



Department of
Job and Family Services

**2010 CAHPS®
OHIO'S AGED, BLIND, OR DISABLED
MEDICAID MANAGED CARE PROGRAM
MEMBER SATISFACTION SURVEY**

Executive Summary Report

March 2011



3133 E. Camelback Road, Suite 300 ♦ Phoenix, AZ 85016

Phone 602.264.6382 ♦ Fax 602.241.0757

Table of Contents

Introduction	A-1
Summary of Findings—NCQA Comparisons	A-3
Areas Above National Averages	A-3
Areas Consistent With National Averages	A-3
Areas Below National Averages	A-3
Summary of Findings—Ohio Comparisons.....	A-4
Significantly Higher than in 2009	A-4
Significantly Lower than in 2009.....	A-4
Significantly Higher than the Program Average.....	A-4
Significantly Lower than the Program Average	A-4
NCQA Comparisons	B-1
Results	B-2
Three-Point Means on the Global Ratings.....	B-2
Three-Point Means on the Composite Measures	B-6
Ohio Comparisons	C-1
Comparative Analysis.....	C-2
Trending Analysis.....	C-2
Global Ratings.....	C-3
Rating of Health Plan.....	C-3
Rating of All Health Care	C-5
Rating of Personal Doctor.....	C-7
Rating of Specialist Seen Most Often.....	C-9
Composite Measures	C-11
Getting Needed Care	C-11
Getting Care Quickly	C-13
How Well Doctors Communicate	C-15
Customer Service.....	C-17
Shared Decision Making.....	C-19
Individual Item Measures.....	C-21
Health Promotion and Education	C-21
Coordination of Care.....	C-23

Introduction

The Ohio Department of Job and Family Services (ODJFS) conducts a variety of quality assessment and improvement activities to ensure Medicaid managed care plan (MCP) members have timely access to high quality health care services. These activities include annual surveys of member satisfaction. Survey results provide important feedback on MCP performance, which is used to improve overall member satisfaction with managed care programs.

ODJFS administers member satisfaction surveys for all MCPs in Ohio's Covered Families and Children (CFC) and Aged, Blind, or Disabled (ABD) Medicaid Managed Care Programs. In 2010, the ABD and CFC Medicaid Managed Care Programs were surveyed independently. This report presents survey results for Ohio's ABD Medicaid Managed Care Program.¹ The standardized survey instrument selected for 2010 for the ABD population was the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 4.0H Adult Medicaid Health Plan Survey.² CAHPS satisfaction measures are derived from individual questions that ask for a general rating, as well as groups of questions that form composite measures. Members from each MCP completed the surveys from February to May 2010.

PERFORMANCE HIGHLIGHTS

- For the year 2010, the Ohio ABD Medicaid Managed Care Program results for two of the four global ratings are similar to the national average.
- For the year 2010, the Ohio ABD Medicaid Managed Care Program results for four of the five composite measures are above or similar to the national average.
- None of the global ratings', composite measures', or individual measures' overall means for Ohio's ABD Medicaid Managed Care Program was significantly higher or lower in 2010 than in 2009.

ODJFS administered the 2010 CAHPS surveys through a contract with Health Services Advisory Group, Inc. (HSAG), its External Quality Review Organization vendor. HSAG followed the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) Specifications for Survey Measures in conducting the CAHPS surveys.³ Members eligible for sampling included those who were MCP members at the time the sample was

¹ Please refer to Ohio's CFC Medicaid Managed Care Program CAHPS Reports for detailed information regarding the CFC population.

² CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

³ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

drawn, continuously enrolled in the MCP for at least five of the last six months (July through December) of 2009, and 18 years of age or older (as of December 31, 2009).⁴

The survey process allowed members two methods by which they could complete the surveys. The first phase, or mail phase, consisted of a survey being mailed to the sampled members. All sampled members received an English version of the survey. A reminder postcard was sent to all non-respondents, followed by a second survey mailing and reminder postcard. The second phase, or telephone phase, consisted of Computer Assisted Telephone Interviewing (CATI) for sampled members who had not mailed in a completed survey. A series of at least three CATI calls was made to each non-respondent.⁵ Prior to initiating CATI, HSAG employed the TeleMatch telephone number verification service to locate and/or update telephone numbers for all non-respondents.

The following four MCPs participated in the 2010 CAHPS Medicaid Health Plan Surveys for the ABD population: Buckeye Community Health Plan (Buckeye); CareSource; Molina Healthcare of Ohio, Inc. (Molina); and Unison Health Plan of Ohio, Inc. (Unison).

For 2010, a total of 3,973 surveys were completed for Ohio's ABD Medicaid Managed Care Program. The survey response rate was 58.81 percent for Ohio's ABD Medicaid Managed Care Program. The number of completed surveys and response rates for each MCP are provided in Ohio's ABD Medicaid Managed Care Program CAHPS Full Report.

This Ohio's ABD Medicaid Managed Care Program CAHPS Executive Summary Report is one of three separate reports that have been created to provide ODJFS with a comprehensive analysis of the 2010 Ohio ABD Medicaid Managed Care Program CAHPS results. Information on all three reports can be found in Ohio's ABD Medicaid Managed Care Program CAHPS Methodology Report.

⁴ All ABD members met the minimum NCQA age requirement of 18 given that members must be 21 years of age or older to be ABD eligible.

⁵ National Committee for Quality Assurance. *Quality Assurance Plan for HEDIS 2010 Survey Measures*. Washington, DC: NCQA Publication, 2009.

SUMMARY OF FINDINGS—NCQA COMPARISONS

Areas Above National Averages

Compared with the NCQA Medicaid data, Ohio's ABD Medicaid Managed Care Program's three-point mean was above the national average for the following composite measure:

- Getting Needed Care

Areas Consistent With National Averages

Compared with NCQA Medicaid data, Ohio's ABD Medicaid Managed Care Program's three-point means were similar to national averages for the following global ratings and composite measures:

- Rating of Personal Doctor
- Rating of Specialist Seen Most Often
- Getting Care Quickly
- How Well Doctors Communicate
- Customer Service

Areas Below National Averages

Compared with NCQA Medicaid data, Ohio's ABD Medicaid Managed Care Program's three-point means were below national averages for the following global ratings and composite measure:

- Rating of Health Plan
- Rating of All Health Care
- Shared Decision Making

A caveat worth noting when reviewing these findings is that NCQA's averages do not adjust for the respondent's health status or socioeconomic, demographic, and/or geographic differences among participating states or health plans.

SUMMARY OF FINDINGS—OHIO COMPARISONS

Significantly Higher than in 2009

Ohio's ABD Medicaid Managed Care Program's overall means were not significantly higher in 2010 than in 2009 for any of the global, composite, or individual measures.

Significantly Lower than in 2009

Ohio's ABD Medicaid Managed Care Program's overall means were not significantly lower in 2010 than in 2009 for any of the global, composite, or individual measures.

Significantly Higher than the Program Average

The following MCPs had overall means that were significantly higher than the program average for the following measures:

CareSource

- Rating of All Health Care

Unison

- Rating of Health Plan

Significantly Lower than the Program Average

The following MCPs had overall means that were significantly lower than the program average for the following measures:

Buckeye

- Rating of Health Plan
- Rating of All Health Care

Molina

- Health Promotion and Education

NCQA Comparisons

This NCQA Comparisons section reports on the CAHPS Survey results, which were calculated in accordance with HEDIS specifications for survey measures.¹ Per HEDIS specifications, no weighting, trending, or case-mix adjustment is performed on the results.

Ohio's ABD Medicaid Managed Care Program respondents were included in this analysis. In 2010, Ohio's ABD Medicaid Managed Care Program had 3,973 completed adult surveys (58.8 percent response rate) from four participating MCPs. These surveys were used to calculate the 2010 NCQA results presented in this section.

When reviewing these findings, it should be noted that NCQA's national averages do not adjust for the respondent's health status or socioeconomic, demographic, and/or geographic differences among participating states or health plans.

¹ National Committee for Quality Assurance. *HEDIS 2010, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2009.

RESULTS

Three-Point Means on the Global Ratings

Figures B-1-B-4 on pages B-3 and B-4 depict the 2010 results of the four global ratings for members in all participating MCPs in Ohio's ABD Medicaid Managed Care Program. The 2010 Ohio ABD Medicaid Managed Care Program averages and the 2010 NCQA national adult Medicaid averages (green reference line) are presented for comparative purposes. The results are presented on a three-point scale and include 95 percent confidence intervals. For the global ratings, responses of 0 to 6 are given a score of 1, responses of 7 and 8 are given a score of 2, and responses of 9 and 10 are given a score of 3. Additional information on the calculation of three-point means can be found in Ohio's ABD Medicaid Managed Care Program CAHPS Methodology Report.

