



Provider Scorecards on Member Experience

Presented by Quality Improvement

MY 2022

Adult Survey

CAHPS – Medicaid Adult

SURVEY QUESTIONS	PLAN SCORE	PREVIOUS YEAR
Rating of Personal Doctor	78.0%	↑ 1.9%
Rating of Specialist	76.9%	↓ 4.5%
Getting Care, Tests or Treatments	75.9%	↓ 1.4%
Getting Specialist Appointment	76.2%	↑ 6.9%
Provided Information or Help	84.5%	↓ 0.3%
Treated with Courtesy and Respect	92.9%	↓ 3.3%
Doctor Explained Things	88.2%	↓ 2.8%
Doctor Listened Carefully	89.4%	↓ 3%
Doctor Showed Respect	92.6%	↓ 1.9%
Doctor Spent Enough Time	88.3%	↑ 1.5%
Advised to Quit Smoking	61.3%	↓ 0.4%
Discussing Cessation Medications	36.7%	↓ 4.3%
Discussing Cessation Strategies	35.9%	↓ 1.1%

QHP EES – Ambetter Adult

SURVEY QUESTIONS	PLAN SCORE	PREVIOUS YEAR
Rating of Personal Doctor	57.3%	↓ 10.7%
Rating of Specialist	57.4%	↓ 4.6%
Getting Care, Tests or Treatments	77.3%	↓ 2.0%
Getting Specialist Appointment	68.4%	↑ 4.8%
Obtained Help from Dr.'s Office to Manage Care	80.0%	↑ 22.9%
Discussed Prescription Medicines	88.4%	↑ 3.7%
Explained Things	92.9%	↓ 2.2%
Listened Carefully	90.5%	↑ 2.3%
Showed Respect	92.9%	↑ 1.7%
Spent Enough Time	91.7%	↑ 5.4%
Advised to Quit Smoking	71.4%	↓ 12.8%
Discussing Cessation Medications	42.9%	↓ 1.5%
Discussing Cessation Strategies	28.6%	↓ 21.4%

MY 2022 CAHPS[®]

Medicaid Child Survey

Children with Chronic Conditions

SURVEY QUESTIONS	PLAN SCORE	PREVIOUS YEAR
Rating of Personal Doctor	72.5%	↓ 4.7%
Rating of Specialist	71.4%	↓ 8%
Getting Care, Tests or Treatments	80.6%	↑ 1.4%
Getting Specialist Appointment	71.4%	↑ 11.4%
Provided Information or Help	73.3%	↑ 4.5%
Treated with Courtesy and Respect	86.7%	↓ 13.3%
Doctor Explained Things	69.0%	↓ 21%
Doctor Listened Carefully	75.9%	↓ 19.1%
Doctor Showed Respect	75.9%	↓ 16.6%
Doctor Spent Enough Time	72.4%	↓ 10.1%
Easy to Get Special Medical Equipment	66.7%	↓ 19%
Easy to Get Special Therapy	42.9%	↑ 0.8%
Easy to Get Treatment or Counseling	59.3%	↓ 4.3%
Discussed Feelings, Growth and/or Behavior	75.9%	↓ 11.3%

Children CHIP

SURVEY QUESTIONS	PLAN SCORE	PREVIOUS YEAR
Rating of Personal Doctor	60.0%	↓ 15%
Rating of Specialist	100.0%	100%
Getting Care, Tests or Treatments	83.3%	↑ 50%
Getting Specialist Appointment	33.3%	↓ 16.7%
Provided Information or Help	50.0%	no data
Treated with Courtesy and Respect	50.0%	no data
Doctor Explained Things	80.0%	↓ 20%
Doctor Listened Carefully	60.0%	↓ 6.7%
Doctor Showed Respect	80.0%	↓ 20%
Doctor Spent Enough Time	80.0%	↓ 20%
Easy to Get Special Medical Equipment	0.0%	no data
Easy to Get Special Therapy	100.0%	↑ 50%
Easy to Get Treatment or Counseling	50.0%	no data
Discussed Feelings, Growth and/or Behavior	80.0%	↑ 13.3%

MY 2022 ECHO Behavioral[®]

Adult Survey

Medicaid Adult

SURVEY QUESTIONS	PLAN SCORE	PREVIOUS YEAR
Rating of Counseling or Treatment	66.7%	↓ 10.07%
How Well Clinicians Communicate	83.8%	↓ 2.5%
Informed About Treatment Options	55.9%	↑ 5.9%
Office Wait Time	71.9%	↑ 7.4%
Informed About Medication Side Effects	66.7%	↓ 8.3%
Received Information about Managing Condition	67.7%	↑ 3.2%
Informed about Patient Rights	76.7%	↑ 10.0%
Ability to Refuse Medication and Treatment	63.3%	↓ 17.3%

Ambetter Adult

SURVEY QUESTIONS	PLAN SCORE	PREVIOUS YEAR
Rating of Counseling or Treatment	72.7%	↑ 1.6%
How Well Clinicians Communicate	93.5%	↑ 1.6%
Informed About Treatment Options	47.9%	↑ 6.7%
Office Wait Time	76.5%	↓ 7.7%
Informed About Medication Side Effects	85.3%	↑ 10.3%
Received Information about Managing Condition	85.3%	↑ 9.0%
Informed about Patient Rights	76.5%	↑ 2.8%
Ability to Refuse Medication and Treatment	88.2%	↓ 1.0%

MY 2022 ECHO Behavioral[®]

Child Survey

Medicaid Child

SURVEY QUESTIONS	PLAN SCORE	PREVIOUS YEAR
Rating of Counseling or Treatment	70.6%	↑ 6.2%
How Well Clinicians Communicate	90.6%	↑ 8.4%
Office Wait Time	70.5%	↓ 8.3%
Informed About Medication Side Effects	75.0%	↑ 1.3%
Received Information about Manging Condition	88.2%	↑ 25.2%
Informed about Patient Rights	93.8%	↑ 19.4%
Ability to Refuse Medication and Treatment	64.7%	↑ 3.8%

Ambetter Child

SURVEY QUESTIONS	PLAN SCORE	PREVIOUS YEAR
Rating of Counseling or Treatment	80.0%	no data
How Well Clinicians Communicate	100.0%	no data
Office Wait Time	100.0%	no data
Informed About Medication Side Effects	100.0%	no data
Received Information about Manging Condition	80.0%	no data
Informed about Patient Rights	100.0%	no data
Ability to Refuse Medication and Treatment	100.0%	no data