

Member Satisfaction Survey Evaluation

JMSMCO conducted an annual survey of its members to determine member satisfaction and to identify areas that needed improvement. Through survey results JMSMCO was able to identify issues, investigate sources of dissatisfaction, and implement action steps to follow up on the findings. This process was part of JMSMCO's continued goal of improving the delivery of care and services to its members.

In 2008, JMSMCO created a new member satisfaction survey, which was approved by both the Quality Assurance Committee and the Board of Directors. JMSMCO's member satisfaction survey was a comprehensive two-page survey that addressed quality, availability, and accessibility of care issues. For CY 2008, the member satisfaction survey was mailed to all JMSMCO members in December. In 2009 and 2010 the Member Satisfaction Survey was mailed to all Jai Medical System members with *HealthBeat*, the member newsletter, in September. In 2011 the Member Satisfaction Survey went out in November. In 2012 the survey went out in November. The survey for the Primary Adult Care (PAC) and the HealthChoice survey consisted of 17 questions. Surveys mailed to all members included a postage-paid envelope for returning the survey.

JMSMCO's Quality Assurance Department coordinated the compiling of the survey data. For sixty days, the results of the survey were collected, recorded, and analyzed by the Quality Assurance Department. The sixty days began one week after the date the surveys are mailed in order to give the members time to receive the survey. Any surveys needing follow up with the member were forwarded to the appropriate department to handle the issue. After sixty days, any surveys that were received were reviewed for any follow-up that may be necessary, but the results were not included in the final analysis. When appropriate, a corrective action plan was developed for areas that received a "poor" from at least 5% of the respondents.

After review and approval by the Consumer Advisory Board, Quality Assurance Committee, and the Board of Directors, the member satisfaction survey results will be printed in *HealthBeat*, the member newsletter. Survey results will be distributed to providers by the Provider Relations Department. Both the summary report and the complete report will be available to all JMSMCO staff for review.

Survey Results - HealthChoice

For CY 2012, we received 530 returned HealthChoice surveys. All returned surveys were reviewed for responses and comments. The Customer Service Department contacted, by telephone or letter, members who wrote comments and suggestions that required a response. Some surveys did not contain responses to some questions, so the answer percentages do not always add up to 100%. Starting in 2012, surveys that did not respond to a question were removed when calculating the score for that question. After waiting more than 60 days for responses, we stopped counting the results. Surveys received after that time were still reviewed and responded to if the member wrote a comment or suggestion that required a response.

JMSMCO received an overall satisfaction rate of 83 percent for CY 2012. Please see the overall satisfaction rates in Table 19 and the survey results in Table 20 below:

Table 19: Jai Medical Systems Member Satisfaction Survey 1999-2011: Overall Ratings

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
Overall	87%	90%	89%	88%	92%	91%	91%	91%	89%	88%	85%	80%	82%	83%

		Fair	11%	11.5%	12.4%	13.3%
		Poor	4%	3.8%	4.9%	4.8%
7.	Are you satisfied with your prescription benefit with Jai Medical Systems?	Yes	92%	92.0%	94.6%	93.0%
		No	5%	4.3%	4.0%	7.0%
8.	Are you satisfied with the prescription medications covered on the Jai Medical Systems formulary?	Yes	89%	89.9%	92.6%	91.5%
		No	7%	6.4%	5.3%	8.5%
9.	Do you feel it is an important benefit to have no co-payments on prescription medications?	Yes	90%	83.2%	84.8%	91.7%
		No	4%	7.3%	6.3%	8.3%
10.	Are you satisfied with Jai Medical Systems' Customer Service Department?	Yes	86%	83.5%	84.7%	91.1%
		No	8%	8.0%	9.2%	8.9%
11.	When calling the Customer Service Department, was your call answered in a timely manner?	Yes	81%	76.0%	79.7%	80.4%
		No	6%	7.6%	8.6%	6.9%
		Not Applicable	10%	10.6%	7.1%	12.7%
12.	When calling the Customer Service Department, were you satisfied with the response to your questions and/or concerns?	Yes	77%	75.0%	78.6%	81.0%
		No	10%	9.5%	8.9%	6.9%
		Not Applicable	10%	10.4%	7.6%	12.1%
13.	Have you ever received letters and/or information from Jai Medical Systems in the mail?	Yes	94%	93.1%	94.9%	97.3%
		No	4%	1.9%	2.3%	2.7%
	If yes, do you feel the letters and/or information were helpful?	Yes	98%	92.9%	93.6%	95.1%
		No	2%	5.0%	4.2%	4.9%
14.	Are you aware of Jai Medical Systems' Health Education programs?	Yes	57%	56.4%	59.3%	59.5%
		No	41%	38.5%	37.4%	40.5%
	If yes, have you attended any of the Health Education programs?	Yes	26%	30.2%	26.4%	28.1%
		No	73%	68.6%	71.7%	71.9%
	If yes, would you recommend the Health Education programs to a friend and/or family member?	Yes	58%	57.2%	56.4%	90.5%
		No	6%	19.4%	5.8%	9.5%
15.	If you have ever used the Jai Medical Systems' Case Management services, were you satisfied with the service provided?	Yes	27%	27.8%	28.5%	33.1%
		No	17%	15.3%	15.7%	15.7%
		Not Applicable	45%	43.6%	43.0%	51.1%
16.	What is your overall rating of Jai Medical Systems?	Excellent	49%	41.0%	45.5%	43.3%
		Good	36%	38.9%	36.9%	39.4%
		Fair	8%	11.5%	9.2%	12.9%
		Poor	4%	4.0%	5.8%	4.5%
17.	Would you recommend joining Jai Medical Systems to a friend and/or family member?	Yes	86%	79.0%	83.4%	83.8%
		No	10%	12.2%	9.9%	10.6%

Due to changes in the member satisfaction survey, only five questions regarding patient satisfaction with their primary care provider remain consistent with previous years. The results for these five questions are tracked in Table 21 below:

Table 21: Member Satisfaction Survey Pt 2 – Summary 1999 - 2011

Survey Question	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
Willingness of providers to explain medical problems and treatment	91%	90%	89%	89%	93%	90%	91%	93%	88%	93%	88%	86%	86%	88%
Attention given to what you had to say	90%	89%	88%	88%	93%	91%	90%	90%	87%	89%	87%	86%	85%	85%

Amount of time you had with doctor during the visit	85%	86%	83%	83%	91%	91%	88%	86%	83%	87%	82%	84%	81%	82%
Amount of time spent waiting to see the doctor	69%	64%	63%	57%	65%	77%	70%	62%	67%	64%	63%	59%	58%	61%
Doctor's explanation of prescriptions	90%	91%	90%	92%	92%	92%	92%	94%	92%	89%	87%	87%	86%	86%

Member Satisfaction is a composite score obtained by combining the percent of responses marked "Excellent" or "Good"

The following areas showed an improvement from the survey results of 2011: *Doctor's attention given to what you had to say, Are you satisfied with Jai Medical Systems' Customer Service Department, When calling the Customer service Department, was your call answered in a timely manner, When calling the Customer Service Department, were you satisfied with the response to your question and/or concerns, If you have ever received letters and/or information from Jai Medical Systems in the mail - do you feel the letters and/or information were helpful, Are you aware of Jai Medical Systems' Health Education programs, Have you attended any of the Health Education programs, If you have attended any of the Health Education Programs would you recommend it to a friend and/or family member, If you have ever used the Jai Medical Systems' Case Management services, were you satisfied with the service provided, and Would you recommend joining Jai Medical Systems to a friend and/or family member.*

A number of Excellent ratings went down, while Good ratings went up, so the "overall satisfaction" in all of those questions either stayed the same or went up. This will be reviewed again next year to see if this becomes a trend that should be addressed.

JMSMCO recognizes that the survey question *Amount of time spent waiting to see the doctor* has continually received a response of "poor" from at least 5% of the respondents, though the "poor" rate has decreased over the past two years. A corrective action plan has been developed and implemented in order to decrease the amount of time members wait to see their PCP. Please refer to the Waiting Time Study that appears later in this report.

Survey Results – Primary Adult Care Program

For CY 2012, we received more than 476 returned surveys. All returned surveys were reviewed for responses and comments. The Customer Service Department contacted, by telephone or letter, members who wrote comments and suggestions that required a response. Some surveys did not contain responses to some questions, so the answer percentages do not always add up to 100%. Starting in 2012, surveys that did not respond to a question were removed when calculating the score for that question. After waiting more than 60 days for responses, we stopped counting the results. Surveys received after that time were still reviewed and responded to if the member wrote a comment or suggestion that required a response.

