



Department of  
Job and Family Services

**2011 CAHPS®  
OHIO'S AGED, BLIND, OR DISABLED  
MEDICAID MANAGED CARE PROGRAM  
MEMBER SATISFACTION SURVEY**

**Executive Summary Report**

**March 2012**



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# Introduction

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The Ohio Department of Job and Family Services (ODJFS) conducts a variety of quality assessment and improvement activities to ensure Medicaid managed care plan (MCP) members have timely access to high quality health care services. These activities include annual surveys of member satisfaction. Survey results provide important feedback on MCP performance, which is used to improve overall member satisfaction with managed care programs.

ODJFS administers member satisfaction surveys for all MCPs in Ohio's Covered Families and Children (CFC) and Aged, Blind, or Disabled (ABD) Medicaid Managed Care Programs. In 2011, the ABD and CFC Medicaid Managed Care Programs were surveyed independently. This report presents survey results for Ohio's ABD Medicaid Managed Care Program.<sup>1</sup> The standardized survey instrument selected for 2011 for the ABD population was the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 4.0H Adult Medicaid Health Plan Survey.<sup>2</sup> CAHPS satisfaction measures are derived from individual questions that ask for a general rating, as well as groups of questions that form composite measures. Members from each MCP completed the surveys from February to May 2011.

## PERFORMANCE HIGHLIGHTS

- For the year 2011, the Ohio ABD Medicaid Managed Care Program results for two of the four global ratings were similar to the national average: Rating of Personal Doctor and Rating of Specialist Seen Most Often.
- For the year 2011, the Ohio ABD Medicaid Managed Care Program results for four of the five composite measures were similar to the national average: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service.
- One of the global ratings' overall means for Ohio's ABD Medicaid Managed Care Program was significantly higher in 2011 than in 2010: Rating of Health Plan.
- One of the global ratings' overall means for Ohio's ABD Medicaid Managed Care Program was significantly lower in 2011 than in 2010: Rating of Specialist Seen Most Often.
- None of the composite measures' or individual measures' overall means for Ohio's ABD Medicaid Managed Care Program was significantly higher or lower in 2011 than in 2010.

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<sup>1</sup> Please refer to Ohio's CFC Medicaid Managed Care Program CAHPS Reports for detailed information regarding the CFC population.

<sup>2</sup> CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

## *Introduction*

### *Executive Summary Report*

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ODJFS administered the 2011 CAHPS Surveys through a contract with Health Services Advisory Group, Inc. (HSAG), its External Quality Review Organization vendor. HSAG followed the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) Specifications for Survey Measures in conducting the CAHPS Surveys.<sup>3</sup> Members eligible for sampling included those who were MCP members at the time the sample was drawn, continuously enrolled in the MCP for at least five of the last six months (July through December) of 2010, and 18 years of age or older (as of December 31, 2010).<sup>4</sup>

The survey process allowed members two methods by which they could complete the surveys. The first phase, or mail phase, consisted of a survey being mailed to the sampled members. All sampled members received an English version of the survey. A reminder postcard was sent to all non-respondents, followed by a second survey mailing and reminder postcard. The second phase, or telephone phase, consisted of Computer Assisted Telephone Interviewing (CATI) for sampled members who had not mailed in a completed survey. A series of at least three CATI calls was made to each non-respondent.<sup>5</sup> Prior to initiating CATI, HSAG employed the TeleMatch telephone number verification service to locate and/or update telephone numbers for all non-respondents.

The following four MCPs participated in the 2011 CAHPS Medicaid Health Plan Surveys for the ABD population: Buckeye Community Health Plan (Buckeye); CareSource; Molina Healthcare of Ohio, Inc. (Molina); and UnitedHealthcare Community Plan of Ohio, Inc. (UnitedHealthcare).<sup>6</sup>

For 2011, a total of 3,908 surveys were completed for Ohio's ABD Medicaid Managed Care Program. The survey response rate was 57.49 percent for Ohio's ABD Medicaid Managed Care Program. The number of completed surveys and response rates for each MCP are provided in Ohio's ABD Medicaid Managed Care Program CAHPS Full Report.

This Ohio's ABD Medicaid Managed Care Program CAHPS Executive Summary Report is one of three separate reports that have been created to provide ODJFS with a comprehensive analysis of the 2011 Ohio ABD Medicaid Managed Care Program CAHPS results. Information on all three reports can be found in Ohio's ABD Medicaid Managed Care Program CAHPS Methodology Report.

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<sup>3</sup> HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>4</sup> All ABD members met the minimum NCQA age requirement of 18 given that members must be 21 years of age or older to be ABD eligible.

<sup>5</sup> National Committee for Quality Assurance. *Quality Assurance Plan for HEDIS 2011 Survey Measures*. Washington, DC: NCQA Publication, 2010.

<sup>6</sup> UnitedHealthcare Community Plan of Ohio, Inc. (UnitedHealthcare) was previously referred to as Unison Health Plan of Ohio, Inc. (Unison). In April 2011, Unison changed its name to UnitedHealthcare.

## **SUMMARY OF FINDINGS—NCQA COMPARISONS**

### **Areas Above National Averages**

Compared with the NCQA Medicaid data, Ohio's ABD Medicaid Managed Care Program's three-point means were not above the national averages for any of the global ratings and composite measures.

### **Areas Consistent With National Averages**

Compared with NCQA Medicaid data, Ohio's ABD Medicaid Managed Care Program's three-point means were similar to national averages for the following global ratings and composite measures:

- Rating of Personal Doctor
- Rating of Specialist Seen Most Often
- Getting Needed Care Composite
- Getting Care Quickly Composite
- How Well Doctors Communicate Composite
- Customer Service Composite

### **Areas Below National Averages**

Compared with NCQA Medicaid data, Ohio's ABD Medicaid Managed Care Program's three-point means were below national averages for the following global ratings and composite measure:

- Rating of Health Plan
- Rating of All Health Care
- Shared Decision Making Composite

A caveat worth noting when reviewing these findings is that NCQA's averages do not adjust for the respondent's health status or socioeconomic, demographic, and/or geographic differences among participating states or health plans.

## **SUMMARY OF FINDINGS—OHIO COMPARISONS**

### **Significantly Higher than in 2010**

Ohio's ABD Medicaid Managed Care Program's overall mean was significantly higher in 2011 than in 2010 for the following measure:

- Rating of Health Plan

### **Significantly Lower than in 2010**

Ohio's ABD Medicaid Managed Care Program's overall mean was significantly lower in 2011 than in 2010 for the following measure:

- Rating of Specialist Seen Most Often

### **Significantly Higher than the Program Average**

The following MCP had an overall mean that was significantly higher than the program average for the following measure:

#### **CareSource**

- Rating of Health Plan

### **Significantly Lower than the Program Average**

The following MCP had an overall mean that was significantly lower than the program average for the following measure:

#### **Buckeye**

- Rating of Health Plan

# NCQA Comparisons

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This NCQA Comparisons section reports on the CAHPS Survey results, which were calculated in accordance with HEDIS specifications for survey measures.<sup>1</sup> Per HEDIS specifications, no weighting, trending, or case-mix adjustment is performed on the results.

Ohio's ABD Medicaid Managed Care Program respondents were included in this analysis. In 2011, Ohio's ABD Medicaid Managed Care Program had 3,908 completed adult surveys (57.5 percent response rate) from four participating MCPs. These surveys were used to calculate the 2011 NCQA results presented in this section.

When reviewing these findings, it should be noted that NCQA's national averages do not adjust for the respondent's health status or socioeconomic, demographic, and/or geographic differences among participating states or health plans.

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<sup>1</sup> National Committee for Quality Assurance. *HEDIS 2011, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2010.

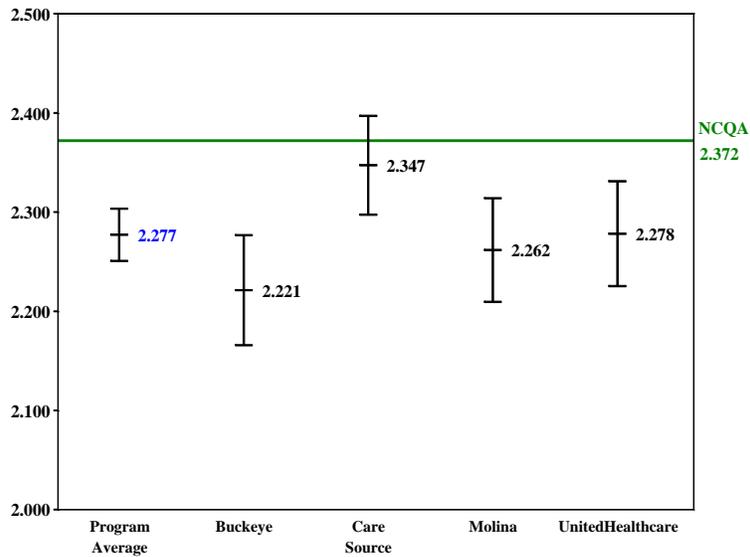
## **RESULTS**

### **Three-Point Means on the Global Ratings**

Figures B-1-B-4 on pages B-3 and B-4 depict the 2011 results of the four global ratings for members in all participating MCPs in Ohio's ABD Medicaid Managed Care Program. The 2011 Ohio ABD Medicaid Managed Care Program averages and the 2011 NCQA national adult Medicaid averages (green reference line) are presented for comparative purposes. The results are presented on a three-point scale and include 95 percent confidence intervals. For the global ratings, responses of 0 to 6 are given a score of 1, responses of 7 and 8 are given a score of 2, and responses of 9 and 10 are given a score of 3. Additional information on the calculation of three-point means can be found in Ohio's ABD Medicaid Managed Care Program CAHPS Methodology Report.

