

Member Satisfaction Survey Evaluation

A Member Satisfaction Survey which addressed quality, availability, and accessibility of care issues was mailed to all Jai Medical System members with HealthBeat, the member newsletter, in October 2017. The HealthChoice survey was reviewed in 2017 to ensure that the survey adequately assessed the needs of our health plan. The CY 2017 survey consisted of 20 questions. The purpose of the Member Satisfaction Survey is to measure and analyze member satisfaction and to identify areas that need improvement. Through survey results, Jai Medical Systems is able to identify issues, investigate sources of dissatisfaction, and implement action steps to follow up on the findings. This process is part of Jai Medical Systems' continuing goal of improving the delivery of care and services to its members.

Member Satisfaction Surveys are sent along with the member newsletters toward the end of the calendar year. The members are asked to fill out the survey and mail it back to Jai Medical Systems in the enclosed postage-paid envelope. Surveys are also made available in the providers' offices for the members to complete. For sixty calendar days the results of the survey are collected, recorded, and analyzed by the Quality Assurance Department and the Production Department. The sixty days begins one week after the date the surveys are mailed in order to give the members time to receive the survey. Any surveys needing follow up with the member are forwarded to the appropriate department to handle the issue. After sixty days, any surveys that are received will be reviewed for any follow up that may be necessary, but the results will not be included in the final analysis. When appropriate, a corrective action plan will be considered, developed, and monitored by the QAC when any of the following responses occur: Greater than a 5% "poor" rating, Less than an 85% combined rating for "Excellent" and "Good" responses, Questions tracking only a "Yes" or "No" response should have no less than an 80% "Yes" response rate for questions directly related to satisfaction with care. After review and approval by the Consumer Advisory Board, Quality Assurance Committee, and the Board of Directors, the member satisfaction survey results will be printed in HealthBeat, the member newsletter. Survey results are distributed to providers by the Provider Relations Department.

Survey Results - HealthChoice

For CY 2017, a total of 25,178 surveys were mailed out, and at the time this study was written, only 968 surveys were returned. This is a 3.8% response rate. The 2017 response rate decreased from last year's response rate of 5.6%. All returned surveys were reviewed for responses and comments, and provided to the appropriate departments for follow up when necessary. Some surveys did not contain responses to some questions, so the denominator will vary by question.

Jai Medical Systems received an overall satisfaction rate of 83.8% for CY 2017, which was 4.9 percentage points lower than the CY 2016 overall satisfaction rate of 88.7% and lower than our minimum standard of 85%. In comparison to CY 2016 our ratings in CY 2017 dropped for the many of the survey questions related to satisfaction with care. Also, we received below an 85% response rate when combining excellent and good responses for 8 survey questions. This is an increase compared to 2016, when only 2 survey questions fell below the 85% benchmark.

Table: Jai Medical Systems Member Satisfaction Survey 2006-2016: Overall Ratings

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Overall Rating	91%	91%	89%	88%	85%	80%	82%	83%	86%	86%	86%	89%	84%

Member Satisfaction is a composite score obtained by combining the percent of responses marked "Excellent" or "Good"

Table: Member Satisfaction Survey – Summary 2014 – 2017

HealthChoice Survey Question		2014	2015	2016	2017	
1.	Our records indicate that you are a member of Jai Medical Systems, MCO. Is this correct?	Yes	99.4%	98.9%	99.4%	99.2%
		No	.6%	1.1%	0.6%	0.8%
2.	How long have you been enrolled with Jai Medical Systems?	< 6 months	6.3%	4.0%	3.8%	2.6%
		6 months – 1	17.9%	9.3%	7.5%	6.4%
		1 – 2 years	20.1%	18.3%	16.1%	20.5%
		3+ years	55.7%	68.4%	72.6%	70.4%
3.	Are you satisfied with the selection of primary care providers Jai Medical Systems has to offer?	Yes	93.3%	93.5%	94.5%	95.6%
		No	6.2%	5.4%	4.7%	3.6%
4.	Does your primary care provider require an appointment to be seen?	Yes	51.8%	56.6%	56.1%	58.2%
		No	46.2%	42.2%	42.3%	41.1%
	If no, is the ability to walk in without an appointment an important benefit to you?	Yes	88.7%	89.0%	90.5%	86.3%
		No	11.3%	11.0%	9.5%	13.7%
		Not Applicable	9.5%	13.1%	11.3%	9.7%
5.	If you have ever required a visit to a specialty care provider, were you satisfied with the selection of specialists available?	Yes	72.5%	84.9%	86.8%	86.7%
		No	12.8%	13.4%	12.8%	12.1%
		Not Applicable	14.5%	11.1%	13.3%	7.3%
6.	Please check one box for each of the following pertaining to your Primary Care Physician:					
	Willingness of doctor to explain medical problems & treatment	Excellent	53.4%	55.6%	60.6%	63.9%
		Good	34.0%	33.5%	30.1%	26.1%
		Fair	10.0%	8.8%	6.9%	7.3%
		Poor	2.6%	2.2%	2.2%	2.7%
	Doctor's explanation of prescription medications	Excellent	52.0%	50.9%	56.8%	53.1%
		Good	35.4%	38.6%	32.7%	33.8%
		Fair	9.7%	8.3%	8.2%	11.6%
		Poor	2.8%	2.2%	2.3%	1.5%
	Amount of time your doctor spent with you during your visit	Excellent	43.1%	48.5%	52.1%	50.1%
		Good	40.6%	37.1%	34.5%	32.5%
		Fair	12.3%	11.6%	10.7%	15.3%
		Poor	4.0%	2.8%	2.7%	2.1%
	Doctors attention given to what you had to say	Excellent	51.2%	51.5%	56.0%	58.9%
		Good	34.9%	35.3%	32.1%	26.2%
		Fair	10.1%	9.9%	8.6%	13.2%
		Poor	3.7%	3.4%	3.3%	1.7%
	Friendliness & knowledge of medical staff **	Excellent			51.3%	47.3%
		Good			34.0%	34.8%
		Fair			11.9%	15.0%

