



MY 2023 CAHPS® MEDICAID ADULT 5.1 SURVEY

SOONERCARE MEDICAID ADULT

PREPARED FOR THE OKLAHOMA HEALTH CARE AUTHORITY THROUGH A CONTRACT WITH KPMC HEALTH IMPROVEMENT PARTNERS

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Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Oklahoma Health Care Authority through a contract with KFMC Health Improvement Partners Medicaid Adult to conduct its MY 2023 CAHPS® 5.1 Medicaid Adult Survey. NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

SURVEY OBJECTIVE The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which can aid plans in increasing the quality of provided care.

2024 NCQA CHANGES NCQA made changes to the survey or program for 2024.

One question will be deleted from the 2024 Commercial Adult Survey and the 2024 Medicaid Adult Survey:

- Have you had either a flu shot or flu spray in the nose since July 1, 20XX?

Your Project Manager is Tracy Freeman (Tracy.Freeman@pressganey.com). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1 CAHPS survey was administered via the following methodology:

First questionnaire
mailed
2/16/2024



Reminder
Call
2/23/2024



Second questionnaire
mailed
3/22/2024



Initiate follow-up calls
to non-responders
4/12/2024 - 4/26/2024



Last day to accept
completed surveys
5/22/2024

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- 18 years and older (as of December 31st of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

2024 RESPONSE RATE CALCULATION

$$\frac{370 \text{ (Completed)}}{2500 \text{ (Sample)} - 58 \text{ (Ineligible)}} = \frac{370}{2442} = 15.2\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	206	95	67	35	0	32	368
Spanish	1	0	1	0	0	1	2
Total	207	95	68	35	0	33	370

Total Number of Undeliverables: 249

Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	SUBTOTAL	248	361	370
	Does not Meet Eligibility Criteria (01)	31	27	32
Ineligible	Language Barrier (03)	4	4	0
	Mentally/Physically Incapacitated (04)	9	7	19
	Deceased (05)	6	2	7
	SUBTOTAL	50	40	58
Non-response	Break-off/Incomplete (02)	11	15	29
	Refusal (06)	44	28	31
	Maximum Attempts Made (07)	1605	2056	2012
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1660	2099	2072
Total Sample		1958	2500	2500
Oversampling %		45.0%	85.2%	85.2%
Response Rate		13.0%	14.7%	15.2%
PG Response Rate		12.2%	11.5%	11.1%

INDUSTRY TRENDS

- **SoonerCare Medicaid Adult**
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PG BOOK OF BUSINESS TRENDS

MEDICAID ADULT



SoonerCare Medicaid Adult
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Trend Highlights The robust Press Ganey Book of Business is valuable in monitoring industry trends. On the right, we have provided a side-by-side comparison of aggregate PG Book of Business scores to help you understand broader trends in measure scoring over the past five years.

Medicaid Adult: Among the Medicaid Adult population, no measures declined by more than 1% compared to 2023. *Rating of Personal Doctor (%9 or 10)* and *Rating of Specialist (%9 or 10)* have increased by more than 1%.

All scores have decreased overall since 2020. *Rating of Health Care Quality* and *Getting Care Quickly* are the largest decrease of at least 2% lower than the 2020 scores.

	PG Book of Business Trends				
	2020	2021	2022	2023	2024
Rating Questions (% 9 or 10)					
Q28. Rating of Health Plan	64.6%	64.5%	64.0%	63.6%	63.1%
Q8. Rating of Health Care	58.8%	59.4%	57.0%	56.8%	57.3%
Q18. Rating of Personal Doctor	70.7%	70.4%	69.5%	69.2%	70.3%
Q22. Rating of Specialist	70.9%	69.7%	68.4%	67.4%	68.5%
Rating Questions (% 8, 9 or 10)					
Q28. Rating of Health Plan	80.3%	79.8%	79.6%	79.3%	78.7%
Q8. Rating of Health Care	76.9%	77.5%	75.8%	75.4%	75.8%
Q18. Rating of Personal Doctor	84.2%	83.8%	83.1%	83.2%	83.9%
Q22. Rating of Specialist	84.7%	83.9%	82.7%	82.3%	82.7%
Getting Needed Care (% A/U)					
Q9. Getting care, tests, or treatment	86.3%	85.8%	85.0%	84.8%	85.1%
Q20. Getting specialist appointment	80.7%	82.4%	79.6%	79.1%	79.1%
Getting Care Quickly (% A/U)					
Q4. Getting urgent care	85.0%	84.3%	81.7%	82.7%	82.7%
Q6. Getting routine care	80.4%	80.9%	80.0%	80.4%	79.7%
Coordination of Care (Q17) (% A/U)					
Flu Vaccine: Adults 18-64 (QMISSING) (% Y)	77.8%	74.0%	74.1%	74.3%	73.7%

 Increase of 1% or greater since 2023
 Decrease of 1% or greater since 2023

EXECUTIVE SUMMARY

- **SoonerCare Medicaid Adult**
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OVERVIEW OF TERMS

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2023 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

Percentile Rankings Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.

PG Benchmark Information The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2023. Submission occurred on May 24th, 2024.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2023. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

Significance Testing All significance testing is performed at the 95% confidence level using a t-test.

