



















2018 Adult CAHPS® Rate Chart by Survey Section

| Survey Section: <i>Your Health Care in the Last Six Months</i>                                     | Health Plan         |                               |                                  |                |                  |                       |                |                   |              | Weighted Average |
|--|---------------------|-------------------------------|----------------------------------|----------------|------------------|-----------------------|----------------|-------------------|--------------|------------------|
|  | Aetna Better Health | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |                  |
| Needed Care Right Away (Usually or Always)   | 84.55%              | 86.28%                        | 89.60%                           | 87.36%         | 83.46%           | 85.98%                | 84.03%         | 82.81%            | 92.12%       | 86.75%           |
| Appointment for Routine Care When Needed (Usually or Always)                                       | 78.41%              | 84.59%                        | 85.76%                           | 84.08%         | 81.74%           | 80.81%                | 80.25%         | 85.58%            | 84.57%       | 83.30%           |
| Talk About Preventing Illness (Yes)  | 71.50%              | 74.93%                        | 74.43%                           | 74.84%         | 72.80%           | 76.65%                | 76.17%         | 75.00%            | 67.48%       | 73.43%           |
| Talk About the Reasons You Might Want to Take a Medicine (Yes)                                     | 90.82%              | 93.72%                        | 89.94%                           | 94.87%         | 96.18%           | 85.71%                | 88.14%         | 92.92%            | 94.95%       | 92.47%           |
| Talk About the Reasons You Might Not Want to Take a Medicine (Yes)                                 | 67.68%              | 72.77%                        | 60.00%                           | 70.19%         | 64.89%           | 63.10%                | 59.83%         | 69.91%            | 69.77%       | 66.92%           |
| Asked About Best Choice for You Regarding Medications (Yes)  | 76.53%              | 80.93%                        | 78.09%                           | 83.85%         | 78.46%           | 77.38%                | 75.86%         | 79.65%            | 75.46%       | 78.60%           |
| Satisfaction with Health Care (Rating of 8 to 10)  | 66.67%              | 77.31%                        | 74.05%                           | 72.82%         | 74.79%           | 75.13%                | 76.37%         | 75.97%            | 77.64%       | 74.94%           |
| Getting Care You Need (Usually or Always)  | 84.04%              | 90.45%                        | 83.91%                           | 85.21%         | 89.50%           | 87.18%                | 85.65%         | 87.55%            | 88.48%       | 87.03%           |
| In the last 6 months, did you get care from a dentist's office or dental clinic? Yes               | 35.64%              | 36.00%                        | 41.04%                           | 34.25%         | 46.94%           | 39.44%                | 44.08%         | 38.89%            | 36.52%       | 38.90%           |
| In the last 6 months, did you get care from a dentist's office or dental clinic? No                | 64.36%              | 64.00%                        | 58.96%                           | 65.75%         | 53.06%           | 60.56%                | 55.92%         | 61.11%            | 63.48%       | 61.10%           |
| In the last 6 months, how many times did you go to a dentist's office or dental clinic? None       | 0.00%               | 0.62%                         | 3.45%                            | 4.03%          | 0.00%            | 4.04%                 | 2.99%          | 1.68%             | 1.19%        | 1.97%            |
| In the last 6 months, how many times did you go to a dentist's office or dental clinic? 1          | 42.86%              | 56.79%                        | 43.10%                           | 41.94%         | 56.52%           | 35.35%                | 50.00%         | 52.94%            | 56.55%       | 49.26%           |
| In the last 6 months, how many times did you go to a dentist's office or dental clinic? 2          | 31.63%              | 14.81%                        | 23.56%                           | 27.42%         | 24.64%           | 25.25%                | 26.12%         | 18.49%            | 20.83%       | 23.11%           |
| In the last 6 months, how many times did you go to a dentist's office or dental clinic? 3          | 10.20%              | 12.35%                        | 13.22%                           | 16.13%         | 7.25%            | 17.17%                | 8.96%          | 9.24%             | 13.69%       | 12.01%           |
| In the last 6 months, how many times did you go to a dentist's office or dental clinic? 4          | 5.10%               | 6.79%                         | 8.62%                            | 1.61%          | 6.52%            | 8.08%                 | 5.22%          | 5.88%             | 3.57%        | 5.76%            |
| In the last 6 months, how many times did you go to a dentist's office or dental clinic? 5 to 9     | 7.14%               | 6.17%                         | 5.75%                            | 6.45%          | 2.17%            | 3.03%                 | 3.73%          | 9.24%             | 2.38%        | 5.02%            |
| In the last 6 months, how many times did you go to a dentist's office or dental clinic? 10 or more | 1.02%               | 1.85%                         | 0.57%                            | 0.00%          | 0.72%            | 1.01%                 | 2.24%          | 0.84%             | 0.00%        | 0.90%            |
| Satisfaction with Your Dental Care (0 Worst dental care possible)                                  | 3.19%               | 1.26%                         | 1.22%                            | 1.75%          | 0.75%            | 1.14%                 | 0.78%          | 5.36%             | 3.11%        | 1.99%            |
| Satisfaction with Your Dental Care (1 out of 10 Rating)  | 1.06%               | 0.63%                         | 0.61%                            | 0.00%          | 0.00%            | 0.00%                 | 0.00%          | 1.79%             | 1.86%        | 0.69%            |
| Satisfaction with Your Dental Care (2 out of 10 Rating)  | 0.00%               | 1.26%                         | 0.61%                            | 0.88%          | 1.49%            | 0.00%                 | 2.34%          | 1.79%             | 1.24%        | 1.13%            |
| Satisfaction with Your Dental Care (3 out of 10 Rating)  | 3.19%               | 3.14%                         | 1.22%                            | 3.51%          | 0.75%            | 3.41%                 | 0.78%          | 0.89%             | 2.48%        | 2.08%            |
| Satisfaction with Your Dental Care (4 out of 10 Rating)  | 3.19%               | 0.00%                         | 2.44%                            | 2.63%          | 0.00%            | 0.00%                 | 3.91%          | 0.00%             | 0.62%        | 1.39%            |
| Satisfaction with Your Dental Care (5 out of 10 Rating)  | 12.77%              | 5.66%                         | 10.98%                           | 10.53%         | 0.75%            | 7.95%                 | 7.81%          | 5.36%             | 3.73%        | 7.02%            |
| Satisfaction with Your Dental Care (6 out of 10 Rating)  | 3.19%               | 6.29%                         | 3.05%                            | 3.51%          | 3.73%            | 3.41%                 | 4.69%          | 3.57%             | 6.21%        | 4.33%            |
| Satisfaction with Your Dental Care (7 out of 10 Rating)  | 5.32%               | 7.55%                         | 10.98%                           | 7.89%          | 11.19%           | 7.95%                 | 10.16%         | 8.93%             | 7.45%        | 8.75%            |
| Satisfaction with Your Dental Care (8 out of 10 Rating)  | 19.15%              | 15.72%                        | 16.46%                           | 12.28%         | 14.93%           | 19.32%                | 15.63%         | 17.86%            | 12.42%       | 15.68%           |
| Satisfaction with Your Dental Care (9 out of 10 Rating)  | 10.64%              | 15.09%                        | 14.02%                           | 16.67%         | 26.87%           | 14.77%                | 19.53%         | 15.18%            | 12.42%       | 16.20%           |
| Satisfaction with Your Dental Care (10 Best dental care possible)                                  | 38.30%              | 43.40%                        | 38.41%                           | 40.35%         | 39.55%           | 42.05%                | 34.38%         | 39.29%            | 48.45%       | 40.73%           |

