

Community HealthChoices

2019 - 2021 CAHPS-HP[®] Survey Results

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CAHPS-HP[®] Survey Overview

- The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a nationally standardized healthcare survey used to measure patient satisfaction and perceptions of quality of care.
- Community HealthChoices (CHC) MCOs contracted with vendors to conduct CAHPS surveys annually over the three-year phased implementation of the CHC program.
- The following slides will present a three-year trend of CHC members' satisfaction and assessment of quality of care for three key areas:
 1. Ratings of Access to Care
 2. Ratings of Health Plans
 3. Ratings of Personal Doctor

2019 – 2021 CAHPS-HP[®] Survey Results Overview

CAHPS HP data is collected in two separate groups:

- Group 1:
 - Medicaid (CHC) only; or
 - CHC and an Aligned D-SNP
- Group 2:
 - CHC and FFS Medicare or other Medicare Advantage than an Aligned D-SNP

CAHPS HP data included the following regions by year:

- Reporting Year (RY) 2019 (Measurement Year (MY) 2018) – SW only
- RY2020 (MY 2019) – SW & SE
- RY2021 (MY 2020) – Statewide (All regions: LC/NE/NW/SE/SW)

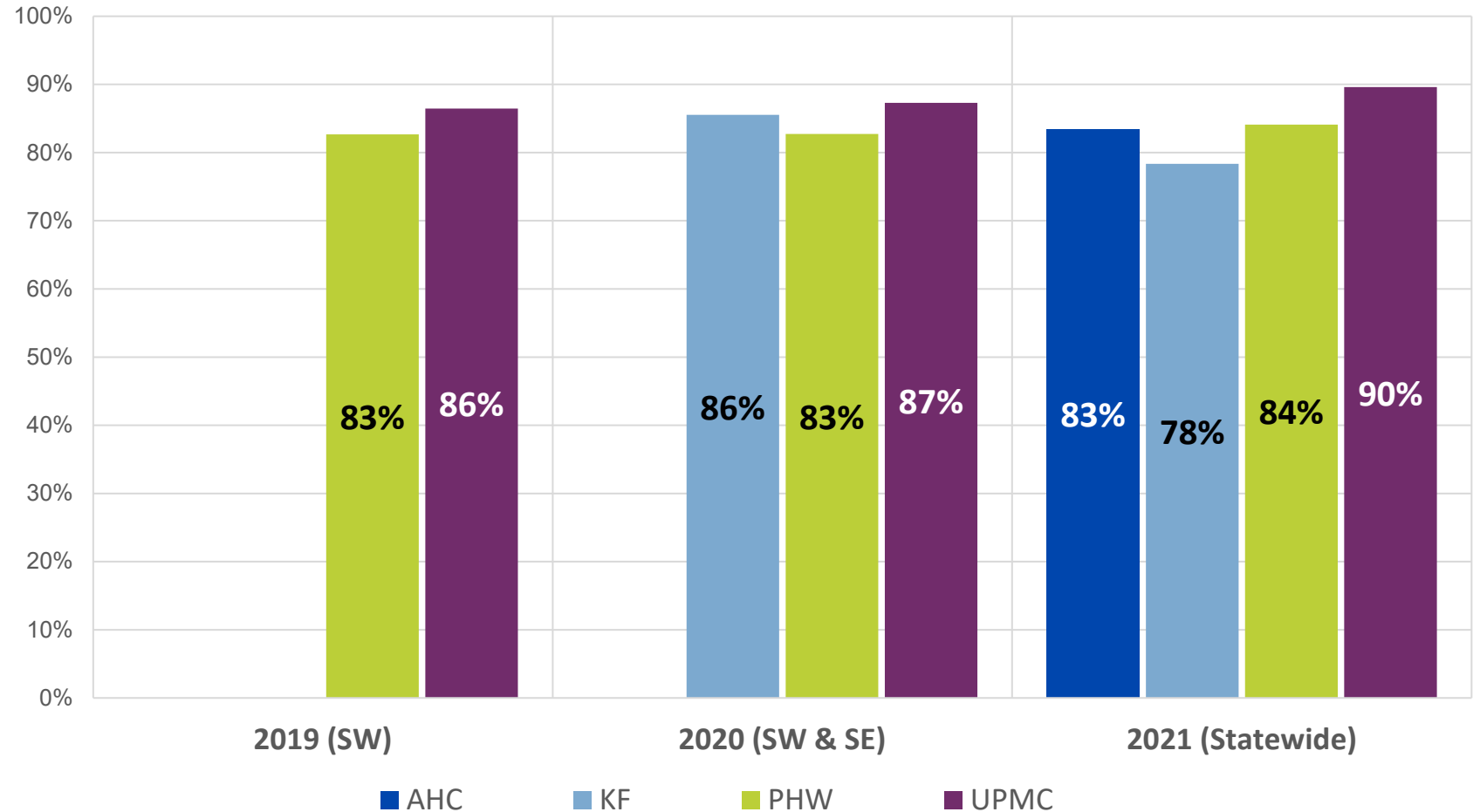


Ratings of Access to Care

Getting Need Care Composite (Medicaid Only & Aligned Members)

Getting Needed Care is a composite of two measures:
1.) Ease of getting care, tests or treatment
2.) Got appt. with specialist as soon as needed

