

**MY 2023 CAHPS®  
MEDICAID ADULT  
5.1H FINAL REPORT**

**BLUE CROSS COMMUNITY  
CENTENNIAL**

July 2024

BLUE CROSS COMM. CENTENNIAL

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# OVERVIEW

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Blue Cross Comm. Centennial to conduct its MY 2023 CAHPS® 5.1H Medicaid Adult Survey. NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

**SURVEY OBJECTIVE** The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which can aid plans in increasing the quality of provided care.

**2024 NCQA CHANGES** NCQA made changes to the survey or program for 2024.

One question was deleted from the 2024 Commercial Adult Survey and the 2024 Medicaid Adult Survey:

- Have you had either a flu shot or flu spray in the nose since July 1, 20XX?

Your Project Manager is Jennifer Brown (Jennifer.Brown@pressganey.com). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

# METHODOLOGY

## DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

Pre-notification  
mailed  
2/27/2024



First questionnaire  
mailed  
3/5/2024



Second questionnaire  
mailed  
4/9/2024



Initiate follow-up calls  
to non-responders  
4/30/2024 - 5/14/2024



Last day to accept  
completed surveys  
5/15/2024

## QUALIFIED RESPONDENTS

Included beneficiaries who were...

- 18 years and older (as of December 31<sup>st</sup> of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

## 2024 RESPONSE RATE CALCULATION

$$\frac{191 \text{ (Completed)}}{1755 \text{ (Sample)} - 16 \text{ (Ineligible)}} = \frac{191}{1739} = 11.0\%$$

## COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	92	52	27	14	0	13	171
Spanish	12	6	2	0	0	2	20
<b>Total</b>	<b>104</b>	<b>58</b>	<b>29</b>	<b>14</b>	<b>0</b>	<b>15</b>	<b>191</b>

Total Number of Undeliverables: 256

Note: Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish.

## RESPONSE RATE TRENDING

		2022	2023	2024
Completed	<b>SUBTOTAL</b>	<b>200</b>	<b>210</b>	<b>191</b>
	Does not Meet Eligibility Criteria (01)	8	11	7
Ineligible	Language Barrier (03)	4	2	3
	Mentally/Physically Incapacitated (04)	1	2	2
	Deceased (05)	1	1	4
	<b>SUBTOTAL</b>	<b>14</b>	<b>16</b>	<b>16</b>
Non-response	Break-off/Incomplete (02)	12	15	8
	Refusal (06)	46	23	25
	Maximum Attempts Made (07)	1281	1491	1511
	Added to DNC List (08)	0	0	4
	<b>SUBTOTAL</b>	<b>1339</b>	<b>1529</b>	<b>1548</b>
<b>Total Sample</b>		<b>1553</b>	<b>1755</b>	<b>1755</b>
<b>Oversampling %</b>		<b>15.0%</b>	<b>30.0%</b>	<b>30.0%</b>
<b>Response Rate</b>		<b>13.0%</b>	<b>12.1%</b>	<b>11.0%</b>
<b>PG Response Rate</b>		<b>12.2%</b>	<b>11.5%</b>	<b>11.1%</b>

HCSC

# INDUSTRY TRENDS

# PG BOOK OF BUSINESS TRENDS

MEDICAID ADULT

**Trend Highlights** The robust Press Ganey Book of Business is valuable in monitoring industry trends. On the right, we have provided a side-by-side comparison of aggregate PG Book of Business scores to help you understand broader trends in measure scoring over the past five years.

**Medicaid Adult:** Among the Medicaid Adult population, no measures declined by more than 1% compared to 2023. *Rating of Personal Doctor (%9 or 10)* and *Rating of Specialist (%9 or 10)* have increased by more than 1%.

All scores have decreased overall since 2020. *Rating of Health Care Quality* and *Getting Care Quickly* are the largest decrease of at least 2% lower than the 2020 scores.

	PG Book of Business Trends				
	2020	2021	2022	2023	2024
Rating Questions (% 9 or 10)					
Q28. Rating of Health Plan	64.6%	64.5%	64.0%	63.6%	63.1%
Q8. Rating of Health Care	58.8%	59.4%	57.0%	56.8%	57.3%
Q18. Rating of Personal Doctor	70.7%	70.4%	69.5%	69.2%	70.3%
Q22. Rating of Specialist	70.9%	69.7%	68.4%	67.4%	68.5%
Rating Questions (% 8, 9 or 10)					
Q28. Rating of Health Plan	80.3%	79.8%	79.6%	79.3%	78.7%
Q8. Rating of Health Care	76.9%	77.5%	75.8%	75.4%	75.8%
Q18. Rating of Personal Doctor	84.2%	83.8%	83.1%	83.2%	83.9%
Q22. Rating of Specialist	84.7%	83.9%	82.7%	82.3%	82.7%
Getting Needed Care (% A/U)					
Q9. Getting care, tests, or treatment	86.3%	85.8%	85.0%	84.8%	85.1%
Q20. Getting specialist appointment	80.7%	82.4%	79.6%	79.1%	79.1%
Getting Care Quickly (% A/U)					
Q4. Getting urgent care	85.0%	84.3%	81.7%	82.7%	82.7%
Q6. Getting routine care	80.4%	80.9%	80.0%	80.4%	79.7%
Coordination of Care (Q17) (% A/U)					
	85.9%	84.8%	85.0%	85.6%	86.0%

Increase of 1% or greater since 2023

Decrease of 1% or greater since 2023

# EXECUTIVE SUMMARY

# OVERVIEW OF TERMS

**Summary Rates (SRS)** are defined by NCQA in its HEDIS MY 2023 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

**Percentile Rankings** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.

**PG Benchmark Information** The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2023. Submission occurred on May 24<sup>th</sup>, 2024.

**NCQA Benchmark Information** The source for data contained in this publication is Quality Compass® All Plans 2023. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

**Significance Testing** All significance testing is performed at the 95% confidence level using a t-test.

**Small Denominator Threshold** NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

**Non-Accreditation Notation** Throughout the report you will see a notation of “+” which indicates that the given measure is not utilized for accreditation score calculation.

**Technical Notes** Please refer to the Technical Notes for more information.



# 2024 DASHBOARD

MEDICAID ADULT

Blue Cross Comm. Centennial



191

Completed  
surveys

11.0%

Response Rate

**Stars:** PG **Estimated** NCQA  
Rating  
NA = Denominator < 100

**Scores:** All scores displayed  
are Summary Rate Scores

- Rating: % 9 or 10
- Composites: % Usually or Always
- Smoking: % Always, Usually, or Sometimes

**Significance Testing:** Current  
score is significantly  
higher/lower than 2023 (↑/↓) or  
2022 (↗/↘).

**Percentiles:** Based on the  
2024 PG Book of Business

**Health Plan Key Driver  
Classification:** Details can be  
found in the KDA section.

Accreditation Measures

Rating of Health Plan ★				
Rating of Health Plan	53.3%	↓↓	5 <sup>th</sup>	---
Rating of Health Care ★				
Rating of Health Care	46.4%	↓	6 <sup>th</sup>	Opportunity
Rating of Personal Doctor ★				
Rating of Personal Doctor	58.6%	↓	<5 <sup>th</sup>	Opportunity
Advised to Quit Smoking: 2YR ★★				
Advised to Quit Smoking: 2YR	64.0%		16 <sup>th</sup>	---

Other Measures

Rating of Specialist +				
Rating of Specialist +	63.0%		14 <sup>th</sup>	Opportunity
Coordination of Care +				
Coordination of Care +	70.8%	↓	<5 <sup>th</sup>	Wait
Customer Service +				
Composite	91.8%		74 <sup>th</sup>	---
Q24. Provided information or help	85.1%		49 <sup>th</sup>	Opportunity
Q25. Treated with courtesy and respect	98.5%	↑	97 <sup>th</sup>	Power

## Getting Needed Care ★★

Composite	77.2%		18 <sup>th</sup>	---
Q9. Getting care, tests, or treatment	82.0%		23 <sup>rd</sup>	Wait
Q20. Getting specialist appointment	72.3%		14 <sup>th</sup>	Opportunity

## Getting Care Quickly (NA)

Composite	70.8%		<5 <sup>th</sup>	---
Q4. Getting urgent care	81.5%		39 <sup>th</sup>	Wait
Q6. Getting routine care	60.0%	↓↓	<5 <sup>th</sup>	Wait

## Ease of Filling Out Forms +

Ease of Filling Out Forms +	92.7%		11 <sup>th</sup>	Wait
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## How Well Doctors Communicate +

Composite	90.4%		8 <sup>th</sup>	---
Q12. Dr. explained things	92.6%		39 <sup>th</sup>	Wait
Q13. Dr. listened carefully	88.2%		<5 <sup>th</sup>	Wait
Q14. Dr. showed respect	93.5%		24 <sup>th</sup>	Opportunity
Q15. Dr. spent enough time	87.2%		8 <sup>th</sup>	Wait

# ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

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	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						1.5
GETTING CARE						2
Getting Needed Care	Usually or Always	102	77.1%	84.6%	10 <sup>th</sup>	2
Getting Care Quickly	Usually or Always	87	70.7%	83.8%	10 <sup>th</sup>	NA
SATISFACTION WITH PLAN PHYSICIANS						1
Rating of Personal Doctor	9 or 10	128	58.5%	71.1%	<10 <sup>th</sup>	1
SATISFACTION WITH PLAN AND PLAN SERVICES						1
Rating of Health Plan	9 or 10	182	53.3%	64.9%	<10 <sup>th</sup>	1
Rating of Health Care	9 or 10	112	46.4%	58.7%	<10 <sup>th</sup>	1
TREATMENT						
Smoking Advice: Rolling Average	Sometimes, Usually or Always	100	64.0%	75.4%	10 <sup>th</sup>	2

## EXPLANATION

NCQA calculates health plan ratings (HPR) by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization’s HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10<sup>th</sup>, 33<sup>rd</sup>, 67<sup>th</sup> and 90<sup>th</sup>) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2023 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10 <sup>th</sup> Percentile	10 <sup>th</sup> – 32 <sup>nd</sup> Percentile	33 <sup>rd</sup> – 66 <sup>th</sup> Percentile	67 <sup>th</sup> – 89 <sup>th</sup> Percentile	≥90 <sup>th</sup> Percentile

- Notes:
- NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.
  - Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.

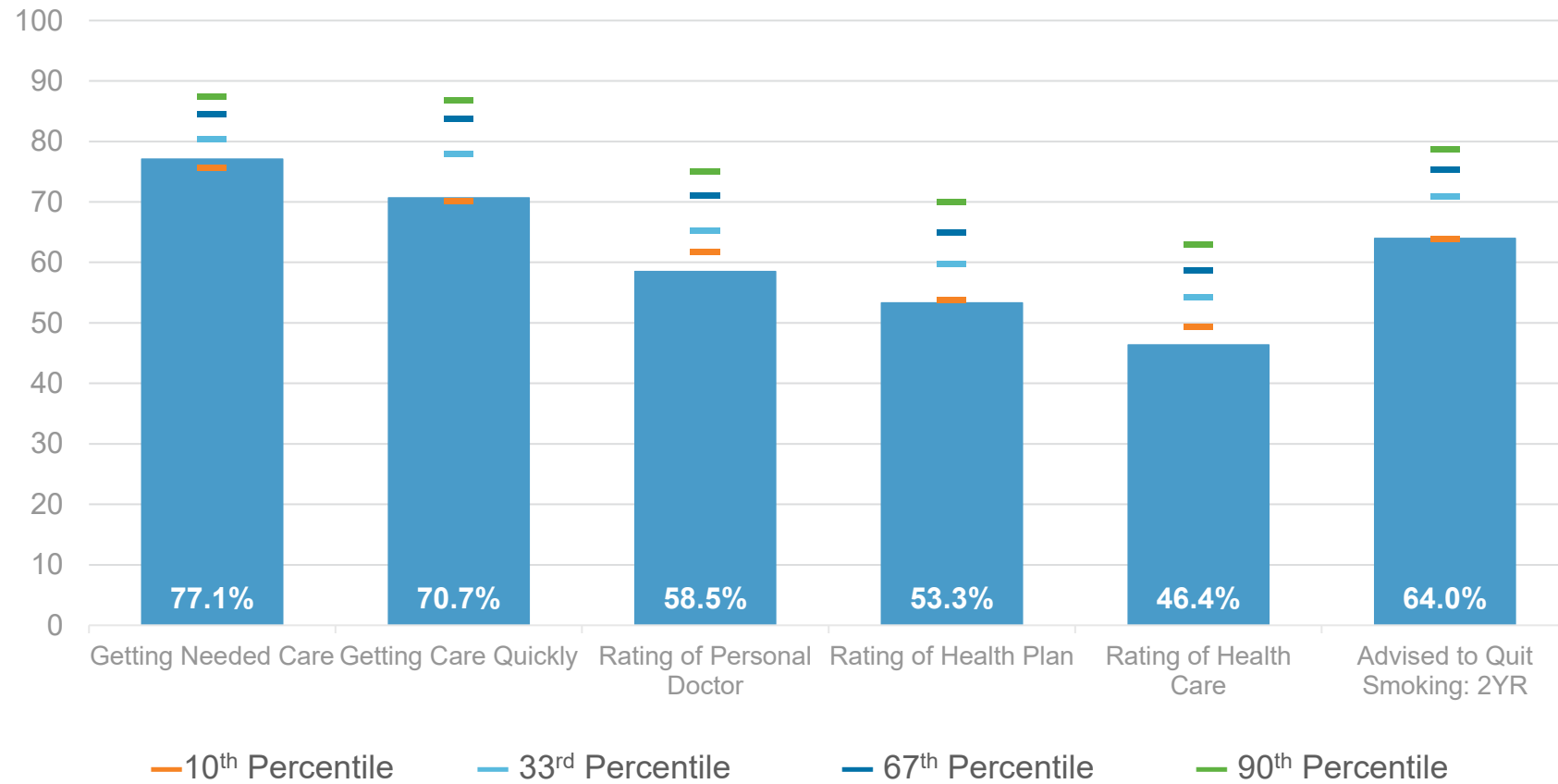
\*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

# PERFORMANCE TO STAR CUT POINTS

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## COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan's **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2023).



**Dark Blue** bar = Your plan's performance is at or above the 67<sup>th</sup> percentile



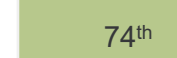

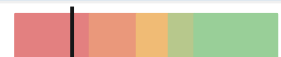



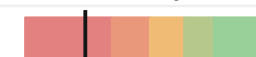
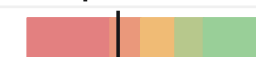
**Light Blue** bar = Your plan's performance is below the 67<sup>th</sup> percentile

**HPR scores** are **truncated** to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

\* Scores are % 9 or 10, % Always or Usually, and % Always, Usually or Sometimes (Smoking Advice: Rolling Average).

