

Medicaid Child without CCC
 Survey Results Report - NCQA Calculations
 Submission ID: 10962 Organization ID: 19497 Product: HMO
 Survey Vendor: DSS Research
 Coventry Health & Life Insurance Company dba CoventryCares of Kentucky

Survey Attributes

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Healthcare Organization Name: Coventry Health & Life Insurance Company dba CoventryCares o	
Final Sample Size: Includes Oversampling	1650
Oversampling Rate	0%
Sample Frame Size	90,104
Survey Methodology	Standard HEDIS Mixed Methodology
Number of Supplemental Questions	0
Patient Level Records Ineligible	25
Patient Level Records Nonresponse	1014
Patient Level Records Used: Complete & Valid	611
Total Response Rate: Complete/(Sample-Ineligible)	37.60%
Sample Frame Validation Result	Reportable

Final Report Status

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CAHPS Health Plan Survey 5.0H, Child Version	Reportable
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Composites =====	Mean -----	Variance -----
Getting Needed Care	2.5841	0.0011
Getting Care Quickly	2.7488	0.0005
How Well Doctors Communicate	2.7187	0.0005
Customer Service	2.5736	0.0018
Shared Decision Making	2.2740	0.0021

Ratings =====	Mean -----	Variance -----
Rating of All Health Care	2.5075	0.4436
Rating of Personal Doctor	2.6751	0.3609
Rating of Specialist Seen Most Often	2.7042	0.3232
Rating of Health Plan	2.5275	0.4774

Question Summary Rates =====	Mean -----	Variance -----
Health Promotion and Education	2.5148	0.7366
Coordination of Care	2.3860	0.6400

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Composite Global Proportion =====	Never + Sometimes	Usually	Always	Always + Usually
Getting Needed Care Variance	9.39%	22.80%	67.80%	90.61%
Getting Care Quickly Variance	5.73%	13.65%	80.62%	94.27%
How Well Doctors Communicate Variance	6.63%	14.87%	78.50%	93.37%
Customer Service Variance	11.01%	20.62%	68.37%	88.99%
	Not at all / No	A little	Some	A lot / Yes
Shared Decision Making Variance	17.58%	8.91%	19.63%	53.88%
				0.0007

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Question Summary Rates =====	8+9+10		9+10	
	Rate	Variance	Rate	Variance
Q13. Rating of All Health Care.....	79.87%	0.1611	60.39%	0.2397
Q26. Rating of Personal Doctor.....	88.45%	0.1023	74.56%	0.1901
Q30. Rating of Specialist Seen Most Often....	89.44%	0.0951	76.06%	0.1834
Q36. Rating of Health Plan.....	80.46%	0.1575	64.12%	0.2305

Question Summary Rates =====	Yes	No
Health Promotion and Education(Q8)	75.74%	24.26%
Variance	0.1841	

Question Summary Rates =====	Never + Sometimes	Usually	Always	Always + Usually
	Coordination of Care(Q25)	20.00%	21.40%	58.60%
Variance			0.2437	0.1607

Question Summary Rates =====	Always + Usually	Always
	Q4. Got care as soon as needed when care was needed right away.....	94.37%
Q6. Got check-up/routine appointment as soon as needed.....	94.16%	77.13%
Q17. Personal doctor explained things.....	94.90%	79.81%
Q18. Personal doctor listened carefully.....	94.20%	82.13%
Q19. Personal doctor showed respect.....	96.29%	85.38%
Q22. Personal doctor spent enough time.....	88.11%	66.67%
Q28. Got appointment with specialist as soon as needed.....	89.40%	65.56%
Q14. Ease of getting care, tests or treatment.....	91.81%	70.04%
Q32. Customer service provided information or help.....	82.66%	58.38%
Q33. Customer service treated member with courtesy and respect.....	95.32%	78.36%
Q35. Health plan forms were easy to fill out.....	97.82%	87.82%

	Rate
Q10. Doctor talked about the reasons you might want to take a medicine(A lot).....	57.71%
Q10. Doctor talked about the reasons you might want to take a medicine(Some).....	32.00%
Q11. Doctor talked about the reasons you might not want to take a medicine(A lot)...	31.58%
Q11. Doctor talked about the reasons you might not want to take a medicine(Some)...	26.90%
Q12. Doctor asked what you thought was best(Yes).....	72.35%
Q37. Rating of overall health (Excellent+Very Good).....	68.55%
Q38. Rating of overall mental or emotional health (Excellent+Very Good).....	69.68%

National Committee for Quality Assurance - June 2, 2013
 HEDIS 2013 for Measurement Year 2012
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