



## **2009 REPORT CARD ON DC MEDICAID & ALLIANCE MANAGED CARE PLANS**



### **Using This Report Card**

When you join the DC Medicaid or Alliance program, you may be able to enroll in a managed care plan. This report card can help you pick the plan that is best for you. In 2009, there were two managed care plans available that are still available today: Chartered Health Plan and Unison Health Plan. They both offer the same basic types of health care, such as doctor visits, medicine, and transportation (see back of this report card). This report card shows how well these plans cared for their members in 2009. Like a school report card, it tells some important things about the plans, but cannot tell you everything about the plans. This report card tells you whether each managed care plan was excellent, good, fair or poor in five important ways. It also gives information on how well the plans and providers cared for people with specific health care needs.

### **How Well Each Managed Care Plan Performed in 2009**

<b>Six Important Parts of Plan Quality:</b>	<b>DC Medicaid &amp; Alliance Managed Care Plans</b>	
	<b>DC Chartered</b>	<b>Unison</b>
<b>Patient satisfaction with their managed care plan and health care</b>	Good	Good
<b>How well each plan met national quality standards</b>	Good*	Good*
<b>How easy patients say it is to see specialist doctors</b>	Good	Too few individuals responded to the question, so a grade was not assigned.
<b>How well each plan met national standards for care management</b>	Excellent*	Excellent*
<b>What patients said about their plan's customer service</b>	Excellent	Excellent
<b>Quality standards for specific health concerns</b>	See Attached List	

\* This grade is based on plan accreditation, which is updated every three years. Unison received their accreditation in 2009 and their grade will be updated in 2013's report card. Chartered received their accreditation in 2007 and their grade will be updated in 2011's report card.

**Spanish:** Si no habla o lee inglés, llame al (202) 639-4030 entre las 8:15 a.m. y las 4:45 p.m. Un representante se complacerá en asistirle.

**Vietnamese:** Nếu bạn không nói và hoặc đọc tiếng Anh, xin gọi (202) 639-4030 từ 8 giờ 15 sáng đến 4 giờ 45 chiều. Sẽ có người đại diện giúp bạn.

**Traditional Chinese:** 如果您不能講和/或不能閱讀英語，請在上午 8:15到下午 4:45之間給 (202) 639-4030 打電話，我們會有代表幫助您。

**Korean:** 영어로 대화를 못하시거나 영어를 읽지 못하는 경우, 오전 8시 15분에서 오후 4시 45분 사이에(202) 639-4030 번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다.

**French:** Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeler (202) 639-4030 entre 8:15 du matin et 4:45 du soir. Un représentant vous aidera.



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### **How Managed Care Plans Are the Same**

#### **All plans:**

- Accept people of all ages eligible for Medicaid and the DC Alliance
- Provide the same basic health care (for example, doctor visits, medicine, hospital care, dental and vision care, preventive testing, counseling and mental/behavioral health care)
- Help coordinate care between doctors for individuals with complex diseases such as diabetes, asthma, or cancer
- Provide transportation to and from doctor appointments
- Provide interpreters for people who don't speak English

#### **The managed care plan ratings are for:**

- Patient satisfaction with their managed care plan and health care. This rating is from two questions on a national survey. The first question asked how patients rated their health care. The second question asked patients how they rated their plan. A higher rating means more people were satisfied.
- How well each plan met national quality standards. A national company called the National Committee for Quality Assurance (NCQA) rates managed care plans. Their ratings show how well the plan does certain things. A rating of excellent or good in this section means a better NCQA rating.
- How easy patients say it is to see specialist doctors. This rating is from a question on a national consumer survey. It asks patients how easy it is to schedule visits with specialists. Specialists are doctors like surgeons, heart doctors, allergy doctors, or skin doctors. A better rating shows that members said it was easier to see a specialist.
- How well each plan met national standards for managing patient care. This rating is taken from a part of the overall NCQA ranking listed above. A higher rating means the health plan is doing a better job with things like having policies and procedures to coordinate health care and help people with appointments.
- What patients said about their plan's customer service. This rating is from two questions on a national consumer survey. The first question asks if the plan gave information and help to patients when they needed it. The second asks if the plan treated patients with courtesy and respect. A higher rating means better customer service.
- Care for certain health conditions. These numbers come from data from each plan that shows how well they delivered care that met certain standards for certain health conditions. For all but one measure a higher score is better.

### **Additional Information**

To determine if you're eligible for Medicaid or the Alliance, please contact the Income Maintenance Administration of the DC Department of Human Services at (202) 727-5355 or (888) 557-1116.

To enroll in one of the managed care plans, or change your current plan, please contact the DC Managed Care Enrollment Broker at (202) 639-4030.

#### **DC Chartered Health Plan**



(202) 408-4720  
toll free (800) 408-7511  
[www.chartered-health.com](http://www.chartered-health.com)

For more detailed information on the managed care plans you may contact DHCF at (202) 442-5988 or The Office of the Ombudsman and Bill of Rights: (877) 685-6391 or you may contact the plans directly.

#### **Unison Health Plan**



toll free (800) 701-7192  
[www.unisonhealthplan.com](http://www.unisonhealthplan.com)



## 2009 REPORT CARD ON DC MEDICAID & ALLIANCE MANAGED CARE PLANS



<b>How Well Each Managed Care Plan Performed in 2009</b>							
<b>Quality standards for specific health concerns</b>	<b>DC Chartered</b>	<b>Unison</b>	<b>National Average</b>	<b>Quality standards for specific health concerns</b>	<b>DC Chartered</b>	<b>Unison</b>	<b>National Average</b>
Woman who were screened for cervical cancer	79%	44%	66%	People with their High Blood Pressure under control	43%	28%	56%
Woman tested for Chlamydia (Chlamydia is a sexually transmitted disease like Gonorrhea or HIV/AIDS)	74%	74%	55%	People who went to the dentist for a check up in the last year	55%	50%	44%
Women who saw their doctor in the first three months of pregnancy	71%	62%	82%	Children who had a cold received the right medicine	94%	96%	85%
Women who saw their doctor in the two months after their baby was born	52%	47%	63%	Children who had a sore throat and received the right treatment	65%	62%	31%
People with diabetes whose blood sugar is not well controlled*	47%*	77%*	45%*	Children who received medicine and shots to prevent a disease like the measles	81%	58%	68%
People who had a cough were given the right treatment	27%	34%	26%	Children age 3 to 6 who went to the doctor for a check-up in the last year	78%	74%	70%
People who take the same medicine for a long time received blood tests to check on them	82%	81%	83%	Children age 12 –21 who went to the doctor for a check-up in the last year	50%	46%	46%
Note: The scores on this page are from the National Committee for Quality Assurance (NCQA), and are part of the Healthcare Effectiveness Data and Information Set (HEDIS) reported by each plan. The scores are validated by a certified NCQA auditor and have been compared to the National averages provided by the NCQA.				Children who were tested for lead in their blood	74%	62%	67%

\* This measure is different from the others, instead of a high number a lower number is better.