



**MISSION**  
**ADVOCACY**  
**PERFORMANCE**

**ADVANCING OUR PURPOSE**

# MY 2022 CAHPS<sup>®</sup> MEDICAID ADULT 5.1H FINAL REPORT

**BLUE CROSS COMMUNITY 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 Community Centennial AM to conduct its MY 2022 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.

**2023 NCQA CHANGES** NCQA made no substantial changes to the survey or program for 2023.

Your Project Manager is Dana Sadlo (Dana.Sadlo@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 2022 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

Pre-notification  
mailed  
2/24/2023



First questionnaire  
mailed  
3/3/2023



Second questionnaire  
mailed  
4/7/2023



Initiate follow-up calls  
to non-responders  
4/28/2023 - 5/12/2023



Last day to accept  
completed surveys  
5/15/2023

## 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

## 2023 RESPONSE RATE CALCULATION

$$\frac{210 \text{ (Completed)}}{1755 \text{ (Sample)} - 16 \text{ (Ineligible)}} = \frac{210}{1739} = 12.1\%$$

## COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	113	64	11	0	0	11	188
Spanish	19	2	1	0	0	1	22
<b>Total</b>	<b>132</b>	<b>66</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>210</b>

Number of Undeliverables: 331

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

		2021	2022	2023
Completed	<b>SUBTOTAL</b>	<b>207</b>	<b>200</b>	<b>210</b>
	Does not Meet Eligibility Criteria (01)	5	8	11
Ineligible	Language Barrier (03)	1	4	2
	Mentally/Physically Incapacitated (04)	4	1	2
	Deceased (05)	1	1	1
	<b>SUBTOTAL</b>	<b>11</b>	<b>14</b>	<b>16</b>
Non-response	Break-off/Incomplete (02)	5	12	15
	Refusal (06)	25	46	23
	Maximum Attempts Made (07)	1102	1281	1491
	Added to DNC List (08)	0	0	0
	<b>SUBTOTAL</b>	<b>1132</b>	<b>1339</b>	<b>1529</b>
<b>Total Sample</b>		<b>1350</b>	<b>1553</b>	<b>1755</b>
<b>Oversampling %</b>		<b>0.0%</b>	<b>15.0%</b>	<b>30.0%</b>
<b>Response Rate</b>		<b>15.5%</b>	<b>13.0%</b>	<b>12.1%</b>
<b>PG Response Rate</b>		<b>14.8%</b>	<b>12.2%</b>	<b>11.5%</b>



# 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, one measure declined by more than 1% compared to last year - *Rating of Specialist*, while one measure increased - *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. *Flu Vaccine* continues to be 4% lower than the 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.

	PG Book of Business Trends				
	2019	2020	2021	2022	2023
<b>Rating Questions (% 9 or 10)</b>					
Q28. Rating of Health Plan	62.0%	64.6%	64.5%	64.0%	63.6%
Q8. Rating of Health Care	56.2%	58.8%	59.4%	57.0%	56.8%
Q18. Rating of Personal Doctor	68.8%	70.7%	70.4%	69.5%	69.2%
Q22. Rating of Specialist	66.8%	70.9%	69.7%	68.4%	67.4%
<b>Rating Questions (% 8, 9 or 10)</b>					
Q28. Rating of Health Plan	78.4%	80.3%	79.8%	79.6%	79.3%
Q8. Rating of Health Care	75.7%	76.9%	77.5%	75.8%	75.4%
Q18. Rating of Personal Doctor	82.7%	84.2%	83.8%	83.1%	83.2%
Q22. Rating of Specialist	82.9%	84.7%	83.9%	82.7%	82.3%
<b>Getting Needed Care (% A/U)</b>					
Q9. Getting care, tests, or treatment	85.5%	86.3%	85.8%	85.0%	84.8%
Q20. Getting specialist appointment	80.9%	80.7%	82.4%	79.6%	79.1%
<b>Getting Care Quickly (% A/U)</b>					
Q4. Getting urgent care	84.9%	85.0%	84.3%	81.7%	82.7%
Q6. Getting routine care	80.4%	80.4%	80.9%	80.0%	80.4%
<b>Coordination of Care (Q17) (% A/U)</b>					
Flu Vaccine: Adults 18-64 (Q31) (% Y)	45.4%	44.1%	40.6%	41.2%	41.1%

 Increase of 1% or greater since 2022  
 Decrease of 1% or greater since 2022



# EXECUTIVE SUMMARY

# OVERVIEW OF TERMS

**Summary Rates (SRS)** are defined by NCQA in its HEDIS MY 2022 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 2022. Submission occurred on May 24<sup>th</sup>, 2023.

**NCQA Benchmark Information** The source for data contained in this publication is Quality Compass® All Plans 2022. 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.



# 2023 DASHBOARD

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210

Completed surveys

12.1%

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
- Flu: % Yes
- Smoking: % Always, Usually, or Sometimes

**Significance Testing:** Current score is significantly higher/lower than 2022 (↑/↓) or 2021 (↕/↔).

**Percentiles:** Based on the 2023 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	63.9%	54 <sup>th</sup>	---
Rating of Health Care ★★ ★★ ★			
Rating of Health Care	60.6%	78 <sup>th</sup>	Power
Rating of Personal Doctor ★★ ★★ ★			
Rating of Personal Doctor	72.3%	71 <sup>st</sup>	Retain
Advised to Quit Smoking: 2YR (NA)			
Advised to Quit Smoking: 2YR	57.7%	7 <sup>th</sup>	---

Other Measures

Rating of Specialist +			
Rating of Specialist +	63.5%	30 <sup>th</sup>	Opportunity
Coordination of Care +			
Coordination of Care +	91.0%	92 <sup>nd</sup>	Retain
Customer Service +			
Composite	87.6%	23 <sup>rd</sup>	---
Q24. Provided information or help	83.8%	43 <sup>rd</sup>	Opportunity
Q25. Treated with courtesy and respect	91.4%	↓ 12 <sup>th</sup>	Opportunity

Getting Needed Care ★			
Composite	73.6%	6 <sup>th</sup>	---
Q9. Getting care, tests, or treatment	80.2%	19 <sup>th</sup>	Opportunity
Q20. Getting specialist appointment	67.1%	<5 <sup>th</sup>	Wait
Getting Care Quickly (NA)			
Composite	77.4%	24 <sup>th</sup>	---
Q4. Getting urgent care	82.1%	43 <sup>rd</sup>	Opportunity
Q6. Getting routine care	72.8%	16 <sup>th</sup>	Opportunity
Flu Vaccine: 18-64 ★★ ★★ ★			
Flu Vaccine: 18-64	43.3%	66 <sup>th</sup>	---

Ease of Filling Out Forms +			
Ease of Filling Out Forms +	93.9%	20 <sup>th</sup>	Wait
How Well Doctors Communicate +			
Composite	91.8%	33 <sup>rd</sup>	---
Q12. Dr. explained things	92.2%	38 <sup>th</sup>	Wait
Q13. Dr. listened carefully	92.2%	35 <sup>th</sup>	Wait
Q14. Dr. showed respect	94.0%	37 <sup>th</sup>	Wait
Q15. Dr. spent enough time	88.8%	27 <sup>th</sup>	Wait

More info.

# ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
<b>PATIENT EXPERIENCE</b>						<b>3</b>
<b>GETTING CARE</b>						<b>1</b>
Getting Needed Care	Usually or Always	104	73.6%	84.6%	<10 <sup>th</sup>	1
Getting Care Quickly	Usually or Always	90	77.4%	83.8%	10 <sup>th</sup>	NA
<b>SATISFACTION WITH PLAN PHYSICIANS</b>						<b>4</b>
Rating of Personal Doctor	9 or 10	159	72.3%	71.1%	67 <sup>th</sup>	4
<b>SATISFACTION WITH PLAN AND PLAN SERVICES</b>						<b>3.5</b>
Rating of Health Plan	9 or 10	202	63.8%	64.9%	33 <sup>rd</sup>	3
Rating of Health Care	9 or 10	127	60.6%	58.7%	67 <sup>th</sup>	4
<b>PREVENTION</b>						
Flu Vaccinations Adults Ages 18-64	Yes	171	43.2%	42.4%	67 <sup>th</sup>	4
<b>TREATMENT</b>						
Smoking Advice: Rolling Average	Sometimes, Usually or Always	97	57.7%	75.4%	<10 <sup>th</sup>	NA

## 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 2022 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.

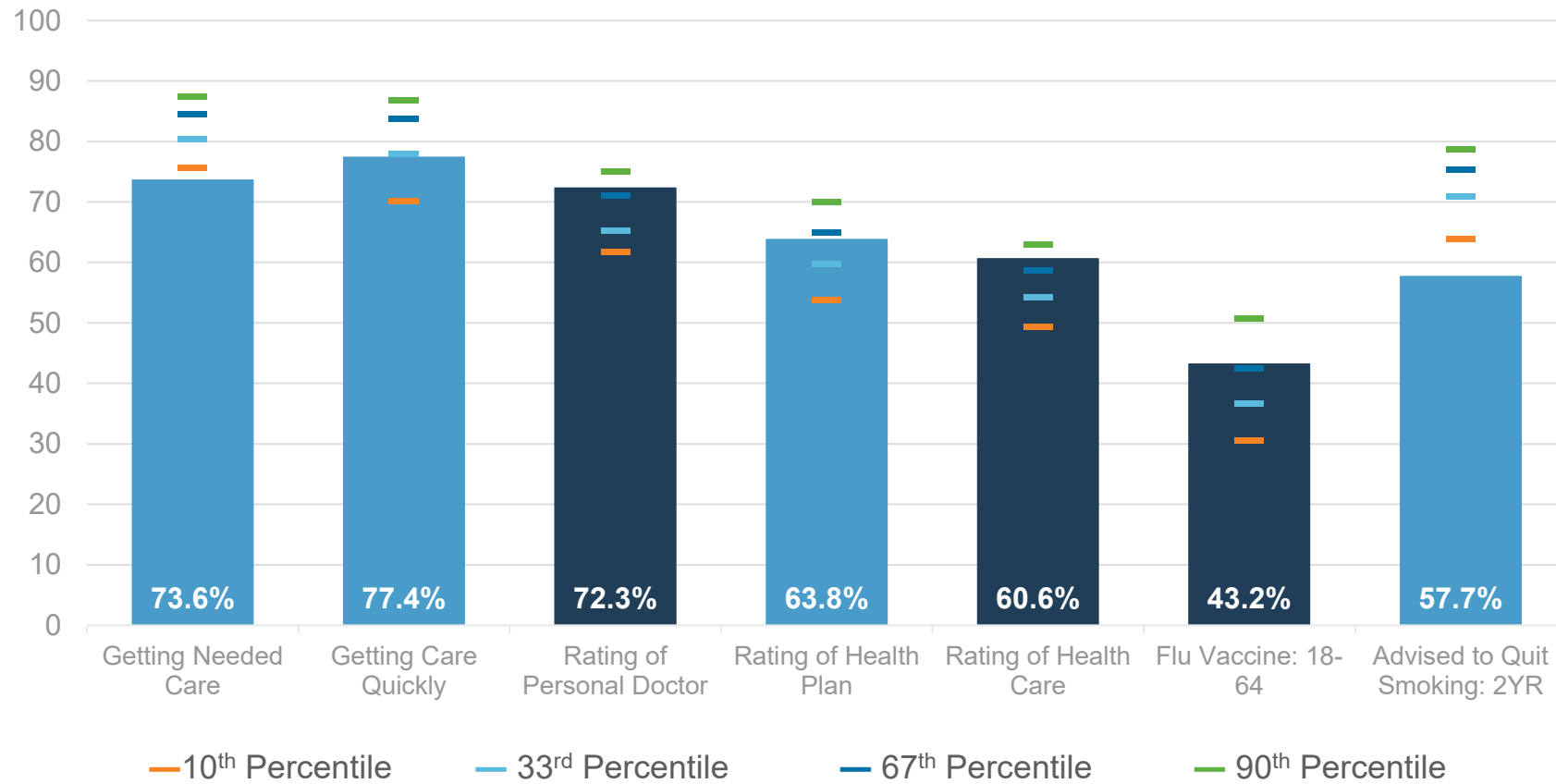
\*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

# PERFORMANCE TO STAR CUT POINTS

MEDICAID ADULT

## 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 2022).



**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, % Yes (Flu) and % Always, Usually or Sometimes (Smoking Advice: Rolling Average).

# MEASURE SUMMARY

## MEDICAID ADULT

MEASURE	SUMMARY RATE		CHANGE	2023 PG BOOK OF BUSINESS BENCHMARK							
	2022	2023		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
<b>Health Plan Domain</b>											
Rating of Health Plan <i>% 9 or 10</i>	72.2%	63.9%	-8.3						54 <sup>th</sup>	63.6%	
Getting Needed Care <i>% Usually or Always</i>	76.9%	73.6%	-3.3						6 <sup>th</sup>	82.0% ▼	
Customer Service + <i>% Usually or Always</i>	94.4%	87.6%	-6.8						23 <sup>rd</sup>	89.8%	
Ease of Filling Out Forms + <i>% Usually or Always</i>	95.8%	93.9%	-1.9						20 <sup>th</sup>	95.3%	
<b>Health Care Domain</b>											
Rating of Health Care <i>% 9 or 10</i>	56.6%	60.6%	4.0						78 <sup>th</sup>	56.8%	
Getting Care Quickly <i>% Usually or Always</i>	79.7%	77.4%	-2.3						24 <sup>th</sup>	81.5%	
How Well Doctors Communicate + <i>% Usually or Always</i>	88.1%	91.8%	3.7						33 <sup>rd</sup>	92.8%	
Coordination of Care + <i>% Usually or Always</i>	80.8%	91.0%	10.2						92 <sup>nd</sup>	85.6%	
Rating of Personal Doctor <i>% 9 or 10</i>	68.7%	72.3%	3.6						71 <sup>st</sup>	69.2%	
Rating of Specialist + <i>% 9 or 10</i>	75.3%	63.5%	-11.8						30 <sup>th</sup>	67.4%	

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

[More info.](#)

# MEASURE SUMMARY

MEDICAID ADULT

MEASURE	SUMMARY RATE		CHANGE	2023 PG BOOK OF BUSINESS BENCHMARK							
	2022	2023		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
<b>Effectiveness of Care</b>											
Flu Vaccine: 18-64 <i>% Yes</i>	47.4%	43.3%	-4.1						66 <sup>th</sup>	41.1%	
Advised to Quit Smoking: 2YR <i>% Sometimes, Usually, or Always</i>	59.8%	57.7%	-2.1						7 <sup>th</sup>	74.3%	▼
Discussing Cessation Meds: 2YR + <i>% Sometimes, Usually, or Always</i>	40.4%	33.0%	-7.4						<5 <sup>th</sup>	53.0%	▼
Discussing Cessation Strategies: 2YR + <i>% Sometimes, Usually, or Always</i>	34.4%	32.0%	-2.4						9 <sup>th</sup>	47.2%	▼

