



Commonwealth of Pennsylvania Department of Human Services

Children's Health Insurance Program Report Card

FINAL REPORT

January 2023



Better healthcare,
realized.

Children's Health Insurance Program Report Card
January 2023

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Background

Title XXI of the Balanced Budget Act of 1997 created the State Children's Health Insurance Program (SCHIP), to address the growing problem of children without health insurance. SCHIP was designed as a federal/state partnership, similar to Medicaid, with the goal of expanding health insurance to children whose families earn too much money to be eligible for Medicaid, but not enough to purchase private insurance. The current Pennsylvania Children's Health Insurance Program (PA CHIP) was established in 1998 following the repeal of the existing Children's Health Care Act and enacting of Act 1998-68 by the State Senate. This Act was then amended by Act 136 of 2006, amended and reauthorized by Act 74 of 2013 and Act 84 of 2015 (the Act), and amended by Act 58 of 2017.

PA CHIP is administered through the Pennsylvania Department of Human Services (DHS), with the CHIP program supported by both state and federal funds. The program provides payment for health care coverage for eligible children who meet income and other criteria. Approximately 132,000 children and teens were enrolled in PA CHIP as of December 2022.

The Cover All Kids initiative, enacted after the passage of Act 136 of 2006, led to the expansion of the CHIP program to include all uninsured children and teens in the Commonwealth who are not eligible for Medical Assistance. On February 4, 2009, President Obama signed into law the Children's Health Insurance Act of 2009 (CHIPRA) (Pub. L. 111-3), which increased CHIP's federal funds allotment and introduced a number of federal program requirements. The Affordable Care Act (the Patient Protection and Affordable Care Act, together with the Health Care and Education Reconciliation Act of 2010; ACA), signed into law in March 2010, provided additional changes for CHIP. The ACA extended federal funding of CHIP through September of 2015, as well as added a requirement that states maintain the Medical Assistance (MA) and CHIP eligibility standards, methods, and procedures in place on the date of passage of the ACA or refund the state's federal stimulus funds under The American Recovery and Reinvestment Act of 2009 (ARRA). In December 2015, Governor Tom Wolf signed Act 84 reauthorizing CHIP through 2017 and moving the administration of CHIP from the Insurance Department to the Department of Human Services (DHS). As of July 1, 2018, the CHIP Managed Care Organizations (MCOs) were required to comply with changes to the federal managed care regulations (42 CFR chapters 457 and 438). CHIP continues to work with the CHIP MCOs to ensure organized and efficient implementation of these regulations. On January 22, 2018, the federal government passed a continuing resolution and adopted the Helping Ensure Access for Little Ones, Toddlers and Hopeful Youth by Keeping Insurance Delivery Stable Act (HEALTHY KIDS Act). CHIP was authorized at the federal level, including funding appropriations through September 30, 2023. On February 9, 2018, Congress acted again to extend CHIP for an additional four years, or until September 30, 2027.

CHIP is provided by the following private health insurance companies that are licensed and regulated by the Department of Health Services and have contracts with the Commonwealth to offer CHIP coverage.



- Aetna Better Health Kids of Pennsylvania
- First Priority Health (NEPA)
- Capital Blue Cross
- Geisinger Health Plan
- Health Partners of Philadelphia
- Highmark Blue Cross Blue Shield
- Highmark Blue Shield
- Independence Blue Cross (IBC)
- UnitedHealthcare of Pennsylvania
- UPMC for Kids

Report Card Description

CHIP health insurance company performance is assessed using Healthcare Effectiveness Data Information Set (HEDIS®) MY 2021 performance measures, MY 2021 Consumer Assessment of Healthcare Provider Systems (CAHPS®) 5.1 Survey items and Pennsylvania-specific performance measures. Results are presented in three sections: Access to Care, Quality of Care and Satisfaction with Care.