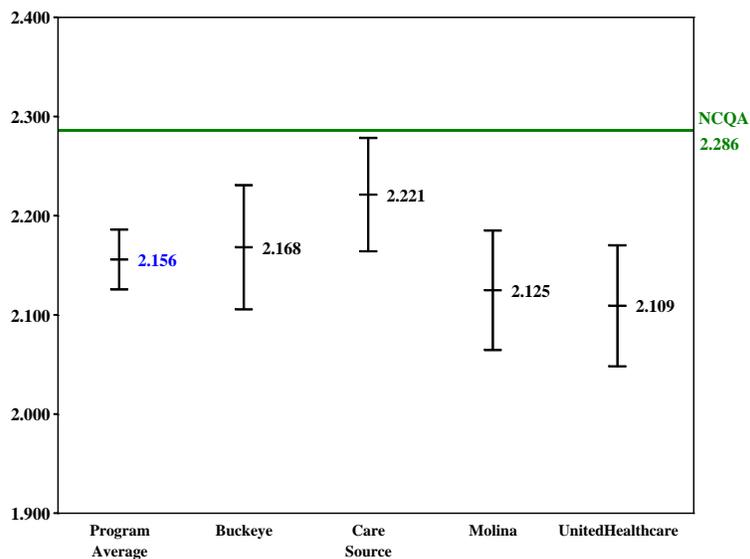
Three-Point Mean Figures on the Global Ratings

Figure B-1  
Rating of Health Plan



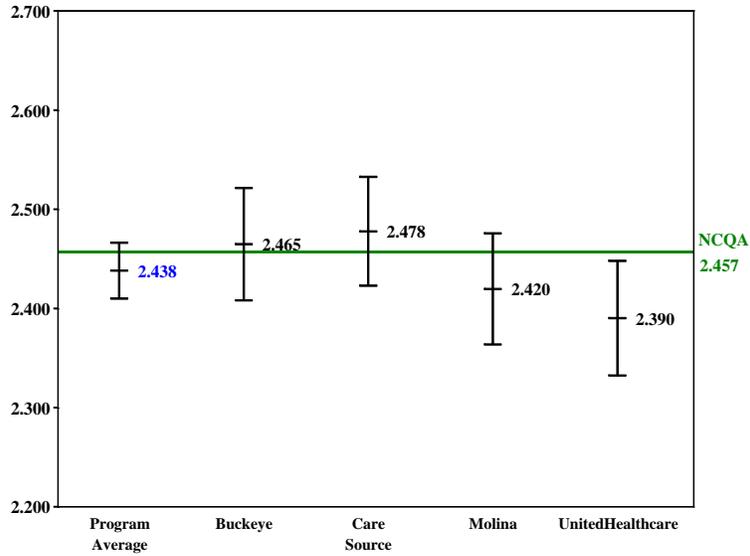
Rating of Health Plan

Figure B-2  
Rating of All Health Care



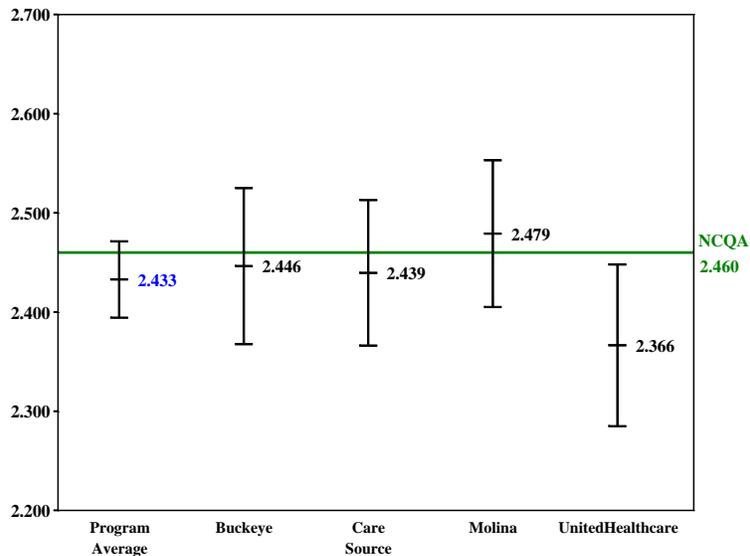
Rating of All Health Care

Figure B-3  
Rating of Personal Doctor



Rating of Personal Doctor

Figure B-4  
Rating of Specialist Seen Most Often



Rating of Specialist Seen Most Often

### **Three-Point Mean Discussion on the Global Ratings**

The following is a summary of the results presented in Figures B-1–B-4. The discussion focuses on comparisons of the 2011 Ohio ABD Medicaid Managed Care Program and MCP results to the 2011 NCQA averages. The term “encompass” refers to instances when the confidence interval for Ohio’s ABD Medicaid Managed Care Program or a participating MCP is wide enough to include the 2011 NCQA average. In these instances, this indicates that the score for Ohio’s ABD Medicaid Managed Care Program or a participating MCP is statistically similar to the 2011 NCQA average.

Three of the MCPs’ and the program’s three-point means encompass the NCQA average for two of the global ratings. The program’s and the MCPs’ three-point means encompass the NCQA average for the Rating of Personal Doctor and Rating of Specialist Seen Most Often global ratings.

#### **Rating of Health Plan (Figure B-1)**

- The confidence interval for CareSource encompasses the NCQA average.
- The upper confidence limits for Ohio’s ABD Medicaid Managed Care Program, Buckeye, Molina, and UnitedHealthcare are below the NCQA average.

#### **Rating of All Health Care (Figure B-2)**

- The upper confidence limits for Ohio’s ABD Medicaid Managed Care Program, Buckeye, CareSource, Molina, and UnitedHealthcare are below the NCQA average.

#### **Rating of Personal Doctor (Figure B-3)**

- The confidence intervals for Ohio’s ABD Medicaid Managed Care Program, Buckeye, CareSource, and Molina encompass the NCQA average.
- The upper confidence limit for UnitedHealthcare is below the NCQA average.

#### **Rating of Specialist Seen Most Often (Figure B-4)**

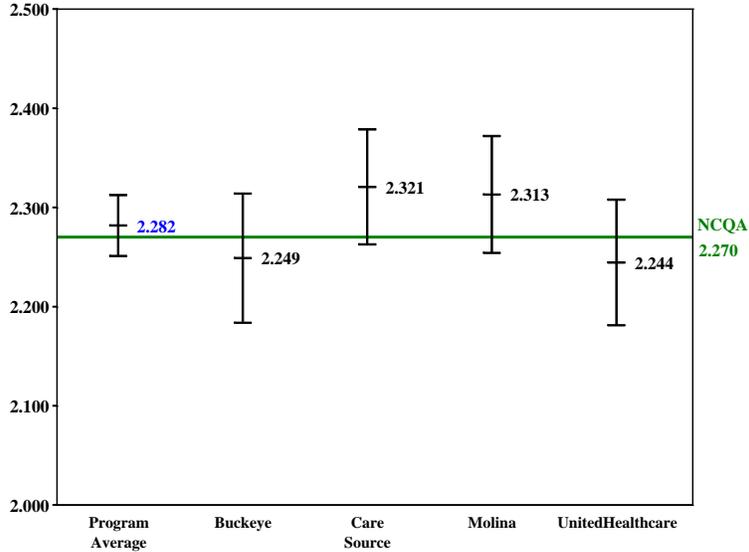
- The confidence intervals for Ohio’s ABD Medicaid Managed Care Program, Buckeye, CareSource, and Molina encompass the NCQA average.
- The upper confidence limit for UnitedHealthcare is below the NCQA average.

### **Three-Point Means on the Composite Measures**

Figures B-5-B-9 on pages B-7-B-9 depict the 2011 results of the five composite measures for members in all participating MCPs in Ohio's ABD Medicaid Managed Care Program. The 2011 Ohio ABD Medicaid Managed Care Program averages and the 2011 NCQA national adult Medicaid averages (green reference line) are presented for comparative purposes. The results are presented on a three-point scale and include 95 percent confidence intervals. For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites, responses of "Always" are given a score of 3, responses of "Usually" are given a score of 2, and responses of "Sometimes/Never" are given a score of 1. For the Shared Decision Making composite, responses of "Definitely Yes" are given a score of 3, responses of "Somewhat Yes" are given a score of 2, and responses of "Somewhat No/Definitely No" are given a score of 1. Additional information on the calculation of three-point means can be found in Ohio's ABD Medicaid Managed Care Program CAHPS Methodology Report.

