



# Annual Report 2013

To assure access to quality health care services for Florida's children

Healthy **kids**™



A close-up portrait of a young Black child with short hair, wearing a bright blue polo shirt. The child is looking directly at the camera with a slight smile. The background is a blurred outdoor playground setting with a green slide on the left and a basketball on the ground to the right. A semi-transparent green banner is overlaid at the bottom of the image, containing white text.

**Almost 2.1 million children received high-quality Florida KidCare health benefits this year. However, 300,000 eligible children remain uninsured. Our goal is to get them the health coverage they deserve.**

## From The Desk of Healthy Kids' Executive Director



As we reflect on the success and progress of this last year, it is with true pleasure and pride that I present to you our 2013 Annual Report. It's hard to believe Florida Healthy Kids is already 24 years old.

From bringing application assistance straight to the fingertips of potential families—to expanding both the plans and smiles of our current families—to upgrading our technology and customer service to all families at large—2013 was a year of innovation and delivering as many options as possible to our families.

I was pleased with the amount of positive recognition Healthy Kids received during the most recent legislative session, where we continued to be a part of the conversation. Though the Legislature chose not to move forward with a Healthy Florida program to expand our services to also cover parents, the growing awareness of Healthy Kids and our strengths as a capable health care program administrator have positioned us well for future consideration.

Alongside our Florida KidCare partners, we celebrated a milestone of increased enrollment for six consecutive years in the Florida KidCare program—bringing the number of little champions we collectively cover to an amazing 2.1 million.

As we embark on the coming year and the changes that the Affordable Care Act will bring our nation and our state, let's remember that, no matter what it takes, Kids Oughta Be Covered.

For the children,



Rich Robleto





## Who We Are

Florida Healthy Kids is the state's low-cost, high-quality health insurance program for **children ages 5-18**. Healthy Kids is a public-private partnership created to improve access to comprehensive health insurance for Florida's children. Healthy Kids families are given comprehensive benefits, a choice between at least two different health and dental plans and a regular commercial insurance ID card. They have some minimal cost sharing for doctor visits and pay a small premium. For as little as **\$15** a month, families are covered for doctor visits, shots, dental care, emergencies, hospital stays and more!

## What We Do

- We provide access to health care for school-age children who are not eligible for Medicaid. Coverage is provided through commercial health and dental plans that are competitively bid and is subject to comprehensive quality and satisfaction monitoring.
- We administer the CHIP (Children's Health Insurance Program) by processing applications, determining eligibility for subsidies, collecting premiums, and maintaining enrollment and customer service/call centers.
- We promote the Florida KidCare program through Florida KidCare partners, statewide grantees, trainings, and marketing and outreach assistance.

## What We're Made Of

**MISSION:** To assure access to quality health care services for Florida's children

**VISION:** The best health for all Florida's children

### **VALUES:**

**Family Focus:** Each and every business decision should promote the well-being of children and their families. We want every project and activity to enhance, simplify or lead to greater family satisfaction.

**Cultural Awareness:** As a statewide organization serving a diverse population, we understand that we must acknowledge and respect cultural differences. When dealing with issues and communicating with our families via email, mail, social media, phone, internet or in person, we believe the communication should be relevant, easy to understand and accessible for all those seeking information.

**Innovation:** After more than 20 years, our program is well established; however, we recognize that for our organization to grow and remain successful, we must always be willing to innovate and commit to creating better and more effective products, processes, services, technologies and ideas.

**Compassion:** Behind every action we take, we empathize with the applicant's or enrollee's situation and are eager to effectively take action to help.

**Professionalism:** We conduct ourselves according to high standards of integrity, responsibility and accountability. We make it a priority to adhere to our corporation's code of ethics and foster an atmosphere of trust and respect.





**With Florida Healthy Kids, quite simply,  
kids can get back to being kids.**





## Board of Directors

### Officers

**Wendy Link**, Chairperson; Chair Designee

**John Benz**, Vice Chair; Florida Hospital  
Association Representative

**Judy Schaechter, M.D.**, Secretary/Treasurer;  
Pediatrician, child health policy expert

### Members

**John Armstrong, M.D.**, Florida Surgeon General

**Peter Claussen, D.D.S.**, Florida Dental  
Association Representative

**Elizabeth Dudek**, Secretary, Agency  
for Health Care Administration

**George Hutter, M.D.**, Florida Academy of  
Family Physicians Representative

**Beth Kidder**, Medicaid Expert, Agency  
for Health Care Administration

**Sandra Murman**, Hillsborough County Commissioner,  
Florida Association of Counties Representative

**Tommy Schechtman, M.D.**, Florida Pediatric Society

**Penny Taylor**, Department of Education

**Suzanne Vitale**, Department of Children and Families

**Mary Beth Vickers**, Children's Medical Services,  
Department of Health

### Ad Hoc Members

**Tami Cullens**, Saxon Groves, Inc.

**Joe Davis**, Florida Afterschool Network

**David Leidel**, Swaine & Leidel

**Michelle Newell**, Innovative Edge Consulting, Inc.

### Staff Executive

**Rich Robleto**, Executive Director

The expertise brought together on the Board of Directors - state agency heads, physicians, dentists, public officials and business executives - strengthens Florida Healthy Kids and Florida KidCare programs for all children.