JMSMCO received an overall satisfaction rate of 80 percent for CY 2012. Please see the survey results in Tables 22 and 23 below:

Table 22: Jai Medical Systems PAC Member Satisfaction Survey 2008-2012: Overall Ratings

	2008	2009	2010	2011	2012
Overall Rating	89%	83%	80%	77%	80%

Member Satisfaction is a composite score obtained by combining the percent of responses marked "Excellent" or "Good"

Table 23: PAC Program Member Satisfaction Survey – Summary 2009-2012

Survey Question		2009	2010	2011	2012	
1.	Our records indicate that you are a member of Jai Medical Systems, MCO. Is this correct?	Yes	99%	98.1%	98.8%	99.8%
		No	.3%	.3%	0.5%	.2%
2.	How long have you been enrolled with Jai Medical Systems?	< 6 months	16%	11.1%	13.2%	6.5%
		6 months – 1 year	24%	24.2%	25.7%	20.35
		1 – 2 years	28%	28.7%	26.9%	28.5%
		3+ years	31%	33.9%	31.5%	44.7%
3.	Are you satisfied with the selection of primary care providers Jai Medical Systems has to offer?	Yes	90%	87.9%	88.5%	88.9%
		No	6%	10.3%	8.5%	9.1%
4.	Does your primary care provider require an appointment to be seen?	Yes	38%	37.9%	41.8%	62.9%
		No	60%	60.0%	55.4%	35.6%
	If no, is the ability to walk in without an appointment an important benefit to you?	Yes	84%	79.6%	83.2%	89.0%
		No	10%	12.4%	11.3%	8.5%
		Not Applicable	3%	4.8%	3.5%	2.4%
5.	If you have ever required a visit to a specialty care provider, were you satisfied with the selection of specialists available?	Yes	66%	65.5%	64.6%	62.1%
		No	14%	15.2%	17.3%	17.5%
		Not Applicable	18%	15.8%	14.7%	20.2%
Please check one box for each of the following pertaining to your Primary Care Physician:						
6.	Willingness of doctor to explain medical problems & treatment	Excellent	57%	43.1%	47.1%	47.2%
		Good	29%	37.1%	36.3%	37.3%
		Fair	11%	12.9%	11.5%	11.7%
		Poor	2%	4.5%	3.3%	3.8%
	Doctor's explanation of prescription medications	Excellent	54%	42.4%	45.9%	43.1%
		Good	30%	36.3%	35.9%	40.1%
		Fair	11%	12.9%	13.4%	10.8%
		Poor	3%	6.0%	2.9%	3.4%
	Amount of time spent waiting to see your doctor	Excellent	25%	18.1%	20.6%	21.5%
		Good	28%	29.0%	28.0%	37.0%
		Fair	27%	27.4%	28.2%	25.1%
		Poor	19%	23.4%	21.2%	16.4%
	Amount of time your doctor spent with you during your visit	Excellent	44%	35.0%	35.4%	36.7%
		Good	36%	39.4%	43.0%	46.2%
		Fair	14%	17.1%	14.4%	12.1%
		Poor	4%	6.5%	5.0%	5.1%
Doctor's attention given to what you had to say	Excellent	52%	39.2%	46.4%	45.1%	
	Good	31%	38.9%	34.5%	39.4%	
	Fair	11%	13.5%	11.9%	11.0%	
	Poor	4%	6.0%	4.8%	4.4%	
Friendliness & knowledge of medical staff	Excellent	49%	39.2%	40.9%	39.7%	
	Good	35%	37.6%	36.2%	43.8%	
	Fair	12%	16.6%	16.9%	13.5%	
	Poor	3%	4.7%	4.1%	3.0%	
7.	Are you satisfied with your prescription benefit with Jai Medical Systems?	Yes	92%	90.5%	90.6%	82.3%
		No	6%	6.8%	5.8%	17.7%

8.	Are you satisfied with the prescription medications covered on the Jai Medical Systems formulary?	Yes	91%	88.1%	88.1%	82.4%
		No	7%	8.4%	8.0%	17.6%
9.	Do you feel it is an important benefit to have no co-payments on prescription medications?	Yes	89%	88.1%	87.8%	91.0%
		No	6%	5.3%	5.8%	9.0%
10.	Are you satisfied with Jai Medical Systems' Customer Service Department?	Yes	89%	86.0%	83.0%	92.0%
		No	7%	8.2%	8.3%	8%
11.	When calling the Customer Service Department, was your call answered in a timely manner?	Yes	80%	76.8%	75.6%	81.4%
		No	6%	6.1%	8.9%	8.4%
		Not Applicable	12%	13.4%	10.6%	10.2%
12.	When calling the Customer Service Department, were you satisfied with the response to your questions and/or concerns?	Yes	79%	76.9%	74.3%	80.9%
		No	7%	6.5%	9.0%	10.1%
		Not Applicable	12%	12.3%	11.0%	9.0%
13.	Have you ever received letters and/or information from Jai Medical Systems in the mail?	Yes	94%	93.7%	91.3%	98.5%
		No	5%	3.4%	5.0%	1.5%
	If yes, do you feel the letters and/or information were helpful?	Yes	96%	95.4%	93.5%	94.6%
		No	3%	3.4%	4.3%	5.4%
14.	Are you aware of Jai Medical Systems' Health Education programs?	Yes	53%	50.0%	59.6%	54.2%
		No	45%	47.1%	36.6%	45.8%
	If yes, have you attended any of the Health Education programs?	Yes	25%	24.2%	22.9%	24.5%
		No	74%	74.5%	76.3%	75.5%
	If yes, would you recommend the Health Education programs to a friend and/or family member?	Yes	57%	56.1%	59.8%	82.3%
		No	6%	5.8%	6.6%	17.7%
15.	What is your overall rating of Jai Medical Systems?	Excellent	42%	35.6%	34.3%	33.0%
		Good	41%	44.2%	43.0%	46.6%
		Fair	12%	13.9%	14.4%	15.5%
		Poor	3%	3.7%	4.3%	4.8%
16.	Would you recommend joining Jai Medical Systems to a friend and/or family member?	Yes	89%	85.5%	83.9%	83.4%
		No	7%	9.4%	9.7%	10.3%

Table 24: PAC Member Satisfaction Survey Pt 2 – Summary 2008 – 2012

Survey Question	2008	2009	2010	2011	2012
Willingness of providers to explain medical problems & treatment	88%	86%	80%	83%	85%
Doctor's explanation of prescription medications	87%	84%	79%	82%	83%
Amount of time spent waiting to see your doctor	58%	53%	47%	49%	59%
Amount of time your doctor spent with you during your visit	80%	80%	74%	78%	83%
Doctor's attention given to what you had to say	86%	83%	78%	81%	85%
Friendliness & knowledge of medical staff	84%	84%	77%	77%	84%

Member Satisfaction is a composite score obtained by combining the percent of responses marked "Excellent" or "Good"

Consumer Assessment of Health Plans Survey (CAHPS®) Evaluation

As part of the federally required quality assurance plan, the Maryland Department of Health and Mental Hygiene (DHMH) conducted annual surveys to measure adult and child satisfaction with the services provided by the managed care organizations participating in the HealthChoice and Primary Adult Care (PAC) programs. DHMH contracted with The Myers Group, a National Committee for Quality Assurance (NCQA) certified vendor, to conduct satisfaction surveys for

the 2004, 2005, 2006, and 2007 reports. In 2008, 2009, 2010, 2011, and 2012 DHMH contracted with WB&A Market Research to complete the CAHPS[®] 4.0H for child enrollees in HealthChoice and 4.0H for adult enrollees in HealthChoice. These surveys are important to determine the members' ratings of and experiences with the medical care they received.

CAHPS[®] SURVEY REPORTS

There are three groups of member satisfaction results available from CAHPS[®] surveys. These are the CAHPS[®] 4.0H Adult Medicaid HealthChoice results, the 4.0H Medicaid Child HealthChoice results and the 4.0H Medicaid Child with Chronic Conditions (CCC) results. Within each of these types of surveys, there are particular categories of questions reported that are specific to the type of care a member receives.