| Survey Section: <i>Your Personal Doctor</i>                     | Health Plan         |                               |                                  |                |                  |                       |                |                   |              | Weighted Average |
|---|---------------------|-------------------------------|----------------------------------|----------------|------------------|-----------------------|----------------|-------------------|--------------|------------------|
| Measure   | Aetna Better Health | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |                  |
| Clear Explanations (Usually or Always)                          | 92.21%              | 94.28%                        | 90.42%                           | 92.45%         | 93.87%           | 91.57%                | 90.41%         | 90.69%            | 93.33%       | 92.26%           |
| Personal Doctor Listens Carefully (Usually or Always)           | 89.74%              | 93.37%                        | 89.78%                           | 91.37%         | 96.23%           | 93.22%                | 91.32%         | 91.22%            | 91.88%       | 92.00%           |
| Respect from Providers (Usually or Always)                      | 91.03%              | 92.15%                        | 92.33%                           | 93.12%         | 95.71%           | 94.86%                | 92.69%         | 89.76%            | 91.64%       | 92.52%           |
| Doctor Spends Enough Time With You (Usually or Always)          | 90.45%              | 90.85%                        | 89.71%                           | 88.81%         | 90.52%           | 89.33%                | 89.59%         | 85.29%            | 90.72%       | 89.61%           |
| Doctor Informed and Up to Date on Your Care (Usually or Always) | 82.42%              | 82.95%                        | 81.37%                           | 86.63%         | 86.15%           | 85.98%                | 85.71%         | 86.11%            | 85.71%       | 84.63%           |
| Satisfaction With Personal Doctor (Rating of 8 to 10)           | 73.46%              | 83.00%                        | 79.36%                           | 79.52%         | 82.82%           | 83.56%                | 81.75%         | 80.80%            | 83.64%       | 81.17%           |

| Survey Section: <i>Getting Health Care from Specialists</i> | Health Plan         |                               |                                  |                |                  |                       |                |                   |              | Weighted Average |
|---|---------------------|-------------------------------|----------------------------------|----------------|------------------|-----------------------|----------------|-------------------|--------------|------------------|
| Measure   | Aetna Better Health | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |                  |
| Getting Appointment With Specialist (Usually or Always)     | 80.53%              | 85.84%                        | 79.73%                           | 84.86%         | 80.00%           | 85.95%                | 80.92%         | 76.92%            | 89.08%       | 83.14%           |
| Satisfaction With Specialist (Rating of 8 to 10)            | 77.76%              | 83.56%                        | 81.34%                           | 85.00%         | 82.47%           | 85.96%                | 82.98%         | 80.17%            | 80.00%       | 82.18%           |

| Survey Section: <i>Your Health Plan</i>                         | Health Plan         |                               |                                  |                |                  |                       |                |                   |              | Weighted Average |
|---|---------------------|-------------------------------|----------------------------------|----------------|------------------|-----------------------|----------------|-------------------|--------------|------------------|
| Measure   | Aetna Better Health | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |                  |
| Understanding Written or Internet Materials (Usually or Always) | 57.81%              | 78.79%                        | 68.04%                           | 76.00%         | 77.27%           | 61.67%                | 81.33%         | 76.19%            | 69.90%       | 72.06%           |
| Getting Needed Information (Usually or Always)                  | 76.00%              | 89.82%                        | 83.44%                           | 88.57%         | 82.95%           | 82.73%                | 84.85%         | 82.08%            | 87.10%       | 84.96%           |
| Courteous Treatment by Staff (Usually or Always)                | 93.33%              | 97.01%                        | 95.39%                           | 92.14%         | 94.32%           | 92.73%                | 94.70%         | 94.29%            | 94.19%       | 94.40%           |
| Health Plan Forms Easy to Fill Out (Usually or Always)          | 95.02%              | 96.00%                        | 94.20%                           | 95.13%         | 96.88%           | 95.62%                | 92.31%         | 95.68%            | 95.18%       | 95.11%           |
| Satisfaction with Health Plan (Rating of 8 to 10)               | 69.26%              | 81.11%                        | 80.71%                           | 77.50%         | 81.72%           | 81.61%                | 83.39%         | 72.90%            | 82.36%       | 79.32%           |

