

Satisfaction With the Experience of Care



CAHPS Health Plan Survey 4.0H, Adult Version (CPA)

SUMMARY OF CHANGES TO HEDIS 2007

- This measure is collected using survey methodology. Detailed specifications and summary of changes are contained in *HEDIS 2007, Volume 3: Specifications for Survey Measures*.

Description

This measure provides information on the experiences of commercial and Medicaid members with the MCO and gives a general indication of how well the MCO meets members' expectations. Results summarize member experiences through ratings, composites and question summary rates.

Four global rating questions reflect overall satisfaction.

- Rating of All Health Care
- Rating of Health Plan
- Rating of Personal Doctor
- Rating of Specialist Seen Most Often

Seven composite scores summarize responses in key areas.

- Claims Processing (commercial only)
- Customer Service
- Getting Care Quickly
- Getting Needed Care
- How Well Doctors Communicate
- Shared Decision Making
- Plan Information on Costs (commercial only)

Item-specific question summary rates are reported for the rating questions and each composite question. Question Summary Rates are also reported individually for two items summarizing the following concepts.

- Health Promotion and Education
- Coordination of Care

Note: Medicare member experience with the MCO is assessed through the Medicare CAHPS survey. This measure is administered by the Centers for Medicare & Medicaid Services (CMS) on behalf of Medicare MCOs.

CAHPS Health Plan Survey 3.0H, Child Version (CPC)

SUMMARY OF CHANGES TO HEDIS 2007

- This measure is collected using survey methodology. Detailed specifications and summary of changes are contained in *HEDIS 2007, Volume 3: Specifications for Survey Measures*.

Description

This measure provides information on parents' experience with their child's MCO. Results summarize member experiences through ratings, composites and individual question summary rates.

Four global rating questions reflect overall satisfaction.

- Rating of All Health Care
- Rating of Health Plan
- Rating of Personal Doctor
- Rating of Specialist Seen Most Often

Six composite scores summarize responses in key areas.

- Claims Processing (commercial only)
- Courteous and Helpful Office Staff
- Customer Service
- Getting Care Quickly
- Getting Needed Care
- How Well Doctors Communicate

Children With Chronic Conditions (CCC)

SUMMARY OF CHANGES TO HEDIS 2007

- This measure is collected using survey methodology. Detailed specifications and summary of changes for the measure are contained in *HEDIS 2007, Volume 3: Specifications for Survey Measures*.

Description

This measure provides information on parents' experience with their child's MCO for the population of children with chronic conditions. Six composites summarize satisfaction with basic components of care essential for successful treatment, management and support of children with chronic conditions.

- Access to Prescription Medicines
- Access to Specialized Services
- *Family Centered Care*: Personal Doctor or Nurse Who Knows Child
- *Family Centered Care*: Shared Decision Making
- *Family Centered Care*: Getting Needed Information
- Coordination of Care

