



# First Things First

For Physicians and Providers

## HEDIS® 2008 Performance Report

Texas HMO's are required by the State of Texas to provide information about their services to the Texas Health Care Information Council using the Healthcare Effectiveness Data and Information Set (HEDIS) methodology. HEDIS is a set of standardized performance measures that was created and is maintained by the National Committee for Quality Assurance (NCQA). Overall, HEDIS promotes the ability for purchasers and consumers to compare health plans on key performance measures. The HEDIS 2008 Report measures the services that were provided in 2007.

### How did Community First do in 2008?

Commercial HMO	CFHP 2008	Texas Average 2008	National Average 2008
Use of Appropriate Medications for People with Asthma (Combined Rate)**	97.78%	91.78%	91.72%
Annual Monitoring for Patients on Persistent Medications (Total)**	78.89%	78.53%	76.99%
Appropriate Treatment for Children with Upper Respiratory Infection	76.25%	74.74%	84.40%
Comprehensive Diabetes Care: Eye Exams	45.95%	42.05%	54.74%
Comprehensive Diabetes Care: LDL Screening	82.38%	83.83%	84.14%
Childhood Immunization Status (Combo 3)**	76.71%	67.35%	72.98%
Chlamydia Screening in Women (Total)**	53.01%	35.21%	39.23%
Well Child Visits in the First 15 months of Life (6+visits)	47.51%	56.09%	67.97%
Well Child Visits in the 3rd-6th Years of Life	54.63%	55.57%	62.25%
Adolescent Well-Care Visits	21.96%	28.25%	36.28%

Note: Shaded = Better than Texas Average  
\*\* = Better than National Average

NCQA changed the Commercial reporting definition to include both Commercial at-risk and ASO HMO products. Results cannot be trended to prior year's data.

These findings reflect that Community First and our practitioners are providing quality care and services to our members. Although we are meeting and/or exceeding many of the state and national averages, Community First is dedicated to continuously improving our standard of care. Your involvement with supplying the required medical record data for the HEDIS measures as well as your continued support in surpassing the benchmarks is

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If you have any questions, please call Network Management at (210) 358-6030, 1-800-434-2347

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[www.cfhp.com](http://www.cfhp.com)

## Community First Needs Your Input: Join Community First's POSAC



My name is Yvonne Quiroga. I am presently employed by Tejas Pediatrics and I have over 25 years experience as a Medical Practice Manager. I presently have the privilege and honor to serve as Chairperson of Community First Health Plans' POSAC.

**So what is POSAC?** POSAC stands for: Provider Office Staff Advisory Committee. It is a committee formed by the Community First Network Management Department to obtain feedback from providers in the medical community. The goal is to bridge better communication between Community First

provider partners and members. I am proud to be involved with POSAC because I am a part of our medical community voice.

Our POSAC mission: to encourage communication between healthcare providers and Community First so that services for our patients, members and various partners within the medical community may be better enhanced. Community First is one of the few health plans that has taken a proactive approach to obtain input from their partners.

I encourage all Community First providers to get involved and to join us in trying to make a difference. How can we make a difference? It is very simple: we need to hear from you. If you have recommendations, ideas, suggestions, concerns and/or would like to become a member of this committee, please contact your Community First Provider Relations Representative.

Our POSAC committee members include providers of different specialties. Each POSAC member contributes time, knowledge and leadership skills at our quarterly meetings. Together with Community First, the POSAC can work on making this medical committee successful to better serve our fellow provider and members.

## HEDIS® 2008 Performance Report

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appreciated. Your active participation in providing and documenting health care services is vital to the health of our members. Thank you for your partnership in our mission to provide the community with a non-profit health plan dedicated to the highest level of quality health care right where it is needed – Our Community.

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HEALTH PLANS

*Keeping Our Commitment to You*

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