



HEDIS® 2009 Effectiveness of Care (Measurement Year 2008)

ODS uses the Healthcare Effectiveness Data and Information Set (HEDIS)* to measure quality of care provided to our members for preventive health, early diagnosis and management of chronic disease. Developed by the National Quality Assurance Committee (NCQA), these standardized performance measures helps us to track our performance over time and compare our performance to national and regional norms and benchmarks. HEDIS is also an important tool designed to ensure and guide internal quality improvement programs as well as providing members with the information they need to reliably compare the performance of health plans.

Our annual HEDIS measures are audited by an independent compliance auditor that is certified by NCQA. The auditor reviews and tests our HEDIS processes and calculations using rigorous standardized technical specifications to assure the accuracy and integrity of our HEDIS measurements.

The scope of HEDIS includes 71 measures in the following eight domains of care:

- Effectiveness of Care
- Access/Availability of Care
- Satisfaction With the Experience of Care
- Health Plan Stability
- Use of Services
- Cost of Care
- Informed Healthcare Choices
- Health Plan Descriptive Information

Included in these reports are some of our HEDIS 2009 effectiveness of care measures as well as a measure on access to care. Measurements reflect care and service provided in 2008. ODS 2009 rates, as published in the NCQA Quality Compass, are compared to the NCQA regional** and national*** averages.

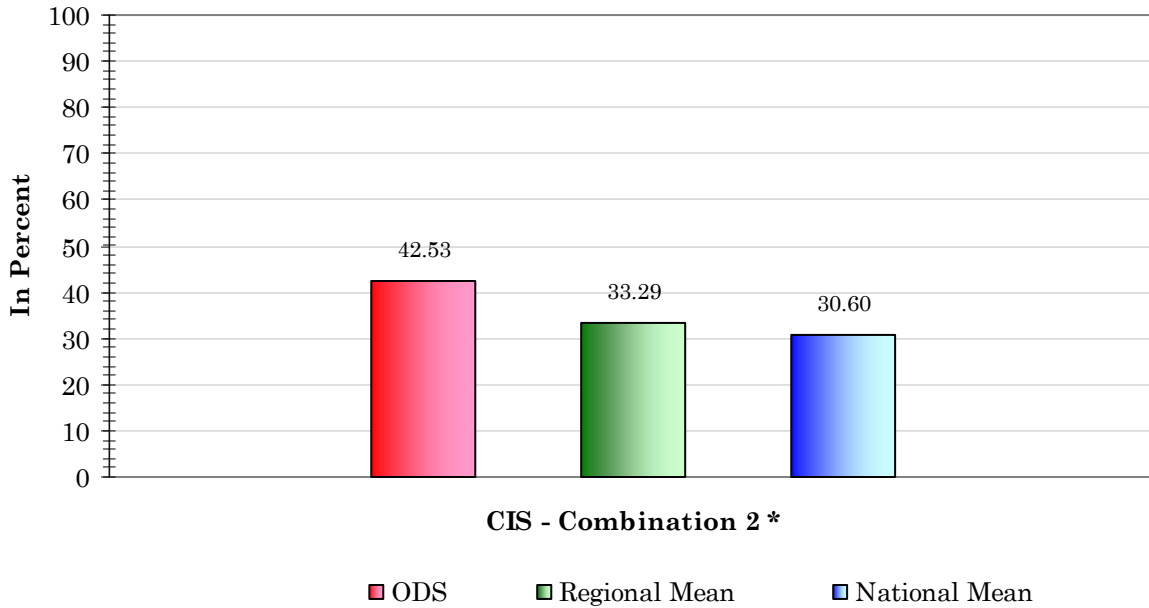
- Childhood Immunizations (Combo 2)
- Childhood Immunizations (Combo 3)
- Breast Cancer Screening
- Colorectal Cancer Screening
- Avoidance of Antibiotic Treatment for Adults with Acute Bronchitis
- Cholesterol Management for Patients with Cardiovascular Conditions – LDL-C screening
- Comprehensive Diabetes Care (HbA1c)
- Comprehensive Diabetes Care (Eye Exam)
- Antidepressant Medication Management (EAPT)
- Antidepressant Medication Management (ECPT)
- Call Answer Timeliness

* HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
HEDIS Compliance Audit™ is a registered trademark of the National Committee for Quality.