# MEASURE SUMMARY




MEDICAID ADULT

MEASURE	SUMMARY RATE		CHANGE	2024 PG BOOK OF BUSINESS BENCHMARK				
	2023	2024		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS
020 20 40 60 80 100								
Health Plan Domain								
Rating of Health Plan <i>% 9 or 10</i>	63.9%	53.3% <span>↓</span>	-10.6				5 <sup>th</sup>	63.1% <span>▼</span>
Getting Needed Care <i>% Usually or Always</i>	73.6%	77.2%	3.6				18 <sup>th</sup>	82.1%
Customer Service + <i>% Usually or Always</i>	87.6%	91.8%	4.2				74 <sup>th</sup>	89.8%
Ease of Filling Out Forms + <i>% Usually or Always</i>	93.9%	92.7%	-1.2				11 <sup>th</sup>	94.8%
Health Care Domain								
Rating of Health Care <i>% 9 or 10</i>	60.6%	46.4% <span>↓</span>	-14.2				6 <sup>th</sup>	57.3% <span>▼</span>
Getting Care Quickly <i>% Usually or Always</i>	77.4%	70.8%	-6.6				<5 <sup>th</sup>	81.2% <span>▼</span>
How Well Doctors Communicate + <i>% Usually or Always</i>	91.8%	90.4%	-1.4				8 <sup>th</sup>	93.2%
Coordination of Care + <i>% Usually or Always</i>	91.0%	70.8% <span>↓</span>	-20.2				<5 <sup>th</sup>	86.0% <span>▼</span>
Rating of Personal Doctor <i>% 9 or 10</i>	72.3%	58.6% <span>↓</span>	-13.7				<5 <sup>th</sup>	70.3% <span>▼</span>
Rating of Specialist + <i>% 9 or 10</i>	63.5%	63.0%	-0.5				14 <sup>th</sup>	68.5%

**Significance Testing** Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

# MEASURE SUMMARY

MEDICAID ADULT

MEASURE	SUMMARY RATE		CHANGE	2024 PG BOOK OF BUSINESS BENCHMARK						
	2023	2024		PERCENTILE DISTRIBUTION					PERCENTILE RANK	BoB SRS
				0	20	40	60	80		
Effectiveness of Care										
Advised to Quit Smoking: 2YR <i>% Sometimes, Usually, or Always</i>	57.7%	64.0%	6.3						16 <sup>th</sup>	73.7% ▼
Discussing Cessation Meds: 2YR + <i>% Sometimes, Usually, or Always</i>	33.0%	44.4%	11.4						22 <sup>nd</sup>	53.4%
Discussing Cessation Strategies: 2YR + <i>% Sometimes, Usually, or Always</i>	32.0%	41.4%	9.4						32 <sup>nd</sup>	47.1%

**Significance Testing** Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

# HEALTH EQUITY

## MEDICAID ADULT

The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

Accreditation Measure

Other Measure

Group is performing...	
	Above the plan score by 5 or more points
	Above the plan score
	Below the plan score
	Below the plan score by 5 or more points
	Above/below plan score but has low base (<30)

			Rating of Health Plan		Rating of Health Care		Getting Needed Care		Getting Care Quickly		Rating of Personal Doctor		Rating of Specialist +	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
Demographic	Category	Total	53.3%		46.4%		77.2%		70.8%		58.6%		63.0%	
	Gender													
	Male	n = 85		-7%		-6%		1%		-1%		-13%		-9%
	Female	n = 103		5%		4%		-1%		1%		9%		6%
	Age													
	18 – 34	n = 41		-11%		-24%		0%		0%		-9%		-10%
	35 – 44	n = 30		7%		-11%		1%		-15%		-6%		-5%
	45 – 54	n = 30		7%		1%		-2%		10%		-4%		10%
	55 or older	n = 87		0%		13%		2%		2%		6%		3%
	Overall Health													
	Excellent/Very Good	n = 57		6%		2%		-1%		7%		-5%		11%
	Good	n = 63		-3%		-10%		5%		-1%		0%		2%
	Fair/Poor	n = 66		-3%		8%		-2%		1%		3%		-5%
	Mental Health													
	Excellent/Very Good	n = 82		8%		8%		2%		-1%		6%		8%
	Good	n = 49		-4%		-6%		-2%		-6%		-9%		-9%
	Fair/Poor	n = 56		-9%		-3%		-2%		4%		-3%		-2%
	Education													
	HS Grad or less	n = 106		4%		12%		3%		4%		9%		0%
	Some college or more	n = 77		-1%		-15%		-5%		-2%		-11%		-1%
	Race/ Ethnicity													
	White	n = 121		1%		-4%		1%		0%		-6%		2%
	Black/African-American	n = 8		-28%		-46%		6%		-11%		16%		37%
	Asian	n = 2		-53%		-46%		23%		29%		-9%		-63%
	Native Hawaiian/Pacific Islander	n = 2		-3%		54%		23%		-71%		-59%		37%
	American Indian or Alaska Native	n = 19		-6%		-16%		-25%		-8%		-13%		-34%
	Other	n = 42		3%		10%		-8%		-5%		19%		-13%
	Hispanic/Latino	n = 108		6%		10%		3%		4%		7%		1%

# HEALTH EQUITY

## MEDICAID ADULT

The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

Accreditation Measure

Other Measure

Group is performing...	
	Above the plan score by 5 or more points
	Above the plan score
	Below the plan score
	Below the plan score by 5 or more points
	Above/below plan score but has low base (<30)

Demographic			Coordination of Care +	Customer Service +	How Well Doctors Communicate +	Ease of Filling Out Forms +
Category			SRS	SRS	SRS	SRS
Total			70.8%	91.8%	90.4%	92.7%
	Gender					
	Male	n = 85	-3%	-1%	1%	1%
	Age					
	Female	n = 103	2%	1%	-1%	-1%
	18 – 34	n = 41	-8%	-9%	-7%	2%
	35 – 44	n = 30	-13%	3%	-8%	0%
	Overall Health					
	45 – 54	n = 30	29%	-4%	0%	0%
	55 or older	n = 87	-3%	4%	4%	-1%
	Mental Health					
	Excellent/Very Good	n = 57	-4%	2%	2%	0%
	Good	n = 63	9%	2%	2%	2%
	Education					
	Fair/Poor	n = 66	-4%	-3%	-3%	-2%
	Excellent/Very Good	n = 82	-1%	-2%	2%	1%
	Race/ Ethnicity					
	Good	n = 49	-2%	2%	7%	5%
	Fair/Poor	n = 56	1%	0%	-8%	-6%
	Education					
	HS Grad or less	n = 106	4%	-2%	1%	1%
	Race/ Ethnicity					
	Some college or more	n = 77	-8%	4%	-3%	-2%
	White	n = 121	-3%	0%	4%	1%
	Black/African-American	n = 8	29%	-42%	5%	-18%
	Asian	n = 2	29%	8%	10%	7%
	Native Hawaiian/Pacific Islander	n = 2	NA	NA	NA	7%
	American Indian or Alaska Native	n = 19	-21%	8%	-15%	7%
	Other	n = 42	-4%	-3%	-4%	-5%
	Race/ Ethnicity					
	Hispanic/Latino	n = 108	11%	0%	1%	0%

# MEASURE SUMMARY

MEDICAID ADULT

## TOP THREE Performing Measures

Your plan’s percentile rankings for these measures were the highest compared to the 2024 PG Book of Business.

MEASURE	2024 Valid n	PLAN SUMMARY RATE SCORE			2023 QC			2024 PG BoB		
		2023	2024	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Customer Service + (% Usually or Always)	67^	87.6%	91.8%	4.2	89.2%	2.6	87 <sup>th</sup>	89.8%	2.0	74 <sup>th</sup>
Getting Needed Care (% Usually or Always)	102	73.6%	77.2%	3.6	81.0%	-3.8	21 <sup>st</sup>	82.1%	-4.9	18 <sup>th</sup>
Rating of Specialist + (% 9 or 10)	92^	63.5%	63.0%	-0.5	66.2%	-3.2	22 <sup>nd</sup>	68.5%	-5.5	14 <sup>th</sup>

## BOTTOM THREE Performing Measures

Your plan’s percentile rankings for these measures were the lowest compared to the 2024 PG Book of Business.

MEASURE	2024 Valid n	PLAN SUMMARY RATE SCORE			2023 QC			2024 PG BoB		
		2023	2024	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Getting Care Quickly (% Usually or Always)	87^	77.4%	70.8%	-6.6	80.4% ▼	-9.6	5 <sup>th</sup>	81.2% ▼	-10.4	<5 <sup>th</sup>
Rating of Personal Doctor (% 9 or 10)	128	72.3%	58.6% ↓	-13.7	67.9% ▼	-9.3	<5 <sup>th</sup>	70.3% ▼	-11.7	<5 <sup>th</sup>
Coordination of Care + (% Usually or Always)	65^	91.0%	70.8% ↓	-20.2	84.6% ▼	-13.8	<5 <sup>th</sup>	86.0% ▼	-15.2	<5 <sup>th</sup>

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.



# IMPROVEMENT STRATEGIES

## Improving Performance

These measures had the lowest percentile rankings in comparison to the 2024 PG Book of Business for your plan.

### Improvement Strategies – Getting Care Quickly

- Assess CAHPS data by health system, PO, and/or network. Communicate results and identify outliers. Correlate with HEDIS data, complaints, appeals and/or quality of care concerns, and communicate. Support and encourage providers to take innovative action to improve access.
- Support members and collaborate with providers to enhance routine and urgent access to care through innovative, proactive approaches within Care Management, Chronic Care, and Quality Management. Work with providers to identify and resolve opportunities.
- Discuss and engage providers/staff on scheduling best practices, how to improve access to routine/urgent care. Consider scheduling routine appointments well in advance, e.g., 12 months. Provide tools, resources, support and assessment.
- Support, encourage and assist in approaches toward open access scheduling. Allow a portion of each day open for urgent care and/or follow-up care.
- Contract with additional providers for urgent and after-hour appointments/availability.
- Explore partnering with 24-hour urgent care or walk-in clinics.
- Educate providers and staff about Plan and regulatory appointment wait time requirements or standards (i.e., CAHPS, CMS, States, etc.). Identify opportunities for improvement.
- Provide members streamlined tools and resources (links, apps, etc.) about benefits, providers, referrals, scheduling appointments, etc. Identify options and hours available, and include alternatives, including practices with evening and weekend hours. Consider alternative sources of information, e.g., refrigerator magnets.
- Explore and support alternative telecommunication technologies to expand access to care: telephone, telehealth, telemedicine and patient portals.
- Encourage use of Nurse Hotline/Nurse on Call lines or live-chat via web for members to get health information and advice.

### Improvement Strategies – Rating of Personal Doctor

- Analyze, investigate, and probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with rating of personal doctor. (e.g., HWDC, GCQ, GNC, Coordination Of Care).
- Review QI recommendations/actions for related CAHPS composite measures: How Well Doctors Communicate, Getting Care Quickly, Getting Needed Care, Coordination of Care.
- Provide resources, articles, tools and training sessions via multiple channels to support and drive improvement in physician-patient communication and patient-centered interviewing. Examples include: Foster relationships with patients. Partner with them. Listen to their concerns. Treat them with compassion. Spend adequate time with them and ensure questions and concerns are answered.
- Share, report and discuss relative CAHPS health care performance and feedback at the health system and/or within network level.
- Promote use of a secure online patient portal which allows patients access to their medical record and health care information of relevant to patient needs.
- Gather and analyze patient feedback on their recent office visit (i.e., patient "comment cards," follow up call/text/email, CG CAHPS survey, etc.).
- Explore ability of providers to share with patient's a summary of their medical record or health assessments to facilitate conversation about relevant health and wellness issues.
- Assess systems (e.g., EHRs) processes and/or procedures used to gather or facilitate distribution of patient information among providers.
- Suggest providers/practices periodically analyze appointment scheduling timeframes versus types of office visits. Minimize wait times.

### Improvement Strategies – Coordination of Care

- Inform, support, remind and facilitate providers about coordination of care expectations, timely notification requirements, and standards of care for post-visit follow up to all PCPs. Explore options to encourage and support communications between specialists and PCPs.
- Develop on-going and timely reminders/messaging to promote and improve communication and reporting between all provider types, ideally based directly on available data/information.
- Assess the status and consistency of coordination of patient care, communication, and information shared within and across provider networks. Assure prompt feedback, standards.
- Support and facilitate a patient-centered care management approach within and across provider networks. Facilitate a complementary plan-based patient centered care management approach.
- Explore potential of aligning information flow/EHRs to better integrate, support or facilitate patient care, care coordination and vital medical and personal information among providers.
- Encourage providers to prompt patients AND patients to prompt providers, i.e., mutual interactions that review and discuss care, tests and/or treatments involving other providers.
- Encourage patients to bring a list of all medications, including dosage and frequency to all appointments. Encourage providers to prompt patients to do the same for their appointments.
- How do PCP's, providers, facilities and/or the plan assure common patient "touch points" to facilitate/support scheduling of appointments, tests and/or procedures? Where is the over-arching guidance and support for the patient/member?

Full List of Improvement Strategies 

# **KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN**

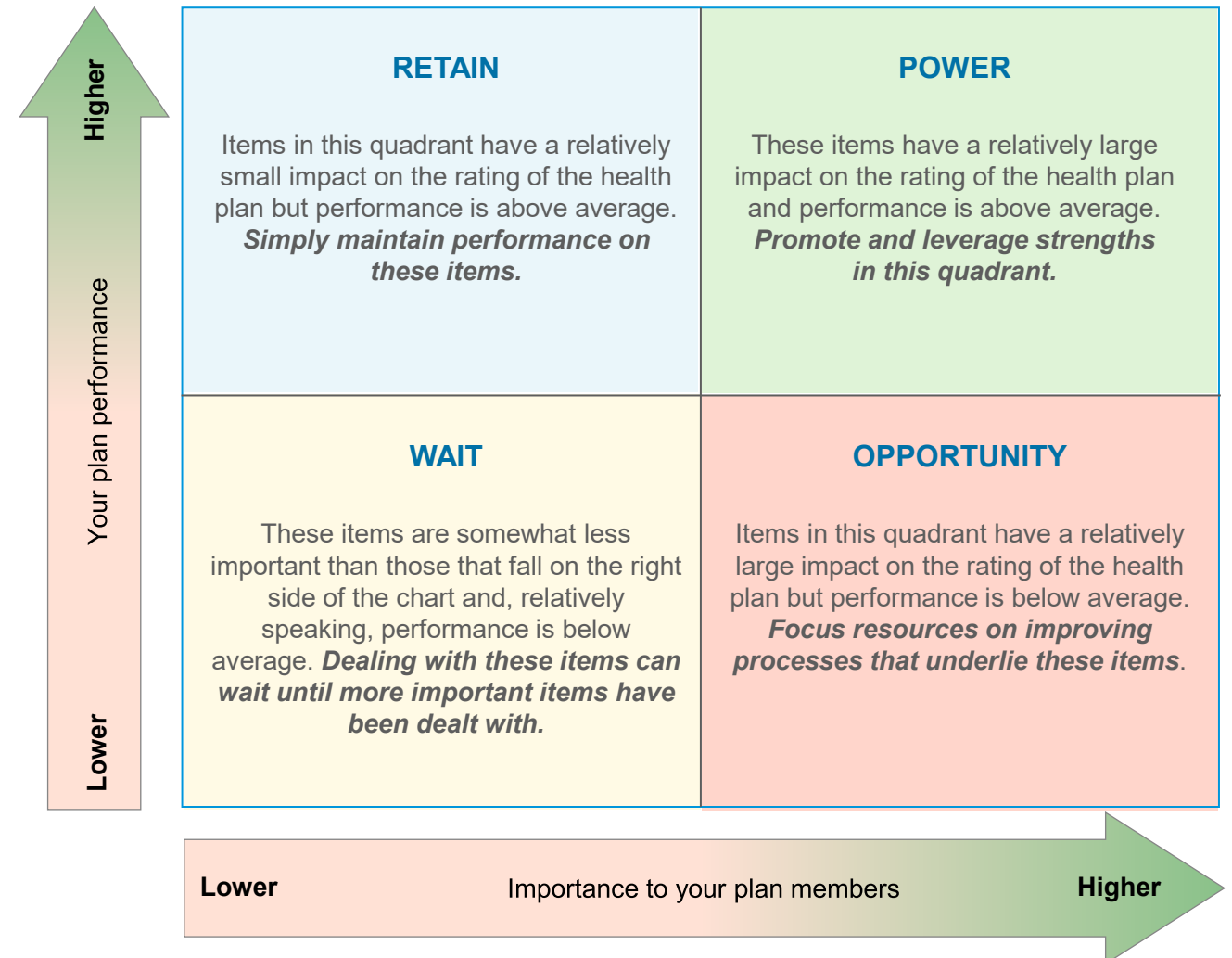
# POWeR CHART: EXPLANATION

## POWeR™ CHART CLASSIFICATION MATRIX

**Overview.** The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. We have been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.



