

APPENDIX A

OVER-TIME MCO PERFORMANCE ON QUALITY MEASURES

CAHPS® EXPERIENCE OF CARE MEASURES

The data contained in this Appendix provides a historical look at how MCOs have performed on a variety of quality measures over time. This Appendix is organized to show over-time tables of CAHPS® Experience of Care measures. These represent MCO member's responses to a standardized set of questions from which member satisfaction with their MCO can be assessed.

Change over time is also examined to identify whether performance has improved, stayed the same, or declined. Change over time is measured by determining if there are statistically significant changes in performance between the baseline measurement year (2010) and the most recent measurement year (2012).

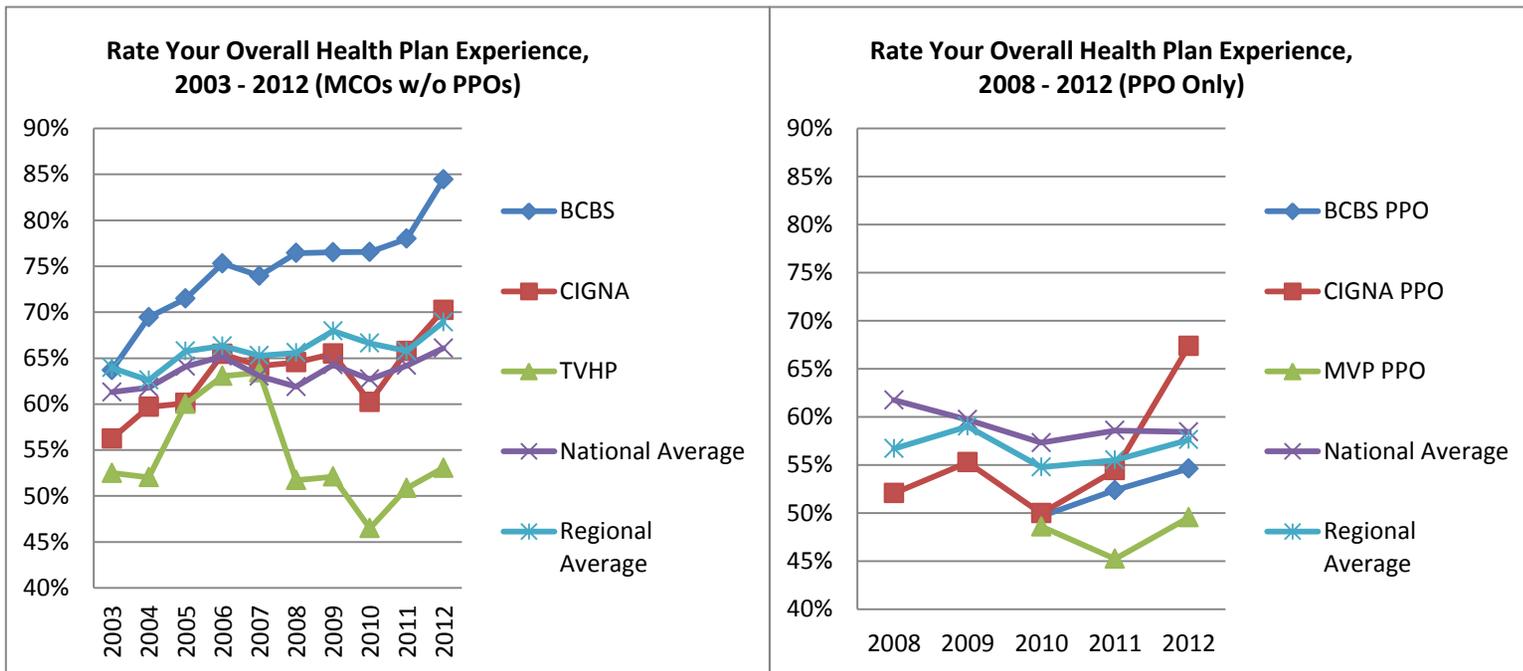
Please see the List of Over-Time Performance Graphs on the following page.

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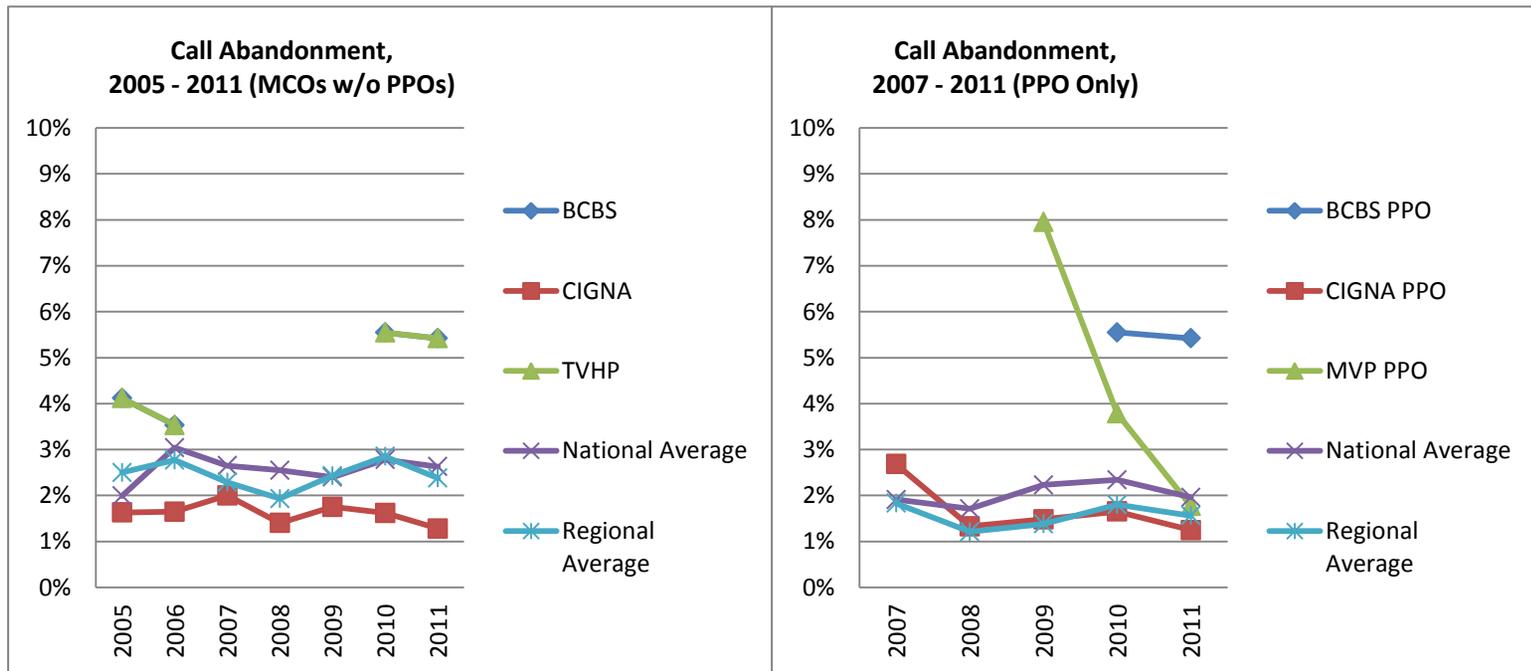
2.1.1 Rate Your Overall Health Plan Experience



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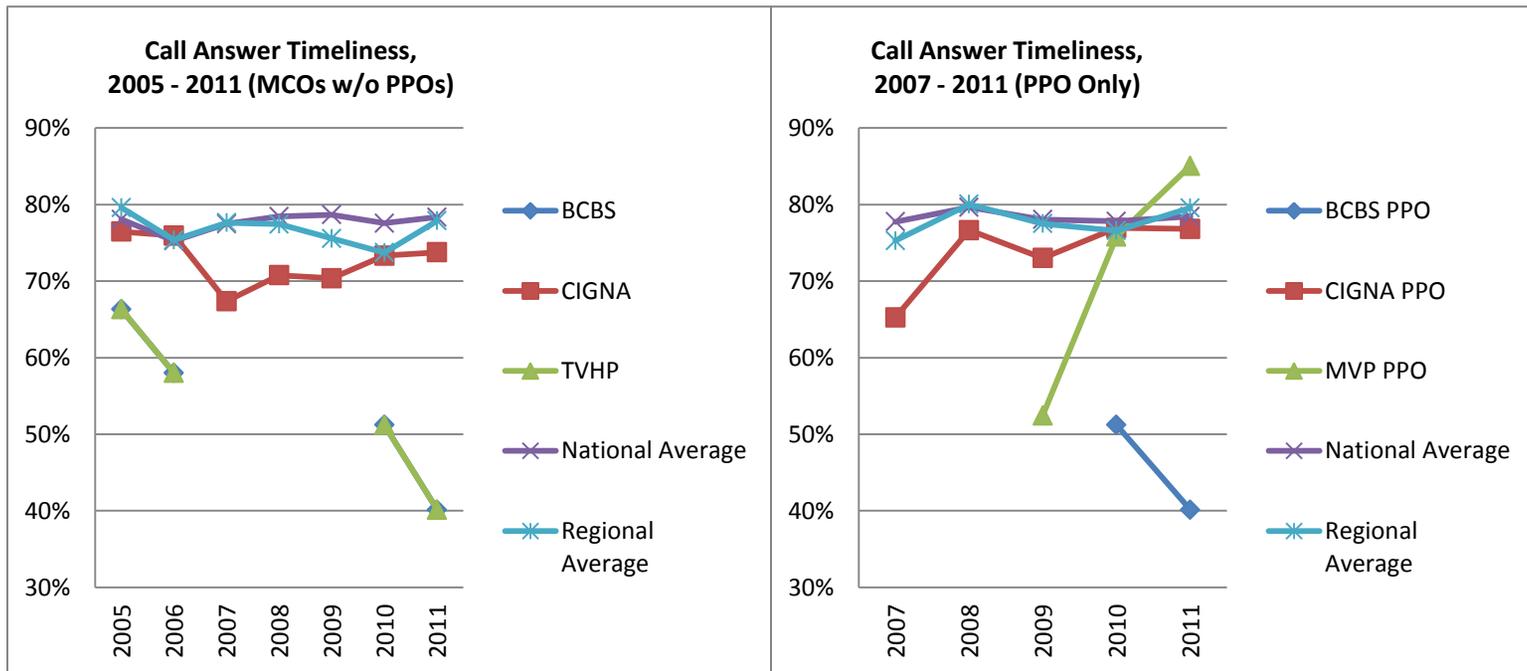
2.1.2 Call Answering and Call Abandonment

