



## **State of Maryland Report of Results**

for

## **MedStar Family Choice Adult Population**

## **2023 (MY 2022) CAHPS® 5.1H Medicaid Member Experience Survey**

### **Prepared for:**

Maryland Department of Health (November 16, 2023)

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# Table of Contents

- Introduction.....4**
- Executive Summary.....5**
  - Results on Key Survey Measures ..... 6
- What Is New in 2023 .....8**
  - NCQA Policy Updates ..... 8
  - CSS Report Updates..... 8
- About This Report .....9**
- Survey Methodology.....11**
  - Survey Protocol and Timeline..... 11
  - Survey Materials..... 12
  - Sample Selection ..... 12
  - Data Capture ..... 13
- Survey Response Rate.....14**
- Satisfaction With the Experience of Care.....16**
  - Patient Experience of Care Measures ..... 16
  - Calculation and Reporting of Results ..... 19
  - Summary of Survey Results ..... 22
  - Detailed Performance Charts ..... 23
- Effectiveness of Care.....48**
  - Effectiveness of Care Measures ..... 48

Calculation and Reporting of Results .....	49
Effectiveness of Care Results.....	49
<b>Membership Profile and Analysis of Plan Ratings by Member Segment.....</b>	<b>51</b>
Health Status and Demographics .....	52
Use of Services.....	57
<b>Key Driver Analysis .....</b>	<b>61</b>
Objectives .....	61
Technical Approach .....	61
Industry Key Driver Model.....	62
Opportunities for Health Plan Quality Improvement.....	63
Health Plan Quality Improvement Resources .....	65
<b>Appendix A. Scoring Methodology and Glossary .....</b>	<b>73</b>
NCQA Calculation Guidelines for Rating and Composite Global Proportions .....	73
NCQA Health Plan Ratings Methodology .....	75
Glossary of Terms .....	78
<b>Appendix B. Survey Results at a Glance .....</b>	<b>83</b>
<b>Appendix C. Cross-Tabulations .....</b>	<b>85</b>
<b>Appendix D. Survey Materials .....</b>	<b>87</b>

## INTRODUCTION

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and provider communication skills.

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. The Health Plan CAHPS survey represents the member experience component of the HEDIS measurement set. The survey measures the member experience of care and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months. In addition, the survey is used to collect data on some measures from the HEDIS *Effectiveness of Care* domain, including influenza vaccinations and smoking cessation measures.

## EXECUTIVE SUMMARY

In 2022, the Maryland Department of Health contracted with the Center for the Study of Services (CSS), an NCQA-certified survey vendor, to administer the CAHPS® 5.1H Adult Medicaid Survey. The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide actionable performance feedback to help the plan improve the member experience.

CSS administered the Adult Medicaid version of the CAHPS Health Plan Survey for the Maryland Department of Health on behalf of MedStar Family Choice (MSFC) between February 10 and May 10, 2023.

The final survey sample for MSFC included 1,350 members. The Maryland Department of Health chose not to oversample any plan members. During the survey fielding period, 196 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 14.77%. (See the *Survey Response Rate* section on page 14 for the response rate formula.)

This *Executive Summary* focuses on key CAHPS performance metrics, including year-over-year changes in results and comparisons to relevant multi-plan state and national benchmarks. Unofficial estimates of NCQA's 2023 Health Plan Ratings (HPR), calculated by CSS, are provided for reference. Also identified are top organizational priorities for quality improvement based on CSS's *Key Driver Analysis*.

## RESULTS ON KEY SURVEY MEASURES

The findings presented in this section are based on the rates of MSFC Adult sample members rating their experience favorably (i.e., 9 or 10 for the overall rating questions and *Usually* or *Always* for all other CAHPS measures).

### MSFC ADULT MEMBERS: STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES IN PERFORMANCE COMPARED TO 2022

Reportable* Rate IMPROVED	Reportable* Rate DECLINED
No statistically significant improvements compared to 2022	No statistically significant declines compared to 2022

\* Limited to CAHPS rating and composite measures that in 2023 reached the minimum required denominator of 100 or more valid responses to be reportable by NCQA. The following measures were omitted from this summary due to insufficient denominator: Getting Care Quickly, Rating of Specialist Seen Most Often, Coordination of Care, Customer Service. Effectiveness of Care measures were not considered.

### MSFC ADULT MEMBERS: STATISTICALLY SIGNIFICANT DIFFERENCES IN PERFORMANCE COMPARED TO MULTI-PLAN STATE AND NATIONAL BENCHMARKS

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
<b>Benchmark: 2023 HealthChoice Aggregate</b>	
Rating of Health Plan (65.59% vs. 55.93% [+9.66 points])	No statistically significant differences compared to benchmark
<b>Benchmark: 2022 (MY 2021) NCQA Quality Compass National Average (All Lines of Business)</b>	
No statistically significant differences compared to benchmark	No statistically significant differences compared to benchmark

\* Limited to CAHPS rating and composite measures that in 2023 reached the minimum required denominator of 100 or more valid responses to be reportable by NCQA. The following measures were omitted from this summary due to insufficient denominator: Getting Care Quickly, Rating of Specialist Seen Most Often, Coordination of Care, Customer Service. Effectiveness of Care measures were not considered.

MSFC ADULT MEMBERS: ESTIMATED 2023 NCQA HEALTH PLAN RATINGS

Estimated* 2023 NCQA Health Plan Rating	
★★★★☆	Rating of All Health Care, Rating of Health Plan
★★★☆☆	Getting Care Quickly
★★☆☆☆	Getting Needed Care, Rating of Personal Doctor

\* Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023. NCQA retired Rating of Specialist Seen Most Often (% 9 or 10) and Coordination of Care from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite. Note: estimated star ratings are provided for all applicable CAHPS measures regardless of measure denominator. This summary excludes Effectiveness of Care measures.

MSFC ADULT MEMBERS: TOP PRIORITIES FOR QUALITY IMPROVEMENT

CSS’s *Key Driver Analysis* identifies the key member experience touch points that shape members’ overall assessment of the health plan, as captured by the *Rating of Health Plan* question at the end of the survey. To the extent that the plan can improve these experiences, the overall rating of the plan will reflect these gains. Below are the quality improvement opportunities that will result in the largest incremental gains in the *Rating of Health Plan* measure for MSFC.

Top Priorities for Quality Improvement
1. Improving health plan provider network (highly-rated personal doctors)
2. Improving the ability of the health plan customer service to provide necessary information or help
3. Improving member access to care (having a personal doctor)
4. Improving health plan provider network (highly-rated specialists)
5. Improving member access to care (getting an appointment for urgent care as soon as needed)

The remainder of this report examines these and other findings in more detail.

## WHAT IS NEW IN 2023

### NCQA POLICY UPDATES

There were no substantive changes to NCQA's 2023 (MY 2022) HEDIS/CAHPS questionnaires or survey administration protocols. NCQA issued the following updates and clarifications to the 2023 Health Plan Ratings (HPR) Methodology:

- NCQA will continue to rely on current-year (2023, or MY 2022) Quality Compass® national percentiles for assigning HPR stars.
- NCQA retired the following measures from HPR due to historically low response rates: *Claims Processing (Commercial)*, *Rating of Specialist Seen Most Often (Medicaid)*, and *Coordination of Care (Medicaid)*.

For additional details, see *Estimated NCQA Health Plan Ratings (Star Ratings)* on page 20 and *NCQA Health Plan Ratings Methodology* on page 75.

### CSS REPORT UPDATES

CSS made the following updates to the 2023 CAHPS Results Report:

- Key results exhibits have been updated to include the 95% confidence interval for reported measure rates.
- The *Key Driver Model* has been refreshed using the most recent industry data (see *Key Driver Analysis* section on page 61).
- The *Health Plan Quality Improvement Resources* section has been updated and expanded (see page 65).



## ABOUT THIS REPORT

The key features of this 2023 CAHPS results report are highlighted below.

- CSS calculated survey results following the NCQA scoring guidelines outlined in *HEDIS 2023, Volume 3: Specifications for Survey Measures*. All measure results adhere to these scoring guidelines but are presented regardless of denominator.
- Unofficial estimates of NCQA's 2023 Health Plan Ratings (HPR stars) are provided in advance of their planned release by NCQA in the fall of 2023. The CSS-calculated HPR stars are based on the 2022 (MY 2021) Quality Compass national benchmarks and are reported regardless of the measure denominator. Since the most recent NCQA benchmarks available to date are the prior-year (2022, or MY 2021) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2023 will likely diverge from these preliminary estimates.
- Throughout the report, the 2023 MSFC survey results are compared to multi-plan state and national benchmark rates, represented by the 2023 HealthChoice Aggregate and the 2022 (MY 2021) NCQA Quality Compass Adult Medicaid National Average for All Lines of Business (LOBs). The 2023 HealthChoice Aggregate was calculated by pooling survey responses across nine Adult Medicaid plans surveyed by the Maryland Department of Health. The 2022 (MY 2021) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult Medicaid plans that submitted data to NCQA in 2022.
- *Executive Summary* (page 5) provides a high-level overview of survey findings for MSFC. It highlights the areas where MSFC performs significantly above or below the aforementioned multi-plan state and national benchmarks. If prior-year survey results are available, any statistically significant improvements or declines in key survey measures are also noted. Top organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.
- *Summary of Survey Results* (page 22) presents the 2023 MSFC survey scores on key measures, including question summary rates, global proportions, and estimated HPR ratings; changes in rates and global proportion scores from the previous year (if applicable); and comparisons to relevant multi-plan state and national benchmarks. Statistically significant differences in scores are noted.
- *Detailed Performance Charts* (page 23) are provided for the overall rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2023 MSFC results are compared to the 2023 HealthChoice Aggregate on all measures. Where appropriate, the 2023 results are also compared to the 2022 (MY 2021) NCQA Quality Compass Adult Medicaid National Average (All LOBs) and performance percentiles. Where available, a three-year trend in scores is also shown.

- A section on the *Effectiveness of Care* measures (page 48) includes comparisons to prior-year results (if available) as well as to the 2023 HealthChoice Aggregate rates.
- *Membership Profile and Analysis of Plan Ratings by Member Segment* (page 51) compares the 2023 MSFC respondent profile to the relevant multi-plan state and national distribution(s) of demographic characteristics and utilization variables. Variation in the *Rating of Health Plan* measure by member segment is examined.
- *Key Driver Analysis* (page 61) identifies the touch points of member experience that are most strongly related to the overall *Rating of Health Plan* measure. The *CSS Key Driver Model* quantifies the contribution of each key driver to the overall *Rating of Health Plan*. The 2023 MSFC results on each key driver are compared to the best result among the nine plans contributing to the 2023 HealthChoice Aggregate, yielding a measure of available room for improvement on each touch point. The result is weighted by the key driver's contribution to the overall *Rating of Health Plan*. Opportunities for improvement are prioritized based on the incremental gain in the MSFC *Rating of Health Plan* measure expected due to improved performance on the individual key drivers. A separate section of the report provides some helpful resources for health plan quality improvement.
- *Appendices* (starting on page 73) include:
  - Score calculation guidelines and methodology
  - A glossary of terms
  - A one-page *Survey Results at a Glance* summary
  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures
  - A copy of the survey instrument

## SURVEY METHODOLOGY

### SURVEY PROTOCOL AND TIMELINE

CSS administered the Adult Medicaid version of the 2023 CAHPS Health Plan Survey for the Maryland Department of Health on behalf of MSFC in accordance with the NCQA methodology detailed in *HEDIS 2023, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2023 Survey Measures*. The survey can be administered using a mail-only or a mixed (mail with telephone follow-up) methodology. These standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. Depending on the protocol chosen, non-respondents are either sent a third, final survey package (mail-only methodology) or contacted by telephone (mixed methodology).

The Maryland Department of Health elected to use the standard mixed methodology. Eligible members could complete the survey online by scanning a QR code or by accessing the survey website with a personal login ID printed on the postcards.

The key milestones of the CAHPS data collection protocol are provided below:

- An initial survey package was mailed on February 10.
- An initial reminder/thank-you postcard was mailed on February 16.
- A replacement survey package was mailed on March 17.
- A second reminder/thank-you postcard was mailed on March 23.
- A telephone follow-up phase targeting non-respondents, with up to six telephone follow-up attempts at different times of the day and on different days of the week, started on March 31.
- Data collection closed on May 10.

Survey results were submitted to NCQA on May 24, 2023.

## SURVEY MATERIALS

CSS designed all member-facing materials (see *Appendix D. Survey Materials*) for the Maryland Department of Health in accordance with the NCQA guidelines detailed in *HEDIS 2023, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2023 Survey Measures*. Standard NCQA text was used for all materials. Prior to being customized with the health plan name, logo, and other branding elements, all CSS-designed survey materials templates were approved by NCQA.

The survey instrument was the Adult Medicaid version of the Health Plan CAHPS 5.1H survey. NCQA allows up to 12 approved supplemental questions to be added to the end of the survey. This limit could be exceeded with NCQA's permission if needed. The survey included 13 custom questions added by the Maryland Department of Health. In addition to English, sample members had the option to request the survey in Spanish using a telephone request line.

The outer envelope used for survey mailings was marked "RESPONSE NEEDED" or "FINAL REMINDER – PLEASE RESPOND!", depending on the mailing wave, to improve the likelihood of response. Each survey package included a postage-paid business reply envelope.

## SAMPLE SELECTION

For the Adult Medicaid survey, sample-eligible members were those who were 18 years old or older as of December 31, 2022; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid.

Prior to sampling, CSS carefully inspected the member file(s) and noted any errors or irregularities found (such as incomplete contact information or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up to date. The final sample was generated following the NCQA systematic sampling methodology, with no more than one member per household selected to receive the survey. CSS assigned each sampled member a unique identification number, which was used to track the member's progress, or survey disposition, throughout the data collection process.

The standard NCQA-prescribed sample size for Adult Medicaid plans is 1,350 members. NCQA's sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrollees prior to December 31, 2022, were advised to oversample (i.e., increase their sample size to compensate for members expected to leave their plan by the time the survey was fielded). Oversampling could also be used to obtain more completed surveys. The Maryland Department of Health chose not to oversample. The final survey sample for MSFC included 1,350 members.

## DATA CAPTURE

Returned questionnaires were recorded using optical scanning. If the scanning technology was unable to identify the specific response option selected with a predefined degree of certainty, trained data entry operators were employed to ensure that each such response was accurately recorded.

Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. Members were able to complete the telephone interview in either English or Spanish. CATI supervisors maintained quality control by monitoring the telephone interviews and responses captured by interviewers in real time and by auditing recorded interviews. At least 10% of the interviews were monitored by supervisors.

Due to the multiple outreach attempts, multiple survey responses could be received from the same sample member. In those cases, only one survey response (the most complete survey) was included in the final analysis dataset.

## SURVEY RESPONSE RATE

During the survey fielding period, 196 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 14.77%. Additional detail on sample member status (disposition) at the end of data collection is provided in Exhibit 1.

### EXHIBIT 1. 2023 MSFC ADULT MEDICAID CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Sample Member Disposition	2023 This Plan		2023 HealthChoice Aggregate
	Number and Percent of Initial Sample		Percent of Total Initial Sample
<b>Initial Sample</b>	1,350	100.00%	100.00%
Complete and Eligible - Mail	104	7.70%	7.62%
Complete and Eligible - Phone*	88	6.52%	6.59%
Complete and Eligible - Internet**	4	0.30%	0.45%
Complete and Eligible - Total	196	14.52%	14.67%
Eligible Population criteria not met	13	0.96%	1.81%
Incomplete (but Eligible)	69	5.11%	4.39%
Language barrier	2	0.15%	0.13%
Mentally or physically incapacitated	5	0.37%	0.30%
Deceased	3	0.22%	0.12%
Refusal	65	4.81%	5.18%
Nonresponse after maximum attempts	988	73.19%	72.62%
Added to Do Not Call (DNC) list	9	0.67%	0.80%
<b>NCQA Response Rate***</b>		<b>14.77%</b>	<b>15.02%</b>

\* Applies to plans following mixed methodology.

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\*\* Any sample members who called and requested another survey were provided a unique login ID to complete the survey online. Members could also access the online survey by scanning a QR code provided in their mailing materials.

\*\*\* NCQA response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

Following is a more detailed breakdown of completed surveys by language, reflecting the language(s) in which the survey was offered. In addition to English, sample members had the option to request the survey in Spanish using a telephone request line. Members were able to complete the telephone interview in either English or Spanish.

**EXHIBIT 2. 2023 MSFC ADULT MEDICAID CAHPS SURVEY: COMPLETED SURVEYS BY LANGUAGE**

Survey Language	2023 This Plan	
	Number	Percent
Complete and Eligible - English	186	94.9%
Complete and Eligible - Spanish	10	5.1%
<b>Complete and Eligible - Total</b>	<b>196</b>	<b>100.0%</b>

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## SATISFACTION WITH THE EXPERIENCE OF CARE

### PATIENT EXPERIENCE OF CARE MEASURES

This section includes all CAHPS measures for which NCQA calculates results, regardless of whether the measure is featured in NCQA's Health Plan Ratings. Measures that are reported in HPR<sup>1</sup> (i.e., assigned a star rating) are marked with a star symbol (★) below.

#### GLOBAL RATING QUESTIONS

CAHPS Health Plan Survey (version 5.1H) includes four global rating questions that utilize a scale of 0 to 10, representing the lowest and highest possible ratings. Results are based on the proportion of members selecting one of the top two ratings (9 or 10) to align with NCQA's 2023 Health Plan Ratings Methodology. For convenience and trending, the proportion of respondents rating 8, 9, or 10 is also provided.

- ★ **Rating of Personal Doctor** (0 = worst personal doctor possible; 10 = best personal doctor possible) is included in HPR as part of the *Satisfaction With Plan Physicians* sub-composite.
- **Rating of Specialist Seen Most Often** (0 = worst specialist possible; 10 = best specialist possible) was retired from HPR in 2023 for the Medicaid product line.
- ★ **Rating of All Health Care** (0 = worst health care possible; 10 = best health care possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.
- ★ **Rating of Health Plan** (0 = worst health plan possible; 10 = best health plan possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.

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<sup>1</sup> Any HPR scores that appear in this report were calculated by CSS and should be treated as UNOFFICIAL.



## CAHPS COMPOSITE MEASURES<sup>2</sup>

NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

- ★ **Getting Needed Care** combines two survey questions that address member access to care. Both questions use a *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable response. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. Results are based on the proportion of members answering the following questions as *Usually* or *Always*:
  - *In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?*
  - *In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?*
  
- ★ **Getting Care Quickly** combines responses to two survey questions that address the timely availability of both urgent and check-up/routine care. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - *In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?*
  - *In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?*
  
- **Coordination of Care** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. This measure was retired from HPR in 2023 for the Medicaid product line. Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?*

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<sup>2</sup> This section focuses on CAHPS composites, which are distinct from HPR composites.

- **How Well Doctors Communicate** combines responses to four survey questions that address physician communication. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - *In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?*
  - *In the last 6 months, how often did your personal doctor listen carefully to you?*
  - *In the last 6 months, how often did your personal doctor show respect for what you had to say?*
  - *In the last 6 months, how often did your personal doctor spend enough time with you?*
- **Customer Service** combines responses to two survey questions that ask about member experience with the health plan’s customer service. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - *In the last 6 months, how often did your health plan’s customer service staff give you the information or help you needed?*
  - *In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?*

Although NCQA retired the following measures in 2020, the Maryland Department of Health received NCQA approval to add them to the survey as supplemental questions:

- **Shared Decision Making** combines responses to three survey questions that focus on decisions about taking prescription medicines. Each question uses a *Yes* or *No* scale, with *Yes* being the desired response. Results are reported as the proportion of members selecting *Yes*.
  - *Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?*
  - *Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?*
  - *When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?*

- **Health Promotion and Education** (measure based on a single survey question). The question uses a *Yes* or *No* scale, with *Yes* being the desired response. Results are reported as the proportion of members selecting *Yes*:
  - *In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?*

## CALCULATION AND REPORTING OF RESULTS

### QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

**Question Summary Rates** express the proportion of respondents selecting the desired response option(s) on a survey question. Examples include percent selecting *Usually* or *Always* or percent rating *9* or *10*.

**Composite Global Proportions** express the proportion of respondents selecting the desired response option(s) from a predefined set of two or more related questions on the survey. The proportions are calculated by first determining the relevant proportion on each survey question contributing to the composite and then averaging these proportions across all questions in the composite.

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations, please refer to *HEDIS 2023, Volume 3: Specifications for Survey Measures* or consult Appendix A.

### SURVEY-WIDE 95% MARGIN OF ERROR AND CONFIDENCE INTERVALS FOR MEASURE RESULTS

A margin of error indicates the extent to which survey results reflect the experiences of the entire member population. When different samples from the same population are surveyed, some degree of variation in survey results should be expected. Results will vary more from sample to sample if the sample size is small. Larger samples are more representative of the population and will exhibit less sample-to-sample variation in results. Additionally, the margin of error depends on the frequency of the reported response (e.g., the proportion of members answering *Yes*, *Usually* or *Always*, *9* or *10*, etc.) and will thus vary from one survey measure to the next. The closer the reported rate is to 50%, the wider the margin of error. As the observed rate moves away from 50% in either direction, the margin of error decreases. For convenience, using the most conservative assumptions about measure rates (i.e., 50%) and the total number of completed surveys (196), the survey-wide 95% margin of error for MSFC is estimated to be  $\pm 7.00\%$ .

Measure-specific 95% confidence intervals (CI) provided in this report reflect measure rates and denominators observed in this survey sample. A 95% confidence interval around a measure rate indicates that if the same survey was fielded 100 times on different random samples drawn from the same member population, the true population rate would fall within that interval 95 of those times.

### ESTIMATED NCQA HEALTH PLAN RATINGS (STAR RATINGS)

NCQA reports Health Plan Ratings to the public on a five-star scale, indicating how well a plan is performing compared to NCQA’s Quality Compass national benchmarks (see <https://reportcards.ncqa.org/health-plans>). Quality measures are organized in HPR by composite (such as *Patient Experience*) and sub-composite (such as *Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan and Plan Services*).<sup>3</sup> Following is the list of *Patient Experience* and *Effectiveness of Care* measures included in NCQA’s 2023 Health Plan Ratings:

HPR Measure	Individual Measures Included in HPR (Assigned a Star Rating)
<b>Patient Experience</b>	
Getting Care	Getting Needed Care (percent <i>Usually</i> or <i>Always</i> ) Getting Care Quickly (percent <i>Usually</i> or <i>Always</i> )
Satisfaction With Plan Physicians	Rating of Personal Doctor (percent 9 or 10) Rating of Specialist Seen Most Often (percent 9 or 10) – Commercial ONLY; retired for Medicaid in HPR 2023 Coordination of Care (percent <i>Usually</i> or <i>Always</i> ) – Commercial ONLY; retired for Medicaid in HPR 2023
Satisfaction With Plan and Plan Services	Rating of Health Plan (percent 9 or 10) Rating of All Health Care (percent 9 or 10)
<b>Effectiveness of Care</b>	Flu Vaccinations for Adults Ages 18-64 (percent <i>Yes</i> ) Medical Assistance with Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit (percent <i>Sometimes</i> , <i>Usually</i> , or <i>Always</i> ) – Medicaid ONLY

<sup>3</sup> In HPR, the terms “composite” (e.g., Patient Experience) and “sub-composite” (Getting Care, Satisfaction With Plan Physicians, and Satisfaction With Plan and Plan Services) are used differently than in the realm of CAHPS. NCQA’s HPR methodology refers to CAHPS composites as “individual measures.” For example, the CAHPS composite measure Getting Care Quickly is included as an individual measure in the calculation of the HPR sub-composite Getting Care and in the HPR Patient Experience composite.

According to NCQA’s 2023 HPR methodology, star ratings are assigned by comparing health plan performance on each reported measure to the current-year (2023, or MY 2022) Quality Compass National 10th, 33rd, 67th, and 90th Percentiles for All Lines of Business, subject to minimum denominator rules.<sup>4</sup> Since the most recent NCQA benchmarks available to date are the prior-year (2022, or MY 2021) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2023 will likely diverge from these preliminary estimates. Any estimated star ratings that appear in this report were calculated by CSS and should be treated as UNOFFICIAL.

## NCQA MINIMUM DENOMINATOR SIZE

For a measure result to be reportable by NCQA, it needs to be based on at least 100 valid responses (measure denominator). The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite (note: composite denominators are rounded for display). If the rate denominator is less than 100, NCQA assigns a measure result of “NA.” This report presents results for all measures, regardless of denominator size. Additional rules apply to official HPR measure denominators.

## COMPARISONS TO MULTI-PLAN STATE AND NATIONAL BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2023 MSFC results are compared to the 2023 HealthChoice Aggregate as well as to the 2022 (MY 2021) NCQA Quality Compass Adult Medicaid National Average (All LOBs). The 2023 HealthChoice Aggregate was calculated by pooling survey responses across nine Adult Medicaid plans surveyed by the Maryland Department of Health. The 2022 (MY 2021) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult Medicaid plans that submitted data to NCQA in 2022.

If available, prior-year survey results are provided for comparison, and year-over-year changes in results are tested for statistical significance. All the statistical tests are conducted at a 95% confidence level (i.e., there is a 95% probability that the observed difference is real and not due to chance).

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<sup>4</sup> See <https://www.ncqa.org/hedis/reports-and-research/ncqas-health-plan-ratings-2023/> as well as Appendix A of this report for details, including rules for measure denominators.

## SUMMARY OF SURVEY RESULTS

Exhibit 3 provides a high-level MSFC performance overview of key survey measures. It includes the overall ratings, composite global proportions, and summary rates for additional measures. Where applicable, changes in scores over time and comparisons to relevant multi-plan state and national benchmarks are reported and tested for statistical significance.

EXHIBIT 3. 2023 MSFC ADULT MEDICAID CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

Survey Measures	This Plan							Benchmark Comparisons				This Plan's Estimated 2023 NCQA Health Plan (Star) Rating
	2023			2022		2021		2023 HealthChoice Aggregate		2022 (MY 2021) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate	Difference	
<b>Patient Experience Measures Reported in NCQA Health Plan Ratings</b>											☆☆☆☆☆	
<b>Getting Care</b>											☆☆☆☆☆	
Getting Needed Care (% Always or Usually)	77.12%	(±7.96)	(107)	83.04%	[-5.93]	83.04%	[-5.92]	78.19%	[-1.07]	81.86%	[-4.74]	☆☆☆☆☆
Getting Care Quickly (% Always or Usually)	79.00%	(±8.44)	(90)	81.97%	[-2.97]	84.39%	[-5.39]	78.34%	[+0.66]	80.22%	[-1.22]	☆☆☆☆☆
<b>Satisfaction With Plan Physicians</b>											☆☆☆☆☆	
Rating of Personal Doctor (% 9 or 10)	62.25%	(±7.73)	(151)	68.53%	[-6.28]	66.27%	[-4.01]	64.89%	[-2.64]	68.30%	[-6.05]	☆☆☆☆☆
<b>Satisfaction With Plan and Plan Services</b>											☆☆☆☆☆	
Rating of Health Plan (% 9 or 10)	65.59%	(±6.83)	(186)	58.58%	[+7.01]	62.33%	[+3.27]	55.93%	[+9.66] ✓	61.99%	[+3.60]	☆☆☆☆☆
Rating of All Health Care (% 9 or 10)	58.97%	(±8.91)	(117)	57.52%	[+1.45]	55.48%	[+3.49]	55.19%	[+3.78]	56.46%	[+2.51]	☆☆☆☆☆
<b>Additional Measures NOT Reported in NCQA Health Plan Ratings</b>												
Coordination of Care (% Always or Usually)	78.33%	(±10.42)	(60)	85.71%	[-7.38]	84.21%	[-5.88]	82.55%	[-4.22]	83.96%	[-5.63]	Not calculated
How Well Drs. Communicate (% Always or Usually)	93.25%	(±4.74)	(108)	95.28%	[-2.03]	91.40%	[+1.85]	91.78%	[+1.48]	92.51%	[+0.74]	
Customer Service (% Always or Usually)	86.61%	(±7.73)	(75)	95.86%	[-9.25]	88.46%	[-1.85]	88.60%	[-1.99]	88.91%	[-2.30]	
Rating of All Health Care (% 8, 9 or 10)	72.65%	(±8.08)	(117)	77.88%	[-5.23]	73.97%	[-1.32]	74.18%	[-1.53]	75.41%	[-2.76]	
Rating of Personal Doctor (% 8, 9 or 10)	81.46%	(±6.20)	(151)	83.22%	[-1.76]	78.31%	[+3.14]	81.41%	[+0.05]	82.38%	[-0.92]	
Rating of Specialist Seen Most Often (% 8, 9 or 10)	85.56%	(±7.26)	(90)	80.52%	[+5.04]	84.52%	[+1.03]	80.11%	[+5.44]	83.52%	[+2.04]	
Rating of Specialist Seen Most Often (% 9 or 10)	62.22%	(±10.02)	(90)	58.44%	[+3.78]	69.05%	[-6.83]	61.79%	[+0.43]	68.34%	[-6.12]	
Rating of Health Plan (% 8, 9 or 10)	80.65%	(±5.68)	(186)	78.70%	[+1.95]	76.28%	[+4.37]	76.28%	[+4.36]	77.98%	[+2.67]	

5153000

All rates were calculated by CSS following NCQA specifications. The 95% confidence interval (CI) around the reported rate indicates the range of values the true population rate will fall in 95% of the time if multiple random samples from the same member population were surveyed. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses. Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023. NCQA retired Rating of Specialist Seen Most Often (% 9 or 10) and Coordination of Care from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite.

**DETAILED PERFORMANCE CHARTS**

Detailed charts are provided for CAHPS composite global proportions and question summary rates. The charts have the following features:

## TREND IN RESULTS

- Survey results are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, or if the measure is new or not deemed appropriate for trending. In such cases, “no data” appears in place of the score.
- The number of valid responses (the NCQA-defined denominator, *n*) appears under each bar. If the number of responses is less than 100, “NA” appears next to the value of *n*, indicating that the result is not reportable by NCQA.
- Statistical comparisons are conducted between the current-year and each of the prior-year rates, if available. Differences in rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are marked with a checkmark (✓) symbol next to the comparison score. For example, a checkmark appearing next to the 2022 rate denotes a statistically significant difference between the 2023 and 2022 rates.

## COMPARISON TO MULTI-PLAN STATE AND NATIONAL BENCHMARKS AND 2022 (MY 2021) NCQA QUALITY COMPASS PERCENTILES

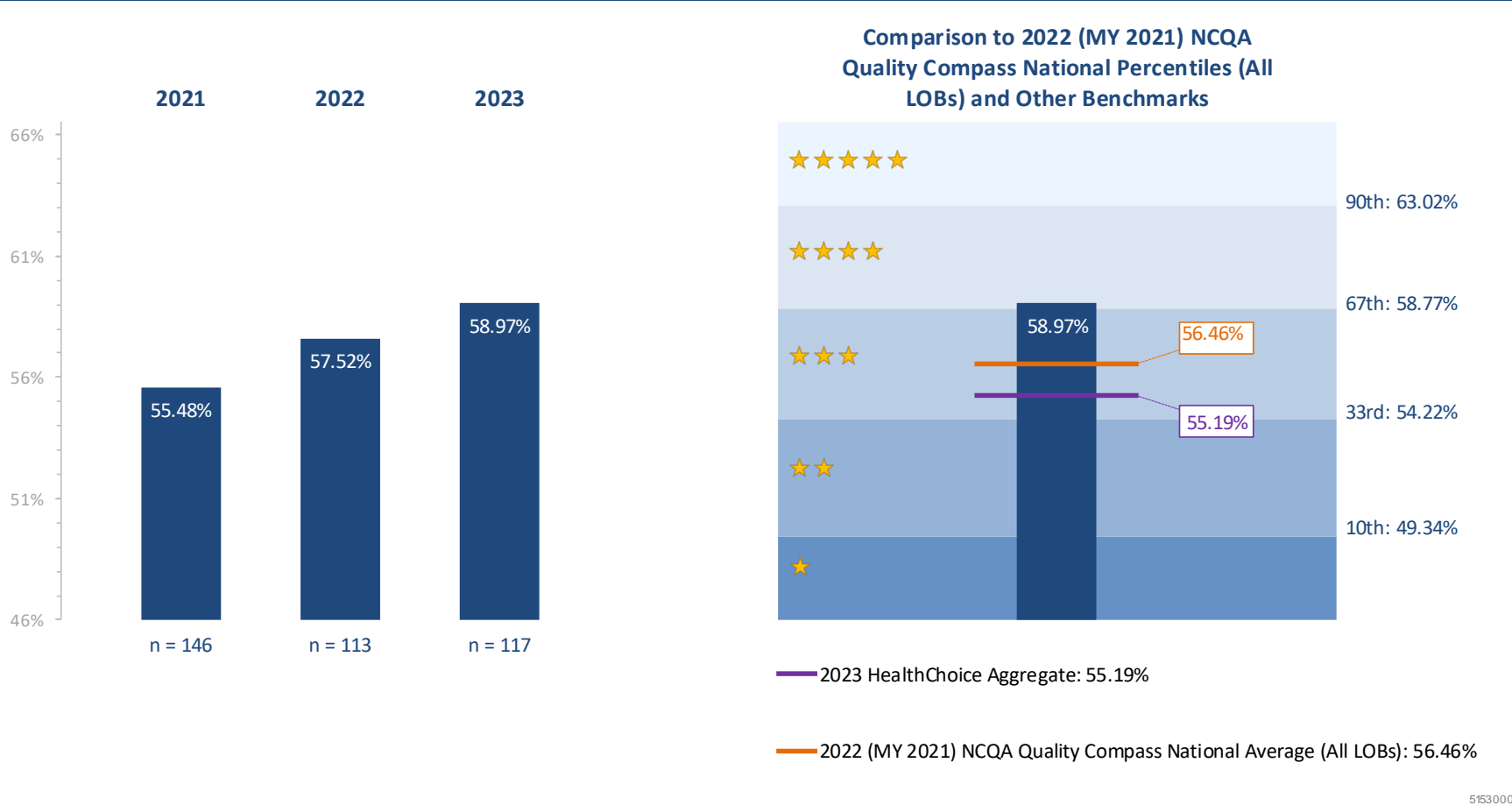
To help health plans evaluate their competitive performance on key CAHPS measures, CSS licensed the 2022 (MY 2021) *NCQA Quality Compass CAHPS Benchmarks*. This dataset includes question summary rates and global proportions corresponding to the national Quality Compass averages, as well as the national 10th, 33rd, 67th, and 90th health plan performance percentiles. CSS’s License Agreement with NCQA authorizes CSS to provide this information to eligible client organizations for their internal use only. Public reporting of these results is not authorized under the terms of this Agreement.

- For CAHPS ratings and composites, the bar representing the 2023 measure result is juxtaposed against the 2022 (MY 2021) NCQA percentile distribution, providing an indication of competitive performance on the measure and, if applicable, the corresponding HPR (star) rating estimate.
- The horizontal lines displayed on the charts correspond to the 2023 HealthChoice Aggregate as well as the 2022 (MY 2021) NCQA Quality Compass Adult Medicaid National Average (All LOBs). If the 2023 result is significantly different from any of these benchmark rates at the 95% confidence level, a checkmark (✓) appears next to the relevant result.



# Rating of All Health Care

Percent Responding 9 or 10



5153000

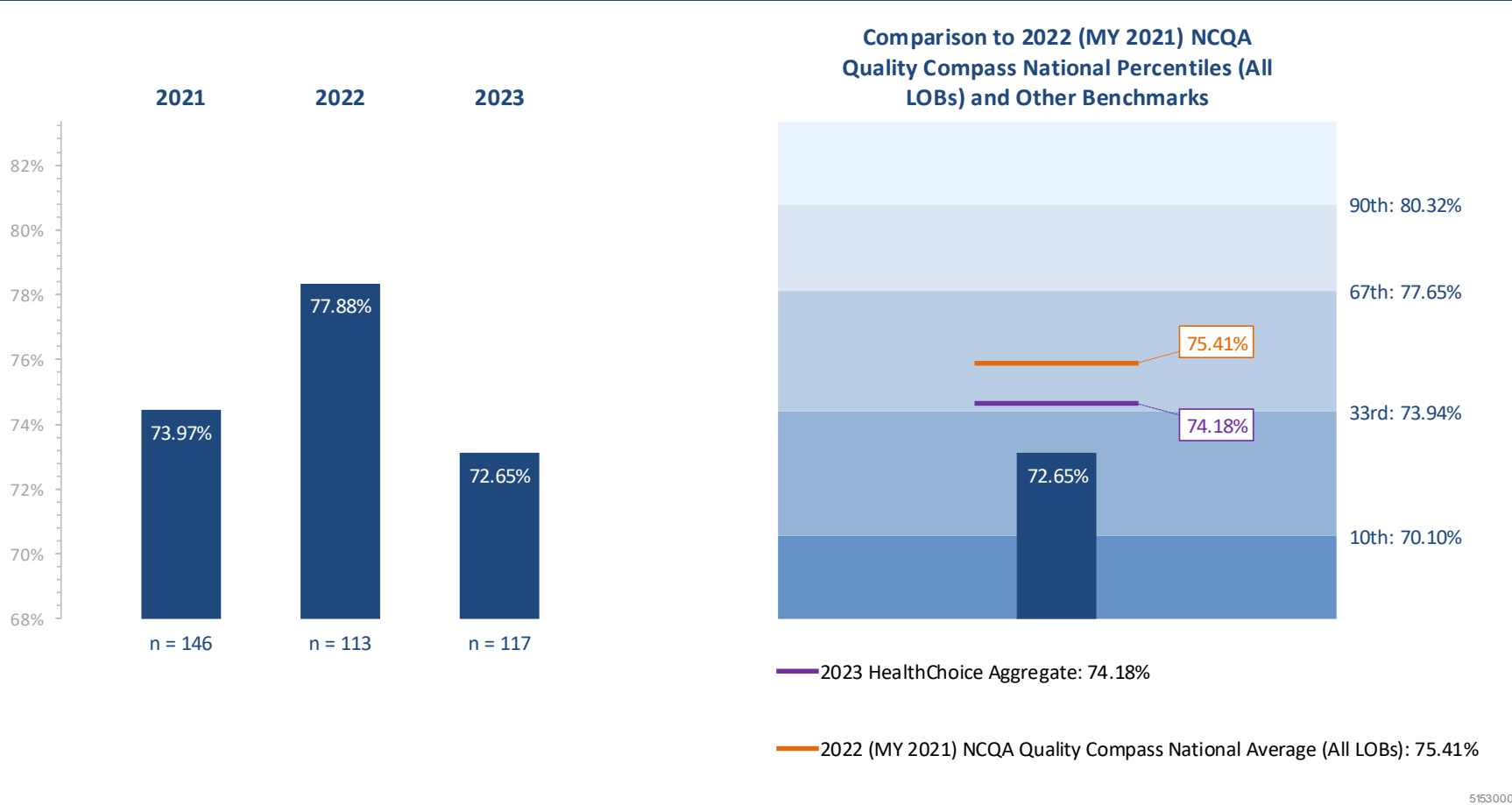
Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Rating of All Health Care

Percent Responding 8, 9 or 10



5153000

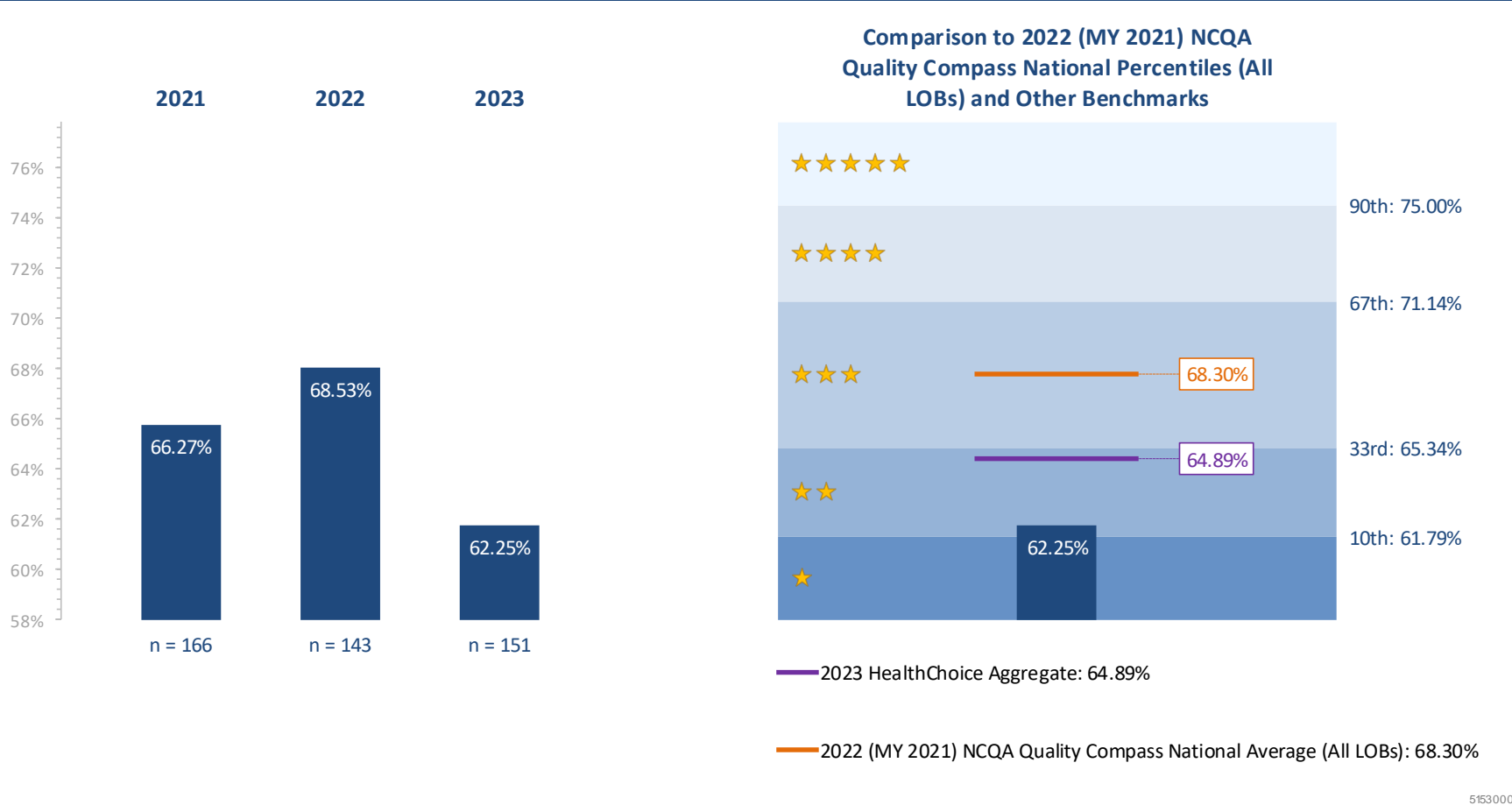
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Rating of Personal Doctor

