

2011 HEDIS® and CAHPS®

MEASURES AND PERFORMANCE



Group Health was one of the first health care systems to issue quality “report cards” based on the national standard measures developed by the National Committee for Quality Assurance (NCQA).

The 2011 measures reflect performance for the 2010 calendar year. HEDIS (Healthcare Effectiveness Data & Information Set) measures clinical performance and CAHPS (Consumer Assessment of Healthcare Providers and Systems) measures service quality.

All HEDIS results are independently audited. To ensure the integrity of HEDIS and CAHPS data, NCQA requires that health plans use an NCQA-Certified third party vendor to administer the survey. HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA). NCQA encourages and promotes the use of the performance measures that HEDIS comprises.

Clinical Quality — HEDIS 2011 Summary

(Healthcare Effectiveness Data and Information Set)

Measures	2011 National Average	2011 Group Health Performance	Group Health Comparison to National Average
Asthma			
Use of Appropriate Medications for People with Asthma – Total	92.93	90.12	▼
Children			
Childhood Immunization Status – Combo 2 (diphtheria-tetnus, polio, measles-mumps-rubella, H1b, hepatitis B, and chickenpox)	66.25	81.19	▲
Well-Child Visits in the First 15 Months of Life (6 or more visits)	74.80	74.27	▼
Well-Child Visits in the 3rd, 4th, 5th and 6th Years of Life	69.99	67.84	▼
Adolescent Well-Care Visits	41.23	36.45	▼
Appropriate Testing for Children with Pharyngitis	77.18	83.03	▲
Appropriate Treatment for Children with Upper Respiratory Infection	84.49	92.89	▲
Follow-up Care for Children Prescribed ADHD Medication – Initiation	38.48	38.10	▼
Follow-up Care for Children Prescribed ADHD Medication – Continuation and Maintenance Phase	43.35	40.96	▼
Diabetes			
Comprehensive Diabetes Care – Blood Pressure Control (<140/90)	60.66	63.87	▲
Comprehensive Diabetes Care – Eye Exams	52.67	75.36	▲
Comprehensive Diabetes Care – HbA1c Testing	87.96	91.06	▲

▲ = Group Health performance is above national average ▼ = Group Health performance is below national average

Clinical Quality — HEDIS 2011 Summary (continued)

Measures	2011 National Average	2011 Group Health Performance	Group Health Comparison to National Average
Diabetes (continued from previous page)			
Comprehensive Diabetes Care – Poor HbA1c Control (Lower number is better performance)	34.52	24.64	▲
Comprehensive Diabetes Care – LDL C Screening	83.2	83.21	▲
Comprehensive Diabetes Care – LDL C Controlled (LDL-C <100 mg/dL)	44.03	54.93	▲
Comprehensive Diabetes Care – Medical Attention for Nephropathy	79.73	93.80	▲
Heart Care			
Controlling High Blood Pressure – Total	61.36	60.58	▼
Cholesterol Management for Patients with Cardiovascular Conditions – Screening	85.7	85.64	▼
Cholesterol Management for Patients with Cardiovascular Conditions – LDL-C control (<100 mg/dL)	54.54	59.85	▲
Persistence of Beta-Blocker Treatment After Heart Attack	73.65	79.10	▲

▲ = Group Health performance is above national average ▼ = Group Health performance is below national average

Clinical Quality — HEDIS 2011 Summary (continued)

Measures	2011 National Average	2011 Group Health Performance	Group Health Comparison to National Average
Mental Health			
Antidepressant Medication Management – Effective Acute Phase Treatment	64.57	73.90	▲
Antidepressant Medication Management – Effective Continuation Phase Treatment	48.22	58.25	▲
Follow-up After Hospitalization for Mental Illness – 7 Days	57.22	72.25	▲
Follow-up After Hospitalization for Mental Illness – 30 Days	75.93	83.25	▲
Initiation and Engagement of Alcohol and Other Drug Dependence – Initiation	41.89	64.77	▲
Initiation and Engagement of Alcohol and Other Drug Dependence – Engagement	15.78	14.74	▼
Preventative Screening			
Colorectal Cancer Screening	56.32	70.29	▲
Women’s Health			
Breast Cancer Screening (Females 42-69)	69.23	70.75	▲
Cervical Cancer Screening	75.93	78.44	▲
Chlamydia Screening in Women - Total	41.83	48.65	▲
Prenatal and Postpartum Care – Timeliness of Prenatal Care	84.54	92.62	▲
Prenatal and Postpartum Care – Timeliness of Postpartum Care	74.49	79.51	▲

▲ = Group Health performance is above national average ▼ = Group Health performance is below national average

Service Quality — CAHPS 2011 Summary

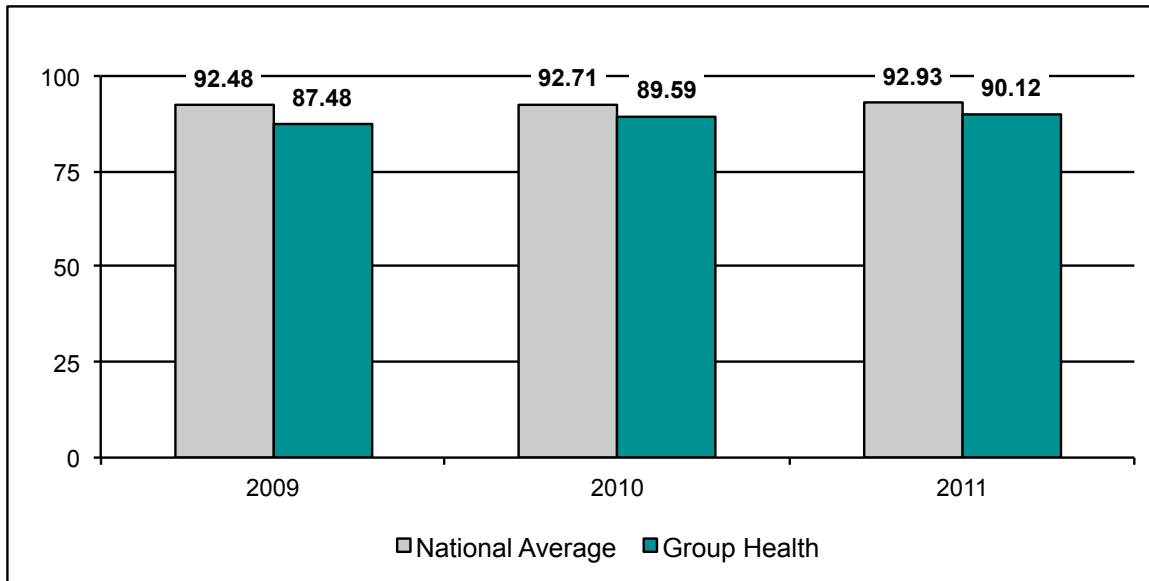
(Consumer Assessment of Healthcare Providers and Systems)

Measures	2011 National Average	2011 Group Health Performance	Group Health Comparison to National Average
Service			
Claims Processing Composite	88.19	89.65	▲
Customer Service Composite	83.85	86.72	▲
Getting Needed Care Composite	86.37	83.88	▼
Getting Care Quickly Composite	86.77	84.38	▼
How Well Doctors Communicate Composite	94.18	92.58	▼
Rating of Personal Doctor	82.99	83.76	▲
Rating of Specialist Seen Most Often	82.01	83.91	▲
Rating of Health Plan	61.81	69.07	▲
Rating of All Health Care	76.18	76.71	▲

▲ = Group Health performance is above national average ▼ = Group Health performance is below national average

HEDIS Measures and Performance

Use of Appropriate Medications for People with Asthma - Total



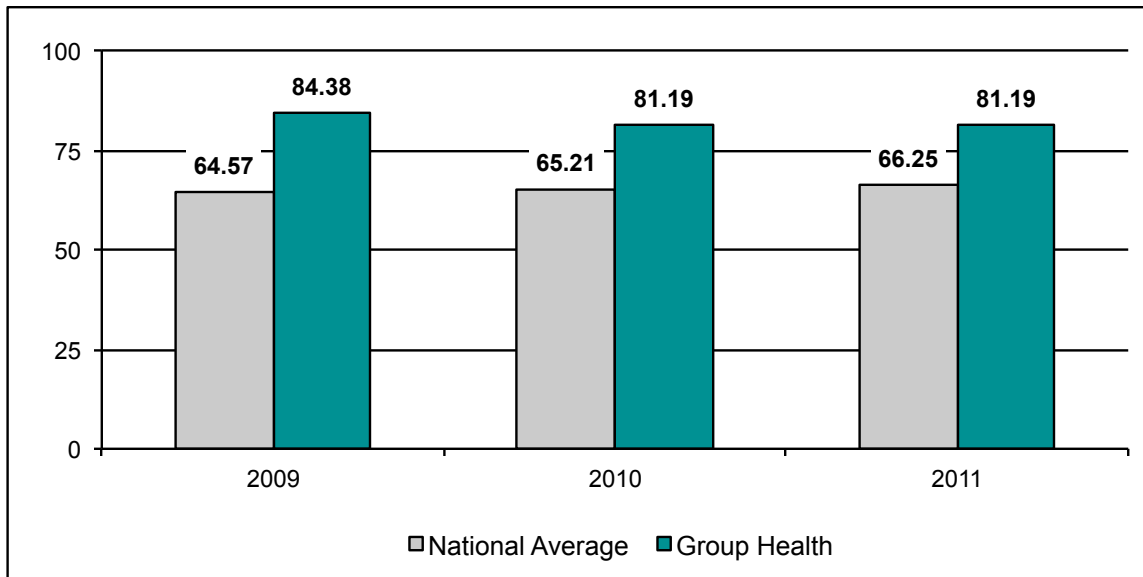
Proportion of asthmatic adults ages 18 to 56 who were appropriately prescribed medication.

Why It Is Important

Asthma is one of the nation's most common, costly and increasingly prevalent diseases. More than 30 million Americans, including 8.5 million children, will suffer from asthma at some point in their life. Nearly 5,000 Americans die of asthma each year -- many of those deaths could be avoided with improved disease management. Asthma medications help reduce underlying airway inflammation, and relieve or prevent airway narrowing. Many asthma-related hospitalizations, emergency room visits, and missed work and school days can be avoided if patients have appropriate medications and medical management. Asthma is the leading cause of school absenteeism attributed to chronic conditions.

HEDIS Measures and Performance

Childhood Immunization Status – Combo 2 (Diphtheria-tetanus, polio, measles-mumps-rubella, H1b, hepatitis B, and chickenpox)



Proportion of children who got all recommended immunizations by their second birthday.

Why It Is Important

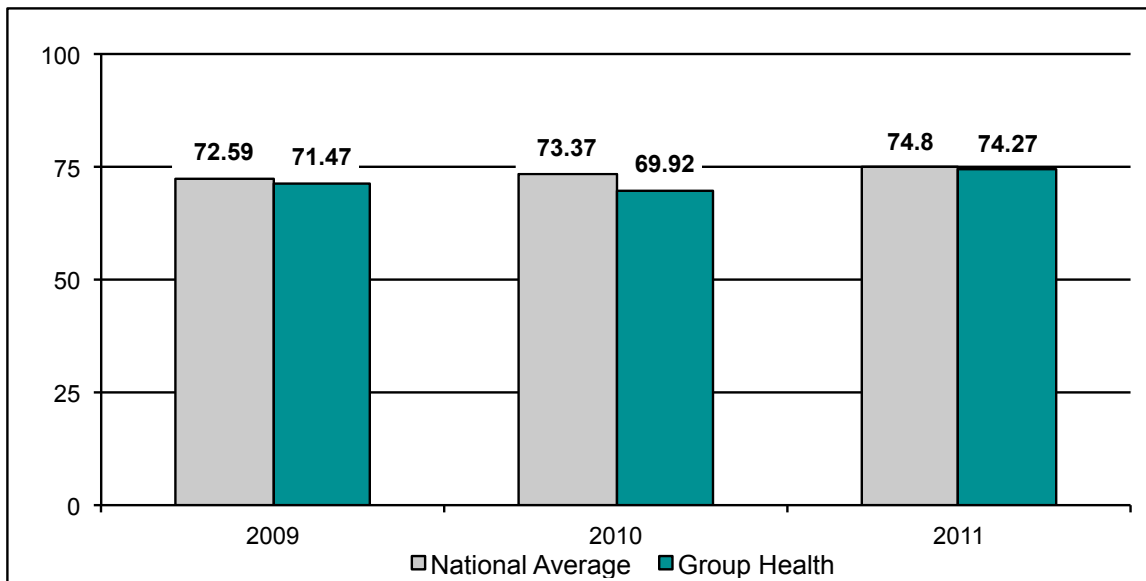
Immunizations are one of the safest, most effective ways to protect children from a variety of potentially serious childhood diseases. Nearly \$10 billion in direct medical costs are saved through childhood immunizations. While immunization coverage is high among children in the U.S., it is vital to maintain these levels to eliminate the threat of vaccine-preventable diseases. Childhood immunizations are responsible for the control of many infectious diseases once common in the U.S., including polio, measles, diphtheria, pertussis (whooping cough), rubella (German measles), mumps, tetanus, and Haemophilus influenzae type b (Hib).

Group Health Key Positive Notes

Group Health maintained performance well above the national average of 66.25 percent in 2011 with the help of innovative tools such as Emergency Room alerts, After Visit Summaries, Birthday Letters and MyGroupHealth reminders to parents.

HEDIS Measures and Performance

Well-Child Visits in the First 15 Months of Life (6 or more visits)



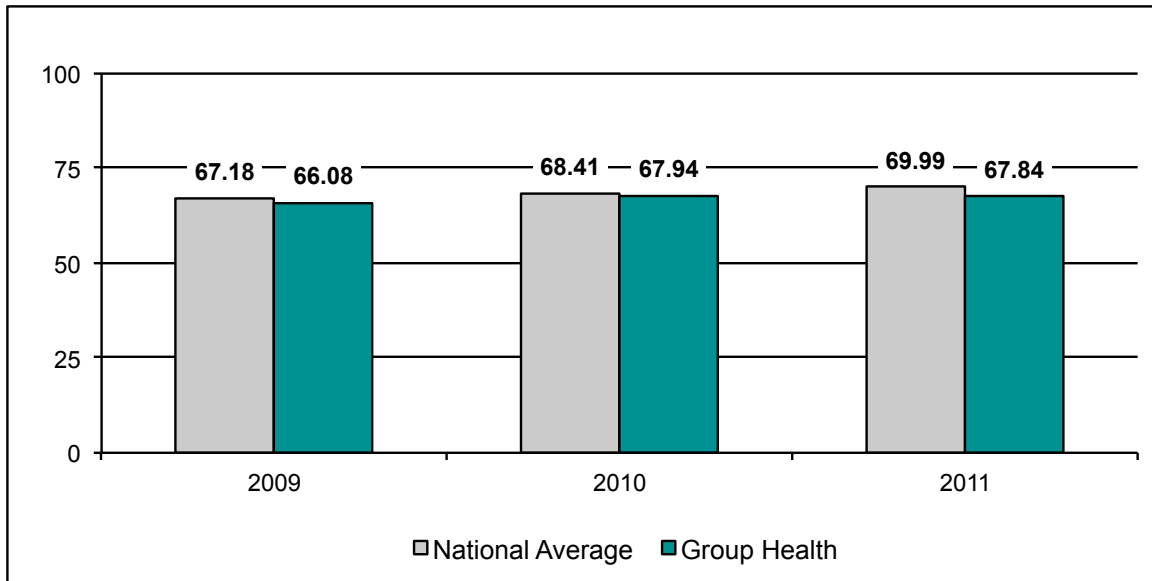
Proportion of children who had at least 6 well-child visits from birth to 15 months old.

