

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 (2011) and the most recent measurement year (2013).

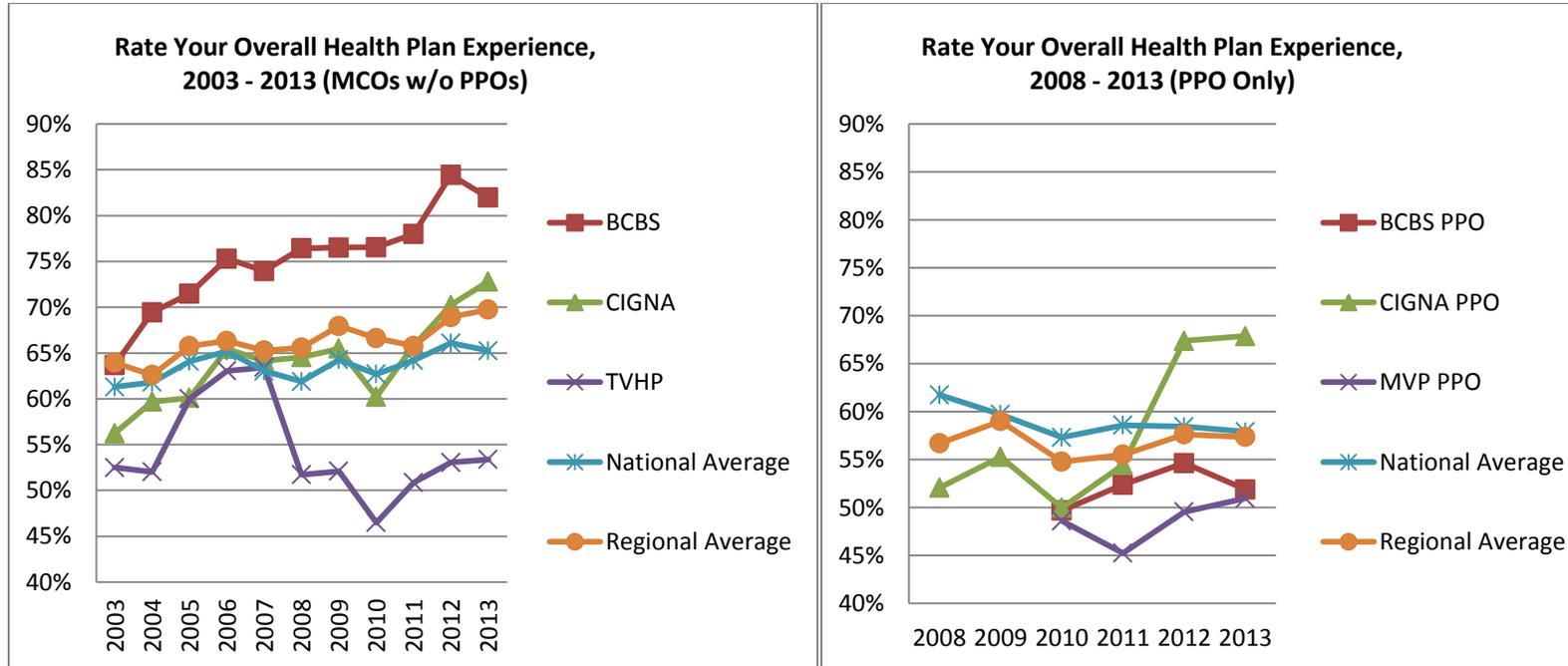
The list of over-time CAHPS® survey results graphs is shown on the following page.

APPENDIX A

LIST OF OVER-TIME CAHPS [®] GRAPHS	PAGE
Rate Your Overall Health Plan Experience	iii
Call Answer Timeliness	iv
Customer Service Composite	v
How Often Did Customer Service Treat You With Courtesy and Respect?	vi
How Often Did Your Health Plan's Customer Service Give You The Information or Help You Needed?	vii
Claims Processing Composite	viii
Claims Processing is Timely	ix
Claims are Processed Correctly	x
Getting Needed Care Composite	xi
Getting to See a Specialist That You Needed to See	xii
Easy to Get the Care, Tests or Treatment You Thought You Needed	xiii
Plan Information on Costs Composite	xiv
Able to Find Out How Much to Pay for a Health Care Service or Equipment?	xv
Able to Find Out How Much to Pay for Prescription Medications?	xvi
Getting Care Quickly Composite	xvii
Getting Care Quickly When You Needed Care Right Away	xviii
Getting Routine Care as Soon as Wanted	xix
How Often Did Your Personal Doctor Seem Informed About the Care You Got from Other Health Providers?	xx
How Well Doctors Communicate Composite	xxi
How Well Doctors Listen Carefully	xxii
How Often Doctors Explain Things in an Understandable Way	xxiii
How Often Doctors Show Respect for What You Had to Say	xxiv
How Often Did Your Doctor Spend Enough Time with You?	xxv