- * Regional Mean is the average score for all PPO plans in Alaska, Idaho, Oregon and Washington.
- ** National Mean is the average score for all the PPO plans nationally.

Childhood Immunizations (Combo 2)

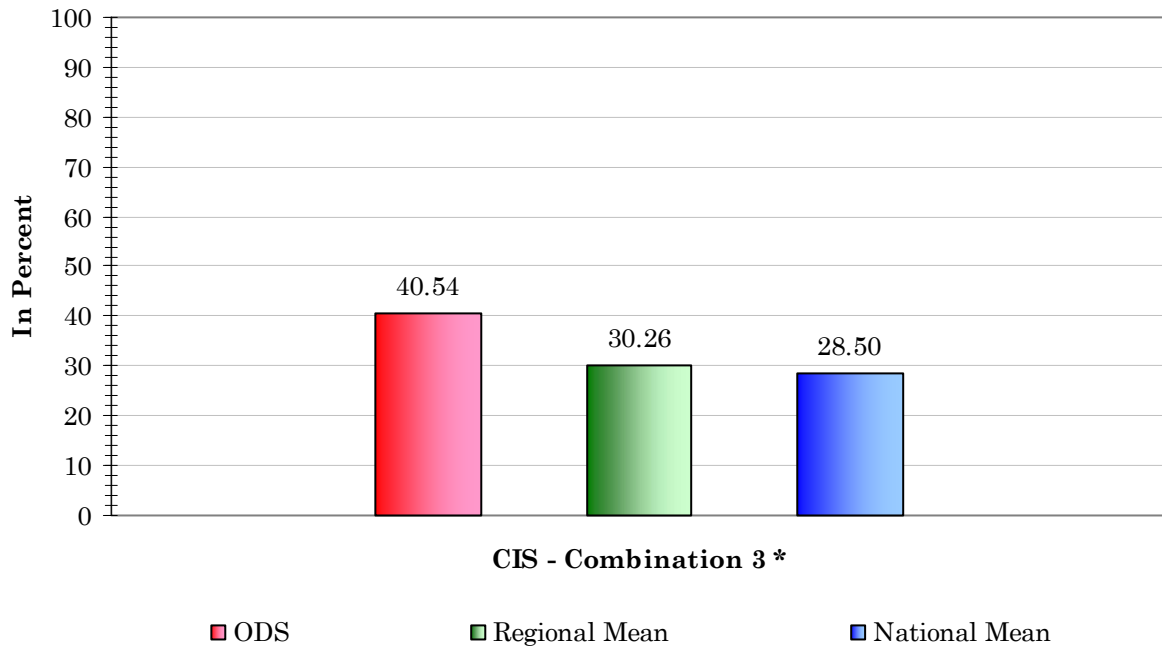
The childhood immunization measures are the percentage of enrolled children two years of age who had four DTaP/DT (diphtheria, tetanus, and pertussis), three IPV (polio), one MMR (measles, mumps and rubella), three H influenza type B (Hib), three hepatitis B, one VZV (chickenpox) and four PCVs (pneumococcal) by their second birthday. The measure calculates a rate for each vaccine and two separate combination rates.



* Combination 2: Children who received four DTaP; three IPV; one MMR; three HiB; three hepatitis B; and one VZV vaccination on or before the child's second birthday.

Childhood Immunizations (Combo 3)

