



**HEDIS® 2019**

**A Detailed Data Set  
From the Year 2018**

**COMMERCIAL PRODUCT**



**Embrace better health.®**



We are pleased to present the AvMed HEDIS® 2019 Report, a detailed data set designed to give employers and consumers an objective look at how we're keeping members well and how we're caring for members when they're sick.

The National Committee for Quality Assurance developed HEDIS (Healthcare Effectiveness Data and Information Set) as a framework for health plans to collect, analyze and report identical performance measurements each year. In fact, more than 90 percent of America's health plans utilize HEDIS to measure performance on important dimensions of care and service. Quality health care can be defined as the extent to which members get the care they need in a manner that most effectively protects or restores their health. The performance measures in HEDIS are related to many significant public health issues such as cancer, heart disease, smoking, asthma and diabetes. HEDIS allows objective assessment of a health plan's value in comparison with other health plans. HEDIS has gone a long way in showing employers how their employees will be treated in various areas of health care services. Choosing a high-quality health plan plays a significant role in determining whether employees will get high-quality care.

The scope of the NCQA HEDIS Compliance Audit includes the following domains:

- Effectiveness of Care
- Access/Availability of Care
- Experience of Care
- Health Plan Descriptive Information
- Utilization and Risk Adjusted Utilization
- Measures Collected Using Electronic Clinical Data Systems

AvMed has undergone a Full Audit.



**Embrace better health.®**

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## Effectiveness of Care

### Childhood immunization Status

4 DTaP by 2nd birthday .....	90.27%
3 IPV by 2nd birthday .....	93.92%
1 MMR between 1st and 2nd birthday .....	90.51%
3 HiB by 2nd birthday .....	96.11%
2 Hep A by 2nd birthday .....	81.75%
3 Hep B by 2nd birthday .....	92.94%
2 or 3 Rotavirus by 2nd birthday .....	83.94%
2 Influenza by 2nd birthday .....	46.47%
1 VZV between 1st and 2nd birthday .....	93.43%
4 Pneumococcal conjugate .....	90.27%
Combo 2 (DTaP, IPV, MMR, HiB, Hep B, VZV) .....	83.21%
Combo 10 (Combo 2 plus Hep A, Influenza, Pneumonia, Polio, Rotavirus) .....	38.69%

### Immunizations for Adolescents

Meningococcal between 11th and 13th birthday .....	79.56%
Tdap/TD between 10th and 13th birthday .....	94.16%
*Human Papillomavirus Vaccine for Female	
Adolescents (HPV) .....	22.63%
Combo 1 (Meningococcal & Tdap/TD) .....	79.08%
Combo 2 (Meningococcal, Tdap & HPV) .....	19.95%

### Appropriate Testing for Children with Pharyngitis

Children, ages 2-18, diagnosed with pharyngitis and on an antibiotic who received a group A strep test .....	86.87%
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### Appropriate Treatment for Children with URI

Children, ages 3 months to 18 years, with a diagnosis of upper respiratory infection who were not dispensed an antibiotic .....	90.81%
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### Adult BMI Assessment

Adults 18-74 who had their body mass index (BMI) documented during an outpatient visit .....	88.00%
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### Breast Cancer Screening

Women, continuously enrolled for 2 years, who have received a mammogram within a two-year period .....	76.96%
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### Cervical Cancer Screening

Women ages 21-64, continuously enrolled for three years, who have received a Pap test within a three-year period .....	84.17%
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### Comprehensive Diabetes Care

HbA1c testing .....	90.72%
HbA1c poor control (>9.0%) .....	25.57%
HbA1c control (<8.0%) .....	62.70%
HbA1c control (<7.0%) for a Selected Population .....	46.23%
Eye exam .....	38.35%
Medical Attention for Nephropathy .....	91.77%
Blood pressure controlled <140/90 mm Hg .....	63.57%

### Antidepressant Medication Management

Effective acute phase treatment .....	57.97%
Effective continuation phase treatment .....	41.52%

### Follow-up After Hospitalization for Mental Illness

Received follow-up within 7 days of discharge .....	33.50%
Received follow-up within 30 days of discharge .....	52.31%

### Controlling High Blood Pressure

Adults 18-85 with hypertension who controlled blood pressure to <140/90 mm HG .....	58.88%
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### Persistent beta blocker treatment after a heart attack

.....	75.57%
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### Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis

Adults 18-64 diagnosed with acute bronchitis who were not dispensed an antibiotic .....	38.15%
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### Use of Spirometry Testing in the Assessment and Diagnosis of COPD

Ages 40 and older with new diagnosis of, or newly active, COPD who received spirometry testing to confirm the diagnosis .....	44.80%
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### Pharmacotherapy Management of COPD Exacerbation