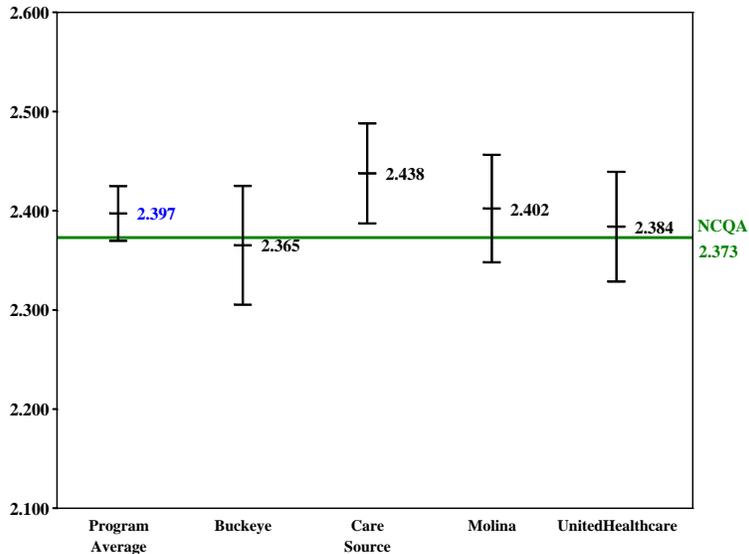
Three-Point Mean Figures on the Composite Measures

Figure B-5  
Getting Needed Care



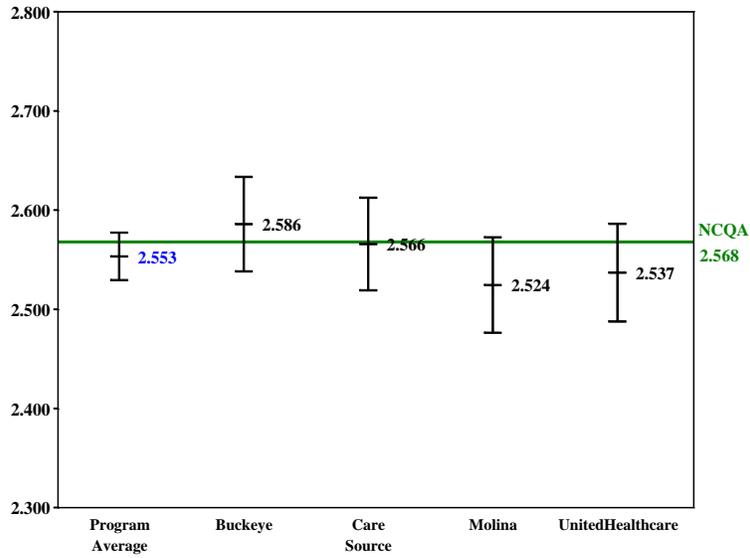
Getting Needed Care Composite

Figure B-6  
Getting Care Quickly



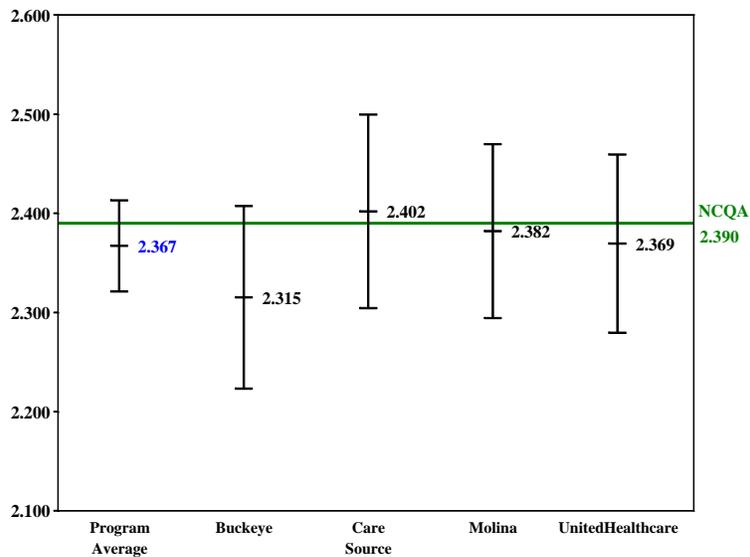
Getting Care Quickly Composite

**Figure B-7  
How Well Doctors Communicate**



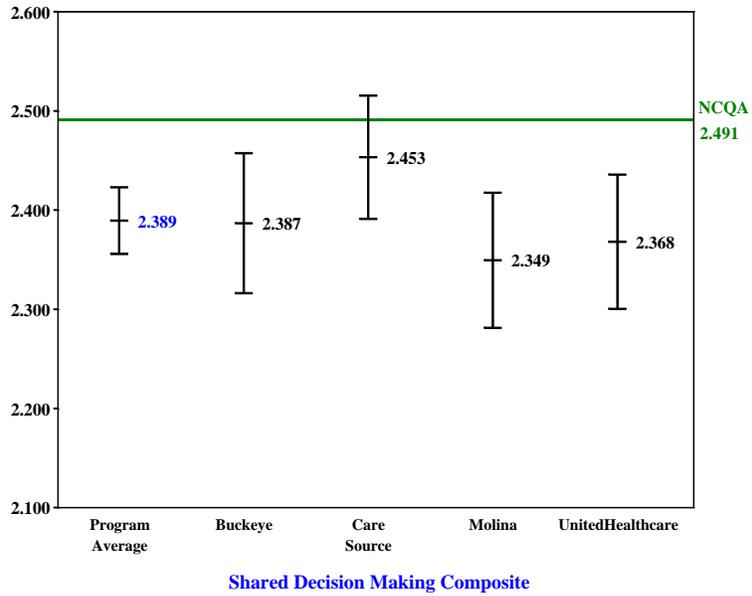
How Well Doctors Communicate Composite

**Figure B-8  
Customer Service**



Customer Service Composite

**Figure B-9**  
**Shared Decision Making**



### **Three-Point Mean Discussion on the Composite Measures**

The following is a summary of the results presented in Figures B-5–B-9. The discussion focuses on comparisons of the 2011 Ohio ABD Medicaid Managed Care Program and MCP results to the 2011 NCQA averages. The term “encompass” refers to instances when the confidence interval for Ohio’s ABD Medicaid Managed Care Program or a participating MCP is wide enough to include the 2011 NCQA average. In these instances, this indicates that the score for Ohio’s ABD Medicaid Managed Care Program or a participating MCP is statistically similar to the 2011 NCQA average.

All of the MCPs’ and the program’s three-point means encompass or exceed the NCQA average for four of the composite measures. The program’s and the MCPs’ three-point means encompass or exceed the NCQA average for the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composite measures.

#### **Getting Needed Care (Figure B-5)**

- The confidence intervals for Ohio’s ABD Medicaid Managed Care Program, Buckeye, CareSource, Molina, and UnitedHealthcare encompass the NCQA average.

#### **Getting Care Quickly (Figure B-6)**

- The lower confidence limit for CareSource is above the NCQA average.
- The confidence intervals for Ohio’s ABD Medicaid Managed Care Program, Buckeye, Molina, and UnitedHealthcare encompass the NCQA average.

#### **How Well Doctors Communicate (Figure B-7)**

- The confidence intervals for Ohio’s ABD Medicaid Managed Care Program, Buckeye, CareSource, Molina, and UnitedHealthcare encompass the NCQA average.

#### **Customer Service (Figure B-8)**

- The confidence intervals for Ohio’s ABD Medicaid Managed Care Program, Buckeye, CareSource, Molina, and UnitedHealthcare encompass the NCQA average.

#### **Shared Decision Making (Figure B-9)**

- The confidence interval for CareSource encompasses the NCQA average.
- The upper confidence limits for Ohio’s ABD Medicaid Managed Care Program, Buckeye, Molina, and UnitedHealthcare are below the NCQA average.

# Ohio Comparisons

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This Ohio Comparisons section presents 2011 CAHPS results based on ODJFS' analytic methodology, which uses the Agency for Healthcare Research and Quality's (AHRQ's) CAHPS analysis program. The CAHPS results presented in this section are designed to meet the reporting needs of the State of Ohio.<sup>1</sup> This section presents results for all ABD members completing a CAHPS Adult Medicaid Health Plan Survey. Results for Ohio's ABD Medicaid Managed Care Program were weighted based on the sample frame size (i.e., eligible population) for each MCP. According to AHRQ's recommendations, results were also case-mix-adjusted for reported member health status, respondent educational level, and respondent age.<sup>2</sup> Additional information on the case-mix adjustment and weighting can be found in Ohio's ABD Medicaid Managed Care Program CAHPS Methodology Report. For the Ohio Comparisons section, no threshold number of responses was required for the results to be reported.<sup>3</sup> In 2010, Ohio's ABD Medicaid Managed Care Program had 3,973 completed ABD adult surveys (58.8 percent response rate) from four participating MCPs. These surveys were used to calculate the 2010 CAHPS results presented in this section for trending purposes.<sup>4</sup> In 2011, Ohio's ABD Medicaid Managed Care Program had 3,908 completed ABD adult surveys (57.5 percent response rate) from four participating MCPs. These surveys were used to calculate the 2011 CAHPS results presented in this section.

For each global rating, composite measure, and individual item measure, an overall mean was calculated. For global ratings, the overall mean is provided on a scale of 0 to 10. For composite and individual item measures, the overall mean is provided on a three-point scale.<sup>5</sup> Member responses were also classified into response categories for each global rating, composite measure, and individual item measure.

The Ohio Comparisons section presents two different types of analyses. The first type of analysis involved a comparison of each MCP's 2011 score to Ohio's ABD Medicaid Managed Care Program average. This MCP-to-aggregate comparative analysis identified MCPs that performed statistically higher, the same, or lower than the program on each measure. The second type of analysis presented in this section involved a comparison of each MCP's and the program's 2011 scores to its 2010 scores. This trending analysis identified those that performed statistically higher, the same, or lower in 2011 than in 2010.

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<sup>1</sup> The Ohio Comparisons methodology differs from that of NCQA/HEDIS. Therefore, results presented in this section should **not** be compared to results based on the 2011 HEDIS specifications for survey measures. For additional information, please refer to Ohio's ABD Medicaid Managed Care Program CAHPS Methodology Report.

