

**NCQA HEDIS® 2018 CAHPS 5.0H Data Submission
Adult Medicaid Survey Results Report - NCQA Calculations**

Submission ID	11069
Organization ID	19745
Product	HMO
Survey Vendor	Decision Support Systems, Inc. (dba DSS Research)
Organization Name	Community Care Health Plan of Louisiana, Inc. d/b/a Healthy Blue
Prior Year Sub ID/Rotate Submission ID 1	11069
Rotate Submission ID 2	

Survey Attributes

Healthcare Organization Name	Community Care Health Plan of Louisiana Inc. d/b/a Healthy Blue
Survey Mode	Mixed
Sample Frame Size	99754
Oversampling Rate	30
Final Sample Size: Includes Oversampling	1755
Number Complete and Eligible	364
Number Incomplete or Ineligible	1391
Reporting Flu Vaccinations for Adults Ages 18-64?	Yes
Reporting Medical Assistance with Smoking and Tobacco Use Cessation?	Yes
Number of Supplemental Questions	8
Total Response Rate: Complete/(Sample-Ineligible)	21.02%
HEDIS Compliance Audit Sample Frame Validation Result	Supports reporting

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5/28/2018

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**NCQA HEDIS® 2018 CAHPS 5.0H Data Submission
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Submission ID	Final
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Product	19745
Survey Vendor	HMO
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Prior Year Sub ID/Rotate Submission ID 1	Community Care Health Plan of Louisiana, Inc. d/b/a Healthy Blue
Rotate Submission ID 2	11069

Composites

	Mean	Variance
Getting Needed Care	2.36	0.0025
Getting Care Quickly	2.38	0.0021
How Well Doctors Communicate	2.67	0.0015
Customer Service	2.68	0.0025

Ratings

	Mean	Variance
Rating of All Health Care	2.47	0.5316
Rating of Personal Doctor	2.54	0.5246
Rating of Specialist Seen Most Often	2.5	0.6
Rating of Health Plan	2.49	0.5445

Question Summary Rates

	Mean	Variance
Health Promotion and Education	2.43	0.822
Coordination of Care	2.36	0.6586

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**NCQA HEDIS® 2018 CAHPS 5.0H Data Submission
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Composite Global Proportion	Never + Sometimes	Usually	Always	Always + Usually
Getting Needed Care	21.32%	20.95%	57.73%	78.68%
Getting Needed Care Variance			0.0009	0.0006
Getting Care Quickly	22.32%	16.92%	60.77%	77.68%
Getting Care Quickly Variance			0.0007	0.0005
How Well Doctors Communicate	10.45%	11.68%	77.87%	89.55%
How Well Doctors Communicate Variance			0.0005	0.0003
Customer Service	9.48%	12.65%	77.87%	90.52%
Customer Service Variance			0.0011	0.0005

	Yes	No
Shared Decision Making	80.23%	19.77%
Shared Decision Making Variance	0.0005	

Flu Vaccinations for Adults Ages 18-64	Rate	Numerator	Denominator
	32.65%	112	343

Medical Assistance With Smoking and Tobacco Use Cessation	Rate	Year 1 Numerator	Denominator	Year 2 Numerator
Advising Smokers and Tobacco Users to Quit	72.45%	108	144	84
Discussing Cessation Medications	40.38%	63	144	44
Discussing Cessation Strategies	39.47%	66	145	39
Percent Current Smokers	34.18%			121

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Denominator

121

121

121

354

**NCQA HEDIS® 2018 CAHPS 5.0H Data Submission
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Final

Question Summary Rates

Q13. Rating of All Health Care
 Q23. Rating of Personal Doctor
 Q27. Rating of Specialist Seen Most Often
 Q35. Rating of Health Plan

**8+9+10
Rate**
 76.75%
 80.74%
 75.86%
 77.59%

Variance	Rate	Variance
0.1791	61.25%	0.2382
0.1561	67.41%	0.2205
0.1847	67.24%	0.2222
0.1744	63.22%	0.2332

