



## Georgia Department of Community Health

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### Validation of Performance Measures

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*for*

### AMERIGROUP Community Care

Measurement Period: Calendar Year 2011

Validation Period: State Fiscal Year 2012

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## Validation of Performance Measures for AMERIGROUP Community Care

### Validation Overview

Validation of performance measures is one of three mandatory external quality review (EQR) activities that the Balanced Budget Act of 1997 (BBA) requires state Medicaid agencies to perform. Health Services Advisory Group, Inc. (HSAG), the external quality review organization (EQRO) for the Department of Community Health (DCH), conducted the validation activities. DCH contracts with three care management organizations (CMOs) to provide services to Medicaid managed care enrollees and PeachCare for Kids<sup>®</sup> enrollees. PeachCare for Kids<sup>®</sup> is the name of Georgia’s stand-alone Children’s Health Insurance Program (CHIP). DCH identified a set of performance measures that were calculated and reported by the CMOs for validation. HSAG conducted the validation activities as outlined in the Centers for Medicare & Medicaid Services (CMS) publication, *Validating Performance Measures: A Protocol for Use in Conducting External Quality Review Activities*, Final Protocol, Version 1.0, May 1, 2002 (CMS performance measure validation protocol).

### Care Management Organization (CMO) Information

HSAG validated performance measures calculated and reported by **AMERIGROUP Community Care (AMERIGROUP)**. Information about **AMERIGROUP** appears in Table 1.

**Table 1—AMERIGROUP Community Care Information**

<b>CMO Name:</b>	AMERIGROUP Community Care
<b>CMO Location:</b>	303 Perimeter Center North, Suite 400 Atlanta, GA 30346
<b>CMO Contact:</b>	Joanne Soublis, Risk Control and Compliance Officer
<b>Contact Telephone Number:</b>	678.587.4876
<b>Contact E-mail Address:</b>	<a href="mailto:JSoubli@amerigroupcorp.com">JSoubli@amerigroupcorp.com</a>
<b>Site Visit Date:</b>	April 5–6, 2012

## Performance Measures Validated

HSAG validated performance measures identified and selected by DCH for validation. Two performance measures were selected from the Agency for Healthcare Research and Quality (AHRQ) Quality Indicator set, and five performance measures were selected from the Children’s Health Insurance Program Reauthorization Act (CHIPRA) Initial Core Set of Children’s Health Care Quality Measures. The measurement period was identified by DCH as calendar year (CY) 2011 for all measures except the two CHIPRA dental measures. They were reported for federal fiscal year (FFY) 2011 per CMS requirements. Table 2 lists the performance measures that HSAG validated and identifies who calculated the performance measure rates.

**Table 2—List of CY 2011 Performance Measures for AMERIGROUP**

	Performance Measure	Rate Calculation by:
1.	Low Birth Weight Rate ( <i>AHRQ</i> )	<b>AMERIGROUP</b>
2.	Cesarean Delivery Rate ( <i>AHRQ</i> )	<b>AMERIGROUP</b>
3.	Percentage of Eligibles That Received Preventive Dental Services ( <i>CHIPRA</i> )	<b>AMERIGROUP</b>
4.	Otitis Media With Effusion (OME)—Avoidance of Inappropriate Use of Systemic Antimicrobials ( <i>CHIPRA</i> )	<b>AMERIGROUP</b>
5.	Percentage of Eligibles That Received Dental Treatment Services ( <i>CHIPRA</i> )	<b>AMERIGROUP</b>
6.	Annual Percentage of Asthma Patients With One or More Asthma-Related Emergency Room Visits ( <i>CHIPRA</i> )	<b>AMERIGROUP</b>
7.	Annual Pediatric Hemoglobin (HbA1c) Testing ( <i>CHIPRA</i> )	<b>AMERIGROUP</b>

In addition, **AMERIGROUP** was required to report a selected set of Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) measures to DCH. **AMERIGROUP** was required to contract with an NCQA-licensed audit organization and undergo an NCQA HEDIS Compliance Audit. Final audited HEDIS measure results were submitted to DCH via NCQA’s Interactive Data Submission System (IDSS) and provided to HSAG. HSAG will use these results in addition to the measures HSAG validated and displayed within this report as data sources for the annual EQR technical report. Appendices D and E display the final audited HEDIS 2012 results for all required measures.

HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA).  
HEDIS Compliance Audit<sup>™</sup> is a trademark of the National Committee for Quality Assurance (NCQA).

## Description of Validation Activities

### Pre-Audit Strategy

HSAG conducted the validation activities as outlined in the CMS performance measure validation protocol. To complete the validation activities for **AMERIGROUP**, HSAG obtained a list of the measures that were selected by DCH for validation.

HSAG then prepared a document request letter that was submitted to **AMERIGROUP** outlining the steps in the performance measure validation process. The document request letter included a request for source code for each performance measure; a completed HEDIS 2012 Record of Administration, Data Management, and Processes (Roadmap); and any additional supporting documentation necessary to complete the audit. HSAG responded to Roadmap-related questions received directly from **AMERIGROUP** during the pre-on-site phase.

For the on-site visit, HSAG prepared an agenda describing all visit activities and indicating the type of staffing needed for each session. HSAG provided the agenda to **AMERIGROUP** approximately one week prior to the on-site visit. HSAG also conducted a pre-on-site conference call with **AMERIGROUP** to discuss any outstanding Roadmap questions and on-site visit activity expectations.

### Validation Team

The HSAG Performance Measure Validation Team was composed of a lead auditor and validation team members. HSAG assembled the team based on the skills required for the validation and requirements of **AMERIGROUP**. Some team members, including the lead auditor, participated in the on-site meetings at **AMERIGROUP**; others conducted their work at HSAG’s offices. **AMERIGROUP**’s validation team was composed of the following members in the designated positions. Table 3 lists the validation team members, their positions, and their skills and expertise.

Table 3—Validation Team	
Name / Role	Skills and Expertise
Wendy Talbot, MPH, CHCA <i>Lead Auditor</i>	Management of audit department, certified HEDIS auditor, HEDIS knowledge, interviewing skills, and statistics and analysis.
John Couzins, MPH, CHCA <i>Secondary Auditor</i>	Audit knowledge and experience, performance measure development, and statistical analysis
David Mabb, MS, CHCA <i>Associate Director, Audits</i>	Certified HEDIS auditor, HEDIS knowledge, source code review manager, and statistics and analysis.
Tammy Gianfrancisco <i>Project Leader</i>	Overall project coordination and communications

## Technical Methods of Data Collection and Analysis

The CMS performance measure validation protocol identifies key types of data that should be reviewed as part of the validation process. The following list describes the type of data collected and how HSAG conducted an analysis of these data:

- ◆ **NCQA's HEDIS 2012 Roadmap:** **AMERIGROUP** completed and submitted the required and relevant portions of its Roadmap for review by the validation team. The validation team used responses from the Roadmap to complete the pre-on-site systems assessment.
- ◆ **Source code (programming language) for performance measures:** HSAG requested and received source code from **AMERIGROUP** that calculated its performance measure rates using automated computer code. The validation team completed a line-by-line code review and observation of program logic flow to ensure compliance with State measure definitions during the on-site visit. Source code reviewers identified areas of deviation and shared them with the lead auditor to evaluate the impact of the deviation on the measure and assess the degree of bias (if any).
- ◆ **Supporting documentation:** HSAG requested any documentation that would provide reviewers with additional information to complete the validation process, including policies and procedures, file layouts, system flow diagrams, system log files, and data collection process descriptions. The validation team reviewed all supporting documentation, identifying issues or clarifications for further follow-up.

## On-Site Activities

HSAG conducted an on-site visit with **AMERIGROUP** on April 5 and 6, 2012. HSAG collected information using several methods, including interviews, system demonstration, review of data output files, primary source verification, observation of data processing, and review of data reports. The on-site visit activities are described as follows:

- ◆ **Opening meeting:** The opening meeting included an introduction of the validation team and key **AMERIGROUP** staff members involved in the performance measure activities. The review purpose, the required documentation, basic meeting logistics, and queries to be performed were discussed.
- ◆ **Evaluation of system compliance:** The evaluation included a review of the information systems assessment, focusing on the processing of claims and encounter data, patient data, and inpatient data. Additionally, the review evaluated the processes used to collect and calculate the performance measure rates, including accurate numerator and denominator identification and algorithmic compliance (which evaluated whether rate calculations were performed correctly, all data were combined appropriately, and numerator events were counted accurately).
- ◆ **Review of Roadmap and supporting documentation:** The review included processes used for collecting, storing, validating, and reporting performance measure rates. This session was designed to be interactive with key **AMERIGROUP** staff members so that the validation team could obtain a complete picture of all the steps taken to generate the performance measure rates. The goal of the session was to obtain a confidence level as to the degree of compliance with written documentation compared to the actual process. HSAG conducted interviews to confirm

findings from the documentation review, expand or clarify outstanding issues, and ascertain that written policies and procedures were used and followed in daily practice.

- ◆ **Overview of data integration and control procedures:** The overview included discussion and observation of source code logic, a review of how all data sources were combined, and a review of how the analytic file was produced for the reporting of selected performance measure rates. HSAG performed primary source verification to further validate the output files and reviewed backup documentation on data integration. HSAG also addressed data control and security procedures during this session.
- ◆ **Closing conference:** The closing conference included a summation of preliminary findings based on the review of the Roadmap and the on-site visit, and revisited the documentation requirements for any post-visit activities.

HSAG conducted several interviews with key **AMERIGROUP** staff members who were involved with performance measure reporting. Table 4 lists key **AMERIGROUP** interviewees:

Table 4—List of AMERIGROUP Community Care Interviewees	
Name	Title
Tawonna Ingram	Director, Health Promotions/HEDIS
Gail Brown	Manager, Performance Reporting
Angela Evans	Manager, Performance Reporting
Frank Rowan	Business Operations Analyst III
Joanne Soublis	Risk Control and Compliance Officer
Jiong Huang	AVP, Quality Management
Stacy Williams	Manager
Sarah Rivera	AVP, Quality Management
Judy Jusinski	Manager, Medical Record Review
Heather Hayhoe	Manager, Medical Record Review
Donna Graves	Claims
Erik Vazquetelles	AVP, Claims
James Vergonio	Director, Enrollment
Joan Finnegan	Business Analyst
Jamie Giron	Manager, Enrollment
Roger Pinckney	Business Analyst
Kathleen King	Dental Account Manager
Joe Hayes	AVP, Security and Compliance

## Data Integration, Data Control, and Performance Measure Documentation

There are several aspects crucial to the calculation of performance measure rates. These include data integration, data control, and documentation of performance measure calculations. Each of the following sections describes the validation processes used and the validation findings. For more detailed information, see Appendix A of this report.

### Data Integration

Accurate data integration is essential for calculating valid performance measure rates. The steps used to combine various data sources (including claims/encounter data, eligibility data, and other administrative data) must be carefully controlled and validated. HSAG validated the data integration process used by **AMERIGROUP**, which included a review of file consolidations or extracts, a comparison of source data to warehouse files, data integration documentation, source code, production activity logs, and linking mechanisms. Overall, the validation team determined that the data integration processes in place at **AMERIGROUP** were:

- Acceptable
- Not acceptable

### Data Control

**AMERIGROUP**'s organizational infrastructure must support all necessary information systems; and its quality assurance practices and backup procedures must be sound to ensure timely and accurate processing of data, and to provide data protection in the event of a disaster. HSAG validated the data control processes **AMERIGROUP** used which included a review of disaster recovery procedures, data backup protocols, and related policies and procedures. Overall, the validation team determined that the data control processes in place at **AMERIGROUP** were:

- Acceptable
- Not acceptable

### Performance Measure Documentation

Sufficient, complete documentation is necessary to support validation activities. While interviews and system demonstrations provided supplementary information, the majority of the validation review findings were based on documentation provided by **AMERIGROUP**. HSAG reviewed all related documentation, which included the completed Roadmap, job logs, computer programming code, output files, work flow diagrams, narrative descriptions of performance measure calculations, and other related documentation. Overall, the validation team determined that the documentation of performance measure calculations by **AMERIGROUP** was:

- Acceptable
- Not acceptable

## Validation Results

The validation team evaluated **AMERIGROUP**'s data systems for processing of each type of data used for reporting the DCH performance measure rates. General findings are indicated below:

### **Medical Service Data (Claims/Encounters)**

**AMERIGROUP** continued to use Facets for its claims processing system. Paper claims were received and scanned, and keying vendors were used to process the files. There were two keying vendors used during the measurement year, and all files were transmitted back to **AMERIGROUP** in a standard Health Insurance Portability and Accountability Act of 1996 (HIPAA) 834 format. **AMERIGROUP** received electronic claims directly from providers via a Web portal or from one of three clearinghouses during the measurement year. Electronic claims account for approximately 89 percent of all claims across all markets. There were appropriate controls, reconciliation processes, and tracking mechanisms in place to monitor accurate and complete transmission of both paper and electronic claims. As claims were received and accepted, a nightly process would load the claims into Facets where they were either pended or auto-adjudicated. The auto-adjudication rate during the measurement year was 75 percent, and pended claims were worked daily, oldest to newest, by examiners. **AMERIGROUP**'s Quality Assurance staff conducted random, statistically valid monthly audits to evaluate the financial, payment, and statistical accuracy of claims processing. There were no issues detected during the measurement year.