Small Denominator Threshold NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

Non-Accreditation Notation Throughout the report you will see a notation of “+” which indicates that the given measure is not utilized for accreditation score calculation.

Technical Notes Please refer to the Technical Notes for more information.

2024 DASHBOARD

MEDICAID ADULT

SoonerCare Medicaid Adult

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370

Completed
surveys

15.2%

Response Rate

Stars: PG **Estimated** NCQA
Rating
NA = Denominator < 100

Scores: All scores displayed
are Summary Rate Scores

- Rating: % 9 or 10
- Composites: % Usually or Always
- Smoking: % Always, Usually, or Sometimes

Significance Testing: Current
score is significantly
higher/lower than 2023 (↑/↓) or
2022 (↗/↘).

Percentiles: Based on the
2024 PG Book of Business

Health Plan Key Driver
Classification: Details can be
found in the KDA section.

Accreditation Measures

Rating of Health Plan ★★ ★				
Rating of Health Plan	60.1%	↗	30 th	---
Rating of Health Care ★★ ★				
Rating of Health Care	54.7%		28 th	Opportunity
Rating of Personal Doctor ★★ ★				
Rating of Personal Doctor	68.9%		39 th	Opportunity
Advised to Quit Smoking: 2YR ★★				
Advised to Quit Smoking: 2YR	70.2%		37 th	---

Other Measures

Rating of Specialist +				
Rating of Specialist +	71.5%		73 rd	Power
Coordination of Care +				
Coordination of Care +	87.9%		62 nd	Retain
Customer Service +				
Composite	88.9%		35 th	---
Q24. Provided information or help	83.6%		36 th	Wait
Q25. Treated with courtesy and respect	94.3%		37 th	Wait

Getting Needed Care ★★ ★				
Composite	83.9%		64 th	---
Q9. Getting care, tests, or treatment	85.7%		53 rd	Power
Q20. Getting specialist appointment	82.1%	↘	67 th	Retain
Getting Care Quickly ★★ ★★				
Composite	84.5%		81 st	---
Q4. Getting urgent care	84.7%		64 th	Power
Q6. Getting routine care	84.2%		79 th	Retain

Ease of Filling Out Forms +				
Ease of Filling Out Forms +	95.4%		57 th	Retain
How Well Doctors Communicate +				
Composite	94.5%		74 th	---
Q12. Dr. explained things	94.3%		64 th	Retain
Q13. Dr. listened carefully	94.3%		68 th	Power
Q14. Dr. showed respect	95.5%		58 th	Retain
Q15. Dr. spent enough time	93.9%	↑	82 nd	Retain

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						3
GETTING CARE						3.5
Getting Needed Care	Usually or Always	226	83.8%	84.6%	33 rd	3
Getting Care Quickly	Usually or Always	179	84.4%	83.8%	67 th	4
SATISFACTION WITH PLAN PHYSICIANS						3
Rating of Personal Doctor	9 or 10	318	68.8%	71.1%	33 rd	3
SATISFACTION WITH PLAN AND PLAN SERVICES						3
Rating of Health Plan	9 or 10	348	60.0%	64.9%	33 rd	3
Rating of Health Care	9 or 10	254	54.7%	58.7%	33 rd	3
TREATMENT						
Smoking Advice: Rolling Average	Sometimes, Usually or Always	245	70.2%	75.4%	10 th	2

EXPLANATION

NCQA calculates health plan ratings (HPR) by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization’s HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2023 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10 th Percentile	10 th – 32 nd Percentile	33 rd – 66 th Percentile	67 th – 89 th Percentile	≥90 th Percentile

- Notes:
- NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.
 - Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.

