



# Medicaid Adult CAHPS // Benchmark Comparison

Community Care Plan

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
<b>Getting Needed Care</b>		<b>79.9%</b>	<b>82.1%</b>	<b>81.0%</b>	Not sig.	Not sig.
Q9. Ease of getting necessary care, tests, or treatment needed	44	84.1%	85.1%	84.2%	Not sig.	Not sig.
Q20. Getting appointments with specialists as soon as needed	33	75.8%	79.1%	78.3%	Not sig.	Not sig.
<b>Getting Care Quickly</b>		<b>79.1%</b>	<b>81.2%</b>	<b>80.4%</b>	Not sig.	Not sig.
Q4. Got care as soon as needed when care was needed right away	32	78.1%	82.7%	82.0%	Not sig.	Not sig.
Q6. Got check-up/routine care appointment as soon as needed	50	80.0%	79.7%	79.2%	Not sig.	Not sig.
<b>How Well Doctors Communicate</b>		<b>88.0%</b>	<b>93.2%</b>	<b>92.5%</b>	Not sig.	Not sig.
Q12. Personal doctor explained things in an understandable way	48	83.3%	93.2%	92.6%	Not sig.	Not sig.
Q13. Personal doctor listened carefully to you	48	89.6%	93.3%	92.6%	Not sig.	Not sig.
Q14. Personal doctor showed respect for what you had to say	48	89.6%	94.9%	94.4%	Not sig.	Not sig.
Q15. Personal doctor spent enough time with you	47	89.4%	91.4%	90.3%	Not sig.	Not sig.
<b>Customer Service</b>		<b>84.7%</b>	<b>89.8%</b>	<b>89.2%</b>	Not sig.	Not sig.
Q24. Customer service provided information or help	33	78.8%	84.7%	83.7%	Not sig.	Not sig.
Q25. Customer service treated member with courtesy and respect	32	90.6%	94.8%	94.7%	Not sig.	Not sig.
<b>Coordination of Care (Q17)</b>	26	<b>84.6%</b>	<b>86.0%</b>	<b>84.6%</b>	Not sig.	Not sig.
<b>Ease of Filling out Forms (Q27)</b>	70	<b>95.7%</b>	<b>94.8%</b>	<b>95.4%</b>	Not sig.	Not sig.
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>						
<b>Rating of Health Care (Q8)</b>	44	<b>84.1%</b>	<b>75.8%</b>	<b>74.6%</b>	Not sig.	Not sig.
<b>Rating of Personal Doctor (Q18)</b>	62	<b>85.5%</b>	<b>83.9%</b>	<b>82.4%</b>	Not sig.	Not sig.
<b>Rating of Specialist (Q22)</b>	31	<b>83.9%</b>	<b>82.7%</b>	<b>81.4%</b>	Not sig.	Not sig.
<b>Rating of Health Plan (Q28)</b>	77	<b>76.6%</b>	<b>78.7%</b>	<b>77.7%</b>	Not sig.	Not sig.
<b>Rating Items (Summary Rate = 9 + 10)</b>						
<b>Rating of Health Care (Q8)</b>	44	<b>61.4%</b>	<b>57.3%</b>	<b>55.7%</b>	Not sig.	Not sig.
<b>Rating of Personal Doctor (Q18)</b>	62	<b>74.2%</b>	<b>70.3%</b>	<b>67.9%</b>	Not sig.	Not sig.
<b>Rating of Specialist (Q22)</b>	31	<b>67.7%</b>	<b>68.5%</b>	<b>66.2%</b>	Not sig.	Not sig.
<b>Rating of Health Plan (Q28)</b>	77	<b>58.4%</b>	<b>63.1%</b>	<b>61.2%</b>	Not sig.	Not sig.
<b>Effectiveness of Care Measures (Rolling Average)</b>						
<b>Advising Smokers and Tobacco Users to Quit</b>	14	<b>42.9%</b>	<b>73.7%</b>	<b>72.8%</b>	Below	Below
<b>Discussing Cessation Medications</b>	14	<b>35.7%</b>	<b>53.4%</b>	<b>51.2%</b>	Not sig.	Not sig.
<b>Discussing Cessation Strategies</b>	14	<b>35.7%</b>	<b>47.1%</b>	<b>45.4%</b>	Not sig.	Not sig.
<b>Effectiveness of Care Measures (Current Year)</b>						
<b>Advising Smokers and Tobacco Users to Quit</b>	5	<b>40.0%</b>	<b>73.7%</b>	<b>72.8%</b>	Not sig.	Not sig.
<b>Discussing Cessation Medications</b>	5	<b>0.0%</b>	<b>53.4%</b>	<b>51.2%</b>	Not sig.	Below
<b>Discussing Cessation Strategies</b>	5	<b>20.0%</b>	<b>47.1%</b>	<b>45.4%</b>	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.