

# STATE OF MARYLAND HEALTHCHOICE ADULT AND CHILD POPULATIONS

## **CAHPS® 2008** ***4.0H Adult and 3.0H Child Medicaid Survey Results*** ***Executive Summary***

Date: October 2008

Job Number: 08-251



2191 Defense Highway, Suite 401  
Crofton, MD 21114  
Phone: 410.721.0500  
Fax: 410.721.7571  
[www.WBandA.com](http://www.WBandA.com)

In 2008, the State of Maryland Department of Health and Mental Hygiene (DHMH) selected WB&A Market Research (WB&A), a National Committee for Quality Assurance (NCQA) certified survey vendor, to conduct its 2008 Consumer Assessment of Healthcare Providers and Services (CAHPS<sup>®1</sup>) 4.0H Adult Medicaid Survey and 3.0H Child Medicaid Survey (with Children with Chronic Conditions (CCC) Measurement Set)<sup>2</sup>.

- Members from each of the seven managed care organizations (MCOs) that provide Medicaid services in the HealthChoice program participated in this research:
  - AMERIGROUP Community Care,
  - Diamond Plan,
  - Jai Medical Systems,
  - Maryland Physicians Care,
  - MedStar Family Choice,
  - Priority Partners, and
  - UnitedHealthcare.

The CAHPS<sup>®</sup> 4.0H Adult Medicaid and 3.0H Child Medicaid Surveys measure those aspects of care for which members are the best and/or the only source of information. From this survey, members' ratings of and experiences with the medical care they receive can be determined. Then based on members' health care experiences, potential opportunities for improvement can be identified.

- Specifically, the results obtained from these consumer surveys will allow DHMH to determine how well participating managed care organizations (MCOs) are meeting their members' expectations, provide feedback to the MCOs to improve quality of care, encourage MCO accountability, and develop MCO action to improve members' quality of care.
- Results from the CAHPS<sup>®</sup> 4.0H Adult Medicaid and 3.0H Child Medicaid Surveys summarize member satisfaction through ratings, composites and question Summary Rates. In general, Summary Rates represent the percentage of respondents who chose the most positive response categories as specified by NCQA.

In 2008, there were no survey changes made by NCQA or DHMH to the CAHPS<sup>®1</sup> 4.0H Adult Medicaid Survey, nor to the 3.0H Child Medicaid Survey (with CCC Measurement Set).

- With regards to reporting results among adult members, the Customer Service composite was revised by NCQA. The following question was removed from calculating the composite score: *“In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?”*

WB&A administered a mixed-methodology which involved mail with telephone follow-up.

- Specifically, two questionnaire packages and follow-up postcards were sent to samples of eligible adult and child members from each of the seven MCOs with “Return Service Requested” and WB&A’s toll-free number included. The mail materials also included a toll-free number for Spanish-speaking members to complete the survey over the telephone. Those who did not respond by mail were contacted by telephone to complete the survey. During the telephone follow-up, members had the option to complete the survey in either English or Spanish.
  - The child surveys were conducted by proxy, that is, with the parent/guardian who knows the most about the sampled child’s health care.
- The required sample size is 1,350 for adult Medicaid plans and 1,650 for child Medicaid plans (General Population/Sample A). In addition to the required sample size, DHMH chose to over-sample their adult and child Medicaid populations by 30%.
  - To qualify, adult Medicaid members had to be 18 years of age or older, while child Medicaid members had to be 17 years of age or younger. Furthermore, members of both populations had to be continuously enrolled in the MCO for five of the last six months as of the last day of the measurement year (December 31, 2007).
- Among the child population, an additional over-sample of 1,840 members with diagnoses indicative of a probably chronic condition was also pulled (CCC Over-sample/Sample B). This is standard procedure when the CAHPS® 3.0H Child Medicaid (with CCC Measurement Set) Survey is administered, to ensure the validity of the information collected.
  - The CCC population is identified based on member’s responses to the CCC survey-based screening tool (questions 93 to 97a), which contains five questions representing five different health consequences; four are three-part questions and one is a two-part question. A child member is identified as having a chronic condition if all parts of the question for at least one of the specific health consequences are answered “Yes.”
  - It’s important to note that the General Population data set (Sample A) and CCC Over-sample data set are not mutually exclusive groups. For example, if a child member is randomly selected for the CAHPS® Child Survey sample (General Population/Sample A) and is identified as having a chronic condition based on responses to the CCC survey-based screening tool, the member is included in both General and CCC Population results.

Between February and May 2008, WB&A collected 3,582 valid surveys from the eligible Medicaid adult population and 3,586 valid surveys from the eligible Medicaid child population (1,894 of the child members across all MCOs qualified as being children with chronic conditions based on the parent’s/guardian’s responses to the CCC survey-based screening tool).

- A child survey was considered a valid complete if the member appropriately answered question 1 and answered at least 80% of the core survey questions (not including questions 84 and 85, as well as the supplemental questions).

Ineligible adult and child members included those who were deceased, did not meet eligible population criteria, or had a language barrier. In addition, adult members who were mentally or physically incapacitated were considered ineligible. Non-respondents included those who had refused to participate, could not be reached due to a bad address or telephone number, or were unable to be contacted during the survey time period.

- Ineligible surveys are subtracted from the sample size when computing a response rate.

Table 1 below shows the total number of adult and child members in the sample that fell into each disposition category:

**Table 1: Sample Dispositions**

| Disposition Group | Disposition Category                         | Adult        | Child (General Population/ Sample A) |
|-------------------|--|--------------|--------------------------------------|
| Ineligible        | Deceased (M20/T20)                           | 17           | 0                                    |
|                   | Does not meet eligibility criteria (M21/T21) | 213          | 136                                  |
|                   | Language barrier (M22/T22)                   | 47           | 259                                  |
|                   | Mentally/Physically incapacitated (M24/T24)  | 109          | NA                                   |
|                   | <b>Total Ineligible</b>                      | <b>386</b>   | <b>395</b>                           |
| Non-Response      | Bad address/phone (M23/T23)                  | 1,476        | 992                                  |
|                   | Incomplete survey (M31/T31)                  | NA           | 511                                  |
|                   | Refusal (M32/T32)                            | 465          | 721                                  |
|                   | Maximum attempts made (M33/T33)*             | 5,992        | 7,408                                |
|                   | <b>Total Non-Response</b>                    | <b>7,933</b> | <b>9,632</b>                         |

\*Maximum attempts made include two survey mailings and an average of six call attempts.  
NA=Not applicable to this population

Tables 2 and 3 below illustrate the number of adult and child surveys mailed, the number of completed surveys (mail and phone) and the response rate for each MCO.

**Table 2: Adult Survey**

| MCO                       | Surveys Mailed     | Mail and Phone Completes | Response Rate |
|---------------------------|--------------------|--------------------------|---------------|
| AMERIGROUP Community Care | 1,755              | 486                      | 29%           |
| Diamond Plan              | 1,371 <sup>1</sup> | 349                      | 26%           |
| Jai Medical Systems       | 1,755              | 486                      | 28%           |
| Maryland Physicians Care  | 1,755              | 559                      | 33%           |
| MedStar Family Choice     | 1,755              | 529                      | 31%           |
| Priority Partners         | 1,755              | 594                      | 35%           |
| UnitedHealthcare          | 1,755              | 579                      | 35%           |
| <b>Total HealthChoice</b> | <b>11,901</b>      | <b>3,582</b>             | <b>31%</b>    |

<sup>1</sup>Due to a small number of Diamond Plan adult members being eligible for the study, a sampling frame of 1,371 was produced (rather than the 1,755).

