

2020 CAHPS Medicaid Adult 5.0H Final Report

Presbyterian Centennial Care



Contents

- Overview
- Methodology
- Executive Summary
- Measure Analyses
- Summary of Trend and Benchmarks
- Profile of Survey Respondents
- Demographic Segment Analyses
- Custom Questions
- Appendix: Correlation Analyses
- Appendix: Flowchart
- Appendix: Accreditation
- Appendix: Improvement Strategies & Voice of the Member
- Appendix: Questionnaire

SPH Analytics (SPH), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Presbyterian Centennial Care to conduct its 2020 CAHPS® 5.0H 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 could aid plans in increasing the quality of provided care.

NCQA made the following changes to the survey for 2020:

NCQA shortened the HEDIS CAHPS surveys to reduce response burden for members and sponsors to coincide with the Health Plan accreditation refresh. These measures were removed from the survey:

- Shared Decision Making
- Health Plan Information
- Health Promotion and Education
- Chronic Conditions
- Proxy Questions

Your Strategic Account Executive for this project is Roseann Carothers (817-665-7031), and your Project Manager is Jennifer Brown (248-737-3246). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Strategic Account Executive or your Project Manager.

On March 11, 2020 the World Health Organization officially declared COVID-19 a global pandemic. All of us at SPH Analytics hope this report finds you, your colleagues, and family safe and healthy.

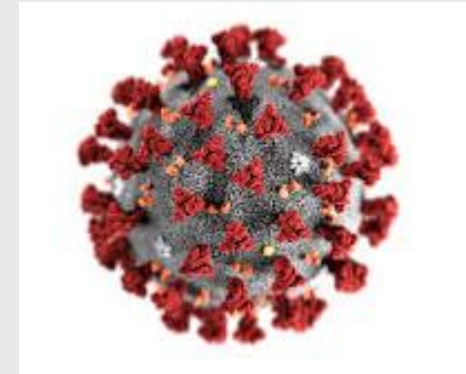
NCQA PROTOCOL MODIFICATIONS AND HEALTH PLAN RATING CHANGES FOR 2020

In response to the pandemic, NCQA released [guidance](#) about the HEDIS CAHPS program on March 27. While NCQA did not extend the data submission deadline of May 29, 2020, they did allow for modifications to the protocol.

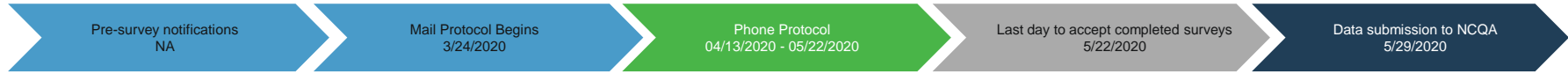
On Thursday, April 2 NCQA released additional [guidance](#) regarding scoring for Health Plan Ratings, with clarification released on April 3. While NCQA required submission of HEDIS and CAHPS data for Commercial and Medicaid plans, they are not scoring plans using Health Plan Ratings in 2020.

- The September 2020 Health Plan Report Card update will list all plans with Interim, Accredited or Provisional status, as applicable, based on existing status or standards performance for surveys on the HPA 2020 Standards.
- There will be no Health Plan Ratings in 2020.




SPH has included notes throughout this report where there are changes to the regulatory guidance due to the pandemic. Because survey administration has taken place during extraordinary circumstances, please use caution when comparing and interpreting trend results from prior years.



SPH administered the 2020 Medicaid Adult 5.0H CAHPS survey using an NCQA approved methodology. Surveys were collected via a mail, phone, and internet methodology. Members eligible for the survey were those **18 years and older (as of December 31 of the measurement year) who had been continuously enrolled in the plan for at least five of the last six months of the measurement year**. A synopsis of the data collection methodology is outlined below:



VALID SURVEYS

-  Total Number of Mail Completes = 194 (11 in Spanish)
-  Total Number of Phone Completes = 79 (2 in Spanish)
-  Total Number of Internet Completes = 14 (0 in Spanish)

2020 RESPONSE RATE

$$\text{Response Rate} = \frac{\text{Completed}}{\text{Sample size} - \text{Ineligible members}}$$

$$\frac{194 \text{ (Mail)} + 79 \text{ (Phone)} + 14 \text{ (Internet)} = 287}{2025 \text{ (Sample)} - 18 \text{ (Ineligible)} = 2007} = 14.3\%$$

RESPONSE RATE COMPARISON

The 2020 SPH Analytics Book of Business average response rate is **15.5%**.

		2018	2019	2020
Complete	Completed Survey	359	333	287
	SUBTOTAL	359	333	287
Ineligible	Does not Meet Eligibility Criteria (01)	18	28	9
	Language Barrier (03)	8	15	5
	Mentally/Physically Incapacitated (04)	9	3	1
	Deceased (05)	4	2	3
	SUBTOTAL	39	48	18
Non-Response	Break-off/Incomplete (02)	43	28	6
	Refusal (06)	9	14	51
	Maximum Attempts Made (07)	1570	1598	1660
	Added to DNC List (08)	5	4	3
	SUBTOTAL	1627	1644	1720
TOTAL	2025	2025	2025	
RESPONSE RATE		18.1%	16.8%	14.3%



Executive Summary

- Presbyterian Centennial Care

Overview of Terms

Please see Technical Notes for more information.

Summary Rates are defined by NCQA in its HEDIS 2020 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for Effectiveness of Care Measures, with the exception of the *Flu Vaccinations (Adults 18-64)* measure, are calculated on a two-year rolling average due to anticipated small denominators.

	No	Yes
Never	Sometimes	Usually
		Always

Rating questions are typically displayed with two Summary Rates:

0	1	2	3	4	5	6	7	8	9	10
0	1	2	3	4	5	6	7	8	9	10

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

Significance Testing All significance testing is performed at the 95% confidence level.

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.

NCQA BENCHMARK INFORMATION

The source for data contained in this publication is Quality Compass® All Plans 2019. 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.

LEGACY DSS / MORPACE / SPH

In preparation for 2020 reporting, our new combined Analytics team reviewed all calculations and statistics to determine the best go forward strategy for SPH Analytics. Some historical calculations were updated to align with those decisions. As such, there are instances where a trend score might be slightly different from the value in your reports from last year. SPH also made decisions to align on go forward approaches for significance testing and other analyses.

Dashboard – 2020 Key Findings

Please see Technical Notes for more information.



TRENDING UP

Key measures that had significant improvements from last year

- Q8 Health care overall
- Q13 Doctor listened carefully
- Q22 Specialist overall



TRENDING DOWN

Key measures that had significantly lower scores than last year

No key measures declined significantly.



287 / 14.3%

Completed surveys / Response Rate

MEASURE NAME	SUMMARY RATE	ESTIMATED NCQA RATING
Rating of Health Plan (% 9 or 10)	65.4%	★★★★★
Rating of Health Care (% 9 or 10)	64.5%	★★★★★
Rating of Personal Doctor (% 9 or 10)	71.5%	★★★★★
Rating of Specialist (% 9 or 10)	78.8%	★★★★★
Getting Needed Care (% Always or Usually)	81.6%	★★★
Getting Care Quickly (% Always or Usually)	80.8%	★★
Coordination of Care (% Always or Usually)	NA^	NA^
Flu Vaccinations Adults 18-64 (% Yes)	46.6%	★★★★★
Smoking Advice: Rolling average (% Always, Usually or Sometimes)	63.2%	★

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

In response to the **COVID-19** pandemic, NCQA is not publishing Health Plan Ratings in 2020. These estimates are for informational purposes only.

SatisAction™ KEY DRIVER STATISTICAL MODEL Key Drivers Of The Rating Of The Health Plan

POWER

Promote and leverage strengths

- Q22 Specialist overall
- Q8 Health care overall
- Q13 Dr. listened carefully
- Q24 CS provided info./help
- Q25 CS courtesy/respect

OPPORTUNITIES

Focus resources on improving processes that underlie these items

- Q45 Satisfied with help to coordinate care
- Q47 Care plan talks need to stay healthy/remain in home
- Q20 Got specialist appt.
- Q6 Got routine care

Please refer to slide 16 for details.

Health Plan Domain Performance

Your plan's performance on measures that are typically considered to be in the domain of the health plan.

MEASURE	SUMMARY RATE		CHANGE	2020 SPH BENCHMARK		2019 QC BENCHMARK	
	2019	2020		SUMMARY RATE	PERCENTILE RANK	SUMMARY RATE	PERCENTILE RANK
Rating of Health Plan (% 9 or 10)	60.5%	65.4%	4.9%	64.6%	54 th	60.3%	81 st
Rating of Health Plan (% 8, 9 or 10)	78.4%	78.7%	0.3%	80.3%	36 th	77.6%	50 th
Getting Needed Care (% Always or Usually)	78.7%	81.6%	2.9%	83.5%	35 th	82.5%	34 th
Customer Service (% Always or Usually)	92.8%	92.6%	-0.2%	89.4%	89 th	88.8%	93 rd
Ease of Filling Out Forms (% Always or Usually)	94.7%	97.4%	2.7%	95.6%	85 th	94.4% ▲	97 th

KEY TAKEAWAYS

Your overall Rating of Health Plan (8-10) Summary Rate score is 78.7% and represents a change of 0.3 from 2019.

Note: Please refer to benchmark descriptions on slide 43.

Significance Testing

Green – Current year score is significantly higher than the 2019 score (↑) or benchmark (▲) score.

Red – Current year score is significantly lower than the 2019 score (↓) or benchmark (▼) score.

Health Care Domain Performance

Your plan's performance on measures that are typically considered to be in the provider health care domain.

MEASURE	SUMMARY RATE		CHANGE	2020 SPH BENCHMARK		2019 QC BENCHMARK	
	2019	2020		SUMMARY RATE	PERCENTILE RANK	SUMMARY RATE	PERCENTILE RANK
Rating of Health Care (% 9 or 10)	50.0%	64.5% ↑	14.5%	58.8%	88 th	54.9% ▲	96 th
Rating of Health Care (% 8, 9 or 10)	69.4%	78.7% ↑	9.3%	76.9%	66 th	75.4%	79 th
Getting Care Quickly (% Always or Usually)	81.4%	80.8%	-0.6%	82.7%	33 rd	82.0%	30 th
How Well Doctors Communicate (% Always or Usually)	89.5%	93.2%	3.7%	93.2%	46 th	92.0%	72 nd
Coordination of Care (% Always or Usually)	77.1%	87.4%	10.3%	85.9%	63 rd	83.6%	81 st
Rating of Personal Doctor (% 9 or 10)	67.2%	71.5%	4.3%	70.7%	60 th	67.5%	82 nd
Rating of Personal Doctor (% 8, 9 or 10)	79.3%	82.1%	2.8%	84.2%	28 th	82.1%	48 th
Rating of Specialist (% 9 or 10)	59.5%	78.8% ↑	19.3%	70.9% ▲	96 th	66.9% ▲	98 th
Rating of Specialist (% 8, 9 or 10)	74.8%	89.4% ↑	14.6%	84.7%	90 th	82.3% ▲	99 th

Note: Please refer to benchmark descriptions on slide 43.

Significance Testing

Green – Current year score is significantly higher than the 2019 score (↑) or benchmark (▲) score.

Red – Current year score is significantly lower than the 2019 score (↓) or benchmark (▼) score.

KEY TAKEAWAYS

Your overall Rating of Health Care (8-10) Summary Rate score is 78.7% and represents a change of 9.3 from 2019.

Effectiveness of Care Performance

Your plan's performance on HEDIS measures collected through the CAHPS 5.0H survey.

MEASURE	SUMMARY RATE		CHANGE	2020 SPH BENCHMARK		2019 QC BENCHMARK	
	2019	2020		SUMMARY RATE	PERCENTILE RANK	SUMMARY RATE	PERCENTILE RANK
Flu Vaccinations (Adults 18-64) (% Yes)	45.5%	46.6%	1.1%	44.1%	69 th	41.8%	80 th
Advising Smokers and Tobacco Users to Quit: <i>Rolling average (% Always, Usually or Sometimes)</i>	60.8%	63.2%	2.4%	77.8% ▼	<5 th	76.7% ▼	<5 th
Discussing Cessation Medications: <i>Rolling average (% Always, Usually or Sometimes)</i>	38.1%	39.7%	1.6%	56.1% ▼	8 th	52.9% ▼	7 th
Discussing Cessation Strategies: <i>Rolling average (% Always, Usually or Sometimes)</i>	36.6%	41.9%	5.3%	50.2% ▼	18 th	46.4%	22 nd

Note: Please refer to benchmark descriptions on slide 43.

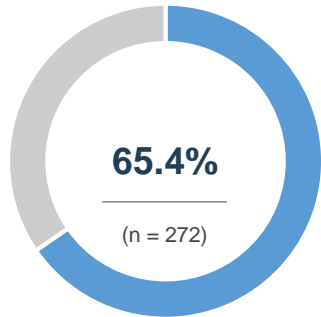
Significance Testing

Green – Current year score is significantly higher than the 2019 score (↑) or benchmark (▲) score.

Red – Current year score is significantly lower than the 2019 score (↓) or benchmark (▼) score.

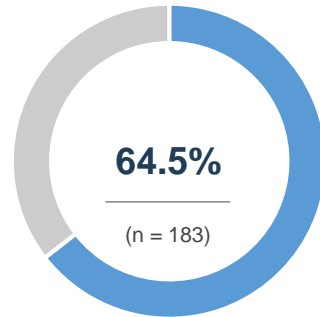
Global Rating Summary Rate Scores (% 9 or 10)

Please see Technical Notes for more information.



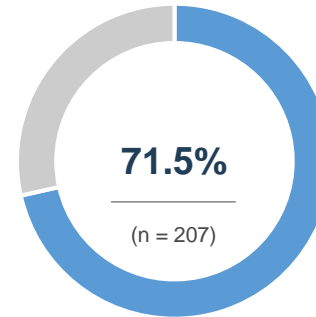
Rating of Health Plan

2020	65.4%
2019	60.5%
2018	59.0%
SPH	64.6%
QC	60.3%



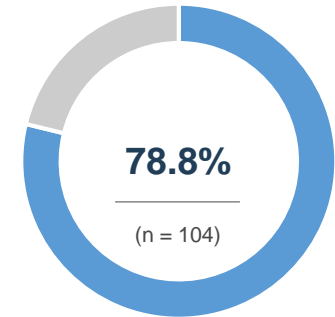
Rating of Health Care

2020	64.5%	↑‡
2019	50.0%	
2018	54.8%	
SPH	58.8%	
QC	54.9%	▲



Rating of Personal Doctor

2020	71.5%
2019	67.2%
2018	64.9%
SPH	70.7%
QC	67.5%



Rating of Specialist

2020	78.8%	↑‡
2019	59.5%	
2018	61.7%	
SPH	70.9%	▲
QC	66.9%	▲

Summary Rate Scores

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

SPH refers to the 2020 SPH Analytics Book of Business benchmark.
QC refers to the 2019 Quality Compass[®] All Plans benchmark.

Significance Testing

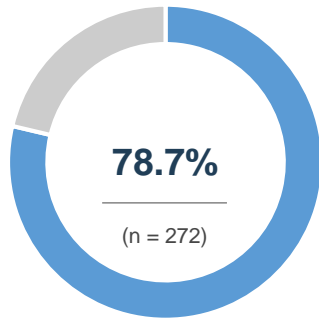
Green – Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.

Red – Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.

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

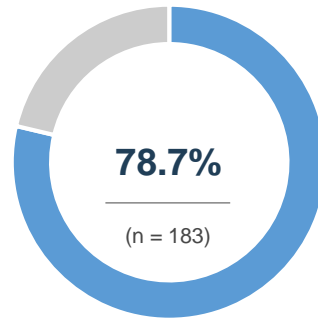
Global Rating Summary Rate Scores (% 8, 9 or 10)

Please see Technical Notes for more information.



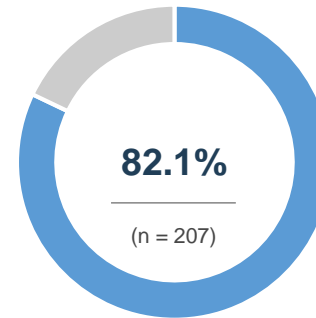
Rating of Health Plan

2020	78.7%
2019	78.4%
2018	77.2%
SPH	80.3%
QC	77.6%



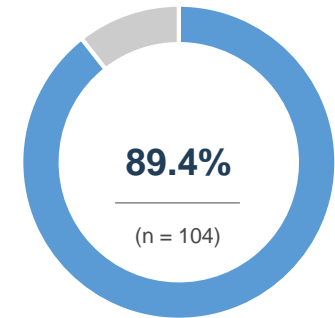
Rating of Health Care

2020	78.7%	↑
2019	69.4%	
2018	71.8%	
SPH	76.9%	
QC	75.4%	



Rating of Personal Doctor

2020	82.1%
2019	79.3%
2018	80.4%
SPH	84.2%
QC	82.1%



Rating of Specialist

2020	89.4%	↑‡
2019	74.8%	
2018	80.0%	
SPH	84.7%	
QC	82.3%	▲

Summary Rate Scores

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

SPH refers to the 2020 SPH Analytics Book of Business benchmark.
QC refers to the 2019 Quality Compass® All Plans benchmark.

Significance Testing

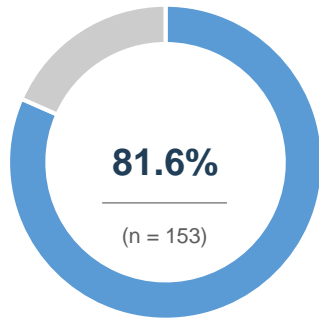
Green – Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.

Red – Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.

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

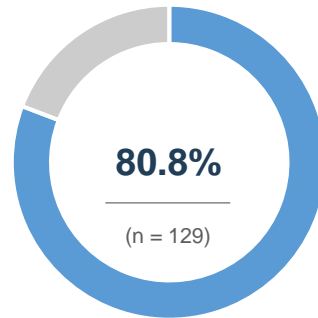
Composite Summary Rate Scores (% Always or Usually)

Please see Technical Notes for more information.



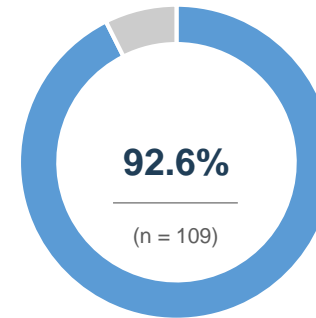
Getting Needed Care

2020	81.6%
2019	78.7%
2018	81.9%
SPH	83.5%
QC	82.5%



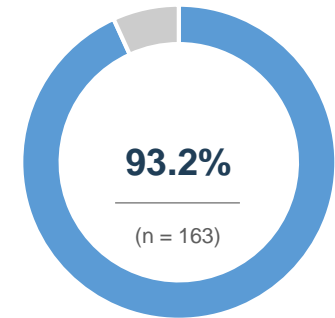
Getting Care Quickly

2020	80.8%
2019	81.4%
2018	83.3%
SPH	82.7%
QC	82.0%



Customer Service

2020	92.6%
2019	92.8%
2018	89.0%
SPH	89.4%
QC	88.8%



How Well Doctors Communicate

2020	93.2%
2019	89.5%
2018	91.2%
SPH	93.2%
QC	92.0%

Summary Rate Scores

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

SPH refers to the 2020 SPH Analytics Book of Business benchmark.
QC refers to the 2019 Quality Compass® All Plans benchmark.

Significance Testing

Green – Current year score is significantly higher than the 2019 score (↑), the 2018 score (⌘) or benchmark (▲) score.

Red – Current year score is significantly lower than the 2019 score (↓), the 2018 score (⌘) or benchmark (▼) score.

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

Gap Analysis – Comparisons to Last Year

Please see Technical Notes for more information.

