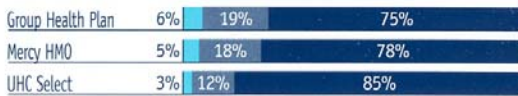


Plan Coordination of Care and Administration

Health plans play an important role in providing access to services, coverage information, and administration to assure that their members obtain the appropriate levels of care.

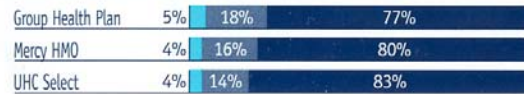
The graphs below show whether the surveyed members reported difficulties when attempting to access services or information about the plan.

Delays in Care While Waiting Plan Approval

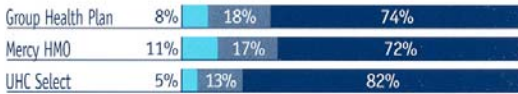


Receiving Care

which You and Your Doctor Believed Was Necessary.

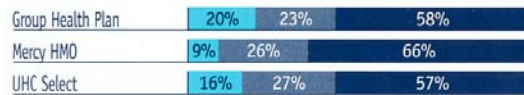


Receiving a Referral to a Specialist



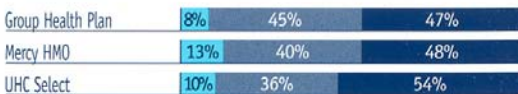
Receiving Counseling or Treatment

for a Personal or Family Problem.

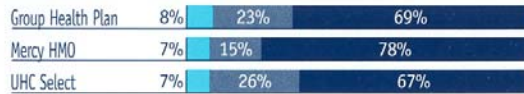


Receiving or Understanding Information

from the plan.



Receiving Your Prescription Medicine



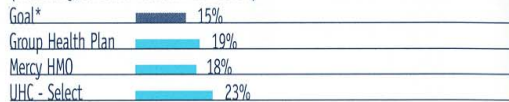
■ Yes, a big problem
 ■ Yes, a small problem
 ■ No, not a problem

Effectiveness of Clinical Care

Not all health plans are created equal – some do a better job than others at helping you stay healthy and get better if you are ill. These measures represent how well a plan provided widely accepted preventive practices, promoted the health of its members, and cared for members who were ill or had a chronic disease during 1998. These represent nationally standardized measures and have been independently audited.

Rate of Cesarean Section (C-Section)

Many health officials are concerned that too many C-Sections are performed without medical justification, needlessly placing the mother and baby at risk. This graph represented the percentage of women age 15 to 34 in the plan who have had a C-Section. (Generally, a lower number is better.)



Prenatal Care in the First Trimester

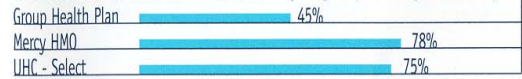
Early prenatal care contributes to having a healthy baby and preventing premature birth. This graph shows the percentage of women in the plan who received their first prenatal visits during their first three months of pregnancy. (A higher percentage is better.)



*National goals from the Office of Disease Prevention and Health Promotion (Healthy People 2000).

Beta Blocker After a Heart Attack

People who have had a heart attack are at risk for having another one. Beta blockers are medications that reduce how hard the heart has to work and decrease the risk of a second heart attack. This graph shows the percentage of eligible plan members hospitalized for a heart attack who received a beta blocker medication. (A higher percentage is better.)



Advising Smokers to Quit

Quitting smoking reduces the risk of cancer, heart attack, stroke, chronic lung disease, and premature death. Even a brief recommendation to quit by a doctor is associated with a 30% increase in the number of people who quit. This measure indicates the percentage of adult smokers and recent quitters who received advice to quit from a health professional on one or more visits. (A higher percentage is better.)



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