



Measuring the Quality of America's Health Care

MEMORANDUM

TO: Organizations Interested in 2006 MCO Accreditation
FROM: Patrick Dahill
Assistant Vice President, Policy
SUBJECT: 2006 MCO Accreditation—Revised Benchmarks and Thresholds
DATE: July 25, 2006

This document reports national benchmarks and national and regional thresholds for HEDIS[®] measures and HEDIS/CAHPS[®] 3.0H survey results required for NCQA's *Accreditation of Managed Care Organizations—2006* for commercially insured, Medicaid and Medicare populations. These benchmarks and thresholds will be used to score managed care organizations (MCO) for accreditation year 2006.

NCQA assessed HEDIS 2006 results to determine if further benchmark and threshold modifications were needed, and made changes to the following measures.

- Appropriate Use of Medication for People With Asthma (*Commercial page 25; Medicaid page 50*)
- Breast Cancer Screening (*Commercial page 12; Medicaid page 47; Medicare page 33*)
- Appropriate Testing for Children With Pharyngitis (*Commercial page 26; Medicaid page 50*)

The tables for these measures are labeled **Midyear Update for 2006**. NCQA determined that some Medicaid regional point adjustments were needed, as well; updated points are italicized on pages 2–5.

Remember that Combination 1 for both the Adolescent and Childhood Immunization measures was retired after HEDIS 2005 and is not in HEDIS 2006; therefore, Combination 2 will be used during the 2006 HEDIS reevaluation process to score all MCOs, regardless of accreditation standards year.

Accreditation 2006 Scoring

As described in the *Standards and Guidelines for the Accreditation of MCOs*, NCQA requires MCOs to submit specified HEDIS measures and HEDIS/CAHPS 3.0H survey results annually. NCQA determines the HEDIS measures portion of the score by comparing the MCO's results to a national benchmark (the 90th percentile of national results) and to regional and national thresholds (the 75th, 50th and 25th percentiles). NCQA uses the higher of two scores: the average based on comparison to regional and national thresholds, *or* the average based on comparison to national thresholds. NCQA determines the HEDIS/CAHPS 3.0H results portion of the score by comparing the MCO's results to a national benchmark (the 90th percentile of national results) and to national thresholds (the 75th, 50th and 25th percentiles). NCQA does not take into account regional thresholds, since variation in the data is not as great by region.

To take into account inherent sampling variation, prior to scoring, NCQA adds 5 percentage points to each HEDIS measure; 0.07 points to each of the four CAHPS 3.0H ratings results; 0.07 to the Claims Processing and Customer Service composites; and 0.05 points to the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Courteous and Helpful Office Staff composites.

Note: See the Standards and Guidelines for the Accreditation of MCOs for further details about required HEDIS results and scoring.

Medicare

This document also reports the national benchmarks and national and regional thresholds for HEDIS measures and Medicare CAHPS survey results required for accreditation for the Medicare product line. NCQA does not score the Medicare product line on the Claims Processing Composite because those questions are not included in the Medicare version of the CAHPS survey.

Medicaid

This document also reports national benchmarks and national thresholds for HEDIS measures and CAHPS[®] survey results required for accreditation for the Medicaid product line. NCQA determines the HEDIS measures portion of the score by comparing a Medicaid MCO's results to a national benchmark (the 90th percentile of national results) and to national thresholds only (the 75th, 50th and 25th percentiles).

Due to the limited number of Medicaid plans submitting audited HEDIS results, NCQA is unable to publish regional thresholds for the HEDIS measures; however, NCQA developed adjustment factors using the commercial regional and national thresholds, when substantial differences between national and regional measures were evident.

In addition to the sampling variability adjustment, Medicaid MCOs should add the following adjustments to their rates (before scoring). Measures changed at midyear 2006 are in italic.

Region 2 (New Jersey, New York, Puerto Rico, Virgin Islands)

<i>Breast Cancer Screening</i>	<i>.add 4 percentage points</i>
Cervical Cancer Screening	add 2 percentage points
Follow-Up after Hospitalization for Mental Illness—30-Day Rate*.....	add 5 percentage points
Postpartum Care.....	add 4 percentage points
<i>Children With Pharyngitis</i>	<i>add 2 percentage points</i>

Region 3 (Delaware, Maryland, Virginia, District of Columbia, Pennsylvania, West Virginia)

Follow-Up After Hospitalization for Mental Illness—30-Day Rate*.....	add 5 percentage points
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Region 4 (Alabama, Georgia, Mississippi, South Carolina, Florida, Kentucky, North Carolina, Tennessee)

