

# Overview: CAHPS

## Arizona Results-Children

- Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by BCBSAZ Health Choice Arizona to conduct its MY 2023 CAHPS® 5.1H Medicaid Adult Survey. NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.
- **SURVEY OBJECTIVE** The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which can aid plans in increasing the quality of provided care.
- **2024 NCQA CHANGES** NCQA made changes to the survey or program for 2024. One question was deleted from the 2024 Commercial Adult Survey and the 2024 Medicaid Adult Survey:
  - Have you had either a flu shot or flu spray in the nose since July 1, 20XX?

# CAHPS: Child Medicaid

## Methodology

### DATA COLLECTION

The MY 2023 Medicaid Child version of the 5.1 CAHPS survey was administered via the following methodology:

First questionnaire  
mailed  
2/23/2024



Second questionnaire  
mailed  
3/29/2024



Initiate follow-up calls  
to non-responders  
4/19/2024 - 5/3/2024



Last day to accept  
completed surveys  
5/22/2024

### QUALIFIED RESPONDENTS

Included beneficiaries who were...

- Parents of those 17 years and younger (as of December 31<sup>st</sup> of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

### RESPONSE RATE TRENDING

		2022	2023	2024
Completed	<b>SUBTOTAL</b>	135	236	268
	Ineligible			
	Does not Meet Eligibility Criteria (01)	6	13	21
	Language Barrier (03)	7	5	3
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	1	0
	<b>SUBTOTAL</b>	13	19	24
Non-response	Non-response			
	Break-off/Incomplete (02)	17	33	32
	Refusal (06)	48	39	46
	Maximum Attempts Made (07)	1437	2148	2270
	Added to DNC List (08)	0	0	0
	<b>SUBTOTAL</b>	1502	2220	2348
<b>Total Sample</b>		1650	2475	2640
<b>Oversampling %</b>		0.0%	50.0%	60.0%
<b>Response Rate</b>		8.2%	9.6%	10.2%
<b>PG Response Rate</b>		10.2%	9.9%	9.4%

### COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	46	96	29	20	0	9	171
Spanish	16	66	15	13	0	2	97
<b>Total</b>	<b>62</b>	<b>162</b>	<b>44</b>	<b>33</b>	<b>0</b>	<b>11</b>	<b>268</b>

Total Number of Undeliverables: 546

Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.



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## Summary Rate Scores

	2024 Valid n	2022	2023	2024	2024 PG BoB	2023 QC
<b>Rating Questions (% 9 or 10)</b>						
★ Q31. Rating of Health Plan	261	72.3%	71.8%	73.9%	72.0%	70.9%
★ Q8. Rating of Health Care	169	67.9%	63.2%	69.2%	70.5%	68.3%
★ Q21. Rating of Personal Doctor	215	75.9%	76.6%	79.5%	77.2%	75.6%
Q25. Rating of Specialist +	49^	59.5%	70.2%	77.6%	73.7%	71.1%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q31. Rating of Health Plan	261	86.2%	87.7%	89.7%	86.5%	86.2%
Q8. Rating of Health Care	169	89.7%	84.0%	87.0%	87.2%	86.2%
Q21. Rating of Personal Doctor	215	86.2%	90.4%	89.3%	89.9%	89.3%
Q25. Rating of Specialist +	49^	78.4%	87.2%	89.8%	86.9%	85.6%
<b>★ Getting Needed Care (% Usually or Always)</b>						
Q9. Getting care, tests, or treatment	170	88.8%	86.9%	90.6%	90.3%	88.2%
Q23. Getting specialist appointment	55^	74.4%	88.0%	70.9% ↓	78.6%	78.1%
<b>★ Getting Care Quickly (% Usually or Always)</b>						
Q4. Getting urgent care	75^	81.8%	84.2%	92.0%	90.7%	89.6%
Q6. Getting routine care	165	88.2%	77.0%	78.8%	83.3%	81.7%

**Significance Testing:** Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (≠/≠) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

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## Summary Rate Scores

	2024 Valid n	2022	2023	2024	2024 PG BoB	2023 QC
<b>Q20. Coordination of Care +</b>	<b>76<sup>^</sup></b>	76.3%	80.6%	85.5%	84.3%	83.8%
<b>Customer Service + (% Usually or Always)</b>	<b>82<sup>^</sup></b>	79.7%	90.2%	88.9%	88.8%	87.6%
Q27. Provided information or help	81 <sup>^</sup>	68.8%	86.4%	82.7%	83.2%	81.8%
Q28. Treated with courtesy and respect	83 <sup>^</sup>	90.6%	93.9%	95.2%	94.4%	93.5%
<b>How Well Doctors Communicate + (% Usually or Always)</b>	<b>155</b>	<b>90.9%</b>	<b>92.3%</b>	<b>93.4%</b>	<b>94.4%</b>	<b>93.6%</b>
Q12. Dr. explained things	156	92.7%	92.9%	94.9%	94.6%	93.9%
Q13. Dr. listened carefully	156	89.0%	92.8%	94.2%	95.6%	95.1%
Q14. Dr. showed respect	157	93.9%	94.3%	97.5%	97.0%	96.5%
Q17. Dr. spent enough time	153	87.8%	89.2%	86.9%	90.2%	89.1%
<b>Q30. Ease of Filling Out Forms + (% Usually or Always)</b>	<b>255</b>	<b>99.2%</b>	<b>95.9%</b>	<b>94.5%</b> †	<b>94.9%</b>	<b>95.8%</b>

**Significance Testing:** Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).

<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.