| Survey Section: <i>About You</i>                                       | Health Plan         |                               |                                  |                |                  |                       |                |                   |              | Weighted Average |
|--|---------------------|-------------------------------|----------------------------------|----------------|------------------|-----------------------|----------------|-------------------|--------------|------------------|
| Measure  | Aetna Better Health | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |                  |
| Overall Health (Very Good or Excellent)                                | 35.14%              | 28.57%                        | 23.88%                           | 28.14%         | 35.23%           | 31.94%                | 31.68%         | 35.14%            | 30.18%       | 30.53%           |
| Overall Mental or Emotional Health (Very Good or Excellent)            | 44.36%              | 34.29%                        | 34.98%                           | 32.67%         | 43.62%           | 36.02%                | 41.64%         | 38.22%            | 37.20%       | 37.56%           |
| Had a Flu Shot (Yes)   | 33.70%              | 38.67%                        | 41.11%                           | 44.91%         | 38.10%           | 48.28%                | 39.34%         | 39.09%            | 38.88%       | 40.18%           |
| Frequency of Smoking (Some Days or Everyday)                           | 39.71%              | 41.72%                        | 35.83%                           | 44.19%         | 31.42%           | 35.38%                | 29.35%         | 31.73%            | 38.07%       | 36.91%           |
| Advised to Quit Smoking (Usually or Always)                            | 53.21%              | 50.81%                        | 54.61%                           | 59.30%         | 50.00%           | 56.04%                | 47.78%         | 57.45%            | 55.21%       | 54.12%           |
| Discussed Smoking Cessation Medications (Usually or Always)            | 23.85%              | 24.32%                        | 31.58%                           | 34.10%         | 34.07%           | 36.26%                | 28.89%         | 28.57%            | 29.02%       | 29.79%           |
| Discussed Smoking Cessation Methods and Strategies (Usually or Always) | 22.94%              | 21.62%                        | 25.66%                           | 27.75%         | 33.70%           | 24.44%                | 26.44%         | 25.81%            | 20.83%       | 24.89%           |

| Survey Section: <i>About You</i>                                 | Health Plan         |                               |                                  |                |                  |                       |                |                   |              | Weighted Average |
|--|---------------------|-------------------------------|----------------------------------|----------------|------------------|-----------------------|----------------|-------------------|--------------|------------------|
| Measure  | Aetna Better Health | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |                  |
| Age  | ⊖                   | ⊖                             | ⊖                                | ⊖              | ⊖                | ⊖                     | ⊖              | ⊖                 | ⊖            | ⊖                |
| Gender (Male)  | 48.38%              | 38.90%                        | 34.66%                           | 41.00%         | 32.66%           | 47.13%                | 48.88%         | 43.91%            | 37.99%       | 40.80%           |
| Education Level  | ⊖                   | ⊖                             | ⊖                                | ⊖              | ⊖                | ⊖                     | ⊖              | ⊖                 | ⊖            | ⊖                |
| Hispanic or Latino Origin or Descent (Distribution of Hispanics) | 7.01%               | 9.55%                         | 27.55%                           | 11.20%         | 7.51%            | 32.79%                | 7.97%          | 8.82%             | 4.04%        | 12.46%           |
| Racial Distribution  | ⊖                   | ⊖                             | ⊖                                | ⊖              | ⊖                | ⊖                     | ⊖              | ⊖                 | ⊖            | ⊖                |

Note: The symbol ⊖ indicates that the measure cannot be reported as a single rate.

<sup>1</sup>Rates in red font are less than the weighted average for the measure and may appear equal to weighted averages due to rounding.

