

Trends in Member Satisfaction - Hoosier Care Connect

The Consumer Assessment of Healthcare Providers and Systems, or CAHPS, survey is administered to a sample of members each year. The survey is conducted by an independent research firm hired by each MCE that is certified by the National Committee for Quality Assurance (NCQA). One survey instrument is specific to children and another survey instrument is specific to adults.

What is asked on the survey?

What was the member's feedback about the MCE on these questions?

Anthem				MHS				UHC			
CY 2019	CY 2020	CY 2021	CY 2022	CY 2019	CY 2020	CY 2021	CY 2022	CY 2019	CY 2020	CY 2021	CY 2022

Composite Ratings

Members are asked to give a rating of 1 to 10 on the survey (10 is best).
The percentages shown are the percent of members who gave the MCE a score of 8, 9 or 10.

	Survey of Children's Parents and Teenagers											
Rating of the MCE	86.6%	85.4%	85.2%	85.27%	85.5%	83.3%	84.4%	88.3%				83.5%
Rating of their own health care	86.1%	88.0%	86.0%	79.13%	87.1%	84.4%	91.5%	85.7%				80.8%
Rating of their personal doctor	86.2%	89.8%	91.8%	89.57%	90.7%	88.7%	89.7%	92.5%				91.6%
Rating of specialist seen most often	84.0%	90.3%	89.2%	84.50%	87.0%	85.6%	89.5%	87.5%				85.9%

	Survey of Adults											
Rating of the MCE	79.3%	78.7%	64.2%	68.67%	80.3%	79.8%	80.6%	79.6%			74.8%	76.9%
Rating of their own health care	74.0%	76.0%	60.4%	61.00%	76.9%	74.6%	74.2%	74.8%			70.4%	69.8%
Rating of their personal doctor	82.0%	87.5%	70.0%	73.44%	84.2%	84.0%	82.2%	85.2%			82.7%	84.2%
Rating of specialist seen most often	78.9%	90.9%	67.3%	80.68%	84.7%	82.0%	81.1%	85.0%			74.6%	80.8%

Composite Scores on Key Measures

For each question, members can answer "Always", "Usually", "Sometimes" or "Never".
The percentages below are when members responded "Always" or "Usually".

	Survey of Children's Parents and Teenagers											
MCE Customer Service	87.1%	87.95%	86.43%	82.04%	92.3%	87.40%	90.60%	90.10%				90.6%
Getting Needed Care	86.0%	89.79%	85.98%	89.10%	90.4%	87.70%	85.70%	89.90%				85.6%
Getting Care Quickly	92.9%	93.32%	89.26%	93.13%	94.5%	91.90%	89.00%	92.10%				87.0%
How Well Doctors Communicate	93.9%	95.46%	89.43%	95.84%	95.2%	92.70%	96.50%	96.30%				95.6%

	Survey of Adults											
MCE Customer Service	90.99%	92.11%	90.99%	92.11%	89.7%	87.00%	90.00%	92.10%			87.1%	94.0%
Getting Needed Care	88.5%	90.42%	88.53%	90.42%	83.2%	85.00%	81.00%	89.30%			86.6%	84.8%
Getting Care Quickly	93.1%	88.92%	93.13%	88.92%	80.8%	81.70%	80.40%	86.40%			86.3%	83.8%
How Well Doctors Communicate	92.6%	94.95%	92.61%	94.95%	93.2%	90.90%	92.70%	93.70%			93.5%	92.5%