Why It Is Important

Early, effective preventive care can identify children at risk for physical or developmental problems and provide an array of medical and educational interventions. Well-child visits serve as an important opportunity for practitioners to impart anticipatory guidance to parents about issues such as nutrition, social development, injury prevention, physical activity, and many other topics. The visits lead to children who are less susceptible to disease, are better prepared for common age-related concerns, and are more likely to get help for an illness before it becomes serious.

HEDIS Measures and Performance

Well-Child Visits in the 3rd, 4th, 5th and 6th Years of Life



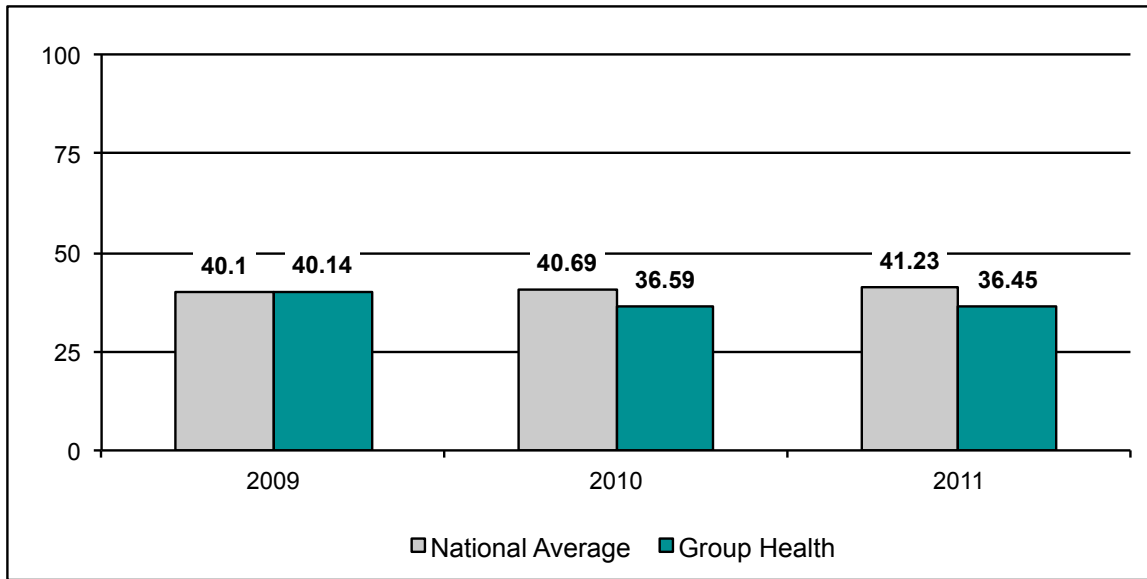
Proportion of children ages 3, 4, 5, and 6 who had at least one well-child visit.

Why It Is Important

Early, effective preventive care can identify children at risk for physical or developmental problems and provide an array of medical and educational interventions. Well-child visits serve as an important opportunity for practitioners to impart anticipatory guidance to parents about issues such as nutrition, social development, injury prevention, physical activity, and many other topics. The visits lead to children who are less susceptible to disease, are better prepared for common age-related concerns, and are more likely to get help for an illness before it becomes serious.

HEDIS Measures and Performance

Adolescent Well-Care Visits



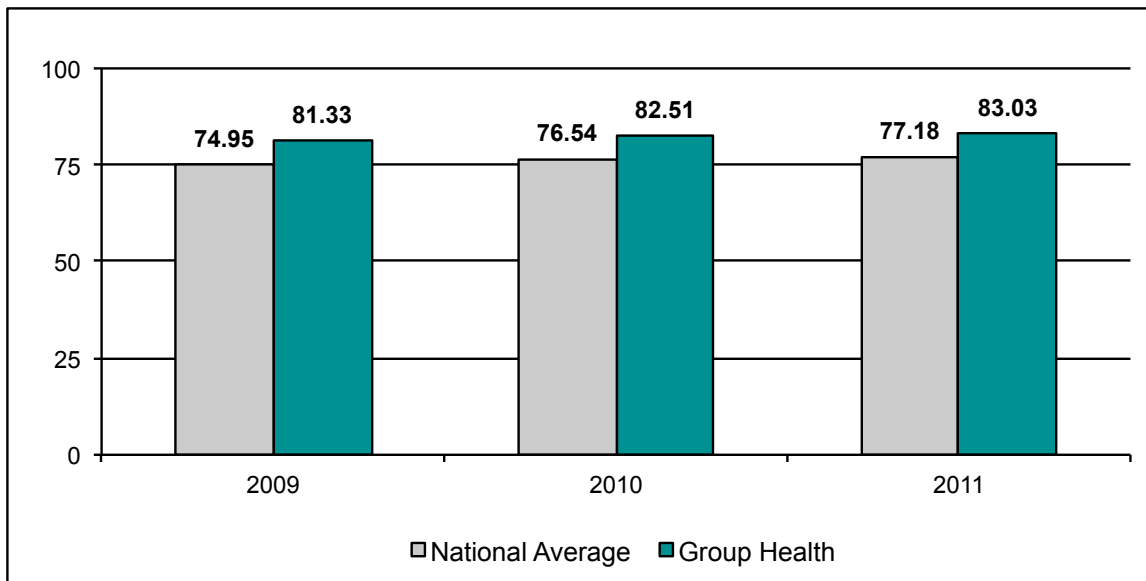
Proportion of members ages 12 to 21 who had at least one comprehensive well-care visit.

Why It Is Important

Early, effective preventive care can identify adolescents at risk for risky behavior and provide an array of medical and educational interventions.

HEDIS Measures and Performance

Appropriate Testing for Children with Pharyngitis



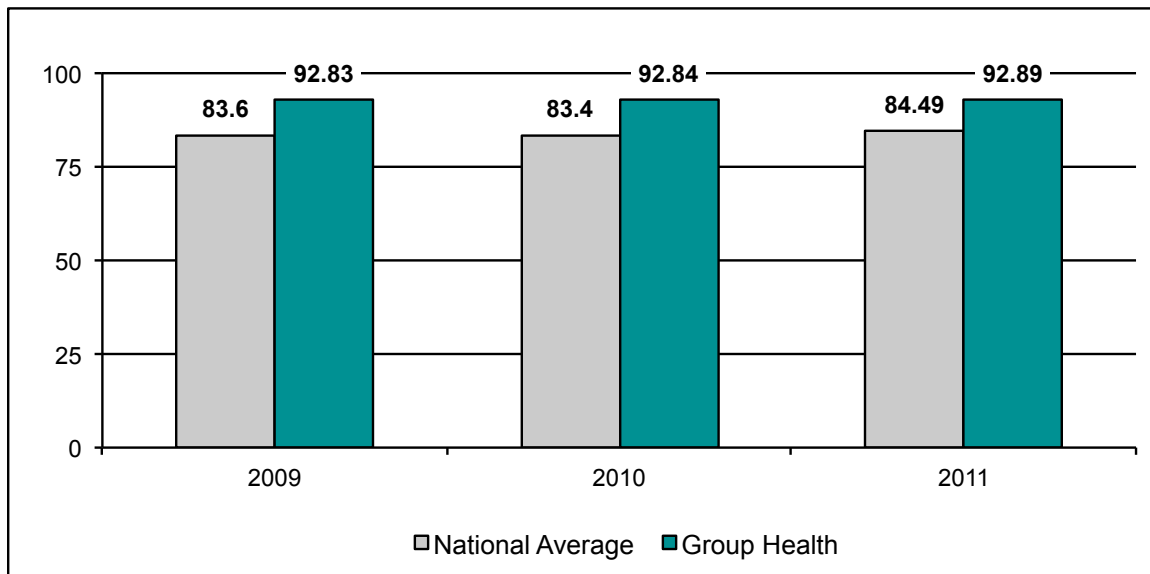
Proportion of children ages 2 to 18 who were treated with an antibiotic for pharyngitis after testing for Group A strep. (appropriate testing)

Why It Is Important

Pharyngitis, or sore throat, is a common diagnosis in children. Each year, 1 in 10 children who see a medical care provider will be evaluated for pharyngitis. The majority of pharyngitis cases are caused by viral illnesses. While antibiotics are needed to treat bacterial pharyngitis, they are not useful for treating viral pharyngitis. Before antibiotics are prescribed, a simple diagnostic test needs to be run to validate a bacterial origin. Unfortunately, a diagnostic test is not always completed before antibiotics are prescribed. Over prescription of antibiotics leads directly to the rise of bacterial strains resistant to antibiotic treatment. Appropriate use of antibiotics is key to keeping antibiotic resistance levels in check.

HEDIS Measures and Performance

Appropriate Treatment for Children with Upper Respiratory Infection



Proportion of children from 3 months to 18 years old who were not prescribed an antibiotic for up to three days after being diagnosed with a common cold.

Why It Is Important

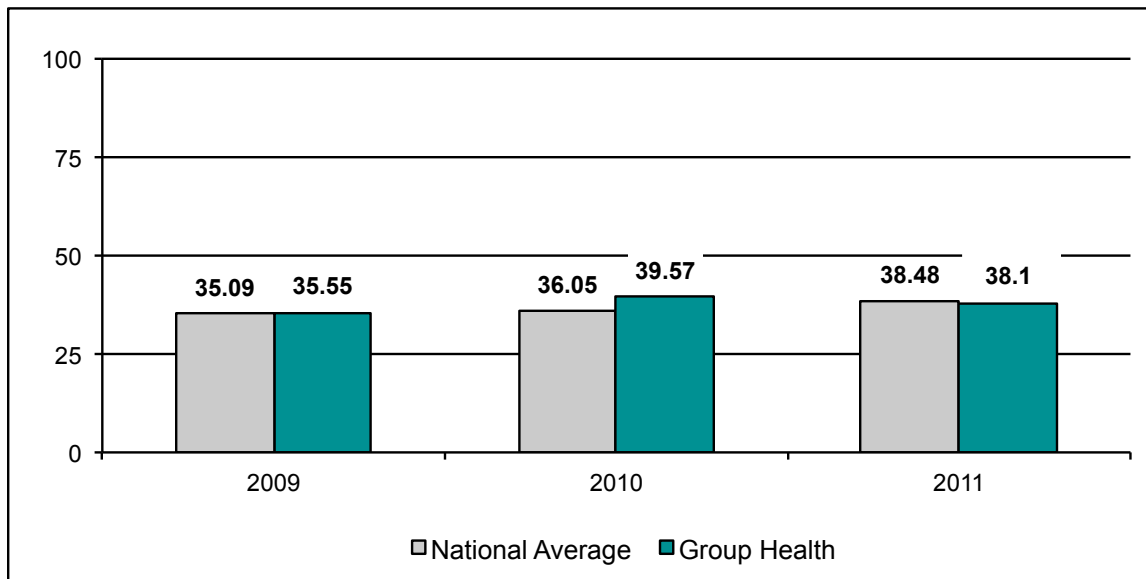
Each year, Americans will suffer an estimated 1 billion upper respiratory infections (URIs), more commonly known as colds. Colds are most prevalent among children due to their frequent relative lack of exposure to prior colds and to their contact with other children. Children have an estimated three to eight colds a year. Nearly one-quarter of children under 15 who visit a doctor's office for a common cold receive an antibiotic prescription. Inappropriate treatment of the common cold with antibiotics increases drug resistance. This decreases the effectiveness of current pharmaceuticals against bacteria and increases an individual's risk of becoming infected with drug-resistant bacteria.

Group Health Key Positive Notes

Group Health performed as well or better than the top 10 percent of plans nationally for this measure.

HEDIS Measures and Performance

Follow-up Care for Children Prescribed ADHD Medication – Initiation



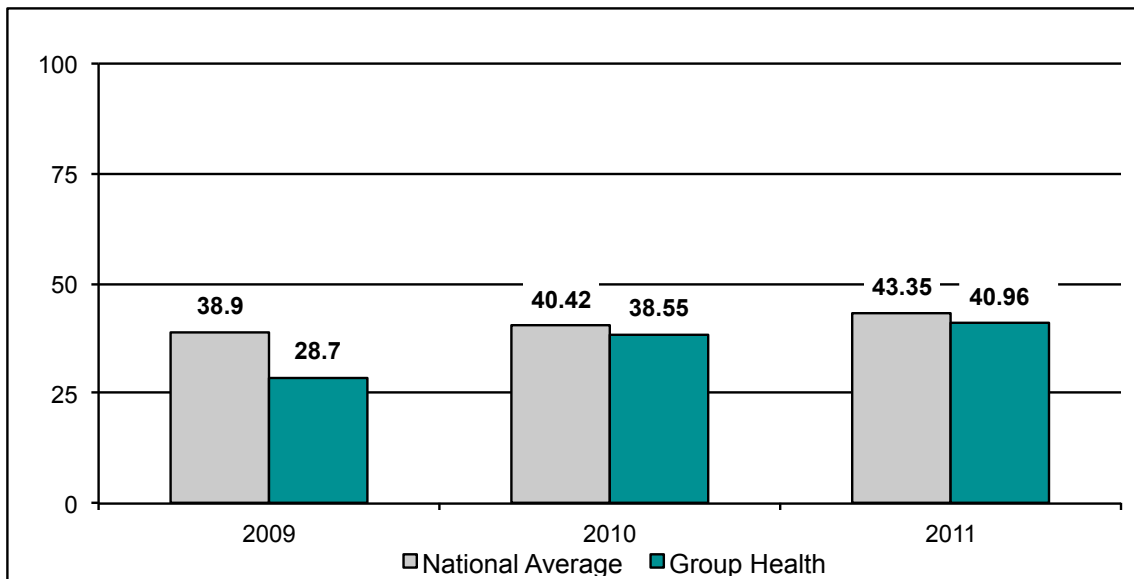
The percentage of members 6 to 12 years of age diagnosed with ADHD who had one follow-up visit with practitioner with prescribing within 30 days of their first prescription of ADHD medication.

