

CAHPS® Results Spreadsheet

Your Plan's 2013 Survey Information:

Louisiana Healthcare Connections

Project Number(s): 616339
Product Type: MCS CCC

General Population Sample Size: 2,145
General Population Total Completes: 552
General Population Response Rate: 25.9%

Total Population Sample Size: 4537
Total Population Response Rate: 27.1%
CCC Population Total Completes: 523

Medicaid Child with CCC CAHPS®

| Composites, Attributes, and Key Questions | Your Plan's 2013 General Population Rates | | Trending (General Population) | | Comparison to 2013 TMG BoB (General Population) | | Comparison to 2012 Quality Compass® All Plans (General Population) | | Your Plan's 2013 CCC Population Rates | | Key Drivers | | | Accreditation For Informational Purposes Only | | | | | |
|--|---|-------|-------------------------------|------|---|------------|--|------------|---------------------------------------|-------|-------------|----------|------------|---|------------|-------------------------|------|------|------|
| | Valid n | Rate | 2012 | 2011 | TMG Rate | Percentile | All Plans Rate | Percentile | Valid n | Rate | Q54 Plan | Q14 Care | Q41 Doctor | Plan Adjusted Three-Point Score | Thres-hold | HEDIS/CAHPS Percentiles | | | |
| | | | | | | | | | | | | | | | | 25th | 50th | 75th | 90th |
| Getting Needed Care | 232 | 81.2% | NA | NA | 85.0% | 15th | 79.3% | 50th | 306 | 82.4% | ✓ | ✓ | | 2.4611 | 75th | 2.29 | 2.36 | 2.45 | 2.50 |
| Q15. Ease of getting care, tests, or treatment child needed | 379 | 87.3% | NA | NA | 88.7% | 32nd | 82.9% | 75th | 429 | 85.5% | | | | | | | | | |
| Q46. Obtained child's appointment with specialist as soon as needed | 84 | 75.0% | NA | NA | 81.4% | <10th | 75.7% | 25th | 183 | 79.2% | | | | | | | | | |
| Getting Care Quickly | 272 | 90.3% | NA | NA | 89.7% | 51st | 87.3% | 75th | 320 | 91.3% | | | | 2.6665 | 75th | 2.54 | 2.61 | 2.66 | 2.69 |
| Q4. Child obtained needed care right away | 187 | 90.4% | NA | NA | 90.7% | 35th | 90.3% | 25th | 230 | 91.7% | | | | | | | | | |
| Q6. Child obtained appointment for care as soon as needed | 357 | 90.2% | NA | NA | 88.6% | 53rd | 84.2% | 90th | 409 | 91.0% | | | | | | | | | |
| How Well Doctors Communicate | 327 | 92.9% | NA | NA | 93.0% | 46th | 91.8% | 50th | 398 | 92.1% | | ✓ | ✓ | 2.7509 | 90th | 2.63 | 2.68 | 2.72 | 2.75 |
| Q32. Child's doctor explained things in an understandable way | 327 | 93.3% | NA | NA | 93.5% | 42nd | 92.5% | 50th | 397 | 92.7% | | | | | | | | | |
| Q33. Child's doctor listened carefully to you | 329 | 94.5% | NA | NA | 94.3% | 57th | 93.5% | 50th | 399 | 93.5% | | | | | | | | | |
| Q34. Child's doctor showed respect for what you had to say | 326 | 94.8% | NA | NA | 95.5% | 37th | 94.7% | 25th | 399 | 94.0% | | | | | | | | | |
| Q37. Child's doctor spent enough time with your child | 324 | 88.9% | NA | NA | 88.7% | 46th | 86.4% | 50th | 396 | 88.1% | | | | | | | | | |
