

2007 Maryland Medicaid Managed Care



CAHPS 4.0H Adult and 3.0H Child Satisfaction Surveys Executive Summary

Prepared for:

DHMH

*Maryland Department of
Health and Mental Hygiene*



2351 Henry Clower Boulevard • Suite D
Snellville, GA 30078-3107
Tel 770-978-3173
Fax 770-978-6267
www.themyersgroup.net



Background

As part of the federally required quality assurance plan, the State of Maryland Department of Health and Mental Hygiene (DHMH) conducts annual surveys to measure adult and child enrollee satisfaction with services provided by the managed care organizations (MCO's) participating in the HealthChoice Program, Medicaid's managed care program.

DHMH selected The Myers Group, an NCQA-Certified HEDIS^{®1} Survey Vendor, to conduct its 2007 CAHPS[®] 4.0H Medicaid Adult and 2007 CAHPS[®] 3.0H Child Member Satisfaction Surveys.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) surveys are a set of survey tools developed to evaluate members' satisfaction with their health plans. Developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and NCQA, the CAHPS[®] 4.0H Medicaid Adult and CAHPS[®] 3.0H Medicaid Child surveys are the most comprehensive tools available for assessing consumers' experiences with their health plan.

This report summarizes results derived from the CAHPS[®] 4.0H Medicaid Adult and CAHPS[®] 3.0H Child surveys as applied to HealthChoice MCOs and presents the findings by composites and ratings. The results are presented by Summary Rates or the percent of respondents who selected the most positive question responses as specified by NCQA.

The following seven MCO's participated in this survey:

- AMERIGROUP Community Care,
- Diamond Plan,
- Helix Family Choice, Inc.,
- Jai Medical Systems MCO, Inc.,
- Maryland Physicians Care,
- Priority Partners, and
- UnitedHealthcare.

Methodology

The required sample size is 1,350 per plan in accordance with the NCQA protocol for adult Medicaid plans, and 3,490 per plan for child Medicaid with the chronic conditions measurement set. However, plans may oversample. Oversampling was done for the majority of the HealthChoice plans. HealthChoice plans were oversampled whenever possible, as seen in the table on the following page.

The survey contains question sets covering such topics as enrollment and coverage, access to and utilization of health care, communication and interaction with providers, interaction with health plan administration, self-perceived health status and respondent demographics.

¹ HEDIS[®] is a registered trademark of the National Committee for Quality Assurance (NCQA).



The surveys were administered according to the protocol outlined by NCQA, which utilizes a four-wave mail with phone follow-up methodology. Separate surveys were conducted for adults and children. The child surveys were completed by the parent or guardian who knows the most about the child’s health care. The child survey also included a measurement set to assess the experience of care for special needs children with chronic conditions.

The department continued to include a Spanish option to the survey methodology this year. Enrollees received letters and postcards with English and Spanish instructions for completing the survey. The Myers Group set up separate Spanish help lines to accommodate members needing assistance with the survey. From the 11,362 Medicaid Adult Surveys mailed and the 13,958 Medicaid Child CCC Surveys mailed, The Myers Group collected:

- 2,850 responses from the eligible Medicaid Adult population,
- 3,320 responses from the eligible Medicaid Child general population, and
- 1,547 responses from the eligible Medicaid Child with Chronic Care Condition (CCC) population.

Adult

Medicaid Adult Surveys	AMERIGROUP Community Care	Diamond Plan	Helix Family Choice, Inc.	Jai Medical Systems MCO, Inc.	Maryland Physicians Care	Priority Partners	UnitedHealthcare
Surveys Mailed	1,620	1,507	1,620	1,755	1,620	1,620	1,620
Surveys Returned	398	316	406	404	442	468	416
Response Rate	35.4%	21.3%	25.6%	23.3%	27.9%	29.4%	26.4%

General Population

Medicaid Child CCC Surveys	AMERIGROUP Community Care	Diamond Plan	Helix Family Choice, Inc.	Jai Medical Systems MCO, Inc.	Maryland Physicians Care	Priority Partners	UnitedHealthcare
Surveys Mailed	2,145	1,583	2,145	1,650	2,145	2,145	2,145
Surveys Returned	519	305	599	240	554	582	521
Response Rate	25.2%	19.8%	28.5%	14.8%	26.2%	27.6%	24.9%