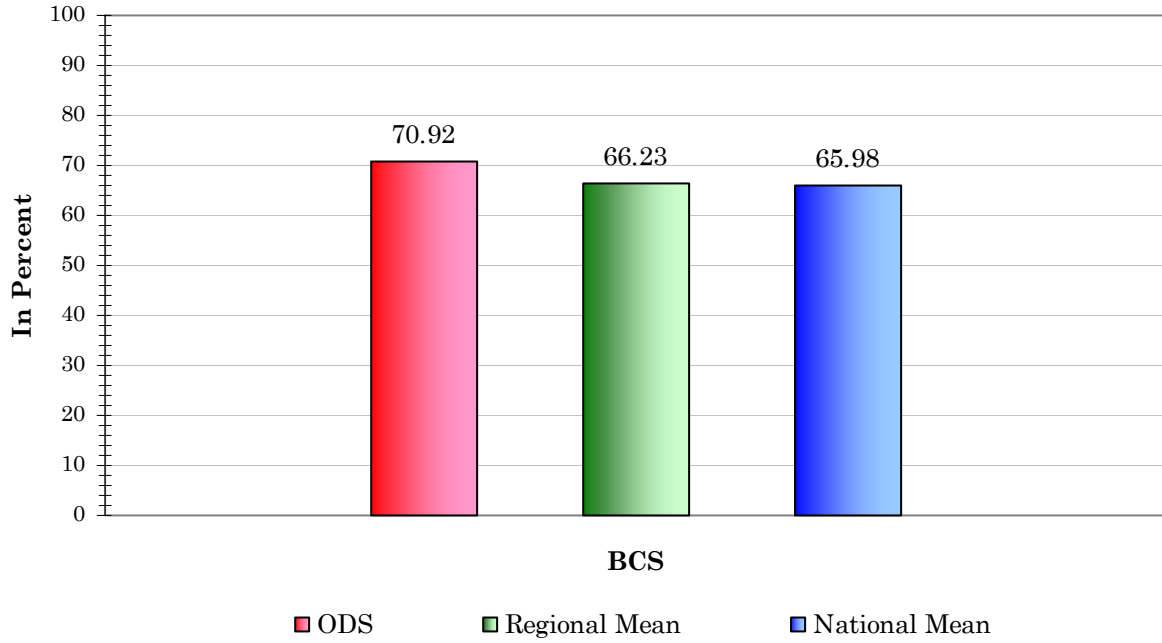
The childhood immunization measures are the percentage of enrolled children two years of age who had four DTaP/DT (diphtheria, tetanus, and pertussis), three IPV (polio), one MMR (measles, mumps and rubella), three H influenza type B (Hib), three hepatitis B, one VZV (chickenpox) and four PCVs (pneumococcal) by their second birthday. The measure calculates a rate for each vaccine and two separate combination rates.



* Combination 3: Children who received all antigens listed in Combination 2 and four pneumococcal conjugate vaccinations on or before the child's second birthday.

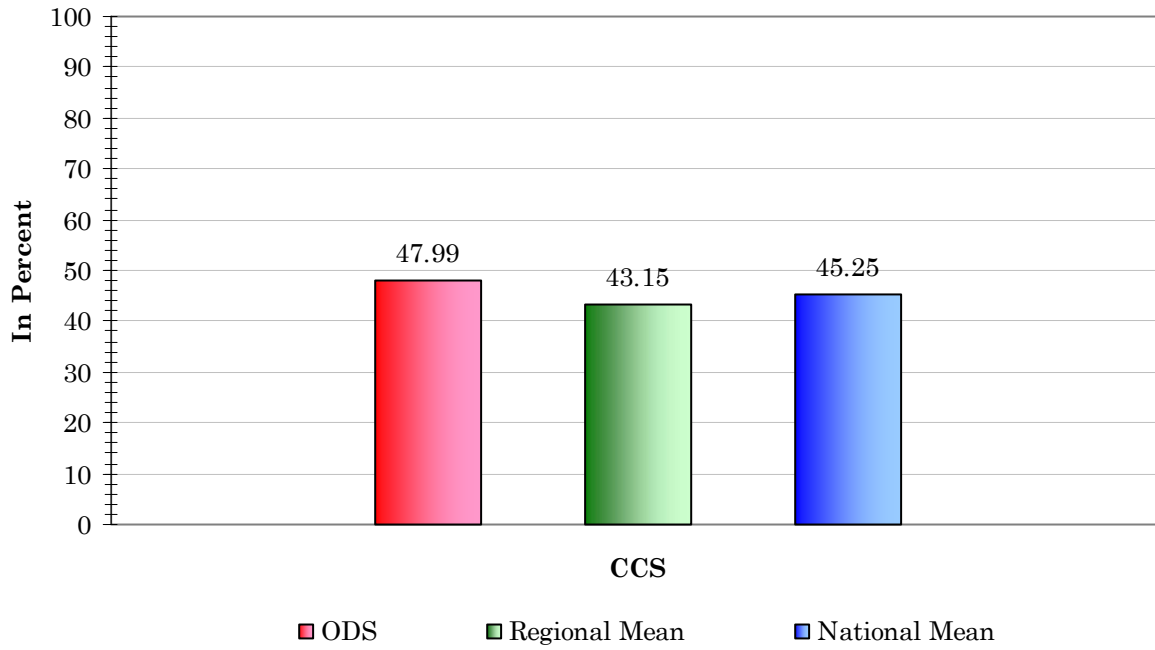
Breast Cancer Screening

This measure is the percentage of women 40 to 69 years of age who had a mammogram during the measurement year or the year prior to the measurement year.