Use of systemic corticosteroid .....	56.92%
Use of bronchodilator .....	75.38%

### Disease Modifying Anti-Rheumatic Drug Therapy in Rheumatoid Arthritis

*Ages 18 and older diagnosed with rheumatoid arthritis and have a prescription for a disease modifying anti-rheumatic drug (DMARD) .....	82.91%
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### Use of Imaging Studies for Low Back Pain

Percentage of members who were diagnosed with low back pain who did not have X-ray, MRI or CT scan .....	64.55%
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### Colorectal Cancer Screening

Ages 50-75 .....	61.73%
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### Annual Monitoring for Patients on Persistent Medications

Ages 18 and older who have at least a 180 days supply of the medication and at least one monitoring test for the medication	
ACE inhibitors or ARBs .....	87.08%
Diuretics .....	87.39%
<b>TOTAL</b> .....	<b>87.20%</b>

## Access/Availability

### Children's and Adolescent's Access to Primary Care Providers..

12-24 months .....	98.28%
25 months-6 years .....	94.82%
7-11 years.....	94.01%
12-19 years.....	89.24%

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

Ages 20-44 .....	92.67%
Ages 45-64 .....	96.24%
Ages 65+ .....	97.16%

### Prenatal and Postpartum Care

Timely prenatal care in first trimester .....	88.52%
Postpartum care between 21 and 56 days after delivery.....	76.30%

## Utilization

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

Six visits or more .....	85.58%
Five visits .....	7.27%
Four visits.....	3.26%
Three visits .....	1.66%
Two visits.....	0.63%
One visit.....	0.74%
No visits .....	0.86%

### Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life

Percentage of children aged 3-6 receiving one or more visits during the year .....	84.08%
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### Adolescent Well-Care Visits

Percentage of adolescents aged 12-21 with one or more visits during the year .....	57.29%
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## Satisfaction With the Experience of Care

The following results are from the National Committee for Quality Assurance's standardized member satisfaction survey, administered by DSS Research, an independent vendor.

### Participants Responding "Usually" and "Always"

Doctors communicate well.....	95.46%
Easy to get care quickly .....	86.95%
Claims processing efficient .....	N/A
Customer service at AvMed .....	N/A
Getting needed care .....	87.71%

### Participants Who Rated AvMed 8, 9, or 10 on a 10-Point scale with 10 Being Highest

Overall satisfaction with AvMed .....	78.05%
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## Health Plan Stability

### Total Membership

Product/Product Line	Members*
<b>HMO total</b> .....	<b>220,889</b>
Commercial .....	193,181
Medicare .....	27,708
<b>POS total</b> .....	<b>26,138</b>
Commercial.....	26,138
Medicare .....	0
<b>TOTAL</b> .....	<b>247,027</b>

\*Enrollment as of Dec. 31, 2018

## Use of Services

### Frequency of selected procedures

Procedure	Age	Sex	Number of Procedures	Procedures/1,000 Members
<b>Tonsillectomy</b>	0-9	M&F	164	6.92
	10-19	M&F	58	1.91
<b>Hysterectomy, Abdominal</b>	15-44	Female	61	1.02
	45-64	Female	121	2.57
	65+	Female	6	1.99
<b>Hysterectomy, Vaginal</b>	15-44	Female	41	0.69
	45-64	Female	95	2.02
	65+	Female	5	1.66
<b>Cholecystectomy, Open</b>	30-64	Male	11	0.17
	15-44	Female	8	0.13
	45-64	Female	9	0.19
	65+	Male	0	0.00
	65+	Female	0	0.00
<b>Cholecystectomy, Closed (Laparoscopic)</b>	30-64	Male	155	2.33
	15-44	Female	227	3.80
	45-64	Female	237	5.03
	65+	Male	15	4.43
	65+	Female	12	3.99
<b>Back Surgery</b>	20-44	Male	56	1.35
	20-44	Female	48	0.92
	45-64	Male	170	4.14
	45-64	Female	169	3.59
	65+	Male	19	5.62
	65+	Female	26	8.64
<b>PCI</b>	45-64	Male	193	4.70
	45-64	Female	45	0.96
	65+	Male	46	13.60
	65+	Female	15	4.98
<b>Cardiac Catheterization</b>	45-64	Male	301	7.33
	45-64	Female	185	3.93
	65+	Male	54	15.97
	65+	Female	31	10.30
<b>Coronary Artery Bypass Graft</b>	45-64	Male	42	1.02
	45-64	Female	16	0.34
	65+	Male	12	3.55
	65+	Female	2	0.66
<b>Prostatectomy</b>	45-64	Male	98	2.39
	65+	Male	41	12.12
<b>Mastectomy</b>	15-44	Female	50	0.84
	45-64	Female	119	2.53
	65+	Female	2	0.66
<b>Lumpectomy</b>	15-44	Female	110	1.84
	45-64	Female	244	5.18
	65+	Female	17	5.65
<b>Bariatric Weight Loss Surgery</b>	0-19	Male	1	0.04
	0-19	Female	5	0.19
	20-44	Male	36	0.87
	20-44	Female	211	4.05
	45-64	Male	49	1.19
	45-64	Female	130	2.76
	65+	Male	0	0.00
	65+	Female	2	0.66