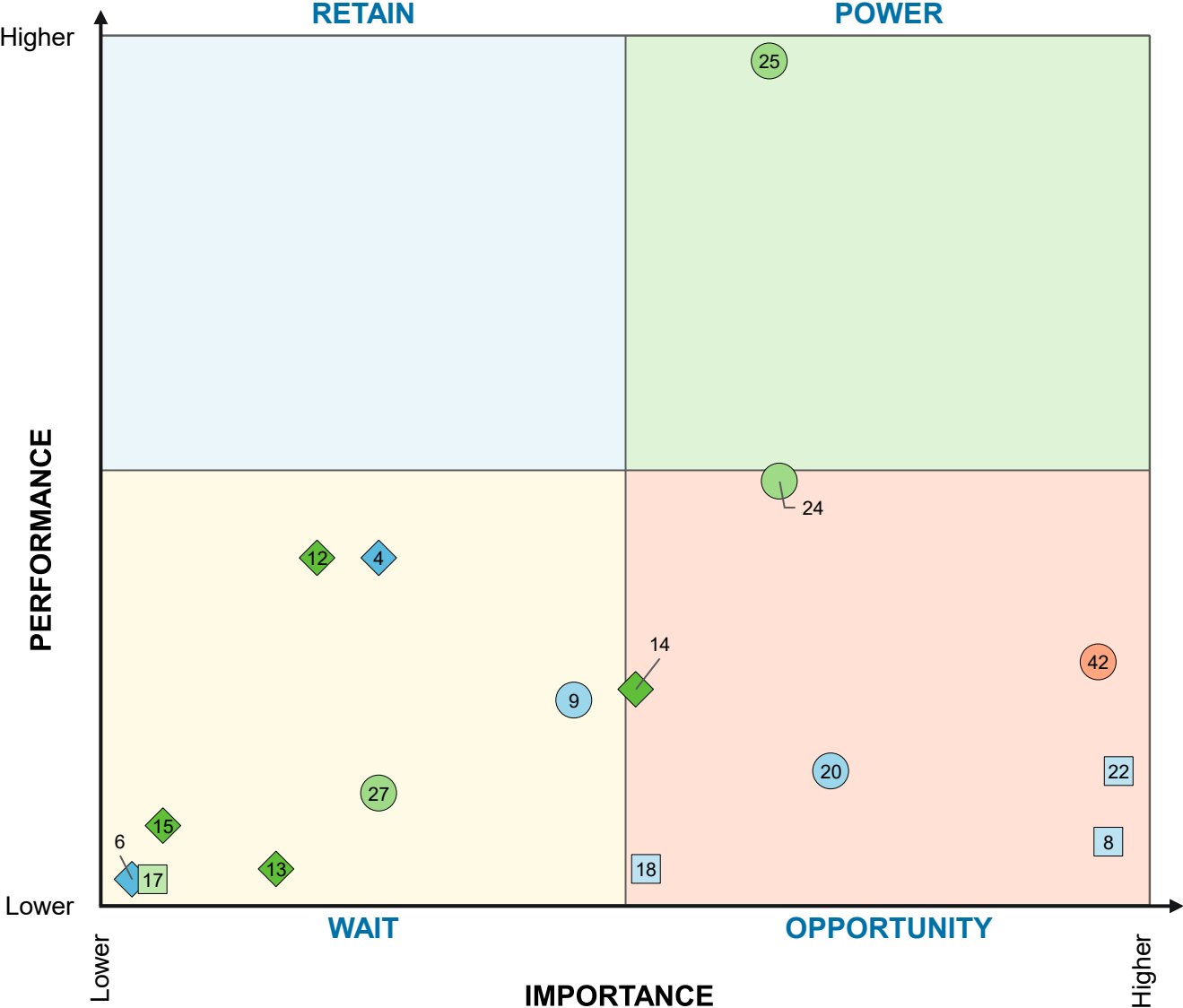
# POWER CHART: YOUR RESULTS

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SURVEY MEASURE				2023		2024	
				SRS	%tile*	SRS	%tile*
POWER							
● CS	Q25	Treated with courtesy and respect		91.4%	12 <sup>th</sup>	98.5%	97 <sup>th</sup>
OPPORTUNITY							
■ Rating	Q22	Rating of Specialist +		63.5%	30 <sup>th</sup>	63.0%	14 <sup>th</sup>
■ Rating	Q8	Rating of Health Care		60.6%	78 <sup>th</sup>	46.4%	6 <sup>th</sup>
● SQ	Q42	Satisfied with help received to coordinate care		77.6%	---	72.7%	---
● GNC	Q20	Getting specialist appointment		67.1%	<5 <sup>th</sup>	72.3%	14 <sup>th</sup>
● CS	Q24	Provided information or help		83.8%	43 <sup>rd</sup>	85.1%	49 <sup>th</sup>
■ Rating	Q18	Rating of Personal Doctor		72.3%	71 <sup>st</sup>	58.6%	<5 <sup>th</sup>
◆ HWDC	Q14	Dr. showed respect		94.0%	37 <sup>th</sup>	93.5%	24 <sup>th</sup>
WAIT							
● GNC	Q9	Getting care, tests, or treatment		80.2%	19 <sup>th</sup>	82.0%	23 <sup>rd</sup>
● CS	Q27	Ease of Filling Out Forms +		93.9%	20 <sup>th</sup>	92.7%	11 <sup>th</sup>
◆ GCQ	Q4	Getting urgent care		82.1%	43 <sup>rd</sup>	81.5%	39 <sup>th</sup>
◆ HWDC	Q12	Dr. explained things		92.2%	38 <sup>th</sup>	92.6%	39 <sup>th</sup>
◆ HWDC	Q13	Dr. listened carefully		92.2%	35 <sup>th</sup>	88.2%	<5 <sup>th</sup>
◆ HWDC	Q15	Dr. spent enough time		88.8%	27 <sup>th</sup>	87.2%	8 <sup>th</sup>
■ CC	Q17	Coordination of Care +		91.0%	92 <sup>nd</sup>	70.8%	<5 <sup>th</sup>
◆ GCQ	Q6	Getting routine care		72.8%	16 <sup>th</sup>	60.0%	<5 <sup>th</sup>
RETAIN							

None

\*Percentiles based on the PG Book of Business of the listed year.



# KEY DRIVERS OF RATING OF HEALTH PLAN

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		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION			
			YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2023	2024		
TOP 10 KEY DRIVERS					Q28	Rating of Health Plan	53.3%	63.1%	5 <sup>th</sup>	(-49)			
YOUR PLAN	These items have a relatively large impact on the Rating of Health Plan. <b>Leverage</b> these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.	✓	1	3	Q22	Rating of Specialist +	63.0%	68.5%	14 <sup>th</sup>	(-16)	Opp.		Opp.
		✓	2	1	Q8	Rating of Health Care	46.4%	57.3%	6 <sup>th</sup>	(-72)	Power	→	Opp.
			3	---	Q42	Satisfied with help received to coordinate care	72.7%	---	---		Opp.		Opp.
		✓	4	9	Q20	Getting specialist appointment	72.3%	79.1%	14 <sup>th</sup>	(+11)	Wait	→	Opp.
		✓	5	8	Q24	Provided information or help	85.1%	84.7%	49 <sup>th</sup>	(+6)	Opp.		Opp.
		✓	6	7	Q25	Treated with courtesy and respect	98.5%	94.8%	97 <sup>th</sup>	(+85)	Opp.	→	Power
		✓	7	2	Q18	Rating of Personal Doctor	58.6%	70.3%	<5 <sup>th</sup>	(-68)	Retain	→	Opp.
INDUSTRY	PG Book of Business regression analysis has identified <b>Key Drivers</b> of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.		8	11	Q14	Dr. showed respect	93.5%	94.9%	24 <sup>th</sup>	(-13)	Wait	→	Opp.
		✓	9	5	Q9	Getting care, tests, or treatment	82.0%	85.1%	23 <sup>rd</sup>	(+4)	Opp.	→	Wait
			10	15	Q27	Ease of Filling Out Forms +	92.7%	94.8%	11 <sup>th</sup>	(-9)	Wait		Wait
			11	6	Q4	Getting urgent care	81.5%	82.7%	39 <sup>th</sup>	(-4)	Opp.	→	Wait
			13	10	Q13	Dr. listened carefully	88.2%	93.3%	<5 <sup>th</sup>	(-32)	Wait		Wait
			16	4	Q6	Getting routine care	60.0%	79.7%	<5 <sup>th</sup>	(-16)	Opp.	→	Wait
All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are not in the PG Book of Business.													

All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

\*Differentials are based on comparisons to your plan's prior year percentile rankings.

# **MEASURE ANALYSES**

# SECTION INFORMATION

**Drilling Down Into Composites And Ratings** This section is designed to give your plan a detailed report on the performance of each Star Rating measure as well as a few other key metrics. The measure analysis section contains:

**Rating & Composite** level information including...

- Percentile ranking and benchmark performance
- Historic scores
- Market performance

**Attribute** level information for composites including...

- Gate questions
- Percentile ranking and benchmark performance
- Summary rate score trending

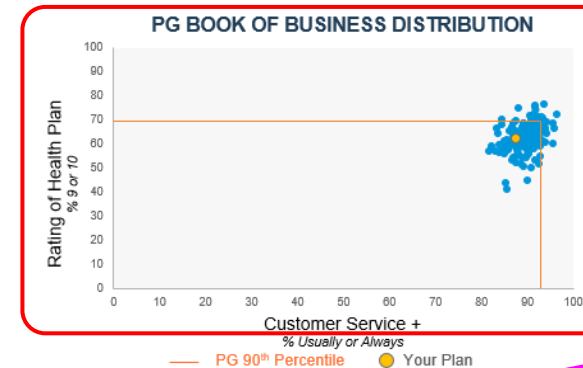
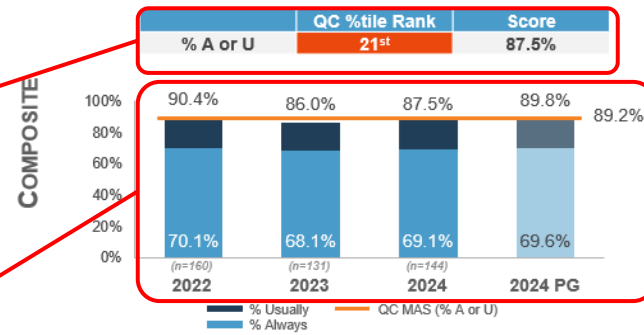
**All scores displayed in this section are summary rate scores (notated with 'SRS').**

## Percentile Bands

≥90 <sup>th</sup>		
67 <sup>th</sup> – 89 <sup>th</sup>		
33 <sup>rd</sup> – 66 <sup>th</sup>		
10 <sup>th</sup> – 32 <sup>nd</sup>		
<10 <sup>th</sup>		

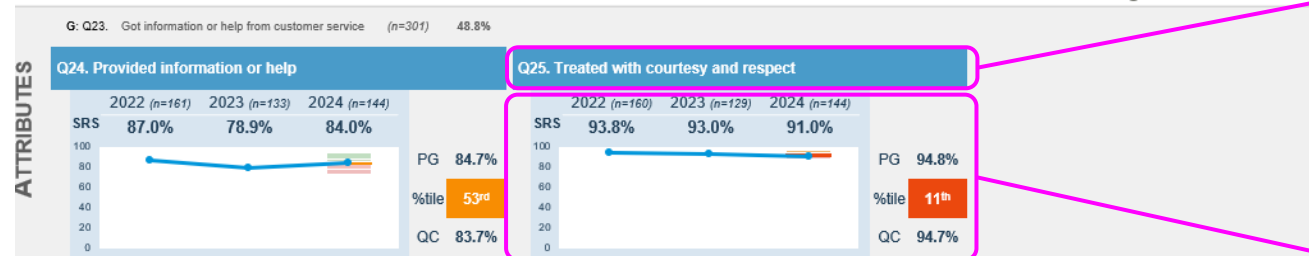
Your plan's performance ranking along with **Summary Rate Score** are displayed at the top for quick reference.

Your plan's current year **Summary Rate Score** and base size along with previous two years, PG BoB and Quality Compass national data are displayed.



Your plan's **Summary Rate Score** is plotted against the PG Book of Business to provide a visual representation of market performance. The orange line represents the PG 90<sup>th</sup> percentile.

Gate questions (indicated by "G:") for attributes are displayed above attributes – scores displayed are % Yes



For composites – all corresponding attributes that roll-up into the composite score are displayed:

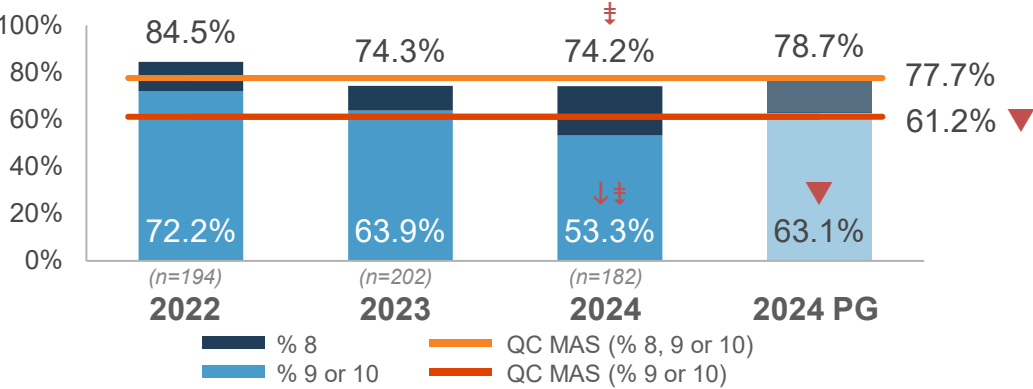
- Historic bases and **Summary Rate Scores** along with significant changes in trend notated
- Benchmark comparisons along with significant differences notated
- Percentile ranking against **Quality Compass**
- Graphic representation of trend and 2023 **Quality Compass** percentile bands

# RATINGS

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## RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	18 <sup>th</sup>	74.2%
% 9 or 10	11 <sup>th</sup>	53.3%



