

Louisiana CSoC Member Experience of Care Survey – 2024 Results

CSoC SGB Meeting – May 28, 2025

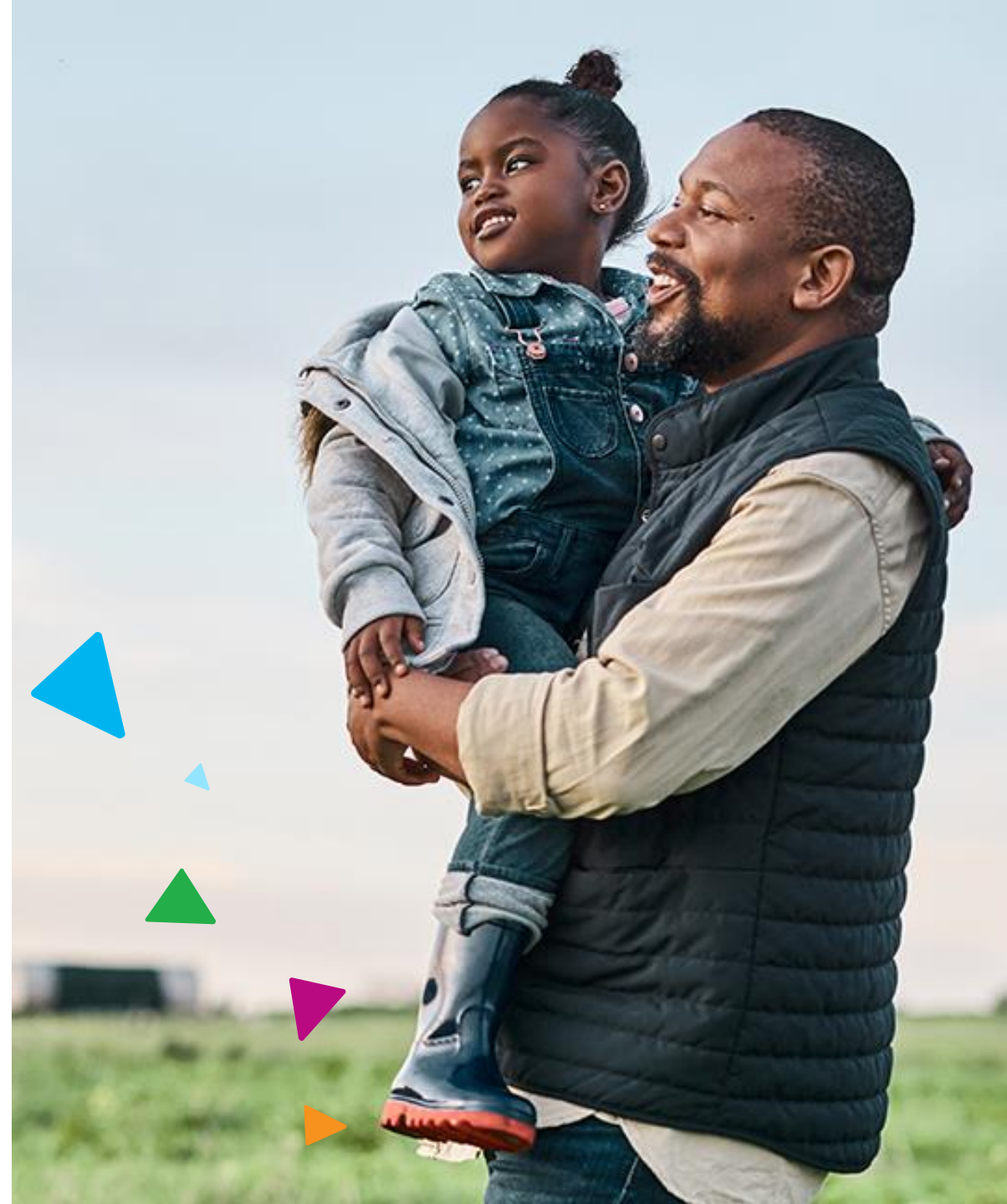
Wendy Bowlin, LPC, MBA

Director of Quality and Outcomes

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Introduction

- **Objective:** Present key findings from the Louisiana CSoC 2024 Member Experience of Care survey.
- **Goal:** Inform and guide program improvements based on member feedback.