2018 Child CAHPS® Rate Chart by Survey Section

| Survey Section: <i>Your Child's Health Care in the Last Six Months</i>                                    | Health Plan         |                               |                                  |                |                       |                       |                |                   |              | Weighted Average |
|---|---------------------|-------------------------------|----------------------------------|----------------|-----------------------|-----------------------|----------------|-------------------|--------------|------------------|
|   | Aetna Better Health | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health Plan | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |                  |
| Urgent Care as Soon as Necessary (Usually or Always)  | 92.76%              | 94.74%                        | 91.41%                           | 91.34%         | 92.75%                | 85.58%                | 90.09%         | 88.24%            | 95.52%       | 91.73%           |
| Appointment for Routine Care When Needed (Usually or Always)  | 90.48%              | 90.16%                        | 87.77%                           | 93.00%         | 92.06%                | 83.33%                | 83.39%         | 86.16%            | 93.26%       | 88.89%           |
| Doctor's Office or Clinic (One or More Visits)  | 80.37%              | 79.78%                        | 79.60%                           | 78.90%         | 82.20%                | 76.85%                | 77.29%         | 78.21%            | 80.32%       | 79.33%           |
| Talk About Preventing Illness (Yes)   | 72.00%              | 76.63%                        | 69.87%                           | 69.44%         | 65.97%                | 66.39%                | 69.08%         | 72.93%            | 70.43%       | 70.52%           |
| Talk About the Reasons You Might Want Your Child To Take a Medicine (Yes)                                 | 92.94%              | 95.24%                        | 8.79%                            | 93.10%         | 93.33%                | 83.93%                | 89.39%         | 89.15%            | 92.54%       | 91.27%           |
| Talk About the Reasons You Might Not Want Your Child To Take a Medicine (Yes)                             | 67.44%              | 66.35%                        | 59.05%                           | 59.30%         | 68.89%                | 51.79%                | 56.06%         | 69.77%            | 72.93%       | 64.91%           |
| Asked About Best Choice for Your Child Regarding Medications (Yes)  | 83.72%              | 77.88%                        | 67.92%                           | 80.95%         | 75.56%                | 73.21%                | 72.73%         | 82.81%            | 81.95%       | 77.96%           |
| Satisfaction with Child's Health Care (Rating of 8 to 10)   | 82.49%              | 86.21%                        | 85.58%                           | 81.50%         | 83.68%                | 83.12%                | 84.17%         | 85.21%            | 88.00%       | 84.69%           |
| Getting Care Your Child Needs (Usually or Always)   | 88.29%              | 89.35%                        | 89.21%                           | 89.37%         | 91.67%                | 82.70%                | 88.03%         | 89.53%            | 92.19%       | 88.91%           |
| In the last 6 months, did your child get care from a dentist's office or dental clinic? Yes               | 63.34%              | 58.99%                        | 86.83%                           | 70.59%         | 71.55%                | 70.34%                | 71.85%         | 66.47%            | 71.14%       | 67.76%           |
| In the last 6 months, did your child get care from a dentist's office or dental clinic? No                | 36.66%              | 41.01%                        | 33.17%                           | 29.41%         | 28.45%                | 29.66%                | 28.15%         | 33.53%            | 28.86%       | 32.24%           |
| In the last 6 months, how many times did your child go to a dentist's office or dental clinic? None       | 0.85%               | 1.35%                         | 1.88%                            | 0.93%          | 0.00%                 | 1.96%                 | 0.82%          | 2.09%             | 0.00%        | 1.08%            |
| In the last 6 months, how many times did your child go to a dentist's office or dental clinic? 1          | 61.70%              | 65.02%                        | 61.65%                           | 62.96%         | 72.54%                | 58.82%                | 67.76%         | 65.07%            | 71.71%       | 65.66%           |
| In the last 6 months, how many times did your child go to a dentist's office or dental clinic? 2          | 25.11%              | 23.32%                        | 22.18%                           | 19.44%         | 12.30%                | 23.53%                | 19.18%         | 19.10%            | 19.43%       | 20.23%           |
| In the last 6 months, how many times did your child go to a dentist's office or dental clinic? 3          | 4.26%               | 5.83%                         | 5.64%                            | 8.33%          | 8.20%                 | 4.90%                 | 6.12%          | 5.67%             | 4.00%        | 5.78%            |
| In the last 6 months, how many times did your child go to a dentist's office or dental clinic? 4          | 2.55%               | 0.90%                         | 3.76%                            | 2.78%          | 2.46%                 | 2.45%                 | 1.63%          | 2.69%             | 2.29%        | 2.42%            |
| In the last 6 months, how many times did your child go to a dentist's office or dental clinic? 5 to 9     | 2.55%               | 1.79%                         | 3.38%                            | 3.70%          | 2.46%                 | 3.43%                 | 2.86%          | 2.99%             | 1.14%        | 2.63%            |
| In the last 6 months, how many times did your child go to a dentist's office or dental clinic? 10 or more | 1.28%               | 0.00%                         | 0.00%                            | 0.00%          | 0.00%                 | 1.47%                 | 0.41%          | 0.60%             | 0.29%        | 0.43%            |
| Satisfaction with Child's Dental Care (0 Worst dental care possible)                                      | 0.88%               | 0.94%                         | 0.40%                            | 0.49%          | 1.26%                 | 1.55%                 | 0.00%          | 0.00%             | 1.18%        | 0.72%            |
| Satisfaction with Child's Dental Care (1 out of 10 Rating)  | 0.44%               | 0.00%                         | 0.40%                            | 0.98%          | 0.84%                 | 1.04%                 | 0.00%          | 0.00%             | 0.30%        | 0.40%            |
| Satisfaction with Child's Dental Care (2 out of 10 Rating)  | 0.44%               | 0.94%                         | 0.40%                            | 0.49%          | 0.42%                 | 0.52%                 | 0.00%          | 0.63%             | 0.30%        | 0.45%            |

