

MY 2021 CAHPS® Medicaid Adult 5.1H Final Report

Blue Cross Community Centennial



GROWTH & NATIONAL ACCOUNTS STRATEGY
Market Research

BC COMMUNITY CENTENNIAL

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 **OVERVIEW**

SPH Analytics (SPH), a National Committee for Quality Assurance (NCQA) certified HEDIS[®] Survey Vendor, was selected by BC Community Centennial to conduct its MY 2021 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.

2022 NCQA CHANGES NCQA made no substantial changes to the survey or program for 2022.

Your Project Manager is Dana Sadlo (770-354-9539). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call your Project Manager.

DATA COLLECTION

The MY 2021 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

Pre-notification
mailed
3/1/2022



First questionnaire
mailed
3/4/2022



Second questionnaire
mailed
4/8/2022



Initiate follow-up calls
to non-responders
4/29/2022 - 5/13/2022



Last day to accept
completed surveys
5/16/2022

QUALIFIED RESPONDENTS




Included beneficiaries who were...

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

2022 RESPONSE RATE CALCULATION

$$\frac{200 \text{ (Completed)}}{1553 \text{ (Sample)} - 14 \text{ (Ineligible)}} = \frac{200}{1539} = 13.0\%$$

VALID SURVEYS

	Total Number of Mail Completed =	124	(15 in Spanish)
	Total Number of Phone Completed =	70	(1 in Spanish)
	Total Number of Internet Completed =	6	(0 in Spanish)

Number of Undeliverables: 238

Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2020	2021	2022
Completed	SUBTOTAL	189	207	200
	Does not Meet Eligibility Criteria (01)	15	5	8
Ineligible	Language Barrier (03)	5	1	4
	Mentally/Physically Incapacitated (04)	5	4	1
	Deceased (05)	3	1	1
	SUBTOTAL	28	11	14
Non-response	Break-off/Incomplete (02)	6	5	12
	Refusal (06)	81	25	46
	Maximum Attempts Made (07)	1044	1102	1281
	Added to DNC List (08)	2	0	0
	SUBTOTAL	1133	1132	1339
Total Sample		1350	1350	1553
Oversampling %		0.0%	0.0%	15.0%
Response Rate		14.3%	15.5%	13.0%
<i>SPH Response Rate</i>		<i>15.5%</i>	<i>14.8%</i>	<i>12.2%</i>



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INDUSTRY TRENDS

- BC Community Centennial



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

Medicaid Adult: Among the Medicaid Adult population, several measures declined by more than 1% compared to last year. The biggest decreases were in *Rating of Health Care*, *Getting specialist appointments*, and *Getting urgent care*.

Most scores rose at the beginning of the pandemic, but *Rating of Health Plan* and *Coordination of Care* are the only measures still rated at least 1% higher than they were in 2019. *Getting urgent care* and *Flu Vaccine* are both 3% lower than their 2019 scores.

COVID-19 Impact The pandemic caused significant disruption throughout most of 2020 and continuing through today. The disruption is reflected in the variation we've seen in health system experience scores over the last few years.

	SPH Book of Business Trends			
	2019	2020	2021	2022
Rating Questions (% 9 or 10)				
Q28. Rating of Health Plan	62.0%	64.6%	64.5%	64.0%
Q8. Rating of Health Care	56.2%	58.8%	59.4%	57.0%
Q18. Rating of Personal Doctor	68.8%	70.7%	70.4%	69.5%
Q22. Rating of Specialist	66.8%	70.9%	69.7%	68.4%
Rating Questions (% 8, 9 or 10)				
Q28. Rating of Health Plan	78.4%	80.3%	79.8%	79.6%
Q8. Rating of Health Care	75.7%	76.9%	77.5%	75.8%
Q18. Rating of Personal Doctor	82.7%	84.2%	83.8%	83.1%
Q22. Rating of Specialist	82.9%	84.7%	83.9%	82.7%
Getting Needed Care (% A/U)				
Q9. Getting care, tests, or treatment	85.5%	86.3%	85.8%	85.0%
Q20. Getting specialist appointment	80.9%	80.7%	82.4%	79.6%
Getting Care Quickly (% A/U)				
Q4. Getting urgent care	84.9%	85.0%	84.3%	81.7%
Q6. Getting routine care	80.4%	80.4%	80.9%	80.0%
Coordination of Care (Q17) (% A/U)				
Q17. Coordination of Care	83.8%	85.9%	84.8%	85.0%
Flu Vaccine: Adults 18-64 (Q31) (% Y)				
Q31. Flu Vaccine: Adults 18-64	45.4%	44.1%	40.6%	41.2%

 Increase of 1% or greater since 2021
 Decrease of 1% or greater since 2021



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EXECUTIVE SUMMARY

- BC Community Centennial



OVERVIEW OF TERMS

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2021 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 SPH Analytics using information derived from the NCQA 1-100 Benchmark.

SPH Benchmark Information The source for data contained within the SPH Book of Business is all submitting plans that contracted with SPH for MY 2021. Submission occurred on May 25th, 2022.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2021. 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.

COVID-19 IMPACT Because the 2020 survey administration took place during extraordinary circumstances, please use caution when comparing and interpreting trend results.

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



2022 DASHBOARD

MEDICAID ADULT

BC Community Centennial



200

Completed surveys

13.0%

Response Rate

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

Scores: All scores displayed are Summary Rate Scores

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

Significance Testing: Current score is significantly higher/lower than 2021 (↑/↓) or 2020 (↕/↗).

Percentiles: Based on the 2022 SPH Book of Business

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

More info.

Rating of Health Plan ★★★★★			
Rating of Health Plan	72.2%	↑	93 rd ---
Rating of Health Care ★★★			
Rating of Health Care	56.6%		47 th Wait
Rating of Personal Doctor ★★★			
Rating of Personal Doctor	68.7%		43 rd Opportunity
Rating of Specialist (NA)			
Rating of Specialist	75.3%	↕	91 st Power
Flu Vaccine: 18-64 ★★★★★			
Flu Vaccine: 18-64	47.4%		78 th ---
Advised to Quit Smoking: 2YR (NA)			
Advised to Quit Smoking: 2YR	59.8%	↓	7 th ---

Customer Service +			
Composite	94.4%		92 nd ---
Q24. Provided information or help	90.1%		90 th Retain
Q25. Treated with courtesy and respect	98.6%		95 th Retain
Ease of Filling Out Forms +			
Ease of Filling Out Forms +	95.8%		47 th Wait

Coordination of Care (NA)			
Coordination of Care	80.8%		20 th Wait
Getting Needed Care ★			
Composite	76.9%		15 th ---
Q9. Getting care, tests, or treatment	79.1%		11 th Opportunity
Q20. Getting specialist appointment	74.7%		21 st Wait
Getting Care Quickly (NA)			
Composite	79.7%		40 th ---
Q4. Getting urgent care	82.6%		51 st Opportunity
Q6. Getting routine care	76.7%		27 th Wait

How Well Doctors Communicate +			
Composite	88.1%	↓	<5 th ---
Q12. Dr. explained things	89.3%	↓	13 th Opportunity
Q13. Dr. listened carefully	88.4%	↓	9 th Opportunity
Q14. Dr. showed respect	89.3%	↓	<5 th Opportunity
Q15. Dr. spent enough time	85.2%		8 th Opportunity



ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2022 BASE	2022 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	SPH ESTIMATED RATING
PATIENT EXPERIENCE						3
GETTING CARE						1
Getting Needed Care	Usually or Always	108	76.8%	85.7%	<10 th	1
Getting Care Quickly	Usually or Always	92	79.6%	83.7%	10 th	NA
SATISFACTION WITH PLAN PHYSICIANS						3
Rating of Personal Doctor	9 or 10	150	68.6%	71.5%	33 rd	3
Rating of Specialist	9 or 10	85	75.2%	71.9%	67 th	NA
Rating of Health Care	9 or 10	129	56.5%	60.8%	33 rd	3
Coordination of Care	Usually or Always	78	80.7%	87.4%	10 th	NA
SATISFACTION WITH PLAN SERVICES						5
Rating of Health Plan	9 or 10	194	72.1%	64.7%	90 th	5
PREVENTION						
Flu Vaccinations Adults Ages 18-64	Yes	171	47.3%	42.4%	67 th	4
TREATMENT						
Smoking Advice: Rolling Average	Sometimes, Usually or Always	92	59.8%	77.7%	<10 th	NA

*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.

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 (10th, 33rd, 67th and 90th) 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 SPH** based on the 2021 NCQA data and benchmarks.

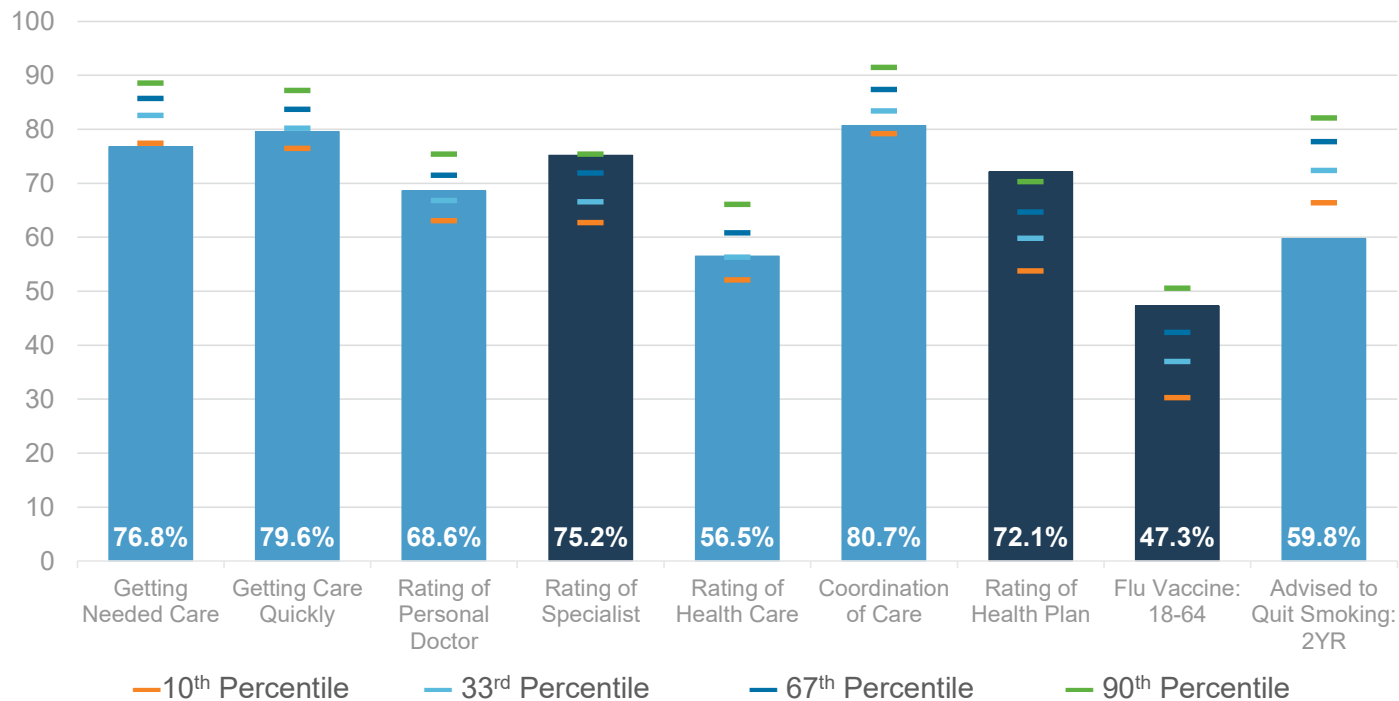
Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10 th Percentile	10 th – 32 nd Percentile	33 rd – 66 th Percentile	67 th – 89 th Percentile	≥90 th Percentile

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.