Percent Responding 9 or 10



5153000

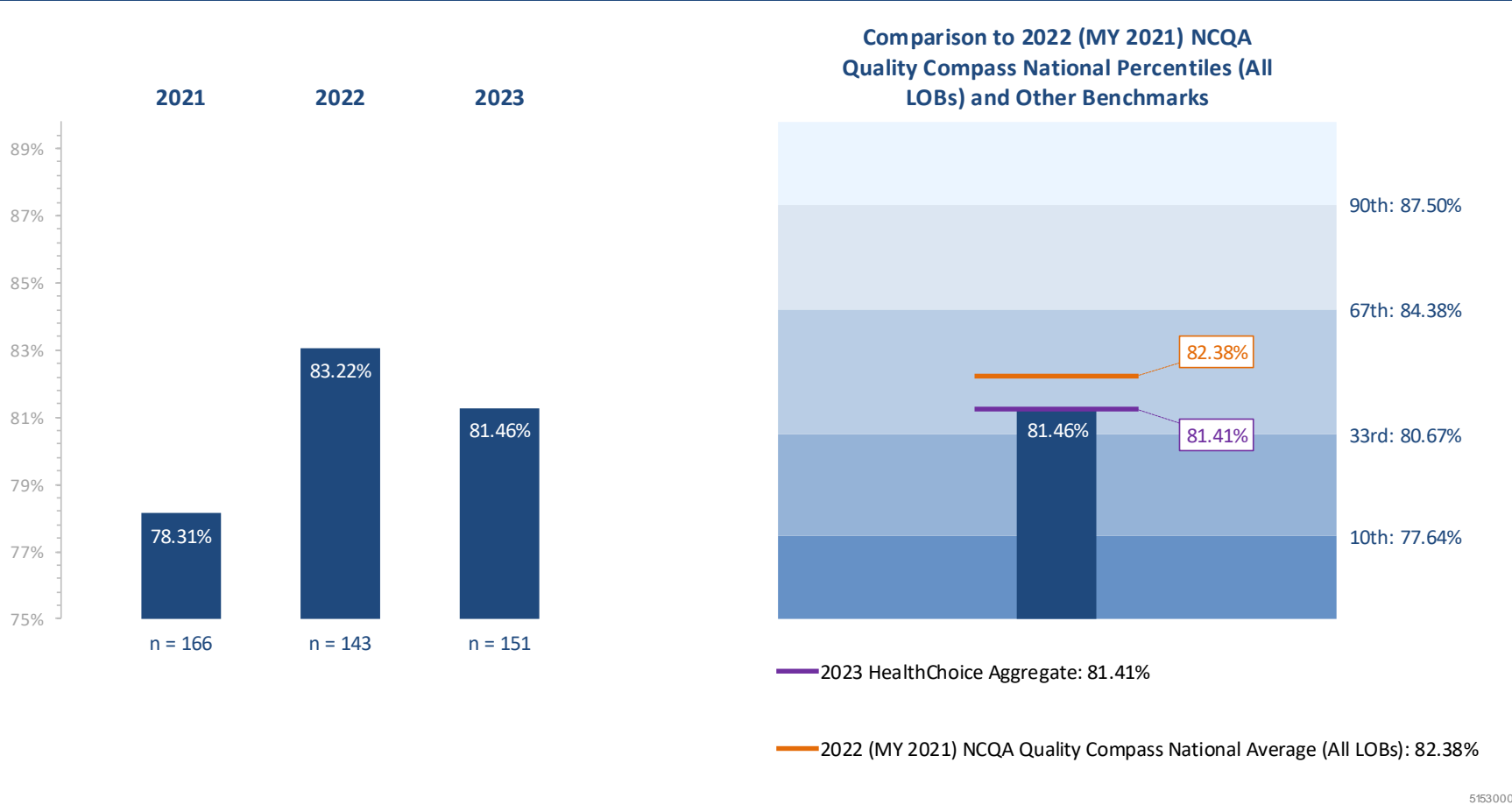
Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Rating of Personal Doctor

Percent Responding 8, 9 or 10



5153000

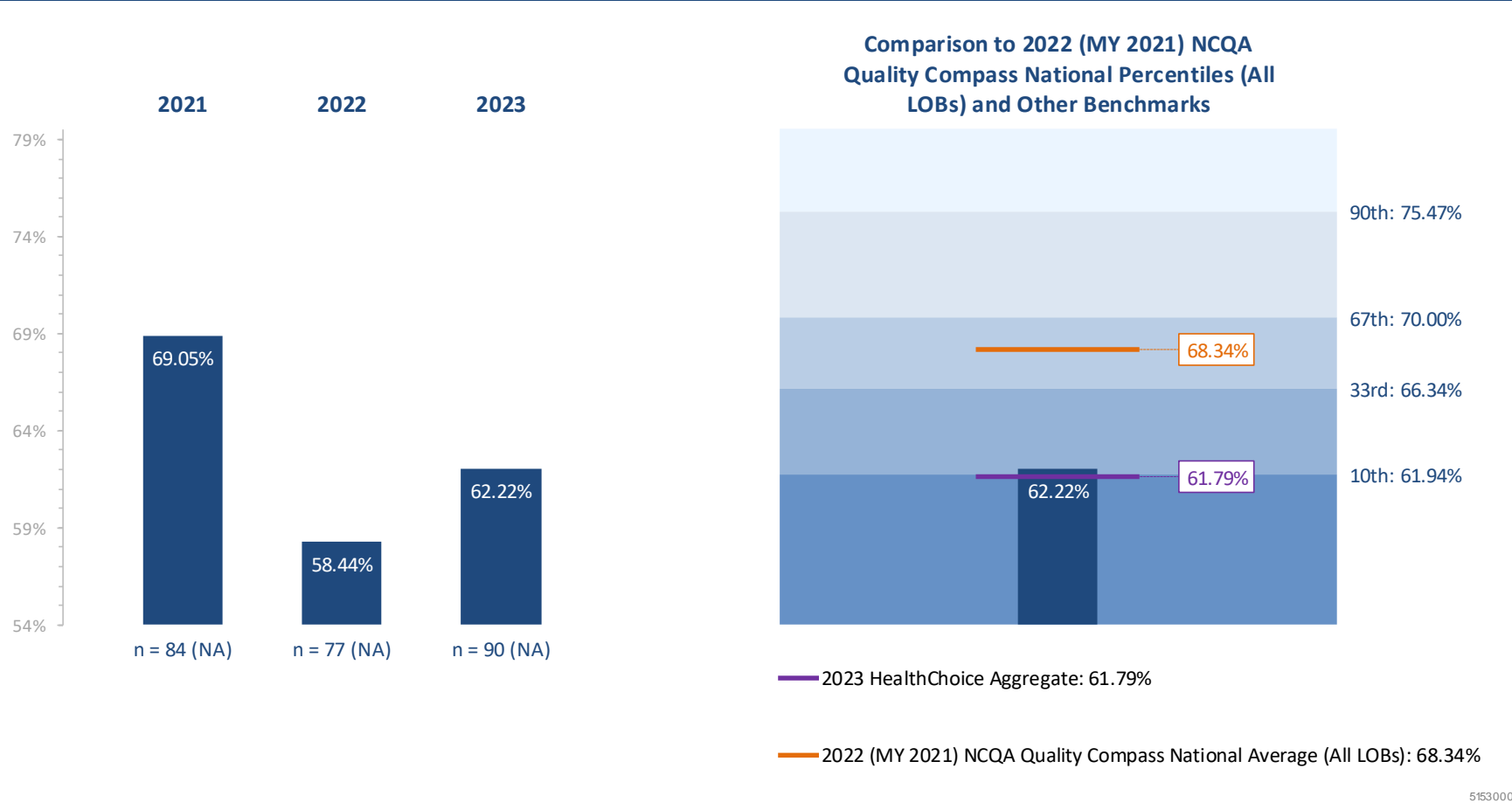
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Rating of Specialist Seen Most Often

Percent Responding 9 or 10



5153000

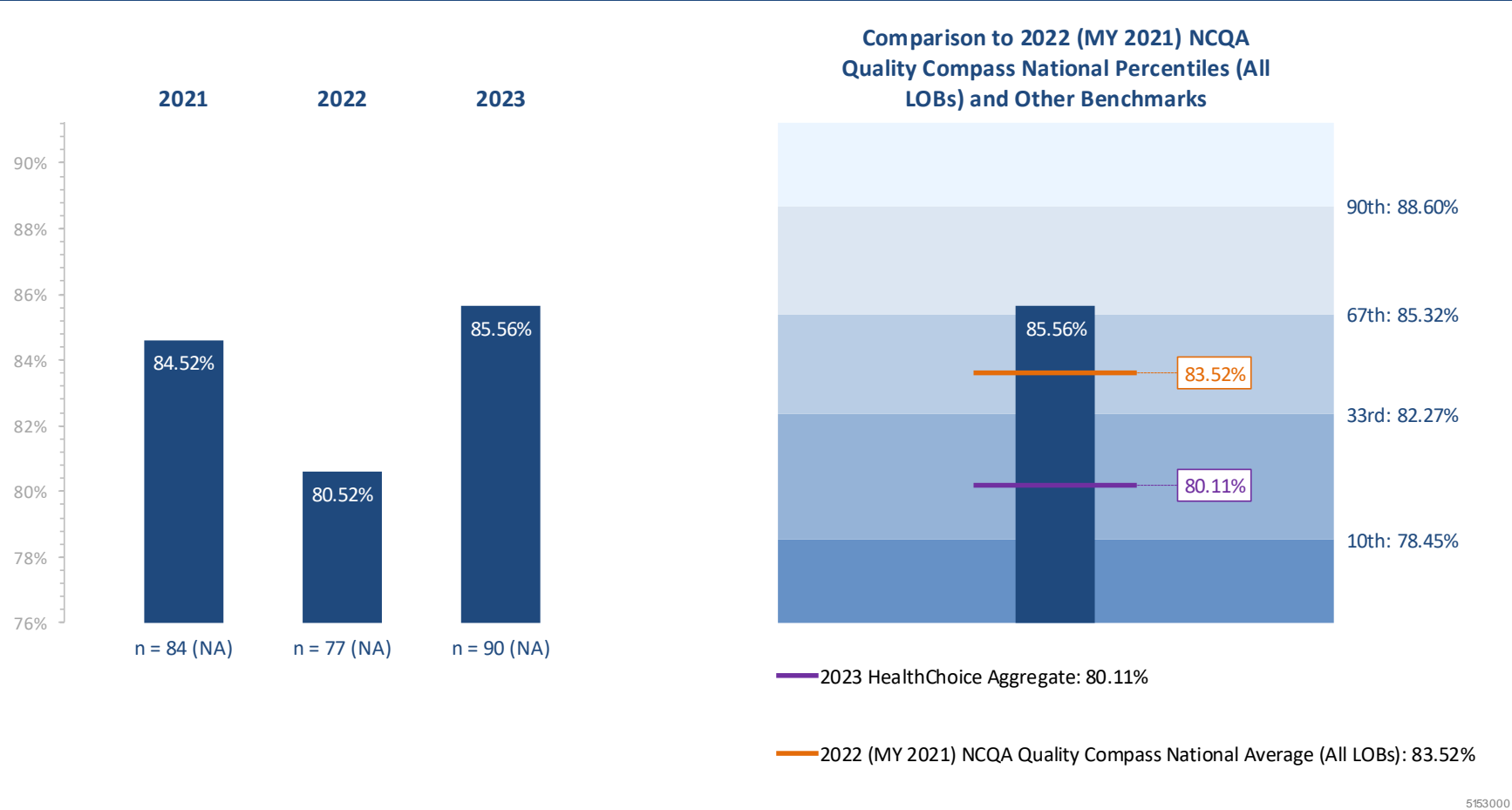
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Rating of Specialist Seen Most Often

Percent Responding 8, 9 or 10



5153000

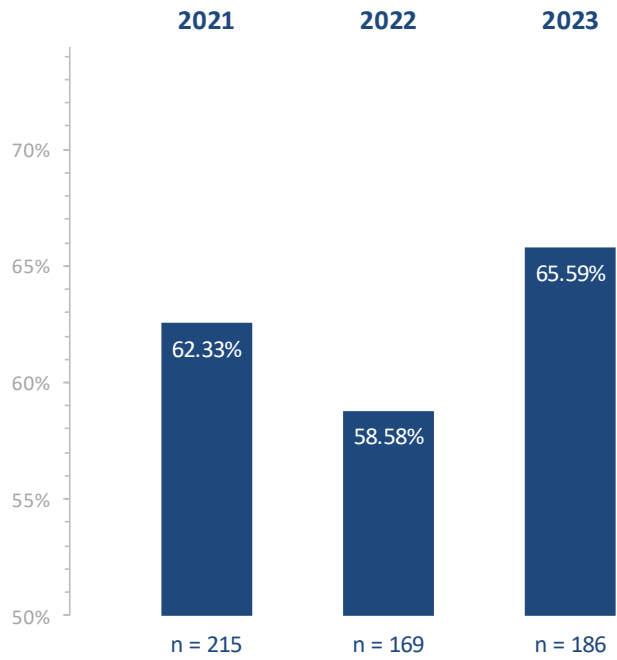
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

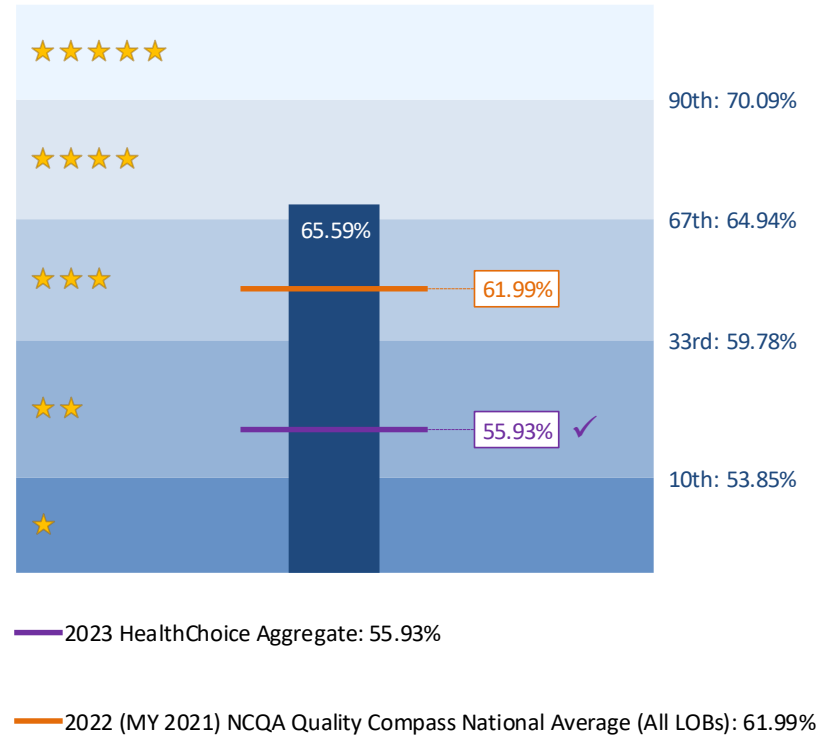
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Rating of Health Plan

Percent Responding 9 or 10



## Comparison to 2022 (MY 2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks



5153000

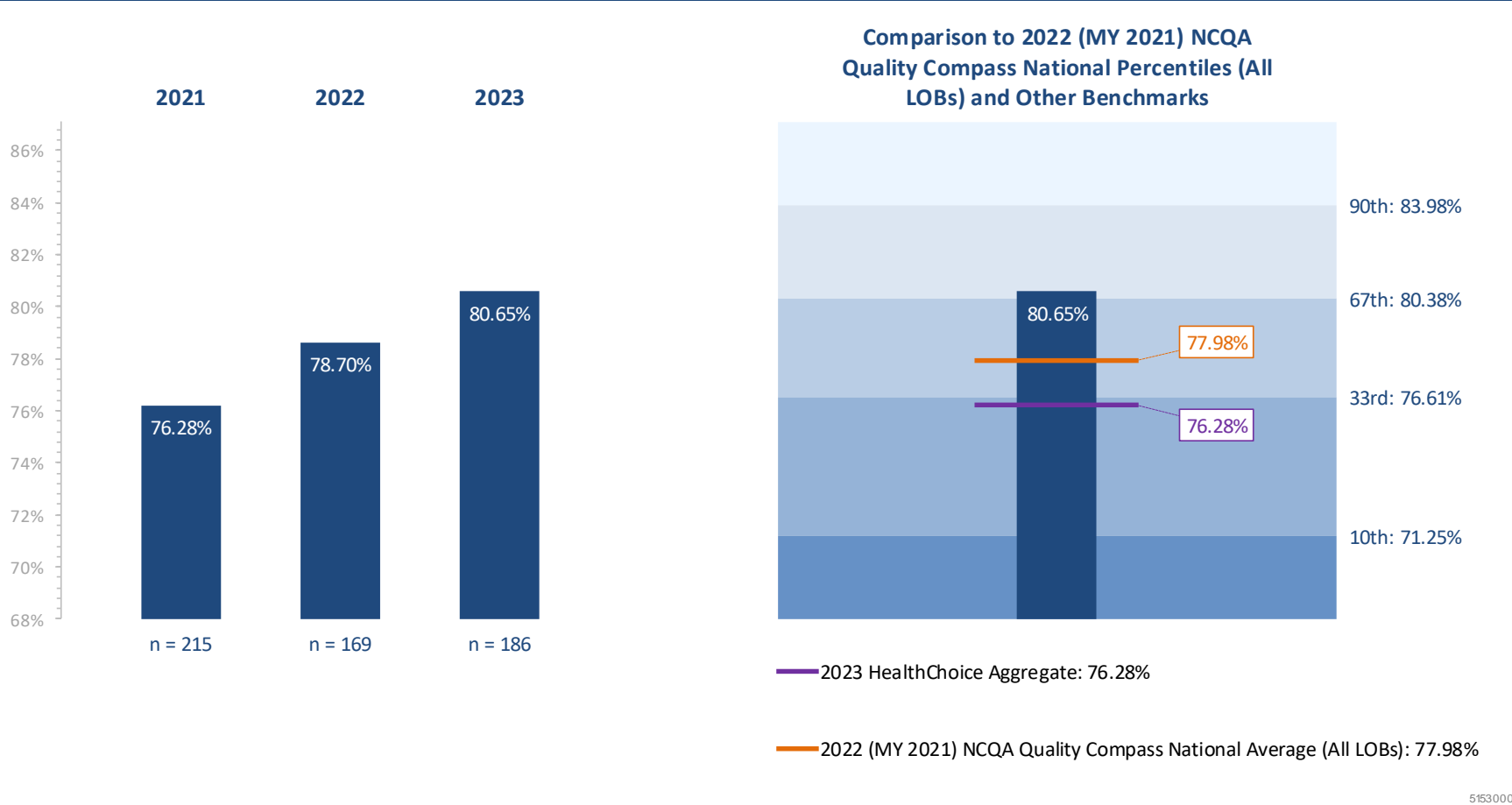
Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Rating of Health Plan

Percent Responding 8, 9 or 10



5153000

This measure is not included in NCQA's Health Plan Ratings.

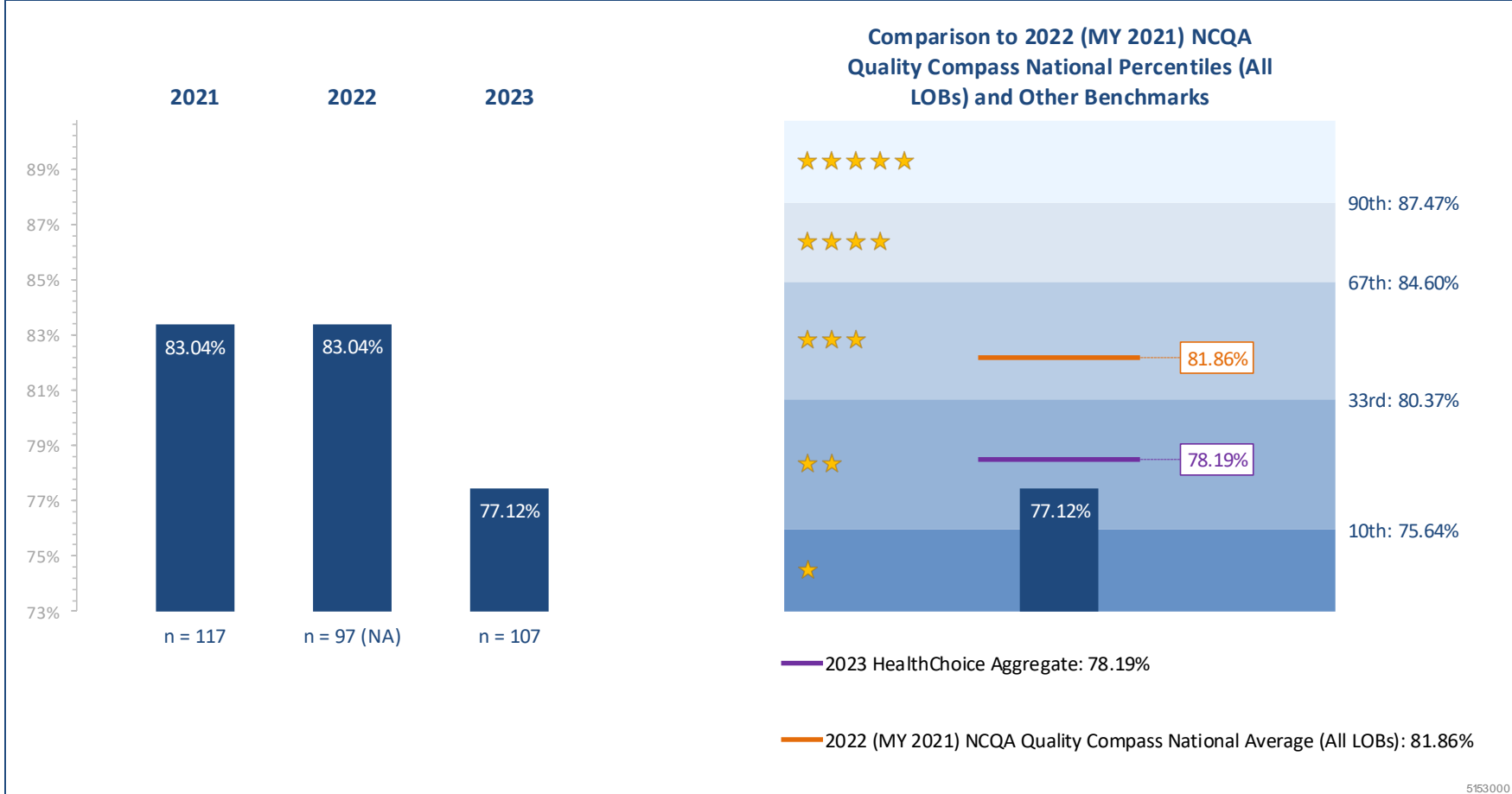
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.



# Getting Needed Care

Percent Responding Always or Usually



5153000

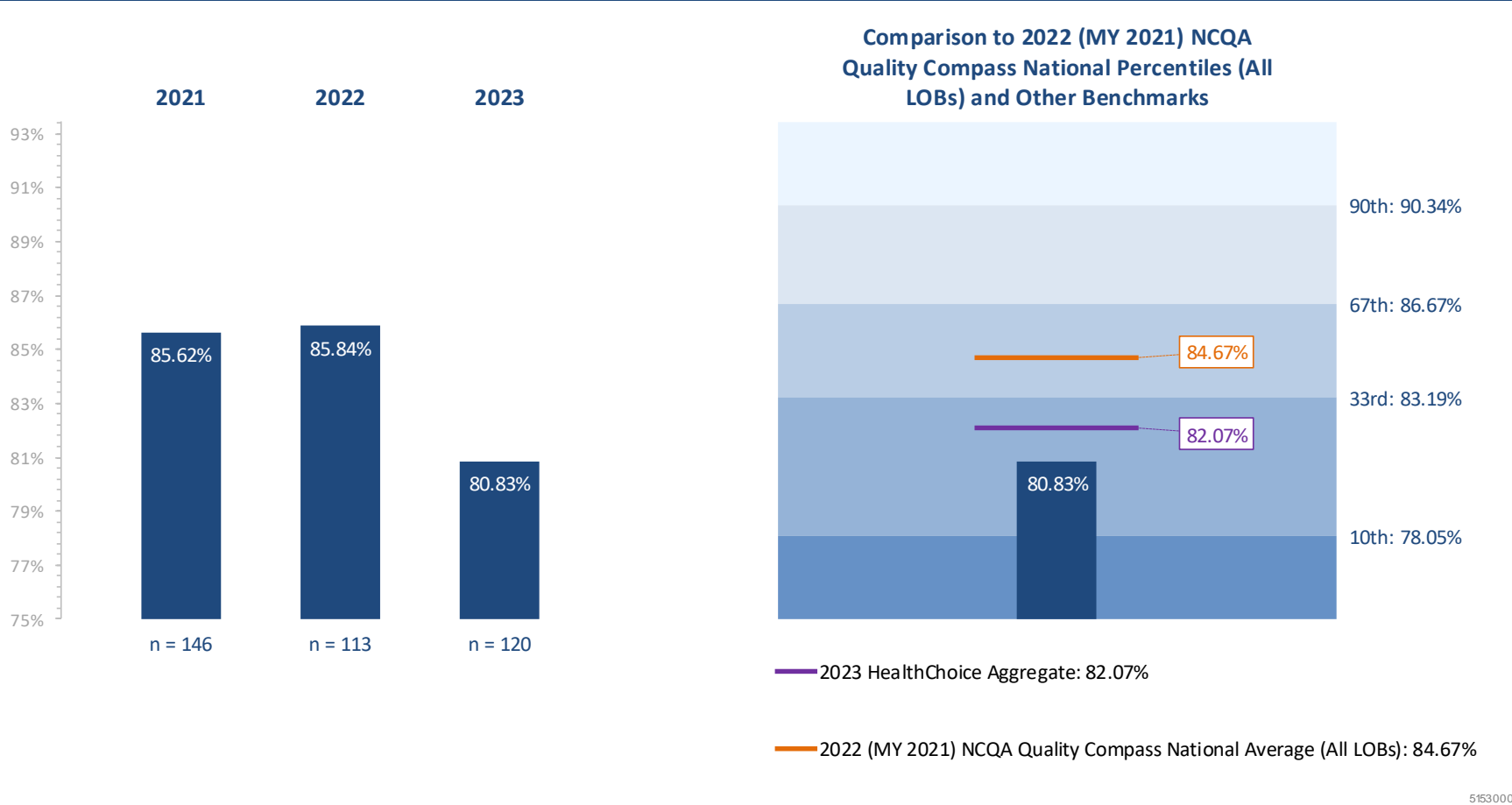
Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Getting Needed Care: Ease of Getting Needed Care (Q9)

Percent Responding Always or Usually



5153000

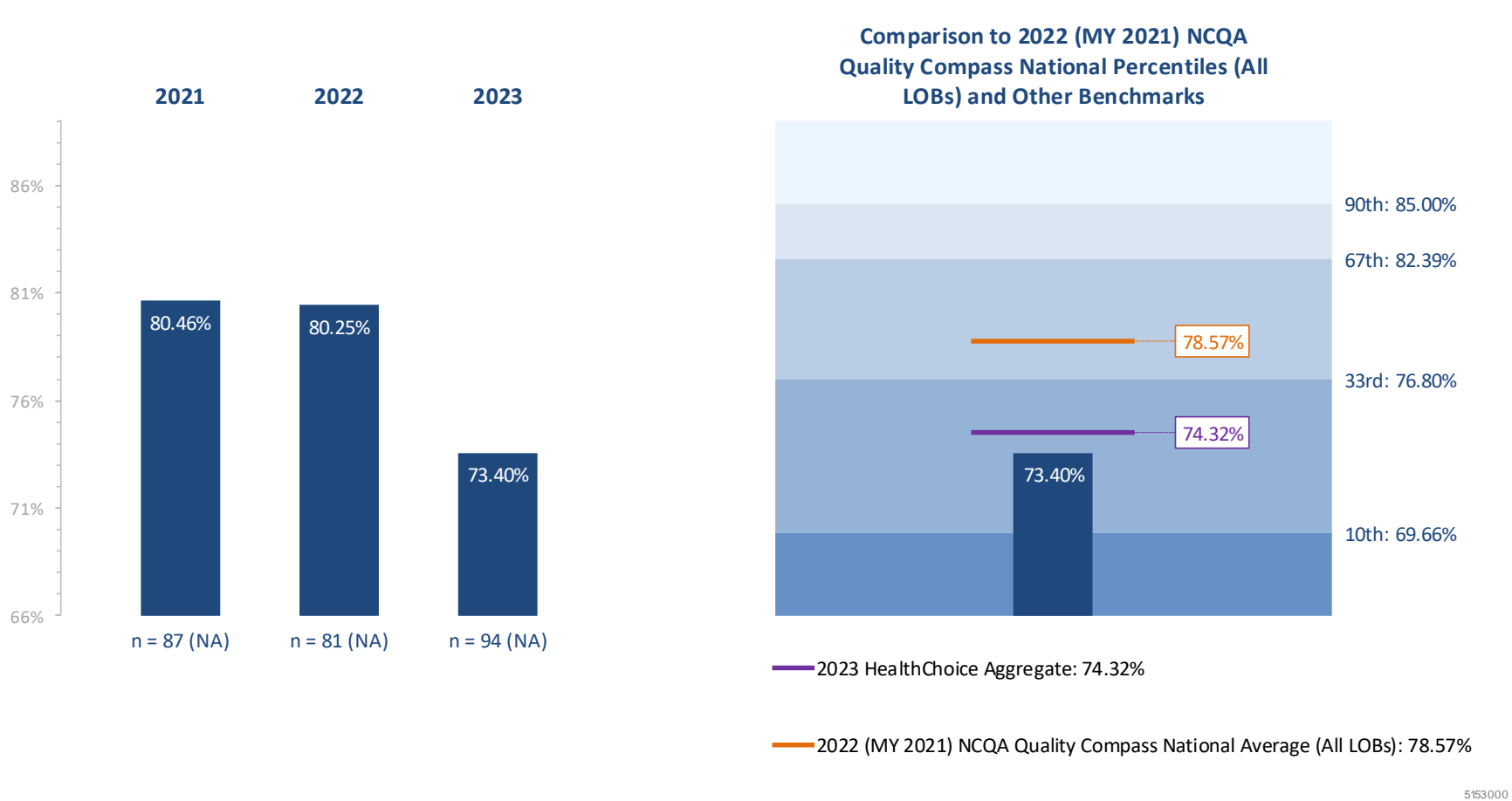
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Getting Needed Care: Ease of Seeing a Specialist (Q20)

Percent Responding Always or Usually



5153000

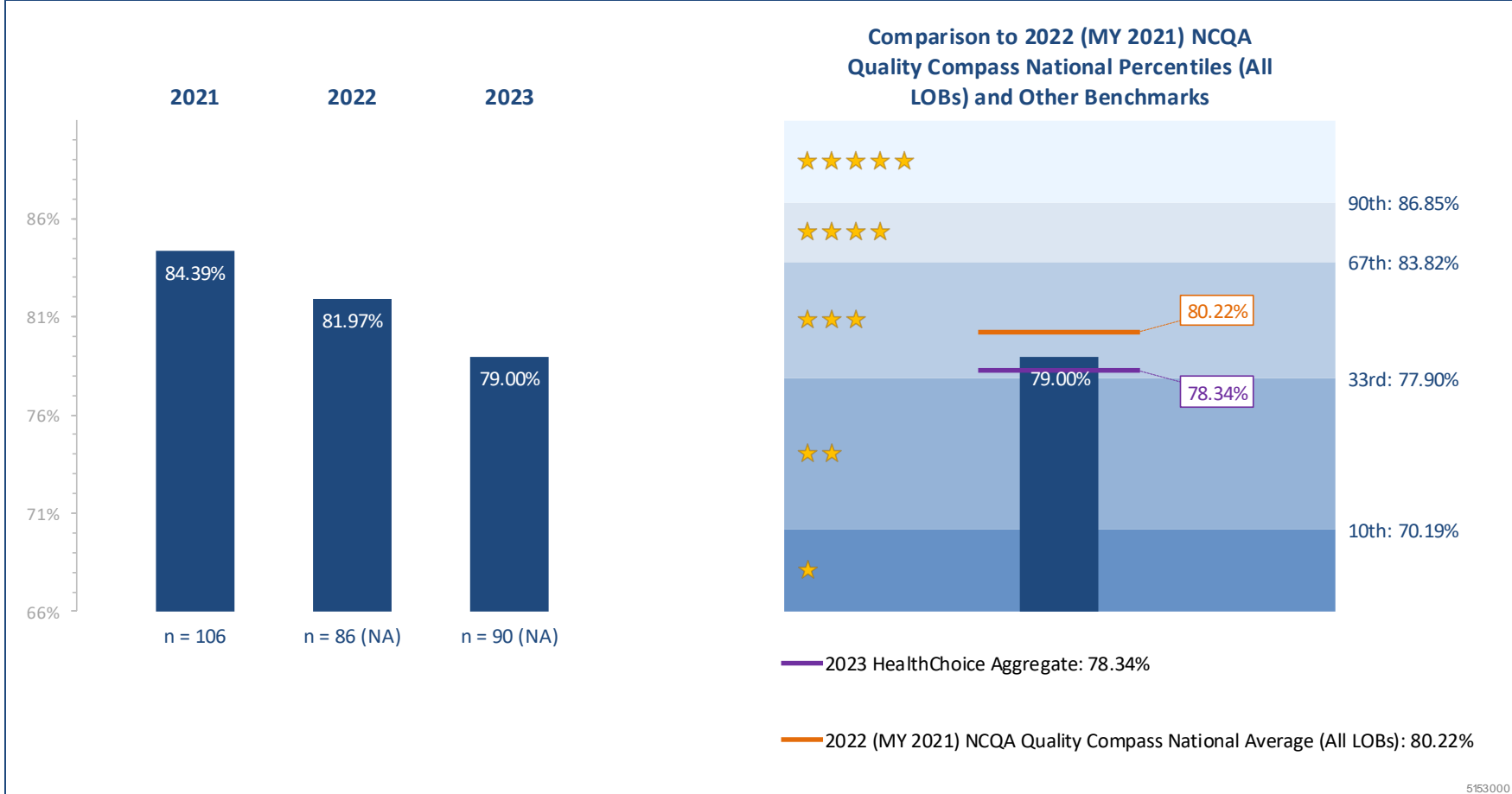
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Getting Care Quickly

Percent Responding Always or Usually



5153000

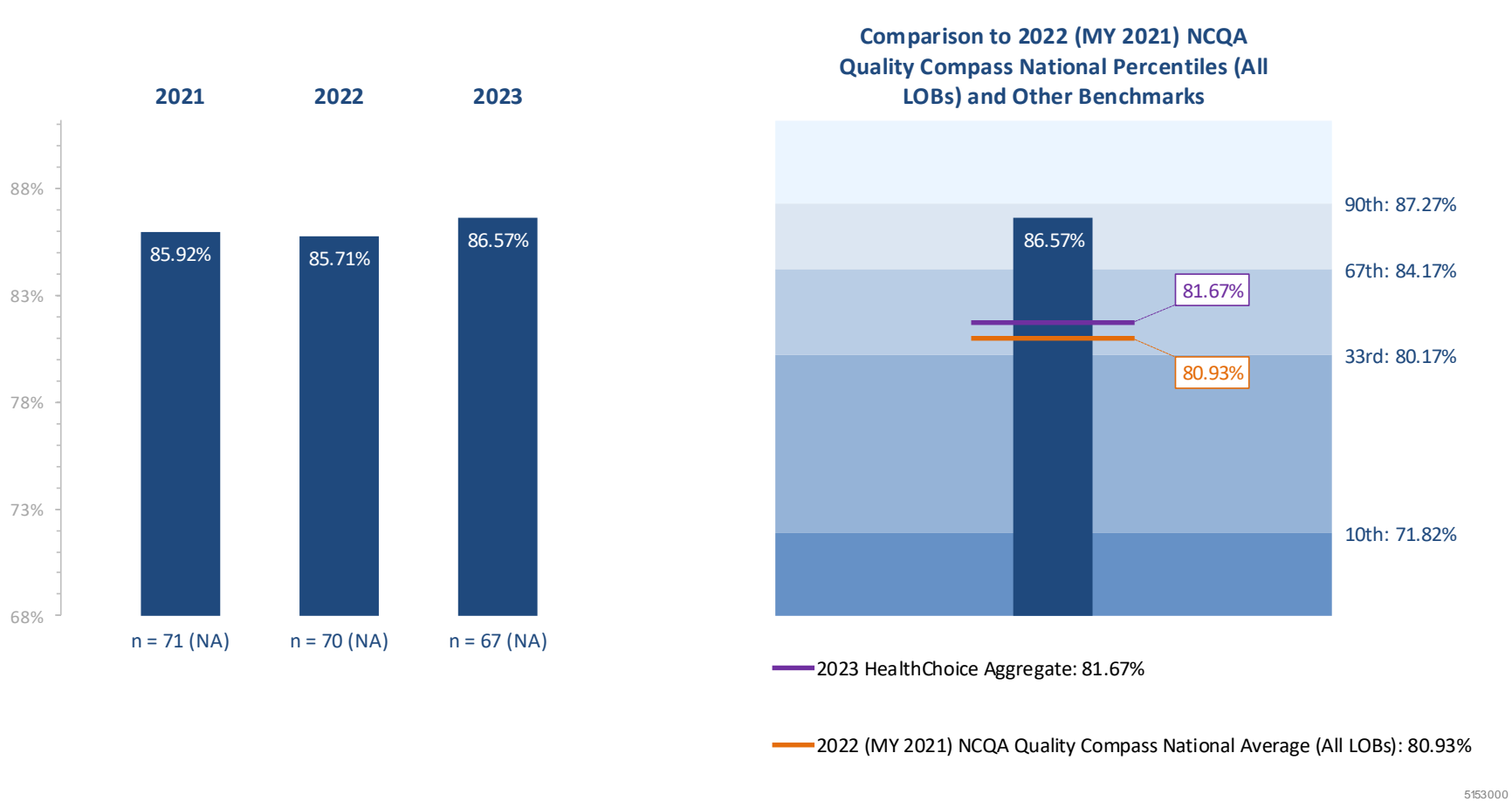
Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Getting Care Quickly: Ease of Getting Urgent Care (Q4)

Percent Responding Always or Usually



5153000

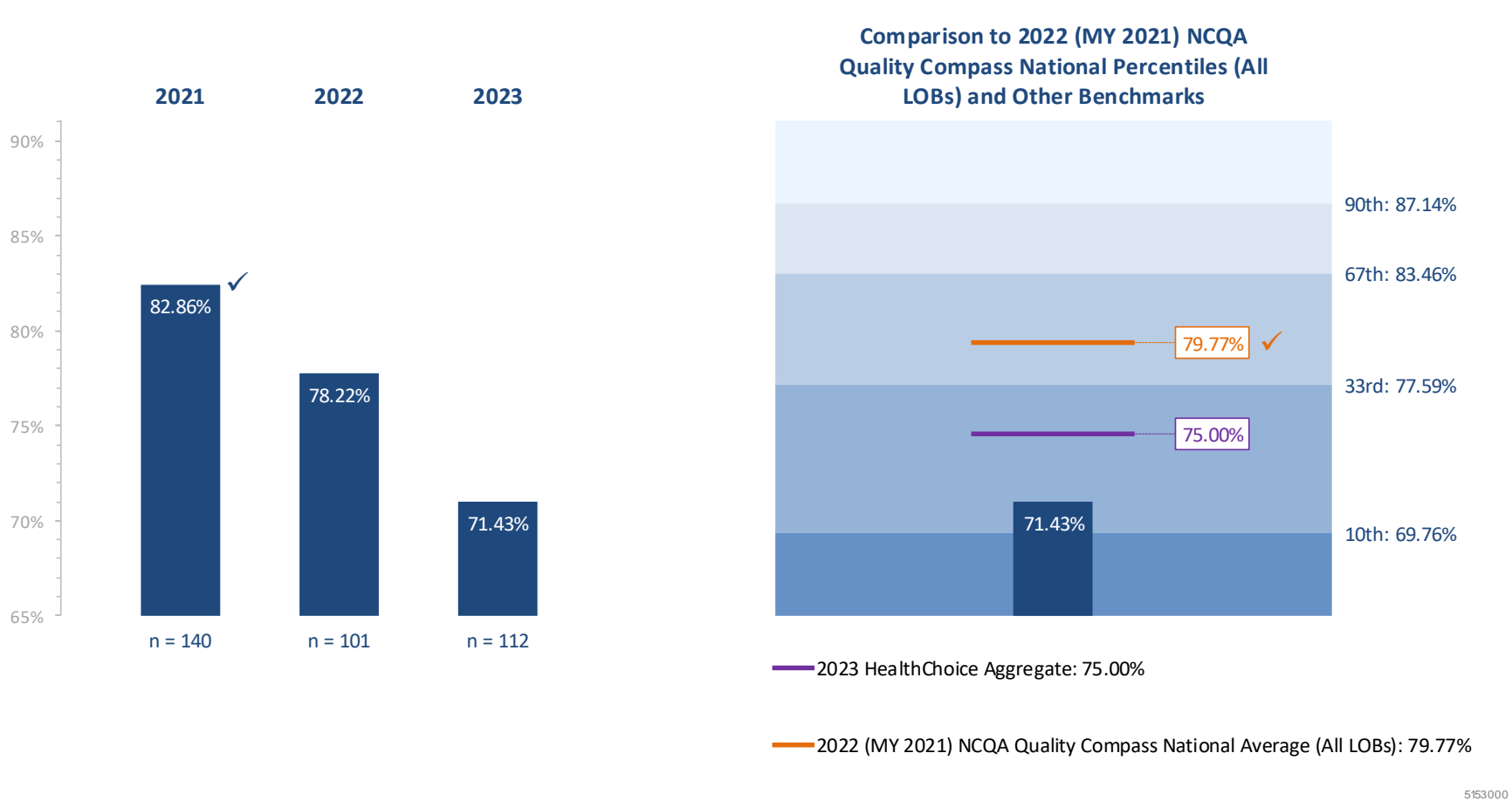
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6)