	After arriving at your doctor's office for care, how would you rate the amount of time waiting before you see your doctor for a scheduled appointment?***	Poor			2.8%	2.9%
		Excellent		29.1%	38.9%	39.5%
		Good		36.8%	35.1%	30.3%
		Fair		24.7%	18.6%	23.6%
	After arriving at your doctor's office for care, how would you rate the amount of time waiting before you see your doctor without an appointment?***	Poor		9.4%	7.3%	6.7%
		Excellent		23.6%	30.4%	33.3%
		Good		30.4%	31.6%	26.7%
		Fair		25.5%	22.6%	24.4%
7.	Are you satisfied with your prescription benefit with Jai Medical Systems?	Poor				
		Yes	95.1%	96.1%	96.7%	93.7%
8.	Are you satisfied with the prescription medications covered on the Jai Medical Systems formulary?	No	4.9%	3.9%	3.3%	6.3%
		Yes	92.8%	95.2%	95.0%	93.3%
9.	Do you feel it is an important benefit to have no co-payments on prescription medications?	No	7.2%	4.8%	5.0%	6.7%
		Yes	94.5%	94.7%	94.9%	95.4%
10.	Are you satisfied with Jai Medical Systems' Customer Service Department?	No	5.5%	5.3%	5.1%	4.6%
		Yes	92.0%	90.5%	92.1%	91.9%
11.	When calling the Customer Service Department, was your call answered in a timely manner?	No	8.0%	9.5%	7.9%	8.1%
		Yes	87.7%	88.4%	91.1%	87.9%
		Not Applicable	12.3%	11.6%	8.9%	12.1%
12.	When calling the Customer Service Department, were you satisfied with the response to your questions and/or concerns?	Yes	8.5%	8.4%	7.2%	5.7%
		No	89.1%	90.2%	91.6%	88.9%
		Not Applicable	10.9%	9.8%	8.4%	11.1%
13.	Have you ever received letters and/or information from Jai Medical Systems in the mail?	Yes	9.0%	8.8%	8.6%	6.1%
		No	97.8%	98.0%	98.4%	96.9%
	If yes, do you feel the letters and/or information were helpful?	Yes	2.2%	2.0%	1.6%	3.1%
		No	94.8%	94.9%	95.5%	94.2%
14.	Are you aware of Jai Medical Systems' Health Education programs?	Yes	5.2%	5.1%	4.5%	5.8%
		No	66.2%	72.4%	73.7%	73.3%
	If yes, have you attended any of the Health Education programs?	Yes	33.8%	27.6%	26.3%	26.7%
		No	20.9%	25.2%	29.5%	34.0%
	If yes, would you recommend the Health Education programs to a friend and/or family member?	Yes	79.1%	74.8%	70.5%	66.0%
		No	82.8%	73.1%	77.1%	72.0%
15.	How would you rate your ability to easily obtain: a referral to a specialist**	Yes	17.2%	26.9%	22.9%	28.0%
		Excellent	43.2%	40.5%	52.3%	40.5%
		Good	39.1%	41.0%	34.8%	42.9%
		Fair	13.8%	13.9%	9.7%	12.7%
		Poor	3.9%	4.5%	3.3%	3.8%
	Not Applicable	6.6%	6.3%	5.9%	4.5%	
	an appointment with a specialist	Excellent	40.9%	38.6%	51.1%	40.5%
Good		42.5%	42.7%	36.2%	38.0%	

		Fair	12.4%	15.2%	9.5%	18.4%
		Poor	4.2%	3.4%	3.2%	3.1%
		Not Applicable	8.2%	6.7%	7.5%	5.6%
	the care, test, and treatment you and your PCP discussed**	Excellent	44.3%	42.6%	53.1%	41.7%
		Good	40.9%	42.3%	35.1%	46.2%
		Fair	11.4%	12.4%	9.4%	10.4%
		Poor	3.4%	2.6%	2.4%	1.7%
		Not Applicable	.4%	1.5%	1.1%	1.2%
16.	If you have ever used Jai Medical Systems' Case Management services, were you satisfied with the service provided?***+	Yes	71.5%		76.3%	23.8%
		No	28.5%		23.7%	76.2%
		Not Applicable	38.7%		32.7%	10.5%
17.	Do you have access to a smartphone, tablet, or application enabled device?	Yes	45.5%	51.1%	56.7%	51.5%
		No	54.5%	48.9%	43.3%	48.5%
18.	Would a mobile smartphone or tablet application (app) by Jai Medical Systems be of interest to you?	Yes	68.5%	66.6%	68.4%	67.7%
		No	31.5%	33.4%	31.6%	32.3%
19.	What is your overall rating of Jai Medical Systems?	Excellent	45.0%	47.2%	54.7%	46.3%
		Good	41.0%	37.8%	34.0%	37.5%
		Fair	11.5%	12.2%	9.5%	14.4%
		Poor	2.5%	2.7%	1.8%	1.9%
20.	Would you recommend joining Jai Medical Systems to a friend and/or family member?	Yes	91.6%	92.9%	93.5%	91.5%
		No	8.4%	7.1%	6.5%	8.5%

**The question is new or has changed so it is not directly comparable to previous data
+ An older version of the question was used so 2015 data was not comparable

Due to changes in the member satisfaction survey, only five questions regarding patient satisfaction with their primary care provider remain consistent with previous years. The results for these five questions are tracked in the table below:

Table: Member Satisfaction Survey Pt 2 – Summary 2004 - 2017

Survey Question	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Willingness of providers to explain medical problems and treatment	90%	91%	93%	88%	93%	88%	86%	86%	88%	88%	87%	89%	91%	90%
Attention given to what you had to say	91%	90%	90%	87%	89%	87%	86%	85%	85%	90%	86%	87%	88%	85%
Amount of time you had with doctor during the visit	91%	88%	86%	83%	87%	82%	84%	81%	82%	88%	84%	86%	87%	83%
Amount of time spent waiting to see the doctor	77%	70%	62%	67%	64%	63%	59%	58%	61%	71%	**	**	**	**
Friendliness & knowledge of medical staff	92%	93%	92%	87%	86%	84%	83%	81%	82%	87%	82%	**	85%**	82%
Doctor's explanation of prescriptions	92%	92%	94%	92%	89%	87%	87%	86%	86%	88%	87%	90%	90%	87%

Member Satisfaction is a composite score obtained by combining the percent of responses marked "Excellent" or "Good"

**Question was altered so it is not comparable to previous years

The following areas showed an improvement from the survey results of 2016:

Are you satisfied with the selection of primary care providers Jai Medical Systems has to offer, Willingness of doctor to explain medical problems & treatment, Doctors attention given to what you had to say, After arriving at your doctor's office for care, how would you rate the amount of time waiting before you see your doctor for a scheduled appointment, After arriving at your doctor's office for care, how would you rate the amount of time waiting before you see your doctor without an appointment and Do you feel it is an important benefit to have no co-payments on prescription medications.

It is recommended that the following survey questions be discussed during the first quarter of 2018 as possible Corrective Action Plans based on response rates that did not meet our minimum standards:

- ***Amount of time spent waiting to see your doctor for your scheduled appointment***
6.7% “Poor” responses and 69.7% “Excellent/Good” combined responses
- ***Amount of time spent waiting to see your doctor without an appointment***
15.6% “Poor” responses and 60.0% “Excellent/Good” combined responses
- ***Friendly and knowledge of medical staff***
82.1% “Excellent/Good” combined responses
- ***Customer Service skills of the medical staff and ability to assist with your questions***
82.6% “Excellent/Good” combined responses
- ***How would you rate the referral process to see a specialist when recommended by your doctor***
83.5% Excellent/Good responses
- ***How would you rate your ability to easily obtain an appointment with a specialist***
78.5% Excellent/ Good responses
- ***Amount of time your doctor spent with you during your visit***
82.6% Excellent/ Good responses
- ***Overall rating of Jai Medical Systems***
83.8% Excellent/ Good responses

After a discussion, the QAC will have the final decision of which Corrective Action Plans will be created and monitored throughout the year. JMSMCO recognizes that the survey question *Amount of time spent waiting to see the doctor* has continually received a response of “poor” from at least 5% of the respondents. However, the “poor” rate has decreased over the past three years. A corrective action plan has been developed and implemented in order to decrease the amount of time members wait to see their PCP. Please refer to the Waiting Time Study that appears later in this report. To better evaluate member satisfaction with waiting time, in 2014 the question was split into two questions in order to evaluate whether the member had an appointment or not and in 2015 the question was again altered to clarify the results. It is being advised that in 2018 we implement an additional component to our corrective action plan for this survey question in an effort to help improve our ratings and prevent a further drop in ratings.

