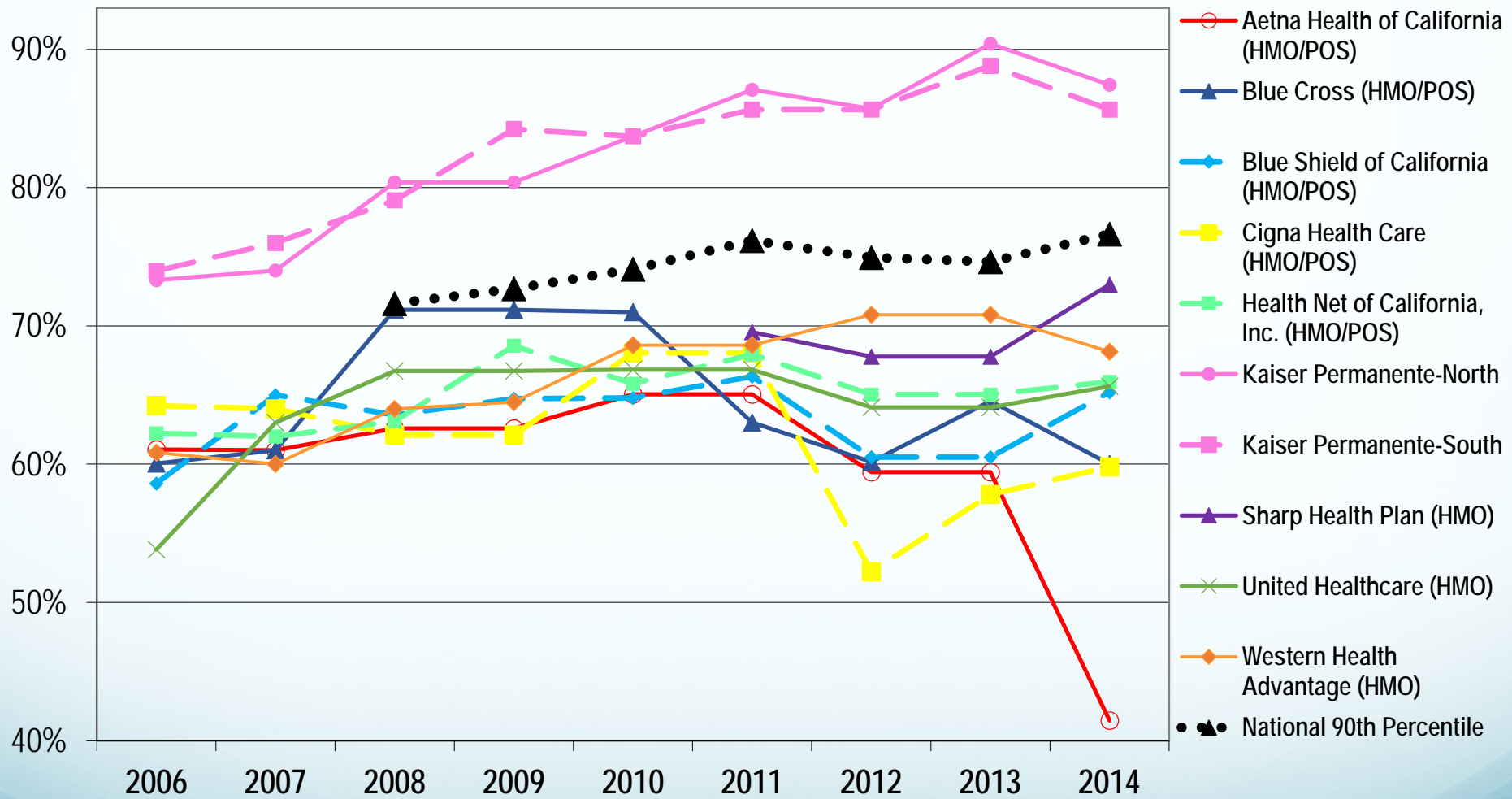


Review of California Managed Care Performance Trends and Comparison to National Performers

