



At - A - Glance Report

2020 Medicaid Adult CAHPS 5.0 H

Blue Cross Community Centennial

Project Number(s):

33015

SPHAnalytics.com

Current data as of: 08/11/2020

1. Executive Summary

SPH Analytics, a National Committee for Quality Assurance (NCQA) Certified Healthcare Effectiveness Data and Information Set (HEDIS®)¹ Survey Vendor, was selected by Blue Cross Community Centennial to conduct its 2020 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)² 5.0H Medicaid Adult Member Satisfaction Survey. This At-A-Glance report is designed to give you a summary view of those CAHPS® results. SPH Analytics collected 189 valid surveys from the eligible member population, yielding a response rate of 14.3%.³

CAHPS® 5.0H Medicaid Adult Survey

Topics included in the CAHPS® 5.0H Medicaid Adult Survey are:

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Customer Service
- Coordination of Care
- Ease of Filling out Forms
- Health Care, Provider, and Plan Ratings
- Effectiveness of Care Measures

Throughout this report, results are shown as “Summary Rates.” Summary Rates represent the percentage of respondents who answer in the most favorable way, as defined by NCQA.

The *Getting Needed Care* composite measures member experiences when attempting to get care, tests, or treatment needed and appointments to see specialists as soon as needed in the last six months (Questions 9 and 20). The Summary Rate represents the percentage of respondents reporting “Always” or “Usually.”

The *Getting Care Quickly* composite measures member experiences with receiving care (when care is needed right away) and getting appointments for check-ups or routine care as soon as needed (Questions 4 and 6). The Summary Rate represents the percentage of respondents indicating “Always” or “Usually.”

The *How Well Doctors Communicate* composite measures how well the providers explain things and listen, spend enough time with members, and show respect for what members have to say (Questions 12, 13, 14, and 15). The Summary Rate represents the percentage of respondents reporting “Always” or “Usually.”

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

² CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

³ Please note that the CAHPS® survey is eligible to be conducted from January through May 2020.

The *Customer Service* composite measures member experiences with getting information from, as well as treatment by, customer service staff in the last six months (Questions 24 and 25). The Summary Rate represents the percentage of members who answered “Always” or “Usually.”

The *Coordination of Care* measure evaluates the member’s perception that his or her personal doctor seemed informed and up-to-date about the care they received from other doctors and health providers in the last twelve months (Question 17). The Summary Rate represents the percentage of respondents answering “Always” or “Usually.”

The *Ease of Filling out Forms* attribute evaluates how often forms received from the member’s health plan were easy to fill out (Question 27). The Summary Rate represents the percentage of respondents indicating “Always” or “Usually.”⁴

There are four questions with responses scaled 0 to 10 in the CAHPS® 5.0H survey: *Rating of Health Care* (Question 8), *Rating of Personal Doctor* (Question 18), *Rating of Specialist* (Question 22), and *Rating of Health Plan* (Question 28), where zero represents “worst possible” and ten represents “best possible.” The Summary Rate represents the percentage of respondents who rated the question an “8,” “9,” or “10.”

Effectiveness of Care measures cover *Medical Assistance with Smoking and Tobacco Use Cessation* and *Flu Vaccinations for Adults Ages 18-64*. The *Medical Assistance with Smoking and Tobacco Use Cessation* measure is calculated on a rolling average methodology over a period of two years.

The *Medical Assistance with Smoking and Tobacco Use Cessation* measures evaluate the following three components:

- 1) The percentage of members 18 years of age and older who were current smokers or tobacco users and were *advised to quit* during the measurement year,
- 2) The percentage of members 18 years of age and older who were current smokers or tobacco users and who *discussed or were recommended cessation medications* during the measurement year, and
- 3) The percentage of members 18 years of age and older who were current smokers or tobacco users and who *discussed or were provided cessation methods or strategies* during the measurement year.

The Summary Rate for the *Advising Smokers and Tobacco Users to Quit* measures is the percentage of members who indicated that they “Sometimes,” “Usually,” or “Always” received counsel to quit smoking or using tobacco from a doctor or other health provider. The Summary Rates for the *Discussing Cessation Medications* and *Discussing Cessation Strategies* measures are the percentage of members who indicated that their doctor or health provider “Sometimes,” “Usually,” or “Always” recommended cessation medications or provided cessation methods or strategies.