**Table 3: Child Survey**

| MCO                       | Surveys Mailed |                               |   | General Population Mail and Phone Completes | CCC Respondents <sup>2</sup> | Response Rate |
|---------------------------|----------------|-------------------------------|---|---|------------------------------|---------------|
|                           | Total Child    | General Population (Sample A) | CCC Over-sample (Sample B) <sup>1</sup> |   |                              |               |
| AMERIGROUP Community Care | 3,492          | 2,145                         | 1,347                                   | 574   | 299                          | 29%           |
| Diamond Plan              | 1,358          | 1,358 <sup>3</sup>            | 0                                       | 305   | 87                           | 23%           |
| Jai Medical Systems       | 1,530          | 1,530 <sup>3</sup>            | 0                                       | 274   | 77                           | 18%           |
| Maryland Physicians Care  | 3,046          | 2,145                         | 901                                     | 633   | 345                          | 30%           |
| MedStar Family Choice     | 2,310          | 2,145                         | 165                                     | 543   | 202                          | 26%           |
| Priority Partners         | 3,949          | 2,145                         | 1,804                                   | 636   | 525                          | 31%           |
| UnitedHealthcare          | 3,157          | 2,145                         | 1,012                                   | 621   | 359                          | 30%           |
| <b>Total HealthChoice</b> | <b>18,842</b>  | <b>13,613</b>                 | <b>5,229</b>                            | <b>3,586</b>                                | <b>1,894</b>                 | <b>27%</b>    |

<sup>1</sup>In MCOs with fewer members than the required child sample size (1,840), the sample includes all members with a diagnosis indicative of a probable chronic condition who were not already selected for the General Population sample.

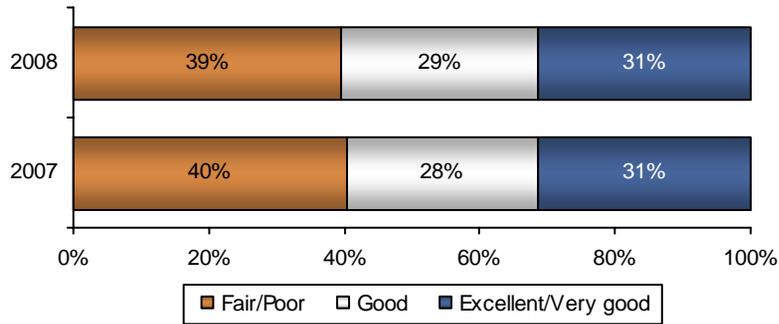
<sup>2</sup>As explained on page 4, it is important to note that the General Population data set (Sample A) and CCC Over-sample data set are not mutually exclusive groups.

<sup>3</sup>Due to a small number of Diamond Plan and Jai Medical Systems members being eligible for the study, a smaller sampling frame was produced (rather than the 2,145).

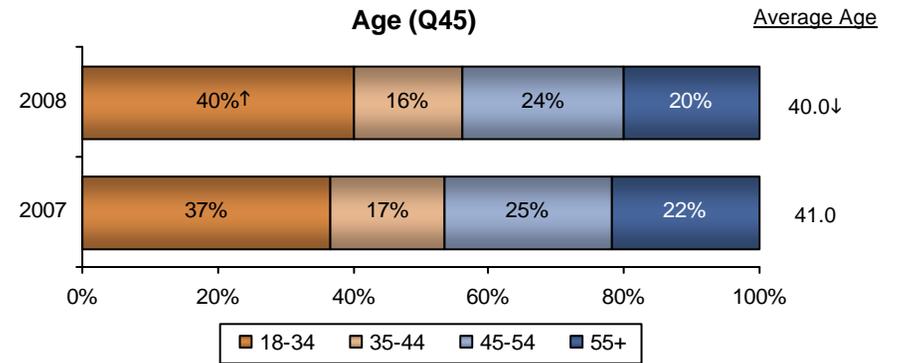
# Profile of Adult Members Surveyed

↑ significant increase from previous year  
↓ significant decrease from previous year

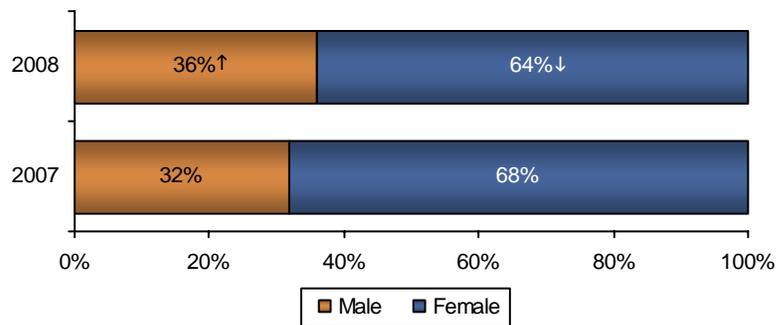
### Health Status (Q36)



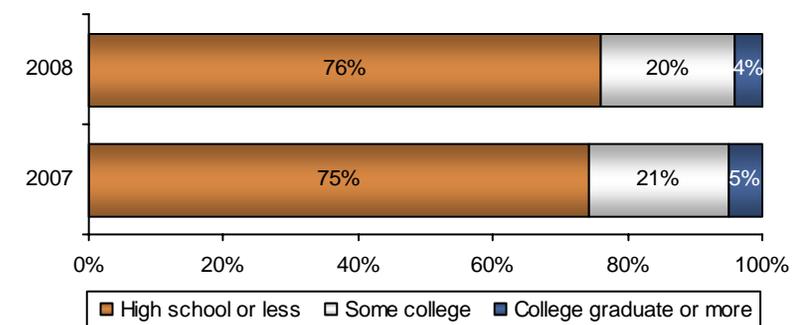
### Age (Q45)



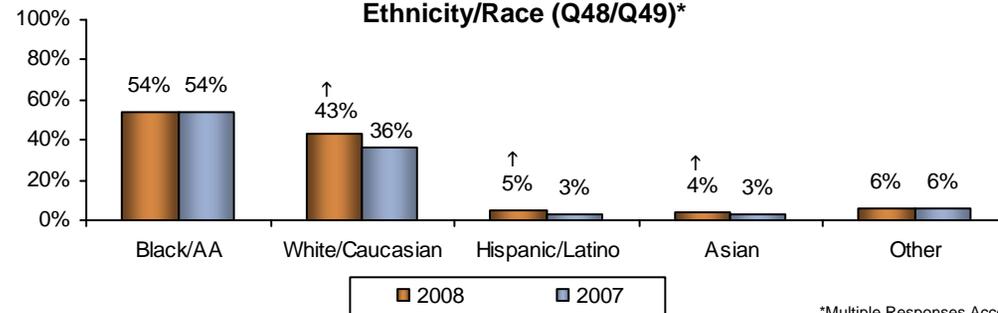
### Gender (Q46)



