

New Jersey Commercial Health Maintenance Organizations A Comprehensive Performance Report Year 2002



Produced by:
Health Care Quality Assessment
Division of Health Care Quality & Oversight
New Jersey Department of Health & Senior Services

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A. Introduction



Introduction

Overview

Health maintenance organizations (HMOs) provide a significant share of commercial health care coverage to New Jersey's residents. HMO members are enrolled in defined networks of health care providers and facilities. This makes it possible for the HMOs to measure the quality of the services they provide to members. Since 1997, the New Jersey Department of Health and Senior Services has required health plans with enrollments of more than 2,000 commercial members to collect and report standardized performance measures. The purpose of this comprehensive report is to provide HMOs, health care providers, health care consumers, researchers, and other interested parties with detailed, plan-specific, and statewide measures of performance.

This comprehensive report complements a report for broad distribution to consumers, entitled *2002 New Jersey HMO Performance Report: Compare Your Choices*. The consumer report focuses on data on a subset of measures that are most relevant to the general public. Copies of the HMO performance report for consumers are available from the Office of Health Care Quality Assessment, Division of Health Care Quality and Oversight, New Jersey Department of Health and Senior Services, P.O. Box 360, Trenton, NJ 08625-0360, by phone at (800) 418-1397, or on-line at the Department's web site: www.state.nj.us/health/hcsa/hmomenu.htm.

The number of commercial HMO/POS enrollees by plan on December 31, 2001 was:

Aetna Health, Inc. — New Jersey	647,893
AmeriHealth HMO	145,459
CIGNA HealthCare of New Jersey	78,464
Health Net of New Jersey, Inc.	272,017
Horizon Healthcare of New Jersey	168,511
Oxford Health Plans – New Jersey	166,740
UnitedHealthcare of New Jersey, Inc.	80,711
University Health Plans, Inc.	9,794
WellChoice HMO of New Jersey	17,417
TOTAL	1,587,006

Source: New Jersey Department of Banking and Insurance.

Data

The data presented in this report are for New Jersey's commercial HMO members only; there are no data reported for Medicare or Medicaid HMO members. Federal and state agencies that oversee Medicare and Medicaid managed care separately collect performance data from HMOs on these members. The data presented here come from the Health Plan Employer Data and Information Set (HEDIS®) series of measures developed by the National Committee for Quality Assurance (NCQA). In general, HEDIS data submitted by health plans to NCQA's "Quality Compass" in June 2002 reflect plan performance during the 2001 calendar year. Data reported for a given year reflect data collected in the previous year, so data reported for 2002 represent data collected in calendar year 2001. Most plan data include the quality information from Point of Service (POS) products. However, the information for Horizon and WellChoice includes only HMO enrollees.

All measures in this report are defined according to NCQA specifications. Complete wording and additional information on the definitions of the measures can be found in *HEDIS® 2002: Technical Specifications (volume 2)*, *HEDIS® 2002: Specifications for Survey Measures (volume 3)*, *The State of Health Care Quality 2002* and on NCQA's web site, www.ncqa.org/programs/hedis/hedis2002.htm.

Methodology

Data analysis for this comprehensive report was performed for the Department by the Center for State Health Policy, Rutgers, The State University of New Jersey using data reported to NCQA's Quality Compass. All statistical tests measure statistical significance at a level of $p < 0.05$. It is possible for measures to be statistically different from the New Jersey statewide average even if the rates reported are identical. Most often this will be the result of rounding, where the measure for one plan or state will round up or down to its reported rate and the measure for New Jersey will round in the opposite direction to the same rate. While the published rates are the same, there is enough of a difference in the rates before rounding that a statistical test will find a discernible difference.

Sample size plays an important role in determining the statistical significance of a measure across time or across geographical units. With a larger sample size, smaller differences are more likely to be statistically significant. As a result of differences in sample size, it is possible for measures with identical reported rates to have different levels of statistical significance when compared with New Jersey performance.

Where “NA” or “not applicable” is reported, this is the result of the denominator for that measure being too small to generate a statistically valid rate. To report “NA,” the health plan’s auditor must determine that the data for the measure were collected with sufficient methodological rigor, but the rate was based on fewer than 30 cases. Such a small denominator results in an unstable rate, so the plan receives an “NA” for that measure. “NR” or “not reported” is used to designate cases in which a plan failed to report a particular rate to NCQA or the State of New Jersey. “NR” indicates that a serious methodological problem precluded the plan from calculating a valid rate for the particular measure.

For each measure published in the comprehensive report, New Jersey’s statewide average is compared with the performance of New York, Pennsylvania, the mid-Atlantic region, and the nation. The reported regional rates combine rates for New York, Pennsylvania, and New Jersey, while the reported national rates contain all states, including New Jersey. The regional and national rates used in the statistical tests that compare performance to New Jersey’s exclude New Jersey’s rates. The national, regional, and state norms are obtained from NCQA’s Quality Compass. New Jersey requires submission of HEDIS data. For other states, submission to Quality Compass is voluntary. As a result of potential differences in methodology, caution should be used in drawing conclusions from the comparisons between New Jersey and the region or nation.

As a rule, a higher rate indicates better quality performance for measures presented in this report. For the measure, *Comprehensive Diabetes Care: Poor HbA1c Control* (**found on page 34**), however, a lower rate indicates better quality performance. As a consequence, the results of the statistical tests indicating that rates are lower than the New Jersey health plan average mean that the quality performance of the other geographical units on this measure was better than New Jersey’s performance.

In the **Use of Services** section, in the Inpatient Utilization table on **page 63**, the “Total” column exceeds the composite of the categories listed by more than expected rounding error. In this case, there is an additional unreported category of “Ungroupable” discharges included in the “Total” column. While this category is small, it accounts for the differences between the total column and the three categories of discharge that appear to comprise the total column.

In the **Use of Services** section, in the Mental Health Utilization table on **page 68** and the Chemical Dependency Utilization table on **page 70**, a member can receive services in one or more of the service categories and would be counted in each category, while the same member would be counted once in the “Any Services” column. Because a single member is counted only once in the “Any Services” column but can be counted in more than one of the component services columns, the component columns can sum to more than the “Any Services” column.

B. Health Plan Size & Stability

Membership by Sex

This measure provides an overview of the population mix of managed care organizations (MCOs) membership. MCOs report the percentage of total member months by gender during the measurement year.

Membership by Sex (Data Year 2001)

Health Plan	% Male	% Female	Total
NJ State Average	49%	51%	2,293,603
Aetna	49%	51%	998,635
Amerihealth	50%	50%	149,406
CIGNA	50%	50%	308,074
HealthNet	49%	51%	255,331
Horizon	48%	52%	203,950
Oxford	48%	52%	251,779
United	51%	49%	84,568
University	52%	48%	27,314
WellChoice	56%	44%	14,546

New Jersey Compared with National, Regional, and Neighboring States for Member Years by Sex for the Year 2002

	% Male	% Female
NJ Average	49%	51%
National Average	49%	51%
NY Average	48%	52%
PA Average	49%	51%
Regional Average	48%	52%

Turnover of Primary Care Practitioners Servicing Commercial Members

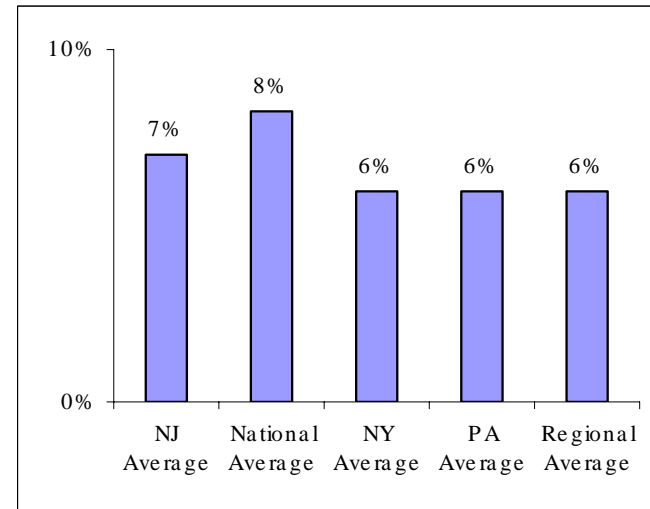
The practitioner turnover is reported in the following category showing percentage for the turnover of primary care practitioner:

- ↪ The percentage of primary care physicians affiliated with the MCO as of December 31 of the year preceding the measurement year and who were not affiliated with the MCO as of December 31 of the measurement year.

Turnover of Primary Care Practitioners
(Data Year 2001)

Health Plan	Provider Turnover Rate for PCP
NJ State Average	7%
Aetna	6%
AmeriHealth	6%
CIGNA	3%
Health Net	5%
Horizon	12%
Oxford	5%
United	5%
University	21%
WellChoice	3%

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Turnover of Primary Care Practitioners for the Year 2002.



C. Effectiveness of Care

Effectiveness of Care
Comparison of NJ Statewide Averages for HEDIS Measures, 2000-2002
(Cohort of plans appearing in all years)

Measure	2000	2001	2002	2000-2002 Change	Significance*
Breast Cancer Screening	65%	70%	72%	7%	↔ no change
Cervical Cancer Screening	68%	77%	78%	10%	↑ improved
Postpartum Care	68%	77%	78%	10%	↑ improved
Childhood Immunization Status-Combo 1	68%	73%	72%	3%	↔ no change
Follow-up After Mental Illness Hospitalization	68%	68%	70%	2%	↔ no change
Comprehensive Diabetes Care-Eye Exams	41%	48%	54%	13%	↑ improved
Comprehensive Diabetes Care-HbA1c Testing	69%	75%	79%	10%	↑ improved
Beta Blocker Treatment After Heart Attack	82%	91%	88%	6%	↔ no change
Cholesterol Management- LDL-C Level	41%	56%	62%	20%	↑ improved

* Differences are statistically significant at the 0.05 level

Effectiveness of Care
Comparison of NJ Statewide Averages for HEDIS Measures, 2001 to 2002

Measure	2001	2002	Change	Significance*
Childhood Immunization Status - DPT	75%	81%	6%	↑ improved
Childhood Immunization Status - IPV/OPV	77%	83%	6%	↑ improved
Childhood Immunization Status - MMR	93%	90%	-3%	↓ declined
Childhood Immunization Status - Hib	81%	85%	4%	↑ improved
Childhood Immunization Status - Hepatitis B	77%	82%	5%	↑ improved
Childhood Immunization Status - VZV	73%	77%	4%	↑ improved
Childhood Immunization Status - Combo 1	64%	70%	6%	↑ improved
Adolescent Immunization Status - MMR	61%	61%	0%	↔ no change
Adolescent Immunization Status - Hepatitis B	40%	43%	3%	↑ improved
Adolescent Immunization Status - VZV	39%	42%	3%	↔ no change
Adolescent Immunization Status - Combo 1	35%	38%	3%	↑ improved
Breast Cancer Screening	69%	71%	2%	↑ improved
Cervical Cancer Screening	74%	78%	4%	↑ improved
Controlling High Blood Pressure	43%	53%	10%	↑ improved
Beta Blocker Treatment After a Heart Attack	90%	90%	0%	no change
Cholesterol Management After Acute Cardiovascular Event – LDL-C Levels	57%	62%	5%	↑ improved
Cholesterol Management After Acute Cardiovascular Event – LDL-C Screening	75%	79%	4%	↑ improved
Comprehensive Diabetes Control - Blood Sugar Testing	71%	78%	7%	↑ improved
Comprehensive Diabetes Control - Eye Exam	43%	51%	8%	↑ improved
Comprehensive Diabetes Control - Poor HbA1c Control	52%	44%	-8%	↓ declined
Comprehensive Diabetes Control - LDL-C Screening	77%	84%	7%	↑ improved
Comprehensive Diabetes Control - LDL-C Level	44%	51%	7%	↑ improved
Comprehensive Diabetes Control - Diabetic Nephropathy	36%	44%	8%	↑ improved
Appropriate Medications for People with Asthma - Combined	58%	62%	4%	↑ improved
Follow -Up After Hospitalization for Mental Illness - 7 days of discharge	47%	49%	2%	↔ no change
Follow -Up After Hospitalization for Mental Illness - 30 days of hospital discharge	68%	70%	2%	↔ no change
Antidepressant Medication Management - Optimal Practitioner Contacts	**30%	22%	-8%	↓ declined
Antidepressant Medication Management - Acute Phase	54%	56%	2%	↔ no change
Antidepressant Medication Management - Continuation Phase	35%	40%	5%	↑ Improved

* Differences are statistically significant at the 0.05 level, ** 2000 Antidepressant Medication Management data (there was a problem with 2001 Technical specifications)

Childhood Immunization Status

The percentage of enrolled children who turned two years old during measurement year, who were continuously enrolled for 12 months immediately prior to second birthday, identified as having:

- ➔ Combo 1 (all doses of DTP, IPV/OPV, MMR, Hib, Hepatitis B)
- ➔ Four DTP/DTaP (Diphtheria, Tetanus, Pertussis)
- ➔ Three IPV/OPV (Polio)
- ➔ One MMR (Measles, Mums, Rubella)
- ➔ Three H Influenza Type B
- ➔ Three Hepatitis B
- ➔ One VZV (Chicken pox)

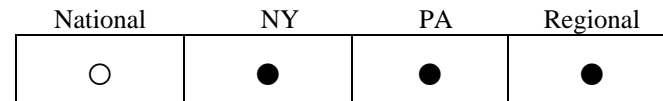
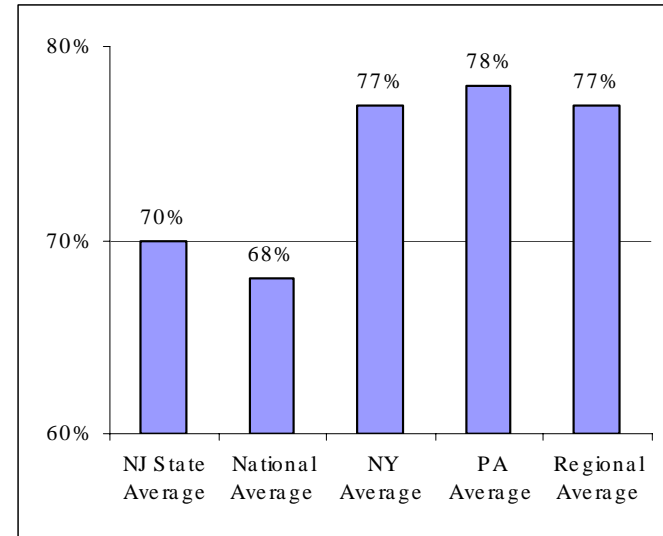
Childhood Immunization Status - Combo 1 (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	70%	
Aetna	74%	●
AmeriHealth	78%	●
CIGNA	78%	●
Health Net	68%	◐
Horizon	62%	○
Oxford	69%	◐
United	60%	○
University	NA	NA
WellChoice	72%	◐

NA – Not Applicable

● Higher than the New Jersey health plan average
◐ About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Combo 1 for the Year 2002.