Call Abandonment



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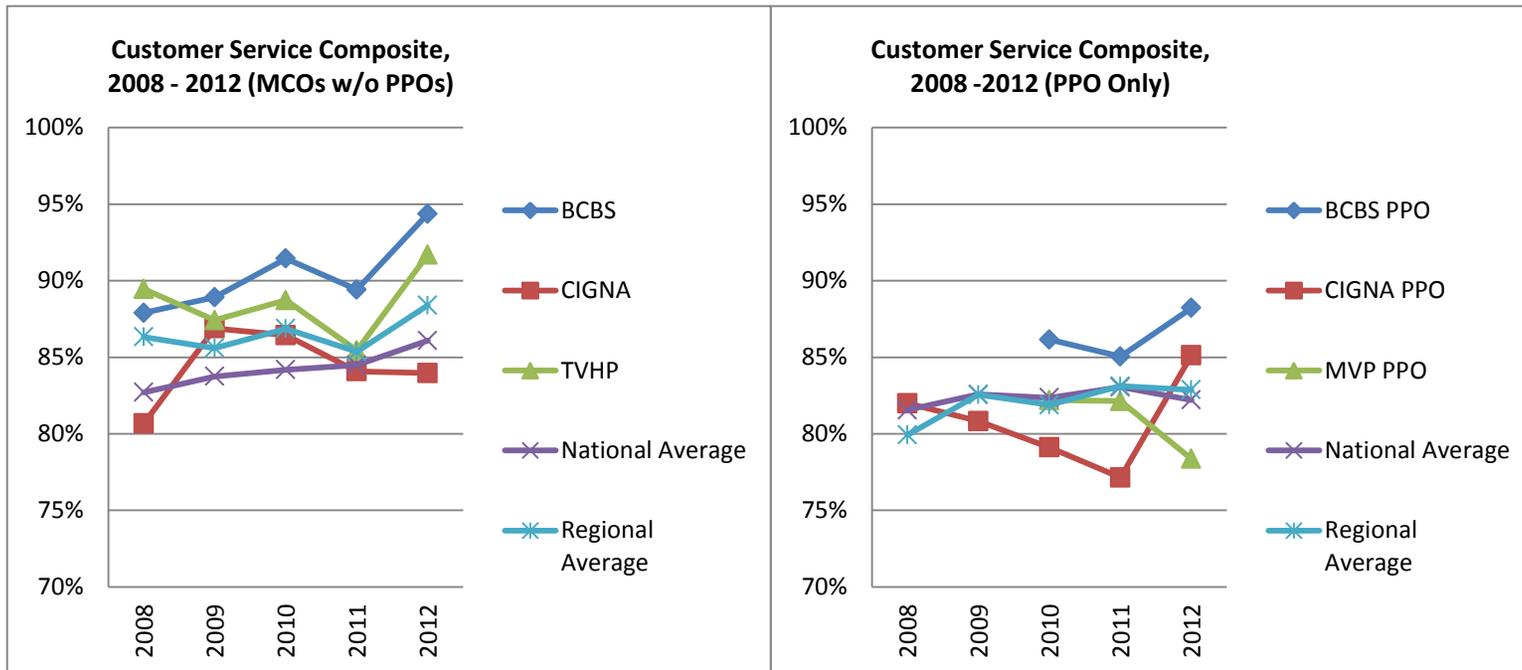
Call Answer Timeliness



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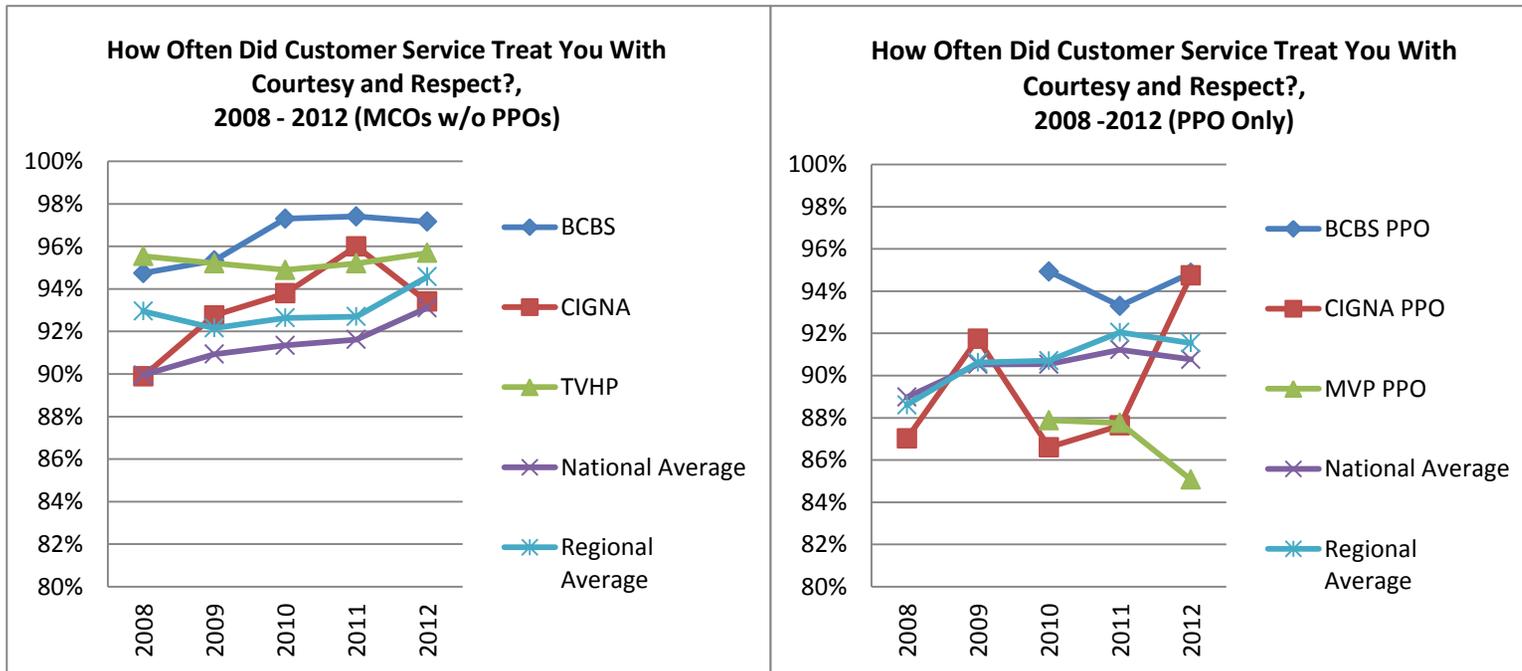
2.1.3 Customer Service: Composite and Individual Measures

Customer Service Composite



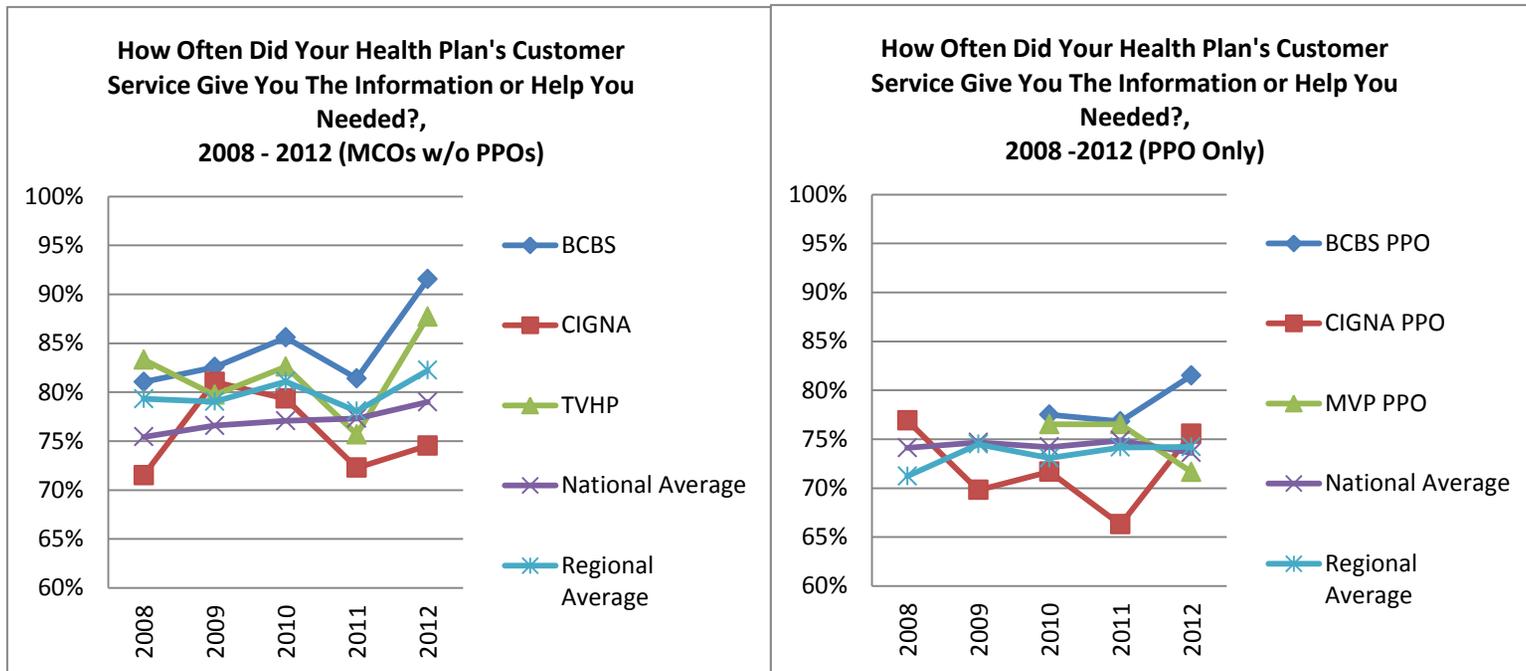
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How Often Did Customer Service Treat You with Courtesy and Respect?



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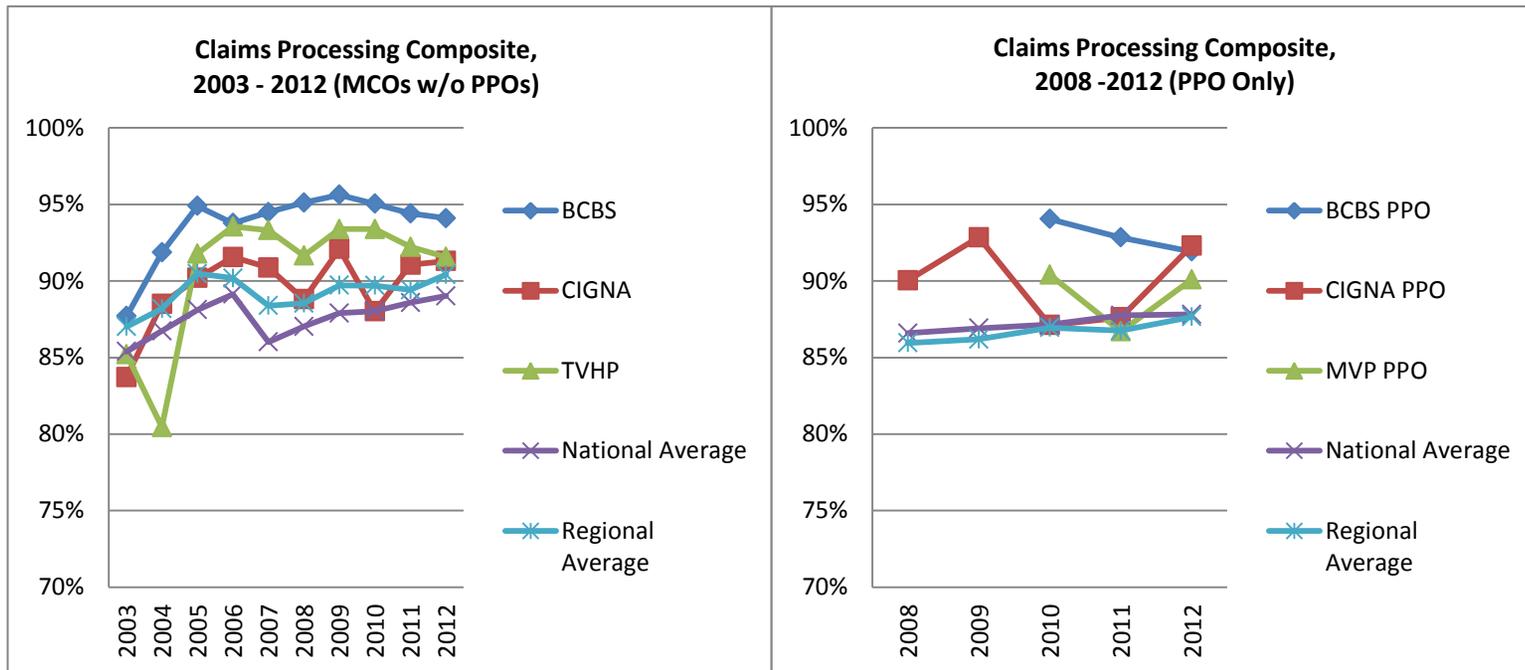
How Often Did Your Health Plan's Customer Service Give You the Information or Help You Needed?