Consumer Assessment of Health Plans Survey (CAHPS®) Evaluation

As part of the federally required quality assurance plan, the Maryland Department of Health and Mental Hygiene (DHMH) conducted annual surveys to measure adult and child satisfaction with

the services provided by the managed care organizations participating in the HealthChoice program. DHMH contracted with The Myers Group, a National Committee for Quality Assurance (NCQA) certified vendor, to conduct satisfaction surveys for the 2004, 2005, 2006, and 2007 reports. In 2008, 2009, 2010, 2011, and 2012 DHMH contracted with WB&A Market Research to complete the CAHPS® 4.0H for child enrollees in HealthChoice and 4.0H for adult enrollees in HealthChoice. In 2013, NCQA released the 5.0H version of the CAHPS® Adult Medicaid Satisfaction Survey, which was adopted by DHMH. In 2013, 2014, 2015, 2016, and 2017 DHMH continued their contract with WB&A Market Research, however the CAHPS® 5.0H surveys were used for both the HealthChoice child and adult surveys. These surveys are important to determine the members' ratings of and experiences with the medical care they received.

CAHPS® SURVEY REPORTS

There are three groups of member satisfaction results available from CAHPS® surveys. These are the CAHPS® 5.0H Adult Medicaid HealthChoice results, the 5.0H Medicaid Child HealthChoice results and the 5.0H Medicaid Child with Chronic Conditions (CCC) results. Within each of these types of surveys, there are particular categories of questions reported that are specific to the type of care a member receives.

Adult HealthChoice

Within the CAHPS® 5.0H Adult Medicaid HealthChoice survey, there are four overall satisfaction questions and seven composite score categories made up of multiple similar questions. The four overall satisfaction questions include a rating of the *Personal Doctor*, *Specialist*, *Health Care Overall*, and *Health Plan Overall*. The seven composite score categories include *Getting Needed Care*, *Getting Care Quickly*, *How Well Doctor Communicates*, *Customer Service*, *Shared Decision-Making*, *Health Promotion and Education*, and *Coordination of Care*.

Child HealthChoice (General Population and Children with Chronic Conditions)

The CAHPS® 5.0H Child Medicaid (with CCC) Survey was distributed to all eligible members 17 years of age and younger. These survey results contain two categories of children: the general population and children with chronic conditions (CCC). The general population includes all children enrolled in HealthChoice, including those with chronic conditions. The CCC population separates and analyzes the results of only those children with chronic conditions. The general population and CCC population are surveyed on the same questions regarding their care; however, an additional five composite measures, specific to the CCC population, are included in the CCC survey. The overall satisfaction questions that are identical between the two populations are ratings on *Personal Doctor*, *Health Plan*, *Specialist*, and *Health Care*. The identical composite measures between the two populations include *Getting Needed Care*, *Getting Care Quickly*, *How Well the Doctor Communicates*, *Customer Service*, *Shared Decision-Making*, *Health Promotion and Education*, and *Coordination of Care*. The additional five composite measures for the CCC population include *Family Centered Care: Getting Needed Information*, *Family Centered Care: Personal Doctor Who Knows Child*, *Access to Prescription Medication*, *Coordination of Care for Children with Chronic Conditions*, and *Access to Specialized Services*.

CAHPS® SATISFACTION SURVEY ANALYSIS

Within each of the reports presented by WB&A Market Research, there are multiple analyses of the results. The member ratings for each individual question are included, as well as comparisons to previous years and a comparison to the HealthChoice aggregates. Demographic

analyses are presented at the beginning of the data to understand the sample size. Also, a regression analysis, determining which composite measures have the greatest impact on overall ratings, is included in the analysis of each population that was surveyed. Key drivers are discussed as well, indicating which specific measures are of high enough importance to drive the members to rate their overall health plan and overall health care as high, moderate, or low on the survey.

Demographic Analysis

WB&A Market Research was able to include a demographic analysis along with the CAHPS® results. This analysis includes the health status, age, gender, level of education, and ethnicity/race of the members. Respondents were allowed to choose more than one ethnicity, therefore the ethnicity percentages may be over 100%.

Adult HealthChoice

- 64.0% rate their overall health at excellent, very good or good
- 70.2% rate their mental/emotional health at excellent, very good or good
- The average age is 49 years old
- 51.0% female; 49.0% male
- 72.6% of members obtained an education of high school or less
- 82.0% African-American; 13.8% Caucasian; 1.9% Hispanic/Latino; 2.8% Asian; 9.5% Other

Children HealthChoice (General Population)

- 93.1% rate their overall health status at excellent, very good, or good
- 88.5% rate their mental/emotional health at excellent, very good, or good
- The average age is about 9 years old
- 48.2% female; 51.8% male
- 50.3% of the children have a parent/guardian with a high school education or less
- 80.0% African-American; 14.1% Caucasian; 7.9% Hispanic; 7.0% Asian; 11.8% Other

Children HealthChoice (CCC Population)

- 82.5% rate their overall health status at excellent, very good, or good
- 69.3% rate their mental/emotional health at excellent, very good, or good
- The average age is 10 years old
- 43.4% female; 56.6% male
- 48.3% of the children have a parent/guardian with a high school education or less
- 92.6% African-American; 9.5% Caucasian; 2.7% Asian; 1.4% Hispanic; 6.1% Other

Comparison to Aggregates

The Adult Medicaid HealthChoice and Children Medicaid survey results are compared to an aggregate of HealthChoice survey results in the state of Maryland. The following tables compare the results of survey overall ratings and composite measure scores between JMSMCO and the state aggregate. JMSMCO's score is bolded if it was equal to or higher than the Maryland Aggregate.

