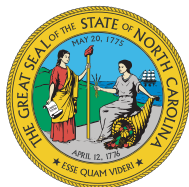


NC Medicaid 2025

Standard Plan Performance Comparison Tool Technical Guide

MAY 2025



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

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Acronym List

DHHS – Department of Health and Human Services

CY – Calendar Year

SD – Standard Deviation

HEDIS – Healthcare Effectiveness Data and Information Set

CAHPS – Consumer Assessment of Healthcare Providers and Systems

PPC – Timeliness of Prenatal Care; Postpartum Care

CHL – Chlamydia Screening

CCS – Cervical Cancer Screening

W30 – Well-child Visits, First 15 Months; Well-Child Visits, 15-30 Months

WCV – Child and Adolescent Well-Care Visits

CIS – Childhood Immunization Status, Combination 10

IMA – Immunization for Adolescents, Combination 2

Project Overview

NC Medicaid has developed a Standard Plan Performance Comparison Tool to evaluate the performance of the five NC Medicaid Standard Plans serving the Medicaid population. This tool is intended to support Medicaid beneficiaries in selecting a plan that aligns with their care needs and preferences, by providing information on how the Standard Plans performed across a variety of domains in a simple, easy-to-digest way.

These domains include Getting Care, Care Experience, Experience with Providers, Reproductive and Sexual Health, and Children's Health. Each domain consists of several survey and quality measures that provide a comprehensive picture of performance within each domain.

Each Standard Plan is given a star rating that indicates if the Standard Plan performed above, at or below the Standard Plan average for each domain and measure.

The tool includes Standard Plan -calculated measurement year (MY) 2023 Healthcare Effectiveness Data and Information Set (HEDIS) and calendar year (CY) 2024 Consumer Assessment of Healthcare Providers and Systems (CAHPS) data for the five NC Medicaid Managed Care Standard Plans.

Sources of Measure Specifications

The HEDIS MY 2023 Specifications for Survey Measures, Volume 3 was used to collect and report on the CAHPS measures. CAHPS measures included global ratings (ratings on member experience on a scale of 1 to 10), individual question items (responses based on a single question) and composite measures (groups of related questions that are combined to form a composite).

The HEDIS MY 2023 Technical Specifications for Health Plans, Volume 2 was used to calculate the HEDIS measures.

These measures were selected to use to compare across Standard Plans as they both provide beneficiary-level health information that is important to consider when choosing a health plan. CAHPS offers insights into patient experiences with health care and their providers, and HEDIS provides standardized clinical and process-based performance data.

Reporting Measures and Categories

The reporting categories and descriptions of the measures they contain are as follows:

- **Overall Rating:** Includes the total rating of each Standard Plan within each domain that encompasses the complete performance of each SP for the entire domain.
- **Getting Care:** Includes adult and child CAHPS composite measures on consumer perceptions regarding the ease of obtaining needed care, how quickly they received that care and how well their personal doctor coordinated care with other providers.
- **Care Experience:** Includes adult and child CAHPS global ratings and composite measures on consumer perceptions of the overall rating of the Standard Plan, their overall health care, and the Standard Plan's customer service.

- Experience with Providers: Includes adult and child CAHPS composite measures on consumer responses about how well their doctors communicate with them and overall ratings of their personal doctors and specialists seen most often.
- Reproductive and Sexual Health: Includes measures that assess appropriate utilization of services, such as prenatal and postpartum care, chlamydia screening and cervical cancer screening.
- Children’s Health: Includes measures on how often preventive services and appropriate treatment are provided to children (well-child visits, childhood and adolescent vaccinations).

MEASURES USED IN ANALYSIS

Measures were chosen for the Standard Plan Performance Comparison Tool based on several factors, including whether the measures would be useful to Medicaid beneficiaries when choosing a health plan. NC Medicaid also considered data availability, accuracy and completeness. The measures used in this tool come from nationally recognized and standardized stewards. Table 1 lists the 29 measures, including 18 CAHPS, and 11 HEDIS. *Getting Care, Care Experience, and Experiences with Providers* categories provide combined question wording for both the Adult and Child versions of the CAHPS survey.

