### 2011 Adult Medicaid 4.0 Summary of Statistically Significant Differences - Composites

This table presents the results of statistical significance tests. Up or down arrows are shown when the results are significantly different from their relevant comparison group. The comparison groups are (1) the sponsor results compared against all other sponsors, and (2) individual health plan results compared against all other health plans. For each composite measure, a mean value (case-mix adjusted) is calculated for each sponsor and for each health plan. These mean values are then statistically compared to the mean value for all sponsors (the mean of all sponsor means) or compared to the mean value for all health plans (the mean of all plan means). All tests were conducted at the .05 level of statistical significance. All survey respondents for a given sponsor are combined to form the sponsor-level results.

Note that when a sponsor submits data for only a single health plan, the individual health plan and sponsor results may vary because the sponsor results are compared to the mean of all sponsor means, whereas the health plan results are compared to the mean of all health plan means.

The arrows in the table indicate the results of the statistical comparison:

up arrow - result is statistically above the mean value of all sponsors or health plans.

down arrow - result is statistically below the mean value of all sponsors or health plans.

two-sided arrow - result is statistically equivalent to the mean value of all sponsors or health plans.

		Со	nsumer Reports	
Plan	Getting Needed Care Composite	Getting Care Quickly Composite	How Well Doctors Communicate Composite	Health Plan Information and Customer Service Composite
Assoc Community Affiliated Plans (ACAP) (Sponsor)	⇔	$\Leftrightarrow$	$\Leftrightarrow$	⇔
AmeriHealth Mercy	<b>1</b>	$\Leftrightarrow$	$\Leftrightarrow$	\$
Boston Medical Center - CommCare	$\Leftrightarrow$	$\Leftrightarrow$	1	⇔
Boston Medical Center - MassHealth	$\Leftrightarrow$	$\Leftrightarrow$	1	⇔
CareOregon	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	\$
CareSource	$\Leftrightarrow$	<b>1</b>	<u> </u>	⇔
CareSource - ABD	<b>1</b>	<b>1</b>	⇔	⇔
CareSource - CFC	<b>1</b>	$\Leftrightarrow$	⇔	<b>1</b>
Children's Mercy Family Health - KS	<b>↑</b>	<b>↑</b>	⇔	⇔
Children's Mercy Family Health - MO	$\Leftrightarrow$	$\Leftrightarrow$	⇔	⇔
Community Health Choice	1	<b>↑</b>	⇔	<b>1</b>

Community Health Plan of Washington	$\Leftrightarrow$	<b>\</b>	<b>\</b>	<b>\</b>
Denver Health	<b>1</b>	<b>1</b>	⇔	<b>\</b>
Horizon NJ Health	$\Leftrightarrow$	$\Leftrightarrow$	⇔	<b>↑</b>
Inland Empire Health Plan	<b>\</b>	<b>\</b>	<b>\</b>	1
L.A. Care Health Plan	$\downarrow$	<b>1</b>	<b>\</b>	<b>⇔</b>
MDWise - Healthy Indiana	$\Leftrightarrow$	$\Leftrightarrow$	<b>1</b>	⇔
MDWise - Hoosier Healthwise	$\Leftrightarrow$	$\Leftrightarrow$	⇔	<b>\</b>
Neighborhood Health Plan	$\Leftrightarrow$	$\Leftrightarrow$	⇔	⇔
Neighborhood Health Plan of RI	$\Leftrightarrow$	$\Leftrightarrow$	⇔	⇔
Network Health, Inc.	$\Leftrightarrow$	$\Leftrightarrow$	⇔	⇔
Priority Partners	$\Leftrightarrow$	$\Leftrightarrow$	⇔	⇔
Univera Community Health	$\Leftrightarrow$	$\Leftrightarrow$	⇔	⇔
UPMC Health Plan	<b></b>	<b>1</b>	<b></b>	<u> </u>
Virginia Premier Health Plan, Inc.	<u></u>	$\Leftrightarrow$	⇔	⇔

Results generated 10/4/2011 2:38:02 PM



### 2011 Adult Medicaid 4.0 Summary of Statistically Significant Differences - Ratings

This table presents the results of statistical significance tests. Up or down arrows are shown when the results are significantly different from their relevant comparison group. The comparison groups are (1) the sponsor results compared against all other sponsors, and (2) individual health plan results compared against all other health plans. For each composite measure, a mean value (case-mix adjusted) is calculated for each sponsor and for each health plan. These mean values are then statistically compared to the mean value for all sponsors (the mean of all sponsor means) or compared to the mean value for all health plans (the mean of all plan means). All tests were conducted at the .05 level of statistical significance. All survey respondents for a given sponsor are combined to form the sponsor-level results.

Note that when a sponsor submits data for only a single health plan, the individual health plan and sponsor results may vary because the sponsor results are compared to the mean of all sponsor means, whereas the health plan results are compared to the mean of all health plan means.

The arrows in the table indicate the results of the statistical comparison:

1 up arrow - result is statistically above the mean value of all sponsors or health plans.

down arrow - result is statistically below the mean value of all sponsors or health plans.

two-sided arrow - result is statistically equivalent to the mean value of all sponsors or health plans.

	Consumer Ratings							
Plan	Overall Rating of Personal Doctor	Overall Rating of Specialist	Overall Rating of Health Care	Overall Rating of Health Plan				
Assoc Community Affiliated Plans (ACAP) (Sponsor)	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	<b>1</b>				
AmeriHealth Mercy	$\Leftrightarrow$	<b>1</b>	$\Leftrightarrow$	<b>1</b>				
Boston Medical Center - CommCare	<b>⇔</b>	<⇒	⇔	<b>+</b>				
Boston Medical Center - MassHealth	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	<b>↑</b>				
CareOregon	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	<b>+</b>				
CareSource	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	⇔				
CareSource - ABD	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	⇔				
CareSource - CFC	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	<b>1</b>				
Children's Mercy Family Health - KS	$\Leftrightarrow$	⇔	<b>↑</b>	<b>↑</b>				
Children's Mercy Family Health - MO	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	<b>1</b>				
Community Health Choice	$\Leftrightarrow$	<b>1</b>	<b>1</b>	<b>1</b>				
Community Health Plan of Washington	$\Leftrightarrow$	⇔	⇔	⇔				
Denver Health	⇔	$\Leftrightarrow$	$\Leftrightarrow$	<b>\</b>				

Horizon NJ Health	$\downarrow$	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$
Inland Empire Health Plan	<u> </u>	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$
L.A. Care Health Plan	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$
MDWise - Healthy Indiana	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$
MDWise - Hoosier Healthwise	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$
Neighborhood Health Plan	$\Leftrightarrow$	$\Leftrightarrow$	<b>1</b>	<b>1</b>
Neighborhood Health Plan of RI	$\Leftrightarrow$	<b>1</b>	<b>1</b>	<b>1</b>
Network Health, Inc.	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	<b>1</b>
Priority Partners	$\Leftrightarrow$	$\Leftrightarrow$	<b>1</b>	$\Leftrightarrow$
Univera Community Health	$\downarrow$	$\Leftrightarrow$	$\Leftrightarrow$	<b>1</b>
UPMC Health Plan	<b>1</b>	$\Leftrightarrow$	<b>1</b>	$\uparrow$
Virginia Premier Health Plan, Inc.	<b>↑</b>	$\Leftrightarrow$	<b>1</b>	<b>1</b>

Results generated 10/4/2011 2:38:02 PM





2011 Adult Medicaid 4.0 Report Builder

## **Demographic Characteristics - CAHPS-HP Database and Assoc Community Affiliated Plans (ACAP)**

The following table presents descriptive information about Assoc Community Affiliated Plans (ACAP) and the Adult Medicaid 4.0 data from the 2011 CAHPS Health Plan Survey Database. Similar information about the general adult population available from the U.S. Census Bureau's Current Population Survey can be used for comparison purposes.

Demographic Characteristics	Sponsor	2011 CAHPS-HP Database
Gender		
Male	28%	30%
Female	72%	70%
Age		
18 - 34	43%	38%
35 - 54	39%	36%
55 - 74	17%	21%
75+	1%	5%
Education		
Less than HS grad	27%	28%
HS grad (includes GED)	37%	38%
Some college	29%	27%
4 year grad	5%	5%
More than 4 year degree	3%	2%
Race/Ethnicity		
White	62%	62%
African-American	19%	21%
Asian	3%	4%
Native Hawaiian/Pacific Islander	0%	0%
American Indian/Native Alaskan	1%	1%
Other	9%	8%
Multi-racial	5%	4%
Hispanic/Latino origin or decent		
Yes	20%	16%
No	80%	84%
Self-Reported Health Status		
Excellent	12%	11%
Very Good	24%	22%
Good	32%	32%
Fair	23%	24%
Poor	9%	10%

Results generated 10/4/2011 2:38:02 PM





## **Utilization Characteristics - CAHPS-HP Database and Assoc Community Affiliated Plans (ACAP)**

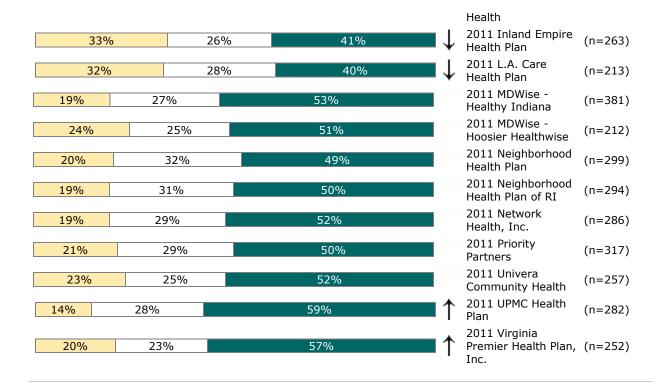
The following table presents utilization information for Assoc Community Affiliated Plans (ACAP) and the Adult Medicaid 4.0 data from the 2011 CAHPS Health Plan Survey Database. Sponsors and plans can use this information to inform their interpretation of survey results.

Utilization Characteristics	Sponsor	2011 CAHPS-HP Database
Have a personal doctor?		·
Yes	83%	83%
No	17%	17%
Number of visits to personal doctor?		
None	18%	17%
1-2	44%	42%
3-4	23%	24%
5-9	12%	13%
10+	3%	4%
Number of visits to doctor's office or clinic?		
None	20%	21%
1-2	35%	34%
3-4	23%	23%
5-9	14%	15%
10+	7%	7%
Made an appointment to see a specialist?		
Yes	42%	41%
No	58%	59%
Number of specialists seen?		
None	8%	8%
1	52%	49%
2	24%	25%
3	9%	10%
4	4%	4%
5+	3%	3%
Aware that they have any of the following condit	ions?	
High cholesterol	15%	15%
High blood pressure	26%	27%
Parent or sibling with heart attack before age 60	17%	17%
Multiple conditions	42%	41%
Doctor told them that they have any of the follow	ving conditions?	
A heart attack	6%	6%
Angina or coronary heart disease	7%	7%
A stroke	6%	7%
Any kind of diabetes or high blood sugar	59%	57%
Multiple conditions	22%	23%

# 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

**Getting Needed Care Composite** Combines responses from two questions regarding how much of a problem, if any, consumers had with various aspects of getting needed care.

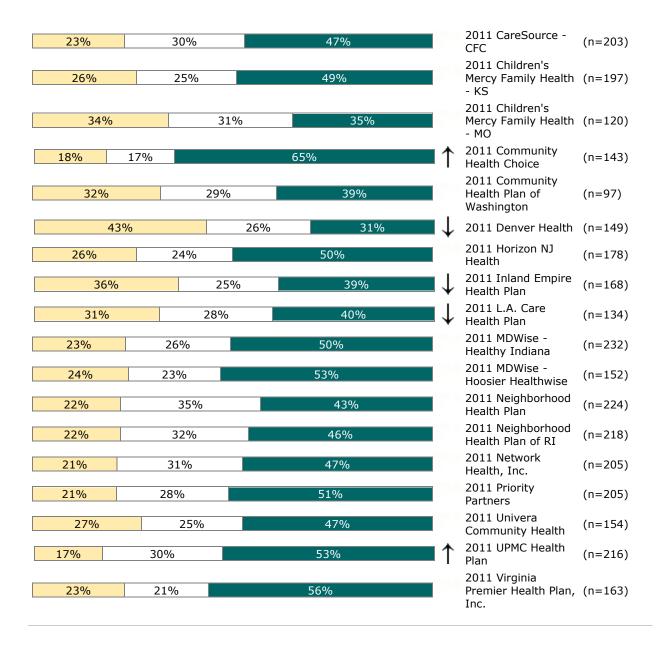
Never + S	ometimes	Usual	lv.	Always		= Above the me all sponsor or p < 0.05)	
Never 1 3	ometimes	OSuan	.,	Aiwuys		= Below the me all sponsor or p < 0.05)	
0%	20%	40%	60%	80%	100%		
						National	
22%		27%	Ĺ	51%		2011 National Distribution	(n=42,545)
						Product Type	
22%		27%	Ĺ	51%		2011 HMO/POS	(n=41,922)
						Sponsor	
						2011 Assoc Community	
22%		28%		50%		Affiliated Plans (ACAP)	(n=7,134)
						Plan	
19%	2	8%	5	4%	<b> </b>	2011 AmeriHealth Mercy	(n=348)
14%	32%	)	54	1%		2011 Boston Medical Center - CommCare	(n=348)
18%	3	33%		49%		2011 Boston Medical Center - MassHealth	(n=250)
24%		33%		43%		2011 CareOregon	(n=295)
24%		26%		50%		2011 CareSource	(n=358)
21%	2	26%	5	3%	<b> </b>	2011 CareSource - ABD	(n=640)
21%		29%		50%	<b> </b>	2011 CareSource - CFC	(n=332)
23%		24%	5	4%	<b> </b>	2011 Children's Mercy Family Health - KS	(n=328)
27%		27%		46%		2011 Children's Mercy Family Health - MO	(n=214)
17%	19%		64%		<b> </b>	2011 Community Health Choice	(n=256)
28%		28%		43%		2011 Community Health Plan of Washington	(n=193)
3	38%	27	%	35%	$\downarrow$	2011 Denver Health	(n=252)
25%		28%		48%		2011 Horizon NJ	(n=264)
					-		



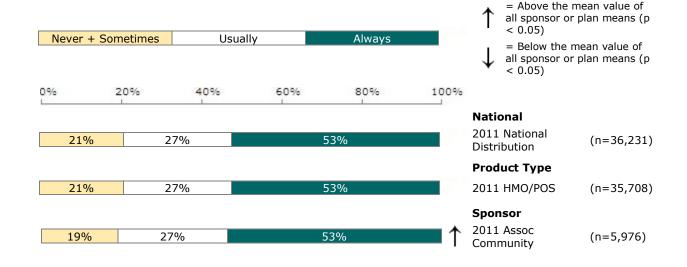
#### Q23 How often was easy to get appointments with specialists

Never + Son	netimes	Us	ually		Always			all sponsor or pl < 0.05)  = Below the me all sponsor or pl < 0.05)	an value of
0% 2	20%	40%	60	0%	80%	10	0%		
								National	
24%		27%			49%			2011 National Distribution	(n=27,405)
								Product Type	
24%		27%			49%			2011 HMO/POS	(n=26,989)
24%		28%			48%			Sponsor 2011 Assoc Community Affiliated Plans (ACAP)	(n=4,659)
								Plan	
20%	2	7%		5	3%		$\uparrow$	2011 AmeriHealth Mercy	(n=215)
16%	33	1%			50%			2011 Boston Medical Center - CommCare	(n=230)
20%		32%			48%			2011 Boston Medical Center - MassHealth	(n=176)
27%		33%			40%			2011 CareOregon	(n=187)
29%		23%			48%			2011 CareSource	(n=235)
22%		27%		Ĺ	51%			2011 CareSource - ABD	(n=458)

= Above the mean value of



Q27 How often was easy to get needed care, tests, or treatment



Affiliated Plans (ACAP)

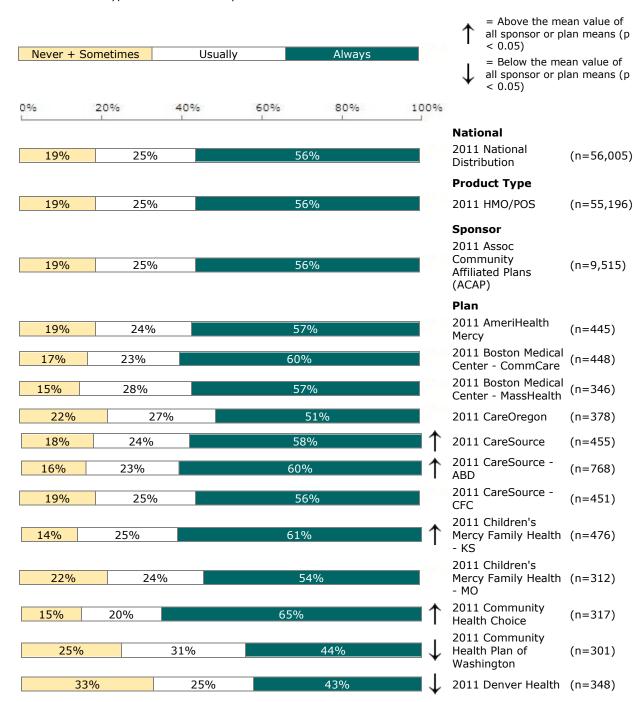
#### Plan 2011 AmeriHealth 54% 17% 29% (n=294)Mercy 2011 Boston Medical 12% 31% 57% (n=289)Center - CommCare 2011 Boston Medical 17% 33% 50% (n=206)Center - MassHealth 21% 32% 46% 2011 CareOregon (n=257)52% 19% 29% 2011 CareSource (n=308)2011 CareSource -55% 20% 25% (n=547)ABD 2011 CareSource -18% 29% 53% (n=276)CFC 2011 Children's 19% 23% 58% Mercy Family Health (n=282) - KS 2011 Children's 21% 22% 57% Mercy Family Health (n=193) - MO 2011 Community 15% 21% (n=223)64% Health Choice 2011 Community 48% 25% 27% Health Plan of (n=176)Washington 27% 40% 2011 Denver Health (n=207) 33% 2011 Horizon NJ 24% 31% 46% (n=217)Health 2011 Inland Empire 30% 26% 44% (n=220)Health Plan 2011 L.A. Care 39% 32% 28% (n=157)Health Plan 2011 MDWise -16% 28% 56% (n=333)Healthy Indiana 2011 MDWise -24% 28% 49% (n=174)Hoosier Healthwise 2011 Neighborhood 17% 28% 54% (n=237)Health Plan 2011 Neighborhood 16% 30% 53% (n=214)Health Plan of RI 2011 Network 16% 27% 57% (n=231)Health, Inc. 2011 Priority 21% 30% 49% (n=265)Partners 2011 Univera 18% 26% 56% (n=227)Community Health 2011 UPMC Health 11% 25% 64% (n=234)Plan 2011 Virginia 17% 24% 58% Premier Health Plan, (n=209) Inc.



2011 Adult Medicaid 4.0 Report Builder

### 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

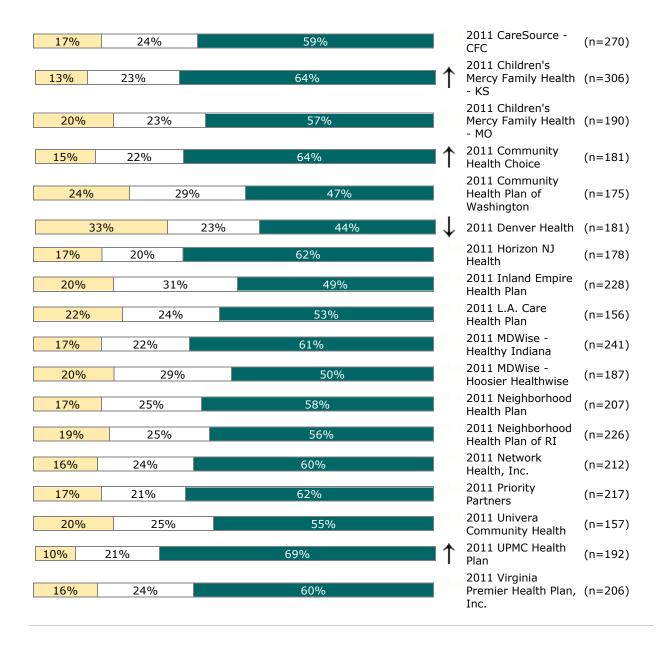
**Getting Care Quickly Composite** Combines responses from two questions regarding how often consumers received various types of care in a timely manner.