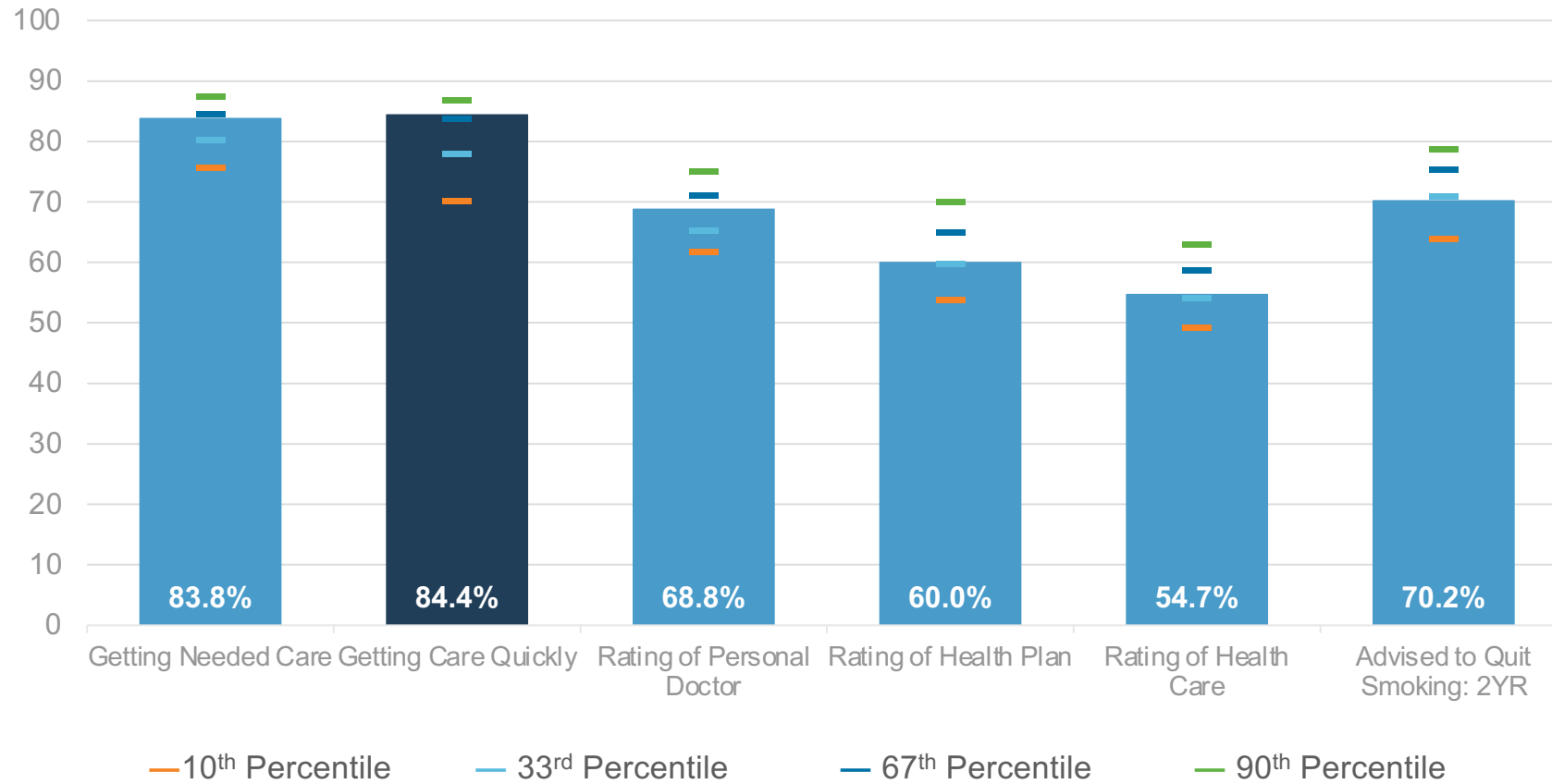
*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

PERFORMANCE TO STAR CUT POINTS

MEDICAID ADULT

COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan's **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2023).



Dark Blue bar = Your plan's performance is at or above the 67th percentile











Light Blue bar = Your plan's performance is below the 67th percentile

HPR scores are **truncated** to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

* Scores are % 9 or 10, % Always or Usually, and % Always, Usually or Sometimes (Smoking Advice: Rolling Average).

MEASURE SUMMARY

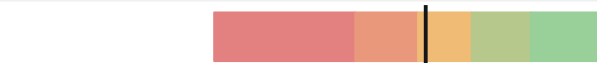


MEDICAID ADULT

MEASURE	SUMMARY RATE		CHANGE	2024 PG BOOK OF BUSINESS BENCHMARK						
	2023	2024		PERCENTILE DISTRIBUTION					PERCENTILE RANK	BoB SRS
020406080100										
Health Plan Domain										
Rating of Health Plan % 9 or 10	55.2%	60.1%	4.9						30 th	63.1%
Getting Needed Care % Usually or Always	86.3%	83.9%	-2.4						64 th	82.1%
Customer Service + % Usually or Always	87.8%	88.9%	1.1						35 th	89.8%
Ease of Filling Out Forms + % Usually or Always	95.9%	95.4%	-0.5						57 th	94.8%
Health Care Domain										
Rating of Health Care % 9 or 10	53.7%	54.7%	1.0						28 th	57.3%
Getting Care Quickly % Usually or Always	82.3%	84.5%	2.2						81 st	81.2%
How Well Doctors Communicate + % Usually or Always	92.1%	94.5%	2.4						74 th	93.2%
Coordination of Care + % Usually or Always	85.0%	87.9%	2.9						62 nd	86.0%
Rating of Personal Doctor % 9 or 10	70.5%	68.9%	-1.6						39 th	70.3%
Rating of Specialist + % 9 or 10	70.4%	71.5%	1.1						73 rd	68.5%

Significance Testing Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

MEASURE SUMMARY

MEDICAID ADULT

MEASURE	SUMMARY RATE		CHANGE	2024 PG BOOK OF BUSINESS BENCHMARK					PERCENTILE RANK	BoB SRS	
	2023	2024		PERCENTILE DISTRIBUTION							
				0	20	40	60	80			100
Effectiveness of Care											
Advised to Quit Smoking: 2YR <i>% Sometimes, Usually, or Always</i>	70.6%	70.2%	-0.4						37 th	73.7%	
Discussing Cessation Meds: 2YR + <i>% Sometimes, Usually, or Always</i>	52.0%	51.2%	-0.8						43 rd	53.4%	
Discussing Cessation Strategies: 2YR + <i>% Sometimes, Usually, or Always</i>	47.2%	44.7%	-2.5						45 th	47.1%	