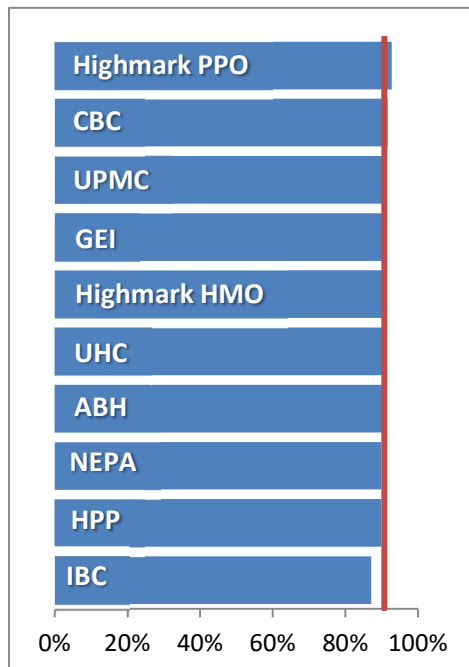
For HEDIS MY 2021 performance measures, a chart is presented with each bar representing the percentage of CHIP members receiving a specific type of care from their CHIP provider. For charts representing CAHPS survey items, each bar represents the percentage of respondents who selected option 8 or higher on a scale of 1 to 10, or “usually” or “always” when rating the care provided by their CHIP provider.

For each performance indicator, the CHIP health insurance companies are presented in order of performance from high to low with higher performing health insurance companies at the top of each chart. Inverted measures are presented in order of performance from low to high with higher performing health insurance companies at the top of each chart. Plans that reported a denominator less than 30 report rates as “NA”; these plans are not included in the below graphs.

In addition, the PA CHIP statewide weighted average is represented on each chart by a solid vertical line. The PA CHIP weighted averaged is calculated as the total number of events program-wide divided by the eligible population program-wide.



Satisfaction with Care: Is the care meeting your needs?



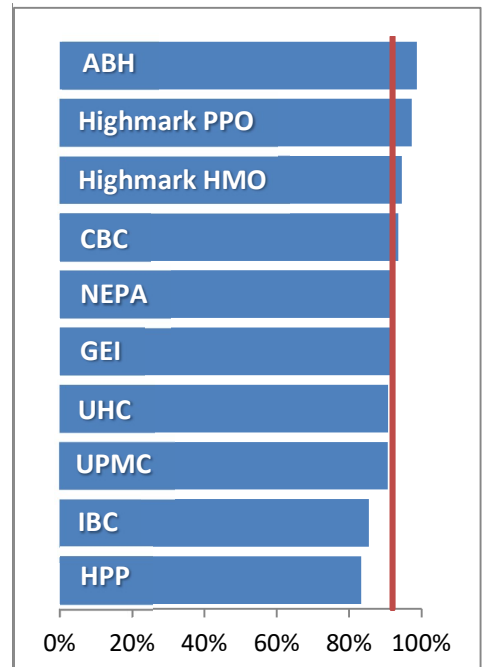
Satisfaction with Your Child's Personal Doctor

Parent/Guardian rated their child's personal doctor 8 or higher on a scale of 0 through 10
(CHIP weighted average = 90.74%)

0% 20% 40% 60% 80% 100%

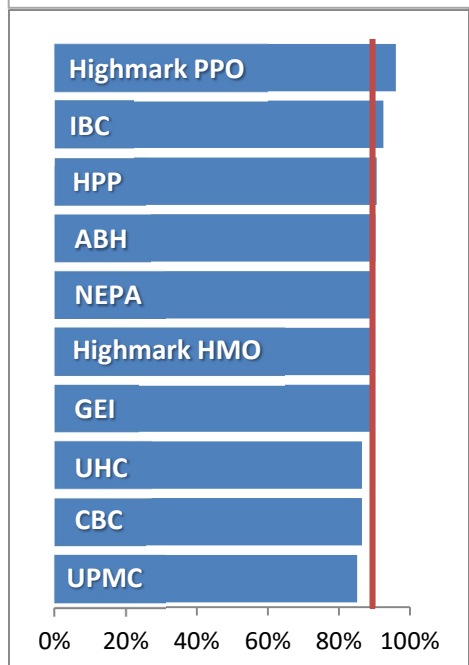
Satisfaction with Your Child's Specialist

Parent/Guardian rated their child's specialist 8 or higher on a scale of 0 through 10
(CHIP weighted average = 87.78%)



Child Can Get Urgent Care as Soon as is Necessary

Parent/Guardian "usually" or "always" able to get urgent care for the child when needed
(CHIP weighted average = 92.03%)



Satisfaction with Your Child's Health Care

Parent/Guardian rated their child's health care 8 or higher on a scale of 0 through 10
(CHIP weighted average = 89.41%)