GAP ANALYSIS

The percentile gap is the difference between the maximum possible percentile (100) and the estimated percentile achieved using the 2019 Quality Compass All Plan

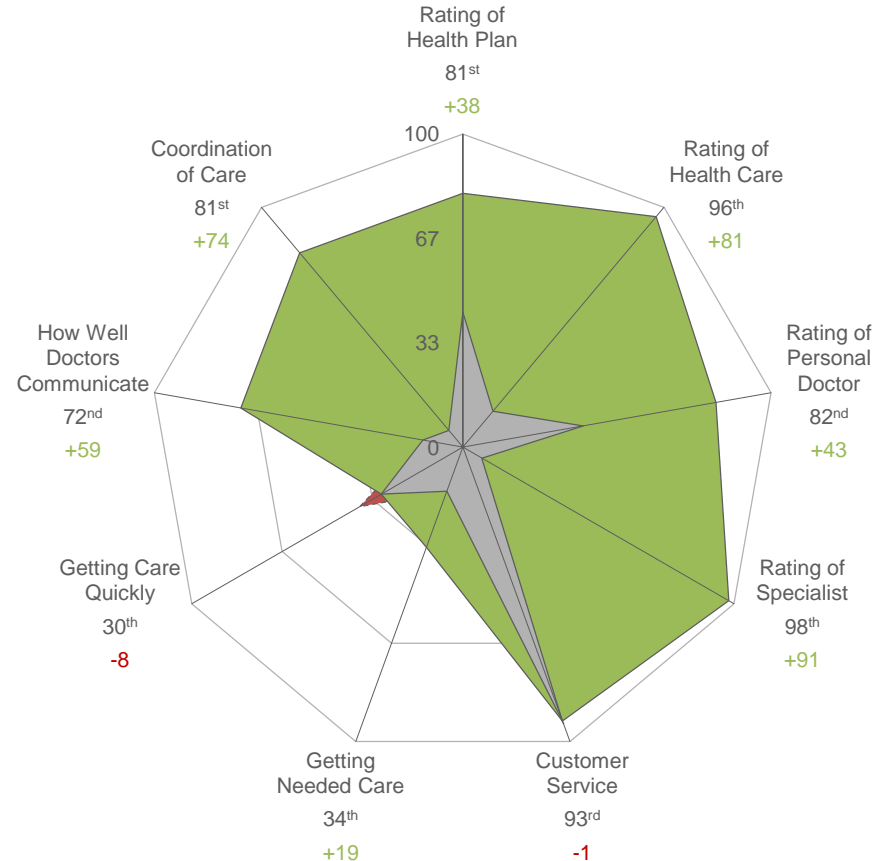
The percentile gap was closed compared to last year on the following measures:

- Getting Needed Care
- How Well Doctors Communicate
- Coordination of Care
- Rating of Health Plan
- Rating of Health Care
- Rating of Personal Doctor
- Rating of Specialist

However, the percentile gap increased on these measures:

- Getting Care Quickly
- Customer Service

- 2020 Gap is **smaller** than 2019 Gap
- 2020 Gap is **larger** than 2019 Gap





POWeR Chart: Explanation

Please see Technical Notes for more information.

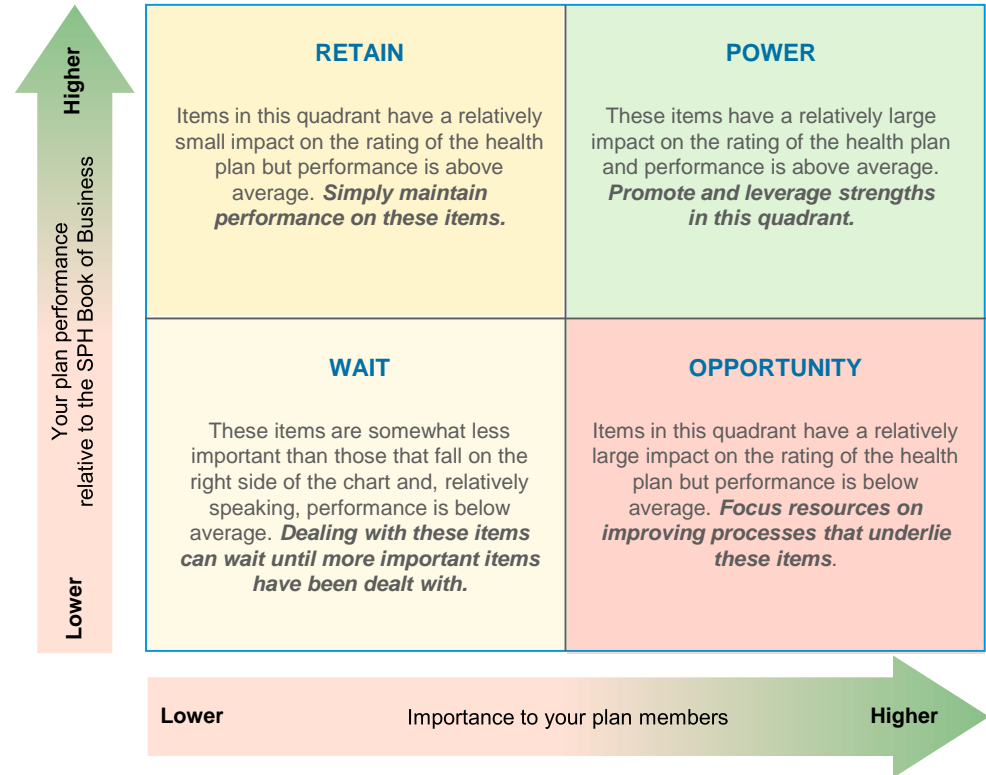
POWeR™ CHART CLASSIFICATION MATRIX

The SatisAction™ key driver statistical model was used to identify the key drivers of the rating of the health plan and the results are presented in the POWeR™ Chart classification matrix on the following page.

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

The model provides the following:

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



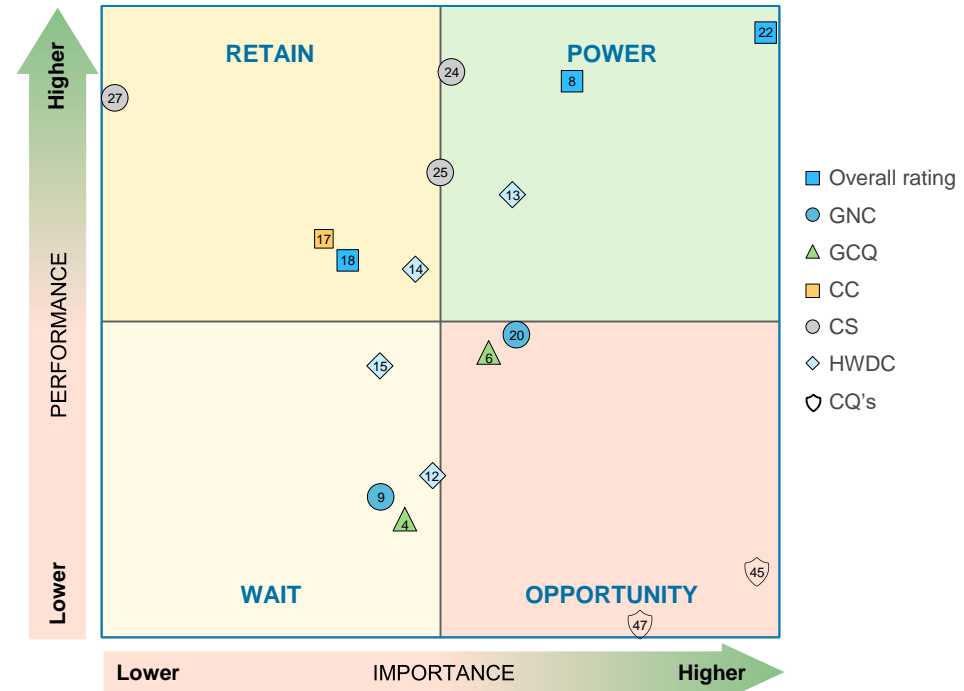
POWeR Chart: Your Results

Please see Technical Notes for more information.

SURVEY MEASURE		SUMMARY RATE*	SPH ESTIMATED PERCENTILE	SPH ESTIMATED RATING
POWER				
Q22	Specialist overall	78.8%	96 th	5
Q8	Health care overall	64.5%	88 th	4
Q13	Dr. listened carefully	94.5%	69 th	4
Q24	CS provided info./help	88.9%	90 th	5
Q25	CS courtesy/respect	96.3%	74 th	4
OPPORTUNITY				
Q45	Satisfied with help to coordinate care	74.9%	---	---
Q47	Care plan talks need to stay healthy/remain in home	72.6%	---	---
Q20	Got specialist appt.	79.8%	48 th	3
Q6	Got routine care	80.1%	45 th	3
WAIT				
Q12	Dr. explained things	92.0%	26 th	2
Q4	Got urgent care	81.4%	19 th	2
Q9	Got care/tests/treatment	83.3%	22 nd	2
Q15	Dr. spent enough time	91.3%	43 rd	3
RETAIN				
Q14	Dr. showed respect	95.1%	58 th	3
Q18	Personal doctor overall	71.5%	60 th	3
Q17	Dr. informed about care	87.4%	63 rd	3
Q27	Easy to fill out forms	97.4%	85 th	4

KEY DRIVERS, SUMMARY RATES AND PERCENTILES

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



* Summary rates are top-two box scores.

Overall Rating of Health Plan

Please see Technical Notes for more information.

Your plan scored in the **54th percentile** when compared to the SPH Book of Business benchmark

65.4%

Compared to last year, your Summary Rate Score (% 9 and 10) **increased by 4.9%**. This result is not statistically significant.

 Typical of industry drivers  Different from industry drivers

SPH Book of Business regression analysis has identified the following **Key Drivers** of Rating of Health Plan. Performance on these measures may be driving member's overall experience rating.

These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan.

INDUSTRY KEY DRIVERS

High impact on Rating of Health Plan

ALIGNMENT

Are your key drivers typical of the industry?

YOUR KEY DRIVERS

High impact on Rating of Health Plan

KEY DRIVER	2020 SPH BoB
Q8 Health care overall	58.8%
Q18 Personal doctor overall	70.7%
Q22 Specialist overall	70.9%
Q25 CS courtesy/respect	94.6%
Q13 Dr. listened carefully	93.5%
Q14 Dr. showed respect	94.6%
Q24 CS provided info./help	84.3%
Q9 Got care/tests/treatment	86.3%
Q15 Dr. spent enough time	91.5%



KEY DRIVER	SUMMARY RATE*	SPH BoB PERCENTILE	CLASSIFICATION
Q22 Specialist overall	78.8%	96 th	POWER
Q45 Satisfied with help to coordinate care	74.9%	---	OPPORT
Q47 Care plan talks need to stay healthy/remain in home	72.6%	---	OPPORT
Q8 Health care overall	64.5%	88 th	POWER
Q20 Got specialist appt.	79.8%	48 th	OPPORT
Q13 Dr. listened carefully	94.5%	69 th	POWER
Q6 Got routine care	80.1%	45 th	OPPORT
Q24 CS provided info./help	88.9%	90 th	POWER
Q25 CS courtesy/respect	96.3%	74 th	POWER








* Summary rates are top-two box scores.

Overall Rating of Health Plan

Please see Technical Notes for more information.

Demographic Comparisons

Different demographic subgroups can have dissimilar experiences with your health plan.

		8 - 10	9 - 10			8 - 10	9 - 10			8 - 10	9 - 10		
 Gender	MALE (n=114)	85.1%	69.3%	 Age	18 - 34 (n=59)	72.9%	59.3%	 Education	HS GRAD OR LESS (n=156)	80.8%	71.8%		
	FEMALE (n=156)	74.4%	62.8%		35 - 44 (n=35)	62.9%	54.3%		SOME COLLEGE OR MORE (n=108)	75.9%	57.4%		
 Health Status	EXCELLENT/VERY GOOD (n=83)	84.3%	77.1%		 Mental/Emotional Health Status	EXCELLENT/VERY GOOD (n=99)	84.8%		73.7%	 Data Collection	MAIL (n=181)	77.3%	65.2%
	GOOD (n=92)	77.2%	57.6%			GOOD (n=74)	79.7%		64.9%		PHONE (n=77)	81.8%	66.2%
	FAIR/POOR (n=93)	74.2%	61.3%	FAIR/POOR (n=96)		70.8%	56.3%	INTERNET (n=14) [^]	78.6%		64.3%		
 Ethnicity & Race	HISPANIC/LATINO (n=165)	81.2%	68.5%	WHITE (n=158)	79.1%	67.1%	[^] Indicates a base size smaller than 20. Interpret results with caution.						
	NOT HISPANIC/LATINO (n=98)	74.5%	61.2%	BLACK/AFRICAN AMERICAN (n=9) [^]	77.8%	66.7%							
				OTHER* (n=88)	73.9%	60.2%							

*Other includes all respondents who selected any race other than White or Black/African-American and did not select White or Black/African-American.



Estimated NCQA Health Insurance Plan Ratings

Please see Technical Notes for more information.

	2020 SUMMARY RATE	SUMMARY RATE DEFINITION	PERCENTILE RANK	ESTIMATED RATING
CONSUMER SATISFACTION				4.0
GETTING CARE				2.5
Getting Needed Care	81.6%	Usually + Always	34 th	3.0
Getting Care Quickly	80.8%	Usually + Always	30 th	2.0
SATISFACTION WITH PLAN PHYSICIANS				NA
Rating of Personal Doctor	71.5%	9 + 10	82 nd	4.0
Rating of Specialist	78.8%	9 + 10	98 th	5.0
Rating of Health Care	64.5%	9 + 10	96 th	5.0
Coordination of Care	87.4%	Usually + Always	81 st	NA
SATISFACTION WITH PLAN SERVICES				4.0
Rating of Health Plan	65.4%	9 + 10	81 st	4.0
PREVENTION				
Flu Vaccinations <i>Adults Ages 18-64</i>	46.6%	% Yes	80 th	4.0
TREATMENT				
Smoking Advice: <i>Rolling Average</i>	63.2%	Usually + Always + Sometimes	<5 th	1.0

In response to the **COVID-19** pandemic, NCQA is not publishing Health Plan Ratings in 2020. These estimates are for informational purposes only.

EXPLANATION

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

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

The CAHPS measures are classified based on their national percentile (10th, 33.33rd, 66.67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by SPH** based on the 2019 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
Bottom 10 percent	Bottom 3 rd of plans but not bottom 10 th	Middle 3 rd of plans	Top 3 rd of plans, but not in the top 10 th	Top decile of plans

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.



Oversampling Scenarios

Please see Technical Notes for more information.




OVERSAMPLING SCENARIO EXPLANATION

Scenarios were tested to determine what oversampling rate could potentially impact the ratings assigned to this plan. **This plan currently oversamples at the rate of 50%. SPH does not recommend additional oversampling.**

Based on the scenarios tested, holding everything else constant, an oversampling rate of 58% and above yields all reportable measures and no change on measure scores. **This is an estimate only and cannot be used to predict NCQA star ratings.**

MEASURE NAME	ESTIMATED RATING	OVERSAMPLING SCENARIOS		
		0%	50% (Current)	≥ 58%
CONSUMER SATISFACTION	4.0	4.0	4.0	4.0
GETTING CARE	2.5	3.0	2.5	2.5
Getting Needed Care	3.0	3.0	3.0	3.0
Getting Care Quickly	2.0	NA	2.0	2.0
SATISFACTION WITH PLAN PHYSICIANS	NA	4.5	NA	4.5
Rating of Personal Doctor	4.0	4.0	4.0	4.0
Rating of Specialist	5.0	NA	5.0	5.0
Rating of Health Care	5.0	5.0	5.0	5.0
Coordination of Care	NA	NA	NA	4.0
SATISFACTION WITH PLAN SERVICES	4.0	4.0	4.0	4.0
Rating of Health Plan	4.0	4.0	4.0	4.0
PREVENTION				
Flu Vaccinations Adults Ages 18-64	4.0	4.0	4.0	4.0
TREATMENT				
Smoking Advice: Rolling Average	1.0	1.0	1.0	1.0

In response to the COVID-19 pandemic, NCQA is not publishing Health Plan Ratings in 2020. These estimates are for informational purposes only.

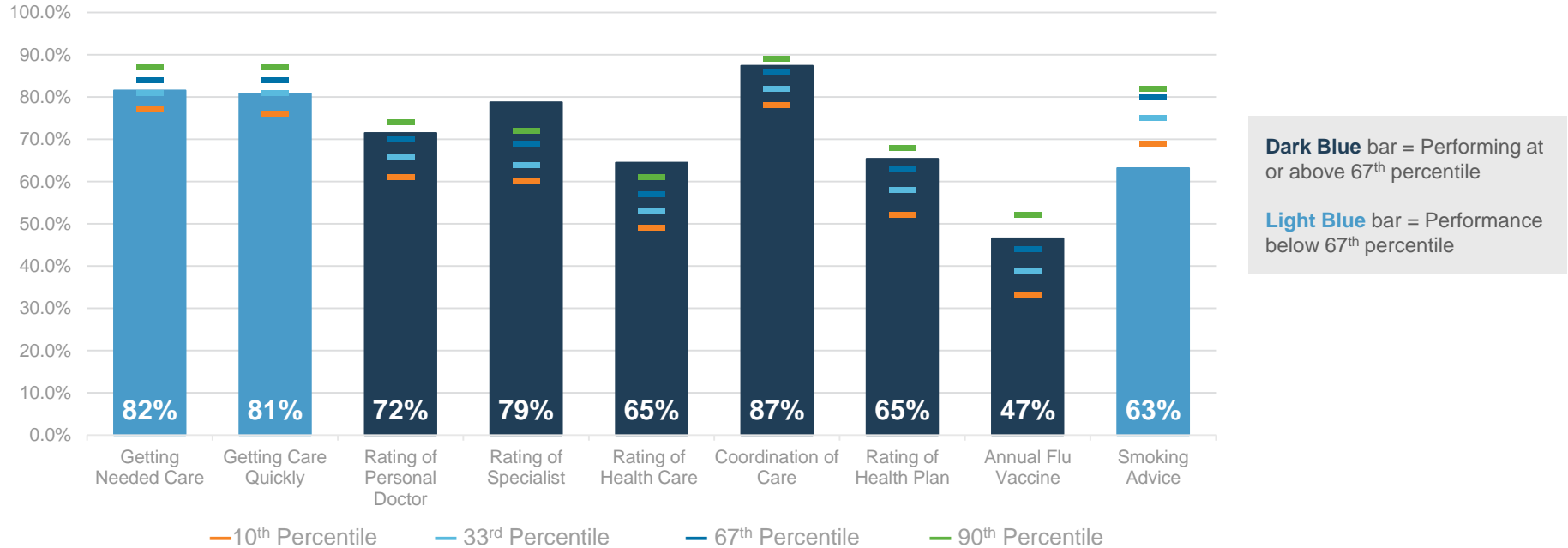
 Higher Rating
 Lower Rating
 Reportable

Performance to Percentile Thresholds

Please see Technical Notes for more information.

COMPARISON TO QUALITY COMPASS PERCENTILE THRESHOLDS

The graph shows how your plan's **summary rates** compare to the most recent Quality Compass thresholds published by NCQA (Fall 2019).



* Summary rates are % 9 or 10, % Always or Usually, % Yes (Flu) or % Always, Usually or Sometimes (Smoking Advice: Rolling Average).



Measure Summary

Please see Technical Notes for more information.

Top Three Measures

Your plan had the highest NCQA Quality Compass® All Plans percentile rankings for these three measures.

MEASURE	2020 VALID N	SUMMARY RATE		CHANGE	2019 QC BENCHMARK		GAP
		2019	2020		SUMMARY RATE	PERCENTILE RANK	
Rating of Specialist (% 9 or 10)	104	59.5%	78.8% ↑	19.3%	66.9% ▲	98 th	11.9%
Rating of Health Care (% 9 or 10)	183	50.0%	64.5% ↑	14.5%	54.9% ▲	96 th	9.6%
Customer Service (% Always or Usually)	109	92.8%	92.6%	-0.2%	88.8%	93 rd	3.8%

Bottom Three Measures

Your plan had the lowest NCQA Quality Compass® All Plans percentile rankings for these three measures.

MEASURE	2020 VALID N	SUMMARY RATE		CHANGE	2019 QC BENCHMARK		GAP
		2019	2020		SUMMARY RATE	PERCENTILE RANK	
How Well Doctors Communicate (% Always or Usually)	163	89.5%	93.2%	3.7%	92.0%	72 nd	1.2%
Getting Needed Care (% Always or Usually)	153	78.7%	81.6%	2.9%	82.5%	34 th	-0.9%
Getting Care Quickly (% Always or Usually)	129	81.4%	80.8%	-0.6%	82.0%	30 th	-1.2%

Significance Testing

Green – Current year score is significantly higher than the 2019 score (↑) or benchmark (▲) score.

Red – Current year score is significantly lower than the 2019 score (↓) or benchmark (▼) score.

Improving Performance

These measures had the lowest NCQA Quality Compass® All Plans percentile rankings for your plan. While plans should also review which measures have lower scores than last year and which measures perform lower than benchmark, SPH offers these opportunities for improvement based on national percentile rankings.

Improvement Strategies – How Well Doctors Communicate

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

Improvement Strategies – Getting Needed Care

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

Improvement Strategies – 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.

See full list of strategies in the [Appendix: Improvement Strategies](#)

Need Additional Assistance? For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Strategic Account Executive to learn more or visit our website at <http://www.sphanalytics.com/consulting>.



Measure Analyses

Measure Details and Scoring

- Presbyterian Centennial Care

Measure Analyses: Section Information

Please see Technical Notes for more information.

Drilling Down Into Ratings and Composites This section is designed to give plans a detailed report on the performance of each global rating and composite measure.

The Composite Analysis typically consists of two pages. The first page displays composite level details and the second displays results for the attributes contained within the composite. It is critical to look at these attribute questions to determine if there is a particular aspect of care that is driving your composite score.



