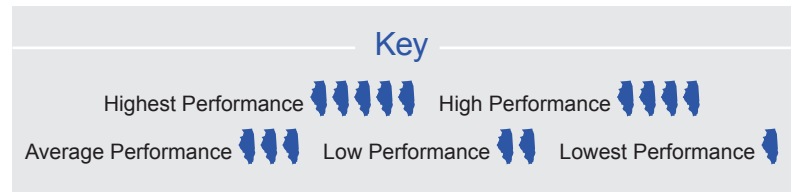


ILLINOIS MEDICAID

2015 ILLINOIS MEDICAID PLAN REPORT CARD

Comparing Illinois Medicaid Plans

This report card is for individuals in the Illinois Medicaid Family Health Plan (FHP) Affordable Care Act (ACA) program or the Integrated Care Program (ICP) for seniors and individuals with disabilities. The report card shows how each plan does in providing care and services to their members for specific measures in key performance areas. The ratings for each plan are to help individuals pick a plan that is best for them. **Not all plans may be available to pick based on geographic location.**



Performance Area Measures	Aetna Better Health	Blue Cross Community	Cigna-Health Spring	Community Care Alliance	County Care	Family Health Network	Harmony Health Plan	Humana Health Plan	IlliniCare Health	Meridian Health Plan	Molina Healthcare	NextLevel Health
Doctors' Communication and Service												
How Well Doctors Communicate												New*
Shared Decision Making								—				New*
Rating of Personal Doctor												New*
Rating of Specialist Seen Most Often								—				New*
Getting Care												
Getting Needed Care												New*
Getting Care Quickly												New*
Outpatient or Preventive Care Visits												New*
Cervical Cancer Screening												New*

— Not enough data available. * New health plan (data not available yet). NA These performance area measures do not apply to the ICP-only plans.

What is Rated in Each Performance Area?

Doctors' Communication and Service

- How Well Doctors Communicate—How well do doctors listen and explain things to members
- Shared Decision Making—How well do doctors involve members in choices about their care
- Rating of Personal Doctor—How do members in the plan rate their doctor
- Rating of Specialist Seen Most Often—How do members in the plan rate the doctor they see for special services

Getting Care

- Getting Needed Care—Members get the care they need
- Getting Care Quickly—Members get the care they need, when they need it
- Outpatient or Preventive Care Visits—Members have an outpatient or preventive care visit
- Cervical Cancer Screening—Members get screened for cervical cancer when needed

Performance Area Measures	Aetna Better Health	Blue Cross Community	Cigna-Health Spring	Community Care Alliance	County Care	Family Health Network	Harmony Health Plan	Humana Health Plan	IlliniCare Health	Meridian Health Plan	Molina Healthcare	NextLevel Health
Behavioral Health												
Initiation of Alcohol and Other Drug Addiction Treatment	■■■	■■■	■■■	■■■■	■■■	■■	■■■	■■■■	■■■	■■■	■■	New*
Follow-Up Care to a Hospital Visit for Members with Mental Illness	■■■	■■■	■■	■■■	■■■	■■■■	■■■	■	■■■	■■■	■■■	New*
Keeping Kids Healthy												
Kids Received Vaccinations	■■■	■■■	NA	NA	■■	■■■	■■■	NA	■■■	■■■■	■■■	New*
Doctor Visits for Kids Younger than 15 Months	■■	■■■	NA	NA	—	■■■	■■■	NA	■■■	■■■■	■■■	New*
Doctor Visits for Kids Ages 3 to 6 Years	■■■	■■	NA	NA	■■■	■■■■	■■■	NA	■■■	■■■■	■■■	New*
Human Papillomavirus Vaccine (HPV) for Teenage Girls	■■■	■■■	NA	NA	■■	■■■	■■■	NA	■■■	■■■■	■■■	New*
Body Mass Index (BMI) Percentile for Children/Teenagers	■■■	■	NA	NA	■■■	■■■	■■■	NA	■■■	■■■	■■■	New*

— Not enough data available. * New health plan (data not available yet). NA These performance area measures do not apply to the ICP-only plans.

What is Measured in Each Performance Area?