0% 20% 40% 60% 80% 100%

Courteous Treatment by Customer Service

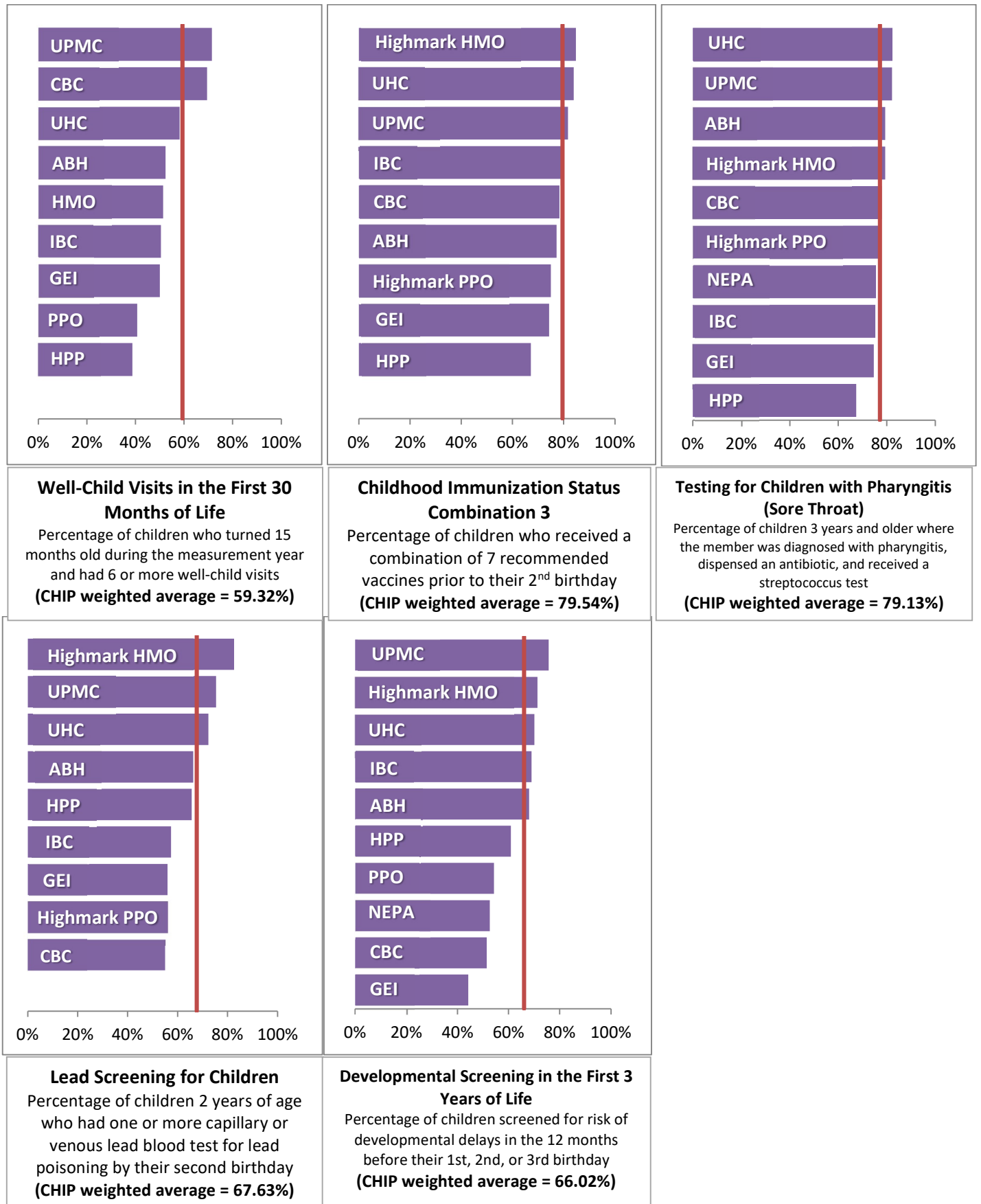
Parent/Guardian "usually" or "always" received courteous treatment from customer service
(CHIP weighted average = 94.05%)

