

**NC Department of Health and Human Services
Division of Health Benefits (NC Medicaid)**



2022 CAHPS Survey Results Overview

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Medical Care Advisory Committee (MCAC) Meeting

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2022 CAHPS Survey Overview

- Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys administered annually by NC Medicaid
 - National standard for assessing members' health care experience.
 - Provide actionable feedback, with goal of improving overall care for beneficiaries.
- The survey was administered to adult and child¹ members in:
 - Five Standard Plans (SP)
 - AmeriHealth, Carolina Complete, Healthy Blue, UnitedHealthcare, and WellCare
 - Four specific NC Medicaid populations
 - SP enrollees receiving behavioral health services,
 - American Indian or Alaska Native individuals enrolled in EBCI Tribal Option,
 - Members receiving care through Medicaid Direct, and
 - Medicaid Direct enrollees projected to be eligible for Tailored Plans (TPs)
- Response rates

	Total Surveys Completed	Overall Response Rate
Adult	1,029	8.3%
Child	1,305	9.3%

- Beneficiaries comp

mail or telephone.

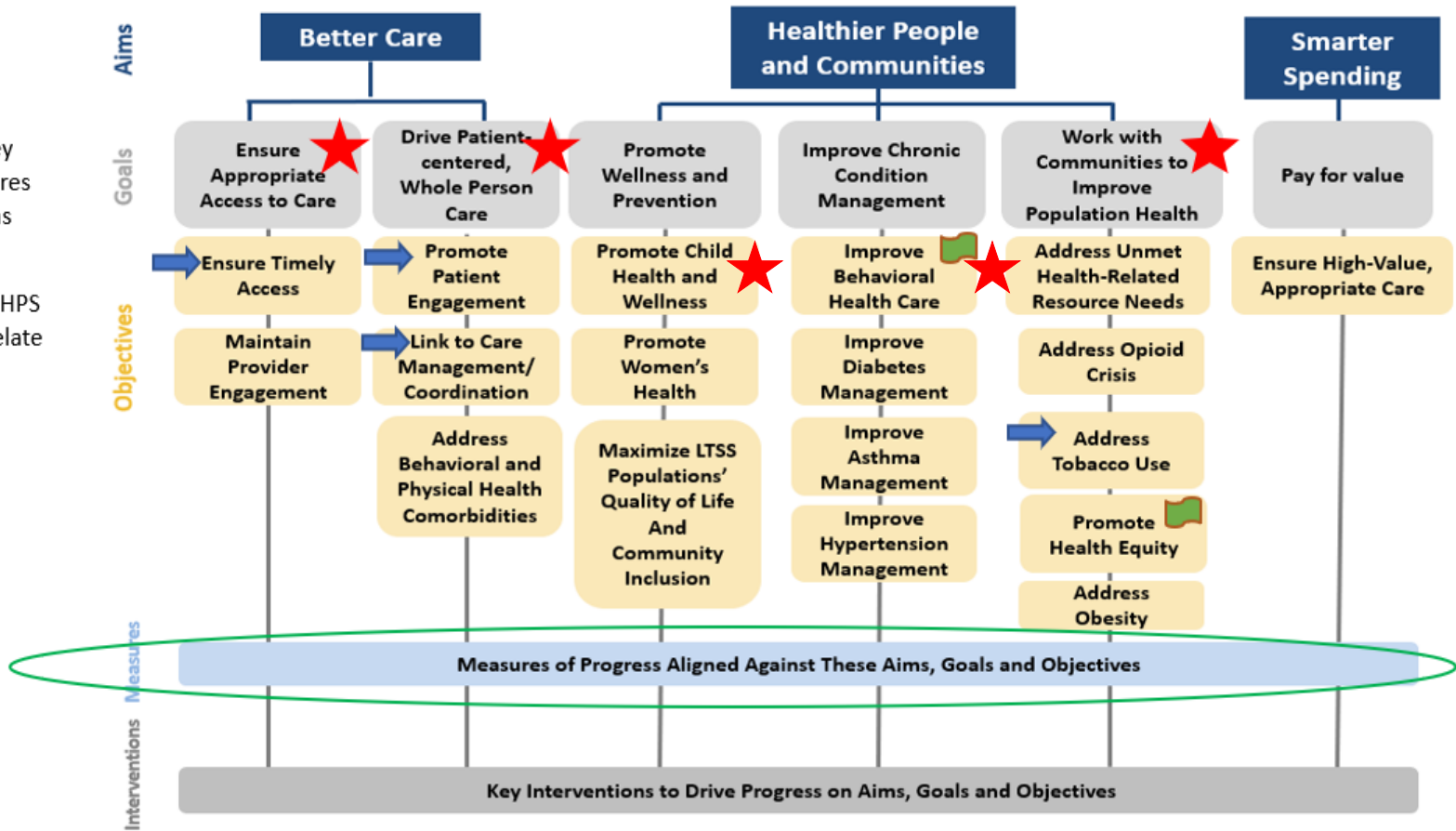
¹Parents or guardians of child members responded on behalf of their child

