



## At - A - Glance Report

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2021 Medicaid Adult CAHPS 5.1 H

### Health Partners Plans

Project Number(s):

37893

SPHAnalytics.com

Current data as of: 07/09/2021

## 1. Executive Summary

SPH Analytics, a National Committee for Quality Assurance (NCQA) Certified Healthcare Effectiveness Data and Information Set (HEDIS®)<sup>1</sup> Survey Vendor, was selected by Health Partners Plans to conduct its 2021 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)<sup>2</sup> 5.1H Medicaid Adult Member Satisfaction Survey.

This At-A-Glance report is designed to give you a summary view of those CAHPS® results. SPH Analytics collected 190 valid surveys from the eligible member population, yielding a response rate of 13.5%.<sup>3</sup>

## CAHPS® 5.1H Medicaid Adult Survey

Topics included in the CAHPS® 5.1H Medicaid Adult Survey are:

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

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

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

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

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

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

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

<sup>3</sup> Please note that the CAHPS® survey is eligible to be conducted from January through May 2021.

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

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

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

There are four questions with responses scaled 0 to 10 in the CAHPS® 5.1H survey: *Rating of Health Care* (Question 8), *Rating of Personal Doctor* (Question 18), *Rating of Specialist* (Question 22), and *Rating of Health Plan* (Question 28), where zero represents “worst possible” and ten represents “best possible.” The Summary Rate represents the percentage of respondents who rated the question an “8,” “9,” or “10.”

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

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

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

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

The *Flu Vaccinations for Adults Ages 18-64* measure is the percentage of members 18-64 years of age who received a flu shot or flu spray in the nose since July 1, 2020. The Summary Rate for the *Flu Vaccination for Adults Ages 18-64* measure is the proportion of respondents between the ages of 18-64 who responded “Yes” to the question, “Have you had either a flu shot or flu spray in the nose since July 1, 2020?” Although the *Flu Vaccinations for Adults Ages 18-64* is considered to be an Effectiveness of Care measure, NCQA rolling average methodology are not used to calculate results.

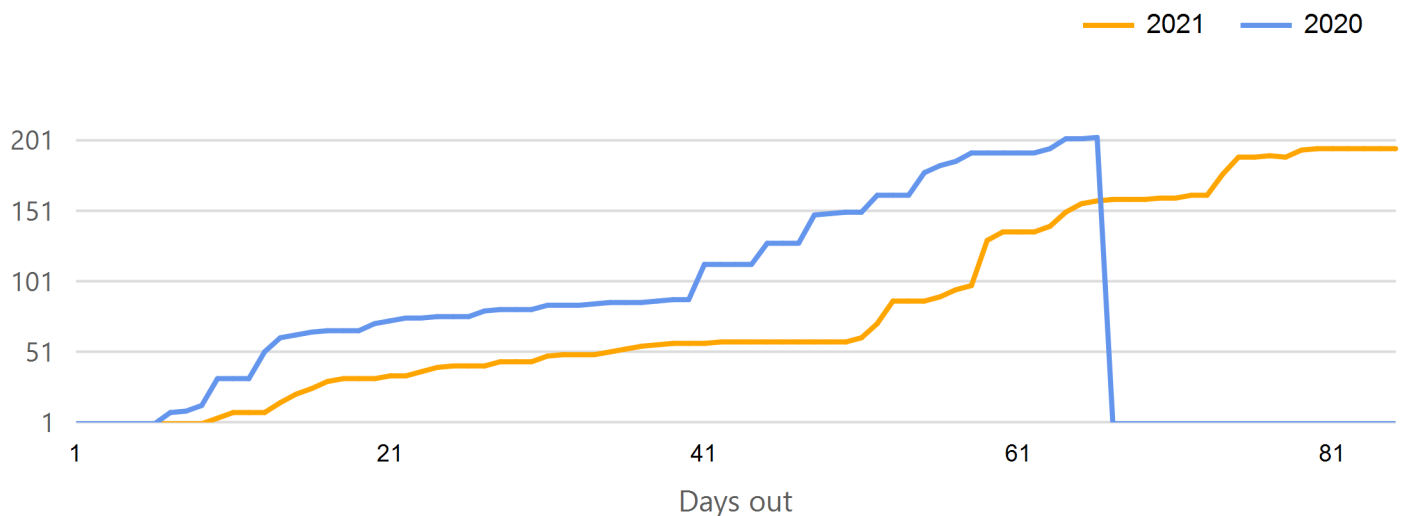
<sup>4</sup> Please note that members who responded “No” to Q26 are included in “Always” of Q27, per NCQA HEDIS 2021 guidelines.



