



Molina Healthcare of California Medicaid

HEDIS 2013 Executive Fact Sheet

Three-year Trend Analysis

HEDIS 2011 versus HEDIS 2013

- Improved performance on 32 of 44 selected measures from 2011 to 2013 (72.73%)
- Average improvement of 3.8 percentage points from 2011 to 2013 -- simple average for selected measures

HEDIS 2012 versus HEDIS 2013

- Improved performance on 29 of 45 selected measures from 2011 to 2012 (64.4%)
- Average improvement of 1.6 percentage points from 2011 to 2012 -- simple average for selected measures

National Benchmark Comparison

- Exceeded 75th percentile for 9 of 45 selected measures
- Of these, 1 exceeded the 90th percentile
- Obtained or exceeded the Molina goal of the 75th percentile for 20% of reported measures

Accreditation Benchmark Comparison (Applicable Accreditation Methodology)

- Exceeded 90th percentile for 0 of 23 measures
- Exceeded 75th percentile for 5 of 23 measures

HEDIS Accreditation Analysis

Current Applicable Standards

- Estimated HEDIS Accreditation score: 17.412 of 32.86 possible points -- 52.99% of total available
- In 2012, the HEDIS Accreditation points were 17.318 of 32.86 possible (52.7%)

2013 Standards

- Estimated HEDIS Accreditation score: 20.259 of 37.00 possible points -- 54.75% of total available

CAHPS Accreditation Analysis

- Estimated CAHPS Accreditation score: 5.547 of 13 possible points -- 42.67% of total available
- In 2012, the CAHPS Accreditation points were 5.951 of 13 possible points (45.8%)

Overall Accreditation Estimate under Current Applicable Standards: 22.959 of 45.86 points (50.06%)

Accreditation estimate under 2013 Standards: 25.806 of 50.00 possible points (51.6%)

Note: Submeasures that are discretely independent are counted as separate measures in summary statistics/statements.
For example: Each individual antigen within Childhood Immunization Status counts as one measure.

Molina Healthcare, Inc.
HEDIS 2013 Performance Booklet
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Executive Fact Sheet

Provides high-level summary of performance on HEDIS/CAHPS 2013 measures and rate improvements made over the last year.

Three Year Trending and Benchmark Analysis

Includes information related to three-year trending of selected Effectiveness of Care, Access/Availability of Care and Use of Services measures. In addition, comparison of rates to NCQA Accreditation and National Medicaid Benchmarks are presented. Significant improvement based on the 2013 QI Accreditation Standard Methodology for accreditation measures is identified for HEDIS 2013 versus HEDIS 2012 and HEDIS 2011. Lastly, current year performance meeting or exceeding Molina's internal goal of the 75th percentile is indicated.

Detail Performance Evaluation with Statistical Significance Testing

This report provides information typically used by individuals preparing traditional QIA documentation. Detailed numerator and denominator data for HEDIS 2013 and HEDIS 2012 are provided along with two-tailed Z-test scores and identification of statistically significant change.

HEDIS/CAHPS Accreditation Point Analysis

Estimated accreditation points for both HEDIS and CAHPS components are calculated on this worksheet.

In addition to evaluating Molina plan performance against the accreditation standards, NCQA evaluates how well accredited plans perform on selected audited measures that were in place at the time of the last Full Accreditation Survey (i.e. baseline survey year). NCQA recalculates each Molina plan accreditation score annually by product line/product based on submitted HEDIS results. Recalculations are generally made against the HEDIS/CAHPS measures and point values used during the plan's baseline survey year. NCQA evaluates the relevant Molina plan performance on the required HEDIS measures and the required CAHPS 5.0H Adult Survey questions/composites against applicable benchmarks and thresholds by product line/product. The following worksheet represents the projected HEDIS/CAHPS points that each plan will receive based on this year's performance. The official NCQA accreditation scores should be disseminated by September 2013.