Three-Point Mean Figures on the Global Ratings

Figure B-1
Rating of Health Plan

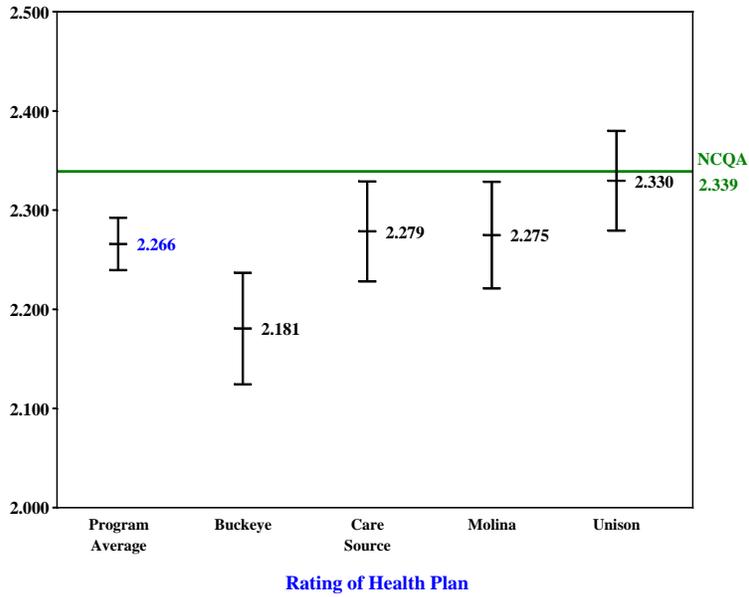
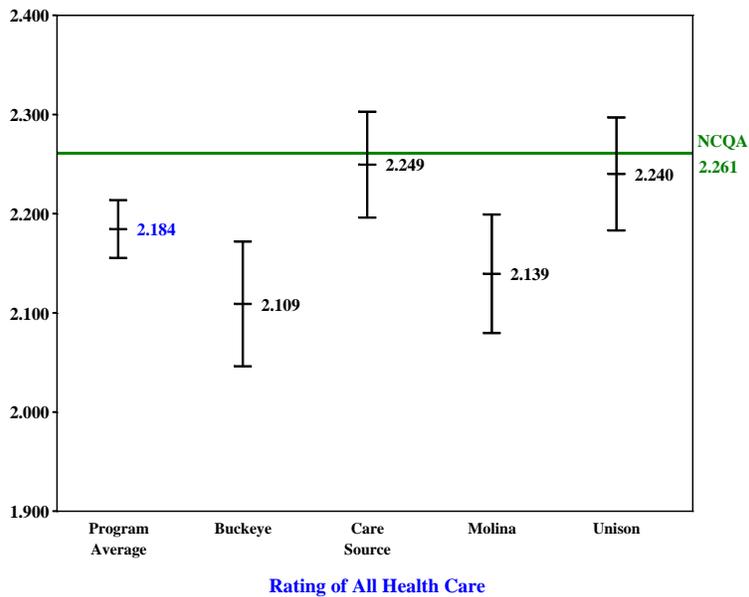
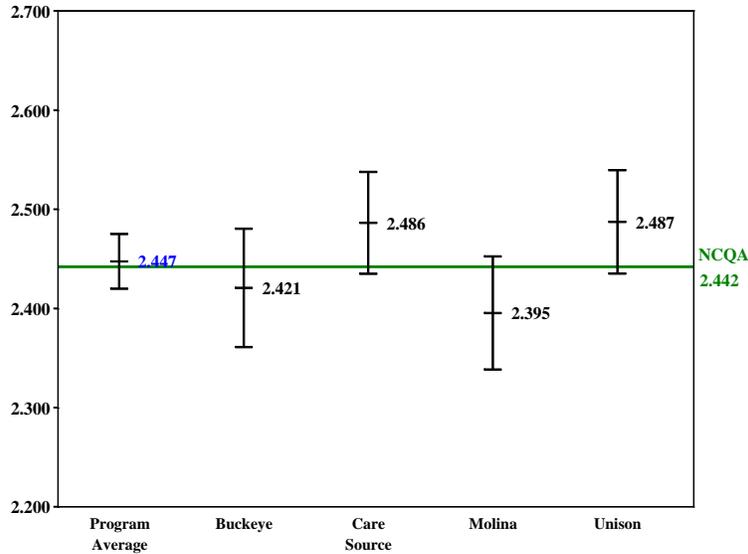


Figure B-2
Rating of All Health Care



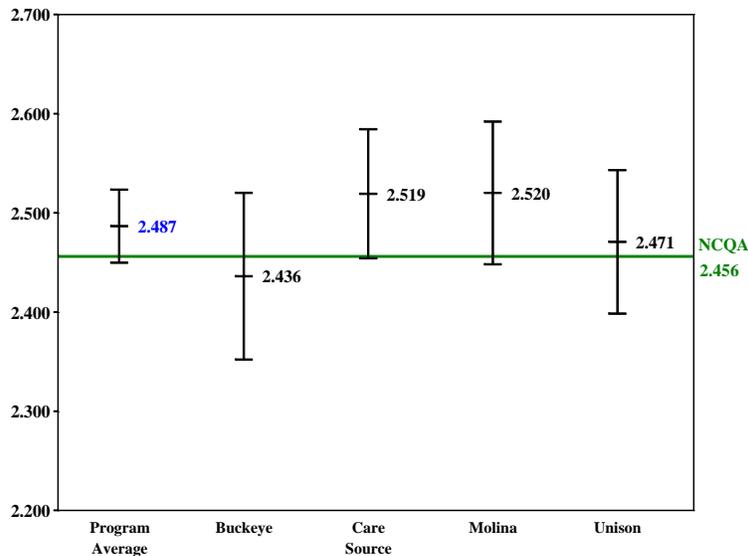
For the Medicaid product line, a minimum of 100 responses for the global ratings is required in order to be reported as CAHPS Survey results. Global ratings that do not meet the minimum number of responses are denoted as Not Applicable (NA).

**Figure B-3
Rating of Personal Doctor**



Rating of Personal Doctor

**Figure B-4
Rating of Specialist Seen Most Often**



Rating of Specialist Seen Most Often

For the Medicaid product line, a minimum of 100 responses for the global ratings is required in order to be reported as CAHPS Survey results. Global ratings that do not meet the minimum number of responses are denoted as Not Applicable (NA).

Three-Point Mean Discussion on the Global Ratings

The following is a summary of the results presented in Figures B-1–B-4. The discussion focuses on comparisons of the 2010 Ohio ABD Medicaid Managed Care Program and MCP results to the 2010 NCQA averages. The term “encompass” refers to instances when the confidence interval for Ohio’s ABD Medicaid Managed Care Program or a participating MCP is wide enough to include the 2010 NCQA average. In these instances, this indicates that the score for Ohio’s ABD Medicaid Managed Care Program or a participating MCP is statistically similar to the 2010 NCQA average.

All of the MCPs’ and the program’s three-point means encompass the NCQA average for two of the global ratings. Neither the program nor the MCPs exceed the NCQA average for any of the global ratings.

Rating of Health Plan (Figure B-1)

- The confidence interval for Unison encompasses the NCQA average.
- The upper confidence limits for Ohio’s ABD Medicaid Managed Care Program, Buckeye, CareSource, and Molina are below the NCQA average.

Rating of All Health Care (Figure B-2)

- The confidence intervals for CareSource and Unison encompass the NCQA average.
- The upper confidence limits for Ohio’s ABD Medicaid Managed Care Program, Buckeye, and Molina are below the NCQA average.

Rating of Personal Doctor (Figure B-3)

- The confidence intervals for Ohio’s ABD Medicaid Managed Care Program, Buckeye, CareSource, Molina, and Unison encompass the NCQA average.

Rating of Specialist Seen Most Often (Figure B-4)

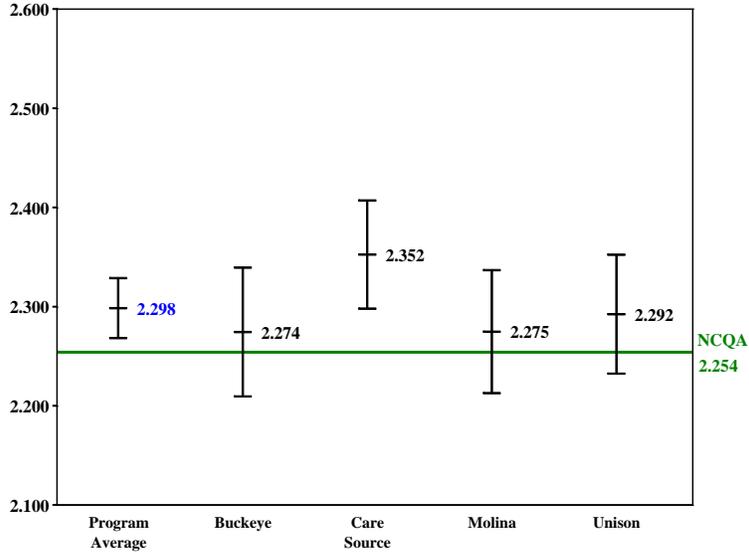
- The confidence intervals for Ohio’s ABD Medicaid Managed Care Program, Buckeye, CareSource, Molina, and Unison encompass the NCQA average.

Three-Point Means on the Composite Measures

Figures B-5–B-9 on pages B-7–B-9 depict the 2010 results of the five composite scores for members in all participating MCPs in Ohio’s ABD Medicaid Managed Care Program. The 2010 Ohio ABD Medicaid Managed Care Program averages and the 2010 NCQA national adult Medicaid averages (green reference line) are presented for comparative purposes. The results are presented on a three-point scale and include 95 percent confidence intervals. For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites, responses of “Always” are given a score of 3, responses of “Usually” are given a score of 2, and responses of “Sometimes/Never” are given a score of 1. For the Shared Decision Making composite, responses of “Definitely Yes” are given a score of 3, responses of “Somewhat Yes” are given a score of 2, and responses of “Somewhat No/Definitely No” are given a score of 1. Additional information on the calculation of three-point means can be found in Ohio’s ABD Medicaid Managed Care Program CAHPS Methodology Report.