### Key Drivers Of The Rating Of The Health Plan

#### POWER

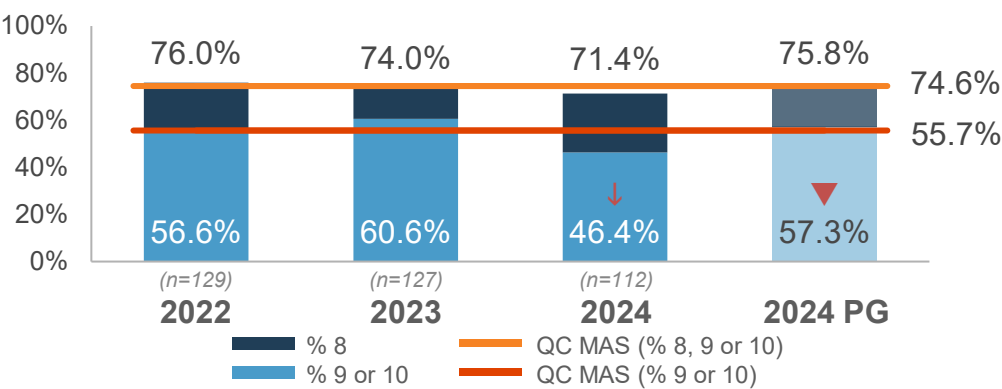
Q25 Treated with courtesy and respect

#### OPPORTUNITIES

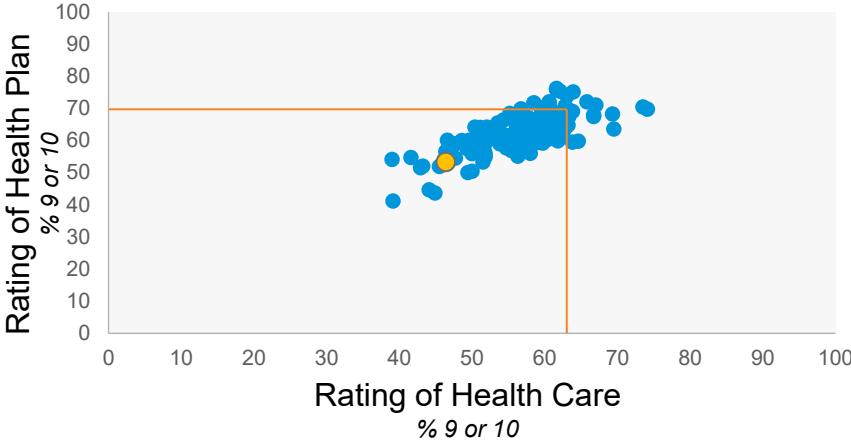
- Q22 Rating of Specialist +
- Q8 Rating of Health Care
- Q42 Satisfied with help received to coordinate care
- Q20 Getting specialist appointment
- Q24 Provided information or help
- Q18 Rating of Personal Doctor
- Q14 Dr. showed respect

## RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	21 <sup>st</sup>	71.4%
% 9 or 10	5 <sup>th</sup>	46.4%



### PG BOOK OF BUSINESS DISTRIBUTION



**Significance Testing:** Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

**Denominator less than 100. NCQA will assign an NA to this measure.**

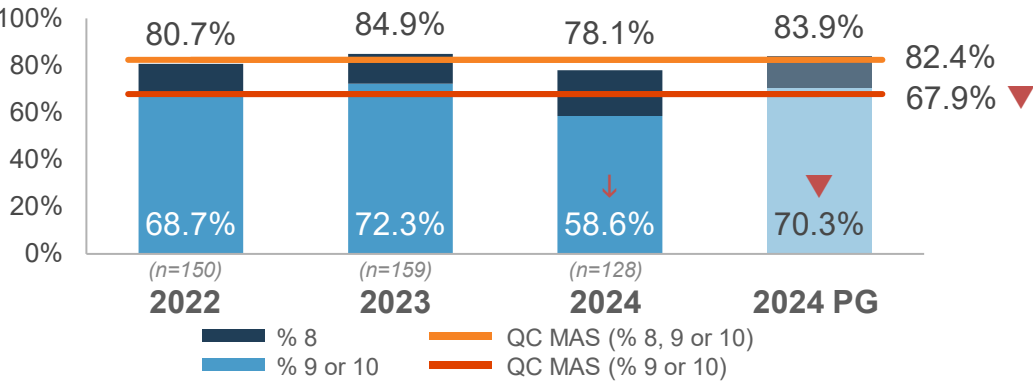


# RATINGS

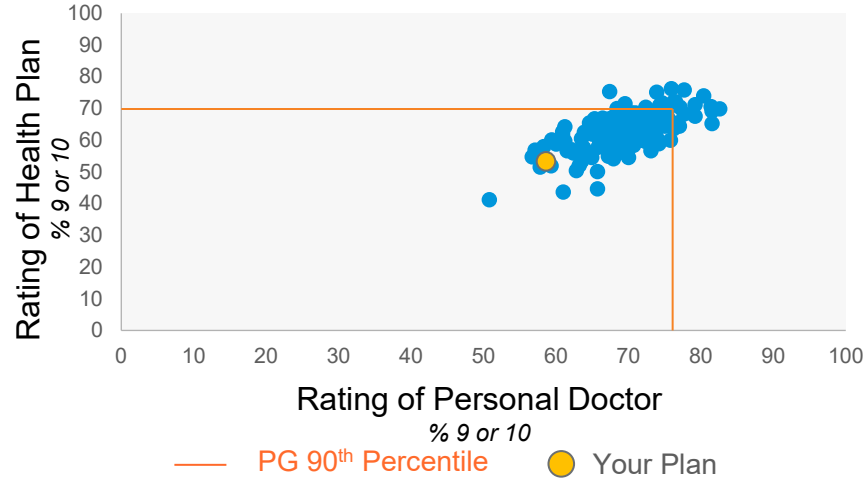
MEDICAID ADULT

## RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	12 <sup>th</sup>	78.1%
% 9 or 10	<5 <sup>th</sup>	58.6%

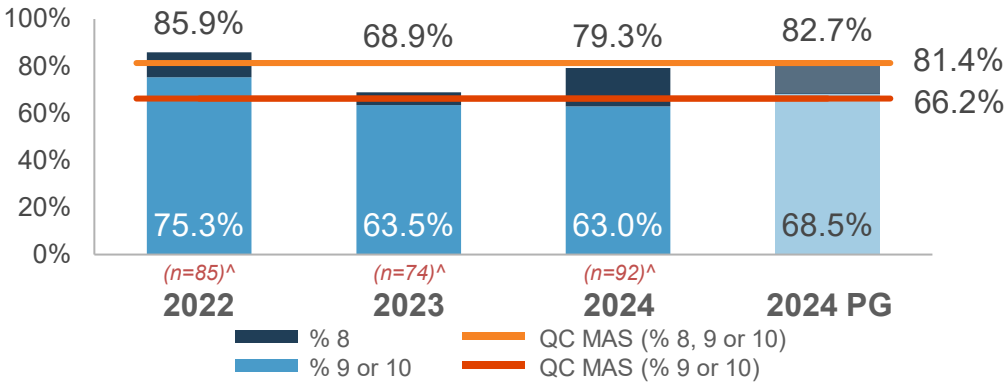


### PG BOOK OF BUSINESS DISTRIBUTION

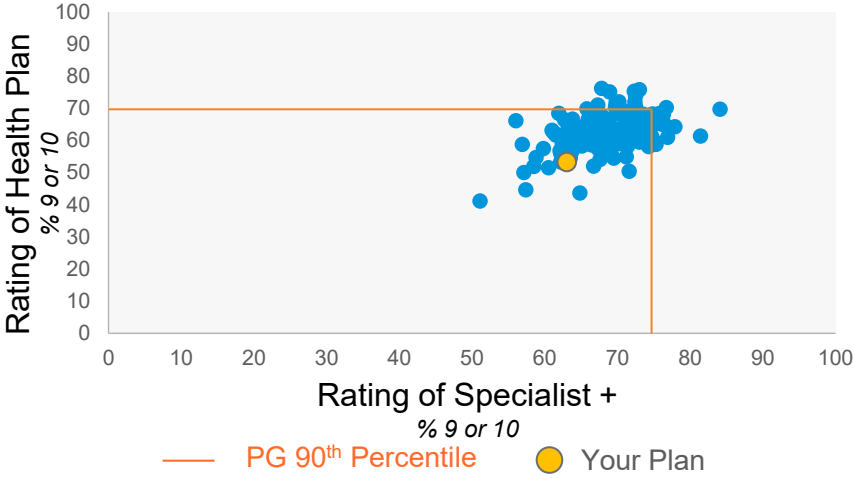


## RATING OF SPECIALIST +

	QC %tile Rank	Score
% 8, 9 or 10	28 <sup>th</sup>	79.3%
% 9 or 10	22 <sup>nd</sup>	63.0%



### PG BOOK OF BUSINESS DISTRIBUTION



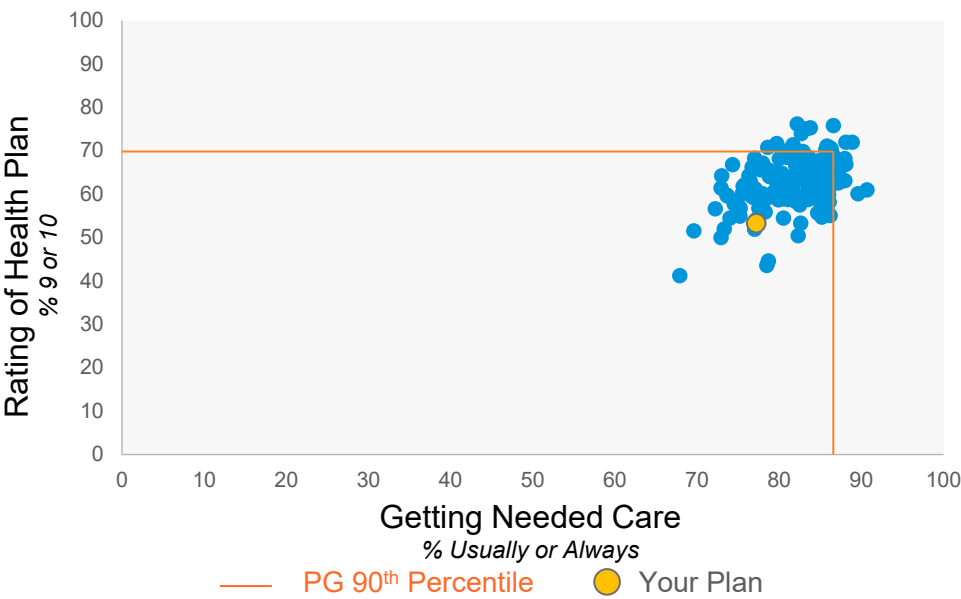
**Significance Testing:** Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

**^Denominator less than 100. NCQA will assign an NA to this measure.**

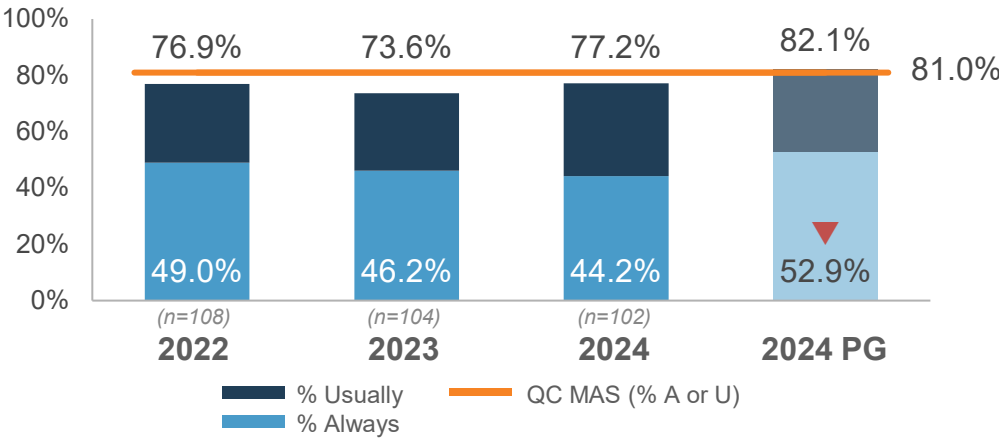
# GETTING NEEDED CARE

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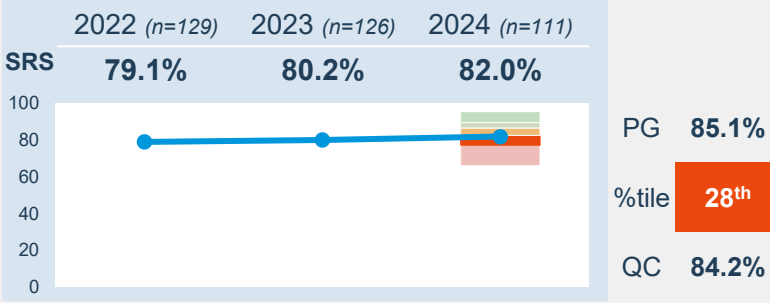
PG BOOK OF BUSINESS DISTRIBUTION



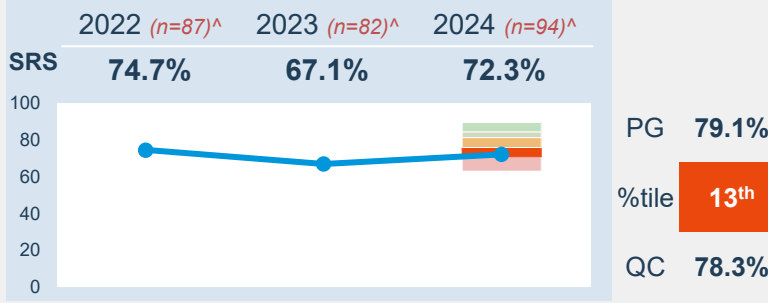
	QC %tile Rank	Score
% A or U	21 <sup>st</sup>	77.2%



Q9. Getting care, tests, or treatment



Q20. Getting specialist appointment



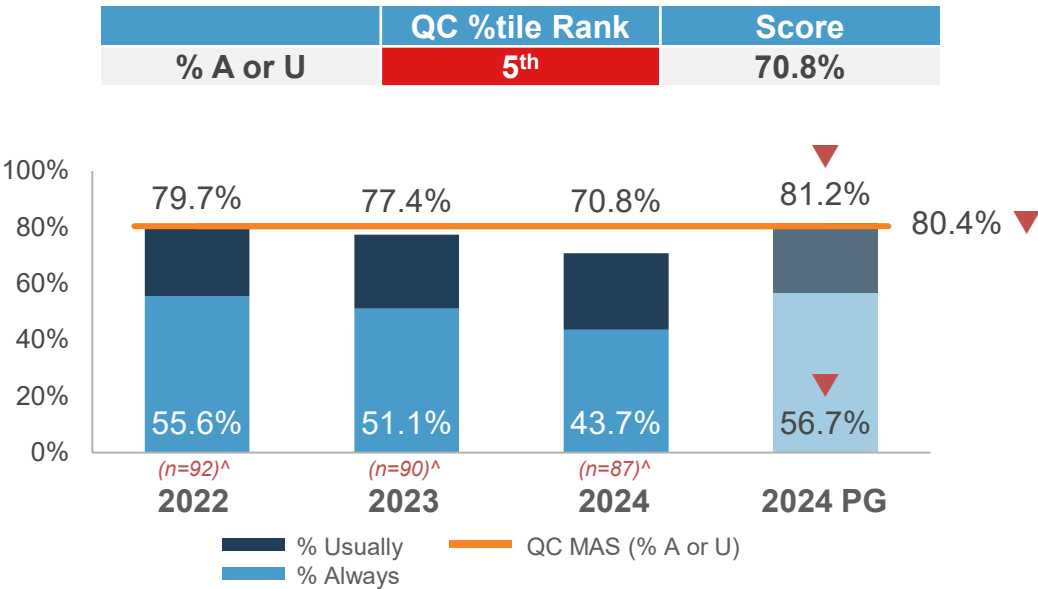
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

