

Table CPA-AD. CAHPS Health Plan Survey 5.0H, Adult Version (Medicaid): Survey on the Experiences with Care of Adults Age 18 and Older, as Submitted by States for the FFY 2018 Adult Core Set Report (n = 32 states)

State	Population	CAHPS Version	Administrative Protocol
Alabama	Medicaid	CAHPS 5.0H	NCQA/HEDIS
Connecticut	Medicaid; CHIP	CAHPS 5.0H	NCQA/HEDIS
Delaware	Medicaid; Dual Eligibles	CAHPS 5.0H	NCQA/HEDIS
Dist. of Col.	Medicaid; CHIP; Dual Eligibles	CAHPS 5.0H	NCQA/HEDIS
Florida	Medicaid	CAHPS 5.0H	NCQA/HEDIS
Iowa	Medicaid	CAHPS 5.0H	NCQA/HEDIS
Kansas	Medicaid	CAHPS 5.0H	NCQA/HEDIS
Kentucky	Dual Eligibles	CAHPS 5.0	NCQA/HEDIS
Louisiana	Medicaid; CHIP	CAHPS 5.0H	NCQA/HEDIS
Maryland	Medicaid; CHIP	CAHPS 5.0H	NCQA/HEDIS
Massachusetts	Medicaid	CAHPS 5.0H	NCQA/HEDIS
Michigan	Medicaid	CAHPS 5.0H	NCQA/HEDIS
Minnesota	Medicaid; Dual Eligibles	CAHPS 5.0H	NCQA/HEDIS
Mississippi	Medicaid	CAHPS 5.0H	NCQA/HEDIS
Missouri	Medicaid	CAHPS 5.0H	NCQA/HEDIS
Nebraska	Medicaid; CHIP; Dual Eligibles	CAHPS 5.0H	NCQA/HEDIS
Nevada	Medicaid	CAHPS 5.0H	NCQA/HEDIS
New Hampshire	Medicaid	CAHPS 5.0H	NCQA/HEDIS
New Jersey	Medicaid; CHIP	CAHPS 5.0H	NCQA/HEDIS
New Mexico	Medicaid	CAHPS 5.0H	NCQA/HEDIS
New York	Medicaid; CHIP	CAHPS 5.0H	NCQA/HEDIS
Oklahoma	Medicaid; Dual Eligibles	CAHPS 5.0H	NCQA/HEDIS
Oregon	Medicaid; Dual Eligibles	CAHPS 5.0H	NCQA/HEDIS
Pennsylvania	Medicaid	CAHPS 5.0H	NCQA/HEDIS
Rhode Island	Medicaid; CHIP	CAHPS 5.0H	NCQA/HEDIS
South Carolina	Medicaid; CHIP	CAHPS 5.0H	NCQA/HEDIS
South Dakota	Medicaid; CHIP; Dual Eligibles	CAHPS 5.0	NCQA/HEDIS
Tennessee	Medicaid	CAHPS 5.0H	NCQA/HEDIS
Texas	Medicaid	CAHPS 5.0H	NCQA/HEDIS
Vermont	Medicaid; CHIP; Dual Eligibles	CAHPS 5.0H	NCQA/HEDIS
Virginia	Medicaid; CHIP	CAHPS 5.0H	NCQA/HEDIS
West Virginia	Medicaid	CAHPS 5.0H	NCQA/HEDIS

Source: Mathematica analysis of MACPro reports for the FFY 2018 reporting cycle. More information on the Adult Core Set is available at <https://www.medicaid.gov/medicaid/quality-of-care/performance-measurement/adult-and-child-health-care-quality-measures/adult-core-set/index.html>.

Notes: This measure provides information on Medicaid beneficiaries' experiences with their health care and gives a general indication of how well the health care meets the beneficiaries' expectations. Results summarize Medicaid beneficiaries' experiences through ratings (including rating of all health care, rating of personal doctor, rating of specialist seen most often, and rating of health plan), composites (including customer service, getting care quickly, getting needed care, how well doctors communicate, and shared decision making), and question summary rates (including health promotion and education and coordination of care).

The term "states" includes the 50 states and the District of Columbia.

States are not asked to report CAHPS data to CMS. Instead, states are encouraged to submit their data to the Agency for Healthcare Research and Quality (AHRQ) CAHPS Database. More information about the AHRQ CAHPS database is available at <https://www.ahrq.gov/cahps/cahps-database/index.html>.

AHRQ = Agency for Healthcare Research and Quality; CAHPS = Consumer Assessment of Healthcare Providers and Systems; CCO = Coordinated Care Organization; CHIP = Children's Health Insurance Program; CMS = Centers for Medicare & Medicaid Services; CMO = Care Management Organization; CY = Calendar Year; ED = Emergency Department; EHR = Electronic Health Record; EQRO = External Quality Review Organization; FFS = Fee for Service; FFY = Federal Fiscal Year; HEDIS = Healthcare Effectiveness Data and Information Set; HMO = Health Maintenance Organization; ICD = International Classification of Diseases; LOINC = Logical Observation Identifiers Names and Codes; MACPro = Medicaid and CHIP Program System; MCO = Managed Care Organization; MMIS = Medicaid Management

Table CPA-AD (continued)

Information System; NCQA = National Committee for Quality Assurance; NR = Not Reported; PCCM = Primary Care Case Management; PCP = Primary Care Practitioner.

State-Specific Comments:

- FL: State required managed care plans that conducted the Adult CAHPS survey in spring 2017 to include supplemental items Mental Health 2-4 related to behavioral health and a state-defined question, "How would you rate the number of doctors you had to choose from?"
- IA: State included several NCQA approved supplemental questions.
- NV: MCOs used a pre-approved enhanced mixed-mode methodology for data collection, which included mailed surveys followed by telephone interviews with non-respondents.
- NJ: Supplemental items include three questions about dental care, two questions about coordination of care, five questions about mobility equipment, and one question about whether beneficiaries had difficulty speaking with or understanding their personal doctor.
- SD: State included supplemental dental questions.
- TX: State generally follows NCQA HEDIS CAHPS 5.0H administrative protocol specifications using computer assisted telephone interviews (CATI).