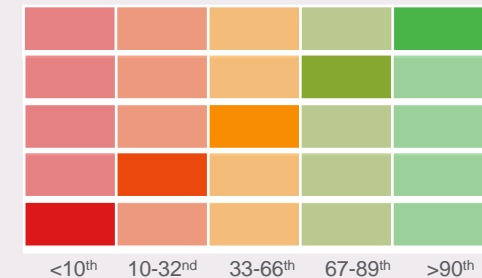
Analyses presented in this section include:

- Plan Summary Rate Scores with comparisons to trending (if available)
- Comparisons to benchmarks
- Percentile rankings
- Proportions of respondents on gate questions
- Comparisons to the SPH Book of Business on each measure plotted with Rating of Health Plan

Measures Included in Analyses

- Rating of Health Plan
- Rating of Health Care
- Rating of Personal Doctor
- Rating of Specialist
- Getting Needed Care
- Getting Care Quickly
- Coordination of Care
- Customer Service*
- How Well Doctors Communicate*

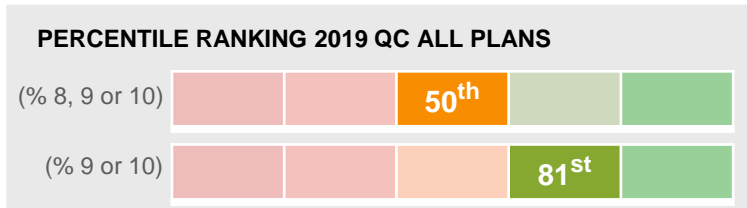
Percentile Rankings



* The Customer Service and How Well Doctors Communicate measures are not used for NCQA ratings.

Rating of Health Plan: Measure

Please see Technical Notes for more information.



SatisAction™ KEY DRIVER STATISTICAL MODEL Key Drivers Of The Rating Of The Health Plan

POWER

Promote and Leverage Strengths

- Q22** Specialist overall
- Q8** Health care overall
- Q13** Dr. listened carefully
- Q24** CS provided info./help
- Q25** CS courtesy/respect

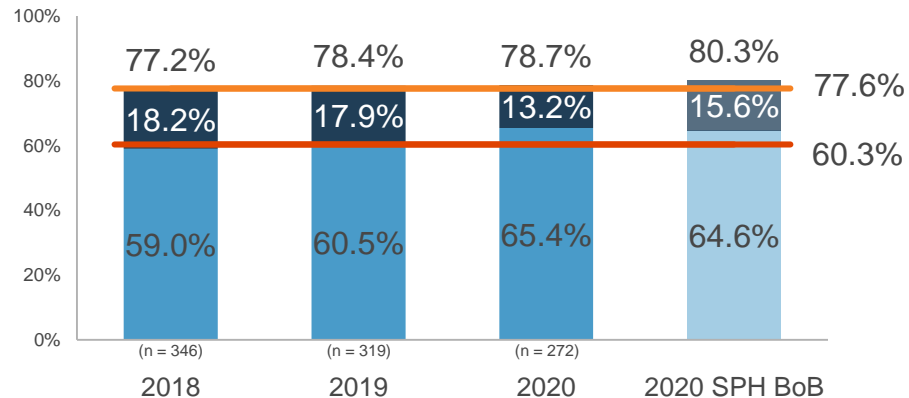
OPPORTUNITIES

Focus Resources on Improving Processes That Underlie These Items

- Q45** Satisfied with help to coordinate care
- Q47** Care plan talks need to stay healthy/remain in home
- Q20** Got specialist appt.
- Q6** Got routine care

RATING OF HEALTH PLAN

% 8, 9 or 10



- % 9 or 10
- % 8
- QC (% 9 or 10)
- QC (% 8, 9 or 10)

Significance Testing

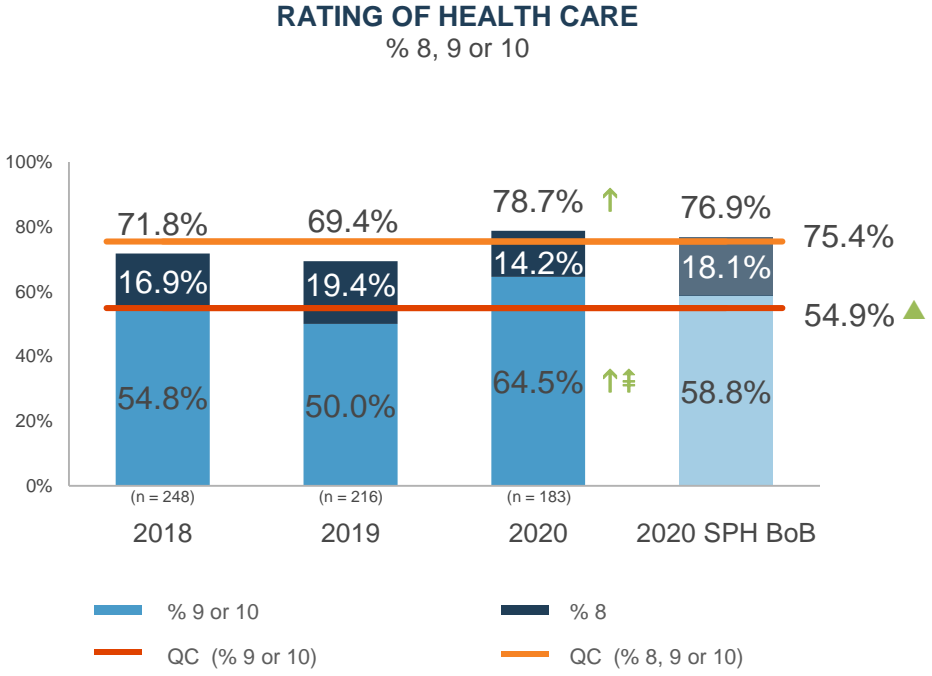
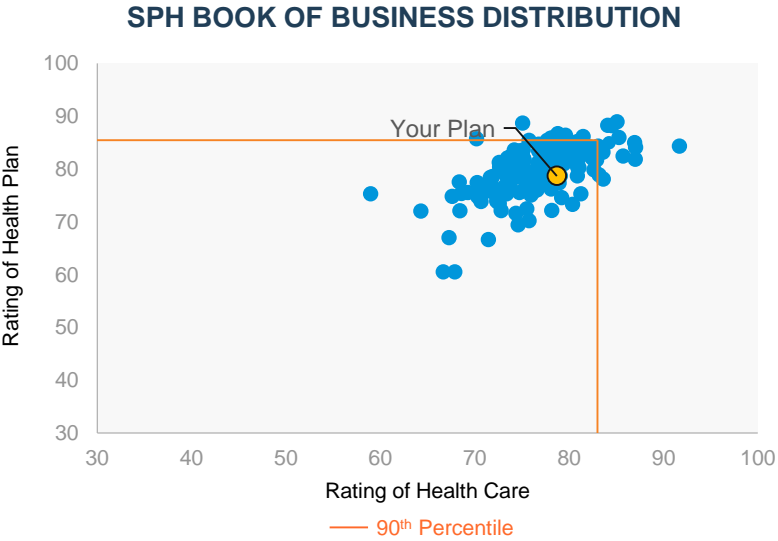
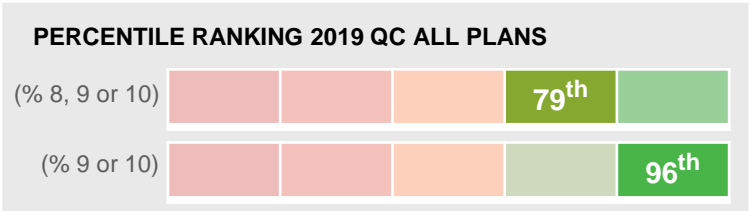
Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.

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

Rating of Health Care: Measure

Please see Technical Notes for more information.



Significance Testing

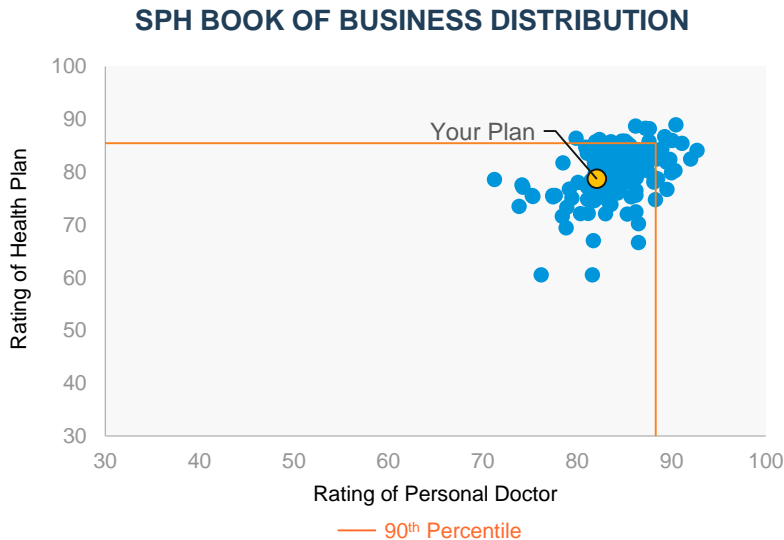
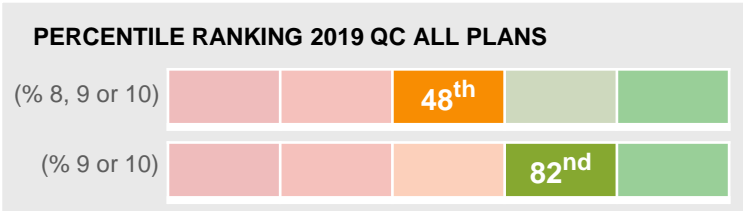
Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.

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

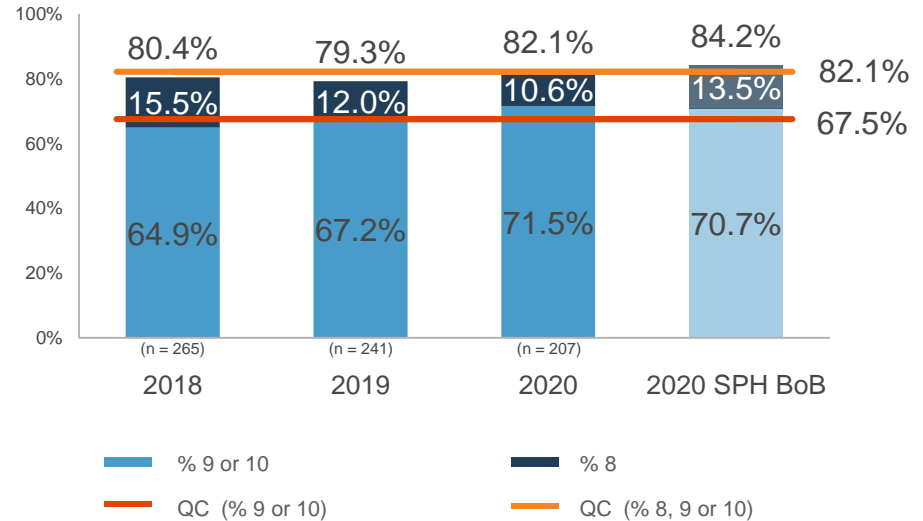
Rating of Personal Doctor: Measure

Please see Technical Notes for more information.



RATING OF PERSONAL DOCTOR

% 8, 9 or 10



Significance Testing

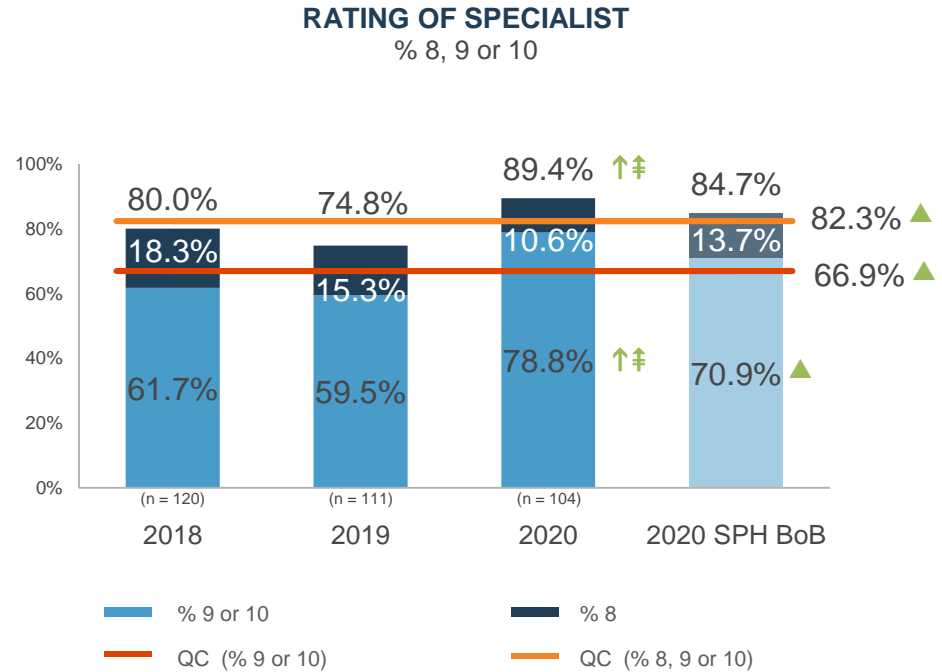
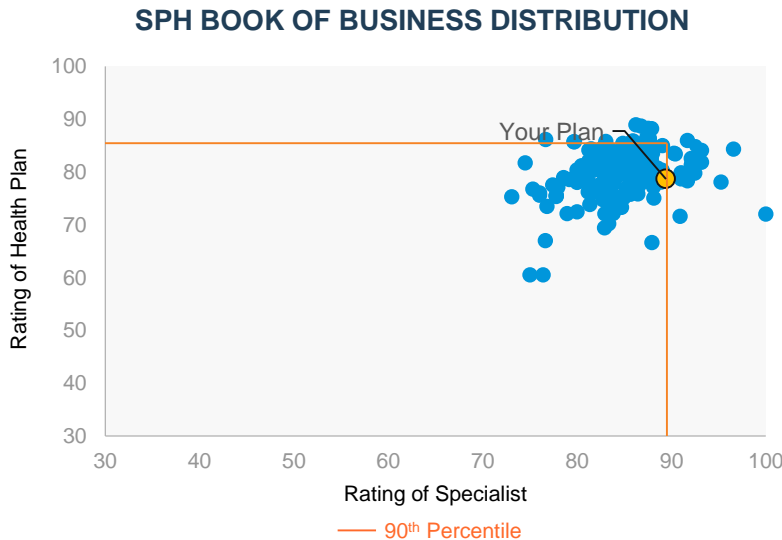
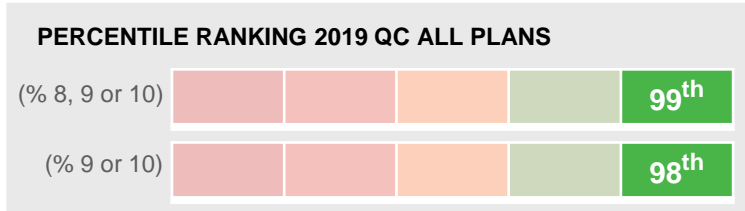
Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.

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

Rating of Specialist: Measure

Please see Technical Notes for more information.



Significance Testing

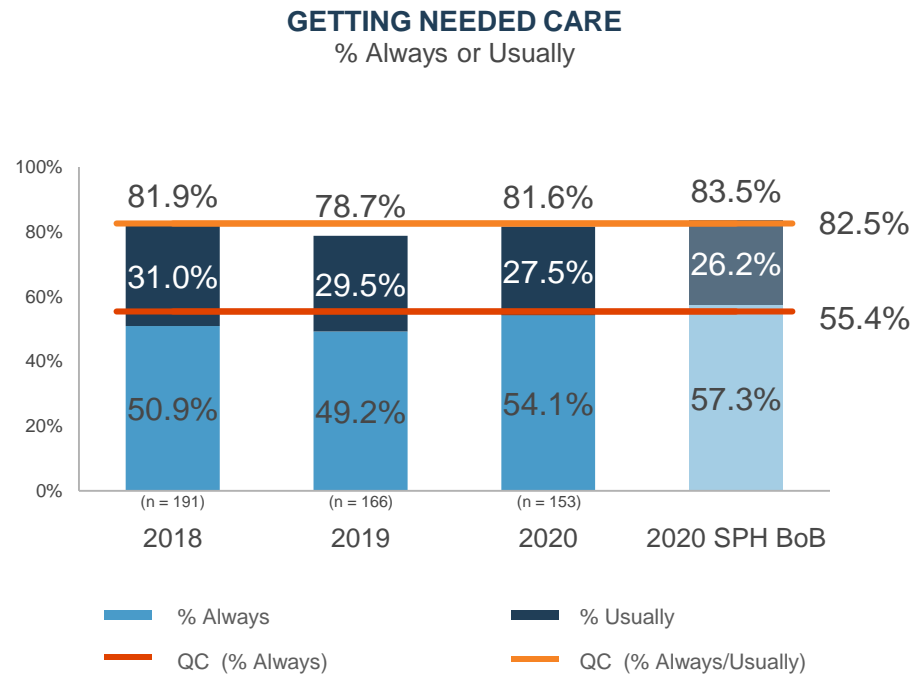
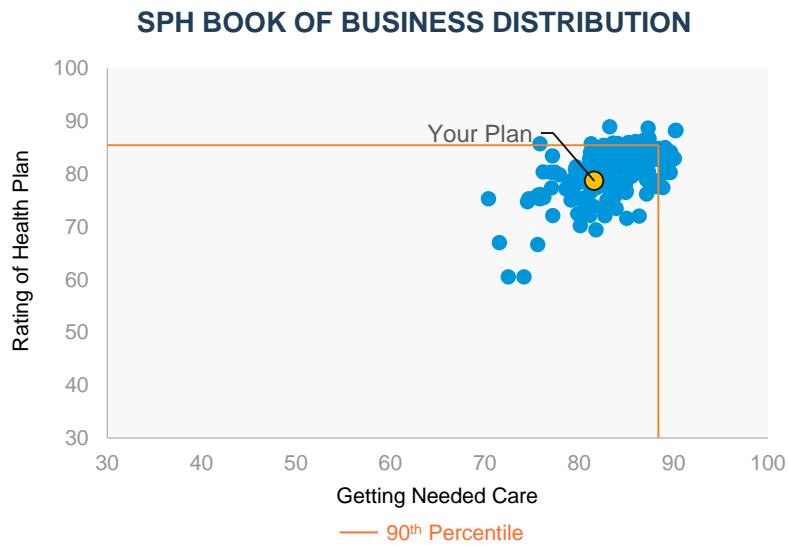
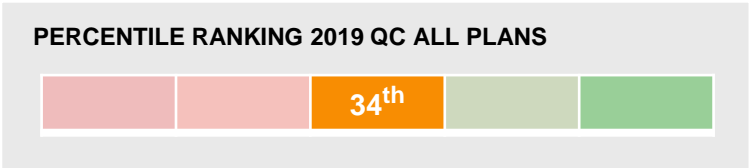
Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.

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

Getting Needed Care: Composite

Please see Technical Notes for more information.



Significance Testing

Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.
 Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.

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

Getting Needed Care: Attribute Questions

Please see Technical Notes for more information.

GETTING NEEDED CARE QUESTIONS

The Getting Needed Care composite score is calculated by taking the average of two questions:

- Q9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
- Q20. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

2020 GETTING NEEDED CARE COMPOSITE SUMMARY RATE SCORE

81.6%

Gate Questions

Q19. Made appointments to see a specialist in the last 6 months

Valid n	Yes
283	42.8%

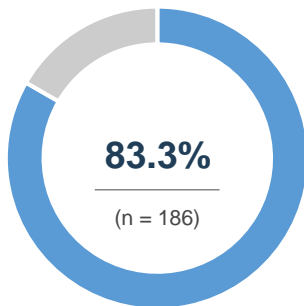
Significance Testing

Current year score is significantly higher than the 2019 score (↑), the 2018 score (⚡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (⚡) or benchmark (▼) score.

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

Q9. GETTING CARE, TESTS, OR TREATMENT % Always or Usually

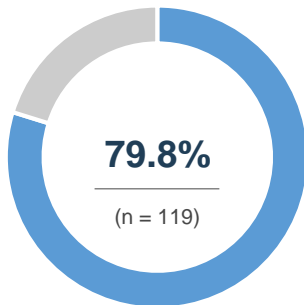


2020	83.3%
2019	83.3%
2018	82.1%
SPH	86.3%
QC	84.8%

Percentile Ranking 2019 QC All Plans



Q20. GETTING SPECIALIST APPOINTMENT % Always or Usually



2020	79.8%
2019	74.1%
2018	81.7%
SPH	80.7%
QC	80.3%

Percentile Ranking 2019 QC All Plans



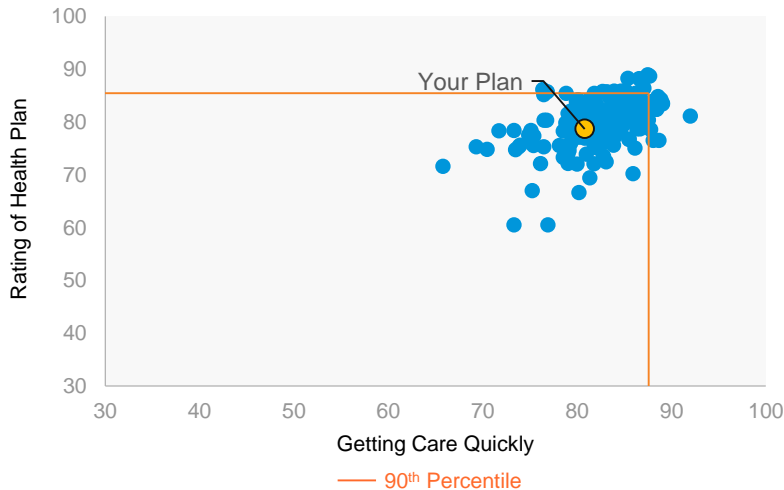
Getting Care Quickly: Composite

Please see Technical Notes for more information.