Notes:

- *Accreditation comparisons made with reported rate plus sampling error and regional adjustments.*
- *Only measures that are included in the formal HEDIS measure set for a reporting year are included in this report, although a Plan may have calculated and submitted a rate for additional measures (i.e., optional or state-specific measures).*

Three Year Trending & Benchmark Analysis

Medicaid	Rate Change					Medicaid Plans Accreditation Thresholds 2013				NCQA Medicaid National Benchmarks -- 2012						
	2011	2012	2013	2011 to 2013	2012 to 2013	25th	50th	75th	90th	Molina Ranking**		50th	75th	90th	Molina Ranking	
Childhood Immunization Status																
DT/DTP/DTaP	76.16%	74.61%	76.82%	0.66%	2.21%							80.63	85.16	88.47		
OPV/IPV	86.09%	84.99%	88.08%	1.99%	3.09%							92.21	94.65	95.86		
Measles, Mumps, & Rubella	92.05%	92.27%	92.49%	0.44%	0.22%							91.65	93.52	95.42	Above 50TH	
H Influenza Type B	86.75%	86.98%	90.51%	3.76%	3.53%							92.46	94.79	96.11		
Hepatitis B	77.26%	77.26%	82.56%	5.30%	5.30%							90.75	93.52	95.38		
Chicken Pox	90.73%	91.83%	92.49%	1.76%	0.66%							91.22	93.19	95.12	Above 50TH	
Pneumococcal Conjugate	71.52%	73.95%	76.60%	5.08%	2.65%							80.93	85.16	87.74		
Combination 2	65.56%	66.45%	69.98%	4.42%	3.53%	69	77	82	86	Above 25TH		75.35	80.79	84.18		
Combination 3	59.82%	63.13%	66.67%	6.85%	3.54%							71.93	77.49	82.48		
Imms for Adolescents																
Meningococcal Immunizations	53.64%	65.34%	73.95%	20.31%	8.61%							64.23	73.89	82.84	Above 75TH	
Tdap/Td Immunizations	53.86%	72.85%	88.52%	34.66%	15.67%							78.83	85.16	90.27	Above 75TH	
Combination 1 Immunizations	48.34%	63.58%	72.63%	24.29%	9.05%							62.29	70.83	80.91	Above 75TH	
Well Child Care: First 15 Months																
Zero visits	NA	NA	NA									1.22	2.43	3.89		
One visit	NA	NA	NA									1.57	2.68	3.65		
Two visits	NA	NA	NA									2.92	3.94	5.14		
Three visits	NA	NA	NA									4.74	6.75	9.49		
Four visits	NA	NA	NA									8.78	11.34	13.14		
Five visits	NA	NA	NA									16.30	19.71	21.96		
Six or more visits	41.94%	43.49%	43.49%	1.55%	0.00%							62.95	70.70	77.31		
Well Child Care: Years 3 to 6	73.07%	76.60%	71.52%	-1.55%	-5.08%							72.26	79.32	83.04		
Well Child Care: Adolescent	41.28%	55.85%	55.85%	14.57%	0.00%							49.65	57.61	64.72	Above 50TH	
Appropriate Testing for Pharyngitis	28.41%	35.42%	37.87%	9.46%	2.45%	58	70	76	84			70.00	76.37	83.86		
URI Treatment	90.49%	89.75%	90.47%	-0.02%	0.72%	83	88	92	95	Above 75TH		85.34	89.96	93.20	Above 75TH	
Breast Cancer Screening	51.64%	52.43%	52.43%	0.79%	0.00%	47	54	59	65	Above 50TH		50.46	56.58	62.76	Above 50TH	
Cervical Cancer Screening	65.12%	64.90%	54.97%	-10.15%	-9.93%	64	70	74	79			69.10	73.24	75.51		
Chlamydia Screening in Women																
Ages 16 to 20	51.77%	50.36%	55.80%	4.03%	5.44%							54.18	61.21	67.38	Above 50TH	
Ages 21 to 25	57.23%	58.32%	65.70%	8.47%	7.38%							64.36	69.86	72.67	Above 50TH	
Total	54.06%	53.76%	59.97%	5.91%	6.21%	53	58	64	69	Above 50TH		58.40	63.89	68.83	Above 50TH	
Prenatal/Postpartum Care																
Timeliness of prenatal care	75.28%	82.78%	72.19%	-3.09%	-10.59%	80	86	90	93			86.13	90.39	93.33		
Postpartum care	55.63%	52.32%	40.62%	-15.01%	-11.70%	60	65	71	75			64.98	71.05	74.73		
Controlling High Blood Pressure	50.99%	54.08%	52.76%	1.77%	-1.32%	48	56	64	68	Above 25TH		57.52	63.65	69.11		
Comprehensive Diabetes Care																
HbA1c Testing	79.69%	81.46%	84.33%	4.64%	2.87%	76	81	86	90	Above 75TH		82.38	87.01	91.13	Above 50TH	
HbA1c Control <8%	NA	NA	NA									48.72	55.70	59.37		
HbA1c Poor Control >9% ¹	50.55%	46.36%	39.51%	-11.04%	-6.85%	51	43	34	28	Above 50TH		58.32	49.69	41.76	Above 90th	
Eye Exam	43.93%	55.85%	51.66%	7.73%	-4.19%	42	54	64	70	Above 25TH		52.88	61.75	69.72		
LDL-C Screening	75.06%	76.16%	81.46%	6.40%	5.30%	69	75	80	84	Above 75TH		76.16	80.88	83.45	Above 75TH	
LDL Less than 100	32.67%	37.53%	39.51%	6.84%	1.98%							35.86	41.02	46.44	Above 50TH	
Monitoring for Nephropathy	78.59%	81.68%	83.44%	4.85%	1.76%	73	78	83	86	Above 75TH		78.71	83.03	86.93	Above 75TH	