Why It Is Important

Attention Deficit Hyperactivity Disorder (ADHD) is the most commonly treated childhood neurobehavioral disorder. More than 4 million Americans age 4-17 have been diagnosed with ADHD. Children with ADHD often experience significant functional problems such as school difficulties, academic underachievement, troublesome relationships with family members and peers, and behavioral problems. About 2.5 million children and adolescents ages 14-17 take medication to treat ADHD.

HEDIS Measures and Performance

Follow-up Care for Children Prescribed ADHD Medication – Continuation and Maintenance Phase



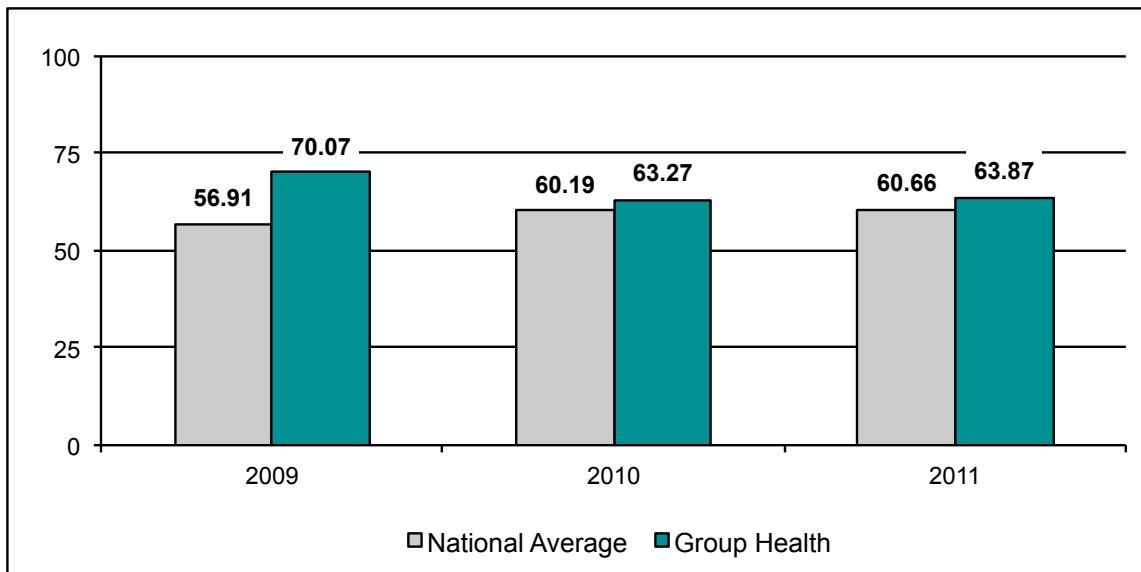
The percentage of members 6 to 12 years of age with a prescription for ADHD medication who remained on the medication for at least 210 days and had at least two follow-up visits in the 9 months subsequent to the initiation phase.

Why It Is Important

Attention Deficit Hyperactivity Disorder (ADHD) is the most commonly treated childhood neurobehavioral disorder. More than 4 million Americans age 4-17 have been diagnosed with ADHD. Children with ADHD often experience significant functional problems such as school difficulties, academic underachievement, troublesome relationships with family members and peers, and behavioral problems. About 2.5 million children and adolescents ages 14-17 take medication to treat ADHD. Only 1 in 4 patients have a follow-up visit with their primary care physician within 30 days of their ADHD prescription. Children with ADHD who receive appropriate follow-up for medication treatment have shown to have significantly less frequent and less costly ER visits.

HEDIS Measures and Performance

Comprehensive Diabetes Care – Blood Pressure Control (<140/90)



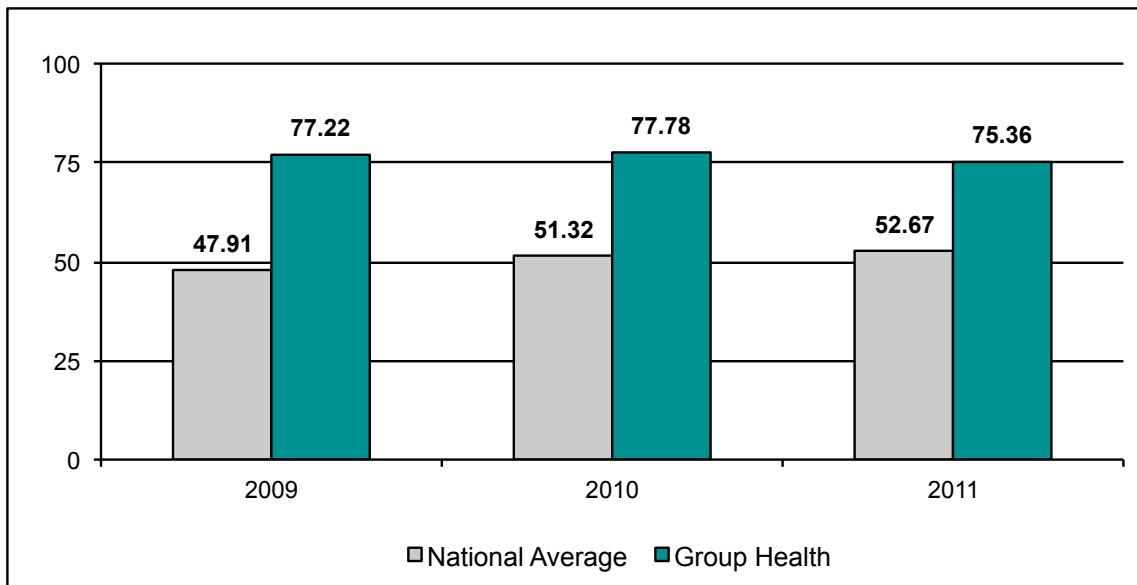
The percentage of health plan members 18 to 75 years of age with diabetes (type 1 and type 2) who had blood pressure control (<140/90 mm Hg).

Why It Is Important

Diabetes is one of the leading causes of death and disability in the U.S., and is likely to be under-reported as a cause of death. More than 20 million Americans live today with diabetes and one-third of people with diabetes are not diagnosed. Much of the burden of illness and cost of diabetes treatment is attributed to potentially preventable long-term complications, including heart disease, blindness, kidney disease, and stroke. Timely screening and treatment can significantly reduce the disease burden. Every 10 millimeters of mercury reduction in systolic blood pressure in diabetics results in a 12 percent reduction in diabetic complications.

HEDIS Measures and Performance

Comprehensive Diabetes Care – Eye Exams



Proportion of members ages 18 to 75 with type 1 or 2 diabetes who had a retinal exam.

Why It Is Important

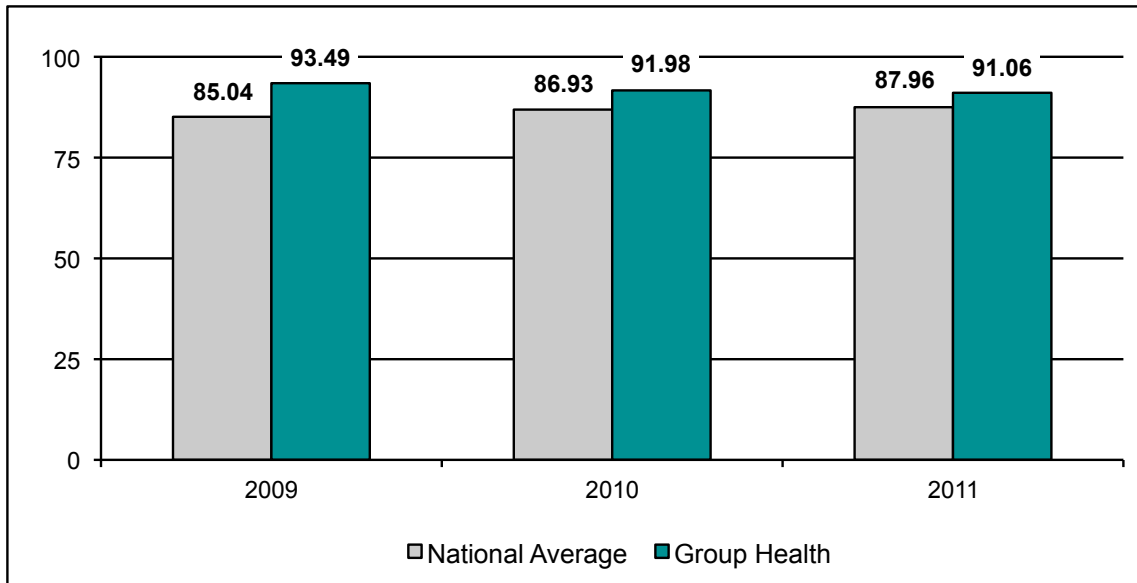
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Group Health Key Positive Notes

Group Health remained in the 90th percentile for 2011, performing as well or better than the top 10 percent of plans nationally on this measure. Group Health maintained its performance as a result of a comprehensive diabetes care program that includes use of After Visit Summaries, case management, health coaching, MyGroupHealth reminders, and clinical guidelines for planned care.

HEDIS Measures and Performance

Comprehensive Diabetes Care – HbA1c Testing



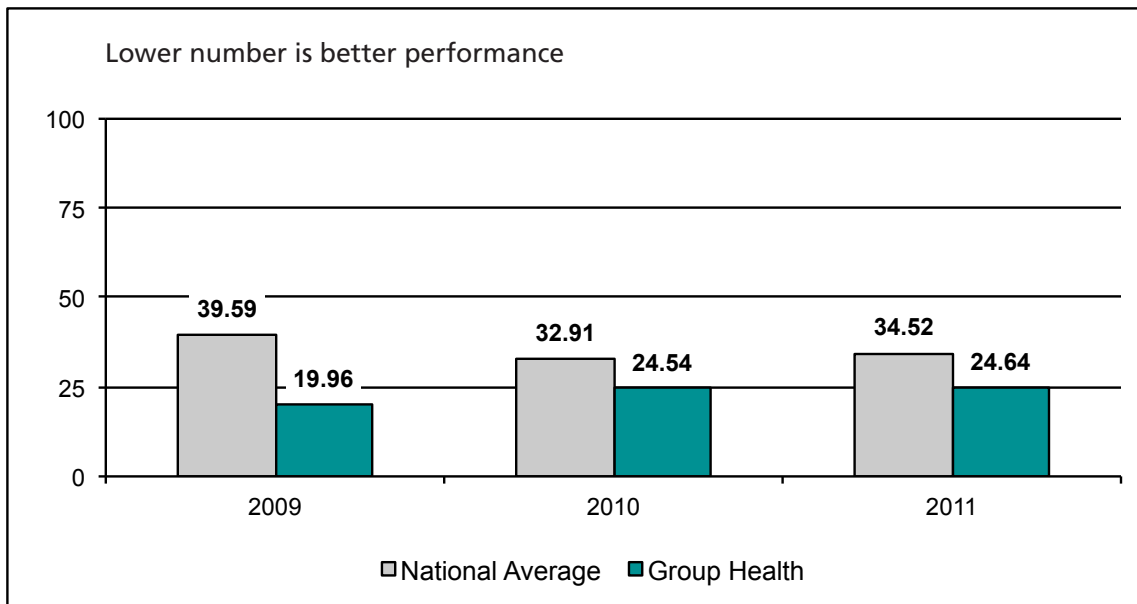
Proportion of members ages 18 to 75 with type 1 or 2 diabetes who had a blood glucose test.

Why It Is Important

Diabetes is one of the leading causes of death and disability in the U.S., and is likely to be under-reported as a cause of death. More than 20 million Americans live today with diabetes and one-third of people with diabetes are not diagnosed. Much of the burden of illness and cost of diabetes treatment is attributed to potentially preventable long-term complications, including heart disease, blindness, kidney disease, and stroke. Timely screening and treatment can significantly reduce the disease burden. Patients with diabetes who maintain near normal HbA1c levels gain on average an extra 5 years of life, 8 years of eyesight, and 6 years of freedom from kidney disease.

HEDIS Measures and Performance

Comprehensive Diabetes Care – Poor HbA1c Control



Proportion of members ages 18 to 75 with type 1 or 2 diabetes whose blood glucose level was maintained below 9 percent.

Why It Is Important

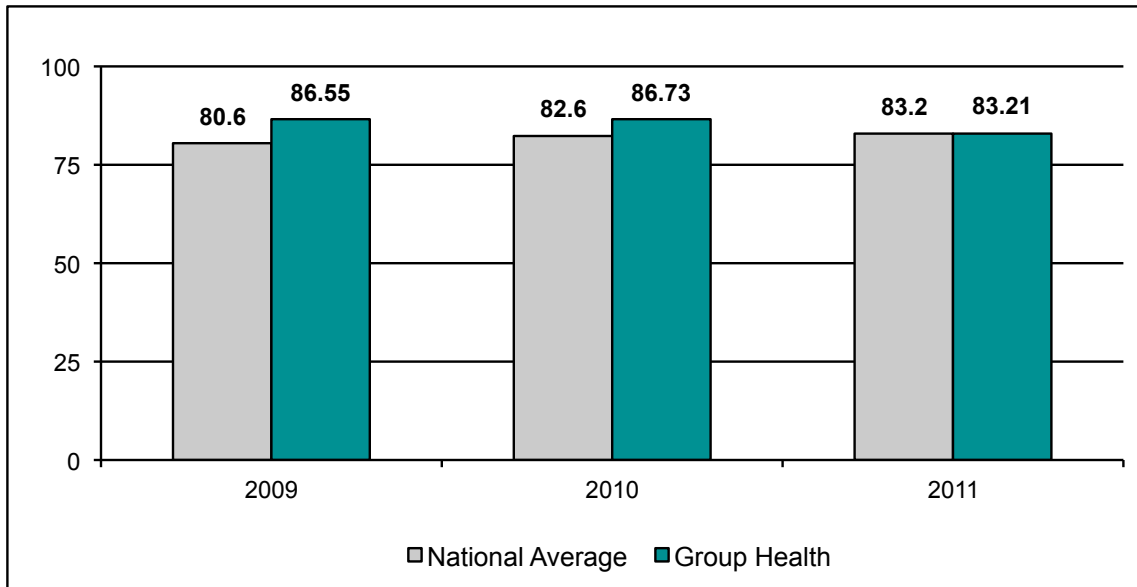
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Group Health Key Positive Notes

Group Health continues to perform much better than the national average of 32.91%.