Vendor data were received from Caremark (pharmacy) for CY 2011. These data were included to identify diabetic children for the *Annual Pediatric Hemoglobin (HbA1c) Testing* CHIPRA measure. These data were received and processed according to established timelines between **AMERIGROUP** and Caremark. The vendor team had oversight of all data received and worked closely with the vendors to ensure data were received timely and completely. There were no concerns with the pharmacy data processing.

### **Enrollment Data**

Electronic enrollment data were received monthly from the DCH's enrollment broker. These data were processed, reconciled, and loaded into Facets once all errors were resolved. Errors were worked through the Membership Enrollment and Editing Tool (MEET) process. **AMERIGROUP** had numerous validation steps to ensure data were complete and accurate, such as the load total reports and membership record counts. Reconciliations of enrollment data in Facets to the monthly files and capitation files were performed to ensure complete and accurate data. **AMERIGROUP** reported no issues with receiving enrollment data from DCH during 2011. All data files were received and timely processed.

### **Provider Data**

For five of the seven audited measures, provider data processing and identification were not relevant. The two CMS CHIPRA dental measures required that the preventive and treatment service

be rendered by a dental provider. For these two measures, the dental provider was identified during primary source verification and also when the source code was reviewed with MedAssurant, the vendor who programmed these two measures. There were no concerns identified.

### ***Medical Record Review Process***

**AMERIGROUP** was only required to submit administrative rates for the HSAG-validated performance measure rates; therefore, no HSAG-validated measures used the hybrid method, and medical record review was not required.

### ***Supplemental Data***

**AMERIGROUP** did not use any supplemental data sources for reporting the selected performance measure rates.

### ***Data Integration***

All data sources used for reporting were stored in the data warehouse. **AMERIGROUP** had thorough and detailed processes in place to ensure that no data were lost during the data integration process. A team of **AMERIGROUP** staff members was responsible for generating the source code to run the two AHRQ measures; and **AMERIGROUP** contracted with MedAssurant, an NCQA-Certified software vendor, to write the code for the five CHIPRA measures. The code for all measures was reviewed and approved prior to final rate generation. Primary source verification was performed on all of the measures during the on-site visit, and no issues were identified. **AMERIGROUP** had sufficient processes in place to ensure data security and integrity. During 2011, there were no data lost or system downtimes reported.

**Performance Measure Specific Findings**

Based on all validation activities, the HSAG Performance Measure Validation Team determined validation results for each performance measure rate. Table 5 displays the key review results. For detailed information, see Appendix B of this report.

Table 5—Key Review Results for AMERIGROUP Community Care		
	Performance Measures	Key Review Findings
1.	Low Birth Weight Rate ( <i>AHRQ</i> )	No concerns identified
2.	Cesarean Delivery Rate ( <i>AHRQ</i> )	No concerns identified
3.	Percentage of Eligibles That Received Preventive Dental Services ( <i>CHIPRA</i> )	No concerns identified
4.	Otitis Media With Effusion (OME)—Avoidance of Inappropriate Use of Systemic Antimicrobials ( <i>CHIPRA</i> )	The specifications were followed to calculate this measure; however, Georgia providers do not submit CPT Category II codes, so rates could not be calculated.
5.	Percentage of Eligibles That Received Dental Treatment Services ( <i>CHIPRA</i> )	No concerns identified
6.	Annual Percentage of Asthma Patients With One or More Asthma-Related Emergency Room Visits ( <i>CHIPRA</i> )	No concerns identified
7.	Annual Pediatric Hemoglobin (HbA1c) Testing ( <i>CHIPRA</i> )	No concerns identified

## Validation Findings

HSAG provided an audit designation for each performance measure as defined in Table 6:

Table 6—Validation Findings Definitions	
<b>Report (R)</b>	The organization followed the specifications and produced a reportable rate or result for the measure.
<b>Not Report (NR)</b>	The calculated rate was materially biased, or the organization chose not to report the measure, or the organization was not required to report the measure.

According to the CMS protocol, the validation finding for each measure is determined by the magnitude of the errors detected for the audit elements, not by the number of audit elements determined to be “Not Reportable.” Consequently, it is possible that an error for a single audit element may result in a designation of “NR” because the impact of the error biased the reported performance measure rate by more than 5 percentage points. Conversely, it is also possible that several audit element errors may have little impact on the reported rate, resulting in a measure designation of “R.”

Table 7 shows the final validation findings for **AMERIGROUP** for each performance measure rate. For additional information regarding performance measure rates, see Appendix C of this report.

Table 7—Validation Findings for AMERIGROUP Community Care		
	Performance Measures	Validation Finding
1.	Low Birth Weight Rate ( <i>AHRQ</i> )	Report
2.	Cesarean Delivery Rate ( <i>AHRQ</i> )	Report
3.	Percentage of Eligibles That Received Preventive Dental Services ( <i>CHIPRA</i> )	Report
4.	Otitis Media With Effusion (OME)—Avoidance of Inappropriate Use of Systemic Antimicrobials ( <i>CHIPRA</i> )	Not Report
5.	Percentage of Eligibles That Received Dental Treatment Services ( <i>CHIPRA</i> )	Report
6.	Annual Percentage of Asthma Patients With One or More Asthma-Related Emergency Room Visits ( <i>CHIPRA</i> )	Report
7.	Annual Pediatric Hemoglobin (HbA1c) Testing ( <i>CHIPRA</i> )	Report

## Appendix A. Data Integration and Control Findings for AMERIGROUP Community Care

Appendix A, which follows this page, contains the data integration and control findings for **AMERIGROUP Community Care**.

## Appendix A. Data Integration and Control Findings for AMERIGROUP Community Care

### Documentation Worksheet

<b>CMO Name:</b>	AMERIGROUP Community Care
<b>On-Site Visit Date:</b>	April 5–6, 2012
<b>Reviewers:</b>	Wendy Talbot and John Couzins

Data Integration and Control Element	Met	Not Met	N/A	Comments
<b>Accuracy of data transfers to assigned performance measure data repository</b>				
The CMO accurately and completely processes transfer data from the transaction files (e.g., membership, provider, encounter/claims) into the performance measure data repository used to keep the data until the calculations of the performance measures have been completed and validated.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Samples of data from the performance measure data repository are complete and accurate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Accuracy of file consolidations, extracts, and derivations</b>				
The CMO's processes to consolidate diversified files and to extract required information from the performance measure data repository are appropriate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Actual results of file consolidations or extracts are consistent with those that should have resulted according to documented algorithms or specifications.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Procedures for coordinating the activities of multiple subcontractors ensure the accurate, timely, and complete integration of data into the performance measure database.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AMERIGROUP contracted with MedAssurant to program the CHIPRA measures.
Computer program reports or documentation reflect vendor coordination activities, and no data necessary to performance measure reporting are lost or inappropriately modified during transfer.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>If the CMO uses a performance measure data repository, its structure and format facilitates any required programming necessary to calculate and report required performance measures.</b>				
The performance measure data repository's design, program flow charts, and source codes enable analyses and reports.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Proper linkage mechanisms are employed to join data from all necessary sources (e.g., identifying a member with a given disease/condition).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Data Integration and Control Element	Met	Not Met	N/A	Comments
<b>Assurance of effective management of report production and of the reporting software.</b>				
Documentation governing the production process, including CMO production activity logs and the CMO staff review of report runs, is adequate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Prescribed data cutoff dates are followed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The CMO retains copies of files or databases used for performance measure reporting in case results need to be reproduced.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The reporting software program is properly documented with respect to every aspect of the performance measure data repository, including building, maintaining, managing, testing, and report production.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AMERIGROUP contracted with MedAssurant to program the CHIPRA measures.
The CMO's processes and documentation comply with the CMO standards associated with reporting program specifications, code review, and testing.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## Appendix B. Denominator and Numerator Validation Findings for **AMERIGROUP Community Care**

Appendix B, which follows this page, contains the denominator and numerator validation findings for **AMERIGROUP Community Care**.

## Appendix B. Denominator and Numerator Validation Findings for AMERIGROUP Community Care

### Reviewer Worksheets

<b>CMO Name:</b>	AMERIGROUP Community Care
<b>On-Site Visit Date:</b>	April 5–6, 2012
<b>Reviewers:</b>	Wendy Talbot and John Couzins

**Table B-1—Denominator Validation Findings for AMERIGROUP Community Care**

Audit Element	Met	Not Met	N/A	Comments
For each of the performance measures, all members of the relevant populations identified in the performance measure specifications are included in the population from which the denominator is produced.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate programming logic or source code exists to appropriately identify all relevant members of the specified denominator population for each of the performance measures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The CMO correctly calculates member months and member years if applicable to the performance measure.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not applicable to the measures being reported.
The CMO properly evaluates the completeness and accuracy of any codes used to identify medical events, such as diagnoses, procedures, or prescriptions, and these codes are appropriately identified and applied as specified in each performance measure.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If any time parameters are required by the specifications of the performance measure, they are followed (e.g., cutoff dates for data collection, counting 30 calendar days after discharge from a hospital, etc.).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exclusion criteria included in the performance measure specifications are followed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Systems or methods used by the CMO to estimate populations when they cannot be accurately or completely counted (e.g., newborns) are valid.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Population estimates were not used.

Table B-2—Numerator Validation Findings for AMERIGROUP Community Care				
Audit Element	Met	Not Met	N/A	Comments
The CMO uses the appropriate data, including linked data from separate data sets, to identify the entire at-risk population.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Qualifying medical events (such as diagnoses, procedures, prescriptions, etc.) are properly identified and confirmed for inclusion in terms of time and services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The CMO avoids or eliminates all double-counted members or numerator events.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Any nonstandard codes used in determining the numerator are mapped to a standard coding scheme in a manner that is consistent, complete, and reproducible, as evidenced by a review of the programming logic or a demonstration of the program.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	AMERIGROUP did not use nonstandard codes.
If any time parameters are required by the specifications of the performance measure, they are followed (i.e., the measured event occurred during the time period specified or defined in the performance measure).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## Appendix C. Performance Measure Results for AMERIGROUP Community Care

Appendix C, which follows this page, contains **AMERIGROUP**'s performance measure results.

**Appendix C. Performance Measure Results  
for AMERIGROUP Community Care**

**Indicator 1—Low Birth Weight Rate**

<b>Table C-1—Indicator 1 for AMERIGROUP Community Care</b>	
	<b>Rate (per 100)</b>
Low Birth Weight Rate	7.0

**Indicator 2—Cesarean Delivery**

<b>Table C-2—Indicator 2 for AMERIGROUP Community Care</b>	
	<b>Rate (per 100)</b>
Cesarean Delivery Rate	33.6

**Indicator 3—Percentage of Eligibles that Received Preventive Dental Services**

<b>Table C-3—Indicator 3 for AMERIGROUP Community Care</b>	
	<b>Rate</b>
Preventive Dental Services	49.5%

**Indicator 4—Otitis Media with Effusion (OME)—Avoidance of Inappropriate Use of Systemic Antimicrobials**

Table C-4—Indicator 4 for AMERIGROUP Community Care	
	Rate
Otitis Media with Effusion	0.0%

**Indicator 5—Percentage of Eligibles that Received Dental Treatment Services**

Table C-5—Indicator 5 for AMERIGROUP Community Care	
	Rate
Dental Treatment Services	23.8%

**Indicator 6—Annual Percentage of Asthma Patients with One or More Asthma-Related Emergency Room Visit**

Table C-6—Indicator 6 for AMERIGROUP Community Care	
	Rate
Asthma ER	11.9%

**Indicator 7—Annual Pediatric Hemoglobin (HbA1c) Testing**

Table C-7—Indicator 7 for AMERIGROUP Community Care	
	Rate
Pediatric HbA1c Testing	75.6%

## Appendix D. Final Audited HEDIS Results for AMERIGROUP Community Care

Appendices D and E, which follow this page, contain **AMERIGROUP**'s final audited HEDIS results.