## Goals

### GROWTH

Increasing enrollment by enhancing awareness of and participation in the program and supporting statewide outreach efforts

### SATISFACTION

Achieving high family satisfaction for every process we undertake, from application processing for enrollment, to ongoing health plan services, to renewal

### QUALITY

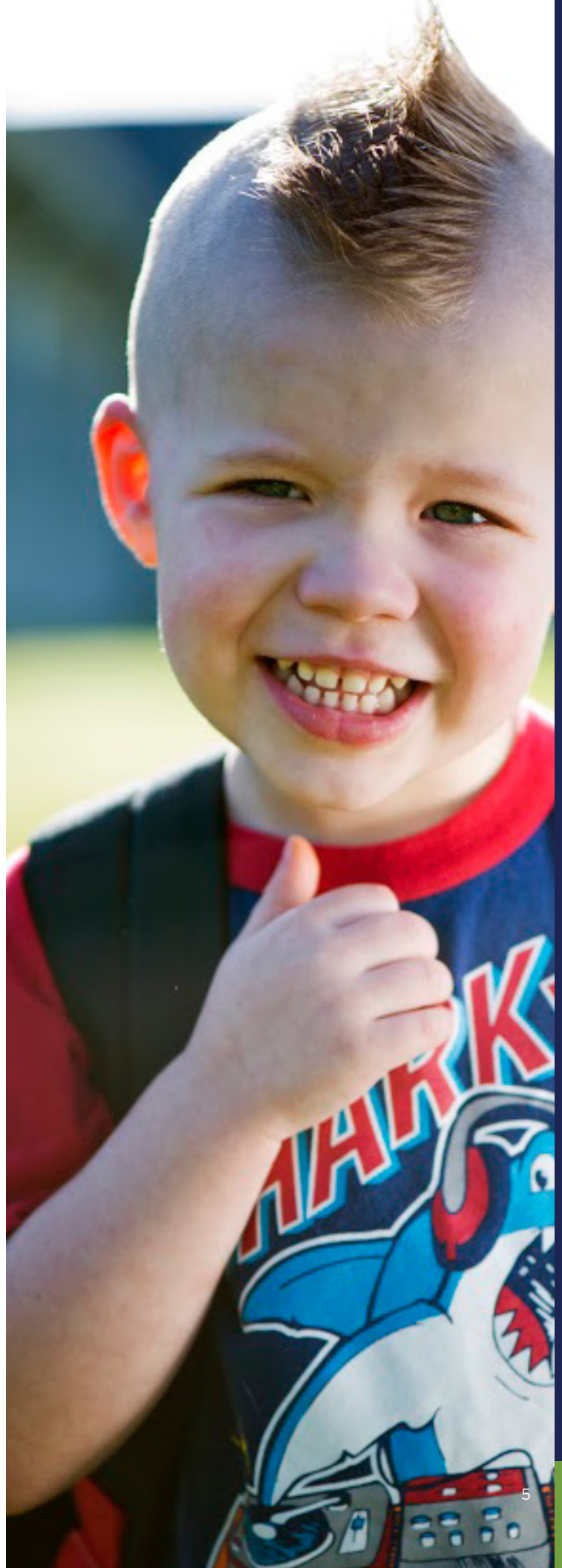
Ensuring standards of health care excellence in all Healthy Kids health plan services

### ADVANCEMENT

Obtaining necessary resources and authority to promote and advance the mission of Healthy Kids

### EFFECTIVENESS

Maintaining the corporate structure and resources to fulfill the Healthy Kids mission and purpose





# GROWTH

## Reducing the Number of Uninsured Children:

Florida continues to make strides in getting kids covered and ranks among the top states for reducing the number and percentage of uninsured children.

- From 2008 to 2012, the number of uninsured children in Florida dropped by more than 230,000 kids — almost 6%.
- When measuring two-year changes, Florida currently leads 45 states in reducing the percentage of uninsured kids.
- There is still much more work to be done — despite this progress, Florida still ranks 46th among states in its percentage of uninsured kids.
- Of the current total of 436,000 uninsured children, more than 300,000 are estimated to be eligible for Medicaid or CHIP.



## Florida KidCare Applicants:

For the most recent state fiscal year:

- The mean age of applicant children was 8.72 years.
- The average household size was 3.46 persons.
- The mean monthly family income was \$2,283 (116% of the federal poverty level for a family of four).

Year	Number of Uninsured Children	Percent Uninsured
2008	667,758	16.7%
2009	600,537	14.8%
2010	506,934	12.7%
2011	475,112	11.9%
2012	436,166	10.9%



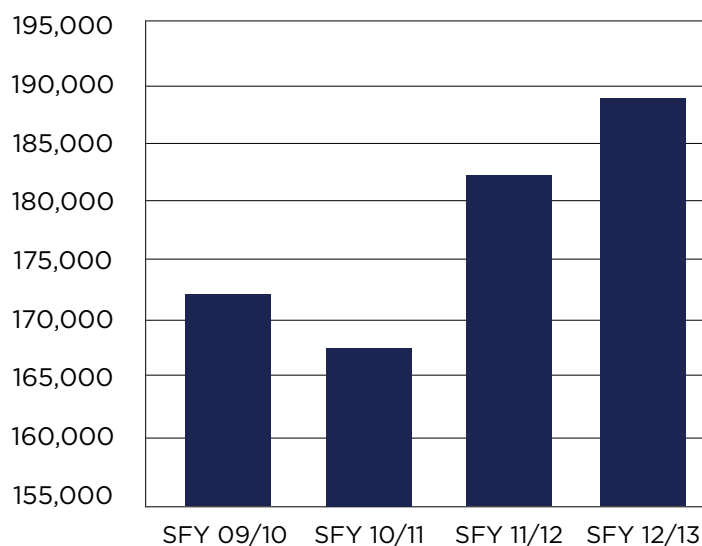


### Florida KidCare Application

#### Volume by Year:

- The number of KidCare applications received continued to grow in 2013. Healthy Kids' administration received more than 189,000 applications for coverage, an increase of more than 4% from the previous year.

