



THE CAHPS HEALTH PLAN DATABASE
**Association for Community Affiliated
Plans (ACAP) Sponsor Report**

AHRQ Contract No.: HHSA290201300003C

October 2013



Agency for Healthcare Research and Quality
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THE CAHPS HEALTH PLAN DATABASE

Overview of the CAHPS Health Plan Survey Database

AHRQ Contract No.: HHS290201300003C

October 2013



1. ABOUT THE CAHPS® SURVEY	1
2. ABOUT THE CAHPS HEALTH PLAN SURVEY DATABASE	2
Administration of the CAHPS Health Plan Survey Database	3
Use of the CAHPS Health Plan Survey Database for Research	3
Custom Analyses and Reports	3

1. ABOUT THE CAHPS® SURVEY

CAHPS refers to a comprehensive and evolving family of surveys that ask consumers and patients to evaluate the interpersonal aspects of health care. The term “CAHPS” initially stood for the Consumer Assessment of Health Plans Study, but as the products have evolved beyond health plans, the acronym now stands for “Consumer Assessment of Healthcare Providers and Systems”.

CAHPS surveys probe those aspects of care for which consumers and patients are the best and/or only source of information, as well as those that consumers and patients have identified as being important. By responding to a standardized set of questions administered through a mail or telephone questionnaire, consumers report on their experiences and rate their health plans, hospitals and providers in several areas. CAHPS surveys are administered to a random sample of consumers or patients by independent survey vendors following standardized procedures.

The development of CAHPS has been and continues to be a collaborative effort of public and private research organizations. The CAHPS program is funded and managed by the Agency for Healthcare Research and Quality (AHRQ; see www.ahrq.gov). AHRQ works closely with the Centers for Medicare and Medicaid Services (CMS; see www.cms.gov), which has been a major partner in this initiative since 1996. Both of these agencies are part of the U.S. Department of Health and Human Services.

The CAHPS Health Plan surveys are designed for use with all types of health insurance enrollees (Commercial, Medicaid, and Medicare) and across the full range of health care delivery systems from fee-for-service to managed care plans. A core survey questionnaire is available for adults concerning their own experiences and for parents concerning the experiences of their children. Supplemental questions have been developed as modules for people with chronic conditions and special health care needs.

AHRQ provides the CAHPS Health Plan Survey and Reporting Kit to all interested users through the CAHPS User Network. The Kit provides everything required to field the survey and report the results and includes survey questionnaires, a data analysis program and report templates. Further information and technical assistance are also available from the User Network, which can be reached through www.cahps.ahrq.gov or through the helpline at 1-800-492-9261.

2. ABOUT THE CAHPS HEALTH PLAN SURVEY DATABASE

The National CAHPS Benchmarking Database (the CAHPS Database) is the National repository for data from the CAHPS family of surveys. The primary purpose of the CAHPS Health Plan Survey Database is to facilitate comparisons of CAHPS health Plan survey results by and among survey participants. This voluntary compilation of health plan survey results from a large pool of data into a single National database enables participants to compare their own results to relevant benchmarks (i.e., reference points such as national, regional and product-type averages). The CAHPS Database also offers an important source of primary data for research related to consumer assessments of quality as measured by CAHPS surveys.

The CAHPS Health Plan Survey Database currently contains data since 1998 from over 5.3 million respondents sampled from enrollees in commercial, Medicaid, Children's Health Insurance Program (CHIP), and Medicare Managed Care health plans.

The users of the Health Plan Survey Database can view cross-sector comparisons of the CAHPS Health Plan Survey results for commercial (adult and child), Medicaid (adult and child), CHIP (child), and Medicare (adult) populations for the two most recent years on the online reporting system.

Also, the online reporting system allows users to:

- View frequencies (one-way or two-way) for individual survey items.
- View benchmark results for composite, ratings or individual survey items as bar charts or in tabular form.
- Trend results for composite, ratings or individual survey items for the two most recent years' of survey data.
- Create a custom report with the new report builder feature.

The Medicaid and CHIP Participants in the CAHPS Health Plan Survey Database are required to submit their survey data according to specified guidelines. In return, they can view their own results compared to appropriate benchmarks derived from the National, regional and product-type distributions on a password-protected section of the online interactive system. The participants can create a custom report using the report builder feature of the online interactive reporting system.

The CAHPS Database aggregates respondent-level data files across participants and health plans for the commercial, Medicaid, and CHIP populations. Researchers may gain access to data needed to help answer important health services research questions related to consumer assessments of quality.

In addition, the CAHPS Database provides National data used by policymakers and others through such publications as the AHRQ National Healthcare Quality and Disparities Reports.

Administration of the CAHPS Health Plan Survey Database

The CAHPS Health Plan Survey Database is sponsored and funded by the Agency for Healthcare Research and Quality (AHRQ) and administered by Westat. Oversight and direction for the project are provided by an Advisory Group composed of representatives of survey sponsors from the public and private sectors as well as members of the CAHPS Consortium. Further information about the CAHPS Database is available through the Web site at (<https://www.cahpsdatabase.ahrq.gov>).

Use of the CAHPS Health Plan Survey Database for Research

Researchers may gain authorized access to data from the CAHPS Health Plan Survey Database to help answer important health services research questions related to consumer assessments of quality as measured by CAHPS. CAHPS Health Plan Survey data are available for researchers who submit an application and sign a data release agreement that ensures the confidentiality of the data. A description of the data application process and a list of current research projects are included on the Web site (<https://www.cahpsdatabase.ahrq.gov>).

Custom Analyses and Reports

The CAHPS Health Plan Survey Database staff is available to conduct specialized data analyses and reports upon request. All analyses and reports will adhere to data policies regarding confidentiality of respondents, plans and participants.



THE CAHPS HEALTH PLAN DATABASE

Composition of the CAHPS Health Plan Survey Database: 1998-2013

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Composition of the CAHPS Health Plan Survey Database: 1998-2013

The CAHPS Database currently contains 15 years of data from the CAHPS Health Plan Survey. Table 1 shows data submissions to the CAHPS Database from 1998 to 2013. The total number of respondents is presented by population sector, with the number of health plan samples given in parentheses.

Table 1. Data submissions to the CAHPS Database From 1998-2013¹

Year (CAHPS Version)	Commercial Adult	Commercial Child	Medicaid Adult	Medicaid Child	CHIP Child	Medicare Adult
2013 (5.0)	N/A ²	N/A	60,249 (124)	66,804 (105)	9,149 (12)	198,350 (451)
2011 (4.0)	168,341 (376)	900 (1)	73,820 (148)	85,003 (129)	26,232 (41)	163,182 (445)
2010 (4.0)	139,156 (288)	1,474 (2)	97,626 (132)	88,694 (132)	0 (0)	221,120 (431)
2009 (4.0)	179,528 (405)	751 (2)	63,391 (126)	68,697 (107)	0 (0)	206,647 (405)
2008 (4.0)	174,307 (410)	0 (0)	59,840 (120)	9,755 (29)	0 (0)	207,366 (343)
2008 (3.0)	0 (0)	1,882 (4)	0 (0)	37,347 (64)	0 (0)	0 (0)
2007 (4.0)	106,811 (239)	0 (0)	45,979 (109)	4,647 (16)	0 (0)	115,910 (296)
2007 (3.0)	0 (0)	1,659 (4)	0 (0)	64,039 (103)	0 (0)	0 (0)
2006 (3.0)	124,585 (271)	2,400 (7)	43,174 (119)	50,204 (95)	9,303 (30)	97,955 (273)
2005 (3.0)	123,272 (254)	2,661 (4)	32,115 (76)	40,204 (65)	1,252 (3)	127,930 (276)
2004 (3.0)	111,680 (223)	7,024 (12)	59,515 (149)	86,159 (128)	16,657 (29)	132,420 (288)
2003 (3.0)	114,063 (216)	1,866 (4)	39,275 (112)	31,081 (69)	19,061 (49)	141,421 (295)
2002 (2.0)	94,546 (219)	5,600 (10)	48,109 (136)	60,534 (122)	18,910 (43)	153,172 (321)
2001 (2.0)	165,500 (266)	9,913 (24)	45,127 (142)	36,940 (124)	0 (0)	179,451 (381)
2000 (2.0)	135,479 (270)	2,760 (8)	49,327 (156)	41,400 (140)	0 (0)	166,072 (367)
1999 (2.0)	168,234 (307)	42,979 (149)	28,420 (77)	14,106 (66)	0 (0)	0 (0)
1998 (1.0)	34,965 (54)	0 (0)	23,519 (31)	9,871 (33)	0 (0)	0 (0)
totals	1,840,467	81,769	769,486	795,485	100,564	2,110,996

¹ The contract that supports the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program expired during 2012 and a new contract was awarded in 2013, therefore the CAHPS Database does not include CAHPS Health Plan Survey data for 2012.

² Survey results for the commercial sector are no longer included in the CAHPS Health Plan Survey Database



THE CAHPS HEALTH PLAN DATABASE

Survey Respondents and Health Plan Samples by State: 2011 and 2013

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Survey Respondents and Health Plan Samples by State: 2011 and 2013¹

Table 1 and Table 2 show data submissions to the CAHPS Database by State for 2013 and 2011, respectively. The total number of respondents is presented by population sector, with the number of health plan samples given in parentheses.

Table 1. 2013 Survey Respondents and Health Plan Samples by State (5.0 Results)²

State	Medicaid Adult	Medicaid Child	CHIP Child	Medicare Adult
Alabama	-	-	879 (1)	2271 (5)
Arizona	-	-	-	7,924 (18)
Arkansas	-	-	-	1,091 (3)
California	15,077 (28)	19,447 (26)	-	17,748 (33)
Colorado	1,090 (2)	3,361 (3)	3,444 (6)	4,552 (10)
Connecticut	-	-	-	2,575 (7)
Delaware	-	-	-	871 (2)
District Of Columbia	-	1,041 (1)	-	-
Florida	1,034 (4)	-	-	11,362 (33)
Georgia	-	-	-	5,447 (15)
Hawaii	-	2,972 (7)	876 (1)	4,207 (9)
Idaho	-	-	-	2,305 (5)
Illinois	395 (1)	515 (1)	-	4,801 (10)
Indiana	1,878 (3)	1,520 (2)	-	2,008 (5)
Iowa	-	-	-	2,232 (4)
Kansas	-	-	-	436 (1)
Kentucky	-	-	-	1,056 (3)
Louisiana	-	-	-	2,874 (5)
Maine	-	-	-	3,132 (5)
Maryland	3,704 (7)	7,008 (7)	-	1,781 (4)
Massachusetts	2,208 (5)	-	-	4,608 (10)
Michigan	5,724 (12)	-	-	5,966 (11)
Minnesota	9,992 (9)	-	-	4,945 (12)
Mississippi	-	-	-	5,826 (3)
Missouri	-	-	-	5,074 (12)
Montana	-	-	-	628 (1)
Nebraska	-	-	-	1,641 (4)
Nevada	-	-	-	2,868 (7)
New Jersey	3,818 (19)	3,495 (13)	-	2,735 (8)
New Mexico	1,296 (3)	1,438 (2)	-	3,253 (8)
New York	1,424 (3)	7,071 (17)	2,361 (1)	13,097 (33)
North Carolina	-	-	-	2,594 (7)

¹ The contract that supports the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program expired during 2012 and a new contract was awarded in 2013, therefore the CAHPS Database does not include CAHPS Health Plan Survey data for 2012.

² Survey results for the commercial sector are no longer included in the CAHPS Health Plan Survey Database

State	Medicaid Adult	Medicaid Child	CHIP Child	Medicare Adult
Ohio	3,403 (7)	8,405 (7)	-	7,650 (20)
Oklahoma	-	1,206 (1)	-	1,939 (5)
Oregon	-	-	-	9,345 (18)
Pennsylvania	3,506 (8)	4,092 (8)	638 (1)	9,881 (22)
Puerto Rico	662 (1)	-	-	5,226 (12)
Rhode Island	493 (1)	-	-	731 (2)
South Carolina	447 (1)	476 (1)	-	1,895 (5)
Tennessee	-	-	-	3,527 (8)
Texas	-	370 (1)	450 (1)	8,446 (24)
Utah	381 (1)	-	501 (1)	3,113 (7)
Virginia	2,598 (6)	3,325 (6)	-	2,640 (6)
Washington	501 (1)	-	-	4,128 (11)
West Virginia	298 (1)	538 (1)	-	1,972 (5)
Wisconsin	320 (1)	524 (1)	-	5,949 (13)
totals	60,249 (124)	66,804 (105)	9,149 (12)	198,350 (451)

Table 2. 2011 Survey Respondents and Health Plan Samples by State (4.0 Results)

State	Commercial Adult	Commercial Child	Medicaid Adult	Medicaid Child	CHIP Child	Medicare Adult
Alabama	317 (1)	-	-	-	997 (1)	1,849 (5)
Arizona	997 (2)	-	532 (1)	585 (1)	-	6,268 (18)
Arkansas	917 (2)	-	482 (1)	452 (1)	516 (1)	1,948 (5)
California	14,930 (23)	-	3,030 (5)	3,376 (3)	12,222 (24)	10,526 (32)
Colorado	2,965 (6)	-	1,963 (4)	2,730 (4)	2,833 (5)	3,646 (9)
Connecticut	45,539 (118)	-	982 (2)	966 (1)	-	2,418 (7)
Delaware	1,506 (3)	-	422 (1)	399 (1)	325 (1)	427 (1)
District of Columbia	-	-	439 (1)	1,212 (2)	-	-
Florida	3,472 (8)	-	4,193 (14)	5,036 (15)	-	10,200 (32)
Georgia	7,491 (20)	-	-	-	-	5,030 (14)
Hawaii	4,313 (4)	-	-	3,018 (5)	-	2,157 (6)
Idaho	-	-	-	-	-	1,691 (4)
Illinois	9,825 (24)	-	-	-	-	3,806 (10)
Indiana	1,661 (4)	-	1,568 (3)	1,453 (2)	-	2,639 (6)
Iowa	1,062 (2)	-	-	-	898 (1)	1,881 (4)
Kansas	759 (2)	-	368 (1)	1,312 (1)	1,098 (1)	346 (1)
Kentucky	4,268 (11)	-	-	-	-	1,555 (4)
Louisiana	1,942 (5)	-	-	-	-	2,217 (6)
Maine	1,385 (2)	-	-	-	-	1,997 (4)
Maryland	1,395 (3)	-	3,766 (7)	7,207 (7)	-	2,061 (5)
Massachusetts	4,657 (10)	-	2,475 (5)	-	-	2,977 (9)
Michigan	4,242 (8)	-	6,891 (14)	6,701 (14)	-	4,198 (10)
Minnesota	2,070 (4)	-	10,862 (8)	-	-	5,300 (13)
Mississippi	-	-	-	-	950 (1)	706 (2)

State	Commercial Adult	Commercial Child	Medicaid Adult	Medicaid Child	CHIP Child	Medicare Adult
Missouri	2,994 (7)	-	1,345 (3)	4,097 (4)	1,612 (1)	5,164 (13)
Montana	-	-	-	-	-	487 (1)
Nebraska	480 (1)	-	506 (1)	-	-	1,225 (3)
Nevada	832 (2)	-	-	-	-	2,720 (7)
New Hampshire	435 (1)	-	-	-	-	-
New Jersey	1,492 (3)	-	3,804 (14)	5,845 (14)	-	2,665 (9)
New Mexico	2,131 (5)	-	1,796 (4)	2,730 (3)	-	2,408 (7)
New York	8,904 (21)	-	1,437 (3)	-	-	12,881 (37)
North Carolina	881 (2)	-	-	-	-	2,662 (7)
Ohio	5,892 (12)	-	8,025 (11)	9,781 (7)	-	7,331 (19)
Oklahoma	382 (1)	-	-	613 (1)	-	1,913 (5)
Oregon	2,872 (6)	-	6,525 (17)	6,607 (17)	-	6,398 (16)
Pennsylvania	4,471 (10)	-	3,044 (6)	3,426 (6)	904 (1)	7,149 (20)
Puerto Rico	-	-	359 (1)	-	-	4,055 (13)
Rhode Island	-	-	1,091 (2)	594 (1)	-	1,122 (3)
South Carolina	487 (1)	-	972 (2)	1,190 (2)	-	1,452 (4)
South Dakota	416 (1)	-	-	-	-	377 (1)
Tennessee	730 (2)	-	2,694 (6)	6,626 (6)	1,748 (1)	3,535 (10)
Texas	3,122 (9)	-	521 (2)	1,492 (2)	1,543 (2)	7,912 (24)
Utah	791 (2)	900 (1)	429 (1)	-	586 (1)	2,847 (7)
Vermont	1,901 (3)	-	-	-	-	-
Virginia	2,467 (5)	-	2,155 (5)	4,891 (5)	-	1,397 (4)
Washington	3,022 (5)	-	436 (1)	850 (1)	-	4,767 (12)
West Virginia	427 (1)	-	708 (2)	1,074 (2)	-	1,119 (3)
Wisconsin	7,499 (14)	-	-	740 (1)	-	5,753 (13)
totals	168,341 (376)	900 (1)	73,820 (148)	85,003 (129)	26,232 (41)	163,182 (445)



THE CAHPS HEALTH PLAN DATABASE

CAHPS Health Plan Survey: Methodology

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cahps® table of contents

1. OVERVIEW	1
2. CONSUMERS' REPORTS OF THEIR EXPERIENCES WITH CARE	1
3. CONSUMERS' RATINGS OF THEIR EXPERIENCES WITH CARE	3
4. CHRONIC CONDITIONS QUESTIONS FOR CHILD SURVEYS	4
5. SAMPLING METHODOLOGY	6
6. RESPONSE RATE CALCULATION	6
7. CASE MIX ADJUSTMENT	7
8. TESTING FOR STATISTICAL DIFFERENCES	8
9. THE CAHPS DATABASE COMPARED TO NCQA'S QUALITY COMPASS®	9

Tables

Table 1.	5.0 Adult Medicaid composite items	1
Table 2.	5.0 Child Medicaid composite items	2
Table 3.	5.0 Adult Medicaid ratings	3
Table 4.	5.0 Child Medicaid ratings	4
Table 5.	CAHPS 5.0 chronic conditions questions by category	5
Table 6.	Numerator definitions	7
Table 7.	Denominator definitions.....	7
Table 8.	Differences between the CAHPS Database and NCQA's Quality Compass	10

1. OVERVIEW

The CAHPS Health Plan results presentation follows CAHPS consumer reporting methods and summarizes the survey results using 4 consumer reports of their experiences with care for the 5.0 adult and child surveys. It also summarizes results using 4 consumer ratings of their experiences with care for the 5.0 adult and child surveys. Both types of results are described in detail below.

2. CONSUMERS' REPORTS OF THEIR EXPERIENCES WITH CARE

CAHPS Health Plan Survey was designed to move beyond satisfaction scores (a function of expectations) to more accurate assessments based on “reports” of consumer experiences. Much investigation went into the design of questions that capture consumer experiences with high-quality care. Most of the CAHPS Health Plan Survey questions ask respondents to report on their experiences with different aspects of their care. These reporting questions are combined into groups that address the same aspect of care or service to arrive at a broader assessment.

The 5.0 version of the CAHPS Adult and Child Health Plan Surveys reporting questions fall into four major “composites” that summarize consumer experiences in the following areas:

- Getting needed care.
- Getting care quickly.
- How well doctors communicate.
- Health plan information & customer service.

The exact questions and responses for each composite item for 5.0 adult and child surveys are presented in tables 1 and 2.

Table 1. 5.0 Adult Medicaid composite items

	5.0 Adult Medicaid Composite Items	Response Grouping for Presentation
	Getting Needed Care	
Q25	In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	Never + Sometimes, Usually, Always
Q14	In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	Never + Sometimes, Usually, Always
	Getting Care Quickly	
Q4	In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Never + Sometimes, Usually, Always
Q6	In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	Never + Sometimes, Usually, Always
	How Well Doctors Communicate	
Q17	In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	Never + Sometimes, Usually, Always

	5.0 Adult Medicaid Composite Items	Response Grouping for Presentation
Q18	In the last 6 months, how often did your personal doctor listen carefully to you?	Never + Sometimes, Usually, Always
Q19	In the last 6 months, how often did your personal doctor show respect for what you had to say?	Never + Sometimes, Usually, Always
Q20	In the last 6 months, how often did your personal doctor spend enough time with you?	Never + Sometimes, Usually, Always
Health Plan Information & Customer Service		
Q31	In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	Never + Sometimes, Usually, Always
Q32	In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Never + Sometimes, Usually, Always

* Note: Question numbers correspond to the CAHPS 5.0 Adult Medicaid mail survey

Table 2. 5.0 Child Medicaid composite items

	5.0 Child Medicaid Composite Items	Response Grouping for Presentation
Getting Needed Care		
Q46	In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	Never + Sometimes, Usually, Always
Q15	In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	Never + Sometimes, Usually, Always
Getting Care Quickly		
Q4	In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Never + Sometimes, Usually, Always
Q6	In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	Never + Sometimes, Usually, Always
How Well Doctors Communicate		
Q32	In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	Never + Sometimes, Usually, Always
Q33	In the last 6 months, how often did your child's personal doctor listen carefully to you?	Never + Sometimes, Usually, Always
Q34	In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	Never + Sometimes, Usually, Always
Q36	In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	Never + Sometimes, Usually, Always
Q37	In the last 6 months, how often did your child's personal doctor spend enough time with your child?	Never, Sometimes, Usually, Always
Health Plan Information & Customer Service		
Q50	In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	Never + Sometimes, Usually, Always
Q51	In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	Never + Sometimes, Usually, Always

* Note: Question numbers correspond to the CAHPS 5.0 Child Medicaid mail survey

Weighting Items Within a Consumer Report

Each item of a consumer report is given equal weight in calculating the composite results for CAHPS. Computationally, this implies calculating the mean of each item within the plan and then taking an unweighted distribution of the item means to obtain the composite mean. Equal weighting follows from the fact that there is no evidence to suggest that any item is more important than another. For example, the number of members who have a personal doctor is likely to be larger than the number of members who receive care from a specialist. Therefore, survey results will likely include more responses for a question related to a personal doctor than for one about a specialist. Despite this difference, the item about specialty care is included in the consumer report or composite with equal weighting because it is regarded as potentially important to every member. Another advantage of equal weighting is that the weights are consistent from year to year as well as across plans within the same year.

3. CONSUMERS' RATINGS OF THEIR EXPERIENCES WITH CARE

CAHPS collects four separate global ratings to distinguish between important aspects of care. The four questions ask plan enrollees to rate their experiences in the past 6 months with:

- Their personal doctor.
- The specialist they saw most often.
- Health care received from all doctors and other health providers.
- Their health plan.

Ratings are scored on a 0 to 10 scale, where 0 is the “worst possible” and 10 is the “best possible.” The ratings are analyzed and presented in the three-category display used in the CAHPS consumer reports: the percentage of consumers who gave a rating of either 0-6, 7-8, or 9-10. This three-part scale is used because testing by the CAHPS team determined that these cut-points improve the ability to discriminate among plans while simplifying the presentation of results.

The exact questions and responses for the 5.0 adult and child surveys are presented in tables 3 and 4.

Table 3. 5.0 Adult Medicaid ratings

	5.0 Adult Medicaid Ratings	Response Grouping for Presentation
	Overall Rating of Personal Doctor	
Q23	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?	0-6, 7-8, 9-10
	Overall Rating of Specialists	
Q27	We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?	0-6, 7-8, 9-10

5.0 Adult Medicaid Ratings		Response Grouping for Presentation
Overall Rating of Health Care		
Q13	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?	0-6, 7-8, 9-10
Overall Rating of Health Plan		
Q35	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?	0-6, 7-8, 9-10

* Note: Question numbers correspond to the CAHPS 5.0H Adult Medicaid mail survey

Table 4. 5.0 Child Medicaid ratings

5.0 Child Medicaid Ratings		Response Grouping for Presentation
Overall Rating of Child's Personal Doctor		
Q41	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?	0-6, 7-8, 9-10
Overall Rating of Child's Specialists		
Q48	We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?	0-6, 7-8, 9-10
Overall Rating of Child's Health Care		
Q14	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?	0-6, 7-8, 9-10
Overall Rating of Child's Health Plan		
Q54	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?	0-6, 7-8, 9-10

* Note: Question numbers correspond to the CAHPS 5.0H Child Medicaid mail survey

4. CHRONIC CONDITIONS QUESTIONS FOR CHILD SURVEYS

The child survey users choose whether to include the chronic conditions screener items and questions for children with special health care needs. The screener items and questions consist of the following:

- A 5-item screener that uses current health consequences or service-use criteria to non-categorically identify children with special health needs. Children identified by the screener as having a special health care need form the denominator for the questions.
- The CAHPS Health Plan Survey Database does not report the chronic conditions questions at the composite level; instead, results are grouped by content area and reported at the item level. The content areas for the question items are as follows:

- Parents' experiences with prescription medicine.
- Parents' experiences getting specialized services for their children.
- Family centered care:
 - Parents' experiences with the child's personal doctor or nurse
 - Parents' experiences with shared decisionmaking
 - Parents' experiences with getting needed information about their child's care
- Parents' experiences with coordination of their child's care.

The content areas and specific items for the chronic conditions questions in the 5.0 version of the child survey are presented in table 5.

Table 5. CAHPS 5.0 chronic conditions questions by category

	5.0 Chronic Conditions Questions by Category	Response Grouping for Presentation
	Parents' Experiences With Prescription Medicine	
Q56	In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	Never + Sometimes, Usually, Always
	Parents' Experiences Getting Specialized Services for Their Children	
Q20	In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	Never + Sometimes, Usually, Always
Q23	In the last 6 months, how often was it easy to get this therapy for your child?	Never + Sometimes, Usually, Always
Q26	In the last 6 months, how often was it easy to get this treatment or counseling for your child?	Never + Sometimes, Usually, Always
	Family Centered Care: Parents' experiences with the child's personal doctor or nurse	
Q38	In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	Yes, No
Q43	Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	Yes, No
Q44	Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?	Yes, No
	Family Centered Care: Parents' experiences with getting needed information about their child's care	
Q9	In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	Never + Sometimes, Usually, Always
	Parents' experiences with coordination of their child's care	
Q18	In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?	Yes, No

5.0 Chronic Conditions Questions by Category		Response Grouping for Presentation
Q29	In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?	Yes, No

* Note: Question numbers correspond to the CAHPS 5.0 Child Medicaid mail survey

5. SAMPLING METHODOLOGY

The CAHPS sampling recommendation is to achieve a minimum of 300 completed responses per plan, with a 50-percent response rate. If there are multiple plans in a sponsor's portfolio, the recommendation is to draw equal sample sizes from each of the plans, regardless of the size of the plan membership, so as to achieve 300 completed responses. And the plan samples are not adjusted for unequal probabilities of selection. This logic stems from the principle that the precision of the estimates depends primarily on the size of the sample and not on the size of the population from which it is drawn. Therefore, the given sample size will give the same precision for means or rates regardless of the overall size of the population.

6. RESPONSE RATE CALCULATION

In its simplest form, the response rate is the total number of completed questionnaires divided by the total number of respondents selected. Following CAHPS guidelines, the CAHPS Database adjusts response rates according to the following formula:

$$\frac{\text{Number of completed returned questionnaires}}{\text{Total number of respondents selected} - (\text{deceased} + \text{ineligible})}$$

In calculating the response rate, the CAHPS Database does not exclude respondents who refused, had bad addresses or phone numbers, or were institutionalized or incompetent. Tables 6 and 7 present definitions for the categories included and excluded in the response rate calculation.

Table 6. Numerator definitions

Inclusions	Exclusions
Completed questionnaires - A questionnaire is considered complete if it was coded as complete by the sponsor and has at least one question completed. (For Sponsors that submitted to NCQA and the CAHPS Database, the CAHPS Database will include those records marked with a disposition of M10, T10, or I10 – completed by mail, telephone, or Internet, respectively).	Surveys not marked with a disposition of M10, T10 or I10 will be excluded, even if the survey is complete.

Table 7. Denominator definitions

Inclusions	Exclusions
<ul style="list-style-type: none"> • Refusals. The sample member refused in writing, or refused to be interviewed. • Nonresponse. The sample member was always unavailable and is presumed to be eligible. • Institutionalized or incompetent respondents. The caregiver or guardian received the survey or was contacted by phone, and the sample member was institutionalized or incompetent and could not be contacted directly. • Bad addresses/phone numbers. The sample member was never located and is considered “nonlocatable” and included in the denominator. 	<ul style="list-style-type: none"> • Deceased. Deceased sample members are excluded from the denominator. In some cases a household or family member may have provided information about the death of the sample member. • Ineligible - not enrolled in the plan. The sample member disenrolled from the plan, was never in the plan, or was enrolled in the plan for less than 6 months.

7. CASE MIX ADJUSTMENT

Several methodological problems complicate the measurement and reporting of health care data, particularly when reports draw comparisons among health plans, as is the case in this report. Among these challenges is the need to adjust appropriately for case-mix differences. Case mix refers to the proportion of enrollees with serious health conditions and other demographic characteristics that have been demonstrated to affect respondents’ reports and ratings of the quality of care received. Case-mix takes into account enrollee characteristics that are not under the control of the plan but may affect measures of outcomes or processes, such as demographic and social characteristics or health status.

Many of the CAHPS questions ask about aspects of access or processes of care that should not vary by enrollee characteristics. Therefore, case-mix adjustment may be less important for CAHPS data than for outcomes of care, which are known to be influenced by enrollee characteristics in a way that is independent of plan performance. Nonetheless, there are at least two reasons why case-mix adjustment might still be necessary. First, there are certain processes that one would expect to vary according to the characteristics of enrollees. For example, one CAHPS question is “how often did your health plan’s customer service give you the information or help you needed?” Although it is desirable to communicate clearly with all enrollees, it probably is harder to do so with enrollees who have less education than with other enrollees. Second, enrollee characteristics might influence the response to questions, even if the process of care is the same for different enrollees. For example, individuals’ expectations might strongly influence their response to questions asking for evaluations, such as “how often did you get an appointment for your health care at a doctor’s office or clinic as soon as you thought you needed?” If an enrollee has very low expectations for the quality of care, he or she might be very satisfied with poor quality. Also, certain types of enrollees may have a general tendency to give positive ratings or have biases that are not associated with the quality of care. For example, some groups of enrollees may generally have more trust and confidence in authority figures and institutions, even if there are no differences in their care.

In this report, consumer reports and ratings results were case-mix adjusted but item-level data and frequencies were not case-mix adjusted. Mean scores for composite and ratings measures were adjusted using a linear regression model. The case mix adjustment model included plans

members' age, self-reported health status, and education. These variables were entered into the adjustment model as ordered categories. The resulting case-mix adjusted means were tested for significance as described in the next section.

8. TESTING FOR STATISTICAL DIFFERENCES

The Sponsor Reports test for statistically significant differences between mean consumer report scores and ratings of individual health plans and the mean of all plan means in the CAHPS Database using the t-test. A significance level of 0.05 or less is considered statistically significant. As described in the previous sections, the mean scores are adjusted for case-mix differences before the statistical tests are applied.

To compute the means, reports and rating responses are grouped into three categories and assigned a score of 1, 2, or 3. Then, significance tests for both the reports and ratings are conducted on the mean scores. Individual plan results that differ significantly from the overall mean are denoted by arrows, either pointing up (significantly higher than the overall mean) or down (significantly lower than the overall mean).

Readers should note that sample size affects significance testing in at least two important ways. First, due to the large sample sizes in the CAHPS Database, not all statistically significant differences may reflect meaningful differences in plan performance. For example, consider the following data:

Composite: Customer Service
Plan A - 54.2%
CAHPS Database - 56.4%

Because of the large sample size for the CAHPS Database, it is possible for Plan A to be statistically below the CAHPS Database distribution. However, purchasers and consumers may not consider a difference of 2.2 percentage points to be an important or meaningful difference in performance.

Second, differences in sample size among health plans may mean that two plans with an identical result, but different sample sizes, may produce different results on the statistical significance tests. This is because smaller sample sizes at the plan level yield less precise measures of performance and may be insufficient to achieve statistical significance. Therefore, readers should take sample size into account when interpreting the results of statistical tests. Please refer to the CAHPS Survey and Reporting Kit for more information on substantive or practical significance.

Finally, note that this method of determining statistical differences does not translate into plan-to-plan comparisons. For example, if one plan has an up arrow on a particular item and another plan has no arrow for that item, it does not necessarily mean that the first plan's result is significantly higher than the second because both results were compared to the overall mean.

9. THE CAHPS HEALTH PLAN SURVEY DATABASE COMPARED TO NCQA QUALITY COMPASS®

While the CAHPS Database is the national repository for CAHPS Health Plan Survey results, the National Committee for Quality Assurance (NCQA) also collects CAHPS results from health plans. NCQA is an independent, non-profit organization that evaluates and reports on the quality of the Nation's managed care organizations. NCQA evaluates health care through Accreditation (a rigorous on-site review of key clinical and administrative processes) and through the Health Plan Employer Data and Information Set (HEDIS® —a tool used to measure performance in key areas like immunization and mammography screening rates).

Before the development of CAHPS, NCQA collected plan satisfaction data using a HEDIS Member Satisfaction Survey. In 1998, NCQA worked with AHRQ to develop CAHPS 2.0H, a version of the survey with a specified protocol for managed care plans to use to report results to NCQA for accreditation or HEDIS®. Effective with HEDIS® 2007, NCQA adopted the 5.0H version of the CAHPS Health Plan Survey, Adult Version and effective with HEDIS® 2009, NCQA adopted the 5.0H version of the CAHPS Health Plan Survey, Child Version to collect information on the experiences of members with the health plan. Detailed information on the requirements for HEDIS/CAHPS 5.0H survey reporting is available directly from NCQA (www.ncqa.org).

Medicaid and CHIP sponsors still submit CAHPS survey data directly to the CAHPS Database. Because NCQA's purposes for the data differ from those of the CAHPS Database, there are corresponding differences in survey administration, analysis methods, and presentation of the data. Table 8 presents differences between the CAHPS Database and the CAHPS 5.0H Medicaid survey data in NCQA's Quality Compass.

Table 8. Differences between the CAHPS Database and NCQA's Quality Compass

	National CAHPS® Benchmarking Database	NCQA Quality Compass®
Database Participation		
Criteria	Open to all sponsors of CAHPS Health Plan surveys that choose to participate (including public and private purchasers and health plans).	Includes health plans that use the HEDIS survey specifications to collect and report results, including plans that are part of NCQA's accreditation process and those that choose to publicly report their HEDIS results.
Survey Administration		
Survey Instrument Standards	CAHPS 5.0 or CAHPS 5.0H	CAHPS 5.0H
Survey Administration Standards	N/A	N/A
<ul style="list-style-type: none"> • <i>Administration</i> 	Survey must be conducted by a third-party vendor according to CAHPS guidelines or the HEDIS protocol.	Survey must be conducted by a NCQA-Certified HEDIS Survey Vendor, using the HEDIS protocol.
<ul style="list-style-type: none"> • <i>Collection mode</i> 	Mail, telephone, or mixed-mode protocols are accepted. Internet enhancement is accepted.	The standard HEDIS protocol includes two options: (1) Mail-only methodology, (2) Mail with telephone followup. Internet enhancements, other enhancements, and alternative protocols must receive prior approval by NCQA.
<ul style="list-style-type: none"> • <i>Sample size</i> 	Large enough to yield 300 completed surveys per health plan product, a cost-effective method shown to produce statistically useful survey comparisons.	Required sample sizes are set with the goal of achieving 411 completed surveys per health plan product.
<ul style="list-style-type: none"> • <i>Response Rates</i> 	Target rates are 50 percent for Medicaid health plans, but lower rates are accepted.	Target rates are 55 percent for commercial and 45 percent for Medicaid, but lower rates are accepted if HEDIS protocol is followed exactly.
<ul style="list-style-type: none"> • <i>Completion criteria</i> 	The CAHPS Database includes all records that have been coded as a complete and have at least one completed question.	Surveys used in the calculation of plan level results must have Question 1 and at least 80 percent of total pertinent questions answered or skipped. Responses to survey questions indicate the member meets the eligible population criteria.

	National CAHPS® Benchmarking Database	NCQA Quality Compass®
Data Analysis and Reporting		
Audit Requirements for Data Submission	No formal audit required. The CAHPS Database ensures the quality of submitted data through extensive contact with sponsors and vendors and thorough data cleaning and review of submitted member level files.	Only HEDIS survey measures that have been validated through a HEDIS Compliance Audit™ are eligible for use in Accreditation scoring or for inclusion in NCQA information products (Quality Compass®). The focus of the audit is to verify that the sample frame has been prepared correctly.
Survey Results Calculation	The CAHPS Database calculates survey results from member-level data files submitted by each sponsor's vendor.	NCQA receives member-level files from certified vendors and then centrally calculates HEDIS survey results and creates validated member-level data files and plan-level survey results on behalf of each vendor.
Calculation of National Distribution/Average	National distribution is calculated using respondent-level data.	National Average is calculated using plan-level data. Summary averages comprise both publicly and non-publicly reporting plans who submit data to NCQA.
Case Mix Adjustment	CAHPS Database comparisons of reports and ratings are adjusted for respondent age, education, and self-reported health status.	No case-mix adjustment used.
Summary Comparisons	Statistical differences between plan means and the mean of all plan means are indicated by an arrow up (above the national plan distribution), down (below the national plan distribution), or no arrow (no difference).	Plans are grouped into percentile rate categories. Percentiles are plan rates sorted by score, from lowest to highest. The percentile rates are segmented into 10th, 25th, 50th, 75th, and 90th, with the corresponding rate for the plans that fall within those categories.
Consumer Report Results/Individual Question Items	Consumer report results are presented in three-part bar charts showing the results for "Always", "Usually" and "Sometimes + Never".	Three types of consumer report results are presented: percentage responses for each question option, question summary rates, and global proportions ("always+usually" depending on the composite).
Ratings	Ratings are presented using a three-category display for the 0-10 scale questions: 0-6, 7-8, 9-10.	Percent responding to each category are presented as well as the percent responding 8-10 and the percent responding 9-10.