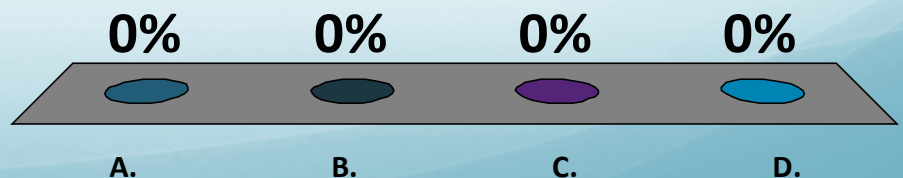
Hector P. Rodriguez, PhD, MPH, Associate Professor,
Health Policy and Management, Chair, Health Policy PhD
Graduate Group, UC Berkeley, School of Public Health

% Patients' Blood Pressure Controlled (<140/90 mmHg) Among California Health Plans

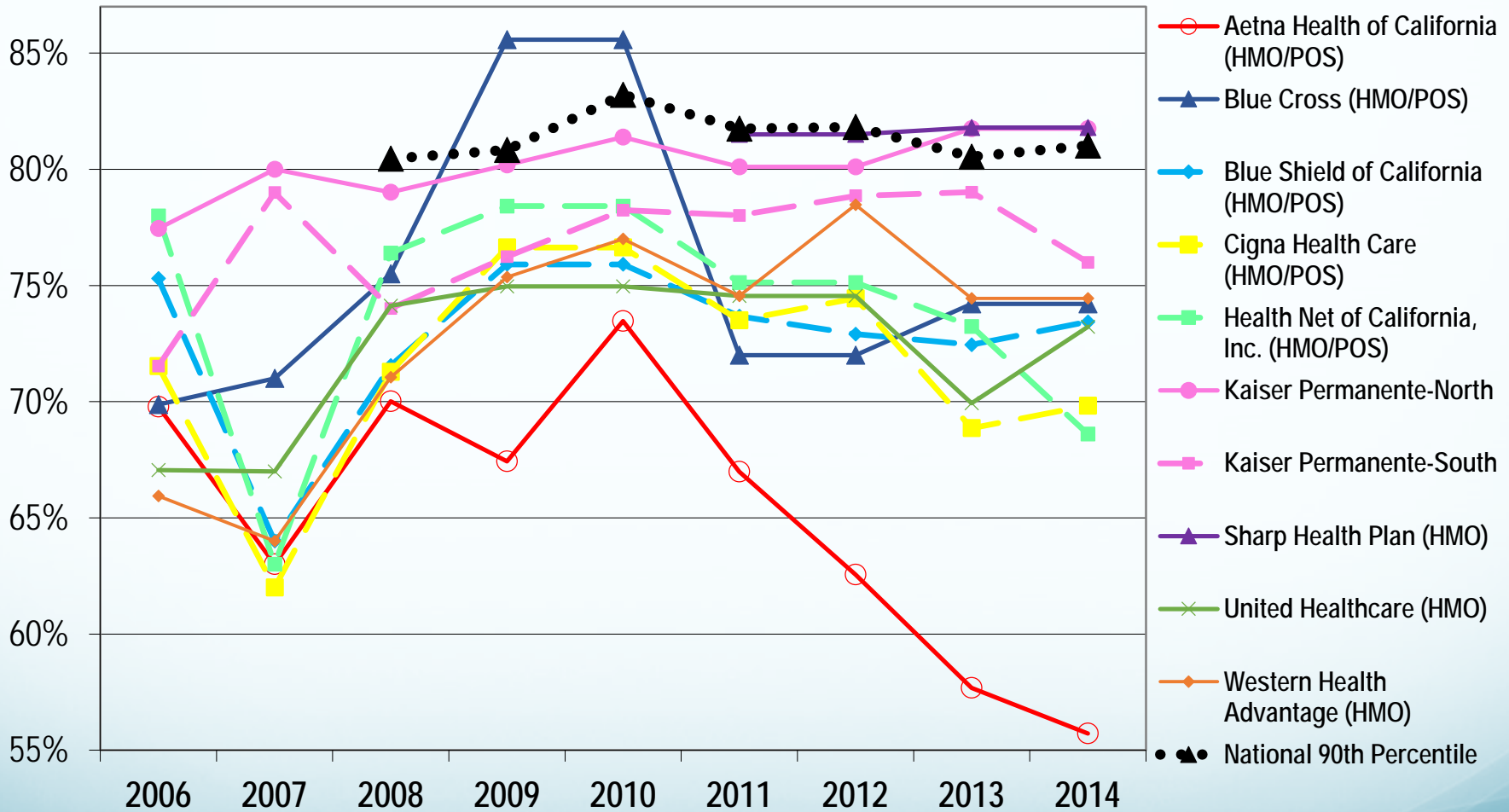


Kaiser Permanente has consistently remained the top performer in **blood pressure control** over time, with performance significantly above the 90th national percentile. **What is preventing other CA health plans from achieving the same level of performance?**