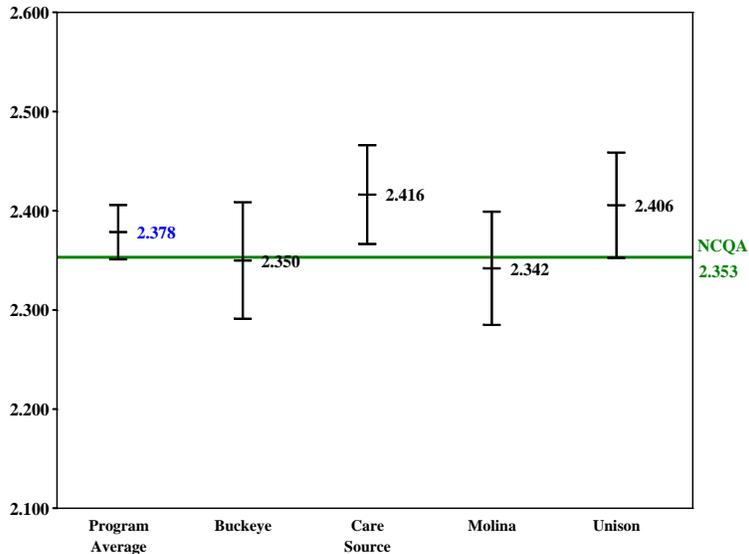
Three-Point Mean Figures on the Composite Measures

**Figure B-5
Getting Needed Care**



Getting Needed Care Composite

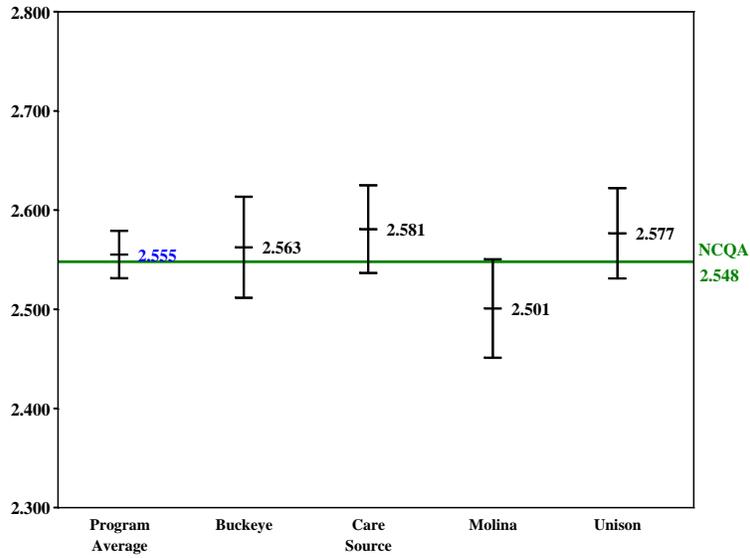
**Figure B-6
Getting Care Quickly**



Getting Care Quickly Composite

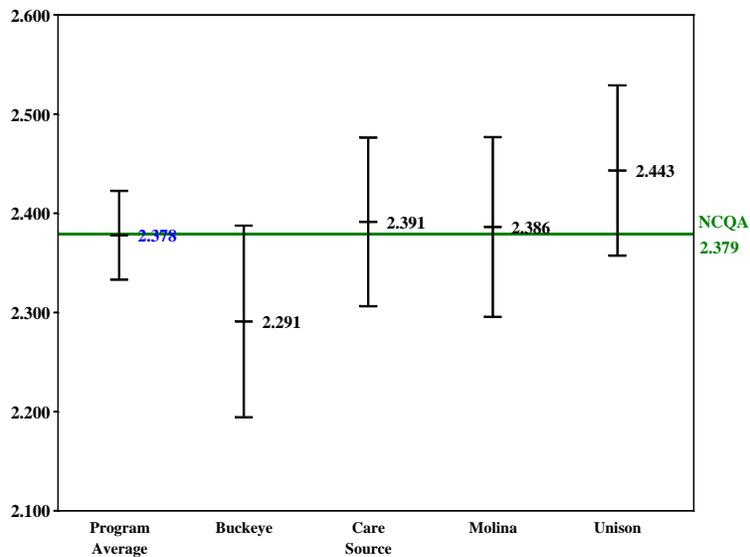
For the Medicaid product line, a minimum of 100 responses for the composite measures is required in order to be reported as CAHPS Survey results. Composite measures that do not meet the minimum number of responses are denoted as Not Applicable (NA).

Figure B-7
How Well Doctors Communicate



How Well Doctors Communicate Composite

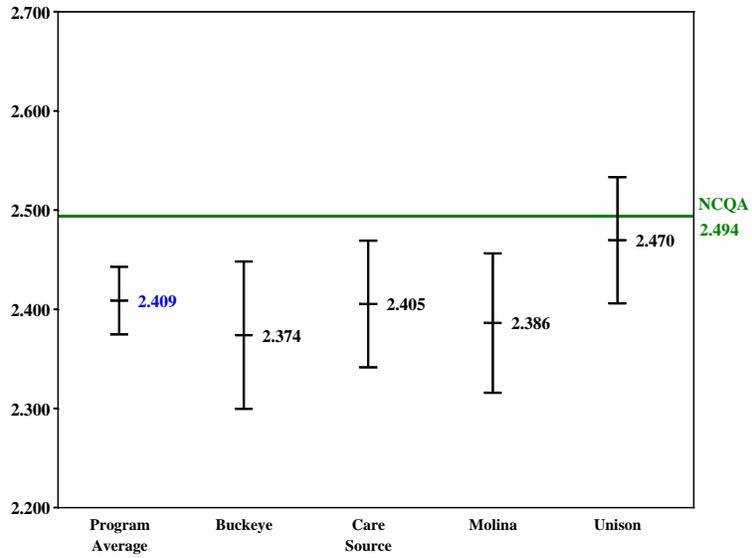
Figure B-8
Customer Service



Customer Service Composite

For the Medicaid product line, a minimum of 100 responses for the composite measures is required in order to be reported as CAHPS Survey results. Composite measures that do not meet the minimum number of responses are denoted as Not Applicable (NA).

**Figure B-9
Shared Decision Making**



Shared Decision Making Composite

For the Medicaid product line, a minimum of 100 responses for the composite measures is required in order to be reported as CAHPS Survey results. Composite measures that do not meet the minimum number of responses are denoted as Not Applicable (NA).

Three-Point Mean Discussion on the Composite Measures

The following is a summary of the results presented in Figures B-5–B-9. The discussion focuses on comparisons of the 2010 Ohio ABD Medicaid Managed Care Program and MCP results to the 2010 NCQA averages. The term “encompass” refers to instances when the confidence interval for Ohio’s ABD Medicaid Managed Care Program or a participating MCP is wide enough to include the 2010 NCQA average. In these instances, this indicates that the score for Ohio’s ABD Medicaid Managed Care Program or a participating MCP is statistically similar to the 2010 NCQA average.

All of the MCPs’ and the program’s three-point means encompass or exceed the NCQA average for four of the composite measures. The program’s and the MCPs’ three-point means encompass or exceed the NCQA average for the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites.

Getting Needed Care (Figure B-5)

- The lower confidence limits for Ohio’s ABD Medicaid Managed Care Program and CareSource are above the NCQA average.
- The confidence intervals for Buckeye, Molina, and Unison encompass the NCQA average.

Getting Care Quickly (Figure B-6)

- The lower confidence limit for CareSource is above the NCQA average.
- The confidence intervals for Ohio’s ABD Medicaid Managed Care Program, Buckeye, Molina, and Unison encompass the NCQA average.

How Well Doctors Communicate (Figure B-7)

- The confidence intervals for Ohio’s ABD Medicaid Managed Care Program, Buckeye, CareSource, Molina, and Unison encompass the NCQA average.

Customer Service (Figure B-8)

- The confidence intervals for Ohio’s ABD Medicaid Managed Care Program, Buckeye, CareSource, Molina, and Unison encompass the NCQA average.

Shared Decision Making (Figure B-9)

- The confidence interval for Unison encompasses the NCQA average.
- The upper confidence limits for Ohio’s ABD Medicaid Managed Care Program, Buckeye, CareSource, and Molina are below the NCQA average.

Ohio Comparisons

This Ohio Comparisons section presents 2010 CAHPS results based on ODJFS' analytic methodology, which uses the Agency for Healthcare Research and Quality's (AHRQ's) CAHPS analysis program. The CAHPS results presented in this section are designed to meet the reporting needs of the State of Ohio.¹ This section presents results for all ABD members completing a CAHPS Adult Medicaid Health Plan Survey. Results for Ohio's ABD Medicaid Managed Care Program were weighted based on the number of respondents per MCP. According to AHRQ's recommendations, results were also case-mix-adjusted for reported member health status, respondent educational level, and respondent age.² Additional information on the case-mix adjustment and weighting can be found in Ohio's ABD Medicaid Managed Care Program CAHPS Methodology Report. For the Ohio Comparisons section, no threshold number of responses was required for the results to be reported.³ In 2009, Ohio's ABD Medicaid Managed Care Program had 5,176 completed ABD adult surveys (61.4 percent response rate) from five participating MCPs.⁴ These surveys were used to calculate the 2009 CAHPS results presented in this section for trending purposes.⁵ AMERIGROUP participated in Ohio's ABD Medicaid Managed Care Program in 2009 but did not in 2010. To accurately reflect Ohio's ABD Medicaid Managed Care Program in 2009, AMERIGROUP is included in the calculation of the 2009 program average. This allows for accurate year-to-year comparisons of the program in each year.⁶ In 2010, Ohio's ABD Medicaid Managed Care Program had 3,973 completed ABD adult surveys (58.8 percent response rate) from four participating MCPs. These surveys were used to calculate the 2010 CAHPS results presented in this section.