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 2021).



Dark Blue bar = Your plan's performance is at or above the 67th percentile

Light Blue bar = Your plan's performance is below the 67th 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, % Yes (Flu) and % Always, Usually or Sometimes (Smoking Advice: Rolling Average).



MEASURE SUMMARY

MEDICAID ADULT

MEASURE	SUMMARY RATE		CHANGE	2022 SPH BOOK OF BUSINESS BENCHMARK							
	2021	2022		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
Health Plan Domain											
Rating of Health Plan <i>% 9 or 10</i>	60.0%	72.2% ↑	12.2							93 rd	64.0% ▲
Getting Needed Care <i>% Usually or Always</i>	81.1%	76.9%	-4.2							15 th	82.3%
Customer Service + <i>% Usually or Always</i>	90.4%	94.4%	4.0							92 nd	89.7%
Ease of Filling Out Forms + <i>% Usually or Always</i>	95.3%	95.8%	0.5							47 th	95.6%
Health Care Domain											
Rating of Health Care <i>% 9 or 10</i>	58.1%	56.6%	-1.5							47 th	57.0%
Getting Care Quickly <i>% Usually or Always</i>	79.0%	79.7%	0.7							40 th	80.9%
How Well Doctors Communicate + <i>% Usually or Always</i>	93.0%	88.1%	-4.9							<5 th	92.7%
Coordination of Care <i>% Usually or Always</i>	86.6%	80.8%	-5.8							20 th	85.0%
Rating of Personal Doctor <i>% 9 or 10</i>	63.1%	68.7%	5.6							43 rd	69.5%
Rating of Specialist <i>% 9 or 10</i>	59.5%	75.3% ↑	15.8							91 st	68.4%

Significance Testing Current score is significantly higher/lower than the 2021 score (↑/↓) or benchmark score (▲/▼).

[More info.](#)



MEASURE SUMMARY

MEDICAID ADULT

MEASURE	SUMMARY RATE		CHANGE	2022 SPH BOOK OF BUSINESS BENCHMARK				PERCENTILE RANK	BoB SRS		
	2021	2022		PERCENTILE DISTRIBUTION							
				0	20	40	60	80	100		
Effectiveness of Care											
Flu Vaccine: 18-64 % Yes	38.3%	47.4%	9.1					78 th	41.2%		
Advised to Quit Smoking: 2YR % Sometimes, Usually, or Always	68.5%	59.8%	-8.7					7 th	74.1% ▼		
Discussing Cessation Meds: 2YR + % Sometimes, Usually, or Always	41.5%	40.4%	-1.1					15 th	51.9% ▼		
Discussing Cessation Strategies: 2YR + % Sometimes, Usually, or Always	43.0%	34.4%	-8.6					10 th	46.4% ▼		

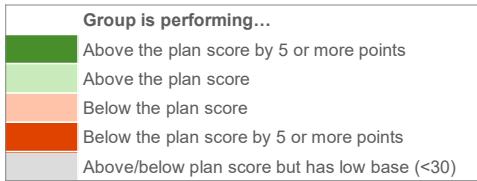
Significance Testing Current score is significantly higher/lower than the 2021 score (↑/↓) or benchmark score (▲/▼).

[More info.](#)



HEALTH EQUITY

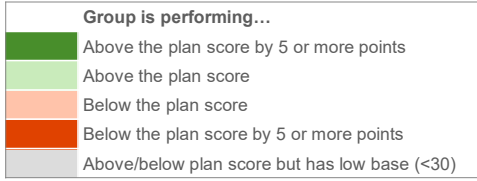
MEDICAID ADULT



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

[More info.](#)

Demographic	Category	Total	Rating of Health Plan		Rating of Health Care		Getting Needed Care		Getting Care Quickly		Coordination of Care		Flu Vaccine: 18-64	
			SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ
			72.2%		56.6%			76.9%		79.7%		80.8%		47.4%
Gender	Male	n = 85	■	-3%	■	3%	■	2%	■	6%		0%	■	-9%
	Female	n = 111	■	2%	■	-1%		0%	■	-4%		0%	■	6%
Age	18 – 34	n = 48	■	5%	■	3%	■	-8%	■	-3%	■	-8%	■	-26%
	35 – 44	n = 28	■	-6%	■	8%	■	7%	■	11%	■	11%	■	6%
	45 – 54	n = 33	■	-1%		0%	■	12%	■	6%	■	13%	■	3%
	55 or older	n = 87	■	1%	■	-3%	■	-3%	■	-1%	■	-4%	■	14%
Overall Health	Excellent/Very Good	n = 78	■	-1%	■	-1%	■	3%	■	4%	■	1%	■	-4%
	Good	n = 51	■	3%	■	1%	■	11%	■	3%	■	6%		0%
	Fair/Poor	n = 69	■	-2%	■	-1%	■	-8%	■	-5%	■	-3%	■	5%
Mental Health	Excellent/Very Good	n = 83	■	5%	■	6%		0%	■	1%	■	1%	■	-4%
	Good	n = 54	■	-1%	■	10%	■	5%	■	4%	■	8%	■	-4%
	Fair/Poor	n = 58	■	-4%	■	-13%	■	-2%	■	-1%	■	-4%	■	7%
Education	HS Grad or less	n = 109		0%	■	-2%	■	1%	■	5%	■	1%	■	-1%
	Some college or more	n = 84	■	-1%	■	2%	■	-1%	■	-5%	■	-3%	■	3%
Race/Ethnicity	White	n = 113		0%	■	-6%	■	1%	■	2%	■	-5%	■	1%
	Black/African-American	n = 10	■	-12%	■	23%	■	-9%	■	-5%	■	19%	■	-7%
	Asian	n = 6	■	-6%	■	43%	■	-44%	■	20%	■	19%	■	53%
	Native Hawaiian/Pacific Islander	n = 4		3%	■	10%	■	23%	■	20%	■	19%	■	3%
	American Indian or Alaska Native	n = 32	■	-8%	■	7%	■	10%	■	5%	■	-1%	■	-9%
	Other	n = 42	■	-4%	■	10%	■	0%	■	-5%	■	4%	■	3%
	Hispanic/Latino	n = 98	■	4%	■	4%	■	4%	■	0%	■	8%	■	1%



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

[More info.](#)

Demographic	Category	Total	Rating of Personal Doctor		Rating of Specialist		Customer Service +		How Well Doctors Communicate +		Ease of Filling Out Forms +	
			SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ
			68.7%		75.3%		94.4%		88.1%		95.8%	
Gender	Male	n = 85		-1%		-3%		-1%		-1%		3%
	Female	n = 111		1%		1%		1%		1%		-1%
Age	18 – 34	n = 48		-7%		0%		-2%		-5%		0%
	35 – 44	n = 28		1%		16%		6%		6%		4%
	45 – 54	n = 33		-2%		-3%		6%		8%		4%
	55 or older	n = 87		4%		-3%		-2%		-2%		-1%
Overall Health	Excellent/Very Good	n = 78		-8%		-4%		1%		1%		0%
	Good	n = 51		7%		6%		0%		-1%		2%
	Fair/Poor	n = 69		3%		-2%		-1%		-1%		-2%
Mental Health	Excellent/Very Good	n = 83		3%		0%		2%		1%		2%
	Good	n = 54		8%		6%		2%		-4%		-4%
	Fair/Poor	n = 58		-10%		-2%		-4%		2%		2%
Education	HS Grad or less	n = 109		5%		-6%		-1%		1%		-1%
	Some college or more	n = 84		-8%		6%		2%		-2%		2%
Race/Ethnicity	White	n = 113		-2%		-5%		-2%		-1%		1%
	Black/African-American	n = 10		-19%		0%		6%		-13%		4%
	Asian	n = 6		-19%		25%		6%		-5%		4%
	Native Hawaiian/Pacific Islander	n = 4		-19%		25%		6%		12%		4%
	American Indian or Alaska Native	n = 32		5%		5%		6%		-1%		1%
	Other	n = 42		-3%		7%		2%		-5%		-4%
	Hispanic/Latino	n = 98		6%		5%		0%		4%		0%



TOP THREE Performing Measures

Your plan's percentile rankings for these measures were the highest compared to the 2022 SPH Book of Business.

MEASURE	2022 Valid n	PLAN SUMMARY RATE SCORE			2021 QC			2022 SPH BoB		
		2021	2022	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Rating of Health Plan (% 9 or 10)	194	60.0%	72.2%	↑ 12.2	62.3%	▲ 9.9	95 th	64.0%	▲ 8.2	93 rd
Customer Service + (% Usually or Always)	70 [^]	90.4%	94.4%	4.0	88.9%	▲ 5.5	98 th	89.7%	4.7	92 nd
Rating of Specialist (% 9 or 10)	85 [^]	59.5%	75.3%	↑ 15.8	69.0%	6.3	88 th	68.4%	6.9	91 st

BOTTOM THREE Performing Measures

Your plan's percentile rankings for these measures were the lowest compared to the 2022 SPH Book of Business.

MEASURE	2022 Valid n	PLAN SUMMARY RATE SCORE			2021 QC			2022 SPH BoB		
		2021	2022	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Coordination of Care (% Usually or Always)	78 [^]	86.6%	80.8%	-5.8	85.4%	-4.6	13 th	85.0%	-4.2	20 th
Getting Needed Care (% Usually or Always)	108	81.1%	76.9%	-4.2	83.6%	-6.7	9 th	82.3%	-5.4	15 th
How Well Doctors Communicate + (% Usually or Always)	121	93.0%	88.1%	-4.9	92.2%	-4.1	5 th	92.7%	-4.6	<5 th

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

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

Improving Performance

These measures had the lowest percentile rankings in comparison to the 2022 SPH Book of Business for your plan.

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?

Improvement Strategies – Getting Needed Care

- Assess CAHPS data by health system, PO, and/or network. Communicate results and identify outliers. Evaluate with HEDIS data, complaints, appeals and/or quality of care concerns, and communicate. Identify issues, prioritize and implement improvement activities.
- Work with providers to support patients in navigating health care and remove obstacles. Support and encourage providers to take innovative action to improve access. Examples include: Serve patients quickly, treat urgent issues promptly, minimize wait times, follow-up about appointment times and test results. Another is to develop an in-depth referral/decision-making guide for PCP's to prepare for/with patients explaining need, urgency, patient expectations and responsibilities, and preparations for seeing a specialist.
- Support members and collaborate with providers to enhance access to care through innovative, proactive approaches within Care Management, Chronic Care, and Quality Management. Work with providers to identify and resolve opportunities.
- Continually assess, revisit and simplify plan requirements/processes (i.e., UM) impacting access to care, tests, or treatment. Seek opportunities to improve processes and procedures.
- Review and simplify precertification/auth/referral policies/procedures for both member and provider, including messages and communications. Cross-reference with complaints, concerns, and quality of care issues. Improve and clarify processes and communications.
- Evaluate and simplify member communications, assuring that members are clearly told why something is not approved. When appropriate, offer suggestions for next steps or alternatives.
- Ensure Customer Service representatives are able to accurately advise members of available alternatives for care, such as walk-in clinics, urgent care, specialists, labs, etc.
- Establish a specialist referral hotline for providers and members.