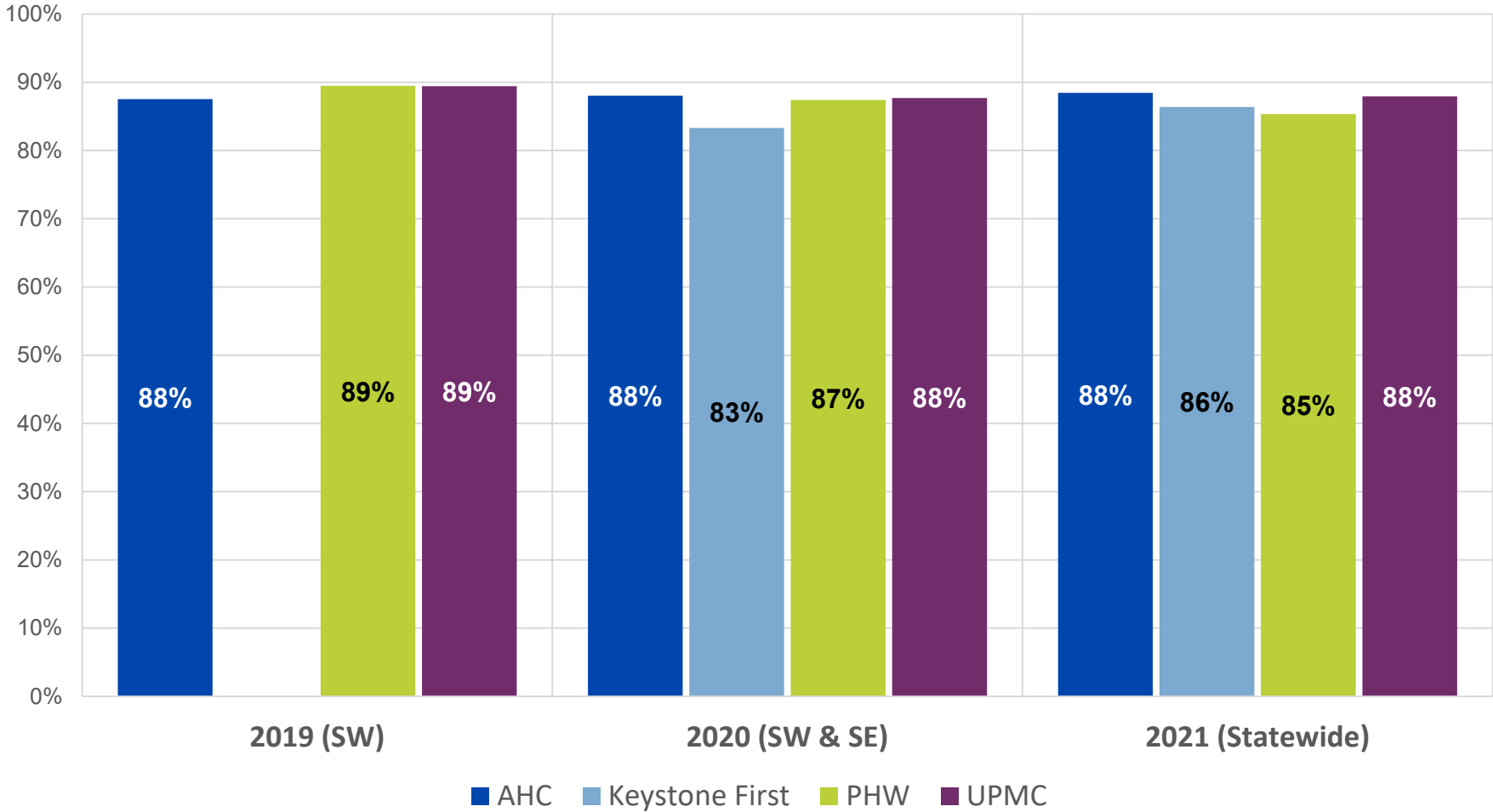
Usually or Always



Getting Needed Care Composite (Unaligned Members)

Usually or Always

Getting Needed Care is a composite of two measures:
 1.) Ease of getting care, tests or treatment
 2.) Got appt. with specialist as soon as needed



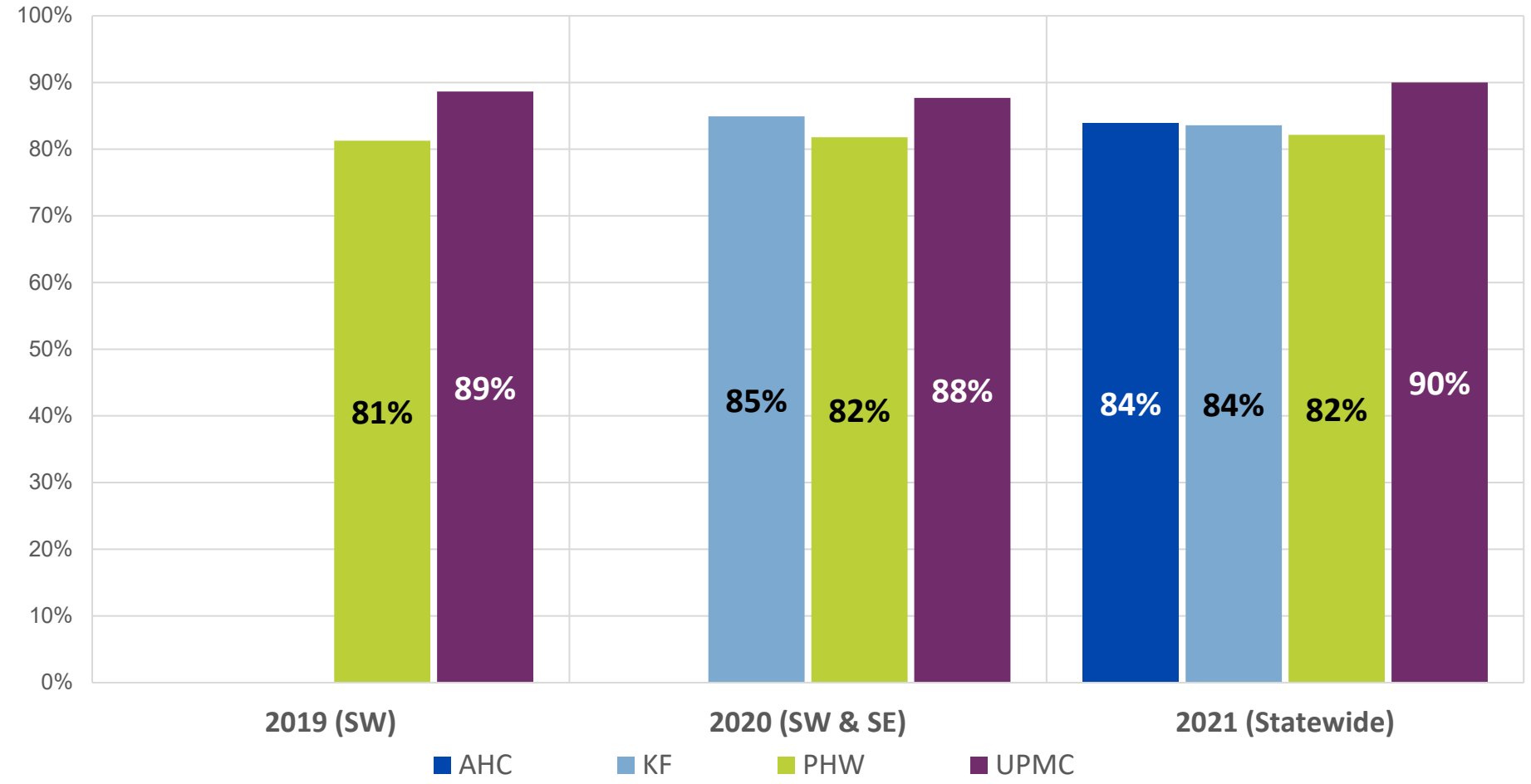
Note: No CAHPS data was collected for Keystone First for 2019
 Note: AmeriHealth 2019 and 2020 data not reported by NCQA for this composite due to low denominator

Getting Care Quickly Composite (Medicaid Only & Aligned Members)

Usually or Always

Getting Care Quickly Composite consists of two measures:

- 1.) Got care as soon as needed when care was needed right away
- 2.) Got check-up/routine appt as soon as needed