Adolescent Immunization (Combo 2)	add 6 percentage points
Antidepressant Medication Management (Continuation Phase)	add 3 percentage points
Comprehensive Diabetes Care (Eye Exams)	add 6 percentage points
Comprehensive Diabetes Care (HbA1c Testing)	add 6 percentage points
Comprehensive Diabetes Care (Nephropathy Screening)	add 6 percentage points
Controlling Blood Pressure	add 3 percentage points
Follow-Up After Hospitalization for Mental Illness—7-Day Rate	add 10 percentage points
Follow-Up After Hospitalization for Mental Illness—30-Day Rate*	add 4 percentage points
Medical Assistance With Smoking Cessation (Advising Smokers to Quit).....	add 4 percentage points
Children With Upper Respiratory Infection	add 4 percentage points

*The 30-day measure only applies to MCOs accredited under the 2003 MCO standards or previous versions.

Region 5 (Illinois, Michigan, Ohio, Indiana, Minnesota, Wisconsin)

Comprehensive Diabetes Care (LDL Screening)	add 2 percentage points
Childhood Immunization Combo	add 2 percentage points

Region 6 (Arkansas, New Mexico, Texas, Louisiana, Oklahoma)

Adolescent Immunization (Combo 2)	add 10 percentage points
Antidepressant Medication Management (Continuation Phase)	add 4 percentage points
Antidepressant Medication Management (Practitioner Contacts)	add 3 percentage points
Beta Blocker	add 4 percentage points
<i>Breast Cancer Screening</i>	<i>add 4 percentage points</i>
Cervical Cancer Screening	add 7 percentage points
Childhood Immunization (Combo 2)	add 5 percentage points
Cholesterol Screening.....	add 5 percentage points
Comprehensive Diabetes Care (Eye Exams)	add 10 percentage points
Comprehensive Diabetes Care (HbA1c Testing)	add 7 percentage points
Comprehensive Diabetes Care (LDL Screening)	add 4 percentage points
Comprehensive Diabetes Care (Nephropathy Screening)	add 6 percentage points
Controlling Blood Pressure	add 4 percentage points
Follow-Up After Hospitalization for Mental Illness—7-Day Rate	add 10 percentage points
Follow-Up After Hospitalization for Mental Illness—30-Day Rate*	add 5 percentage points
Medical Assistance With Smoking Cessation (Advising Smokers to Quit).....	add 6 percentage points
Prenatal and Postpartum Care (Postpartum Care)	add 7 percentage points
Children With Pharyngitis.....	add 10 percentage points
Children With Upper Respiratory Infection	add 4 percentage points

*The 30-day measure only applies to MCOs accredited under the 2003 MCO standards or previous versions.

Region 7 (Iowa, Missouri, Kansas, Nebraska)

Adolescent Immunization (Combo 2)	add 10 percentage points
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Beta Blocker	add 3 percentage points
Childhood Immunization (Combo 2)	add 4 percentage points
Cholesterol Screening.....	add 3 percentage points
Comprehensive Diabetes Care (Eye Exams).....	add 4 percentage points
Comprehensive Diabetes Care (LDL Screening)	add 4 percentage points
Comprehensive Diabetes Care (Nephropathy Screening)	add 2 percentage points
Medical Assistance With Smoking Cessation (Advising Smokers to Quit).....	add 4 percentage points
Children With Upper Respiratory Infection	add 4 percentage points

Region 8 (Colorado, North Dakota, Utah, Montana, South Dakota, Wyoming)

Adolescent Immunization (Combo 2)	add 7 percentage points
Antidepressant Medication Management (Acute Phase).....	add 5 percentage points
Childhood Immunization Combo 2	add 2 percentage points
Cholesterol Screening.....	add 2 percentage points
Follow-up after Hospitalization for Mental Illness—7-Day Rate	add 2 percentage points
<i>Breast Cancer Screening</i>	<i>add 2 percentage points</i>
Use of Appropriate Medication for Asthma	add 4 percentage points

Region 9 (American Samoa, California, Hawaii, Arizona, Guam, Nevada)

Antidepressant Medication Management (Contacts).....	add 4 percentage points
<i>Breast Cancer Screening</i>	<i>add 2 percentage points</i>
Childhood Immunization Combo 2	add 3 percentage points
Cholesterol Screening.....	add 4 percentage points
Follow-Up After Hospitalization for Mental Illness—7-day rate	add 2 percentage points
<i>Use of Appropriate Medication for Asthma</i>	<i>add 2 percentage points</i>
Children With Pharyngitis.....	add 10 percentage points

Region 10 (Alaska, Oregon, Idaho, Washington)

Adolescent Immunization (Combo 2)	add 5 percentage points
Childhood Immunization (Combo 2)	add 3 percentage points
Cholesterol Screening.....	add 2 percentage points
Controlling Blood Pressure	add 2 percentage points
Postpartum Care	add 2 percentage points
Children With Pharyngitis.....	add 10 percentage points

To determine these adjustment factors, NCQA used the following approach:

1. All regional thresholds (75th, 50th and 25th) had to be below the national thresholds.
2. The differences between the national and regional thresholds were calculated for each of the three percentiles.