0% 20% 40% 60% 80% 100%

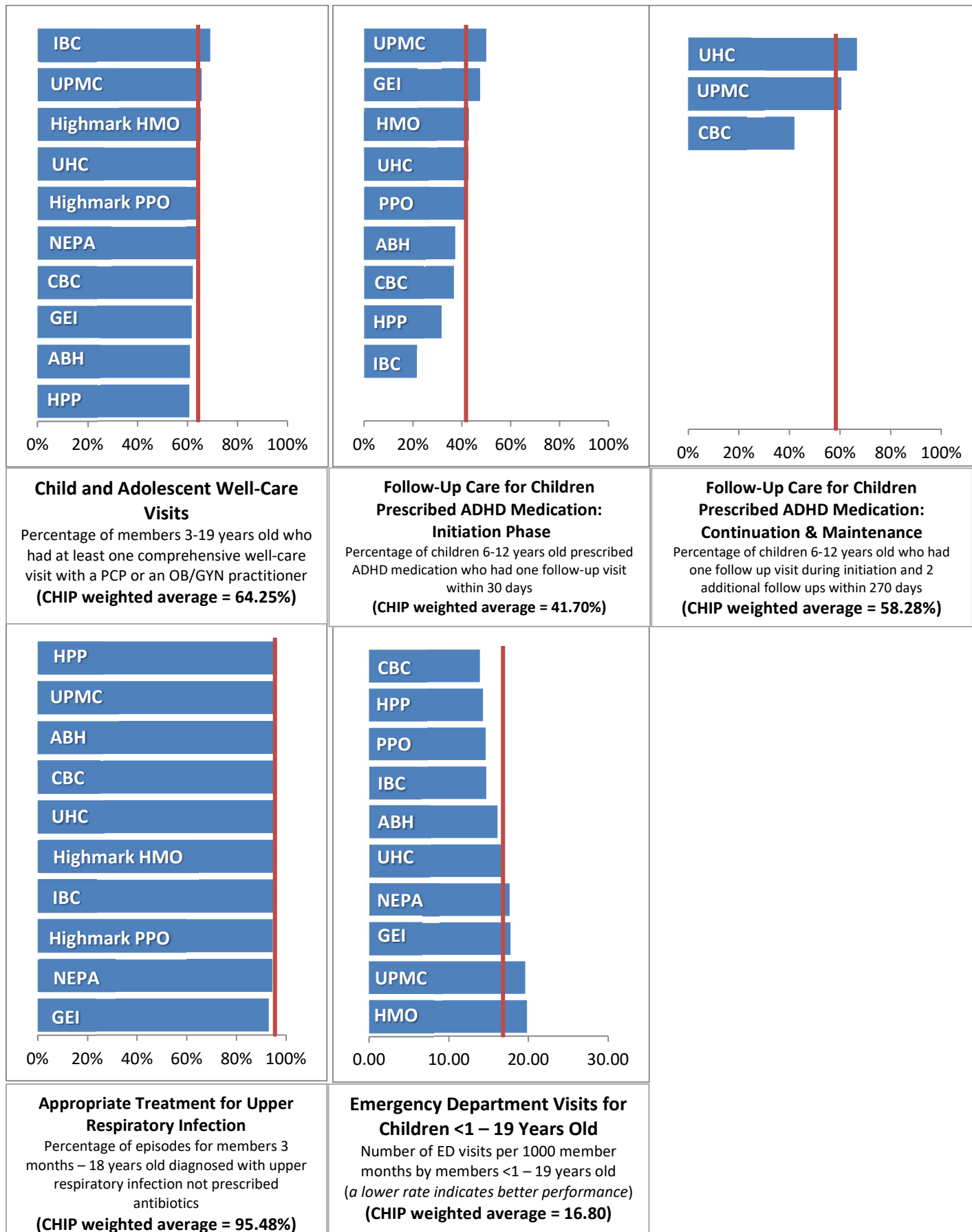
Satisfaction with Your Child's Health Plan

Parent/Guardian rated their child's health plan 8 or higher on a scale of 0 through 10
(CHIP weighted average = 87.04%)

Access to Care: Are children receiving care?



