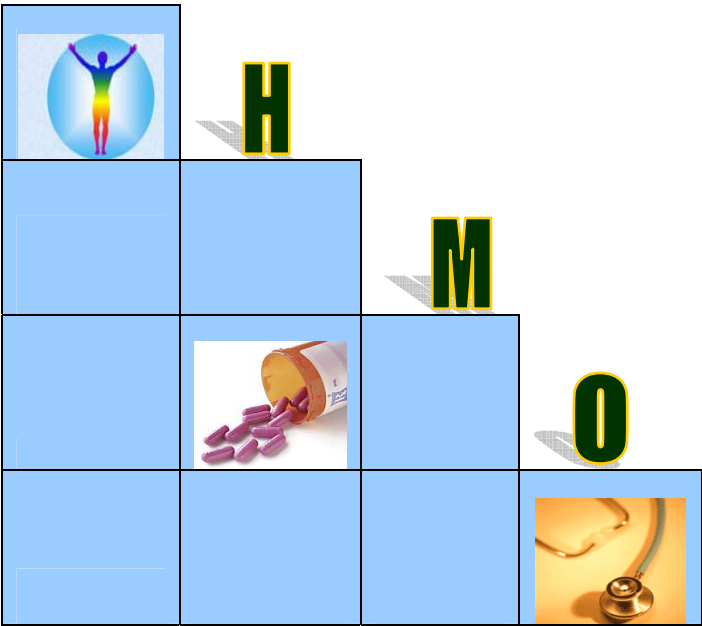


# New Jersey Commercial Health Maintenance Organizations

## A Comprehensive Performance Report

### Year 2005



Produced by:  
Life and Health  
Division of Insurance  
New Jersey Department of Banking & Insurance



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# A. Introduction





## Introduction

### Overview

Health maintenance organizations (HMOs) provide a significant share (approximately 50%) 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, New Jersey has required health plans with enrollments of more than 2,000 commercial members to collect and report standardized performance measures. The purpose of the *2005 New Jersey Commercial Health Maintenance Organizations: A Comprehensive Performance 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 is the fourth year that New Jersey has produced a comprehensive performance report on commercial HMOs operating in the state.

The performance measures in this report come from the Health Plan Employer Data and Information Set (HEDIS®) developed by the National Committee for Quality Assurance (NCQA). NCQA is a national not-for-profit organization that evaluates, accredits and reports on the quality of HMOs and managed care organizations. This report presents HEDIS results in the following four main categories of care:

1. Health Plan Size and Stability
2. Effectiveness of Care

3. Access and Availability
4. Use of Services

In addition, this report complements a report for broad distribution to consumers, entitled *2005 New Jersey HMO Performance Report: Compare Your Choices* which is available at [www.state.nj.us/health/hmo2005](http://www.state.nj.us/health/hmo2005). Both reports are based on the HEDIS data. The consumer report focuses only on a subset of measures that are most relevant to the general public.

### 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. HEDIS data submitted by health plans to NCQA's "Quality Compass" in June 2005 reflect plan performance during the 2004 calendar year. Most plan data include the quality information from Point of Service (POS) products. However, the information for Horizon and WellChoice includes only HMO enrollees.

The number of New Jersey commercial HMO/POS enrollees by plan on December 31, 2004 was:

Aetna Health, Inc. — New Jersey	654, 402
AmeriHealth HMO	132, 152

CIGNA HealthCare of New Jersey	57, 101
Health Net of New Jersey, Inc.	209, 516
Horizon Healthcare of New Jersey	140, 023
Oxford Health Plans – New Jersey	118, 277
UnitedHealthcare of New Jersey, Inc.	41, 299
WellChoice HMO of New Jersey	9, 998
<b>TOTAL</b>	<b>1,362, 768</b>

Source: New Jersey Department of Banking and Insurance.

All measures in this report are defined according to NCQA specifications. Additional information on the definitions of the measures can be found in *HEDIS® 2005: Technical Specifications (volume 2)*. For additional information on national performance, visit [http://www.ncqa.org/Communications/News/SOHC\\_2005.htm](http://www.ncqa.org/Communications/News/SOHC_2005.htm) to review *The State of Health Care Quality 2005: Industry Trends and Analysis*.

## Methodology

Data analysis for this comprehensive report was performed for the New Jersey Department of Banking & Insurance (DOBI) 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. 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 significant 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 statewide 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 data collection problem at the plan level preclude calculating a valid rate for the particular measure.

For each measure published in the comprehensive report, New Jersey’s statewide average (a simple weighted 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. For this reason, New Jersey and regional rates for some measures could be similar, while the statistical tests show significant differences. 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, or they may choose to rotate out specific measures, in which case they will report the previous year's rates. As a result of potential differences in methodology, caution should be used in drawing conclusions from the comparisons between New Jersey and the nation, region or other states.

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 35**), however, a lower rate indicates better quality performance. As a consequence, the results of the statistical tests indicating that the New Jersey health plan average is higher than that for the other states, the region and the nation means that their performance was better than New Jersey's.

In the **Use of Services** section, in the Inpatient Utilization table on **page 64**, the "Total" column exceeds by more than expected rounding error the aggregate of the categories listed. This is because there is an additional 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 sum of the three discharge categories.

In the **Use of Services** section, in the Mental Health Utilization table on **page 69**, 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.

The following HEDIS measures appearing in the previous Comprehensive Reports have been retired: C-Section Live Births, Vaginal Deliveries with Prior C-Section and Chemical Dependency Utilization-Percentage of Members Receiving Inpatient, day/Night care and Ambulatory Services.



## 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 2004)

Health Plan	% Male	% Female	Total Enrollment
<b>NJ State Average</b>	<b>50</b>	<b>50</b>	<b>248,911</b>
Aetna	49	51	860,144
AmeriHealth	49	51	136,568
CIGNA	50	50	248,278
Health Net	49	51	285,843
Horizon	47	53	144,134
Oxford	48	52	208,428
United	51	49	97,608
WellChoice	56	44	10,282

### New Jersey Compared with National, Regional, and Neighboring States for Membership by Sex

Geographical Area	% Male	% Female
<b>NJ Average</b>	<b>50</b>	<b>50</b>
National Average	49	51
Regional Average	48	52
NY Average	48	52
PA Average	49	51

## Turnover of Primary Care Practitioners Servicing Commercial Members

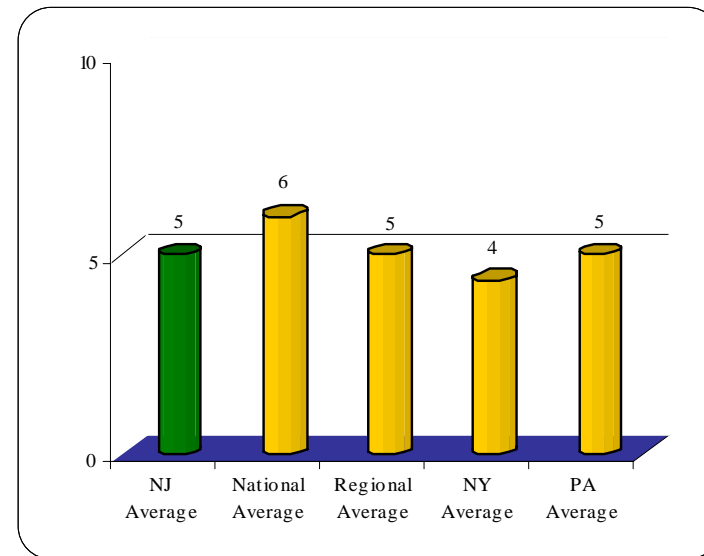
The practitioner turnover is reported in the following category showing percentage for the turnover of primary care practitioners:

- 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 2004)

Health Plan	Provider Turnover Rate for PCP
<b>NJ State Average</b>	<b>5%</b>
Aetna	4%
AmeriHealth	6%
CIGNA	3%
Health Net	6%
Horizon	4%
Oxford	4%
United	5%
WellChoice	6%

## New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Turnover of Primary Care Practitioners





## C. Effectiveness of Care

**Effectiveness of Care**  
**Comparison of NJ Statewide Averages for HEDIS Measures, 2000-2005**  
(Cohort of plans appearing in each year)

Measure	2000	2001	2002	2003	2004	2005	Change#	Significance
Breast Cancer Screening	69	70	71	70	70	67	-2	NS
Controlling High Blood Pressure		44	56	55	59	68	24	↑ Improved**
Cervical Cancer Screening	68	77	78	78	80	79	11	↑ Improved**
Postpartum Care	68	71	74	74	76	78	10	↑ Improved**
Childhood Immunizations Status - Combo 1	68	72	70	72	75	78	10	↑ Improved**
Comprehensive Diabetes Care-Eye Exams	42	43	50	50	46	48	6	NS
Comprehensive Diabetes Care-HbA1c Testing	69	72	76	79	80	82	13	↑ Improved**
Cholesterol Management-LDL-C Level	41	56	62	66	73	70	29	↑ Improved**
Beta Blocker Treatment After Heart Attack	82	90	90	96	96	97	15	↑ Improved**
Follow-up After Mental Illness Hospitalization - 30 days	66	68	70	73	75	76	10	↑ Improved**
Appropriate Medications for Children with Asthma Ages 5-17		57	60	63	73	72	15	↑ Improved**
Antidepressant Medication Management-Optimal Practitioner Contacts			22	23	27	27	5	NS

# Change and statistical test of significance reflect change over available years of data

NOTES: Sig. Levels - \* p <= .05, \*\* p <= .01, NS -- not significant. For measures with fewer than 3 points of observation, comparison not done. Comparisons made with linear regression

## Effectiveness of Care

### Comparison of New Jersey Statewide Averages for HEDIS Measures, 2004 & 2005

HEDIS Measure	2004 Rate	2005 Rate	Change*	Significance**
Childhood Immunization, Combo 1	75%	78%	3%	↑ improved
Childhood Immunization, Combo 2	69%	72%	4%	↑ improved
Childhood Immunization Status, DTP	86%	87%	1%	↔ no change
Childhood Immunization Status, IPV	88%	89%	1%	↔ no change
Childhood Immunization Status, MMR	91%	93%	1%	↔ no change
Childhood Immunization Status, Hepatitis B	89%	89%	1%	↔ no change
Childhood Immunization Status, Hib	88%	90%	2%	↑ improved
Childhood Immunization Status, VZV	85%	87%	2%	↑ improved
Adolescent Immunization Status, Combo 1	70%	77%	7%	↑ improved
Adolescent Immunization Status, MMR	75%	80%	5%	↑ improved
Adolescent Immunization Status, Hepatitis B	79%	82%	2%	↑ improved
Adolescent Immunization Status, VZV - Chicken Pox	60%	66%	6%	↑ improved
Breast Cancer Screening	70%	68%	-2%	↔ no change
Cervical Cancer Screening	80%	79%	-1%	↔ no change
Controlling High Blood Pressure	59%	68%	9%	↑ improved
Beta Blocker Treatment After Heart Attack	96%	97%	1%	↔ no change
Cholesterol Management - LDL-C Screening	83%	83%	0%	↔ no change
Cholesterol Management - LDL-C Levels	73%	70%	-3%	↔ no change
Comprehensive Diabetes Care - Blood Sugar Testing	80%	82%	3%	↑ improved
Comprehensive Diabetes Care - Poor HbA1c Control	35%	33%	-2%	↓ declined
Comprehensive Diabetes Care - Eye Exams	46%	48%	1%	↔ no change
Comprehensive Diabetes Care - LDL-C Screening	90%	92%	1%	↔ no change
Comprehensive Diabetes Care - LDL-C Level	63%	68%	5%	↑ improved
Comprehensive Diabetes Care - Monitoring Diabetic Nephropathy	46%	53%	7%	↑ improved
Use of Appropriate Medications for People with Asthma, Ages 5-9	74%	75%	0%	↔ no change
Use of Appropriate Medications for People with Asthma, Ages 10-17	71%	70%	-1%	↔ no change
Use of Appropriate Medications for People with Asthma, Ages 18-56	73%	73%	1%	↔ no change
Use of Appropriate Medications for People with Asthma, Combined Rate	72%	71%	-1%	↓ declined
Follow-up After Hospitalization For Mental Illness, 30 Days	75%	76%	1%	↔ no change
Follow-up After Hospitalization For Mental Illness, 7 days	55%	58%	3%	↑ improved
Antidepressant Medication Management- Optimal Practitioner Contacts	26%	27%	1%	↔ no change
Antidepressant Medication Management- Effective Acute Phase Treatment	61%	63%	2%	↔ no change
Antidepressant Medication Management- Effective Continuation Phase Treatment	45%	47%	1%	↔ no change

\*Rates and Change rounded to whole number, but Change is calculated using unrounded rates.