3. The average of the three differences (rounded up to the nearest whole number) was calculated and used as the adjustment factor unless it was more than 10 percentage points. Using an adjustment higher than 10 would likely increase more than two threshold cutoffs higher, which would overcompensate for regional variation.
4. Regional adjustment factors lower than two were not included (as some safeguard against these differences occurring by chance).

Using Audited Data

All national and regional benchmarks and thresholds provided in this document are based solely on audited data. Where the database included fewer than 20 reported audited rates for a region, we based the thresholds on combined data including an adjacent region. Each table indicates when a region was combined with another to determine thresholds.

Commercial Plans Accreditation 2006 Thresholds

Commercial Adolescent Immunization (Combo 2)

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	81	68	43
2	NA	63	56	51
3	NA	63	50	36
4	NA	50	34	22
5	NA	46	39	30
6	NA	37	29	17
7	NA	38	23	19
8*	NA	53	37	13
9	NA	58	37	23
10*	NA	51	37	21
NATIONAL	68	55	41	26

*Region 8 plans combined with region 9; region 10 plans combined with region 9.

REGIONS

- 1 = Connecticut, Maine, Rhode Island, Massachusetts, New Hampshire, Vermont
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- 3 = Delaware, Maryland, Virginia, District of Columbia, Pennsylvania, West Virginia
- 4 = Alabama, Georgia, Mississippi, South Carolina, Florida, Kentucky, North Carolina, Tennessee
- 5 = Illinois, Michigan, Ohio, Indiana, Minnesota, Wisconsin
- 6 = Arkansas, New Mexico, Texas, Louisiana, Oklahoma
- 7 = Iowa, Missouri, Kansas, Nebraska
- 8 = Colorado, North Dakota, Utah, Montana, South Dakota, Wyoming
- 9 = American Samoa, California, Hawaii, Arizona, Guam, Nevada
- 10 = Alaska, Oregon, Idaho, Washington

Commercial Advising Smokers to Quit

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1*	NA	74	72	69
2	NA	74	72	69
3	NA	69	66	61
4	NA	66	63	60
5	NA	72	68	63
6*	NA	65	61	57
7	NA	67	63	59
8*	NA	70	66	62
9	NA	70	66	62
10*	NA	70	66	62
NATIONAL	74	72	66	62

*Region 1 plans combined with region 2; region 6 plans combined with region 7; region 8, 9 and 10 plans combined.

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Commercial Antidepressant Medication Management—Acute Phase

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	71	64	58
2	NA	65	60	56
3	NA	67	60	57
4	NA	63	56	52
5	NA	65	59	55
6	NA	62	58**	51
7	NA	63	59**	57
8*	NA	66	59	53
9	NA	68	60	54
10*	NA	66	59	55
NATIONAL	70	65	59	54

* Region 8 plans combined with region 9; region 10 plans combined with region 9.

** Given the close distribution of results in this region and that NCQA adds 5 percentage points to each reported rate, plans with reported rates at or above the 50th percentile will receive equivalent regional points to plans with results at or above the 75th percentile.

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Commercial Antidepressant Medication Management—Contacts

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	33	25	19
2	NA	38	25	19
3	NA	36	22	13
4	NA	25	20**	14
5	NA	29	21	16
6	NA	24	16	11
7	NA	26	18	14
8*	NA	26	20	11
9	NA	26	20	9
10*	NA	24	17	11
NATIONAL	34	26	20	14

* Region 8 plans combined with region 9; region 10 plans combined with region 9.

** Given the close distribution of results in this region and that NCQA adds 5 percentage points to each reported rate, plans with reported rates at or above the 50th percentile will receive equivalent regional points to plans with results at or above the 75th percentile.

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Commercial Antidepressant Medication Management—Continuation Phase

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	59	48	39
2	NA	47	45**	38
3	NA	50	45**	40
4	NA	43	38**	36
5	NA	47	42**	36
6	NA	46	39	31
7	NA	45	40**	37
8*	NA	52	44	37
9	NA	54	43	38
10*	NA	53	43	38
NATIONAL	54	48	42	37

* Region 8 plans combined with region 9; region 10 plans combined with region 9.

** Given the close distribution of results in this region and that NCQA adds 5 percentage points to each reported rate, plans with reported rates at or above the 50th percentile will receive equivalent regional points to plans with results at or above the 75th percentile.