In addition to the CAHPS[®] surveys, WB&A Market Research also offers a survey to the JMSMCO members who are enrolled in the PAC program. This survey has questions similar to the 4.0H Adult Medicaid CAHPS[®], but with some variation in questions particular to services PAC individuals use.

Adult HealthChoice

Within the CAHPS[®] 4.0H Adult Medicaid HealthChoice survey, there are four overall satisfaction questions and seven composite score categories made up of multiple similar questions. The four overall satisfaction questions include a rating of the *Personal Doctor*, *Specialist*, *Health Care Overall*, and *Health Plan Overall*. The seven composite score categories include *Getting Needed Care*, *Getting Care Quickly*, *How Well Doctor Communicates*, *Customer Service*, *Shared Decision-Making*, *Health Promotion and Education*, and *Coordination of Care*.

Child HealthChoice (General Population and Children with Chronic Conditions)

In 2009, the 3.0H Child Medicaid CAHPS[®] survey previously used was upgraded to the 4.0H Child Medicaid survey. There were newly added questions and significant changes to previous questions. The 4.0H Child Medicaid CAHPS[®] survey was used again in 2010, 2011, and 2012. These survey results contain two categories of children: the general population and children with chronic conditions (CCC). The general population includes all children enrolled in HealthChoice, including those with chronic conditions. The CCC population separates and analyzes the results of only those children with chronic conditions. The general population and CCC population are surveyed on the same questions regarding their care; however, an additional five composite measures, specific to the CCC population, are included in the CCC survey. The overall satisfaction questions that are identical between the two populations are ratings on *Personal Doctor or Nurse*, *Health Plan*, *Specialist*, and *Health Care*. The identical composite measures between the two populations include *Getting Needed Care*, *Getting Care Quickly*, *How Well the Doctor Communicates*, *Customer Service*, *Shared Decision-Making*, *Health Promotion and Education*, and *Coordination of Care*. The additional five composite measures for the CCC population include *Family Centered Care: Getting Needed Information*, *Family Centered Care: Personal Doctor Who Knows Child*, *Access to Prescription Medication*, *Coordination of Care for Children with Chronic Conditions*, and *Access to Specialized Services*.

Primary Adult Care

The Primary Adult Care (PAC) Enrollee Satisfaction Survey is similar to the CAHPS[®] 4.0H Adult Medicaid survey. There are overall satisfaction questions and composite score questions, however, there are fewer composite scores with the PAC survey than with the CAHPS[®] Adult Medicaid survey. The four overall satisfaction questions include *Pharmacy Coverage*, *Primary*

Care Provider, Health Plan Overall and Health Care Overall. The composite measures include How Well Primary Care Provider Communicates, Getting Care Quickly, Customer Service, and Getting Needed Care.

CAHPS® AND PAC ENROLLEE SATISFACTION SURVEY ANALYSIS

Within each of the reports presented by WB&A Market Research, there are multiple analyses of the results. The member ratings for each individual question are included, as well as comparisons to previous years and a comparison to the HealthChoice and PAC aggregates. Demographic analyses are presented at the beginning of the data to understand the sample size. Also, a regression analysis, determining which composite measures have the greatest impact on overall ratings, is included in the analysis of each population that was surveyed. Key drivers are discussed as well, indicating which specific measures are of high enough importance to drive the members to rate their overall health plan and overall health care as high, moderate, or low on the survey.

Demographic Analysis

WB&A Market Research was able to include a demographic analysis along with the CAHPS® results and the PAC survey results. This analysis includes the health status, age, gender, level of education, and ethnicity/race of the members. Respondents were allowed to choose more than one ethnicity, therefore the ethnicity percentages may be over 100%.

Adult HealthChoice

- 58% rate their health status at excellent, very good or good
- 60% are over 44 years of age, with an average age of 45.9
- 60% female; 40% male
- 72% of members obtained an education of high school or less
- 86% African-American; 10% Caucasian; 2% Hispanic; 2% Asian; 6% Other

Children HealthChoice (General Population)

- 95% rate their health status at excellent, very good, or good
- 53% are between 9-18 years old, with an average age of 9.0
- 44% female; 56% male
- 53% of the children have a parent/guardian with a high school education or less
- 77% African-American; 15% Caucasian; 5% Hispanic; 6% Asian; 7% Other

Children HealthChoice (CCC Population)

- 90% rate their health status at excellent, very good, or good
- 57% are between 9-18 years old, with an average age of 9.3
- 35% female; 65% male
- 56% of the children have a parent/guardian with a high school education or less
- 87% African-American; 12% Caucasian; 3% Asian; 4% Hispanic; 4% Other

Primary Adult Care (PAC)

- 58% rate their health status at excellent, very good, or good
- 74% are over 44 years of age, with an average age of 48.6
- 44% female; 56% male
- 76% of members obtained an education of high school or less
- 84% African-American; 12% Caucasian; 2% Hispanic; 1% Asian; 4% Other

Comparison to Aggregates

The Adult Medicaid HealthChoice and Children Medicaid survey results are compared to an aggregate of HealthChoice survey results in the state of Maryland. The PAC survey results are compared to an aggregate of PAC survey results in the state of Maryland. The following tables compare the results of survey overall ratings and composite measure scores between JMSMCO and the state aggregate. JMSMCO's score is bolded if it was equal to or higher than the Maryland Aggregate.

Table 25: CAHPS® Results Comparison – HealthChoice Adult

Adult Medicaid HealthChoice		
	2012	HC Aggregate
Getting Needed Care	70%	71%
Getting Care Quickly	75%	79%
How Well Doctor Communicates	86%	87%
Customer Service	73%	79%
Shared Decision-Making	55%	60%
Health Promotion and Education	65%	63%
Coordination of Care	82%	75%
<i>Health Care Overall</i>	58%	68%
<i>Personal Doctor</i>	74%	75%
<i>Specialist</i>	73%	73%
<i>Health Plan Overall</i>	61%	70%

Table 26: CAHPS® Results Comparison – HealthChoice Children

Children Medicaid (General Population)		
	2012	HC Aggregate
Getting Needed Care	75%	79%
Getting Care Quickly	84%	88%
How Well Doctor Communicates	96%	94%
Customer Service	79%	83%
Shared Decision-Making	75%	71%
Health Promotion and Education	74%	66%
Coordination of Care	86%	80%
<i>Health Care Overall</i>	82%	85%
<i>Personal Doctor</i>	90%	89%
<i>Specialist</i>	72%	80%
<i>Health Plan Overall</i>	79%	84%

Table 27: CAHPS® Results Comparison – Children with Chronic Conditions

Children Medicaid (CCC Population)		
	2012	HC Aggregate
Getting Needed Care	74%	80%
Getting Care Quickly	85%	91%
How Well Doctor Communicates	96%	94%
Customer Service	81%	80%
Shared Decision-Making	76%	71%
Health Promotion and Education	77%	73%
Coordination of Care	81%	80%
Access to Prescription Medication	93%	90%
Access to Specialized Services	75%	78%
Family Centered Care: Personal Doctor Who Knows Child	88%	90%
Family Centered Care: Getting Needed Information	87%	90%
Coordination of Care for Children with Chronic Conditions	67%	78%
<i>Health Care Overall</i>	83%	82%
<i>Personal Doctor</i>	90%	87%
<i>Specialist</i>	72%	83%
<i>Health Plan Overall</i>	83%	81%

Table 28: Survey Results Comparison – PAC Program

Primary Adult Care		
	2012	MD Aggregate
Getting Needed Care	76%	70%
Getting Care Quickly	80%	77%
How Well PCP Communicates	85%	84%
Customer Service	77%	74%
<i>Health Care Overall</i>	60%	57%
<i>Primary Care Provider</i>	69%	67%
<i>Pharmacy Coverage</i>	72%	72%
<i>Health Plan Overall</i>	64%	57%

Regression Analysis and Key Drivers

A regression analysis was performed by WB&A Market Research in order to understand why members rate their health care and health plan as they do. From the regression analysis, WB&A was able to identify key drivers that affect the ratings we receive based on the healthcare we give. Areas that are considered as having a high impact on satisfaction but receive a lower rating as determined by our member responses will be reviewed in greater detail to determine if any corrective actions can be implemented to improve our member satisfaction rates. The following tables were created by WB&A and highlight the impact of JSMCO performance on certain areas of healthcare.