Survey Objectives

- Assess member satisfaction with care and services.
- Identify areas for improvement in service delivery.
- Measure the impact of interventions and programs on member experience.

Survey Design

- **Frameworks:** CAHPS® and ECHO®
 - Adheres to MBHO NCQA standards
- **Questions**
 - 5 demographic questions (age, gender, race, ethnicity)
 - 9 satisfaction questions (satisfaction, effort, effectiveness, access, interactions)
 - 1 question on language services (2 response options)
 - 2 follow-up questions if language services were used
- **Target Population:** Youth and caregivers enrolled in CSoC

Procedures for Administration

- Procedures for Administration
 - Timeline: November 21 – December 15, 2024
 - Platform: Electronic, real-time translation (English and Spanish)
- Facilitators' Role:
 - Administer telephonically or in person
 - Enter responses into the online platform
- Participant Instructions:
 - Caregivers conduct surveys for participants under 18
 - Youth 18+ can complete it themselves or have caregivers do so
 - Responses are anonymous, no identifying information or PHI included



Facilitator Trainings

- **Sessions:** Two live, 30-minute sessions
- **Facilitator Skills:** Enhanced effectiveness in survey administration
- **Inclusivity and Accessibility:** Emphasis on language assistance services and electronic platforms
- **Trust and Feedback:** Building rapport for honest feedback
- **Proactive Engagement:** Instructions for boosting member engagement

Sampling Approach



Sample Size Determination

- Margin of Error: 5%
- Confidence Level: 95%
- Population Size: 2,201(as of 11/15/2024)
- Recommended Sample Size: 330, defined as 332

Methodology

- Randomized Stratified Sampling
- Stratified by 9 CSoC regions
- Proportional allocation to region enrollments
- Ensures representativeness and statistical robustness

- Random Sampling within Strata:
 - Equal chance for selection within each region
 - Reduces selection bias
- Steps for Quality Data Collection:
 - Maximized response rates
 - Ensured data quality
- Overall Goal: Reliable insights into member satisfaction and experiences