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

[More info.](#)

# HEALTH EQUITY

## MEDICAID ADULT

**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)

[More info.](#)

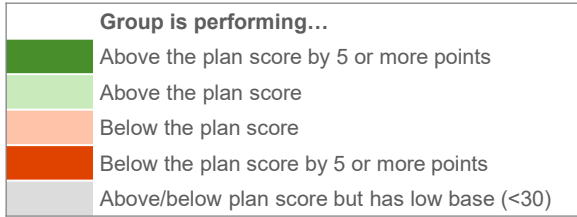
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

**Accreditation Measure**  
**Other Measure**

			Rating of Health Plan		Rating of Health Care		Getting Needed Care		Getting Care Quickly		Flu Vaccine: 18-64		Rating of Personal Doctor	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
<b>Demographic</b>			<b>63.9%</b>		<b>60.6%</b>		<b>73.6%</b>		<b>77.4%</b>		<b>43.3%</b>		<b>72.3%</b>	
<b>Gender</b>	Male	n = 81	<span style="color: orange;">█</span>	-1%	<span style="color: red;">█</span>	-5%	<span style="color: orange;">█</span>	-3%	<span style="color: grey;">█</span>	-6%	<span style="color: red;">█</span>	-10%	<span style="color: red;">█</span>	-10%
	Female	n = 126	<span style="color: lightgreen;">█</span>	1%	<span style="color: lightgreen;">█</span>	1%	<span style="color: lightgreen;">█</span>	1%	<span style="color: lightgreen;">█</span>	2%	<span style="color: green;">█</span>	6%	<span style="color: green;">█</span>	5%
<b>Age</b>	18 – 34	n = 36		0%	<span style="color: grey;">█</span>	-8%		-3%	<span style="color: grey;">█</span>	-10%	<span style="color: red;">█</span>	-7%	<span style="color: grey;">█</span>	-12%
	35 – 44	n = 27	<span style="color: grey;">█</span>	2%	<span style="color: grey;">█</span>	4%	<span style="color: grey;">█</span>	7%	<span style="color: grey;">█</span>	18%	<span style="color: grey;">█</span>	-1%	<span style="color: grey;">█</span>	-4%
	45 – 54	n = 36	<span style="color: orange;">█</span>	-3%	<span style="color: grey;">█</span>	-3%	<span style="color: grey;">█</span>	-14%	<span style="color: grey;">█</span>	-13%	<span style="color: orange;">█</span>	-3%	<span style="color: grey;">█</span>	-8%
	55 or older	n = 106		0%	<span style="color: lightgreen;">█</span>	1%	<span style="color: lightgreen;">█</span>	4%	<span style="color: lightgreen;">█</span>	4%	<span style="color: green;">█</span>	5%	<span style="color: green;">█</span>	6%
<b>Overall Health</b>	Excellent/Very Good	n = 60	<span style="color: green;">█</span>	9%	<span style="color: grey;">█</span>	2%	<span style="color: grey;">█</span>	-1%	<span style="color: grey;">█</span>	4%		0%	<span style="color: green;">█</span>	11%
	Good	n = 63	<span style="color: orange;">█</span>	-3%	<span style="color: lightgreen;">█</span>	1%	<span style="color: green;">█</span>	5%	<span style="color: grey;">█</span>	1%	<span style="color: lightgreen;">█</span>	1%	<span style="color: red;">█</span>	-10%
	Fair/Poor	n = 80	<span style="color: orange;">█</span>	-4%	<span style="color: orange;">█</span>	-3%	<span style="color: orange;">█</span>	-4%	<span style="color: orange;">█</span>	-2%	<span style="color: orange;">█</span>	-2%	<span style="color: orange;">█</span>	-1%
<b>Mental Health</b>	Excellent/Very Good	n = 73	<span style="color: green;">█</span>	9%	<span style="color: green;">█</span>	5%	<span style="color: orange;">█</span>	-1%	<span style="color: grey;">█</span>	1%		0%	<span style="color: green;">█</span>	6%
	Good	n = 62	<span style="color: orange;">█</span>	-2%	<span style="color: red;">█</span>	-6%	<span style="color: lightgreen;">█</span>	1%	<span style="color: lightgreen;">█</span>	3%	<span style="color: orange;">█</span>	-4%	<span style="color: orange;">█</span>	-4%
	Fair/Poor	n = 70	<span style="color: red;">█</span>	-8%	<span style="color: orange;">█</span>	-1%	<span style="color: orange;">█</span>	-1%	<span style="color: orange;">█</span>	-3%	<span style="color: green;">█</span>	5%	<span style="color: orange;">█</span>	-3%
<b>Education</b>	HS Grad or less	n = 108	<span style="color: green;">█</span>	6%	<span style="color: lightgreen;">█</span>	1%	<span style="color: lightgreen;">█</span>	2%	<span style="color: orange;">█</span>	-2%	<span style="color: orange;">█</span>	-2%	<span style="color: lightgreen;">█</span>	1%
	Some college or more	n = 95	<span style="color: red;">█</span>	-6%	<span style="color: orange;">█</span>	-3%	<span style="color: orange;">█</span>	-2%	<span style="color: lightgreen;">█</span>	1%	<span style="color: lightgreen;">█</span>	2%	<span style="color: orange;">█</span>	-2%
<b>Race/Ethnicity</b>	White	n = 108		0%	<span style="color: orange;">█</span>	-2%	<span style="color: orange;">█</span>	-2%	<span style="color: lightgreen;">█</span>	1%	<span style="color: orange;">█</span>	-2%	<span style="color: orange;">█</span>	-1%
	Black/African-American	n = 10	<span style="color: grey;">█</span>	16%	<span style="color: grey;">█</span>	23%	<span style="color: grey;">█</span>	3%	<span style="color: grey;">█</span>	16%	<span style="color: grey;">█</span>	1%	<span style="color: grey;">█</span>	-17%
	Asian	n = 5	<span style="color: grey;">█</span>	-24%	<span style="color: grey;">█</span>	6%	<span style="color: grey;">█</span>	-24%	<span style="color: grey;">█</span>	10%	<span style="color: grey;">█</span>	37%	<span style="color: grey;">█</span>	3%
	Native Hawaiian/Pacific Islander	n = 1	<span style="color: grey;">█</span>	-64%	NA	NA	NA	NA	<span style="color: grey;">█</span>	-77%	<span style="color: grey;">█</span>	57%	<span style="color: grey;">█</span>	-72%
	American Indian or Alaska Native	n = 31	<span style="color: red;">█</span>	-28%	<span style="color: grey;">█</span>	-19%	<span style="color: grey;">█</span>	-20%	<span style="color: grey;">█</span>	-17%	<span style="color: grey;">█</span>	-3%	<span style="color: grey;">█</span>	1%
	Other	n = 58	<span style="color: green;">█</span>	6%	<span style="color: orange;">█</span>	-1%	<span style="color: lightgreen;">█</span>	2%	<span style="color: grey;">█</span>	-2%	<span style="color: green;">█</span>	7%	<span style="color: green;">█</span>	6%
	Hispanic/Latino	n = 111	<span style="color: green;">█</span>	10%	<span style="color: green;">█</span>	5%	<span style="color: green;">█</span>	5%	<span style="color: lightgreen;">█</span>	1%	<span style="color: green;">█</span>	8%	<span style="color: lightgreen;">█</span>	1%

# HEALTH EQUITY

## MEDICAID ADULT



[More info.](#)

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

			Rating of Specialist +	Coordination of Care +	Customer Service +	How Well Doctors Communicate +	Ease of Filling Out Forms +
			SRS <span style="color: blue;">△</span>	SRS <span style="color: blue;">△</span>	SRS <span style="color: blue;">△</span>	SRS <span style="color: blue;">△</span>	SRS <span style="color: blue;">△</span>
			63.5%	91.0%	87.6%	91.8%	93.9%
Demographic	Category	Total					
Gender	Male	n = 81	<span style="background-color: gray;">█</span> -21%	<span style="background-color: gray;">█</span> -5%	<span style="background-color: lightgreen;">█</span> 3%	<span style="background-color: orange;">█</span> -5%	<span style="background-color: lightorange;">█</span> -2%
	Female	n = 126	<span style="background-color: green;">█</span> 8%	<span style="background-color: lightgreen;">█</span> 2%	<span style="background-color: lightorange;">█</span> -2%	<span style="background-color: lightgreen;">█</span> 2%	<span style="background-color: lightgreen;">█</span> 1%
Age	18 – 34	n = 36	<span style="background-color: gray;">█</span> 18%	<span style="background-color: gray;">█</span> 0%	<span style="background-color: gray;">█</span> -3%	<span style="background-color: gray;">█</span> 6%	<span style="background-color: orange;">█</span> -6%
	35 – 44	n = 27	<span style="background-color: gray;">█</span> -21%	<span style="background-color: gray;">█</span> 9%	<span style="background-color: gray;">█</span> 12%	<span style="background-color: gray;">█</span> -1%	<span style="background-color: gray;">█</span> 6%
	45 – 54	n = 36	<span style="background-color: gray;">█</span> -14%	<span style="background-color: gray;">█</span> -22%	<span style="background-color: gray;">█</span> -9%	<span style="background-color: gray;">█</span> -5%	<span style="background-color: lightorange;">█</span> -3%
	55 or older	n = 106	<span style="background-color: lightgreen;">█</span> 3%	<span style="background-color: green;">█</span> 5%	<span style="background-color: lightgreen;">█</span> 1%	<span style="background-color: gray;">█</span> 0%	<span style="background-color: lightgreen;">█</span> 1%
Overall Health	Excellent/Very Good	n = 60	<span style="background-color: gray;">█</span> -5%	<span style="background-color: gray;">█</span> -4%	<span style="background-color: gray;">█</span> -4%	<span style="background-color: gray;">█</span> 0%	<span style="background-color: lightorange;">█</span> -4%
	Good	n = 63	<span style="background-color: gray;">█</span> -3%	<span style="background-color: gray;">█</span> 5%	<span style="background-color: gray;">█</span> -4%	<span style="background-color: gray;">█</span> 0%	<span style="background-color: lightorange;">█</span> -1%
	Fair/Poor	n = 80	<span style="background-color: lightgreen;">█</span> 2%	<span style="background-color: lightorange;">█</span> -1%	<span style="background-color: lightgreen;">█</span> 4%	<span style="background-color: gray;">█</span> 0%	<span style="background-color: lightgreen;">█</span> 4%
Mental Health	Excellent/Very Good	n = 73	<span style="background-color: gray;">█</span> 0%	<span style="background-color: gray;">█</span> 0%	<span style="background-color: gray;">█</span> -5%	<span style="background-color: lightorange;">█</span> -2%	<span style="background-color: lightgreen;">█</span> 2%
	Good	n = 62	<span style="background-color: gray;">█</span> -1%	<span style="background-color: gray;">█</span> -3%	<span style="background-color: gray;">█</span> 4%	<span style="background-color: green;">█</span> 6%	<span style="background-color: lightorange;">█</span> -2%
	Fair/Poor	n = 70	<span style="background-color: gray;">█</span> 1%	<span style="background-color: gray;">█</span> 2%	<span style="background-color: lightgreen;">█</span> 1%	<span style="background-color: lightorange;">█</span> -4%	<span style="background-color: gray;">█</span> 0%
Education	HS Grad or less	n = 108	<span style="background-color: green;">█</span> 15%	<span style="background-color: lightorange;">█</span> -2%	<span style="background-color: lightgreen;">█</span> 4%	<span style="background-color: lightorange;">█</span> -2%	<span style="background-color: lightorange;">█</span> -2%
	Some college or more	n = 95	<span style="background-color: orange;">█</span> -10%	<span style="background-color: lightgreen;">█</span> 1%	<span style="background-color: orange;">█</span> -6%	<span style="background-color: lightgreen;">█</span> 1%	<span style="background-color: lightgreen;">█</span> 2%
Race/Ethnicity	White	n = 108	<span style="background-color: lightorange;">█</span> -2%	<span style="background-color: lightorange;">█</span> -2%	<span style="background-color: lightorange;">█</span> -2%	<span style="background-color: lightorange;">█</span> -2%	<span style="background-color: lightgreen;">█</span> 1%
	Black/African-American	n = 10	<span style="background-color: gray;">█</span> 37%	<span style="background-color: gray;">█</span> 9%	<span style="background-color: gray;">█</span> 12%	<span style="background-color: gray;">█</span> 8%	<span style="background-color: gray;">█</span> 6%
	Asian	n = 5	<span style="background-color: gray;">█</span> -30%	<span style="background-color: gray;">█</span> -41%	<span style="background-color: gray;">█</span> -63%	<span style="background-color: gray;">█</span> -17%	<span style="background-color: gray;">█</span> -14%
	Native Hawaiian/Pacific Islander	n = 1	NA	NA	NA	NA	NA
	American Indian or Alaska Native	n = 31	<span style="background-color: gray;">█</span> -14%	<span style="background-color: gray;">█</span> 9%	<span style="background-color: gray;">█</span> -2%	<span style="background-color: gray;">█</span> 6%	<span style="background-color: lightorange;">█</span> -4%
	Other	n = 58	<span style="background-color: gray;">█</span> -3%	<span style="background-color: gray;">█</span> 1%	<span style="background-color: gray;">█</span> 9%	<span style="background-color: lightgreen;">█</span> 1%	<span style="background-color: lightorange;">█</span> -3%
	Hispanic/Latino	n = 111	<span style="background-color: green;">█</span> 10%	<span style="background-color: green;">█</span> 7%	<span style="background-color: lightgreen;">█</span> 4%	<span style="background-color: gray;">█</span> 0%	<span style="background-color: lightorange;">█</span> -1%

# MEASURE SUMMARY

MEDICAID ADULT

## TOP THREE Performing Measures

Your plan's percentile rankings for these measures were the highest compared to the 2023 PG Book of Business.

MEASURE	2023 Valid n	PLAN SUMMARY RATE SCORE			2022 QC			2023 PG BoB		
		2022	2023	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Coordination of Care + (% Usually or Always)	78 <sup>^</sup>	80.8%	91.0%	10.2	84.0% ▲	7.0	95 <sup>th</sup>	85.6%	5.4	92 <sup>nd</sup>
Rating of Health Care (% 9 or 10)	127	56.6%	60.6%	4.0	56.5%	4.1	77 <sup>th</sup>	56.8%	3.8	78 <sup>th</sup>
Rating of Personal Doctor (% 9 or 10)	159	68.7%	72.3%	3.6	68.3%	4.0	75 <sup>th</sup>	69.2%	3.1	71 <sup>st</sup>

## BOTTOM THREE Performing Measures

Your plan's percentile rankings for these measures were the lowest compared to the 2023 PG Book of Business.

