



Utah HEDIS and CAHPS Measure Analysis

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Introduction

One Utah Health Collaborative (the Collaborative) is primarily focused on addressing healthcare spending growth in Utah. But spending and quality are deeply connected. When patients receive high-quality care, such as timely screenings, appropriate medication, and effective communication with providers, outcomes improve and avoidable costs decrease. For example, an asthma patient who receives the proper medications is less likely to require costly inpatient admissions or emergency department visits. A patient who understands and trusts their provider is more likely to adhere to a treatment plan, preventing complications that drive up costs.

The Collaborative has produced several reports that focus on drivers of healthcare cost increases. This current report shifts focus to examine Utah's performance on standard measures of healthcare quality and patient satisfaction from 2019 to 2023. It analyzes selected Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) measures, including 91 key HEDIS indicators and multiple CAHPS domains, to offer a broad view of care quality, access, and patient experience across the state's major health coverage programs.

This report focuses on where Utah's performance is changing (improving and declining) for these measures.

Key Findings

- Several quality measures in this report declined in performance between 2019 and 2020, likely due to the impact of COVID. By 2023, many of these measures returned to pre-COVID levels.
- More Utahns are now receiving colorectal cancer screenings.
- Fewer children are receiving the recommended vaccines.
- More diabetic patients are undergoing kidney health evaluations. The percentage of patients with an A1c result below 8% has increased, but the percentage with an A1c above 9% indicating poor control has also risen.
- Performance on behavioral health measures shows a mixed picture, with some indicators improving and others declining.
- Measures related to the appropriate use of opioids have improved.
- Fewer pregnant women are receiving timely prenatal care, while more women are receiving postpartum care.
- Fewer survey respondents across most markets report getting the care they need or receiving care quickly.
- Satisfaction with healthcare quality received has decreased for most populations, except for enrollees in the Children's Health Insurance Plan (CHIP).

HEDIS Measures

The Healthcare Effectiveness Data and Information Set (HEDIS) was originally developed in 1991 by the National Committee for Quality Assurance (NCQA) for the purpose of allowing consumers to compare the performance of health plans.

The HEDIS measures included in this analysis cover the following areas:

- Prevention and Screening
- Chronic Conditions
- Behavioral Health
- Overuse/Appropriateness of Care
- Access/Availability of Care

There are nearly 400 separate HEDIS measure indicators available for reporting. These indicators can include breakdowns by specific age category, gender or other stratifications. In order to focus on high-priority areas for the state, this report included 91 of these measures for analysis. Results for these measures can be found in Appendix A.

Finally, NCQA makes changes to HEDIS measure sets annually. New measures will be introduced and older measures will be retired. There can also be major changes to measure specifications that make year-over-year comparisons not feasible. These changes were addressed in this report, so some measures will not have a complete five years of results reported.

CAHPS Measures

The Consumer Assessment of Healthcare Providers & Systems (CAHPS) survey is a tool for collecting standardized information on enrollees' experiences with health plans and their services. Since its launch in 1997, this survey has become the national standard for measuring and reporting on the experiences of consumers with their health plans.

For over two decades, health plans, public and private purchasers, and other organizations have been using the survey results for important purposes:

- To monitor the performance of health plans and reward plans for high-quality care.
- To support consumers in assessing the quality of health plans and choosing the plans that best meet their needs.
- To identify the strengths and weaknesses of health plans and target areas for improvement.

This report includes CAHPS survey results for the commercial, Medicaid and Medicare Advantage markets. In addition, it includes results for enrollees in the Children's Health

Insurance Plan (CHIP). Adult and child rates are reported separately. Results for these measures can be found in Appendix B.

Data Source

HEDIS results for the commercial and Medicaid markets were obtained directly from the health plans who operate in Utah from Utah Department of Health and Human Services.

The commercial and Medicaid CAHPS data was obtained from the Utah Department of Health and Human Services.

The Medicare Advantage CAHPS data was obtained from Centers for Medicare and Medicaid Services (CMS) annual reports of CAHPS results by state.

<https://ma-pdpcahps.org/en/comparative-data/>

Limitations

Limitations for this analysis include:

- No Statistical Testing: Comparisons were made of the actual rates with no statistical testing to determine if year-over-year comparisons were statistically significant. The analysis highlights measures where the rates changed +/- 5%.
- Commercial CAHPS: The commercial data alternates between Adult and Child surveys every year. There are only two years reported for the commercial Adult survey.
- Medicaid CAHPS: There is no data for the 2019 Child survey; there is no data for the 2020 adult survey.
- Medicare FFS: HEDIS and CAHPS data is not available
- Medicare Advantage: There was no HEDIS data for Medicare Advantage enrollees. There was no CAHPS data for Medicare Advantage enrollees for 2020

HEDIS Findings

The following summarizes the single most improved HEDIS measure within each category for both the Commercial and Medicaid markets, highlighting areas where quality of care advanced the most between 2019 and 2023 (or the relevant time span based on measure specifications).

Commercial Market

- Prevention and Screening: Colorectal cancer screening rates for adults aged 45–50 increased by 18.9% from 29.3% in 2022 to 48.2% in 2023.
- Chronic Condition Management: Controlling high blood pressure improved from 56.6% in 2020 to 64% in 2023.
- Behavioral Health: Follow-up after hospitalization for mental illness (30-day) rose from 64.7% in 2019 to 73.3% in 2023.

- Overuse/Appropriateness: Use of opioids from multiple pharmacies declined from 8.7% in 2019 to 2.2% in 2023.
- Access/Availability of Care: Postpartum care rates increased from 81.6% in 2019 to 86.1% in 2023.

Medicaid Market

- Prevention and Screening: Colorectal cancer screening for adults aged 45–50 improved from 21.2% in 2022 to 29.8% in 2023.
- Chronic Condition Management: Statin therapy for patients with cardiovascular disease rose from 49% in 2019 to 73.2% in 2023.
- Behavioral Health: Antidepressant medication management (acute phase) increased from 49.6% in 2019 to 64.6% in 2023.
- Overuse/Appropriateness: Use of high-dosage opioids dropped from 16.3% in 2019 to 5.4% in 2023.
- Access/Availability of Care: Postpartum care rates improved from 76.9% in 2019 to 79.4% in 2023.

