



2014 MERCY CARE PLAN CHILD MEDICAID CAHPS SURVEY: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*	2014 Plan Rate	Difference** between 2014 Plan Rate and...			2014 NCQA Accreditation Scoring	
		2013 Plan Rate	2014 CSS Child Medicaid Average	2013 NCQA Child Medicaid National Average, All LOBs	Mean	Percentile for Accreditation
Ratings						
Rating of Personal Doctor	88.15%	-2.92%	-0.87%	1.05%	2.6939	90th
Rating of Specialist Seen Most Often	84.26%	2.15%	-1.88%	-0.26%	2.6296	75th
Rating of All Health Care	86.45%	-1.57%	0.25%	3.33%	2.6393	90th
Rating of Health Plan	87.77%	-2.98%	2.25%	4.89% -4	2.7025	90th
Composite Measures						
Getting Needed Care	87.88%	4.85%	0.53%	3.50%	2.4980	50th
Getting Care Quickly	90.50%	2.35%	-0.57%	1.32%	2.6486	50th
How Well Doctors Communicate	92.50%	-0.32%	-1.35%	-0.11%	2.6935	50th
Customer Service	89.63%	1.75%	1.71%	2.02%	2.5609	50th
Shared Decision Making	55.55%	3.78%	2.11%	No data***	2.2746	Not scored
Additional Content Areas						
Health Promotion and Education	71.32%	-6.08%	1.13%	No data***	2.4263	Not scored
Coordination of Care	77.22%	-4.55%	-4.51%	-2.83%	2.3417	Not scored



2014 MERCY CARE PLAN ADULT MEDICAID CAHPS SURVEY: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*	2014 Plan Rate	Difference** between 2014 Plan Rate and...			2014 NCQA Accreditation Scoring	
		2013 Plan Rate	2014 CSS Adult Medicaid Average	2013 NCQA Adult Medicaid National Average, All LOBs	Mean	Percentile for Accreditation
Ratings						
Rating of Personal Doctor	77.34%	4.48%	-1.23%	-1.02%	2.4622	25th
Rating of Specialist Seen Most Often	76.22%	-2.25%	-3.65%	-3.15%	2.4054	below 25th
Rating of All Health Care	73.94%	1.78%	0.72%	3.10%	2.3818	75th
Rating of Health Plan	78.67%	2.55%	4.05%	5.14%	2.4885	75th
Composite Measures						
Getting Needed Care	84.91%	0.95%	3.28%	4.28%	2.4246	75th
Getting Care Quickly	80.91%	-0.88%	-0.84%	-0.26%	2.4000	50th
How Well Doctors Communicate	89.51%	2.14%	-0.47%	0.25%	2.5878	75th
Customer Service	87.12%	-0.19%	0.50%	0.95%	2.5398	50th
Shared Decision Making	46.63%	-0.57%	-4.22%	No data***	2.1644	Not scored
Additional Content Areas						
Health Promotion and Education	69.16%	-5.64%	-2.65%	No data***	2.3832	Not scored
Coordination of Care	77.06%	3.53%	-1.41%	-1.60%	2.2882	Not scored