The *Flu Vaccinations for Adults Ages 18-64* measure is the percentage of members 18-64 years of age who received a flu shot or flu spray in the nose since July 1, 2019. The Summary Rate for the *Flu Vaccination for Adults Ages 18-64* measure is the proportion of respondents between the ages of 18-64 who responded “Yes” to the question, “Have you had either a flu shot or flu spray in the nose since July 1, 2019?” Although the *Flu Vaccinations for Adults Ages 18-64* is considered to be an Effectiveness of Care measure, NCQA rolling average methodology will not be used to calculate results.

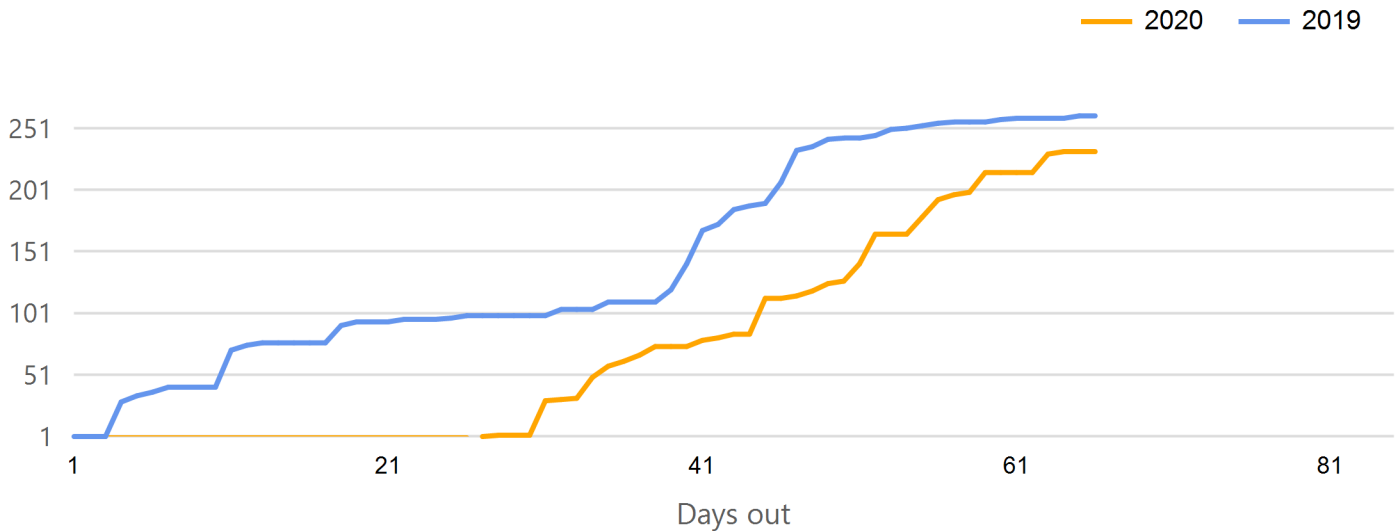
⁴ Please note that members who responded “No” to Q26 are included in “Always” of Q27, per NCQA HEDIS 2020 guidelines.



Sample Size		Total Survey Returns	Response Rate	
1350		189	14.3%	
Disposition Code	Disposition Description	2020	2019	
M0	Mail Complete	100	181	
T0	Phone Complete	75	61	
I0	Internet Complete	14	13	
1	Does Not Meet Criteria	15	1	
2	Non-Responses	6	10	
3	Ineligible (Language Barrier)	5	1	
4	Ineligible (Mentally/Physically Incapable)	5	10	
5	Ineligible (Deceased)	3	2	
6	Non-Response (Refusal)	81	1	
7	Non-Response (Non-Response After Maximum Attempts)	1044	1063	
8	Non-Response (Added to DNC List)	2	7	
Sample Size		1350	1350	
Response Rate		14.3%	19.1%	

Raw Returns	2020	2019	% Change
Total Returns to Date	232	261	-11.11%

Total Returns YTD



These results are provided by SPH Analytics and should be used for Quality Improvement purposes only.