Table 1. 2024 Standard Plan Comparisons Reporting Categories and Measures

Getting Care†
Getting Needed Care (CAHPS Composite)
In the last 6 months, how often was it easy to get the care, tests, or treatment you/your child needed?
In the last 6 months, how often did you/your child get an appointment with a specialist as soon as you/your child needed?
Getting Care Quickly (CAHPS Composite)
In the last 6 months, when you/your child <i>needed care right away</i> , how often did you or your child get care as soon as you needed?
In the last 6 months, how often did you get an appointment for a <i>check-up or routine care</i> as soon as you/your child needed?
Coordination of Care (CAHPS Individual Item)
In the last 6 months, how often did your/your child’s personal doctor seem informed and up-to-date about the care you/your child got from these doctors or other health providers?
Care Experiencet
Rating of Health Plan
Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your/your child’s health plan?

Rating of All Health Care

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your/your child's health care in the last 6 months?

Customer Service (CAHPS Composite)

In the last 6 months, how often did your/your child's health plan's customer service give you the information you or help you needed?

In the last 6 months, how often did your/your child's health plan's customer service staff treat you with courtesy and respect?

Experience with Providerst

How Well Doctors Communicate (CAHPS Composite)

In the last 6 months, how often did your/your child's personal doctor explain things in a way that was easy to understand?

In the last 6 months, how often did your/your child's personal doctor listen carefully to you?

In the last 6 months, how often did your/your child's personal doctor show respect for what you had to say?

In the last 6 months, how often did your/your child's personal doctor spend enough time with you?

Rating of Personal Doctor

Using any number from 0 to 10, where 0 is the worst possible personal doctor and 10 is the best personal doctor possible, what number would you use to rate your/your child's personal doctor?

Rating of Specialist Seen Most Often

We want to know your rating of the specialist you/your child talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Reproductive and Sexual Health*

Timeliness of Prenatal Care (PPC)

Component of the quality measure Prenatal and Postpartum care. The percentage of deliveries that received a prenatal care visit in the first trimester, on or before the enrollment start date or within 42 days of enrollment in the organization.

Postpartum Care (PPC)

Component of the quality measure Prenatal and Postpartum care. The percentage of deliveries that had a postpartum visit between seven and 84 days after delivery.

Chlamydia Screening – Total (CHL)

The percentage of members ages 16 to 24 who were recommended for routine chlamydia screening, were identified as sexually active and who had at least one test for chlamydia during the measurement year.

Cervical Cancer Screening (CCS)

The percentage of members ages 21 to 64 who were recommended for routine cervical care screening and were screened for cervical cancer.

Children's Health*

Well-child Visits, First 15 Months (W30)

Sub-measure of the quality measure Well-Child Visits in the First 30 Months of Life. The percentage of members who had the following number of well-child visits with a primary care provider during the last 15 months. Children who turned 15 months old during the measurement year and had six or more well-child visits.

Well-child Visits, 15 to 30 Months (W30)

Sub-measure of the quality measure Well-child Visits in the First 30 Months of Life. The percentage of members who had the following number of well-child visits with a primary care provider during the last 15 months. Children who turned age 30 months during the measurement year and had two or more well-child visits.

Child and Adolescent Well-care Visits (WCV)

The percentage of members ages 3 to 21 who had at least one comprehensive well-care visit with a primary care provider or an obstetrician/gynecologist practitioner during the measurement year.