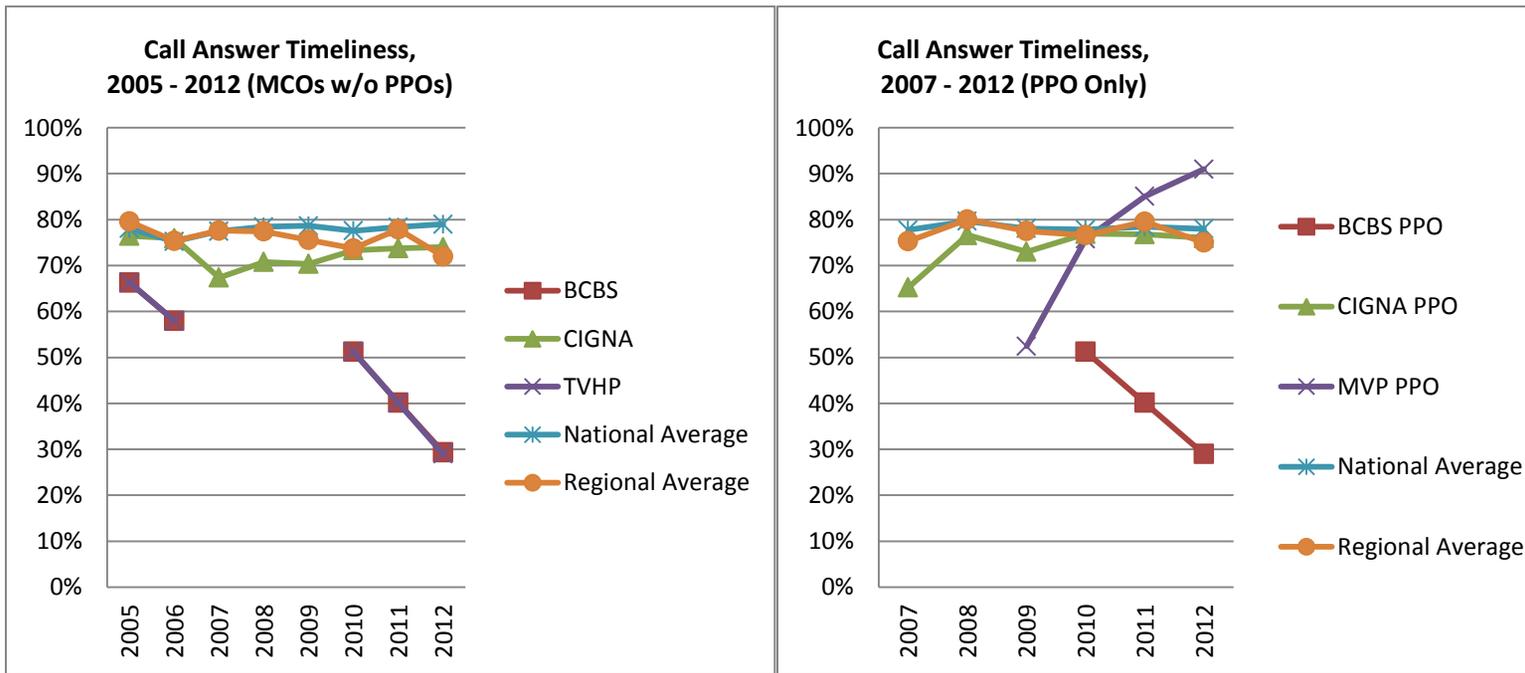
APPENDIX A

2.1.1 Rate Your Overall Health Plan Experience



APPENDIX A

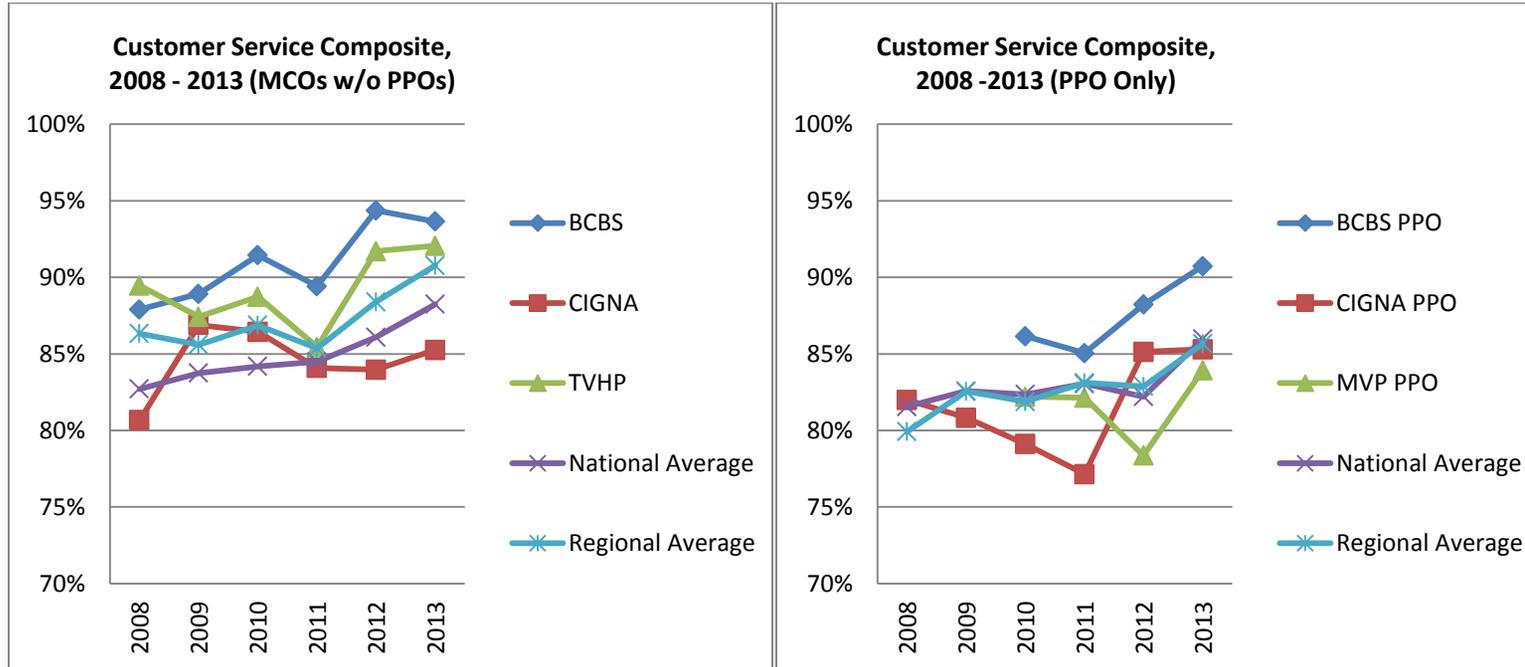
2.1.2 Call Answer Timeliness



APPENDIX A

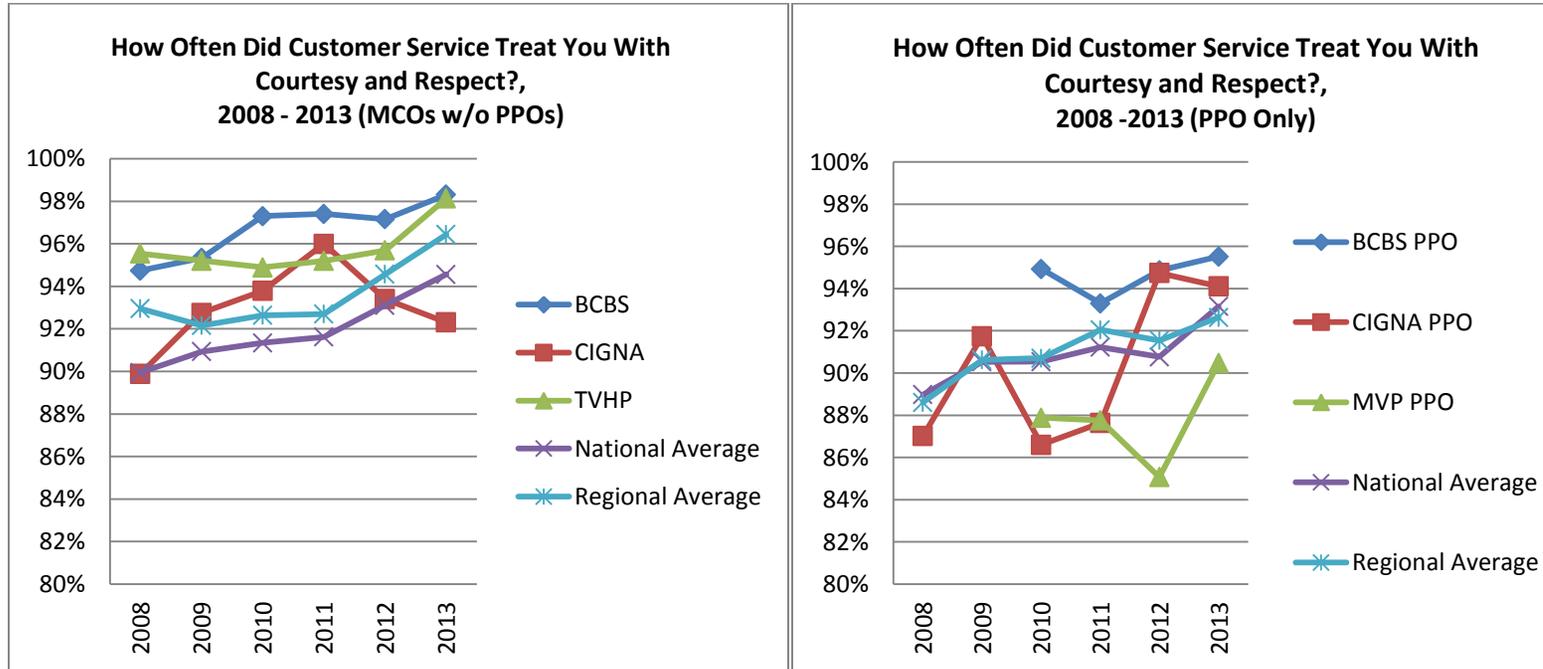
2.1.3 Customer Service: Composite and Individual Measures