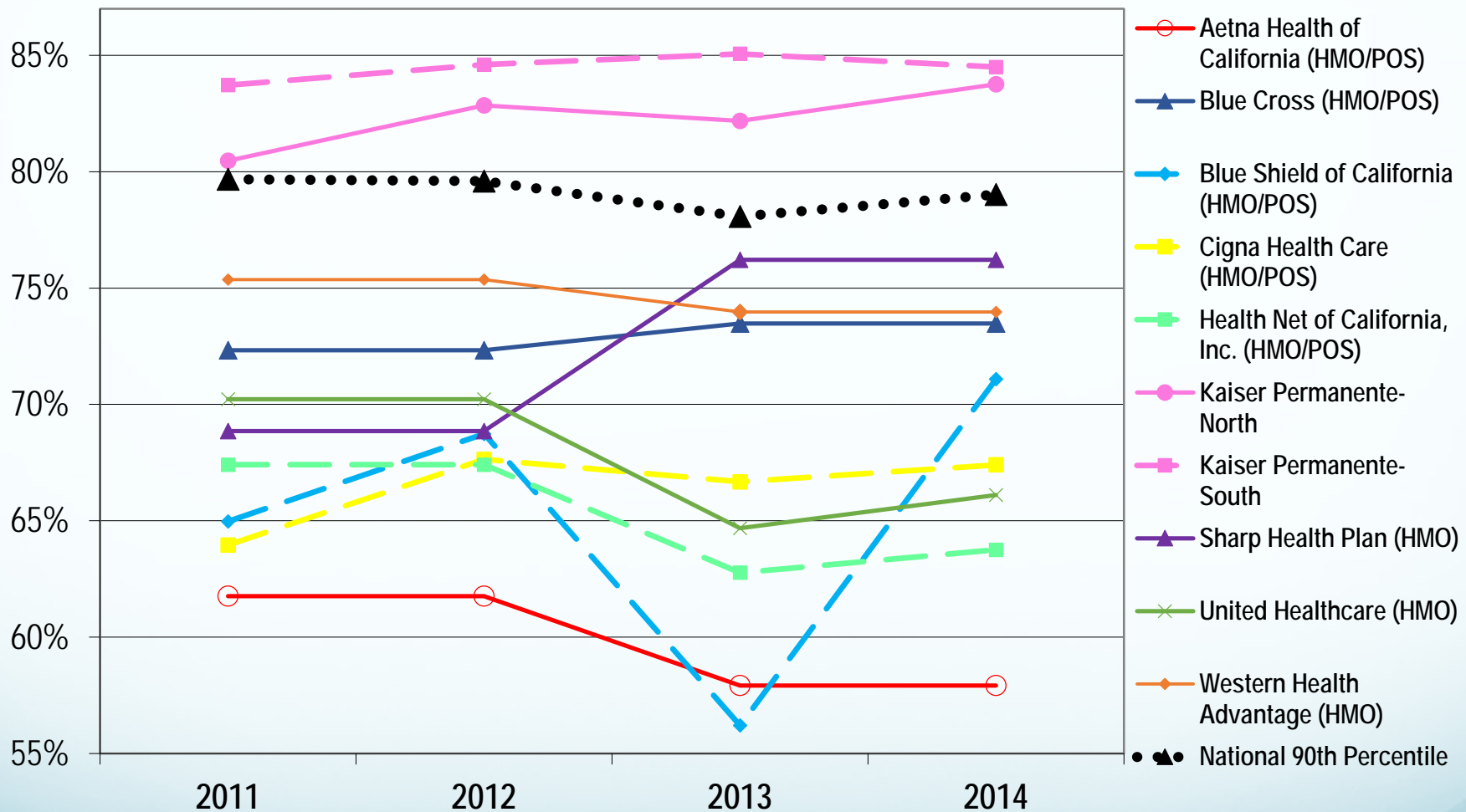
- A. Other health plans' patients are more clinically complex and therefore difficult to treat
- B. Health plans face challenges making blood pressure control a top priority among contracted providers
- C. KP's approach to improvement (bundled medication protocols, organized systems) is not operationally feasible for other practices
- D. Providers face insufficient incentives and penalties for providing evidence-based hypertension management



