

Quality Improvement program

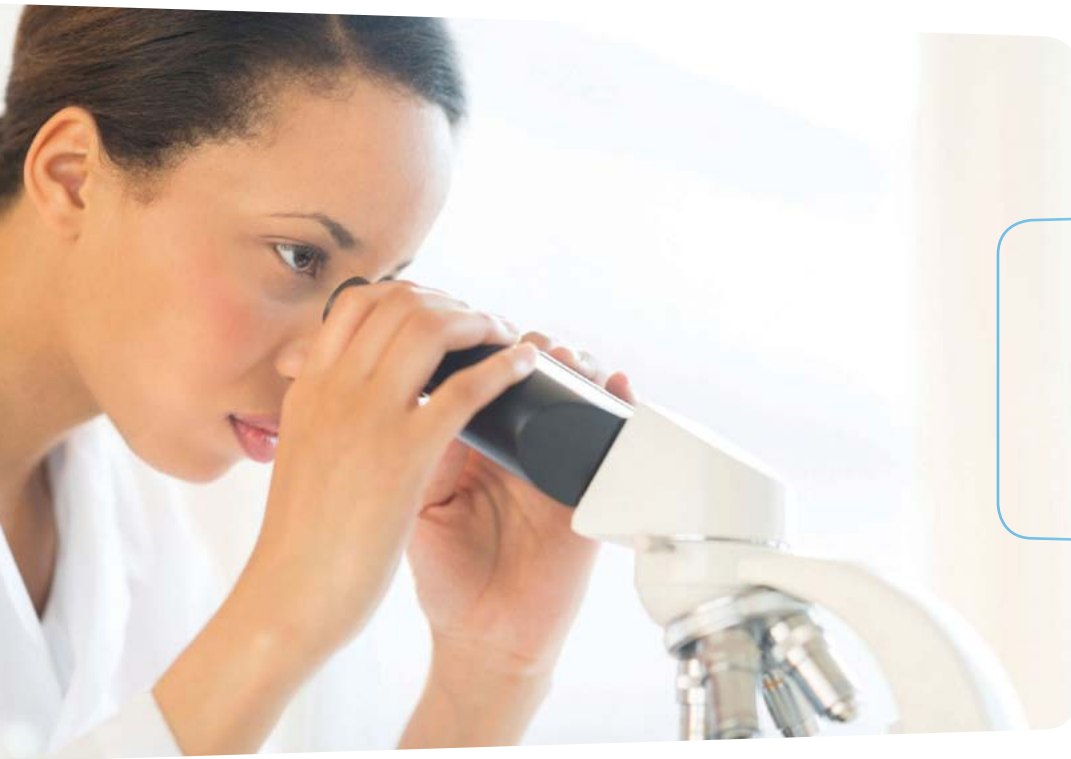


How we measure up

At Anthem, we focus on helping our members get healthy and stay healthy. Each year, we look closely at the medical care and programs you use to measure their quality and safety. We also assess the quality of service you receive. The results tell us what's working best to help improve our members' health, service received and where we should take action.

This process is called the Quality Improvement program.





What we focus on

Chronic disease and prevention: We look at chronic and long-term health problems like heart disease and diabetes. We also look at how to prevent disease through checkups, shots and screenings.

Behavioral health: We review behavioral and mental health problems like substance abuse and depression. We encourage follow-up visits with providers. We explore how doctors and therapists can best work together for the patient.

Patient safety: We work with health care partners to help lower harmful drug events, hospital re-admissions and avoidable costs of care. We also develop new programs to fast track advances in quality and safety.

Coordinating care: We have programs to help you and your providers work together to manage your care.

Community health: We have programs that help improve the health of our members and the communities where we live. We analyze these efforts with various measures, such as the State Health Index (SHI). This index gives us an overall picture of a state's health. It helps us find ways to work with community groups, as well as local and state public health departments, to help improve everyone's health.

Service quality: Our members' satisfaction with their medical care, delivery of care, doctors, our health plan and the service we deliver is important to us. We use member and provider feedback about our services to help us improve.

Care management for members with serious health problems: Some members need extra care. We help them learn how to use their health plan and follow their own care plan.



What we learned and how we learned it

HEDIS® and CAHPS®

Each year, the Healthcare Effectiveness Data and Information Set (HEDIS) and the Consumer Assessment of Healthcare Providers and Systems (CAHPS) report on the past year. These reports tell us about our most current results.

About your health plan

We learned more members:

- Had a test showing their cholesterol level was controlled.
- Were screened for breast cancer.
- Were satisfied with the Case Management program.
- Were helped by registered nurses on 24/7 NurseLine.

We learned more adult members with diabetes:

- Had their blood sugar level tested.
- Had a low-density lipoprotein (LDL) cholesterol screening.
- Had medical testing for kidney damage or disease.

We learned more members:

- Were able to easily get the care and tests they needed.
- Reported being satisfied with their personal doctor and health care received.

How we measure

We use a number of tools each year to help us determine how we're doing. These include the HEDIS and CAHPS survey.^{1,2}

These measure quality of care and service and show us where we can focus for improvement. HEDIS measures the quality of many types of care and service, and is used by nearly all American health plans. CAHPS is a survey that measures how happy patients are with their doctors, their care and their plan. We use these results to help us improve our service.

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

² CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

And there's more good news.

We also got high marks on accreditation surveys and audits to comply with laws.



Quality Improvement goals

This year, we'll work hard to:

- Collaborate with doctors and hospitals to improve health care quality.
- Understand our members' cultures and languages.
- Improve the health of our members.
- Help our members stay well and manage their health care.

How all this helps *you*

We care about what our members think of the care and service they get. This helps us improve the quality of your care. And that helps us serve you better.

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