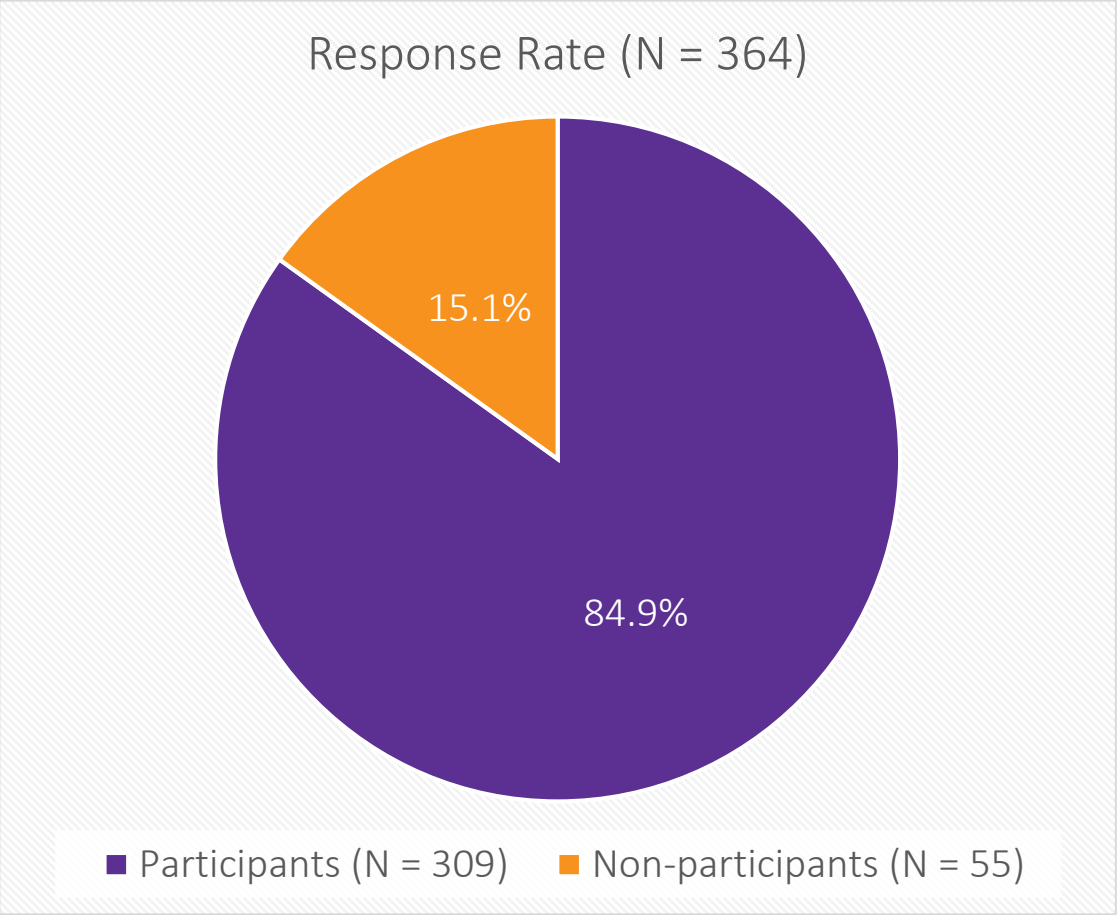
Results

Results Overview

- Presentation of Quantitative Results
 - Categorize responses into positive (strongly agree and agree), neutral (neither agree nor disagree), and negative (disagree and strongly disagree) categories.
- Survey Goal
 - Established goal: 85% positive satisfaction overall
 - Aligns with CSoC program goals and initiatives