MEASURE	2023 Valid n	PLAN SUMMARY RATE SCORE			2022 QC			2023 PG BoB		
		2022	2023	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Getting Care Quickly (% Usually or Always)	90 <sup>^</sup>	79.7%	77.4%	-2.3	80.2%	-2.8	27 <sup>th</sup>	81.5%	-4.1	24 <sup>th</sup>
Customer Service + (% Usually or Always)	80 <sup>^</sup>	94.4%	87.6%	-6.8	88.9%	-1.3	31 <sup>st</sup>	89.8%	-2.2	23 <sup>rd</sup>
Getting Needed Care (% Usually or Always)	104	76.9%	73.6%	-3.3	81.9% ▼	-8.3	5 <sup>th</sup>	82.0% ▼	-8.4	6 <sup>th</sup>

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

<sup>^</sup>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 2023 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 – Customer Service

- Emphasize comprehensive, collaborative, and high-quality customer/member services as a critical priority across all areas of the organization. Think and act together. Establish service recovery guidelines for resolving issues, including phrases that express apologies or atonement.
- Provide on-going/periodic CSR service training, open discussions and routine refresher programs. Include thorough annual updates, tools and resources and subsequent feedback. Training examples include: how to answer questions and resolve issues; consistency in being friendly, courteous and empathetic; quick issue resolution with follow-up; procedures to minimize transfers and wait/on-hold times.
- Involve the CS team in QI activities, seeking concrete customer-based input and improvements. Ensure they are fully informed of updates/changes to processes and procedures.
- Ensure CSRs have immediate access to knowledgeable staff within all key member and provider service areas (Claims, Enrollment, etc.).
- Support key subject matter experts to flexibly respond to urgent or complex types of calls, questions or issues - including prompt prioritization and resolution procedures and/or authority.
- Develop, implement and review protocols and scripts (“Talking Points”) to ensure up-to-date, accurate and consist information provided to your members and patients and providers.
- Establish, assess and adhere to measurable CSR performance/service standards (i.e., call satisfaction, call resolution, time on hold, etc.). Operationally define service behaviors.
- Seek QI opportunities with CS via observational walkthrough of calls and discussion/review of complaints, inquiries, and the member experience, especially any changes. Identify main issues and seek interventions that decrease volume and/or improve experience.
- Acknowledge and reward service performance/behaviors reflective of service excellence.

### 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.

Full List of Improvement Strategies 



# KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

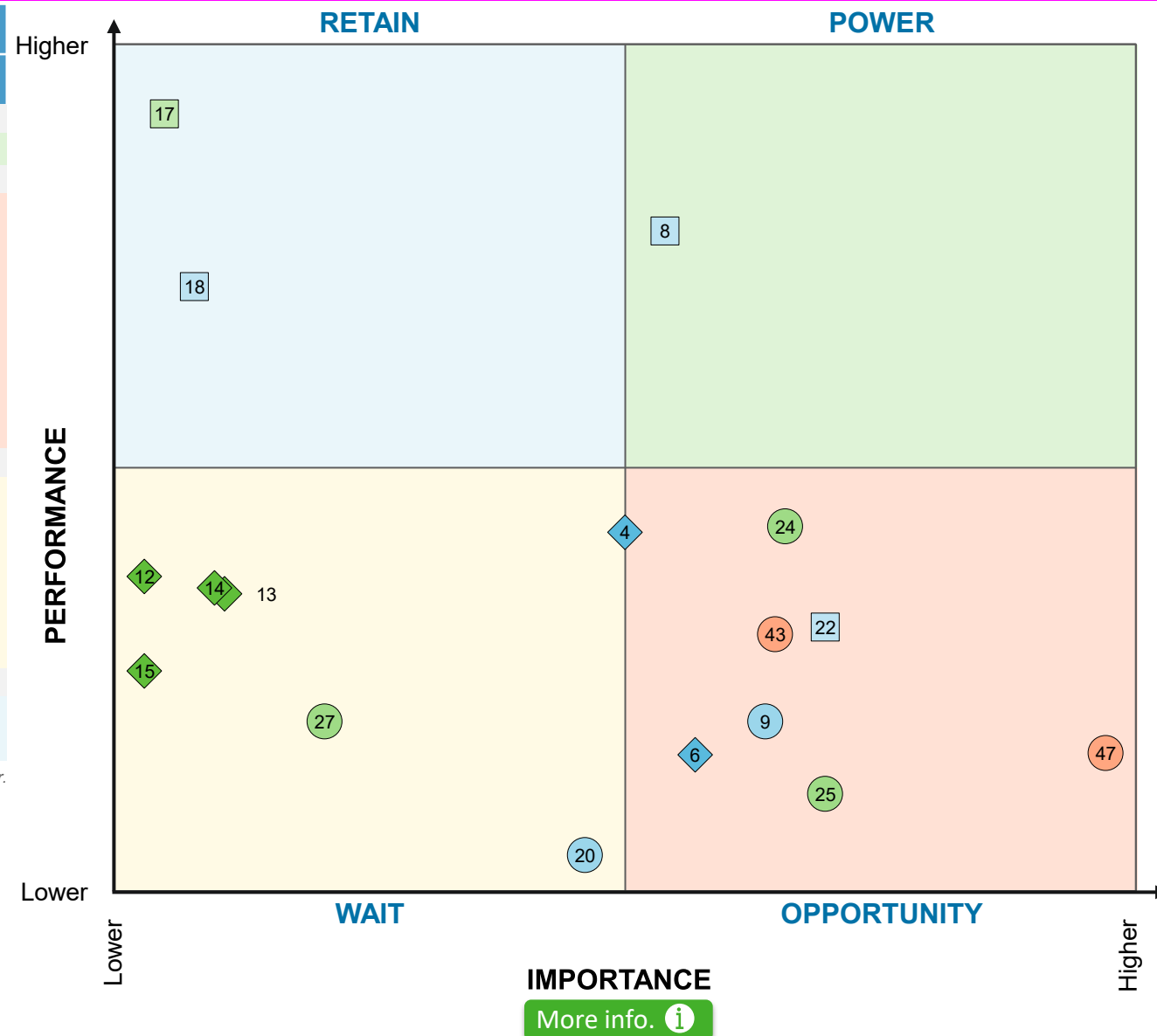


# POWER CHART: YOUR RESULTS

MEDICAID ADULT

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
<b>POWER</b>						
Rating	Q8	Rating of Health Care	56.6%	47 <sup>th</sup>	60.6%	78 <sup>th</sup>
<b>OPPORTUNITY</b>						
SQ	Q47	Satisfied with care plans	74.0%	---	69.4%	---
CS	Q25	Treated with courtesy and respect	98.6%	95 <sup>th</sup>	91.4%	12 <sup>th</sup>
Rating	Q22	Rating of Specialist +	75.3%	91 <sup>st</sup>	63.5%	30 <sup>th</sup>
CS	Q24	Provided information or help	90.1%	90 <sup>th</sup>	83.8%	43 <sup>rd</sup>
SQ	Q43	Satisfied with help received to coordinate care	76.5%	---	77.6%	---
GNC	Q9	Getting care, tests, or treatment	79.1%	11 <sup>th</sup>	80.2%	19 <sup>th</sup>
GCQ	Q6	Getting routine care	76.7%	27 <sup>th</sup>	72.8%	16 <sup>th</sup>
GCQ	Q4	Getting urgent care	82.6%	51 <sup>st</sup>	82.1%	43 <sup>rd</sup>
<b>WAIT</b>						
GNC	Q20	Getting specialist appointment	74.7%	21 <sup>st</sup>	67.1%	<5 <sup>th</sup>
CS	Q27	Ease of Filling Out Forms +	95.8%	47 <sup>th</sup>	93.9%	20 <sup>th</sup>
HWDC	Q13	Dr. listened carefully	88.4%	9 <sup>th</sup>	92.2%	35 <sup>th</sup>
HWDC	Q14	Dr. showed respect	89.3%	<5 <sup>th</sup>	94.0%	37 <sup>th</sup>
HWDC	Q12	Dr. explained things	89.3%	13 <sup>th</sup>	92.2%	38 <sup>th</sup>
HWDC	Q15	Dr. spent enough time	85.2%	8 <sup>th</sup>	88.8%	27 <sup>th</sup>
<b>RETAIN</b>						
Rating	Q18	Rating of Personal Doctor	68.7%	43 <sup>rd</sup>	72.3%	71 <sup>st</sup>
CC	Q17	Coordination of Care +	80.8%	20 <sup>th</sup>	91.0%	92 <sup>nd</sup>

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



More info.

# KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID ADULT

		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		2022	2023			
TOP 10 KEY DRIVERS				Q28	Rating of Health Plan	63.9%	63.6%	54 <sup>th</sup>	(-39)				
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	---	Q47	Satisfied with care plans	69.4%	---	---	Opp.	→	Opp.	
		✓	2	7	Q25	Treated with courtesy and respect	91.4%	95.0%	12 <sup>th</sup>	(-83)	Retain	→	Opp.
		✓	3	2	Q22	Rating of Specialist +	63.5%	67.4%	30 <sup>th</sup>	(-61)	Power	→	Opp.
		✓	4	8	Q24	Provided information or help	83.8%	84.5%	43 <sup>rd</sup>	(-47)	Retain	→	Opp.
			5	---	Q43	Satisfied with help received to coordinate care	77.6%	---	---		Wait	→	Opp.
		✓	6	4	Q9	Getting care, tests, or treatment	80.2%	84.8%	19 <sup>th</sup>	(+8)	Opp.		Opp.
		✓	7	5	Q6	Getting routine care	72.8%	80.4%	16 <sup>th</sup>	(-11)	Wait	→	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	1	Q8	Rating of Health Care	60.6%	56.8%	78 <sup>th</sup>	(+31)	Wait	→	Power
		✓	9	6	Q4	Getting urgent care	82.1%	82.7%	43 <sup>rd</sup>	(-8)	Opp.		Opp.
			10	11	Q20	Getting specialist appointment	67.1%	79.1%	<5 <sup>th</sup>	(-18)	Wait		Wait
			12	9	Q13	Dr. listened carefully	92.2%	92.9%	35 <sup>th</sup>	(+26)	Opp.	→	Wait
			13	10	Q14	Dr. showed respect	94.0%	94.6%	37 <sup>th</sup>	(+35)	Opp.	→	Wait
	14	3	Q18	Rating of Personal Doctor	72.3%	69.2%	71 <sup>st</sup>	(+28)	Opp.	→	Retain		

All Industry scores & rankings are calculated based on the 2023 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

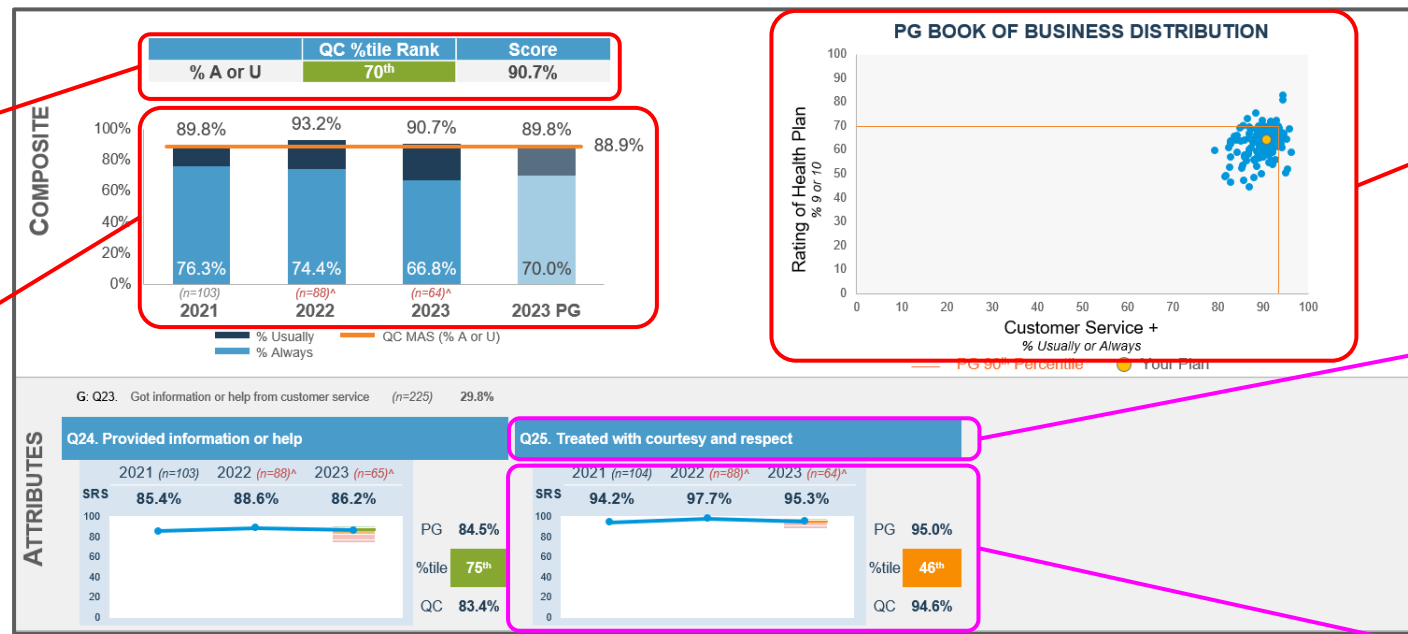
Percentile Bands	
≥90 <sup>th</sup>	
67 <sup>th</sup> – 89 <sup>th</sup>	
33 <sup>rd</sup> – 66 <sup>th</sup>	
10 <sup>th</sup> – 32 <sup>nd</sup>	
<10 <sup>th</sup>	

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

More info.