	National CAHPS® Benchmarking Database	NCQA Quality Compass®
Question Numbering	Numbering of questions based on CAHPS 5.0H.	Numbering of questions based on CAHPS 5.0H.
Summary Reports	<p>CAHPS Database Chartbook: Results are published annually in the fall on the new online interactive reporting system. Compares consumer reports and ratings for Medicaid, CHIP, and Medicare populations. Results include the current and prior year's data. Results include consumer reports and ratings, individual question items that make up the composite as well as sections related to key findings, background on CAHPS and the CAHPS Database, and data sources and limitations.</p>	<p>Quality Compass:</p> <ul style="list-style-type: none"> Published annually in November for Medicaid data. Web-based product that compares health plans' performance and benchmarks of public reporting plans. Detailed and summary-level responses are displayed for specific CAHPS measures. Data are available for Commercial and Medicaid populations. <p>State of Health Care Quality Report: Published annually in September. Compares adult commercial survey reports and ratings by top and bottom regions and by 90th and 10th percentiles.</p>
Sponsor Results	Participating Medicaid and CHIP sponsors receive a free access to their plan-specific results on the new online interactive reporting system that compares their own results (adjusted for respondent age, education, and self-reported health status) to appropriate benchmarks derived from the CAHPS Database. Comparisons include national, regional, and plan type distributions.	Plans who submit data receive a report that compares their current year results to benchmark results from the previous year.
Access to Data Files	Authorized access to respondent-level data files open to researchers free of charge upon approval by the CAHPS Database. Access requires agreement to maintain confidentiality of sponsor and plan identities.	Access to summary and plan-level data files by purchase of Quality Compass license agreement. Non-identifying respondent level data are also available for purchase.



THE CAHPS HEALTH PLAN DATABASE

Definition of Composites and Rating Items

AHRQ Contract No.: HHS290201300003C

October 2013



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DEFINITION OF COMPOSITES AND RATING ITEMS

Table 1 presents the individual items and responses for each of the composites and ratings items for the 5.0 version of the CAHPS Health Plan Survey.

Table 1. Composites and rating items for 5.0 version of CAHPS Health Plan Survey

Question Text	Response Option
Getting Needed Care	
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	Never - Always
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	Never - Always
Getting Care Quickly	
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Never - Always
In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	Never - Always
How Well Doctors Communicate	
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	Never - Always
In the last 6 months, how often did your personal doctor listen carefully to you?	Never - Always
In the last 6 months, how often did your personal doctor show respect for what you had to say?	Never - Always
In the last 6 months, how often did your personal doctor spend enough time with you?	Never - Always
Health Plan Information & Customer Service	
In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	Never - Always
In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Never - Always
Overall Ratings	
Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?	0-10
Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?	0-10
Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?	0-10
Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?	0-10



THE CAHPS HEALTH PLAN DATABASE

Definition of Regions

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DEFINITION OF REGIONS

The regional benchmarks were calculated according to the United States Census Bureau's four official regions. Table 1 lists the regions and included States.

Table 1. Regions and the included States

Region	States
Northeast	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont
Midwest	Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
South	Alabama, Arkansas, Delaware, DC, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia
West	Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming



THE CAHPS HEALTH PLAN DATABASE

How Results Are Calculated

AHRQ Contract No.: HHS 290200710024C

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cohps® table of contents

1. LEVELS OF RESULTS	1
2. DATA ADJUSTMENTS	1
3. TOP BOX SCORES	2
4. PERCENTILES	2
5. HEALTH PLAN PERFORMANCE MEASURES	2
6. DATABASE REPORTING RULES AND GUIDELINES	3

1. LEVELS OF RESULTS

CAHPS® Health Plan Survey data is submitted and results are calculated at three levels: overall, health plan, and sponsor.

- **Overall:** Overall survey results are calculated across all respondents for a given survey, ignoring their association with a particular health plan or sponsor.
- **Health Plan:** Health plan level survey results are calculated across the respondents within a specific health plan.
- **Sponsor:** A sponsor is defined as a participating organization (i.e., State Medicaid Agency, Children's Health Insurance Program, coalition, individual health plan or group of health plans) submitting CAHPS Health Plan survey results. Sponsor level survey results are calculated across the respondents within a specific sponsor, ignoring health plan associations.

Only overall results are publicly available. For the core items of the 5.0/5.0H Child Medicaid survey, the data for children without chronic conditions and children with chronic conditions were combined

2. DATA ADJUSTMENTS

Under certain circumstances, CAHPS survey results can be adjusted to account for factors that may affect scores for a health plan that are beyond their control. Without an adjustment, differences between health plans could be due to differences in these external factors rather than to true differences in performance. CAHPS data are most commonly adjusted for respondent characteristics (i.e., case-mix adjustments), but can also be adjusted for other factors such as the mode of survey administration.

- **Case-mix adjustments:** Case mix refers to the respondents' health status and other socio-demographic characteristics that have been shown to affect enrollee reports and ratings of health plans. Characteristics used to case-mix adjust CAHPS Health Plan scores, where applicable, are respondent age, education, and self-reported health status.
- **Survey mode adjustments:** CAHPS Health Plan surveys can be administered using different modes, including mail, telephone, IVR, and Web/Internet. Just as CAHPS survey data can be adjusted by enrollee case-mix, they can also be adjusted to account for potential differences in modes of survey administration. However, the current data are not adjusted by survey mode. Since the vast majority of the Health Plan survey data submitted to the CAHPS Health Plan Survey Database were collected using mail administration, there would likely be very little influence of other survey modes such as telephone, IVR, and Web/Internet on the results.

3. TOP BOX SCORES

Item top box scores are created by calculating the percentage of survey respondents who chose the most positive score for a given item response scale (e.g., “Always” on the “Always-Never” scale). For the public site, the top box score is calculated at the respondent level. For individual users using the submitter’s site, this percentage is calculated at the health plan and sponsor level. For example, in a sample of 10 respondents, if 4 out of 10 respondents answered “Always” to a particular item, the top box score for that item would be 40 percent [i.e., $(4 \div 10) * 100 = 40\%$]. Because these calculations are made across all respondents, top box scores are not case-mix adjusted for enrollee characteristics.

Given a composite with four items, where each item has four response options, a score for that composite is the proportion of responses (excluding missing data) in each response category. The following steps show how those proportions are calculated:

Step 1 – Calculate the proportion of cases in each response category for each question.

- P1 = Item proportion of respondents who answered “never” or “sometimes”
- P2 = Item proportion of respondents who answered “usually”
- P3 = Item proportion of respondents who answered “always” (this is the top box score)

Step 2 – Combine responses from the questions to form the composite.

Calculate the average proportion responding to each category across the items in the composite. For example, in the “How Well Doctors Communicate” composite (four items), calculations would be as follows:

$$PC1 = \text{Composite proportion who responded “never” or “sometimes” for each item or question} = (P1_Q1 + P1_Q2 + P1_Q3 + P1_Q4) / 4$$

$$PC2 = \text{Composite proportion who responded “usually” for each item} = (P2_Q1 + P2_Q2 + P2_Q3 + P2_Q4) / 4$$

$$PC3 = \text{Composite Top box proportion who responded “always” for each item} = (P3_Q1 + P3_Q2 + P3_Q3 + P3_Q4) / 4$$

Composite top box scores are calculated by averaging the top box scores on the items within the composite. Each item in a composite is equally weighted. For example, the “Helpful, Courteous, and Respectful Office Staff” composite has two items. If the top box score for the first item is 85% and the second item is 95%, the composite score would be 90% (i.e., $[85\% + 95\%] \div 2 = 90\%$). The same method is used for the other proportional scores.

4. PERCENTILES

Percentile scores are calculated at the health plan level and represent the percentage of health plans that scored at or below a particular item or composite top box score. For example, the 50th percentile, or the median, is the top box score at or below which 50 percent of all health plan top box scores fall. Percentiles range from 0 to 100. For ease of display, in the top box scores, the 90th, 75th, 50th, and 25th percentiles are presented for composites and items. Given that top box scores are not case-mix adjusted and that percentiles are not used to statistically test or directly compare health plans, percentiles are similarly not adjusted. Percentiles are not available for commercial or Medicare data.

5. HEALTH PLAN PERFORMANCE MEASURES

Statistical tests (t-tests) are used to determine whether a health plan's mean item or composite score is significantly above or below the overall mean item or composite score. These statistical tests are based on a health plan's case-mix adjusted mean item or composite score rather than the top box scores or proportional scores represented in the bar charts. If a health plan's mean item/composite score is significantly higher or lower than the overall mean, an 'up' or 'down' arrow is assigned respectively. If there is no significant difference between the plan and overall mean, no arrow is assigned. Because the statistical tests are based on health plan means, the results may not always appear to be completely in line with top box scores or proportional scores represented by bar charts.

6. DATABASE REPORTING RULES AND GUIDELINES

In the CAHPS Database Online Reporting System, there are circumstances under which certain item/composite scores, health plan results, or reporting categories are suppressed (i.e., 'NA' is displayed). There are also times when certain health plans are excluded from percentile calculations. These instances of data suppression and/or exclusion are due to one or more of the following factors: (1) too few respondents responding to an item, (2) a health plan having too few completed surveys, or (3) too few health plans for a particular reporting category. The rules for data suppression and exclusion are described below.

- If there are fewer than 20 valid responses available for any item, the item's results are suppressed.
- For two-way and three-way frequency tables, if one of the items is a demographic item, and there are fewer than 10 valid responses for any of that item's response categories, all frequency table results are suppressed.
- If there are fewer than 20 completed surveys for a given health plan, the health plan is excluded from percentile calculations and the health plan's results are suppressed on the submitter's site.
- If a health plan dropped one or more composite items from their survey administration, the data for that health plan are excluded from the corresponding composite score calculations on the public site and are suppressed on the submitter's site.

- When displaying scores by health plan characteristic (region or product type), a particular characteristic's results are suppressed if there are fewer than 10 health plans for that category.



THE CAHPS HEALTH PLAN DATABASE

How to Read Results

AHRQ Contract No.: HHSA290201300003C

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cohps® table of contents

HOW TO READ RESULTS	1
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Benchmarks for Composite, Rating, HEDIS and Children with Chronic Conditions Set Items	1
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HOW TO READ RESULTS

Summary of Statistically Significant Differences

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.
- No arrow - result is statistically equivalent to the mean value of all sponsors or health plans.

Benchmarks for Composite, Rating, HEDIS and Children with Chronic Conditions Set Items

The definitions of the comparative benchmarks used in the bar charts are as follows:

National – The distribution of all results for Adult Medicaid, Child Medicaid, or CHIP surveys in the CAHPS Health Plan Survey Database.

2013: 124 unique Adult Medicaid 5.0 health plan samples were submitted to the CAHPS Health Plan Survey Database in 2013. Where as 105 unique Child Medicaid 5.0 and 12 unique CHIP health plan samples were submitted to the CAHPS Health Plan Survey Database in 2013.

2011: 148 unique Adult Medicaid 4.0 health plan samples were submitted to the CAHPS Health Plan Survey Database in 2011. Where as 129 unique Child Medicaid 4.0 and 41 unique CHIP health plan samples were submitted to the CAHPS Health Plan Survey Database in 2011.

Region – The distribution of results for all Adult Medicaid, Child Medicaid, or CHIP surveys within the region of the CAHPS Health Plan Survey Database.

HMO/POS/PPO – The distribution of results for all Adult Medicaid, Child Medicaid, or CHIP surveys of HMO, POS or PPO plans in the CAHPS Health Plan Survey Database.

Sponsor – The distribution of results for all of the sponsor’s health plans.

Arrows are used to show when results are significantly above or below the national health plan distribution for all Adult Medicaid, Child Medicaid, or CHIP health plan samples. Individual health plan results were tested against the mean of all health plan means. Sponsor results were tested against the mean of all sponsor means. All tests were conducted at the 0.05 level of statistical significance.

The arrows 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.
- No arrow - result is statistically equivalent to the mean value of all sponsors or health plans.



THE CAHPS HEALTH PLAN DATABASE

Participants in the 2013 CAHPS Health Plan Survey Adult Medicaid 5.0 Database

AHRQ Contract No.: HHSA290201300003C

October 2013



PARTICIPANTS IN THE 2013 CAHPS HEALTH PLAN SURVEY ADULT MEDICAID 5.0 DATABASE

Table 1 shows the composition of the 2013 CAHPS Health Plan Survey Database Adult Medicaid 5.0 data. A total of 124 out of 155 Adult Medicaid 5.0 health plan samples submitted to the CAHPS Health Plan Survey Database in 2013 were identified as unique health plan samples.

Table 1. Participants in the 2013 CAHPS Health Plan Survey Adult Medicaid 5.0 Database

Sponsor Name	Number of Plans Surveyed	Total Number Sampled	Total Number of Completed Surveys ¹	Range of Response Rates
Amerigroup Virginia, Inc.	1	1,755	364	23%
Assoc Community Affiliated Plans (ACAP)	31	49,544	15,492	19% - 60%
Boston Medical Center HealthNet Plan	2	2,768	931	27% - 42%
California Dept. of Health Care Services	22	33,590	11,001	27% - 45%
Colorado Dept. of Health Care Policy	2	3,915	1,090	28% - 32%
Community Health Group	1	1,485	443	32%
Community Health Plan of Washington	1	1,755	501	30%
Coventry Health Care, Inc.	3	4,050	913	20% - 30%
Excellus Health Plan, Inc.	2	3,308	978	30% - 31%
Fallon Community Health Plan	1	1,755	360	21%
Family Health Network	1	2,160	395	19%
Health Net of California	1	6,885	1,817	28%
HealthNow	1	1,350	446	33%
Horizon NJ Health	1	1,755	470	27%
Humana, Inc.	2	3,510	1,102	26% - 39%
Inland Empire Health Plan	1	1,823	484	27%
L.A. Care Health Plan	1	1,755	524	32%
Lovelace Health Plan	1	2,093	314	15%
MajestaCare/Aetna	1	1,350	472	35%
Maryland Dept of Health & Mental Hygiene	7	12,285	3,704	26% - 34%
MDwise, Inc	2	3,645	1,433	29% - 60%
Michigan Department of Community Health	12	19,673	5,724	22% - 39%
Minnesota Department of Human Services	9	27,738	9,992	20% - 46%
Molina Healthcare of New Mexico	1	2,363	615	27%
Neighborhood Health Plan	1	1,755	430	25%
Neighborhood Health Plan of Rhode Island	1	2,025	493	29%
Network Health Inc.	1	1,755	487	28%
NJ Div. of Med. Assistance & Health Svc	18	3,348	3,348	8% - 50%
Ohio Dept. of Medicaid	7	12,960	3,403	17% - 32%
Optima Health Plan	1	1,755	511	29%
Pennsylvania Dept. of Public Welfare	8	12,286	3,506	24% - 32%
Positive Healthcare	2	966	436	45% - 48%
Presbyterian Health Plan	1	1,958	367	19%
Utah Department of Health	1	1,350	381	31%
Virginia Premier Health Plan, Inc.	1	1,620	527	33%

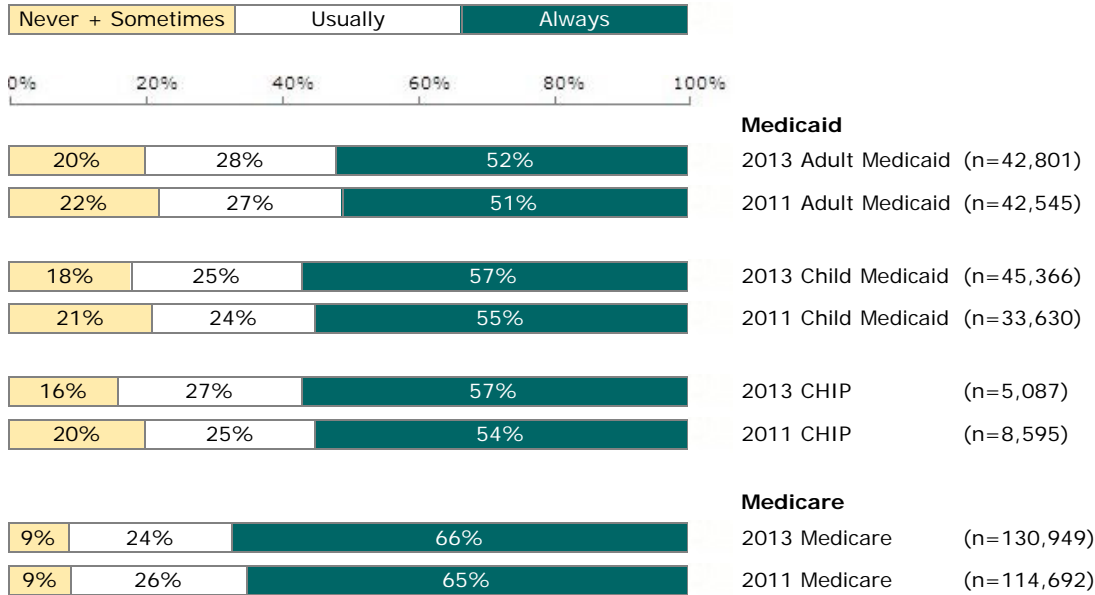
¹ Total number of completed surveys includes only those surveys coded as a “complete” by the sponsor or their vendor(s).

Sponsor Name	Number of Plans Surveyed	Total Number Sampled	Total Number of Completed Surveys ¹	Range of Response Rates
WellPoint Inc.	6	8,843	2,287	25% - 39%
Total Submitted to CAHPS Database	155	242,931	75,741	8%-60%
Deduplicated Total ²	124	193,387	60,249	8%-60%

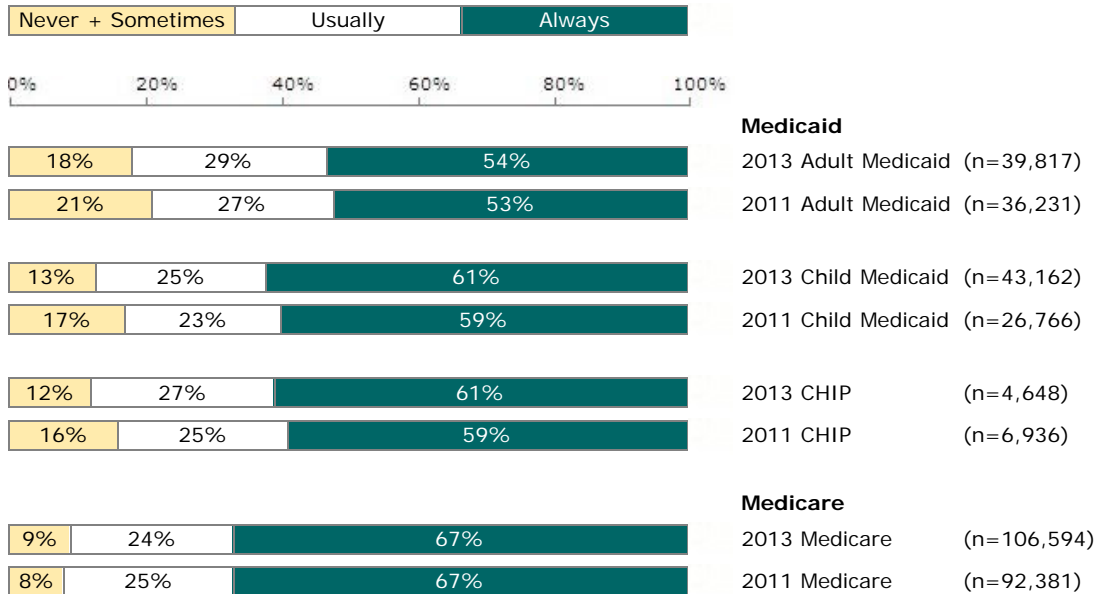
² For 2013, sponsors submitted CAHPS Health Plan Survey Adult Medicaid 5.0 data for 124 unique health plan samples.

2013 CAHPS Health Plan Survey Chartbook

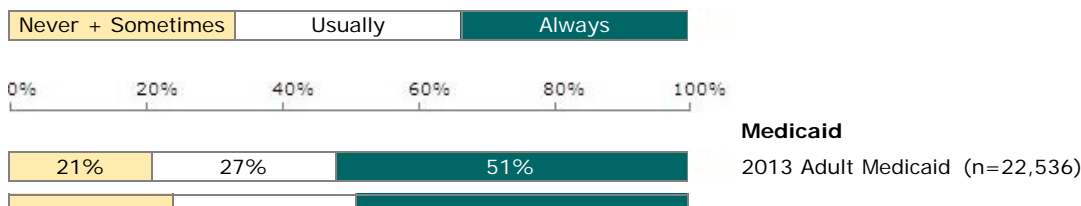
Getting Needed Care Combines responses from two questions regarding how easily consumers got the various aspects of needed care.

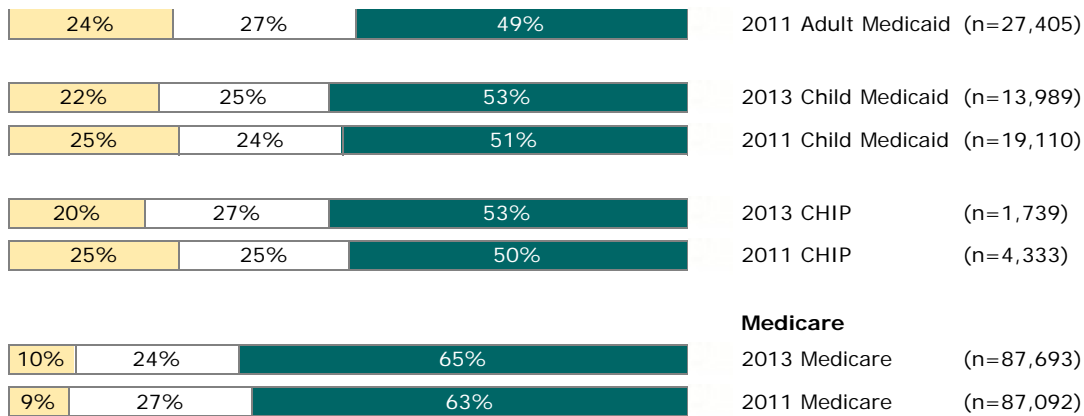


How often was it easy for consumers to get the care, tests, or treatment they needed.

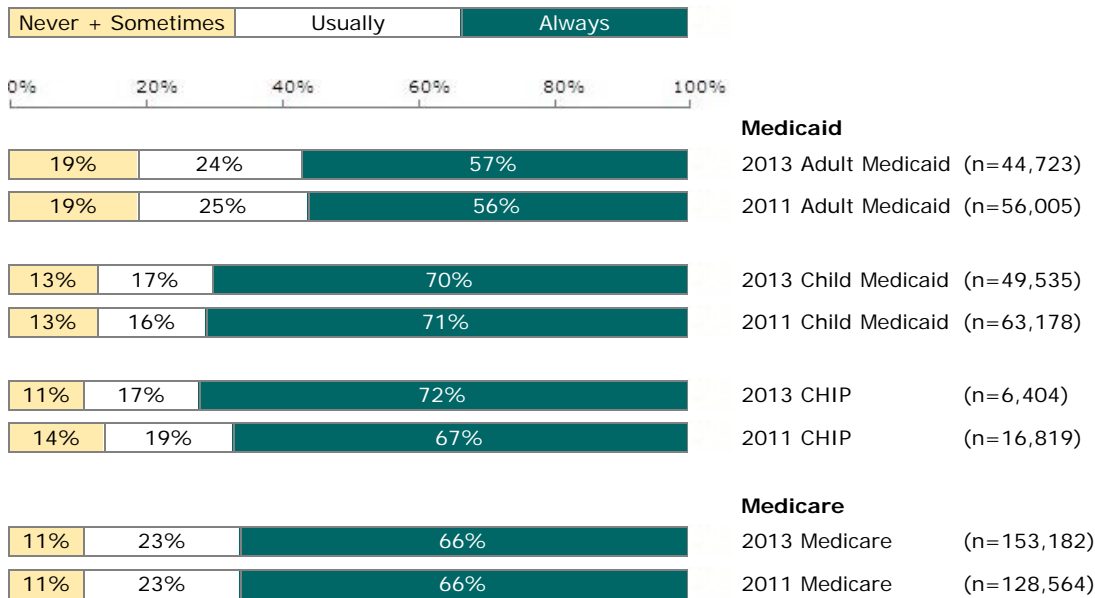


How often consumers got an appointment with a specialist as soon as they needed.

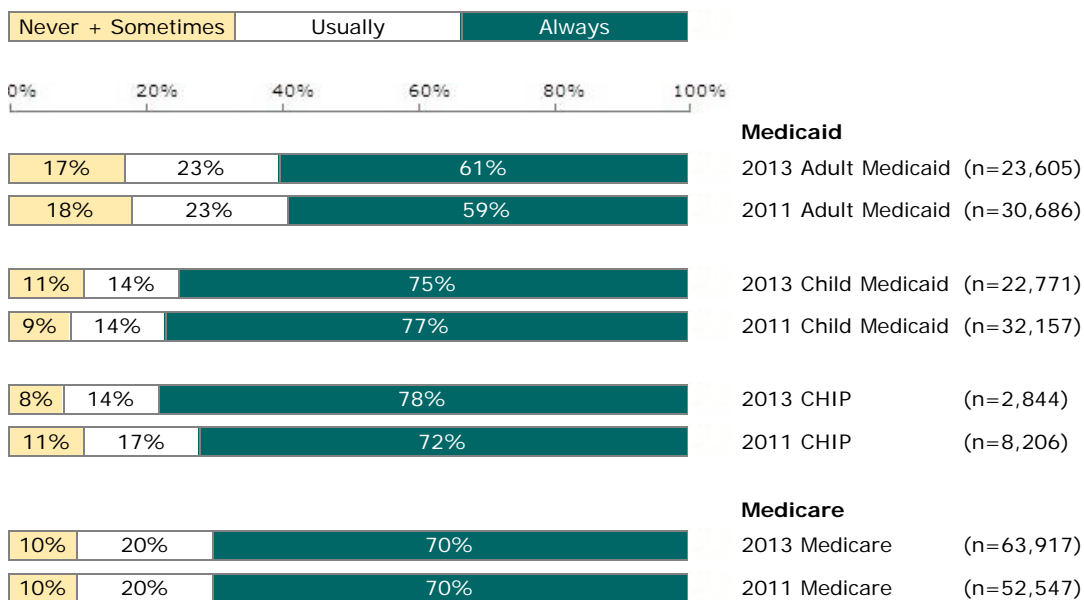




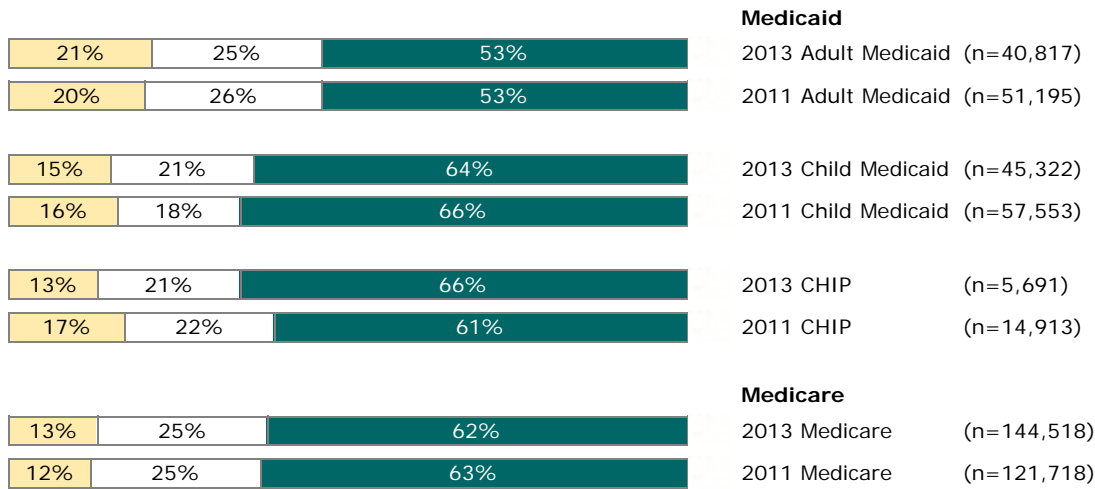
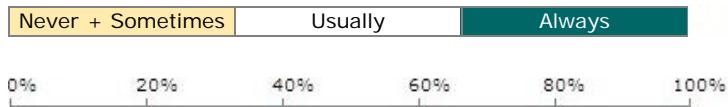
Getting Care Quickly Combines responses from two questions regarding how often consumers received various types of care in a timely manner.



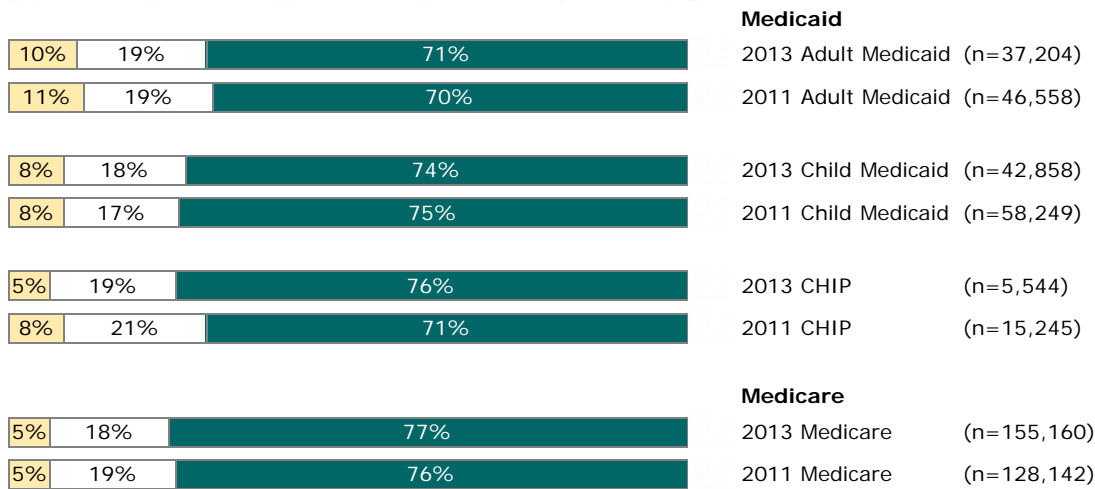
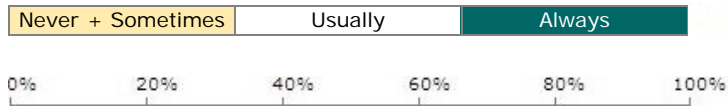
When consumers needed care right away in a clinic, emergency room, or doctor's office, how often did they get care as soon as they needed.



How often did consumers get an appointment for a check-up or routine care at a doctor's office or clinic as soon as they needed.

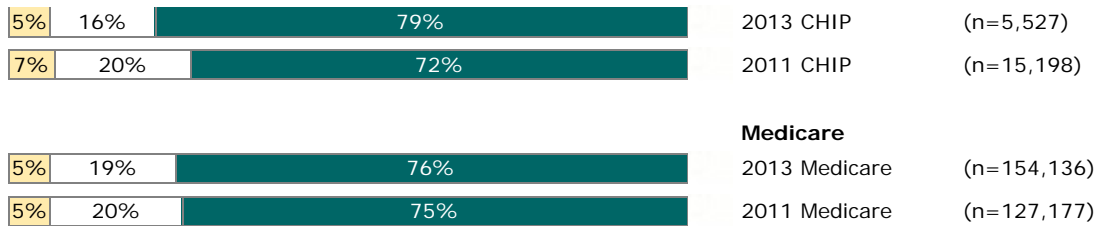


How Well Doctors Communicate Combines responses from four questions regarding how often doctors communicated well with consumers.

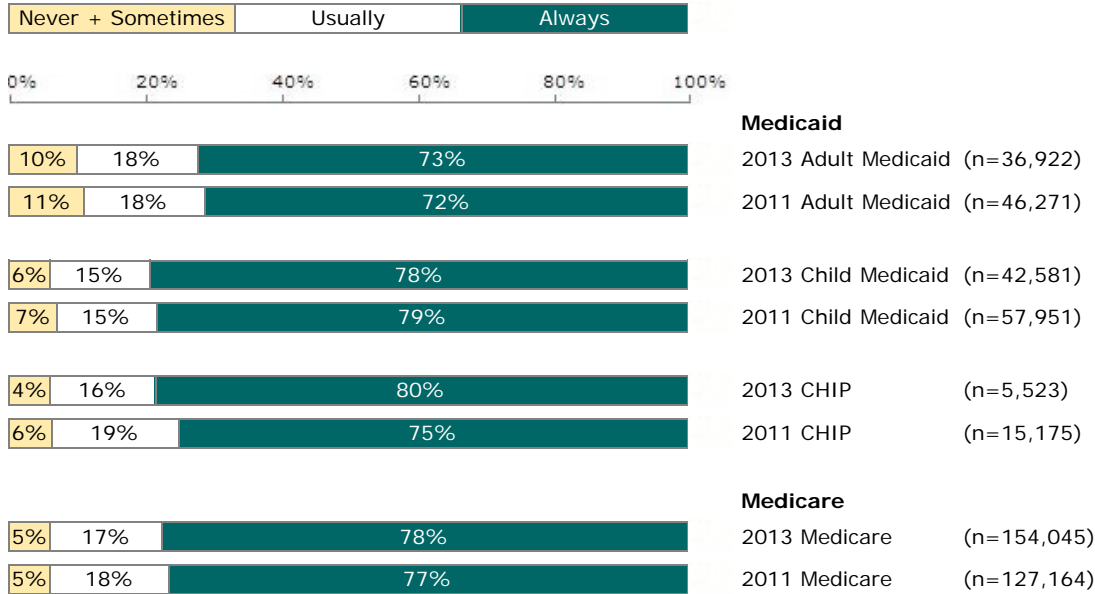


How often did a personal doctor explain things in a way adults could understand.

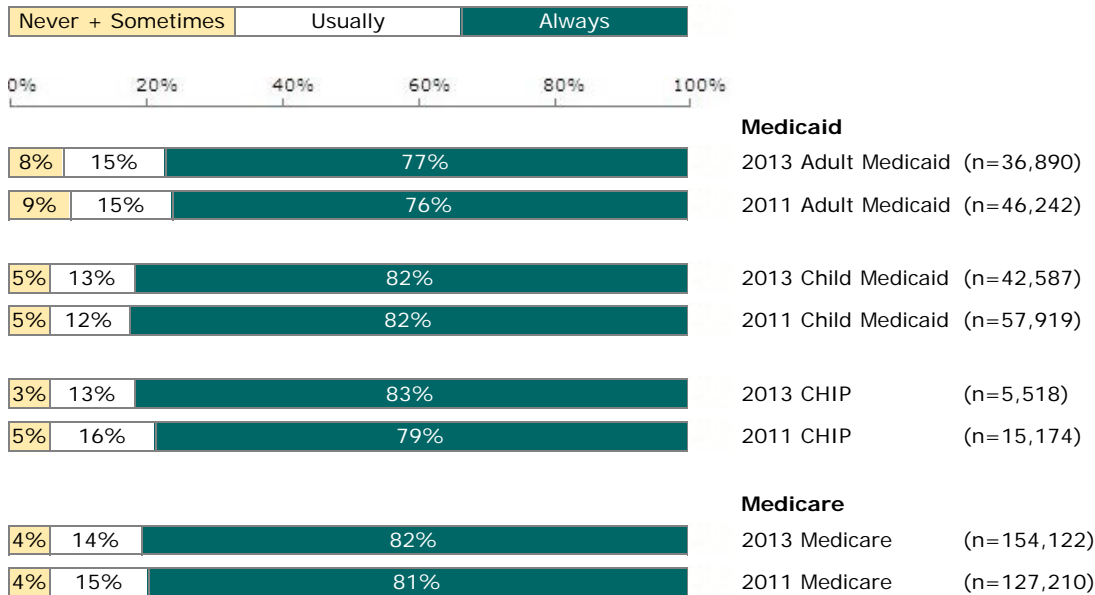




How often did a personal doctor listen carefully to consumers.

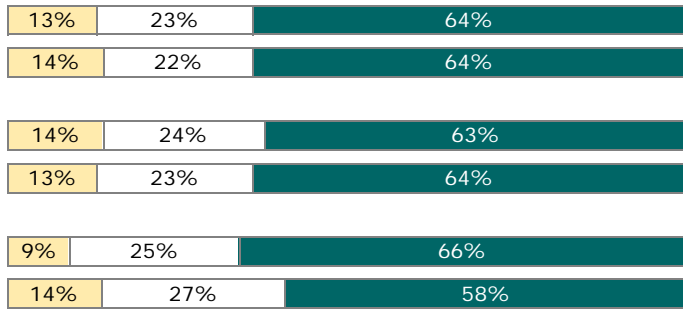


How often did a personal doctor show respect for what consumers had to say.



How often did a personal doctor spend enough time with consumers.