\*\* Differences are statistically significant at the 0.05 level

## 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, Mumps, Rubella)
- ↳ Three H Influenza Type B
- ↳ Three Hepatitis B
- ↳ Combo 2 ( all doses listed in Combo 1 and at least one VZV)
- ↳ One VZV(Chicken pox)

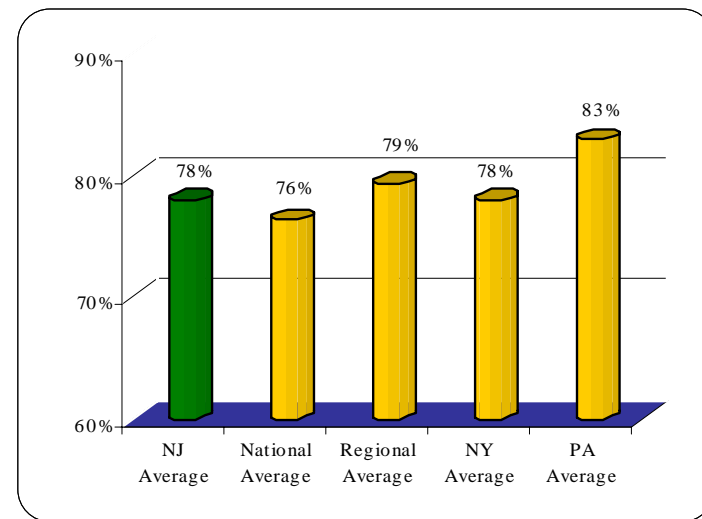
### Childhood Immunization Status: Combo 1 (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>78%</b>	
Aetna	78%	○
AmeriHealth	81%	●
CIGNA	79%	○
Health Net	78%	○
Horizon	82%	●
Oxford	73%	○
United	72%	○
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 Childhood Immunization Status

National	Regional	NY	PA
○	○	○	●



### Five -Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>64%</b>	<b>70%</b>	<b>72%</b>	<b>75%</b>	<b>78%</b>
Nation	67%	68%	69%	74%	76%
Region (NJ, NY & PA)	75%	77%	73%	77%	79%
New York	77%	77%	74%	75%	78%
Pennsylvania	76%	78%	74%	83%	83%

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

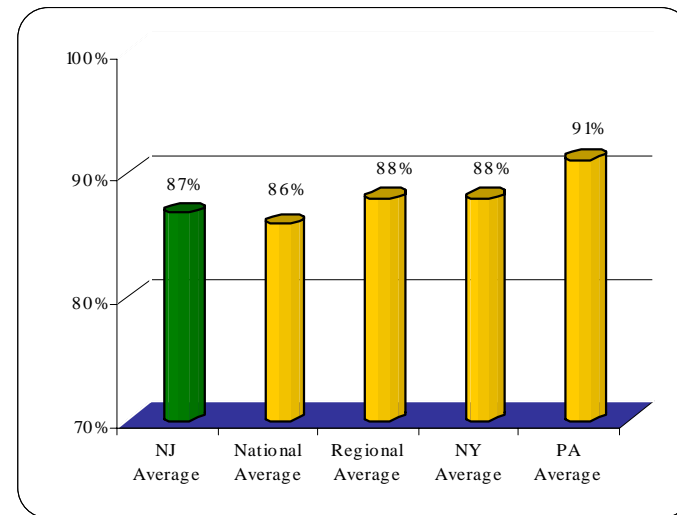
**Childhood Immunization Status: Percent with 4 Doses of DTP (Data Year 2004)**

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>87%</b>	
Aetna	86%	●
AmeriHealth	89%	●
CIGNA	90%	●
Health Net	87%	●
Horizon	91%	●
Oxford	85%	●
United	82%	○
WellChoice	85%	●

- 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**

National	Regional	NY	PA
●	●	●	●



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>76%</b>	<b>81%</b>	<b>82%</b>	<b>86%</b>	<b>87%</b>
Nation	80%	81%	80%	84%	86%
Region (NJ, NY & PA)	86%	88%	84%	87%	88%
New York	88%	88%	85%	86%	88%
Pennsylvania	88%	90%	84%	91%	91%

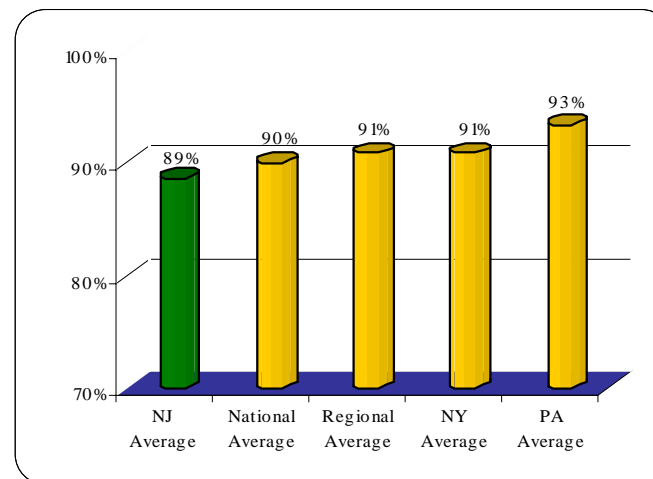
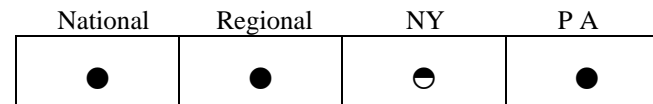
**Childhood Immunization Status:** Individual Immunizations Included in Combo 1, Continued from previous page.....

**Childhood Immunization Status: Percent with 3 Doses of IPV/OPV (Data Year 2004)**

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>89%</b>	
Aetna	88%	●
AmeriHealth	90%	●
CIGNA	90%	●
Health Net	90%	●
Horizon	93%	●
Oxford	89%	●
United	85%	○
WellChoice	85%	●

- 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**



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>78%</b>	<b>83%</b>	<b>85%</b>	<b>88%</b>	<b>89%</b>
Nation	84%	85%	86%	89%	90%
Region (NJ, NY & PA)	88%	90%	87%	90%	91%
New York	90%	90%	88%	89%	91%
Pennsylvania	90%	92%	88%	94%	93%

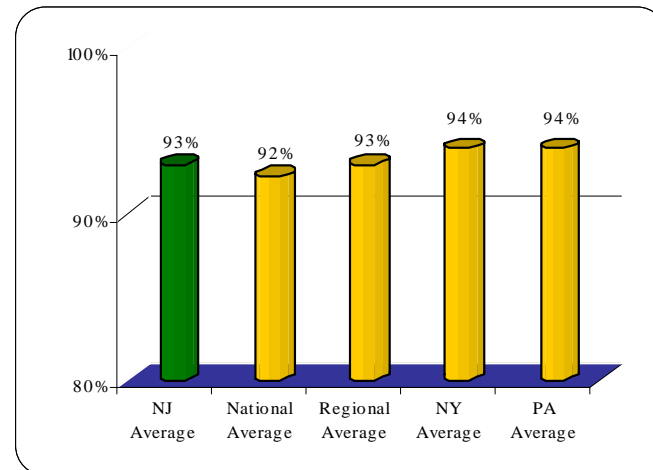
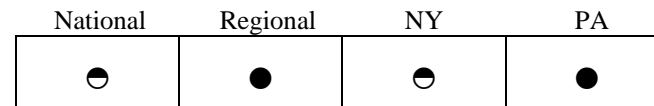
**Childhood Immunization Status:** Individual Immunizations Included in Combo 1, Continued from previous page .....

**Childhood Immunization Status: Percent with 1 Dose of MMR** (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>93%</b>	
Aetna	92%	◐
AmeriHealth	94%	◑
CIGNA	95%	◑
Health Net	94%	◑
Horizon	96%	●
Oxford	90%	◐
United	89%	○
WellChoice	91%	◑

- 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 MMR**



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>93%</b>	<b>90%</b>	<b>91%</b>	<b>91%</b>	<b>93%</b>
Nation	88%	89%	90%	91%	92%
Region (NJ, NY & PA)	93%	94%	92%	93%	93%
New York	93%	94%	92%	92%	94%
Pennsylvania	93%	94%	93%	95%	94%

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

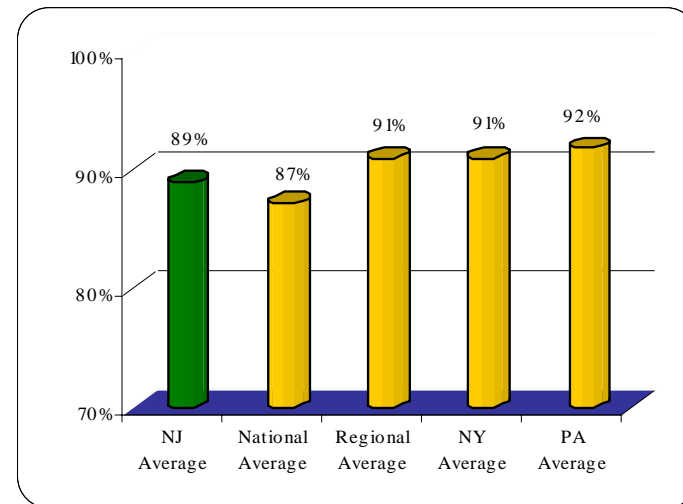
**Childhood Immunization Status: Percent with 3 Doses of Hepatitis B** (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>89%</b>	
Aetna	89%	●
AmeriHealth	89%	●
CIGNA	91%	●
Health Net	90%	●
Horizon	92%	●
Oxford	87%	●
United	84%	○
WellChoice	90%	●

- 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**

National	Regional	NY	PA
●	●	●	●



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>78%</b>	<b>82%</b>	<b>83%</b>	<b>89%</b>	<b>89%</b>
Nation	78%	80%	82%	86%	87%
Region (NJ, NY & PA)	86%	88%	85%	90%	91%
New York	88%	89%	87%	88%	91%
Pennsylvania	87%	88%	85%	92%	92%



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

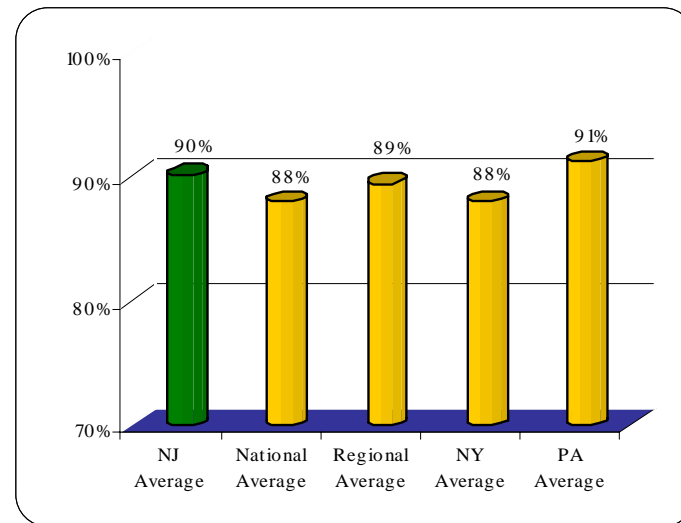
**Childhood Immunization Status: Percent with 3 Doses of Hib** (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>90%</b>	
Aetna	89%	●
AmeriHealth	92%	●
CIGNA	94%	●
Health Net	91%	●
Horizon	93%	●
Oxford	90%	●
United	88%	●
WellChoice	86%	●

- 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 Hib**

National	Regional	NY	PA
○	●	○	●



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>81%</b>	<b>85%</b>	<b>86%</b>	<b>88%</b>	<b>90%</b>
Nation	83%	83%	83%	86%	88%
Region (NJ, NY & PA)	88%	89%	86%	88%	89%
New York	89%	89%	87%	87%	88%
Pennsylvania	89%	89%	86%	91%	91%

**Childhood Immunization Status, Continued .....**

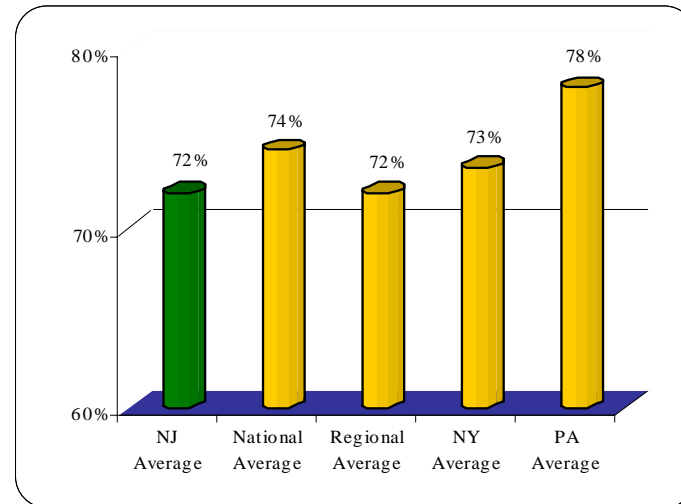
**Childhood Immunizations Combo 2 – Percent with all doses listed in Combo 1 and at least one VZV (Data Year 2004)**

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>72%</b>	
Aetna	72%	●
AmeriHealth	75%	●
CIGNA	73%	●
Health Net	72%	●
Horizon	77%	●
Oxford	68%	●
United	66%	○
WellChoice	75%	●

- 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 2**

National	Regional	NY	PA
●	●	●	●



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>52%</b>	<b>60%</b>	<b>64%</b>	<b>69%</b>	<b>72%</b>
Nation	NA	58%	63%	70%	74%
Region (NJ, NY & PA)	NA	62%	66%	72%	72%
New York	NA	59%	66%	69%	73%
Pennsylvania	NA	66%	68%	78%	78%

NA – Not Available

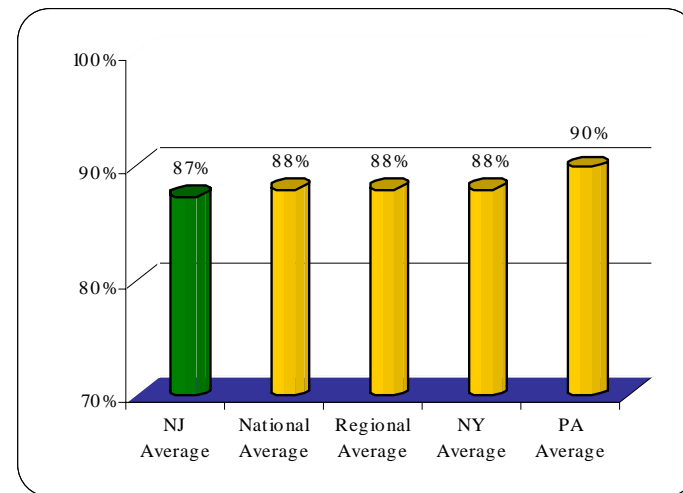
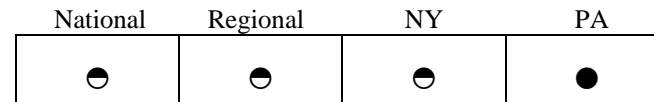
**Childhood Immunization Status**, Continued from previous page .....