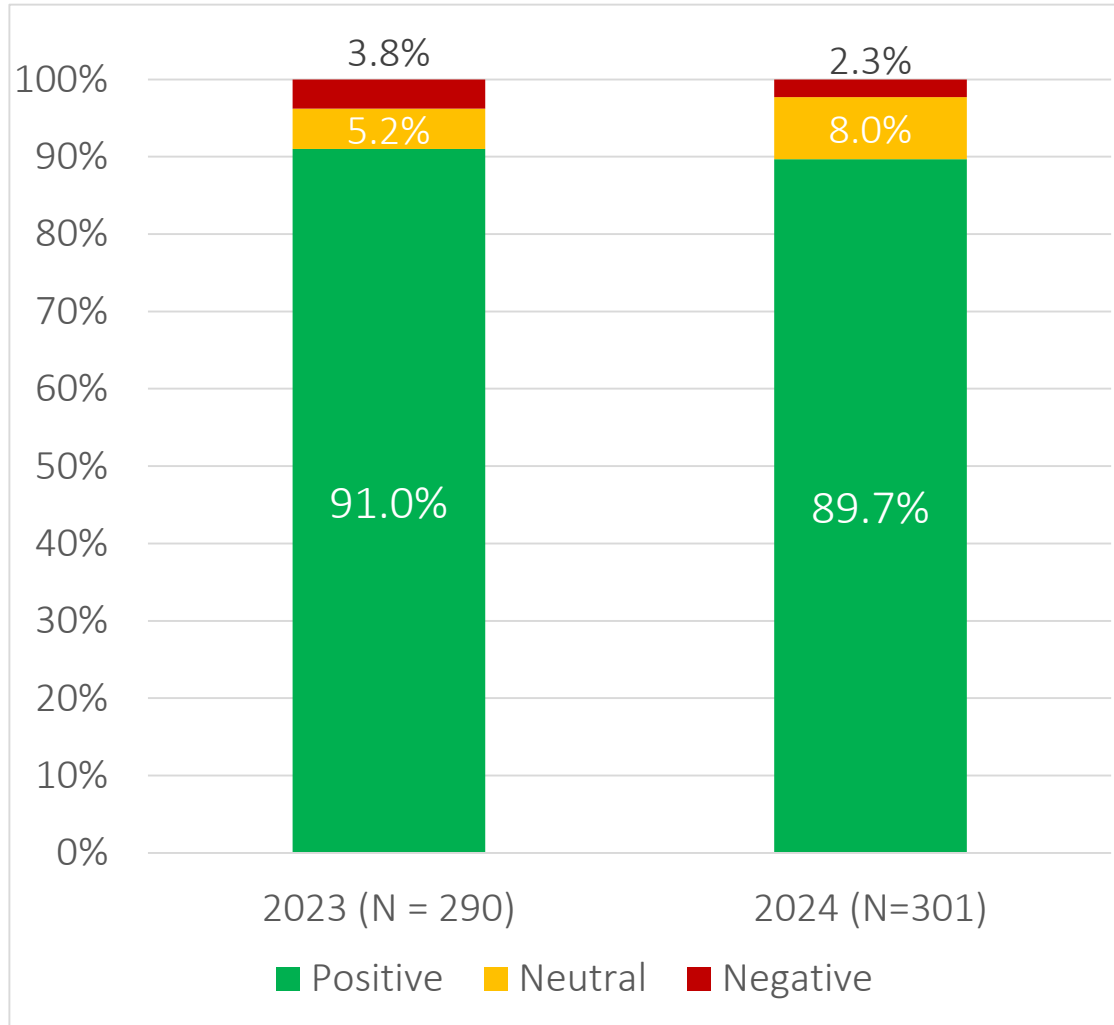


Participation Rate



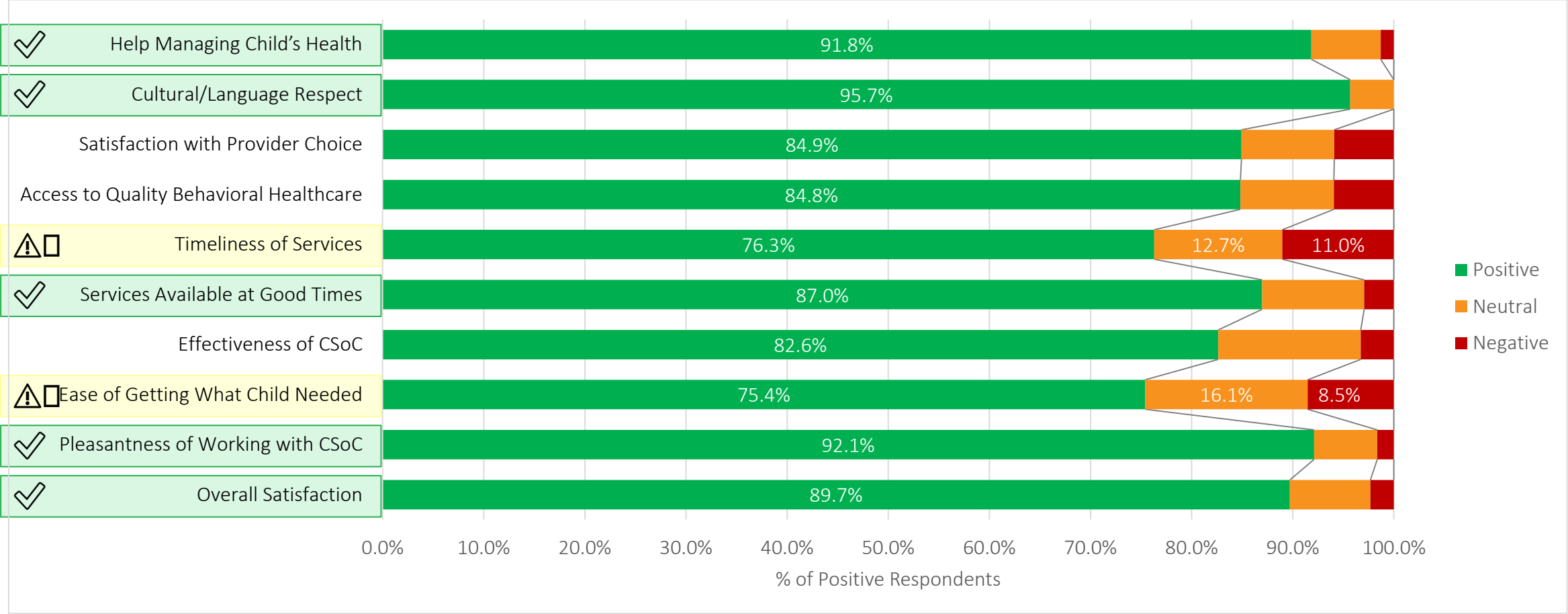
- Calculation Method: Completed surveys ÷ Distributed surveys
- Completed: All screens viewed, first two satisfaction questions, or three other questions answered
- Total Surveyed: 364
- Non-respondents = 55
 - Member declined participation: 41.8% (n=23)
 - Disenrolled before completion: 30.9% (n=17)
 - No response after 3+ attempts: 27.3% (n=15)

