



At - A - Glance Report

2024 Medicaid Adult CAHPS 5.1 H

Banner – University Family Care/ACC

Project Number(s):

65911

SPHAnalytics.com

Current data as of: 07/08/2024

1. Executive Summary

SPH Analytics, a National Committee for Quality Assurance (NCQA) Certified Healthcare Effectiveness Data and Information Set (HEDIS®)¹ Survey Vendor, was selected by Banner - University Family Care/ACC to conduct its 2024 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)² 5.1H Medicaid Adult Member Satisfaction Survey. This At-A-Glance report is designed to give you a summary view of those CAHPS® results. SPH Analytics collected 168 valid surveys from the eligible member population, yielding a response rate of 12.7%.³

CAHPS® 5.1H Medicaid Adult Survey

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

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

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

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

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

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

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

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

³ Please note that the CAHPS® survey is eligible to be conducted from January through May 2024.

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

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

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

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

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

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

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

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

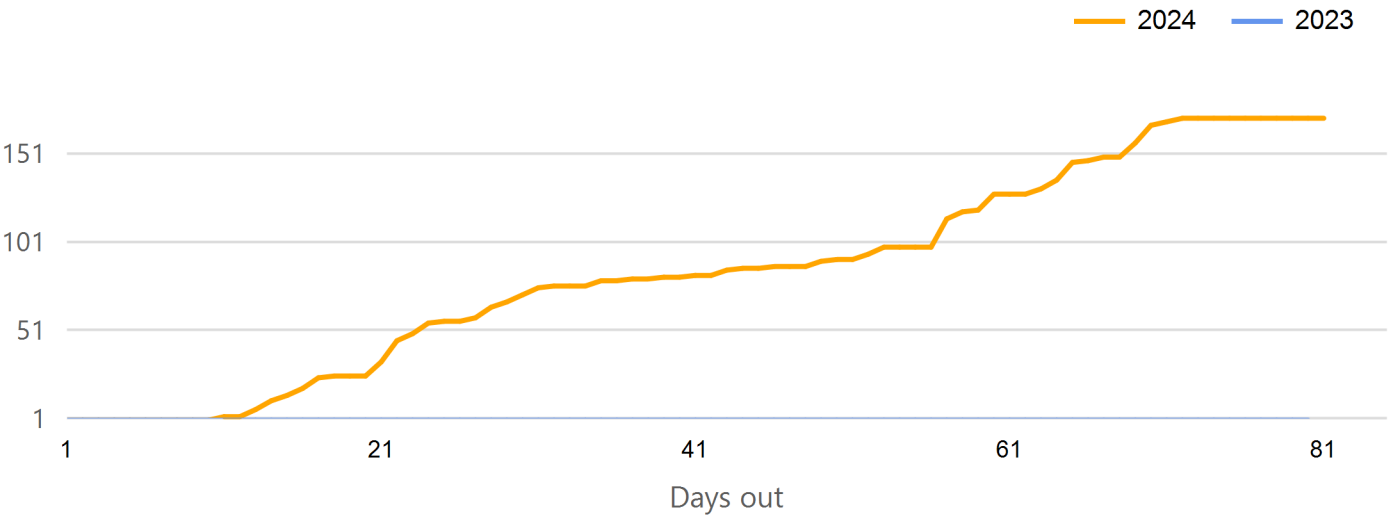
⁴ Please note that members who responded “No” to Q26 are included in “Always” of Q27, per NCQA HEDIS 2024 guidelines.



Sample Size		Total Completes	Response Rate	
1350		168	12.7%	
Disposition Code	Disposition Description	2024	2023	
M0	Mail Complete	101	0	
T0	Phone Complete	29	0	
I0	Internet Complete	38	0	
1	Does Not Meet Criteria	13	0	
2	Non-Responses	2	0	
3	Ineligible (Language Barrier)	16	0	
4	Ineligible (Mentally/Physically Incapable)	1	0	
5	Ineligible (Deceased)	1	0	
6	Non-Response (Refusal)	27	0	
7	Non-Response (Non-Response After Maximum Attempts)	1122	0	
8	Non-Response (Added to DNC List)	0	0	
Sample Size		1350	0	
Response Rate		12.7%	0.0%	