Medicaid

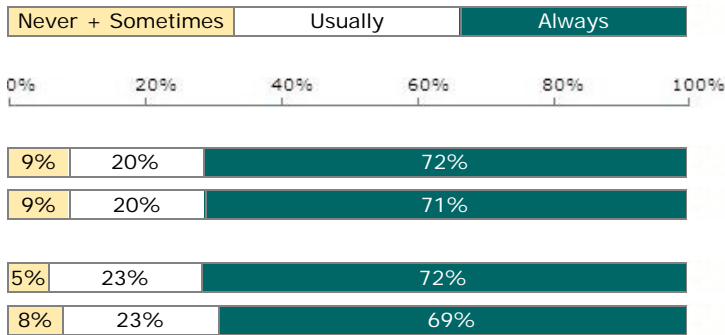
2013 Adult Medicaid (n=36,814)
 2011 Adult Medicaid (n=46,105)
 2013 Child Medicaid (n=42,259)
 2011 Child Medicaid (n=57,559)
 2013 CHIP (n=5,475)
 2011 CHIP (n=15,082)



Medicare

2013 Medicare (n=153,961)
 2011 Medicare (n=126,721)

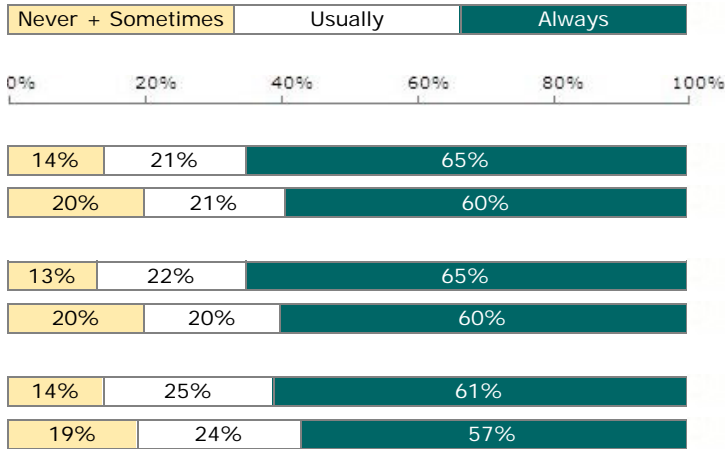
How often did a personal doctor explain things in a way child could understand.



Medicaid

2013 Child Medicaid (n=26,776)
 2011 Child Medicaid (n=36,855)
 2013 CHIP (n=4,147)
 2011 CHIP (n=11,553)

Health Plan Information & Customer Service Combines responses from two questions about health plan information and customer service from consumer's health plan.



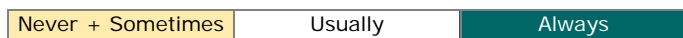
Medicaid

2013 Adult Medicaid (n=16,872)
 2011 Adult Medicaid (n=17,383)
 2013 Child Medicaid (n=18,074)
 2011 Child Medicaid (n=13,654)
 2013 CHIP (n=2,493)
 2011 CHIP (n=4,379)

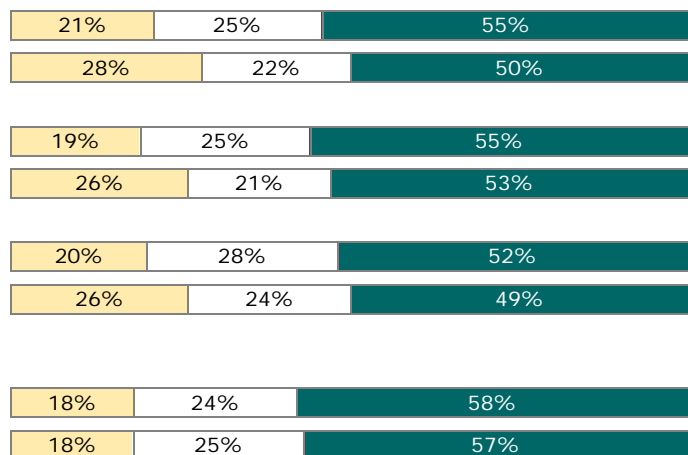
Medicare

2013 Medicare (n=54,539)
 2011 Medicare (n=46,551)

How often did the health plan's customer service give information or help consumers needed.



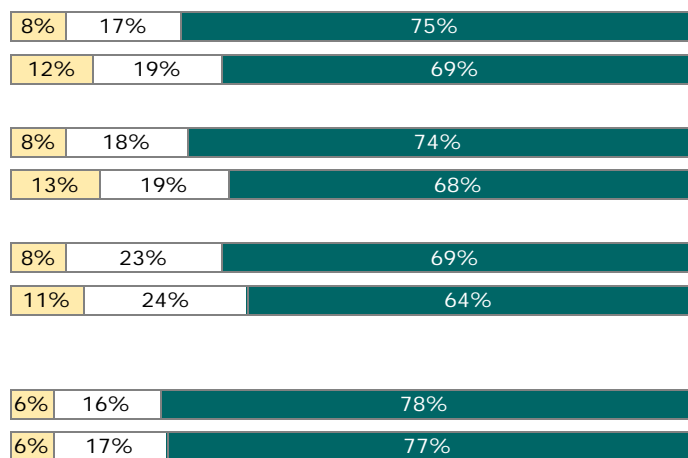
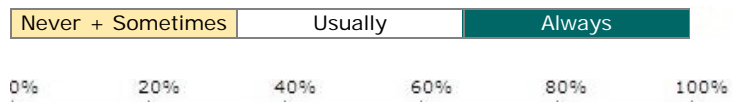
0% 20% 40% 60% 80% 100%



Medicaid
 2013 Adult Medicaid (n=16,710)
 2011 Adult Medicaid (n=17,222)
 2013 Child Medicaid (n=17,950)
 2011 Child Medicaid (n=13,542)
 2013 CHIP (n=2,481)
 2011 CHIP (n=4,348)

Medicare
 2013 Medicare (n=53,740)
 2011 Medicare (n=45,833)

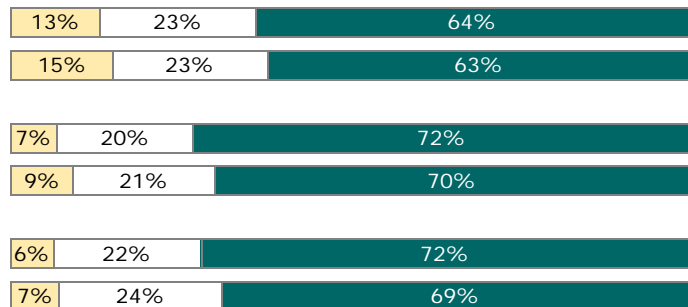
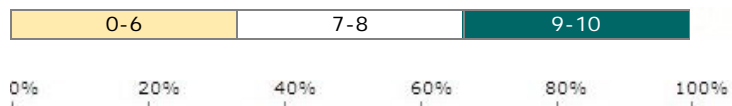
How often did the health plan's customer service staff treat consumers with courtesy and respect.



Medicaid
 2013 Adult Medicaid (n=16,696)
 2011 Adult Medicaid (n=17,232)
 2013 Child Medicaid (n=17,860)
 2011 Child Medicaid (n=13,536)
 2013 CHIP (n=2,470)
 2011 CHIP (n=4,348)

Medicare
 2013 Medicare (n=54,067)
 2011 Medicare (n=46,118)

Overall Rating of Personal Doctor Using 0 to 10, where 0 is the worst possible and 10 is the best possible, how would you rate your personal doctor?

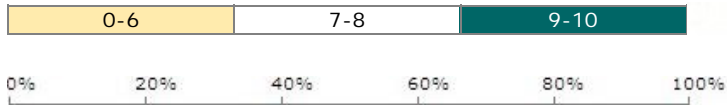


Medicaid
 2013 Adult Medicaid (n=44,185)
 2011 Adult Medicaid (n=55,157)
 2013 Child Medicaid (n=52,170)
 2011 Child Medicaid (n=70,384)
 2013 CHIP (n=7,167)
 2011 CHIP (n=19,815)

Medicare

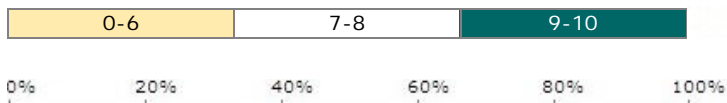
6%	18%	75%	2013 Medicare	(n=155,907)
7%	17%	76%	2011 Medicare	(n=126,721)

Overall Rating of Specialist Using 0 to 10, where 0 is the worst possible and 10 is the best possible, how would you rate your specialist?



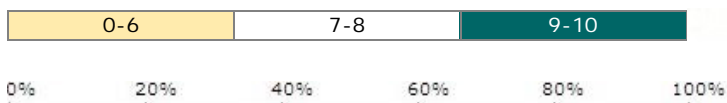
Medicaid				
13%	23%	64%	2013 Adult Medicaid	(n=21,053)
15%	23%	62%	2011 Adult Medicaid	(n=24,749)
9%	22%	69%	2013 Child Medicaid	(n=12,792)
11%	23%	66%	2011 Child Medicaid	(n=16,992)
9%	24%	67%	2013 CHIP	(n=1,626)
11%	23%	66%	2011 CHIP	(n=3,871)
Medicare				
8%	21%	71%	2013 Medicare	(n=104,610)
8%	19%	73%	2011 Medicare	(n=84,677)

Overall Rating of Health Care Using 0 to 10, where 0 is the worst possible and 10 is the best, how would you rate all your health care?



Medicaid				
18%	31%	51%	2013 Adult Medicaid	(n=42,522)
20%	31%	49%	2011 Adult Medicaid	(n=53,139)
10%	27%	63%	2013 Child Medicaid	(n=46,830)
10%	28%	61%	2011 Child Medicaid	(n=61,921)
8%	29%	63%	2013 CHIP	(n=6,191)
9%	29%	61%	2011 CHIP	(n=16,901)
Medicare				
12%	26%	62%	2013 Medicare	(n=187,837)
12%	26%	62%	2011 Medicare	(n=155,063)

Overall Rating of Health Plan Using 0 to 10, where 0 is the worst possible and 10 is the best possible, how would you rate your health plan?



Medicaid				
16%	28%	56%	2013 Adult Medicaid	(n=53,713)
18%	28%	54%	2011 Adult Medicaid	(n=67,085)



10%	24%	66%	2013 Child Medicaid (n=60,827)
10%	25%	64%	2011 Child Medicaid (n=79,304)
9%	27%	63%	2013 CHIP (n=8,523)
8%	24%	68%	2011 CHIP (n=24,862)
Medicare			
11%	26%	63%	2013 Medicare (n=186,569)
12%	26%	62%	2011 Medicare (n=154,743)

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2013 Adult Medicaid 5.0 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.

Plan	Consumer Reports			
	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)	↓	↓	↓	↓
Alameda Alliance for Health	↓	↓	↓	↓
AmeriHealth Mercy	↑	↔	↔	↔
CalOptima	↔	↔	↔	↔
CareSource	↑	↔	↔	↔
CenCal Health	↔	↔	↔	↔
Commonwealth Care	↑	↑	↔	↔
Community Health Group	↓	↓	↓	↓
Community Health Plan of Washington	↔	↔	↔	↔
Contra Costa Health Plan	↓	↓	↔	↔
Excellus Health Plan, Inc.	↑	↔	↑	↔
Family Health Network	↔	↔	↔	↑
Gold Coast Health Plan of Cal.	↔	↓	↔	↔
Health Plan of San Joaquin	↔	↓	↓	↔
Health Plan of San Mateo	↓	↓	↓	↔
Horizon NJ Health	↔	↔	↔	↔
Inland Empire Health Plan	↓	↓	↓	↔
Kern Family Health Care	↓	↓	↓	↔

L.A. Care Health Plan	↓	↓	↓	↔
MassHealth	↔	↔	↔	↔
MDWise - Healthy Indiana	↑	↑	↔	↔
MDWise - Hoosier Healthwise	↔	↔	↔	↔
Neighborhood Health Plan	↔	↔	↔	↔
Neighborhood Health Plan of RI	↔	↑	↔	↔
Network Health, Inc.	↑	↔	↔	↔
Partnership Health Plan	↔	↔	↔	↔
Priority Partners	↓	↔	↔	↔
San Francisco Health Plan	↓	↓	↔	↓
Santa Clara Family Health Plan	↓	↓	↓	↓
Univera Community Health	↔	↔	↔	↔
UPMC Health Plan	↑	↑	↑	↔
Virginia Premier Health Plan, Inc.	↑	↑	↔	↑

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2013 Adult Medicaid 5.0 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:

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.

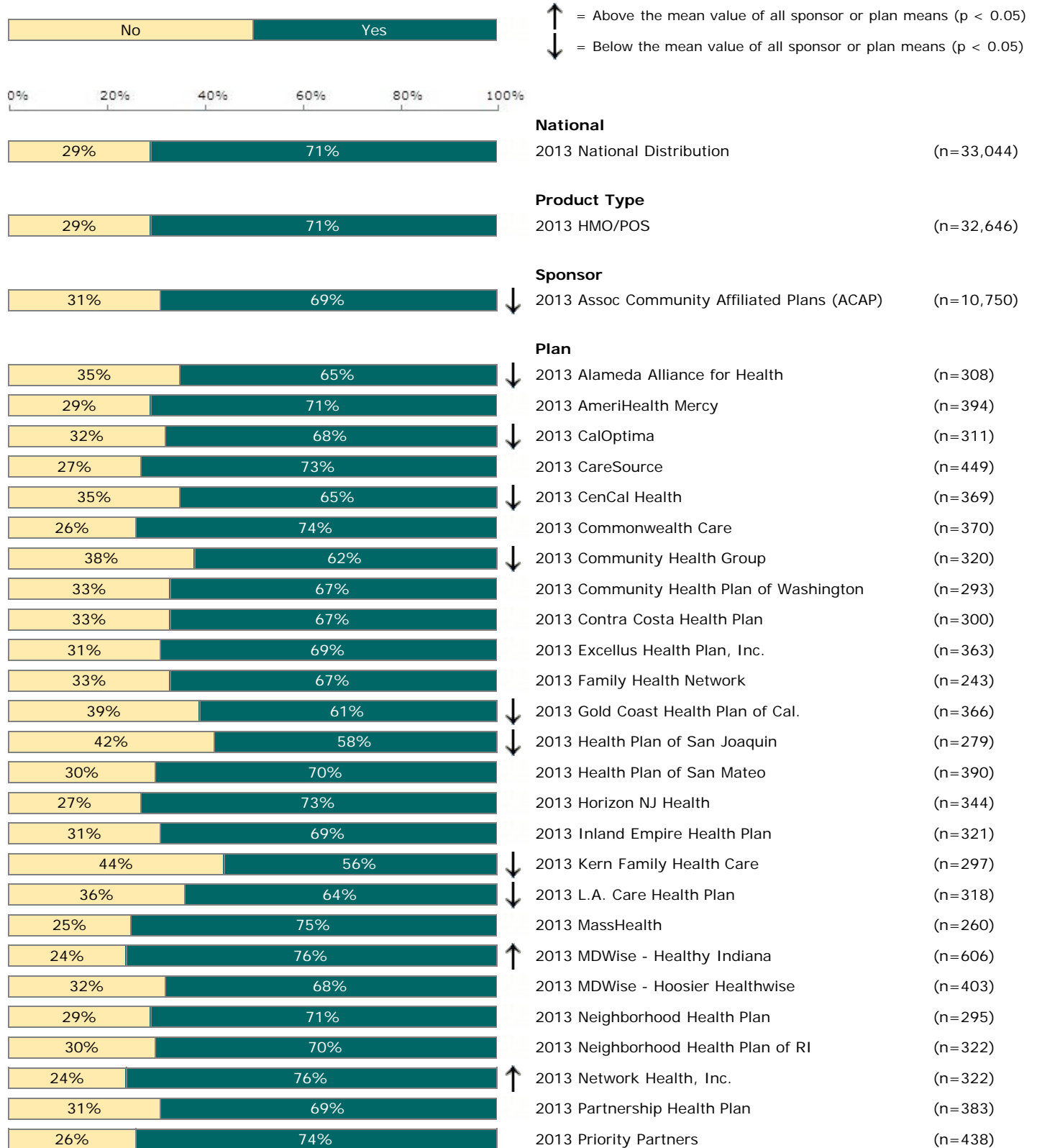
Plan	Consumer Ratings			
	Overall Rating of Personal Doctor	Overall Rating of Specialist	Overall Rating of Health Care	Overall Rating of Health Plan
Assoc Community Affiliated Plans (ACAP) (Sponsor)	↓	↔	↓	↓
Alameda Alliance for Health	↓	↔	↓	↓
AmeriHealth Mercy	↔	↔	↔	↑
CalOptima	↔	↔	↔	↔
CareSource	↔	↔	↑	↑
CenCal Health	↔	↔	↔	↓
Commonwealth Care	↔	↔	↔	↔
Community Health Group	↔	↔	↓	↓
Community Health Plan of Washington	↔	↔	↓	↓
Contra Costa Health Plan	↔	↔	↓	↓
Excellus Health Plan, Inc.	↔	↔	↑	↑
Family Health Network	↔	↔	↔	↓
Gold Coast Health Plan of Cal.	↔	↔	↔	↓
Health Plan of San Joaquin	↓	↔	↓	↔
Health Plan of San Mateo	↔	↔	↔	↔
Horizon NJ Health	↔	↔	↔	↑
Inland Empire Health Plan	↓	↔	↔	↔
Kern Family Health Care	↓	↔	↓	↓

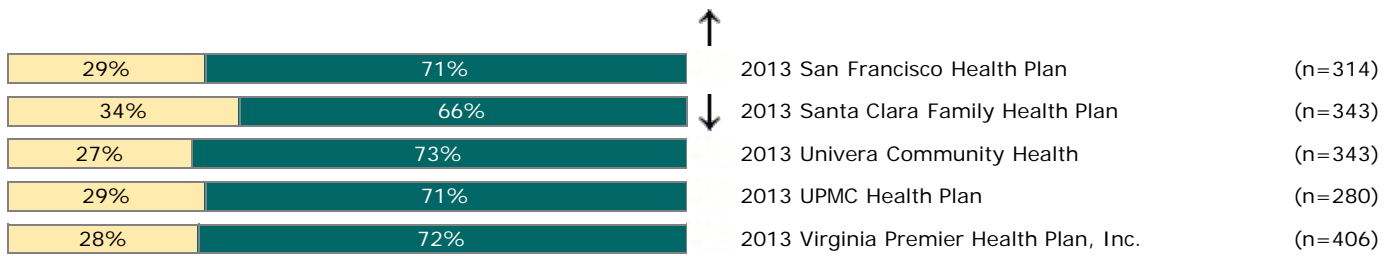
L.A. Care Health Plan	↔	↔	↔	↔
MassHealth	↔	↔	↔	↑
MDWise - Healthy Indiana	↔	↔	↔	↑
MDWise - Hoosier Healthwise	↔	↔	↔	↔
Neighborhood Health Plan	↔	↔	↔	↑
Neighborhood Health Plan of RI	↔	↔	↔	↑
Network Health, Inc.	↑	↑	↑	↑
Partnership Health Plan	↑	↔	↔	↓
Priority Partners	↓	↔	↓	↓
San Francisco Health Plan	↔	↔	↔	↓
Santa Clara Family Health Plan	↔	↔	↔	↔
Univera Community Health	↔	↔	↔	↑
UPMC Health Plan	↔	↔	↔	↑
Virginia Premier Health Plan, Inc.	↔	↑	↔	↔

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2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

Q8 Consumer and doctor talked about specific things to prevent illness

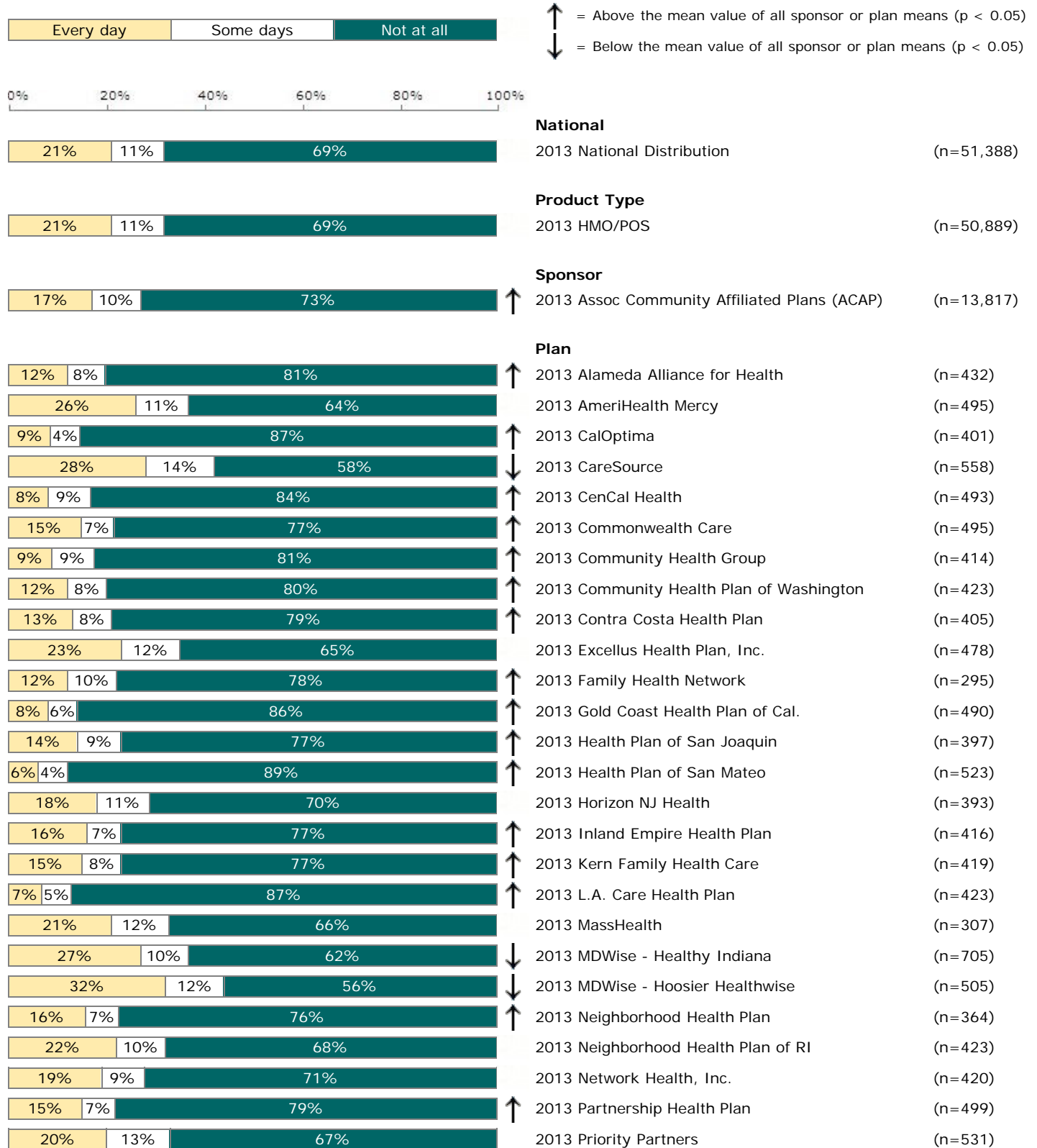


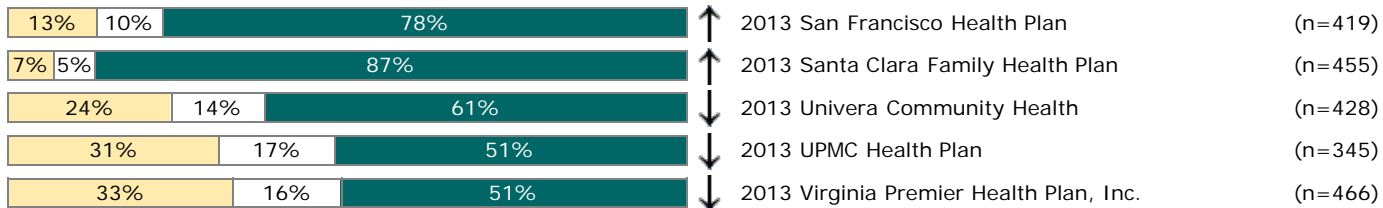


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2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

Q38 Currently smoke or use tobacco every day, some days or not at all





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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 5.0 data from the 2013 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	2013 CAHPS-HP Database
Gender		
Male	31%	33%
Female	69%	67%
Age		
18 - 24	14%	14%
25 - 34	20%	19%
35 - 44	18%	16%
45 - 54	20%	19%
55 - 64	17%	17%
65 - 74	6%	8%
75+	4%	6%
Education		
8th grade or less	12%	11%
Some high school, but did not graduate	17%	17%
High school graduate or GED	34%	36%
Some college or 2-year degree	27%	28%
4-year college graduate	6%	5%
More than 4-year college degree	3%	3%
Race/Ethnicity		
White	52%	56%
African-American	14%	18%
Asian	11%	7%
Native Hawaiian/Pacific Islander	1%	0%
American Indian/Native Alaskan	1%	1%
Other	13%	10%
Multi-racial	8%	7%
Hispanic/Latino origin or descent		
Yes	28%	22%
No	72%	78%
Health Status		
Excellent	11%	11%
Very Good	22%	22%
Good	34%	33%
Fair	25%	26%
Poor	8%	9%
Mental Health Status		

Excellent	20%	20%
Very Good	23%	22%
Good	30%	29%
Fair	21%	21%
Poor	6%	7%

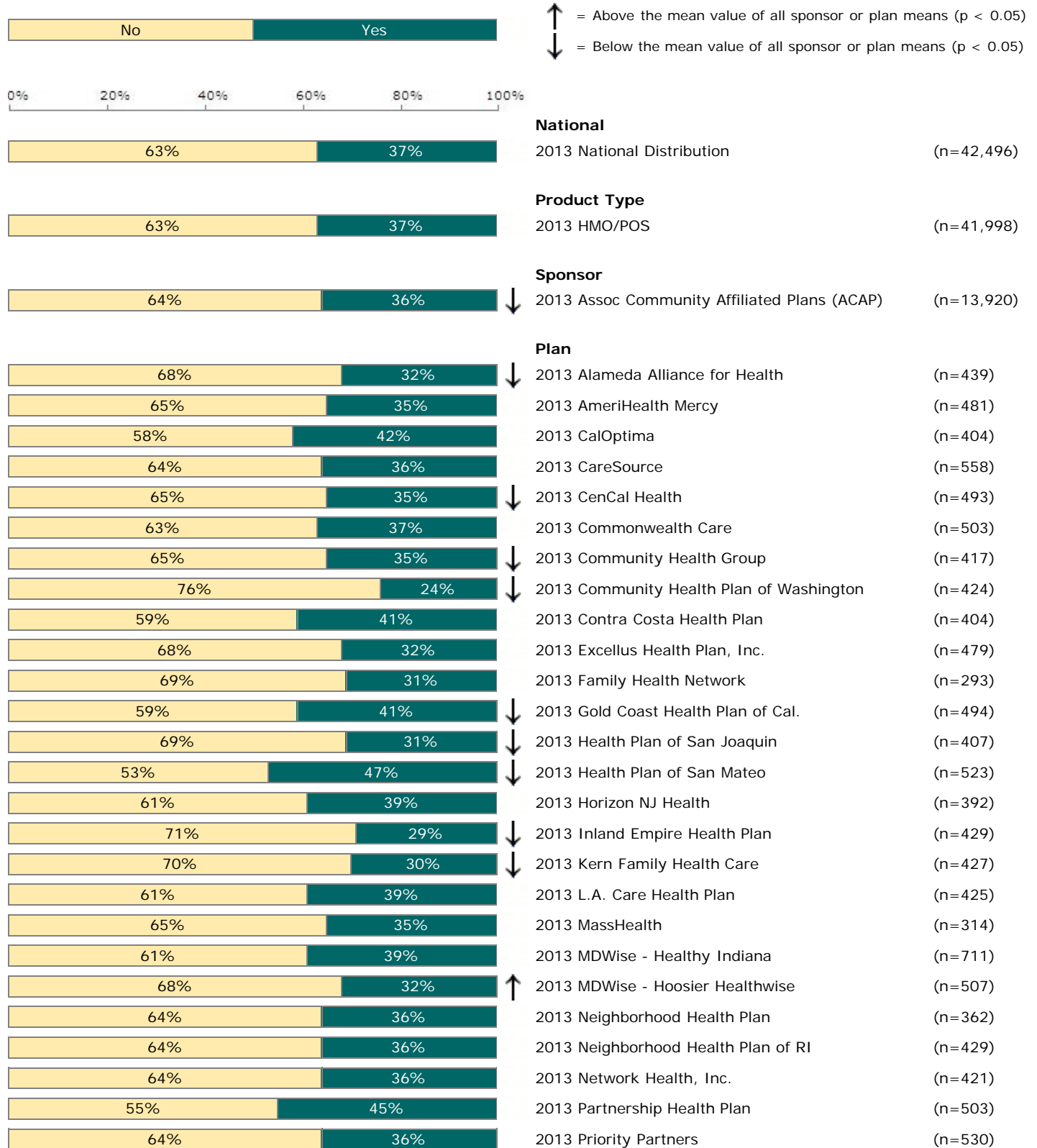
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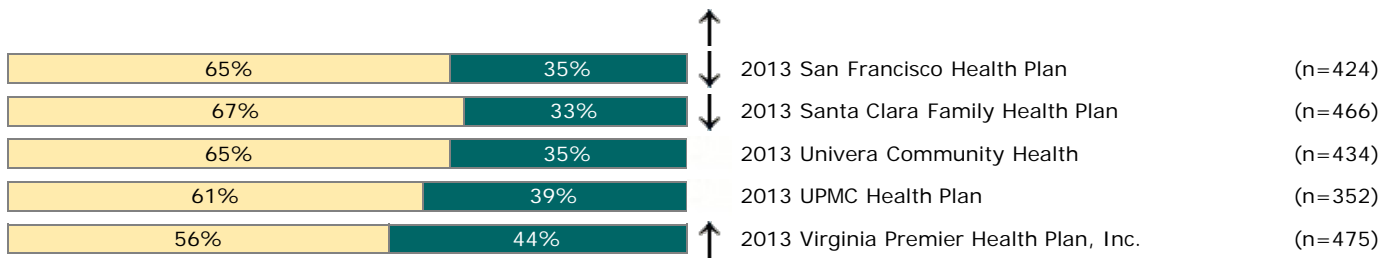
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2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

Q44 Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke

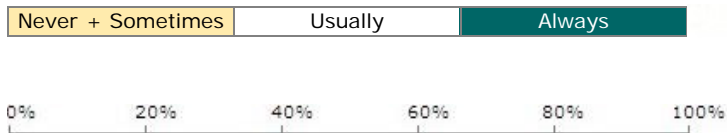




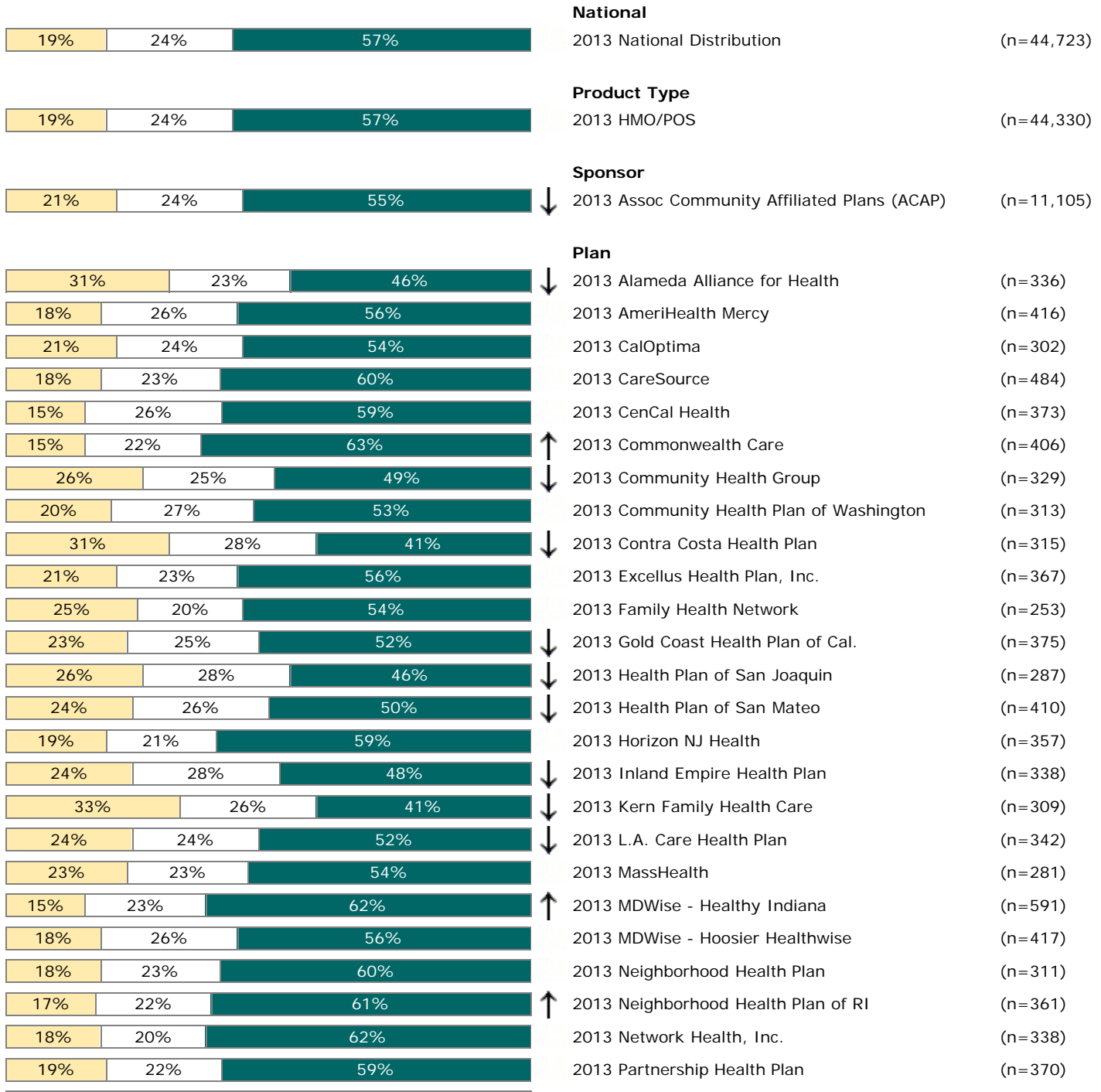
Results generated 12/18/2013 12:06:26 PM

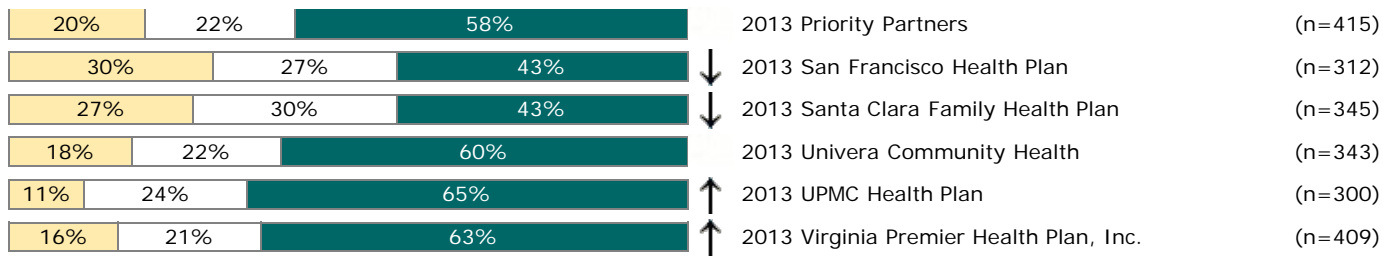
2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

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

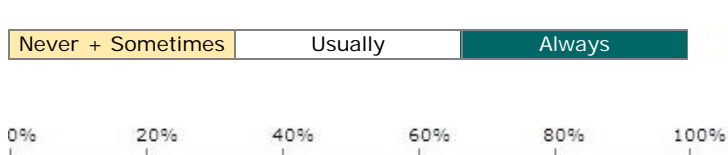


↑ = Above the mean value of all sponsor or plan means (p < 0.05)
↓ = Below the mean value of all sponsor or plan means (p < 0.05)





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



↑ = 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)



National

2013 National Distribution (n=23,605)



Product Type

2013 HMO/POS (n=23,403)



Sponsor

2013 Assoc Community Affiliated Plans (ACAP) (n=5,689)



Plan

↓ 2013 Alameda Alliance for Health (n=165)



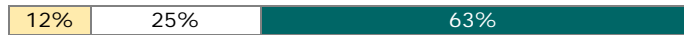
2013 AmeriHealth Mercy (n=243)



2013 CalOptima (n=148)



2013 CareSource (n=298)



↑ 2013 CenCal Health (n=202)



2013 Commonwealth Care (n=166)



2013 Community Health Group (n=161)



2013 Community Health Plan of Washington (n=163)



↓ 2013 Contra Costa Health Plan (n=174)



2013 Excellus Health Plan, Inc. (n=182)



2013 Family Health Network (n=100)



2013 Gold Coast Health Plan of Cal. (n=179)



↓ 2013 Health Plan of San Joaquin (n=136)



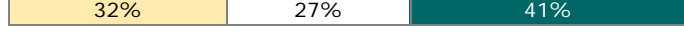
2013 Health Plan of San Mateo (n=185)



2013 Horizon NJ Health (n=178)



↓ 2013 Inland Empire Health Plan (n=191)