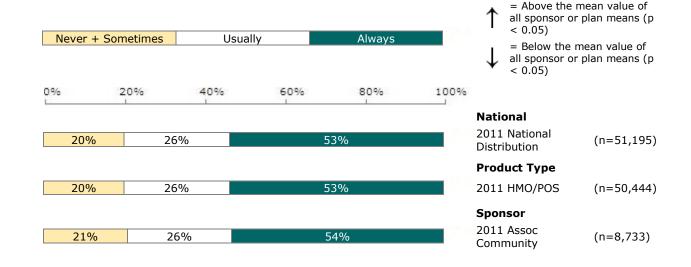
23%	21%	57%		2011 Horizon NJ Health	(n=347)
24%	29%	47%	$\downarrow$	2011 Inland Empire Health Plan	(n=379)
27%	24%	49%	$\downarrow$	2011 L.A. Care Health Plan	(n=314)
16%	23%	61%		2011 MDWise - Healthy Indiana	(n=495)
20%	28%	52%		2011 MDWise - Hoosier Healthwise	(n=334)
20%	26%	54%		2011 Neighborhood Health Plan	(n=398)
19%	27%	54%		2011 Neighborhood Health Plan of RI	(n=398)
17%	25%	58%		2011 Network Health, Inc.	(n=403)
18%	24%	58%		2011 Priority Partners	(n=405)
18%	27%	55%		2011 Univera Community Health	(n=315)
14%	24%	62%	1	2011 UPMC Health Plan	(n=346)
18%	24%	58%		2011 Virginia Premier Health Plan, Inc.	(n=336)

Q4 Got urgent care for illness, injury or condition as soon as needed

Never + S	Sometimes	Usually		Always		= Above the me all sponsor or pl < 0.05) = Below the me all sponsor or pl < 0.05)	an means (p an value of
0%	20%	40%	60%	80%	100%		
18%	23%		59%			<b>National</b> 2011 National Distribution	(n=30,686)
						Product Type	
18%	23%		59%			2011 HMO/POS	(n=30,236)
18%	24%		58%			Sponsor 2011 Assoc Community Affiliated Plans (ACAP)	(n=5,320)
						Plan	
16%	24%		59%			2011 AmeriHealth Mercy	(n=270)
16%	20%		65%			2011 Boston Medical Center - CommCare	(n=205)
11%	27%		62%			2011 Boston Medical Center - MassHealth	(n=185)
22%	249	/o	53%			2011 CareOregon	(n=227)
17%	25%		58%			2011 CareSource	(n=275)
16%	23%		61%		■ ↑	2011 CareSource - ABD	(n=448)



Q6 Got non-urgent appointment at doctor's office or clinic as soon as thought needed



				Plan	
21%	24%	55%		2011 AmeriHealth Mercy	(n=409)
18%	26%	56%		2011 Boston Medical Center - CommCare	(n=412)
19%	29%	52%		2011 Boston Medical Center - MassHealth	(n=324)
22%	29%	49%		2011 CareOregon	(n=347)
19%	23%	58%	↑	2011 CareSource	(n=407)
17%	23%	59%	1	2011 CareSource - ABD	(n=712)
21%	27%	52%		2011 CareSource - CFC	(n=413)
15%	27%	58%	1	2011 Children's Mercy Family Health - KS	(n=436)
24%	25%	51%		2011 Children's Mercy Family Health - MO	(n=282)
<b>15%</b> 19%	6	67%	1	2011 Community Health Choice	(n=296)
25%	34%	41%	↓	2011 Community Health Plan of Washington	(n=269)
32%	26%	42%	Ī	2011 Denver Health	(n=323)
28%	21%	51%		2011 Horizon NJ Health	(n=325)
28%	27%	45%	I↓	2011 Inland Empire Health Plan	(n=348)
32%	24%	44%	↓	2011 L.A. Care Health Plan	(n=282)
15% 24	1%	61%	🕇	2011 MDWise - Healthy Indiana	(n=461)
20%	26%	54%		2011 MDWise - Hoosier Healthwise	(n=306)
23%	27%	50%		2011 Neighborhood Health Plan	(n=371)
19%	29%	52%		2011 Neighborhood Health Plan of RI	(n=367)
18%	25%	57%		2011 Network Health, Inc.	(n=364)
19%	26%	55%		2011 Priority Partners	(n=357)
17%	28%	55%		2011 Univera Community Health	(n=294)
18%	26%	55%		2011 UPMC Health Plan	(n=318)
19%	24%	57%		2011 Virginia Premier Health Plan, Inc.	(n=310)

Affiliated Plans (ACAP)

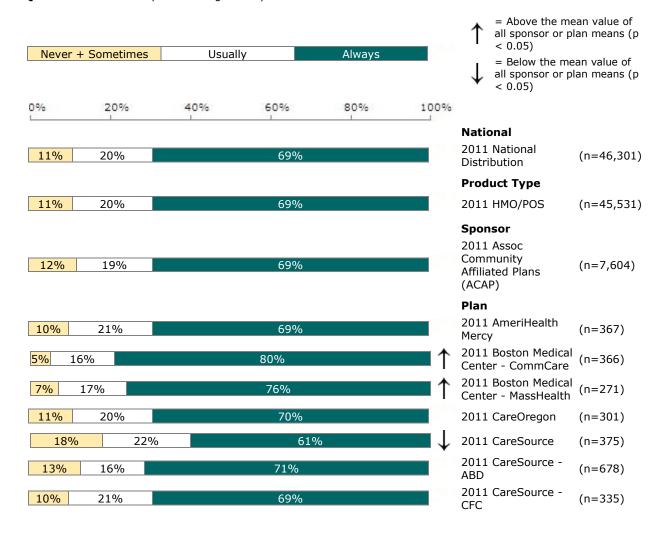
### 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

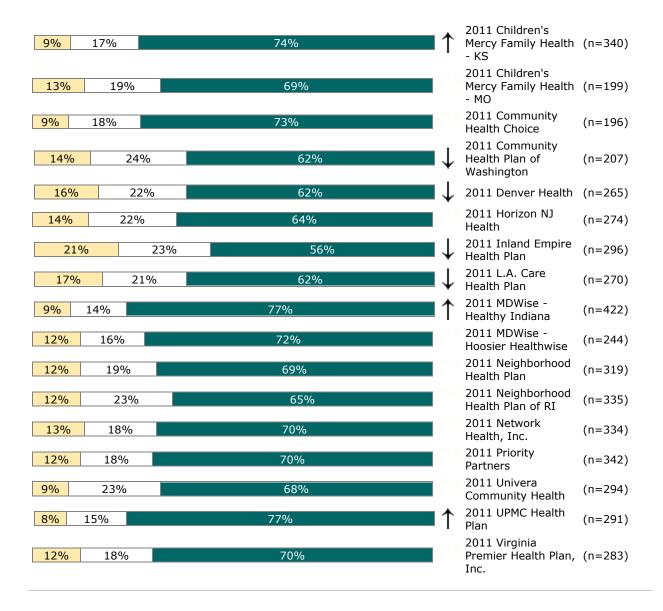
**How Well Doctors Communicate Composite** Combines responses from four questions regarding how often doctors communicated well with consumers.

Never	L Compating of	Henell		Always		= Above the me all sponsor or p < 0.05)	
Never	+ Sometimes	Usuall	у	Aiways		= Below the me all sponsor or p < 0.05)	
0%	20%	40%	60%	80%	100%		
						National	
11%	19%		70%			2011 National Distribution	(n=46,558)
						Product Type	
11%	19%		70%			2011 HMO/POS	(n=45,786)
12%	19%		69%			Sponsor 2011 Assoc Community Affiliated Plans (ACAP)	(n=7,648)
						Plan	
11%	20%		69%			2011 AmeriHealth Mercy	(n=368)
6%	16%		78%		$\uparrow$	2011 Boston Medical Center - CommCare	(n=368)
9%	16%		75%		$\uparrow$	2011 Boston Medical Center - MassHealth	(n=273)
10%	21%		69%			2011 CareOregon	(n=301)
18%	20%		62%	)	$\downarrow$	2011 CareSource	(n=377)
14%	16%		70%			2011 CareSource - ABD	(n=679)
11%	20%		69%			2011 CareSource - CFC	(n=336)
11%	18%		71%			2011 Children's Mercy Family Health - KS	(n=342)
14%	18%		67%			2011 Children's Mercy Family Health - MO	(n=201)
9%	19%		72%			2011 Community Health Choice	(n=196)
14%	23%		63%		$\longrightarrow$ $\downarrow$	2011 Community Health Plan of Washington	(n=209)
13%	21%		67%			2011 Denver Health	(n=272)
12%	21%		67%			2011 Horizon NJ Health	(n=277)

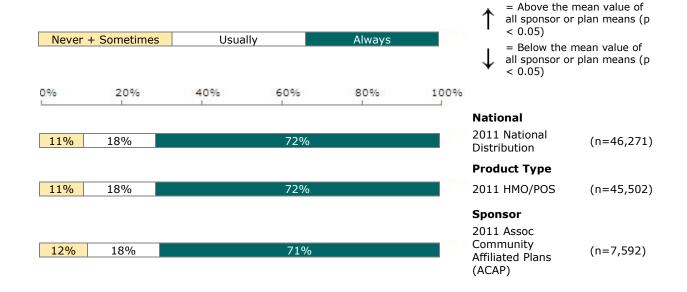
19%	25%	56%		2011 Inland Empire Health Plan	(n=297)
16%	18%	65%		2011 L.A. Care Health Plan	(n=272)
10% 159	%	75%	$\uparrow$	2011 MDWise - Healthy Indiana	(n=426)
14%	16%	71%		2011 MDWise - Hoosier Healthwise	(n=246)
10% 20	0%	70%		2011 Neighborhood Health Plan	(n=321)
11%	21%	68%		2011 Neighborhood Health Plan of RI	(n=336)
13%	18%	69%		2011 Network Health, Inc.	(n=335)
11% 1	9%	70%		2011 Priority Partners	(n=343)
12%	19%	69%		2011 Univera Community Health	(n=294)
10% 159	%	75%	$\uparrow$	2011 UPMC Health Plan	(n=291)
12% 15	5%	73%		2011 Virginia Premier Health Plan, Inc.	(n=288)

#### Q15 Personal doctor explained things clearly





#### Q16 Personal doctor listened carefully



			Plan	
10% 20%	70%		2011 AmeriHealth Mercy	(n=368)
<mark>7%</mark> 13%	81%	1	2011 Boston Medical Center - CommCare	(n=366)
10% 14%	76%		2011 Boston Medical Center - MassHealth	(n=270)
10% 20%	70%		2011 CareOregon	(n=297)
17% 21%	62%	$\downarrow$	2011 CareSource	(n=373)
13% 16%	71%		2011 CareSource - ABD	(n=678)
11% 18%	71%		2011 CareSource - CFC	(n=334)
11% 19%	70%		2011 Children's Mercy Family Health - KS	(n=340)
15% 18%	67%		2011 Children's Mercy Family Health - MO	(n=199)
9% 18%	72%		2011 Community Health Choice	(n=196)
11% 24%	64%		2011 Community Health Plan of Washington	(n=209)
10% 18%	72%		2011 Denver Health	(n=264)
12% 22%	67%		2011 Horizon NJ Health	(n=272)
18% 25%	57%	$\downarrow$	2011 Inland Empire Health Plan	(n=296)
<b>16%</b> 15%	69%		2011 L.A. Care Health Plan	(n=271)
10% 13%	78%		2011 MDWise - Healthy Indiana	(n=419)
16% 14%	71%		2011 MDWise - Hoosier Healthwise	(n=243)
9% 19%	72%		2011 Neighborhood Health Plan	(n=320)
11% 19%	70%		2011 Neighborhood Health Plan of RI	(n=329)
12% 17%	71%		2011 Network Health, Inc.	(n=334)
11% 19%	70%		2011 Priority Partners	(n=342)
12% 17%	71%		2011 Univera Community Health	(n=294)
10% 15%	76%		2011 UPMC Health Plan	(n=290)
11% 15%	74%		2011 Virginia Premier Health Plan, Inc.	(n=288)

Navara Caratina	Havelly	Alwaya		= Above the me all sponsor or pl < 0.05)	
Never + Sometimes	Usually	Always		= Below the me all sponsor or pl < 0.05)	
0% 20%	40% 60%	80% 10	00%		
				National	
9% 15%	76%			2011 National Distribution	(n=46,242)
				Product Type	
9% 15%	76%			2011 HMO/POS	(n=45,471)
				Sponsor	
				2011 Assoc Community	
10% 15% <b>1</b> 5%	75%			Affiliated Plans (ACAP)	(n=7,583)
				Plan	
10% 14%	77%			2011 AmeriHealth Mercy	(n=367)
<mark>5%</mark> 12%	82%		$\uparrow$	2011 Boston Medical Center - CommCare	(n=366)
9% 13%	79%			2011 Boston Medical Center - MassHealth	(n=271)
9% 18%	73%			2011 CareOregon	(n=299)
16% 17%	67%		$\downarrow$	2011 CareSource	(n=374)
12% 13%	75%			2011 CareSource - ABD	(n=673)
9% 17%	74%			2011 CareSource - CFC	(n=333)
9% 15%	76%			2011 Children's Mercy Family Health - KS	(n=339)
13% 16%	71%			2011 Children's Mercy Family Health - MO	(n=199)
8% 15%	77%			2011 Community Health Choice	(n=196)
11% 21%	68%		$\downarrow$	2011 Community Health Plan of Washington	(n=209)
9% 18%	73%			2011 Denver Health	(n=263)
<mark>7%</mark> 18%	75%			2011 Horizon NJ Health	(n=271)
<b>15%</b> 21%	64%		$\downarrow$	2011 Inland Empire Health Plan	(n=294)
12% 14%	75%			2011 L.A. Care Health Plan	(n=269)
8% 13%	79%			2011 MDWise - Healthy Indiana	(n=423)
12% 12%	76%			2011 MDWise - Hoosier Healthwise	(n=243)
<mark>6%</mark> 15%	79%			2011 Neighborhood Health Plan	(n=319)

8% 16%	76%	2011 Neighborhood Health Plan of RI	(n=329)
10% 14%	76%	2011 Network Health, Inc.	(n=335)
7% 18%	75%	2011 Priority Partners	(n=342)
<b>12%</b> 15%	73%	2011 Univera Community Health	(n=293)
9% 13%	77%	2011 UPMC Health Plan	(n=289)
9% 11%	79%	2011 Virginia Premier Health Plan, Inc.	(n=287)

### **Q18** Personal doctor spent enough time with consumers

Never + S	Sometimes	Usually		Always		= Above the me all sponsor or pl < 0.05) = Below the me all sponsor or pl	an means (p an value of
0%	20%	40%	60%	80%	100%	< 0.05)	un meuns (p
14%	22%	1	64%	1		<b>National</b> 2011 National Distribution	(n=46,105)
						Product Type	
14%	23%		64%			2011 HMO/POS	(n=45,335)
15%	22%		63%			Sponsor 2011 Assoc Community Affiliated Plans (ACAP)	(n=7,570)
						Plan	
15%	26%		59%			2011 AmeriHealth Mercy	(n=365)
7%	22%		71%		<b>■</b> ↑	2011 Boston Medical Center - CommCare	(n=367)
11%	20%		69%		<b></b>	2011 Boston Medical Center - MassHealth	(n=270)
10%	26%		64%			2011 CareOregon	(n=300)
20%	22%		57%			2011 CareSource	(n=370)
16%	19%		64%			2011 CareSource - ABD	(n=673)
16%	22%		61%			2011 CareSource - CFC	(n=332)
15%	20%		65%			2011 Children's Mercy Family Health - KS	(n=339)
17%	21%		62%			2011 Children's Mercy Family Health - MO	(n=199)
11%	26%		63%			2011 Community Health Choice	(n=196)
20%	25%		56%			2011 Community Health Plan of	(n=208)

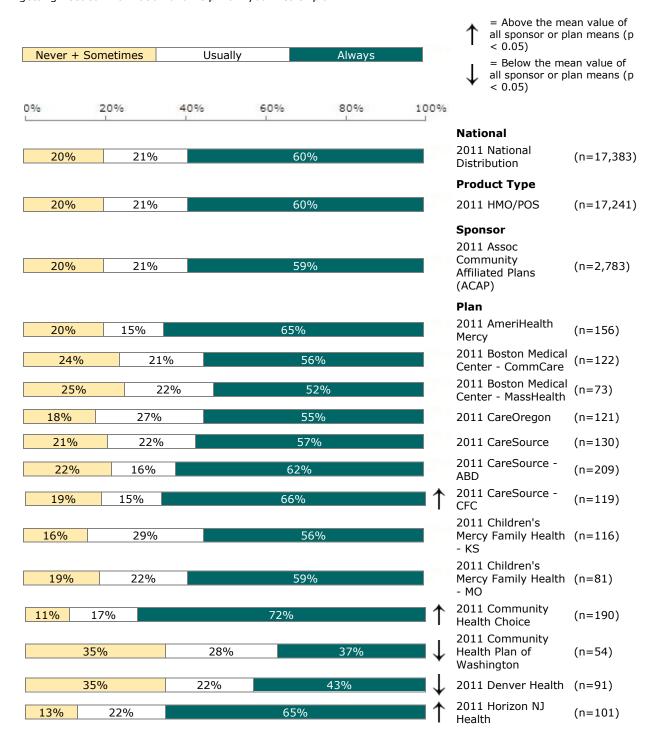
				Washington	
16%	24%	59%		2011 Denver Health	(n=264)
16%	23%	60%		2011 Horizon NJ Health	(n=275)
24%	299	47%	↓	2011 Inland Empire Health Plan	(n=295)
21%	24%	55%	<b>I</b> ↓	2011 L.A. Care Health Plan	(n=266)
11%	21%	67%		2011 MDWise - Healthy Indiana	(n=420)
15%	21%	63%		2011 MDWise - Hoosier Healthwise	(n=243)
14%	27%	59%		2011 Neighborhood Health Plan	(n=319)
12%	27%	61%		2011 Neighborhood Health Plan of RI	(n=330)
17%	22%	61%		2011 Network Health, Inc.	(n=331)
12%	22%	66%		2011 Priority Partners	(n=342)
16%	21%	63%		2011 Univera Community Health	(n=293)
13%	17%	71%	1	2011 UPMC Health Plan	(n=289)
15%	15%	70%		2011 Virginia Premier Health Plan, Inc.	(n=284)

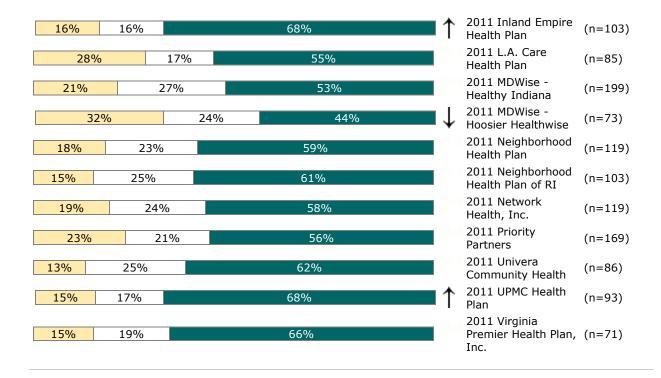
Results generated 10/4/2011 2:38:09 PM



## 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

**Health Plan Information and Customer Service Composite** Combines responses from two questions about getting needed information and help from your health plan.

