



The results are in...

We'd like to share with you our [annual quality improvement summary](#) of clinical performance and service satisfaction. Throughout the year, we evaluate data trends related to how our members receive health care and preventive care services and compare our findings to national practice guidelines. You — our network physicians and their office staff — are the key to helping us collect this information and improve our quality performance. Thank you for participating in our network, for providing quality health care to our members and for cooperating in our annual review process.

To review the complete Quality Improvement Program evaluation, call Provider Services at 1-800-454-3730 — we'll be glad to send you a copy.

Clinical performance and service satisfaction are based upon results from:

- **Medicaid Healthcare Effectiveness Data and Information Set (HEDIS) 2012** — A program developed by the National Committee for Quality Assurance (NCQA) to measure how effectively health plans and providers deliver preventive care
- **Consumer Assessment of Healthcare Providers and Systems (CAHPS) 2012** — Surveys evaluating member satisfaction with care and services received over the past six months; a random sample of New Jersey plan members answered questions about their doctors and the health plan

The National Committee for Quality Assurance (NCQA) is a private, nonprofit group committed to improving health care.

We have achieved Commendable Accreditation status from the NCQA. This status is for health plans that meet or exceed NCQA's standards for service and quality.



Improving HEDIS scores is a team effort

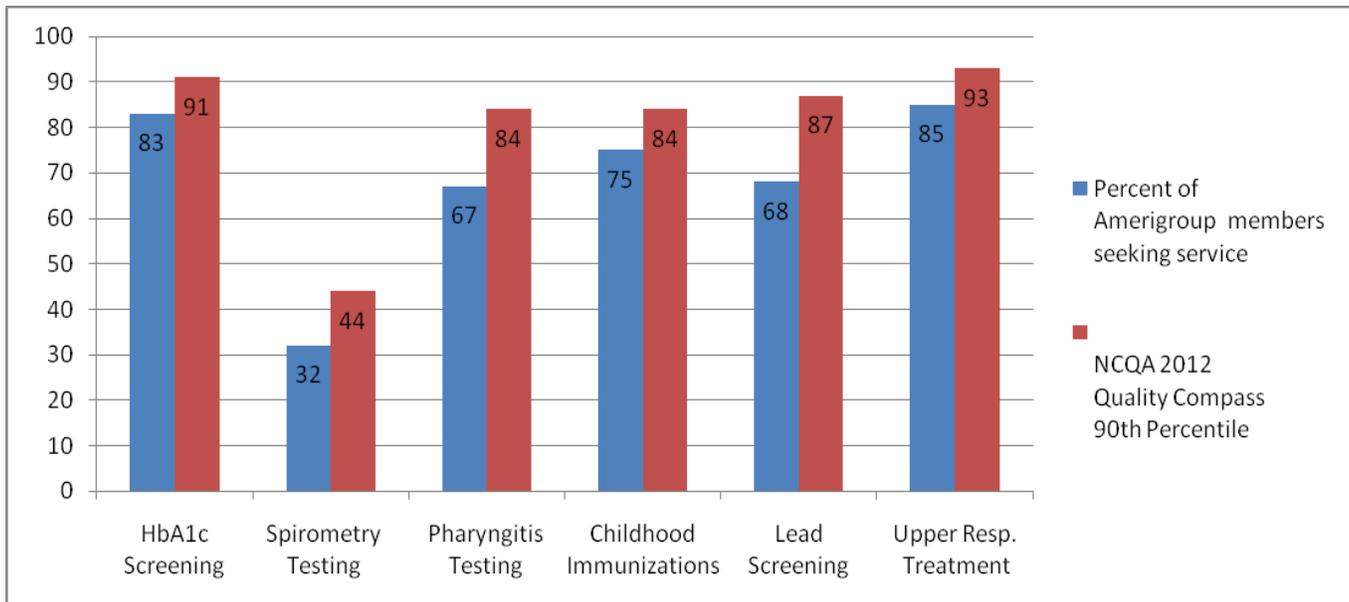
We have a comprehensive plan to improve our HEDIS measures through member outreach, provider outreach, case management and data collection, but we also need your help. Collaboration with our providers is the key to quality improvement.

Thank you for your commitment and the care you give our members — your patients.

For more information on any of the topics we've covered, please visit our website at providers.amerigroup.com.
Need a paper copy of this information? Call Provider Services at 1-800-454-3730.

HEDIS

The HEDIS report below is provided as a service and reference for you and the rest of our provider network. HEDIS 2012 measures are calculated based upon 2011 performance data. We produce this report to let you know about our quality improvement activities and progress toward meeting our goal — to reach the 90th percentile for all NCQA measures.