Overall Satisfaction

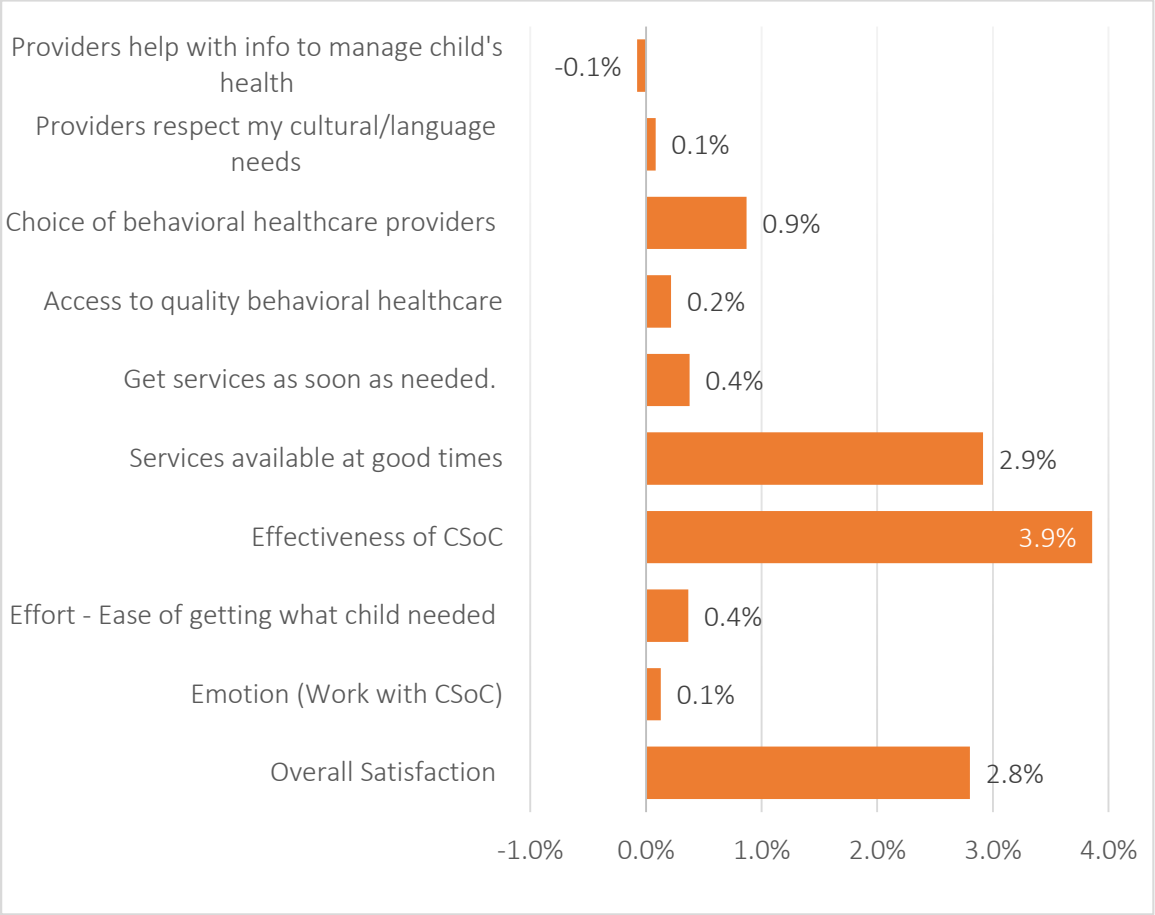
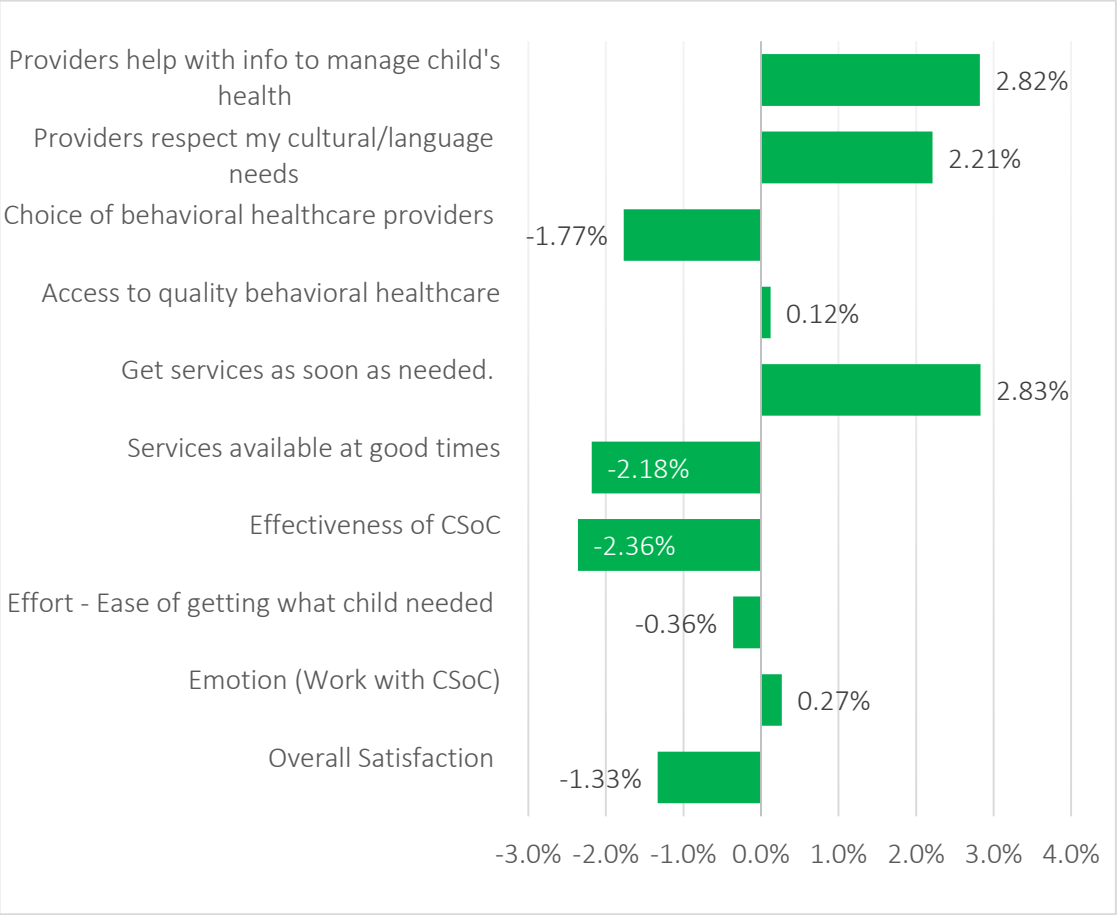