Improvement Strategies – How Well Doctors Communicate

- Cultivate a patient-centered care philosophy and programs across the provider network.
- Support, communicate and educate providers about the vital medical importance of effective doctor-patient communication (i.e., reduced hospitalizations & ER visits, improved adherence).
- Provide readily available recommendations, tools and guidance to all providers to support and enhance communication skills and effective conversation skills with patients. Providers need to: Provide thorough explanations, provide written materials, illustrations and/or examples to help patient's understand, repeat the patient's concern and then address the topic, ask clarifying questions, make eye contact, avoid medical jargon and technical language, avoid multi-tasking, avoid rushing the patient, use constructive verbal responses and non-verbal cues, apply empathy and interest in response to concerns, by kind, avoid condescending language or actions, address questions and concerns-as much time as necessary, schedule adequate time for each visit, and follow-up after tests or procedures.
- Collaborate and share with providers tools, resources, and best practices to support, or reinforce, a complete and effective information exchange with all patients (e.g., a summary of medical record or health assessment to facilitate an effective health or wellness discussion, patient testimonials - perhaps from focus groups - of effective and ineffective communication techniques, provide tips and/or testimonials in provider newsletters).
- Develop tools and guidance for patients to optimize appointment time and specific topic-based conversation guides or question checklists with providers (e.g., Doc Talk).
- Support patients with chronic illnesses/conditions and their providers with up-to-date tools, resources and conversation guides that address common clinical needs, continual review, modification and update of progress, next steps and self-management topics.

[Full List of Improvement Strategies](#) 



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KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

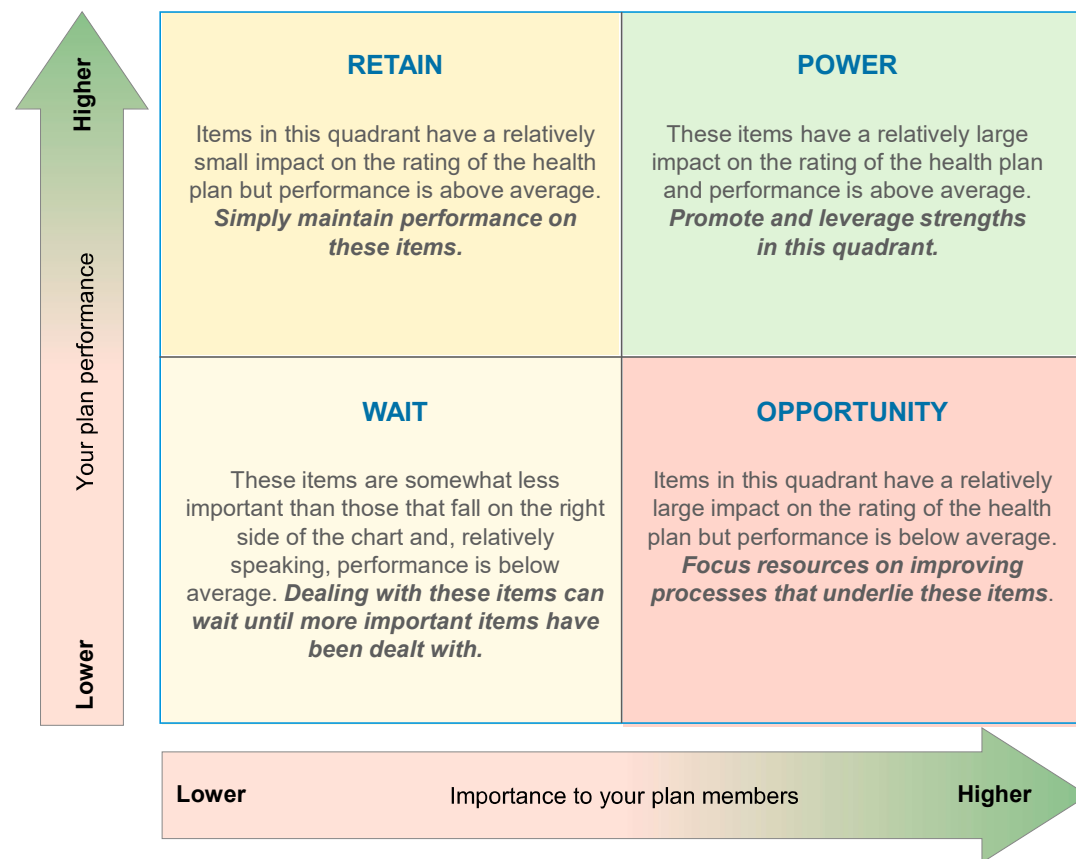
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POWeR™ CHART CLASSIFICATION MATRIX

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:

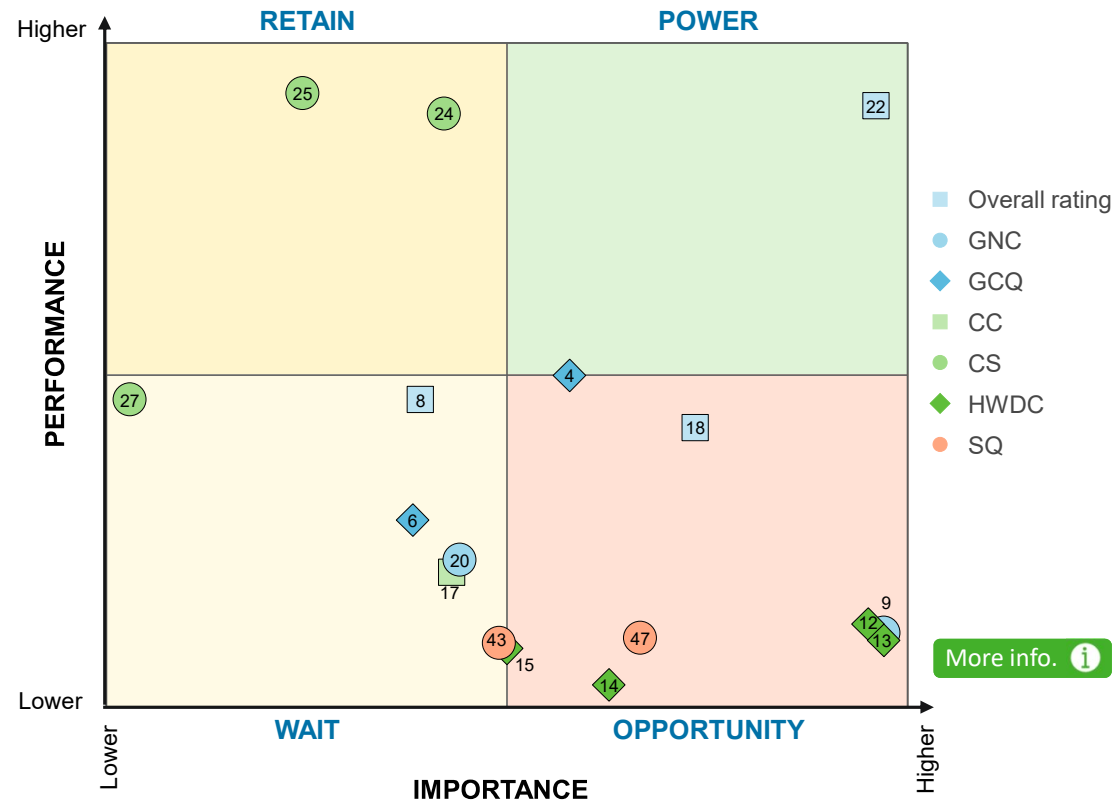
- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results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



SURVEY MEASURE	SRS	SPH %tile
POWER		
Q22 Rating of Specialist	75.3%	91 st
OPPORTUNITY		
Q9 Getting care, tests, or treatment	79.1%	11 th
Q13 Dr. listened carefully	88.4%	9 th
Q12 Dr. explained things	89.3%	13 th
Q18 Rating of Personal Doctor	68.7%	43 rd
Q47 Satisfied with care plans	74.0%	---
Q14 Dr. showed respect	89.3%	<5 th
Q4 Getting urgent care	82.6%	51 st
Q15 Dr. spent enough time	85.2%	8 th
WAIT		
Q43 Satisfied with help received to coordinate care	76.5%	---
Q20 Getting specialist appointment	74.7%	21 st
Q17 Coordination of Care	80.8%	20 th
Q8 Rating of Health Care	56.6%	47 th
Q6 Getting routine care	76.7%	27 th
Q27 Ease of Filling Out Forms +	95.8%	47 th
RETAIN		
Q24 Provided information or help	90.1%	90 th
Q25 Treated with courtesy and respect	98.6%	95 th

KEY DRIVERS, SUMMARY RATES AND PERCENTILES

The table assesses the key drivers and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in the rating of the health plan.





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		SPH BoB PERCENTILE	CLASSIFICATION		
	YOUR PLAN	INDUSTRY		YOUR PLAN	INDUSTRY				
TOP 10 KEY DRIVERS				Q28	Rating of Health Plan	72.2%	64.0%	93rd	
YOUR PLAN These items have a relatively large impact on the Rating of Health Plan. Leverage 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	4	Q9	Getting care, tests, or treatment	79.1%	85.0%	11 th	Opportunity
	✓	2	8	Q13	Dr. listened carefully	88.4%	92.7%	9 th	Opportunity
	✓	3	3	Q22	Rating of Specialist	75.3%	68.4%	91 st	Power
		4	13	Q12	Dr. explained things	89.3%	92.6%	13 th	Opportunity
	✓	5	2	Q18	Rating of Personal Doctor	68.7%	69.5%	43 rd	Opportunity
		6	---	Q47	Satisfied with care plans	74.0%	---	---	Opportunity
INDUSTRY SPH Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.	✓	7	10	Q14	Dr. showed respect	89.3%	94.5%	<5 th	Opportunity
	✓	8	5	Q4	Getting urgent care	82.6%	81.7%	51 st	Opportunity
		9	12	Q15	Dr. spent enough time	85.2%	90.9%	8 th	Opportunity
		10	---	Q43	Satisfied with help received to coordinate care	76.5%	---	---	Wait
		11	7	Q20	Getting specialist appointment	74.7%	79.6%	21 st	Wait
		14	1	Q8	Rating of Health Care	56.6%	57.0%	47 th	Wait
	15	6	Q6	Getting routine care	76.7%	80.0%	27 th	Wait	
	16	9	Q25	Treated with courtesy and respect	98.6%	95.1%	95 th	Retain	

All Industry scores & rankings are calculated based on the 2022 SPH 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.



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MEASURE ANALYSES

Measure Details and Summary Rate Scores

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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

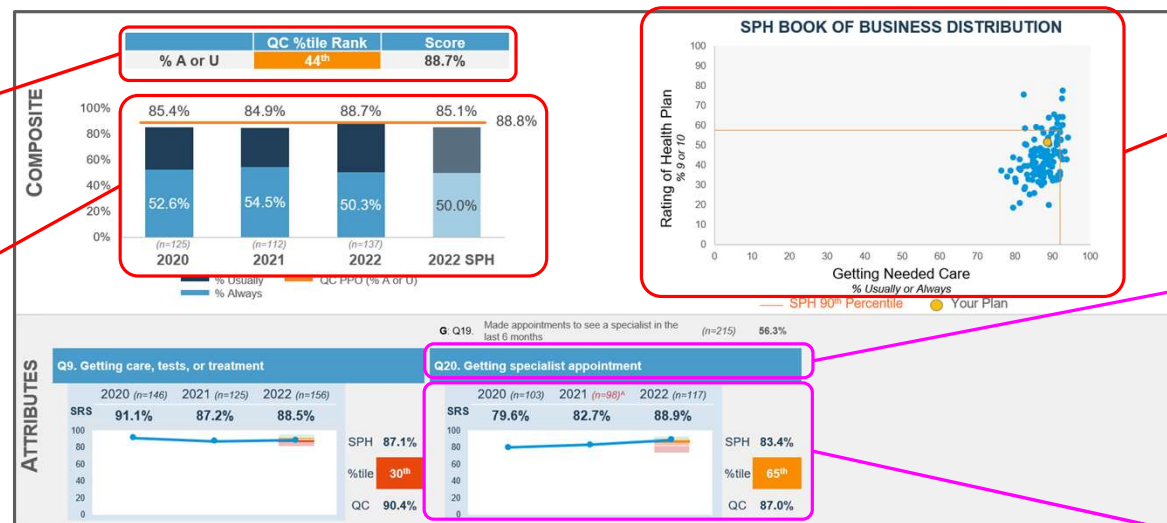
All scores displayed in this section are summary rate scores (notated with 'SRS').