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:

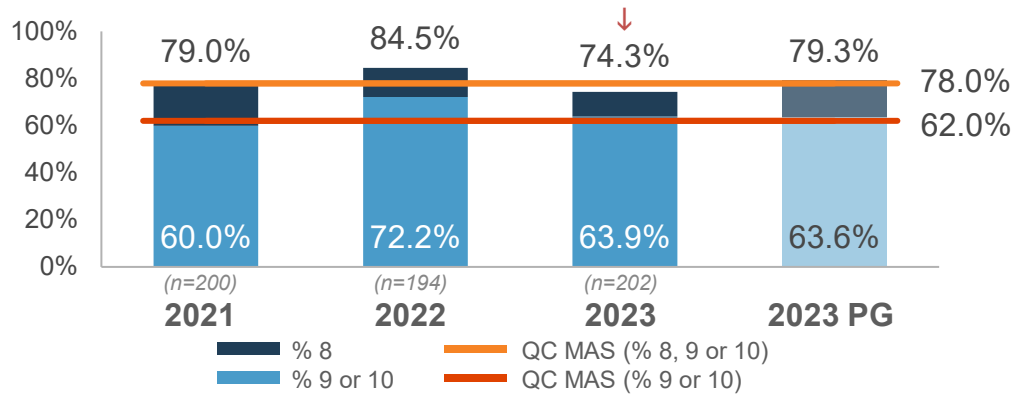
- Historic bases and **Summary Rate Scores** along with significant changes in trend notated
- Benchmark comparisons along with significant differences notated
- Percentile ranking against **Quality Compass**
- Graphic representation of trend and 2022 **Quality Compass** percentile bands

# RATINGS

## MEDICAID ADULT

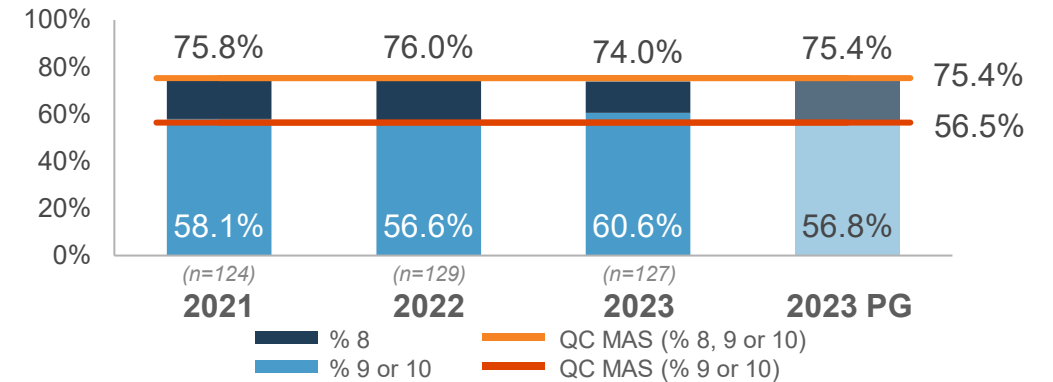
### RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	20 <sup>th</sup>	74.3%
% 9 or 10	58 <sup>th</sup>	63.9%



### RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	34 <sup>th</sup>	74.0%
% 9 or 10	77 <sup>th</sup>	60.6%



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

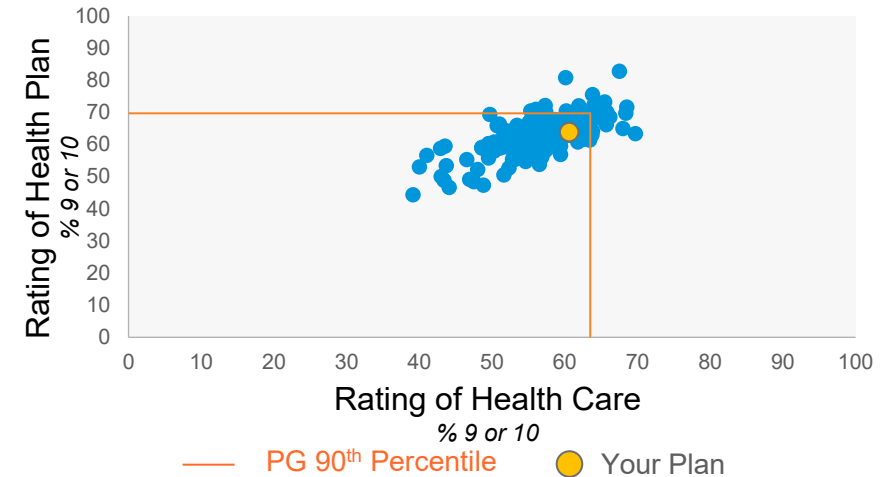
#### POWER

#### OPPORTUNITIES

Q8 Rating of Health Care

- Q47 Satisfied with care plans
- Q25 Treated with courtesy and respect
- Q22 Rating of Specialist +
- Q24 Provided information or help
- Q43 Satisfied with help received to coordinate care
- Q9 Getting care, tests, or treatment
- Q6 Getting routine care
- Q4 Getting urgent care

### PG BOOK OF BUSINESS DISTRIBUTION



**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

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

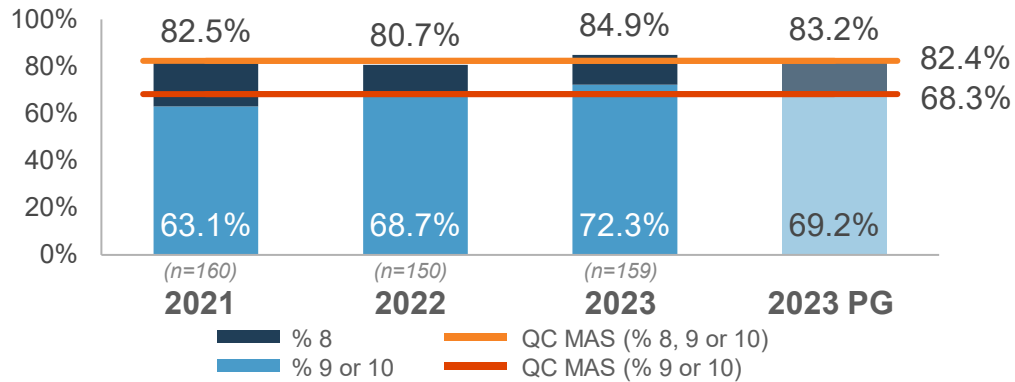


# RATINGS

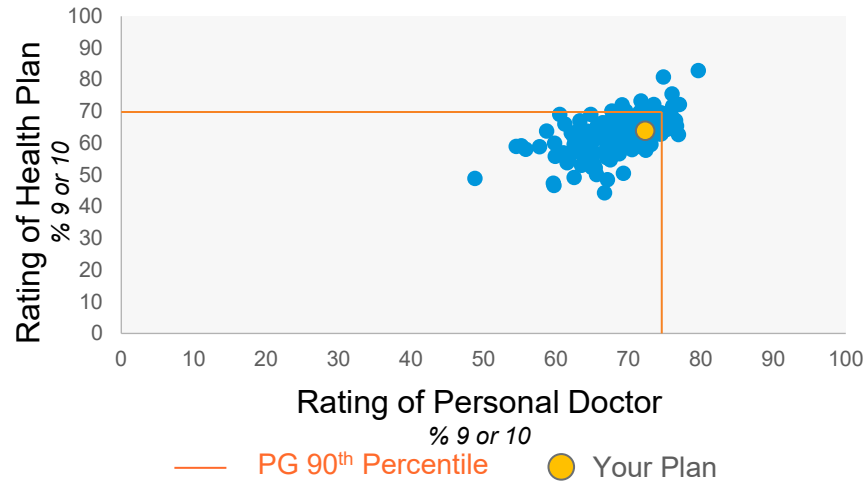
## MEDICAID ADULT

### RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	71 <sup>st</sup>	84.9%
% 9 or 10	75 <sup>th</sup>	72.3%

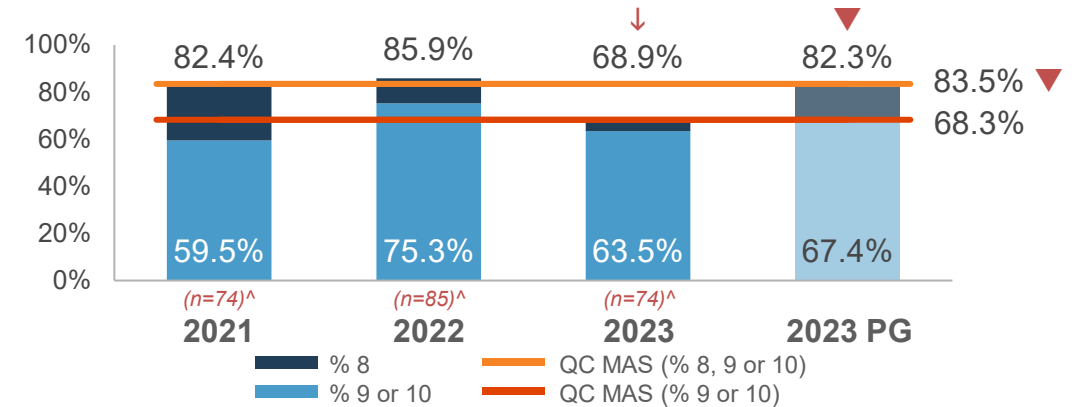


### PG BOOK OF BUSINESS DISTRIBUTION

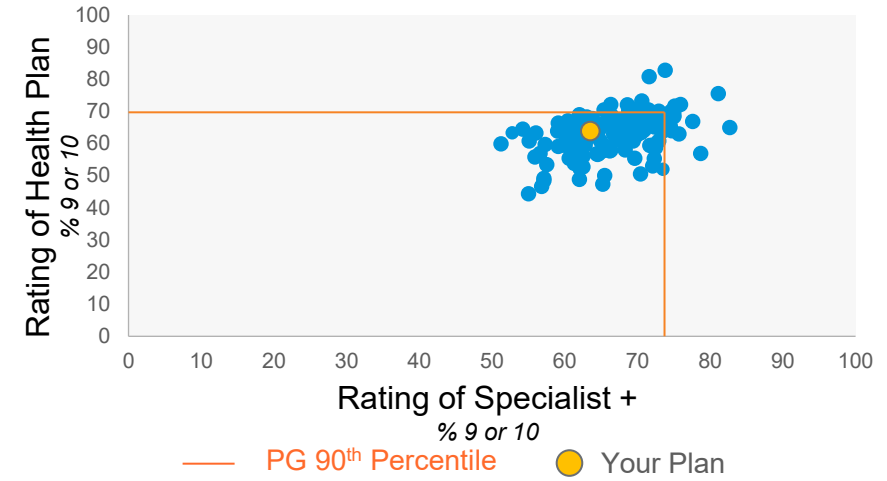


### RATING OF SPECIALIST +

	QC %tile Rank	Score
% 8, 9 or 10	<5 <sup>th</sup>	68.9%
% 9 or 10	18 <sup>th</sup>	63.5%



### PG BOOK OF BUSINESS DISTRIBUTION



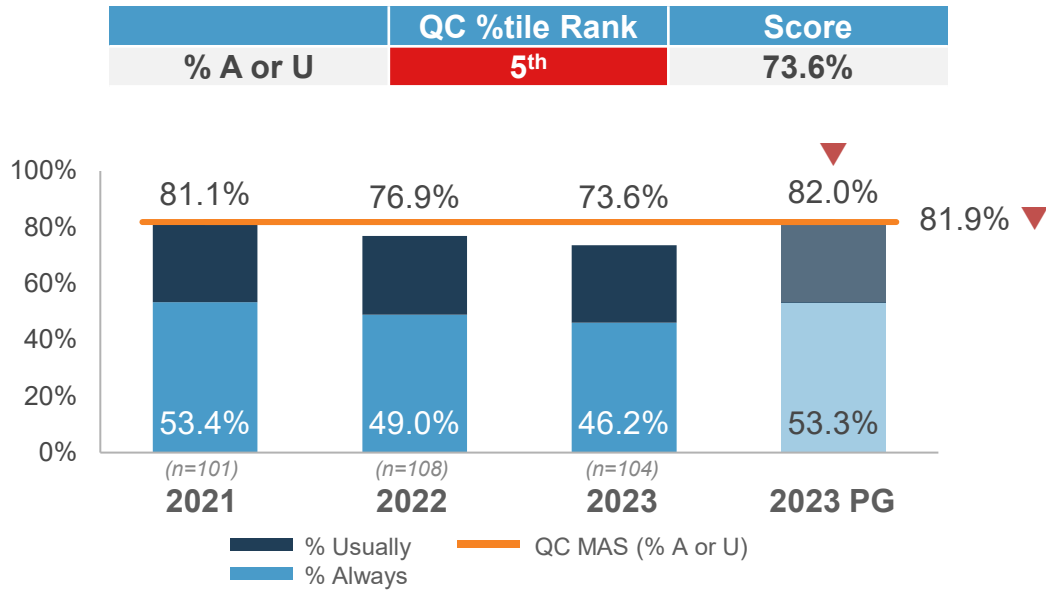
**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

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

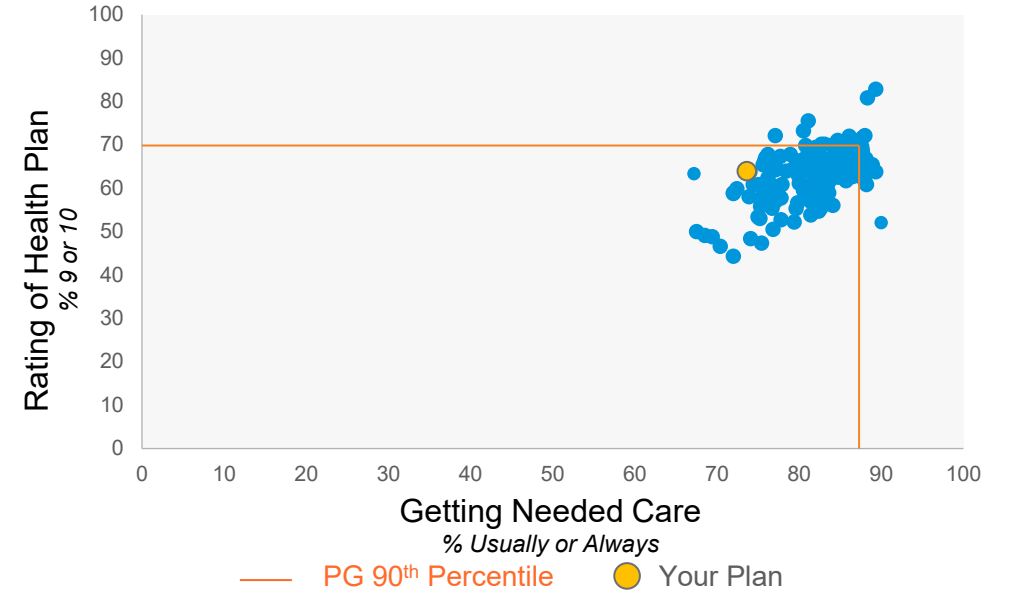
# GETTING NEEDED CARE

MEDICAID ADULT

COMPOSITE



## PG BOOK OF BUSINESS DISTRIBUTION



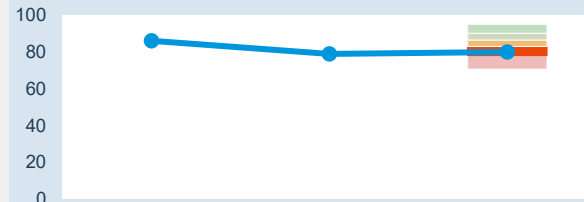
ATTRIBUTES

**G: Q19.** Made appointments to see a specialist in the last 6 months (n=208) **39.9%**

### Q9. Getting care, tests, or treatment

2021 (n=124) 2022 (n=129) 2023 (n=126)