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Commercial Beta-Blocker Treatment After A Heart Attack**

Updated for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	99	98	97
2	NA	98	96	94
3	NA	99	96	95
4	NA	98	96	93
5	NA	98	96	92
6	NA	96	94	84
7	NA	96	95	88
8*	NA	98	96	93
9	NA	98	96	93
10*	NA	98	96	93
NATIONAL	100	98	96	93

* Region 7 plans combined with region 6; region 8 plans combined with region 9; region 10 plans combined with region 9.

** Given the close distribution of results across all percentiles in all regions and the very high rates, plans with reported rates at or above the 25th percentile will receive 100% of the regional points. Plans with reported rates below the 25th percentile will receive no points.

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Commercial Breast Cancer Screening

Midyear Update for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	82	79	77
2	NA	74	68	65
3	NA	75	72	69
4	NA	73	72	70
5	NA	78	74	71
6	NA	70	68	66
7	NA	75	71	69
8*	NA	73	71	67
9	NA	73	71	67
10*	NA	75	71	68
NATIONAL	80	76	72	69

*Region 8 plans combined with region 9; region 10 plans combined with region 9.

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Commercial Cervical Cancer Screening

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	86	84	82
2	NA	82	78	74
3	NA	83	81	78
4	NA	84	81	74
5	NA	84	80	77
6	NA	78	74	67
7	NA	83	79	75
8*	NA	83	79	74
9	NA	82	79	75
10*	NA	83	80	76
NATIONAL	86	83	80	75

*Region 8 plans combined with region 9; region 10 plans combined with region 9.

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- 10 = Alaska, Oregon, Idaho, Washington

Commercial Childhood Immunization (Combo 2)

Updated for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	81	77	67
2	NA	77	69	65
3	NA	79	76	74
4	NA	78	73	71
5	NA	75	69	63
6	NA	72	67	59
7	NA	73	68	60
8*	NA	75	69	62
9	NA	75	70	59
10*	NA	75	69	59
NATIONAL	80	76	71	65

*Region 8 plans combined with region 9; region 10 plans combined with region 9.

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Commercial Cholesterol Management Screening

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	85	82	80
2	NA	84	80	77
3	NA	82	79	74
4	NA	83	80	77
5	NA	82	77	72
6	NA	78	74	67
7	NA	81	74	69
8*	NA	81	76	71
9	NA	78	75	69
10*	NA	80	77	72
NATIONAL	86	82	78	73

* Region 8 plans combined with region 9; region 10 plans combined with region 9.

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Commercial Comp Diabetes Care—Eye Exams

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	63	60	55
2	NA	56	50	42
3	NA	59	51	44
4	NA	47	43	36
5	NA	57	48	43
6	NA	42	37	30
7	NA	50	44	38
8*	NA	56	47	38
9	NA	56	48	38
10*	NA	59	51	41
NATIONAL	64	56	48	39

*Region 8 plans combined with region 9; region 10 plans combined with region 9.

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Commercial Comp Diabetes Care—Hba1c Testing

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	89	85	80
2	NA	85	77	71
3	NA	86	82	78
4	NA	83	79	73
5	NA	87	82	77
6	NA	79	73	66
7	NA	86	82	75
8*	NA	84	80	75
9	NA	82	79	75
10*	NA	86	80	77
NATIONAL	89	85	80	74

*Region 8 plans combined with region 9; region 10 plans combined with region 9.

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- 5 = Illinois, Michigan, Ohio, Indiana, Minnesota, Wisconsin
- 6 = Arkansas, New Mexico, Texas, Louisiana, Oklahoma
- 7 = Iowa, Missouri, Kansas, Nebraska
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- 10 = Alaska, Oregon, Idaho, Washington

Commercial Comp Diabetes Care—LDL-C Screening

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	84	80	77
2	NA	86	82	76
3	NA	84	80	74
4	NA	83	78	73
5	NA	81	77	72
6	NA	81	75	67
7	NA	79	72	71
8*	NA	82	78	75
9	NA	84	79	76
10*	NA	84	79	76
NATIONAL	86	83	78	73

*Region 8 plans combined with region 9; region 10 plans combined with region 9.

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Commercial Comp Diabetes Care—Nephropathy Screening

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	47	41	37
2	NA	47	41	33
3	NA	51	45	34
4	NA	43	33	27
5	NA	52	39	32
6	NA	42	35	27
7	NA	47	37	31
8*	NA	53	44	39
9	NA	55	46	40
10*	NA	55	49	41
NATIONAL	58	49	40	32

*Region 8 plans combined with region 9; region 10 plans combined with region 9.

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- 10 = Alaska, Oregon, Idaho, Washington

Commercial Controlling High Blood Pressure

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	68	66	62
2	NA	66	62	52
3	NA	65	62	57
4	NA	62	56	51
5	NA	64	61	55
6	NA	60	56	50
7	NA	65	59	54
8*	NA	66	60	54
9	NA	66	62	55
10*	NA	63	58	52
NATIONAL	68	64	59	54

*Region 8 plans combined with region 9; region 10 plans combined with region 9.