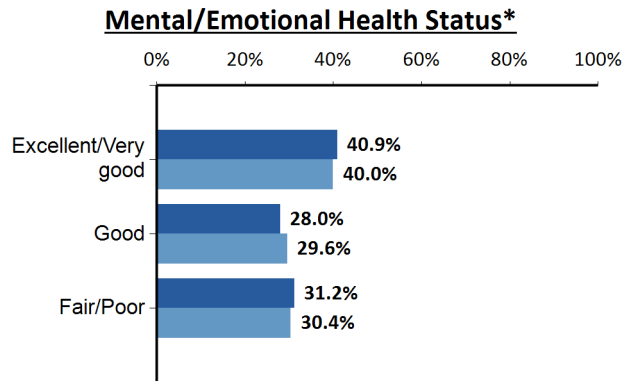
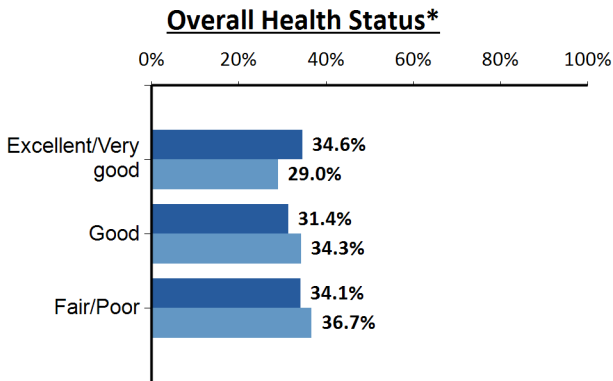
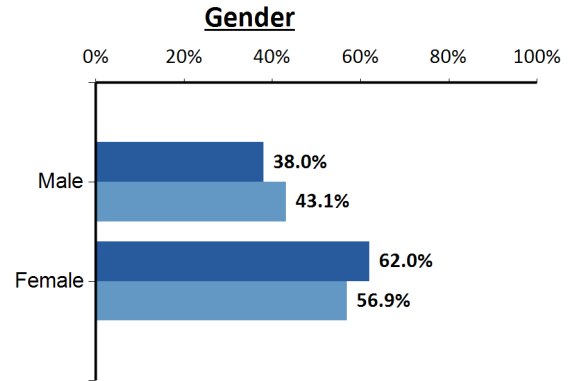
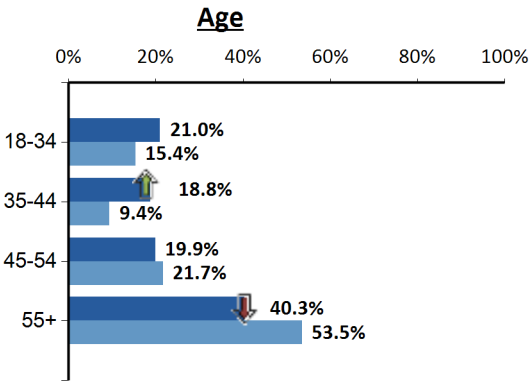


Medicaid Adult CAHPS // Profile of Survey Respondents

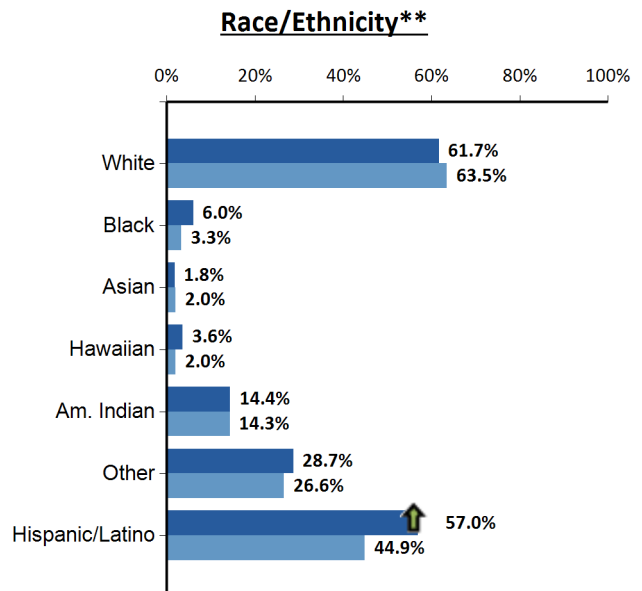
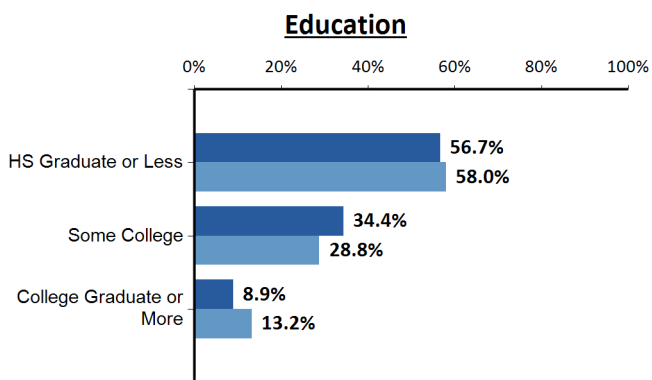
Blue Cross Community Centennial

2020 2019

Sample Size	Total Survey Returns	Response Rate
1350	189	14.3%



* Overall and Mental/Emotional Health Status are defined by survey respondent.