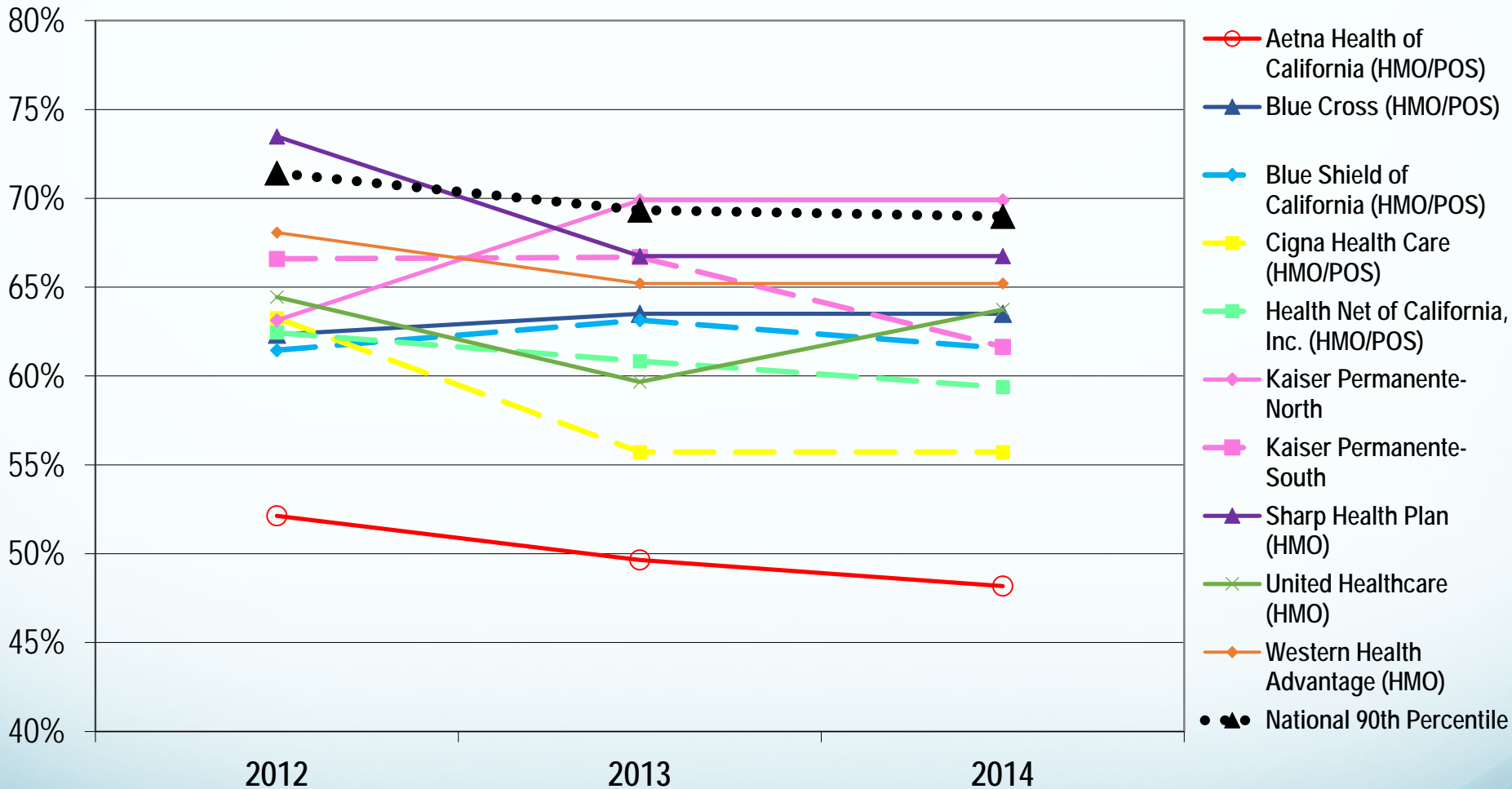
Patients with Diabetes with Blood Sugar (HbA1c)<9 Among California Health Plans