↓ 2013 Kern Family Health Care (n=152)



2013 L.A. Care Health Plan (n=171)



2013 MassHealth (n=150)



↑ 2013 MDWise - Healthy Indiana (n=290)



2013 MDWise - Hoosier Healthwise (n=244)



2013 Neighborhood Health Plan (n=168)



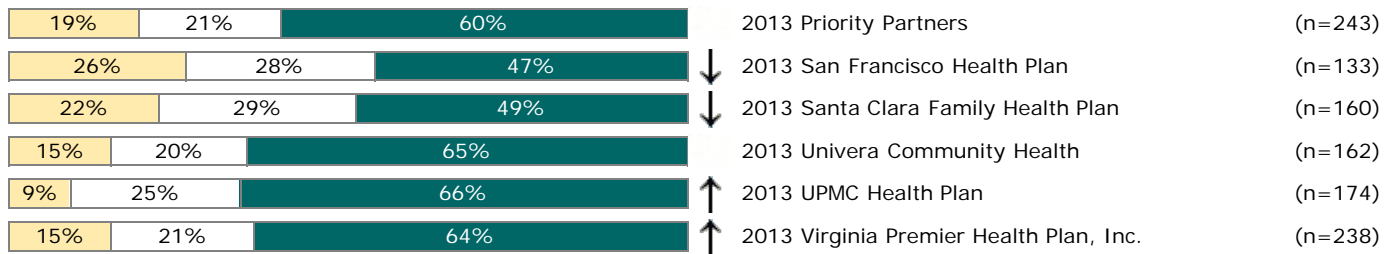
2013 Neighborhood Health Plan of RI (n=175)



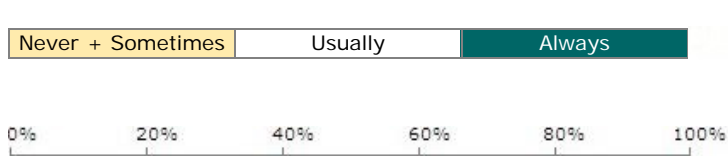
2013 Network Health, Inc. (n=180)



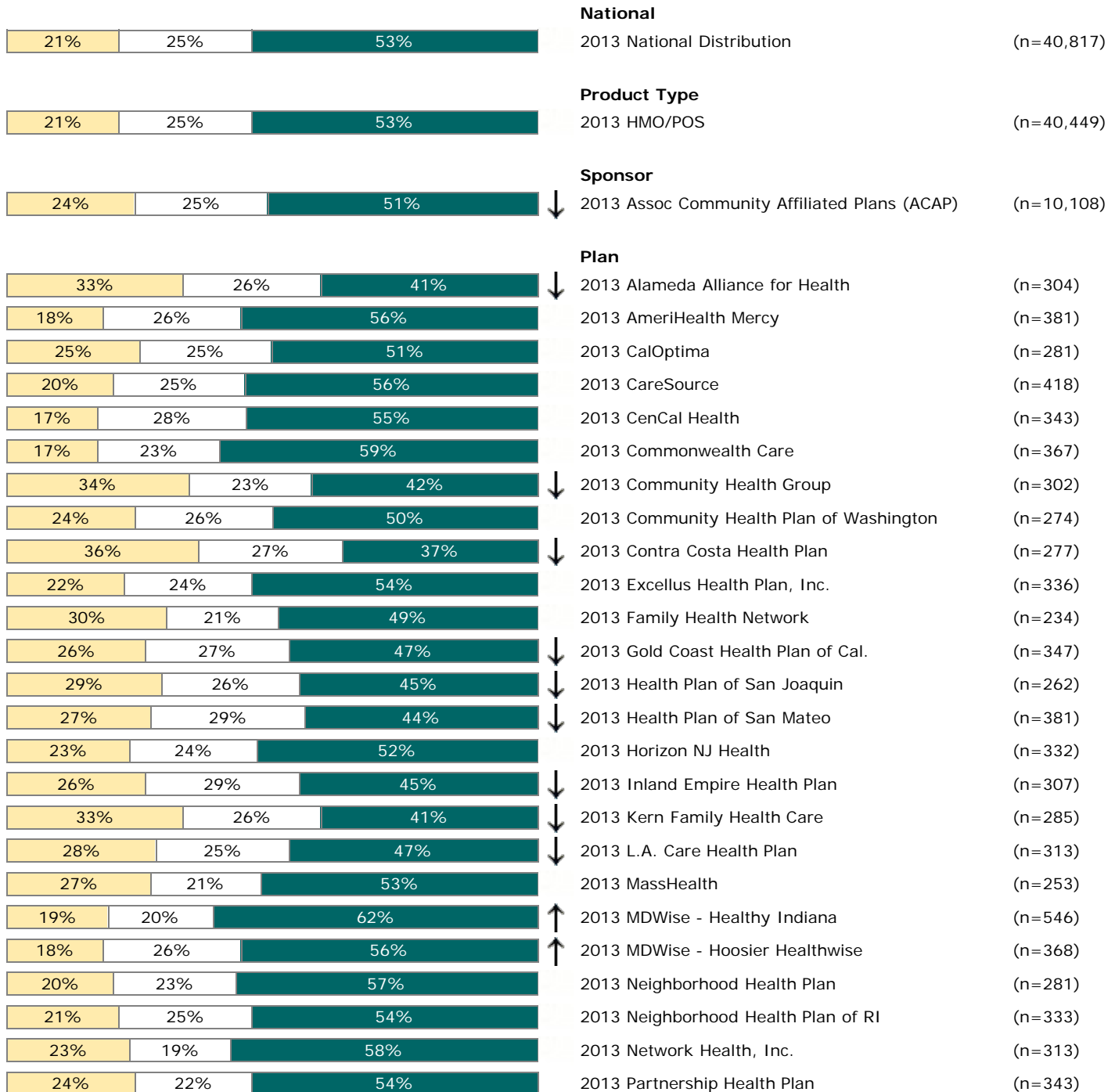
2013 Partnership Health Plan (n=178)

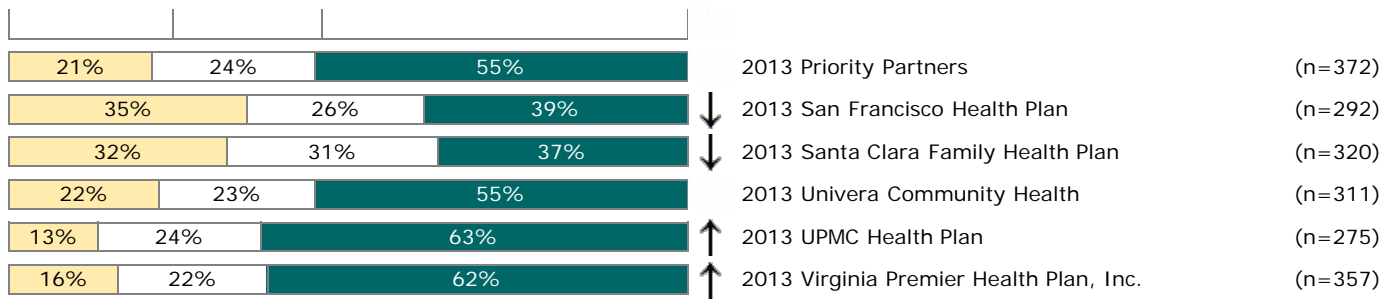


Q6 Got routine appointment at doctor's office or clinic as soon as needed



↑ = 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)

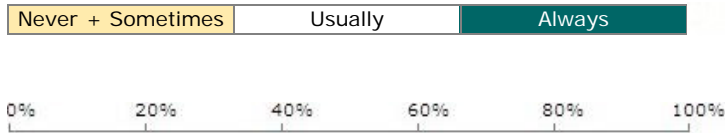




Results generated 12/18/2013 12:06:25 PM

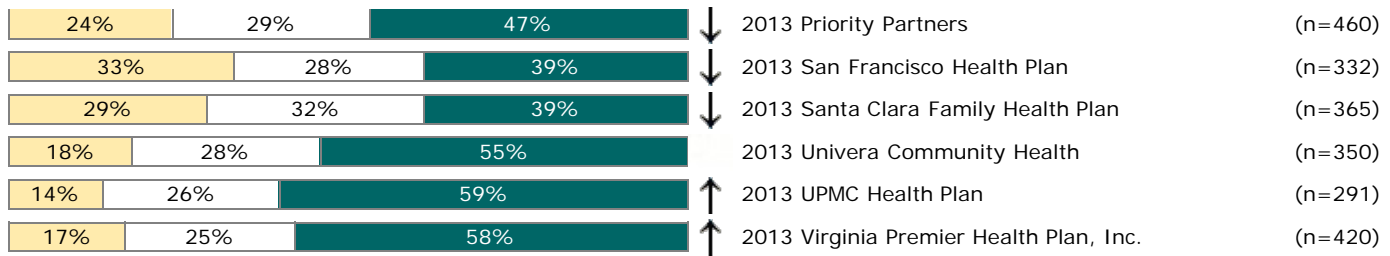
2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

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.

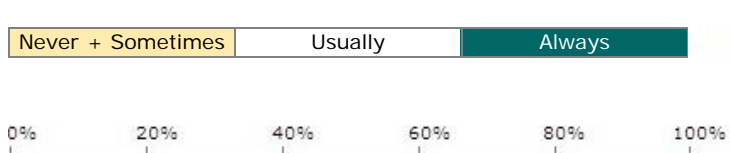


↑ = Above the mean value of all sponsor or plan means (p < 0.05)
↓ = Below the mean value of all sponsor or plan means (p < 0.05)

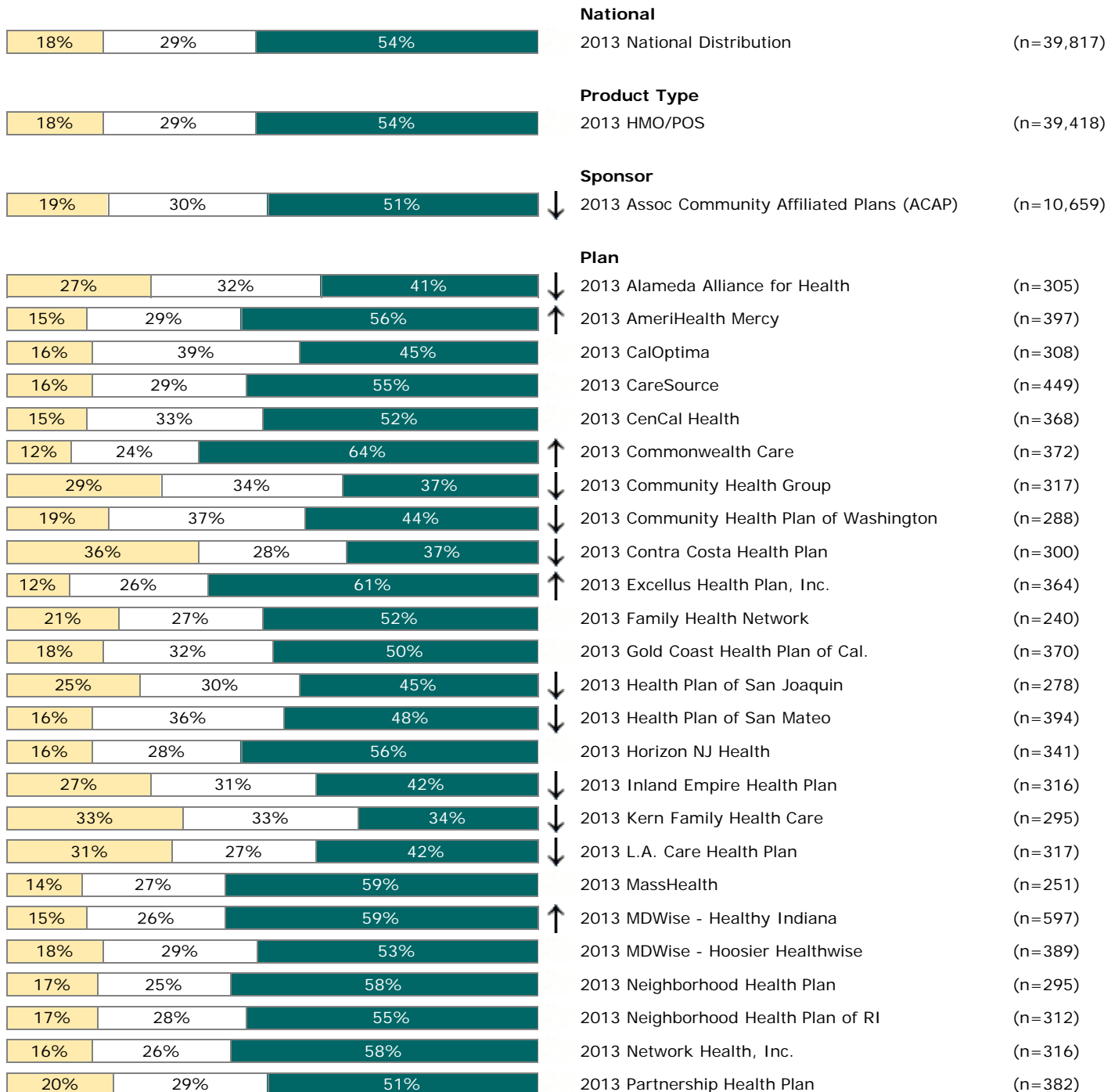
Category	Never + Sometimes	Usually	Always	Sample Size (n)
National				
2013 National Distribution	20%	28%	52%	(n=42,801)
Product Type				
2013 HMO/POS	20%	28%	52%	(n=42,384)
Sponsor				
2013 Assoc Community Affiliated Plans (ACAP)	21%	29%	50%	(n=11,246)
Plan				
2013 Alameda Alliance for Health	29%	30%	41%	(n=321)
2013 AmeriHealth Mercy	17%	29%	55%	(n=415)
2013 CalOptima	18%	34%	48%	(n=330)
2013 CareSource	16%	27%	57%	(n=471)
2013 CenCal Health	17%	30%	53%	(n=395)
2013 Commonwealth Care	12%	26%	62%	(n=398)
2013 Community Health Group	27%	32%	41%	(n=343)
2013 Community Health Plan of Washington	18%	37%	45%	(n=304)
2013 Contra Costa Health Plan	36%	31%	33%	(n=310)
2013 Excellus Health Plan, Inc.	16%	28%	56%	(n=380)
2013 Family Health Network	22%	26%	52%	(n=243)
2013 Gold Coast Health Plan of Cal.	21%	29%	50%	(n=394)
2013 Health Plan of San Joaquin	22%	34%	44%	(n=289)
2013 Health Plan of San Mateo	19%	35%	46%	(n=415)
2013 Horizon NJ Health	18%	29%	53%	(n=361)
2013 Inland Empire Health Plan	28%	32%	40%	(n=334)
2013 Kern Family Health Care	34%	30%	36%	(n=308)
2013 L.A. Care Health Plan	28%	30%	42%	(n=335)
2013 MassHealth	18%	29%	53%	(n=270)
2013 MDWise - Healthy Indiana	15%	26%	58%	(n=617)
2013 MDWise - Hoosier Healthwise	19%	27%	54%	(n=406)
2013 Neighborhood Health Plan	19%	25%	56%	(n=311)
2013 Neighborhood Health Plan of RI	19%	28%	53%	(n=340)
2013 Network Health, Inc.	18%	25%	57%	(n=336)
2013 Partnership Health Plan	21%	25%	53%	(n=402)

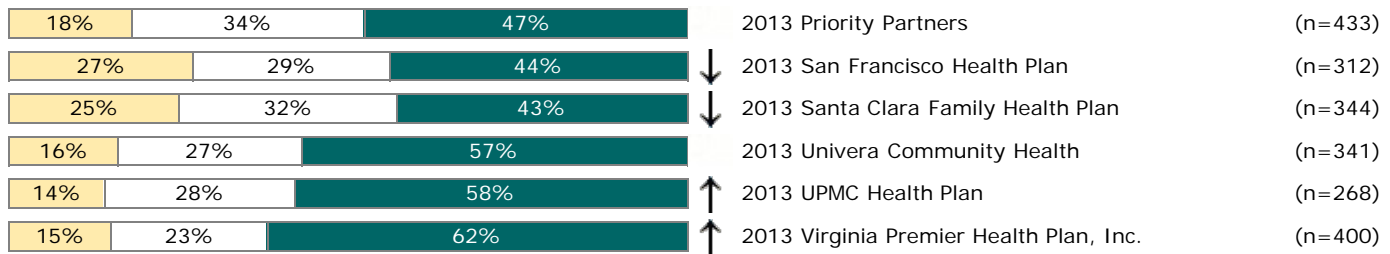


Q14 How often was easy to get needed care, tests, or treatment

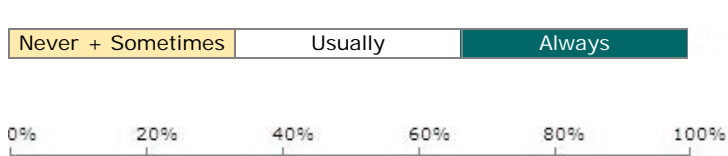


↑ = Above the mean value of all sponsor or plan means (p < 0.05)
 ↓ = Below the mean value of all sponsor or plan means (p < 0.05)

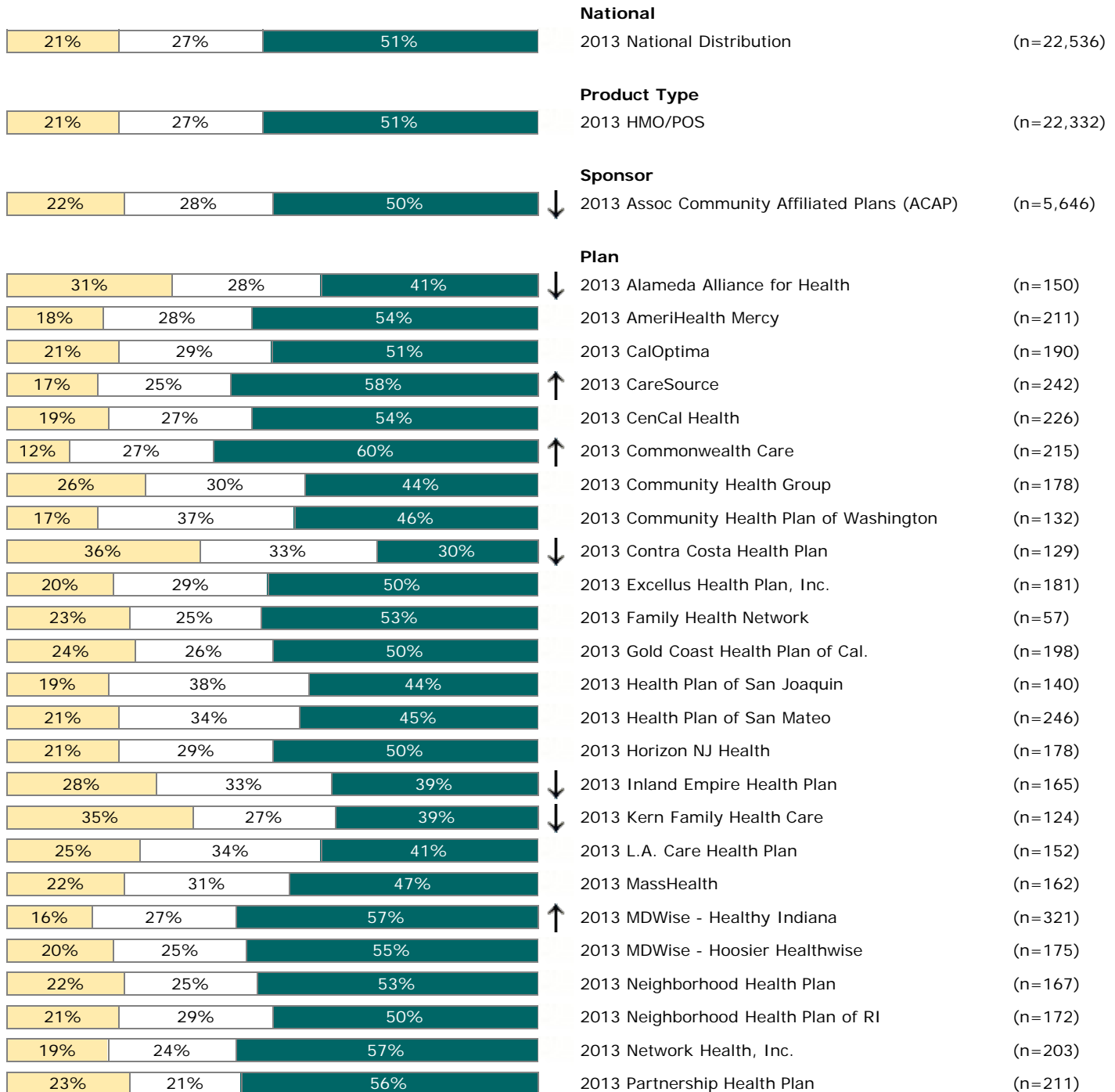


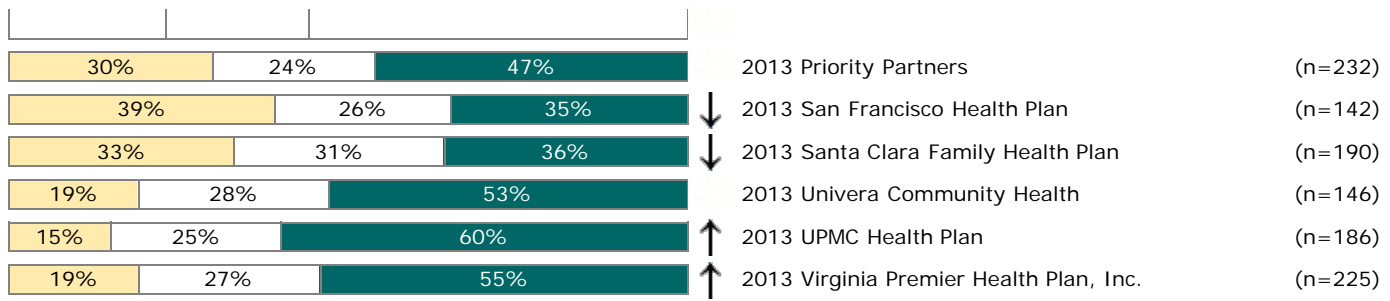


Q25 Got appointments with specialists as soon as needed



↑ = 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)

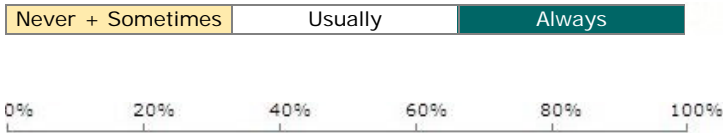




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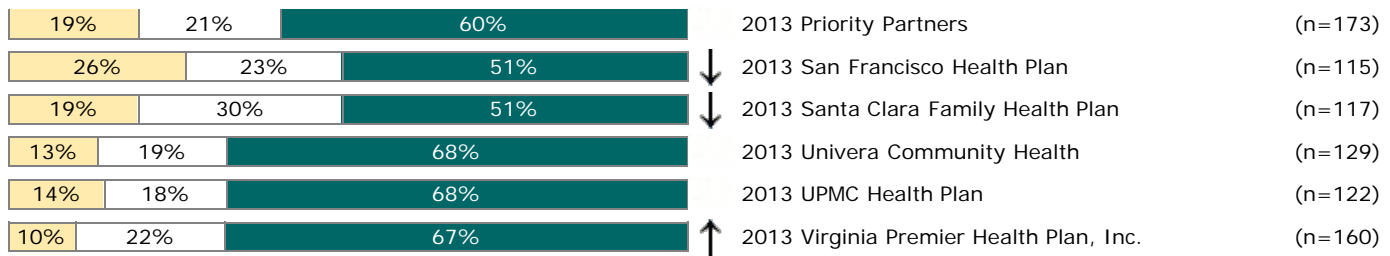
2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

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

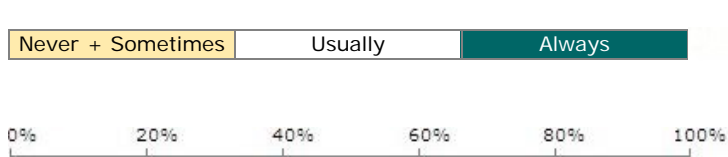


↑ = Above the mean value of all sponsor or plan means (p < 0.05)
 ↓ = Below the mean value of all sponsor or plan means (p < 0.05)

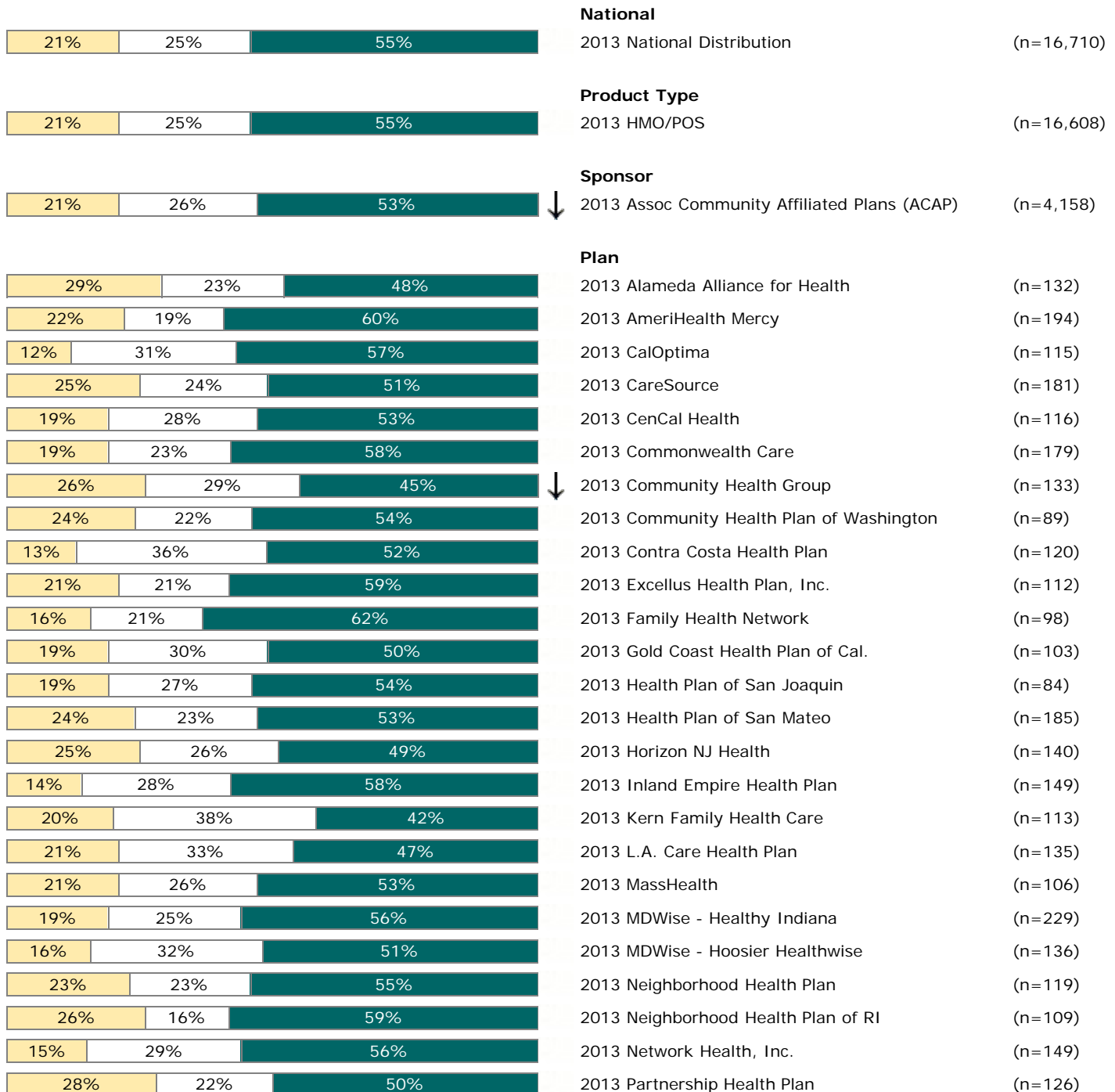
Response Distribution	Category	Sample Size (n)
14% Never + Sometimes, 21% Usually, 65% Always	National 2013 National Distribution	(n=16,872)
14% Never + Sometimes, 21% Usually, 65% Always	Product Type 2013 HMO/POS	(n=16,768)
15% Never + Sometimes, 22% Usually, 63% Always ↓	Sponsor 2013 Assoc Community Affiliated Plans (ACAP)	(n=4,194)
21% Never + Sometimes, 24% Usually, 54% Always ↓	Plan 2013 Alameda Alliance for Health	(n=132)
13% Never + Sometimes, 18% Usually, 69% Always	2013 AmeriHealth Mercy	(n=195)
8% Never + Sometimes, 25% Usually, 67% Always	2013 CalOptima	(n=117)
16% Never + Sometimes, 18% Usually, 66% Always	2013 CareSource	(n=181)
15% Never + Sometimes, 24% Usually, 61% Always	2013 CenCal Health	(n=117)
13% Never + Sometimes, 19% Usually, 68% Always	2013 Commonwealth Care	(n=179)
18% Never + Sometimes, 24% Usually, 58% Always ↓	2013 Community Health Group	(n=133)
16% Never + Sometimes, 21% Usually, 62% Always	2013 Community Health Plan of Washington	(n=89)
11% Never + Sometimes, 26% Usually, 62% Always	2013 Contra Costa Health Plan	(n=121)
14% Never + Sometimes, 16% Usually, 70% Always	2013 Excellus Health Plan, Inc.	(n=114)
10% Never + Sometimes, 18% Usually, 71% Always ↑	2013 Family Health Network	(n=98)
14% Never + Sometimes, 27% Usually, 59% Always	2013 Gold Coast Health Plan of Cal.	(n=104)
14% Never + Sometimes, 24% Usually, 61% Always	2013 Health Plan of San Joaquin	(n=84)
17% Never + Sometimes, 23% Usually, 60% Always	2013 Health Plan of San Mateo	(n=185)
16% Never + Sometimes, 21% Usually, 63% Always	2013 Horizon NJ Health	(n=142)
12% Never + Sometimes, 21% Usually, 68% Always	2013 Inland Empire Health Plan	(n=155)
13% Never + Sometimes, 32% Usually, 55% Always	2013 Kern Family Health Care	(n=115)
15% Never + Sometimes, 25% Usually, 60% Always	2013 L.A. Care Health Plan	(n=136)
16% Never + Sometimes, 25% Usually, 59% Always	2013 MassHealth	(n=107)
13% Never + Sometimes, 21% Usually, 65% Always	2013 MDWise - Healthy Indiana	(n=230)
12% Never + Sometimes, 25% Usually, 63% Always	2013 MDWise - Hoosier Healthwise	(n=137)
13% Never + Sometimes, 20% Usually, 68% Always	2013 Neighborhood Health Plan	(n=119)
17% Never + Sometimes, 16% Usually, 67% Always	2013 Neighborhood Health Plan of RI	(n=111)
10% Never + Sometimes, 22% Usually, 68% Always	2013 Network Health, Inc.	(n=150)
18% Never + Sometimes, 21% Usually, 61% Always	2013 Partnership Health Plan	(n=127)



Q31 Customer service gave necessary information or help

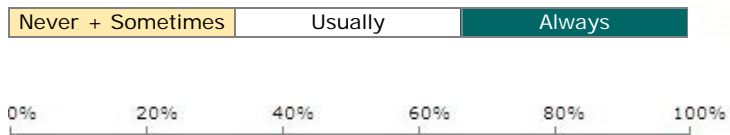


↑ = Above the mean value of all sponsor or plan means (p < 0.05)
 ↓ = Below the mean value of all sponsor or plan means (p < 0.05)



31%	21%	48%	↓	2013 Priority Partners	(n=170)
37%	21%	42%	↓	2013 San Francisco Health Plan	(n=114)
25%	33%	42%	↓	2013 Santa Clara Family Health Plan	(n=116)
20%	24%	56%		2013 Univera Community Health	(n=128)
21%	24%	55%		2013 UPMC Health Plan	(n=121)
15%	29%	56%		2013 Virginia Premier Health Plan, Inc.	(n=157)

Q32 Customer service staff courteous and respectful



↑ = 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)



National

2013 National Distribution (n=16,696)



Product Type

2013 HMO/POS (n=16,593)



Sponsor

2013 Assoc Community Affiliated Plans (ACAP) (n=4,141)



Plan

2013 Alameda Alliance for Health (n=128)



2013 AmeriHealth Mercy (n=190)



2013 CalOptima (n=115)



2013 CareSource (n=181)



2013 CenCal Health (n=114)



2013 Commonwealth Care (n=178)



2013 Community Health Group (n=131)



2013 Community Health Plan of Washington (n=89)



2013 Contra Costa Health Plan (n=119)



2013 Excellus Health Plan, Inc. (n=113)



2013 Family Health Network (n=97)



2013 Gold Coast Health Plan of Cal. (n=102)



2013 Health Plan of San Joaquin (n=84)



2013 Health Plan of San Mateo (n=184)



2013 Horizon NJ Health (n=141)



2013 Inland Empire Health Plan (n=154)



2013 Kern Family Health Care (n=115)



2013 L.A. Care Health Plan (n=135)



2013 MassHealth (n=100)



2013 MDWise - Healthy Indiana (n=226)



2013 MDWise - Hoosier Healthwise (n=136)



2013 Neighborhood Health Plan (n=119)



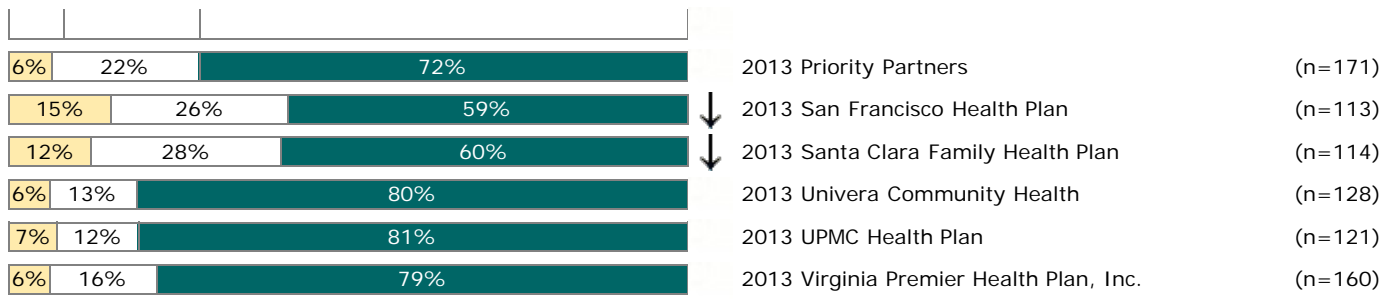
2013 Neighborhood Health Plan of RI (n=110)



2013 Network Health, Inc. (n=147)



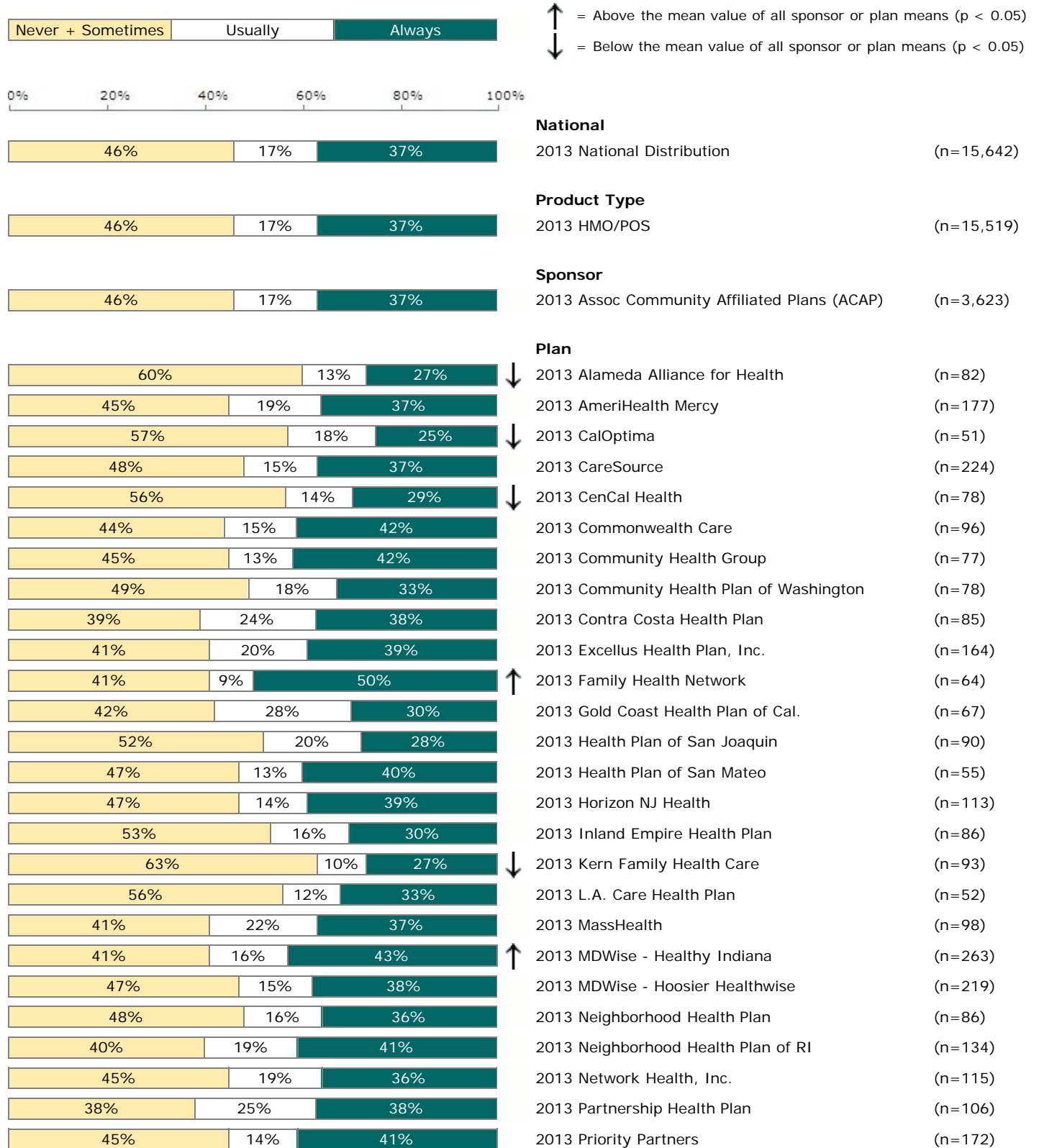
2013 Partnership Health Plan (n=126)