For each global rating, composite score, and individual item measure an overall mean was calculated. For global ratings, the overall mean is provided on a scale of 0 to 10. For composite and individual item scores, the overall mean is provided on a three-point scale.⁷ Member responses were also classified into response categories for each global rating, composite score, and individual item measure.

¹ The Ohio Comparisons methodology differs from that of NCQA/HEDIS. Therefore, results presented in this section should **not** be compared to results based on the 2010 HEDIS specifications for survey measures. For additional information, please refer to Ohio's ABD Medicaid Managed Care Program CAHPS Methodology Report.

² Agency for Healthcare Research and Quality. *CAHPS Health Plan Survey and Reporting Kit 2008*. Rockville, MD: US Department of Health and Human Services, July 2008.

³ NCQA requires a minimum of 100 responses on each item in order to report the item as a CAHPS/HEDIS result.

⁴ AMERIGROUP participated in Ohio's ABD Medicaid Managed Care Program in 2009 but not in 2010.

⁵ For detailed information on the 2009 Ohio ABD Medicaid Managed Care Program CAHPS analysis, please refer to the Ohio Comparisons section in the 2009 Ohio ABD Medicaid Managed Care Program CAHPS Full Report.

⁶ It is important to note that AMERIGROUP's inclusion in the 2009 program-level data does not impact the 2010 CAHPS results for any of the MCPs. AMERIGROUP's inclusion only impacts the program-level year-to-year comparisons, which allows for an accurate comparison of the program's actual composition in 2009 to its composition in 2010.

⁷ Three-point means presented in this section will likely differ from the three-point means presented in the NCQA Comparisons section due to the use of dissimilar methodologies in the two sections.

The Ohio Comparisons section presents two different types of analyses. The first type of analysis involved a comparison of each MCP's 2010 score to Ohio's ABD Medicaid Managed Care Program average. This MCP-to-aggregate comparative analysis identified MCPs that performed statistically higher, the same, or lower than the program on each measure. The second type of analysis presented in this section involved a comparison of each MCP's and the program's 2010 scores to its 2009 scores. This trending analysis identified those that performed statistically higher, the same, or lower in 2010 than in 2009.

COMPARATIVE ANALYSIS

MCP-level case-mix-adjusted mean scores in 2010 were compared to the program average mean scores in 2010 to determine whether there were statistically significant differences between the mean scores for each MCP and the program average mean scores.⁸ The program average used in the tests for statistical significance was different than the program average provided in the bar graphs. The program average mean scores provided in the bar graphs were weighted and case-mix adjusted. However, the program average used in the tests for statistical significance was the average of the MCP-level case-mix-adjusted mean scores (i.e., the mean of the means). For additional information on the derivation of program-level averages, please refer to Ohio's ABD Medicaid Managed Care Program CAHPS Methodology Report. Statistically significant differences between the 2010 MCP-level mean scores and the 2010 program average are noted with arrows. MCP-level scores that are statistically higher than the program average are noted with an upward (↑) arrow. MCP-level scores that are statistically lower than the program average are noted with a downward (↓) arrow. MCP-level scores that are not statistically different from the program average are not noted with arrows.

TRENDING ANALYSIS

Where applicable, mean scores in 2010 were compared to the mean scores in 2009 to determine whether there were statistically significant differences. For each MCP and Ohio's ABD Medicaid Managed Care Program, the 2010 mean scores were compared to the 2009 mean scores. Statistically significant differences between mean scores in 2010 and mean scores in 2009 for each MCP and the program average are noted with triangles. Scores that are statistically higher in 2010 than in 2009 are noted with upward (▲) triangles. Scores that are statistically lower in 2010 than in 2009 are noted with downward (▼) triangles. Scores in 2010 that are not statistically different from scores in 2009 are not noted with triangles.

⁸ The term "mean scores" refers to the overall means and the response category proportions.

GLOBAL RATINGS

Rating of Health Plan

Ohio's ABD Medicaid Managed Care Program members were asked to rate their health plan on a scale of 0 to 10, with 0 being the "worst health plan possible" and 10 being the "best health plan possible." For the question on the member's overall rating of his or her health plan, an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each participating MCP. Responses were also classified into three categories: 0 to 6 (worst); 7 to 8; and 9 to 10 (best). Figure C-1 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

Comparative Analysis

Overall, there were six *statistically significant* differences observed for this measure.

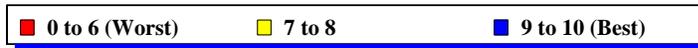
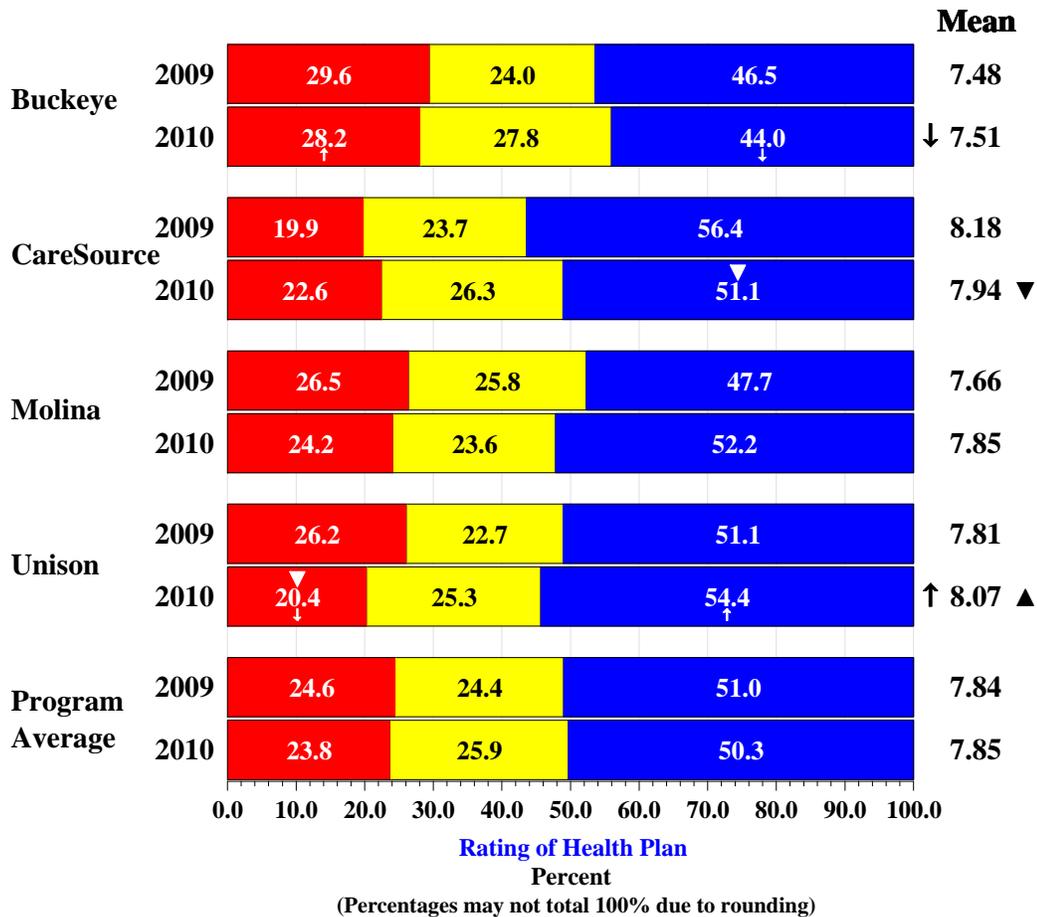
- Buckeye's overall mean was significantly lower than the program average. The percentage of Buckeye's respondents who gave a response of 0 to 6 was significantly higher than the program average, whereas the percentage of Buckeye's respondents who gave a response of 9 to 10 was significantly lower than the program average.
- Unison's overall mean was significantly higher than the program average. The percentage of Unison's respondents who gave a response of 0 to 6 was significantly lower than the program average, whereas the percentage of Unison's respondents who gave a response of 9 to 10 was significantly higher than the program average.

Trending Analysis

Overall, there were four *statistically significant* differences between scores in 2010 and scores in 2009 for this measure.

- CareSource's overall mean was significantly lower in 2010 than in 2009. Furthermore, the percentage of CareSource's respondents who gave a response of 9 to 10 was significantly lower in 2010 than in 2009.
- Unison's overall mean was significantly higher in 2010 than in 2009. Furthermore, the percentage of Unison's respondents who gave a response of 0 to 6 was significantly lower in 2010 than in 2009.

Figure C-1
Rating of Health Plan



The 2009 program average includes AMERIGROUP survey results. This MCP did not participate in the 2010 CAHPS survey administration.

Statistical Significance Note: ↑ indicates the score is significantly higher than the program average
 ↓ indicates the score is significantly lower than the program average
 ▲ indicates the 2010 score is significantly higher than the 2009 score
 ▼ indicates the 2010 score is significantly lower than the 2009 score

Rating of All Health Care

Ohio's ABD Medicaid Managed Care Program members were asked to rate all their health care on a scale of 0 to 10, with 0 being the "worst health care possible" and 10 being the "best health care possible." For the question on the member's overall rating of all of his or her health care, an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each participating MCP. Responses were also classified into three categories: 0 to 6 (worst); 7 to 8; and 9 to 10 (best). Figure C-2 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

Comparative Analysis

Overall, there were five *statistically significant* differences observed for this measure.