PERCENTILE RANKING 2019 QC ALL PLANS

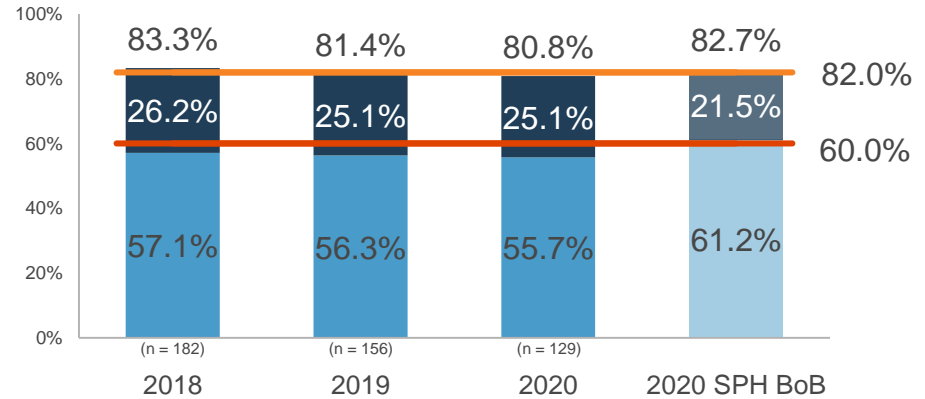


SPH BOOK OF BUSINESS DISTRIBUTION



GETTING CARE QUICKLY

% Always or Usually



- % Always
- % Usually
- QC (% Always)
- QC (% Always/Usually)

Significance Testing

Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.

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

Getting Care Quickly: Attribute Questions

Please see Technical Notes for more information.

GETTING CARE QUICKLY QUESTIONS

The Getting Care Quickly composite score is calculated by taking the average of two questions:

- Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
- Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

2020 GETTING CARE QUICKLY COMPOSITE SUMMARY RATE SCORE

80.8%

Gate Questions

Q3. Had illness, injury or condition that needed care right away

Valid n	Yes
282	33.0%

Q5. Made appts for health care at doctor's office or clinic

280	64.3%
-----	-------

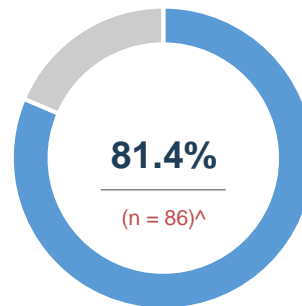
Significance Testing

Current year score is significantly higher than the 2019 score (↑), the 2018 score (⚡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (⚡) or benchmark (▼) score.

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

Q4. GETTING URGENT CARE % Always or Usually

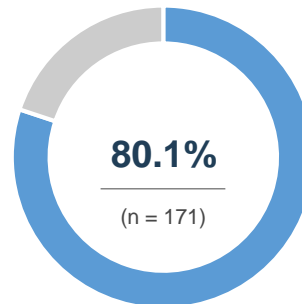


2020	81.4%
2019	82.2%
2018	88.5%
SPH	85.0%
QC	85.1%

Percentile Ranking 2019 QC All Plans



Q6. GETTING ROUTINE CARE % Always or Usually



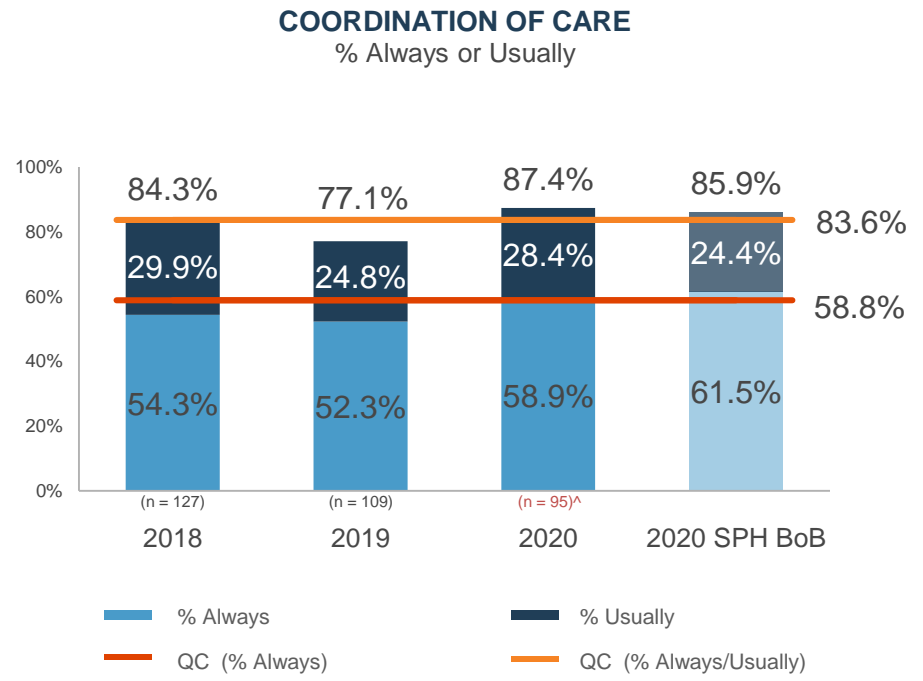
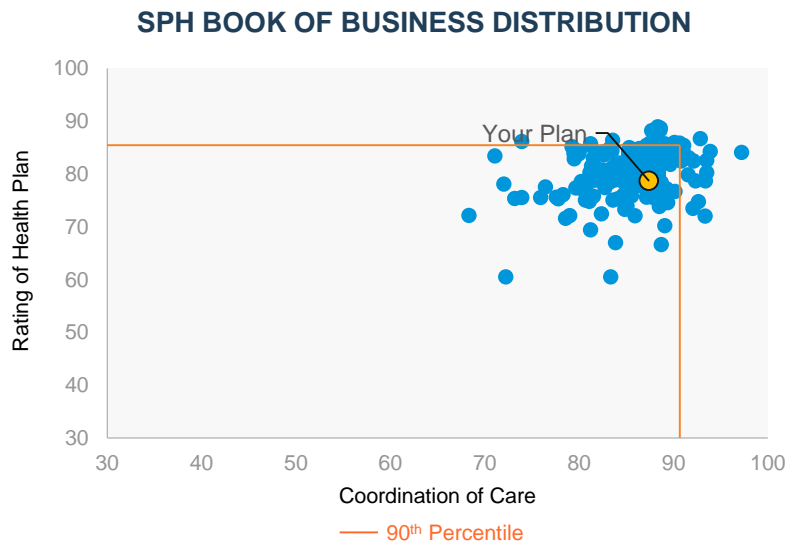
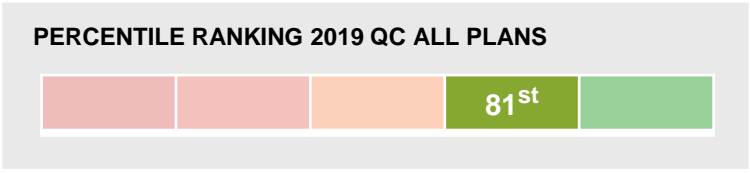
2020	80.1%
2019	80.5%
2018	78.0%
SPH	80.4%
QC	79.3%

Percentile Ranking 2019 QC All Plans



Coordination of Care: Measure

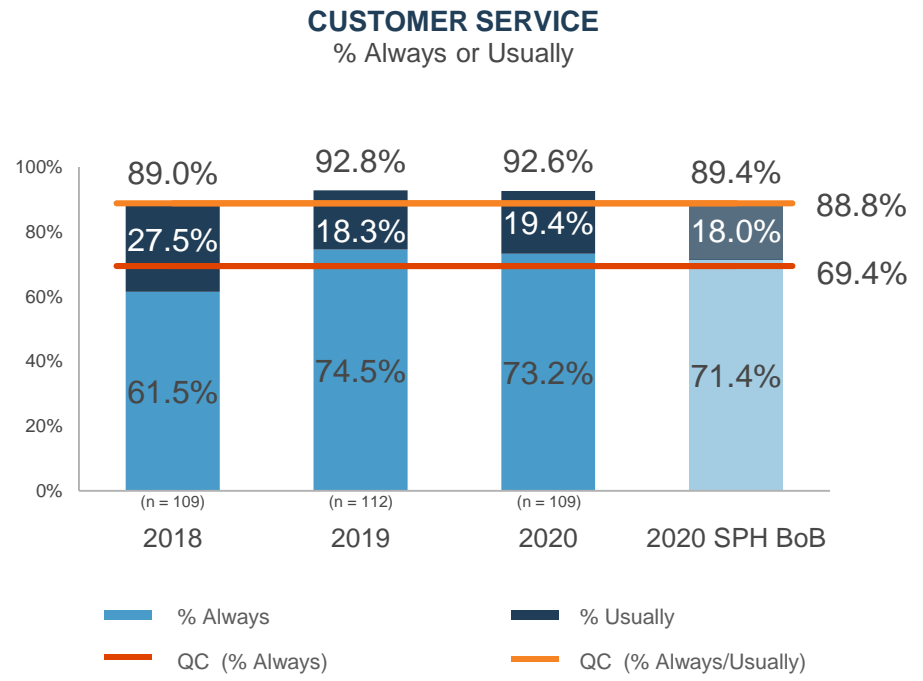
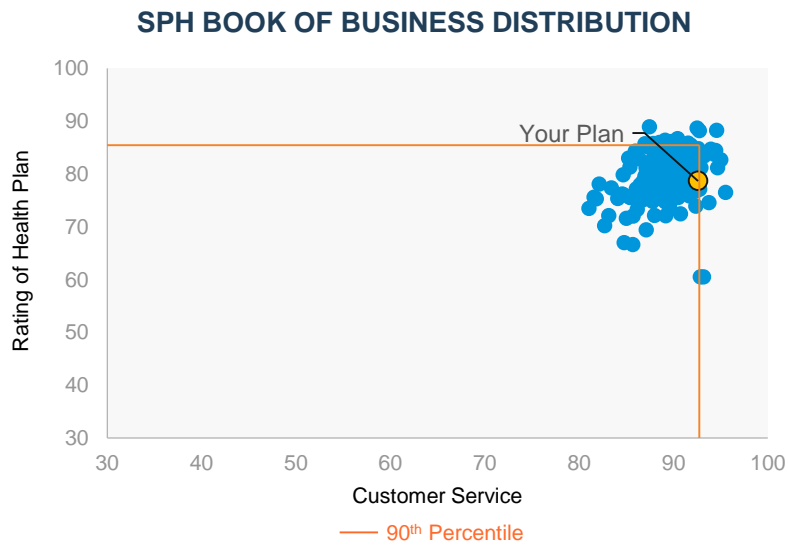
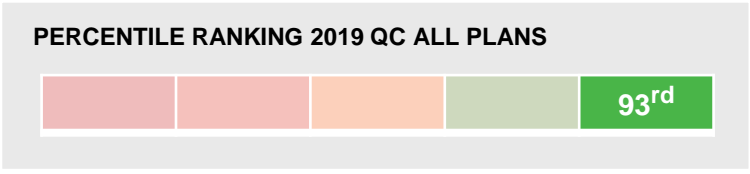
Please see Technical Notes for more information.



Significance Testing
 Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.
 Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.
[^]Denominator less than 100. NCQA will assign an NA to this measure.

Customer Service: Composite*

Please see Technical Notes for more information.



Significance Testing

Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.
 Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.

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

* The Customer Service measure is not used for NCQA ratings.

Customer Service: Attribute Questions

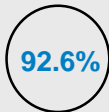
Please see Technical Notes for more information.

CUSTOMER SERVICE QUESTIONS

The Customer Service composite score is calculated by taking the average of two questions:

- Q24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
- Q25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

**2020 CUSTOMER SERVICE
COMPOSITE SUMMARY RATE SCORE**



Gate Questions

Q23. Tried to get information or help from health plan's customer service

Valid n	Yes
279	40.1%

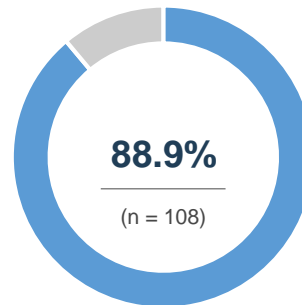
Significance Testing

Current year score is significantly higher than the 2019 score (↑), the 2018 score (⚡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (⚡) or benchmark (▼) score.

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

Q24. PROVIDED INFORMATION OR HELP % Always or Usually

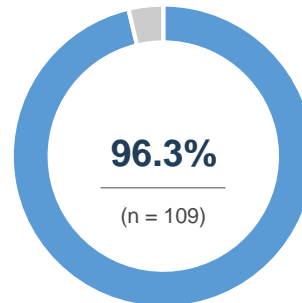


2020	88.9%
2019	90.2%
2018	83.5%
SPH	84.3%
QC	83.3%

Percentile Ranking 2019 QC All Plans



Q25. TREATED WITH COURTESY AND RESPECT % Always or Usually



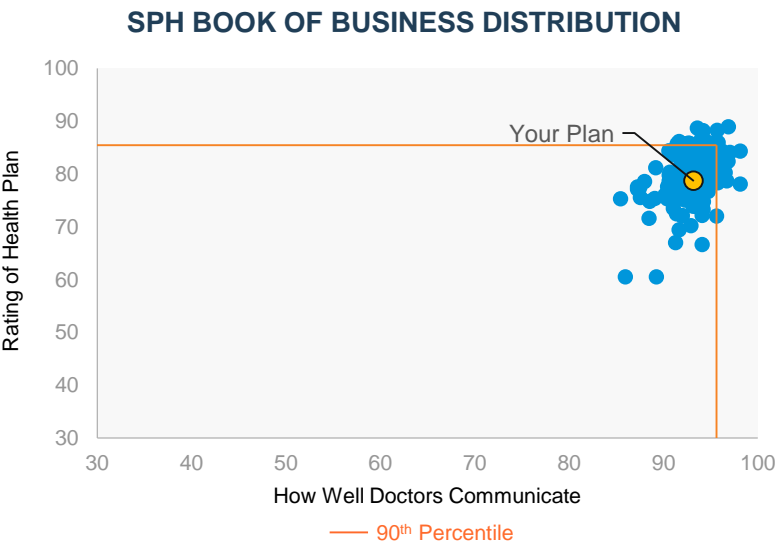
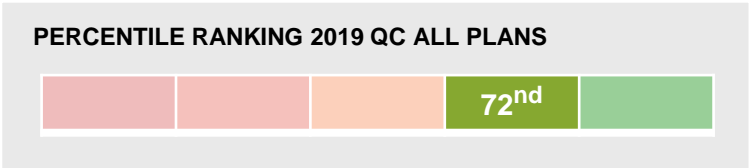
2020	96.3%
2019	95.5%
2018	94.5%
SPH	94.6%
QC	94.3%

Percentile Ranking 2019 QC All Plans



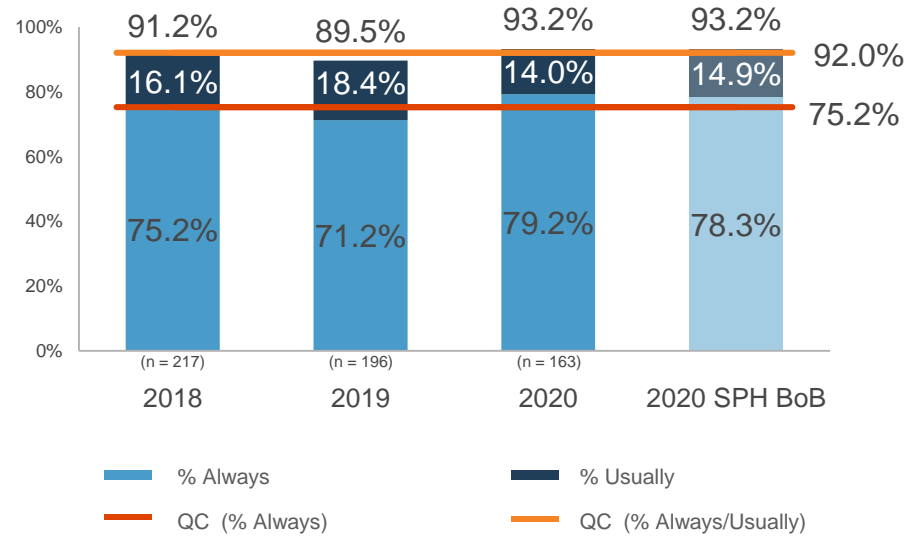
How Well Doctors Communicate: Composite*

Please see Technical Notes for more information.



HOW WELL DOCTORS COMMUNICATE

% Always or Usually



Significance Testing

Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.
 Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.

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

* The How Well Doctors Communicate measure is not used for NCQA ratings.

How Well Doctors Communicate: Attribute Questions

Please see Technical Notes for more information.

HOW WELL DOCTORS COMMUNICATE QUESTIONS

The How Well Doctors Communicate composite score is calculated by taking the average of four questions:

- Q12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
- Q13. In the last 6 months, how often did your personal doctor listen carefully to you?
- Q14. In the last 6 months, how often did your personal doctor show respect for what you had to say?
- Q15. In the last 6 months, how often did your personal doctor spend enough time with you?

2020 HOW WELL DOCTORS COMMUNICATE COMPOSITE SUMMARY RATE SCORE

93.2%

Gate Questions

	Valid n	Yes
Q10. Have a personal doctor	278	77.0%

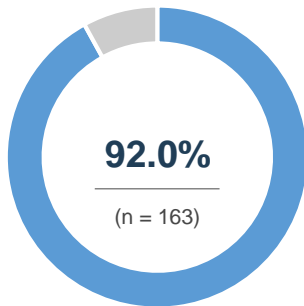
Significance Testing

Current year score is significantly higher than the 2019 score (↑), the 2018 score (⚡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (⚡) or benchmark (▼) score.

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

Q12. PERSONAL DOCTOR EXPLAINED THINGS % Always or Usually

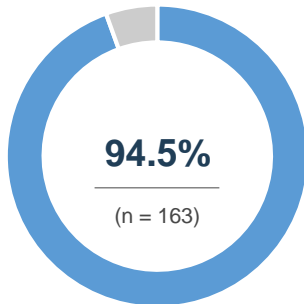


2020	92.0%
2019	89.2%
2018	88.5%
SPH	93.5%
QC	92.2%

Percentile Ranking 2019 QC All Plans



Q13. PERSONAL DOCTOR LISTENED CAREFULLY % Always or Usually



2020	94.5%	↑
2019	88.8%	
2018	91.2%	
SPH	93.5%	
QC	92.3%	

Percentile Ranking 2019 QC All Plans



How Well Doctors Communicate: Attribute Questions (Continued)

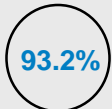
Please see Technical Notes for more information.

HOW WELL DOCTORS COMMUNICATE QUESTIONS

The How Well Doctors Communicate composite score is calculated by taking the average of four questions:

- Q12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
- Q13. In the last 6 months, how often did your personal doctor listen carefully to you?
- Q14. In the last 6 months, how often did your personal doctor show respect for what you had to say?
- Q15. In the last 6 months, how often did your personal doctor spend enough time with you?

2020 HOW WELL DOCTORS COMMUNICATE COMPOSITE SUMMARY RATE SCORE



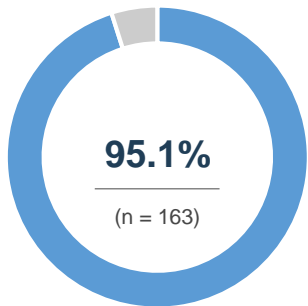
Significance Testing

Current year score is significantly higher than the 2019 score (↑), the 2018 score (⚡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (⚡) or benchmark (▼) score.

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

Q14. PERSONAL DOCTOR SHOWED RESPECT % Always or Usually

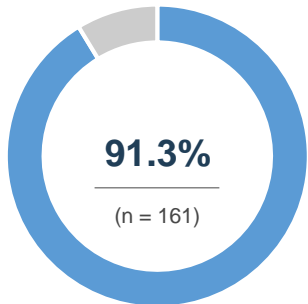


2020	95.1%
2019	89.8%
2018	94.0%
SPH	94.6%
QC	93.6%

Percentile Ranking 2019 QC All Plans



Q15. PERSONAL DOCTOR SPENT ENOUGH TIME % Always or Usually



2020	91.3%
2019	90.3%
2018	91.2%
SPH	91.5%
QC	89.9%

Percentile Ranking 2019 QC All Plans





Summary of Trend and Benchmarks

Summary Rate Scores and Percentile Rankings

- Presbyterian Centennial Care



Summary of Trend and Benchmarks: Section Information

Please see Technical Notes for more information.