Improvements and Declines by HEDIS categories

HEDIS Prevention and Screening Measures

Prevention and screening measures relate to whether enrollees receive adequate preventive care needed to prevent chronic conditions or other acute health problems. Good preventive care can reduce costly medical treatments.

Improvements in Prevention and Screening Measures

- **Colorectal Cancer Screening (COL)** – The Colorectal Cancer Screening (COL) measure results have improved for the commercial market for people aged 51-75 years, from 66.1% in 2019 to 67.4% in 2023. This measure has some variability during the time frame reported; it dropped to 60.2% in 2020, rose to 66.6% in 2021, and then dropped to 63.2% in 2022 before rising again. In 2021, NCQA changed the measure specifications to include the Medicaid population and added an age band for members who are 45-50 years of age. There were substantial increases for the younger age bands for both markets between 2022 and 2023. The commercial 45-50 rate increased from 29.3% to 48.2% between 2022 and 2023; the Medicaid age 45-50 rate increased from 21.2% to 29.8% for the same time period. The Medicaid results for the older 51-75 age band also increased from 63.2% to 67.4%.
- **Weight Assessment and Counseling for Nutrition and Physical Activity for Children & Adolescents (WCC)** – There are three components for this measure – BMI Percentile, Nutrition Counseling, and Physical Activity Counseling. This measure improved across all components for both the commercial and Medicaid market. Especially noteworthy was the change from 57.8% to 69.5% for the BMI Percentile reported for the commercial market, and the change from 50.5% to 63.6% for the Physical Activity Counseling for the

Medicaid market. These changes reflect the period from 2020 to 2023; there was a specification change between 2019 and 2020, so the 2019 data is not reported.

Declines in Prevention and Screening Measures

- **Breast Cancer Screening (BCS)** – The Breast Cancer Screening rate for the commercial market dropped from 67.5% to 61.8% between 2019 and 2020 and then rose to a rate of 66% which is below the peak rate from 2019. The rate for the Medicaid market has been declining steadily from a rate of 47.2% in 2019 to 41.9% in 2023.
- **Childhood Immunization Status (CIS)** – This measure also has multiple indicators that reflect different vaccine combinations. Childhood immunization rates have been declining across most indicators for both the commercial and Medicaid markets. Combo 10 indicators refer to the percentage of children who have received all the following vaccines by their second birthday: 4 diphtheria, tetanus, and acellular pertussis (DTaP) or anaphylaxis or encephalitis due to the diphtheria, tetanus or pertussis vaccine. Influenza (flu) vaccines. Rotavirus, HepA, and annual influenza vaccinations, or other combination vaccines. For the Combo 10 indicators, the commercial rate has decreased from 56.8% to 49.7% between 2019 and 2023. The Medicaid Combo 10 rate decreased from 41.9% to 36.6% during the same period.

HEDIS Chronic Condition Measures

Chronic care management measures relate to whether enrollees with chronic conditions can receive adequate outpatient management services to prevent worsening of chronic conditions and more costly inpatient and emergency department services.

Improvements in Chronic Condition Measures

- **Controlling High Blood Pressure (CBP)** – This measure has improved for both the commercial and Medicaid markets. The commercial rate increased from 56.6% in 2020 to 64% in 2023. The Medicaid rate increased from 66% to 68% during the same time period.
- **Statin Therapy for Patients With Cardiovascular Disease (SPC), Received Statin Therapy** – This measure reports the percentage of patients with cardiovascular disease who received statin therapy. The Medicaid market had a notable increase from 49% to 73.2% between 2019 and 2023.
- **Hemoglobin A1c Control for Patients with Diabetes (HBD), HbA1c Control < 8%** - There was a drop in performance for both markets between 2019 and 2020, but then performance improved between 2020 and 2023. For the commercial market, there was an overall improvement from 57% to 62.2% between 2019 and 2023. The Medicaid market experienced a drop from 61.3% in 2019 to 50.3% in 2020. The rate climbed after that to a relatively flat change to 61.2% in 2023.
- **Kidney Health Evaluation for Patients with Diabetes (KED), Total** – Both the commercial and Medicaid markets saw an increase in performance since this measure was introduced in 2020. The rate for the commercial market increased from 43.3% to 49.9%

between 2020 and 2023; the rate for the Medicaid market increased from 31.4% to 43.6% during the same time period.

Declines in Chronic Condition Measures

- **Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)** – Measure performance had declined for both the commercial and Medicaid markets. The commercial rate climbed from 83.1 in 2019 to 85.7% in 2022, and then declined to 69.5% in 2023. The Medicaid market had a similar pattern, with the rate increasing from 57.1% to 65.2% between 2019 and 2022, and then declining to 36.2% in 2023.
- **Hemoglobin A1c Control for Patients with Diabetes (HBD), Poor HbA1c Control >9%** – For this measure, a lower score is better. Performance improved for the commercial market, with a rate of 31.1% in 2019 and 28.2% in 2023. The Medicaid market remained relatively flat, with a rate of 29.4% in 2019 and a rate of 29.6% in 2023. Note that both the commercial and Medicaid markets declined between 2019 to 2020, with the commercial rate at 39.4% and the Medicaid rate at 39.9%.
- **Asthma Medication Ratio (AMR), Total** – This measure has declined substantially for the Medicaid market, with a rate of 69.8% in 2019 and a rate of 62.9% in 2023. The highest rate during the period reported was 72.7% in 2020.

HEDIS Behavioral Health Measures

Behavioral health measures relate to whether enrollees with mental health conditions or substance use disorders receive adequate outpatient management services to improve their condition. Positive behavioral health allows people to cope better with everyday stress, and engage in healthy eating, sleeping and exercise habits that can improve their overall health status. The cost impact for these measures is not as direct as other measures, but investment in adequate access to behavioral health programs can lead to better overall health outcomes which will reduce cost.