## Appendix D. Final Audited HEDIS Results for AMERIGROUP Community Care

<b>CMO Audited Calendar Year 2011 HEDIS Performance Measure Report—AMERIGROUP Community Care</b>	
<b>Measure</b>	<b>CMO Rate</b>
Adolescent Well-Care Visits	43.9% Hybrid
Adults' Access to Preventive/Ambulatory Health Services— Ages 20–44 Years	84.3%
Adults' Access to Preventive/Ambulatory Health Services— Ages 45–64 Years	88.9%
Adults' Access to Preventive/Ambulatory Health Services— Ages 65+ Years	NA
Adults' Access to Preventive/Ambulatory Health Services—Total	85.0%
Adult BMI Assessment	4.4%
Annual Dental Visit—Ages 2–3 Years	47.7%
Annual Dental Visit—Ages 4–6 Years	76.8%
Annual Dental Visit—Ages 7–10 Years	79.6%
Annual Dental Visit—Ages 11–14 Years	72.1%
Annual Dental Visit—Ages 15–18 Years	61.1%
Annual Dental Visit—Ages 19–21 Years	37.6%
Annual Dental Visit—Total	69.7%
Annual Monitoring for Patients on Persistent Medications—Total	88.0%
Antidepressant Medication Management—Effective Acute Phase Treatment	47.1%
Antidepressant Medication Management—Effective Continuation Phase Treatment	32.0%
Appropriate Testing for Children with Pharyngitis	76.5%
Appropriate Treatment for Children with Upper Respiratory Infection (URI) <sup>1</sup>	79.2%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis <sup>1</sup>	16.7%
Breast Cancer Screening	55.9%

CMO Audited Calendar Year 2011 HEDIS Performance Measure Report—AMERIGROUP Community Care	
Measure	CMO Rate
Call Abandonment	1.0%
Call Answer Timeliness	87.7%
Cervical Cancer Screening	74.1% Hybrid
Cholesterol Management for Patients with Cardiovascular Conditions—LDL-C Screening	87.5% Hybrid
Cholesterol Management for Patients with Cardiovascular Conditions—LDL-C Control	27.5% Hybrid
Childhood Immunization Status—Combo 3	80.0% Hybrid
Childhood Immunization Status—Combo 10	10.4% Hybrid
Children’s and Adolescents’ Access to Primary Care Providers—Ages 12–24 Months	97.4%
Children’s and Adolescents’ Access to Primary Care Providers—Ages 25 Months–6 Years	91.2%
Children’s and Adolescents’ Access to Primary Care Providers—Ages 7–11 Years	92.5%
Children’s and Adolescents’ Access to Primary Care Providers—Ages 12–19 Years	89.8%
Chlamydia Screening in Women—Total	52.8%
Comprehensive Diabetes Care—Blood Pressure Control <140/80	32.2% Hybrid
Comprehensive Diabetes Care—Blood Pressure Control <140/90	58.2% Hybrid
Comprehensive Diabetes Care—Eye Exam	43.2% Hybrid
Comprehensive Diabetes Care—HbA1c Good Control <7.0	32.1% Hybrid
Comprehensive Diabetes Care—HbA1c Good Control <8.0	41.8% Hybrid
Comprehensive Diabetes Care—HbA1c Poor Control <sup>2</sup>	51.2% Hybrid
Comprehensive Diabetes Care—HbA1c Testing	79.8% Hybrid

CMO Audited Calendar Year 2011 HEDIS Performance Measure Report—AMERIGROUP Community Care	
Measure	CMO Rate
Comprehensive Diabetes Care—LDL-C Level	26.4% Hybrid
Comprehensive Diabetes Care—LDL-C Screening	72.6% Hybrid
Comprehensive Diabetes Care—Medical Attention to Nephropathy	72.4% Hybrid
Controlling High Blood Pressure	NR <sup>3</sup> 48.2% Hybrid
Disease Modifying Anti-Rheumatic Drug Therapy in Rheumatoid Arthritis	44.2%
Follow-Up After Hospitalization for Mental Illness—30-Day Follow-Up	71.4%
Follow-Up After Hospitalization for Mental Illness—7-Day Follow-Up	48.4%
Follow-Up Care for Children Prescribed ADHD Medication—Initiation Phase	44.3%
Follow-Up Care for Children Prescribed ADHD Medication—Continuation and Maintenance Phase	61.2%
Frequency of Ongoing Prenatal Care—< 21 Percent	7.9% Hybrid
Frequency of Ongoing Prenatal Care—21–40 Percent	3.0% Hybrid
Frequency of Ongoing Prenatal Care—41–60 Percent	6.1% Hybrid
Frequency of Ongoing Prenatal Care—61–80 Percent	10.7% Hybrid
Frequency of Ongoing Prenatal Care—81+ Percent	72.3% Hybrid
Human Papillomavirus Vaccine for Female Adolescents	12.5%
Immunizations for Adolescents—Combo 1	67.6% Hybrid
Initiation and Engagement of AOD Dependence Treatment—Initiation	42.5%
Initiation and Engagement of AOD Dependence Treatment—Engagement	11.7%

CMO Audited Calendar Year 2011 HEDIS Performance Measure Report—AMERIGROUP Community Care	
Measure	CMO Rate
Inpatient Utilization—General Hospital/Acute Care—Total	Rates reported in Appendix E
Lead Screening in Children	76.7% Hybrid
Medication Management for People with Asthma— Total-Medication Compliance 50%	44.0%
Medication Management for People with Asthma— Total-Medication Compliance 75%	20.1%
Persistence of Beta-Blocker Treatment After a Heart Attack	NA
Pharmacotherapy Management of COPD Exacerbation— Systemic Corticosteroid	73.8%
Pharmacotherapy Management of COPD Exacerbation— Bronchodilator	88.1%
Prenatal and Postpartum Care—Postpartum Care <sup>3</sup>	NR <sup>3</sup> 65.7% Hybrid
Prenatal and Postpartum Care—Timeliness of Prenatal Care <sup>3</sup>	NR <sup>3</sup> 90.5% Hybrid
Use of Appropriate Medications for People with Asthma— Ages 5–11 Years	92.4%
Use of Appropriate Medications for People with Asthma— Ages 12–18 Years	90.5%
Use of Appropriate Medications for People with Asthma— Ages 19–50 Years	63.8%
Use of Appropriate Medications for People with Asthma— Ages 51–64 Years	NA
Use of Appropriate Medications for People with Asthma—Total	90.7%
Use of Imaging Studies for Low Back Pain <sup>1</sup>	75.7%
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	40.9%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents—BMI Percentile (Total)	33.3% Hybrid
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents—Counseling for Nutrition (Total)	58.3% Hybrid

CMO Audited Calendar Year 2011 HEDIS Performance Measure Report—AMERIGROUP Community Care	
Measure	CMO Rate
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents—Counseling for Physical Activity (Total)	44.9% Hybrid
Well-Child Visits in the First 15 Months of Life—Zero Visits	1.9% Hybrid
Well-Child Visits in the First 15 Months of Life—One Visit	3.0% Hybrid
Well-Child Visits in the First 15 Months of Life—Two Visits	3.5% Hybrid
Well-Child Visits in the First 15 Months of Life—Three Visits	3.7% Hybrid
Well-Child Visits in the First 15 Months of Life—Four Visits	6.8% Hybrid
Well-Child Visits in the First 15 Months of Life—Five Visits	17.5% Hybrid
Well-Child Visits in the First 15 Months of Life—Six or More Visits	63.6% Hybrid
Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life	73.6% Hybrid
Frequency of Selected Procedures	Rates reported in Appendix E
Mental Health Utilization—Total	Rates reported in Appendix E
Board Certification	Rates reported in Appendix E
Total Membership	Rates reported in Appendix E
Enrollment by Product Line—Total	Rates reported in Appendix E
Enrollment by State	Rates reported in Appendix E
Identification of Alcohol and Other Drug Services—Total	Rates reported in Appendix E
Weeks of Pregnancy at Time of Enrollment	Rates reported in Appendix E

CMO Audited Calendar Year 2011 HEDIS Performance Measure Report—AMERIGROUP Community Care	
Measure	CMO Rate
Race/Ethnicity Diversity of Membership	Rates reported in Appendix E
Language Diversity of Membership	Rates reported in Appendix E
Ambulatory Care—Total	Rates reported in Appendix E
Relative Resource Use for People with Diabetes	Rates reported in Appendix E
Relative Resource Use for People with Asthma	Rates reported in Appendix E
Relative Resource Use for People with Cardiovascular Conditions	Rates reported in Appendix E
Relative Resource Use for People with COPD	Rates reported in Appendix E
Relative Resource Use for People with Hypertension	Rates reported in Appendix E
Antibiotic Utilization—Total	Rates reported in Appendix E

<sup>1</sup> Note: The measure is reported as an inverted rate. A higher rate indicates appropriate treatment of children with URI (i.e., the proportion for whom antibiotics were not prescribed). The rate is calculated as 1 minus the numerator divided by the eligible population.

<sup>2</sup> Lower rate is better.

<sup>3</sup> Note: The plan chose to rotate the measure. Measure rotation allows the health plan to use the audited and reportable rate from the previous year as specified by NCQA in *HEDIS 2012 Technical Specifications for Health Plans, Volume 2*; however, rotation is not allowed by DCH. Therefore, the rotated rate is not reportable with DCH.

**Appendix E: Department of Community Health, State of Georgia**  
Audited CY 2011 HEDIS Measure Results for AMERIGROUP

<b>Audit Review Table</b>						
AMERIGROUP Georgia Managed Care Company, Inc. (Org ID: 7359, SubID: 10188, Medicaid, Spec Area: None, Spec Proj: None); Measurement Year - 2011						
The Auditor lock has been applied to this submission.						
Measure/Data Element	Report Measure	Benefit Offered	Rotated Measure	Rate	Reportable	Comment
<b>Effectiveness of Care: Prevention and Screening</b>						
<b>Adult BMI Assessment (aba)</b>	Y			4.4%	R	Reportable
<b>Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (wcc)</b>	Y					
<i>BMI Percentile</i>				33.3%	R	Reportable
<i>Counseling for Nutrition</i>				58.3%	R	Reportable
<i>Counseling for Physical Activity</i>				44.9%	R	Reportable
<b>Childhood Immunization Status (cis)</b>	Y					
<i>DTaP</i>				88.5%	R	Reportable
<i>IPV</i>				97.1%	R	Reportable
<i>MMR</i>				93.3%	R	Reportable
<i>HiB</i>				96.0%	R	Reportable
<i>Hepatitis B</i>				96.7%	R	Reportable
<i>VZV</i>				95.1%	R	Reportable
<i>Pneumococcal Conjugate</i>				86.3%	R	Reportable
<i>Hepatitis A</i>				47.9%	R	Reportable
<i>Rotavirus</i>				45.7%	R	Reportable
<i>Influenza</i>				37.7%	R	Reportable
<i>Combination #2</i>				84.3%	R	Reportable
<i>Combination #3</i>				80.0%	R	Reportable
<i>Combination #4</i>				44.3%	R	Reportable
<i>Combination #5</i>				38.1%	R	Reportable
<i>Combination #6</i>				35.0%	R	Reportable
<i>Combination #7</i>				20.6%	R	Reportable
<i>Combination #8</i>				20.6%	R	Reportable
<i>Combination #9</i>				18.2%	R	Reportable
<i>Combination #10</i>				10.4%	R	Reportable
<b>Immunizations for Adolescents (ima)</b>	Y					
<i>Meningococcal</i>				70.3%	R	Reportable
<i>Tdap/Td</i>				79.8%	R	Reportable

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Audited CY 2011 HEDIS Measure Results for AMERIGROUP

<i>Combination #1</i>				67.6%	R	Reportable
<b>Human Papillomavirus Vaccine for Female Adolescents (hvp)</b>	Y			12.5%	R	Reportable
<b>Lead Screening in Children (lsc)</b>	Y			76.7%	R	Reportable
<b>Breast Cancer Screening (bcs)</b>	Y			55.9%	R	Reportable
<b>Cervical Cancer Screening (ccs)</b>	Y		N	74.1%	R	Reportable
<b>Chlamydia Screening in Women (chl)</b>	Y					
<i>16-20 Years</i>				49.5%	R	Reportable
<i>21-24 Years</i>				64.8%	R	Reportable
<i>Total</i>				52.8%	R	Reportable
<b>Effectiveness of Care: Respiratory Conditions</b>						
<b>Appropriate Testing for Children with Pharyngitis (cwp)</b>	Y	Y		76.5%	R	Reportable
<b>Appropriate Treatment for Children With URI (uri)</b>	Y	Y		79.2%	R	Reportable
<b>Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (aab)</b>	Y	Y		16.7%	R	Reportable
<b>Use of Spirometry Testing in the Assessment and Diagnosis of COPD (spr)</b>	Y			40.9%	R	Reportable
<b>Pharmacotherapy Management of COPD Exacerbation (pce)</b>	Y	Y				
<i>Systemic Corticosteroid</i>				73.8%	R	Reportable
<i>Bronchodilator</i>				88.1%	R	Reportable
<b>Use of Appropriate Medications for People With Asthma (asm)</b>	Y	Y				
<i>5-11 Years</i>				92.4%	R	Reportable
<i>12-18 Years</i>				90.5%	R	Reportable
<i>19-50 Years</i>				63.8%	R	Reportable
<i>51-64 Years</i>				NA	R	Denominator fewer than 30
<i>Total</i>				90.7%	R	Reportable
<b>Medication Management for People With Asthma (mma)</b>	Y	Y				
<i>5-11 Years - Medication Compliance 50%</i>				44.1%	R	Reportable
<i>5-11 Years - Medication Compliance 75%</i>				20.0%	R	Reportable
<i>12-18 Years - Medication Compliance 50%</i>				43.7%	R	Reportable
<i>12-18 Years - Medication Compliance 75%</i>				20.3%	R	Reportable