<sup>2</sup> Agency for Healthcare Research and Quality. *CAHPS Health Plan Survey and Reporting Kit 2008*. Rockville, MD: US Department of Health and Human Services, July 2008.

<sup>3</sup> NCQA requires a minimum of 100 responses on each item in order to report the item as a CAHPS/HEDIS result.

<sup>4</sup> For detailed information on the 2010 Ohio ABD Medicaid Managed Care Program CAHPS analysis, please refer to the Ohio Comparisons section in the 2010 Ohio ABD Medicaid Managed Care Program CAHPS Full Report.

<sup>5</sup> Three-point means presented in this section will likely differ from the three-point means presented in the NCQA Comparisons section due to the use of dissimilar methodologies in the two sections.

## COMPARATIVE ANALYSIS

MCP-level case-mix-adjusted mean scores in 2011 were compared to the program average mean scores in 2011 to determine whether there were statistically significant differences between the mean scores for each MCP and the program average mean scores.<sup>6</sup> The program average used in the tests for statistical significance was different than the program average provided in the bar graphs. The program average mean scores provided in the bar graphs were weighted and case-mix adjusted. However, the program average used in the tests for statistical significance was the average of the MCP-level case-mix-adjusted mean scores (i.e., the mean of the means). For additional information on the derivation of program-level averages, please refer to Ohio's ABD Medicaid Managed Care Program CAHPS Methodology Report. Statistically significant differences between the 2011 MCP-level mean scores and the 2011 program average are noted with arrows. MCP-level scores that are statistically higher than the program average are noted with an upward (↑) arrow. MCP-level scores that are statistically lower than the program average are noted with a downward (↓) arrow. MCP-level scores that are not statistically different from the program average are not noted with arrows.

## TRENDING ANALYSIS

Where applicable, mean scores in 2011 were compared to the mean scores in 2010 to determine whether there were statistically significant differences. For each MCP and Ohio's ABD Medicaid Managed Care Program, the 2011 mean scores were compared to the 2010 mean scores. Statistically significant differences between mean scores in 2011 and mean scores in 2010 for each MCP and the program average are noted with triangles. Scores that are statistically higher in 2011 than in 2010 are noted with upward (▲) triangles. Scores that are statistically lower in 2011 than in 2010 are noted with downward (▼) triangles. Scores in 2011 that are not statistically different from scores in 2010 are not noted with triangles.

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<sup>6</sup> The term "mean scores" refers to the overall means and the response category proportions.

## **GLOBAL RATINGS**

### **Rating of Health Plan**

Ohio's ABD Medicaid Managed Care Program members were asked to rate their health plan on a scale of 0 to 10, with 0 being the "worst health plan possible" and 10 being the "best health plan possible." For the question on the member's overall rating of his or her health plan, an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each participating MCP. Responses were also classified into three categories: 0 to 6 (worst); 7 to 8; and 9 to 10 (best). Figure C-1 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

#### *Comparative Analysis*

Overall, there were three *statistically significant* differences observed for this measure.

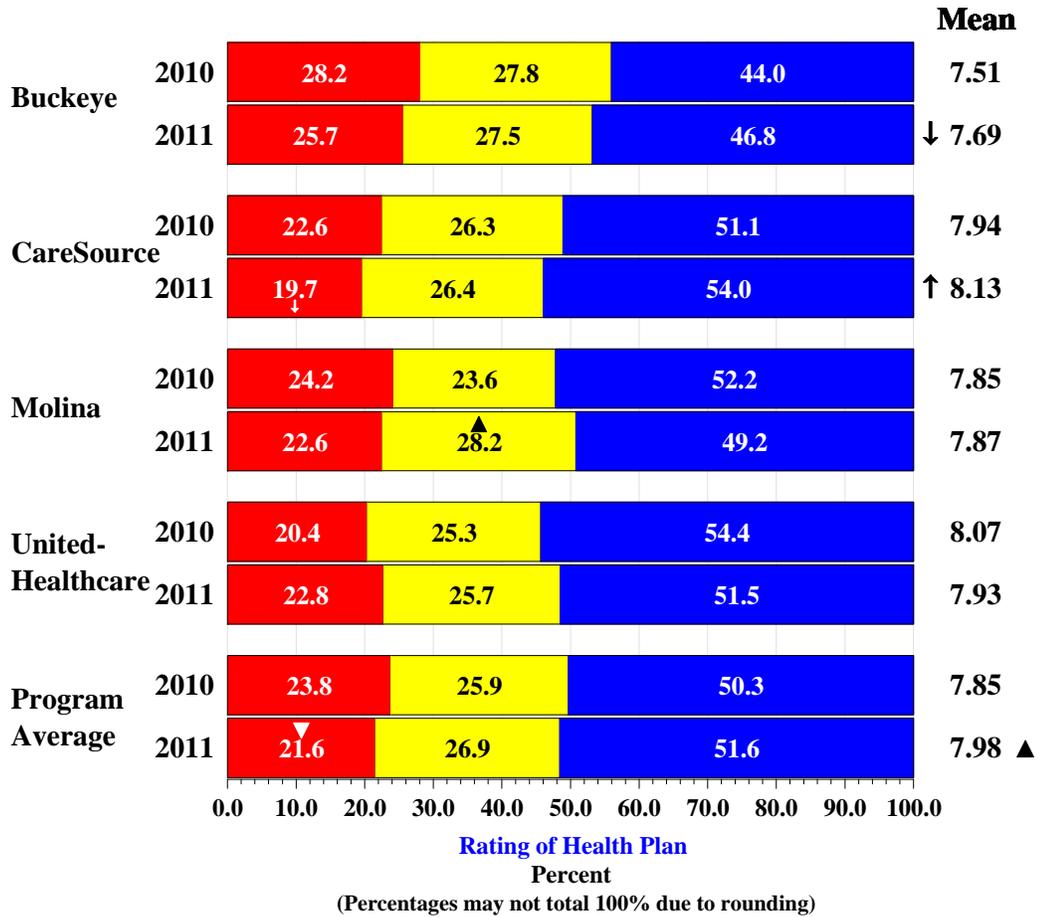
- Buckeye's overall mean was significantly lower than the program average.
- CareSource's overall mean was significantly higher than the program average. The percentage of CareSource's respondents who gave a response of 0 to 6 was significantly lower than the program average.

#### *Trending Analysis*

Overall, there were three *statistically significant* differences between scores in 2011 and scores in 2010 for this measure.

- The percentage of Molina's respondents who gave a response of 7 to 8 was significantly higher in 2011 than in 2010.
- The program's overall mean was significantly higher in 2011 than in 2010. Furthermore, the percentage of the program's respondents who gave a response of 0 to 6 was significantly lower in 2011 than in 2010.

**Figure C-1**  
**Rating of Health Plan**



Statistical Significance Note:    ↑ indicates the score is significantly higher than the program average  
     ↓ indicates the score is significantly lower than the program average  
     ▲ indicates the 2011 score is significantly higher than the 2010 score  
     ▼ indicates the 2011 score is significantly lower than the 2010 score

## **Rating of All Health Care**

Ohio's ABD Medicaid Managed Care Program members were asked to rate all their health care on a scale of 0 to 10, with 0 being the "worst health care possible" and 10 being the "best health care possible." For the question on the member's overall rating of all of his or her health care, an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each participating MCP. Responses were also classified into three categories: 0 to 6 (worst); 7 to 8; and 9 to 10 (best). Figure C-2 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

### *Comparative Analysis*

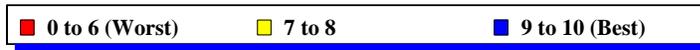
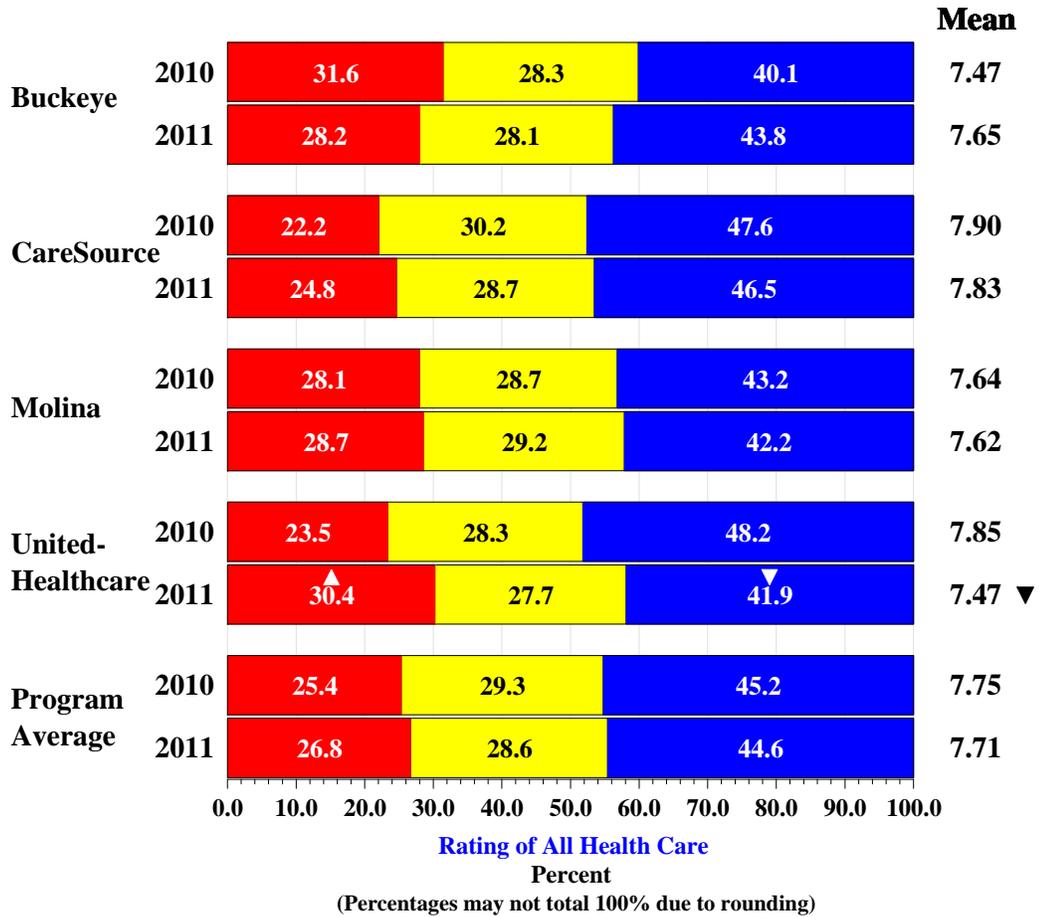
Overall, there were no *statistically significant* differences observed for this measure.

