

CAHPS 2009

PMAP, MNCare, MSC, MSHO and SNBC

Every year Minnesota Department of Human Services (DHS) has the Consumer Assessment of Health Care Providers and Systems (CAHPS) survey administered for the managed care public programs. This survey measures how well health plans and other health care providers are meeting their members' expectations and needs. PrimeWest members have been included in this survey since 2005.

The standardized survey instrument used was the CAHPS 4.0H Medicaid Core Module which consists of 51 core questions with supplemental questions added by DHS to assess topics such as immunization, behavioral health and care coordination. This was the only the second year version 4.0H was used which is why all but one of the composite scores cannot be trended earlier than 2008.

The groups surveyed in 2009 included Prepaid Medical Assistance Program (PMAP), MinnesotaCare (MNCare), Minnesota Senior Care / Minnesota Senior Care Plus (MSC), Minnesota Senior Health Options (MSHO) and Special Needs Basic Care (SNBC). Results by health plan were grouped in instances where there weren't at least 900 members in a program and plan to sample from. DataStat grouped PrimeWest's results with other plans for MNCare (IMCare, MHP and SCHA), MSC (FirstPlan, Health Partners, IMCare, MHP, SCHA and UCare), and SNBC (FirstPlan, Medica, MHP, SCHA and UCare) but they also supplied the raw data so rates specific to PrimeWest were calculated and that is what's shown below.

The biggest changes for 2009 include:

- MNCare and SNBC have been included (no previous years' results to trend)
- MSHO results specific to PrimeWest have been reported, previous MSHO results have always been grouped (data from previous years has been analyzed to break out PrimeWest specific rates for comparison)
- The plans making up the grouped MSC results were different from years previous
- Previously PW has had 8 or fewer respondents for MSC, therefore no MSC specific rates for previous years are shown below because of their statistical insignificance

The survey was administered by DataStat from February 2009 through April 2009 with each respondent receiving up to four waves of mail and a phone call if non-respondent. Participation in the survey was voluntary. Instructions were included so members could call an 800 number if they wanted to complete the questionnaire in Spanish by phone. Members had to be enrolled at least five of the last six months in 2008 to be eligible for the survey and complete at least one question for their survey to be considered complete. Random samples of 900 per plan/group per product received the survey with varying response rates as indicated below.

	PMAP	MNCare	MSC	MSHO	SNBC	Overall PW
PW Eligible # Surveyed	882	163	144	813	121	2123
PW # Returned	327	94	92	600	79	1192
PW Response Rate	37.1%	57.7%	63.9%	73.8%	65.3%	56.1%
Group Eligible # Surveyed	-	860	761	-	863	-
Group # Returned	-	472	392	-	535	-
Group Response Rate	-	54.9%	51.5%	-	62.0%	-

All of the rates below are specific to PrimeWest members only and previous year's results are included where applicable. Using data from previous years, MSC and MSHO responses were combined and rates were calculated to encompass both products. The PW calculated composite rates are calculated using the composite DataStat's methodology, a combined MSC/MSHO rate for the composites wasn't calculated as not enough data was supplied to calculate a state rate.

Results for the overall satisfaction and composite scores represent the percentage of people who responded most favorably to the questions. Where trendable, PrimeWest's scores for the last 3 years will be displayed alongside the 2009 PrimeWest score and 2009 MN score.

