

Adult Medicaid Survey Results Report - NCQA Calculations
 Submission ID: 11095 Organization ID: 8732 Product: HMO
 Survey Vendor: The Myers Group
 WellCare Health Insurance of Illinois, Inc. dba WellCare of Kentucky, Inc.

Survey Attributes
 =====

Healthcare Organization Name: WellCare Health Insurance of Illinois, Inc. dba WellCare of	
Final Sample Size: Includes Oversampling	1350
Oversampling Rate	0%
Sample Frame Size	49,897
Survey Methodology	Pre-approved Enhanced (Mixed)
Reporting Medical Assistance with Smoking and Tobacco Use Cessation?	Yes
Reporting Aspirin Use and Discussion?	Yes
Number of Supplemental Questions	0
Patient Level Records Ineligible	8
Patient Level Records Nonresponse	860
Patient Level Records Used: Complete & Valid	482
Total Response Rate: Complete/(Sample-Ineligible)	35.92%
Sample Frame Validation Result	Reportable

Final Report Status
 =====

CAHPS Health Plan Survey 5.0H, Adult Version	Reportable
Aspirin Use and Discussion	Reportable
Medical Assistance With Smoking and Tobacco Use Cessation	Reportable

Adult Medicaid Survey Results Report - NCQA Calculations
 Submission ID: 11095 Organization ID: 8732 Product: HMO
 Survey Vendor: The Myers Group
 WellCare Health Insurance of Illinois, Inc. dba WellCare of Kentucky, Inc.

Composites	Mean	Variance
=====	-----	-----
Getting Needed Care	2.4575	0.0012
Getting Care Quickly	2.5068	0.0013
How Well Doctors Communicate	2.5803	0.0010
Customer Service	2.5012	0.0028
Shared Decision Making	2.2081	0.0025
Ratings	Mean	Variance
=====	-----	-----
Rating of All Health Care	2.2872	0.6450
Rating of Personal Doctor	2.5684	0.5098
Rating of Specialist Seen Most Often	2.4794	0.6136
Rating of Health Plan	2.4452	0.5653
Question Summary Rates	Mean	Variance
=====	-----	-----
Health Promotion and Education	2.2598	0.9349
Coordination of Care	2.3636	0.6099

Adult Medicaid Survey Results Report - NCQA Calculations
 Submission ID: 11095 Organization ID: 8732 Product: HMO
 Survey Vendor: The Myers Group
 WellCare Health Insurance of Illinois, Inc. dba WellCare of Kentucky, Inc.

Composite Global Proportion =====	Never + Sometimes	Usually	Always	Always + Usually
Getting Needed Care Variance	15.52%	23.22%	61.26%	84.48%
			0.0006	0.0003
Getting Care Quickly Variance	13.52%	22.29%	64.20%	86.48%
			0.0006	0.0003
How Well Doctors Communicate Variance	11.23%	19.51%	69.26%	88.77%
			0.0004	0.0002
Customer Service Variance	15.59%	18.70%	65.71%	84.41%
			0.0011	0.0006
	Not at all / No	A little	Some	A lot / Yes
	-----	-----	-----	-----
Shared Decision Making Variance	17.23%	10.14%	24.43%	48.19%
				0.0007

Medical Assistance With Smoking and Tobacco Use Cessation =====	Rate	Year 1		Year 2	
		Num.	Den.	Num.	Den.
Advising Smokers and Tobacco Users to Quit.	80.56%			145	180
Discussing Cessation Medications.....	48.07%			87	181
Discussing Cessation Strategies.....	37.57%			68	181
Aspirin Use and Discussion =====					
Aspirin Use.....	NA			17	50
Discussing Aspirin Risks and Benefits.....	49.04%			51	104

Adult Medicaid Survey Results Report - NCQA Calculations
 Submission ID: 11095 Organization ID: 8732 Product: HMO
 Survey Vendor: The Myers Group
 WellCare Health Insurance of Illinois, Inc. dba WellCare of Kentucky, Inc.

Question Summary Rates =====	8+9+10		9+10	
	Rate	Variance	Rate	Variance
Q13. Rating of All Health Care.....	69.71%	0.2117	50.65%	0.2506
Q23. Rating of Personal Doctor.....	82.89%	0.1422	70.00%	0.2106
Q27. Rating of Specialist Seen Most Often....	76.29%	0.1818	65.98%	0.2256
Q35. Rating of Health Plan.....	75.52%	0.1853	60.37%	0.2398

Question Summary Rates =====	Yes	No
Health Promotion and Education(Q8) Variance	62.99%	37.01%
	0.2337	

Question Summary Rates =====	Never + Sometimes	Usually	Always	Always + Usually
	Coordination of Care(Q22) Variance	18.75%	26.14%	55.11%
			0.2488	0.1532

Question Summary Rates =====	Always + Usually	Always
	Q4. Got care as soon as needed when care was needed right away.....	89.29%
Q6. Got check-up/routine appointment as soon as needed.....	83.68%	60.53%
Q17. Personal doctor explained things.....	87.68%	65.04%
Q18. Personal doctor listened carefully.....	89.57%	71.59%
Q19. Personal doctor showed respect.....	90.54%	74.21%
Q20. Personal doctor spent enough time.....	87.28%	66.18%
Q25. Got appointment with specialist as soon as needed.....	85.51%	62.32%
Q14. Ease of getting care, tests or treatment.....	83.46%	60.21%
Q29. Written materials or Internet provided needed information.....	NA	NA
Q31. Customer service provided information or help.....	76.56%	53.13%
Q32. Customer service treated member with courtesy and respect.....	92.25%	78.29%
Q34. Health plan forms were easy to fill out.....	95.71%	89.05%

Question Summary Rates =====	Rate
Q10. Doctor talked about the reasons you might want to take a medicine(A lot).....	44.72%
Q10. Doctor talked about the reasons you might want to take a medicine(Some).....	35.40%
Q11. Doctor talked about the reasons you might not want to take a medicine(A lot)...	24.22%
Q11. Doctor talked about the reasons you might not want to take a medicine(Some)...	37.89%
Q12. Doctor asked what you thought was best(Yes).....	75.63%
Q36. Rating of overall health (Excellent+Very Good).....	12.47%
Q37. Rating of overall mental or emotional health (Excellent+Very Good).....	24.19%