



2023 CAHPS Surveys Methodology and Results

Health Services Advisory Group, Inc.
(HSAG)

September 26, 2023

Agenda

Methodology

RAE Results

CHP+ Results

MCO Results

Improving CHP+ and RAE Response Rates

Methodology

Methodology: Response Rates

Response Rate



$$\frac{\text{Number of Completed Surveys}}{\text{Random Sample - Ineligibles}}$$

Completed Surveys



Answered 3 of 5 survey questions

Ineligibles



Deceased * Invalid * Language Barrier *
Incapacitated (Adult Only)

Methodology: Top-Box Scores

Global Ratings

- *Rating of Health Plan*
- *Rating of All Health Care*
- *Rating of Personal Doctor*
- *Rating of Specialist Seen Most Often*

- Responses of 9 or 10
- Percentage of top-box responses over all responses

Composite Measures

- *Getting Needed Care*
- *Getting Care Quickly*
- *How Well Doctors Communicate*
- *Customer Service*

- Responses of “Usually” or “Always”
- Mean of the composite items’ top-box scores



RAE Results

Response Rates – Adult RAEs

Year

2022

2023

2022 National Response Rate

13.0%

Colorado RAE Aggregate

9.48%

10.69%

RMHP (RAE 1)

11.12%

10.46%

NHP (RAE 2)

6.59%

8.74%

Colorado Access (RAE 3)

9.69%

10.82%

HCI (RAE 4)

10.99%

12.25%

Colorado Access (RAE 5)

9.17%

12.37%

CCHA (RAE 6)

9.39%

10.49%

CCHA (RAE 7)

9.35%

9.69%

Top-Box Scores: Adult RAEs – Global Ratings

Aggregate/RAE Name	Rating of Health Plan	Rating of All Health Care	Rating of Personal Doctor	Rating of Specialist Seen Most Often
Colorado RAE Aggregate	53.8% ★	48.5% ★ ▼	62.2% ★	64.2% ★
RMHP (RAE 1)	54.9% ★	48.6% ★	63.4% ★	64.5%+ ★
NHP (RAE 2)	58.9% ★★★	45.5%+ ★	68.5%+ ★★★	63.3%+ ★
Colorado Access (RAE 3)	54.9% ★	48.2% ★	62.1% ★	63.2%+ ★
HCI (RAE 4)	54.5% ★	47.9% ★	62.7% ★	62.4%+ ★
Colorado Access (RAE 5)	56.0% ★	50.0% ★	64.6% ★★★ ▼	72.3%+ ★★★★★
CCHA (RAE 6)	49.7% ★	47.7% ★ ▼	56.8% ★	56.6%+ ★
CCHA (RAE 7)	51.1% ★	50.5%+ ★	62.0% ★	68.8%+ ★★★★★

Star Assignments Based on Percentiles: ★★★★★ 90th or Above ★★★★★ 75th–89th ★★★★★ 50th–74th ★★ 25th–49th ★ Below 25th
 ▲ Statistically significantly higher in 2023 than in 2022.
 ▼ Statistically significantly lower in 2023 than in 2022.
 + Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

Top-Box Scores: Adult RAEs – Composite Measures

Aggregate/RAE Name	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service
Colorado RAE Aggregate	78.3% ★	78.9% ★★★	92.7% ★★★	85.9% ★
RMHP (RAE 1)	79.3% ★★★	79.9%+ ★★★	96.9%+ ★★★★★★▲	82.9%+ ★
NHP (RAE 2)	83.9%+ ★★★★★	80.3%+ ★★★	91.0%+ ★★★	94.8%+ ★★★★★★▲↑
Colorado Access (RAE 3)	72.1%+ ★	71.9%+ ★	90.2%+ ★	81.7%+ ★
HCI (RAE 4)	81.3% ★★★	81.2%+ ★★★★★	94.1% ★★★★★	95.2%+ ★★★★★★↑
Colorado Access (RAE 5)	78.9% ★	81.8%+ ★★★★★	93.7% ★★★★★	87.4%+ ★★★
CCHA (RAE 6)	79.1%+ ★	82.7%+ ★★★★★	91.3%+ ★★★	86.0%+ ★
CCHA (RAE 7)	81.1%+ ★★★	80.9%+ ★★★★★	93.7%+ ★★★★★	82.6%+ ★