| Survey Section: <i>Your Child's Health Care in the Last Six Months</i><br>(Continued)  | Health Plan         |                               |                                  |                |                       |                       |                |                   |              | Weighted Average |
|--|---------------------|-------------------------------|----------------------------------|----------------|-----------------------|-----------------------|----------------|-------------------|--------------|------------------|
|  | Aetna Better Health | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health Plan | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |                  |
| Satisfaction with Child's Dental Care (3 out of 10 Rating)   | 0.00%               | 0.00%                         | 0.00%                            | 0.00%          | 0.00%                 | 0.00%                 | 0.84%          | 0.94%             | 0.30%        | 0.27%            |
| Satisfaction with Child's Dental Care (4 out of 10 Rating)   | 2.21%               | 1.41%                         | 0.79%                            | 2.44%          | 0.42%                 | 0.52%                 | 0.84%          | 0.94%             | 0.89%        | 1.12%            |
| Satisfaction with Child's Dental Care (5 out of 10 Rating)   | 2.21%               | 0.94%                         | 4.37%                            | 1.95%          | 1.26%                 | 1.55%                 | 0.84%          | 2.81%             | 2.07%        | 2.07%            |
| Satisfaction with Child's Dental Care (6 out of 10 Rating)   | 3.10%               | 2.82%                         | 2.78%                            | 2.93%          | 2.52%                 | 3.63%                 | 4.60%          | 2.19%             | 2.96%        | 3.01%            |
| Satisfaction with Child's Dental Care (7 out of 10 Rating)   | 7.52%               | 7.04%                         | 5.56%                            | 11.22%         | 5.88%                 | 4.66%                 | 7.11%          | 7.50%             | 5.03%        | 6.74%            |
| Satisfaction with Child's Dental Care (8 out of 10 Rating)   | 14.60%              | 15.96%                        | 17.46%                           | 15.61%         | 15.13%                | 12.95%                | 17.15%         | 17.50%            | 16.57%       | 16.05%           |
| Satisfaction with Child's Dental Care (9 out of 10 Rating)   | 16.81%              | 22.54%                        | 15.08%                           | 16.59%         | 14.71%                | 19.69%                | 16.32%         | 18.44%            | 18.64%       | 17.63%           |
| Satisfaction with Child's Dental Care (10 Best dental care possible)   | 51.77%              | 47.42%                        | 52.78%                           | 47.32%         | 57.56%                | 53.89%                | 52.30%         | 49.06%            | 51.78%       | 51.53%           |
| Which of the following would help your child see the dentist more often? Choose all that apply (Help with transportation to the dentist)                         | 16.28%              | 10.15%                        | 8.81%                            | 14.29%         | 8.08%                 | 23.42%                | 13.92%         | 15.23%            | 15.22%       | 14.12%           |
| Which of the following would help your child see the dentist more often? Choose all that apply (Reminders to visit the dentist)                                  | 45.74%              | 19.80%                        | 24.67%                           | 34.86%         | 28.28%                | 58.11%                | 41.24%         | 34.98%            | 36.23%       | 36.38%           |
| Which of the following would help your child see the dentist more often? Choose all that apply (More dentists to choose from)                                    | 56.59%              | 48.22%                        | 32.16%                           | 52.00%         | 51.01%                | 27.93%                | 21.65%         | 37.04%            | 46.38%       | 41.61%           |
| Which of the following would help your child see the dentist more often? Choose all that apply (More convenient office hours)                                    | 41.09%              | 16.24%                        | 19.38%                           | 24.57%         | 25.76%                | 39.64%                | 28.35%         | 20.99%            | 25.36%       | 27.14%           |
| Which of the following would help your child see the dentist more often? Choose all that apply (Dentists that speak my language)                                 | 21.71%              | 11.68%                        | 17.62%                           | 21.14%         | 11.11%                | 33.78%                | 15.98%         | 12.35%            | 13.77%       | 17.69%           |
| Which of the following would help your child see the dentist more often? Choose all that apply (Help in finding a dentist)                                       | 34.88%              | 22.34%                        | 14.98%                           | 27.43%         | 21.21%                | 21.62%                | 13.92%         | 20.99%            | 22.10%       | 22.36%           |
| Which of the following would help your child see the dentist more often? Choose all that apply (Better communication about benefits from my child's health plan) | 32.17%              | 13.20%                        | 11.45%                           | 17.14%         | 21.21%                | 36.04%                | 18.56%         | 16.87%            | 23.91%       | 21.61%           |
| Which of the following would help your child see the dentist more often? Choose all that apply (Education about good dental care)                                | 27.52%              | 10.15%                        | 6.61%                            | 12.00%         | 14.14%                | 37.39%                | 20.10%         | 18.52%            | 14.13%       | 18.14%           |
| Which of the following would help your child see the dentist more often? Choose all that apply (None of the above. My child sees the dentist as often as I like) | 59.29%              | 45.28%                        | 40.58%                           | 52.26%         | 54.05%                | 52.01%                | 39.56%         | 50.31%            | 60.81%       | 50.71%           |
| Which of the following would help your child see the dentist more often? Choose all that apply (Other (write in))  | 18.22%              | 26.90%                        | 22.03%                           | 12.57%         | 24.24%                | 13.96%                | 16.49%         | 15.64%            | 28.99%       | 20.15%           |

| Survey Section: <i>Your Child's Personal Doctor</i>                     | Health Plan         |                               |                                  |                |                       |                       |                |                   |              | Weighted Average |
|---|---------------------|-------------------------------|----------------------------------|----------------|-----------------------|-----------------------|----------------|-------------------|--------------|------------------|
| Measure   | Aetna Better Health | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health Plan | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |                  |
| Clear Explanations Given to Survey Respondent (Usually or Always)       | 97.13%              | 96.52%                        | 95.74%                           | 96.83%         | 96.68%                | 90.87%                | 94.07%         | 91.40%            | 96.72%       | 95.10%           |
| Attentiveness of Providers (Usually or Always)                          | 96.04%              | 96.86%                        | 95.00%                           | 96.35%         | 95.93%                | 90341.00%             | 95.34%         | 94.05%            | 98.10%       | 95.49%           |
| Respect from Providers (Usually or Always)                              | 97.49%              | 97.21%                        | 96.80%                           | 97.26%         | 98.15%                | 91.28%                | 97.03%         | 95.95%            | 97.29%       | 96.60%           |
| Clear Explanations Given to Child (Usually or Always)                   | 91.95%              | 94.05%                        | 94.57%                           | 90.51%         | 94.05%                | 91.43%                | 94.20%         | 93.20%            | 95.36%       | 93.40%           |
| Doctor Spends Enough Time With Your Child (Usually or Always)           | 91.34%              | 93.03%                        | 91.10%                           | 93.15%         | 94.44%                | 82.11%                | 88.03%         | 89.52%            | 94.25%       | 91.04%           |
| Child's Feeling, Growing and Behaving (Yes)                             | 91.07%              | 90.28%                        | 86.83%                           | 87.67%         | 90.37%                | 87.56%                | 89.83%         | 91.13%            | 91.26%       | 89.76%           |
| Doctor Informed and Up to Date on Your Child's Care (Usually or Always) | 86.92%              | 83.08%                        | 82.39%                           | 89.32%         | 87.41%                | 77.88%                | 83.02%         | 81.71%            | 82.56%       | 83.71%           |
| Satisfaction with Personal Doctor (Rating of 8 to 10)                   | 89.53%              | 90.66%                        | 87.03%                           | 87.59%         | 88.31%                | 86.72%                | 84.97%         | 87.20%            | 90.58%       | 88.22%           |