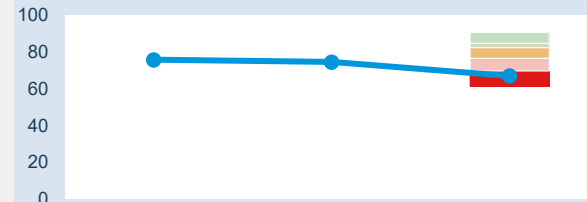
SRS **86.3%** **79.1%** **80.2%**



### Q20. Getting specialist appointment

2021 (n=79)<sup>^</sup> 2022 (n=87)<sup>^</sup> 2023 (n=82)<sup>^</sup>

SRS **75.9%** **74.7%** **67.1%**



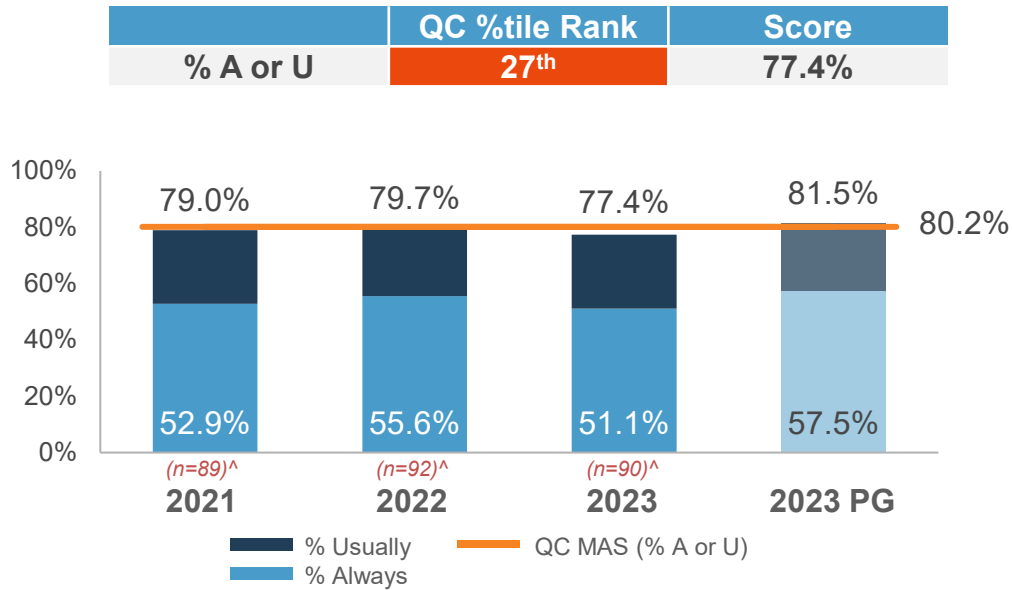
**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

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

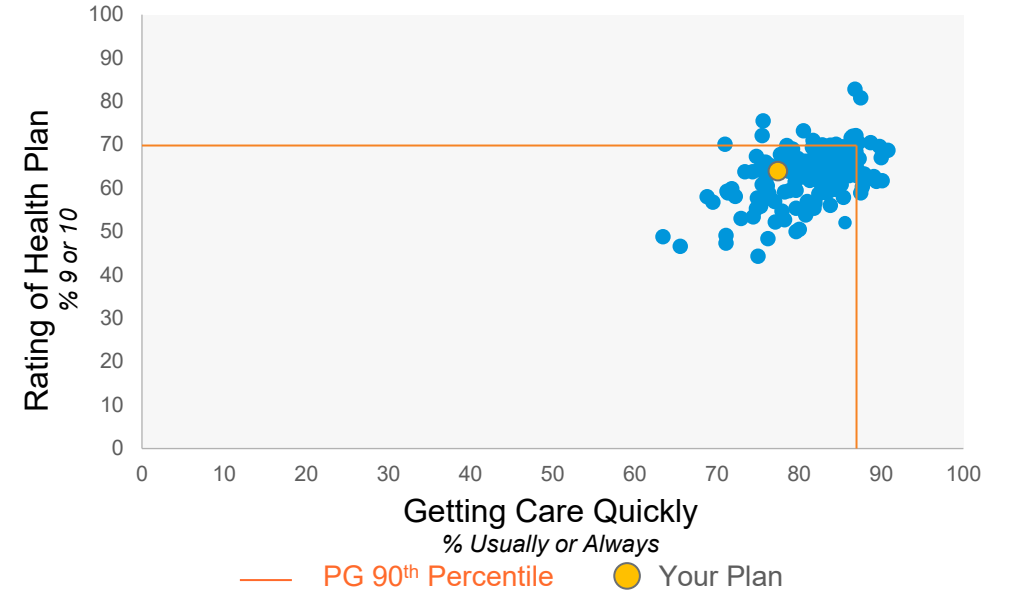
# GETTING CARE QUICKLY

MEDICAID ADULT

COMPOSITE



## PG BOOK OF BUSINESS DISTRIBUTION



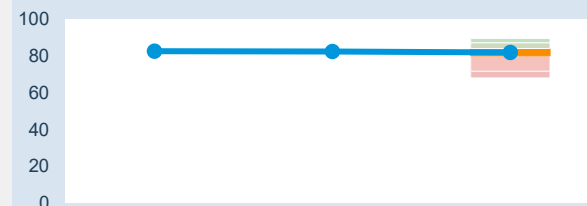
ATTRIBUTES

**G: Q3.** Had illness, injury or condition that needed care right away (n=206) 33.5%

**G: Q5.** Made appointments for check-ups or routine care at doctor's office or clinic (n=205) 57.1%

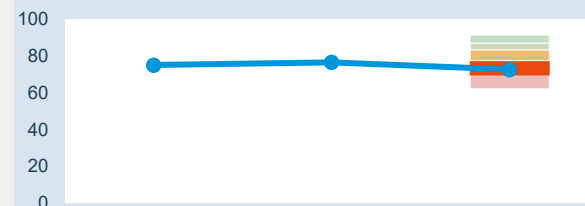
### Q4. Getting urgent care

SRS	2021 (n=58) <sup>^</sup>	2022 (n=69) <sup>^</sup>	2023 (n=67) <sup>^</sup>
	82.8%	82.6%	82.1%



### Q6. Getting routine care

SRS	2021 (n=121)	2022 (n=116)	2023 (n=114)
	75.2%	76.7%	72.8%



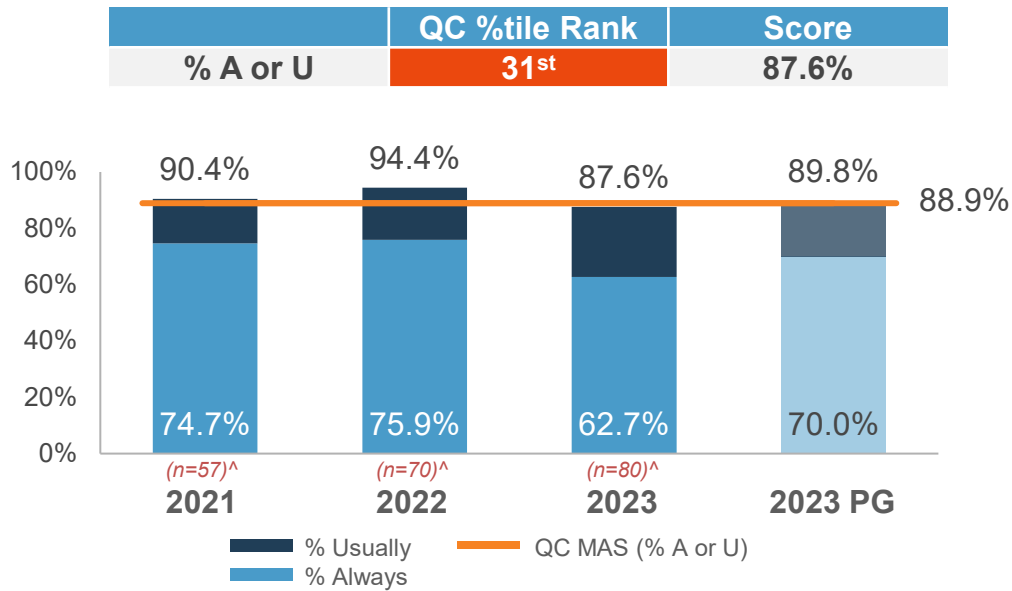
**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

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

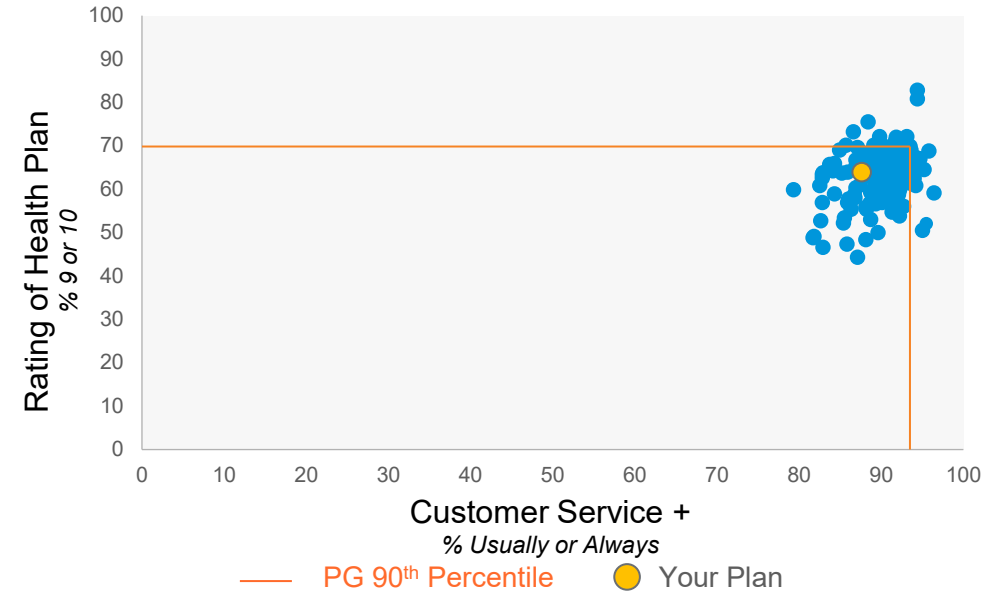
# CUSTOMER SERVICE +

MEDICAID ADULT

COMPOSITE



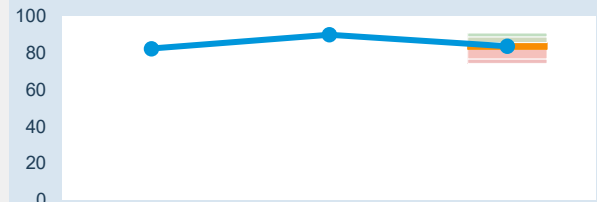
## PG BOOK OF BUSINESS DISTRIBUTION



G: Q23. Got information or help from customer service (n=208) 39.9%

### Q24. Provided information or help

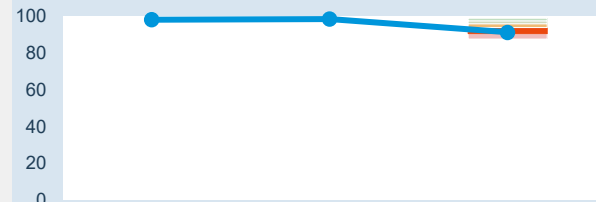
SRS	2021 (n=57) <sup>^</sup>	2022 (n=71) <sup>^</sup>	2023 (n=80) <sup>^</sup>
	82.5%	90.1%	83.8%



PG **84.5%**  
%tile **44<sup>th</sup>**  
QC **83.4%**

### Q25. Treated with courtesy and respect

SRS	2021 (n=58) <sup>^</sup>	2022 (n=70) <sup>^</sup>	2023 (n=81) <sup>^</sup>
	98.3%	98.6%	91.4% <sup>↓</sup>



PG **95.0%**  
%tile **13<sup>th</sup>**  
QC **94.6%**

**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

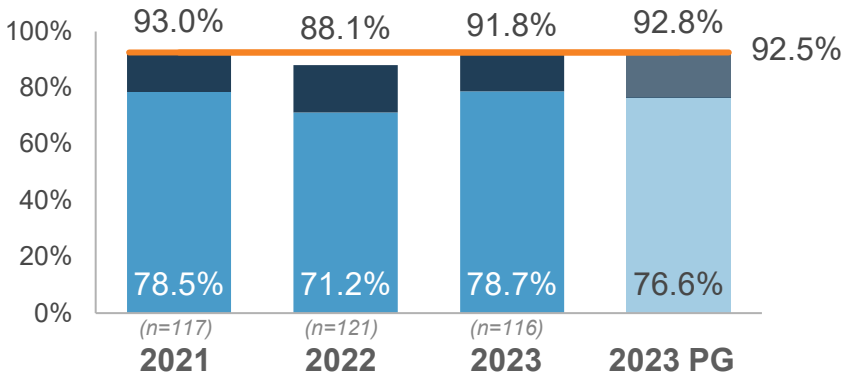
<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.

# HOW WELL DOCTORS COMMUNICATE +

MEDICAID ADULT

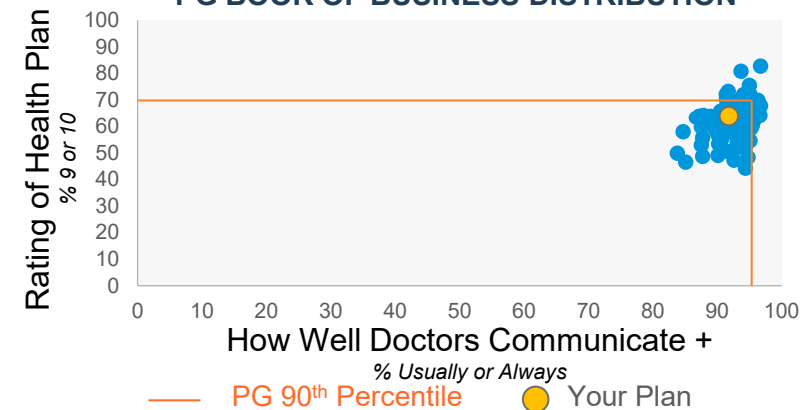
## COMPOSITE

% A or U	QC %tile Rank	Score
	<b>31<sup>st</sup></b>	<b>91.8%</b>



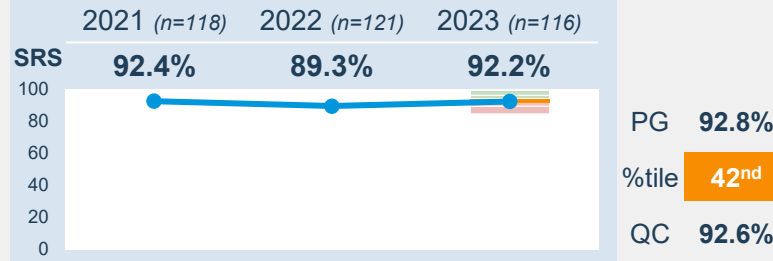
■ % Usually    — QC MAS (% A or U)  
■ % Always