**Childhood Immunization Status: Percent with 1 Dose of VZV (Data Year 2004)**

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>87%</b>	
Aetna	84%	●
AmeriHealth	90%	●
CIGNA	88%	●
Health Net	89%	●
Horizon	89%	●
Oxford	87%	●
United	86%	●
WellChoice	86%	●

- 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**



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>73%</b>	<b>77%</b>	<b>81%</b>	<b>85%</b>	<b>87%</b>
Nation	71%	75%	82%	86%	88%
Region (NJ, NY & PA)	72%	75%	83%	87%	88%
New York	69%	72%	82%	85%	88%
Pennsylvania	76%	80%	86%	91%	90%

### Adolescent Immunization Status

The percent of enrolled adolescents who turned 13 years old during the measurement year (2004), were continuously enrolled for 12 months before their 13<sup>th</sup> 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)

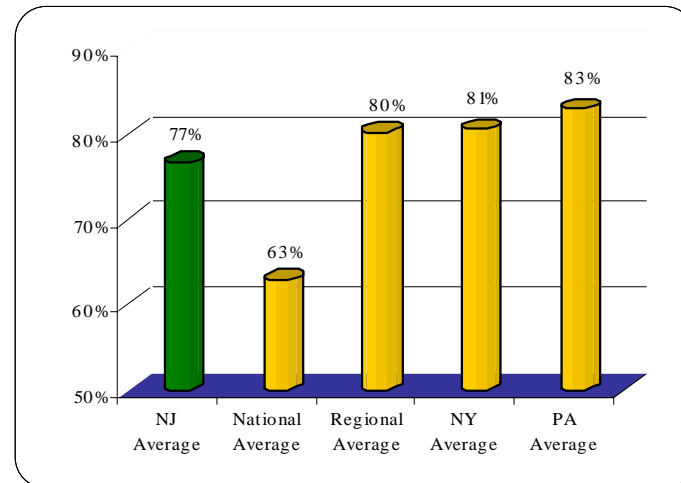
#### Adolescent Immunization Status: Combo 1 (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>77%</b>	
Aetna	79%	●
AmeriHealth	79%	◐
CIGNA	79%	◐
Health Net	75%	◐
Horizon	75%	◐
Oxford	83%	●
United	70%	○
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 Adolescent Immunization Status – Combo 1

National	Regional	NY	PA
○	●	◐	●



#### Five -Year Trends

Geographical Area	2001	2002	2003	2004	2005
New Jersey	35%	43%	51%	70%	77%
Nation	37%	44%	50%	59%	63%
Region (NJ, NY & PA)	51%	61%	68%	77%	80%
New York	50%	64%	74%	77%	81%
Pennsylvania	61%	66%	73%	82%	83%

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

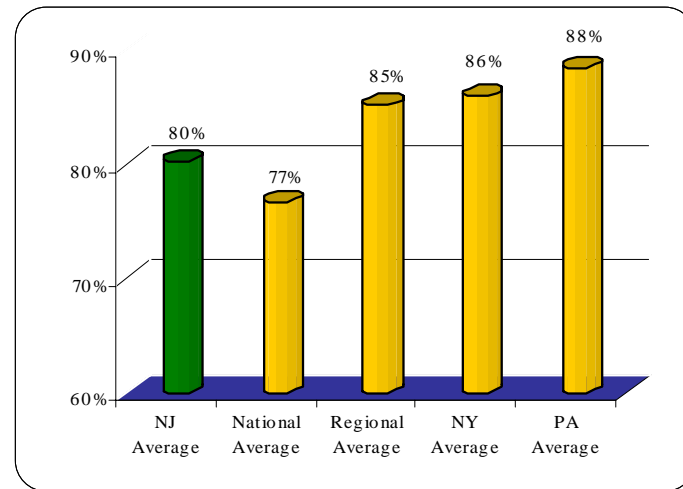
**Adolescent Immunization Status: Percent with 2 Doses of MMR (Data Year 2004)**

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>80%</b>	
Aetna	84%	●
AmeriHealth	82%	◐
CIGNA	83%	◐
Health Net	78%	◐
Horizon	81%	◐
Oxford	86%	●
United	73%	○
WellChoice	77%	◐

- 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**

National	Regional	NY	PA
○	●	●	●



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>61%</b>	<b>61%</b>	<b>67%</b>	<b>75%</b>	<b>80%</b>
Nation	62%	65%	68%	74%	77%
Region (NJ, NY & PA)	76%	77%	79%	83%	85%
New York	78%	80%	82%	84%	86%
Pennsylvania	81%	82%	85%	89%	88%

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

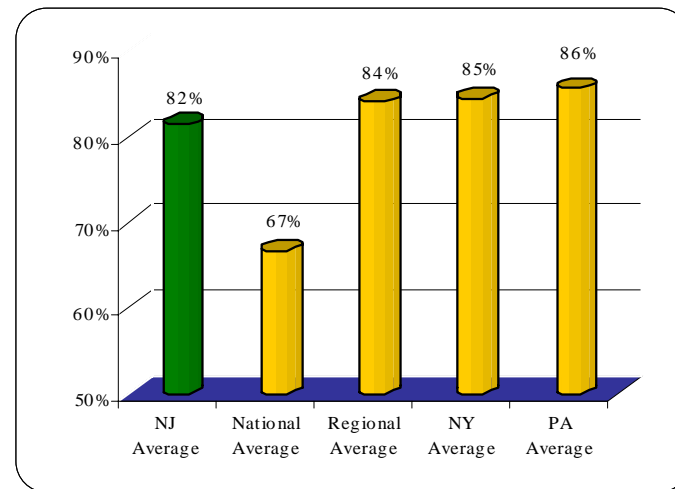
**Adolescent Immunization Status: Percent with 3 Doses of Hepatitis B (Data Year 2004)**

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>82%</b>	
Aetna	84%	●
AmeriHealth	84%	●
CIGNA	86%	●
Health Net	81%	●
Horizon	81%	●
Oxford	86%	●
United	75%	○
WellChoice	77%	●

- 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**

National	Regional	NY	PA
○	●	●	●



**Five-Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>40%</b>	<b>43%</b>	<b>56%</b>	<b>79%</b>	<b>82%</b>
Nation	41%	48%	55%	63%	67%
Region (NJ, NY & PA)	55%	64%	72%	82%	84%
New York	53%	69%	79%	81%	85%
Pennsylvania	64%	70%	75%	85%	86%

**Adolescent Immunization Status:** Continued from previous page .....

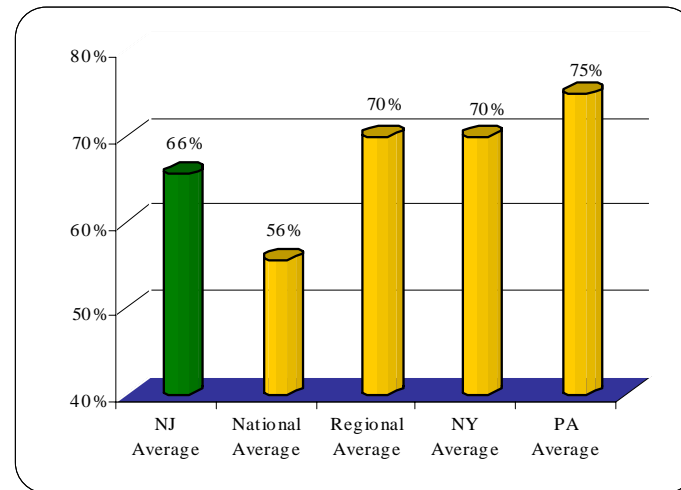
**Adolescent Immunization Status: Percent with 1 Dose of VZV (Data Year 2004)**

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>66%</b>	
Aetna	64%	●
AmeriHealth	56%	○
CIGNA	67%	●
Health Net	68%	●
Horizon	64%	●
Oxford	80%	●
United	64%	●
WellChoice	63%	●

- 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 1 Dose of VZV**

National	Regional	NY	PA
○	●	●	●



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>39%</b>	<b>47%</b>	<b>47%</b>	<b>60%</b>	<b>66%</b>
Nation	28%	34%	41%	51%	56%
Region (NJ, NY & PA)	45%	50%	55%	66%	70%
New York	43%	51%	58%	66%	70%
Pennsylvania	48%	52%	58%	72%	75%

### Breast Cancer Screening

The percentage of women age 50-69 years as of December 31, 2004, and continuously enrolled since January 1, 2003, who had a mammogram during the period, January 1, 2003 to December 31, 2004.

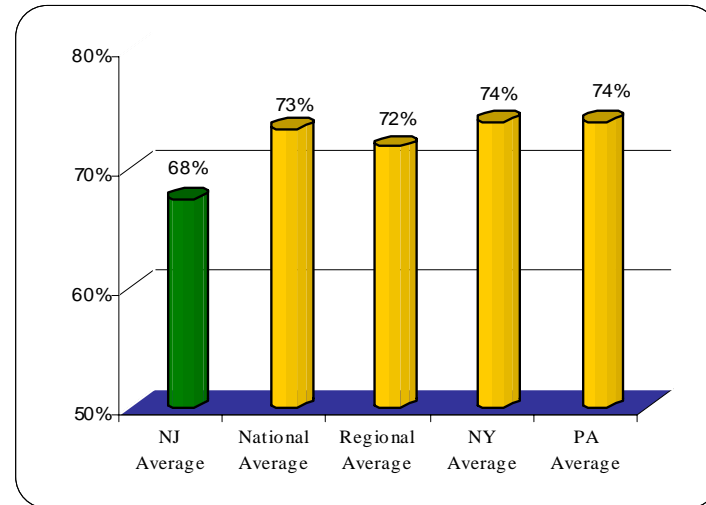
#### Breast Cancer Screening (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>68%</b>	
Aetna	66%	●
AmeriHealth	68%	●
CIGNA	68%	●
Health Net	66%	●
Horizon	71%	●
Oxford	70%	●
United	69%	●
WellChoice	62%	○

- 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

National	Regional	NY	PA
●	●	●	●



### Five - Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>69%</b>	<b>71%</b>	<b>70%</b>	<b>70%</b>	<b>68%</b>
Nation	74%	75%	75%	75%	73%
Region (NJ, NY & PA)	75%	76%	74%	74%	72%
New York	76%	77%	74%	74%	74%
Pennsylvania	77%	77%	77%	78%	74%



### Cervical Cancer Screening

The percentage of women age 21-64 years as of December 31, 2004 and continuously enrolled since January 1, 2002, and who received one or more Pap tests during the period January 1, 2002 to December 31, 2004.

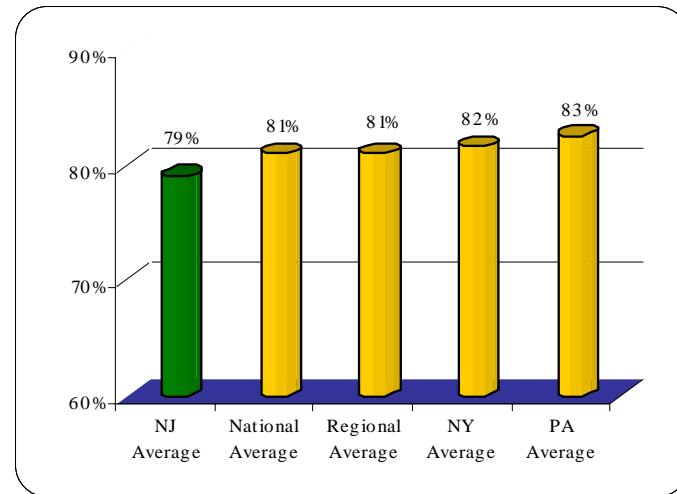
#### Cervical Cancer Screening (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>79%</b>	
Aetna	80%	●
AmeriHealth	76%	○
CIGNA	80%	●
Health Net	81%	●
Horizon	82%	●
Oxford	83%	●
United	76%	○
WellChoice	75%	○

- 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

National	Regional	NY	PA
●	●	●	●



### Five -Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>74%</b>	<b>78%</b>	<b>78%</b>	<b>80%</b>	<b>79%</b>
Nation	78%	80%	80%	82%	81%
Region (NJ, NY & PA)	79%	81%	81%	82%	81%
New York	80%	82%	81%	82%	82%
Pennsylvania	80%	80%	81%	82%	83%

### Controlling High Blood Pressure

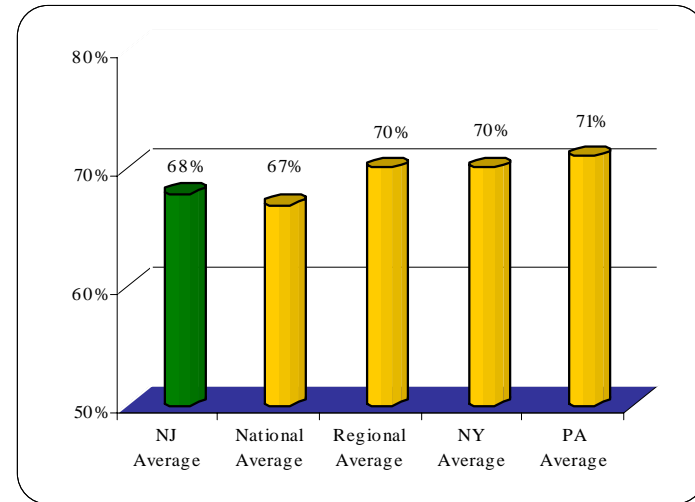
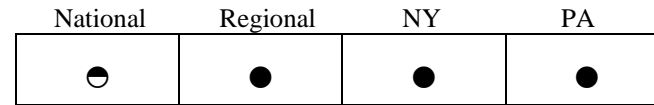
Percent of members diagnosed with hypertension age 46-85 years as of December 31, and whose blood pressure is adequately controlled (less than or equal to 140/90) during measurement year 2004.

