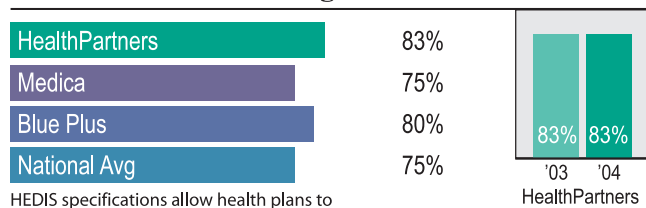


HEDIS 2004 Effectiveness of Care Measures

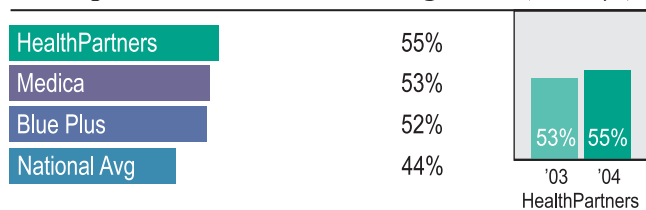
These measures describe the percentage of members receiving appropriate care and how well the care is achieving the desired clinical results. These rates apply to HealthPartners commercial products.

Breast Cancer Screening

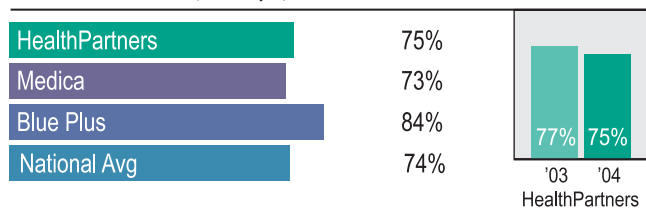


HEDIS specifications allow health plans to rotate this measure for 2004, so the 2004 reported rate is the same as the 2003 rate.

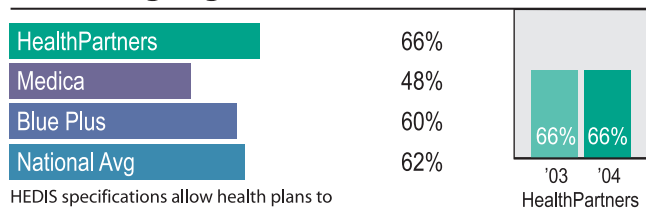
Antidepressant Medication Management (180 days)



Follow-up After Hospitalization for Mental Illness (30 days)

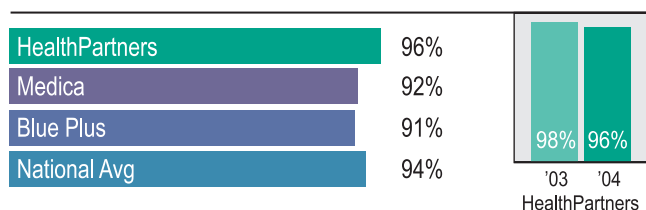


Controlling High Blood Pressure



HEDIS specifications allow health plans to rotate this measure for 2004, so the 2004 reported rate is the same as the 2003 rate.

Beta Blocker Treatment after Heart Attack



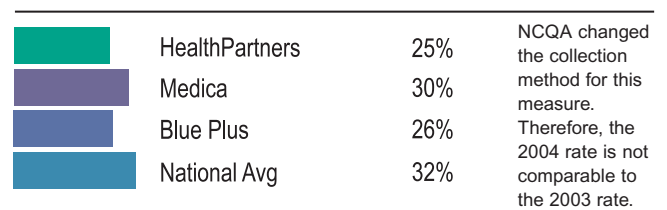
Comprehensive Diabetes Care (Six Measures)

• HbA1c Testing

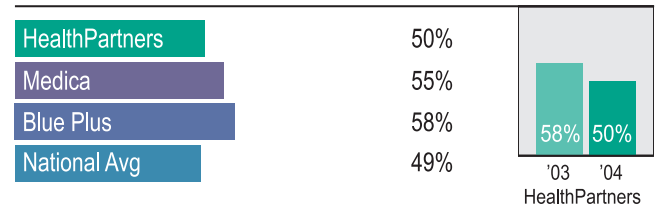


• HbA1c Poorly Controlled (>9.0%)

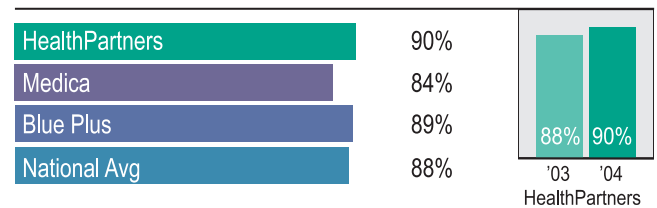
Note: A lower score is better



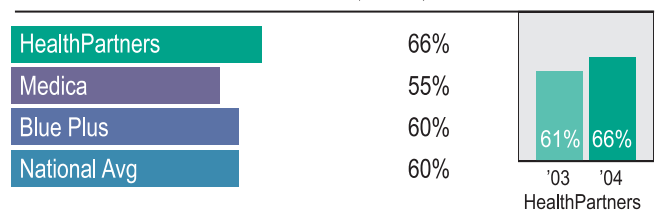
• Eye Exam



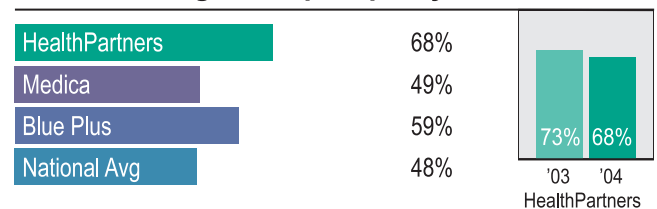
• LDL Screening Rate



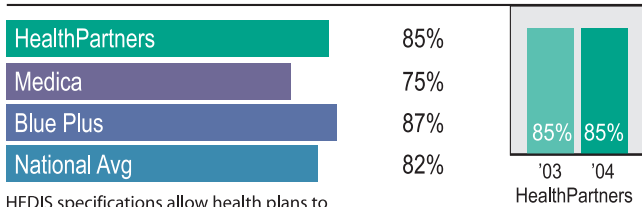
• LDL Level in Control (<130)