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 ↑ Statistically significantly higher than the Colorado RAE Aggregate.
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Response Rates – Child RAEs

Year

2022

2023

2022 National Response Rate

12.5%

Colorado RAE Aggregate

10.95%

12.33%

RMHP (RAE 1)

12.09%

12.39%

NHP (RAE 2)

9.52%

10.35%

Colorado Access (RAE 3)

12.66%

14.39%

HCI (RAE 4)

9.50%

11.73%

Colorado Access (RAE 5)

13.34%

14.86%

CCHA (RAE 6)

9.77%

11.40%

CCHA (RAE 7)

9.80%

11.23%

Top-Box Scores: Child RAEs – Global Ratings

Aggregate/RAE Name	Rating of Health Plan	Rating of All Health Care	Rating of Personal Doctor	Rating of Specialist Seen Most Often
Colorado RAE Aggregate	67.2% ★ ▼	65.6% ★	72.8% ★	71.4% ★★
RMHP (RAE 1)	71.0% ★★★	68.0% ★★★	71.9% ★	66.0%+ ★
NHP (RAE 2)	70.9% ★★★	68.8% ★★★	71.8% ★	76.7%+ ★★★★★
Colorado Access (RAE 3)	66.5% ★	65.3% ★	71.7% ★	61.3%+ ★
HCI (RAE 4)	69.6% ★★★	68.9% ★★★ ▲	67.2% ★ ↓	82.6%+ ★★★★★★
Colorado Access (RAE 5)	75.1% ★★★★★ ↑	70.6% ★★★★★	83.5% ★★★★★★ ↑	85.9%+ ★★★★★★
CCHA (RAE 6)	64.2% ★	68.0% ★★★	76.3% ★★★	75.9%+ ★★★★★
CCHA (RAE 7)	58.1% ★ ↓	54.8% ★	69.2% ★	72.0%+ ★★★

Star Assignments Based on Percentiles: ★★★★★ 90th or Above ★★★★★ 75th–89th ★★★★★ 50th–74th ★★ 25th–49th ★ Below 25th

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Top-Box Scores: Child RAEs – Composite Measures

Aggregate/RAE Name	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service
Colorado RAE Aggregate	80.4% ★	85.0% ★★★	93.7% ★★★	87.7% ★★★
RMHP (RAE 1)	82.3% ★★★	88.8% ★★★★★	95.2% ★★★★★	85.7%+ ★
NHP (RAE 2)	89.9%+ ★★★★★▲↑	90.8%+ ★★★★★↑	95.3% ★★★★★	96.3%+ ★★★★★▲
Colorado Access (RAE 3)	75.5% ★	83.9% ★	92.7% ★★★	88.1%+ ★★★★★
HCI (RAE 4)	84.9%+ ★★★	88.4%+ ★★★★★	96.4% ★★★★★	93.1%+ ★★★★★
Colorado Access (RAE 5)	81.2% ★★★	80.9% ★	96.4% ★★★★★▲	89.1%+ ★★★★★
CCHA (RAE 6)	86.8% ★★★★★	87.5% ★★★★★	93.8% ★★★	81.8%+ ★
CCHA (RAE 7)	73.9%+ ★↓	78.5%+ ★↓	89.6% ★	85.0%+ ★

Star Assignments Based on Percentiles: ★★★★★ 90th or Above ★★★★★ 75th–89th ★★★★★ 50th–74th ★★★ 25th–49th ★ Below 25th

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CHP+ Results

Response Rates – CHP+

Year

2022

2023

2022 National Response Rate

12.5%

Colorado RAE
Aggregate

17.77%

18.53%

Colorado Access

18.77%

17.44%

DHMP

14.62%

17.23%

Kaiser

16.03%

15.97%

RMHP

21.56%

23.41%

Top-Box Scores: CHP+ – Global Ratings

Program/Plan Name	Rating of Health Plan	Rating of All Health Care	Rating of Personal Doctor	Rating of Specialist Seen Most Often
Colorado CHP+ Program	64.8% ★	68.4% ★★★	75.5% ★★★	71.7% ★★★
Colorado Access	64.1% ★	68.4% ★★★	76.2% ★★★	70.4%+ ★★★
DHMP	61.5% ★	66.9% ★	76.1% ★★★	73.3%+ ★★★★★
Kaiser	66.7% ★	70.1% ★★★	75.9% ★★★	71.7%+ ★★★
RMHP	67.9% ★	68.1% ★★★	71.8% ★	76.7%+ ★★★★★