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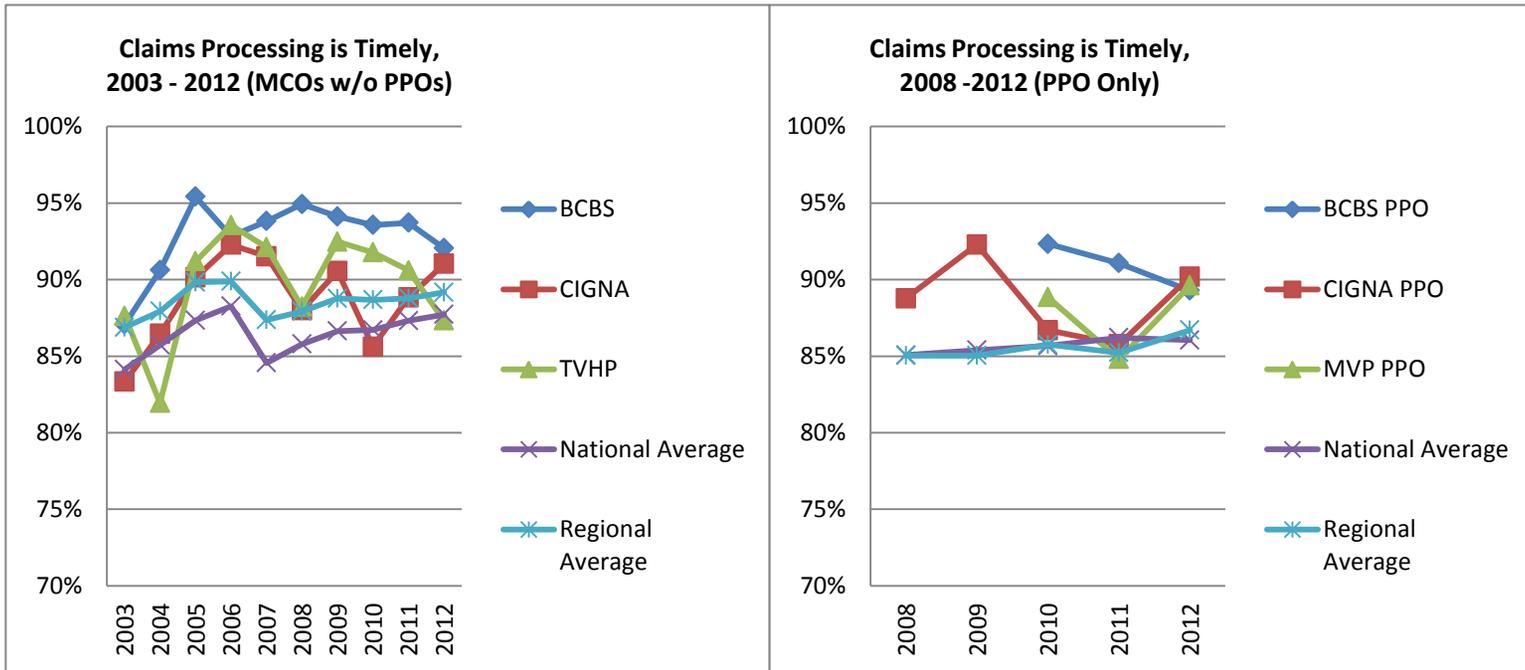
2.1.4 Claims Handling: Composite and Individual Measures

Claims Processing Composite



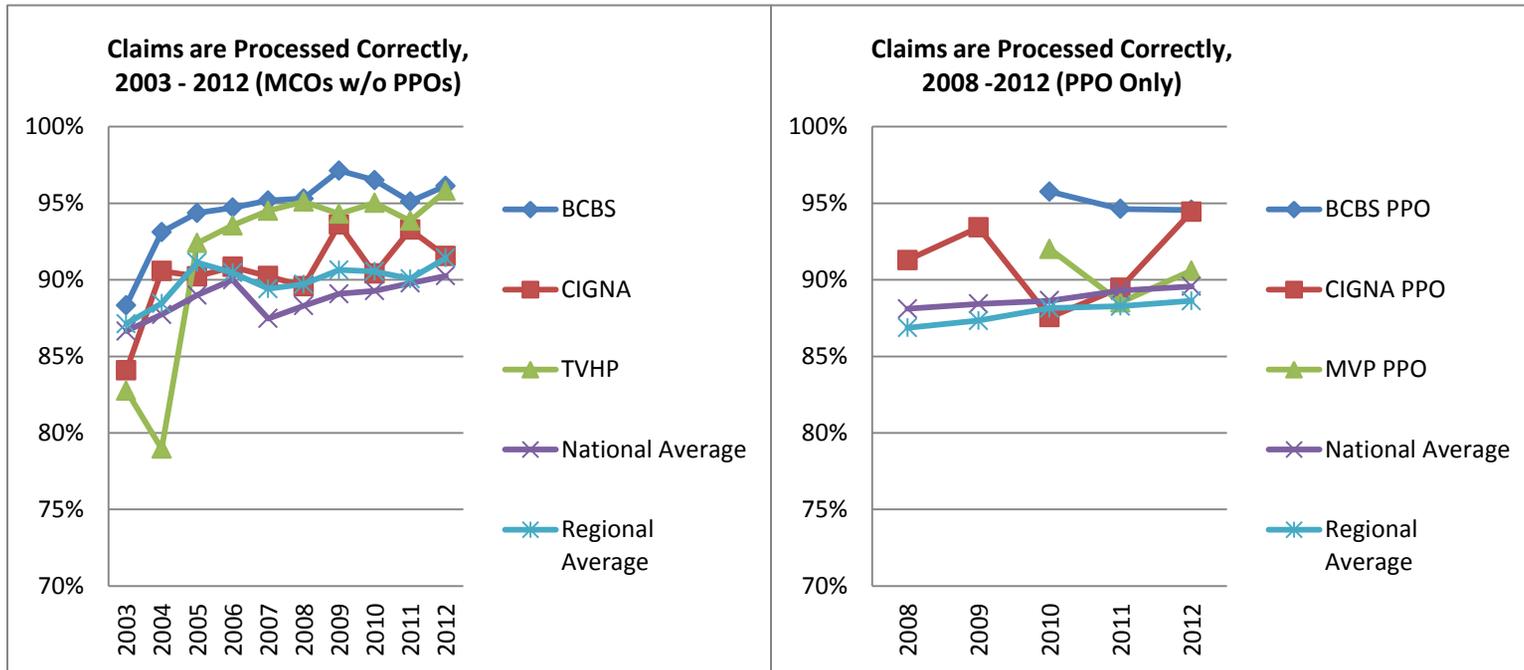
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Claims Processing is Timely



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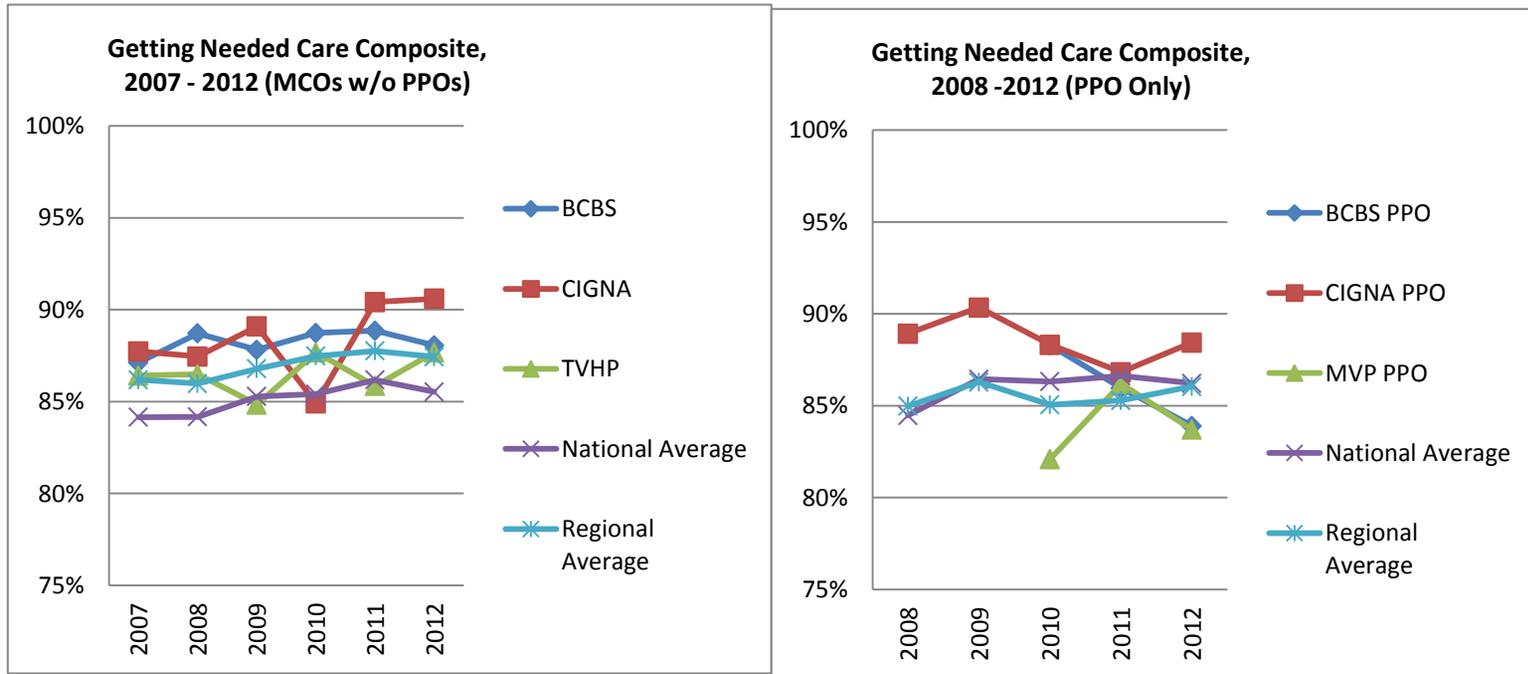
Claims are Processed Correctly