Childhood Immunization Status: Individual Immunizations Included in Combo 1, Continued from previous page

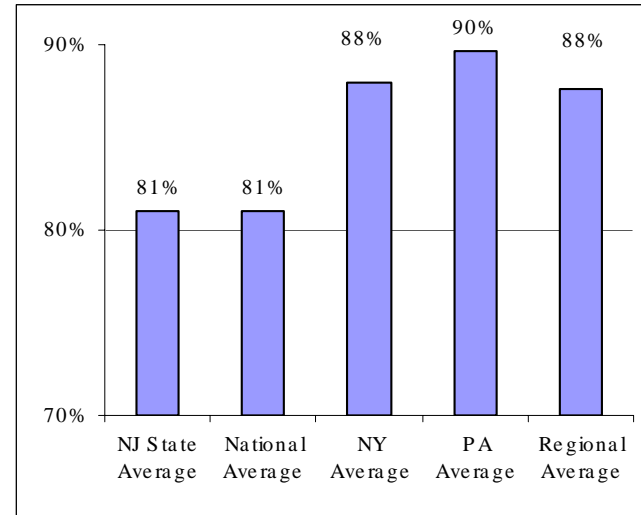
Childhood Immunization Status: Percent with 4 Doses of DTP (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	81%	
Aetna	84%	●
AmeriHealth	87%	●
CIGNA	88%	●
Health Net	80%	◐
Horizon	65%	○
Oxford	86%	●
United	78%	◐
University	NA	NA
WellChoice	77%	

NA – Not Applicable

● Higher than the New Jersey health plan average
◐ About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Percent with 4 Doses of DTP for the year 2002.



National	NY	PA	Regional
●	●	●	●

Childhood Immunization Status: Individual Immunizations Included in Combo 1, Continued from previous page

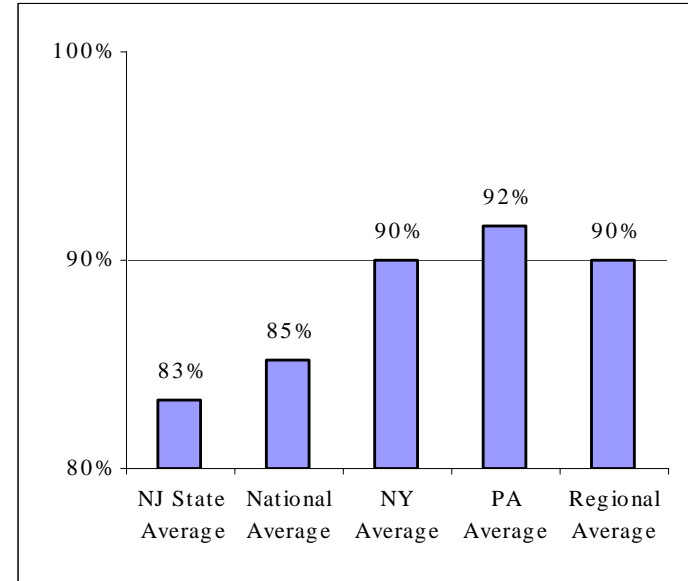
Childhood Immunization Status: Percent with 3 Doses of IPV/OPV (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	83%	
Aetna	85%	●
AmeriHealth	88%	●
CIGNA	88%	●
Health Net	83%	●
Horizon	74%	○
Oxford	86%	●
United	79%	○
University	NA	NA
WellChoice	83%	●

NA – Not Applicable

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Percent with 3 Doses of IPV/OPV for the Year 2002.



National	NY	PA	Regional
●	●	●	●

Childhood Immunization Status: Individual Immunizations Included in Combo 1, Continued from previous page

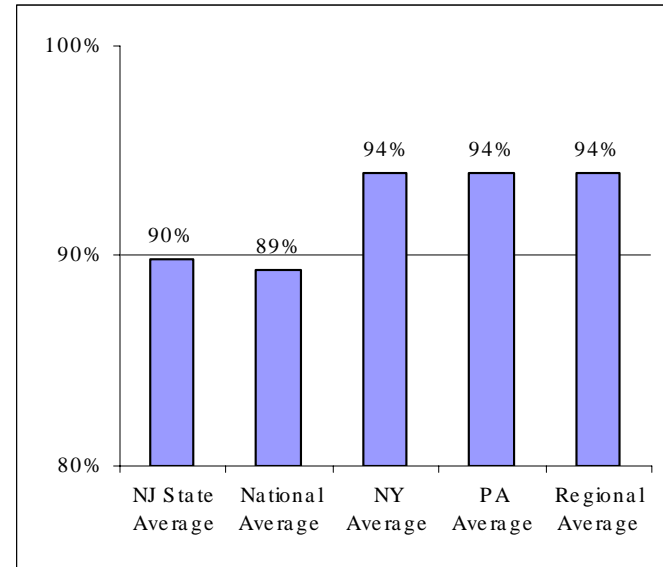
New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Percent with 1 Dose of MMR for the Year 2002.

Childhood Immunization Status: Percent with 1 Dose of MMR (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	90%	
Aetna	93%	●
AmeriHealth	93%	●
CIGNA	94%	●
Health Net	92%	◐
Horizon	78%	○
Oxford	92%	◐
United	90%	◐
University	NA	NA
WellChoice	87%	◐

NA – Not Applicable

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average



National	NY	PA	Regional
◐	●	●	●

Childhood Immunization Status: Individual Immunizations Included in Combo 1, Continued from previous page

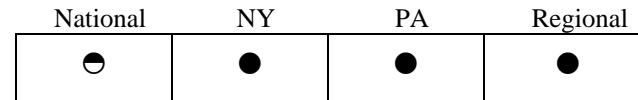
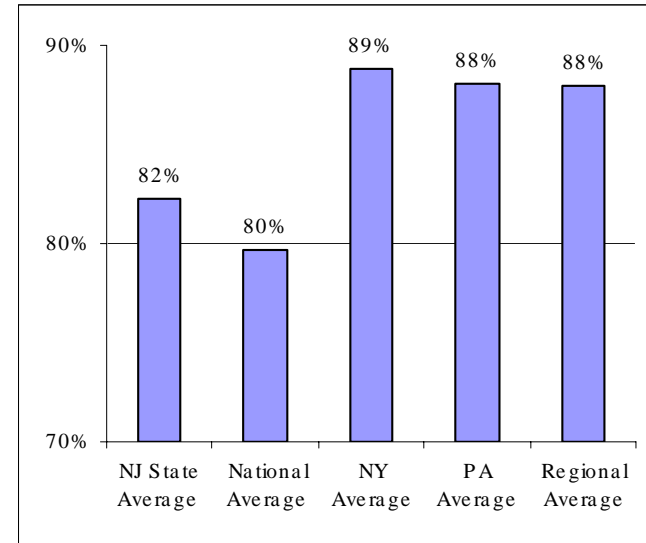
Childhood Immunization Status: Percent with 3 Doses of Hepatitis B (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	82%	
Aetna	87%	●
AmeriHealth	87%	●
CIGNA	90%	●
Health Net	81%	◐
Horizon	69%	○
Oxford	84%	◐
United	75%	○
University	NA	NA
WellChoice	85%	○

NA – Not Applicable

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Percent with 3 Doses of Hepatitis B for the Year 2002.



Childhood Immunization Status: Individual Immunizations Included in Combo 1, Continued from previous page

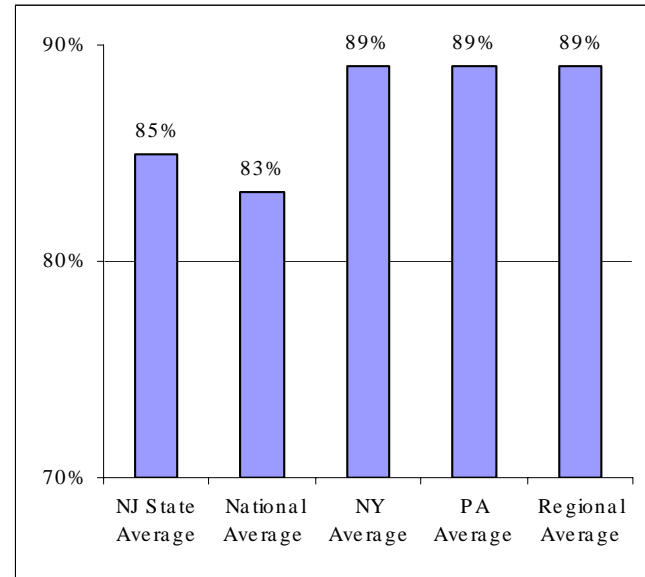
New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Percent with 3 Doses of Hib for the year 2002.

Childhood Immunization Status: Percent with 3 Doses of Hib (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	85%	
Aetna	89%	●
AmeriHealth	89%	●
CIGNA	92%	●
Health Net	86%	◐
Horizon	79%	○
Oxford	87%	◐
United	81%	◐
University	NA	NA
WellChoice	76%	○

NA – Not Applicable

● Higher than the New Jersey health plan average
◐ About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average



National	NY	PA	Regional
◐	●	●	●

Childhood Immunization Status: Continued from previous page

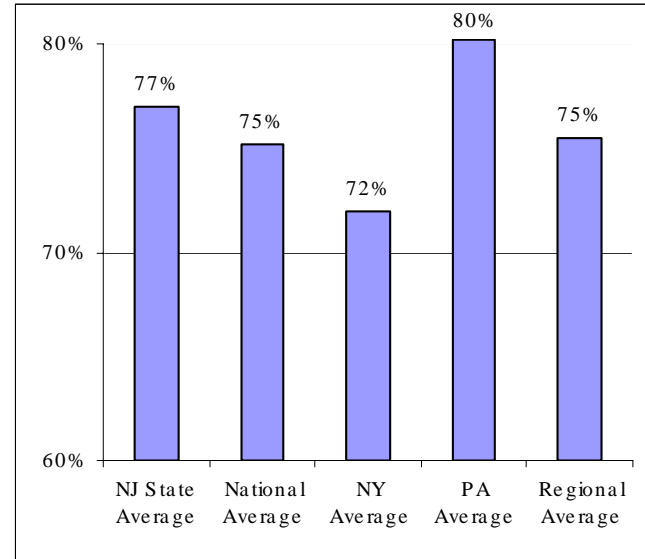
Childhood Immunization Status: Percent with 1 Dose of VZV (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	77%	
Aetna	80%	●
AmeriHealth	82%	●
CIGNA	79%	●
Health Net	77%	●
Horizon	67%	○
Oxford	80%	●
United	72%	○
University	NA	NA
WellChoice	79%	●

NA – Not Applicable

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Percent with 1 Dose of VZV for the Year 2002.



National	NY	PA	Regional
●	○	●	●

Adolescent Immunization Status

The percent of enrolled adolescents who turned 13 years old during the measurement year (2001), were continuously enrolled for 12 months before their 13th birthday, and identified as having:

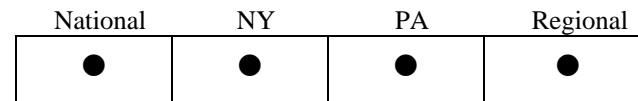
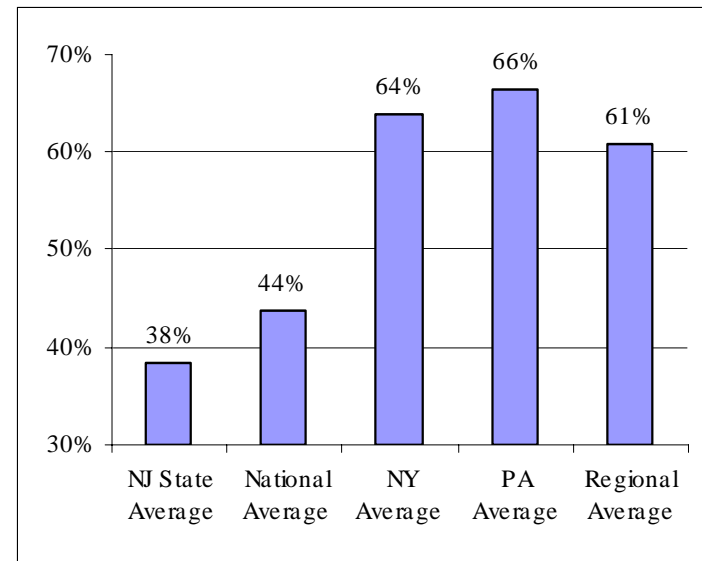
- ↳ Combo 1 (all doses of MMR and Hepatitis B)
- ↳ A Second Dose of MMR
- ↳ Three Hepatitis B
- ↳ One VZV (Chicken pox)

Adolescent Immunization Status - Combo 1 (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ Average Rate	38%	
Aetna	49%	●
AmeriHealth	40%	◐
CIGNA	49%	●
Health Net	35%	◐
Horizon	38%	◐
Oxford	48%	●
United	47%	●
University	0%	○
WellChoice	41%	◐

● Higher than the New Jersey health plan average
◐ About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Adolescent Immunization Status – Combo 1 for the Year 2002.