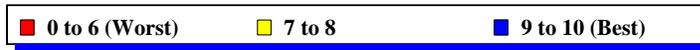
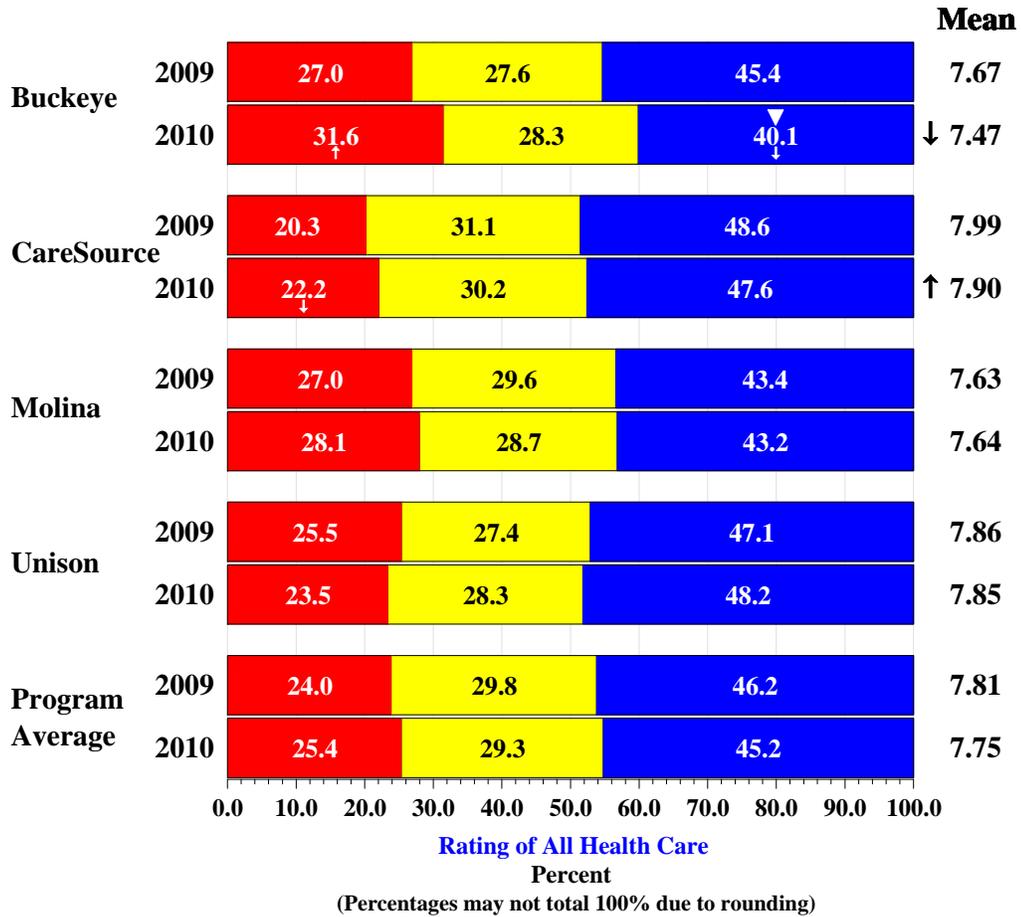
- Buckeye's overall mean was significantly lower than the program average. The percentage of Buckeye's respondents who gave a response of 0 to 6 was significantly higher than the program average, whereas the percentage of Buckeye's respondents who gave a response of 9 to 10 was significantly lower than the program average.
- CareSource's overall mean was significantly higher than the program average. The percentage of CareSource's respondents who gave a response of 0 to 6 was significantly lower than the program average.

Trending Analysis

Overall, there was one *statistically significant* difference between scores in 2010 and scores in 2009 for this measure.

- The percentage of Buckeye's respondents who gave a response of 9 to 10 was significantly lower in 2010 than in 2009.

Figure C-2
Rating of All Health Care



The 2009 program average includes AMERIGROUP survey results. This MCP did not participate in the 2010 CAHPS survey administration.

Statistical Significance Note: ↑ indicates the score is significantly higher than the program average
 ↓ indicates the score is significantly lower than the program average
 ▲ indicates the 2010 score is significantly higher than the 2009 score
 ▼ indicates the 2010 score is significantly lower than the 2009 score

Rating of Personal Doctor

Ohio's ABD Medicaid Managed Care Program members were asked to rate their personal doctor on a scale of 0 to 10, with 0 being the "worst personal doctor possible" and 10 being the "best personal doctor possible." For the question on the member's overall rating of his or her personal doctor, an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each participating MCP. Responses were also classified into three categories: 0 to 6 (worst); 7 to 8; and 9 to 10 (best). Figure C-3 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

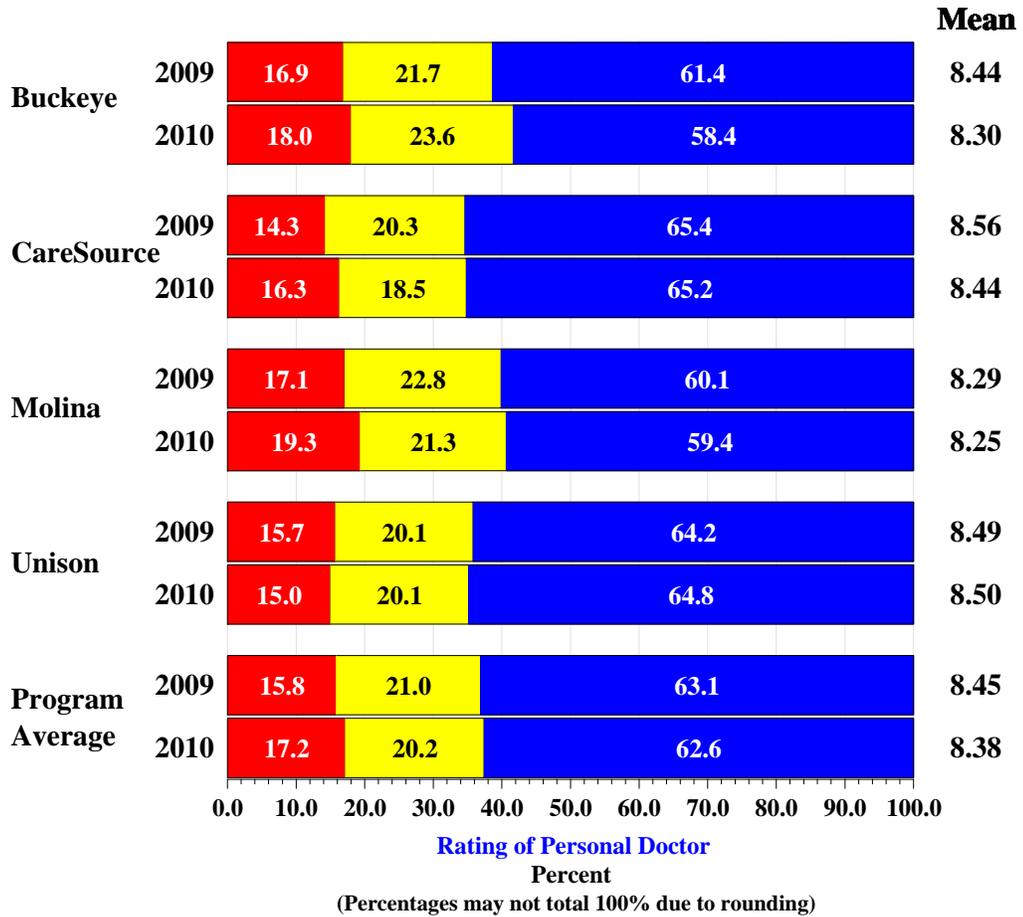
Comparative Analysis

Overall, there were no *statistically significant* differences observed for this measure.

Trending Analysis

Overall, there were no *statistically significant* differences between scores in 2010 and scores in 2009 for this measure.

Figure C-3
Rating of Personal Doctor



The 2009 program average includes AMERIGROUP survey results. This MCP did not participate in the 2010 CAHPS survey administration.