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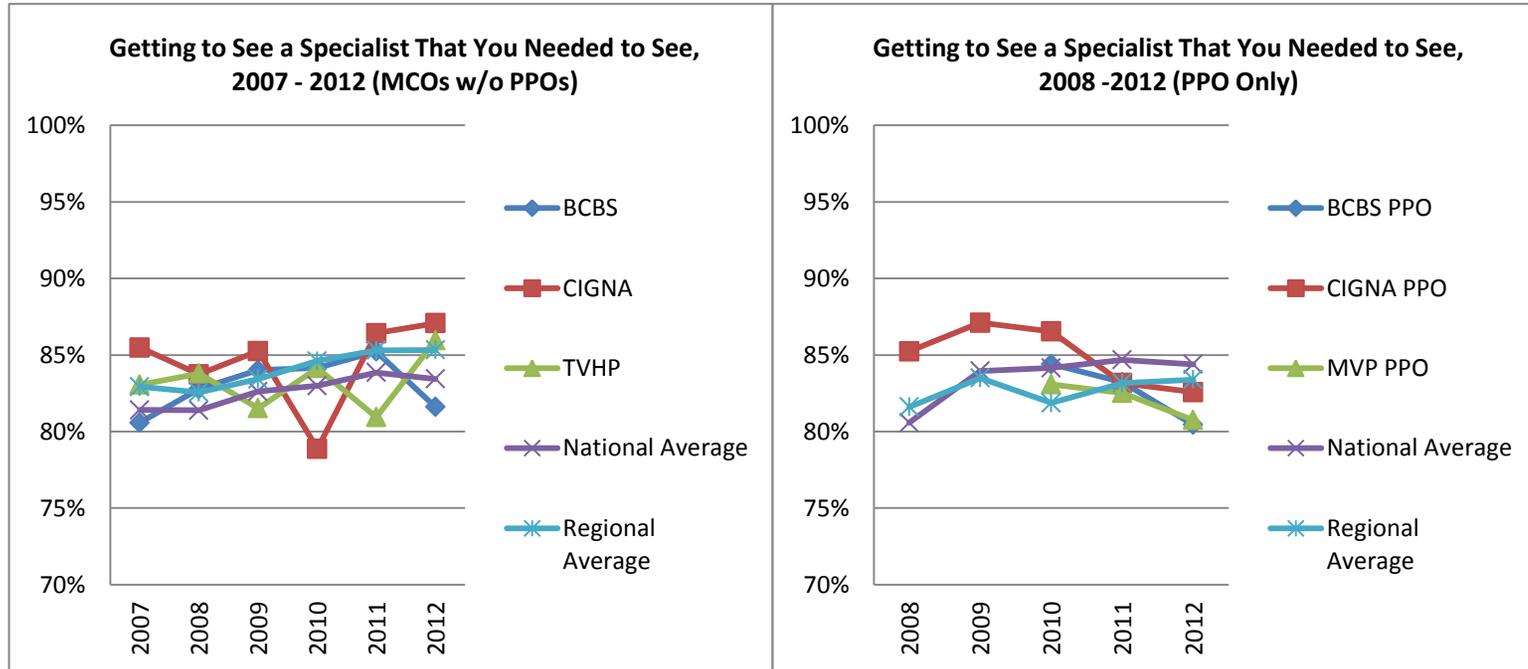
2.1.5 Getting Needed Care: Composite and Individual Measures

Getting Needed Care Composite



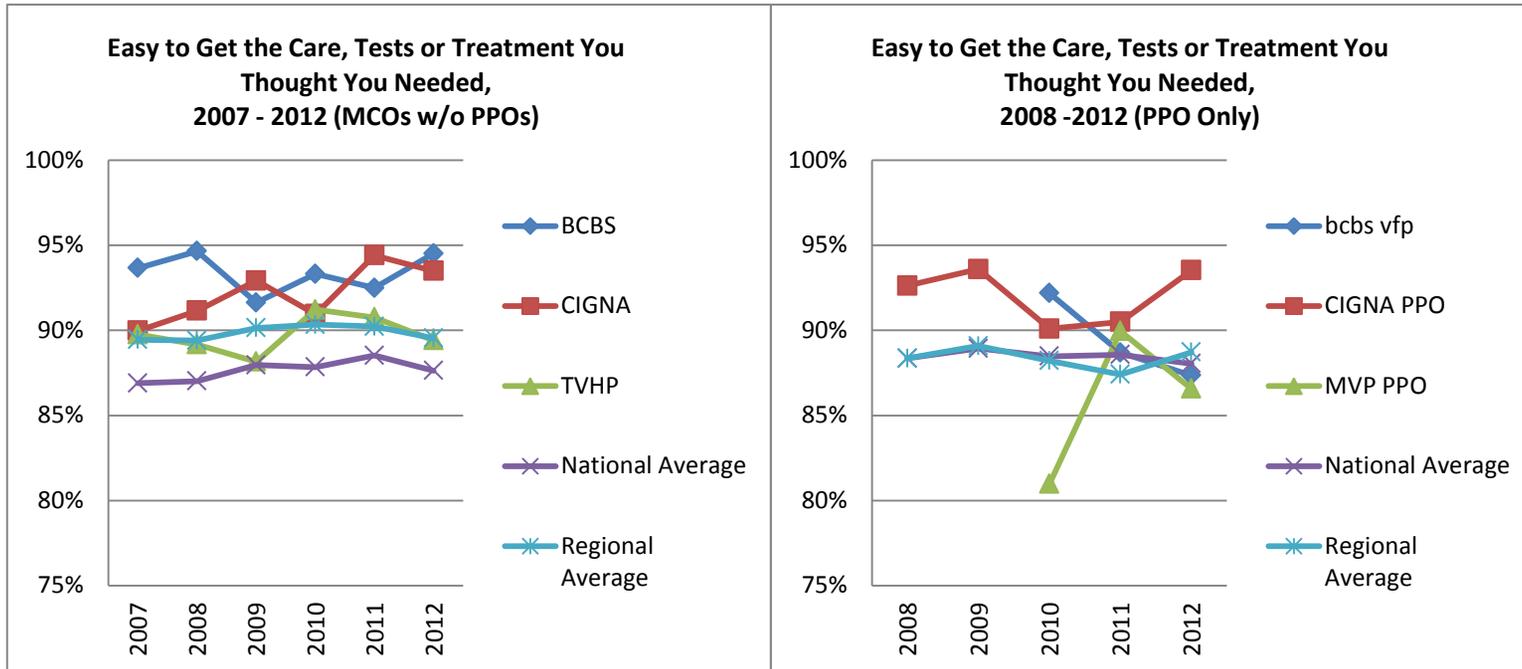
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Getting to See a Specialist That You Needed to See



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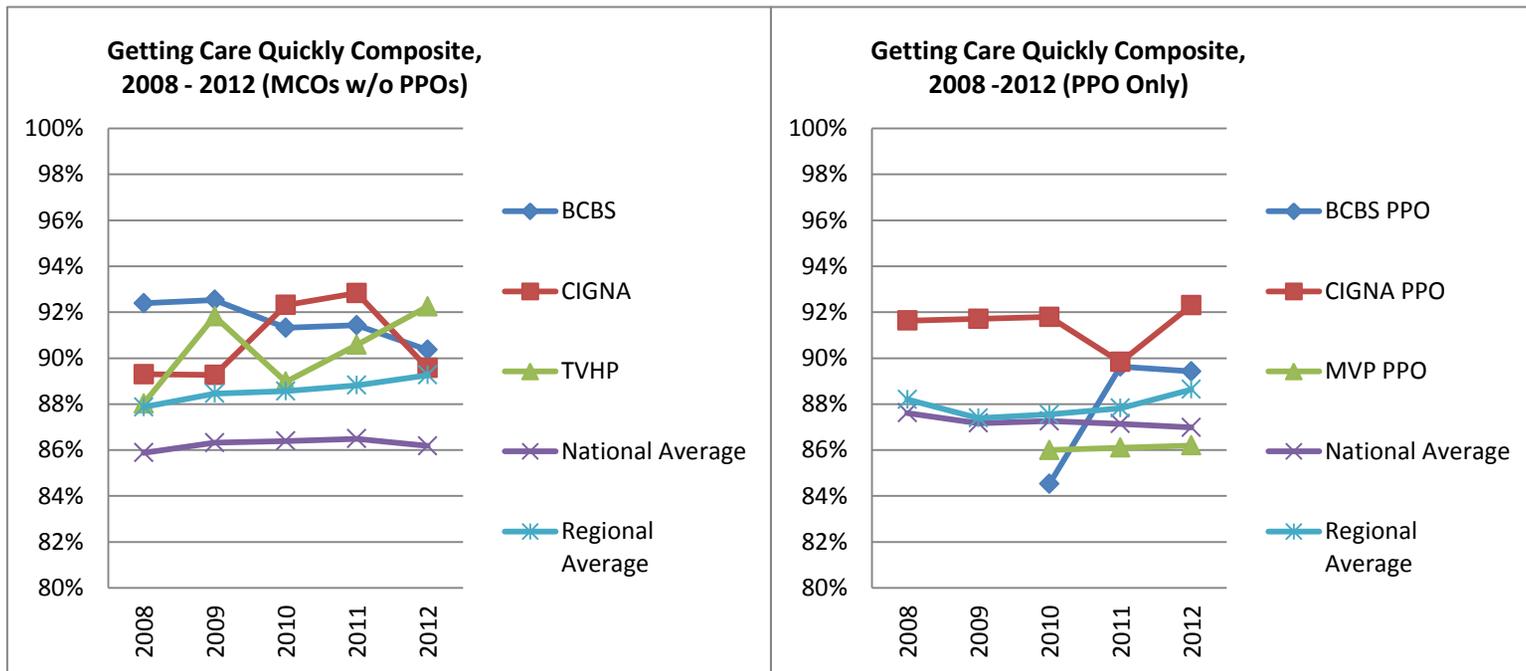
Easy to Get Care, Tests or Treatment You Thought You Needed