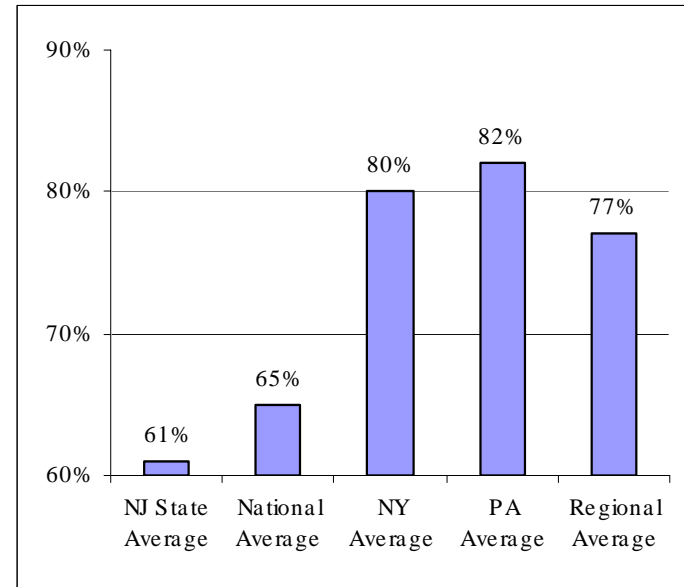
Adolescent Immunization Status: Individual Immunizations Included in Combo 1, Continued from previous page

Adolescent Immunization Status: Percent with 2 Doses of MMR (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	61%	
Aetna	72%	●
AmeriHealth	69%	●
CIGNA	77%	●
Health Net	57%	◐
Horizon	65%	◐
Oxford	73%	●
United	65%	◐
University	13%	○
WellChoice	57%	◐

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Adolescent Immunization Status Percent with 2 Doses of MMR for the Year 2002.



National	NY	PA	Regional
●	●	●	●

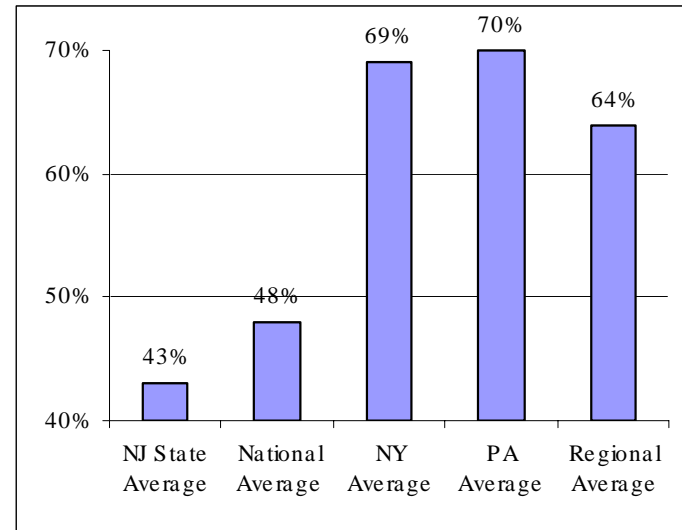
Adolescent Immunization Status: Individual Immunizations Included in Combo 1,
Continued from previous page

Adolescent Immunization Status: Percent with 3 Doses of Hepatitis B (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	43%	
Aetna	52%	●
AmeriHealth	44%	◐
CIGNA	52%	●
Health Net	39%	◐
Horizon	41%	◐
Oxford	52%	●
United	51%	●
University	80%	○
WellChoice	50%	◐

● Higher than the New Jersey health plan average
 ◐ About the same as New Jersey health plan average
 ○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Adolescent Immunization Status percent with 3 Doses of Hepatitis B for the Year 2002.



National	NY	PA	Regional
●	●	●	●

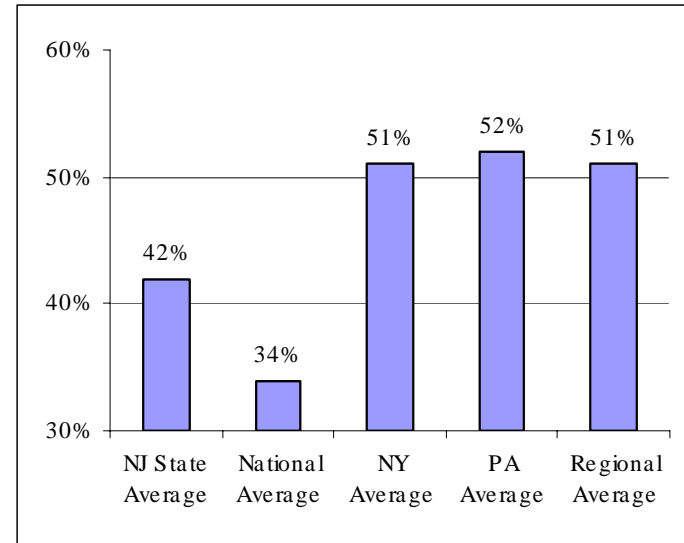
Adolescent Immunizations Status: Continued from previous page

Adolescents Who Received All the Vaccinations Listed in Combo 1 and at Least 1 Dose of VZV (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	42%	
Aetna	58%	●
AmeriHealth	46%	●
CIGNA	54%	●
Health Net	44%	◐
Horizon	44%	◐
Oxford	53%	●
United	47%	●
University	0%	○
WellChoice	29%	○

● Higher than the New Jersey health plan average
 ◐ About the same as New Jersey health plan average
 ○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Adolescents Who Received All the Vaccinations Listed in Combo 1 and at Least 1 Dose of VZV for the Year 2002.



National	NY	PA	Regional
○	●	●	●

Breast Cancer Screening

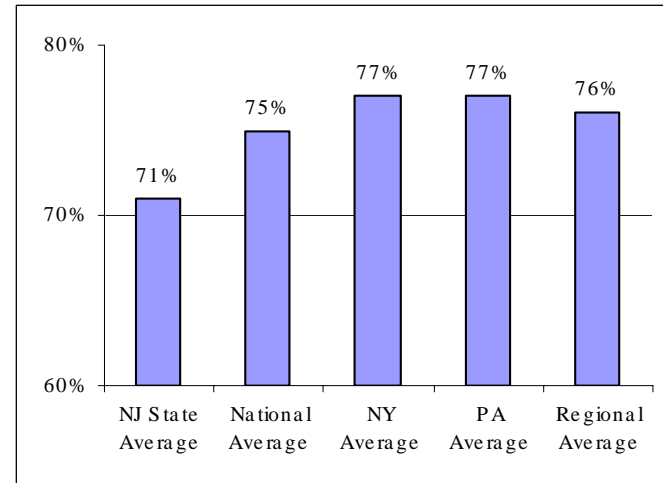
The percentage of women age 50-69 years as of December 31, 2001, and continuously enrolled since December 31, 2000, who had a mammogram during the period, January 1, 2000 to December 31, 2001.

Breast Cancer Screening (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	71%	
Aetna	73%	●
AmeriHealth	69%	◐
CIGNA	74%	◑
Health Net	73%	●
Horizon	76%	●
Oxford	71%	◐
United	70%	◑
University	68%	◑
WellChoice	61%	○

● Higher than the New Jersey health plan average
◐ About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Breast Cancer Screening for the Year 2002.



National	NY	PA	Regional
●	●	●	●

Cervical Cancer Screening

The percentage of women age 21 to 64 as of December 31, 2001 and continuously enrolled since December 31, 1999 and who received one or more Pap tests during the period January 1, 1999 to December 31, 2001.

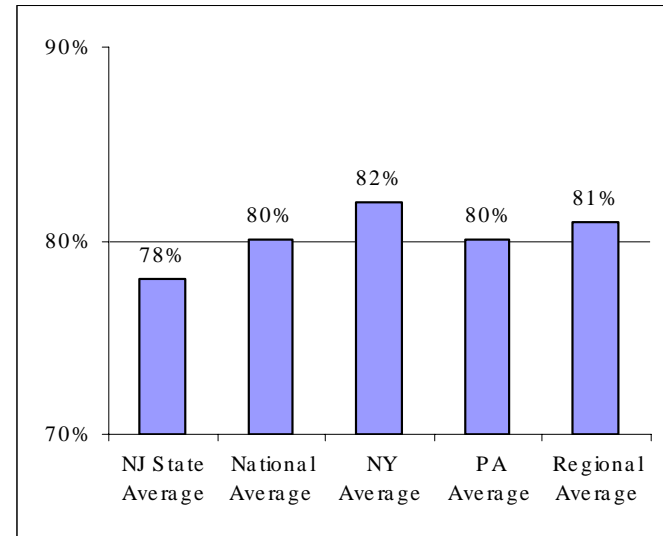
Cervical Cancer Screening (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	78%	
Aetna	86%	●
AmeriHealth	76%	◐
CIGNA	79%	◐
Health Net	77%	◐
Horizon	71%	○
Oxford	80%	◐
United	76%	◐
University	76%	◐
WellChoice	NA	NA

NA – Not Applicable

● Higher than the New Jersey health plan average
◐ About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Cervical Cancer Screening for the Year 2002.



National	NY	PA	Regional
●	●	●	●

Controlling High Blood Pressure

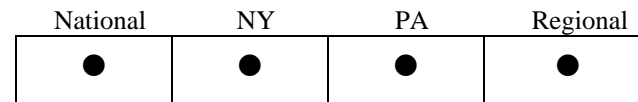
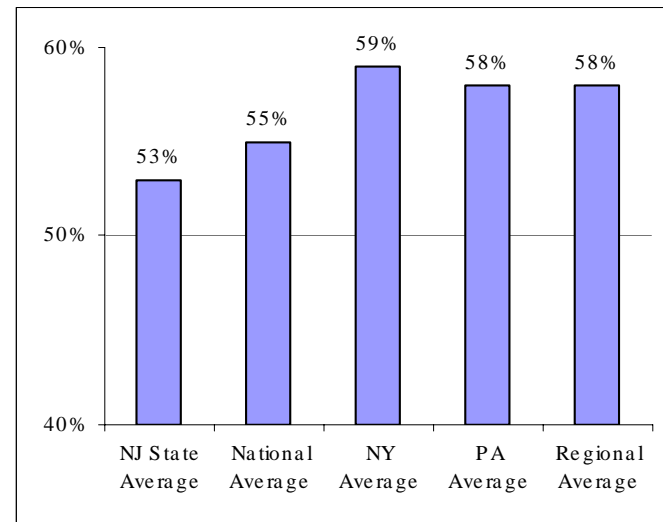
Percent of members diagnosed with hypertension age 46 to 85 years old as of December 31, and whose blood pressure is adequately controlled during measurement year 2001.

Controlling High Blood Pressure (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	53%	
Aetna	69%	●
AmeriHealth	50%	◐
CIGNA	55%	◐
Health Net	52%	◐
Horizon	62%	●
Oxford	63%	●
United	49%	◐
University	30%	○
WellChoice	48%	◐

● Higher than the New Jersey health plan average
◐ About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Controlling High Blood Pressure for the Year 2002.



Beta-Blocker Treatment After a Heart Attack

Percent of Members age 35 years and older during measurement year 2001, who were hospitalized and discharged alive from January 1 to December 24, 2001 with a diagnosis of AMI and who received an ambulatory prescription for Beta Blockers upon discharge.

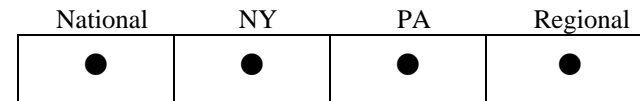
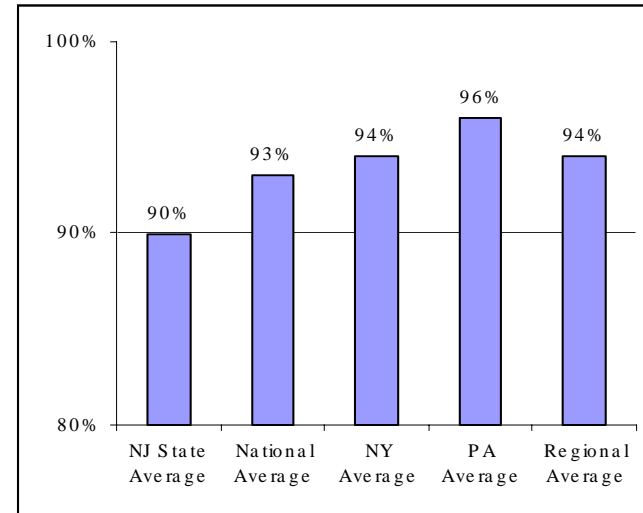
Beta-Blocker Treatment After a Heart Attack
(Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	90%	
Aetna	88%	⊖
AmeriHealth	100%	●
CIGNA	94%	●
Horizon	92%	○
Oxford	62%	⊖
Health Net	93%	⊖
United	98%	●
University	NA	NA
WellChoice	NA	NA

NA – Not Applicable

- Higher than the New Jersey health plan average
- ⊖ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Beta-Blocker Treatment After a Heart Attack for the Year 2002.