**Appendix E: Department of Community Health, State of Georgia**  
Audited CY 2011 HEDIS Measure Results for AMERIGROUP

19-50 Years - Medication Compliance 50%				43.2%	R	Reportable
19-50 Years - Medication Compliance 75%				19.8%	R	Reportable
51-64 Years - Medication Compliance 50%				NA	R	Denominator fewer than 30
51-64 Years - Medication Compliance 75%				NA	R	Denominator fewer than 30
Total - Medication Compliance 50%				44.0%	R	Reportable
Total - Medication Compliance 75%				20.1%	R	Reportable
<b>Effectiveness of Care: Cardiovascular</b>						
<b>Cholesterol Management for Patients With Cardiovascular Conditions (cmc)</b>	Y					
LDL-C Screening Performed				87.5%	R	Reportable
LDL-C Control (<100 mg/dL)				27.5%	R	Reportable
<b>Controlling High Blood Pressure (cbp)</b>	Y		Y <sup>1</sup>	48.2%	R	Reportable
<b>Persistence of Beta-Blocker Treatment After a Heart Attack (pbh)</b>	Y	Y		NA	R	Denominator fewer than 30
<b>Effectiveness of Care: Diabetes</b>						
<b>Comprehensive Diabetes Care (cdc)</b>	Y					
Hemoglobin A1c (HbA1c) Testing				79.8%	R	Reportable
HbA1c Poor Control (>9.0%)				51.2%	R	Reportable
HbA1c Control (<8.0%)				41.8%	R	Reportable
HbA1c Control (<7.0%)				32.1%	R	Reportable
Eye Exam (Retinal) Performed				43.2%	R	Reportable
LDL-C Screening Performed				72.6%	R	Reportable
LDL-C Control (<100 mg/dL)				26.4%	R	Reportable
Medical Attention for Nephropathy				72.4%	R	Reportable
Blood Pressure Control (<140/80 mm Hg)				32.2%	R	Reportable
Blood Pressure Control (<140/90 mm Hg)				58.2%	R	Reportable
<b>Effectiveness of Care: Musculoskeletal</b>						
<b>Disease Modifying Anti-Rheumatic Drug Therapy in Rheumatoid Arthritis (art)</b>	Y	Y		44.2%	R	Reportable
<b>Use of Imaging Studies for Low Back Pain (lbp)</b>	Y			75.7%	R	Reportable
<b>Effectiveness of Care: Behavioral Health</b>						
<b>Antidepressant Medication Management (amm)</b>	Y	Y				
Effective Acute Phase Treatment				47.1%	R	Reportable
Effective Continuation Phase Treatment				32.0%	R	Reportable

**Appendix E: Department of Community Health, State of Georgia**  
Audited CY 2011 HEDIS Measure Results for AMERIGROUP

<b>Follow-Up Care for Children Prescribed ADHD Medication (add)</b>	Y	Y				
<i>Initiation Phase</i>				44.3%	R	Reportable
<i>Continuation and Maintenance (C&amp;M) Phase</i>				61.2%	R	Reportable
<b>Follow-Up After Hospitalization for Mental Illness (fuh)</b>	Y	Y				
<i>30-Day Follow-Up</i>				71.4%	R	Reportable
<i>7-Day Follow-Up</i>				48.4%	R	Reportable
<b>Effectiveness of Care: Medication Management</b>						
<b>Annual Monitoring for Patients on Persistent Medications (mpm)</b>	Y	Y				
<i>ACE Inhibitors or ARBs</i>				89.3%	R	Reportable
<i>Digoxin</i>				NA	R	Denominator fewer than 30
<i>Diuretics</i>				88.4%	R	Reportable
<i>Anticonvulsants</i>				65.3%	R	Reportable
<i>Total</i>				88.0%	R	Reportable
<b>Access/Availability of Care</b>						
<b>Adults' Access to Preventive/Ambulatory Health Services (aap)</b>	Y					
<i>20-44 Years</i>				84.3%	R	Reportable
<i>45-64 Years</i>				88.9%	R	Reportable
<i>65+ Years</i>				NA	R	Denominator fewer than 30
<i>Total</i>				85.0%	R	Reportable
<b>Children and Adolescents' Access to Primary Care Practitioners (cap)</b>	Y					
<i>12-24 Months</i>				97.4%	R	Reportable
<i>25 Months - 6 Years</i>				91.2%	R	Reportable
<i>7-11 Years</i>				92.5%	R	Reportable
<i>12-19 Years</i>				89.8%	R	Reportable
<b>Annual Dental Visit (adv)</b>	Y	Y				
<i>2-3 Years</i>				47.7%	R	Reportable
<i>4-6 Years</i>				76.8%	R	Reportable
<i>7-10 Years</i>				79.6%	R	Reportable
<i>11-14 Years</i>				72.1%	R	Reportable
<i>15-18 Years</i>				61.1%	R	Reportable

**Appendix E: Department of Community Health, State of Georgia**  
Audited CY 2011 HEDIS Measure Results for AMERIGROUP

19-21 Years				37.6%	R	Reportable
Total				69.7%	R	Reportable
<b>Initiation and Engagement of AOD Dependence Treatment (iet)</b>	Y	Y				
Initiation of AOD Treatment: 13-17 Years				39.0%	R	Reportable
Engagement of AOD Treatment: 13-17 Years				14.1%	R	Reportable
Initiation of AOD Treatment: 18+ Years				43.6%	R	Reportable
Engagement of AOD Treatment: 18+ Years				11.0%	R	Reportable
Initiation of AOD Treatment: Total				42.5%	R	Reportable
Engagement of AOD Treatment: Total				11.7%	R	Reportable
<b>Prenatal and Postpartum Care (ppc)</b>	Y		Y <sup>1</sup>			
Timeliness of Prenatal Care				90.5%	R	Reportable
Postpartum Care				65.7%	R	Reportable
<b>Call Answer Timeliness (cat)</b>	Y			87.7%	R	Reportable
<b>Call Abandonment (cab)</b>	Y			1.0%	R	Reportable
<b>Utilization</b>						
<b>Frequency of Ongoing Prenatal Care (fpc)</b>	Y		N			
<21 Percent				7.9%	R	Reportable
21-40 Percent				3.0%	R	Reportable
41-60 Percent				6.1%	R	Reportable
61-80 Percent				10.7%	R	Reportable
81+ Percent				72.3%	R	Reportable
<b>Well-Child Visits in the First 15 Months of Life (w15)</b>	Y					
0 Visits				1.9%	R	Reportable
1 Visit				3.0%	R	Reportable
2 Visits				3.5%	R	Reportable
3 Visits				3.7%	R	Reportable
4 Visits				6.8%	R	Reportable
5 Visits				17.5%	R	Reportable
6+ Visits				63.6%	R	Reportable
<b>Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (w34)</b>	Y			73.6%	R	Reportable
<b>Adolescent Well-Care Visits (awc)</b>	Y			43.9%	R	Reportable
<b>Frequency of Selected Procedures (fsp)</b>	Y				R	Reportable
<b>Ambulatory Care: Total (amba)</b>	Y				R	Reportable

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Audited CY 2011 HEDIS Measure Results for AMERIGROUP

<b>Ambulatory Care: Dual Eligibles (ambb)</b>	N				NR	Measure Unselected
<b>Ambulatory Care: Disabled (ambc)</b>	N				NR	Measure Unselected
<b>Ambulatory Care: Other (ambd)</b>	N				NR	Measure Unselected
<b>Inpatient Utilization--General Hospital/Acute Care: Total (ipua)</b>	Y				R	Reportable
<b>Inpatient Utilization--General Hospital/Acute Care: Dual Eligibles (ipub)</b>	N				NR	Measure Unselected
<b>Inpatient Utilization--General Hospital/Acute Care: Disabled (ipuc)</b>	N				NR	Measure Unselected
<b>Inpatient Utilization--General Hospital/Acute Care: Other (ipud)</b>	N				NR	Measure Unselected
<b>Identification of Alcohol and Other Drug Services: Total (iada)</b>	Y	Y			R	Reportable
<b>Identification of Alcohol and Other Drug Services: Dual Eligibles (iadb)</b>	N	N			NR	Measure Unselected
<b>Identification of Alcohol and Other Drug Services: Disabled (iadc)</b>	N	N			NR	Measure Unselected
<b>Identification of Alcohol and Other Drug Services: Other (iadd)</b>	N	N			NR	Measure Unselected
<b>Mental Health Utilization: Total (mpta)</b>	Y	Y			R	Reportable
<b>Mental Health Utilization: Dual Eligibles (mptb)</b>	N	N			NR	Measure Unselected
<b>Mental Health Utilization: Disabled (mptc)</b>	N	N			NR	Measure Unselected
<b>Mental Health Utilization: Other (mptd)</b>	N	N			NR	Measure Unselected
<b>Antibiotic Utilization: Total (abxa)</b>	Y	Y			R	Reportable
<b>Antibiotic Utilization: Dual Eligibles (abxb)</b>	N	N			NR	Measure Unselected
<b>Antibiotic Utilization: Disabled (abxc)</b>	N	N			NR	Measure Unselected
<b>Antibiotic Utilization: Other (abxd)</b>	N	N			NR	Measure Unselected
<b>Relative Resource Use</b>						
<b>Relative Resource Use for People With Diabetes (rdi)</b>	Y				R	Reportable
<b>Relative Resource Use for People With Asthma (ras)</b>	Y	Y			R	Reportable
<b>Relative Resource Use for People With Cardiovascular Conditions (rca)</b>	Y				R	Reportable
<b>Relative Resource Use for People With Hypertension (rhy)</b>	Y				R	Reportable

**Appendix E: Department of Community Health, State of Georgia**  
Audited CY 2011 HEDIS Measure Results for AMERIGROUP

Relative Resource Use for People With COPD (rco)	Y				R	Reportable
<b>Health Plan Descriptive Information</b>						
Board Certification (bcr)	Y				R	Reportable
Total Membership (t1m)	Y				R	Reportable
Enrollment by Product Line: Total (enpa)	Y				R	Reportable
Enrollment by Product Line: Dual Eligibles (enpb)	N				NR	Measure Unselected
Enrollment by Product Line: Disabled (enpc)	N				NR	Measure Unselected
Enrollment by Product Line: Other (enpd)	N				NR	Measure Unselected
Enrollment by State (ebs)	Y				R	Reportable
Race/Ethnicity Diversity of Membership (rdm)	Y				R	Reportable
Language Diversity of Membership (ldm)	Y				R	Reportable
Weeks of Pregnancy at Time of Enrollment in MCO (wop)	Y		N		R	Reportable

*1 Note: Plan chose to rotate the measure. Measure rotation allows the health plan to use the audited and reportable rate from the previous year as specified by NCQA in the HEDIS 2012 Technical Specifications for Health Plans, Volume 2; however, rotation is not allowed by DCH; therefore, the rotated rate is not reportable with DCH.*

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Frequency of Selected Procedures (FSP)

<b>Frequency of Selected Procedures (FSP)</b>				
<b>AMERIGROUP Georgia Managed Care Company, Inc. (Org ID: 7359, SubID: 10188, Medicaid, Spec Area: None, Spec Proj: None)</b>				
Age	Male	Female	Total	
0-9	843,530	817,840	1,661,402	
10-19	538,704	549,003	1,087,707	
15-44		541,790		
20-44	34,146	320,437		
30-64	30,618			
45-64	8,345	28,049		
Procedure	Age	Sex	Number of Procedures	Procedures / 1,000 Member Years
Bariatric weight loss surgery	0-19	Male	0	0.0
		Female	0	0.0
	20-44	Male	1	<0.1
		Female	34	0.1
	45-64	Male	0	0.0
		Female	3	0.1
Tonsillectomy	0-9	Male & Female	1403	0.8
	10-19	Male & Female	409	0.4
Hysterectomy, Abdominal	15-44	Female	157	0.3
	45-64	Female	27	1.0
Hysterectomy, Vaginal	15-44	Female	151	0.3
	45-64	Female	20	0.7
Cholecystectomy, Open	30-64	Male	0	0.0
	15-44	Female	5	<0.1
	45-64	Female	1	<0.1
Cholecystectomy, Closed (laparoscopic)	30-64	Male	17	0.6
	15-44	Female	460	0.8
	45-64	Female	28	1.0
Back Surgery	20-44	Male	22	0.6
		Female	65	0.2
	45-64	Male	12	1.4
		Female	15	0.5
Mastectomy	15-44	Female	22	<0.1
	45-64	Female	48	1.7
Lumpectomy	15-44	Female	101	0.2
	45-64	Female	42	1.5