#### Controlling High Blood Pressure (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>68%</b>	
Aetna	66%	☉
AmeriHealth	69%	☉
CIGNA	70%	☉
Health Net	67%	☉
Horizon	77%	●
Oxford	75%	●
United	52%	○
WellChoice	67%	☉

- 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



### Five -Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>43%</b>	<b>53%</b>	<b>55%</b>	<b>59%</b>	<b>68%</b>
Nation	52%	55%	58%	62%	67%
Region (NJ, NY & PA)	52%	58%	59%	64%	70%
New York	56%	59%	60%	65%	70%
Pennsylvania	53%	58%	60%	68%	71%

### Beta-Blocker Treatment After a Heart Attack

Percent of members age 35 years and older during measurement year 2003, who were hospitalized and discharged alive from January 1 to December 24, 2003 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 2004)

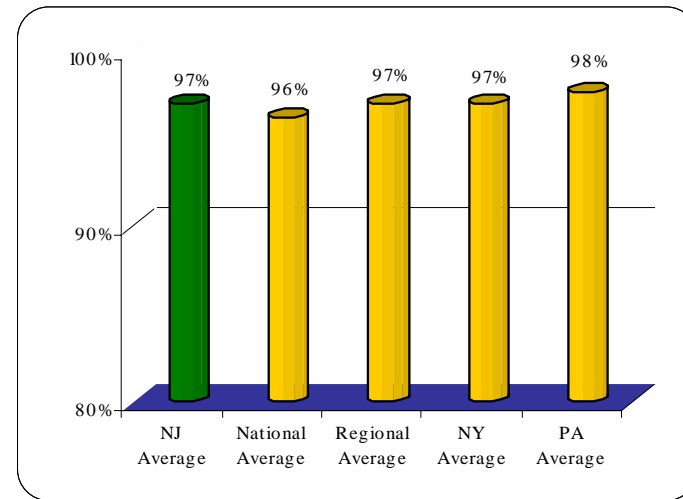
Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>97%</b>	
Aetna	94%	○
AmeriHealth	96%	○
CIGNA	98%	○
Health Net	98%	○
Horizon	100%	●
Oxford	95%	○
United	95%	○
WellChoice	NA	NA

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

National	Regional	NY	PA
○	○	○	○



### Five -Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>90%</b>	<b>90%</b>	<b>96%</b>	<b>96%</b>	<b>97%</b>
Nation	89%	92%	94%	94%	96%
Region (NJ, NY & PA)	92%	94%	95%	96%	97%
New York	92%	94%	94%	94%	97%
Pennsylvania	92%	96%	96%	98%	98%

### Cholesterol Management After Acute Cardiovascular Events

Percent of members age 18-75 years as of December 31, 2004 who were discharged alive in the year prior to the measurement year (2004) 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

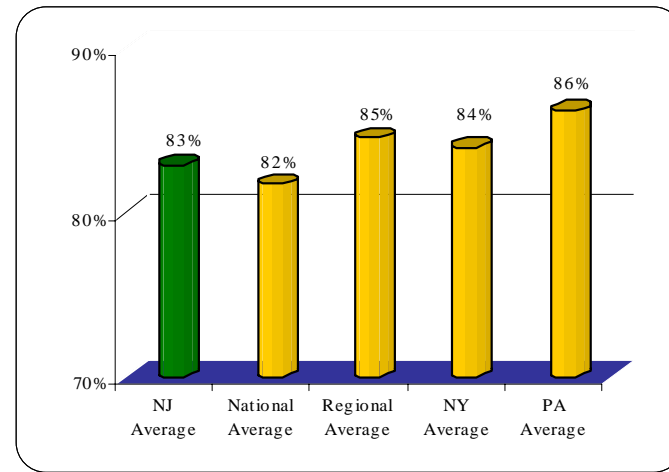
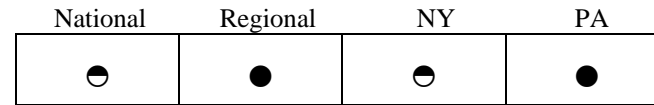
### Cholesterol Management After Acute Cardiovascular Events: LDL-C Screening (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>83%</b>	
Aetna	82%	○
AmeriHealth	80%	○
CIGNA	85%	●
Health Net	80%	○
Horizon	85%	●
Oxford	86%	●
United	83%	○
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 for LDL-C Screening



### Five -Year Trends

Geographical Area	2001	2002	2003	2004	2005
New Jersey	75%	79%	82%	83%	83%
Nation	74%	77%	79%	80%	82%
Region (NJ, NY & PA)	77%	81%	83%	84%	85%
New York	77%	81%	84%	84%	84%
Pennsylvania	78%	80%	82%	85%	86%

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

**Cholesterol Management After Acute Cardiovascular Events: LDL-C Levels (<130 mg/dL), Data Year 2004**

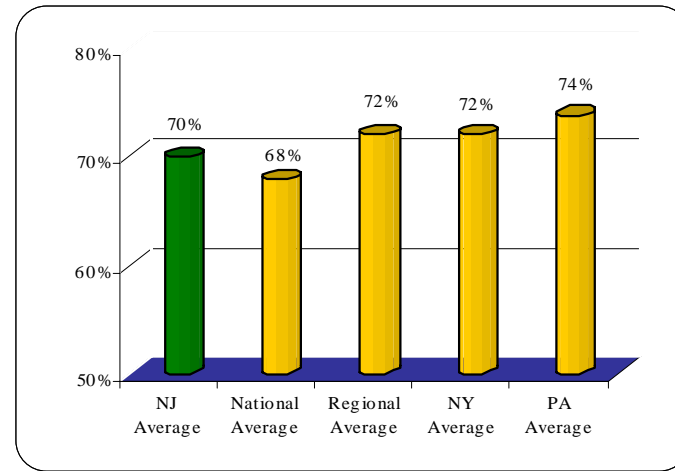
Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>70%</b>	
Aetna	74%	●
AmeriHealth	64%	○
CIGNA	78%	●
Health Net	68%	●
Horizon	70%	●
Oxford	76%	●
United	61%	○
WellChoice	NA	NA

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 for LDL-C Levels**

National	Regional	NY	PA
●	●	●	●



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>57%</b>	<b>62%</b>	<b>66%</b>	<b>73%</b>	<b>70%</b>
Nation	53%	59%	61%	65%	68%
Region (NJ, NY & PA)	59%	65%	67%	71%	72%
New York	59%	65%	67%	70%	72%
Pennsylvania	61%	66%	65%	72%	74%

### 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 2004 and who had:

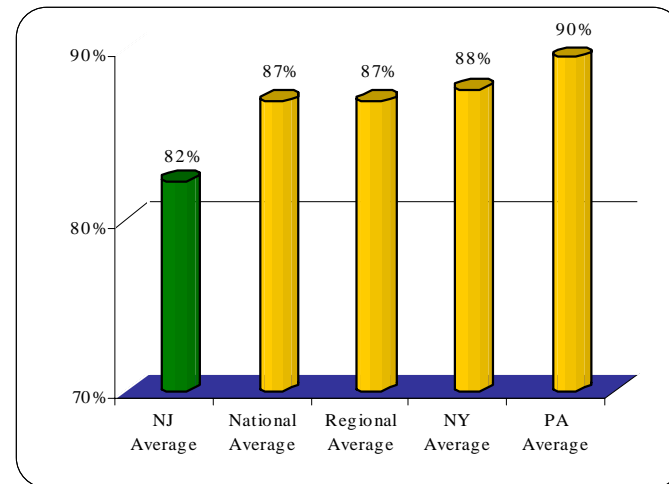
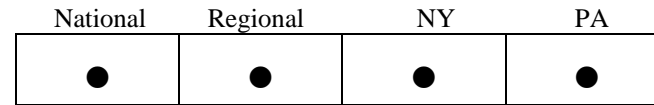
- ↳ Blood Sugar Testing (glyco-hemoglobin test HbA1c)
- ↳ Poor HbA1c Control
- ↳ Eye Exams for Diabetic Retinal Disease
- ↳ LDL-C Screening
- ↳ LDL-C Level Control - <130 mg/dL
- ↳ Kidney Disease (nephropathy) Monitored

### Comprehensive Diabetes Care: Blood Sugar Testing (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>82%</b>	
Aetna	81%	●
AmeriHealth	83%	●
CIGNA	85%	●
Health Net	81%	●
Horizon	84%	●
Oxford	84%	●
United	83%	●
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 for Blood Sugar Testing



### Five -Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>71%</b>	<b>78%</b>	<b>79%</b>	<b>80%</b>	<b>82%</b>
Nation	78%	81%	83%	85%	87%
Region (NJ, NY & PA)	80%	83%	83%	85%	87%
New York	80%	83%	84%	85%	88%
Pennsylvania	85%	85%	87%	89%	90%

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

**Comprehensive Diabetes Care: Poor HbA1c Control**  
(Data Year 2004)

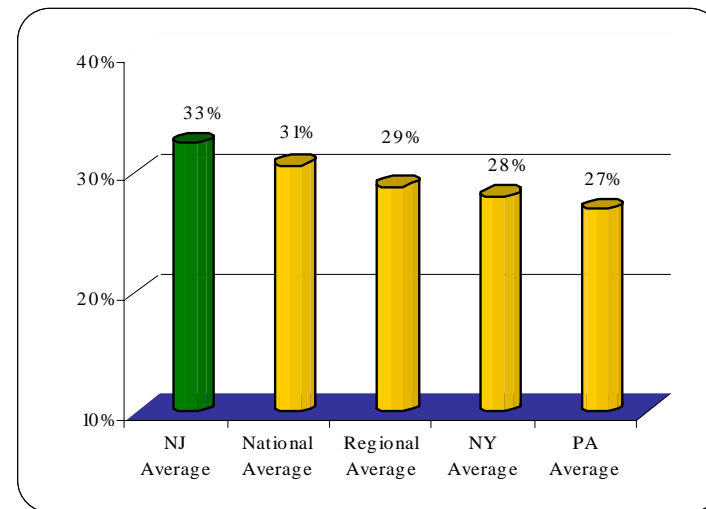
Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>33%</b>	
Aetna	32%	●
AmeriHealth	28%	○
CIGNA	27%	○
Health Net	32%	●
Horizon	29%	●
Oxford	36%	●
United	38%	●
WellChoice	37%	●

\* 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

**New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Comprehensive Diabetes Care for Poor HbA1c Control\***

National	Regional	NY	PA
○	○	○	○



**Five - Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>52%</b>	<b>44%</b>	<b>38%</b>	<b>35%</b>	<b>33%</b>
Nation	43%	37%	34%	32%	31%
Region (NJ, NY & PA)	39%	34%	32%	29%	29%
New York	38%	33%	31%	29%	28%
Pennsylvania	31%	30%	30%	25%	27%

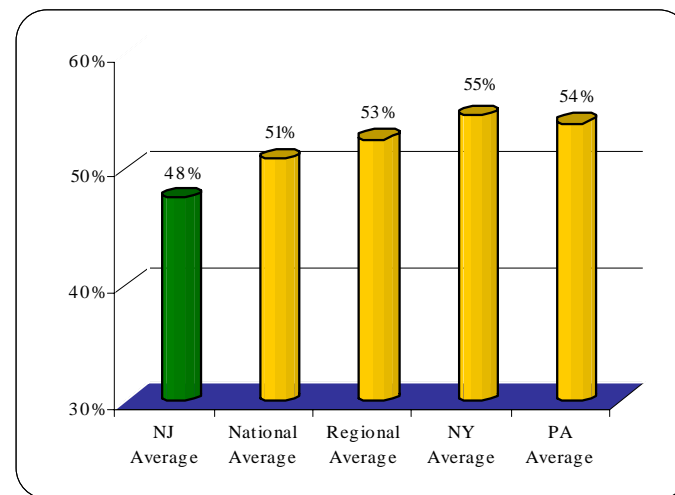
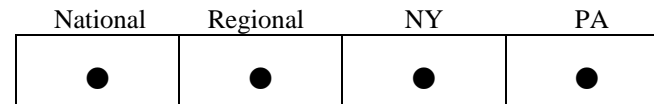
Comprehensive Diabetes Care, Continued from previous page.....

