



2019 CAHPS Medicaid Adult 5.0H Final Report

Presbyterian Centennial Care

Project Number: 4135236



Presbyterian Centennial Care

Contents

- Executive Summary
- Profile of Survey Respondents
- Summary of Trend and Benchmarks
- Global Proportions and Accreditation
- Composite Analyses
- Segmentation Analyses
- Correlation Analyses
- Priority Matrix
- Custom Question Analyses

SPH Analytics (SPH), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Presbyterian Centennial Care to conduct its 2019 CAHPS® 5.0H Medicaid Adult Member Satisfaction Survey. NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

Your Sales Director for this project is Candi Charmoli (770-299-1411), and your Project Manager is Emmanuel Akinleye (770-978-3173, ext. 1366). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Director or your Project Manager.

NCQA made the following change to the survey in 2018:

- NCQA retired the HEDIS® Aspirin Use and Discussion Measure in 2017. The CAHPS 5.0H survey items aligned with this measure have been removed.



Executive Summary

- Presbyterian Centennial Care
- 4135236

SURVEY OBJECTIVE The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which could aid plans in increasing the quality of provided care.

SPH Analytics (SPH) has structured this report to provide insightful and actionable information that plans can use to improve quality and performance.

VALID SURVEYS

Using a 4 Wave Mail with Phone/Internet survey methodology, per NCQA protocol, SPH Analytics collected **333 valid surveys** from the eligible member population, yielding a response rate of **16.8%**.

Summary Rates are defined by NCQA in its HEDIS 2019 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for the Effectiveness of Care Measures (with the exception of the *Flu Vaccinations (Adults 18-64)* measure) are calculated on a two-year rolling average due to anticipated small denominators.

	No	Yes	
Never	Sometimes	Usually	Always

Rating questions are typically displayed with two Summary Rates:

0	1	2	3	4	5	6	7	8	9	10
0	1	2	3	4	5	6	7	8	9	10

Percentile Rankings Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

NCQA BENCHMARK INFORMATION

The source for data contained in this publication is Quality Compass® All Plans 2018. It is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on this data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

Health Plan Domain Performance

Your plan's performance on measures that are typically considered to be in the domain of the health plan.

MEASURE	SUMMARY RATE		CHANGE*	2019 SPH ANALYTICS BENCHMARK		2018 QUALITY COMPASS® ALL PLANS BENCHMARK	
	2019	2018		SUMMARY RATE	PERCENTILE RANK	SUMMARY RATE	PERCENTILE RANK
8-10 Rating of Health Plan	78.4%	77.2%	1.2	77.8%	50th	77.0%	60th
9-10 Rating of Health Plan	60.5%	59.0%	1.5	60.3%	45th	60.1%	50th
Getting Needed Care	78.7%	81.9%	-3.1	82.8%	12th	82.4%	18th
Customer Service	92.8%	89.0%	3.8	88.5%	90th	88.3%	97th
Providing Needed Information	70.1%	74.2%	-4.0	66.8%	66th	69.0%	56th
Ease of Filling Out Forms	94.7%	95.2%	-0.5	94.0%	62nd	94.3%	51st

KEY TAKEAWAYS

Your overall Rating of Health Plan (8-10) Summary Rate score was 78.4%, and represents a change of 1.2 from 2018. This measure counts for double points in accreditation scoring. SPH regression analysis has identified **Customer Service** and **Getting Needed Care** as Key Drivers of Rating of Health Plan. Improving scores on these measures can improve the rating score.

* Please note that the "change" comparison may vary slightly due to rounding.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend or benchmark score.

Health Care Domain Performance

Your plan's performance on measures that are typically considered to be in the provider health care domain.

MEASURE	SUMMARY RATE		CHANGE*	2019 SPH ANALYTICS BENCHMARK		2018 QUALITY COMPASS® ALL PLANS BENCHMARK	
	2019	2018		SUMMARY RATE	PERCENTILE RANK	SUMMARY RATE	PERCENTILE RANK
8-10 Rating of Health Care	69.4%	71.8%	-2.3	75.3%	<10th	74.6%	11th
9-10 Rating of Health Care	50.0%	54.8%	-4.8	54.5%	20th	55.2%	15th
Getting Care Quickly	81.4%	83.3%	-1.9	82.1%	38th	82.1%	36th
How Well Doctors Communicate	89.5%	91.2%	-1.7	91.8%	14th	91.6%	18th
Shared Decision Making	84.6%	81.7%	2.8	79.6%	95th	79.5%	97th
Health Promotion and Education	68.7%	74.5%	-5.8	71.3%	24th	73.5%	10th
Coordination of Care	77.1%	84.3%	-7.2	83.4%	<10th	83.4%	<10th
8-10 Rating of Personal Doctor	79.3%	80.4%	-1.1	81.9%	24th	81.4%	27th
9-10 Rating of Personal Doctor	67.2%	64.9%	2.3	67.1%	48th	67.1%	49th
8-10 Rating of Specialist	74.8%	80.0%	-5.2	82.4%	<10th	82.1%	<10th
9-10 Rating of Specialist	59.5%	61.7%	-2.2	66.8%	<10th	67.1%	<10th

KEY TAKEAWAYS

Your overall Rating of Health Care (8-10) Summary Rate score was 69.4%, and represents a change of -2.3 from 2018.

SPH regression analysis has identified **How Well Doctors Communicate** and **Getting Needed Care** as Key Drivers of Rating of Health Care. Improving scores on these measures can improve the rating score.

* Please note that the "change" comparison may vary slightly due to rounding.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend or benchmark score.

Effectiveness of Care Performance

Your plan's performance on HEDIS measures collected through the CAHPS 5.0H survey.

MEASURE	SUMMARY RATE		CHANGE*	2019 SPH ANALYTICS BENCHMARK		2018 QUALITY COMPASS® ALL PLANS BENCHMARK	
	2019	2018		SUMMARY RATE	PERCENTILE RANK	SUMMARY RATE	PERCENTILE RANK
Flu Vaccinations (Adults 18-64)	45.5%	41.9%	3.6	42.2%	72nd	39.6%	79th
Advising Smokers and Tobacco Users to Quit	60.8%	63.1%	-2.3	76.5%	<10th	77.0%	<10th
Discussing Cessation Medications	38.1%	35.4%	2.7	52.0%	<10th	51.5%	<10th
Discussing Cessation Strategies	36.6%	32.3%	4.3	45.9%	<10th	45.4%	11th

* Please note that the "change" comparison may vary slightly due to rounding.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend or benchmark score.

OVERVIEW: ACCREDITATION FOR 2019 SCORING

Your plan scored at or below the **50th percentile** for the following measures used for accreditation:

MEASURE	PERCENTILE
Getting Needed Care	<25th
Getting Care Quickly	<25th
Coordination of Care	<25th
Rating of Health Care	<25th
Rating of Specialist	<25th
Rating of Health Plan	50th

MEASURE NAME	2019 HEDIS/CAHPS PERCENTILES				Plan 3-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded
	25TH	50TH	75TH	90TH			2019
Getting Needed Care	2.34	2.38	2.44	2.48	2.2794	<25th	0.2889
Getting Care Quickly	2.38	2.43	2.49	2.52	2.3767	<25th	0.2889
Customer Service	2.48	2.54	2.58	2.61	2.6733	90th	1.4444
Coordination of Care	2.36	2.43	2.47	2.52	2.2936	<25th	0.2889
Rating of Health Care	2.35	2.39	2.46	2.49	2.3056	<25th	0.2889
Rating of Personal Doctor	2.43	2.50	2.53	2.57	2.5311	75th	1.2711
Rating of Specialist	2.48	2.51	2.56	2.59	2.4505	<25th	0.2889
Rating of Health Plan	2.39	2.46	2.52	2.57	2.4671	50th	1.9644

Approximate Points Earned (13.000 available)

6.1244

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Top Three Measures

Your plan had the highest NCQA Quality Compass® All Plans percentile rankings for these three measures.

MEASURE	VALID N	2019 SUMMARY RATE SCORE	2018 SUMMARY RATE SCORE	CHANGE*	QC ALL PLANS PERCENTILE RANKING	NCQA QUALITY COMPASS ALL PLANS	GAP
Customer Service	111	92.8%	89.0%	3.8	97th	88.3%	4.6
Shared Decision Making	97	84.6%	81.7%	2.8	97th	79.5%	5.1
Rating of Health Plan (8-10)	319	78.4%	77.2%	1.2	60th	77.0%	1.3

Bottom Three Measures

Your plan had the lowest NCQA Quality Compass® All Plans percentile rankings for these three measures.

MEASURE	VALID N	2019 SUMMARY RATE SCORE	2018 SUMMARY RATE SCORE	CHANGE*	QC ALL PLANS PERCENTILE RANKING	NCQA QUALITY COMPASS ALL PLANS	GAP
Health Promotion and Education	217	68.7%	74.5%	-5.8	10th	73.5%	-4.8
Rating of Specialist (8-10)	111	74.8%	80.0%	-5.2	<10th	82.1%	-7.3
Coordination of Care	109	77.1%	84.3%	-7.2	<10th	83.4%	-6.3

* Please note that the "change" comparison may vary slightly due to rounding.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

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Improving Performance

These measures had the lowest NCQA Quality Compass® All Plans percentile rankings for your plan. While plans should also review which measures have lower scores than last year and which measures perform lower than benchmark, SPH offers these opportunities for improvement based on national percentile rankings.

Health Promotion and Education

- Encourage/remind members and providers of resources, tools, apps, etc. to assist patients with staying healthy and preventing illness (i.e., Plan website, WebMD, Garmin smartwatch).
- Offer call-in line (i.e., Nurse/provider hotline) or internet option (live chat) for members to get health advice or information.
- Promoting a holistic care philosophy, encouraging providers to routinely ask about the patient's lifestyle, activities and/or health concerns.
- Encourage providers to utilize a summary of patient's medical record/health assessment to facilitate health/wellness discussion.
- Periodic reminders (i.e., text message, e-mail, voicemail) to advise patients of the benefits of not smoking, aspirin use, getting a flu shot or other vaccines, etc.

Rating of Specialist (8-10)

- Analyze, investigate, probe for weakness or QI needs those composite measures highly correlated with rating of doctor or specialist. (i.e., GNC, HWDC, Coordination Of Care).
- Review QI recommendations for related CAHPS composite measures: How Well Doctors Communicate, Shared Decision Making, Coordination of Care.
- Explore ability of providers to share with patient's a summary of medical record or health assessment to facilitate conversation about health/wellness.
- Share and discuss CAHPS feedback, scores and reporting with providers.
- Gather and analyze patient feedback on their recent office visit (i.e., patient "comment cards," follow up call/text/email, CG CAHPS survey, etc.)
- Suggest providers/practices periodically analyze appointment scheduling timeframes versus types of office visits.
- Promote use of a secure online patient portal which allows access to their medical record and a health care information of particular interest to their needs.
- Provide on-line tools or training sessions to include improving physician-patient communication, patient-centered interviewing.
- Determine systems (i.e., EHRs) processes or procedures used to gather or facilitate distribution of patient information among providers.