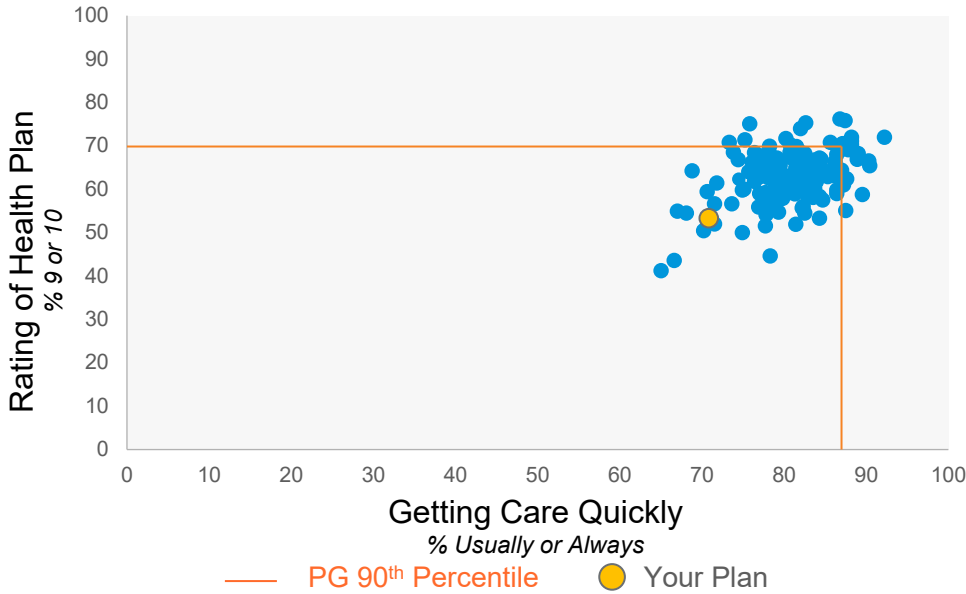
# GETTING CARE QUICKLY

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COMPOSITE



## PG BOOK OF BUSINESS DISTRIBUTION

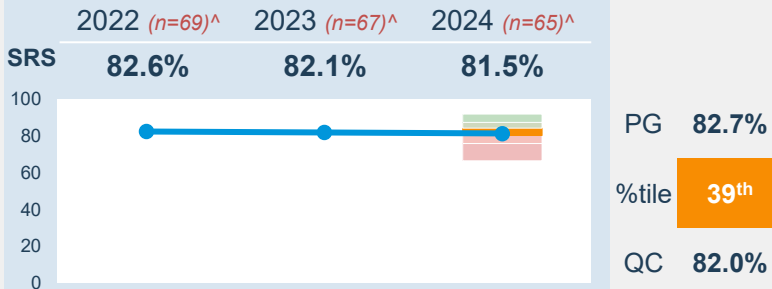


ATTRIBUTES

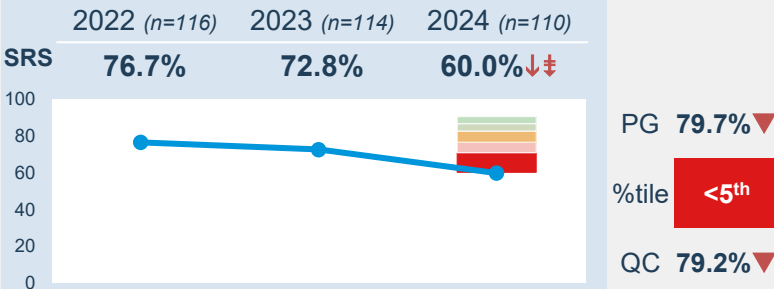
G: Q3. Had illness, injury or condition that needed care right away (n=187) 36.4%

G: Q5. Made appointments for check-ups or routine care at doctor's office or clinic (n=189) 60.3%

### Q4. Getting urgent care



### Q6. Getting routine care



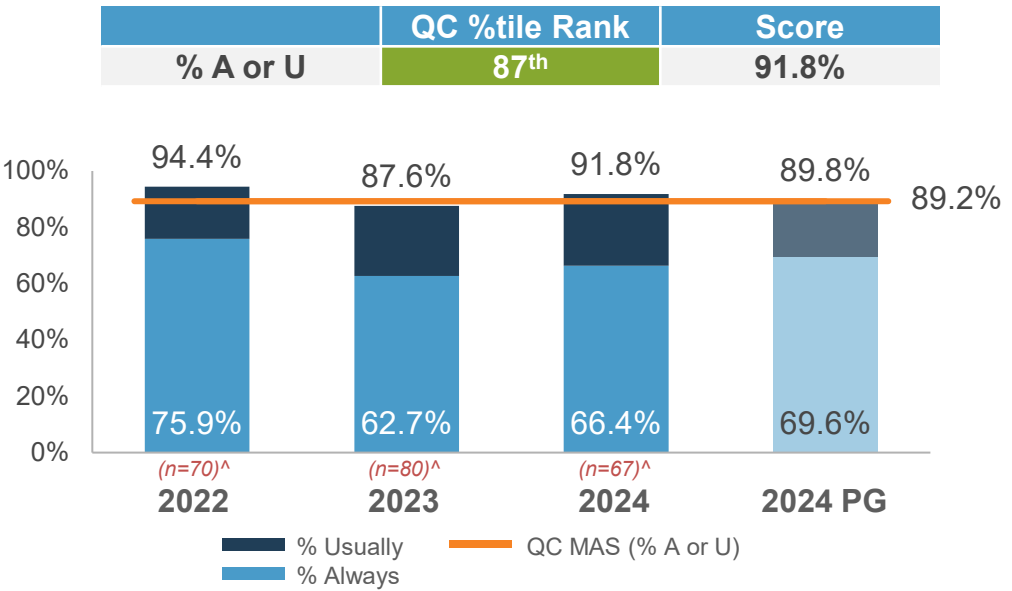
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

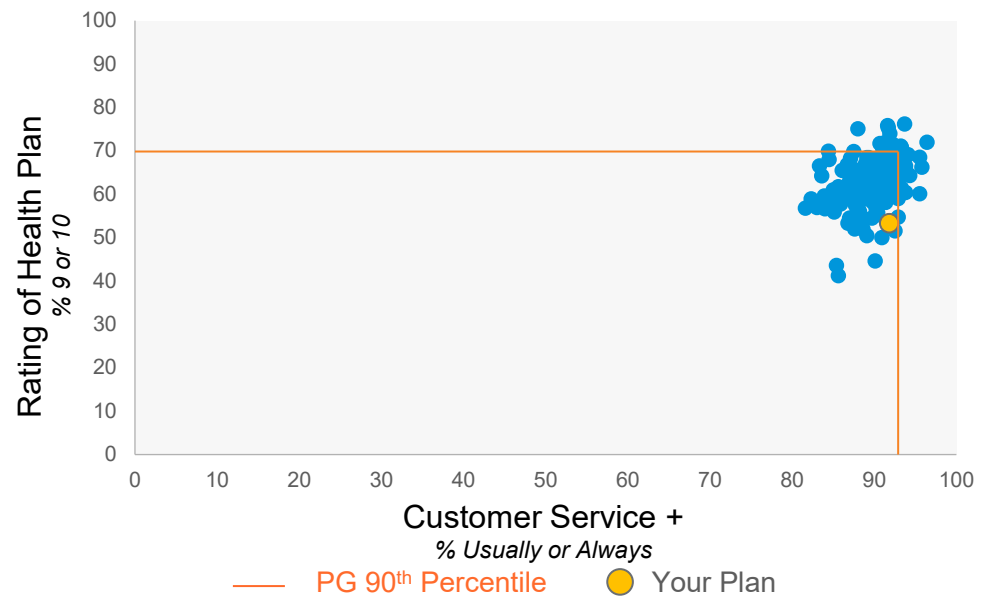
# CUSTOMER SERVICE +

MEDICAID ADULT

COMPOSITE



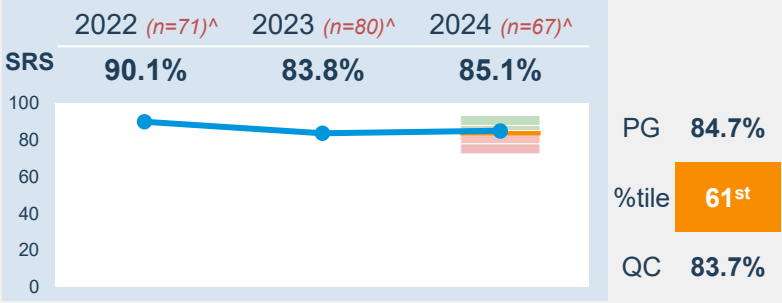
## PG BOOK OF BUSINESS DISTRIBUTION



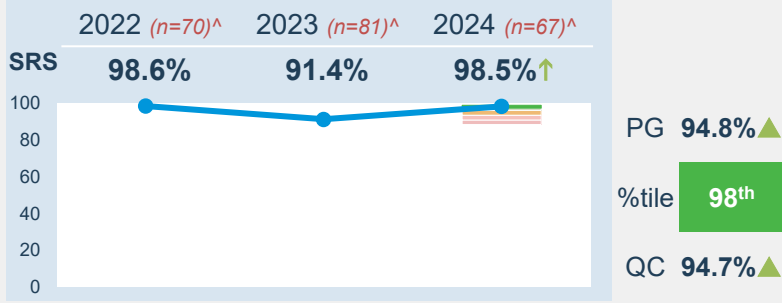
ATTRIBUTES

G: Q23. Got information or help from customer service (n=185) 36.8%

### Q24. Provided information or help



### Q25. Treated with courtesy and respect

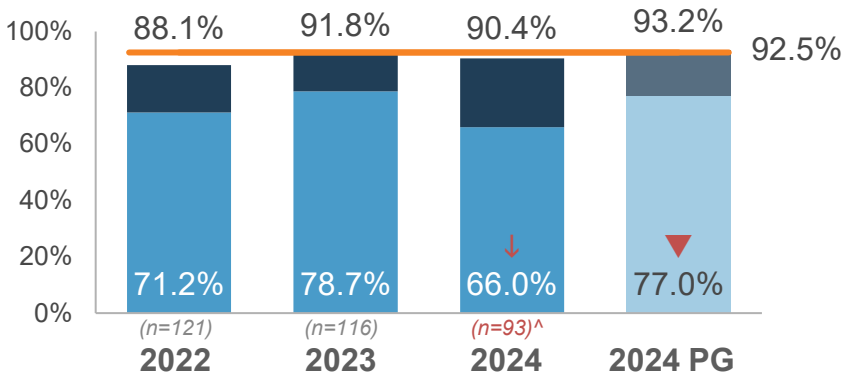


# How Well Doctors Communicate +

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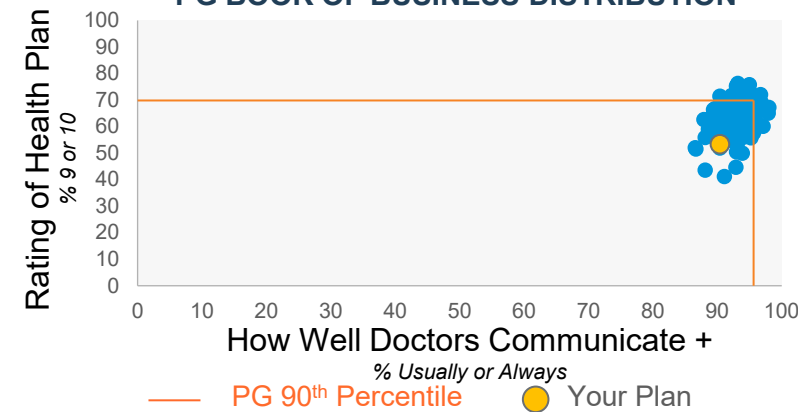
## COMPOSITE

	QC %tile Rank	Score
% A or U	12 <sup>th</sup>	90.4%



■ % Usually    ■ QC MAS (% A or U)  
■ % Always

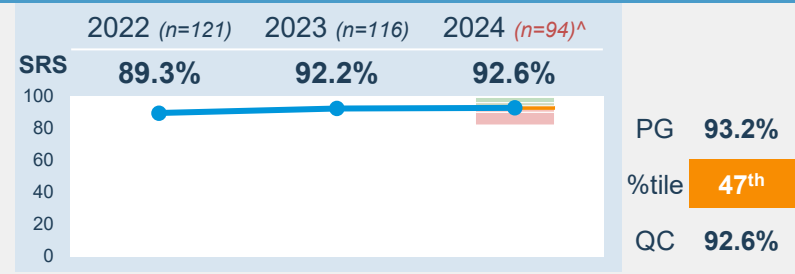
## PG BOOK OF BUSINESS DISTRIBUTION



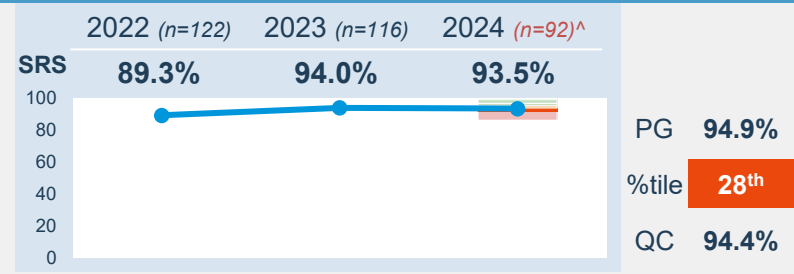
**Significance Testing:** Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