Raw Returns	2024	2023	% Change
Total Returns to Date	171	0	NA
Total Response Rate to Date	12.67%	0	NA

Total Returns YTD





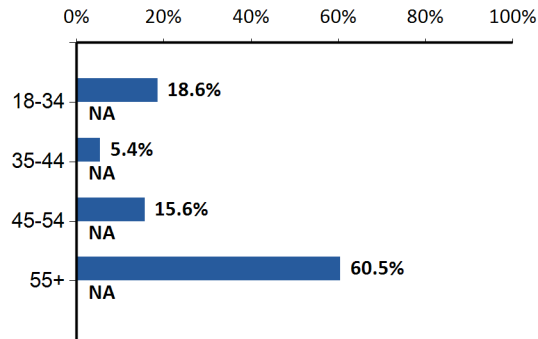
Medicaid Adult CAHPS // Profile of Survey Respondents

Banner - University Family Care/ACC

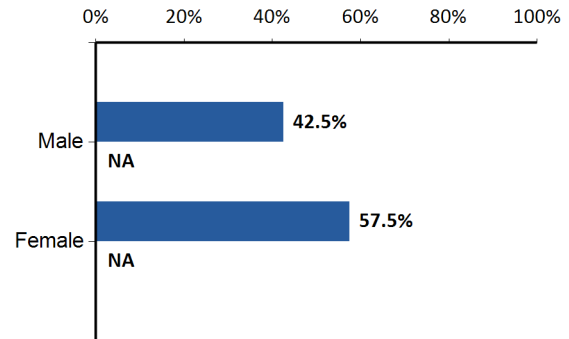
2024 2023

Sample Size	Total Completes	Response Rate
1350	168	12.7%

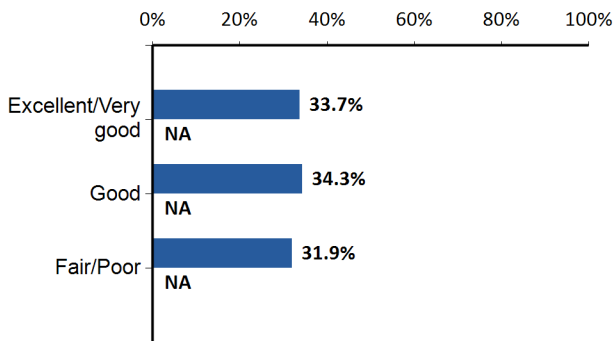
Age



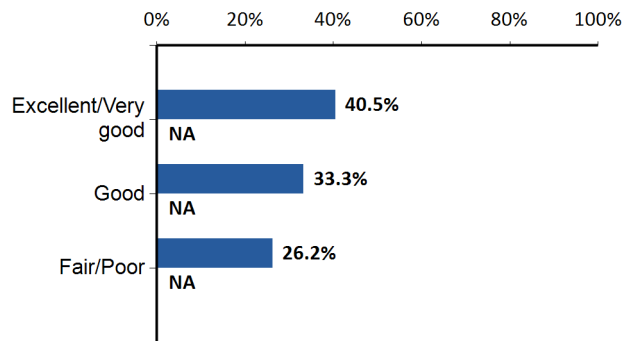
Gender



Overall Health Status*

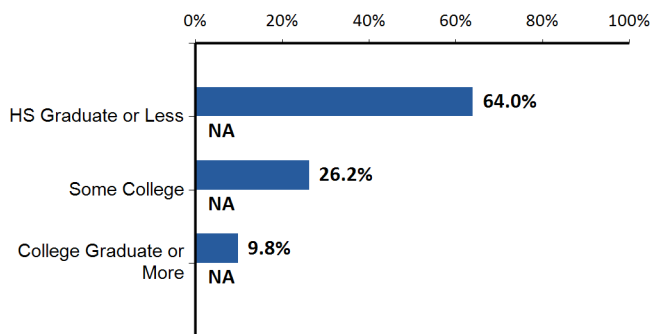


Mental/Emotional Health Status*

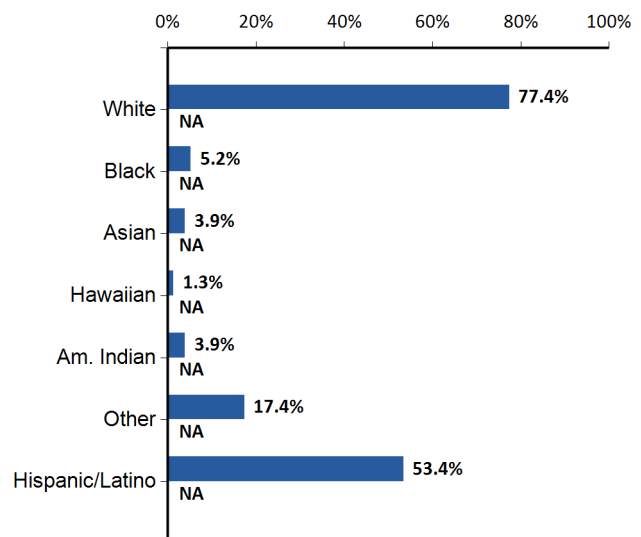


* Overall and Mental/Emotional Health Status are defined by survey respondent.

Education



Race/Ethnicity**



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

Significance Testing -- "↑" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher for 2024 results when compared to 2023 results. "↓" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower for 2024 results when compared to 2023 results.
Note: "NA" denotes that data are unavailable.



Medicaid Adult CAHPS // Benchmark Comparison

Banner - University Family Care/ACC

Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Summary Rate*	Benchmarks		Significance Testing***	
			2024 SPH Analytics BoB**	2023 Quality Compass AP**	To SPH Analytics BoB	To Quality Compass AP
Getting Needed Care		84.8%	82.1%	81.0%	Not sig.	Not sig.
Q9. Ease of getting necessary care, tests, or treatment needed	105	81.9%	85.1%	84.2%	Not sig.	Not sig.
Q20. Getting appointments with specialists as soon as needed	89	87.6%	79.1%	78.3%	Above	Above
Getting Care Quickly		77.4%	81.2%	80.4%	Not sig.	Not sig.
Q4. Got care as soon as needed when care was needed right away	58	75.9%	82.7%	82.0%	Not sig.	Not sig.
Q6. Got check-up/routine care appointment as soon as needed	104	78.8%	79.7%	79.2%	Not sig.	Not sig.
How Well Doctors Communicate		96.1%	93.2%	92.5%	Not sig.	Not sig.