Cholesterol Management After Acute Cardiovascular Events

Percent of members age 18 to 75 as of December 31, 2001 who were discharged alive in the year prior to the measurement year (2001) for AMI, CABG or PTCA hospitalization and who had:

- ↳ LDL-C screening; recorded 60 to 365 days after discharge
- ↳ LDL-C levels under 130mg/dl

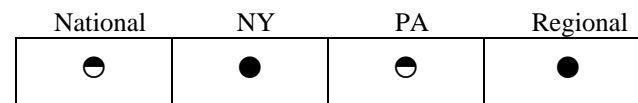
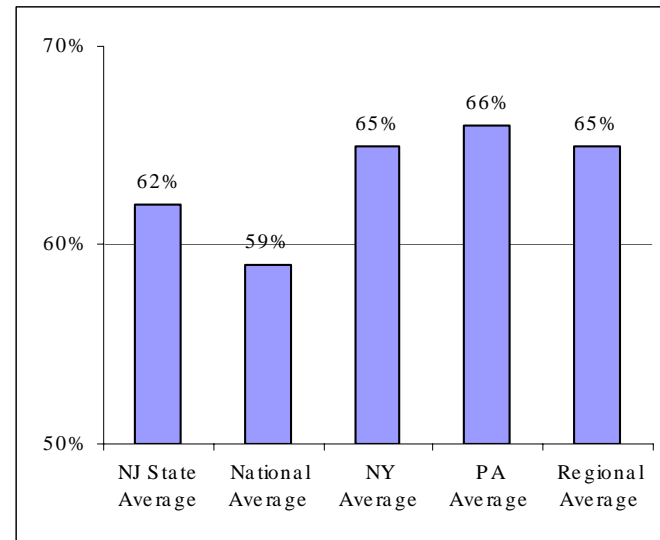
Cholesterol Management After Acute Cardiovascular Events for LDL-C Levels (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	62%	
Aetna	63%	●
AmeriHealth	59%	○
CIGNA	68%	●
Health Net	42%	○
Horizon	69%	●
Oxford	69%	●
United	61%	○
University	NA	NA
WellChoice	NA	NA

NA – Not Applicable

<ul style="list-style-type: none"> ● Higher than the New Jersey health plan average ○ About the same as New Jersey health plan average ○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Cholesterol Management After Acute Cardiovascular Events: LDL-C Levels for the Year 2002.



Cholesterol Management After Acute Cardiovascular Events, Continued from previous page.....

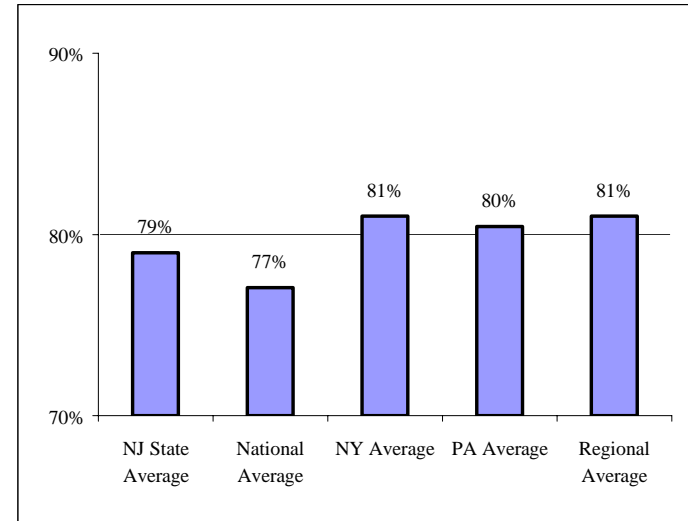
Cholesterol Management After Acute Cardiovascular Events for LDL-C Screening (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	79%	
Aetna	76%	○
AmeriHealth	75%	○
CIGNA	80%	○
Health Net	77%	○
Horizon	84%	●
Oxford	82%	○
United	77%	○
University	NA	NA
WellChoice	NA	NA

NA – Not Applicable

● Higher than the New Jersey health plan average
○ About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Cholesterol Management After Acute Cardiovascular Events: LDL-C Screening for the Year 2002.



National	NY	PA	Regional
○	●	●	●

Comprehensive Diabetes Care

The percent of members with diabetes (type 1 and type 2) age 18 to 75 years, continuously enrolled during the measurement year 2001 and who had:

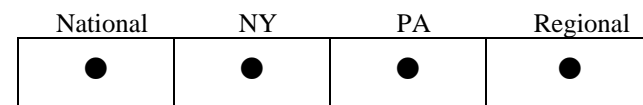
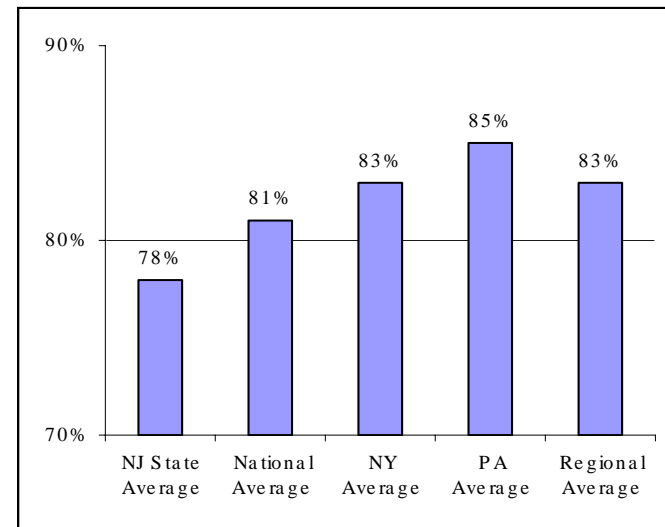
- ↳ Blood Sugar Testing (glyco-hemoglobin test HbA1c)
- ↳ Poor HbA1c Control
- ↳ Eye Exams for Diabetic Retinal Disease
- ↳ LDL-C Screening
- ↳ LDL-C Level Control
- ↳ Kidney Disease (nephropathy) Monitored

Comprehensive Diabetes Care: Blood Sugar Testing (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	78%	
Aetna	82%	●
AmeriHealth	78%	◐
CIGNA	75%	◑
Health Net	73%	○
Horizon	74%	◑
Oxford	77%	◑
United	76%	◑
University	95%	●
WellChoice	70%	○

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Comprehensive Diabetes Care: Blood Sugar Testing for the Year 2002.



Comprehensive Diabetes Care, Continued from previous page.....

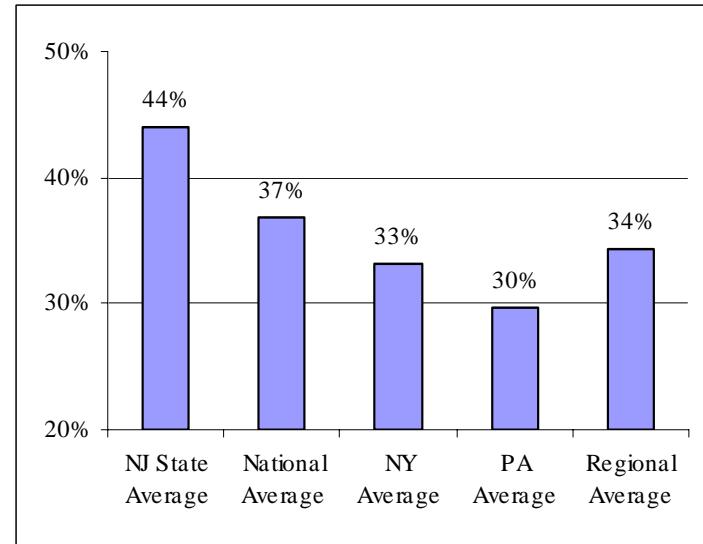
New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Comprehensive Diabetes Care: Poor HbA1c Control for the year 2002.*

Comprehensive Diabetes Care: Poor HbA1c Control
(Data Year 2001)

Health Plan	Rate*	Individual Plan Compared to State Average*
NJ State Average	44%	
Aetna	31%	○
AmeriHealth	38%	○
CIGNA	47%	●
Health Net	42%	◐
Horizon	58%	●
Oxford	38%	○
United	48%	◐
University	43%	◐
WellChoice	50%	●

* Unlike other HEDIS measures, a lower rate indicates better performance; therefore, plans that score below the average are better performers.

● Higher than the New Jersey health plan average
◐ About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average



National	NY	PA	Regional
○	○	○	○

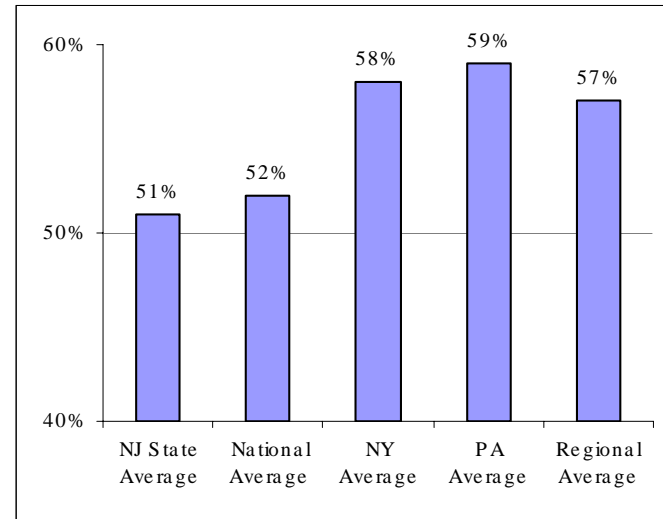
Comprehensive Diabetes Care, Continued from previous page.....

Comprehensive Diabetes Care: Eye Exams
(Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	51%	
Aetna	58%	●
AmeriHealth	56%	●
CIGNA	55%	◐
Health Net	47%	◑
Horizon	64%	●
Oxford	49%	◐
United	42%	○
University	58%	●
WellChoice	32%	○

● Higher than the New Jersey health plan average
 ◐ About the same as New Jersey health plan average
 ○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Comprehensive Diabetes Care: Eye Exams for the Year 2002.



National	NY	PA	Regional
●	●	●	●

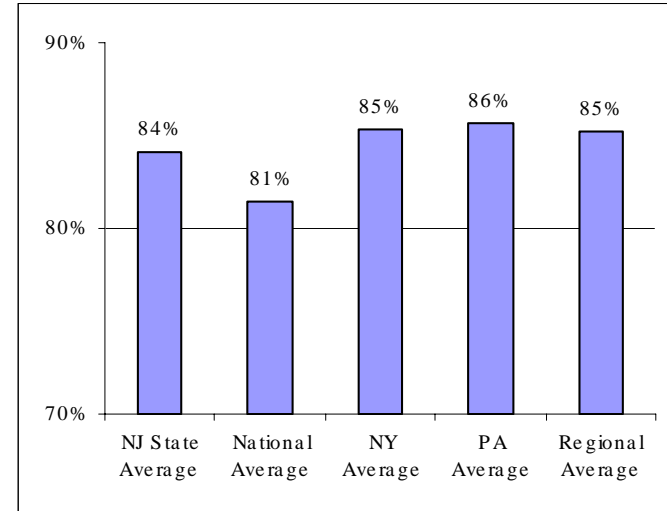
Comprehensive Diabetes Care, Continued from previous page.....

Comprehensive Diabetes Care: LDL-C Screening
(Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	84%	
Aetna	86%	●
AmeriHealth	88%	●
CIGNA	87%	●
Health Net	83%	●
Horizon	87%	●
Oxford	90%	●
United	84%	●
University	74%	○
WellChoice	78%	○

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Comprehensive Diabetes Care: LDL-C Screening for the Year 2002.



National	NY	PA	Regional
○	●	●	○

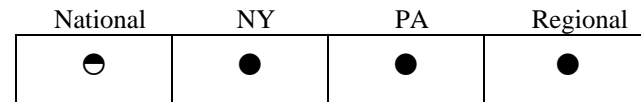
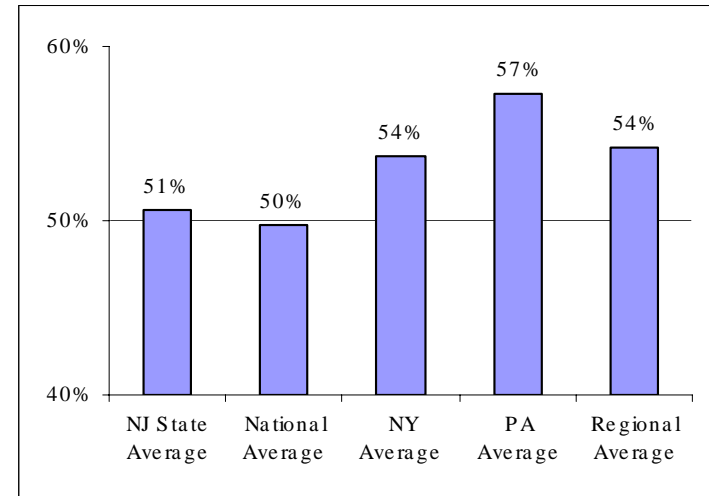
Comprehensive Diabetes Care, Continued from previous page.....

Comprehensive Diabetes Care: LDL-C Level
(Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	51%	
Aetna	51%	●
AmeriHealth	56%	●
CIGNA	50%	●
Health Net	48%	●
Horizon	68%	●
Oxford	49%	●
United	39%	○
University	49%	●
WellChoice	44%	○

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Comprehensive Diabetes Care: LDL-C Level for the Year 2002.



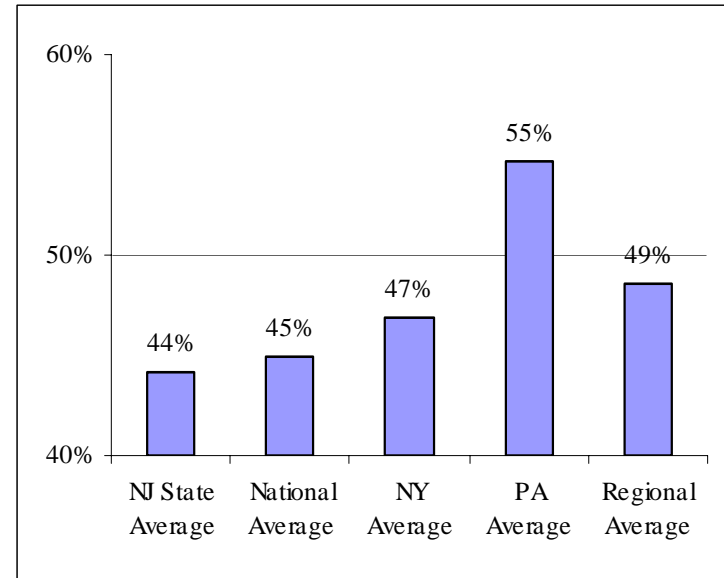
Comprehensive Diabetes Care, Continued from previous page.....