Sample Size		Total Completes	Response Rate	
1431		190	13.5%	
Disposition Code	Disposition Description	2021	2020	
M0	Mail Complete	132	128	
T0	Phone Complete	58	62	
I0	Internet Complete	0	0	
1	Does Not Meet Criteria	10	10	
2	Non-Responses	19	14	
3	Ineligible (Language Barrier)	8	7	
4	Ineligible (Mentally/Physically Incapable)	1	3	
5	Ineligible (Deceased)	1	0	
6	Non-Response (Refusal)	47	41	
7	Non-Response (Non-Response After Maximum Attempts)	1155	1153	
8	Non-Response (Added to DNC List)	0	0	
Sample Size		1431	1418	
Response Rate		13.5%	13.6%	

Raw Returns	2021	2020	% Change
Total Returns to Date	196	203	-3.45%
Total Response Rate to Date	13.7%	14.32%	-0.62%

## Total Returns YTD





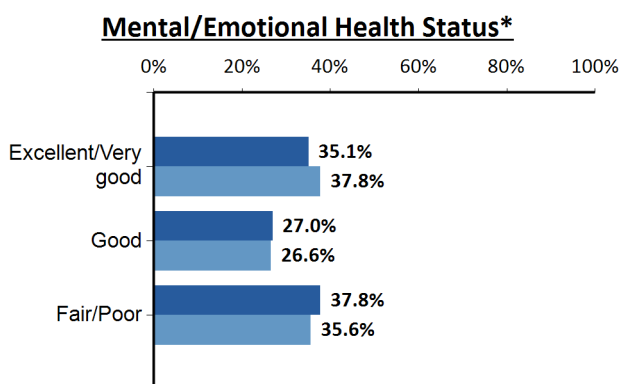
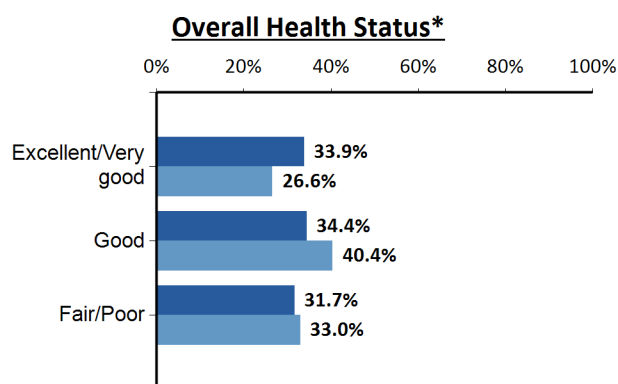
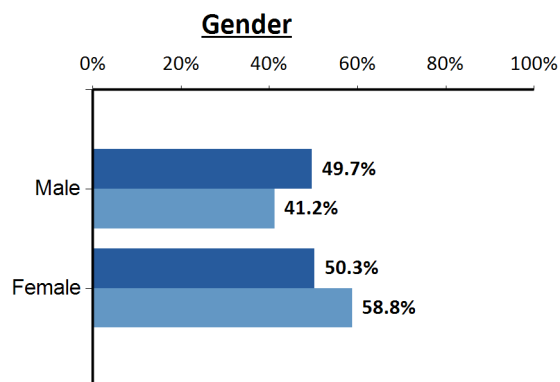
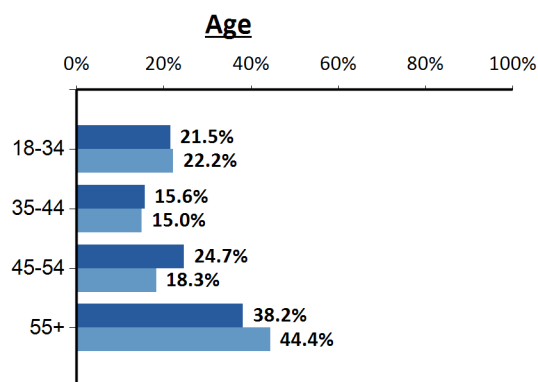
# Medicaid Adult CAHPS // Profile of Survey Respondents