CCC Population²

Medicaid Child CCC Surveys	AMERIGROUP Community Care	Diamond Plan	Helix Family Choice, Inc.	Jai Medical Systems MCO, Inc.	Maryland Physicians Care	Priority Partners	UnitedHealthcare
Surveys Mailed - General Population	2,145	1,583	2,145	1,650	2,145	2,145	2,145
Surveys Mailed - Supplemental Sample	1,219	0	162	12	777	1,290	882
Surveys Returned – Identified as CCC	271	71	204	60	276	394	271

² Please note for the child surveys that NCQA only provides a response rate for the general population. Children with Chronic Conditions survey returns are shown as a number only due to overlap of some children being from the general population that make up the CCC results.



Rating Questions

There are four rating questions that ask respondents to rate: (1) all their health care, (2) their provider, (3) the specialist seen most often, and (4) the health plan. For each rating question, respondents were asked to provide ratings using an 11-point scale with “0” representing the worst rating and “10” the best rating. The Mean Score for HealthChoice MCOs are displayed below.

Medicaid Adult Survey Ratings	Rating of Health Care (Q12)				Rating of Personal Doctor (Q21)				Rating of Specialist (Q25)				Rating of Health Plan (Q35)			
	2007	2006	2005	2004	2007	2006	2005	2004	2007	2006	2005	2004	2007	2006	2005	2004
HealthChoice Aggregate	7.9	8.1	8.1	8.3	8.5	8.5	8.4	8.6	8.4	8.3	8.2	8.3	8.0	8.0	8.0	8.1
AMERIGROUP Community Care	7.9	8.1	8.0	8.0	8.5	8.3	8.0	8.4	8.6	8.1	7.9	8.2	7.8	8.0	7.9	8.0
Diamond Plan	7.7	7.4	7.7	NA	8.2	7.9	8.1	NA	8.1	8.1	7.4	NA	7.5	7.5	7.5	NA
Helix Family Choice, Inc.	8.3	8.4	8.3	8.4	8.6	8.7	8.5	8.6	8.4	8.1	8.3	8.3	8.4	8.4	8.2	8.3
Jai Medical Systems MCO, Inc.	8.1	8.1	8.3	8.2	8.8	8.8	8.8	8.8	8.5	8.3	8.5	8.2	8.3	8.2	8.2	8.3
Maryland Physicians Care	8.0	8.3	8.1	8.3	8.4	8.4	8.6	8.4	8.3	8.4	8.2	8.5	7.9	7.9	7.9	7.8
Priority Partners	7.9	8.1	8.1	8.6	8.5	8.6	8.4	8.7	8.6	8.6	8.2	8.3	8.0	7.9	8.1	8.2
UnitedHealthcare	7.6	8.2	8.1	8.3	8.3	8.3	8.3	8.5	8.3	8.2	8.3	8.4	7.6	7.7	7.8	7.9

Medicaid Child Survey Ratings General Population	Rating of Personal Doctor (Q5)				Rating of Specialist (Q15)				Rating of Health Care (Q51)				Rating of Health Plan (Q88)			
	2007	2006	2005	2004	2007	2006	2005	2004	2007	2006	2005	2004	2007	2006	2005	2004
HealthChoice Aggregate	8.8	8.8	8.4	8.9	8.4	8.5	8.4	8.4	8.7	8.8	8.8	8.8	8.5	8.6	8.6	8.6
AMERIGROUP Community Care	8.8	8.7	8.8	8.8	8.1	8.4	8.0	7.7	8.7	8.7	8.9	8.6	8.7	8.7	8.7	8.5
Diamond Plan	8.6	8.4	8.3	NA	8.5	7.9	6.4	NA	8.6	8.5	8.5	NA	8.2	8.2	8.0	NA
Helix Family Choice, Inc.	8.9	8.9	9.1	8.9	8.4	8.5	8.7	8.6	8.6	9.0	8.9	8.9	8.6	8.8	8.8	8.8
Jai Medical Systems MCO, Inc.	9.1	9.0	9.2	9.1	8.1	8.6	8.8	8.3	8.8	8.9	8.9	8.8	8.5	8.4	8.6	8.4
Maryland Physicians Care	8.7	8.8	8.8	9.0	8.6	8.4	8.4	8.8	8.7	8.9	8.8	8.7	8.6	8.8	8.7	8.6
Priority Partners	8.8	9.0	8.7	8.9	8.5	8.6	8.5	8.6	8.9	8.8	8.8	8.8	8.7	8.6	8.6	8.7
UnitedHealthcare	8.8	8.8	8.7	8.8	8.4	8.7	8.1	8.5	8.7	8.8	8.6	8.7	8.3	8.6	8.3	8.5