Statistical Significance Note: ↑ indicates the score is significantly higher than the program average
 ↓ indicates the score is significantly lower than the program average
 ▲ indicates the 2010 score is significantly higher than the 2009 score
 ▼ indicates the 2010 score is significantly lower than the 2009 score

Rating of Specialist Seen Most Often

Ohio's ABD Medicaid Managed Care Program members were asked to rate their specialist on a scale of 0 to 10, with 0 being the "worst specialist possible" and 10 being the "best specialist possible." For the question on the member's overall rating of his or her specialist, an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each participating MCP. Responses were also classified into three categories: 0 to 6 (worst); 7 to 8; and 9 to 10 (best). Figure C-4 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

Comparative Analysis

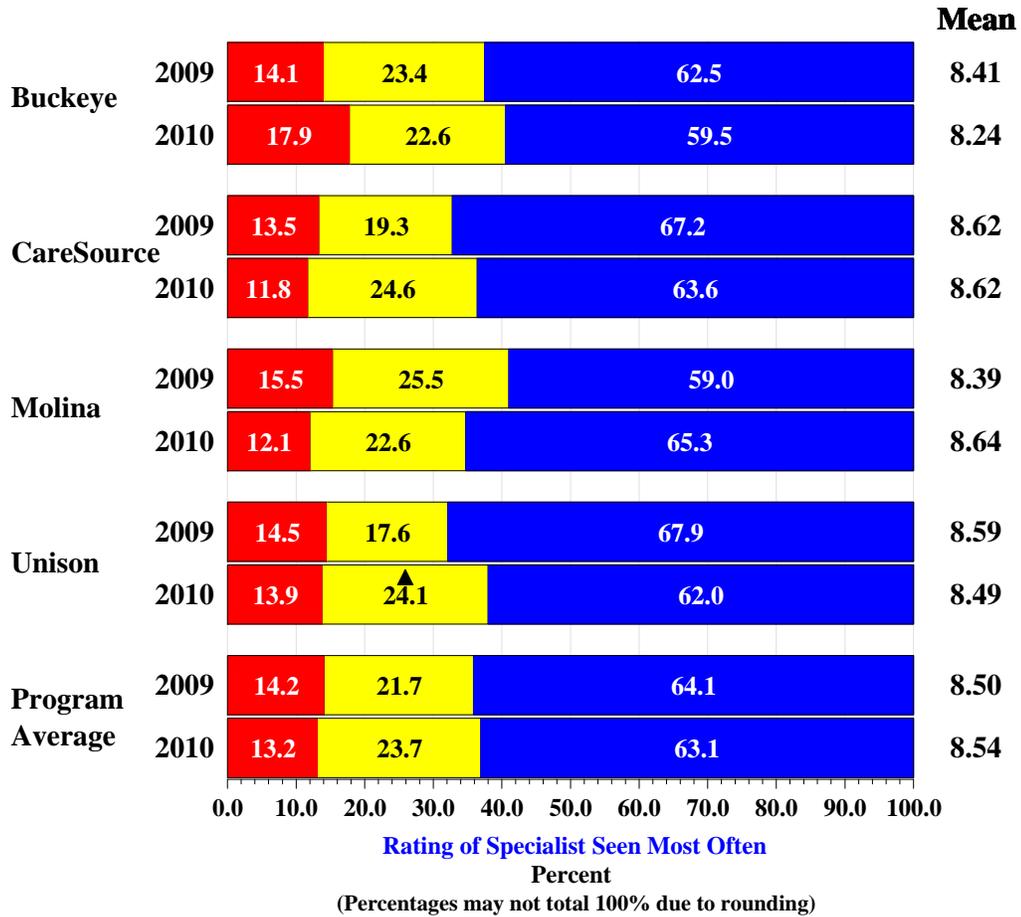
Overall, there were no *statistically significant* differences observed for this measure.

Trending Analysis

Overall, there was one *statistically significant* difference between scores in 2010 and scores in 2009 for this measure.

- The percentage of Unison's respondents who gave a response of 7 to 8 was significantly higher in 2010 than in 2009.

Figure C-4
Rating of Specialist Seen Most Often



The 2009 program average includes AMERIGROUP survey results. This MCP did not participate in the 2010 CAHPS survey administration.

Statistical Significance Note: ↑ indicates the score is significantly higher than the program average
 ↓ indicates the score is significantly lower than the program average
 ▲ indicates the 2010 score is significantly higher than the 2009 score
 ▼ indicates the 2010 score is significantly lower than the 2009 score

COMPOSITE MEASURES

Getting Needed Care

A series of two questions was asked to assess how often it was easy to get needed care. For each of these questions (Questions 23 and 27 in the CAHPS Adult Medicaid Health Plan Survey), an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Never/Sometimes," "Usually," and "Always." Figure C-5 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

Comparative Analysis

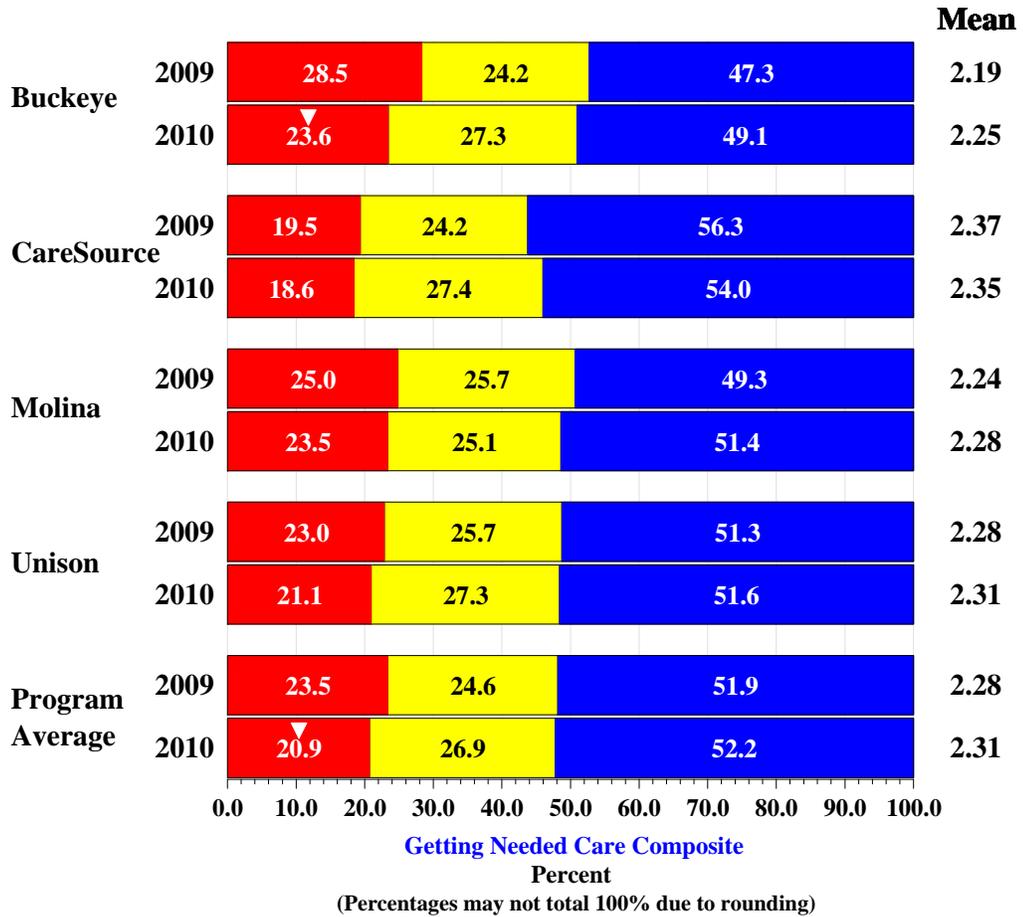
Overall, there were no *statistically significant* differences observed for this measure.

Trending Analysis

Overall, there were two *statistically significant* differences between scores in 2010 and scores in 2009 for this measure.

- The percentage of Buckeye's and the program's respondents who gave a response of Never/Sometimes was significantly lower in 2010 than in 2009.

Figure C-5
Getting Needed Care Composite



The 2009 program average includes AMERIGROUP survey results. This MCP did not participate in the 2010 CAHPS survey administration.

Statistical Significance Note: ↑ indicates the score is significantly higher than the program average
 ↓ indicates the score is significantly lower than the program average
 ▲ indicates the 2010 score is significantly higher than the 2009 score
 ▼ indicates the 2010 score is significantly lower than the 2009 score

Getting Care Quickly

A series of two questions was asked to assess how often members received care quickly. For each of these questions (Questions 4 and 6 in the CAHPS Adult Medicaid Health Plan Survey), an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Never/Sometimes," "Usually," and "Always." Figure C-6 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

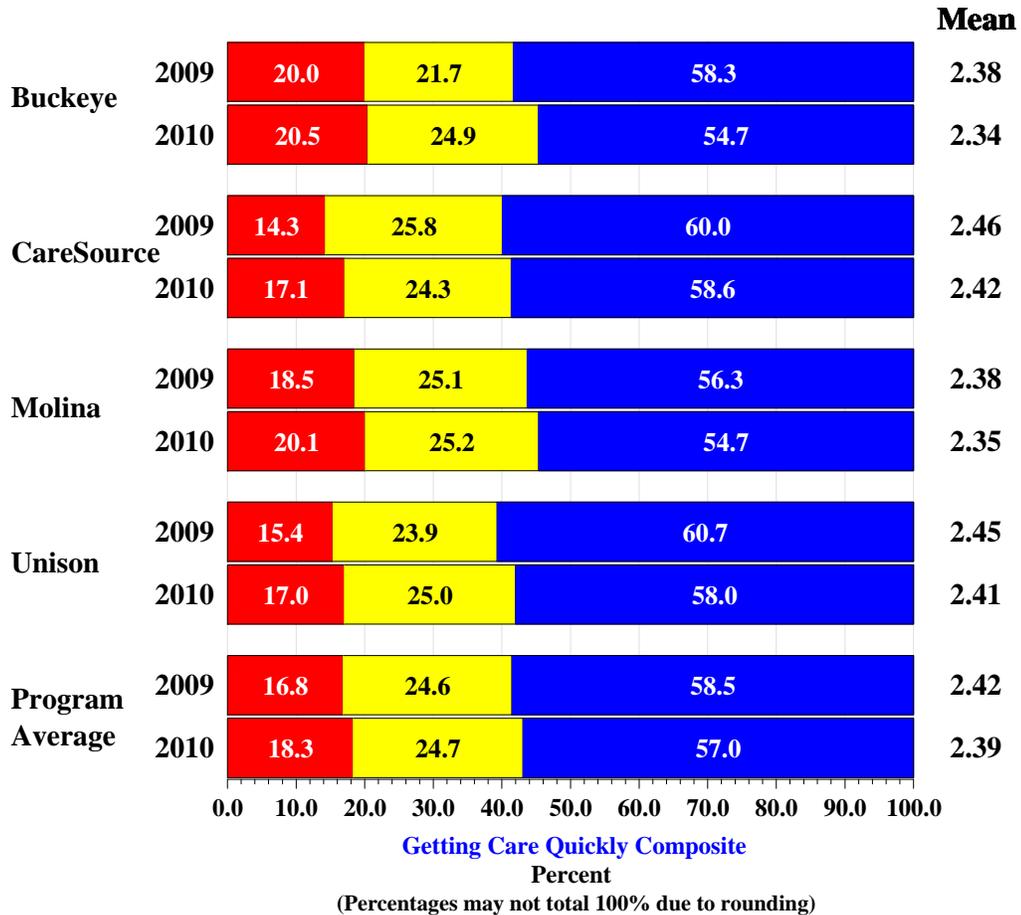
Comparative Analysis

Overall, there were no *statistically significant* differences observed for this measure.