Coordination of Care

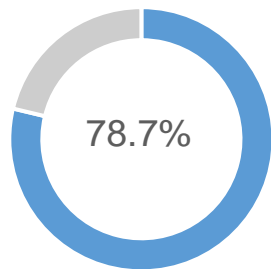
- Develop on-going reminders/messaging to promote and improve communication and reporting between providers.
- Explore potential of EHRs to integrate/facilitate distribution of patient information among providers.
- Inform/remind providers about coordination of care expectations or time standards for post-visit follow up to PCPs.
- Encourage providers to prompt patients to share care, tests or treatments involving other providers.
- Encourage providers to prompt patients to bring all medications (or list) to their appointments.
- Assess status and consistency of coordination of patient care, communication, and information shared across provider network.
- Promote a patient-centered care management approach across the network.

Need Additional Assistance? *For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Sales Director to learn more or visit our website at*

<http://www.sphanalytics.com/consulting>.

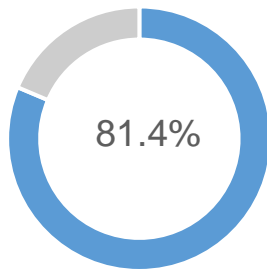


Composite Summary Rate Scores



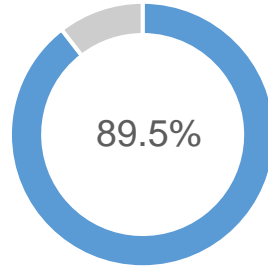
Getting Needed Care

2019	78.7%
2018	81.9%
2017	80.1%
SPH	82.8%
NCQA	82.4%



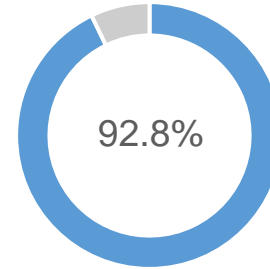
Getting Care Quickly

2019	81.4%
2018	83.3%
2017	78.2%
SPH	82.1%
NCQA	82.1%



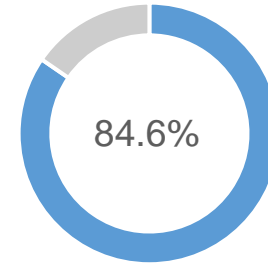
How Well Doctors Communicate

2019	89.5%
2018	91.2%
2017	91.1%
SPH	91.8%
NCQA	91.6%



Customer Service

2019	92.8%
2018	89.0%
2017	90.1%
SPH	88.5%
NCQA	88.3%



Shared Decision Making

2019	84.6%
2018	81.7%
2017	79.5%
SPH	79.6%
NCQA	79.5%

Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2019 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

NCQA refers to the 2018 Quality Compass® All Plans benchmark.
SPH refers to the 2019 SPH Analytics Book of Business benchmark.

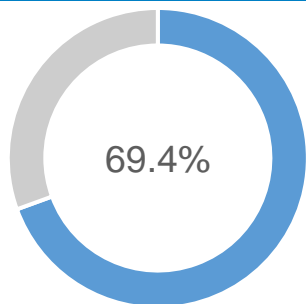
Significance Testing

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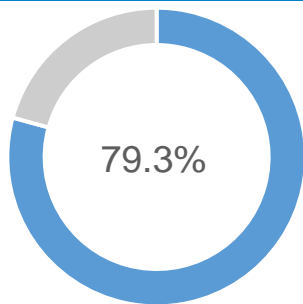


Global Rating Summary Rate Scores (8+9+10)



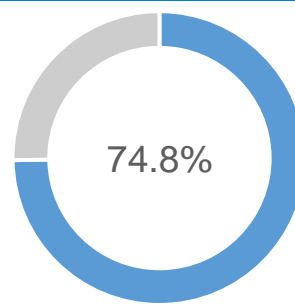
Rating of Health Care

2019	69.4%
2018	71.8%
2017	72.3%
SPH	75.3%
NCQA	74.6%



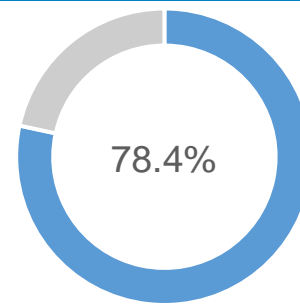
Rating of Personal Doctor

2019	79.3%
2018	80.4%
2017	82.9%
SPH	81.9%
NCQA	81.4%



Rating of Specialist

2019	74.8%
2018	80.0%
2017	82.0%
SPH	82.4%
NCQA	82.1%



Rating of Health Plan

2019	78.4%
2018	77.2%
2017	78.6%
SPH	77.8%
NCQA	77.0%

Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2019 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

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SPH refers to the 2019 SPH Analytics Book of Business benchmark.

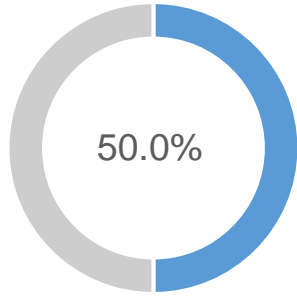
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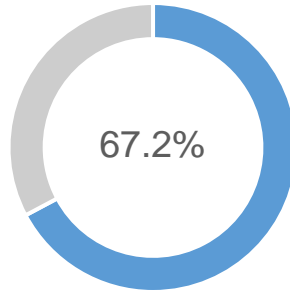


Global Rating Summary Rate Scores (9+10)



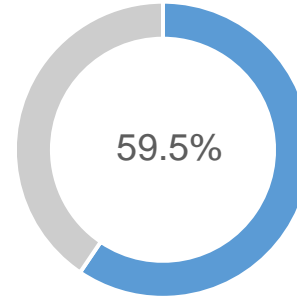
Rating of Health Care

2019	50.0%
2018	54.8%
2017	55.0%
SPH	54.5%
NCQA	55.2%



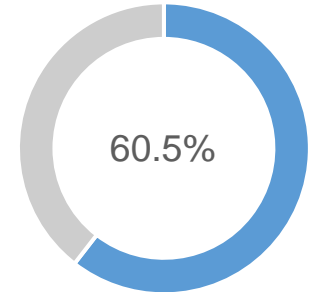
Rating of Personal Doctor

2019	67.2%
2018	64.9%
2017	68.6%
SPH	67.1%
NCQA	67.1%



Rating of Specialist

2019	59.5%
2018	61.7%
2017	67.6%
SPH	66.8%
NCQA	67.1%



Rating of Health Plan

2019	60.5%
2018	59.0%
2017	61.5%
SPH	60.3%
NCQA	60.1%

Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2019 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

NCQA refers to the 2018 Quality Compass® All Plans benchmark.

SPH refers to the 2019 SPH Analytics Book of Business benchmark.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend or benchmark score.

Regression Analysis on the SPH Book of Business has identified the following **Key Drivers** of Rating of Health Plan. Performance on these measures may be driving member's overall experience rating.



Customer Service
Getting Needed Care



RATING OF HEALTH PLAN

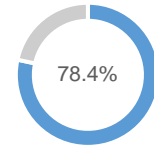
PERFORMANCE ON KEY DRIVERS

Key Driver	SPH BoB %Rank	QC %Rank
Customer Service	90th	97th
Getting Needed Care	12th	18th

DIFFERENT WAYS TO LOOK AT THE DATA

Standard Summary Rate Scoring combines the top 3 responses (8+9+10).

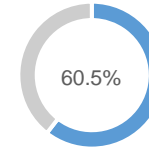
Some health plans prefer to compare to a higher standard of performance and track the top 2 responses (9+10).



Rating of Health Plan (8 – 10)

Your plan scored in the **60th** percentile when compared to the QC All Plans benchmark.

Compared to last year, your score **increased** by 1.2. This result is not statistically significant.



Rating of Health Plan (9 – 10)

Your plan scored in the **50th** percentile when compared to the QC All Plans benchmark.

Compared to last year, your score **increased** by 1.5. This result is not statistically significant.

PLAN SPECIFIC CORRELATIONS

Correlations show the strength of the linear relationship between the individual attributes and the rating questions for your plan.

These five questions had the **strongest correlation** with your Rating of Health Plan.

Question	Coefficient	2019 SRS	QC AP Rank
32 Treated with courtesy and respect by customer service staff	0.487	95.5%	69th
29 Providing Needed Information	0.425	70.1%	56th
13 Rating of Health Care	0.403	69.4%	11th
23 Rating of Personal Doctor	0.38	79.3%	27th
31 Getting information/help from customer service	0.374	90.2%	99th

Demographic Comparisons

Different demographic subgroups can have dissimilar experiences with your health plan.



Gender

	8 - 10	9 - 10
MEN	79.1%	61.2%
WOMEN	79.0%	60.8%



Age

	8 - 10	9 - 10
18 - 34	77.4%	55.7%
35 - 44	68.3%	46.3%
45 - 54	79.5%	59.1%
55 or older	83.7%	70.7%