Q12. Personal doctor explained things in an understandable way	97	96.9%	93.2%	92.6%	Above	Above
Q13. Personal doctor listened carefully to you	97	95.9%	93.3%	92.6%	Not sig.	Not sig.
Q14. Personal doctor showed respect for what you had to say	97	97.9%	94.9%	94.4%	Above	Above
Q15. Personal doctor spent enough time with you	97	93.8%	91.4%	90.3%	Not sig.	Not sig.
Customer Service		92.6%	89.8%	89.2%	Not sig.	Not sig.
Q24. Customer service provided information or help	68	89.7%	84.7%	83.7%	Not sig.	Not sig.
Q25. Customer service treated member with courtesy and respect	67	95.5%	94.8%	94.7%	Not sig.	Not sig.
Coordination of Care (Q17)	68	82.4%	86.0%	84.6%	Not sig.	Not sig.
Ease of Filling out Forms (Q27)	156	94.9%	94.8%	95.4%	Not sig.	Not sig.
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q8)	107	81.3%	75.8%	74.6%	Not sig.	Not sig.
Rating of Personal Doctor (Q18)	129	82.9%	83.9%	82.4%	Not sig.	Not sig.
Rating of Specialist (Q22)	86	81.4%	82.7%	81.4%	Not sig.	Not sig.
Rating of Health Plan (Q28)	164	81.1%	78.7%	77.7%	Not sig.	Not sig.
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q8)	107	62.6%	57.3%	55.7%	Not sig.	Not sig.
Rating of Personal Doctor (Q18)	129	74.4%	70.3%	67.9%	Not sig.	Not sig.
Rating of Specialist (Q22)	86	70.9%	68.5%	66.2%	Not sig.	Not sig.
Rating of Health Plan (Q28)	164	67.7%	63.1%	61.2%	Not sig.	Not sig.
Effectiveness of Care Measures (Rolling Average)						
Advising Smokers and Tobacco Users to Quit	29	79.3%	73.7%	72.8%	Not sig.	Not sig.
Discussing Cessation Medications	30	60.0%	53.4%	51.2%	Not sig.	Not sig.
Discussing Cessation Strategies	30	56.7%	47.1%	45.4%	Not sig.	Not sig.
Effectiveness of Care Measures (Current Year)						
Advising Smokers and Tobacco Users to Quit	29	79.3%	73.7%	72.8%	Not sig.	Not sig.
Discussing Cessation Medications	30	60.0%	53.4%	51.2%	Not sig.	Not sig.
Discussing Cessation Strategies	30	56.7%	47.1%	45.4%	Not sig.	Not sig.