### PG BOOK OF BUSINESS DISTRIBUTION

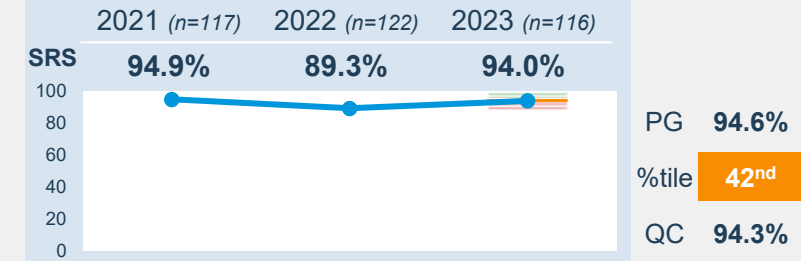


## ATTRIBUTES

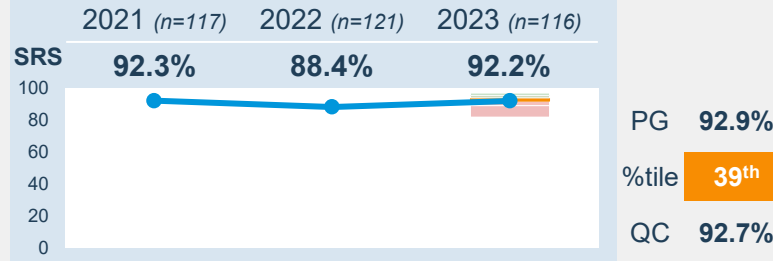
### Q12. Dr. explained things



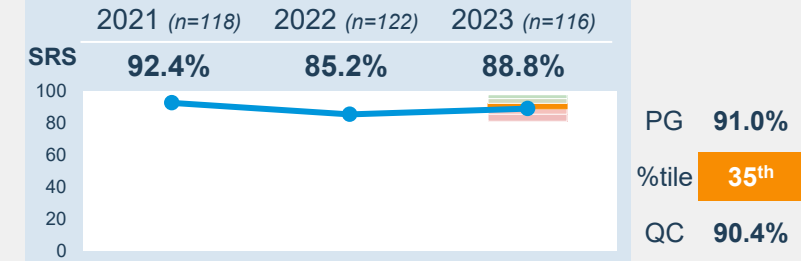
### Q14. Dr. showed respect



### Q13. Dr. listened carefully



### Q15. Dr. spent enough time



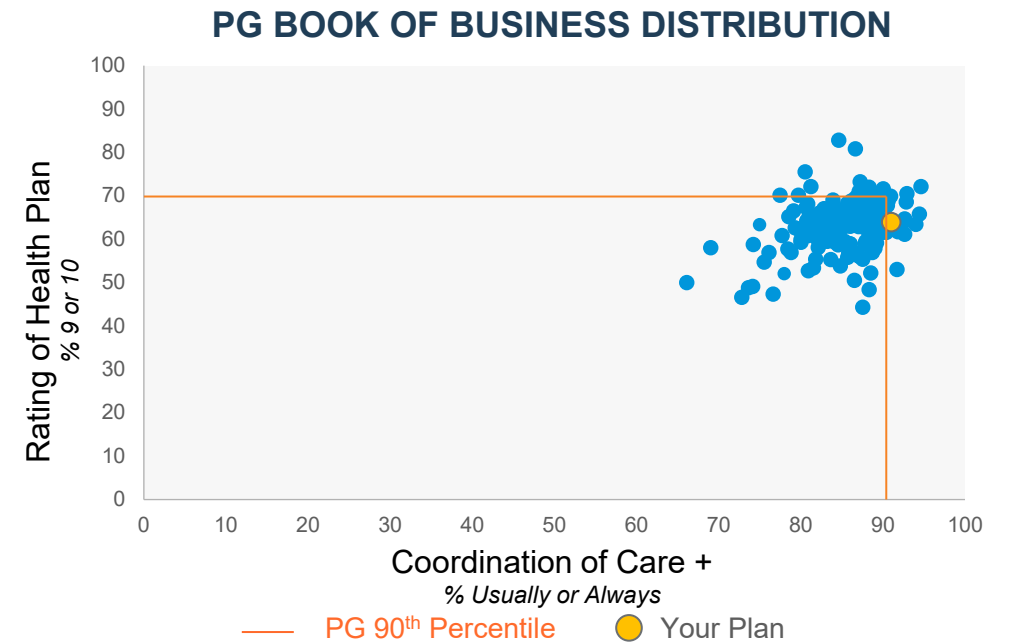
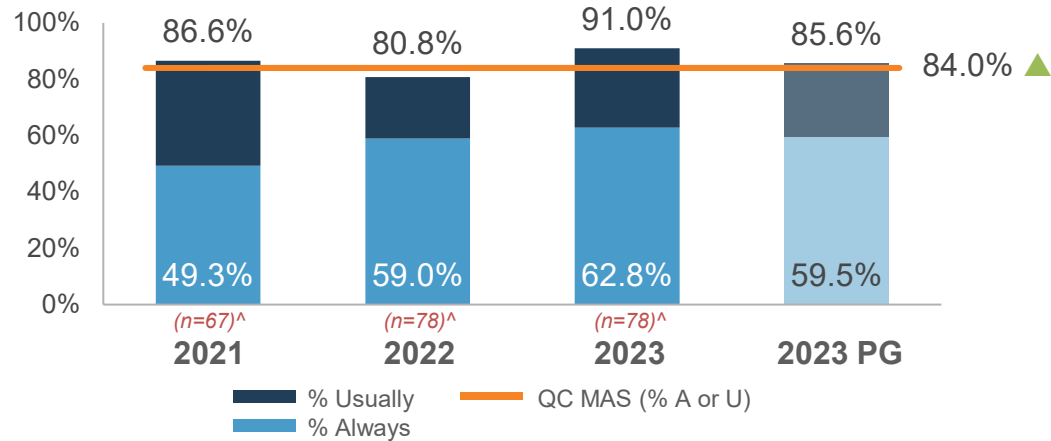
**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

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

# COORDINATION OF CARE +

MEDICAID ADULT

	QC %tile Rank	Score
% A or U	95 <sup>th</sup>	91.0%



**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

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



# 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 2022 score (↑), the 2021 score (⚡) or benchmark score (▲).

**Red** – Current year score is significantly lower than the 2022 score (↓), the 2021 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

## Available Benchmarks

The following benchmarks are used throughout the report.

	<b>2022 Quality Compass<sup>®</sup> All Plans</b>	<b>2022 NCQA 1-100 Benchmark</b>	<b>2023 Press Ganey Book of Business</b>
	Includes all Medicaid Adult samples that submitted data to NCQA in 2022.	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 2022.	Includes all Medicaid samples that contracted with Press Ganey to administer the MY 2022 CAHPS 5.1H survey and submitted data to NCQA.
<b>PROS</b>	<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<sup>®</sup> 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>
<b>CONS</b>	<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<sup>®</sup> All Plans Benchmarks</li> </ul>
<b>SIZE</b>	178 Plans	178 Plans	160 Plans / 38,674 Respondents

# SUMMARY RATE SCORES

## MEDICAID ADULT

	2023 Valid n	2021	2022	2023	2023 PG BoB	2022 QC
<b>Rating Questions (% 9 or 10)</b>						
★ Q28. Rating of Health Plan	202	60.0%	72.2%	63.9%	63.6%	62.0%
★ Q8. Rating of Health Care	127	58.1%	56.6%	60.6%	56.8%	56.5%
★ Q18. Rating of Personal Doctor	159	63.1%	68.7%	72.3%	69.2%	68.3%
Q22. Rating of Specialist +	74^	59.5%	75.3%	63.5%	67.4%	68.3%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q28. Rating of Health Plan	202	79.0%	84.5%	74.3% ↓	79.3%	78.0%
Q8. Rating of Health Care	127	75.8%	76.0%	74.0%	75.4%	75.4%
Q18. Rating of Personal Doctor	159	82.5%	80.7%	84.9%	83.2%	82.4%
Q22. Rating of Specialist +	74^	82.4%	85.9%	68.9% ↓	82.3% ▼	83.5% ▼
★ <b>Getting Needed Care (% Usually or Always)</b>	<b>104</b>	<b>81.1%</b>	<b>76.9%</b>	<b>73.6%</b>	<b>82.0%</b> ▼	<b>81.9%</b> ▼
Q9. Getting care, tests, or treatment	126	86.3%	79.1%	80.2%	84.8%	84.7%
Q20. Getting specialist appointment	82^	75.9%	74.7%	67.1%	79.1% ▼	78.6% ▼
★ <b>Getting Care Quickly (% Usually or Always)</b>	<b>90^</b>	<b>79.0%</b>	<b>79.7%</b>	<b>77.4%</b>	<b>81.5%</b>	<b>80.2%</b>
Q4. Getting urgent care	67^	82.8%	82.6%	82.1%	82.7%	80.9%
Q6. Getting routine care	114	75.2%	76.7%	72.8%	80.4%	79.8%
<b>Effectiveness of Care (% Sometimes, Usually, or Always)</b>						
★ Q31. Flu Vaccine: 18-64 (% Yes)	171	38.3%	47.4%	43.3%	41.1%	40.1%
★ Q33. Advised to Quit Smoking: 2YR	97^	68.5%	59.8%	57.7%	74.3% ▼	72.5% ▼
Q34. Discussing Cessation Meds: 2YR +	97^	41.5%	40.4%	33.0%	53.0% ▼	50.8% ▼
Q35. Discussing Cessation Strategies: 2YR +	97^	43.0%	34.4%	32.0%	47.2% ▼	45.3% ▼

**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

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

# SUMMARY RATE SCORES

## MEDICAID ADULT

	2023 Valid n	2021	2022	2023	2023 PG BoB	2022 QC
<b>Customer Service + (% Usually or Always)</b>	<b>80<sup>^</sup></b>	<b>90.4%</b>	<b>94.4%</b>	<b>87.6%</b>	<b>89.8%</b>	<b>88.9%</b>
Q24. Provided information or help	80 <sup>^</sup>	82.5%	90.1%	83.8%	84.5%	83.4%
Q25. Treated with courtesy and respect	81 <sup>^</sup>	98.3%	98.6%	91.4% ↓	95.0%	94.6%
<b>How Well Doctors Communicate + (% Usually or Always)</b>	<b>116</b>	<b>93.0%</b>	<b>88.1%</b>	<b>91.8%</b>	<b>92.8%</b>	<b>92.5%</b>
Q12. Dr. explained things	116	92.4%	89.3%	92.2%	92.8%	92.6%
Q13. Dr. listened carefully	116	92.3%	88.4%	92.2%	92.9%	92.7%
Q14. Dr. showed respect	116	94.9%	89.3%	94.0%	94.6%	94.3%
Q15. Dr. spent enough time	116	92.4%	85.2%	88.8%	91.0%	90.4%
<b>Q17. Coordination of Care +</b>	<b>78<sup>^</sup></b>	<b>86.6%</b>	<b>80.8%</b>	<b>91.0%</b>	<b>85.6%</b>	<b>84.0%</b> ▲
<b>Q27. Ease of Filling Out Forms + (% Usually or Always)</b>	<b>197</b>	<b>95.3%</b>	<b>95.8%</b>	<b>93.9%</b>	<b>95.3%</b>	<b>95.5%</b>

**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

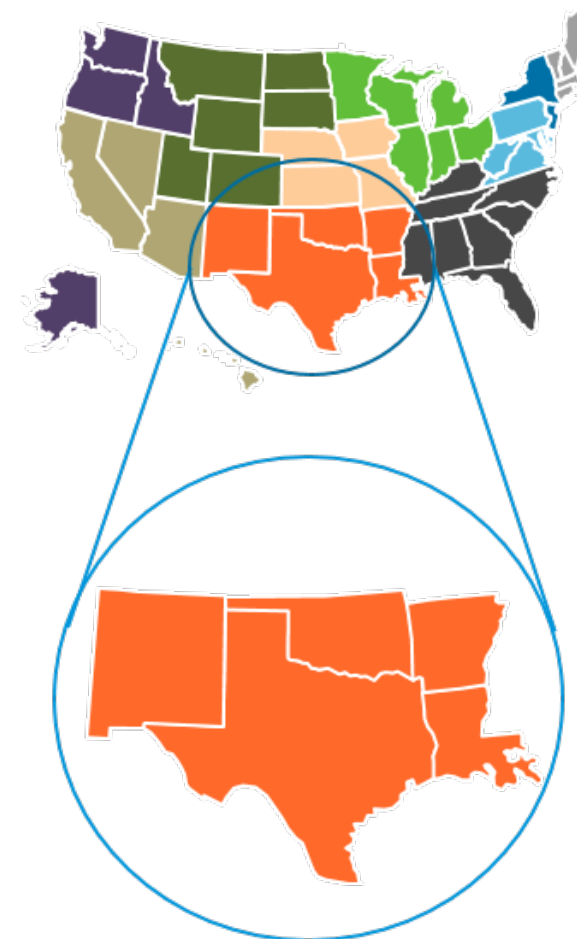
<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.

# REGIONAL PERFORMANCE

## MEDICAID ADULT

	SUMMARY RATE	2023 PG BoB REGION
<b>Rating Questions (% 9 or 10)</b>		
★ Q28. Rating of Health Plan	63.9%	63.8%
★ Q8. Rating of Health Care	60.6%	57.5%
★ Q18. Rating of Personal Doctor	72.3%	70.2%
Q22. Rating of Specialist +	63.5%	66.0%
<b>Rating Questions (% 8, 9 or 10)</b>		
Q28. Rating of Health Plan	74.3%	78.3%
Q8. Rating of Health Care	74.0%	75.4%
Q18. Rating of Personal Doctor	84.9%	83.3%
Q22. Rating of Specialist +	68.9%	81.1% ❖
★ <b>Getting Needed Care (% Usually or Always)</b>	<b>73.6%</b>	<b>80.0%</b>
Q9. Getting care, tests, or treatment	80.2%	82.7%
Q20. Getting specialist appointment	67.1%	77.3%
★ <b>Getting Care Quickly (% Usually or Always)</b>	<b>77.4%</b>	<b>81.4%</b>
Q4. Getting urgent care	82.1%	83.6%
Q6. Getting routine care	72.8%	79.2%
<b>Effectiveness of Care (% Sometimes, Usually, or Always)</b>		
★ Q31. Flu Vaccine: 18-64 (% Yes)	43.3%	42.3%
★ Q33. Advised to Quit Smoking: 2YR	57.7%	67.9% ❖
Q34. Discussing Cessation Meds: 2YR +	33.0%	44.7% ❖
Q35. Discussing Cessation Strategies: 2YR +	32.0%	40.4%

**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

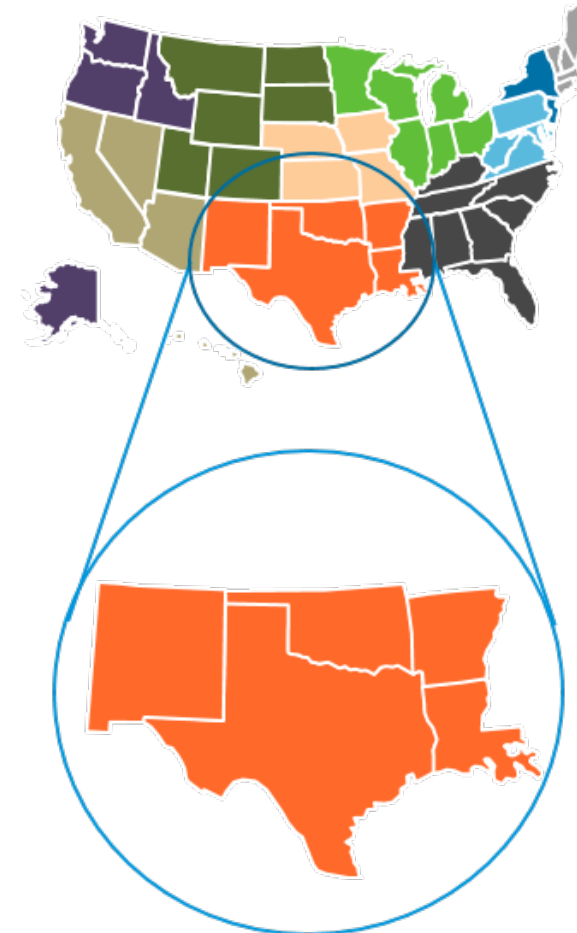
Current year score is significantly higher/lower (❖/❖) than the 2023 PG BoB Region score.