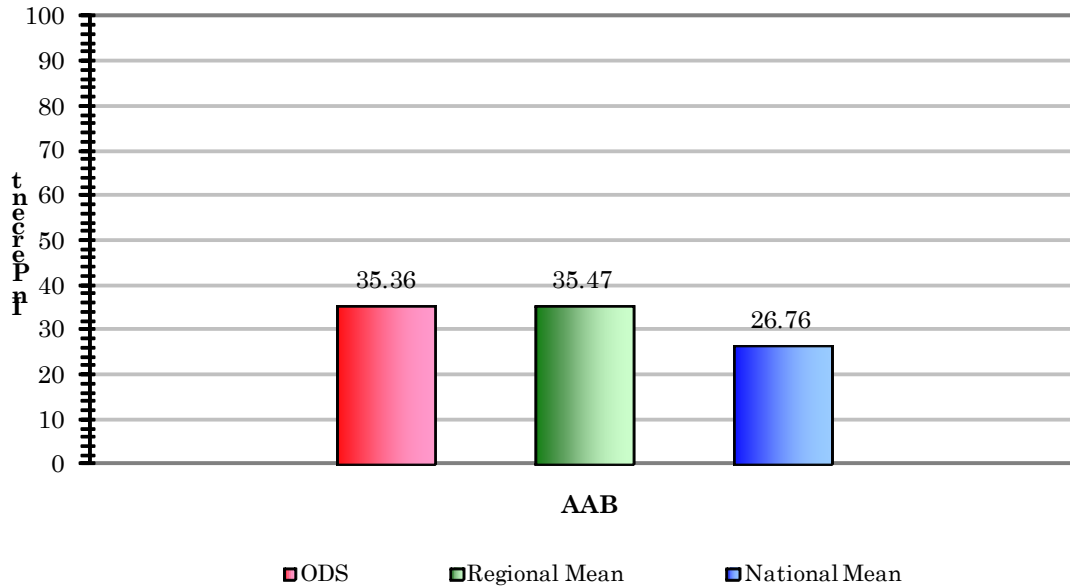
Colorectal Cancer Screening

This measure is the percentage of members 50-80 years of age who had an appropriate screening for colorectal cancer.



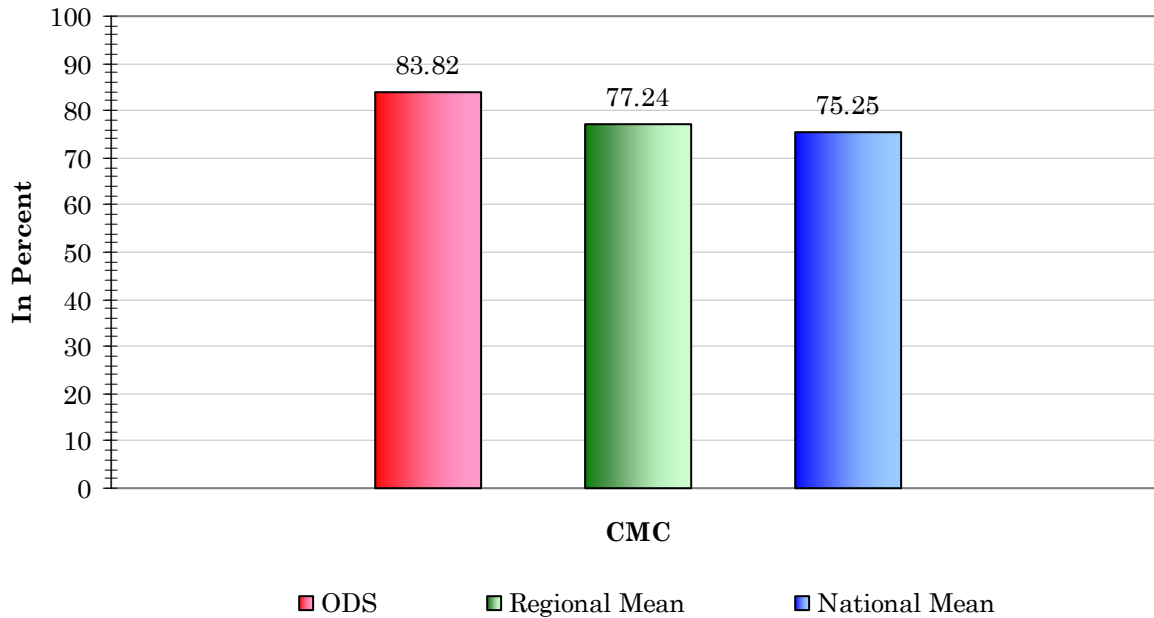
Avoidance of Antibiotic Treatment for Adults with Acute Bronchitis