[More info.](#)

Percentile Bands	
≥90 th	
67 th – 89 th	
33 rd – 66 th	
10 th – 32 nd	
<10 th	

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, SPH BoB and Quality Compass national data are displayed.



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

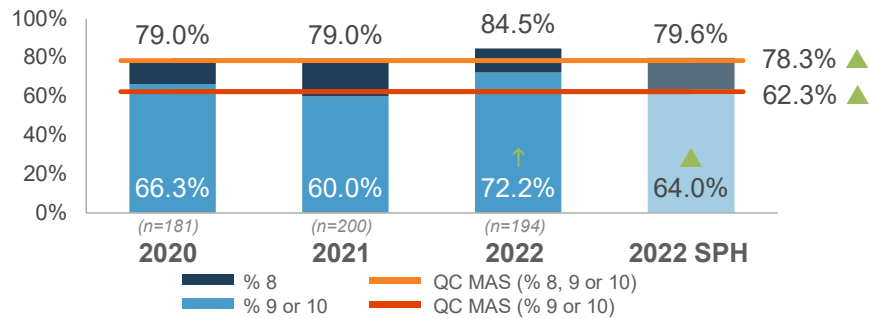
Gate questions (indicated by "G:") for attributes are displayed above attributes – scores displayed are % Yes

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 2021 **Quality Compass** percentile bands

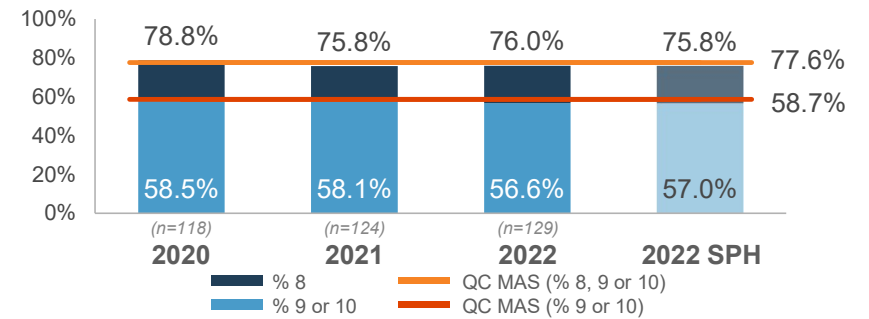
RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	88 th	84.5%
% 9 or 10	95 th	72.2%



RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	31 st	76.0%
% 9 or 10	36 th	56.6%



Key Drivers Of The Rating Of The Health Plan

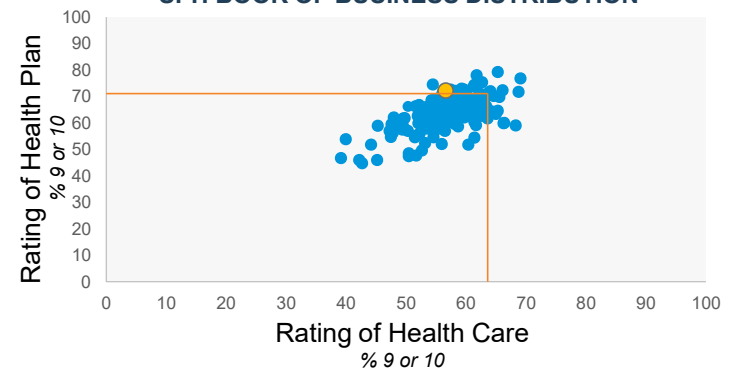
POWER

OPPORTUNITIES

Q22 Rating of Specialist

- Q9 Getting care, tests, or treatment
- Q13 Dr. listened carefully
- Q12 Dr. explained things
- Q18 Rating of Personal Doctor
- Q47 Satisfied with care plans
- Q14 Dr. showed respect
- Q4 Getting urgent care
- Q15 Dr. spent enough time

SPH BOOK OF BUSINESS DISTRIBUTION

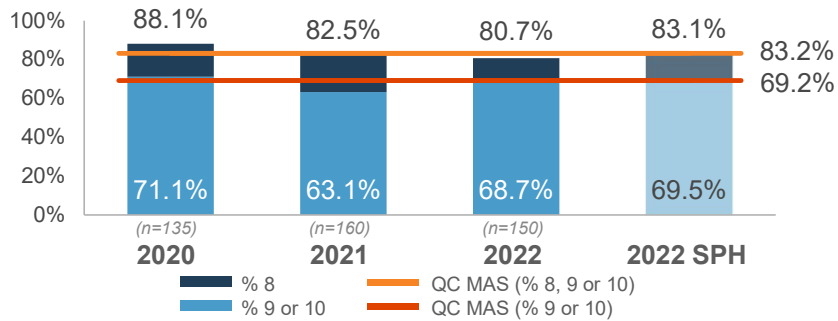


Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

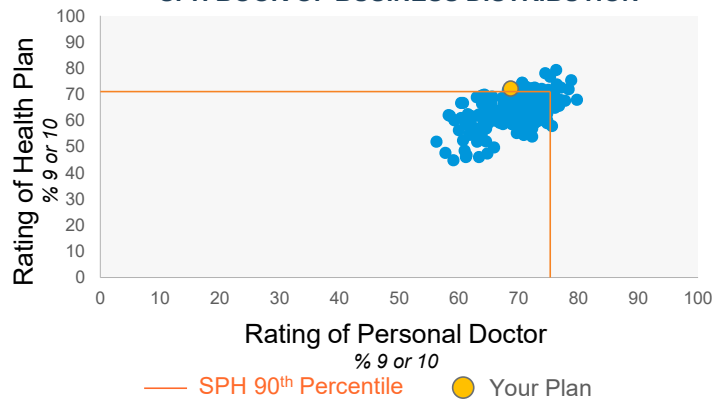
^Denominator less than 100. NCQA will assign an NA to this measure.

RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	23 rd	80.7%
% 9 or 10	44 th	68.7%

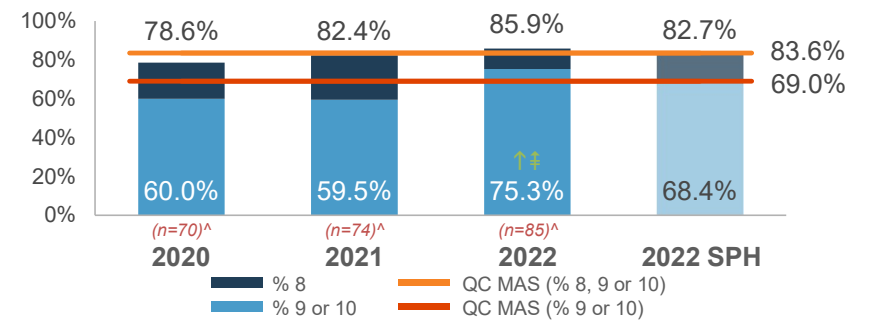


SPH BOOK OF BUSINESS DISTRIBUTION

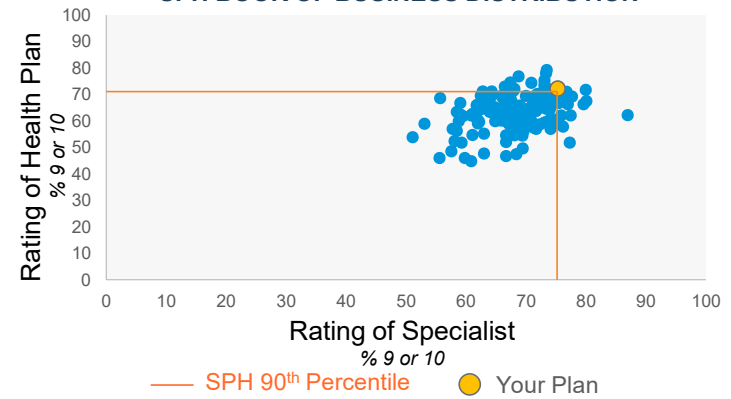


RATING OF SPECIALIST

	QC %tile Rank	Score
% 8, 9 or 10	73 rd	85.9%
% 9 or 10	88 th	75.3%



SPH BOOK OF BUSINESS DISTRIBUTION



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↘) or benchmark score (▲/▼).

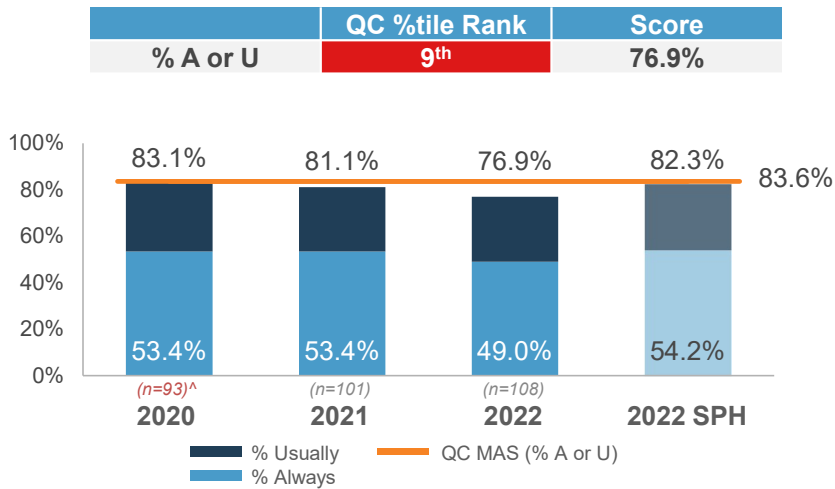
Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↘) or benchmark score (▲/▼). [^]Denominator less than 100. NCQA will assign an NA to this measure.