### *Trending Analysis*

Overall, there were three *statistically significant* differences between scores in 2011 and scores in 2010 for this measure.

- UnitedHealthcare's overall mean was significantly lower in 2011 than in 2010. Furthermore, the percentage of UnitedHealthcare's respondents who gave a response of 0 to 6 was significantly higher in 2011 than in 2010, whereas the percentage of UnitedHealthcare's respondents who gave a response of 9 to 10 was significantly lower in 2011 than in 2010.

**Figure C-2**  
**Rating of All Health Care**



Statistical Significance Note:    ↑ indicates the score is significantly higher than the program average  
    ↓ indicates the score is significantly lower than the program average  
    ▲ indicates the 2011 score is significantly higher than the 2010 score  
    ▼ indicates the 2011 score is significantly lower than the 2010 score

## **Rating of Personal Doctor**

Ohio's ABD Medicaid Managed Care Program members were asked to rate their personal doctor on a scale of 0 to 10, with 0 being the "worst personal doctor possible" and 10 being the "best personal doctor possible." For the question on the member's overall rating of his or her personal doctor, an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each participating MCP. Responses were also classified into three categories: 0 to 6 (worst); 7 to 8; and 9 to 10 (best). Figure C-3 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

### *Comparative Analysis*

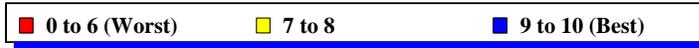
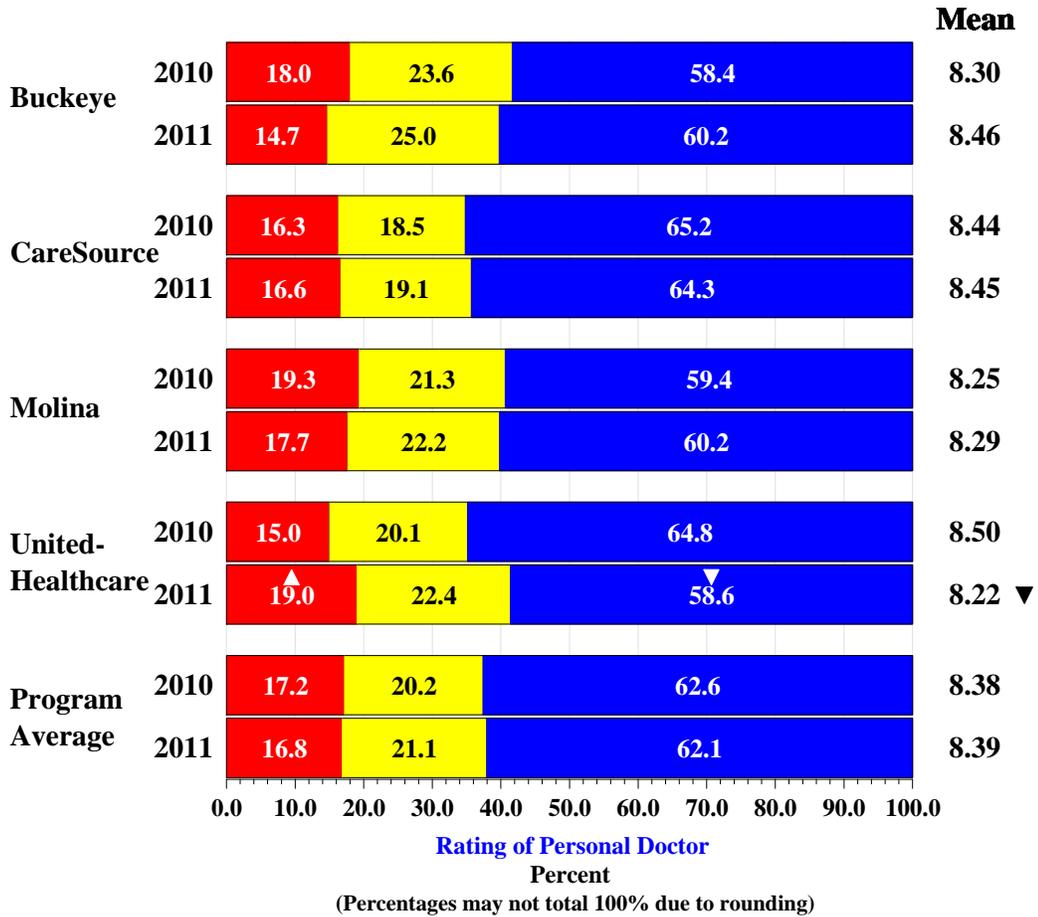
Overall, there were no *statistically significant* differences observed for this measure.

### *Trending Analysis*

Overall, there were three *statistically significant* differences between scores in 2011 and scores in 2010 for this measure.

- UnitedHealthcare's overall mean was significantly lower in 2011 than in 2010. Furthermore, the percentage of UnitedHealthcare's respondents who gave a response of 0 to 6 was significantly higher in 2011 than in 2010, whereas the percentage of UnitedHealthcare's respondents who gave a response of 9 to 10 was significantly lower in 2011 than in 2010.

**Figure C-3**  
**Rating of Personal Doctor**



Statistical Significance Note:    ↑ indicates the score is significantly higher than the program average  
    ↓ indicates the score is significantly lower than the program average  
    ▲ indicates the 2011 score is significantly higher than the 2010 score  
    ▼ indicates the 2011 score is significantly lower than the 2010 score

## **Rating of Specialist Seen Most Often**

Ohio's ABD Medicaid Managed Care Program members were asked to rate their specialist on a scale of 0 to 10, with 0 being the "worst specialist possible" and 10 being the "best specialist possible." For the question on the member's overall rating of his or her specialist, an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each participating MCP. Responses were also classified into three categories: 0 to 6 (worst); 7 to 8; and 9 to 10 (best). Figure C-4 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

### *Comparative Analysis*

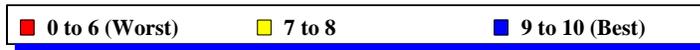
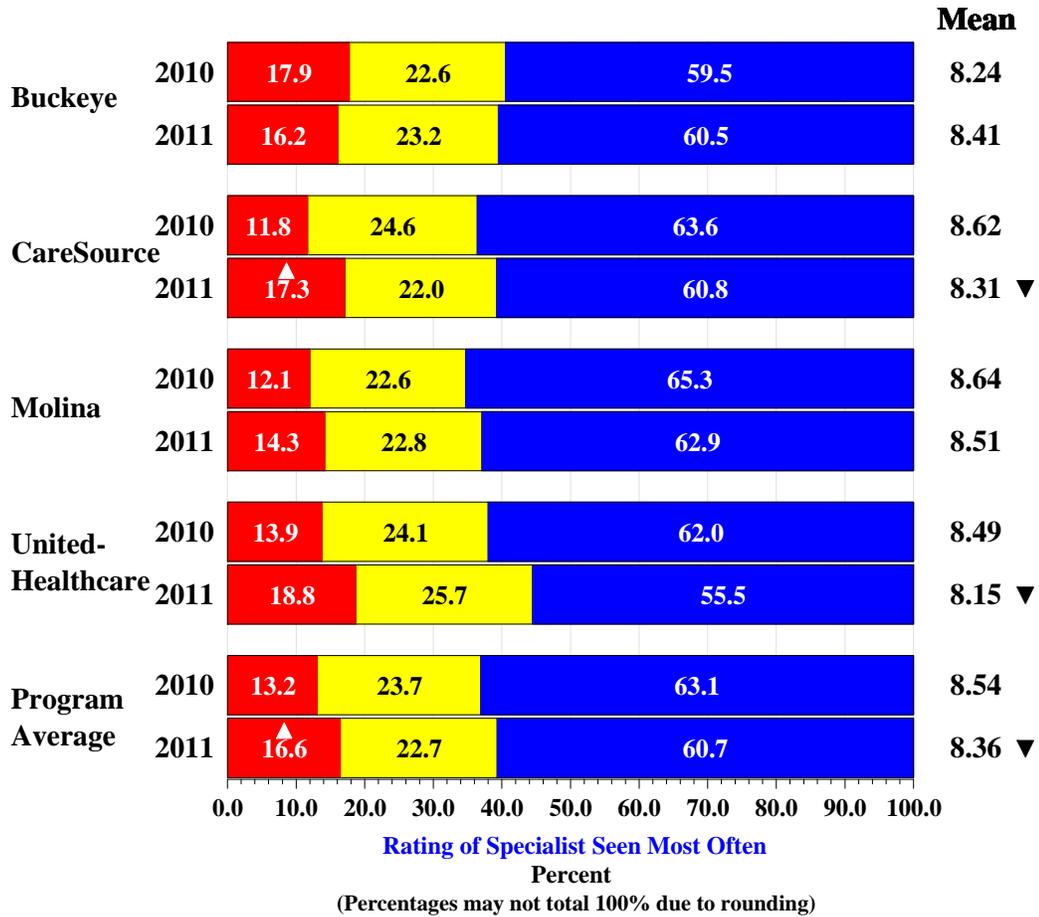
Overall, there were no *statistically significant* differences observed for this measure.