Percent Responding Always or Usually



5153000

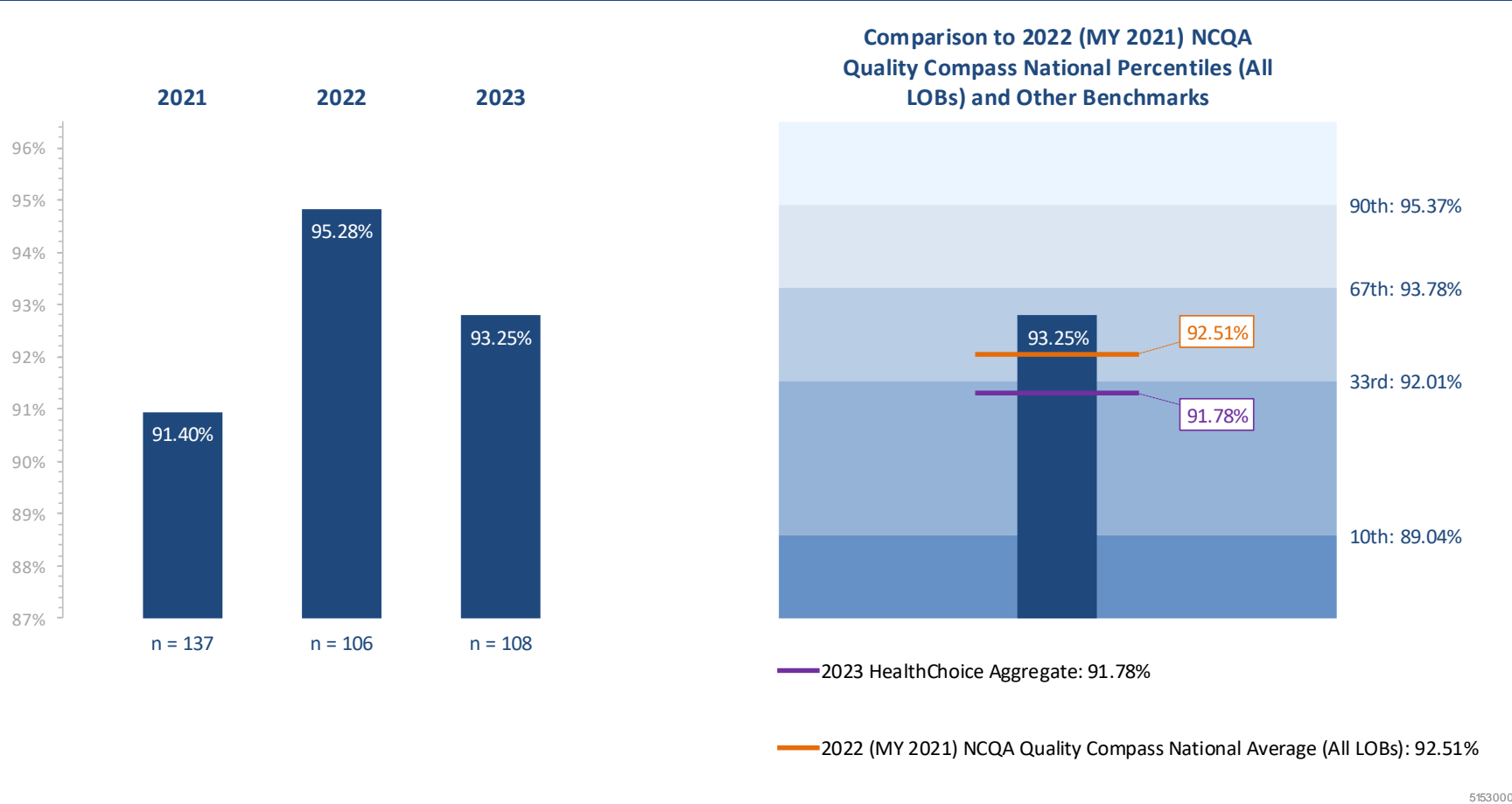
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# How Well Doctors Communicate

Percent Responding Always or Usually



5153000

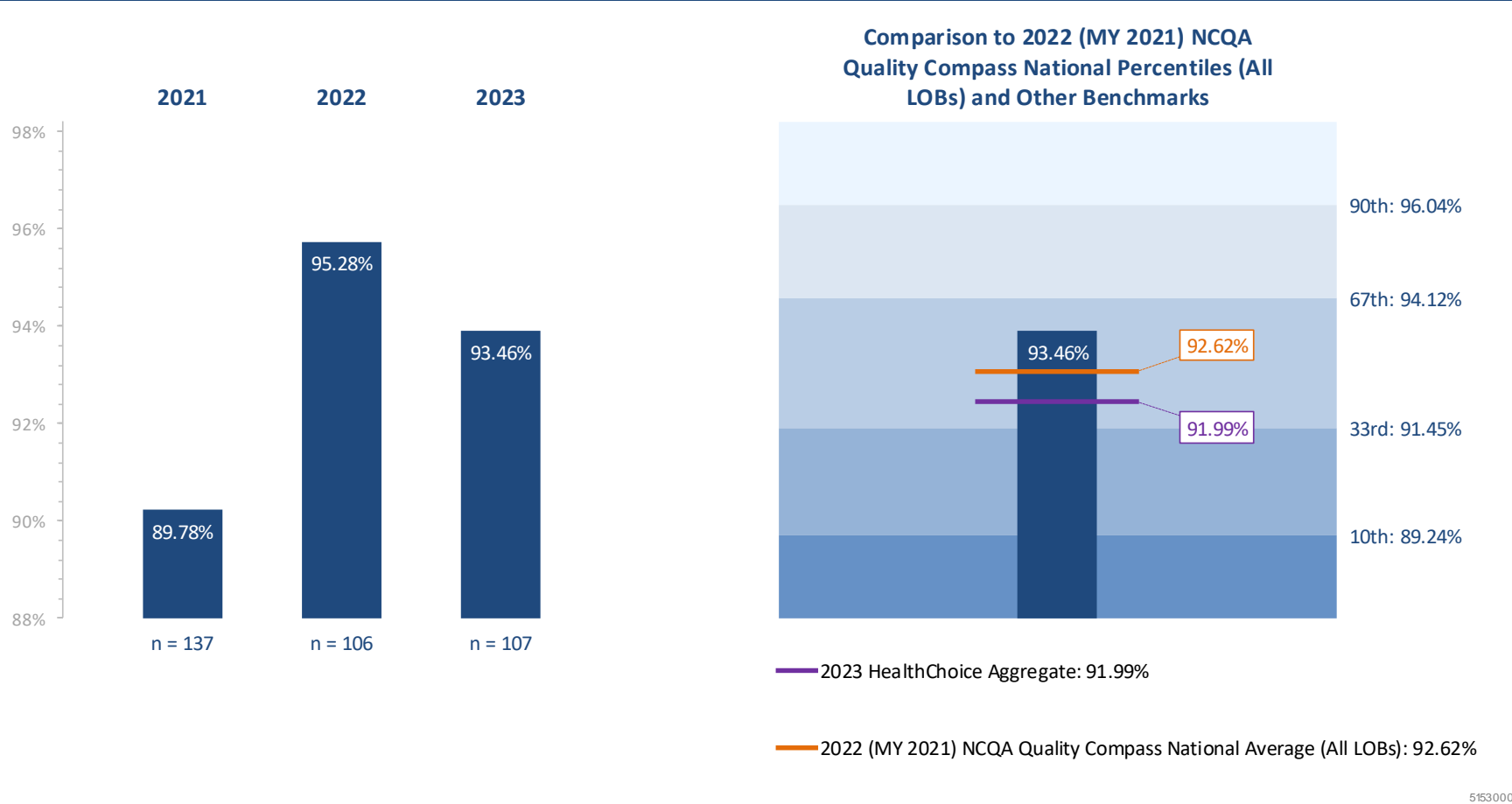
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# How Well Doctors Communicate: Doctor Explained Things (Q12)

Percent Responding Always or Usually



5153000

This measure is not included in NCQA's Health Plan Ratings.

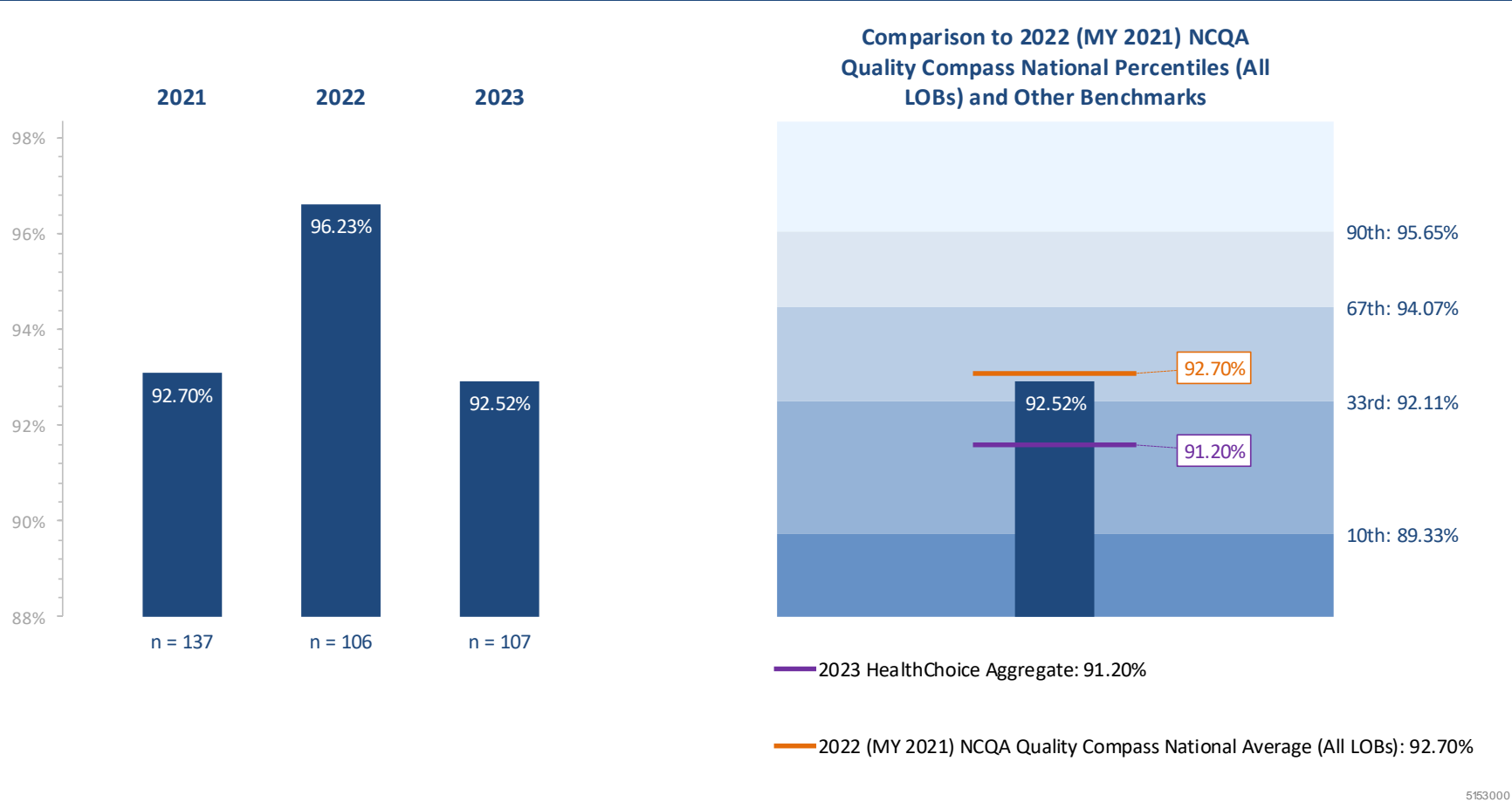
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.



# How Well Doctors Communicate: Doctor Listened Carefully (Q13)

Percent Responding Always or Usually



5153000

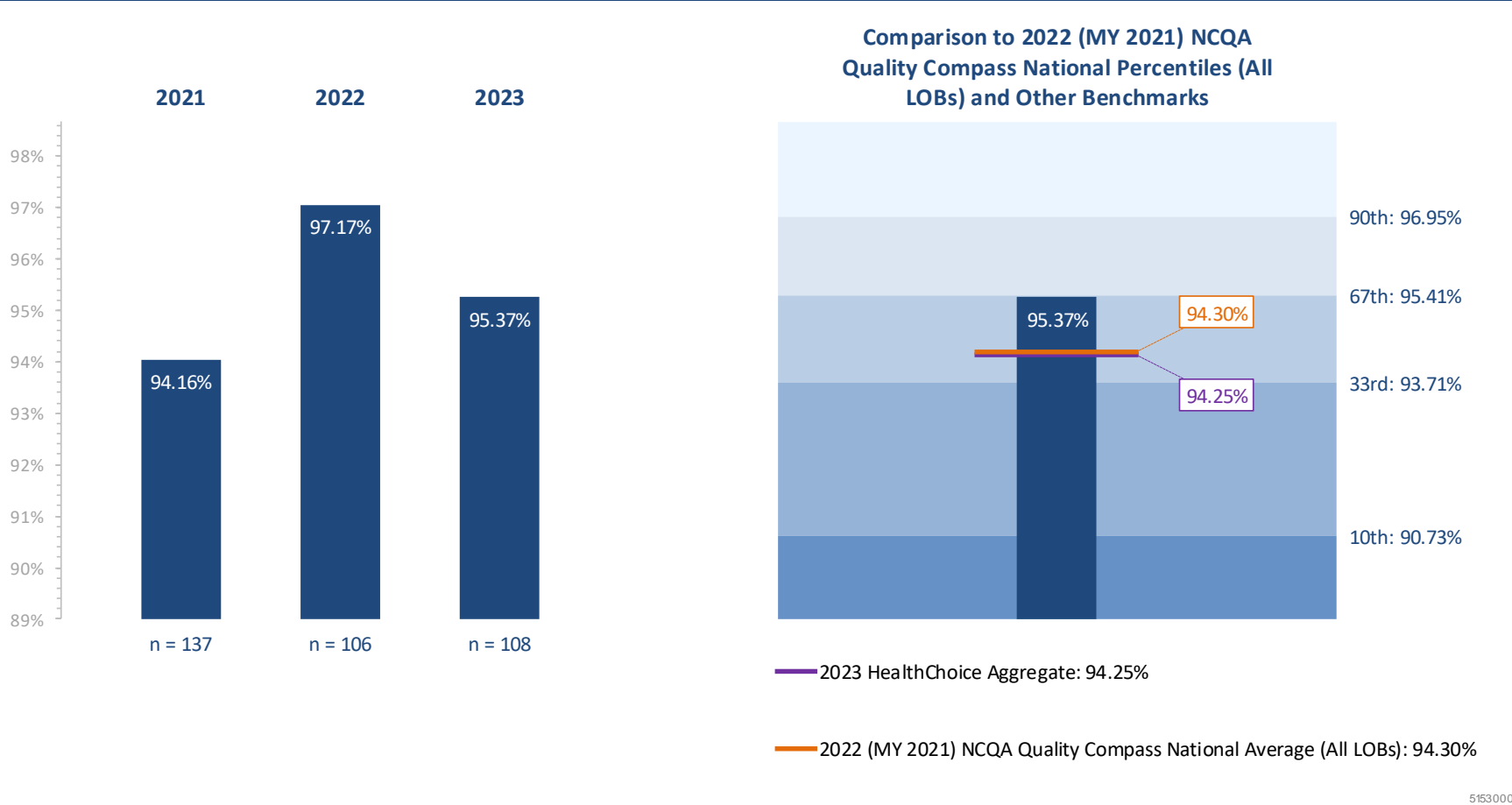
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# How Well Doctors Communicate: Doctor Showed Respect (Q14)

Percent Responding Always or Usually



5153000

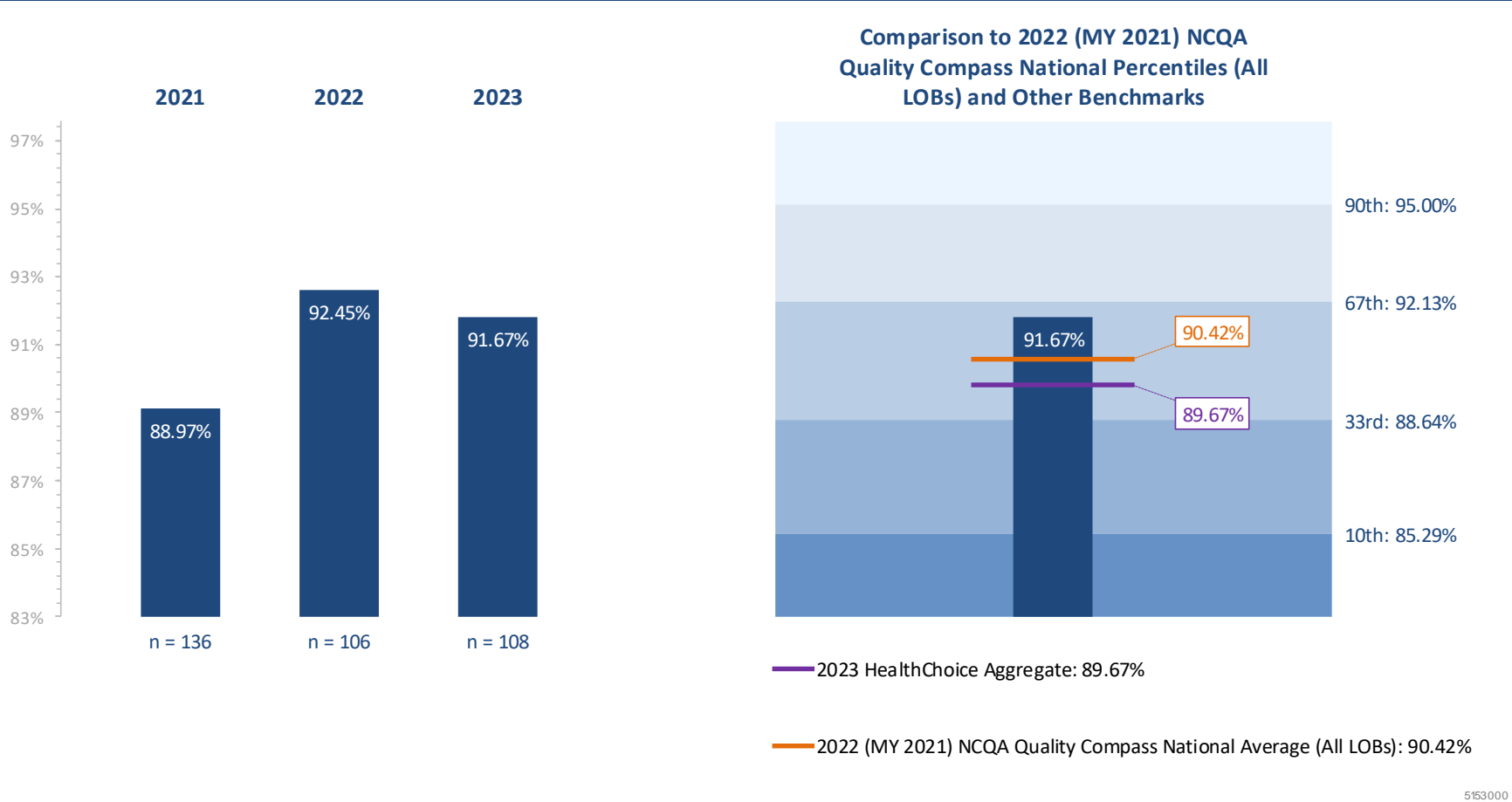
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# How Well Doctors Communicate: Doctor Spent Enough Time (Q15)

Percent Responding Always or Usually



5153000

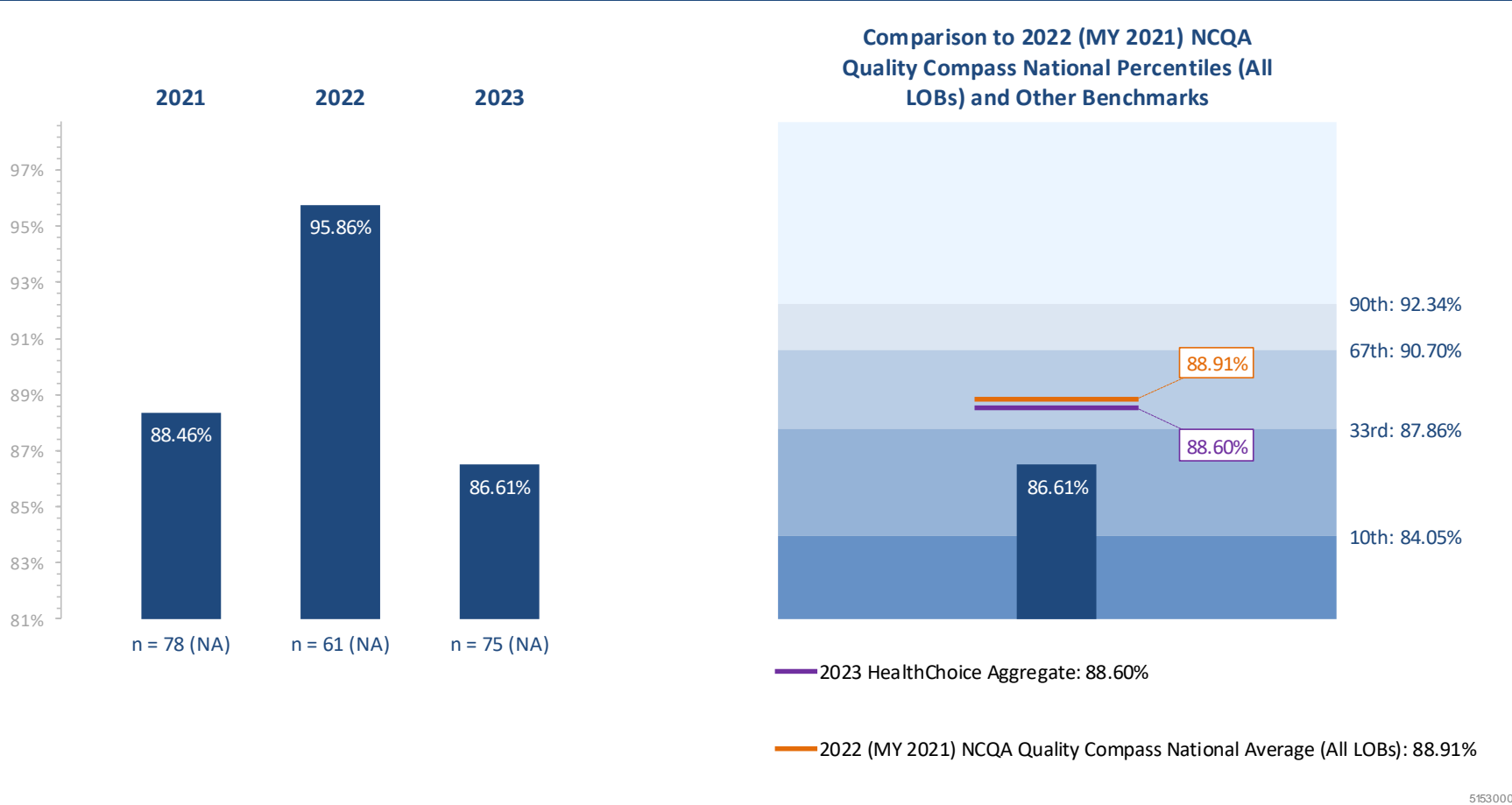
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Customer Service

Percent Responding Always or Usually



5153000

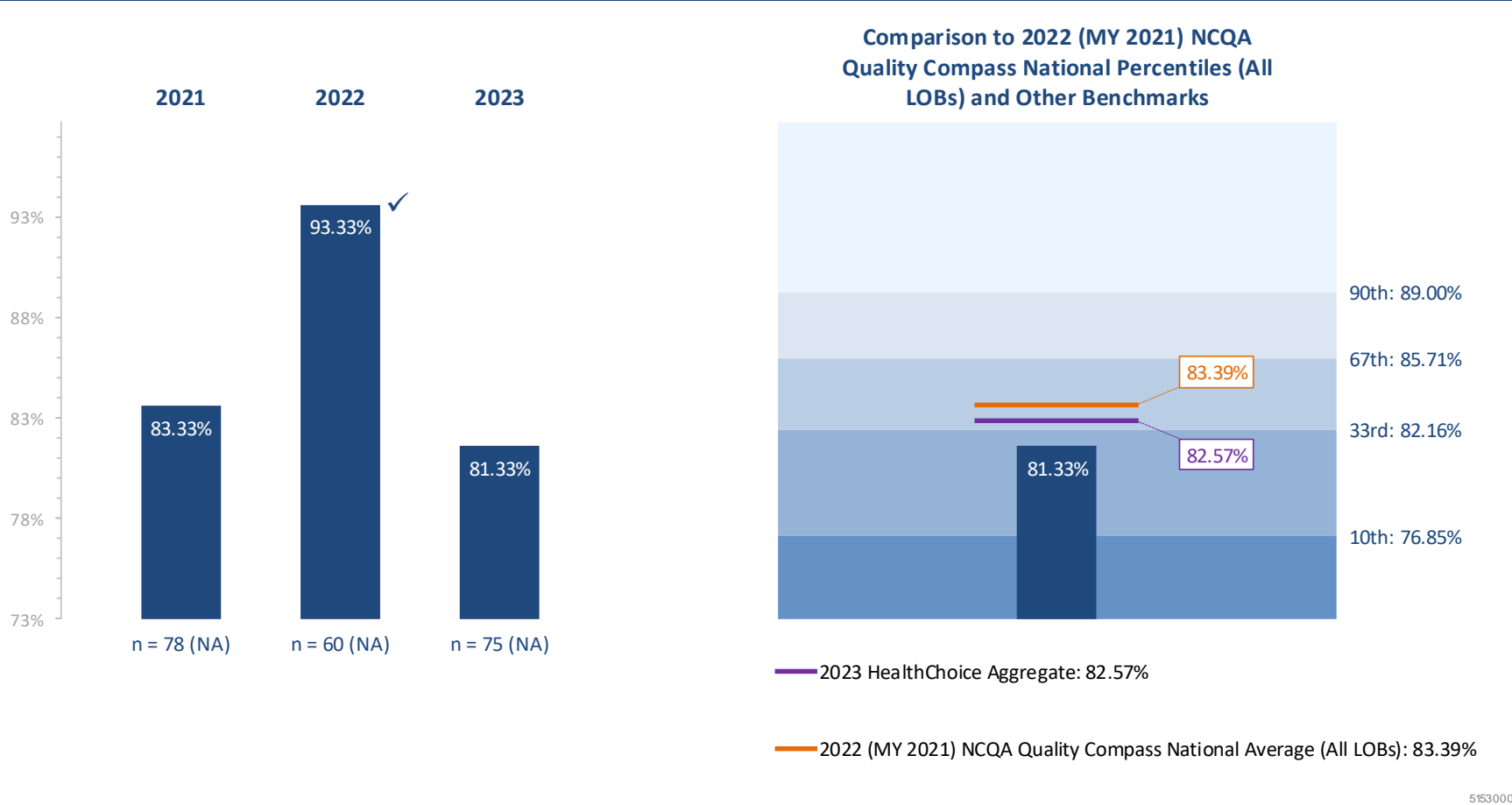
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Customer Service: Customer Service Provided Information/Help (Q24)

Percent Responding Always or Usually



5153000

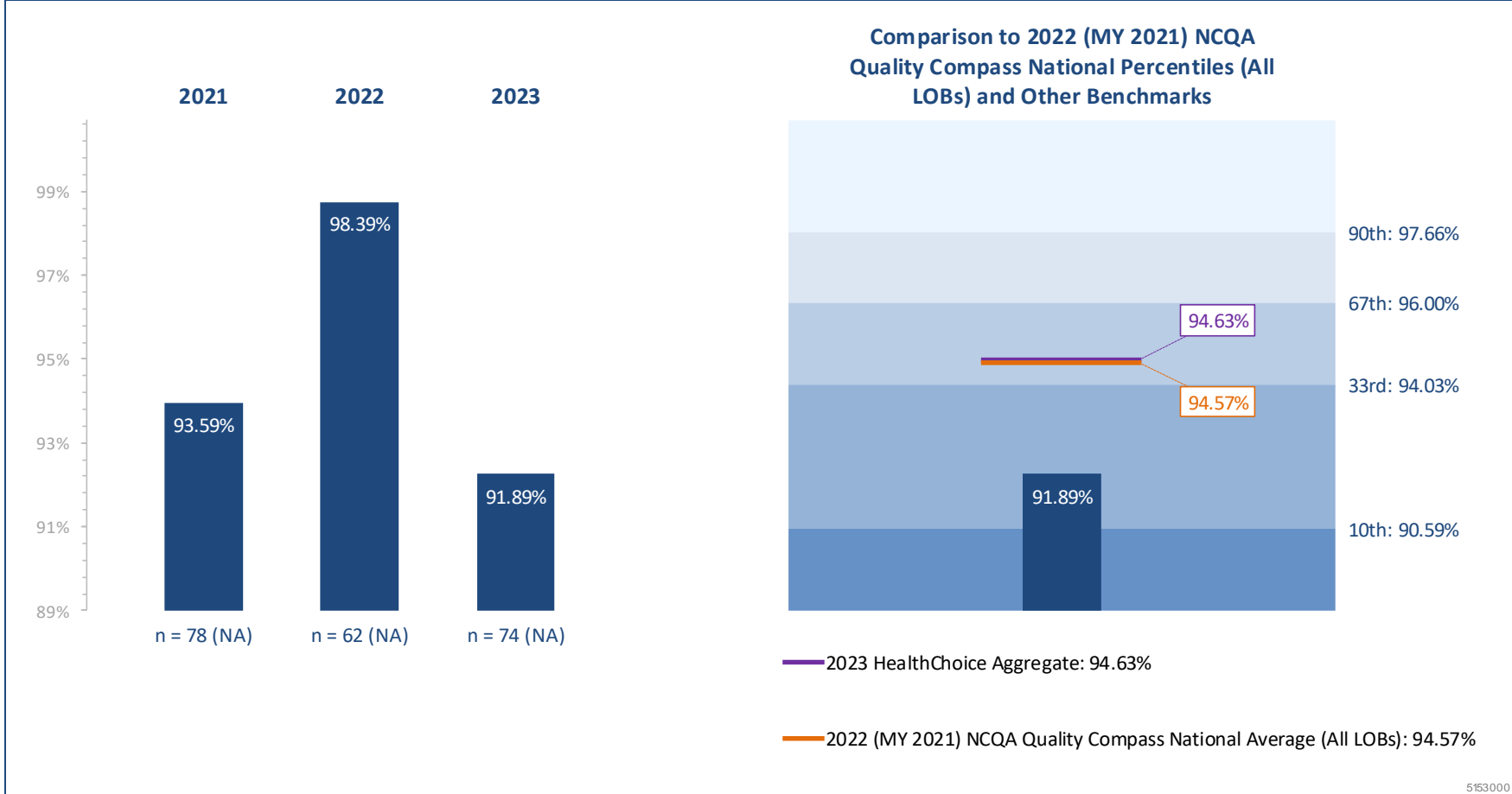
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Customer Service: Customer Service Was Courteous/Respectful (Q25)

Percent Responding Always or Usually



5153000

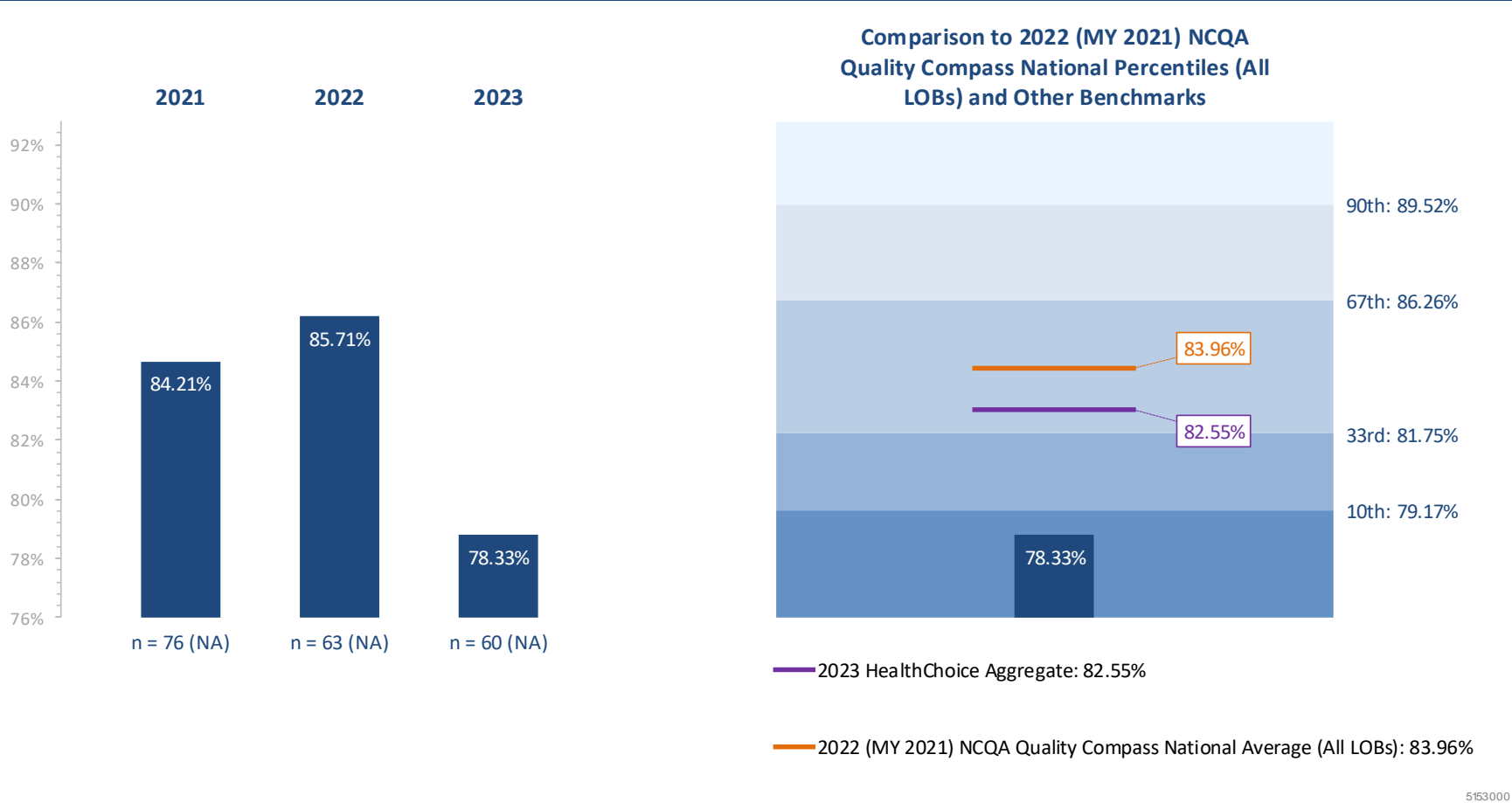
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

# Coordination of Care

Percent Responding Always or Usually



5153000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

## EFFECTIVENESS OF CARE

The *Effectiveness of Care* domain applies to adult health plan members only and includes the following measures: *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*. The *MSC* measure is based on two years of data collection and is calculated using the NCQA rolling average methodology. The *FVA* measure is a single-year rate. A brief description of each measure, as it appears in *HEDIS 2023, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care*, is reproduced below. Please refer to *Volume 3* for additional information on the measures, including rolling average calculation methodology and NCQA reporting rules.

### EFFECTIVENESS OF CARE MEASURES

#### FLU VACCINATIONS FOR ADULTS AGES 18–64 (FVA)

★ *Flu Vaccinations for Adults* represents the percentage of members 18–64 years of age who received a flu vaccination between July 1 of the measurement year and the date when the survey was completed.

#### MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (MSC)

The following components of this measure assess different facets of providing medical assistance with smoking and tobacco use cessation:

- ★ *Advising Smokers and Tobacco Users to Quit* – a rolling average rate represents the percentage of current smokers or tobacco users who received advice to quit during the measurement year.
- *Discussing Cessation Medications* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were recommended cessation medications during the measurement year.
- *Discussing Cessation Strategies* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were provided cessation methods or strategies during the measurement year.



## CALCULATION AND REPORTING OF RESULTS

The rolling average method, employed by NCQA for the *MSC* measure, relies on two consecutive years of data collection to obtain a denominator sufficient to calculate measure results. Rolling average results are calculated using data reported for the current year and, when available, data reported for the prior year. NCQA calculates and reports rolling average rates according to the following rules:

- For a health plan with two consecutive years of reported data, the rate is calculated if the rolling average denominator is 100 or more. If the rolling average denominator is less than 100, NCQA reports the measure result as “NA.”
- If the plan did not report results in the prior year but reports results for the current year, the rate is calculated if the current-year denominator is 100 or more. If the current year denominator is less than 100, NCQA reports the measure result as “NA.”

A plan that does not report an *Effectiveness of Care* result for the current year is assigned a result of “NR” by NCQA. Note that, as with all other measures, CSS reports the plan’s *Effectiveness of Care* rates regardless of whether the plan reports them to NCQA or achieves the minimum denominator of 100 valid responses required for NCQA reporting.

## EFFECTIVENESS OF CARE RESULTS

Exhibit 4 provides a summary of MSFC results on HEDIS *Effectiveness of Care* measures. Comparisons to prior-year rates (if available) as well as to the 2023 HealthChoice Aggregate rates with statistical significance tests are included.

EXHIBIT 4. 2023 MSFC ADULT MEDICAID CAHPS SURVEY: EFFECTIVENESS OF CARE MEASURES

Effectiveness of Care Measures	This Plan							Benchmark Comparisons				This Plan's Estimated 2023 NCQA Health Plan (Star) Rating
	2023			2022		2021		2023 HealthChoice Aggregate		2022 (MY 2021) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate	Difference	
<b>Flu Vaccinations for Adults (FVA)</b>												
Flu Vaccinations for Adults (% Yes)	45.45%	(±7.14)	(187)	43.64%	[+1.82]	44.50%	[+0.96]	42.41%	[+3.04]	40.13%	[+5.32]	★★★★☆
<b>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</b>												
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	76.54%	(±9.23)	(81)	70.53%	[+6.02]	73.81%	[+2.73]	78.09%	[-1.55]	72.45%	[+4.09]	★★★★☆
Discussing Cessation Medications (% Sometimes, Usually, or Always)	45.00%	(±10.90)	(80)	43.01%	[+1.99]	50.81%	[-5.81]	55.87%	[-10.87]	50.83%	[-5.83]	Not calculated
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	40.51%	(±10.83)	(79)	33.70%	[+6.81]	45.45%	[-4.95]	46.49%	[-5.99]	45.25%	[-4.74]	

5/63/000

All rates were calculated by CSS following NCQA specifications. The 95% confidence interval (CI) around the reported rate indicates the range of values the true population rate will fall in 95% of the time if multiple random samples from the same member population were surveyed. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses. Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

## MEMBERSHIP PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the MSFC membership, including demographics, self-reported health status, and responses to survey questions that assess utilization of health care services.

A health plan's membership mix is shaped by multiple factors, most of which are beyond the scope of the CAHPS survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in member demographic makeup and utilization patterns across plans. To the extent that various member segments have distinct health care needs, utilization patterns, expectations, and experiences, as well as attitudes and perceptions, their assessments of the same product, provider, or service will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in health care needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the health care system and, as a result, may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to influence survey responses. For example, all else being equal, older respondents and members of certain ethnic groups tend to rate their health care providers and plans more positively. By contrast, more educated members rate more critically, regardless of age or ethnicity.

While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers gain insight into possible sources of this variation.

