

## Summary of “Composite” & “Overall Rating” Measures

Measure	2008 State Ranking	2009 State Ranking	2010 State Ranking	2008 Market Area Ranking	2009 Market Area Ranking	2010 Market Area Ranking	2008 National Rating Scale (5 stars possible)	2009 National Rating Scale (5 stars possible)	2010 National Rating Scale (5 stars possible)
<b>RATINGS OF HEALTH PLAN RESPONSIVENESS AND CARE:</b>									
Getting Needed Care Composite	1 <sup>st</sup> (out of 11 plans)	4 <sup>th</sup> (out of 13 plans)	2 <sup>nd</sup> (out of 13 plans—tied with 2 other plans)	1 <sup>st</sup> (out of 3 plans)	2 <sup>nd</sup> (our of 5 plans)	1 <sup>st</sup> (out of 2 plans)	*****	*****	*****
Getting Care Quickly Composite	3 <sup>rd</sup> (out of 11 plans)	2 <sup>nd</sup> (out of 15 plans)	2 <sup>nd</sup> (out of 13 plans)	2 <sup>nd</sup> (out of 3 plans)	2 <sup>nd</sup> ( out of 5 plans)	1 <sup>st</sup> (out of 2 plans)	*****	*****	*****
Doctors Who Communicate Well Composite	2 <sup>nd</sup> <i>(Tie with 3 other plans)</i> (out of 10 plans)	6 <sup>th</sup> (out of 14 plans)	13 <sup>th</sup> (out of 13 plans—2 tied for last)	1 <sup>st</sup> (out of 3 plans)	4 <sup>th</sup> (out of 5 plans)	2 <sup>nd</sup> (out of 2 plans)	****	****	****
Health Plan Customer Service Composite	1 <sup>st</sup> (out of 11 plans)	5 <sup>th</sup> (out of 11 plans)	4 <sup>th</sup> (out of 11 plans)	1 <sup>st</sup> (out of 3 plans)	3 <sup>rd</sup> (out of 4 plans)	2 <sup>nd</sup> (out of 2 plans)	*****	****	*****
Overall Rating of Health Plan	1 <sup>st</sup> (out of 11 plans)	3 <sup>rd</sup> (out of 15 plans)	6 <sup>th</sup> (out of 13 plans)	1 <sup>st</sup> (out of 3 plans)	1 <sup>st</sup> (out of 5 plans)	1 <sup>st</sup> (out of 2 plans)	*****	*****	*****
Overall Rating of Health Care Received	3 <sup>rd</sup> (out of 11 plans)	6 <sup>th</sup> (out of 15 plans)	4 <sup>th</sup> (out of 13 plans)	2 <sup>nd</sup> (out of 3 plans)	3 <sup>rd</sup> (out of 5 plans)	1 <sup>st</sup> (out of 2 plans)	*****	*****	*****
<b>MEASURES NOT RECEIVING NATIONAL PERFORMANCE RATINGS:</b>									
Overall Rating of Personal Doctor	3 <sup>rd</sup> (out of 11 plans)	4 <sup>th</sup> (out of 15 plans)	3 <sup>rd</sup> (out of 13 plans)	1 <sup>st</sup> (out of 3 plans)	2 <sup>nd</sup> (out of 5 plans)	1 <sup>st</sup> (out of 2 plans)	Measure not rated	Measure not rated	Measure not rated
Overall Rating of Specialist	2 <sup>nd</sup> (out of 10 plans)	5 <sup>th</sup> (out of 15 plans)	1 <sup>st</sup> (out of 13 plans)	1 <sup>st</sup> (out of 3 plans)	2 <sup>nd</sup> (out of 5 plans)	1 <sup>st</sup> (out of 2 plans)	Measure not rated	Measure not rated	Measure not rated

("Summary of Composite and Overall Rating Measures" continued)

**MEMBER EXPERIENCE WITH DRUG PLAN:**

Measure	2008 State Ranking	2009 State Ranking	2010 State Ranking	2008 Market Area Ranking	2009 Market Area Ranking	2010 Market Area Ranking	2008 National Rating Scale (5 stars possible)	2009 National Rating Scale (5 stars possible)	2010 National Rating Scale (5 stars possible)
Getting Needed Prescription Drugs Composite	1 <sup>st</sup> (out of 9 plans)	2 <sup>nd</sup> (out of 12 plans)	3 <sup>rd</sup> (out of 11 plans)	1 <sup>st</sup> (out of 3 plans)	2 <sup>nd</sup> (out of 5 plans)	1 <sup>st</sup> (out of 2 plans)	*****	*****	*****
Getting Information from the Plan about Prescription Drug Coverage & Cost Composite	1 <sup>st</sup> (out of 8 plans)	2 <sup>nd</sup> (out of 11 plans)	5 <sup>th</sup> (out of 11 plans)	1 <sup>st</sup> (out of 3 plans)	2 <sup>nd</sup> (out of 5 plans)	2 <sup>nd</sup> (out of 2 plans)	*****	*****	*****
Overall Rating of Prescription Drug Coverage	1 <sup>st</sup> (out of 9 plans)	1 <sup>st</sup> (out of 13 plans)	1 <sup>st</sup> (out of 11 plans)	1 <sup>st</sup> (out of 3 plans)	1 <sup>st</sup> (out of 5 plans)	1 <sup>st</sup> (out of 2 plans)	*****	*****	*****

## Summary of “Medicare Specific” & “HEDIS” Measures

Measure	2008 State Ranking	2009 State Ranking	2010 State Ranking	2008 Market Area Ranking	2009 Market Area Ranking	2010 Market Area Ranking	2008 National Rating Scale (5 stars possible)	2009 National Rating Scale (5 stars possible)	2010 National Rating Scale (5 stars possible)
Influenza Vaccination	2 <sup>nd</sup> (out of 11 plans)	1 <sup>st</sup> (out of 15 plans)	1 <sup>st</sup> (out of 13 plans)	1 <sup>st</sup> (out of 3 plans)	1 <sup>st</sup> (out of 5 plans)	1 <sup>st</sup> (out of 2 plans)	*****	*****	*****
Pneumonia Vaccination	1 <sup>st</sup> (out of 11 plans)	1 <sup>st</sup> (out of 15 plans)	1 <sup>st</sup> (out of 13 plans)	1 <sup>st</sup> (out of 3 plans)	1 <sup>st</sup> (out of 5 plans)	1 <sup>st</sup> (out of 2 plans)	*****	*****	*****
Getting Medical Equipment	1 <sup>st</sup> (out of 10 plans)	1 <sup>st</sup> (out of 11 plans)	1 <sup>st</sup> (out of 11 plans)	1 <sup>st</sup> (out of 3 plans)	1 <sup>st</sup> (out of 4 plans)	1 <sup>st</sup> (out of 2 plans)	Measure not rated	Measure not rated	Measure not rated
Getting Special Therapy	1 <sup>st</sup> (out of 11 plans)	4 <sup>th</sup> (out of 11 plans)	Not a survey item	1 <sup>st</sup> (out of 3 plans)	1 <sup>st</sup> (out of 4 plans)	Not a survey item	Measure not rated	Measure not rated	Not a survey item