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- 9 = American Samoa, California, Hawaii, Arizona, Guam, Nevada
- 10 = Alaska, Oregon, Idaho, Washington

Commercial Follow-Up After Mental Illness—7 Day

Updated for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50 th	25th
1	NA	69	66	58
2	NA	66	60	55
3	NA	63	57	53
4	NA	51	46	40
5	NA	63	57	50
6	NA	59	43	36
7	NA	62	57	50
8*	NA	65	56	52
9	NA	63	56	50
10*	NA	63	57	52
NATIONAL	70	64	57	49

*Region 8 plans combined with region 9; region 10 plans combined with region 9.

REGIONS

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- 10 = Alaska, Oregon, Idaho, Washington

Commercial Follow-Up After Hospitalization For Mental Illness—
30 Day*

Updated for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	86	84	80
2	NA	82	77	72
3	NA	81	78	74
4	NA	76	71	69
5	NA	85	80	75
6	NA	79	71	60
7	NA	83	79	71
8**	NA	80	76	69
9	NA	79	75	69
10**	NA	81	78	69
NATIONAL	86	83	77	71

* The 30-Day measure only applies to MCOs that were accredited on the 2003 MCO Standards or previous versions.

** Region 8 plans combined with region 9; region 10 plans combined with region 9.

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Commercial Postpartum Care

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	86	83	79
2	NA	84	76	68
3	NA	86	84	80
4	NA	85	81	73
5	NA	85	81	75
6	NA	82	74	61
7	NA	85	82	77
8*	NA	83	78	73
9	NA	83	80	71
10*	NA	83	78	71
NATIONAL	87	85	80	73

*Region 8 plans combined with region 9; region 10 plans combined with region 9.

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Commercial Timeliness of Prenatal Care

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	95	94	85
2	NA	92	86	78
3	NA	92	89	83
4	NA	92	87	79
5	NA	93	90	83
6	NA	90	86**	74
7	NA	94	84	65
8*	NA	92	90	82
9	NA	92	90	80
10*	NA	91	89**	80
NATIONAL	95	92	88	80

* Region 8 plans combined with region 9; region 10 plans combined with region 9.

** Given the close distribution of results in this region and that NCQA adds 5 percentage points to each reported rate, plans with reported rates at or above the 50th percentile will receive equivalent regional points to plans with results at or above the 75th percentile.

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Commercial Use of Appropriate Medication for People With Asthma

Midyear Update for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	92	91	86
2	NA	93	91	89
3	NA	93	92	90
4	NA	93	91	88
5	NA	93	91	89
6	NA	93	91	88
7	NA	92	90	89
8*	NA	91	90	88
9	NA	90	90	87
10*	NA	91	90	88
NATIONAL	94	92	91	89

*Region 8 plans combined with region 9; region 10 plans combined with region 9.

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- 10 = Alaska, Oregon, Idaho, Washington

Commercial Appropriate Treatment for Children with Pharyngitis

Midyear Update for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1	NA	80	75	71
2	NA	78	68	61
3	NA	77	71	66
4	NA	84	77	71
5	NA	79	73	64
6	NA	69	63	53
7	NA	78	70	67
8*	NA	80	70	55
9	NA	67	59	35
10*	NA	75	66	40
NATIONAL	85	79	71	64

*Region 8 plans combined with region 9; region 10 plans combined with region 9.

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7 =Iowa, Missouri, Kansas, Nebraska

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10=Alaska, Oregon, Idaho, Washington

Commercial Appropriate Treatment for Children **With Upper Respiratory Infection**

New for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1*	NA	90	89	88
2*	NA	86	84	81
3	NA	89	83	79
4	NA	82	79	77
5	NA	88	82	77
6*	NA	84	77	75
7*	NA	83	79	76
8*	NA	90	87	80
9*	NA	89	85	78
10*	NA	89	87	80
NATIONAL	90	88	83	78

*Region 1 plans combined with region 2; region 6 plans combined with region 7; region 8, 9 and 10 plans combined.