### Level of Education (Q47)



### Ethnicity/Race (Q48/Q49)\*



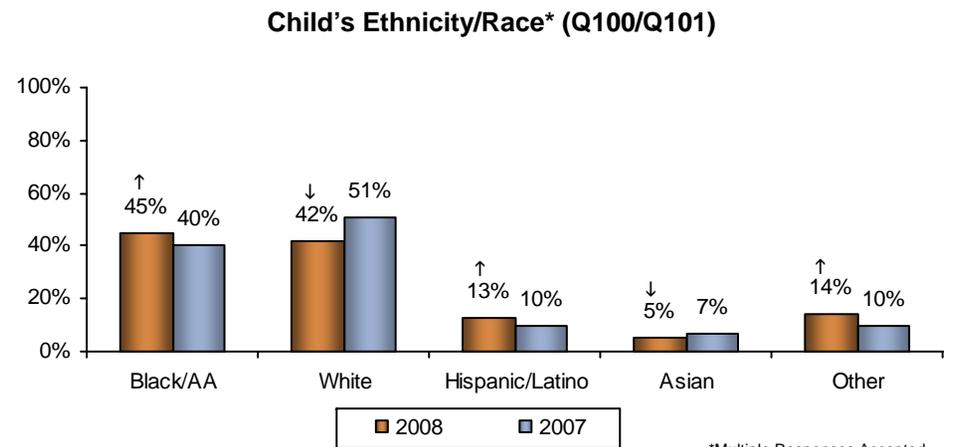
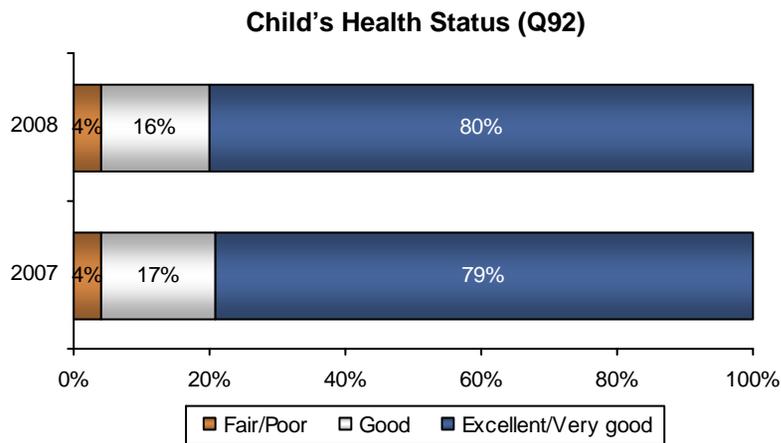
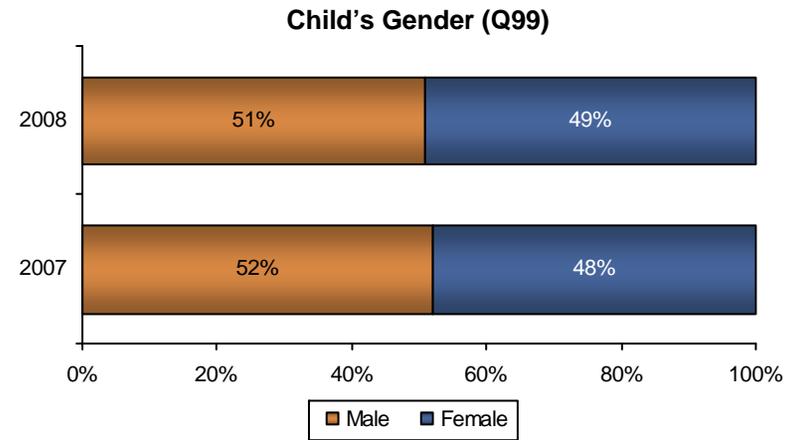
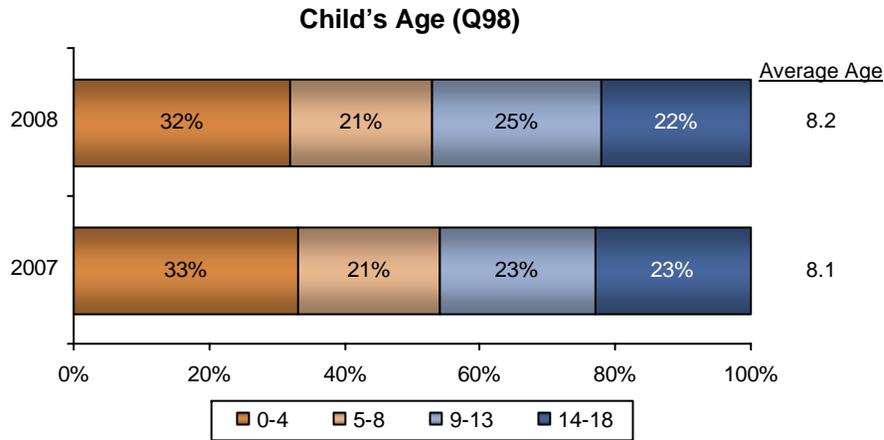
\*Multiple Responses Accepted

Base = Those answering

# Profile of Child Members Surveyed

## Child Member Profile – General Population

↑ significant increase from previous year  
↓ significant decrease from previous year



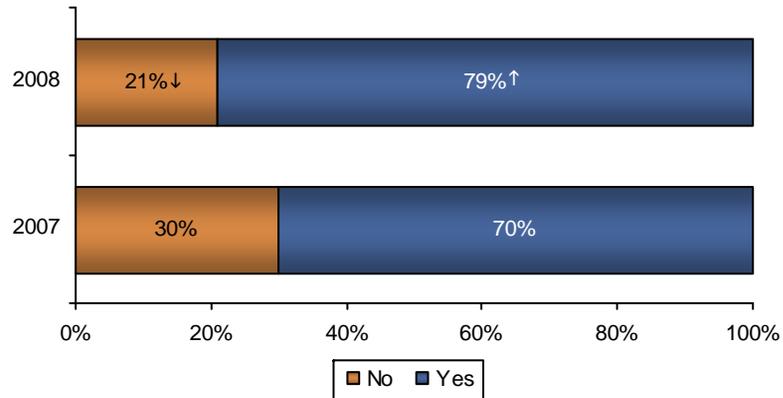
\*Multiple Responses Accepted

Base = Those answering

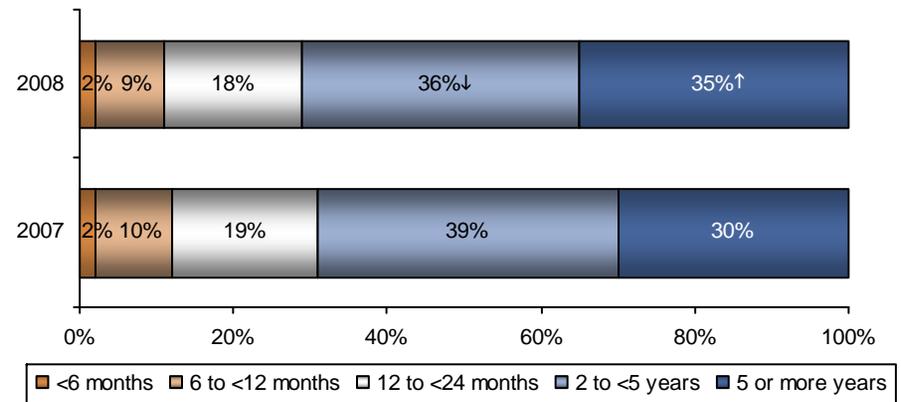
Child Member Profile – General Population (continued)