**Comprehensive Diabetes Care: Eye Exams**  
(Data Year 2004 or Prior Year)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>48%</b>	
Aetna	50%	●
AmeriHealth	52%	●
CIGNA	48%	●
Health Net	47%	●
Horizon	61%	●
Oxford	42%	○
United	38%	○
WellChoice	42%	○

- 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 for Eye Exams**



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>43%</b>	<b>51%</b>	<b>50%</b>	<b>46%</b>	<b>48%</b>
Nation	48%	52%	52%	49%	51%
Region (NJ, NY & PA)	54%	57%	55%	52%	53%
New York	55%	58%	56%	53%	55%
Pennsylvania	57%	59%	58%	55%	54%



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

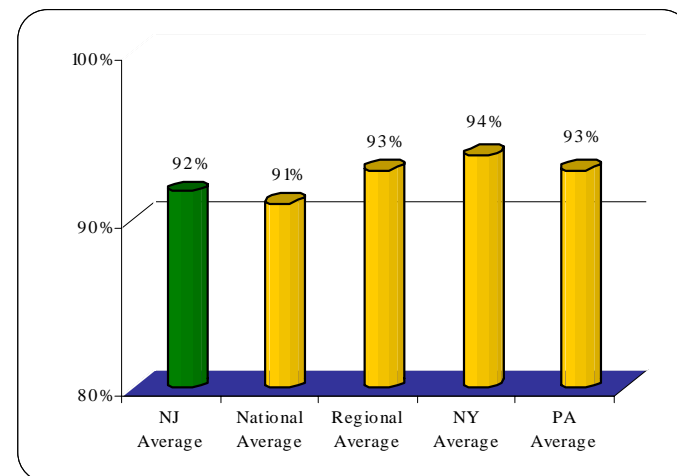
**Comprehensive Diabetes Care: LDL-C Screening**  
(Data Year 2004 or Prior Year)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>92%</b>	
Aetna	91%	●
AmeriHealth	92%	●
CIGNA	93%	●
Health Net	92%	●
Horizon	94%	●
Oxford	92%	●
United	90%	●
WellChoice	90%	●

- 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 for LDL-C Screening**

National	Regional	NY	PA
●	●	●	●



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>77%</b>	<b>84%</b>	<b>89%</b>	<b>90%</b>	<b>92%</b>
Nation	77%	81%	85%	88%	91%
Region (NJ, NY & PA)	81%	85%	89%	91%	93%
New York	82%	85%	89%	91%	94%
Pennsylvania	83%	86%	89%	92%	93%

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

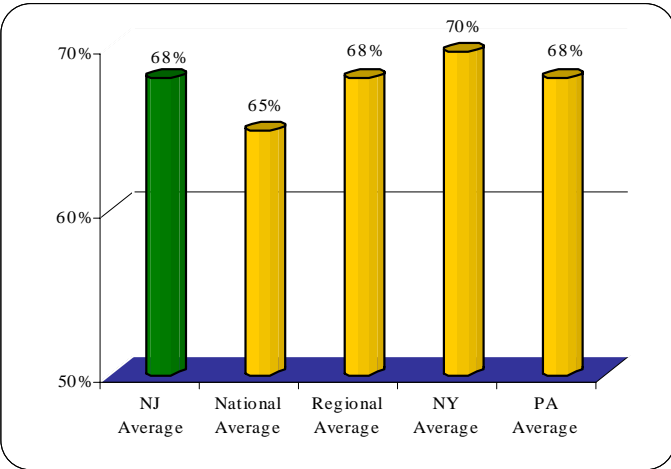
**Comprehensive Diabetes Care: LDL-C Level < 130 mg/dL** (Data Year 2004 or Prior Year)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>68%</b>	
Aetna	63%	○
AmeriHealth	70%	●
CIGNA	66%	●
Health Net	71%	●
Horizon	67%	●
Oxford	64%	●
United	58%	○
WellChoice	82%	●

- 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 for LDL-C Level**

National	Regional	NY	PA
○	●	●	●



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>44%</b>	<b>51%</b>	<b>55%</b>	<b>63%</b>	<b>68%</b>
Nation	44%	50%	55%	60%	65%
Region (NJ, NY & PA)	49%	54%	58%	65%	68%
New York	50%	54%	59%	64%	70%
Pennsylvania	53%	57%	58%	67%	68%

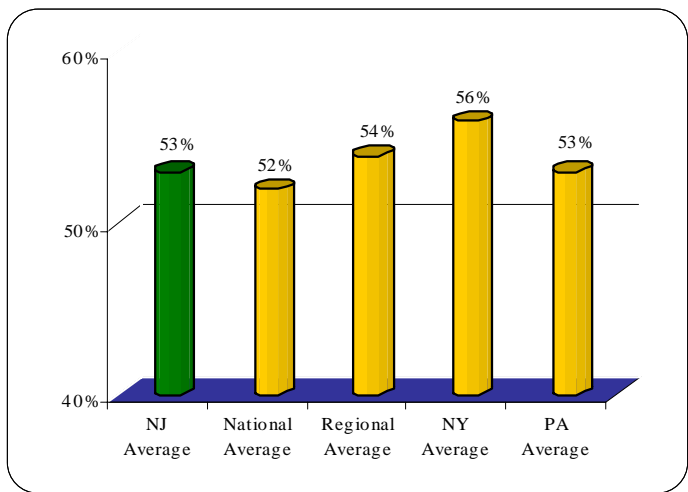
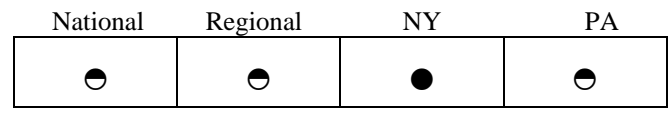
**Comprehensive Diabetes Care**, Continued from previous page.....

**Comprehensive Diabetes Care: Kidney Disease (nephropathy) Monitored (Data Year 2004)**

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>53%</b>	
Aetna	44%	○
AmeriHealth	47%	○
CIGNA	46%	○
Health Net	46%	○
Horizon	75%	●
Oxford	50%	◐
United	45%	○
WellChoice	72%	●

- 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 for Kidney Disease**



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>36%</b>	<b>44%</b>	<b>50%</b>	<b>46%</b>	<b>53%</b>
Nation	41%	46%	52%	48%	52%
Region (NJ, NY & PA)	44%	49%	55%	51%	54%
New York	43%	47%	54%	51%	56%
Pennsylvania	50%	55%	58%	53%	53%

### Use of Appropriate Medications for People with Asthma Ages 5-56

Percent of members 5-56 years of age during measurement year, continuously enrolled during the year 2004, identified as having persistent asthma in the prior year, 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 Children with Asthma Ages 5-9 (Data Year 2004)

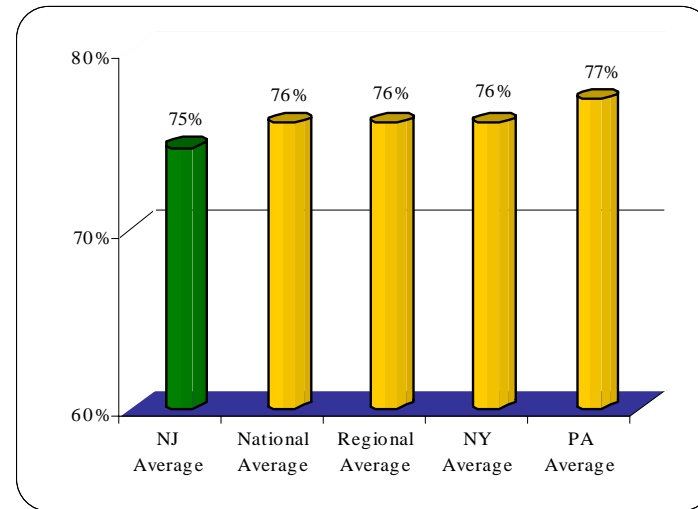
Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>75%</b>	
Aetna	77%	●
AmeriHealth	73%	○
CIGNA	74%	○
Health Net	78%	●
Horizon	71%	○
Oxford	73%	○
United	76%	○
WellChoice	NA	NA

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 Asthma for Children Ages 5-9

National	Regional	NY	PA
○	○	○	○



### Five -Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>58%</b>	<b>61%</b>	<b>65%</b>	<b>74%</b>	<b>75%</b>
Nation	61%	66%	70%	72%	76%
Region (NJ, NY & PA)	62%	67%	69%	75%	76%
New York	62%	67%	68%	75%	76%
Pennsylvania	64%	69%	73%	76%	77%

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

**Use of Appropriate Medications for Children with Asthma  
Ages 10-17 (Data Year 2004)**

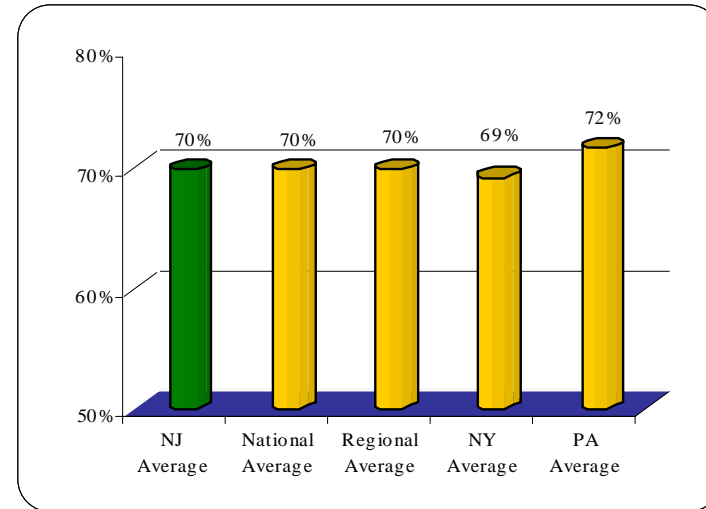
Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>70%</b>	
Aetna	70%	○
AmeriHealth	67%	○
CIGNA	71%	○
Health Net	76%	●
Horizon	68%	○
Oxford	68%	○
United	73%	○
WellChoice	NA	NA

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 Asthma for Children Ages 10-17**

National	Regional	NY	PA
○	○	○	○



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>57%</b>	<b>59%</b>	<b>62%</b>	<b>71%</b>	<b>70%</b>
Nation	60%	62%	65%	68%	70%
Region (NJ, NY & PA)	60%	63%	65%	70%	70%
New York	60%	63%	64%	69%	69%
Pennsylvania	61%	65%	67%	72%	72%

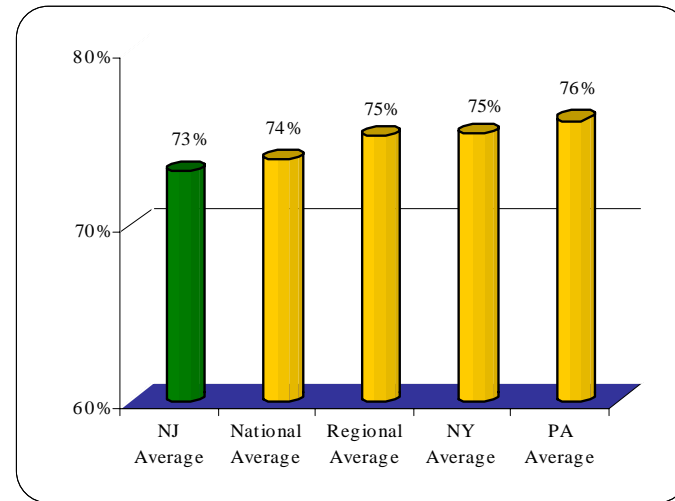
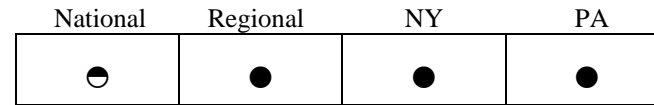
**Use of Appropriate Medications for People with Asthma  
Ages 5-56, Continued from previous page.....**

**Use of Appropriate Medications for Adults with Asthma  
Ages 18-56 (Data Year 2004)**

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>73%</b>	
Aetna	76%	●
AmeriHealth	65%	○
CIGNA	77%	●
Health Net	80%	●
Horizon	72%	◐
Oxford	75%	◐
United	69%	○
WellChoice	72%	◐

- 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**



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>60%</b>	<b>64%</b>	<b>67%</b>	<b>73%</b>	<b>73%</b>
Nation	64%	67%	69%	72%	74%
Region (NJ, NY & PA)	65%	67%	69%	75%	75%
New York	65%	68%	68%	75%	75%
Pennsylvania	65%	66%	71%	76%	76%

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

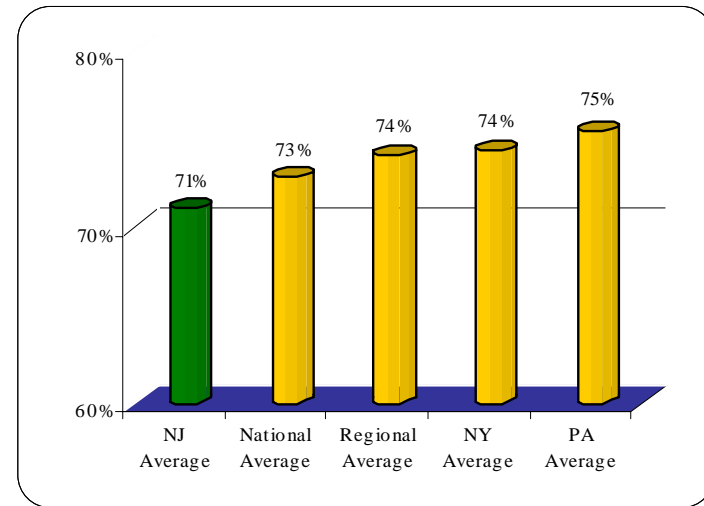
**Use of Appropriate Medications for people with Asthma  
Ages 5-56 (Data Year 2004)**

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>71%</b>	
Aetna	75%	●
AmeriHealth	66%	○
CIGNA	75%	●
Health Net	79%	●
Horizon	71%	◐
Oxford	73%	◐
United	71%	◐
WellChoice	59%	○

- 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 Combined rate of Asthma for Ages 5-56**

National	Regional	NY	PA
●	●	●	●



**Five-Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>58%</b>	<b>62%</b>	<b>64%</b>	<b>72%</b>	<b>71%</b>
Nation	63%	66%	68%	71%	73%
Region (NJ, NY & PA)	63%	66%	68%	74%	74%
New York	64%	67%	67%	74%	74%
Pennsylvania	64%	66%	70%	75%	75%

### Follow-Up After Hospitalization for Mental Illness

The percent of members six years and older (on date of hospital discharge) who were hospitalized in an 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 and who had an ambulatory or day/night mental health visit within 7 days of hospital discharge:

- Within 30 Days After Hospital Discharge
- Within 7 Days After Hospital Discharge