**Using 3 point and appropriate regional adjustments

¹Age cohorts modified for HEIDS 2012; ^RRotated Measure

^IInverted rate (lower score better)

Three Year Trending & Benchmark Analysis

Medicaid	Rate Change					Medicaid Plans Accreditation Thresholds 2013				NCQA Medicaid National Benchmarks -- 2012					
	2011	2012	2013	2011 to 2013	2012 to 2013	25th	50th	75th	90th	Molina Ranking**		50th	75th	90th	Molina Ranking
Appropriate Medication for Asthma															
Ages 5 to 11	83.60%	83.55%	83.72%	0.12%	0.17%							91.59	93.83	95.41	
Ages 12 to 18	NA	71.76%	73.18%		1.42%							86.96	89.56	92.30	
Ages 19 to 50	NA	66.78%	62.62%		-4.16%							75.53	80.99	84.42	
Ages 51 to 64	NA	58.11%	70.65%		12.54%							73.81	81.51	85.58	
Combined Rate	79.47%	75.31%	75.26%	-4.21%	-0.05%	83	86	88	91			85.87	88.19	90.56	
Childrens Access to Primary Care															
Ages 12-24 mos.	NA	NA	94.70%									97.02	97.88	98.39	
Ages 25 mos to 6 yrs.	NA	NA	85.10%									89.19	91.40	92.63	
Ages 7-11 yrs.	83.88%	84.45%	84.47%	0.59%	0.02%							90.58	92.88	94.51	
Ages 12-19 yrs.	NA	NA	84.73%									89.21	91.59	93.01	
Adult Access to Preventive Care															
Ages 20-44	NA	NA	NA									82.34	85.43	88.52	
Ages 45-64	NA	NA	NA									87.31	89.94	90.96	
Ages 65 and older	NA	NA	NA									87.79	91.11	93.10	
Call Abandonment	NA	NA	NA									1.90	2.97	5.70	
Call Answer Timeliness	NA	NA	NA									85.37	89.62	93.57	
Cholesterol Management															
LDL Screening	79.55%	78.97%	85.14%	5.59%	6.17%	78	81	85	89	Above 75TH		82.48	85.12	88.83	Above 75TH
LDL < 100	NA	NA	NA									42.39	49.18	55.56	
Advice to Quit Smoking	NA	NA	NA			71	75	78	81			75.11	79.38	81.36	
Antidepressant Meds															
Effective Acute Phase Treatment	NA	NA	46.68%			47	50	54	65	Above 50TH		49.42	52.74	61.58	
Effective Continuation Phase Treatment	NA	NA	32.95%			30	33	38	46	Above 50TH		32.42	37.31	42.94	Above 50TH
Avoid Abx Bronchitis	20.85%	20.83%	23.91%	3.06%	3.08%	21	25	29	34	Above 50TH		22.14	26.67	33.33	Above 50TH
FollowUp aft Hosp MH															
Follow Up within 30 Days	NA	NA	NA									67.65	77.47	84.28	
Follow Up within 7 Days	NA	NA	NA			33	46	58	70			46.06	57.68	69.57	
FollowUp Care ADHD															
Initiation Phase	21.04%	24.94%	23.05%	2.01%	-1.89%	33	39	44	52			39.19	44.46	52.48	
Continuation and Maintenance Phase	28.14%	15.00%	24.69%	-3.45%	9.69%	38	47	56	63			47.09	56.10	63.11	
Use Imaging Low Back	77.22%	76.46%	77.62%	0.40%	1.16%	75	78	83	85	Above 50TH		75.67	79.38	82.04	Above 50TH
Use Spirometry COPD	18.12%	17.11%	20.83%	2.71%	3.72%	26	32	38	47			31.90	38.38	44.01	
Adult BMI Assessment	43.71%	60.26%	70.86%	27.15%	10.60%	47	58	71	77	Above 75TH		57.94	70.60	78.35	Above 75TH
Pharmacotherapy Management of COPD Exacerbation															
Systemic Corticosteroid	NA	NA	64.18%			57	67	73	76	Above 25TH		66.67	72.76	76.27	
Brochodilator	NA	NA	73.93%			75	82	86	88	Above 25TH		82.22	85.71	88.10	
Weight Assess & Counseling for Nutrition & Phy Activity for Children/Adol															
BMI Percentile Total	50.44%	51.60%	52.76%	2.32%	1.16%	29	48	67	77	Above 50TH		47.45	66.67	77.13	Above 50TH
Counseling for Nutrition ages Total	57.40%	63.87%	62.03%	4.63%	-1.84%	43	55	67	78	Above 50TH		54.88	67.15	77.61	Above 50TH
Counseling for Physical Activity Total	49.45%	55.69%	51.88%	2.43%	-3.81%	32	43	56	65	Above 50TH		43.29	56.20	64.87	Above 50TH