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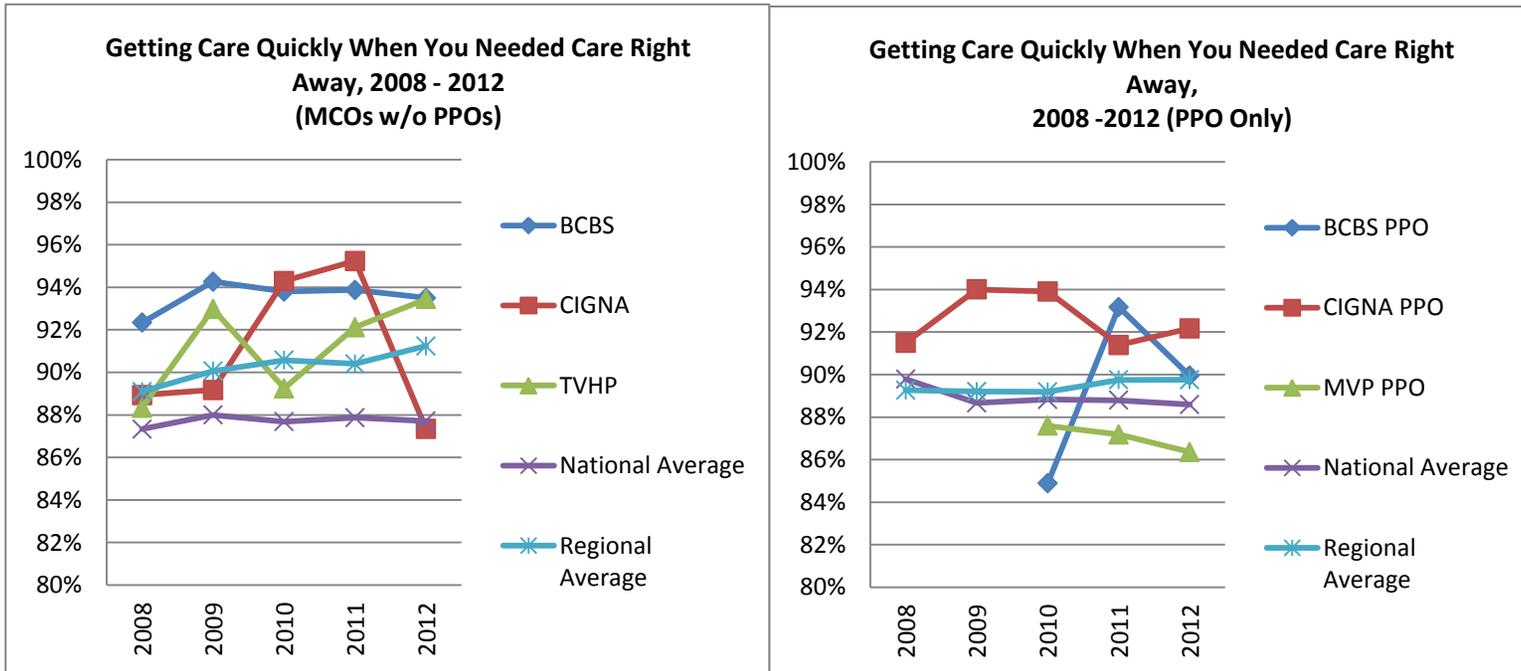
2.1.6 Getting Care Quickly: Composite and Individual Measures

Getting Care Quickly Composite



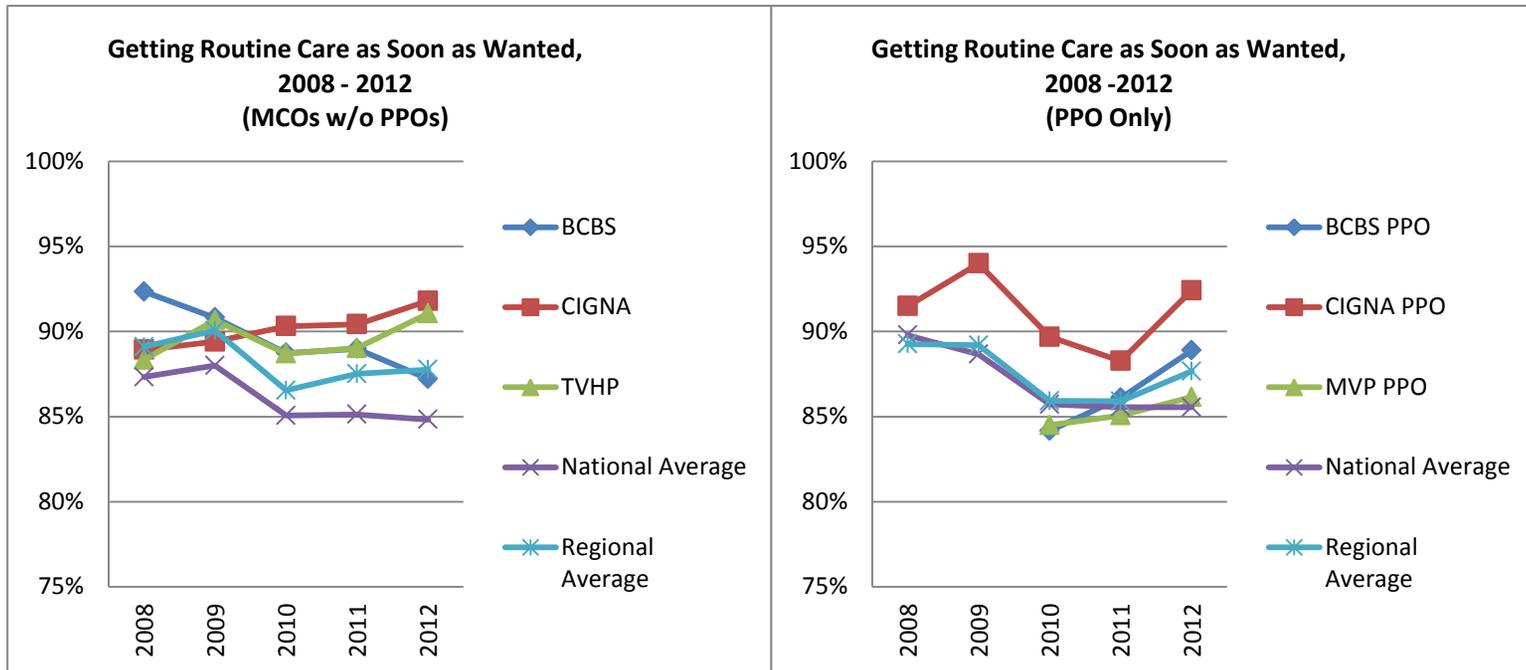
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Getting Care Quickly When You Needed Care Right Away



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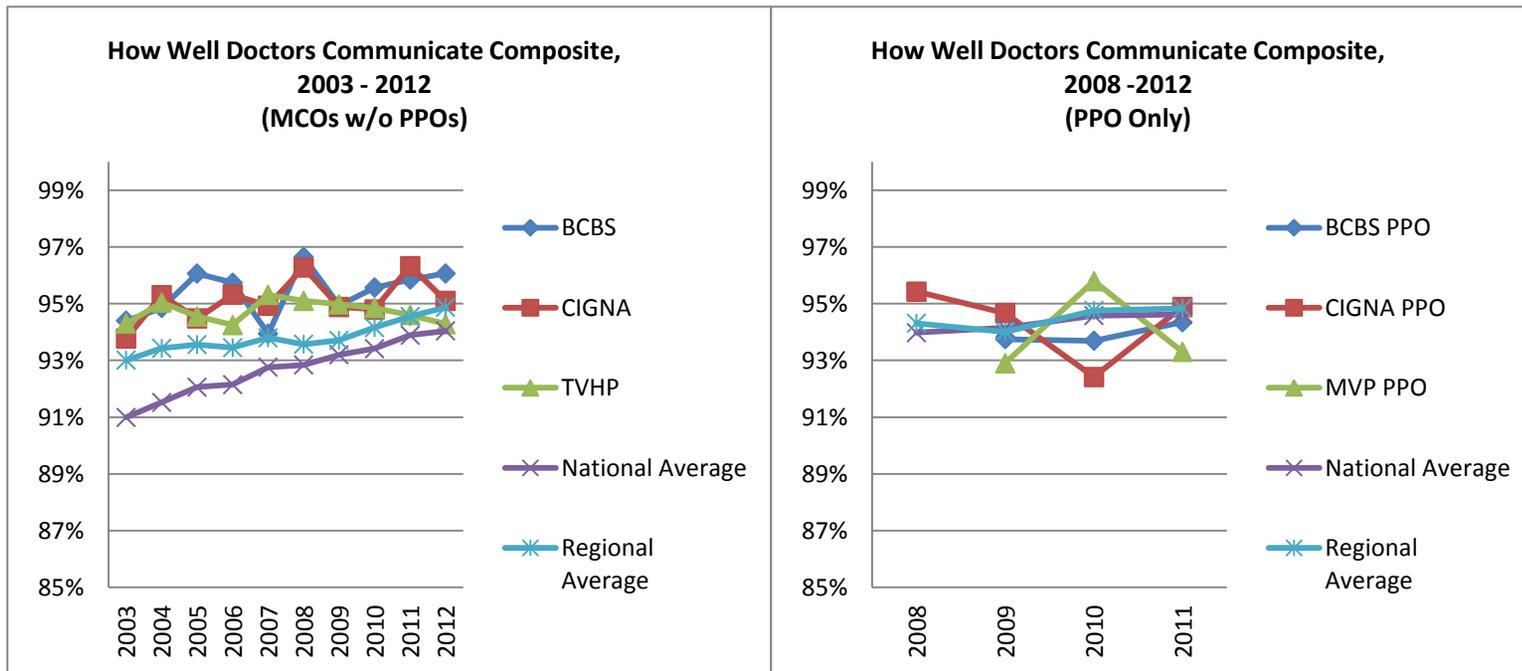
Getting Routine Care as Soon as Wanted



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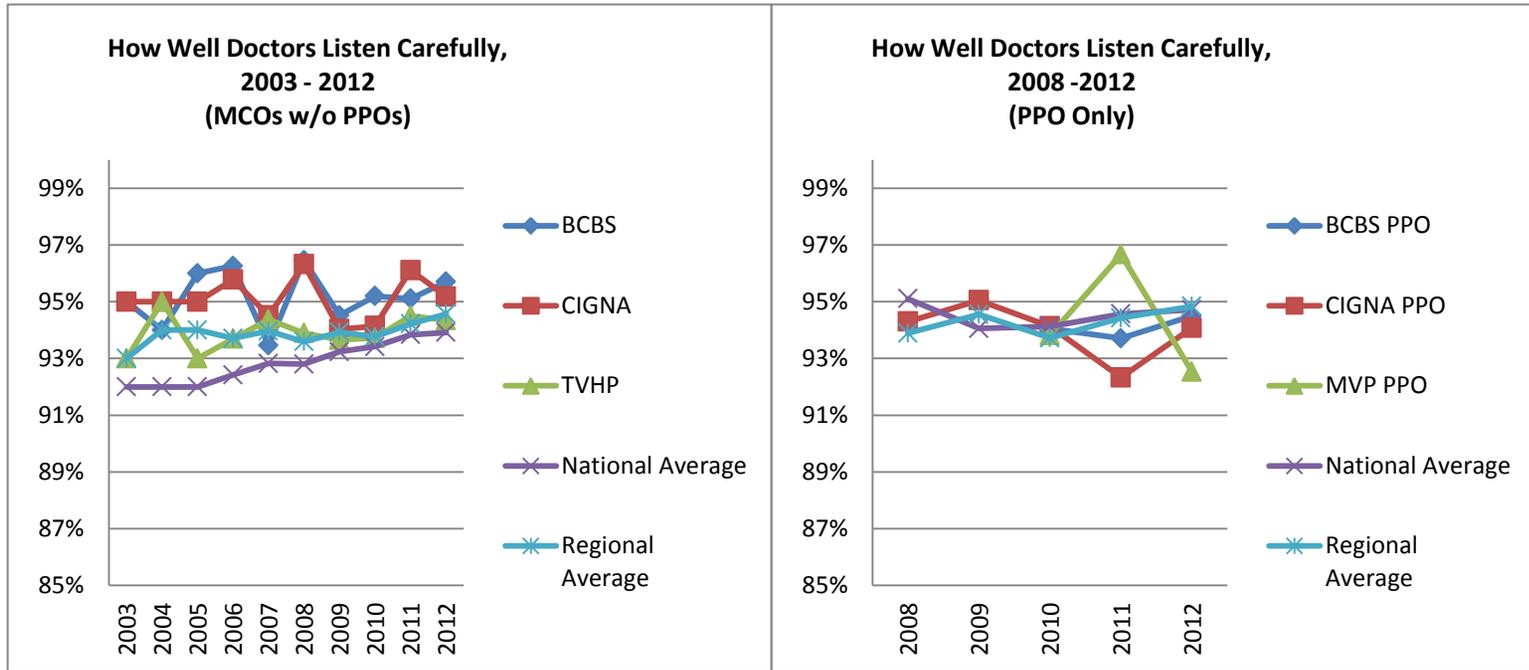
2.1.7 How Well Doctors Communicate: Composite and Individual Measures

