

2022 Adult and Child Medicaid CAHPS® Aggregate Report in Summary

Survey Overview

The North Carolina (NC) Department of Health and Human Services Division of Health Benefits (DHB) administered the 2022 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)¹ survey to provide actionable performance feedback to improve overall care.

Survey Administration

The survey was administered to enrollees of the five Prepaid Health Plans (PHPs)², Medicaid Direct, PHPs receiving behavioral health services, the Eastern Band of Cherokee Indians (EBCI) Tribal Option, and Medicaid Direct who qualify for Tailored Plans (TPs)³. Respondents were grouped into the aggregate population **NC Medicaid Program** (i.e., the combined results of all five PHPs, the EBCI Tribal Option, and Medicaid Direct) for comparative purposes.

Respondents provided feedback on their/their child's experiences with health systems and healthcare by mail or telephone between June 7, 2022, and October 11, 2022.

Adults were administered a survey with 50 questions and the parents/caretakers of children were administered a survey with 79 questions. Results were used to assess the experience of three key member populations: (1) adults, (2) general children, and (3) children with chronic conditions (CCC). Populations surveyed were compared to the national average to confirm significance, and some results were reported by combining responses from multiple questions. For more details, please refer to the full report.

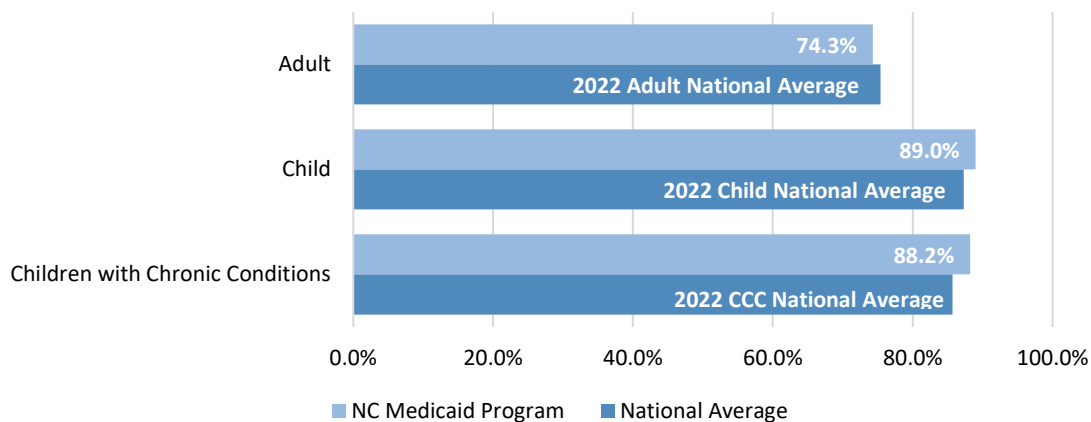
Key Takeaways

Response Rates

- Response rates were low across all sampled populations. The overall response rate was 8.7%, the adult response rate was 8.3%, and the child response rate was 9.3%. Notably, response rates for CAHPS surveys have been declining nationally in recent years.⁴

Experience of Care

Figure 1. Percentage of NC Medicaid Beneficiaries Who Rated All of Their Health Care Positively



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

² The five PHPs include AmeriHealth, Carolina Complete, Healthy Blue, UnitedHealthcare, and WellCare.

³ Tailored Plans are unlaunched managed care programs specifically oriented to individuals with higher behavioral health needs. Those eligible for TPs are Medicaid Beneficiaries who have mental health needs, intellectual/developmental disabilities (I/DD), traumatic brain injuries, or severe substance use disorders.

⁴ Cynthia Bland et al, *Challenges Facing CAHPS Surveys and Opportunities for Modernization* (Research Triangle Park NC: RTI Press, 2022).

- **Across the NC Medicaid population, a majority of respondents rated all their health care positively. When compared to the national average, however, different experiences emerged within groups. When compared to the national average:**
 - Parent/caretaker respondents of children in Medicaid Direct reported significantly more positive experiences with *How Well Doctors Communicate*, but significantly worse experiences with *Rating of Health Plan*.
 - Parent/caretaker respondents of children with chronic conditions with more severe behavioral health conditions⁵ reported significantly poorer experiences across measures such as *Rating of all Health Care* and *Rating of Health Plan*.
 - Parent/caretaker respondents of children who received PHP Behavioral health services reported significantly poorer experiences with *Care Coordination*.

Table 1. Percentage of NC Medicaid Beneficiaries Who Rated Each Measure Positively

Measure	NC Medicaid Program Ratings and Comparisons 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%

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

- **Differences in care also varied by race and ethnicity within the NC Medicaid population:**
 - Hispanic members reported significantly lower positive ratings for many of the measures across both the adult and CCC populations.
 - Members who identified as Other⁶ race reported significantly lower positive ratings across both the adult and child populations for several measures.
 - However, members who identified as Black race did not experience significant differences in care across a majority of the measures for both the adult and child populations.

Telehealth and COVID-19 Vaccinations

- **A vast majority (85.3%) of respondents reported positive experiences with telehealth** and an absence of technical issues (65.6%).
 - However, members who identified as Other race and Hispanic ethnicity were significantly less likely to have been offered a telehealth appointment when compared to White respondents and non-Hispanic Respondents for the NC Medicaid Program.
 - Members who identified as Black race did not experience significant differences in experience with telehealth.
- **A majority (69.5%) of adult respondents reported having received at least one dose of the COVID-19 vaccine.**
 - However, respondents who identified as Other race or Hispanic ethnicity reported significantly higher rates of vaccination when compared to White and non-Hispanic respondents for the NC Medicaid Program.
 - Members who identified as Black race reported significantly higher rates of COVID-19 vaccination among the general child and CCC populations.
 - For both adults and children, the most common reasons for not receiving the vaccine were concerns with long term side effects and the vaccine being developed too quickly.

⁵ DHB intends to move these individuals to TPs.

⁶ The Other racial category includes Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, and Other.