## Use of Services

### Inpatient Utilization-General Hospital/Acute Care

Inpatient Type	Age	Discharges	Discharges/ 1,000 members	Days	Days/ 1,000 members	Average Length of stay
<b>Inpatient</b>						
	<1	191	80.05	883	370.06	4.62
	1-9	323	15.16	1194	56.04	3.70
	10-19	435	14.30	1522	50.03	3.50
	20-44	5327	56.88	17166	183.29	3.22
	45-64	5088	57.73	21283	241.48	4.18
	65-74	653	114.70	3188	559.99	4.88
	75-84	102	168.99	534	884.72	5.24
	85+	33	346.76	167	1,754.82	5.06
<b>Total</b>		<b>12,152</b>	<b>50.15</b>	<b>45,937</b>	<b>189.59</b>	<b>3.78</b>
<b>Medicine</b>						
	<1	142	59.51	422	176.86	2.97
	1-9	266	12.48	733	34.40	2.76
	10-19	288	9.47	922	30.31	3.20
	20-44	1158	12.36	3711	39.62	3.20
	45-64	2510	28.48	8567	97.20	3.41
	65-74	322	56.56	1177	206.75	3.66
	75-84	57	94.44	266	440.70	4.67
	85+	21	220.67	84	882.66	4.00
<b>Total</b>		<b>4,764</b>	<b>19.66</b>	<b>15,882</b>	<b>65.55</b>	<b>3.33</b>
<b>Surgery</b>						
	<1	49	20.54	461	193.20	9.41
	1-9	57	2.68	461	21.64	8.09
	10-19	109	3.58	492	16.17	4.51
	20-44	1130	12.07	4918	52.51	4.35
	45-64	2547	28.90	12621	143.20	4.96
	65-74	330	57.97	2006	352.37	6.08
	75-84	45	74.55	268	444.01	5.96
	85+	12	126.09	83	872.15	6.92
<b>Total</b>		<b>4,279</b>	<b>17.66</b>	<b>21,310</b>	<b>87.95</b>	<b>4.98</b>
<b>Maternity (Includes Gynecology)</b>						
	10-19	38	1.25	108	3.55	2.84
	20-44	3039	32.45	8537	91.15	2.81
	45-64	31	0.35	95	1.08	3.06
<b>Total</b>		<b>3,108</b>	<b>14.65</b>	<b>8,740</b>	<b>41.18</b>	<b>2.81</b>



## Use of Services

### Ambulatory Care: Excludes Mental Health and Chemical Dependency

Inpatient Type	Outpatient Visits Procedures		Emergency Room Visits Resulting in Discharge		
	Age	Visits	Visits/ 1,000 members	Visits	Visits/ 1,000 members
	<1	29,510	12,367.55	1,238	518.84
	1-9	99,213	4,656.16	6,623	310.82
	10-19	87,102	2,862.99	6,728	221.15
	20-44	294,435	3,143.86	31,695	338.43
	45-64	463,537	5,259.29	25,218	286.12
	65-74	44,791	7,867.85	1,733	304.41
	75-84	6,582	10,904.87	230	381.06
	85+	1,191	12,514.89	55	577.93
<b>Total</b>		<b>1,026,361</b>	<b>4,235.91</b>	<b>73,520</b>	<b>303.43</b>

## Plan Description

### Member Enrollment by Age and Sex

Age	Male	Female	Total
<1	1,220	1,166	2,386
1-4	4,601	4,444	9,045
5-9	6,307	5,959	12,266
10-14	7,438	7,064	14,502
15-17	4,825	4,446	9,272
18-19	3,366	3,284	6,650
0-19 Subtotal	27,757	26,363	54,120
0-19 Subtotal %	24.38%	20.51%	22.33%
20-24	8,736	9,209	17,946
25-29	7,513	10,145	17,658
30-34	7,953	10,668	18,620
35-39	8,477	10,913	19,390
40-44	8,932	11,121	20,054
20-44 Subtotal	41,612	52,056	93,668
20-44 Subtotal %	36.55%	40.49%	38.64%
45-49	10,379	12,358	22,737
50-54	11,006	12,573	23,579
55-59	10,970	12,278	23,248
60-64	8,722	9,909	18,631
45-64 Subtotal	41,077	47,118	88,195
45-64 Subtotal %	36.08%	36.65%	36.39%
65-69	2,258	2,140	4,398
70-74	753	555	1,308
75-79	272	191	462
80-84	75	69	144
85-89	28	44	72
>=90	8	17	25
>=65 Subtotal	3,392	3,017	6,409
>=65 Subtotal %	2.98%	2.35%	2.64%
<b>Total</b>	<b>113,838</b>	<b>128,554</b>	<b>242,392</b>





**HEDIS® 2019**

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