How Well Doctors Communicate Composite



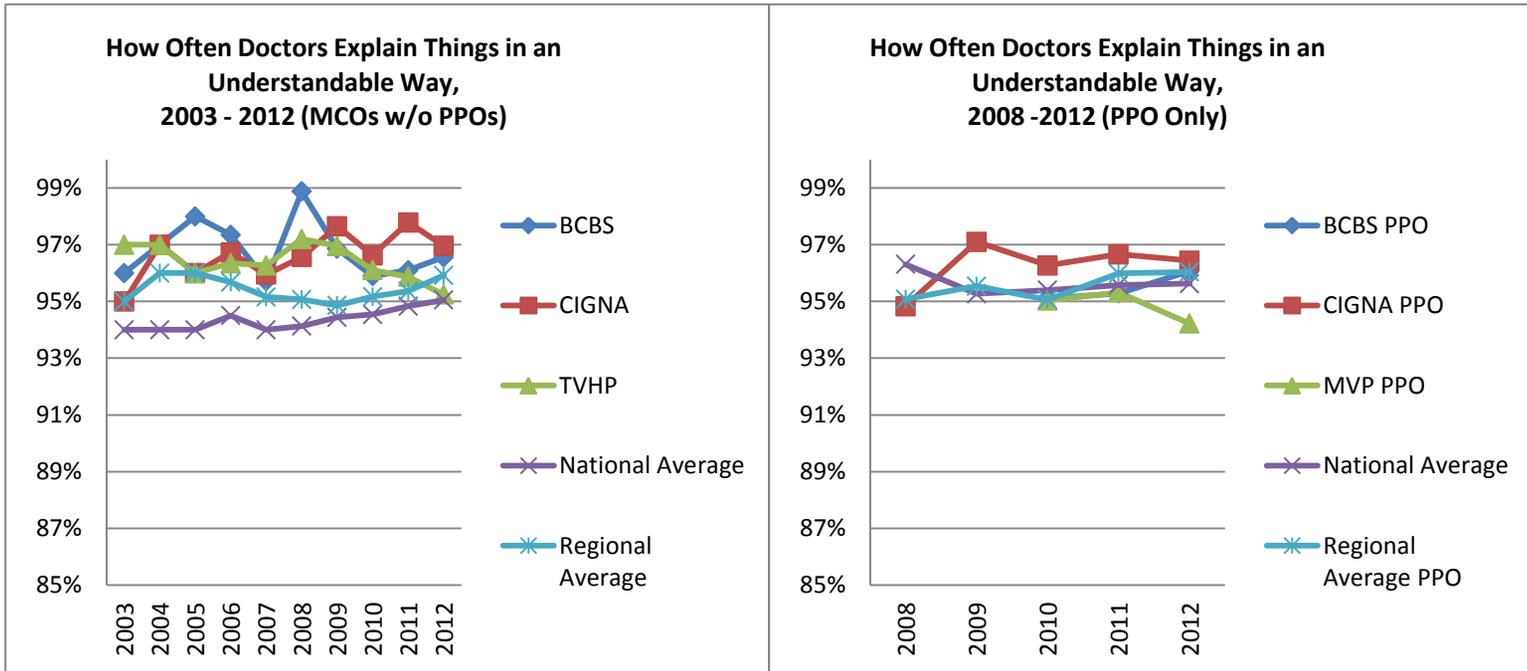
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How Well Doctors Listen Carefully



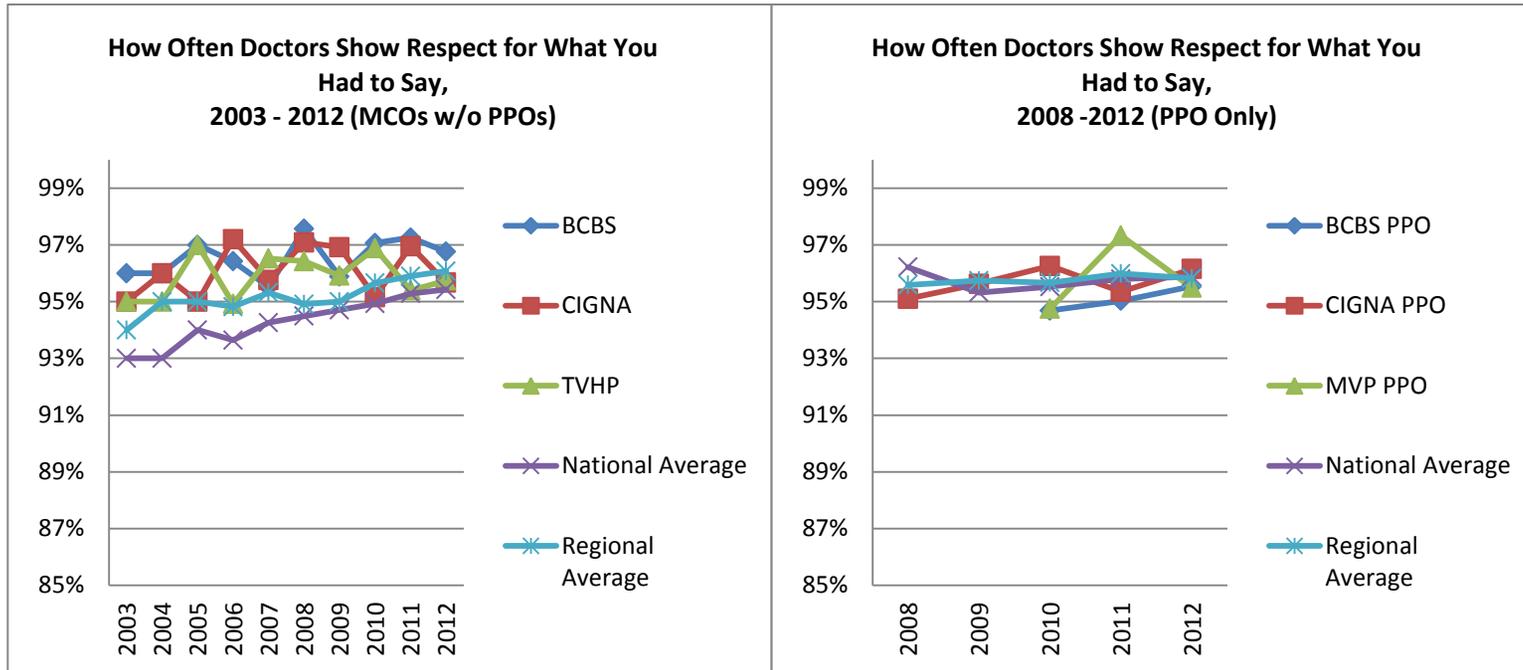
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How Often Doctors Explain Things in an Understandable Way



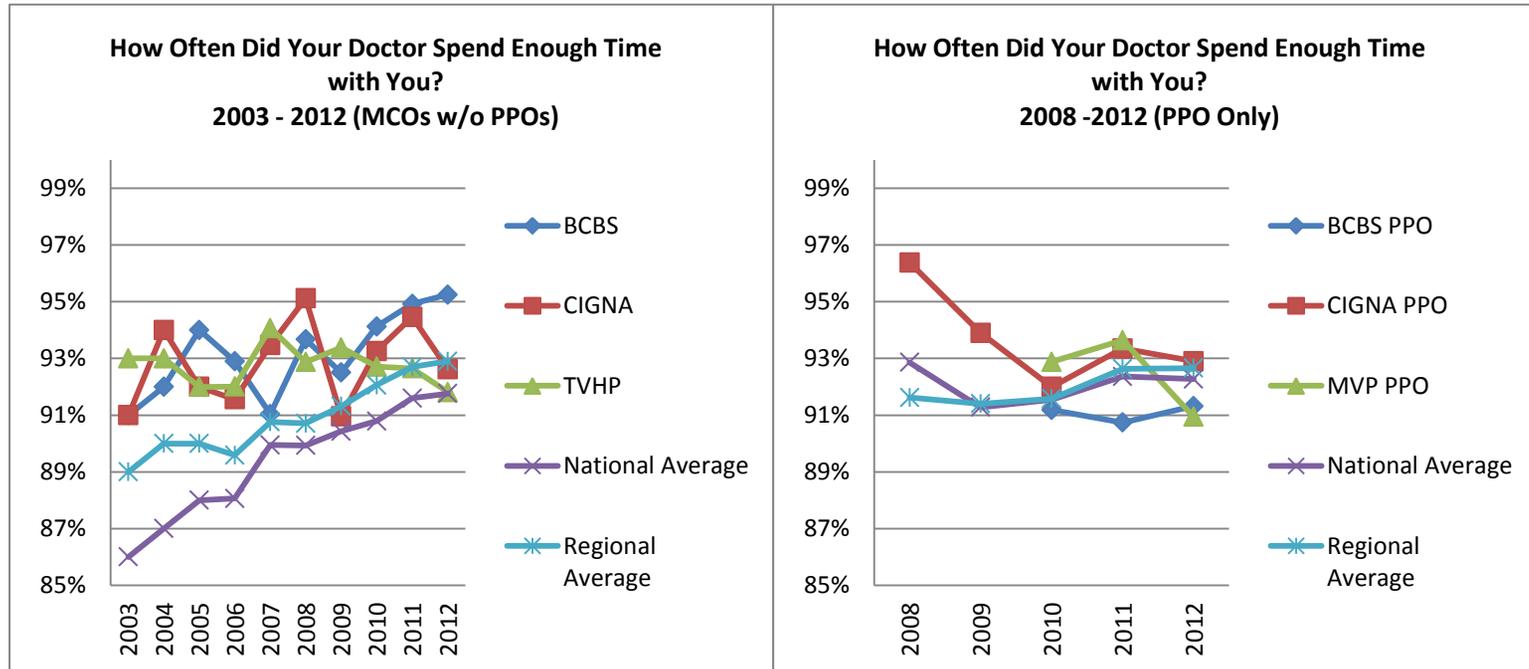
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How Often Doctors Show Respect for What You Had to Say