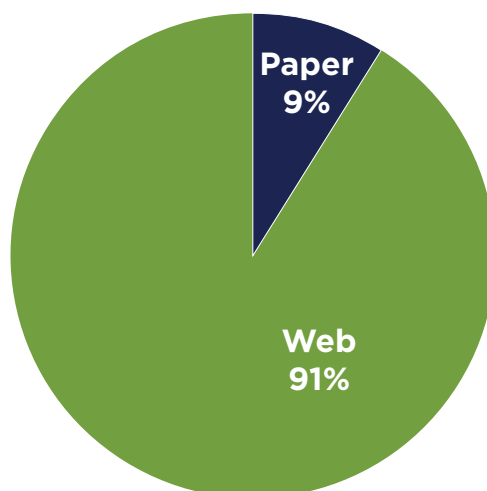
### Application Volume



### Florida KidCare Applications by Source:

- Families continue to submit the majority of applications over the internet.
- More than 90% of applications are received electronically; fewer than 10% are on paper.

### Application Source



## By the Numbers

**\$30,000,000**

is paid out to health and dental plans monthly by Florida Healthy Kids

**\$149**

is the full-pay price for non-subsidized Florida Healthy Kids coverage

**240,000**

children are covered by Florida Healthy Kids

**\$26,000,000**

in Federal and State funds are managed monthly by Florida Healthy Kids

**7**

health plans are managed through Florida Healthy Kids, all competitively bid

**\$7,500,000**

in premium funds are collected each month

**88%**

of Florida Healthy Kids families receive subsidized coverage

**13,000**

renewal applications are processed monthly

**97%**

of families reported that service met or exceeded expectations

**3**

statewide dental plans are managed through Florida Healthy Kids, all competitively bid

