

EXHIBIT A

Full wording of the 14 quality measures used in the interviews

Members' ratings of their personal doctor

To rate their personal doctor, members who were surveyed used a scale from 0 to 10, where 0= "worst personal doctor possible" and 10 = "best personal doctor possible." [Get details](#)

Members' ratings: Overall quality of the health plan

To rate their plan, members who were surveyed used a scale from 0 to 10, where 0= "worst health plan possible" and 10 = "best health plan possible." [Get details](#)

Quality of the plan's claims processing

This score is based on members' reports about:

- How often the plan handled their claims quickly.
- How often the plan handled their claims correctly.

[Get details](#)

Getting information from the plan on the cost of health services and equipment

This score is based on members' reports about how often they were able to find out from the health plan how much they would have to pay for a health care service or health care equipment. [Get details](#)

Plan-provided programs to help members understand their treatment choices and make a well-informed decision

This score tells the plan's success at making members aware of the possible benefits and risks of different ways of treating their symptoms and conditions. This includes giving them easy access to information on which treatments have been shown to work best for their condition and suggesting specific questions they should ask their doctor. It also considers whether the plan makes health coaches available and provides information on what other patients say about their experience. [Get details](#)

Plan-provided programs that encourage members to use their medications as prescribed

This score is based on the plan's success at having systems that check to see whether members are filling their prescriptions on schedule and sending reminders to them and their doctors when they don't. [Get details](#)

Using plan-provided home monitoring systems for members with chronic conditions such as heart disease and diabetes

This score tells how successful the plan has been at providing and encouraging the use of electronic monitoring systems and devices to improve the care for members with chronic health conditions. With a home-monitoring device, members can use a phone or computer to send daily reports of their symptoms and current health (such as blood pressure, weight, heart rate) to a doctor or nurse who can watch for changes and take action when needed. [Get details](#)

Avoiding the unnecessary use of imaging tests (x-rays, MRIs, CT scans) during early weeks of low back pain

Most people with low back pain will feel better within a few days or weeks with little or no medical treatment.

However, people with low back pain are often given medical care they don't need during the early weeks of back pain, which can do more harm than good. This includes being given unnecessary imaging tests (X-rays, CT scans, and MRIs).

This quality score for appropriate care is based on the percentage of members with low back pain who were not given imaging tests during the first four weeks of low back pain. [Get details](#)

Quality of care received by people with diabetes

This score is based on percentages of members ages 18 to 75 with diabetes:

- Who received certain tests and other care recommended for all people with diabetes. This includes getting cholesterol checks, A-1-C blood sugar tests, eye exams, and – if needed – care for kidney problems and medical advice and help to quit using tobacco.
- Whose test results show that their blood sugar, cholesterol, and blood pressure are at healthy levels.

[Get details](#)

Plan-provided online help for members who are trying to lose weight

This score tells how successful the plan has been at identifying and supporting members who are overweight and want to lose weight. It is based on the availability and use of plan-provided online help for losing weight, such as chat sessions and information tools. [Get details](#)

Quality of care to help members quit using tobacco

This score is based on the percentage of tobacco-using members 18 and older who were given medical advice, support, and other help with quitting tobacco. This includes:

- Being advised that they should quit.
- Being told about things they could do that would help them quit for good.
- Being offered (or prescribed) medications that can help people quit tobacco.

[Get details](#)

Number of primary care providers accepting new patients

This tells how many primary care providers of different types were accepting new patients as of a certain date (the day when the information was collected). Primary care providers" includes primary care doctors, pediatricians, obstetricians, and nurse practitioners. [Get details](#)

Whether adults have had at least one visit to the doctor's office during a 3-year period

This score is based on the percentage of adults in different age groups who have had a doctor's office visit or preventive care visit at least once during a period of 3 years. [Get details](#)

Timeliness of prenatal checkups

This score is based on the percentage of pregnant women who had their first prenatal checkup early in their pregnancy (within the first 3 months). [Get details](#)