Customer Service Composite



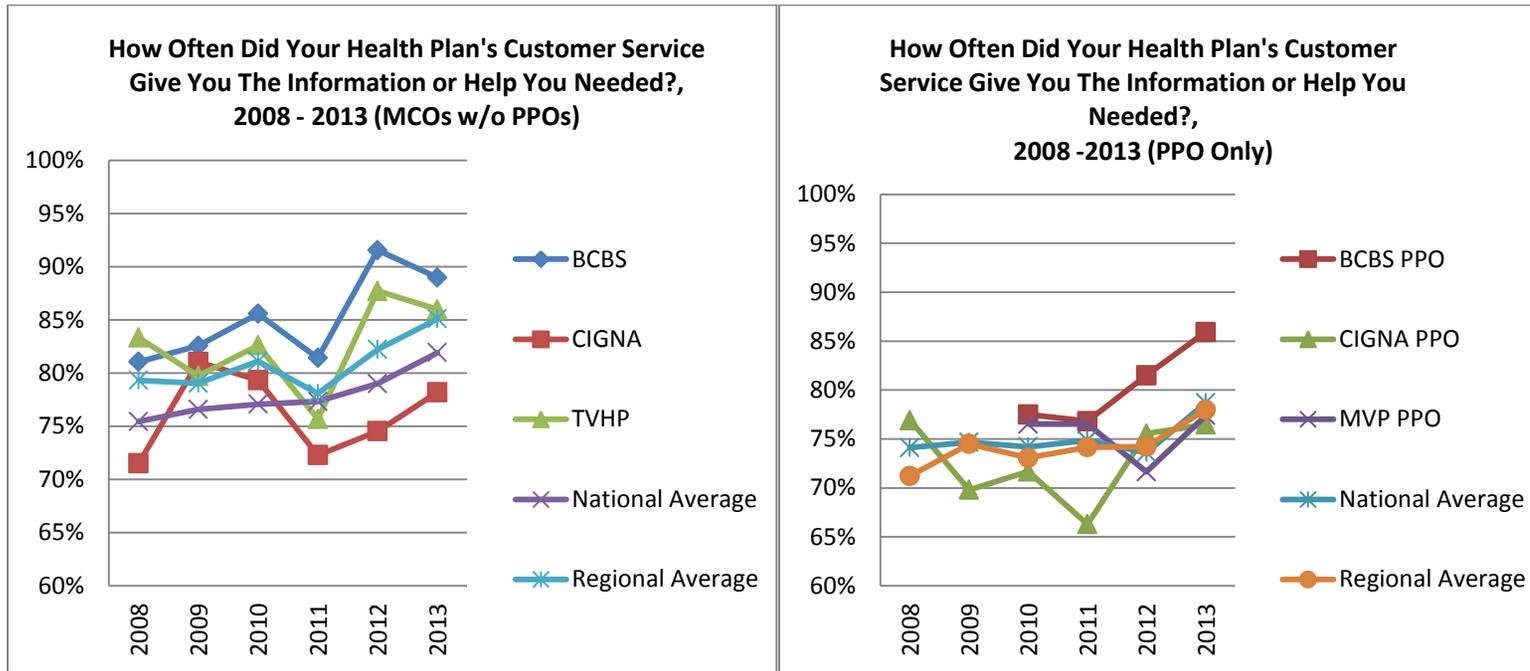
APPENDIX A

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



APPENDIX A

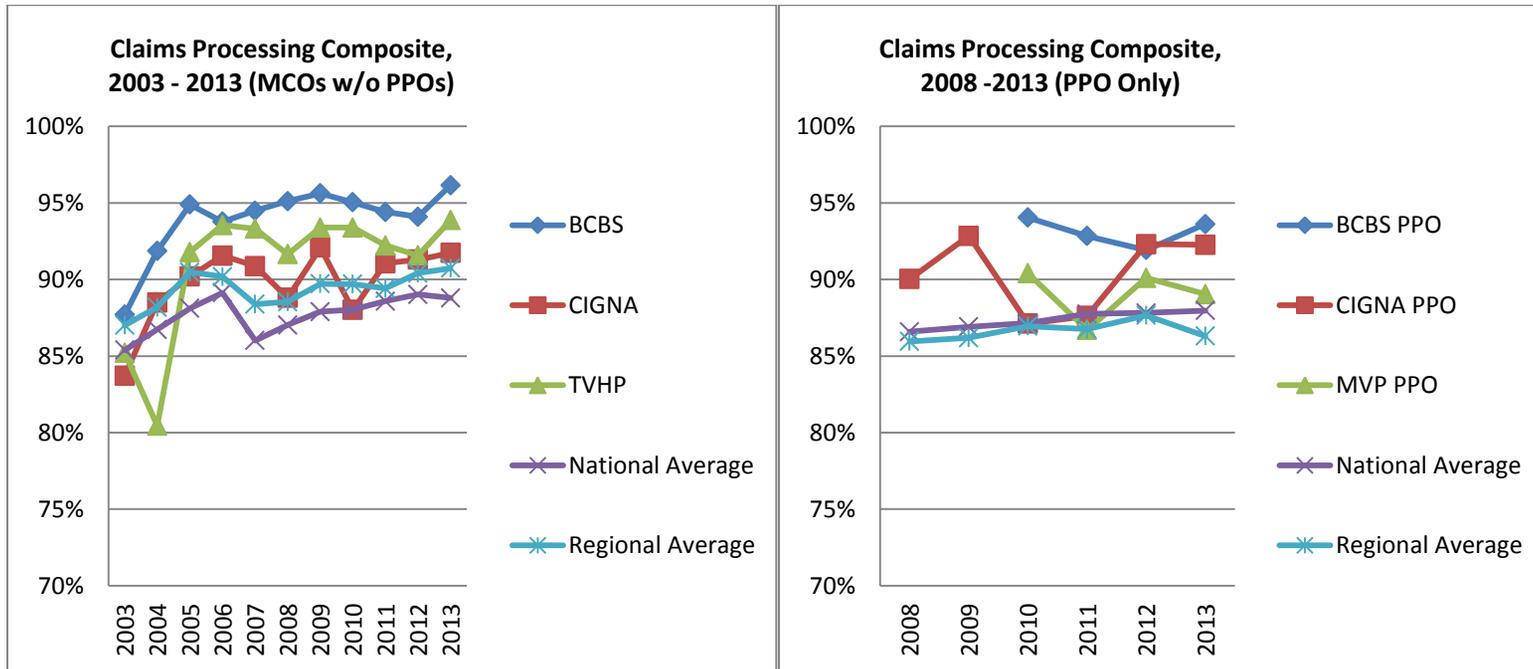
How Often Did Your Health Plan's Customer Service Give You the Information or Help You Needed?



APPENDIX A

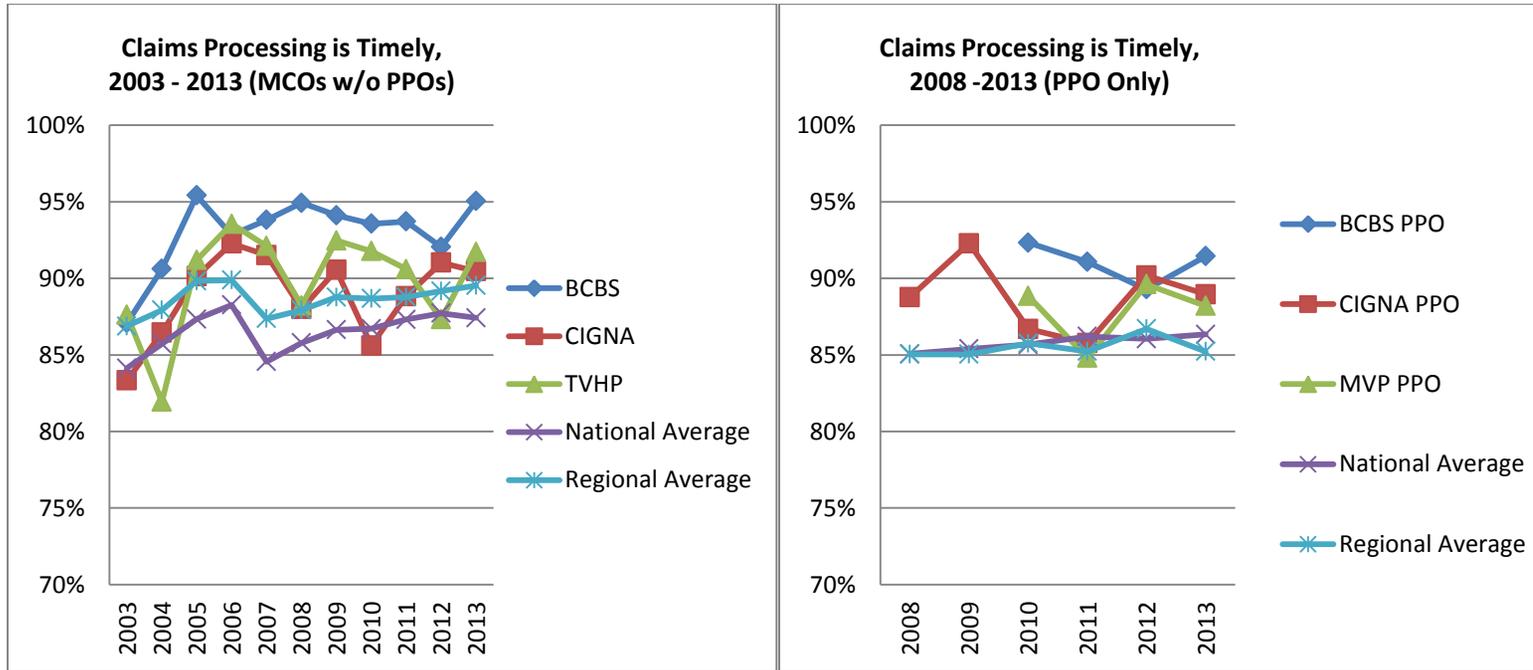
2.1.4 Claims Handling: Composite and Individual Measures