**17,000**

new applications are processed monthly

**12%**

of Florida Healthy Kids families receive full-pay coverage

**85**

medical loss ratio requirement ensures that premiums go toward family services

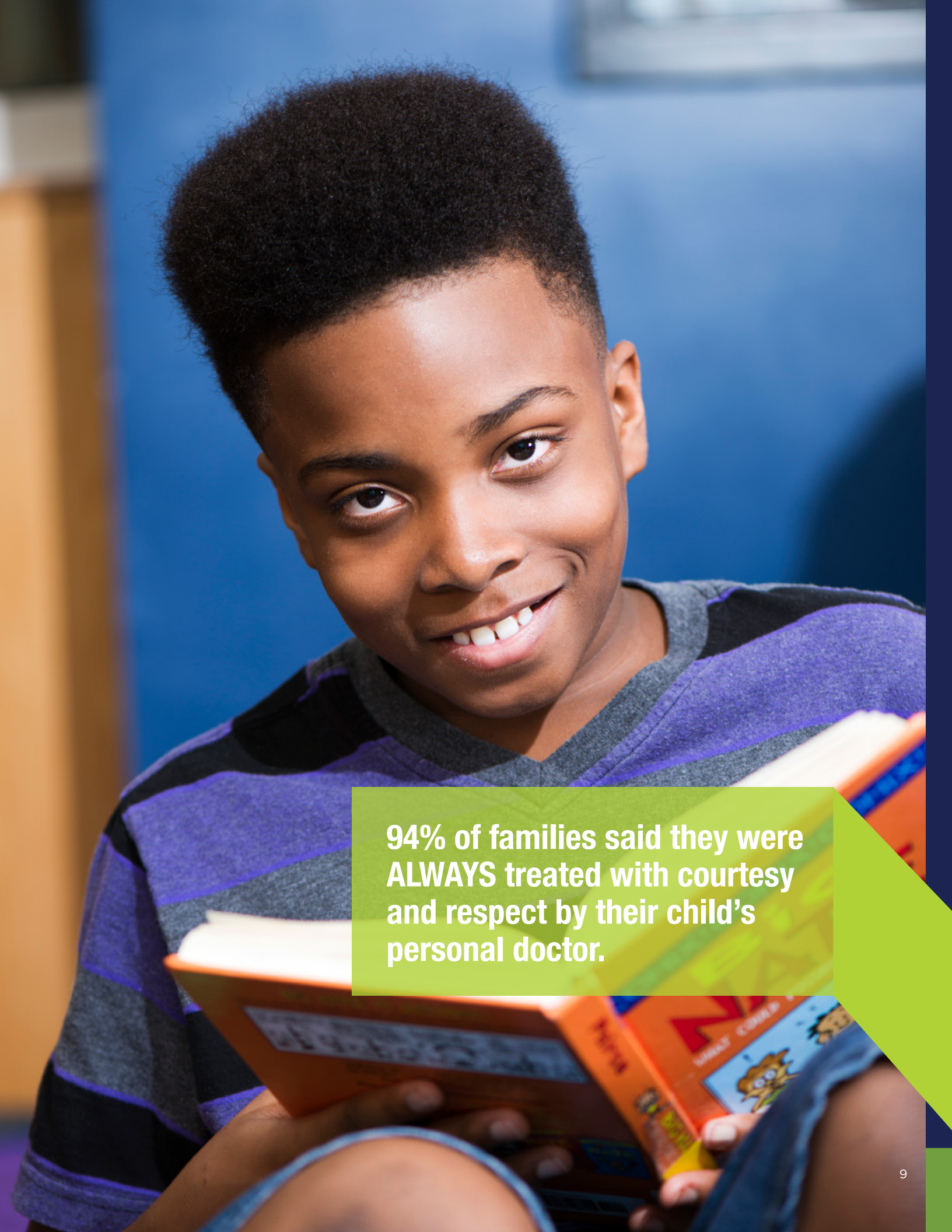
**67**

Florida counties receive comprehensive coverage through Florida Healthy Kids

**90,000**

phone calls are handled through the call center monthly





**94% of families said they were  
ALWAYS treated with courtesy  
and respect by their child's  
personal doctor.**

# SATISFACTION

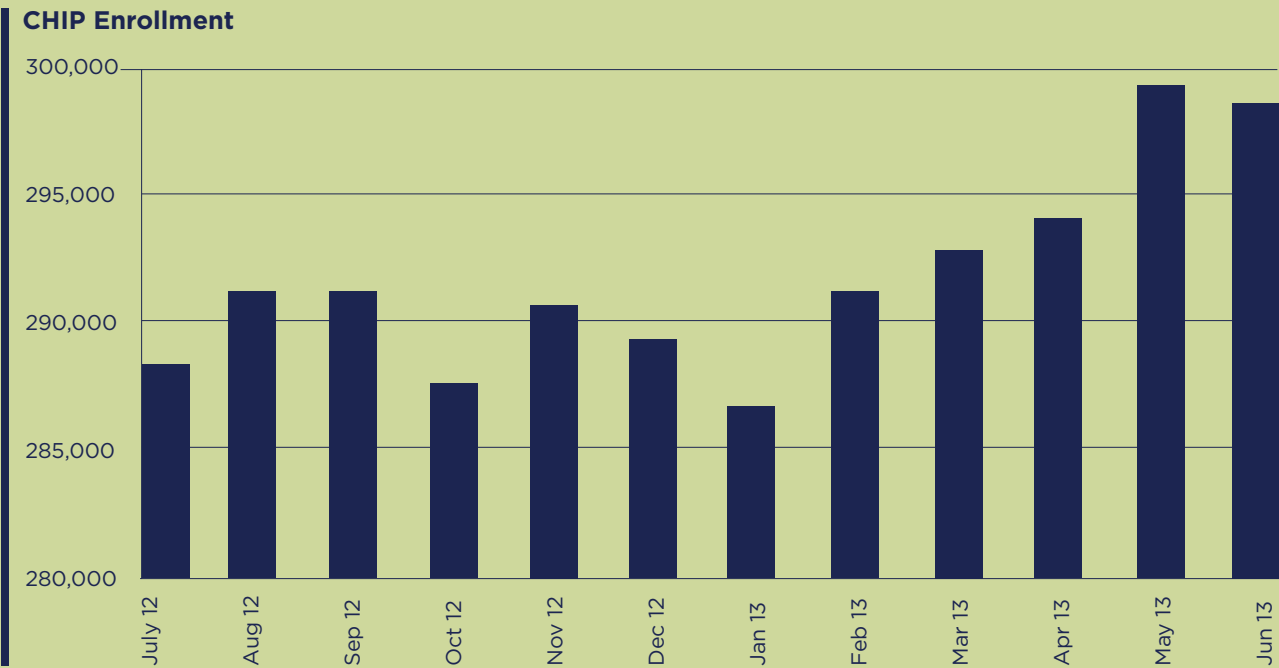
In an effort to keep the latest technology at our families’ fingertips, we transitioned our application processing to a third-party administrator, Maximus, to expand our capabilities and resources.

## New Third-Party Administrator Projected Capabilities

- System’s architecture gives us flexibility for modifications made necessary by the Affordable Care Act
- New system meets CMS’ 7 Standards and Conditions
- Simplification of notices to families
- Families will experience more automated service and reduced processing time
- System’s capabilities will enhance retention
- Language reviewed by Center for Health Literacy



The Maximus system meets the seven technology standards and conditions established by the Federal Centers for Medicare and Medicaid. It provides flexibility to meet the current and any anticipated requirements of the Affordable Care Act.







Insured kids have more fun!

## KidCare Enrollment Continued to Increase

Over the last year, Florida KidCare enrollment increased by more than 3%. The program now proudly insures almost 2.1 million children. Healthy Kids grew by 2.86%, to now represent 240,282 children in our great state.

### KidCare Enrollment Numbers

	State Fiscal Year		
	Enrollment June 30, 2012	Enrollment June 30, 2013	% Change 2012-2013
CMSN Title XXI	22,654	22,407	-1.09
Healthy Kids Title XXI	205,871	210,293	2.15
Healthy Kids Full-Pay	27,735	29,989	8.13
<b>Healthy Kids Total</b>	<b>233,606</b>	<b>240,282</b>	<b>2.86</b>
MediKids Title XXI	29,133	29,547	1.42
MediKids Full-Pay	4,444	4,652	4.68
<b>MediKids Total</b>	<b>33,577</b>	<b>34,199</b>	<b>1.85</b>
<b>Title XXI and Full-Pay Total</b>	<b>289,837</b>	<b>296,888</b>	<b>2.4</b>
Medicaid Title XIX	1,736,607	1,792,381	3.21
Medicaid Title XXI	756	733	-3.04
<b>Medicaid Total</b>	<b>1,737,363</b>	<b>1,793,114</b>	<b>3.21</b>
<b>KidCare Total</b>	<b>2,027,200</b>	<b>2,090,002</b>	<b>3.10</b>



## Application and Renewal Processing

For the most recent state fiscal year:

- 88% of applications were approved for subsidized KidCare or full-pay coverage
- The primary reason for non-approval was families' failure to complete the application process
- The average time from receipt of application to effective date of coverage was approximately six weeks
- 72% of eligible families successfully renewed their coverage
- Historically among non-renewed families:
  - 35-45% re-enroll at a later date
  - 10-15% transfer to another program

### **Here's something that made our families smile: We expanded our dental options!**

In July 2013, Healthy Kids families were provided a third option for dental coverage through Argus Dental, a Florida-based dental plan, joining the existing plans provided by DentaQuest, Inc., and MCNA Dental. We were pleased to present our loyal Healthy Kids families and potential enrollees with more options to find the plan that best preserves the smiles of Florida's most precious citizens and future leaders.