NC Medicaid Quality Strategy Framework: How CAHPS Survey Data Aligns

★ = CAHPS survey results are measures of these goal areas

➔ = Specific CAHPS survey questions relate to these objectives

📄 = Specific population sampling and analysis



Strengths and Growth Opportunities

NC Medicaid Aggregate Star Ratings Comparing Positive Ratings Results to the NCQA National Percentiles

Measure	NC Medicaid Program Compared to NCQA National Percentiles		
	Adult	General Child	CCC
Rating of Health Plan	★★ 76.3%	★ 83.5%	★ 80.3%
Getting Needed Care	★★★ 83.9%	★★ 83.6%	★★ 86.5%
Coordination of Care	★★★★ 88.2%	★★ 83.0%	★ 81.5%
Getting Care Quickly	★★★★ 85.0%	★★ 85.6%	★★ 90.7%
Rating of Specialist Seen Most Often	★★★★ 86.4%	★★★★ 88.9%	★★★ 88.1%
How Well Doctors Communicate	★★★ 93.5%	★ 92.2%	★★★ 95.4%
Customer Service	★★★ 90.3%	★ 82.5%	N/A 86.7%

Star Assignments Based on Positive Ratings Compared to NCQA National Percentiles: ★★★★★ 90th Percentile or Above ★★★★★ 75th-89th Percentiles ★★★ 50th-74th Percentiles ★★ 25th-49th Percentiles ★ Below 25th Percentile

Quality Strategy Objective: Promote Health Equity

Race and ethnicity analysis

Ethnicity

- Hispanic members reported *significantly lower* positive ratings for a majority of measures across both adult and child populations (receiving needed care, receiving care quickly, provider communication, care coordination)

Race

- Compared with White respondents, Adult Black respondents reported
 - *Significantly higher* positive ratings for measures that address tobacco use
 - *Significantly lower* positive ratings for several measures (rating of health plan, rating of personal doctor)
- Child respondents reported less significant differences by race than adult respondents
 - Some exceptions
 - Parents of Black children reported significantly lower positive ratings on Rating of Health Plan
 - Parents of Black children with chronic conditions reported significantly lower positive ratings on Rating of All Health Care.