| Customer Service | 116 | 84.9% | NA | NA | 87.0% | 20th | 83.0% | 75th | 164 | 85.1% | ✓ | | | 2.5615 | 75th | 2.40 | 2.46 | 2.51 | 2.58 |
| Q50. Getting information/help from customer service | 117 | 82.9% | NA | NA | 81.7% | 65th | 76.9% | 75th | 164 | 83.5% | | | | | | | | | |
| Q51. Treated with courtesy and respect by customer service staff | 114 | 86.8% | NA | NA | 92.2% | <10th | 88.9% | 25th | 164 | 86.6% | | | | | | | | | |
| Shared Decision Making | 109 | 55.2% | NA | NA | 50.7% | 85th | NA | NA | 199 | 61.5% | | | | NA | NA | NA | NA | NA | NA |
| Q11. Doctor/health provider talked about reasons you might want your child to take a medicine | 109 | 57.8% | NA | NA | 50.2% | 92nd | NA | NA | 199 | 65.3% | | | | | | | | | |
| Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine | 108 | 35.2% | NA | NA | 28.0% | 94th | NA | NA | 199 | 37.7% | | | | | | | | | |
| Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine | 110 | 72.7% | NA | NA | 73.9% | 38th | NA | NA | 200 | 81.5% | | | | | | | | | |
| Health Promotion and Education (Q8) | 385 | 75.3% | NA | NA | 69.0% | 98th | NA | NA | 438 | 78.3% | | | | NA | NA | NA | NA | NA | NA |
| Coordination of Care (Q40) | 105 | 81.0% | NA | NA | 80.2% | 55th | 79.6% | 50th | 186 | 76.9% | | | ✓ | NA | NA | NA | NA | NA | NA |
| Ease of Filling Out Forms (Q53) | 479 | 96.5% | NA | NA | 95.9% | 61st | 95.8% | 50th | 503 | 95.8% | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Rating Items (Summary Rate = 8 + 9 + 10) | | | | | | | | | | | | | | | | | | | |
| Rating of Health Care (Q14) | 380 | 79.7% | NA | NA | 82.6% | 26th | 83.0% | <25th | 426 | 79.3% | | | ✓ | 2.5306 | 50th | 2.49 | 2.52 | 2.57 | 2.59 |
| Rating of Personal Doctor (Q41) | 392 | 81.6% | NA | NA | 86.5% | <10th | 86.4% | <25th | 450 | 84.2% | | ✓ | | 2.6147 | 25th | 2.58 | 2.62 | 2.65 | 2.69 |
| Rating of Specialist (Q48) | 74 | 79.7% | NA | NA | 84.1% | 13th | 82.4% | 25th | 164 | 83.5% | | | | NA | NA | 2.53 | 2.59 | 2.62 | 2.66 |
| Rating of Health Plan (Q54) | 473 | 75.5% | NA | NA | 82.3% | <10th | 83.7% | <25th | 508 | 71.3% | | | | 2.4614 | <25th | 2.51 | 2.57 | 2.62 | 2.67 |
| Rating Items (Summary Rate = 9 + 10) | | | | | | | | | | | | | | | | | | | |
| Rating of Health Care (Q14) | 380 | 62.6% | NA | NA | 63.6% | 35th | 64.0% | 25th | 426 | 61.3% | | | ✓ | Approximate Points Earned Accreditation Year 2013, 2012, or 2011 (13.000 possible) Points 8.320 | | | | | |
| Rating of Personal Doctor (Q41) | 392 | 70.4% | NA | NA | 72.2% | 28th | 72.1% | 25th | 450 | 72.2% | | ✓ | | | | | | | |
| Rating of Specialist (Q48) | 74 | 67.6% | NA | NA | 69.0% | 31st | 67.3% | 50th | 164 | 70.7% | | | | | | | | | |
| Rating of Health Plan (Q54) | 473 | 59.2% | NA | NA | 65.9% | <10th | 67.4% | <25th | 508 | 54.7% | | | | | | | | | |