* Summary Rates are defined by NCQA in its HEDIS 2024 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

** The 2024 SPH Analytics Book of Business contains all Medicaid Adult samples that conducted surveys with SPH Analytics in 2024 and submitted data to NCQA. The 2023 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid Adult Plans who submitted to NCQA in 2023. See *Glossary of Terms* for more information.

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

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2024 Volume 3 guidelines.



Medicaid Adult CAHPS // Book of Business Percentiles

Banner - University Family Care/ACC

Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Summary Rate*	2024 SPH Analytics Medicaid Adult Book of Business**				
			Mean	10th	33rd	66th	90th
Getting Needed Care		84.8%	82.1%	75.6%	80.0%	84.2%	86.6%
Q9. Ease of getting necessary care, tests, or treatment needed	105	81.9%	85.1%	79.2%	83.6%	87.0%	89.7%
Q20. Getting appointments with specialists as soon as needed	89	87.6%	79.1%	70.7%	77.1%	81.8%	85.1%
Getting Care Quickly		77.4%	81.2%	74.7%	79.2%	83.1%	87.0%
Q4. Got care as soon as needed when care was needed right away	58	75.9%	82.7%	75.6%	80.6%	84.9%	88.9%
Q6. Got check-up/routine care appointment as soon as needed	104	78.8%	79.7%	71.2%	77.3%	82.2%	86.7%
How Well Doctors Communicate		96.1%	93.2%	90.4%	92.3%	93.9%	95.6%
Q12. Personal doctor explained things in an understandable way	97	96.9%	93.2%	89.7%	92.0%	94.4%	96.0%
Q13. Personal doctor listened carefully to you	97	95.9%	93.3%	90.2%	92.5%	94.2%	95.9%
Q14. Personal doctor showed respect for what you had to say	97	97.9%	94.9%	92.1%	93.8%	95.7%	97.4%
Q15. Personal doctor spent enough time with you	97	93.8%	91.4%	87.5%	90.0%	92.5%	95.3%
Customer Service		92.6%	89.8%	85.6%	88.7%	91.3%	92.9%
Q24. Customer service provided information or help	68	89.7%	84.7%	79.0%	83.2%	86.8%	89.4%
Q25. Customer service treated member with courtesy and respect	67	95.5%	94.8%	91.5%	93.9%	95.9%	97.6%
Coordination of Care (Q17)	68	82.4%	86.0%	78.9%	83.6%	88.1%	91.0%
Ease of Filling out Forms (Q27)	156	94.9%	94.8%	92.4%	94.1%	95.9%	97.0%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q8)	107	81.3%	75.8%	68.3%	73.5%	78.0%	81.6%
Rating of Personal Doctor (Q18)	129	82.9%	83.9%	78.6%	81.8%	85.3%	88.3%
Rating of Specialist (Q22)	86	81.4%	82.7%	77.1%	80.9%	84.5%	87.3%
Rating of Health Plan (Q28)	164	81.1%	78.7%	72.9%	76.9%	80.2%	83.8%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q8)	107	62.6%	57.3%	49.0%	55.3%	59.5%	63.0%
Rating of Personal Doctor (Q18)	129	74.4%	70.3%	62.4%	67.5%	72.1%	76.1%
Rating of Specialist (Q22)	86	70.9%	68.5%	62.2%	66.3%	70.5%	74.7%
Rating of Health Plan (Q28)	164	67.7%	63.1%	55.5%	60.3%	65.0%	69.8%
Effectiveness of Care Measures (Rolling Average)							
Advising Smokers and Tobacco Users to Quit	29	79.3%	73.7%	61.0%	69.4%	76.5%	84.5%
Discussing Cessation Medications	30	60.0%	53.4%	38.2%	48.1%	57.0%	64.8%
Discussing Cessation Strategies	30	56.7%	47.1%	34.1%	41.5%	50.0%	58.8%
Effectiveness of Care Measures (Current Year)							
Advising Smokers and Tobacco Users to Quit	29	79.3%	73.7%	61.0%	69.4%	76.5%	84.5%
Discussing Cessation Medications	30	60.0%	53.4%	38.2%	48.1%	57.0%	64.8%
Discussing Cessation Strategies	30	56.7%	47.1%	34.1%	41.5%	50.0%	58.8%