Table 21: CAHPS® Results Comparison – HealthChoice Adult

Adult Medicaid HealthChoice		
	2017	HC Aggregate
Getting Needed Care	81%	82%

Getting Care Quickly	81%	82%
How Well Doctor Communicates	90%	92%
Customer Service	88%	89%
Shared Decision-Making	80%	81%
Health Promotion and Education	79%	77%
Coordination of Care	64%	58%
<i>Health Care Overall</i>	69%	74%
<i>Personal Doctor</i>	80%	80%
<i>Specialist</i>	82%	81%
<i>Health Plan Overall</i>	70%	74%

**Table 22: CAHPS® Results Comparison – HealthChoice Children
Children Medicaid (General Population)**

	2017	HC Aggregate
Getting Needed Care	90%	83%
Getting Care Quickly	97%	88%
How Well Doctor Communicates	97%	94%
Customer Service	91%	88%
Shared Decision-Making	84%	77%
Health Promotion and Education	82%	74%
Coordination of Care	88%	80%
<i>Health Care Overall</i>	91%	88%
<i>Personal Doctor</i>	94%	90%
<i>Specialist</i>	86%	85%
<i>Health Plan Overall</i>	88%	87%

Table 23: CAHPS® Results Comparison – Children with Chronic Conditions

Children Medicaid (CCC Population)		
	2017	HC Aggregate
Getting Needed Care	96%	85%
Getting Care Quickly	97%	92%
How Well Doctor Communicates	96%	94%
Customer Service	89%	89%
Shared Decision-Making	83%	83%
Health Promotion and Education	94%	80%
Coordination of Care	94%	80%
Access to Prescription Medication	94%	91%
Access to Specialized Services	90%	77%
Family Centered Care: Personal Doctor Who Knows Child	91%	90%
Family Centered Care: Getting Needed Information	96%	91%
Coordination of Care for Children with Chronic Conditions	75%	74%
<i>Health Care Overall</i>	94%	86%
<i>Personal Doctor</i>	97%	89%
<i>Specialist</i>	81%	83%
<i>Health Plan Overall</i>	90%	83%

Regression Analysis and Key Drivers

A regression analysis was performed by WB&A Market Research in order to understand why members rate their health care and health plan as they do. From the regression analysis, WB&A was able to identify key drivers that affect the ratings we receive based on the healthcare we give. The following tables were created by WB&A and highlight the impact of JMSMCO performance on certain areas of healthcare. When our members give us “Lower Ratings” in areas of care that are defined as “High Impact on Rating of Health Plan”, we review these areas of care in detail. They are then discussed with the Quality Assurance Committee to determine if Corrective Action Plans need to be implemented.

Table 24: CAHPS® Results Health Plan Impact Chart – HealthChoice

- ◆ Getting Needed Care
- ◆ Getting Care Quickly
- ◆ How Well Doctors Communicate
- ◆ Customer Service
- ◆ Shared Decision-Making

ATTRIBUTE RELATIONSHIP WITH RATING OF HEALTH PLAN

Impact on Rating of Health Plan	High		<ul style="list-style-type: none"> ◆ Got the care, tests or treatment you needed ◆ Doctor spent enough time with you ◆ Received information or help needed from health plan's Customer Service 	
	Moderate	<ul style="list-style-type: none"> ◆ Received an appointment for a check-up or routine care as soon as you needed ◆ Got an appointment to see a specialist as soon as you needed 	<ul style="list-style-type: none"> ◆ Received the care needed as soon as you needed ◆ Doctor explained things in a way that was easy to understand 	<ul style="list-style-type: none"> ◆ Doctor listened carefully to you ◆ Treated with courtesy and respect by health plan's Customer Service ◆ Doctor showed respect for what you had to say
	Low	<ul style="list-style-type: none"> ◆ Asked what you thought was best for you ◆ Talked about reasons you might NOT want to take a medicine 		<ul style="list-style-type: none"> ◆ Talked about reasons you might want to take a medicine
		Lower Ratings	Moderate Ratings	Higher Ratings

Performance

Table 25: CAHPS® Results Health Care Impact Chart – HealthChoice Adult

- ◆ Getting Needed Care
- ◆ Getting Care Quickly
- ◆ How Well Doctors Communicate
- ◆ Customer Service
- ◆ Shared Decision-Making

ATTRIBUTE RELATIONSHIP WITH RATING OF HEALTH CARE

Impact on Rating of Health Care	High		<ul style="list-style-type: none"> ◆ Got the care, tests or treatment you needed ◆ Doctor spent enough time with you 	
	Moderate	<ul style="list-style-type: none"> ◆ Received an appointment for a check-up or routine care as soon as you needed 	<ul style="list-style-type: none"> ◆ Doctor explained things in a way that was easy to understand ◆ Received the care needed as soon as you needed ◆ Received information or help needed from health plan's Customer Service 	<ul style="list-style-type: none"> ◆ Doctor listened carefully to you ◆ Doctor showed respect for what you had to say
	Low	<ul style="list-style-type: none"> ◆ Asked what you thought was best for you ◆ Got an appointment to see a specialist as soon as you needed ◆ Talked about reasons you might NOT want to take a medicine 		<ul style="list-style-type: none"> ◆ Treated with courtesy and respect by health plan's Customer Service ◆ Talked about reasons you might want to take a medicine
	Lower Ratings		Moderate Ratings	Higher Ratings
Performance				

Child Medicaid HealthChoice (General Population)

Table 26: CAHPS® Results Health Plan Impact Chart – HealthChoice Children

- ❖ Getting Needed Care
- ❖ Getting Care Quickly
- ❖ How Well Doctors Communicate
- ❖ Customer Service
- ❖ Shared Decision-Making

ATTRIBUTE RELATIONSHIP WITH RATING OF HEALTH PLAN

Impact on Rating of Health Plan	High		<ul style="list-style-type: none"> ❖ Received information or help needed from child's health plan's Customer Service ❖ Got an appointment for your child to see a specialist as soon as you needed 	<ul style="list-style-type: none"> ❖ Got the care, tests or treatment your child needed
	Moderate			<ul style="list-style-type: none"> ❖ Child's doctor listened carefully to you ❖ Treated with courtesy and respect by child's health plan's Customer Service ❖ Child's doctor spent enough time with your child ❖ Child's doctor explained things about your child's health in a way that was easy to understand ❖ Child's doctor showed respect for what you had to say
	Low	<ul style="list-style-type: none"> ❖ Talked about reasons you might NOT want your child to take a medicine 	<ul style="list-style-type: none"> ❖ Asked what you thought was best for your child 	<ul style="list-style-type: none"> ❖ Received the care needed for your child as soon as they needed ❖ Received an appointment for a check-up or routine care for your child as soon as they needed ❖ Talked about reasons you might want your child to take a medicine
	Lower Ratings	Moderate Ratings		Higher Ratings
Performance				

Table 27: CAHPS® Results Health Care Impact Chart – HealthChoice Children

- ◆ Getting Needed Care
- ◆ Getting Care Quickly
- ◆ How Well Doctors Communicate
- ◆ Customer Service
- ◆ Shared Decision-Making

ATTRIBUTE RELATIONSHIP WITH RATING OF HEALTH CARE

Impact on Rating of Health

High		<ul style="list-style-type: none"> ◆ Got an appointment for your child to see a specialist as soon as you needed ◆ Asked what you thought was best for your child ◆ Received information or help needed from child's health plan's Customer Service 	<ul style="list-style-type: none"> ◆ Child's doctor spent enough time with your child ◆ Child's doctor listened carefully to you ◆ Got the care, tests or treatment your child needed
Moderate			<ul style="list-style-type: none"> ◆ Treated with courtesy and respect by child's health plan's Customer Service ◆ Child's doctor explained things about your child's health in a way that was easy to understand ◆ Child's doctor showed respect for what you had to say
Low	<ul style="list-style-type: none"> ◆ Talked about reasons you might NOT want your child to take a medicine 		<ul style="list-style-type: none"> ◆ Received an appointment for a check-up or routine care for your child as soon as they needed ◆ Talked about reasons you might want your child to take a medicine ◆ Received the care needed for your child as soon as they needed
	Lower Ratings	Moderate Ratings	Higher Ratings

Performance

Five-Year Trend Comparisons

Five-year trend comparisons are available for most of the Adult Medicaid HealthChoice program and the Child Medicaid programs. The trend comparisons look at the overall ratings (health plan, health care, personal doctor and specialist) as well as the composite measures that are specific to each type of survey.

