

Letter of Direction # 45 Attachment 1 CAHPS Supplemental Questions

Attachment 8: CAHPS Supplemental Questions

| NCQA Tracking Number | Child Questions | Response Categories Response categories must be confined to one cell. Separate each response option with a semicolon (e.g., Never; Sometimes; Usually; Always) | If Required by State Medicaid Agency, which one? | NCQA Decision |
|----------------------|---|---|--|---------------|
| 990231 | Some health plans help with transportation to doctors' offices or clinics. This help can be a shuttle bus, tokens or vouchers for a bus or taxi, or payments for mileage. In the last 6 months, did you phone your health plan to get help with transportation? | Yes; No [Insert Skip Pattern if Necessary] | New Mexico | Approved |
| 990232 | In the last 6 months, when you phoned to get help with transportation from your health plan, how often did you get it? | Never; Sometimes; Usually; Always; [I did not phone my child's health plan for help with transportation in the last 6 months] | New Mexico | Approved |
| 990233 | In the last 6 months, how often did the help with transportation meet your needs? | Never; Sometimes; Usually; Always; [I did not phone my child's health plan for help with transportation in the last 6 months] | New Mexico | Approved |
| 990234 | In the last 6 months, how long did it take to get an appointment for regular or routine care? (For example, preventive care or a complete physical) | 1 – 7 days; 8 – 21 days; 22 – 30 days; 31 days or more; My child did not need an appointment for regular or routine care | New Mexico | Approved |

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|----------------------|--|---|--|---------------|
| 990235 | In the last 6 months, if you had a problem getting the care, tests, or treatment you thought you needed through your health plan, what was the main problem you had? | Plan did not approve my child's care, tests, or treatment; Care, tests, or treatment delayed while waiting for plan's approval; Providers I wanted my child to see were not in plan or network; Could not get an appointment with provider at a convenient time; The cost to me for my child's care, tests, or treatment was too high; Brand name medications I wanted cost more than the generic available; The cost of my child's medications was too high; Problem getting plan to pay claims after getting care, tests, or treatment; Problem getting a referral to a specialist; Other (Please Specify): _____; I did not have a problem getting care, tests, or treatment | New Mexico | Approved |
| 990236 | In the last 6 months, if you needed non-emergency care after your doctor's office was closed, where did you get it? | I received help from my doctor's office; I received care at an in Network Urgent Care | New Mexico | Approved |

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|----------------------|--|---|--|---------------|
| | | Center; I received care at the Emergency Room; I was unable to get care; I did not need after hours care | | |
| 990237 | In the last 6 months, if you needed non-emergency care during doctor's office hours, and your provider was not available, where did you receive care? | I received care at an in Network Urgent Care Center; I received care at the Emergency Room; I was unable to get care | New Mexico | Approved |
| 990238 | In the last 6 months, if you needed to see a mental health or substance use disorder specialist how often was it easy to get an appointment as soon as needed? | Never; Sometimes; Usually; Always; I did not see a mental health or substance use disorder specialist in the last 6 months [Insert skip pattern, if necessary] | New Mexico | Approved |

| NCQA Tracking Number | Adult Questions | Response Categories Response categories must be confined to one cell. Separate each response option with a semicolon (e.g., Never; Sometimes; Usually; Always) | If Required by State Medicaid Agency, which one? | NCQA Decision |
|----------------------|--|---|--|---------------|
| 990239 | Some health plans help with transportation to doctors' offices or clinics. This help can be a shuttle bus, tokens or vouchers for a bus or taxi, or payments for mileage. In the | Yes; No [Insert Skip Pattern if Necessary] | New Mexico | Approved |

| NCQA Tracking Number | Adult Questions | Response Categories Response categories must be confined to one cell. Separate each response option with a semicolon (e.g., Never; Sometimes; Usually; Always) | If Required by State Medicaid Agency, which one? | NCQA Decision |
|----------------------|--|--|--|---------------|
| | last 6 months, did you phone your health plan to get help with transportation? | | | |
| 990240 | In the last 6 months, when you phoned to get help with transportation from your health plan, how often did you get it? | Never; Sometimes; Usually; Always; [I did not phone my child's health plan for help with transportation in the last 6 months] | New Mexico | Approved |
| 990241 | In the last 6 months, how often did the help with transportation meet your needs? | Never; Sometimes; Usually; Always; [I did not phone my child's health plan for help with transportation in the last 6 months] | New Mexico | Approved |
| 990242 | In the last 6 months, how long did it take to get an appointment for regular or routine care? (For example, preventive care or a complete physical) | 1 – 7 days; 8 – 21 days; 22 – 30 days; 31 days or more; I did not need an appointment for regular or routine care | New Mexico | Approved |
| 990243 | In the last 6 months, if you had a problem getting the care, tests, or treatment you thought you needed through your health plan, what was the main problem you had? | Plan did not approve my care, tests, or treatment; Care, tests, or treatment delayed while waiting for plan's approval; Providers I wanted to see were not in my plan or network; Could not get an appointment with a provider at a convenient time; The cost for care, tests, or treatment was too high for | New Mexico | Approved |

| NCQA Tracking Number | Adult Questions | Response Categories Response categories must be confined to one cell. Separate each response option with a semicolon (e.g., Never; Sometimes; Usually; Always) | If Required by State Medicaid Agency, which one? | NCQA Decision |
|----------------------|---|---|--|---------------|
| | | me; Brand name medications I wanted cost more than the generic available; The cost of my medications was too high; Problems getting my plan to pay claims after getting care, tests, or treatment; Problems getting a referral to a specialist; Other (Please Specify): _____; I did not have a problem getting care, tests, or treatment | | |
| 990244 | In the last 6 months, if you needed non-emergency care after your doctor's office was closed, where did you get it? | I received help from my doctor's office; I received care at an in Network Urgent Care Center; I received care at the Emergency Room; I was unable to get care; I did not need after hours care | New Mexico | Approved |
| 990245 | In the last 6 months, if you needed non-emergency care during doctor's office hours, and your provider was not available, where did you receive care? | I received care at an in Network Urgent Care Center; I received care at the Emergency Room; I was unable to get care | New Mexico | Approved |

| NCQA Tracking Number | Adult Questions | Response Categories Response categories must be confined to one cell. Separate each response option with a semicolon (e.g., Never; Sometimes; Usually; Always) | If Required by State Medicaid Agency, which one? | NCQA Decision |
|----------------------|--|--|---|----------------------|
| 990246 | In the last 6 months, if you needed to see a mental health or substance use disorder specialist how often was it easy to get an appointment as soon as needed? | Never; Sometimes; Usually; Always; I did not see a mental health or substance use disorder specialist in the last 6 months [Insert skip pattern, if necessary] | New Mexico | Approved |