• Monitoring for Nephropathy

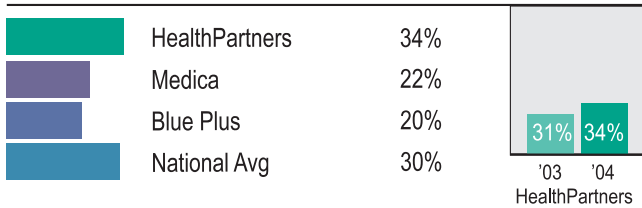


Cervical Cancer Screening

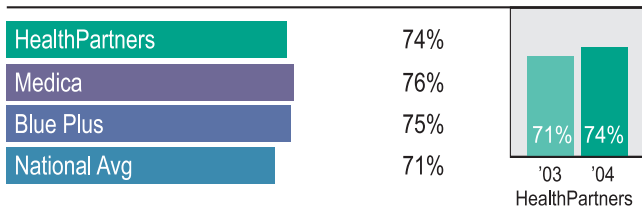


HEDIS specifications allow health plans to rotate this measure for 2004, so the 2004 reported rate is the same as the 2003 rate.

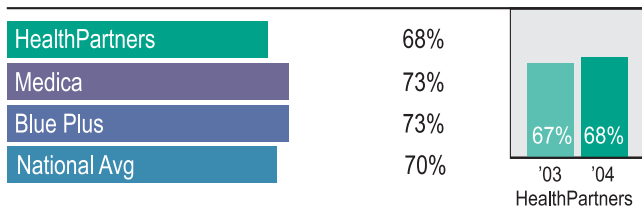
Chlamydia Screening in Women



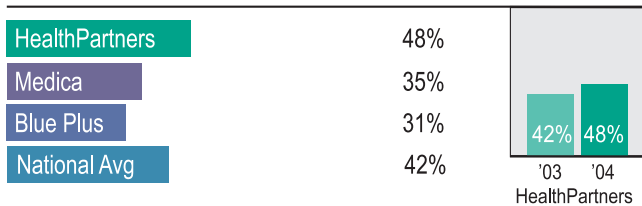
Use of Appropriate Medications for People with Asthma



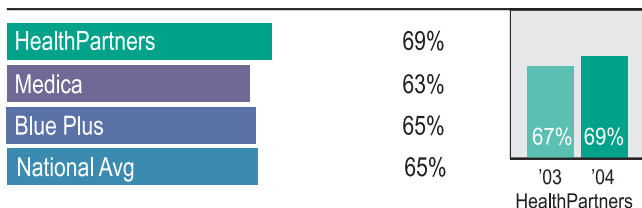
Childhood Immunization Status (Combo 2)



Adolescent Immunization Status (Combo 2)



Cholesterol Mgmt. After Acute Cardiovascular Events — LDL Level in Control (<130)



HEDIS 2004 Use of Services Measures

This section describes how efficiently care is managed. These rates apply to HealthPartners commercial products.

HEDIS MEASURE		HEALTH-PARTNERS	MEDICA	BLUE PLUS	NATIONAL AVERAGE
Inpatient Medicine	Discharges/1000	23.3	33.6	26.2	24.3
	Days/1000	72.6	123.9	89.1	88.2
	Average Length of Stay (ALOS)	3.1	3.7	3.4	3.6
Inpatient Surgery	Discharges/1000	22.2	20.7	26.6	19.1
	Days/1000	84.6	80.3	106.1	85.7
	ALOS	3.8	3.9	4.0	4.5
Inpatient Medicine/ Surgery combined	Discharges/1000	45.5	54.3	52.8	43.4
	Days/1000	157.2	204.2	195.2	173.9
	ALOS	3.5	3.8	3.7	4.0
Maternity	Discharges/1000	18.1	19.0	16.8	16.1
	Days/1000	49.1	54.0	45.3	44.5
	ALOS	2.7	2.8	2.7	2.7
Mental Health	Discharges/1000	3.8	3.5	3.9	2.8
	Days/1000*	43.9	42.0	41.0	16.8
	ALOS	11.5	12.0	10.5	6.0
Chemical Health	Discharges/1000	2.5	2.0	2.5	1.2
	Days/1000*	16.5	15.8	30.5	5.8
	ALOS	6.6	7.9	12.2	4.8
Mental Health/Chemical Health combined	Discharges/1000	6.3	5.5	6.4	4.0
	Days/1000*	60.4	57.8	71.5	22.6
	ALOS	9.6	10.5	11.2	5.6
Ambulatory	ER Visits/1000	119.4	148.0	152.8	181.3
	Outpatient Visits/1000	3,450.8	3,329.7	3,538.3	3,504.9
	Surgery Procedures/1000	90.6	112.4	101.7	108.0

* This rate is not reported, but is calculated using ALOS and discharges/1000.



P.O. Box 1309
Minneapolis, MN 55440-1309

healthpartners.com

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