Question Summary Rates

Q8. Health Promotion and Education
 Variance

Yes	No
71.27%	28.73%
0.2055	

Question Summary Rates

Q22. Coordination of Care
 Variance

Never + Sometimes
 21.19%

Usually	Always	Always + Usually
22.03%	56.78%	78.81%
	0.2475	0.1684

Question Summary Rates

Q4. Got care as soon as needed when care was needed right away
 Q6. Got check-up/routine appointment as soon as needed
 Q14. Ease of getting care, tests or treatment
 Q17. Personal doctor explained things
 Q18. Personal doctor listened carefully
 Q19. Personal doctor showed respect
 Q20. Personal doctor spent enough time
 Q25. Got appointment with specialist as soon as needed
 Q29. Written materials or Internet provided needed information
 Q31. Customer service provided information or help
 Q32. Customer service treated member with courtesy and respect
 Q34. Health plan forms were easy to fill out

Always	Always + Usually
65.41%	79.87%
56.13%	75.49%
64.23%	81.75%
77.93%	90.09%
80.18%	88.74%
82.51%	91.48%
70.85%	87.89%
51.22%	75.61%
NA	NA
69.37%	85.59%
86.36%	95.45%
92.77%	96.24%

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Rotate Submission ID 2	

Question Summary Rates

	Rate
Q10. Doctor talked about the reasons you might want to take a medicine (Yes)	93.94%
Q11. Doctor talked about the reasons you might not want to take a medicine (Yes)	72.52%
Q12. Doctor asked what you thought was best (Yes)	74.24%

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Child With CCC - General Population Survey Results Report - NCQA Calculations	
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Rotate Submission ID 2	

Survey Attributes

Healthcare Organization Name	Community Care Health Plan of Louisiana Inc. d/b/a Healthy Blue
Survey Mode	Mixed
Sample Frame Size	98001
Oversampling Rate	75
General Population Sample Size: Includes Oversampling	2887
General Population Number Complete and Eligible	486
General Population Number Incomplete or Ineligible	2401
Number of Supplemental Questions	2
Total Response Rate: Complete/(Sample – Ineligible)	17.02%
HEDIS Compliance Audit Sample Frame Validation Result	Supports reporting

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Rotate Submission ID 2	

Composites	Mean	Variance
Getting Needed Care	2.51	0.0022
Getting Care Quickly	2.71	0.001
How Well Doctors Communicate	2.76	0.0006
Customer Service	2.62	0.0025

Ratings	Mean	Variance
Rating of All Health Care	2.65	0.3335
Rating of Personal Doctor	2.75	0.3053
Rating of Specialist Seen Most Often	NA	NA
Rating of Health Plan	2.66	0.3769

Question Summary Rates	Mean	Variance
Health Promotion and Education	2.31	0.9084
Coordination of Care	2.48	0.645

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Final

Composite Global Proportion

	Never + Sometimes	Usually	Always	Always + Usually
Getting Needed Care	15.97%	17.1%	66.93%	84.03%
Getting Needed Care Variance		0.0008	0.0005	
Getting Care Quickly	9.19%	10.47%	80.34%	90.81%
Getting Care Quickly Variance		0.0004	0.0002	
How Well Doctors Communicate	7.39%	9.23%	83.38%	92.61%
How Well Doctors Communicate Variance		0.0002	0.0001	
Customer Service	11.36%	15.53%	73.11%	88.64%
Customer Service Variance		0.0011	0.0005	

Shared Decision Making

Shared Decision Making Variance

Yes
72.18%
0.001

No
27.82%

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Final

Question Summary Rates

Q14. Rating of All Health Care
 Q41. Rating of Personal Doctor
 Q48. Rating of Specialist Seen Most Often
 Q54. Rating of Health Plan

8+9+10
Rate
 87.5%
 89.49%
 NA
 87.72%

9+10
Variance Rate Variance
 0.1097 70.74% 0.2075
 0.0943 80.93% 0.1547
 NA NA NA
 0.108 73.28% 0.1962

Question Summary Rates

Q8. Health Promotion and Education
 Variance

Yes No
 65.33% 34.67%
 0.2271

Question Summary Rates

Q40. Coordination of Care
 Variance

Never + Sometimes
 19.49%

Usually Always Always + Usually
 12.71% 67.8% 80.51%
 0.2202 0.1583

Question Summary Rates

Q4. Got care as soon as needed when care was needed right away
 Q6. Got check-up/routine appointment as soon as needed
 Q15. Ease of getting care, tests or treatment
 Q32. Doctors/providers explained things
 Q33. Doctors/providers listen carefully
 Q34. Doctors/providers showed respect
 Q37. Doctors/providers spent enough time
 Q46. Got appointment with specialist as soon as needed
 Q50. Customer service provided information or help
 Q51. Customer service treated member with courtesy and respect
 Q53. Health plan forms were easy to fill out