Health Partners Plans

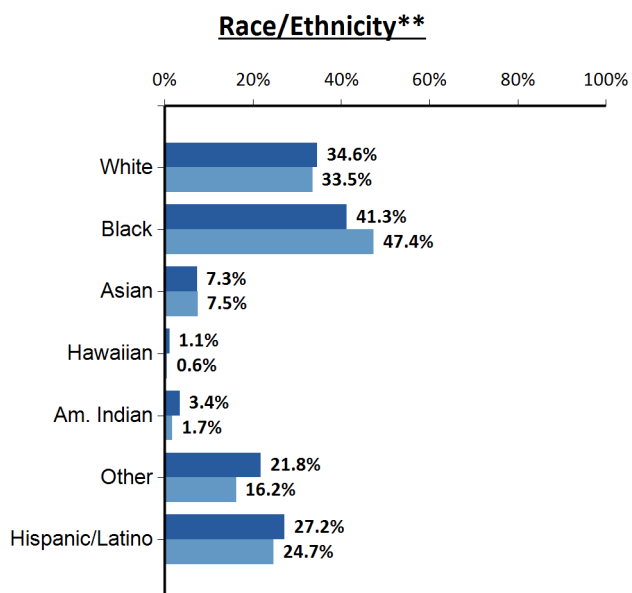
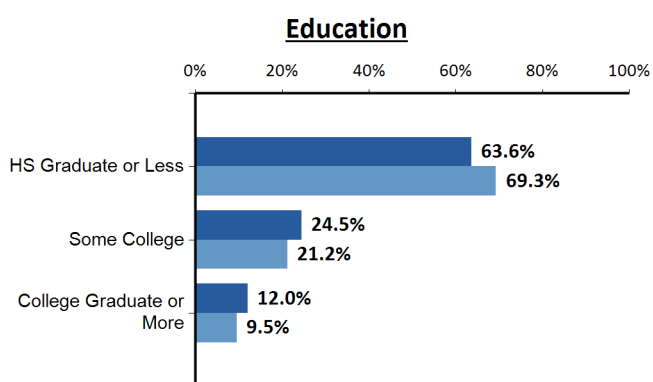
Results Are Not Final

2021 2020

Sample Size	Total Completes	Response Rate
1431	190	13.5%



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



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

Significance Testing -- "↑" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher for 2021 results when compared to 2020 results. "↓" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower for 2021 results when compared to 2020 results.  
Note 1: "NA" denotes that data are unavailable.



Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Summary Rate*	2021 SPH Analytics Medicaid Adult Book of Business**				
			Mean	25th	50th	75th	90th
<b>Getting Needed Care</b>		<b>80.4%</b>	<b>84.1%</b>	<b>81.4%</b>	<b>84.1%</b>	<b>86.2%</b>	<b>88.5%</b>
Q9. Ease of getting necessary care, tests, or treatment needed	119	84.9%	85.8%	83.0%	85.8%	88.7%	90.6%
Q20. Getting appointments with specialists as soon as needed	79	75.9%	82.4%	79.2%	82.4%	85.2%	88.0%
<b>Getting Care Quickly</b>		<b>86.9%</b>	<b>82.6%</b>	<b>80.0%</b>	<b>82.4%</b>	<b>84.8%</b>	<b>87.5%</b>
Q4. Got care as soon as needed when care was needed right away	64	89.1%	84.3%	81.3%	84.3%	87.3%	90.1%
Q6. Got check-up/routine care appointment as soon as needed	111	84.7%	80.9%	76.7%	80.8%	84.0%	86.9%
<b>How Well Doctors Communicate</b>		<b>89.1%</b>	<b>92.6%</b>	<b>91.3%</b>	<b>92.7%</b>	<b>94.1%</b>	<b>95.2%</b>
Q12. Personal doctor explained things in an understandable way	105	90.5%	92.5%	90.8%	92.9%	94.4%	95.4%
Q13. Personal doctor listened carefully to you	105	87.6%	92.9%	91.4%	93.1%	94.4%	95.6%
Q14. Personal doctor showed respect for what you had to say	107	91.6%	94.6%	93.5%	94.5%	95.9%	96.9%
Q15. Personal doctor spent enough time with you	106	86.8%	90.7%	88.9%	90.8%	92.2%	93.7%
<b>Customer Service</b>		<b>88.8%</b>	<b>89.7%</b>	<b>87.4%</b>	<b>89.9%</b>	<b>91.7%</b>	<b>92.8%</b>
Q24. Customer service provided information or help	89	79.8%	84.5%	81.4%	84.6%	88.2%	89.4%
Q25. Customer service treated member with courtesy and respect	90	97.8%	95.0%	93.3%	95.0%	96.7%	97.6%
<b>Coordination of Care (Q17)</b>	<b>63</b>	<b>81.0%</b>	<b>84.8%</b>	<b>80.7%</b>	<b>84.9%</b>	<b>87.8%</b>	<b>90.8%</b>
<b>Ease of Filling out Forms (Q27)</b>	<b>175</b>	<b>96.6%</b>	<b>95.8%</b>	<b>94.5%</b>	<b>95.8%</b>	<b>96.9%</b>	<b>98.1%</b>
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
<b>Rating of Health Care (Q8)</b>	<b>118</b>	<b>77.1%</b>	<b>77.5%</b>	<b>74.8%</b>	<b>77.9%</b>	<b>80.5%</b>	<b>82.7%</b>
<b>Rating of Personal Doctor (Q18)</b>	<b>153</b>	<b>79.1%</b>	<b>83.8%</b>	<b>81.5%</b>	<b>83.9%</b>	<b>85.7%</b>	<b>87.9%</b>
<b>Rating of Specialist (Q22)</b>	<b>80</b>	<b>85.0%</b>	<b>83.9%</b>	<b>81.0%</b>	<b>83.6%</b>	<b>86.0%</b>	<b>88.1%</b>
<b>Rating of Health Plan (Q28)</b>	<b>183</b>	<b>79.8%</b>	<b>79.8%</b>	<b>76.0%</b>	<b>79.8%</b>	<b>82.4%</b>	<b>84.8%</b>
<b>Rating Items (Summary Rate = 9 + 10)</b>							
<b>Rating of Health Care (Q8)</b>	<b>118</b>	<b>56.8%</b>	<b>59.4%</b>	<b>55.4%</b>	<b>58.6%</b>	<b>63.3%</b>	<b>66.8%</b>
<b>Rating of Personal Doctor (Q18)</b>	<b>153</b>	<b>62.1%</b>	<b>70.4%</b>	<b>66.9%</b>	<b>70.3%</b>	<b>73.7%</b>	<b>75.7%</b>
<b>Rating of Specialist (Q22)</b>	<b>80</b>	<b>66.3%</b>	<b>69.7%</b>	<b>65.2%</b>	<b>69.4%</b>	<b>73.6%</b>	<b>75.9%</b>
<b>Rating of Health Plan (Q28)</b>	<b>183</b>	<b>66.1%</b>	<b>64.5%</b>	<b>60.6%</b>	<b>63.6%</b>	<b>67.2%</b>	<b>70.4%</b>
<b>Effectiveness of Care Measures (Rolling Average)</b>							
<b>Advising Smokers and Tobacco Users to Quit</b>	<b>112</b>	<b>78.6%</b>	<b>74.0%</b>	<b>68.1%</b>	<b>73.2%</b>	<b>77.8%</b>	<b>81.7%</b>
<b>Discussing Cessation Medications</b>	<b>110</b>	<b>64.5%</b>	<b>52.3%</b>	<b>44.2%</b>	<b>50.0%</b>	<b>56.8%</b>	<b>63.5%</b>
<b>Discussing Cessation Strategies</b>	<b>108</b>	<b>51.9%</b>	<b>46.2%</b>	<b>39.2%</b>	<b>45.8%</b>	<b>50.0%</b>	<b>56.3%</b>
<b>Effectiveness of Care Measures (Current Year)</b>							
<b>Flu Vaccinations (Adults 18-64)</b>	<b>176</b>	<b>45.5%</b>	<b>40.6%</b>	<b>34.5%</b>	<b>39.7%</b>	<b>43.8%</b>	<b>52.6%</b>
<b>Advising Smokers and Tobacco Users to Quit</b>	<b>53</b>	<b>79.2%</b>	<b>74.0%</b>	<b>68.1%</b>	<b>73.2%</b>	<b>77.8%</b>	<b>81.7%</b>
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<b>Discussing Cessation Strategies</b>	<b>51</b>	<b>45.1%</b>	<b>46.2%</b>	<b>39.2%</b>	<b>45.8%</b>	<b>50.0%</b>	<b>56.3%</b>