Improvements in Behavioral Health Measures

- **Antidepressant Medication Management (AMM)** – There are two indicators for this measure – the effective acute phase and the continuation phase. Both markets improved across all indicators. Especially noteworthy was the improvement for the effective acute phase indicator for the Medicaid market, which increased from 49.6% in 2019 to 69.1% in 2022; it then dropped to 64.6% in 2023.
- **Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD)** – This measure is only reported for the Medicaid market. The rate improved from 57.6% to 67.6% between 2019 and 2023.
- **Follow-Up after Hospitalization for Mental Illness (FUH), 18-64 Years** – This measure improved for patients aged 18-64 years for both the 30-Day Follow-Up and the 7-Day Follow-Up indicators. For the commercial market, the 30-Day Follow-Up rate improved from 64.7% to 73.3% between 2019 and 2023, while the 7-Day Follow-Up rate increased from 42.8% to 50.9% during the same time period. For the Medicaid market, the 30-Day

Follow-Up rate increased from 33.3% to 53% while the 7-Day Follow-Up rate improved from 26.5% to 33.3% between 2019 and 2023.

- **Prenatal Depression Screening and Follow-Up (PND-E), Depression Screening** – There was improvement for this measure for both the commercial and Medicaid markets. The measure was new for the commercial market in 2020; the rate improved from 17.2% in the first year to 23.6% in 2023. The measure was new for the Medicaid market in 2021; there was an improvement from 21.8% in the first year to 37.2% in 2023.

Declines in Behavioral Health Measures

- **Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medication (SSD)** – This measure is only reported for the Medicaid population. There was a decline in performance from 88.8% in 2019 to 81% in 2023.
- **Follow-Up After Emergency Department Visit for Mental Illness (FUM), 30-Day Follow-Up, 18-64 Years** – While this measure improved in both markets for patients ages 6-17 years old, there was a decline in performance for patients ages 18-64 Years for the Medicaid market from 50% in 2019 to 42% in 2023. Note that rates improved for the 18-64 Years commercial market.
- **Follow-Up after Hospitalization for Mental Illness (FUH), 6-17 Years** – While this measure improved in both markets for patients ages 18-64 Years, it declined for the Medicaid market for the 6-17 year age band. For the 30-Day Follow-Up, the rate decreased from 56% to 52.2%. For the 7-Day Follow-Up meeting declined from 38% to 17.4%. Note for the commercial market, the rates for these two measure indicators increased slightly.
- **Prenatal Depression Screening and Follow-Up (PND-E), Follow-Up on Positive Screen** – While there were improvements in depression screening for both markets, there were declines in follow-ups on positive screens for both markets. The commercial market declined from 44% in 2020 to 22.1% in 2023; the highest rate was 59.2% in 2021. For the Medicaid market, the rate declined from 46.6% in 2021 to 30.3% in 2023.
- **Postpartum Depression Screening and Follow-Up (PDS-E)** – There are two indicators for this measure – Depression Screening and Follow-Up on Positive Screen. The rates declined for all indicators for both markets. For the commercial market, the Depression Screening rate for 2021 was 16.2% in 2020 and 13.2% in 2023; the rate for Follow-Up on Positive Screen declined from 58.5% to 35.2% during the same time frame. For the Medicaid market, the Depression Screening rate declined from 38.2% in 2021 to 20.4% in 2023; the Follow-Up on Positive screen improved from 47.7% to 57.9% during the same time period.

HEDIS Overuse/Appropriateness Measures

These HEDIS measures are used to identify areas where healthcare is either overused or used inappropriately. Improvements in these areas can have a positive impact on the quality care to patients and can also reduce costs.

Improvements in Overuse/Appropriateness Measures

- **Use of Opioids at High Dosage (HDO)** – For this measure, a lower score is better. For the Medicaid market, the measure improved from a rate of 16.3% in 2019 to a rate of 5.4% in 2023. The rate for the commercial market also improved, decreasing from 8.7% to 6% during the same time frame.
- **Use of Opioids from Multiple Providers (UOP)** – For this measure, a lower score is better. This measure tracks three indicators – opioid prescriptions from multiple prescribers, multiple pharmacies, and both multiple prescribers and pharmacies – that could potentially cause overuse of opioids. For both markets, there were improvements across all three indicators between 2019 and 2023. The biggest improvement was the use of multiple pharmacies for the commercial market, decreasing from 8.7% to 2.2% between 2019 and 2023.

HEDIS Access/Availability of Care Measures

HEDIS access/availability of care measures relate to whether enrollees are able to access primary care providers at least annually, whether children are able to access appropriate well-child and well-care services, and whether pregnant women are able to access adequate prenatal and postpartum care. Appropriate access to care can avoid costly complications that lead to more expensive care.

Improvements in Access/Availability of Care Measures

- **Child and Adolescent Well-Care Visits (WCV), Total** – This measure was new in 2020. For the Medicaid market, there was an improvement from 41.1% in 2020 to 47.5% in 2023. The commercial market improved from 44% to 48.9% during the same time period.
- **Prenatal and Postpartum Care (PPC), Postpartum Care** – For both markets, the rate for Postpartum care dropped between 2019 and 2020 during the COVID period but then increased to an overall improved rate between 2019 and 2023. The Medicaid market improved from 76.9% to 79.4% between 2019 and 2023; the commercial market improved from 81.6% to 86.1% during the same time period.

Declines in Access/Availability of Care Measures

- **Adults' Access to Preventive/Ambulatory Health Services (AAP), Total** – The rate for the Medicaid market has been dropping steadily from 86.9% in 2019 to 75.7% in 2023. In contrast, the rate for the commercial market has stayed fairly steady, with a rate 94.2% in 2019 and a rate of 94.4% in 2023.
- **Prenatal and Postpartum Care (PPC), Timeliness of Prenatal Care** – Similar to the Postpartum Care measure, there was a drop in performance for both markets between 2019 and 2020 for the Timeliness of Prenatal Care indicator. The rates still have not returned to their pre-COVID level; the rate declined from 80.1% to 77.9% for the commercial market and 89.6% to 86.5% for the Medicaid market.

CAHPS Findings

CAHPS Child Surveys

The CAHPS Child surveys are reported for the commercial, Medicaid and CHIP populations.

