

# 2014 Hawaii CAHPS® QUEST Star Report

## Hawaii Adult Medicaid CAHPS 2014 Results – QUEST

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Adult Medicaid Health Plan Survey was administered by Health Services Advisory Group, Inc. (HSAG), a National Committee for Quality Assurance (NCQA)-certified Healthcare Effectiveness Data and Information Set (HEDIS®) Survey Vendor, to QUEST members.<sup>1,2</sup> Survey participants included adult Medicaid members who were 18 years of age or older and enrolled in a QUEST health plan from July 1, 2013 through December 31, 2013. The following health plan satisfaction ratings are based on the responses of 2,311 members who completed the survey.<sup>3</sup> It is important to note that in calendar year 2014 both ‘Ohana Health Plan’s (‘Ohana’s) and UnitedHealthcare Community Plan’s (UHC CP’s) QUEST adult Medicaid populations were surveyed for the first time. The 2014 CAHPS results presented in this report represent an initial **baseline** assessment of adult members’ satisfaction with their ‘Ohana or UHC CP QUEST health plan; therefore, caution should be exercised when interpreting these results.

Table 1 shows the overall member satisfaction ratings on each comparable CAHPS measure for the QUEST health plans.

Table 1					
Overall Member Satisfaction Ratings for QUEST Health Plans					
	How Members Rated				
	Health Plan	Personal Doctor	Customer Service	Getting Needed Care	Getting Care Quickly
<b>QUEST Health Plan</b>					
AlohaCare QUEST	★★	★★★★★	★	★	★
Hawaii Medical Service Association QUEST	★★★	★★	★ <sup>+</sup>	★	★
Kaiser Permanente Hawaii QUEST	★★★★★	★★★★★	★★★★ <sup>+</sup>	★★	★★★
‘Ohana Health Plan QUEST	★	★★★	★	★	★
UnitedHealthcare Community Plan QUEST	★	★★	★ <sup>+</sup>	★	★
<b>What do the stars represent?</b>					
Best	Very Good	Good	Fair	Poor	
★★★★★	★★★★	★★★	★★	★	
<p><i>Note: Based on scores of 2,311 members who completed the CAHPS 5.0H Adult Medicaid Health Plan Survey between February and May 2014. QUEST health plans were compared to NCQA’s 2014 HEDIS Benchmarks and Thresholds for Accreditation.</i></p> <p><i>+ The health plan had fewer than 100 respondents for a measure; therefore, caution should be exercised when interpreting these results.</i></p>					

<sup>1</sup> CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).  
<sup>2</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).  
<sup>3</sup> AlohaCare’s, Hawaii Medical Service Association’s, Kaiser Permanente Hawaii’s, ‘Ohana Health Plan’s, and UnitedHealthcare Community Plan’s QUEST ratings are based on the responses of 447, 552, 562, 382, and 368 members who completed a survey, respectively.

Table 2 shows the three-point mean scores on each comparable CAHPS measure for the QUEST health plans.

<b>Table 2</b>					
<b>Average Ratings and Composite Scores for QUEST Health Plans</b>					
	<b>How Members Rated</b>				
	<b>Health Plan</b>	<b>Personal Doctor</b>	<b>Customer Service</b>	<b>Getting Needed Care</b>	<b>Getting Care Quickly</b>
<b>QUEST Health Plan</b>					
AlohaCare QUEST	2.37	2.54	2.41	2.20	2.26
Hawaii Medical Service Association QUEST	2.43	2.49	2.35 <sup>+</sup>	2.26	2.31
Kaiser Permanente Hawaii QUEST	2.58	2.67	2.56 <sup>+</sup>	2.36	2.41
‘Ohana Health Plan QUEST	2.29	2.50	2.46	2.19	2.30
UnitedHealthcare Community Plan QUEST	2.28	2.49	2.42 <sup>+</sup>	2.11	2.18
<i>Note: Based on scores of 2,311 members who completed the CAHPS 5.0H Adult Medicaid Health Plan Survey between February and May 2014. Scores were calculated using the method prescribed by NCQA.</i> + The health plan had fewer than 100 respondents for a measure; therefore, caution should be exercised when interpreting these results.					