Education

	8 - 10	9 - 10
HS GRAD OR LESS	79.4%	63.0%
SOME COLLEGE OR MORE	78.5%	57.0%



Health Status

	8 - 10	9 - 10
EXCELLENT/VERY GOOD	84.6%	69.2%
GOOD	74.3%	50.5%
FAIR/POOR	75.7%	62.1%



Mental/Emotional Health Status

	8 - 10	9 - 10
EXCELLENT/VERY GOOD	85.8%	72.4%
GOOD	70.7%	52.5%
FAIR/POOR	76.1%	52.2%



Data Collection

	8 - 10	9 - 10
MAIL	77.0%	60.4%
PHONE	80.8%	61.7%
INTERNET	75.0%	50.0%



Ethnicity & Race

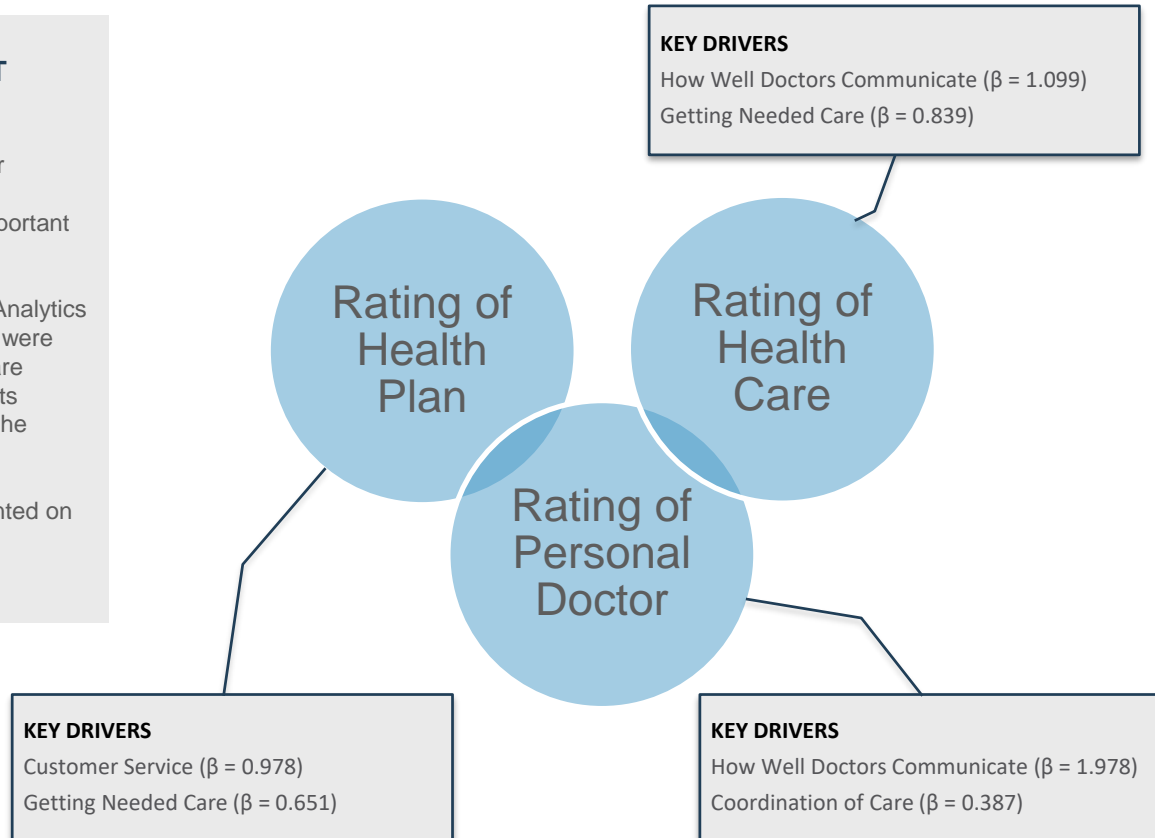
	8 - 10	9 - 10
HISPANIC/LATINO	84.4%	65.9%
NOT HISPANIC/LATINO	71.8%	54.2%
WHITE	77.0%	55.6%
BLACK/AFRICAN AMERICAN	100.0%	100.0%
OTHER	78.0%	67.5%

KEY DRIVERS: WHERE TO FOCUS IMPROVEMENT EFFORTS

Members set standards for performance whether consciously or subconsciously. Standards are usually set higher for those plan services that are deemed important to each member. These important services are the Key Drivers of Experience.

Multiple linear regression analyses were run on the 2019 SPH Analytics Medicaid Adult Book of Business to discover which composites were Key Drivers of Rating of Health Plan (Q35), Rating of Health Care (Q13), and Rating of Personal Doctor (Q23). Improvement efforts focused on these measures can also result in improvement on the global rating questions.

Your **Opportunity Analysis** based on this information is presented on the next page.



This Opportunity Analysis displays both high performing measures and measures that are opportunities for improvement.

STRENGTH – Summary Rates **at or above the 75th percentile** when compared to the 2019 SPH Analytics Book of Business.

MONITOR – Summary Rates **at or above the 50th percentile and below the 75th percentile** when compared to the 2019 SPH Analytics Book of Business should be monitored, as they do have a significant impact on members’ overall ratings.

OPPORTUNITY – Summary Rates that fall **below the 50th percentile** when compared to the 2019 SPH Analytics Book of Business should be investigated and improved upon.



Rating of Health Plan

These Composites have been identified by SPH as Key Drivers of Rating of Health Plan.

Customer Service

Strength

Getting Needed Care

Opportunity

Rating of Health Care

These Composites have been identified by SPH as Key Drivers of Rating of Health Care.

How Well Doctors Communicate

Opportunity

Getting Needed Care

Opportunity

Rating of Personal Doctor

These Composites have been identified by SPH as Key Drivers of Rating of Personal Doctor.

How Well Doctors Communicate

Opportunity

Coordination of Care

Opportunity

VALID SURVEYS



Total Number of Phone Completes = 124



Total Number of Mail Completes = 197



Total Number of Internet Completes = 12

2019 RESPONSE RATE

Ineligible members are subtracted from the sample size when computing a **response rate** as shown below.

$$\frac{\text{Completed Surveys}}{\text{Sample Size - Ineligible Members}} = \text{Response Rate}$$

Using the final figures from the survey, the numerator and denominator used to compute your **response rate** are presented below.

$$\frac{197 \text{ (Mail)} + 124 \text{ (Phone)} + 12 \text{ (Internet)}}{2025 \text{ (Sample)} - 48 \text{ (Ineligibles)}} = 16.8\%$$

Your plan had **19** Spanish completes in 2019.

RESPONSE RATE COMPARISONS

Your plan's response rate in 2018 was **18.1%**.

The SPH Analytics 2019 Book of Business average response rate is **21.1%**.

Ineligible	Does not Meet Eligibility Criteria (01)	28
	Language Barrier (03)	15
	Mentally/Physically Incapacitated (04)	3
	Deceased (05)	2
	SUBTOTAL	48
Non-Response	Break-off/Incomplete (02)	28
	Refusal (06)	14
	Maximum Attempts Made (07)	1598
	Added to DNC List (08)	4
	SUBTOTAL	1644
TOTAL		1692



Profile of Survey Respondents

Demographic Composition

- Presbyterian Centennial Care
- 4135236



Demographic Profile The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

The percentages of respondents are displayed by demographic category (Health Status, Mental/Emotional Health Status, Age, Gender, Education, Ethnicity, and Race) from your current survey, compared to trend data (if applicable), the 2019 SPH Analytics Book of Business benchmark, and the 2018 Medicaid Adult Public Report benchmark.

The demographic makeup of your plan's member base may not mirror the "average" plan; therefore, caution is recommended when making comparisons to benchmark data. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted with green or red text.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

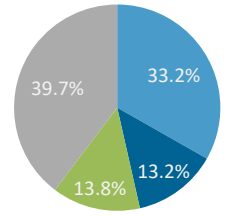
Red – Current year score significantly lower when compared to trend or benchmark score.

No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Survey Demographics

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

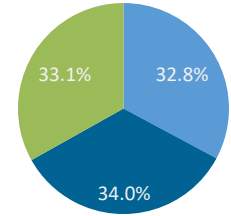
Age



■ 18 - 34 ■ 35 - 44 ■ 45 - 54 ■ 55 or older

	18 - 34	35 - 44	45 - 54	55 or older
2019	33.2%	13.2%	13.8%	39.7%
2018	27.2%	12.8%	17.7%	42.3%
2017	30.8%	13.3%	16.7%	39.2%
SPH	29.1%	14.3%	17.7%	38.9%
NCQA	28.4%	14.5%	19.5%	37.7%

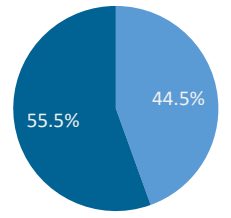
Health Status



■ Excellent/ Very Good ■ Good ■ Fair/Poor

	Excellent/ Very Good	Good	Fair/Poor
2019	32.8%	34.0%	33.1%
2018	24.3%	40.0%	35.7%
2017	34.4%	35.5%	30.1%
SPH	31.5%	33.8%	34.7%
NCQA	32.8%	33.2%	34.0%

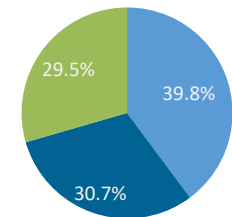
Gender



■ Male ■ Female

	Male	Female
2019	44.5%	55.5%
2018	40.9%	59.1%
2017	36.9%	63.1%
SPH	39.1%	60.9%
NCQA	38.1%	61.9%

Mental/Emotional Health Status



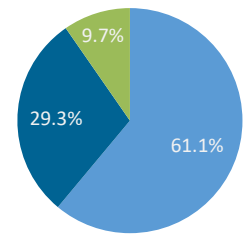
■ Excellent/ Very Good ■ Good ■ Fair/Poor

	Excellent/ Very Good	Good	Fair/Poor
2019	39.8%	30.7%	29.5%
2018	40.8%	29.6%	29.6%
2017	40.0%	29.7%	30.3%
SPH	40.0%	29.9%	30.2%
NCQA	42.5%	29.3%	28.2%

Survey Demographics

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

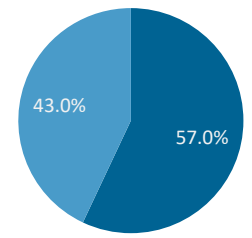
Education



	HS Graduate or Less	Some College	College Graduate or More
2019	61.1%	29.3%	9.7%
2018	61.4%	25.7%	13.0%
2017	53.0%	32.5%	14.5%
SPH	64.0%	26.0%	10.1%
NCQA	61.8%	27.3%	10.9%

■ HS Graduate or Less ■ Some College ■ College Graduate or More

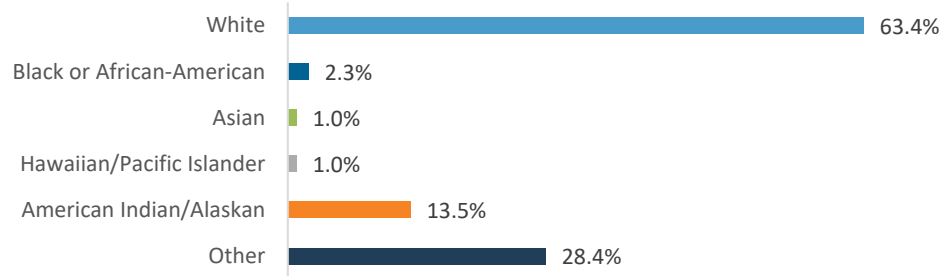
Ethnicity



	Hispanic/Latino	Not Hispanic/Latino
2019	57.0%	43.0%
2018	57.4%	42.6%
2017	56.5%	43.5%
SPH	19.0%	81.0%
NCQA	17.9%	82.1%

■ Hispanic/Latino ■ Not Hispanic/Latino

Race



	White	Black or African-American	Asian	Hawaiian/Pacific Islander	American Indian/Alaskan	Other
2019	63.4%	2.3%	1.0%	1.0%	13.5%	28.4%
2018	59.4%	2.8%	3.4%	0.9%	12.8%	31.9%
2017	66.5%	2.3%	1.7%	0.8%	10.7%	26.5%
SPH	63.8%	22.2%	5.4%	1.5%	3.9%	13.6%
NCQA	58.3%	24.3%	5.0%	1.4%	4.1%	10.8%



Summary of Trend and Benchmarks

Summary Rate Scores

Percentile Rankings

- Presbyterian Centennial Care
- 4135236



Trend and Benchmark Comparisons The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

Summary Rate Scores: Shows how your plan's composite and key question Summary Rates compare to scores from the previous years' results (if applicable) and scores from the 2019 SPH Analytics Medicaid Adult Book of Business, 2018 Medicaid Adult Public Report, and 2018 Medicaid Adult Quality Compass® All Plans benchmarks. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted.

Plan Percentile Rankings: Shows your plan's Summary Rates and percentile rankings in relation to the three benchmarks. Benchmark percentile scores (25th, 50th, 75th, and 90th) are available in the technical notes.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend or benchmark score.

No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Available Benchmarks

The following benchmarks are used throughout the report.