** Race/Ethnicity figures will not equal 100% because they are separate questions.

Significance Testing -- "↑" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher for 2020 results when compared to 2019 results. "↓" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower for 2020 results when compared to 2019 results.

Note 1: "NA" denotes that data are unavailable.



Medicaid Adult CAHPS // Benchmark Percentile

Blue Cross Community Centennial

Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Summary Rate*	2020 SPH Analytics Medicaid Adult Book of Business**				
			Mean	25th	50th	75th	90th
Getting Needed Care		83.1%	83.5%	81.0%	82.9%	86.8%	88.4%
Q9. Ease of getting necessary care, tests, or treatment needed	116	86.2%	86.3%	83.7%	86.7%	88.7%	90.6%
Q20. Getting appointments with specialists as soon as needed	70	80.0%	80.7%	76.3%	80.0%	84.5%	87.4%
Getting Care Quickly		84.7%	82.7%	79.7%	82.7%	85.6%	87.5%
Q4. Got care as soon as needed when care was needed right away	55	90.9%	85.0%	82.3%	84.7%	87.9%	90.5%
Q6. Got check-up/routine care appointment as soon as needed	107	78.5%	80.4%	76.3%	80.7%	83.6%	86.0%
How Well Doctors Communicate		96.0%	93.2%	92.0%	93.4%	94.5%	95.6%
Q12. Personal doctor explained things in an understandable way	106	96.2%	93.5%	92.0%	93.6%	95.2%	96.3%
Q13. Personal doctor listened carefully to you	107	98.1%	93.5%	92.2%	93.5%	95.0%	96.0%
Q14. Personal doctor showed respect for what you had to say	107	98.1%	94.6%	93.4%	94.8%	95.9%	97.2%
Q15. Personal doctor spent enough time with you	105	91.4%	91.5%	89.5%	91.7%	93.2%	94.0%
Customer Service		87.2%	89.4%	87.3%	89.5%	91.5%	92.7%
Q24. Customer service provided information or help	70	80.0%	84.3%	81.4%	84.2%	86.8%	89.0%
Q25. Customer service treated member with courtesy and respect	71	94.4%	94.6%	92.7%	94.9%	96.4%	97.3%
Coordination of Care (Q17)	56	85.7%	85.9%	82.6%	85.7%	88.5%	90.7%
Ease of Filling out Forms (Q27)	181	96.7%	95.6%	94.6%	95.8%	96.9%	97.8%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q8)	118	78.8%	76.9%	74.2%	77.3%	79.9%	82.9%
Rating of Personal Doctor (Q18)	135	88.1%	84.2%	81.9%	84.0%	86.5%	88.4%
Rating of Specialist (Q22)	70	78.6%	84.7%	82.3%	84.8%	87.3%	89.9%
Rating of Health Plan (Q28)	181	79.0%	80.3%	77.1%	80.4%	83.6%	85.4%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q8)	118	58.5%	58.8%	55.3%	58.9%	62.3%	64.7%
Rating of Personal Doctor (Q18)	135	71.1%	70.7%	68.1%	70.3%	73.2%	76.5%
Rating of Specialist (Q22)	70	60.0%	70.9%	67.4%	71.2%	74.2%	77.5%
Rating of Health Plan (Q28)	181	66.3%	64.6%	61.5%	64.7%	68.0%	70.8%
Effectiveness of Care Measures (Rolling Average)							
Advising Smokers and Tobacco Users to Quit	43	74.4%	77.8%	72.8%	77.7%	81.0%	84.6%
Discussing Cessation Medications	44	36.4%	56.1%	48.3%	53.9%	59.0%	65.1%
Discussing Cessation Strategies	43	46.5%	50.2%	43.5%	47.2%	53.0%	56.6%
Effectiveness of Care Measures (Current Year)							
Flu Vaccinations (Adults 18-64)	160	41.3%	44.1%	39.4%	43.6%	47.9%	55.2%
Advising Smokers and Tobacco Users to Quit	43	74.4%	77.8%	72.8%	77.7%	81.0%	84.6%
Discussing Cessation Medications	44	36.4%	56.1%	48.3%	53.9%	59.0%	65.1%
Discussing Cessation Strategies	43	46.5%	50.2%	43.5%	47.2%	53.0%	56.6%

* Summary Rates are defined by NCQA in its HEDIS 2020 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** The 2020 SPH Analytics Book of Business contains all Medicaid Adult samples that conducted surveys with SPH Analytics in 2020 and submitted data to NCQA. See *Glossary of Terms* for more information.