Significance Testing Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

HEALTH EQUITY

MEDICAID ADULT

The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

Accreditation Measure

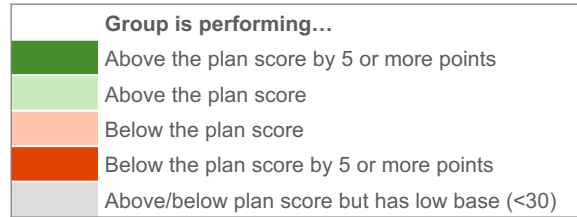
Other Measure

Group is performing...	
	Above the plan score by 5 or more points
	Above the plan score
	Below the plan score
	Below the plan score by 5 or more points
	Above/below plan score but has low base (<30)

			Rating of Health Plan		Rating of Health Care		Getting Needed Care		Getting Care Quickly		Rating of Personal Doctor		Rating of Specialist +	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
Demographic	Category	Total	60.1%		54.7%		83.9%		84.5%		68.9%		71.5%	
	Gender													
	Male	n = 142		-3%		3%		0%		-6%		3%		6%
	Female	n = 222		2%		-2%		0%		3%		-1%		-3%
	Age													
	18 – 34	n = 63		-9%		-4%		-4%		-8%		3%		-2%
	35 – 44	n = 40		-14%		1%		-12%		-13%		-11%		-5%
	45 – 54	n = 50		2%		-20%		4%		10%		2%		4%
	55 or older	n = 212		5%		6%		2%		1%		1%		1%
	Overall Health													
	Excellent/Very Good	n = 70		9%		9%		7%		7%		5%		10%
	Good	n = 109		-4%		0%		4%		-1%		3%		2%
	Fair/Poor	n = 181		-3%		-4%		-4%		-1%		-5%		-4%
	Mental Health													
	Excellent/Very Good	n = 114		7%		11%		10%		2%		5%		3%
	Good	n = 111		-2%		-4%		1%		1%		0%		-3%
	Fair/Poor	n = 136		-5%		-5%		-9%		-2%		-3%		1%
	Education													
	HS Grad or less	n = 249		1%		5%		1%		0%		3%		6%
	Some college or more	n = 113		-2%		-8%		-2%		-1%		-5%		-9%
	Race/ Ethnicity													
	White	n = 270		0%		3%		1%		4%		2%		0%
	Black/African-American	n = 50		-7%		-15%		2%		-8%		-6%		-5%
	Asian	n = 12		-18%		-5%		-9%		-19%		-23%		-5%
	Native Hawaiian/Pacific Islander	n = 6		7%		-5%		16%		16%		6%		-38%
	American Indian or Alaska Native	n = 64		0%		-7%		-1%		-3%		3%		9%
	Other	n = 20		-10%		4%		-9%		-29%		-16%		14%
	Hispanic/Latino	n = 15		-6%		1%		2%		-11%		-15%		12%







HEALTH EQUITY

MEDICAID ADULT



The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

Accreditation Measure
Other Measure

			Coordination of Care +		Customer Service +		How Well Doctors Communicate +		Ease of Filling Out Forms +	
			SRS	△	SRS	△	SRS	△	SRS	△
Demographic	Category	Total	87.9%		88.9%		94.5%		95.4%	
 Gender	Male	n = 142		-1%		-1%		-1%		-1%
	Female	n = 222		1%		1%		0%		1%
 Age	18 – 34	n = 63		0%		-5%		1%		-2%
	35 – 44	n = 40		-19%		-16%		-5%		-4%
	45 – 54	n = 50		0%		5%		4%		1%
	55 or older	n = 212		3%		2%		0%		1%
 Overall Health	Excellent/Very Good	n = 70		0%		5%		4%		0%
	Good	n = 109		4%		-8%		0%		-2%
	Fair/Poor	n = 181		-2%		3%		-1%		1%
 Mental Health	Excellent/Very Good	n = 114		2%		1%		1%		-1%
	Good	n = 111		6%		-7%		1%		0%
	Fair/Poor	n = 136		-6%		6%		-2%		2%
 Education	HS Grad or less	n = 249		1%		2%		0%		0%
	Some college or more	n = 113		-2%		-4%		0%		0%
 Race/ Ethnicity	White	n = 270		-1%		2%		1%		2%
	Black/African-American	n = 50		7%		-11%		-3%		-6%
	Asian	n = 12		12%		-19%		6%		-4%
	Native Hawaiian/Pacific Islander	n = 6		12%		11%		-3%		5%
	American Indian or Alaska Native	n = 64		0%		5%		-2%		-2%
	Other	n = 20		-5%		-6%		-7%		0%
	Hispanic/Latino	n = 15		12%		11%		-1%		-3%

MEASURE SUMMARY

MEDICAID ADULT

TOP THREE Performing Measures

Your plan’s percentile rankings for these measures were the highest compared to the 2024 PG Book of Business.

MEASURE	2024 Valid n	PLAN SUMMARY RATE SCORE			2023 QC			2024 PG BoB		
		2023	2024	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Getting Care Quickly (% Usually or Always)	179	82.3%	84.5%	2.2	80.4%	4.1	72 nd	81.2%	3.3	81 st
How Well Doctors Communicate + (% Usually or Always)	263	92.1%	94.5%	2.4	92.5%	2.0	82 nd	93.2%	1.3	74 th
Rating of Specialist + (% 9 or 10)	193	70.4%	71.5%	1.1	66.2%	5.3	87 th	68.5%	3.0	73 rd

BOTTOM THREE Performing Measures

Your plan’s percentile rankings for these measures were the lowest compared to the 2024 PG Book of Business.