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2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

Q39 How often consumer was advised to quit smoking or using tobacco

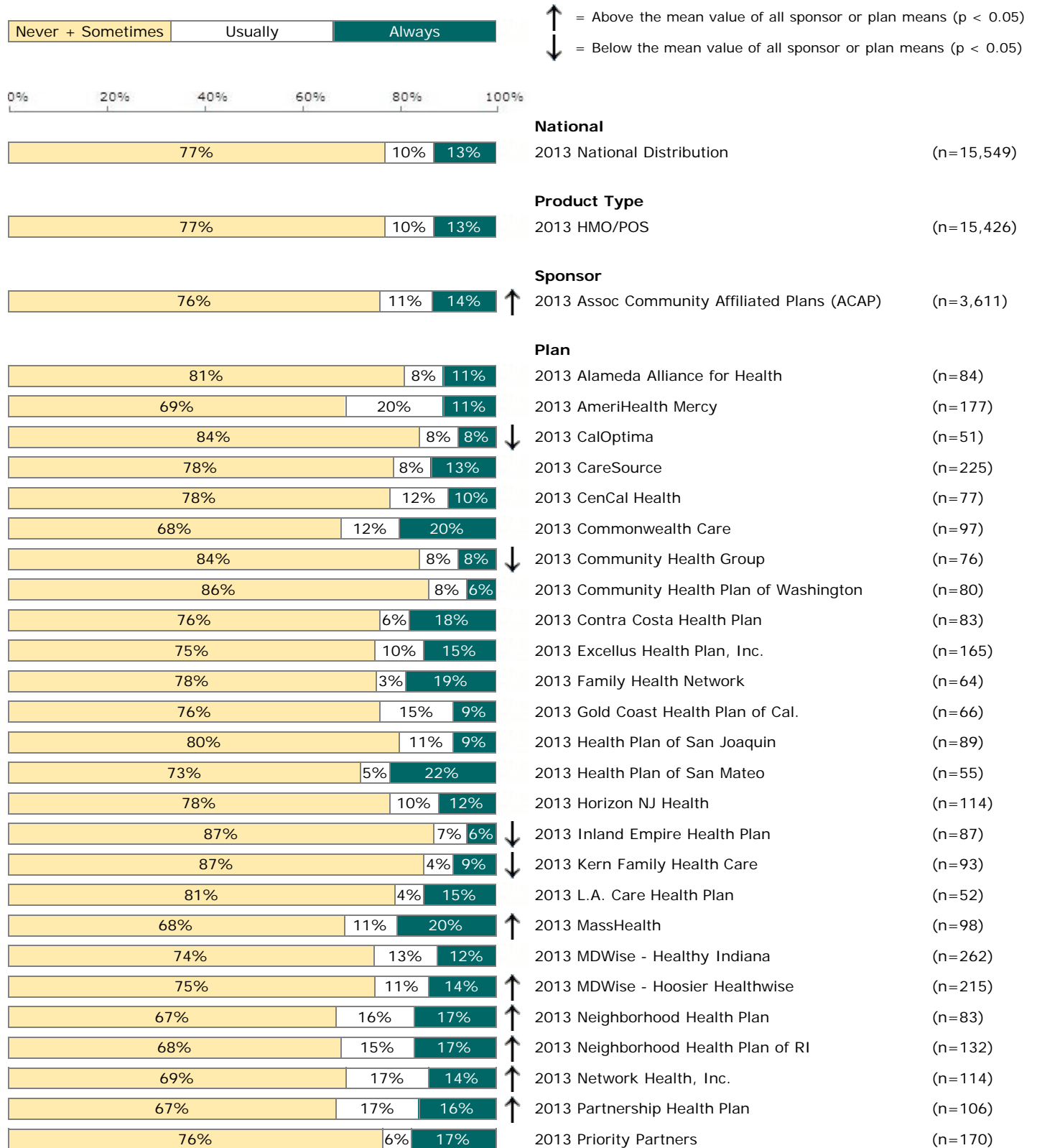


50%	15%	35%	2013 San Francisco Health Plan	(n=92)
61%	11%	29%	2013 Santa Clara Family Health Plan	(n=56)
43%	14%	43%	2013 Univera Community Health	(n=164)
40%	23%	37%	2013 UPMC Health Plan	(n=164)
40%	20%	40%	2013 Virginia Premier Health Plan, Inc.	(n=222)

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2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

Q41 How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer

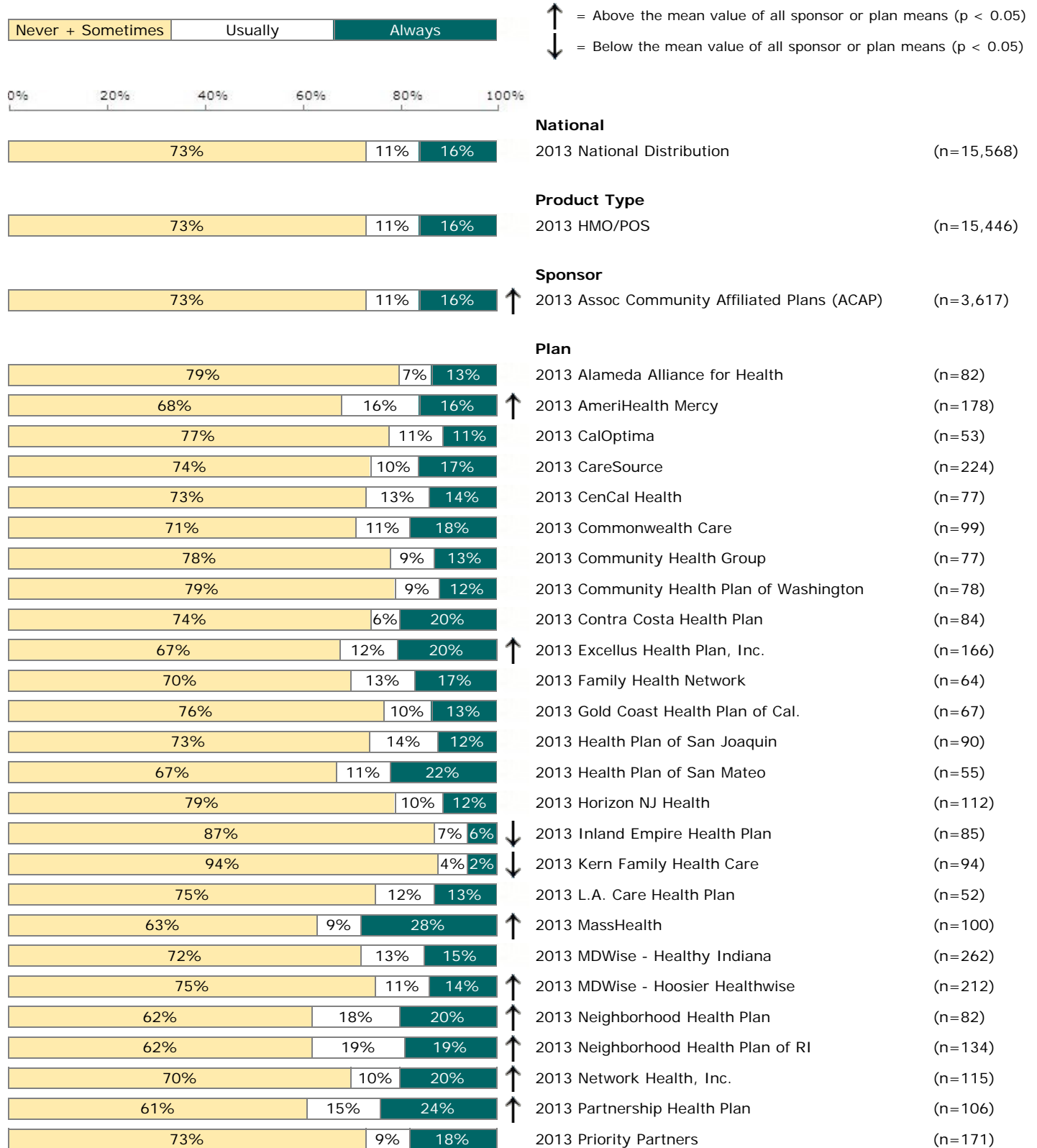


70%	9%	21%	↑	2013 San Francisco Health Plan	(n=91)
72%	10%	17%		2013 Santa Clara Family Health Plan	(n=58)
73%	12%	15%	↑	2013 Univera Community Health	(n=162)
77%	9%	13%		2013 UPMC Health Plan	(n=164)
78%	13%	9%		2013 Virginia Premier Health Plan, Inc.	(n=221)

Results generated 12/18/2013 12:06:26 PM

2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

Q40 How often medication was recommended or discussed to help consumer quit smoking or using tobacco

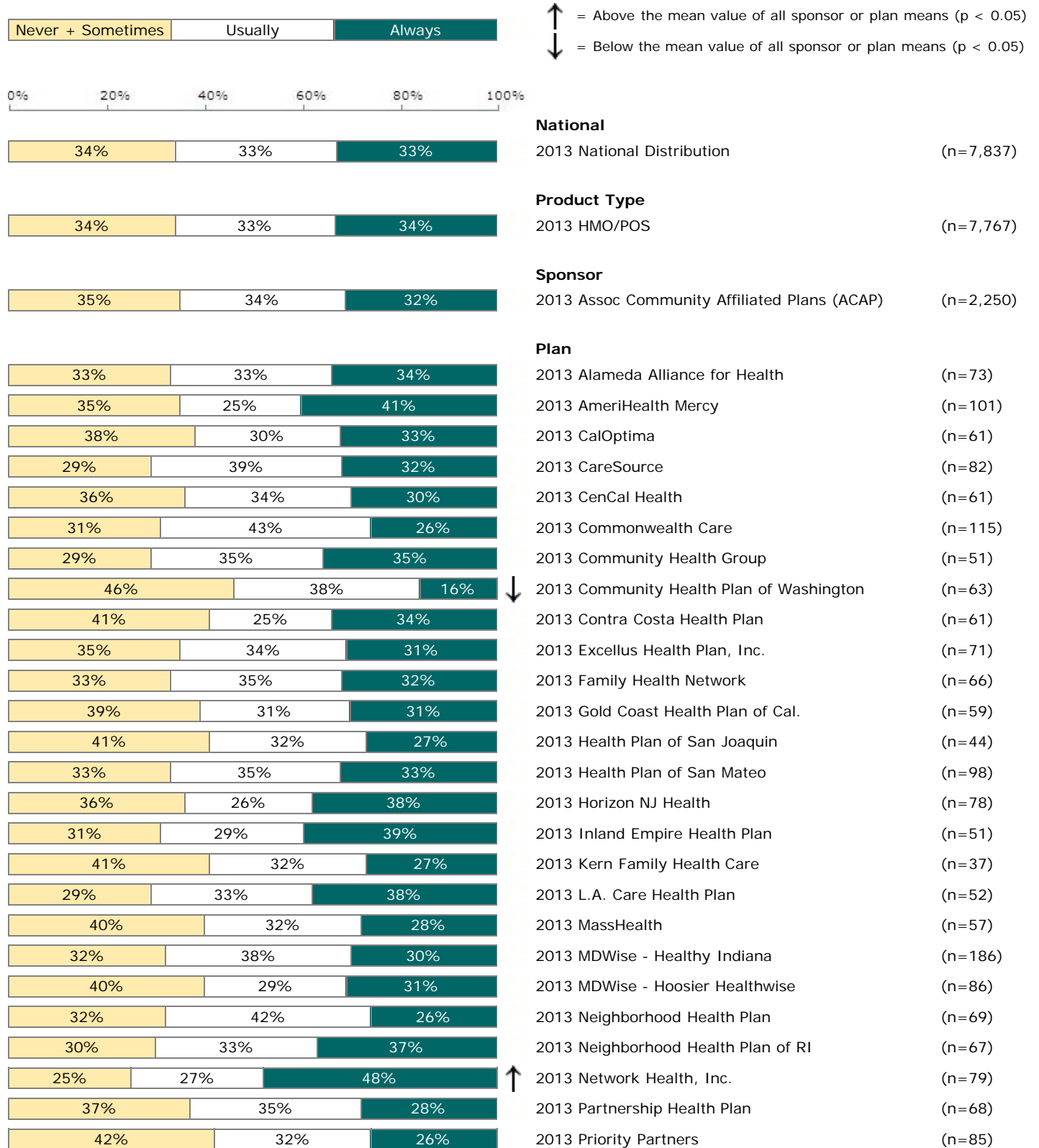


75%	10%	15%	2013 San Francisco Health Plan	(n=92)
74%	9%	17%	2013 Santa Clara Family Health Plan	(n=58)
70%	8%	22%	2013 Univera Community Health	(n=165)
74%	11%	15%	2013 UPMC Health Plan	(n=163)
75%	10%	15%	2013 Virginia Premier Health Plan, Inc.	(n=220)

Results generated 12/18/2013 12:06:26 PM

2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

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

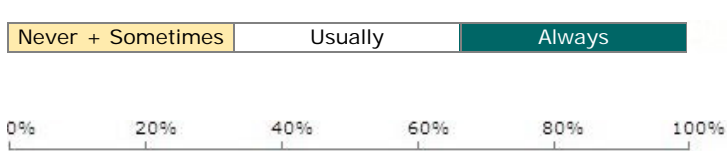


37%	35%	28%	2013 San Francisco Health Plan	(n=54)
43%	32%	25%	2013 Santa Clara Family Health Plan	(n=60)
35%	38%	28%	2013 Univera Community Health	(n=69)
21%	47%	33%	2013 UPMC Health Plan	(n=58)
33%	33%	34%	2013 Virginia Premier Health Plan, Inc.	(n=88)

Results generated 12/18/2013 12:06:26 PM

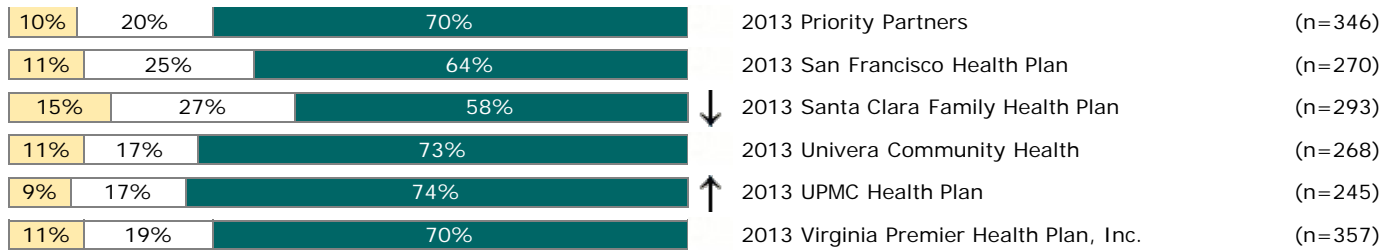
2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

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

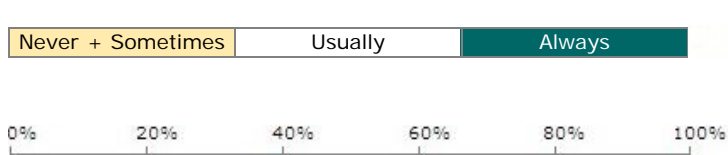


↑ = Above the mean value of all sponsor or plan means (p < 0.05)
↓ = Below the mean value of all sponsor or plan means (p < 0.05)

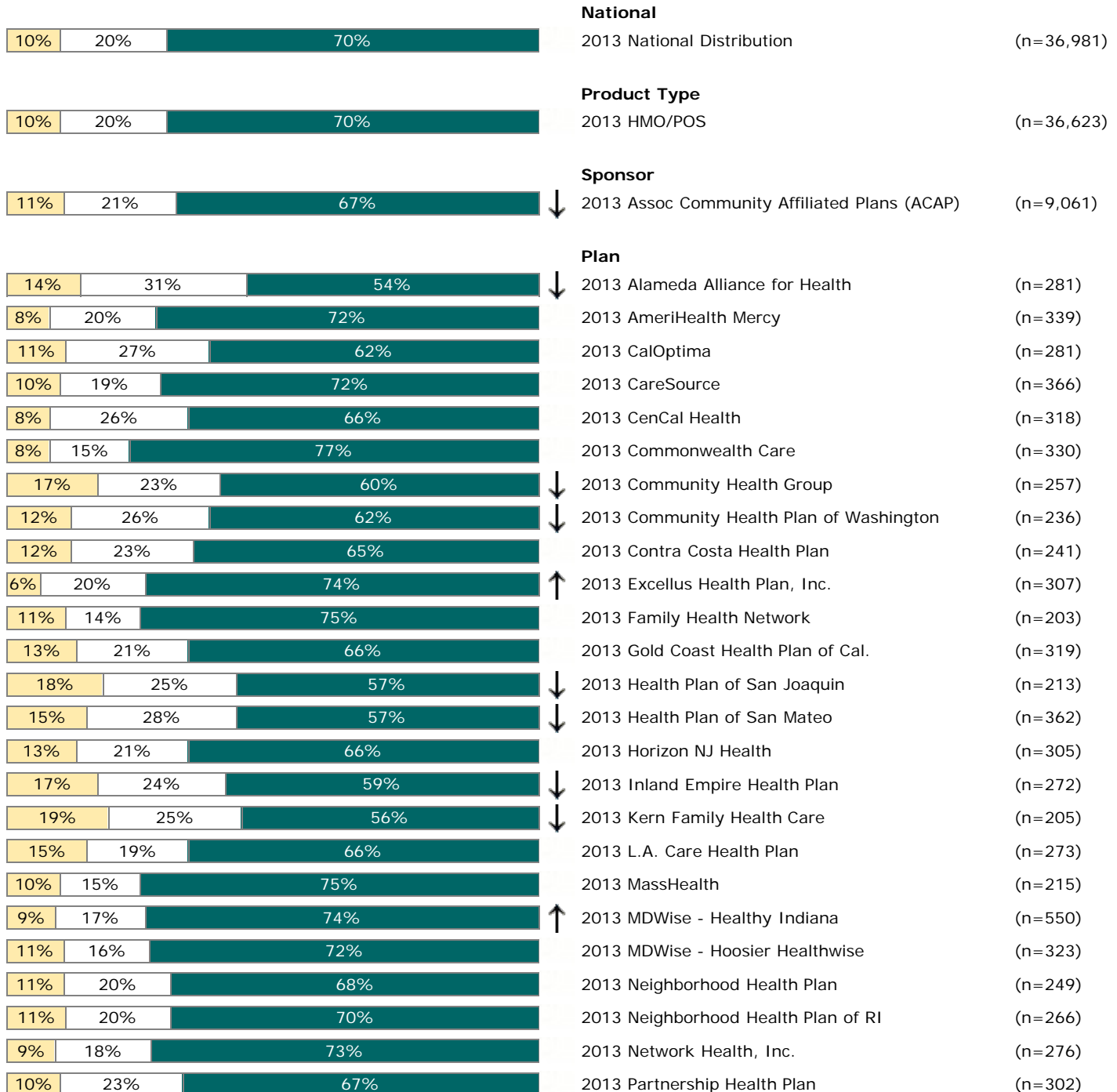
Category	Never + Sometimes	Usually	Always	Sample Size (n)
National				
2013 National Distribution	10%	19%	71%	(n=37,204)
Product Type				
2013 HMO/POS	10%	19%	71%	(n=36,845)
Sponsor				
2013 Assoc Community Affiliated Plans (ACAP)	12%	21%	68%	(n=9,108)
Plan				
2013 Alameda Alliance for Health	14%	28%	58%	(n=283)
2013 AmeriHealth Mercy	9%	19%	71%	(n=340)
2013 CalOptima	11%	25%	64%	(n=283)
2013 CareSource	11%	20%	69%	(n=368)
2013 CenCal Health	9%	25%	65%	(n=320)
2013 Commonwealth Care	8%	16%	76%	(n=332)
2013 Community Health Group	16%	22%	62%	(n=258)
2013 Community Health Plan of Washington	10%	26%	64%	(n=237)
2013 Contra Costa Health Plan	12%	23%	65%	(n=242)
2013 Excellus Health Plan, Inc.	7%	19%	74%	(n=307)
2013 Family Health Network	10%	14%	76%	(n=203)
2013 Gold Coast Health Plan of Cal.	12%	20%	68%	(n=320)
2013 Health Plan of San Joaquin	19%	26%	55%	(n=214)
2013 Health Plan of San Mateo	13%	24%	63%	(n=366)
2013 Horizon NJ Health	11%	19%	70%	(n=306)
2013 Inland Empire Health Plan	18%	22%	60%	(n=276)
2013 Kern Family Health Care	17%	23%	60%	(n=206)
2013 L.A. Care Health Plan	14%	20%	66%	(n=273)
2013 MassHealth	10%	17%	73%	(n=216)
2013 MDWise - Healthy Indiana	10%	17%	73%	(n=551)
2013 MDWise - Hoosier Healthwise	14%	17%	70%	(n=323)
2013 Neighborhood Health Plan	12%	21%	67%	(n=251)
2013 Neighborhood Health Plan of RI	10%	17%	73%	(n=268)
2013 Network Health, Inc.	11%	17%	72%	(n=281)
2013 Partnership Health Plan	10%	21%	68%	(n=305)

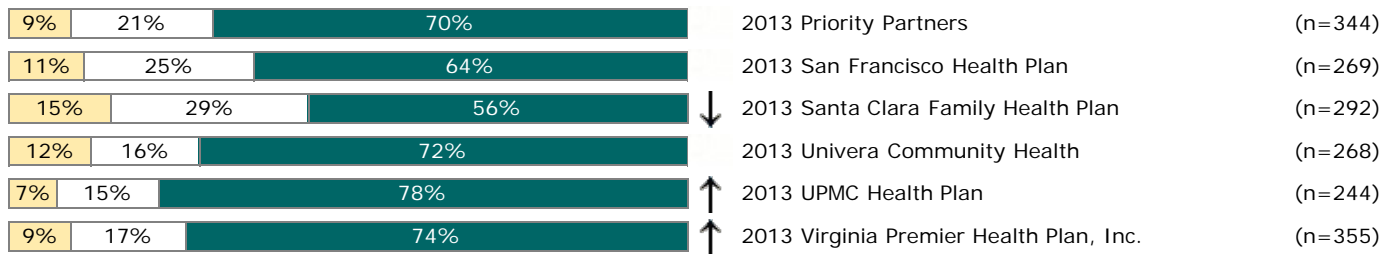


Q17 Personal doctor explained things clearly

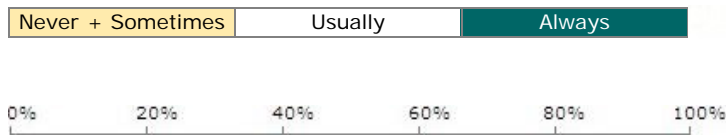


↑ = Above the mean value of all sponsor or plan means (p < 0.05)
 ↓ = Below the mean value of all sponsor or plan means (p < 0.05)

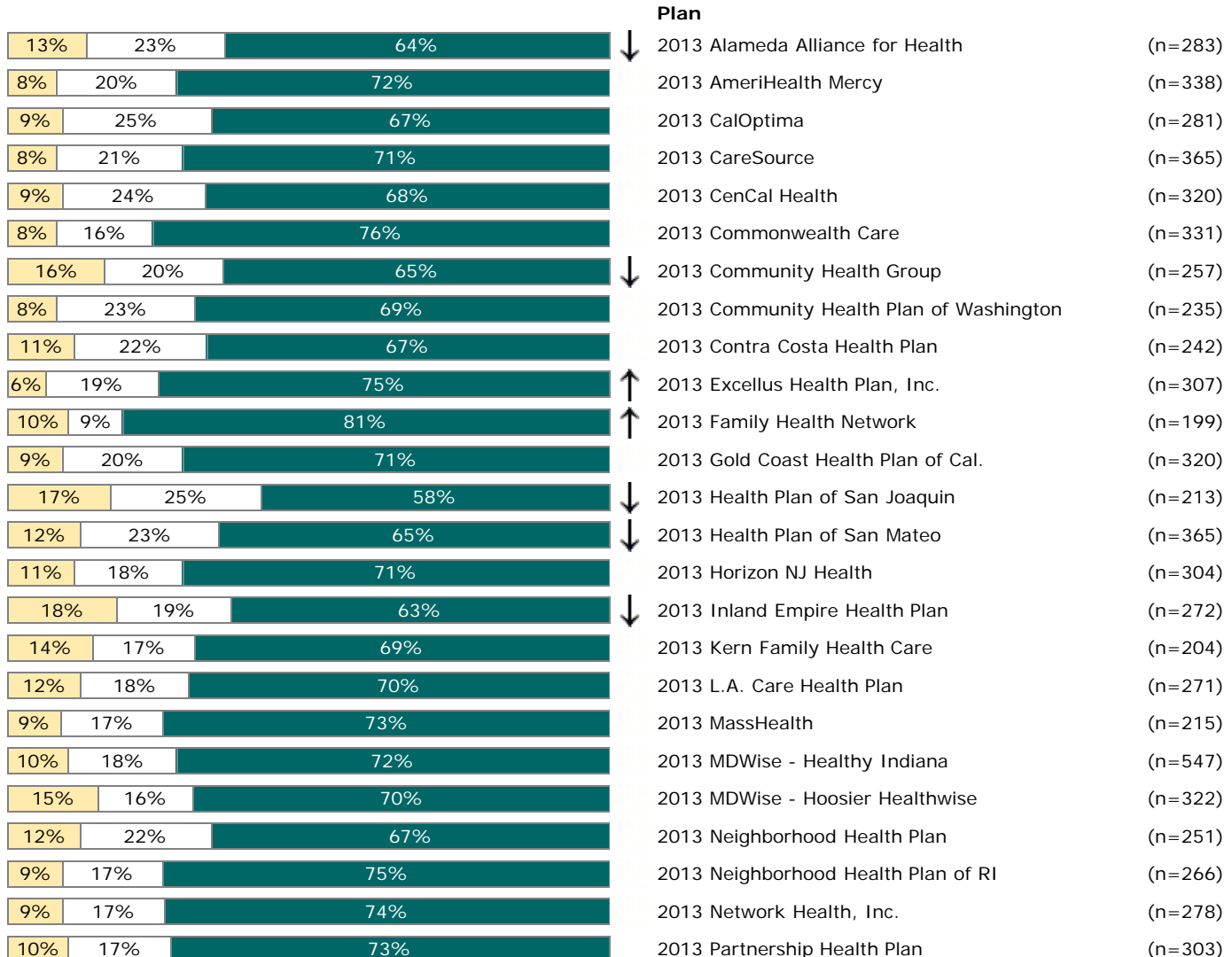


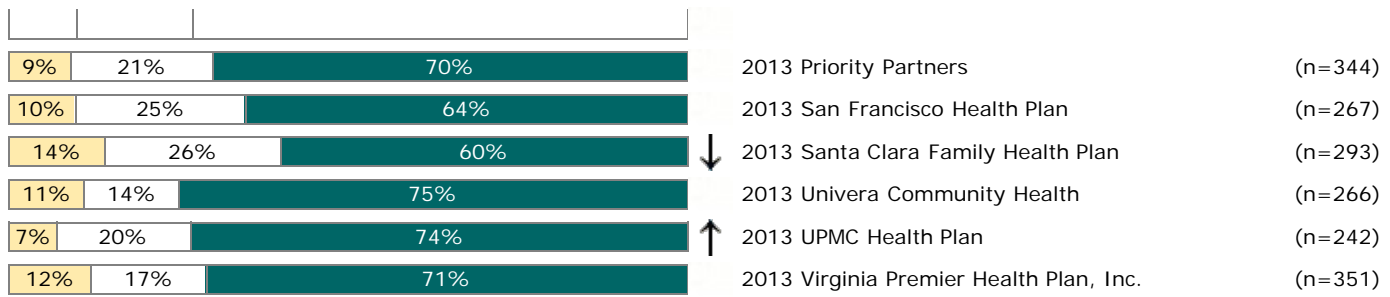


Q18 Personal doctor listened carefully

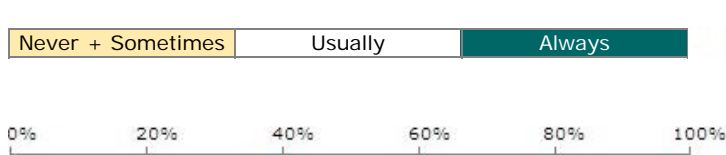


↑ = Above the mean value of all sponsor or plan means (p < 0.05)
 ↓ = Below the mean value of all sponsor or plan means (p < 0.05)

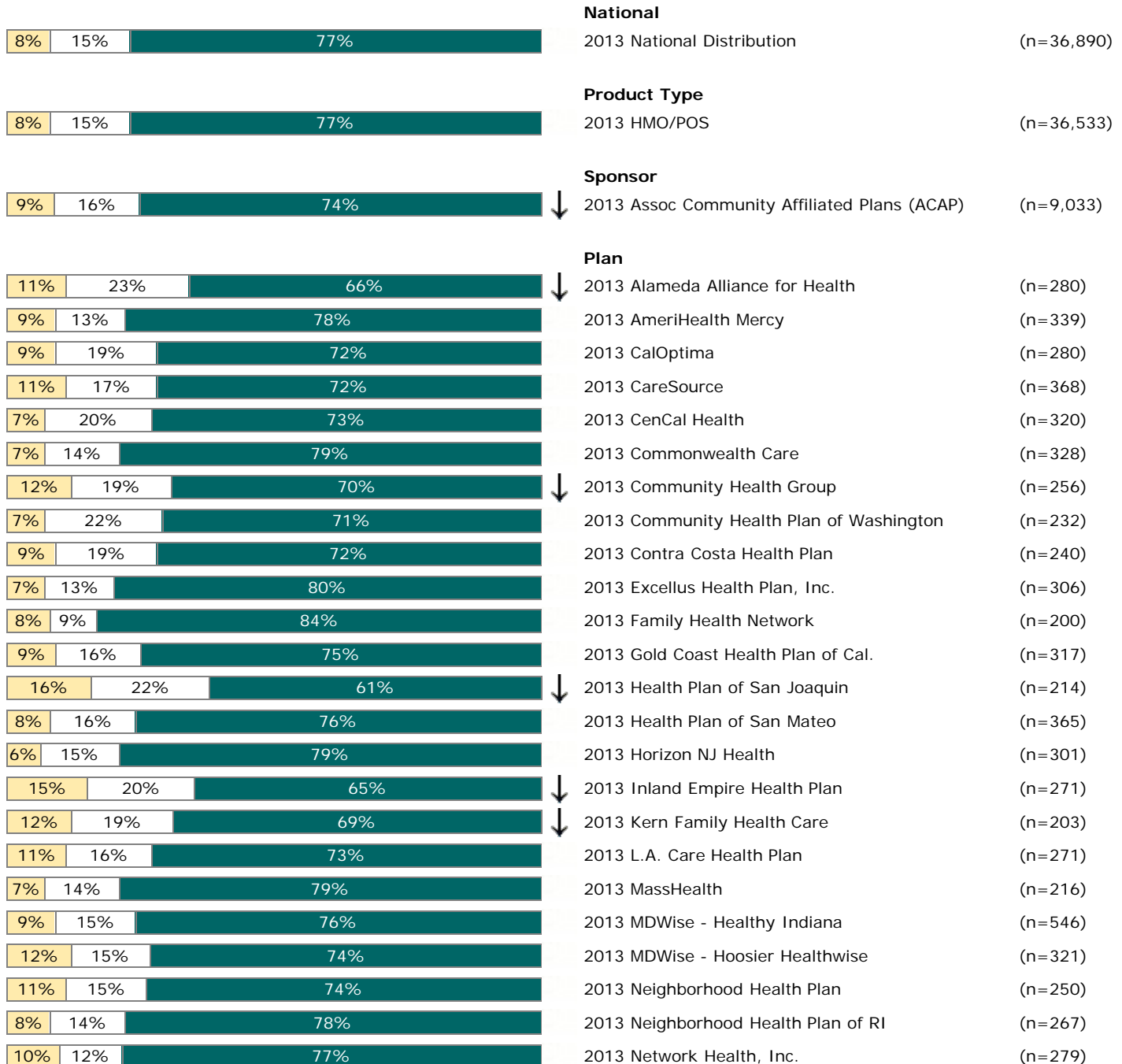


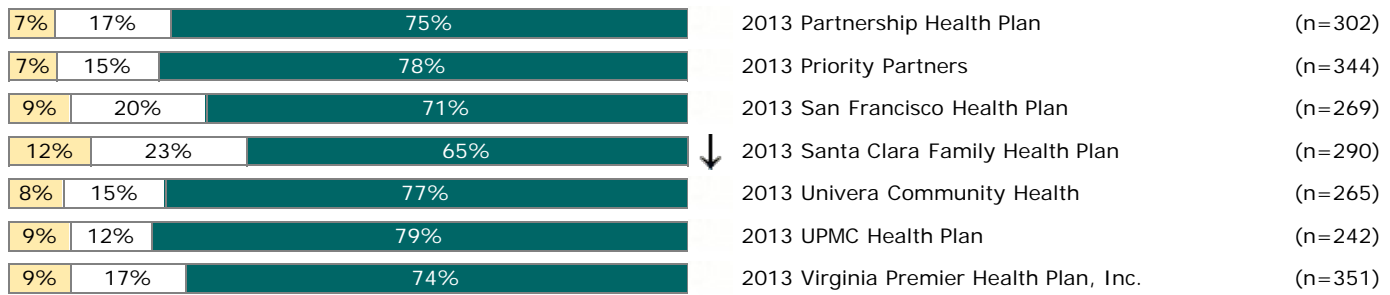


Q19 Personal doctor respected consumer comments

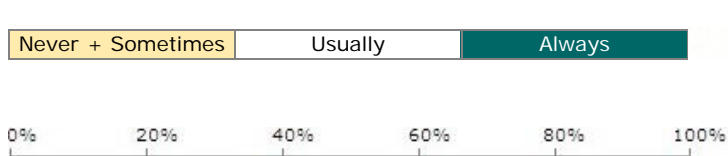


↑ = Above the mean value of all sponsor or plan means (p < 0.05)
 ↓ = Below the mean value of all sponsor or plan means (p < 0.05)

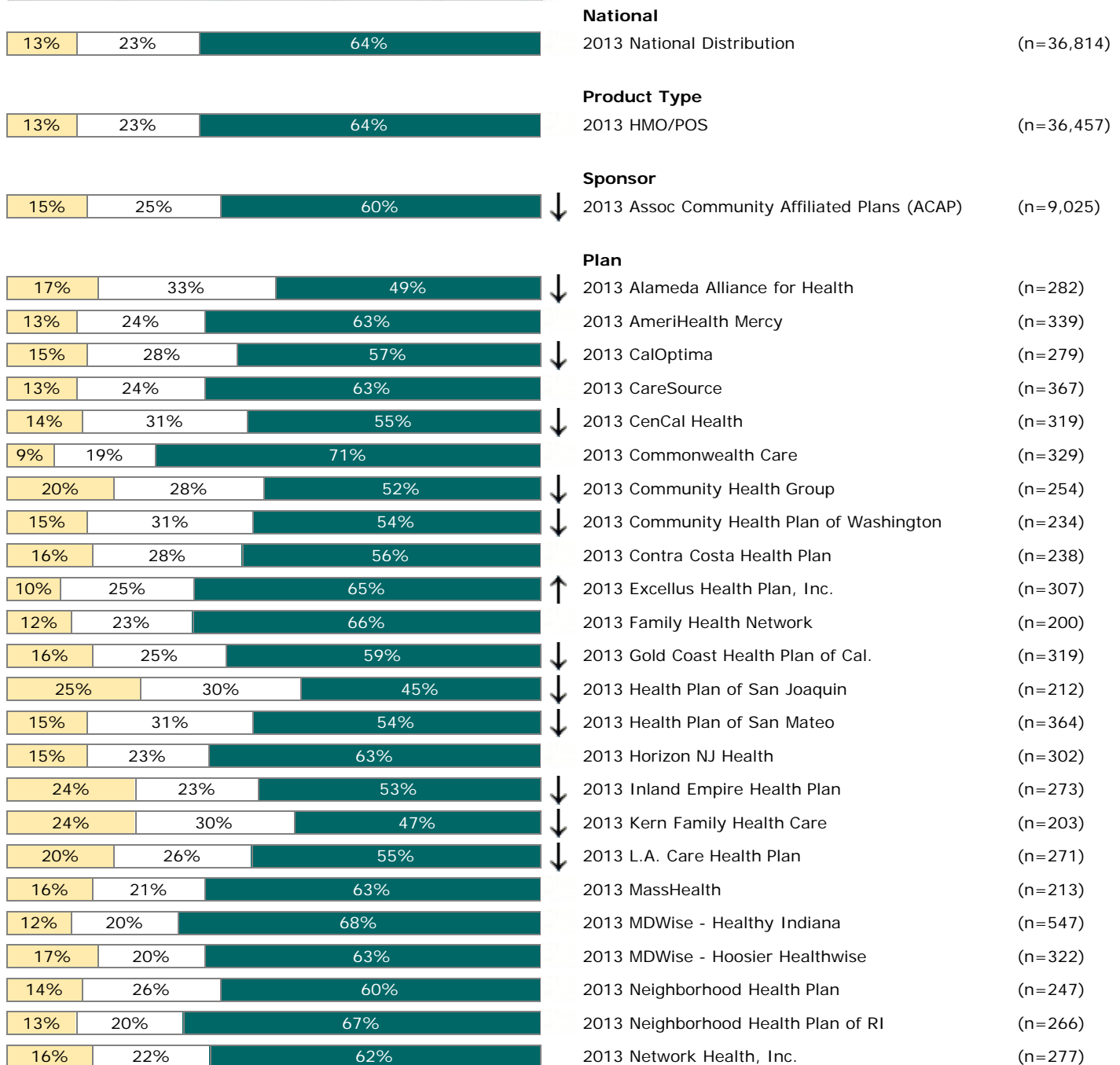




Q20 Personal doctor spent enough time with consumers



↑ = 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)