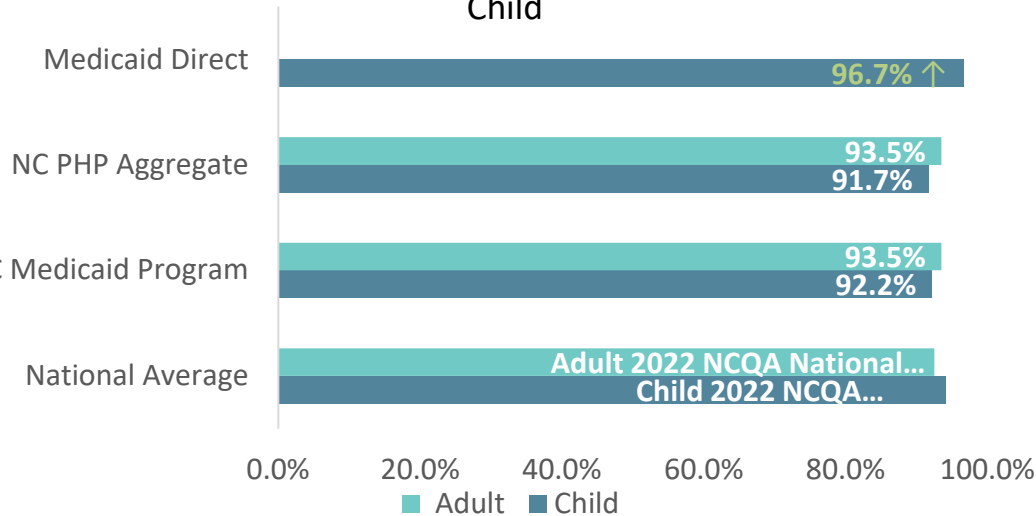
Summary: CAHPS Survey Results Help Inform NC Medicaid's Progress on its Quality Strategy

- Medicaid Direct members were more satisfied with care in general (adult and child).
- Those with lower intensity behavioral health needs had ratings similar to the general population. Those with more severe behavioral health conditions reported significantly poorer experiences with care.
- Most telehealth participants were satisfied and felt their questions were answered.
- Some racial and ethnic disparities were seen.
 - Hispanic members reported significantly lower positive ratings for a majority of measures across both the adult and child populations.
 - Members categorized as other race reported significantly lower positive ratings across several measures.
 - Parents/caretakers of Black children reported significantly lower positive ratings on Rating of Health Plan and parents/caretakers of Black children with chronic conditions reported significantly lower positive ratings on Rating of All Health Care.
- Growth opportunities exist. Lowest tier ratings of NC Medicaid versus national scores:
 - Ratings of Health Plans, customer service and doctor communication for children
 - Ratings of Health Plans and care coordination for children with chronic conditions

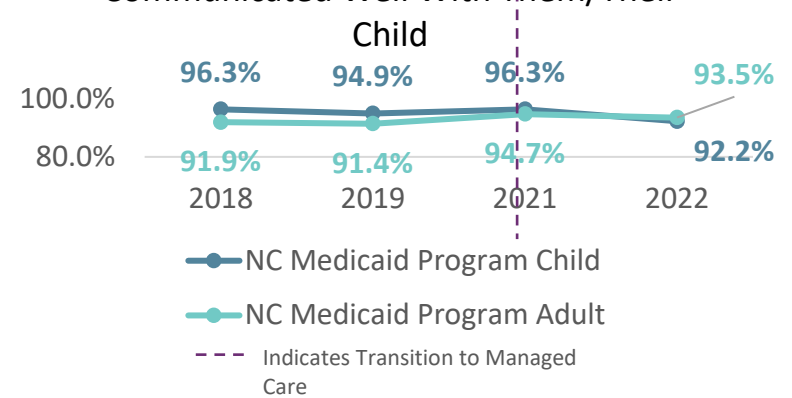
- 5 slides reflecting CAHPS survey results aligning with specific NC Medicaid Quality Strategy Objectives

Quality Strategy Objective: Promote Patient Engagement

Adult and Child Respondents Whose Personal Doctor Usually or Always Communicated Well With Them/Their Child