↑ significant increase from previous year  
↓ significant decrease from previous year

Covered by a Health Plan Paid by the State (Q74)



Length of Time They Have (Consecutively) Been a Member\* (Q3)



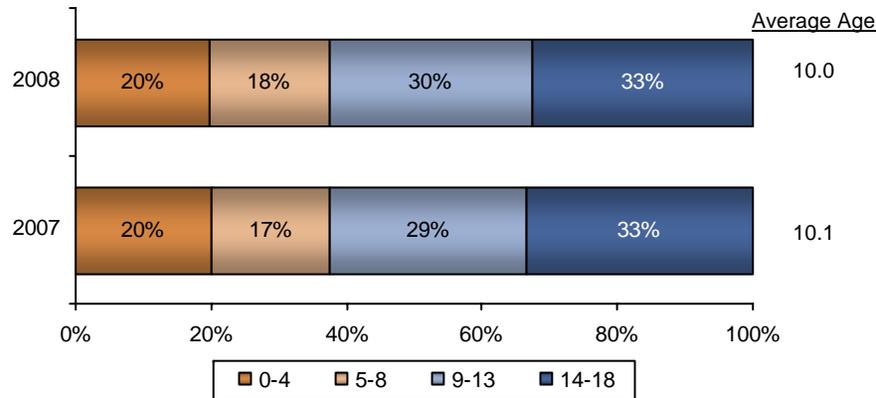
\*Note: The length of time they have been a member refers to survey responses

Base = Those answering

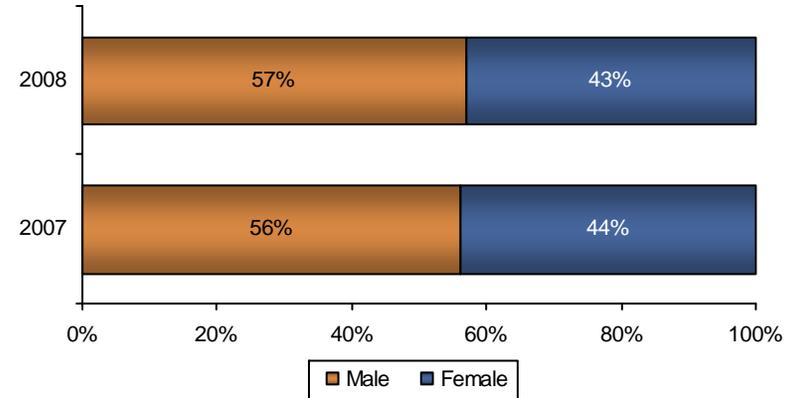
## Child Member Profile – CCC Population

↑ significant increase from previous year  
↓ significant decrease from previous year

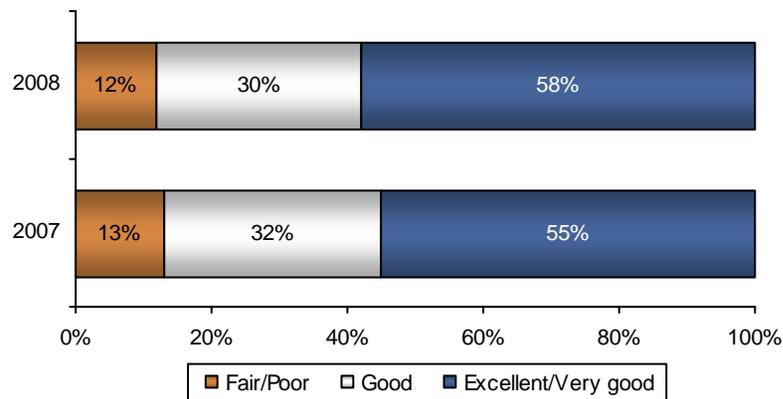
### Child's Age (Q98)



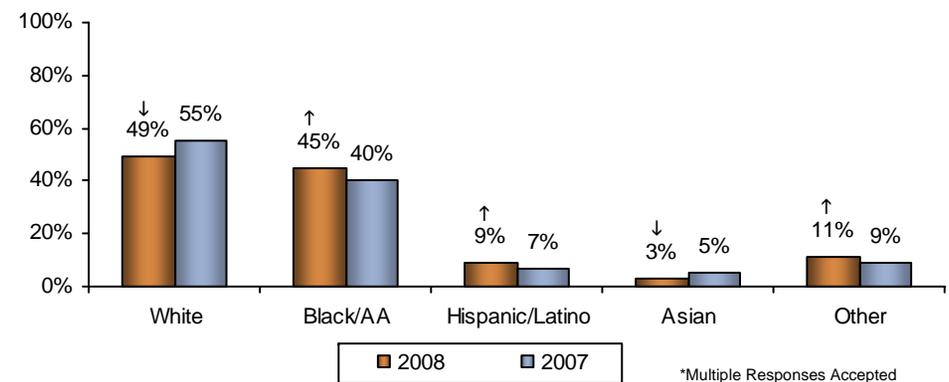
### Child's Gender (Q99)



### Child's Health Status (Q92)

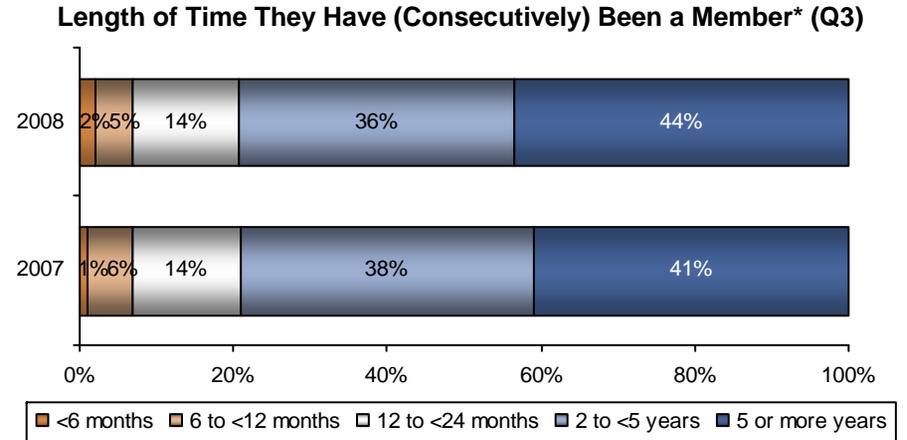
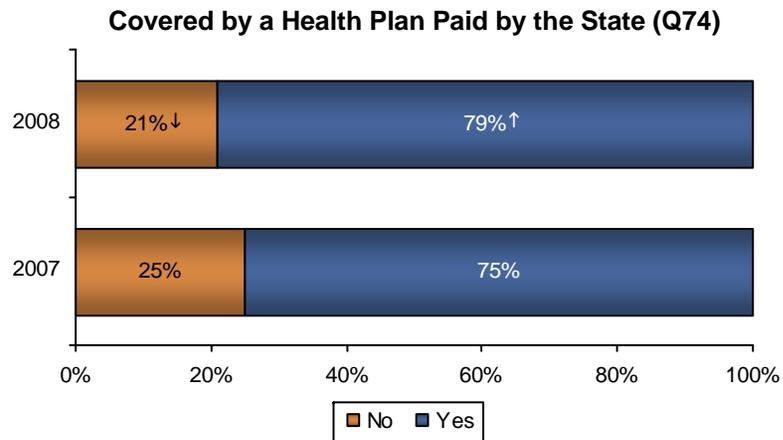


### Child's Ethnicity/Race\* (Q100/Q101)



## Child Member Profile – CCC Population (continued)

↑ significant increase from previous year  
↓ significant decrease from previous year



\*Note: The length of time they have been a member refers to survey responses

Base = Those answering

# Overall Ratings

There were four Overall Ratings questions asked in the adult and child surveys that used a scale of “0 to 10”, where a “0” represented the worst possible and a “10” represented the best possible. These measures included “Health Care,” “Personal Doctor (or Nurse),” “Specialist Seen Most Often” and “Health Plan”. The Summary Rate for these questions represents the percentage of members who rated the question an 8, 9 or 10.

