

CAHPS: Satisfaction with Care

Measure Basic Information

Name and date of specifications used: HEDIS® 2015, Volume 3: Specifications for Survey Measures, **Customer Service Composite**

URL of Specifications: N/A

Measure Type:

HEDIS ☒ PQI ☐ Survey ☒ Other ☐ Specify:

Measure Utility:

CCO Incentive ☒ Core Performance ☒ CMS Adult Set ☒ CHIP Set ☒ State Performance ☒
Other ☐ Specify:

Data Source: OHP – CAHPS Health Plan Survey 5.0H, Adult and Child Versions

Measurement Period: January 1, 2015 – December 31, 2015. The 2016 CAHPS survey will field in Q1 2016 and will reflect member experience during 2015.

2013 Benchmark: 84%; from the average of the 2012 National Medicaid 75th percentiles for adult and child rates.

2014 Benchmark: 89%; from the average of the 2013 National Medicaid 75th percentiles for adult and child rates.

2015 Benchmark: 89.6%; from the weighted average of the 2015 National Medicaid 75th percentiles for adult and child rates.

Incentive Measure changes in specifications from 2014 to 2015:

With the addition of the expansion population, the Metrics & Scoring Committee recommended that the benchmark and the composite rate be constructed using a weighted average, rather than a straight average, of the adult and child rates.

Denied claims: Included: N/A Not included: N/A

Measure Details

Data elements required denominator: The **CAHPS 5.0H** Customer Service Composite is based on two items from the CAHPS adult survey and two from the child survey:

- Health Plan's customer service gave needed information or help.
- Treated with courtesy and respect by Health Plan's customer service staff.

The rate used for the CCO incentive measure is a weighted average across the adult and child survey composite scores. See HEDIS® 2015, Volume 3: Specifications for Survey Measures for details.

The calculation methodology for each composite can be found in the “Banner Book” report published for each CCO. For example, details about how the composite is based on a weighted average can be found in the Banner Book. CCOs can request their Banner Book by contacting Metrics.Questions@state.or.us.

Required exclusions for denominator: None.

Deviations from cited specifications for denominator: None.

Data elements required numerator: See HEDIS® 2015, Volume 3: Specifications for Survey Measures for details.

OHA includes both ‘always’ and ‘usually’ as valid responses for the numerator.

Required exclusions for numerator: None.

Deviations from cited specifications for numerator: None.

What are the continuous enrollment criteria: Members must have 6 months experience with CCOs to be eligible for the survey sample.

What are allowable gaps in enrollment: Members are allowed a total 45 day gap.

Define Anchor Date (if applicable): None.

For More Information: Additional information on the CAHPS surveys and interpreting data can be found online at: <http://transformationcenter.org/metric-resources/> (search for keyword “CAHPS”).

Version Control

- The specifications were updated on April 23, 2015 to clarify:
 - CAHPS 5.0H version (instead of 5.0) and the ‘Customer Service Composite (instead of Getting Care Quickly Composite) was used in this measure.
 - Both ‘always’ and ‘usually’ were valid responses for the numerator.