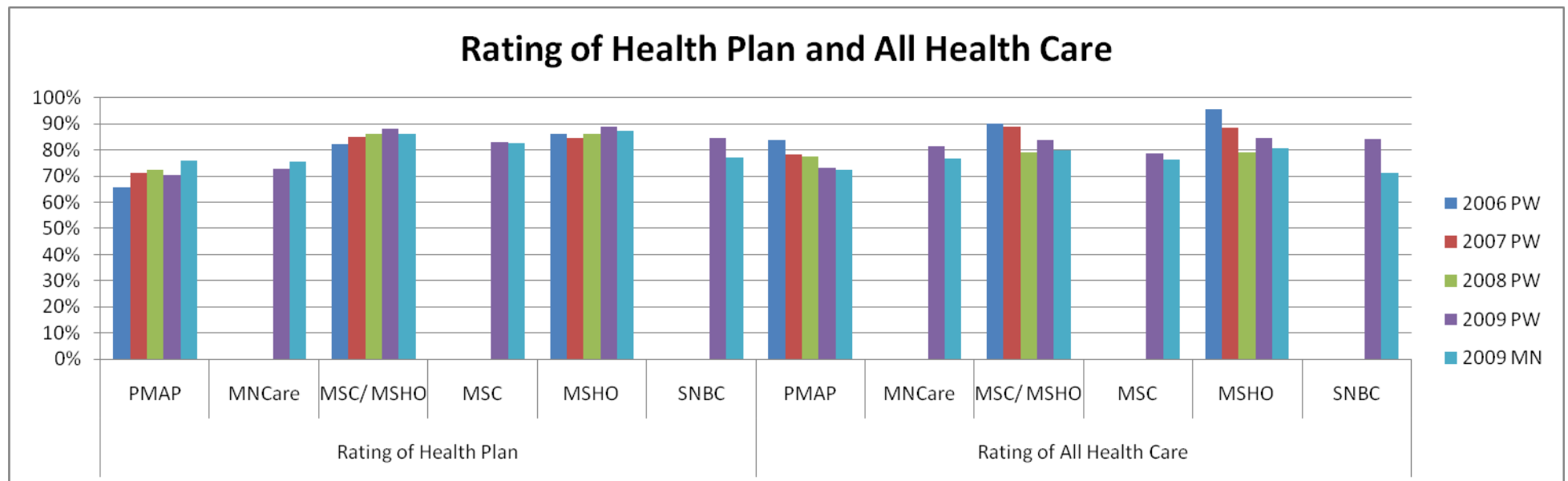
Overall Satisfaction Scores

Members were asked to rate the health care they received from their health plan and health care providers using a scale from 0 to 10 where 0 = worst possible and 10 = best possible. The satisfaction score represents the percent of members who responded most favorably, 8, 9 or 10, to the questions in that area.

PrimeWest scored significantly lower at a 95% confidence level than the state program rates in "Rating of Health Plan" for PMAP. In "Rating of All Health Care" PrimeWest scored significantly higher than the state program rates for MSC/MSHO, MSHO, and SNBC. These scores can be seen in the table and chart below:

Product	Rating of Health Plan					Rating of All Health Care				
	2006	2007	2008	2009	2009 MN	2006	2007	2008	2009	2009 MN
PMAP	65.8%	71.3%	72.6%	70.3%↓	75.8%	84.0%	78.4%	77.7%	73.3%	72.4%
MNCare	-	-	-	72.8%	75.5%	-	-	-	81.3%	76.6%
MSC/ MSHO	82.3%	85.2%	86.3%	88.1%	86.3%	90.2%	89.1%	79.0%	83.8%↑	79.8%
MSC	-	-	-	82.9%	82.7%	-	-	-	78.9%	76.5%
MSHO	86.2%	84.7%	86.3%	88.9%	87.4%	95.7%	88.7%	79.0%	84.7%↑	80.8%
SNBC	-	-	-	84.7%	77.0%	-	-	-	84.1%↑	71.1%