### Follow-Up After Hospitalization for Mental Illness: Within 30 Days After Hospital Discharge (Data Year 2004)

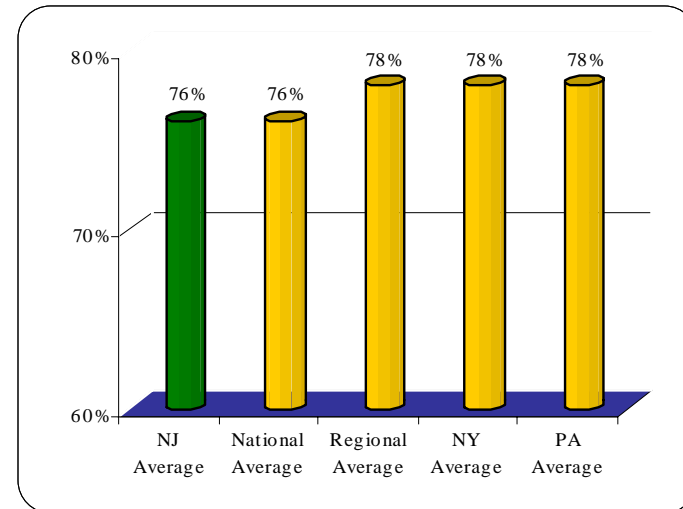
Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>76%</b>	
Aetna	81%	●
AmeriHealth	73%	◐
CIGNA	74%	◐
Health Net	74%	◐
Horizon	84%	●
Oxford	72%	○
United	75%	◐
WellChoice	NA	NA

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

National	Regional	NY	PA
◐	◐	◐	◐



### Five -Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>68%</b>	<b>70%</b>	<b>73%</b>	<b>75%</b>	<b>76%</b>
Nation	71%	73%	74%	74%	76%
Region (NJ, NY & PA)	73%	76%	74%	76%	78%
New York	76%	80%	75%	77%	78%
Pennsylvania	71%	74%	72%	74%	78%



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

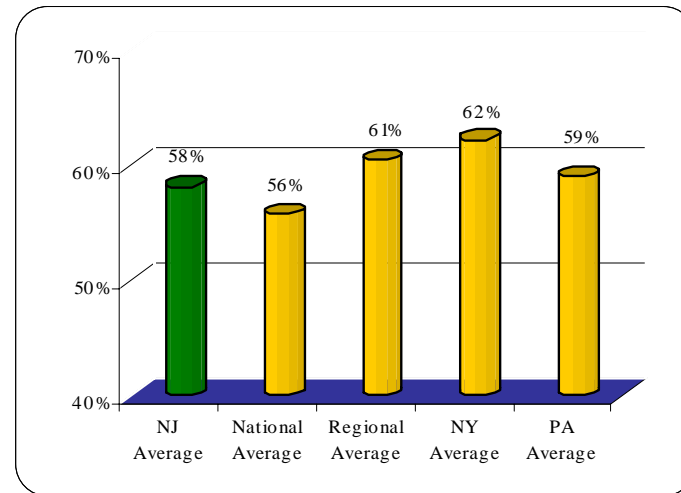
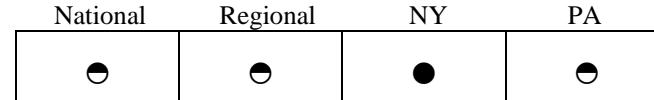
**Follow-Up After Hospitalization for Mental Illness: Within 7 Days After Hospital Discharge** (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>58%</b>	
Aetna	61%	●
AmeriHealth	58%	◐
CIGNA	58%	◑
Health Net	58%	◑
Horizon	66%	●
Oxford	55%	◑
United	52%	◑
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**



**Five-Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>47%</b>	<b>49%</b>	<b>52%</b>	<b>55%</b>	<b>58%</b>
Nation	48%	51%	53%	54%	56%
Region (NJ, NY & PA)	51%	55%	56%	58%	61%
New York	56%	61%	61%	62%	62%
Pennsylvania	47%	50%	51%	54%	59%

### Antidepressant Medication Management

Percent of members 18 and older as of the 120<sup>th</sup> day of the measurement year 2004 and who were diagnosed with a new episode of depression, treated with antidepressant medications, and who had:

- Optimal Practitioner Contacts for Medication Management (3 or more visits)
- Effective Acute Phase Treatment (84 days)
- Effective Continuation Phase Treatment (180 days)

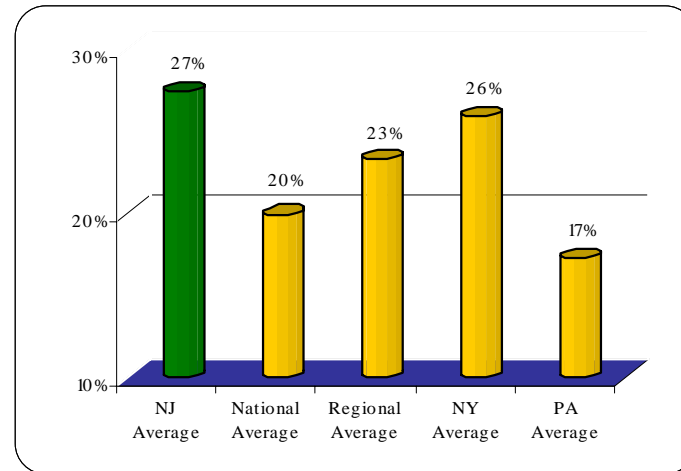
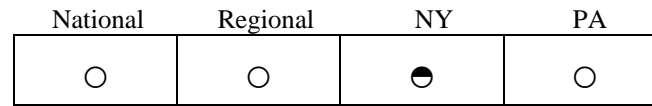
### Antidepressant Medication Management: Optimal Practitioner Contacts (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>27%</b>	
Aetna	21%	○
AmeriHealth	20%	○
CIGNA	33%	●
Health Net	33%	●
Horizon	26%	◐
Oxford	29%	◐
United	30%	◐
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 Antidepressant Medication Management: Optimal Practitioner Contacts



### Five -Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>NR</b>	<b>22%</b>	<b>23%</b>	<b>26%</b>	<b>27%</b>
Nation	NR	20%	19%	20%	20%
Region (NJ, NY & PA)	NR	24%	23%	23%	23%
New York	NR	26%	25%	24%	26%
Pennsylvania	NR	22%	20%	19%	17%

NR – Not Reported

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

**Antidepressant Medication Management: Effective Acute Phase Treatment (Data Year 2004)**

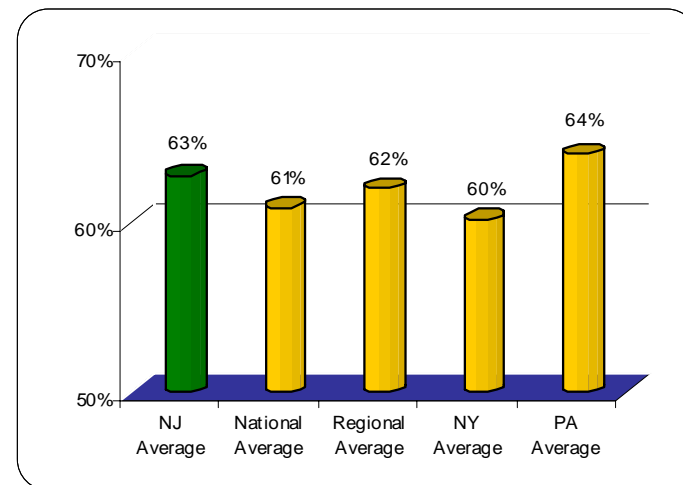
Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>63%</b>	
Aetna	64%	●
AmeriHealth	68%	●
CIGNA	62%	●
Health Net	63%	●
Horizon	59%	●
Oxford	62%	●
United	63%	●
WellChoice	NA	NA

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 Antidepressant Medication Management: Effective Acute Phase Treatment**

National	Regional	NY	PA
●	●	○	●



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>54%</b>	<b>56%</b>	<b>58%</b>	<b>61%</b>	<b>63%</b>
Nation	NR	57%	60%	61%	61%
Region (NJ, NY & PA)	NR	59%	60%	61%	62%
New York	NR	59%	60%	60%	60%
Pennsylvania	NR	60%	61%	64%	64%

NR – Not Reported

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

**Antidepressant Medication Management: Effective Continuation Phase Treatment (Data Year 2004)**

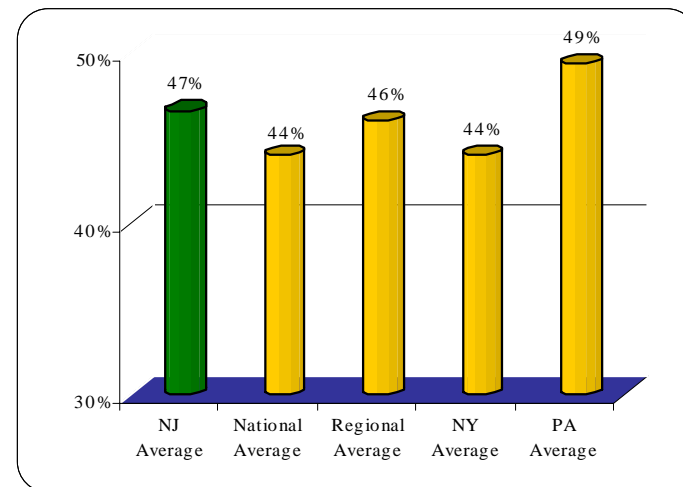
Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>47%</b>	
Aetna	47%	●
AmeriHealth	47%	●
CIGNA	48%	●
Health Net	49%	●
Horizon	43%	●
Oxford	45%	●
United	46%	●
WellChoice	NA	NA

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 Effective Continuation Phase Treatment**

National	Regional	NY	PA
●	●	○	●



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>35%</b>	<b>40%</b>	<b>40%</b>	<b>45%</b>	<b>47%</b>
Nation	NR	40%	43%	44%	44%
Region (NJ, NY & PA)	NR	42%	43%	45%	46%
New York	NR	42%	43%	44%	44%
Pennsylvania	NR	44%	46%	48%	49%

NR – Not Reported

## D. *Access/Availability of Care*



**Access/Availability of Care**  
**Comparison of NJ Statewide Averages for HEDIS Measures, 2004 -2005**

HEDIS Measure	2004 Rate	2005 Rate	Change	Significance*
Adults' Access to Preventive/Ambulatory Health Services, Ages 20-44	91%	91%	0%	↔ no change
Adults' Access to Preventive/Ambulatory Health Services, Ages 45-64	93%	93%	0%	↔ no change
Adults' Access to Preventive/Ambulatory Health Services, Ages 65+	94%	95%	1%	↑ improved
Childrens' Access to Primary Care Practitioners, Ages 12-24 Months	97%	97%	1%	↑ improved
Childrens' Access to Primary Care Practitioners, Ages 25 Months to 6 Years	89%	91%	2%	↑ improved
Childrens' Access to Primary Care Practitioners, Ages 7-11 Years	90%	92%	2%	↑ improved
Timeliness of Prenatal Care	91%	94%	3%	↑ improved
Timeliness of Postpartum Care	76%	78%	2%	↑ improved

\* Differences are statistically significant at the 0.05 level

### Adults' Access to Preventive /Ambulatory Health Services

The percentage of enrollees age 20-44, 45-64 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.

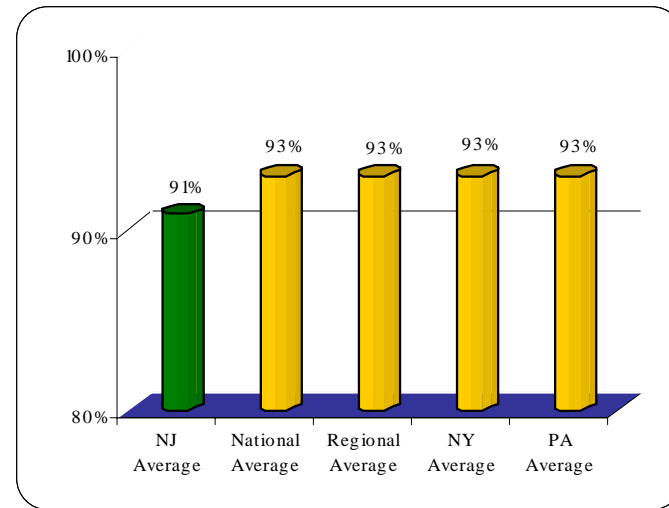
#### Ambulatory Care Visits: Ages 20-44 (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>91%</b>	
Aetna	92%	●
AmeriHealth	90%	○
CIGNA	93%	●
Health Net	94%	●
Horizon	86%	○
Oxford	94%	●
United	92%	●
WellChoice	87%	○

- 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

National	Regional	NY	PA
●	●	●	●



### Five -Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>85%</b>	<b>87%</b>	<b>91%</b>	<b>91%</b>	<b>91%</b>
Nation	90%	92%	92%	92%	93%
Region (NJ, NY & PA)	90%	91%	92%	92%	93%
New York	92%	92%	93%	93%	93%
Pennsylvania	91%	92%	92%	92%	93%



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

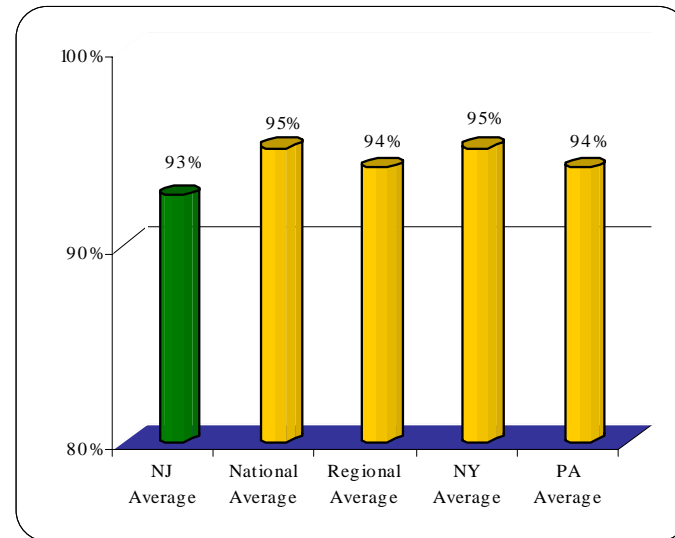
**Ambulatory Care Visits: Ages 45-64**  
(Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>93%</b>	
Aetna	93%	●
AmeriHealth	92%	○
CIGNA	94%	●
Health Net	94%	●
Horizon	91%	○
Oxford	94%	●
United	93%	●
WellChoice	90%	○