- In order to assess how the MCOs’ overall ratings compared with other Medicaid adult and child plans nationwide, national benchmarks are provided. Specifically, the adult and child data are compared to the 2008 Quality Compass® benchmarks (Reporting Year 2007).
- Quality Compass® is a national database created by NCQA to provide health plans with comparative information on the quality of the nation’s managed care plans.

**Table 4: Adult Members**

| Overall Ratings (Summary Rate – 8,9,10) |             |      |                 |      |                            |      |             |      |
|---|-------------|------|-----------------|------|----------------------------|------|-------------|------|
|   | Health Care |      | Personal Doctor |      | Specialist Seen Most Often |      | Health Plan |      |
|   | 2008        | 2007 | 2008            | 2007 | 2008                       | 2007 | 2008        | 2007 |
| 2008 Quality Compass® <sup>1</sup>      | 67%         |      | 76%             |      | 76%                        |      | 71%         |      |
| HealthChoice Aggregate                  | 68%         | 66%  | 75%             | 77%  | 75%                        | 77%  | 68%         | 69%  |
| AMERIGROUP Community Care               | 68%         | 64%  | 73%             | 75%  | 74%                        | 78%  | 67%         | 65%  |
| Diamond Plan                            | 64%         | 62%  | 72%             | 71%  | 69%                        | 69%  | 62%         | 62%  |
| Jai Medical Systems                     | 69%         | 68%  | 81%             | 84%  | 77%                        | 77%  | 69%         | 75%  |
| Maryland Physicians Care                | 67%         | 68%  | 76%             | 79%  | 73%                        | 76%  | 68%         | 71%  |
| MedStar Family Choice                   | 74%         | 73%  | 78%             | 81%  | 78%                        | 77%  | 74%         | 76%  |
| Priority Partners                       | 66%         | 65%  | 72%             | 77%  | 72%↓                       | 83%  | 71%         | 70%  |
| UnitedHealthcare                        | 64%         | 63%  | 73%             | 73%  | 79%                        | 73%  | 61%         | 64%  |

○ MCO with the highest Summary Rate in 2008

Arrows (↑,↓) indicate that the particular measure is performing statistically better or worse than it did in the previous year.

<sup>1</sup>Quality Compass® is a registered trademark of NCQA.

**Table 5: Child Members - General Population**

| Overall Ratings (Summary Rate – 8,9,10) |             |      |                          |      |            |      |             |      |
|---|-------------|------|--------------------------|------|------------|------|-------------|------|
|   | Health Care |      | Personal Doctor or Nurse |      | Specialist |      | Health Plan |      |
|   | 2008        | 2007 | 2008                     | 2007 | 2008       | 2007 | 2008        | 2007 |
| 2008 Quality Compass <sup>®1</sup>      | 82%         |      | 83%                      |      | 80%        |      | 80%         |      |
| HealthChoice Aggregate                  | 86%↑        | 82%  | 85%                      | 84%  | 80%        | 76%  | 82%↑        | 79%  |
| AMERIGROUP Community Care               | 85%         | 81%  | 83%                      | 82%  | 85%        | 73%  | 85%         | 83%  |
| Diamond Plan                            | 83%         | 81%  | 83%                      | 80%  | 81%        | 80%  | 73%         | 73%  |
| Jai Medical Systems                     | 87%         | 86%  | 88%                      | 93%  | 80%        | 71%  | 81%         | 79%  |
| Maryland Physicians Care                | 85%         | 84%  | 84%                      | 84%  | 77%        | 79%  | 81%         | 82%  |
| MedStar Family Choice                   | 88%↑        | 80%  | 87%                      | 84%  | 81%        | 75%  | 83%         | 79%  |
| Priority Partners                       | 89%         | 86%  | 84%                      | 84%  | 83%        | 76%  | 84%         | 81%  |
| UnitedHealthcare                        | 87%↑        | 80%  | 87%                      | 86%  | 76%        | 76%  | 80%↑        | 73%  |

○ MCO with the highest Summary Rate in 2008

Arrows (↑,↓) indicate that the particular measure is performing statistically better or worse than it did in the previous year.

<sup>1</sup>Quality Compass<sup>®</sup> is a registered trademark of NCQA.

**Table 6: Child Members - CCC Population**

| Overall Ratings (Summary Rate – 8,9,10) |             |            |                          |            |            |            |             |            |
|---|-------------|------------|--------------------------|------------|------------|------------|-------------|------------|
|   | Health Care |            | Personal Doctor or Nurse |            | Specialist |            | Health Plan |            |
|   | 2008        | 2007       | 2008                     | 2007       | 2008       | 2007       | 2008        | 2007       |
| <b>HealthChoice Aggregate</b>           | <b>83%↑</b> | <b>79%</b> | <b>84%</b>               | <b>84%</b> | <b>80%</b> | <b>76%</b> | <b>77%↑</b> | <b>74%</b> |
| AMERIGROUP Community Care               | 84%↑        | 75%        | 80%                      | 80%        | 82%        | 76%        | 80%         | 76%        |
| Diamond Plan                            | 86%         | 84%        | 85%                      | 80%        | 84%        | 77%        | 71%         | 59%        |
| Jai Medical Systems                     | 76%         | 85%        | 86%                      | 94%        | 79%        | 56%        | 83%         | 75%        |
| Maryland Physicians Care                | 84%         | 80%        | 86%                      | 84%        | 81%        | 78%        | 78%         | 78%        |
| MedStar Family Choice                   | 84%         | 79%        | 85%                      | 84%        | 80%        | 68%        | 80%         | 77%        |
| Priority Partners                       | 84%         | 83%        | 83%                      | 85%        | 80%        | 80%        | 79%         | 75%        |
| UnitedHealthcare                        | 81%         | 76%        | 87%                      | 84%        | 76%        | 76%        | 70%         | 66%        |

○ MCO with the highest Summary Rate in 2008

Arrows (↑,↓) indicate that the particular measure is performing statistically better or worse than it did in the previous year.

Composite Measures assess results for main issues/areas of concern. These composite measures were derived by combining survey results of similar questions. Specifically, it's the average of each response category of the attributes that comprise a particular service area or composite.