- **Getting Needed Care Composite, Child (Usually + Always)** – The rate for the commercial market declined from 93% to 90% between the 2020 and 2022 survey. The Medicaid market declined from 89% to 87% between the 2020 and 2023 survey. There was no change between 2019 and 2023 rates for the CHIP enrollees.
- **Getting Care Quickly Composite, Child (Usually + Always)** – There were declines for these rates for all three markets. The CHIP enrollees declined from 90% to 86% between 2019 and 2023. The commercial market declined from 95% to 89% between 2020 and 2022. The Medicaid market declined from 91% to 86% between 2020 and 2023.
- **Rating of Health Care Quality, Child (8,9,10)** – This rate indicates how many people chose a rate of 8, 9 or 10 when rating on a scale of 1 to 10. The rate for the CHIP population improved from 89% in 2019 to 95% in 2023. The rate for the commercial population declined slightly from 89% in 2020 to 87% in 2022. There was no change between 2020 and 2023 for the Medicaid population.
- **Rating of Specialist, Child (8,9,10)** – There were declines in the rating of specialists for all three populations. The CHIP enrollees declined from 89% in 2019 to 83% in 2023. For the commercial market, the rate declined from 85% in 2020 to 83% in 2023. The Medicaid population declined from 84% in 2020 to 83% in 2023.
- **Rating of Health Plan, Child (8,9,10)** – For CHIP enrollees, the rating of health plans improved from 77% in 2019 to 84% in 2023. For the commercial market, the rating declined from 70% in 2020 to 67% in 2022. The Medicaid market improved slightly from 84% in 2020 to 85% in 2023.

CAHPS Adult Surveys

The CAHPS Adult surveys are reported for the commercial, Medicaid and Medicare Advantage populations.

- **Getting Needed Care Composite, Adult (Usually + Always)** – The rates for this measure declined for all markets. For the commercial market, the rate declined from 88% in 2019 to 83% in 2023. The Medicaid market declined from 85% to 83% during the same time period. The decline for the Medicare Advantage market was from 86% in 2019 to 83% in 2023.
- **Getting Care Quickly Composite, Adult (Usually + Always)** – There were declines in the commercial and Medicaid market for this measure. For the commercial market, the rate declined from 85% in 2019 to 81% in 2023; the Medicaid market declined slightly from 83% to 82% during the same time period. The Medicare Advantage market improved slightly from 80% in 2019 to 81% in 2020.
- **Customer Service Composite, Adult (Usually + Always)** – Results for the commercial market improved from 90% in 2019 to 97% in 2023. The Medicaid market also saw a

small improvement from 92% to 94% for the same time period. The Medicare Advantage market declined slightly from 91% in 2019 to 90% in 2023.

- **Rating of Healthcare Quality, Adult (8,9,10)** – The rating of healthcare quality declined for all markets. For the commercial market, the rate declined from 80% in 2019 to 75% in 2023. The ratings for Medicaid declined from 76% to 74% during the same time period; the Medicare Advantage rating declined from 89% to 87%.
- **Rating of Specialist, Adult (8,9,10)** – This measure is only reported for the commercial and Medicaid populations. The rating declined from 84% in 2019 to 81% in 2023 for the Medicaid market. The rating improved slightly for the commercial market from 82% to 83% for the same time period.
- **Rating of Drug Plan, Adult (8,9,10)** – This measure only applies to the Medicare Advantage population. There was an improvement for this measure from 84% in 2019 to 88% in 2023.

This report provides a comprehensive view of healthcare quality and patient experience in Utah across commercial, Medicaid, Medicare Advantage, and CHIP populations from 2019 to 2023. While there are some clear signs of progress such as improved colorectal cancer screenings among young adults, better chronic disease management in some areas, and reductions in high-risk opioid use, significant challenges remain. Declines in childhood immunization rates, access to timely prenatal care, and overall patient satisfaction highlight persistent gaps in the system.

As the Collaborative continues its mission to reduce healthcare spending growth, improving quality and access must remain central. These findings offer a roadmap for targeted improvements that can lead to both better outcomes and more sustainable costs across Utah's healthcare system.

Appendix A – HEDIS Measure Results

	HEDIS Rates					Overall Trend
	2019	2020	2021	2022	2023	
Prevention and Screening						
Adult Immunization Status (AIS-E), Influenza						
Commercial	*	*	*	*	30.0%	
Medicaid	*	*	*	*	22.5%	
Adult Immunization Status (AIS-E), Pneumococcal						
Commercial	*	*	*	*	58.6%	
Medicaid	*	*	*	*	67.6%	
Adult Immunization Status (AIS-E), Td/Tdap						
Commercial	*	*	*	*	49.7%	
Medicaid	*	*	*	*	48.4%	
Adult Immunization Status (AIS-E), Zoster						
Commercial	*	*	*	*	29.3%	
Medicaid	*	*	*	*	18.0%	
Breast Cancer Screening (BCS-E), Total						
Commercial	67.5%	61.8%	64.7%	67.5%	66.0%	↓
Medicaid	47.2%	44.6%	45.1%	42.7%	41.9%	↓
Cervical Cancer Screening (CCS)						
Commercial	69.3%	62.2%	69.9%	70.6%	69.4%	↑
Medicaid	54.1%	37.8%	51.0%	52.8%	50.7%	↓
Childhood Immunization Status (CIS), Combo 10						
Commercial	56.8%	56.5%	63.1%	55.5%	49.7%	↓
Medicaid	41.9%	38.8%	40.8%	35.9%	36.6%	↓
Childhood Immunization Status (CIS), Combo 3						
Commercial	75.8%	72.5%	80.0%	77.3%	76.3%	↑
Medicaid	74.8%	67.8%	66.9%	62.3%	67.0%	↓
Childhood Immunization Status (CIS), Combo 7						
Commercial	73.3%	68.0%	75.8%	72.1%	71.8%	↓
Medicaid	65.3%	60.3%	61.1%	56.6%	60.6%	↓
Chlamydia Screening in Women (CHL), Total						
Commercial	35.8%	34.8%	32.8%	33.4%	34.7%	↓

