

Consumer Satisfaction with Ohio Medicaid Managed Care Plans

The Ohio Medicaid Managed Care Program is committed to ensuring timely access to high quality health care services provided to consumers. To this end, Medicaid managed care plans (MCPs) are held accountable for meeting state and federal program requirements established to protect consumers, meet their health care needs, and ensure their satisfaction with the program. A variety of oversight activities and evaluation tools are utilized to monitor MCP compliance with program requirements. Consumer surveys are one component of a comprehensive strategy designed to achieve and document performance expectations in the area of consumer satisfaction.

Consumers enrolled in Ohio Medicaid MCPs are surveyed annually regarding their satisfaction with their health plan, health care providers, health care services, and access to care, as well as their utilization of services and current health status. Survey results provide important feedback on MCP performance that is used to improve overall consumer satisfaction with the program.

The Medicaid Managed Care Program has surveyed individuals in the Covered Families and Children (CFC) Medicaid population since 1998 and individuals in the Aged, Blind, or Disabled (ABD) Medicaid population since 2008.

These surveys are administered by an independent, external quality review organization (EQRO), through a contract with the Ohio Department of Job and Family Services (ODJFS). Survey results are submitted to ODJFS as well as the National Committee for Quality Assurance (NCQA), a preeminent organization dedicated to improving health care quality.

Overview of the 2011 Survey

The survey instruments used in 2011 were the [Consumer Assessment of Healthcare Providers and Systems \(CAHPS\) 4.0H Adult Medicaid Health Plan Survey and the CAHPS 4.0H Child Medicaid Health Plan Survey \(with the chronic conditions measurement set\)](#). CAHPS satisfaction measures are derived from individual questions that ask for a general rating, as well as groups of questions that form composite measures.

Seven MCPs were included in the 2011 evaluation. Adult members and the parents or caretakers of child members from each MCP completed the surveys between February and May, 2011. Surveys were completed by a total of 8,025 adult members (3,908 ABD adults and 4,117 CFC adults) and 4,409 parents or caretakers of child members from the general child sample. The corresponding response rates for the 2011 survey were 57.5% for ABD adults, 34.4% for CFC adults, and 39.1% for general child members.

The following seven reports were created by the external quality review organization to provide ODJFS with a comprehensive analysis of the 2011 survey:

ABD Program Reports

- The [ABD Full Report](#) - provides an in-depth analysis of the ABD survey results;
- The [ABD Executive Summary Report](#) - contains a high-level overview of the major CAHPS results presented in the ABD Full Report;
- The [ABD Methodology Report](#) - provides a detailed description of the methodology utilized to perform the CAHPS analysis for the Ohio Medicaid ABD Managed Care Program.

CFC Program Reports

- The [CFC Full Report](#) - provides an in-depth analysis of the CFC survey results;
- The [CFC Executive Summary Report](#) - contains a high-level overview of the major CAHPS results presented in the CFC Full Report;
- The [CFC Children with Chronic Conditions Report](#) - examines the results of the CAHPS CFC Child Medicaid survey; and
- The [CFC Methodology Report](#) - provides a detailed description of the methodology utilized to perform the CAHPS analysis for the Ohio Medicaid CFC Managed Care Program.

A summary of **the 2011 survey results for the ABD and CFC Programs** is provided below. These highlights compare Ohio Medicaid Managed Care Program results to the national average on key program variables.

ABD Program Highlights

- Ohio ABD Medicaid Managed Care Program results for four out of five composite measures are similar to the national average. The four measures are getting needed care, getting care quickly, how well doctors communicate, and customer service. The ABD Program result for the shared decision making composite measure is below the national average.
- Results for two out of four global ratings for Ohio's ABD Medicaid Managed Care Program are similar to the national average. The two ratings are personal doctor, and specialist seen most often. ABD Program results for the rating of health plan and rating of all health care are below the national average.

CFC Program Highlights

- Results for all five general child composite measures for Ohio's CFC Medicaid Managed Care Program are above or similar to the national average. The five measures are getting needed care, getting care quickly, how well doctors communicate, customer service, and shared decision making.
- Results for four out of five adult composite measures for Ohio's CFC Medicaid Managed Care Program are similar to the national average. The four measures are how well doctors communicate, customer service, shared decision making, and getting needed care. The CFC Program result for the getting care quickly adult composite measure is below the national average.
- Results for two out of four general child global ratings for Ohio's CFC Medicaid Managed Care Program are similar to the national average. The two ratings are all health care, and personal doctor. The CFC Program results for the general child rating of health plan and general child rating of specialist seen most often are below the national average.
- Results for all four adult global ratings for Ohio's CFC Medicaid Managed Care Program are below the national average. The four ratings are health plan, all health care, personal doctor, and specialist seen most often.