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2020 Volume 3 guidelines.

Note 2: Please note that the rolling average methodology is not used to calculate the *Flu Vaccinations (Adults 18-64)* measure per HEDIS 2020 protocol.



Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Summary Rate*	2019 Quality Compass All Plans Means & Percentiles**				
			Mean	25th	50th	75th	90th
Getting Needed Care		83.1%	82.5%	80.5%	83.1%	85.5%	86.8%
Q9. Ease of getting necessary care, tests, or treatment needed	116	86.2%	84.8%	82.4%	85.4%	87.6%	90.0%
Q20. Getting appointments with specialists as soon as needed	70	80.0%	80.3%	77.9%	80.9%	83.3%	86.0%
Getting Care Quickly		84.7%	82.0%	80.0%	82.3%	85.1%	86.7%
Q4. Got care as soon as needed when care was needed right away	55	90.9%	85.1%	83.1%	85.3%	87.7%	89.8%
Q6. Got check-up/routine care appointment as soon as needed	107	78.5%	79.3%	76.7%	80.1%	83.3%	85.8%
How Well Doctors Communicate		96.0%	92.0%	90.8%	92.0%	93.4%	94.7%
Q12. Personal doctor explained things in an understandable way	106	96.2%	92.2%	90.6%	92.3%	94.0%	95.2%
Q13. Personal doctor listened carefully to you	107	98.1%	92.3%	91.0%	92.1%	93.9%	95.4%
Q14. Personal doctor showed respect for what you had to say	107	98.1%	93.6%	92.6%	93.5%	95.2%	96.0%
Q15. Personal doctor spent enough time with you	105	91.4%	89.9%	87.9%	90.5%	91.9%	93.4%
Customer Service		87.2%	88.8%	87.1%	88.9%	91.0%	92.4%
Q24. Customer service provided information or help	70	80.0%	83.3%	80.3%	83.6%	86.1%	88.6%
Q25. Customer service treated member with courtesy and respect	71	94.4%	94.3%	92.9%	94.5%	95.8%	96.8%
Coordination of Care (Q17)	56	85.7%	83.6%	81.5%	84.2%	86.4%	88.9%
Ease of Filling out Forms (Q27)	181	96.7%	94.4%	93.3%	94.6%	95.7%	96.4%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q8)	118	78.8%	75.4%	72.8%	75.4%	78.1%	81.3%
Rating of Personal Doctor (Q18)	135	88.1%	82.1%	79.8%	82.3%	84.6%	86.5%
Rating of Specialist (Q22)	70	78.6%	82.3%	79.4%	82.6%	85.2%	86.7%
Rating of Health Plan (Q28)	181	79.0%	77.6%	74.3%	78.5%	80.9%	83.0%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q8)	118	58.5%	54.9%	51.6%	55.0%	58.4%	60.8%
Rating of Personal Doctor (Q18)	135	71.1%	67.5%	64.7%	67.8%	70.6%	74.4%
Rating of Specialist (Q22)	70	60.0%	66.9%	63.3%	67.7%	70.5%	71.8%
Rating of Health Plan (Q28)	181	66.3%	60.3%	56.7%	61.4%	64.3%	67.7%
Effectiveness of Care Measures (Rolling Average)							
Advising Smokers and Tobacco Users to Quit	43	74.4%	76.7%	74.0%	77.8%	80.2%	82.0%
Discussing Cessation Medications	44	36.4%	52.9%	49.1%	53.5%	58.2%	62.7%
Discussing Cessation Strategies	43	46.5%	46.4%	42.8%	46.4%	51.1%	55.0%
Effectiveness of Care Measures (Current Year)							
Flu Vaccinations (Adults 18-64)	160	41.3%	41.8%	36.9%	42.2%	45.4%	51.6%
Advising Smokers and Tobacco Users to Quit	43	74.4%	76.7%	74.0%	77.8%	80.2%	82.0%
Discussing Cessation Medications	44	36.4%	52.9%	49.1%	53.5%	58.2%	62.7%
Discussing Cessation Strategies	43	46.5%	46.4%	42.8%	46.4%	51.1%	55.0%

* Summary Rates are defined by NCQA in its HEDIS 2020 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** The 2019 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid Adult plans who submitted to NCQA in 2020. See *Glossary of Terms* for more information..