Behavioral Health

- Initiation of Alcohol and Other Drug Addiction Treatment—Members get help for alcohol and other drug addiction
- Follow-Up Care to a Hospital Visit for Members with Mental Illness—Members get follow-up care 30 days after being in the hospital for mental illness

Keeping Kids Healthy

- Kids Received Vaccinations—Kids get vaccinations to help them stay healthy
- Doctor Visits for Kids Younger than 15 Months—Kids younger than 15 months old have 6 or more check-up visits with their doctor to help them stay healthy
- Doctor Visits for Kids Ages 3 to 6 Years—3 to 6-year-old kids have one or more check-up visits with their doctor to help them stay healthy
- Human Papillomavirus Vaccine (HPV) for Teenage Girls—Members get HPV shots when needed
- Body Mass Index (BMI) Percentile for Children/Teenagers—Members ages 3 to 17 have their BMI measured at check-ups or when needed

Choosing a Medicaid Plan

Choosing the plan that best meets your health care needs is important. Here are some questions to ask before you pick a plan:

- How did each plan rate in each area of the report card?
- Do the doctors in the plan I like communicate with their members?
- Do the members in the plan I like get care when they need it?
- Do members with behavioral health conditions get the care they need?
- Do kids get the care they need to stay healthy?

Have more questions about picking a Medicaid plan?

When it is time to pick a plan, you can contact **Illinois Client Enrollment Services** at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free. Or you can go online at www.enrollhfs.illinois.gov. They will provide you with more information about each plan available to you. They can also tell you what doctors are in a plan and what extra benefits they offer. You can also contact the plans directly for more information about their plan using the information below. Not all plans listed may be available to you.

Plans	Contact Information	Available in the Following Counties
Aetna Better Health ■▲	1-866-212-2851 TTY: 1-800-526-0844 www.aetnabetterhealth.com	Boone, Cook, DuPage, Kane, Kankakee, Lake, McHenry, Will, and Winnebago
Blue Cross Community ■▲	■ 1-888-657-1211 ▲ 1-877-860-2837 TTY: 1-800-526-0844 ■ www.bcbsilcommunityicp.com ▲ www.bcbsilcommunityfamilyhealthplan.com	Cook, DuPage, Kane, Kankakee, Lake, and Will
Cigna-HealthSpring ■	1-866-487-4331 TTY: 1-800-526-0844 www.specialcareil.com	Cook, DuPage, Kane, Kankakee, Lake, and Will
Community Care Alliance ■	1-866-871-2305 TTY: 1-888-461-2378 www.ccaillinois.com	Boone, Cook, DuPage, Kane, Kankakee, Lake, McHenry, Will, and Winnebago
CountyCare ■▲	1-855-444-1661 TTY: 1-800-526-0844 www.countycare.com	Cook
Family Health Network ▲	1-888-346-4968 TTY: 1-800-422-1942 www.fhnchicago.com	Cook, DuPage, Kane, Kankakee, Lake, and Will
Harmony Health Plan ▲	1-800-608-8158 TTY: 1-877-650-0952 www.harmonyhpi.com	Clinton, Cook, DuPage, Jackson, Kane, Kankakee, Lake, Madison, Perry, Randolph, St. Clair, Washington, Will, and Williamson
Humana Health Plan ■	1-800-764-7591 TTY: 1-800-526-0844 www.humana.com	Cook, DuPage, Kane, Kankakee, Lake, and Will
IlliniCare Health ■▲	1-866-329-4701 TTY: 1-866-811-2452 www.illinicare.com	Boone, Cook, DuPage, Henry, Kane, Kankakee, Lake, McHenry, Mercer, Rock Island, Will, and Winnebago
Meridian Health Plan ■▲	1-866-606-3700 TTY: 1-800-526-0844 www.mhplan.com	Adams, Boone, Brown, Champaign, Christian, Clinton, Cook, DeKalb, DeWitt, DuPage, Ford, Henderson, Henry, Kane, Kankakee, Knox, Lake, Lee, Livingston, Logan, Macon, Madison, McHenry, McLean, Menard, Mercer, Peoria, Piatt, Pike, Rock Island, St. Clair, Sangamon, Scott, Stark, Tazewell, Vermilion, Warren, Will, Winnebago, and Woodford
Molina Healthcare ■▲	■ 1-855-766-5462 ▲ 1-855-701-4886 TTY: 1-800-526-0844 www.molinahealthcare.com	Champaign, Christian, Clinton, Cook, DeWitt, Ford, Knox, Logan, Macon, Madison, McLean, Menard, Peoria, Piatt, St. Clair, Sangamon, Stark, Tazewell, and Vermilion
NextLevel Health ■▲	1-844-807-9734 TTY: 1-800-526-0844 www.NextLevelHealthIL.com	Cook

■ ICP plan. ▲ FHP Program plan.

Information as of December 2016.

Need More Information on Your Medicaid Plan Choices?

Visit the Illinois Department of Healthcare and Family Services online at: www.illinois.gov/hfs and Illinois' Client Enrollment Services online at: www.EnrollHFS.Illinois.gov

About This Report Card

The information in this report card was collected from the plans and their members. The information was reviewed for accuracy by independent organizations. The 2016 National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS®) data were used in this report card to rate the plans. HEDIS® is a registered trademark of NCQA and CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).