Medicaid Child Survey Ratings CCC Population	Rating of Personal Doctor (Q5)				Rating of Specialist (Q15)				Rating of Health Care (Q51)				Rating of Health Plan (Q88)			
	2007	2006	2005	2004	2007	2006	2005	2004	2007	2006	2005	2004	2007	2006	2005	2004
HealthChoice Aggregate	8.8	8.8	8.8	8.9	8.4	8.7	8.4	8.5	8.5	8.7	8.6	8.7	8.3	8.4	8.3	8.4
AMERIGROUP Community Care	8.7	8.8	8.9	8.7	8.3	8.5	8.4	8.4	8.4	8.6	8.7	8.4	8.4	8.4	8.4	8.1
Diamond Plan	8.6	7.9	8.7	NA	8.3	7.9	7.8	NA	8.7	7.7	8.9	NA	7.7	7.4	8.5	NA
Helix Family Choice, Inc.	8.9	8.8	9.1	9.0	8.2	8.5	8.8	8.6	8.5	8.7	8.8	8.8	8.5	8.6	8.8	8.6
Jai Medical Systems MCO, Inc.	9.2	9.1	9.4	9.0	7.4	8.6	8.9	7.9	8.8	8.9	8.9	8.5	8.3	8.4	8.7	8.1
Maryland Physicians Care	8.8	8.8	8.8	8.9	8.6	8.9	8.3	8.4	8.5	8.7	8.6	8.7	8.5	8.3	8.5	8.3
Priority Partners	8.9	9.0	8.7	8.9	8.7	8.6	8.7	8.4	8.7	8.8	8.5	8.7	8.4	8.4	8.3	8.6
UnitedHealthcare	8.8	8.9	8.6	8.9	8.3	8.8	8.1	8.5	8.4	8.6	8.3	8.7	7.7	8.3	7.9	8.4



Composite Categories

Medicaid Adult

The 2007 CAHPS® 4.0H Medicaid Adult Member Satisfaction Survey survey includes seven composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rate or Three-Point scores of the questions comprising a composite.

Getting Needed Care

Satisfaction with the frequency of always, usually, sometimes, or never when attempting to get care from doctors and specialists. Due to significant changes in response options, please note that this composite is not trendable.

Getting Care Quickly

Satisfaction with the frequency of always, usually, sometimes, or never with receiving care and getting appointments in a reasonable time. Due to significant changes in response options, NCQA states that this composite is not trendable, however, to allow for a valid comparison, TMG has recalculated trend data to only include the questions from previous years that are now included in the composite.

How Well Doctors Communicate

Satisfaction with whether the provider always, usually, sometimes, or never listen, explain, spend enough time with, and show respect for what members have to say.

Customer Service

Satisfaction with the frequency of always, usually, sometimes, or never with getting information from written materials or the Internet, getting information or help from customer service, and treatment by customer service staff. Due to significant changes in response options, please note that this composite is not trendable.

Shared Decision Making

Level of certainty with the frequency of definitely yes, somewhat yes, somewhat no, or definitely no with whether the provider discussed the pros and cons of treatment and asked members which choice was best for them. In the future, this composite will be calculated on a rolling average methodology over a period of two years because of anticipated small denominators. Given that this is a new composite, it will not be publicly reported in the Quality Compass benchmark in 2007.

Health Promotion and Education

Satisfaction with whether the provider always, usually, sometimes, or never discussed specific things that could be done to prevent illness. Given that this is a new composite, it will not be publicly reported in the Quality Compass benchmark in 2007.



Coordination of Care

Satisfaction with whether the provider always, usually, sometimes, or never seemed informed and up-to-date about the care members received from other doctors and health providers. Given that this is a new composite, it will not be publicly reported in the Quality Compass benchmark in 2007.

Medicaid Child

The 2007 CAHPS® 3.0H Medicaid Child Member Satisfaction Survey with CCC Measure survey includes five core composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rate or Three-Point scores of the questions comprising a composite.

