



# Medicaid Adult CAHPS // Trend Comparisons

Community Care Plan

| Composite/Attribute/Measure/Rating Item                        | Summary Rate Score Definition | 2022    |               | 2021    |               | 2020    |               | Significance Testing** |               |
|--|-------------------------------|---------|---------------|---------|---------------|---------|---------------|------------------------|---------------|
|  |                               | Valid n | Summary Rate* | Valid n | Summary Rate* | Valid n | Summary Rate* | 2022 vs 2021           | 2022 vs 2020  |
| <b>Getting Needed Care</b>                                     |                               |         | 76.8%         |         | 83.6%         |         | 81.0%         | Not sig.               | Not sig.      |
| Q9. Ease of getting necessary care, tests, or treatment needed | Always, Usually               | 80      | 76.3%         | 76      | 78.9%         | 123     | 83.7%         | Not sig.               | Not sig.      |
| Q20. Getting appointments with specialists as soon as needed   |                               | 66      | 77.3%         | 51      | 88.2%         | 92      | 78.3%         | Not sig.               | Not sig.      |
| <b>Getting Care Quickly</b>                                    |                               |         | 77.3%         |         | 86.1%         |         | 78.8%         | Not sig.               | Not sig.      |
| Q4. Got care as soon as needed when care was needed right away | Always, Usually               | 43      | 74.4%         | 47      | 93.6%         | 65      | 78.5%         | Sig. decrease          | Not sig.      |
| Q6. Got check-up/routine care appointment as soon as needed    |                               | 81      | 80.2%         | 75      | 78.7%         | 120     | 79.2%         | Not sig.               | Not sig.      |
| <b>How Well Doctors Communicate</b>                            |                               |         | 90.2%         |         | 94.6%         |         | 96.1%         | Not sig.               | Not sig.      |
| Q12. Personal doctor explained things in an understandable way | Always, Usually               | 77      | 90.9%         | 82      | 93.9%         | 116     | 96.6%         | Not sig.               | Not sig.      |
| Q13. Personal doctor listened carefully to you                 |                               | 76      | 88.2%         | 83      | 95.2%         | 116     | 95.7%         | Not sig.               | Not sig.      |
| Q14. Personal doctor showed respect for what you had to say    |                               | 76      | 92.1%         | 83      | 97.6%         | 114     | 98.2%         | Not sig.               | Not sig.      |
| Q15. Personal doctor spent enough time with you                |                               | 78      | 89.7%         | 83      | 91.6%         | 116     | 94.0%         | Not sig.               | Not sig.      |
| <b>Customer Service</b>  |                               |         | 82.5%         |         | 88.0%         |         | 87.6%         | Not sig.               | Not sig.      |
| Q24. Customer service provided information or help             | Always, Usually               | 60      | 73.3%         | 54      | 79.6%         | 77      | 80.5%         | Not sig.               | Not sig.      |
| Q25. Customer service treated member with courtesy and respect |                               | 60      | 91.7%         | 55      | 96.4%         | 74      | 94.6%         | Not sig.               | Not sig.      |
| Coordination of Care (Q17)                                     |                               | 50      | 84.0%         | 45      | 91.1%         | 71      | 91.5%         | Not sig.               | Not sig.      |
| Ease of Filling out Forms (Q27)                                |                               | 134     | 97.8%         | 123     | 96.7%         | 153     | 98.0%         | Not sig.               | Not sig.      |
| <b>Rating Items (Summary Rate = 8 + 9 + 10)</b>                |                               |         |               |         |               |         |               |                        |               |
| Rating of Health Care (Q8)                                     | 8 to 10                       | 81      | 72.8%         | 77      | 80.5%         | 121     | 82.6%         | Not sig.               | Not sig.      |
| Rating of Personal Doctor (Q18)                                |                               | 105     | 78.1%         | 105     | 94.3%         | 130     | 90.0%         | Sig. decrease          | Sig. decrease |
| Rating of Specialist (Q22)                                     |                               | 60      | 86.7%         | 50      | 90.0%         | 89      | 91.0%         | Not sig.               | Not sig.      |
| Rating of Health Plan (Q28)                                    |                               | 135     | 75.6%         | 128     | 85.2%         | 159     | 79.9%         | Sig. decrease          | Not sig.      |
| <b>Rating Items (Summary Rate = 9 + 10)</b>                    |                               |         |               |         |               |         |               |                        |               |
| Rating of Health Care (Q8)                                     | 9 to 10                       | 81      | 64.2%         | 77      | 59.7%         | 121     | 63.6%         | Not sig.               | Not sig.      |
| Rating of Personal Doctor (Q18)                                |                               | 105     | 66.7%         | 105     | 79.0%         | 130     | 83.1%         | Sig. decrease          | Sig. decrease |
| Rating of Specialist (Q22)                                     |                               | 60      | 71.7%         | 50      | 78.0%         | 89      | 76.4%         | Not sig.               | Not sig.      |
| Rating of Health Plan (Q28)                                    |                               | 135     | 63.7%         | 128     | 69.5%         | 159     | 66.7%         | Not sig.               | Not sig.      |
| <b>Effectiveness of Care Measures (Rolling Average)</b>        |                               |         |               |         |               |         |               |                        |               |
| Advising Smokers and Tobacco Users to Quit                     | Various                       | 39      | 74.4%         | 50      | 84.0%         | 51      | 82.4%         | Not sig.               | Not sig.      |
| Discussing Cessation Medications                               |                               | 40      | 42.5%         | 49      | 55.1%         | 50      | 56.0%         | Not sig.               | Not sig.      |
| Discussing Cessation Strategies                                |                               | 39      | 43.6%         | 49      | 49.0%         | 50      | 44.0%         | Not sig.               | Not sig.      |
| <b>Effectiveness of Care Measures (Current Year)</b>           |                               |         |               |         |               |         |               |                        |               |
| Flu Vaccinations (Adults 18-64)                                | Various                       | 108     | 28.7%         | 98      | 25.5%         | 123     | 26.0%         | Not sig.               | Not sig.      |
| Advising Smokers and Tobacco Users to Quit                     |                               | 20      | 70.0%         | 19      | 78.9%         | 31      | 87.1%         | Not sig.               | Not sig.      |
| Discussing Cessation Medications                               |                               | 21      | 38.1%         | 19      | 47.4%         | 30      | 60.0%         | Not sig.               | Not sig.      |
| Discussing Cessation Strategies                                |                               | 20      | 35.0%         | 19      | 52.6%         | 30      | 46.7%         | Not sig.               | Not sig.      |

\* Summary Rates are defined by NCQA in its HEDIS 2022 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 2022 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 2022 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 2022 Volume 3 guidelines.  
 Note 2: Please note that the rolling average methodology is not used to calculate the *Flu Vaccinations (Adults 18-64)* measure per HEDIS 2022 protocol.  
 Note 3: Please note that the trend results in this report may vary slightly from historical year reporting.