## ATTRIBUTES

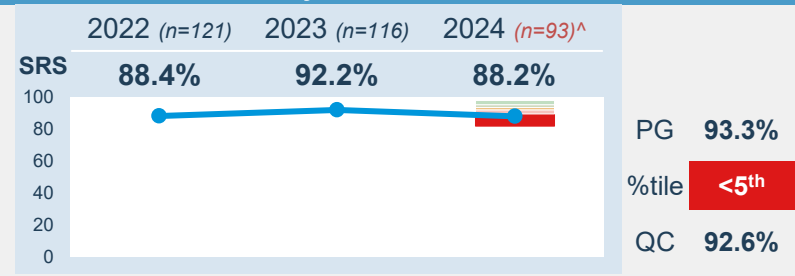
### Q12. Dr. explained things



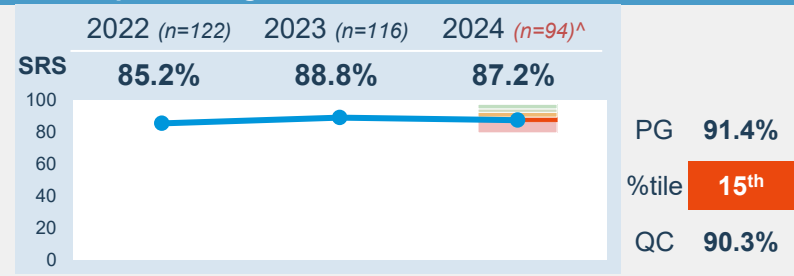
### Q14. Dr. showed respect



### Q13. Dr. listened carefully



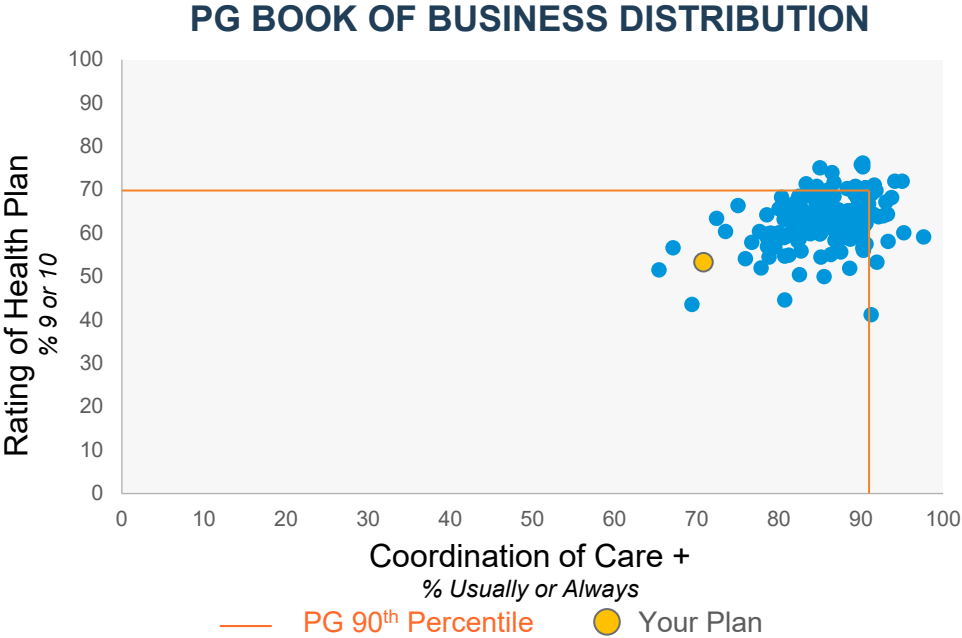
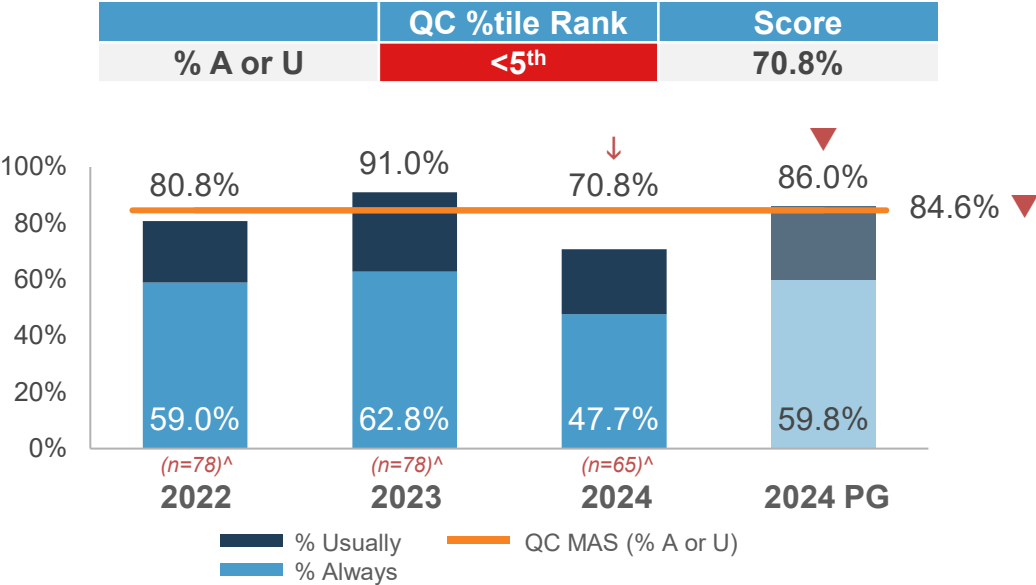
### Q15. Dr. spent enough time



<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.

# COORDINATION OF CARE +

MEDICAID ADULT



# **SUMMARY OF TREND AND BENCHMARKS**

# SECTION INFORMATION

**Trend and Benchmark Comparisons** The CAHPS® 5.1H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

Summary Rate Scores: Shows how your plan's composite and key question Summary Rates compare to trend data (if applicable) and benchmark scores. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted.

Plan Percentile Rankings: Shows your plan's Summary Rates and percentile rankings in relation to the benchmarks.

## Significance Testing

**Green** – Current year score is significantly higher than the 2023 score (↑), the 2022 score (⬆) or benchmark score (▲).

**Red** – Current year score is significantly lower than the 2023 score (↓), the 2022 score (⬆) or benchmark score (▼).

No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% confidence level.



# BENCHMARK INFORMATION

<div>Available Benchmarks</div> <div>The following benchmarks are used throughout the report.</div>			
	2023 Quality Compass® All Plans	2023 NCQA 1-100 Benchmark	2024 Press Ganey Book of Business
	Includes all Medicaid Adult samples that submitted data to NCQA in 2023.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid Adult data submitted to NCQA in 2023.	Includes all Medicaid samples that contracted with Press Ganey to administer the MY 2023 CAHPS 5.1H survey and submitted data to NCQA.
PROS	<ul style="list-style-type: none"><li>Is presented in NCQA's The State of Health Care Quality</li></ul>	<ul style="list-style-type: none"><li>Utilized by Press Ganey to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark</li></ul>	<ul style="list-style-type: none"><li>Provides a benchmark for each question from the survey</li><li>Permits precise percentile ranking of plan compared to benchmark</li></ul>
CONS	<ul style="list-style-type: none"><li>Only contains benchmarks for certain key questions, composites, and rating questions</li></ul>	<ul style="list-style-type: none"><li>Only contains benchmarks for certain key questions, composites, and rating questions</li></ul>	<ul style="list-style-type: none"><li>Contains fewer plans than the Quality Compass® All Plans Benchmarks</li></ul>
SIZE	189 Plans	189 Plans	174 Plans / 43,077 Respondents

# SUMMARY RATE SCORES

## MEDICAID ADULT

	2024 Valid n	2022	2023	2024	2024 PG BoB	2023 QC
<b>Rating Questions (% 9 or 10)</b>						
★ Q28. Rating of Health Plan	182	72.2%	63.9%	53.3% ↓↓	63.1% ▼	61.2% ▼
★ Q8. Rating of Health Care	112	56.6%	60.6%	46.4% ↓	57.3% ▼	55.7%
★ Q18. Rating of Personal Doctor	128	68.7%	72.3%	58.6% ↓	70.3% ▼	67.9% ▼
Q22. Rating of Specialist +	92^	75.3%	63.5%	63.0%	68.5%	66.2%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q28. Rating of Health Plan	182	84.5%	74.3%	74.2% ↓	78.7%	77.7%
Q8. Rating of Health Care	112	76.0%	74.0%	71.4%	75.8%	74.6%
Q18. Rating of Personal Doctor	128	80.7%	84.9%	78.1%	83.9%	82.4%
Q22. Rating of Specialist +	92^	85.9%	68.9%	79.3%	82.7%	81.4%
★ <b>Getting Needed Care (% Usually or Always)</b>	<b>102</b>	<b>76.9%</b>	<b>73.6%</b>	<b>77.2%</b>	<b>82.1%</b>	<b>81.0%</b>
Q9. Getting care, tests, or treatment	111	79.1%	80.2%	82.0%	85.1%	84.2%
Q20. Getting specialist appointment	94^	74.7%	67.1%	72.3%	79.1%	78.3%
★ <b>Getting Care Quickly (% Usually or Always)</b>	<b>87^</b>	<b>79.7%</b>	<b>77.4%</b>	<b>70.8%</b>	<b>81.2%</b> ▼	<b>80.4%</b> ▼
Q4. Getting urgent care	65^	82.6%	82.1%	81.5%	82.7%	82.0%
Q6. Getting routine care	110	76.7%	72.8%	60.0% ↓↓	79.7% ▼	79.2% ▼
<b>Effectiveness of Care (% Sometimes, Usually, or Always)</b>						
★ Q32. Advised to Quit Smoking: 2YR	100	59.8%	57.7%	64.0%	73.7% ▼	72.8%
Q33. Discussing Cessation Meds: 2YR +	99^	40.4%	33.0%	44.4%	53.4%	51.2%
Q34. Discussing Cessation Strategies: 2YR +	99^	34.4%	32.0%	41.4%	47.1%	45.4%

**Significance Testing:** Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

# SUMMARY RATE SCORES

## MEDICAID ADULT

	2024 Valid n	2022	2023	2024	2024 PG BoB	2023 QC
<b>Customer Service + (% Usually or Always)</b>	<b>67^</b>	<b>94.4%</b>	<b>87.6%</b>	<b>91.8%</b>	<b>89.8%</b>	<b>89.2%</b>
Q24. Provided information or help	67^	90.1%	83.8%	85.1%	84.7%	83.7%
Q25. Treated with courtesy and respect	67^	98.6%	91.4%	98.5% ↑	94.8% ▲	94.7% ▲
<b>How Well Doctors Communicate + (% Usually or Always)</b>	<b>93^</b>	<b>88.1%</b>	<b>91.8%</b>	<b>90.4%</b>	<b>93.2%</b>	<b>92.5%</b>
Q12. Dr. explained things	94^	89.3%	92.2%	92.6%	93.2%	92.6%
Q13. Dr. listened carefully	93^	88.4%	92.2%	88.2%	93.3%	92.6%
Q14. Dr. showed respect	92^	89.3%	94.0%	93.5%	94.9%	94.4%
Q15. Dr. spent enough time	94^	85.2%	88.8%	87.2%	91.4%	90.3%
<b>Q17. Coordination of Care +</b>	<b>65^</b>	<b>80.8%</b>	<b>91.0%</b>	<b>70.8%</b> ↓	<b>86.0%</b> ▼	<b>84.6%</b> ▼
<b>Q27. Ease of Filling Out Forms + (% Usually or Always)</b>	<b>179</b>	<b>95.8%</b>	<b>93.9%</b>	<b>92.7%</b>	<b>94.8%</b>	<b>95.4%</b>

**Significance Testing:** Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

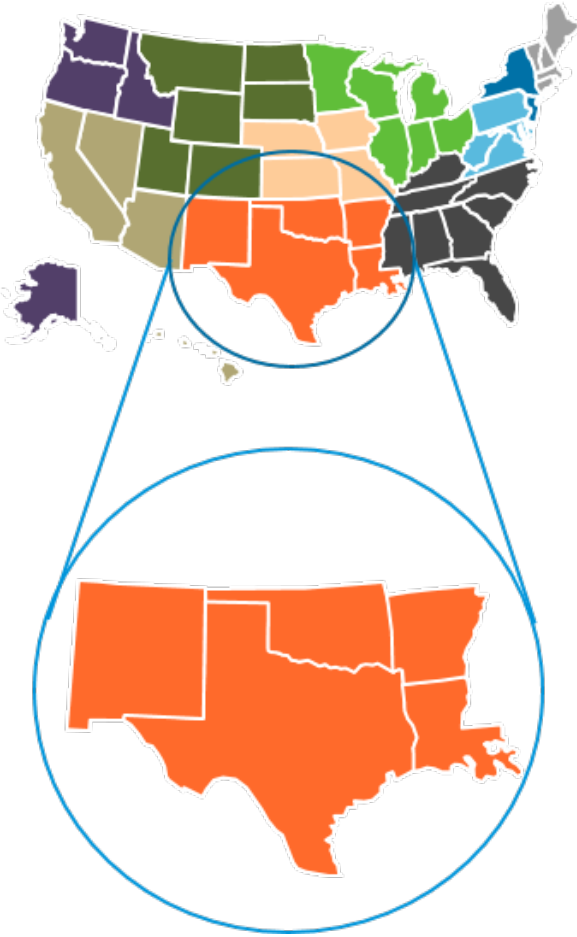
**^Denominator less than 100. NCQA will assign an NA to this measure.**

# REGIONAL PERFORMANCE

MEDICAID ADULT

	SUMMARY RATE	2024 PG BoB REGION
Rating Questions (% 9 or 10)		
★ Q28. Rating of Health Plan	53.3%	62.6% ❖
★ Q8. Rating of Health Care	46.4%	59.0% ❖
★ Q18. Rating of Personal Doctor	58.6%	70.6% ❖
Q22. Rating of Specialist +	63.0%	67.5%
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	74.2%	78.6%
Q8. Rating of Health Care	71.4%	75.8%
Q18. Rating of Personal Doctor	78.1%	83.3%
Q22. Rating of Specialist +	79.3%	82.0%
★ Getting Needed Care (% Usually or Always)	77.2%	81.9%
Q9. Getting care, tests, or treatment	82.0%	85.0%
Q20. Getting specialist appointment	72.3%	78.7%
★ Getting Care Quickly (% Usually or Always)	70.8%	82.2% ❖
Q4. Getting urgent care	81.5%	82.7%
Q6. Getting routine care	60.0%	81.6% ❖
Effectiveness of Care (% Sometimes, Usually, or Always)		
★ Q32. Advised to Quit Smoking: 2YR	64.0%	69.8%
Q33. Discussing Cessation Meds: 2YR +	44.4%	48.9%
Q34. Discussing Cessation Strategies: 2YR +	41.4%	44.1%

**HHS Regions:** The regions used align with the U.S. Department of Health and Human Services regions.



**Region 6: Dallas**

- Arkansas
- New Mexico
- Texas
- Louisiana
- Oklahoma

**Significance Testing**

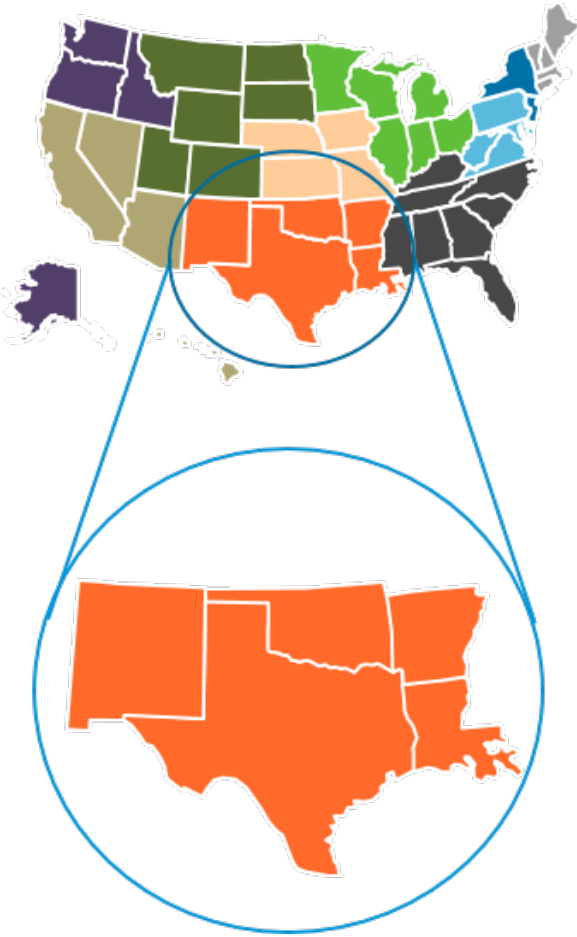
Current year score is significantly higher/lower (❖/❖) than the 2024 PG BoB Region score.

# REGIONAL PERFORMANCE

MEDICAID ADULT

	SUMMARY RATE	2024 PG BoB REGION
Customer Service + (% Usually or Always)	91.8%	91.5%
Q24. Provided information or help	85.1%	87.1%
Q25. Treated with courtesy and respect	98.5%	95.8%
How Well Doctors Communicate + (% Usually or Always)	90.4%	93.0%
Q12. Dr. explained things	92.6%	92.7%
Q13. Dr. listened carefully	88.2%	93.5%
Q14. Dr. showed respect	93.5%	94.7%
Q15. Dr. spent enough time	87.2%	91.0%
Q17. Coordination of Care +	70.8%	83.2% <span>❖</span>
Q27. Ease of Filling Out Forms + (% Usually or Always)	92.7%	94.5%

**HHS Regions:** The regions used align with the U.S. Department of Health and Human Services regions.



- Region 6: Dallas**
- Arkansas
  - New Mexico
  - Texas
  - Louisiana
  - Oklahoma

**Significance Testing**

Current year score is significantly higher/lower (❖/❖) than the 2024 PG BoB Region score.