Getting Needed Care

The level of difficulty reported by members as a big problem, a small problem, or not a problem with getting access to physicians, specialists, and necessary care for their child; and delays while waiting for approval for care.

Getting Care Quickly

Satisfaction with the frequency of always, usually, sometimes, or never getting help/advice when calling physician's office, getting appointments for routine and illness/injury care for their child, and time spent waiting past appointment time to see a provider.

How Well Doctors Communicate

Satisfaction with whether the providers always, usually, sometimes, or never listen, explain care issues, show respect, and spend enough time with members.

Courteous and Helpful Office Staff

Satisfaction with whether the medical staff always, usually, sometimes, or never show courtesy/respect and are helpful to members.

Customer Service

The level of difficulty reported by members as a big problem, a small problem, or not a problem in understanding the plan's written materials and getting help when calling customer service.



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 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

Medicaid Adult Survey Composite Scores ³	Getting Care Quickly ⁴				How Well Doctors Communicate			
	2007	2006	2005	2004	2007	2006	2005	2004
HealthChoice Aggregate	82%	79%	79%	81%	87%	85%	85%	86%
AMERIGROUP Community Care	85%	77%	74%	78%	87%	82%	82%	84%
Diamond Plan	78%	73%	74%	NA	86%	75%	83%	NA
Helix Family Choice, Inc.	86%	81%	82%	79%	91%	88%	86%	88%
Jai Medical Systems MCO, Inc.	82%	79%	84%	79%	88%	84%	86%	84%
Maryland Physicians Care	82%	82%	78%	85%	87%	87%	86%	87%
Priority Partners	82%	77%	77%	82%	87%	84%	86%	88%
UnitedHealthcare	80%	81%	81%	84%	84%	87%	85%	86%

Medicaid Child Survey Composite Scores General Population	Getting Needed Care				Getting Care Quickly				How Well Doctors Communicate				Courteous & Helpful Office Staff				Customer Service			
	2007	2006	2005	2004	2007	2006	2005	2004	2007	2006	2005	2004	2007	2006	2005	2004	2007	2006	2005	2004
HealthChoice Aggregate	80%	81%	81%	81%	80%	80%	80%	78%	91%	93%	92%	92%	92%	92%	92%	91%	72%	76%	75%	77%
AMERIGROUP Community Care	78%	80%	78%	76%	74%	75%	76%	72%	89%	91%	92%	90%	90%	90%	93%	88%	76%	78%	78%	75%
Diamond Plan	78%	73%	74%	NA	81%	80%	78%	NA	91%	93%	91%	NA	92%	91%	95%	NA	68%	74%	80%	NA
Helix Family Choice, Inc.	81%	85%	86%	82%	80%	81%	82%	81%	89%	93%	93%	93%	92%	94%	94%	93%	77%	81%	82%	82%
Jai Medical Systems MCO, Inc.	83%	83%	86%	81%	79%	77%	78%	78%	93%	94%	95%	95%	91%	90%	91%	93%	77%	81%	77%	83%
Maryland Physicians Care	82%	81%	81%	83%	81%	82%	83%	77%	92%	93%	91%	91%	93%	94%	92%	90%	74%	73%	72%	75%
Priority Partners	81%	82%	81%	83%	83%	80%	80%	79%	94%	91%	93%	92%	93%	90%	92%	91%	72%	73%	74%	76%
UnitedHealthcare	77%	79%	76%	80%	81%	81%	77%	79%	91%	92%	90%	91%	92%	93%	91%	91%	59%	75%	65%	76%

³ Due to significant changes in the 2007 CAHPS® 4.0H survey, the following composites and measures are not trendable: *Getting Needed Care, Customer Service, Shared Decision Making, Health Promotion and Education, and Coordination of Care.*

⁴ In order to provide a valid trend comparison for *Getting Care Quickly*, TMG has recalculated HealthChoice's trend data to include only the two questions that currently comprise this composite. Therefore, trend results will not match the results presented in previous years' Executive Summaries.