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2020 Volume 3 guidelines.

Note 2: Please note that the rolling average methodology is not used to calculate the *Flu Vaccinations (Adults 18-64)* measure per HEDIS 2020 protocol.

Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Summary Rate*	Benchmarks		Significance Testing***	
			2020 SPH Analytics BoB**	2019 Quality Compass AP**	To SPH Analytics BoB	To Quality Compass AP
Getting Needed Care		83.1%	83.5%	82.5%	Not sig.	Not sig.
Q9. Ease of getting necessary care, tests, or treatment needed	116	86.2%	86.3%	84.8%	Not sig.	Not sig.
Q20. Getting appointments with specialists as soon as needed	70	80.0%	80.7%	80.3%	Not sig.	Not sig.
Getting Care Quickly		84.7%	82.7%	82.0%	Not sig.	Not sig.
Q4. Got care as soon as needed when care was needed right away	55	90.9%	85.0%	85.1%	Not sig.	Not sig.
Q6. Got check-up/routine care appointment as soon as needed	107	78.5%	80.4%	79.3%	Not sig.	Not sig.
How Well Doctors Communicate		96.0%	93.2%	92.0%	Not sig.	Above
Q12. Personal doctor explained things in an understandable way	106	96.2%	93.5%	92.2%	Not sig.	Above
Q13. Personal doctor listened carefully to you	107	98.1%	93.5%	92.3%	Above	Above
Q14. Personal doctor showed respect for what you had to say	107	98.1%	94.6%	93.6%	Above	Above
Q15. Personal doctor spent enough time with you	105	91.4%	91.5%	89.9%	Not sig.	Not sig.
Customer Service		87.2%	89.4%	88.8%	Not sig.	Not sig.
Q24. Customer service provided information or help	70	80.0%	84.3%	83.3%	Not sig.	Not sig.
Q25. Customer service treated member with courtesy and respect	71	94.4%	94.6%	94.3%	Not sig.	Not sig.
Coordination of Care (Q17)	56	85.7%	85.9%	83.6%	Not sig.	Not sig.
Ease of Filling out Forms (Q27)	181	96.7%	95.6%	94.4%	Not sig.	Not sig.
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q8)	118	78.8%	76.9%	75.4%	Not sig.	Not sig.
Rating of Personal Doctor (Q18)	135	88.1%	84.2%	82.1%	Not sig.	Above
Rating of Specialist (Q22)	70	78.6%	84.7%	82.3%	Not sig.	Not sig.
Rating of Health Plan (Q28)	181	79.0%	80.3%	77.6%	Not sig.	Not sig.
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q8)	118	58.5%	58.8%	54.9%	Not sig.	Not sig.
Rating of Personal Doctor (Q18)	135	71.1%	70.7%	67.5%	Not sig.	Not sig.
Rating of Specialist (Q22)	70	60.0%	70.9%	66.9%	Not sig.	Not sig.
Rating of Health Plan (Q28)	181	66.3%	64.6%	60.3%	Not sig.	Not sig.
Effectiveness of Care Measures (Rolling Average)						
Advising Smokers and Tobacco Users to Quit	43	74.4%	77.8%	76.7%	Not sig.	Not sig.
Discussing Cessation Medications	44	36.4%	56.1%	52.9%	Below	Below
Discussing Cessation Strategies	43	46.5%	50.2%	46.4%	Not sig.	Not sig.
Effectiveness of Care Measures (Current Year)						
Flu Vaccinations (Adults 18-64)	160	41.3%	44.1%	41.8%	Not sig.	Not sig.
Advising Smokers and Tobacco Users to Quit	43	74.4%	77.8%	76.7%	Not sig.	Not sig.
Discussing Cessation Medications	44	36.4%	56.1%	52.9%	Below	Below
Discussing Cessation Strategies	43	46.5%	50.2%	46.4%	Not sig.	Not sig.

* Summary Rates are defined by NCQA in its HEDIS 2020 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** The 2020 SPH Analytics Book of Business contains all Medicaid Adult samples that conducted surveys with SPH Analytics in 2020 and submitted data to NCQA. The 2019 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid Adult Plans who submitted to NCQA in 2019. See *Glossary of Terms* for more information.

*** Significance Testing - All significance testing is performed at the 95% significance level. "-" indicates "Unable to Test" due to a combination of low valid n and/or extreme Summary Rate. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2020 Volume 3 guidelines.