	HEDIS Rates					Overall Trend
	2019	2020	2021	2022	2023	
Medicaid	39.7%	35.7%	39.5%	39.8%	40.2%	↑
Colorectal Cancer Screening (COL), Age 46-50 Years						
Commercial	*	*	*	29.3%	48.2%	↑
Medicaid	*	*	*	21.2%	29.8%	↑
Colorectal Cancer Screening (COL), Age 51-75 Years						
Commercial	66.1%	60.2%	66.6%	63.2%	67.4%	↑
Medicaid	*	*	*	39.4%	44.1%	↑
Immunizations for Adolescents (IMA), Combo 1						
Commercial	88.0%	87.4%	87.4%	87.2%	86.2%	↓
Medicaid	87.0%	83.0%	83.3%	81.3%	82.3%	↓
Immunizations for Adolescents (IMA), Combo 2						
Commercial	25.5%	29.6%	32.6%	30.8%	29.0%	↑
Medicaid	35.2%	32.2%	34.0%	31.7%	31.7%	↓
Weight Assessment and Counseling for Nutrition and Physical Activity for Children & Adolescents (WCC), BMI Percentile, Total						
Commercial	*	57.8%	71.5%	68.0%	69.5%	↑
Medicaid	*	75.8%	76.2%	77.0%	83.7%	↑
Weight Assessment and Counseling for Nutrition and Physical Activity for Children & Adolescents (WCC), Nutrition Counseling, Total						
Commercial	*	52.1%	64.1%	58.0%	59.7%	↑
Medicaid	*	58.3%	64.6%	66.6%	68.2%	↑
Weight Assessment and Counseling for Nutrition and Physical Activity for Children & Adolescents (WCC), Physical Activity Counseling, Total						
Commercial	*	48.3%	63.4%	51.7%	55.9%	↑
Medicaid	*	50.5%	56.5%	60.1%	63.6%	↑
Chronic Conditions - Cardiovascular Conditions						
Controlling High Blood Pressure (CBP)						
Commercial	*	56.6%	65.1%	63.9%	64.0%	↑
Medicaid	*	66.0%	63.8%	66.3%	68.0%	↑
Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)						
Commercial	83.1%	84.5%	81.1%	85.7%	69.5%	↓
Medicaid	57.1%	63.8%	61.4%	65.2%	36.2%	↓
Statin Therapy for Patients With Cardiovascular Disease (SPC), Received Statin Therapy, Total						

	HEDIS Rates					Overall Trend
	2019	2020	2021	2022	2023	
Commercial	84.8%	83.0%	84.1%	81.8%	81.7%	↓
Medicaid	49.0%	56.0%	71.3%	66.6%	73.2%	↑
Statin Therapy for Patients With Cardiovascular Disease (SPC), Received Statin Therapy, Total						
Commercial	79.2%	81.1%	79.1%	79.9%	79.7%	↑
Medicaid	57.3%	70.1%	52.9%	57.2%	53.4%	↓
Chronic Conditions - Diabetes						
Blood Pressure Control for Patients with Diabetes (BPD)						
Commercial	*	*	*	69.5%	70.0%	↑
Medicaid	*	*	*	71.3%	67.6%	↓
Eye Exam for Patients with Diabetes (EED)						
Commercial	*	*	*	51.9%	47.8%	↓
Medicaid	*	*	*	52.8%	55.0%	↑
Hemoglobin A1c Control for Patients with Diabetes (HBD), HbA1c Control < 8%						
Commercial	57.0%	52.2%	58.8%	59.7%	62.2%	↑
Medicaid	61.3%	50.3%	55.4%	56.4%	61.2%	↓
Hemoglobin A1c Control for Patients with Diabetes (HBD), Poor HbA1c Control >9% (Note that a lower score is better for this measure)						
Commercial	31.1%	39.4%	32.0%	30.1%	28.2%	↓
Medicaid	29.4%	39.9%	34.7%	34.2%	29.6%	↑
Kidney Health Evaluation for Patients with Diabetes (KED), Total						
Commercial	*	43.3%	46.7%	47.3%	49.9%	↑
Medicaid	*	31.4%	34.6%	39.3%	43.6%	↓
Chronic Conditions - Respiratory Conditions						
Asthma Medication Ratio (AMR), Total						
Commercial	84.0%	84.1%	84.0%	85.4%	87.3%	↑
Medicaid	69.8%	72.7%	63.8%	62.2%	62.9%	↓
Behavioral Health						
Antidepressant Medication Management (AMM), Continuation Phase						
Commercial	53.0%	55.9%	55.6%	56.7%	60.2%	↑
Medicaid	34.6%	43.2%	46.5%	52.0%	44.7%	↑
Antidepressant Medication Management (AMM), Effective Acute Phase						
Commercial	69.0%	72.1%	69.9%	72.1%	78.6%	↑
Medicaid	49.6%	60.2%	63.6%	69.1%	64.6%	↑

	HEDIS Rates					Overall Trend
	2019	2020	2021	2022	2023	
Cardiovascular Monitoring for People with Cardiovascular Disease and Schizophrenia (SMC)						
Commercial	*	*	*	*	*	
Medicaid	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	
Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD)						
Commercial	*	*	*	*	*	
Medicaid	57.6%	54.9%	60.3%	60.6%	67.6%	↑
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medication (SSD)						
Commercial	*	*	*	*	*	
Medicaid	88.8%	82.7%	83.0%	80.6%	81.0%	↓
Diagnosed Mental Health Disorders (DMH), 1-17 Years						
Commercial	*	*	*	18.7%	19.8%	↑
Medicaid	*	*	*	15.5%	19.3%	↑
Diagnosed Mental Health Disorders (DMH), 18-64 Years						
Commercial	*	*	*	29.3%	30.2%	↑
Medicaid	*	*	*	37.1%	42.1%	↑
Diagnosed Mental Health Disorders (DMH), 65+ Years						
Commercial	*	*	*	24.6%	25.3%	↑
Medicaid	*	*	*	34.3%	36.0%	↑
Diagnosed Substance Use Disorders (DSU), Alcohol Use Disorder, 13-17 Years						
Commercial	*	*	*	0.1%	0.1%	-
Medicaid	*	*	*	0.2%	0.3%	↑
Diagnosed Substance Use Disorders (DSU), Alcohol Use Disorder, 18-64 Years						
Commercial	*	*	*	0.9%	0.9%	-
Medicaid	*	*	*	3.2%	3.5%	↑
Diagnosed Substance Use Disorders (DSU), Alcohol Use Disorder, 65+ Years						
Commercial	*	*	*	0.7%	0.7%	-
Medicaid	*	*	*	1.9%	1.5%	↓
Diagnosed Substance Use Disorders (DSU), Alcohol Use Disorder, Total						
Commercial	*	*	*	0.8%	0.8%	-
Medicaid	*	*	*	2.5%	2.7%	↑
Diagnosed Substance Use Disorders (DSU), Opioid Use Disorder, 13-17 Years						