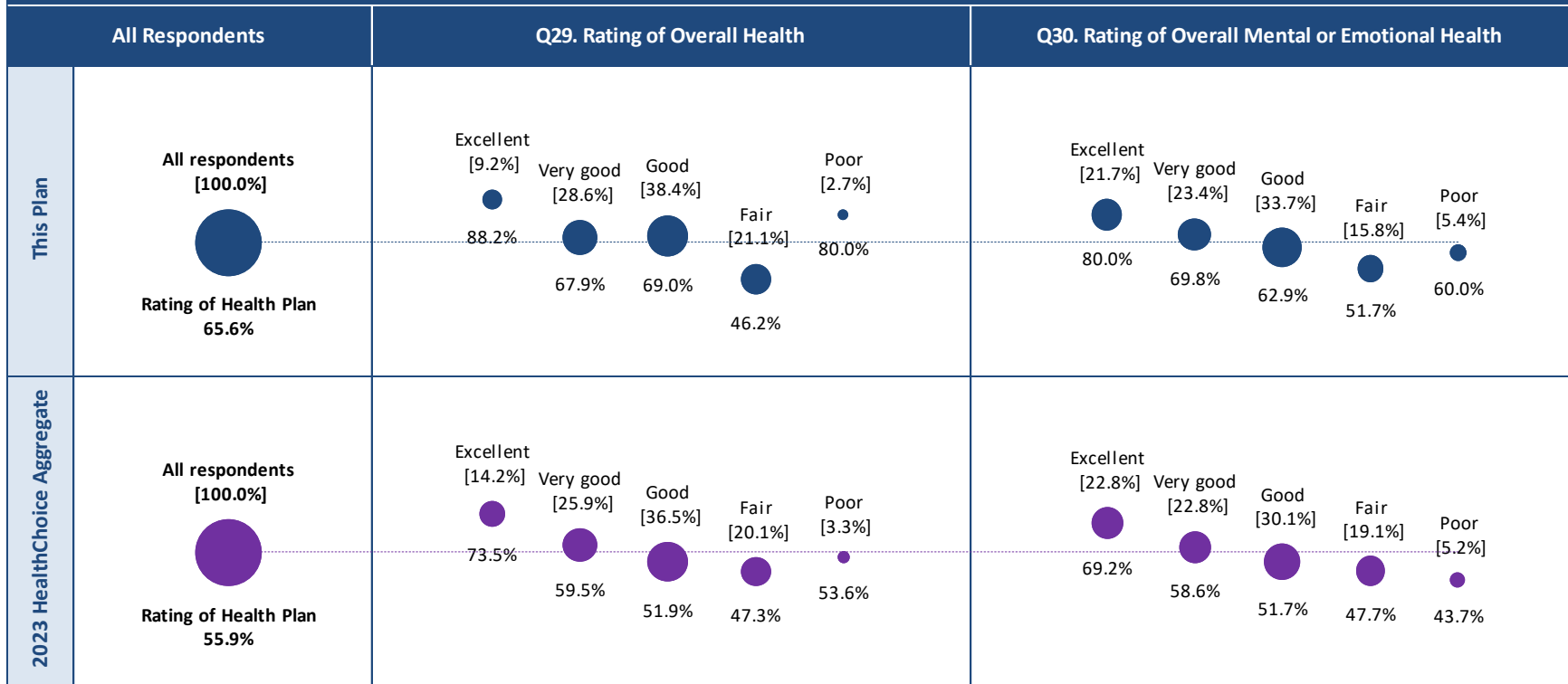
The charts on the following pages show how the *Rating of Health Plan* (percent responding 9 or 10) measure varies by the member subgroup of MSFC compared to the relevant multi-plan state and national benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. The label above the bubble and the percentage in square brackets below it identify the subgroup and its size. The area of the bubble visually represents the size of the subgroup. Unless a member belongs to more than one subgroup (e.g., race category), subgroup sizes should add up to 100%. Note that these charts only include members who answered the relevant demographic/utilization question on the survey and provided a valid response to the *Rating of Health Plan* question. For this reason, the reported subgroup sizes may differ slightly from the proportions reported in the cross-tabulations.

## HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

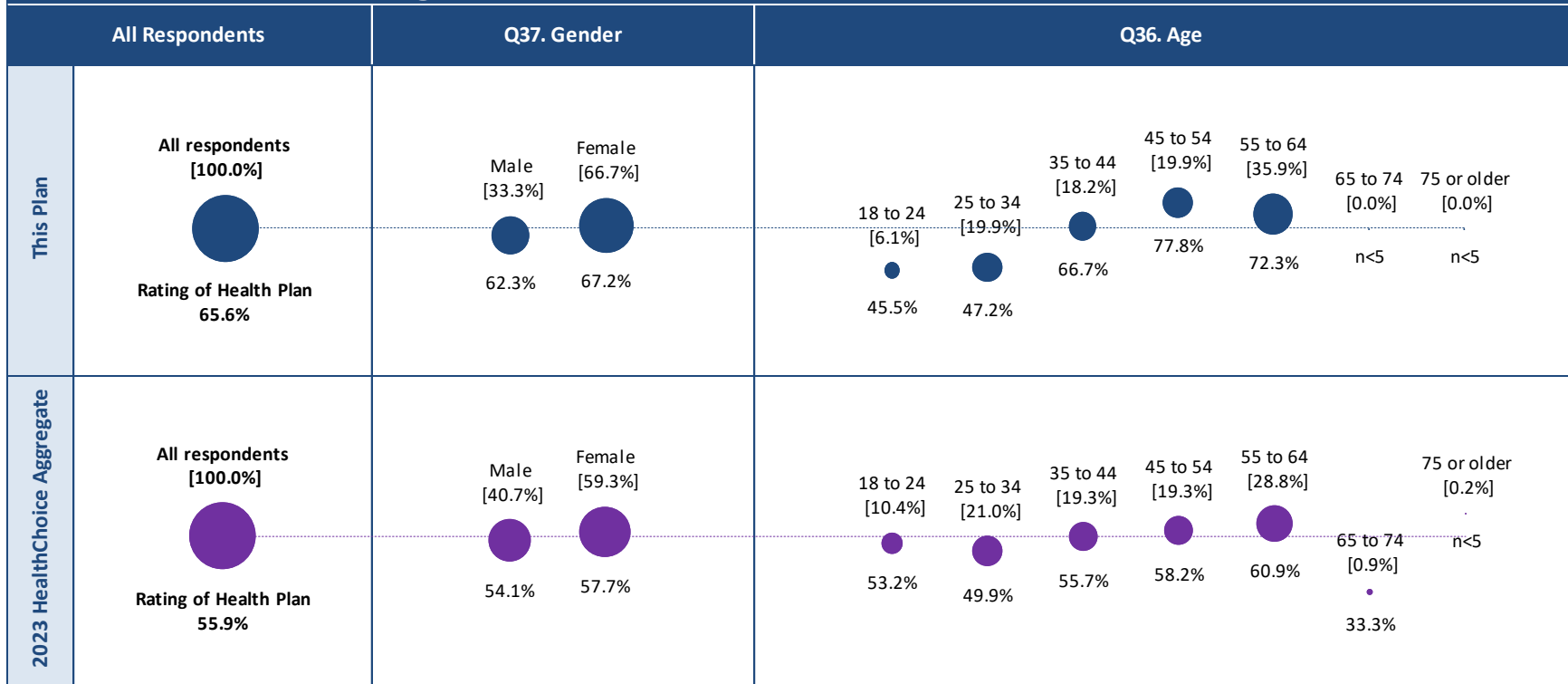
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

# Member Health Status



Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

# Member Gender and Age



Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

# Member Race and Ethnicity

All Respondents		Q40. Race							Q39. Hispanic or Latino Origin/Descent	
This Plan	<p><b>All respondents</b> [100.0%]</p> <p><b>Rating of Health Plan</b> 65.6%</p>	<p>White [40.2%]</p> <p>65.7%</p>	<p>Black or African-American [51.7%]</p> <p>62.2%</p>	<p>Asian [5.2%]</p> <p>77.8%</p>	<p>Native Hawaiian/ Oth. Pacific Islander [0.0%]</p> <p>n&lt;5</p>	<p>American Indian or Alaska Native [2.3%]</p> <p>n&lt;5</p>	<p>Other [10.3%]</p> <p>55.6%</p>	<p>Hispanic or Latino [10.8%]</p> <p>73.7%</p>	<p>Not Hispanic or Latino [89.2%]</p> <p>65.0%</p>	
	<p><b>All respondents</b> [100.0%]</p> <p><b>Rating of Health Plan</b> 55.9%</p>	<p>White [38.3%]</p> <p>57.7%</p>	<p>Black or African-American [50.1%]</p> <p>54.9%</p>	<p>Asian [7.2%]</p> <p>54.3%</p>	<p>Native Hawaiian/ Oth. Pacific Islander [1.2%]</p> <p>42.1%</p>	<p>American Indian or Alaska Native [3.0%]</p> <p>46.9%</p>	<p>Other [11.0%]</p> <p>56.5%</p>	<p>Hispanic or Latino [13.4%]</p> <p>66.8%</p>	<p>Not Hispanic or Latino [86.6%]</p> <p>54.8%</p>	

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

# Member Education Level

All Respondents		Q38. Education Level					
This Plan	<p><b>All respondents</b> [100.0%]</p> <p><b>Rating of Health Plan</b> 65.6%</p>	<p>8th grade or less [3.4%]</p> <p>66.7%</p>	<p>Some HS, did not graduate [10.1%]</p> <p>66.7%</p>	<p>High school graduate or GED [41.0%]</p> <p>71.2%</p>	<p>Some college or 2-year degree [25.8%]</p> <p>69.6%</p>	<p>4-year college degree [11.2%]</p> <p>40.0%</p>	<p>More than 4-year college degree [8.4%]</p> <p>53.3%</p>
	<p><b>All respondents</b> [100.0%]</p> <p><b>Rating of Health Plan</b> 55.9%</p>	<p>8th grade or less [3.8%]</p> <p>65.1%</p>	<p>Some HS, did not graduate [11.7%]</p> <p>64.9%</p>	<p>High school graduate or GED [38.4%]</p> <p>59.6%</p>	<p>Some college or 2-year degree [28.4%]</p> <p>51.3%</p>	<p>4-year college degree [11.1%]</p> <p>46.7%</p>	<p>More than 4-year college degree [6.6%]</p> <p>49.5%</p>

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.



## USE OF SERVICES

The following utilization measures are included in this section:

- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care

# Type of Care Received

All Respondents		Q3. Required Urgent Care	Q5. Made Appointment(s) for Check-up or Routine Care	Q7. Visits to Doctor's Office or Clinic
This Plan	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 65.6%</p>	<p>Yes [35.7%] No [64.3%]</p> <p>67.7% 65.8%</p>	<p>Yes [61.4%] No [38.6%]</p> <p>68.1% 60.6%</p>	<p>None [34.4%] 61.3%</p> <p>1 time [10.0%] 66.7%</p> <p>2 [16.1%] 72.4%</p> <p>3 [11.1%] 70.0%</p> <p>4 [10.0%] 50.0%</p> <p>5 to 9 [12.8%] 78.3%</p> <p>10 or more [5.6%] 60.0%</p>
	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 55.9%</p>	<p>Yes [33.2%] No [66.8%]</p> <p>57.8% 55.0%</p>	<p>Yes [59.7%] No [40.3%]</p> <p>59.8% 49.9%</p>	<p>None [36.1%] 50.6%</p> <p>1 time [16.2%] 58.5%</p> <p>2 [15.2%] 59.8%</p> <p>3 [11.0%] 52.2%</p> <p>4 [7.4%] 53.7%</p> <p>5 to 9 [10.0%] 64.0%</p> <p>10 or more [4.0%] 68.2%</p>

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

# Personal Doctor Care

All Respondents		Q10. Has Personal Doctor	Q11. Visits to Personal Doctor						
This Plan	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 65.6%</p>	<p>Yes [83.5%]</p> <p>67.1%</p> <p>No [16.5%]</p> <p>53.3%</p>	<p>None [27.4%]</p> <p>52.5%</p> <p>1 time [23.3%]</p> <p>82.4%</p> <p>2 [22.6%]</p> <p>66.7%</p> <p>3 [7.5%]</p> <p>72.7%</p> <p>4 [8.9%]</p> <p>69.2%</p> <p>5 to 9 [8.9%]</p> <p>53.8%</p> <p>10 or more [1.4%]</p> <p>n&lt;5</p>						
	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 55.9%</p>	<p>Yes [80.1%]</p> <p>59.4%</p> <p>No [19.9%]</p> <p>42.5%</p>	<p>None [25.5%]</p> <p>51.7%</p> <p>1 time [27.5%]</p> <p>64.8%</p> <p>2 [23.0%]</p> <p>56.6%</p> <p>3 [8.8%]</p> <p>64.0%</p> <p>4 [6.6%]</p> <p>61.2%</p> <p>5 to 9 [7.0%]</p> <p>61.5%</p> <p>10 or more [1.6%]</p> <p>81.0%</p>						

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

# Non-Primary Care

All Respondents		Q16. Visited Providers Besides Personal Doctor	Q19. Made Specialist Appointment(s)	Q21. Number of Specialists Seen
This Plan	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 65.6%</p>	<p>Yes [57.3%] No [42.7%]</p> <p>72.9% 68.2%</p>	<p>Yes [50.0%] No [50.0%]</p> <p>69.9% 61.3%</p>	<p>None [3.3%] 1 [48.4%] 2 [28.6%] 3 [8.8%] 4 [7.7%] 5 or more [3.3%]</p> <p>n&lt;5 79.5% 69.2% 37.5% n&lt;5</p>
	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 55.9%</p>	<p>Yes [57.6%] No [42.4%]</p> <p>59.3% 64.8%</p>	<p>Yes [43.0%] No [57.0%]</p> <p>59.8% 53.3%</p>	<p>None [2.7%] 1 [49.3%] 2 [27.6%] 3 [11.5%] 4 [5.2%] 5 or more [3.7%]</p> <p>52.6% 61.7% 60.2% 52.4% 56.8% 53.8%</p>

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

## KEY DRIVER ANALYSIS

### OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans
- To highlight industry best practices on the key driver measures
- To compare the current performance of MSFC to industry best practices in these areas
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

### TECHNICAL APPROACH

#### INDUSTRY VIEW

Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences *within* a single plan. Certain plan attributes are strongly related to member satisfaction *at the industry level*. However, these relationships may be missed if we focus on only one plan at a time. For example, it has been shown that plans that are rated highly on measures of access and availability of care tend to have high overall ratings. Conversely, poor access scores are associated with low overall plan scores. This relationship is clear when ratings are compared *across* plans. However, *within* a specific plan, member experiences may not be sufficiently varied to reveal the underlying relationship. For example, if all plan members report poor access to care, access measures may show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the role of access in member experience and miss a critical opportunity for improvement.

In addition, expressing every CAHPS survey variable as a plan-level rate yields a complete and rich information set on each plan. This effectively eliminates any “gaps” in respondent-level data from a single plan caused by survey skip patterns and allows every response to be used in the analysis.

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for a more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g., contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's overall rating score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, which are addressed in more detail in the *Member Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of member experience, the analysis must consider all of its measurable aspects.

The 2023 CSS *Key Driver Model* was developed based on survey results of 297 Medicaid plans surveyed by CSS in 2022 and 2023. CSS performed a regression analysis of health plan ratings to identify sources of variation in overall scores across the industry, using individual health plans as units of analysis. Regression analysis quantifies the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

All of the plan variables, including potential drivers of member experience (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection), were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors, both because of its high correlation with *Rating of Health Plan* and the availability of other survey questions addressing specific member experience touch points. If included, the *Rating of All Health Care* measure would account for a large portion of the variance and confound coefficient estimates for the other variables in the model.

## INDUSTRY KEY DRIVER MODEL

The table below lists five key drivers of Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* measure. These variables have statistically significant coefficients in the regression model ( $p$ -value < 0.05). Performance on these variables, together with the control variables, explains 75% of the variation in the *Rating of Health Plan* results among Medicaid plans. Note that this ordering reflects the strength of the overall relationship between each key driver and the *Rating of Health Plan* measure *at the industry level*. It does not consider how MSFC is *currently* performing on these measures. Improvement targets identified specifically for MSFC, which consider both the strength of each key driver and the current level of performance, are presented graphically in the next section.











Medicaid member ratings of the plan are strongly related to having a personal doctor (Q10) and being able to get urgent care as soon as needed (Q4). Getting needed information from customer service (Q24) and access to highly rated providers (Q18 and Q22) are all significant drivers of member experience.

Key Driver	Interpretation
Q18. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of members rating their personal doctor as 9 or 10, the higher the overall plan score
Q10. Member has a personal doctor (percent Yes)	The higher the proportion of plan members reporting they have a personal doctor, the higher the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent <i>Usually or Always</i> )	The higher the proportion of plan members reporting they received urgently needed care as soon as needed, the higher the overall plan score
Q22. Rating of Specialist Seen Most Often (percent 9 or 10)	The higher the proportion of members rating their specialist as 9 or 10, the higher the overall plan score
Q24. Health plan customer service provided needed information or help (percent <i>Usually or Always</i> )	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score

**OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT**

Specific improvement opportunities for MSFC are presented in Exhibit 5. The ordering of the key drivers reflects both the strength of each key driver at the industry level and how well MSFC is currently performing on each measure. The middle panel of the chart compares how MSFC is performing relative to the *Best Practice* rate on each key driver. CSS defined the *Best Practice* rate as the best result among the nine plans contributing to the 2023 HealthChoice Aggregate. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of MSFC performance and the *Best Practice* rate. The bar chart on the right displays the incremental gain in the overall *Rating of Health Plan* measure that MSFC could achieve if it performed on par with the *Best Practice* plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* measure.

EXHIBIT 5. 2023 MSFC ADULT MEDICAID CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
This Plan's 2023 Rate		Percentage Point Difference Between Current Key Driver Rate and <b>Best Practice Rate*</b>	Expected Percentage Point <b>Improvement</b> in <b>Rating of Health Plan</b> measure (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q18. Rating of Personal Doctor (percent 9 or 10)	62.25%	+11.00%  73.25%	 +4.93%
Q24. Customer service provided information or help (percent <i>Usually</i> or <i>Always</i> )	81.33%	+10.43%  91.76%	 +1.04%
Q10. Member has a personal doctor (percent Yes)	82.29%	+2.82%  85.12%	 +0.67%
Q22. Rating of Specialist Seen Most Often (percent 9 or 10)	62.22%	+5.28%  67.50%	 +0.52%
Q4. Got an appointment for urgent care as soon as needed (percent <i>Usually</i> or <i>Always</i> )	86.57%	+2.11%  88.68%	 +0.23%

\* Best result among all plans included in the 2023 HealthChoice Aggregate

5153000



## HEALTH PLAN QUALITY IMPROVEMENT RESOURCES

CSS's *Key Driver Analysis* identified improvement opportunities and priorities for MSFC. This section, which lists some helpful publicly available quality improvement resources, is included as a guide to assist plan managers in their efforts. Inclusion of these sources should not be construed as an endorsement of any programs or activities. Some of these resources may be more applicable to your organization than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to the Agency for Healthcare Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems ([www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf](http://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf)).

### IMPROVING MEMBER ACCESS TO CARE

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment.

#### ***Same-Day Appointment Scheduling***

- AHRQ recommends a method of scheduling that leaves a part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html).
- This article from *Healthcare Dive* describes the benefits and challenges of implementing same-day scheduling as well as some short case studies: <https://www.healthcaredive.com/news/same-day-scheduling-can-improve-patient-satisfaction-and-your-bottom-line/506048/>.
- An article in *Patient Engagement HIT* explains that the greatest challenge to implementing same-day appointments is clearing the backlog (see <https://patientengagementhit.com/news/exploring-open-access-scheduling-in-patient-access-to-care>).

### ***Implement Process Improvements to Streamline Patient Flow***

- Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See <https://www.ahrq.gov/research/findings/final-reports/ptflow/index.html> for AHRQ's guide to plan and implement patient flow improvement strategies.
- **VIDEO** This webinar from the Virginia Mason Institute demonstrates how Virginia Mason Franciscan Health improved patient flow in the ambulatory setting (watch on YouTube at <https://www.youtube.com/watch?v=0R6isKaZqVo>).

### ***Patient-Centered Medical Homes (PCMH)***

- For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see <https://www.ahrq.gov/ncepcr/research/care-coordination/pcmh/index.html>, with links to additional resources at <https://www.ahrq.gov/ncepcr/research/care-coordination/pcmh/define.html>.
- **VIDEO** This webinar from the National Association of Community Health Centers features presenters from The Joint Commission and the National Committee for Quality Assurance speaking about quality improvement as it relates to patient-centered medical homes (watch on YouTube at <https://www.youtube.com/watch?v=gIpKgvtyifl>).
- For more background on the patient-centered medical home model of care and health equity, see [www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/) and [nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf](http://nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf).

### ***Alternative Access Centers***

- This brief (<https://www.rwjf.org/en/insights/our-research/2015/04/the-value-proposition-of-retail-clinics.html>) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly.
- Providing patients with such alternative venues as telehealth to access health care, rather than the traditional doctor's office or hospital, lowers barriers to care ([www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/)).

- This article from *Patient Engagement HIT* concludes that retail health clinics and virtual care improve health equity by providing greater access to care (see <https://patientengagementhit.com/features/retail-health-clinics-are-key-on-the-path-to-health-equity>).
- The National Center for Health Statistics provides statistics on retail health and urgent care center utilization in 2019 by sex, race, age, and education level (see <https://www.cdc.gov/nchs/products/databriefs/db409.htm>).

### ***Telehealth Solutions to Pandemic-Related Issues***

- The COVID-19 pandemic has accelerated the usage and acceptance of telehealth by providers and patients alike. This article in *The Lancet* ([www.thelancet.com/journals/langlo/article/PIIS2214-109X\(20\)30362-4/fulltext](http://www.thelancet.com/journals/langlo/article/PIIS2214-109X(20)30362-4/fulltext)) details opportunities to expand telehealth beyond the pandemic.
- Telehealth also can be implemented to solve deferral of care issues brought about by the pandemic (see [publichealth.jmir.org/2020/3/e21607?utm\\_source=TrendMD&utm\\_medium=cpc&utm\\_campaign=JMIR\\_TrendMD\\_1](http://publichealth.jmir.org/2020/3/e21607?utm_source=TrendMD&utm_medium=cpc&utm_campaign=JMIR_TrendMD_1)).
- Telemedicine was underutilized until the COVID-19 pandemic when changes to regulations and payment policies permitted its rapid growth. Telemedicine improves access and equity, though barriers remain (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9035352/>).
- **VIDEO** This webinar discusses “how people, processes, regulation, and technology work together to support a successful telehealth transformation... potentially improving access, quality and costs” (<https://www.aha.org/education-events/telehealth-and-its-emergence-during-pandemic-may-17>).
- **PODCAST** Post-pandemic, telehealth is key to the future of digitally enabled care, which integrates in-person and virtual care in a clinically appropriate manner (<https://www.ama-assn.org/practice-management/digital/2022-moving-beyond-telehealth-digitally-enabled-care>).

### IMPROVING HEALTH PLAN PROVIDER NETWORK

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in improved patient ratings of doctors.

### ***Improve Physician Communication***

- Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For general recommendations related to physician communication, see <https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html>.
- This article in *Physicians Practice* shares nine ways to improve communication with patients (see <https://www.physicianspractice.com/view/nine-ways-to-improve-your-patient-communications>). Click through the slides at the top of the page to read information on each strategy.
- Similarly, this blog post shares 10 tips for communicating with patients using the RELATE (Reassure, Explain, Listen, Answer questions, Take action, and Express appreciation) model (see <https://www.healthstream.com/resource/blog/10-ways-to-encourage-better-physician-communication>).
- Much of patient dissatisfaction stems from a failure of effective physician communication. For a review of the literature on doctor-patient communication, see [www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/).

### ***Help Patients Communicate***

- Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and “coached care” programs. See [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html) and [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html).
- **TOOL** For a sample discharge preparation/care transition document that providers can distribute to patients before or during visits, see [www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048](http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048).
- **TOOL** The National Institutes of Health provides five worksheets to help patients choose a new provider and talk to their provider about family health history, medications, life changes, and health or other concerns (see <https://www.nia.nih.gov/health/talking-with-doctor-worksheets>).
- **TOOL** AHRQ provides tips for patients to become more engaged in their health care before, during, and after the appointment (see <https://www.ahrq.gov/questions/be-engaged/index.html>). A two-page PDF file can be downloaded from this page.

- **TOOL** AHRQ also provides a Question Builder tool that patients can use to customize a list of questions for their appointments. The tool is available for printing online at <https://www.ahrq.gov/questions/question-builder/online.html> and in a downloadable app in the Apple App Store and Google Play (see more information at <https://www.ahrq.gov/questions/question-builder/index.html>).

### ***Build Physician-Patient Relationships***

- A positive physician-patient relationship may correlate with better health care outcomes. This article describes three essential elements that contribute to a positive relationship between providers and patients: empathy, communication, and shared decision-making (see <https://patientengagementhit.com/news/3-key-traits-of-a-positive-patient-provider-relationship>).
- AHRQ discusses the SHARE Approach to shared decision-making and provides links to resources on their website at <https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tools/factsheet.html>.
- Cultural competence is increasingly important to the physician-patient relationship. Tips and resources are available at <https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tool/resource-7.html>.

### ***Improve Referral Communication***

- The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase patient satisfaction with their specialist. The Medical Group Management Association has tips for building relationships with specialists (see <https://www.mgma.com/resources/operations-management/communication-lays-the-groundwork-for-successful-p>).
- AHRQ's Health Literacy Universal Precautions Toolkit includes a section on making the referral process easier for patients (see <https://www.ahrq.gov/health-literacy/improve/precautions/tool21.html>).
- High-functioning referral networks are critical for positive patient outcomes and require communication, measurement, and monitoring (see <https://www.hfma.org/finance-and-business-strategy/population-health-management/61094/>).
- A survey of Veterans Health Administration specialists found that the use of referral templates was seen as helpful in improving the quality of referrals; service agreements and e-consults were less so (see <https://www.ajmc.com/view/tools-to-improve-referrals-from-primary-care-to-specialty-care>).

## IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

It is important that health plan information is both easily available and useful to members. As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their questions and concerns. The following resources contain recommendations for improving customer service.

### ***Develop Customer Service Standards***

- To improve customer service, the Agency for Healthcare Research and Quality suggests first articulating which aspects of customer service are most important to the plan. After developing these standards, monitor performance and promote accountability among staff. For more information, see [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html).

### ***Iterative Improvement for Member Services***

- This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See [www.rand.org/pubs/working\\_papers/WR517.html](http://www.rand.org/pubs/working_papers/WR517.html).

### ***Implement Service Recovery Procedures***

- When members have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html).
- This article in *Forbes* defines service recovery and describes effective strategies to implement it in your practice (see <https://www.forbes.com/sites/forbesagencycouncil/2022/12/15/service-recovery-in-healthcare-effective-strategies-to-retain-unsatisfied-patients/?sh=60c824e84cf7>).

- **VIDEO** This four-part training series was developed as part of a grant from the Health Resources & Services Administration (HRSA). The videos total one hour and focus on why service recovery matters, eight steps for front-line staff, tips for de-escalation, and embedding service recovery into everyday practice (see <https://stratishealth.org/service-recovery-in-health-care/>).

### ***Make Plan Information Accessible to All Members***

- A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted the use of an internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond internet-based tools is necessary to reach certain demographics. For further information, see [www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/).
- This article addresses the importance of website accessibility for older adults and persons with disabilities to obtain, understand, and use health information (see <https://ahimafoundation.org/research/the-critical-role-of-web-accessibility-in-health-information-access-understanding-and-use/>).
- The Centers for Medicare & Medicaid Services (CMS) provides information on communication accessibility planning for people who are blind or have low vision (<https://www.cms.gov/files/document/omh-visual-sensory-disabilities-brochure-508c.pdf>), those who are deaf or hard-of-hearing (<https://www.cms.gov/files/document/audio-sensory-disabilities-brochure-508c.pdf>), and those with limited English proficiency (<https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Language-Access-Plan.PDF>).

### ***Increase Access to Trusted Health Information***

- Many people look to their health plan for information not only on how the health plan works but also on resources to help them improve their health, particularly when dealing with chronic illnesses. Improved access to trusted health information has been shown to lead to improved outcomes ([www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/)).
- This James Madison University Library microsite includes sub-pages with links to reliable sources of health information, information for teens and young adults, and information about medications and supplements, among others (see <https://guides.lib.jmu.edu/consumerhealth/health-websites>).

### ***Evaluate the Organization's Health Literacy Programs***

- The CDC has developed guidance on evaluating an organization's health literacy program, including recommended sources of communication and health literacy measures. See [www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html](http://www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html).
- The CDC's National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities ([npin.cdc.gov/pages/health-communication-language-and-literacy](http://npin.cdc.gov/pages/health-communication-language-and-literacy)).
- HHS has a strong focus on health literacy in its Healthy People 2030 initiative, with six objectives related to the topic. See information on these goals and the updated definitions of personal and organizational health literacy at <https://health.gov/healthypeople/priority-areas/health-literacy-healthy-people-2030>, and health literacy resources at <https://health.gov/health-literacy>.

### ***Improve Patient Health Literacy***

- This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the internet. For detailed steps, see [health.gov/our-work/national-health-initiatives/health-literacy/resources](http://health.gov/our-work/national-health-initiatives/health-literacy/resources).
- AHRQ also has developed its own health literacy toolkit to support physicians, the *Health Literacy Universal Precautions Toolkit, 2nd Edition*: [www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html](http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html).
- The companion guide, *Implementing the AHRQ Health Literacy Universal Precautions Toolkit: Practical Ideas for Primary Care Practices*, presents advice based on the experiences of 12 primary-care practices that implemented the Toolkit. It is available at <https://www.ahrq.gov/health-literacy/improve/precautions/guide/index.html>.



## APPENDIX A. SCORING METHODOLOGY AND GLOSSARY

### NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2023, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA."
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for handling changes in the definition of the submission entity (for example, if a health plan changes how it reports CAHPS results from one year to the next).

#### COMPOSITE GLOBAL PROPORTIONS

Global Proportions are the *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. The steps involved in calculating the composite global proportion are:

##### **Step 1**

For each question in a composite, determine the proportion of respondents selecting the reported response option(s).

## Step 2

Calculate the average proportion across all the questions in the composite. These are the composite global proportions. All questions in a composite are weighted equally, regardless of how many members responded.

Example:

Response option	Q4	Q6	Global Proportion
<i>Never or Sometimes</i>	$1 / 5 = 0.20$	$1 / 4 = 0.25$	$(0.20 + 0.25) / 2 = 0.2250$
<i>Usually</i>	$2 / 5 = 0.40$	$1 / 4 = 0.25$	$(0.40 + 0.25) / 2 = 0.3250$
<i>Always</i>	$2 / 5 = 0.40$	$2 / 4 = 0.50$	$(0.40 + 0.50) / 2 = 0.4500$
<i>Usually or Always</i>	$4 / 5 = 0.80$	$3 / 4 = 0.75$	$(0.80 + 0.75) / 2 = 0.7750$

Therefore, 80% and 75% of members respectively provided favorable responses to the Getting Care Quickly questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.5% for the Getting Care Quickly composite.

## NCQA HEALTH PLAN RATINGS METHODOLOGY

### HEALTH PLAN ACCREDITATION (HPA) VS. HEALTH PLAN RATINGS (HPR)

**Prior to 2020**, plans could earn up to 100 points toward Accreditation from the following three sources: 50 points from Accreditation Standards (NCQA’s review of the plan’s quality processes, policies, and procedures), 37 points from clinical quality measures (HEDIS), and 13 points from member experience measures (CAHPS). The Health Plan Accreditation (HPA) program mapped Standard elements, HEDIS measures, and CAHPS measures to five Accreditation categories: *Access and Service*, *Qualified Providers*, *Staying Healthy*, *Getting Better*, and *Living with Illness*. Points earned in each category were divided by the total points allocated to that category, and the resulting percentage determined the number of Accreditation stars (up to four) awarded by category (90% and above = four stars; 80%–89% = three stars, etc.). Accreditation star ratings were reported in NCQA’s *Health Plan Report Cards* along with the plan’s Accreditation status. The latter corresponded to the total number of Accreditation points earned by the plan (90–100 points = *Excellent*, 80–89.99 points = *Commendable*, and 65–79.99 points = *Accredited*).

**In 2020**, just before the onset of the COVID-19 pandemic, NCQA announced its intention to discontinue the four-star HPA scoring system. As part of this transition, NCQA phased out the three-point-scale mean scoring method, which had been used prior to 2020 to determine the CAHPS component of the plan’s Accreditation score. While accredited plans are still required to report CAHPS scores to NCQA, they no longer earn any points directly from CAHPS. Currently, accredited plans earn an overall star rating (on a five-star scale), which is reported to the public on NCQA’s *Health Plan Ratings* page along with individual measure-level, HPR composite-level, and HPR sub-composite-level star ratings.<sup>5</sup>

### CALCULATION OF HPR STARS

Following is the list of CAHPS survey measures, composites, and sub-composites included in NCQA’s 2023 Health Plan Ratings. The *Patient Experience* HPR composite and its three sub-composites (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan and Plan Services*) are also scored and reported as star ratings.

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<sup>5</sup> HPR uses the terms “composite” and “sub-composite” to refer to groupings of individual measures. Note that HPR composites (e.g., Patient Experience) are different from CAHPS composites (e.g., Getting Care Quickly).

HPR Measure	Individual Measures Included in HPR (Assigned a Star Rating)
<b>Patient Experience</b>	
Getting Care	Getting Needed Care (percent <i>Usually</i> or <i>Always</i> ) Getting Care Quickly (percent <i>Usually</i> or <i>Always</i> )
Satisfaction With Plan Physicians	Rating of Personal Doctor (percent 9 or 10) Rating of Specialist Seen Most Often (percent 9 or 10) – Commercial ONLY; retired for Medicaid in HPR 2023 Coordination of Care (percent <i>Usually</i> or <i>Always</i> ) – Commercial ONLY; retired for Medicaid in HPR 2023
Satisfaction With Plan and Plan Services	Rating of Health Plan (percent 9 or 10) Rating of All Health Care (percent 9 or 10)
<b>Effectiveness of Care</b>	Flu Vaccinations for Adults Ages 18-64 (percent <i>Yes</i> ) Medical Assistance with Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit (percent <i>Sometimes, Usually, or Always</i> ) – Medicaid ONLY

Below are the steps to assign HPR (star) ratings to applicable measures.

**Step 1**

Compare reported rates to the current-year<sup>6</sup> National Percentiles for All Lines of Business. The reported rate is translated into a measure rating score – the 1-5 score derived by comparing the plan’s reported rate to the current-year national 10th, 33rd, 67th, and 90th percentiles for All Lines of Business, unless the measure has a trending concern.

**Step 2**

Assign individual measure star ratings. The individual measure rating score (ultimately reported as a star rating) is calculated as follows:

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<sup>6</sup> For any reports CSS issues prior to NCQA releasing the current-year benchmarks (usually in September), HPR scores are estimated based on the prior-year benchmarks. The reports CSS issues after NCQA releases the current-year benchmarks use these updated benchmarks.

- 5 stars: a plan that is in the top one-tenth (decile) of all plans
- 4 stars: a plan that is in the top one-third of plans, but not in the top decile
- 3 stars: a plan in the middle one-third of all plans
- 2 stars: a plan that is in the bottom one-third of plans, but not in the bottom decile
- 1 star: a plan that is in the bottom decile of plans

### **Step 3**

Assign domain (HPR “composite”) and sub-domain (HPR “sub-composite”) star ratings. Measure rating scores for the *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction with Plan Services*) are calculated using the formula:

$$\text{Domain or Sub-Domain Measure Rating Score} = \frac{\sum (\text{Measure Rating} * \text{Measure Weight})}{\sum \text{Weights}}$$

All CAHPS measures have a weight of 1.5.

For example, if a plan earns 3 stars on *Getting Needed Care* and 4 stars on *Getting Care Quickly*, the plan’s *Getting Care* sub-domain score is calculated as  $(3*1.5 + 4*1.5) / (1.5 + 1.5) = 3.5$  stars.

### **Note on small denominators**

To be included in HPR scoring, individual *Patient Experience* (CAHPS) measures must achieve a reportable denominator of at least 100 valid responses. *Effectiveness of Care* measures must achieve at least 30 valid responses. An HPR composite or sub-composite star rating is calculated only if at least half of all individual measures comprising the composite or sub-composite have reportable denominators. (Note: CSS ignores individual measure denominators in calculating estimated HPR stars.)

## GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey.
Benchmark	A reference score (e.g., the NCQA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate) against which performance on the measure is assessed.
Best Practice	The result of the top-performing plan on a given measure among all plans included in a reference distribution (e.g., the plans included in the calculation of the CSS multi-plan average).
CAHPS Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.1H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous twelve months, whereas the Medicaid version refers to the previous six months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results to create national benchmarks for care and to report health plan performance to consumers. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version.
Confidence Interval	A confidence interval (CI) is a range of values that is likely to contain the value of an unknown population parameter (e.g., mean or proportion). Since it is usually impossible to measure entire populations, these parameters are estimated using samples. Parameter estimates are subject to random sampling error. A confidence interval places a margin of error around the sample estimate to help us understand how wrong the estimate might be. A narrower CI indicates a more precise estimate, while a wider CI indicates a less precise estimate. For example, suppose the proportion of sample members rating their plan as 9 or 10 is 52%. A 95% confidence interval for the proportion was computed to be [49%, 55%], or 52 (±3)%. This means that we are 95% confident that the proportion of the plan population that would rate it as 9 or 10 is between 49% and 55%.
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if

	repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (n, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of “NA.”
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.).
Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: <ul style="list-style-type: none"> <li>- Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership.</li> <li>- Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less).</li> <li>- Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year).</li> <li>- Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).</li> </ul>
Global Proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Usually or Always</i> ) averaged across the questions that make up the composite.
Health Plan Ratings (HPR)	NCQA rates health plans in three categories: private/commercial plans in which people enroll through work or on their own; plans that serve Medicare beneficiaries in the Medicare Advantage program (not supplemental plans); and plans that serve Medicaid beneficiaries. NCQA ratings are based on three types of quality measures: measures of clinical quality from NCQA’s Healthcare Effectiveness Data and Information Set (HEDIS); measures of patient experience using the Consumer Assessment of Healthcare Providers and Systems (CAHPS); and results from NCQA’s review of a health plan’s health quality processes (NCQA Accreditation). NCQA rates health plans that choose to report measures publicly.

The overall rating is the weighted average of a plan's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the plan is Accredited by NCQA), rounded to the nearest half point and displayed as stars. The overall rating is based on performance on dozens of measures of care and is calculated on a 0-5 (5 is highest) scale in half points. Performance includes three subcategories (also scored 0-5 in half points):

- Patient Experience: Patient-reported experience of care, including experience with doctors, services, and customer service (measures in the Patient Experience category).
- Rates for Clinical Measures: The proportion of eligible members who received preventive services (prevention measures) and the proportion of eligible members who received recommended care for certain conditions (treatment measures).
- NCQA Health Plan Accreditation: For a plan with an Accredited or Provisional status, 0.5 bonus points are added to the overall rating before being rounded to the nearest half point and displayed as stars. A plan with an Interim status receives 0.15 bonus points added to the overall rating before being rounded to the nearest half point and displayed as stars.

#### HEDIS

The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.

#### Key Drivers

Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and when viewed from the industry perspective, helps to distinguish highly-rated plans from poorly performing plans.

#### NCQA

The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

#### Oversampling

Sampling more than the minimum NCQA-specified sample size for a given survey type. A health plan must oversample if it cannot eliminate disenrolled members from membership files; correct addresses and, when appropriate, telephone numbers; provide updated, accurate sample frames to the survey vendor by the required date; or if it anticipates a high rate of disenrollment after providing the sample frame to the survey vendor. In such cases, oversampling will help ensure that a sufficient number of survey-eligible members remain in the sample. Another reason to oversample is to obtain a greater



number of completed surveys. For example, the health plan may oversample if it has a prior history of low survey response rates or if it anticipates that a considerable number of the telephone numbers in the membership files are inaccurate. Collecting more completed surveys will help the plan to achieve reportable results and/or detect statistically significant differences or changes in scores. The oversampling rate must be a whole number representing the percent of the base sample to be oversampled (e.g., 7).

**Question Summary Rate**

Question Summary Rates express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.

**Regression Analysis**

Regression analysis is a statistical technique used to identify which variables (e.g., member experience touch points) have a measurable impact on an outcome measure of interest (e.g., overall rating of the health plan).

**Response Rate**

Survey response rate is calculated by NCQA using the following formula:

$$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$$

**Rolling Average Rate Calculation Method**

The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.

**Sample Size**

The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.

**Statistically Significant Difference**

When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.

**Trending**

Comparison of survey results over time.

Usable Responses  
(*n*)

See *Denominator*.