### *Trending Analysis*

Overall, there were five *statistically significant* differences between scores in 2011 and scores in 2010 for this measure.

- CareSource's and the program's overall means were significantly lower in 2011 than in 2010. Furthermore, the percentage of their respondents who gave a response of 0 to 6 was significantly higher in 2011 than in 2010.
- UnitedHealthcare's overall mean was significantly lower in 2011 than in 2010.

**Figure C-4**  
**Rating of Specialist Seen Most Often**



Statistical Significance Note:    ↑ indicates the score is significantly higher than the program average  
    ↓ indicates the score is significantly lower than the program average  
    ▲ indicates the 2011 score is significantly higher than the 2010 score  
    ▼ indicates the 2011 score is significantly lower than the 2010 score

## **COMPOSITE MEASURES**

### **Getting Needed Care**

A series of two questions was asked to assess how often it was easy to get needed care. For each of these questions (Questions 23 and 27 in the CAHPS Adult Medicaid Health Plan Survey), an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Never/Sometimes," "Usually," and "Always." Figure C-5 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

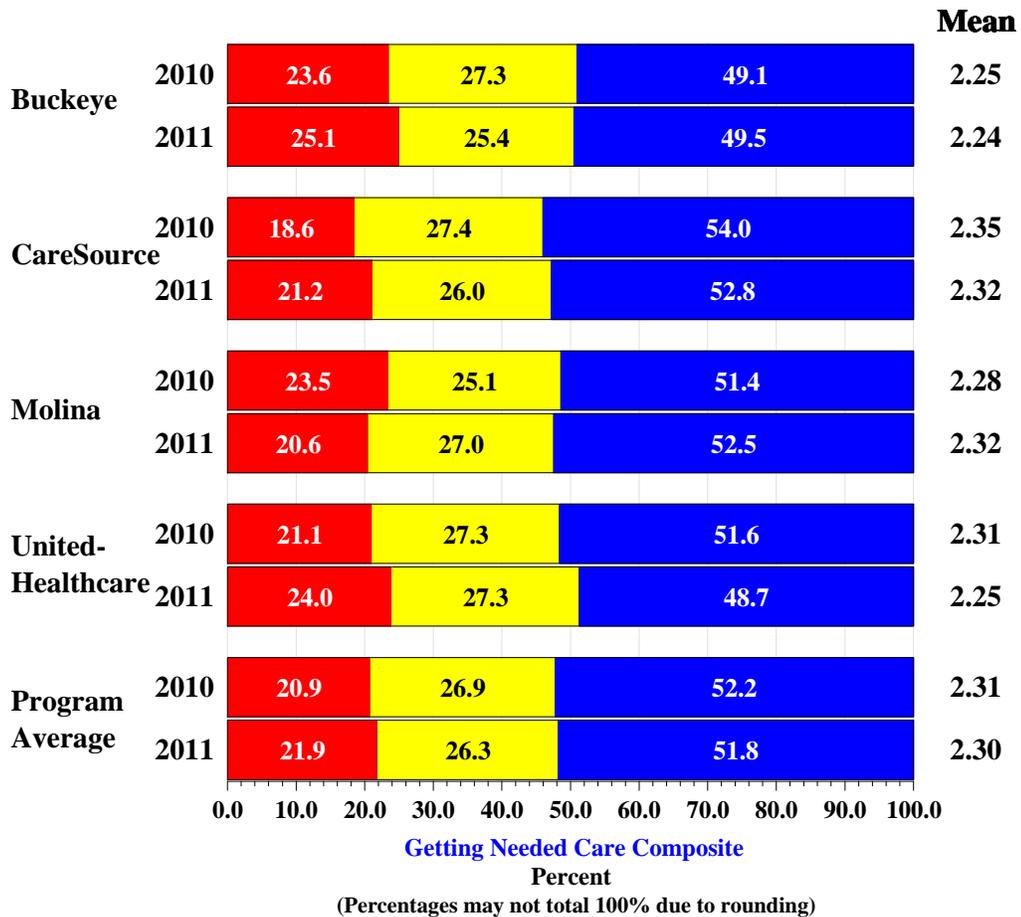
#### *Comparative Analysis*

Overall, there were no *statistically significant* differences observed for this measure.

#### *Trending Analysis*

Overall, there were no *statistically significant* differences between scores in 2011 and scores in 2010 for this measure.

**Figure C-5**  
**Getting Needed Care Composite**



Statistical Significance Note:    ↑ indicates the score is significantly higher than the program average  
     ↓ indicates the score is significantly lower than the program average  
     ▲ indicates the 2011 score is significantly higher than the 2010 score  
     ▼ indicates the 2011 score is significantly lower than the 2010 score

## **Getting Care Quickly**

A series of two questions was asked to assess how often members received care quickly. For each of these questions (Questions 4 and 6 in the CAHPS Adult Medicaid Health Plan Survey), an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Never/Sometimes," "Usually," and "Always." Figure C-6 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

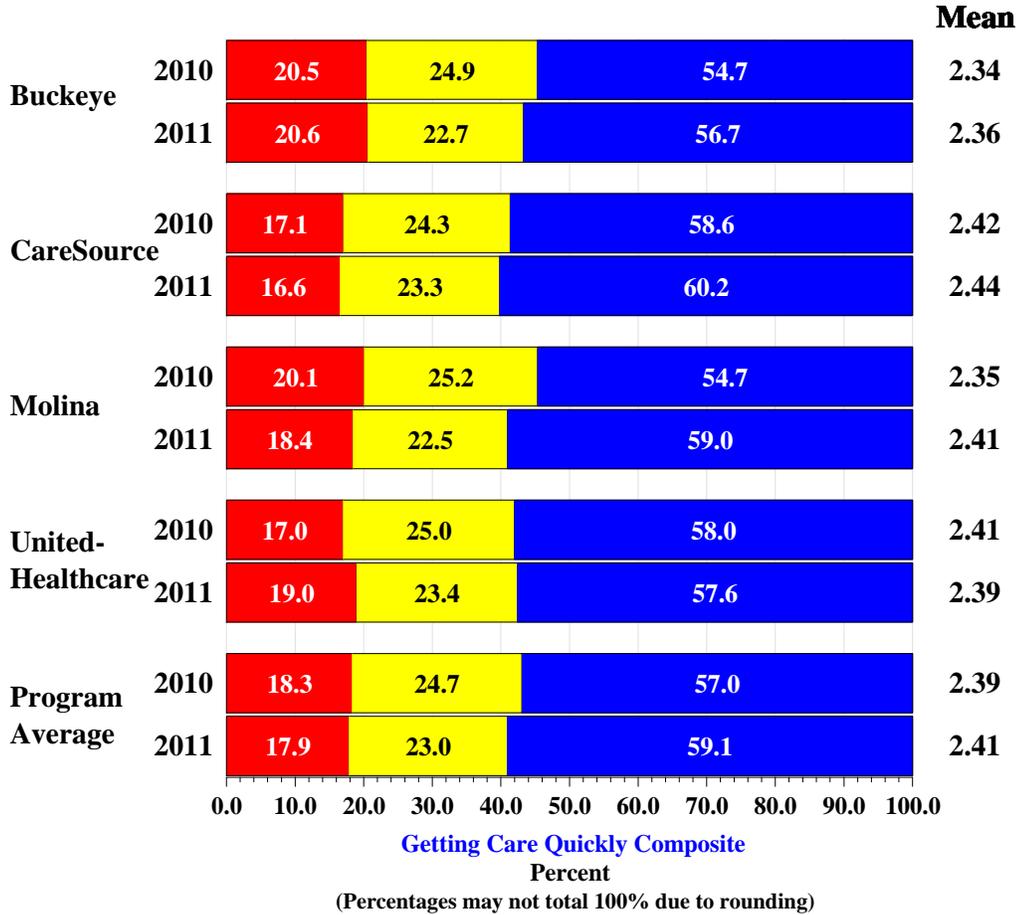
### *Comparative Analysis*

Overall, there were no *statistically significant* differences observed for this measure.

### *Trending Analysis*

Overall, there were no *statistically significant* differences between scores in 2011 and scores in 2010 for this measure.