	2018 NCQA Public Report	2018 Quality Compass® All Plans	2018 NCQA 1-100 Benchmark	2019 SPH Analytics Book of Business
	Derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of Medicaid adult samples that submitted data to NCQA in 2018 and allowed their data to be publicly reported.	Includes all Medicaid adult samples that submitted data to NCQA in 2018.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid adult data collected by NCQA in 2018.	Includes all the Medicaid adult samples that contracted with SPH Analytics to administer the 2019 CAHPS 5.0H survey and submitted data to NCQA.
PROS	<ul style="list-style-type: none"> Provides the most up to-date benchmark reflecting the 2018 survey results Provides a benchmark for each question from the survey Permits precise percentile ranking of plan compared to benchmark 	<ul style="list-style-type: none"> Contains more plans than Public Report Is presented in NCQA's The State of Health Care Quality 	<ul style="list-style-type: none"> Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark 	<ul style="list-style-type: none"> Provides a benchmark for each question from the survey Permits precise percentile ranking of plan compared to benchmark Historically, the SPH BoB has varied by less than 1% from the Public Report benchmark.
CONS	<ul style="list-style-type: none"> Contains fewer plans than All Plans benchmark 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Contains fewer plans than the Public Report and the Quality Compass® All Plans Benchmarks
# OF PLANS	152	169	169	64

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Valid n	2019	2018	2017	2019 SPH Book of Business	2018 Public Report	2018 Quality Compass® All Plans
Getting Needed Care		78.7%	81.9%	80.1%	82.8%	82.6%	82.4%
14 Getting care, tests, or treatments necessary	216	83.3%	82.1%	81.5%	85.2%	84.8%	84.6%
25 Obtained appointment with specialist as soon as needed	116	74.1%	81.7%	78.7%	80.5%	80.6%	80.4%
Getting Care Quickly		81.4%	83.3%	78.2%	82.1%	82.2%	82.1%
4 Obtaining needed care right away	107	82.2%	88.5%	81.9%	84.6%	84.7%	84.6%
6 Obtained appointment for care as soon as needed	205	80.5%	78.0%	74.4%	79.7%	80.0%	79.9%
How Well Doctors Communicate		89.5%	91.2%	91.1%	91.8%	91.6%	91.6%
17 Doctors explained things in an understandable way	195	89.2%	88.5%	91.6%	92.0%	91.8%	91.8%
18 Doctors listened carefully to you	197	88.8%	91.2%	90.8%	92.2%	91.9%	91.8%
19 Doctors showed respect for what you had to say	196	89.8%	94.0%	93.2%	93.7%	93.1%	93.1%
20 Doctors spent enough time with you	196	90.3%	91.2%	88.7%	89.5%	89.6%	89.5%
Health Plan Customer Service		92.8%	89.0%	90.1%	88.5%	88.3%	88.3%
31 Getting information/help from customer service	112	90.2%	83.5%	87.5%	82.7%	82.6%	82.5%
32 Treated with courtesy and respect by customer service staff	111	95.5%	94.5%	92.6%	94.2%	94.0%	94.1%

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Valid n	2019	2018	2017	2019 SPH Book of Business	2018 Public Report	2018 Quality Compass® All Plans
Shared Decision Making		84.6%	81.7%	79.5%	79.6%	79.6%	79.5%
10 Doctor/health care provider talked about reasons you might want to take a medicine	96	90.6%	89.4%	90.7%	91.6%	91.9%	91.8%
11 Doctor/health care provider talked about reasons you might not want to take a medicine	98	76.5%	71.9%	70.6%	68.0%	68.5%	68.4%
12 Doctor/health care provider asked you what you thought was best when talking about starting or stopping a prescription	97	86.6%	83.9%	77.2%	79.1%	78.1%	78.1%
Other Measures							
8 Health Promotion and Education	217	68.7%	74.5%	70.9%	71.3%	73.4%	73.5%
22 Coordination of Care	109	77.1%	84.3%	82.9%	83.4%	83.4%	83.4%
29 Providing Needed Information	67	70.1%	74.2%	64.4%	66.8%	68.4%	69.0%
34 Ease of Filling Out Forms	319	94.7%	95.2%	92.2%	94.0%	94.4%	94.3%

RATING ITEMS

	Valid n	2019	2018	2017	2019 SPH Book of Business	2018 Public Report	2018 Quality Compass® All Plans
Rating Questions (8+9+10)							
13 Rating of Health Care	216	69.4%	71.8%	72.3%	75.3%	74.8%	74.6%
23 Rating of Personal Doctor	241	79.3%	80.4%	82.9%	81.9%	81.4%	81.4%
27 Rating of Specialist	111	74.8%	80.0%	82.0%	82.4%	82.1%	82.1%
35 Rating of Health Plan	319	78.4%	77.2%	78.6%	77.8%	77.2%	77.0%
Rating Questions (9+10)							
13 Rating of Health Care	216	50.0%	54.8%	55.0%	54.5%	55.3%	55.2%
23 Rating of Personal Doctor	241	67.2%	64.9%	68.6%	67.1%	67.1%	67.1%
27 Rating of Specialist	111	59.5%	61.7%	67.6%	66.8%	67.1%	67.1%
35 Rating of Health Plan	319	60.5%	59.0%	61.5%	60.3%	60.4%	60.1%

EFFECTIVENESS OF CARE MEASURES

	Valid n	2019	2018	2017	2019 SPH Book of Business	2018 Public Report	2018 Quality Compass® All Plans
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	279	45.5%	41.9%	41.4%	42.2%	NA	39.6%
Advising Smokers and Tobacco Users to Quit	176	60.8%	63.1%	61.4%	76.5%	76.0%	77.0%
Discussing Cessation Medications	176	38.1%	35.4%	30.8%	52.0%	51.1%	51.5%
Discussing Cessation Strategies	172	36.6%	32.3%	30.2%	45.9%	44.7%	45.4%

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Plan Summary Rate	2019 SPH Book of Business	2018 Public Report	2018 Quality Compass All Plans
Getting Needed Care	78.7%	12th	17th	18th
14 Getting care, tests, or treatments necessary	83.3%	30th	31st	32nd
25 Obtained appointment with specialist as soon as needed	74.1%	<10th	<10th	<10th
Getting Care Quickly	81.4%	38th	34th	36th
4 Obtaining needed care right away	82.2%	20th	28th	29th
6 Obtained appointment for care as soon as needed	80.5%	54th	49th	50th
How Well Doctors Communicate	89.5%	14th	17th	18th
17 Doctors explained things in an understandable way	89.2%	17th	16th	16th
18 Doctors listened carefully to you	88.8%	<10th	11th	11th
19 Doctors showed respect for what you had to say	89.8%	<10th	<10th	<10th
20 Doctors spent enough time with you	90.3%	48th	55th	56th
Health Plan Customer Service	92.8%	90th	96th	97th
31 Getting information/help from customer service	90.2%	93rd	99th	99th
32 Treated with courtesy and respect by customer service staff	95.5%	67th	70th	69th

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Plan Summary Rate	2019 SPH Book of Business	2018 Public Report	2018 Quality Compass All Plans
Shared Decision Making	84.6%	95th	97th	97th
10 Doctor/health care provider talked about reasons you might want to take a medicine	90.6%	37th	32nd	33rd
11 Doctor/health care provider talked about reasons you might not want to take a medicine	76.5%	95th	96th	96th
12 Doctor/health care provider asked you what you thought was best when talking about starting or stopping a prescription	86.6%	95th	99th	99th
Other Measures				
Health Promotion and Education	68.7%	24th	10th	10th
Coordination of Care	77.1%	<10th	<10th	<10th
Providing Needed Information	70.1%	66th	60th	56th
Ease of Filling Out Forms	94.7%	62nd	50th	51st

RATING ITEMS

	Plan Summary Rate	2019 SPH Book of Business	2018 Public Report	2018 Quality Compass All Plans
Rating Questions (8+9+10)				
13 Rating of Health Care	69.4%	<10th	10th	11th
23 Rating of Personal Doctor	79.3%	24th	26th	27th
27 Rating of Specialist	74.8%	<10th	<10th	<10th
42 Rating of Health Plan	78.4%	50th	59th	60th
Rating Questions (9+10)				
13 Rating of Health Care	50.0%	20th	13th	15th
23 Rating of Personal Doctor	67.2%	48th	49th	49th
27 Rating of Specialist	59.5%	<10th	<10th	<10th
42 Rating of Health Plan	60.5%	45th	49th	50th

EFFECTIVENESS OF CARE MEASURES

	Plan Summary Rate	2019 SPH Book of Business	2018 Public Report	2018 Quality Compass All Plans
Effectiveness of Care Measures				
Flu Vaccinations (Adults 18-64)	45.5%	72nd	NA	79th
Advising Smokers and Tobacco Users to Quit	60.8%	<10th	<10th	<10th
Discussing Cessation Medications	38.1%	<10th	<10th	<10th
Discussing Cessation Strategies	36.6%	<10th	13th	11th



Global Proportions and Accreditation

Three Point Scores and Accreditation Scoring

- Presbyterian Centennial Care
- 4135236

ACCREDITATION FOR 2019 SCORING

NCQA requires health plans seeking accreditation to submit specified HEDIS measures and HEDIS/CAHPS 5.0H survey results. NCQA determines the CAHPS 5.0H portion of the score by comparing the plan's results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles). The HEDIS measure portion of the score is ascertained by comparing the plan's results to a national benchmark (the 90th percentile) and to regional and national thresholds (the 75th, 50th, and 25th percentiles).

MEASURE NAME	2019 HEDIS/CAHPS PERCENTILES				Plan 3-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded
	25TH	50TH	75TH	90TH			2019
Getting Needed Care	2.34	2.38	2.44	2.48	2.2794	<25th	0.2889
Getting Care Quickly	2.38	2.43	2.49	2.52	2.3767	<25th	0.2889
Customer Service	2.48	2.54	2.58	2.61	2.6733	90th	1.4444
Coordination of Care	2.36	2.43	2.47	2.52	2.2936	<25th	0.2889
Rating of Health Care	2.35	2.39	2.46	2.49	2.3056	<25th	0.2889
Rating of Personal Doctor	2.43	2.50	2.53	2.57	2.5311	75th	1.2711
Rating of Specialist	2.48	2.51	2.56	2.59	2.4505	<25th	0.2889
Rating of Health Plan	2.39	2.46	2.52	2.57	2.4671	50th	1.9644

Approximate Points Earned (13.000 available)

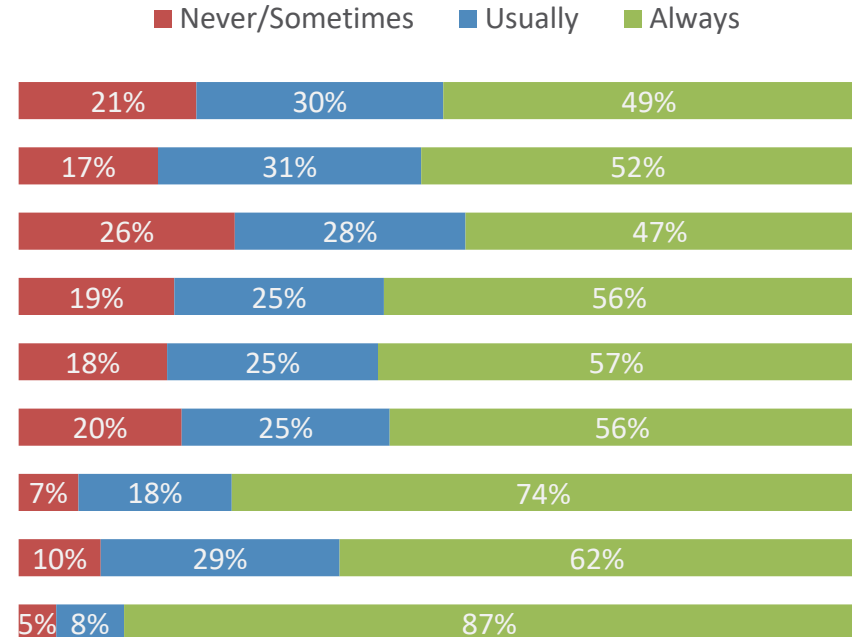
6.1244

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

GLOBAL PROPORTIONS SCORING AND ACCREDITATION

The graphical presentation and Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure's percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum points possible for a particular CAHPS accreditation measure. Please see Technical Notes for more information on Three-Point Scores.