Valid Response

Any acceptable response to a survey question (i.e., falling within a predefined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

## APPENDIX B. SURVEY RESULTS AT A GLANCE

# 2023 (MY 2022) CAHPS® 5.1H Survey Results at a Glance



## MedStar Family Choice (Adult Medicaid Survey)

Survey Measures	This Plan						Benchmark Comparisons				This Plan's Estimated 2023 NCQA Health Plan (Star) Rating	
	2023			2022		2021		2023 HealthChoice Aggregate		2022 (MY 2021) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate		Difference
<b>Patient Experience Measures Reported in NCQA Health Plan Ratings</b>											★★★★☆	
<b>Getting Care</b>											★★★★☆	
<b>Getting Needed Care Composite (% Always or Usually)</b>	<b>77.12%</b>	(±7.96)	<b>(107)</b>	83.04%	[-5.93]	83.04%	[-5.92]	78.19%	[-1.07]	81.86%	[-4.74]	★★★★☆
Ease of Getting Needed Care (% Always or Usually)	80.83%	(±7.04)	(120)	85.84%	[-5.01]	85.62%	[-4.78]	82.07%	[-1.23]	84.67%	[-3.84]	Not calculated
Ease of Seeing a Specialist (% Always or Usually)	73.40%	(±8.93)	(94)	80.25%	[-6.84]	80.46%	[-7.06]	74.32%	[-0.91]	78.57%	[-5.17]	Not calculated
<b>Getting Care Quickly Composite (% Always or Usually)</b>	<b>79.00%</b>	(±8.44)	<b>(90)</b>	81.97%	[-2.97]	84.39%	[-5.39]	78.34%	[+0.66]	80.22%	[-1.22]	★★★★☆
Ease of Getting Urgent Care (% Always or Usually)	86.57%	(±8.17)	(67)	85.71%	[+0.85]	85.92%	[+0.65]	81.67%	[+4.89]	80.93%	[+5.64]	Not calculated
Ease of Getting a Check-up or Routine Care (% Always or Usually)	71.43%	(±8.37)	(112)	78.22%	[-6.79]	82.86%	[-11.43]	75.00%	[-3.57]	79.77%	[-8.34]	Not calculated
<b>Satisfaction With Plan Physicians</b>											★★★★☆	
Rating of Personal Doctor (% 9 or 10)	62.25%	(±7.73)	(151)	68.53%	[-6.28]	66.27%	[-4.01]	64.89%	[-2.64]	68.30%	[-6.05]	★★★★☆
<b>Satisfaction With Plan and Plan Services</b>											★★★★☆	
Rating of Health Plan (% 9 or 10)	65.59%	(±6.83)	(186)	58.58%	[+7.01]	62.33%	[+3.27]	55.93%	[+9.66]	61.99%	[+3.60]	★★★★☆
Rating of All Health Care (% 9 or 10)	58.97%	(±8.91)	(117)	57.52%	[+1.45]	55.48%	[+3.49]	55.19%	[+3.78]	56.46%	[+2.51]	★★★★☆
<b>Overall Ratings NOT Reported in NCQA Health Plan Ratings</b>											Not calculated	
Rating of All Health Care (% 8, 9 or 10)	72.65%	(±8.08)	(117)	77.88%	[-5.23]	73.97%	[-1.32]	74.18%	[-1.53]	75.41%	[-2.76]	Not calculated
Rating of Personal Doctor (% 8, 9 or 10)	81.46%	(±6.20)	(151)	83.22%	[-1.76]	78.31%	[+3.14]	81.41%	[+0.05]	82.38%	[-0.92]	Not calculated
Rating of Specialist Seen Most Often (% 8, 9 or 10)	85.56%	(±7.26)	(90)	80.52%	[+5.04]	84.52%	[+1.03]	80.11%	[+5.44]	83.52%	[+2.04]	Not calculated
Rating of Specialist Seen Most Often (% 9 or 10)	62.22%	(±10.02)	(90)	58.44%	[+3.78]	69.05%	[-6.83]	61.79%	[+0.43]	68.34%	[-6.12]	Not calculated
Rating of Health Plan (% 8, 9 or 10)	80.65%	(±5.68)	(186)	78.70%	[+1.95]	76.28%	[+4.37]	76.28%	[+4.36]	77.98%	[+2.67]	Not calculated
<b>Additional Measures NOT Reported in NCQA Health Plan Ratings</b>											Not calculated	
<b>Coordination of Care (% Always or Usually)</b>	<b>78.33%</b>	(±10.42)	<b>(60)</b>	85.71%	[-7.38]	84.21%	[-5.88]	82.55%	[-4.22]	83.96%	[-5.63]	Not calculated
<b>How Well Doctors Communicate Composite (% Always or Usually)</b>	<b>93.25%</b>	(±4.74)	<b>(108)</b>	95.28%	[-2.03]	91.40%	[+1.85]	91.78%	[+1.48]	92.51%	[+0.74]	Not calculated
Doctor Explained Things (% Always or Usually)	93.46%	(±4.69)	(107)	95.28%	[-1.83]	89.78%	[+3.68]	91.99%	[+1.47]	92.62%	[+0.84]	Not calculated
Doctor Listened Carefully (% Always or Usually)	92.52%	(±4.98)	(107)	96.23%	[-3.70]	92.70%	[-0.18]	91.20%	[+1.32]	92.70%	[-0.18]	Not calculated
Doctor Showed Respect (% Always or Usually)	95.37%	(±3.96)	(108)	97.17%	[-1.80]	94.16%	[+1.21]	94.25%	[+1.12]	94.30%	[+1.07]	Not calculated
Doctor Spent Enough Time (% Always or Usually)	91.67%	(±5.21)	(108)	92.45%	[-0.79]	88.97%	[+2.70]	89.67%	[+2.00]	90.42%	[+1.25]	Not calculated
<b>Customer Service Composite (% Always or Usually)</b>	<b>86.61%</b>	(±7.73)	<b>(75)</b>	95.86%	[-9.25]	88.46%	[-1.85]	88.60%	[-1.99]	88.91%	[-2.30]	Not calculated
Customer Service Provided Information/Help (% Always or Usually)	81.33%	(±8.82)	(75)	93.33%	[-12.00]	83.33%	[-2.00]	82.57%	[-1.24]	83.39%	[-2.06]	Not calculated
Customer Service Was Courteous/Respectful (% Always or Usually)	91.89%	(±6.22)	(74)	98.39%	[-6.50]	93.59%	[-1.70]	94.63%	[-2.74]	94.57%	[-2.68]	Not calculated
<b>Effectiveness of Care Measures</b>											★★★★☆	
Flu Vaccinations for Adults (% Yes)	45.45%	(±7.14)	(187)	43.64%	[+1.82]	44.50%	[+0.96]	42.41%	[+3.04]	40.13%	[+5.32]	★★★★☆
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	76.54%	(±9.23)	(81)	70.53%	[+6.02]	73.81%	[+2.73]	78.09%	[-1.55]	72.45%	[+4.09]	★★★★☆
Discussing Cessation Medications (% Sometimes, Usually, or Always)	45.00%	(±10.90)	(80)	43.01%	[+1.99]	50.81%	[-5.81]	55.87%	[-10.87]	50.83%	[-5.83]	Not calculated
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	40.51%	(±10.83)	(79)	33.70%	[+6.81]	45.45%	[-4.95]	46.49%	[-5.99]	45.25%	[-4.74]	Not calculated

All rates were calculated by CSS following NCQA specifications. The 95% confidence interval (CI) around the reported rate indicates the range of values the true population rate will fall in 95% of the time if multiple random samples from the same member population are surveyed. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses. Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023. NCQA retired Rating of Specialist Seen Most Often (% 9 or 10) and Coordination of Care from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite.

## APPENDIX C. CROSS-TABULATIONS

## MedStar Family Choice

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

### Patient Experience Measures

	Reportable Rates					Estimated Health Plan Rating (HPR)	
	2022 NCQA Quality Compass National Average, All LOBs	2023 HealthChoice Aggregate	Plan Rate			Percentile	Stars
			2023	2022	2021		
<b>Consumer Satisfaction</b>							3.0
<b>Getting Care</b>							2.5
Getting Needed Care	81.86%	78.19%	<b>77.12%</b>	83.04%	83.04%	10th	2.0
Getting Care Quickly	80.22%	78.34%	<b>79.00%</b>	81.97%	84.39%	33rd	3.0
<b>Satisfaction with Plan Physicians</b>							2.0
Rating of Personal Doctor	68.30%	64.89%	<b>62.25%</b>	68.53%	66.27%	10th	2.0
<b>Satisfaction with Plan and Plan Services</b>							4.0
Rating of All Health Care	56.46%	55.19%	<b>58.97%</b>	57.52%	55.48%	67th	4.0
Rating of Health Plan	61.99%	55.93%	<b>65.59%</b>	58.58%	62.33%	67th	4.0
<b>Non-HPR Measures</b>							
Rating of Specialist Seen Most Often	68.34%	61.79%	<b>62.22%</b>	58.44%	69.05%		
Coordination of Care	83.96%	82.55%	<b>78.33%</b>	85.71%	84.21%		
How Well Doctors Communicate	92.51%	91.78%	<b>93.25%</b>	95.28%	91.40%		
Customer Service	88.91%	88.60%	<b>86.61%</b>	95.86%	88.46%		

5153000

Note: The official Health Plan Ratings (HPR) scores will be released by NCQA in September 2023 using current year (2023 or MY 2022 benchmarks). The results presented in this report use the 2022 benchmarks (MY 2021) released by NCQA to estimate the MY 2022 HPR; therefore the HPR scores presented in this report should be treated as estimates. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting. NCQA retired Coordination of Care and Rating of Specialist Seen Most Often from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite.

## MedStar Family Choice

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

### Effectiveness of Care Measures

		2023 Reported Rate	2023 Rate (Single Year)	2022 Rate (Single Year)
<b>Flu Vaccinations for Adults Ages 18-64 (FVA)</b>				
<i>Base: All eligible respondents flagged by the plan as being age 18 to 64 as of July 1 of the measurement year</i>				
Flu Vaccinations for Adults	Received a flu vaccination	85	85	72
	Usable responses	187	187	165
	FVA Rate	45.5%	45.5%	43.6%
<b>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</b>				
<i>Base: All eligible respondents who smoke or use tobacco</i>				
Advising Smokers and Tobacco Users to Quit	Advised to quit	62	34	28
	Usable responses	81	44	37
	MSC Rate	76.5%	77.3%	75.7%
Discussing Cessation Medications	Discussed medications	36	21	15
	Usable responses	80	43	37
	MSC Rate	45.0%	48.8%	40.5%
Discussing Cessation Strategies	Discussed strategies	32	21	11
	Usable responses	79	42	37
	MSC Rate	40.5%	50.0%	29.7%

5153000

Note: results are presented regardless of whether the plan is reporting the measure(s) to NCQA or meets the minimum reporting threshold of 100 valid responses. A lighter display is used to indicate that the measure does not meet the NCQA minimum denominator threshold. The 2022 Reported Rate for the MSC measures were calculated using NCQA's rolling average methodology. For more detail on the calculation of these rates, please refer to HEDIS® 2021, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care. CSS provides unofficial Effectiveness of Care results only for internal plan reporting.

# MedStar Family Choice

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

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## Question 3

In the last 6 months, did you have an illness, injury, or condition that needed care right away?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	28	<b>4</b>	3	2	2	2	0	1	2	1	2	1	0	4	2	2	0	0	3	1	0	2	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,754	<b>192</b>	172	220	61	124	48	72	64	99	47	34	20	157	63	79	34	73	70	44	69	86	31
	98.4%	<b>98.0%</b>	98.3%	99.1%	96.8%	98.4%	100.0%	98.6%	97.0%	99.0%	95.9%	97.1%	100.0%	97.5%	96.9%	97.5%	100.0%	100.0%	95.9%	97.8%	100.0%	97.7%	93.9%
Yes	581	<b>69</b>	71	73	15	51	15	25	26	38	16	12	8	57	29	26	10	16	26	24	11	33	23
	33.1%	<b>35.9%</b>	41.3%	33.2%	24.6%	41.1%	31.3%	34.7%	40.6%	38.4%	34.0%	35.3%	40.0%	36.3%	46.0%	32.9%	29.4%	21.9%	37.1%	54.5%	15.9%	38.4%	74.2%
No	1,173	<b>123</b>	101	147	46	73	33	47	38	61	31	22	12	100	34	53	24	57	44	20	58	53	8
	66.9%	<b>64.1%</b>	58.7%	66.8%	75.4%	58.9%	68.8%	65.3%	59.4%	61.6%	66.0%	64.7%	60.0%	63.7%	54.0%	67.1%	70.6%	78.1%	62.9%	45.5%	84.1%	61.6%	25.8%
Significantly different from column:*					F	E												ST	R	R	VW	UW	UV

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.



# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 4

In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

Base: All respondents who needed care right away (Q3)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	581	<b>69</b>	71	73	15	51	15	25	26	38	16	12	8	57	29	26	10	16	26	24	11	33	23
Number missing or multiple answer	19	<b>2</b>	1	2	0	2	0	0	2	2	0	0	0	2	1	1	0	0	0	2	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	562	<b>67</b>	70	71	15	49	15	25	24	36	16	12	8	55	28	25	10	16	26	22	10	32	23
	96.7%	<b>97.1%</b>	98.6%	97.3%	100.0%	96.1%	100.0%	100.0%	92.3%	94.7%	100.0%	100.0%	100.0%	96.5%	96.6%	96.2%	100.0%	100.0%	100.0%	91.7%	90.9%	97.0%	100.0%
Never	14	<b>1</b>	4	3	0	1	0	1	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	2.5%	<b>1.5%</b>	5.7%	4.2%	0.0%	2.0%	0.0%	4.0%	0.0%	0.0%	0.0%	8.3%	0.0%	1.8%	3.6%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	3.1%	0.0%
Sometimes	89	<b>8</b>	6	7	2	6	3	4	1	3	4	1	0	8	1	7	0	2	3	3	1	5	2
	15.8%	<b>11.9%</b>	8.6%	9.9%	13.3%	12.2%	20.0%	16.0%	4.2%	8.3%	25.0%	8.3%	0.0%	14.5%	3.6%	28.0%	0.0%	12.5%	11.5%	13.6%	10.0%	15.6%	8.7%
Usually	116	<b>17</b>	14	14	5	11	3	5	8	10	3	3	1	14	9	4	3	2	7	7	3	9	5
	20.6%	<b>25.4%</b>	20.0%	19.7%	33.3%	22.4%	20.0%	20.0%	33.3%	27.8%	18.8%	25.0%	12.5%	25.5%	32.1%	16.0%	30.0%	12.5%	26.9%	31.8%	30.0%	28.1%	21.7%
Always	343	<b>41</b>	46	47	8	31	9	15	15	23	9	7	7	32	17	14	7	11	16	12	6	17	16
	61.0%	<b>61.2%</b>	65.7%	66.2%	53.3%	63.3%	60.0%	60.0%	62.5%	63.9%	56.3%	58.3%	87.5%	58.2%	60.7%	56.0%	70.0%	68.8%	61.5%	54.5%	60.0%	53.1%	69.6%
Significantly different from column:*																							
Usually or Always	459	<b>58</b>	60	61	13	42	12	20	23	33	12	10	8	46	26	18	10	13	23	19	9	26	21
	81.7%	<b>86.6%</b>	85.7%	85.9%	86.7%	85.7%	80.0%	80.0%	95.8%	91.7%	75.0%	83.3%	100.0%	83.6%	92.9%	72.0%	100.0%	81.3%	88.5%	86.4%	90.0%	81.3%	91.3%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 5

In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	25	<b>2</b>	3	4	1	1	0	0	2	2	0	0	0	1	1	1	0	0	1	1	0	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,757	<b>194</b>	172	218	62	125	48	73	64	98	49	35	20	160	64	80	34	73	72	44	69	87	32
	98.6%	<b>99.0%</b>	98.3%	98.2%	98.4%	99.2%	100.0%	100.0%	97.0%	98.0%	100.0%	100.0%	100.0%	99.4%	98.5%	98.8%	100.0%	100.0%	98.6%	97.8%	100.0%	98.9%	97.0%
Yes	1,034	<b>117</b>	103	145	31	84	32	41	41	56	33	25	11	102	44	48	19	40	47	29	17	67	28
	58.9%	<b>60.3%</b>	59.9%	66.5%	50.0%	67.2%	66.7%	56.2%	64.1%	57.1%	67.3%	71.4%	55.0%	63.8%	68.8%	60.0%	55.9%	54.8%	65.3%	65.9%	24.6%	77.0%	87.5%
No	723	<b>77</b>	69	73	31	41	16	32	23	42	16	10	9	58	20	32	15	33	25	15	52	20	4
	41.1%	<b>39.7%</b>	40.1%	33.5%	50.0%	32.8%	33.3%	43.8%	35.9%	42.9%	32.7%	28.6%	45.0%	36.3%	31.3%	40.0%	44.1%	45.2%	34.7%	34.1%	75.4%	23.0%	12.5%
Significantly different from column:*					F	E															VW	U	U

NA - Not applicable

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# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 6

In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

Base: All respondents who made an appointment for a check-up or routine care (Q5)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,034	<b>117</b>	103	145	31	84	32	41	41	56	33	25	11	102	44	48	19	40	47	29	17	67	28
Number missing or multiple answer	30	<b>5</b>	2	5	1	4	1	0	4	4	0	1	0	4	3	2	0	2	1	2	1	3	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,004	<b>112</b>	101	140	30	80	31	41	37	52	33	24	11	98	41	46	19	38	46	27	16	64	27
	97.1%	<b>95.7%</b>	98.1%	96.6%	96.8%	95.2%	96.9%	100.0%	90.2%	92.9%	100.0%	96.0%	100.0%	96.1%	93.2%	95.8%	100.0%	95.0%	97.9%	93.1%	94.1%	95.5%	96.4%
Never	34	<b>6</b>	4	4	2	4	2	3	1	3	2	1	0	6	2	4	0	2	4	0	1	4	0
	3.4%	<b>5.4%</b>	4.0%	2.9%	6.7%	5.0%	6.5%	7.3%	2.7%	5.8%	6.1%	4.2%	0.0%	6.1%	4.9%	8.7%	0.0%	5.3%	8.7%	0.0%	6.3%	6.3%	0.0%
Sometimes	217	<b>26</b>	18	20	10	15	10	10	4	15	5	5	6	19	6	10	6	13	6	7	4	18	3
	21.6%	<b>23.2%</b>	17.8%	14.3%	33.3%	18.8%	32.3%	24.4%	10.8%	28.8%	15.2%	20.8%	54.5%	19.4%	14.6%	21.7%	31.6%	34.2%	13.0%	25.9%	25.0%	28.1%	11.1%
Usually	238	<b>32</b>	31	33	9	23	8	11	13	12	8	12	3	29	13	12	7	7	19	6	4	19	9
	23.7%	<b>28.6%</b>	30.7%	23.6%	30.0%	28.8%	25.8%	26.8%	35.1%	23.1%	24.2%	50.0%	27.3%	29.6%	31.7%	26.1%	36.8%	18.4%	41.3%	22.2%	25.0%	29.7%	33.3%
Always	515	<b>48</b>	48	83	9	38	11	17	19	22	18	6	2	44	20	20	6	16	17	14	7	23	15
	51.3%	<b>42.9%</b>	47.5%	59.3%	30.0%	47.5%	35.5%	41.5%	51.4%	42.3%	54.5%	25.0%	18.2%	44.9%	48.8%	43.5%	31.6%	42.1%	37.0%	51.9%	43.8%	35.9%	55.6%
Significantly different from column:*		<b>D</b>									L	K											
Usually or Always	753	<b>80</b>	79	116	18	61	19	28	32	34	26	18	5	73	33	32	13	23	36	20	11	42	24
	75.0%	<b>71.4%</b>	78.2%	82.9%	60.0%	76.3%	61.3%	68.3%	86.5%	65.4%	78.8%	75.0%	45.5%	74.5%	80.5%	69.6%	68.4%	60.5%	78.3%	74.1%	68.8%	65.6%	88.9%
Significantly different from column:*		<b>D</b>					I		G													W	V

NA - Not applicable

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**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 7**

In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	63	<b>6</b>	6	8	2	4	2	4	0	4	1	0	0	5	1	4	0	2	4	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,719	<b>190</b>	169	214	61	122	46	69	66	96	48	35	20	156	64	77	34	71	69	45	69	88	33
	96.5%	<b>96.9%</b>	96.6%	96.4%	96.8%	96.8%	95.8%	94.5%	100.0%	96.0%	98.0%	100.0%	100.0%	96.9%	98.5%	95.1%	100.0%	97.3%	94.5%	100.0%	100.0%	100.0%	100.0%
None	634	<b>69</b>	56	65	28	37	17	28	19	40	12	10	8	51	17	26	16	32	22	11	69	0	0
	36.9%	<b>36.3%</b>	33.1%	30.4%	45.9%	30.3%	37.0%	40.6%	28.8%	41.7%	25.0%	28.6%	40.0%	32.7%	26.6%	33.8%	47.1%	45.1%	31.9%	24.4%	100.0%	0.0%	0.0%
1 time	279	<b>19</b>	25	39	9	10	5	6	7	9	6	4	4	15	8	8	3	10	6	3	0	19	0
	16.2%	<b>10.0%</b>	14.8%	18.2%	14.8%	8.2%	10.9%	8.7%	10.6%	9.4%	12.5%	11.4%	20.0%	9.6%	12.5%	10.4%	8.8%	14.1%	8.7%	6.7%	0.0%	21.6%	0.0%
2	258	<b>31</b>	29	40	7	22	9	8	12	13	9	6	2	27	10	13	5	13	10	7	0	31	0
	15.0%	<b>16.3%</b>	17.2%	18.7%	11.5%	18.0%	19.6%	11.6%	18.2%	13.5%	18.8%	17.1%	10.0%	17.3%	15.6%	16.9%	14.7%	18.3%	14.5%	15.6%	0.0%	35.2%	0.0%
3	187	<b>20</b>	24	20	6	13	3	7	9	7	7	5	4	15	6	8	4	8	9	3	0	20	0
	10.9%	<b>10.5%</b>	14.2%	9.3%	9.8%	10.7%	6.5%	10.1%	13.6%	7.3%	14.6%	14.3%	20.0%	9.6%	9.4%	10.4%	11.8%	11.3%	13.0%	6.7%	0.0%	22.7%	0.0%
4	122	<b>18</b>	12	16	3	15	8	3	7	10	3	5	1	17	8	10	0	4	7	7	0	18	0
	7.1%	<b>9.5%</b>	7.1%	7.5%	4.9%	12.3%	17.4%	4.3%	10.6%	10.4%	6.3%	14.3%	5.0%	10.9%	12.5%	13.0%	0.0%	5.6%	10.1%	15.6%	0.0%	20.5%	0.0%
5 to 9	173	<b>23</b>	17	25	7	16	3	12	8	14	6	3	1	21	10	8	5	3	11	9	0	0	23
	10.1%	<b>12.1%</b>	10.1%	11.7%	11.5%	13.1%	6.5%	17.4%	12.1%	14.6%	12.5%	8.6%	5.0%	13.5%	15.6%	10.4%	14.7%	4.2%	15.9%	20.0%	0.0%	0.0%	69.7%
10 or more times	66	<b>10</b>	6	9	1	9	1	5	4	3	5	2	0	10	5	4	1	1	4	5	0	0	10
	3.8%	<b>5.3%</b>	3.6%	4.2%	1.6%	7.4%	2.2%	7.2%	6.1%	3.1%	10.4%	5.7%	0.0%	6.4%	7.8%	5.2%	2.9%	1.4%	5.8%	11.1%	0.0%	0.0%	30.3%
5 or more times	239	<b>33</b>	23	34	8	25	4	17	12	17	11	5	1	31	15	12	6	4	15	14	0	0	33
	13.9%	<b>17.4%</b>	13.6%	15.9%	13.1%	20.5%	8.7%	24.6%	18.2%	17.7%	22.9%	14.3%	5.0%	19.9%	23.4%	15.6%	17.6%	5.6%	21.7%	31.1%	0.0%	0.0%	100.0%
Significantly different from column:*							H	G										ST	R	R	W	W	UV

NA - Not applicable

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**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 8**

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,085	<b>121</b>	113	149	33	85	29	41	47	56	36	25	12	105	47	51	18	39	47	34	0	88	33
Number missing or multiple answer	16	<b>4</b>	0	3	0	4	0	1	3	3	1	0	1	3	0	3	1	1	2	1	0	3	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,069	<b>117</b>	113	146	33	81	29	40	44	53	35	25	11	102	47	48	17	38	45	33	0	85	32
	98.5%	<b>96.7%</b>	100.0%	98.0%	100.0%	95.3%	100.0%	97.6%	93.6%	94.6%	97.2%	100.0%	91.7%	97.1%	100.0%	94.1%	94.4%	97.4%	95.7%	97.1%	---	96.6%	97.0%
0 Worst health care possible	1	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
1	4	<b>0</b>	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	<b>0.0%</b>	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
2	5	<b>1</b>	0	2	0	1	1	0	0	0	0	1	0	1	0	0	1	0	1	0	0	1	0
	0.5%	<b>0.9%</b>	0.0%	1.4%	0.0%	1.2%	3.4%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	1.0%	0.0%	0.0%	5.9%	0.0%	2.2%	0.0%	---	1.2%	0.0%
3	16	<b>1</b>	0	2	0	1	1	0	0	1	0	0	0	1	1	0	0	0	0	1	0	1	0
	1.5%	<b>0.9%</b>	0.0%	1.4%	0.0%	1.2%	3.4%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	1.0%	2.1%	0.0%	0.0%	0.0%	0.0%	3.0%	---	1.2%	0.0%
4	21	<b>3</b>	3	1	1	2	2	0	1	2	1	0	0	3	0	3	0	1	1	1	0	3	0
	2.0%	<b>2.6%</b>	2.7%	0.7%	3.0%	2.5%	6.9%	0.0%	2.3%	3.8%	2.9%	0.0%	0.0%	2.9%	0.0%	6.3%	0.0%	2.6%	2.2%	3.0%	---	3.5%	0.0%
5	54	<b>5</b>	5	6	1	4	0	2	2	2	1	2	1	4	2	2	1	0	2	3	0	3	2
	5.1%	<b>4.3%</b>	4.4%	4.1%	3.0%	4.9%	0.0%	5.0%	4.5%	3.8%	2.9%	8.0%	9.1%	3.9%	4.3%	4.2%	5.9%	0.0%	4.4%	9.1%	---	3.5%	6.3%
6	55	<b>7</b>	6	7	1	6	1	4	2	2	3	2	0	7	1	6	0	2	2	3	0	5	2
	5.1%	<b>6.0%</b>	5.3%	4.8%	3.0%	7.4%	3.4%	10.0%	4.5%	3.8%	8.6%	8.0%	0.0%	6.9%	2.1%	12.5%	0.0%	5.3%	4.4%	9.1%	---	5.9%	6.3%
7	120	<b>15</b>	9	20	7	8	6	6	3	5	5	5	0	15	8	5	2	4	5	6	0	12	3
	11.2%	<b>12.8%</b>	8.0%	13.7%	21.2%	9.9%	20.7%	15.0%	6.8%	9.4%	14.3%	20.0%	0.0%	14.7%	17.0%	10.4%	11.8%	10.5%	11.1%	18.2%	---	14.1%	9.4%
8	203	<b>16</b>	23	27	4	12	6	4	6	9	3	4	3	13	9	4	2	4	7	5	0	13	3
	19.0%	<b>13.7%</b>	20.4%	18.5%	12.1%	14.8%	20.7%	10.0%	13.6%	17.0%	8.6%	16.0%	27.3%	12.7%	19.1%	8.3%	11.8%	10.5%	15.6%	15.2%	---	15.3%	9.4%
9	177	<b>17</b>	20	23	3	14	4	8	5	9	4	4	2	15	9	6	2	4	9	4	0	12	5
	16.6%	<b>14.5%</b>	17.7%	15.8%	9.1%	17.3%	13.8%	20.0%	11.4%	17.0%	11.4%	16.0%	18.2%	14.7%	19.1%	12.5%	11.8%	10.5%	20.0%	12.1%	---	14.1%	15.6%
10 Best health care possible	413	<b>52</b>	45	58	16	33	8	16	25	23	18	7	5	43	17	22	9	23	18	10	0	35	17
	38.6%	<b>44.4%</b>	39.8%	39.7%	48.5%	40.7%	27.6%	40.0%	56.8%	43.4%	51.4%	28.0%	45.5%	42.2%	36.2%	45.8%	52.9%	60.5%	40.0%	30.3%	---	41.2%	53.1%

NA - Not applicable

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 8**

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,085	<b>121</b>	113	149	33	85	29	41	47	56	36	25	12	105	47	51	18	39	47	34	0	88	33
Number missing or multiple answer	16	<b>4</b>	0	3	0	4	0	1	3	3	1	0	1	3	0	3	1	1	2	1	0	3	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,069	<b>117</b>	113	146	33	81	29	40	44	53	35	25	11	102	47	48	17	38	45	33	0	85	32
	98.5%	<b>96.7%</b>	100.0%	98.0%	100.0%	95.3%	100.0%	97.6%	93.6%	94.6%	97.2%	100.0%	91.7%	97.1%	100.0%	94.1%	94.4%	97.4%	95.7%	97.1%	---	96.6%	97.0%
0 to 4	47	<b>5</b>	5	5	1	4	4	0	1	3	1	1	0	5	1	3	1	1	2	2	0	5	0
	4.4%	<b>4.3%</b>	4.4%	3.4%	3.0%	4.9%	13.8%	0.0%	2.3%	5.7%	2.9%	4.0%	0.0%	4.9%	2.1%	6.3%	5.9%	2.6%	4.4%	6.1%	---	5.9%	0.0%
5	54	<b>5</b>	5	6	1	4	0	2	2	2	1	2	1	4	2	2	1	0	2	3	0	3	2
	5.1%	<b>4.3%</b>	4.4%	4.1%	3.0%	4.9%	0.0%	5.0%	4.5%	3.8%	2.9%	8.0%	9.1%	3.9%	4.3%	4.2%	5.9%	0.0%	4.4%	9.1%	---	3.5%	6.3%
6 to 7	175	<b>22</b>	15	27	8	14	7	10	5	7	8	7	0	22	9	11	2	6	7	9	0	17	5
	16.4%	<b>18.8%</b>	13.3%	18.5%	24.2%	17.3%	24.1%	25.0%	11.4%	13.2%	22.9%	28.0%	0.0%	21.6%	19.1%	22.9%	11.8%	15.8%	15.6%	27.3%	---	20.0%	15.6%
8 to 10	793	<b>85</b>	88	108	23	59	18	28	36	41	25	15	10	71	35	32	13	31	34	19	0	60	25
	74.2%	<b>72.6%</b>	77.9%	74.0%	69.7%	72.8%	62.1%	70.0%	81.8%	77.4%	71.4%	60.0%	90.9%	69.6%	74.5%	66.7%	76.5%	81.6%	75.6%	57.6%	---	70.6%	78.1%
Significantly different from column:*																		T		R			
0 to 6	156	<b>17</b>	16	18	3	14	5	6	5	7	5	5	1	16	4	11	2	3	6	8	0	13	4
	14.6%	<b>14.5%</b>	14.2%	12.3%	9.1%	17.3%	17.2%	15.0%	11.4%	13.2%	14.3%	20.0%	9.1%	15.7%	8.5%	22.9%	11.8%	7.9%	13.3%	24.2%	---	15.3%	12.5%
7 to 8	323	<b>31</b>	32	47	11	20	12	10	9	14	8	9	3	28	17	9	4	8	12	11	0	25	6
	30.2%	<b>26.5%</b>	28.3%	32.2%	33.3%	24.7%	41.4%	25.0%	20.5%	26.4%	22.9%	36.0%	27.3%	27.5%	36.2%	18.8%	23.5%	21.1%	26.7%	33.3%	---	29.4%	18.8%
9 to 10	590	<b>69</b>	65	81	19	47	12	24	30	32	22	11	7	58	26	28	11	27	27	14	0	47	22
	55.2%	<b>59.0%</b>	57.5%	55.5%	57.6%	58.0%	41.4%	60.0%	68.2%	60.4%	62.9%	44.0%	63.6%	56.9%	55.3%	58.3%	64.7%	71.1%	60.0%	42.4%	---	55.3%	68.8%
Significantly different from column:*							I		G									T		R			

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 9

In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,085	<b>121</b>	113	149	33	85	29	41	47	56	36	25	12	105	47	51	18	39	47	34	0	88	33
Number missing or multiple answer	20	<b>1</b>	0	3	0	1	0	0	1	1	0	0	0	1	0	1	0	0	0	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,065	<b>120</b>	113	146	33	84	29	41	46	55	36	25	12	104	47	50	18	39	47	33	0	87	33
	98.2%	<b>99.2%</b>	100.0%	98.0%	100.0%	98.8%	100.0%	100.0%	97.9%	98.2%	100.0%	100.0%	100.0%	99.0%	100.0%	98.0%	100.0%	100.0%	100.0%	97.1%	---	98.9%	100.0%
Never	18	<b>0</b>	3	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.7%	<b>0.0%</b>	2.7%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
Sometimes	173	<b>23</b>	13	16	7	16	9	10	3	11	7	5	4	19	7	12	3	6	10	7	0	18	5
	16.2%	<b>19.2%</b>	11.5%	11.0%	21.2%	19.0%	31.0%	24.4%	6.5%	20.0%	19.4%	20.0%	33.3%	18.3%	14.9%	24.0%	16.7%	15.4%	21.3%	21.2%	---	20.7%	15.2%
Usually	297	<b>38</b>	30	38	8	28	8	14	14	15	12	9	3	33	17	11	8	7	19	11	0	31	7
	27.9%	<b>31.7%</b>	26.5%	26.0%	24.2%	33.3%	27.6%	34.1%	30.4%	27.3%	33.3%	36.0%	25.0%	31.7%	36.2%	22.0%	44.4%	17.9%	40.4%	33.3%	---	35.6%	21.2%
Always	577	<b>59</b>	67	87	18	40	12	17	29	29	17	11	5	52	23	27	7	26	18	15	0	38	21
	54.2%	<b>49.2%</b>	59.3%	59.6%	54.5%	47.6%	41.4%	41.5%	63.0%	52.7%	47.2%	44.0%	41.7%	50.0%	48.9%	54.0%	38.9%	66.7%	38.3%	45.5%	---	43.7%	63.6%
Significantly different from column:*								I	H									S	R				
Usually or Always	874	<b>97</b>	97	125	26	68	20	31	43	44	29	20	8	85	40	38	15	33	37	26	0	69	28
	82.1%	<b>80.8%</b>	85.8%	85.6%	78.8%	81.0%	69.0%	75.6%	93.5%	80.0%	80.6%	80.0%	66.7%	81.7%	85.1%	76.0%	83.3%	84.6%	78.7%	78.8%	---	79.3%	84.8%
Significantly different from column:*								I	H														

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

**Question 10**

A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	28	<b>4</b>	5	5	4	0	1	2	1	2	2	0	1	2	1	3	0	1	1	2	2	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,754	<b>192</b>	170	217	59	126	47	71	65	98	47	35	19	159	64	78	34	72	72	43	67	87	32
	98.4%	<b>98.0%</b>	97.1%	97.7%	93.7%	100.0%	97.9%	97.3%	98.5%	98.0%	95.9%	100.0%	95.0%	98.8%	98.5%	96.3%	100.0%	98.6%	98.6%	95.6%	97.1%	98.9%	97.0%
Yes	1,392	<b>158</b>	146	174	45	109	36	59	58	82	39	30	13	137	57	61	30	55	65	35	50	71	31
	79.4%	<b>82.3%</b>	85.9%	80.2%	76.3%	86.5%	76.6%	83.1%	89.2%	83.7%	83.0%	85.7%	68.4%	86.2%	89.1%	78.2%	88.2%	76.4%	90.3%	81.4%	74.6%	81.6%	96.9%
No	362	<b>34</b>	24	43	14	17	11	12	7	16	8	5	6	22	7	17	4	17	7	8	17	16	1
	20.6%	<b>17.7%</b>	14.1%	19.8%	23.7%	13.5%	23.4%	16.9%	10.8%	16.3%	17.0%	14.3%	31.6%	13.8%	10.9%	21.8%	11.8%	23.6%	9.7%	18.6%	25.4%	18.4%	3.1%
Significantly different from column:*																		S	R		W		U

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.



# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 11

In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

Base: All respondents who have a personal doctor (Q10)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,392	<b>158</b>	146	174	45	109	36	59	58	82	39	30	13	137	57	61	30	55	65	35	50	71	31
Number missing or multiple answer	48	<b>7</b>	3	8	4	3	1	3	3	5	2	0	0	7	2	4	1	5	0	2	1	4	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,344	<b>151</b>	143	166	41	106	35	56	55	77	37	30	13	130	55	57	29	50	65	33	49	67	30
	96.6%	<b>95.6%</b>	97.9%	95.4%	91.1%	97.2%	97.2%	94.9%	94.8%	93.9%	94.9%	100.0%	100.0%	94.9%	96.5%	93.4%	96.7%	90.9%	100.0%	94.3%	98.0%	94.4%	96.8%
None	349	<b>42</b>	37	29	18	23	14	15	11	20	7	12	2	36	17	12	9	24	13	4	31	8	3
	26.0%	<b>27.8%</b>	25.9%	17.5%	43.9%	21.7%	40.0%	26.8%	20.0%	26.0%	18.9%	40.0%	15.4%	27.7%	30.9%	21.1%	31.0%	48.0%	20.0%	12.1%	63.3%	11.9%	10.0%
1 time	371	<b>35</b>	40	53	8	26	11	10	13	19	9	6	4	30	11	17	6	11	18	5	9	22	1
	27.6%	<b>23.2%</b>	28.0%	31.9%	19.5%	24.5%	31.4%	17.9%	23.6%	24.7%	24.3%	20.0%	30.8%	23.1%	20.0%	29.8%	20.7%	22.0%	27.7%	15.2%	18.4%	32.8%	3.3%
2	305	<b>34</b>	30	43	8	26	4	15	15	15	11	7	2	31	11	15	5	8	15	11	6	21	5
	22.7%	<b>22.5%</b>	21.0%	25.9%	19.5%	24.5%	11.4%	26.8%	27.3%	19.5%	29.7%	23.3%	15.4%	23.8%	20.0%	26.3%	17.2%	16.0%	23.1%	33.3%	12.2%	31.3%	16.7%
3	119	<b>12</b>	19	17	2	9	2	3	6	6	4	1	3	8	7	1	3	2	8	1	2	7	3
	8.9%	<b>7.9%</b>	13.3%	10.2%	4.9%	8.5%	5.7%	5.4%	10.9%	7.8%	10.8%	3.3%	23.1%	6.2%	12.7%	1.8%	10.3%	4.0%	12.3%	3.0%	4.1%	10.4%	10.0%
4	85	<b>13</b>	7	11	2	10	2	6	4	6	4	2	1	11	3	8	1	5	5	3	0	8	5
	6.3%	<b>8.6%</b>	4.9%	6.6%	4.9%	9.4%	5.7%	10.7%	7.3%	7.8%	10.8%	6.7%	7.7%	8.5%	5.5%	14.0%	3.4%	10.0%	7.7%	9.1%	0.0%	11.9%	16.7%
5 to 9	94	<b>13</b>	7	9	3	10	2	7	4	11	0	2	1	12	6	3	4	0	4	9	1	1	11
	7.0%	<b>8.6%</b>	4.9%	5.4%	7.3%	9.4%	5.7%	12.5%	7.3%	14.3%	0.0%	6.7%	7.7%	9.2%	10.9%	5.3%	13.8%	0.0%	6.2%	27.3%	2.0%	1.5%	36.7%
10 or more times	21	<b>2</b>	3	4	0	2	0	0	2	0	2	0	0	2	0	1	1	0	2	0	0	0	2
	1.6%	<b>1.3%</b>	2.1%	2.4%	0.0%	1.9%	0.0%	0.0%	3.6%	0.0%	5.4%	0.0%	0.0%	1.5%	0.0%	1.8%	3.4%	0.0%	3.1%	0.0%	0.0%	0.0%	6.7%
5 or more times	115	<b>15</b>	10	13	3	12	2	7	6	11	2	2	1	14	6	4	5	0	6	9	1	1	13
	8.6%	<b>9.9%</b>	7.0%	7.8%	7.3%	11.3%	5.7%	12.5%	10.9%	14.3%	5.4%	6.7%	7.7%	10.8%	10.9%	7.0%	17.2%	0.0%	9.2%	27.3%	2.0%	1.5%	43.3%
Significantly different from column:*																		T	S	W			U

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 12

In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	995	<b>109</b>	106	137	23	83	21	41	44	57	30	18	11	94	38	45	20	26	52	29	18	59	27
Number missing or multiple answer	9	<b>2</b>	0	0	0	2	0	0	2	2	0	0	0	2	0	2	0	1	0	1	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	986	<b>107</b>	106	137	23	81	21	41	42	55	30	18	11	92	38	43	20	25	52	28	17	58	27
	99.1%	<b>98.2%</b>	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	95.5%	96.5%	100.0%	100.0%	100.0%	97.9%	100.0%	95.6%	100.0%	96.2%	100.0%	96.6%	94.4%	98.3%	100.0%
Never	18	<b>2</b>	0	2	1	1	0	2	0	1	0	1	1	1	0	0	2	0	1	1	0	1	1
	1.8%	<b>1.9%</b>	0.0%	1.5%	4.3%	1.2%	0.0%	4.9%	0.0%	1.8%	0.0%	5.6%	9.1%	1.1%	0.0%	0.0%	10.0%	0.0%	1.9%	3.6%	0.0%	1.7%	3.7%
Sometimes	61	<b>5</b>	5	12	0	5	2	3	0	5	0	0	0	5	2	2	1	1	1	3	0	4	1
	6.2%	<b>4.7%</b>	4.7%	8.8%	0.0%	6.2%	9.5%	7.3%	0.0%	9.1%	0.0%	0.0%	0.0%	5.4%	5.3%	4.7%	5.0%	4.0%	1.9%	10.7%	0.0%	6.9%	3.7%
Usually	179	<b>21</b>	19	22	5	15	5	6	9	9	7	4	1	19	13	4	2	3	12	5	3	13	5
	18.2%	<b>19.6%</b>	17.9%	16.1%	21.7%	18.5%	23.8%	14.6%	21.4%	16.4%	23.3%	22.2%	9.1%	20.7%	34.2%	9.3%	10.0%	12.0%	23.1%	17.9%	17.6%	22.4%	18.5%
Always	728	<b>79</b>	82	101	17	60	14	30	33	40	23	13	9	67	23	37	15	21	38	19	14	40	20
	73.8%	<b>73.8%</b>	77.4%	73.7%	73.9%	74.1%	66.7%	73.2%	78.6%	72.7%	76.7%	72.2%	81.8%	72.8%	60.5%	86.0%	75.0%	84.0%	73.1%	67.9%	82.4%	69.0%	74.1%
Significantly different from column:*															P	O							
Usually or Always	907	<b>100</b>	101	123	22	75	19	36	42	49	30	17	10	86	36	41	17	24	50	24	17	53	25
	92.0%	<b>93.5%</b>	95.3%	89.8%	95.7%	92.6%	90.5%	87.8%	100.0%	89.1%	100.0%	94.4%	90.9%	93.5%	94.7%	95.3%	85.0%	96.0%	96.2%	85.7%	100.0%	91.4%	92.6%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 13**

In the last 6 months, how often did your personal doctor listen carefully to you?