Health plan ratings of one (★) to five (★★★★★) stars were determined for each CAHPS measure evaluated using the following percentile distributions:

- ★★★★★ indicates a score at or above the 90th percentile
- ★★★★ indicates a score at or between the 75th and 89th percentiles
- ★★★ indicates a score at or between the 50th and 74th percentiles
- ★★ indicates a score at or between the 25th and 49th percentiles
- ★ indicates a score below the 25th percentile

Table 3 shows the benchmarks and thresholds used to derive the overall member satisfaction ratings on each comparable CAHPS measure.

<b>Table 3</b>				
<b>Crosswalk of Average Scores to Stars</b>				
<b>Measure</b>	<b>90th Percentile</b>	<b>75th Percentile</b>	<b>50th Percentile</b>	<b>25th Percentile</b>
Rating of Health Plan	2.54	2.46	2.40	2.32
Rating of Personal Doctor	2.57	2.53	2.50	2.43
Customer Service	2.61	2.58	2.54	2.48
Getting Needed Care	2.46	2.41	2.37	2.31
Getting Care Quickly	2.49	2.45	2.41	2.37
<i>Note: Source of star benchmarks: National Committee for Quality Assurance. HEDIS Benchmarks and Thresholds for Accreditation 2014. Washington, DC: NCQA, January 30, 2014.</i>				

# 2014 Hawaii CAHPS® QExA Star Report

## Hawaii Adult Medicaid CAHPS 2014 Results – QExA

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Adult Medicaid Health Plan Survey was administered by Health Services Advisory Group, Inc. (HSAG), a National Committee for Quality Assurance (NCQA)-certified Healthcare Effectiveness Data and Information Set (HEDIS®) Survey Vendor, to QUEST Expanded Access (QExA) members.<sup>1,2</sup> Survey participants included adult Medicaid members who were 18 years of age or older and enrolled in a QExA health plan from July 1, 2013 through December 31, 2013. The following health plan satisfaction ratings are based on the responses of 1,289 members who completed the survey.<sup>3</sup>

Table 1 shows the overall member satisfaction ratings on each comparable CAHPS measure for the QExA health plans.

Table 1					
Overall Member Satisfaction Ratings for QExA Health Plans					
	How Members Rated				
	Health Plan	Personal Doctor	Customer Service	Getting Needed Care	Getting Care Quickly
<b>QExA Health Plan</b>					
'Ohana Health Plan QExA	★	★★★★	★★	★	★
UnitedHealthcare Community Plan QExA	★★	★★★★	★	★	★★★★
<i>What do the stars represent?</i>					
Best ★★★★★	Very Good ★★★★	Good ★★★	Fair ★★	Poor ★	
<i>Note: Based on scores of 1,289 members who completed the CAHPS 5.0H Adult Medicaid Health Plan Survey between February and May 2014. QExA health plans were compared to NCQA's 2014 HEDIS Benchmarks and Thresholds for Accreditation.</i>					

<sup>1</sup> CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

<sup>2</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>3</sup> 'Ohana Health Plan's and UnitedHealthcare Community Plan's QExA ratings are based on the responses of 632 and 657 members who completed a survey, respectively.

Table 2 shows the three-point mean scores on each comparable CAHPS measure for the QExA health plans.

Table 2 Average Ratings and Composite Scores for QExA Health Plans					
	How Members Rated				
	Health Plan	Personal Doctor	Customer Service	Getting Needed Care	Getting Care Quickly
<b>QExA Health Plan</b>					
'Ohana Health Plan QExA	2.28	2.50	2.49	2.25	2.28
UnitedHealthcare Community Plan QExA	2.37	2.54	2.40	2.28	2.45
<i>Note: Based on scores of 1,289 members who completed the CAHPS 5.0H Adult Medicaid Health Plan Survey between February and May 2014. QExA health plans were compared to NCQA's 2014 HEDIS Benchmarks and Thresholds for Accreditation.</i>					

Health plan ratings of one (★) to five (★★★★★) stars were determined for each CAHPS measure evaluated using the following percentile distributions:

- ★★★★★ indicates a score at or above the 90th percentile
- ★★★★ indicates a score at or between the 75th and 89th percentiles
- ★★★ indicates a score at or between the 50th and 74th percentiles
- ★★ indicates a score at or between the 25th and 49th percentiles
- ★ indicates a score below the 25th percentile

Table 3 shows the benchmarks and thresholds used to derive the overall member satisfaction ratings on each comparable CAHPS measure.