Adult HealthChoice

Figure 5: Overall CAHPS® ratings - HealthChoice Adult

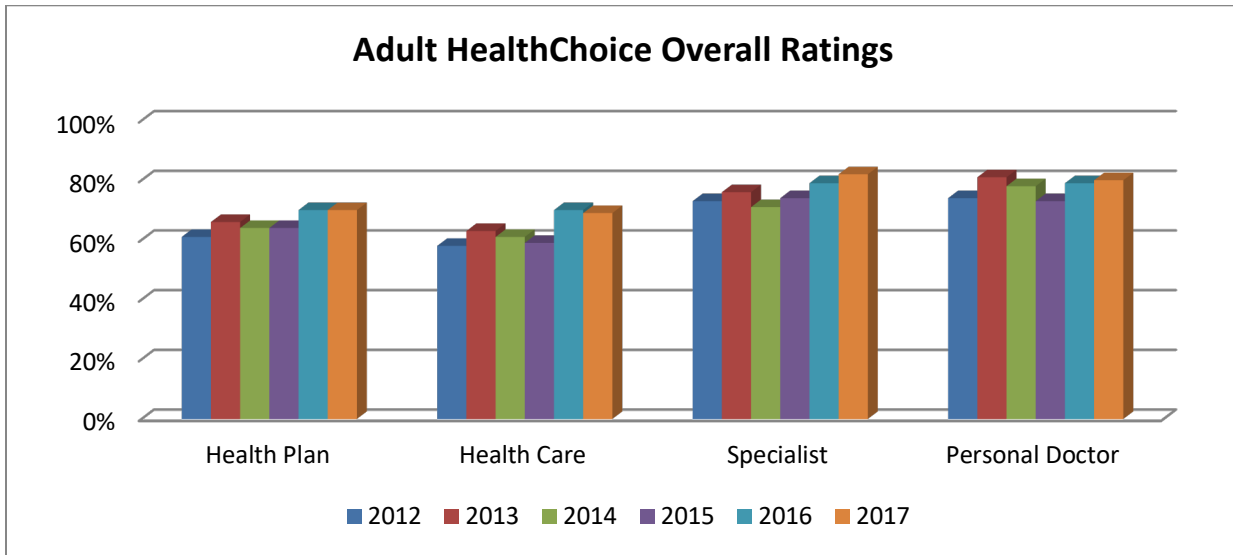
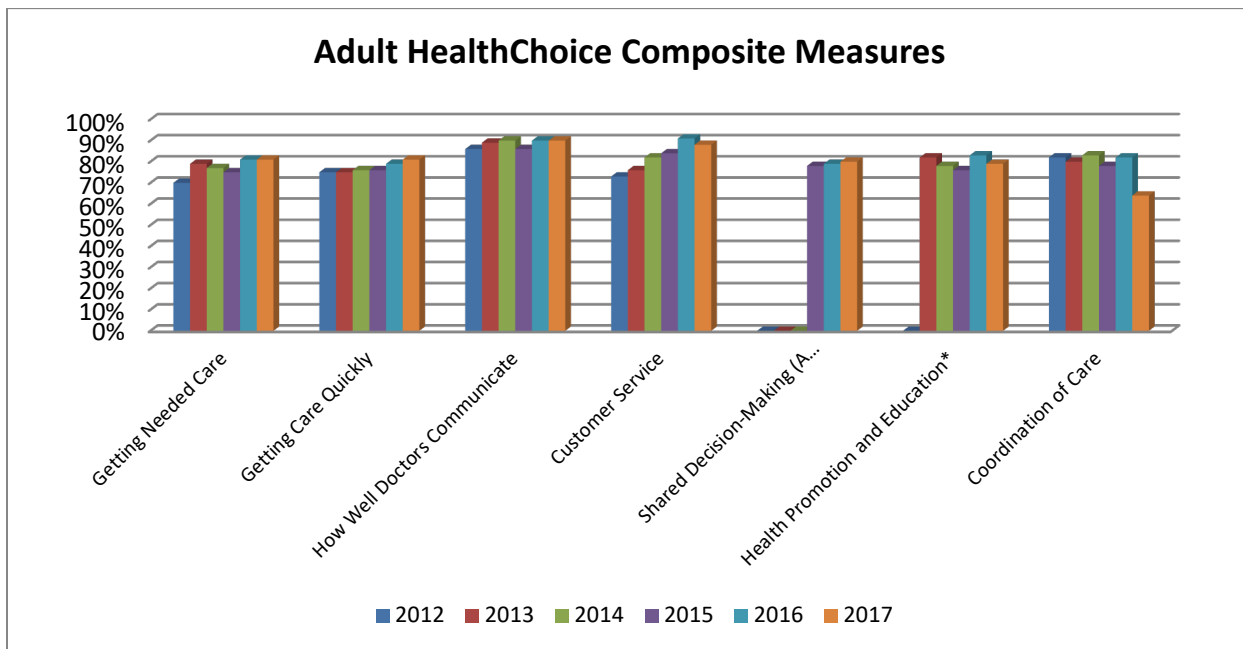


Figure 6: CAHPS® Ratings for Composite Measures - HealthChoice Adult



*Two measures (Shared Decision-Making and Health Promotion and Education) were significantly changed in 2013 and are not comparable to scores collected previous to this change. Shared Decision-Making was changed again in 2015 and is not comparable to scores collected previous to this change.

Children (General Population)