The graph above denotes the rate of our members who received services for the following HEDIS measures:

Glycated hemoglobin (HbA1c) testing: the percentage of Amerigroup members diagnosed with diabetes in 2011 who received HbA1c testing in that same calendar year

Rationale of importance: HbA1c testing is a component for comprehensive diabetic care. Diabetes is one of the most costly and highly prevalent chronic diseases in the United States. Approximately 20.8 million Americans have diabetes, and half these cases are undiagnosed. In addition, diabetes accounts for nearly 20 percent of all deaths in people over 25 years of age. Many complications, such as amputation, blindness and kidney failure, can be prevented if detected and addressed in the early stages.

Source: [www.qualitymeasures.ahrq.gov/content.aspx?id=34657&search=hemoglobin+\(hba1c\)+testing](http://www.qualitymeasures.ahrq.gov/content.aspx?id=34657&search=hemoglobin+(hba1c)+testing)

Use of spirometry testing in the assessment and diagnosis of chronic obstructive pulmonary disease: the percentage of Amerigroup members 40 years of age and older with a new diagnosis or newly active Chronic Obstructive Pulmonary Disease (COPD) who received appropriate spirometry testing to confirm the diagnosis

Rationale of importance: Spirometry is a simple test that measures the amount of air a person can breathe out and the amount of time it takes to do so. Both symptomatic and asymptomatic patients suspected of COPD should have spirometry tests performed to establish airway limitation and severity. Though several scientific guidelines and specialty societies recommend use of spirometry testing to confirm COPD diagnosis and determine severity of airflow limitation, spirometry tests are largely underutilized.

Source: www.qualitymeasures.ahrq.gov/content.aspx?id=34648

For more information on any of the topics we've covered, please visit our website at providers.amerigroup.com.
Need a paper copy of this information? Call Provider Services at 1-800-454-3730.

Appropriate testing for children with pharyngitis: the percentage of Amerigroup members 2 to 18 years of age with pharyngitis who received a group A streptococcus (strep) test before an antibiotic was prescribed

Rationale of importance: Overuse of antibiotics has been directly linked to the prevalence of antibiotic resistance in the community; promoting judicious use of antibiotics is important to reducing levels of antibiotic resistance. Pediatric clinical practice guidelines recommend that only children with diagnosed group A streptococcus (strep) pharyngitis, based on appropriate lab tests, be treated with antibiotics. A strep test (rapid assay or throat culture) is the definitive test of group A strep pharyngitis.

Source: www.qualitymeasures.ahrq.gov/content.aspx?id=34645&search=appropriate+testing+for+children+with+pharyngitis

Childhood immunization status: the percentage of Amerigroup members who are children and received the following vaccinations by the age of 2:

- One MMR
- One VZV
- Three IPV
- Four DTaP
- Three Hepatitis B
- Three HiB
- Four Pneumococcal

Rationale of importance: A basic method for prevention of illness is immunization. Childhood immunizations help prevent serious illnesses such as polio, tetanus and hepatitis. Vaccines are a proven way to help a child stay healthy and avoid the potentially harmful effects of childhood diseases like mumps and measles. Even preventing "mild" diseases saves hundreds of lost school days and workdays and millions of dollars.

Source: www.qualitymeasures.ahrq.gov/content.aspx?id=34627&search=childhood+immunization+status

Lead screening in children: the percentage of Amerigroup members who are 2 years of age and had one or more capillary or venous lead blood tests for lead poisoning by their second birthday

Rationale of importance: "Children 1 to 5 years of age have the highest prevalence of elevated blood lead levels of any age group in the U.S., although the prevalence has declined over the past several decades. Even with these decreases, an estimated 310,000 children in this country remain at risk for exposure to harmful levels of lead." (The Agency for Healthcare Research and Quality)

Source: www.qualitymeasures.ahrq.gov/content.aspx?id=34638&search=lead+screening+in+children

Appropriate treatment for children with an upper respiratory infection: the percentage of Amerigroup members who are 3 months to 18 years of age and were given a diagnosis of Upper Respiratory Infection (URI) but were not dispensed an antibiotic prescription

Rationale of importance: URIs are self-regulating viral infections that cannot be treated by antibiotics. Despite this, clinical practice trends show that antibiotics are often prescribed, leading to a trend in overuse and growing antimicrobial resistance among patients. The common cold (or URI) is a frequent reason for children visiting the doctor's office. Though existing clinical guidelines do not support the use of antibiotics for the common cold, physicians often prescribe them for this ailment. Pediatric clinical practice guidelines do not recommend antibiotics for a majority of upper respiratory tract infections because of the viral etiology of these infections, including the common cold.