Childhood Immunization Status, Combination 10 (CIS)

The percentage for children age 2 who had four diphtheria, tetanus and acellular pertussis (DTaP); three polio (IPV); one measles, mumps and rubella (MMR); three haemophilus influenzae type B (HiB); three hepatitis B (HepB); one chicken pox (VZV); four pneumococcal conjugate (PCV); one hepatitis A (HepA); two or three rotavirus (RV); and two influenza (flu) vaccines by their second birthday. The measure calculates a rate for each vaccine and two combination rates.

Immunizations for Adolescents, Combination 2 (IMA)

The percentage of adolescents age 13 who had one dose of meningococcal conjugate vaccine; had one tetanus, diphtheria toxoids and acellular pertussis (Tdap) vaccine; and completed the human papillomavirus (HPV) vaccine series by their 13th birthday. The measure calculates a rate for each vaccine and a combination rate (Combination 2: Adolescents who are numerator compliant for all three indicators (meningococcal, Tdap, HPV).

† indicates all measures in this category are from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey. To access the 2024 NC Medicaid CAHPS Survey Report, please click here: <https://medicaid.ncdhhs.gov/2024-cahps-survey-three-years-managed-care-full-report/download?attachment>

* indicates all measures in this category are Standard Plan calculated HEDIS measures. To access the most recent version of the NC Medicaid Technical Specifications, please click here: <https://medicaid.ncdhhs.gov/medicaid-managed-care-quality-measurement-technical-specifications-manual/download?attachment>

COMPARING PLAN PERFORMANCE

Rates from the HEDIS measures and CAHPS measures for each Standard Plan were utilized to compare plan performance. The average of all the Standard Plans was calculated for each measure within each domain. The standard deviation (SD) of the Standard Plan average was calculated, and the SD range (i.e., greater than one standard deviation *above* the average and greater than one SD *below* the average) was calculated as well.

1. CAHPS rates were calculated using the CAHPS respondent-level data files. CAHPS question items were either on a scale of 0 to 10 or on a 4-point scale (Never, Sometimes, Usually, Always). Positive responses were used (i.e., "8/9/10" on 10-point scale questions or "usually/always" on 4-point scale questions) to calculate measure rates.

2. MY2023 HEDIS quality measure rates were calculated by the Department using Standard Plan-reported data. This data comes from a member-level report that the Standard Plan's share with the department for each measurement year containing results for each quality measure.
3. The Standard Plan **Average** was calculated by combining the ratings of each Standard Plan for each measure within the domain and dividing by the total number of Standard Plans. Table 2 provides an example of how the Standard Plan Average, highlighted in orange, was calculated for the Getting Needed Care measure within the *Getting Care* domain.

Table 2. SP Average Calculations
EXAMPLE USES MOCK DATA – FOR ILLUSTRATION PURPOSES ONLY

Measure	Population	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5	SP Average
Getting Needed Care	Child	80.52%	86.50%	83.20%	89.38%	90.63%	$(80.52 + 86.50 + 83.20 + 89.38 + 90.63) / 5 = 86.05\%$
	Adult	81.98%	81.20%	77.18%	83.45%	90.39%	$(81.98 + 81.20 + 77.18 + 83.45 + 90.39) / 5 = 82.84\%$

- 3a. An **overall score** was calculated for each Standard Plan across all measures within the domain. Table 3 uses the *Getting Care* domain as an example for overall score calculations. *Overall Getting Care* was calculated for each Standard Plan by combining the Child and Adult *Getting Needed Care*, *Getting Care Quickly*, and *Coordination of Care* measure ratings, respectively and dividing that number by three (the total number of measures within the domain). The rows that display the Overall Score (Adult Only in purple, Child Only in blue) show the calculation done to create the overall score for the *Getting Care* domain.