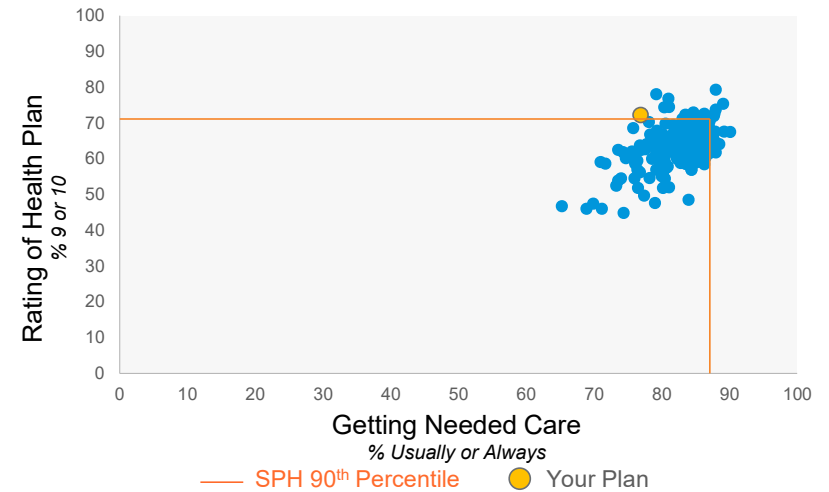
GETTING NEEDED CARE

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COMPOSITE

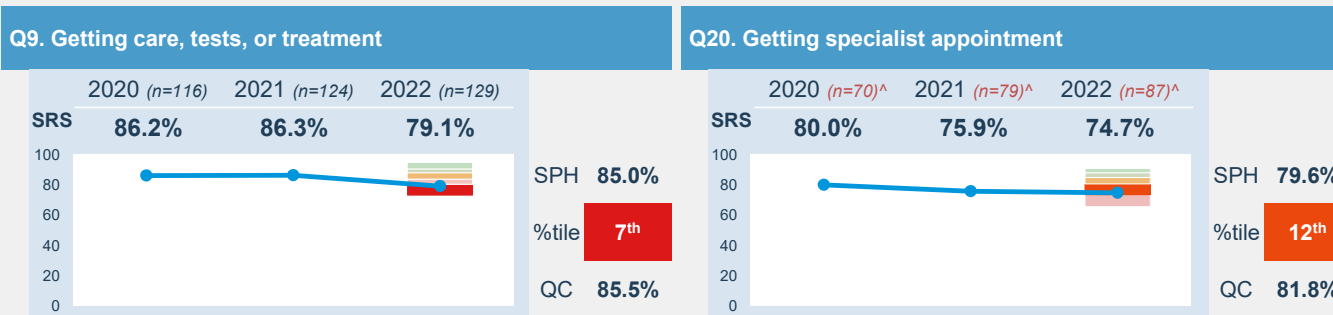


SPH BOOK OF BUSINESS DISTRIBUTION



G: Q19. Made appointments to see a specialist in the last 6 months (n=196) 46.9%

ATTRIBUTES



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

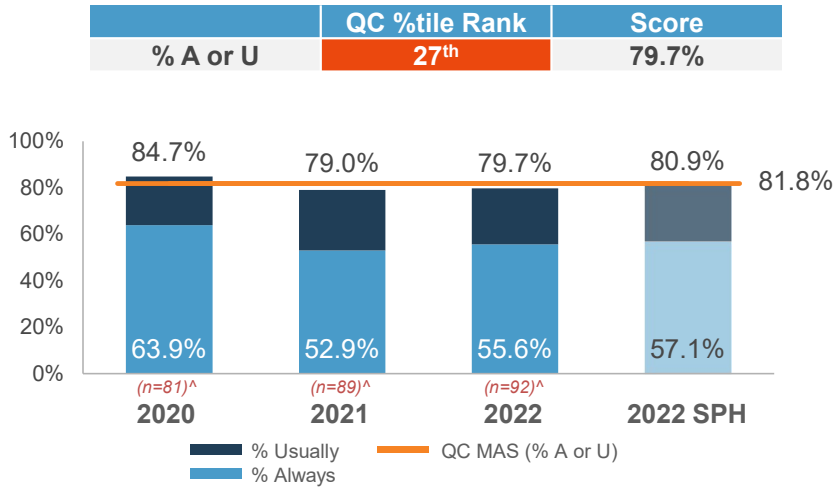
[^]Denominator less than 100. NCQA will assign an NA to this measure.



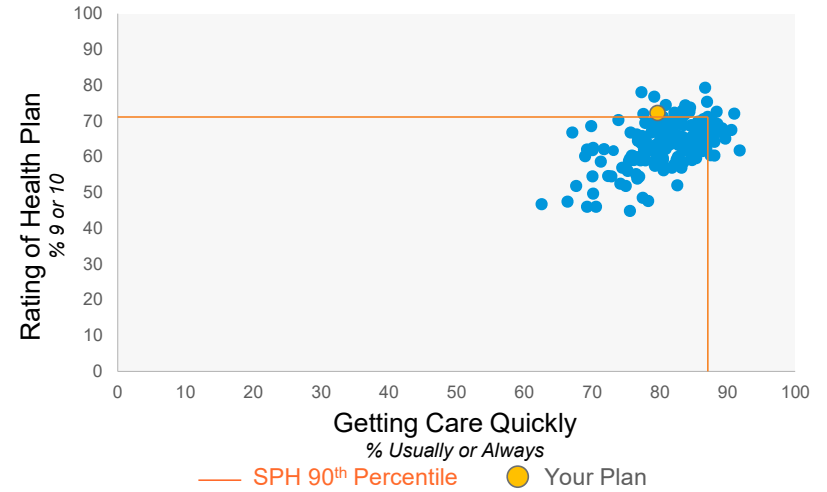
GETTING CARE QUICKLY

MEDICAID ADULT

COMPOSITE



SPH BOOK OF BUSINESS DISTRIBUTION

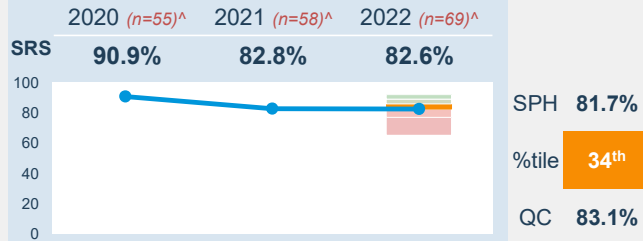


ATTRIBUTES

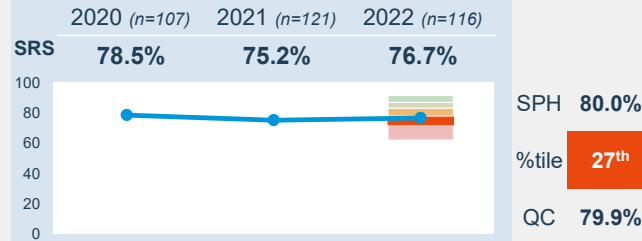
G: Q3. Had illness, injury or condition that needed care right away (n=198) 36.9%

G: Q5. Made appointments for check-ups or routine care at doctor's office or clinic (n=195) 62.1%

Q4. Getting urgent care



Q6. Getting routine care

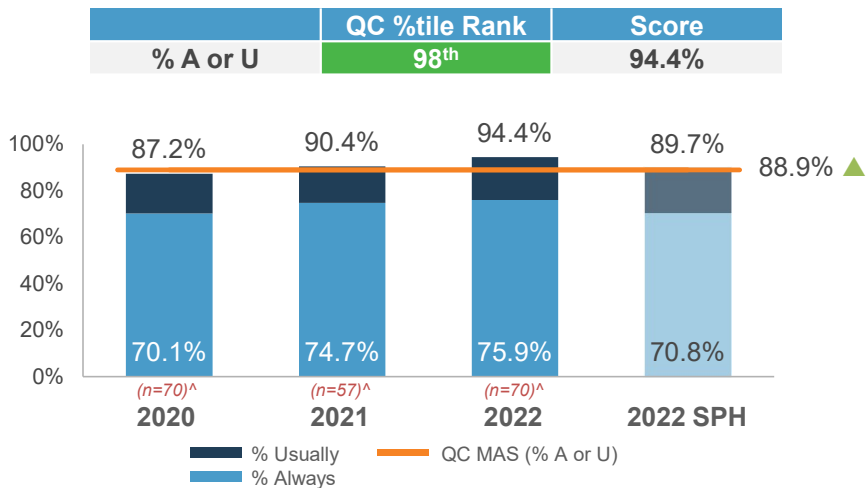


Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

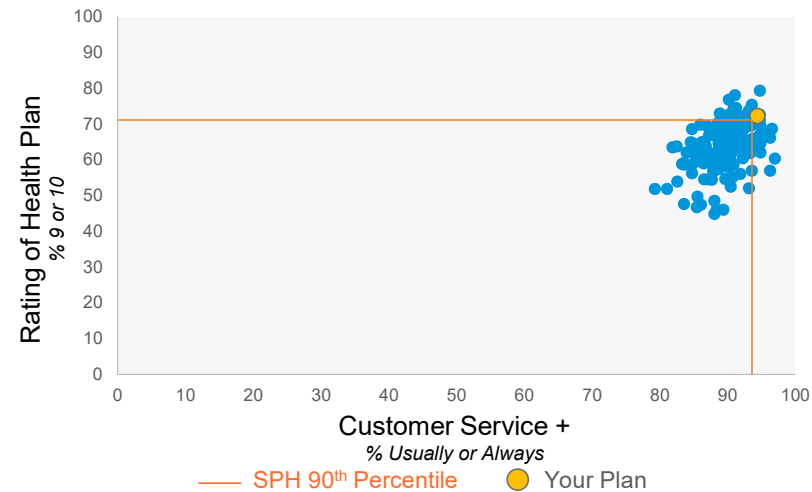
^Denominator less than 100. NCQA will assign an NA to this measure.



COMPOSITE



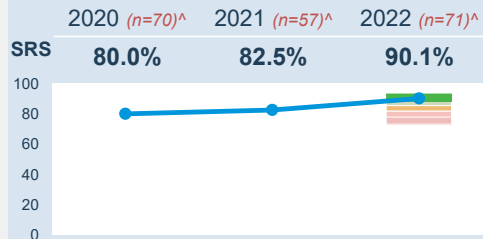
SPH BOOK OF BUSINESS DISTRIBUTION



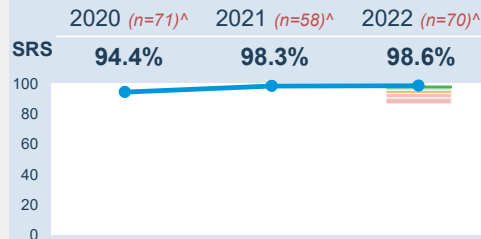
G: Q23. Got information or help from customer service (n=191) 38.2%

ATTRIBUTES

Q24. Provided information or help



Q25. Treated with courtesy and respect

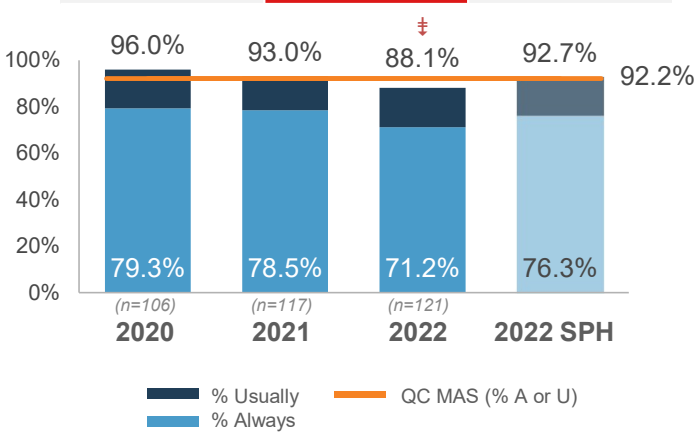


Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

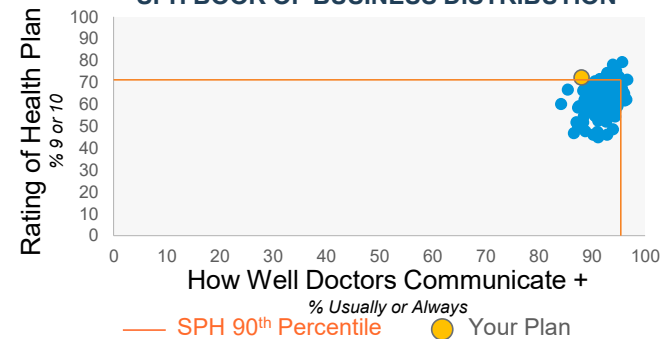
[^]Denominator less than 100. NCQA will assign an NA to this measure.

COMPOSITE

% A or U	QC %tile Rank	Score
	5th	88.1%



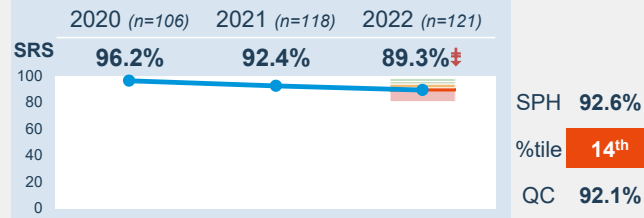
SPH BOOK OF BUSINESS DISTRIBUTION



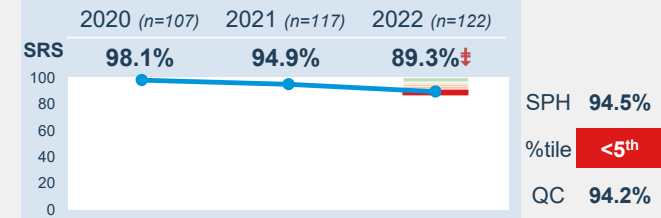
Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (‡/‡) or benchmark score (▲/▼).