14%	28%	58%	2013 Partnership Health Plan	(n=303)
13%	23%	64%	2013 Priority Partners	(n=343)
15%	29%	56%	2013 San Francisco Health Plan	(n=267)
20%	31%	50%	2013 Santa Clara Family Health Plan	(n=291)
12%	21%	67%	2013 Univera Community Health	(n=264)
12%	21%	66%	2013 UPMC Health Plan	(n=244)
15%	24%	61%	2013 Virginia Premier Health Plan, Inc.	(n=349)

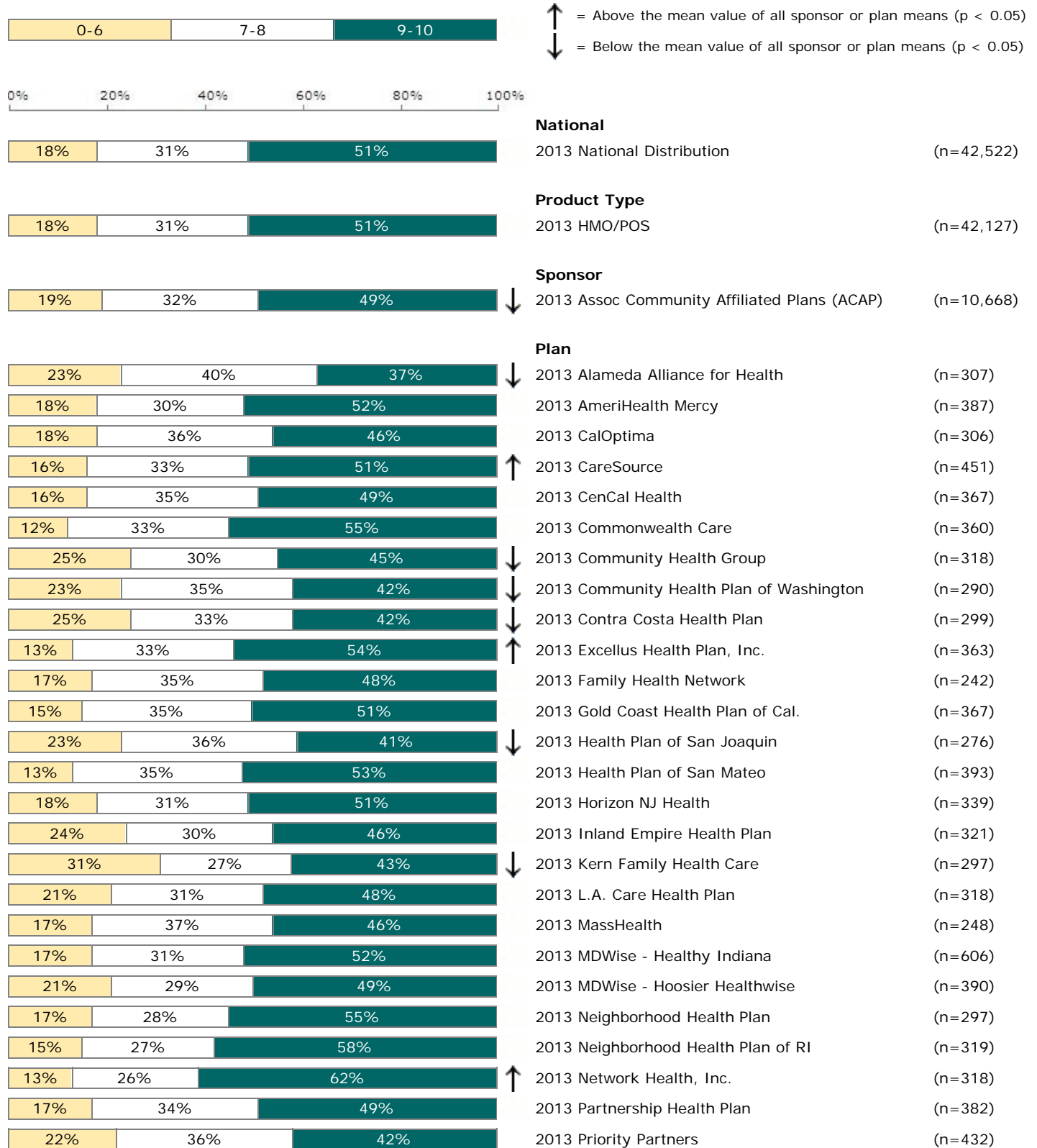
Results generated 12/18/2013 12:06:25 PM

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2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

Q13 Overall Rating of Health Care Using scale of 0 to 10, how would you rate all your health care.

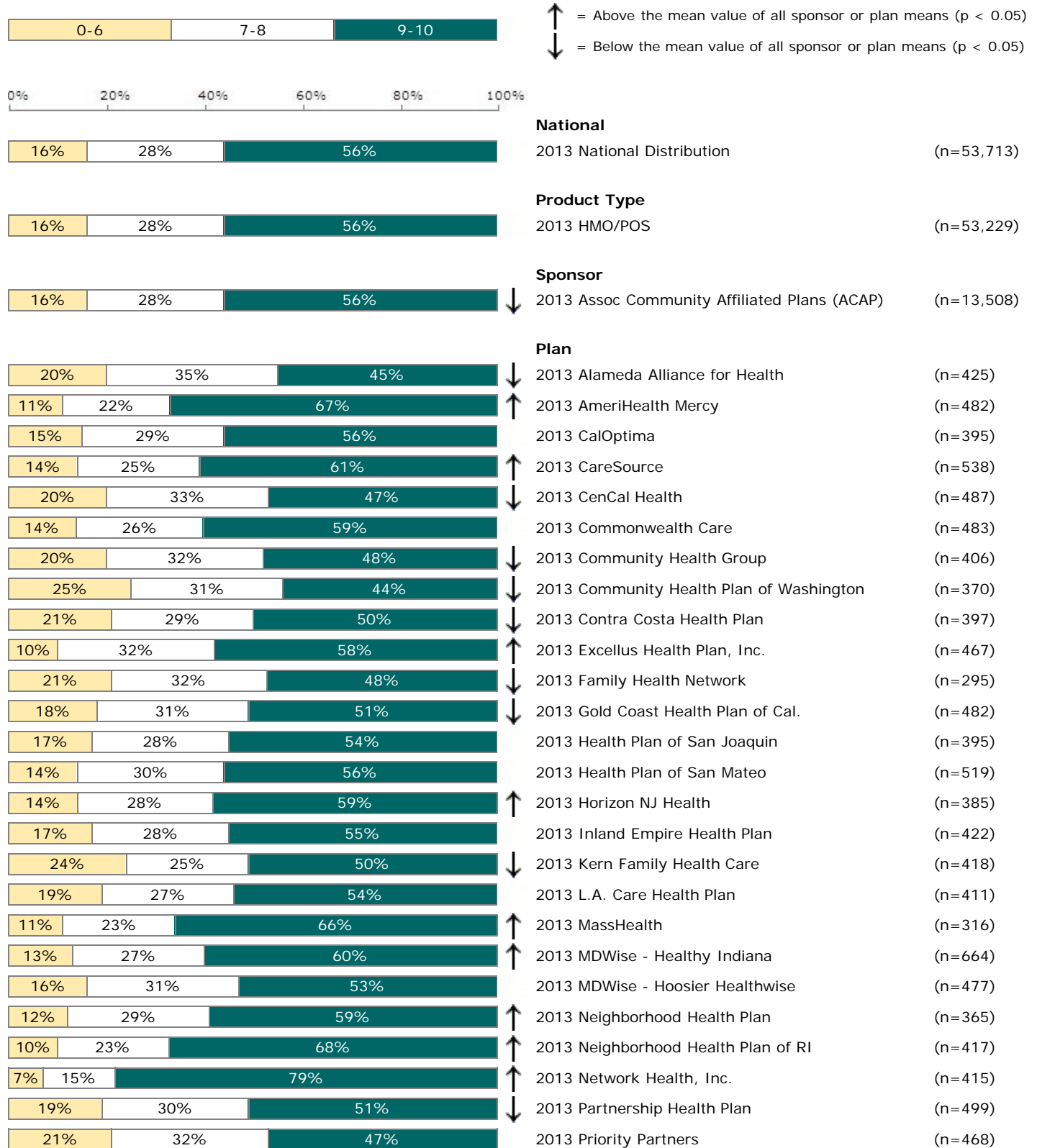


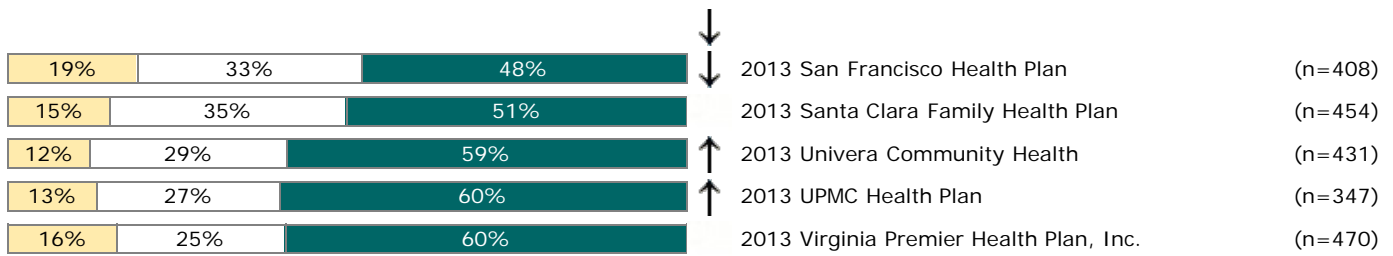
18%	32%	50%		
18%	32%	50%	2013 San Francisco Health Plan	(n=307)
20%	36%	44%	2013 Santa Clara Family Health Plan	(n=344)
16%	34%	50%	2013 Univera Community Health	(n=341)
18%	33%	49%	2013 UPMC Health Plan	(n=278)
19%	29%	53%	2013 Virginia Premier Health Plan, Inc.	(n=405)

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2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

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

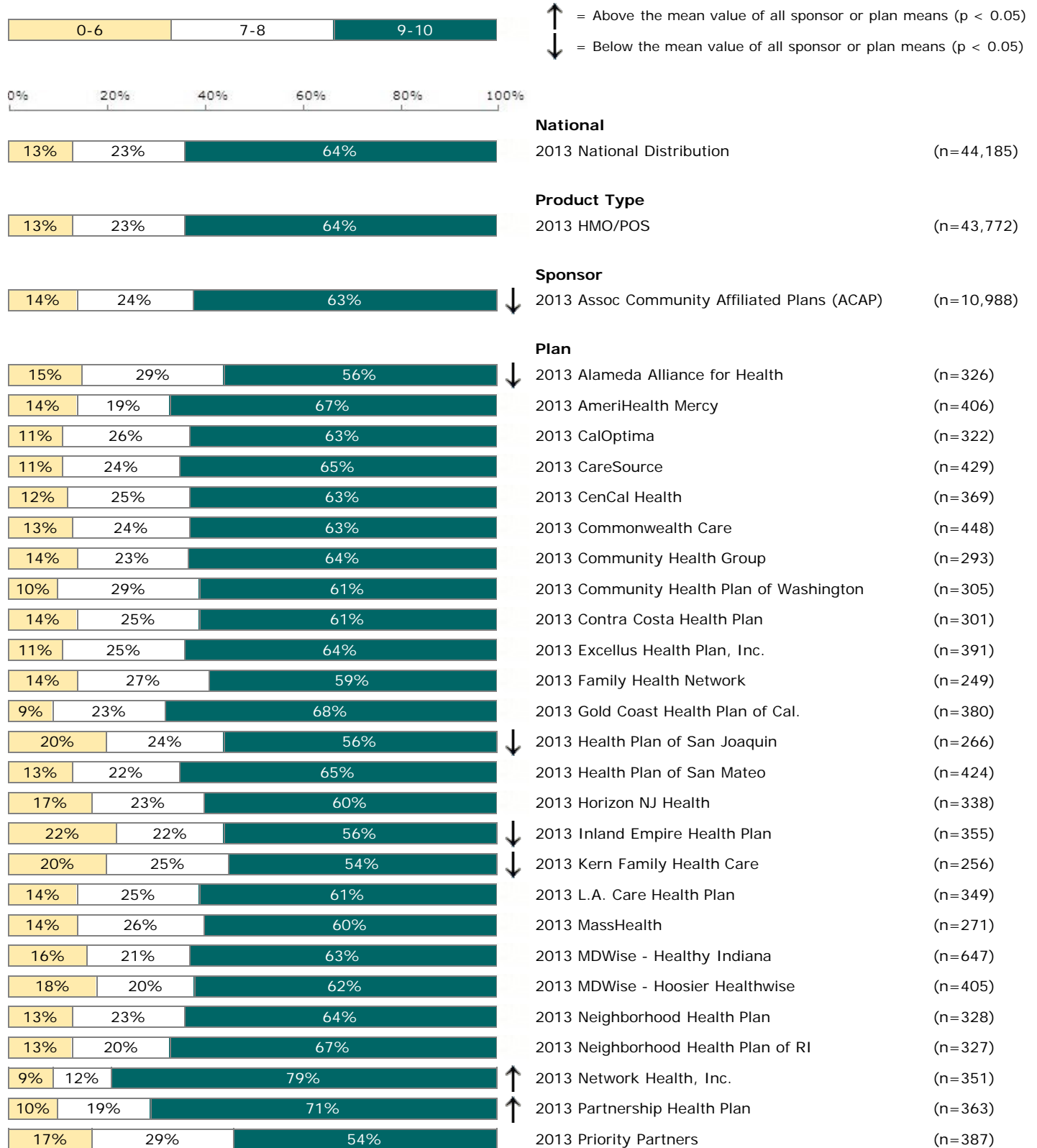




Results generated 12/18/2013 12:06:26 PM

2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

Q23 Overall Rating of Personal Doctor Using scale of 0 to 10, how would you rate your personal doctor.

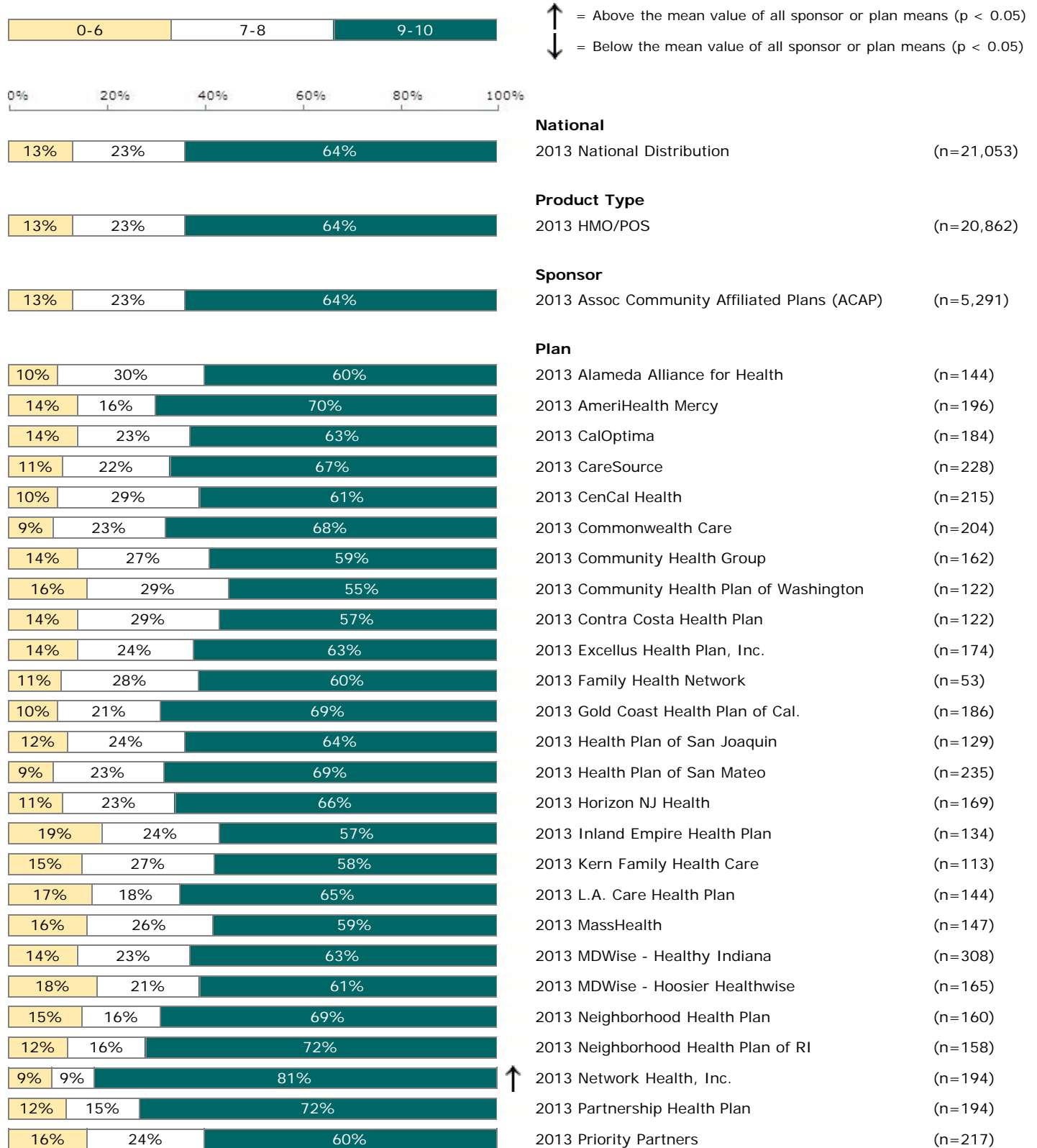


			↓		
13%	27%	60%		2013 San Francisco Health Plan	(n=322)
13%	30%	57%		2013 Santa Clara Family Health Plan	(n=343)
14%	28%	58%		2013 Univera Community Health	(n=334)
13%	22%	65%		2013 UPMC Health Plan	(n=306)
12%	23%	64%		2013 Virginia Premier Health Plan, Inc.	(n=397)

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2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

Q27 Overall Rating of Specialist Using scale of 0 to 10, how would you rate your specialist.

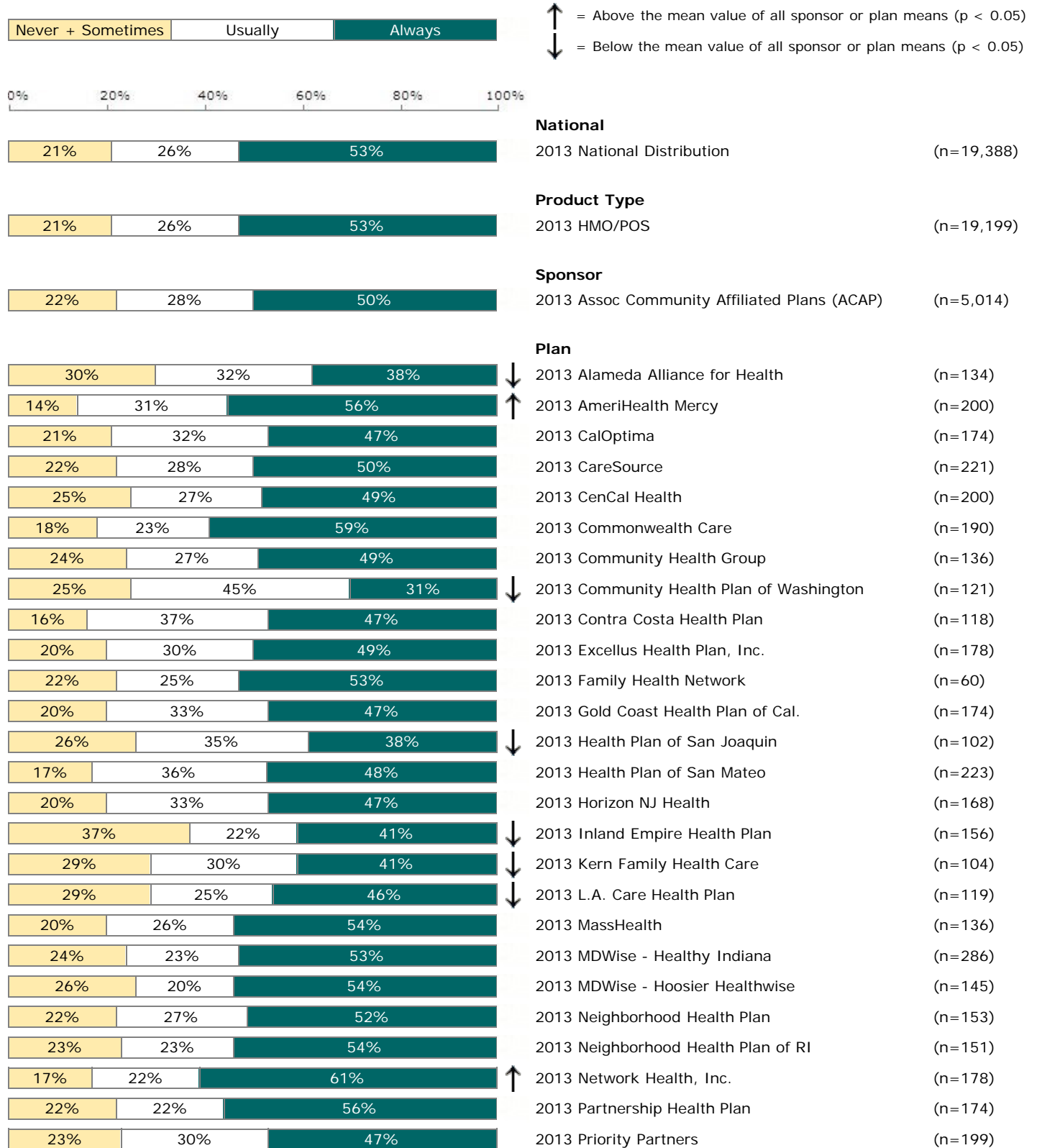


9%	32%	59%	2013 San Francisco Health Plan	(n=128)
11%	28%	61%	2013 Santa Clara Family Health Plan	(n=181)
14%	29%	57%	2013 Univera Community Health	(n=142)
14%	23%	63%	2013 UPMC Health Plan	(n=173)
11%	19%	70%	2013 Virginia Premier Health Plan, Inc.	(n=210)

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2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP)

Q22 Personal doctor seemed informed and up-to-date about care received from other doctors/providers



15%	27%	58%	2013 San Francisco Health Plan	(n=135)
26%	28%	46%	2013 Santa Clara Family Health Plan	(n=160)
20%	32%	48%	2013 Univera Community Health	(n=140)
21%	23%	57%	2013 UPMC Health Plan	(n=168)
22%	24%	54%	2013 Virginia Premier Health Plan, Inc.	(n=211)

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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 5.0 data from the 2013 CAHPS Health Plan Survey Database. Sponsors and plans can use this information to inform their interpretation of survey results.

Utilization Characteristics	Sponsor	2013 CAHPS-HP Database
<i>Have a personal doctor?</i>		
Yes	83%	83%
No	17%	17%
<i>Number of visits to personal doctor?</i>		
None	18%	17%
1 time	24%	23%
2	23%	23%
3	15%	14%
4	8%	9%
5 to 9	10%	11%
10 or more times	3%	3%
<i>Number of visits to doctor's office or clinic?</i>		
None	22%	22%
1 time	18%	18%
2	19%	19%
3	14%	14%
4	9%	9%
5 to 9	13%	14%
10 or more times	5%	5%
<i>Made an appointment to see a specialist?</i>		
Yes	42%	42%
No	58%	58%
<i>Number of specialists seen?</i>		
None	4%	5%
1	50%	50%
2	27%	26%
3	10%	11%
4	5%	5%
5+	3%	4%
<i>Aware that they have any of the following conditions?</i>		
High cholesterol	18%	17%
High blood pressure	29%	29%
Parent or sibling with heart attack before age 60	15%	16%
Multiple conditions	38%	39%
<i>Doctor told them that they have any of the following conditions?</i>		
A heart attack	7%	6%
Angina or coronary heart disease	7%	8%

A stroke	8%	8%
Any kind of diabetes or high blood sugar	60%	59%
Multiple conditions	18%	20%

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Assoc Community Affiliated Plans (ACAP)

Results for 2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP) Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	50%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	51%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	50%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	55%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	58%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	51%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	68%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	67%	70%	77%	74%	71%	66%
Personal doctor listened carefully	70%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	74%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	60%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	63%	65%	71%	68%	66%	61%
Customer service gave necessary						

information or help	53%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	74%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	63%	64%	72%	68%	63%	59%
Rating of specialist	64%	64%	71%	67%	63%	59%
Rating of all health care	49%	51%	58%	54%	50%	46%
Rating of health plan	56%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	69%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	50%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	32%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	73%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	37%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	16%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and	14%	13%	20%	16%	12%	9%

strategies for quitting smoking or using tobacco with consumer						
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP) Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Getting Needed Care Composite	50%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	51%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	50%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	55%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	58%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	51%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	68%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	67%	70%	71%	75%	72%	63%
Personal doctor listened carefully	70%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	74%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	60%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	63%	65%	66%	67%	65%	60%

Customer service gave necessary information or help	53%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	74%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	63%	64%	65%	67%	63%	61%
Rating of specialist	64%	64%	66%	64%	63%	62%
Rating of all health care	49%	51%	52%	53%	50%	47%
Rating of health plan	56%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	69%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	50%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	32%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	73%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	37%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	16%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	14%	13%	14%	13%	12%	11%
Doctor discussed						

with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	37%	38%	41%	35%
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Results for 2013 Adult Medicaid 5.0 Assoc Community Affiliated Plans (ACAP) Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	50%	52%	52%
How often was easy to get needed care, tests, or treatment	51%	54%	54%
Got appointments with specialists as soon as needed	50%	51%	51%
Getting Care Quickly Composite	55%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	58%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	51%	53%	53%
How Well Doctors Communicate Composite	68%	71%	71%
Personal doctor explained things clearly	67%	70%	70%
Personal doctor listened carefully	70%	73%	73%
Personal doctor respected consumer comments	74%	77%	77%
Personal doctor spent enough time with consumers	60%	64%	64%
Health Plan Information and Customer Service Composite	63%	65%	65%
Customer service gave necessary information or help	53%	55%	55%
Customer service staff courteous and respectful	74%	75%	75%
Overall Ratings			
Rating of personal doctor	63%	64%	64%
Rating of specialist	64%	64%	64%
Rating of all health care	49%	51%	51%
Rating of health plan	56%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	69%	71%	71%

Personal doctor seemed informed and up-to-date about care received from other doctors/providers	50%	53%	53%
How often written materials or Internet provided needed information on how health plan works	32%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	73%	69%	69%
How often consumer was advised to quit smoking or using tobacco	37%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	16%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	14%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	37%

Alameda Alliance for Health

Results for 2013 Adult Medicaid 5.0 Alameda Alliance for Health Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	41%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	41%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	41%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	46%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	51%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as	41%	53%	62%	58%	55%	50%

needed						
How Well Doctors Communicate Composite	58%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	54%	70%	77%	74%	71%	66%
Personal doctor listened carefully	64%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	66%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	49%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	54%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	48%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	61%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	56%	64%	72%	68%	63%	59%
Rating of specialist	60%	64%	71%	67%	63%	59%
Rating of all health care	37%	51%	58%	54%	50%	46%
Rating of health plan	45%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	65%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	38%	53%	61%	57%	53%	48%
How often written materials or Internet provided						

needed information on how health plan works	34%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	81%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	27%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	13%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	11%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	32%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Alameda Alliance for Health Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	41%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	41%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	41%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	46%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	51%	61%	63%	63%	63%	55%

Got routine appointment at doctor's office or clinic as soon as needed	41%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	58%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	54%	70%	71%	75%	72%	63%
Personal doctor listened carefully	64%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	66%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	49%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	54%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	48%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	61%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	56%	64%	65%	67%	63%	61%
Rating of specialist	60%	64%	66%	64%	63%	62%
Rating of all health care	37%	51%	52%	53%	50%	47%
Rating of health plan	45%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	65%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	38%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	34%	33%	35%	33%	36%	32%

Currently smoke or use tobacco every day, some days or not at all	81%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	27%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	13%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	11%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	32%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Alameda Alliance for Health Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	41%	52%	52%
How often was easy to get needed care, tests, or treatment	41%	54%	54%
Got appointments with specialists as soon as needed	41%	51%	51%
Getting Care Quickly Composite	46%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	51%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	41%	53%	53%
How Well Doctors Communicate Composite	58%	71%	71%
Personal doctor explained things clearly	54%	70%	70%
Personal doctor listened carefully	64%	73%	73%

Personal doctor respected consumer comments	66%	77%	77%
Personal doctor spent enough time with consumers	49%	64%	64%
Health Plan Information and Customer Service Composite	54%	65%	65%
Customer service gave necessary information or help	48%	55%	55%
Customer service staff courteous and respectful	61%	75%	75%
Overall Ratings			
Rating of personal doctor	56%	64%	64%
Rating of specialist	60%	64%	64%
Rating of all health care	37%	51%	51%
Rating of health plan	45%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	65%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	38%	53%	53%
How often written materials or Internet provided needed information on how health plan works	34%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	81%	69%	69%
How often consumer was advised to quit smoking or using tobacco	27%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	13%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	11%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	32%	37%	37%

AmeriHealth Mercy

Results for 2013 Adult Medicaid 5.0 AmeriHealth Mercy Percentile Top Box Scores

CAHPS

Composite/Item	Selected Sponsor/Plan	DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	55%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	56%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	54%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	56%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	56%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	56%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	71%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	72%	70%	77%	74%	71%	66%
Personal doctor listened carefully	72%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	78%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	63%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	69%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	60%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	79%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	67%	64%	72%	68%	63%	59%

Rating of specialist	70%	64%	71%	67%	63%	59%
Rating of all health care	52%	51%	58%	54%	50%	46%
Rating of health plan	67%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	71%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	56%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	41%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	64%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	37%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	16%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	11%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 AmeriHealth Mercy Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Getting Needed Care Composite	55%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	56%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	54%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	56%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	56%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	56%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	71%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	72%	70%	71%	75%	72%	63%
Personal doctor listened carefully	72%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	78%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	63%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	69%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	60%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	79%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal						

doctor	67%	64%	65%	67%	63%	61%
Rating of specialist	70%	64%	66%	64%	63%	62%
Rating of all health care	52%	51%	52%	53%	50%	47%
Rating of health plan	67%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	71%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	56%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	41%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	64%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	37%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	16%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	11%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 AmeriHealth Mercy Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	55%	52%	52%
How often was easy to get needed care, tests, or treatment	56%	54%	54%
Got appointments with specialists as soon as needed	54%	51%	51%
Getting Care Quickly Composite	56%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	56%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	56%	53%	53%
How Well Doctors Communicate Composite	71%	71%	71%
Personal doctor explained things clearly	72%	70%	70%
Personal doctor listened carefully	72%	73%	73%
Personal doctor respected consumer comments	78%	77%	77%
Personal doctor spent enough time with consumers	63%	64%	64%
Health Plan Information and Customer Service Composite	69%	65%	65%
Customer service gave necessary information or help	60%	55%	55%
Customer service staff courteous and respectful	79%	75%	75%
Overall Ratings			
Rating of personal doctor	67%	64%	64%
Rating of specialist	70%	64%	64%
Rating of all health care	52%	51%	51%
Rating of health plan	67%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	71%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	56%	53%	53%
How often written materials or Internet provided needed information on how health plan works	41%	33%	34%
Currently smoke or use tobacco every day, some days or not at	64%	69%	69%

all			
How often consumer was advised to quit smoking or using tobacco	37%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	16%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	11%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	37%

CalOptima

Results for 2013 Adult Medicaid 5.0 CalOptima Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	48%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	45%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	51%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	54%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	58%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	51%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	64%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	62%	70%	77%	74%	71%	66%
Personal doctor listened carefully	67%	73%	79%	75%	72%	69%

Personal doctor respected consumer comments	72%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	57%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	67%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	57%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	77%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	63%	64%	72%	68%	63%	59%
Rating of specialist	63%	64%	71%	67%	63%	59%
Rating of all health care	46%	51%	58%	54%	50%	46%
Rating of health plan	56%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	68%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	33%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	87%	69%	84%	77%	67%	58%
How often consumer was						

advised to quit smoking or using tobacco	25%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	11%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	8%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	42%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 CalOptima Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	48%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	45%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	51%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	54%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	58%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	51%	53%	56%	56%	57%	47%
<i>How Well Doctors Communicate Composite</i>	64%	71%	72%	75%	72%	64%
Personal doctor explained things	62%	70%	71%	75%	72%	63%

clearly						
Personal doctor listened carefully	67%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	72%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	57%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	67%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	57%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	77%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	63%	64%	65%	67%	63%	61%
Rating of specialist	63%	64%	66%	64%	63%	62%
Rating of all health care	46%	51%	52%	53%	50%	47%
Rating of health plan	56%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	68%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	33%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	87%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	25%	37%	37%	38%	40%	32%
How often						

medication was recommended or discussed to help consumer quit smoking or using tobacco	11%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	8%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	42%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 CalOptima Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	48%	52%	52%
How often was easy to get needed care, tests, or treatment	45%	54%	54%
Got appointments with specialists as soon as needed	51%	51%	51%
Getting Care Quickly Composite	54%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	58%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	51%	53%	53%
How Well Doctors Communicate Composite	64%	71%	71%
Personal doctor explained things clearly	62%	70%	70%
Personal doctor listened carefully	67%	73%	73%
Personal doctor respected consumer comments	72%	77%	77%
Personal doctor spent enough time with consumers	57%	64%	64%
Health Plan Information and Customer Service Composite	67%	65%	65%
Customer service gave necessary information or help	57%	55%	55%
Customer service staff courteous			

and respectful	77%	75%	75%
Overall Ratings			
Rating of personal doctor	63%	64%	64%
Rating of specialist	63%	64%	64%
Rating of all health care	46%	51%	51%
Rating of health plan	56%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	68%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	53%
How often written materials or Internet provided needed information on how health plan works	33%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	87%	69%	69%
How often consumer was advised to quit smoking or using tobacco	25%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	11%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	8%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	42%	37%	37%

CareSource

Results for 2013 Adult Medicaid 5.0 CareSource Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	57%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	55%	54%	62%	59%	55%	50%

Got appointments with specialists as soon as needed	58%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	60%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	64%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	56%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	69%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	72%	70%	77%	74%	71%	66%
Personal doctor listened carefully	71%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	72%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	63%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	66%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	51%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	82%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	65%	64%	72%	68%	63%	59%
Rating of specialist	67%	64%	71%	67%	63%	59%
Rating of all health care	51%	51%	58%	54%	50%	46%
Rating of health plan	61%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and						

doctor talked about specific things to prevent illness	73%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	50%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	32%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	58%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	37%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	17%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	13%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 CareSource Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	57%	52%	55%	56%	55%	46%

How often was easy to get needed care, tests, or treatment	55%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	58%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	60%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	64%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	56%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	69%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	72%	70%	71%	75%	72%	63%
Personal doctor listened carefully	71%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	72%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	63%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	66%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	51%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	82%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	65%	64%	65%	67%	63%	61%
Rating of specialist	67%	64%	66%	64%	63%	62%
Rating of all health care	51%	51%	52%	53%	50%	47%
Rating of health plan	61%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about						

specific things to prevent illness	73%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	50%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	32%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	58%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	37%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	17%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	13%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 CareSource Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
<i>Getting Needed Care Composite</i>	57%	52%	52%
How often was easy to get needed care, tests, or treatment	55%	54%	54%
Got appointments with specialists as soon as needed	58%	51%	51%
<i>Getting Care Quickly Composite</i>	60%	57%	57%