Claims Processing Composite



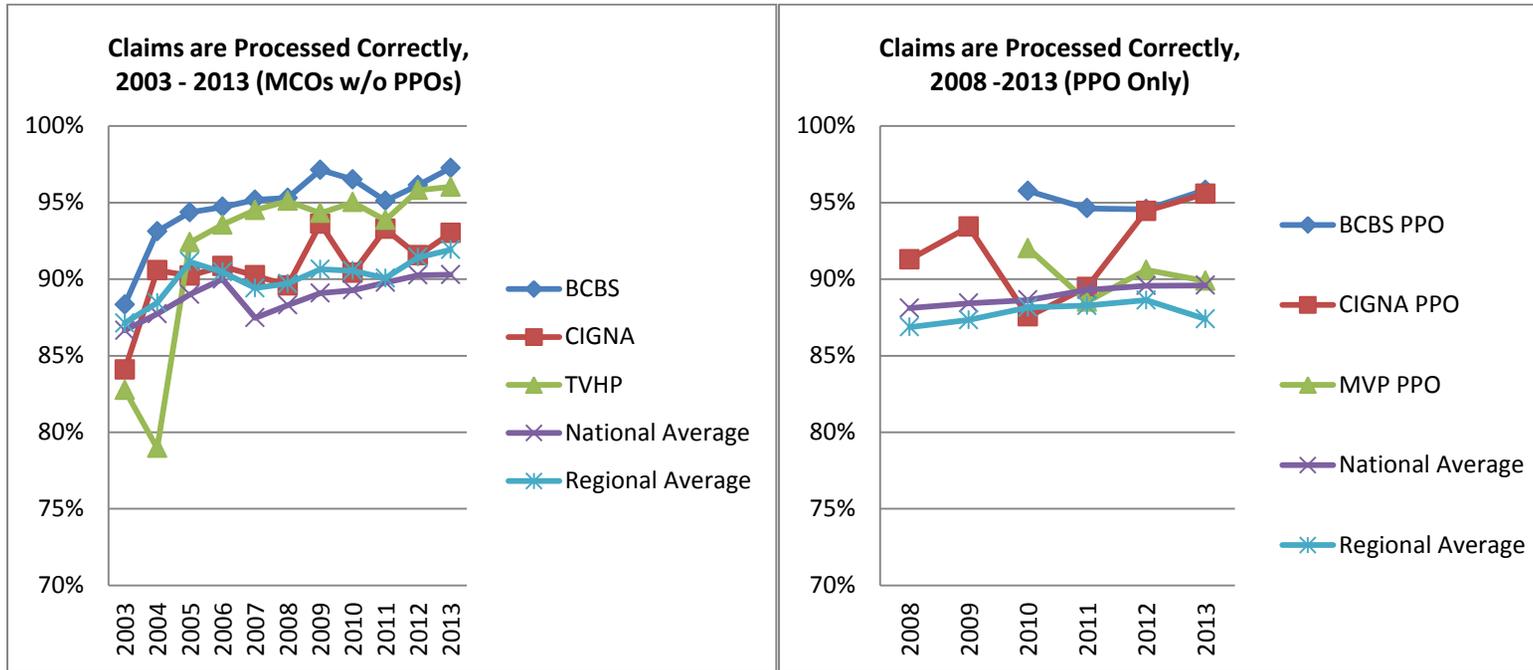
APPENDIX A

Claims Processing is Timely



APPENDIX A

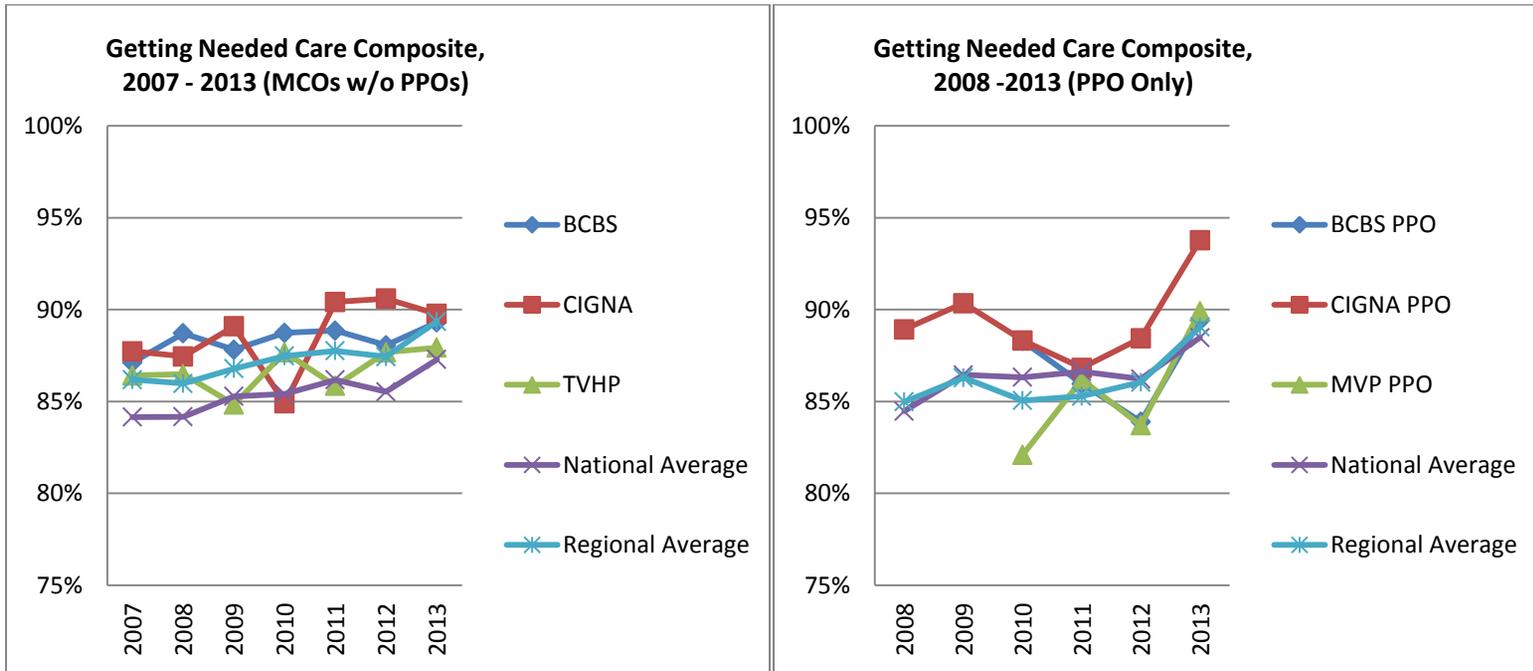
Claims are Processed Correctly



APPENDIX A

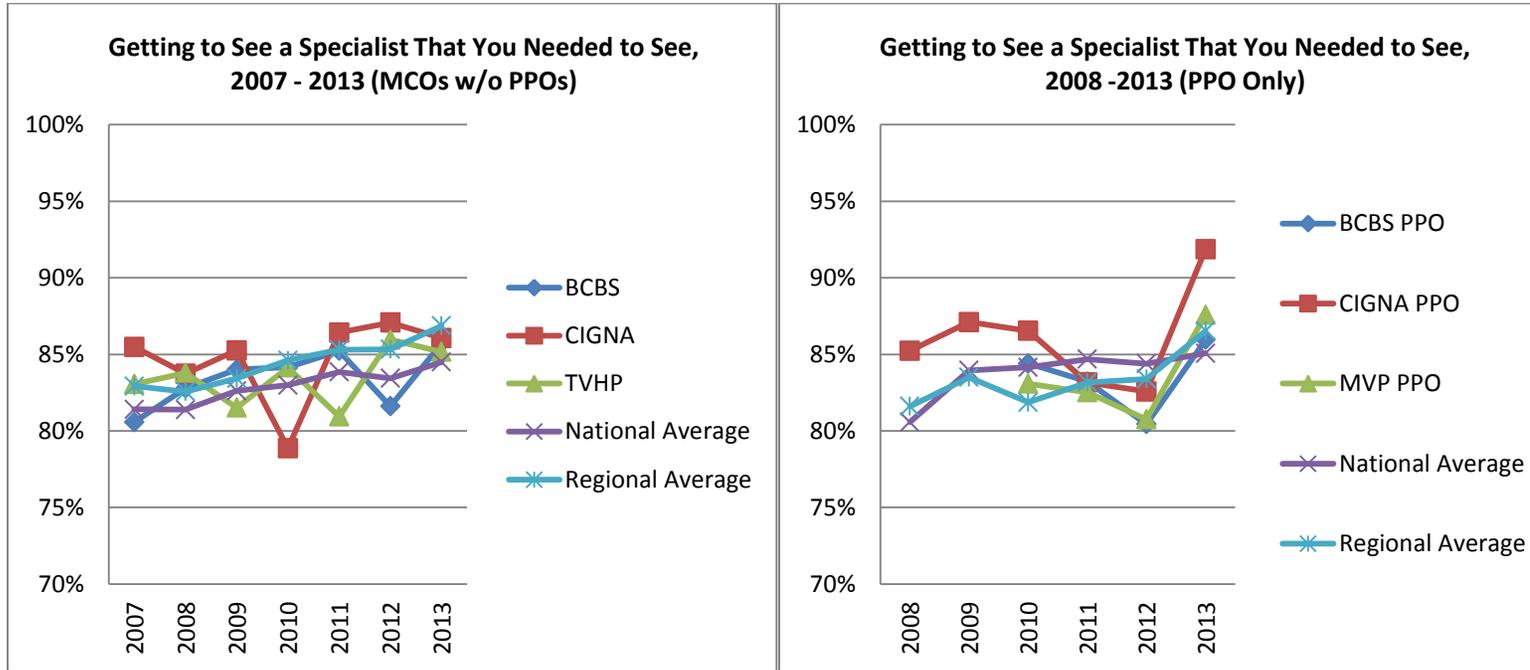
2.1.5 Getting Needed Care: Composite and Individual Measures