**Kids Oughta Be Covered!**



# CAHPS

We assess families' satisfaction with the service provided by our health plans through a 14 question survey known as the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. CAHPS is recommended by the National Committee on Quality Assurance for measuring experiences of Florida KidCare enrollees.

## CAHPS Quality Measures

The table below shows Healthy Kids aggregate CAHPS scores.

*\*\*For a fully detailed chart, please see the appendix.*

Composite Measures	FHKC 2013
Getting Needed Care	71.0%
Getting Care Quickly	91.6%
How Well Doctors Communicate	91.6%
Health Plan Customer Service	81.9%
Child's Personal Doctor	88.3%
Shared Decision Making	69.1%
Getting Specialized Services	63.6%
Care Coordination	72.2%
Individual Question Summary Rates	
Access to Prescription Medicines	80.3%
Getting Needed Information	81.6%
Overall Ratings	
Overall Rating: All Health Care	66.4%
Overall Rating: Personal Doctor	77.6%
Overall Rating: Specialist Seen Most Often	63.3%
Overall Rating: Health Plan	58.4%

**In 2013, Healthy Kids improved over the prior year for 45% of the measures and exceeded the national Medicaid averages for 35% of measures.**

# QUALITY

In order to ensure that our enrollees are receiving high quality care, Healthy Kids contracts with an External Quality Review Organization (EQRO) to measure health and dental plan performance against the nationally recognized Healthcare Effectiveness Data and Information Set (HEDIS).

HEDIS is a tool used by more than 90% of America's health plans to measure performance on important dimensions of care and service.

*See the following page for some of the detailed findings for Florida.*

## **HEDIS Performance Summary**

Quality Measure Categories Include:

- Access and Availability of Care
- Prevention and Screening
- Respiratory Conditions
- Use of Services
- Behavioral Health
- Dental Care



**FHK offers an online  
portal for health  
plans for enrollment  
and renewal**

[www.healthykids.org](http://www.healthykids.org)



# HEDIS Quality Measures 2012

*\*\*For a fully detailed chart, please see the appendix.*

		FHKC Mean
Children and Adolescents' Access to Primary Care Practitioners	Ages 2-6 Years (FHKP Eligibility: 5-6 Years) Ages 7-11 Years Ages 12-19 Years (FHKP Eligibility: 12-18 Years)	88.9% 93.2% 90.9%
Initiation of Drug Dependence Treatment Alcohol and Other	13-17 Years	38.0%
Engagement of Drug Dependence Treatment Alcohol and Other	13-17 Years	7.6%
Well-Child Visits in the 3rd, 4th, 5th, and 6th Years of Life	FHKP Eligibility: 5-6 Years	15.2%
Adolescent Well-Care Visits		31.7%
Chlamydia Screening in Women 16-20 Years	FHKP Eligibility: 16-18 Years	64.8%
HPV Vaccine for Female Adolescents		55.9%
Immunizations for Adolescents		39.2%
Appropriate Testing for Children with Pharyngitis		71.4%
Appropriate Treatment for Children with Upper Respiratory Infection		85.1%
Use of Appropriate Medications for People with Asthma Total		86.3%
Follow-Up Care for Children Prescribed ADHD Medication	Initial Phase Continuation and Maintenance Phase	38.0% 47.4%
Follow-Up after Hospitalization for Mental Illness	7 Days 30 Days	39.7% 59.9%
Annual Dental Visit	Ages 2-6 Years (FHKP Eligibility: 5-6 Years) Ages 7-10 Years Ages 11-14 Years Ages 15-18 Years	57.0% 63.5% 58.9% 52.8%

**In 2012, Healthy Kids improved its average HEDIS score for 16 of the 21 base measures (76%).**



## Medical Quality Audits

Healthy Kids' External Quality Review Organization conducts "Medical Quality Audits" in which providers' compliance with standards for access to care, structure and operations, as well as quality measurement and improvement efforts is analyzed. These audits allow FHKC to determine, in an objective way, strengths and weaknesses of its participating plans and to address those as necessary.

### **Five major areas are assessed by the Medical Quality Audits:**

- Contract Standards
- Medical Records Review
- Site Reviews
- Provider Quality Management
- Quality Assessment and Performance Improvement (QAPI)

### **In its Calendar Year 2012 report, the External Quality Review Organization found:**

Health Plan Strengths:

- All plans met contract standards and best practices for QAPI programs

- At least 90% of practices within each plan met appointment standards for urgent exams, routine care and routine physical examinations

Dental Plan Strengths:

- Both plans met all contract standards and best practice for QAPI programs
- HEDIS rates for the ADV (Annual Dental Visit) measure were above the 50th percentile benchmark

## Performance Improvement Projects

Plans are required to implement "Performance Improvement Projects (PIPs)." Health plans have been doing PIPs for two years to improve enrollees' compliance with Well Care Visits for children five to six years old. Dental plans have been working on Annual Dental Visits. Both health and dental plans are currently adding second PIPs to address issues that are more specific to those plans.

### **Raising the Bar Grant Program Improves Health**

Seven grant projects were funded beginning July 1, 2012:

- Two projects related to peer-to-peer health (Community Tampa Bay and The Florida Center)
- Two projects related to obesity (Healthy Active Living and Healthy Start of Jefferson/Madison/Taylor)
- Two projects related to oral health (Miami-Dade AHEC and MORE Health)
- One project related to suicide prevention (Sarasota County Health Department)

A total of \$198,580 was awarded to the seven projects.