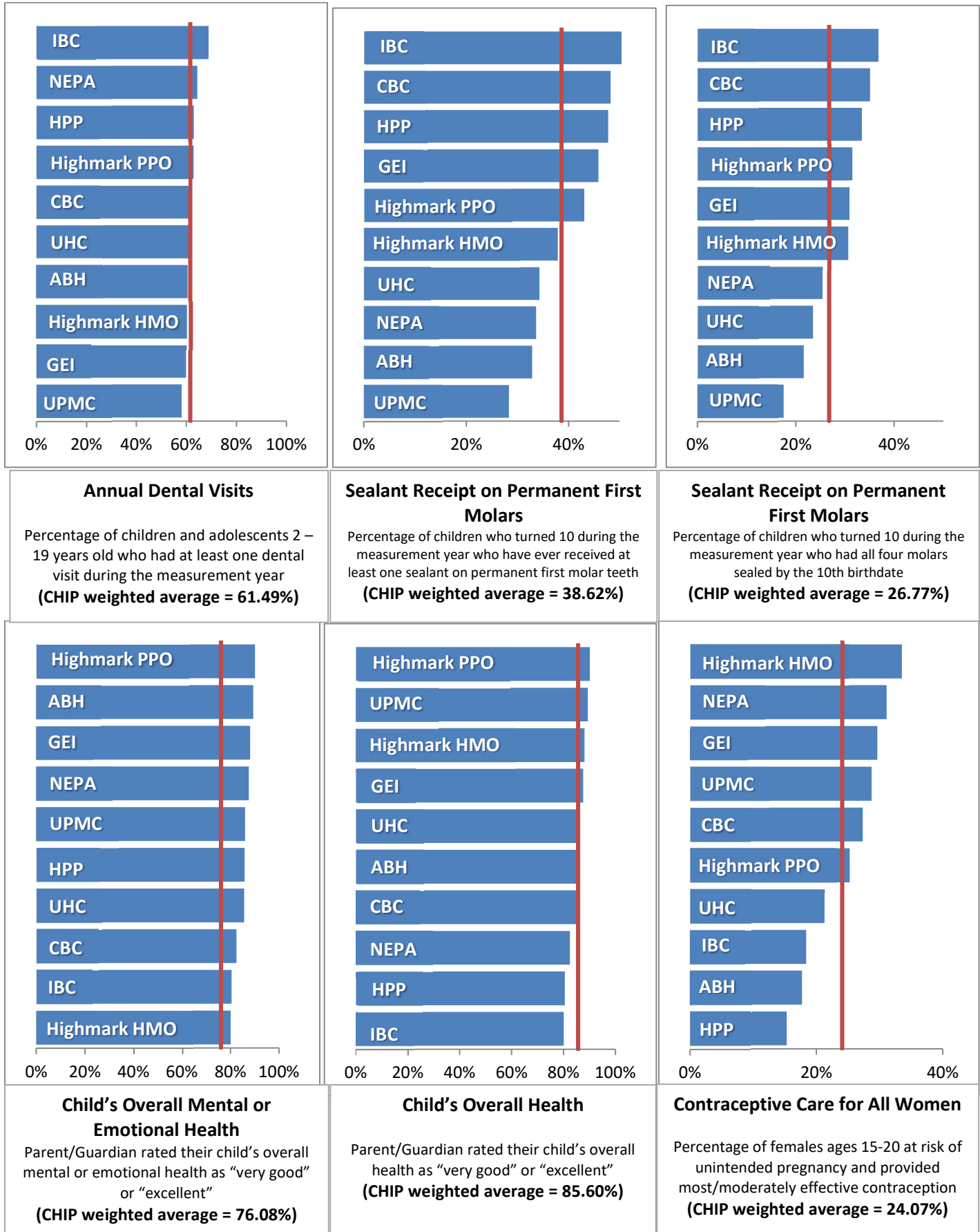
Quality of Care I: How effective is the care being provided?



