
Measure: C19 - Customer Service

Title	Description														
Label for Stars:	Health Plan Provides Information or Help When Members Need It														
Label for Data:	Health Plan Provides Information or Help When Members Need It (on a scale from 0 to 100)														
Description:	Percent of the best possible score the plan earned on how easy it is for members to get information and help from the plan when needed.														
Metric:	This case-mix adjusted composite measure is used to assess how easy it was for the member to get information and help when needed. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) score uses the mean of the distribution of responses converted to a scale from 0 to 100. The score shown is the percentage of the best possible score each contract earned.														
Primary Data Source:	CAHPS														
Data Source Description:	CAHPS Survey Questions (question numbers vary depending on survey type): <ul style="list-style-type: none">• In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?• In the last 6 months, how often did your health plan’s customer service treat you with courtesy and respect?• In the last 6 months, how often were the forms from your health plan easy to fill out?														
Data Source Category:	Survey of Enrollees														
General Notes:	CAHPS Survey results were sent to each contract's Medicare Compliance Officer in August 2021. These reports provide further explanation of the CAHPS scoring methodology and provide detailed information on why a specific rating was assigned.														
Data Time Frame:	03/2021 – 05/2021														
General Trend:	Higher is better														
Statistical Method:	Relative Distribution and Significance Testing														
Improvement Measure:	Included														
CAI Usage:	Not Included														
Case-Mix Adjusted:	Yes														
Weighting Category:	Patients’ Experience and Complaints Measure														
Weighting Value:	2														
Major Disaster:	Higher measure star (2021-2022) for contracts with 25% or more enrolled affected by 2020 disasters.														
Meaningful Measure Area:	Patient's Experience of Care														
NQF #:	0006														
Data Display:	Numeric with no decimal place														
Reporting Requirements:	<table><tr><th>1876 Cost</th><th>CCP w/o SNP</th><th>CCP with SNP</th><th>CCP with Only I-SNP</th><th>MSA</th><th>PDP</th><th>PFFS</th></tr><tr><td>Yes</td><td>Yes</td><td>Yes</td><td>No</td><td>Yes</td><td>No</td><td>Yes</td></tr></table>	1876 Cost	CCP w/o SNP	CCP with SNP	CCP with Only I-SNP	MSA	PDP	PFFS	Yes	Yes	Yes	No	Yes	No	Yes
1876 Cost	CCP w/o SNP	CCP with SNP	CCP with Only I-SNP	MSA	PDP	PFFS									
Yes	Yes	Yes	No	Yes	No	Yes									
Base Group Cut Points:	<table><tr><th>Base Group 1</th><th>Base Group 2</th><th>Base Group 3</th><th>Base Group 4</th><th>Base Group 5</th></tr><tr><td>< 88</td><td>>= 88 to < 90</td><td>>= 90 to < 91</td><td>>= 91 to < 92</td><td>>= 92</td></tr></table>	Base Group 1	Base Group 2	Base Group 3	Base Group 4	Base Group 5	< 88	>= 88 to < 90	>= 90 to < 91	>= 91 to < 92	>= 92				
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These technical notes show the base group cut points for CAHPS measures; please see the [Attachment J](#) for the CAHPS Methodology for final star assignment rules.