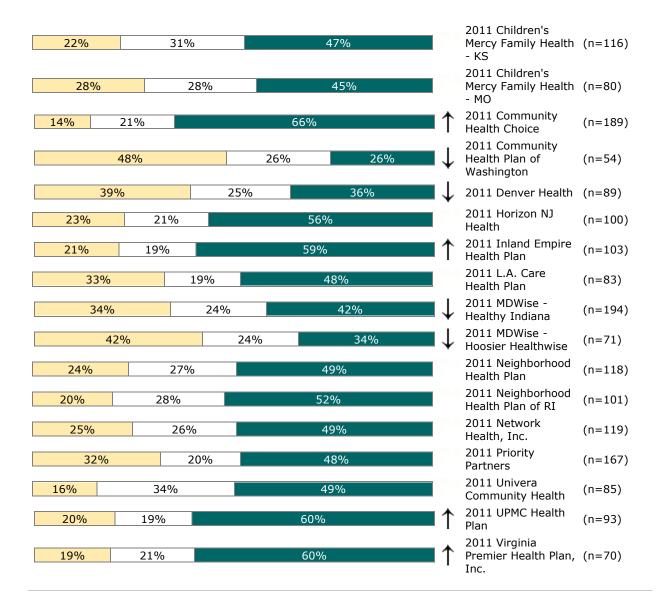




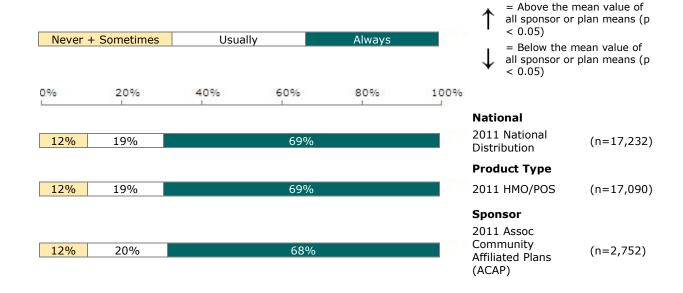
Q31 Customer service gave necessary information or help

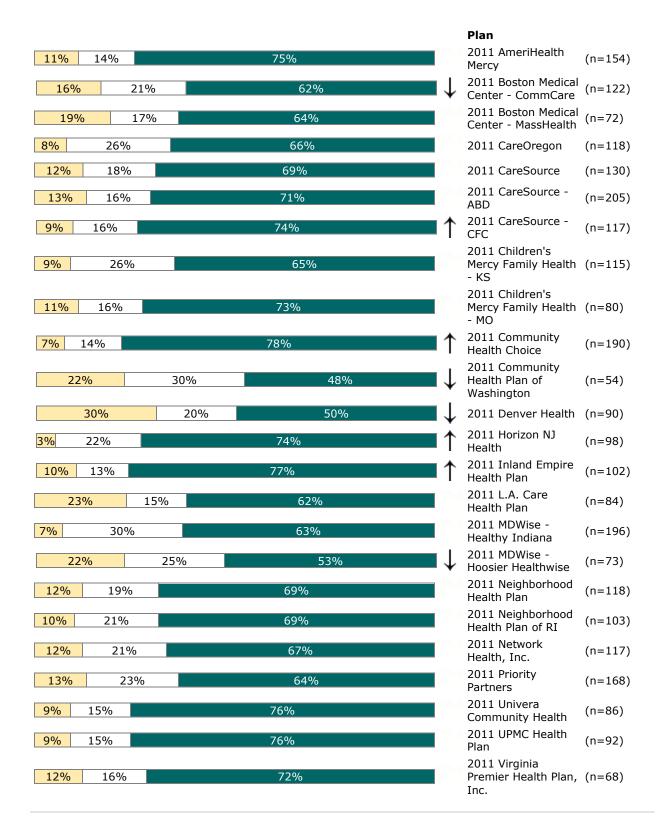
Never + Sometime	usuall	ly	Always		all sponsor or pl < 0.05) = Below the me all sponsor or pl < 0.05)	an value of
0% 20%	40%	60%	80%	100%		
					National	
28%	22%		50%		2011 National Distribution	(n=17,222)
					Product Type	
28%	22%		50%		2011 HMO/POS	(n=17,081)
27%	23%		50%	70.0	Sponsor 2011 Assoc Community Affiliated Plans (ACAP)	(n=2,754)
					Plan	
29%	16%	5	5%		2011 AmeriHealth Mercy	(n=154)
31%	20%		49%		2011 Boston Medical Center - CommCare	(n=121)
31%	28%		41%		2011 Boston Medical Center - MassHealth	(n=71)
28%	27%		45%		2011 CareOregon	(n=121)
29%	26%		45%		2011 CareSource	(n=130)
31%	16%		53%		2011 CareSource - ABD	(n=206)
28%	14%	58	<b>1</b> %		2011 CareSource - CFC	(n=119)

= Above the mean value of



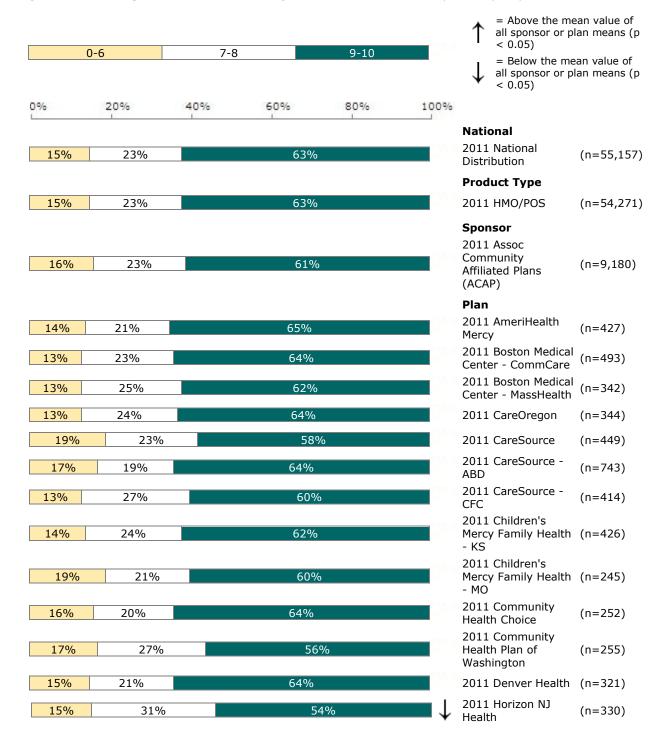
#### Q32 Customer service staff courteous and respectful

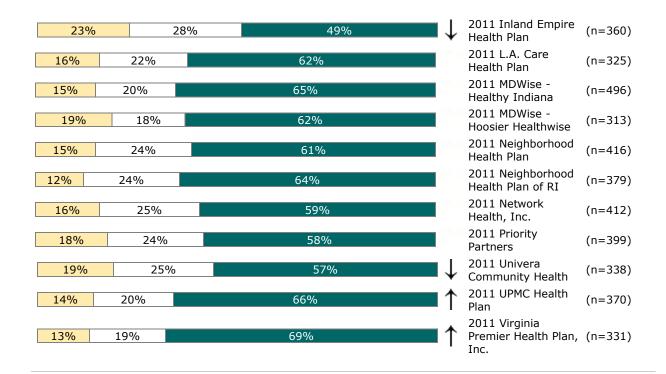




## 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

**Q21 Overall Rating of Personal Doctor** Using scale of 0 to 10, how would you rate your personal doctor.



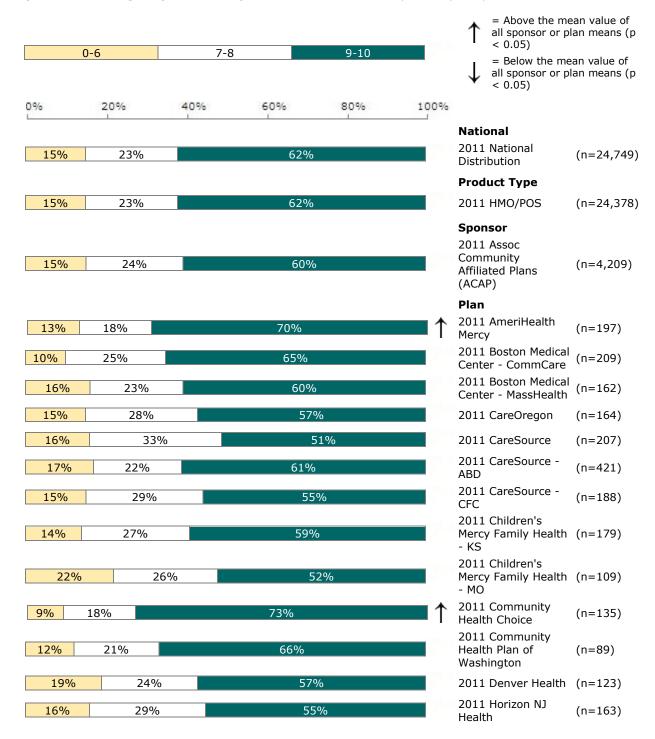


Results generated 10/4/2011 2:38:09 PM



### 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q25 Overall Rating of Specialist Using scale of 0 to 10, how would you rate your specialist.



22%	18%	60%		2011 Inland Empire Health Plan	(n=136)
13%	26%	61%		2011 L.A. Care Health Plan	(n=109)
17%	22%	61%		2011 MDWise - Healthy Indiana	(n=208)
18%	25%	58%		2011 MDWise - Hoosier Healthwise	(n=137)
15%	24%	62%		2011 Neighborhood Health Plan	(n=203)
9%	28%	64%	1	2011 Neighborhood Health Plan of RI	(n=200)
11%	24%	65%		2011 Network Health, Inc.	(n=192)
17%	22%	61%		2011 Priority Partners	(n=192)
20%	25%	55%		2011 Univera Community Health	(n=138)
15%	25%	60%		2011 UPMC Health Plan	(n=211)
18%	24%	58%		2011 Virginia Premier Health Plan, Inc.	(n=137)

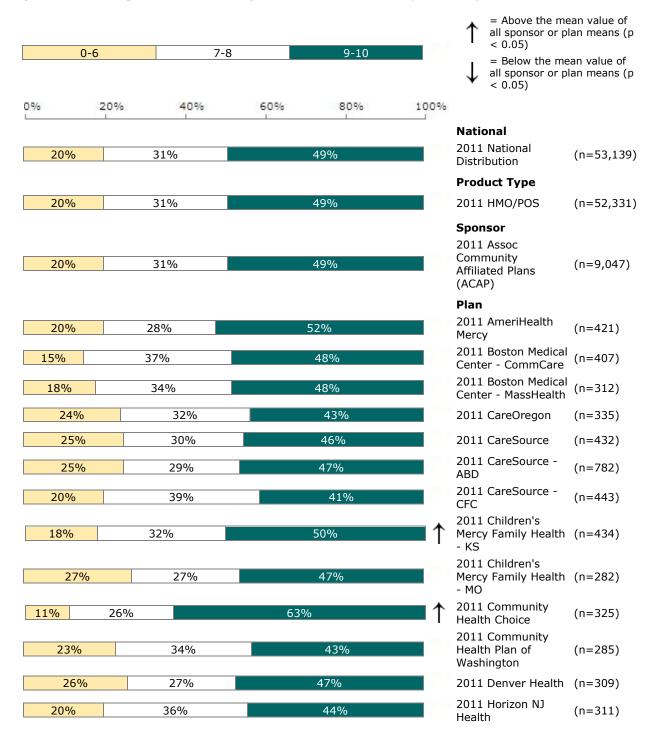
Results generated 10/4/2011 2:38:09 PM

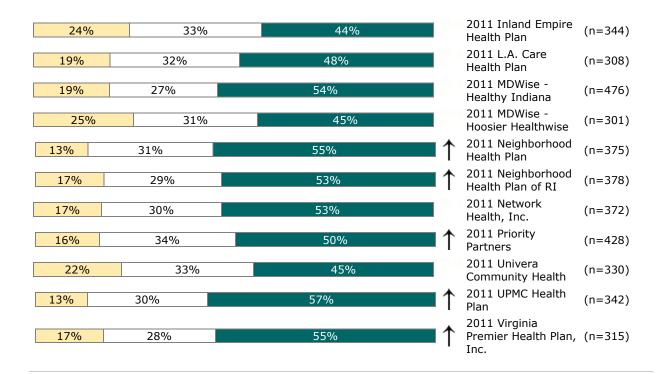
www.cahps.ahrq.gov | AHR



## 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q12 Overall Rating of Health Care Using scale of 0 to 10, how would you rate all your health care.



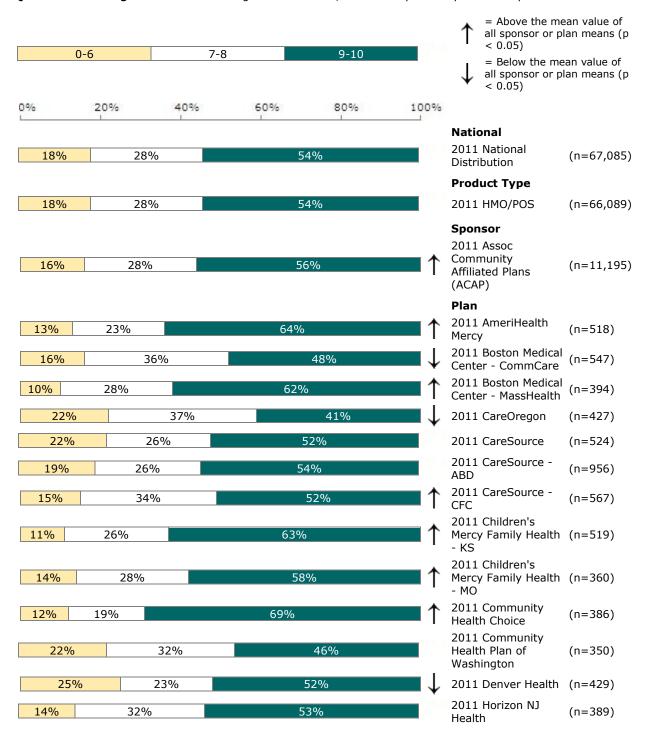


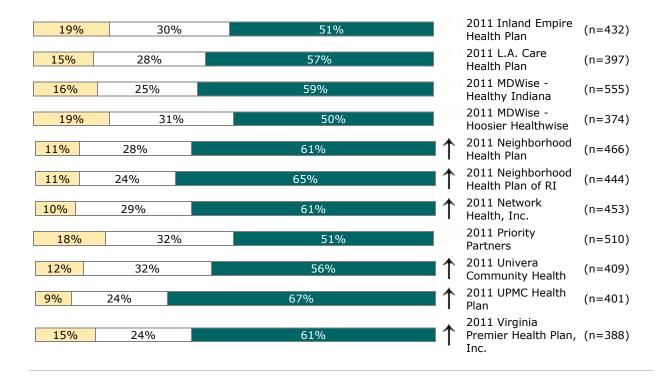
Results generated 10/4/2011 2:38:09 PM



## 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q35 Overall Rating of Health Plan Using scale of 0 to 10, how would you rate your health plan.





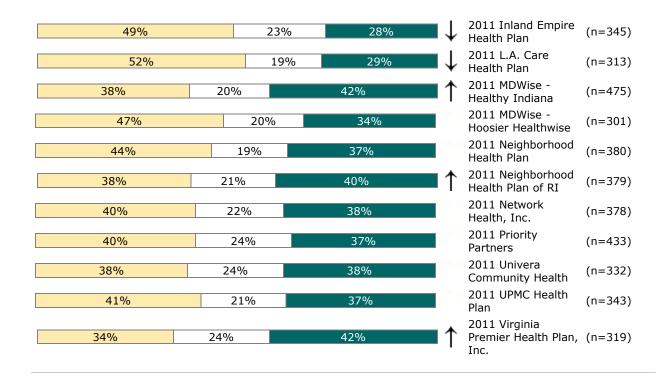
Results generated 10/4/2011 2:38:09 PM



### 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

**Q8** Consumer and doctor talked about specific things to prevent illness

Never + Sometimes		Usually 40% 60%		Always	100%	all sponsor or pl < 0.05) = Below the me	= Below the mean value of all sponsor or plan means (p	
L/A	I.	L. L.		1		National		
	42%	23%		34%		2011 National Distribution	(n=43,019)	
						Product Type		
	43%	23%		34%		2011 HMO/POS	(n=42,209)	
	42%	22%		35%		Sponsor 2011 Assoc Community Affiliated Plans (ACAP)	(n=8,782)	
						Plan		
	43%	22%		35%		2011 AmeriHealth Mercy	(n=424)	
	38%	26%		37%		2011 Boston Medical Center - CommCare	(n=413)	
	38%	25%		37%		2011 Boston Medical Center - MassHealth	(n=321)	
	40%	24%		36%		2011 CareOregon	(n=341)	
	46%	18%		36%		2011 CareSource	(n=439)	
	40%	23%		37%		2011 CareSource - ABD	(n=772)	
	52%	219	%	27%	$\downarrow$	2011 CareSource - CFC	(n=445)	
	44%	24%		32%		2011 Children's Mercy Family Health - KS	(n=434)	
	41%	25%		33%		2011 Children's Mercy Family Health - MO	(n=283)	
					N/A	2011 Community Health Choice		
	48%	26%	)	25%		2011 Community Health Plan of Washington	(n=292)	
	40%	22%		37%		2011 Denver Health	(n=310)	
	40%	24%		35%		2011 Horizon NJ Health	(n=310)	



Results generated 10/4/2011 2:38:09 PM



### 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

**Q10** Doctor/provider discussed pros & cons of each choice for treatment or care

	ewhat No + finitely No	Somewha	at Yes	Definitely Yes	100	= Above the me all sponsor or p < 0.05) = Below the me	lan means (p
De	initery NO					all sponsor or p < 0.05)	
0%	20%	40%	60%	80%	100%		
					-	National	
8%	30%		62	.%		2011 National Distribution	(n=20,954)
						Product Type	
8%	30%		62	%		2011 HMO/POS	(n=20,581)
8%	29%		63	%		Sponsor 2011 Assoc Community Affiliated Plans (ACAP)	(n=4,342)
						Plan	
7%	30%		63	%		2011 AmeriHealth Mercy	(n=224)
5%	26%		69%			2011 Boston Medical Center - CommCare	(n=212)
5%	26%		69%		lack	2011 Boston Medical Center - MassHealth	(n=197)
8%	28%		64 <sup>0</sup>	%		2011 CareOregon	(n=170)
11%	29%		6	0%		2011 CareSource	(n=202)
11%	32%		!	57%		2011 CareSource - ABD	(n=331)
10%	34%			56%		2011 CareSource - CFC	(n=177)
4%	23%		73%		<b> </b>	2011 Children's Mercy Family Health - KS	(n=226)
7%	34%		5	9%		2011 Children's Mercy Family Health - MO	(n=138)
					N/A	2011 Community Health Choice	
9%	32%		5	8%		2011 Community Health Plan of Washington	(n=159)
10%	35%			55%		2011 Denver Health	(n=155)
11%	25%		63'	%		2011 Horizon NJ Health	(n=142)

11%	27%	62%		2011 Inland Empire Health Plan	(n=166)
12%	28%	60%		2011 L.A. Care Health Plan	(n=128)
6%	26%	68%		2011 MDWise - Healthy Indiana	(n=253)
10%	30%	60%		2011 MDWise - Hoosier Healthwise	(n=162)
9%	31%	60%		2011 Neighborhood Health Plan	(n=213)
7%	28%	66%		2011 Neighborhood Health Plan of RI	(n=221)
5%	24%	71%	$\uparrow$	2011 Network Health, Inc.	(n=182)
5%	28%	67%	$\uparrow$	2011 Priority Partners	(n=216)
5%	31%	64%		2011 Univera Community Health	(n=136)
7%	28%	65%		2011 UPMC Health Plan	(n=171)
7%	31%	62%		2011 Virginia Premier Health Plan, Inc.	(n=161)

Results generated 10/4/2011 2:38:09 PM

www.cahps.ahrq.gov | AHR

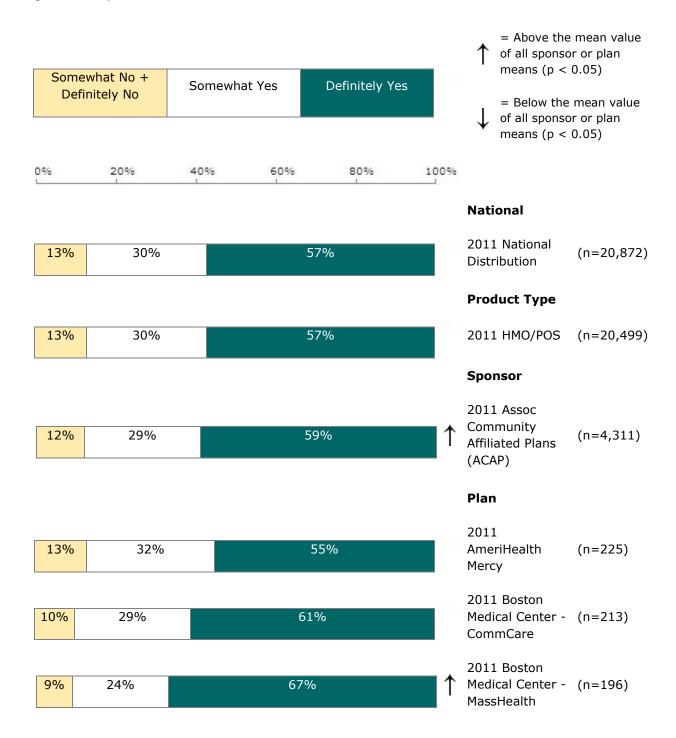


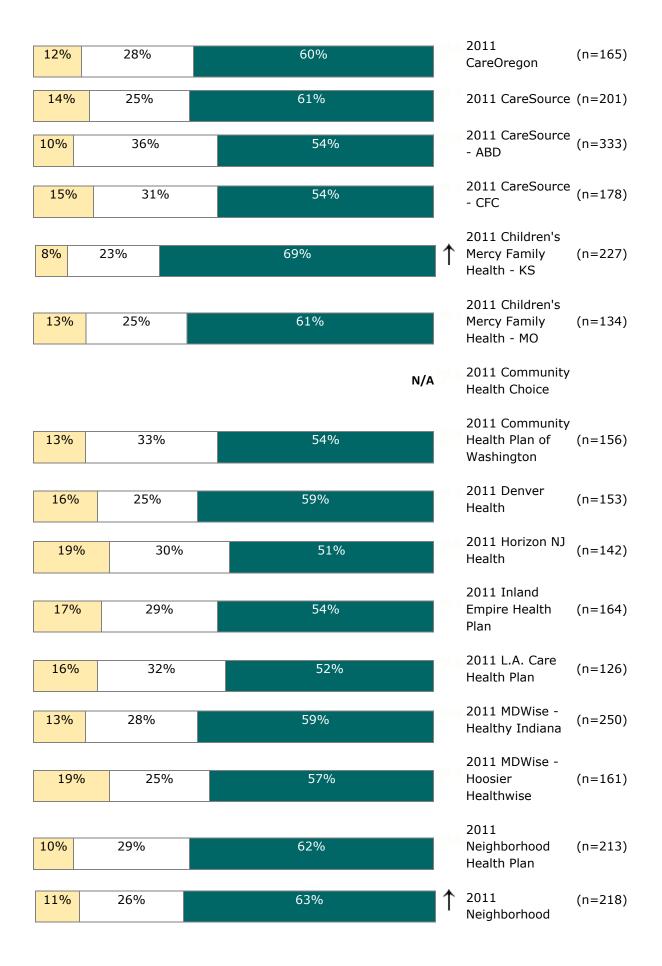


2011 Adult Medicaid 4.0 Report Builder

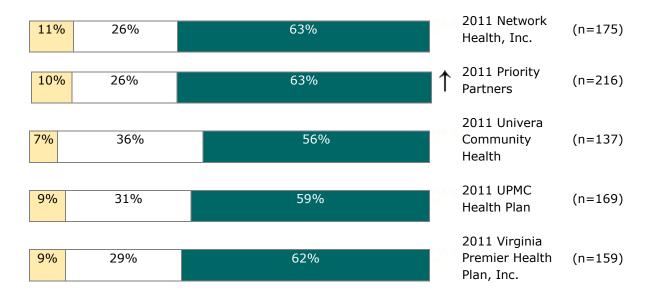
## 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q11 Doctor/provider asked consumer which treatment/care choice was best for them