MEASURE	2024 Valid n	PLAN SUMMARY RATE SCORE			2023 QC			2024 PG BoB		
		2023	2024	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Customer Service + (% Usually or Always)	140	87.8%	88.9%	1.1	89.2%	-0.3	38 th	89.8%	-0.9	35 th
Rating of Health Plan (% 9 or 10)	348	55.2%	60.1%	4.9	61.2%	-1.1	39 th	63.1%	-3.0	30 th
Rating of Health Care (% 9 or 10)	254	53.7%	54.7%	1.0	55.7%	-1.0	38 th	57.3%	-2.6	28 th

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

IMPROVEMENT STRATEGIES

Improving Performance

These measures had the lowest percentile rankings in comparison to the 2024 PG Book of Business for your plan.

Improvement Strategies – Customer Service

- Emphasize comprehensive, collaborative, and high-quality customer/member services as a critical priority across all areas of the organization. Think and act together. Establish service recovery guidelines for resolving issues, including phrases that express apologies or atonement.
- Provide on-going/periodic CSR service training, open discussions and routine refresher programs. Include thorough annual updates, tools and resources and subsequent feedback. Training examples include: how to answer questions and resolve issues; consistency in being friendly, courteous and empathetic; quick issue resolution with follow-up; procedures to minimize transfers and wait/on-hold times.
- Involve the CS team in QI activities, seeking concrete customer-based input and improvements. Ensure they are fully informed of updates/changes to processes and procedures.
- Ensure CSRs have immediate access to knowledgeable staff within all key member and provider service areas (Claims, Enrollment, etc.).
- Support key subject matter experts to flexibly respond to urgent or complex types of calls, questions or issues - including prompt prioritization and resolution procedures and/or authority.
- Develop, implement and review protocols and scripts (“Talking Points”) to ensure up-to-date, accurate and consist information provided to your members and patients and providers.
- Establish, assess and adhere to measurable CSR performance/service standards (i.e., call satisfaction, call resolution, time on hold, etc.). Operationally define service behaviors.
- Seek QI opportunities with CS via observational walkthrough of calls and discussion/review of complaints, inquiries, and the member experience, especially any changes. Identify main issues and seek interventions that decrease volume and/or improve experience.
- Acknowledge and reward service performance/behaviors reflective of service excellence.

Improvement Strategies – Rating of Health Plan

- Analyze, investigate, probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with Rating of the Plan (i.e., CS, Claims, GNC, GCQ, HWDC). Review QI recommendations/actions of these CAHPS composite measures.
- Communicate and educate all areas of the Plan on CAHPS, sharing findings, initiatives and outcomes. Seek input and observations. Engage relevant contributors into QI design/activities.
- Analyze satisfaction levels and loyalty ratings based on member profile/segmentation data (health system, age, length of membership, have PCP, etc.).
- Set S.M.A.R.T. goals Specific, Measurable, Attainable, Realistic, and Timely for all identified activities. Assess all relevant internal data. Conduct additional surveys, data analyses as needed.
- Consider opportunities for positive and strategic messaging about the plan or health care reminders to adult members. Use technology to provide more effective and efficient care.
- Consider the value of a PG CAHPS Drill-Down, Simulation Survey or CG-CAHPS to probe key CAHPS measures and/or target segments of the population.
- Explore opportunity to continually monitor rating of the plan using targeted follow-up surveys, e.g., call satisfaction, care management, etcetera.
- Develop online videos (vs. excessive reading) explaining key terms and activities members need to know, e.g., how much you have to pay, or Understanding Your Health Insurance Costs. Evaluate and implement complementing, consistent, simple and clear communications.
- Explore or enhance potential of a mobile app providing member immediate access to secure accurate, up-to-date information about their Plan, benefits, coverage, copays, cost, claims, etc.

Improvement Strategies – Rating of Health Care

- Analyze, assess, probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with Rating of Health Care (e.g., GNC, GCQ, HWDC, CoC). Review QI recommendations/actions for related CAHPS composite measures.
- Seek to simplify Plan requirements, processes, and/or procedures (e.g., UM, CM, Pharma, Use of IVR) impacting the member experience of care and access to care, tests or treatment. Examples include: Provide care quickly. Provide quick access to effective treatments. Minimize patient costs for care.
- Assess internal data. Track, audit, review and assess call center calls and/or complaints regarding quality of care, choice of providers, access to care, UM, CM, health system, etc.
- Communicate and educate all areas of the Plan on CAHPS, sharing findings, initiatives and outcomes. Seek input and observations. Engage relevant contributors into QI design/activities.
- Confirm adequacy of contracted providers and walk-in centers with extended hours.
- Ensure CSR have easy access to current, updated resources to provide accurate guidance about plan/drug coverage, out of pocket cost, availability of providers, requirements, processes, etc.
- Foster strong relationships with contracted providers via regular communications and collaboration. Data driven comparisons of PEC metrics can support/guide mutual improvement.
- Explore potential of aligning information flow/ EHRs to better integrate, support, or facilitate patient care, coordination of care and vital information among contracted providers.
- Consider the need to conduct additional measurement, probing of composite measures with targeted populations or health systems (e.g., CG-CAHPS or CAHPS Drill Down Survey).