Got urgent care for illness, injury or condition as soon as needed	64%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	56%	53%	53%
How Well Doctors Communicate Composite	69%	71%	71%
Personal doctor explained things clearly	72%	70%	70%
Personal doctor listened carefully	71%	73%	73%
Personal doctor respected consumer comments	72%	77%	77%
Personal doctor spent enough time with consumers	63%	64%	64%
Health Plan Information and Customer Service Composite	66%	65%	65%
Customer service gave necessary information or help	51%	55%	55%
Customer service staff courteous and respectful	82%	75%	75%
Overall Ratings			
Rating of personal doctor	65%	64%	64%
Rating of specialist	67%	64%	64%
Rating of all health care	51%	51%	51%
Rating of health plan	61%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	73%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	50%	53%	53%
How often written materials or Internet provided needed information on how health plan works	32%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	58%	69%	69%
How often consumer was advised to quit smoking or using tobacco	37%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	17%	16%	16%
How often doctor or provider			

discussed methods and strategies for quitting smoking or using tobacco with consumer	13%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	37%

CenCal Health

Results for 2013 Adult Medicaid 5.0 CenCal Health Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	53%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	52%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	54%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	59%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	63%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	55%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	65%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	66%	70%	77%	74%	71%	66%
Personal doctor listened carefully	68%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	73%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	55%	64%	73%	69%	64%	59%
Health Plan Information and						

Customer Service Composite	61%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	53%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	69%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	63%	64%	72%	68%	63%	59%
Rating of specialist	61%	64%	71%	67%	63%	59%
Rating of all health care	49%	51%	58%	54%	50%	46%
Rating of health plan	47%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	65%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	49%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	30%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	84%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	29%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	14%	16%	22%	19%	15%	12%

How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	10%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 CenCal Health Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	53%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	52%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	54%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	59%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	63%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	55%	53%	56%	56%	57%	47%
<i>How Well Doctors Communicate Composite</i>	65%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	66%	70%	71%	75%	72%	63%
Personal doctor listened carefully	68%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	73%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	55%	64%	67%	68%	66%	56%

Health Plan Information and Customer Service Composite	61%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	53%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	69%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	63%	64%	65%	67%	63%	61%
Rating of specialist	61%	64%	66%	64%	63%	62%
Rating of all health care	49%	51%	52%	53%	50%	47%
Rating of health plan	47%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	65%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	49%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	30%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	84%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	29%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	14%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or	10%	13%	14%	13%	12%	11%

using tobacco with consumer						
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 CenCal Health Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	53%	52%	52%
How often was easy to get needed care, tests, or treatment	52%	54%	54%
Got appointments with specialists as soon as needed	54%	51%	51%
Getting Care Quickly Composite	59%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	63%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	55%	53%	53%
How Well Doctors Communicate Composite	65%	71%	71%
Personal doctor explained things clearly	66%	70%	70%
Personal doctor listened carefully	68%	73%	73%
Personal doctor respected consumer comments	73%	77%	77%
Personal doctor spent enough time with consumers	55%	64%	64%
Health Plan Information and Customer Service Composite	61%	65%	65%
Customer service gave necessary information or help	53%	55%	55%
Customer service staff courteous and respectful	69%	75%	75%
Overall Ratings			
Rating of personal doctor	63%	64%	64%
Rating of specialist	61%	64%	64%
Rating of all health care	49%	51%	51%
Rating of health plan	47%	56%	56%
HEDIS Item Set			

Consumer and doctor talked about specific things to prevent illness	65%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	49%	53%	53%
How often written materials or Internet provided needed information on how health plan works	30%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	84%	69%	69%
How often consumer was advised to quit smoking or using tobacco	29%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	14%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	10%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	37%

Commonwealth Care

Results for 2013 Adult Medicaid 5.0 Commonwealth Care Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	62%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	64%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	60%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	63%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	67%	61%	67%	65%	62%	57%
Got routine						

appointment at doctor's office or clinic as soon as needed	59%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	76%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	77%	70%	77%	74%	71%	66%
Personal doctor listened carefully	76%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	79%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	71%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	68%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	58%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	79%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	63%	64%	72%	68%	63%	59%
Rating of specialist	68%	64%	71%	67%	63%	59%
Rating of all health care	55%	51%	58%	54%	50%	46%
Rating of health plan	59%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	74%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	59%	53%	61%	57%	53%	48%

How often written materials or Internet provided needed information on how health plan works	26%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	77%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	42%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	18%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	20%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	37%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Commonwealth Care Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	62%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	64%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	60%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	63%	57%	59%	60%	60%	51%
Got urgent care for						

illness, injury or condition as soon as needed	67%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	59%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	76%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	77%	70%	71%	75%	72%	63%
Personal doctor listened carefully	76%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	79%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	71%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	68%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	58%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	79%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	63%	64%	65%	67%	63%	61%
Rating of specialist	68%	64%	66%	64%	63%	62%
Rating of all health care	55%	51%	52%	53%	50%	47%
Rating of health plan	59%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	74%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	59%	53%	55%	56%	56%	48%
How often written materials or						

Internet provided needed information on how health plan works	26%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	77%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	42%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	18%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	20%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	37%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Commonwealth Care Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	62%	52%	52%
How often was easy to get needed care, tests, or treatment	64%	54%	54%
Got appointments with specialists as soon as needed	60%	51%	51%
Getting Care Quickly Composite	63%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	67%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	59%	53%	53%
How Well Doctors Communicate Composite	76%	71%	71%
Personal doctor explained things clearly	77%	70%	70%

Personal doctor listened carefully	76%	73%	73%
Personal doctor respected consumer comments	79%	77%	77%
Personal doctor spent enough time with consumers	71%	64%	64%
Health Plan Information and Customer Service Composite	68%	65%	65%
Customer service gave necessary information or help	58%	55%	55%
Customer service staff courteous and respectful	79%	75%	75%
Overall Ratings			
Rating of personal doctor	63%	64%	64%
Rating of specialist	68%	64%	64%
Rating of all health care	55%	51%	51%
Rating of health plan	59%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	74%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	59%	53%	53%
How often written materials or Internet provided needed information on how health plan works	26%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	77%	69%	69%
How often consumer was advised to quit smoking or using tobacco	42%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	18%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	20%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	37%	37%	37%

Results for 2013 Adult Medicaid 5.0 Community Health Group Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	41%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	37%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	44%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	49%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	57%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	42%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	62%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	60%	70%	77%	74%	71%	66%
Personal doctor listened carefully	65%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	70%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	52%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	58%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	45%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	70%	75%	81%	79%	76%	71%
Overall Ratings						

Rating of personal doctor	64%	64%	72%	68%	63%	59%
Rating of specialist	59%	64%	71%	67%	63%	59%
Rating of all health care	45%	51%	58%	54%	50%	46%
Rating of health plan	48%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	62%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	49%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	35%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	81%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	42%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	13%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	8%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and	35%	37%	46%	41%	36%	33%

benefits of aspirin to prevent heart attack or stroke						
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Results for 2013 Adult Medicaid 5.0 Community Health Group Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Getting Needed Care Composite	41%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	37%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	44%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	49%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	57%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	42%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	62%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	60%	70%	71%	75%	72%	63%
Personal doctor listened carefully	65%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	70%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	52%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	58%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	45%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	70%	75%	76%	76%	75%	71%

Overall Ratings						
Rating of personal doctor	64%	64%	65%	67%	63%	61%
Rating of specialist	59%	64%	66%	64%	63%	62%
Rating of all health care	45%	51%	52%	53%	50%	47%
Rating of health plan	48%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	62%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	49%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	35%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	81%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	42%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	13%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	8%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Community Health Group Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	41%	52%	52%
How often was easy to get needed care, tests, or treatment	37%	54%	54%
Got appointments with specialists as soon as needed	44%	51%	51%
Getting Care Quickly Composite	49%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	57%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	42%	53%	53%
How Well Doctors Communicate Composite	62%	71%	71%
Personal doctor explained things clearly	60%	70%	70%
Personal doctor listened carefully	65%	73%	73%
Personal doctor respected consumer comments	70%	77%	77%
Personal doctor spent enough time with consumers	52%	64%	64%
Health Plan Information and Customer Service Composite	58%	65%	65%
Customer service gave necessary information or help	45%	55%	55%
Customer service staff courteous and respectful	70%	75%	75%
Overall Ratings			
Rating of personal doctor	64%	64%	64%
Rating of specialist	59%	64%	64%
Rating of all health care	45%	51%	51%
Rating of health plan	48%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	62%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	49%	53%	53%
How often written materials or Internet provided needed information on how health plan works	35%	33%	34%

Currently smoke or use tobacco every day, some days or not at all	81%	69%	69%
How often consumer was advised to quit smoking or using tobacco	42%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	13%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	8%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	37%

Community Health Plan of Washington

Results for 2013 Adult Medicaid 5.0 Community Health Plan of Washington Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	45%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	44%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	46%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	53%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	56%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	50%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	64%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	62%	70%	77%	74%	71%	66%

Personal doctor listened carefully	69%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	71%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	54%	64%	73%	69%	64%	59%
<i>Health Plan Information and Customer Service Composite</i>	62%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	54%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	71%	75%	81%	79%	76%	71%
<i>Overall Ratings</i>						
Rating of personal doctor	61%	64%	72%	68%	63%	59%
Rating of specialist	55%	64%	71%	67%	63%	59%
Rating of all health care	42%	51%	58%	54%	50%	46%
Rating of health plan	44%	56%	65%	60%	56%	50%
<i>HEDIS Item Set</i>						
Consumer and doctor talked about specific things to prevent illness	67%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	31%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	16%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	80%	69%	84%	77%	67%	58%

How often consumer was advised to quit smoking or using tobacco	33%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	12%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	6%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	24%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Community Health Plan of Washington Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	45%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	44%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	46%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	53%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	56%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	50%	53%	56%	56%	57%	47%
<i>How Well Doctors Communicate Composite</i>	64%	71%	72%	75%	72%	64%

Personal doctor explained things clearly	62%	70%	71%	75%	72%	63%
Personal doctor listened carefully	69%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	71%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	54%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	62%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	54%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	71%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	61%	64%	65%	67%	63%	61%
Rating of specialist	55%	64%	66%	64%	63%	62%
Rating of all health care	42%	51%	52%	53%	50%	47%
Rating of health plan	44%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	67%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	31%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	16%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	80%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	33%	37%	37%	38%	40%	32%

How often medication was recommended or discussed to help consumer quit smoking or using tobacco	12%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	6%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	24%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Community Health Plan of Washington Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	45%	52%	52%
How often was easy to get needed care, tests, or treatment	44%	54%	54%
Got appointments with specialists as soon as needed	46%	51%	51%
Getting Care Quickly Composite	53%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	56%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	50%	53%	53%
How Well Doctors Communicate Composite	64%	71%	71%
Personal doctor explained things clearly	62%	70%	70%
Personal doctor listened carefully	69%	73%	73%
Personal doctor respected consumer comments	71%	77%	77%
Personal doctor spent enough time with consumers	54%	64%	64%
Health Plan Information and Customer Service Composite	62%	65%	65%
Customer service gave necessary information or help	54%	55%	55%

Customer service staff courteous and respectful	71%	75%	75%
Overall Ratings			
Rating of personal doctor	61%	64%	64%
Rating of specialist	55%	64%	64%
Rating of all health care	42%	51%	51%
Rating of health plan	44%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	67%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	31%	53%	53%
How often written materials or Internet provided needed information on how health plan works	16%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	80%	69%	69%
How often consumer was advised to quit smoking or using tobacco	33%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	12%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	6%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	24%	37%	37%

Contra Costa Health Plan

Results for 2013 Adult Medicaid 5.0 Contra Costa Health Plan Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	33%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or	37%	54%	62%	59%	55%	50%

treatment						
Got appointments with specialists as soon as needed	30%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	41%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	45%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	37%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	65%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	65%	70%	77%	74%	71%	66%
Personal doctor listened carefully	67%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	72%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	56%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	62%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	52%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	73%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	61%	64%	72%	68%	63%	59%
Rating of specialist	57%	64%	71%	67%	63%	59%
Rating of all health care	42%	51%	58%	54%	50%	46%
Rating of health plan	50%	56%	65%	60%	56%	50%
HEDIS Item Set						

Consumer and doctor talked about specific things to prevent illness	67%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	34%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	79%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	38%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	20%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	18%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	41%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Contra Costa Health Plan Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care</i>						

Composite	33%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	37%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	30%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	41%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	45%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	37%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	65%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	65%	70%	71%	75%	72%	63%
Personal doctor listened carefully	67%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	72%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	56%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	62%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	52%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	73%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	61%	64%	65%	67%	63%	61%
Rating of specialist	57%	64%	66%	64%	63%	62%
Rating of all health care	42%	51%	52%	53%	50%	47%
Rating of health plan	50%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and						

doctor talked about specific things to prevent illness	67%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	34%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	79%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	38%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	20%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	18%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	41%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Contra Costa Health Plan Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	33%	52%	52%
How often was easy to get needed care, tests, or treatment	37%	54%	54%
Got appointments with specialists as soon as needed	30%	51%	51%
Getting Care Quickly Composite	41%	57%	57%

Got urgent care for illness, injury or condition as soon as needed	45%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	37%	53%	53%
How Well Doctors Communicate Composite	65%	71%	71%
Personal doctor explained things clearly	65%	70%	70%
Personal doctor listened carefully	67%	73%	73%
Personal doctor respected consumer comments	72%	77%	77%
Personal doctor spent enough time with consumers	56%	64%	64%
Health Plan Information and Customer Service Composite	62%	65%	65%
Customer service gave necessary information or help	52%	55%	55%
Customer service staff courteous and respectful	73%	75%	75%
Overall Ratings			
Rating of personal doctor	61%	64%	64%
Rating of specialist	57%	64%	64%
Rating of all health care	42%	51%	51%
Rating of health plan	50%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	67%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	53%
How often written materials or Internet provided needed information on how health plan works	34%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	79%	69%	69%
How often consumer was advised to quit smoking or using tobacco	38%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	20%	16%	16%

How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	18%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	41%	37%	37%

Excelsus Health Plan, Inc.

Results for 2013 Adult Medicaid 5.0 Excelsus Health Plan, Inc. Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	56%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	61%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	50%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	56%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	58%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	54%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	74%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	74%	70%	77%	74%	71%	66%
Personal doctor listened carefully	75%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	80%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	65%	64%	73%	69%	64%	59%
Health Plan						

Information and Customer Service Composite	70%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	59%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	81%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	64%	64%	72%	68%	63%	59%
Rating of specialist	63%	64%	71%	67%	63%	59%
Rating of all health care	54%	51%	58%	54%	50%	46%
Rating of health plan	58%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	69%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	49%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	31%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	65%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	39%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	20%	16%	22%	19%	15%	12%

How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	15%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	32%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Excellus Health Plan, Inc. Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	56%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	61%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	50%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	56%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	58%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	54%	53%	56%	56%	57%	47%
<i>How Well Doctors Communicate Composite</i>	74%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	74%	70%	71%	75%	72%	63%
Personal doctor listened carefully	75%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	80%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	65%	64%	67%	68%	66%	56%

Health Plan Information and Customer Service Composite	70%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	59%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	81%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	64%	64%	65%	67%	63%	61%
Rating of specialist	63%	64%	66%	64%	63%	62%
Rating of all health care	54%	51%	52%	53%	50%	47%
Rating of health plan	58%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	69%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	49%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	31%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	65%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	39%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	20%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for	15%	13%	14%	13%	12%	11%

quitting smoking or using tobacco with consumer						
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	32%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Excellus Health Plan, Inc. Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	56%	52%	52%
How often was easy to get needed care, tests, or treatment	61%	54%	54%
Got appointments with specialists as soon as needed	50%	51%	51%
Getting Care Quickly Composite	56%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	58%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	54%	53%	53%
How Well Doctors Communicate Composite	74%	71%	71%
Personal doctor explained things clearly	74%	70%	70%
Personal doctor listened carefully	75%	73%	73%
Personal doctor respected consumer comments	80%	77%	77%
Personal doctor spent enough time with consumers	65%	64%	64%
Health Plan Information and Customer Service Composite	70%	65%	65%
Customer service gave necessary information or help	59%	55%	55%
Customer service staff courteous and respectful	81%	75%	75%
Overall Ratings			
Rating of personal doctor	64%	64%	64%
Rating of specialist	63%	64%	64%
Rating of all health care	54%	51%	51%
Rating of health plan	58%	56%	56%
HEDIS Item Set			

Consumer and doctor talked about specific things to prevent illness	69%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	49%	53%	53%
How often written materials or Internet provided needed information on how health plan works	31%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	65%	69%	69%
How often consumer was advised to quit smoking or using tobacco	39%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	20%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	15%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	32%	37%	37%

Family Health Network

Results for 2013 Adult Medicaid 5.0 Family Health Network Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
<i>Getting Needed Care Composite</i>	52%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	52%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	53%	51%	60%	55%	52%	46%
<i>Getting Care Quickly Composite</i>	54%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	60%	61%	67%	65%	62%	57%

Got routine appointment at doctor's office or clinic as soon as needed	49%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	76%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	75%	70%	77%	74%	71%	66%
Personal doctor listened carefully	81%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	84%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	66%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	71%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	62%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	80%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	59%	64%	72%	68%	63%	59%
Rating of specialist	60%	64%	71%	67%	63%	59%
Rating of all health care	48%	51%	58%	54%	50%	46%
Rating of health plan	48%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	67%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	53%	53%	61%	57%	53%	48%

How often written materials or Internet provided needed information on how health plan works	32%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	78%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	50%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	17%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	19%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	31%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Family Health Network Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	52%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	52%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	53%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	54%	57%	59%	60%	60%	51%
Got urgent care for						

illness, injury or condition as soon as needed	60%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	49%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	76%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	75%	70%	71%	75%	72%	63%
Personal doctor listened carefully	81%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	84%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	66%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	71%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	62%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	80%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	59%	64%	65%	67%	63%	61%
Rating of specialist	60%	64%	66%	64%	63%	62%
Rating of all health care	48%	51%	52%	53%	50%	47%
Rating of health plan	48%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	67%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	53%	53%	55%	56%	56%	48%
How often written materials or						

Internet provided needed information on how health plan works	32%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	78%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	50%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	17%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	19%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	31%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Family Health Network Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	52%	52%	52%
How often was easy to get needed care, tests, or treatment	52%	54%	54%
Got appointments with specialists as soon as needed	53%	51%	51%
Getting Care Quickly Composite	54%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	60%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	49%	53%	53%
How Well Doctors Communicate Composite	76%	71%	71%
Personal doctor explained things clearly	75%	70%	70%

Personal doctor listened carefully	81%	73%	73%
Personal doctor respected consumer comments	84%	77%	77%
Personal doctor spent enough time with consumers	66%	64%	64%
Health Plan Information and Customer Service Composite	71%	65%	65%
Customer service gave necessary information or help	62%	55%	55%
Customer service staff courteous and respectful	80%	75%	75%
Overall Ratings			
Rating of personal doctor	59%	64%	64%
Rating of specialist	60%	64%	64%
Rating of all health care	48%	51%	51%
Rating of health plan	48%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	67%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	53%	53%	53%
How often written materials or Internet provided needed information on how health plan works	32%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	78%	69%	69%
How often consumer was advised to quit smoking or using tobacco	50%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	17%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	19%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	31%	37%	37%

Gold Coast Health Plan of Cal.

Results for 2013 Adult Medicaid 5.0 Gold Coast Health Plan of Cal. Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	50%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	50%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	50%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	52%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	58%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	47%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	68%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	66%	70%	77%	74%	71%	66%
Personal doctor listened carefully	71%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	75%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	59%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	59%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	50%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	67%	75%	81%	79%	76%	71%
Overall Ratings						

Rating of personal doctor	68%	64%	72%	68%	63%	59%
Rating of specialist	69%	64%	71%	67%	63%	59%
Rating of all health care	51%	51%	58%	54%	50%	46%
Rating of health plan	51%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	61%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	31%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	86%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	30%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	13%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	9%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and	41%	37%	46%	41%	36%	33%

benefits of aspirin to prevent heart attack or stroke						
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Results for 2013 Adult Medicaid 5.0 Gold Coast Health Plan of Cal. Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Getting Needed Care Composite	50%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	50%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	50%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	52%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	58%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	47%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	68%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	66%	70%	71%	75%	72%	63%
Personal doctor listened carefully	71%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	75%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	59%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	59%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	50%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	67%	75%	76%	76%	75%	71%

Overall Ratings						
Rating of personal doctor	68%	64%	65%	67%	63%	61%
Rating of specialist	69%	64%	66%	64%	63%	62%
Rating of all health care	51%	51%	52%	53%	50%	47%
Rating of health plan	51%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	61%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	31%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	86%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	30%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	13%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	9%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	41%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Gold Coast Health Plan of Cal. Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	50%	52%	52%
How often was easy to get needed care, tests, or treatment	50%	54%	54%
Got appointments with specialists as soon as needed	50%	51%	51%
Getting Care Quickly Composite	52%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	58%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	47%	53%	53%
How Well Doctors Communicate Composite	68%	71%	71%
Personal doctor explained things clearly	66%	70%	70%
Personal doctor listened carefully	71%	73%	73%
Personal doctor respected consumer comments	75%	77%	77%
Personal doctor spent enough time with consumers	59%	64%	64%
Health Plan Information and Customer Service Composite	59%	65%	65%
Customer service gave necessary information or help	50%	55%	55%
Customer service staff courteous and respectful	67%	75%	75%
Overall Ratings			
Rating of personal doctor	68%	64%	64%
Rating of specialist	69%	64%	64%
Rating of all health care	51%	51%	51%
Rating of health plan	51%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	61%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	53%
How often written materials or Internet provided needed information on how health plan works	31%	33%	34%

Currently smoke or use tobacco every day, some days or not at all	86%	69%	69%
How often consumer was advised to quit smoking or using tobacco	30%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	13%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	9%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	41%	37%	37%

Health Plan of San Joaquin

Results for 2013 Adult Medicaid 5.0 Health Plan of San Joaquin Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	44%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	45%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	44%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	46%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	46%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	45%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	55%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	57%	70%	77%	74%	71%	66%

Personal doctor listened carefully	58%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	61%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	45%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	61%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	54%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	69%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	56%	64%	72%	68%	63%	59%
Rating of specialist	64%	64%	71%	67%	63%	59%
Rating of all health care	41%	51%	58%	54%	50%	46%
Rating of health plan	54%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	58%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	38%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	27%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	77%	69%	84%	77%	67%	58%

How often consumer was advised to quit smoking or using tobacco	28%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	12%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	9%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	31%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Health Plan of San Joaquin Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Getting Needed Care Composite	44%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	45%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	44%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	46%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	46%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	45%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	55%	71%	72%	75%	72%	64%

Personal doctor explained things clearly	57%	70%	71%	75%	72%	63%
Personal doctor listened carefully	58%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	61%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	45%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	61%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	54%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	69%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	56%	64%	65%	67%	63%	61%
Rating of specialist	64%	64%	66%	64%	63%	62%
Rating of all health care	41%	51%	52%	53%	50%	47%
Rating of health plan	54%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	58%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	38%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	27%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	77%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	28%	37%	37%	38%	40%	32%

How often medication was recommended or discussed to help consumer quit smoking or using tobacco	12%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	9%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	31%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Health Plan of San Joaquin Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	44%	52%	52%
How often was easy to get needed care, tests, or treatment	45%	54%	54%
Got appointments with specialists as soon as needed	44%	51%	51%
Getting Care Quickly Composite	46%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	46%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	45%	53%	53%
How Well Doctors Communicate Composite	55%	71%	71%
Personal doctor explained things clearly	57%	70%	70%
Personal doctor listened carefully	58%	73%	73%
Personal doctor respected consumer comments	61%	77%	77%
Personal doctor spent enough time with consumers	45%	64%	64%
Health Plan Information and Customer Service Composite	61%	65%	65%
Customer service gave necessary information or help	54%	55%	55%

Customer service staff courteous and respectful	69%	75%	75%
Overall Ratings			
Rating of personal doctor	56%	64%	64%
Rating of specialist	64%	64%	64%
Rating of all health care	41%	51%	51%
Rating of health plan	54%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	58%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	38%	53%	53%
How often written materials or Internet provided needed information on how health plan works	27%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	77%	69%	69%
How often consumer was advised to quit smoking or using tobacco	28%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	12%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	9%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	31%	37%	37%

Health Plan of San Mateo

Results for 2013 Adult Medicaid 5.0 Health Plan of San Mateo Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	46%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or	48%	54%	62%	59%	55%	50%

treatment						
Got appointments with specialists as soon as needed	45%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	50%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	57%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	44%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	63%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	57%	70%	77%	74%	71%	66%
Personal doctor listened carefully	65%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	76%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	54%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	60%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	53%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	67%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	65%	64%	72%	68%	63%	59%
Rating of specialist	69%	64%	71%	67%	63%	59%
Rating of all health care	53%	51%	58%	54%	50%	46%
Rating of health plan	56%	56%	65%	60%	56%	50%
HEDIS Item Set						

Consumer and doctor talked about specific things to prevent illness	70%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	48%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	33%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	89%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	40%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	22%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	22%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	47%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Health Plan of San Mateo Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care</i>						

Composite	46%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	48%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	45%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	50%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	57%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	44%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	63%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	57%	70%	71%	75%	72%	63%
Personal doctor listened carefully	65%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	76%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	54%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	60%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	53%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	67%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	65%	64%	65%	67%	63%	61%
Rating of specialist	69%	64%	66%	64%	63%	62%
Rating of all health care	53%	51%	52%	53%	50%	47%
Rating of health plan	56%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and						

doctor talked about specific things to prevent illness	70%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	48%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	33%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	89%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	40%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	22%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	22%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	47%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Health Plan of San Mateo Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	46%	52%	52%
How often was easy to get needed care, tests, or treatment	48%	54%	54%
Got appointments with specialists as soon as needed	45%	51%	51%
Getting Care Quickly Composite	50%	57%	57%

Got urgent care for illness, injury or condition as soon as needed	57%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	44%	53%	53%
How Well Doctors Communicate Composite	63%	71%	71%
Personal doctor explained things clearly	57%	70%	70%
Personal doctor listened carefully	65%	73%	73%
Personal doctor respected consumer comments	76%	77%	77%
Personal doctor spent enough time with consumers	54%	64%	64%
Health Plan Information and Customer Service Composite	60%	65%	65%
Customer service gave necessary information or help	53%	55%	55%
Customer service staff courteous and respectful	67%	75%	75%
Overall Ratings			
Rating of personal doctor	65%	64%	64%
Rating of specialist	69%	64%	64%
Rating of all health care	53%	51%	51%
Rating of health plan	56%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	70%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	48%	53%	53%
How often written materials or Internet provided needed information on how health plan works	33%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	89%	69%	69%
How often consumer was advised to quit smoking or using tobacco	40%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	22%	16%	16%

How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	22%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	47%	37%	37%

Horizon NJ Health

Results for 2013 Adult Medicaid 5.0 Horizon NJ Health Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	53%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	56%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	50%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	59%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	66%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	52%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	70%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	66%	70%	77%	74%	71%	66%
Personal doctor listened carefully	71%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	79%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	63%	64%	73%	69%	64%	59%
Health Plan						

Information and Customer Service Composite	63%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	49%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	77%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	60%	64%	72%	68%	63%	59%
Rating of specialist	66%	64%	71%	67%	63%	59%
Rating of all health care	51%	51%	58%	54%	50%	46%
Rating of health plan	59%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	73%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	38%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	70%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	39%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	12%	16%	22%	19%	15%	12%

How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	12%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	39%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Horizon NJ Health Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	53%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	56%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	50%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	59%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	66%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	52%	53%	56%	56%	57%	47%
<i>How Well Doctors Communicate Composite</i>	70%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	66%	70%	71%	75%	72%	63%
Personal doctor listened carefully	71%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	79%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	63%	64%	67%	68%	66%	56%

Health Plan Information and Customer Service Composite	63%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	49%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	77%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	60%	64%	65%	67%	63%	61%
Rating of specialist	66%	64%	66%	64%	63%	62%
Rating of all health care	51%	51%	52%	53%	50%	47%
Rating of health plan	59%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	73%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	38%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	70%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	39%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	12%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for	12%	13%	14%	13%	12%	11%

quitting smoking or using tobacco with consumer						
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	39%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Horizon NJ Health Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	53%	52%	52%
How often was easy to get needed care, tests, or treatment	56%	54%	54%
Got appointments with specialists as soon as needed	50%	51%	51%
Getting Care Quickly Composite	59%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	66%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	52%	53%	53%
How Well Doctors Communicate Composite	70%	71%	71%
Personal doctor explained things clearly	66%	70%	70%
Personal doctor listened carefully	71%	73%	73%
Personal doctor respected consumer comments	79%	77%	77%
Personal doctor spent enough time with consumers	63%	64%	64%
Health Plan Information and Customer Service Composite	63%	65%	65%
Customer service gave necessary information or help	49%	55%	55%
Customer service staff courteous and respectful	77%	75%	75%
Overall Ratings			
Rating of personal doctor	60%	64%	64%
Rating of specialist	66%	64%	64%
Rating of all health care	51%	51%	51%
Rating of health plan	59%	56%	56%
HEDIS Item Set			

Consumer and doctor talked about specific things to prevent illness	73%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	53%
How often written materials or Internet provided needed information on how health plan works	38%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	70%	69%	69%
How often consumer was advised to quit smoking or using tobacco	39%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	12%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	12%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	39%	37%	37%

Inland Empire Health Plan

Results for 2013 Adult Medicaid 5.0 Inland Empire Health Plan Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	40%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	42%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	39%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	48%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	50%	61%	67%	65%	62%	57%

Got routine appointment at doctor's office or clinic as soon as needed	45%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	60%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	59%	70%	77%	74%	71%	66%
Personal doctor listened carefully	63%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	65%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	53%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	68%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	58%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	77%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	56%	64%	72%	68%	63%	59%
Rating of specialist	57%	64%	71%	67%	63%	59%
Rating of all health care	46%	51%	58%	54%	50%	46%
Rating of health plan	55%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	69%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	41%	53%	61%	57%	53%	48%

How often written materials or Internet provided needed information on how health plan works	39%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	77%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	30%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	6%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	6%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	29%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Inland Empire Health Plan Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	40%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	42%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	39%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	48%	57%	59%	60%	60%	51%
Got urgent care for						

illness, injury or condition as soon as needed	50%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	45%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	60%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	59%	70%	71%	75%	72%	63%
Personal doctor listened carefully	63%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	65%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	53%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	68%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	58%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	77%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	56%	64%	65%	67%	63%	61%
Rating of specialist	57%	64%	66%	64%	63%	62%
Rating of all health care	46%	51%	52%	53%	50%	47%
Rating of health plan	55%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	69%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	41%	53%	55%	56%	56%	48%
How often written materials or						

Internet provided needed information on how health plan works	39%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	77%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	30%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	6%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	6%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	29%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Inland Empire Health Plan Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	40%	52%	52%
How often was easy to get needed care, tests, or treatment	42%	54%	54%
Got appointments with specialists as soon as needed	39%	51%	51%
Getting Care Quickly Composite	48%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	50%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	45%	53%	53%
How Well Doctors Communicate Composite	60%	71%	71%
Personal doctor explained things clearly	59%	70%	70%

Personal doctor listened carefully	63%	73%	73%
Personal doctor respected consumer comments	65%	77%	77%
Personal doctor spent enough time with consumers	53%	64%	64%
Health Plan Information and Customer Service Composite	68%	65%	65%
Customer service gave necessary information or help	58%	55%	55%
Customer service staff courteous and respectful	77%	75%	75%
Overall Ratings			
Rating of personal doctor	56%	64%	64%
Rating of specialist	57%	64%	64%
Rating of all health care	46%	51%	51%
Rating of health plan	55%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	69%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	41%	53%	53%
How often written materials or Internet provided needed information on how health plan works	39%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	77%	69%	69%
How often consumer was advised to quit smoking or using tobacco	30%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	6%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	6%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	29%	37%	37%

Kern Family Health Care

Results for 2013 Adult Medicaid 5.0 Kern Family Health Care Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	36%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	34%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	39%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	41%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	41%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	41%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	60%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	56%	70%	77%	74%	71%	66%
Personal doctor listened carefully	69%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	69%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	47%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	55%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	42%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	69%	75%	81%	79%	76%	71%
Overall Ratings						

Rating of personal doctor	54%	64%	72%	68%	63%	59%
Rating of specialist	58%	64%	71%	67%	63%	59%
Rating of all health care	43%	51%	58%	54%	50%	46%
Rating of health plan	50%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	56%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	41%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	27%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	77%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	27%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	2%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	9%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and	30%	37%	46%	41%	36%	33%

benefits of aspirin to prevent heart attack or stroke						
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Results for 2013 Adult Medicaid 5.0 Kern Family Health Care Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Getting Needed Care Composite	36%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	34%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	39%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	41%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	41%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	41%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	60%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	56%	70%	71%	75%	72%	63%
Personal doctor listened carefully	69%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	69%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	47%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	55%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	42%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	69%	75%	76%	76%	75%	71%

Overall Ratings						
Rating of personal doctor	54%	64%	65%	67%	63%	61%
Rating of specialist	58%	64%	66%	64%	63%	62%
Rating of all health care	43%	51%	52%	53%	50%	47%
Rating of health plan	50%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	56%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	41%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	27%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	77%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	27%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	2%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	9%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	30%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Kern Family Health Care Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	36%	52%	52%
How often was easy to get needed care, tests, or treatment	34%	54%	54%
Got appointments with specialists as soon as needed	39%	51%	51%
Getting Care Quickly Composite	41%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	41%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	41%	53%	53%
How Well Doctors Communicate Composite	60%	71%	71%
Personal doctor explained things clearly	56%	70%	70%
Personal doctor listened carefully	69%	73%	73%
Personal doctor respected consumer comments	69%	77%	77%
Personal doctor spent enough time with consumers	47%	64%	64%
Health Plan Information and Customer Service Composite	55%	65%	65%
Customer service gave necessary information or help	42%	55%	55%
Customer service staff courteous and respectful	69%	75%	75%
Overall Ratings			
Rating of personal doctor	54%	64%	64%
Rating of specialist	58%	64%	64%
Rating of all health care	43%	51%	51%
Rating of health plan	50%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	56%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	41%	53%	53%
How often written materials or Internet provided needed information on how health plan works	27%	33%	34%

Currently smoke or use tobacco every day, some days or not at all	77%	69%	69%
How often consumer was advised to quit smoking or using tobacco	27%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	2%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	9%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	30%	37%	37%

L.A. Care Health Plan

Results for 2013 Adult Medicaid 5.0 L.A. Care Health Plan Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	42%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	42%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	41%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	52%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	57%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	47%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	66%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	66%	70%	77%	74%	71%	66%

Personal doctor listened carefully	70%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	73%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	55%	64%	73%	69%	64%	59%
<i>Health Plan Information and Customer Service Composite</i>	60%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	47%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	73%	75%	81%	79%	76%	71%
<i>Overall Ratings</i>						
Rating of personal doctor	61%	64%	72%	68%	63%	59%
Rating of specialist	65%	64%	71%	67%	63%	59%
Rating of all health care	48%	51%	58%	54%	50%	46%
Rating of health plan	54%	56%	65%	60%	56%	50%
<i>HEDIS Item Set</i>						
Consumer and doctor talked about specific things to prevent illness	64%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	46%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	38%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	87%	69%	84%	77%	67%	58%

How often consumer was advised to quit smoking or using tobacco	33%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	13%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	15%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	39%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 L.A. Care Health Plan Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Getting Needed Care Composite	42%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	42%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	41%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	52%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	57%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	47%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	66%	71%	72%	75%	72%	64%

Personal doctor explained things clearly	66%	70%	71%	75%	72%	63%
Personal doctor listened carefully	70%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	73%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	55%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	60%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	47%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	73%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	61%	64%	65%	67%	63%	61%
Rating of specialist	65%	64%	66%	64%	63%	62%
Rating of all health care	48%	51%	52%	53%	50%	47%
Rating of health plan	54%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	64%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	46%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	38%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	87%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	33%	37%	37%	38%	40%	32%

How often medication was recommended or discussed to help consumer quit smoking or using tobacco	13%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	15%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	39%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 L.A. Care Health Plan Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	42%	52%	52%
How often was easy to get needed care, tests, or treatment	42%	54%	54%
Got appointments with specialists as soon as needed	41%	51%	51%
Getting Care Quickly Composite	52%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	57%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	47%	53%	53%
How Well Doctors Communicate Composite	66%	71%	71%
Personal doctor explained things clearly	66%	70%	70%
Personal doctor listened carefully	70%	73%	73%
Personal doctor respected consumer comments	73%	77%	77%
Personal doctor spent enough time with consumers	55%	64%	64%
Health Plan Information and Customer Service Composite	60%	65%	65%
Customer service gave necessary information or help	47%	55%	55%

Customer service staff courteous and respectful	73%	75%	75%
Overall Ratings			
Rating of personal doctor	61%	64%	64%
Rating of specialist	65%	64%	64%
Rating of all health care	48%	51%	51%
Rating of health plan	54%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	64%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	46%	53%	53%
How often written materials or Internet provided needed information on how health plan works	38%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	87%	69%	69%
How often consumer was advised to quit smoking or using tobacco	33%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	13%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	15%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	39%	37%	37%

MassHealth

Results for 2013 Adult Medicaid 5.0 MassHealth Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	53%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or	59%	54%	62%	59%	55%	50%

treatment						
Got appointments with specialists as soon as needed	47%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	54%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	55%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	53%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	73%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	75%	70%	77%	74%	71%	66%
Personal doctor listened carefully	73%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	79%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	63%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	59%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	53%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	65%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	60%	64%	72%	68%	63%	59%
Rating of specialist	59%	64%	71%	67%	63%	59%
Rating of all health care	46%	51%	58%	54%	50%	46%
Rating of health plan	66%	56%	65%	60%	56%	50%
HEDIS Item Set						

Consumer and doctor talked about specific things to prevent illness	75%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	54%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	28%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	66%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	37%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	28%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	20%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 MassHealth Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care</i>						