#### Health Plan of RI



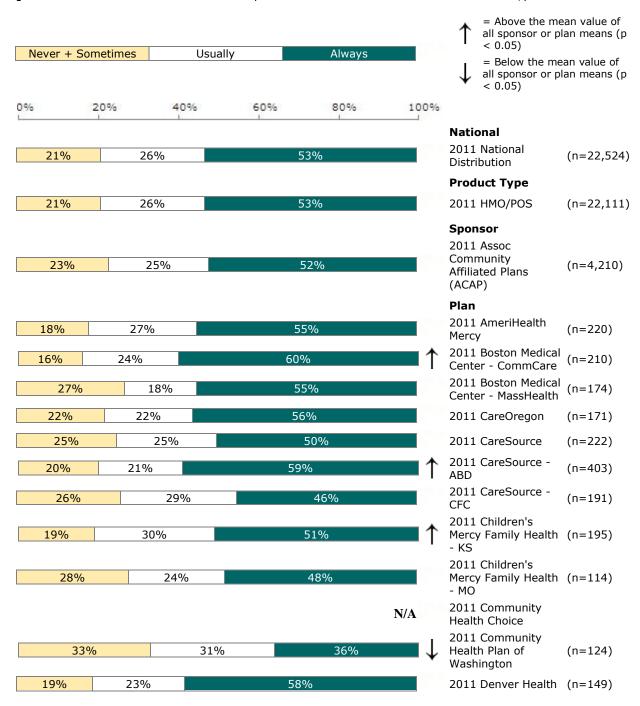
Results generated 10/4/2011 2:38:09 PM

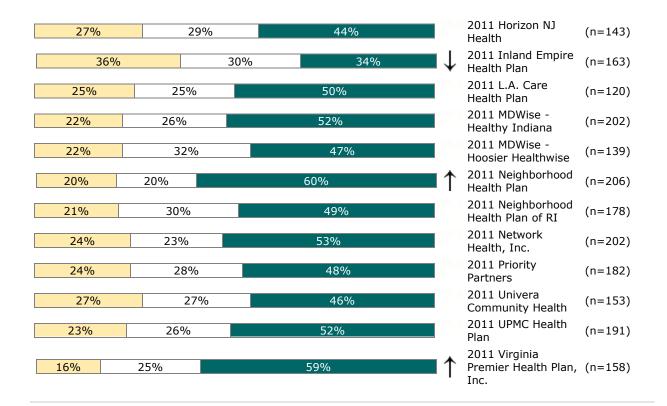




## 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q20 Personal doctor seemed informed and up-to-date about care received from other doctors/providers





Results generated 10/4/2011 2:38:09 PM

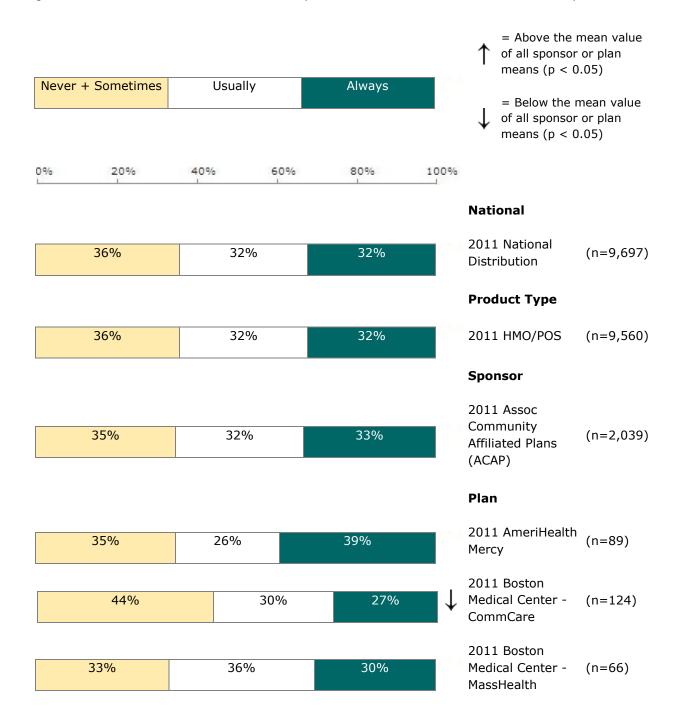


### cahps

2011 Adult Medicaid 4.0 Report Builder

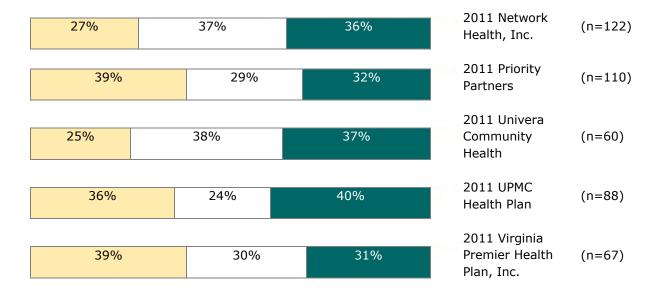
# 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q29 How often written materials or Internet provided needed information on how health plan works



35%	37%	28%		2011 CareOregon	(n=100)
38%	28%	28% 35%		2011 CareSource	(n=101)
36%	32%	31%	i	2011 CareSource - ABD	(n=148)
44%	27%	29%		2011 CareSource - CFC	(n=78)
35%	36%	28%		2011 Children's Mercy Family Health - KS	(n=99)
38%	36%	26%	ı	2011 Children's Mercy Family Health - MO	(n=72)
		N/A	1	2011 Community Health Choice	
40%	44	% 15%		2011 Community Health Plan of Washington	(n=52)
26%	31%	43%	1	2011 Denver Health	(n=68)
36%	29%	35%		2011 Horizon NJ Health	(n=89)
33%	33%	34%		2011 Inland Empire Health Plan	(n=61)
28%	34%	38%		2011 L.A. Care Health Plan	(n=64)
31%	31% 34%			2011 MDWise - Healthy Indiana	(n=131)
41%	41% 32%			2011 MDWise - Hoosier Healthwise	(n=79)
29%	34%	37%		2011 Neighborhood Health Plan	(n=106)
32%	29%	38%		2011 Neighborhood	(n=65)

#### Health Plan of RI



Results generated 10/4/2011 2:38:09 PM

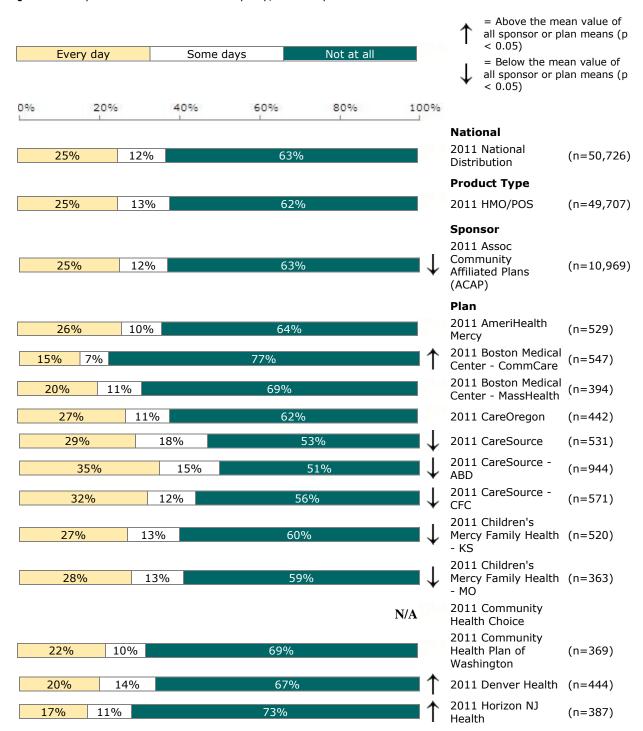


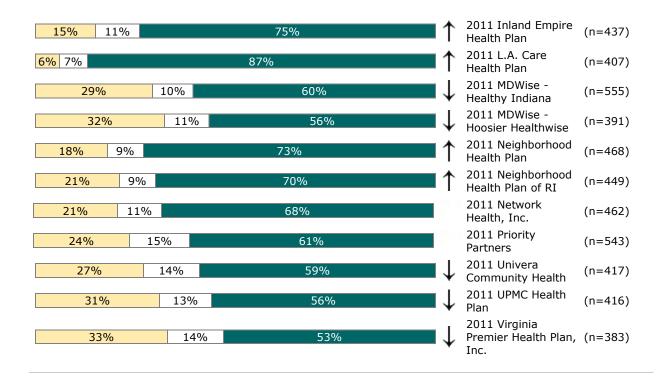
### cahps

2011 Adult Medicaid 4.0 Report Builder

# 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q37 Currently smoke or use tobacco every day, some days or not at all





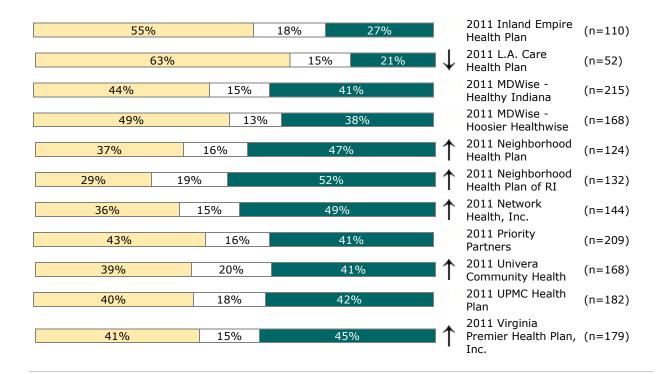
Results generated 10/4/2011 2:38:09 PM



#### 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q38 How often consumer was advised to quit smoking or using tobacco

			_			= Above the me all sponsor or p < 0.05)	
Never	+ Sometimes	Usuall	У	Always		= Below the me all sponsor or p < 0.05)	
0%	20%	40%	60%	80%	100%		
						National	
	48%		16%	36%		2011 National Distribution	(n=18,701)
						<b>Product Type</b>	
	47%	1	.6%	36%		2011 HMO/POS	(n=18,404)
	45%	16	5%	38%	<b></b> ↑	Sponsor 2011 Assoc Community Affiliated Plans (ACAP)	(n=3,939)
						Plan	
	38%	19%		42%	$\uparrow$	2011 AmeriHealth Mercy	(n=186)
	41%	20%	)	39%		2011 Boston Medical Center - CommCare	(n=123)
	40%	22%	)	38%		2011 Boston Medical Center - MassHealth	(n=119)
	55%		16%	29%	$\downarrow$	2011 CareOregon	(n=166)
	50%		15%	35%		2011 CareSource	(n=250)
	43%	199	%	39%		2011 CareSource - ABD	(n=452)
	54%		13%	33%		2011 CareSource - CFC	(n=250)
	45%	1	8%	36%		2011 Children's Mercy Family Health - KS	(n=203)
	56%		14%	30%		2011 Children's Mercy Family Health - MO	(n=149)
					N/A	2011 Community Health Choice	
	57%		16%	27%		2011 Community Health Plan of Washington	(n=112)
	48%	1	4%	38%		2011 Denver Health	(n=142)
	48%	8%	o l	44%		2011 Horizon NJ Health	(n=104)



Results generated 10/4/2011 2:38:09 PM

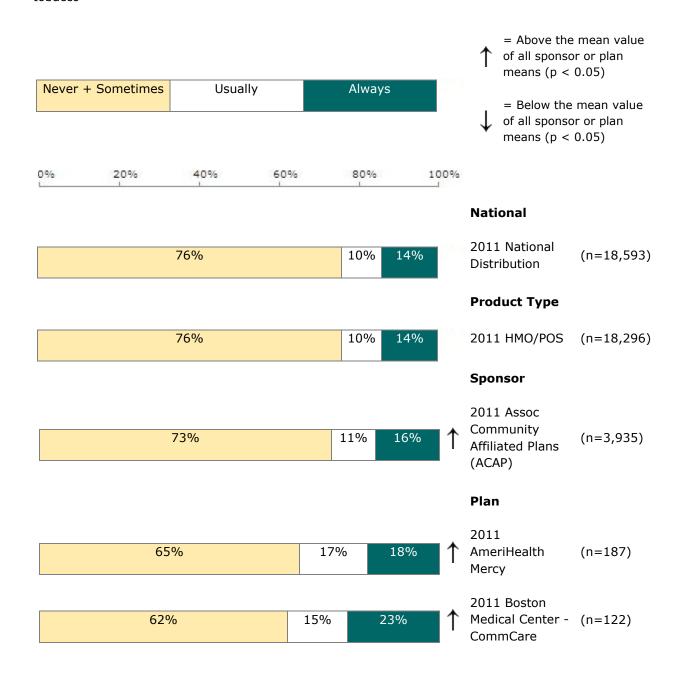


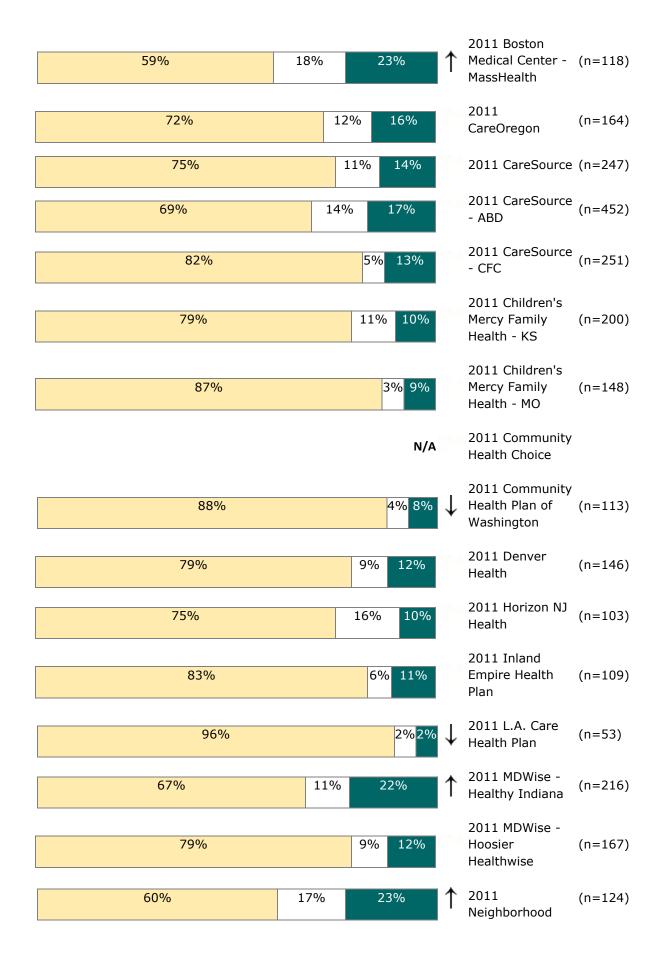
### cahps

2011 Adult Medicaid 4.0 Report Builder

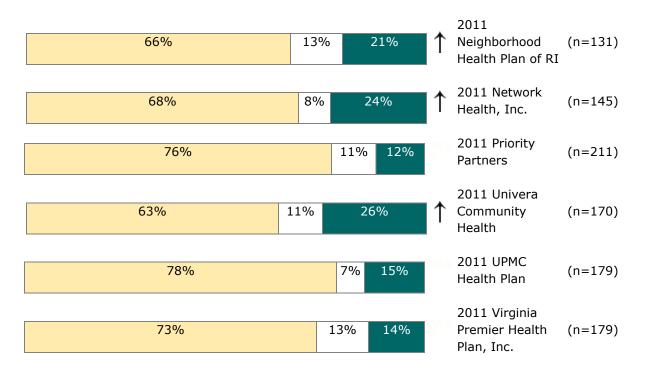
# 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

**Q39** How often medication was recommended or discussed to help consumer quit smoking or using tobacco





#### Health Plan

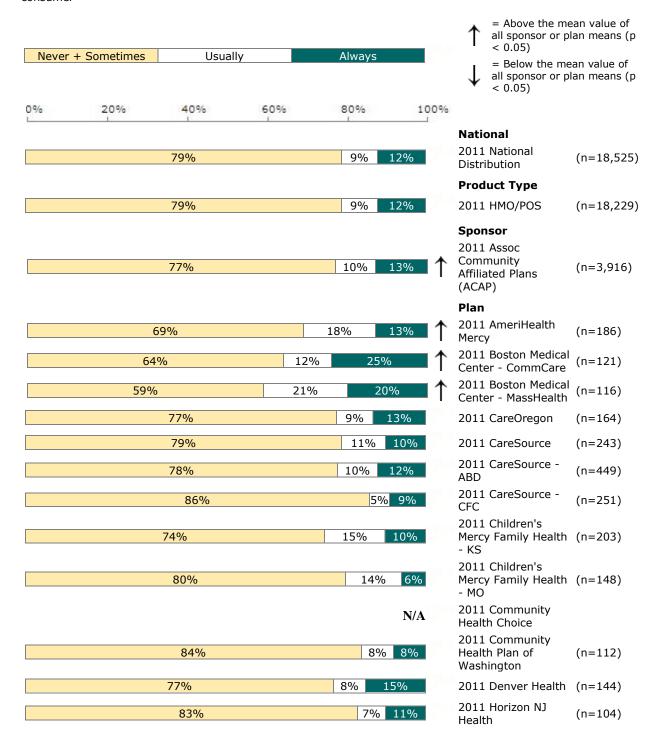


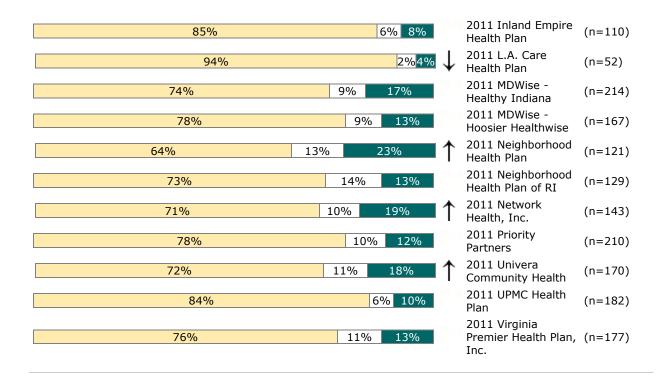
Results generated 10/4/2011 2:38:10 PM



## 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

**Q40** How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer





Results generated 10/4/2011 3:31:27 PM

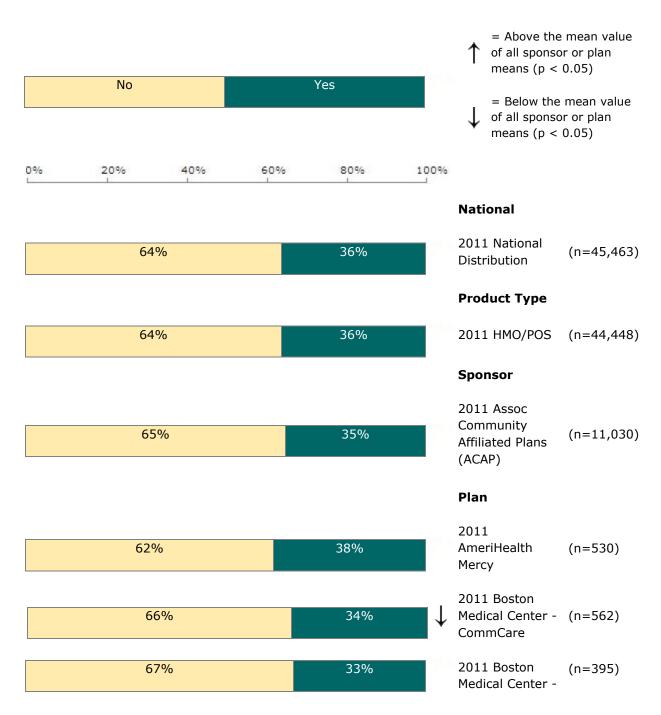


### cahps

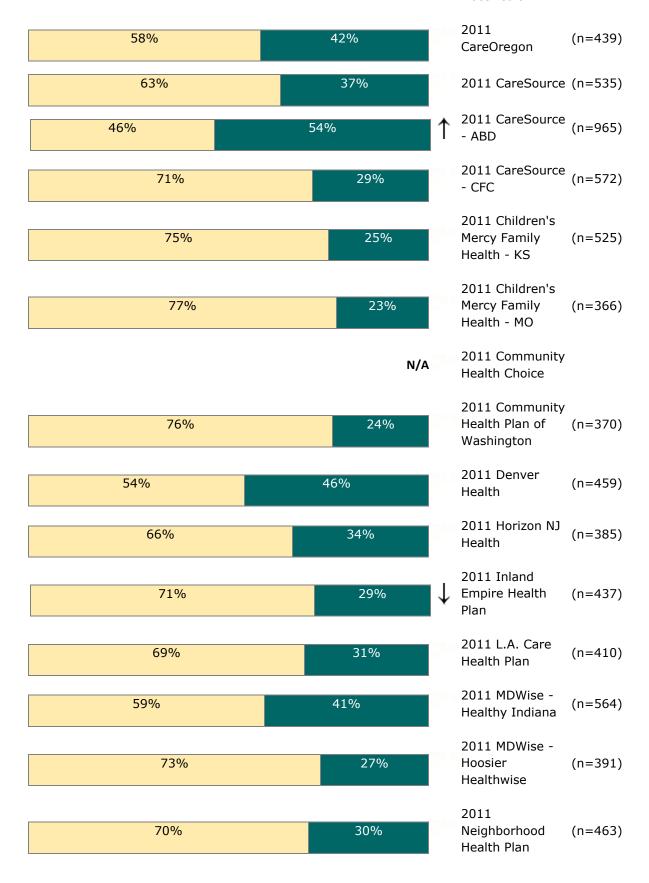
2011 Adult Medicaid 4.0 Report Builder

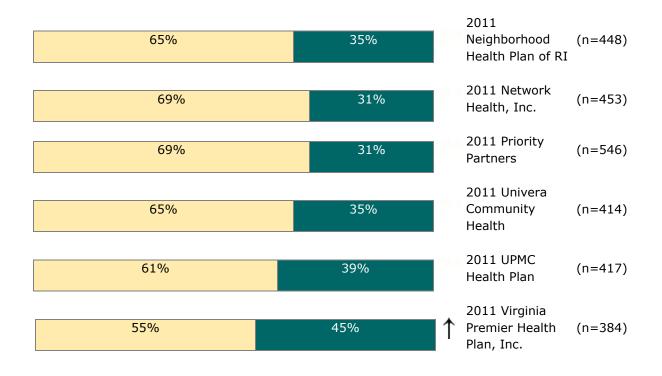
# 2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q43 Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke



#### MassHealth





Results generated 10/4/2011 3:31:27 PM



### 2011 Child Medicaid 4.0 Summary of Statistically Significant Differences - Composites

This table presents the results of statistical significance tests. Up or down arrows are shown when the results are significantly different from their relevant comparison group. The comparison groups are (1) the sponsor results compared against all other sponsors, and (2) individual health plan results compared against all other health plans. For each composite measure, a mean value (case-mix adjusted) is calculated for each sponsor and for each health plan. These mean values are then statistically compared to the mean value for all sponsors (the mean of all sponsor means) or compared to the mean value for all health plans (the mean of all plan means). All tests were conducted at the .05 level of statistical significance. All survey respondents for a given sponsor are combined to form the sponsor-level results.