**Using 3 point and appropriate regional adjustments

^Age cohorts modified for HEIDS 2012; ^RRotated Measure

†Inverted rate (lower score better)



Statistical Significance Testing

Molina Healthcare of California

HEDIS Reporting Year

Medicaid	2012			2013			Rate Change	Z Score	Statistical Significance*
	Num	Den	Rate	Num	Den	Rate			
Childhood Immunization Status									
DT/DTP/DTaP	338	453	74.61%	348	453	76.82%	2.21%	0.78	
OPV/IPV	385	453	84.99%	399	453	88.08%	3.09%	1.36	
Measles, Mumps, & Rubella	418	453	92.27%	419	453	92.49%	0.22%	0.12	
H Influenza Type B	394	453	86.98%	410	453	90.51%	3.53%	1.68	
Hepatitis B	350	453	77.26%	374	453	82.56%	5.30%	1.99	Significant
Chicken Pox	416	453	91.83%	419	453	92.49%	0.66%	0.37	
Pneumococcal Conjugate	335	453	73.95%	347	453	76.60%	2.65%	0.92	
Combination 2	301	453	66.45%	317	453	69.98%	3.53%	1.14	
Combination 3	286	453	63.13%	302	453	66.67%	3.54%	1.12	
Imms for Adolescents									
Meningococcal Immunizations	296	453	65.34%	335	453	73.95%	8.61%	2.82	Significant
Tdap/Td Immunizations	330	453	72.85%	401	453	88.52%	15.67%	5.97	Significant
Combination 1 Immunizations	288	453	63.58%	329	453	72.63%	9.05%	2.92	Significant
Well Child Care: First 15 Months^K									
Zero visits	NA	NA	NA	NA	NA	NA			
One visit	NA	NA	NA	NA	NA	NA			
Two visits	NA	NA	NA	NA	NA	NA			
Three visits	NA	NA	NA	NA	NA	NA			
Four visits	NA	NA	NA	NA	NA	NA			
Five visits	NA	NA	NA	NA	NA	NA			
Six or more visits ^K	197	453	43.49%	197	453	43.49%	0.00%		
Well Child Care: Years 3 to 6	347	453	76.60%	324	453	71.52%	-5.08%	-1.74	
Well Child Care: Adolescent^K	253	453	55.85%	253	453	55.85%	0.00%		
Appropriate Testing for Pharyngitis	1431	4040	35.42%	1052	2778	37.87%	2.45%	2.07	Significant
URI Treatment	1354	13212	89.75%	913	9583	90.47%	0.72%	1.79	
Breast Cancer Screening	2,542	4,848	52.43%	2,542	4,848	52.43%	0.00%		
Cervical Cancer Screening	294	453	64.90%	249	453	54.97%	-9.93%	-3.05	Significant
Chlamydia Screening in Women									
Ages 16 to 20	1532	3042	50.36%	1582	2835	55.80%	5.44%	4.18	Significant
Ages 21 to 25	1321	2265	58.32%	1354	2061	65.70%	7.38%	4.99	Significant
Total	2853	5307	53.76%	2,936	4,896	59.97%	6.21%	6.33	Significant
Prenatal/Postpartum Care									
Timeliness of prenatal care	375	453	82.78%	327	453	72.19%	-10.59%	-3.82	Significant
Postpartum care	237	453	52.32%	184	453	40.62%	-11.70%	-3.53	Significant
Controlling High Blood Pressure	245	453	54.08%	239	453	52.76%	-1.32%	-0.40	
Comprehensive Diabetes Care									
HbA1c Testing	369	453	81.46%	382	453	84.33%	2.87%	1.15	
HbA1c Control <8%	NA	NA	NA	NA	NA	NA			
HbA1c Poor Control >9% ^l	210	453	46.36%	179	453	39.51%	6.85%	-2.08	Significant
Eye Exam	253	453	55.85%	234	453	51.66%	-4.19%	-1.26	
LDL-C Screening	345	453	76.16%	369	453	81.46%	5.30%	1.95	
LDL Less than 100	170	453	37.53%	179	453	39.51%	1.98%	0.61	
Monitoring for Nephropathy	370	453	81.68%	378	453	83.44%	1.76%	0.70	