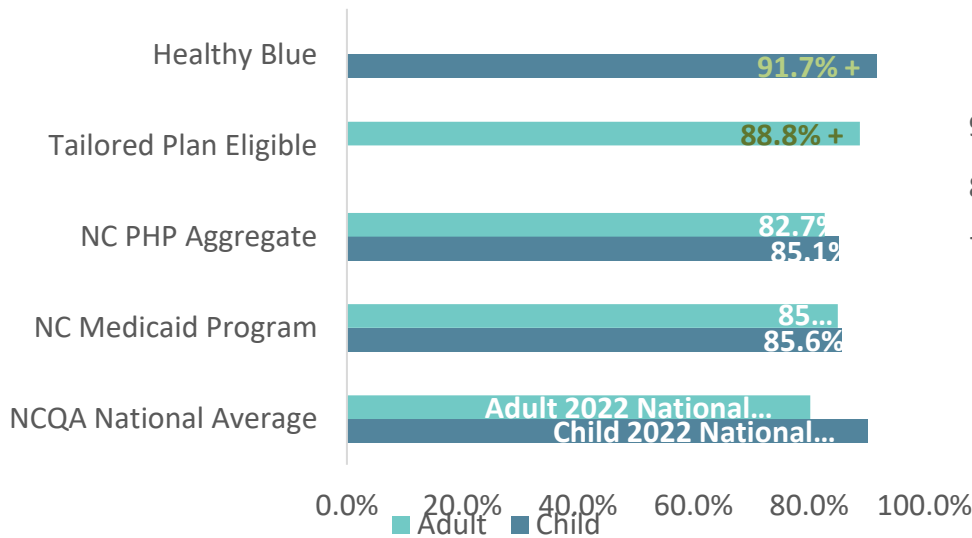
Adult and Child Respondents Whose Personal Doctor Usually or Always Communicated Well With Them/Their Child



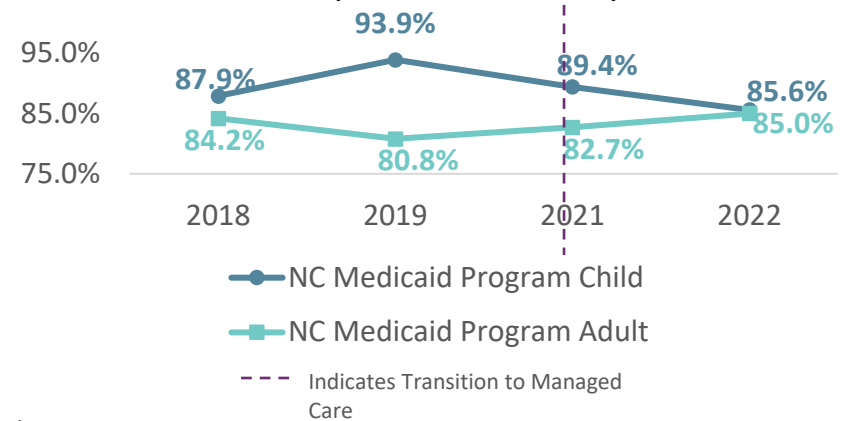
Green text indicates the score is significantly higher than the NCQA National Average
 ↑ Indicates the score is significantly higher than the NC PHP Aggregate