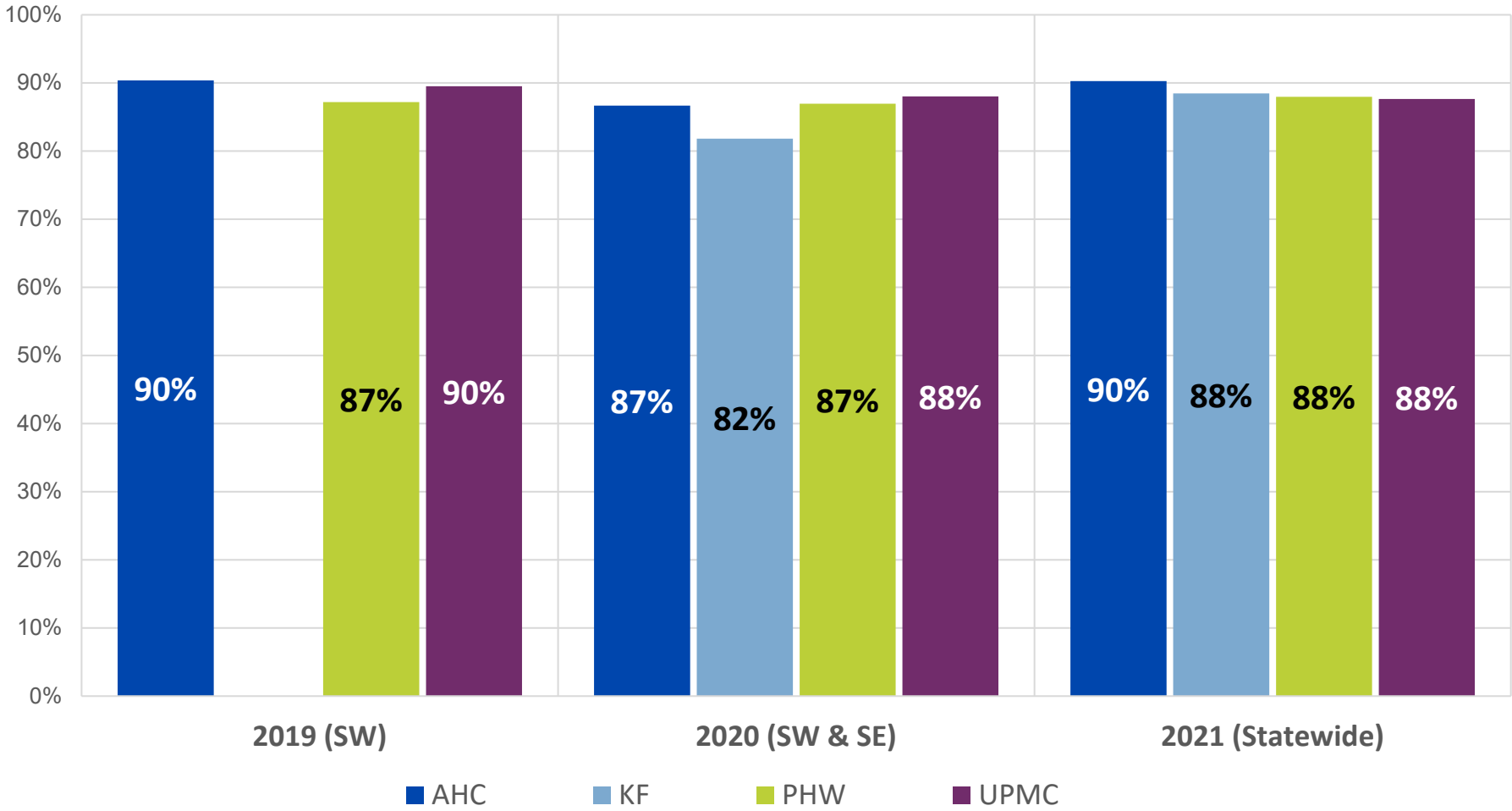


Getting Care Quickly Composite (Unaligned Members)

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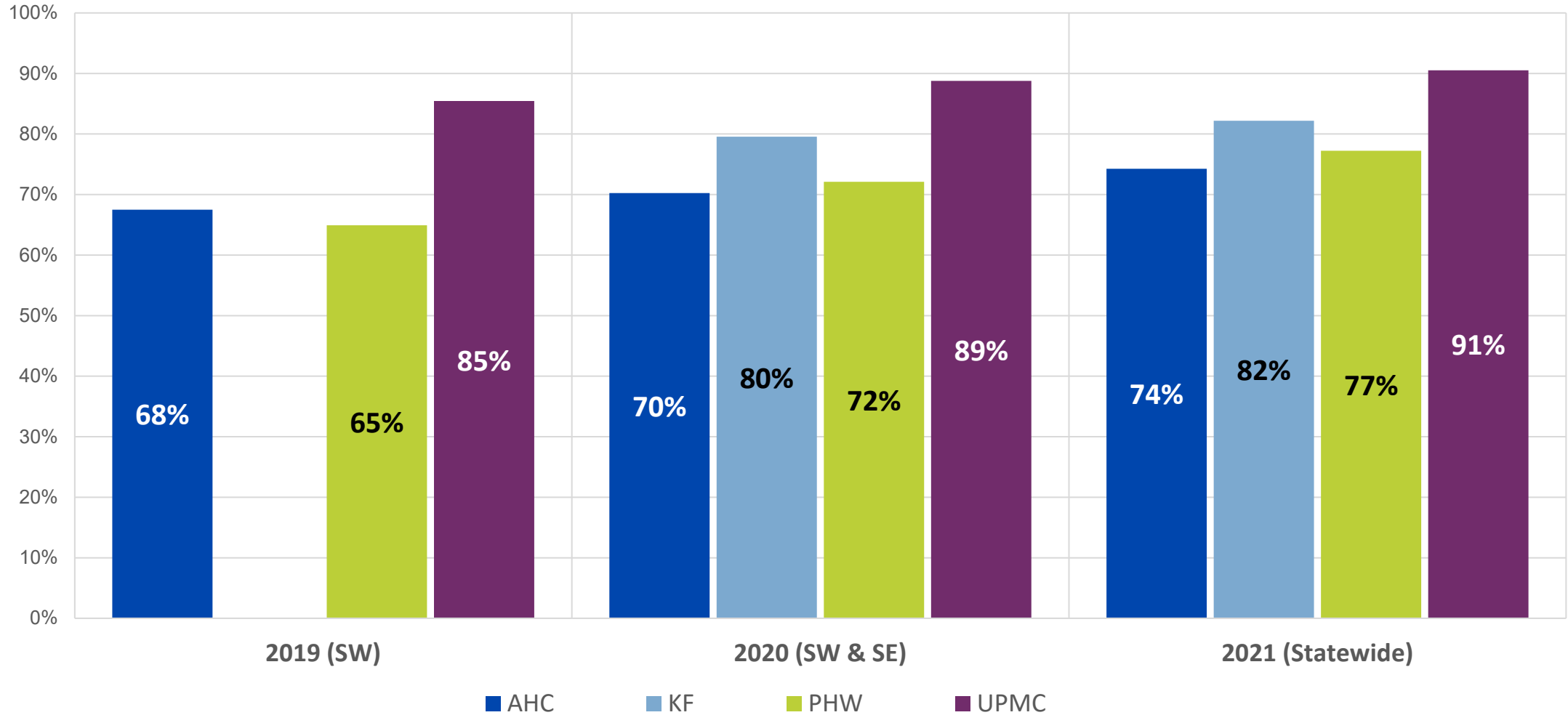
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Ratings of Health Plans