*Critical value = +/- 1.96

^lInverted rate (lower score better)

[^]Age cohorts changed for HEIDS 2012



Statistical Significance Testing

Molina Healthcare of California

HEDIS Reporting Year

Medicaid	2012			2013			Rate Change	Z Score	Statistical Significance*
	Num	Den	Rate	Num	Den	Rate			
Appropriate Medication for Asthma[^]									
Ages 5 to 11	503	602	83.55%	504	602	83.72%		0.08	
Ages 12 to 18	244	340	71.76%	251	343	73.18%			
Ages 19 to 50	195	292	66.78%	196	313	62.62%			
Ages 51 to 64	43	74	58.11%	65	92	70.65%		1.68	
Combined Rate	985	1308	75.31%	1,016	1,350	75.26%	-0.05%	-0.03	
Childrens Access to Primary Care									
Ages 12-24 mos.	NA	NA	NA	5340	5639	94.70%			
Ages 25 mos to 6 yrs.	NA	NA	NA	25617	30104	85.10%			
Ages 7-11 yrs.	16114	19081	84.45%	17066	20203	84.47%	0.02%	0.05	
Ages 12-19 yrs.	NA	NA	NA	20922	24694	84.73%			
Adult Access to Preventive Care									
Ages 20-44	NA	NA	NA	NA	NA	NA			
Ages 45-64	NA	NA	NA	NA	NA	NA			
Ages 65 and older	NA	NA	NA	NA	NA	NA			
Call Abandonment									
	NA	NA	NA	NA	NA	NA			
Call Answer Timeliness									
	NA	NA	NA	NA	NA	NA			
Cholesterol Management									
LDL Screening	169	214	78.97%	189	222	85.14%	6.17%	1.68	
LDL < 100	NA	NA	NA	NA	NA	NA			
Advice to Quit Smoking									
	NA	NA	NA	NA	NA	NA			
Antidepressant Meds									
Effective Acute Phase Treatment	NA	NA	NA	204	437	46.68%			
Effective Continuation Phase Treatment	NA	NA	NA	144	437	32.95%			
Avoid Abx Bronchitis									
	722	912	20.83%	576	757	23.91%	3.08%	1.51	
FollowUp aft Hosp MH									
Follow Up within 30 Days	NA	NA	NA	NA	NA	NA			
Follow Up within 7 Days	NA	NA	NA	NA	NA	NA			
FollowUp Care ADHD									
Initiation Phase	105	421	24.94%	115	499	23.05%	-1.89%	-0.67	
Continuation and Maintenance Phase	9	60	15.00%	20	81	24.69%	9.69%	1.41	
Use Imaging Low Back									
	291	1236	76.46%	307	1372	77.62%	1.16%	0.70	
Use Spirometry COPD									
	26	152	17.11%	40	192	20.83%	3.72%	0.87	
Adult BMI Assessment									
	273	453	60.26%	321	453	70.86%	10.60%	3.36	Significant
Pharmacotherapy Management of COPD									
Exacerbation									
Systemic Corticosteroid	NA	NA	NA	224	349	64.18%			
Brochodilator	NA	NA	NA	258	349	73.93%			
Weight Assess & Counseling for Nutrition & Phy Activity for Children/Adol									
BMI Percentile Total	467	905	51.60%	239	453	52.76%	1.16%	0.40	
Counseling for Nutrition ages Total	578	905	63.87%	281	453	62.03%	-1.84%	-0.66	
Counseling for Physical Activity Total	504	905	55.69%	235	453	51.88%	-3.81%	-1.33	