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No Change From 2005
Commercial Claims Processing

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.56	2.5	2.4	2.31

No Change From 2005
Commercial Courteous Staff

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.64	2.59	2.54	2.48

No Change From 2005
Commercial Customer Service

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.67	2.61	2.53	2.47

No Change From 2005
Commercial Getting Care Quickly

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.33	2.29	2.22	2.15

No Change From 2005
Commercial Getting Needed Care

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.77	2.72	2.65	2.59

No Change From 2005
Commercial How Well Doctors Communicate

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.58	2.55	2.52	2.46

No Change From 2005
Commercial Rating of Doctor

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.47	2.44	2.39	2.35

No Change From 2005
Commercial Rating of Health Care

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.50	2.45	2.41	2.33

No Change From 2005
Commercial Rating of Health Plan

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.31	2.23	2.13	2.05

No Change From 2005
Commercial Rating of Specialist

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.53	2.48	2.43	2.37

Medicare Plans Accreditation 2006 Thresholds

Medicare Advising Smokers to Quit

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1*	NA	77	72	66
2	NA	72	70	66
3*	NA	78	71	66
4	NA	75	68	64
5	NA	68	66	61
6	NA	69	68**	63
7*	NA	69	68**	63
8*	NA	69	66**	59
9	NA	69	66**	58
10*	NA	69	66**	61
NATIONAL	72	68	64	58

* Region 1 plans combined with region 2 plans, region 3 plans combined with region 2 plans, region 7 plans combined with region 6 plans, region 8 plans combined with region 9 plans and region 10 plans combined with region 9 plans.

** Given the close distribution of results in this region and that NCQA adds 5 percentage points to each reported rate, plans with reported rates at or above the 50th percentile will receive equivalent regional points to plans with results at or above the 75th percentile.

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Medicare Antidepressant Medication Management—Acute Phase

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	69	64	56	47

Medicare Antidepressant Medication Management—Contacts

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	25	16	11	7

Medicare Antidepressant Medication Management—Continuation Phase

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	54	48	39	30

Medicare Beta-Blocker Treatment After a Heart Attack**

Updated for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1*	NA	99	97	94
2*	NA	99	97	94
3*	NA	99	97	94
4	NA	97	96	91
5	NA	99	97	93
6*	NA	97	93	88
7*	NA	97	93	88
8*	NA	97	96	92
9	NA	97	96	92
10*	NA	97	96	92
NATIONAL	100	98	96	92

* Region 1 plans combined with region 2 plans, region 3 plans combined with region 2 plans, region 7 plans combined with region 6 plans, region 8 plans combined with region 9 plans and region 10 plans combined with region 9 plans.

** Given the close distribution of results in all regions, plans with reported rates at or above the 25th percentile will receive 100% of the regional points. Plans below the 25th percentile will receive 68% of the points.

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Medicare Breast Cancer Screening

Midyear Update for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1*	NA	80	73	64
2	NA	78	67	62
3*	NA	79	70	64
4	NA	78	73	69
5	NA	81	76	66
6*	NA	77	69	64
7*	NA	77	69	64
8*	NA	79	72	64
9	NA	77	71	63
10*	NA	80	73	67
NATIONAL	84	79	73	66

* Region 1 plans combined with region 2; region 3 plans combined with region 2; regions 6 and 7 combined; region 8 plans combined with region 9; region 10 plans combined with region 9.

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Medicare Cholesterol Management Screening

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1*	NA	87	85**	81
2*	NA	87	85**	81
3*	NA	87	85**	81
4	NA	87	83**	77
5	NA	87	82**	77
6*	NA	85	77	73
7*	NA	85	77	73
8*	NA	82	81**	78
9	NA	82	81**	78
10*	NA	83	81**	78
NATIONAL	89	87	82	77

* Region 1 plans combined with region 2 plans, region 2 plans combined with region 1 plans, region 3 plans combined with region 2 plans, region 6 plans combined with region 7 plans, region 7 plans combined with region 6 plans, region 8 plans combined with region 9 plans and region 10 plans combined with region 9 plans.

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Medicare Comprehensive Diabetes Care—Eye Exams

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1*	NA	74	67	60
2	NA	69	64	56
3*	NA	74	67	60
4	NA	67	59	47
5	NA	74	67	59
6	NA	70	58	54
7*	NA	70	58	54
8*	NA	72	64	54
9	NA	72	63	54
10*	NA	76	72	56
NATIONAL	81	74	66	56

* Region 1 plans combined with region 2 plans, region 3 plans combined with region 2 plans, region 7 plans combined with region 6 plans, region 8 plans combined with region 9 plans and region 10 plans combined with region 9 plans.

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Medicare Comprehensive Diabetes Care—Hba1c Testing**

Updated for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1*	NA	93	90	86
2	NA	93	89	83
3*	NA	93	90	83
4	NA	93	90	85
5	NA	93	92	88
6*	NA	92	91	89
7*	NA	92	91	89
8*	NA	92	90	87
9	NA	91	89	87
10*	NA	93	90	88
NATIONAL	94	93	90	87

*Region 1 plans combined with region 2 plans, region 3 plans combined with region 2 plans, region 7 plans combined with region 6 plans, region 8 plans combined with region 9 plans and region 10 plans combined with region 9 plans.