- 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 45-64 for**

National	Regional	NY	PA
●	●	●	●



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>85%</b>	<b>90%</b>	<b>92%</b>	<b>93%</b>	<b>93%</b>
Nation	93%	94%	94%	95%	95%
Region (NJ, NY & PA)	92%	93%	94%	94%	94%
New York	93%	94%	94%	94%	95%
Pennsylvania	93%	93%	93%	94%	94%

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

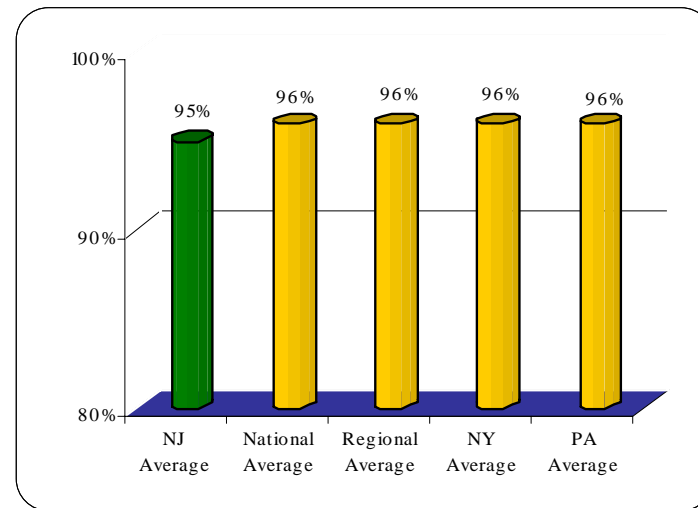
**Ambulatory Care Visits: Ages 65+**  
(Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>95%</b>	
Aetna	95%	●
AmeriHealth	96%	●
CIGNA	94%	○
Health Net	96%	●
Horizon	92%	○
Oxford	96%	●
United	95%	●
WellChoice	95%	●

- 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+**

National	Regional	NY	PA
●	●	●	●



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>92%</b>	<b>93%</b>	<b>95%</b>	<b>94%</b>	<b>95%</b>
Nation	93%	95%	95%	96%	96%
Region (NJ, NY & PA)	93%	94%	95%	95%	96%
New York	93%	94%	96%	96%	96%
Pennsylvania	94%	95%	95%	96%	96%

### 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 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 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.
- ↳ 7 to 11 years as of December 31 of the measurement year (for example: born on or between January 1, 1993 - December 31, 1997) and no more than one gap in enrollment of up to 45 days during each year of continuous enrollment.

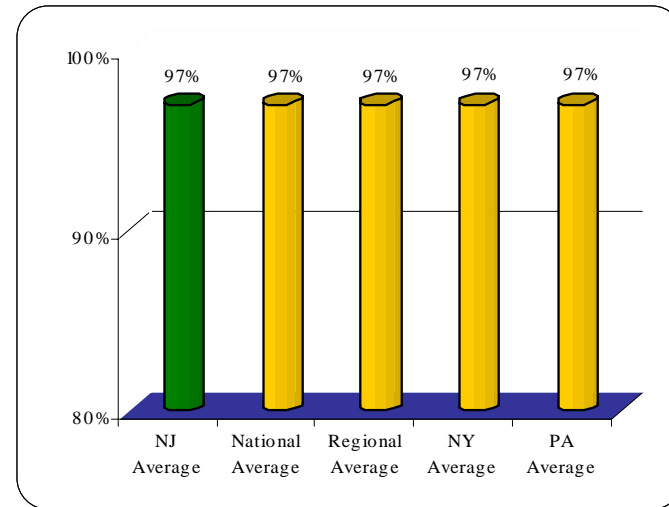
#### Ambulatory Care Visits : Age 12-24 Months (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>97%</b>	
Aetna	97%	●
AmeriHealth	97%	●
CIGNA	96%	○
Health Net	98%	●
Horizon	94%	○
Oxford	98%	●
United	97%	●
WellChoice	100%	●

- 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

National	Regional	NY	PA
●	●	●	●



#### Five -Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>90%</b>	<b>95%</b>	<b>96%</b>	<b>97%</b>	<b>97%</b>
Nation	92%	95%	96%	96%	97%
Region (NJ, NY & PA)	94%	96%	96%	97%	97%
New York	96%	96%	96%	97%	97%
Pennsylvania	96%	97%	97%	97%	97%

**Ambulatory Care Visits\Children’s Access to Primary Care Provider:** Continued from previous page.....

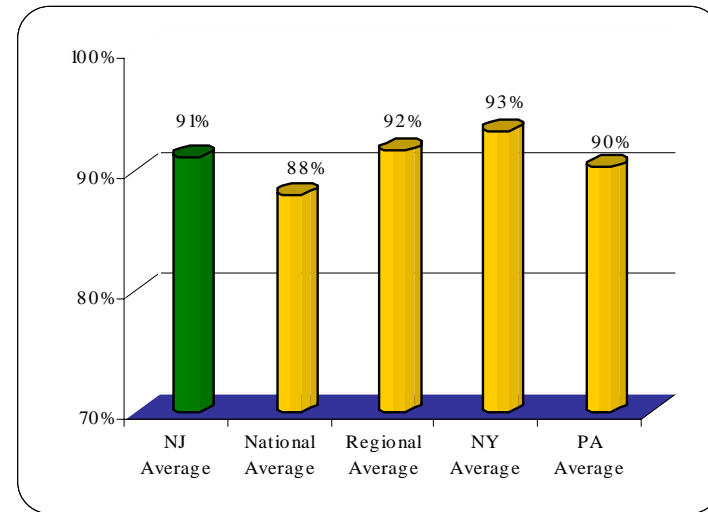
**Ambulatory Care Visits : Age 25 Months to 6 Years**  
(Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>91%</b>	
Aetna	90%	○
AmeriHealth	89%	○
CIGNA	92%	●
Health Net	94%	●
Horizon	88%	○
Oxford	94%	●
United	93%	●
WellChoice	91%	◐

- 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**

National	Regional	NY	PA
○	◐	●	○



**Five -Years Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>81%</b>	<b>87%</b>	<b>90%</b>	<b>89%</b>	<b>91%</b>
Nation	82%	86%	87%	88%	88%
Region (NJ, NY & PA)	87%	90%	91%	91%	92%
New York	91%	92%	92%	93%	93%
Pennsylvania	87%	89%	90%	90%	90%

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

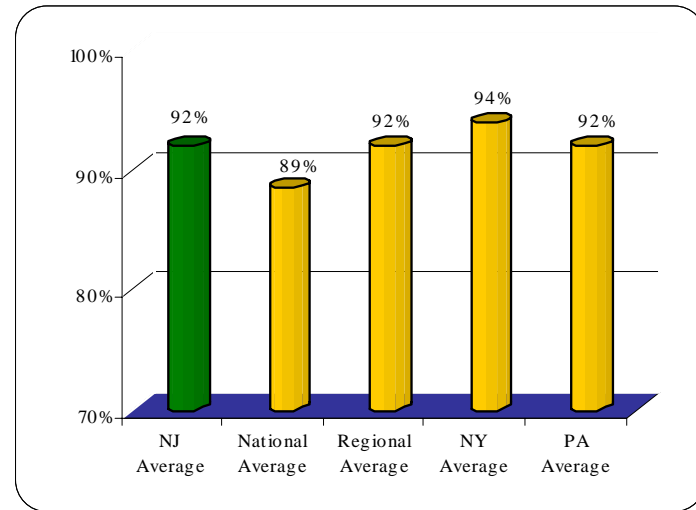
**Ambulatory Care Visits: Age 7-11 Years**  
(Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>92%</b>	
Aetna	90%	○
AmeriHealth	89%	○
CIGNA	94%	●
Health Net	94%	●
Horizon	88%	○
Oxford	95%	●
United	94%	●
WellChoice	92%	◐

- 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**

National	Regional	NY	PA
○	●	●	◐



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>85%</b>	<b>87%</b>	<b>91%</b>	<b>90%</b>	<b>92%</b>
Nation	84%	86%	87%	89%	89%
Region (NJ, NY & PA)	89%	90%	91%	92%	92%
New York	91%	92%	93%	94%	94%
Pennsylvania	89%	89%	90%	91%	92%

## Prenatal and Postpartum Care

The percentage of women who delivered a live birth between November 6, 2003 and November 5, 2004 and who were 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.

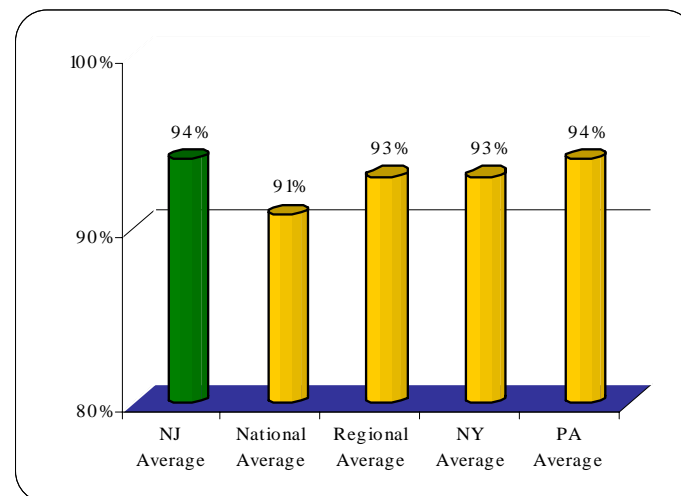
### Timeliness of Prenatal Care (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>94%</b>	
Aetna	94%	●
AmeriHealth	88%	○
CIGNA	97%	●
Health Net	96%	●
Horizon	98%	●
Oxford	92%	●
United	91%	○
WellChoice	95%	●

- 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

National	Regional	NY	PA
○	●	●	●



## Five-Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>87%</b>	<b>87%</b>	<b>89%</b>	<b>91%</b>	<b>94%</b>
Nation	83%	85%	87%	89%	91%
Region (NJ, NY & PA)	88%	89%	90%	92%	93%
New York	88%	89%	90%	93%	93%
Pennsylvania	89%	89%	91%	92%	94%

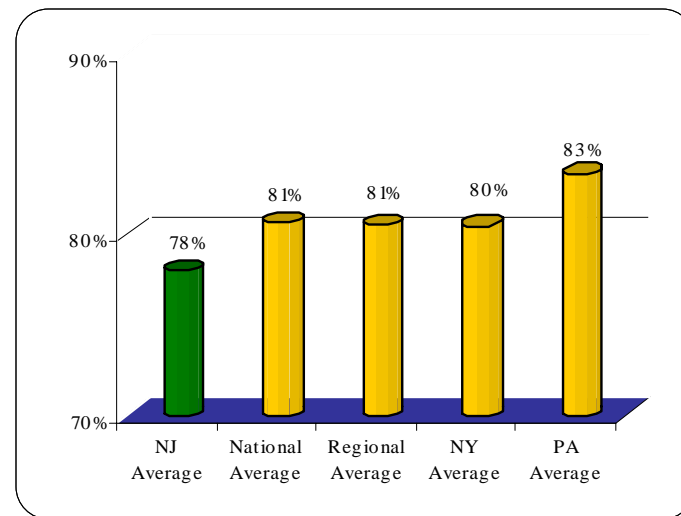
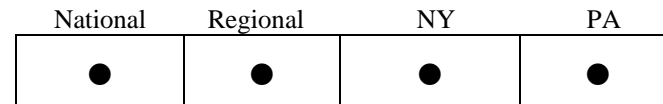
**Prenatal and Postpartum Care:** Continued from previous page.....