Table 3. Calculating Overall Scores for Getting Care Domain
EXAMPLE USING MOCK DATA – FOR ILLUSTRATION PURPOSES ONLY

Measure	Population	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5
Getting Needed Care	Child	80.52%	86.50%	83.20%	89.38%	90.63%
	Adult	81.98%	81.20%	77.18%	83.45%	90.39%
Getting Care Quickly	Child	84.68%	88.58%	89.14%	90.22%	82.74%
	Adult	80.40%	79.40%	78.94%	82.00%	81.28%
Coordination of Care	Child	87.90%	88.01%	88.60%	85.30%	90.61%
	Adult	82.63%	84.40%	83.71%	90.42%	83.74%
Overall Getting Care	Adult Only	$(81.98 + 80.40 + 82.63) / 3$	81.67%	79.94%	85.29%	85.14%
Overall Getting Care	Child Only	$(80.52 + 84.68 + 87.90) / 3$	87.70%	86.98%	88.30%	87.99%

4. **Standard Deviation** was calculated to determine star ratings for the Standard Plans. Table 4 provides an example of how the standard deviation for the domain Children’s Health was calculated. The SD for measures was calculated as follows:

$$\sigma = \sqrt{\frac{\sum_{i=1}^n (\chi_i - \mu)^2}{n}}$$

Where:

σ	Standard Deviation	χ_i	Measure rating
Σ	Summation	μ	The average rating across all plans
i	Data value	n	The number of responses

**Table 4. Calculating Standard Deviation for Children’s Health Domain
EXAMPLE USING MOCK DATA – FOR ILLUSTRATION PURPOSES ONLY**

Measure	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5	Standard Deviation
Well-child Visits, First 15 Months	65.30%	78.21%	68.79%	73.82%	76.89%	5.46%
Well-child Visits, 15 to 30 Months	80.20%	59.92%	72.55%	78.85%	61.55%	9.49%
Child and Adolescent Well-Care Visits	52.71%	64.03%	35.44%	42.09%	43.45%	11.08%

5. Table 5 provides an example of how **SD ranges** (greater than one SD *above* the average and greater than one SD *below* the average) were calculated. The Standard Plan Average was both subtracted from the SD and the Standard Plan Average was added to the SD to determine the SD range of values. These results provided the values to compare the Standard Plan results to: +/- one SD around the Standard Plan Average. The measure *Well-child Visits, First 15*, highlighted in orange, presents the calculations done. This threshold was selected to represent meaningful variation while maintaining statistical sensitivity.




Please note, the table omits Standard Plan ratings of the measures for brevity.

**Table 5. Calculating Standard Deviation Ranges for Children’s Health Domain
EXAMPLE USING MOCK DATA – FOR ILLUSTRATION PURPOSES ONLY**

Measure	Standard Deviation	Standard Plan Average	1 SD Below SP Average (-1 SD)	1 SD Above SP Average (+1 SD)	Less than -1 SD Below SP Average	Greater than +1 SD Above SD Average
Well-child Visits, First 15 Months	5.46%	72.60%	5.46-72.60 = 67.14%	5.46+72.60 = 78.06%	(Anything lower than 1 SD Below SP Average column)	(Anything higher than 1 SD Above SP Average column)
Well-child Visits, 15-30 Months	9.49%	70.61%	61.13%	80.10%	At or below 61.12%	At or above 80.11%

6. Each Standard Plan's performance was **assigned a star rating** based on how they compare to the +/- one standard deviation values (described in step #5 in Table 5). A three-level rating scale was developed to provide consumers with an easy-to-read "picture" of performance across Standard Plans and presents data in a manner that emphasizes meaningful differences between Standard Plans. The Standard Plan Performance Comparison Tool uses stars to display results for each plan and displays plan performance as shown in Table 5.

Table 6. SP Comparisons – Performance Ratings

Rating	Plan Performance Compared to Standard Plan Average	
	Above Average Performance	The plan's performance was greater than one SD above the Standard Plan average.
	Average Performance	The plan's performance was within one SD from the Standard Plan average.
	Below Average Performance	The plan's performance was greater than one SD below the Standard Plan average.

