



UniCare Health Plan of WV
 Quality Department
 200 Association Drive, Suite 200
 Charleston, WV 25311

HOW ARE WE DOING?

Member ratings for our customer service show high satisfaction.

Overall, members are generally pleased with the care and services they get from their providers and UniCare. The survey results also show we still have areas of growth. So, we continue to work to exceed national benchmarks.

UniCare is dedicated to improving your health care quality.

WE WANT YOUR FEEDBACK

Listening to you is one of the best ways we can improve how we serve you. If you get a survey, please fill it out and send it back to us. This is your chance to help us serve you better!

KNOW YOUR RIGHTS

We want you to know what your rights and responsibilities are as a member of our health plan.

To read about your rights:

- Visit www.unicare.com/Medicaid
- Click on the "benefits" tab
- Scroll down to member handbook and resources
- Select the member handbook
- Your Member Rights and Responsibilities start on page 59

You can also call the Customer Care Center at **1-800-782-0095** (TTY 1-866-368-1634) for a paper copy.

We can translate this for you at no cost. Call the Customer Care Center at 1-800-782-0095. If you have speech or hearing loss, call the TTY line at 1-866-368-1634.

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2015 HEALTH CARE QUALITY UPDATE

for UniCare Health Plan of West Virginia, Inc.

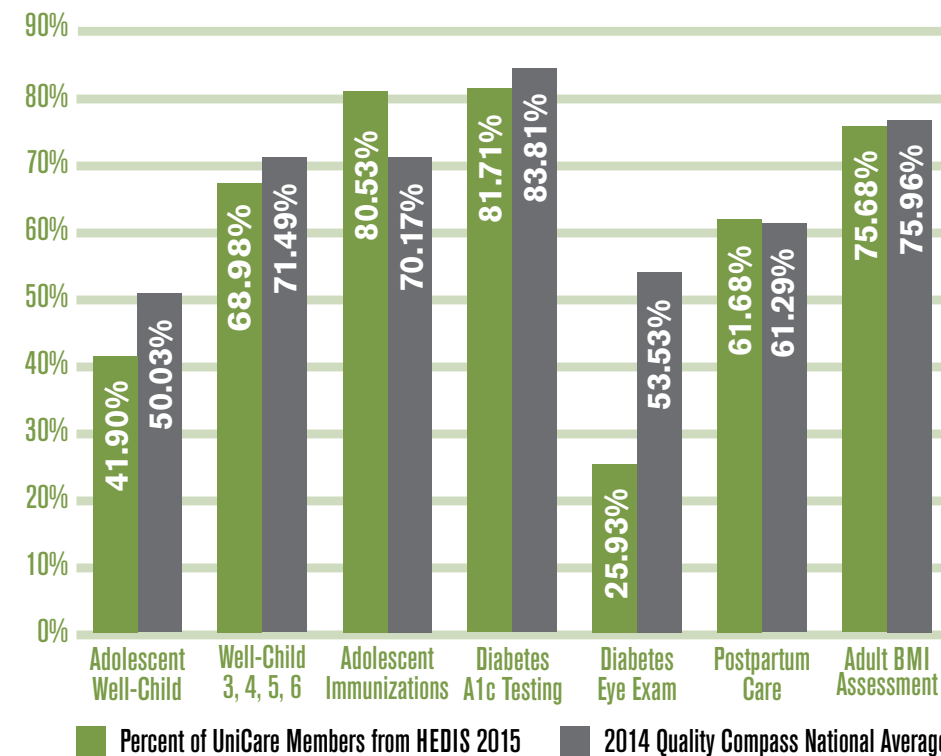
At UniCare Health Plan of West Virginia, it's important to us that you get the best care and services possible. **That's our goal!**

Each year, we track the health care services you get and how you feel about them through our Quality Management program. We do this because we want you to stay healthy. We also want to make sure you're happy with all of your health care services.

We use data from:

- Healthcare Effectiveness Data and Information Set (HEDIS®) and the
- Consumer Assessment of Healthcare Providers and Systems (CAHPS®). The CAHPS results are from the satisfaction surveys you filled out.

HEDIS 2015 – Measurement Year 2014



Healthcare Effectiveness Data and Information Set (HEDIS)

HEDIS data helps us make sure you're getting the prevention and screening services you need to help keep you healthy. These services also help find health problems early so any issues can be treated sooner. We keep track of many health care details.

The graph below shows some of our HEDIS 2015 results. These results are compared to the average Medicaid rate in the United States. We've also given you basic facts about some of the measures.

HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

PREVENTIVE CARE VISITS

(Adolescent Well-Child, Well-Child 3, 4, 5, 6)

Children and adults need checkups yearly. **Don't let illness sneak up on you!** Visit your primary care physician annually for a checkup.

PRENATAL AND POSTPARTUM CARE

Prenatal care is the health care women get while they are pregnant. It helps mom and baby stay healthy.