# ADVANCEMENT

During the 2013 legislative session, Florida Healthy Kids was a continuous topic of conversation with the introduction of the 'Healthy Florida' bill (CS/SB 1816), a Medicaid expansion alternative.

The Healthy Florida program proposed to extend access to quality health coverage to more than 1 million low-income Florida adults—specifically, most uninsured adults under age 65 with family incomes less than 138% of the federal poverty level. The bill would have been funded by Medicaid funds and administered by the Florida Healthy Kids Corporation. The bill would have modified our Board structure and added to our corporate responsibilities, while leaving the “Healthy Kids” program intact. Simply put, the Healthy Florida bill would have expanded our services to also cover parents.

Though the Healthy Florida bill was passed by the Senate and received the support of the Governor, it was rejected by the House during the legislative session. However, the growing awareness of the Healthy Kids program, as well as our reputation as an efficient source for quality, affordable health care, has positioned us well for the future.

## **Checkin' up on lawmakers with our new Capitol Check-Up**

In an effort to bolster communication between Healthy Kids and state legislators, we created Capitol Check-Up. Through this electronic email campaign, we've been sending lawmakers periodic updates on our Healthy Kids happenings and where they can go for more information.

*Please refer to the appendix for a list of legislation filed that impacted Florida Healthy Kids.*



# EFFECTIVENESS

## Financial Highlights

Total assets and total liabilities increased from fiscal year ended June 30, 2012, to fiscal year ended June 30, 2013. The primary reason was an increase in program funds and family money held by the corporation at the end of the fiscal year. Operating revenues and expenses increased from fiscal year ended June 30, 2012, to fiscal year ended June 30, 2013, primarily as a result of increased enrollment.

Net position increased by \$782,611 and by \$2,842,229 for fiscal years ended June 30, 2013 and 2012, respectively. The reduction in net income was the result of the corporation using Other Liability funds to cover third-party administrator-related costs in 2012 coupled with increased operating expenses in 2013.



## Statement of Net Position

Years end June 30	2013	2012	Change
<b>Assets</b>			
Current Assets	\$45,613,399	\$43,970,774	3.74%
Equipment	\$82,689	\$133,172	-37.91%
Total Assets	\$45,696,088	\$44,103,946	3.61%
<b>Liabilities</b>			
Current Liabilities	\$28,562,359	\$27,722,248	3.03%
Non-current Liabilities	\$1,682	\$32,262	-94.79%
Total Liabilities	\$28,564,041	\$27,754,510	2.92%
<b>Net Assets</b>			
Invested in Capital Assets	\$82,689	\$133,172	-37.91%
Unrestricted	\$17,049,358	\$16,216,264	5.14%
Total Net Assets	\$17,132,047	\$16,349,436	4.79%
Total Liabilities and Net Assets	\$45,696,088	\$44,103,946	3.61%





## Changes In Net Position

Years end June 30	2013	2012	Change
Operating Revenues	\$387,836,732	\$356,452,200	8.80%
Operating Expenses	\$387,582,295	\$354,186,063	9.43%
Net Operating Gain (Loss)	\$254,437	\$2,266,137	-88.77%
Non-Operating Revenues	\$528,174	\$576,088	-8.32%
Increase in Net Position	\$782,611	\$2,842,225	-72.49%
Net Position, Beginning	\$16,349,436	\$13,507,211	21.04%
Net Position, Ending	\$17,132,047	\$16,349,436	4.79%

**Net position increased by \$782,611  
for the fiscal year ending June 30, 2013.**

A close-up photograph of two young girls smiling. The girl in the foreground is Black with short braids, wearing a black and white patterned top. The girl behind her is white with blonde hair and a red headband, wearing a blue and white striped top. They are both looking towards the camera with bright, happy expressions.

## Contract Management

Healthy Kids operates under an agreement with the Agency for Health Care Administration and contracts certain functions:

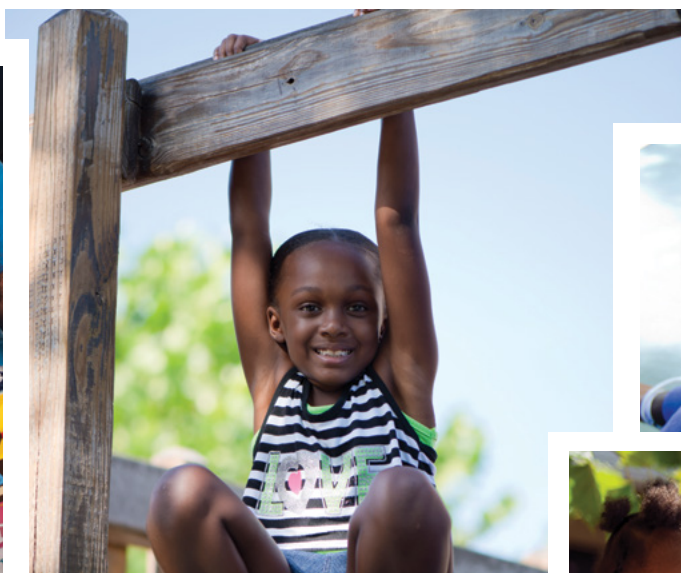
- Healthy Kids-issued contracts are reviewed annually to ensure that they are compliant with federal and state law as well as board policy
- All major contracts are subject to competitive bidding through an invitation to negotiate

### **This year we re-procured services for:**

- Dental coverage
- External Quality Review Organization services
- Investment Advisory services