This measure is the percentage of healthy adults 18 to 64 years of age with a diagnosis of acute bronchitis who were dispensed an antibiotic prescription on, or within three days after, the date of service. This misuse measure assesses if antibiotics were inappropriately prescribed for healthy adults with acute bronchitis. Antibiotics are not indicated in clinical guidelines for the treatment of adults with acute bronchitis who do not have a co-morbid condition or other infection for which antibiotics may be appropriate. A lower rate represents better performance.



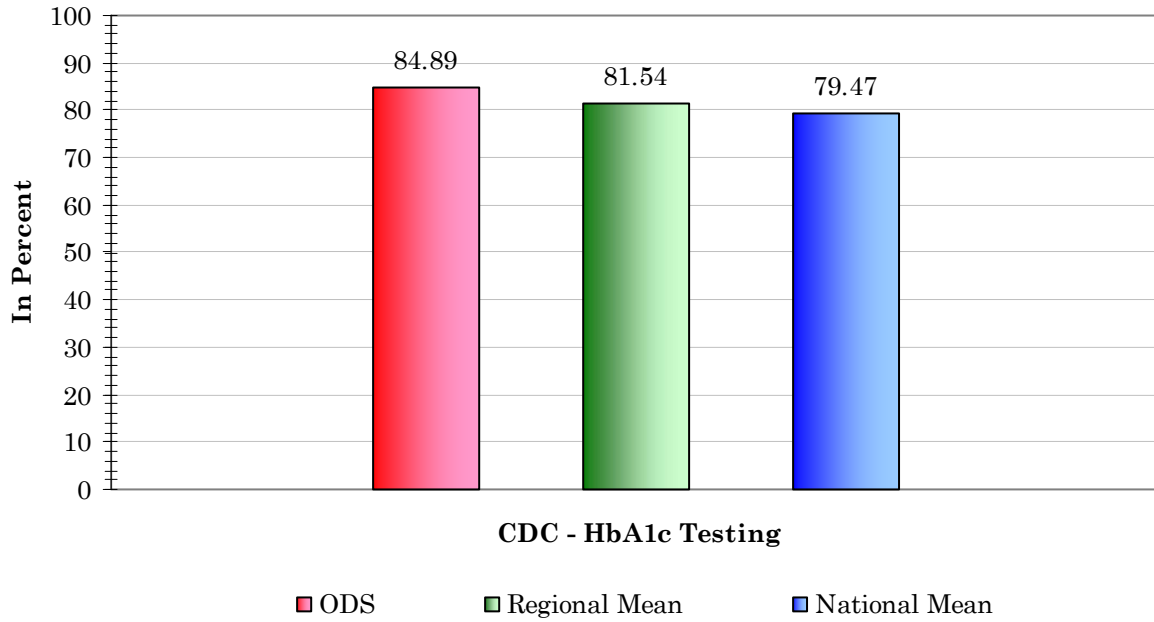
Cholesterol Management for Patients with Cardiovascular Conditions – LDL-C screening performed

This measure is the percentage of members 18 to 75 years of age who were discharged alive for acute myocardial infarction, coronary artery bypass graft or percutaneous transluminal coronary angioplasty (PTCA) from January 1 to November 1 of the year prior to the measurement year or who had a diagnosis of ischemic vascular disease during the measurement year and the year prior, who had an LDL-C screening performed.