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 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey



Medicaid Child Survey Composite Scores CCC Population	Getting Needed Care				Getting Care Quickly				How Well Doctors Communicate				Courteous & Helpful Office Staff				Customer Service			
	2007	2006	2005	2004	2007	2006	2005	2004	2007	2006	2005	2004	2007	2006	2005	2004	2007	2006	2005	2004
HealthChoice Aggregate	76%	78%	78%	78%	79%	79%	78%	79%	91%	91%	91%	92%	91%	91%	92%	93%	64%	70%	69%	72%
AMERIGROUP Community Care	77%	75%	75%	73%	74%	76%	77%	74%	88%	89%	91%	90%	87%	90%	92%	91%	62%	70%	73%	73%
Diamond Plan	71%	70%	77%	NA	84%	73%	77%	NA	92%	88%	96%	NA	92%	89%	97%	NA	59%	64%	90%	NA
Helix Family Choice, Inc.	76%	83%	82%	81%	80%	80%	81%	82%	89%	91%	94%	92%	91%	92%	94%	92%	73%	78%	78%	75%
Jai Medical Systems MCO, Inc.	78%	85%	86%	78%	76%	78%	73%	75%	94%	95%	94%	95%	91%	87%	87%	93%	73%	77%	65%	75%
Maryland Physicians Care	75%	78%	81%	79%	79%	79%	80%	79%	92%	92%	92%	93%	91%	91%	93%	94%	71%	70%	73%	70%
Priority Partners	78%	78%	78%	80%	83%	81%	78%	80%	93%	92%	91%	90%	94%	92%	91%	92%	64%	71%	67%	74%
UnitedHealthcare	71%	78%	73%	76%	79%	81%	76%	81%	90%	92%	88%	93%	93%	92%	90%	93%	55%	63%	62%	68%

Medicaid Child Survey CCC Measurement Set Composite Scores	Access to Prescription Medicines	Access to Specialized Services	Family Centered Care: Personal Doctor or Nurse Who Knows Child	Family Centered Care: Shared Decision Making	Family Centered Care: Getting Needed Information	Family Centered Care: Coordination of Care
HealthChoice Aggregate	92%	85%	87%	85%	85%	73%
AMERIGROUP Community Care	94%	82%	86%	83%	80%	71%
Diamond Plan	91%	97%	85%	85%	93%	87%
Helix Family Choice, Inc	91%	82%	85%	86%	76%	71%
Jai Medical Systems MCO, Inc.	98%	100%	90%	78%	85%	86%
Maryland Physicians Care	93%	90%	89%	88%	84%	73%
Priority Partners	91%	86%	89%	86%	91%	73%
UnitedHealthcare	90%	80%	84%	81%	81%	71%



Benchmarks

The 2007 Summary Rate composite and rating scores for State of Maryland – Medicaid Adult and Child (general) Aggregate are listed below. In order to assess how HealthChoice member satisfaction scores compare with other Medicaid adult and child plans nationwide, a national benchmark, Quality Compass^{® 5 and 6} 2006 is provided.

Medicaid Adult Composites/Ratings	2007 Summary Rates	2007 TMG Book of Business ⁷	Quality Compass 2006 (Medicaid Adult – Public Report) ⁸
Getting Needed Care	72.3%	74.5%	NA
Getting Care Quickly	82.2%	80.0%	81.1% ⁹
How Well Doctors Communicate	87.0%	87.1%	86.3%
Customer Service	71.4%	72.9%	NA
Shared Decision Making	88.9%	89.7%	NA
Health Promotion and Education (Q8)	61.6%	57.1%	NA
Coordination of Care (Q20)	76.4%	75.8%	NA
Rating of Health Care (Q12)	66.2%	65.9%	73.5%
Rating of Personal Doctor (Q21)	77.5%	76.0%	77.3%
Rating of Specialist (Q25)	76.6%	74.8%	75.9%
Rating of Health Plan (Q35)	69.1%	70.7%	73.0%

Medicaid Child General Population Composites/Ratings	2007 Summary Rates	2006 CAHPS [®] Booklet (Medicaid Child)
Getting Needed Care	80.1%	79.4%
Getting Care Quickly	79.9%	78.9%
How Well Doctors Communicate	91.1%	91.1%
Courteous and Helpful Office Staff	91.8%	91.8%
Customer Service	71.5%	70.2%
Rating of Personal Doctor (Q5)	84.0%	82.7%
Rating of Specialist (Q15)	75.9%	79.2%
Rating of Health Care (Q51)	82.4%	82.5%
Rating of Health Plan (Q88)	78.7%	80.1%

⁵ The source for benchmark data contained in this publication is Quality Compass[®] 2006 data and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on this data is solely that of The Myers Group, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. The number of plan-specific samples used in the Quality Compass 2006 (Public-Report) measure is 74.

