



At OSF HealthPlans our members' quality of health is very important to us. HEDIS[®] is the name of the tool we use to measure the quality of healthcare we deliver. HEDIS[®] was developed by a group called the National Committee for Quality Assurance (NCQA). NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

HEDIS[®] is a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare the performance of managed health care plans.

Preventive Care

OSF HealthPlans was above the national average in the following measures:

- Prenatal/Postpartum** Care
- Adolescent** Immunizations
- Cervical** Cancer Screening
- Breast** Cancer Screening
- Childhood** Immunizations

Chronic Care

OSF HealthPlans was above the national average in the following measures:

- Asthma** Care
- Antidepressant** Medication Management
- Diabetic **HbA1c Testing**
- Diabetic Eye** Exams
- Follow Up Care** for Mental Illness

Member Satisfaction

Every year a random sample of OSF HealthPlans members is sent the CAHPS survey which measures the satisfaction of consumers with OSF HealthPlans. This survey is a national standard that most health plans use.

OSF HealthPlans is rated significantly higher than the national average in the following categories:

- Overall **Health Care**
- Overall **Health Plan**
- Getting Care** Quickly
- Customer **Service**
- Courteous** Office Staff
- Claims** Processing



HEDIS[®] is a registered trademark of NCQA.