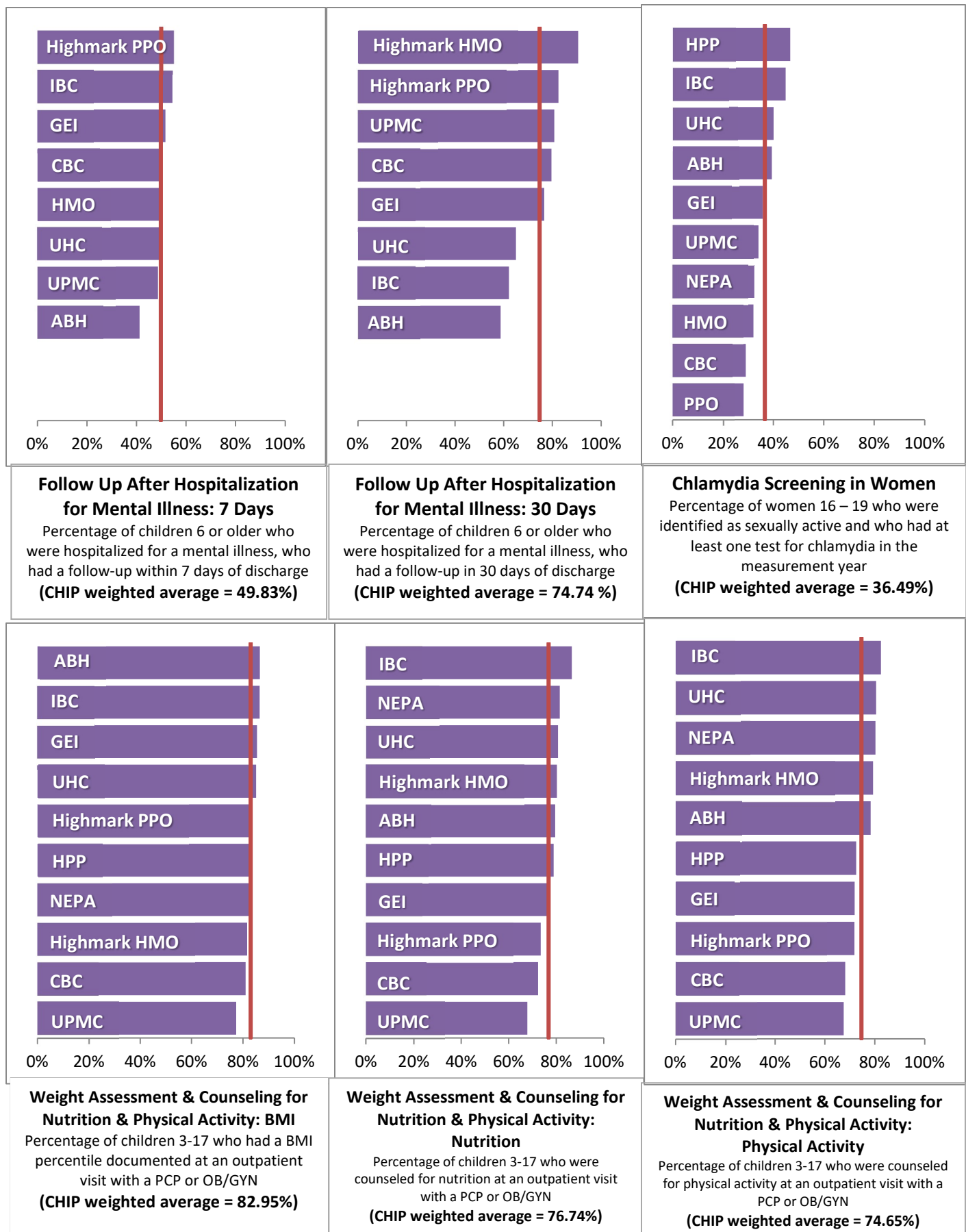
Quality of Care II: How effective is the care being provided?



Quality of Care III: How effective is the care being provided?



Quality of Care IV: How effective is the care being provided?



CHIP Provider Contact Information

AETNA

1-800-822-2447
TDD/TTY 1-800-628-3323

CAPITAL BLUE CROSS

1-800-543-7101
TTY/TDD: 711

FIRST PRIORITY HEALTH (BCNEPA)

800-547-9378
TTY/TDD: 711

GEISINGER HEALTH PLAN

1-800-275-6401
Hearing-Impaired: 711

HEALTH PARTNERS (KIDZPARTNERS)

1-888-888-1211
TTY: 711

HIGHMARK BLUE SHIELD (CENTRAL PA)

800-543-7105
TTY/TDD: 711

KEYSTONE HEALTH PLAN WEST (HIGHMARK)

800-543-7105
TTY/TDD: 711

INDEPENDENCE BLUE CROSS

1-800-464-5437
TTY/TDD: 711

UNITEDHEALTHCARE COMMUNITY PLAN

1-800-414-9025
Hearing-Impaired: 711

UPMC HEALTH PLAN

1-800-978-8762
TDD/TTY 1-800-361-2629