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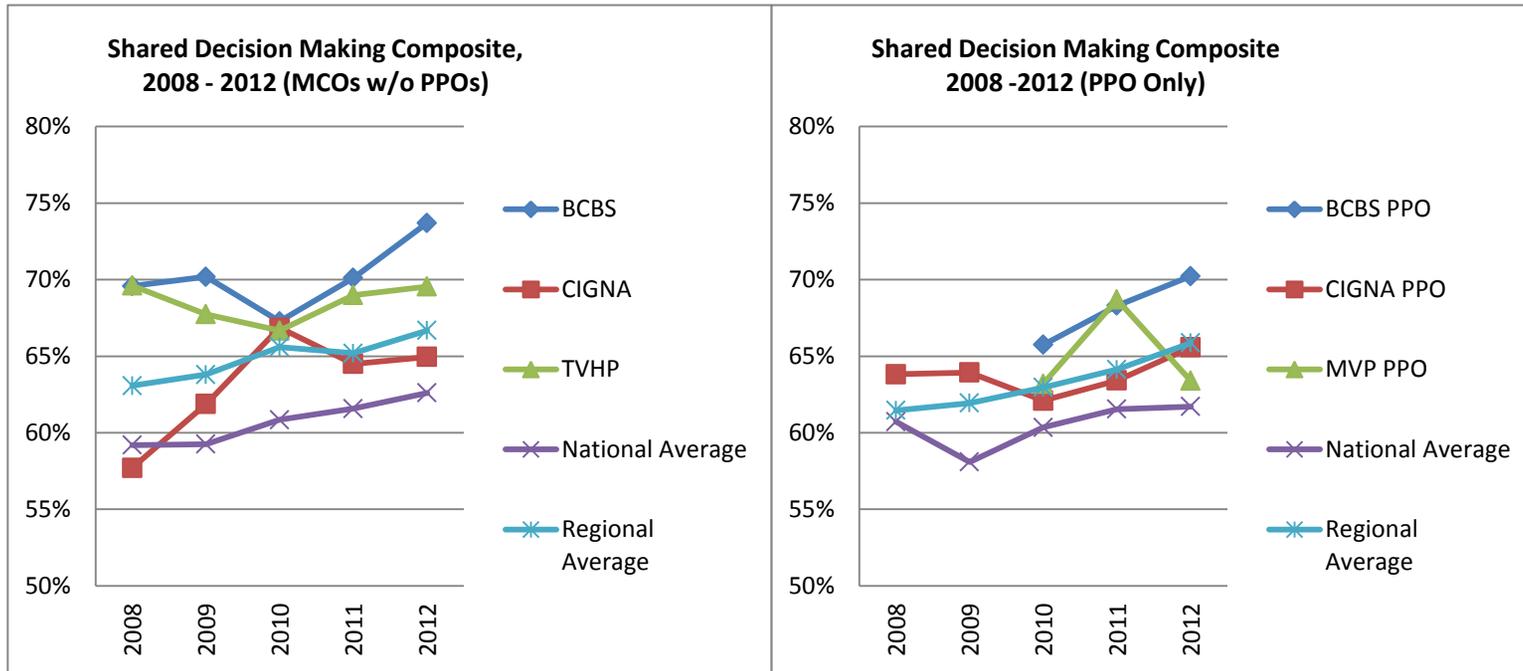
How Often Did Your Doctor Spend Enough Time with You?



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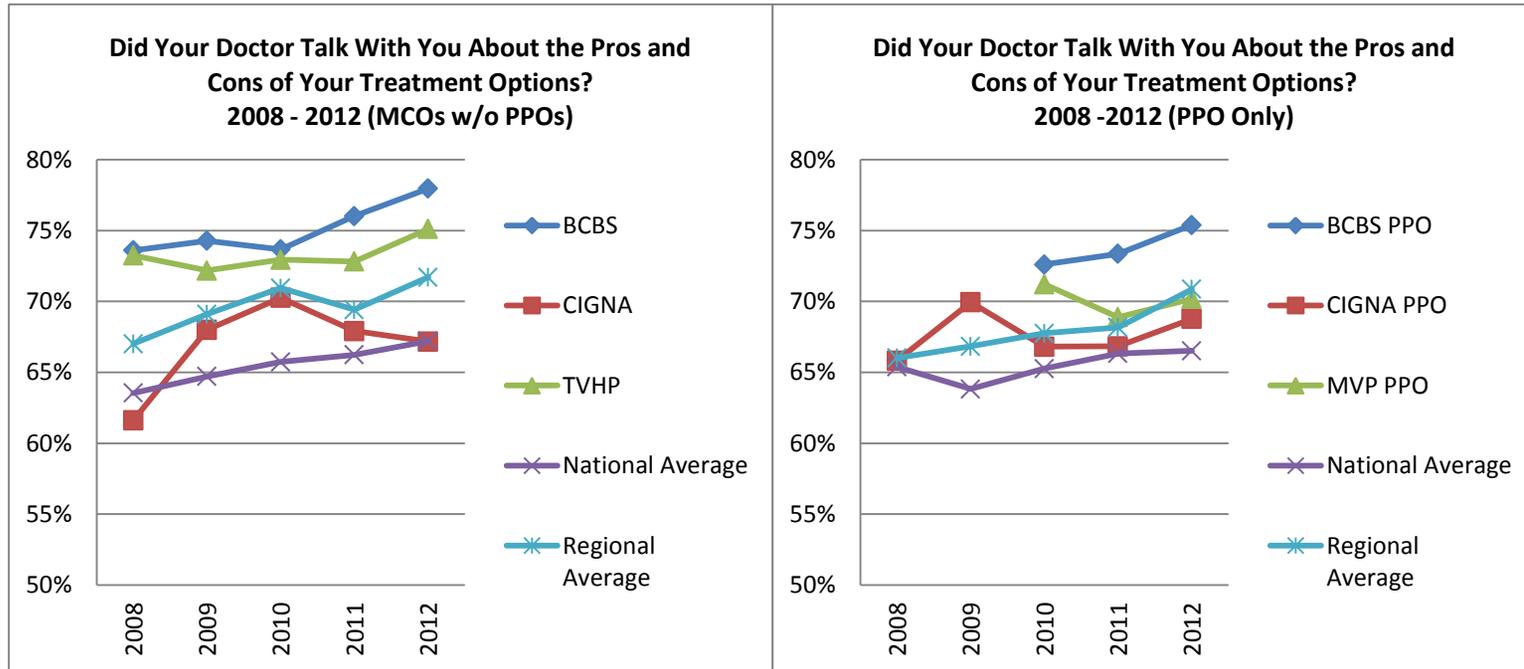
2.1.8 Shared Decision Making: Composite and Individual Measures

Shared Decision Making Composite



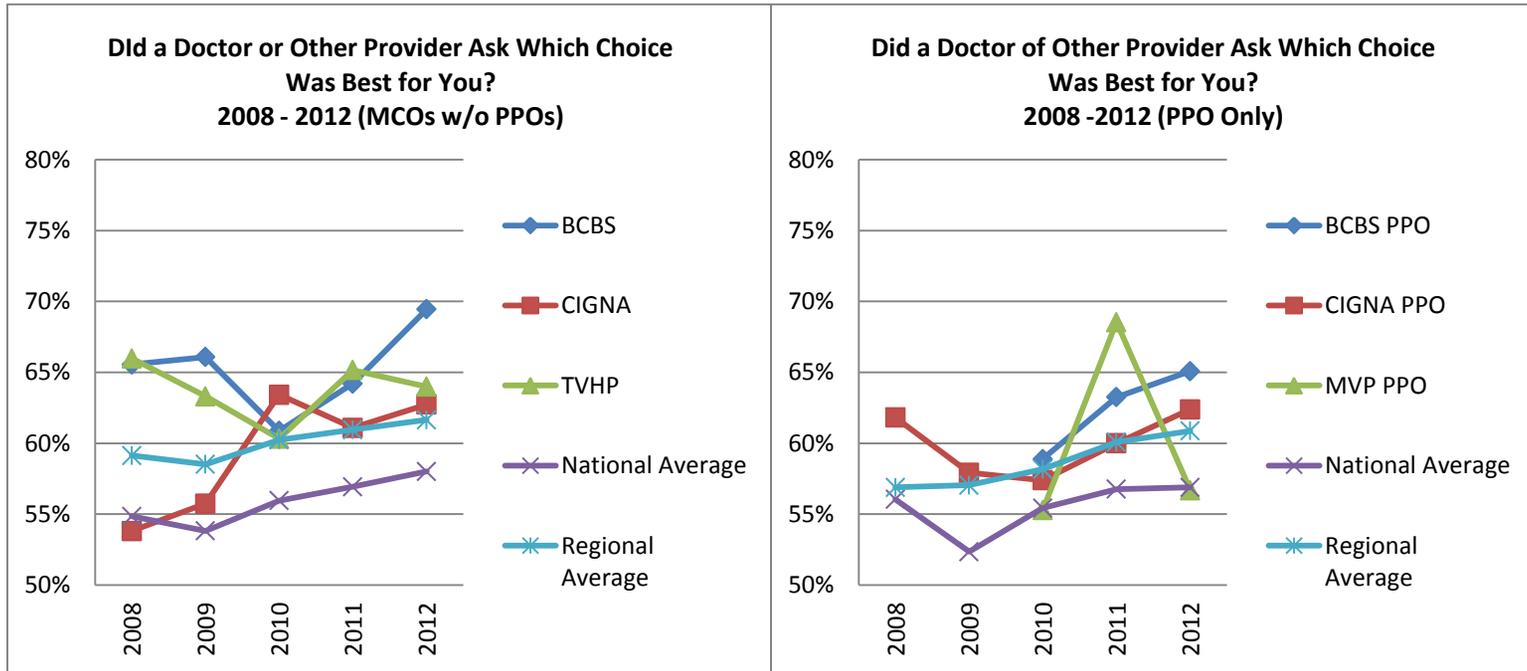
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Did Your Doctor Talk With You About the Pros and Cons of Your Treatment Options?



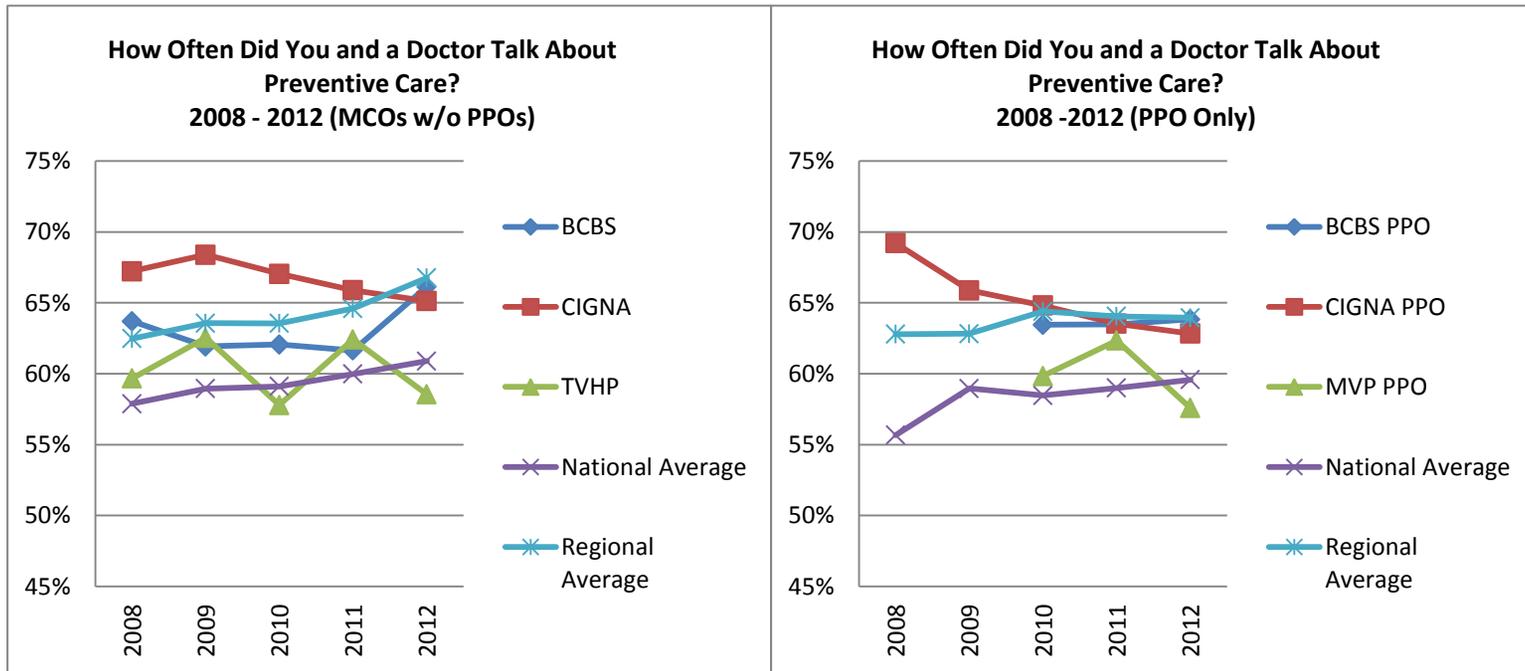
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Did a Doctor or Other Provider Ask Which Choice Was Best for You?



