

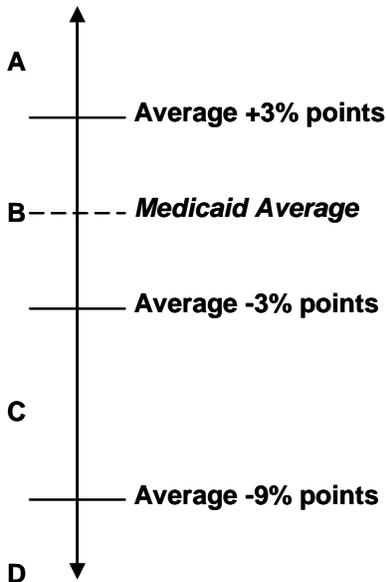
ForwardHealth 2010 BadgerCare Plus HMO Report Card

Updated September, 2012

The Wisconsin *ForwardHealth* HMO Report Card can help you choose or change your HMO. It compares HMOs that serve Wisconsin BadgerCare Plus members in six areas of health care and four areas of member satisfaction.

This HMO Report Card uses the latest available information:

2010 data for Health Care Measures and **2008 data for Member Satisfaction.**



Each Medicaid HMO has been given a letter grade (see scale on left) to show how it compares to Medicaid Providers across the country for ***Health Care Measures***.

For example, if an HMO scored 76% in *Vaccines* and the Medicaid Average for that measure is 72%, the HMO scored 4% points higher than the Medicaid Average. That HMO's grade would be an A. HMOs at the cut-off points get the higher grade.

In addition, the scores for all measures in this Report Card were combined to give each HMO an ***Overall Grade***.

***Grades are based on how an HMO performs state-wide.
An HMO may perform better or worse in some parts of the state.***

Health Care Measures

The health care ratings are based on information about the following services HMOs provided to BadgerCare Plus members:

- ***Asthma Care*** shows what percent of members with asthma in the HMO got the right medicine for asthma.
- The two ***Diabetes*** measures show what percent of adults with diabetes in the HMO received important blood tests.
 - ***Diabetes 1*** shows what percent of adults had a hemoglobin (HbA1C) test.
 - ***Diabetes 2*** shows what percent of adults had a cholesterol (LDL-C) test.
- ***Vaccines*** shows what percent of children in the HMO received all of their shots by their 2nd birthday.
- ***Blood Lead 1*** shows what percent of children 1 year old or younger in the HMO had a blood lead test.
- ***Blood Lead 2*** shows what percent of children 1 to 2 years of age in the HMO had a blood lead test.
- ***Smoking*** shows what percent of members who smoke got help to quit.

HMOs are held financially accountable for their performance in these six areas, and Wisconsin Medicaid is expanding the number of areas and measures for which the HMOs will continue to be accountable.

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Health Care Measures (2010 data)								
HMO	Asthma	Diabetes 1**	Diabetes 2**	Vaccines	Blood Lead 1	Blood Lead 2	Smoking	Overall Grade
Abri Health Plan*	C	D	C	C	C	A	B	C
Children's Community Health Plan	B	B	C	A	C	A	A	B
CompCare	C	B	C	B	A	B	A	B
Dean Health Plan	B	B	C	A	B	B	A	B
Group Health Cooperative - Eau Claire	C	A	B	B	B	B	A	B
Group Health Cooperative - South Central	B	D	D	A	A	B	C	C
Gundersen Lutheran	B	B	C	A	B	C	A	B
Health Tradition Health Plan	A	B	C	B	A	A	A	A
Managed Health Services	B	B	C	A	B	B	C	B
MercyCare	A	B	C	A	B	C	B	B
Network Health Plan	B	B	C	A	A	C	C	B
Physicians Plus	A	B	D	B	D	D	A	C
Security Health Plan	B	A	B	A	A	A	B	A
United Healthcare	B	B	C	A	B	B	B	B
Unity Health Plan	B	C	D	A	B	C	B	B
Wisconsin Medicaid Average	B	B	C	B	B=73.7%	B=63.4%	B=60.1%	B
National Medicaid Average (2010)	B =88.4%	B=82%	B=74.7%	B=74.1%	N/A	N/A	N/A	N/A

Health Care grades show how each HMO compares to the **National Medicaid Average**, or **Wisconsin Medicaid Average**, as appropriate.

* = Abri was acquired by Molina in 2011.

** = Diabetes measures for Wisconsin Medicaid are more strict than for National Averages; this partly explains Wisconsin's lower scores.

N/A = National Medicaid Average is not available or applicable for this measure. Grades are based on comparisons with the Wisconsin Medicaid Average.

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Member Satisfaction Measures (2008 data)				
HMO	Customer Service	Getting Needed Care	Health Plan	Health Care
Abri Health Plan	84	78	80	85
Children's Community Health Plan	88	86	85	87
CompCare	83	88	82	86
Dean Health Plan	87	85	87	87
Group Health Cooperative – Eau Claire	88	88	86	88
Group Health Cooperative – South Central	92	88	86	88
Gunderson Lutheran Health Plan	N/A	N/A	N/A	N/A
Health Tradition Health Plan	84	89	86	88
Managed Health Services	84	87	81	86
MercyCare HMO	85	85	82	85
Network Health Plan	82	82	81	86
Physicians Plus	N/A	N/A	N/A	N/A
Security Health Plan	87	89	87	86
United Healthcare	81	81	81	87
Unity Health Plan	88	85	88	88
Wisconsin Medicaid Average	86	85	84	87

N/A=Complete data are not available for that measure.