	HEDIS Rates					Overall Trend
	2019	2020	2021	2022	2023	
Commercial	*	*	*	0.0%	0.0%	
Medicaid	*	*	*	0.0%	0.0%	
Diagnosed Substance Use Disorders (DSU), Opioid Use Disorder, 18-64 Years						
Commercial	*	*	*	0.5%	0.5%	-
Medicaid	*	*	*	4.5%	5.4%	↑
Diagnosed Substance Use Disorders (DSU), Opioid Use Disorder, 65+ Years						
Commercial	*	*	*	0.8%	0.9%	↑
Medicaid	*	*	*	2.8%	3.7%	↑
Diagnosed Substance Use Disorders (DSU), Opioid Use Disorder, Total						
Commercial	*	*	*	0.4%	0.5%	↑
Medicaid	*	*	*	3.4%	4.2%	↑
Diagnosed Substance Use Disorders (DSU), Other Substance Use Disorder, 13-17 Years						
Commercial	*	*	*	0.4%	0.4%	-
Medicaid	*	*	*	0.5%	0.5%	-
Diagnosed Substance Use Disorders (DSU), Other Substance Use Disorder, 18-64 Years						
Commercial	*	*	*	0.5%	0.5%	-
Medicaid	*	*	*	4.8%	5.4%	↑
Diagnosed Substance Use Disorders (DSU), Other Substance Use Disorder, 65+ Years						
Commercial	*	*	*	0.4%	0.4%	-
Medicaid	*	*	*	1.9%	1.8%	↓
Diagnosed Substance Use Disorders (DSU), Other Substance Use Disorder, Total						
Commercial	*	*	*	0.5%	0.5%	-
Medicaid	*	*	*	3.7%	4.2%	↑
Follow-Up After Emergency Department Visit for Mental Illness (FUM), 30-Day Follow-Up, 18-64 Years						
Commercial	62.1%	56.3%	58.6%	58.9%	63.5%	↑
Medicaid	Denom < 30**	35.6%	35.6%	39.8%	42.0%	↑
Follow-Up After Emergency Department Visit for Mental Illness (FUM), 30-Day Follow-Up, 6-17 Years						
Commercial	65.6%	66.7%	69.1%	75.3%	76.3%	↑
Medicaid	51.2%	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	

	HEDIS Rates					Overall Trend
	2019	2020	2021	2022	2023	
Follow-Up After Emergency Department Visit for Mental Illness (FUM), 30-Day Follow-Up, 65+ Years						
Commercial	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	
Medicaid	*	*	*	*	*	
Follow-Up After Emergency Department Visit for Mental Illness (FUM), 7-Day Follow-Up, 18-64 Years						
Commercial	50.8%	40.3%	41.6%	42.5%	46.2%	↓
Medicaid	Denom < 30**	24.7%	25.7%	29.0%	28.3%	↑
Follow-Up After Emergency Department Visit for Mental Illness (FUM), 7-Day Follow-Up, 6-17 Years						
Commercial	44.2%	47.0%	47.4%	56.5%	53.3%	↑
Medicaid	27.9%	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	
Follow-Up After Emergency Department Visit for Mental Illness (FUM), 7-Day Follow-Up, 65+ Years						
Commercial	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	
Medicaid	*	*	*	*	*	
Follow-Up After Emergency Department Visit for Substance Use (FUA), 30-Day Follow-Up, 13-17 Years						
Commercial	*	*	*	37.3%	43.5%	↑
Medicaid	*	*	*	*	*	
Follow-Up After Emergency Department Visit for Substance Use (FUA), 30-Day Follow-Up, 18+ Years						
Commercial	*	*	*	32.8%	39.3%	↑
Medicaid	*	*	*	37.8%	38.1%	↑
Follow-Up After Emergency Department Visit for Substance Use (FUA), 7-Day Follow-Up, 13-17 Years						
Commercial	*	*	*	20.9%	31.9%	↑
Medicaid	*	*	*	*	*	
Follow-Up After Emergency Department Visit for Substance Use (FUA), 7-Day Follow-Up, 18+ Years						
Commercial	*	*	*	20.7%	27.9%	↑
Medicaid	*	*	*	26.0%	27.0%	↑
Follow-Up After High Intensity Care for Substance Use Disorder (FUI), 30-Day Follow-Up, 13-17 Years						
Commercial	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	