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Ambulatory Care: Total (AMBA)

<b>Ambulatory Care: Total (AMBA)</b>				
<b>AMERIGROUP Georgia Managed Care Company, Inc. (Org ID: 7359, SubID: 10188, Medicaid, Spec Area: None, Spec Proj: None)</b>				
<b>Age</b>	<b>Member Months</b>			
<1	248,526			
1-9	1,412,876			
10-19	1,087,707			
20-44	354,583			
45-64	36,394			
65-74	74			
75-84	7			
85+	1			
Unknown	0			
<b>Total</b>	<b>3,140,168</b>			
<b>Age</b>	<b>Outpatient Visits</b>		<b>ED Visits</b>	
	<b>Visits</b>	<b>Visits/ 1,000 Member Months</b>	<b>Visits</b>	<b>Visits/ 1,000 Member Months</b>
<1	189565	762.8	22619	91.0
1-9	455843	322.6	64645	45.8
10-19	249385	229.3	40173	36.9
20-44	157218	443.4	43671	123.2
45-64	27035	742.8	2956	81.2
65-74	63	851.4	8	108.1
75-84	9	1285.7	0	0.0
85+	0	0.0	0	0.0
Unknown	0		0	
<b>Total</b>	<b>1,079,118</b>	<b>343.6</b>	<b>174,072</b>	<b>55.4</b>

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Inpatient Utilization - General Hospital/Acute Care: Total (IPUA)

<b>Inpatient Utilization--General Hospital/Acute Care: Total (IPUA)</b>					
AMERIGROUP Georgia Managed Care Company, Inc. (Org ID: 7359, SubID: 10188, Medicaid, Spec Area: None, Spec Proj: None)					
<b>Age</b>	<b>Member Months</b>				
<1	248,526				
1-9	1,412,876				
10-19	1,087,707				
20-44	354,583				
45-64	36,394				
65-74	74				
75-84	7				
85+	1				
Unknown	0				
<b>Total</b>	<b>3,140,168</b>				
<b>Total Inpatient</b>					
Age	Discharges	Discharges / 1,000 Member Months	Days	Days / 1,000 Members Months	Average Length of Stay
<1	1329	5.3	10513	42.3	7.9
1-9	1117	0.8	3857	2.7	3.5
10-19	3088	2.8	9508	8.7	3.1
20-44	13562	38.2	37920	106.9	2.8
45-64	403	11.1	1969	54.1	4.9
65-74	8	108.1	25	337.8	3.1
75-84	0	0.0	0	0.0	NA
85+	0	0.0	0	0.0	NA
Unknown	0		0		NA
<b>Total</b>	<b>19,507</b>	<b>6.2</b>	<b>63,792</b>	<b>20.3</b>	<b>3.3</b>
<b>Medicine</b>					
Age	Discharges	Discharges / 1,000 Member Months	Days	Days / 1,000 Members Months	Average Length of Stay
<1	1002	4.0	5076	20.4	5.1
1-9	856	0.6	2476	1.8	2.9
10-19	457	0.4	1585	1.5	3.5
20-44	641	1.8	2277	6.4	3.6
45-64	232	6.4	890	24.5	3.8
65-74	7	94.6	22	297.3	3.1
75-84	0	0.0	0	0.0	NA
85+	0	0.0	0	0.0	NA
Unknown	0		0		NA
<b>Total</b>	<b>3,195</b>	<b>1.0</b>	<b>12,326</b>	<b>3.9</b>	<b>3.9</b>
<b>Surgery</b>					
Age	Discharges	Discharges / 1,000 Member Months	Days	Days / 1,000 Members Months	Average Length of Stay
<1	327	1.3	5437	21.9	16.6
1-9	261	0.2	1381	1.0	5.3
10-19	265	0.2	1790	1.6	6.8
20-44	539	1.5	3046	8.6	5.7

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Inpatient Utilization - General Hospital/Acute Care: Total (IPUA)

<b>45-64</b>	159	4.4	1024	28.1	6.4
<b>65-74</b>	1	13.5	3	40.5	3.0
<b>75-84</b>	0	0.0	0	0.0	NA
<b>85+</b>	0	0.0	0	0.0	NA
<b>Unknown</b>	0		0		NA
<b>Total</b>	1,552	0.5	12,681	4.0	8.2
<b>Maternity*</b>					
<b>Age</b>	<b>Discharges</b>	<b>Discharges / 1,000 Member Months</b>	<b>Days</b>	<b>Days / 1,000 Members Months</b>	<b>Average Length of Stay</b>
<b>10-19</b>	2366	2.2	6133	5.6	2.6
<b>20-44</b>	12382	34.9	32597	91.9	2.6
<b>45-64</b>	12	0.3	55	1.5	4.6
<b>Unknown</b>	0		0		NA
<b>Total</b>	14,760	10.0	38,785	26.2	2.6
*The maternity category is calculated using member months for members 10-64 years.					

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Identification of Alcohol and Other Drug Services: Total (IADA)

<b>Identification of Alcohol and Other Drug Services: Total (IADA)</b>												
AMERIGROUP Georgia Managed Care Company, Inc. (Org ID: 7359, SubID: 10188, Medicaid, Spec Area: None, Spec Proj: None)												
Age	Member Months (Any)			Member Months (Inpatient)			Member Months (Intensive Outpatient/Partial Hospitalization)			Member Months (Outpatient/ED)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
0-12	1056388	1024375	2,080,763	1056388	1024375	2,080,763	1056388	1024375	2,080,763	1056388	1024375	2,080,763
13-17	283363	283064	566,427	283363	283064	566,427	283363	283064	566,427	283363	283064	566,427
18-24	47362	147364	194,726	47362	147364	194,726	47362	147364	194,726	47362	147364	194,726
25-34	15552	159787	175,339	15552	159787	175,339	15552	159787	175,339	15552	159787	175,339
35-64	22060	100739	122,799	22060	100739	122,799	22060	100739	122,799	22060	100739	122,799
65+	6	76	82	6	76	82	6	76	82	6	76	82
Unknown	0	0	0	0	0	0	0	0	0	0	0	0

Total	1,424,731	1,715,405	3,140,136	1,424,731	1,715,405	3,140,136	1,424,731	1,715,405	3,140,136	1,424,731	1,715,405	3,140,136
Age	Sex	Any Services		Inpatient		Intensive Outpatient/Partial Hospitalization		Outpatient/ED				
		Number	Percent	Number	Percent	Number	Percent	Number	Percent			
0-12	M	38	<0.1%	9	<0.1%	0	0.0%	30	<0.1%			
	F	24	<0.1%	4	<0.1%	0	0.0%	21	<0.1%			
	Total	62	<0.1%	13	<0.1%	0	0.0%	51	<0.1%			
13-17	M	415	1.8%	49	0.2%	14	0.1%	380	1.6%			
	F	193	0.8%	41	0.2%	6	<0.1%	162	0.7%			
	Total	608	1.3%	90	0.2%	20	<0.1%	542	1.1%			
18-24	M	92	2.3%	27	0.7%	4	0.1%	78	2.0%			
	F	390	3.2%	135	1.1%	11	0.1%	287	2.3%			
	Total	482	3.0%	162	1.0%	15	0.1%	365	2.2%			
25-34	M	98	7.6%	25	1.9%	2	0.2%	89	6.9%			
	F	797	6.0%	251	1.9%	25	0.2%	653	4.9%			
	Total	895	6.1%	276	1.9%	27	0.2%	742	5.1%			
35-64	M	159	8.6%	42	2.3%	6	0.3%	140	7.6%			
	F	539	6.4%	134	1.6%	18	0.2%	470	5.6%			
	Total	698	6.8%	176	1.7%	24	0.2%	610	6.0%			
65+	M	0	0.0%	0	0.0%	0	0.0%	0	0.0%			
	F	0	0.0%	0	0.0%	0	0.0%	0	0.0%			
	Total	0	0.0%	0	0.0%	0	0.0%	0	0.0%			

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Identification of Alcohol and Other Drug Services: Total (IADA)

<b>Unknown</b>	<b>M</b>	0	NA	0	NA	0	NA	0	NA
	<b>F</b>	0	NA	0	NA	0	NA	0	NA
	<b>Total</b>	0	NA	0	NA	0	NA	0	NA
<b>Total</b>	<b>M</b>	802	0.7%	152	0.1%	26	<0.1%	717	0.6%
	<b>F</b>	1,943	1.4%	565	0.4%	60	<0.1%	1,593	1.1%
	<b>Total</b>	2,745	1.0%	717	0.3%	86	<0.1%	2,310	0.9%

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Mental Health Utilization: Total (MPTA)

<b>Mental Health Utilization: Total (MPTA)</b>												
AMERIGROUP Georgia Managed Care Company, Inc. (Org ID: 7359, SubID: 10188, Medicaid, Spec Area: None, Spec Proj: None)												
Age	Member Months (Any)			Member Months (Inpatient)			Member Months (Intensive Outpatient/Partial Hospitalization)			Member Months (Outpatient/ED)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
0-12	1056388	1024375	2,080,763	1056388	1024375	2,080,763	1056388	1024375	2,080,763	1056388	1024375	2,080,763
13-17	283363	283064	566,427	283363	283064	566,427	283363	283064	566,427	283363	283064	566,427
18-64	84974	407890	492,864	84974	407890	492,864	84974	407890	492,864	84974	407890	492,864
65+	6	76	82	6	76	82	6	76	82	6	76	82
Unknown	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1,424,731</b>	<b>1,715,405</b>	<b>3,140,136</b>	<b>1,424,731</b>	<b>1,715,405</b>	<b>3,140,136</b>	<b>1,424,731</b>	<b>1,715,405</b>	<b>3,140,136</b>	<b>1,424,731</b>	<b>1,715,405</b>	<b>3,140,136</b>
Age	Sex	Any Services		Inpatient		Intensive Outpatient/Partial Hospitalization		Outpatient/ED				
		Number	Percent	Number	Percent	Number	Percent	Number	Percent			
0-12	M	6571	7.5%	134	0.2%	47	0.1%	6551	7.4%			
	F	3816	4.5%	84	0.1%	32	<0.1%	3799	4.5%			
	<b>Total</b>	<b>10,387</b>	<b>6.0%</b>	<b>218</b>	<b>0.1%</b>	<b>79</b>	<b>&lt;0.1%</b>	<b>10,350</b>	<b>6.0%</b>			
13-17	M	2948	12.5%	236	1.0%	76	0.3%	2911	12.3%			
	F	2721	11.5%	312	1.3%	72	0.3%	2644	11.2%			
	<b>Total</b>	<b>5,669</b>	<b>12.0%</b>	<b>548</b>	<b>1.2%</b>	<b>148</b>	<b>0.3%</b>	<b>5,555</b>	<b>11.8%</b>			
18-64	M	561	7.9%	80	1.1%	14	0.2%	534	7.5%			
	F	3465	10.2%	354	1.0%	65	0.2%	3351	9.9%			
	<b>Total</b>	<b>4,026</b>	<b>9.8%</b>	<b>434</b>	<b>1.1%</b>	<b>79</b>	<b>0.2%</b>	<b>3,885</b>	<b>9.5%</b>			
65+	M	0	0.0%	0	0.0%	0	0.0%	0	0.0%			
	F	0	0.0%	0	0.0%	0	0.0%	0	0.0%			
	<b>Total</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>			
Unknown	M	0	NA	0	NA	0	NA	0	NA			
	F	0	NA	0	NA	0	NA	0	NA			
	<b>Total</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>			
<b>Total</b>	<b>M</b>	<b>10,080</b>	<b>8.5%</b>	<b>450</b>	<b>0.4%</b>	<b>137</b>	<b>0.1%</b>	<b>9,996</b>	<b>8.4%</b>			
	<b>F</b>	<b>10,002</b>	<b>7.0%</b>	<b>750</b>	<b>0.5%</b>	<b>169</b>	<b>0.1%</b>	<b>9,794</b>	<b>6.9%</b>			
	<b>Total</b>	<b>20,082</b>	<b>7.7%</b>	<b>1,200</b>	<b>0.5%</b>	<b>306</b>	<b>0.1%</b>	<b>19,790</b>	<b>7.6%</b>			