HEDIS Measures and Performance

Comprehensive Diabetes Care – LDL C Screening



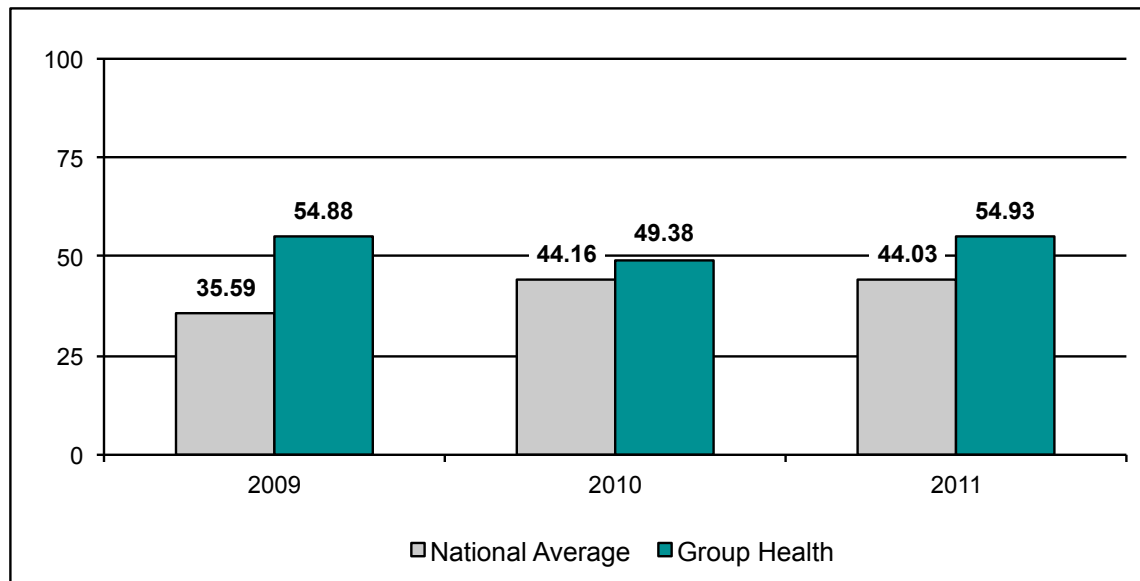
Proportion of members ages 18 to 75 with type 1 or 2 diabetes whose level of LDL (bad) cholesterol was checked.

Why It Is Important

Diabetes is one of the leading causes of death and disability in the U.S., and is likely to be under-reported as a cause of death. More than 20 million Americans live today with diabetes and one-third of people with diabetes are not diagnosed. Much of the burden of illness and cost of diabetes treatment is attributed to potentially preventable long-term complications, including heart disease, blindness, kidney disease, and stroke. Timely screening and treatment can significantly reduce the disease burden.

HEDIS Measures and Performance

Comprehensive Diabetes Care – LDL C Controlled (LDL-C <100 mg/dL)



Proportion of members ages 18 to 75 with type 1 or 2 diabetes whose LDL cholesterol level was maintained below 100 milligrams/deciliter.

Why It Is Important

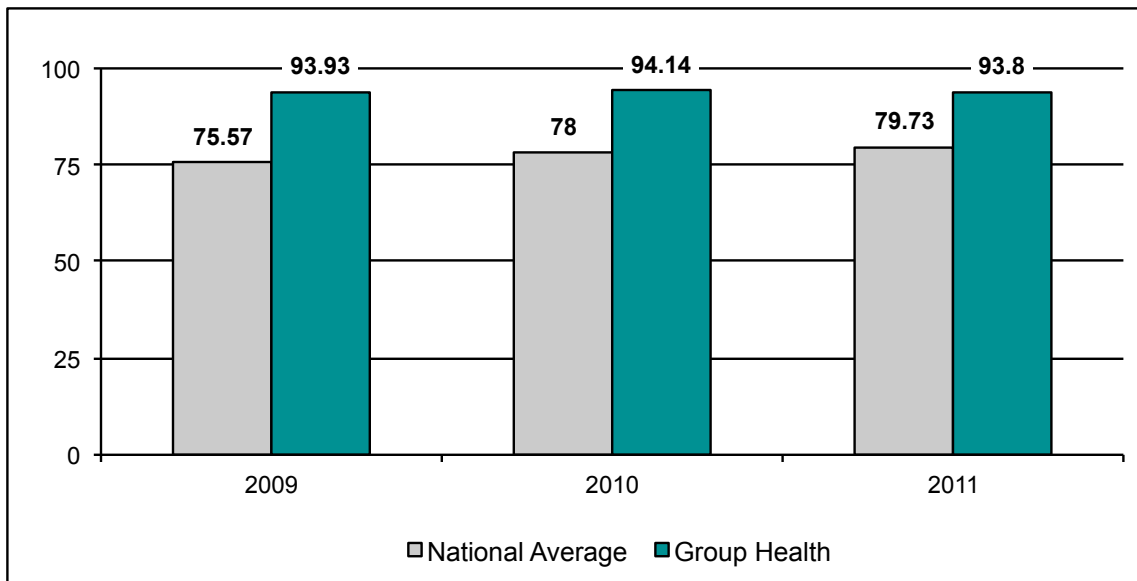
Diabetes is one of the leading causes of death and disability in the U.S., and is likely to be under-reported as a cause of death. More than 20 million Americans live today with diabetes and one-third of people with diabetes are not diagnosed. Much of the burden of illness and cost of diabetes treatment is attributed to potentially preventable long-term complications, including heart disease, blindness, kidney disease, and stroke. Timely screening and treatment can significantly reduce the disease burden. Improved cholesterol control can reduce cardiovascular complications 20-50 percent.

Group Health Key Positive Notes

Group Health made significant improvement in 2011, moving from the 50th percentile to the 75th as a result of a comprehensive diabetes care program that includes use of After Visit Summaries, case management, health coaching, MyGroupHealth reminders, and clinical guidelines for planned care.

HEDIS Measures and Performance

Comprehensive Diabetes Care – Medical Attention for Nephropathy



Proportion of members ages 18 to 75 with type 1 or 2 diabetes whose kidney function was checked.

Why It Is Important

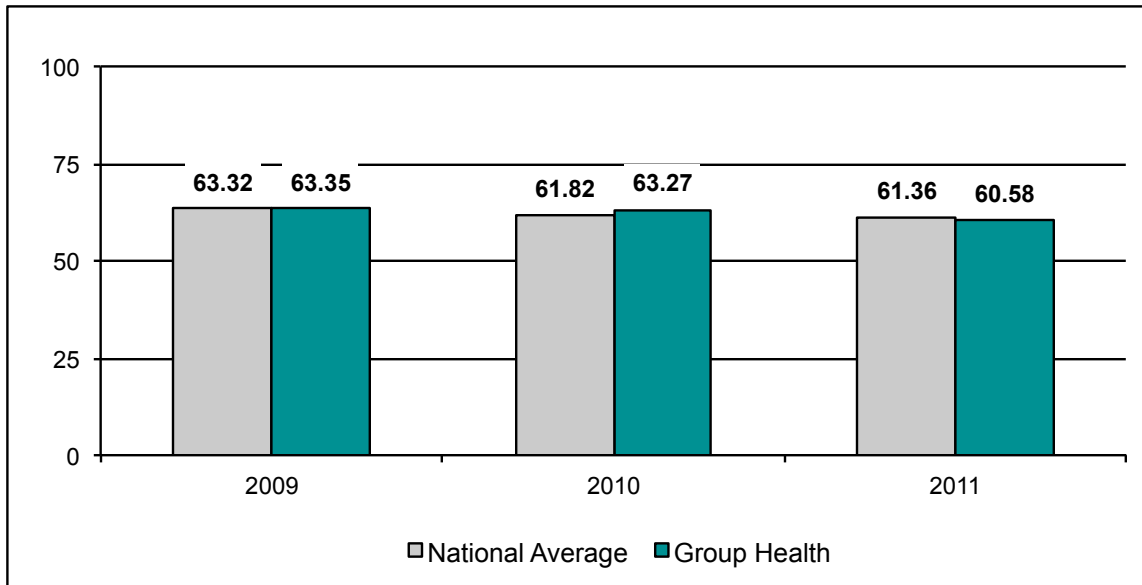
Diabetes is one of the leading causes of death and disability in the U.S., and is likely to be under-reported as a cause of death. More than 20 million Americans live today with diabetes and one-third of people with diabetes are not diagnosed. Much of the burden of illness and cost of diabetes treatment is attributed to potentially preventable long-term complications, including heart disease, blindness, kidney disease, and stroke. Timely screening and treatment can significantly reduce the disease burden. In the U.S., diabetes accounts for almost 45 percent of new cases of kidney failure.

Group Health Key Positive Notes

Group Health performed as well or better than the top 10 percent of plans nationally for this measure. Group Health has maintained its 90th percentile level of performance since 2007.

HEDIS Measures and Performance

Controlling High Blood Pressure - Total



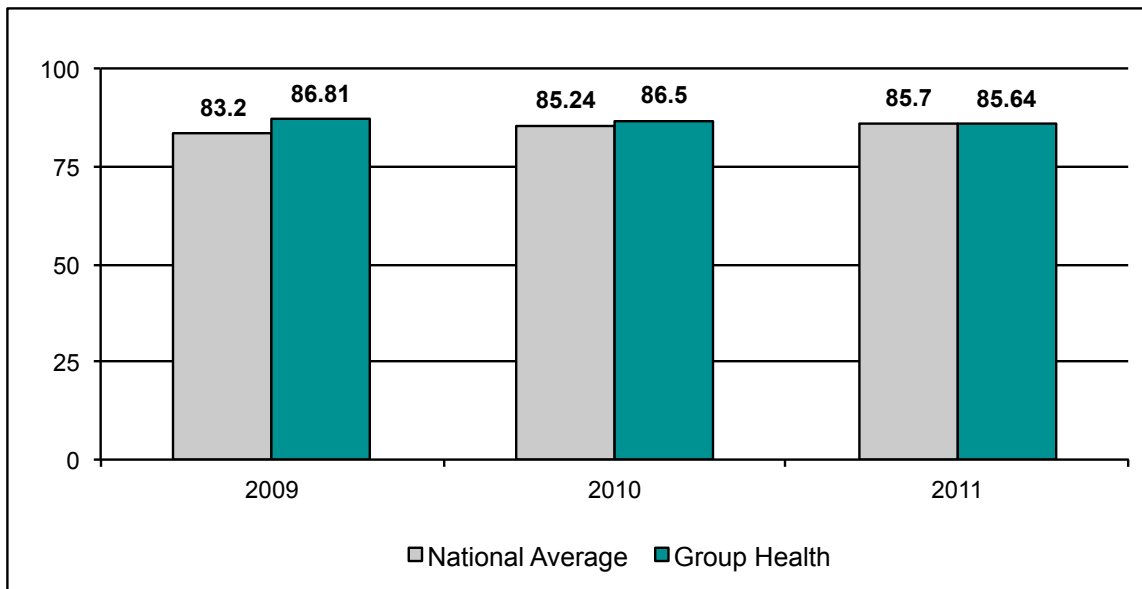
The percentage of members age 18 to 25 whose blood pressure was controlled to less than 140/90 mmHg during the past year.

Why It Is Important

One of every three Americans has hypertension, or high blood pressure. Hypertension is a significant risk factor for cardiovascular disease. Nearly one-third of adults with high blood pressure are unaware of their condition, increasing the risk of associated complications. Lowering blood pressure by 5 mm Hg can reduce death due to stroke by 14 percent, death due to coronary heart disease by 9 percent, and death from all causes by 7 percent. People with hypertension usually live 5 years less than people with normal blood pressure.

HEDIS Measures and Performance

Cholesterol Management for Patients with Cardiovascular Conditions – Screening



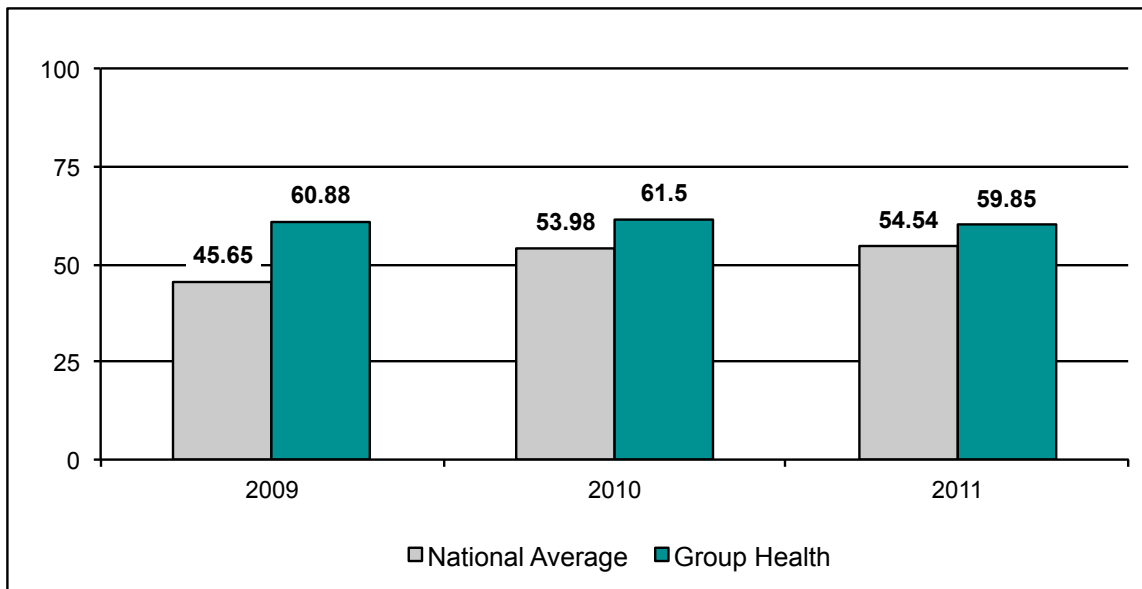
Proportion of members ages 18 to 75 with heart disease whose LDL (bad) cholesterol level was checked.

Why It Is Important

One in 3 Americans have some form of cardiovascular disease, which includes coronary heart disease, high blood pressure, heart failure and stroke. Cardiovascular disease causes more deaths every year than cancer, chronic lower respiratory diseases, accidents and diabetes combined, and caused 1 of every 5 deaths in the U.S. in 2004. High cholesterol is a major risk factor for cardiovascular disease, particularly coronary heart disease. Coronary heart disease is the primary cause of heart attacks, and studies have shown cholesterol control to be especially critical after suffering a first heart attack due to the increased risk of a subsequent attack or stroke. Screening and managing cholesterol levels in patients with cardiovascular conditions is very effective at reducing harm caused by coronary heart disease and other cardiovascular disease.