PCP = Primary Care Providers
EHR = Electronic Health Record
CSR = Customer Service Representative
CS = Customer Service
QI – Quality Improvement

GNC = Getting Needed Care
GCQ = Getting Care Quickly
HWDC = How well Doctors Communicate
CG CAHPS = Clinician and Group CAHPS

Full List of Improvement Strategies 

KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

- **SoonerCare Medicaid Adult**
*PREPARED FOR THE OKLAHOMA HEALTH CARE AUTHORITY THROUGH
A CONTRACT WITH KFMC HEALTH IMPROVEMENT PARTNERS*

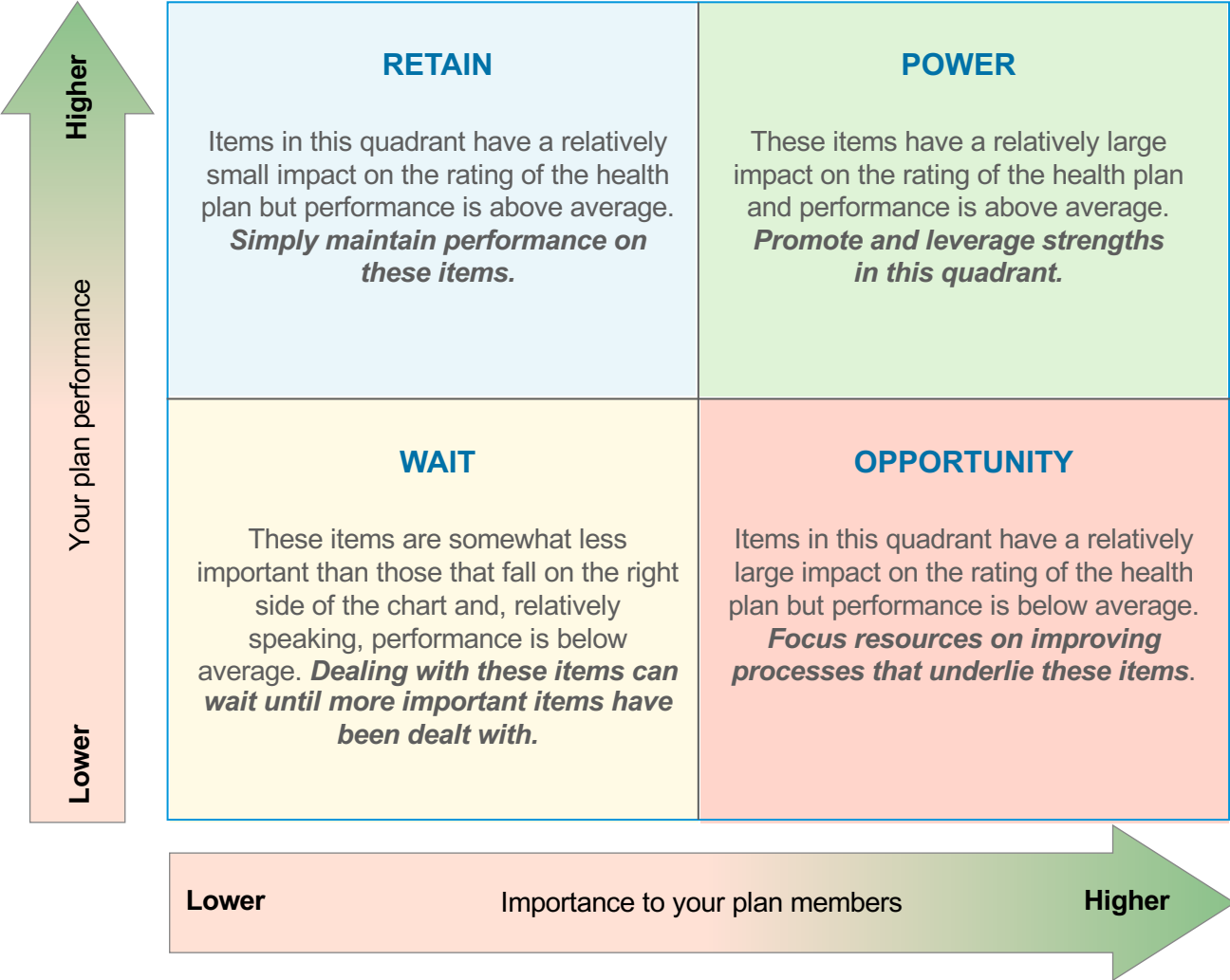
POWeR CHART: EXPLANATION

POWeR™ CHART CLASSIFICATION MATRIX

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. We have been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.