*Critical value = +/- 1.96

^lInverted rate (lower score better)

[^] Age cohorts changed for HEIDS 2012

Molina Healthcare of California
HEDIS & CAHPS Accreditation 2013 Analysis (2010-12 Standards)
Pooled Results -- Medicaid

HEDIS Component				
Measure	2013 Results	Accreditation Score	Scoring Percentile	Point Estimate
Childhood Immunization -- Combo 2	69.98%	74.98%	25	0.730
Avoidance of Antibiotic Treatments in Adults with Acute Bronchitis	23.91%	25.91%	50	1.241
Breast Cancer Screening ^R	52.43%	56.43%	50	1.241
Cervical Cancer Screening	54.97%	56.97%	0	0.365
Prenatal/Postpartum Care			Average =	0.365
<i>Timeliness of prenatal care*</i>	72.19%	74.19%	0	0.365
<i>Postpartum care</i>	40.61%	44.61%	0	0.365
Advise to Quit Smoking	NA	NA		
Comprehensive Diabetes Care			Average X 2 =	2.884
<i>HbA1c Testing*</i>	84.33%	88.33%	90	1.826
<i>Eye Exam</i>	51.66%	53.66%	25	0.730
<i>LDL-C Screening</i>	81.46%	83.46%	75	1.606
<i>Monitoring for Nephropathy</i>	83.44%	85.44%	75	1.606
Comprehensive Diabetes Care - Poor Control	39.51%	37.51%	50	1.241
Follow-up for Hospitalization for Mental Health -- 7 Days	NA	NA		
Controlling High Blood Pressure	52.76%	54.76%	25	0.730
Cholesterol Management (Screening)	85.14%	87.14%	75	1.606
Appropriate Medications for Asthma				
<i>Combined*</i>	75.26%	77.26%	0	0.365
Antidepressant Medication Management			Average =	1.241
<i>Acute Phase</i>	46.68%	50.68%	50	1.241
<i>Continuation Phase</i>	32.95%	36.95%	50	1.241
Appropriate Testing for Children with Pharyngitis	37.87%	49.87%	0	0.365
Appropriate Treatment for Children with URI*	90.47%	92.47%	90	1.826
Use of Imaging Studies for Low Back Pain	77.62%	79.62%	50	1.241
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	20.83%	25.83%	0	0.365
Chlamydia Screening in Women - Total Rate	59.97%	61.97%	50	1.241
Follow-up for Children Prescribed ADHD Meds			Average =	0.365
<i>Initiation Phase</i>	23.05%	25.05%	0	0.365
<i>Continuation and Maintenance Phase</i>	24.69%	26.69%	0	0.365
			Point Estimate (32.86 possible):	17.412
			% of Available Points:	53.0%

*full points awarded for rates at or above 75th percentile

CAHPS Component (Child Survey)				
Question/Composite	3 pt. Scale	Accreditation Score	Scoring Percentile	Point Estimate
Rating of Personal Doctor/Nurse	2.5973	2.6253	50	0.982
Rating of Specialist Seen Most Often	2.5847	2.6127	50	0.982
Rating of All Health Care	2.4509	2.4789	0	0.289
Rating of Health Plan	2.5305	2.5585	25	1.156
Getting Needed Care	2.2400	2.2600	0	0.289
Getting Care Quickly	2.3500	2.3700	0	0.289
How Well Doctors Communicate	2.5562	2.5762	0	0.289
Customer Service	2.5496	2.5776	75	1.271
			Point Estimate (13.00 possible):	5.547
			% of Available Points:	42.7%

Percentile increase over last year
 Percentile decrease from last year

Estimated HEDIS Accreditation Performance : 22.959 of 45.86 possible points (50.1%)