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Medicare Comprehensive Diabetes Care—LDL-C Screening**

Updated for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1*	NA	97	96	94
2	NA	97	96	93
3*	NA	97	94	92
4	NA	97	95	92
5	NA	96	94	91
6	NA	95	94	90
7*	NA	95	94	90
8*	NA	97	95	93
9	NA	96	95	93
10*	NA	96	95	93
NATIONAL	97	96	94	92

* Region 1 plans combined with region 2 plans, region 3 plans combined with region 2 plans, region 7 plans combined with region 6 plans, region 8 plans combined with region 9 plans and region 10 plans combined with region 9 plans.

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Medicare Comprehensive Diabetes Care—Nephropathy Screening

Updated for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1*	NA	65	58	51
2	NA	62	57	49
3*	NA	65	58	51
4	NA	70	57	52
5	NA	66	58	49
6	NA	66	56	47
7*	NA	66	56	47
8*	NA	74	59	55
9	NA	74	60	56
10*	NA	66	59	54
NATIONAL	75	67	58	51

* Region 1 plans combined with region 2 plans, region 3 plans combined with region 2 plans, region 7 plans combined with region 6 plans, region 8 plans combined with region 9 plans and region 10 plans combined with region 9 plans.

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Medicare Controlling High Blood Pressure

Updated for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1*	NA	74	69	64
2	NA	72	67	63
3*	NA	73	67	63
4	NA	70	66	61
5	NA	70	67	61
6	NA	69	64	60
7*	NA	69	64	60
8*	NA	69	63	59
9	NA	69	64	59
10*	NA	69	62	58
NATIONAL	74	70	65	60

* Region 1 plans combined with region 2 plans, region 3 plans combined with region 2 plans, region 7 plans combined with region 6 plans, region 8 plans combined with region 9 plans and region 10 plans combined with region 9 plans.

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- 6 = Arkansas, New Mexico, Texas, Louisiana, Oklahoma
- 7 = Iowa, Missouri, Kansas, Nebraska
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Medicare Flu Shots for Older Adults

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1*	NA	75	73	67
2	NA	73	70**	62
3*	NA	74	71**	67
4	NA	74	68	58
5	NA	81	76	71
6	NA	78	75	66
7*	NA	79	76	70
8*	NA	78	72	66
9	NA	75	72	65
10*	NA	79	73	68
NATIONAL	83	78	73	68

* Region 1 plans combined with region 2 plans, region 3 plans combined with region 2 plans, region 7 plans combined with region 6 plans, region 8 plans combined with region 9 plans and region 10 plans combined with region 9 plans.

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- 6 = Arkansas, New Mexico, Texas, Louisiana, Oklahoma
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- 8 = Colorado, North Dakota, Utah, Montana, South Dakota, Wyoming
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Medicare Follow-Up For Mental Illness—7 Day

Updated for 2006

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	63	56	38	24

Medicare Follow-Up For Mental Illness—30 Day*

Updated for 2006

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	80	76	63	48

* The 30-day measure only applies to MCOs that were accredited from 2003 *MCO Standards and Guidelines* or previous versions.

NOTE: Insufficient data to develop regional thresholds.

Medicare Pneumonia Vaccination for Older Adults

No Change From 2005

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25th
1*	NA	73	68	57
2	NA	69	62	46
3*	NA	70	65	57
4	NA	71	65	60
5	NA	76	70	64
6*	NA	72	70	64
7*	NA	72	70	64
8*	NA	74	69	64
9	NA	72	69	64
10*	NA	75	69	66
NATIONAL	79	73	69	62

* Region 1 plans combined with region 2 plans, region 3 plans combined with region 2 plans, region 6 plans combined with region 7 plans, region 7 plans combined with region 6 plans, region 8 plans combined with region 9 plans and region 10 plans combined with region 9 plans.

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Medicare Osteoporosis Management in Women Who Had a Fracture

New for 2006

HHS REGIONS	PERCENTILES			
	90th	75th	50th	25 th
1*	NA	23	18	14
2	NA	23	18	14
3*	NA	23	18	14
4	NA	20	17	12
5	NA	22	20	16
6*	NA	24	20	17
7*	NA	24	20	17
8*	NA	29	18	14
9	NA	29	18	14
10*	NA	29	18	14
NATIONAL	29	22	18	14

*Region 1 plans combined with region 2 plans, region 3 plans combined with region 2 plans, region 6 plans combined with region 7 plans, region 7 plans combined with region 6 plans, region 8 plans combined with region 9 plans and region 10 plans combined with region 9 plans.