\* Summary Rates are defined by NCQA in its HEDIS 2021 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

\*\* The 2021 SPH Analytics Book of Business contains all Medicaid Adult samples that conducted surveys with SPH Analytics in 2021 and submitted data to NCQA. See *Glossary of Terms* for more information.

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2021 Volume 3 guidelines.

Note 2: Please note that the rolling average methodology is not used to calculate the *Flu Vaccinations (Adults 18-64)* measure per HEDIS 2021 protocol.



Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Summary Rate*	2020 Quality Compass All Plans Means & Percentiles**				
			Mean	25th	50th	75th	90th
<b>Getting Needed Care</b>		<b>80.4%</b>	<b>83.0%</b>	<b>81.0%</b>	<b>83.4%</b>	<b>86.2%</b>	<b>88.4%</b>
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Q20. Getting appointments with specialists as soon as needed	79	75.9%	80.1%	77.0%	80.5%	84.3%	87.7%
<b>Getting Care Quickly</b>		<b>86.9%</b>	<b>82.4%</b>	<b>79.9%</b>	<b>83.5%</b>	<b>86.1%</b>	<b>87.1%</b>
Q4. Got care as soon as needed when care was needed right away	64	89.1%	85.0%	82.5%	85.5%	88.3%	90.4%
Q6. Got check-up/routine care appointment as soon as needed	111	84.7%	79.8%	76.1%	80.8%	83.8%	85.7%
<b>How Well Doctors Communicate</b>		<b>89.1%</b>	<b>93.2%</b>	<b>92.0%</b>	<b>93.4%</b>	<b>94.5%</b>	<b>95.7%</b>
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Q14. Personal doctor showed respect for what you had to say	107	91.6%	94.7%	93.4%	94.8%	96.0%	97.4%
Q15. Personal doctor spent enough time with you	106	86.8%	91.3%	89.5%	91.7%	93.3%	94.4%
<b>Customer Service</b>		<b>88.8%</b>	<b>89.3%</b>	<b>87.5%</b>	<b>89.6%</b>	<b>91.2%</b>	<b>92.4%</b>
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<b>Discussing Cessation Strategies</b>	<b>51</b>	<b>45.1%</b>	<b>48.7%</b>	<b>43.8%</b>	<b>47.9%</b>	<b>53.9%</b>	<b>56.7%</b>

\* Summary Rates are defined by NCQA in its HEDIS 2021 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

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

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2021 Volume 3 guidelines.

Note 2: Please note that the rolling average methodology is not used to calculate the *Flu Vaccinations (Adults 18-64)* measure per HEDIS 2021 protocol.

Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Summary Rate*	Benchmarks		Significance Testing***	
			2021 SPH Analytics BoB**	2020 Quality Compass AP**	To SPH Analytics BoB	To Quality Compass AP
Getting Needed Care		80.4%	84.1%	83.0%	Not sig.	Not sig.
Q9. Ease of getting necessary care, tests, or treatment needed	119	84.9%	85.8%	85.9%	Not sig.	Not sig.
Q20. Getting appointments with specialists as soon as needed	79	75.9%	82.4%	80.1%	Not sig.	Not sig.
Getting Care Quickly		86.9%	82.6%	82.4%	Not sig.	Not sig.
Q4. Got care as soon as needed when care was needed right away	64	89.1%	84.3%	85.0%	Not sig.	Not sig.
Q6. Got check-up/routine care appointment as soon as needed	111	84.7%	80.9%	79.8%	Not sig.	Not sig.
How Well Doctors Communicate		89.1%	92.6%	93.2%	Not sig.	Not sig.
Q12. Personal doctor explained things in an understandable way	105	90.5%	92.5%	93.3%	Not sig.	Not sig.
Q13. Personal doctor listened carefully to you	105	87.6%	92.9%	93.4%	Not sig.	Not sig.
Q14. Personal doctor showed respect for what you had to say	107	91.6%	94.6%	94.7%	Not sig.	Not sig.
Q15. Personal doctor spent enough time with you	106	86.8%	90.7%	91.3%	Not sig.	Not sig.
Customer Service		88.8%	89.7%	89.3%	Not sig.	Not sig.
Q24. Customer service provided information or help	89	79.8%	84.5%	84.2%	Not sig.	Not sig.
Q25. Customer service treated member with courtesy and respect	90	97.8%	95.0%	94.4%	Not sig.	Above
Coordination of Care (Q17)	63	81.0%	84.8%	85.1%	Not sig.	Not sig.
Ease of Filling out Forms (Q27)	175	96.6%	95.8%	95.8%	Not sig.	Not sig.
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q8)	118	77.1%	77.5%	76.4%	Not sig.	Not sig.
Rating of Personal Doctor (Q18)	153	79.1%	83.8%	83.5%	Not sig.	Not sig.
Rating of Specialist (Q22)	80	85.0%	83.9%	83.9%	Not sig.	Not sig.
Rating of Health Plan (Q28)	183	79.8%	79.8%	78.5%	Not sig.	Not sig.
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q8)	118	56.8%	59.4%	57.7%	Not sig.	Not sig.
Rating of Personal Doctor (Q18)	153	62.1%	70.4%	69.2%	Below	Not sig.
Rating of Specialist (Q22)	80	66.3%	69.7%	69.5%	Not sig.	Not sig.
Rating of Health Plan (Q28)	183	66.1%	64.5%	62.2%	Not sig.	Not sig.
Effectiveness of Care Measures (Rolling Average)						
Advising Smokers and Tobacco Users to Quit	112	78.6%	74.0%	77.2%	Not sig.	Not sig.
Discussing Cessation Medications	110	64.5%	52.3%	54.5%	Above	Above
Discussing Cessation Strategies	108	51.9%	46.2%	48.7%	Not sig.	Not sig.
Effectiveness of Care Measures (Current Year)						
Flu Vaccinations (Adults 18-64)	176	45.5%	40.6%	43.8%	Not sig.	Not sig.
Advising Smokers and Tobacco Users to Quit	53	79.2%	74.0%	77.2%	Not sig.	Not sig.
Discussing Cessation Medications	53	62.3%	52.3%	54.5%	Not sig.	Not sig.
Discussing Cessation Strategies	51	45.1%	46.2%	48.7%	Not sig.	Not sig.

\* Summary Rates are defined by NCQA in its HEDIS 2021 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

\*\* The 2021 SPH Analytics Book of Business contains all Medicaid Adult samples that conducted surveys with SPH Analytics in 2021 and submitted data to NCQA. The 2020 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid Adult Plans who submitted to NCQA in 2020. See *Glossary of Terms* for more information.

