**Medicare CAHPS Case-Mix Adjustment Processes**

The CAHPS measures are case-mix adjusted to take into account the mix of enrollees. It includes dual eligibility and education among other variables. The table below includes the case-mix variables and shows the case-mix coefficients for each of the CAHPS measures included in the Medicare Plan Finder tool.  The coefficients indicate how much higher or lower people with a given characteristic tend to respond compared to others with the baseline value for that characteristic, on the 0-100 scale used in consumer reports.  For example, for the measure "rating of care", the coefficient for "age 80-84"  is +1.00, indicating that respondents in that age range tends to score their plans 1.00 point higher than otherwise similar people in the 70-74 age range, the baseline or reference category.  Similarly dual eligibles tend to respond -0.46 points lower on this item than otherwise similar non-duals.  Contracts with more-than-average concentrations of respondents who are in the 80-84 age range will be adjusted downwards to compensate for the positive response tendency of their respondents.  Similarly, contracts with above-average concentrations of respondents who are dual eligibles will be adjusted upwards to compensate for their respondents negative response tendency. The case-mix patterns are not always consistent across measures.

The composites consist of multiple items, each of which is adjusted separately before combining the adjusted scores into a composite score.  In the table we report the average of the coefficients for these several items, for each of the categories (rows) of the table, as a summary of the adjustment for the composite.

Health Plan CAHPS measures

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|   | Rating of Plan | Rating of Care | Getting Care Quickly Composite | Getting Needed Care Composite | Doctors Who Communicate Well Composite | Health Plan Customer Service Composite |
| age: 64 and younger | -2.33 | -1.72 | -1.99 | -2.34 | 0.22 | -1.44 |
| age: 65-69 | -0.89 | -0.70 | -0.02 | -0.47 | 0.13 | 0.17 |
| age: 70-74(reference) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| age: 75-79 | 1.19 | 0.14 | 0.00 | 0.39 | -0.39 | 1.30 |
| age: 80-84 | 2.32 | 1.00 | 0.21 | 0.82 | -0.34 | 1.34 |
| age: 85 and older | 2.48 | 0.70 | 0.46 | 0.08 | -0.89 | 1.10 |
| less than an 8th grade education | 1.07 | -0.75 | -1.94 | -0.26 | -0.48 | -1.37 |
| some high school | 1.05 | 0.06 | -0.97 | 0.40 | 0.23 | -0.02 |
| high school graduate(reference) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| some college | -1.79 | -1.09 | -0.40 | -1.57 | -0.71 | -1.79 |
| college graduate | -3.02 | -1.27 | -0.32 | -2.61 | -0.86 | -2.39 |
| more than a bachelor's degree | -3.44 | -2.01 | -0.32 | -3.12 | -0.87 | -3.29 |
| general health rating\_excellent | 4.07 | 4.20 | 3.13 | 3.44 | 2.52 | 1.95 |
| general health rating\_very good | 2.03 | 2.20 | 1.82 | 1.59 | 1.57 | 1.32 |
| general health rating\_good(reference) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| general health rating\_fair | -1.69 | -2.44 | -1.32 | -1.87 | -1.29 | -1.11 |
| general health rating\_poor | -3.60 | -3.98 | -1.41 | -3.11 | -2.63 | -2.69 |
| mental health rating\_excellent | 3.41 | 4.69 | 3.70 | 4.81 | 4.33 | 2.33 |
| mental health rating\_very good | 1.25 | 2.02 | 1.35 | 2.07 | 1.61 | 1.07 |
| mental health rating\_good(reference) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| mental health rating\_fair | -1.47 | -1.67 | -0.94 | -1.71 | -1.65 | -1.18 |
| mental health rating\_poor | -3.35 | -2.85 | -1.39 | -2.49 | -1.39 | -1.80 |
| proxy\_helped | -1.80 | -2.08 | -1.76 | -1.16 | -0.34 | -1.34 |
| proxy\_answered | -1.94 | -1.37 | 0.00 | -0.47 | -0.51 | -1.48 |
| Medicaid dual eligible | 2.97 | -0.46 | -0.61 | -0.91 | -0.23 | 0.55 |
| Low Income Subsidy(LIS) | 0.75 | -0.50 | -1.21 | -1.54 | -0.28 | -0.98 |

Prescription Drug CAHPS Measures

|  |  |  |  |
| --- | --- | --- | --- |
|   | Rate PD plan | Getting needed prescription drugs | Getting information from PD plan about prescription drugs |
| age: 64 and younger | -3.26 | -2.66 | -1.35 |
| age: 65-69 | -1.05 | -0.36 | 0.65 |
| age: 70-74(reference) | 0.00 | 0.00 | 0.00 |
| age: 75-79 | 1.62 | 0.16 | 0.06 |
| age: 80-84 | 3.35 | 0.44 | 0.46 |
| age: 85 and older | 4.12 | 0.07 | 0.58 |
| less than an 8th grade education | 0.94 | -2.35 | -5.18 |
| some high school | 1.21 | -0.80 | -2.49 |
| high school graduate(reference) | 0.00 | 0.00 | 0.00 |
| some college | -2.16 | -1.01 | -0.81 |
| college graduate | -2.94 | -1.25 | -0.49 |
| more than a bachelor's degree | -3.62 | -2.20 | -1.32 |
| general health rating\_excellent | 4.50 | 1.08 | 4.18 |
| general health rating\_very good | 2.12 | 1.15 | 2.66 |
| general health rating\_good(reference) | 0.00 | 0.00 | 0.00 |
| general health rating\_fair | -1.58 | -1.23 | -1.39 |
| general health rating\_poor | -3.01 | -2.75 | -4.24 |
| mental health rating\_excellent | 2.84 | 2.97 | 4.02 |
| mental health rating\_very good | 1.16 | 1.52 | 2.04 |
| mental health rating\_good(reference) | 0.00 | 0.00 | 0.00 |
| mental health rating\_fair | -1.21 | -1.40 | -1.99 |
| mental health rating\_poor | -3.50 | -2.53 | -1.77 |
| proxy\_helped | -3.29 | 0.40 | 1.35 |
| proxy\_answered | -2.87 | 1.55 | 1.75 |
| Medicaid dual eligible | 6.33 | 0.39 | 0.18 |
| Low Income Subsidy(LIS) | 5.31 | -0.02 | -2.04 |