Department of Community Health, State of Georgia  
Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
Antibiotic Utilization: Total (ABXA)

**Antibiotic Utilization: Total (ABXA)**

AMERIGROUP Georgia Managed Care Company, Inc. (Org ID: 7359, SubID: 10188, Medicaid, Spec Area: None, Spec Proj: None)

Pharmacy Benefit Member Months			
Age	Male	Female	Total
0-9	843530	817840	1,661,370
10-17	496221	489599	985,820
18-34	62914	307151	370,065
35-49	18151	87035	105,186
50-64	3909	13704	17,613
65-74	1	73	74
75-84	4	3	7
85+	1	0	1
Unknown	0	0	0
<b>Total</b>	<b>1,424,731</b>	<b>1,715,405</b>	<b>3,140,136</b>

Antibiotic Utilization								
Age	Sex	Total Antibiotic Scripts	Average Scripts PMPY for Antibiotics	Total Days Supplied for All Antibiotic Scripts	Average Days Supplied per Antibiotic Scrip	Total Number of Scripts for Antibiotics of Concern	Average Scripts PMPY for Antibiotics of Concern	Percentage of Antibiotics of Concern of all Antibiotic Scripts
0-9	M	90646	1.3	856713	9.5	39692	0.6	43.8%
	F	85828	1.3	818866	9.5	34866	0.5	40.6%
	<b>Total</b>	<b>176,474</b>	<b>1.3</b>	<b>1,675,579</b>	<b>9.5</b>	<b>74,558</b>	<b>0.5</b>	<b>42.2%</b>
10-17	M	25377	0.6	263094	10.4	10791	0.3	42.5%
	F	33664	0.8	325265	9.7	13240	0.3	39.3%
	<b>Total</b>	<b>59,041</b>	<b>0.7</b>	<b>588,359</b>	<b>10.0</b>	<b>24,031</b>	<b>0.3</b>	<b>40.7%</b>
18-34	M	4069	0.8	41803	10.3	1514	0.3	37.2%
	F	49380	1.9	392262	7.9	15955	0.6	32.3%
	<b>Total</b>	<b>53,449</b>	<b>1.7</b>	<b>434,065</b>	<b>8.1</b>	<b>17,469</b>	<b>0.6</b>	<b>32.7%</b>
35-49	M	1812	1.2	15711	8.7	793	0.5	43.8%
	F	14272	2.0	121420	8.5	5744	0.8	40.2%
	<b>Total</b>	<b>16,084</b>	<b>1.8</b>	<b>137,131</b>	<b>8.5</b>	<b>6,537</b>	<b>0.7</b>	<b>40.6%</b>
50-64	M	391	1.2	3674	9.4	177	0.5	45.3%
	F	2163	1.9	18932	8.8	1023	0.9	47.3%
	<b>Total</b>	<b>2,554</b>	<b>1.7</b>	<b>22,606</b>	<b>8.9</b>	<b>1,200</b>	<b>0.8</b>	<b>47.0%</b>
65-74	M	0	0.0	0	NA	0	0.0	NA
	F	6	1.0	41	6.8	3	0.5	50.0%
	<b>Total</b>	<b>6</b>	<b>1.0</b>	<b>41</b>	<b>6.8</b>	<b>3</b>	<b>0.5</b>	<b>50.0%</b>
75-84	M	0	0.0	0	NA	0	0.0	NA
	F	0	0.0	0	NA	0	0.0	NA
	<b>Total</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>0.0</b>	<b>NA</b>
85+	M	0	0.0	0	NA	0	0.0	NA
	F	0	NA	0	NA	0	NA	NA
	<b>Total</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>0.0</b>	<b>NA</b>
Unknown	M	0	NA	0	NA	0	NA	NA
	F	0	NA	0	NA	0	NA	NA
	<b>Total</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>NA</b>
<b>Total</b>	<b>M</b>	<b>122,295</b>	<b>1.0</b>	<b>1,180,995</b>	<b>9.7</b>	<b>52,967</b>	<b>0.4</b>	<b>43.3%</b>
	<b>F</b>	<b>185,313</b>	<b>1.3</b>	<b>1,676,786</b>	<b>9.0</b>	<b>70,831</b>	<b>0.5</b>	<b>38.2%</b>
	<b>Total</b>	<b>307,608</b>	<b>1.2</b>	<b>2,857,781</b>	<b>9.3</b>	<b>123,798</b>	<b>0.5</b>	<b>40.2%</b>

Department of Community Health, State of Georgia  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Antibiotic Utilization: Total (ABXA)

Antibiotics of Concern Utilization															
Age	Sex	Total Quinolone Scrips	Average Scrips PMPY for Quinolones	Total Cephalosporin 2nd-4th Generation Scrips	Average Scrips PMPY for Cephalosporins 2nd-4th Generation	Total Azithromycin and Clarithromycin Scrips	Average Scrips PMPY for Azithromycins and Clarithromycins	Total Amoxicillin/Clavulanate Scrips	Average Scrips PMPY for Amoxicillin/Clavulanates	Total Ketolides Scrips	Average Scrips PMPY for Ketolides	Total Clindamycin Scrips	Average Scrips PMPY for Clindamycins	Total Misc. Antibiotics of Concern Scrips	Average Scrips PMPY for Misc. Antibiotics of Concern
0-9	M	39	<0.1	8841	0.1	15696	0.2	14008	0.2	0	0.0	1094	<0.1	14	<0.1
	F	74	<0.1	7952	0.1	13793	0.2	12017	0.2	0	0.0	1025	<0.1	5	<0.1
	Total	113	<0.1	16,793	0.1	29,489	0.2	26,025	0.2	0	0.0	2,119	<0.1	19	<0.1
10-17	M	238	<0.1	1386	<0.1	5325	0.1	3106	0.1	0	0.0	732	<0.1	4	<0.1
	F	597	<0.1	1720	<0.1	6647	0.2	3401	0.1	0	0.0	871	<0.1	4	<0.1
	Total	835	<0.1	3,106	<0.1	11,972	0.1	6,507	0.1	0	0.0	1,603	<0.1	8	<0.1
18-34	M	220	<0.1	81	<0.1	707	0.1	324	0.1	0	0.0	179	<0.1	3	<0.1
	F	3572	0.1	944	<0.1	7235	0.3	2362	0.1	0	0.0	1826	0.1	16	<0.1
	Total	3,792	0.1	1,025	<0.1	7,942	0.3	2,686	0.1	0	0.0	2,005	0.1	19	<0.1
35-49	M	214	0.1	49	<0.1	293	0.2	141	0.1	0	0.0	95	0.1	1	<0.1
	F	1734	0.2	288	<0.1	2233	0.3	914	0.1	0	0.0	563	0.1	12	<0.1
	Total	1,948	0.2	337	<0.1	2,526	0.3	1,055	0.1	0	0.0	658	0.1	13	<0.1
50-64	M	52	0.2	7	<0.1	64	0.2	37	0.1	0	0.0	17	0.1	0	0.0
	F	378	0.3	44	<0.1	410	0.4	134	0.1	0	0.0	57	<0.1	0	0.0
	Total	430	0.3	51	<0.1	474	0.3	171	0.1	0	0.0	74	0.1	0	0.0
65-74	M	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
	F	0	0.0	0	0.0	2	0.3	1	0.2	0	0.0	0	0.0	0	0.0
	Total	0	0.0	0	0.0	2	0.3	1	0.2	0	0.0	0	0.0	0	0.0
75-84	M	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
	F	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
	Total	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
85+	M	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
	F	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA
	Total	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Unknown	M	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA
	F	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA
	Total	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA
Total	M	763	<0.1	10,364	0.1	22,085	0.2	17,616	0.1	0	0.0	2,117	<0.1	22	<0.1
	F	6,355	<0.1	10,948	0.1	30,320	0.2	18,829	0.1	0	0.0	4,342	<0.1	37	<0.1
	Total	7,118	<0.1	21,312	0.1	52,405	0.2	36,445	0.1	0	0.0	6,459	<0.1	59	<0.1

Department of Community Health, State of Georgia  
Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
Antibiotic Utilization: Total (ABXA)

All Other Antibiotics Utilization																	
Age	Sex	Total Absorbable Sulfonamide Scrips	Average Scrips PMPY for Absorbable Sulfonamides	Total Aminoglycoside Scrips	Average Scrips PMPY for Aminoglycosides	Total 1st Generation Cephalosporin Scrips	Average Scrips PMPY for 1st Generation Cephalosporins	Total Lincosamide Scrips	Average Scrips PMPY for Lincosamides	Total Macrolides (not azith. or clarith.) Scrips	Average Scrips PMPY for Macrolides (not azith. or clarith.)	Total Penicillin Scrips	Average Scrips PMPY for Penicillins	Total Tetracycline Scrips	Average Scrips PMPY for Tetracyclines	Total Misc. Antibiotic Scrips	Average Scrips PMPY for Misc. Antibiotics
0-9	M	3854	0.1	0	0.0	5840	0.1	0	0.0	125	<0.1	40948	0.6	26	<0.1	161	<0.1
	F	5904	0.1	2	<0.1	5834	0.1	0	0.0	97	<0.1	38705	0.6	21	<0.1	399	<0.1
	<b>Total</b>	<b>9,758</b>	<b>0.1</b>	<b>2</b>	<b>&lt;0.1</b>	<b>11,674</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>222</b>	<b>&lt;0.1</b>	<b>79,653</b>	<b>0.6</b>	<b>47</b>	<b>&lt;0.1</b>	<b>560</b>	<b>&lt;0.1</b>
10-17	M	1805	<0.1	12	<0.1	2743	0.1	0	0.0	113	<0.1	7675	0.2	2076	0.1	162	<0.1
	F	3324	0.1	0	0.0	2983	0.1	0	0.0	122	<0.1	9660	0.2	2413	0.1	1922	<0.1
	<b>Total</b>	<b>5,129</b>	<b>0.1</b>	<b>12</b>	<b>&lt;0.1</b>	<b>5,726</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>235</b>	<b>&lt;0.1</b>	<b>17,335</b>	<b>0.2</b>	<b>4,489</b>	<b>0.1</b>	<b>2,084</b>	<b>&lt;0.1</b>
18-34	M	398	0.1	0	0.0	383	0.1	0	0.0	43	<0.1	1128	0.2	507	0.1	96	<0.1
	F	4269	0.2	0	0.0	3453	0.1	0	0.0	288	<0.1	9227	0.4	3537	0.1	12651	0.5
	<b>Total</b>	<b>4,667</b>	<b>0.2</b>	<b>0</b>	<b>0.0</b>	<b>3,836</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>331</b>	<b>&lt;0.1</b>	<b>10,355</b>	<b>0.3</b>	<b>4,044</b>	<b>0.1</b>	<b>12,747</b>	<b>0.4</b>
35-49	M	168	0.1	0	0.0	164	0.1	0	0.0	19	<0.1	468	0.3	132	0.1	68	<0.1
	F	1519	0.2	0	0.0	1011	0.1	0	0.0	95	<0.1	2604	0.4	1110	0.2	2189	0.3
	<b>Total</b>	<b>1,687</b>	<b>0.2</b>	<b>0</b>	<b>0.0</b>	<b>1,175</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>114</b>	<b>&lt;0.1</b>	<b>3,072</b>	<b>0.4</b>	<b>1,242</b>	<b>0.1</b>	<b>2,257</b>	<b>0.3</b>
50-64	M	39	0.1	0	0.0	43	0.1	0	0.0	2	<0.1	91	0.3	25	0.1	14	<0.1
	F	230	0.2	0	0.0	194	0.2	0	0.0	19	<0.1	352	0.3	143	0.1	202	0.2
	<b>Total</b>	<b>269</b>	<b>0.2</b>	<b>0</b>	<b>0.0</b>	<b>237</b>	<b>0.2</b>	<b>0</b>	<b>0.0</b>	<b>21</b>	<b>&lt;0.1</b>	<b>443</b>	<b>0.3</b>	<b>168</b>	<b>0.1</b>	<b>216</b>	<b>0.1</b>
65-74	M	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
	F	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2	0.3	0	0.0	1	0.2
	<b>Total</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>0.3</b>	<b>0</b>	<b>0.0</b>	<b>1</b>	<b>0.2</b>
75-84	M	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
	F	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
	<b>Total</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
85+	M	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
	F	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA
	<b>Total</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
Unknown	M	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA
	F	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA	0	NA
	<b>Total</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>
<b>Total</b>	<b>M</b>	<b>6,264</b>	<b>0.1</b>	<b>12</b>	<b>&lt;0.1</b>	<b>9,173</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>302</b>	<b>&lt;0.1</b>	<b>50,310</b>	<b>0.4</b>	<b>2,766</b>	<b>&lt;0.1</b>	<b>501</b>	<b>&lt;0.1</b>
	<b>F</b>	<b>15,246</b>	<b>0.1</b>	<b>2</b>	<b>&lt;0.1</b>	<b>13,475</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>621</b>	<b>&lt;0.1</b>	<b>60,550</b>	<b>0.4</b>	<b>7,224</b>	<b>0.1</b>	<b>17,364</b>	<b>0.1</b>
	<b>Total</b>	<b>21,510</b>	<b>0.1</b>	<b>14</b>	<b>&lt;0.1</b>	<b>22,648</b>	<b>0.1</b>	<b>0</b>	<b>0.0</b>	<b>923</b>	<b>&lt;0.1</b>	<b>110,860</b>	<b>0.4</b>	<b>9,990</b>	<b>&lt;0.1</b>	<b>17,865</b>	<b>0.1</b>