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

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2021 Volume 3 guidelines.

Note 2: Please note that the rolling average methodology is not used to calculate the *Flu Vaccinations (Adults 18-64)* measure per HEDIS 2021 protocol.





Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Mean Score*	Frequency Distributions**		
			Never/Sometimes	Usually	Always
<b>Getting Needed Care</b>			19.6%	28.8%	51.6%
Q9. Ease of getting necessary care, tests, or treatment needed	119	3.4	15.1%	31.1%	53.8%
Q20. Getting appointments with specialists as soon as needed	79	3.2	24.1%	26.6%	49.4%
<b>Getting Care Quickly</b>			13.1%	29.1%	57.8%
Q4. Got care as soon as needed when care was needed right away	64	3.6	10.9%	20.3%	68.8%
Q6. Got check-up/routine care appointment as soon as needed	111	3.3	15.3%	37.8%	46.8%
<b>How Well Doctors Communicate</b>			10.9%	17.3%	71.9%
Q12. Personal doctor explained things in an understandable way	105	3.6	9.5%	16.2%	74.3%
Q13. Personal doctor listened carefully to you	105	3.6	12.4%	16.2%	71.4%
Q14. Personal doctor showed respect for what you had to say	107	3.7	8.4%	14.0%	77.6%
Q15. Personal doctor spent enough time with you	106	3.5	13.2%	22.6%	64.2%
<b>Customer Service</b>			11.2%	15.1%	73.7%
Q24. Customer service provided information or help	89	3.4	20.2%	18.0%	61.8%
Q25. Customer service treated member with courtesy and respect	90	3.8	2.2%	12.2%	85.6%
<b>Coordination of Care (Q17)</b>	63	3.2	19.0%	31.7%	49.2%
<b>Ease of Filling out Forms (Q27)</b>	175	3.9	3.4%	6.9%	89.7%
<b>Rating Items</b>	<b>Mean Score*</b>		<b>0 to 6</b>	<b>7 to 8</b>	<b>9 to 10</b>
<b>Rating of Health Care (Q8)</b>	118	8.4	9.3%	33.9%	56.8%
<b>Rating of Personal Doctor (Q18)</b>	153	8.6	11.8%	26.1%	62.1%
<b>Rating of Specialist (Q22)</b>	80	8.7	7.5%	26.3%	66.3%
<b>Rating of Health Plan (Q28)</b>	183	8.7	10.4%	23.5%	66.1%
<b>Effectiveness of Care Measures (Current Year)</b>	<b>Mean Score*</b>		<b>Never/Sometimes</b>	<b>Usually</b>	<b>Always</b>
<b>Advising Smokers and Tobacco Users to Quit</b>	53	2.8	39.6%	20.8%	39.6%
<b>Discussing Cessation Medications</b>	53	2.3	58.5%	13.2%	28.3%
<b>Discussing Cessation Strategies</b>	51	2.0	66.7%	11.8%	21.6%

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

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

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2021 Volume 3 guidelines.



