



Provider Scorecards on Member Experience

Presented by Quality Improvement

Calendar Year 2024

(measurement year 2023)

Adult Survey

CAHPS® – Medicaid Adult

SURVEY QUESTIONS	2024 SCORE	PREVIOUS YEAR	2023 SCORE
Rating of Personal Doctor	60.0%	↓ 3.6%	63.6%
Rating of Specialist	66.3%	↑ 0.9%	65.4%
Getting Care, Tests or Treatments	81.0%	↑ 5.1%	75.9%
Getting Specialist Appointment	78.8%	↑ 2.6%	76.2%
Provided Information or Help	81.9%	↓ 2.6%	84.5%
Treated with Courtesy and Respect	95.0%	↑ 2.8%	92.2%
Doctor Explained Things	95.7%	↑ 7.5%	88.2%
Doctor Listened Carefully	94.7%	↑ 5.3%	89.4%
Doctor Showed Respect	95.8%	↑ 3.2%	92.6%
Doctor Spent Enough Time	92.7%	↑ 4.4%	88.3%
Advised to Quit Smoking	53.8%	↓ 7.5%	61.3%
Discussing Cessation Medications	36.7%	even	36.7%
Discussing Cessation Strategies	30.8%	↓ 5.1%	35.9%

QHP EES – Ambetter Adult

SURVEY QUESTIONS	2024 SCORE	PREVIOUS YEAR	2023 SCORE
Rating of Personal Doctor	85.6%	↑ 28.3%	57.3%
Rating of Specialist	83.7%	↑ 26.3%	57.4%
Getting Care, Test, or Treatment	69.5%	↓ 7.8%	77.3%
Getting Specialist Appointment	56.5%	↓ 11.9%	68.4%
Provided Information or Help	73.6%	↓ 6.4%	80.0%
Discussed Prescription Medicines	77.6%	↓ 10.8%	88.4%
Doctor Explained Things	85.8%	↓ 7.1%	92.9%
Doctor Listened Carefully	82.4%	↓ 8.1%	90.5%
Doctor Showed Respect	88.4%	↓ 4.5%	92.9%
Doctor Spent Enough Time	79.6%	↓ 12.1%	91.7%
Advised to Quit Smoking	81.3%	↑ 9.9%	71.4%
Discussing Cessation Medications	50.0%	↑ 7.1%	42.9%
Discussing Cessation Strategies	31.3%	↑ 2.7%	28.6%

Calendar Year 2024

(measurement year 2023)

Adult Survey

Behavioral Healthcare – Medicaid Adult

SURVEY QUESTIONS	2024 SCORE	PREVIOUS YEAR	2023 SCORE
Rating of Counseling or Treatment	62.7%	↓ 4.0%	66.7%
How Well Clinicians Communicate	82.8%	↓ 1.0%	83.8%
Informed About Treatment Options	52.2%	↓ 3.7%	55.9%
Office Wait Time	73.1%	↑ 1.2%	71.9%
Informed About Medication Side Effects	72.7%	↑ 6.0%	66.7%
Received Information about Managing Condition	68.6%	↑ 0.9%	67.7%
Informed about Patient Rights	82.4%	↑ 5.7%	76.7%
Ability to Refuse Medication and Treatment	78.8%	↑ 15.5%	63.3%

Behavioral Healthcare – Ambetter Adult

SURVEY QUESTIONS	2024 SCORE	PREVIOUS YEAR	2023 SCORE
Rating of Counseling or Treatment	75.0%	↑ 2.3%	72.7%
How Well Clinicians Communicate	89.3%	↓ 4.2%	93.5%
Informed About Treatment Options	50.0%	↑ 2.1%	47.9%
Office Wait Time	85.7%	↑ 9.2%	76.5%
Informed About Medication Side Effects	88.0%	↑ 2.7%	85.3%
Received Information about Managing Condition	85.7%	↑ 0.4%	85.3%
Informed about Patient Rights	82.1%	↑ 5.6%	76.5%
Ability to Refuse Medication and Treatment	92.9%	↑ 4.7%	88.2%

Calendar Year 2024

(measurement year 2023)

Child Survey

Behavioral Health – Medicaid Children with Chronic Conditions

SURVEY QUESTIONS	2024 SCORE	PREVIOUS YEAR	2023 SCORE
Rating of Personal Doctor	64.2%	↑ 11.7%	52.5%
Rating of Specialist	81.0%	↑ 20.3%	60.7%
Getting Care, Tests or Treatments	85.2%	↑ 4.6%	80.6%
Getting Specialist Appointment	75.8%	↑ 4.4%	71.4%
Provided Information or Help	88.9%	↑ 15.6%	73.3%
Treated with Courtesy and Respect	93.2%	↑ 6.5%	86.7%
Doctor Explained Things	91.7%	↑ 22.7%	69.0%
Doctor Listened Carefully	92.8%	↑ 16.9%	75.9%
Doctor Showed Respect	96.4%	↑ 20.5%	75.9%
Doctor Spent Enough Time	84.3%	↑ 11.9%	72.4%
Easy to Get Special Medical Equipment	76.2%	↑ 9.5%	66.7%
Easy to Get Special Therapy	53.2%	↑ 10.3%	42.9%
Easy to Get Treatment or Counseling	55.3%	↓ 4.0%	59.3%
Discussed Feelings, Growth and/or Behavior	81.9%	↑ 6.0%	75.9%

Behavioral Health – Medicaid Child

SURVEY QUESTIONS	2024 SCORE	PREVIOUS YEAR	2023 SCORE
Rating of Counseling or Treatment	62.1%	↓ 8.5%	70.6%
How Well Clinicians Communicate	87.6%	↓ 3.0%	90.6%
Office Wait Time	73.3%	↓ 2.8%	70.5%
Informed About Medication Side Effects	90.9%	↑ 15.9%	75.0%
Received Information about Managing Condition	76.7%	↓ 11.5%	88.2%
Informed about Patient Rights	96.7%	↑ 2.9%	93.8%
Ability to Refuse Medication and Treatment	82.8%	↑ 18.1%	64.7%