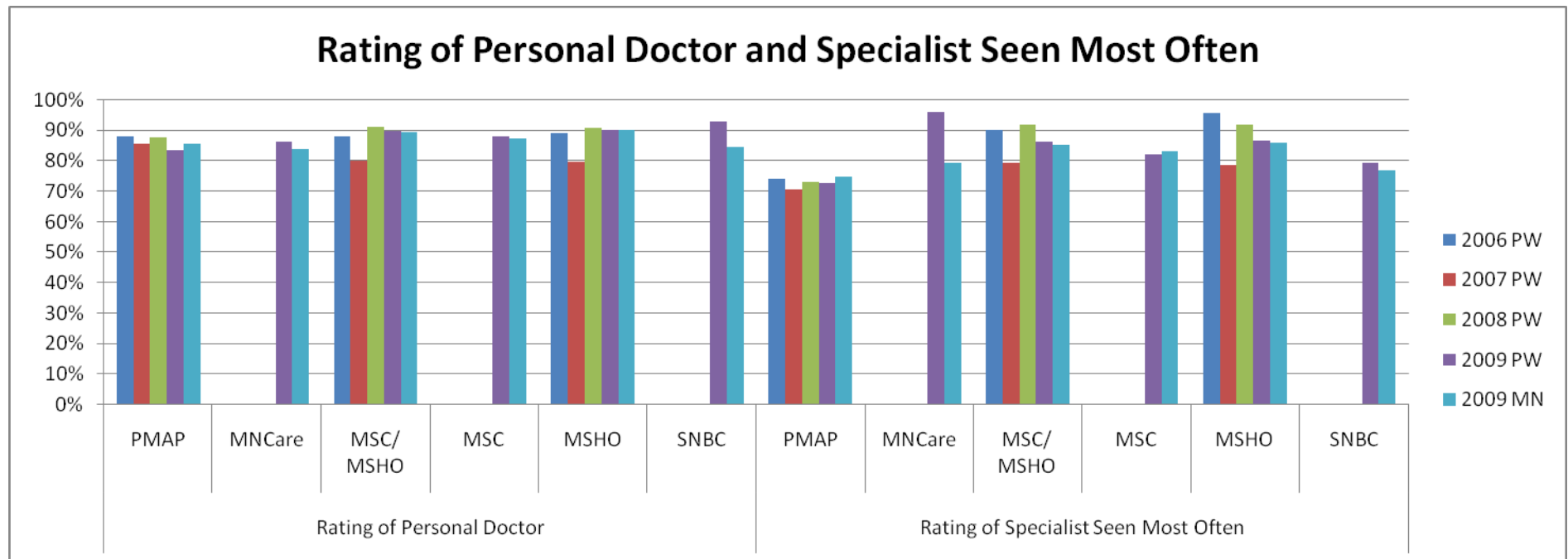
↑↓ Indicates a rating significantly higher/lower than the MN program rate at a 95% confidence level



PrimeWest scored significantly higher than the state program rates in “Rating of Personal Doctor” for SNBC and “Rating of Specialist Seen Most Often” for MNCare. Otherwise the rest of the 2009 ratings were not statistically different from the state rate. These scores can be seen in the table and chart below:

Product	Rating of Personal Doctor					Rating of Specialist Seen Most Often				
	2006	2007	2008	2009	2009 MN	2006	2007	2008	2009	2009 MN
PMAP	88.3%	85.8%	87.8%	83.7%	85.8%	74.1%	70.9%	73.0%	72.9%	74.8%
MNCare	-	-	-	86.3%	84.1%	-	-	-	96.0%↑	79.6%
MSC/ MSHO	88.3%	80.3%	91.3%	90.0%	89.5%	90.2%	79.6%	92.0%	86.5%	85.3%
MSC	-	-	-	88.1%	87.3%	-	-	-	82.4%	83.3%
MSHO	89.3%	79.7%	91.0%	90.4%	90.1%	95.7%	78.7%	92.0%	86.9%	86.0%
SNBC	-	-	-	92.9%↑	84.8%	-	-	-	79.5%	77.0%

↑↓ Indicates a rating significantly higher/lower than the MN program rate at a 95% confidence level



Composites

Members were also asked questions relating to how often they received quick/needed care, how often doctors communicated well and how often their health plan’s customer service was friendly and helpful. They could respond “Never”, “Sometimes”, “Usually” or “Always”. The score represents a composite of the percent of members who responded favorably, “Usually” or “Always” to the questions in that area. Questions in each area are as follows:

- Getting Needed Care
 - Usually or always easy to get appointments with specialists.
 - Usually or always got care, tests or treatment you thought you needed