POWER CHART: YOUR RESULTS

MEDICAID ADULT

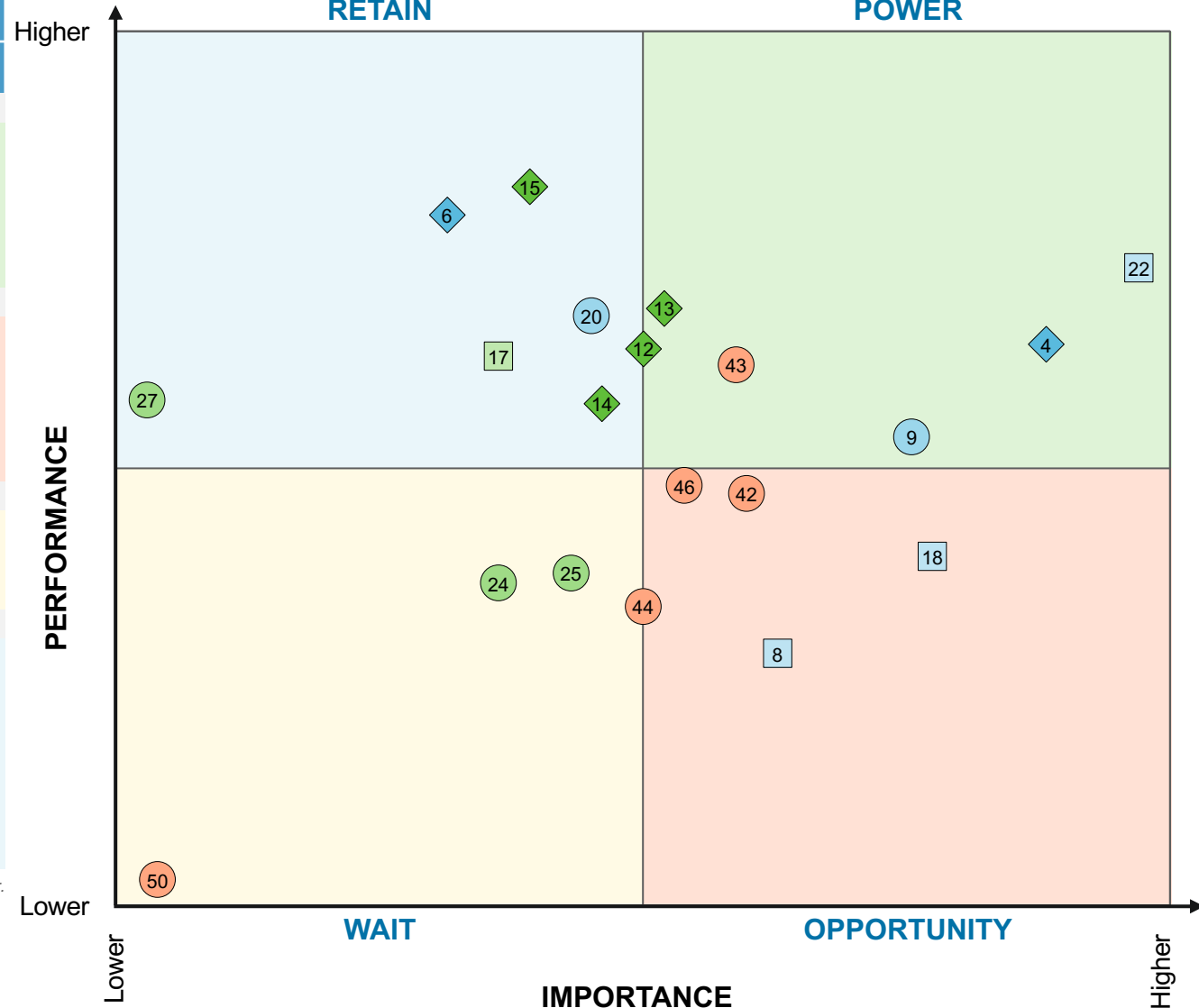
SoonerCare Medicaid Adult
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

SURVEY MEASURE			2023		2024	
			SRS	%tile*	SRS	%tile*
POWER						
Rating	Q22	Rating of Specialist +	70.4%	72 nd	71.5%	73 rd
GCQ	Q4	Getting urgent care	80.6%	35 th	84.7%	64 th
GNC	Q9	Getting care, tests, or treatment	86.7%	62 nd	85.7%	53 rd
SQ	Q43	Easy to understand instructions for taking meds	85.8%	---	87.5%	---
HWDC	Q13	Dr. listened carefully	93.7%	63 rd	94.3%	68 th
OPPORTUNITY						
Rating	Q18	Rating of Personal Doctor	70.5%	59 th	68.9%	39 th
Rating	Q8	Rating of Health Care	53.7%	26 th	54.7%	28 th
SQ	Q42	Got wanted info. about health from Dr.	85.5%	---	83.4%	---
SQ	Q46	Got wanted info. from pharmacist	81.6%	---	81.6%	---
SQ	Q44	Dr. explained side effects of meds	70.1%	---	73.4%	---
WAIT						
CS	Q25	Treated with courtesy and respect	90.9%	8 th	94.3%	37 th
CS	Q24	Provided information or help	84.7%	52 nd	83.6%	36 th
SQ	Q50	Help with transportation met needs	---	---	49.6%	---
RETAIN						
HWDC	Q12	Dr. explained things	93.7%	57 th	94.3%	64 th
HWDC	Q14	Dr. showed respect	92.4%	11 th	95.5%	58 th
GNC	Q20	Getting specialist appointment	86.0%	92 nd	82.1%	67 th
HWDC	Q15	Dr. spent enough time	88.8%	27 th	93.9%	82 nd
CC	Q17	Coordination of Care +	85.0%	42 nd	87.9%	62 nd
GCQ	Q6	Getting routine care	83.9%	70 th	84.2%	79 th
CS	Q27	Ease of Filling Out Forms +	95.9%	64 th	95.4%	57 th

*Percentiles based on the PG Book of Business of the listed year.