| Survey Section: <i>Getting Health Care from Specialists</i>            | Health Plan         |                               |                                  |                |                       |                       |                |                   |              | Weighted Average |
|--|---------------------|-------------------------------|----------------------------------|----------------|-----------------------|-----------------------|----------------|-------------------|--------------|------------------|
| Measure  | Aetna Better Health | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health Plan | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |                  |
| Getting Appointment with Specialist For Your Child (Usually or Always) | 78.95%              | 72.82%                        | 84.21%                           | 81.11%         | 80.58%                | 81.48%                | 82.76%         | 79.22%            | 75.00%       | 79.18%           |
| Satisfaction with Specialist (Rating of 8 to 10)                       | 88.37%              | 84.62%                        | 83.64%                           | 79.27%         | 83.87%                | 89.04%                | 84.52%         | 87.86%            | 85.09%       | 85.22%           |

| Survey Section: <i>Your Child's Health Plan</i>           | Health Plan         |                               |                                  |                |                       |                       |                |                   |              | Weighted Average |
|---|---------------------|-------------------------------|----------------------------------|----------------|-----------------------|-----------------------|----------------|-------------------|--------------|------------------|
| Measure   | Aetna Better Health | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health Plan | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |                  |
| Getting Needed Information (Usually or Always)            | 83.04%              | 86.40%                        | 90.85%                           | 85.22%         | 87.23%                | 77.86%                | 81.97%         | 85.71%            | 80.27%       | 84.26%           |
| Courteous Treatment by Staff (Usually or Always)          | 96.36%              | 94.44%                        | 97.18%                           | 92.17%         | 93.62%                | 93.13%                | 95.04%         | 94.01%            | 96.60%       | 94.80%           |
| Health Plan Forms Easy to Fill Out (Usually or Always)    | 85.68%              | 96.50%                        | 95.65%                           | 94.43%         | 96.55%                | 92.83%                | 94.64%         | 95.55%            | 97.38%       | 95.61%           |
| Satisfaction with Child's Health Plan (Rating of 8 to 10) | 80.90%              | 88.19%                        | 88.81%                           | 84.45%         | 87.75%                | 87.86%                | 87.35%         | 83.56%            | 89.64%       | 86.50%           |

| Survey Section: <i>About Your Child and You</i>                  | Health Plan         |                               |                                  |                |                       |                       |                |                   |              | Weighted Average |
|--|---------------------|-------------------------------|----------------------------------|----------------|-----------------------|-----------------------|----------------|-------------------|--------------|------------------|
| Measure  | Aetna Better Health | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health Plan | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |                  |
| Overall Health (Very Good or Excellent)                          | 77.75%              | 73.56%                        | 71.96%                           | 75.30%         | 77.25%                | 68.37%                | 74.49%         | 71.32%            | 76.28%       | 74.05%           |
| Overall Mental or Emotional Health (Very Good or Excellent)      | 73.81%              | 69.29%                        | 66.09%                           | 61.86%         | 69.03%                | 66.56%                | 68.51%         | 64.42%            | 63.35%       | 66.80%           |
| Child's Age  | ⊖                   | ⊖                             | ⊖                                | ⊖              | ⊖                     | ⊖                     | ⊖              | ⊖                 | ⊖            | ⊖                |
| Child's Gender (Male)  | 50.79%              | 53.79%                        | 48.51%                           | 54.38%         | 56.18%                | 56.17%                | 47.25%         | 53.86%            | 56.94%       | 53.19%           |
| Hispanic or Latino Origin or Descent (Distribution of Hispanics) | 16.62%              | 19.74%                        | 44.50%                           | 17.79%         | 12.22%                | 40.73%                | 20.06%         | 13.81%            | 11.90%       | 12.39%           |
| Racial Distribution  | ⊖                   | ⊖                             | ⊖                                | ⊖              | ⊖                     | ⊖                     | ⊖              | ⊖                 | ⊖            | ⊖                |
| Survey Respondent's Age  | ⊖                   | ⊖                             | ⊖                                | ⊖              | ⊖                     | ⊖                     | ⊖              | ⊖                 | ⊖            | ⊖                |
| Survey Respondent's Gender (Male)                                | 13.30%              | 13.68%                        | 10.70%                           | 14.38%         | 9.30%                 | 9.33%                 | 14.58%         | 13.81%            | 11.90%       | 12.39%           |
| Survey Respondent's Education Level                              | ⊖                   | ⊖                             | ⊖                                | ⊖              | ⊖                     | ⊖                     | ⊖              | ⊖                 | ⊖            | ⊖                |
| Relation to Child  | ⊖                   | ⊖                             | ⊖                                | ⊖              | ⊖                     | ⊖                     | ⊖              | ⊖                 | ⊖            | ⊖                |

Note: The symbol ⊖ indicates that the measure cannot be reported as a single rate.

<sup>1</sup>Rates in red font are less than the weighted average for the measure and may appear equal to weighted averages due to rounding.

2018 Pennsylvania Performance Measure Rate Chart by Domain

| Domain: <i>Children Dental</i> |  | Health Plan                   |                                  |                |                       |                       |                |                   |              |        | Weighted Average |
|--------------------------------|--|-------------------------------|----------------------------------|----------------|-----------------------|-----------------------|----------------|-------------------|--------------|--------|------------------|
| Measure                        | Aetna Better Health  | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health Plan | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |        |                  |
| Dental                         | Annual Dental Visits for Members with Developmental Disabilities, Ages 2 to 21 | 61.09%                        | 66.53%                           | 67.97%         | 63.82%                | 55.06%                | 64.74%         | 68.67%            | 56.24%       | 55.57% | 62.50%           |
|                                | Dental Sealants for 6 to 9 year olds at elevated carries risk                  | 25.21%                        | 24.98%                           | 22.43%         | 23.78%                | 38.44%                | 23.82%         | 22.79%            | 21.27%       | 23.67% | 24.39%           |