Patients with Diabetes with Blood Pressure Controlled (<140/90 mmHg) Among California Health Plans

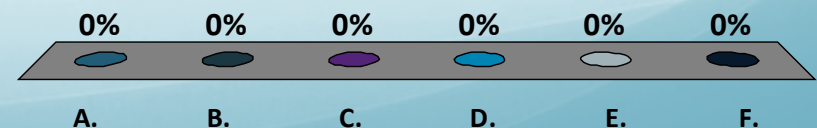


Patients with Diabetes with Blood Sugar (HbA1c) <8 Among California Health Plans



Which policy would most likely contribute to improving California's performance to exceed the national 90th percentile on measures of cardiovascular risk?

- A. More intensive delivery system redesign
- B. More intensive delivery system redesign
- C. More intensive performance transparency initiatives (public reporting)
- D. Incentives and support for patients to change their health behaviors
- E. Health plan and provider consolidation
- F. I have another idea (and I'd like to share!)



Controlling High Blood Pressure <140/90	
National 90th Percentile--"Grade A"	76.64
California Average	67.22
California	
Kaiser Foundation Health Plan, Inc. - Northern California	87.44
Kaiser Foundation Health Plan Inc. - Southern California	85.64
Sharp Health Plan	72.98
Western Health Advantage	68.13
Health Net of California, Inc.	65.96
UnitedHealthcare of California	65.63
Blue Shield of California	65.20
Blue Cross of California dba Anthem Blue Cross	60.00
Cigna HealthCare of California, Inc.	59.80
Aetna Health of California, Inc.	41.46
National Top 10	
Kaiser Mid-Atlantic States, Colorado, Northern California, Southern California, Northwest, Georgia, Hawaii	90.82-77.86
Tufts Associated Health Maintenance Organization, Inc. (MA)	85.19
Gundersen Health Plan, Inc. (WI)	82.97
Dean Health Plan, Inc. (WI)	81.85
Johns Hopkins US Family Health Plan (MD)	81.82
Medical Associates Health Plan, Inc. - Accred (IA)	80.78
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc.	80.69
Health New England, Inc. (MA)	78.35
Health Tradition Health Plan (WI)	77.32
Harvard Pilgrim Health Care, Inc. (MA)	77.31

Diabetes Care: Blood Pressure Control <140/90	
National 90th Percentile--"Grade A"	79.02
California Average	72.01
California	
Kaiser Foundation Health Plan Inc. - Southern California	84.50
Kaiser Foundation Health Plan, Inc. - Northern California	83.76
Sharp Health Plan	76.21
Western Health Advantage	73.97
Blue Cross of California dba Anthem Blue Cross	73.48
Blue Shield of California	71.09
Cigna HealthCare of California, Inc.	67.40
UnitedHealthcare of California	66.11
Health Net of California, Inc.	63.75
Aetna Health of California, Inc.	57.92
National Top 10	
Group Health Cooperative of Eau Claire (WI)	87.62
HealthSpan Integrated Care (OH)	86.86
Dean Health Plan, Inc. (WI)	85.04
Kaiser - Southern California, Colorado, Northern California, Mid-Atlantic States, Northwest, Hawaii, Georgia	84.50-81.02
Tufts Associated Health Maintenance Organization, Inc. (MA)	84.21
Gundersen Health Plan, Inc. (WI)	82.10
Health New England, Inc. (MA)	81.57
Medical Associates Health Plan, Inc. - Accred (IA)	81.02
Compcare Health Services Insurance Corporation dba Anthem Blue Cross and Blue Shield in Wisconsin	80.80
Cigna HealthCare of Arizona, Inc.	80.05