REGIONS

1 =Connecticut, Maine, Rhode Island, Massachusetts, New Hampshire, Vermont

2 =New Jersey, New York, Puerto Rico, Virgin Islands

3 =Delaware, Maryland, Virginia, District of Columbia, Pennsylvania, West Virginia

4 =Alabama, Georgia, Mississippi, South Carolina, Florida, Kentucky, North Carolina, Tennessee

5 =Illinois, Michigan, Ohio, Indiana, Minnesota, Wisconsin

6 =Arkansas, New Mexico, Texas, Louisiana, Oklahoma

7 =Iowa, Missouri, Kansas, Nebraska

8 =Colorado, North Dakota, Utah, Montana, South Dakota, Wyoming

9 =American Samoa, California, Hawaii, Arizona, Guam, Nevada

10=Alaska, Oregon, Idaho, Washington

No Change From 2005
Medicare Courteous Staff

	PERCENTILES			
	90 th	75th	50th	25th
NATIONAL	2.83	2.8	2.77	2.71

No Change From 2005
Medicare Customer Service

	PERCENTILES			
	90 th	75th	50th	25th
NATIONAL	2.85	2.81	2.75	2.70

No Change From 2005
Medicare Getting Care Quickly

	PERCENTILES			
	90 th	75th	50th	25th
NATIONAL	2.55	2.50	2.43	2.32

No Change From 2005
Medicare Getting Needed Care

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.89	2.86	2.82	2.77

No Change From 2005
Medicare How Well Doctors Communicate

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.69	2.66	2.63	2.58

No Change From 2005
Medicare Rating of Doctor

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.69	2.63	2.57	2.51

No Change From 2005
Medicare Rating of Health Care

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.72	2.69	2.63	2.55

No Change From 2005
Medicare Rating of Health Plan

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.66	2.58	2.49	2.39

No Change From 2005
Medicare Rating of Specialist

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.71	2.67	2.61	2.54

Medicaid Plans Accreditation 2005 Thresholds

Medicaid Adolescent Immunization (Combo 2)

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	55	46	34	23

Medicaid Advising Smokers to Quit

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	73	69	64	60

Medicaid Antidepressant Medication Management—Acute Phase

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	65	52	45	40

Medicaid Antidepressant Medication Management—Contacts

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	44	37	23	12

Medicaid Antidepressant Medication Management—Continuation Phase

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	46	38	32	22

Medicaid Breast Cancer Screening

Midyear Update for 2006

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	65	59	54	47

Medicaid Cervical Cancer Screening

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	79	74	60	49

Medicaid Childhood Immunization (Combo 2)

Updated for 2006

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	73	68	61	52

Medicaid Cholesterol Medication Management—Screening

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	67	58	51	39

Medicaid Comprehensive Diabetes Care—Eye Exams

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	60	52	44	27

Medicaid Comprehensive Diabetes Care—Hba1c Testing

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	83	78	71	59

Medicaid Comprehensive Diabetes Care—LDL-C Testing

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	74	69	60	53

Medicaid Comprehensive Diabetes Care—Nephropathy Screening

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	54	46	38	27

Medicaid Controlling High Blood Pressure

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	65	61	55	46

Medicaid Follow-Up After Mental Illness—7-Day

Updated for 2006

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	63	50	38	23

Medicaid Follow-Up After Mental Illness—30-Day*

Updated for 2006

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	81	71	55	44

* The 30-day measure only applies to MCOs that were accredited from 2003 *MCO Standards and Guidelines* or previous versions.

Medicaid Postpartum Care

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	67	62	55	45

Medicaid Timeliness of Prenatal Care

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	88	82	74	65

Medicaid Use of Appropriate Medication for Asthma

Midyear Update for 2006

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	92	90	87	84

Medicaid Appropriate Treatment for Children With Pharyngitis

Midyear Update for 2006

	PERCENTILES			
	90th	75th	50th	25th
National	75	64	56	41

Medicaid Appropriate Treatment for Children With Upper Respiratory Infection

New for 2006

	PERCENTILES			
	90th	75th	50th	25th
National	89	86	82	77

Medicaid Courteous Staff

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.66	2.60	2.56	2.51

Medicaid Customer Service

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.70	2.60	2.52	2.44

Medicaid Getting Care Quickly

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.29	2.24	2.18	2.11

Medicaid Getting Needed Care

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.75	2.69	2.63	2.52

Medicaid How Well Doctors Communicate

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.55	2.51	2.46	2.41

Medicaid Rating of Doctor

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.54	2.50	2.44	2.37

Medicaid Rating of Health Care

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.49	2.45	2.36	2.27

Medicaid Rating of Health Plan

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.48	2.41	2.34	2.22

Medicaid Rating of Specialist

No Change From 2005

	PERCENTILES			
	90th	75th	50th	25th
NATIONAL	2.55	2.49	2.44	2.39