- The Adult Medicaid CAHPS® 4.0H Survey includes seven composite measures, defined below:

**Table 7: Adult Composite Measure Definitions**

| Composite Measure              | Survey Question Number | What is Measured  | Summary Rate  |
|--------------------------------|------------------------|---|---|
| Getting Needed Care            | 23 and 27              | Measures members' experiences in the last 6 months when trying to get care from specialists and through health plan                                       | % of members who responded "Usually" or "Always"              |
| Getting Care Quickly           | 4 and 6                | Measures members' experiences with receiving care and getting appointments as soon as they wanted   | % of members who responded "Usually" or "Always"              |
| How Well Doctors Communicate   | 15 – 18                | Measures how well personal doctor explained things, listened to them, showed respect for what they had to say and spent enough time with them             | % of members who responded "Usually" or "Always"              |
| Customer Service               | 31 and 32              | Measures members' experiences with getting the information needed and treatment by Customer Service staff   | % of members who responded "Usually" or "Always"              |
| Shared Decision-Making         | 10 and 11              | Measures members' experiences with doctors discussing the pros and cons for treatment or health care and asking the member which choice was best for them | % of members who responded "Definitely Yes" or "Somewhat Yes" |
| Health Promotion and Education | 8                      | Measures members' experiences with their doctor discussing specific things to do to prevent illness   | % of members who responded "Usually" or "Always"              |
| Coordination of Care           | 20                     | Measures members' perceptions of whether their doctor is up-to-date about the care he/she received from other doctors or health providers                 | % of members who responded "Usually" or "Always"              |

The Child Medicaid CAHPS® 3.0H Survey includes five standard composite measures, defined below:

**Table 8: Child Composite Measure Definitions**

| Composite Measure                  | Survey Question(s)  | What is Measured   | Summary Rate                                     |
|------------------------------------|---------------------|--|--|
| Getting Needed Care                | 7, 13, 28 and 29/30 | Measures members' experiences in the last 6 months when trying to get care for their child from doctors and specialists  | % of members who responded "Not a Problem"       |
| Getting Care Quickly               | 18, 20, 23 and 31   | Measures members' experiences with receiving care or advice for their child as soon as they wanted, as well as includes experiences with time spent in the waiting room of the doctor's office | % of members who responded "Usually" or "Always" |
| How Well Doctors Communicate       | 34, 36, 37 and 41   | Measures how well their child's personal doctor explains things, listens, shows respect for what they have to say and spends enough time with them   | % of members who responded "Usually" or "Always" |
| Courteous and Helpful Office Staff | 32 and 33           | Measures members' treatment by office staff  | % of members who responded "Usually" or "Always" |
| Customer Service                   | 79 and 81           | Measures members' experiences with finding and understanding information and getting help from Customer Service  | % of members who responded "Not a Problem"       |

CCC measurement composite scores are derived by combining survey results of similar questions related to basic components for successful treatment, management and support of children with chronic conditions. The table below shows how each CCC measurement set composite score is defined.

**Table 9: Additional CCC Composite Measure Definitions**

| Composite Measure  | Survey Question(s)        | What is Measured   | Summary Rate                                     |
|--|---------------------------|--|--|
| Access to Prescription Medicine                                | 90 and 91                 | Measures members' experiences in the last 6 months when trying to get prescription medicine  | % of members who responded "Not a Problem"       |
| Access to Specialized Services                                 | 64, 65, 67, 68, 70 and 71 | Measures members' experiences with getting special medical equipment, therapy, treatment, or counseling for their child  | % of members who responded "Not a Problem"       |
| Family Centered Care: Personal Doctor or Nurse who Knows Child | 8, 10 and 11              | Measures whether or not the provider discussed how the child is feeling, growing and behaving; as well as understands how the child's condition affects the child's and family's day-to-day life   | % of members who responded "Yes"                 |
| Family Centered Care: Shared Decision-Making                   | 47, 48, 49 and 50         | Measures how often the child's provider discussed the choices of treatment, asked what choice was preferred and involved members in the decisions as much as they wanted   | % of members who responded "Usually" or "Always" |
| Family Centered Care: Getting Needed Information               | 43, 44 and 45             | Measures how often the provider made it easy for members to discuss questions/concerns, and how often members were provided with specific information or had their questions answered by the provider                                    | % of members who responded "Usually" or "Always" |
| Coordination of Care   | 54 and 73                 | Measures whether or not members received the help needed from the provider in contacting the child's school/daycare, and whether anyone from their plan or the provider's office coordinated care among the different providers/services | % of members who responded "Yes"                 |

# Composite Measures (continued)

The following tables show composite measure comparisons of the seven HealthChoice MCOs.

- In order to assess how the MCOs' overall composite ratings compared with other Medicaid adult and child plans nationwide, national benchmarks are provided. Specifically, the adult and child data are compared to the 2008 Quality Compass® benchmarks (Reporting Year 2007).
- Quality Compass® is a national database created by NCQA to provide health plans with comparative information on the quality of the nation's managed care plans.

**Table 10: Adult Composite Measures**

| Composite Measures                       |                              |            |                              |            |                              |            |                              |            |                             |   |             |                                |            |                              |            |            |
|--|------------------------------|------------|------------------------------|------------|------------------------------|------------|------------------------------|------------|-----------------------------|---|-------------|--------------------------------|------------|------------------------------|------------|------------|
|  | Getting Needed Care          |            | Getting Care Quickly         |            | How Well Doctors Communicate |            | Customer Service             |            | Shared Decision-Making      |   |             | Health Promotion and Education |            | Coordination of Care         |            |            |
|  | Summary Rate: Always/Usually |            | Summary Rate: Always/Usually |            | Summary Rate: Always/Usually |            | Summary Rate: Always/Usually |            | Definitely Yes <sup>2</sup> | Summary Rate: Definitely Yes/Somewhat Yes |             | Summary Rate: Always/Usually   |            | Summary Rate: Always/Usually |            |            |
|  | 2008                         | 2007       | 2008                         | 2007       | 2008                         | 2007       | 2008                         | 2007       | 2008                        | 2008                                      | 2007        | 2008                           | 2007       | 2008                         | 2007       |            |
| <b>2008 Quality Compass<sup>®1</sup></b> | <b>75%</b>                   |            | <b>80%</b>                   |            | <b>87%</b>                   |            |                              | <b>79%</b> |                             |   |             |                                | <b>56%</b> |                              | <b>76%</b> |            |
| <b>HealthChoice Aggregate</b>            | <b>73%</b>                   | <b>72%</b> | <b>80%</b>                   | <b>82%</b> | <b>87%</b>                   | <b>87%</b> |                              | <b>77%</b> | <b>77%</b>                  | <b>61%</b>                                | <b>92%↑</b> | <b>89%</b>                     | <b>62%</b> | <b>62%</b>                   | <b>78%</b> | <b>76%</b> |
| AMERIGROUP Community Care                | 70%                          | 72%        | 74%↓                         | 85%        | 86%                          | 87%        |                              | 79%        | 77%                         | 59%                                       | 90%         | 91%                            | 61%        | 59%                          | 71%        | 72%        |
| Diamond Plan                             | 61%                          | 61%        | 81%                          | 78%        | 85%                          | 86%        |                              | 77%        | 75%                         | 63%                                       | 93%         | 89%                            | 61%        | 60%                          | 73%        | 70%        |
| Jai Medical Systems                      | 78%                          | 79%        | 80%                          | 82%        | 89%                          | 88%        |                              | 77%        | 74%                         | 64%                                       | 91%         | 91%                            | 67%        | 67%                          | 84%        | 82%        |
| Maryland Physicians Care                 | 75%                          | 74%        | 83%                          | 82%        | 87%                          | 87%        |                              | 72%        | 78%                         | 60%                                       | 92%         | 86%                            | 60%        | 61%                          | 80%        | 75%        |
| MedStar Family Choice                    | 80%                          | 78%        | 80%↓                         | 86%        | 89%                          | 91%        |                              | 80%        | 85%                         | 60%                                       | 94%         | 92%                            | 62%        | 68%                          | 80%        | 78%        |
| Priority Partners                        | 72%                          | 73%        | 80%                          | 81%        | 85%                          | 87%        |                              | 80%        | 80%                         | 63%                                       | 91%         | 89%                            | 64%        | 59%                          | 77%        | 81%        |
| UnitedHealthcare                         | 70%                          | 67%        | 79%                          | 80%        | 86%                          | 84%        |                              | 73%        | 69%                         | 59%                                       | 90%         | 85%                            | 58%        | 58%                          | 75%        | 73%        |