Trending Analysis

Overall, there were no *statistically significant* differences between scores in 2010 and scores in 2009 for this measure.

Figure C-6
Getting Care Quickly Composite



The 2009 program average includes AMERIGROUP survey results. This MCP did not participate in the 2010 CAHPS survey administration.

Statistical Significance Note: ↑ indicates the score is significantly higher than the program average
 ↓ indicates the score is significantly lower than the program average
 ▲ indicates the 2010 score is significantly higher than the 2009 score
 ▼ indicates the 2010 score is significantly lower than the 2009 score

How Well Doctors Communicate

A series of four questions was asked to assess how often doctors communicated well. For each of these questions (Questions 15, 16, 17, and 18 in the CAHPS Adult Medicaid Health Plan Survey), an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Never/Sometimes," "Usually," and "Always." Figure C-7 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

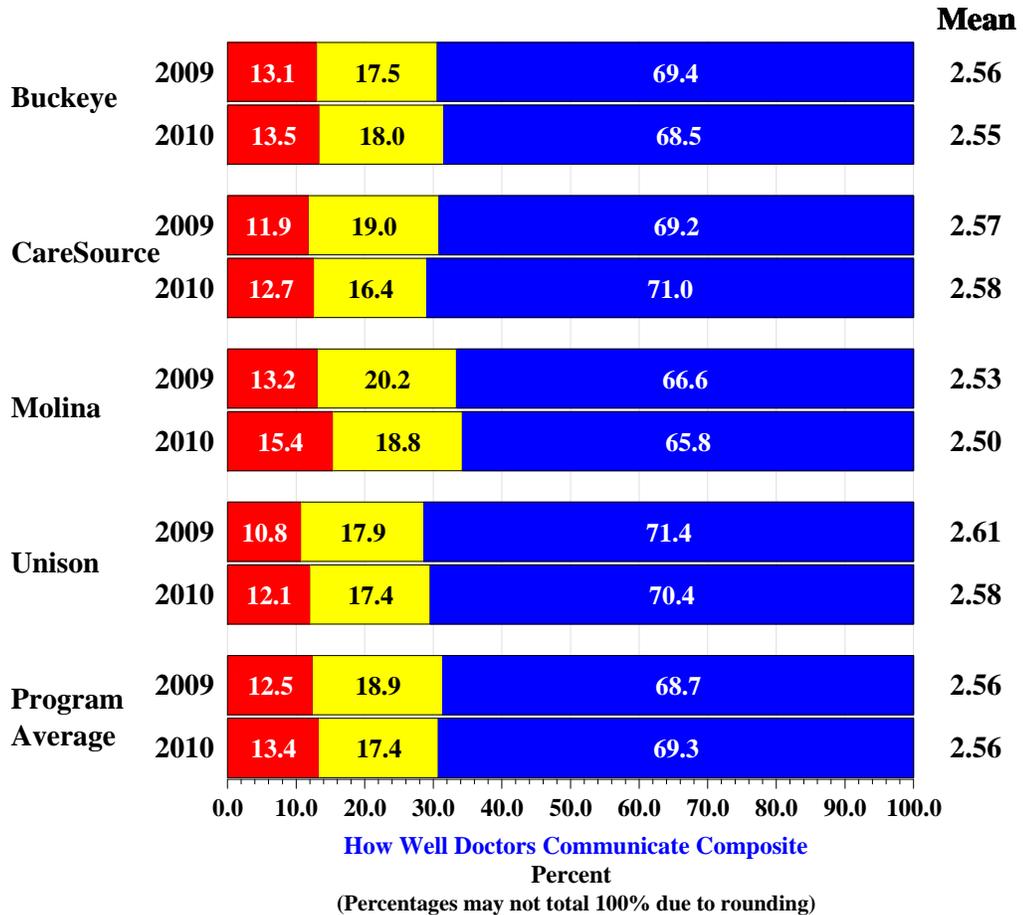
Comparative Analysis

Overall, there were no *statistically significant* differences observed for this measure.

Trending Analysis

Overall, there were no *statistically significant* differences between scores in 2010 and scores in 2009 for this measure.

Figure C-7
How Well Doctors Communicate Composite



The 2009 program average includes AMERIGROUP survey results. This MCP did not participate in the 2010 CAHPS survey administration.

Statistical Significance Note: ↑ indicates the score is significantly higher than the program average
 ↓ indicates the score is significantly lower than the program average
 ▲ indicates the 2010 score is significantly higher than the 2009 score
 ▼ indicates the 2010 score is significantly lower than the 2009 score

Customer Service

Two questions were asked to assess how often members were satisfied with customer service. For each of these questions (Questions 31 and 32 in the CAHPS Adult Medicaid Health Plan Survey), an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Never/Sometimes," "Usually," and "Always." Figure C-8 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

Comparative Analysis

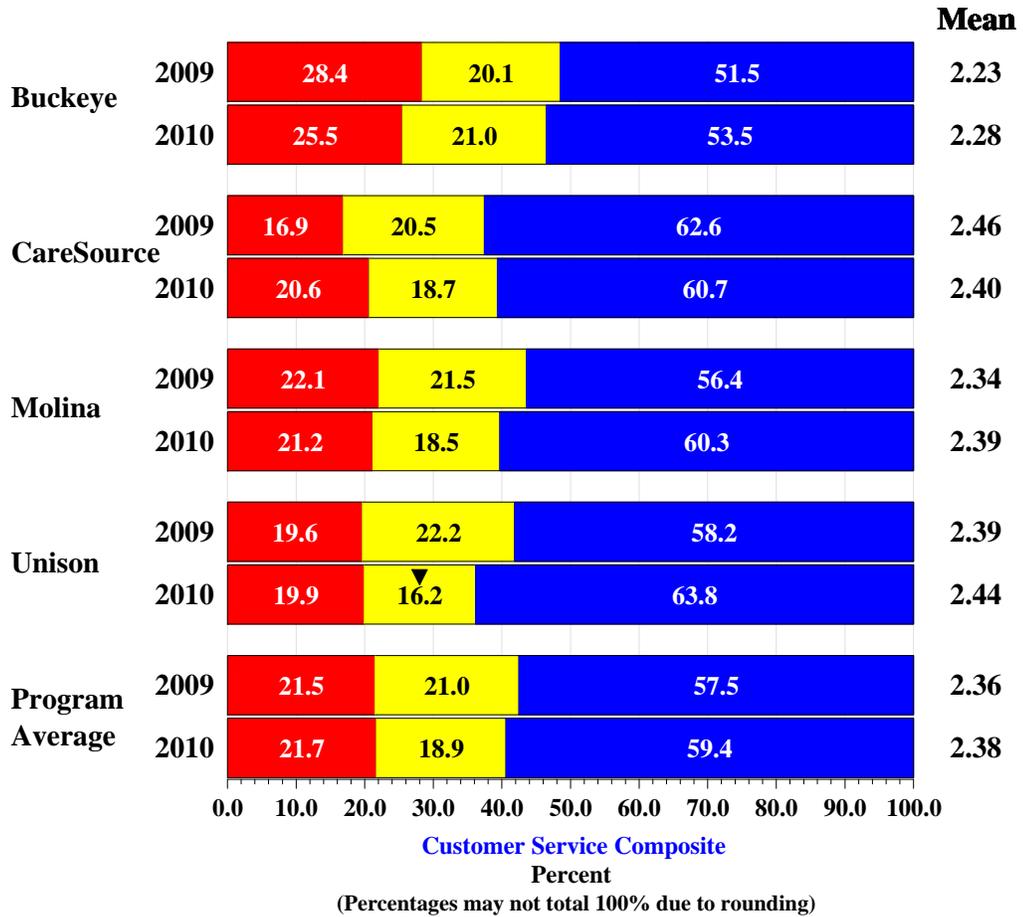
Overall, there were no *statistically significant* differences observed for this measure.

Trending Analysis

Overall, there was one *statistically significant* difference between scores in 2010 and scores in 2009 for this measure.

- The percentage of Unison's respondents who gave a response of Usually was significantly lower in 2010 than in 2009.

Figure C-8
Customer Service Composite



The 2009 program average includes AMERIGROUP survey results. This MCP did not participate in the 2010 CAHPS survey administration.