- 89.7% of respondents reported positive satisfaction in 2024 (↓1.3 ppt vs. 2023)
- Neutral responses increased by +2.8 ppt, suggesting more mixed perceptions
- Negative responses declined –1.5 ppt, indicating fewer negative experiences
- Satisfaction continues to exceed the 85% benchmark
- Response rate improved to 84.9% in 2024 (↑4.5 ppt vs. 2023)

Detailed Breakdown



Drivers of Change





Turning Feedback Into Action

Wraparound Model of Care: 2024 Implementation Status & 2025 Outlook

Model Finalized

- Standardized Wraparound model completed in collaboration with LDH, Magellan, and WAAs

Training Initiated

- Introductory sessions launched April 2025 (Facilitation 101)
- Intermediate modules begin Summer 2025

Organizational Alignment

- WAA SOWs requirements aligned to model
- WAA staffing, coaching roles, and documentation structures confirmed

2025 Focus

- Conduct fidelity monitoring via *WFI-EZ** to evaluate model implementation impact

* *WFI-EZ* = *Wraparound Fidelity Index – Easy Version*, a national survey tool completed by families to assess adherence to the Wraparound practice model

Actions Taken to Support Access and Experience



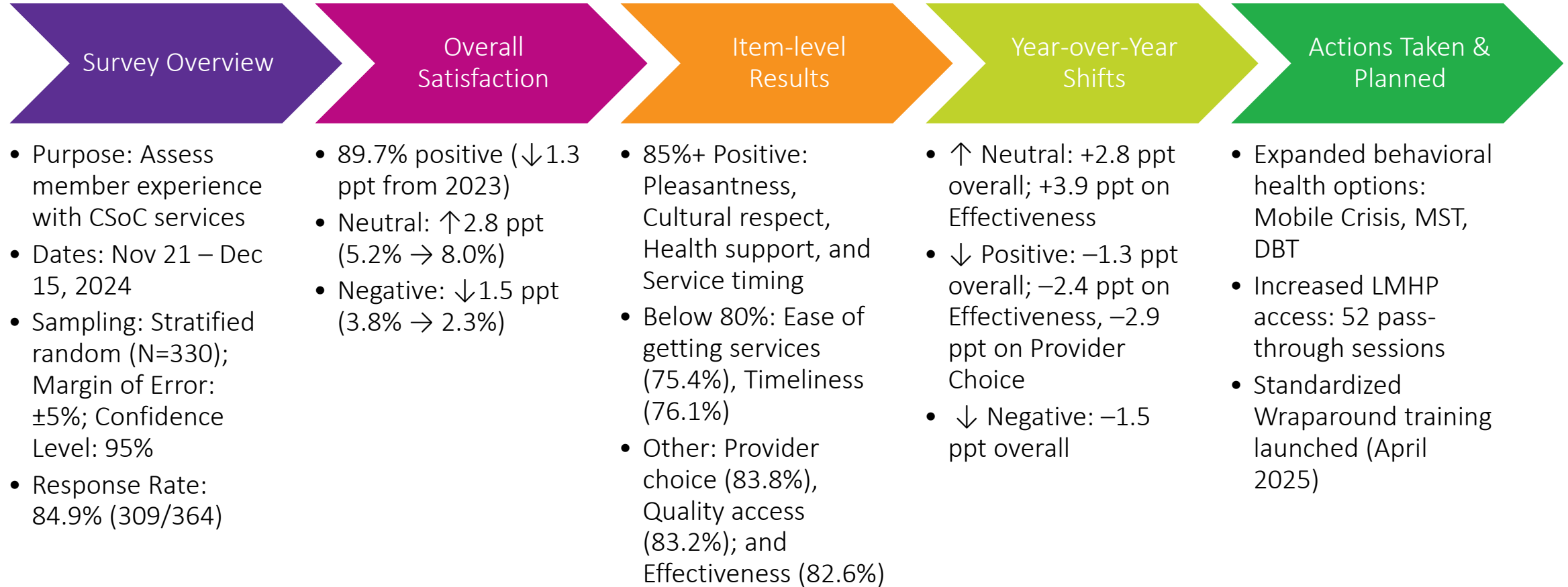
Access and Utilization Enhancements

- **LMHP Access:** Increased pass-through to 52 sessions per year (1 per week) without prior authorization, enabling providers to begin services immediately upon referral.
- **Reimbursement Rates:** Increased LMHP rates to 75% above Medicaid rate to promote provider retention and service continuity.

Expanded Service Options

- **EBP Service – Multisystemic Therapy (MST):** Previously excluded as duplicative, now included following policy clarification; network providers onboarded and claims codes configured.
- **Mobile Crisis:** Eligibility extended to include youth (previously limited to adults).
- **EBP Intervention – Dialectical Behavior Therapy (DBT):** Addresses needs of youth with emotional dysregulation, self-harm risk, or complex trauma; enhancing availability of high-intensity outpatient care.

Survey in Review



Conclusions

- Continued collaboration with LDH and WAAs is underway to address remaining access and documentation barriers
- Member feedback continues to inform service enhancements and fidelity strategies.
- Sustained commitment to quality improvement and member-centered care will guide next steps.



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THANK YOU!



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