Trend and Benchmark Comparisons The CAHPS® 5.0H 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 scores from the 2020 SPH Analytics Medicaid Adult Book of Business and the 2019 Medicaid Adult Quality Compass® All Plans benchmarks. 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 2019 score (↑), the 2018 score (⚡) or benchmark (▲) score.

Red – Current year score is significantly lower than the 2019 score (↓), the 2018 score (⚡) or benchmark (▼) score.

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

Available Benchmarks

The following benchmarks are used throughout the report.

	2019 Quality Compass® All Plans	2019 NCQA 1-100 Benchmark	2020 SPH Analytics Book of Business
	Includes all Medicaid Adult samples that submitted data to NCQA in 2019.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid Adult data collected by NCQA in 2019.	Includes all Medicaid samples that contracted with SPH Analytics to administer the 2020 CAHPS 5.0H survey and submitted data to NCQA.
PROS	<ul style="list-style-type: none"> Contains more plans than Public Report Is presented in NCQA's The State of Health Care Quality 	<ul style="list-style-type: none"> Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark 	<ul style="list-style-type: none"> Provides a benchmark for each question from the survey Permits precise percentile ranking of plan compared to benchmark Historically, the SPH BoB has varied by less than 1% from the Public Report benchmark
CONS	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Contains fewer plans than the Public Report and the Quality Compass® All Plans Benchmarks
SIZE	165 Plans / 57,645 Respondents	165 Plans	152 Plans / 43,902 Respondents

Summary Rate Scores

Please see Technical Notes for more information.

	2020 Valid n	2018	2019	2020	2020 SPH BENCHMARK	2019 QC BENCHMARK
Rating Questions (% 9 or 10)						
★ Q28. Rating of Health Plan	272	59.0%	60.5%	65.4%	64.6%	60.3%
★ Q8. Rating of Health Care	183	54.8%	50.0%	64.5% ↑‡	58.8%	54.9% ▲
★ Q18. Rating of Personal Doctor	207	64.9%	67.2%	71.5%	70.7%	67.5%
★ Q22. Rating of Specialist	104	61.7%	59.5%	78.8% ↑‡	70.9% ▲	66.9% ▲
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	272	77.2%	78.4%	78.7%	80.3%	77.6%
Q8. Rating of Health Care	183	71.8%	69.4%	78.7% ↑	76.9%	75.4%
Q18. Rating of Personal Doctor	207	80.4%	79.3%	82.1%	84.2%	82.1%
Q22. Rating of Specialist	104	80.0%	74.8%	89.4% ↑‡	84.7%	82.3% ▲
Effectiveness of Care Measures						
★ Q31. Flu Vaccinations (Adults 18-64) (% Yes)	219	41.9%	45.5%	46.6%	44.1%	41.8%
★ Q33. Advising Smokers and Tobacco Users to Quit: Rolling Average	174	63.1%	60.8%	63.2%	77.8% ▼	76.7% ▼
Q34. Discussing Cessation Medications: Rolling Average	174	35.4%	38.1%	39.7%	56.1% ▼	52.9% ▼
Q35. Discussing Cessation Strategies: Rolling Average	172	32.3%	36.6%	41.9%	50.2% ▼	46.4%

9

Total Star
Rating

★

Measures

6

Above QC
Benchmark

3

At or Below
QC
Benchmark

Note: Please refer to benchmark descriptions on slide 43.

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



Summary Rate Scores

Please see Technical Notes for more information.

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	2020 Valid n	2018	2019	2020	2020 SPH BENCHMARK	2019 QC BENCHMARK
★ Getting Needed Care (% Always or Usually)	153	81.9%	78.7%	81.6%	83.5%	82.5%
Q9. Getting care, tests, or treatment	186	82.1%	83.3%	83.3%	86.3%	84.8%
Q20. Getting specialist appointment	119	81.7%	74.1%	79.8%	80.7%	80.3%
★ Getting Care Quickly (% Always or Usually)	129	83.3%	81.4%	80.8%	82.7%	82.0%
Q4. Getting urgent care	86 [^]	88.5%	82.2%	81.4%	85.0%	85.1%
Q6. Getting routine care	171	78.0%	80.5%	80.1%	80.4%	79.3%
Other Measure (% Always or Usually)						
★ Q17. Coordination of Care	95 [^]	84.3%	77.1%	87.4%	85.9%	83.6%

9Total Star
Rating

Measures

6Above QC
Benchmark3At or Below
QC
Benchmark



Summary Rate Scores

Please see Technical Notes for more information.

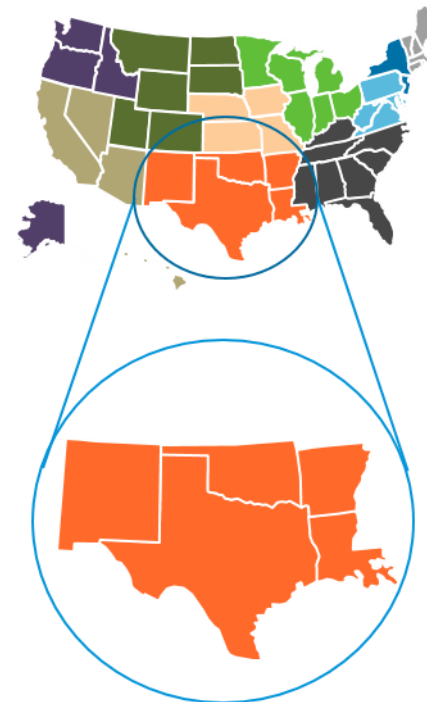
OTHER MEASURES*(Not used for accreditation/ratings)*

	2020 Valid n	2018	2019	2020	2020 SPH BENCHMARK	2019 QC BENCHMARK
Other Measure (% Always or Usually)						
Q27. Ease of filling out forms	269	95.2%	94.7%	97.4%	95.6%	94.4% ▲
Health Plan Customer Service (% Always or Usually)						
Q24. Provided information or help	108	83.5%	90.2%	88.9%	84.3%	83.3%
Q25. Treated with courtesy and respect	109	94.5%	95.5%	96.3%	94.6%	94.3%
How Well Doctors Communicate (% Always or Usually)						
Q12. Personal doctors explained things	163	88.5%	89.2%	92.0%	93.5%	92.2%
Q13. Personal doctors listened carefully	163	91.2%	88.8%	94.5% ↑	93.5%	92.3%
Q14. Personal doctors showed respect	163	94.0%	89.8%	95.1%	94.6%	93.6%
Q15. Personal doctors spent enough time	161	91.2%	90.3%	91.3%	91.5%	89.9%

Please see Technical Notes for more information.

	SUMMARY RATE	2020 SPH BoB REGION
Rating Questions (% 9 or 10)		
Q28. Rating of Health Plan	65.4%	67.5%
Q8. Rating of Health Care	64.5%	61.2%
Q18. Rating of Personal Doctor	71.5%	69.0%
Q22. Rating of Specialist	78.8%	72.4%
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	78.7%	81.2%
Q8. Rating of Health Care	78.7%	77.3%
Q18. Rating of Personal Doctor	82.1%	83.2%
Q22. Rating of Specialist	89.4%	85.3%
Getting Needed Care (% Always or Usually)	81.6%	82.9%
Q9. Getting care, tests, or treatment	83.3%	84.7%
Q20. Getting specialist appointment	79.8%	81.2%
Getting Care Quickly (% Always or Usually)	80.8%	81.8%
Q4. Getting urgent care	81.4%	84.1%
Q6. Getting routine care	80.1%	79.4%
Coordination of Care (Q17) (% Always or Usually)	87.4%	83.4%
Flu Vaccinations for Adults Ages 18-64 (Q31) (% Yes)	46.6%	47.4%
Medical Assistance with Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Rolling average)		
Q33. Advising Smokers and Tobacco Users to Quit	63.2%	72.6%
Q34. Discussing Cessation Medications	39.7%	50.6%
Q35. Discussing Cessation Strategies	41.9%	46.0%

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



Region 6: Dallas

- Arkansas
- New Mexico
- Texas
- Louisiana
- Oklahoma

Significance Testing

Current year score is significantly higher (⬆️) or lower (⬆️) than the 2020 SPH BoB Region score.



Percentile Rankings – Quality Compass (MAS)

Please see Technical Notes for more information.

	2020 Plan		National Percentiles from 2019 Quality Compass (MAS)								
	Score	Percentile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating Questions (% 9 or 10)											
Q28. Rating of Health Plan	65.4%	81 st	49.51	51.93	56.67	58.05	61.38	63.29	64.34	67.66	69.37
Q8. Rating of Health Care	64.5%	96 th	45.42	48.54	51.64	52.79	54.96	56.93	58.37	60.82	64.19
Q18. Rating of Personal Doctor	71.5%	82 nd	58.15	60.78	64.66	65.96	67.75	69.86	70.55	74.42	75.45
Q22. Rating of Specialist	78.8%	98 th	58.68	60.32	63.30	64.49	67.73	69.18	70.45	71.76	73.50
Rating Questions (% 8, 9 or 10)											
Q28. Rating of Health Plan	78.7%	50 th	68.24	70.87	74.31	76.34	78.45	80.00	80.92	83.00	84.13
Q8. Rating of Health Care	78.7%	79 th	67.84	70.19	72.83	73.54	75.43	77.10	78.11	81.29	82.12
Q18. Rating of Personal Doctor	82.1%	48 th	76.29	77.53	79.78	80.62	82.34	83.78	84.62	86.54	88.08
Q22. Rating of Specialist	89.4%	99 th	75.66	77.00	79.40	80.87	82.62	84.41	85.22	86.67	87.59
Getting Needed Care (% Always or Usually)											
Q9. Getting care, tests, or treatment	83.3%	33 rd	76.80	79.40	82.44	83.33	85.35	87.05	87.61	90.00	91.26
Q20. Getting specialist appointment	79.8%	36 th	71.70	73.33	77.94	79.41	80.88	82.41	83.26	85.95	86.78
Getting Care Quickly (% Always or Usually)											
Q4. Getting urgent care	81.4%	14 th	77.87	80.00	83.10	83.76	85.33	87.04	87.69	89.83	90.74
Q6. Getting routine care	80.1%	50 th	67.90	70.49	76.67	78.67	80.10	82.05	83.33	85.78	86.73
Coordination of Care (Q17) (% Always or Usually)											
Q17. Getting care from all providers	87.4%	81 st	75.33	78.02	81.46	82.24	84.15	85.61	86.36	88.89	90.08
Flu Vaccinations for Adults Ages 18-64 (Q31) (% Yes)											
Q31. Getting flu shot	46.6%	80 th	28.10	33.25	36.94	39.41	42.16	44.27	45.41	51.64	54.34
Medical Assistance with Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Rolling average)											
Q33. Advising Smokers and Tobacco Users to Quit	63.2%	<5 th	66.09	68.80	74.02	75.25	77.84	79.56	80.20	82.01	84.33
Q34. Discussing Cessation Medications	39.7%	7 th	38.07	42.47	49.05	50.86	53.45	56.25	58.21	62.74	63.92
Q35. Discussing Cessation Strategies	41.9%	22 nd	34.52	36.52	42.83	44.35	46.35	49.35	51.05	55.01	57.47

Shading indicates that the plan has achieved the percentile level in the column header.



Percentile Rankings – SPH Book of Business (MAS)

Please see Technical Notes for more information.

	2020 Plan		National Percentiles from 2020 SPH Book of Business (MAS)								
	Score	Percentile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating Questions (% 9 or 10)											
Q28. Rating of Health Plan	65.4%	54 th	54.12	57.62	61.50	62.42	64.67	66.94	68.05	70.76	72.87
Q8. Rating of Health Care	64.5%	88 th	49.44	51.93	55.34	56.89	58.92	61.31	62.30	64.68	67.39
Q18. Rating of Personal Doctor	71.5%	60 th	62.66	64.76	68.12	68.69	70.31	72.05	73.21	76.52	78.37
Q22. Rating of Specialist	78.8%	96 th	61.37	63.30	67.42	68.35	71.23	73.38	74.22	77.52	78.66
Rating Questions (% 8, 9 or 10)											
Q28. Rating of Health Plan	78.7%	36 th	72.13	74.82	77.14	78.40	80.42	82.58	83.60	85.36	85.92
Q8. Rating of Health Care	78.7%	66 th	68.74	71.11	74.19	75.20	77.30	78.80	79.89	82.86	84.46
Q18. Rating of Personal Doctor	82.1%	28 th	77.50	79.96	81.93	82.71	84.03	85.39	86.49	88.37	89.76
Q22. Rating of Specialist	89.4%	90 th	76.67	78.72	82.26	83.08	84.85	86.36	87.26	89.92	92.08
Getting Needed Care (% Always or Usually)	81.6%	35th	75.70	77.11	81.00	81.44	82.92	85.07	86.80	88.35	89.29
Q9. Getting care, tests, or treatment	83.3%	22 nd	78.88	80.81	83.74	84.60	86.67	87.92	88.65	90.57	91.31
Q20. Getting specialist appointment	79.8%	48 th	70.51	73.62	76.34	77.49	80.00	82.61	84.47	87.37	87.97
Getting Care Quickly (% Always or Usually)	80.8%	33rd	74.91	76.47	79.69	80.67	82.71	84.44	85.64	87.52	88.42
Q4. Getting urgent care	81.4%	19 th	76.85	79.30	82.28	83.06	84.69	86.94	87.93	90.50	91.96
Q6. Getting routine care	80.1%	45 th	71.29	73.18	76.34	77.96	80.65	82.26	83.61	86.00	87.66
Coordination of Care (Q17) (% Always or Usually)	87.4%	63rd	77.62	79.78	82.64	83.55	85.71	87.84	88.50	90.73	92.27
Flu Vaccinations for Adults Ages 18-64 (Q31) (% Yes)	46.6%	69th	27.73	34.56	39.40	40.69	43.58	46.40	47.85	55.16	59.68
Medical Assistance with Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Rolling average)											
Q33. Advising Smokers and Tobacco Users to Quit	63.2%	<5 th	65.12	69.08	72.80	74.72	77.66	80.31	81.04	84.60	85.67
Q34. Discussing Cessation Medications	39.7%	8 th	38.03	40.38	48.32	49.74	53.93	56.79	58.96	65.11	67.95
Q35. Discussing Cessation Strategies	41.9%	18 th	36.18	38.30	43.52	45.17	47.19	50.23	52.97	56.57	60.21

Shading indicates that the plan has achieved the percentile level in the column header.



Profile of Survey Respondents

Demographic Composition

- Presbyterian Centennial Care



Profile of Survey Respondents: Section Information

Please see Technical Notes for more information.

Demographic Profile The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

The percentages of respondents are displayed by demographic category (Age, Gender, Health Status, Mental/Emotional Health Status, Education, Ethnicity, and Race) from your current survey, compared to trend data (if applicable) and the 2020 SPH Analytics Medicaid Adult Book of Business and the 2019 Medicaid Adult Quality Compass® All Plans benchmarks.

The demographic makeup of your plan's member base may not mirror the "average" plan; therefore, caution is recommended when making comparisons to benchmark data. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted with green or red text. Refer to the Technical Notes for more information on this topic.

Significance Testing

Green – Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.

Red – Current year score is significantly lower than the 2019 score (↓), the 2018 score (§) or benchmark (▼) score.

SPH refers to the 2020 SPH Analytics Book of Business benchmark.

QC refers to the 2019 Quality Compass® All Plans benchmark.

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.

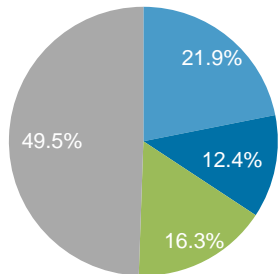
Profile of Survey Respondents

Please see Technical Notes for more information.

Survey Demographics

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

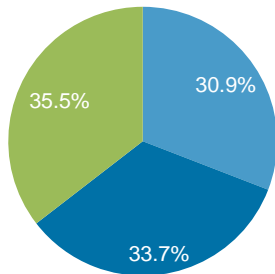
Age



■ 18-34 ■ 35-44 ■ 45-54 ■ 55 or older

	18 - 34	35 - 44	45 - 54	55 or older
2020	21.9% ↓	12.4%	16.3%	49.5% ↑
2019	33.2%	13.2%	13.8%	39.7%
2018	27.2%	12.8%	17.7%	42.3%
SPH	23.3%	13.1%	17.4%	46.2%
QC	28.4% ▼	14.2%	18.2%	39.2% ▲

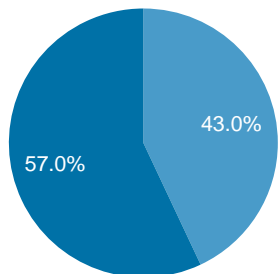
Health Status



■ Excellent/Very Good ■ Good ■ Fair/Poor

	Excellent/ Very Good	Good	Fair/Poor
2020	30.9%	33.7%	35.5%
2019	32.8%	34.0%	33.1%
2018	24.3%	40.0%	35.7%
SPH	31.4%	33.7%	34.8%
QC	32.5%	33.7%	33.8%

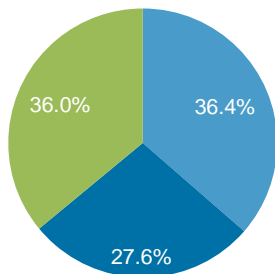
Gender



■ Male ■ Female

	Male	Female
2020	43.0%	57.0%
2019	44.5%	55.5%
2018	40.9%	59.1%
SPH	39.2%	60.8%
QC	39.3%	60.7%

Mental/Emotional Health Status



■ Excellent/Very Good ■ Good ■ Fair/Poor

	Excellent/ Very Good	Good	Fair/Poor
2020	36.4%	27.6%	36.0%
2019	39.8%	30.7%	29.5%
2018	40.8%	29.6%	29.6%
SPH	39.5%	30.4%	30.1% ▲
QC	41.4%	29.7%	28.8% ▲

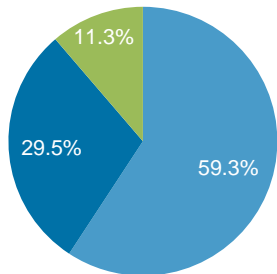
Profile of Survey Respondents

Please see Technical Notes for more information.

Survey Demographics

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

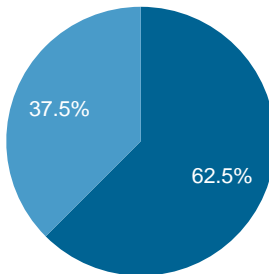
Education



	HS Graduate or Less	Some College	College Graduate or More
2020	59.3%	29.5%	11.3%
2019	61.1%	29.3%	9.7%
2018	61.4%	25.7%	13.0%
SPH	64.3%	25.7%	10.0%
QC	61.9%	27.1%	11.0%

■ HS Graduate or Less ■ Some College ■ College Graduate or More

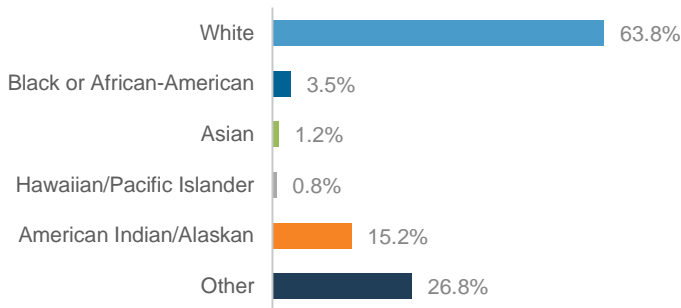
Ethnicity



	Hispanic/Latino	Not Hispanic/Latino
2020	62.5%	37.5%
2019	57.0%	43.0%
2018	57.4%	42.6%
SPH	16.0% ▲	84.0% ▼
QC	19.2% ▲	80.8% ▼

■ Hispanic/Latino ■ Not Hispanic/Latino

Race



	White	Black or African-American	Asian	Hawaiian/Pacific Islander	American Indian/Alaskan	Other
2020	63.8%	3.5%	1.2%	0.8%	15.2%	26.8%
2019	63.4%	2.3%	1.0%	1.0%	13.5%	28.4%
2018	59.4%	2.8%	3.4%	0.9%	12.8%	31.9%
SPH	63.8%	24.9% ▼	5.7% ▼	1.3%	3.8% ▲	9.6% ▲
QC	54.9% ▲	22.8% ▼	5.9% ▼	1.5%	3.6% ▲	11.3% ▲



Demographic Segment Analyses

Subgroup Analysis

- Presbyterian Centennial Care



Demographic Analyses: Section Information

Please see Technical Notes for more information.

Segmenting Responses The CAHPS® 5.0H survey asks demographic questions about the respondent. This section allows you to evaluate the differences across segments of your contract's members. Reviewing measures across different survey response categories may indicate a health plan's overall ability to meet the needs of a varied population.