Comprehensive Diabetes Care: Kidney Disease (nephropathy) Monitored (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	44%	
Aetna	49%	●
AmeriHealth	48%	●
CIGNA	44%	●
Health Net	46%	●
Horizon	49%	●
Oxford	43%	●
United	39%	○
University	45%	●
WellChoice	35%	○

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Comprehensive Diabetes Care: Kidney Disease (nephropathy) Monitored for the Year 2002.



National	NY	PA	Regional
●	●	●	●

Use of Appropriate Medications for People with Asthma Ages 5 to 56

Percent of members 5 to 56 years of age during measurement year, continuously enrolled during the year 2001, identified as having persistent asthma, who had at least one dispensed prescription for asthma medication. Reported for each of three age stratifications and as a combined rate:

- ➔ 5 – 9 Years Old
- ➔ 10 – 17 Years Old
- ➔ 18 – 56 Years Old
- ➔ 5 – 56 Combined Rate

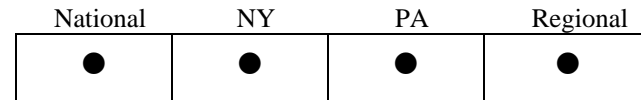
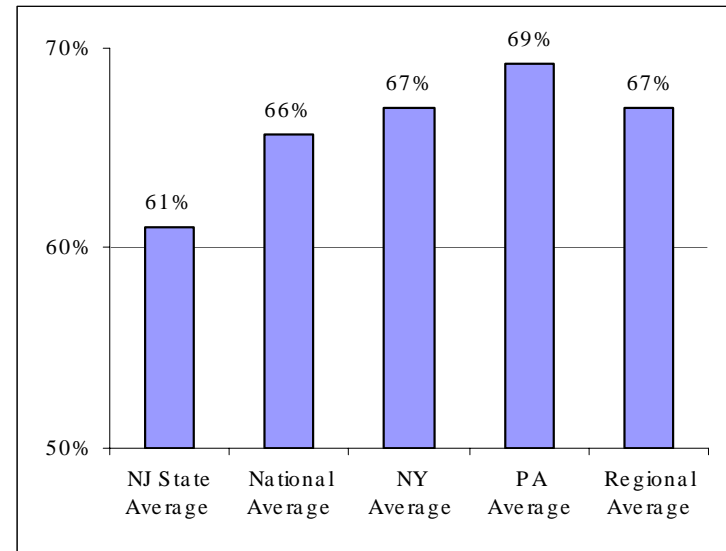
Use of Appropriate Medications for People with Asthma for Children Ages 5-9 (Data Year 2001)

Health Plan	Rate: Age 5 to 9	Individual Plan Compared to State Average
NJ State Average	61%	
Aetna	65%	●
AmeriHealth	67%	◐
CIGNA	57%	◑
Health Net	52%	○
Horizon	NR	NR
Oxford	63%	◑
United	61%	◑
University	NA	NA
WellChoice	NA	NA

NR – Not Reported, NA – Not Applicable

<ul style="list-style-type: none"> ● Higher than the New Jersey health plan average ◐ About the same as New Jersey health plan average ○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Asthma for Children Ages 5-9 for the Year 2002.



**Use of Appropriate Medications for People with Asthma
Ages 5 to 56, Continued from previous page.....**

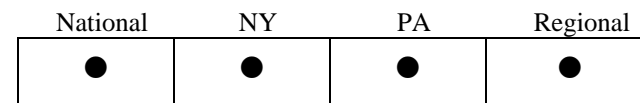
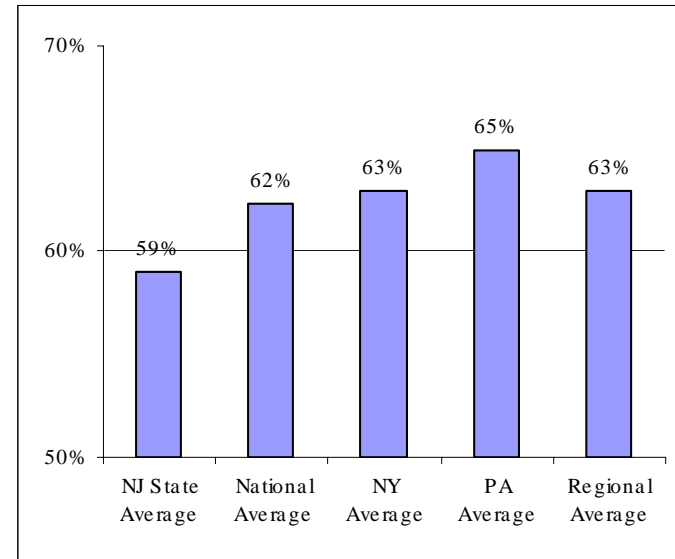
**Use of Appropriate Medications for People with Asthma
for Children Ages 10 –17 (Data Year 2001)**

Health Plan	Rate: Age 10 to 17	Individual Plan Compared to State Average
NJ State Average	59%	
Aetna	62%	●
AmeriHealth	62%	◐
CIGNA	55%	◑
Health Net	54%	○
Horizon	NR	NR
Oxford	68%	●
United	52%	○
University	NA	NA
WellChoice	NA	NA

NR – Not Reported, NA – Not Applicable

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

**New Jersey HMO Performance Compared with
National, Regional, and Neighboring States for Asthma
for Children Ages 10 – 17 for the Year 2002.**



**Use of Appropriate Medications for People with Asthma
Ages 5 to 56, Continued from previous page**

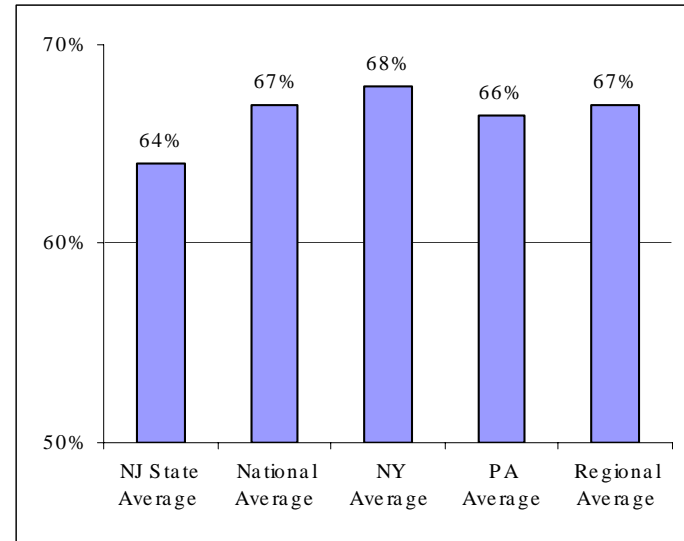
**Use of Appropriate Medications for People with Asthma
for Adults Ages 18 – 56 (Data Year 2001)**

Health Plan	Rate: Age 18 to 56	Individual Plan Compared to State Average
NJ State Average	64%	
Aetna	67%	●
AmeriHealth	66%	◐
CIGNA	63%	◑
Health Net	58%	○
Horizon	NR	NR
Oxford	68%	●
United	65%	◐
University	NA	NA
WellChoice	NA	NA

NR – Not Reported, NA – Not Applicable

● Higher than the New Jersey health plan average
◐ About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average

**New Jersey HMO Performance Compared with
National, Regional, and Neighboring States for Asthma
for Adults Ages 18 – 56 for the Year 2002.**



National	NY	PA	Regional
●	●	●	●

**Use of Appropriate Medications for People with Asthma
Ages 5 to 56, Continued from previous page.....**

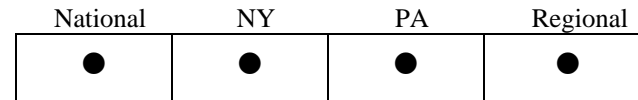
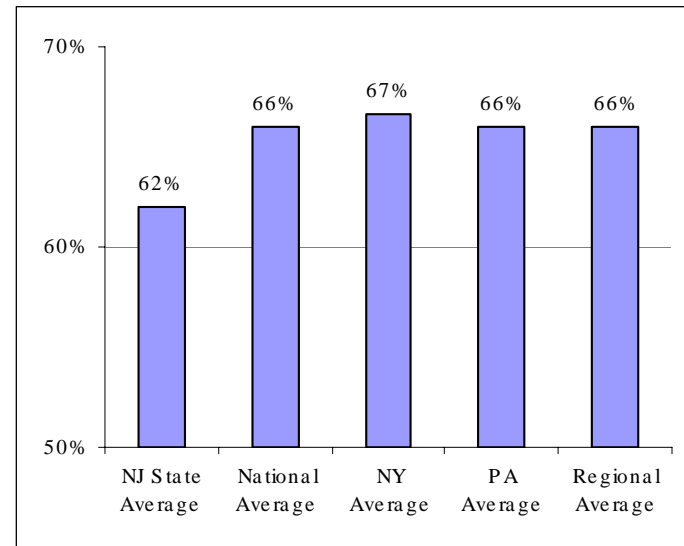
**Use of Appropriate Medications for People with Asthma
Combined Ages 5 – 56 (Data Year 2001)**

Health Plan	Rate-Combined Ages 5 to 56	Individual Plan Compared to State Average
NJ State Average	62%	
Aetna	66%	●
AmeriHealth	66%	●
CIGNA	60%	◐
Health Net	56%	○
Horizon	NR	NR
Oxford	67%	●
United	62%	◐
University	NA	NA
WellChoice	54%	◐

NR – Not Reported, NA – Not Applicable

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

**New Jersey HMO Performance Compared with
National, Regional, and Neighboring States for Use of
Appropriate Medications for People with Asthma
Combined Ages 5 – 56 for the Year 2002.**



Follow-Up After Hospitalization for Mental Illness

The percent of members six years and older (on date of hospital discharge) who were hospitalized in a acute care facility for treatment of selected mental health disorders, continuously enrolled for 30 days after discharge, who were seen by a mental health provider within 30 days for follow-up, who had an ambulatory or day/night mental health visits within 7 days of hospital discharge.

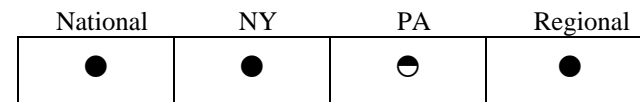
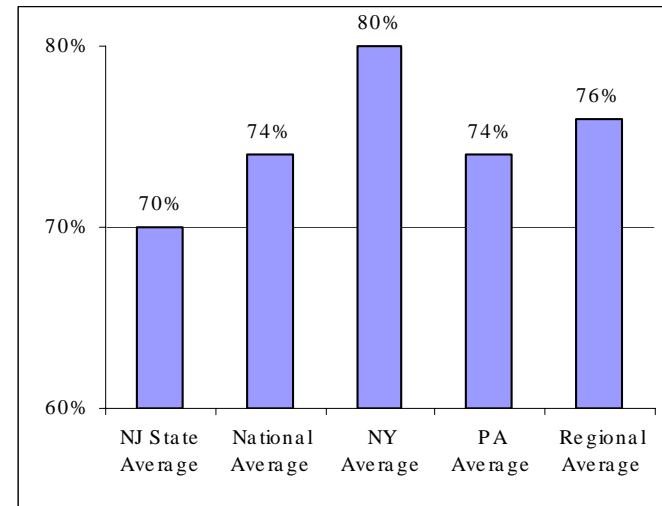
**Follow-Up After Hospitalization for Mental Illness:
Within 30 Days After Hospital Discharge**
(Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	70%	
Aetna	80%	●
AmeriHealth	66%	◐
CIGNA	60%	○
Health Net	69%	◐
Horizon	70%	◐
Oxford	73%	◐
United	70%	◐
University	NA	NA
WellChoice	NA	NA

NA – Not Applicable

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Follow-Up After Hospitalization for Mental Illness: Within 30 Days After Hospital Discharge for the Year 2002.



