



An Anthem Company

Quality Management program

How we measure up

At UniCare Health Plan of West Virginia, Inc., it is important to us that you get the best care and service possible. Each year, we track the health care and services you receive and how you feel about them. We then compare our rates to national benchmarks. The results tell us what works and what needs improvement. The Quality Management program is the process of finding how we can improve your care.

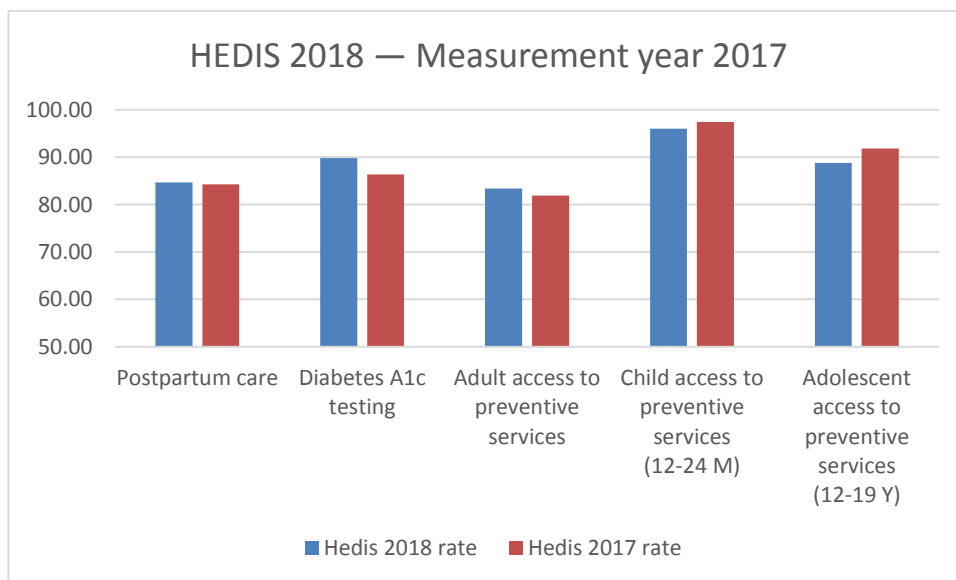
What tells us how we're doing?

Our scores in clinical performance and member satisfaction

To measure how we're doing, we use data from:

- **Healthcare Effectiveness Data and Information Set (HEDIS®)** — to measure quality of care and access to services
- **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** — a member satisfaction survey

UniCare improved or continued to perform well in the following HEDIS measures:



Important steps to maintaining health

Health checkups and dental visits (adolescent well-child, well-child 3, 4, 5, 6)

Children and adults need preventive care checkups yearly. These help to catch or prevent illnesses. Be sure to visit your primary care physician annually for a checkup.

Dental visits are important, even for children. Oral health is important to your total health too — it's not just about your teeth.

- 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.

Prenatal and postpartum care

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

Postpartum care is the health care women get after they deliver the baby. If you've recently given birth:

- See your provider between 3 and 6 weeks after delivery for your postpartum checkup.
- Go to your postpartum checkup even if it's not your first baby. Your provider will check your emotional and physical health after giving birth.

Diabetes checkups (diabetes A1c testing, diabetes eye exam)

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

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

If you're between 18-75 years old and have diabetes, you should get:

- An A1c blood test every 3 to 6 months.
- A yearly urine test to check your kidneys.
- An eye exam from an eye provider every 1 to 2 years.