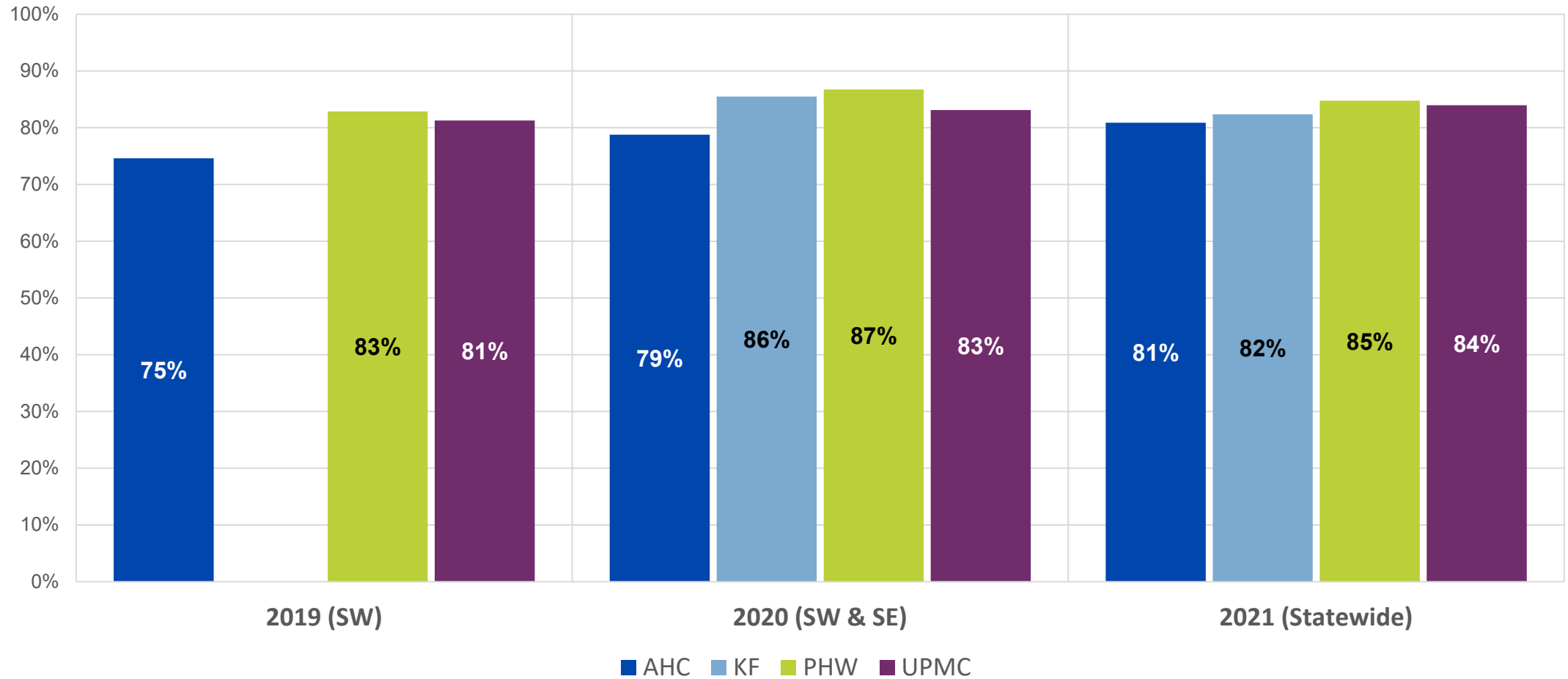
Satisfaction with Health Plan (Medicaid Only & Aligned Members)

Satisfaction with Health Plan (Rating of 8 to 10)



Satisfaction with Health Plan (Unaligned Members)

Rating of 8 to 10

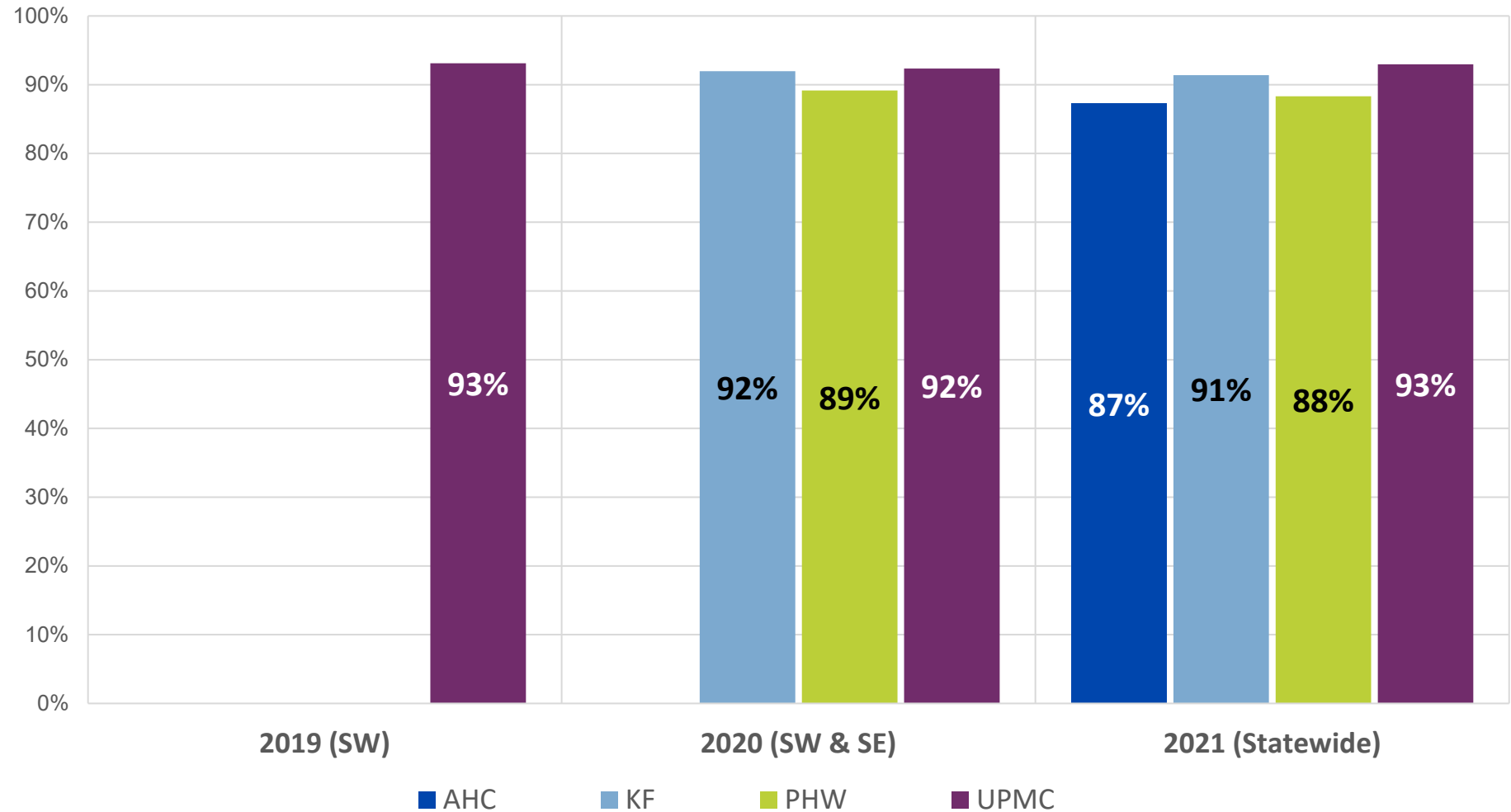


Customer Service Composite (Medicaid Only & Aligned Members)