⁶ The source for benchmark is a collection of CAHPS[®] 3.0 mean summary ratings for the 36 Medicaid Child (Non CCC) samples that submitted data to NCQA in 2005, as appears in the CAHPS[®] Booklet.

⁷ The 2007 Myers Group Book of Business consists of 45 Medicaid adult samples that conducted surveys with TMG in 2007 and submitted to NCQA.

⁸ Due to significant changes to the 2007 CAHPS[®] 4.0H survey tool, Quality Compass benchmarks are not available for the following composites: *Getting Needed Care*, *Customer Service*, *Shared Decision Making*, *Health Promotion and Education*, and *Coordination of Care*.

⁹ Please note that Quality Compass data for Getting Care Quickly has been recalculated to meet 4.0 specifications.



CCC Population CCC Measurement Set Aggregate Composites*	2007 Summary Rates	2006 CAHPS CCC Benchmark* ¹⁰
Access to Prescription Medicines	91.8%	Not available
Access to Specialized Services	85.2%	Not available
Family Centered Care: Personal Doctor or Nurse who knows your child	86.8%	84.4%
Family Centered Care: Shared Decision Making	84.6%	81.9%
Family Centered Care: Getting Needed Information	84.5%	84.1%
Family Centered Care: Coordination Care	73.0%	75.9%

Conclusions

The following section identifies noteworthy trend and benchmark comparisons with respect to composite and rating areas.

Medicaid Adult Results

- When compared to 2006 trend data, the following Medicaid Adult rating area shows a significant increase in score: Rating of Specialist.
- When compared to 2006 trend data, the following Medicaid Adult rating area shows a significant decrease in score: Rating of Health Care.
- When compared to 2006 trend data, the following Medicaid Adult composite areas show a significant increase in score: Getting Care Quickly¹¹ and How Well Doctors Communicate¹².
- There have been significant changes between 2007 and 2006 Medicaid Adult demographics, specifically in the Respondent’s Gender, Age, Education, and Health Status.

¹⁰ 2006 CAHPS® Medicaid Child CCC mean score. CCC Benchmark data is not available for Access to Prescription Medicines and Access to Specialized Services.

¹¹ In order to provide a valid trend comparison for *Getting Care Quickly*, TMG has recalculated HealthChoice’s trend data to include only the two questions that currently comprise this composite. Therefore, trend results will not match the results presented in previous years’ Executive Summaries.

¹² Due to significant changes in the 2007 CAHPS® 4.0H survey, the following composites and measures are not trendable: *Getting Needed Care, Customer Service, Shared Decision Making, Health Promotion and Education, and Coordination of Care.*



Demographics – Medicaid Adult		2007	2006	Significance Testing
Gender	Male	32.1%	29.0%	Sig. Increase
	Female	67.9%	71.0%	Sig. Decrease
Age	18 – 34	36.6%	41.2%	Sig. Decrease
	45 – 54	25.0%	22.2%	Sig. Increase
Education	College graduate or more	4.5%	3.4%	Sig. Increase
Health Status	Excellent/Very good	31.4%	36.7%	Sig. Decrease
	Fair/Poor	40.3%	34.6%	Sig. Increase

- There are significant differences between the Medicaid Adult plans and the Quality Compass benchmark for member demographics in the Respondent's Gender, Age, Race/Ethnicity, Education, and Health Status.
- The Medicaid Adult plans score significantly lower than the Quality Compass benchmark in the Rating of Health Care and Rating of Health Plan.
- When compared to The Myers Group Book of Business benchmark, the Medicaid Adult plans show no significant differences in the four rating areas.
- The Medicaid Adult plans score significantly above the Quality Compass benchmark in the following composite area: Getting Care Quickly.
- The Medicaid Adult plans score significantly above The Myers Group Book of Business benchmark in the following composite areas: Getting Care Quickly and Health Promotion and Education.
- The Medicaid Adult plans score significantly below The Myers Group Book of Business benchmark in the following composite area: Getting Needed Care.