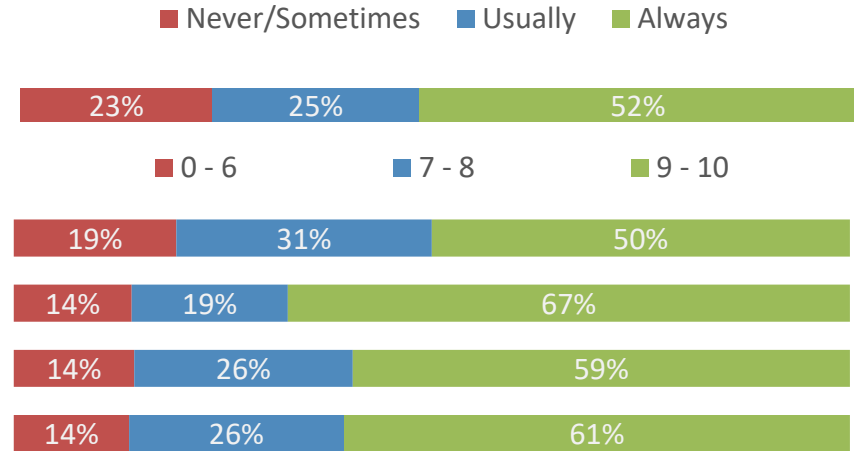
	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
Getting Needed Care		2.2794	<25th	2.48
14 Getting care, tests, or treatments necessary	216	2.3519		
25 Obtained appointment with specialist as soon as needed	116	2.2069		
Getting Care Quickly		2.3767	<25th	2.52
4 Obtaining needed care right away	107	2.3925		
6 Obtained appointment for care as soon as needed	205	2.3610		
Customer Service		2.6733	90th	2.61
31 Getting information/help from customer service	112	2.5179		
32 Treated with courtesy and respect by customer service staff	111	2.8288		



GLOBAL PROPORTIONS SCORING AND ACCREDITATION

The graphical presentation and Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure's percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum points possible for a particular CAHPS accreditation measure. Please see *Technical Notes* for more information on Three-Point Scores.

	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
Other Measures				
Coordination of Care	109	2.2936	<25th	2.52
Rating Questions				
Rating of Health Care	216	2.3056	<25th	2.49
Rating of Personal Doctor	241	2.5311	75th	2.57
Rating of Specialist	111	2.4505	<25th	2.59
Rating of Health Plan	319	2.4671	50th	2.57





Composite Analyses

Composite Details and Scoring

- Presbyterian Centennial Care
- 4135236

Drilling Down Into Composites and Ratings

This section is designed to give plans a detailed report on the performance of each composite and rating measure used in accreditation.

The Composite Analysis typically consists of two pages. The first page displays composite level details and the second displays results for the attributes contained within the composite. It is critical to look at these attribute questions to determine if there is a particular aspect of care that is driving your composite score.

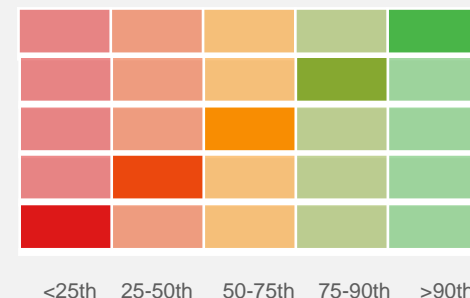


Analyses included in this section include: Plan Summary Rate Scores with comparisons to trending (if available), benchmarks, percentile rankings, accreditation scoring, and correlations.

Measures Included in Composite Analyses

- Getting Needed Care
- Getting Care Quickly
- Customer Service
- Coordination of Care
- Rating of Health Care
- Rating of Personal Doctor
- Rating of Specialist
- Rating of Health Plan

Percentile Rankings



PERCENTILE RANKING 2018 QC ALL PLANS

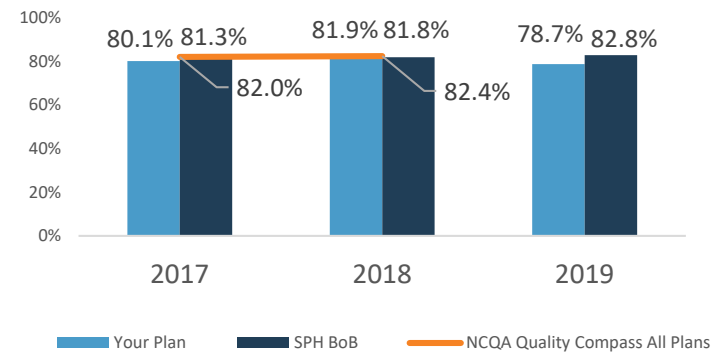
18th

NATIONAL TRENDS

NCQA Quality Compass scores for Getting Needed Care **increased** by 0.4% between 2017 and 2018.

The SPH BoB has **increased** by 1.0% since 2018.

GETTING NEEDED CARE – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	81.9%	-3.1	↔
2017	80.1%	-1.4	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
2019 SPH BoB	82.8%	-4.1	↔
2018 QC All Plans	82.4%	-3.6	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.2794	2.3275	2.2708
Plan Percentile Threshold	<25th	<25th	<25th

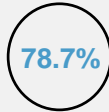
* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

GETTING NEEDED CARE QUESTIONS

The Getting Needed Care composite score is calculated by taking the average of two questions:

- Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
- Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

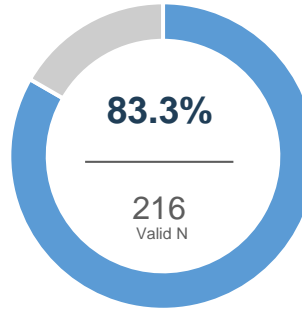
2019 GNC COMPOSITE SUMMARY RATE SCORE



CORRELATION WITH RATING QUESTIONS

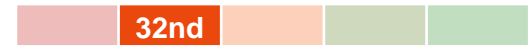
	With Health Plan	With Health Care	With Personal Doctor
Q14	0.310	0.524	0.373
Q25	0.216	0.280	0.175

Q14. GETTING CARE, TESTS, OR TREATMENTS NEEDED

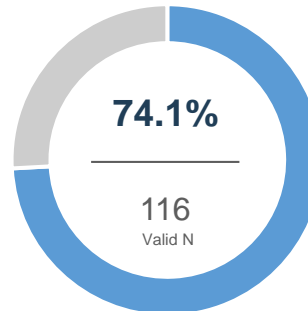


2019	83.3%
2018	82.1%
2017	81.5%
SPH	85.2%
NCQA	84.6%

Percentile Ranking 2018 QC All Plans



Q25. EASE OF GETTING APPOINTMENT WITH A SPECIALIST



2019	74.1%
2018	81.7%
2017	78.7%
SPH	80.5%
NCQA	80.4%

Percentile Ranking 2018 QC All Plans



PERCENTILE RANKING 2018 QC ALL PLANS

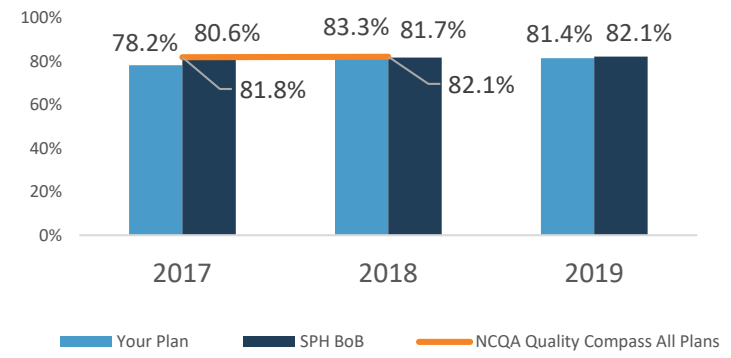


NATIONAL TRENDS

NCQA Quality Compass scores for Getting Care Quickly **increased** by 0.3% between 2017 and 2018.

The SPH BoB has **increased** by 0.4% since 2018.

GETTING CARE QUICKLY – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	83.3%	-1.9	↔
2017	78.2%	3.2	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
2019 SPH BoB	82.1%	-0.8	↔
2018 QC All Plans	82.1%	-0.7	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.3767	2.4035	2.2981
Plan Percentile Threshold	<25th	25th	<25th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

GETTING CARE QUICKLY QUESTIONS

The Getting Care Quickly composite score is calculated by taking the average of two questions:

- Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
- Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

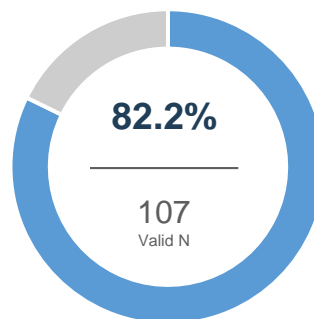
2019 GCQ COMPOSITE SUMMARY RATE SCORE

81.4%

CORRELATION WITH RATING QUESTIONS

	With Health Plan	With Health Care	With Personal Doctor
Q4	0.232	0.477	0.263
Q6	0.141	0.418	0.189

Q4. OBTAINED NEEDED CARE RIGHT AWAY

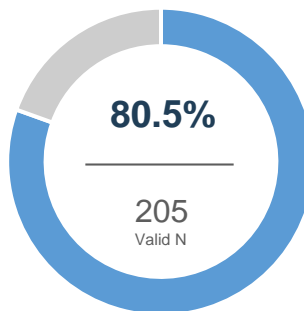


2019	82.2%
2018	88.5%
2017	81.9%
SPH	84.6%
NCQA	84.6%

Percentile Ranking 2018 QC All Plans



Q6. OBTAINED APPOINTMENT FOR CARE AS SOON AS NEEDED



2019	80.5%
2018	78.0%
2017	74.4%
SPH	79.7%
NCQA	79.9%

Percentile Ranking 2018 QC All Plans



PERCENTILE RANKING 2018 QC ALL PLANS

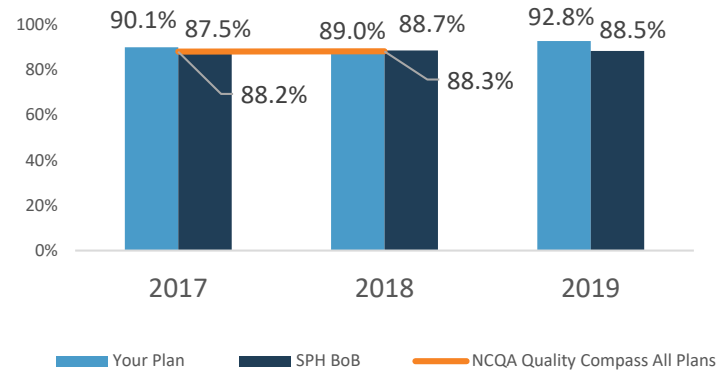


NATIONAL TRENDS

NCQA Quality Compass scores for Customer Service **increased** by 0.1% between 2017 and 2018.