* Summary Rates are defined by NCQA in its HEDIS 2024 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

** The 2024 SPH Analytics Book of Business contains all Medicaid Adult samples that conducted surveys with SPH Analytics in 2024 and submitted data to NCQA. See *Glossary of Terms* for more information.

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2024 Volume 3 guidelines.



Medicaid Adult CAHPS // Quality Compass Benchmark Percentiles

Banner - University Family Care/ACC

Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Summary Rate*	2023 Quality Compass All Plans Means & Percentiles**				
			Mean	10th	33rd	66th	90th
Getting Needed Care		84.8%	81.0%	75.0%	79.8%	83.1%	86.5%
Q9. Ease of getting necessary care, tests, or treatment needed	105	81.9%	84.2%	77.2%	82.7%	86.5%	89.7%
Q20. Getting appointments with specialists as soon as needed	89	87.6%	78.3%	70.9%	76.1%	81.4%	84.6%
Getting Care Quickly		77.4%	80.4%	73.4%	77.7%	83.6%	86.9%
Q4. Got care as soon as needed when care was needed right away	58	75.9%	82.0%	76.1%	80.3%	84.3%	87.6%
Q6. Got check-up/routine care appointment as soon as needed	104	78.8%	79.2%	70.9%	76.7%	82.9%	86.9%
How Well Doctors Communicate		96.1%	92.5%	90.2%	91.7%	93.5%	95.1%
Q12. Personal doctor explained things in an understandable way	97	96.9%	92.6%	89.8%	91.7%	93.9%	95.9%
Q13. Personal doctor listened carefully to you	97	95.9%	92.6%	89.7%	92.2%	93.7%	95.4%
Q14. Personal doctor showed respect for what you had to say	97	97.9%	94.4%	91.9%	93.8%	95.3%	96.9%
Q15. Personal doctor spent enough time with you	97	93.8%	90.3%	86.3%	89.0%	92.0%	94.2%
Customer Service		92.6%	89.2%	84.5%	88.7%	90.4%	91.9%
Q24. Customer service provided information or help	68	89.7%	83.7%	78.2%	82.8%	85.3%	88.1%
Q25. Customer service treated member with courtesy and respect	67	95.5%	94.7%	91.0%	93.7%	96.2%	97.4%
Coordination of Care (Q17)	68	82.4%	84.6%	78.5%	83.2%	86.6%	89.0%
Ease of Filling out Forms (Q27)	156	94.9%	95.4%	93.1%	94.8%	96.3%	97.8%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q8)	107	81.3%	74.6%	69.4%	73.1%	76.4%	79.9%
Rating of Personal Doctor (Q18)	129	82.9%	82.4%	77.9%	81.5%	84.3%	86.9%
Rating of Specialist (Q22)	86	81.4%	81.4%	75.1%	80.1%	83.2%	86.6%
Rating of Health Plan (Q28)	164	81.1%	77.7%	71.2%	76.0%	79.9%	83.7%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q8)	107	62.6%	55.7%	48.0%	53.5%	58.2%	62.5%
Rating of Personal Doctor (Q18)	129	74.4%	67.9%	61.8%	65.4%	70.5%	74.0%
Rating of Specialist (Q22)	86	70.9%	66.2%	60.6%	64.5%	68.0%	72.3%
Rating of Health Plan (Q28)	164	67.7%	61.2%	52.7%	59.3%	64.0%	68.7%
Effectiveness of Care Measures (Rolling Average)							
Advising Smokers and Tobacco Users to Quit	29	79.3%	72.8%	65.1%	70.6%	74.9%	80.4%
Discussing Cessation Medications	30	60.0%	51.2%	40.6%	48.0%	53.7%	61.4%
Discussing Cessation Strategies	30	56.7%	45.4%	37.1%	41.2%	48.6%	54.0%
Effectiveness of Care Measures (Current Year)							
Advising Smokers and Tobacco Users to Quit	29	79.3%	72.8%	65.1%	70.6%	74.9%	80.4%
Discussing Cessation Medications	30	60.0%	51.2%	40.6%	48.0%	53.7%	61.4%
Discussing Cessation Strategies	30	56.7%	45.4%	37.1%	41.2%	48.6%	54.0%

