



2015 MERCY CARE PLAN ADULT MEDICAID CAHPS SURVEY: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*	2015 Plan Rate	Difference** between 2015 Plan Rate and...			2015 NCQA Accreditation Scoring	
		2014 Plan Rate	2015 CSS Adult Medicaid Average	2014 NCQA Adult Medicaid National Average, All LOBs	Mean	Percentile for Accreditation
Ratings						
Rating of Personal Doctor	77.30%	-0.04%	-1.47%	-1.45%	2.4681	25th
Rating of Specialist Seen Most Often	81.58%	5.36%	1.56%	1.15%	2.5702	75th
Rating of All Health Care	76.80%	2.86%	7.31%	5.54%	2.4175	75th
Rating of Health Plan	77.76%	-0.91%	6.62%	3.09%	2.4829	50th
Composite Measures						



Getting Needed Ca re	79.71%	-5.20%	-0.13%	-0.74%	2.3315	25th
Getting Ca re Quickly	82.07%	1.17%	-0.58%	1.08%	2.4054	25th
How Well Doctors Communicate	89.16%	-0.35%	-1.47%	-0.33%	2.5944	75th
Customer Service	86.18%	-0.94%	0.50%	-0.33%	2.4877	25th
Shared Decision Making	79.77%	No data *	0.30%	No data *	Not calculated	Not scored
Additional Content Areas						
Health Promotion and Education	67.68%	-1.48%	-5.98%	-3.97%	2.3535	Not scored
Coordination of Care	78.61%	1.55%	-4.73%	-0.63%	2.3284	Not scored



2015 MERCY CARE PLAN CHILD MEDICAID CAHPS SURVEY: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.OH Survey Measures*	2015 Plan Rate	Difference** between 2015 Plan Rate and...			2015 NCQA Accreditation Scoring	
		2014 Plan Rate	2015 CSS Child Medicaid Average	2014 NCQA Child Medicaid National Average, All LOBs	Mean	Percentile for Accreditation
Ratings						
Rating of Personal Doctor	88.94%	0.79%	0.25%	1.30%	2.6950	90th
Rating of Specialist Seen Most	90.60%	6.34%	5.62%	5.59%	2.7114	90th
Rating of All Health Care	88.27%	1.83%	2.82%	3.58%	2.6583	90th
Rating of Health Plan	89.78%	2.01%	5.68%	5.29%	2.7180	90th
Composite Measures						



Getting Needed Care	85.22%	-2.66%	-0.80%	0.25%	2.4536	25th
Getting Care Quickly	87.40%	-3.10%	-2.85%	-2.06%	2.5938	25th
How Well Doctors Communicate	91.56%	-0.94%	-1.81%	-1.43%	2.6769	25th
Customer Service	89.96%	0.32%	1.04%	2.07%	2.6292	75th
Shared Decision Making	78.33%	No data *	0.06%	No data *	Not calculated	Not scored
Additional Content Areas						
Health Promotion and Education	74.29%	2.97%	3.24%	2.55%	2.4857	Not scored
Coordination of Care	76.89%	-0.32%	-5.28%	-4.14%	2.2841	Not scored