**Auditing excellence—  
it's in our results, with  
satisfactory reports  
from 100% of audits.**





# Appendix

## 2013 Legislation Filed Impacting Healthy Kids/Florida KidCare Program

#	Sponsor	Bill Summary (Limited to those provisions impacting FHKC or KC; other provisions may be included in the legislation)	Status Report (As of 5/6/2013)
SB 1500	Appropriations	The budget provides \$1,400 raises for state workers with a base pay rate of up to \$40,000 per year, and \$1,000 for those making more. There is also money for one-time “bonus” payments of up to \$600 that management can use to reward their best workers - about 35 % of the workforce.	Approved by Governor.
SB 548	Detert	Requiring certain children applying for eligibility for a component of KidCare to be offered the opportunity to be made presumptively eligible for KidCare.	Died in Appropriations Subcommittee on Health and Human Services.
HB 689	Harrell	Provides presumptive eligibility for KidCare program for children younger than specified age. Bill amended 3-13-13 to extend effective date to 1-1-14, and to change “qualified provider” to “qualified entity” to conform to Federal law.	Died in Health Care Appropriations Subcommittee.
CS/HB 7169	Select Committee on PPACA	Creating the Health Choices Plus Program, using the infrastructure of Florida Health Choices Corp. The program is not an entitlement, but will assist uninsured Floridians to gain access to affordable health coverage, products and services. Uninsured parents and Social Security Income-eligible disabled adults with incomes under 100% of poverty who are not presently eligible for Medicaid are eligible. Enrollees will receive \$2,000 to fund a contribution amount for responsible	Died in messages.



SB 704	Garcia	Repealing a provision relating to eligibility for KidCare program that prohibits certain children who are not qualified aliens from participating in the program.	Died in Health Policy.
HB 4023	Diaz	Repealing a provision relating to eligibility for KidCare program that prohibits certain children who are not qualified aliens from participating in the program.	Died in Healthy Families Subcommittee.
CS/SB 1816	Appropriations (Negron)	The bill amends the Florida Healthy Kids Corporation Act – to revise legislative intent to include a new program, Healthy Florida. The bill modifies FHKC’s corporate governance structure, medical loss ratio guidelines for health plan contracts, and corporate responsibilities. The bill creates the Healthy Florida program, to provide coverage to individuals made “newly eligible” for Medicaid by the Affordable Care Act. Healthy Florida is modeled to operate the same as Healthy Kids and is administered by Florida Healthy Kids. It is funded by Medicaid funds using premium assistance.	Died in messages.
CS/SB 1844	Health Policy (Bean)	Modifying eligibility requirements for Health Choices, providing that the Florida Insurance Code is not applicable in certain circumstances, APPROPRIATION: \$900,000	Approved by Governor.
CS/HB 7169	Select Committee on PPACA	Creating the Health Choices Plus Program, using the infrastructure of Florida Health Choices Corp. The program is not an entitlement, but will assist uninsured Floridians to gain access to affordable health coverage, products and services. Uninsured parents and Social Security Income-eligible disabled adults with incomes under 100% of poverty who are not presently eligible for Medicaid are eligible. Enrollees will receive \$2,000 to fund a contribution amount for responsible	Died in messages.

## CAHPS Quality Measures

Assessment of children's health plans was captured through a 14-question survey. The following highlights show some of the most positive Healthy Kids' responses against the national average. Healthy Kids results were closely aligned with the national benchmarks for the 14 CAHPS summary measures.

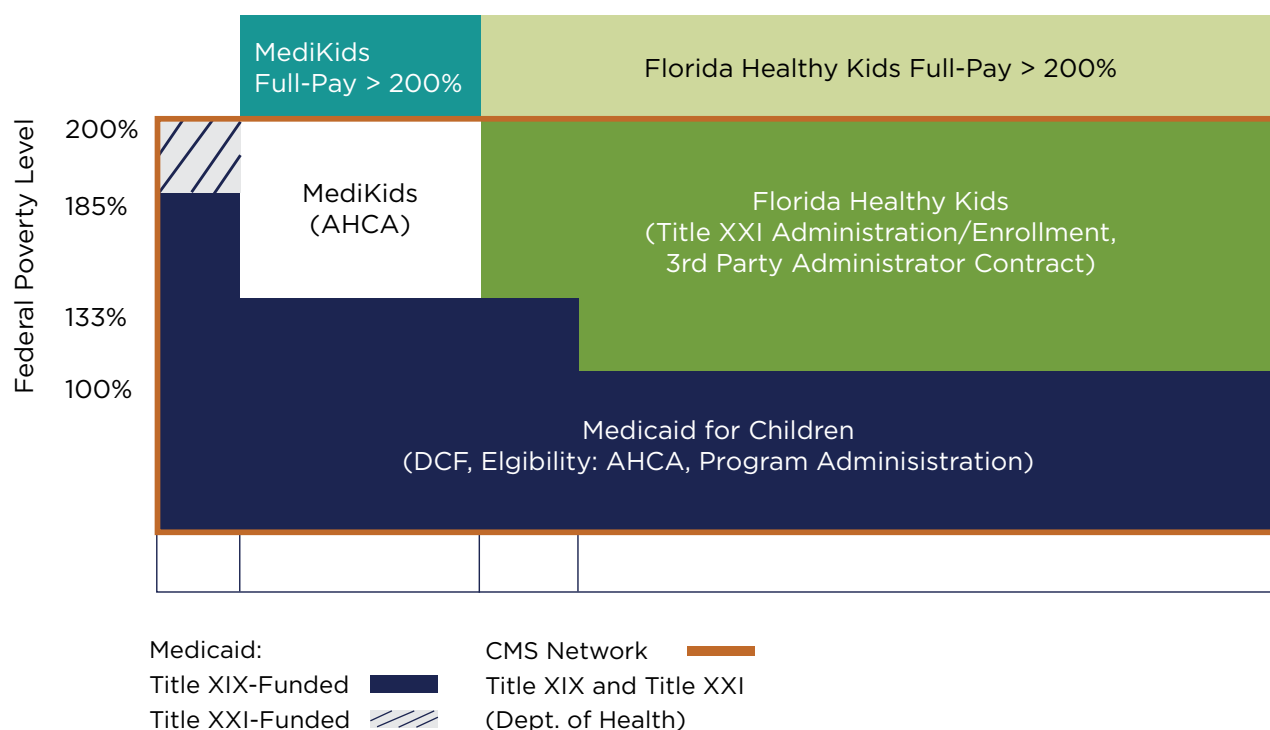
Composite Measures	FHKC 2013	National Average 2013	KidCare Average 2013	FHKC 2012
Getting Needed Care	71.0%	79.3%	70.0%	77.0%
Getting Care Quickly	91.6%	87.3%	88.4%	91.6%
How Well Doctors Communicate	91.6%	91.8%	84.0%	92.0%
Health Plan Customer Service	81.9%	83.0%	79.1%	78.0%
Child's Personal Doctor	88.3%	89.2%	81.0%	84.4%
Shared Decision Making	69.1%	68.4%	64.6%	86.5%
Getting Specialized Services	63.6%	76.5%	66.1%	69.1%
Care Coordination	72.2%	78.8%	74.2%	72.2%
<b>Individual Question Summary Rates</b>				
Access to Prescription Medicines	80.3%	90.5%	89.4%	82.0%
Getting Needed Information	81.6%	89.7%	81.2%	87.0%
<b>Overall Ratings</b>				
Overall Rating: All Health Care	66.4%	64.0%	63.1%	62.0%
Overall Rating: Personal Doctor	77.6%	72.1%	72.3%	69.8%
Overall Rating: Specialist Seen Most Often	63.3%	67.3%	71.5%	67.6%
Overall Rating: Health Plan	58.4%	67.4%	59.0%	63.7%