Usually or Always

Customer Service composite consists of two measures:

- 1.) Customer service provided information or help
- 2.) Customer service treated member with courtesy and respect

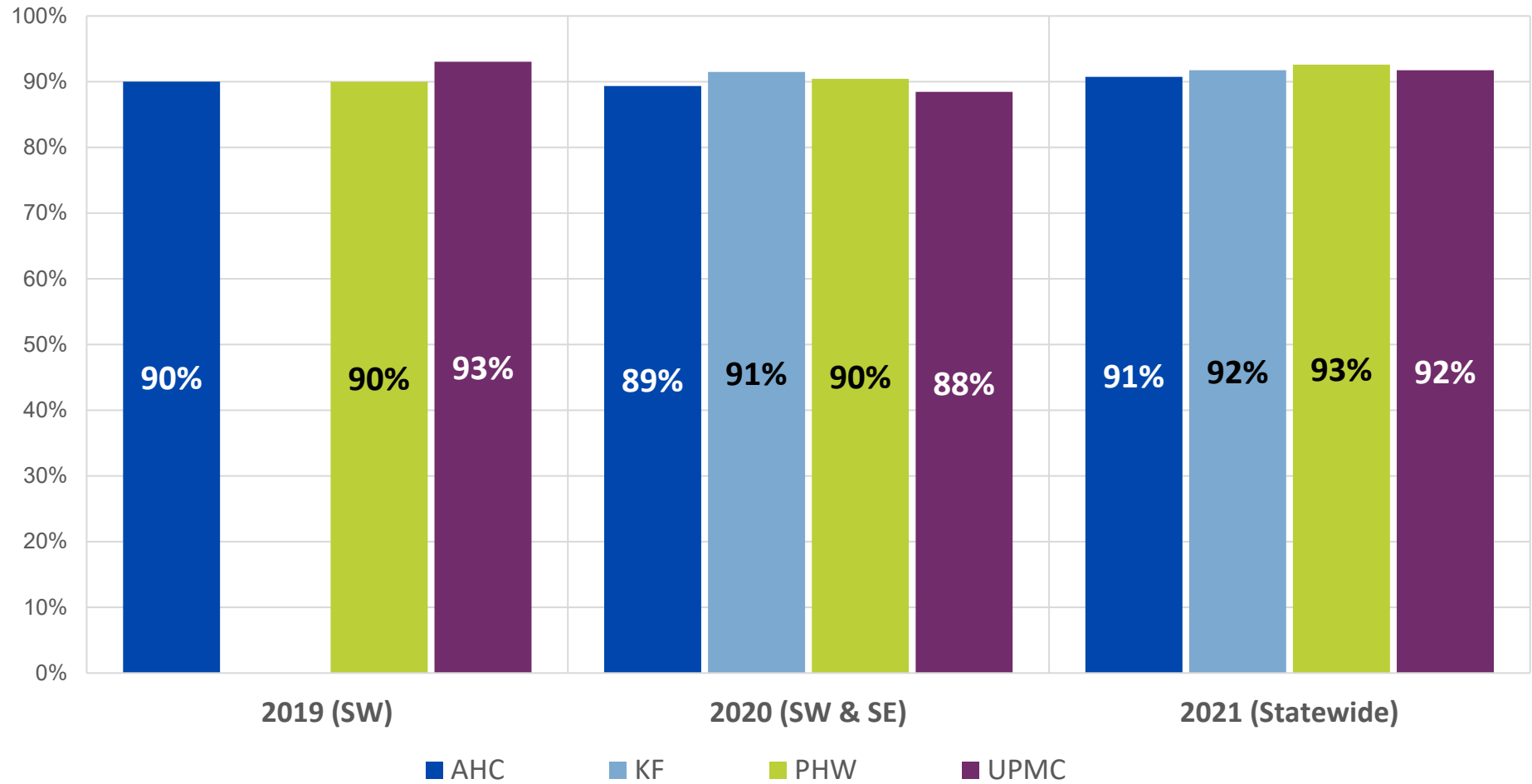


Customer Service Composite (Unaligned Members)

Usually or Always

Customer Service composite consists of two measures:

