

2023 CAHPS Surveys Methodology and Results

Health Services Advisory Group, Inc. (HSAG)

September 26, 2023

Agenda

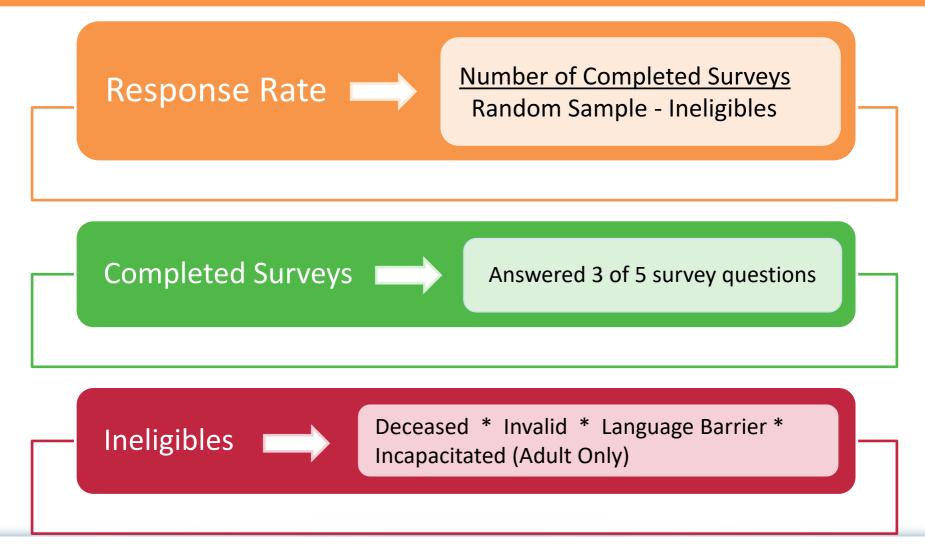
Methodology **RAE** Results **CHP+ Results MCO** Results Improving CHP+ and RAE Response Rates





Methodology

Methodology: Response Rates





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

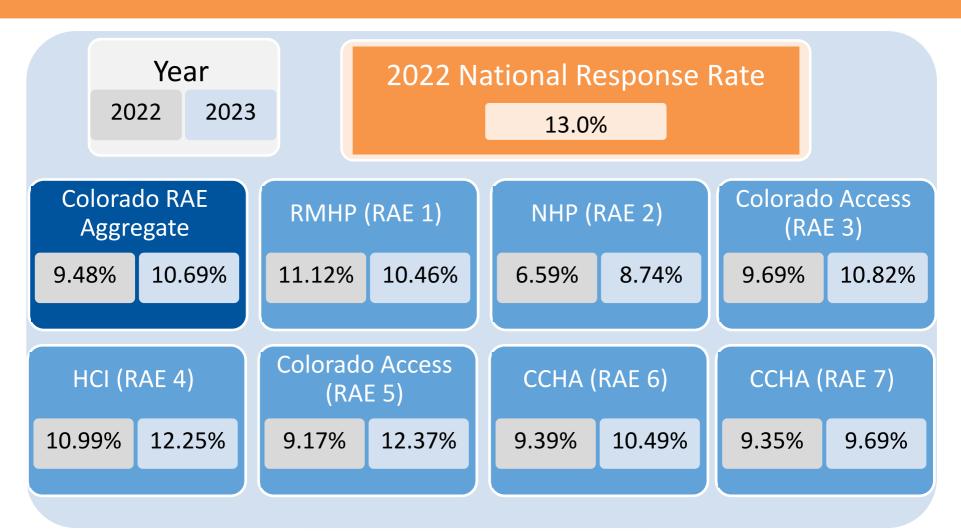
- Responses of "Usually" or "Always"
- Mean of the composite items' top-box scores