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS  
 Measure Results for AMERIGROUP  
 Board Certification (BCR)

<b>Board Certification (BCR)</b>			
<b>AMERIGROUP Georgia Managed Care Company, Inc. (Org ID: 7359, SubID: 10188, Medicaid, Spec Area: None, Spec Proj: None)</b>			
<b>Type of Physician</b>	<b>Number of Physicians in Each Practice Area</b>	<b>Board Certification</b>	
		<b>Number</b>	<b>Percent</b>
<b>Family Medicine</b>	916	723	78.9%
<b>Internal Medicine</b>	1759	1449	82.4%
<b>OB/GYN physicians</b>	735	634	86.3%
<b>Pediatricians</b>	1086	956	88.0%
<b>Geriatricians</b>	18	17	94.4%
<b>Other physician specialists</b>	4434	3904	88.0%

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Total Membership (TLM)

<b>Total Membership (TLM)</b>	
<b>AMERIGROUP Georgia Managed Care Company, Inc.</b> <b>(Org ID: 7359, SubID: 10188, Medicaid, Spec Area:</b> <b>None, Spec Proj: None)</b>	
<b>Product/Product Line</b>	<b>Total Number of Members*</b>
<b>HMO (Total)</b>	<b>256,661</b>
<b>Medicaid</b>	256661
<b>Commercial</b>	0
<b>Medicare (cost or risk)</b>	0
<b>Other</b>	0
<b>PPO (Total)</b>	<b>0</b>
<b>Medicaid</b>	0
<b>Commercial</b>	0
<b>Medicare (cost or risk)</b>	0
<b>Other</b>	0
<b>POS (Total)</b>	<b>0</b>
<b>Medicaid</b>	0
<b>Commercial</b>	0
<b>Medicare (cost or risk)</b>	0
<b>Other</b>	0
<b>FFS (Total)</b>	<b>0</b>
<b>Medicaid</b>	0
<b>Commercial</b>	0
<b>Medicare (cost or risk)</b>	0
<b>Other</b>	0
<b>Total</b>	<b>256,661</b>
* Total number of members in each category as of December 31 of the measurement year.	

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Enrollment by Product Line: Total (ENPA)

<b>Enrollment by Product Line: Total (ENPA)</b>			
<b>AMERIGROUP Georgia Managed Care Company, Inc. (Org ID: 7359, SubID: 10188, Medicaid, Spec Area: None, Spec Proj: None)</b>			
<b>Age</b>	<b>Male Member Months</b>	<b>Female Member Months</b>	<b>Total Member Months</b>
<1	127018	121476	248,494
1-4	338683	327321	666,004
5-9	377829	369043	746,872
10-14	336841	327650	664,491
15-17	159380	161949	321,329
18-19	42483	59404	101,887
<b>0-19 Subtotal</b>	<b>1,382,234</b>	<b>1,366,843</b>	<b>2,749,077</b>
<b>0-19 Subtotal: %</b>	<b>97.0%</b>	<b>79.7%</b>	<b>87.5%</b>
20-24	4879	87960	92,839
25-29	6994	86893	93,887
30-34	8558	72894	81,452
35-39	7519	46099	53,618
40-44	6196	26591	32,787
<b>20-44 Subtotal</b>	<b>34,146</b>	<b>320,437</b>	<b>354,583</b>
<b>20-44 Subtotal: %</b>	<b>2.4%</b>	<b>18.7%</b>	<b>11.3%</b>
45-49	4436	14345	18,781
50-54	2485	7547	10,032
55-59	1091	3681	4,772
60-64	333	2476	2,809
<b>45-64 Subtotal</b>	<b>8,345</b>	<b>28,049</b>	<b>36,394</b>
<b>45-64 Subtotal: %</b>	<b>0.6%</b>	<b>1.6%</b>	<b>1.2%</b>
65-69	0	69	69
70-74	1	4	5
75-79	1	3	4
80-84	3	0	3
85-89	1	0	1
>=90	0	0	0
<b>&gt;=65 Subtotal</b>	<b>6</b>	<b>76</b>	<b>82</b>
<b>&gt;=65 Subtotal: %</b>	<b>&lt;0.1%</b>	<b>&lt;0.1%</b>	<b>&lt;0.1%</b>
<b>Age Unknown</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>1,424,731</b>	<b>1,715,405</b>	<b>3,140,136</b>

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Enrollment by State (EBS)

<b>Enrollment by State (EBS)</b>	
<b>AMERIGROUP Georgia Managed Care Company, Inc.</b>	
<b>(Org ID: 7359, SubID: 10188, Medicaid, Spec Area:</b>	
<b>None, Spec Proj: None)</b>	
<b>State</b>	<b>Number</b>
Alabama	0
Alaska	0
Arizona	0
Arkansas	0
California	0
Colorado	0
Connecticut	0
Delaware	0
District of Columbia	0
Florida	0
Georgia	256661
Hawaii	0
Idaho	0
Illinois	0
Indiana	0
Iowa	0
Kansas	0
Kentucky	0
Louisiana	0
Maine	0
Maryland	0
Massachusetts	0
Michigan	0
Minnesota	0
Mississippi	0
Missouri	0
Montana	0
Nebraska	0
Nevada	0
New Hampshire	0
New Jersey	0
New Mexico	0
New York	0
North Carolina	0
North Dakota	0
Ohio	0
Oklahoma	0
Oregon	0
Pennsylvania	0
Rhode Island	0
South Carolina	0
South Dakota	0
Tennessee	0
Texas	0
Utah	0
Vermont	0
Virginia	0
Washington	0
West Virginia	0

**Department of Community Health, State of Georgia**  
Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
Enrollment by State (EBS)

<b>Wisconsin</b>	0
<b>Wyoming</b>	0
<b>American Samoa</b>	0
<b>Federated States of Micronesia</b>	0
<b>Guam</b>	0
<b>Commonwealth of Northern Marianas</b>	0
<b>Puerto Rico</b>	0
<b>Virgin Islands</b>	0
<b>Other</b>	0
<b>TOTAL</b>	<b>256,661</b>

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Race/Ethnicity Diversity of Membership (RDM)

**Race/Ethnicity Diversity of Membership (RDM)**  
 AMERIGROUP Georgia Managed Care Company, Inc. (Org ID: 7359, SubID: 10188, Medicaid, Spec Area: None, Spec Proj: None)

Race/Ethnicity Diversity of Membership	
Total Unduplicated Membership During the Measurement Year	379880

Percentage of Members for Whom the Organization has Race/Ethnicity Information by Data Collection						
Direct Data Collection Method			Indirect Data Collection Method		Unknown	
Race	Direct Total	92.5%	Indirect Total*	0.000000000 0	Total*	0.075100000 0
	Health Plan Direct*	0.000000000				
	CMS/State Database*	0.924923600				
	Other*	0.000000000				
Ethnicity	Direct Total	3.3%	Indirect Total*	0.000000000 0	Total*	0.967400000
	Health Plan Direct*	0.000000000				
	CMS/State Database*	0.032599700				
	Other*	0.000000000				

\*Enter percentage as a value between 0 and 1.

Race	Hispanic or Latino		Not Hispanic or Latino		Unknown Ethnicity		Declined Ethnicity		Total	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
White	0	0.0%	519	100.0%	170007	46.3%	0	NR	170,526	44.9%
Black or African American	0	0.0%	0	0.0%	167865	45.7%	0	NR	167,865	44.2%
American-Indian and Alaska Native	0	0.0%	0	0.0%	306	0.1%	0	NR	306	0.1%
Asian	0	0.0%	0	0.0%	6273	1.7%	0	NR	6,273	1.7%
Native Hawaiian and Other Pacific Islanders	0	0.0%	0	0.0%	368	0.1%	0	NR	368	0.1%
Some Other Race	0	0.0%	0	0.0%	6022	1.6%	0	NR	6,022	1.6%
Two or More Races	0	0.0%	0	0.0%	0	0.0%	0	NR	0	0.0%
Unknown	12384	100.0%	0	0.0%	16136	4.4%	0	NR	28,520	7.5%
Declined	0	0.0%	0	0.0%	0	0.0%	0	NR	0	0.0%
<b>Total</b>	<b>12,384</b>	<b>100.0%</b>	<b>519</b>	<b>100.0%</b>	<b>366,977</b>	<b>100.0%</b>	<b>0</b>	<b>NR</b>	<b>379,880</b>	<b>100.0%</b>

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Language Diversity of Membership (LDM)

<b>Language Diversity of Membership (LDM)</b>			
<b>AMERIGROUP Georgia Managed Care Company, Inc. (Org ID: 7359, SubID: 10188, Medicaid, Spec Area: None, Spec Proj: None)</b>			
<b>Percentage of Members With Known Language Value from Each Data Source</b>			
<b>Category</b>	<b>Health Plan Direct</b>	<b>CMS/State Databases</b>	<b>Other Third-Party Source</b>
<b>Spoken Language Preferred for Health Care*</b>	0.000000000 0	1.000000000 0	0.000000000 0
<b>Preferred Language for Written Materials*</b>	0.000000000 0	1.000000000 0	0.000000000 0
<b>Other Language Needs*</b>	0.000000000 0	0.000000000 0	1.000000000 0
*Enter percentage as a value between 0 and 1.			
<b>Spoken Language Preferred for Health Care</b>			
	<b>Number</b>	<b>Percentage</b>	
English	257224	67.7%	
Non-English	31789	8.4%	
Unknown	90867	23.9%	
Declined	0	0.0%	
<b>Total*</b>	<b>379,880</b>	<b>100.0%</b>	
<b>Language Preferred for Written Materials</b>			
	<b>Number</b>	<b>Percentage</b>	
English	257224	67.7%	
Non-English	31789	8.4%	
Unknown	90867	23.9%	
Declined	0	0.0%	
<b>Total*</b>	<b>379,880</b>	<b>100.0%</b>	
<b>Other Language Needs</b>			
	<b>Number</b>	<b>Percentage</b>	
English	0	0.0%	
Non-English	0	0.0%	
Unknown	379880	100.0%	
Declined	0	0.0%	
<b>Total*</b>	<b>379,880</b>	<b>100.0%</b>	
*Should sum to 100%			

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Weeks of Pregnancy at Time of Enrollment in MCO (WOP)

<b>Weeks of Pregnancy at Time of Enrollment in MCO (WOP)</b>		
<b>AMERIGROUP Georgia Managed Care Company, Inc. (Org ID: 7359, SubID: 10188, Medicaid, Spec Area: None, Spec Proj: None)</b>		
<b>Measurement Year</b>		
<b>Measurement Year</b>	2011	
<b>Weeks of Pregnancy</b>	<b>Number</b>	<b>Percentage</b>
< 0 weeks	1347	9.4%
1-12 weeks	926	6.5%
13-27 weeks	8461	59.3%
28 or more weeks	2445	17.1%
Unknown	1100	7.7%
<b>Total</b>	<b>14,279</b>	<b>100.00%</b>

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Relative Resource Use for People with Diabetes (RDI)