	HEDIS Rates					Overall Trend
	2019	2020	2021	2022	2023	
Medicaid	*	*	*	*	*	
Follow-Up After High Intensity Care for Substance Use Disorder (FUI), 30-Day Follow-Up, 18-64 Years						
Commercial	57.4%	63.4%	62.3%	62.8%	61.2%	↑
Medicaid	Denom < 30**	35.7%	39.2%	44.2%	46.1%	↑
Follow-Up After High Intensity Care for Substance Use Disorder (FUI), 30-Day Follow-Up, 65+ Years						
Commercial	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	
Medicaid	*	*	*	*	*	
Follow-Up After High Intensity Care for Substance Use Disorder (FUI), 7-Day Follow-Up, 13-17 Years						
Commercial	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	
Medicaid	*	*	*	*	*	
Follow-Up After High Intensity Care for Substance Use Disorder (FUI), 7-Day Follow-Up, 18-64 Years						
Commercial	39.7%	41.2%	42.4%	43.0%	38.7%	↓
Medicaid	Denom < 30**	20.7%	22.8%	24.5%	27.2%	↑
Follow-Up After High Intensity Care for Substance Use Disorder (FUI), 7-Day Follow-Up, 65+ Years						
Commercial	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	
Medicaid	*	*	*	*	*	
Follow-Up after Hospitalization for Mental Illness (FUH), 30-Day Follow-Up, 18-64 Years						
Commercial	64.7%	70.5%	69.5%	69.9%	73.3%	↑
Medicaid	Denom < 30**	43.0%	50.6%	47.7%	53.0%	↑
Follow-Up after Hospitalization for Mental Illness (FUH), 30-Day Follow-Up, 6-17 Years						
Commercial	71.1%	73.6%	72.7%	71.8%	73.2%	↑
Medicaid	56.0%	38.7%	55.9%	Denom < 30**	Denom < 30**	
Follow-Up after Hospitalization for Mental Illness (FUH), 30-Day Follow-Up, 65+ Years						
Commercial	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	
Medicaid	*	*	*	*	*	
Follow-Up after Hospitalization for Mental Illness (FUH), 7-Day Follow-Up, 18-64 Years						
Commercial	42.8%	50.5%	47.2%	47.6%	50.9%	↑

	HEDIS Rates					Overall Trend
	2019	2020	2021	2022	2023	
Medicaid	Denom < 30**	26.5%	31.7%	27.6%	34.3%	↑
Follow-Up after Hospitalization for Mental Illness (FUH), 7-Day Follow-Up, 6-17 Years						
Commercial	51.5%	53.8%	51.4%	49.0%	51.2%	↓
Medicaid	38.0%	22.6%	38.2%	Denom < 30**	Denom < 30**	
Follow-Up after Hospitalization for Mental Illness (FUH), 7-Day Follow-Up, 65+ Years						
Commercial	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	Denom < 30**	
Medicaid	*	*	*	*	*	
Pharmacotherapy for Opioid Use Disorder (POD), Total						
Commercial	22.9%	24.7%	20.8%	25.3%	23.8%	↑
Medicaid	20.0%	18.5%	21.6%	21.6%	16.3%	↓
Postpartum Depression Screening and Follow-Up (PDS-E), Depression Screening						
Commercial	*	16.2%	7.0%	16.8%	13.2%	↓
Medicaid	*	*	38.2%	29.1%	20.4%	↓
Postpartum Depression Screening and Follow-Up (PDS-E), Follow-Up on Positive Screen						
Commercial	*	58.5%	61.1%	33.4%	35.2%	↓
Medicaid	*	*	47.7%	67.1%	57.9%	↑
Prenatal Depression Screening and Follow-Up (PND-E), Depression Screening						
Commercial	*	17.2%	13.2%	27.2%	23.6%	↑
Medicaid	*	*	21.8%	39.5%	37.2%	↑
Prenatal Depression Screening and Follow-Up (PND-E), Follow-Up on Positive Screen						
Commercial	*	44.0%	59.2%	34.6%	22.1%	↓
Medicaid	*	*	46.6%	60.5%	30.3%	↓
Access/Availability of Care						
Adults' Access to Preventive/Ambulatory Health Services (AAP), Total						
Commercial	94.2%	93.8%	94.4%	94.5%	94.4%	↑
Medicaid	86.9%	80.2%	75.0%	72.3%	75.7%	↓
Prenatal and Postpartum Care (PPC), Postpartum Care						
Commercial	81.6%	77.1%	85.6%	85.3%	86.1%	↓
Medicaid	76.9%	71.8%	77.4%	78.3%	79.4%	↑
Prenatal and Postpartum Care (PPC), Timeliness of Prenatal Care						
Commercial	80.1%	68.6%	80.6%	79.3%	77.9%	↓
Medicaid	89.6%	77.7%	83.3%	86.1%	86.5%	↓

	HEDIS Rates					Overall Trend
	2019	2020	2021	2022	2023	
Overuse/Appropriateness						
Appropriate Treatment for Upper Respiratory Infection (URI), Total						
Commercial	85.1%	87.8%	93.2%	91.1%	88.3%	↑
Medicaid	93.1%	93.6%	94.9%	94.5%	94.1%	↑
Use of Imaging Studies for Low Back Pain (LBP), Total						
Commercial	77.8%	78.7%	78.0%	75.9%	74.6%	↓
Medicaid	74.0%	72.1%	73.5%	72.9%	71.2%	↓
Use of Opioids at High Dosage (HDO) (Note that a lower score is better for this measure)						
Commercial	8.7%	8.2%	7.6%	6.6%	6.0%	↓
Medicaid	16.3%	11.5%	6.7%	5.3%	5.4%	↓
Use of Opioids from Multiple Providers (UOP), Multiple Pharmacies (Note that a lower score is better for this measure)						
Commercial	8.7%	3.4%	3.3%	1.4%	2.2%	↓
Medicaid	5.4%	5.4%	3.9%	2.4%	3.3%	↓
Use of Opioids from Multiple Providers (UOP), Multiple Prescribers (Note that a lower score is better for this measure)						
Commercial	16.8%	14.4%	15.3%	15.2%	13.6%	↓
Medicaid	16.4%	16.0%	18.0%	17.9%	15.5%	↓
Use of Opioids from Multiple Providers (UOP), Multiple Prescribers and Multiple Pharmacies (Note that a lower score is better for this measure)						
Commercial	4.5%	1.7%	1.6%	0.7%	1.0%	↓
Medicaid	2.8%	3.2%	2.4%	1.4%	1.6%	↓
Utilization						
Child and Adolescent Well-Care Visits (WCV), Total						
Commercial	*	44.0%	47.2%	47.3%	48.9%	↑
Medicaid	*	41.1%	43.8%	43.6%	47.5%	↑
Risk Adjusted Utilization						
Acute Hospital Utilization (AHU), Observed-to-Expected Ratio, All genders, Total						
Commercial	0.9403	0.7943	1.8481	0.4878	0.4776	↓
Medicaid	*	*	*	*	*	
Acute Hospital Utilization (AHU), Observed-to-Expected Ratio, Female, Total						
Commercial	0.9947	0.7733	1.7535	0.4197	0.4174	↓
Medicaid	*	*	*	*	*	