Follow-Up After Hospitalization for Mental Illness,
Continued from previous page

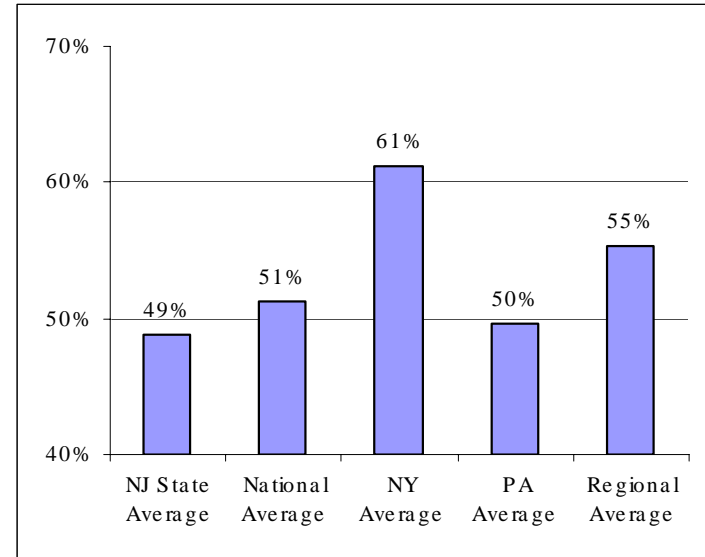
**Follow-Up After Hospitalization for Mental Illness:
Within 7 Days After Hospital Discharge (Data Year 2001)**

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	49%	
Aetna	58%	●
AmeriHealth	46%	◐
CIGNA	44%	◑
Health Net	48%	◐
Horizon	43%	○
Oxford	55%	●
United	47%	◐
University	NA	NA
WellChoice	NA	NA

NA – Not Applicable

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

**New Jersey HMO Performance Compared with
National, Regional, and Neighboring States for Follow-
Up After Hospitalization for Mental Illness: Within 7
Days After Hospital Discharge for the Year 2002.**



National	NY	PA	Regional
●	●	◐	●

Antidepressant Medication Management

Percent of members 18 and older as of the 120th day of the measurement year 2001 and who were diagnosed with a new episode of depression, treated with antidepressant medications, and who had at least 3 follow-up contacts with a licensed primary care or mental health practitioner during 84 day acute treatment phase:

- ➔ Optimal Practitioner Contacts for Medication Management
- ➔ Effective Acute Phase Treatment
- ➔ Effective Continuation Phase Treatment

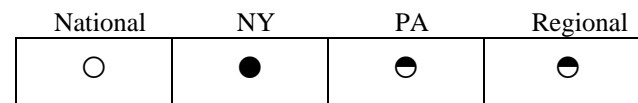
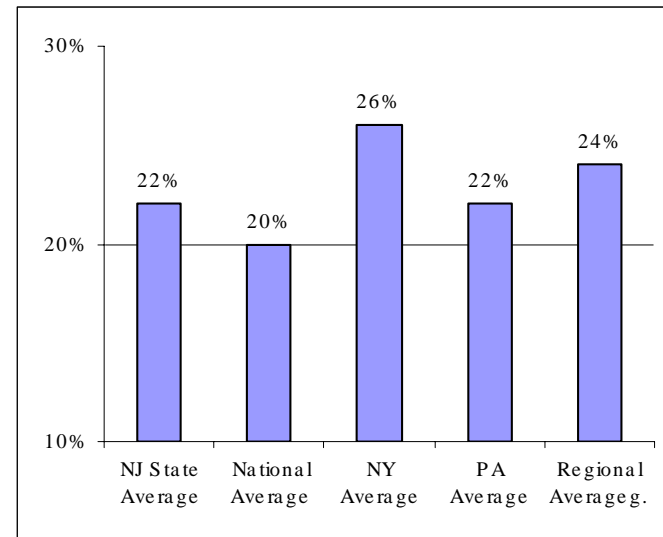
Antidepressant Medication Management – Optimal Practitioner Contacts (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	22%	
Aetna	20%	○
AmeriHealth	18%	○
CIGNA	27%	●
Health Net	30%	●
Horizon	13%	○
Oxford	20%	●
United	25%	●
University	NR	NR
WellChoice	NA	NA

NR – Not Reported, NA – Not Applicable

● Higher than the New Jersey health plan average
● About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Antidepressant Medication Management – Optimal Practitioner Contacts for the Year 2002.



Antidepressant Medication Management,
Continued from previous page.....

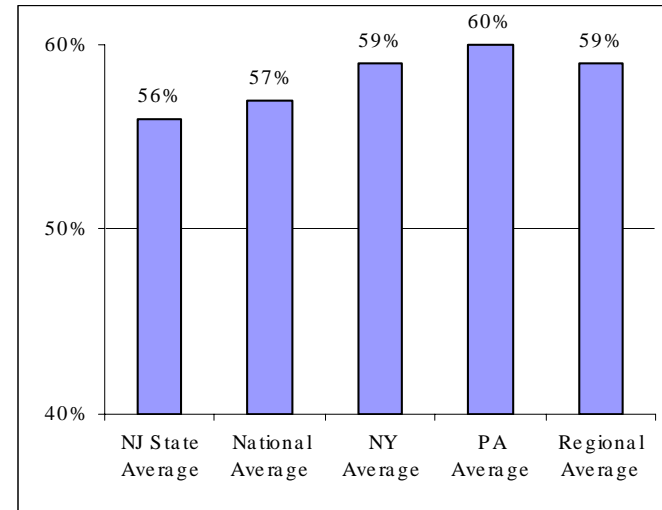
**Antidepressant Medication Management – Effective
Acute Phase Treatment (Data Year 2001)**

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	56%	
Aetna	54%	○
AmeriHealth	74%	●
CIGNA	57%	◐
Health Net	44%	◑
Horizon	47%	○
Oxford	53%	◐
United	62%	◑
University	NR	NR
WellChoice	NA	NA

NR – Not Reported, NA – Not Applicable

● Higher than the New Jersey health plan average
◐ About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average

**New Jersey HMO Performance Compared with
National, Regional, and Neighboring States for
Antidepressant Medication Management – Effective
Acute Phase Treatment for the Year 2002.**



National	NY	PA	Regional
◐	●	●	●

Antidepressant Medication Management,
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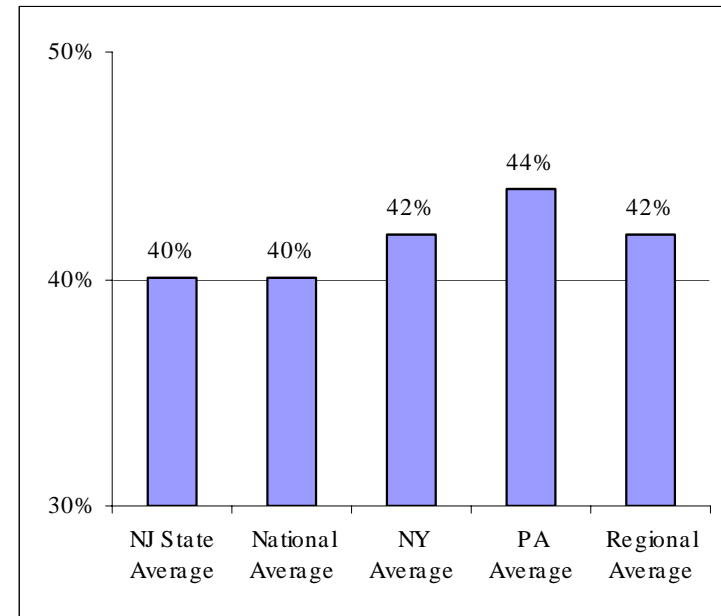
**Antidepressant Medication Management – Effective
Continuation Phase Treatment (Data Year 2001)**

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	40%	
Aetna	40%	●
AmeriHealth	54%	●
CIGNA	35%	●
Health Net	39%	●
Horizon	29%	○
Oxford	40%	●
United	45%	●
University	NR	NR
WellChoice	NA	NA

NR – Not Reported, NA – Not Applicable

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

**New Jersey HMO Performance Compared with
National, Regional, and Neighboring States for
Antidepressant Medication Management – Effective
Continuation Phase Treatment for the Year 2002.**



National	NY	PA	Regional
●	●	●	●

D. Access/Availability of Care

Access/Availability of Care, Health Plan Stability & Use of Services
Comparison of NJ Statewide Averages for HEDIS Measures, 2001 - 2002

Measure	2001	2002	Change	Significance*
Ambulatory Care Visits - 20-44	85%	87%	2%	↑ improved
Ambulatory Care Visits - 45-64	85%	90%	5%	↑ improved
Ambulatory Care Visits - 65+	92%	93%	1%	↑ improved
Children's Access to Primary Care Provider - 12-24 months	90%	95%	5%	↑ improved
Children's Access to Primary Care Provider - 25 mo. to 6 years	81%	87%	6%	↑ improved
Children's Access to Primary Care Provider - 7-11 years	85%	87%	2%	↑ improved
Prenatal and Postpartum Care - Timeliness of prenatal care	87%	87%	0%	↔ no change
Well-Child Visits, 0-15 mo.	58%	66%	8%	↑ improved
Well-Child Visits, 3-6 years	62%	70%	8%	↑ improved
Adolescent Well-Care Visits	36%	42%	6%	↑ improved

* Differences are statistically significant at the 0.05 level.

Adults Access to Preventive /Ambulatory Health Services

The percentage of enrollees age 20 to 44, 45 to 64 and 65 years and older as of December 31 of the measurement year (each cohort reported separately) and who had an ambulatory or preventive care visit.

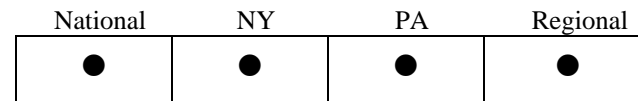
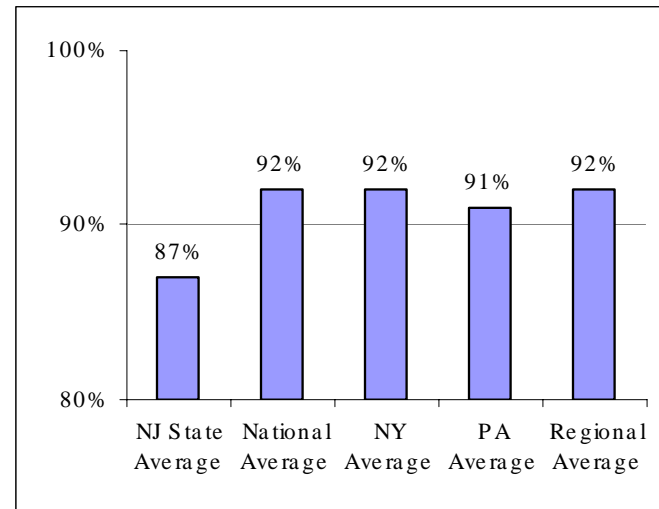
Ambulatory Care Visits - Ages 20-44
(Data Year, 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	87%	
Aetna	91%	●
AmeriHealth	91%	●
CIGNA	89%	●
Health Net	93%	●
Horizon	NA	NA
Oxford	92%	●
United	90%	●
University	66%	○
WellChoice	85%	◐

NA – Not Applicable

● Higher than the New Jersey health plan average
◐ About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Ambulatory Care Visits – Ages 20-44 for the Year 2002.



Adults Access to Preventive /Ambulatory Health Services: Continued from previous page

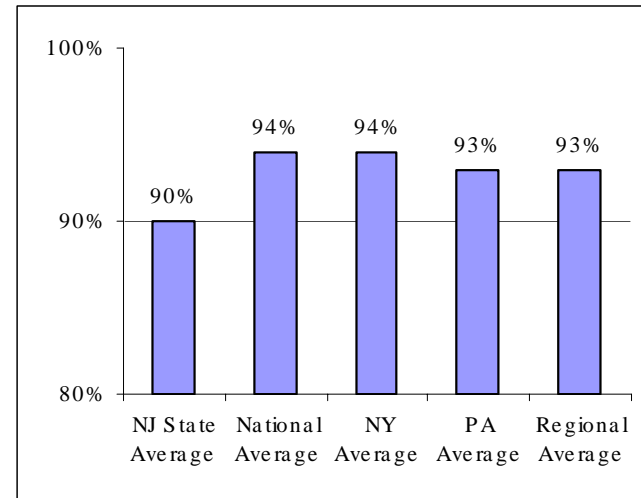
New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Ambulatory Care Visits – Ages 45-64 for the Year 2002.

Ambulatory Care Visits - Ages 45-64
(Data Year, 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	90%	
Aetna	93%	●
AmeriHealth	91%	●
CIGNA	90%	◐
Health Net	93%	●
Horizon	NA	NA
Oxford	92%	●
United	91%	●
University	79%	○
WellChoice	NA	NA

NA – Not Applicable

<ul style="list-style-type: none"> ● Higher than the New Jersey health plan average ◐ About the same as New Jersey health plan average ○ Lower than the New Jersey health plan average



National	NY	PA	Regional
●	●	●	●

Adults Access to Preventive /Ambulatory Health Services: Continued from previous page

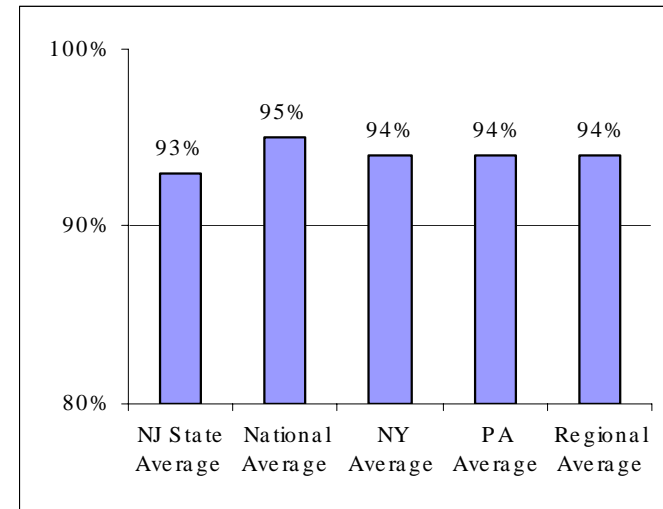
**Ambulatory Care Visits - Ages 65+
(Data Year, 2001)**

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	93%	
Aetna	94%	●
AmeriHealth	94%	◐
CIGNA	91%	○
Health Net	96%	●
Horizon	NA	NA
Oxford	93%	◐
United	94%	◐
University	92%	◐
WellChoice	NA	NA

NA – Not Applicable

● Higher than the New Jersey health plan average
◐ About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Ambulatory Care Visits – Ages 65+ for the Year 2002.



National	NY	PA	Regional
●	◐	◐	◐

Ambulatory Care Visits \ Children’s Access to Primary Care Provider

The percentage of enrollees age 12 months to 11 years as of December 31, of the measurement year 2001 and who had a visit with an MCO Primary Care provider in the measurement year. The age groups are divided into three cohorts:

- ➔ 12 to 24 months as of December 31 of the measurement year (2001) and no more than one gap in enrollment of up to 45 days during the measurement year.
- ➔ 25 months to six years as of December 31 of the measurement year and no more than one gap in enrollment of up to 45 days during the measurement year.
- ➔ Seven to 11 years old as of December 31 of the measurement year (for example: born on or between December 31, 1993 – January 1, 1989) and no more than one gap in enrollment of up to 45 days during each year of continuous enrollment.