**Figure C-6**  
**Getting Care Quickly Composite**



Statistical Significance Note:    ↑ indicates the score is significantly higher than the program average  
     ↓ indicates the score is significantly lower than the program average  
     ▲ indicates the 2011 score is significantly higher than the 2010 score  
     ▼ indicates the 2011 score is significantly lower than the 2010 score

## **How Well Doctors Communicate**

A series of four questions was asked to assess how often doctors communicated well. For each of these questions (Questions 15, 16, 17, and 18 in the CAHPS Adult Medicaid Health Plan Survey), an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Never/Sometimes," "Usually," and "Always." Figure C-7 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

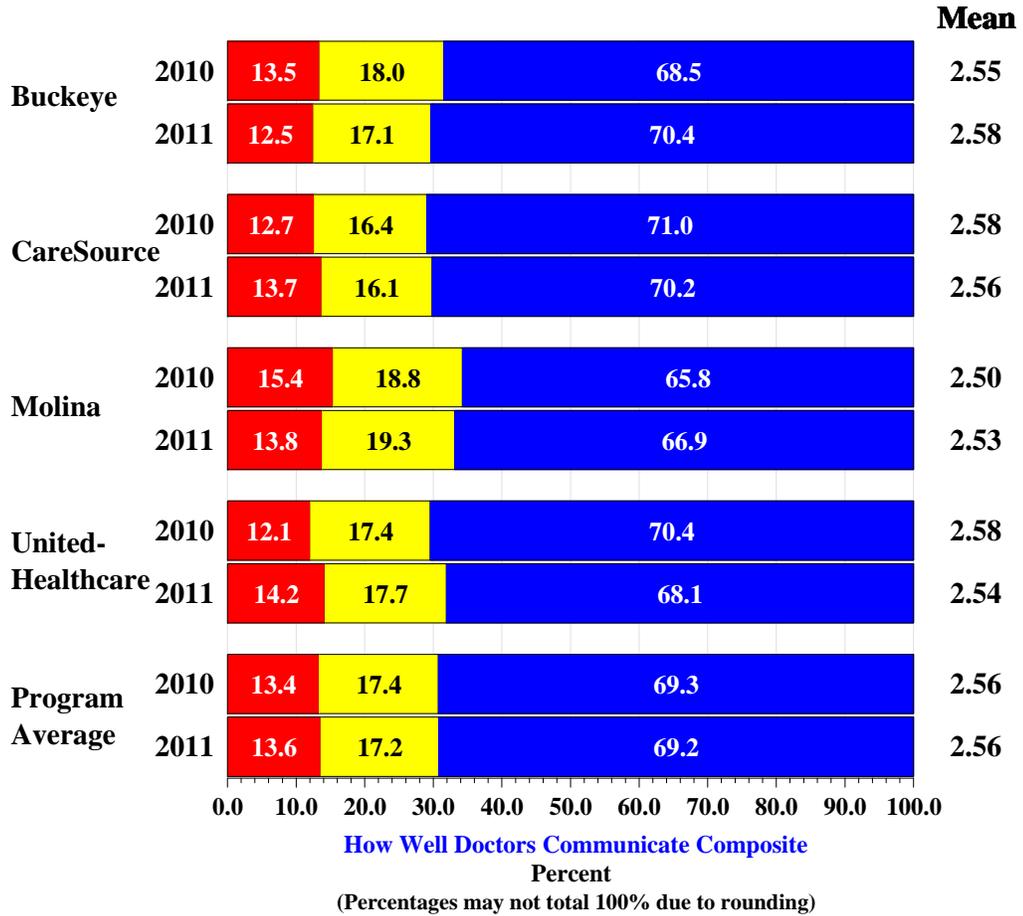
### *Comparative Analysis*

Overall, there were no *statistically significant* differences observed for this measure.

### *Trending Analysis*

Overall, there were no *statistically significant* differences between scores in 2011 and scores in 2010 for this measure.

**Figure C-7**  
**How Well Doctors Communicate Composite**



Statistical Significance Note:    ↑ indicates the score is significantly higher than the program average  
     ↓ indicates the score is significantly lower than the program average  
     ▲ indicates the 2011 score is significantly higher than the 2010 score  
     ▼ indicates the 2011 score is significantly lower than the 2010 score

## **Customer Service**

Two questions were asked to assess how often members were satisfied with customer service. For each of these questions (Questions 31 and 32 in the CAHPS Adult Medicaid Health Plan Survey), an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Never/Sometimes," "Usually," and "Always." Figure C-8 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

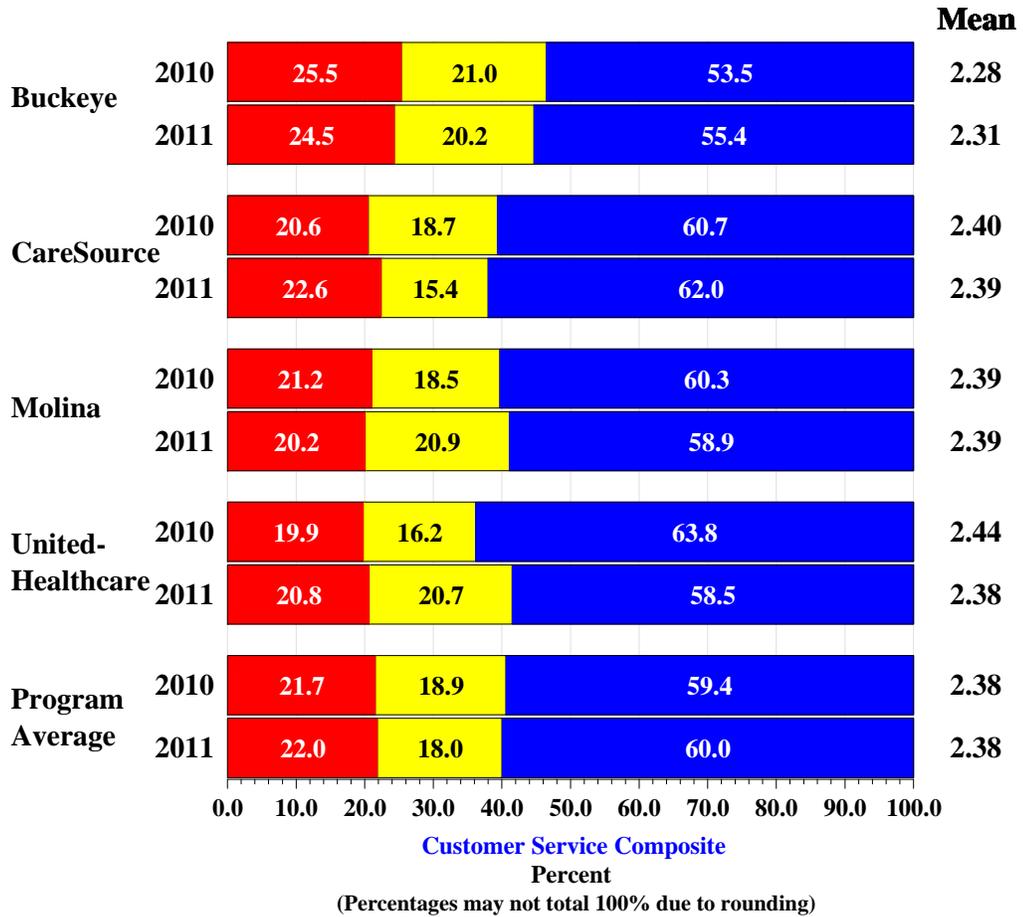
### *Comparative Analysis*

Overall, there were no *statistically significant* differences observed for this measure.

### *Trending Analysis*

Overall, there were no *statistically significant* differences between scores in 2011 and scores in 2010 for this measure.

**Figure C-8**  
**Customer Service Composite**



Statistical Significance Note:    ↑ indicates the score is significantly higher than the program average  
     ↓ indicates the score is significantly lower than the program average  
     ▲ indicates the 2011 score is significantly higher than the 2010 score  
     ▼ indicates the 2011 score is significantly lower than the 2010 score

## **Shared Decision Making**

Two questions were asked regarding the involvement of members in decision making when there was more than one choice for treatment or health care. For each of these questions (Questions 10 and 11 in the CAHPS Adult Medicaid Health Plan Survey), an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Definitely No/Somewhat No," "Somewhat Yes," and "Definitely Yes." Figure C-9 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

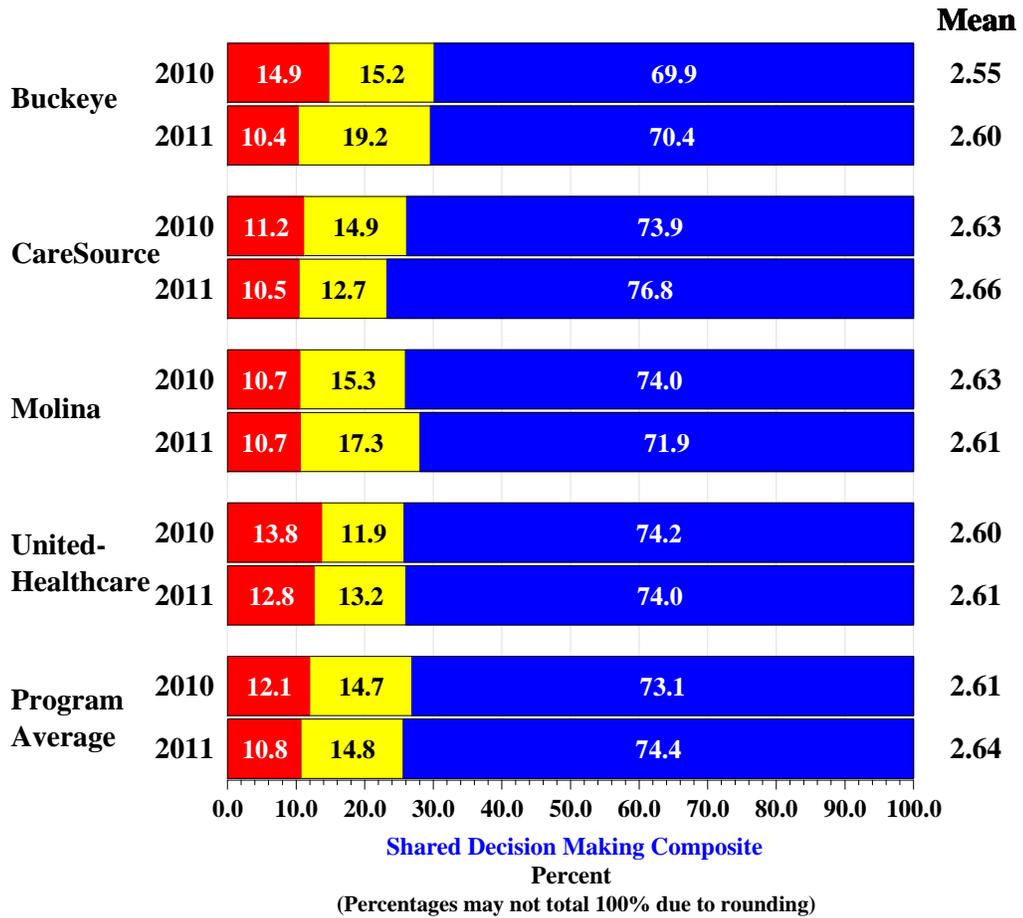
### *Comparative Analysis*

Overall, there were no *statistically significant* differences observed for this measure.