<b>Relative Resource Use for People With Diabetes (RDI)</b>	
<b>AMERIGROUP Georgia Managed Care Company, Inc.</b> (Org ID: 7359, SubID: 10188, Medicaid, Spec Area: None, Spec Proj: None)	
<b>Data Element</b>	<b>Measure Data</b>
<b>Inpatient Facility PMPM</b>	206.8
<b>E&amp;M Inpatient Services PMPM</b>	13.1
<b>E&amp;M Outpatient Services PMPM</b>	84.5
<b>Surgery &amp; Procedure Inpatient Services PMPM</b>	13.0
<b>Surgery &amp; Procedure Outpatient Services PMPM</b>	74.4
<b>Imaging Services PMPM</b>	63.3
<b>Laboratory Services PMPM</b>	32.3
<b>Pharmacy PMPM</b>	173.6
<b>Inpatient Facility: Acute Inpatient: Medical Days per 1000 MM</b>	69.5
<b>Inpatient Facility: Acute Inpatient: Medical Discharges per 1000 MM</b>	18.2
<b>Inpatient Facility: Acute Inpatient: Surgery Days per 1000 MM</b>	17.3
<b>Inpatient Facility: Acute Inpatient: Surgery Discharges per 1000 MM</b>	3.3
<b>Inpatient Facility: Nonacute Days per 1000 MM</b>	1.0
<b>Inpatient Facility: Nonacute Discharges per 1000 MM</b>	0.1
<b>Inpatient Facility Acute Medical ALOS</b>	3.8
<b>Inpatient Facility Acute Surgery ALOS</b>	5.2
<b>Inpatient Facility Nonacute ALOS</b>	12.0
<b>Total Inpatient Facility Acute ALOS</b>	4.0
<b>Total Inpatient Facility ALOS</b>	4.1
<b>ED Discharges per 1000 MM Medical</b>	163.8
<b>Cardiac Catheterization per 1000 MM Medical</b>	1.8
<b>PCI per 1000 MM Medical</b>	0.6
<b>CABG per 1000 MM Medical</b>	0.2
<b>Carotid Endarterectomy per 1000 MM Medical</b>	0.2
<b>Carotid Artery Stenosis Diagnostic Test per 1000 MM Medical</b>	0.0
<b>Cardiac Computed Tomography per 1000 MM Medical</b>	0.1
<b>CAD Diagnostic Test Using EBCT/Nuclear Imaging Stress Tests per 1000 MM Medical</b>	8.4
<b>Eligible Population</b>	1061
<b>Exclusions</b>	62
<b>Eligible Population per 1,000 Member Months Medical</b>	84.5

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Relative Resource Use for People with Diabetes (RDI)

<b>Eligible Population per 1,000 Member Months Pharmacy</b>	84.5
<b>NameBrandOnlyCount(N1)</b>	6390
<b>NameBrandGenericExistsCount(N2)</b>	2441
<b>GenericOnlyCount (G1)</b>	5475
<b>GenericNameBrandExistsCount (G2)</b>	41696
<b>Total Prescriptions (N1+N2+G1+G2)</b>	56002.0
<b>Generic Utilization Rate <math>[(G1 + G2)/(N2+G1+G2)]</math></b>	1.0
<b>Generic Substitution Rate <math>[(G2)/(N2+G2)]</math></b>	0.9
<b>Overall Generic Utilization <math>[(G1+G2)/(N1+N2+G1+G2)]</math></b>	0.8

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Relative Resource Use for People with Asthma (RAS)

<b>Relative Resource Use for People With Asthma (RAS)</b>	
<b>AMERIGROUP Georgia Managed Care Company, Inc.</b>	
<b>Data Element</b>	<b>Measure Data</b>
Inpatient Facility PMPM	17.8
E&M Inpatient Services PMPM	1.3
E&M Outpatient Services PMPM	50.5
Surgery & Procedure Inpatient Services PMPM	0.8
Surgery & Procedure Outpatient Services PMPM	15.6
Imaging Services PMPM	9.6
Laboratory Services PMPM	5.5
Pharmacy PMPM	114.6
Inpatient Facility: Acute Inpatient: Medical Days per 1000 MM	8.0
Inpatient Facility: Acute Inpatient: Medical Discharges per 1000 MM	2.3
Inpatient Facility: Acute Inpatient: Surgery Days per 1000 MM	0.4
Inpatient Facility: Acute Inpatient: Surgery Discharges per 1000 MM	0.1
Inpatient Facility: Nonacute Days per 1000 MM	1.0
Inpatient Facility: Nonacute Discharges per 1000 MM	0.1
Inpatient Facility Acute Medical ALOS	3.5
Inpatient Facility Acute Surgery ALOS	4.0
Inpatient Facility Nonacute ALOS	13.7
Total Inpatient Facility Acute ALOS	3.5
Total Inpatient Facility ALOS	3.8
ED Discharges per 1000 MM Medical	74.5
Eligible Population	3424
Exclusions	434
Eligible Population per 1,000 Member Months Medical	84.1
Eligible Population per 1,000 Member Months Pharmacy	84.1
NameBrandOnlyCount(N1)	23472
NameBrandGenericExistsCount(N2)	13565
GenericOnlyCount (G1)	7556
GenericNameBrandExistsCount (G2)	37724
Total Prescriptions (N1+N2+G1+G2)	82317.0
Generic Utilization Rate $[(G1 + G2)/(N2+G1+G2)]$	0.8
Generic Substitution Rate $[(G2)/(N2+G2)]$	0.7
Overall Generic Utilization $[(G1+G2)/(N1+N2+G1+G2)]$	0.6

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Relative Resource Use for People with Cardiovascular Conditions (RCA)

<b>Relative Resource Use for People With Cardiovascular Conditions (RCA)</b>	
<b>AMERIGROUP Georgia Managed Care Company, Inc. (Org)</b>	
<b>Data Element</b>	<b>Measure Data</b>
Inpatient Facility PMPM	608.4
E&M Inpatient Services PMPM	31.7
E&M Outpatient Services PMPM	113.4
Surgery & Procedure Inpatient Services PMPM	55.8
Surgery & Procedure Outpatient Services PMPM	88.9
Imaging Services PMPM	82.6
Laboratory Services PMPM	36.3
Pharmacy PMPM	291.5
Inpatient Facility: Acute Inpatient: Medical Days per 1000 MM	153.2
Inpatient Facility: Acute Inpatient: Medical Discharges per 1000 MM	36.1
Inpatient Facility: Acute Inpatient: Surgery Days per 1000 MM	67.1
Inpatient Facility: Acute Inpatient: Surgery Discharges per 1000 MM	13.8
Inpatient Facility: Nonacute Days per 1000 MM	0.0
Inpatient Facility: Nonacute Discharges per 1000 MM	0.0
Inpatient Facility Acute Medical ALOS	4.2
Inpatient Facility Acute Surgery ALOS	4.9
Inpatient Facility Nonacute ALOS	NR
Total Inpatient Facility Acute ALOS	4.4
Total Inpatient Facility ALOS	4.4
ED Discharges per 1000 MM Medical	151.5
Cardiac Cathereterization per 1000 MM Medical	12.0
PCI per 1000 MM Medical	12.0
CABG per 1000 MM Medical	1.7
Carotid Endarterectomy per 1000 MM Medical	0.0
Carotid Artery Stenosis Diagnostic Test per 1000 MM Medical	0.0
Cardiac Computed Tomography per 1000 MM Medical	0.0
CAD Diagnostic Test Using EBCT/Nuclear Imaging Stress Tests per 1000 MM Medical	25.8
Eligible Population	49
Exclusions	1
Eligible Population per 1,000 Member Months Medical	84.3
Eligible Population per 1,000 Member Months Pharmacy	84.3
NameBrandOnlyCount(N1)	565

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Relative Resource Use for People with Cardiovascular Conditions (RCA)

<b>NameBrandGenericExistsCount(N2)</b>	109
<b>GenericOnlyCount (G1)</b>	244
<b>GenericNameBrandExistsCount (G2)</b>	2651
<b>Total Prescriptions (N1+N2+G1+G2)</b>	3,569.0
<b>Generic Utilization Rate [(G1 + G2)/(N2+G1+G2)]</b>	1.0
<b>Generic Substitution Rate [(G2)/(N2+G2)]</b>	1.0
<b>Overall Generic Utilization [(G1+G2)/(N1+N2+G1+G2)]</b>	0.8

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Relative Resource Use for People with Hypertension (RHY)

<b>Relative Resource Use for People With Hypertension (RHY)</b>	
<b>AMERIGROUP Georgia Managed Care Company, Inc. (Org)</b>	
<b>Data Element</b>	<b>Measure Data</b>
<b>Inpatient Facility PMPM</b>	162.2
<b>E&amp;M Inpatient Services PMPM</b>	9.4
<b>E&amp;M Outpatient Services PMPM</b>	85.6
<b>Surgery &amp; Procedure Inpatient Services PMPM</b>	14.0
<b>Surgery &amp; Procedure Outpatient Services PMPM</b>	75.4
<b>Imaging Services PMPM</b>	60.6
<b>Laboratory Services PMPM</b>	28.7
<b>Pharmacy PMPM</b>	140.6
<b>Inpatient Facility: Acute Inpatient: Medical Days per 1000 MM</b>	50.2
<b>Inpatient Facility: Acute Inpatient: Medical Discharges per 1000 MM</b>	12.8
<b>Inpatient Facility: Acute Inpatient: Surgery Days per 1000 MM</b>	13.1
<b>Inpatient Facility: Acute Inpatient: Surgery Discharges per 1000 MM</b>	2.8
<b>Inpatient Facility: Nonacute Days per 1000 MM</b>	0.0
<b>Inpatient Facility: Nonacute Discharges per 1000 MM</b>	0.0
<b>Inpatient Facility Acute Medical ALOS</b>	3.9
<b>Inpatient Facility Acute Surgery ALOS</b>	4.6
<b>Inpatient Facility Nonacute ALOS</b>	NR
<b>Total Inpatient Facility Acute ALOS</b>	4.1
<b>Total Inpatient Facility ALOS</b>	4.1
<b>ED Discharges per 1000 MM Medical</b>	189.8
<b>Eligible Population</b>	1965
<b>Exclusions</b>	72
<b>Eligible Population per 1,000 Member Months Medical</b>	84.4
<b>Eligible Population per 1,000 Member Months Pharmacy</b>	84.4
<b>NameBrandOnlyCount(N1)</b>	7723
<b>NameBrandGenericExistsCount(N2)</b>	3777
<b>GenericOnlyCount (G1)</b>	12438
<b>GenericNameBrandExistsCount (G2)</b>	76728
<b>Total Prescriptions (N1+N2+G1+G2)</b>	100,666.0
<b>Generic Utilization Rate <math>[(G1 + G2)/(N2+G1+G2)]</math></b>	1.0
<b>Generic Substitution Rate <math>[(G2)/(N2+G2)]</math></b>	1.0
<b>Overall Generic Utilization <math>[(G1+G2)/(N1+N2+G1+G2)]</math></b>	0.9

**Department of Community Health, State of Georgia**  
 Audited CY 2011 HEDIS Measure Results for AMERIGROUP  
 Relative Resource Use for People with COPD (RCO)

<b>Relative Resource Use for People With COPD (RCO)</b>	
<b>AMERIGROUP Georgia Managed Care Company, Inc. (Org)</b>	
<b>Data Element</b>	<b>Measure Data</b>
<b>Inpatient Facility PMPM</b>	340.0
<b>E&amp;M Inpatient Services PMPM</b>	18.5
<b>E&amp;M Outpatient Services PMPM</b>	102.6
<b>Surgery &amp; Procedure Inpatient Services PMPM</b>	22.0
<b>Surgery &amp; Procedure Outpatient Services PMPM</b>	100.7
<b>Imaging Services PMPM</b>	93.5
<b>Laboratory Services PMPM</b>	32.3
<b>Pharmacy PMPM</b>	233.8
<b>Inpatient Facility: Acute Inpatient: Medical Days per 1000 MM</b>	92.6
<b>Inpatient Facility: Acute Inpatient: Medical Discharges per 1000 MM</b>	23.2
<b>Inpatient Facility: Acute Inpatient: Surgery Days per 1000 MM</b>	41.3
<b>Inpatient Facility: Acute Inpatient: Surgery Discharges per 1000 MM</b>	5.2
<b>Inpatient Facility: Nonacute Days per 1000 MM</b>	4.8
<b>Inpatient Facility: Nonacute Discharges per 1000 MM</b>	0.4
<b>Inpatient Facility Acute Medical ALOS</b>	4.0
<b>Inpatient Facility Acute Surgery ALOS</b>	7.9
<b>Inpatient Facility Nonacute ALOS</b>	12.0
<b>Total Inpatient Facility Acute ALOS</b>	4.7
<b>Total Inpatient Facility ALOS</b>	4.8
<b>ED Discharges per 1000 MM Medical</b>	237.7
<b>Eligible Population</b>	211
<b>Exclusions</b>	15
<b>Eligible Population per 1,000 Member Months Medical</b>	84.6
<b>Eligible Population per 1,000 Member Months Pharmacy</b>	84.6
<b>NameBrandOnlyCount(N1)</b>	1582
<b>NameBrandGenericExistsCount(N2)</b>	844
<b>GenericOnlyCount (G1)</b>	1562
<b>GenericNameBrandExistsCount (G2)</b>	10513
<b>Total Prescriptions (N1+N2+G1+G2)</b>	14501.0
<b>Generic Utilization Rate <math>[(G1 + G2)/(N2+G1+G2)]</math></b>	0.9
<b>Generic Substitution Rate <math>[(G2)/(N2+G2)]</math></b>	0.9
<b>Overall Generic Utilization <math>[(G1+G2)/(N1+N2+G1+G2)]</math></b>	0.8