Star Assignments Based on Percentiles: ★★★★★ 90th or Above ★★★★★ 75th–89th ★★★★★ 50th–74th ★★★ 25th–49th ★ Below 25th
 + Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

Top-Box Scores: CHP+ – Composite Measures

Program/Plan Name	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service
Colorado CHP+ Program	81.9% ★★	86.3% ★★	94.9% ★★★★★	88.8% ★★★★★
Colorado Access	81.5% ★★	86.2% ★★	94.8% ★★★★★	90.6%+ ★★★★★
DHMP	78.8%+ ★	78.5%+ ★↓	94.5%+ ★★	82.7%+ ★
Kaiser	79.4% ★	84.1% ★★	93.5% ★★▼	84.7%+ ★
RMHP	87.2% ★★★★★	91.5% ★★★★★↑	96.7% ★★★★★	86.7%+ ★★

Star Assignments Based on Percentiles: ★★★★★ 90th or Above ★★★★★ 75th–89th ★★★★★ 50th–74th ★★ 25th–49th ★ Below 25th

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MCO Results

Response Rates – MCOs

Adult

DHMP

2022	2023
9.52%	6.91%

RMHP Prime

2022	2023
12.70%	11.35%

2022 National
Response Rate

13.0%

Child

DHMP

2022	2023
9.23%	8.73%

RMHP Prime

2022	2023
16.06%	11.62%

2022 National
Response Rate

12.5%

Top-Box Scores: Adult MCOs

Measure Name	DHMP	RMHP Prime
<i>Rating of Health Plan</i>	58.9% ★★	70.5% ★★★★★▲
<i>Rating of All Health Care</i>	51.1% ★	55.3% ★★
<i>Rating of Personal Doctor</i>	68.2% ★★	73.2% ★★★★★▲
<i>Rating of Specialist Seen Most Often</i>	62.0% ★	65.4% ★★
<i>Getting Needed Care</i>	72.0% ★	86.1% ★★★★★
<i>Getting Care Quickly</i>	71.3% ★	88.7% ★★★★★▲
<i>How Well Doctors Communicate</i>	91.7% ★★	94.7% ★★★★★▲
<i>Customer Service</i>	88.9%+ ★★	92.3%+ ★★★★★

Star Assignments Based on Percentiles: ★★★★★ 90th or Above ★★★★★ 75th–89th ★★★★★ 50th–74th ★★ 25th–49th ★ Below 25th
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Top-Box Scores: Child MCOs

Measure Name	DHMP	RMHP Prime
<i>Rating of Health Plan</i>	73.1% ★★★★★	63.1% ★
<i>Rating of All Health Care</i>	72.4%+ ★★★★★	71.0% ★★★★★
<i>Rating of Personal Doctor</i>	84.6% ★★★★★★	69.8% ★
<i>Rating of Specialist Seen Most Often</i>	65.0%+ ★	76.3%+ ★★★★★
<i>Getting Needed Care</i>	71.4%+ ★	88.4%+ ★★★★★
<i>Getting Care Quickly</i>	78.1%+ ★	91.6%+ ★★★★★
<i>How Well Doctors Communicate</i>	94.0%+ ★★	97.4%+ ★★★★★
<i>Customer Service</i>	88.9%+ ★★★★★	82.0%+ ★

Star Assignments Based on Percentiles: ★★★★★ 90th or Above ★★★★★ 75th–89th ★★★★★ 50th–74th ★★ 25th–49th ★ Below 25th
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Improving CHP+ and RAE Response Rates

Improving CHP+ and RAE Response Rates

- Continue to receive the sample frame files from the RAEs
- Oversample the adult and child populations

Any Comments or Questions?



Thank you.
Russ Kennedy

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