Figure 7: CAHPS® Overall Ratings – HealthChoice Children

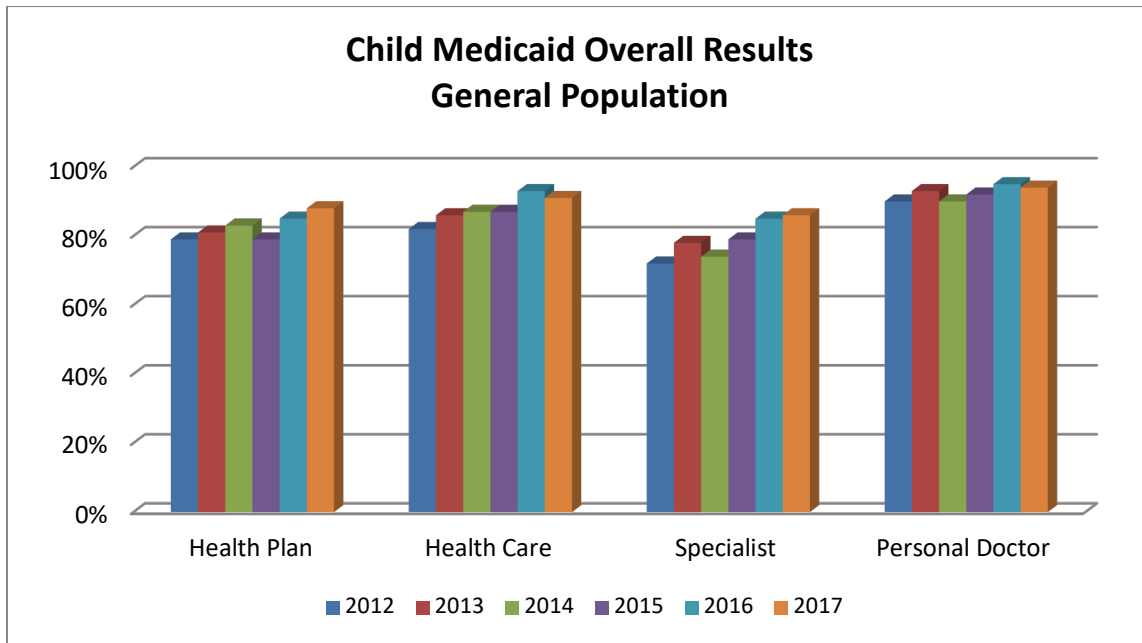
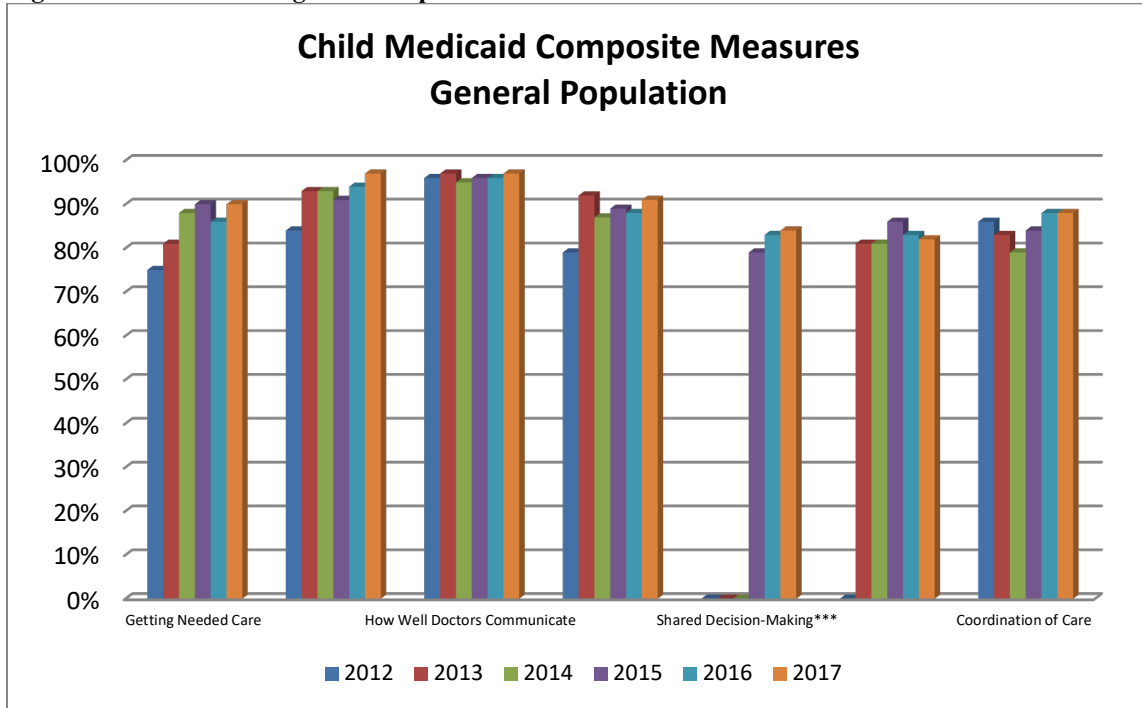


Figure 8: CAHPS® Ratings for Composite Measures – HealthChoice Children



Two measures (Shared Decision-Making and Health Promotion and Education) were significantly changed in 2013 and are not comparable to scores collected previous to this change.

Children (CCC Population)

