

## Trends in Member Satisfaction - Hoosier Healthwise

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				CareSource				MDwise				MHS			
CY 2019	CY 2020	CY 2021	CY 2022	CY 2019	CY 2020	CY 2021	CY 2022	CY 2019	CY 2020	CY 2021	CY 2022	CY 2019	CY 2020	CY 2021	CY 2022

*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.*

### Composite Ratings

#### Survey of children's Parents and Teenagers

Rating of the MCE	92.1%	88.2%	87.7%	86.2%	84.7%	83.1%	88.3%	86.6%	88.5%	87.7%	84.2%	90.4%	88.5%	90.1%	86.9%	90.1%
Rating of their own health care	90.5%	89.6%	87.5%	89.7%	88.3%	89.2%	89.6%	86.8%	90.6%	87.8%	84.4%	82.2%	89.4%	89.3%	86.9%	85.8%
Rating of their personal doctor	90.6%	88.3%	90.0%	89.3%	91.9%	90.3%	92.5%	89.1%	91.3%	89.5%	87.0%	90.1%	89.7%	90.3%	87.3%	89.2%
Rating of specialist seen most often	83.7%	81.9%	67.8%	79.5%	90.1%	85.3%	87.8%	87.0%	93.0%	90.1%	92.0%	86.4%	86.8%	87.8%	80.7%	91.9%

#### Survey of Adults

Rating of the MCE	80.59%				72.5%	74.8%	77.3%	75.0%	84.4%	61.7%	62.1%	54.3%	83.3%	82.4%	82.1%	81.2%
Rating of their own health care	82.43%				75.5%	79.1%	84.9%	75.6%	91.7%	59.6%	58.8%	57.7%	83.6%	81.4%	83.3%	71.0%
Rating of their personal doctor	81.66%				86.2%	83.3%	76.9%	81.0%	87.5%	71.6%	68.8%	71.8%	88.0%	84.3%	81.4%	80.0%
Rating of specialist seen most often	83.22%				80.0%	72.7%	86.4%	83.3%	96.6%	70.8%	87.0%	61.1%	86.7%	77.5%	81.8%	72.7%

*For each question, members can answer "Always", "Usually", "Sometimes" or "Never".*

*The percentages below are when members responded "Always" or "Usually".*

### Composite Scores on Key Measures

#### Survey of Children's Parents and Teenagers

MCE Customer Service	91.4%	87.7%	86.0%	89.9%	90.3%	89.5%	92.0%	89.9%	87.2%	91.4%	89.2%	93.2%	92.1%	93.4%	85.9%	88.8%
Getting Needed Care	89.4%	84.8%	87.5%	85.9%	84.6%	84.6%	89.0%	86.6%	88.3%	89.0%	82.6%	88.0%	90.7%	91.8%	87.8%	89.3%
Getting Care Quickly	93.1%	87.2%	89.5%	89.5%	92.9%	86.6%	90.6%	89.7%	93.6%	85.2%	86.4%	88.9%	93.7%	88.1%	90.7%	90.8%
How Well Doctors Communicate	96.6%	93.3%	93.0%	95.9%	96.6%	94.2%	96.7%	96.1%	95.4%	94.2%	95.5%	94.8%	96.1%	95.5%	94.0%	96.0%

#### Survey of Adults

MCE Customer Service	91.18%				90.7%	88.3%	79.3%	84.4%	85.9%	77.5%	92.9%	85.7%	90.0%	84.9%	94.7%	90.4%
Getting Needed Care	85.76%				79.8%	83.3%	80.2%	83.5%	84.5%	81.7%	86.4%	87.3%	82.2%	83.9%	80.2%	80.8%
Getting Care Quickly	84.77%				83.1%	80.0%	75.0%	89.9%	83.8%	83.1%	71.8%	73.7%	80.6%	83.6%	78.8%	78.0%
How Well Doctors Communicate	94.99%				91.4%	92.0%	87.1%	95.9%	98.1%	91.8%	96.5%	93.6%	94.9%	94.0%	94.3%	95.1%