

2016 CAHPS Result Summaries

MEASURE	Aetna of KY HEDIS® 2016 Child CAHPS Result Summaries	Anthem BC/BS Medicaid HEDIS® 2016 Child CAHPS Result Summaries	Humana- CareSource HEDIS® 2016 Child CAHPS Result Summaries	Passport HEDIS® 2016 Child CAHPS Result Summaries	WellCare HEDIS® 2016 Child CAHPS Result Summaries
Rating of Health Plan Overall (8+9+10) (Q36)	77.89%	79.07%	79.51%	87.66%	86.15%
Rating of Health Care Overall (8+9+10) (Q13)	84.86%	84.00%	85.66%	83.72%	85.67%
Rating of Personal Doctor Overall (8+9+10) (Q26)	85.95%	87.00%	83.03%	84.67%	88.24%
Rating of Specialist Overall (8+9+10) (Q30)	87.76%	86.42%	86.44%	85.83%	N/A
Health Plan					
Customer Service Composite (Always + Usually) Q32+Q33/2	88.88%	88.13%	89.36%	88.98%	85.91%
Q.32 Got needed information from customer service	85.27%	82.64%	84.85%	85.47%	81.88%
Q.33 Staff treated you with courtesy and respect	92.48%	93.62%	93.88%	92.49%	89.93%
Health Care					
Getting Needed Care Composite (Always + Usually) Q28+Q14/2	89.73%	83.90%	86.15%	83.75%	87.60%
Q.28 Easy to see a specialist	86.79%	77.78%	84.38%	77.95%	81.65%
Q.14 Easy to get needed care, tests or treatment	92.67%	90.03%	87.92%	89.54%	93.54%
Getting Care Quickly Composite (Always + Usually) Q4+Q6/2	94.88%	92.55%	91.96%	88.94%	94.88%
Q.4 Got urgent care as soon as needed	97.51%	95.88%	92.37%	91.39%	96.45%
Q.6 Got routine care as soon as needed	92.26%	89.22%	91.55%	86.49%	93.31%
Personal Doctor and Specialists					
How Well Doctors Communicate Composite (Always + Usually) Q17+Q18+Q19+Q22/4	94.97%	95.81%	92.32%	92.89%	94.58%
Q.17 Doctor explained things in a way you could understand	95.92%	96.27%	93.97%	94.72%	95.14%
Q.18 Doctor listened carefully to you	95.34%	96.27%	92.89%	94.41%	94.80%
Q.19 Doctor showed respect for what you had to say	96.20%	98.45%	93.97%	94.44%	95.43%
Q.22 Doctor spent enough time with you	92.42%	92.26%	88.44%	87.99%	92.97%
MEASURE					
Shared Decision Making Composite (A Lot/Yes) Q10+Q11+Q12/3	76.58%	76.62%	82.05%	75.82%	77.23%
Q.10 Doctor discussed reasons to take meds	91.34%	90.98%	95.38%	91.41%	92.31%
Q.11 Doctor discussed reasons to not take medication	62.99%	68.03%	67.69%	61.96%	62.39%
Q.12 Doctor asked which option was best for you	75.40%	70.83%	83.08%	74.07%	76.99%
Coordination of Care (Always + Usually)					
Q.25 Personal doctor informed from other providers	83.89%	91.61%	89.90%	N/A	N/A
Health Promotion and Education (Yes or No)					
Q. 8 You and your doctors discussed ways to prevent illness (yes)	N/A	N/A	N/A	N/A	N/A

N/A=Not Applicable or Data not available