The percentages represent the Summary Rate for each segment. For example, in the table below, the Summary Rate for the *Rating of Health Plan* is the percentage of respondents who rated their health plan an 8, 9 or 10. The interpretation of this example would be, "Of the respondents with a high school education or less, 85% gave their health plan a rating of 8, 9 or 10. And, of the respondents with some college education or more, 80% gave their health plan a rating of 8, 9 or 10."

	High School or Less (A)	Some College or More (B)
Rating of Health Plan	85% ^B	80%

A capital letter and **green** font indicates that result is significantly higher than the corresponding column.

Segment Groups

- Rating of Health Plan (Q28)
- Rating of Health Care (Q8)
- Respondent's Health Status (Q29)
- Respondent's Mental/Emotional Health Status (Q30)
- Survey Type
- Respondent's Age (Q36)
- Respondent's Gender (Q37)
- Respondent's Education (Q38)
- Respondent's Ethnicity (Q39)
- Respondent's Race (Q40)



Demographic Segments

Please see Technical Notes for more information.

	Rating of Health Plan		Rating of Health Care		Health Status			Mental Health Status			Survey Type		
	8-10	0-7	8-10	0-7	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
<i>Total respondents</i>	214	58	144	39	87	95	100	103	78	102	194	79	14 ^A
Rating Questions (% 9 or 10)													
Q28. Rating of Health Plan	83.2% B	0.0%	77.7% D	33.3%	77.1% FG	57.6%	61.3%	73.7% J	64.9%	56.3%	65.2%	66.2%	64.3%
Q8. Rating of Health Care	72.1% B	25.8%	81.9% D	0.0%	68.8%	66.1%	59.5%	75.4% J	67.9%	51.5%	64.2%	66.7%	58.3%
Q18. Rating of Personal Doctor	78.5% B	38.9%	81.9%	39.3%	73.8%	63.1%	76.6%	82.2% I	59.7%	71.0%	72.3%	70.2%	66.7%
Q22. Rating of Specialist	87.7%	47.4%	87.3%	41.2%	88.0%	81.1%	71.4%	94.1% J	86.2%	61.0%	78.9%	75.9%	100%
Rating Questions (% 8, 9 or 10)													
Q28. Rating of Health Plan	100% B	0.0%	88.5% D	61.5%	84.3%	77.2%	74.2%	84.8% J	79.7%	70.8%	77.3%	81.8%	78.6%
Q8. Rating of Health Care	83.7% B	51.6%	100% D	0.0%	89.6% G	76.3%	73.0%	88.5% J	83.0% J	66.2%	76.4%	87.5%	66.7%
Q18. Rating of Personal Doctor	89.6% B	50.0%	92.9%	53.6%	86.9% F	72.3%	87.0% F	89.0% I	75.8%	81.2%	80.9%	84.2%	88.9%
Q22. Rating of Specialist	95.1%	63.2%	93.0%	64.7%	96.0%	94.6%	81.0%	100% J	93.1%	78.0%	88.7%	89.7%	100%
Getting Needed Care (% Always or Usually)	87.6% B	55.1%	92.0% D	51.8%	81.3%	81.9%	81.2%	84.1%	87.6%	75.3%	82.8%	79.8%	75.0%
Q9. Getting care, tests, or treatment	88.5% B	58.1%	93.0% D	51.3%	85.7%	88.3%	77.3%	88.7%	84.9%	77.1%	83.7%	86.3%	66.7%
Q20. Getting specialist appointment	86.7%	52.2%	91.0%	52.4%	76.9%	75.6%	85.1%	79.5%	90.3% J	73.5%	81.9%	73.3%	83.3%
Getting Care Quickly (% Always or Usually)	87.2% B	62.5%	88.4%	71.6%	81.7%	76.5%	84.3%	86.7%	80.7%	79.1%	78.8%	85.4%	81.8%
Q4. Getting urgent care	91.5%	58.3%	91.5%	64.7%	93.8%	73.1%	81.8%	96.3%	83.3%	72.5%	77.6%	86.4%	100%
Q6. Getting routine care	83.0%	66.7%	85.3%	78.6%	69.6%	80.0%	86.8% E	77.2%	78.0%	85.7%	80.0%	84.4%	63.6%
Coordination of Care (Q17) (% Always or Usually)	95.0%	38.5%	91.3%	66.7%	83.3%	84.8%	90.7%	87.0%	86.1%	88.6%	88.1%	87.5%	75.0%
Flu Vaccinations for Adults Ages 18-64 (Q31) (% Yes)	49.4%	36.7%	51.4%	66.7%	47.3%	44.2%	47.7%	46.9%	46.9%	46.6%	52.8% L	32.3%	50.0%
Medical Assistance with Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Rolling average)													
Q33. Advising Smokers and Tobacco Users to Quit	65.6%	57.5%	75.9%	76.9%	52.3%	59.3%	72.6% E	52.6%	71.4% H	66.2%	68.5% L	52.4%	100%
Q34. Discussing Cessation Medications	43.7%	30.8%	54.4%	37.0%	38.6%	25.9%	49.3% F	31.6%	46.0%	41.8%	45.9% L	27.4%	66.7%
Q35. Discussing Cessation Strategies	43.2%	41.0%	55.1%	37.0%	45.5%	33.3%	45.1%	38.6%	51.0%	37.9%	43.5%	37.7%	66.7%

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



Demographic Segments

Please see Technical Notes for more information.

	<u>Rating of Health Plan</u>		<u>Rating of Health Care</u>		<u>Health Status</u>			<u>Mental Health Status</u>			<u>Survey Type</u>		
	8-10	0-7	8-10	0-7	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
<i>Total respondents</i>	214	58	144	39	87	95	100	103	78	102	194	79	14 ^A
Health Plan Customer Service (% Always or Usually)	96.6%	74.0%	96.1%	100%	86.9%	93.2%	97.2%	90.5%	92.0%	95.5%	92.0%	92.6%	100%
Q24. Provided information or help	94.3%	64.7%	95.2%	100%	79.4%	89.2%	97.1% E	85.7%	87.1%	93.9%	89.9%	85.3%	100%
Q25. Treated with courtesy and respect	98.9%	83.3%	96.9%	100%	94.4%	97.1%	97.2%	95.2%	96.9%	97.0%	94.2%	100% K	100%
How Well Doctors Communicate (% Always or Usually)	96.8%	73.0%	95.8%	79.6%	91.6%	93.5%	93.7%	94.9%	90.7%	93.5%	93.9%	92.7%	85.1%
Q12. Personal doctors explained things	95.5%	72.0%	94.8%	78.3%	91.1%	91.3%	92.6%	94.4%	87.5%	93.1%	92.2%	92.7%	85.7%
Q13. Personal doctors listened carefully	98.5%	72.0%	97.4%	78.3%	93.3%	95.7%	94.1%	96.3%	91.7%	94.8%	94.8%	95.1%	85.7%
Q14. Personal doctors showed respect	98.5%	76.0%	98.3%	79.2%	93.3%	95.7%	95.6%	96.3%	91.8%	96.5%	94.8%	97.6%	85.7%
Q15. Personal doctors spent enough time	94.7%	72.0%	92.9%	82.6%	88.6%	91.3%	92.5%	92.5%	91.7%	89.5%	93.9%	85.4%	83.3%
Other Measures													
Q27. Ease of filling out forms (% Always or Usually)	97.6%	96.4%	97.8%	100%	96.3%	96.7%	98.9%	99.0%	94.6%	97.9%	97.3%	98.7%	91.7%
Q7. Average number of visits to doctor's office or clinic	2.38	1.73	3.36	2.85	1.66	1.87	2.98 EF	1.94	2.23	2.49	2.06	2.22	3.96
Q11. Average number of visits to personal doctor	1.98	1.85	2.25	2.21	1.22	1.54	2.82 EF	1.70	1.68	2.47 HI	2.05	1.74	1.56
Q21. Average number of specialists seen	1.46	1.13	1.49	1.24	1.44	1.09	1.61 F	1.33	1.52	1.38	1.37	1.39	1.83

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



Demographic Segments

Please see Technical Notes for more information.

	<u>Age</u>				<u>Gender</u>		<u>Education</u>		<u>Race</u>			<u>Ethnicity</u>	
	18-34	35-44	45-54	55+	Male	Female	High school or less	Some college or more	White	Black or African-American	Other*	Hispanic	Not Hispanic
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
<i>Total respondents</i>	62	35	46	140	122	162	163	112	164	9 ^A	91	172	103
Rating Questions (% 9 or 10)													
Q28. Rating of Health Plan	59.3%	54.3%	66.7%	71.0%	69.3%	62.8%	71.8% ^H	57.4%	67.1%	66.7%	60.2%	68.5%	61.2%
Q8. Rating of Health Care	56.3%	47.4%	68.8%	69.0%	72.3%	60.3%	63.7%	66.2%	64.9%	50.0%	64.7%	65.7%	62.5%
Q18. Rating of Personal Doctor	63.9%	69.2%	78.1%	72.7%	77.8%	67.5%	73.0%	68.8%	73.4%	57.1%	70.0%	74.2%	68.0%
Q22. Rating of Specialist	77.8%	84.6%	84.2%	75.9%	82.9%	77.0%	81.6%	76.9%	81.3%	75.0%	82.1%	82.5%	75.6%
Rating Questions (% 8, 9 or 10)													
Q28. Rating of Health Plan	72.9%	62.9%	80.0%	85.5% ^B	85.1% ^F	74.4%	80.8%	75.9%	79.1%	77.8%	73.9%	81.2%	74.5%
Q8. Rating of Health Care	71.9%	73.7%	78.1%	82.0%	84.6%	75.9%	75.5%	81.8%	81.1%	62.5%	76.5%	81.9%	73.6%
Q18. Rating of Personal Doctor	86.1%	69.2%	84.4%	83.6%	85.2%	80.5%	78.7%	88.3%	84.7%	71.4%	80.0%	83.1%	81.3%
Q22. Rating of Specialist	94.4%	92.3%	89.5%	87.0%	95.1%	86.9%	87.8%	90.4%	89.1%	100%	92.9%	93.0%	84.4%
Getting Needed Care (% Always or Usually)	74.1%	76.8%	79.2%	85.6%	88.2%^F	77.8%	84.9%	77.7%	84.9%	81.3%	80.9%	79.8%	85.0%
Q9. Getting care, tests, or treatment	78.1%	73.7%	75.8%	89.2%	90.9% ^F	78.8%	87.3%	79.5%	86.6%	87.5%	80.0%	83.5%	84.5%
Q20. Getting specialist appointment	70.0%	80.0%	82.6%	82.0%	85.4%	76.8%	82.5%	75.9%	83.1%	75.0%	81.8%	76.1%	85.4%
Getting Care Quickly (% Always or Usually)	75.4%	90.6%	78.6%	80.1%	82.1%	80.7%	80.3%	81.3%	84.8%	60.7%	75.2%	84.2%	77.2%
Q4. Getting urgent care	71.4%	100%	76.5%	80.5%	81.6%	81.3%	80.4%	83.3%	85.5%	50.0%	73.9%	85.2%	78.6%
Q6. Getting routine care	79.4%	81.3%	80.6%	79.8%	82.5%	80.2%	80.2%	79.2%	84.2%	71.4%	76.5%	83.2%	75.9%
Coordination of Care (Q17) (% Always or Usually)	85.7%	81.8%	73.3%	92.7%	82.4%	90.0%	86.3%	90.2%	90.7%	100%	78.6%	89.7%	84.8%
Flu Vaccinations for Adults Ages 18-64 (Q31) (% Yes)	31.7%	37.5%	54.5%^A	56.1%^A	43.0%	48.8%	54.3%^H	37.8%	48.0%	55.6%	48.6%	43.2%	48.1%
Medical Assistance with Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Rolling average)													
Q33. Advising Smokers and Tobacco Users to Quit	54.8%	72.0%	59.4%	69.4%	60.9%	67.5%	69.2%	57.6%	67.3%	80.0%	57.9%	66.3%	62.0%
Q34. Discussing Cessation Medications	28.6%	28.0%	35.5%	53.4% ^A	31.2%	50.6% ^E	46.2%	31.7%	47.4% ^K	60.0%	29.8%	41.3%	40.0%
Q35. Discussing Cessation Strategies	45.2%	36.0%	35.5%	45.1%	35.5%	49.4%	46.2%	36.7%	44.8%	60.0%	38.6%	44.0%	40.6%

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

*Other includes all respondents who selected any race other than White or Black/African-American and did not select White or Black/African-American.



Demographic Segments

Please see Technical Notes for more information.

	<u>Age</u>				<u>Gender</u>		<u>Education</u>		<u>Race</u>			<u>Ethnicity</u>	
	18-34	35-44	45-54	55+	Male	Female	High school or less (G)	Some college or more (H)	White (I)	Black or African-American (J)	Other* (K)	Hispanic (L)	Not Hispanic (M)
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
<i>Total respondents</i>	62	35	46	140	122	162	163	112	164	9 ^A	91	172	103
Health Plan Customer Service (% Always or Usually)	85.0%	82.6%	100%	95.5%	90.1%	94.6%	95.1%	91.8%	93.3%	100%	92.0%	94.0%	91.2%
Q24. Provided information or help	73.9%	77.8%	100%	94.6%	86.0%	91.1%	91.8%	88.4%	90.0%	100%	89.2%	92.4%	85.0%
Q25. Treated with courtesy and respect	96.0%	87.5%	100%	96.4%	94.1%	98.2%	98.4%	95.2%	96.7%	100%	94.9%	95.6%	97.4%
How Well Doctors Communicate (% Always or Usually)	93.0%	87.5%	93.7%	94.1%	95.7%	91.9%	93.3%	94.5%	93.9%	85.7%	91.6%	94.6%	90.5%
Q12. Personal doctors explained things	95.5%	88.9%	87.5%	92.9%	96.6%	89.2%	91.8%	94.9%	91.6%	85.7%	91.7%	94.1%	87.3%
Q13. Personal doctors listened carefully	95.5%	88.9%	95.8%	94.9%	96.6%	94.1%	93.9%	96.6%	94.7%	85.7%	93.8%	95.1%	92.7%
Q14. Personal doctors showed respect	95.5%	88.9%	95.7%	96.0%	94.9%	95.0%	95.9%	95.0%	96.8%	85.7%	93.6%	97.0%	92.7%
Q15. Personal doctors spent enough time	85.7%	83.3%	95.8%	92.8%	94.7%	89.1%	91.7%	91.5%	92.6%	85.7%	87.2%	92.0%	89.1%
Other Measures													
Q27. Ease of filling out forms (% Always or Usually)	94.6%	100% ^D	100% ^D	96.9%	99.1%	96.1%	98.0%	96.2%	96.8%	88.9%	97.7%	96.9%	97.9%
Q7. Average number of visits to doctor's office or clinic	1.97	1.82	2.41	2.38	1.87	2.43	2.16	2.32	2.20	4.06	2.07	2.23	2.10
Q11. Average number of visits to personal doctor	1.14	1.85	2.02	2.21 ^A	1.70	2.08	2.05	1.84	1.86	2.57	2.14	2.11	1.61
Q21. Average number of specialists seen	1.30	1.20	1.18	1.56	1.44	1.38	1.34	1.45	1.28	1.25	1.69 ^I	1.39	1.33

^AIndicates a base size smaller than 20. Interpret results with caution.^IOther includes all respondents who selected any race other than White or Black/African-American and did not select White or Black/African-American.



Custom Questions

Results for Supplemental Questions

- Presbyterian Centennial Care

Custom Question Results

Your contract asked the following supplemental questions on the 2020 survey tool.

Survey Item	Category Responses (Summary Rate responses in grey)					Contract Summary Rate			2020 SPH Book of Business
						2020	2019	2018	Summary Rate
Q41. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?	<u>Yes</u>	<u>No</u>				(n=272)	(n=305)	(n=330)	---
	60.7%	39.3%				60.7%	55.7%	54.8%	---
Q42. 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?	<u>Yes</u>	<u>No</u>				(n=267)	(n=307)	(n=334)	---
	54.3%	45.7%				54.3%	52.1%	51.2%	---
Q43. 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?	<u>Yes</u>	<u>No</u>				(n=276)	(n=310)	(n=328)	---
	37.0%	63.0%				37.0%	34.8%	30.8%	---
Q45. How satisfied are you with the help you received to coordinate your care in the last 6 months?	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=267)	(n=301)	(n=101)	---
	37.5%	37.5%	19.1%	1.9%	4.1%	74.9% ↓	72.8%	86.1%	---

Significance Testing

Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.

▲Indicates a base size smaller than 20. Interpret results with caution.

Custom Question Results

Your contract asked the following supplemental questions on the 2020 survey tool.

Survey Item	Category Responses (Summary Rate responses in grey)					Contract Summary Rate			2020 SPH Book of Business
						2020	2019	2018	Summary Rate
Q46. Did your Care Coordinator sit down with you and create a Plan of Care?	<u>Yes</u>	<u>No</u>				(n=267)	(n=300)	---	---
	31.8%	68.2%				31.8%	33.0%	---	---
Q47. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=259)	(n=302)	(n=96)	---
	30.9%	41.7%	20.8%	2.7%	3.9%	72.6% [‡]	71.2%	82.3%	---
Q48. Do you feel that your cultural and/or language needs are recognized and addressed, as needed, by Presbyterian Centennial Care?	<u>Yes</u>	<u>No</u>				(n=269)	(n=300)	(n=330)	---
	79.9%	20.1%				79.9%	84.0%	85.2%	---
Q49. In the past 6 months, have you had a problem with balance or walking?	<u>Yes</u>	<u>No</u>				(n=277)	(n=303)	(n=320)	---
	29.6%	70.4%				29.6%	29.0%	30.6%	---

Significance Testing

Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.

▲Indicates a base size smaller than 20. Interpret results with caution.

Custom Question Results

Your contract asked the following supplemental questions on the 2020 survey tool.

Survey Item	Category Responses (Summary Rate responses in grey)		Contract Summary Rate			2020 SPH Book of Business
			2020	2019	2018	Summary Rate
Q50. A fall is when your body goes to the ground without being pushed. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?	<u>Yes</u>	<u>No</u>	(n=74)	(n=76)	(n=85)	---
	68.9%	31.1%	68.9%	64.5%	67.1%	---
Q51. Did you fall in the past 6 months?	<u>Yes</u>	<u>No</u>	(n=81)	(n=86)	(n=95)	---
	43.2%	56.8%	43.2%	44.2%	42.1%	---
Q52. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include: Suggest that you use a cane or walker/Check your blood pressure lying or standing/Suggest that you do an exercise or physical therapy program/Suggest a vision or hearing testing.	<u>Yes</u>	<u>No</u>	(n=73)	(n=75)	(n=77)	---
	74.0%	26.0%	74.0%	62.7%	66.2%	---

Significance Testing

Current year score is significantly higher than the 2019 score (↑), the 2018 score (⚡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (⚡) or benchmark (▼) score.

▲Indicates a base size smaller than 20. Interpret results with caution.

Custom Question Results

Your contract asked the following supplemental questions on the 2020 survey tool.

Survey Item	Contract Summary Rate			2020 SPH Book of Business Summary Rate
	2020	2019	2018	Summary Rate
Q44. In the last 6 months, who helped to coordinate your care?	(n=247)	(n=283)	(n=95)	---
Someone from your health plan	13.4% ↓	12.0%	30.5%	---
Someone from your doctor's office or clinic	25.9% ↓	27.2%	43.2%	---
Someone from another organization	4.5%	2.1%	4.2%	---
A friend or family member	14.6%	17.0%	9.5%	---
You	41.7% ‡	41.7%	12.6%	---

Significance Testing

Current year score is significantly higher than the 2019 score (↑), the 2018 score (‡) or benchmark (▲) score.

Current year score is significantly lower than the 2019 score (↓), the 2018 score (‡) or benchmark (▼) score.

‡Indicates a base size smaller than 20. Interpret results with caution.



Custom Questions: Demographic Segments

Please see Technical Notes for more information.

	Rating of Health Plan		Rating of Health Care		Health Status			Mental Health Status			Survey Type		
	8-10	0-7	8-10	0-7	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
<i>Total respondents</i>	214	58	144	39	87	95	100	103	78	102	194	79	14 [^]
Q41. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy? <i>(% Yes)</i>	67.6% B	41.1%	66.4%	57.9%	62.4%	62.0%	59.3%	62.4%	65.8%	56.8%	60.1%	58.9%	81.8%
Q42. 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? <i>(% Yes)</i>	59.6% B	40.4%	60.8%	55.3%	52.4%	55.6%	56.2%	50.5%	62.0%	54.2%	54.8%	54.2%	44.4%
Q43. 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? <i>(% Yes)</i>	42.2% B	21.1%	50.4%	34.2%	29.1%	38.5%	42.1%	30.7%	38.2%	43.3%	38.1%	32.9%	45.5%
Q45. How satisfied are you with the help you received to coordinate your care in the last 6 months? <i>(%Very satisfied + %Satisfied)</i>	85.0% B	42.1%	79.4% D	56.8%	77.1%	75.0%	73.1%	81.6% J	74.7%	67.4%	71.9%	82.2%	77.8%
Q46. Did your Care Coordinator sit down with you and create a Plan of Care? <i>(% Yes)</i>	37.3% B	18.2%	39.1%	28.9%	25.9%	32.2%	38.0%	35.7%	23.0%	34.4%	33.7%	27.0%	33.3%
Q47. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home? <i>(%Very satisfied + %Satisfied)</i>	81.1% B	44.2%	76.5%	61.8%	69.9%	73.8%	73.0%	78.9% J	76.4% J	62.2%	71.4%	75.4%	75.0%
Q48. Do you feel that your cultural and/or language needs are recognized and addressed, as needed, by Presbyterian Centennial Care? <i>(% Yes)</i>	85.6% B	60.7%	86.5% D	68.4%	78.8%	79.1%	81.3%	75.5%	82.4%	82.1%	77.7%	84.9%	83.3%

A capital letter and green font indicates that result is significantly higher than the corresponding column.