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	995	<b>109</b>	106	137	23	83	21	41	44	57	30	18	11	94	38	45	20	26	52	29	18	59	27
Number missing or multiple answer	6	<b>2</b>	0	0	1	1	0	0	2	2	0	0	0	2	0	2	0	1	0	1	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	989	<b>107</b>	106	137	22	82	21	41	42	55	30	18	11	92	38	43	20	25	52	28	18	57	27
	99.4%	<b>98.2%</b>	100.0%	100.0%	95.7%	98.8%	100.0%	100.0%	95.5%	96.5%	100.0%	100.0%	100.0%	97.9%	100.0%	95.6%	100.0%	96.2%	100.0%	96.6%	100.0%	96.6%	100.0%
Never	17	<b>1</b>	2	3	0	1	0	1	0	0	0	1	1	0	0	0	1	0	0	1	0	1	0
	1.7%	<b>0.9%</b>	1.9%	2.2%	0.0%	1.2%	0.0%	2.4%	0.0%	0.0%	0.0%	5.6%	9.1%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	3.6%	0.0%	1.8%	0.0%
Sometimes	70	<b>7</b>	2	7	1	6	3	3	1	6	1	0	1	6	3	3	1	1	2	4	0	3	4
	7.1%	<b>6.5%</b>	1.9%	5.1%	4.5%	7.3%	14.3%	7.3%	2.4%	10.9%	3.3%	0.0%	9.1%	6.5%	7.9%	7.0%	5.0%	4.0%	3.8%	14.3%	0.0%	5.3%	14.8%
Usually	175	<b>25</b>	10	22	4	20	4	10	10	14	5	5	1	23	14	8	2	3	14	7	5	14	6
	17.7%	<b>23.4%</b>	9.4%	16.1%	18.2%	24.4%	19.0%	24.4%	23.8%	25.5%	16.7%	27.8%	9.1%	25.0%	36.8%	18.6%	10.0%	12.0%	26.9%	25.0%	27.8%	24.6%	22.2%
Always	727	<b>74</b>	92	105	17	55	14	27	31	35	24	12	8	63	21	32	16	21	36	16	13	39	17
	73.5%	<b>69.2%</b>	86.8%	76.6%	77.3%	67.1%	66.7%	65.9%	73.8%	63.6%	80.0%	66.7%	72.7%	68.5%	55.3%	74.4%	80.0%	84.0%	69.2%	57.1%	72.2%	68.4%	63.0%
Significantly different from column:*		<b>C</b>																T		R			
Usually or Always	902	<b>99</b>	102	127	21	75	18	37	41	49	29	17	9	86	35	40	18	24	50	23	18	53	23
	91.2%	<b>92.5%</b>	96.2%	92.7%	95.5%	91.5%	85.7%	90.2%	97.6%	89.1%	96.7%	94.4%	81.8%	93.5%	92.1%	93.0%	90.0%	96.0%	96.2%	82.1%	100.0%	93.0%	85.2%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 14**

In the last 6 months, how often did your personal doctor show respect for what you had to say?

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	995	<b>109</b>	106	137	23	83	21	41	44	57	30	18	11	94	38	45	20	26	52	29	18	59	27
Number missing or multiple answer	4	<b>1</b>	0	0	0	1	0	0	1	1	0	0	0	1	0	1	0	0	0	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	991	<b>108</b>	106	137	23	82	21	41	43	56	30	18	11	93	38	44	20	26	52	28	18	58	27
	99.6%	<b>99.1%</b>	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	97.7%	98.2%	100.0%	100.0%	100.0%	98.9%	100.0%	97.8%	100.0%	100.0%	100.0%	96.6%	100.0%	98.3%	100.0%
Never	11	<b>1</b>	2	2	0	1	0	1	0	0	0	1	1	0	0	0	1	0	0	1	0	1	0
	1.1%	<b>0.9%</b>	1.9%	1.5%	0.0%	1.2%	0.0%	2.4%	0.0%	0.0%	0.0%	5.6%	9.1%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	3.6%	0.0%	1.7%	0.0%
Sometimes	46	<b>4</b>	1	6	0	4	2	2	0	2	1	0	0	3	1	2	0	1	1	2	0	2	1
	4.6%	<b>3.7%</b>	0.9%	4.4%	0.0%	4.9%	9.5%	4.9%	0.0%	3.6%	3.3%	0.0%	0.0%	3.2%	2.6%	4.5%	0.0%	3.8%	1.9%	7.1%	0.0%	3.4%	3.7%
Usually	127	<b>18</b>	9	17	5	12	3	6	8	11	5	1	1	16	11	4	2	2	9	6	2	9	7
	12.8%	<b>16.7%</b>	8.5%	12.4%	21.7%	14.6%	14.3%	14.6%	18.6%	19.6%	16.7%	5.6%	9.1%	17.2%	28.9%	9.1%	10.0%	7.7%	17.3%	21.4%	11.1%	15.5%	25.9%
Always	807	<b>85</b>	94	112	18	65	16	32	35	43	24	16	9	74	26	38	17	23	42	19	16	46	19
	81.4%	<b>78.7%</b>	88.7%	81.8%	78.3%	79.3%	76.2%	78.0%	81.4%	76.8%	80.0%	88.9%	81.8%	79.6%	68.4%	86.4%	85.0%	88.5%	80.8%	67.9%	88.9%	79.3%	70.4%
Significantly different from column:*		<b>C</b>																					
Usually or Always	934	<b>103</b>	103	129	23	77	19	38	43	54	29	17	10	90	37	42	19	25	51	25	18	55	26
	94.2%	<b>95.4%</b>	97.2%	94.2%	100.0%	93.9%	90.5%	92.7%	100.0%	96.4%	96.7%	94.4%	90.9%	96.8%	97.4%	95.5%	95.0%	96.2%	98.1%	89.3%	100.0%	94.8%	96.3%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 15**

In the last 6 months, how often did your personal doctor spend enough time with you?

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	995	<b>109</b>	106	137	23	83	21	41	44	57	30	18	11	94	38	45	20	26	52	29	18	59	27
Number missing or multiple answer	8	<b>1</b>	0	1	0	1	0	0	1	1	0	0	0	1	0	1	0	0	0	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	987	<b>108</b>	106	136	23	82	21	41	43	56	30	18	11	93	38	44	20	26	52	28	18	58	27
	99.2%	<b>99.1%</b>	100.0%	99.3%	100.0%	98.8%	100.0%	100.0%	97.7%	98.2%	100.0%	100.0%	100.0%	98.9%	100.0%	97.8%	100.0%	100.0%	100.0%	96.6%	100.0%	98.3%	100.0%
Never	18	<b>2</b>	2	3	0	2	0	2	0	1	0	1	2	0	0	0	2	0	0	2	1	1	0
	1.8%	<b>1.9%</b>	1.9%	2.2%	0.0%	2.4%	0.0%	4.9%	0.0%	1.8%	0.0%	5.6%	18.2%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	7.1%	5.6%	1.7%	0.0%
Sometimes	84	<b>7</b>	6	12	1	5	2	4	0	3	2	1	0	6	1	4	1	2	4	1	0	6	1
	8.5%	<b>6.5%</b>	5.7%	8.8%	4.3%	6.1%	9.5%	9.8%	0.0%	5.4%	6.7%	5.6%	0.0%	6.5%	2.6%	9.1%	5.0%	7.7%	7.7%	3.6%	0.0%	10.3%	3.7%
Usually	202	<b>27</b>	18	25	8	18	5	9	12	13	7	5	3	22	15	7	3	1	16	9	4	15	7
	20.5%	<b>25.0%</b>	17.0%	18.4%	34.8%	22.0%	23.8%	22.0%	27.9%	23.2%	23.3%	27.8%	27.3%	23.7%	39.5%	15.9%	15.0%	3.8%	30.8%	32.1%	22.2%	25.9%	25.9%
Always	683	<b>72</b>	80	96	14	57	14	26	31	39	21	11	6	65	22	33	14	23	32	16	13	36	19
	69.2%	<b>66.7%</b>	75.5%	70.6%	60.9%	69.5%	66.7%	63.4%	72.1%	69.6%	70.0%	61.1%	54.5%	69.9%	57.9%	75.0%	70.0%	88.5%	61.5%	57.1%	72.2%	62.1%	70.4%
Significantly different from column:*																		ST	R	R			
Usually or Always	885	<b>99</b>	98	121	22	75	19	35	43	52	28	16	9	87	37	40	17	24	48	25	17	51	26
	89.7%	<b>91.7%</b>	92.5%	89.0%	95.7%	91.5%	90.5%	85.4%	100.0%	92.9%	93.3%	88.9%	81.8%	93.5%	97.4%	90.9%	85.0%	92.3%	92.3%	89.3%	94.4%	87.9%	96.3%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 16

In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	995	<b>109</b>	106	137	23	83	21	41	44	57	30	18	11	94	38	45	20	26	52	29	18	59	27
Number missing or multiple answer	18	<b>3</b>	4	2	0	3	1	0	2	2	1	0	0	3	1	2	0	1	0	2	1	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	977	<b>106</b>	102	135	23	80	20	41	42	55	29	18	11	91	37	43	20	25	52	27	17	57	27
	98.2%	<b>97.2%</b>	96.2%	98.5%	100.0%	96.4%	95.2%	100.0%	95.5%	96.5%	96.7%	100.0%	100.0%	96.8%	97.4%	95.6%	100.0%	96.2%	100.0%	93.1%	94.4%	96.6%	100.0%
Yes	564	<b>61</b>	65	79	13	47	13	22	25	28	18	14	6	54	22	25	13	12	31	17	7	31	23
	57.7%	<b>57.5%</b>	63.7%	58.5%	56.5%	58.8%	65.0%	53.7%	59.5%	50.9%	62.1%	77.8%	54.5%	59.3%	59.5%	58.1%	65.0%	48.0%	59.6%	63.0%	41.2%	54.4%	85.2%
No	413	<b>45</b>	37	56	10	33	7	19	17	27	11	4	5	37	15	18	7	13	21	10	10	26	4
	42.3%	<b>42.5%</b>	36.3%	41.5%	43.5%	41.3%	35.0%	46.3%	40.5%	49.1%	37.9%	22.2%	45.5%	40.7%	40.5%	41.9%	35.0%	52.0%	40.4%	37.0%	58.8%	45.6%	14.8%
Significantly different from column:*										L	J										W	W	UV

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 17

In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Base: All respondents who have a personal doctor, visited their personal doctor, and got care from another health provider besides their personal doctor (Q10, Q11, & Q16)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	564	<b>61</b>	65	79	13	47	13	22	25	28	18	14	6	54	22	25	13	12	31	17	7	31	23
Number missing or multiple answer	8	<b>1</b>	2	3	0	1	1	0	0	0	0	1	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	556	<b>60</b>	63	76	13	46	12	22	25	28	18	13	6	53	21	25	13	12	30	17	7	30	23
	98.6%	<b>98.4%</b>	96.9%	96.2%	100.0%	97.9%	92.3%	100.0%	100.0%	100.0%	100.0%	92.9%	100.0%	98.1%	95.5%	100.0%	100.0%	100.0%	96.8%	100.0%	100.0%	96.8%	100.0%
Never	32	<b>4</b>	1	4	1	3	1	2	1	2	1	1	1	3	1	3	0	1	2	1	1	2	1
	5.8%	<b>6.7%</b>	1.6%	5.3%	7.7%	6.5%	8.3%	9.1%	4.0%	7.1%	5.6%	7.7%	16.7%	5.7%	4.8%	12.0%	0.0%	8.3%	6.7%	5.9%	14.3%	6.7%	4.3%
Sometimes	65	<b>9</b>	8	8	0	8	2	3	3	6	1	1	1	7	7	1	0	1	2	5	1	3	5
	11.7%	<b>15.0%</b>	12.7%	10.5%	0.0%	17.4%	16.7%	13.6%	12.0%	21.4%	5.6%	7.7%	16.7%	13.2%	33.3%	4.0%	0.0%	8.3%	6.7%	29.4%	14.3%	10.0%	21.7%
Usually	150	<b>12</b>	13	16	4	8	2	5	5	6	4	2	2	10	3	5	4	1	5	6	1	6	5
	27.0%	<b>20.0%</b>	20.6%	21.1%	30.8%	17.4%	16.7%	22.7%	20.0%	21.4%	22.2%	15.4%	33.3%	18.9%	14.3%	20.0%	30.8%	8.3%	16.7%	35.3%	14.3%	20.0%	21.7%
Always	309	<b>35</b>	41	48	8	27	7	12	16	14	12	9	2	33	10	16	9	9	21	5	4	19	12
	55.6%	<b>58.3%</b>	65.1%	63.2%	61.5%	58.7%	58.3%	54.5%	64.0%	50.0%	66.7%	69.2%	33.3%	62.3%	47.6%	64.0%	69.2%	75.0%	70.0%	29.4%	57.1%	63.3%	52.2%
Significantly different from column:*																		T	T	RS			
Usually or Always	459	<b>47</b>	54	64	12	35	9	17	21	20	16	11	4	43	13	21	13	10	26	11	5	25	17
	82.6%	<b>78.3%</b>	85.7%	84.2%	92.3%	76.1%	75.0%	77.3%	84.0%	71.4%	88.9%	84.6%	66.7%	81.1%	61.9%	84.0%	100.0%	83.3%	86.7%	64.7%	71.4%	83.3%	73.9%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 18**

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Base: All respondents who have a personal doctor (Q10)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,392	<b>158</b>	146	174	45	109	36	59	58	82	39	30	13	137	57	61	30	55	65	35	50	71	31
Number missing or multiple answer	42	<b>7</b>	3	8	2	5	2	3	2	4	3	0	0	7	1	4	2	5	1	1	3	3	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,350	<b>151</b>	143	166	43	104	34	56	56	78	36	30	13	130	56	57	28	50	64	34	47	68	30
	97.0%	<b>95.6%</b>	97.9%	95.4%	95.6%	95.4%	94.4%	94.9%	96.6%	95.1%	92.3%	100.0%	100.0%	94.9%	98.2%	93.4%	93.3%	90.9%	98.5%	97.1%	94.0%	95.8%	96.8%
0 Worst personal doctor possible	10	<b>2</b>	1	6	0	2	0	2	0	0	1	1	1	1	0	1	1	0	0	2	0	1	1
	0.7%	<b>1.3%</b>	0.7%	3.6%	0.0%	1.9%	0.0%	3.6%	0.0%	0.0%	2.8%	3.3%	7.7%	0.8%	0.0%	1.8%	3.6%	0.0%	0.0%	5.9%	0.0%	1.5%	3.3%
1	4	<b>1</b>	1	2	0	1	0	1	0	1	0	0	1	0	0	0	1	0	0	1	1	0	0
	0.3%	<b>0.7%</b>	0.7%	1.2%	0.0%	1.0%	0.0%	1.8%	0.0%	1.3%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	2.9%	2.1%	0.0%	0.0%
2	5	<b>0</b>	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	<b>0.0%</b>	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	16	<b>2</b>	2	1	0	2	1	0	0	1	0	0	0	1	0	1	0	2	0	0	1	1	0
	1.2%	<b>1.3%</b>	1.4%	0.6%	0.0%	1.9%	2.9%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.8%	0.0%	1.8%	0.0%	4.0%	0.0%	0.0%	2.1%	1.5%	0.0%
4	15	<b>2</b>	1	0	0	2	1	1	0	0	1	1	0	2	1	1	0	0	1	1	0	1	1
	1.1%	<b>1.3%</b>	0.7%	0.0%	0.0%	1.9%	2.9%	1.8%	0.0%	0.0%	2.8%	3.3%	0.0%	1.5%	1.8%	1.8%	0.0%	0.0%	1.6%	2.9%	0.0%	1.5%	3.3%
5	56	<b>3</b>	7	8	1	2	2	0	1	3	0	0	0	3	2	1	0	0	1	2	2	1	0
	4.1%	<b>2.0%</b>	4.9%	4.8%	2.3%	1.9%	5.9%	0.0%	1.8%	3.8%	0.0%	0.0%	0.0%	2.3%	3.6%	1.8%	0.0%	0.0%	1.6%	5.9%	4.3%	1.5%	0.0%
6	51	<b>6</b>	6	6	0	6	4	2	0	2	2	2	0	6	4	2	0	2	3	1	1	4	1
	3.8%	<b>4.0%</b>	4.2%	3.6%	0.0%	5.8%	11.8%	3.6%	0.0%	2.6%	5.6%	6.7%	0.0%	4.6%	7.1%	3.5%	0.0%	4.0%	4.7%	2.9%	2.1%	5.9%	3.3%
7	94	<b>12</b>	6	11	5	6	2	5	4	7	1	3	2	9	5	3	2	1	5	5	5	4	3
	7.0%	<b>7.9%</b>	4.2%	6.6%	11.6%	5.8%	5.9%	8.9%	7.1%	9.0%	2.8%	10.0%	15.4%	6.9%	8.9%	5.3%	7.1%	2.0%	7.8%	14.7%	10.6%	5.9%	10.0%
8	223	<b>29</b>	21	20	10	18	7	10	11	13	7	7	3	23	14	7	5	8	14	6	9	16	3
	16.5%	<b>19.2%</b>	14.7%	12.0%	23.3%	17.3%	20.6%	17.9%	19.6%	16.7%	19.4%	23.3%	23.1%	17.7%	25.0%	12.3%	17.9%	16.0%	21.9%	17.6%	19.1%	23.5%	10.0%
9	225	<b>27</b>	23	22	13	14	5	10	12	16	7	4	2	25	8	12	7	8	12	7	10	9	7
	16.7%	<b>17.9%</b>	16.1%	13.3%	30.2%	13.5%	14.7%	17.9%	21.4%	20.5%	19.4%	13.3%	15.4%	19.2%	14.3%	21.1%	25.0%	16.0%	18.8%	20.6%	21.3%	13.2%	23.3%
10 Best personal doctor possible	651	<b>67</b>	75	88	14	51	12	25	28	35	17	12	4	60	22	29	12	29	28	9	18	31	14
	48.2%	<b>44.4%</b>	52.4%	53.0%	32.6%	49.0%	35.3%	44.6%	50.0%	44.9%	47.2%	40.0%	30.8%	46.2%	39.3%	50.9%	42.9%	58.0%	43.8%	26.5%	38.3%	45.6%	46.7%

NA - Not applicable



**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 18**

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Base: All respondents who have a personal doctor (Q10)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,392	<b>158</b>	146	174	45	109	36	59	58	82	39	30	13	137	57	61	30	55	65	35	50	71	31
Number missing or multiple answer	42	<b>7</b>	3	8	2	5	2	3	2	4	3	0	0	7	1	4	2	5	1	1	3	3	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,350	<b>151</b>	143	166	43	104	34	56	56	78	36	30	13	130	56	57	28	50	64	34	47	68	30
	97.0%	<b>95.6%</b>	97.9%	95.4%	95.6%	95.4%	94.4%	94.9%	96.6%	95.1%	92.3%	100.0%	100.0%	94.9%	98.2%	93.4%	93.3%	90.9%	98.5%	97.1%	94.0%	95.8%	96.8%
0 to 4	50	<b>7</b>	5	11	0	7	2	4	0	2	2	2	2	4	1	3	2	2	1	4	2	3	2
	3.7%	<b>4.6%</b>	3.5%	6.6%	0.0%	6.7%	5.9%	7.1%	0.0%	2.6%	5.6%	6.7%	15.4%	3.1%	1.8%	5.3%	7.1%	4.0%	1.6%	11.8%	4.3%	4.4%	6.7%
5	56	<b>3</b>	7	8	1	2	2	0	1	3	0	0	0	3	2	1	0	0	1	2	2	1	0
	4.1%	<b>2.0%</b>	4.9%	4.8%	2.3%	1.9%	5.9%	0.0%	1.8%	3.8%	0.0%	0.0%	0.0%	2.3%	3.6%	1.8%	0.0%	0.0%	1.6%	5.9%	4.3%	1.5%	0.0%
6 to 7	145	<b>18</b>	12	17	5	12	6	7	4	9	3	5	2	15	9	5	2	3	8	6	6	8	4
	10.7%	<b>11.9%</b>	8.4%	10.2%	11.6%	11.5%	17.6%	12.5%	7.1%	11.5%	8.3%	16.7%	15.4%	11.5%	16.1%	8.8%	7.1%	6.0%	12.5%	17.6%	12.8%	11.8%	13.3%
8 to 10	1,099	<b>123</b>	119	130	37	83	24	45	51	64	31	23	9	108	44	48	24	45	54	22	37	56	24
	81.4%	<b>81.5%</b>	83.2%	78.3%	86.0%	79.8%	70.6%	80.4%	91.1%	82.1%	86.1%	76.7%	69.2%	83.1%	78.6%	84.2%	85.7%	90.0%	84.4%	64.7%	78.7%	82.4%	80.0%
Significantly different from column:*							I		G									T	T	RS			
0 to 6	157	<b>16</b>	18	25	1	15	8	6	1	7	4	4	2	13	7	6	2	4	5	7	5	8	3
	11.6%	<b>10.6%</b>	12.6%	15.1%	2.3%	14.4%	23.5%	10.7%	1.8%	9.0%	11.1%	13.3%	15.4%	10.0%	12.5%	10.5%	7.1%	8.0%	7.8%	20.6%	10.6%	11.8%	10.0%
7 to 8	317	<b>41</b>	27	31	15	24	9	15	15	20	8	10	5	32	19	10	7	9	19	11	14	20	6
	23.5%	<b>27.2%</b>	18.9%	18.7%	34.9%	23.1%	26.5%	26.8%	26.8%	25.6%	22.2%	33.3%	38.5%	24.6%	33.9%	17.5%	25.0%	18.0%	29.7%	32.4%	29.8%	29.4%	20.0%
9 to 10	876	<b>94</b>	98	110	27	65	17	35	40	51	24	16	6	85	30	41	19	37	40	16	28	40	21
	64.9%	<b>62.3%</b>	68.5%	66.3%	62.8%	62.5%	50.0%	62.5%	71.4%	65.4%	66.7%	53.3%	46.2%	65.4%	53.6%	71.9%	67.9%	74.0%	62.5%	47.1%	59.6%	58.8%	70.0%
Significantly different from column:*							I		G						P	O		T		R			

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

## Question 19

Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	19	<b>1</b>	3	5	0	1	1	0	0	0	1	0	0	1	0	1	0	0	1	0	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,763	<b>195</b>	172	217	63	125	47	73	66	100	48	35	20	160	65	80	34	73	72	45	68	88	33
	98.9%	<b>99.5%</b>	98.3%	97.7%	100.0%	99.2%	97.9%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	99.4%	100.0%	98.8%	100.0%	100.0%	98.6%	100.0%	98.6%	100.0%	100.0%
Yes	743	<b>96</b>	83	90	26	67	18	34	40	43	25	24	9	83	38	40	12	26	40	27	19	52	23
	42.1%	<b>49.2%</b>	48.3%	41.5%	41.3%	53.6%	38.3%	46.6%	60.6%	43.0%	52.1%	68.6%	45.0%	51.9%	58.5%	50.0%	35.3%	35.6%	55.6%	60.0%	27.9%	59.1%	69.7%
No	1,020	<b>99</b>	89	127	37	58	29	39	26	57	23	11	11	77	27	40	22	47	32	18	49	36	10
	57.9%	<b>50.8%</b>	51.7%	58.5%	58.7%	46.4%	61.7%	53.4%	39.4%	57.0%	47.9%	31.4%	55.0%	48.1%	41.5%	50.0%	64.7%	64.4%	44.4%	40.0%	72.1%	40.9%	30.3%
Significantly different from column:*							I		G	L		J			Q		O	ST	R	R	VW	U	U

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 20**

In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

Base: All respondents who made an appointment to see a specialist (Q19)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	743	<b>96</b>	83	90	26	67	18	34	40	43	25	24	9	83	38	40	12	26	40	27	19	52	23
Number missing or multiple answer	11	<b>2</b>	2	3	0	1	0	0	1	1	0	0	0	1	0	1	0	0	0	1	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	732	<b>94</b>	81	87	26	66	18	34	39	42	25	24	9	82	38	39	12	26	40	26	18	51	23
	98.5%	<b>97.9%</b>	97.6%	96.7%	100.0%	98.5%	100.0%	100.0%	97.5%	97.7%	100.0%	100.0%	100.0%	98.8%	100.0%	97.5%	100.0%	100.0%	100.0%	96.3%	94.7%	98.1%	100.0%
Never	49	<b>8</b>	4	1	1	7	2	3	3	4	1	3	0	8	3	5	0	2	4	2	1	5	2
	6.7%	<b>8.5%</b>	4.9%	1.1%	3.8%	10.6%	11.1%	8.8%	7.7%	9.5%	4.0%	12.5%	0.0%	9.8%	7.9%	12.8%	0.0%	7.7%	10.0%	7.7%	5.6%	9.8%	8.7%
Sometimes	139	<b>17</b>	12	16	6	10	1	5	9	10	2	4	5	10	5	5	3	3	6	7	5	8	4
	19.0%	<b>18.1%</b>	14.8%	18.4%	23.1%	15.2%	5.6%	14.7%	23.1%	23.8%	8.0%	16.7%	55.6%	12.2%	13.2%	12.8%	25.0%	11.5%	15.0%	26.9%	27.8%	15.7%	17.4%
Usually	194	<b>32</b>	17	26	9	23	5	10	17	14	9	9	3	29	15	11	6	6	17	9	3	19	10
	26.5%	<b>34.0%</b>	21.0%	29.9%	34.6%	34.8%	27.8%	29.4%	43.6%	33.3%	36.0%	37.5%	33.3%	35.4%	39.5%	28.2%	50.0%	23.1%	42.5%	34.6%	16.7%	37.3%	43.5%
Always	350	<b>37</b>	48	44	10	26	10	16	10	14	13	8	1	35	15	18	3	15	13	8	9	19	7
	47.8%	<b>39.4%</b>	59.3%	50.6%	38.5%	39.4%	55.6%	47.1%	25.6%	33.3%	52.0%	33.3%	11.1%	42.7%	39.5%	46.2%	25.0%	57.7%	32.5%	30.8%	50.0%	37.3%	30.4%
Significantly different from column:*		<b>C</b>					I		G									S	R				
Usually or Always	544	<b>69</b>	65	70	19	49	15	26	27	28	22	17	4	64	30	29	9	21	30	17	12	38	17
	74.3%	<b>73.4%</b>	80.2%	80.5%	73.1%	74.2%	83.3%	76.5%	69.2%	66.7%	88.0%	70.8%	44.4%	78.0%	78.9%	74.4%	75.0%	80.8%	75.0%	65.4%	66.7%	74.5%	73.9%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 21

How many specialists have you talked to in the last 6 months?

Base: All respondents who made an appointment to see a specialist (Q19)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	743	<b>96</b>	83	90	26	67	18	34	40	43	25	24	9	83	38	40	12	26	40	27	19	52	23
Number missing or multiple answer	14	<b>3</b>	1	2	0	2	0	0	2	1	0	1	0	2	0	1	1	0	1	1	2	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	729	<b>93</b>	82	88	26	65	18	34	38	42	25	23	9	81	38	39	11	26	39	26	17	51	23
	98.1%	<b>96.9%</b>	98.8%	97.8%	100.0%	97.0%	100.0%	100.0%	95.0%	97.7%	100.0%	95.8%	100.0%	97.6%	100.0%	97.5%	91.7%	100.0%	97.5%	96.3%	89.5%	98.1%	100.0%
None	19	<b>3</b>	3	3	2	1	1	1	1	2	0	1	1	2	1	1	0	1	1	1	2	1	0
	2.6%	<b>3.2%</b>	3.7%	3.4%	7.7%	1.5%	5.6%	2.9%	2.6%	4.8%	0.0%	4.3%	11.1%	2.5%	2.6%	2.6%	0.0%	3.8%	2.6%	3.8%	11.8%	2.0%	0.0%
1 specialist	360	<b>46</b>	43	41	14	30	7	16	20	23	12	8	5	38	17	18	7	17	15	12	11	27	7
	49.4%	<b>49.5%</b>	52.4%	46.6%	53.8%	46.2%	38.9%	47.1%	52.6%	54.8%	48.0%	34.8%	55.6%	46.9%	44.7%	46.2%	63.6%	65.4%	38.5%	46.2%	64.7%	52.9%	30.4%
2	202	<b>26</b>	25	22	6	20	8	8	10	9	8	9	2	24	12	11	3	6	14	6	4	17	5
	27.7%	<b>28.0%</b>	30.5%	25.0%	23.1%	30.8%	44.4%	23.5%	26.3%	21.4%	32.0%	39.1%	22.2%	29.6%	31.6%	28.2%	27.3%	23.1%	35.9%	23.1%	23.5%	33.3%	21.7%
3	84	<b>8</b>	3	12	2	6	0	6	2	2	4	2	0	8	4	4	0	1	3	4	0	3	4
	11.5%	<b>8.6%</b>	3.7%	13.6%	7.7%	9.2%	0.0%	17.6%	5.3%	4.8%	16.0%	8.7%	0.0%	9.9%	10.5%	10.3%	0.0%	3.8%	7.7%	15.4%	0.0%	5.9%	17.4%
4	38	<b>7</b>	4	8	1	6	2	2	3	4	1	2	1	6	3	3	1	1	4	2	0	2	5
	5.2%	<b>7.5%</b>	4.9%	9.1%	3.8%	9.2%	11.1%	5.9%	7.9%	9.5%	4.0%	8.7%	11.1%	7.4%	7.9%	7.7%	9.1%	3.8%	10.3%	7.7%	0.0%	3.9%	21.7%
5 or more specialists	26	<b>3</b>	4	2	1	2	0	1	2	2	0	1	0	3	1	2	0	0	2	1	0	1	2
	3.6%	<b>3.2%</b>	4.9%	2.3%	3.8%	3.1%	0.0%	2.9%	5.3%	4.8%	0.0%	4.3%	0.0%	3.7%	2.6%	5.1%	0.0%	0.0%	5.1%	3.8%	0.0%	2.0%	8.7%
3 or more specialists	148	<b>18</b>	11	22	4	14	2	9	7	8	5	5	1	17	8	9	1	2	9	7	0	6	11
	20.3%	<b>19.4%</b>	13.4%	25.0%	15.4%	21.5%	11.1%	26.5%	18.4%	19.0%	20.0%	21.7%	11.1%	21.0%	21.1%	23.1%	9.1%	7.7%	23.1%	26.9%	0.0%	11.8%	47.8%
Significantly different from column:*																						W	V

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 22**

We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents who saw a specialist (Q19 & Q21)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	710	<b>90</b>	79	85	24	64	17	33	37	40	25	22	8	79	37	38	11	25	38	25	15	50	23
Number missing or multiple answer	6	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	704	<b>90</b>	77	84	24	64	17	33	37	40	25	22	8	79	37	38	11	25	38	25	15	50	23
	99.2%	<b>100.0%</b>	97.5%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst specialist possible	8	<b>1</b>	1	0	0	1	0	0	1	1	0	0	0	1	0	1	0	1	0	0	0	1	0
	1.1%	<b>1.1%</b>	1.3%	0.0%	0.0%	1.6%	0.0%	0.0%	2.7%	2.5%	0.0%	0.0%	0.0%	1.3%	0.0%	2.6%	0.0%	4.0%	0.0%	0.0%	0.0%	2.0%	0.0%
1	4	<b>0</b>	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	<b>0.0%</b>	1.3%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	5	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	<b>0.0%</b>	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	5	<b>1</b>	0	0	0	1	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0	1	0
	0.7%	<b>1.1%</b>	0.0%	0.0%	0.0%	1.6%	0.0%	3.0%	0.0%	0.0%	4.0%	0.0%	0.0%	1.3%	0.0%	2.6%	0.0%	0.0%	2.6%	0.0%	0.0%	2.0%	0.0%
4	7	<b>2</b>	0	1	0	2	0	2	0	2	0	0	0	2	1	0	1	0	0	2	0	1	1
	1.0%	<b>2.2%</b>	0.0%	1.2%	0.0%	3.1%	0.0%	6.1%	0.0%	5.0%	0.0%	0.0%	0.0%	2.5%	2.7%	0.0%	9.1%	0.0%	0.0%	8.0%	0.0%	2.0%	4.3%
5	22	<b>1</b>	3	3	0	1	1	0	0	1	0	0	0	1	1	0	0	0	0	1	0	1	0
	3.1%	<b>1.1%</b>	3.9%	3.6%	0.0%	1.6%	5.9%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	1.3%	2.7%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	2.0%	0.0%
6	26	<b>3</b>	2	1	0	3	1	0	2	2	0	1	0	3	1	2	0	1	0	2	0	2	1
	3.7%	<b>3.3%</b>	2.6%	1.2%	0.0%	4.7%	5.9%	0.0%	5.4%	5.0%	0.0%	4.5%	0.0%	3.8%	2.7%	5.3%	0.0%	4.0%	0.0%	8.0%	0.0%	4.0%	4.3%
7	63	<b>5</b>	8	6	3	2	1	0	3	3	0	2	0	5	3	2	0	2	1	2	0	4	1
	8.9%	<b>5.6%</b>	10.4%	7.1%	12.5%	3.1%	5.9%	0.0%	8.1%	7.5%	0.0%	9.1%	0.0%	6.3%	8.1%	5.3%	0.0%	8.0%	2.6%	8.0%	0.0%	8.0%	4.3%
8	129	<b>21</b>	17	13	7	13	4	8	8	8	6	6	2	18	8	7	3	7	10	3	6	12	3
	18.3%	<b>23.3%</b>	22.1%	15.5%	29.2%	20.3%	23.5%	24.2%	21.6%	20.0%	24.0%	27.3%	25.0%	22.8%	21.6%	18.4%	27.3%	28.0%	26.3%	12.0%	40.0%	24.0%	13.0%
9	109	<b>17</b>	8	13	3	14	3	4	10	7	5	5	3	14	9	6	2	0	12	5	1	11	5
	15.5%	<b>18.9%</b>	10.4%	15.5%	12.5%	21.9%	17.6%	12.1%	27.0%	17.5%	20.0%	22.7%	37.5%	17.7%	24.3%	15.8%	18.2%	0.0%	31.6%	20.0%	6.7%	22.0%	21.7%
10 Best specialist possible	326	<b>39</b>	37	45	11	27	7	18	13	16	13	8	3	34	14	19	5	14	14	10	8	17	12
	46.3%	<b>43.3%</b>	48.1%	53.6%	45.8%	42.2%	41.2%	54.5%	35.1%	40.0%	52.0%	36.4%	37.5%	43.0%	37.8%	50.0%	45.5%	56.0%	36.8%	40.0%	53.3%	34.0%	52.2%

NA - Not applicable

# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 22

We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents who saw a specialist (Q19 & Q21)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	710	<b>90</b>	79	85	24	64	17	33	37	40	25	22	8	79	37	38	11	25	38	25	15	50	23
Number missing or multiple answer	6	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	704	<b>90</b>	77	84	24	64	17	33	37	40	25	22	8	79	37	38	11	25	38	25	15	50	23
	99.2%	<b>100.0%</b>	97.5%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	29	<b>4</b>	2	3	0	4	0	3	1	3	1	0	0	4	1	2	1	1	1	2	0	3	1
	4.1%	<b>4.4%</b>	2.6%	3.6%	0.0%	6.3%	0.0%	9.1%	2.7%	7.5%	4.0%	0.0%	0.0%	5.1%	2.7%	5.3%	9.1%	4.0%	2.6%	8.0%	0.0%	6.0%	4.3%
5	22	<b>1</b>	3	3	0	1	1	0	0	1	0	0	0	1	1	0	0	0	0	1	0	1	0
	3.1%	<b>1.1%</b>	3.9%	3.6%	0.0%	1.6%	5.9%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	1.3%	2.7%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	2.0%	0.0%
6 to 7	89	<b>8</b>	10	7	3	5	2	0	5	5	0	3	0	8	4	4	0	3	1	4	0	6	2
	12.6%	<b>8.9%</b>	13.0%	8.3%	12.5%	7.8%	11.8%	0.0%	13.5%	12.5%	0.0%	13.6%	0.0%	10.1%	10.8%	10.5%	0.0%	12.0%	2.6%	16.0%	0.0%	12.0%	8.7%
8 to 10	564	<b>77</b>	62	71	21	54	14	30	31	31	24	19	8	66	31	32	10	21	36	18	15	40	20
	80.1%	<b>85.6%</b>	80.5%	84.5%	87.5%	84.4%	82.4%	90.9%	83.8%	77.5%	96.0%	86.4%	100.0%	83.5%	83.8%	84.2%	90.9%	84.0%	94.7%	72.0%	100.0%	80.0%	87.0%
Significantly different from column:*																							
0 to 6	77	<b>8</b>	7	7	0	8	2	3	3	6	1	1	0	8	3	4	1	2	1	5	0	6	2
	10.9%	<b>8.9%</b>	9.1%	8.3%	0.0%	12.5%	11.8%	9.1%	8.1%	15.0%	4.0%	4.5%	0.0%	10.1%	8.1%	10.5%	9.1%	8.0%	2.6%	20.0%	0.0%	12.0%	8.7%
7 to 8	192	<b>26</b>	25	19	10	15	5	8	11	11	6	8	2	23	11	9	3	9	11	5	6	16	4
	27.3%	<b>28.9%</b>	32.5%	22.6%	41.7%	23.4%	29.4%	24.2%	29.7%	27.5%	24.0%	36.4%	25.0%	29.1%	29.7%	23.7%	27.3%	36.0%	28.9%	20.0%	40.0%	32.0%	17.4%
9 to 10	435	<b>56</b>	45	58	14	41	10	22	23	23	18	13	6	48	23	25	7	14	26	15	9	28	17
	61.8%	<b>62.2%</b>	58.4%	69.0%	58.3%	64.1%	58.8%	66.7%	62.2%	57.5%	72.0%	59.1%	75.0%	60.8%	62.2%	65.8%	63.6%	56.0%	68.4%	60.0%	60.0%	56.0%	73.9%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

## Question 23

In the last 6 months, did you get information or help from your health plan's customer service?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	41	<b>6</b>	7	6	2	2	0	2	2	2	0	1	0	3	3	0	1	2	1	1	3	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,741	<b>190</b>	168	216	61	124	48	71	64	98	49	34	20	158	62	81	33	71	72	44	66	87	32
	97.7%	<b>96.9%</b>	96.0%	97.3%	96.8%	98.4%	100.0%	97.3%	97.0%	98.0%	100.0%	97.1%	100.0%	98.1%	95.4%	100.0%	97.1%	97.3%	98.6%	97.8%	95.7%	98.9%	97.0%
Yes	685	<b>76</b>	62	79	26	48	21	25	27	35	21	17	9	63	23	37	12	27	30	17	19	44	13
	39.3%	<b>40.0%</b>	36.9%	36.6%	42.6%	38.7%	43.8%	35.2%	42.2%	35.7%	42.9%	50.0%	45.0%	39.9%	37.1%	45.7%	36.4%	38.0%	41.7%	38.6%	28.8%	50.6%	40.6%
No	1,056	<b>114</b>	106	137	35	76	27	46	37	63	28	17	11	95	39	44	21	44	42	27	47	43	19
	60.7%	<b>60.0%</b>	63.1%	63.4%	57.4%	61.3%	56.3%	64.8%	57.8%	64.3%	57.1%	50.0%	55.0%	60.1%	62.9%	54.3%	63.6%	62.0%	58.3%	61.4%	71.2%	49.4%	59.4%
Significantly different from column:*																					V	U	

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 24**

In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?

Base: All respondents who tried to get information from the health plan’s customer service (Q23)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	685	<b>76</b>	62	79	26	48	21	25	27	35	21	17	9	63	23	37	12	27	30	17	19	44	13
Number missing or multiple answer	8	<b>1</b>	2	1	0	1	0	0	1	1	0	0	0	1	0	1	0	1	0	0	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	677	<b>75</b>	60	78	26	47	21	25	26	34	21	17	9	62	23	36	12	26	30	17	19	44	12
	98.8%	<b>98.7%</b>	96.8%	98.7%	100.0%	97.9%	100.0%	100.0%	96.3%	97.1%	100.0%	100.0%	100.0%	98.4%	100.0%	97.3%	100.0%	96.3%	100.0%	100.0%	100.0%	100.0%	92.3%
Never	18	<b>2</b>	0	1	1	1	0	2	0	0	1	1	1	1	0	1	1	0	1	1	1	1	0
	2.7%	<b>2.7%</b>	0.0%	1.3%	3.8%	2.1%	0.0%	8.0%	0.0%	0.0%	4.8%	5.9%	11.1%	1.6%	0.0%	2.8%	8.3%	0.0%	3.3%	5.9%	5.3%	2.3%	0.0%
Sometimes	100	<b>12</b>	4	12	5	6	5	5	0	5	2	3	0	10	2	5	3	5	4	2	5	7	0
	14.8%	<b>16.0%</b>	6.7%	15.4%	19.2%	12.8%	23.8%	20.0%	0.0%	14.7%	9.5%	17.6%	0.0%	16.1%	8.7%	13.9%	25.0%	19.2%	13.3%	11.8%	26.3%	15.9%	0.0%
Usually	176	<b>21</b>	21	23	8	12	4	7	9	11	7	2	3	17	7	11	2	5	10	5	6	11	4
	26.0%	<b>28.0%</b>	35.0%	29.5%	30.8%	25.5%	19.0%	28.0%	34.6%	32.4%	33.3%	11.8%	33.3%	27.4%	30.4%	30.6%	16.7%	19.2%	33.3%	29.4%	31.6%	25.0%	33.3%
Always	383	<b>40</b>	35	42	12	28	12	11	17	18	11	11	5	34	14	19	6	16	15	9	7	25	8
	56.6%	<b>53.3%</b>	58.3%	53.8%	46.2%	59.6%	57.1%	44.0%	65.4%	52.9%	52.4%	64.7%	55.6%	54.8%	60.9%	52.8%	50.0%	61.5%	50.0%	52.9%	36.8%	56.8%	66.7%
Significantly different from column:*																							
Usually or Always	559	<b>61</b>	56	65	20	40	16	18	26	29	18	13	8	51	21	30	8	21	25	14	13	36	12
	82.6%	<b>81.3%</b>	93.3%	83.3%	76.9%	85.1%	76.2%	72.0%	100.0%	85.3%	85.7%	76.5%	88.9%	82.3%	91.3%	83.3%	66.7%	80.8%	83.3%	82.4%	68.4%	81.8%	100.0%
Significantly different from column:*		<b>C</b>																					

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.