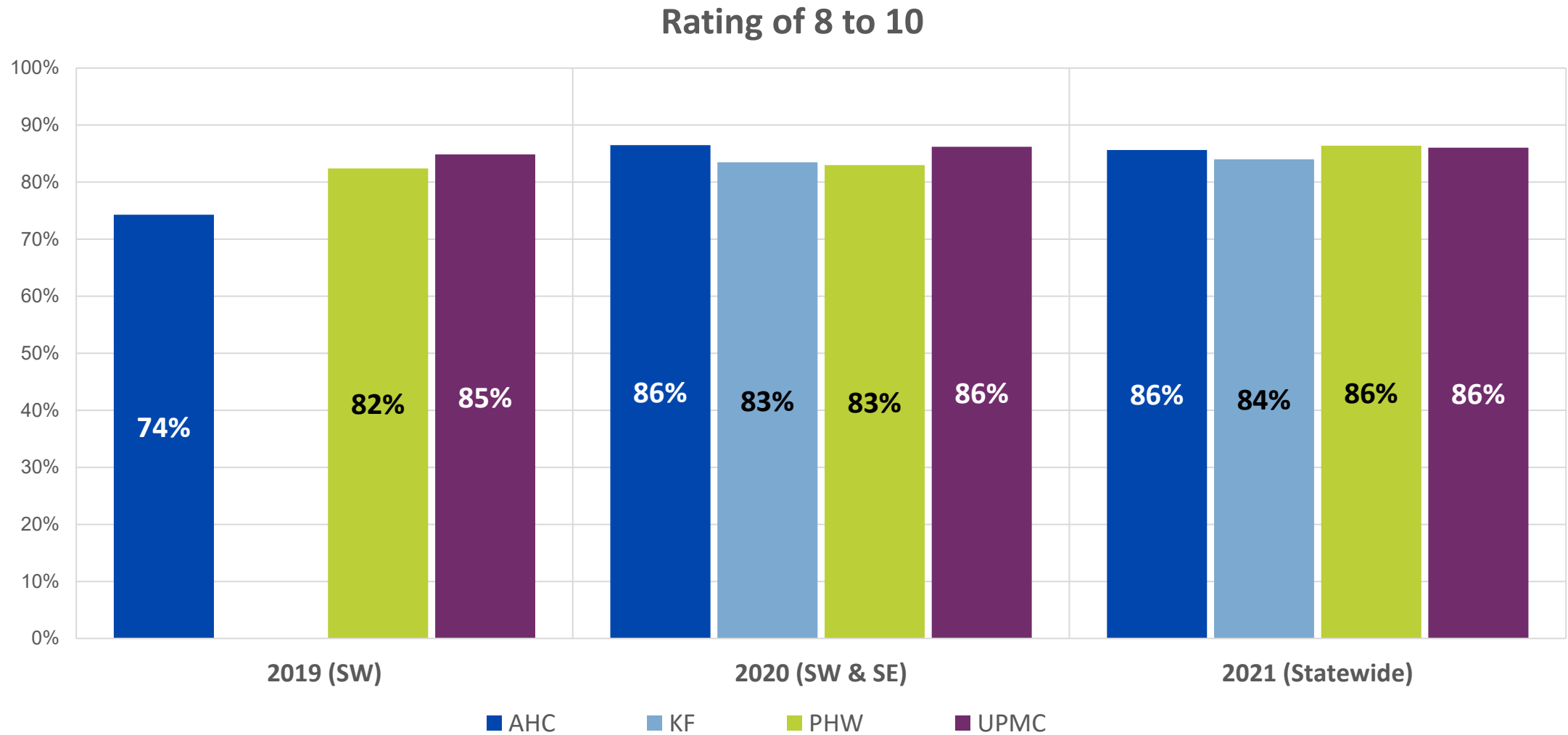
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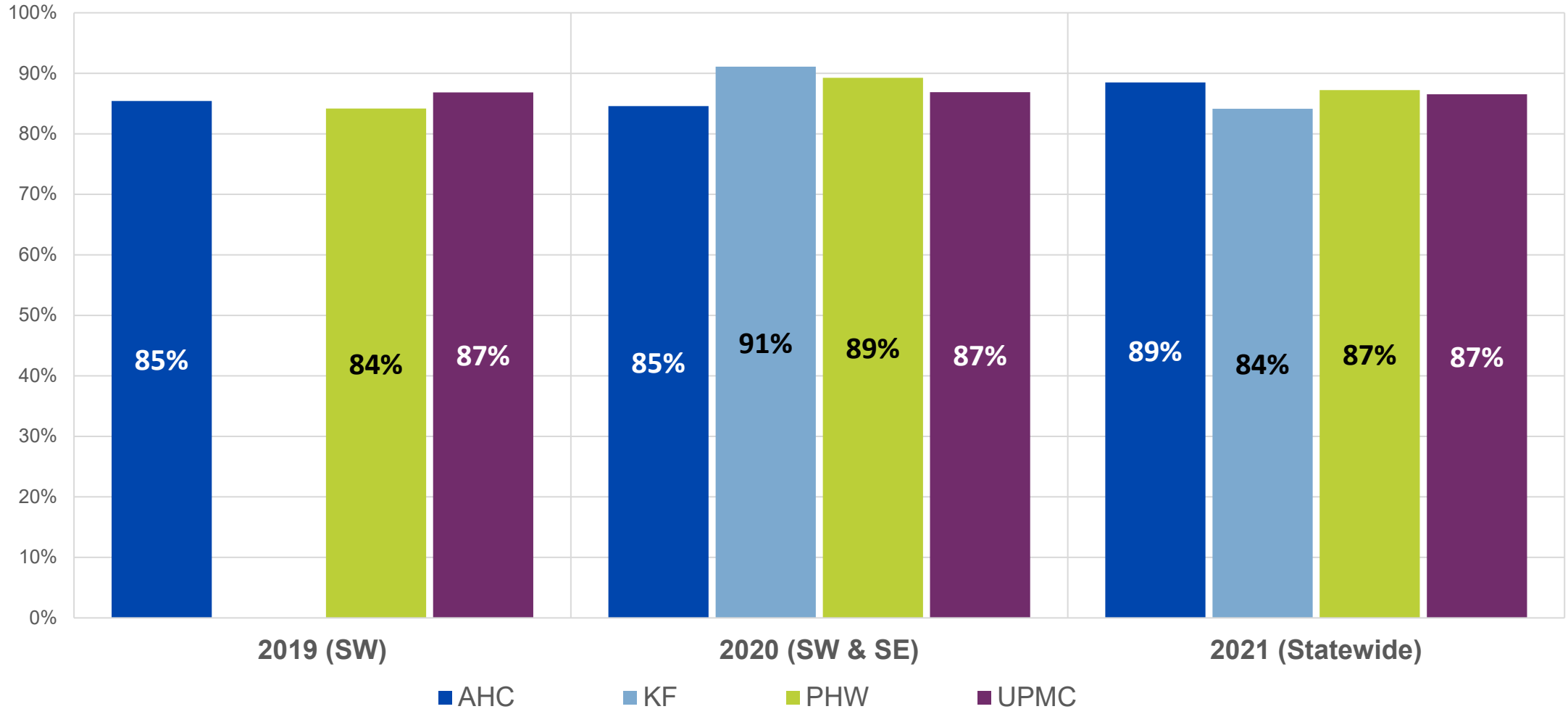
Ratings of Personal Doctor

Satisfaction with Personal Doctor (Medicaid Only & Aligned Members)

