



CAHPS: Access to Care

Measure Basic Information

Name and date of specifications used: HEDIS® 2018, Volume 3: Specifications for Survey Measures, Getting Care Quickly 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, 2018 – December 31, 2018. The 2019 CAHPS survey will field in Q1 2019 and will reflect member experience during 2018.

2013 Benchmark: 87%; from the average of the 2012 National Medicaid 75th percentiles for adult and child rates.

2014 Benchmark: 88%; from the average of the 2013 National Medicaid 75th percentiles for adult and child rates.

2015 Benchmark: 87.2%; from the weighted average of the 2014 National Medicaid 75th percentiles for adult and child rates.

2016 Benchmark: 86.7%; from the weighted average of the 2015 National Medicaid 75th percentiles for adult and child rates.

2017 Benchmark: 86.5%; from the weighted average of the 2016 National Medicaid 75th percentiles for adult and child rates.

2018 Benchmarks: 2017 National Medicaid 75th percentile for (a) adults 84.5%; and (b) children 92.1%
(must achieve both child and adult benchmark or improvement targets for metric credit)

Incentive Measure changes in specifications from 2017 to 2018:

The Metrics and Scoring Committee voted to include separate benchmarks for children and adults on this measure beginning in 2018 (in previous years one weighted average across children and adults was calculated and used as the benchmark). Beginning in 2018, CCOs must achieve the separate benchmarks or improvement targets for both children and adults to qualify for credit on this measure.

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



Measure Details

Data elements required denominator: The CAHPS 5.0H Getting Care Quickly Composite is based on two items from the CAHPS adult survey and two from the child survey:

- Got care right away for illness / injury / condition as soon as you / child needed.
- Got an appointment for routine care as soon as you / child needed.

The calculation methodology for composite measures can be found here:

(https://cahpsdatabase.ahrq.gov/cahpsidb/Public/Files/Doc6_CG_How_Results_are_Calculated_2012.pdf).

CAHPS ‘Banner Books’ provide additional information on the survey methodology, and can be found here: <http://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CAHPS.aspx>

Required exclusions for denominator: None.

Deviations from cited specifications for denominator: None.

Data elements required numerator: See HEDIS® 2018, 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 Medicaid/OHP 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.