# PERCENTILE RANKINGS

## MEDICAID ADULT

			2024 Plan Score	QC %tile	National Percentiles from 2023 Quality Compass								PG %tile	National Percentiles from 2024 PG Book of Business										
					5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>	
Rating Questions (% 9 or 10)																								
★	Q28. Rating of Health Plan	53.3%	11 <sup>th</sup>	49.1	52.7	57.9	59.3	61.8	64.0	65.4	68.7	70.1	5 <sup>th</sup>	53.0	55.5	59.5	60.3	63.2	65.1	66.7	69.8	71.4		
★	Q8. Rating of Health Care	46.4%	5 <sup>th</sup>	44.1	48.0	52.3	53.4	56.0	58.3	59.0	62.5	64.7	6 <sup>th</sup>	46.1	49.0	54.1	55.3	57.7	59.6	60.6	63.0	64.8		
★	Q18. Rating of Personal Doctor	58.6%	<5 <sup>th</sup>	59.8	61.8	64.2	65.4	68.2	70.6	71.9	74.0	75.8	<5 <sup>th</sup>	59.9	62.4	66.8	67.5	69.8	72.1	73.3	76.1	77.7		
	Q22. Rating of Specialist +	63.0%	22 <sup>nd</sup>	57.6	60.6	63.4	64.5	66.4	68.3	68.9	72.3	73.3	14 <sup>th</sup>	60.4	62.2	64.8	66.3	68.5	70.9	72.0	74.7	76.3		
Rating Questions (% 8, 9 or 10)																								
	Q28. Rating of Health Plan	74.2%	18 <sup>th</sup>	69.6	71.2	74.7	76.0	77.7	79.9	80.9	83.7	85.9	18 <sup>th</sup>	69.7	72.9	75.5	76.9	78.6	80.2	81.7	83.8	86.5		
	Q8. Rating of Health Care	71.4%	21 <sup>st</sup>	66.7	69.4	72.3	73.1	74.8	76.5	77.7	79.9	82.4	20 <sup>th</sup>	67.0	68.3	72.2	73.5	76.0	78.1	79.1	81.6	82.9		
	Q18. Rating of Personal Doctor	78.1%	12 <sup>th</sup>	75.8	77.9	80.4	81.5	82.7	84.3	84.9	86.9	87.4	8 <sup>th</sup>	77.1	78.6	80.9	81.8	83.9	85.3	86.0	88.3	89.9		
	Q22. Rating of Specialist +	79.3%	28 <sup>th</sup>	73.2	75.1	78.6	80.1	81.7	83.3	84.4	86.6	87.6	22 <sup>nd</sup>	75.8	77.1	79.4	80.9	83.2	84.6	85.4	87.3	88.5		
★	Getting Needed Care (% U/A)	77.2%	21 <sup>st</sup>	73.5	75.0	77.8	79.8	81.7	83.1	84.5	86.5	87.2	18 <sup>th</sup>	73.7	75.6	78.7	80.0	82.5	84.4	85.2	86.6	87.3		
	Q9. Getting care, tests, or treatment	82.0%	28 <sup>th</sup>	75.6	77.2	81.4	82.7	84.6	86.7	87.4	89.7	91.0	23 <sup>rd</sup>	77.5	79.2	82.3	83.6	85.2	87.0	87.7	89.7	91.1		
	Q20. Getting specialist appointment	72.3%	13 <sup>th</sup>	69.9	70.9	74.1	76.1	78.9	81.5	82.4	84.6	85.1	14 <sup>th</sup>	68.3	70.7	75.0	77.1	79.6	81.9	82.7	85.1	86.8		
★	Getting Care Quickly (% U/A)	70.8%	5 <sup>th</sup>	69.5	73.4	76.0	77.7	81.5	83.8	84.9	86.9	87.8	<5 <sup>th</sup>	71.3	74.7	78.0	79.2	81.9	83.1	83.7	87.0	88.2		
	Q4. Getting urgent care	81.5%	39 <sup>th</sup>	72.6	76.1	79.1	80.3	83.0	84.4	84.9	87.6	88.6	39 <sup>th</sup>	72.0	75.6	79.7	80.6	83.3	85.0	85.9	88.9	90.7		
	Q6. Getting routine care	60.0%	<5 <sup>th</sup>	68.6	70.9	74.8	76.7	80.0	82.9	83.8	86.9	88.1	<5 <sup>th</sup>	68.6	71.2	75.9	77.3	80.4	82.3	83.6	86.7	87.8		
Effectiveness of Care (% S/U/A)																								
★	Q32. Advised to Quit Smoking: 2YR	64.0%	6 <sup>th</sup>	60.9	65.1	68.7	70.6	73.0	75.0	76.9	80.4	82.8	16 <sup>th</sup>	57.4	61.0	66.7	69.4	73.1	76.6	78.9	84.5	88.9		
	Q33. Discussing Cessation Meds: 2YR +	44.4%	15 <sup>th</sup>	39.1	40.6	46.3	48.0	50.4	53.9	55.2	61.4	64.6	22 <sup>nd</sup>	33.3	38.2	45.7	48.1	53.6	57.5	59.9	64.8	68.6		
	Q34. Discussing Cessation Strategies: 2YR +	41.4%	33 <sup>rd</sup>	34.7	37.1	40.0	41.2	46.4	49.1	50.3	54.0	56.2	32 <sup>nd</sup>	30.6	34.1	40.0	41.5	46.2	50.0	52.4	58.8	65.9		

# PERCENTILE RANKINGS

## MEDICAID ADULT

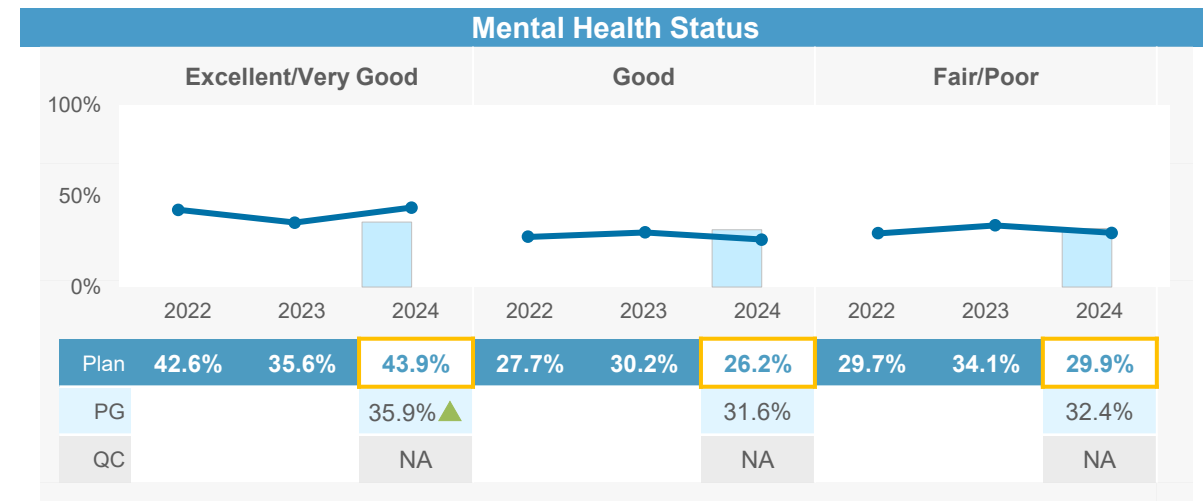
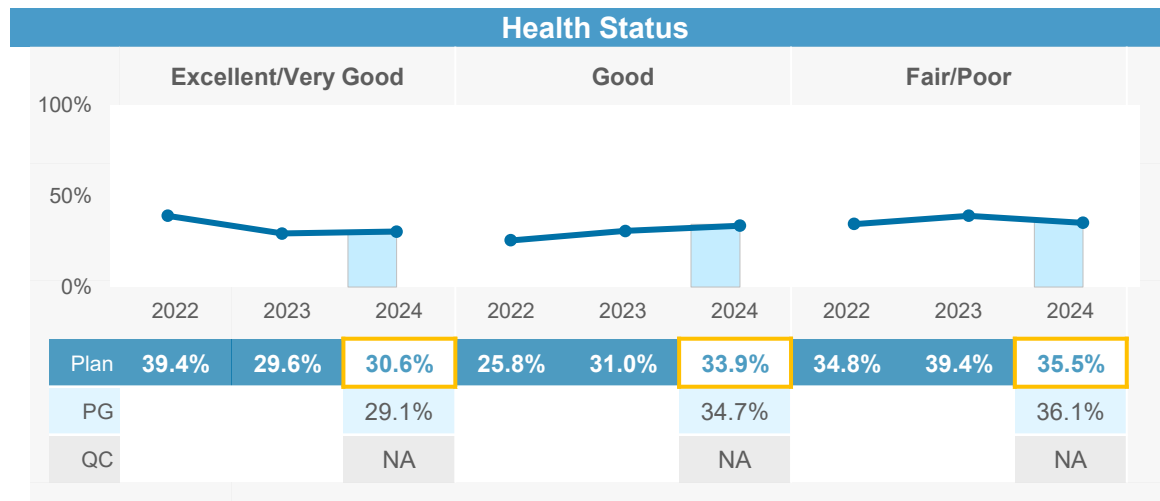
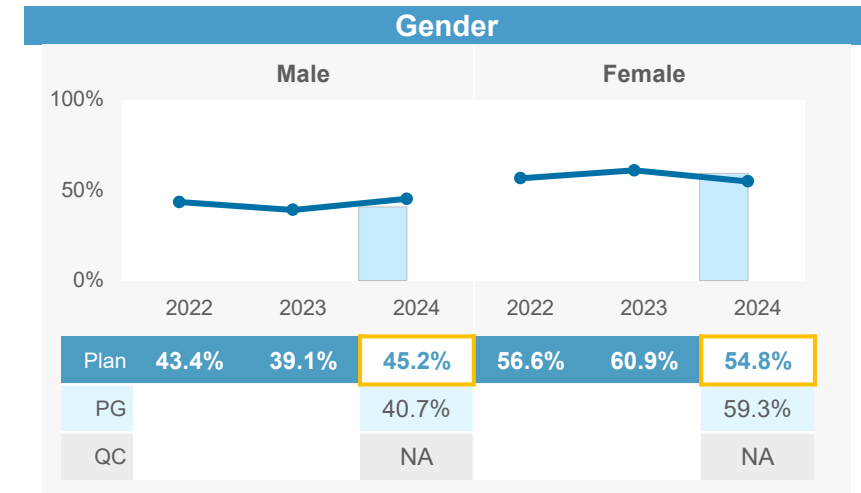
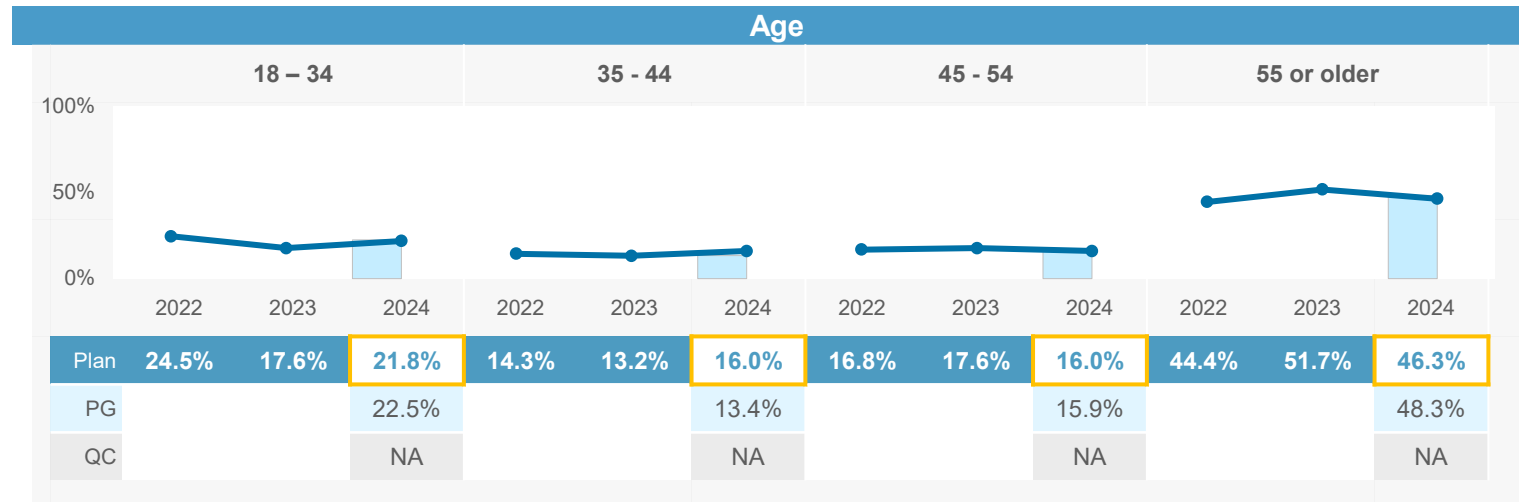
	2024 Plan Score	QC %tile	National Percentiles from 2023 Quality Compass									PG %tile	National Percentiles from 2024 PG Book of Business								
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>
<b>Customer Service + (% U/A)</b>	<b>91.8%</b>	<b>87<sup>th</sup></b>	<b>83.1</b>	<b>84.5</b>	<b>88.1</b>	<b>88.7</b>	<b>89.6</b>	<b>90.4</b>	<b>91.1</b>	<b>91.9</b>	<b>93.5</b>	<b>74<sup>th</sup></b>	<b>84.5</b>	<b>85.6</b>	<b>87.7</b>	<b>88.7</b>	<b>90.1</b>	<b>91.3</b>	<b>91.9</b>	<b>92.9</b>	<b>93.8</b>
Q24. Provided information or help	85.1%	<b>61<sup>st</sup></b>	76.4	78.2	82.0	82.8	83.8	85.3	86.2	88.1	89.5	<b>49<sup>th</sup></b>	76.8	79.0	82.2	83.2	85.2	86.9	87.5	89.4	90.9
Q25. Treated with courtesy and respect	98.5%	<b>98<sup>th</sup></b>	90.3	91.0	93.0	93.7	95.4	96.3	96.7	97.4	97.7	<b>97<sup>th</sup></b>	90.6	91.5	93.3	93.9	95.0	96.0	96.5	97.6	98.2
<b>How Well Doctors Communicate + (% U/A)</b>	<b>90.4%</b>	<b>12<sup>th</sup></b>	<b>87.8</b>	<b>90.2</b>	<b>91.4</b>	<b>91.7</b>	<b>92.7</b>	<b>93.6</b>	<b>94.0</b>	<b>95.1</b>	<b>95.8</b>	<b>8<sup>th</sup></b>	<b>89.4</b>	<b>90.4</b>	<b>91.8</b>	<b>92.3</b>	<b>93.0</b>	<b>93.9</b>	<b>94.6</b>	<b>95.6</b>	<b>96.1</b>
Q12. Dr. explained things	92.6%	<b>47<sup>th</sup></b>	86.9	89.8	91.1	91.7	92.7	93.9	94.6	95.9	96.6	<b>39<sup>th</sup></b>	89.1	89.7	91.1	92.0	93.3	94.5	95.0	96.0	96.2
Q13. Dr. listened carefully	88.2%	<b>&lt;5<sup>th</sup></b>	88.4	89.7	91.5	92.2	92.7	93.7	94.3	95.4	95.9	<b>&lt;5<sup>th</sup></b>	88.8	90.2	92.0	92.5	93.4	94.2	94.7	95.9	96.4
Q14. Dr. showed respect	93.5%	<b>28<sup>th</sup></b>	91.2	91.9	93.4	93.8	94.5	95.3	95.6	96.9	97.5	<b>24<sup>th</sup></b>	91.1	92.1	93.5	93.8	95.0	95.8	96.2	97.4	98.0
Q15. Dr. spent enough time	87.2%	<b>15<sup>th</sup></b>	84.8	86.3	88.4	89.0	90.5	92.0	92.4	94.2	95.0	<b>8<sup>th</sup></b>	86.1	87.5	89.2	90.0	91.5	92.6	93.3	95.3	95.8
<b>Q17. Coordination of Care +</b>	<b>70.8%</b>	<b>&lt;5<sup>th</sup></b>	<b>77.5</b>	<b>78.5</b>	<b>82.2</b>	<b>83.2</b>	<b>85.3</b>	<b>86.7</b>	<b>87.2</b>	<b>89.0</b>	<b>89.4</b>	<b>&lt;5<sup>th</sup></b>	<b>76.5</b>	<b>78.9</b>	<b>82.3</b>	<b>83.6</b>	<b>86.3</b>	<b>88.4</b>	<b>89.3</b>	<b>91.0</b>	<b>92.7</b>
<b>Q27. Ease of Filling Out Forms + (% U/A)</b>	<b>92.7%</b>	<b>5<sup>th</sup></b>	<b>92.7</b>	<b>93.1</b>	<b>94.2</b>	<b>94.8</b>	<b>95.5</b>	<b>96.3</b>	<b>96.5</b>	<b>97.8</b>	<b>98.5</b>	<b>11<sup>th</sup></b>	<b>91.2</b>	<b>92.4</b>	<b>93.7</b>	<b>94.1</b>	<b>94.7</b>	<b>95.9</b>	<b>96.2</b>	<b>97.0</b>	<b>97.3</b>