Note 2: Please note that the rolling average methodology is not used to calculate the *Flu Vaccinations (Adults 18-64)* measure per HEDIS 2020 protocol.



Medicaid Adult CAHPS // Mean Scores and Frequency Distributions

Blue Cross Community Centennial

Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Mean Score*	Frequency Distributions**		
			Never/Sometimes	Usually	Always
Getting Needed Care			16.9%	29.7%	53.4%
Q9. Ease of getting necessary care, tests, or treatment needed	116	3.4	13.8%	29.3%	56.9%
Q20. Getting appointments with specialists as soon as needed	70	3.3	20.0%	30.0%	50.0%
Getting Care Quickly			15.3%	20.8%	63.9%
Q4. Got care as soon as needed when care was needed right away	55	3.6	9.1%	18.2%	72.7%
Q6. Got check-up/routine care appointment as soon as needed	107	3.3	21.5%	23.4%	55.1%
How Well Doctors Communicate			4.0%	16.7%	79.3%
Q12. Personal doctor explained things in an understandable way	106	3.8	3.8%	15.1%	81.1%
Q13. Personal doctor listened carefully to you	107	3.8	1.9%	17.8%	80.4%
Q14. Personal doctor showed respect for what you had to say	107	3.8	1.9%	13.1%	85.0%
Q15. Personal doctor spent enough time with you	105	3.6	8.6%	21.0%	70.5%
Customer Service			12.8%	17.0%	70.1%
Q24. Customer service provided information or help	70	3.4	20.0%	20.0%	60.0%
Q25. Customer service treated member with courtesy and respect	71	3.7	5.6%	14.1%	80.3%
Coordination of Care (Q17)	56	3.4	14.3%	32.1%	53.6%
Ease of Filling out Forms (Q27)	181	3.8	3.3%	10.5%	86.2%
Rating Items			0 to 6	7 to 8	9 to 10
Rating of Health Care (Q8)	118	8.5	11.0%	30.5%	58.5%
Rating of Personal Doctor (Q18)	135	9.0	4.4%	24.4%	71.1%
Rating of Specialist (Q22)	70	8.5	11.4%	28.6%	60.0%
Rating of Health Plan (Q28)	181	8.6	13.3%	20.4%	66.3%
Effectiveness of Care Measures (Current Year)			Never/Sometimes	Usually	Always
Advising Smokers and Tobacco Users to Quit	43	2.4	67.4%	2.3%	30.2%
Discussing Cessation Medications	44	1.7	79.5%	9.1%	11.4%
Discussing Cessation Strategies	43	1.8	79.1%	7.0%	14.0%

* Mean scores represent an average of all responses. Please see the Glossary of Terms for more information.

** Frequency distributions, sometimes referred to as Global Proportions, provide a breakout of the percentage of respondents choosing each response option.

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2020 Volume 3 guidelines.