- Getting Care Quickly
 - Usually or always got care for illness/injury/condition as soon as you thought you needed
 - Usually or always got an appt. for routine care as soon as you thought you needed
- Customer Service
 - Health plan’s customer service usually or always gave needed info or help
 - Usually or always treated with courtesy/respect by plan’s customer service staff
- How Well Doctors Communicate
 - Personal doctor usually or always explained things in way that was easy to understand
 - Personal doctor usually or always listened carefully to you
 - Personal doctor usually or always showed respect for what you had to say
 - Personal doctor usually or always spent enough time with you

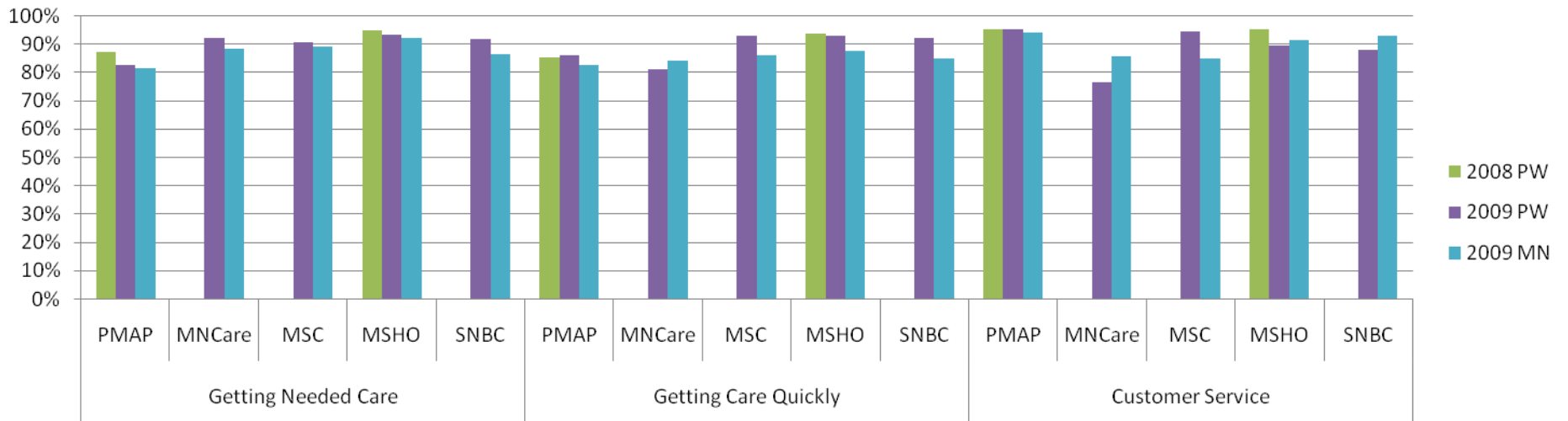
PrimeWest’s was significantly higher than the overall state rate in “Getting Care Quickly” for MSC, MSHO and SNBC and in “How Well Doctors Communicate” for SNBC. Otherwise the rest of the 2009 composite rates were not statistically different from the state rate. These scores can be seen in the table and charts below:

Product	Getting Needed Care*			Getting Care Quickly*			Customer Service*			How Well Doctors Communicate				
	2008	2009	2009 MN	2008	2009	2009 MN	2008	2009	2009 MN	2006	2007	2008	2009	2009 MN
PMAP	87.0%	82.5%	81.4%	85.3%	85.7%	82.3%	95.1%	94.9%	93.9%	92.0%	91.3%	77.1%	82.1%	80.8%
MNCare	-	92.0%	88.2%	-	81.1%	83.8%	-	76.3%	85.5%	-	-	-	94.4%	94.9%
MSC	-	90.6%	89.1%	-	92.8%↑	85.7%	-	94.1%	84.8%	-	-	-	92.7%	94.1%
MSHO	94.5%	93.3%	92.0%	93.7%	92.8%↑	87.3%	95.2%	89.3%	91.4%	96.1%	94.3%	95.6%	96.5%	95.8%
SNBC	-	91.5%	86.1%	-	91.9%↑	84.8%	-	87.9%	92.8%	-	-	-	94.5%↑	85.9%