# **PROFILE OF SURVEY RESPONDENTS**



# PROFILE OF SURVEY RESPONDENTS

## MEDICAID ADULT



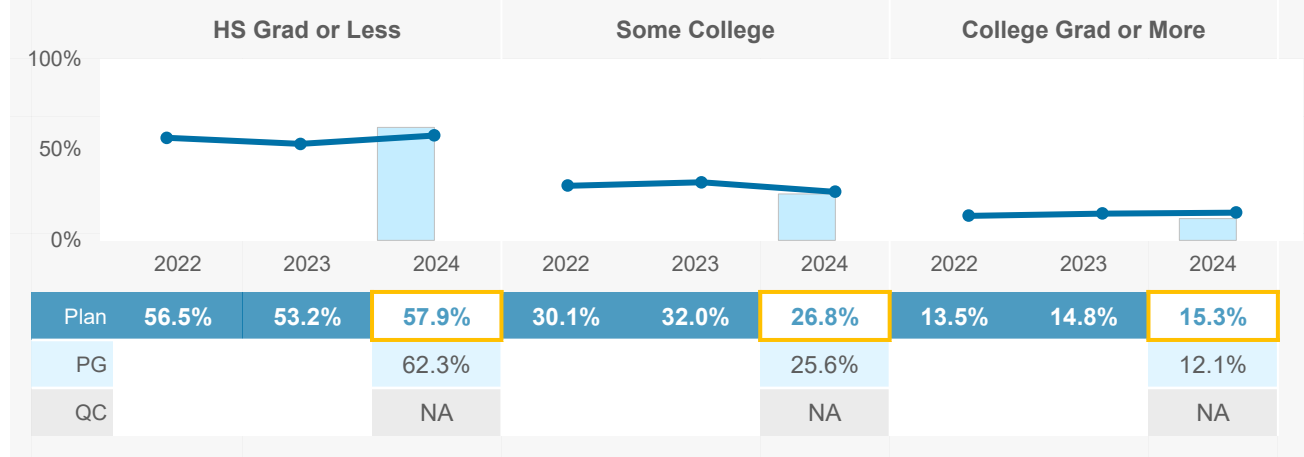
**Significance Testing:** Current score is significantly higher/lower than the 2023 score (▲/▼), the 2022 score (▲/▼) or benchmark score (▲/▼).

**Benchmarks:** PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

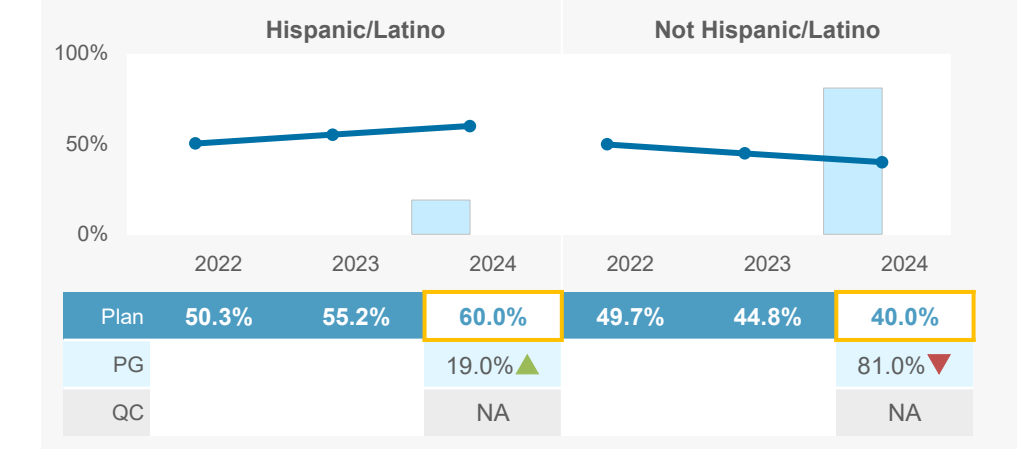
# PROFILE OF SURVEY RESPONDENTS

## MEDICAID ADULT

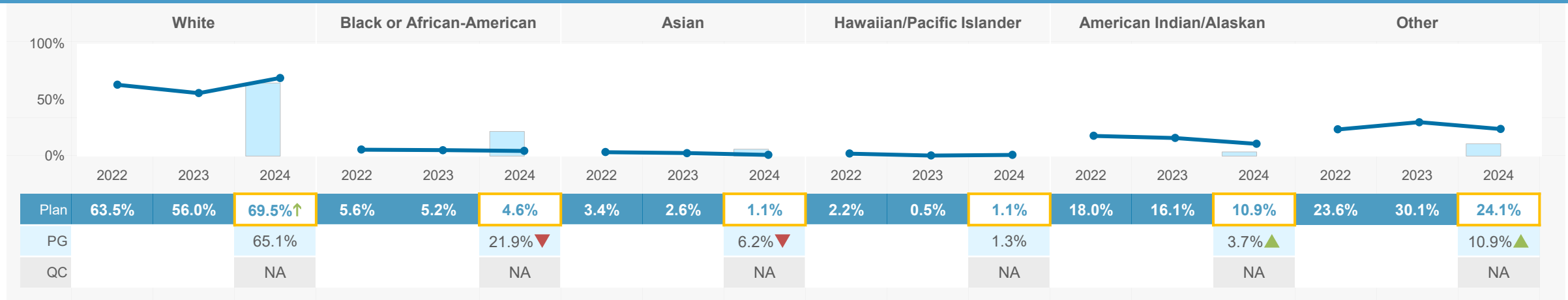
### Education



### Ethnicity



### Race



**Significance Testing:** Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).

**Benchmarks:** PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

# **SUPPLEMENTAL QUESTIONS**

# SUPPLEMENTAL QUESTIONS

MEDICAID ADULT

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2024 PG BoB
						2022	2023	2024	
Q40. Help with coordination of care (% Yes)	Valid Responses = 183								
	<u>Yes</u>	<u>No</u>				(n=190)	(n=199)	(n=183)	---
	41.5%	58.5%				38.4%	35.7%	41.5%	
Q42. Satisfied with help received to coordinate care (% Very Satisfied or %Satisfied)	Valid Responses = 176								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=187)	(n=196)	(n=176)	---
	35.2%	37.5%	18.8%	3.4%	5.1%	76.5%	77.6%	72.7%	
Q43. Received material from plan about good health and how to stay healthy (% Yes)	Valid Responses = 176								
	<u>Yes</u>	<u>No</u>				(n=188)	(n=197)	(n=176)	---
	50.6%	49.4%				52.1%	48.2%	50.6%	
Q44. Received material from plan about care coordination and how to contact the care coordination unit (% Yes)	Valid Responses = 171								
	<u>Yes</u>	<u>No</u>				(n=188)	(n=197)	(n=171)	---
	38.6%	61.4%				45.2%	47.7%	38.6%	

# SUPPLEMENTAL QUESTIONS

MEDICAID ADULT

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2024 PG BoB
						2022	2023	2024	
Q45. Met with Care Coordinator to create a Plan of Care (% Yes)	Valid Responses = 64								
	<u>Yes</u>	<u>No</u>				(n=186)	(n=197)	(n=64)	---
	37.5%	62.5%				23.7%	23.4%	37.5% <span>↑‡</span>	
Q46. Satisfied with care plans (% Very satisfied + %Satisfied)	Valid Responses = 63								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=181)	(n=193)	(n=63)	---
	27.0%	50.8%	14.3%	0.0%	7.9%	74.0%	69.4%	77.8%	
Q47. Treated unfairly at Drs. office due to language barrier (% Never or Sometimes)	Valid Responses = 178								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>				(n=178)	---
	1.1%	1.1%	3.9%	93.8%				97.8%	
Q48. Treated unfairly at Drs. office due to race or ethnicity (% Never or Sometimes)	Valid Responses = 180								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>				(n=180)	---
	1.1%	1.1%	3.9%	93.9%				97.8%	

Significance Testing: Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

# SUPPLEMENTAL QUESTIONS

MEDICAID ADULT

Survey Item		Summary Rate Score			2024 PG BoB
		2022	2023	2024	
Q41. Who helped to coordinate your care					
	Valid Responses	(n=177)	(n=188)	(n=166)	---
	Base				
	Someone from your health plan	7.9%	13.3%	6.0% ↓	
	Someone from your doctor's office or clinic	27.7%	26.1%	33.1%	
	Someone from another organization	1.7%	2.1%	2.4%	
	A friend or family member	16.9%	16.0%	19.3%	
	You	45.8%	42.6%	39.2%	

**Significance Testing:** Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼). **Low Base:** ^Indicates a base size smaller than 20. Interpret results with caution.

# APPENDICES

# APPENDIX A: CORRELATIONS

## MEDICAID ADULT

### Highest Correlations

Below are the key measures with the highest correlations to the Rating measures.

#### With Health Care Rating

<b>Q22</b>	Specialist overall	0.7914
<b>Q4</b>	Got urgent care	0.5481
<b>Q20</b>	Got specialist appt.	0.5340
<b>Q15</b>	Dr. spent enough time	0.4897
<b>Q9</b>	Got care/tests/treatment	0.4833
<b>Q18</b>	Personal doctor overall	0.4709
<b>Q28</b>	Health plan overall	0.4596
<b>Q6</b>	Got routine care	0.3894
<b>Q14</b>	Dr. showed respect	0.3773
<b>Q42</b>	Satisfied with help received to coordinate care	0.3753

#### With Personal Doctor Rating

<b>Q14</b>	Dr. showed respect	0.7304
<b>Q13</b>	Dr. listened carefully	0.6438
<b>Q12</b>	Dr. explained things	0.6143
<b>Q15</b>	Dr. spent enough time	0.5021
<b>Q8</b>	Health care overall	0.4709
<b>Q17</b>	Dr. informed about care	0.4704
<b>Q22</b>	Specialist overall	0.2819
<b>Q9</b>	Got care/tests/treatment	0.2577
<b>Q42</b>	Satisfied with help received to coordinate care	0.2384
<b>Q28</b>	Health plan overall	0.2379

#### With Specialist Rating

<b>Q8</b>	Health care overall	0.7914
<b>Q9</b>	Got care/tests/treatment	0.5863
<b>Q20</b>	Got specialist appt.	0.5777
<b>Q4</b>	Got urgent care	0.4871
<b>Q6</b>	Got routine care	0.4651
<b>Q42</b>	Satisfied with help received to coordinate care	0.3715
<b>Q15</b>	Dr. spent enough time	0.3457
<b>Q17</b>	Dr. informed about care	0.3165
<b>Q28</b>	Health plan overall	0.2869
<b>Q18</b>	Personal doctor overall	0.2819



# APPENDIX B: QUESTIONNAIRE

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# Blue Cross Community Centennial<sup>SM</sup>

## SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:  
☒ Yes ➔ ***If Yes, Go to Question 1***  
☐ No

***Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders. If you want to know more about this study, please call 1-888-797-3605.***

1. Our records show that you are now in Blue Cross Community Centennial. Is that right?

- ☐ Yes ➔ ***If Yes, Go to Question 3***  
☐ No

2. What is the name of your health plan? *(Please print)*

## YOUR HEALTH CARE IN THE LAST 6 MONTHS

*These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.*

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

- ☐ Yes  
☐ No ➔ ***If No, Go to Question 5***

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

- ☐ Yes  
☐ No ➔ ***If No, Go to Question 7***

6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

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7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

- ☐ None ➔ *If None, Go to Question 10*
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- ☐ 0 Worst health care possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health care possible

9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- ☐ Yes
- ☐ No ➔ *If No, Go to Question 19*

11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

- ☐ None ➔ *If None, Go to Question 18*
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more times

12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

13. In the last 6 months, how often did your personal doctor listen carefully to you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

15. In the last 6 months, how often did your personal doctor spend enough time with you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- ☐ Yes
- ☐ No ➔ *If No, Go to Question 18*

47. In the last 6 months, how often were you treated unfairly at your personal doctor’s office because you did not speak English very well?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

48. In the last 6 months, how often have you been treated unfairly at your personal doctor’s office because of your race or ethnicity?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

Thank You  
Please return the completed survey in the postage-paid envelope or send to:  
Press Ganey • P.O. Box 7315  
South Bend, IN 46699-0488

If you have any questions, please call 1-888-797-3605.

17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- ☐ 0 Worst personal doctor possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best personal doctor possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care you got in person, by phone, or by video. Do not include dental visits or care you got when you stayed overnight in a hospital.

19. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

- ☐ Yes
- ☐ No ➔ If No, Go to Question 23

20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

21. How many specialists have you talked to in the last 6 months?

- ☐ None ➔ If None, Go to Question 23
- ☐ 1 specialist
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 or more specialists

22. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- ☐ 0 Worst specialist possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best specialist possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

23. In the last 6 months, did you get information or help from your health plan’s customer service?

- ☐ Yes
- ☐ No ➔ If No, Go to Question 26

24. In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

25. In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

26. In the last 6 months, did your health plan give you any forms to fill out?

- ☐ Yes
- ☐ No ➔ *If No, Go to Question 28*

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

- ☐ 0 Worst health plan possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health plan possible

ABOUT YOU

29. In general, how would you rate your overall health?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

30. In general, how would you rate your overall mental or emotional health?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

31. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- ☐ Every day
- ☐ Some days
- ☐ Not at all ➔ *If Not at all, Go to Question 35*
- ☐ Don’t know ➔ *If Don’t know, Go to Question 35*

32. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

33. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? *Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.*

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

34. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? *Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.*

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

35. What is your age?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

36. Are you male or female?

- ☐ Male
- ☐ Female

37. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

38. Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino
- ☐ No, Not Hispanic or Latino

39. What is your race? *Mark one or more.*

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your health plan provides.

40. In the last 6 months, did anyone from your health plan, doctor’s office, or clinic help coordinate your care among these doctors or other health providers?

- ☐ Yes
- ☐ No

41. In the last 6 months, who helped to coordinate your care?

- ☐ Someone from your health plan
- ☐ Someone from your doctor’s office or clinic
- ☐ Someone from another organization
- ☐ A friend or family member
- ☐ You

42. How satisfied are you with the help you received to coordinate your care in the last 6 months?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Satisfied
- ☐ Very satisfied

43. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?

- ☐ Yes
- ☐ No

44. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?

- ☐ Yes
- ☐ No ➔ *If No, Go to Question 47*

45. Did your Care Coordinator meet with you and create a Plan of Care?

- ☐ Yes
- ☐ No

46. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Satisfied
- ☐ Very satisfied