Figure 9: CAHPS® Overall Ratings – HealthChoice Children with Chronic Conditions

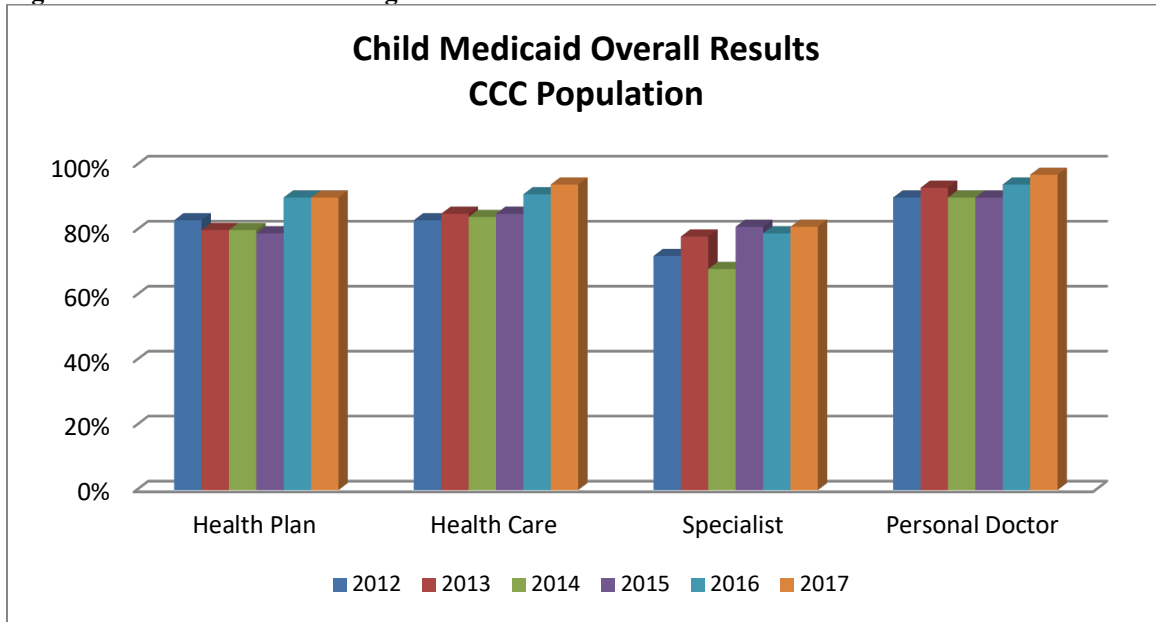
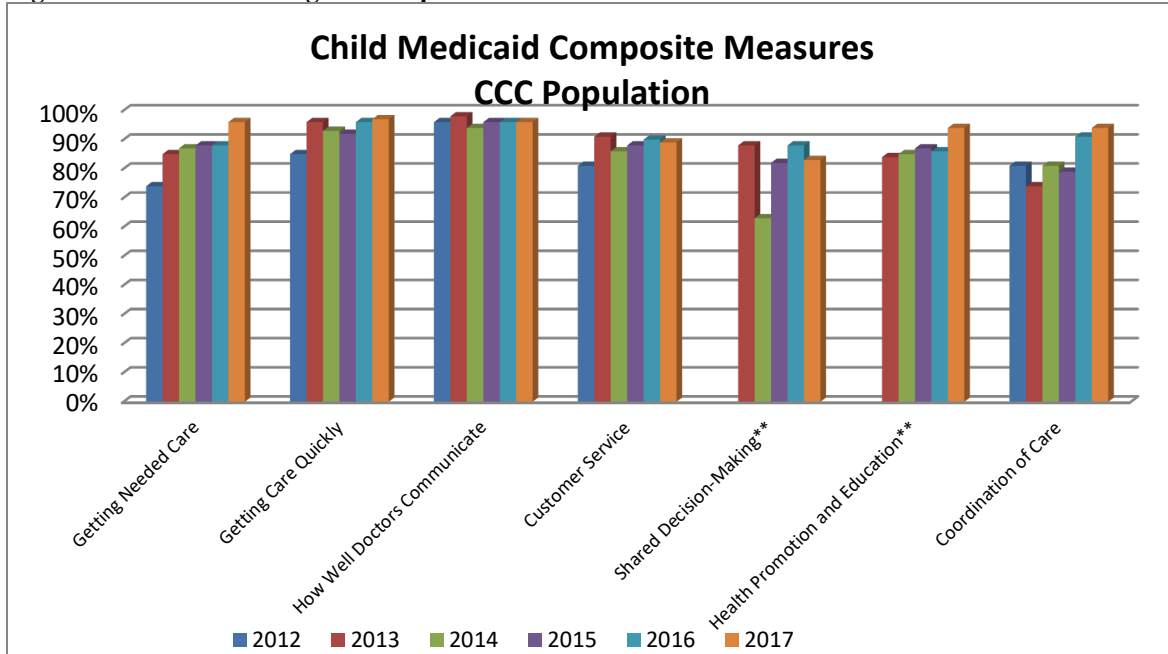
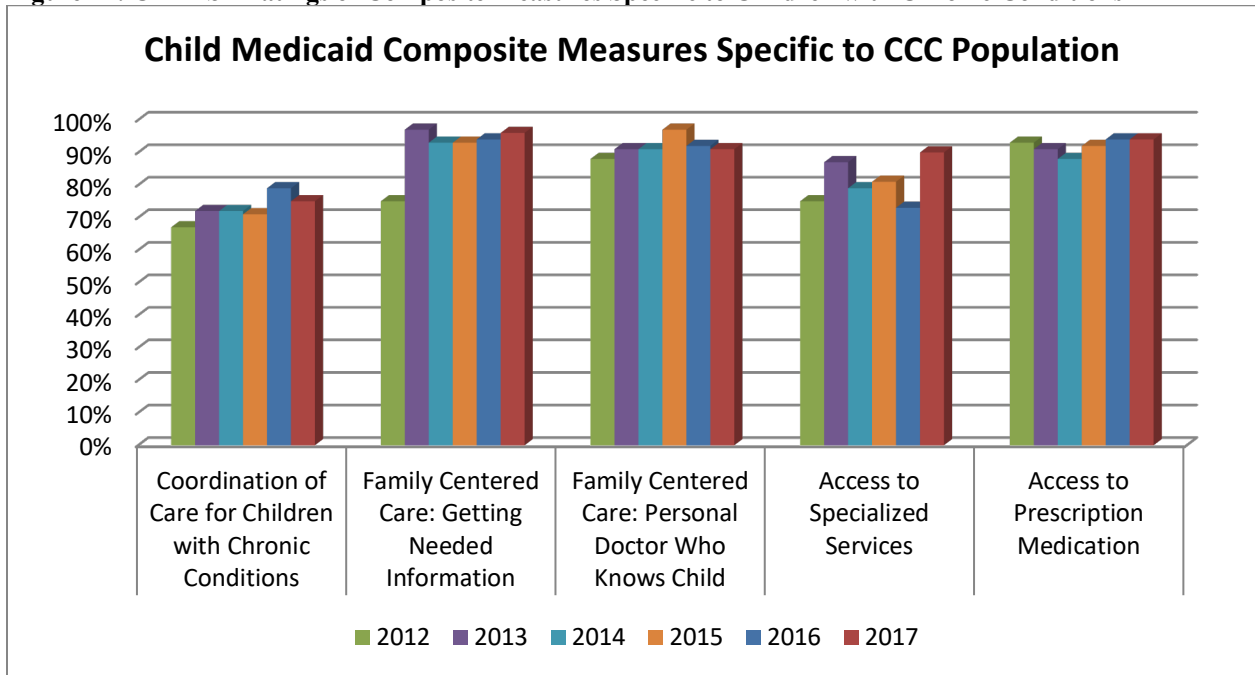


Figure 10: CAHPS® Ratings of Composite Measures – HealthChoice Children with Chronic Conditions



Two measures (Shared Decision-Making and Health Promotion and Education) were significantly changed in 2013 and are not comparable to scores collected previous to this change.

Figure 11: CAHPS® Ratings of Composite Measures Specific to Children with Chronic Conditions



2017 QUALITY COMPASS® MEDICAID PUBLIC REPORT PERCENTILES

“The 2017 Quality Compass® Medicaid Adult Calculated Percentiles¹ show composite, attribute and rating measure Summary Rates for Jai Medical Systems compared to the Summary Rates generated from the 158 plan-specific Medicaid adult samples nationwide for which plan-level scores were available. Jai Medical Systems’ percentile ranking is shown beside each score.”