**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 25**

In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?

Base: All respondents who tried to get information from the health plan’s customer service (Q23)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	685	<b>76</b>	62	79	26	48	21	25	27	35	21	17	9	63	23	37	12	27	30	17	19	44	13
Number missing or multiple answer	14	<b>2</b>	0	1	1	1	0	1	1	2	0	0	0	2	0	2	0	1	0	1	0	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	671	<b>74</b>	62	78	25	47	21	24	26	33	21	17	9	61	23	35	12	26	30	16	19	43	12
	98.0%	<b>97.4%</b>	100.0%	98.7%	96.2%	97.9%	100.0%	96.0%	96.3%	94.3%	100.0%	100.0%	100.0%	96.8%	100.0%	94.6%	100.0%	96.3%	100.0%	94.1%	100.0%	97.7%	92.3%
Never	16	<b>2</b>	0	1	0	1	1	0	0	1	0	0	0	1	0	1	0	1	0	0	1	1	0
	2.4%	<b>2.7%</b>	0.0%	1.3%	0.0%	2.1%	4.8%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	1.6%	0.0%	2.9%	0.0%	3.8%	0.0%	0.0%	5.3%	2.3%	0.0%
Sometimes	20	<b>4</b>	1	4	1	3	1	2	1	1	1	2	1	3	1	1	2	1	1	2	1	2	1
	3.0%	<b>5.4%</b>	1.6%	5.1%	4.0%	6.4%	4.8%	8.3%	3.8%	3.0%	4.8%	11.8%	11.1%	4.9%	4.3%	2.9%	16.7%	3.8%	3.3%	12.5%	5.3%	4.7%	8.3%
Usually	107	<b>15</b>	9	13	4	10	2	8	4	4	7	3	1	13	5	7	2	3	10	1	4	7	4
	15.9%	<b>20.3%</b>	14.5%	16.7%	16.0%	21.3%	9.5%	33.3%	15.4%	12.1%	33.3%	17.6%	11.1%	21.3%	21.7%	20.0%	16.7%	11.5%	33.3%	6.3%	21.1%	16.3%	33.3%
Always	528	<b>53</b>	52	60	20	33	17	14	21	27	13	12	7	44	17	26	8	21	19	13	13	33	7
	78.7%	<b>71.6%</b>	83.9%	76.9%	80.0%	70.2%	81.0%	58.3%	80.8%	81.8%	61.9%	70.6%	77.8%	72.1%	73.9%	74.3%	66.7%	80.8%	63.3%	81.3%	68.4%	76.7%	58.3%
Significantly different from column:*																							
Usually or Always	635	<b>68</b>	61	73	24	43	19	22	25	31	20	15	8	57	22	33	10	24	29	14	17	40	11
	94.6%	<b>91.9%</b>	98.4%	93.6%	96.0%	91.5%	90.5%	91.7%	96.2%	93.9%	95.2%	88.2%	88.9%	93.4%	95.7%	94.3%	83.3%	92.3%	96.7%	87.5%	89.5%	93.0%	91.7%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 26

In the last 6 months, did your health plan give you any forms to fill out?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	80	<b>13</b>	9	8	5	4	2	4	3	4	2	2	0	8	3	5	1	4	3	2	4	7	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,702	<b>183</b>	166	214	58	122	46	69	63	96	47	33	20	153	62	76	33	69	70	43	65	81	31
	95.5%	<b>93.4%</b>	94.9%	96.4%	92.1%	96.8%	95.8%	94.5%	95.5%	96.0%	95.9%	94.3%	100.0%	95.0%	95.4%	93.8%	97.1%	94.5%	95.9%	95.6%	94.2%	92.0%	93.9%
Yes	372	<b>51</b>	41	47	20	31	14	21	15	26	10	13	5	44	13	31	4	18	25	8	17	25	8
	21.9%	<b>27.9%</b>	24.7%	22.0%	34.5%	25.4%	30.4%	30.4%	23.8%	27.1%	21.3%	39.4%	25.0%	28.8%	21.0%	40.8%	12.1%	26.1%	35.7%	18.6%	26.2%	30.9%	25.8%
No	1,330	<b>132</b>	125	167	38	91	32	48	48	70	37	20	15	109	49	45	29	51	45	35	48	56	23
	78.1%	<b>72.1%</b>	75.3%	78.0%	65.5%	74.6%	69.6%	69.6%	76.2%	72.9%	78.7%	60.6%	75.0%	71.2%	79.0%	59.2%	87.9%	73.9%	64.3%	81.4%	73.8%	69.1%	74.2%
Significantly different from column:*															P	OQ	P						

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 27**

In the last 6 months, how often were the forms from your health plan easy to fill out?\*

Base: All respondents whose health plans gave them forms to fill out (Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,702	<b>183</b>	166	214	58	122	46	69	63	96	47	33	20	153	62	76	33	69	70	43	65	81	31
Number missing or multiple answer	10	<b>2</b>	0	3	1	1	0	0	1	2	0	0	0	2	0	2	0	1	0	1	0	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,692	<b>181</b>	166	211	57	121	46	69	62	94	47	33	20	151	62	74	33	68	70	42	65	80	30
	99.4%	<b>98.9%</b>	100.0%	98.6%	98.3%	99.2%	100.0%	100.0%	98.4%	97.9%	100.0%	100.0%	100.0%	98.7%	100.0%	97.4%	100.0%	98.6%	100.0%	97.7%	100.0%	98.8%	96.8%
Never	16	<b>2</b>	0	3	0	2	0	2	0	1	0	0	2	0	1	0	0	0	1	1	2	0	0
	0.9%	<b>1.1%</b>	0.0%	1.4%	0.0%	1.7%	0.0%	2.9%	0.0%	1.1%	0.0%	0.0%	10.0%	0.0%	1.6%	0.0%	0.0%	0.0%	1.4%	2.4%	3.1%	0.0%	0.0%
Sometimes	47	<b>5</b>	2	3	2	3	0	3	2	2	1	2	0	5	1	4	0	0	4	1	1	2	1
	2.8%	<b>2.8%</b>	1.2%	1.4%	3.5%	2.5%	0.0%	4.3%	3.2%	2.1%	2.1%	6.1%	0.0%	3.3%	1.6%	5.4%	0.0%	0.0%	5.7%	2.4%	1.5%	2.5%	3.3%
Usually	123	<b>14</b>	13	17	7	7	4	5	5	7	2	5	1	13	5	7	2	4	7	3	4	7	3
	7.3%	<b>7.7%</b>	7.8%	8.1%	12.3%	5.8%	8.7%	7.2%	8.1%	7.4%	4.3%	15.2%	5.0%	8.6%	8.1%	9.5%	6.1%	5.9%	10.0%	7.1%	6.2%	8.8%	10.0%
Always	1,506	<b>160</b>	151	188	48	109	42	59	55	84	44	26	17	133	55	63	31	64	58	37	58	71	26
	89.0%	<b>88.4%</b>	91.0%	89.1%	84.2%	90.1%	91.3%	85.5%	88.7%	89.4%	93.6%	78.8%	85.0%	88.1%	88.7%	85.1%	93.9%	94.1%	82.9%	88.1%	89.2%	88.8%	86.7%
Significantly different from column:*																		S	R				
Usually or Always	1,629	<b>174</b>	164	205	55	116	46	64	60	91	46	31	18	146	60	70	33	68	65	40	62	78	29
	96.3%	<b>96.1%</b>	98.8%	97.2%	96.5%	95.9%	100.0%	92.8%	96.8%	96.8%	97.9%	93.9%	90.0%	96.7%	96.8%	94.6%	100.0%	100.0%	92.9%	95.2%	95.4%	97.5%	96.7%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

\*\*Respondents answering "No" to question 26 are reported to NCQA as "Always" in question 27, and are used in calculating the Question Summary Rate.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 28**

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	87	<b>10</b>	6	7	2	4	1	4	1	3	3	0	1	4	0	3	3	3	2	1	7	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,695	<b>186</b>	169	215	61	122	47	69	65	97	46	35	19	157	65	78	31	70	71	44	62	85	33
	95.1%	<b>94.9%</b>	96.6%	96.8%	96.8%	96.8%	97.9%	94.5%	98.5%	97.0%	93.9%	100.0%	95.0%	97.5%	100.0%	96.3%	91.2%	95.9%	97.3%	97.8%	89.9%	96.6%	100.0%
0 Worst health plan possible	10	<b>1</b>	2	3	0	1	1	0	0	1	0	0	0	1	1	0	0	0	0	1	0	1	0
	0.6%	<b>0.5%</b>	1.2%	1.4%	0.0%	0.8%	2.1%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.6%	1.5%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	1.2%	0.0%
1	3	<b>0</b>	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	<b>0.0%</b>	0.6%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	9	<b>0</b>	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	<b>0.0%</b>	1.2%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	23	<b>1</b>	2	1	0	1	0	1	0	1	0	0	0	1	0	0	1	0	0	1	0	1	0
	1.4%	<b>0.5%</b>	1.2%	0.5%	0.0%	0.8%	0.0%	1.4%	0.0%	1.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	3.2%	0.0%	0.0%	2.3%	0.0%	1.2%	0.0%
4	25	<b>4</b>	1	2	1	3	2	0	2	4	0	0	0	4	0	4	0	1	0	3	2	2	0
	1.5%	<b>2.2%</b>	0.6%	0.9%	1.6%	2.5%	4.3%	0.0%	3.1%	4.1%	0.0%	0.0%	0.0%	2.5%	0.0%	5.1%	0.0%	1.4%	0.0%	6.8%	3.2%	2.4%	0.0%
5	79	<b>6</b>	5	14	2	4	1	3	1	2	3	1	1	5	0	4	2	1	1	4	2	3	1
	4.7%	<b>3.2%</b>	3.0%	6.5%	3.3%	3.3%	2.1%	4.3%	1.5%	2.1%	6.5%	2.9%	5.3%	3.2%	0.0%	5.1%	6.5%	1.4%	1.4%	9.1%	3.2%	3.5%	3.0%
6	73	<b>7</b>	9	6	1	6	2	3	2	3	2	2	1	6	2	4	1	0	5	2	2	4	1
	4.3%	<b>3.8%</b>	5.3%	2.8%	1.6%	4.9%	4.3%	4.3%	3.1%	3.1%	4.3%	5.7%	5.3%	3.8%	3.1%	5.1%	3.2%	0.0%	7.0%	4.5%	3.2%	4.7%	3.0%
7	180	<b>17</b>	14	22	10	7	9	3	5	9	3	5	1	15	10	5	2	8	5	4	5	11	1
	10.6%	<b>9.1%</b>	8.3%	10.2%	16.4%	5.7%	19.1%	4.3%	7.7%	9.3%	6.5%	14.3%	5.3%	9.6%	15.4%	6.4%	6.5%	11.4%	7.0%	9.1%	8.1%	12.9%	3.0%
8	345	<b>28</b>	34	30	9	18	10	9	8	9	6	11	2	23	8	10	6	9	11	7	13	7	6
	20.4%	<b>15.1%</b>	20.1%	14.0%	14.8%	14.8%	21.3%	13.0%	12.3%	9.3%	13.0%	31.4%	10.5%	14.6%	12.3%	12.8%	19.4%	12.9%	15.5%	15.9%	21.0%	8.2%	18.2%
9	258	<b>36</b>	28	34	12	24	8	17	10	15	12	6	7	27	14	13	6	9	19	8	12	16	7
	15.2%	<b>19.4%</b>	16.6%	15.8%	19.7%	19.7%	17.0%	24.6%	15.4%	15.5%	26.1%	17.1%	36.8%	17.2%	21.5%	16.7%	19.4%	12.9%	26.8%	18.2%	19.4%	18.8%	21.2%
10 Best health plan possible	690	<b>86</b>	71	100	26	58	14	33	37	53	20	10	7	75	30	38	13	42	30	14	26	40	17
	40.7%	<b>46.2%</b>	42.0%	46.5%	42.6%	47.5%	29.8%	47.8%	56.9%	54.6%	43.5%	28.6%	36.8%	47.8%	46.2%	48.7%	41.9%	60.0%	42.3%	31.8%	41.9%	47.1%	51.5%

NA - Not applicable

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 28**

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	87	<b>10</b>	6	7	2	4	1	4	1	3	3	0	1	4	0	3	3	3	2	1	7	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,695	<b>186</b>	169	215	61	122	47	69	65	97	46	35	19	157	65	78	31	70	71	44	62	85	33
	95.1%	<b>94.9%</b>	96.6%	96.8%	96.8%	96.8%	97.9%	94.5%	98.5%	97.0%	93.9%	100.0%	95.0%	97.5%	100.0%	96.3%	91.2%	95.9%	97.3%	97.8%	89.9%	96.6%	100.0%
0 to 4	70	<b>6</b>	8	9	1	5	3	1	2	6	0	0	0	6	1	4	1	1	0	5	2	4	0
	4.1%	<b>3.2%</b>	4.7%	4.2%	1.6%	4.1%	6.4%	1.4%	3.1%	6.2%	0.0%	0.0%	0.0%	3.8%	1.5%	5.1%	3.2%	1.4%	0.0%	11.4%	3.2%	4.7%	0.0%
5	79	<b>6</b>	5	14	2	4	1	3	1	2	3	1	1	5	0	4	2	1	1	4	2	3	1
	4.7%	<b>3.2%</b>	3.0%	6.5%	3.3%	3.3%	2.1%	4.3%	1.5%	2.1%	6.5%	2.9%	5.3%	3.2%	0.0%	5.1%	6.5%	1.4%	1.4%	9.1%	3.2%	3.5%	3.0%
6 to 7	253	<b>24</b>	23	28	11	13	11	6	7	12	5	7	2	21	12	9	3	8	10	6	7	15	2
	14.9%	<b>12.9%</b>	13.6%	13.0%	18.0%	10.7%	23.4%	8.7%	10.8%	12.4%	10.9%	20.0%	10.5%	13.4%	18.5%	11.5%	9.7%	11.4%	14.1%	13.6%	11.3%	17.6%	6.1%
8 to 10	1,293	<b>150</b>	133	164	47	100	32	59	55	77	38	27	16	125	52	61	25	60	60	29	51	63	30
	76.3%	<b>80.6%</b>	78.7%	76.3%	77.0%	82.0%	68.1%	85.5%	84.6%	79.4%	82.6%	77.1%	84.2%	79.6%	80.0%	78.2%	80.6%	85.7%	84.5%	65.9%	82.3%	74.1%	90.9%
Significantly different from column:*							HI	G	G									T	T	RS		W	V
0 to 6	222	<b>19</b>	22	29	4	15	6	7	5	11	5	3	2	17	3	12	4	2	6	11	6	11	2
	13.1%	<b>10.2%</b>	13.0%	13.5%	6.6%	12.3%	12.8%	10.1%	7.7%	11.3%	10.9%	8.6%	10.5%	10.8%	4.6%	15.4%	12.9%	2.9%	8.5%	25.0%	9.7%	12.9%	6.1%
7 to 8	525	<b>45</b>	48	52	19	25	19	12	13	18	9	16	3	38	18	15	8	17	16	11	18	18	7
	31.0%	<b>24.2%</b>	28.4%	24.2%	31.1%	20.5%	40.4%	17.4%	20.0%	18.6%	19.6%	45.7%	15.8%	24.2%	27.7%	19.2%	25.8%	24.3%	22.5%	25.0%	29.0%	21.2%	21.2%
9 to 10	948	<b>122</b>	99	134	38	82	22	50	47	68	32	16	14	102	44	51	19	51	49	22	38	56	24
	55.9%	<b>65.6%</b>	58.6%	62.3%	62.3%	67.2%	46.8%	72.5%	72.3%	70.1%	69.6%	45.7%	73.7%	65.0%	67.7%	65.4%	61.3%	72.9%	69.0%	50.0%	61.3%	65.9%	72.7%
Significantly different from column:*		<b>A</b>					HI	G	G	L	L	JK						T	T	RS			

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 29**

In general, how would you rate your overall health?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	44	<b>5</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,738	<b>191</b>	173	221	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	65	87	33
	97.5%	<b>97.4%</b>	98.9%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.2%	98.9%	100.0%
Poor	58	<b>5</b>	11	6	1	4	0	1	4	4	0	1	1	4	3	2	0	0	0	5	0	3	2
	3.3%	<b>2.6%</b>	6.4%	2.7%	1.6%	3.2%	0.0%	1.4%	6.1%	4.0%	0.0%	2.9%	5.0%	2.5%	4.6%	2.5%	0.0%	0.0%	0.0%	11.1%	0.0%	3.4%	6.1%
Fair	343	<b>40</b>	34	44	14	26	9	15	15	29	7	4	6	32	16	17	7	0	0	40	11	17	12
	19.7%	<b>20.9%</b>	19.7%	19.9%	22.2%	20.6%	18.8%	20.5%	22.7%	29.0%	14.3%	11.4%	30.0%	19.9%	24.6%	21.0%	20.6%	0.0%	0.0%	88.9%	16.9%	19.5%	36.4%
Good	632	<b>73</b>	68	87	18	55	14	33	26	29	25	16	5	66	25	33	11	0	73	0	22	32	15
	36.4%	<b>38.2%</b>	39.3%	39.4%	28.6%	43.7%	29.2%	45.2%	39.4%	29.0%	51.0%	45.7%	25.0%	41.0%	38.5%	40.7%	32.4%	0.0%	100.0%	0.0%	33.8%	36.8%	45.5%
Very good	458	<b>54</b>	36	55	25	29	21	18	15	25	16	13	6	46	15	25	13	54	0	0	24	25	4
	26.4%	<b>28.3%</b>	20.8%	24.9%	39.7%	23.0%	43.8%	24.7%	22.7%	25.0%	32.7%	37.1%	30.0%	28.6%	23.1%	30.9%	38.2%	74.0%	0.0%	0.0%	36.9%	28.7%	12.1%
Excellent	247	<b>19</b>	24	29	5	12	4	6	6	13	1	1	2	13	6	4	3	19	0	0	8	10	0
	14.2%	<b>9.9%</b>	13.9%	13.1%	7.9%	9.5%	8.3%	8.2%	9.1%	13.0%	2.0%	2.9%	10.0%	8.1%	9.2%	4.9%	8.8%	26.0%	0.0%	0.0%	12.3%	11.5%	0.0%
Excellent or Very good	705	<b>73</b>	60	84	30	41	25	24	21	38	17	14	8	59	21	29	16	73	0	0	32	35	4
	40.6%	<b>38.2%</b>	34.7%	38.0%	47.6%	32.5%	52.1%	32.9%	31.8%	38.0%	34.7%	40.0%	40.0%	36.6%	32.3%	35.8%	47.1%	100.0%	0.0%	0.0%	49.2%	40.2%	12.1%
Significantly different from column:*					F	E	HI	G	G									ST	R	R	W	W	UV

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 30**

In general, how would you rate your overall mental or emotional health?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	48	<b>6</b>	4	4	1	0	1	0	0	1	0	0	0	1	0	1	0	1	0	0	5	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,734	<b>190</b>	171	218	62	126	47	73	66	99	49	35	20	160	65	80	34	72	73	45	64	87	33
	97.3%	<b>96.9%</b>	97.7%	98.2%	98.4%	100.0%	97.9%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	99.4%	100.0%	98.8%	100.0%	98.6%	100.0%	100.0%	92.8%	98.9%	100.0%
Poor	88	<b>10</b>	11	12	3	7	3	5	2	7	2	1	0	10	3	6	1	2	3	5	2	3	5
	5.1%	<b>5.3%</b>	6.4%	5.5%	4.8%	5.6%	6.4%	6.8%	3.0%	7.1%	4.1%	2.9%	0.0%	6.3%	4.6%	7.5%	2.9%	2.8%	4.1%	11.1%	3.1%	3.4%	15.2%
Fair	327	<b>29</b>	25	49	11	18	8	7	13	17	6	6	2	25	15	13	1	3	10	16	8	13	6
	18.9%	<b>15.3%</b>	14.6%	22.5%	17.7%	14.3%	17.0%	9.6%	19.7%	17.2%	12.2%	17.1%	10.0%	15.6%	23.1%	16.3%	2.9%	4.2%	13.7%	35.6%	12.5%	14.9%	18.2%
Good	524	<b>65</b>	59	72	18	46	16	28	20	29	20	14	11	53	24	27	11	13	36	16	17	34	13
	30.2%	<b>34.2%</b>	34.5%	33.0%	29.0%	36.5%	34.0%	38.4%	30.3%	29.3%	40.8%	40.0%	55.0%	33.1%	36.9%	33.8%	32.4%	18.1%	49.3%	35.6%	26.6%	39.1%	39.4%
Very good	401	<b>44</b>	33	35	15	29	13	20	11	23	8	11	5	35	11	19	11	28	12	4	20	17	4
	23.1%	<b>23.2%</b>	19.3%	16.1%	24.2%	23.0%	27.7%	27.4%	16.7%	23.2%	16.3%	31.4%	25.0%	21.9%	16.9%	23.8%	32.4%	38.9%	16.4%	8.9%	31.3%	19.5%	12.1%
Excellent	394	<b>42</b>	43	50	15	26	7	13	20	23	13	3	2	37	12	15	10	26	12	4	17	20	5
	22.7%	<b>22.1%</b>	25.1%	22.9%	24.2%	20.6%	14.9%	17.8%	30.3%	23.2%	26.5%	8.6%	10.0%	23.1%	18.5%	18.8%	29.4%	36.1%	16.4%	8.9%	26.6%	23.0%	15.2%
Excellent or Very good	795	<b>86</b>	76	85	30	55	20	33	31	46	21	14	7	72	23	34	21	54	24	8	37	37	9
	45.8%	<b>45.3%</b>	44.4%	39.0%	48.4%	43.7%	42.6%	45.2%	47.0%	46.5%	42.9%	40.0%	35.0%	45.0%	35.4%	42.5%	61.8%	75.0%	32.9%	17.8%	57.8%	42.5%	27.3%
Significantly different from column:*															Q		O	ST	R	R	W		U

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 31**

Have you had either a flu shot or flu spray in the nose since July 1, 2022?\*

Base: All respondents who were flagged by the health plan as being 18 to 64 as of July 1 of the measurement year

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,760	<b>194</b>	174	221	61	126	47	73	65	99	48	35	20	159	65	81	33	71	73	45	67	88	33
Number missing or multiple answer	40	<b>6</b>	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	4	2	0
Number no experience	53	<b>1</b>	6	9	0	1	0	0	1	1	0	0	0	1	1	0	0	0	1	0	0	1	0
Usable responses	1,667	<b>187</b>	165	209	61	125	47	73	64	98	48	35	20	158	64	81	33	70	72	45	63	85	33
	94.7%	<b>96.4%</b>	94.8%	94.6%	100.0%	99.2%	100.0%	100.0%	98.5%	99.0%	100.0%	100.0%	100.0%	99.4%	98.5%	100.0%	100.0%	98.6%	98.6%	100.0%	94.0%	96.6%	100.0%
Yes	707	<b>85</b>	72	93	23	62	18	28	39	49	18	17	8	75	31	39	13	30	38	17	25	41	16
	42.4%	<b>45.5%</b>	43.6%	44.5%	37.7%	49.6%	38.3%	38.4%	60.9%	50.0%	37.5%	48.6%	40.0%	47.5%	48.4%	48.1%	39.4%	42.9%	52.8%	37.8%	39.7%	48.2%	48.5%
No	960	<b>102</b>	93	116	38	63	29	45	25	49	30	18	12	83	33	42	20	40	34	28	38	44	17
	57.6%	<b>54.5%</b>	56.4%	55.5%	62.3%	50.4%	61.7%	61.6%	39.1%	50.0%	62.5%	51.4%	60.0%	52.5%	51.6%	51.9%	60.6%	57.1%	47.2%	62.2%	60.3%	51.8%	51.5%
Significantly different from column:*							I	I	GH														

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

\*\*A plan's score for the HEDIS Flu Vaccinations for Adults measure will include only those members flagged by the plan as being age 18 to 64 as of July 1 of the measurement year.



# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 32

Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	54	<b>7</b>	4	3	0	1	0	0	1	1	0	0	0	1	0	1	0	1	1	0	4	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,728	<b>189</b>	171	219	63	125	48	73	65	99	49	35	20	160	65	80	34	72	72	45	65	85	33
	97.0%	<b>96.4%</b>	97.7%	98.6%	100.0%	99.2%	100.0%	100.0%	98.5%	99.0%	100.0%	100.0%	100.0%	99.4%	100.0%	98.8%	100.0%	98.6%	98.6%	100.0%	94.2%	96.6%	100.0%
Every day	214	<b>25</b>	20	37	13	11	2	8	13	17	5	2	1	22	11	11	2	9	6	10	6	11	8
	12.4%	<b>13.2%</b>	11.7%	16.9%	20.6%	8.8%	4.2%	11.0%	20.0%	17.2%	10.2%	5.7%	5.0%	13.8%	16.9%	13.8%	5.9%	12.5%	8.3%	22.2%	9.2%	12.9%	24.2%
Some days	182	<b>19</b>	17	21	5	14	6	7	6	12	6	1	1	18	10	7	2	3	7	9	4	7	6
	10.5%	<b>10.1%</b>	9.9%	9.6%	7.9%	11.2%	12.5%	9.6%	9.2%	12.1%	12.2%	2.9%	5.0%	11.3%	15.4%	8.8%	5.9%	4.2%	9.7%	20.0%	6.2%	8.2%	18.2%
Not at all	1,315	<b>142</b>	133	159	45	97	40	55	46	68	37	32	17	118	43	60	30	60	56	26	55	65	18
	76.1%	<b>75.1%</b>	77.8%	72.6%	71.4%	77.6%	83.3%	75.3%	70.8%	68.7%	75.5%	91.4%	85.0%	73.8%	66.2%	75.0%	88.2%	83.3%	77.8%	57.8%	84.6%	76.5%	54.5%
Don't know	17	<b>3</b>	1	2	0	3	0	3	0	2	1	0	1	2	1	2	0	0	3	0	0	2	1
	1.0%	<b>1.6%</b>	0.6%	0.9%	0.0%	2.4%	0.0%	4.1%	0.0%	2.0%	2.0%	0.0%	5.0%	1.3%	1.5%	2.5%	0.0%	0.0%	4.2%	0.0%	0.0%	2.4%	3.0%
Every day or Some days	396	<b>44</b>	37	58	18	25	8	15	19	29	11	3	2	40	21	18	4	12	13	19	10	18	14
	22.9%	<b>23.3%</b>	21.6%	26.5%	28.6%	20.0%	16.7%	20.5%	29.2%	29.3%	22.4%	8.6%	10.0%	25.0%	32.3%	22.5%	11.8%	16.7%	18.1%	42.2%	15.4%	21.2%	42.4%
Significantly different from column:*										L		J			Q		O	T	T	RS	W	W	UV

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 33**

In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	396	<b>44</b>	37	58	18	25	8	15	19	29	11	3	2	40	21	18	4	12	13	19	10	18	14
Number missing or multiple answer	8	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	388	<b>44</b>	37	58	18	25	8	15	19	29	11	3	2	40	21	18	4	12	13	19	10	18	14
	98.0%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	85	<b>10</b>	9	19	6	4	4	4	2	7	3	0	0	10	3	5	2	1	4	5	5	2	3
	21.9%	<b>22.7%</b>	24.3%	32.8%	33.3%	16.0%	50.0%	26.7%	10.5%	24.1%	27.3%	0.0%	0.0%	25.0%	14.3%	27.8%	50.0%	8.3%	30.8%	26.3%	50.0%	11.1%	21.4%
Sometimes	92	<b>5</b>	14	5	3	1	1	0	3	3	1	0	0	4	3	1	0	3	1	1	1	4	0
	23.7%	<b>11.4%</b>	37.8%	8.6%	16.7%	4.0%	12.5%	0.0%	15.8%	10.3%	9.1%	0.0%	0.0%	10.0%	14.3%	5.6%	0.0%	25.0%	7.7%	5.3%	10.0%	22.2%	0.0%
Usually	59	<b>10</b>	5	13	2	8	0	3	7	6	3	1	1	9	5	4	1	4	3	3	3	4	3
	15.2%	<b>22.7%</b>	13.5%	22.4%	11.1%	32.0%	0.0%	20.0%	36.8%	20.7%	27.3%	33.3%	50.0%	22.5%	23.8%	22.2%	25.0%	33.3%	23.1%	15.8%	30.0%	22.2%	21.4%
Always	152	<b>19</b>	9	21	7	12	3	8	7	13	4	2	1	17	10	8	1	4	5	10	1	8	8
	39.2%	<b>43.2%</b>	24.3%	36.2%	38.9%	48.0%	37.5%	53.3%	36.8%	44.8%	36.4%	66.7%	50.0%	42.5%	47.6%	44.4%	25.0%	33.3%	38.5%	52.6%	10.0%	44.4%	57.1%
Significantly different from column:*																							
Sometimes, Usually, or Always	303	<b>34</b>	28	39	12	21	4	11	17	22	8	3	2	30	18	13	2	11	9	14	5	16	11
	78.1%	<b>77.3%</b>	75.7%	67.2%	66.7%	84.0%	50.0%	73.3%	89.5%	75.9%	72.7%	100.0%	100.0%	75.0%	85.7%	72.2%	50.0%	91.7%	69.2%	73.7%	50.0%	88.9%	78.6%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 34

In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	396	<b>44</b>	37	58	18	25	8	15	19	29	11	3	2	40	21	18	4	12	13	19	10	18	14
Number missing or multiple answer	4	<b>1</b>	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	392	<b>43</b>	37	56	18	25	8	15	19	29	11	3	2	40	21	18	4	11	13	19	10	17	14
	99.0%	<b>97.7%</b>	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	94.4%	100.0%
Never	173	<b>22</b>	22	31	11	11	7	8	6	18	4	0	0	22	8	12	2	6	7	9	7	8	6
	44.1%	<b>51.2%</b>	59.5%	55.4%	61.1%	44.0%	87.5%	53.3%	31.6%	62.1%	36.4%	0.0%	0.0%	55.0%	38.1%	66.7%	50.0%	54.5%	53.8%	47.4%	70.0%	47.1%	42.9%
Sometimes	80	<b>8</b>	6	8	2	6	0	3	5	3	4	1	1	7	3	4	1	1	3	4	0	5	2
	20.4%	<b>18.6%</b>	16.2%	14.3%	11.1%	24.0%	0.0%	20.0%	26.3%	10.3%	36.4%	33.3%	50.0%	17.5%	14.3%	22.2%	25.0%	9.1%	23.1%	21.1%	0.0%	29.4%	14.3%
Usually	57	<b>7</b>	3	7	3	4	0	1	6	5	2	0	0	6	5	2	0	2	2	3	3	1	3
	14.5%	<b>16.3%</b>	8.1%	12.5%	16.7%	16.0%	0.0%	6.7%	31.6%	17.2%	18.2%	0.0%	0.0%	15.0%	23.8%	11.1%	0.0%	18.2%	15.4%	15.8%	30.0%	5.9%	21.4%
Always	82	<b>6</b>	6	10	2	4	1	3	2	3	1	2	1	5	5	0	1	2	1	3	0	3	3
	20.9%	<b>14.0%</b>	16.2%	17.9%	11.1%	16.0%	12.5%	20.0%	10.5%	10.3%	9.1%	66.7%	50.0%	12.5%	23.8%	0.0%	25.0%	18.2%	7.7%	15.8%	0.0%	17.6%	21.4%
Significantly different from column:*																							
Sometimes, Usually, or Always	219	<b>21</b>	15	25	7	14	1	7	13	11	7	3	2	18	13	6	2	5	6	10	3	9	8
	55.9%	<b>48.8%</b>	40.5%	44.6%	38.9%	56.0%	12.5%	46.7%	68.4%	37.9%	63.6%	100.0%	100.0%	45.0%	61.9%	33.3%	50.0%	45.5%	46.2%	52.6%	30.0%	52.9%	57.1%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

## Question 35

In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	396	<b>44</b>	37	58	18	25	8	15	19	29	11	3	2	40	21	18	4	12	13	19	10	18	14
Number missing or multiple answer	11	<b>2</b>	0	3	0	1	0	0	1	1	0	0	0	1	0	1	0	2	0	0	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	385	<b>42</b>	37	55	18	24	8	15	18	28	11	3	2	39	21	17	4	10	13	19	10	16	14
	97.2%	<b>95.5%</b>	100.0%	94.8%	100.0%	96.0%	100.0%	100.0%	94.7%	96.6%	100.0%	100.0%	100.0%	97.5%	100.0%	94.4%	100.0%	83.3%	100.0%	100.0%	100.0%	88.9%	100.0%
Never	206	<b>21</b>	26	35	9	12	6	8	7	14	6	1	1	20	7	11	3	2	7	12	6	8	7
	53.5%	<b>50.0%</b>	70.3%	63.6%	50.0%	50.0%	75.0%	53.3%	38.9%	50.0%	54.5%	33.3%	50.0%	51.3%	33.3%	64.7%	75.0%	20.0%	53.8%	63.2%	60.0%	50.0%	50.0%
Sometimes	70	<b>5</b>	4	6	2	3	1	0	3	3	2	0	0	5	4	1	0	1	2	2	0	4	1
	18.2%	<b>11.9%</b>	10.8%	10.9%	11.1%	12.5%	12.5%	0.0%	16.7%	10.7%	18.2%	0.0%	0.0%	12.8%	19.0%	5.9%	0.0%	10.0%	15.4%	10.5%	0.0%	25.0%	7.1%
Usually	45	<b>8</b>	0	5	4	4	0	3	5	6	2	0	0	7	5	3	0	3	2	3	4	1	3
	11.7%	<b>19.0%</b>	0.0%	9.1%	22.2%	16.7%	0.0%	20.0%	27.8%	21.4%	18.2%	0.0%	0.0%	17.9%	23.8%	17.6%	0.0%	30.0%	15.4%	15.8%	40.0%	6.3%	21.4%
Always	64	<b>8</b>	7	9	3	5	1	4	3	5	1	2	1	7	5	2	1	4	2	2	0	3	3
	16.6%	<b>19.0%</b>	18.9%	16.4%	16.7%	20.8%	12.5%	26.7%	16.7%	17.9%	9.1%	66.7%	50.0%	17.9%	23.8%	11.8%	25.0%	40.0%	15.4%	10.5%	0.0%	18.8%	21.4%
Significantly different from column:*																							
Sometimes, Usually, or Always	179	<b>21</b>	11	20	9	12	2	7	11	14	5	2	1	19	14	6	1	8	6	7	4	8	7
	46.5%	<b>50.0%</b>	29.7%	36.4%	50.0%	50.0%	25.0%	46.7%	61.1%	50.0%	45.5%	66.7%	50.0%	48.7%	66.7%	35.3%	25.0%	80.0%	46.2%	36.8%	40.0%	50.0%	50.0%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 36**

What is your age?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	55	<b>9</b>	2	5	1	1	0	0	0	1	0	0	0	1	0	1	0	3	0	1	5	4	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,727	<b>187</b>	173	217	62	125	48	73	66	99	49	35	20	160	65	80	34	70	73	44	64	84	33
	96.9%	<b>95.4%</b>	98.9%	97.7%	98.4%	99.2%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	99.4%	100.0%	98.8%	100.0%	95.9%	100.0%	97.8%	92.8%	95.5%	100.0%
18 to 24	181	<b>11</b>	14	17	4	7	11	0	0	7	3	1	1	9	3	6	1	8	3	0	6	5	0
	10.5%	<b>5.9%</b>	8.1%	7.8%	6.5%	5.6%	22.9%	0.0%	0.0%	7.1%	6.1%	2.9%	5.0%	5.6%	4.6%	7.5%	2.9%	11.4%	4.1%	0.0%	9.4%	6.0%	0.0%
25 to 34	365	<b>37</b>	30	42	11	26	37	0	0	19	8	10	3	34	16	16	5	17	11	9	11	20	4
	21.1%	<b>19.8%</b>	17.3%	19.4%	17.7%	20.8%	77.1%	0.0%	0.0%	19.2%	16.3%	28.6%	15.0%	21.3%	24.6%	20.0%	14.7%	24.3%	15.1%	20.5%	17.2%	23.8%	12.1%
35 to 44	332	<b>35</b>	37	41	12	23	0	35	0	13	11	9	2	31	11	13	9	12	16	7	12	9	11
	19.2%	<b>18.7%</b>	21.4%	18.9%	19.4%	18.4%	0.0%	47.9%	0.0%	13.1%	22.4%	25.7%	10.0%	19.4%	16.9%	16.3%	26.5%	17.1%	21.9%	15.9%	18.8%	10.7%	33.3%
45 to 54	329	<b>38</b>	42	42	11	27	0	38	0	20	10	6	10	27	9	17	9	12	17	9	16	15	6
	19.1%	<b>20.3%</b>	24.3%	19.4%	17.7%	21.6%	0.0%	52.1%	0.0%	20.2%	20.4%	17.1%	50.0%	16.9%	13.8%	21.3%	26.5%	17.1%	23.3%	20.5%	25.0%	17.9%	18.2%
55 to 64	500	<b>66</b>	50	72	24	42	0	0	66	40	17	9	4	59	26	28	10	21	26	19	19	35	12
	29.0%	<b>35.3%</b>	28.9%	33.2%	38.7%	33.6%	0.0%	0.0%	100.0%	40.4%	34.7%	25.7%	20.0%	36.9%	40.0%	35.0%	29.4%	30.0%	35.6%	43.2%	29.7%	41.7%	36.4%
65 to 74	16	<b>0</b>	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	<b>0.0%</b>	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
75 or older	4	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
55 or older	520	<b>66</b>	50	75	24	42	0	0	66	40	17	9	4	59	26	28	10	21	26	19	19	35	12
	30.1%	<b>35.3%</b>	28.9%	34.6%	38.7%	33.6%	0.0%	0.0%	100.0%	40.4%	34.7%	25.7%	20.0%	36.9%	40.0%	35.0%	29.4%	30.0%	35.6%	43.2%	29.7%	41.7%	36.4%
Significantly different from column:*							I	I	GH														

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 37**

Are you male or female?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	52	<b>7</b>	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	4	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,730	<b>189</b>	173	219	63	126	48	73	66	100	49	35	20	161	65	81	34	71	73	45	65	85	33
	97.1%	<b>96.4%</b>	98.9%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	94.2%	96.6%	100.0%
Male	709	<b>63</b>	76	84	63	0	15	23	24	40	15	6	9	50	20	29	11	30	18	15	28	25	8
	41.0%	<b>33.3%</b>	43.9%	38.4%	100.0%	0.0%	31.3%	31.5%	36.4%	40.0%	30.6%	17.1%	45.0%	31.1%	30.8%	35.8%	32.4%	42.3%	24.7%	33.3%	43.1%	29.4%	24.2%
Female	1,021	<b>126</b>	97	135	0	126	33	50	42	60	34	29	11	111	45	52	23	41	55	30	37	60	25
	59.0%	<b>66.7%</b>	56.1%	61.6%	0.0%	100.0%	68.8%	68.5%	63.6%	60.0%	69.4%	82.9%	55.0%	68.9%	69.2%	64.2%	67.6%	57.7%	75.3%	66.7%	56.9%	70.6%	75.8%
Significantly different from column:*		<b>AC</b>			F	E				L	J							S	R				

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 38**

What is the highest grade or level of school that you have completed?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	63	<b>12</b>	4	10	2	3	0	4	0	0	0	0	1	1	1	0	0	4	3	0	7	4	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,719	<b>184</b>	171	212	61	123	48	69	66	100	49	35	19	160	64	81	34	69	70	45	62	84	33
	96.5%	<b>93.9%</b>	97.7%	95.5%	96.8%	97.6%	100.0%	94.5%	100.0%	100.0%	100.0%	100.0%	95.0%	99.4%	98.5%	100.0%	100.0%	94.5%	95.9%	100.0%	89.9%	95.5%	100.0%
8th grade or less	65	<b>6</b>	8	10	2	4	2	3	1	6	0	0	5	1	2	1	2	2	1	3	3	3	0
	3.8%	<b>3.3%</b>	4.7%	4.7%	3.3%	3.3%	4.2%	4.3%	1.5%	6.0%	0.0%	0.0%	26.3%	0.6%	3.1%	1.2%	5.9%	2.9%	1.4%	6.7%	4.8%	3.6%	0.0%
Some high school, but did not graduate	196	<b>18</b>	17	29	6	12	5	9	4	18	0	0	3	14	9	5	4	5	6	7	9	4	5
	11.4%	<b>9.8%</b>	9.9%	13.7%	9.8%	9.8%	10.4%	13.0%	6.1%	18.0%	0.0%	0.0%	15.8%	8.8%	14.1%	6.2%	11.8%	7.2%	8.6%	15.6%	14.5%	4.8%	15.2%
High school graduate or GED	661	<b>76</b>	64	80	32	44	19	21	35	76	0	0	6	66	24	39	9	31	22	23	28	32	12
	38.5%	<b>41.3%</b>	37.4%	37.7%	52.5%	35.8%	39.6%	30.4%	53.0%	76.0%	0.0%	0.0%	31.6%	41.3%	37.5%	48.1%	26.5%	44.9%	31.4%	51.1%	45.2%	38.1%	36.4%
Some college or 2-year degree	491	<b>49</b>	44	57	15	34	11	21	17	0	49	0	2	47	14	24	11	17	25	7	12	25	11
	28.6%	<b>26.6%</b>	25.7%	26.9%	24.6%	27.6%	22.9%	30.4%	25.8%	0.0%	100.0%	0.0%	10.5%	29.4%	21.9%	29.6%	32.4%	24.6%	35.7%	15.6%	19.4%	29.8%	33.3%
4-year college graduate	192	<b>20</b>	24	23	2	18	10	7	3	0	0	20	1	19	9	6	5	8	9	3	4	12	4
	11.2%	<b>10.9%</b>	14.0%	10.8%	3.3%	14.6%	20.8%	10.1%	4.5%	0.0%	0.0%	57.1%	5.3%	11.9%	14.1%	7.4%	14.7%	11.6%	12.9%	6.7%	6.5%	14.3%	12.1%
More than 4-year college degree	114	<b>15</b>	14	13	4	11	1	8	6	0	0	15	2	13	6	6	3	6	7	2	6	8	1
	6.6%	<b>8.2%</b>	8.2%	6.1%	6.6%	8.9%	2.1%	11.6%	9.1%	0.0%	0.0%	42.9%	10.5%	8.1%	9.4%	7.4%	8.8%	8.7%	10.0%	4.4%	9.7%	9.5%	3.0%
4-year college graduate or more	306	<b>35</b>	38	36	6	29	11	15	9	0	0	35	3	32	15	12	8	14	16	5	10	20	5
	17.8%	<b>19.0%</b>	22.2%	17.0%	9.8%	23.6%	22.9%	21.7%	13.6%	0.0%	0.0%	100.0%	15.8%	20.0%	23.4%	14.8%	23.5%	20.3%	22.9%	11.1%	16.1%	23.8%	15.2%
Significantly different from column:*					F	E				L	L	JK											

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 39**

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	86	<b>15</b>	11	11	4	4	1	3	3	5	0	0	0	0	2	1	1	6	2	2	10	3	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,696	<b>181</b>	164	211	59	122	47	70	63	95	49	35	20	161	63	80	33	67	71	43	59	85	32
	95.2%	<b>92.3%</b>	93.7%	95.0%	93.7%	96.8%	97.9%	95.9%	95.5%	95.0%	100.0%	100.0%	100.0%	100.0%	96.9%	98.8%	97.1%	91.8%	97.3%	95.6%	85.5%	96.6%	97.0%
Yes, Hispanic or Latino	228	<b>20</b>	15	21	9	11	4	12	4	14	2	3	20	0	6	2	9	8	5	7	8	11	1
	13.4%	<b>11.0%</b>	9.1%	10.0%	15.3%	9.0%	8.5%	17.1%	6.3%	14.7%	4.1%	8.6%	100.0%	0.0%	9.5%	2.5%	27.3%	11.9%	7.0%	16.3%	13.6%	12.9%	3.1%
No, not Hispanic or Latino	1,468	<b>161</b>	149	190	50	111	43	58	59	81	47	32	0	161	57	78	24	59	66	36	51	74	31
	86.6%	<b>89.0%</b>	90.9%	90.0%	84.7%	91.0%	91.5%	82.9%	93.7%	85.3%	95.9%	91.4%	0.0%	100.0%	90.5%	97.5%	72.7%	88.1%	93.0%	83.7%	86.4%	87.1%	96.9%
Significantly different from column:*															Q	O							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.



