

# Quality Composite Rating Chart

Understanding the scores for the health plans:

- ★★★★★ 4 stars: **well above** the average of all health plans (by **more than** one standard deviation)\*
- ★★★★ 3 stars: **above** the average of all health plans (by **less than** one standard deviation)\*
- ★★★ 2 stars: **below** the average of all health plans (by **less than** one standard deviation)\*
- ★ 1 star: **well below** the average of all health plans (by **more than** one standard deviation)\*

Please see previous page for descriptions of the Quality Composite Ratings.

Plan Name	Overall Quality	Wellness & Prevention	Behavioral & Mental Health	Disease Management	Consumer Satisfaction & Experiences
Anthem BCBS	★★	★	★★★★	★★	★
Arise Health Plan	★★★★	★★	★★★★★	★★★★	★★★★★
Dean Health Plan	★★★★	★★	★★★★	★★★★	★★★★
GHC of Eau Claire	★★★★	★★	★	★★★★	★★★★
GHC of SCW	★★★★★	★★★★★	★★★★★	★★★★	★★★★★
Gundersen Lutheran	★★★★	★★	★	★★★★	★★★★
Health Tradition	★★★★	★★	★★★★	★★★★	★★★★
HealthPartners	★★★★	★★★★	★★★★	★★★★★	★★
Humana - Eastern	★	★★	★★★★	★	★
Humana - Western	★	★★	★★★★	★	★
Medical Associates	★★★★	★	★★	★★★★	★★★★
MercyCare Health Plan	★★	★★	★★★★	★★★★	★
Network Health Plan	★★★★	★★★★	★	★★★★	★★★★★
Physicians Plus	★★★★	★★	★★★★★	★★★★	★★
Security Health Plan	★★★★	★★	★★★★	★★★★	★★★★
UnitedHealthcare NE	★★	★★	★★★★	★★★★	★★
UnitedHealthcare SE	★★	★★	★★★★	★★★★	★★
Unity - Community	★★★★	★★★★	★★★★	★★★★	★★★★
Unity - UW Health	★★★★	★★	★★★★	★★★★	★★

\*The standard deviation measures the difference between an individual health plan's score and the average score of all health plans. We are more certain that health plans with four stars have performed better than average and health plans with one star have performed worse than average. We cannot conclude that health plans with three stars or two stars have performed differently from the average.

# CAHPS® Overall Rating Chart

Understanding the scores for the health plans:

- ★★★★ 4 stars: **well above** the average of all health plans (by **more than** 1.96 standard deviations)\*
- ★★★ 3 stars: **above** the average of all health plans (by **less than** 1.96 standard deviations)\*
- ★★ 2 stars: **below** the average of all health plans (by **less than** 1.96 standard deviations)\*
- ★ 1 star: **well below** the average of all health plans (by **more than** 1.96 standard deviations)\*

This chart shows results for individual survey questions for which members were asked to rate their health plan, health care, primary doctor and specialists. A 10 is the “best possible” rating, and 0 is the “worst possible” rating. Health plan scores were adjusted for age, education level, and self-reported health status.

- ↗ means that a health plan had a statistically significant improvement in their score from 2009 to 2010.
- ↘ means that a health plan had a statistically significant decline in their score from 2009 to 2010.

Plan Name	How people rated their HEALTH PLAN	How people rated their HEALTH CARE	How people rated their PRIMARY DOCTOR	How people rated their SPECIALIST
<b>AVERAGE - All Health Plans</b>	8.41	8.56	8.75	8.52
Anthem BCBS	★	★★↗	★★★★↗	★★
Arise Health Plan	★★★★	★★★★	★★★	★★★★
Dean Health Plan	★★★★↗	★★★↗	★★★	★★★★
GHC of Eau Claire	★★★★	★★★	★★★	★★★★
GHC of SCW	★★★★↗	★★★★	★★	★★★★
Gundersen Lutheran	★★★★	★★★★↗	★★★★	★★★★↗
Health Tradition	★★★★	★★★	★★★	★★
HealthPartners (New plan in 2010)	★★	★★	★★★	★★
Humana - Eastern	★	★★	★★★	★★
Humana - Western	★	★	★★	★
Medical Associates	★★★★	★★★	★★★★	★★★★
MercyCare Health Plan	★	★	★	★★
Network Health Plan	★★★★↗	★★★↗	★★↗	★★★★
Physicians Plus	★★★	★★	★	★★
Security Health Plan	★★★★	★★	★★	★★
Standard Plan	★★★★	★★★	★★	★★★★
UnitedHealthcare NE	★★★★↗	★★★★↗	★★	★★★★
UnitedHealthcare SE	★↗	★★↗	★★★	★★
Unity - Community	★★★	★★★	★★★	★★★★
Unity - UW Health	★★★	★★	★★	★★★★
WPS Metro Choice	★★↗	★★★↗	★★★	★★★★

\*The standard deviation measures the difference between an individual health plan’s score and the average score of all health plans. We are more certain that health plans with four stars have performed better than average and health plans with one star have performed worse than average. We cannot conclude that health plans with three stars or two stars have performed differently from the average.