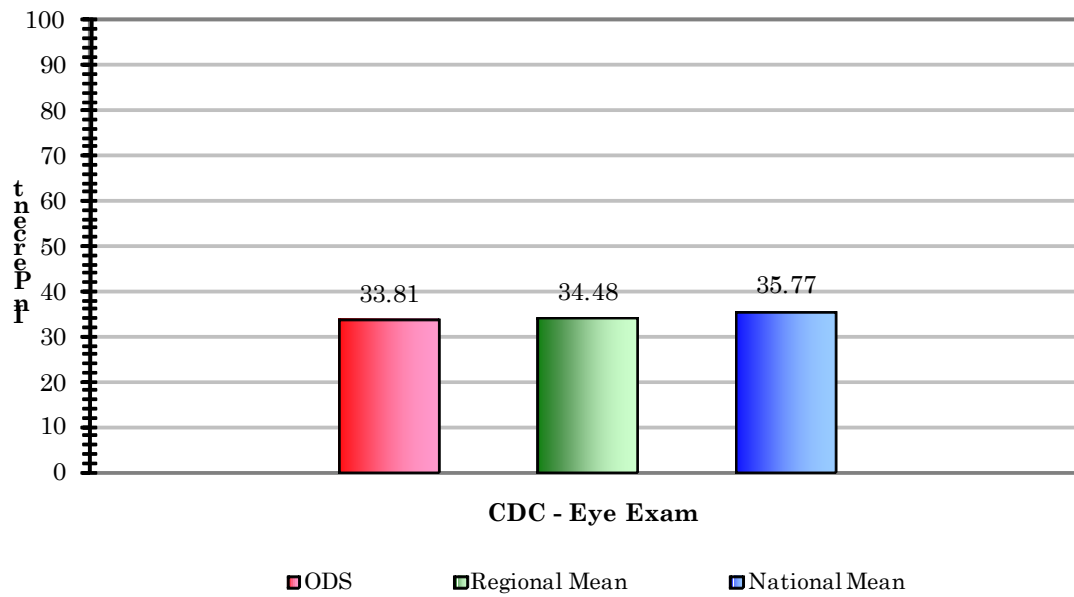
Comprehensive Diabetes Care (HbA1c Testing)

These measures are the percentage of members 18 to 75 years of age with diabetes (type 1 and type 2) who had Hemoglobin A1c (HbA1c) testing preformed.



Comprehensive Diabetes Care (Eye Exam)

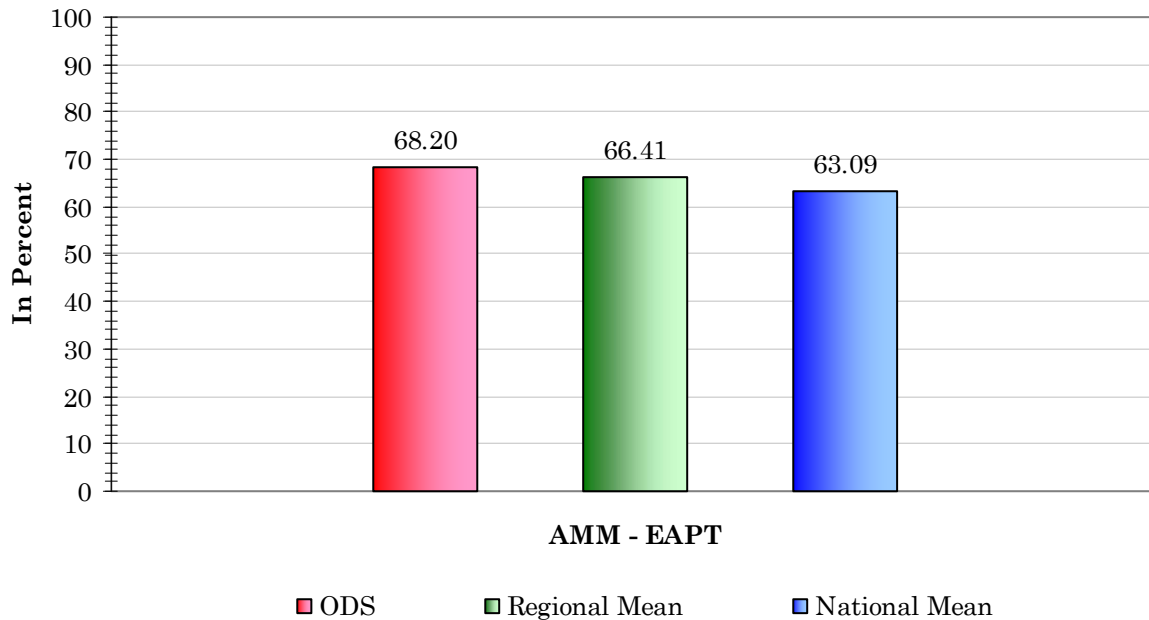
The percentage of members 18–75 years of age with diabetes (type 1 and type 2) who had eye exam (retinal) performed.