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



Custom Questions: Demographic Segments

Please see Technical Notes for more information.

	<u>Rating of Health Plan</u>		<u>Rating of Health Care</u>		<u>Health Status</u>			<u>Mental Health Status</u>			<u>Survey Type</u>		
	8-10	0-7	8-10	0-7	Excellent or Very good	Good	Fair or Poor	Excellent or Very good	Good	Fair or Poor	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
<i>Total respondents</i>	214	58	144	39	87	95	100	103	78	102	194	79	14 [^]
Q49. In the past 6 months, have you had a problem with balance or walking? (% Yes)	27.5%	31.6%	35.3%	44.7%	10.3%	23.3% ^E	51.0% ^{E F}	18.2%	27.6%	42.4% ^{H I}	34.0% ^L	21.3%	14.3%
Q50. A fall is when your body goes to the ground without being pushed. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking? (% Yes)	70.4%	69.2%	68.1%	75.0%	55.6%	66.7%	70.5%	50.0%	70.0%	75.7%	68.4%	68.8%	100%
Q51. Did you fall in the past 6 months? (% Yes)	41.1%	44.4%	39.6%	47.1%	44.4%	35.0%	46.9%	33.3%	38.1%	48.8%	42.2%	46.7%	50.0%
Q52. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include: Suggest that you use a cane or walker/Check your blood pressure lying or standing/Suggest that you do an exercise or physical therapy program/Suggest a vision or hearing testing. (% Yes)	78.4%	58.8%	75.0%	64.7%	85.7%	65.0%	76.7%	76.9%	75.0%	74.4%	69.0%	92.3%	100%

A capital letter and green font indicates that result is significantly higher than the corresponding column.

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



Custom Questions: Demographic Segments

Please see Technical Notes for more information.

	<u>Age</u>				<u>Gender</u>		<u>Education</u>		<u>Race</u>			<u>Ethnicity</u>	
	18-34	35-44	45-54	55+	Male	Female	High school or less	Some college or more	White	Black or African-American	Other	Hispanic	Not Hispanic
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
<i>Total respondents</i>	62	35	46	140	122	162	163	112	164	9 ^A	91	172	103
Q41. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy? (% Yes)	60.3%	44.1%	60.9%	65.9% ^B	58.8%	62.3%	60.3%	62.3%	62.6%	37.5%	60.2%	59.8%	63.9%
Q42. 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)	51.8%	34.3%	46.7%	64.3% ^{B,C}	58.1%	51.4%	56.6%	52.4%	56.3%	37.5%	52.3%	56.2%	53.2%
Q43. 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)	28.8%	20.0%	39.1%	44.0% ^{A,B}	35.0%	37.7%	38.6%	34.3%	36.3%	25.0%	40.9%	38.6%	33.3%
Q45. How satisfied are you with the help you received to coordinate your care in the last 6 months? (%Very satisfied + %Satisfied)	76.4%	67.6%	67.4%	78.2%	81.9% ^F	69.8%	77.3%	72.1%	76.1%	75.0%	73.5%	77.2%	71.4%
Q46. Did your Care Coordinator sit down with you and create a Plan of Care? (% Yes)	13.8%	23.5%	27.3%	42.6% ^{A,B}	34.5%	29.5%	37.9% ^H	21.0%	30.1%	12.5%	38.4%	35.4%	25.5%
Q47. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home? (%Very satisfied + %Satisfied)	73.6%	54.5%	58.1%	81.3% ^{B,C}	70.5%	74.5%	76.4%	67.6%	72.5%	37.5%	71.6%	72.9%	72.3%
Q48. Do you feel that your cultural and/or language needs are recognized and addressed, as needed, by Presbyterian Centennial Care? (% Yes)	72.9%	82.4%	80.0%	82.2%	82.8%	78.1%	77.8%	82.4%	84.6% ^K	75.0%	70.9%	79.9%	79.0%

A capital letter and green font indicates that result is significantly higher than the corresponding column.

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



Custom Questions: Demographic Segments

Please see Technical Notes for more information.

	<u>Age</u>				<u>Gender</u>		<u>Education</u>		<u>Race</u>			<u>Ethnicity</u>	
	18-34	35-44	45-54	55+	Male	Female	High school or less	Some college or more	White	Black or African-American	Other	Hispanic	Not Hispanic
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
<i>Total respondents</i>	62	35	46	140	122	162	163	112	164	9 ^A	91	172	103
Q49. In the past 6 months, have you had a problem with balance or walking? (% Yes)	9.8%	23.5%	26.7% ^A	40.4% ^{A_B}	27.1%	31.2%	33.8% ^H	21.6%	26.9%	12.5%	33.3%	29.7%	27.5%
Q50. A fall is when your body goes to the ground without being pushed. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking? (% Yes)	40.0%	57.1%	75.0%	72.0%	73.3%	65.1%	74.5%	60.9%	66.7%	100%	76.9%	73.8%	55.6%
Q51. Did you fall in the past 6 months? (% Yes)	16.7%	57.1%	33.3%	45.5%	43.8%	41.7%	42.3%	41.7%	48.8%	100%	32.1%	49.0%	29.6%
Q52. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include: Suggest that you use a cane or walker/Check your blood pressure lying or standing/Suggest that you do an exercise or physical therapy program/Suggest a vision or hearing testing. (% Yes)	50.0%	57.1%	66.7%	81.3%	75.0%	72.7%	81.3%	62.5%	71.8%	0.0%	80.8%	74.4%	69.2%

A capital letter and green font indicates that result is significantly higher than the corresponding column.

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



Appendix: Correlation Analyses

Plan Specific Correlations

- Presbyterian Centennial Care

Highest Correlations

Below are the 10 key measures with the highest correlations to the Rating measures.

		With Health Care Rating			With Personal Doctor Rating			With Specialist Rating
Q22	Specialist overall	0.6055	Q12	Dr. explained things	0.7054	Q13	Dr. listened carefully	0.7180
Q4	Got urgent care	0.5090	Q14	Dr. showed respect	0.6005	Q8	Health care overall	0.6055
Q9	Got care/tests/treatment	0.4927	Q15	Dr. spent enough time	0.5930	Q28	Health plan overall	0.5849
Q18	Personal doctor overall	0.4822	Q13	Dr. listened carefully	0.5606	Q4	Got urgent care	0.5023
Q28	Health plan overall	0.4655	Q17	Dr. informed about care	0.4975	Q14	Dr. showed respect	0.4513
Q13	Dr. listened carefully	0.4640	Q8	Health care overall	0.4822	Q17	Dr. informed about care	0.4035
Q17	Dr. informed about care	0.4624	Q28	Health plan overall	0.4446	Q9	Got care/tests/treatment	0.3971
Q14	Dr. showed respect	0.4158	Q25	CS courtesy/respect	0.4125	Q15	Dr. spent enough time	0.3609
Q20	Got specialist appt.	0.4125	Q9	Got care/tests/treatment	0.3627	Q12	Dr. explained things	0.3329
Q15	Dr. spent enough time	0.4050	Q24	CS provided info./help	0.3081	Q45	Satisfied with help to coordinate care	0.3296



Appendix: Flowchart

Understanding Relative Performance of Composite Measures

- Presbyterian Centennial Care

Flowchart – Understanding Relative Performance

Please see Technical Notes for more information.

How composite questions perform relative to each other

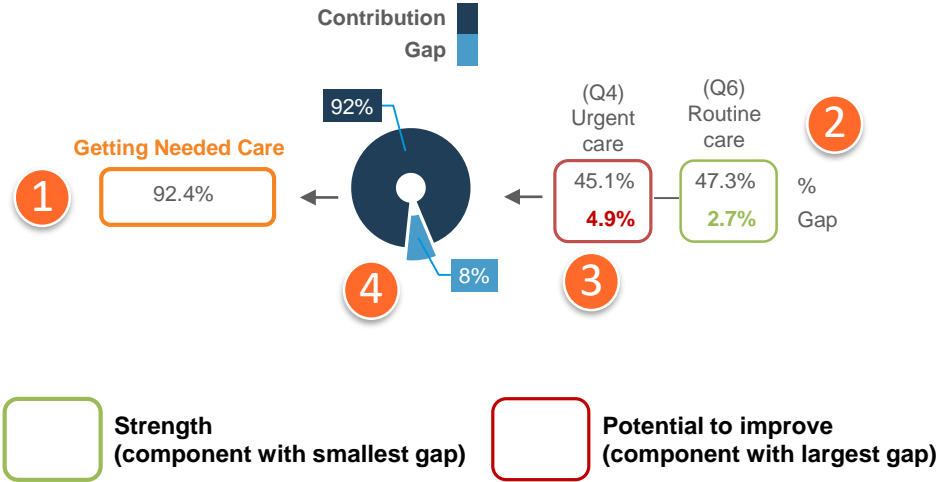
- 1 Composite summary rate scores are displayed in the orange box.
- 2 Next to the composite score are the questions included in the composite.
- 3 There are two numbers in the boxes under the questions. The top number is how much that question contributes to the composite score (Actual Contribution). The bottom number is the gap between the Maximum and Actual Contribution.

$$\frac{\text{Plan Score}}{\text{Max Score}} \times \text{Maximum Contribution} = \text{Actual Contribution} \quad \text{Maximum Contribution} - \text{Actual Contribution} = \text{Gap}$$

Q6 Example:

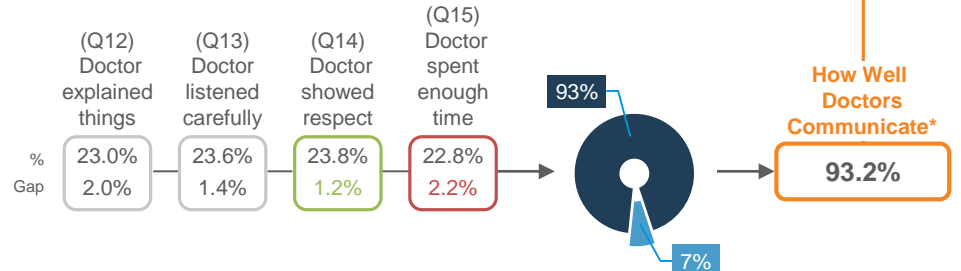
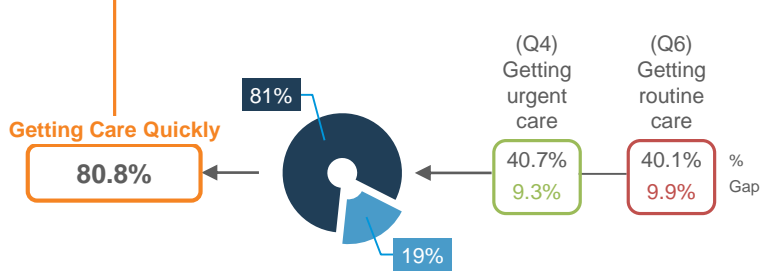
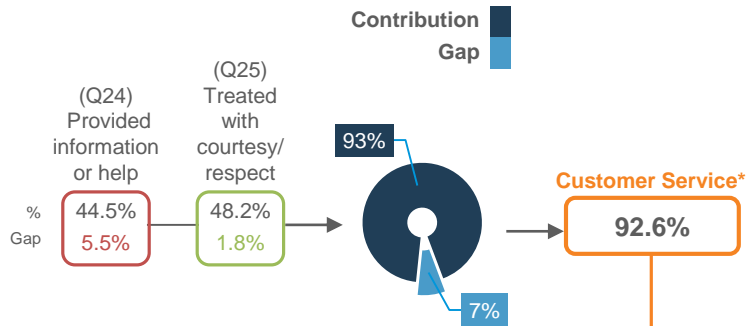
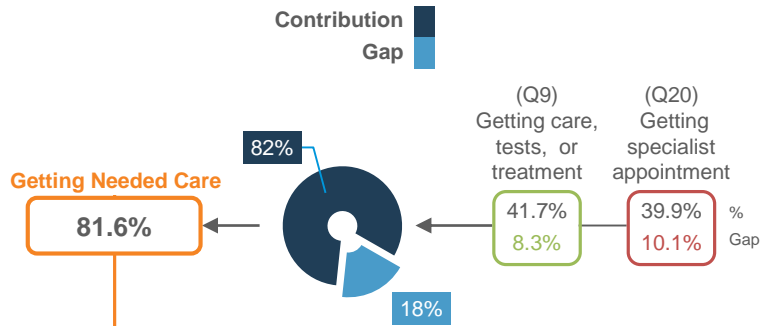
$$\frac{94.6\%}{100\%} \times 50.0\% = 47.3\% \quad 50.0\% - 47.3\% = 2.7\%$$

- 4 For the pie chart, the dark blue is the sum of the Actual Contributions and the light blue slice is the sum of the Gaps.



Flowchart – Understanding Relative Performance

Please see Technical Notes for more information.



* The How Well Doctors Communicate and Customer Service composites are not used in NCQA ratings.



Appendix: Accreditation

Estimated NCQA Plan Ratings and Frequency Distributions

- Presbyterian Centennial Care



Estimated NCQA Health Insurance Plan Ratings

Please see Technical Notes for more information.

EXPLANATION Beginning in 2020, NCQA planned significant changes to Health Plan Accreditation. CAHPS would no longer be scored using three-point scores for purposes of health plan accreditation. Instead, health plans would be scored on a 1-5 star rating system based on HEDIS and CAHPS measures, with a bonus available for plans successfully completing the review of standards and guidelines. Because they are no longer used by NCQA, SPH no longer calculates and presents three-point scores and accreditation thresholds in this report.

The **COVID-19** pandemic and the associated strain on the health care system led NCQA to decide not to publish Health Plan Ratings in 2020. The information contained in this report uses the methodology described by NCQA but please be advised that **Health Plan Ratings will not be calculated and therefore, no measures (HEDIS/CAHPS) will be scored this year**. However, Accredited plans are still required to submit.

Please note the following:

- NCQA calculates health plan ratings (HPR) by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score. The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.
- The CAHPS measures are classified based on their national percentile (10th, 33.33rd, 66.67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest. Percentiles and ratings are estimated based on the 2019 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
Bottom 10 percent	Bottom 3 rd of plans but not bottom 10 th	Middle 3 rd of plans	Top 3 rd of plans, but not in the top 10 ^t	Top decile of plans



Estimated NCQA Plan Ratings

Please see Technical Notes for more information.

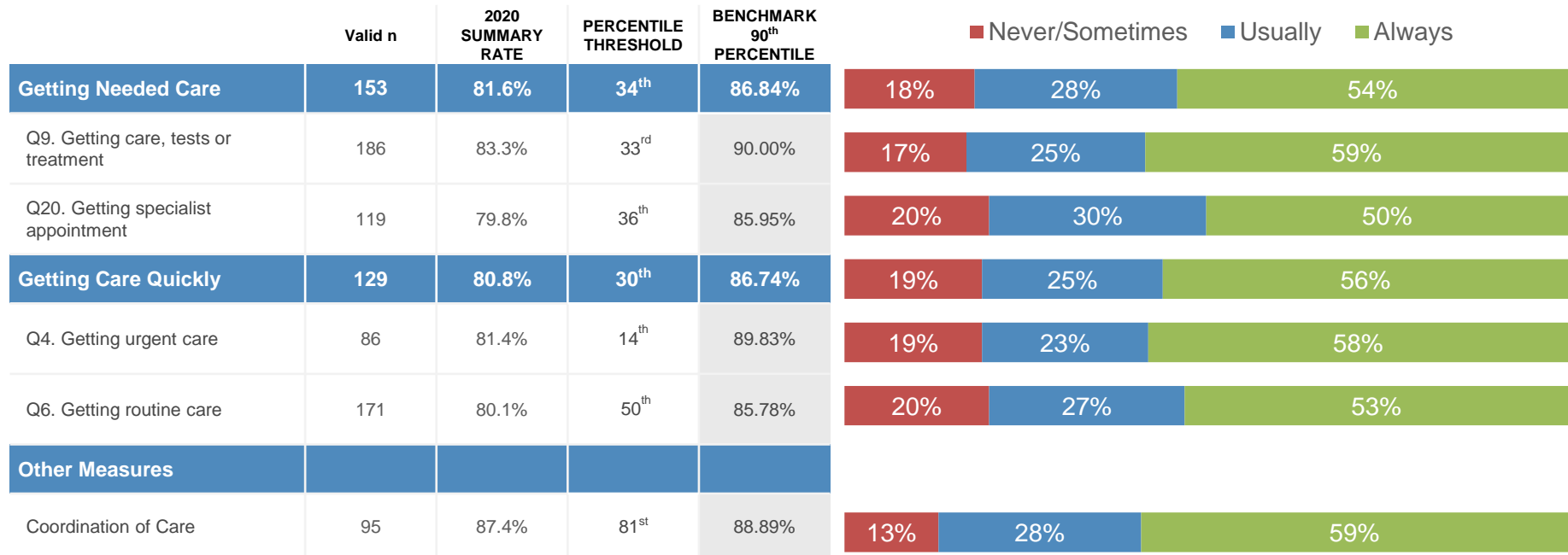
	2020 SUMMARY RATE	SUMMARY RATE DEFINITION	PERCENTILE RANK	SPH ESTIMATED RATING	WEIGHT
CONSUMER SATISFACTION				4.0	
GETTING CARE				2.5	
Getting Needed Care	81.6%	Usually + Always	34 th	3.0	1.5
Getting Care Quickly	80.8%	Usually + Always	30 th	2.0	1.5
SATISFACTION WITH PLAN PHYSICIANS				NA	
Rating of Personal Doctor	71.5%	9 + 10	82 nd	4.0	1.5
Rating of Specialist	78.8%	9 + 10	98 th	5.0	1.5
Rating of Health Care	64.5%	9 + 10	96 th	5.0	1.5
Coordination of Care	87.4%	Usually + Always	81 st	NA	1.5
SATISFACTION WITH PLAN SERVICES				4.0	
Rating of Health Plan	65.4%	9 + 10	81 st	4.0	1.5
PREVENTION					
Flu Vaccinations Adults Ages 18-64	46.6%	% Yes	80 th	4.0	1.0
TREATMENT					
Smoking Advice	63.2%	Usually + Always + Sometimes	<5 th	1.0	1.0

NOTE 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.

In response to the COVID-19 pandemic, NCQA is not publishing Health Plan Ratings in 2020. These estimates are for informational purposes only.

GLOBAL PROPORTIONS SCORING AND ACCREDITATION

The graphical presentation of frequency distributions, including Summary Rates for composites and rating questions are shown on these pages. In addition, the measure's percentile threshold when compared to the 2019 NCQA 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum rating possible for a particular CAHPS accreditation measure.

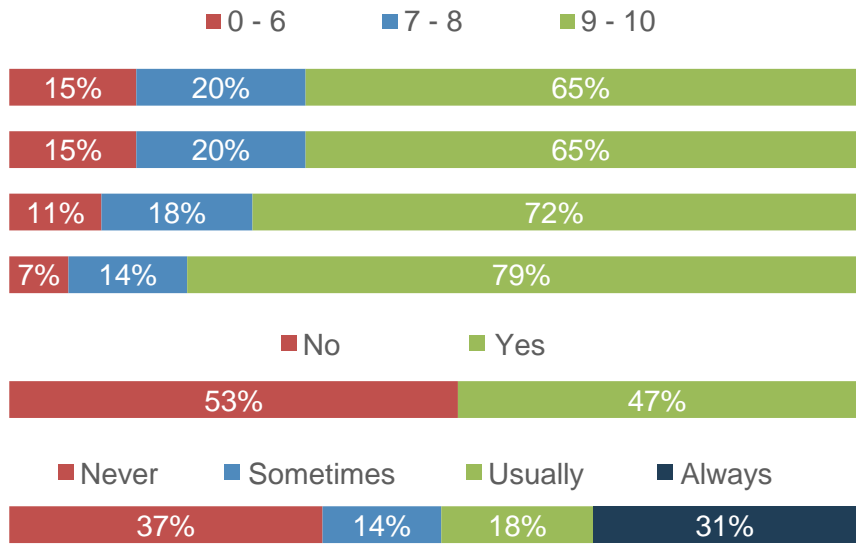


Please see Technical Notes for more information.

GLOBAL PROPORTIONS SCORING AND ACCREDITATION

The graphical presentation of frequency distributions, including Summary Rates for composites and rating questions are shown on these pages. In addition, the measure's percentile threshold when compared to the 2019 NCQA 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum rating possible for a particular CAHPS accreditation measure.