Note that when a sponsor submits data for only a single health plan, the individual health plan and sponsor results may vary because the sponsor results are compared to the mean of all sponsor means, whereas the health plan results are compared to the mean of all health plan means.

The arrows in the table indicate the results of the statistical comparison:

up arrow - result is statistically above the mean value of all sponsors or health plans.

down arrow - result is statistically below the mean value of all sponsors or health plans.

two-sided arrow - result is statistically equivalent to the mean value of all sponsors or health plans.

	Consumer Reports							
Plan	Getting Needed Care for a Child Composite	Getting Care Quickly for a Child Composite	How Well the Child's Doctors Communicate Composite	Health Plan Information and Customer Service Composite				
Assoc Community Affiliated Plans (ACAP) (Sponsor)	$\Leftrightarrow$	$\Leftrightarrow$	<b>\</b>	<b>↑</b>				
AlohaCare	↓	↓ ↓	↓	$\Leftrightarrow$				
AmeriHealth Mercy Health Plan	⇔	<⇒	⇔	<b>⇔</b>				
CalOptima	<b>1</b>	<b>1</b>	<b>\</b>	<b>+</b>				
CareOregon	$\Leftrightarrow$	<b>1</b>	$\Leftrightarrow$	$\Leftrightarrow$				
CareSource	1	1	1	$\Leftrightarrow$				
CareSource Michigan	⇔	$\Leftrightarrow$	⇔	$\Leftrightarrow$				
Children's Mercy Family Health - KS	1	<b>↑</b>	<b>↑</b>	⇔				
Children's Mercy Family Health - MO	$\Leftrightarrow$	$\Leftrightarrow$	<b>\$</b>	$\Leftrightarrow$				
Community Health Choice	$\Leftrightarrow$	⇔	<u> </u>	<u> </u>				
Denver Health	<u> </u>	<u> </u>	⇔	<b>↓</b>				

			1	
Horizon NJ Health	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	<b>↑</b>
HSCSN, Inc	$\Leftrightarrow$	$\Leftrightarrow$	<b></b>	<b>↑</b>
Inland Empire Health Plan	<b>\</b>	<b>\</b>	<b>\</b>	<b>↑</b>
L.A. Care Health Plan	<b>1</b>	<b>\</b>	<b>\</b>	$\Leftrightarrow$
MDWise - Hooser Healthwise	<b>↑</b>	$\Leftrightarrow$	⇔	$\Leftrightarrow$
Priority Partners	<b>1</b>	<b>1</b>	<b>1</b>	⇔
UPMC Health Plan	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
Virginia Premier Health Plan, Inc.	1	<b>↑</b>	<b>1</b>	$\Leftrightarrow$

Results generated 10/4/2011 5:15:35 PM



#### 2011 Child Medicaid 4.0 Summary of Statistically Significant Differences - Ratings

This table presents the results of statistical significance tests. Up or down arrows are shown when the results are significantly different from their relevant comparison group. The comparison groups are (1) the sponsor results compared against all other sponsors, and (2) individual health plan results compared against all other health plans. For each composite measure, a mean value (case-mix adjusted) is calculated for each sponsor and for each health plan. These mean values are then statistically compared to the mean value for all sponsors (the mean of all sponsor means) or compared to the mean value for all health plans (the mean of all plan means). All tests were conducted at the .05 level of statistical significance. All survey respondents for a given sponsor are combined to form the sponsor-level results.

Note that when a sponsor submits data for only a single health plan, the individual health plan and sponsor results may vary because the sponsor results are compared to the mean of all sponsor means, whereas the health plan results are compared to the mean of all health plan means.

The arrows in the table indicate the results of the statistical comparison:

1 up arrow - result is statistically above the mean value of all sponsors or health plans.

down arrow - result is statistically below the mean value of all sponsors or health plans.

two-sided arrow - result is statistically equivalent to the mean value of all sponsors or health plans.

	Consumer Ratings							
Plan	Overall Rating of Child's Personal Doctor  Overall Rating of Child's Specialist		Overall Rating of Child's Health Care	Overall Rating of Child's Health Plan				
Assoc Community Affiliated Plans (ACAP) (Sponsor)	⇔	⇔	⇔	1				
AlohaCare	$\Leftrightarrow$	<b>1</b>	$\Leftrightarrow$	<b>1</b>				
AmeriHealth Mercy Health Plan	⇔	<b>↑</b>	⇔	<b>↑</b>				
CalOptima	⇔	<b>1</b>	$\Leftrightarrow$	<b>1</b>				
CareOregon	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$				
CareSource	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	<b>1</b>				
CareSource Michigan	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	<b>1</b>				
Children's Mercy Family Health - KS	<b>↑</b>	⇔	<b>↑</b>	<b>↑</b>				
Children's Mercy Family Health - MO	⇔	$\Leftrightarrow$	<b>↑</b>	<b>1</b>				
Community Health Choice	⇔	<b>↑</b>	<b>1</b>	<b>1</b>				
Denver Health	<u></u>	⇔	⇔	<u> </u>				
Horizon NJ Health	<b>⇔</b>	⇔	$\Leftrightarrow$	<b>1</b>				

HSCSN, Inc	<b>1</b>	$\Leftrightarrow$	<b>1</b>	<b>1</b>
Inland Empire Health Plan	$\downarrow$	$\Leftrightarrow$	<b>1</b>	<b>1</b>
L.A. Care Health Plan	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	<b>1</b>
MDWise - Hooser Healthwise	$\Leftrightarrow$	$\Leftrightarrow$	$\Leftrightarrow$	<b>1</b>
Priority Partners	$\Leftrightarrow$	⇔	⇔	<b>1</b>
UPMC Health Plan	$\Leftrightarrow$	⇔	<b>1</b>	<b>1</b>
Virginia Premier Health Plan, Inc.	$\Leftrightarrow$	⇔	⇔	<b>↑</b>

Results generated 10/4/2011 5:15:35 PM





#### **Demographic Characteristics - CAHPS-HP Database**

The following table presents descriptive information about Assoc Community Affiliated Plans (ACAP) and the Child Medicaid 4.0 data from the 2011 CAHPS Health Plan Survey Database. Similar information about the general child population available from the U.S. Census Bureau's Current Population Survey can be used for comparison purposes.

Demographic Characteristics	2011 CAHPS-HP Database
Gender (parent/guardian)	
Male	11%
Female	89%
Gender (child)	
Male	53%
Female	47%
Age (parent/guardian)	
< 18	7%
18 - 34	43%
35 - 54	44%
55 - 74	6%
75+	0%
Age (child)	
0 - 3 years	24%
4 - 7 years	24%
8 - 11 years	21%
12+ years	31%
Education (parent/guardian)	
Less than HS grad	21%
HS grad (includes GED)	36%
Some college	34%
4 year grad	7%
More than 4 year degree	3%
Race/Ethnicity (child)	
White	53%
African-American	21%
Asian	3%
Native Hawaiian/Pacific Islander	1%
American Indian/Native Alaskan	1%
Other	11%
Multi-racial	9%
Hispanic/Latino origin or decent (child)	
Yes	27%
No	73%
Health Status of child (as reported by parent/guardian)	
Excellent	37%

Very Good	36%
Good	21%
Fair	5%
Poor	1%

Results generated 10/4/2011 3:15:11 PM





#### **Utilization Characteristics - CAHPS-HP Database**

The following table presents utilization information for Assoc Community Affiliated Plans (ACAP) and the Child Medicaid 4.0 data from the 2011 CAHPS Health Plan Survey Database. Sponsors and plans can use this information to inform their interpretation of survey results.

Utilization Characteristics	2011 CAHPS- HP Database
Have a personal doctor?	
Yes	90%
No	10%
Number of visits to personal doctor?	
None	18%
1-2	50%
3-4	22%
5-9	8%
10+	2%
Number of visits to doctor's office or clinic?	
None	22%
1-2	45%
3-4	23%
5-9	8%
10+	2%
Made an appointment to see a specialist?	
Yes	24%
No	76%
Number of specialists seen?	
None	11%
1	59%
2	19%
3	7%
4	2%
5+	2%

Results generated 10/4/2011 3:15:11 PM



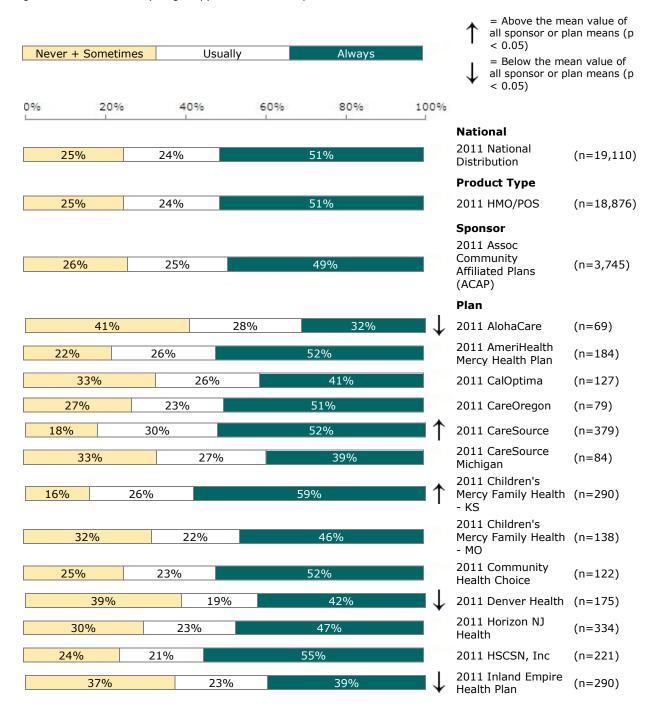
#### 2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

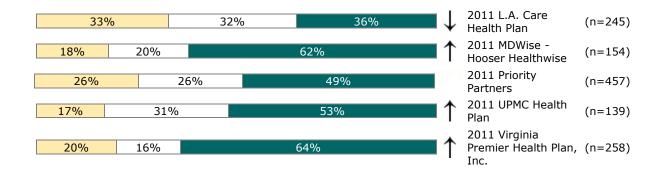
**Getting Needed Care for a Child Composite** Combines responses from two questions regarding how much of a problem, if any, consumers had with various aspects of getting needed care.

Ne	ver + Som	netimes	Usua	lly	Always		= Above the me all sponsor or p < 0.05) = Below the me all sponsor or p < 0.05)	lan means (p
0%	2	20%	40%	60%	80%	100%	( 0.03)	
1.0			1	1	I.		National	
	21%	24	%	55	5%		2011 National Distribution	(n=33,630)
							<b>Product Type</b>	
	21%	240	%	55	5%		2011 HMO/POS	(n=33,202)
	22%	24	%	54	4%		Sponsor 2011 Assoc Community Affiliated Plans (ACAP)	(n=6,366)
							Plan	
	31%		28%		41%	$\downarrow$	2011 AlohaCare	(n=154)
	19%	24%		57'	%		2011 AmeriHealth Mercy Health Plan	(n=279)
	31%		27%		43%	$\downarrow$	2011 CalOptima	(n=200)
	23%	2	5%	5	3%		2011 CareOregon	(n=206)
1	.6%	27%		57	%	<b> </b>	2011 CareSource	(n=615)
	26%		26%		48%		2011 CareSource Michigan	(n=189)
12	.%	22%		65%		<b> </b>	2011 Children's Mercy Family Health - KS	(n=508)
	24%	2:	2%	54	1%		2011 Children's Mercy Family Health - MO	(n=287)
	21%	22%	o l	58'	%		2011 Community Health Choice	(n=213)
	31%		25%		45%	lacksquare	2011 Denver Health	(n=308)
	27%		23%		50%		2011 Horizon NJ Health	(n=492)
	23%	22	%	55	5%		2011 HSCSN, Inc	(n=350)
	30%		26%		43%	$\downarrow$	2011 Inland Empire Health Plan	(n=479)
	31%		30%		39%	$\downarrow$	2011 L.A. Care Health Plan	(n=381)

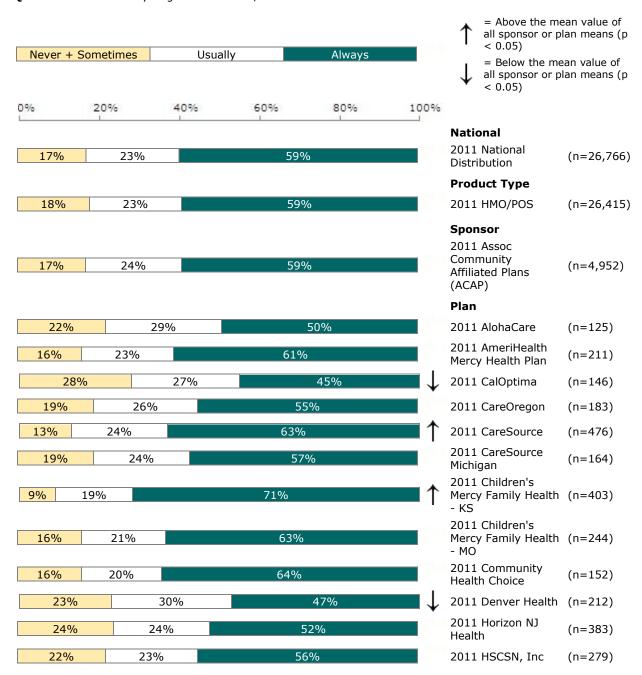


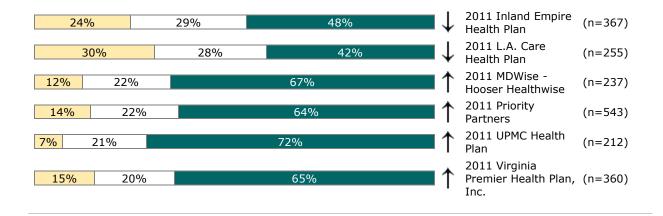
Q44 How often was easy to get appointments with specialists for child





Q48 How often was easy to get needed care, tests or treatment for child



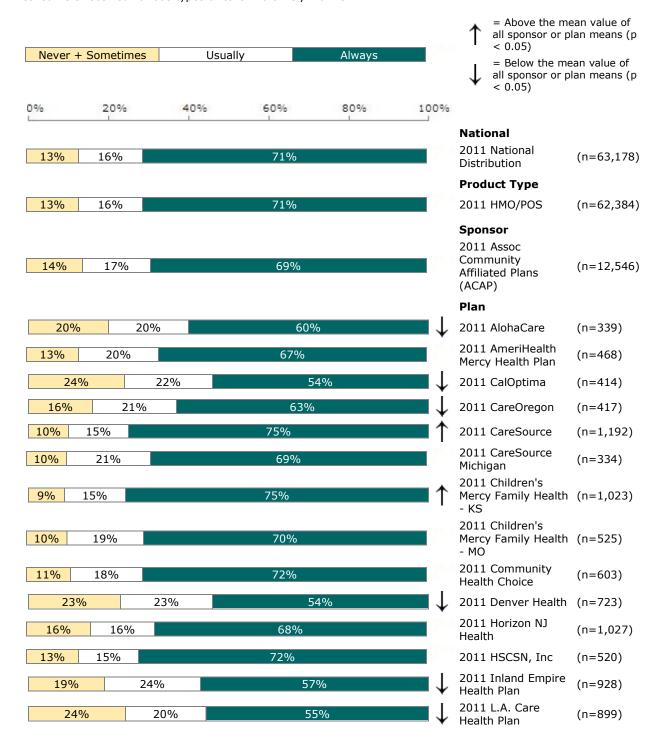


Results generated 10/4/2011 3:15:12 PM



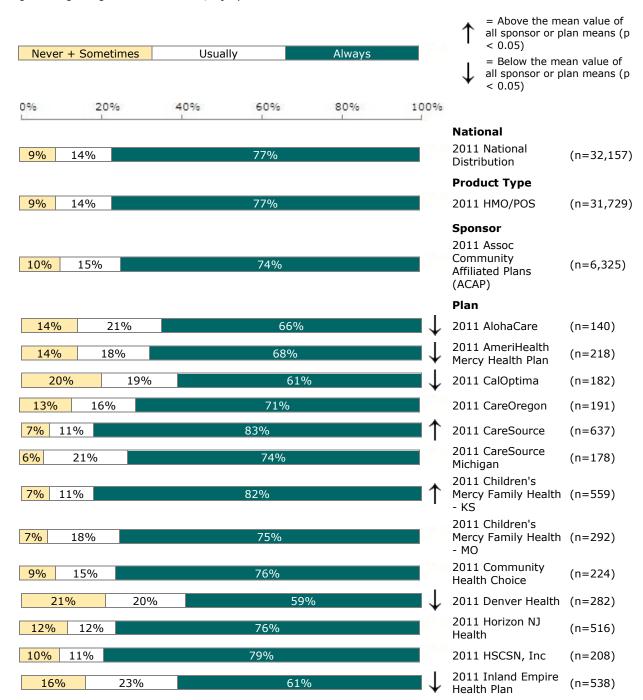
## 2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

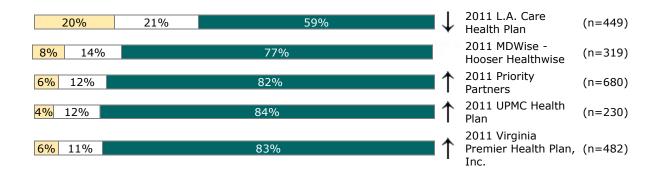
**Getting Care Quickly for a Child Composite** Combines responses from two questions regarding how often consumers received various types of care in a timely manner.