Always Always + Usually
 83.8% 91.62%
 76.88% 90%
 73.87% 89.07%
 82.3% 91.74%
 87.02% 94.99%
 88.46% 95.56%
 75.74% 88.17%
 60% 79%
 64.39% 83.33%
 81.82% 93.94%
 91.59% 97.2%

Question Summary Rates

Q11. Doctor talked about the reasons you might want your child to take a medicine (Yes)
 Q12. Doctor talked about the reasons you might **not** want your child to take a medicine (Yes)
 Q13. Doctor asked what you thought was best for your child (Yes)

Rate
 85.84%
 62.83%
 67.86%

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Rotate Submission ID 2	

Final

CCC Results For The General Population (Not Eligible For Public Reporting)
Composites

Access to Specialized Services

Mean
NA

Variance
NA

Means

Access to Prescription Medicines
 FCC: Getting Needed Information

Mean
2.61
2.53

Variance
0.4701
0.5819

Global Proportion

Access to Specialized Services
 Access to Specialized Services Variance

Never + Sometimes
NA

Usually	Always	Always + Usually
NA	NA	NA
	NA	NA

FCC: Personal Doctor Who Knows Child
 FCC: Personal Doctor Who Knows Child Variance
 Coordination of Care for Children With Chronic Conditions
 Coordination of Care for Children With Chronic Conditions Variance

Yes	No
85.71%	14.29%
0.0004	
NA	NA
NA	

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Question Summary Rates	Rate
Q18. Got needed help contacting school or daycare	NA
Q21. Doctor's office/clinic helped with problem getting special medical equipment	NA
Q24. Doctor's office/clinic helped with getting special therapy	NA
Q27. Doctor's office/clinic helped with getting treatment or counseling	NA
Q29. Doctor's office/clinic helped coordinate care among different providers/service	NA
Q38. Spoke with provider about how child is feeling, growing or behaving	82.23%
Q43. Personal doctor understands how child's health conditions affect child's life	90.09%
Q44. Personal doctor understands how child's health conditions affect family's life	84.82%
Q57. Doctor's office/clinic helped with getting prescription medicines	48.57%

Question Summary Rates	Always	Always + Usually
Q20. Easy to get special medical equipment for child	NA	NA
Q23. Easy to get special therapy for child	NA	NA
Q26. Easy to get treatment or counseling for child	NA	NA

Question Summary Rates	Never + Sometimes	Usually	Always	Always + Usually
FCC: Getting Needed Information (Q9) Variance	16.58%	13.37%	70.05%	83.42%
Access to Prescription Medicines (Q56) Variance	11.55%	15.54%	0.2103	0.1387
			72.91%	88.45%
			0.1983	0.1026

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Child CCC Survey-CCC Population Results Report -NCQA calculations

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Rotate Submission ID 2	

Survey Attributes

Healthcare Organization Name	Community Care Health Plan of Louisiana Inc. d/b/a Healthy Blue
Survey Mode	Mixed
Sample Frame Size	98001
Oversampling Rate	75
Number of Members Included in CCC Population Data Set	307
Number of Supplemental Questions	2
Total Response Rate: Complete/(Sample – Ineligible)	17.02%
HEDIS Compliance Audit Sample Frame Validation Result	Supports reporting

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Composites

	Mean	Variance
Getting Needed Care	2.56	0.0018
Getting Care Quickly	2.76	0.0009
How Well Doctors Communicate	2.77	0.0008
Customer Service	NA	NA

Ratings

	Mean	Variance
Rating of All Health Care	2.63	0.3482
Rating of Personal Doctor	2.76	0.3026
Rating of Specialist Seen Most Often	2.73	0.2799
Rating of Health Plan	2.63	0.3993

Question Summary Rates

	Mean	Variance
Health Promotion and Education	2.44	0.8138
Coordination of Care	2.42	0.6266