ATTRIBUTES

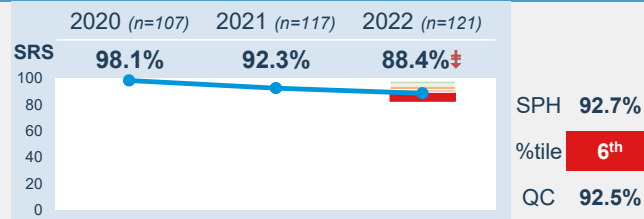
Q12. Dr. explained things



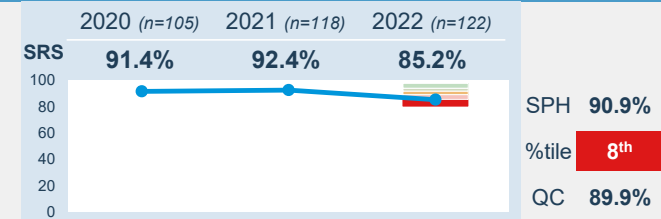
Q14. Dr. showed respect



Q13. Dr. listened carefully



Q15. Dr. spent enough time



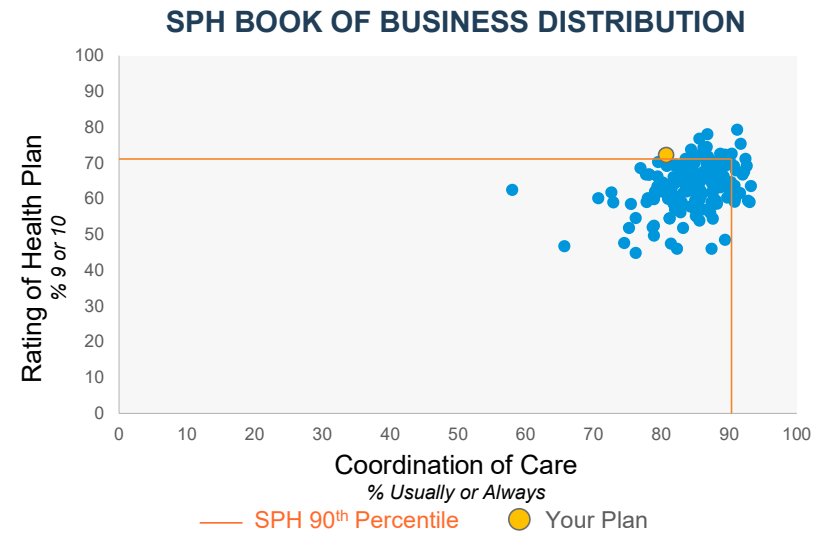
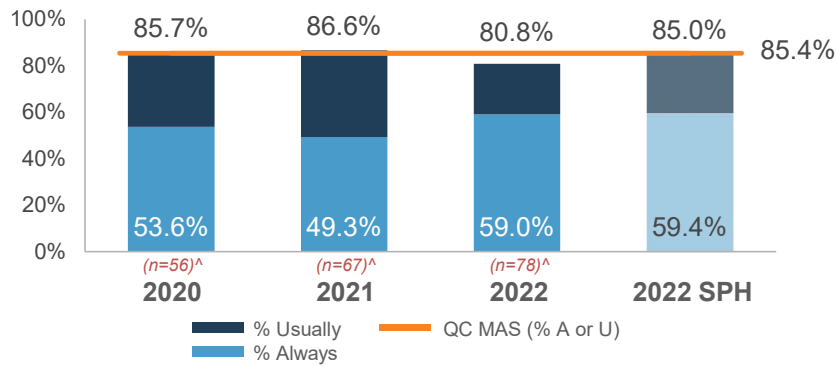
^Denominator less than 100. NCQA will assign an NA to this measure.



COORDINATION OF CARE

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% A or U	QC %tile Rank	Score
	13 th	80.8%



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

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



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SUMMARY OF TREND AND BENCHMARKS

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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 2021 score (↑), the 2020 score (≠) or benchmark score (▲).

Red – Current year score is significantly lower than the 2021 score (↓), the 2020 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.

Available Benchmarks

The following benchmarks are used throughout the report.

	2021 Quality Compass® All Plans	2021 NCQA 1-100 Benchmark	2022 SPH Analytics Book of Business
	Includes all Medicaid Adult samples that submitted data to NCQA in 2021.	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 2021.	Includes all Medicaid Adult samples that contracted with SPH Analytics to administer the MY2021 CAHPS 5.1H survey and submitted data to NCQA.
PROS	<ul style="list-style-type: none"> Is presented in NCQA's The State of Health Care Quality 	<ul style="list-style-type: none"> Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark 	<ul style="list-style-type: none"> Provides a benchmark for each question from the survey Permits precise percentile ranking of plan compared to benchmark
CONS	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Contains fewer plans than the Quality Compass® All Plans Benchmarks
SIZE	168 Plans	168 Plans	169 Plans / 39,089 Respondents



SUMMARY RATE SCORES

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	2022 Valid n	2020	2021	2022	2022 SPH BoB	2021 QC
Rating Questions (% 9 or 10)						
★ Q28. Rating of Health Plan	194	66.3%	60.0%	72.2% ↑	64.0% ▲	62.3% ▲
★ Q8. Rating of Health Care	129	58.5%	58.1%	56.6%	57.0%	58.7%
★ Q18. Rating of Personal Doctor	150	71.1%	63.1%	68.7%	69.5%	69.2%
★ Q22. Rating of Specialist	85 [^]	60.0%	59.5%	75.3% ↑‡	68.4%	69.0%
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	194	79.0%	79.0%	84.5%	79.6%	78.3% ▲
Q8. Rating of Health Care	129	78.8%	75.8%	76.0%	75.8%	77.6%
Q18. Rating of Personal Doctor	150	88.1%	82.5%	80.7%	83.1%	83.2%
Q22. Rating of Specialist	85 [^]	78.6%	82.4%	85.9%	82.7%	83.6%
Getting Needed Care (% Usually or Always)						
★ Q9. Getting care, tests, or treatment	129	86.2%	86.3%	79.1%	85.0%	85.5%
Q20. Getting specialist appointment	87 [^]	80.0%	75.9%	74.7%	79.6%	81.8%
Getting Care Quickly (% Usually or Always)						
★ Q4. Getting urgent care	69 [^]	90.9%	82.8%	82.6%	81.7%	83.1%
Q6. Getting routine care	116	78.5%	75.2%	76.7%	80.0%	79.9%
Q17. Coordination of Care						
★ Q17. Coordination of Care	78 [^]	85.7%	86.6%	80.8%	85.0%	85.4%
Effectiveness of Care (% Sometimes, Usually, or Always)						
★ Q31. Flu Vaccine: 18-64 (% Yes)	171	41.3%	38.3%	47.4%	41.2%	40.0%
★ Q33. Advised to Quit Smoking: 2YR	92 [^]	72.8%	68.5%	59.8% ‡	74.1% ▼	74.8% ▼
Q34. Discussing Cessation Meds: 2YR +	94 [^]	40.0%	41.5%	40.4%	51.9% ▼	53.1% ▼
Q35. Discussing Cessation Strategies: 2YR +	93 [^]	37.7%	43.0%	34.4%	46.4% ▼	48.0% ▼

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (‡/‡) or benchmark score (▲/▼).

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



SUMMARY RATE SCORES

MEDICAID ADULT

BC Community Centennial

	2022 Valid n	2020	2021	2022	2022 SPH BoB	2021 QC
Customer Service + (% Usually or Always)	70[^]	87.2%	90.4%	94.4%	89.7%	88.9% ▲
Q24. Provided information or help	71 [^]	80.0%	82.5%	90.1%	84.3%	83.5%
Q25. Treated with courtesy and respect	70 [^]	94.4%	98.3%	98.6%	95.1% ▲	94.3% ▲
How Well Doctors Communicate + (% Usually or Always)	121	96.0%	93.0%	88.1% †	92.7%	92.2%
Q12. Dr. explained things	121	96.2%	92.4%	89.3% †	92.6%	92.1%
Q13. Dr. listened carefully	121	98.1%	92.3%	88.4% †	92.7%	92.5%
Q14. Dr. showed respect	122	98.1%	94.9%	89.3% †	94.5%	94.2%
Q15. Dr. spent enough time	122	91.4%	92.4%	85.2%	90.9%	89.9%
Q27. Ease of Filling Out Forms + (% Usually or Always)	189	96.7%	95.3%	95.8%	95.6%	95.9%

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (‡/†) or benchmark score (▲/▼).

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

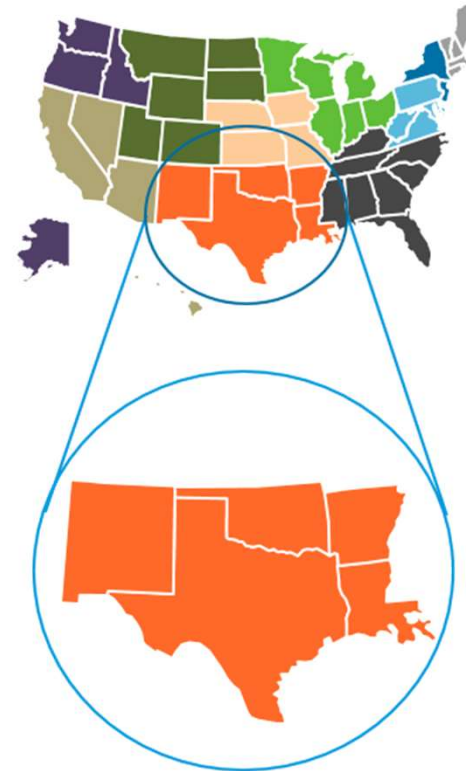


REGIONAL PERFORMANCE

MEDICAID ADULT

	SUMMARY RATE	2022 SPH BoB REGION
Rating Questions (% 9 or 10)		
★ Q28. Rating of Health Plan	72.2%	64.4% ◆
★ Q8. Rating of Health Care	56.6%	58.2%
★ Q18. Rating of Personal Doctor	68.7%	70.2%
★ Q22. Rating of Specialist	75.3%	70.1%
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	84.5%	79.4%
Q8. Rating of Health Care	76.0%	75.7%
Q18. Rating of Personal Doctor	80.7%	82.4%
Q22. Rating of Specialist	85.9%	82.4%
★ Getting Needed Care (% Usually or Always)	76.9%	80.9%
Q9. Getting care, tests, or treatment	79.1%	82.8%
Q20. Getting specialist appointment	74.7%	79.0%
★ Getting Care Quickly (% Usually or Always)	79.7%	80.4%
Q4. Getting urgent care	82.6%	79.9%
Q6. Getting routine care	76.7%	80.9%
★ Q17. Coordination of Care	80.8%	81.6%
Effectiveness of Care (% Sometimes, Usually, or Always)		
★ Q31. Flu Vaccine: 18-64 (% Yes)	47.4%	41.9%
★ Q33. Advised to Quit Smoking: 2YR	59.8%	71.7% ◆
Q34. Discussing Cessation Meds: 2YR +	40.4%	45.3%
Q35. Discussing Cessation Strategies: 2YR +	34.4%	41.0%

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 2022 SPH BoB Region score.