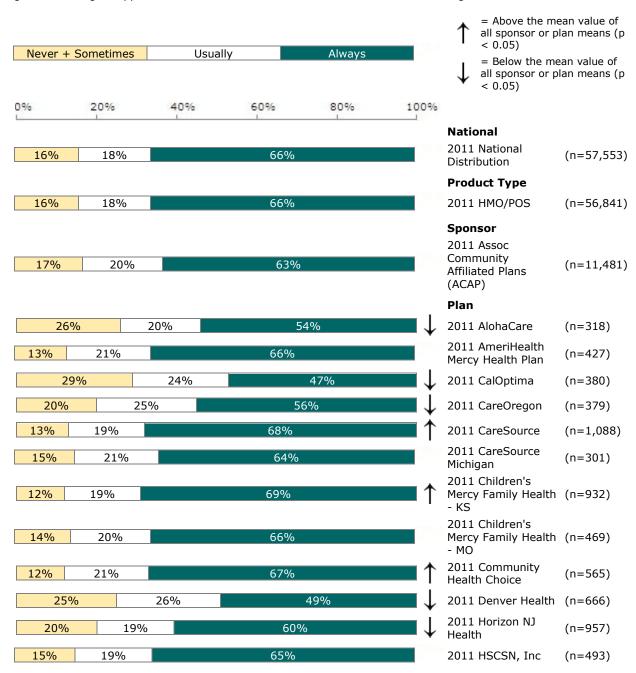


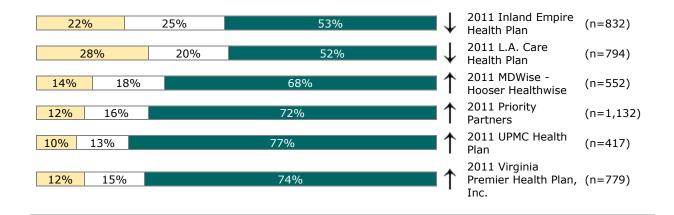
Q4 Child got urgent care for illness, injury or condition as soon as wanted





Q6 Got non-urgent appointment for child at doctor's office or clinic as soon as thought needed





Results generated 10/4/2011 3:15:12 PM

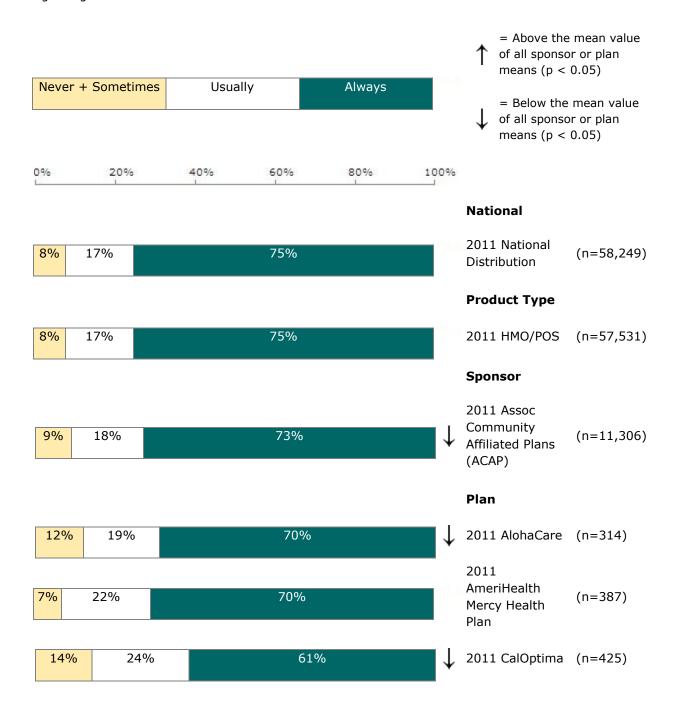


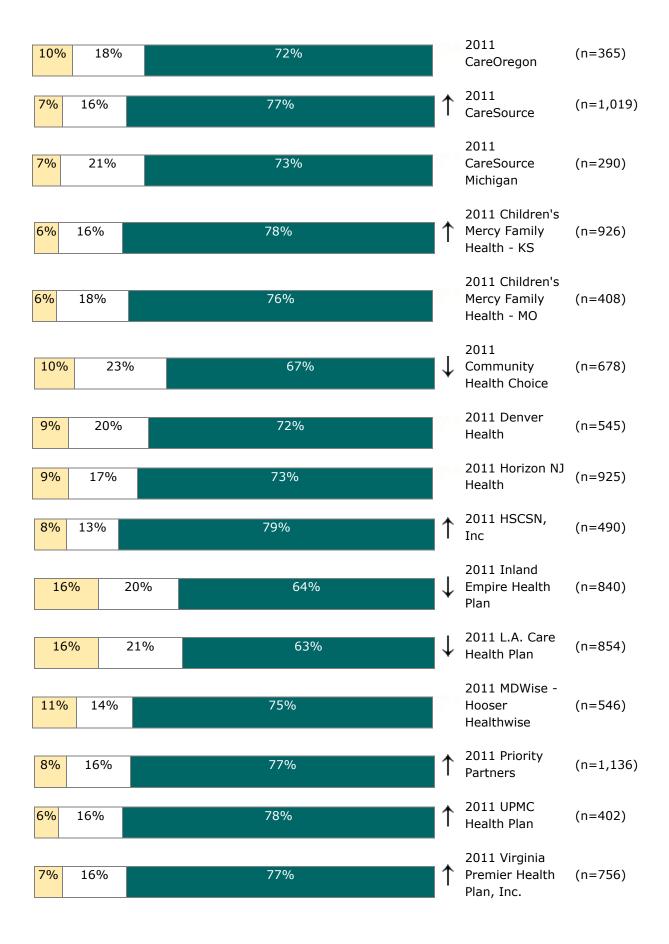
## cahps

2011 Child Medicaid 4.0 Report Builder

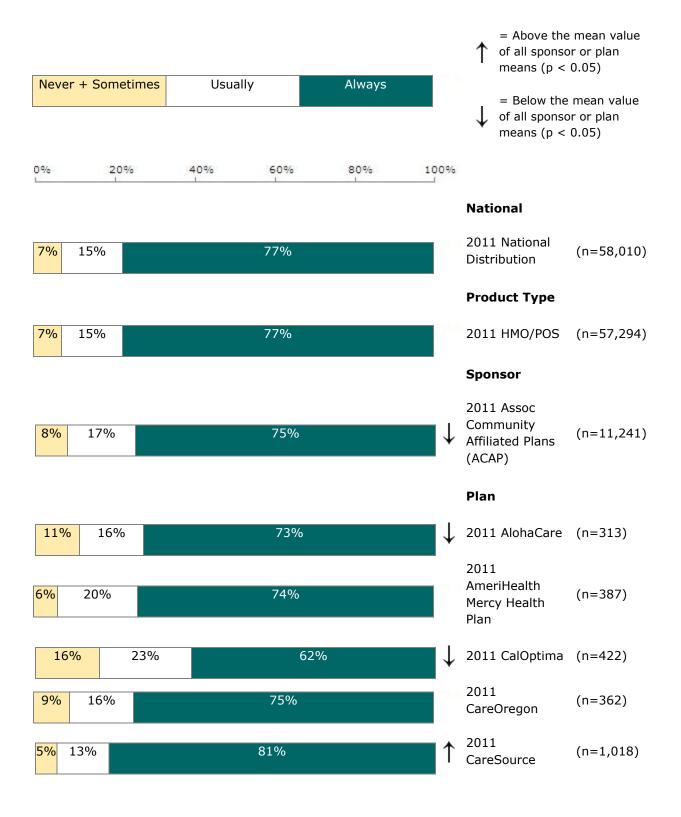
### 2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

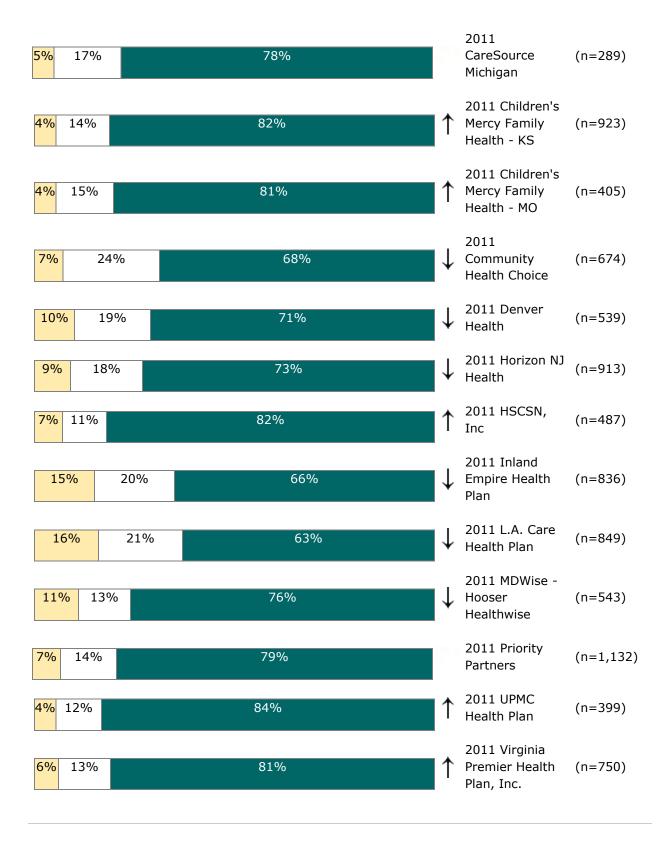
**How Well the Child's Doctors Communicate Composite** Combines responses from five questions regarding how often doctors communicated well with consumers.

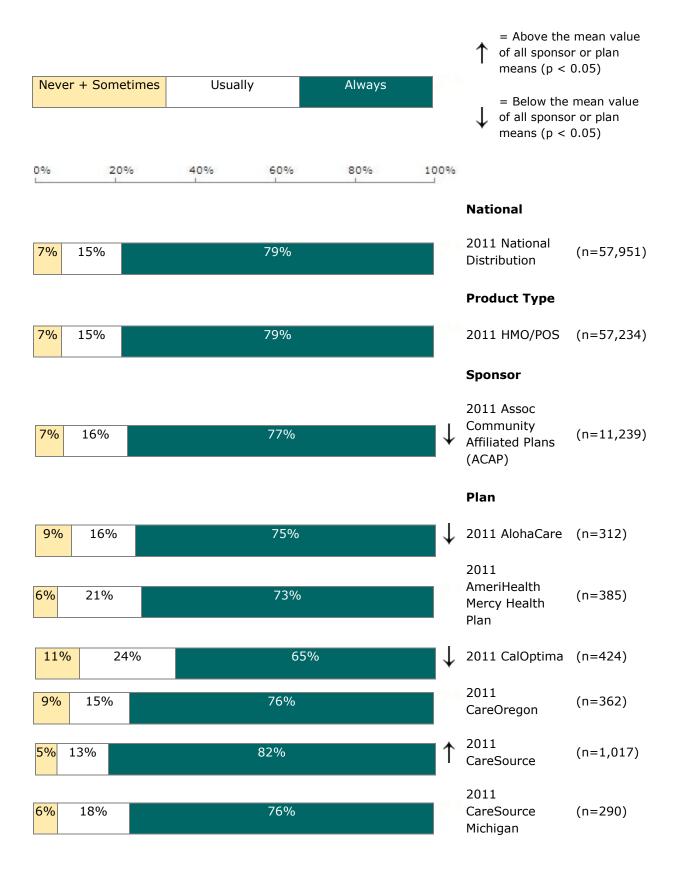


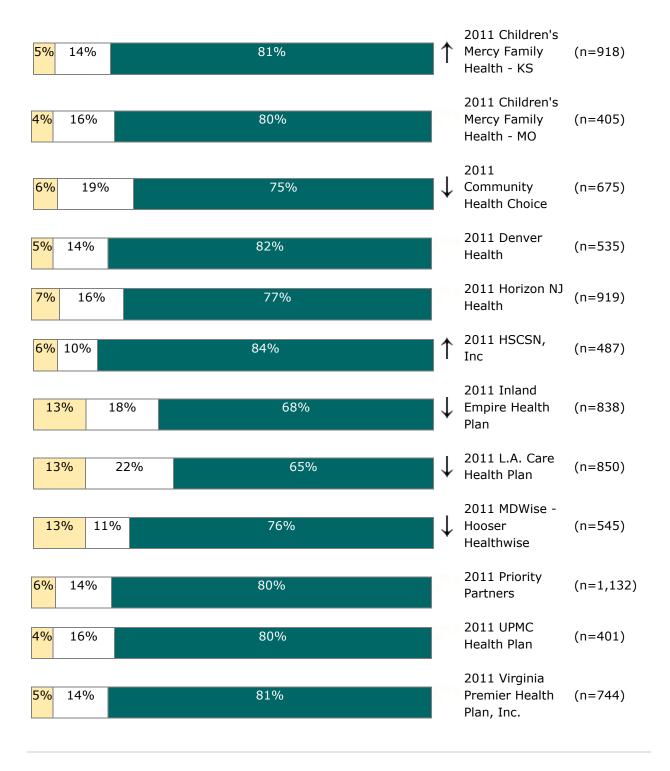


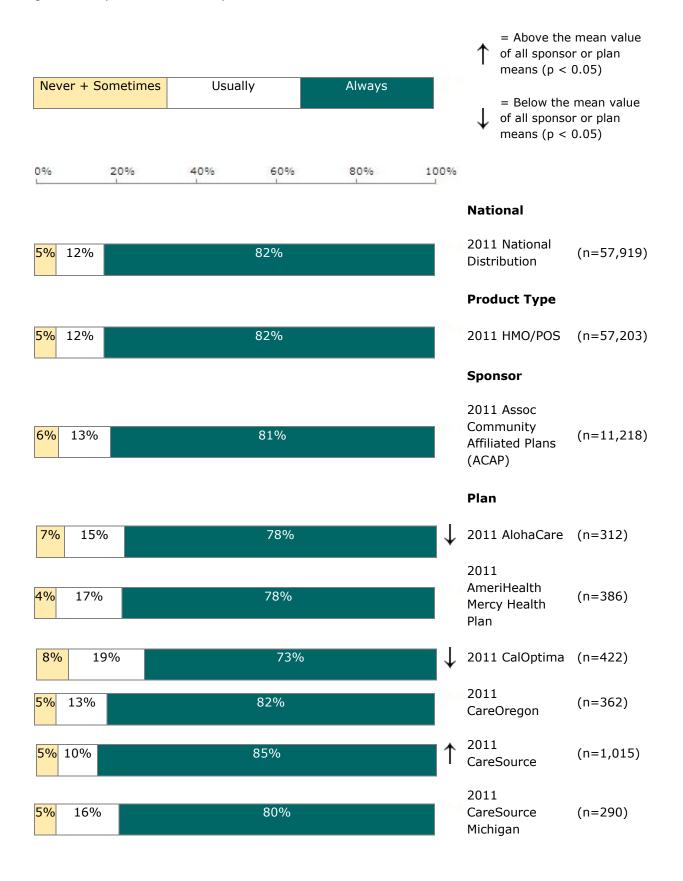
#### Q30 Child's personal doctor explained things clearly

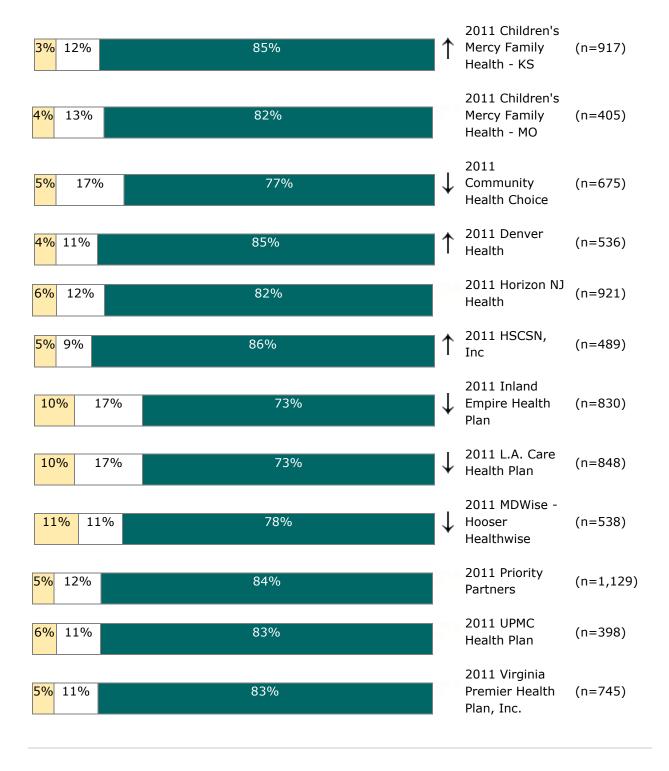


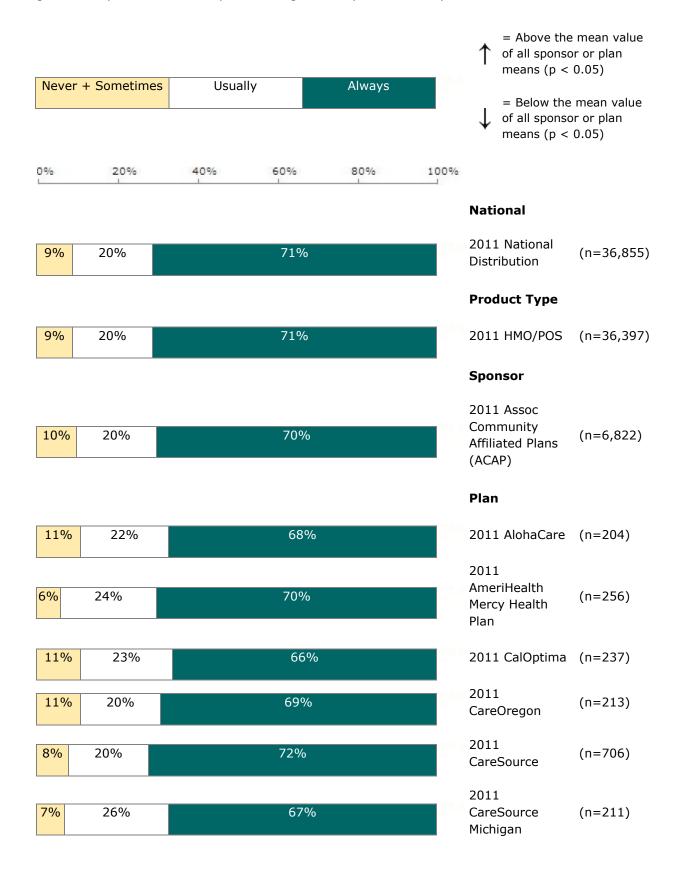


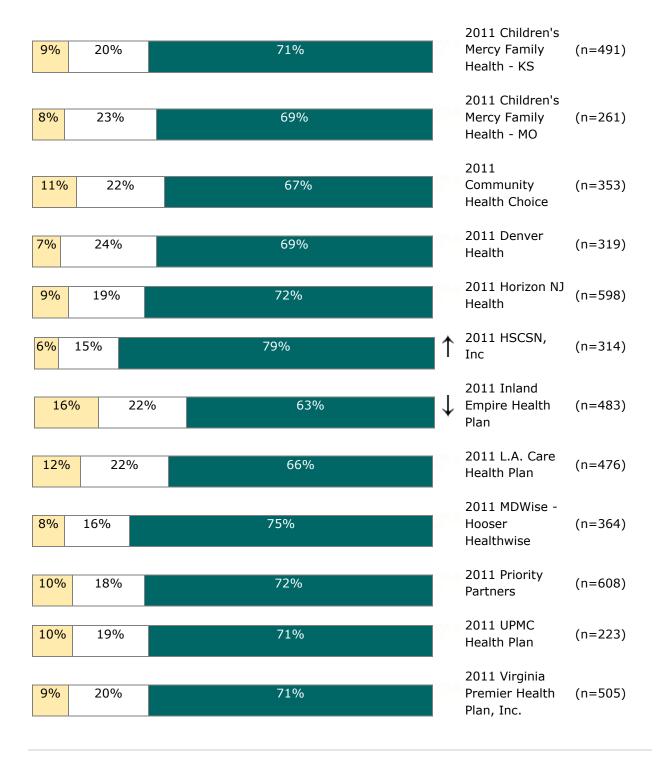


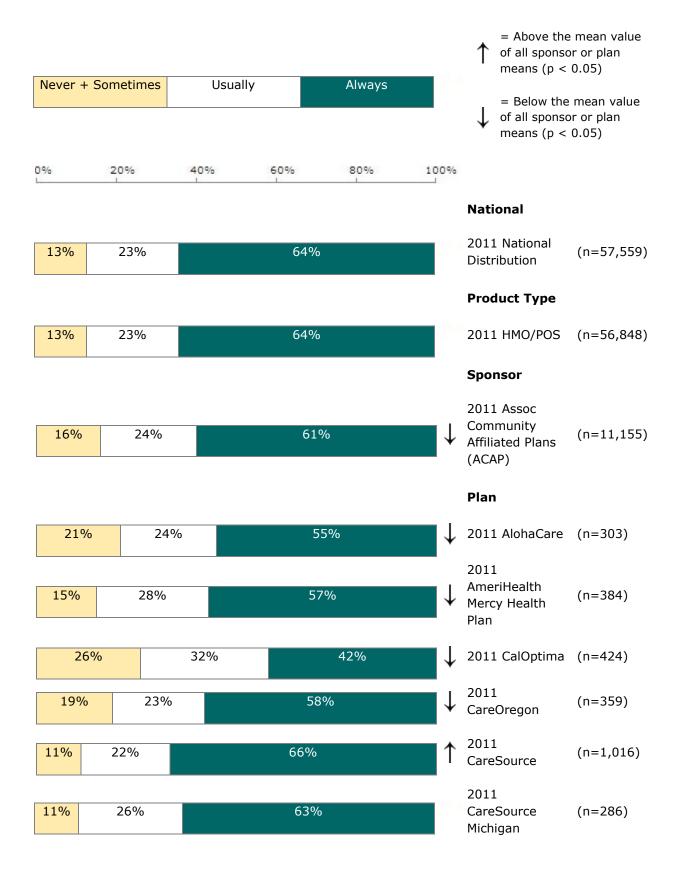


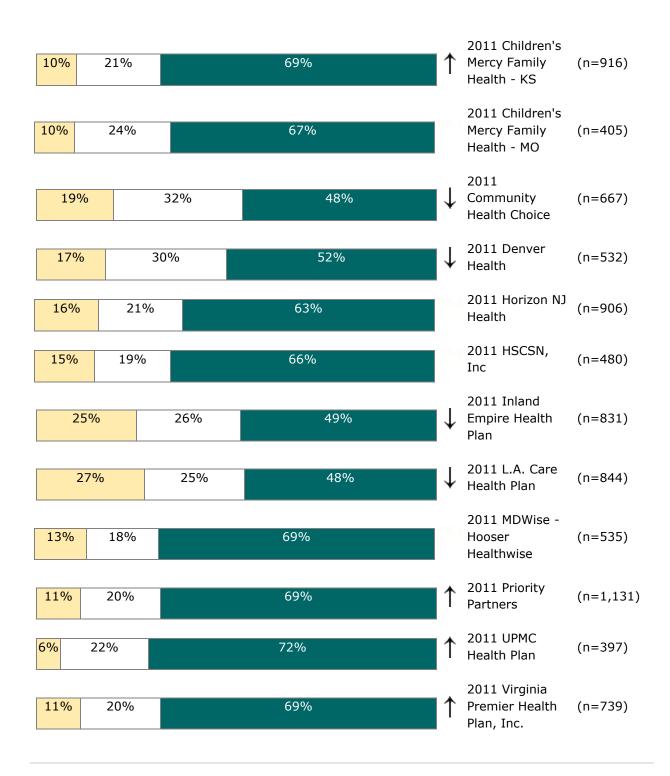




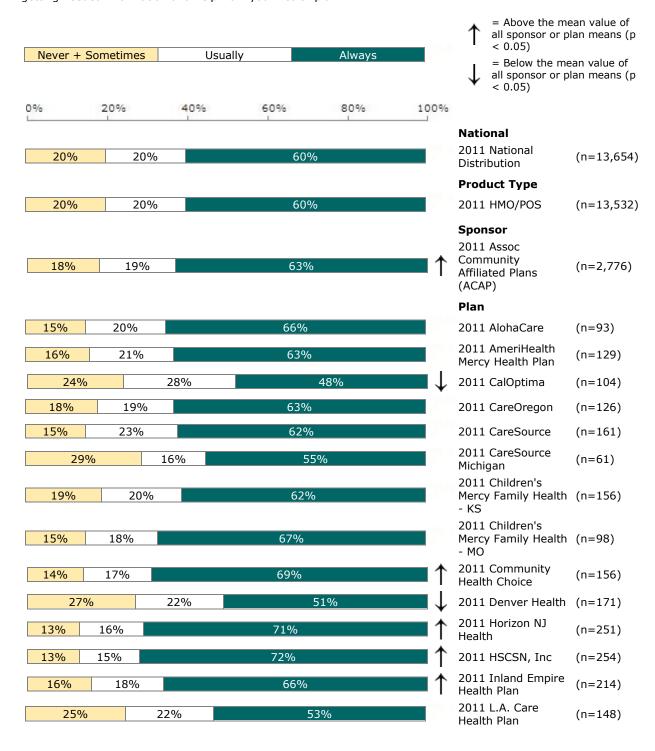








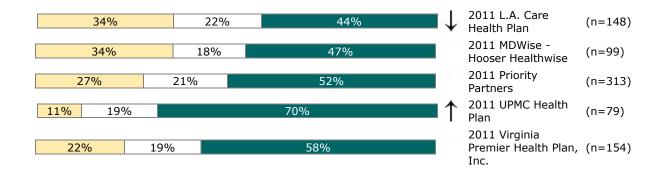
**Health Plan Information and Customer Service Composite** Combines responses from two questions about getting needed information and help from your health plan.