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Composite Global Proportion

	Never + Sometimes	Usually	Always	Always + Usually
Getting Needed Care	11.69%	20.73%	67.58%	88.31%
Getting Needed Care Variance			0.0008	0.0004
Getting Care Quickly	5.96%	12.2%	81.84%	94.04%
Getting Care Quickly Variance			0.0005	0.0001
How Well Doctors Communicate	6.89%	9.33%	83.78%	93.11%
How Well Doctors Communicate Variance			0.0003	0.0002
Customer Service	NA	NA	NA	NA
Customer Service Variance			NA	NA
Shared Decision Making	Yes 78.69%	No 21.31%		
Shared Decision Making Variance	0.0007			

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Question Summary Rates

Q14. Rating of All Health Care
 Q41. Rating of Personal Doctor
 Q48. Rating of Specialist Seen Most Often
 Q54. Rating of Health Plan

8+9+10

Rate
 87.45%
 91.24%
 96%
 85.9%

Variance	9+10 Rate	Variance
0.1102	68.82%	0.2154
0.0802	81.39%	0.152
0.0388	77%	0.1789
0.1215	70.82%	0.2073

Question Summary Rates

Q8. Health Promotion and Education
 Variance

Yes	No
71.76%	28.24%
0.2034	

Question Summary Rates

Q40. Coordination of Care
 Variance

Never + Sometimes
 18.94%

Usually	Always	Always + Usually
20.45%	60.61%	81.06%
	0.2406	0.1547

Question Summary Rates

Q4. Got care as soon as needed when care was needed right away
 Q6. Got check-up/routine appointment as soon as needed
 Q15. Ease of getting care, tests or treatment
 Q32. Personal doctor explained things
 Q33. Personal doctor listened carefully
 Q34. Personal doctor showed respect
 Q37. Personal doctor spent enough time
 Q46. Got appointment with specialist as soon as needed
 Q50. Customer service provided information or help
 Q51. Customer service treated member with courtesy and respect
 Q53. Health plan forms were easy to fill out

Always	Always + Usually
83.12%	94.16%
80.57%	93.93%
74.05%	92.37%
83%	93.52%
87.35%	94.69%
88.26%	93.52%
76.52%	90.69%
61.11%	84.26%
NA	NA
NA	NA
90.41%	96.92%

Question Summary Rates

Q11. Doctor talked about the reasons you might want your child to take a medicine (Yes)
 Q12. Doctor talked about the reasons you might **not** want your child to take a medicine (Yes)
 Q13. Doctor asked what you thought was best for your child (Yes)

Rate
 91.53%
 68.07%
 76.47%

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Composites

Access to Specialized Services

Mean
NA

Variance
NA

Means

Access to Prescription Medicines
 FCC: Getting Needed Information

Mean
2.55
2.62

Variance
0.5307
0.4417

Global Proportion

Access to Specialized Services
 Access to Specialized Services Variance

Never + Sometimes
NA

Usually **Always** **Always + Usually**
 NA NA NA
 NA NA NA

FCC: Personal Doctor Who Knows Child
 FCC: Personal Doctor Who Knows Child Variance
 Coordination of Care for Children With Chronic Conditions
 Coordination of Care for Children With Chronic Conditions Variance

Yes **No**
 89.48% 10.52%
 0.0002
 NA NA
 NA

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Question Summary Rates

Q18. Got needed help contacting school or daycare	Rate	NA
Q21. Doctor's office/clinic helped with problem getting special medical equipment	Rate	NA
Q24. Doctor's office/clinic helped with getting special therapy	Rate	NA
Q27. Doctor's office/clinic helped with getting treatment or counseling	Rate	60%
Q29. Doctor's office/clinic helped coordinate care among different providers/service	Rate	57.66%
Q38. Spoke with provider about how child is feeling, growing or behaving	Rate	85.25%
Q43. Personal doctor understands how child's health conditions affect child's life	Rate	94.03%
Q44. Personal doctor understands how child's health conditions affect family's life	Rate	89.16%
Q57. Doctor's office/clinic helped with getting prescription medicines	Rate	54.76%

Question Summary Rates

Q20. Easy to get special medical equipment for child	Always	Always + Usually
Q23. Easy to get special therapy for child	NA	NA
Q26. Easy to get treatment or counseling for child	66.67%	80.56%

Question Summary Rates

FCC: Getting Needed Information (Q9)	Never + Sometimes	Usually	Always	Always + Usually
Variance	10.27%	17.11%	72.62%	89.73%
Access to Prescription Medicines (Q56)	14.06%	16.8%	0.1996	0.0925
Variance			69.14%	85.94%
			0.2142	0.1213

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