Quality Strategy Objective: Ensure Timely Access

Adult and Child Respondents Who Usually or Always Got Care Quickly



Adult and Child Respondents Who Usually or Always Got Care Quickly

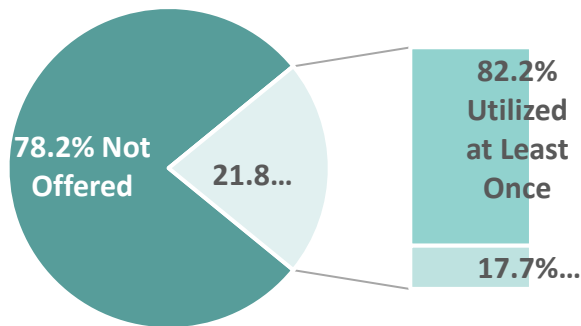


+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

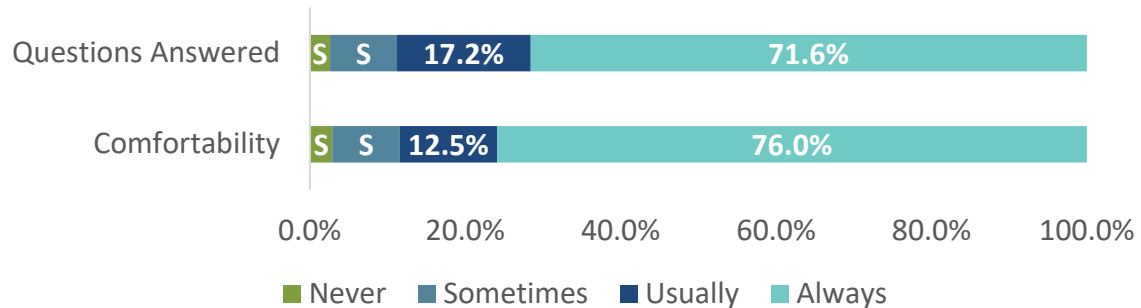
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Quality Strategy Objective: Ensure Timely Access

Adult Respondents Offered **Telehealth** Instead of In-Person and Utilization When Offered



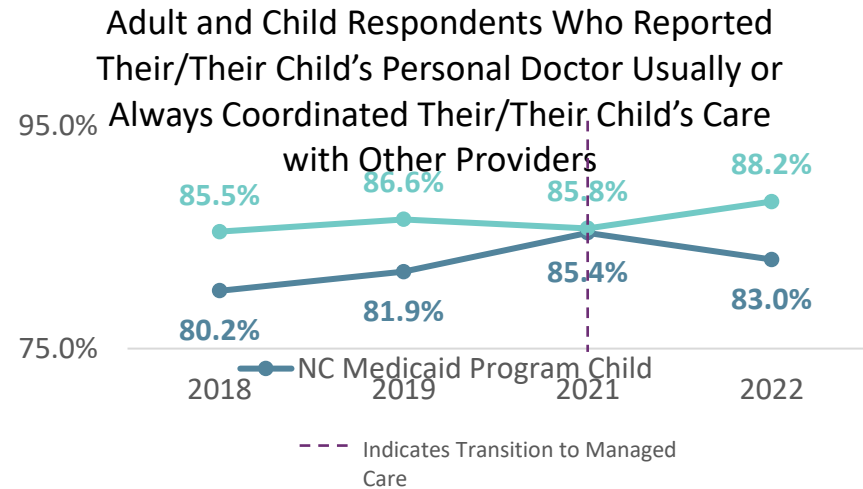
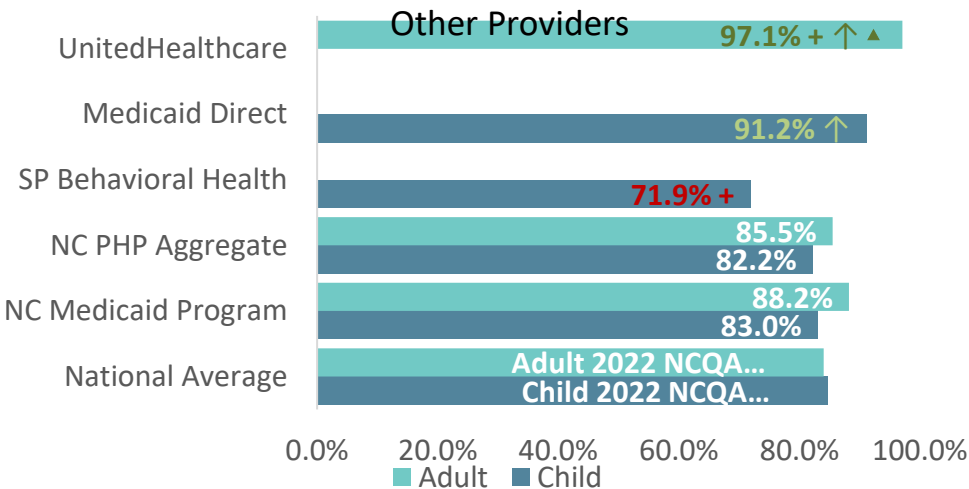
Adult Respondents Who Utilized **Telehealth**: How often their questions were answered during the appointment and how often they felt comfortable with how to take care of their health



Adult members who utilized telehealth at least once:
★ 85.3% positively rated their telehealth care experience.
★ 65.6% experienced no technical issues.