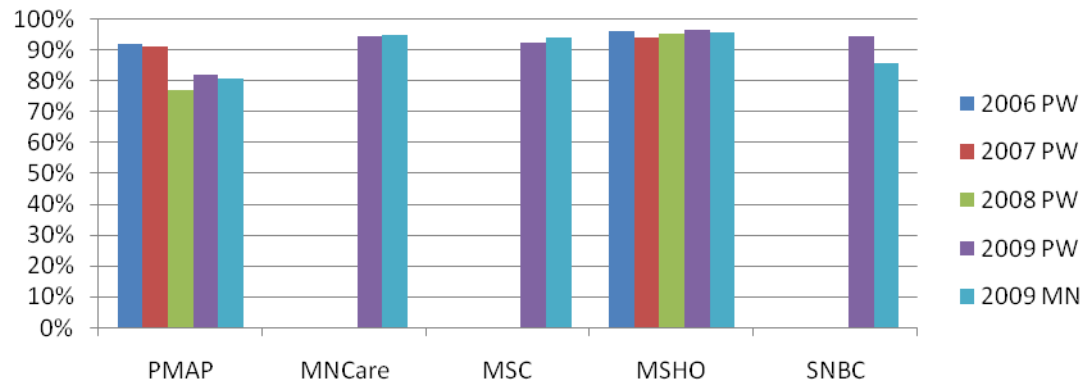
↑↓ Indicates a rating significantly higher/lower than the MN program rate at a 95% confidence level

* These composites changed in 2008 and therefore prior years’ results are not included

Composite Scores: Getting Needed Care, Getting Care Quickly, Customer Service



Composite: How Well Doctors Communicate



Different Methodologies

When DHS analyzes CAHPS results they consider responses of 9 and 10 or Always to be most favorable and therefore have a slightly different take on the results. Using their approach, in no area was PrimeWest or any of its grouped results significantly lower than the state program average. PrimeWest results were significantly higher than the program averages in the following areas:

- PMAP - “Getting Care Quickly”
- MSHO - “Rating of All Health Care”, “Rating of Health Plan” and “Getting Care Quickly”

In *HEDIS 2008 Volume 3: Specifications for Survey Measures*, NCQA recommends an entirely different methodology than that used by DataStat or DHS to calculate composite scores. DataStat and DHS average a member’s scores across the composite questions and then takes an average of those for the composite rate whereas NCQA recommends taking the average score of each question and averaging those for the questions in the composite. NCQA’s methodology weights the questions within the composite equally whereas DataStat and DHS weight the respondents equally. If we ever wanted to compare to national benchmarks we would have to re-calculate rates using NCQA’s methodology.

Key Strengths and Opportunities for Improvement

DataStat did a correlation analysis to determine which factors most strongly influenced how a member rated their overall satisfaction with their health plan. Anything under 80% was considered a low achievement score and an opportunity for improvement. Because PW was grouped with other plans for the correlation analysis for MNCare, MSC and SNBC, only the PMAP and MSHO results are included. Below are the key strengths and opportunities for improvement:

Key Strengths

These areas have high achievement scores and are highly correlated with satisfaction.

- Personal doctor shows respect for what you have to say (PMAP)
- Satisfied with care coordination (PMAP)
- Treated with courtesy and respect by health plan’s customer service (PMAP & MSHO)
- Get care as soon as needed (PMAP & MSHO)
- Get care/test/treatments thought were needed (PMAP & MSHO)
- Dr office staff helpful (MSHO)
- Involved in health care decisions as much as wanted (MSHO)

Opportunities for Improvement

These are areas that have lower achievement scores and are highly correlated with satisfaction.

