

Adult Medicaid 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	1350
Oversampling Rate	0%
Sample Frame Size	42,461
Survey Methodology	Standard HEDIS Mixed Methodology
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	32
Patient Level Records Nonresponse	853
Patient Level Records Used: Complete & Valid	465
Total Response Rate: Complete/(Sample-Ineligible)	35.28%
Sample Frame Validation Result	Reportable

Final Report Status

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

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Composites	Mean	Variance
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Getting Needed Care	2.4210	0.0014
Getting Care Quickly	2.4849	0.0013
How Well Doctors Communicate	2.6401	0.0010
Customer Service	2.4705	0.0027
Shared Decision Making	2.3400	0.0022
Ratings	Mean	Variance
=====	-----	-----
Rating of All Health Care	2.2500	0.6162
Rating of Personal Doctor	2.4747	0.5487
Rating of Specialist Seen Most Often	2.5215	0.5103
Rating of Health Plan	2.2871	0.6560
Question Summary Rates	Mean	Variance
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Health Promotion and Education	2.4144	0.8306
Coordination of Care	2.3491	0.5976

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Composite Global Proportion =====	Never + Sometimes	Usually	Always	Always + Usually
Getting Needed Care Variance	16.19%	25.52%	58.29%	83.81%
			0.0006	0.0003
Getting Care Quickly Variance	15.94%	19.62%	64.44%	84.06%
			0.0005	0.0003
How Well Doctors Communicate Variance	9.27%	17.44%	73.28%	90.73%
			0.0004	0.0002
Customer Service Variance	13.42%	26.11%	60.47%	86.58%
			0.0013	0.0006
	Not at all / No	A little	Some	A lot / Yes
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Shared Decision Making Variance	12.97%	8.58%	22.91%	55.54%
				0.0008

Medical Assistance With Smoking and Tobacco Use Cessation =====	Rate	Year 1		Year 2	
		Num.	Den.	Num.	Den.
Advising Smokers and Tobacco Users to Quit.	78.67%			166	211
Discussing Cessation Medications.....	40.87%			85	208
Discussing Cessation Strategies.....	36.02%			76	211
Aspirin Use and Discussion =====					
Aspirin Use.....	NA			9	27
Discussing Aspirin Risks and Benefits.....	NA			24	53

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Question Summary Rates =====	8+9+10		9+10	
	Rate	Variance	Rate	Variance
Q13. Rating of All Health Care.....	67.98%	0.2183	46.35%	0.2494
Q23. Rating of Personal Doctor.....	77.53%	0.1747	62.36%	0.2354
Q27. Rating of Specialist Seen Most Often....	80.37%	0.1588	65.03%	0.2288
Q35. Rating of Health Plan.....	66.03%	0.2248	51.20%	0.2505

Question Summary Rates =====	Yes	No
Health Promotion and Education(Q8)	70.72%	29.28%
Variance	0.2076	

Question Summary Rates =====	Never + Sometimes	Usually	Always	Always + Usually
	Coordination of Care(Q22)	18.34%	28.40%	53.25%
Variance			0.2504	0.1507

Question Summary Rates =====	Always + Usually	Always
	Q4. Got care as soon as needed when care was needed right away.....	83.71%
Q6. Got check-up/routine appointment as soon as needed.....	84.40%	64.62%
Q17. Personal doctor explained things.....	91.19%	74.84%
Q18. Personal doctor listened carefully.....	90.60%	74.61%
Q19. Personal doctor showed respect.....	91.85%	75.55%
Q20. Personal doctor spent enough time.....	89.27%	68.14%
Q25. Got appointment with specialist as soon as needed.....	84.71%	60.00%
Q14. Ease of getting care, tests or treatment.....	82.91%	56.58%
Q29. Written materials or Internet provided needed information.....	69.23%	38.46%
Q31. Customer service provided information or help.....	83.45%	51.08%
Q32. Customer service treated member with courtesy and respect.....	89.71%	69.85%
Q34. Health plan forms were easy to fill out.....	94.09%	87.68%

Question Summary Rates =====	Rate
Q10. Doctor talked about the reasons you might want to take a medicine(A lot).....	51.23%
Q10. Doctor talked about the reasons you might want to take a medicine(Some).....	37.04%
Q11. Doctor talked about the reasons you might not want to take a medicine(A lot)...	39.02%
Q11. Doctor talked about the reasons you might not want to take a medicine(Some)...	31.71%
Q12. Doctor asked what you thought was best(Yes).....	76.36%
Q36. Rating of overall health (Excellent+Very Good).....	19.42%
Q37. Rating of overall mental or emotional health (Excellent+Very Good).....	24.76%