## Medication

### ADD - Follow-Up Care for Children Prescribed ADHD

- **Effective Acute Phase:**
  - Members who remained on antidepressant medication for at least six months following diagnosis of depression.
  - 97%

- **Effective Continuation Phase:**
  - Members who remained on antidepressant medication during the entire 12-week period following diagnosis of depression.
  - 90%

### Behavior health

- **AMM - Antidepressant Medication Management**
  - Assessing medication management for depression during different phases of treatment for members ages 18 and older who were diagnosed with depression.
  - NA

- **AMM - Adult's Access to Preventive/Ambulatory Health Services**
  - Assessing follow-up care for children ages 6 - 12 who have been newly prescribed ADHD medication.
  - NA
Initiation Phase: Members who had at least one follow-up visit within 30 days of receiving the initial prescription. 39%

Continuation & Maintenance Phase: Members who remained on the medication for at least 210 days and had at least 2 follow-up visits within 9 months of receiving the initial prescription. 54%

FUH - Follow-Up After Hospitalization for Mental Illness Members ages 6 and older who had an ambulatory follow-up visit within 7 days of hospitalization for the treatment of mental health disorder. 46%

Member satisfaction

| How would you rate your health plan? | Represents the percentage of members who chose number 8-10 on the original scale of 0-10, where the 0 is the lowest rating and 10 is the highest. NCQA considers 8-10 to be equivalent to ratings of "Completely Satisfied," "Very Satisfied," and "Somewhat Satisfied." | 62% |
| How would you rate your personal doctor? | Represents the percentage of members who chose number 8-10 on the original scale of 0-10, where the 0 is the lowest rating and 10 is the highest. NCQA considers 8-10 to be equivalent to ratings of "Completely Satisfied," "Very Satisfied," and "Somewhat Satisfied." | 81% |
| How would you rate your specialist? | Represents the percentage of members who chose number 8-10 on the original scale of 0-10, where the 0 is the lowest rating and 10 is the highest. NCQA considers 8-10 to be equivalent to ratings of "Completely Satisfied," "Very Satisfied," and "Somewhat Satisfied." | 86% |

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About the HEDIS® 2016 Measures (Reporting year 2015)

HEDIS (Healthcare Effectiveness Data and Information Set) is a set of performance measures developed by the National Committee for Quality Assurance (NCQA). HEDIS gives purchasers, physicians and consumers standardized information. It's used to evaluate and compare how well health plans promote the health and well-being of their members. Aetna has led the way promoting quality measurement and improvement in healthcare. We are proud to have been among the first plans to publish HEDIS data. We're pleased to present our current results.

Access to care
We know that having access to health care professionals and services is important to our members. Regular checkups help promote good health and prevent diseases. And, when members can readily get special services, such as behavioral health, they can get the treatment they need and will likely see better results.

Prevention and screening
Regularly scheduled vaccines or shots and medical tests can help prevent illnesses or spot diseases early. That's why, through our Member Health Education Program, we remind members every year to get tested for conditions such as breast, cervical and colorectal cancers. We also send parents and guardians reminders to have their children get regular shots. And, we believe some members should get flu and pneumonia shots so we send reminders to those groups, too.

Maternity care
Giving babies a healthy start is the goal of Aetna’s Beginning Right® program. The program gives expectant mothers who are eligible health services, case management and education. A team of doctors who are experts in several fields relating to maternity care designed the program.

Treatment of respiratory and cardiovascular conditions and diabetes
We want to help members better deal with their long-term conditions, like asthma, diabetes, heart problems and low back pain. We do this in a variety of ways, including through education, case management, home health care and coordinating health care services.

We also want to help the doctors in our network understand how well their patients with these conditions respond to treatment. It's an important measurement of care. Doctors use these performance reports on asthma, diabetes and heart disease to know how well their patients are doing compared to other patients with these conditions.

Behavioral health
Depression leads to more days of disability than conditions such as heart disease, high blood pressure, diabetes and low back pain. We work with our network doctors to ensure that their patients take their medications properly and get follow-up care. These steps are key to better managing mental illness. We also report on the percentage of members who have received treatment for mental illness and continue with appropriate follow-up care.

Member satisfaction
Member satisfaction scores say a lot about how well a health plan and its doctors are meeting the needs and expectations of their customers.

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