Source: www.qualitymeasures.ahrq.gov/content.aspx?id=34646

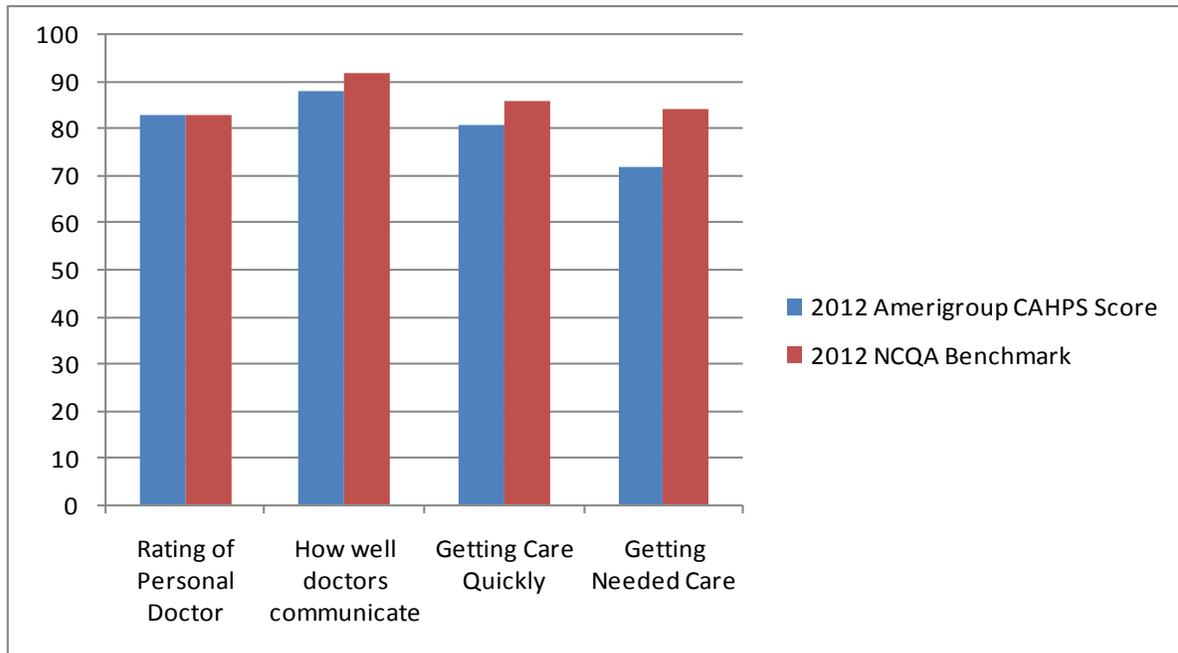
Our goal is to reach the highest percentile benchmark set by the NCQA. Like the NCQA, we are dedicated to improving health care quality.

For more information on any of the topics we've covered, please visit our website at providers.amerigroup.com.
Need a paper copy of this information? Call Provider Services at 1-800-454-3730.

Consumer Assessment of Healthcare Providers and Systems

In an effort to serve our members better, we conduct a member satisfaction survey each year. The **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** tool asks our members to rate their experiences with their doctors and/or specialists and with the health plan within the previous six months. We rate our CAHPS performance by measuring against benchmarks set by the NCQA.

This graph denotes our performance in four measures compared to the



How did we do?

- The rating of member satisfaction with their personal doctor has significantly increased from 77% in 2011 to 88% in 2012.
- While members are very pleased with their doctors, they have expressed a desire to have better communication with their providers. The rating for this measure remains in the 25th percentile as compared to 2011.
- We have developed and distributed a Provider Communication Guide to all of our network providers. If you did not receive a copy, please call Provider Services at 1-800-454-3730.

We continuously strive to reach the highest percentile benchmark set by the NCQA. Like NCQA, we are dedicated to improving health care quality.

We also offer providers the opportunity to participate on committees aimed at improving services and clinical outcomes for our members. These activities include the review of policies, procedures and clinical practice guidelines and the ability to advise the health plan administration in any aspect of health plan policy or operation affecting network providers or members. If you would like to participate in the medical advisory committee or the credentialing subcommittee, please call Provider Services at 1-800-454-3730.

We appreciate the quality care you provide our members and look forward to continuing to work with you to improve these measurements. We hope you find the above reports to be beneficial.

For more information on any of the topics we've covered, please visit our website at providers.amerigroup.com.
Need a paper copy of this information? Call Provider Services at 1-800-454-3730.