The SPH BoB has **decreased** by 0.2% since 2018.

CUSTOMER SERVICE – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	89.0%	3.8	↔
2017	90.1%	2.8	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
2019 SPH BoB	88.5%	4.4	↔
2018 QC All Plans	88.3%	4.6	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.6733	2.5046	2.5809
Plan Percentile Threshold	90th	25th	75th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

CUSTOMER SERVICE QUESTIONS

The Customer Service composite score is calculated by taking the average of two questions:

- Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
- Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

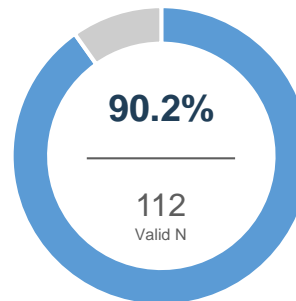
2019 CS COMPOSITE SUMMARY RATE SCORE

92.8%

CORRELATION WITH RATING QUESTIONS

	With Health Plan	With Health Care	With Personal Doctor
Q31	0.374	0.295	0.379
Q32	0.487	0.380	0.388

Q31. GETTING INFORMATION/HELP FROM CUSTOMER SERVICE

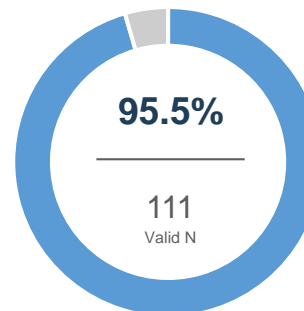


2019	90.2%
2018	83.5%
2017	87.5%
SPH	82.7%
NCQA	82.5%

Percentile Ranking 2018 QC All Plans



Q32. TREATED WITH COURTESY AND RESPECT BY CUSTOMER SERVICE STAFF



2019	95.5%
2018	94.5%
2017	92.6%
SPH	94.2%
NCQA	94.1%

Percentile Ranking 2018 QC All Plans



PERCENTILE RANKING 2018 QC ALL PLANS

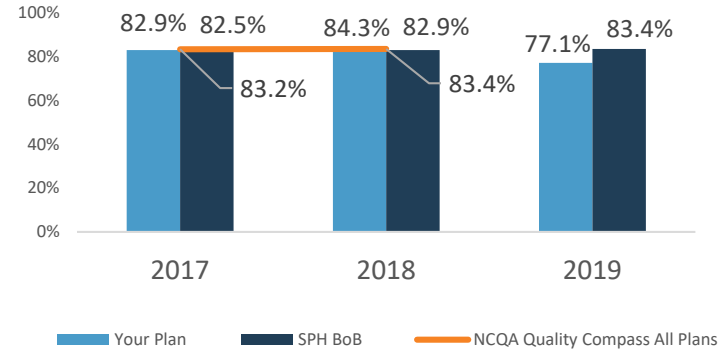


NATIONAL TRENDS

NCQA Quality Compass scores for Coordination of Care **increased** by 0.2% between 2017 and 2018.

The SPH BoB has **increased** by 0.5% since 2018.

COORDINATION OF CARE – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	84.3%	-7.2	↔
2017	82.9%	-5.8	↔

COMPARISON TO BENCHMARKS

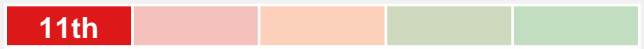
	Summary Rate	Gap*	Sig Test
2019 SPH BoB	83.4%	-6.3	↔
2018 QC All Plans	83.4%	-6.3	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.2936	2.3858	2.3786
Plan Percentile Threshold	<25th	25th	25th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

PERCENTILE RANKING 2018 QC ALL PLANS

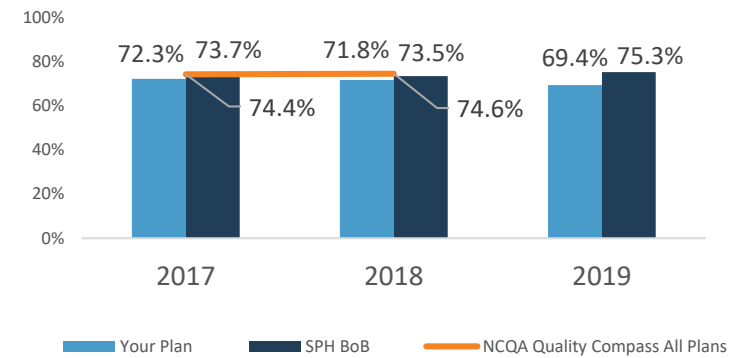


NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Health Care **increased** by 0.2% between 2017 and 2018.

The SPH BoB has not changed since 2018.

RATING OF HEALTH CARE – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	71.8%	-2.3	↔
2017	72.3%	-2.9	↔

COMPARISON TO BENCHMARKS

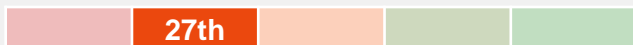
	Summary Rate	Gap*	Sig Test
2019 SPH BoB	75.3%	-5.9	↓
2018 QC All Plans	74.6%	-5.2	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.3056	2.3468	2.4207
Plan Percentile Threshold	<25th	<25th	50th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

PERCENTILE RANKING 2018 QC ALL PLANS

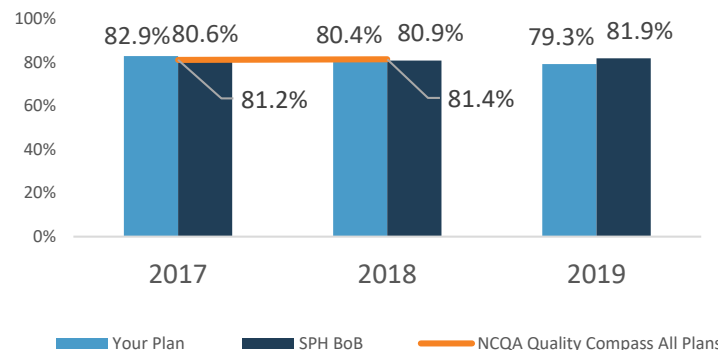


NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Personal Doctor **increased** by 0.2% between 2017 and 2018.

The SPH BoB has **increased** by 1.0% since 2018.

RATING OF PERSONAL DOCTOR – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	80.4%	-1.1	↔
2017	82.9%	-3.7	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
2019 SPH BoB	81.9%	-2.6	↔
2018 QC All Plans	81.4%	-2.2	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.5311	2.4981	2.5749
Plan Percentile Threshold	75th	25th	90th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

PERCENTILE RANKING 2018 QC ALL PLANS

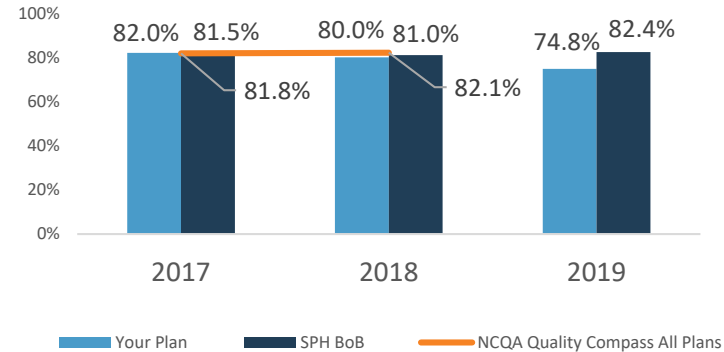


NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Specialist **increased** by 0.3% between 2017 and 2018.

The SPH BoB has **increased** by 1.4% since 2018.

RATING OF SPECIALIST- TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	80.0%	-5.2	↔
2017	82.0%	-7.2	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
2019 SPH BoB	82.4%	-7.6	↓
2018 QC All Plans	82.1%	-7.3	↓

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.4505	2.4917	2.5396
Plan Percentile Threshold	<25th	25th	50th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

PERCENTILE RANKING 2018 QC ALL PLANS

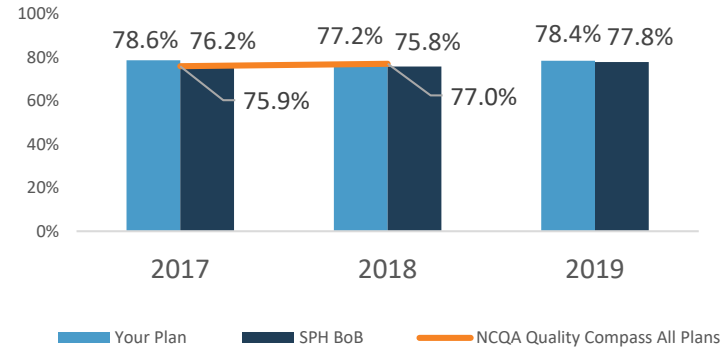


NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Health Plan **increased** by 1.1% between 2017 and 2018.

The SPH BoB has **increased** by 2.0% since 2018.

RATING OF HEALTH PLAN – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	77.2%	1.2	↔
2017	78.6%	-0.3	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
2019 SPH BoB	77.8%	0.6	↔
2018 QC All Plans	77.0%	1.3	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.4671	2.4422	2.4870
Plan Percentile Threshold	50th	25th	75th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.



Segmentation Analyses

Subgroup Analysis

- Presbyterian Centennial Care
- 4135236

Segmenting Responses

The CAHPS® 5.0H survey asks demographic questions about the respondent. This information allows for a market segmentation of your members. Reviewing the set of measures across the assortment of demographic categories may indicate a health plan’s overall ability to meet the needs of a varied population.

The percentages represent the Summary Rate for each segment. For example, in the table below, the Summary Rate for the *Rating of Health Plan* is the percentage of respondents who rated their health plan an 8, 9 or 10. The interpretation of this example would be, “Of the respondents with a high school education or less, 63% gave their health plan a rating of 8, 9 or 10. And, of the respondents with some college education or more, 58% gave their health plan a rating of 8, 9 or 10.”

	High School or Less	Some College or More
Rating of Health Plan	63%	58%

Refer to “Summary Rate” in the *Technical Notes* for the Summary Rate definition for each composite.