Adult HealthChoice

Table 29: CAHPS® Results Health Plan Impact Chart – HealthChoice Adult

- ◆ Getting Needed Care
- ◆ Getting Care Quickly
- ◆ How Well Doctors Communicate
- ◆ Customer Service
- ◆ Shared Decision-Making

ATTRIBUTE RELATIONSHIP WITH RATING OF HEALTH PLAN

Impact on Rating of Health Plan	High	◆ Got the care, tests or treatment you thought necessary	◆ Doctor spent enough time with you ◆ Doctor listened carefully to you ◆ Doctor explained things in a way that was easy to understand	
	Moderate	◆ Got to see a specialist that you needed to see ◆ Received information or help needed from health plan's Customer Service ◆ Received an appointment for health care as soon as you needed ◆ Received the care needed as soon as you needed	◆ Doctor showed respect for what you had to say	
	Low		◆ Were treated with courtesy and respect by health plan's Customer Service staff ◆ Talked about pros and cons of choices for treatment or health care ◆ Asked which choice was best when there was more than one choice	
		Lower Ratings	Moderate Ratings	Higher Ratings
Performance				

Table 30: CAHPS® Results Health Care Impact Chart – HealthChoice Adult

- ◆ Getting Needed Care
- ◆ Getting Care Quickly
- ◆ How Well Doctors Communicate
- ◆ Customer Service
- ◆ Shared Decision-Making

ATTRIBUTE RELATIONSHIP WITH RATING OF HEALTH CARE

Impact on Rating of Health Care	High	◆ Got the care, tests or treatment you thought necessary	◆ Doctor listened carefully to you ◆ Doctor spent enough time with you ◆ Doctor explained things in a way that was easy to understand ◆ Doctor showed respect for what you had to say	
	Moderate	◆ Received the care needed as soon as you needed ◆ Received an appointment for health care as soon as you needed ◆ Got to see a specialist that you needed to see		
	Low	◆ Received information or help needed from health plan's Customer Service	◆ Talked about pros and cons of choices for treatment or health care ◆ Were treated with courtesy and respect by health plan's Customer Service staff ◆ Asked which choice was best when there was more than one choice	
		Lower Ratings	Moderate Ratings	Higher Ratings
Performance				

Child Medicaid HealthChoice (General Population)

Table 31: CAHPS® Results Health Plan Impact Chart – HealthChoice Children

- ◆ Getting Needed Care
- ◆ Getting Care Quickly
- ◆ How Well Doctors Communicate
- ◆ Customer Service
- ◆ Shared Decision-Making

ATTRIBUTE RELATIONSHIP WITH RATING OF HEALTH PLAN

Impact on Rating of Health Plan	High	<ul style="list-style-type: none"> ◆ Received information or help needed from Customer Service ◆ Got to see a specialist your child needed to see 	<ul style="list-style-type: none"> ◆ Treated with courtesy and respect by Customer Service staff ◆ Got the care, tests or treatment for your child that you thought necessary 	<ul style="list-style-type: none"> ◆ Doctor spent enough time with your child ◆ Doctor showed respect for what you had to say ◆ Doctor explained things in a way you could understand ◆ Doctor listened carefully to you
	Moderate			<ul style="list-style-type: none"> ◆ Talked about pros and cons of choices for your child's treatment or health care
	Low		<ul style="list-style-type: none"> ◆ Received an appointment for your child for health care as soon as you needed ◆ Received the care needed for your child as soon as you needed 	<ul style="list-style-type: none"> ◆ Asked which choice was best for your child when there was more than one choice
		Lower Ratings	Moderate Ratings	Higher Ratings

Performance

Table 32: CAHPS® Results Health Care Impact Chart – HealthChoice Children

- ◆ Getting Needed Care
- ◆ Getting Care Quickly
- ◆ How Well Doctors Communicate
- ◆ Customer Service
- ◆ Shared Decision-Making

ATTRIBUTE RELATIONSHIP WITH RATING OF HEALTH CARE

Impact on Rating of Health Care	High	<ul style="list-style-type: none"> ◆ Got to see a specialist your child needed to see 	<ul style="list-style-type: none"> ◆ Treated with courtesy and respect by Customer Service staff ◆ Received the care needed for your child as soon as you needed ◆ Got the care, tests or treatment for your child that you thought necessary 	<ul style="list-style-type: none"> ◆ Doctor spent enough time with your child
	Moderate			<ul style="list-style-type: none"> ◆ Doctor showed respect for what you had to say ◆ Doctor listened carefully to you ◆ Doctor explained things in a way you could understand ◆ Talked about pros and cons of choices for your child's treatment or health care
	Low	<ul style="list-style-type: none"> ◆ Received information or help needed from Customer Service 	<ul style="list-style-type: none"> ◆ Received an appointment for your child for health care as soon as you needed 	<ul style="list-style-type: none"> ◆ Asked which choice was best for your child when there was more than one choice
		Lower Ratings	Moderate Ratings	Higher Ratings

Performance

Primary Adult Care

Table 33: Survey Results Health Plan Impact Chart – Primary Adult Care Program

ATTRIBUTE RELATIONSHIP WITH RATING OF HEALTH PLAN				
Impact on Rating of Health Plan	High	<ul style="list-style-type: none"> ❖ Got the care, tests or treatment you thought necessary 	<ul style="list-style-type: none"> ❖ Treated with courtesy and respect by Health Plan's Customer Service 	
	Moderate	<ul style="list-style-type: none"> ❖ Customer Service gave information or help needed 	<ul style="list-style-type: none"> ❖ Got care as soon as you thought you needed ❖ Primary Care Provider listened carefully to you ❖ Primary Care Provider explained things in a way that was easy to understand ❖ Primary Care Provider spent enough time with you 	
	Low		<ul style="list-style-type: none"> ❖ Got an appointment to see Primary Care Provider as soon as you thought you needed 	
		Lower Ratings	Moderate Ratings	Higher Ratings
Performance				

- ❖ Getting Needed Care
- ❖ Getting Care Quickly
- ❖ How Well Primary Care Provider Communicates
- ❖ Customer Service

Table 34: Survey Results Health Care Impact Chart – Primary Adult Care Program

ATTRIBUTE RELATIONSHIP WITH RATING OF HEALTH CARE				
Impact on Rating of Health Care	High		<ul style="list-style-type: none"> ❖ Primary Care Provider listened carefully to you ❖ Primary Care Provider explained things in a way that was easy to understand ❖ Primary Care Provider spent enough time with you ❖ Got care as soon as you thought you needed 	
	Moderate	<ul style="list-style-type: none"> ❖ Got the care, tests or treatment you thought necessary 	<ul style="list-style-type: none"> ❖ Got an appointment to see Primary Care Provider as soon as you thought you needed 	
	Low	<ul style="list-style-type: none"> ❖ Customer Service gave information or help needed 	<ul style="list-style-type: none"> ❖ Treated with courtesy and respect by Health Plan's Customer Service 	
		Lower Ratings	Moderate Ratings	Higher Ratings
Performance				

- ❖ Getting Needed Care
- ❖ Getting Care Quickly
- ❖ How Well Primary Care Provider Communicates
- ❖ Customer Service

Based on member responses, the areas that we should focus on include:

HealthChoice and PAC Adults: *Got the care, tests or treatment you thought necessary*

Children: *Got to see a specialist your child needed to see
Received information or help needed from Customer Service*

These high impact, low rated performance measures provide insight into areas of concern for our members. All three of these measures are related to Utilization Management and will be discussed as possible areas to focus on for Corrective Action with the QAC. Additional questions related to Utilization Management should be added to the JMSMCO internal satisfaction survey to further explore this area of concern with our members, as well as a review of comments received from the 2012 internal member satisfaction survey to discern areas for improvement.

Five-Year Trend Comparisons

Five-year trend comparisons are available for most of the Adult Medicaid HealthChoice program, Child Medicaid programs, and for the Primary Adult Care (PAC) plan. The trend comparisons look at the overall ratings (health plan, health care, personal doctor and specialist) as well as the composite measures that are specific to each type of survey.