Key drivers are those health plan service areas that are positively tied to overall rating of the health plan. Depending on how HealthChoice health plan composite percentile rankings compare to the 2007 TMG Book of Business, The Myers Group provides the following information for use in developing HealthChoice action plans:

Opportunities (Investigate & Improve)

Although these HealthChoice service areas are considered *Key Drivers of Overall Satisfaction* among HealthChoice MCO members, HealthChoice aggregate Summary Rates fall below the 50th percentile when compared to the 2007 TMG Medicaid Adult Book of Business. Therefore, the following areas are considered opportunities for HealthChoice.

	<u>Summary Rate</u>
● Customer Service	71.4%
● Getting Needed Care	72.3%

Medicaid Child (General Population) Results

- When compared to 2006 trend data, the following Medicaid Child general population rating areas show a significant decrease in score: Rating of Health Care and Rating of Health Plan.
- When compared to 2006 trend data, the following Medicaid Child general population composite area shows a significant decrease in score: Customer Service.
- The Medicaid Child general population scores significantly lower than the Quality Compass benchmark for Rating of Specialist and Rating of Health Plan.
- When compared to the Quality Compass benchmark, the Medicaid Child general population shows no significant differences in the five composite areas.
- There have been significant changes between 2007 and 2006 Medicaid Child general population demographics, specifically in the Respondent's Age, Child's Age, and Child's Race/Ethnicity.



Demographics – Medicaid Child General		2007	2006	Significance Testing
Respondent Age	34 or younger	52.6%	49.3%	Sig. Increase
	35 – 44	26.2%	28.6%	Sig. Decrease
Child's Age	0 – 4 years	33.2%	30.9%	Sig. Increase
Child's Race/Ethnicity ¹³	White	46.9%	35.7%	Sig. Increase
	Black/African-American	37.0%	44.9%	Sig. Decrease
	Asian	6.6%	5.1%	Sig. Increase
	Other	9.5%	14.3%	Sig. Decrease

- There are significant differences between the Medicaid Child general population and the Quality Compass benchmark for member demographics in the Respondent's Gender, Respondent's Age, Respondent's Relationship to Child, Child's Duration with Plan, Child's Health Status, Child's Age, and Child's Race/Ethnicity.

Key drivers are those health plan service areas that are positively tied to the overall rating of the health plan. Depending on how HealthChoice health plan composite percentile rankings compare to the 2006 CAHPS® Booklet (Medicaid Child), The Myers Group provides the following information for use in developing HealthChoice action plans:

Areas to Monitor

The following plan service areas are *Key Drivers of Overall Satisfaction* among HealthChoice MCO members. However, when compared to the 2006 CAHPS® Booklet (Medicaid Child), HealthChoice Summary Rates are not significantly different. While the following composites are considered neither strengths nor opportunities, they remain topics of great importance to members. Therefore, the following service areas should be monitored since they do have a significant impact on HealthChoice MCO members' overall rating of their health plan.

General Population Summary Rate

- Customer Service 71.5%
- Getting Needed Care 80.1%
- Getting Care Quickly 79.9%

¹³ Race/Ethnicity figures will not equal 100% because they are separate questions. Other includes Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and those answering "Other."



Medicaid Child (CCC Population) Results

- When compared to 2006 trend data, the following Medicaid Child CCC population rating area shows a significant decrease in score: Rating of Specialist.
- When compared to 2006 trend data, the following Medicaid Child CCC population composite area shows a significant decrease in score: Customer Service.
- There have been significant changes between 2007 and 2006 Medicaid Child CCC population demographics, specifically in the Respondent's Age, Child's Gender, Child's Age, and Child's Race/Ethnicity.

Demographics - Medicaid CCC Child		2007	2006	Significant Testing
Respondent Age	35 – 44	26.5%	31.5%	Sig. Decrease
Child's Gender	Male	56.0%	59.7%	Sig. Decrease
	Female	44.0%	40.3%	Sig. Increase
Child's Age	5 – 8 years	17.5%	22.3%	Sig. Decrease
	14 or older	33.5%	28.2%	Sig. Increase
Child's Race/Ethnicity¹⁴	White	50.7%	41.6%	Sig. Increase
	Black/African-American	36.2%	41.3%	Sig. Decrease
	Asian	4.7%	3.4%	Sig. Increase
	Other	8.4%	13.7%	Sig. Decrease

¹⁴ Race/Ethnicity, figures will not equal 100% because they are separate questions. Other includes Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and those answering "Other".