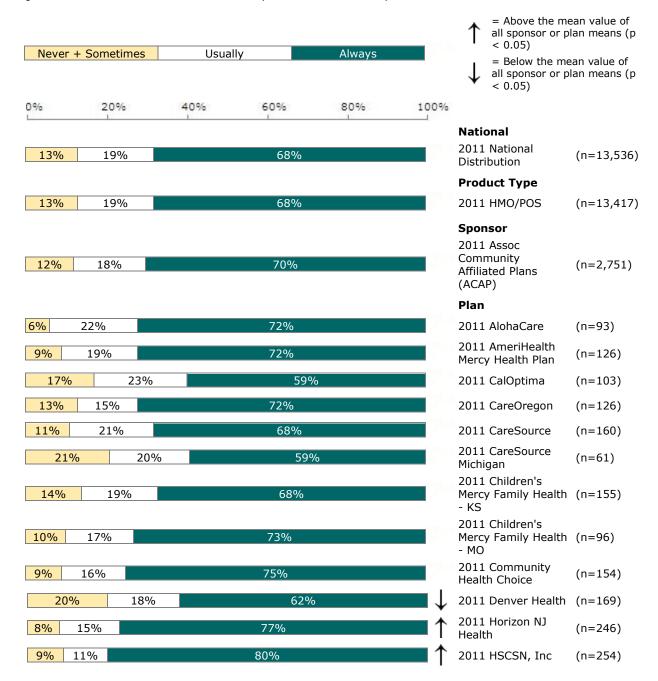


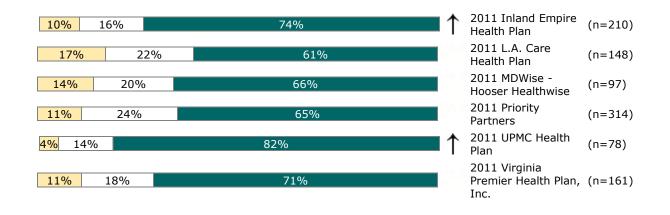
**Q50** Customer service at child's health plan gave information or help needed

Neve	e <mark>r + Somet</mark> 209	·	Usually 0%	60%	Always	00%	Above the metall sponsor or ploton (a) (a) (b) (b) (c) (c) (c) (c) (c) (c) (c) (c) (c) (c	an means (p an value of
	26%	21%		53%			2011 National Distribution	(n=13,542)
							Product Type	
	26%	21%		53%			2011 HMO/POS	(n=13,420)
							Sponsor	( -, -,
2	24%	21%		55%			2011 Assoc Community Affiliated Plans (ACAP)	(n=2,750)
							Plan	
2	23%	18%		59%			2011 AlohaCare	(n=91)
2	23%	22%		54%			2011 AmeriHealth Mercy Health Plan	(n=125)
	31%		32%		38%	$\downarrow$	2011 CalOptima	(n=104)
2	24%	22%		54%			2011 CareOregon	(n=126)
19	9%	25%		56%		$\uparrow$	2011 CareSource	(n=161)
	36%	1	3%	51%			2011 CareSource Michigan	(n=61)
2	24%	21%		56%			2011 Children's Mercy Family Health - KS	(n=153)
20	0%	20%		61%		$\uparrow$	2011 Children's Mercy Family Health - MO	(n=97)
19	9%	18%		63%		$\uparrow$	2011 Community Health Choice	(n=156)
	33%		26%	4	11%	$\downarrow$	2011 Denver Health	(n=169)
19	9%	17%		64%		$\uparrow$	2011 Horizon NJ Health	(n=250)
18	%	18%		63%		$\uparrow$	2011 HSCSN, Inc	(n=252)
2:	2%	20%		58%			2011 Inland Empire Health Plan	(n=212)



Q51 Customer service staff at child's health plan courteous and respectful





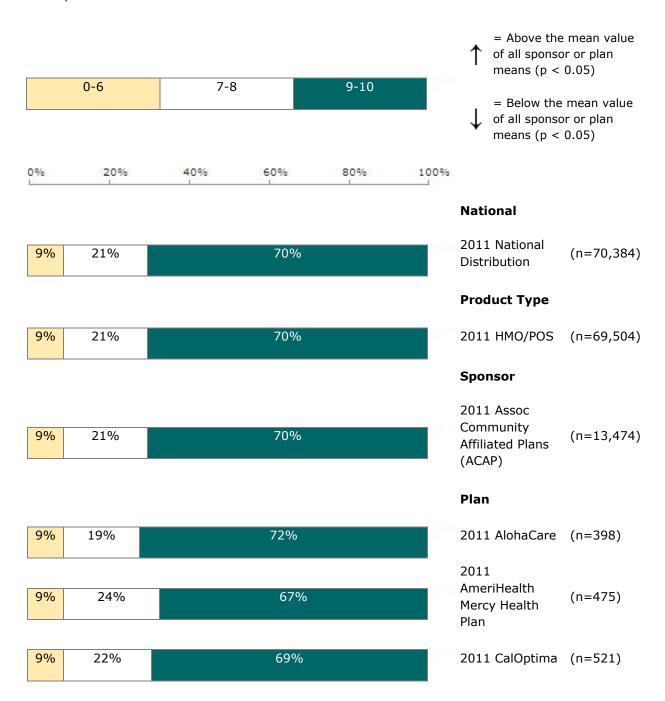


## cahps

2011 Child Medicaid 4.0 Report Builder

### 2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

**Q39 Overall Rating of Child's Personal Doctor** Using scale of 0 to 10, how would you rate your child's personal doctor.



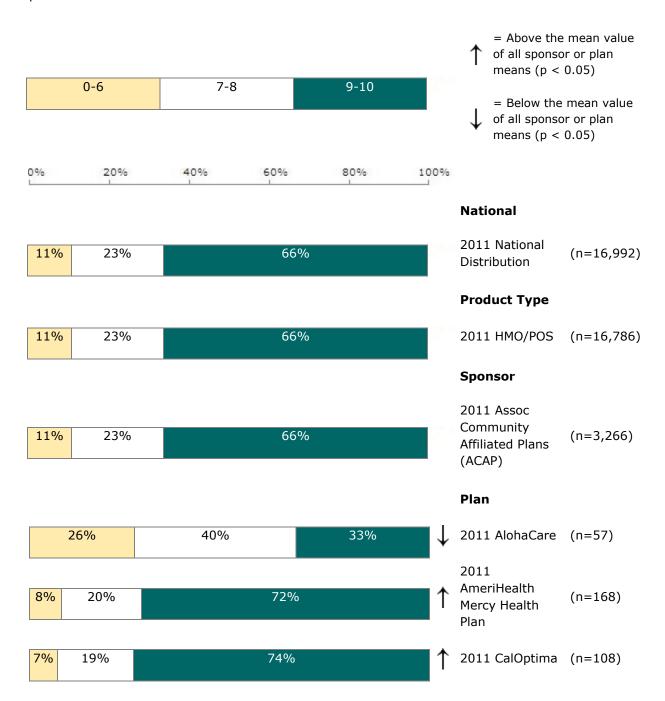
7% 25%	68%		2011 CareOregon	(n=482)
8% 21%	71%		2011 CareSource	(n=1,214)
11% 20%	69%		2011 CareSource Michigan	(n=368)
8% 20%	72%	<b>↑</b>	2011 Children's Mercy Family Health - KS	(n=1,064)
<mark>7%</mark> 24%	69%		2011 Children's Mercy Family Health - MO	(n=516)
8% 20%	72%		2011 Community Health Choice	(n=800)
3% 16%	81%	$\uparrow$	2011 Denver Health	(n=727)
10% 23%	67%		2011 Horizon NJ Health	(n=974)
8% 16%	76%	<b>↑</b>	2011 HSCSN, Inc	(n=593)
16% 23%	61%	$\downarrow$	2011 Inland Empire Health Plan	(n=970)
10% 23%	67%		2011 L.A. Care Health Plan	(n=1,003)
11% 16%	73%		2011 MDWise - Hooser Healthwise	(n=667)
8% 22%	70%		2011 Priority Partners	(n=1,325)
8% 18%	74%		2011 UPMC Health Plan	(n=491)
9% 19%	72%		2011 Virginia Premier Health Plan, Inc.	(n=886)

## cahps

2011 Child Medicaid 4.0 Report Builder

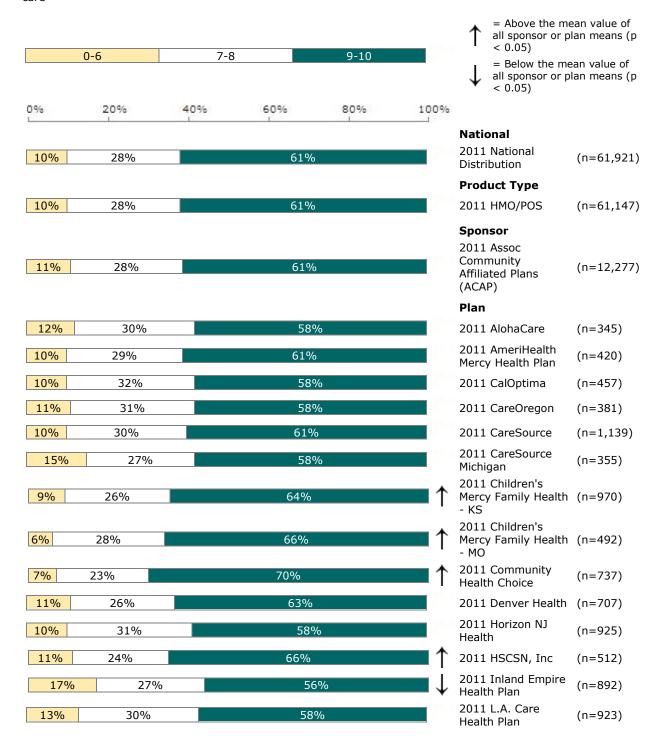
# 2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

**Q46 Overall Rating of Child's Specialist** Using scale of 0 to 10, how would you rate your child's specialist.



14%	20%	66%		2011 CareOregon	(n=65)
10%	23%	66%		2011 CareSource	(n=328)
14%	26%	61%		2011 CareSource Michigan	(n=66)
14%	21%	65%		2011 Children's Mercy Family Health - KS	(n=270)
11%	21%	68%		2011 Children's Mercy Family Health - MO	(n=120)
<mark>2%</mark> 13%	/o	85%	↑	2011 Community Health Choice	(n=130)
10%	21%	69%		2011 Denver Health	(n=117)
13%	28%	60%	255	2011 Horizon NJ Health	(n=302)
11%	26%	63%	23.5	2011 HSCSN, Inc	(n=195)
15%	21%	64%		2011 Inland Empire Health Plan	(n=239)
11%	23%	67%	35.0	2011 L.A. Care Health Plan	(n=198)
10%	21%	69%		2011 MDWise - Hooser Healthwise	(n=133)
9%	26%	65%	255	2011 Priority Partners	(n=412)
9%	22%	69%	25.0	2011 UPMC Health Plan	(n=129)
		· · · · · · · · · · · · · · · · · · ·		2011 Virginia	

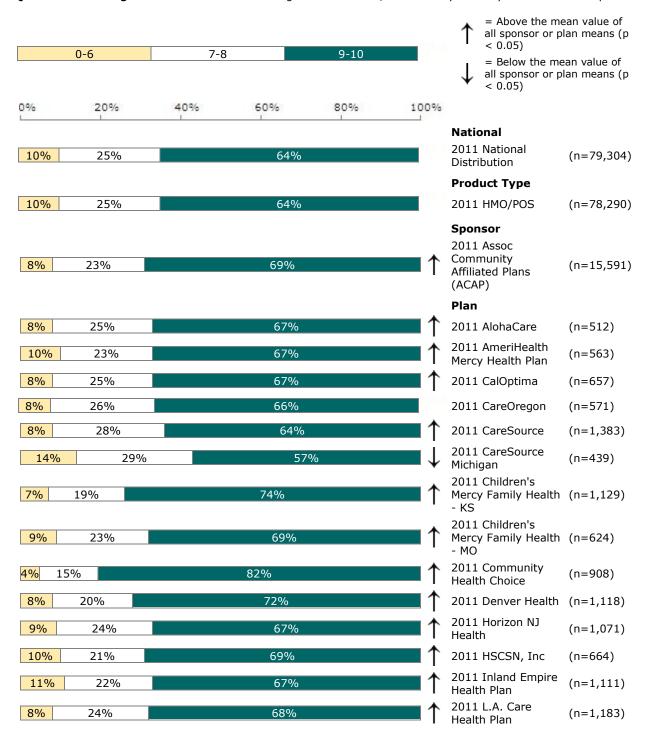
**Q13 Overall Rating of Child's Health Care** Using scale of 0 to 10, how would you rate all your child's health care



10% 30%	60%	2011 MDWise - Hooser Healthwise	(n=578)
9% 30%	61%	2011 Priority Partners	(n=1,200)
6% 30%	64%	2011 UPMC Health Plan	(n=437)
12% 25%	63%	2011 Virginia Premier Health Plan, Inc.	(n=807)



**Q54 Overall Rating of Child's Health Plan** Using scale of 0 to 10, how would you rate your child's health plan.



9%	24%	67%	$\uparrow$	2011 MDWise - Hooser Healthwise	(n=709)
8%	26%	67%	$\uparrow$	2011 Priority Partners	(n=1,447)
6%	21%	73%	$\uparrow$	2011 UPMC Health Plan	(n=515)
7%	25%	67%	$\uparrow$	2011 Virginia Premier Health Plan, Inc.	(n=987)



# cahps

2011 Child Medicaid 4.0 Report Builder

### 2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

**Q8** Talked with doctor or health provider about specific things that could be done to prevent child's illness



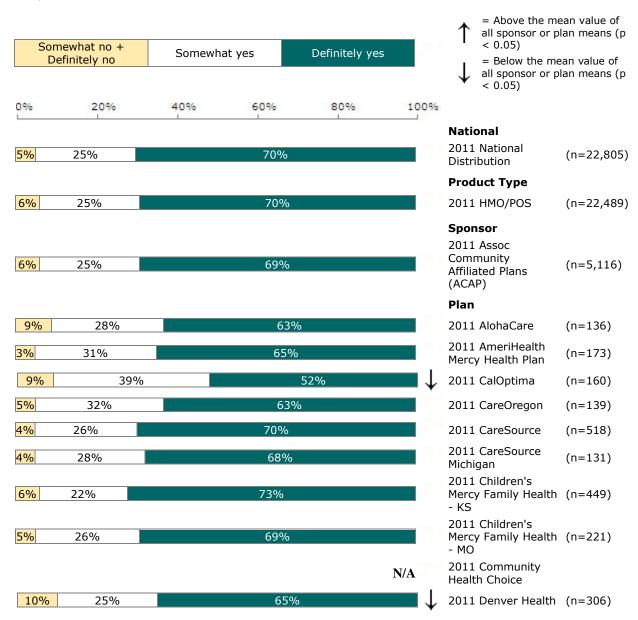
46%		25% 29%	$\downarrow$	2011 CalOptima	(n=459)
44%	22	% 34%	$\downarrow$	2011 CareOregon	(n=385)
35%	24%	41%		2011 CareSource	(n=1,155)
41%	279	% 32%	<b></b>	2011 CareSource Michigan	(n=353)
34%	24%	41%		2011 Children's Mercy Family Health - KS	(n=977)
40%	19%	42%		2011 Children's Mercy Family Health - MO	(n=493)
			N/A	2011 Community Health Choice	
45%	2:	3% 32%	$\downarrow$	2011 Denver Health	(n=711)
37%	23%	40%		2011 Horizon NJ Health	(n=946)
29%	18%	53%	<b>1</b>	2011 HSCSN, Inc	(n=519)
39%	21%	39%		2011 Inland Empire Health Plan	(n=905)
43%	219	% 35%	$\downarrow$	2011 L.A. Care Health Plan	(n=949)
33%	20%	47%	<u> </u>	2011 MDWise - Hooser Healthwise	(n=583)
32%	23%	45%	<b>1</b>	2011 Priority Partners	(n=1,211)
37%	26%	37%		2011 UPMC	(n=444)
	2070			Health Plan	



2011 Child Medicaid 4.0 Report Builder

# 2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

**Q11 (HEDIS)** Doctor or health provider discussed pros & cons of each choice for child's treatment or care (4 point scale)

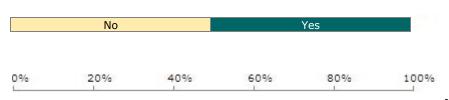


10%	24%	66%	$\downarrow$	2011 Horizon NJ Health	(n=457)
4%	24%	72%		2011 HSCSN, Inc	(n=235)
6%	24%	69%		2011 Inland Empire Health Plan	(n=370)
10%	27%	64%	$\downarrow$	2011 L.A. Care Health Plan	(n=396)
6%	22%	72%		2011 MDWise - Hooser Healthwise	(n=242)
7%	23%	71%		2011 Priority Partners	(n=619)
4%	23%	73%		2011 UPMC Health Plan	(n=191)
4%	21%	74%	$\uparrow$	2011 Virginia Premier Health Plan, Inc.	(n=373)





**Q11A (HEDIS)** Doctor or health provider discussed pros & cons of each choice for child's treatment or care (2 point scale)



= Above the mean value of all sponsor or plan means (p < 0.05)

Below the mean value of all sponsor or plan means (p < 0.05)</li>

#### **National**

N/A 2011 National Distribution

#### **Product Type**

N/A 2011 HMO/POS

#### Sponsor

N/A 2011 Assoc Community Affiliated Plans (ACAP)

#### Plan

N/A 2011 AlohaCare

N/A 2011 AmeriHealth Mercy Health

Plan

N/A 2011 CalOptima

N/A 2011 CareOregon

N/A 2011 CareSource

N/A 2011 CareSource Michigan

N/A 2011 Children's Mercy Family

Health - KS

N/A 2011 Children's Mercy Family

Health - MO

N/A 2011 Community Health Choice

N/A 2011 Denver Health

N/A 2011 Horizon NJ Health

N/A 2011 HSCSN, Inc

N/A 2011 Inland Empire Health Plan

N/A 2011 L.A. Care Health Plan

N/A 2011 MDWise - Hooser

Healthwise

N/A 2011 Priority Partners

N/A 2011 UPMC Health Plan



Q38 Child's personal doctor seemed informed and up-to-date about care from other doctors or providers