# REGIONAL PERFORMANCE

## MEDICAID ADULT

	SUMMARY RATE	2023 PG BoB REGION
<b>Customer Service + (% Usually or Always)</b>	<b>87.6%</b>	<b>90.9%</b>
Q24. Provided information or help	83.8%	85.8%
Q25. Treated with courtesy and respect	91.4%	96.0%
<b>How Well Doctors Communicate + (% Usually or Always)</b>	<b>91.8%</b>	<b>92.3%</b>
Q12. Dr. explained things	92.2%	92.1%
Q13. Dr. listened carefully	92.2%	92.7%
Q14. Dr. showed respect	94.0%	93.8%
Q15. Dr. spent enough time	88.8%	90.4%
<b>Q17. Coordination of Care +</b>	<b>91.0%</b>	<b>84.5%</b> ♦
<b>Q27. Ease of Filling Out Forms + (% Usually or Always)</b>	<b>93.9%</b>	<b>95.6%</b>

**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 2023 PG BoB Region score.

# PERCENTILE RANKINGS

## MEDICAID ADULT

	2023 Plan Score	QC %tile	National Percentiles from 2022 Quality Compass									PG %tile	National Percentiles from 2023 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>Rating Questions (% 9 or 10)</b>																					
★ Q28. Rating of Health Plan	63.9%	58 <sup>th</sup>	48.2	53.9	58.6	59.8	62.0	64.9	66.2	70.1	72.0	54 <sup>th</sup>	51.2	55.2	59.4	61.0	63.8	65.6	66.7	69.8	71.3
★ Q8. Rating of Health Care	60.6%	77 <sup>th</sup>	47.6	49.3	52.9	54.2	56.7	58.8	59.9	63.0	66.2	78 <sup>th</sup>	43.9	48.7	53.2	55.2	56.8	58.7	60.0	63.5	65.6
★ Q18. Rating of Personal Doctor	72.3%	75 <sup>th</sup>	60.4	61.8	64.3	65.3	68.5	71.1	72.3	75.0	76.4	71 <sup>st</sup>	59.8	62.1	65.1	66.7	69.0	71.5	72.8	74.6	76.0
Q22. Rating of Specialist +	63.5%	18 <sup>th</sup>	61.1	61.9	64.7	66.3	67.5	70.0	72.9	75.5	75.9	30 <sup>th</sup>	56.7	59.1	62.4	64.5	67.1	69.4	70.8	73.7	75.0
<b>Rating Questions (% 8, 9 or 10)</b>																					
Q28. Rating of Health Plan	74.3%	20 <sup>th</sup>	68.6	71.3	75.1	76.6	78.5	80.4	81.5	84.0	85.6	17 <sup>th</sup>	70.4	72.4	75.6	77.0	79.3	81.2	82.0	85.6	86.5
Q8. Rating of Health Care	74.0%	34 <sup>th</sup>	67.0	70.1	72.8	73.9	75.9	77.7	78.4	80.3	81.5	32 <sup>nd</sup>	66.7	69.5	72.9	74.1	75.7	77.2	77.9	80.9	83.1
Q18. Rating of Personal Doctor	84.9%	71 <sup>st</sup>	75.5	77.6	79.9	80.7	82.6	84.4	85.4	87.5	88.8	69 <sup>th</sup>	76.3	78.0	80.2	81.8	83.4	84.9	85.3	87.2	87.9
Q22. Rating of Specialist +	68.9%	<5 <sup>th</sup>	76.0	78.5	80.9	82.3	83.6	85.3	85.9	88.6	90.5	<5 <sup>th</sup>	73.9	75.8	78.6	80.0	82.3	84.1	85.1	87.7	88.7
★ <b>Getting Needed Care (% U/A)</b>	<b>73.6%</b>	<b>5<sup>th</sup></b>	<b>71.7</b>	<b>75.6</b>	<b>79.2</b>	<b>80.4</b>	<b>82.7</b>	<b>84.6</b>	<b>85.2</b>	<b>87.5</b>	<b>87.9</b>	<b>6<sup>th</sup></b>	<b>72.2</b>	<b>75.1</b>	<b>77.7</b>	<b>79.9</b>	<b>81.8</b>	<b>84.0</b>	<b>85.3</b>	<b>87.3</b>	<b>88.1</b>
Q9. Getting care, tests, or treatment	80.2%	15 <sup>th</sup>	76.6	78.1	82.1	83.2	85.5	86.7	87.9	90.3	91.4	19 <sup>th</sup>	75.4	78.4	81.6	82.8	84.9	87.3	88.5	89.6	91.1
Q20. Getting specialist appointment	67.1%	7 <sup>th</sup>	66.7	69.7	74.8	76.8	79.8	82.4	83.3	85.0	86.4	<5 <sup>th</sup>	68.4	70.1	74.3	76.3	78.6	81.0	82.3	85.6	86.6
★ <b>Getting Care Quickly (% U/A)</b>	<b>77.4%</b>	<b>27<sup>th</sup></b>	<b>69.9</b>	<b>70.2</b>	<b>77.2</b>	<b>77.9</b>	<b>80.5</b>	<b>83.8</b>	<b>84.8</b>	<b>86.9</b>	<b>88.1</b>	<b>24<sup>th</sup></b>	<b>71.2</b>	<b>74.8</b>	<b>77.5</b>	<b>79.1</b>	<b>81.8</b>	<b>84.3</b>	<b>85.0</b>	<b>87.0</b>	<b>88.0</b>
Q4. Getting urgent care	82.1%	47 <sup>th</sup>	71.2	71.8	76.9	80.2	82.6	84.2	85.4	87.3	88.3	43 <sup>rd</sup>	72.5	75.4	78.9	80.3	83.3	84.9	86.1	88.7	90.5
Q6. Getting routine care	72.8%	17 <sup>th</sup>	67.4	69.8	75.5	77.6	81.3	83.5	84.3	87.1	88.2	16 <sup>th</sup>	69.2	71.4	75.4	77.3	81.0	83.3	84.7	87.0	88.3
<b>Effectiveness of Care (% S/U/A)</b>																					
★ Q31. Flu Vaccine: 18-64 (% Yes)	43.3%	69 <sup>th</sup>	28.7	30.6	34.7	36.7	40.4	42.5	45.0	50.7	54.6	66 <sup>th</sup>	28.3	31.7	36.2	37.6	39.1	43.5	46.7	53.5	56.8
★ Q33. Advised to Quit Smoking: 2YR	57.7%	<5 <sup>th</sup>	61.5	64.0	69.3	70.9	73.0	75.5	76.7	78.7	79.4	7 <sup>th</sup>	55.8	61.1	68.2	70.1	74.0	76.8	78.3	83.6	86.8
Q34. Discussing Cessation Meds: 2YR +	33.0%	<5 <sup>th</sup>	39.3	42.0	46.0	47.1	51.6	53.3	54.9	60.1	62.8	<5 <sup>th</sup>	33.3	38.5	45.0	46.8	50.9	57.1	58.8	66.4	66.8
Q35. Discussing Cessation Strategies: 2YR +	32.0%	<5 <sup>th</sup>	35.8	37.5	40.7	41.8	44.7	47.5	49.4	52.7	54.8	9 <sup>th</sup>	29.0	32.8	40.4	42.2	45.6	51.0	53.3	59.0	61.2

# PERCENTILE RANKINGS

## MEDICAID ADULT

	2023 Plan Score	QC %tile	National Percentiles from 2022 Quality Compass									PG %tile	National Percentiles from 2023 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>87.6%</b>	<b>31<sup>st</sup></b>	83.6	84.1	86.7	87.9	89.7	90.7	91.0	92.3	92.6	<b>23<sup>rd</sup></b>	82.9	85.2	88.0	88.7	90.1	91.4	91.8	93.5	94.4
Q24. Provided information or help	83.8%	44 <sup>th</sup>	75.1	76.9	80.5	82.2	84.6	85.7	86.2	89.0	89.3	43 <sup>rd</sup>	75.1	77.9	82.0	82.9	84.6	86.4	87.6	89.7	90.8
Q25. Treated with courtesy and respect	91.4%	13 <sup>th</sup>	90.1	90.6	92.5	94.0	95.5	96.0	96.2	97.7	98.2	12 <sup>th</sup>	90.3	91.2	93.2	93.8	95.4	96.5	97.1	98.3	98.9
<b>How Well Doctors Communicate + (% U/A)</b>	<b>91.8%</b>	<b>31<sup>st</sup></b>	88.4	89.0	90.8	92.0	92.9	93.8	94.2	95.4	95.8	33 <sup>rd</sup>	87.7	90.1	91.6	91.8	93.0	94.0	94.4	95.3	95.7
Q12. Dr. explained things	92.2%	42 <sup>nd</sup>	88.1	89.2	90.7	91.5	92.7	94.1	94.5	96.0	96.3	38 <sup>th</sup>	86.5	89.3	91.2	92.0	93.1	94.3	94.8	96.0	96.5
Q13. Dr. listened carefully	92.2%	39 <sup>th</sup>	88.3	89.3	91.1	92.1	93.1	94.1	94.4	95.7	96.0	35 <sup>th</sup>	88.4	89.5	91.4	92.1	92.9	93.9	94.6	95.6	96.3
Q14. Dr. showed respect	94.0%	42 <sup>nd</sup>	89.7	90.7	93.0	93.7	94.4	95.4	96.0	97.0	97.8	37 <sup>th</sup>	91.2	92.1	93.5	93.8	94.7	95.4	96.0	97.0	97.4
Q15. Dr. spent enough time	88.8%	35 <sup>th</sup>	84.2	85.3	88.1	88.6	90.8	92.1	93.3	95.0	95.6	27 <sup>th</sup>	85.6	86.8	88.7	89.4	91.4	92.4	93.5	94.3	95.0
<b>Q17. Coordination of Care +</b>	<b>91.0%</b>	<b>95<sup>th</sup></b>	77.9	79.2	81.2	81.8	84.5	86.3	86.9	89.5	89.7	92 <sup>nd</sup>	75.7	78.8	82.4	84.0	86.0	87.6	88.4	90.4	92.2
<b>Q27. Ease of Filling Out Forms + (% U/A)</b>	<b>93.9%</b>	<b>19<sup>th</sup></b>	92.0	93.0	94.3	94.8	95.8	96.6	97.0	97.7	98.2	20 <sup>th</sup>	92.7	93.1	94.1	94.7	95.4	96.2	96.4	97.6	98.2