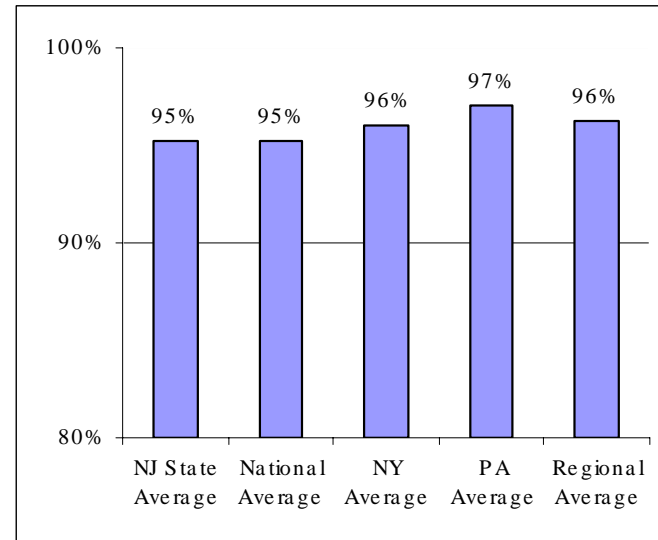
**Ambulatory Care Visits - Age 12-24 Months
(Data Year, 2001)**

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	95%	
Aetna	95%	○
AmeriHealth	96%	●
CIGNA	95%	○
Health Net	96%	●
Horizon	NA	NA
Oxford	97%	●
United	96%	●
University	100%	●
WellChoice	87%	○

NA – Not Applicable

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Ambulatory Care Visits - Age 12-24 Months for the Year 2002.



National	NY	PA	Regional
○	○	●	●

Ambulatory Care Visits \ Children's Access to Primary Care Provider: Continued from previous page

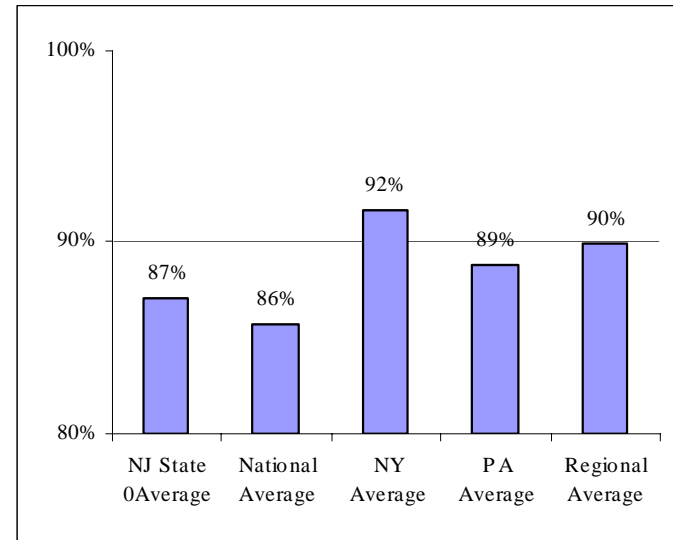
Ambulatory Care Visits - Age 25 Months to 6 Years
(Data Year, 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	87%	
Aetna	85%	○
AmeriHealth	85%	○
CIGNA	89%	●
Health Net	92%	●
Horizon	NA	NA
Oxford	93%	●
United	91%	●
University	78%	○
WellChoice	85%	◐

NA – Not Applicable

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Ambulatory Care Visits - Age 25 Months to 6 Years for the Year 2002.



National	NY	PA	Regional
○	●	◐	●

Ambulatory Care Visits \ Children's Access to Primary Care Provider: Continued from previous page

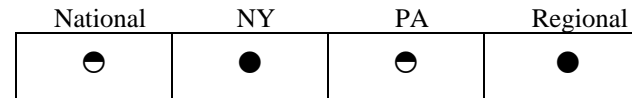
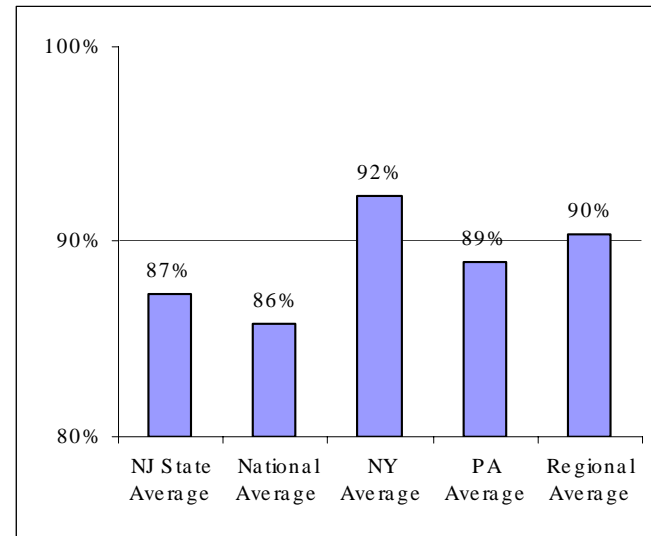
Ambulatory Care Visits - Age 7-11 Years
(Data Year, 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	87%	
Aetna	86%	○
AmeriHealth	85%	○
CIGNA	88%	◐
Health Net	92%	●
Horizon	NA	NA
Oxford	94%	●
United	91%	●
University	74%	○
WellChoice	88%	◐

NA – Not Applicable

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Ambulatory Care Visits - Age 7-11 Years for the Year 2002.



Prenatal and Postpartum Care

The percentage of women who delivered a live birth between November 6th of 2000 and November 5th of 2001 of the measurement year and continuously enrolled at least 43 days prior to delivery through 56 days after delivery. This measure includes two rates:

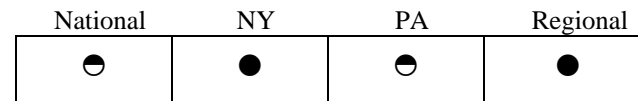
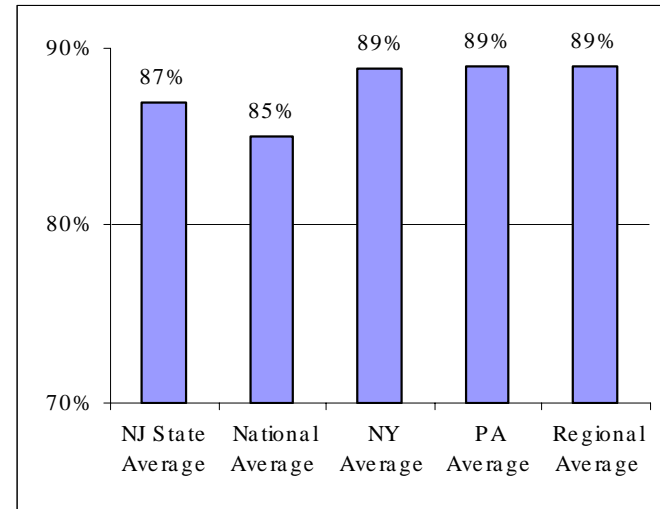
- ↳ Timeliness of Prenatal Care - The percentage of women who received a prenatal care visit as a member of the MCO in the first trimester or within 42 days of enrollment in the health plan.
- ↳ Postpartum Care - The percentage of women who had a postpartum visit on or between 21 days and 56 days after delivery.

Timeliness of Prenatal Care
(Data Year, 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	87%	
Aetna	86%	◐
AmeriHealth	89%	◑
CIGNA	95%	●
Health Net	91%	●
Horizon	80%	○
Oxford	92%	●
United	75%	○
University	86%	◐
WellChoice	88%	◑

● Higher than the New Jersey health plan average
 ◑ About the same as New Jersey health plan average
 ○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Timeliness of Prenatal Care for the Year 2002.



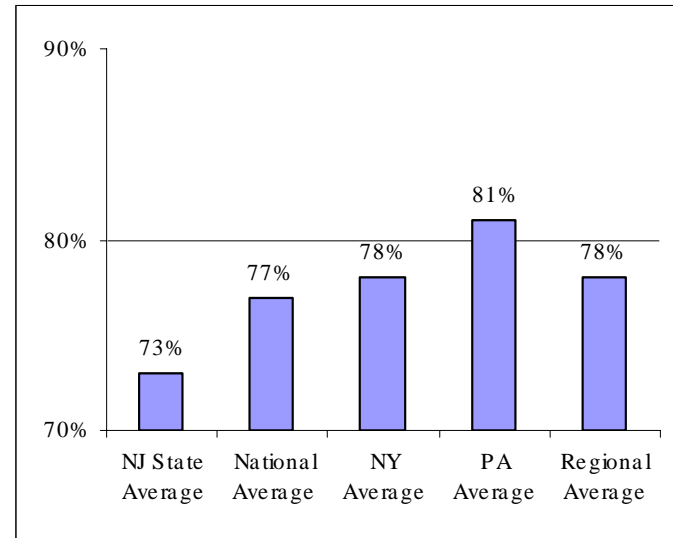
Prenatal and Postpartum Care: Continued from previous page

Postpartum Care
(Data Year, 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	73%	
Aetna	81%	●
AmeriHealth	79%	●
CIGNA	80%	●
Health Net	70%	◐
Horizon	70%	◐
Oxford	72%	◐
United	65%	○
University	72%	◐
WellChoice	73%	◐

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Postpartum Care for the Year 2002.



National	NY	PA	Regional
●	●	●	●

E. Use of Services



Well-Child Visits in the First 15 Months of Life

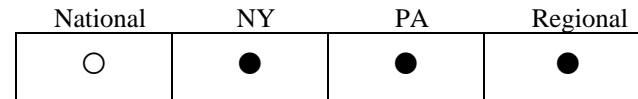
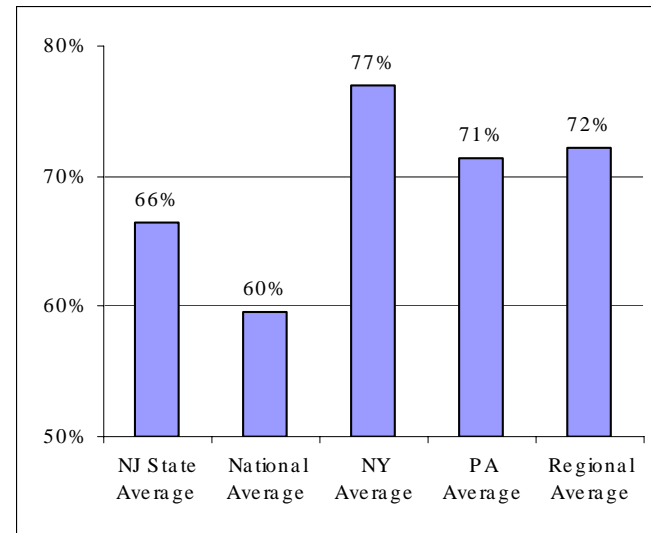
The percentage of enrolled members, who turned 15 months old during the measurement year 2001 and continuously enrolled in the MCO from age 31 days, and who received six or more well-child visits with a primary care practitioner during their first 15 months of life.

Well-Child Visits in the First 15 Months of Life (Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	66%	
Aetna	45%	○
AmeriHealth	77%	●
CIGNA	61%	○
Health Net	72%	●
Horizon	50%	○
Oxford	64%	◐
United	67%	◐
University	95%	●
WellChoice	66%	◐

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Well-Child Visits in the First 15 Months of Life for the Year 2002.



Well-Child Visits in the 3rd, 4th, 5th, and 6th Years of Life

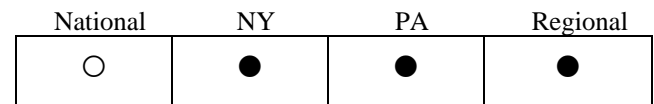
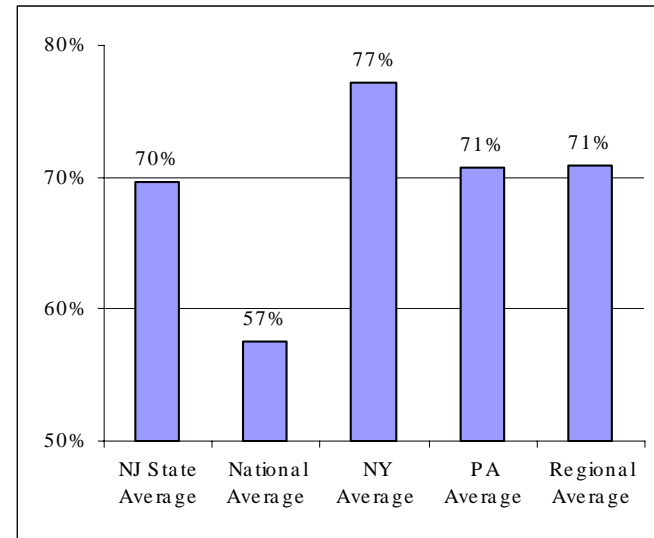
The percentage of members who were three to six years old as of December 31 of the measurement year 2001 and continuously enrolled during the measurement year 2001, and who received one or more well child visits with a primary care practitioner during the measurement year.

Well-Child Visits Age 3-6
(Data Year, 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	70%	
Aetna	64%	○
AmeriHealth	68%	◐
CIGNA	68%	○
Health Net	71%	◐
Horizon	75%	●
Oxford	75%	●
United	72%	◐
University	77%	◐
WellChoice	56%	○

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Well-Child Visits Age 3-6 Years for the Year 2002.



Adolescent Well-Care Visits

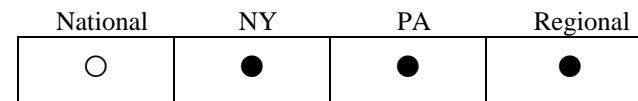
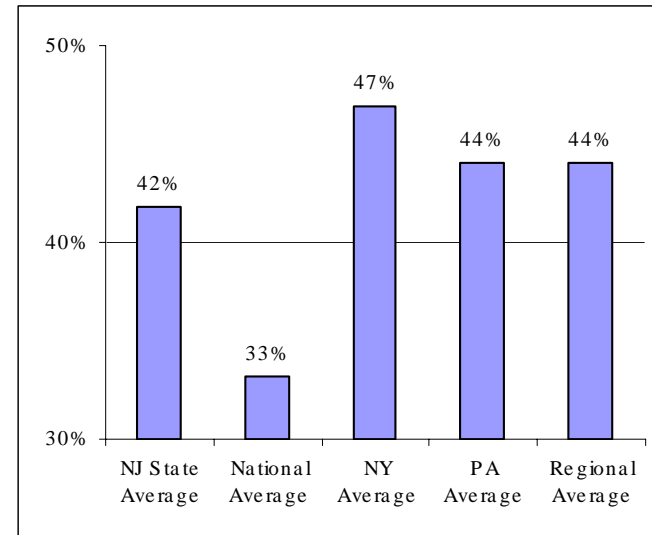
Percentage of enrolled member's age 12 to 21 years as of December 31, 2001, continuously enrolled during the measurement year and who had at least one comprehensive well-care visit with a primary care practitioner or an OB/GYN practitioner during the measurement year.