# HEDIS Quality Measures

		2012 FHKC Mean	2012 HEDIS Medicaid Mean	2011 FHKC Mean
Children and Adolescents' Access to Primary Care Practitioners	Ages 2-6 Years (FHKP Eligibility: 5-6 Years)	88.9%	88.3%	86.7%
	Ages 7-11 Years	93.2%	90.2%	92.1%
	Ages 12-19 Years (FHKP Eligibility: 12-18 Years)	90.9%	88.1%	89.8%
Initiation of Drug Dependence Treatment Alcohol and Other	13-17 Years	38.0%	42.9%	36.0%
Engagement of Drug Dependence Treatment Alcohol and Other	13-17 Years	7.6%	14.2%	9.9%
Well-Child Visits in the 3rd, 4th, 5th, and 6th Years of Life	FHKP Eligibility: 5-6 Years	15.2%	13.9%	10.0%
Adolescent Well-Care Visits		31.7%	61.1%	46.4%
Chlamydia Screening in Women 16-20 Years	FHKP Eligibility: 16-18 Years	64.8%	71.9%	53.8%
HPV Vaccine for Female Adolescents		55.9%	48.1%	53.8%
Immunizations for Adolescents		39.2%	54.6%	33.4%
Appropriate Testing for Children with Pharyngitis		71.4%	64.9%	67.1%
Appropriate Treatment for Children with Upper Respiratory Infection		85.1%	87.2%	83.7%
Use of Appropriate Medications for People with Asthma Total		86.3%	88.4%	90.8%
Follow-Up Care for Children Prescribed ADHD Medication	Initial Phase	38.0%	38.1%	36.6%
	Continuation and Maintenance Phase	47.4%	43.9%	38.6%
Follow-Up after Hospitalization for Mental Illness	7 Days	39.7%	44.6%	39.0%
	30 Days	59.9%	63.8%	60.7%
Annual Dental Visit	Ages 2-6 Years (FHKP Eligibility: 5-6 Years)	57.0%	54.3%	57.6%
	Ages 7-10 Years	63.5%	58.5%	63.1%
	Ages 11-14 Years	58.9%	53.2%	58.3%
	Ages 15-18 Years	52.8%	44.9%	52.2%


# Eligibility



## 2013 Federal Poverty Guidelines

Household Size	100%	133%	150%	200%
1	\$11,490	\$15,282	\$17,235	\$22,980
2	\$15,510	\$20,628	\$23,265	\$31,020
3	\$19,530	\$25,975	\$29,295	\$39,060
4	\$23,550	\$31,322	\$35,325	\$47,100
5	\$27,570	\$36,668	\$41,355	\$55,140
6	\$31,590	\$42,015	\$47,385	\$63,180
7	\$35,610	\$47,361	\$53,415	\$71,220
8	\$39,630	\$52,708	\$59,445	\$79,260
For each additional person, add	\$4,020	\$5,347	\$6,030	\$8,040





**FHK offers five easy ways for families to pay: online, phone, mail, cash, text**

## Healthy Kids Health Plans

Health Plan	Number of Counties	Enrollees
WellCare	65	82,941
United Health Care	41	69,301
Aetna/Coventry	16	21,028
Amerigroup	11	58,840
Florida Health Care Plan	1	4,269
Sunshine State	1	982
Florida Blue	1	335

## Healthy Kids Dental Plans

Dental Plan	Enrollment
DentaQuest	120,508
MCNA	112,044
Argus	1,842











To assure access to quality health care services for Florida's children

850-224-5437

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[www.HealthyKids.org](http://www.HealthyKids.org)