

# 2023 NC Medicaid HCBS CAHPS® Report in Summary

## Survey Overview

The North Carolina (NC) Department of Health and Human Services Division of Health Benefits (DHB) administered the 2023 Home and Community-Based Services Consumer Assessment of Healthcare Providers and Systems (HCBS CAHPS) survey to understand Medicaid beneficiaries' experiences and the quality of services and supports they receive.

## Survey Administration

The survey was administered to adult (18 years of age or older) Medicaid beneficiaries who were currently receiving services through the North Carolina Innovations Waiver Program, Community Alternatives Program for Disabled Adults (CAP/DA), or Community Alternatives Program for Children (CAP/C) Waiver Program and received at least one qualifying HCBS service.

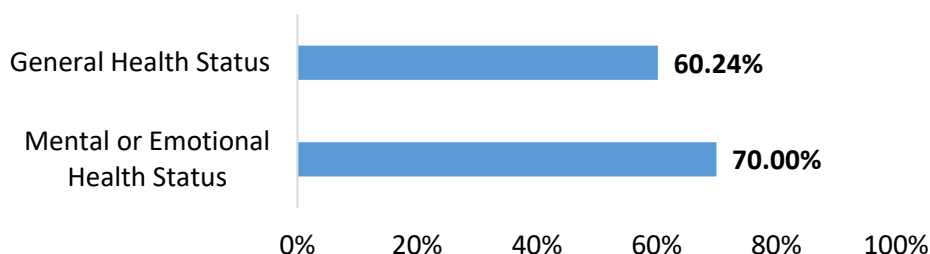
The survey administration process spanned from August 7 to December 27, 2023. Respondents were administered a survey with 96 core questions and three supplemental questions identified as priority areas by DHB.

## Key Takeaways

### Overall Health

60% of respondents rated their general health status and 70% of respondents rated their mental or emotional health status as Excellent, Very Good, or Good (see Figure 1).

Figure 1. 2023 Percentage of Respondents Who Rate Their General Health Status or Mental or Emotional Health Status Positively

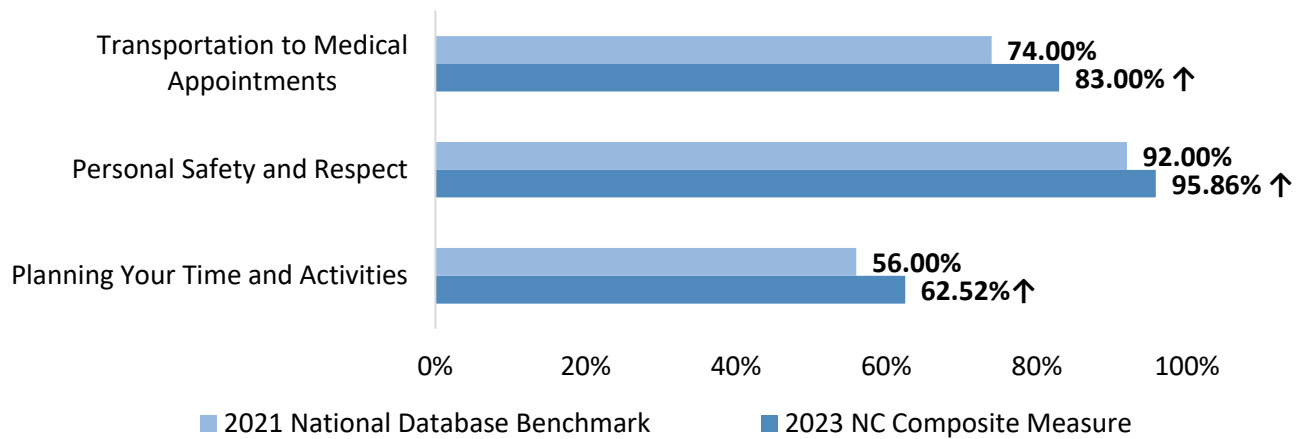


### Composite Measures

Overall, respondents' positive experiences with receiving transportation to medical appointments, their personal safety and respect, and planning their time and activities were significantly higher in 2023 than their National benchmark counterparts. Specifically, respondents felt that they had a way to get to appointments (*Transportation to Medical Appointments*), that they had someone to talk to and that staff who help them do not take their money or things (*Personal Safety and Respect*), and that they could get together with their family and friends, had a sense of community, and knew what to do with their time (*Planning Your Time and Activities*). Results are outlined in Figure 2.

There were no significant results found for global ratings, recommendation measures, and unmet needs and physical safety measures.

Figure 2. 2023 Composite Measure Positive Ratings with National Comparisons, Significant Findings Only



↑ Indicates score is significantly higher than HCBS CAHPS National Database

### Race/Ethnicity Stratifications

The evaluation of the positive ratings by race and ethnicity suggests that some disparities exist in beneficiary-reported experiences with HCBS across some survey measures, although a few consistent patterns of disparities were limited.

Specifically, respondents who were Black or Hispanic reported their experiences significantly worse on several measures, compared to their non-Black and non-Hispanic counterparts. A lower percentage of Black respondents reported their mental or emotional health as Excellent, Very Good, or Good when compared to non-Black respondents (see Figure 3). A significantly lower percentage of Hispanic respondents reported they felt safe and respected when compared to non-Hispanic respondents. Please note the Hispanic respondent category had fewer than 100 respondents: Caution should be exercised when evaluating these results (see Figure 4). These groups had the only significant differences in the race/ethnicity stratifications.

Figure 3. 2023 Percentage of Respondents Who Rate Their Mental or Emotional Health Status Positively, Significant Findings by Race

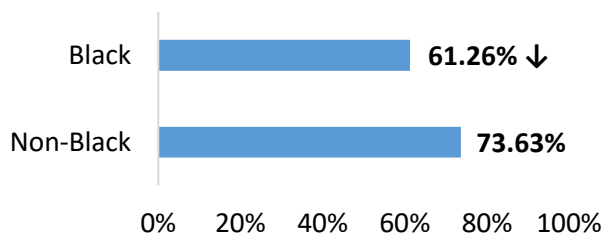
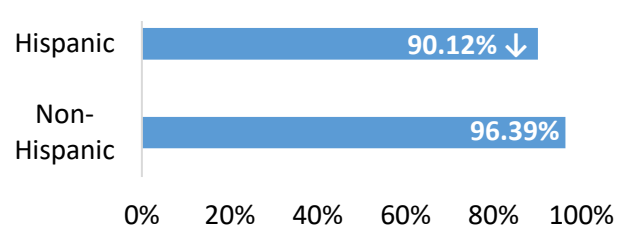


Figure 4. 2023 Percentage of Respondents Who Felt Safe and Respected, Significant Findings by Ethnicity



↓ Indicates demographic category score is significantly lower than the comparison group's score

### Supplemental Items

DHB added three supplemental questions to the survey instrument on domains that have been identified as priority areas for the Department. The majority of respondents reported that they received information or had someone to talk to about what to do if they or someone they know is hurt or mistreated (79.2%) and that their care manager was up to date about the health care they received from their personal and specialty doctor(s) (92.0%). Results for respondents being treated unfairly or insensitively based on various attributes about themselves (e.g., gender, age, income, disability status, etc.) were suppressed due to a small number of respondents.