Quality Strategy Objective: Link to Care Management/Coordination

Adult and Child Respondents Who Reported Their/Their Child's Personal Doctor Usually or Always Coordinated Their/Their Child's Care with



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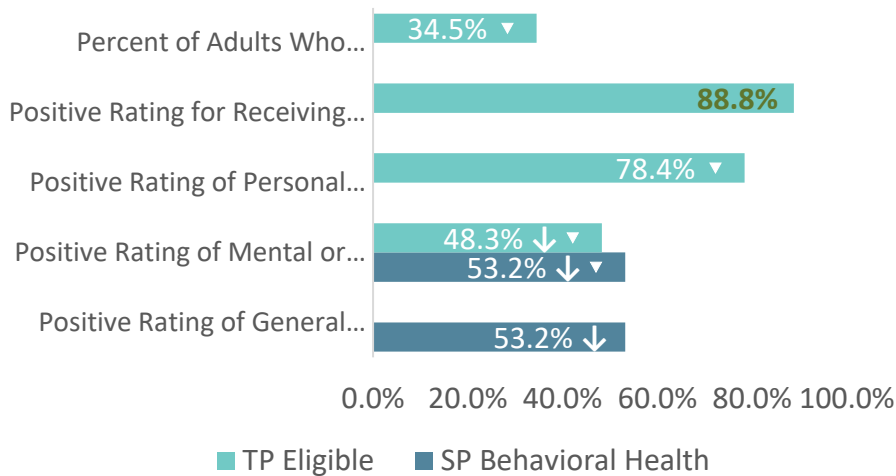
Red text indicates the score is significantly lower than the NCQA National Average

↑ Indicates the score is significantly higher than the NC PHP Aggregate

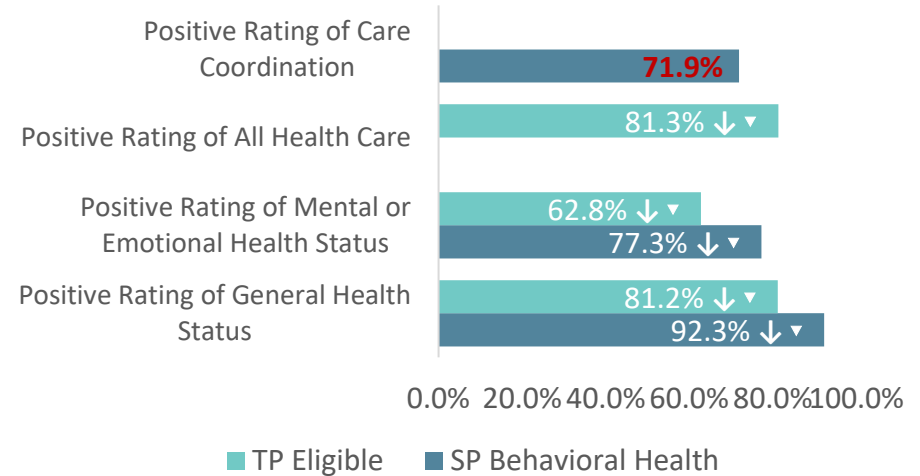
▲ Indicates the score is significantly higher than the NC Medicaid Program

Quality Strategy Objective: Improve Behavioral Health Care

Adult Significant Differences Stratified by SP Behavioral Health and TP Eligible Respondents



Child Significant Differences Stratified by SP Behavioral Health and TP Eligible Respondents



Green text indicates the score is significantly higher than the NCQA National Average

Red text indicates the score is significantly lower than the NCQA National Average

↓ Indicates the score is significantly lower than the NC PHP Aggregate

▼ Indicates the score is significantly lower than the NC Medicaid Program