Adolescent Well-Care Visits
(Data Year 2001)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	42%	
Aetna	37%	○
AmeriHealth	41%	◐
CIGNA	38%	○
Health Net	43%	◑
Horizon	54%	●
Oxford	48%	●
United	43%	◑
University	43%	◑
WellChoice	29%	○

- Higher than the New Jersey health plan average
- ◑ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States Adolescent Well-Care Visits for the Year 2002.



Inpatient Utilization – General Hospital/Acute Care

This measure summarizes utilization of acute inpatient services in the following categories:

- ↳ Total services
- ↳ Medicine
- ↳ Surgery
- ↳ Maternity

However, non-acute care, Mental Health, Chemical Dependency services and newborn services are excluded.

**Inpatient Utilization - General Hospital/Acute Care
Data Year 2001**

Health Plan	Discharges /1000 Members				Average Length of Stay (Days)			
	Total	Medicine	Surgery	Maternity	Total	Medicine	Surgery	Maternity
NJ State Average	55.6	23.5	16.2	15.7	3.8	3.9	4.6	3.0
Aetna	61.1	27.2	18.9	15.1	3.9	4.1	4.5	2.9
AmeriHealth	64.0	26.0	22.7	15.3	3.7	3.6	4.4	2.8
CIGNA	57.5	26.4	15.0	15.9	4.1	4.2	5.1	3.0
Health Net	53.2	17.4	15.9	19.8	3.9	3.3	4.3	4.0
Horizon	51.8	22.3	13.0	14.6	3.6	3.7	4.6	2.8
Oxford	58.0	21.9	18.3	17.7	3.9	4.1	4.7	3.0
United	59.6	27.2	15.9	16.5	3.6	3.9	4.2	2.7
University	44.8	23.4	11.9	9.4	3.5	3.1	4.8	2.8
WellChoice	50.8	19.5	14.1	17.2	4.1	4.9	4.6	2.9

**New Jersey Performance Compared with National, Regional and Neighboring States for
Inpatient Utilization–General Hospital/Acute Care for the Year 2002.**

	Total	Medicine	Surgery	Maternity	Total	Medicine	Surgery	Maternity
NJ State Average	55.6	23.5	16.2	15.7	3.8	3.9	4.6	3.0
National Average	56.4	24.3	17.2	14.4	3.7	3.7	4.5	2.6
NY Average	54.3	23.0	16.9	14.1	4.1	4.1	5.1	2.9
PA Average	59.0	25.7	20.0	12.8	3.7	3.6	4.5	2.7
Regional Average	56.1	23.9	17.8	14.0	3.9	3.8	4.8	2.8

Ambulatory Care

This measure summarizes utilization of ambulatory services in the following categories:

- ↳ Outpatient Visits include after-hours, non-emergency urgent care, nursing home visits, and office-based surgical procedures. Outpatient Visits exclude inpatient stays, emergency room visits, and mental health and chemical dependency services.
- ↳ Emergency Department Visits include each visit to an ED that does not result in an inpatient stay, regardless of the intensity of care required during the stay or the length of stay.
- ↳ Ambulatory Surgery/Procedures are performed in a hospital outpatient facility or freestanding surgery center. Office-based surgeries/procedures are not counted in this category.
- ↳ Observation Room Stays include each stay in an observation room that does not result in an inpatient stay, regardless of the intensity of care required during the stay or the length of time spent.

Ambulatory Care Visits: Data Year 2001

Health Plan	Visits /1000 Members			
	Outpatient Visits	ED Visits	Ambulatory Surgery	Observation Room
NJ State Average	3052.7	134.8	83.3	2.8
Aetna	3539.8	162.5	85.1	3.14
AmeriHealth	2649.5	146.9	101.8	3.43
CIGNA	3654.1	173.1	90.5	NR
Health Net	3871.3	155.7	101.5	2.64
Horizon	NR	148.0	92.5	5.61
Oxford	4104.3	164.6	96.8	3.24
United	3666.5	123.6	105.2	2.61
University	305.4	12.3	5.5	0.09
WellChoice	2631.0	126.5	70.6	1.85

NR – Not Reported

New Jersey Performance Compared with National, Regional and Neighboring States for Ambulatory Care Visits for the Year 2002

	Outpatient Visits	ED Visits	Ambulatory Surgery	Observation Room
NJ State Average	3052.7	134.8	83.3	2.8
National Average	3383.4	176.9	93.6	8.2
NY Average	3976.0	142.9	92.7	3.6
PA Average	3255.2	178.2	99.8	7.9
Regional Average	3569.5	152.5	93.0	4.7

Maternity Care – Discharges and Length of Stay

This measure summarizes utilization information on maternity-related care for enrolled females who had live births during the measurement year (2001). This information is reported for total deliveries, vaginal deliveries and Cesarean section (C-section) deliveries during the reporting year and how long the women stayed in the hospital after delivery.

Maternity Care – Discharges and Length of Stay - Data Year 2001

Health Plan	Discharges /1000 Female Members			Average Length of Stay		
	Total	Vaginal	C-Section	Total	Vaginal	C-Section
NJ State Average	27.13	19.09	8.04	2.90	2.42	4.07
Aetna	25.95	18.29	7.66	2.94	2.39	4.26
AmeriHealth	31.31	23.36	7.95	2.81	2.48	3.78
CIGNA	27.79	19.04	8.75	2.97	2.38	4.25
Health Net	27.12	19.20	7.93	3.02	2.37	4.57
Horizon	20.99	14.11	6.88	2.91	2.36	4.04
Oxford	29.54	20.60	8.94	3.12	2.53	4.47
United	29.69	20.74	8.95	2.72	2.16	4.03
University	15.26	11.71	3.56	2.74	2.35	4.00
WellChoice	36.49	24.74	11.75	2.88	2.74	3.18

New Jersey Performance Compared with National, Regional and Neighboring States for Maternity Care Discharges and Length of Stay for the Year 2002

	Discharges /1000 Female Members			Average Length of Stay		
	Total	Vaginal	C-Section	Total	Vaginal	C-Section
NJ State Average	27.13	19.09	8.04	2.90	2.42	4.07
National Average	25.20	18.69	6.51	2.59	2.20	3.72
NY Average	24.04	17.40	6.64	2.84	2.34	4.12
PA Average	22.40	16.70	5.70	2.67	2.29	3.78
Regional Average	24.15	17.52	6.63	2.80	2.34	4.00

Births and Average Length of Stay (ALOS) for Newborns

This measure summarizes utilization information on newborns discharged during the measurement year. It is defined as care provided from birth to discharge to home. If a newborn is transferred from one hospital to another hospital and has never gone home, the care is still newborn care.

Newborns: Births and Average Length of Stay (ALOS) - Data Year 2001

Health Plan	Total Newborn Discharges	Total Newborn Discharges/1000 MF	Total Newborn Average Length of Stay
NJ State Average		14.01	3.5
Aetna	9396	9.41	3.9
AmeriHealth	2423	16.22	2.8
CIGNA	4777	15.51	3.6
Health Net	3672	14.39	4.6
Horizon	2697	13.22	3.5
Oxford	4070	16.18	3.9
United	1011	11.95	3.2
University	NR	NR	NR
WellChoice	221	15.18	2.9

NR – Not Reported

New Jersey Performance Compared with National, Regional and Neighboring States for Newborns: Births and Average Length of Stay for the Year 2002

	Total Newborn Discharges/1000 MF	Total Newborn ALOS
NJ State Average	14.01	3.5
National Average	12.40	3.1
NY Average	11.57	3.6
PA Average	11.67	3.5
Regional Average	12.06	3.5

Mental Health Utilization – Inpatient Discharges and Average Length of Stay (ALOS)

This measure summarizes utilization of inpatient mental health services, by members receiving mental health services and estimates how many hospitalizations for mental health disorders occurred during the measurement year (2001) and how long patient stayed in the hospital, on average. Rates are per 1,000 members with mental health coverage.

**Mental Health Utilization – Inpatient Discharges and Average Length of Stay
Data Year 2001**

Health Plan	Discharges/1000 Members	Average Length of Stay (Days)
NJ State Average	2.18	6.88
Aetna	2.44	7.13
AmeriHealth	2.35	6.43
CIGNA	3.40	8.31
Health Net	1.91	7.59
Horizon	2.31	7.32
Oxford	2.24	8.88
United	2.44	5.26
University	1.39	6.27
WellChoice	1.17	4.71

New Jersey Performance Compared with National, Regional and Neighboring States for Mental Health Utilization – Inpatient Discharges and Average Length of Stay for the Year 2002

	Discharges/1000 Members	Average Length of Stay (Days)
NJ State Average	2.18	6.88
National Average	2.83	6.11
NY Average	2.59	7.72
PA Average	3.35	5.73
Regional Average	2.75	6.91

Mental Health Utilization – Percentage of Members Receiving Inpatient, Day/Night and Ambulatory Services

The percentage and total number of members receiving mental health services during the measurement year (2001) in the following categories and reports in each category the total number of members who received the specific services.

- ↳ Any Mental Health Services (inpatient, day/night, ambulatory)
- ↳ Inpatient Mental Health Services
- ↳ Day/Night Mental Health Services and Ambulatory Mental Health Services

Mental Health Utilization – Percentage of Members Receiving Inpatient, Day/Night and Ambulatory Services Data Year 2001

Health Plan	Any Services	Inpatient Services	Day/Night Services	Ambulatory Services
NJ State Average	6.58	0.17	0.03	6.50
Aetna	4.53	0.20	0.05	4.48
AmeriHealth	2.27	0.20	0.13	2.15
CIGNA	6.13	0.32	0.03	6.01
Health Net	4.73	0.16	0.05	4.68
Horizon	4.11	0.14	0.00	4.06
Oxford	3.94	0.18	0.02	3.89
United	4.65	0.14	0.02	4.62
University	26.93	0.14	0.00	26.79
WellChoice	1.91	0.10	0.00	1.86

New Jersey Performance Compared with National, Regional and Neighboring States for Mental Health Utilization – Percentage of Members Receiving Inpatient, Day/Night and Ambulatory Services for the Year 2002

	Any Services	Inpatient Services	Day/Night Services	Ambulatory Services
NJ State Average	6.58	0.17	0.03	6.50
National Average	5.21	0.24	0.13	5.14
NY Average	5.21	0.24	0.04	5.47
PA Average	5.43	0.27	0.04	5.11
Regional Average	5.56	0.24	0.04	5.34

Chemical Dependency Utilization: Discharges and Average Length of Stay

This measure summarizes utilization of inpatient chemical dependency services, and reports how many hospitalizations for chemical dependency occurred during the measurement year and how long patient stayed in the hospital on average. Rates are per 1000 members with chemical dependency coverage.

Chemical Dependency Utilization: Discharges and Average Length of Stay Data Year 2001

Health Plan	Discharges / 1000 Members	Average Length of Stay (Days)
NJ State Average	1.22	5.83
Aetna	1.56	5.26
AmeriHealth	1.20	6.23
CIGNA	1.33	6.14
Health Net	1.56	4.86
Horizon	1.29	6.01
Oxford	1.23	5.89
United	1.38	5.77
University	0.19	5.00
WellChoice	1.24	7.28

New Jersey Performance Compared with National, Regional and Neighboring States for Chemical Dependency Utilization: Discharges and Average Length of Stay for the Year 2002

	Discharges / 1000 Members	Average Length of Stay (Days)
NJ State Average	1.22	5.83
National Average	1.13	5.12
NY Average	1.11	6.68
PA Average	1.42	5.50
Regional Average	1.23	6.13

Chemical Dependency Utilization – Percentage of Members Receiving Inpatient, Day/Night Care and Ambulatory Services

The number and percentage of members receiving chemical dependency services during the measurement year (2001) in the following categories:

- ↳ Any Chemical Dependency (CD) Services (inpatient, day/night, ambulatory)
- ↳ Inpatient Chemical Dependency Services
- ↳ Day/Night Chemical Dependency Services and
- ↳ Ambulatory Chemical Dependency Services report in each category

Chemical Dependency Utilization – Percentage of Members Receiving Inpatient, Day/Night Care and Ambulatory Services, Data Year 2001

Health Plan	Any CD Services	Inpatient Services	Day/Night Services	Ambulatory Services
NJ State Average	0.39	0.10	0.02	0.31
Aetna	0.32	0.11	0.01	0.26
AmeriHealth	0.26	0.10	0.09	0.14
CIGNA	0.48	0.13	0.00	0.40
Health Net	0.26	0.11	0.02	0.18
Horizon	0.23	0.10	0.00	0.15
Oxford	0.26	0.10	0.00	0.20
United	0.29	0.11	0.02	0.23
University	1.24	0.02	0.00	1.22
WellChoice	0.14	0.12	0.00	0.03

New Jersey Performance Compared with National, Regional and Neighboring States for Chemical Dependency Utilization: Percentage of Members Receiving Inpatient, Day/Night Care and Ambulatory Services for the Year 2002

	Any Services	Inpatient Services	Day/Night Services	Ambulatory Services
NJ State Average	0.39	0.10	0.02	0.31
National Average	0.37	0.09	0.04	0.31
NY Average	0.48	0.09	0.02	0.44
PA Average	0.41	0.11	0.06	0.32
Regional Average	0.41	0.10	0.03	0.35

Compiled by Veena Singh