Segment Groups

- Respondent's Age (Q47)
- Respondent's Education (Q49)
- Respondent's Ethnicity (Q50)
- Respondent's Race (Q51)
- Respondent's Health Status (Q36)
- Respondent's Mental/Emotional Health Status (Q37)
- Number of Doctor/Clinic Visits (Q7)
- Data Collection Mode



By Respondent's Age (Q47)

	18 - 34	35 - 44	45 - 54	55 or older	Range*
Getting Needed Care	84.5%	74.0%	77.8%	78.1%	10.5%
Getting Care Quickly	74.9%	87.6%	88.0%	80.5%	13.1%
How Well Doctors Communicate	89.7%	92.9%	87.5%	88.6%	5.4%
Customer Service	94.8%	85.7%	91.2%	93.9%	9.1%
Shared Decision Making	90.1%	81.6%	69.4%	85.9%	20.7%
Health Promotion and Education	63.6%	59.4%	66.7%	75.0%	15.6%
Coordination of Care	71.4%	76.5%	71.4%	80.9%	9.4%
Providing Needed Information	69.6%	76.9%	75.0%	63.6%	13.3%
Ease of Filling Out Forms	93.3%	95.2%	95.6%	95.1%	2.2%
Rating of Health Care (8 - 10)	74.6%	62.5%	70.4%	68.6%	12.1%
Rating of Personal Doctor (8 - 10)	77.6%	78.8%	81.1%	81.4%	3.8%
Rating of Specialist (8 - 10)	75.0%	70.0%	70.6%	77.8%	7.8%
Rating of Health Plan (8 - 10)	77.4%	68.3%	79.5%	83.7%	15.4%
Rating of Health Care (9 - 10)	49.3%	46.9%	51.9%	51.2%	5.0%
Rating of Personal Doctor (9 - 10)	62.7%	63.6%	67.6%	73.2%	10.5%
Rating of Specialist (9 - 10)	64.3%	50.0%	64.7%	60.0%	14.7%
Rating of Health Plan (9 - 10)	55.7%	46.3%	59.1%	70.7%	24.4%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.



By Respondent's Education (Q49)

	High School Graduate or Less	Some College or More	Range*
Getting Needed Care	79.4%	78.9%	0.6%
Getting Care Quickly	78.4%	84.9%	6.6%
How Well Doctors Communicate	88.7%	90.1%	1.4%
Customer Service	93.2%	91.9%	1.3%
Shared Decision Making	85.2%	83.2%	1.9%
Health Promotion and Education	67.2%	70.8%	3.6%
Coordination of Care	77.2%	74.5%	2.7%
Providing Needed Information	71.0%	68.6%	2.4%
Ease of Filling Out Forms	93.6%	95.9%	2.3%
Rating of Health Care (8 - 10)	70.8%	68.9%	1.9%
Rating of Personal Doctor (8 - 10)	82.6%	75.5%	7.1%
Rating of Specialist (8 - 10)	74.1%	74.5%	0.5%
Rating of Health Plan (8 - 10)	79.4%	78.5%	0.9%
Rating of Health Care (9 - 10)	50.8%	50.0%	0.8%
Rating of Personal Doctor (9 - 10)	69.6%	64.9%	4.7%
Rating of Specialist (9 - 10)	57.4%	63.6%	6.2%
Rating of Health Plan (9 - 10)	63.0%	57.0%	5.9%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.



By Respondent's Ethnicity (Q50)

	Hispanic/ Latino	Not Hispanic/Latino	Range*
Getting Needed Care	80.5%	78.8%	1.7%
Getting Care Quickly	81.8%	81.9%	0.0%
How Well Doctors Communicate	92.9%	84.2%	8.7%
Customer Service	91.6%	93.8%	2.2%
Shared Decision Making	85.9%	81.6%	4.3%
Health Promotion and Education	70.3%	67.3%	2.9%
Coordination of Care	79.3%	73.3%	6.0%
Providing Needed Information	78.1%	63.6%	14.5%
Ease of Filling Out Forms	96.0%	92.3%	3.7%
Rating of Health Care (8 - 10)	74.1%	65.6%	8.5%
Rating of Personal Doctor (8 - 10)	82.4%	76.6%	5.8%
Rating of Specialist (8 - 10)	82.0%	67.9%	14.1%
Rating of Health Plan (8 - 10)	84.4%	71.8%	12.6%
Rating of Health Care (9 - 10)	55.4%	46.9%	8.5%
Rating of Personal Doctor (9 - 10)	71.3%	63.8%	7.5%
Rating of Specialist (9 - 10)	68.0%	55.4%	12.6%
Rating of Health Plan (9 - 10)	65.9%	54.2%	11.7%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.



By Respondent's Race (Q51)

	White	Black or African American	Other	Range*
Getting Needed Care	78.8%	50.0%	79.9%	1.1%
Getting Care Quickly	77.7%	100.0%	87.2%	9.4%
How Well Doctors Communicate	88.9%	100.0%	88.8%	0.1%
Customer Service	92.5%	100.0%	93.7%	1.2%
Shared Decision Making	83.4%	100.0%	85.4%	1.9%
Health Promotion and Education	68.8%	80.0%	72.2%	3.4%
Coordination of Care	73.4%	100.0%	84.4%	11.0%
Providing Needed Information	67.6%	100.0%	71.4%	3.9%
Ease of Filling Out Forms	94.6%	100.0%	94.3%	0.3%
Rating of Health Care (8 - 10)	66.1%	75.0%	77.5%	11.4%
Rating of Personal Doctor (8 - 10)	76.6%	100.0%	86.4%	9.8%
Rating of Specialist (8 - 10)	68.0%	0.0%	88.6%	20.6%
Rating of Health Plan (8 - 10)	77.0%	100.0%	78.0%	1.0%
Rating of Health Care (9 - 10)	45.2%	50.0%	60.0%	14.8%
Rating of Personal Doctor (9 - 10)	62.8%	100.0%	75.0%	12.2%
Rating of Specialist (9 - 10)	56.0%	0.0%	77.1%	21.1%
Rating of Health Plan (9 - 10)	55.6%	100.0%	67.5%	11.9%

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their race is Black or African-American, this segment is not included in range calculations.

By Respondent's Health Status (Q36)

	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	83.3%	77.8%	75.5%	7.9%
Getting Care Quickly	83.5%	82.4%	78.5%	5.0%
How Well Doctors Communicate	92.3%	88.8%	87.7%	4.6%
Customer Service	92.5%	93.5%	92.6%	1.0%
Shared Decision Making	84.7%	84.0%	84.7%	0.7%
Health Promotion and Education	70.8%	64.4%	71.4%	7.0%
Coordination of Care	73.1%	76.5%	78.7%	5.6%
Providing Needed Information	77.3%	80.0%	54.2%	25.8%
Ease of Filling Out Forms	99.1%	90.6%	94.2%	8.5%
Rating of Health Care (8 - 10)	84.7%	64.0%	59.7%	25.0%
Rating of Personal Doctor (8 - 10)	85.3%	78.2%	74.7%	10.6%
Rating of Specialist (8 - 10)	82.1%	65.8%	76.7%	16.4%
Rating of Health Plan (8 - 10)	84.6%	74.3%	75.7%	10.3%
Rating of Health Care (9 - 10)	65.3%	38.7%	46.3%	26.6%
Rating of Personal Doctor (9 - 10)	73.3%	61.5%	67.5%	11.8%
Rating of Specialist (9 - 10)	75.0%	47.4%	62.8%	27.6%
Rating of Health Plan (9 - 10)	69.2%	50.5%	62.1%	18.8%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.



By Respondent's Mental/Emotional Health Status (Q37)

	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	81.3%	83.7%	70.3%	13.4%
Getting Care Quickly	83.1%	90.5%	70.1%	20.4%
How Well Doctors Communicate	86.8%	96.8%	86.0%	10.8%
Customer Service	91.5%	95.4%	91.7%	3.9%
Shared Decision Making	84.8%	89.2%	80.4%	8.8%
Health Promotion and Education	69.7%	69.2%	67.7%	1.9%
Coordination of Care	64.9%	91.7%	74.3%	26.8%
Providing Needed Information	75.0%	85.7%	56.0%	29.7%
Ease of Filling Out Forms	96.1%	97.9%	89.4%	8.5%
Rating of Health Care (8 - 10)	80.7%	70.8%	51.6%	29.1%
Rating of Personal Doctor (8 - 10)	80.6%	80.3%	75.0%	5.6%
Rating of Specialist (8 - 10)	85.7%	74.4%	62.5%	23.2%
Rating of Health Plan (8 - 10)	85.8%	70.7%	76.1%	15.1%
Rating of Health Care (9 - 10)	58.0%	52.3%	35.5%	22.5%
Rating of Personal Doctor (9 - 10)	73.5%	64.8%	60.3%	13.2%
Rating of Specialist (9 - 10)	77.1%	58.1%	43.8%	33.4%
Rating of Health Plan (9 - 10)	72.4%	52.5%	52.2%	20.3%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.



By Number of Doctor or Clinic Visits (Q7)

	Less Than Three Visits	Three or More Visits	Range*
Getting Needed Care	77.8%	78.3%	0.5%
Getting Care Quickly	82.1%	81.1%	1.0%
How Well Doctors Communicate	90.5%	87.3%	3.2%
Customer Service	94.7%	90.8%	3.9%
Shared Decision Making	82.4%	86.5%	4.1%
Health Promotion and Education	64.8%	73.7%	8.9%
Coordination of Care	78.0%	76.0%	2.0%
Providing Needed Information	71.1%	70.4%	0.7%
Ease of Filling Out Forms	96.7%	90.3%	6.3%
Rating of Health Care (8 - 10)	70.7%	67.7%	3.0%
Rating of Personal Doctor (8 - 10)	80.7%	75.0%	5.7%
Rating of Specialist (8 - 10)	71.4%	74.5%	3.1%
Rating of Health Plan (8 - 10)	76.7%	80.4%	3.8%
Rating of Health Care (9 - 10)	54.5%	44.1%	10.4%
Rating of Personal Doctor (9 - 10)	67.6%	65.0%	2.6%
Rating of Specialist (9 - 10)	59.2%	58.2%	1.0%
Rating of Health Plan (9 - 10)	59.5%	60.9%	1.3%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	Mail	Phone	Internet	Range*
Getting Needed Care	76.9%	82.2%	74.2%	5.3%
Getting Care Quickly	81.2%	81.8%	77.1%	0.6%
How Well Doctors Communicate	86.9%	93.3%	95.0%	6.4%
Customer Service	91.0%	95.3%	100.0%	4.3%
Shared Decision Making	81.8%	87.3%	91.7%	5.5%
Health Promotion and Education	71.1%	65.4%	63.6%	5.7%
Coordination of Care	75.4%	80.0%	66.7%	4.6%
Providing Needed Information	65.9%	76.9%	0.0%	11.1%
Ease of Filling Out Forms	95.8%	93.1%	91.7%	2.7%
Rating of Health Care (8 - 10)	63.8%	79.5%	63.6%	15.7%
Rating of Personal Doctor (8 - 10)	75.5%	84.3%	88.9%	8.7%
Rating of Specialist (8 - 10)	75.0%	75.6%	66.7%	0.6%
Rating of Health Plan (8 - 10)	77.0%	80.8%	75.0%	3.8%
Rating of Health Care (9 - 10)	48.0%	53.8%	45.5%	5.8%
Rating of Personal Doctor (9 - 10)	65.7%	68.5%	77.8%	2.8%
Rating of Specialist (9 - 10)	59.4%	61.0%	50.0%	1.6%
Rating of Health Plan (9 - 10)	60.4%	61.7%	50.0%	1.2%

* Range is the difference between Summary Rates shown. Due to the small number of Internet respondents, this segment is not included in range.