HEDIS Measures and Performance

Cholesterol Management for Patients with Cardiovascular Conditions – LDL-C control (<100 mg/dL)



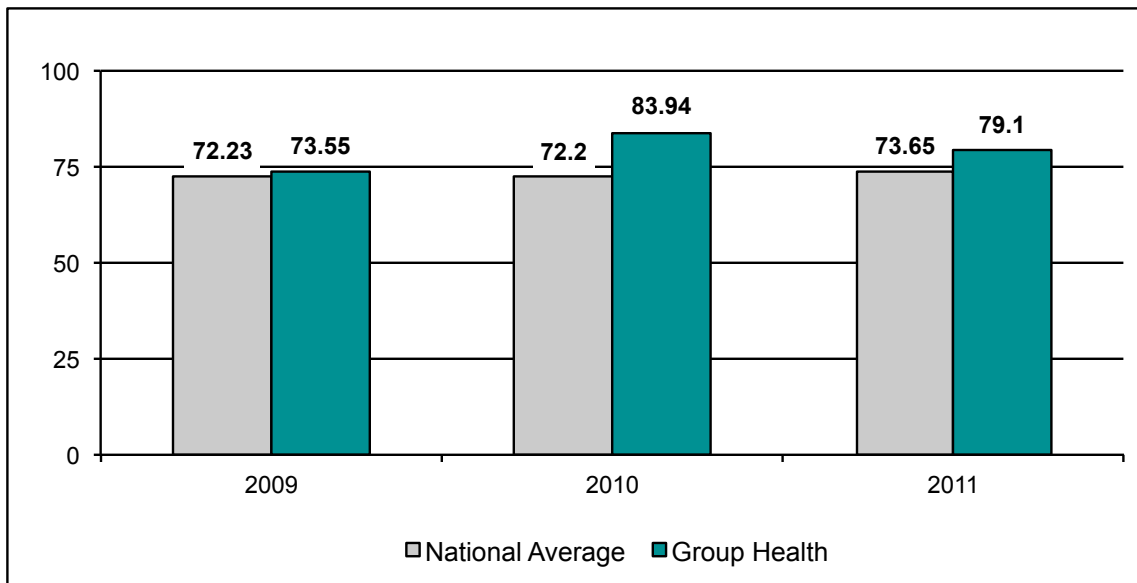
Proportion of members ages 18 to 75 with heart disease whose LDL cholesterol level was maintained below 100 milligrams/deciliter.

Why It Is Important

One in 3 Americans have some form of cardiovascular disease, which includes coronary heart disease, high blood pressure, heart failure and stroke. Cardiovascular disease causes more deaths every year than cancer, chronic lower respiratory diseases, accidents and diabetes combined, and caused 1 of every 5 deaths in the U.S. in 2004. High cholesterol is a major risk factor for cardiovascular disease, particularly coronary heart disease. Coronary heart disease is the primary cause of heart attacks, and studies have shown cholesterol control to be especially critical after suffering a first heart attack due to the increased risk of a subsequent attack or stroke. Screening and managing cholesterol levels in patients with cardiovascular conditions is very effective at reducing harm caused by coronary heart disease and other cardiovascular disease.

HEDIS Measures and Performance

Persistence of Beta-Blocker Treatment After Heart Attack



Proportion of members ages 35 and above who had a heart attack and received treatment with a beta blocker for at least six months after discharge.

Why It Is Important

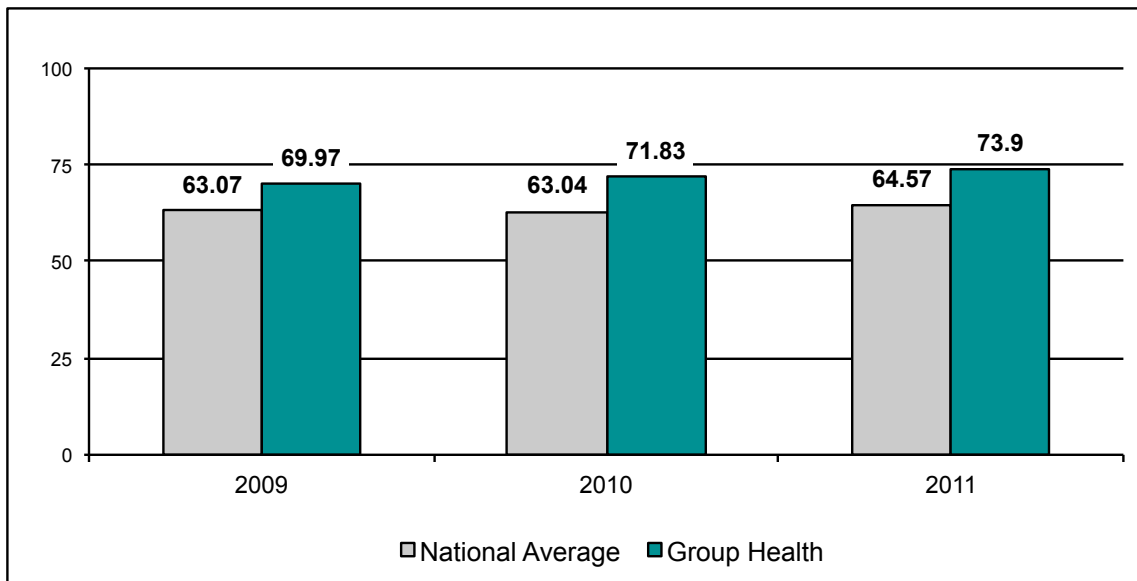
Over 8 million American adults have a history of heart attacks. Almost 1 million new and recurrent heart attacks occur in the U.S. annually, resulting in 450,000 deaths. Half of those deaths occur within 1 hour of the onset of symptoms. Use of beta-blockers following a heart attack decreases the probability of having another heart attack and increases the probability of long term survival up to 40 percent.

Group Health Key Positive Notes

Group Health's performance remains well above the national average of 73.65 percent in 2011

HEDIS Measures and Performance

Antidepressant Medication Management – Effective Acute Phase Treatment



Proportion of members ages 18 and above who were newly diagnosed with depression, prescribed medication, and remained on the drug during the next 12 weeks.

Why It Is Important

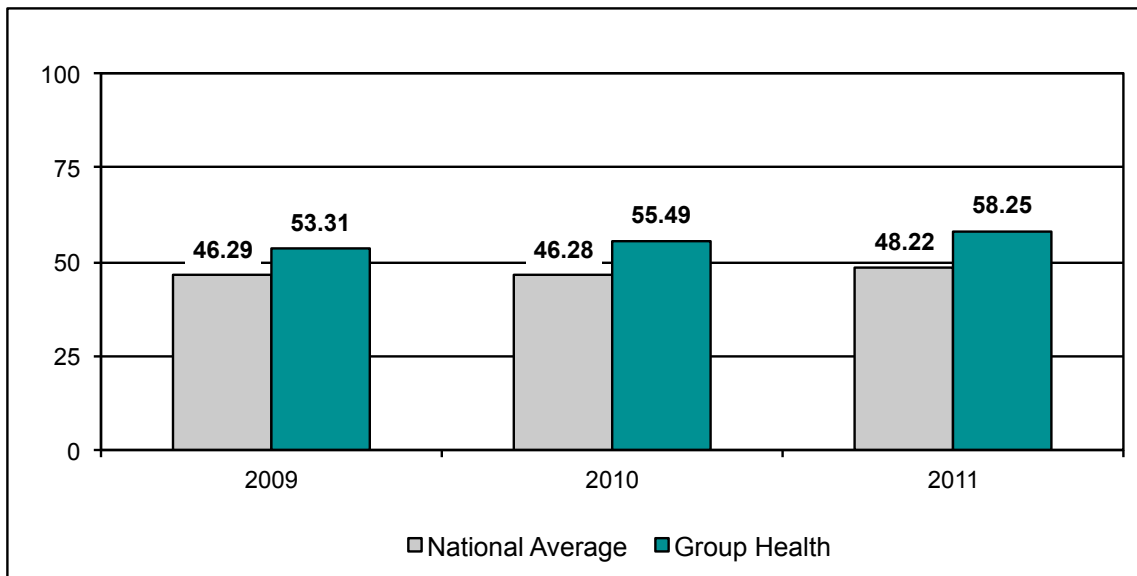
About 1 in 7 Americans will suffer from major depressive disorder in their lifetime. Depressive disorders are marked by a substantial, sustained disruption in a person's mood, behavior, physical health and thoughts. There are three main depressive disorders: major depression, dysthymia (a less severe, chronic form of depression) and bipolar disorder. Forty to 50 percent of primary care patients diagnosed with depression discontinue treatment within the first three months. Another 50 percent discontinue antidepressant medications during the maintenance phase of treatment. Premature discontinuation of treatment is associated with higher rates of depression relapse and major depressive disorders.

Group Health Key Positive Notes

Group Health performed as well as or better than the top 10 percent of health plans nationally on this measure.

HEDIS Measures and Performance

Antidepressant Medication Management – Effective Continuation Phase Treatment



Proportion of members ages 18 and above who were newly diagnosed with depression, prescribed medication, and remained on the drug for at least six months.

Why It Is Important

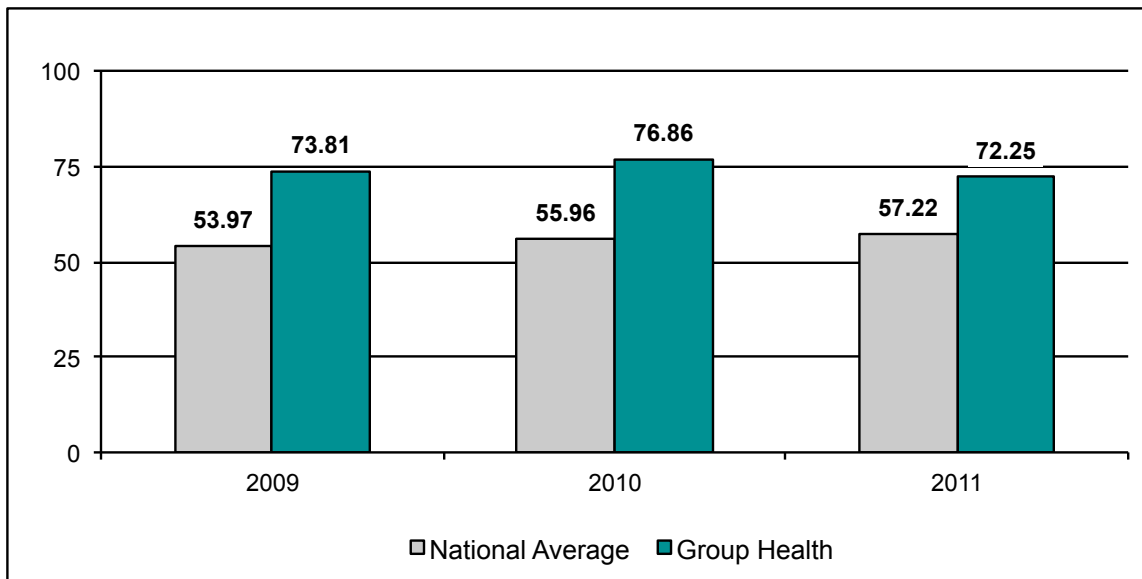
About 1 in 7 Americans will suffer from major depressive disorder in their lifetime. Depressive disorders are marked by a substantial, sustained disruption in a person's mood, behavior, physical health and thoughts. There are three main depressive disorders: major depression, dysthymia (a less severe, chronic form of depression) and bipolar disorder. Forty to 50 percent of primary care patients diagnosed with depression discontinue treatment within the first three months. Another 50 percent discontinue antidepressant medications during the maintenance phase of treatment. Premature discontinuation of treatment is associated with higher rates of depression relapse and major depressive disorders.

Group Health Key Positive Notes

Group Health performed as well as or better than the top 10 percent of health plans nationally on this measure.

HEDIS Measures and Performance

Follow-up After Hospitalization for Mental Illness – 7 Days



Proportion of members ages 6 and above who were hospitalized because of mental illness and were seen for follow-up care within a week and again within a week of discharge.

Why It Is Important

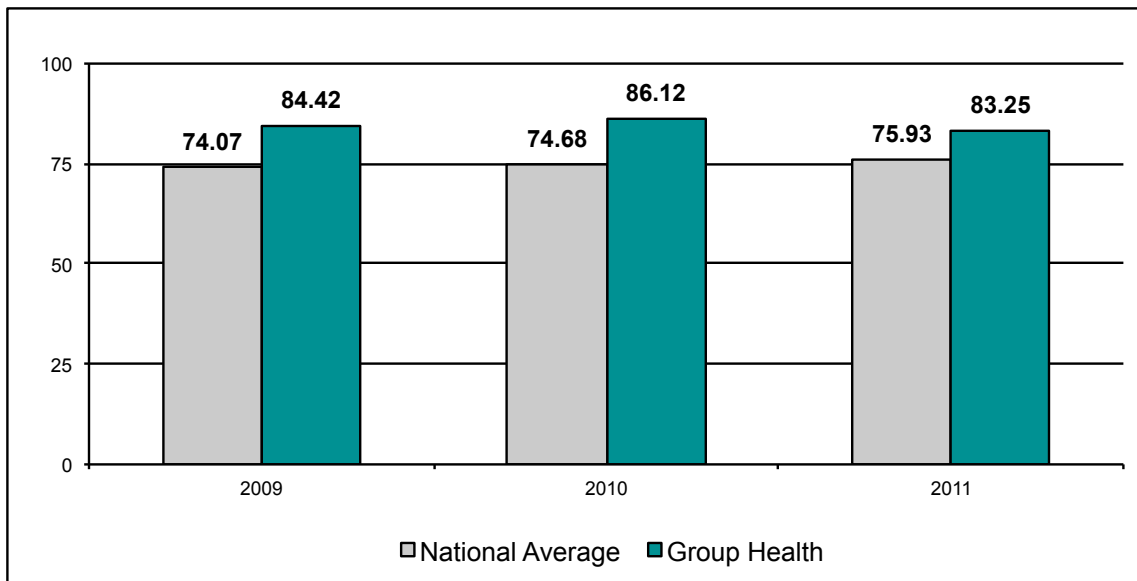
Mental illness affects about 1 in 4 adults. Mental illnesses such as depression, bipolar disorder and schizophrenia are significant causes of disability in the U.S. Mental disorders can lead to suicide, one of the leading preventable causes of death in America. Appropriate treatment and follow-up of mental illness can reduce the duration of disability and the likelihood of recurrence. The number of days between hospital discharge and follow-up appointment is a significant predictor of non-adherence independent of mental illness and severity.

Group Health Key Positive Notes

Group Health continued to perform as well as or better than the top 10 percent of health plans nationally in 2011.