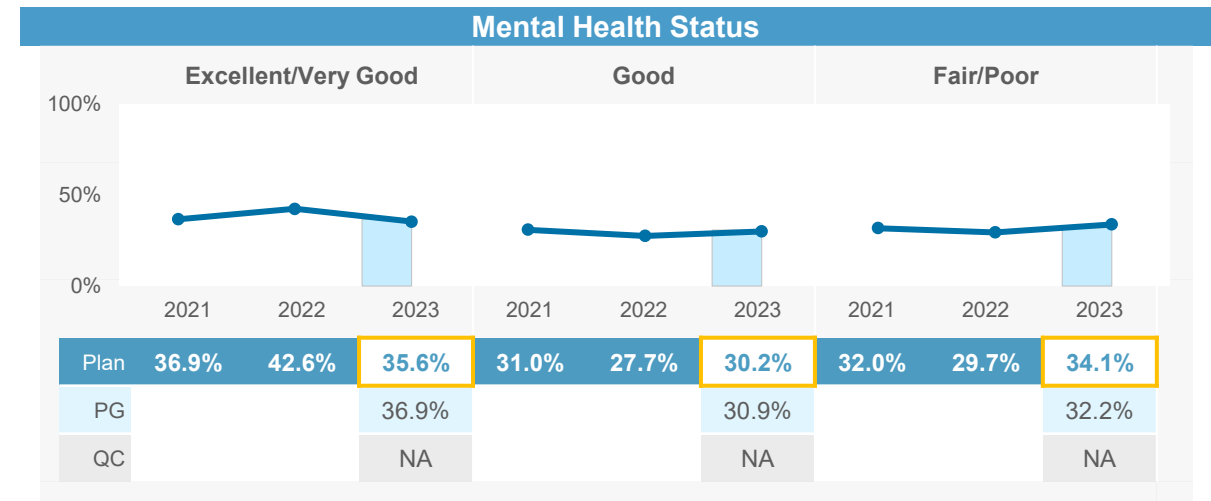
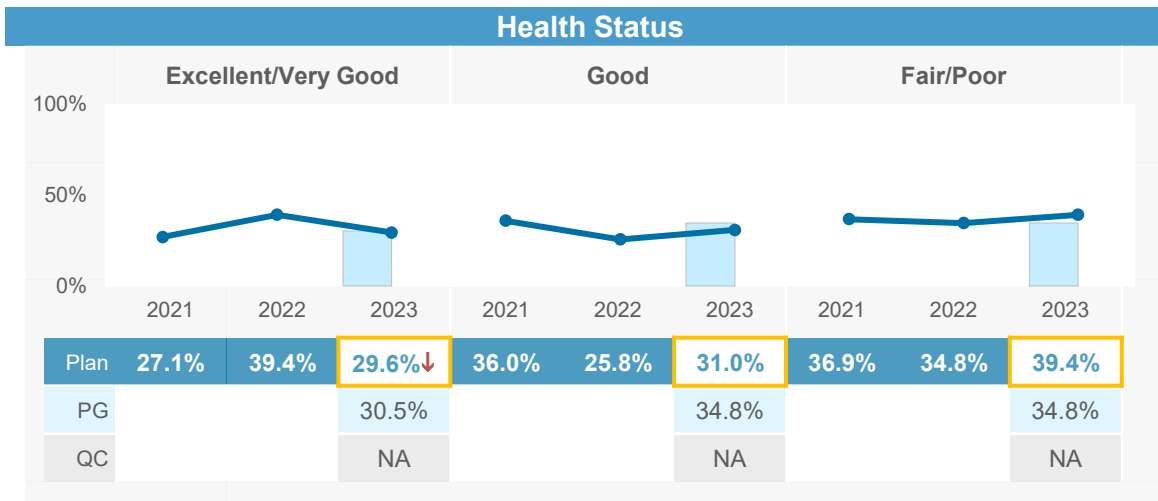
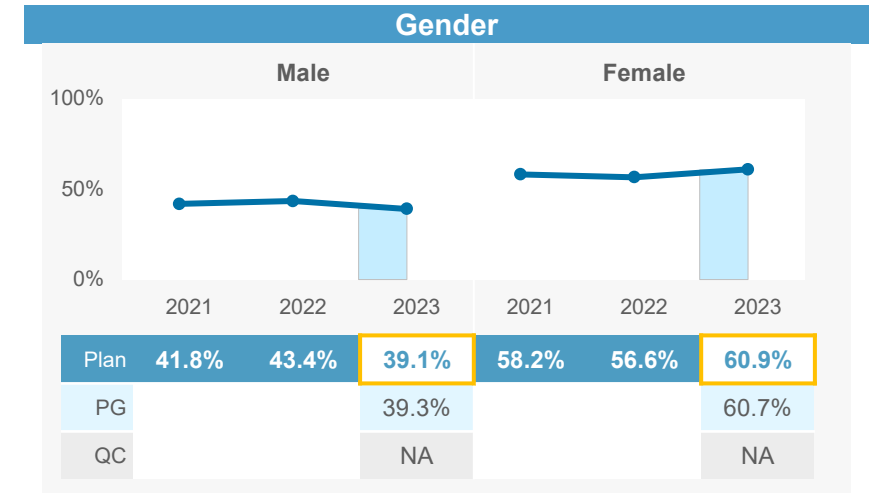
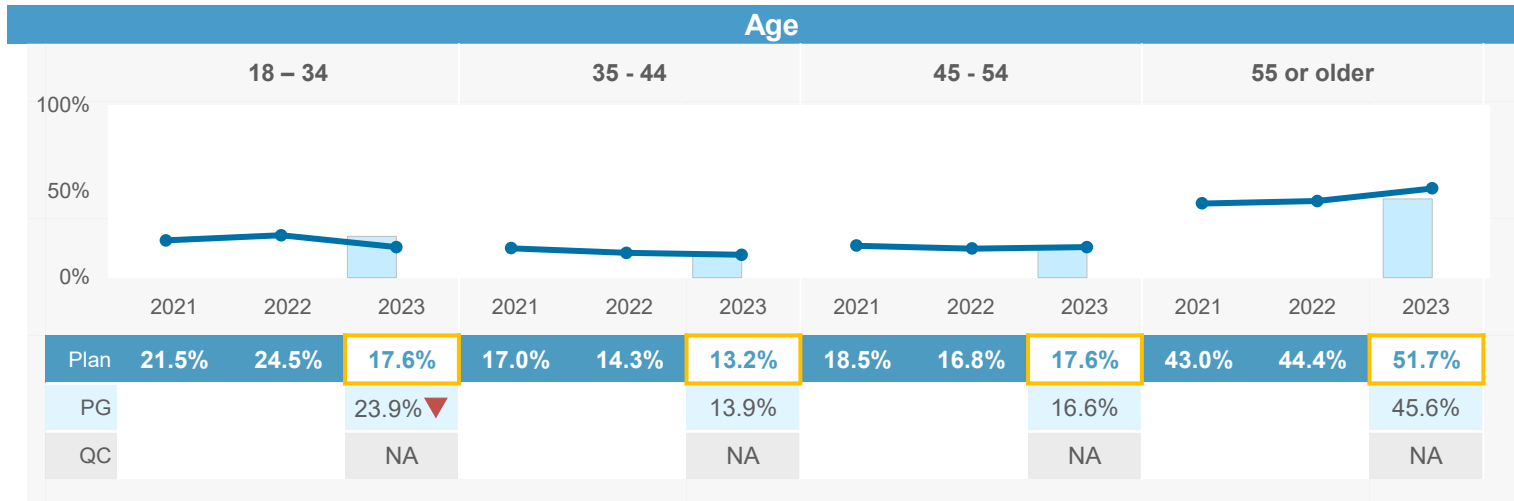


# PROFILE OF SURVEY RESPONDENTS



# PROFILE OF SURVEY RESPONDENTS

## MEDICAID ADULT



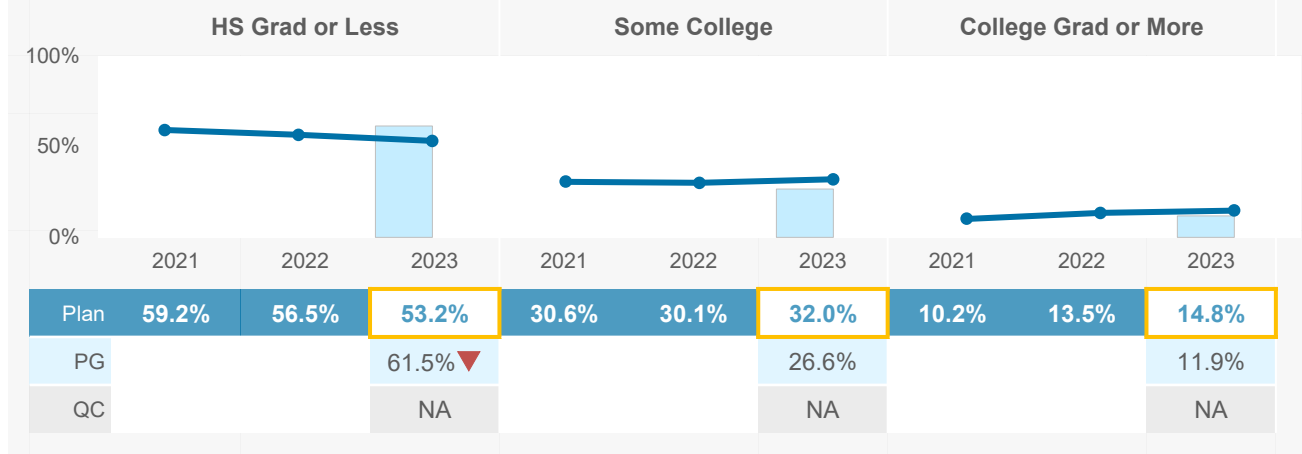
More info.

**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).  
**Benchmarks:** PG refers to the 2023 PG Book of Business benchmark. QC refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

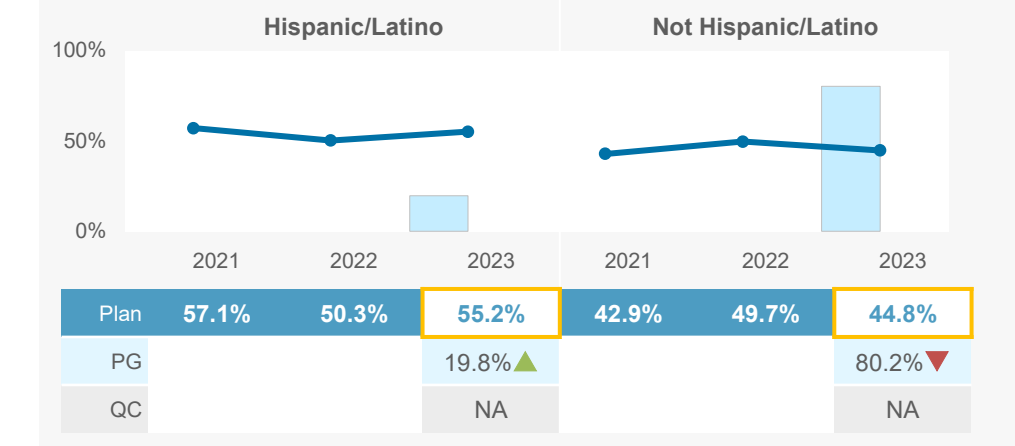
# PROFILE OF SURVEY RESPONDENTS

## MEDICAID ADULT

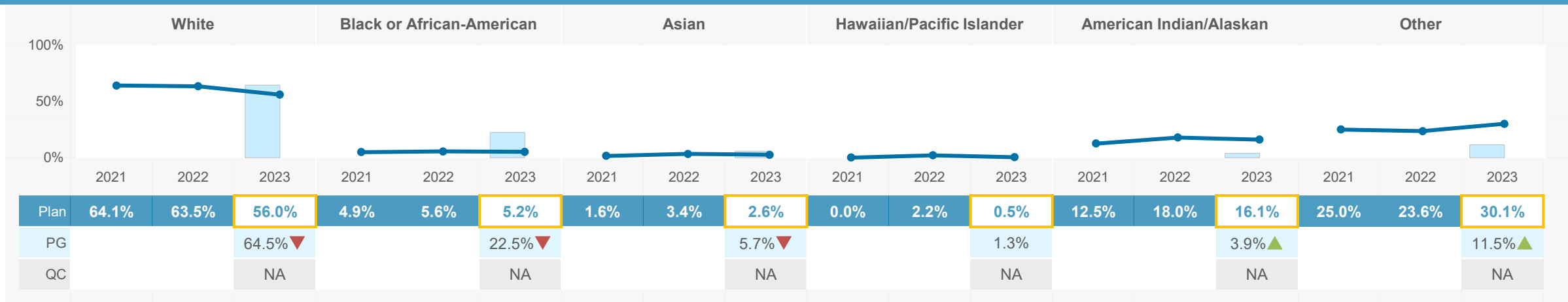
### Education



### Ethnicity



### Race



**Significance Testing:** Current score is significantly higher/lower than the 2022 score (▲/▼), the 2021 score (▲/▼) or benchmark score (▲/▼).

**Benchmarks:** PG refers to the 2023 PG Book of Business benchmark. QC refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.



# SUPPLEMENTAL QUESTIONS

# SUPPLEMENTAL QUESTIONS

## MEDICAID ADULT

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
<b>Q41. Help with coordination of care</b> (% Yes)	<i>Valid Responses = 199</i>								
	<u>Yes</u>	<u>No</u>				(n=191)	(n=190)	(n=199)	---
	35.7%	64.3%				<b>33.5%</b>	<b>38.4%</b>	<b>35.7%</b>	
<b>Q43. Satisfied with help received to coordinate care</b> (% Very Satisfied or Satisfied)	<i>Valid Responses = 196</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=188)	(n=187)	(n=196)	---
	37.2%	40.3%	14.8%	3.6%	4.1%	<b>68.6%</b>	<b>76.5%</b>	<b>77.6%</b> ‡	
<b>Q44. Received material from plan about good health and how to stay healthy</b> (% Yes)	<i>Valid Responses = 197</i>								
	<u>Yes</u>	<u>No</u>				(n=197)	(n=188)	(n=197)	---
	48.2%	51.8%				<b>55.8%</b>	<b>52.1%</b>	<b>48.2%</b>	
<b>Q45. Received material from plan about care coordination and how to contact the care coordination unit</b> (% Yes)	<i>Valid Responses = 197</i>								
	<u>Yes</u>	<u>No</u>				(n=185)	(n=188)	(n=197)	---
	47.7%	52.3%				<b>42.2%</b>	<b>45.2%</b>	<b>47.7%</b>	

**Significance Testing:** Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 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			2023 PG BoB
						2021	2022	2023	
<b>Q46. Sat down with Care Coordinator and created a Plan of Care</b> (% Yes)	<i>Valid Responses = 197</i>								
	<u>Yes</u>	<u>No</u>				(n=75)	(n=186)	(n=197)	---
	23.4%	76.6%				<b>42.7%</b>	<b>23.7%</b>	<b>23.4%</b> ‡	
<b>Q47. Satisfied with care plans</b> (% Very satisfied or Satisfied)	<i>Valid Responses = 193</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=73)	(n=181)	(n=193)	---
	26.9%	42.5%	25.9%	2.6%	2.1%	<b>79.5%</b>	<b>74.0%</b>	<b>69.4%</b>	

**Significance Testing:** Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 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			2023 PG BoB	
		2021	2022	2023		
<b>Q42. Who helped to coordinate your care</b>						
	<b>Valid Responses</b>	<b>Base</b>	(n=177)	(n=177)	(n=188)	---
	Someone from your health plan		8.5%	7.9%	13.3%	
	Someone from your doctor's office or clinic		23.7%	27.7%	26.1%	
	Someone from another organization		2.8%	1.7%	2.1%	
	A friend or family member		16.4%	16.9%	16.0%	
	You		48.6%	45.8%	42.6%	

**Significance Testing:** Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 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	0.7814
<b>Q20</b>	Got specialist appt.	0.6205
<b>Q9</b>	Got care/tests/treatment	0.6057
<b>Q4</b>	Got urgent care	0.6029
<b>Q6</b>	Got routine care	0.5232
<b>Q13</b>	Dr. listened carefully	0.5218
<b>Q14</b>	Dr. showed respect	0.5192
<b>Q43</b>	Satisfied with help received to coordinate care	0.4937
<b>Q15</b>	Dr. spent enough time	0.4870
<b>Q18</b>	Personal doctor overall	0.4513

#### With Personal Doctor Rating

<b>Q13</b>	Dr. listened carefully	0.7890
<b>Q14</b>	Dr. showed respect	0.7414
<b>Q12</b>	Dr. explained things	0.6467
<b>Q15</b>	Dr. spent enough time	0.6240
<b>Q17</b>	Dr. informed about care	0.5771
<b>Q43</b>	Satisfied with help received to coordinate care	0.4957
<b>Q4</b>	Got urgent care	0.4693
<b>Q8</b>	Health care overall	0.4513
<b>Q20</b>	Got specialist appt.	0.4400
<b>Q22</b>	Specialist overall	0.4354

#### With Specialist Rating

<b>Q8</b>	Health care overall	0.7814
<b>Q20</b>	Got specialist appt.	0.6126
<b>Q9</b>	Got care/tests/treatment	0.5705
<b>Q47</b>	Satisfied with care plans	0.5344
<b>Q15</b>	Dr. spent enough time	0.5317
<b>Q4</b>	Got urgent care	0.5146
<b>Q6</b>	Got routine care	0.4668
<b>Q24</b>	CS provided info./help	0.4576
<b>Q17</b>	Dr. informed about care	0.4484
<b>Q14</b>	Dr. showed respect	0.4471



# APPENDIX B: QUESTIONNAIRE

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## 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



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*

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. Have you had either a flu shot or flu spray in the nose since July 1, 2022?

- Yes
- No
- Don't know

32. 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 36*
- Don't know → *If Don't know, Go to Question 36*

33. 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

34. 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

**35. 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

**36. 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

**37. Are you male or female?**

- Male
- Female

**38. 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

**39. Are you of Hispanic or Latino origin or descent?**

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

**40. 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.

**41. 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

**42. 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

**43. 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

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

- Yes
- No

**45. 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

**46. Did your Care Coordinator sit down with you and create a Plan of Care?**

- Yes
- No

**47. 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

---

**Thank You**

**Please return the completed survey  
in the postage-paid envelope or send to:  
SPH Analytics, a Press Ganey Solution  
P.O. Box 7315  
South Bend, IN 46699-0488**

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

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