### *Trending Analysis*

Overall, there were no *statistically significant* differences between scores in 2011 and scores in 2010 for this measure.

**Figure C-9**  
**Shared Decision Making Composite**



Statistical Significance Note:    ↑ indicates the score is significantly higher than the program average  
     ↓ indicates the score is significantly lower than the program average  
     ▲ indicates the 2011 score is significantly higher than the 2010 score  
     ▼ indicates the 2011 score is significantly lower than the 2010 score

## **INDIVIDUAL ITEM MEASURES**

### **Health Promotion and Education**

Question 8 in the CAHPS Adult Medicaid Health Plan Survey asked members to rate how often their doctor or other health provider talked with them about specific things they could do to prevent illness. For this question, an overall mean score was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Never/Sometimes," "Usually," and "Always." Figure C-10 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

#### *Comparative Analysis*

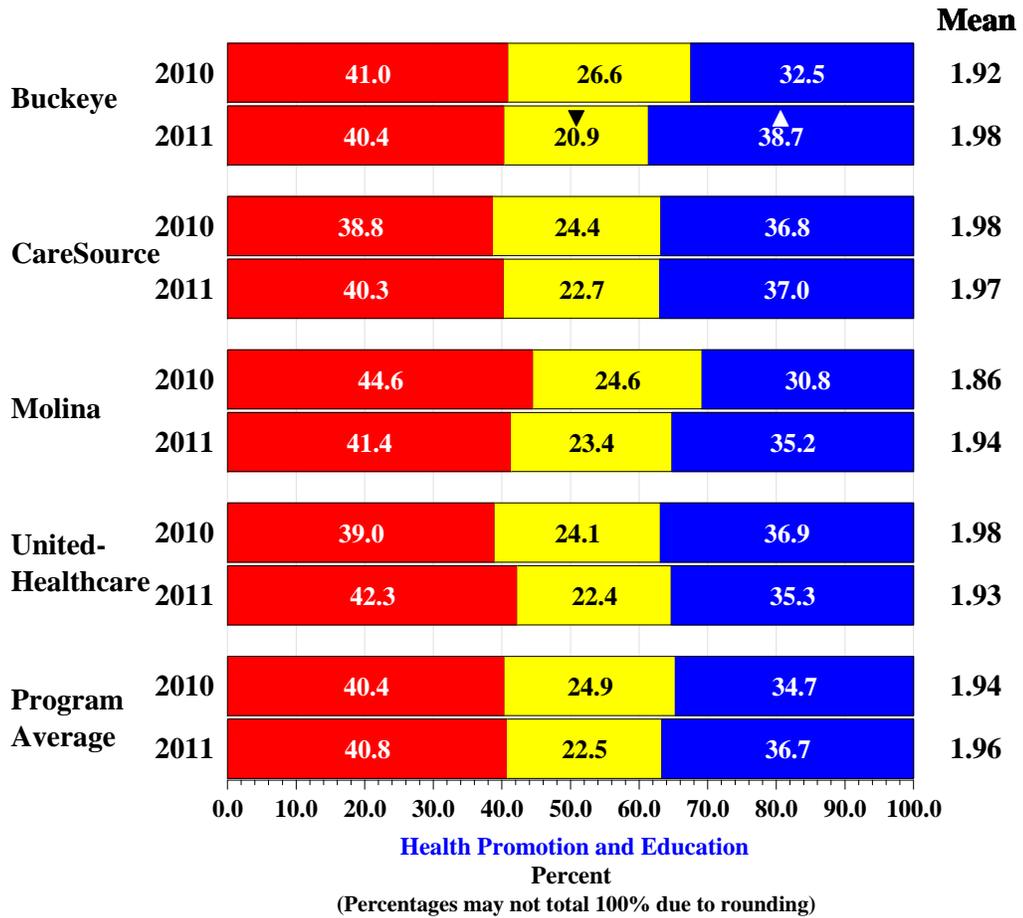
Overall, there were no *statistically significant* differences observed for this measure.

#### *Trending Analysis*

Overall, there were two *statistically significant* differences between scores in 2011 and scores in 2010 for this measure.

- The percentage of Buckeye's respondents who gave a response of Usually was significantly lower in 2011 than in 2010, whereas the percentage of Buckeye's respondents who gave a response of Always was significantly higher in 2011 than in 2010.

**Figure C-10**  
**Health Promotion and Education**



Statistical Significance Note:    ↑ indicates the score is significantly higher than the program average  
     ↓ indicates the score is significantly lower than the program average  
     ▲ indicates the 2011 score is significantly higher than the 2010 score  
     ▼ indicates the 2011 score is significantly lower than the 2010 score

## **Coordination of Care**

Question 20 in the CAHPS Adult Medicaid Health Plan Survey asked members to rate how often their doctor seemed informed and up-to-date about care received from other doctors. For this question, an overall mean score was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Never/Sometimes," "Usually," and "Always." Figure C-11 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

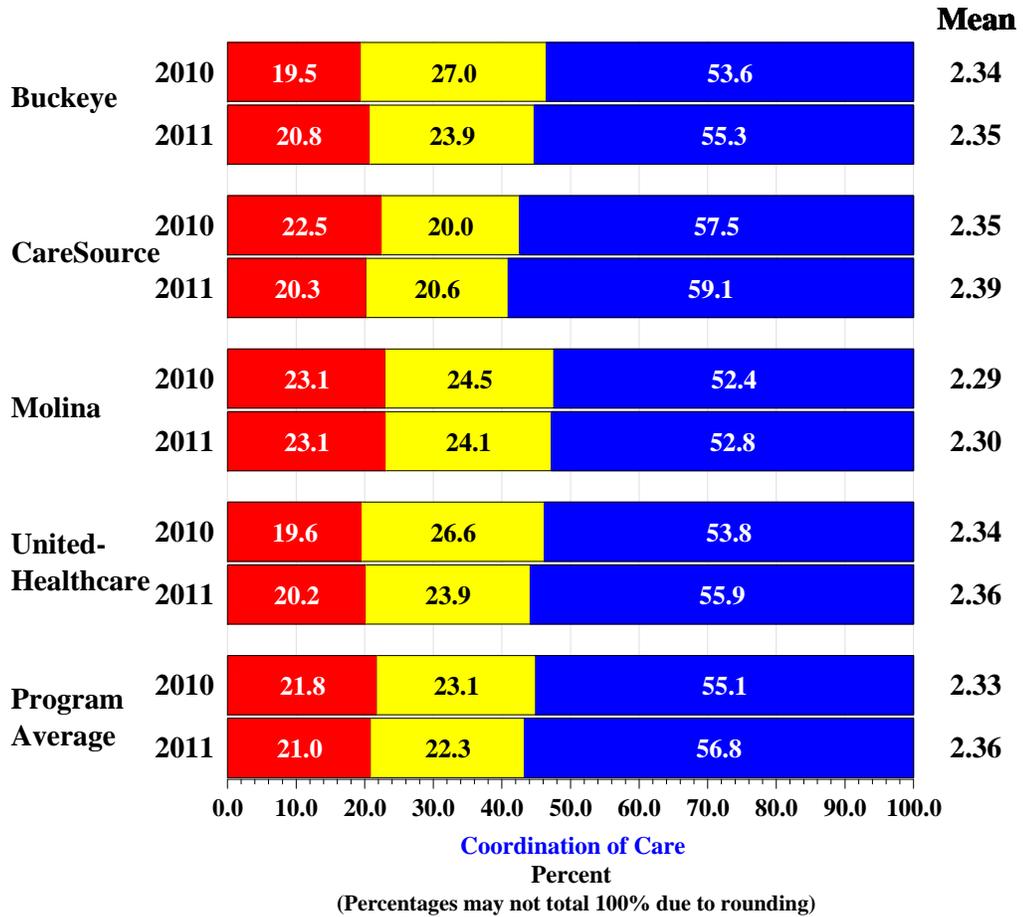
### *Comparative Analysis*

Overall, there were no *statistically significant* differences observed for this measure.

### *Trending Analysis*

Overall, there were no *statistically significant* differences between scores in 2011 and scores in 2010 for this measure.

**Figure C-11**  
**Coordination of Care**



Statistical Significance Note:    ↑ indicates the score is significantly higher than the program average  
     ↓ indicates the score is significantly lower than the program average  
     ▲ indicates the 2011 score is significantly higher than the 2010 score  
     ▼ indicates the 2011 score is significantly lower than the 2010 score