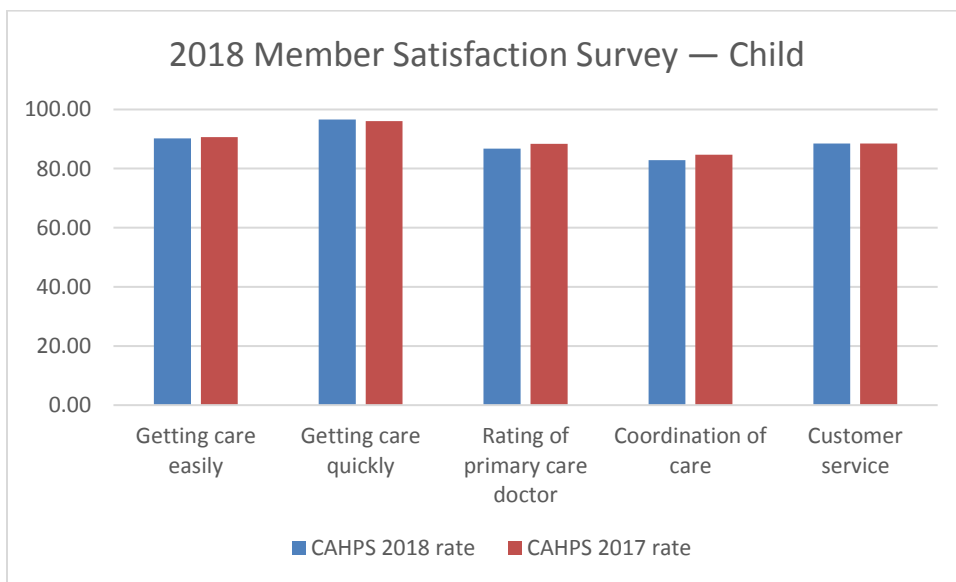
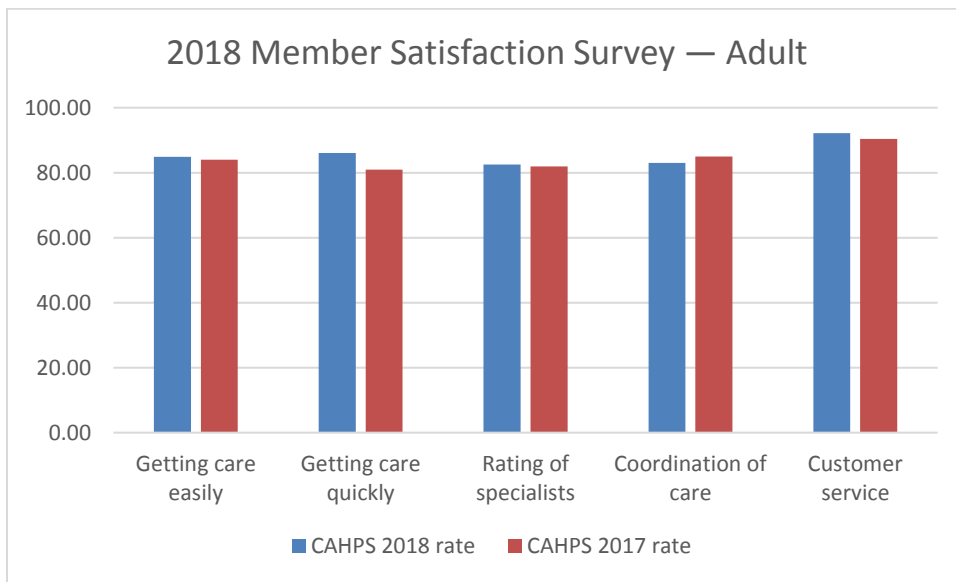
Living with diabetes is a lifelong, learning process. Many people with diabetes have active lives. We're here to help you if you need.

2018 Healthcare Effectiveness Data and Information Set (HEDIS®)

The information from HEDIS helps us make sure you are getting the services you need. These services help keep you healthy or find health problems early so treatment can happen sooner. We keep track of over 75 items. The data reflects calendar year **2017** results.

Consumer Assessment of Healthcare Providers and Systems (CAHPS)

Evaluates member satisfaction with care and services received during the past six months. The charts below show how we did.



Have more questions about the Quality Management program?

Call us or write to us. We can talk to you about:

- What quality management is.
- How we are doing.
- What our goals are.
- How we are working to make things better for you.

We can also send you information on our Quality Management program.

Call 1-800-782-0095 (TTY 1-866-368-1634). You can ask for a copy of the program with our goals, process and results. We can also tell you more about how we make sure you get quality care.

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), Monday through Friday, 8 a.m. to 6 p.m. Eastern time.