Getting Needed Care Composite



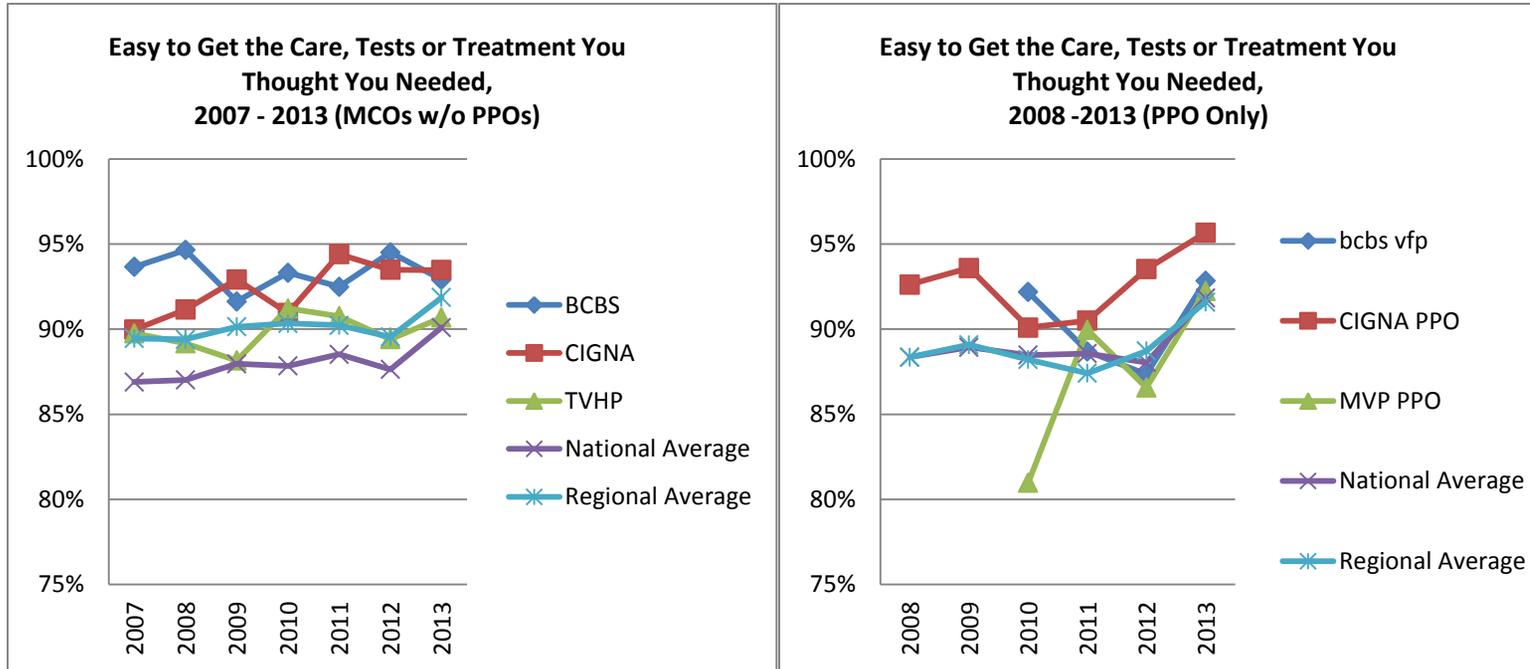
APPENDIX A

Getting to See a Specialist That You Needed to See



APPENDIX A

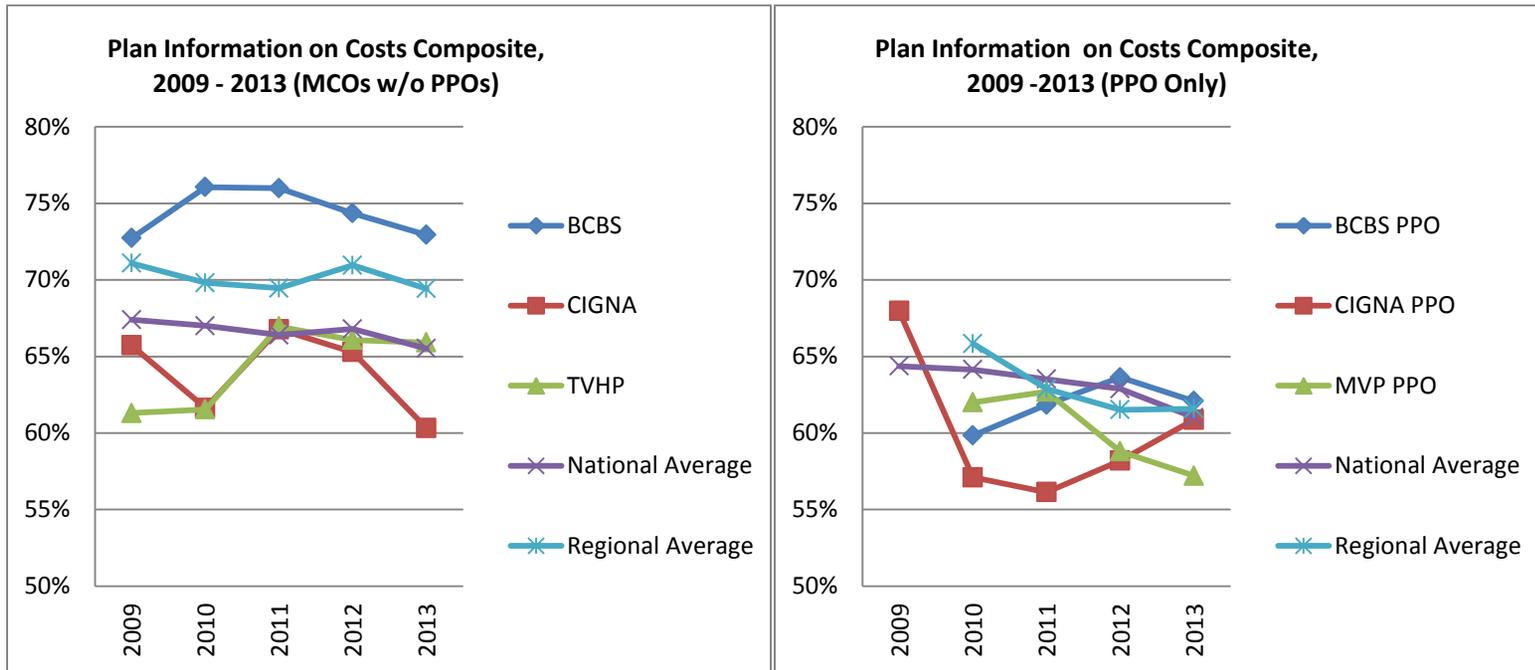
Easy to Get Care, Tests or Treatment You Thought You Needed



APPENDIX A

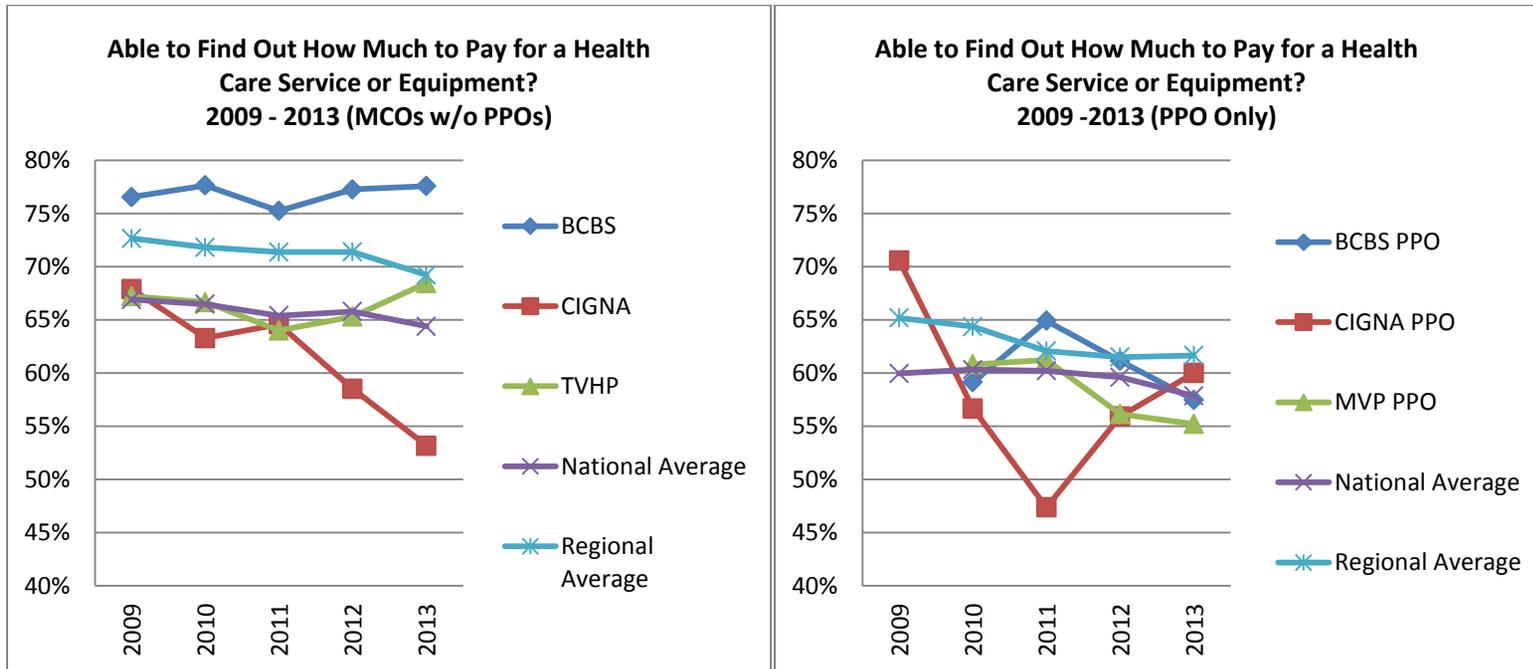
2.1.6 Plan Information on Costs: Composite and Individual Measures