Note 1: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to trend and/or benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to trend and/or benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: Summary Rates and Percentiles displayed as "NA" indicate data is unavailable for the measure. Key Drivers displayed as "NA" indicate that the measure was not included in the regression analysis. Three-Point Scores displayed as "NA" indicate that the measure is not included in accreditation scoring.

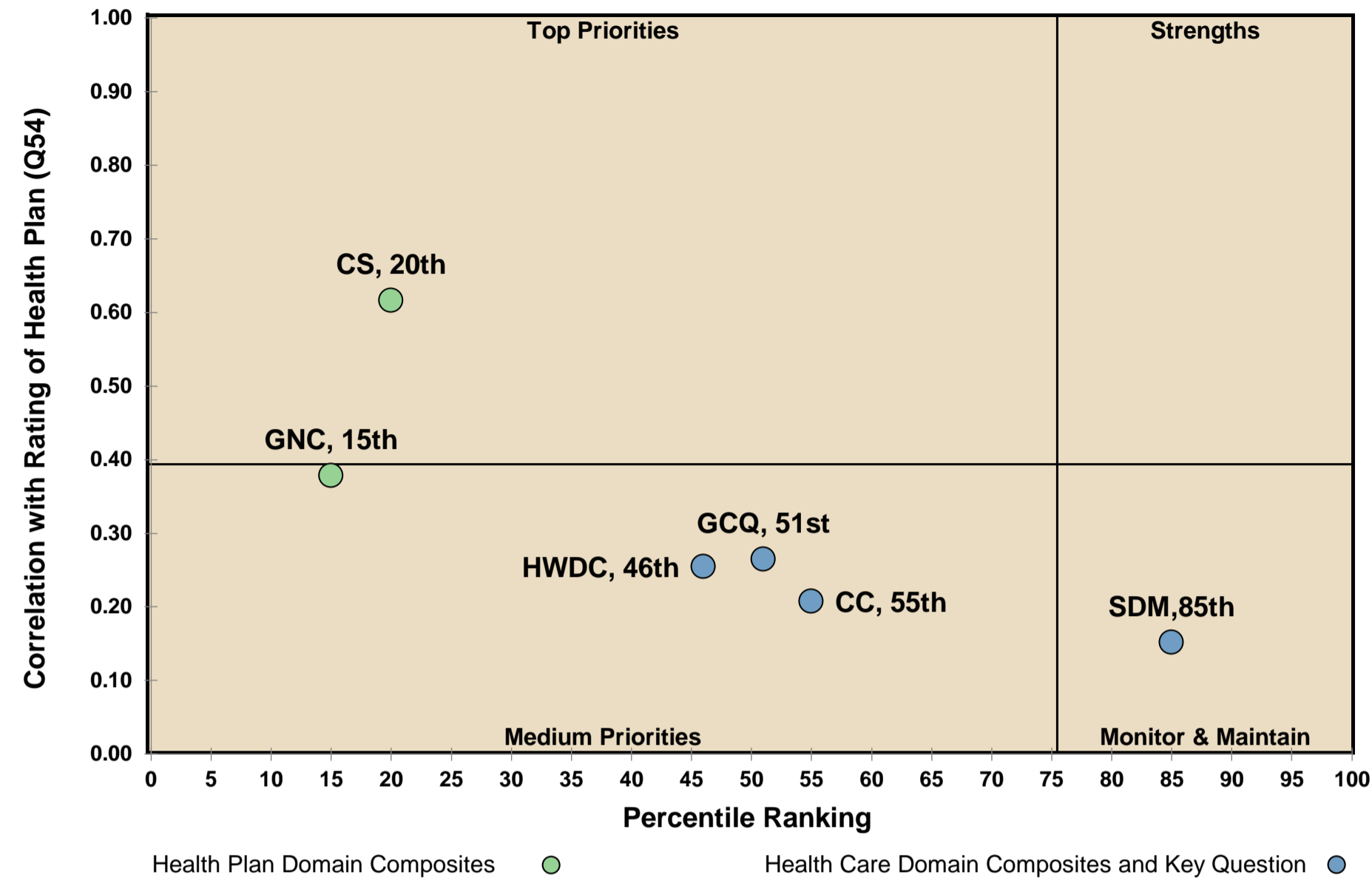
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General Population Response Rate: 25.9%

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Priority Matrix (General Population)



Priority Matrix Quadrants

Top Priorities
These composites and measures have Summary Rates that fall **below the 75th percentile** when compared to the TMG Book of Business benchmark and have a **strong to moderate correlation** with Rating of Health Plan

Medium Priorities
These composites and measures have Summary Rates that fall **below the 75th percentile** when compared to the TMG Book of Business benchmark and have a **weak correlation** with Rating of Health Plan

Monitor & Maintain
These composites and measures have Summary Rates that fall **at or above the 75th percentile** when compared to the TMG Book of Business benchmark and have a **weak correlation** with Rating of Health Plan

Strengths
These composites and measures have Summary Rates that fall **at or above the 75th percentile** when compared to the TMG Book of Business benchmark and have a **strong to moderate correlation** with Rating of Health Plan

Survey Demographics

| Demographic | Category | Plan General Population | | TMG Book of Business | Plan CCC Population |
|--|------------------------------|-------------------------|------|----------------------|---------------------|
| | | 2013 | 2012 | 2013 | 2013 |
| Child's Health Status | Excellent/Very good | 70.1% | NA | 75.7% | 51.0% |
| | Good | 20.5% | NA | 18.9% | 34.3% |
| | Fair/Poor | 9.4% | NA | 5.5% | 14.8% |
| Child's Mental/Emotional Health Status | Excellent/Very good | 68.4% | NA | 76.1% | 43.2% |
| | Good | 19.4% | NA | 16.5% | 29.5% |
| | Fair/Poor | 12.1% | NA | 7.4% | 27.2% |
| Respondent's Age | 24 or younger | 21.7% | NA | 15.7% | 18.2% |
| | 25 - 34 | 34.8% | NA | 31.5% | 28.3% |
| | 35 - 44 | 22.3% | NA | 30.0% | 29.2% |
| | 45 or older | 21.2% | NA | 22.9% | 24.3% |
| Respondent's Education | High School Graduate or less | 63.5% | NA | 53.2% | 60.9% |
| | Some College | 29.3% | NA | 34.6% | 34.2% |
| | College Graduate or more | 7.2% | NA | 12.2% | 4.9% |

Research on CAHPS® survey results indicates that...

- Respondents reporting better health statuses tend to give higher ratings of health plan
- Older respondents tend to give higher ratings of health plan
- Respondents with less education tend to give higher ratings of health plan

Note 1: Health Status and Mental/Emotional Health Status are defined by the member.
Note 2: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to trend and/or benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to trend and/or benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 1: The 2013 Myers Group Book of Business consists of 39 Medicaid child (Non-CCC and CCC) samples that conducted surveys with TMG in 2013 and submitted data to NCQA.
Note 2: Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid child plans that submitted data to NCQA through TMG in 2013. Summary Rates that are below the 10th percentile are shown as '<10th.'