| Domain: <i>Preventive</i> |  | Health Plan                   |                                  |                |                       |                       |                |                   |              |        | Weighted Average |
|---------------------------|--|-------------------------------|----------------------------------|----------------|-----------------------|-----------------------|----------------|-------------------|--------------|--------|------------------|
| Measure                   | Aetna Better Health  | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health Plan | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |        |                  |
| Preventive                | Follow-Up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder Medication: Continuation and Maintenance Phase                                     | 33.49%                        | 40.50%                           | 27.47%         | 60.06%                | 42.67%                | 67.89%         | 25.09%            | 66.29%       | 58.08% | 48.46%           |
|                           | Reducing Potentially Preventable Readmissions <sup>1</sup>   | 11.42%                        | 6.55%                            | 7.87%          | 9.50%                 | 9.60%                 | 11.63%         | 12.60%            | 10.93%       | 8.66%  | 10.35%           |
|                           | Adherence to Antipsychotic Medications for Individuals with Schizophrenia  | 59.71%                        | 76.76%                           | 69.61%         | 68.74%                | 75.98%                | 62.86%         | 70.20%            | 66.91%       | 74.35% | 69.00%           |
|                           | Developmental Screening in the First Three Years of Life (turned 1, 2 or 3 during measurement year) - Use of CPT code 96110 limited or 96111 extended <sup>4</sup> | 58.81%                        | 57.31%                           | 47.79%         | 52.82%                | 62.28%                | 46.02%         | 53.15%            | 55.16%       | 67.54% | 55.84%           |
|                           | Contraceptive Care for Postpartum Women Ages 15-44 (Numerator 1 Most or moderately effective contraception 3 days) <sup>4</sup>                                    | 11.77%                        | 12.91%                           | 14.59%         | 11.96%                | 13.50%                | 17.24%         | 17.67%            | 5.24%        | 10.49% | 13.11%           |
|                           | Contraceptive Care for Postpartum Women Ages 15-44 (Numerator 2 Most or moderately effective contraception 60 days) <sup>4</sup>                                   | 39.05%                        | 45.84%                           | 50.30%         | 42.25%                | 36.18%                | 51.51%         | 46.05%            | 28.27%       | 22.32% | 39.17%           |
|                           | Contraceptive Care for Postpartum Women Ages 15-44 (Numerator 3 Long acting reversible method of contraception LARC 3 days) <sup>4</sup>                           | 0.95%                         | 0.19%                            | 1.77%          | 0.92%                 | 0.62%                 | 4.92%          | 4.41%             | 1.06%        | 1.64%  | 2.19%            |
|                           | Contraceptive Care for Postpartum Women Ages 15-44 (Numerator 4 Long acting reversible method of contraception LARC 60 days) <sup>4</sup>                          | 7.86%                         | 7.05%                            | 12.99%         | 9.89%                 | 6.33%                 | 14.70%         | 14.77%            | 9.86%        | 9.39%  | 10.93%           |
|                           | Contraceptive Care for All Women Ages 15-44 (Numerator 1 Provision of most or moderately effective contraception) <sup>4</sup>                                     | 27.84%                        | 32.08%                           | 31.14%         | 30.33%                | 23.23%                | 29.38%         | 30.83%            | 22.45%       | 13.87% | 25.79%           |
|                           | Contraceptive Care for All Women Ages 15-44 (Numerator 2 Provision of LARC) <sup>4</sup>   | 4.90%                         | 5.62%                            | 7.15%          | 6.10%                 | 4.55%                 | 7.08%          | 6.43%             | 5.43%        | 6.16%  | 6.07%            |



| Domain: <i>Chronic Conditions</i> |  | Health Plan                   |                                  |                |                       |                       |                |                   |              |        | Weighted Average |
|-----------------------------------|--|-------------------------------|----------------------------------|----------------|-----------------------|-----------------------|----------------|-------------------|--------------|--------|------------------|
| Measure                           | Aetna Better Health  | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health Plan | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |        |                  |
| Chronic Conditions                | Asthma in Older Adults Admission Rate (Ages 40 and Older)            | 46.12                         | 56.16                            | 67.23          | 101.42                | 270.78                | 70.04          | 100.13            | 77.70        | 68.03  | 93.74            |
|                                   | Asthma in Younger Adults Admission Rate (Ages 18 - 39)               | 5.00                          | 4.65                             | 7.39           | 7.03                  | 3.83                  | 7.75           | 13.84             | 6.18         | 5.37   | 7.32             |
|                                   | Heart Failure Admission Rate (Ages 18 - 64)                          | 9.32                          | 10.25                            | 14.39          | 23.53                 | 14.05                 | 29.15          | 27.51             | 22.19        | 12.82  | 19.35            |
|                                   | Heart Failure Admission Rate (Ages 65 and Older)                     | 10.73                         | 78.80                            | 11.36          | 118.87                | 48.29                 | 70.63          | 74.34             | 61.60        | 101.33 | 70.24            |
|                                   | Diabetes Short-term Complications Admission Rate (Ages 18-64)        | 8.09                          | 13.48                            | 12.41          | 25.84                 | 13.13                 | 9.81           | 20.84             | 12.76        | 11.33  | 14.66            |
|                                   | Diabetes Short-term Complications Admission Rate (Ages 65 and Older) | 0.00                          | 0.00                             | 0.00           | 9.14                  | 16.10                 | 0.00           | 0.00              | 0.00         | 0.00   | 1.85             |