Adult HealthChoice

Figure 5: Overall CAHPS® ratings - HealthChoice Adult

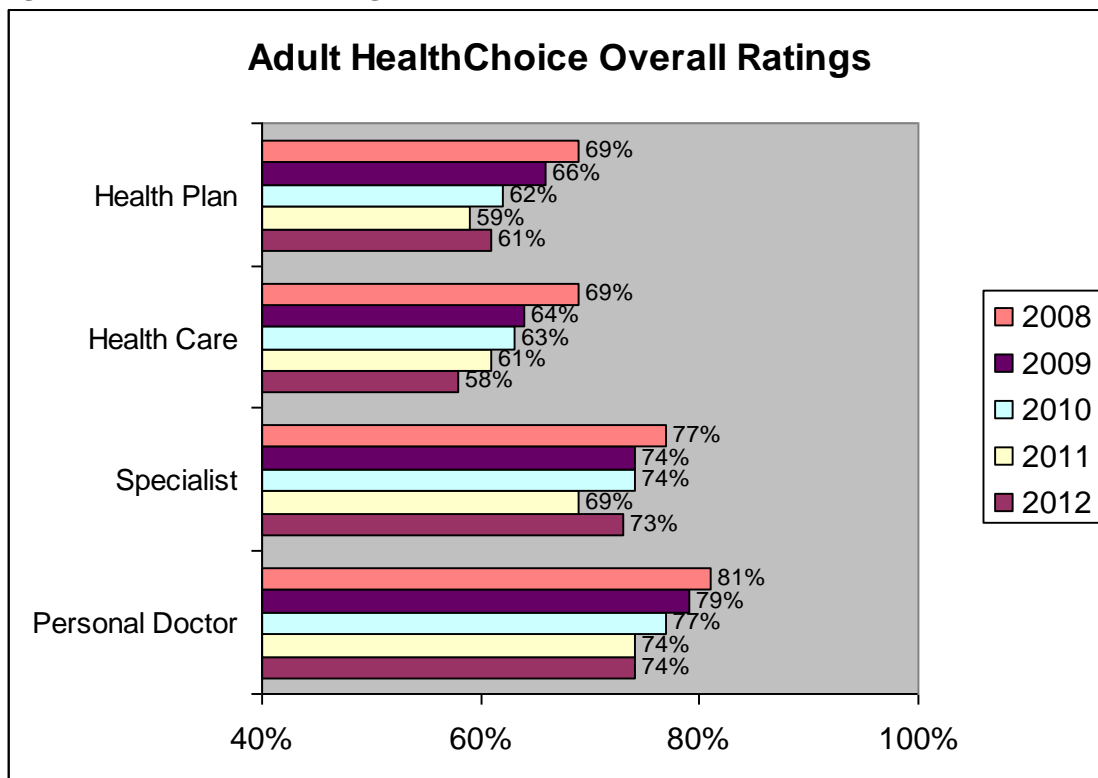
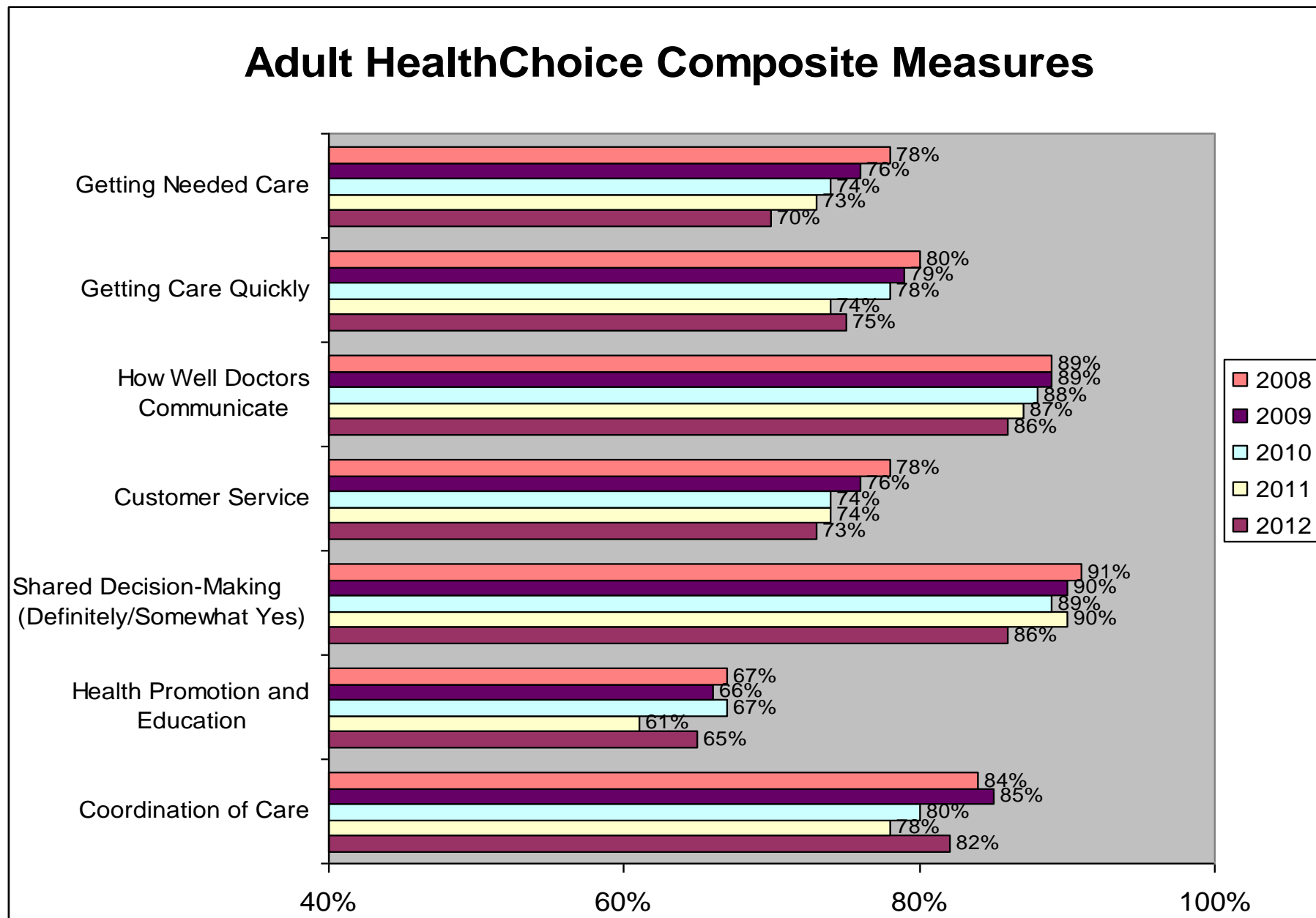


Figure 6: CAHPS® Ratings for Composite Measures - HealthChoice Adult



Children (General Population)