HEDIS Measures and Performance

Follow-up After Hospitalization for Mental Illness – 30 Days



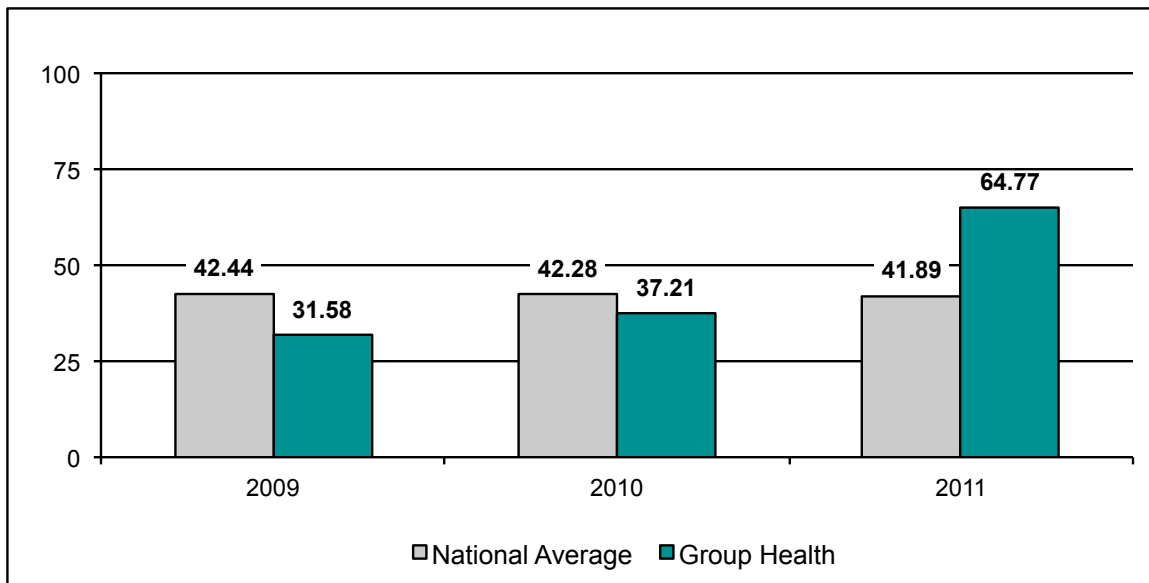
Proportion of members ages 6 and above who were hospitalized because of mental illness and were seen for follow-up care within a week and again within a month of discharge.

Why It Is Important

Mental illness affects about 1 in 4 adults. Mental illnesses such as depression, bipolar disorder and schizophrenia are significant causes of disability in the U.S. Mental disorders can lead to suicide, one of the leading preventable causes of death in America. Appropriate treatment and follow-up of mental illness can reduce the duration of disability and the likelihood of recurrence. The number of days between hospital discharge and follow-up appointment is a significant predictor of non-adherence independent of mental illness and severity.

HEDIS Measures and Performance

Initiation and Engagement of Alcohol and Other Drug Dependence – Initiation



Proportion of members ages 13 and above who were diagnosed with alcohol or drug dependence and treated as inpatients or outpatients.

Why It Is Important

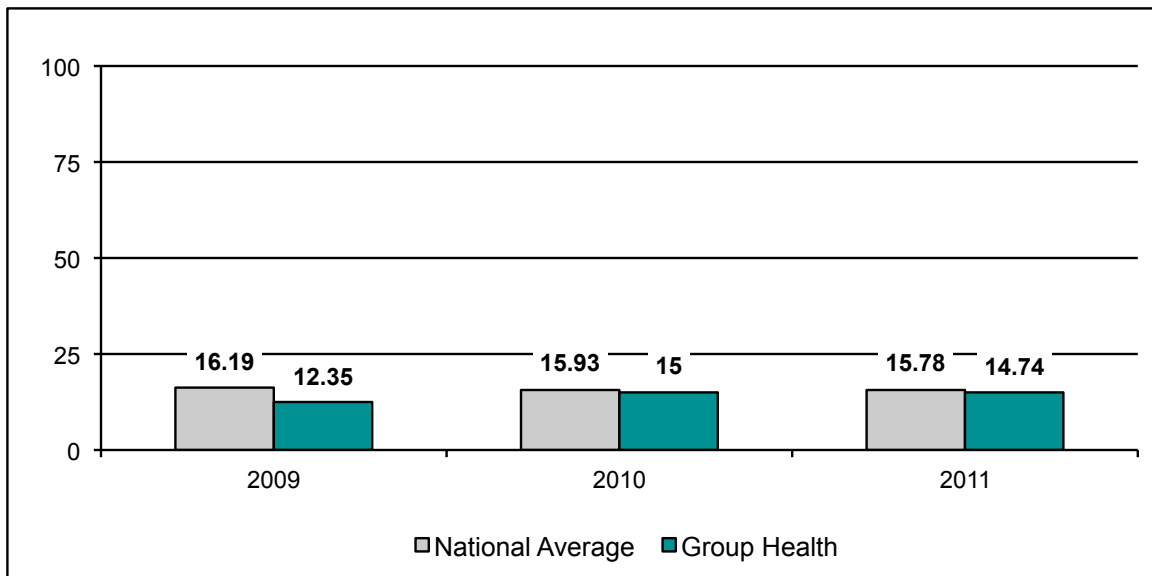
Drug and alcohol dependence are among the most prevalent and costly disorders confronting the health care system. Nearly 1 in 10 Americans age 12 and older abuse or are dependent on, alcohol or illicit drugs. One in 4 deaths can be attributed to alcohol, tobacco or illicit drug use. Research supports the need for those with alcohol and other drug dependence to engage in ongoing treatment to prevent relapse. Frequency and intensity of engagement is important in treatment outcomes and reducing drug-related illnesses; addiction intervention reduces utilization of health care services and criminal activity.

Group Health Key Positive Notes

Group Health performed as well as or better than the top 10 percent of health plans nationally. The number of members identified with alcohol or other drug dependence has been increasing due to better screening and identification of members with alcohol dependence.

HEDIS Measures and Performance

Initiation and Engagement of Alcohol and Other Drug Dependence – Engagement



Proportion of members ages 13 and above who were diagnosed with alcohol or drug dependence and received at least two related services within 30 days of the initial treatment.

Why It Is Important

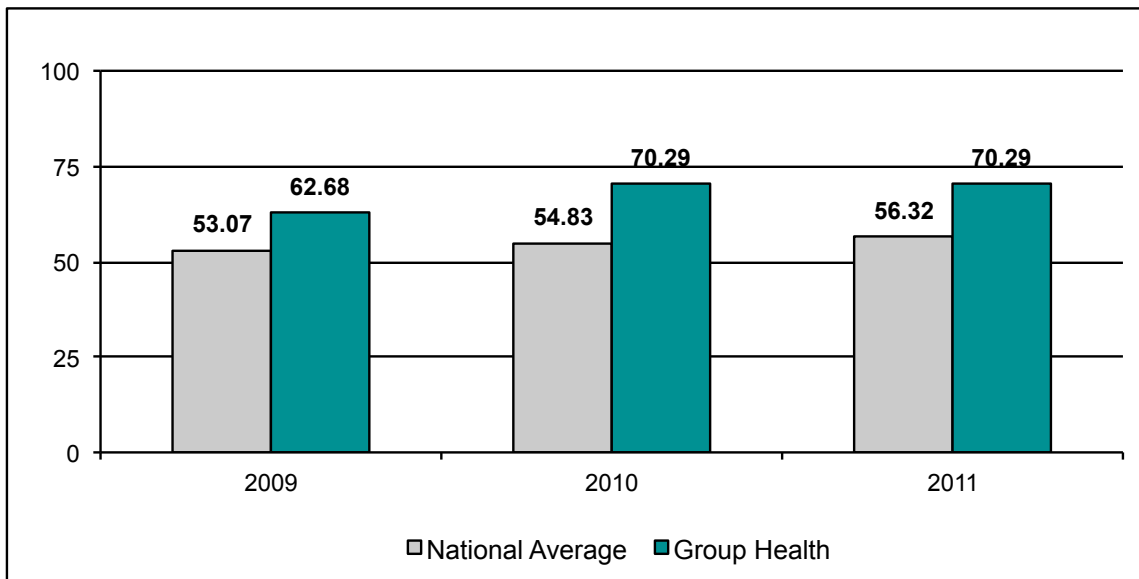
Drug and alcohol dependence are among the most prevalent and costly disorders confronting the health care system. Nearly 1 in 10 Americans age 12 and older abuse, or are dependent on, alcohol or illicit drugs. One in 4 deaths can be attributed to alcohol, tobacco or illicit drug use. Research supports the need for those with alcohol and other drug dependence to engage in ongoing treatment to prevent relapse. The acute stage of treatment is associated with lasting improvements only with continued rehabilitative treatment. Individuals who complete treatment or receive more days of treatment typically show more improvement than those who leave care prematurely.

Group Health Key Positive Notes

The number of members identified with alcohol and other drug dependence has been increasing due to better screening and identification of members with alcohol dependence. This desired impact is felt to be the successful effect of Group Health's health risk appraisal tool, Health Profile, as well as the broader use of screening tools, which include the implementation of updated member educational materials, as well as specific member reminders and educational messages embedded in their After Visit Summary. Having better screening methods completes the first step to successfully treating members with alcohol dependence.

HEDIS Measures and Performance

Colorectal Cancer Screening



Proportion of members ages 50 to 80 who were screened for colorectal cancer.

Why It Is Important

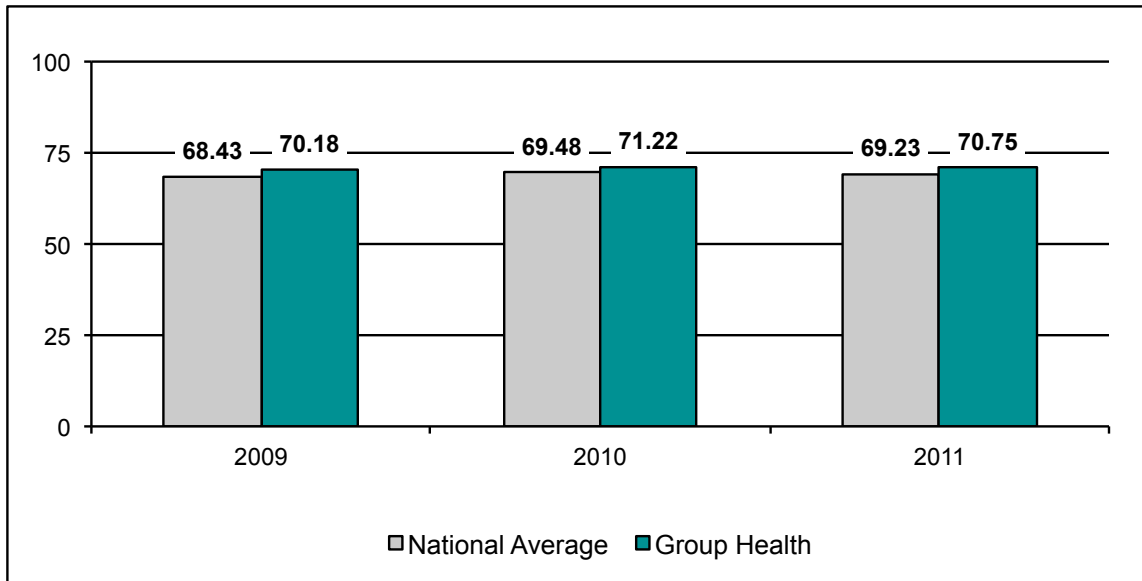
Colorectal cancer is the third most common cancer, and the second leading cause of cancer-related deaths among both men and women in the U.S. Colorectal cancer develops slowly and is often asymptomatic in its early stages. Treatment for early-stage colorectal cancer is extremely effective, with a 5-year survival rate over 90 percent. Fewer than 1 in 6 cases are associated with a family history of the disease. An annual FOBT plus sigmoidoscopy every 5 years can reduce cancer-related mortality by 80 percent compared to no screening.

Group Health Key Positive Notes

Group Health maintained its performance well above the national average of 56.32 percent for 2011.

HEDIS Measures and Performance

Breast Cancer Screening Total (Females 42-69)



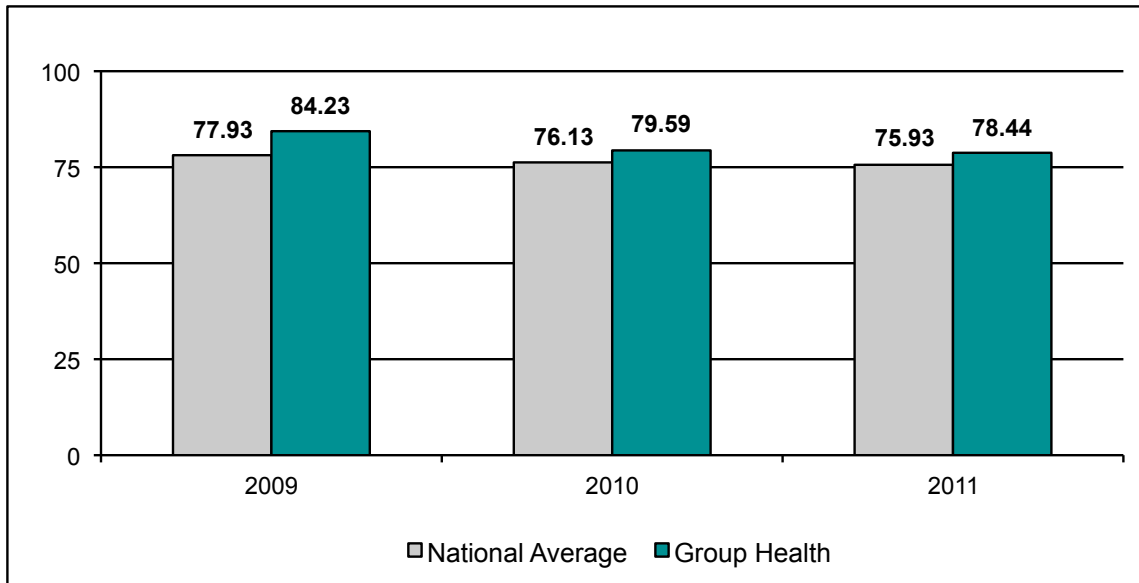
Proportion of women ages 42 to 69 who had a mammogram.

Why It Is Important

Breast cancer is one of the most common types of cancer among American women. A woman living in the United States has a 1 in 8 lifetime risk of developing breast cancer, and it is the second leading cause of cancer death for women. Fortunately, breast cancer mortality in women has been recently declining, due in part to early detection by screening with mammograms. Regular mammograms for women ages 50 to 69 can reduce breast cancer mortality by up to 35 percent through early detection. Mammography can detect 80 to 90 percent of breast cancers in women without symptoms.