| Domain: <i>Pregnant Women</i>  |  | Health Plan                   |                                  |                |                       |                       |                |                   |              |        | Weighted Average |
|--|--|-------------------------------|----------------------------------|----------------|-----------------------|-----------------------|----------------|-------------------|--------------|--------|------------------|
| Measure  | Aetna Better Health  | AmeriHealth Caritas Northeast | AmeriHealth Caritas Pennsylvania | Gateway Health | Geisinger Health Plan | Health Partners Plans | Keystone First | United Healthcare | UPMC for You |        |                  |
| Pregnant Women   | Elective Delivery  | 4.05%                         | 15.50%                           | 11.74%         | 2.47%                 | 3.27%                 | 1.51%          | 5.64%             | 4.48%        | 2.73%  | 4.69%            |
|  | Percentage of Live Births Weighing < 2,500 Grams   | 10.17%                        | 9.38%                            | 9.46%          | 10.43%                | 7.16%                 | 10.04%         | 10.52%            | 10.18%       | 10.21% | 9.89%            |
|  | Cesarean Rate for Nulliparous Singleton Vertex   | 24.14%                        | 24.18%                           | 21.11%         | 25.81%                | 22.05%                | 23.15%         | 23.39%            | 20.04%       | 25.83% | 23.60%           |
|  | Prenatal Screening for Smoking During a Prenatal Visit   | 73.39%                        | 69.95%                           | 76.92%         | 66.26%                | 89.85%                | 94.84%         | 90.86%            | 86.58%       | 96.54% | 82.82%           |
|  | Counseling/Advice for Smokers During a Prenatal Visit  | 74.75%                        | 90.29%                           | 92.59%         | 81.11%                | 88.14%                | 72.86%         | 90.16%            | 100.00%      | 85.27% | 86.06%           |
|  | Prenatal Screening for Environmental Tobacco Exposure During a Prenatal Visit                  | 39.53%                        | 36.21%                           | 38.46%         | 18.23%                | 52.97%                | 72.73%         | 57.78%            | 47.63%       | 55.06% | 46.54%           |
|  | Counseling/Advice for Environmental Tobacco Exposure During a Prenatal Visit                   | 82.14%                        | 73.77%                           | 58.54%         | 59.09%                | 78.08%                | 80.77%         | 70.73%            | 100.00%      | 87.80% | 78.54%           |
|  | Pregnant Smokers Who Quit During Their Pregnancy   | 8.08%                         | 8.74%                            | 11.11%         | 7.78%                 | 15.97%                | 21.74%         | 13.33%            | 5.90%        | 9.30%  | 9.95%            |
|  | Prenatal Depression Screening  | 47.29%                        | 68.23%                           | 71.22%         | 45.07%                | 84.75%                | 93.12%         | 83.70%            | 76.05%       | 82.72% | 72.50%           |
|  | Prenatal Depression Screening: Positive for Depression   | 22.40%                        | 20.94%                           | 23.00%         | 30.60%                | 21.65%                | 15.57%         | 12.98%            | 21.45%       | 20.00% | 20.15%           |
|  | Prenatal Depression Screening: Positive for Depression and Evaluation, Treatment or Referral   | 60.98%                        | 74.14%                           | 75.76%         | 71.43%                | 61.97%                | 84.75%         | 86.36%            | 79.03%       | 70.15% | 73.66%           |
|  | Postpartum Depression Screening  | 46.65%                        | 59.86%                           | 66.99%         | 74.83%                | 84.27%                | 79.41%         | 60.83%            | 90.80%       | 97.30% | 73.36%           |
|  | Postpartum Depression Screening: Positive for Depression                                       | 19.72%                        | 10.40%                           | 15.12%         | 17.26%                | 18.67%                | 9.63%          | 13.17%            | 14.98%       | 18.75% | 15.25%           |
|  | Postpartum Depression Screening: Positive for Depression and Evaluation, Treatment or Referral | 60.71%                        | 100.00%                          | 96.77%         | 84.62%                | 76.19%                | 96.15%         | 96.30%            | 88.24%       | 92.59% | 87.29%           |
|  | Prenatal Screening Based on Use of Validated Depression Tool                                   | 25.32%                        | 34.98%                           | 37.47%         | 25.86%                | 47.80%                | 67.57%         | 43.46%            | 33.16%       | 45.68% | 40.24%           |
|  | Postpartum Screening Based on Use of Validated Depression Tool                                 | 29.37%                        | 38.75%                           | 51.96%         | 52.98%                | 56.55%                | 70.00%         | 44.51%            | 73.60%       | 78.04% | 54.96%           |
|  | Maternity Risk Factor Assessment - Alcohol Use   | 67.70%                        | 69.70%                           | 72.46%         | 46.80%                | 91.83%                | 94.59%         | 89.63%            | 83.68%       | 95.06% | 79.07%           |
|  | Maternity Risk Factor Assessment - Drug Use (Street)   | 66.22%                        | 69.21%                           | 72.70%         | 48.03%                | 95.79%                | 93.86%         | 87.65%            | 82.37%       | 93.33% | 79.05%           |
|  | Maternity Risk Factor Assessment - Drug Use (Prescription)                                     | 73.13%                        | 70.44%                           | 73.70%         | 67.73%                | 96.29%                | 95.09%         | 89.14%            | 88.68%       | 97.78% | 83.57%           |
|  | Maternity Risk Factor Assessment - Intimate Partner Violence                                   | 45.74%                        | 47.78%                           | 50.62%         | 24.38%                | 54.70%                | 77.15%         | 73.33%            | 63.16%       | 65.93% | 55.87%           |
| Frequency of Ongoing Prenatal Care, 81+ Percent of Recommended Visits <sup>3</sup> | 68.17%   | 71.53%                        | 70.07%                           | 72.99%         | 79.08%                | 76.89%                | 60.10%         | 63.99%            | 72.51%       | 70.60% |                  |

<sup>1</sup> A lower rate indicates better performance for these measures.

<sup>2</sup> Rates in red font are less than the weighted average for the measure and may appear equal to weighted averages due to rounding.

<sup>3</sup> FPC is a first year measure for PAM in 2018.

<sup>4</sup> Contraception Measures CCP and CCW are first year measures.