RAE Results

Response Rates – Adult RAEs





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%⁺★

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



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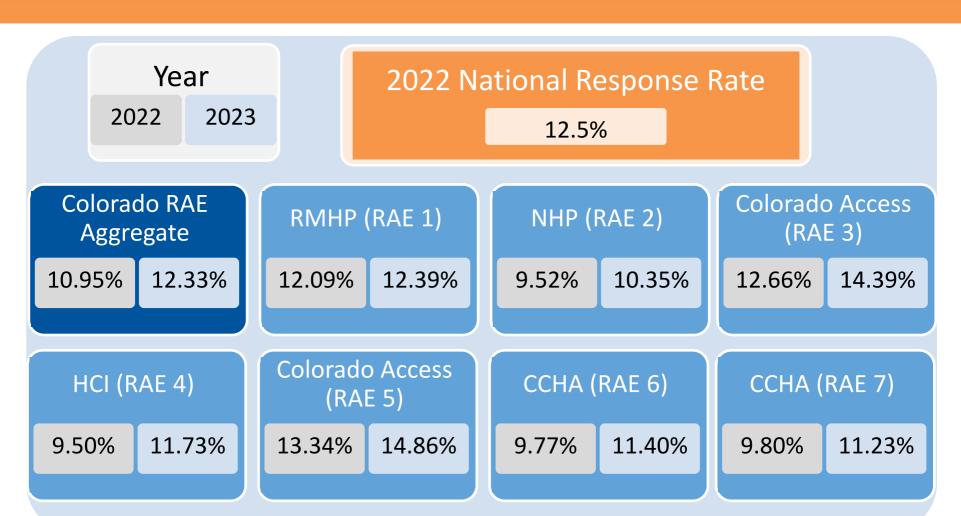
[▼] Statistically significantly lower in 2023 than in 2022.

[↑] Statistically significantly higher than the Colorado RAE Aggregate.

[↓] Statistically significantly lower than the Colorado RAE Aggregate.

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Response Rates – Child RAEs





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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[↑] Statistically significantly higher than the Colorado RAE Aggregate.

[↓] Statistically significantly lower than the Colorado RAE Aggregate.

⁺ Indigates fewer than 100 responses. Caution should be exercised when evaluating these results.

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

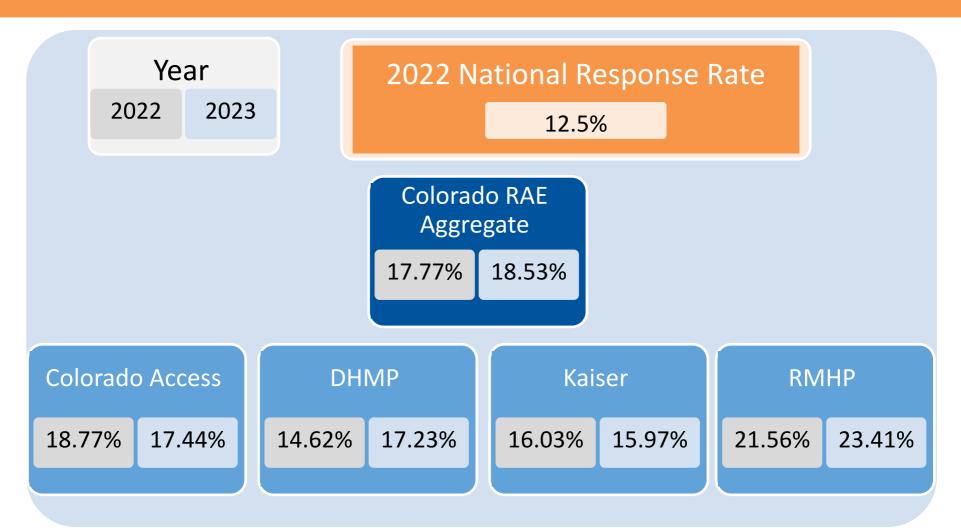
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- ▼ Statistically significantly lower in 2023 than in 2022.
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CHP+ Results

Response Rates – CHP+





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



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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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- ▼ Statistically significantly lower in 2023 than in 2022.
- ↑ Statistically significantly higher than the Colorado RAE Aggregate.
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MCO Results

Response Rates – MCOs



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

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



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[▼] Statistically significantly lower in 2023 than in 2022.

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Top-Box Scores: Child MCOs

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

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.





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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