

Overview: CAHPS

Arizona Results - Adults

- 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: Adult Medicaid

Methodology

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1H 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
5/8/2024

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- 18 years and older (as of December 31st of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

2024 RESPONSE RATE CALCULATION

$$\frac{246 \text{ (Completed)}}{2160 \text{ (Sample)} - 27 \text{ (Ineligible)}} = \frac{246}{2133} = 11.5\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	126	71	24	13	0	11	221
Spanish	8	12	5	4	0	1	25
Total	134	83	29	17	0	12	246

Total Number of Undeliverables: 468

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.

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	SUBTOTAL	164	193	246
	Does not Meet Eligibility Criteria (01)	7	28	23
Ineligible	Language Barrier (03)	4	6	2
	Mentally/Physically Incapacitated (04)	2	1	2
	Deceased (05)	1	2	0
	SUBTOTAL	14	37	27
Non-response	Break-off/Incomplete (02)	10	9	11
	Refusal (06)	48	32	45
	Maximum Attempts Made (07)	1114	1552	1831
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1172	1593	1887
Total Sample		1350	1823	2160
Oversampling %		0.0%	35.0%	60.0%
Response Rate		12.3%	10.8%	11.5%
PG Response Rate		12.2%	11.5%	11.1%

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Summary Rate Scores

	2024 Valid n	2022	2023	2024	2024 PG BoB	2023 QC
Rating Questions (% 9 or 10)						
★ Q28. Rating of Health Plan	235	59.5%	66.7%	68.5%	63.1%	61.2% ▲
★ Q8. Rating of Health Care	156	47.6%	58.9%	56.4%	57.3%	55.7%
★ Q18. Rating of Personal Doctor	182	72.4%	69.6%	70.9%	70.3%	67.9%
Q22. Rating of Specialist +	130	67.1%	70.8%	70.0%	68.5%	66.2%
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	235	80.4%	82.0%	83.8%	78.7% ▲	77.7% ▲
Q8. Rating of Health Care	156	72.4%	75.8%	76.9%	75.8%	74.6%
Q18. Rating of Personal Doctor	182	87.8%	82.4%	85.2%	83.9%	82.4%
Q22. Rating of Specialist +	130	86.6%	84.4%	84.6%	82.7%	81.4%
★ Getting Needed Care (% Usually or Always)	146	85.3%	82.6%	81.7%	82.1%	81.0%
Q9. Getting care, tests, or treatment	157	81.1%	83.2%	83.4%	85.1%	84.2%
Q20. Getting specialist appointment	135	89.5%	82.0%	80.0% ‡	79.1%	78.3%
★ Getting Care Quickly (% Usually or Always)	117	82.8%	84.0%	80.7%	81.2%	80.4%
Q4. Getting urgent care	87^	84.8%	81.9%	80.5%	82.7%	82.0%
Q6. Getting routine care	147	80.8%	86.0%	81.0%	79.7%	79.2%
Effectiveness of Care (% Sometimes, Usually, or Always)						
★ Q32. Advised to Quit Smoking: 2YR	98^	74.0%	70.8%	68.4%	73.7%	72.8%
Q33. Discussing Cessation Meds: 2YR +	99^	34.7%	40.6%	45.5%	53.4%	51.2%
Q34. Discussing Cessation Strategies: 2YR +	97^	29.2%	29.8%	34.0%	47.1% ▼	45.4% ▼

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
Customer Service + (% Usually or Always)	101	88.3%	86.9%	90.6%	89.8%	89.2%
Q24. Provided information or help	102	80.4%	82.2%	86.3%	84.7%	83.7%
Q25. Treated with courtesy and respect	100	96.2%	91.7%	95.0%	94.8%	94.7%
How Well Doctors Communicate + (% Usually or Always)	149	90.5%	93.1%	93.3%	93.2%	92.5%
Q12. Dr. explained things	149	90.5%	95.0%	94.0%	93.2%	92.6%
Q13. Dr. listened carefully	150	87.4%	93.3%	92.7%	93.3%	92.6%
Q14. Dr. showed respect	150	92.6%	95.8%	94.7%	94.9%	94.4%
Q15. Dr. spent enough time	149	91.5%	88.3%	91.9%	91.4%	90.3%
Q17. Coordination of Care +	101	88.1%	84.3%	83.2%	86.0%	84.6%
Q27. Ease of Filling Out Forms + (% Usually or Always)	232	96.5%	96.7%	94.0%	94.8%	95.4%

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.