

**OMA Methods for the Consumer Satisfaction  
Performance Measure**

**For the Ohio Medicaid Managed Care Program**

**Provider Agreement Effective July 1, 2012 to June 30, 2013**

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## CONSUMER SATISFACTION PERFORMANCE MEASURE

### Overall Rating of Health Plan

*The average (mean) rating of respondents to the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey who were asked to rate their overall satisfaction with their (or their children's) managed care plan (MCP).*

#### **Background:**

Ohio Medicaid's contracting-MCPs are each required to contract with an NCQA Certified HEDIS Survey Vendor to administer an annual CAHPS survey to the MCP's Ohio Medicaid members, and to submit their survey data to NCQA, the CAHPS Database, and OMA. NCQA calculates and publishes summary results (including MCP mean rates) using this data.

The survey instruments selected for 2013 are the CAHPS 5.0H Adult Medicaid Health Plan Survey and the CAHPS 5.0H Child Medicaid Health Plan Survey (with the chronic conditions measurement set). These surveys each include four global ratings, one of which is the *Overall Rating of Health Plan*. For this measure, adult consumers and the parents/guardians of child consumers are asked to rate their/their children's health plan on a scale of 0 to 10, with 0 being the "worst health plan possible" and 10 being the "best health plan possible."

For SFY 2013, OMA will evaluate MCP performance in the area of consumer satisfaction using the CAHPS *Overall Rating of Health Plan* measure. For SFY 2013, two minimum performance standards (one adult, one general child) are established for the *Overall Rating of Health Plan* measure in Appendix M of the OMA Provider Agreement with the MCPs.

OMA will use the Ohio Medicaid MCP adult and general child mean rates for the CAHPS *Overall Rating of Health Plan* measure, calculated by NCQA using the respondent-level data from the MCP's 2013 CAHPS survey, to hold the MCP accountable to the SFY 2013 minimum performance standards set for this measure. These results will be made available to OMA by each MCP by June 15, 2013.

#### **NCQA Scoring Methodology:**

Scoring is based on a three point scale: response values of 0 through 6 are given a score of 1; response values of 7 and 8 are given a score of 2; and response values of 9 and 10 are given a score of 3. A three-point global rating mean is calculated for this measure. The three-point global rating mean is the sum of the response scores (1, 2, or 3) divided by the total number of responses to the measure. (Note: Per HEDIS specifications, results for the adult and child populations are reported separately, and no weighting or case-mix adjustment is performed on the results. NCQA also requires a minimum of 100 responses to this measure in order to report the measure as a CAHPS/HEDIS result.)

**Sample Design:**

The MCPs' CAHPS surveys are administered in accordance with NCQA specifications. To be eligible for sampling for the 2013 survey, MCP consumers must be continuously enrolled for at least 5 of the last 6 months (July – December) of 2012 and must be enrolled in the MCP at the time the sample is drawn. Adult members eligible for sampling include those who are 18 years of age or older (as of December 31, 2012). Child members eligible for sampling include those who are 17 years of age or younger (as of December 31, 2012). Separate, random samples are selected for adult and general child consumers.

The adult sample provides an estimate of consumers' overall satisfaction with their MCP for the entire population of adult Medicaid consumers enrolled in the MCP statewide, with a goal of a 95% confidence interval. The general child sample provides an estimate of parents'/guardians' overall satisfaction with their children's MCP for the entire population of child Medicaid consumers enrolled in the MCP statewide, with a goal of a 95% confidence interval.

**Data Source:**

Ohio Medicaid MCP adult and general child mean rates for the *Overall Rating of Health Plan* measure, calculated by NCQA using the respondent-level data from the MCP's 2013 CAHPS survey.

**Report Period:**

CAHPS survey administered in CY 2013 – for member enrollment between July – December, 2012, as noted above.