Table 27: CAHPS® Results Quality Compass – HealthChoice Adults

Composite Measure/Rating Item	Jai Medical Systems		2017 Quality Compass® All Plans Means & Percentiles				
	Summary Rate	Calculated Percentile ¹	Mean ²	25 th	50 th	75 th	90 th
Getting Needed Care	81.0%	35th	82.0%	79.7%	82.7%	84.7%	86.6%
Got the care, tests or treatment you needed (Q14)	84.8%	50 th	84.2%	81.4%	84.8%	87.0%	88.7%
Got an appointment to see a specialist as soon as you needed (Q25)	77.3%	24 th	79.8%	77.3%	80.3%	83.1%	85.3%
Getting Care Quickly	80.7%	32nd	81.8%	79.6%	82.2%	84.5%	86.6%
Received the care needed as soon as you needed (Q4)	81.5%	21 st	84.4%	81.8%	84.0%	87.3%	89.7%
Received an appointment for a check-up or routine care as soon as you needed (Q6)	79.9%	48 th	79.4%	76.6%	79.9%	83.0%	85.2%
How Well Doctors Communicate	90.0%	23rd	91.4%	90.1%	91.5%	92.8%	93.9%
Doctor explained things in a way that was easy to understand (Q17)	89.6%	19 th	91.7%	90.0%	91.6%	93.6%	94.9%
Doctor listened carefully to you (Q18)	90.6%	30 th	91.7%	90.1%	91.7%	93.4%	94.3%
Doctor showed respect for what you had to say (Q19)	91.8%	25 th	93.0%	91.8%	93.1%	94.2%	95.3%
Doctor spent enough time with you (Q20)	88.2%	31 st	89.2%	87.3%	89.4%	91.0%	92.5%
Customer Service	88.4%	51st	88.2%	86.6%	88.4%	90.1%	91.2%
Received information or help needed from health plan’s Customer Service (Q31)	84.5%	70 th	82.0%	79.7%	82.4%	84.8%	86.6%
Treated with courtesy and respect by health plan’s Customer Service (Q32)	92.3%	19 th	94.3%	92.9%	94.2%	96.0%	96.9%
Shared Decision-Making	80.1%	57th	79.8%	78.0%	79.7%	81.6%	83.4%
Talked about reasons you might want to take a medicine (Q10)	92.6%	41 st	92.6%	91.3%	92.9%	94.4%	95.6%
Talked about reasons you might NOT want to take a medicine (Q11)	68.6%	49 th	68.7%	65.5%	68.6%	72.3%	74.5%
Asked what you thought was best for you (Q12)	78.9%	60 th	77.9%	75.8%	78.0%	80.3%	82.6%
Coordination of Care (Q22)	88.3%	90th	83.2%	80.8%	83.8%	86.0%	88.5%
Health Promotion and Education (Q8)	79.1%	92nd	73.8%	71.3%	73.9%	75.9%	78.9%

Overall Rating	Jai Medical Systems		2017 Quality Compass® All Plans Means & Percentiles				
	Summary Rate	Calculated Percentile ¹	Mean ²	25 th	50 th	75 th	90 th
Health Care Overall (Q13)	69.1%	11 th	74.4%	71.7%	74.5%	77.2%	79.4%
Health Plan Overall (Q35)	70.1%	14 th	75.9%	72.9%	76.4%	79.5%	81.4%
Personal Doctor (Q23)	80.1%	32 nd	81.2%	79.3%	81.6%	83.7%	85.5%
Specialist (Q27)	82.0%	54 th	81.8%	79.5%	81.9%	84.1%	86.1%

¹While the Quality Compass® Medicaid Adult Calculated Percentiles are calculated on fewer plans than the Quality Compass® All Plans benchmark used in the CAHPS® 2017 5.0H Medicaid Adult Survey Results Final Report (150 vs. 189), it does permit precise percentile ranking of the MCO compared to the benchmark.
² Mean percentages are from the Quality Compass® All Plans benchmark.

“The 2017 Quality Compass® Medicaid Child General Population Calculated Percentiles¹ show composite, attribute and rating measure Summary Rates for Jai Medical Systems compared to the

Summary Rates generated from the 163 plan-specific Medicaid Child General Population samples nationwide for which plan-level scores were available. Jai Medical Systems' percentile ranking is shown beside each score.”

Table 28: CAHPS® Results Quality Compass – HealthChoice Child General Population

Composite Measure/Rating Item	Jai Medical Systems		2017 Quality Compass® All Plans Means & Percentiles				
	Summary Rate	Calculated Percentile ¹	Mean ²	25 th	50 th	75 th	90 th
Getting Needed Care	90.3%	NA	84.5%	80.8%	85.1%	88.7%	90.6%
Got the care, tests or treatment your child needed (Q15)	94.4%	94 th	89.2%	86.5%	89.8%	92.4%	93.8%
Got an appointment for your child to see a specialist as soon as you needed (Q46)	86.2%	NA	80.4%	76.0%	81.0%	85.1%	88.1%
Getting Care Quickly	96.6%	NA	88.8%	86.1%	89.5%	92.1%	93.7%
Received the care needed for your child as soon as they needed (Q4)	95.6%	90 th	90.7%	88.3%	91.7%	93.8%	95.5%
Received an appointment for a check-up or routine care for your child as soon as they needed (Q6)	97.6%	100 th	87.2%	84.5%	87.7%	90.8%	92.9%
How Well Doctors Communicate	96.7%	NA	93.5%	92.3%	93.8%	95.0%	95.8%
Child's doctor explained things in a way that was easy to understand (Q32)	96.9%	93 rd	94.0%	92.7%	94.4%	95.5%	96.6%
Child's doctor listened carefully to you (Q33)	98.5%	99 th	95.0%	94.0%	95.1%	96.3%	97.0%
Child's doctor showed respect for what you had to say (Q34)	97.9%	88 th	96.2%	95.6%	96.3%	97.0%	97.9%
Child's doctor spent enough time with your child (Q37)	93.5%	91 st	88.8%	86.4%	89.2%	91.6%	93.5%
Customer Service	91.0%	NA	88.1%	86.4%	88.1%	89.7%	91.2%
Received information or help needed from child's health plan's Customer Service (Q50)	88.0%	94 th	82.6%	80.4%	82.3%	85.0%	87.4%
Treated with courtesy and respect by child's health plan's Customer Service (Q51)	94.0%	52 nd	93.6%	92.0%	93.9%	95.3%	96.2%
Shared Decision-Making	84.3%	NA	78.7%	77.2%	79.3%	81.1%	82.5%
Talked about reasons you might want to take a medicine (Q11)	94.0%	60 th	91.9%	89.9%	92.6%	94.6%	96.1%
Talked about reasons you might NOT want to take a medicine (Q12)	72.0%	95 th	64.9%	61.5%	65.4%	68.7%	71.2%
Asked what you thought was best for your child (Q13)	87.0%	98 th	79.3%	76.6%	79.9%	81.9%	83.2%
Coordination of Care (Q40)	88.2%	NA	82.9%	80.2%	83.2%	85.8%	88.3%
Health Promotion and Education (Q8)	81.9%	100th	71.7%	68.6%	71.9%	74.7%	76.8%

Overall Rating	Jai Medical Systems		2017 Quality Compass® All Plans Means & Percentiles				
	Summary Rate	Calculated Percentile	Mean ²	25 th	50 th	75 th	90 th
Health Care Overall (Q14)	91.3%	98 th	86.7%	85.1%	87.1%	88.7%	90.1%
Health Plan Overall (Q54)	88.1%	67 th	85.8%	83.8%	86.0%	88.9%	90.3%
Personal Doctor (Q41)	93.9%	100 th	89.3%	87.9%	89.5%	90.7%	91.9%
Specialist (Q48)	85.7%	NA	87.3%	84.9%	87.2%	89.7%	91.4%

¹While the Quality Compass® Medicaid Child General Population Calculated Percentiles are calculated on fewer plans than the Quality Compass® Medicaid Child General Population All Plans benchmark used in the CAHPS® 2017 5.0H Medicaid Survey Results Final Report (145 vs. 179), it does permit precise percentile ranking of the MCO compared to the benchmark.

²Mean percentages are from the Quality Compass® Medicaid Child General Population All Plans benchmark.

NA = All data necessary for calculation of percentile not available.