○ MCO with the highest Summary Rate in 2008

Arrows (↑,↓) indicate that the particular composite measure is performing statistically better or worse than it did in the previous year.

<sup>1</sup>Quality Compass® is a registered trademark of NCQA.

<sup>2</sup>While the Summary Rate for "Shared Decision-Making" is "Definitely Yes/Somewhat Yes", Quality Compass reports only on "Definitely Yes"; therefore, both percentages are shown.

Table 11: Child Composite Measures - General Population

| Composite Measures                       |                                |            |                                 |            |                                 |            |                                    |            |                                |            |
|--|--------------------------------|------------|---------------------------------|------------|---------------------------------|------------|------------------------------------|------------|--------------------------------|------------|
|  | Getting Needed Care            |            | Getting Care Quickly            |            | How Well Doctors Communicate    |            | Courteous and Helpful Office Staff |            | Customer Service               |            |
|  | Summary Rate:<br>Not a Problem |            | Summary Rate:<br>Always/Usually |            | Summary Rate:<br>Always/Usually |            | Summary Rate:<br>Always/Usually    |            | Summary Rate:<br>Not a Problem |            |
|  | 2008                           | 2007       | 2008                            | 2007       | 2008                            | 2007       | 2008                               | 2007       | 2008                           | 2007       |
| <b>2008 Quality Compass<sup>®1</sup></b> | <b>82%</b>                     |            | <b>78%</b>                      |            | <b>90%</b>                      |            | <b>90%</b>                         |            | <b>76%</b>                     |            |
| <b>HealthChoice Aggregate</b>            | <b>80%</b>                     | <b>80%</b> | <b>79%</b>                      | <b>80%</b> | <b>92%</b>                      | <b>91%</b> | <b>93%</b>                         | <b>92%</b> | <b>74%</b>                     | <b>72%</b> |
| AMERIGROUP Community Care                | 78%                            | 78%        | 74%                             | 74%        | 89%                             | 89%        | 90%                                | 90%        | 76%                            | 76%        |
| Diamond Plan                             | 77%                            | 78%        | 82%                             | 81%        | 92%                             | 91%        | 95%                                | 92%        | 68%                            | 68%        |
| Jai Medical Systems                      | 83%                            | 83%        | 79%                             | 79%        | 95%                             | 93%        | 94%                                | 91%        | 82%                            | 77%        |
| Maryland Physicians Care                 | 80%                            | 82%        | 80%                             | 81%        | 91%                             | 92%        | 93%                                | 93%        | 70%                            | 74%        |
| MedStar Family Choice                    | 83%                            | 81%        | 83%                             | 80%        | 93% <sup>↑</sup>                | 89%        | 95%                                | 92%        | 79%                            | 77%        |
| Priority Partners                        | 79%                            | 81%        | 79%                             | 83%        | 93%                             | 94%        | 91%                                | 93%        | 76%                            | 72%        |
| UnitedHealthcare                         | 79%                            | 77%        | 79%                             | 80%        | 92%                             | 91%        | 94%                                | 92%        | 69%                            | 59%        |

○ MCO with the highest Summary Rate in 2008

Arrows (↑,↓) indicate that the particular composite measure is performing statistically better or worse than it did in the previous year.

<sup>1</sup>Quality Compass<sup>®</sup> is a registered trademark of NCQA.

Table 12: Child Composite Measures - CCC Population

| Composite Measures            |                              |            |                             |            |                              |            |                                    |            |                             |            |
|-------------------------------|------------------------------|------------|-----------------------------|------------|------------------------------|------------|------------------------------------|------------|-----------------------------|------------|
|                               | Getting Needed Care          |            | Getting Care Quickly        |            | How Well Doctors Communicate |            | Courteous and Helpful Office Staff |            | Customer Service            |            |
|                               | Summary Rate: Always/Usually |            | Summary Rate: Not a Problem |            | Summary Rate: Always/Usually |            | Summary Rate: Always/Usually       |            | Summary Rate: Not a Problem |            |
|                               | 2008                         | 2007       | 2008                        | 2007       | 2008                         | 2007       | 2008                               | 2007       | 2008                        | 2007       |
| <b>HealthChoice Aggregate</b> | <b>77%</b>                   | <b>76%</b> | <b>79%</b>                  | <b>79%</b> | <b>91%</b>                   | <b>91%</b> | <b>93%</b>                         | <b>91%</b> | <b>67%</b>                  | <b>64%</b> |
| AMERIGROUP Community Care     | 77%                          | 77%        | 75%                         | 74%        | 89%                          | 88%        | 91%                                | 87%        | 74%                         | 62%        |
| Diamond Plan                  | 75%                          | 71%        | 80%                         | 84%        | 89%                          | 91%        | 95%                                | 92%        | 58%                         | 59%        |
| Jai Medical Systems           | 77%                          | 78%        | 80%                         | 76%        | 95%                          | 94%        | 95%                                | 91%        | 79%                         | 72%        |
| Maryland Physicians Care      | 79%                          | 75%        | 81%                         | 79%        | 92%                          | 91%        | 94%                                | 91%        | 67%                         | 71%        |
| MedStar Family Choice         | 78%                          | 76%        | 84%                         | 80%        | 92%                          | 89%        | 94%                                | 91%        | 70%                         | 73%        |
| Priority Partners             | 75%                          | 78%        | 79%                         | 83%        | 90%                          | 93%        | 92%                                | 94%        | 66%                         | 64%        |
| UnitedHealthcare              | 76%                          | 71%        | 79%                         | 79%        | 92%                          | 90%        | 93%                                | 93%        | 59%                         | 55%        |

○ MCO with the highest Summary Rate in 2008

Arrows (↑,↓) indicate that the particular composite measure is performing statistically better or worse than it did in the previous year.

