| HEDIS/CAHPS Measures Required for HP Accreditation—Medicaid | 2025 Health Plan Ratings (HPR) | 2026 Health Plan Ratings (HPR) |
|---|---|---|
| Adult CAHPS - Medicaid | | |
| PATIENT EXPERIENCE | | |
| Getting Care | | |
| Getting Needed Care | 77.9% | 79.5 % |
| Getting Care Quickly | 86.0% | 85.7 % |
| Satisfaction With Plan Physicians | | |
| Rating Of Personal Doctor | 70.6% | 70.0 % |
| Satisfaction With Plan and Plan Services | | |
| Rating Of Health Plan | 62.4% | 64.7 % |
| Rating Of All Health Care | 60.6% | 58.7 % |

| HEDIS/CAHPS Measures Required for HP Accreditation—Medicaid | 2025 Health Plan Ratings (HPR) | 2026 Health Plan Ratings (HPR) |
|---|---|---|
| Child CAHPS - Medicaid | | |
| PATIENT EXPERIENCE | | |
| Getting Care | | |
| Getting Needed Care | 82.4% | 82.1% |
| Getting Care Quickly | 89.3% | 80.0% |
| Satisfaction With Plan Physicians | | |
| Rating Of Personal Doctor | 85.4% | 84.8% |
| Satisfaction With Plan and Plan Services | | |
| Rating Of Health Plan | 64.3% | 69.9% |
| Rating Of Health Care | 70.8% | 63.8% |

| HEDIS/CAHPS Measures Required for HP Accreditation—Medicaid | 2025 Health Plan Ratings (HPR) | 2026 Health Plan Ratings (HPR) |
|---|---|---|
| Child CAHPS - Children with Chronic Conditions - Medicaid | | |
| PATIENT EXPERIENCE | | |
| Getting Care | | |
| Getting Needed Care | 86.9% | 86.7% |
| Getting Care Quickly | 78.4% | 89.6 % |
| Satisfaction With Plan Physicians | | |
| Rating Of Personal Doctor | 79.5% | 66.0 % |
| Satisfaction With Plan and Plan Services | | |
| Rating Of Health Plan | 51.0% | 60.4 % |
| Rating Of Health Care | 69.4% | 62.8 % |

| HEDIS/CAHPS Measures Required for HP Accreditation—Medicaid | 2025 Health Plan Ratings (HPR) | 2026 Health Plan Ratings (HPR) |
|---|---|---|
| PREVENTION AND EQUITY | | |
| Children and Adolescent Well-Care | | |
| Childhood Immunization Status - Combo 10 | 21.41% | 15.4% |
| Immunizations for Adolescents - Combination 2 | 16.06% | 16.7% |
| Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - BMI percentile (Total) | 78.59% | 83.9% |
| Well-Child Visits in the First 30 Months of Life (First 15 Months) | 50.42% | 61.5% |
| Well-Child Visits in the First 30 Months of Life (15 Months-30 Months) | 64.14% | 71.0% |
| Child and Adolescent Well-Care Visits (Total) | 36.47% | 44.8% |
| Women's Reproductive Health | | |
| Prenatal and Postpartum Care - Timeliness of Prenatal Care | 90.75% | 91.7% |
| Prenatal and Postpartum Care - Postpartum Care | 82.48% | 84.6% |
| Prenatal Immunization Status - Combination | 13.24% | 15% |
| Cancer Screening | | |
| Breast Cancer Screening | 53.98% | 56% |
| Colorectal Cancer Screening (Total) | 36.67% | 45.6% |
| Cervical Cancer Screening | 53.53% | 52.1% |
| Equity | | |
| Race/Ethnicity Diversity of Membership – Race Direct Total | 43.36% | 46.4% |
| Race/Ethnicity Diversity of Membership – Ethnicity Direct Total | 53.46 % | 0.6% |
| Language Diversity of Membership – Spoken known | 99.5% | 99.7% |
| Language Diversity of Membership – Written known | 99.5% | 99.7% |
| Other Preventive Services | | |
| Chlamydia Screening in Women (Total) | 57.12% | 62.2% |
| Adult Immunization Status—Influenza—Total | 12.44% | 15.9% |
| Adult Immunization Status—Td/Tdap—Total | 20.60% | 26.8% |
| Adult Immunization Status—Zoster—Total | 3.80% | 6.7% |
| TREATMENT | | |
| Respiratory Conditions (Breathing & Lungs) | | |
| Asthma Medication Ratio (Total) | 53.85% | 81.5% |
| Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis (Total) | 58.17% | 59.7% |
| Diabetes | | |
| Blood Pressure Control for Patients with Diabetes | 72.99% | 78.1% |
| Eye Exam for Patients with Diabetes | 54.26% | 49.6% |
| Hemoglobin A1c Control for Patients with Diabetes - HbA1c Control (<8%) | 64.96% | 69.8% |
| Statin Therapy for Patients with Cardiovascular Disease – Received Statin Therapy (Total) | 58.42% | 70% |
| Statin Therapy for Patients with Cardiovascular Disease - Statin Adherence 80% (Total) | 62.16% | 65% |
| Kidney Health Evaluation for Patients with Diabetes (Total) | 40.68% | 48.5% |

| | | |
|---|---|---|
| Heart Disease | | |
| Statin Therapy for Patients with Cardiovascular Disease – Received Statin Therapy (Total) | 71.67% | 84% |
| Statin Therapy for Patients with Cardiovascular Disease - Statin Adherence 80% (Total) | 41.86% | 66.6% |
| Controlling High Blood Pressure | 68.13% | 75.4% |
| Behavioral Health – Care Coordination | | |
| Follow-Up After Hospitalization for Mental Illness— 7 days—Total | 31.05% | 45.2% |
| Follow-Up After Emergency Department Visit for Mental Illness—7 days—Total | 30.30% | 37.7% |
| Follow-Up After Emergency Department Visit for Substance Use—7 days—Total | 20.00% | 28.5% |
| Follow-Up After High-Intensity Care for Substance Use Disorder—7 days—Total | 32.73% | 21.6% |
| Behavioral Health – Medication Adherence | | |
| Adherence to Antipsychotic Medications for Individuals with Schizophrenia | 69.60% | 63.9% |
| Pharmacotherapy for Opioid Use Disorder—Total | 34.72% | 44.2% |
| Behavioral Health – Access, Monitoring and Safety | | |
| Metabolic Monitoring for Children and Adolescents on Antipsychotics—Blood Glucose and Cholesterol Testing—Total | 41.51% | 27.2% |
| Follow-Up Care for Children Prescribed ADHD Medication - Continuation and Maintenance Phase | 59.38% | 57.5% |
| Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications | 82.69% | 86.6% |
| Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics—Total | 72.41% | 54.5% |
| Initiation and Engagement of Substance Use Disorder Treatment—Engagement of SUD Treatment—Total | 9.42% | 15.8% |
| Risk-Adjusted Utilization | | |
| Plan All-Cause Readmissions—Observed-to Expected Ratio—18-64 years | 1.3006% | 1.3% |

Data source

*NCQA Health Plan Rating Last update 9/8/2026: Humana Health Benefit Plan of South Carolina, Inc. – NCQA Report Cards