Composite	53%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	59%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	47%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	54%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	55%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	53%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	73%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	75%	70%	71%	75%	72%	63%
Personal doctor listened carefully	73%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	79%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	63%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	59%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	53%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	65%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	60%	64%	65%	67%	63%	61%
Rating of specialist	59%	64%	66%	64%	63%	62%
Rating of all health care	46%	51%	52%	53%	50%	47%
Rating of health plan	66%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and						

doctor talked about specific things to prevent illness	75%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	54%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	28%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	66%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	37%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	28%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	20%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 MassHealth Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
<i>Getting Needed Care Composite</i>	53%	52%	52%
How often was easy to get needed care, tests, or treatment	59%	54%	54%
Got appointments with specialists as soon as needed	47%	51%	51%
<i>Getting Care Quickly Composite</i>	54%	57%	57%

Got urgent care for illness, injury or condition as soon as needed	55%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	53%	53%	53%
How Well Doctors Communicate Composite	73%	71%	71%
Personal doctor explained things clearly	75%	70%	70%
Personal doctor listened carefully	73%	73%	73%
Personal doctor respected consumer comments	79%	77%	77%
Personal doctor spent enough time with consumers	63%	64%	64%
Health Plan Information and Customer Service Composite	59%	65%	65%
Customer service gave necessary information or help	53%	55%	55%
Customer service staff courteous and respectful	65%	75%	75%
Overall Ratings			
Rating of personal doctor	60%	64%	64%
Rating of specialist	59%	64%	64%
Rating of all health care	46%	51%	51%
Rating of health plan	66%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	75%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	54%	53%	53%
How often written materials or Internet provided needed information on how health plan works	28%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	66%	69%	69%
How often consumer was advised to quit smoking or using tobacco	37%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	28%	16%	16%

How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	20%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	37%

MDWise - Healthy Indiana

Results for 2013 Adult Medicaid 5.0 MDWise - Healthy Indiana Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	58%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	59%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	57%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	62%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	63%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	62%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	73%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	74%	70%	77%	74%	71%	66%
Personal doctor listened carefully	72%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	76%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	68%	64%	73%	69%	64%	59%
Health Plan						

Information and Customer Service Composite	65%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	56%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	75%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	63%	64%	72%	68%	63%	59%
Rating of specialist	63%	64%	71%	67%	63%	59%
Rating of all health care	52%	51%	58%	54%	50%	46%
Rating of health plan	60%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	76%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	53%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	30%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	62%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	43%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	15%	16%	22%	19%	15%	12%

How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	12%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	39%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 MDWise - Healthy Indiana Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	58%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	59%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	57%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	62%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	63%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	62%	53%	56%	56%	57%	47%
<i>How Well Doctors Communicate Composite</i>	73%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	74%	70%	71%	75%	72%	63%
Personal doctor listened carefully	72%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	76%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	68%	64%	67%	68%	66%	56%

Health Plan Information and Customer Service Composite	65%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	56%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	75%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	63%	64%	65%	67%	63%	61%
Rating of specialist	63%	64%	66%	64%	63%	62%
Rating of all health care	52%	51%	52%	53%	50%	47%
Rating of health plan	60%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	76%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	53%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	30%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	62%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	43%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	15%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for	12%	13%	14%	13%	12%	11%

quitting smoking or using tobacco with consumer						
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	39%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 MDWise - Healthy Indiana Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	58%	52%	52%
How often was easy to get needed care, tests, or treatment	59%	54%	54%
Got appointments with specialists as soon as needed	57%	51%	51%
Getting Care Quickly Composite	62%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	63%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	62%	53%	53%
How Well Doctors Communicate Composite	73%	71%	71%
Personal doctor explained things clearly	74%	70%	70%
Personal doctor listened carefully	72%	73%	73%
Personal doctor respected consumer comments	76%	77%	77%
Personal doctor spent enough time with consumers	68%	64%	64%
Health Plan Information and Customer Service Composite	65%	65%	65%
Customer service gave necessary information or help	56%	55%	55%
Customer service staff courteous and respectful	75%	75%	75%
Overall Ratings			
Rating of personal doctor	63%	64%	64%
Rating of specialist	63%	64%	64%
Rating of all health care	52%	51%	51%
Rating of health plan	60%	56%	56%
HEDIS Item Set			

Consumer and doctor talked about specific things to prevent illness	76%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	53%	53%	53%
How often written materials or Internet provided needed information on how health plan works	30%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	62%	69%	69%
How often consumer was advised to quit smoking or using tobacco	43%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	15%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	12%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	39%	37%	37%

MDWise - Hoosier Healthwise

Results for 2013 Adult Medicaid 5.0 MDWise - Hoosier Healthwise Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
<i>Getting Needed Care Composite</i>	54%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	53%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	55%	51%	60%	55%	52%	46%
<i>Getting Care Quickly Composite</i>	56%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	55%	61%	67%	65%	62%	57%

Got routine appointment at doctor's office or clinic as soon as needed	56%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	70%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	72%	70%	77%	74%	71%	66%
Personal doctor listened carefully	70%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	74%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	63%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	63%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	51%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	75%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	62%	64%	72%	68%	63%	59%
Rating of specialist	61%	64%	71%	67%	63%	59%
Rating of all health care	49%	51%	58%	54%	50%	46%
Rating of health plan	53%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	68%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	54%	53%	61%	57%	53%	48%

How often written materials or Internet provided needed information on how health plan works	31%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	56%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	38%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	14%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	14%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	32%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 MDWise - Hoosier Healthwise Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	54%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	53%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	55%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	56%	57%	59%	60%	60%	51%
Got urgent care for						

illness, injury or condition as soon as needed	55%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	56%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	70%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	72%	70%	71%	75%	72%	63%
Personal doctor listened carefully	70%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	74%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	63%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	63%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	51%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	75%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	62%	64%	65%	67%	63%	61%
Rating of specialist	61%	64%	66%	64%	63%	62%
Rating of all health care	49%	51%	52%	53%	50%	47%
Rating of health plan	53%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	68%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	54%	53%	55%	56%	56%	48%
How often written materials or						

Internet provided needed information on how health plan works	31%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	56%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	38%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	14%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	14%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	32%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 MDWise - Hoosier Healthwise Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	54%	52%	52%
How often was easy to get needed care, tests, or treatment	53%	54%	54%
Got appointments with specialists as soon as needed	55%	51%	51%
Getting Care Quickly Composite	56%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	55%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	56%	53%	53%
How Well Doctors Communicate Composite	70%	71%	71%
Personal doctor explained things clearly	72%	70%	70%

Personal doctor listened carefully	70%	73%	73%
Personal doctor respected consumer comments	74%	77%	77%
Personal doctor spent enough time with consumers	63%	64%	64%
Health Plan Information and Customer Service Composite	63%	65%	65%
Customer service gave necessary information or help	51%	55%	55%
Customer service staff courteous and respectful	75%	75%	75%
Overall Ratings			
Rating of personal doctor	62%	64%	64%
Rating of specialist	61%	64%	64%
Rating of all health care	49%	51%	51%
Rating of health plan	53%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	68%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	54%	53%	53%
How often written materials or Internet provided needed information on how health plan works	31%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	56%	69%	69%
How often consumer was advised to quit smoking or using tobacco	38%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	14%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	14%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	32%	37%	37%

Neighborhood Health Plan

Results for 2013 Adult Medicaid 5.0 Neighborhood Health Plan Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	56%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	58%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	53%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	60%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	62%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	57%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	67%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	68%	70%	77%	74%	71%	66%
Personal doctor listened carefully	67%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	74%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	60%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	68%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	55%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	81%	75%	81%	79%	76%	71%
Overall Ratings						

Rating of personal doctor	64%	64%	72%	68%	63%	59%
Rating of specialist	69%	64%	71%	67%	63%	59%
Rating of all health care	55%	51%	58%	54%	50%	46%
Rating of health plan	59%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	71%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	52%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	26%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	76%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	36%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	20%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	17%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and	36%	37%	46%	41%	36%	33%

benefits of aspirin to prevent heart attack or stroke						
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Results for 2013 Adult Medicaid 5.0 Neighborhood Health Plan Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	56%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	58%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	53%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	60%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	62%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	57%	53%	56%	56%	57%	47%
<i>How Well Doctors Communicate Composite</i>	67%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	68%	70%	71%	75%	72%	63%
Personal doctor listened carefully	67%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	74%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	60%	64%	67%	68%	66%	56%
<i>Health Plan Information and Customer Service Composite</i>	68%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	55%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	81%	75%	76%	76%	75%	71%

Overall Ratings						
Rating of personal doctor	64%	64%	65%	67%	63%	61%
Rating of specialist	69%	64%	66%	64%	63%	62%
Rating of all health care	55%	51%	52%	53%	50%	47%
Rating of health plan	59%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	71%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	52%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	26%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	76%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	36%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	20%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	17%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Neighborhood Health Plan Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
<i>Getting Needed Care Composite</i>	56%	52%	52%
How often was easy to get needed care, tests, or treatment	58%	54%	54%
Got appointments with specialists as soon as needed	53%	51%	51%
<i>Getting Care Quickly Composite</i>	60%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	62%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	57%	53%	53%
<i>How Well Doctors Communicate Composite</i>	67%	71%	71%
Personal doctor explained things clearly	68%	70%	70%
Personal doctor listened carefully	67%	73%	73%
Personal doctor respected consumer comments	74%	77%	77%
Personal doctor spent enough time with consumers	60%	64%	64%
<i>Health Plan Information and Customer Service Composite</i>	68%	65%	65%
Customer service gave necessary information or help	55%	55%	55%
Customer service staff courteous and respectful	81%	75%	75%
<i>Overall Ratings</i>			
Rating of personal doctor	64%	64%	64%
Rating of specialist	69%	64%	64%
Rating of all health care	55%	51%	51%
Rating of health plan	59%	56%	56%
<i>HEDIS Item Set</i>			
Consumer and doctor talked about specific things to prevent illness	71%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	52%	53%	53%
How often written materials or Internet provided needed information on how health plan works	26%	33%	34%

Currently smoke or use tobacco every day, some days or not at all	76%	69%	69%
How often consumer was advised to quit smoking or using tobacco	36%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	20%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	17%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	37%

Neighborhood Health Plan of RI

Results for 2013 Adult Medicaid 5.0 Neighborhood Health Plan of RI Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	53%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	55%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	50%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	61%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	67%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	54%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	73%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	70%	70%	77%	74%	71%	66%

Personal doctor listened carefully	75%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	78%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	67%	64%	73%	69%	64%	59%
<i>Health Plan Information and Customer Service Composite</i>	67%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	59%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	75%	75%	81%	79%	76%	71%
<i>Overall Ratings</i>						
Rating of personal doctor	67%	64%	72%	68%	63%	59%
Rating of specialist	72%	64%	71%	67%	63%	59%
Rating of all health care	58%	51%	58%	54%	50%	46%
Rating of health plan	68%	56%	65%	60%	56%	50%
<i>HEDIS Item Set</i>						
Consumer and doctor talked about specific things to prevent illness	70%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	54%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	37%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	68%	69%	84%	77%	67%	58%

How often consumer was advised to quit smoking or using tobacco	41%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	19%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	17%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Neighborhood Health Plan of RI Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	53%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	55%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	50%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	61%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	67%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	54%	53%	56%	56%	57%	47%
<i>How Well Doctors Communicate Composite</i>	73%	71%	72%	75%	72%	64%

Personal doctor explained things clearly	70%	70%	71%	75%	72%	63%
Personal doctor listened carefully	75%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	78%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	67%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	67%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	59%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	75%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	67%	64%	65%	67%	63%	61%
Rating of specialist	72%	64%	66%	64%	63%	62%
Rating of all health care	58%	51%	52%	53%	50%	47%
Rating of health plan	68%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	70%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	54%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	37%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	68%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	41%	37%	37%	38%	40%	32%

How often medication was recommended or discussed to help consumer quit smoking or using tobacco	19%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	17%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Neighborhood Health Plan of RI Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	53%	52%	52%
How often was easy to get needed care, tests, or treatment	55%	54%	54%
Got appointments with specialists as soon as needed	50%	51%	51%
Getting Care Quickly Composite	61%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	67%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	54%	53%	53%
How Well Doctors Communicate Composite	73%	71%	71%
Personal doctor explained things clearly	70%	70%	70%
Personal doctor listened carefully	75%	73%	73%
Personal doctor respected consumer comments	78%	77%	77%
Personal doctor spent enough time with consumers	67%	64%	64%
Health Plan Information and Customer Service Composite	67%	65%	65%
Customer service gave necessary information or help	59%	55%	55%

Customer service staff courteous and respectful	75%	75%	75%
Overall Ratings			
Rating of personal doctor	67%	64%	64%
Rating of specialist	72%	64%	64%
Rating of all health care	58%	51%	51%
Rating of health plan	68%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	70%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	54%	53%	53%
How often written materials or Internet provided needed information on how health plan works	37%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	68%	69%	69%
How often consumer was advised to quit smoking or using tobacco	41%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	19%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	17%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	37%

Network Health, Inc.

Results for 2013 Adult Medicaid 5.0 Network Health, Inc. Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	57%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or	58%	54%	62%	59%	55%	50%

treatment						
Got appointments with specialists as soon as needed	57%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	62%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	66%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	58%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	72%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	73%	70%	77%	74%	71%	66%
Personal doctor listened carefully	74%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	77%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	62%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	68%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	56%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	80%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	79%	64%	72%	68%	63%	59%
Rating of specialist	81%	64%	71%	67%	63%	59%
Rating of all health care	62%	51%	58%	54%	50%	46%
Rating of health plan	79%	56%	65%	60%	56%	50%
HEDIS Item Set						

Consumer and doctor talked about specific things to prevent illness	76%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	61%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	48%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	71%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	36%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	20%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	14%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Network Health, Inc. Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care</i>						

Composite	57%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	58%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	57%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	62%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	66%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	58%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	72%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	73%	70%	71%	75%	72%	63%
Personal doctor listened carefully	74%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	77%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	62%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	68%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	56%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	80%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	79%	64%	65%	67%	63%	61%
Rating of specialist	81%	64%	66%	64%	63%	62%
Rating of all health care	62%	51%	52%	53%	50%	47%
Rating of health plan	79%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and						

doctor talked about specific things to prevent illness	76%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	61%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	48%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	71%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	36%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	20%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	14%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Network Health, Inc. Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	57%	52%	52%
How often was easy to get needed care, tests, or treatment	58%	54%	54%
Got appointments with specialists as soon as needed	57%	51%	51%
Getting Care Quickly Composite	62%	57%	57%

Got urgent care for illness, injury or condition as soon as needed	66%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	58%	53%	53%
How Well Doctors Communicate Composite	72%	71%	71%
Personal doctor explained things clearly	73%	70%	70%
Personal doctor listened carefully	74%	73%	73%
Personal doctor respected consumer comments	77%	77%	77%
Personal doctor spent enough time with consumers	62%	64%	64%
Health Plan Information and Customer Service Composite	68%	65%	65%
Customer service gave necessary information or help	56%	55%	55%
Customer service staff courteous and respectful	80%	75%	75%
Overall Ratings			
Rating of personal doctor	79%	64%	64%
Rating of specialist	81%	64%	64%
Rating of all health care	62%	51%	51%
Rating of health plan	79%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	76%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	61%	53%	53%
How often written materials or Internet provided needed information on how health plan works	48%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	71%	69%	69%
How often consumer was advised to quit smoking or using tobacco	36%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	20%	16%	16%

How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	14%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	37%

Partnership Health Plan

Results for 2013 Adult Medicaid 5.0 Partnership Health Plan Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	53%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	51%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	56%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	59%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	63%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	54%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	68%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	67%	70%	77%	74%	71%	66%
Personal doctor listened carefully	73%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	75%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	58%	64%	73%	69%	64%	59%
Health Plan						

Information and Customer Service Composite	61%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	50%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	72%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	71%	64%	72%	68%	63%	59%
Rating of specialist	72%	64%	71%	67%	63%	59%
Rating of all health care	49%	51%	58%	54%	50%	46%
Rating of health plan	51%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	69%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	56%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	28%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	79%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	38%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	24%	16%	22%	19%	15%	12%

How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	16%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	45%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Partnership Health Plan Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	53%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	51%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	56%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	59%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	63%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	54%	53%	56%	56%	57%	47%
<i>How Well Doctors Communicate Composite</i>	68%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	67%	70%	71%	75%	72%	63%
Personal doctor listened carefully	73%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	75%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	58%	64%	67%	68%	66%	56%

Health Plan Information and Customer Service Composite	61%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	50%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	72%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	71%	64%	65%	67%	63%	61%
Rating of specialist	72%	64%	66%	64%	63%	62%
Rating of all health care	49%	51%	52%	53%	50%	47%
Rating of health plan	51%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	69%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	56%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	28%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	79%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	38%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	24%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for	16%	13%	14%	13%	12%	11%

quitting smoking or using tobacco with consumer						
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	45%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Partnership Health Plan Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	53%	52%	52%
How often was easy to get needed care, tests, or treatment	51%	54%	54%
Got appointments with specialists as soon as needed	56%	51%	51%
Getting Care Quickly Composite	59%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	63%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	54%	53%	53%
How Well Doctors Communicate Composite	68%	71%	71%
Personal doctor explained things clearly	67%	70%	70%
Personal doctor listened carefully	73%	73%	73%
Personal doctor respected consumer comments	75%	77%	77%
Personal doctor spent enough time with consumers	58%	64%	64%
Health Plan Information and Customer Service Composite	61%	65%	65%
Customer service gave necessary information or help	50%	55%	55%
Customer service staff courteous and respectful	72%	75%	75%
Overall Ratings			
Rating of personal doctor	71%	64%	64%
Rating of specialist	72%	64%	64%
Rating of all health care	49%	51%	51%
Rating of health plan	51%	56%	56%
HEDIS Item Set			

Consumer and doctor talked about specific things to prevent illness	69%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	56%	53%	53%
How often written materials or Internet provided needed information on how health plan works	28%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	79%	69%	69%
How often consumer was advised to quit smoking or using tobacco	38%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	24%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	16%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	45%	37%	37%

Priority Partners

Results for 2013 Adult Medicaid 5.0 Priority Partners Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
<i>Getting Needed Care Composite</i>	47%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	47%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	47%	51%	60%	55%	52%	46%
<i>Getting Care Quickly Composite</i>	58%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	60%	61%	67%	65%	62%	57%

Got routine appointment at doctor's office or clinic as soon as needed	55%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	70%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	70%	70%	77%	74%	71%	66%
Personal doctor listened carefully	70%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	78%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	64%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	60%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	48%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	72%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	54%	64%	72%	68%	63%	59%
Rating of specialist	60%	64%	71%	67%	63%	59%
Rating of all health care	42%	51%	58%	54%	50%	46%
Rating of health plan	47%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	74%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	61%	57%	53%	48%

How often written materials or Internet provided needed information on how health plan works	26%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	67%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	41%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	18%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	17%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Priority Partners Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	47%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	47%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	47%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	58%	57%	59%	60%	60%	51%
Got urgent care for						

illness, injury or condition as soon as needed	60%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	55%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	70%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	70%	70%	71%	75%	72%	63%
Personal doctor listened carefully	70%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	78%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	64%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	60%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	48%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	72%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	54%	64%	65%	67%	63%	61%
Rating of specialist	60%	64%	66%	64%	63%	62%
Rating of all health care	42%	51%	52%	53%	50%	47%
Rating of health plan	47%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	74%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	55%	56%	56%	48%
How often written materials or						

Internet provided needed information on how health plan works	26%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	67%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	41%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	18%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	17%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Priority Partners Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	47%	52%	52%
How often was easy to get needed care, tests, or treatment	47%	54%	54%
Got appointments with specialists as soon as needed	47%	51%	51%
Getting Care Quickly Composite	58%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	60%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	55%	53%	53%
How Well Doctors Communicate Composite	70%	71%	71%
Personal doctor explained things clearly	70%	70%	70%

Personal doctor listened carefully	70%	73%	73%
Personal doctor respected consumer comments	78%	77%	77%
Personal doctor spent enough time with consumers	64%	64%	64%
Health Plan Information and Customer Service Composite	60%	65%	65%
Customer service gave necessary information or help	48%	55%	55%
Customer service staff courteous and respectful	72%	75%	75%
Overall Ratings			
Rating of personal doctor	54%	64%	64%
Rating of specialist	60%	64%	64%
Rating of all health care	42%	51%	51%
Rating of health plan	47%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	74%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	47%	53%	53%
How often written materials or Internet provided needed information on how health plan works	26%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	67%	69%	69%
How often consumer was advised to quit smoking or using tobacco	41%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	18%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	17%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	36%	37%	37%

San Francisco Health Plan

Results for 2013 Adult Medicaid 5.0 San Francisco Health Plan Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	39%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	44%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	35%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	43%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	47%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	39%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	64%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	64%	70%	77%	74%	71%	66%
Personal doctor listened carefully	64%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	71%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	56%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	51%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	42%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	59%	75%	81%	79%	76%	71%
Overall Ratings						

Rating of personal doctor	60%	64%	72%	68%	63%	59%
Rating of specialist	59%	64%	71%	67%	63%	59%
Rating of all health care	50%	51%	58%	54%	50%	46%
Rating of health plan	48%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	71%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	58%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	28%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	78%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	35%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	15%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	21%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and	35%	37%	46%	41%	36%	33%

benefits of aspirin to prevent heart attack or stroke						
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Results for 2013 Adult Medicaid 5.0 San Francisco Health Plan Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Getting Needed Care Composite	39%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	44%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	35%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	43%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	47%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	39%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	64%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	64%	70%	71%	75%	72%	63%
Personal doctor listened carefully	64%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	71%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	56%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	51%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	42%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	59%	75%	76%	76%	75%	71%

Overall Ratings						
Rating of personal doctor	60%	64%	65%	67%	63%	61%
Rating of specialist	59%	64%	66%	64%	63%	62%
Rating of all health care	50%	51%	52%	53%	50%	47%
Rating of health plan	48%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	71%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	58%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	28%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	78%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	35%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	15%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	21%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 San Francisco Health Plan Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	39%	52%	52%
How often was easy to get needed care, tests, or treatment	44%	54%	54%
Got appointments with specialists as soon as needed	35%	51%	51%
Getting Care Quickly Composite	43%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	47%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	39%	53%	53%
How Well Doctors Communicate Composite	64%	71%	71%
Personal doctor explained things clearly	64%	70%	70%
Personal doctor listened carefully	64%	73%	73%
Personal doctor respected consumer comments	71%	77%	77%
Personal doctor spent enough time with consumers	56%	64%	64%
Health Plan Information and Customer Service Composite	51%	65%	65%
Customer service gave necessary information or help	42%	55%	55%
Customer service staff courteous and respectful	59%	75%	75%
Overall Ratings			
Rating of personal doctor	60%	64%	64%
Rating of specialist	59%	64%	64%
Rating of all health care	50%	51%	51%
Rating of health plan	48%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	71%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	58%	53%	53%
How often written materials or Internet provided needed information on how health plan works	28%	33%	34%

Currently smoke or use tobacco every day, some days or not at all	78%	69%	69%
How often consumer was advised to quit smoking or using tobacco	35%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	15%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	21%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	37%

Santa Clara Family Health Plan

Results for 2013 Adult Medicaid 5.0 Santa Clara Family Health Plan Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	39%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	43%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	36%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	43%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	49%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	37%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	58%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	56%	70%	77%	74%	71%	66%

Personal doctor listened carefully	60%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	65%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	50%	64%	73%	69%	64%	59%
<i>Health Plan Information and Customer Service Composite</i>	51%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	42%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	60%	75%	81%	79%	76%	71%
<i>Overall Ratings</i>						
Rating of personal doctor	57%	64%	72%	68%	63%	59%
Rating of specialist	61%	64%	71%	67%	63%	59%
Rating of all health care	44%	51%	58%	54%	50%	46%
Rating of health plan	51%	56%	65%	60%	56%	50%
<i>HEDIS Item Set</i>						
Consumer and doctor talked about specific things to prevent illness	66%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	46%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	25%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	87%	69%	84%	77%	67%	58%

How often consumer was advised to quit smoking or using tobacco	29%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	17%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	17%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	33%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Santa Clara Family Health Plan Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	39%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	43%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	36%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	43%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	49%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	37%	53%	56%	56%	57%	47%
<i>How Well Doctors Communicate Composite</i>	58%	71%	72%	75%	72%	64%

Personal doctor explained things clearly	56%	70%	71%	75%	72%	63%
Personal doctor listened carefully	60%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	65%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	50%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	51%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	42%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	60%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	57%	64%	65%	67%	63%	61%
Rating of specialist	61%	64%	66%	64%	63%	62%
Rating of all health care	44%	51%	52%	53%	50%	47%
Rating of health plan	51%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	66%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	46%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	25%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	87%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	29%	37%	37%	38%	40%	32%

How often medication was recommended or discussed to help consumer quit smoking or using tobacco	17%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	17%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	33%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Santa Clara Family Health Plan Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	39%	52%	52%
How often was easy to get needed care, tests, or treatment	43%	54%	54%
Got appointments with specialists as soon as needed	36%	51%	51%
Getting Care Quickly Composite	43%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	49%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	37%	53%	53%
How Well Doctors Communicate Composite	58%	71%	71%
Personal doctor explained things clearly	56%	70%	70%
Personal doctor listened carefully	60%	73%	73%
Personal doctor respected consumer comments	65%	77%	77%
Personal doctor spent enough time with consumers	50%	64%	64%
Health Plan Information and Customer Service Composite	51%	65%	65%
Customer service gave necessary information or help	42%	55%	55%

Customer service staff courteous and respectful	60%	75%	75%
Overall Ratings			
Rating of personal doctor	57%	64%	64%
Rating of specialist	61%	64%	64%
Rating of all health care	44%	51%	51%
Rating of health plan	51%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	66%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	46%	53%	53%
How often written materials or Internet provided needed information on how health plan works	25%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	87%	69%	69%
How often consumer was advised to quit smoking or using tobacco	29%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	17%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	17%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	33%	37%	37%

Univera Community Health

Results for 2013 Adult Medicaid 5.0 Univera Community Health Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	55%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or	57%	54%	62%	59%	55%	50%

treatment						
Got appointments with specialists as soon as needed	53%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	60%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	65%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	55%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	73%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	72%	70%	77%	74%	71%	66%
Personal doctor listened carefully	75%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	77%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	67%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	68%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	56%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	80%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	58%	64%	72%	68%	63%	59%
Rating of specialist	57%	64%	71%	67%	63%	59%
Rating of all health care	50%	51%	58%	54%	50%	46%
Rating of health plan	59%	56%	65%	60%	56%	50%
HEDIS Item Set						

Consumer and doctor talked about specific things to prevent illness	73%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	48%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	28%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	61%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	43%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	22%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	15%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Univera Community Health Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care</i>						

Composite	55%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	57%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	53%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	60%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	65%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	55%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	73%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	72%	70%	71%	75%	72%	63%
Personal doctor listened carefully	75%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	77%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	67%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	68%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	56%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	80%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	58%	64%	65%	67%	63%	61%
Rating of specialist	57%	64%	66%	64%	63%	62%
Rating of all health care	50%	51%	52%	53%	50%	47%
Rating of health plan	59%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and						

doctor talked about specific things to prevent illness	73%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	48%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	28%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	61%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	43%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	22%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	15%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Univera Community Health Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	55%	52%	52%
How often was easy to get needed care, tests, or treatment	57%	54%	54%
Got appointments with specialists as soon as needed	53%	51%	51%
Getting Care Quickly Composite	60%	57%	57%

Got urgent care for illness, injury or condition as soon as needed	65%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	55%	53%	53%
How Well Doctors Communicate Composite	73%	71%	71%
Personal doctor explained things clearly	72%	70%	70%
Personal doctor listened carefully	75%	73%	73%
Personal doctor respected consumer comments	77%	77%	77%
Personal doctor spent enough time with consumers	67%	64%	64%
Health Plan Information and Customer Service Composite	68%	65%	65%
Customer service gave necessary information or help	56%	55%	55%
Customer service staff courteous and respectful	80%	75%	75%
Overall Ratings			
Rating of personal doctor	58%	64%	64%
Rating of specialist	57%	64%	64%
Rating of all health care	50%	51%	51%
Rating of health plan	59%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	73%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	48%	53%	53%
How often written materials or Internet provided needed information on how health plan works	28%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	61%	69%	69%
How often consumer was advised to quit smoking or using tobacco	43%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	22%	16%	16%

How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	15%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	35%	37%	37%

UPMC Health Plan

Results for 2013 Adult Medicaid 5.0 UPMC Health Plan Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	59%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	58%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	60%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	65%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	66%	61%	67%	65%	62%	57%
Got routine appointment at doctor's office or clinic as soon as needed	63%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	74%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	78%	70%	77%	74%	71%	66%
Personal doctor listened carefully	74%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	79%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	66%	64%	73%	69%	64%	59%
Health Plan						

Information and Customer Service Composite	68%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	55%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	81%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	65%	64%	72%	68%	63%	59%
Rating of specialist	63%	64%	71%	67%	63%	59%
Rating of all health care	49%	51%	58%	54%	50%	46%
Rating of health plan	60%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	71%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	57%	53%	61%	57%	53%	48%
How often written materials or Internet provided needed information on how health plan works	33%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	51%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	37%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	15%	16%	22%	19%	15%	12%

How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	13%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	39%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 UPMC Health Plan Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Getting Needed Care Composite	59%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	58%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	60%	51%	53%	54%	54%	45%
Getting Care Quickly Composite	65%	57%	59%	60%	60%	51%
Got urgent care for illness, injury or condition as soon as needed	66%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	63%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	74%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	78%	70%	71%	75%	72%	63%
Personal doctor listened carefully	74%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	79%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	66%	64%	67%	68%	66%	56%

Health Plan Information and Customer Service Composite	68%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	55%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	81%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	65%	64%	65%	67%	63%	61%
Rating of specialist	63%	64%	66%	64%	63%	62%
Rating of all health care	49%	51%	52%	53%	50%	47%
Rating of health plan	60%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	71%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	57%	53%	55%	56%	56%	48%
How often written materials or Internet provided needed information on how health plan works	33%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	51%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	37%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	15%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for	13%	13%	14%	13%	12%	11%

quitting smoking or using tobacco with consumer						
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	39%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 UPMC Health Plan Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	59%	52%	52%
How often was easy to get needed care, tests, or treatment	58%	54%	54%
Got appointments with specialists as soon as needed	60%	51%	51%
Getting Care Quickly Composite	65%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	66%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	63%	53%	53%
How Well Doctors Communicate Composite	74%	71%	71%
Personal doctor explained things clearly	78%	70%	70%
Personal doctor listened carefully	74%	73%	73%
Personal doctor respected consumer comments	79%	77%	77%
Personal doctor spent enough time with consumers	66%	64%	64%
Health Plan Information and Customer Service Composite	68%	65%	65%
Customer service gave necessary information or help	55%	55%	55%
Customer service staff courteous and respectful	81%	75%	75%
Overall Ratings			
Rating of personal doctor	65%	64%	64%
Rating of specialist	63%	64%	64%
Rating of all health care	49%	51%	51%
Rating of health plan	60%	56%	56%
HEDIS Item Set			

Consumer and doctor talked about specific things to prevent illness	71%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	57%	53%	53%
How often written materials or Internet provided needed information on how health plan works	33%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	51%	69%	69%
How often consumer was advised to quit smoking or using tobacco	37%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	15%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	13%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	39%	37%	37%

Virginia Premier Health Plan, Inc.

Results for 2013 Adult Medicaid 5.0 Virginia Premier Health Plan, Inc. Percentile Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	90 th Percentile	75 th Percentile	50 th Percentile	25 th Percentile
Getting Needed Care Composite	58%	52%	60%	57%	53%	48%
How often was easy to get needed care, tests, or treatment	62%	54%	62%	59%	55%	50%
Got appointments with specialists as soon as needed	55%	51%	60%	55%	52%	46%
Getting Care Quickly Composite	63%	57%	63%	61%	59%	54%
Got urgent care for illness, injury or condition as soon as needed	64%	61%	67%	65%	62%	57%

Got routine appointment at doctor's office or clinic as soon as needed	62%	53%	62%	58%	55%	50%
How Well Doctors Communicate Composite	70%	71%	77%	74%	71%	67%
Personal doctor explained things clearly	74%	70%	77%	74%	71%	66%
Personal doctor listened carefully	71%	73%	79%	75%	72%	69%
Personal doctor respected consumer comments	74%	77%	83%	80%	77%	73%
Personal doctor spent enough time with consumers	61%	64%	73%	69%	64%	59%
Health Plan Information and Customer Service Composite	67%	65%	71%	68%	66%	61%
Customer service gave necessary information or help	56%	55%	62%	59%	55%	52%
Customer service staff courteous and respectful	79%	75%	81%	79%	76%	71%
Overall Ratings						
Rating of personal doctor	64%	64%	72%	68%	63%	59%
Rating of specialist	70%	64%	71%	67%	63%	59%
Rating of all health care	53%	51%	58%	54%	50%	46%
Rating of health plan	60%	56%	65%	60%	56%	50%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	72%	71%	77%	74%	71%	68%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	54%	53%	61%	57%	53%	48%

How often written materials or Internet provided needed information on how health plan works	34%	33%	42%	39%	33%	28%
Currently smoke or use tobacco every day, some days or not at all	51%	69%	84%	77%	67%	58%
How often consumer was advised to quit smoking or using tobacco	40%	37%	46%	41%	37%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	15%	16%	22%	19%	15%	12%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	9%	13%	20%	16%	12%	9%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	44%	37%	46%	41%	36%	33%

Results for 2013 Adult Medicaid 5.0 Virginia Premier Health Plan, Inc. Regional Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<i>Getting Needed Care Composite</i>	58%	52%	55%	56%	55%	46%
How often was easy to get needed care, tests, or treatment	62%	54%	56%	58%	56%	47%
Got appointments with specialists as soon as needed	55%	51%	53%	54%	54%	45%
<i>Getting Care Quickly Composite</i>	63%	57%	59%	60%	60%	51%
Got urgent care for						

illness, injury or condition as soon as needed	64%	61%	63%	63%	63%	55%
Got routine appointment at doctor's office or clinic as soon as needed	62%	53%	56%	56%	57%	47%
How Well Doctors Communicate Composite	70%	71%	72%	75%	72%	64%
Personal doctor explained things clearly	74%	70%	71%	75%	72%	63%
Personal doctor listened carefully	71%	73%	73%	76%	73%	67%
Personal doctor respected consumer comments	74%	77%	78%	79%	78%	71%
Personal doctor spent enough time with consumers	61%	64%	67%	68%	66%	56%
Health Plan Information and Customer Service Composite	67%	65%	66%	67%	65%	60%
Customer service gave necessary information or help	56%	55%	56%	58%	54%	50%
Customer service staff courteous and respectful	79%	75%	76%	76%	75%	71%
Overall Ratings						
Rating of personal doctor	64%	64%	65%	67%	63%	61%
Rating of specialist	70%	64%	66%	64%	63%	62%
Rating of all health care	53%	51%	52%	53%	50%	47%
Rating of health plan	60%	56%	59%	59%	54%	52%
HEDIS Item Set						
Consumer and doctor talked about specific things to prevent illness	72%	71%	72%	73%	73%	67%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	54%	53%	55%	56%	56%	48%
How often written materials or						

Internet provided needed information on how health plan works	34%	33%	35%	33%	36%	32%
Currently smoke or use tobacco every day, some days or not at all	51%	69%	65%	64%	61%	80%
How often consumer was advised to quit smoking or using tobacco	40%	37%	37%	38%	40%	32%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	15%	16%	18%	17%	15%	13%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	9%	13%	14%	13%	12%	11%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	44%	37%	37%	38%	41%	35%

Results for 2013 Adult Medicaid 5.0 Virginia Premier Health Plan, Inc. Product Type Top Box Scores

Composite/Item	Selected Sponsor/Plan	CAHPS DB Overall	HMO/POS
Getting Needed Care Composite	58%	52%	52%
How often was easy to get needed care, tests, or treatment	62%	54%	54%
Got appointments with specialists as soon as needed	55%	51%	51%
Getting Care Quickly Composite	63%	57%	57%
Got urgent care for illness, injury or condition as soon as needed	64%	61%	61%
Got routine appointment at doctor's office or clinic as soon as needed	62%	53%	53%
How Well Doctors Communicate Composite	70%	71%	71%
Personal doctor explained things clearly	74%	70%	70%

Personal doctor listened carefully	71%	73%	73%
Personal doctor respected consumer comments	74%	77%	77%
Personal doctor spent enough time with consumers	61%	64%	64%
Health Plan Information and Customer Service Composite	67%	65%	65%
Customer service gave necessary information or help	56%	55%	55%
Customer service staff courteous and respectful	79%	75%	75%
Overall Ratings			
Rating of personal doctor	64%	64%	64%
Rating of specialist	70%	64%	64%
Rating of all health care	53%	51%	51%
Rating of health plan	60%	56%	56%
HEDIS Item Set			
Consumer and doctor talked about specific things to prevent illness	72%	71%	71%
Personal doctor seemed informed and up-to-date about care received from other doctors/providers	54%	53%	53%
How often written materials or Internet provided needed information on how health plan works	34%	33%	34%
Currently smoke or use tobacco every day, some days or not at all	51%	69%	69%
How often consumer was advised to quit smoking or using tobacco	40%	37%	37%
How often medication was recommended or discussed to help consumer quit smoking or using tobacco	15%	16%	16%
How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer	9%	13%	13%
Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke	44%	37%	37%

Results generated 12/18/2013 12:06:25 PM