Diabetes Care: Poor Blood Sugar (HbA1c) Control (>9%)		Diabetes Care: Blood Sugar (HbA1c) Control <8%	
<i>(Lower Score Indicates Better Performance)</i>			
National 90th Percentile--"Grade A"	18.98	National 90th Percentile--"Grade A"	68.98
California Average	31.18	California Average	63.03
California		California	
Sharp Health Plan	18.20	Kaiser Foundation Health Plan, Inc. - Northern California	69.89
Kaiser Foundation Health Plan Inc. - Northern California	18.25	Sharp Health Plan	66.75
Kaiser Foundation Health Plan Inc. - Southern California	24.00	Western Health Advantage	65.21
Western Health Advantage	25.55	UnitedHealthcare of California	63.74
Blue Cross of California dba Anthem Blue Cross	25.79	Blue Cross of California dba Anthem Blue Cross	63.50
Blue Shield of California	26.56	Kaiser Foundation Health Plan Inc. - Southern California	61.64
UnitedHealthcare of California	26.78	Blue Shield of California	61.56
Cigna HealthCare of California, Inc.	30.17	Health Net of California, Inc.	59.37
Health Net of California, Inc.	31.39	Cigna HealthCare of California, Inc.	55.72
Aetna Health of California, Inc.	44.28	Aetna Health of California, Inc.	48.18
National Top 10		National Top 10	
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc.	12.22	Martin's Point US Family Health Plan (ME)	76.89
Martin's Point US Family Health Plan (ME)	13.63	Anthem Health Plans of New Hampshire, Inc. dba Anthem Blue Cross and Blue Shield in New Hampshire	75.18
Tufts Associated Health Maintenance Organization, Inc. (MA)	14.04	Blue Cross and Blue Shield of Massachusetts HMP Blue, Inc.	74.33
Health New England, Inc. (MA)	14.23	Medical Associates Health Plan, Inc. - Accred (IA)	74.17
Cigna HealthCare of Colorado	14.29	Optima Health Plan (VA)	73.92
Anthem Health Plans of New Hampshire, Inc. dba Anthem Blue Cross and Blue Shield in New Hampshire	14.36	Network Health Plan (WI)	72.77
Medical Associates Health Plan, Inc. - Accred (IA)	14.68	Group Health Cooperative of Eau Claire (WI)	72.28
Network Health Plan (WI)	16.13	Tufts Associated Health Maintenance Organization, Inc. (MA)	72.22
Sanford Health Plan (SD)	16.42	Harvard Pilgrim Health Care of New England (NH)	71.78
HealthAmerica Pennsylvania, Inc.	16.61	Health New England, Inc. (MA)	71.53

Persistence of Beta Blocker Treatment After a Heart Attack	
National 90th Percentile--"Grade A"	91.93
California Average	81.76
California	
Kaiser Foundation Health Plan, Inc. - Northern California	89.87
Kaiser Foundation Health Plan, Inc. - Southern California	89.72
Western Health Advantage	86.67
Aetna Health of California, Inc.	83.20
Blue Shield of California	82.73
Blue Cross of California dba Anthem Blue Cross	79.31
Health Net of California, Inc.	76.49
United Healthcare of California	76.19
Cigna HealthCare of California, Inc.	71.70
Sharp Health Plan	NA
National Top 10	
Kaiser Foundation Health Plan of Colorado	97.80
Group Health Cooperative of South Central Wisconsin	95.65
Martin's Point US Family Health Plan (MA, NH, NY, PA, VT)	94.29
Tufts Associated Health Maintenance Organization, Inc. (MA)	94.23
Capital District Physicians' Health Plan, Inc. (CDPHP)	93.67
Unity Health Plans Insurance Corporation (WI)	93.15
Geisinger Health Plan (PA)	92.86
Aetna Health Inc. (New Jersey)	92.59
HealthPlus of Michigan, Inc.	92.31
Martin's Point US Family Health Plan (ME)	92.16