	Valid n	2020 SUMMARY RATE	PERCENTILE THRESHOLD	BENCHMARK 90 th PERCENTILE
Rating Questions				
Rating of Health Plan	272	65.4%	81 st	67.66%
Rating of Health Care	183	64.5%	96 th	60.82%
Rating of Personal Doctor	207	71.5%	82 nd	74.42%
Rating of Specialist	104	78.8%	98 th	71.76%
Prevention				
Flu Vaccinations <i>Adults Ages 18-64</i>	219	46.6%	80 th	51.64%
Treatment				
Smoking Advice	174	63.2%	<5 th	82.01%





Appendix: Improvement Strategies and Voice of the Member

- Presbyterian Centennial Care

Improvement Strategies – Rating of Health Plan

- Analyze, investigate, probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with Rating of the Plan (i.e., CS, Claims, GNC, GCQ, HWDC). Review QI recommendations/actions of these CAHPS composite measures.
- Communicate and educate all areas of the Plan on CAHPS, sharing findings, initiatives and outcomes. Seek input and observations. Engage relevant contributors into QI design/activities.
- Analyze satisfaction levels and loyalty ratings based on member profile/segmentation data (health system, age, length of membership, have PCP, etc.).
- Set S.M.A.R.T. goals Specific, Measurable, Attainable, Realistic, and Timely for all identified activities. Assess all relevant internal data. Conduct additional surveys, data analyses as needed.
- Consider opportunities for positive and strategic messaging about the plan or health care reminders to adult members. Use technology to provide more effective and efficient care.
- Consider the value of a SPH CAHPS Drill-Down, Simulation Survey or CG-CAHPS to probe key CAHPS measures and/or target segments of the population.
- Explore opportunity to continually monitor rating of the plan using targeted follow-up surveys, e.g., call satisfaction, care management, etcetera.
- Develop online videos (vs. excessive reading) explaining key terms and activities members need to know, e.g., how much you have to pay, or Understanding Your Health Insurance Costs. Evaluate and implement complementing, consistent, simple and clear communications.
- Explore or enhance potential of a mobile app providing member immediate access to secure accurate, up-to-date information about their Plan, benefits, coverage, copays, cost, claims, etc.

Additional resource for improvement: AHRQ best practices

At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:

<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

Need Additional Assistance? For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Strategic Account Executive to learn more or visit our website at <http://www.sphanalytics.com/consulting>.

Voice of the Member (SPH National Sample) Recommended actions for improvement based on comments from adult consumers across the country with health insurance coverage

"I really would like to see health care use more technology. What I mean by this is more doctor-to-patient video sessions, online prescription ordering having more of a prevalence, things of this nature."

"Make the explanations on claims much easier to understand, so that if there is an error, someone can review it and make sure they aren't being billed twice, or incorrectly. This happens a lot!"



SELECTED COMMENTS

"There has got to be a way to improve the medication coverage tables and keep that information more current, both the medications added and removed from coverage tables, as well as any pricing changes."

"To me it's all about clarity. It's important that benefits be detailed in understandable language."

Improvement Strategies – Rating of Health Care

- Analyze, assess, probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with Rating of Health Care (e.g., GNC, GCQ, HWDC, CoC). Review QI recommendations/actions for related CAHPS composite measures.
- Seek to simplify Plan requirements, processes, and/or procedures (e.g., UM, CM, Pharma, Use of IVR) impacting the member experience of care and access to care, tests or treatment. Examples include: Provide care quickly. Provide quick access to effective treatments. Minimize patient costs for care.
- Assess internal data. Track, audit, review and assess call center calls and/or complaints regarding quality of care, choice of providers, access to care, UM, CM, health system, etc.
- Communicate and educate all areas of the Plan on CAHPS, sharing findings, initiatives and outcomes. Seek input and observations. Engage relevant contributors into QI design/activities.
- Confirm adequacy of contracted providers and walk-in centers with extended hours.
- Ensure CSR have easy access to current, updated resources to provide accurate guidance about plan/drug coverage, out of pocket cost, availability of providers, requirements, processes, etc.
- Foster strong relationships with contracted providers via regular communications and collaboration. Data driven comparisons of PEC metrics can support/guide mutual improvement.
- Explore potential of aligning information flow/ EHRs to better integrate, support, or facilitate patient care, coordination of care and vital information among contracted providers.
- Consider the need to conduct additional measurement, probing of composite measures with targeted populations or health systems (e.g., CG-CAHPS or CAHPS Drill Down Survey).

Additional resource for improvement: AHRQ best practices

At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:

<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

Need Additional Assistance? For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Strategic Account Executive to learn more or visit our website at <http://www.sphanalytics.com/consulting>.

Voice of the Member (SPH National Sample) Recommended actions for improvement based on comments from adult consumers across the country with health insurance coverage





Rating of Personal Doctor

Please see Technical Notes for more information.

Voice of the Member (SPH National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with health insurance coverage

Improvement Strategies – Rating of Personal Doctor

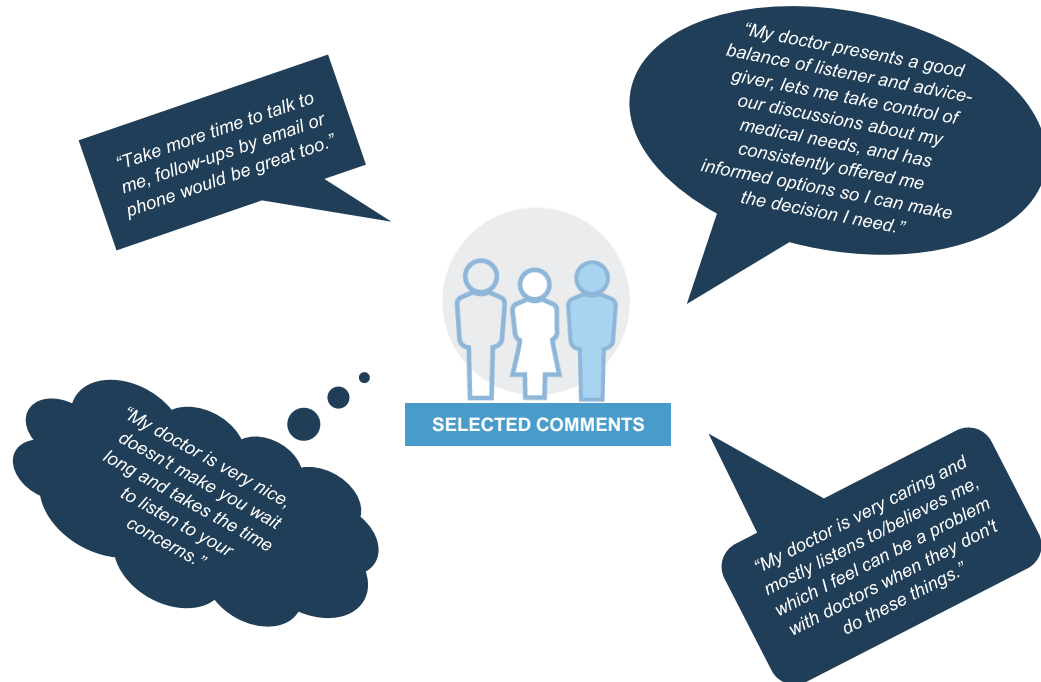
- Analyze, investigate, and probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with rating of personal doctor. (e.g., HWDC, GCQ, GNC, Coordination of Care).
- Review QI recommendations/actions for related CAHPS composite measures: How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

Additional resource for improvement: AHRQ best practices

At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:

<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

Need Additional Assistance? For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Strategic Account Executive to learn more or visit our website at <http://www.sphanalytics.com/consulting>.



Improvement Strategies – Rating of Specialist

- Analyze, investigate, and probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with rating of specialist or doctor. (e.g., HWDC, GCQ, GNC, Coordination of Care).
- Review QI recommendations/actions for related CAHPS composite measures: How Well Doctors Communicate, Getting Care Quickly, Getting Needed Care, Coordination of Care.
- Provide resources, articles, tools and training sessions via multiple channels to support and drive improvement in physician-patient communication and patient-centered interviewing. Examples include: Listen to patients' concerns, Follow-up with the patient. Provide thorough explanations. Ensure that all questions and concerns are answered. All staff focus on being helpful and courteous to patients.
- Share, report and discuss relative CAHPS health care performance and feedback at the health system and/or within network level.
- Promote use of a secure online patient portal which allows patients access to their medical record and health care information of relevant to patient needs.
- Gather and analyze patient feedback on their recent office visit (i.e., patient "comment cards," follow up call/text/email, CG CAHPS survey, etc.)
- Assess adequacy of contracted specialist by specialty. If necessary, review quality of care information among specific specialties and/or identify practices of excellence.
- Explore ability of providers to share with patient's a summary of their medical record or health assessments to facilitate conversation about relevant health and wellness issues.
- Assess systems (e.g., EHRs) processes and/or procedures used to gather or facilitate distribution of patient information among providers.
- Suggest providers/practices periodically analyze appointment scheduling timeframes versus types of office visits.

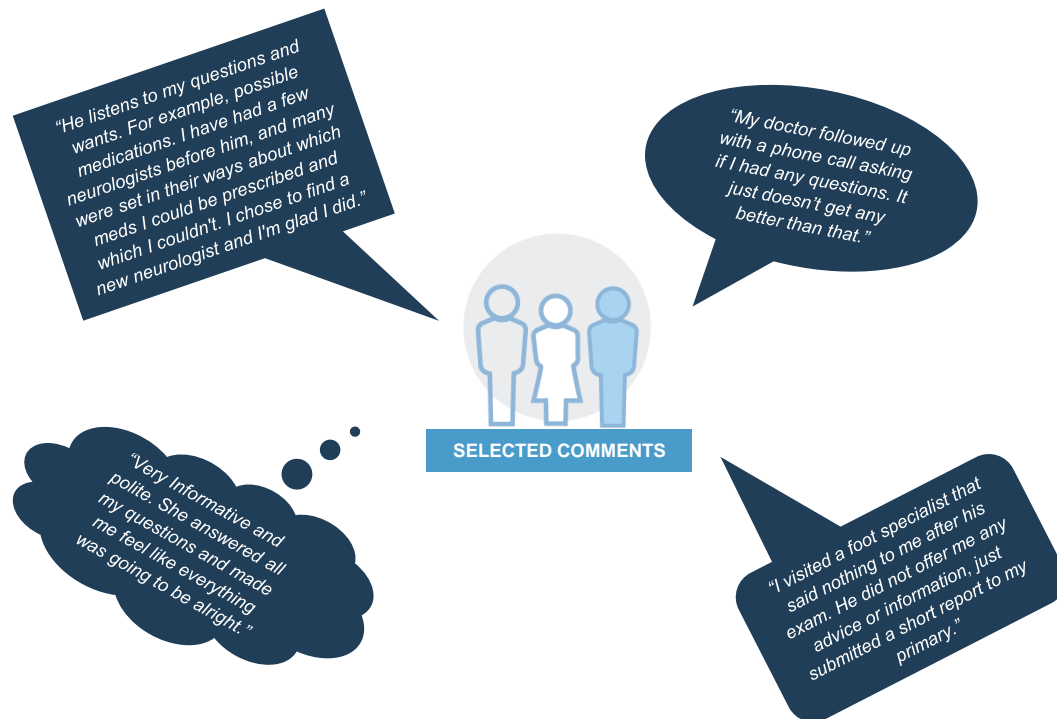
Additional resource for improvement: AHRQ best practices

At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:

<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

Need Additional Assistance? For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Strategic Account Executive to learn more or visit our website at <http://www.sphanalytics.com/consulting>.

Voice of the Member (SPH National Sample) Recommended actions for improvement based on comments from adult consumers across the country with health insurance coverage



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.

Additional resource for improvement: AHRQ best practices

At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:

<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

Need Additional Assistance? For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Strategic Account Executive to learn more or visit our website at <http://www.sphanalytics.com/consulting>.

Voice of the Member (SPH National Sample) Recommended actions for improvement based on comments from adult consumers across the country with health insurance coverage

"The first visit, I was just given a recommendation of how to feel better faster. The second visit, I was given lab work, a prescription for an antibiotic and soon after, relief from my suffering. The third doctor's visit gave me the treatment that I needed all in one day. This is a memorable experience because of how quickly the doctor and nurses worked together to get me healed once they found out what the problem was and the relief I felt because of the treatment."

"I felt that the doctor could have done a little bit more when it came to finding a way to fund the lab test, since doctors are more informed about ways to help their patients in this department."



SELECTED COMMENTS

"You simply go online to schedule an appointment at one of the many locations in your area and you are set."

"I had an MRI on my knee last October. The doctor had the results the next morning but didn't call me back for over a week. I was angry. The doctor should have been more timely."

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.

Additional resource for improvement: AHRQ best practices

At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:

<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

Need Additional Assistance? For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Strategic Account Executive to learn more or visit our website at <http://www.sphanalytics.com/consulting>.

Voice of the Member (SPH National Sample) Recommended actions for improvement based on comments from adult consumers across the country with health insurance coverage



Improvement Strategies – How Well Doctors Communicate

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

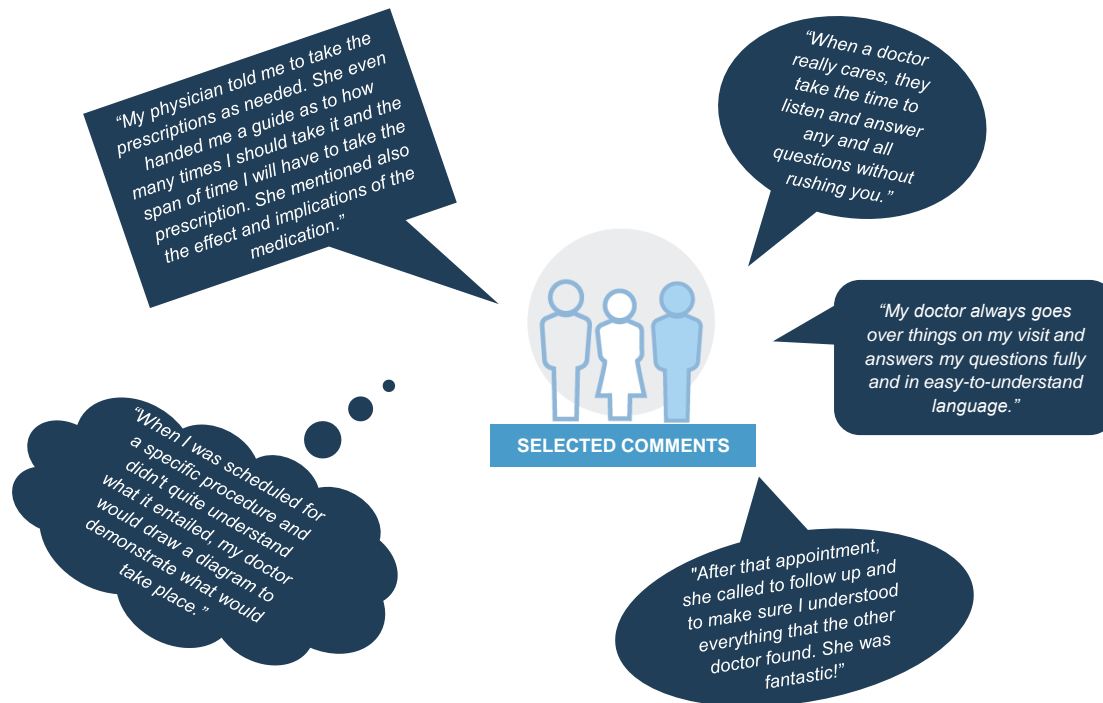
Additional resource for improvement: AHRQ best practices

At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:

<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

Need Additional Assistance? For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Strategic Account Executive to learn more or visit our website at <http://www.sphanalytics.com/consulting>.

Voice of the Member (SPH National Sample) Recommended actions for improvement based on comments from adult consumers across the country with health insurance coverage



Voice of the Member (SPH National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with health insurance coverage

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.



Additional resource for improvement: AHRQ best practices

At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:

<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

Need Additional Assistance? For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Strategic Account Executive to learn more or visit our website at <http://www.sphanalytics.com/consulting>.

Improvement Strategies – Coordination of Care

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

Additional resource for improvement: AHRQ best practices

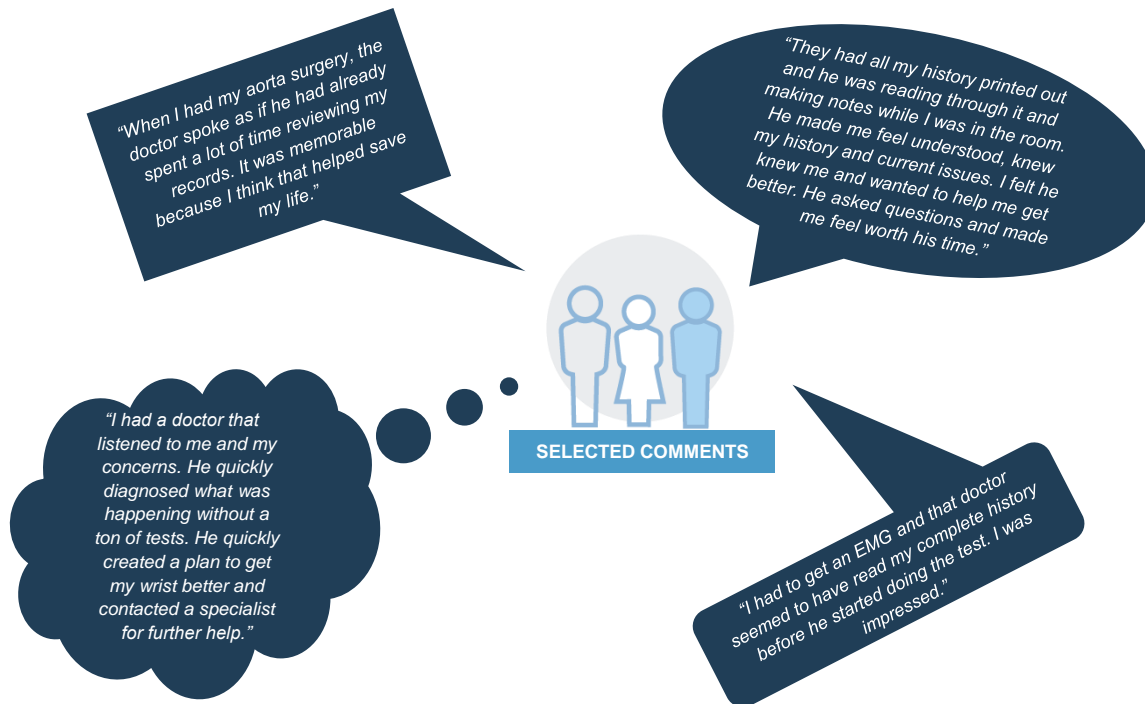
At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:

<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

Need Additional Assistance? For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Strategic Account Executive to learn more or visit our website at <http://www.sphanalytics.com/consulting>.

Voice of the Member (SPH National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with health insurance coverage





Appendix: Questionnaire

- Presbyterian Centennial Care

We invite you to partner with us for ongoing quality improvement...

Smart Member Engagement™ Platform

WHY?

Address Health Plan Challenges

Smart Member Engagement provides a unique tool set to address the health challenges of your membership. Stratify cohorts by conditions, risk factors, engageability, and/or member experience to deliver a personalized and targeted outreach that drives desired member behavior and outcomes.

Stratify and Build Cohorts

- Level of engagement
- Disease conditions
- Risk factors
- Member experience



Each option can be implemented stand-alone

WHO?

Improve Member Health
Improve Scores/Ratings
Strengthen Patient Loyalty
Increase Provider Satisfaction

WHAT?

Message Design

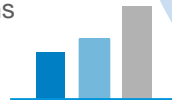
Variations on core message for each identified cohort group



REFINE?

Measure & Analyze

Follow-up surveys to cohorts to test their recollection of messages and any actions taken to improve their health or close care gaps



HOW?

Omnichannel Outreach

- Mail
- Email
- Text
- Phone – IVR
- Phone – Live Agent





**Targeted Outreach & Engagement =
Healthier Members, Revenue, &
Star Ratings**

A High-Touch, Personalized Approach for Closing Gaps in Care Impacting HEDIS Measures



Contact your Strategic Account Executive to develop a custom engagement program to drive care gap closure for your membership.

Step 1: Identify the Care Gaps

Identify, then target those members who are neither meeting the standards for specific condition treatment, nor receiving important preventive screenings.

Step 2: Focus on Measures Affecting Larger Member Numbers and High-Volume Provider Groups

Sticking to members with the more prevalent care gaps like mammograms, colorectal screenings, diabetes care, heart disease, and flu shots, send co-branded appointment-scheduling messaging

Step 3: Multi-Modal Outreach to Activate and Motivate Patients

Directly schedule appointments for members with providers via phone outreach or remind members to set up a much-needed appointment via multi-modal outreach (text, email, phone, IVR, or mail)

Step 4: Close the Loop

Scheduling reminder calls about upcoming appointments, and follow-up confirmations for appointments already met.