Table 3 Crosswalk of Average Scores to Stars				
Measure	90th Percentile	75th Percentile	50th Percentile	25th Percentile
Rating of Health Plan	2.54	2.46	2.40	2.32
Rating of Personal Doctor	2.57	2.53	2.50	2.43
Customer Service	2.61	2.58	2.54	2.48
Getting Needed Care	2.46	2.41	2.37	2.31
Getting Care Quickly	2.49	2.45	2.41	2.37
<i>Note: Source of star benchmarks: National Committee for Quality Assurance. HEDIS Benchmarks and Thresholds for Accreditation 2014. Washington, DC: NCQA, January 30, 2014.</i>				

# 2014 Hawaii CAHPS® CHIP Star Report

## Hawaii Child Medicaid CAHPS 2014 Results – CHIP

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Child Medicaid Health Plan Survey was administered by Health Services Advisory Group, Inc. (HSAG), a National Committee for Quality Assurance (NCQA)-certified Healthcare Effectiveness Data and Information Set (HEDIS®) Survey Vendor, to Hawaii’s Children’s Health Insurance Program (CHIP) members.<sup>1,2</sup> Survey participants included child Medicaid members who were 17 years of age or younger and enrolled in CHIP from July 1, 2013 through December 31, 2013. The following program satisfaction ratings are based on the responses of 827 parents/caretakers who completed the survey on behalf of a child member.

Table 1 shows the overall member satisfaction ratings on each comparable CAHPS measure for CHIP.

Table 1					
Overall Member Satisfaction Ratings for CHIP					
	How Members Rated				
	Health Plan	Personal Doctor	Customer Service	Getting Needed Care	Getting Care Quickly
CHIP	★★★★★	★★★★★	★	★	★
<i>What do the stars represent?</i>					
Best	Very Good	Good	Fair	Poor	
★★★★★	★★★★★	★★★	★★	★	
<i>Note: Based on scores of 827 parents/caretakers who completed the CAHPS 5.0H Child Medicaid Health Plan Survey between February and May 2014 on behalf of their child member. The CHIP population was compared to NCQA’s 2014 HEDIS Benchmarks and Thresholds for Accreditation.<sup>3</sup></i>					

<sup>1</sup> CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).  
<sup>2</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).  
<sup>3</sup> NCQA’s benchmarks and thresholds for the child Medicaid population were used to derive the overall member satisfaction ratings; therefore, caution should be exercised when interpreting these results.

Table 2 shows the three-point mean scores on each comparable CAHPS measure for CHIP.

Table 2 Average Ratings and Composite Scores for CHIP					
	How Members Rated				
	Health Plan	Personal Doctor	Customer Service	Getting Needed Care	Getting Care Quickly
CHIP	2.65	2.69	2.37	2.30	2.51
<i>Note: Based on scores of 827 parents/caretakers who completed the CAHPS 5.0H Child Medicaid Health Plan Survey between February and May 2014 on behalf of their child member. Scores were calculated using the method prescribed by NCQA.</i>					

Ratings of one (★) to five (★★★★★) stars were determined for each CAHPS measure evaluated using the following percentile distributions:

- ★★★★★ indicates a score at or above the 90th percentile
- ★★★★ indicates a score at or between the 75th and 89th percentiles
- ★★★ indicates a score at or between the 50th and 74th percentiles
- ★★ indicates a score at or between the 25th and 49th percentiles
- ★ indicates a score below the 25th percentile

Table 3 shows the benchmarks and thresholds used to derive the overall member satisfaction ratings on each comparable CAHPS measure.

Table 3 Crosswalk of Average Scores to Stars				
Measure	90th Percentile	75th Percentile	50th Percentile	25th Percentile
Rating of Health Plan	2.67	2.62	2.57	2.51
Rating of Personal Doctor	2.69	2.65	2.62	2.58
Customer Service	2.63	2.58	2.53	2.50
Getting Needed Care	2.57	2.52	2.46	2.38
Getting Care Quickly	2.69	2.66	2.61	2.54
<i>Note: Source of star benchmarks: National Committee for Quality Assurance. HEDIS Benchmarks and Thresholds for Accreditation 2014. Washington, DC: NCQA, January 30, 2014.</i>				