Diabetes Care: Blood Sugar (HbA1c) Testing	
National 90th Percentile--"Grade A"	95.36
California Average	89.05
California	
Kaiser Foundation Health Plan, Inc. - Northern California	94.71
Kaiser Foundation Health Plan Inc. - Southern California	94.45
Sharp Health Plan	93.20
UnitedHealthcare of California	90.76
Western Health Advantage	90.02
Cigna HealthCare of California, Inc.	89.78
Blue Shield of California	89.69
Blue Cross of California dba Anthem Blue Cross	89.05
Health Net of California, Inc.	87.35
Aetna Health of California, Inc.	86.62
National Top 10	
Grand Valley Health Plan, Inc. (MI)	97.83
Tufts Associated Health Maintenance Organization, Inc. (MA)	97.66
Blue Cross and Blue Shield of Vermont	97.27
Network Health Plan (WI)	97.14
Martin's Point US Family Health Plan (ME)	96.59
Neighborhood Health Plan, Inc. (MA)	96.13
Martin's Point US Family Health Plan (MA, NH, NY, PA, VT)	96.11
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc.	96.09
Medical Associates Health Plan, Inc. - Accred (IA)	96.09
Kaiser Foundation Health Plan of the Northwest, Inc. (OR)	95.97

Diabetes Care: Medical Attention for Nephropathy	
National 90th Percentile--"Grade A"	91.24
California Average	87.17
California	
Kaiser Foundation Health Plan, Inc. - Northern California	94.53
Kaiser Foundation Health Plan, Inc. - Southern California	93.64
Blue Shield of California	89.84
Sharp Health Plan	89.81
Cigna HealthCare of California, Inc.	89.05
UnitedHealthcare of California	87.44
Blue Cross of California dba Anthem Blue Cross	87.10
Western Health Advantage	86.86
Health Net of California, Inc.	86.62
Aetna Health of California, Inc.	84.67
National Top 10	
Kaiser - Mid-Atlantic States, Northwest, Northern California, Colorado, Southern California, Hawaii, Georgia	97.83-92.88
Gundersen Health Plan, Inc. (WI)	94.39
Tufts Associated Health Maintenance Organization, Inc. (MA)	93.57
Martin's Point US Family Health Plan (ME)	92.94
HealthSpan Integrated Care (OH)	92.85
Grand Valley Health Plan, Inc. (MI)	92.61
Network Health Plan (WI)	92.61
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc.	92.52
Dean Health Plan, Inc. (WI)	92.52
Harvard Pilgrim Health Care, Inc. (MA)	92.44

Diabetes Care: Eye Exams	
National 90th Percentile--"Grade A"	73.54
California Average	53.20
California	
Kaiser Foundation Health Plan Inc. - Southern California	81.40
Kaiser Foundation Health Plan, Inc. - Northern California	68.98
Cigna HealthCare of California	56.20
Sharp Health Plan	55.10
Western Health Advantage	52.80
Blue Shield of California	50.94
UnitedHealthcare of California	50.60
Blue Cross of California dba Anthem Blue Cross	49.39
Health Net of California, Inc.	46.47
Aetna Health of California, Inc.	45.74
National Top 10	
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc.	86.29
Kaiser - Mid-Atlantic States, Southern California	82.49-81.40
Grand Valley Health Plan, Inc. (MI)	82.17
Martin's Point US Family Health Plan (ME)	81.75
Anthem Health Plans, Inc. dba Anthem Blue Cross and Blue Shield - Connecticut	81.38
Harvard Pilgrim Health Care, Inc. (MA)	78.78
Anthem Health Plans of Maine, Inc. dba Anthem Blue Cross and Blue Shield in Maine	77.60
Johns Hopkins US Family Health Plan (MD)	77.46
HealthPlus of Michigan, Inc.	77.33
Group Health Cooperative (WA)	77.23