Medicaid Adult CAHPS // Trend Comparisons

Blue Cross Community Centennial

Composite/Attribute/Measure/Rating Item	Summary Rate Score Definition	2020		2019		2018		Significance Testing**	
		Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	2020 vs 2019	2020 vs 2018
Getting Needed Care			83.1%		81.6%		82.1%	Not sig.	Not sig.
Q9. Ease of getting necessary care, tests, or treatment needed	Always, Usually	116	86.2%	191	84.3%	204	82.4%	Not sig.	Not sig.
Q20. Getting appointments with specialists as soon as needed		70	80.0%	109	78.9%	121	81.8%	Not sig.	Not sig.
Getting Care Quickly			84.7%		80.1%		83.7%	Not sig.	Not sig.
Q4. Got care as soon as needed when care was needed right away	Always, Usually	55	90.9%	95	83.2%	115	84.3%	Not sig.	Not sig.
Q6. Got check-up/routine care appointment as soon as needed		107	78.5%	187	77.0%	188	83.0%	Not sig.	Not sig.
How Well Doctors Communicate			96.0%		93.5%		95.5%	Not sig.	Not sig.
Q12. Personal doctor explained things in an understandable way	Always, Usually	106	96.2%	155	91.6%	166	95.8%	Not sig.	Not sig.
Q13. Personal doctor listened carefully to you		107	98.1%	154	96.1%	167	95.2%	Not sig.	Not sig.
Q14. Personal doctor showed respect for what you had to say		107	98.1%	153	93.5%	167	96.4%	Not sig.	Not sig.
Q15. Personal doctor spent enough time with you		105	91.4%	153	92.8%	167	94.6%	Not sig.	Not sig.
Customer Service			87.2%		90.0%		88.0%	Not sig.	Not sig.
Q24. Customer service provided information or help	Various	70	80.0%	95	85.3%	101	83.2%	Not sig.	Not sig.
Q25. Customer service treated member with courtesy and respect		71	94.4%	95	94.7%	99	92.9%	Not sig.	Not sig.
Coordination of Care (Q17)		56	85.7%	91	81.3%	107	83.2%	Not sig.	Not sig.
Ease of Filling out Forms (Q27)		181	96.7%	242	92.1%	284	94.4%	Sig. Increase	Not sig.
Rating Items (Summary Rate = 8 + 9 + 10)									
Rating of Health Care (Q8)	8 to 10	118	78.3%	191	73.8%	204	78.4%	Not sig.	Not sig.
Rating of Personal Doctor (Q18)		135	88.1%	191	83.8%	199	81.4%	Not sig.	Not sig.
Rating of Specialist (Q22)		70	78.6%	101	84.2%	112	87.5%	Not sig.	Not sig.
Rating of Health Plan (Q28)		181	79.0%	245	74.7%	280	74.6%	Not sig.	Not sig.
Rating Items (Summary Rate = 9 + 10)									
Rating of Health Care (Q8)	9 to 10	118	58.5%	191	59.2%	204	54.9%	Not sig.	Not sig.
Rating of Personal Doctor (Q18)		135	71.1%	191	71.2%	199	69.8%	Not sig.	Not sig.
Rating of Specialist (Q22)		70	60.0%	101	69.3%	112	67.9%	Not sig.	Not sig.
Rating of Health Plan (Q28)		181	66.3%	245	58.0%	280	61.1%	Not sig.	Not sig.
Effectiveness of Care Measures (Rolling Average)									
Advising Smokers and Tobacco Users to Quit	Various	43	74.4%	71	71.8%	88	62.5%	Not sig.	Not sig.
Discussing Cessation Medications		44	36.4%	71	42.3%	87	42.5%	Not sig.	Not sig.
Discussing Cessation Strategies		43	46.5%	71	32.4%	88	30.7%	Not sig.	Not sig.
Effectiveness of Care Measures (Current Year)									
Flu Vaccinations (Adults 18-64)	Various	160	41.3%	209	47.4%	259	43.2%	Not sig.	Not sig.
Advising Smokers and Tobacco Users to Quit		43	74.4%	71	71.8%	88	62.5%	Not sig.	Not sig.
Discussing Cessation Medications		44	36.4%	71	42.3%	87	42.5%	Not sig.	Not sig.
Discussing Cessation Strategies		43	46.5%	71	32.4%	88	30.7%	Not sig.	Not sig.

* Summary Rates are defined by NCQA in its HEDIS 2020 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.
 ** Significance Testing - "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher for 2020 results when compared to trend data. "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower for 2020 results when compared to trend data. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference between the percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. "NA" denotes trend data is not available.
 Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2020 Volume 3 guidelines.
 Note 2: Please note that the rolling average methodology is not used to calculate the *Flu Vaccinations (Adults 18-64)* measure per HEDIS 2020 protocol.
 Note 3: Please note that the trend results in this report may vary slightly from previous year reporting.

2. Glossary of Terms

Attributes are the questions that relate to a specific service area or composite as defined by NCQA.

Composites are the mean of the Summary Rates of attributes within a given service area as defined by NCQA.

Global Proportions (Frequency Distributions) are a breakout of response option results.

Mean Scores are an average of all responses. They are calculated by assigning a value of four to the most favorable response option, a three to the next most favorable response option, and so on until a value of one is reached. These values are assuming that there are four response options. If there are a different number of response options, the most favorable response option receives a value equal to the total number of response options. When every response receives a value, the values are averaged to give the Mean Score.

Quality Compass (2019) Includes all Medicaid Adult samples that submitted data to NCQA in 2019. It is used with the permission of the National Committee for Quality Assurance (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.

Rating questions use a scale of 0 to 10 for assessing overall experience (*Health Plan, Health Care, Personal Doctor, and Specialist*) with zero being the "worst possible" and ten being the "best possible".

Significance test determines if an observed difference is too large to have occurred by chance alone.

SPH Analytics Book of Business contains all Medicaid Adult samples that conducted surveys with SPH Analytics and submitted data to NCQA.

Summary Rates are single statistics generated for a survey question. In general, Summary Rates represent the percentage of respondents who chose the most favorable response options ("Always" and "Usually;" "Yes;" or "8," "9," and "10").