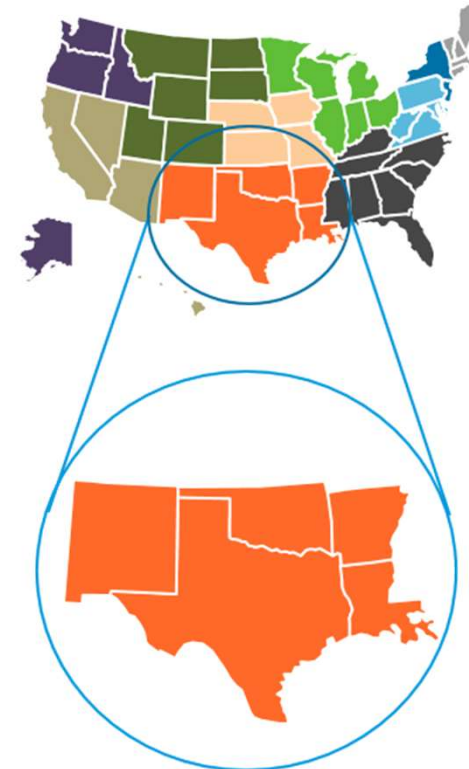


REGIONAL PERFORMANCE

MEDICAID ADULT

	SUMMARY RATE	2022 SPH BoB REGION
Customer Service + (% Usually or Always)	94.4%	90.7%
Q24. Provided information or help	90.1%	85.3%
Q25. Treated with courtesy and respect	98.6%	96.1%
How Well Doctors Communicate + (% Usually or Always)	88.1%	91.7%
Q12. Dr. explained things	89.3%	91.9%
Q13. Dr. listened carefully	88.4%	91.8%
Q14. Dr. showed respect	89.3%	92.9%
Q15. Dr. spent enough time	85.2%	90.2%
Q27. Ease of Filling Out Forms + (% Usually or Always)	95.8%	95.8%

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 2022 SPH BoB Region score.



PERCENTILE RANKINGS

MEDICAID ADULT

	2022 Plan Score	QC %tile	National Percentiles from 2021 Quality Compass										SPH %tile	National Percentiles from 2022 SPH Book of Business									
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th	5 th		10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		
Rating Questions (% 9 or 10)																							
★ Q28. Rating of Health Plan	72.2%	95 th	52.4	53.9	58.1	59.8	62.3	64.7	66.2	70.3	72.2	93 rd	51.8	54.7	59.6	61.5	64.0	66.3	67.9	71.1	72.5		
★ Q8. Rating of Health Care	56.6%	36 th	50.6	52.2	54.9	56.4	58.3	60.8	62.3	66.2	67.5	47 th	47.5	49.5	53.6	54.8	56.9	59.2	61.0	63.6	65.2		
★ Q18. Rating of Personal Doctor	68.7%	44 th	60.6	63.2	65.5	66.9	69.2	71.6	72.8	75.4	77.3	43 rd	60.4	61.8	64.9	67.4	69.8	72.0	72.7	75.3	76.3		
★ Q22. Rating of Specialist	75.3%	88 th	60.6	62.8	65.1	66.7	69.3	71.9	73.8	75.5	76.2	91 st	58.5	60.9	64.3	66.3	68.2	70.8	72.0	75.2	77.0		
Rating Questions (% 8, 9 or 10)																							
Q28. Rating of Health Plan	84.5%	88 th	71.0	72.5	74.8	76.0	78.6	80.6	82.0	84.8	86.6	87 th	70.9	72.5	76.1	77.5	80.1	81.7	82.5	85.2	86.7		
Q8. Rating of Health Care	76.0%	31 st	70.4	71.3	75.2	76.5	77.7	79.5	80.7	83.1	84.3	47 th	67.5	70.2	73.0	74.1	76.2	77.8	78.9	81.1	83.3		
Q18. Rating of Personal Doctor	80.7%	23 rd	77.0	78.9	81.0	81.7	83.1	84.8	85.6	88.3	89.1	29 th	76.8	77.6	80.2	81.1	83.1	85.0	85.7	87.6	88.3		
Q22. Rating of Specialist	85.9%	73 rd	77.4	79.3	81.1	82.2	84.0	85.4	86.0	87.7	88.8	79 th	75.5	76.9	79.6	80.7	82.5	84.6	85.7	87.1	88.6		
★ Getting Needed Care (% U/A)	76.9%	9th	75.0	77.5	81.1	82.6	84.1	85.8	86.5	88.6	89.3	15th	73.7	76.0	79.3	80.3	82.9	84.7	85.2	87.1	87.8		
Q9. Getting care, tests, or treatment	79.1%	7 th	76.8	80.4	82.6	83.8	85.8	88.0	89.0	90.6	91.5	11 th	77.2	78.9	82.1	83.3	85.7	86.6	87.6	89.5	91.3		
Q20. Getting specialist appointment	74.7%	12 th	72.1	73.5	78.3	80.7	83.2	84.8	85.1	88.0	88.8	21 st	67.2	71.4	75.4	77.3	80.0	82.4	83.4	86.1	86.8		
★ Getting Care Quickly (% U/A)	79.7%	27th	72.1	76.5	79.3	80.2	82.2	83.8	84.7	87.2	88.4	40th	70.1	72.9	77.3	78.0	80.6	83.4	84.6	87.1	88.2		
Q4. Getting urgent care	82.6%	34 th	75.7	77.0	80.7	82.6	83.5	86.0	86.2	89.1	89.5	51 st	71.2	72.6	77.6	79.3	82.6	84.8	85.9	88.6	90.2		
Q6. Getting routine care	76.7%	27 th	70.5	72.3	76.5	78.0	80.2	83.1	83.9	87.0	89.1	27 th	68.8	70.5	76.1	77.6	80.5	82.6	84.0	87.0	88.3		
★ Q17. Coordination of Care	80.8%	13th	76.2	79.3	83.1	83.4	85.6	87.4	88.4	91.6	92.4	20th	76.3	78.8	81.5	82.9	85.1	87.3	87.9	90.4	91.6		
Effectiveness of Care (% S/U/A)																							
★ Q31. Flu Vaccine: 18-64 (% Yes)	47.4%	83 rd	28.7	30.3	34.7	37.0	39.7	42.4	44.3	50.6	55.3	78 th	28.7	31.0	35.0	36.8	40.6	43.9	45.9	52.3	56.6		
★ Q33. Advised to Quit Smoking: 2YR	59.8%	<5 th	64.5	66.4	71.2	72.4	75.1	77.8	79.3	82.1	84.3	7 th	57.2	63.0	69.6	70.7	73.6	76.3	78.7	82.3	85.7		
Q34. Discussing Cessation Meds: 2YR +	40.4%	5 th	39.9	43.7	48.2	50.3	52.9	55.8	57.1	61.6	67.2	15 th	34.1	37.2	45.5	47.5	50.0	54.6	57.8	62.6	67.1		
Q35. Discussing Cessation Strategies: 2YR +	34.4%	<5 th	37.5	39.6	42.9	45.3	47.4	50.5	52.0	58.0	60.0	10 th	30.0	33.6	40.1	41.5	45.5	49.2	51.3	58.5	61.4		



PERCENTILE RANKINGS

MEDICAID ADULT

BC Community Centennial

	2022 Plan Score	QC %tile	National Percentiles from 2021 Quality Compass										SPH %tile	National Percentiles from 2022 SPH Book of Business									
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th	5 th		10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		
Customer Service + (% U/A)	94.4%	98th	83.9	85.0	87.2	87.9	89.2	90.7	91.1	92.2	93.3	92nd	83.7	85.1	87.3	88.2	90.0	91.2	91.9	93.6	94.8		
Q24. Provided information or help	90.1%	97 th	76.7	77.9	81.3	81.9	83.6	85.5	86.4	88.4	89.9	90 th	75.2	77.9	80.7	81.8	84.6	86.8	87.8	90.1	91.9		
Q25. Treated with courtesy and respect	98.6%	100 th	88.7	90.6	92.9	93.6	94.9	95.7	96.2	97.2	97.6	95 th	89.9	91.4	93.6	94.1	95.5	96.2	97.1	98.4	98.6		
How Well Doctors Communicate + (% U/A)	88.1%	5th	88.0	88.9	91.0	91.4	92.4	93.3	93.9	95.2	95.7	<5th	88.4	89.1	91.1	91.9	92.8	93.8	94.2	95.4	95.8		
Q12. Dr. explained things	89.3%	14 th	86.7	88.6	90.3	90.9	92.3	93.8	94.3	95.7	96.5	13 th	87.7	89.0	90.9	91.5	92.8	93.9	94.4	95.9	96.6		
Q13. Dr. listened carefully	88.4%	6 th	87.9	89.3	90.9	91.5	92.8	94.0	94.3	95.4	95.7	9 th	87.9	88.8	91.2	91.8	92.9	94.0	94.4	95.5	95.8		
Q14. Dr. showed respect	89.3%	<5 th	90.4	91.2	93.1	93.5	94.2	95.2	95.5	96.7	97.1	<5 th	89.9	91.3	93.1	93.8	94.7	95.5	96.0	96.9	97.8		
Q15. Dr. spent enough time	85.2%	8 th	83.6	85.4	88.0	88.9	90.3	91.7	92.2	93.7	94.7	8 th	84.2	85.7	88.4	89.1	91.1	92.5	93.1	94.8	95.6		
Q27. Ease of Filling Out Forms + (% U/A)	95.8%	46th	92.9	93.7	94.9	95.2	95.9	96.8	97.0	98.3	98.6	47th	92.5	93.2	94.5	95.1	96.1	96.7	97.0	97.6	97.9		



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PROFILE OF SURVEY RESPONDENTS