Figure 7: CAHPS® Overall Ratings – HealthChoice Children

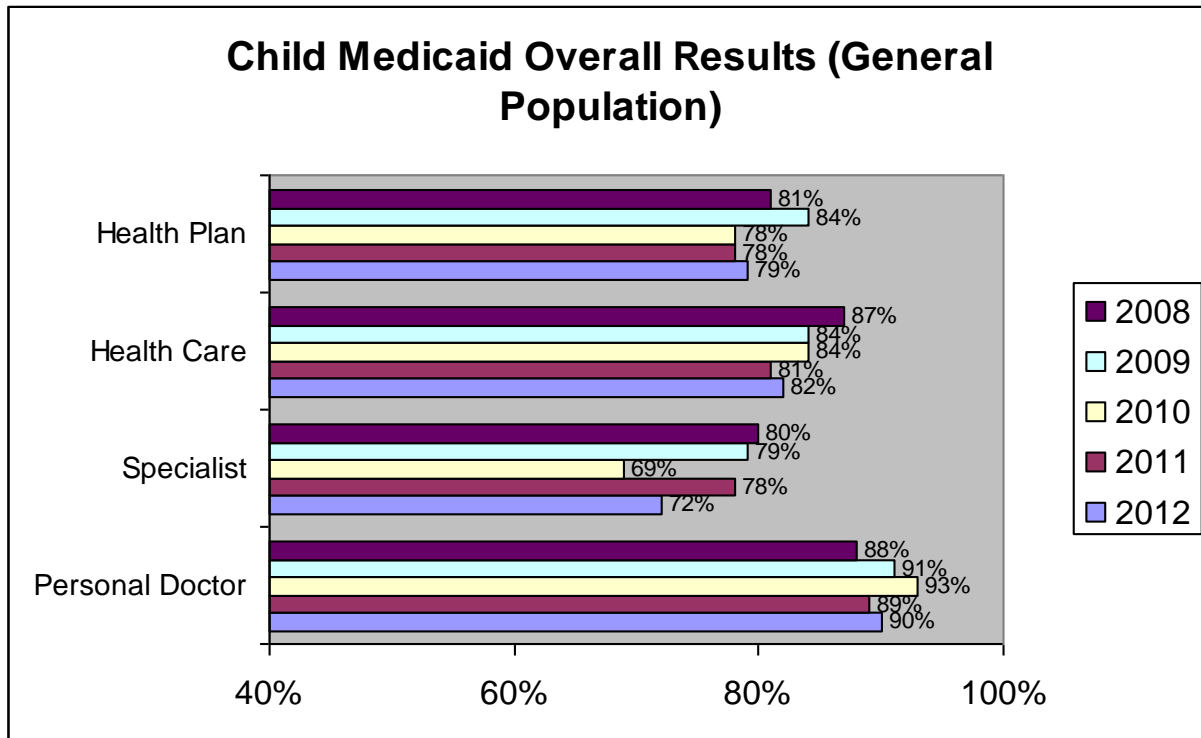
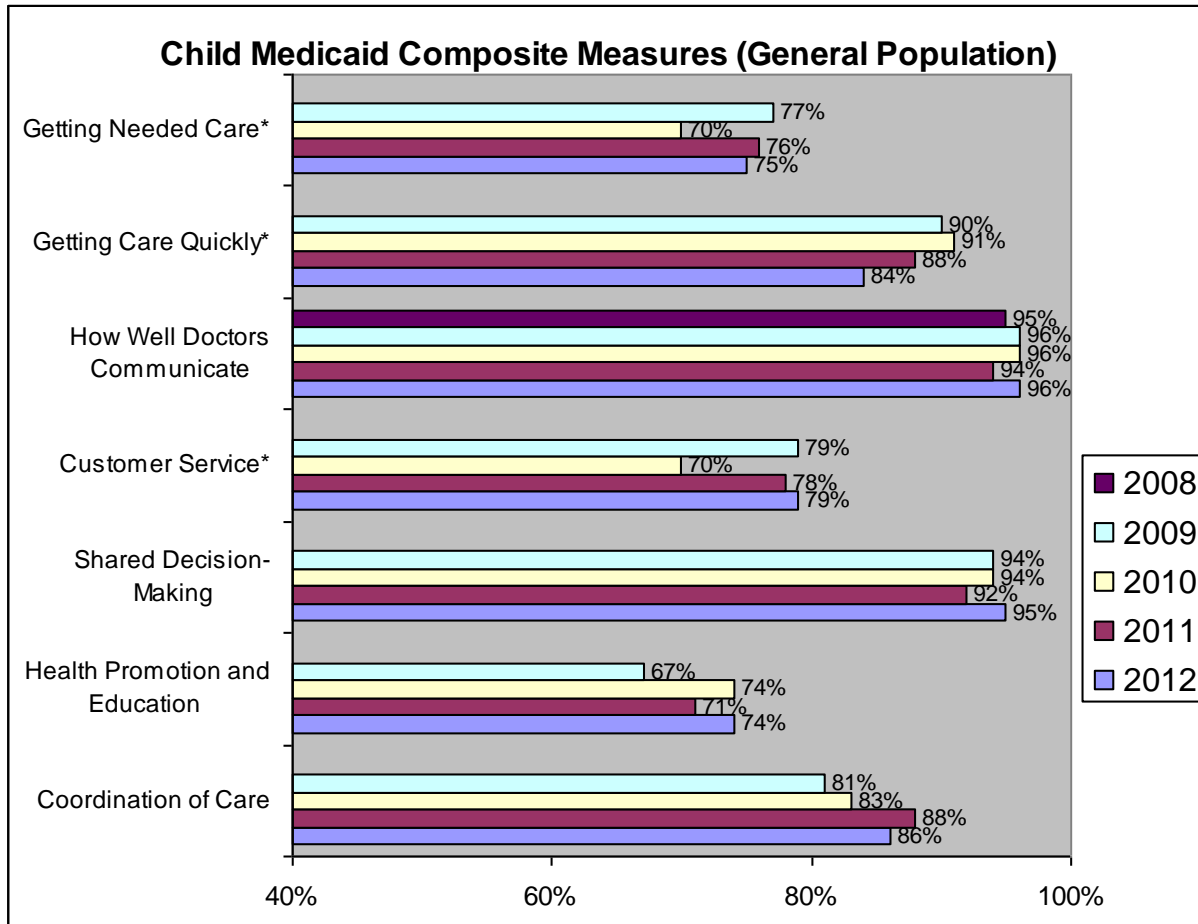


Figure 8: CAHPS® Ratings for Composite Measures – HealthChoice Children



Three measures were added to the CAHPS® survey in 2009 (Shared Decision-Making, Health Promotion and Education, and Coordination of Care) and therefore do not have a 5 year trend comparison available. Three measures (Getting Needed Care, Getting Care Quickly, and Customer Service) were significantly changed in 2009 and are not comparable to scores collected previous to this change.

Children (CCC Population)