- Health plan’s customer service gave needed information or help (PMAP – improved almost 10 % over last year, MSHO)
- Getting care after hours (PMAP – dropped 5% from last year)
- Getting appointments with specialists (PMAP – down 11% from last year)
- Getting a referral to a specialist (PMAP – down 12% from last year)
- Personal doctor seemed informed about care received from other providers (PMAP)
- Taken to exam room within 15 min of appt (MSHO)

- Usually or always easy to get an interpreter (MSHO – 2 of 7 members who replied they needed an interpreter say they never got one, one of those members speaks German the other English)

Other Areas of Interest

Of PMAP, MNCare and SNBC respondents, 27% have looked for information on the PrimeWest website, and of those members, 80% found the information somewhat or very useful.

Respondents were asked to rate their overall health; below are the results by program:

	PMAP		MNCare		MSC		MSHO		SNBC	
	PW	MN	PW	MN	PW	MN	PW	MN	PW	MN
Excellent	8.4%	12.7%	10.6%	13.5%	3.3%	3.6%	3.2%	4.2%	9.2%	6.3%
Very Good	35.5%	37.1%	36.2%	35.4%	13.3%	13.1%	17.3%	15.8%	10.5%	13.2%
Good	35.8%	34.3%	37.2%	33.9%	40.0%	36.2%	38.5%	38.4%	32.9%	32.3%
Fair	17.7%	13.2%	9.6%	14.4%	36.7%	35.6%	33.5%	33.3%	36.8%	34.4%
Poor	2.6%	2.7%	6.4%	2.9%	6.7%	11.5%	7.6%	8.3%	10.5%	13.7%

Respondents were asked who helped to coordinate their care and how satisfied they were with the help they received. The following table further breaks down the results for the members who had help:

Who helped coordinate care	Group	# of respondents	# who were satisfied or very satisfied with this help	% satisfied or very satisfied
Someone from their health plan	PMAP	1	1	100%
	MSC/MSHO	28	23	82%
	SNBC	5	2	40%
Someone from their doctor’s office/clinic	PMAP	55	52	95%
	MSC/MSHO	100	95	95%
	SNBC	20	18	90%
Someone from another organization	PMAP	0	-	-
	MSC/MSHO	16	14	88%
	SNBC	3	2	67%
A friend or family member	PMAP	5	5	100%
	MSC/MSHO	22	21	95%
	SNBC	1	1	100%
Self	PMAP	14	14	100%
	MSC/MSHO	10	8	80%
	SNBC	5	5	100%
Total		285	261	92%

Demographics

Several demographic questions are asked of the respondents including gender, age, language, education, race and ethnicity; the following table breaks out the demographic responses by program:

	PMAP	MNCare	MSC	MSHO	SNBC
Female	86%	56%	70%	78%	80%
Age Group					
18-24	26%	18%	-	-	0%
25-34	37%	19%	-	-	12%
35-44	25%	20%	-	-	17%
45-54	10%	25%	-	-	36%
55-64	2%	16%	1%	-	36%
65-74	-	1%	43%	34%	-
75 or older	-	-	56%	66%	-
Speak English at Home	99%	97%	100%	99%	99%
Highest level of education completed					
8 th Grade or Less	1%	3%	33%	28%	3%
Some High School	15%	5%	25%	17%	11%
High School Graduate or GED	34%	35%	28%	39%	39%
Some College / 2 Year College	43%	45%	9%	13%	39%
4 Year College	7%	9%	3%	1%	5%
More than 4 Year College	1%	2%	2%	2%	4%
Race					
White	84%	95%	93%	94%	92%
Black	1%	2%	1%	0%	1%
Asian	0%	0%	0%	0%	1%
Pacific Islander or Native Hawaiian	1%	0%	0%	0%	0%
American Indian	7%	3%	3%	1%	3%
Other	1%	1%	2%	1%	3%
Hispanic or Latino Origin	4%	1%	1%	2%	1%
Received Help Completing Survey	2%	2%	36%	29%	14%
DVD player in home	96%	85%	47%	42%	86%
Easy Access to Internet	74%	69%	17%	17%	49%

Of the PW MSC/MSHO respondents:

- 80% had a flu shot on/after 9/1/2008 of which 76% were administered at a doctor's office or clinic
- 78% had a pneumonia vaccination (up 5 points from last year)

