



11720 Borman Drive
St. Louis, MO 63146

Below is a sample of HEDIS scores for the last three years:

Topic	H2018/ CY2017	H2019/ CY2018	H2020/ CY2019	2019 NCQA Quality Compass National Medicaid Average
Adolescent Well-Care	47.45%	47.45%	49.88%	54.26%
Annual Dental Visits (2-21 years of age)	41.63%	47.82%	53.24%	58.03%
Breast Cancer Screening	40.78%	40.78%	41.18%	58.67%
Cervical Cancer Screening	54.26%	57.21%	61.31%	60.65%
Childhood Immunizations; combination 10	27.01%	21.65%	30.17%	34.79%
Chlamydia Screening (female; age 16-24)	52.18%	47.00%	48.17%	58.34%
Comprehensive Diabetes Care, Eye Exam	44.28%	46.23%	45.99%	58.88%
Comprehensive Diabetes Care, blood sugar level testing	80.54%	74.70%	80.54%	88.55%
Comprehensive Diabetes Care, Nephrology Screening	86.62%	83.70%	83.21%	90.15%
Prenatal care (timing of Mom's 1st visit before baby is born)	87.76%	84.76%	93.67%	83.76%
Postpartum Care (Mom's visit after the baby is born)	73.72%	64.94%	76.40%	65.69%
Asthma--Appropriate use of medications (5-18 years of age)	31.64%	40.45%	40.28%	37.01%
Well Child Visit (first 15 months of life, 6 or more visits)	65.61%	55.85%	58.48%	65.83%
Well Child Visits (3-6 years)	66.34%	60.65%	60.51%	72.87%

Below is a sample of CAHPS results for the last three years:

Topic	2017	2018	2019	2019 NCQA Quality Compass National Medicaid Average
Rating of health plan overall	82.00%	83.76%	87.22%	87.15%
Rating of health care overall	82.90%	88.52%	88.01%	88.24%
Rating of personal doctor overall	86.00%	91.90%	90.82%	90.49%
Rating of specialist overall	84.80%	87.92%	88.34%	87.29%
Customer Service	91.00%	87.56%	88.30%	88.56%
Getting needed care	87.80%	88.70%	90.08%	84.85%
Getting care quickly	91.90%	93.83%	94.17%	89.98%
How well doctors communicate	93.60%	96.81%	96.33%	94.13%
Coordination of care	84.20%	88.85%	86.00%	84.06%

The QI Program and annual evaluation are presented to the QI Committee and HSH Board of Directors for review and approval. If you have questions or would like more information about HSH's QI Program, call Member Services at 1-855-694-4663 and ask to speak to the Quality Department.