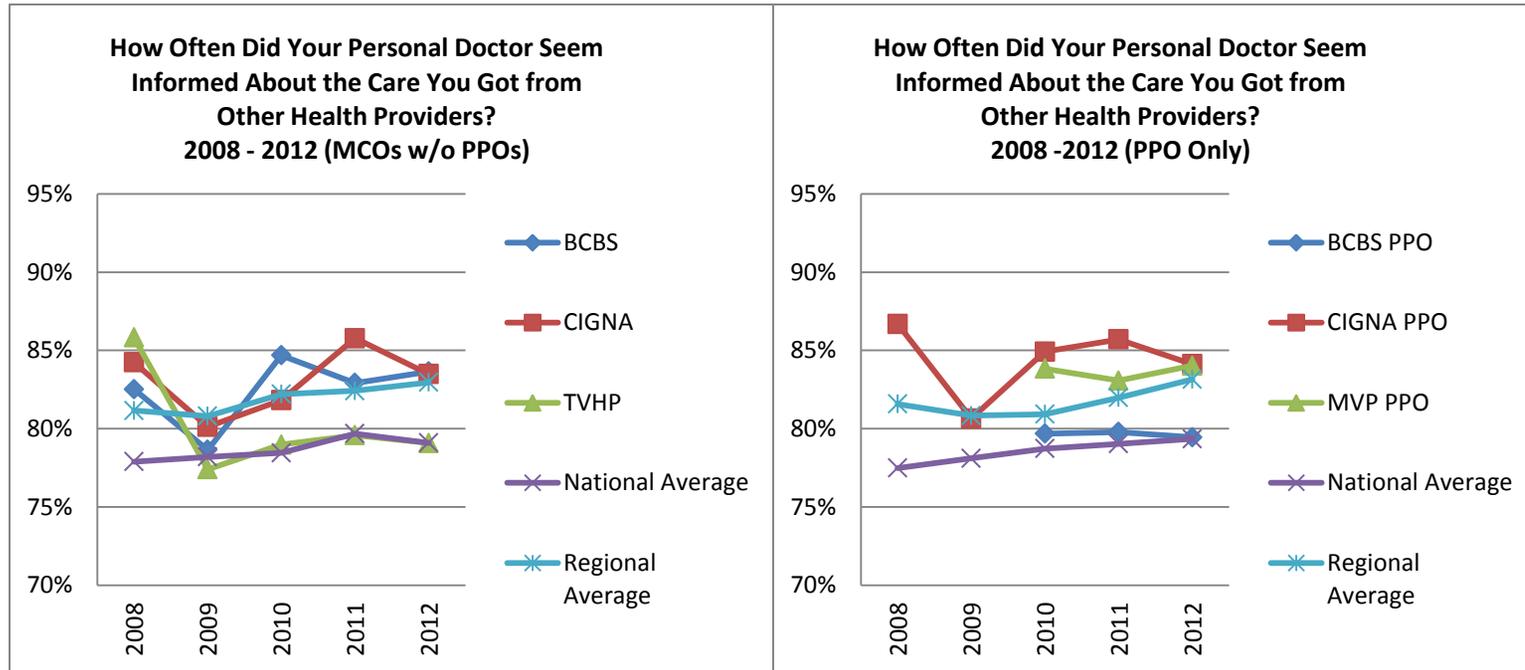
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2.1.9 How Often Did You and a Doctor Talk About Preventive Care?



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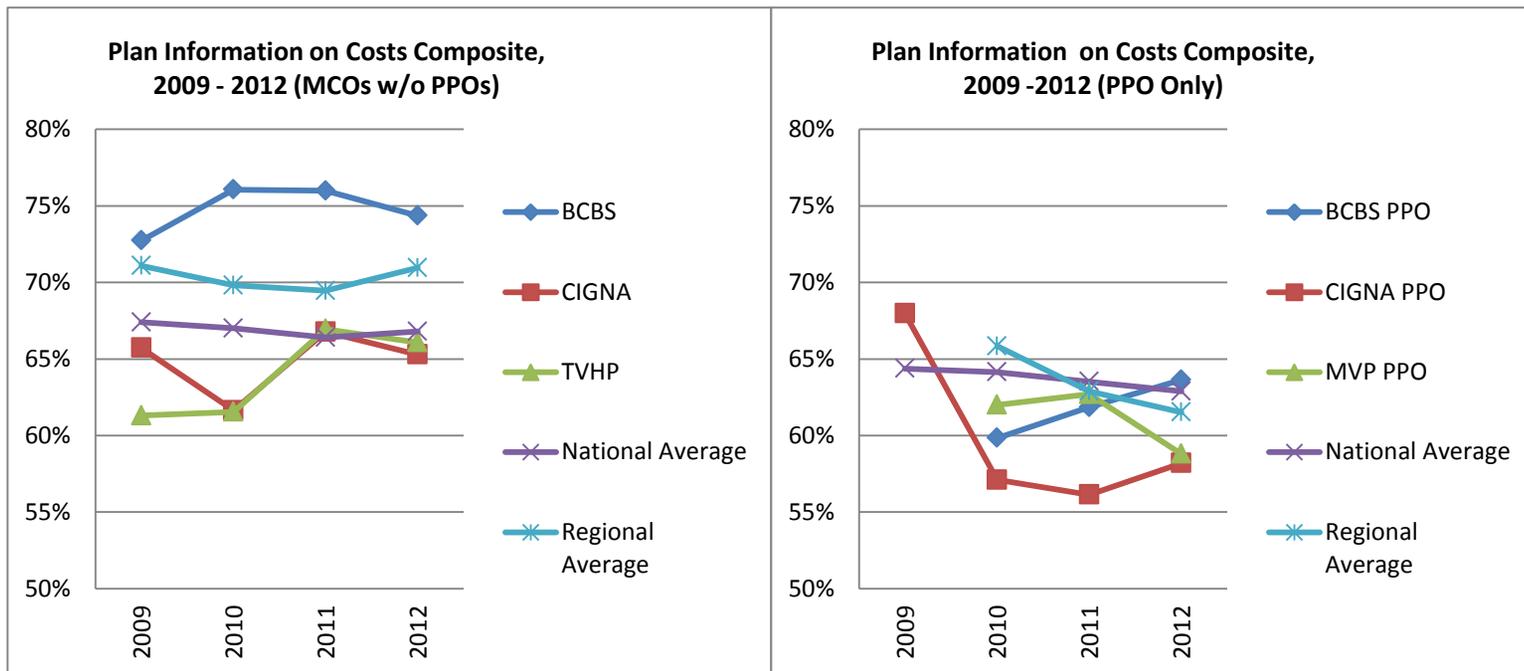
2.1.10 How Often Did Your Personal Doctor Seem Informed About the Care You Got from Other Health Providers?



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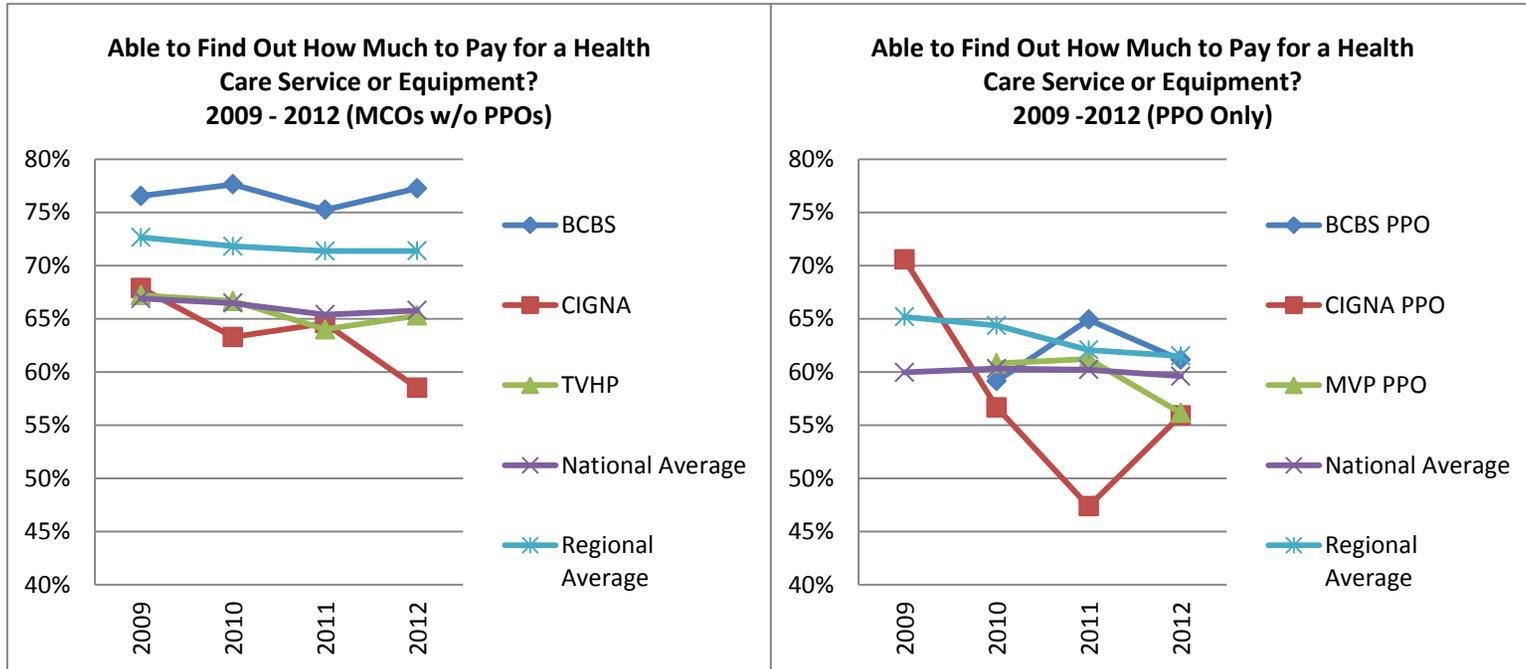
2.1.11 Plan Information on Costs: Composite and Individual Measures

Plan Information on Costs Composite



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Able to Find Out How Much to Pay for a Health Care Service or Equipment



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Able to Find Out How Much to Pay for Prescription Medications