* Summary Rates are defined by NCQA in its HEDIS 2024 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

** The 2023 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid Adult plans who submitted to NCQA in 2023. See *Glossary of Terms* for more information.

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2024 Volume 3 guidelines.



Medicaid Adult CAHPS // Mean Scores and Frequency Distributions

Banner - University Family Care/ACC

Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Mean Score*	Frequency Distributions**		
			Never/Sometimes	Usually	Always
Getting Needed Care			15.2%	24.3%	60.4%
Q9. Ease of getting necessary care, tests, or treatment needed	105	3.4	18.1%	22.9%	59.0%
Q20. Getting appointments with specialists as soon as needed	89	3.5	12.4%	25.8%	61.8%
Getting Care Quickly			22.6%	17.9%	59.5%
Q4. Got care as soon as needed when care was needed right away	58	3.3	24.1%	15.5%	60.3%
Q6. Got check-up/routine care appointment as soon as needed	104	3.3	21.2%	20.2%	58.7%
How Well Doctors Communicate			3.9%	17.0%	79.1%
Q12. Personal doctor explained things in an understandable way	97	3.8	3.1%	17.5%	79.4%
Q13. Personal doctor listened carefully to you	97	3.7	4.1%	20.6%	75.3%
Q14. Personal doctor showed respect for what you had to say	97	3.8	2.1%	14.4%	83.5%
Q15. Personal doctor spent enough time with you	97	3.7	6.2%	15.5%	78.4%
Customer Service			7.4%	13.3%	79.3%
Q24. Customer service provided information or help	68	3.6	10.3%	14.7%	75.0%
Q25. Customer service treated member with courtesy and respect	67	3.8	4.5%	11.9%	83.6%
Coordination of Care (Q17)	68	3.4	17.6%	22.1%	60.3%
Ease of Filling out Forms (Q27)	156	3.8	5.1%	9.6%	85.3%
Rating Items	Mean Score*		0 to 6	7 to 8	9 to 10
Rating of Health Care (Q8)	107	8.6	11.2%	26.2%	62.6%
Rating of Personal Doctor (Q18)	129	8.9	10.1%	15.5%	74.4%
Rating of Specialist (Q22)	86	8.7	15.1%	14.0%	70.9%
Rating of Health Plan (Q28)	164	8.7	11.6%	20.7%	67.7%
Effectiveness of Care Measures (Current Year)	Mean Score*		Never/Sometimes	Usually	Always
Advising Smokers and Tobacco Users to Quit	29	3.0	27.6%	20.7%	51.7%
Discussing Cessation Medications	30	2.1	63.3%	20.0%	16.7%
Discussing Cessation Strategies	30	1.9	80.0%	10.0%	10.0%

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

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

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2024 Volume 3 guidelines.