HEDIS Measures and Performance

Cervical Cancer Screening



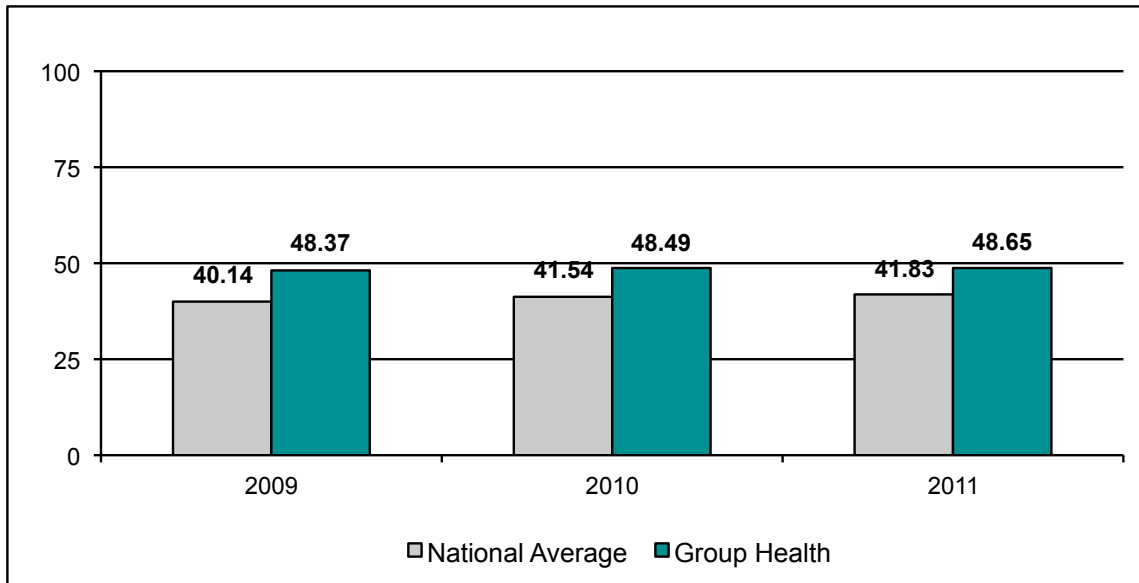
Proportion of women ages 21 to 64 who had a Pap test.

Why It Is Important

Cervical cancer is the second most common cancer worldwide, and the third leading cause of cancer-related death. Cervical cancer is also one of the most successfully treatable cancers when detected early. Increased screening has led to a substantial decline in cervical cancer incidence and mortality over the past several decades; screening reduces cervical cancer mortality by up to 80 percent. Early detection is critical. Cervical cancer rarely causes pain or noticeable symptoms until it is so advanced that it is unresponsive to treatment. As many as 4 of 5 women with a new diagnosis of cervical cancer have not had a Pap test in the last 5 years.

LEDIS Measures and Performance

Chlamydia Screening in Women - Total



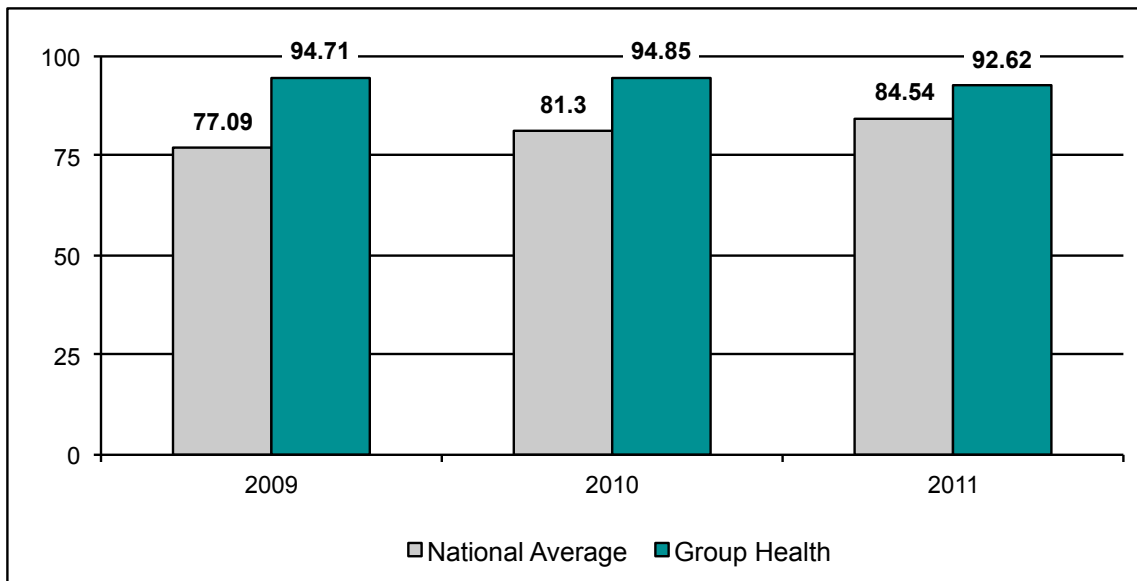
Proportion of women ages 16 to 25 who were tested for chlamydia.

Why It Is Important

Chlamydia is the most commonly reported sexually-transmitted infection in the U.S., with an estimated 2.8 million new infections each year. Screening for chlamydia is particularly important as most infected men and women have no discernible symptoms and the disease is easily treated with antibiotics. A woman with chlamydia is up to five times more likely to acquire HIV if exposed to the virus. Chlamydia decreases a woman's life expectancy by up to 4.8 months, and universal chlamydia screening could prevent up to 60,000 cases of pelvic inflammatory disease (PID) and 8,000 cases of chronic pelvic pain annually.

HEDIS Measures and Performance

Prenatal and Postpartum Care – Timeliness of Prenatal Care



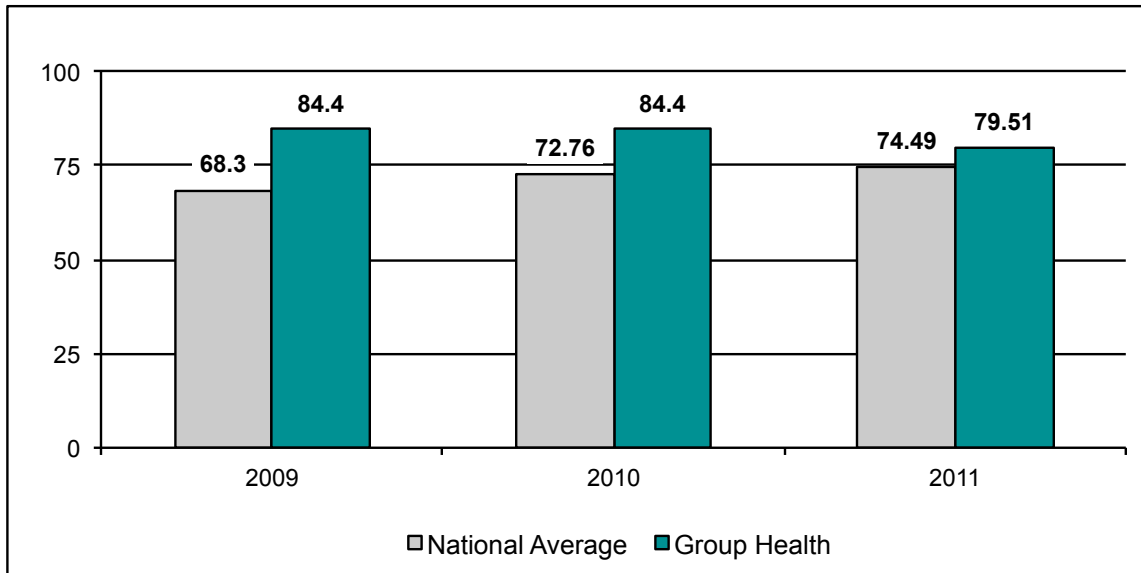
Proportion of women who gave birth and had a prenatal visit during the first trimester.

Why It Is Important

There are more than 4 million births in the U.S. annually. Early, effective prenatal care can identify mothers at risk of delivering a preterm infant and provide an array of medical and educational interventions. Poor pregnancy outcomes can be costly, but many are preventable with early intervention.

HEDIS Measures and Performance

Prenatal and Postpartum Care – Timeliness of Postpartum Care



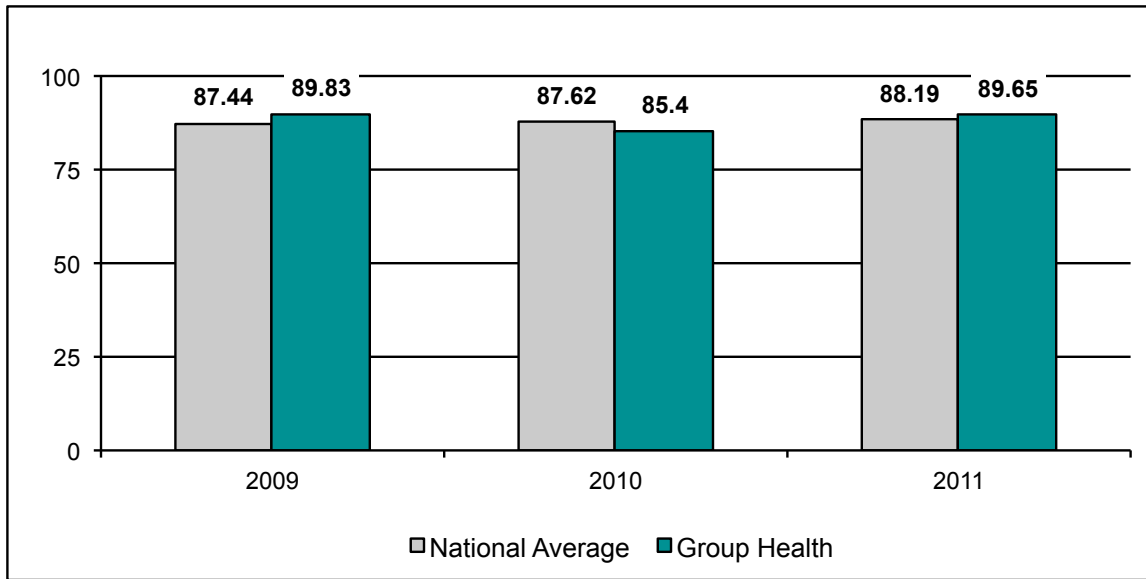
Proportion of women who had a postpartum visit between 3 and 8 weeks after delivery.

Why It Is Important

There are over four million births in the U.S. annually. Early infancy is a critical time for the health of both baby and mother; continuity of care can help detect problems early and prevent complications. Many women experience some degree of emotional lability in the postpartum period, which warrants a follow-up visit; they also need personalized care during this time to hasten the development of a healthy mother-infant relationship and a sense of maternal confidence.

CAHPS Measures and Performance

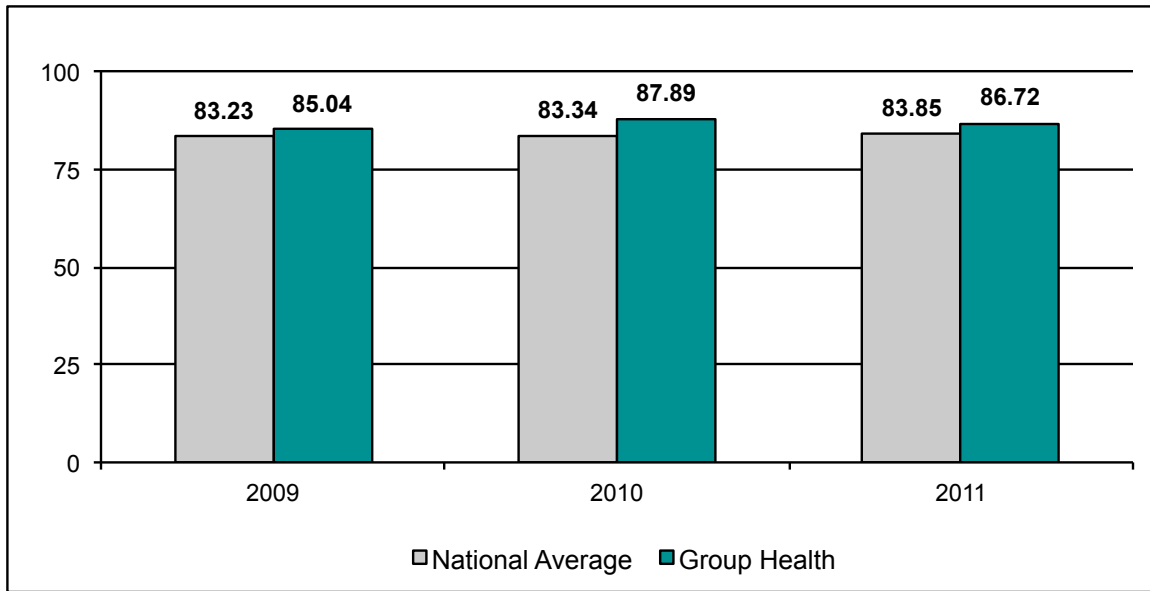
Claims Processing Composite



Proportion of surveyed members satisfied with how their claims were handled.

CAHPS Measures and Performance

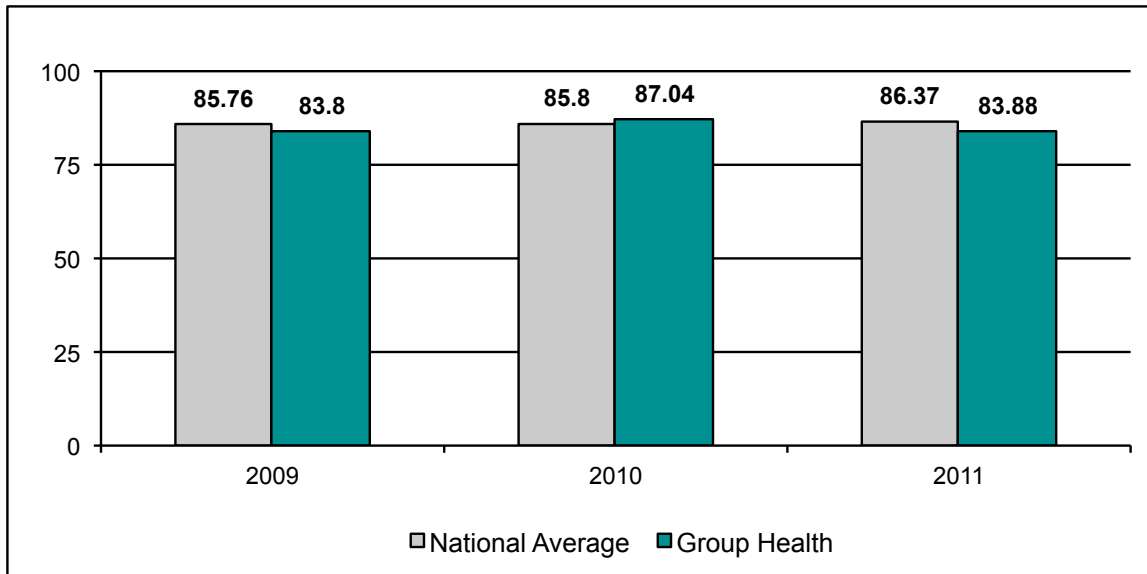
Customer Service Composite



Proportion of surveyed members satisfied with customer service.