**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 40**

What is your race? Mark one or more.

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	113	<b>16</b>	8	8	3	6	1	5	2	5	0	0	3	2	0	0	0	7	4	0	10	5	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,669	<b>180</b>	167	214	60	120	47	68	64	95	49	35	17	159	65	81	34	66	69	45	59	83	33
	93.7%	<b>91.8%</b>	95.4%	96.4%	95.2%	95.2%	97.9%	93.2%	97.0%	95.0%	100.0%	100.0%	85.0%	98.8%	100.0%	100.0%	100.0%	90.4%	94.5%	100.0%	85.5%	94.3%	100.0%
White	640	<b>70</b>	62	79	21	49	21	22	27	38	15	16	7	61	65	0	5	23	27	20	20	32	17
	38.3%	<b>38.9%</b>	37.1%	36.9%	35.0%	40.8%	44.7%	32.4%	42.2%	40.0%	30.6%	45.7%	41.2%	38.4%	100.0%	0.0%	14.7%	34.8%	39.1%	44.4%	33.9%	38.6%	51.5%
Black or African-American	833	<b>94</b>	92	106	32	62	26	36	31	51	29	14	3	90	0	81	13	34	38	22	30	44	16
	49.9%	<b>52.2%</b>	55.1%	49.5%	53.3%	51.7%	55.3%	52.9%	48.4%	53.7%	59.2%	40.0%	17.6%	56.6%	0.0%	100.0%	38.2%	51.5%	55.1%	48.9%	50.8%	53.0%	48.5%
Asian	120	<b>10</b>	9	18	2	8	2	2	6	3	5	2	0	9	0	0	10	4	5	1	5	2	3
	7.2%	<b>5.6%</b>	5.4%	8.4%	3.3%	6.7%	4.3%	2.9%	9.4%	3.2%	10.2%	5.7%	0.0%	5.7%	0.0%	0.0%	29.4%	6.1%	7.2%	2.2%	8.5%	2.4%	9.1%
Native Hawaiian or other Pacific Islander	19	<b>0</b>	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	<b>0.0%</b>	3.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
American Indian or Alaska Native	49	<b>4</b>	7	5	0	4	1	1	2	0	4	0	0	4	0	0	4	2	2	0	0	3	1
	2.9%	<b>2.2%</b>	4.2%	2.3%	0.0%	3.3%	2.1%	1.5%	3.1%	0.0%	8.2%	0.0%	0.0%	2.5%	0.0%	0.0%	11.8%	3.0%	2.9%	0.0%	0.0%	3.6%	3.0%
Other	183	<b>20</b>	15	18	8	12	2	14	4	11	4	5	9	11	0	0	20	9	5	6	9	7	4
	11.0%	<b>11.1%</b>	9.0%	8.4%	13.3%	10.0%	4.3%	20.6%	6.3%	11.6%	8.2%	14.3%	52.9%	6.9%	0.0%	0.0%	58.8%	13.6%	7.2%	13.3%	15.3%	8.4%	12.1%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

# MedStar Family Choice

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

## Question 41

X042

In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	94	<b>14</b>	10	6	3	4	1	3	3	5	0	0	0	4	0	2	2	5	2	2	8	5	0
Number no experience	344	<b>34</b>	35	33	14	20	8	17	8	16	11	5	6	26	9	13	10	17	12	5	27	5	2
Usable responses	1,344	<b>148</b>	130	183	46	102	39	53	55	79	38	30	14	131	56	66	22	51	59	38	34	78	31
	75.4%	<b>75.5%</b>	74.3%	82.4%	73.0%	81.0%	81.3%	72.6%	83.3%	79.0%	77.6%	85.7%	70.0%	81.4%	86.2%	81.5%	64.7%	69.9%	80.8%	84.4%	49.3%	88.6%	93.9%
Yes	830	<b>93</b>	88	109	27	66	20	33	40	44	24	24	6	85	37	42	12	26	45	22	17	51	23
	61.8%	<b>62.8%</b>	67.7%	59.6%	58.7%	64.7%	51.3%	62.3%	72.7%	55.7%	63.2%	80.0%	42.9%	64.9%	66.1%	63.6%	54.5%	51.0%	76.3%	57.9%	50.0%	65.4%	74.2%
No	514	<b>55</b>	42	74	19	36	19	20	15	35	14	6	8	46	19	24	10	25	14	16	17	27	8
	38.2%	<b>37.2%</b>	32.3%	40.4%	41.3%	35.3%	48.7%	37.7%	27.3%	44.3%	36.8%	20.0%	57.1%	35.1%	33.9%	36.4%	45.5%	49.0%	23.7%	42.1%	50.0%	34.6%	25.8%
Significantly different from column:*							I		G	L	J							S	R		W		U

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

**Question 42**

X043

In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

Base: All respondents who visited a doctor or other health provider (Q41)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,344	<b>148</b>	130	183	46	102	39	53	55	79	38	30	14	131	56	66	22	51	59	38	34	78	31
Number missing or multiple answer	57	<b>4</b>	8	8	1	3	2	0	2	2	0	2	0	3	2	1	1	2	1	1	1	2	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,287	<b>144</b>	122	175	45	99	37	53	53	77	38	28	14	128	54	65	21	49	58	37	33	76	30
	95.8%	<b>97.3%</b>	93.8%	95.6%	97.8%	97.1%	94.9%	100.0%	96.4%	97.5%	100.0%	93.3%	100.0%	97.7%	96.4%	98.5%	95.5%	96.1%	98.3%	97.4%	97.1%	97.4%	96.8%
Yes	497	<b>60</b>	49	68	17	43	12	26	22	30	15	15	5	55	23	27	9	16	25	19	7	29	23
	38.6%	<b>41.7%</b>	40.2%	38.9%	37.8%	43.4%	32.4%	49.1%	41.5%	39.0%	39.5%	53.6%	35.7%	43.0%	42.6%	41.5%	42.9%	32.7%	43.1%	51.4%	21.2%	38.2%	76.7%
No	790	<b>84</b>	73	107	28	56	25	27	31	47	23	13	9	73	31	38	12	33	33	18	26	47	7
	61.4%	<b>58.3%</b>	59.8%	61.1%	62.2%	56.6%	67.6%	50.9%	58.5%	61.0%	60.5%	46.4%	64.3%	57.0%	57.4%	58.5%	57.1%	67.3%	56.9%	48.6%	78.8%	61.8%	23.3%
Significantly different from column:*																					W	W	UV

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

**Question 43**

X044

Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q41 and Q42)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	497	<b>60</b>	49	68	17	43	12	26	22	30	15	15	5	55	23	27	9	16	25	19	7	29	23
Number missing or multiple answer	3	<b>0</b>	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	494	<b>60</b>	47	68	17	43	12	26	22	30	15	15	5	55	23	27	9	16	25	19	7	29	23
	99.4%	<b>100.0%</b>	95.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	453	<b>57</b>	44	60	16	41	11	24	22	28	14	15	4	53	23	27	6	16	23	18	7	28	21
	91.7%	<b>95.0%</b>	93.6%	88.2%	94.1%	95.3%	91.7%	92.3%	100.0%	93.3%	93.3%	100.0%	80.0%	96.4%	100.0%	100.0%	66.7%	100.0%	92.0%	94.7%	100.0%	96.6%	91.3%
No	41	<b>3</b>	3	8	1	2	1	2	0	2	1	0	1	2	0	0	3	0	2	1	0	1	2
	8.3%	<b>5.0%</b>	6.4%	11.8%	5.9%	4.7%	8.3%	7.7%	0.0%	6.7%	6.7%	0.0%	20.0%	3.6%	0.0%	0.0%	33.3%	0.0%	8.0%	5.3%	0.0%	3.4%	8.7%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

**Question 44**

X045

Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q41 and Q42)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	497	<b>60</b>	49	68	17	43	12	26	22	30	15	15	5	55	23	27	9	16	25	19	7	29	23
Number missing or multiple answer	6	<b>1</b>	1	0	1	0	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	491	<b>59</b>	48	68	16	43	12	25	22	29	15	15	5	54	23	26	9	16	24	19	7	29	22
	98.8%	<b>98.3%</b>	98.0%	100.0%	94.1%	100.0%	100.0%	96.2%	100.0%	96.7%	100.0%	100.0%	100.0%	98.2%	100.0%	96.3%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	95.7%
Yes	323	<b>36</b>	33	44	7	29	7	14	15	15	12	9	3	33	13	18	5	11	14	11	2	18	16
	65.8%	<b>61.0%</b>	68.8%	64.7%	43.8%	67.4%	58.3%	56.0%	68.2%	51.7%	80.0%	60.0%	60.0%	61.1%	56.5%	69.2%	55.6%	68.8%	58.3%	57.9%	28.6%	62.1%	72.7%
No	168	<b>23</b>	15	24	9	14	5	11	7	14	3	6	2	21	10	8	4	5	10	8	5	11	6
	34.2%	<b>39.0%</b>	31.3%	35.3%	56.3%	32.6%	41.7%	44.0%	31.8%	48.3%	20.0%	40.0%	40.0%	38.9%	43.5%	30.8%	44.4%	31.3%	41.7%	42.1%	71.4%	37.9%	27.3%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

**Question 45**

X046

When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q41 and Q42)

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	497	<b>60</b>	49	68	17	43	12	26	22	30	15	15	5	55	23	27	9	16	25	19	7	29	23
Number missing or multiple answer	10	<b>1</b>	1	2	1	0	0	0	1	1	0	0	0	1	1	0	0	0	0	1	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	487	<b>59</b>	48	66	16	43	12	26	21	29	15	15	5	54	22	27	9	16	25	18	7	29	22
	98.0%	<b>98.3%</b>	98.0%	97.1%	94.1%	100.0%	100.0%	100.0%	95.5%	96.7%	100.0%	100.0%	100.0%	98.2%	95.7%	100.0%	100.0%	100.0%	100.0%	94.7%	100.0%	100.0%	95.7%
Yes	375	<b>44</b>	36	57	11	33	9	19	16	22	11	11	4	40	16	21	6	12	20	12	6	21	17
	77.0%	<b>74.6%</b>	75.0%	86.4%	68.8%	76.7%	75.0%	73.1%	76.2%	75.9%	73.3%	73.3%	80.0%	74.1%	72.7%	77.8%	66.7%	75.0%	80.0%	66.7%	85.7%	72.4%	77.3%
No	112	<b>15</b>	12	9	5	10	3	7	5	7	4	4	1	14	6	6	3	4	5	6	1	8	5
	23.0%	<b>25.4%</b>	25.0%	13.6%	31.3%	23.3%	25.0%	26.9%	23.8%	24.1%	26.7%	26.7%	20.0%	25.9%	27.3%	22.2%	33.3%	25.0%	20.0%	33.3%	14.3%	27.6%	22.7%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

**Question 46**

X035

Do you feel that the medical care you received in the last 6 months has improved your health?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	193	<b>25</b>	19	23	5	13	2	11	5	8	5	2	4	11	2	8	3	12	6	2	16	6	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,589	<b>171</b>	156	199	58	113	46	62	61	92	44	33	16	150	63	73	31	61	67	43	53	82	31
	89.2%	<b>87.2%</b>	89.1%	89.6%	92.1%	89.7%	95.8%	84.9%	92.4%	92.0%	89.8%	94.3%	80.0%	93.2%	96.9%	90.1%	91.2%	83.6%	91.8%	95.6%	76.8%	93.2%	93.9%
Yes	1,167	<b>132</b>	128	153	44	88	31	50	51	66	36	29	12	117	49	58	23	47	56	29	35	70	22
	73.4%	<b>77.2%</b>	82.1%	76.9%	75.9%	77.9%	67.4%	80.6%	83.6%	71.7%	81.8%	87.9%	75.0%	78.0%	77.8%	79.5%	74.2%	77.0%	83.6%	67.4%	66.0%	85.4%	71.0%
No	422	<b>39</b>	28	46	14	25	15	12	10	26	8	4	4	33	14	15	8	14	11	14	18	12	9
	26.6%	<b>22.8%</b>	17.9%	23.1%	24.1%	22.1%	32.6%	19.4%	16.4%	28.3%	18.2%	12.1%	25.0%	22.0%	22.2%	20.5%	25.8%	23.0%	16.4%	32.6%	34.0%	14.6%	29.0%
Significantly different from column:*							I		G										T	S	V	U	

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

**Question 47**

X036

In the last 6 months, how many times have you changed your personal doctor or nurse?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	115	<b>17</b>	9	14	2	8	2	4	4	5	2	1	0	7	1	5	1	8	3	1	8	6	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,667	<b>179</b>	166	208	61	118	46	69	62	95	47	34	20	154	64	76	33	65	70	44	61	82	31
	93.5%	<b>91.3%</b>	94.9%	93.7%	96.8%	93.7%	95.8%	94.5%	93.9%	95.0%	95.9%	97.1%	100.0%	95.7%	98.5%	93.8%	97.1%	89.0%	95.9%	97.8%	88.4%	93.2%	93.9%
1 time	138	<b>15</b>	15	15	4	11	5	7	3	7	5	3	1	14	6	6	3	6	4	5	3	10	2
	8.3%	<b>8.4%</b>	9.0%	7.2%	6.6%	9.3%	10.9%	10.1%	4.8%	7.4%	10.6%	8.8%	5.0%	9.1%	9.4%	7.9%	9.1%	9.2%	5.7%	11.4%	4.9%	12.2%	6.5%
2 times	33	<b>1</b>	1	3	0	1	0	0	1	0	0	1	0	1	0	1	0	0	0	1	0	0	1
	2.0%	<b>0.6%</b>	0.6%	1.4%	0.0%	0.8%	0.0%	0.0%	1.6%	0.0%	0.0%	2.9%	0.0%	0.6%	0.0%	1.3%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	3.2%
3 or more times	12	<b>0</b>	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	<b>0.0%</b>	0.6%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
I have not changed my personal doctor or nurse in the last 6 months	1,484	<b>163</b>	149	186	57	106	41	62	58	88	42	30	19	139	58	69	30	59	66	38	58	72	28
	89.0%	<b>91.1%</b>	89.8%	89.4%	93.4%	89.8%	89.1%	89.9%	93.5%	92.6%	89.4%	88.2%	95.0%	90.3%	90.6%	90.8%	90.9%	90.8%	94.3%	86.4%	95.1%	87.8%	90.3%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.



**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

**Question 48**

X037

In the last 6 months, when you had to travel to see your personal doctor or nurse in person, about how long did it take, on average, to get to your personal doctor or nurse's office?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	172	<b>23</b>	14	17	5	11	4	7	4	7	3	3	0	11	5	5	2	9	6	3	13	8	1
Number no experience	135	<b>10</b>	17	30	7	3	3	5	2	6	3	1	3	7	2	2	6	7	1	2	9	1	0
Usable responses	1,475	<b>163</b>	144	175	51	112	41	61	60	87	43	31	17	143	58	74	26	57	66	40	47	79	32
	82.8%	<b>83.2%</b>	82.3%	78.8%	81.0%	88.9%	85.4%	83.6%	90.9%	87.0%	87.8%	88.6%	85.0%	88.8%	89.2%	91.4%	76.5%	78.1%	90.4%	88.9%	68.1%	89.8%	97.0%
More than 1 hour	88	<b>10</b>	7	6	4	6	2	4	4	4	4	2	1	9	2	5	3	2	6	2	6	3	1
	6.0%	<b>6.1%</b>	4.9%	3.4%	7.8%	5.4%	4.9%	6.6%	6.7%	4.6%	9.3%	6.5%	5.9%	6.3%	3.4%	6.8%	11.5%	3.5%	9.1%	5.0%	12.8%	3.8%	3.1%
Between 30 minutes and 1 hour	389	<b>43</b>	33	41	16	27	11	14	18	26	9	8	5	38	12	24	5	17	16	10	13	25	5
	26.4%	<b>26.4%</b>	22.9%	23.4%	31.4%	24.1%	26.8%	23.0%	30.0%	29.9%	20.9%	25.8%	29.4%	26.6%	20.7%	32.4%	19.2%	29.8%	24.2%	25.0%	27.7%	31.6%	15.6%
Less than 30 minutes	998	<b>110</b>	104	128	31	79	28	43	38	57	30	21	11	96	44	45	18	38	44	28	28	51	26
	67.7%	<b>67.5%</b>	72.2%	73.1%	60.8%	70.5%	68.3%	70.5%	63.3%	65.5%	69.8%	67.7%	64.7%	67.1%	75.9%	60.8%	69.2%	66.7%	66.7%	70.0%	59.6%	64.6%	81.3%
Significantly different from column:*																					W		U

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

**Question 49**

X038

For health care, when you travel to see your personal doctor or nurse in person, how far do you have to travel to visit your personal doctor or nurse?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	132	<b>17</b>	10	17	3	7	2	4	3	5	0	2	0	5	2	2	2	7	3	2	10	5	1
Number no experience	183	<b>14</b>	18	25	4	10	5	2	7	9	5	0	1	13	3	8	3	7	2	5	8	5	1
Usable responses	1,467	<b>165</b>	147	180	56	109	41	67	56	86	44	33	19	143	60	71	29	59	68	38	51	78	31
	82.3%	<b>84.2%</b>	84.0%	81.1%	88.9%	86.5%	85.4%	91.8%	84.8%	86.0%	89.8%	94.3%	95.0%	88.8%	92.3%	87.7%	85.3%	80.8%	93.2%	84.4%	73.9%	88.6%	93.9%
More than 10 miles	395	<b>46</b>	40	36	17	29	13	15	18	24	12	9	7	39	16	20	7	14	21	11	18	23	5
	26.9%	<b>27.9%</b>	27.2%	20.0%	30.4%	26.6%	31.7%	22.4%	32.1%	27.9%	27.3%	27.3%	36.8%	27.3%	26.7%	28.2%	24.1%	23.7%	30.9%	28.9%	35.3%	29.5%	16.1%
10 miles or less	1,072	<b>119</b>	107	144	39	80	28	52	38	62	32	24	12	104	44	51	22	45	47	27	33	55	26
	73.1%	<b>72.1%</b>	72.8%	80.0%	69.6%	73.4%	68.3%	77.6%	67.9%	72.1%	72.7%	72.7%	63.2%	72.7%	73.3%	71.8%	75.9%	76.3%	69.1%	71.1%	64.7%	70.5%	83.9%
Significantly different from column:*																							

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

**Question 50**

X039

In the last 6 months, how often were you able to get a referral to a specialist when you needed one?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	196	<b>24</b>	15	25	6	11	4	7	4	8	3	3	0	13	3	8	2	9	6	4	14	6	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,586	<b>172</b>	160	197	57	115	44	66	62	92	46	32	20	148	62	73	32	64	67	41	55	82	31
	89.0%	<b>87.8%</b>	91.4%	88.7%	90.5%	91.3%	91.7%	90.4%	93.9%	92.0%	93.9%	91.4%	100.0%	91.9%	95.4%	90.1%	94.1%	87.7%	91.8%	91.1%	79.7%	93.2%	93.9%
Never	399	<b>32</b>	31	42	15	17	10	16	6	21	7	3	9	21	6	16	8	15	12	5	23	8	1
	25.2%	<b>18.6%</b>	19.4%	21.3%	26.3%	14.8%	22.7%	24.2%	9.7%	22.8%	15.2%	9.4%	45.0%	14.2%	9.7%	21.9%	25.0%	23.4%	17.9%	12.2%	41.8%	9.8%	3.2%
Sometimes	171	<b>16</b>	13	14	5	11	5	8	3	8	4	4	2	14	5	5	6	2	8	6	5	7	3
	10.8%	<b>9.3%</b>	8.1%	7.1%	8.8%	9.6%	11.4%	12.1%	4.8%	8.7%	8.7%	12.5%	10.0%	9.5%	8.1%	6.8%	18.8%	3.1%	11.9%	14.6%	9.1%	8.5%	9.7%
Usually	270	<b>32</b>	28	37	9	23	9	7	16	15	11	6	2	30	14	14	4	9	14	9	8	22	2
	17.0%	<b>18.6%</b>	17.5%	18.8%	15.8%	20.0%	20.5%	10.6%	25.8%	16.3%	23.9%	18.8%	10.0%	20.3%	22.6%	19.2%	12.5%	14.1%	20.9%	22.0%	14.5%	26.8%	6.5%
Always	746	<b>92</b>	88	104	28	64	20	35	37	48	24	19	7	83	37	38	14	38	33	21	19	45	25
	47.0%	<b>53.5%</b>	55.0%	52.8%	49.1%	55.7%	45.5%	53.0%	59.7%	52.2%	52.2%	59.4%	35.0%	56.1%	59.7%	52.1%	43.8%	59.4%	49.3%	51.2%	34.5%	54.9%	80.6%
Significantly different from column:*																					VW	UV	UV
Usually or Always	1,016	<b>124</b>	116	141	37	87	29	42	53	63	35	25	9	113	51	52	18	47	47	30	27	67	27
	64.1%	<b>72.1%</b>	72.5%	71.6%	64.9%	75.7%	65.9%	63.6%	85.5%	68.5%	76.1%	78.1%	45.0%	76.4%	82.3%	71.2%	56.3%	73.4%	70.1%	73.2%	49.1%	81.7%	87.1%
Significantly different from column:*		<b>A</b>					I	I	GH				N	M	Q		O				VW	U	U

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

**Question 51**

X041

In the last 6 months, did you get any educational materials from doctors or health professionals about the dangers of smoking or using tobacco products?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	137	<b>16</b>	12	15	3	6	2	4	2	4	0	2	0	5	2	2	1	6	3	2	9	5	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,645	<b>180</b>	163	207	60	120	46	69	64	96	49	33	20	156	63	79	33	67	70	43	60	83	32
	92.3%	<b>91.8%</b>	93.1%	93.2%	95.2%	95.2%	95.8%	94.5%	97.0%	96.0%	100.0%	94.3%	100.0%	96.9%	96.9%	97.5%	97.1%	91.8%	95.9%	95.6%	87.0%	94.3%	97.0%
Yes	370	<b>46</b>	37	47	18	28	9	17	19	24	15	7	3	41	15	24	7	16	16	14	11	24	9
	22.5%	<b>25.6%</b>	22.7%	22.7%	30.0%	23.3%	19.6%	24.6%	29.7%	25.0%	30.6%	21.2%	15.0%	26.3%	23.8%	30.4%	21.2%	23.9%	22.9%	32.6%	18.3%	28.9%	28.1%
No	1,275	<b>134</b>	126	160	42	92	37	52	45	72	34	26	17	115	48	55	26	51	54	29	49	59	23
	77.5%	<b>74.4%</b>	77.3%	77.3%	70.0%	76.7%	80.4%	75.4%	70.3%	75.0%	69.4%	78.8%	85.0%	73.7%	76.2%	69.6%	78.8%	76.1%	77.1%	67.4%	81.7%	71.1%	71.9%
Significantly different from column:*																							

NA - Not applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

**Question 52**

X052

In the last 6 months, how often was it easy to get an appointment with a health provider by phone or video?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	130	<b>17</b>	11	12	3	7	2	5	3	6	0	2	0	6	2	2	3	7	3	2	10	5	1
Number no experience	476	<b>44</b>	39	48	17	27	8	18	17	15	15	12	7	35	15	15	11	20	14	10	25	15	4
Usable responses	1,176	<b>135</b>	125	162	43	92	38	50	46	79	34	21	13	120	48	64	20	46	56	33	34	68	28
	66.0%	<b>68.9%</b>	71.4%	73.0%	68.3%	73.0%	79.2%	68.5%	69.7%	79.0%	69.4%	60.0%	65.0%	74.5%	73.8%	79.0%	58.8%	63.0%	76.7%	73.3%	49.3%	77.3%	84.8%
Never	105	<b>8</b>	7	12	3	5	4	3	1	3	3	2	3	5	1	3	4	2	4	2	3	5	0
	8.9%	<b>5.9%</b>	5.6%	7.4%	7.0%	5.4%	10.5%	6.0%	2.2%	3.8%	8.8%	9.5%	23.1%	4.2%	2.1%	4.7%	20.0%	4.3%	7.1%	6.1%	8.8%	7.4%	0.0%
Sometimes	199	<b>22</b>	18	23	5	17	8	9	5	13	6	3	2	20	5	11	4	6	10	6	4	14	3
	16.9%	<b>16.3%</b>	14.4%	14.2%	11.6%	18.5%	21.1%	18.0%	10.9%	16.5%	17.6%	14.3%	15.4%	16.7%	10.4%	17.2%	20.0%	13.0%	17.9%	18.2%	11.8%	20.6%	10.7%
Usually	233	<b>30</b>	25	30	15	15	7	10	13	20	6	4	2	28	9	16	5	9	11	10	9	16	4
	19.8%	<b>22.2%</b>	20.0%	18.5%	34.9%	16.3%	18.4%	20.0%	28.3%	25.3%	17.6%	19.0%	15.4%	23.3%	18.8%	25.0%	25.0%	19.6%	19.6%	30.3%	26.5%	23.5%	14.3%
Always	639	<b>75</b>	75	97	20	55	19	28	27	43	19	12	6	67	33	34	7	29	31	15	18	33	21
	54.3%	<b>55.6%</b>	60.0%	59.9%	46.5%	59.8%	50.0%	56.0%	58.7%	54.4%	55.9%	57.1%	46.2%	55.8%	68.8%	53.1%	35.0%	63.0%	55.4%	45.5%	52.9%	48.5%	75.0%
Significantly different from column:*															Q		O					W	V
Usually or Always	872	<b>105</b>	100	127	35	70	26	38	40	63	25	16	8	95	42	50	12	38	42	25	27	49	25
	74.1%	<b>77.8%</b>	80.0%	78.4%	81.4%	76.1%	68.4%	76.0%	87.0%	79.7%	73.5%	76.2%	61.5%	79.2%	87.5%	78.1%	60.0%	82.6%	75.0%	75.8%	79.4%	72.1%	89.3%
Significantly different from column:*							I		G														

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

5153000

**Question 53**

X053

In the last 6 months, how often was it easy to get the care you needed by phone or video?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,782	<b>196</b>	175	222	63	126	48	73	66	100	49	35	20	161	65	81	34	73	73	45	69	88	33
Number missing or multiple answer	129	<b>17</b>	12	13	4	6	2	4	3	6	0	2	0	6	2	3	2	6	3	3	9	6	1
Number no experience	577	<b>64</b>	47	49	27	37	14	24	25	29	20	14	9	53	23	25	14	28	22	14	31	26	7
Usable responses	1,076	<b>115</b>	116	160	32	83	32	45	38	65	29	19	11	102	40	53	18	39	48	28	29	56	25
	60.4%	<b>58.7%</b>	66.3%	72.1%	50.8%	65.9%	66.7%	61.6%	57.6%	65.0%	59.2%	54.3%	55.0%	63.4%	61.5%	65.4%	52.9%	53.4%	65.8%	62.2%	42.0%	63.6%	75.8%
Never	132	<b>7</b>	8	21	1	6	3	4	0	3	1	2	2	5	0	3	3	2	3	2	3	4	0
	12.3%	<b>6.1%</b>	6.9%	13.1%	3.1%	7.2%	9.4%	8.9%	0.0%	4.6%	3.4%	10.5%	18.2%	4.9%	0.0%	5.7%	16.7%	5.1%	6.3%	7.1%	10.3%	7.1%	0.0%
Sometimes	160	<b>15</b>	14	14	5	10	5	7	3	8	4	3	2	13	3	6	4	4	7	4	4	6	3
	14.9%	<b>13.0%</b>	12.1%	8.8%	15.6%	12.0%	15.6%	15.6%	7.9%	12.3%	13.8%	15.8%	18.2%	12.7%	7.5%	11.3%	22.2%	10.3%	14.6%	14.3%	13.8%	10.7%	12.0%
Usually	213	<b>29</b>	27	41	10	19	9	9	11	19	5	5	2	27	12	11	6	7	14	8	6	17	6
	19.8%	<b>25.2%</b>	23.3%	25.6%	31.3%	22.9%	28.1%	20.0%	28.9%	29.2%	17.2%	26.3%	18.2%	26.5%	30.0%	20.8%	33.3%	17.9%	29.2%	28.6%	20.7%	30.4%	24.0%
Always	571	<b>64</b>	67	84	16	48	15	25	24	35	19	9	5	57	25	33	5	26	24	14	16	29	16
	53.1%	<b>55.7%</b>	57.8%	52.5%	50.0%	57.8%	46.9%	55.6%	63.2%	53.8%	65.5%	47.4%	45.5%	55.9%	62.5%	62.3%	27.8%	66.7%	50.0%	50.0%	55.2%	51.8%	64.0%
Significantly different from column:*															Q	Q	OP						
Usually or Always	784	<b>93</b>	94	125	26	67	24	34	35	54	24	14	7	84	37	44	11	33	38	22	22	46	22
	72.9%	<b>80.9%</b>	81.0%	78.1%	81.3%	80.7%	75.0%	75.6%	92.1%	83.1%	82.8%	73.7%	63.6%	82.4%	92.5%	83.0%	61.1%	84.6%	79.2%	78.6%	75.9%	82.1%	88.0%
Significantly different from column:*								I	H														

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

## APPENDIX D. SURVEY MATERIALS



## SURVEY INSTRUCTIONS

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- <sub>1</sub> Yes → *If Yes, Go to Question 1*  
<sub>2</sub> No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

1. Our records show that you are now in MedStar Family Choice. Is that right?

- <sub>1</sub> Yes → *If Yes, Go to Question 3*  
<sub>2</sub> No

2. What is the name of your health plan? *(Please print)*

\_\_\_\_\_

## YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do **not** include care you got when you stayed overnight in a hospital. Do **not** include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

- <sub>1</sub> Yes      <sub>2</sub> No → *If No, Go to Question 5*

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

- Never      Sometimes      Usually      Always  
<sub>1</sub>      <sub>2</sub>      <sub>3</sub>      <sub>4</sub>

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

- <sub>1</sub> Yes      <sub>2</sub> No → *If No, Go to Question 7*

6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

- Never      Sometimes      Usually      Always  
<sub>1</sub>      <sub>2</sub>      <sub>3</sub>      <sub>4</sub>

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

- <sub>0</sub> None → *If None, Go to Question 10*  
<sub>1</sub> 1 time  
<sub>2</sub> 2  
<sub>3</sub> 3  
<sub>4</sub> 4  
<sub>5</sub> 5 to 9  
<sub>6</sub> 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- |                            |                          |                          |                          |                          |                           |                          |                          |                          |                          |                          |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                          | 1                        | 2                        | 3                        | 4                        | 5                         | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worst health care possible |                          |                          |                          |                          | Best health care possible |                          |                          |                          |                          |                          |

9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- Never      Sometimes      Usually      Always  
<sub>1</sub>      <sub>2</sub>      <sub>3</sub>      <sub>4</sub>

## YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- <sub>1</sub> Yes      <sub>2</sub> No → *If No, Go to Question 19*



11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

- <sub>0</sub> None → **If None, Go to Question 18**
- <sub>1</sub> 1 time
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 to 9
- <sub>6</sub> 10 or more times

12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- Never                  Sometimes                  Usually                  Always
- <sub>1</sub>                                  <sub>2</sub>                                  <sub>3</sub>                                  <sub>4</sub>

13. In the last 6 months, how often did your personal doctor listen carefully to you?

- Never                  Sometimes                  Usually                  Always
- <sub>1</sub>                                  <sub>2</sub>                                  <sub>3</sub>                                  <sub>4</sub>

14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- Never                  Sometimes                  Usually                  Always
- <sub>1</sub>                                  <sub>2</sub>                                  <sub>3</sub>                                  <sub>4</sub>

15. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never                  Sometimes                  Usually                  Always
- <sub>1</sub>                                  <sub>2</sub>                                  <sub>3</sub>                                  <sub>4</sub>

16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- <sub>1</sub> Yes                  <sub>2</sub> No → **If No, Go to Question 18**

17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- Never                  Sometimes                  Usually                  Always
- <sub>1</sub>                                  <sub>2</sub>                                  <sub>3</sub>                                  <sub>4</sub>

18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- 0    1    2    3    4    5    6    7    8    9    10
- 
- Worst personal doctor possible    Best personal doctor possible

## GETTING HEALTH CARE FROM SPECIALISTS

**When you answer the next questions, include the care you got in person, by phone, or by video. Do not include dental visits or care you got when you stayed overnight in a hospital.**

19. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

- <sub>1</sub> Yes                  <sub>2</sub> No → **If No, Go to Question 23**

20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

- Never                  Sometimes                  Usually                  Always
- <sub>1</sub>                                  <sub>2</sub>                                  <sub>3</sub>                                  <sub>4</sub>

21. How many specialists have you talked to in the last 6 months?

- <sub>0</sub> None → **If None, Go to Question 23**
- <sub>1</sub> 1 specialist
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 or more specialists

22. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- 0    1    2    3    4    5    6    7    8    9    10
- 
- Worst specialist possible    Best specialist possible

## YOUR HEALTH PLAN

**The next questions ask about your experience with your health plan.**

23. In the last 6 months, did you get information or help from your health plan's customer service?

- <sub>1</sub> Yes                  <sub>2</sub> No → **If No, Go to Question 26**

24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- Never                  Sometimes                  Usually                  Always
- <sub>1</sub>                                  <sub>2</sub>                                  <sub>3</sub>                                  <sub>4</sub>

25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Never <sub>1</sub>      Sometimes <sub>2</sub>      Usually <sub>3</sub>      Always <sub>4</sub>

26. In the last 6 months, did your health plan give you any forms to fill out?

<sub>1</sub> Yes      <sub>2</sub> No → **If No, Go to Question 28**

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

Never <sub>1</sub>      Sometimes <sub>2</sub>      Usually <sub>3</sub>      Always <sub>4</sub>

28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

0   1   2   3   4   5   6   7   8   9   10  
            
Worst health plan possible      Best health plan possible

## ABOUT YOU

29. In general, how would you rate your overall health?

<sub>1</sub> Excellent  
<sub>2</sub> Very good  
<sub>3</sub> Good  
<sub>4</sub> Fair  
<sub>5</sub> Poor

30. In general, how would you rate your overall mental or emotional health?

<sub>1</sub> Excellent  
<sub>2</sub> Very good  
<sub>3</sub> Good  
<sub>4</sub> Fair  
<sub>5</sub> Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 2022?

<sub>1</sub> Yes  
<sub>2</sub> No  
<sub>3</sub> Don't know

32. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

<sub>1</sub> Every day  
<sub>2</sub> Some days  
<sub>3</sub> Not at all → **If Not at all, Go to Question 36**  
<sub>4</sub> Don't know → **If Don't know, Go to Question 36**

33. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Never <sub>1</sub>      Sometimes <sub>2</sub>      Usually <sub>3</sub>      Always <sub>4</sub>

34. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

Never <sub>1</sub>      Sometimes <sub>2</sub>      Usually <sub>3</sub>      Always <sub>4</sub>

35. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

Never <sub>1</sub>      Sometimes <sub>2</sub>      Usually <sub>3</sub>      Always <sub>4</sub>

36. What is your age?

<sub>1</sub> 18 to 24  
<sub>2</sub> 25 to 34  
<sub>3</sub> 35 to 44  
<sub>4</sub> 45 to 54  
<sub>5</sub> 55 to 64  
<sub>6</sub> 65 to 74  
<sub>7</sub> 75 or older

37. Are you male or female?

<sub>1</sub> Male  
<sub>2</sub> Female

38. What is the highest grade or level of school that you have completed?

<sub>1</sub> 8th grade or less  
<sub>2</sub> Some high school, but did not graduate  
<sub>3</sub> High school graduate or GED  
<sub>4</sub> Some college or 2-year degree  
<sub>5</sub> 4-year college graduate  
<sub>6</sub> More than 4-year college degree

39. Are you of Hispanic or Latino origin or descent?

<sub>1</sub> Yes, Hispanic or Latino  
<sub>2</sub> No, not Hispanic or Latino

40. What is your race? Mark one or more.

<sub>a</sub> White  
<sub>b</sub> Black or African-American  
<sub>c</sub> Asian  
<sub>d</sub> Native Hawaiian or other Pacific Islander  
<sub>e</sub> American Indian or Alaska Native  
<sub>f</sub> Other

**Now we would like to ask a few more questions about the services your health plan provides.**

41. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

- <sub>1</sub> Yes
- <sub>2</sub> No
- <sub>3</sub> I did not have a visit with a doctor or other health provider in the last 6 months

→ **Go to Question 46**

42. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 46**

43. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

- <sub>1</sub> Yes
- <sub>2</sub> No

44. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

- <sub>1</sub> Yes
- <sub>2</sub> No

45. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

- <sub>1</sub> Yes
- <sub>2</sub> No

46. Do you feel that the medical care you received in the last 6 months has improved your health?

- <sub>1</sub> Yes
- <sub>2</sub> No

47. In the last 6 months, how many times have you changed your personal doctor or nurse?

- <sub>1</sub> 1 time
- <sub>2</sub> 2 times
- <sub>3</sub> 3 or more times
- <sub>4</sub> I have not changed my personal doctor or nurse in the last 6 months

48. In the last 6 months, when you had to travel to see your personal doctor or nurse in person, about how long did it take, on average, to get to your personal doctor or nurse's office?

- <sub>1</sub> Less than 30 minutes
- <sub>2</sub> Between 30 minutes and 1 hour
- <sub>3</sub> More than 1 hour
- <sub>4</sub> I don't know

49. For health care, when you travel to see your personal doctor or nurse in person, how far do you have to travel to visit your personal doctor or nurse?

- <sub>1</sub> 10 miles or less
- <sub>2</sub> More than 10 miles
- <sub>3</sub> I don't know

50. In the last 6 months, how often were you able to get a referral to a specialist when you needed one?

- |                                       |                                       |                                       |                                       |
|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Never                                 | Sometimes                             | Usually                               | Always                                |
| <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> |

51. In the last 6 months, did you get any educational materials from doctors or health professionals about the dangers of smoking or using tobacco products?

- <sub>1</sub> Yes
- <sub>2</sub> No

52. In the last 6 months, how often was it easy to get an appointment with a health provider by phone or video?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always
- <sub>5</sub> I did not try to make any appointments by phone or video in the last 6 months

53. In the last 6 months, how often was it easy to get the care you needed by phone or video?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always
- <sub>5</sub> I did not try get care by phone or video in the last 6 months

**THANK YOU**

**Please return the completed survey in the postage-paid envelope to:**

**Center for the Study of Services  
PO Box 3416  
Hopkins, MN 55343**

**Please do not include any other correspondence.**