**Timeliness of Postpartum Care**  
(Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>78%</b>	
Aetna	79%	●
AmeriHealth	77%	●
CIGNA	86%	●
Health Net	79%	●
Horizon	88%	●
Oxford	74%	●
United	70%	○
WellChoice	72%	●

- 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**



**Five -Year Trends**

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>69%</b>	<b>73%</b>	<b>74%</b>	<b>76%</b>	<b>78%</b>
Nation	74%	77%	77%	80%	81%
Region (NJ, NY & PA)	78%	78%	77%	79%	81%
New York	78%	78%	77%	79%	80%
Pennsylvania	82%	81%	81%	83%	83%





## E. Use of Services



## Use of Services

### Comparison of NJ Statewide Averages for HEDIS Measures, 2004-2005

HEDIS Measure	2004 Rate	2005 Rate	Change	Significance*
Well-Child Visits in the First 15 Months of Life	75%	75%	0%	No change
Well-Child Visits in the 3rd, 4th, 5th & 6th Years	75%	76%	1%	Improved
Adolescent Well-Care Visits - Ages 12-21	52%	50%	-2%	Declined

\* Differences are statistically significant at the 0.05 level

### Well-Child Visits in the First 15 Months of Life

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

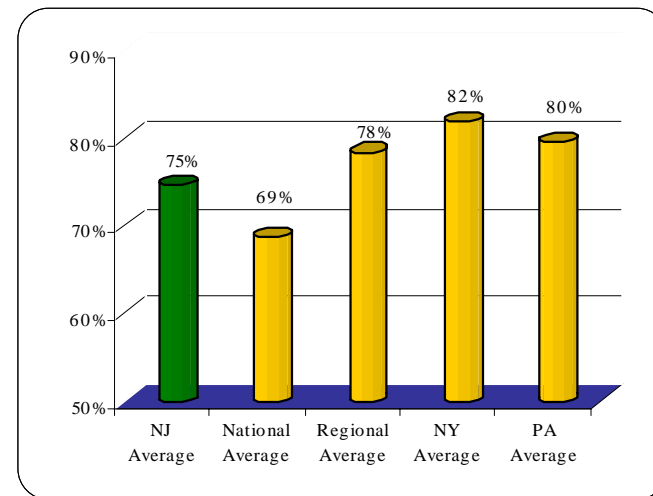
#### Well-Child Visits in the First 15 Months of Life (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>75%</b>	
Aetna	52%	○
AmeriHealth	86%	●
CIGNA	76%	◐
Health Net	77%	●
Horizon	82%	●
Oxford	73%	◐
United	75%	◐
WellChoice	77%	◐

- 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

National	Regional	NY	PA
○	●	●	◐



### Five -Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>58%</b>	<b>66%</b>	<b>73%</b>	<b>74%</b>	<b>75%</b>
Nation	55%	60%	64%	67%	69%
Region (NJ, NY & PA)	70%	72%	75%	77%	78%
New York	73%	75%	79%	80%	82%
Pennsylvania	72%	71%	75%	79%	80%

### Well-Child Visits in the 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, and 6<sup>th</sup> Years of Life

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

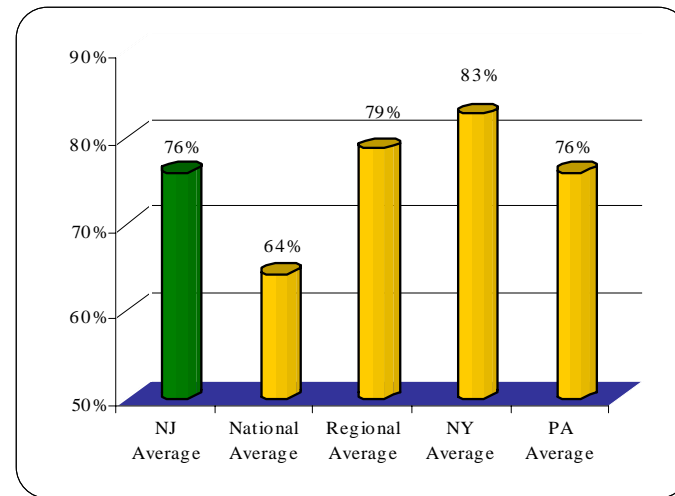
#### Well-Child Visits Ages 3-6 (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>76%</b>	
Aetna	72%	○
AmeriHealth	73%	◐
CIGNA	77%	◑
Health Net	79%	●
Horizon	81%	●
Oxford	80%	●
United	77%	◐
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 Well-Child Visits Age 3-6 Years

National	Regional	NY	PA
○	●	●	◐



### Five-Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>62%</b>	<b>70%</b>	<b>73%</b>	<b>75%</b>	<b>76%</b>
Nation	54%	57%	60%	63%	64%
Region (NJ, NY & PA)	68%	74%	75%	77%	79%
New York	74%	77%	80%	81%	83%
Pennsylvania	67%	71%	72%	73%	76%

### Adolescent Well-Care Visits

Percentage of enrolled members age 12-21 years as of December 31, 2003, 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.

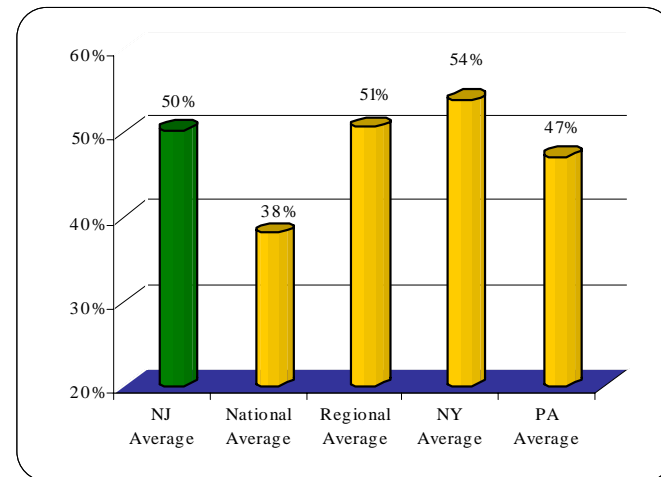
### Adolescent Well-Care Visits (Data Year 2004)

Health Plan	Rate	Individual Plan Compared to State Average
<b>NJ State Average</b>	<b>50%</b>	
Aetna	46%	○
AmeriHealth	47%	◐
CIGNA	51%	◑
Health Net	54%	●
Horizon	56%	●
Oxford	54%	●
United	49%	○
WellChoice	46%	○

- 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 Well-Care Visits

National	Regional	NY	PA
○	◐	●	◐



### Five-Year Trends

Geographical Area	2001	2002	2003	2004	2005
<b>New Jersey</b>	<b>36%</b>	<b>42%</b>	<b>47%</b>	<b>52%</b>	<b>50%</b>
Nation	31%	33%	36%	37%	38%
Region (NJ, NY & PA)	41%	45%	47%	49%	51%
New York	44%	46%	49%	52%	54%
Pennsylvania	42%	44%	43%	45%	47%

### 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.

Health Plan	Discharge/ 1000 members				Average Length of Stay (Days)			
	Total	Medicine	Surgery	Maternity	Total	Medicine	Surgery	Maternity
<b>NJ State Average</b>	<b>61.0</b>	<b>26.2</b>	<b>19.1</b>	<b>18.3</b>	<b>3.8</b>	<b>3.6</b>	<b>4.6</b>	<b>3.0</b>
Aetna	61.4	28.4	20.3	14.8	3.9	3.8	4.4	3.1
AmeriHealth	72.3	27.0	30.8	16.7	3.7	3.2	4.6	2.9
CIGNA	58.8	27.6	15.4	18.2	3.6	3.5	4.3	3.0
Health Net	57.9	21.2	20.6	19.4	3.7	3.4	4.6	3.0
Horizon	61.3	29.1	17.7	16.3	3.9	4.0	4.6	3.0
Oxford	62.4	25.7	19.5	19.9	4.0	4.0	4.6	3.2
United	60.8	27.5	16.5	20.2	3.6	3.6	4.4	2.8
WellChoice	53.5	23.0	12.2	21.3	3.8	3.7	5.6	2.8

### New Jersey Performance Compared with National, Regional and Neighboring States for Inpatient Utilization – General Hospital / Acute

Geography	Discharge/ 1000 members				Average Length of Stay (Days)			
	Total	Medicine	Surgery	Maternity	Total	Medicine	Surgery	Maternity
<b>NJ Average</b>	<b>61.0</b>	<b>26.2</b>	<b>19.1</b>	<b>18.3</b>	<b>3.8</b>	<b>3.6</b>	<b>4.6</b>	<b>3.0</b>
National Average	58.6	24.8	19.6	16.7	3.7	3.7	4.4	2.7
Regional Average	58.8	25.5	19.8	15.5	3.8	3.6	4.6	2.9
NY Average	56.3	24.9	18.0	15.1	3.9	3.8	4.8	2.9
PA Average	59.2	25.1	21.6	14.4	3.6	3.4	4.2	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 2004)

Health Plan	Outpatient Visits/1000 Member Years	Emergency Dept. Visits/1000 Member Years	Ambulatory Surgery/1000 Member Years	Observation Room/1000 Member Years
<b>NJ State Average</b>	<b>3710.6</b>	<b>167.7</b>	<b>106.8</b>	<b>4.7</b>
Aetna	3602.2	175.2	98.9	7.0
AmeriHealth	2932.4	196.3	130.5	5.3
CIGNA	4113.3	175.9	101.3	3.6
Health Net	4172.7	160.3	114.5	3.3
Horizon	3549.8	152.3	69.1	4.6
Oxford	4225.0	176.5	117.8	6.7
United	3872.5	161.5	120.1	5.4
WellChoice	3217.0	143.3	102.3	1.5

### New Jersey Performance Compared with National, Regional and Neighboring States for Ambulatory Care Visits

Geography	Outpatient Visits/1000 Member Years	Emergency Dept. Visits/1000 Member Years	Ambulatory Surgery/1000 Member Years	Observation Room/1000 Member Years
<b>NJ Average</b>	<b>3710.6</b>	<b>167.7</b>	<b>106.8</b>	<b>4.7</b>
National Average	3600.9	177.5	113.9	9.7
Regional Average	3815.7	169.0	112.4	5.5
NY Average	4232.8	156.5	105.5	4.6
PA Average	3355.3	183.1	126.6	7.2



## 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. 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 2004)

	Discharge/ 1000 Female Members			Average Length of Stay (Days)		
Health Plan	Discharges	Vaginal	Cesarean	Deliveries	Vaginal	Cesarean
<b>NJ State Average</b>	<b>31.9</b>	<b>20.6</b>	<b>11.4</b>	<b>3.0</b>	<b>2.3</b>	<b>4.2</b>
Aetna	26.3	16.3	9.9	3.2	2.4	4.4
AmeriHealth	29.7	19.6	10.1	2.8	2.3	3.9
CIGNA	32.0	20.6	11.5	3.1	2.4	4.3
Health Net	32.9	21.9	11.0	2.9	2.3	4.1
Horizon	25.0	15.8	9.2	3.0	2.3	4.3
Oxford	33.1	21.3	11.8	3.3	2.6	4.6
United	35.9	22.9	13.0	2.9	2.3	4.0
WellChoice	40.6	25.9	14.7	2.8	2.2	4.0

### New Jersey Performance Compared with National, Regional and Neighboring States for Maternity Care – Discharges and Length of Stay

	Discharge/ 1000 Female Members			Average Length of Stay (Days)		
Geographical Area	Discharges	Vaginal	Cesarean	Deliveries	Vaginal	Cesarean
<b>NJ Average</b>	<b>31.9</b>	<b>20.6</b>	<b>11.4</b>	<b>3.0</b>	<b>2.3</b>	<b>4.2</b>
National Average	28.9	20.1	8.8	2.7	2.2	3.8
Regional Average	26.6	17.9	8.7	2.9	2.4	4.0
NY Average	25.5	17.2	8.3	2.9	2.4	4.1
PA Average	25.0	17.5	7.5	2.8	2.4	3.7

### 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 (Data year 2004)

Health Plan	Total Newborn Discharges	Total Newborn Discharges/1000 Member Years	Total Newborn ALOS (days)
<b>NJ State Average</b>	<b>2896</b>	<b>13.5</b>	<b>3.5</b>
Aetna	7055	8.2	4.1
AmeriHealth	1851	13.6	2.9
CIGNA	3604	14.5	3.4
Health Net	4126	14.4	3.6
Horizon	1739	12.1	3.3
Oxford	3188	15.3	3.8
United	1441	14.8	3.5
WellChoice	160	15.5	2.9

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

Geographical Area	Total Newborn Discharges/1000 Member Years	Total Newborn ALOS (days)
<b>NJ Average</b>	<b>13.5</b>	<b>3.5</b>
National Average	11.6	3.3
Regional Average	11.0	3.4
NY Average	10.4	3.4
PA Average	11.4	3.4

### 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 and how long patients 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 2004)

Health Plan	Discharges/1000 Members	Average Length of Stay (Days)
<b>NJ State Average</b>	<b>2.4</b>	<b>7.2</b>
Aetna	2.7	7.3
AmeriHealth	2.8	6.2
CIGNA	2.1	7.3
Health Net	2.3	7.3
Horizon	2.3	7.1
Oxford	2.6	8.1
United	2.5	7.7
WellChoice	2.1	6.9

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

Geographical Area	Discharges/1000 Members	Average Length of Stay (Days)
<b>NJ Average</b>	<b>2.4</b>	<b>7.2</b>
National Average	2.9	6.2
Regional Average	3.0	7.2
NY Average	2.5	8.2
PA Average	4.3	5.7

### 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 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 (MH) Utilization – Percentage of Members Receiving Inpatient, Day/Night and Ambulatory Services (Data Year 2004)

Health Plan	Any MH Services	Inpatient MH Services	Day/Night MH Services	Ambulatory MH Services
<b>NJ State Average</b>	<b>4.55</b>	<b>0.19</b>	<b>0.05</b>	<b>4.49</b>
Aetna	4.78	0.21	0.12	4.73
AmeriHealth	3.14	0.20	0.11	3.06
CIGNA	5.47	0.19	0.01	5.41
Health Net	5.37	0.19	0.03	5.31
Horizon	4.27	0.19	0.02	4.22
Oxford	5.25	0.21	0.02	5.21
United	4.99	0.18	0.05	4.94
WellChoice	3.12	0.17	0.04	3.05

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

Geographical Area	Any MH Services	Inpatient MH Services	Day/Night MH Services	Ambulatory MH Services
<b>NJ Average</b>	<b>4.55</b>	<b>0.19</b>	<b>0.05</b>	<b>4.49</b>
National Average	5.45	0.23	0.06	5.40
Regional Average	5.24	0.23	0.03	5.18
NY Average	5.65	0.20	0.01	5.60
PA Average	5.49	0.31	0.04	5.41

### 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 2004)

Health Plan	Discharges/1000 Member	Average Length of Stay (Days)
<b>NJ State Average</b>	<b>1.76</b>	<b>5.69</b>
Aetna	1.85	5.13
AmeriHealth	1.85	5.38
CIGNA	1.12	5.18
Health Net	2.12	5.91
Horizon	1.36	5.10
Oxford	1.83	7.23
United	1.51	4.57
WellChoice	2.43	7.04

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

Geographical Area	Discharges/1000 Member	Average Length of Stay (Days)
<b>NJ Average</b>	<b>1.76</b>	<b>5.69</b>
National Average	1.26	5.11
Regional Average	1.52	6.05
NY Average	1.29	5.81
PA Average	1.74	6.96

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