CAHPS Measures and Performance

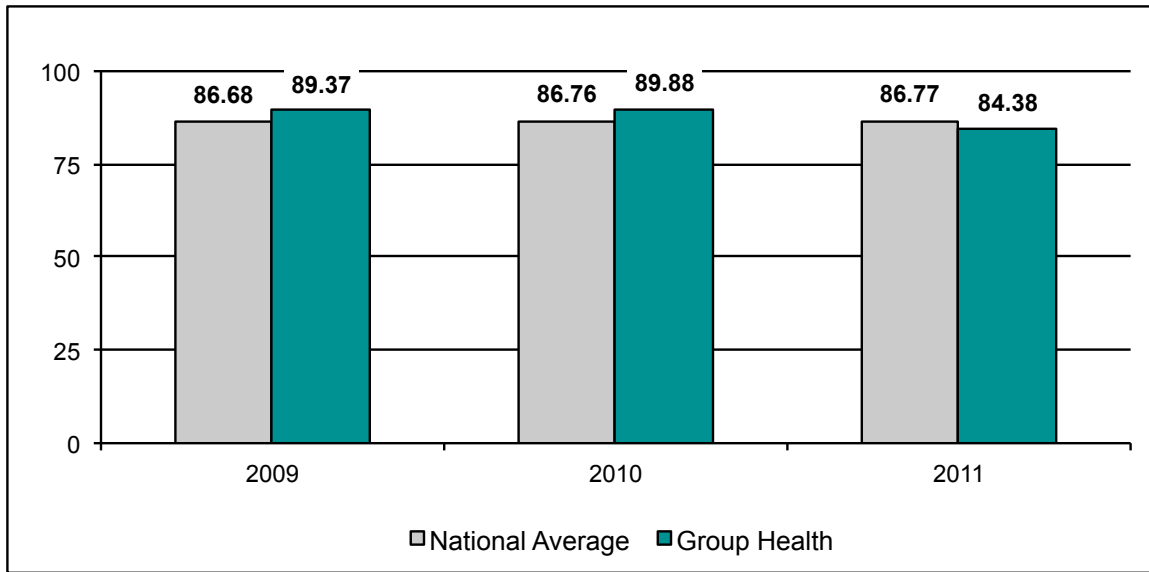
Getting Needed Care Composite



Proportion of surveyed members who said it was easy to get appointments, preventive care, tests, and treatment promptly.

CAHPS Measures and Performance

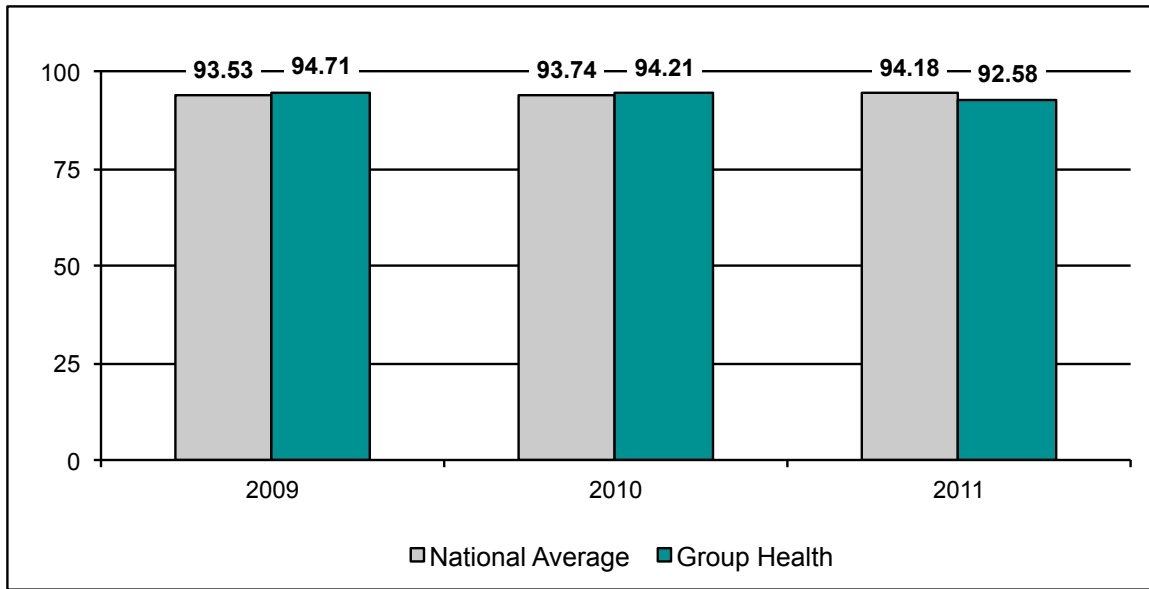
Getting Care Quickly Composite



Proportion of surveyed members who said it was easy to get appointments, preventive care, tests, and treatment.

CAHPS Measures and Performance

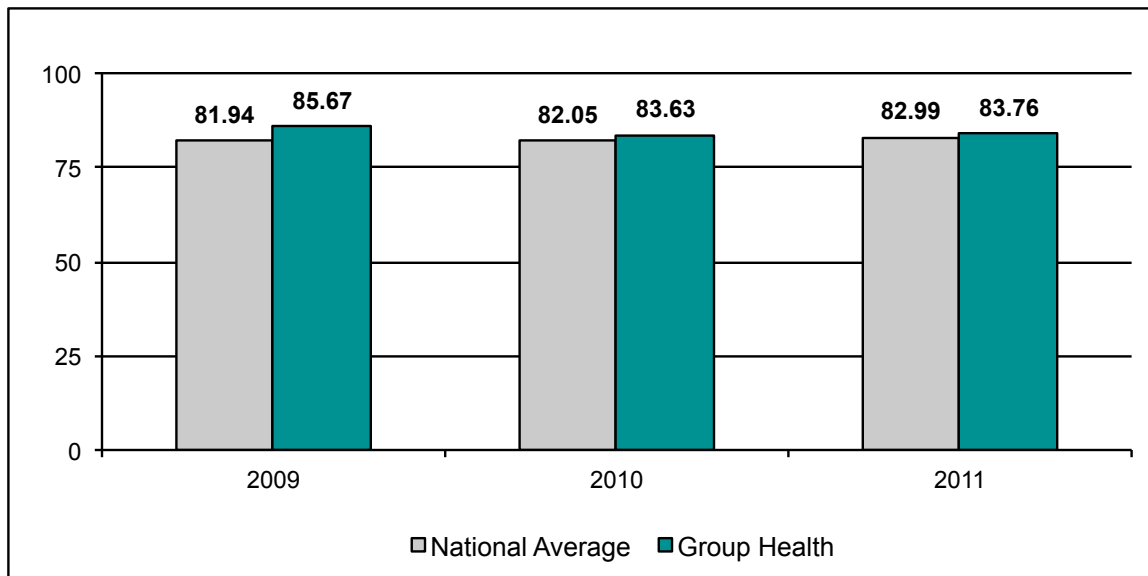
How Well Doctors Communicate Composite



Proportion of surveyed members who gave plan's doctors a high rating in communications skills.

CAHPS Measures and Performance

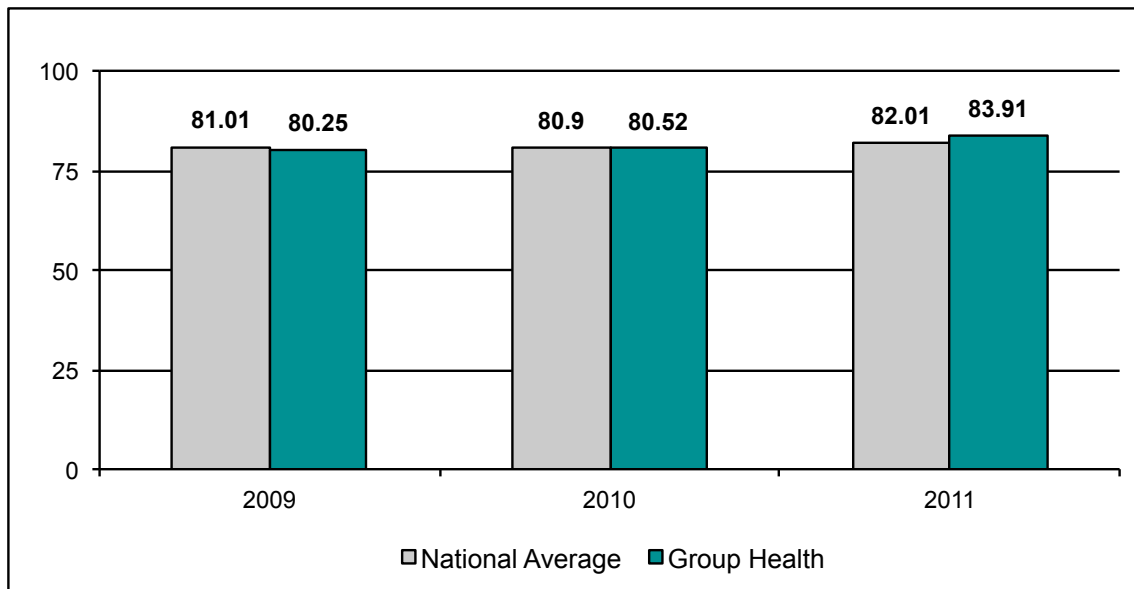
Rating of Personal Doctor



Proportion of surveyed members who gave their personal physician a high overall rating.

CAHPS Measures and Performance

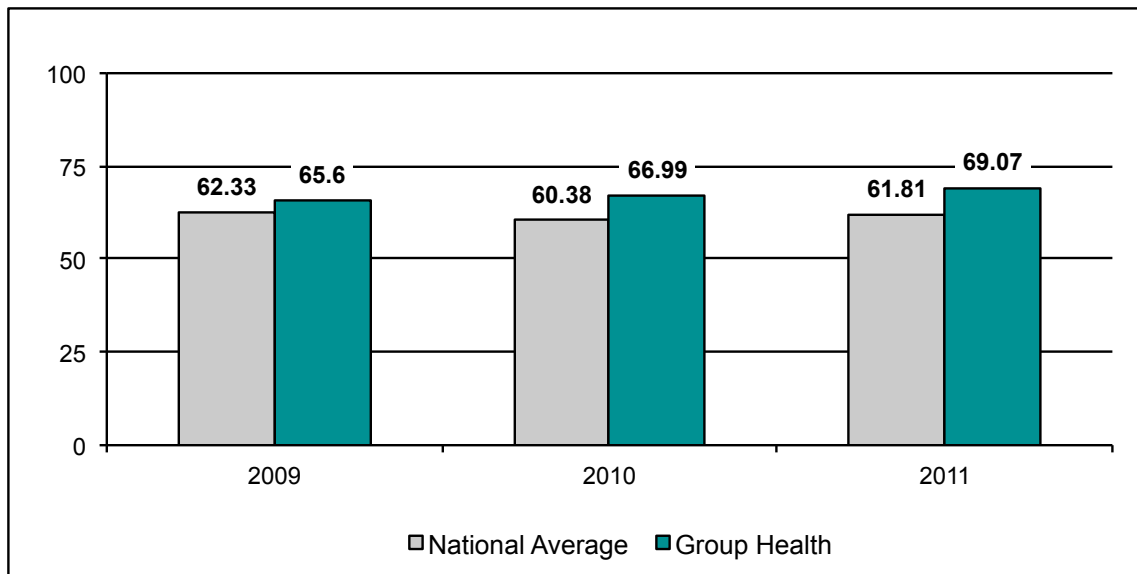
Rating of Specialist Seen Most Often



Proportion of surveyed members who gave plan's specialists a high overall rating.

CAHPS Measures and Performance

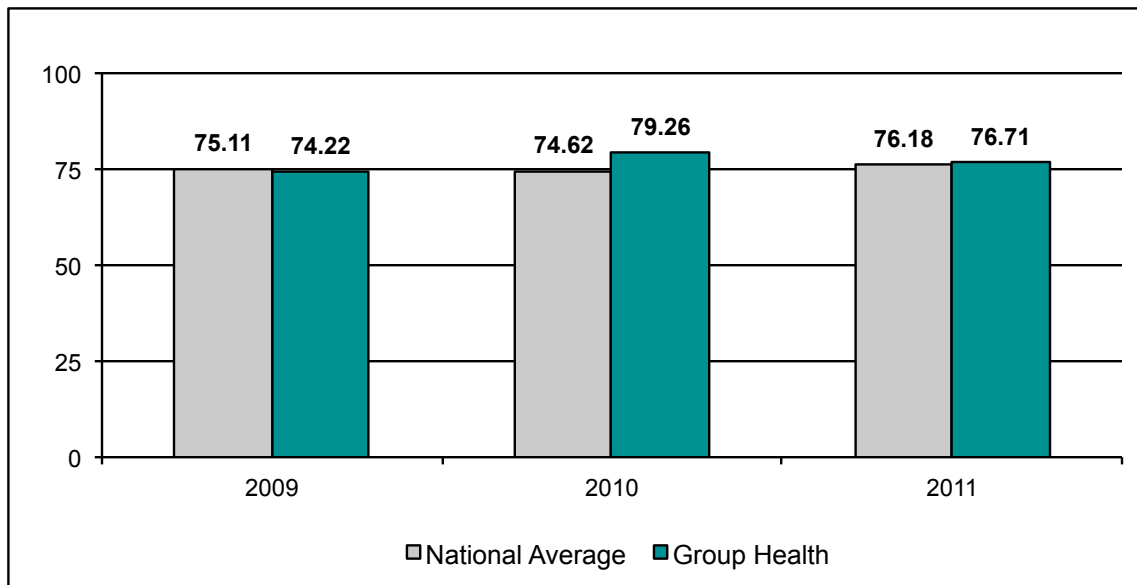
Rating of Health Plan



Proportion of surveyed members who gave the overall level of plan services a high rating.

CAHPS Measures and Performance

Rating of All Health Care



Proportion of surveyed members who gave the health care they received a high overall rating.