Figure 9: CAHPS® Overall Ratings – HealthChoice Children with Chronic Conditions

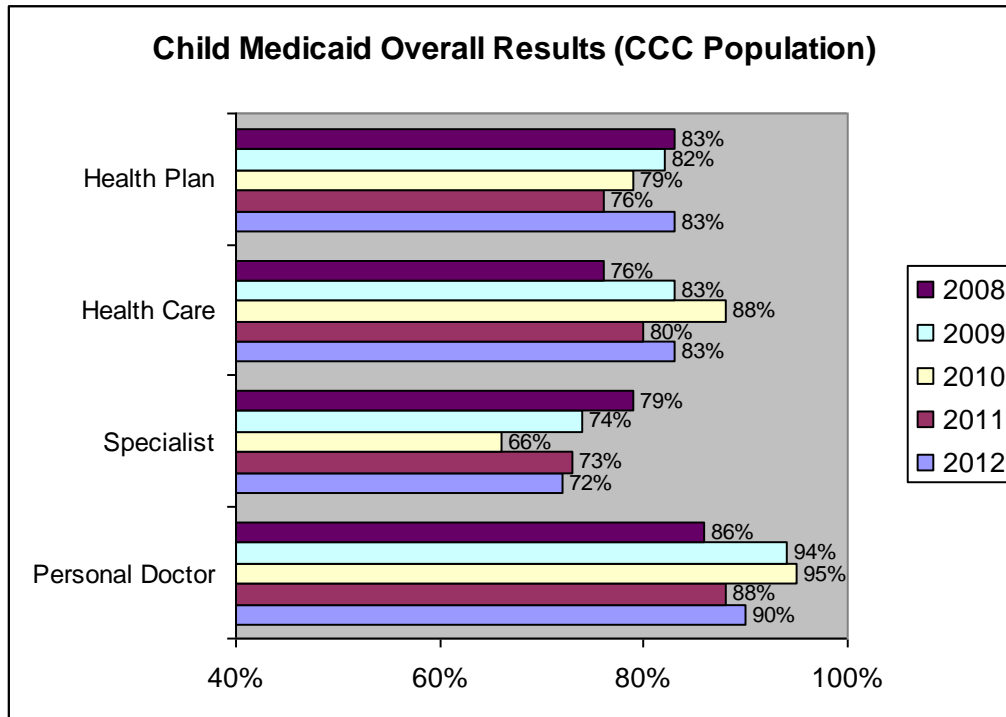
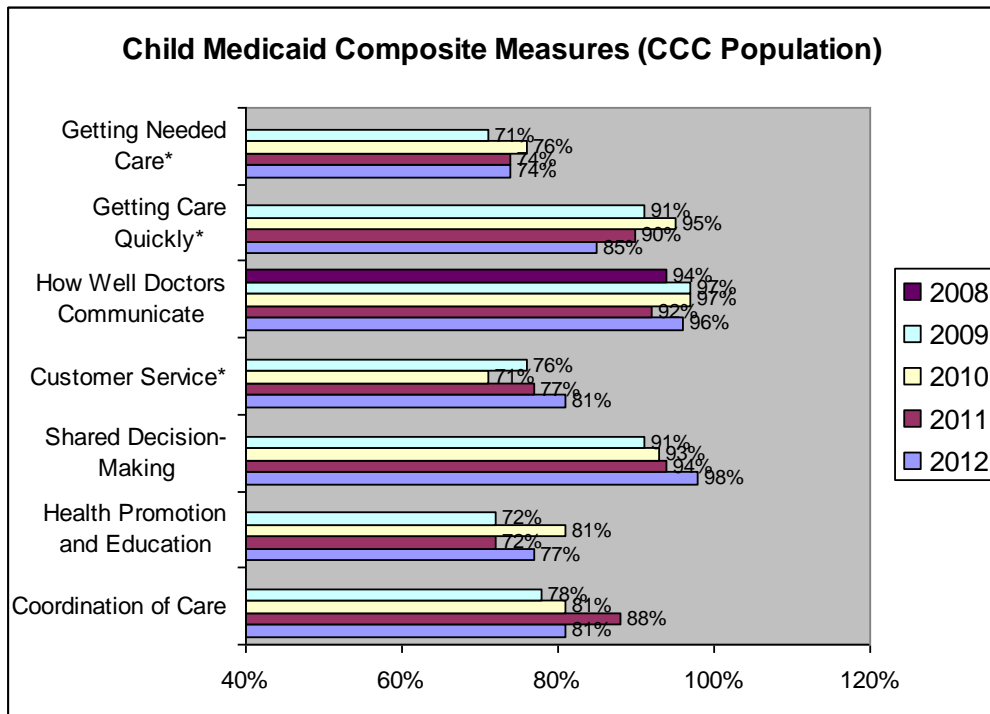
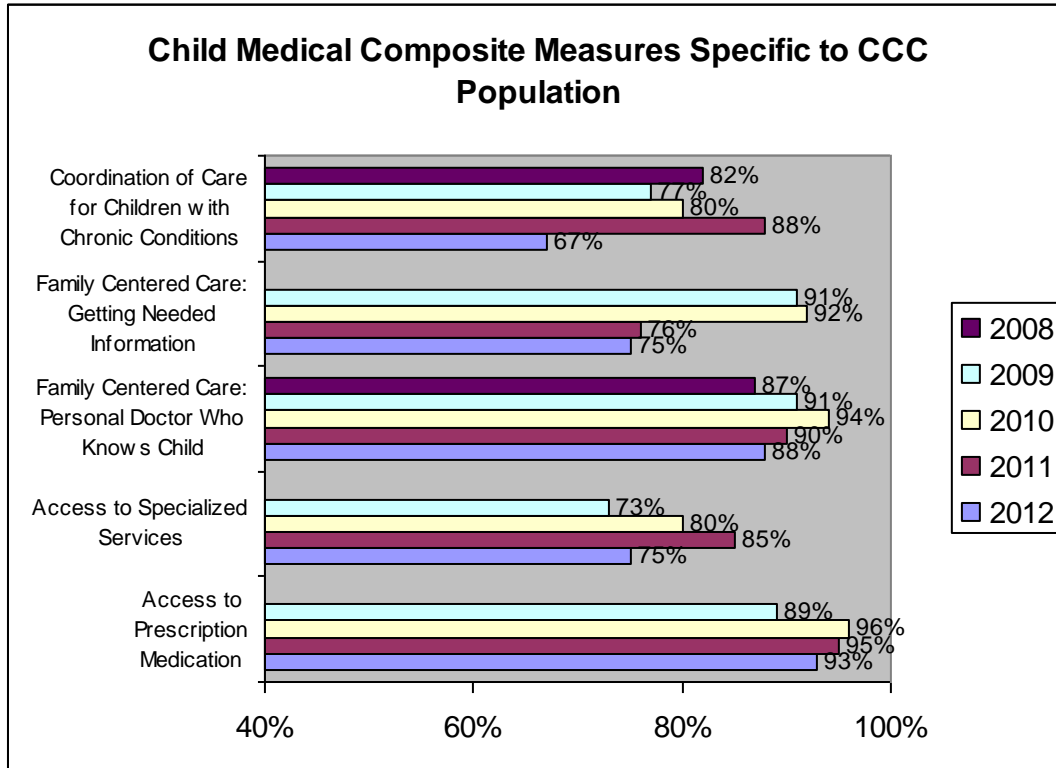


Figure 10: CAHPS® Ratings of Composite Measures – HealthChoice Children with Chronic Conditions



Three measures were added to the CAHPS® survey in 2009 (Shared Decision-Making, Health Promotion and Education, and Coordination of Care) and therefore do not have a 5 year trend comparison available. Three measures (Getting Needed Care, Getting Care Quickly, and Customer Service) were significantly changed in 2009 and are not comparable to scores collected previous to this change.

Figure 11: CAHPS® Ratings of Composite Measures Specific to Children with Chronic Conditions



Primary Adult Care (PAC)

Figure 12: Survey Overall Ratings – Primary Adult Care

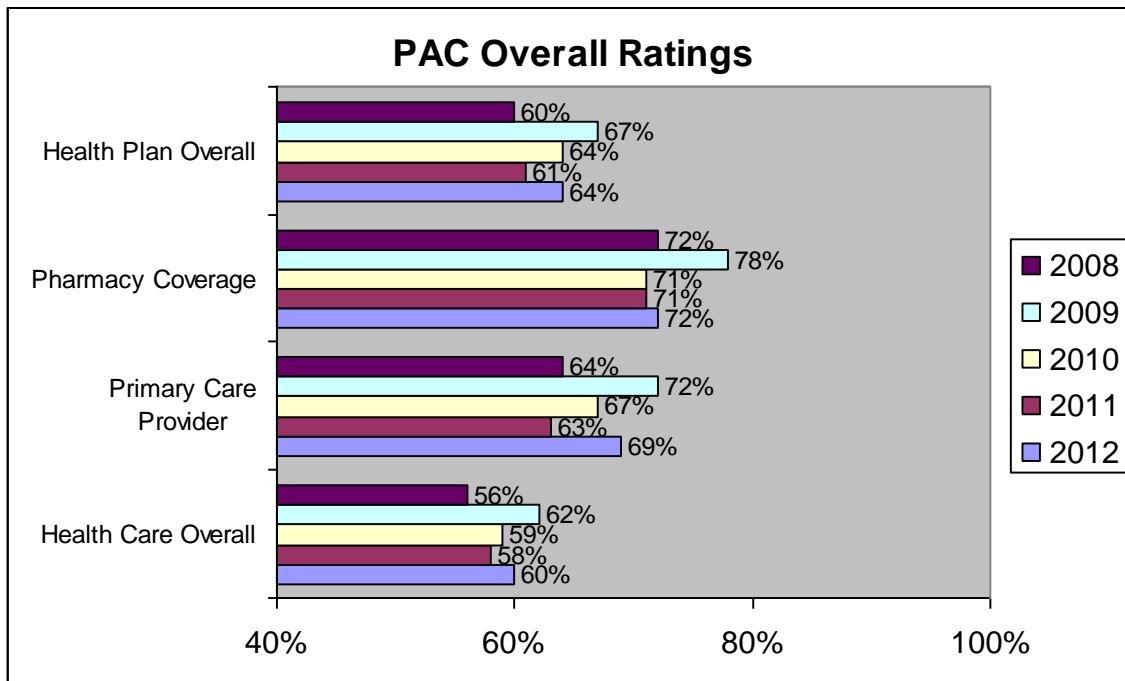
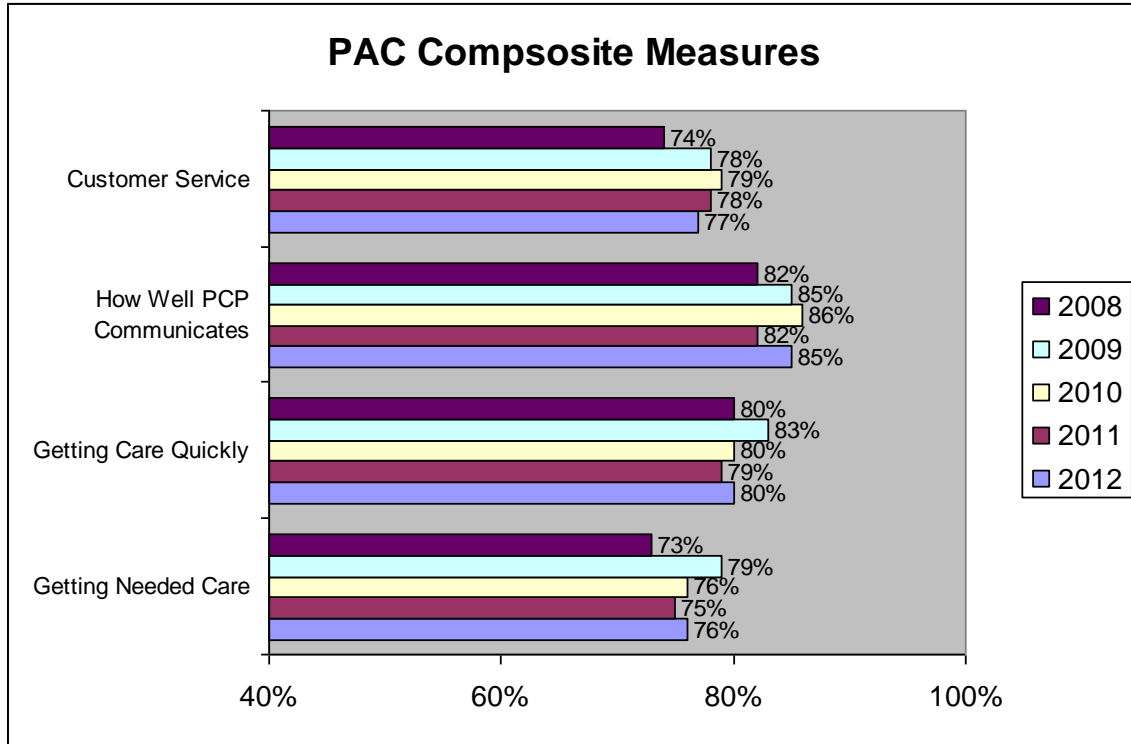