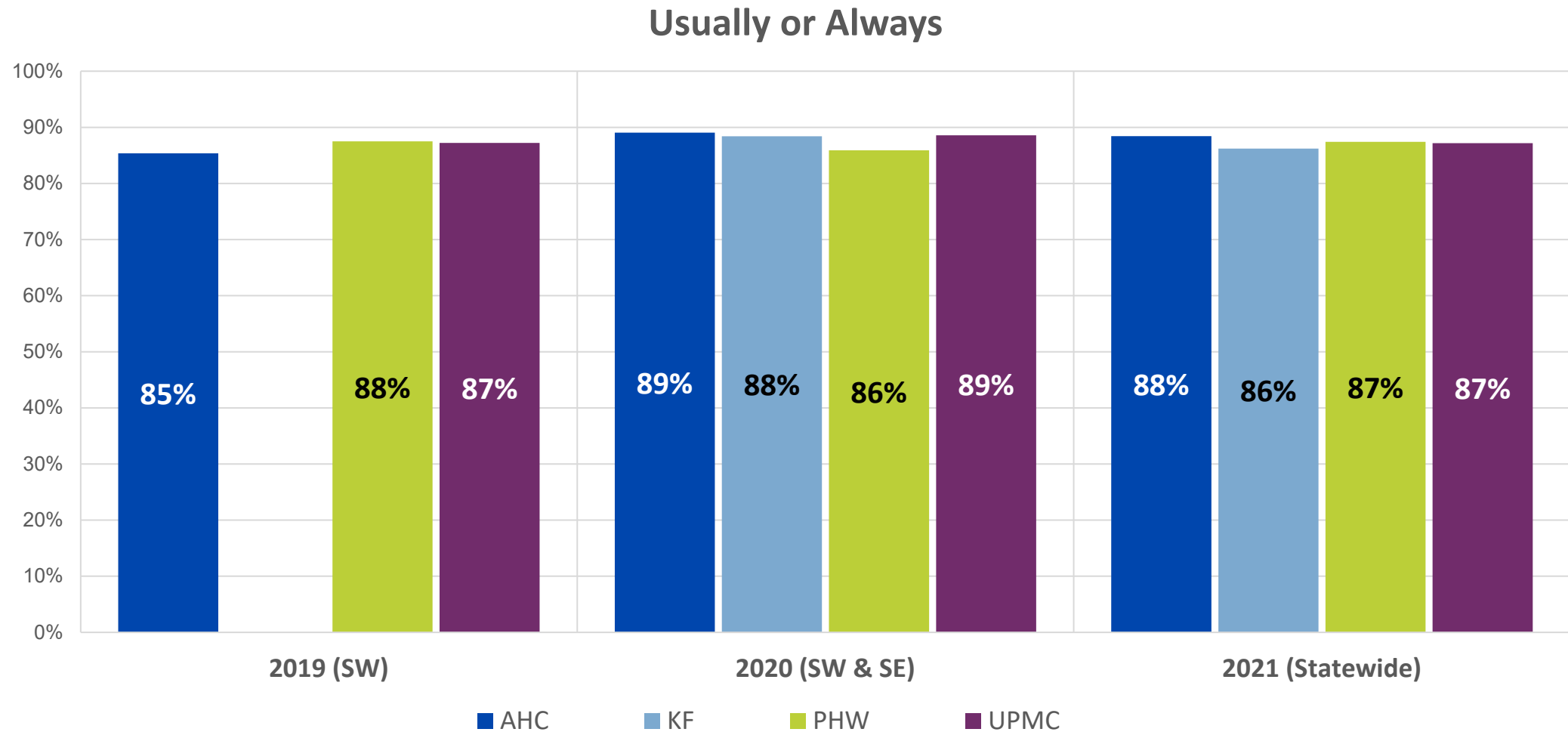


Satisfaction with Personal Doctor (Unaligned Members)

Rating of 8 to 10

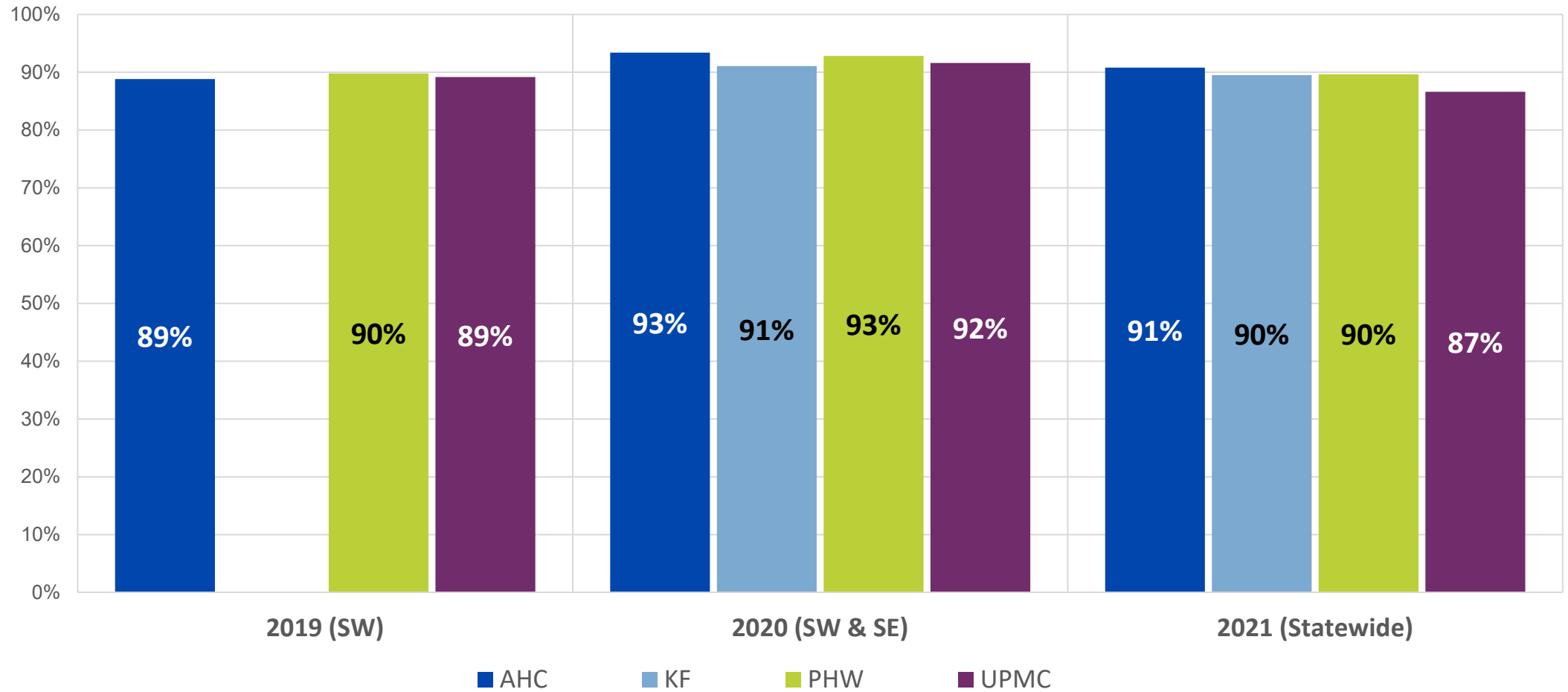


Doctor Informed/Up to Date on Care (Medicaid Only & Aligned Members)