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Appendix: Full Standard Deviation Calculations, by Measure and by Plan
Table A-1. Getting Care Category Calculations: CY2024 CAHPS Measures

Measure	Population	Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare Community Plan	WellCare	SD	Standard Plan Average	-1 SD	+1 SD	Less than -1SD	Greater than +1SD
Getting Needed Care	Child	86.31%	85.67%	84.22%	87.38%	89.83%	2.10%	86.68%	84.58%	88.78%	At or below 84.57%	At or above 88.79%
	Adult	83.23%	82.17%	80.47%	84.96%	80.29%	1.96%	82.22%	80.27%	84.18%	At or below 80.26%	At or above 84.19%
Getting Care Quickly	Child	86.67%	86.49%	88.16%	89.35%	92.15%	2.32%	88.56%	86.24%	90.88%	At or below 86.23%	At or above 90.89%
	Adult	83.59%	81.74%	79.96%	84.00%	82.58%	1.61%	82.37%	80.76%	83.99%	At or below 80.75%	At or above 84.00%
Coordination of Care	Child	86.71%	86.05%	87.50%	90.60%	89.61%	1.94%	88.09%	86.16%	90.03%	At or below 86.15%	At or above 90.04%
	Adult	81.68%	85.37%	84.41%	85.71%	84.74%	1.59%	84.38%	82.79%	85.98%	At or below 82.78%	At or above 85.99%
Overall Getting Care	Adult Only	82.83%	83.09%	81.61%	84.89%	82.54%	1.20%	82.99%	81.79%	84.19%	At or below 81.78%	At or above 84.20%
Overall Getting Care	Child Only	86.56%	86.07%	86.63%	89.11%	90.53%	1.94%	87.78%	85.84%	89.72%	At or below 85.83%	At or above 89.73%

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Table A-2. Care Experience Category Calculations: CY2024 CAHPS Measures

Measure	Population	Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare Community Plan	WellCare	SD	Standard Plan Average	-1 SD	+1 SD	Less than -1SD	Greater than +1SD
Rating of Health Plan	Child	86.68%	88.91%	85.84%	85.27%	87.04%	1.39%	86.75%	85.35%	88.14%	At or below 85.34%	At or above 88.15%
	Adult	72.29%	74.72%	77.38%	75.65%	72.71%	2.11%	74.55%	72.44%	76.66%	At or below 72.43%	At or above 76.67%
Rating of All Health Care	Child	85.39%	87.63%	84.38%	88.86%	87.70%	1.84%	86.79%	84.95%	88.64%	At or below 84.94%	At or above 88.65%
	Adult	77.64%	74.30%	77.74%	74.36%	73.73%	1.97%	75.55%	73.59%	77.52%	At or below 73.58%	At or above 77.53%
Customer Service	Child	85.74%	85.61%	88.27%	89.53%	87.28%	1.67%	87.29%	85.61%	88.96%	At or below 85.60%	At or above 88.97%
	Adult	87.39%	86.47%	86.60%	89.35%	87.11%	1.16%	87.38%	86.22%	88.54%	At or below 86.21%	At or above 88.55%
Overall Care Experience	Adult Only	79.11%	78.50%	80.57%	79.79%	77.85%	1.07%	79.16%	78.10%	80.23%	At or below 78.09%	At or above 80.24%
Overall Care Experience	Child Only	85.94%	87.38%	86.16%	87.89%	87.34%	0.85%	86.94%	86.10%	87.79%	At or below 86.09%	At or above 87.80%

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Table A-3. Experience with Providers Category Calculations: CY2024 CAHPS Measures