Table 13: Child Composite Measures - CCC Population

| Additional CCC Composite Measures |                                 |            |                                |            |  |            |                             |            |                              |            |                              |            |
|-----------------------------------|---------------------------------|------------|--------------------------------|------------|--|------------|-----------------------------|------------|------------------------------|------------|------------------------------|------------|
|                                   | Access to Prescription Medicine |            | Access to Specialized Services |            | Personal Doctor or Nurse Who Knows Child |            | Shared Decision-Making      |            | Getting Needed Information   |            | Coordination of Care         |            |
|                                   | Summary Rate: Always/Usually    |            | Summary Rate: Not a Problem    |            | Summary Rate: Always/Usually             |            | Summary Rate: Not a Problem |            | Summary Rate: Always/Usually |            | Summary Rate: Always/Usually |            |
|                                   | 2008                            | 2007       | 2008                           | 2007       | 2008                                     | 2007       | 2008                        | 2007       | 2008                         | 2007       | 2008                         | 2007       |
| <b>HealthChoice Aggregate</b>     | <b>81%</b>                      | <b>80%</b> | <b>69%</b>                     | <b>69%</b> | <b>87%</b>                               | <b>87%</b> | <b>82%</b>                  | <b>85%</b> | <b>86%</b>                   | <b>85%</b> | <b>76%</b>                   | <b>73%</b> |
| AMERIGROUP Community Care         | 83%                             | 84%        | 66%                            | 68%        | 86%                                      | 86%        | 81%                         | 83%        | 82%                          | 80%        | 76%                          | 71%        |
| Diamond Plan                      | 78%                             | 79%        | 68%                            | 76%        | 84%                                      | 85%        | 85%                         | 85%        | 85%                          | 93%        | 81%                          | 87%        |
| Jai Medical Systems               | 85%                             | 82%        | 69%                            | 66%        | 87%                                      | 90%        | 80%                         | 78%        | 82%                          | 85%        | 82%                          | 86%        |
| Maryland Physicians Care          | 79%                             | 82%        | 73%                            | 69%        | 89%                                      | 89%        | 81%                         | 87%        | 89%                          | 84%        | 77%                          | 73%        |
| MedStar Family Choice             | 84%                             | 84%        | 73%                            | 67%        | 88%                                      | 85%        | 83%                         | 86%        | 92%                          | 76%        | 74%                          | 71%        |
| Priority Partners                 | 80%                             | 79%        | 68%                            | 72%        | 87%                                      | 89%        | 82%                         | 86%        | 83%                          | 91%        | 76%                          | 73%        |
| UnitedHealthcare                  | 79%                             | 75%        | 69%                            | 66%        | 87%                                      | 84%        | 84%                         | 81%        | 88%                          | 81%        | 75%                          | 71%        |

○ MCO with the highest Summary Rate in 2008

Arrows (↑,↓) indicate that the particular composite measure is performing statistically better or worse than it did in the previous year.

In an effort to identify the underlying components of adult and child members' ratings of their Health Plan and Health Care, advanced statistical techniques were employed.

- Regression analysis is a statistical technique used to determine which influences or “independent variables” (composite measures) have the greatest impact on an overall attribute or “dependent variable” (overall rating of Health Plan or Health Care).
- In addition, correlation analyses were conducted between each composite measure attribute and overall rating of Health Plan and Health Care in order to ascertain which attributes have the greatest impact.

### *Adult Medicaid Members – Key Drivers of Satisfaction with Health Plan*

Based on the 2008 findings, there are two composite measures that have a significant impact on adult members' rating of the Health Plan overall: “**Customer Service**” and “**Getting Needed Care**”.

- The attributes listed below are identified as **unmet needs**<sup>1</sup> and should be considered priority areas for HealthChoice. If performance on these attributes is increased, it could have a positive impact on adult members' overall rating of their Health Plan.
  - > **Got the care, tests, or treatment you thought necessary**
  - > **Received information or help needed from the health plan's Customer Service**

### *Adult Medicaid Members – Key Drivers of Satisfaction with Health Care*

Based on the 2008 findings, the following composite measures have a significant impact on adult members' rating of their Health Care overall: “**How Well Doctors Communicate**”, “**Customer Service**”, “**Getting Needed Care**” and “**Shared Decision-Making**”.

- The attribute listed below is identified as an **unmet need**<sup>1</sup> and should be considered a priority area for HealthChoice. If performance on this attribute is increased, it could have a positive impact on adult members' overall rating of their Health Care.
  - > **Got the care, tests, or treatment you thought necessary**

### *Child Medicaid Members – Key Drivers of Satisfaction with Health Plan*

Based on the 2008 findings, there are two composite measures that have the most significant impact on child members' rating of the Health Plan overall: “**Customer Service**” and “**Getting Needed Care**”.

- The attribute listed below is identified as an **unmet need<sup>1</sup>** and should be considered a priority area for HealthChoice. If performance on this attribute is increased, it could have a positive impact on child members' overall rating of their Health Plan.
  - **Getting the help they needed when they called Customer Service**

### *Child Medicaid Members - Relationship with Rating of Health Care*

Based on the 2008 findings, “**How Well Doctors Communicate**” is the composite measure that has the most significant impact on child members' rating of their Health Care overall.

- Given some of the high ratings received, there were no attributes identified as **unmet needs<sup>1</sup>** that should be considered priorities areas for improving overall ratings of child members' Health Care overall.
- Instead, the attributes listed below are identified as **driving strengths<sup>2</sup>** and performance in these areas should be maintained. If performance for these attributes is decreased, it could have a negative impact on child members' overall rating of their Health Care.
  - **Doctors listened carefully to them**
  - **Doctors showed respect for what they had to say**
  - **Doctors spent enough time with them**
  - **Office staff were as helpful as they thought they should be**

- **Attributes** are the questions that relate to a specific service area or composite as specified by NCQA.
- **Composite Measures** are derived by combining the survey results of similar questions that represent an overall aspect of plan quality. Specifically, it's the average of each response category of the attributes that comprise a particular service area or composite.
- **Confidence Level** is the degree of confidence, expressed as a percentage, that a reported number's true value is between the lower and upper specified range.
- **Correlation Coefficient** is a statistical measure of how closely two variables or measures are related to each other.
- **Disposition Category** is the final status given to a member record within the sample surveyed. The category signifies both the survey administration used to complete the survey (M=Mail, T=Telephone) and the status of the member record (M21=Mail, Ineligible; T10=Phone, Complete).
- **Key Drivers** are composite measures that have been found to impact ratings of overall Health Plan and Health Care among MCO members as determined by regression analysis.
- **Over-Sampling** is sampling more than the minimum required sample size. The recommended sample size for adult Medicaid MCOs is 1,350 and the target number of completed surveys is 411. The recommended sample size for child Medicaid MCOs is 1,650 (General Population/Sample A) and the target number of completed surveys is 411. The Dept. may choose to over-sample to obtain a greater number of completed surveys, particularly if it anticipates, by history, a low response rate.
- The Dept. may choose to over-sample to obtain a greater number of completed surveys, particularly if it anticipates, by history, a low response rate.
- **Significance Test** is a test used to determine the probability that a given result could not have occurred by chance.
- **Summary Rates** generally represent the most favorable responses for a particular question (i.e., *Always and Usually; 8, 9 or 10; Definitely Yes and Somewhat Yes; Not a Problem; etc.*). Keep in mind that not every question is assigned a Summary Rate.
- **Trending** is the practice of examining several years of data in a comparative way to identify common attributes.