Plan Information on Costs Composite



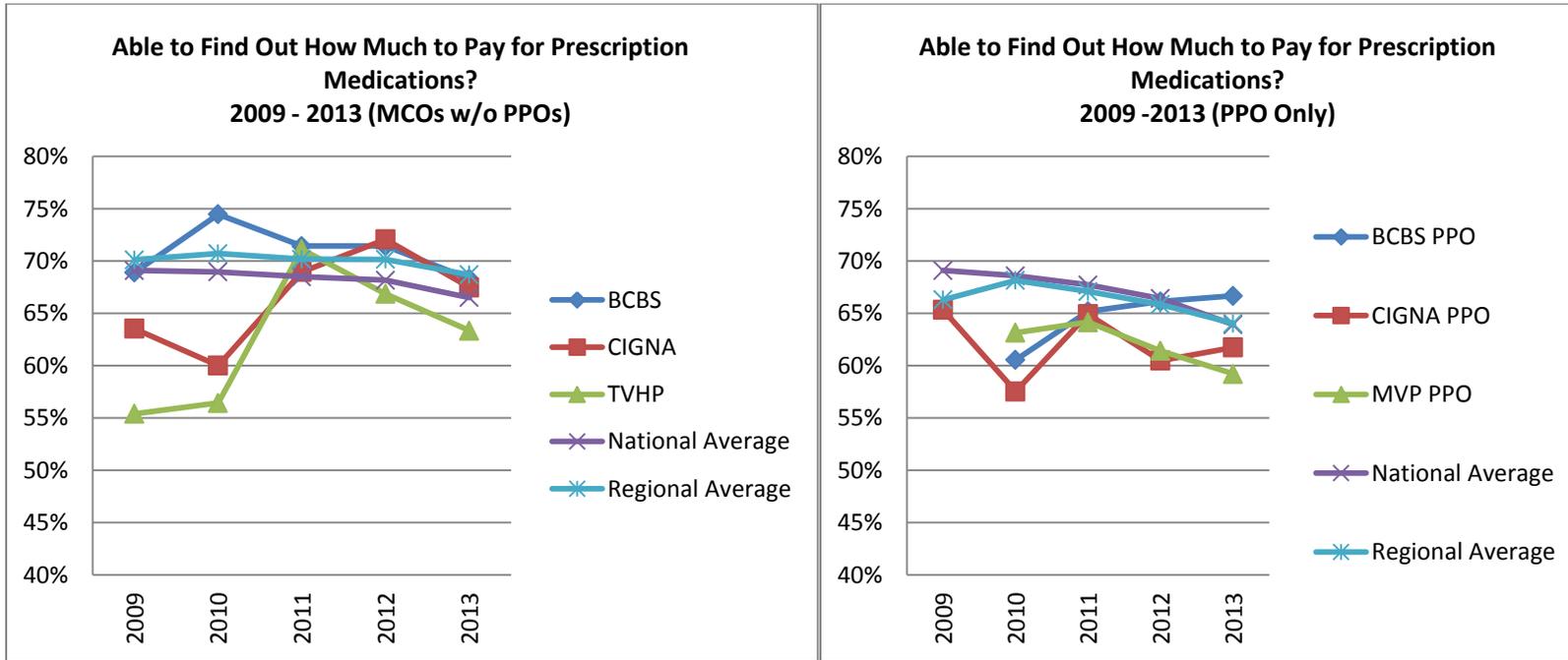
APPENDIX A

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



APPENDIX A

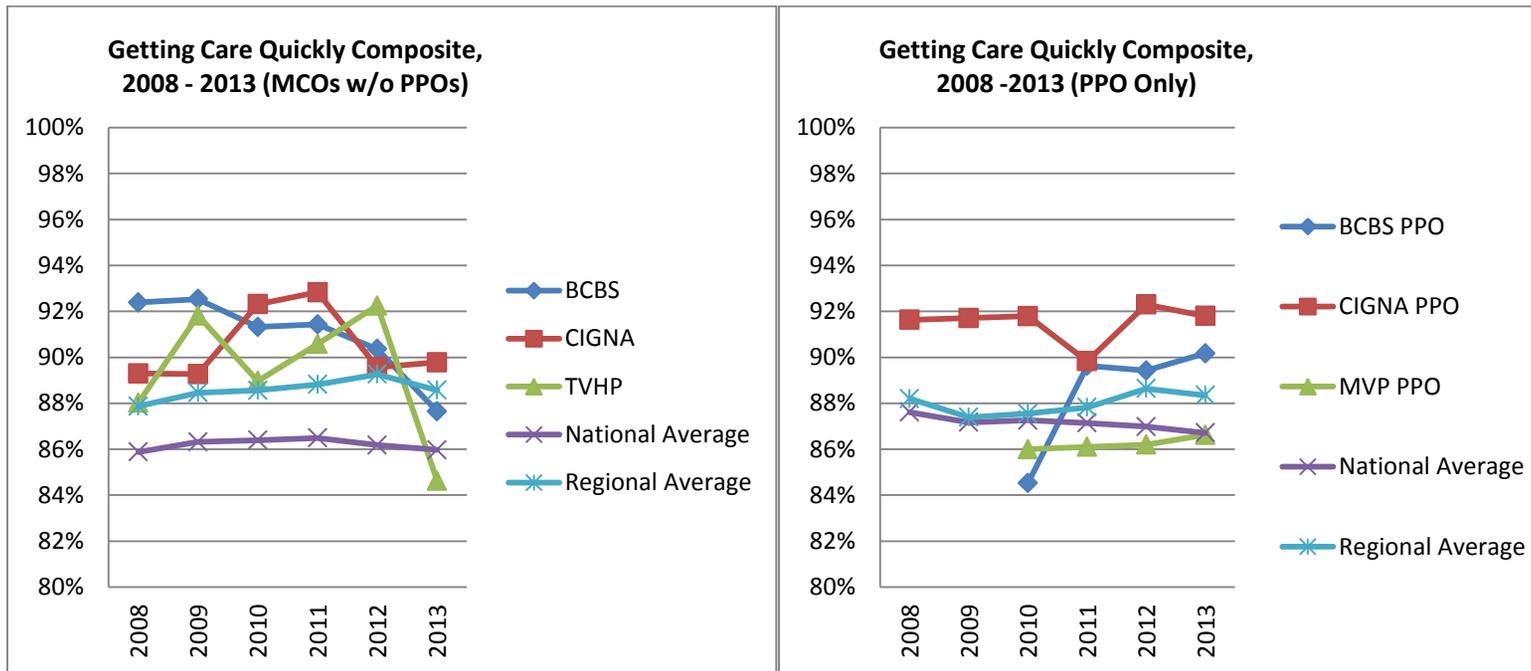
Able to Find Out How Much to Pay for Prescription Medications?



APPENDIX A

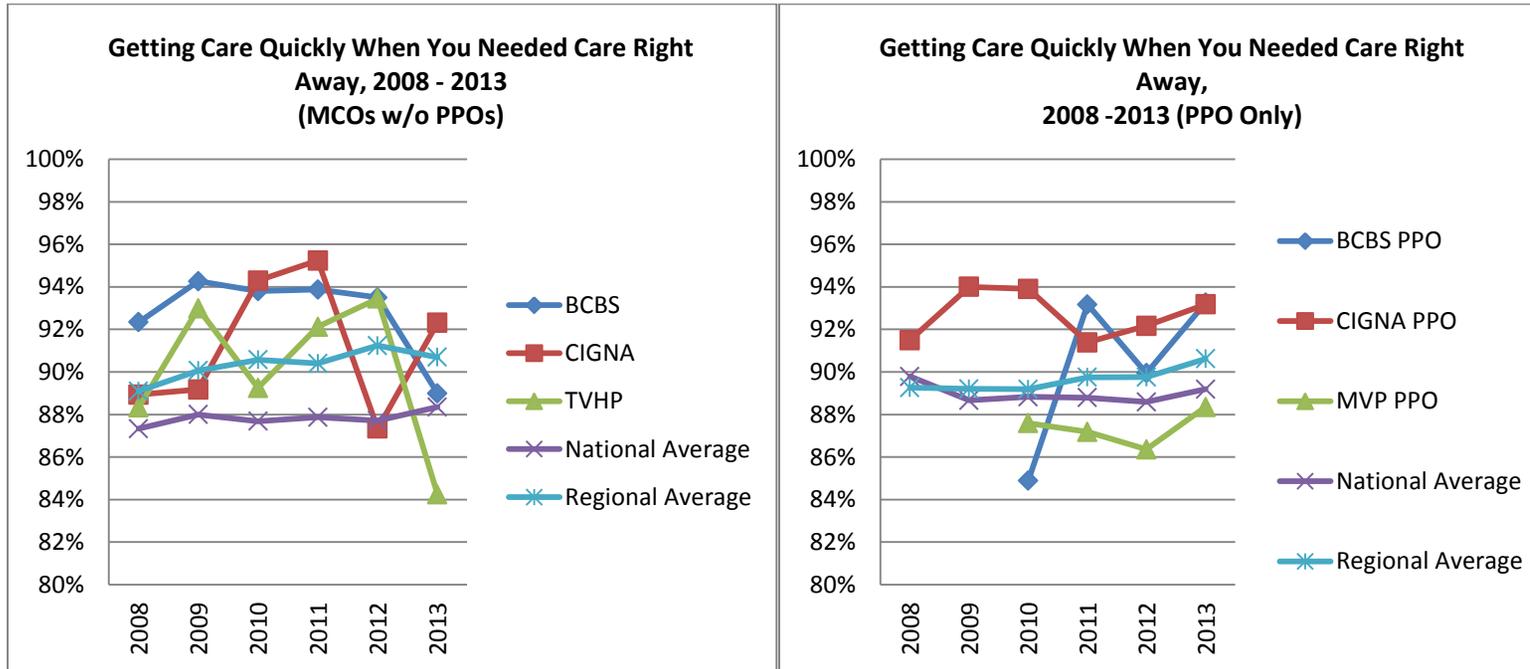
2.1.7 Getting Care Quickly: Composite and Individual Measures