Measure	Population	Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare Community Plan	WellCare	SD	Standard Plan Average	-1 SD	+1 SD	Less than -1SD	Greater than +1SD
How Well Doctors Communicate	Child	94.27%	94.82%	96.86%	96.87%	95.60%	1.18%	95.68%	94.51%	96.86%	At or below 94.50%	At or above 96.87%
	Adult	93.64%	93.95%	94.35%	93.48%	94.69%	0.50%	94.02%	93.52%	94.52%	At or below 93.51%	At or above 94.53%
Rating of Personal Doctor	Child	88.18%	92.11%	90.26%	92.04%	89.25%	1.72%	90.37%	88.64%	92.09%	At or below 88.63%	At or above 92.10%
	Adult	84.17%	84.75%	85.44%	84.79%	84.08%	0.55%	84.65%	84.10%	85.20%	At or below 84.09%	At or above 85.21%
Rating of Specialist Seen Most Often	Child	86.92%	92.00%	87.02%	85.37%	88.33%	2.51%	87.93%	85.42%	90.43%	At or below 85.41%	At or above 90.44%
	Adult	88.07%	81.54%	77.67%	78.81%	81.40%	4.03%	81.50%	77.46%	85.53%	At or below 77.45%	At or above 85.54%
Overall Experience with Doctors	Adult Only	88.63%	86.75%	85.82%	85.69%	86.72%	1.17%	86.72%	85.55%	87.89%	At or below 85.54%	At or above 87.90%
Overall Experience with Doctors	Child Only	89.79%	92.98%	91.38%	91.43%	91.06%	1.14%	91.33%	90.19%	92.46%	At or below 90.18%	At or above 92.45%

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Table A-4. Reproductive and Sexual Health Category Calculations: MY2023 HEDIS Measures

Measure	Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare Community Plan	WellCare	SD	Standard Plan Average	-1 SD	+1 SD	Less than -1SD	Greater than +1SD
Timeliness of Prenatal Care	58.21%	55.13%	53.43%	49.82%	50.62%	3.42%	53.44%	50.03%	56.86%	At or below 50.04%	At or above 56.87%
Postpartum Care	67.37%	65.58%	64.80%	66.13%	67.99%	1.30%	66.37%	65.07%	67.68%	At or below 65.06%	At or above 67.69%
Chlamydia Screening	61.46%	64.39%	60.21%	60.50%	62.73%	1.72%	61.86%	60.13%	63.58%	At or below 60.12%	At or above 63.59%
Cervical Cancer Screening	54.14%	54.14%	52.50%	53.22%	55.34%	1.07%	53.87%	52.79%	54.94%	At or below 52.78%	At or above 54.95%
Overall Reproductive & Sexual Health	60.30%	59.81%	57.74%	57.42%	59.17%	1.27%	58.89%	57.62%	60.15%	At or below 57.61%	At or above 60.16%

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Table A-5. Children's Health Category Calculations: MY2023 HEDIS Measures

Measure	Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare Community Plan	WellCare	SD	Standard Plan Average	-1 SD	+1 SD	Less than -1SD	Greater than +1SD
Well-Child Visits, First 15 Months	66.32%	67.11%	67.68%	63.91%	66.79%	1.46%	66.36%	64.90%	67.82%	At or below 64.89%	At or above 67.83%
Well-Child Visits, 15-30 Months	70.30%	69.92%	72.45%	68.42%	71.59%	1.56%	70.54%	68.98%	72.09%	At or below 68.97%	At or above 72.10%
Well-Child Visits Ages 3-21	53.61%	54.03%	55.43%	52.15%	53.76%	1.17%	53.80%	52.63%	54.97%	At or below 52.62%	At or above 54.98%
Childhood Vaccinations	23.45%	25.04%	25.30%	24.67%	26.44%	1.08%	24.98%	23.90%	26.06%	At or below 23.89%	At or above 26.07%
Adolescent Vaccinations	28.13%	32.28%	30.13%	28.01%	31.55%	1.94%	30.02%	28.08%	31.96%	At or below 28.07%	At or above 31.97%
Overall Children's Health	48.36%	49.68%	50.20%	47.43%	50.03%	1.20%	49.14%	47.94%	50.33%	At or below 47.93%	At or above 50.34%