If you're pregnant:

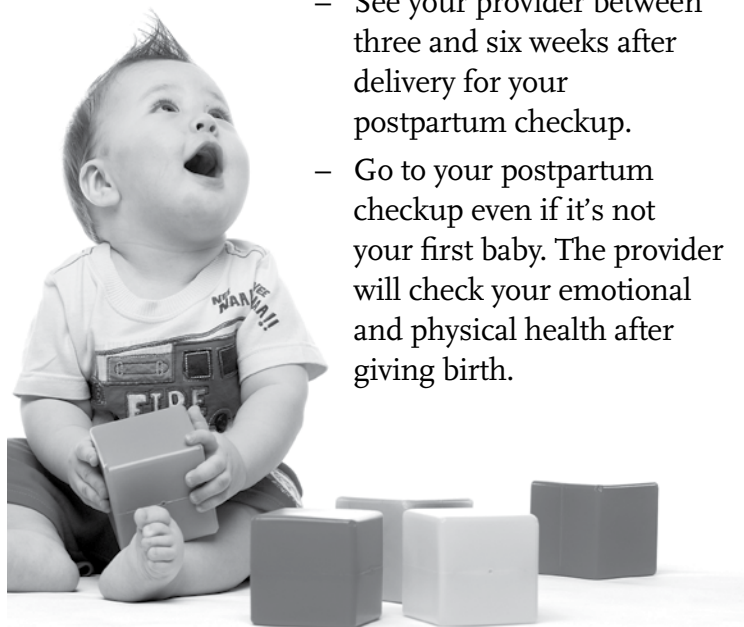
- Begin prenatal care at the start of your pregnancy (first trimester) or as soon as you know you're pregnant.
- Keep all of your scheduled visits. This helps catch problems early.

Prenatal care ends when the baby is born.

Postpartum care is the health care women get after they deliver the baby.

If you've recently given birth:

- See your provider between three and six weeks after delivery for your postpartum checkup.
- Go to your postpartum checkup even if it's not your first baby. The provider will check your emotional and physical health after giving birth.



ADULT BODY MASS INDEX (BMI) ASSESSMENT



- The BMI assessment is a test that measures if a person's weight is in line with their height.
- BMI percentile is a ranking based on the Centers for Disease Control and Prevention's (CDC) BMI for age growth charts.
- The charts compare your BMI number with others of the same sex and age.

CONTROLLING YOUR DIABETES

(Diabetes A1c Testing, Diabetes Eye Exam)

The best way to manage your type 1 or type 2 diabetes is by:

- Having health exams and screenings on a set schedule
- Taking the medication prescribed by your provider



If you're between 18-75 years old, keep your diabetes in check.

You should have:

- An A1c blood test every three to six months
- A yearly urine test to check your kidneys
- An eye exam from an eye provider every one to two years

Living with diabetes is a lifelong, learning process. Many people with diabetes have active lives.

DENTAL HEALTH

(Adolescent Well-Child, Well-Child 3, 4, 5, 6)

- Have a dental checkup at least every six months (about two times a year).
- Small children should have their first dental visit six months after getting their first tooth or by 1 year old.
- Care for your mouth. Oral health is important to your total health – it's not just about your teeth.

Don't wait a while...

Protect your smile...

Make a dental appointment today!

If you need help making an appointment for any of these services, please call the Customer Care Center at 1-800-782-0095 (TTY 1-866-368-1634).



2015 MEMBER SATISFACTION SURVEY

We want to give you the best customer service and health care services. That's why we send a member satisfaction survey to a random sample of members each year. This survey is called CAHPS.

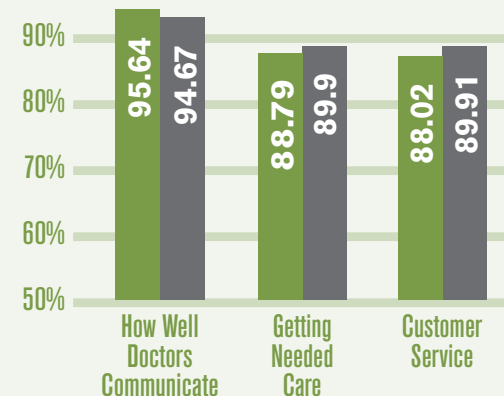
The survey asks questions on many topics like:

- Communication between you and your provider
- How pleased you are with your overall health services

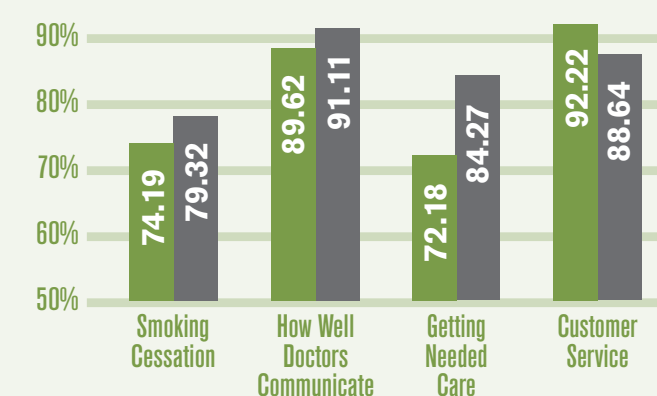


The graph below shows some of the scores we earned from members about their overall satisfaction with our services in 2015.

Consumer Assessment of Healthcare Providers and Systems – CHILDREN



Consumer Assessment of Healthcare Providers and Systems – ADULTS



■ 2015 UniCare CAHPS Score ■ 2015 NCQA Benchmark 75th Percentile