Statistical Significance Note: ↑ indicates the score is significantly higher than the program average
 ↓ indicates the score is significantly lower than the program average
 ▲ indicates the 2010 score is significantly higher than the 2009 score
 ▼ indicates the 2010 score is significantly lower than the 2009 score

Shared Decision Making

Two questions were asked regarding the involvement of members in decision making when there was more than one choice for treatment or health care. For each of these questions (Questions 10 and 11 in the CAHPS Adult Medicaid Health Plan Survey), an overall mean was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Definitely No/Somewhat No," "Somewhat Yes," and "Definitely Yes." Figure C-9 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

Comparative Analysis

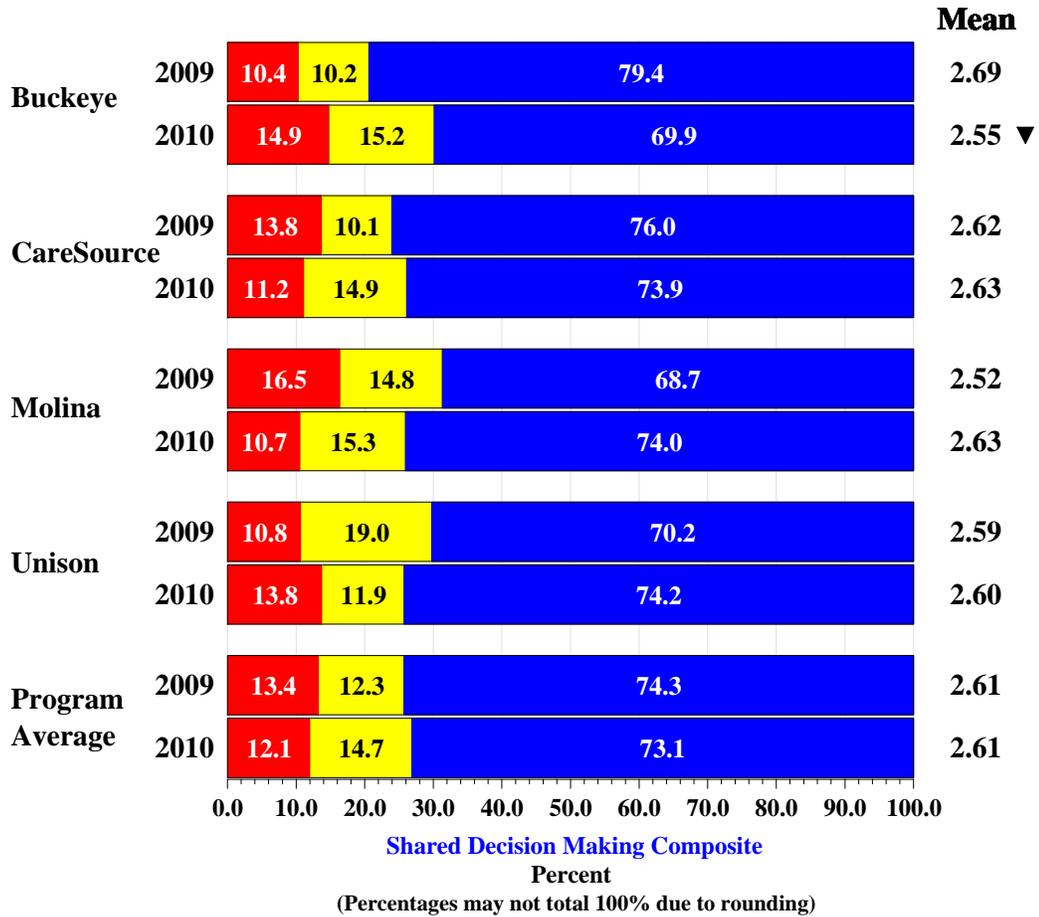
Overall, there were no *statistically significant* differences observed for this measure.

Trending Analysis

Overall, there was one *statistically significant* difference between scores in 2010 and scores in 2009 for this measure.

- Buckeye's overall mean was significantly lower in 2010 than in 2009.

Figure C-9
Shared Decision Making Composite



■ Definitely/Somewhat No
 ■ Somewhat Yes
 ■ Definitely Yes

The 2009 program average includes AMERIGROUP survey results. This MCP did not participate in the 2010 CAHPS survey administration.

Statistical Significance Note:
 ↑ indicates the score is significantly higher than the program average
 ↓ indicates the score is significantly lower than the program average
 ▲ indicates the 2010 score is significantly higher than the 2009 score
 ▼ indicates the 2010 score is significantly lower than the 2009 score

INDIVIDUAL ITEM MEASURES

Health Promotion and Education

Question 8 in the CAHPS Adult Medicaid Health Plan Survey asked members to rate how often their doctor or other health provider talked with them about specific things they could do to prevent illness. For this question, an overall mean score was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Never/Sometimes," "Usually," and "Always." Figure C-10 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

Comparative Analysis

Overall, there was one *statistically significant* difference observed for this measure.

- Molina's overall mean was significantly lower than the program average.

Trending Analysis

Overall, there were two *statistically significant* differences between scores in 2010 and scores in 2009 for this measure.

- The percentage of Buckeye's respondents who gave a response of Usually was significantly higher in 2010 than in 2009, whereas the percentage of Buckeye's respondents who gave a response of Always was significantly lower in 2010 than in 2009.

Coordination of Care

Question 20 in the CAHPS Adult Medicaid Health Plan Survey asked members to rate how often their doctor seemed informed and up-to-date about care received from other doctors. For this question, an overall mean score was calculated for Ohio's ABD Medicaid Managed Care Program and each MCP. Responses were also classified into three categories: "Never/Sometimes," "Usually," and "Always." Figure C-11 depicts the overall mean scores and the percentage of respondents in each of the response categories for Ohio's ABD Medicaid Managed Care Program and its participating MCPs.

Comparative Analysis

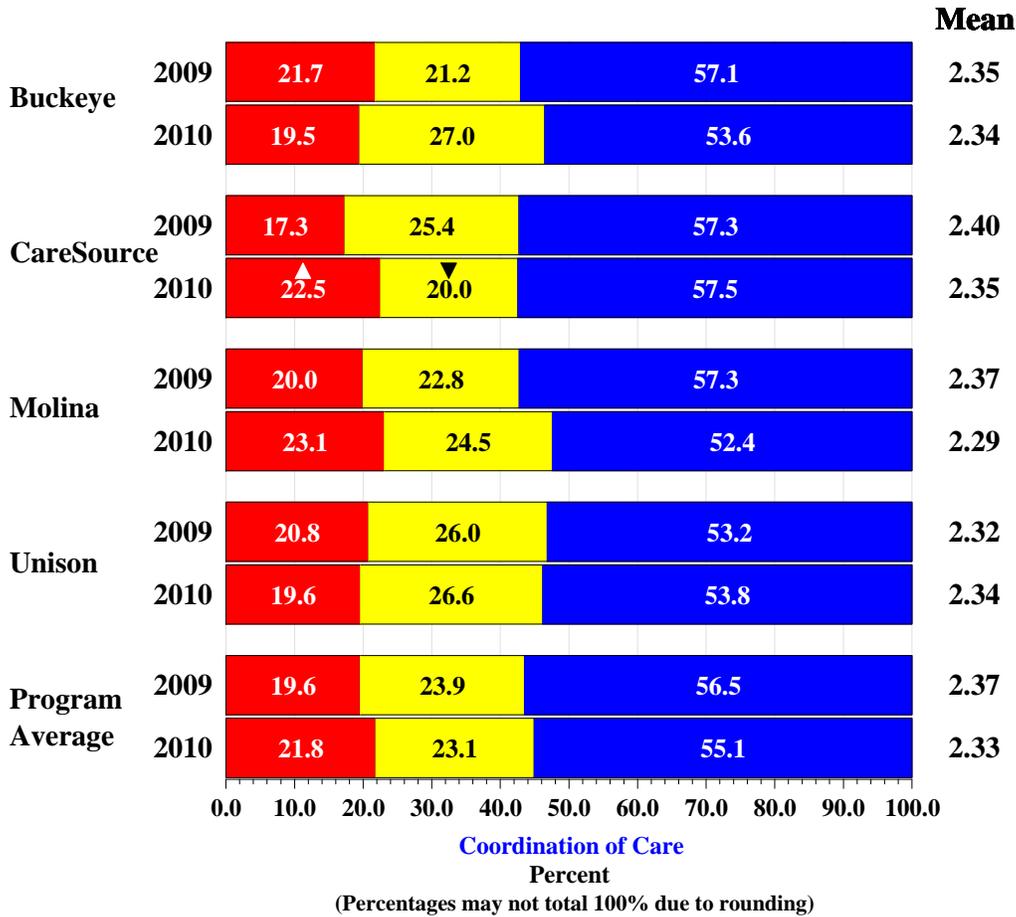
Overall, there were no *statistically significant* differences observed for this measure.

Trending Analysis

Overall, there were two *statistically significant* differences between scores in 2010 and scores in 2009 for this measure.

- The percentage of CareSource's respondents who gave a response of Never/Sometimes was significantly higher in 2010 than in 2009, whereas the percentage of CareSource's respondents who gave a response of Usually was significantly lower in 2010 than in 2009.

Figure C-11
Coordination of Care



The 2009 program average includes AMERIGROUP survey results. This MCP did not participate in the 2010 CAHPS survey administration.

Statistical Significance Note: ↑ indicates the score is significantly higher than the program average
 ↓ indicates the score is significantly lower than the program average
 ▲ indicates the 2010 score is significantly higher than the 2009 score
 ▼ indicates the 2010 score is significantly lower than the 2009 score