%
Diabetes - blood pressure control ¹	 AVERAGE	60%	77%
Eye exam ¹	 AVERAGE	55%	68%
Kidney disease screening	 AVERAGE	85%	88%
Health Screenings			
Screening for breast cancer	 WORSE	44%	71%
Screening for cervical cancer ¹	 WORSE	43%	73%
Screening for chlamydia	 AVERAGE	55%	69%
Well-child visits - ages 3 - 6 years ¹	 WORSE	67%	84%







Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure ¹	 WORSE	44%	70%
Medication Safety			
Medication safety - monitoring patients on hypertension medications	N/A	N/A	92%
Mental Health & Depression			
Antidepressant medication (12 weeks)	N/A	N/A	63%
Antidepressant medication (6 months)	N/A	N/A	48%
Follow-up after hospitalization for mental illness (30 days)	N/A	N/A	80%
Follow-up after hospitalization for mental illness (7 days)	N/A	N/A	64%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17 ¹	 WORSE	51%	80%
Counseling for physical activity for children and adolescents - ages 3-17 ¹	 AVERAGE	52%	72%






Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Weight assessment for children and adolescents (BMI percentile) - ages 3-17 ¹	N/A	N/A	86%
Weight assessment - ages 18-74	N/A	N/A	93%
Potentially Avoidable Care			
Appropriate testing for children with pharyngitis	 WORSE	46%	85%
Avoidance of antibiotic treatment in adults with acute bronchitis 2	 BETTER	73%	40%
Avoidance of x-ray, MRI and CT scan for low back pain	N/A	N/A	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	82%
Medical assistance with tobacco use cessation - discussing cessation strategies	N/A	N/A	57%
Medical assistance with tobacco use cessation - Discussing Cessation Strategies	N/A	N/A	51%

Molina Healthcare of Washington (Medicaid)







Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Adult access to preventive/ambulatory care - ages 20–44	 AVERAGE	84%	87%
Adult access to preventive/ambulatory care - ages 45–64	 AVERAGE	89%	92%
Adult access to preventive/ambulatory care - ages 65+	N/A	N/A	92%
Child and adolescent access to primary care - ages 12–24 months	 BETTER	98%	98%
Child and adolescent access to primary care - ages 2–6 years	 AVERAGE	89%	93%
Child and adolescent access to primary care - ages 7–11 years	 AVERAGE	93%	96%
Child and adolescent access to primary care - ages 12–19 years	 AVERAGE	93%	95%
COPD			
Use of spirometry testing in the assessment and diagnosis of COPD	 AVERAGE	32%	41%

Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ¹	 AVERAGE	47%	30%
Blood sugar (HbA1c) test ¹	 AVERAGE	90%	92%
Diabetes - blood pressure control ¹	 AVERAGE	66%	77%
Eye exam ¹	 WORSE	48%	68%
Kidney disease screening ¹	 AVERAGE	83%	88%
Health Screenings			
Screening for breast cancer	 AVERAGE	58%	71%
Screening for cervical cancer ¹	 AVERAGE	59%	73%
Screening for chlamydia	 AVERAGE	53%	69%
Well-child visits - ages 3 - 6 years ¹	 AVERAGE	68%	84%




Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure ¹	 AVERAGE	59%	70%
Medication Safety			
Medication safety - monitoring patients on hypertension medications	 AVERAGE	88%	92%
Mental Health & Depression			
Antidepressant medication (12 weeks)	 WORSE	48%	63%
Antidepressant medication (6 months)	 AVERAGE	33%	48%
Follow-up after hospitalization for mental illness (30 days)	N/A	N/A	80%
Follow-up after hospitalization for mental illness (7 days)	N/A	N/A	64%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17 ¹	 WORSE	49%	80%
Counseling for physical activity for children and adolescents - ages 3-17 ¹	 WORSE	42%	72%

Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Weight assessment for children and adolescents (BMI percentile) - ages 3-17 ¹	 WORSE	39%	86%
Weight assessment - ages 18-74 ¹	 AVERAGE	85%	93%
Potentially Avoidable Care			
Appropriate testing for children with pharyngitis	 WORSE	68%	85%
Avoidance of antibiotic treatment in adults with acute bronchitis ²	 AVERAGE	28%	40%
Avoidance of x-ray, MRI and CT scan for low back pain	 AVERAGE	79%	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	82%
Medical assistance with tobacco use cessation - discussing cessation strategies	N/A	N/A	57%
Medical assistance with tobacco use cessation - Discussing Cessation Strategies	N/A	N/A	51%

UnitedHealthcare Community Plan (Medicaid)

Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Access to Care			
Adult access to preventive/ambulatory care - ages 20–44	 WORSE	72%	87%
Adult access to preventive/ambulatory care - ages 45–64	 WORSE	81%	92%
Adult access to preventive/ambulatory care - ages 65+	N/A	N/A	92%
Child and adolescent access to primary care - ages 12–24 months	 AVERAGE	96%	98%
Child and adolescent access to primary care - ages 2–6 years	 AVERAGE	88%	93%
Child and adolescent access to primary care - ages 7–11 years	 AVERAGE	91%	96%
Child and adolescent access to primary care - ages 12–19 years	 AVERAGE	89%	95%
COPD			
Use of spirometry testing in the assessment and diagnosis of COPD	N/R	N/R	41%

Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Diabetes			
Blood sugar (HbA1c) poor control ¹	▼ WORSE	50%	30%
Blood sugar (HbA1c) test ¹	■ AVERAGE	89%	92%
Diabetes - blood pressure control ¹	▼ WORSE	48%	77%
Eye exam ¹	▼ WORSE	49%	68%
Kidney disease screening ¹	■ AVERAGE	87%	88%
Health Screenings			
Screening for breast cancer	▼ WORSE	41%	71%
Screening for cervical cancer ¹	▼ WORSE	36%	73%
Screening for chlamydia	▼ WORSE	45%	69%
Well-child visits - ages 3 - 6 years ¹	▼ WORSE	65%	84%

Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Hypertension			
Controlling high blood pressure ¹	 WORSE	35%	70%
Medication Safety			
Medication safety - monitoring patients on hypertension medications	N/R	N/R	92%
Mental Health & Depression			
Antidepressant medication (12 weeks)	 AVERAGE	57%	63%
Antidepressant medication (6 months)	 AVERAGE	43%	48%
Follow-up after hospitalization for mental illness (30 days)	N/A	N/A	80%
Follow-up after hospitalization for mental illness (7 days)	N/A	N/A	64%
Obesity Prevention			
Counseling for nutrition for children and adolescents - ages 3-17 ¹	 WORSE	39%	80%
Counseling for physical activity for children and adolescents - ages 3-17 ¹	 WORSE	38%	72%

Measure Name	Score	Rate	NCQA National 90th Percentile Benchmark*
Weight assessment for children and adolescents (BMI percentile) - ages 3-17 ¹	▼ WORSE	30%	86%
Weight assessment - ages 18-74 ¹	▼ WORSE	68%	93%
Potentially Avoidable Care			
Appropriate testing for children with pharyngitis	▼ WORSE	66%	85%
Avoidance of antibiotic treatment in adults with acute bronchitis ²	■ AVERAGE	26%	40%
Avoidance of x-ray, MRI and CT scan for low back pain	■ AVERAGE	75%	83%
Tobacco Cessation			
Medical assistance with tobacco use cessation - advising smokers to quit	N/A	N/A	82%
Medical assistance with tobacco use cessation - discussing cessation strategies	N/A	N/A	57%
Medical assistance with tobacco use cessation - Discussing Cessation Strategies	N/A	N/A	51%

Endnotes

¹ The measure result is hybrid, meaning the result is derived from both administrative (insurance claims) data and clinical (medical record) data. For more detail on hybrid measure specifications, see HEDIS 2015: Technical Specifications for Health Plans, Volume 2.

² A lower rate represents better performance.

³ This measure has been inverted to reflect a higher rate as better.

⁴ Results provided by Washington State Health Care Authority. All other results sourced directly from Quality Compass® 2015.

ABOUT HEALTHIER WASHINGTON

Healthier Washington will transform health care in Washington State so that people experience better health during their lives, receive better care when they need it, and care is more affordable and accessible. HW is in the early stages of a five-year Health Care Innovation Plan that has brought together hundreds of people from many communities to put the best solutions to work for the people of our state. This work will improve the quality of life for everyone regardless of their income, education or background. The Healthier Washington initiative will:

1. Build healthier communities and people through prevention and early attention to disease
2. Integrate care and social supports for individuals who have both behavioral and physical health needs
3. Reward quality health care over quantity, with state government leading by example as Washington's largest purchaser of health care

The effort to transform Washington's health care system is one of the largest efforts of its kind and guided by the principle that no one individual or organization alone can make it happen. Working together, we can achieve better health and better care at lower cost for Washington's residents.

ABOUT THE WASHINGTON HEALTH ALLIANCE

The Washington Health Alliance is a place where stakeholders work collaboratively to transform Washington state's health care system for the better. The Alliance brings together organizations that share a commitment to drive change in our health care system by offering a forum for critical conversation and aligned efforts by stakeholders: purchasers, providers, health plans, consumers and other health care partners. The Alliance believes strongly in transparency and offers trusted and credible reporting of progress on measures of health care quality and value. The Alliance is a nonpartisan 501(c)(3) nonprofit with more than 185 member organizations. A cornerstone of the Alliance's work is the Community Checkup, a report to the public comparing the performance of medical groups, hospitals and health plans and offering a community-level view on important measures of health care quality (www.wacommunitycheckup.org).

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