Never +	Sometimes	Usuall	у	Always		= Above the me all sponsor or p < 0.05) = Below the me	lan means (p
006	200/	4000	6006	900/	+00%	all sponsor or p < 0.05)	lan means (p
0% L	20%	40%	60%	80%	100%	National	
21%	25	5%	5•	4%		2011 National Distribution	(n=21,492)
						Product Type	
21%	25	5%	54	4%		2011 HMO/POS	(n=21,160)
22%	2	5%	5	3%		Sponsor 2011 Assoc Community Affiliated Plans (ACAP)	(n=4,500)
						Plan	
21%	24	<b>1</b> %	54	1%		2011 AlohaCare	(n=131)
20%	26	%	54	4%		2011 AmeriHealth Mercy Health Plan	(n=169)
24%	)	32%		45%		2011 CalOptima	(n=146)
19%	3	1%		50%		2011 CareOregon	(n=152)
23%	2	3%	5.	4%		2011 CareSource	(n=466)
25%	<b>6</b>	25%		51%		2011 CareSource Michigan	(n=114)
20%	24	%	55	i%		2011 Children's Mercy Family Health - KS	(n=413)
28	%	22%		50%		2011 Children's Mercy Family Health - MO	(n=167)
					N/A	2011 Community Health Choice	
17%	28%	0	55	5%		2011 Denver Health	(n=235)
21%	24	%	55	5%		2011 Horizon NJ Health	(n=364)
16%	23%		60%	6	$\uparrow$	2011 HSCSN, Inc	(n=235)
3	32%	27%		41%	$\downarrow$	2011 Inland Empire Health Plan	(n=366)
3	0%	26%		43%	$\downarrow$	2011 L.A. Care Health Plan	(n=296)

22%	22%	55%		2011 MDWise - Hooser Healthwise	(n=218)
17%	24%	59%	1	2011 Priority Partners	(n=524)
11%	29%	59%	1	2011 UPMC Health Plan	(n=180)
23%	25%	52%		2011 Virginia Premier Health Plan, Inc.	(n=324)





2011 Child Medicaid 4.0 Report Builder

## 2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q18 How often was easy to get special medical equipment or devices for child

Neven	Compating	Havally		Alwaye		= Above the m all sponsor or < 0.05)	
Never +	- Sometimes	Usually		Always		= Below the m all sponsor or < 0.05)	
0%	20%	40%	60%	80%	100%		
						National	
24%	<mark>% 19</mark>	%	57%			2011 National Distribution	(n=2,584)
						Product Type	
249	<mark>⁄6 19</mark>	%	57%			2011 HMO/POS	(n=2,584)
						Sponsor	
23%	<mark>6 20</mark>	%	57%			2011 Assoc Community Affiliate Plans (ACAP)	d (n=607)
						Plan	
					N/A	2011 AlohaCare	
					N/A	2011 AmeriHealth Mercy Health Plan	
					N/A	2011 CalOptima	
					N/A	2011 CareOregon	
249	<b>/</b> o	27%	49	9%		2011 CareSource	(n=75)
					N/A	2011 CareSource Michigan	
21%	20%		59%			2011 Children's Mercy Family Health KS	ı - (n=66)
					N/A	2011 Children's Mercy Family Health MO	1 -
					N/A	2011 Community Health Choice	
					N/A	2011 Denver Health	
20%	20%		60%			2011 Horizon NJ Health	(n=84)
21%	16%		62%			2011 HSCSN, Inc	(n=85)
	33%	21%		17%		2011 Inland Empire Health Plan	(n=73)
17%	22%		60%			2011 L.A. Care Health Plan	(n=58)
					N/A	2011 MDWise - Hooser Healthwise	

21%	20%	59%	2011 Priority Partners (n=109)
		N/A	2011 UPMC Health Plan
26%	14%	60%	2011 Virginia Premier Health Plan, Inc. (n=57)

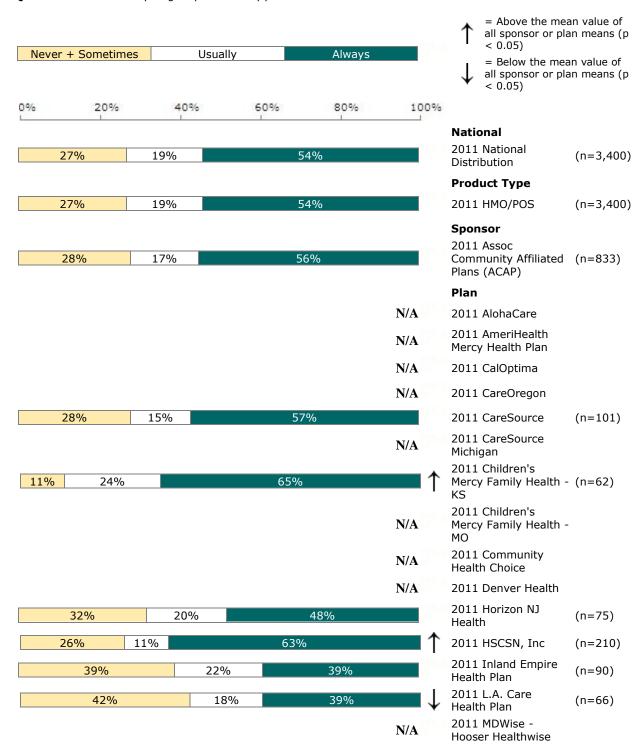




#### 2011 Child Medicaid 4.0 Report Builder

# 2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q21 How often was easy to get special therapy for child



25%	0 19	%	56%		2011 Priority Partners	(n=134)
			N/A		2011 UPMC Health Plan	
22%	15%		63%	$\uparrow$	2011 Virginia Premier Health Plan, Inc.	(n=95)

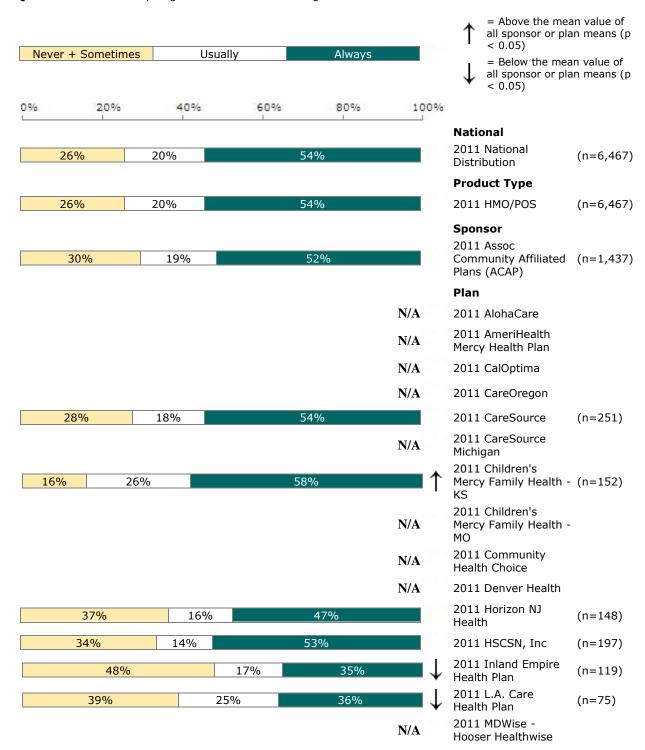




2011 Child Medicaid 4.0 Report Builder

# 2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q24 How often was easy to get treatment or counseling for child



[	23%	18%	59%	2011 Priority Partners (n=285)
			N/A	2011 UPMC Health Plan
	28%	20%	52%	2011 Virginia Premier Health Plan, Inc. (n=210)

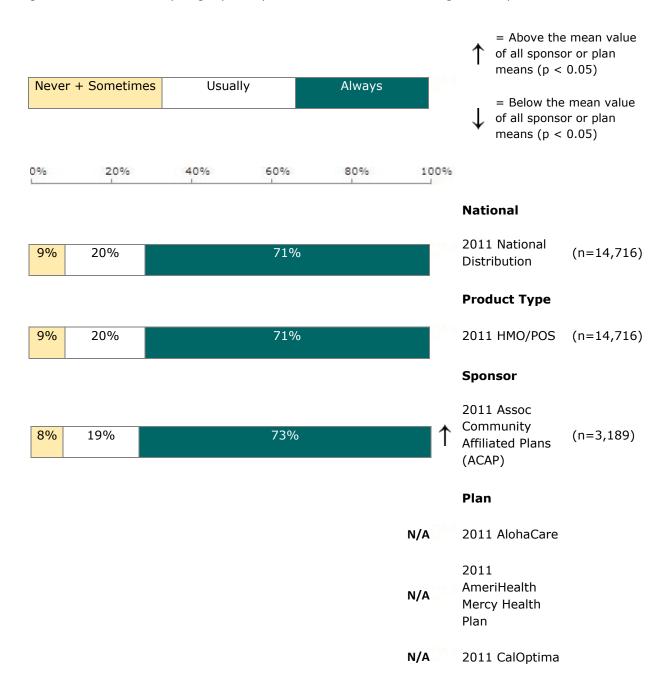


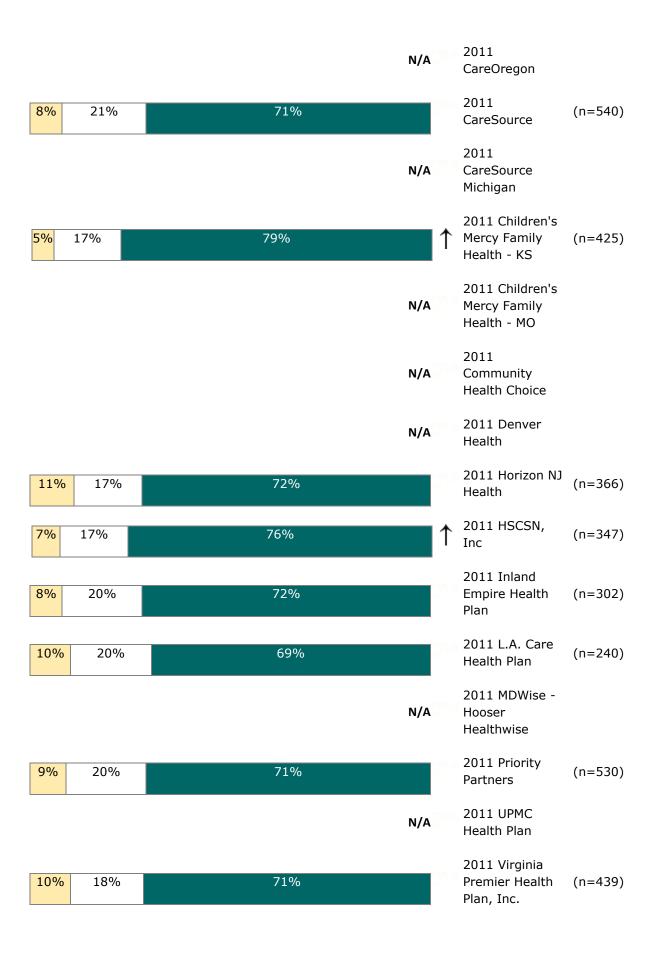
## cahps

2011 Child Medicaid 4.0 Report Builder

#### 2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

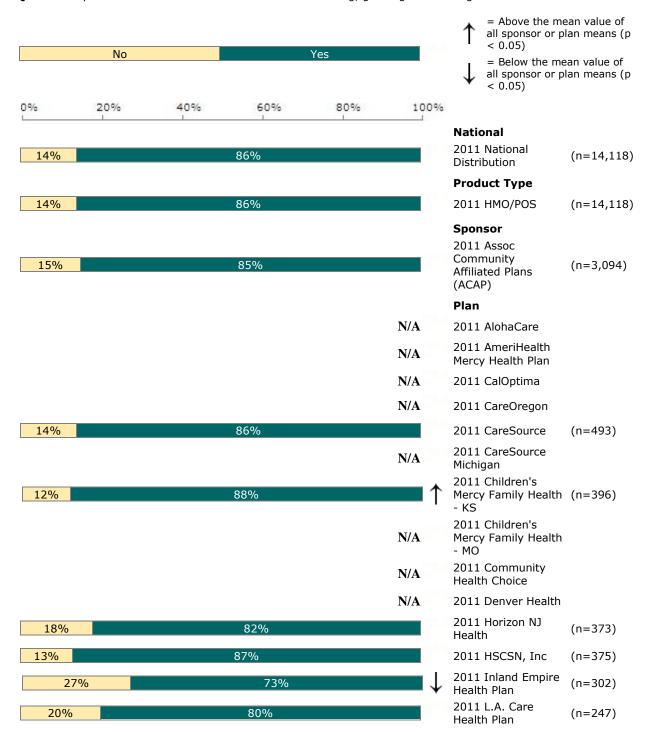
**Q56** How often was easy to get prescription medicines for child through health plan







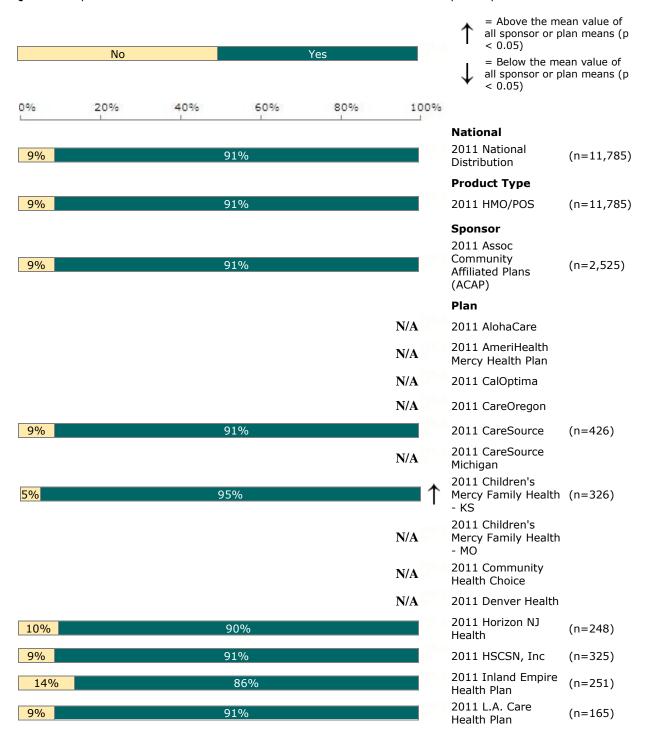
Q36 Child's personal doctor talked about how child was feeling, growing or behaving







Q41 Child's personal doctor understood how health conditions affected child's day-to-day life.





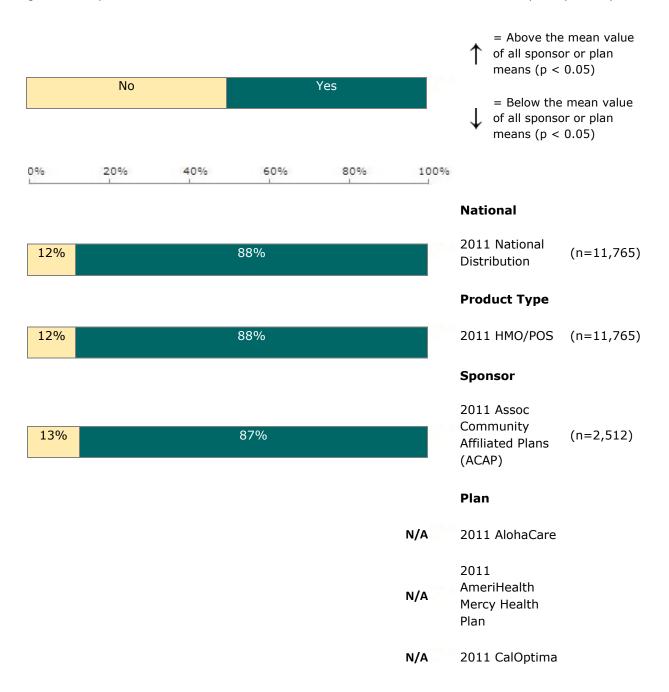


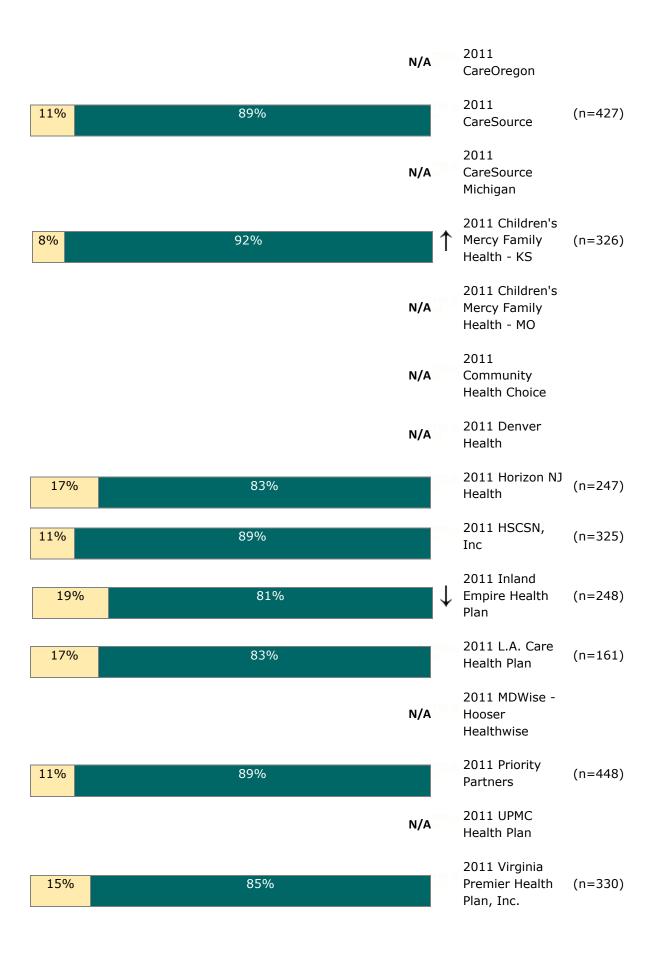
### cahps

2011 Child Medicaid 4.0 Report Builder

### 2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q42 Child's personal doctor understood how health conditions affected child's family's day-to-day life.

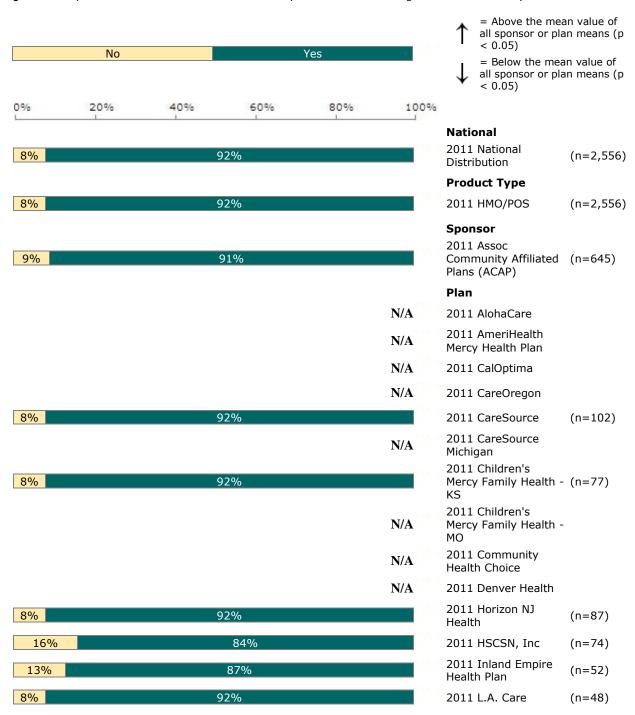








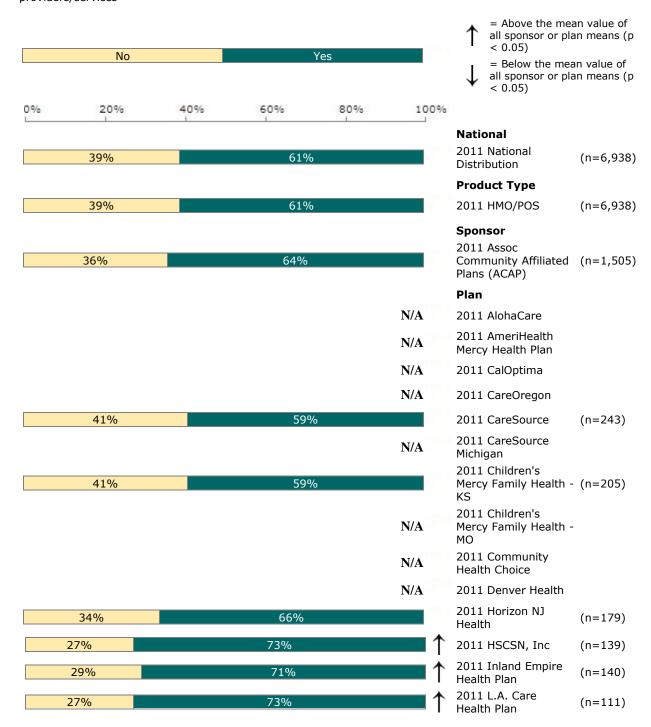
Q16 Got help needed from child's doctors or health providers in contacting child's school or daycare







**Q27** Got help from child's health plan, doctor's office, or clinic to coordinate child's care among different providers/services



	N/A	2011 MDWise - Hooser Healthwise
39%	61%	2011 Priority Partners (n=301)
	N/A	2011 UPMC Health Plan
38%	62%	2011 Virginia Premier Health Plan, Inc. (n=187)