Figure 13: Survey Ratings for Composite Measures – Primary Adult Care



2012 QUALITY COMPASS® MEDICAID PUBLIC REPORT PERCENTILES

“The 2012 Quality Compass® (Medicaid Adult Public Report) Percentiles show how JMSMCO’s composite, attribute and rating measure Summary Rates compare to the Summary Rates generated from the 99 plan-specific Medicaid adult samples nationwide (Reporting Year 2011) who chose to report their plan-level scores publicly. Our plan’s percentile ranking is shown beside each score.”

The Quality Compass® was made available to JMSMCO by WB&A Market Research for the results of the Adult Medicaid 4.0H CAHPS®.

Table 35: CAHPS® Results Quality Compass – HealthChoice Adults

Composite Measure/Rating Item	Jai Medical Systems		2012 Quality Compass® Means & Public Report Percentiles				
	Summary Rate	Percentile	Mean ²	25 th	50 th	75 th	90 th
Getting Needed Care	70.0	24th	75.5	69.7	76.7	80.6	84.4
Got to see a specialist that you needed to see (Q23)	71.0	24 th	74.2	70.2	75.2	79.3	82.2
Got the care, tests, or treatment you thought necessary (Q27)	69.0	16 th	77.0	71.4	77.7	82.2	86.2
Getting Care Quickly	74.6	12th	80.3	78.2	81.3	83.5	85.5
Received the care needed as soon as you needed (Q4)	75.8	17 th	81.4	78.4	82.3	85.0	86.6
Received an appointment for health care as soon as you needed (Q6)	73.4	12 th	79.2	77.0	80.1	82.9	84.4
How Well Doctors Communicate	86.2	25th	87.8	85.9	88.0	90.0	91.9
Doctor explained things in a way that was easy to understand (Q15)	85.5	25 th	87.8	85.3	88.2	90.4	92.5
Doctor listened carefully to you (Q16)	87.8	38 th	88.4	86.3	88.5	90.6	92.1
Doctor showed respect for what you had to say (Q17)	88.3	23 rd	90.3	88.4	90.6	92.3	93.8
Doctor spent enough time with you (Q18)	83.2	29 th	84.8	82.5	84.9	87.2	89.4
Customer Service	72.7	5th	80.4	76.9	80.7	83.2	86.7
Received information or help needed from health plan's Customer Service (Q31)	64.9	11 th	72.3	66.4	72.2	76.4	81.3
Treated with courtesy and respect by health plan's Customer Service (Q32)	80.6	2 nd	88.6	86.0	87.8	91.2	93.5
Shared Decision Making	54.6	10th	60.9	58.2	60.6	63.3	66.4
Talked about pros and cons of choices for treatment or health care (Q10)	58.6	16 th	62.7	60.2	62.7	65.4	69.0
Asked which choice was best when there was more than one choice (Q11)	50.5	5 th	59.0	56.0	59.3	62.0	65.5
Health Promotion and Education (Q8)	65.1	85th	59.3	55.9	60.2	62.5	65.7
Coordination of Care (Q20)	82.2	86th	77.4	74.8	78.2	81.0	82.8
Health Care Overall (Q12)	58.1	2nd	69.9	67.0	70.0	73.6	76.2
Health Plan Overall (Q35)	61.2	4th	73.5	69.2	73.9	77.2	81.2
Personal Doctor (Q21)	74.3	21st	77.1	74.8	77.0	79.4	82.8
Specialist (Q25)	72.6	8th	77.7	75.0	77.5	80.3	83.1

“The 2012 Quality Compass® (Medicaid Child General Population Public Report) Percentiles show how JMSMCO’s composite, attribute and rating measure Summary Rates compare to the Summary Rates generated from the 85 plan-specific Medicaid Child General Population samples

nationwide (Reporting Year 2011) who chose to report their plan-level scores publicly. Our plan's percentile ranking is shown beside each score.”

The Quality Compass[®] was made available to JMSMCO by WB&A Market Research for the results of the Child General Population Medicaid 4.0H CAHPS[®].

Table 36: CAHPS[®] Results Quality Compass – HealthChoice Child General Population

Composite Measure/Rating Item	Jai Medical Systems		2012 Quality Compass [®] Means & Public Report Percentiles				
	Summary Rate	Percentile	Mean ²	25 th	50 th	75 th	90 th
Getting Needed Care	NA	NA	79.3	75.1	79.6	84.1	86.7
Got to see a specialist your child needed to see (Q44)	NA	NA	75.7	70.7	75.1	80.4	84.8
Got the care, tests, or treatment for your child that you thought necessary (Q48)	81.7	29 th	82.9	79.0	83.5	87.1	90.7
Getting Care Quickly	84.2	18th	87.3	85.3	88.4	90.3	92.0
Received the care needed for your child as soon as you needed (Q4)	87.7	24 th	90.3	87.8	91.8	93.5	95.3
Received an appointment for your child for health care as soon as you needed (Q6)	80.8	18 th	84.2	82.0	84.8	87.6	89.6
How Well Doctors Communicate	95.6	96th	91.8	91.0	92.1	93.4	94.3
Doctor explained things in a way that was easy to understand (Q30)	95.3	86 th	92.5	91.2	93.2	94.7	95.6
Doctor listened carefully to you (Q31)	96.4	92 nd	93.5	92.2	93.6	94.9	96.1
Doctor showed respect for what you had to say (Q32)	98.6	100 th	94.7	93.7	95.0	95.8	96.6
Doctor spent enough time with your child (Q35)	92.1	98 th	86.4	84.4	87.2	89.5	90.9
Customer Service	NA	NA	83.0	81.4	82.7	84.7	89.0
Received information or help needed from Customer Service (Q50)	NA	NA	76.9	74.1	76.3	79.5	84.1
Treated with courtesy and respect by Customer Service staff (Q51)	NA	NA	88.9	86.5	89.3	91.5	93.0
Shared Decision Making	75.2	97th	68.4	65.9	69.1	70.7	72.9
Talked about pros and cons of choices for your child's treatment or health care (Q11)	78.4	99 th	70.8	67.7	71.3	74.2	76.1
Asked which choice was best for your child when there was more than one choice (Q12)	71.9	91 st	66.1	63.5	66.4	69.2	71.8
Health Promotion and Education (Q8)	74.0	98th	63.8	61.5	64.4	67.0	69.8
Coordination of Care (Q38)	NA	NA	79.6	77.1	80.4	82.5	84.4
Health Care Overall (Q13)	81.9	34th	83.0	80.8	83.4	85.1	86.8
Health Plan Overall (Q54)	79.3	11th	83.7	81.1	84.4	86.6	88.6
Personal Doctor (Q39)	90.3	94th	86.4	84.7	86.7	88.5	89.5
Specialist (Q46)	NA	NA	82.4	78.3	82.3	86.1	87.3