Medicaid Adult CAHPS // Trend Comparisons

Banner - University Family Care/ACC

Composite/Attribute/Measure/Rating Item	Summary Rate Score Definition	2024		2023		2022		Significance Testing**	
		Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	2024 vs 2023	2024 vs 2022
Getting Needed Care	Always, Usually		84.8%		NA		NA	NA	NA
Q9. Ease of getting necessary care, tests, or treatment needed		105	81.9%	NA	NA	NA	NA	NA	NA
Q20. Getting appointments with specialists as soon as needed		89	87.6%	NA	NA	NA	NA	NA	NA
Getting Care Quickly	Always, Usually		77.4%		NA		NA	NA	NA
Q4. Got care as soon as needed when care was needed right away		58	75.9%	NA	NA	NA	NA	NA	NA
Q6. Got check-up/routine care appointment as soon as needed		104	78.8%	NA	NA	NA	NA	NA	NA
How Well Doctors Communicate	Always, Usually		96.1%		NA		NA	NA	NA
Q12. Personal doctor explained things in an understandable way		97	96.9%	NA	NA	NA	NA	NA	NA
Q13. Personal doctor listened carefully to you		97	95.9%	NA	NA	NA	NA	NA	NA
Q14. Personal doctor showed respect for what you had to say		97	97.9%	NA	NA	NA	NA	NA	NA
Q15. Personal doctor spent enough time with you		97	93.8%	NA	NA	NA	NA	NA	NA
Customer Service	Always, Usually		92.6%		NA		NA	NA	NA
Q24. Customer service provided information or help		68	89.7%	NA	NA	NA	NA	NA	NA
Q25. Customer service treated member with courtesy and respect		67	95.5%	NA	NA	NA	NA	NA	NA
Coordination of Care (Q17)		68	82.4%	NA	NA	NA	NA	NA	NA
Ease of Filling out Forms (Q27)		156	94.9%	NA	NA	NA	NA	NA	NA
Rating Items (Summary Rate = 8 + 9 + 10)									
Rating of Health Care (Q8)	8 to 10	107	81.3%	NA	NA	NA	NA	NA	NA
Rating of Personal Doctor (Q18)		129	82.9%	NA	NA	NA	NA	NA	NA
Rating of Specialist (Q22)		86	81.4%	NA	NA	NA	NA	NA	NA
Rating of Health Plan (Q28)		164	81.1%	NA	NA	NA	NA	NA	NA
Rating Items (Summary Rate = 9 + 10)									
Rating of Health Care (Q8)	9 to 10	107	62.6%	NA	NA	NA	NA	NA	NA
Rating of Personal Doctor (Q18)		129	74.4%	NA	NA	NA	NA	NA	NA
Rating of Specialist (Q22)		86	70.9%	NA	NA	NA	NA	NA	NA
Rating of Health Plan (Q28)		164	67.7%	NA	NA	NA	NA	NA	NA
Effectiveness of Care Measures (Rolling Average)									
Advising Smokers and Tobacco Users to Quit (Rolling Average)	Various	29	79.3%	NA	NA	NA	NA	NA	NA
Discussing Cessation Medications		30	60.0%	NA	NA	NA	NA	NA	NA
Discussing Cessation Strategies		30	56.7%	NA	NA	NA	NA	NA	NA
Effectiveness of Care Measures (Current Year)									
Advising Smokers and Tobacco Users to Quit	Various	29	79.3%	NA	NA	NA	NA	NA	NA
Discussing Cessation Medications		30	60.0%	NA	NA	NA	NA	NA	NA
Discussing Cessation Strategies		30	56.7%	NA	NA	NA	NA	NA	NA

* Summary Rates are defined by NCQA in its HEDIS 2024 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

** Significance Testing - "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher for 2024 results when compared to trend data. "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower for 2024 results when compared to trend data. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference between the percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. "NA" denotes trend data is not available.

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2024 Volume 3 guidelines.

Note 2: Please note that the trend results in this report may vary slightly from historical year reporting.

2. Glossary of Terms

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

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

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

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

Quality Compass (2023) Includes all Medicaid Adult samples that submitted data to NCQA in 2023. It is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

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

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

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

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