Correlation Analyses

Plan Specific Correlations

- Presbyterian Centennial Care
- 4135236

Correlations This section provides attribute correlations with *Rating of Health Plan* (Q35), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23). The correlations show the strength of the linear relationship between the individual attribute and the rating question. The correlation value can range from -1 to $+1$ with values close to $+1$ indicating a strong positive relationship. For example, a question that is highly correlated with *Rating of Health Plan* indicates that a low Summary Rate for that question is associated with a low Summary Rate for *Rating of Health Plan*, and a high Summary Rate for that question is associated with a high Summary Rate for *Rating of Health Plan*.

Attributes considered to be highly correlated with the rating measures are shaded blue ($r > 0.400$). Comparisons to the 2018 Medicaid Adult Quality Compass® All Plans benchmark are also shown with significance testing.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend or benchmark score.

No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2018 Quality Compass® All Plans
Getting Needed Care					
14 Getting care, tests, or treatments necessary	0.310	0.524	0.373	83.3%	84.6%
25 Obtained appointment with specialist as soon as needed	0.216	0.280	0.175	74.1%	80.4%
Getting Care Quickly					
4 Obtaining needed care right away	0.232	0.477	0.263	82.2%	84.6%
6 Obtained appointment for care as soon as needed	0.141	0.418	0.189	80.5%	79.9%
How Well Doctors Communicate					
17 Doctors explained things in an understandable way	0.209	0.331	0.620	89.2%	91.8%
18 Doctors listened carefully to you	0.325	0.456	0.724	88.8%	91.8%
19 Doctors showed respect for what you had to say	0.308	0.468	0.725	89.8%	93.1%
20 Doctors spent enough time with you	0.305	0.392	0.671	90.3%	89.5%
Customer Service					
31 Getting information/help from customer service	0.374	0.295	0.379	90.2%	82.5%
32 Treated with courtesy and respect by customer service staff	0.487	0.380	0.388	95.5%	94.1%

	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2018 Quality Compass® All Plans
Other Measures					
22 Coordination of Care	0.194	0.256	0.534	77.1%	83.4%
29 Providing Needed Information	0.425	0.332	0.489	70.1%	69.0%
34 Ease of Filling Out Forms	0.093	0.025	0.046	94.7%	94.3%
Rating Questions					
13 Rating of Health Care	0.403	NA	0.569	69.4%	74.6%
23 Rating of Personal Doctor	0.380	0.569	NA	79.3%	81.4%
27 Rating of Specialist	0.320	0.555	0.431	74.8%	82.1%
35 Rating of Health Plan	NA	0.403	0.380	78.4%	77.0%





Priority Matrix

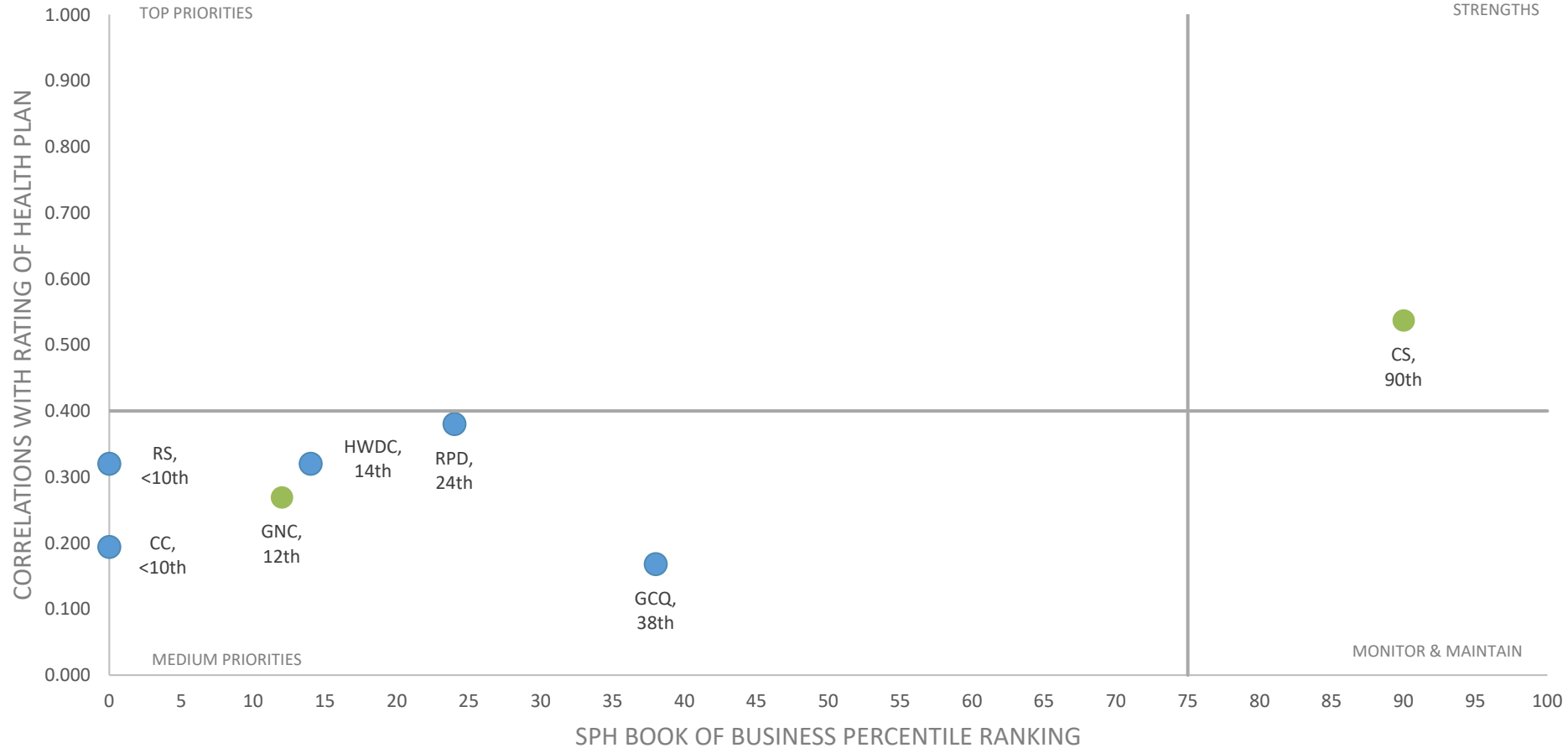
Display of Measure Performance

- Presbyterian Centennial Care
- 4135236

Priority Matrix This section provides a graphical display of performance of survey composites and key measures, along with their relative ‘importance’ as it relates to *Rating of Health Plan* (Q35). Composites and key measures are placed on the Priority Matrix according to the interaction between their correlation coefficient and percentile ranking within the 2019 SPH Analytics Book of Business.

Composites and measures with moderate to strong correlations (0.400 and higher) with *Rating of Health Plan* (Q35) and ranking at or above the 75th percentile are considered plan *Strengths* and are placed in the top right quadrant. Composites with moderate to strong correlations (0.400 and higher) with *Rating of Health Plan* but ranking below the 75th percentile are considered *Top Priorities* and are placed in the top left quadrant. The *Monitor and Maintain* quadrant includes those composites and measures that are weakly correlated (below 0.400) with *Rating of Health Plan* but rank at or above the 75th percentile. Composites that are weakly correlated (below 0.400) with *Rating of Health Plan* and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

	HEALTH PLAN DOMAIN		HEALTH CARE DOMAIN
	Getting Needed Care (GNC)		Getting Care Quickly (GCQ)
	Customer Service (CS)		How Well Doctors Communicate (HWDC)
			Coordination of Care (CC)
			Rating of Personal Doctor (RPD)
			Rating of Specialist (RS)





Custom Question Analyses

- Presbyterian Centennial Care
- 4135236

Your plan asked the following supplemental questions on the 2019 survey tool.

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)					Plan's Summary Rate		2018 SPH Book of Business*	
								2019	2018	Summary Rate	Corr. with Q35
54	In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?	305	Yes 55.7%	No 44.3%			55.7%	54.8%	47.5%	0.079	
55	In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?	307	Yes 52.1%	No 47.9%			52.1%	51.2%	NA	NA	
56	In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?	310	Yes 34.8%	No 65.2%			34.8%	30.8%	49.2%	0.049	
57	In the last 6 months, who helped to coordinate your care?	283	Someone from your health plan 12.0%	Someone from your doctor's office or clinic 27.2%	Someone from another organization 2.1%	A friend or family member 17.0%	You 41.7%	NA	NA	NA	NA

* The 2018 SPH Analytics Book of Business consists of the results of 29 Medicaid adult samples surveyed by SPH Analytics in 2018 that submitted data to NCQA.

Significance Testing

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Red – Current year score significantly lower when compared to trend or benchmark score.

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)					Plan's Summary Rate		2018 SPH Book of Business*	
								2019	2018	Summary Rate	Corr. with Q35
58	How satisfied are you with the help you received to coordinate your care in the last 6 months?	301	<u>Very dissatisfied</u> 4.0%	Dissatisfied 3.3%	<u>Neither dissatisfied nor satisfied</u> 19.9%	Satisfied 42.5%	<u>Very satisfied</u> 30.2%	72.8%	86.1%	84.0%	0.035
59	Did your Care Coordinator sit down with you and create a Plan of Care?	300	<u>Yes</u> 33.0%	<u>No</u> 67.0%				33.0%	63.6%	NA	NA
60	Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?	302	<u>Very dissatisfied</u> 3.3%	Dissatisfied 3.3%	<u>Neither dissatisfied nor satisfied</u> 22.2%	Satisfied 44.7%	<u>Very satisfied</u> 26.5%	71.2%	82.3%	NA	NA
61	Do you feel that your cultural and/or language needs are recognized and addressed, as needed, by Presbyterian Centennial Care?	300	<u>Yes</u> 84.0%	<u>No</u> 16.0%				84.0%	85.2%	NA	NA

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Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)			Plan's Summary Rate		2018 SPH Book of Business*	
			Yes	No		2019	2018	Summary Rate	Corr. with Q35
62	In the past 6 months, have you had a problem with balance or walking?	303	29.0%	71.0%		29.0%	30.6%	NA	NA
63	A fall is when your body goes to the ground without being pushed. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?	76	64.5%	35.5%	I had no visits in the past 6 months n = 8	64.5%	67.1%	45.5%	0.003
64	Did you fall in the past 6 months?	86	44.2%	55.8%		44.2%	42.1%	NA	NA
65	Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include: Suggest that you use a cane or walker. Check your blood pressure lying or standing. Suggest that you do exercise or physical therapy program. Suggest a vision or hearing testing.	75	62.7%	37.3%	I had no visits in the past 6 months n = 11	62.7%	66.2%	NA	NA

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SPH understands CAHPS is only one component of your performance improvement program. We invite you to partner with us for ongoing quality improvement.

Performance Improvement Consulting

SPH's consulting services help plans understand their CAHPS results and develop improvement initiatives based on survey data.

Simulation and Drill-Down Surveys

Understand the why behind your members' responses and develop targeted initiatives to improve scores, performance, and member satisfaction.

Continuous Member Engagement and Outreach

Connect with members throughout the year with SPH's multi-channel member engagement and targeted outreach programs. Increase satisfaction/loyalty, close care gaps, and improve scores and ratings.