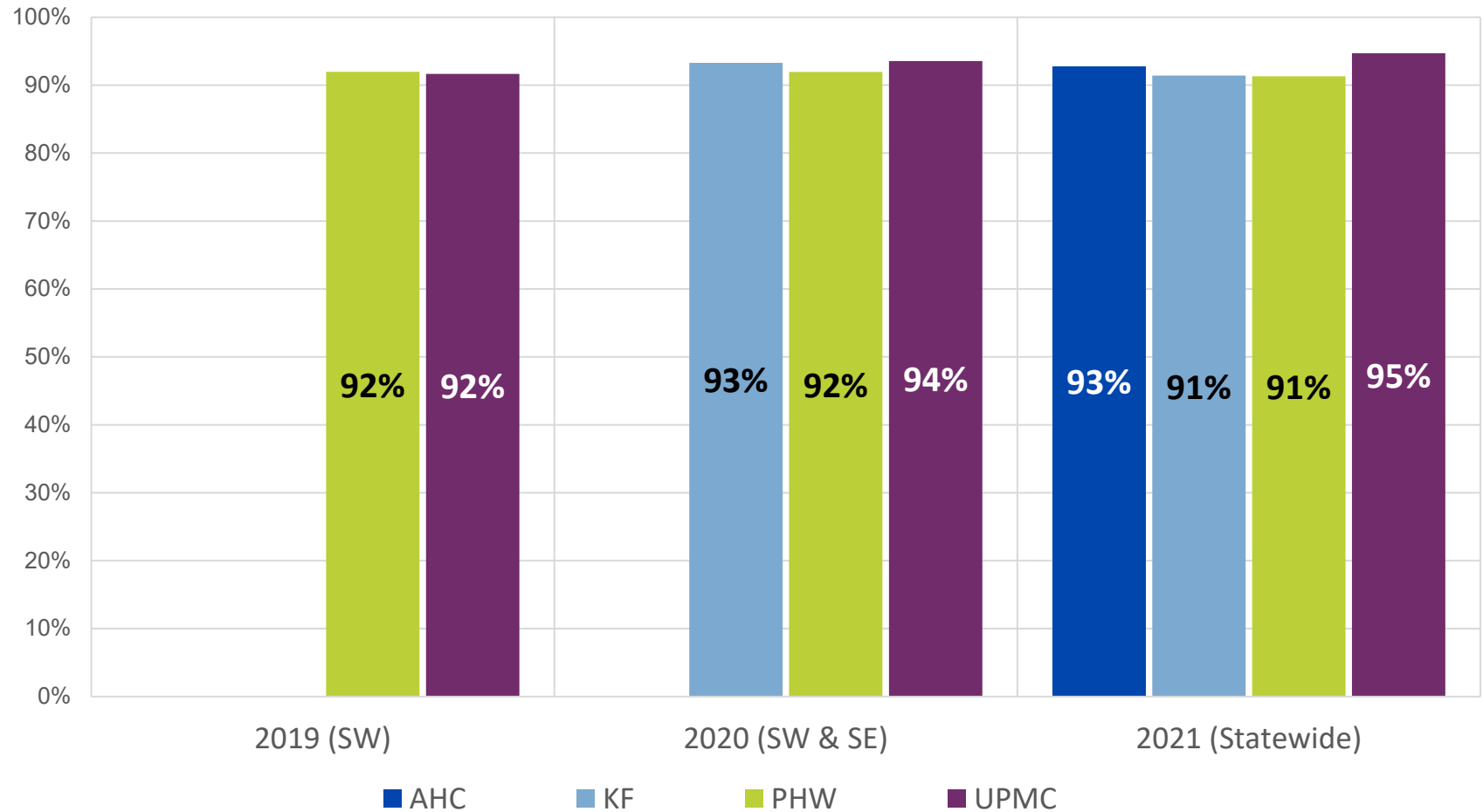
Doctor Informed/Up to Date on Care (Unaligned Members)

Usually or Always



How Well Doctors Communicate Composite (Medicaid Only & Aligned Members)

Usually or Always



How Well Doctors Communicate composite consists of four measures:

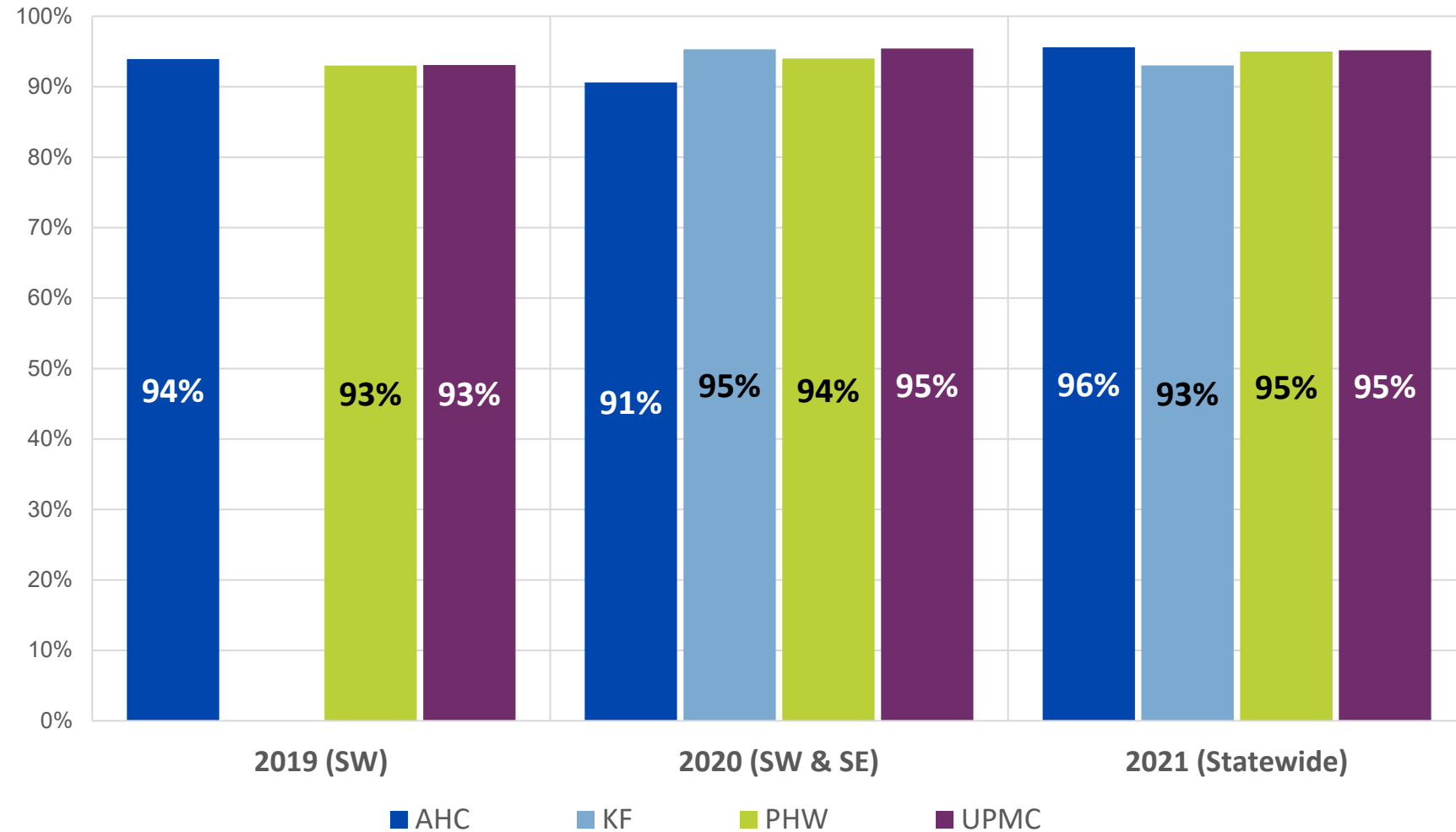
- 1.) Personal doctor explained things
- 2.) Personal doctor listened carefully
- 3.) Personal doctor showed respect
- 4.) Personal doctor spent enough time

How Well Doctors Communicate Composite (Unaligned Members)

Usually or Always

How Well Doctors Communicate composite consists of four measures:

- 1.) Personal doctor explained things
- 2.) Personal doctor listened carefully
- 3.) Personal doctor showed respect
- 4.) Personal doctor spent enough time



Questions

