HEDIS/CAHPS Measures Required for HP Accreditation—Medicaid	2024 Health Plan Ratings (HPR)	2025 Health Plan Ratings (HPR)
Adult CAHPS - Medicaid		
PATIENT EXPERIENCE		
Getting Care		
Getting Needed Care	81.0%	77.9%
Getting Care Quickly	82.9%	86.0%
Satisfaction With Plan Physicians		
Rating Of Personal Doctor	74.2%	70.6%
Satisfaction With Plan and Plan Services		
Rating Of Health Plan	58.8%	62.4%
Rating Of All Health Care	51.6%	60.6%

HEDIS/CAHPS Measures Required for HP Accreditation—Medicaid	2024 Health Plan Ratings (HPR)	2025 Health Plan Ratings (HPR)
Child CAHPS - Medicaid		
PATIENT EXPERIENCE		
Getting Care		
Getting Needed Care	86.5%	82.4%
Getting Care Quickly	89.5%	89.3%
Satisfaction With Plan Physicians		
Rating Of Personal Doctor	72.1%	85.4%
Satisfaction With Plan and Plan Services		
Rating Of Health Plan	64.3%	64.3%
Rating Of Health Care	63.1%	70.8%

HEDIS/CAHPS Measures Required for HP Accreditation—Medicaid	2024 Health Plan Ratings (HPR)	2025 Health Plan Ratings (HPR)
Child CAHPS - Children with Chronic Conditions - Medicaid		
PATIENT EXPERIENCE		
Getting Care		
Getting Needed Care	89.2%	86.9%
Getting Care Quickly	89.6%	78.4%
Satisfaction With Plan Physicians		
Rating Of Personal Doctor	77.2%	79.5%
Satisfaction With Plan and Plan Services		
Rating Of Health Plan	72.1%	51.0%
Rating Of Health Care	77.7%	69.4%

HEDIS/CAHPS Measures Required for HP Accreditation—Medicaid	2024 Health Plan Ratings (HPR) MY 2023	2025 Health Plan Ratings (HPR) MY 2024
PREVENTION AND EQUITY		
Children and Adolescent Well-Care		
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - BMI percentile (Total)	76.3%	78.59%
Childhood Immunization Status - Combo 10	12.4%	21.41%
Immunizations for Adolescents - Combination 2	16.0%	16.06%
Women's Reproductive Health		
Prenatal and Postpartum Care - Timeliness of Prenatal Care	85.8%	90.75%
Prenatal and Postpartum Care - Postpartum Care	79.0%	82.48%
Prenatal Immunization Status - Combination	9.5%	13.24%
Cancer Screening		
Breast Cancer Screening	62.5%	53.98%
Cervical Cancer Screening	44.2%	53.53%
Equity		
Race/Ethnicity Diversity of Membership – Race Direct Total	44.8%	43.36%
Race/Ethnicity Diversity of Membership – Ethnicity Direct Total	52.1%	53.46 %
Language Diversity of Membership – Spoken Unknown	0.44%	0.52%
Language Diversity of Membership – Written Unknown	0.44%	0.52%
Other Preventive Services		
Chlamydia Screening in Women (Total)	56.8%	57.12%
Adult Immunization Status—Influenza—Total (NEW MEASURE)	10.8%	12.44%
Adult Immunization Status—Td/Tdap—Total (NEW MEASURE)	14.3%	20.60%
Adult Immunization Status—Zoster—Total (NEW MEASURE)	2.6%	3.80%
TREATMENT		
Respiratory Conditions (Breathing & Lungs)		
Appropriate Testing for Pharyngitis (Total)	87.7%	88.62%
Asthma Medication Ratio (Total)	NA	53.85%
Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis (Total)	63.9%	58.17%
Pharmacotherapy Management of COPD Exacerbation—Systemic Corticosteroid	59.0%	69.91%
Pharmacotherapy Management of COPD Exacerbation—Bronchodilator	78.7%	82.30%
Diabetes		
Blood Pressure Control for Patients with Diabetes	65.6%	72.99%
Eye Exam for Patients with Diabetes	49.3%	54.26%
Hemoglobin A1c Control for Patients with Diabetes - HbA1c Control (<8%)	56.6%	64.96%
Statin Therapy for Patients with Cardiovascular Disease - Received Statin Therapy (Total)	50.0%	58.42%
Statin Therapy for Patients with Cardiovascular Disease - Statin Adherence 80% (Total)	47.6%	62.16%
Kidney Health Evaluation for Patients with Diabetes (Total)	28.2%	40.68%
Heart Disease		

Statin Therapy for Patients with Cardiovascular Disease - Received Statin Therapy (Total)	NA	71.67%
Statin Therapy for Patients with Cardiovascular Disease - Statin Adherence 80% (Total)	NA	41.86%
Controlling High Blood Pressure	65.6%	68.13%
Behavioral Health – Care Coordination		
Follow-Up After Hospitalization for Mental Illness— 7 days—Total	35.8%	31.05%
Follow-Up After Emergency Department Visit for Mental Illness—7 days—Total	31.0%	30.30%
Follow-Up After Emergency Department Visit for Substance Use—7 days—Total	20.8%	20.00%
Follow-Up After High-Intensity Care for Substance Use Disorder—7 days—Total	32.1%	32.73%
Behavioral Health – Medication Adherence		
Adherence to Antipsychotic Medications for Individuals with Schizophrenia	62.8%	69.60%
Antidepressant Medication Management— Effective Continuation Phase Treatment	39.1%	42.46%
Pharmacotherapy for Opioid Use Disorder—Total	36.2%	34.72%
Behavioral Health – Access, Monitoring and Safety		
Metabolic Monitoring for Children and Adolescents on Antipsychotics—Blood Glucose and Cholesterol Testing—Total	31.5%	41.51%
Follow-Up Care for Children Prescribed ADHD Medication - Continuation and Maintenance Phase	NA	59.38%
Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications	81.2%	82.69%
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics—Total	NA	72.41%
Initiation and Engagement of Substance Use Disorder Treatment—Engagement of SUD Treatment—Total	15.7%	9.42%
Risk-Adjusted Utilization		
Plan All-Cause Readmissions—Observed-to Expected Ratio—18-64 years	.7536%	1.3006%
Other Treatment Measures		
Use of Imaging Studies for Low Back Pain—Total	59.8%	65.71%

Data source

*NCQA Health Plan Rating Last update 9/15/2025: Humana Health Benefit Plan of South Carolina, Inc. – NCQA Report Cards