Getting Care Quickly Composite



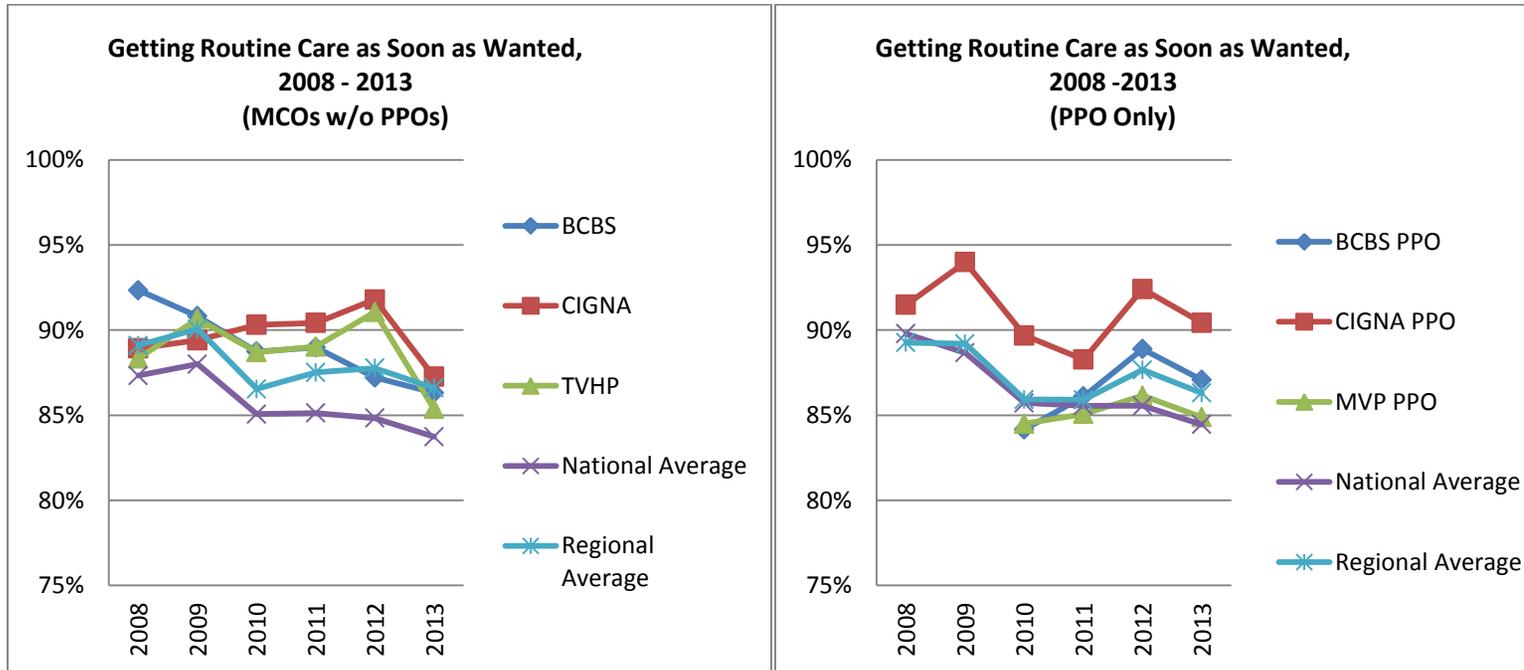
APPENDIX A

Getting Care Quickly When You Needed Care Right Away



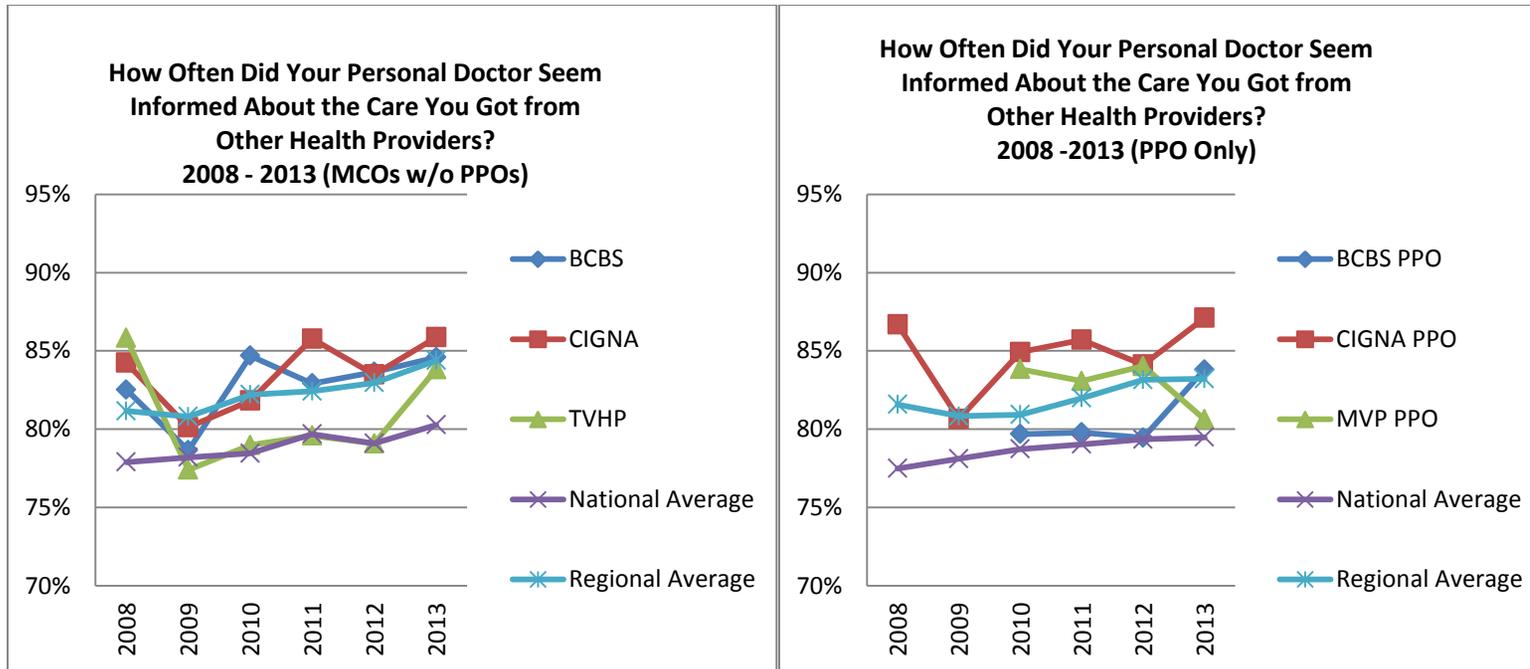
APPENDIX A

Getting Routine Care as Soon as Wanted



APPENDIX A

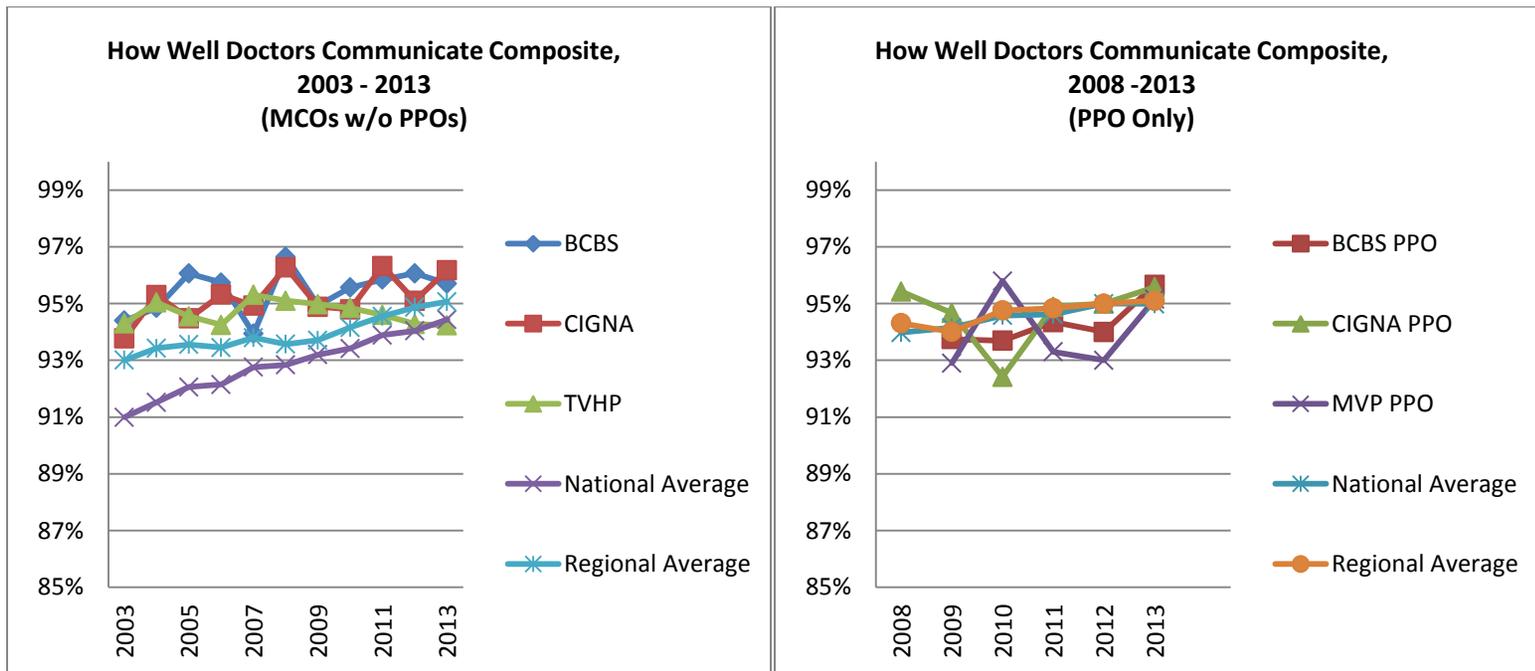
2.1.8 How Often Did Your Personal Doctor Seem Informed About the Care You Got from Other Health Providers?