# CAHPS® Composite Rating Chart

Understanding the scores for the health plans:

- ★★★★★ 4 stars: **well above** the average of all health plans (by **more than** 1.96 standard deviations)\*
- ★★★★ 3 stars: **above** the average of all health plans (by **less than** 1.96 standard deviations)\*
- ★★★ 2 stars: **below** the average of all health plans (by **less than** 1.96 standard deviations)\*
- ★ 1 star: **well below** the average of all health plans (by **more than** 1.96 standard deviations)\*

This chart shows results for a composite of survey questions that asked members how often something occurred ("Always," "Sometimes," "Usually" or "Never") regarding Customer Service, Claims Processing, Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Shared Decision Making (between the member and the doctor). Health plan scores were adjusted for age, education level and self-reported health status.

↗ means that a health plan had a statistically significant improvement in their score from 2009 to 2010.

↘ means that a health plan had a statistically significant decline in their score from 2009 to 2010.

Plan Name	Customer Service	Claims Processing	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Shared Decision Making
<b>AVERAGE - All Health Plans</b>	3.46	3.53	3.41	3.50	3.69	3.54
Anthem BCBS	★	★	★★	★★★★	★★★★↗	★★
Arise Health Plan	★★★★★↗	★★★★★↗	★★★★★	★★★★★	★★	★★★★
Dean Health Plan	★★★	★★★★	★★↗	★★	★★★★↗	★★★★
GHC of Eau Claire	★★★★	★★★★	★★★	★★	★★★	★★★★
GHC of SCW	★★★★	★★★★	★★	★★	★★★	★★★★
Gundersen Lutheran	★★	★★★★	★★★	★★★	★★★★★	★★★★
Health Tradition	★★★	★★★	★★	★★★	★★★	★★
HealthPartners (New plan in 2010)	★★	★★	★★	★★★★★	★★	★★
Humana - Eastern	★	★	★★★	★★	★★	★★
Humana - Western	★	★	★	★★★	★	★★
Medical Associates	★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★↗
MercyCare Health Plan	★★	★★	★★	★★	★★	★★
Network Health Plan	★★★★	★★★★	★★★	★★★★↗	★★★	★★
Physicians Plus	★★★	★★★	★	★	★★	★★★★
Security Health Plan	★★★	★★★★	★★★	★★★	★★	★★★★
Standard Plan	★★★	★★★★★↗	★★★★★	★★	★★	★★
UnitedHealthcare NE	★	★★↗	★★★★★	★★★★★	★★★	★★★★
UnitedHealthcare SE	★★	★★★★↗	★★★	★★★	★★★	★★
Unity - Community	★★★★	★★★★	★★	★★	★★★	★★★★
Unity - UW Health	★★★	★★★★★↗	★↗	★	★★★	★★★★★↗
WPS Metro Choice	★★	★★	★★	★★	★★	★★

\*The standard deviation measures the difference between an individual health plan's score and the average score of all health plans. We are more certain that health plans with four stars have performed better than average and health plans with one star have performed worse than average. We cannot conclude that health plans with three stars or two stars have performed differently from the average.

# HEDIS® Composite Chart

**This chart displays the following quality measures:**

- **Cancer Screenings**—This score includes the following HEDIS® measures: Colorectal, breast and cervical cancer screenings.
- **Appropriate Use of Antibiotics**—This score includes the following HEDIS® measures: Appropriate treatment for children with upper respiratory infection, appropriate testing for children with pharyngitis, avoidance of antibiotic treatment in adults with acute bronchitis.
- **Diabetes Care**—This score includes the following HEDIS® measures: HbA1c control, cholesterol screening and control, medical attention for kidney disease, eye exam, and blood pressure control.
- **Controlling High Blood Pressure**—This score examines the percentage of eligible members with high blood pressure who had their blood pressure controlled.
- **Cholesterol Management for Patients with Cardiovascular Conditions**—This score includes the following HEDIS® measures: Cholesterol screening and control.
- **Annual Monitoring for Patients with Persistent Medications**—This single score examines monitoring for the following drugs of interest: Angiotensin converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB), digoxins, diuretics, anticonvulsants.

Plan Name	Cancer Screenings	Appropriate Use of Antibiotics	Diabetes Care	Controlling High Blood Pressure	Cholesterol Management for Patients with Cardiovascular Conditions	Annual Monitoring for Patients with Persistent Medications
Anthem BCBS	★	★	★	★	★	★★
Arise Health Plan	★★★	★★★★	★★★★	★★★★	★★★★	★
Dean Health Plan	★★	★★★★	★★	★★	★★★★	★★
GHC of Eau Claire	★★	★★★★	★★★★	★★★★	★★★★	★★
GHC of SCW	★★★★★	★★★★★	★★	★	★★★★	★★★★★
Gundersen Lutheran	★★★★★	★★★★	★★★★	★★★★★	★★	★★
Health Tradition	★★	★★★★★	★★	★★★★	★★	★★★★
HealthPartners	★★★★	★★★★	★★★★	★★★★★	★★★★	★★★★★
Humana	★★	★	★	★	★	★★★★
Medical Associates	★★	★★	★★★★★	★★★★	★★★★	★★★★
MercyCare Health Plan	★★	★★★★★	★★★★	★★★★	★	★★
Network Health Plan	★★★★	★★	★★★★★	★★	★★★★★	★★
Physicians Plus	★★★★	★★	★★	★★	★★	★
Security Health Plan	★★★★	★★	★★★★	★★★★	★★★★★	★★★★★
UnitedHealthcare	★	★★	★★	★★★★	★★	★★★★
Unity Health Insurance	★★★★	★★	★★	★★	★★★★	★★★★
WEA Trust	★★★★★	★	NR*	NR*	NR*	★★★★

\*Not all necessary data reported.

Please see page 72 for a description of the star rating system that was used for this chart.