DEMOGRAPHIC COMPOSITION

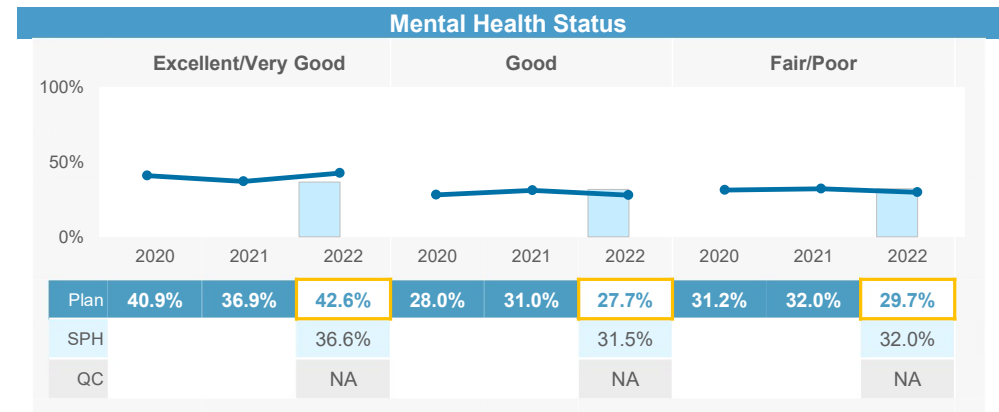
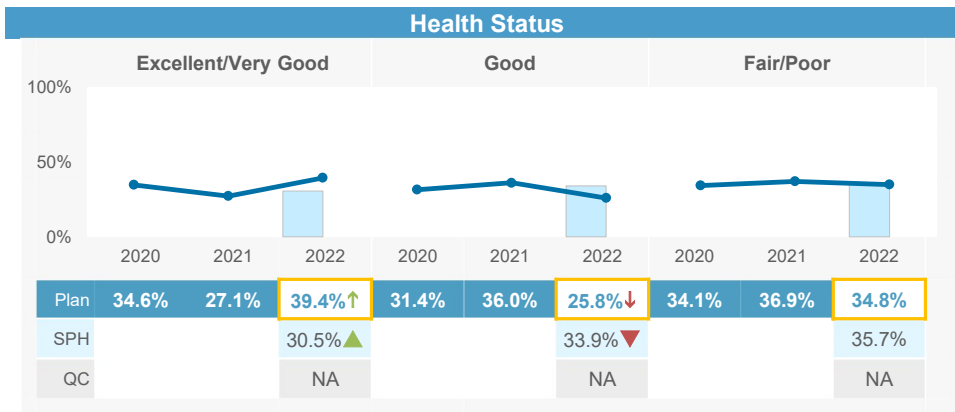
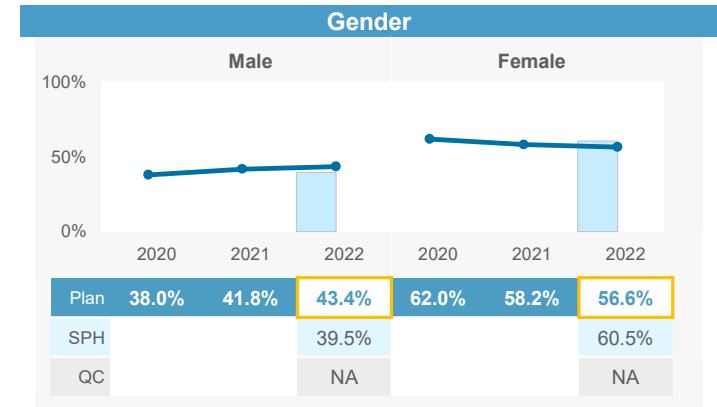
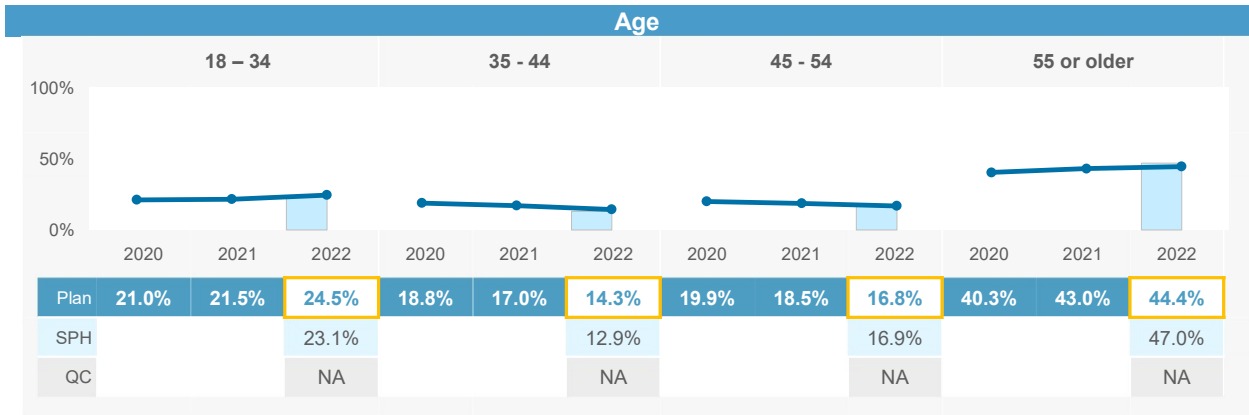
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PROFILE OF SURVEY RESPONDENTS

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More info.

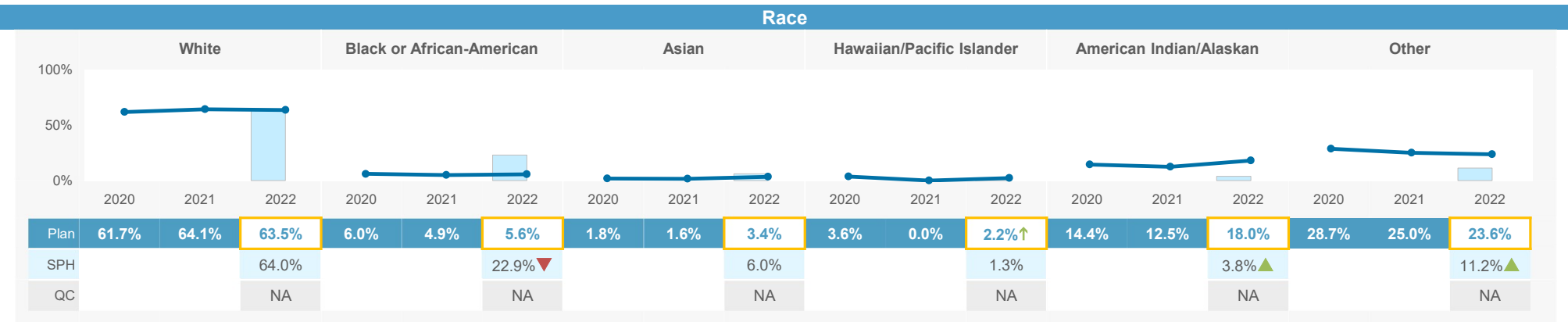
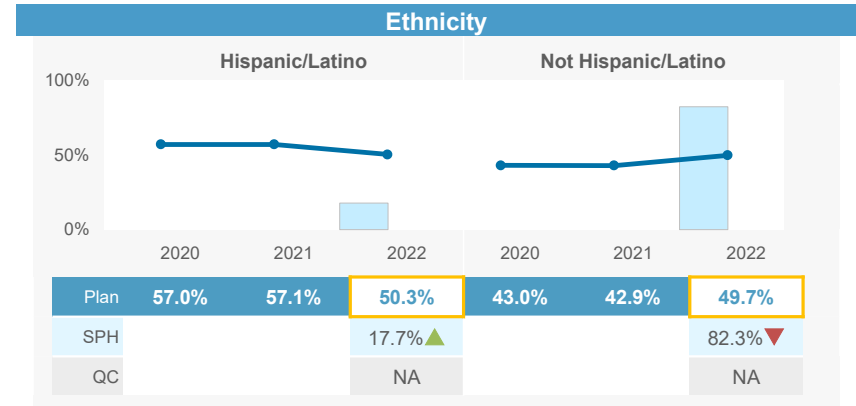
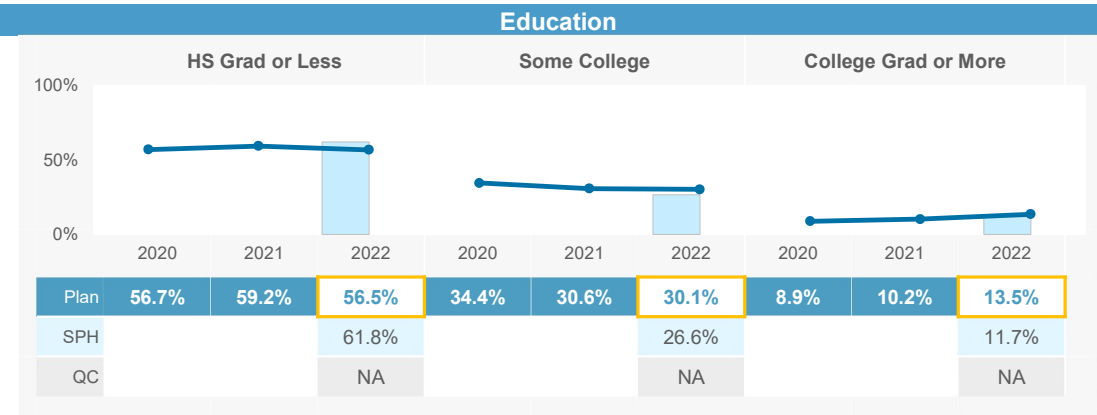
Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

Benchmarks: SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.



PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

Benchmarks: SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.



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SUPPLEMENTAL QUESTIONS

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SUPPLEMENTAL QUESTIONS

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	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2022 SPH BoB
						2020	2021	2022	
Q41. Help with coordination of care (% Yes)	<i>Valid Responses = 190</i>								
	<u>Yes</u>	<u>No</u>				(n=175)	(n=191)	(n=190)	---
	38.4%	61.6%				29.1%	33.5%	38.4%	
Q43. Satisfied with help received to coordinate care (% Very Satisfied or %Satisfied)	<i>Valid Responses = 187</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=172)	(n=188)	(n=187)	---
	36.9%	39.6%	16.0%	2.7%	4.8%	73.8%	68.6%	76.5%	
Q44. Received material from plan about good health and how to stay healthy (% Yes)	<i>Valid Responses = 188</i>								
	<u>Yes</u>	<u>No</u>				(n=179)	(n=197)	(n=188)	---
	52.1%	47.9%				66.5%	55.8%	52.1% ↓	
Q45. Received material from plan about care coordination and how to contact the care coordination unit (% Yes)	<i>Valid Responses = 188</i>								
	<u>Yes</u>	<u>No</u>				(n=177)	(n=185)	(n=188)	---
	45.2%	54.8%				55.9%	42.2%	45.2% ↓	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

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



SUPPLEMENTAL QUESTIONS

MEDICAID ADULT

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2022 SPH BoB
						2020	2021	2022	
Q46. Sat down with Care Coordinator and created a Plan of Care (% Yes)	Valid Responses = 186								
	<u>Yes</u>	<u>No</u>				(n=182)	(n=75)	(n=186)	---
	23.7%	76.3%				27.5%	42.7%	23.7% ↓	
Q47. Satisfied with care plans (% Very satisfied + %Satisfied)	Valid Responses = 181								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=178)	(n=73)	(n=181)	---
	33.1%	40.9%	22.1%	2.2%	1.7%	69.1%	79.5%	74.0%	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕) or benchmark score (▲/▼).

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



SUPPLEMENTAL QUESTIONS

MEDICAID ADULT

BC Community Centennial

Survey Item		Summary Rate Score			2022 SPH BoB	
		2020	2021	2022		
Q42. Who helped to coordinate your care						
	Valid Responses	Base	(n=152)	(n=177)	(n=177)	---
	Someone from your health plan		10.5%	8.5%	7.9%	
	Someone from your doctor's office or clinic		26.3%	23.7%	27.7%	
	Someone from another organization		3.9%	2.8%	1.7%	
	A friend or family member		13.8%	16.4%	16.9%	
	You		45.4%	48.6%	45.8%	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

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



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APPENDICES

- APPENDIX A: CORRELATION ANALYSES
- APPENDIX B: QUESTIONNAIRE



APPENDIX A: CORRELATIONS

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Highest Correlations

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

With Health Care Rating

Q18	Personal doctor overall	0.6488
Q9	Got care/tests/treatment	0.5239
Q12	Dr. explained things	0.5211
Q14	Dr. showed respect	0.5165
Q28	Health plan overall	0.5108
Q22	Specialist overall	0.5088
Q17	Dr. informed about care	0.5025
Q13	Dr. listened carefully	0.4901
Q15	Dr. spent enough time	0.4829
Q4	Got urgent care	0.4173

With Personal Doctor Rating

Q13	Dr. listened carefully	0.7694
Q17	Dr. informed about care	0.6975
Q14	Dr. showed respect	0.6566
Q8	Health care overall	0.6488
Q15	Dr. spent enough time	0.5792
Q12	Dr. explained things	0.5334
Q6	Got routine care	0.4322
Q22	Specialist overall	0.3895
Q28	Health plan overall	0.3645
Q20	Got specialist appt.	0.3376

With Specialist Rating

Q8	Health care overall	0.5088
Q4	Got urgent care	0.5027
Q24	CS provided info./help	0.5004
Q17	Dr. informed about care	0.4588
Q13	Dr. listened carefully	0.4426
Q15	Dr. spent enough time	0.4323
Q14	Dr. showed respect	0.4114
Q18	Personal doctor overall	0.3895
Q20	Got specialist appt.	0.3811
Q9	Got care/tests/treatment	0.3739



APPENDIX B: QUESTIONNAIRE