Composite/Attribute/Measure/Rating Item	Summary Rate Score Definition	2021		2020		2019		Significance Testing**	
		Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	2021 vs 2020	2021 vs 2019
Getting Needed Care	Always, Usually		80.4%		75.8%		84.8%	Not sig.	Not sig.
Q9. Ease of getting necessary care, tests, or treatment needed		119	84.9%	137	85.4%	184	87.0%	Not sig.	Not sig.
Q20. Getting appointments with specialists as soon as needed		79	75.9%	83	66.3%	104	82.7%	Not sig.	Not sig.
Getting Care Quickly	Always, Usually		86.9%		83.1%		82.4%	Not sig.	Not sig.
Q4. Got care as soon as needed when care was needed right away		64	89.1%	69	88.4%	85	82.4%	Not sig.	Not sig.
Q6. Got check-up/routine care appointment as soon as needed		111	84.7%	131	77.9%	165	82.4%	Not sig.	Not sig.
How Well Doctors Communicate	Always, Usually		89.1%		92.2%		88.8%	Not sig.	Not sig.
Q12. Personal doctor explained things in an understandable way		105	90.5%	113	92.0%	151	88.7%	Not sig.	Not sig.
Q13. Personal doctor listened carefully to you		105	87.6%	113	92.9%	150	91.3%	Not sig.	Not sig.
Q14. Personal doctor showed respect for what you had to say		107	91.6%	112	94.6%	148	91.2%	Not sig.	Not sig.
Q15. Personal doctor spent enough time with you		106	86.8%	113	89.4%	149	83.9%	Not sig.	Not sig.
Customer Service	Always, Usually		88.8%		88.8%		91.7%	Not sig.	Not sig.
Q24. Customer service provided information or help		89	79.8%	111	81.1%	96	86.5%	Not sig.	Not sig.
Q25. Customer service treated member with courtesy and respect		90	97.8%	114	96.5%	96	96.9%	Not sig.	Not sig.
Coordination of Care (Q17)		63	81.0%	64	89.1%	87	81.6%	Not sig.	Not sig.
Ease of Filling out Forms (Q27)		175	96.6%	180	92.8%	221	93.7%	Not sig.	Not sig.
Rating Items (Summary Rate = 8 + 9 + 10)									
Rating of Health Care (Q8)	8 to 10	118	77.1%	136	79.4%	182	80.8%	Not sig.	Not sig.
Rating of Personal Doctor (Q18)		153	79.1%	155	81.9%	194	76.3%	Not sig.	Not sig.
Rating of Specialist (Q22)		80	85.0%	60	79.7%	93	82.8%	Not sig.	Not sig.
Rating of Health Plan (Q28)		183	79.8%	183	85.8%	235	80.0%	Not sig.	Not sig.
Rating Items (Summary Rate = 9 + 10)									
Rating of Health Care (Q8)	9 to 10	118	56.8%	136	57.4%	182	56.6%	Not sig.	Not sig.
Rating of Personal Doctor (Q18)		153	62.1%	155	68.4%	194	59.8%	Not sig.	Not sig.
Rating of Specialist (Q22)		80	66.3%	60	60.7%	93	67.7%	Not sig.	Not sig.
Rating of Health Plan (Q28)		183	66.1%	183	71.0%	235	65.1%	Not sig.	Not sig.
Effectiveness of Care Measures (Rolling Average)									
Advising Smokers and Tobacco Users to Quit	Various	112	78.6%	59	78.0%	82	76.8%	Not sig.	Not sig.
Discussing Cessation Medications		110	64.5%	57	66.7%	83	57.8%	Not sig.	Not sig.
Discussing Cessation Strategies		108	51.9%	57	57.9%	79	54.4%	Not sig.	Not sig.
Effectiveness of Care Measures (Current Year)									
Flu Vaccinations (Adults 18-64)	Various	176	45.5%	180	49.4%	224	50.0%	Not sig.	Not sig.
Advising Smokers and Tobacco Users to Quit		53	79.2%	59	78.0%	82	76.8%	Not sig.	Not sig.
Discussing Cessation Medications		53	62.3%	57	66.7%	83	57.8%	Not sig.	Not sig.
Discussing Cessation Strategies		51	45.1%	57	57.9%	79	54.4%	Not sig.	Not sig.

\* Summary Rates are defined by NCQA in its HEDIS 2021 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

\*\* Significance Testing - "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher for 2021 results when compared to trend data. "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower for 2021 results when compared to trend data. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference between the percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. "NA" denotes trend data is not available.

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2021 Volume 3 guidelines.

Note 2: Please note that the rolling average methodology is not used to calculate the *Flu Vaccinations (Adults 18-64)* measure per HEDIS 2021 protocol.

Note 3: Please note that the trend results in this report may vary slightly from historical year reporting.

## 2. Glossary of Terms

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

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

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

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

**Quality Compass (2020)** Includes all Medicaid Adult samples that submitted data to NCQA in 2020. It is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

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

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

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

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