	HEDIS Rates					Overall Trend
	2019	2020	2021	2022	2023	
Acute Hospital Utilization (AHU), Observed-to-Expected Ratio, Male, Total						
Commercial	0.8875	0.8221	1.9722	0.5830	0.5614	↓
Medicaid	*	*	*	*	*	
Emergency Department Utilization (EDU), Observed-to-Expected Ratio, All genders, Total						
Commercial	0.7686	0.6524	0.7400	0.7560	0.7496	↓
Medicaid	*	*	*	*	*	
Emergency Department Utilization (EDU), Observed-to-Expected Ratio, Female, Total						
Commercial	0.7721	0.6635	0.7331	0.7634	0.7569	↓
Medicaid	*	*	*	*	*	
Emergency Department Utilization (EDU), Observed-to-Expected Ratio, Male, Total						
Commercial	0.7636	0.6849	0.7497	0.7463	0.7398	↓
Medicaid	*	*	*	*	*	
Plan All-Cause Readmissions (PCR), Observed Rate, Total (Note that a lower score is better for this measure)						
Commercial	*	4.3%	4.7%	4.7%	4.5%	↑
Medicaid	*	8.5%	9.2%	9.1%	8.5%	-
Plan All-Cause Readmissions (PCR), Observed-to-Expected Ratio, Total						
Commercial	*	0.4705	0.5109	0.5108	0.5049	↑
Medicaid	*	0.7901	0.9162	0.9521	0.8444	↑

* No data reported for this time period.

** Rate suppressed because denominator is less than 30.

Appendix B – CAHPS Measure Results

	CAHPS Rates					
	2019	2020	2021	2022	2023	Trend
Adult Survey Measures						
Getting Needed Care Composite, Adult (Usually + Always)						
Commercial	88%	*	90%	0%	83%	↓
Medicaid	85%	*	86%	84%	83%	↓
Medicare Advantage	86%	*	85%	83%	83%	↓
Getting Care Quickly Composite, Adult (Usually + Always)						
Commercial	85%	*	87%	0%	81%	↓
Medicaid	83%	*	83%	83%	82%	↓
Medicare Advantage	80%	*	82%	80%	81%	↑
Customer Service Composite, Adult (Usually + Always)						
Commercial	90%	*	97%	0%	97%	↑
Medicaid	92%	*	93%	94%	94%	↑
Medicare Advantage	91%	*	90%	91%	90%	↓
Doctor Communication Composite, Adult (Usually + Always)						
Commercial	96%	*	96%	0%	95%	↓
Medicaid	93%	*	93%	93%	93%	-
Medicare Advantage	*	*	*	*	*	
Rating of Health Care Quality, Adult (8,9,10)						
Commercial	80%	*	81%	*	75%	↓
Medicaid	76%	*	76%	77%	74%	↓
Medicare Advantage	89%	*	89%	89%	87%	↓
Rating of Health Plan, Adult (8,9,10)						
Commercial	66%	*	70%	*	66%	-
Medicaid	74%	*	74%	74%	75%	↑
Medicare Advantage	87%	*	89%	89%	89%	↑
Rating of Personal Doctor, Adult (8,9,10)						
Commercial	86%	*	87%	*	86%	-
Medicaid	85%	*	83%	83%	84%	↓
Medicare Advantage	*	*	*	*	*	
Rating of Specialist, Adult (8,9,10)						
Commercial	82%	*	85%	*	83%	↑

Medicaid	84%	*	80%	82%	81%	↓
Medicare Advantage	*	*	*	*	*	
Child Survey Measures						
Getting Needed Care Composite, Child (Usually + Always)						
CHIP	91%	87%	93%	89%	91%	-
Commercial	0%	93%	0%	90%	0%	↓
Medicaid	0%	89%	88%	89%	87%	↓
Getting Care Quickly Composite, Child (Usually + Always)						
CHIP	90%	91%	87%	85%	86%	↓
Commercial	0%	95%	0%	89%	0%	↓
Medicaid	0%	91%	88%	87%	86%	↓
Customer Service Composite, Child (Usually + Always)						
CHIP	96%	98%	97%	96%	96%	-
Commercial	0%	99%	0%	99%	0%	-
Medicaid	0%	98%	98%	97%	96%	↓
Doctor Communication Composite, Child (Usually + Always)						
CHIP	96%	97%	97%	95%	96%	-
Commercial	0%	98%	0%	98%	0%	-
Medicaid	0%	97%	96%	96%	96%	↓
Rating of Health Care Quality, Child (8,9,10)						
CHIP	89%	87%	95%	88%	95%	↑
Commercial	*	89%	*	87%	*	↓
Medicaid	*	88%	89%	87%	88%	-
Rating of Health Plan, Child (8,9,10)						
CHIP	77%	80%	88%	85%	84%	↑
Commercial	*	70%	*	67%	*	↓
Medicaid	*	84%	85%	86%	85%	↑
Rating of Personal Doctor, Child (8,9,10)						
CHIP	95%	94%	91%	93%	97%	↑
Commercial	*	94%	*	92%	*	↓
Medicaid	*	93%	93%	92%	91%	↓
Rating of Specialist, Child (8,9,10)						
CHIP	89%	89%	90%	89%	83%	↓
Commercial	*	85%	*	83%	*	↓

Medicaid	*	84%	91%	89%	83%	↓
These measures only apply to the Medicare Advantage population.						
Annual Flu Vaccine, Adult						
Medicare Advantage	76%	*	82%	79%	78%	↑
Care Coordination, Adult (Usually + Always)						
Medicare Advantage	87%	*	88%	88%	87%	-
Getting Needed Prescription Drugs, Adult (Usually + Always)						
Medicare Advantage	91%	*	92%	91%	91%	-
Rating of Drug Plan, Adult (8,9,10)						
Medicare Advantage	84%	*	87%	87%	88%	↑

* No data reported for this time period.