

2020 Quality Improvement Program

Clinical performance and service measures

We monitored all aspects of quality, including, but not limited to, Healthcare Effectiveness Data and Information Set (HEDIS®), Consumer Assessment of Healthcare Providers and Systems (CAHPS®) measures and Star Ratings. Results on key commercial clinical performance measures are in the following table.

Measure	UnitedHealthcare national mean				Trend	QC percentile
	2017	2018	2019	2020	Point change	
Comprehensive Diabetes Care - Blood Pressure Control (<140/90)	57.87	65.09	65.94	65.54	-.4	50th
Comprehensive Diabetes Care - HbA1c Control (<8%)	55.55	58.74	59.72	59.80	.08	50th
Prenatal and Postpartum Care - Postpartum Care	71.87	77.08	77.05	77.79	.74	25th

A summary of 2020 Star Ratings are in the following table.

Percentage of plans by Star Rating	
Star Rating	Percentage of plans receiving Star Rating in 2020
5 Star	3.9%
4.5 Star	23.5%
4 Star	43.1%
3.5 Star	27.5%
3 Star	2%