Antidepressant Medication Management (EAPT)

This measure assesses the percentage of members 18 years and older who were diagnosed with a new episode of major depression and treated with an antidepressant medication and who:

- Had at least three follow-up mental health contacts with a practitioner during the 12 week acute treatment phase
- Remained on an antidepressant drug during the 12 week acute treatment phase
- Remained on an antidepressant drug for at least 180 days



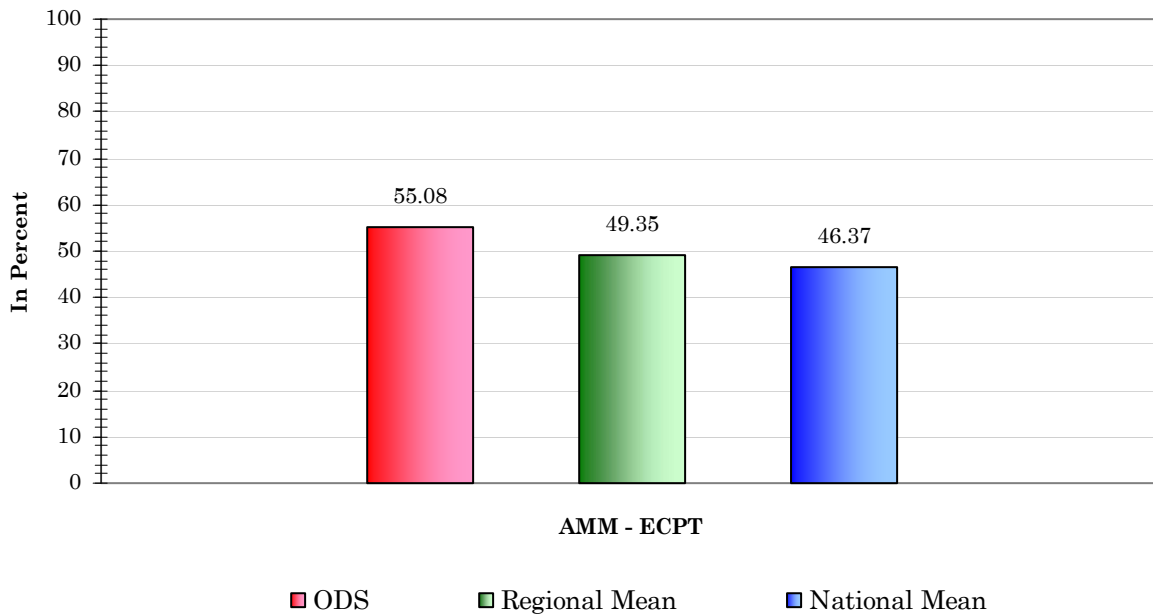
Effective Acute Phase Treatment (EAPT)

The percentage of members 18 years of age and older as of April 30-2008 who were diagnosed with a new episode of major depression, treated with anti-depressant medication and remained on an anti-depressant drug during the entire 84 day (12-week) Acute Treatment Phase.

Antidepressant Medication Management (ECPT)

This measure assesses the percentage of members 18 years and older who were diagnosed with a new episode of major depression and treated with an antidepressant medication and who:

- Had at least three follow-up mental health contacts with a practitioner during the 12 week acute treatment phase
- Remained on an antidepressant drug during the 12 week acute treatment phase
- Remained on an antidepressant drug for at least 180 days



Effective Continuation Phase Treatment.

The percentage of members 18 years of age and older as of April 30-2008 who were diagnosed with a new episode of major depression and treated with anti-depressant medication and who remained on an anti-depressant drug for at least 180 days.

Call Answer Timeliness

The percentage of calls received by the organization's member services call centers during operating hours that were answered by a live voice within 30 seconds. Calls abandoned within 30 second remain in the measure and are noncompliant for the numerator.