APPENDIX A

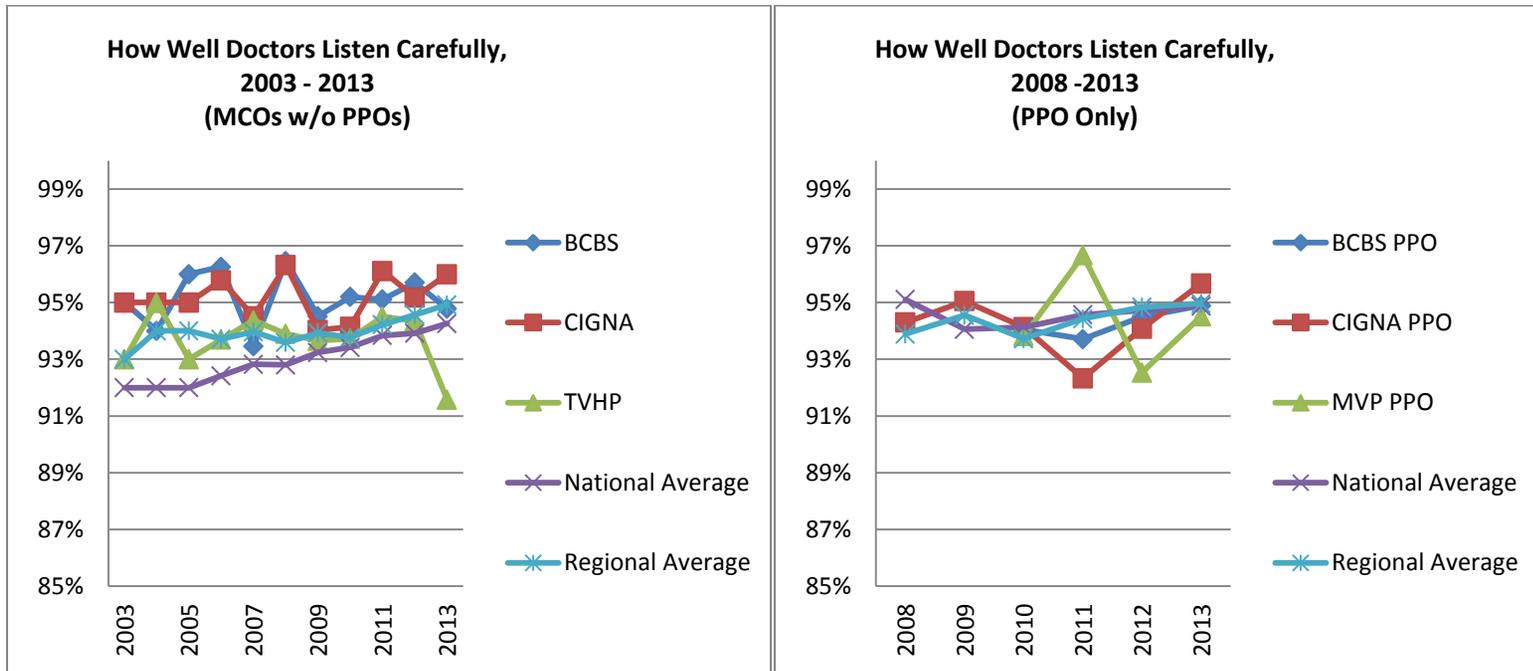
2.1.9 How Well Doctors Communicate: Composite and Individual Measures

How Well Doctors Communicate Composite



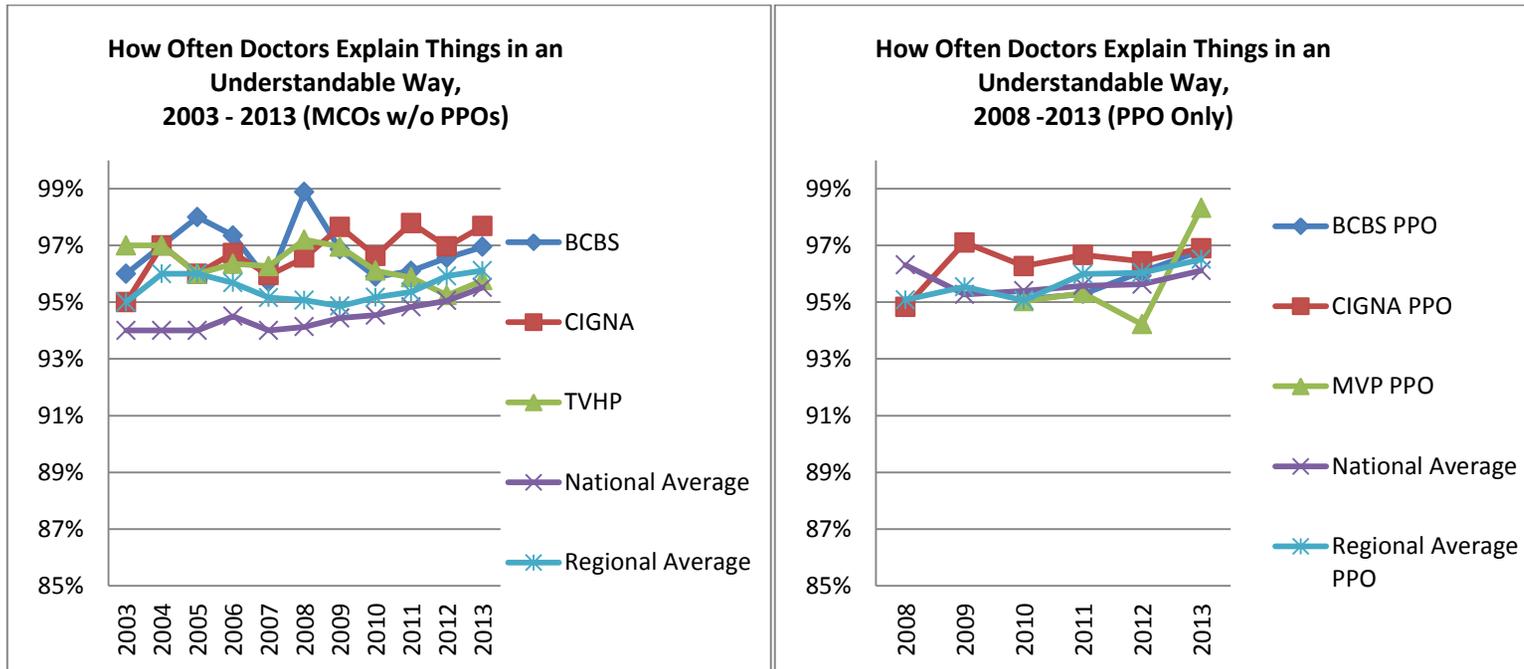
APPENDIX A

How Well Doctors Listen Carefully



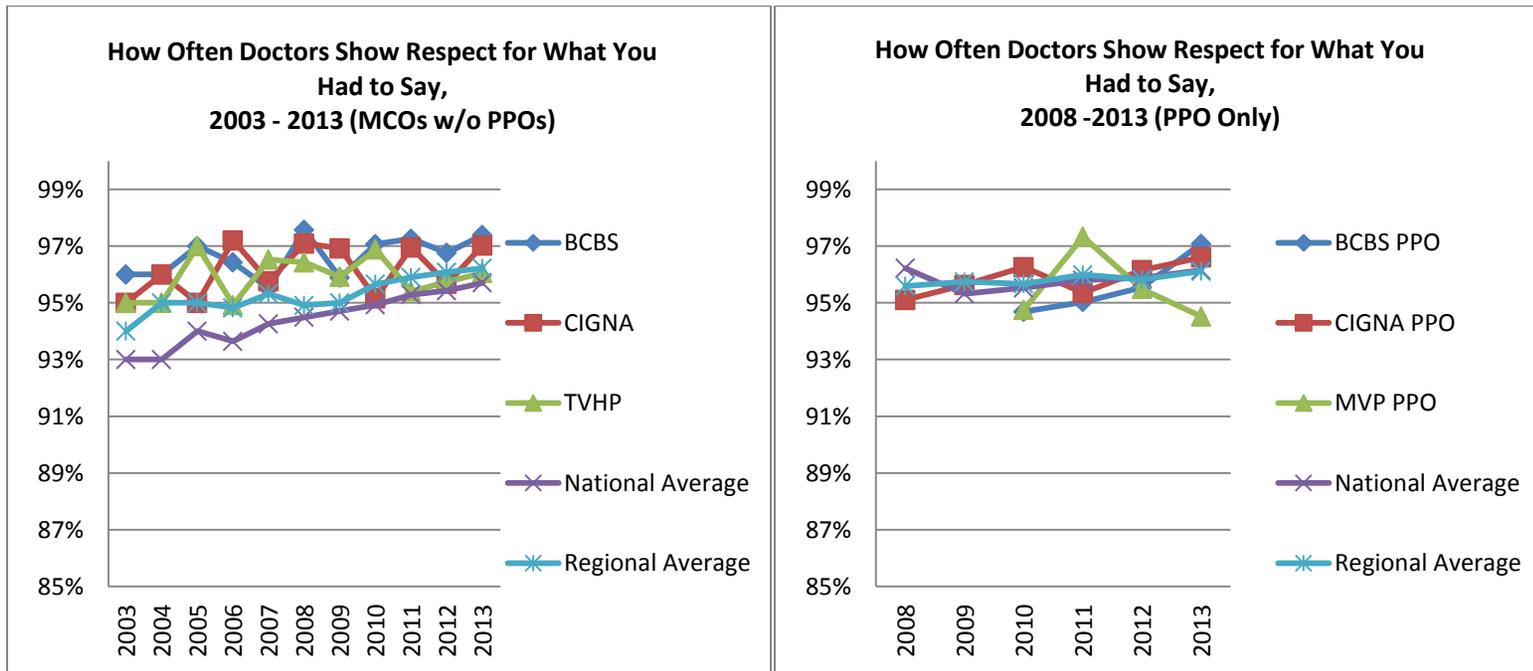
APPENDIX A

How Often Doctors Explain Things in an Understandable Way



APPENDIX A

How Often Doctors Show Respect for What You Had to Say



APPENDIX A

How Often Did Your Doctor Spend Enough Time with You?