KEY

GNC = Getting Needed Care
GCQ = Getting Care Quickly
CC = Care Coordination
CS = Customer Service
HWDC = How Well Doctors Communicate
SQ = Supplemental Question



KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID ADULT

		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
			YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2023	2024	
TOP 10 KEY DRIVERS					Q28	Rating of Health Plan	60.1%	63.1%	30 th	(+20)		
YOUR PLAN	These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.	✓	1	3	Q22	Rating of Specialist +	71.5%	68.5%	73 rd	(+1)	Power	Power
		✓	2	6	Q4	Getting urgent care	84.7%	82.7%	64 th	(+29)	Opp.	→ Power
		✓	3	2	Q18	Rating of Personal Doctor	68.9%	70.3%	39 th	(-20)	Retain	→ Opp.
		✓	4	5	Q9	Getting care, tests, or treatment	85.7%	85.1%	53 rd	(-9)	Power	Power
		✓	5	1	Q8	Rating of Health Care	54.7%	57.3%	28 th	(+2)	Opp.	Opp.
INDUSTRY	PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.		6	---	Q42	Got wanted info. about health from Dr.	83.4%	---	---		Wait	→ Opp.
			7	---	Q43	Easy to understand instructions for taking meds	87.5%	---	---		Power	Power
			8	---	Q46	Got wanted info. from pharmacist	81.6%	---	---		Wait	→ Opp.
		✓	9	10	Q13	Dr. listened carefully	94.3%	93.3%	68 th	(+5)	Retain	→ Power
			10	---	Q44	Dr. explained side effects of meds	73.4%	---	---		Wait	→ Opp.
			13	9	Q20	Getting specialist appointment	82.1%	79.1%	67 th	(-25)	Power	→ Retain
			14	7	Q25	Treated with courtesy and respect	94.3%	94.8%	37 th	(+29)	Opp.	→ Wait
			17	8	Q24	Provided information or help	83.6%	84.7%	36 th	(-16)	Power	→ Wait
All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your			18	4	Q6	Getting routine care	84.2%	79.7%	79 th	(+9)	Power	→ Retain

All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

*Differentials are based on comparisons to your plan's prior year percentile rankings.

MEASURE ANALYSES

Measure Details and Summary Rate Scores

- **SoonerCare Medicaid Adult**

*PREPARED FOR THE OKLAHOMA HEALTH CARE AUTHORITY THROUGH
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SECTION INFORMATION

Drilling Down Into Composites And Ratings This section is designed to give your plan a detailed report on the performance of each Star Rating measure as well as a few other key metrics. The measure analysis section contains:

Rating & Composite level information including...

- Percentile ranking and benchmark performance
- Historic scores
- Market performance

Attribute level information for composites including...

- Gate questions
- Percentile ranking and benchmark performance
- Summary rate score trending

All scores displayed in this section are summary rate scores (notated with 'SRS').

Percentile Bands

≥90 th		
67 th – 89 th		
33 rd – 66 th		
10 th – 32 nd		
<10 th		

Your plan's performance ranking along with **Summary Rate Score** are displayed at the top for quick reference.

Your plan's current year **Summary Rate Score** and base size along with previous two years, PG BoB and Quality Compass national data are displayed.



Your plan's **Summary Rate Score** is plotted against the PG Book of Business to provide a visual representation of market performance. The orange line represents the PG 90th percentile.

Gate questions (indicated by "G:") for attributes are displayed above attributes – scores displayed are % Yes

For composites – all corresponding attributes that roll-up into the composite score are displayed:

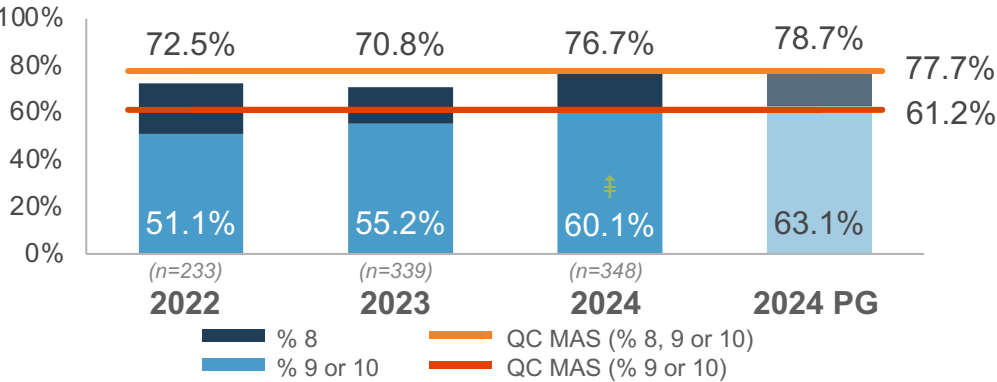
- Historic bases and **Summary Rate Scores** along with significant changes in trend notated
- Benchmark comparisons along with significant differences notated
- Percentile ranking against **Quality Compass**
- Graphic representation of trend and 2023 **Quality Compass** percentile bands

RATINGS

MEDICAID ADULT

RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	38 th	76.7%
% 9 or 10	39 th	60.1%



Key Drivers Of The Rating Of The Health Plan

POWER

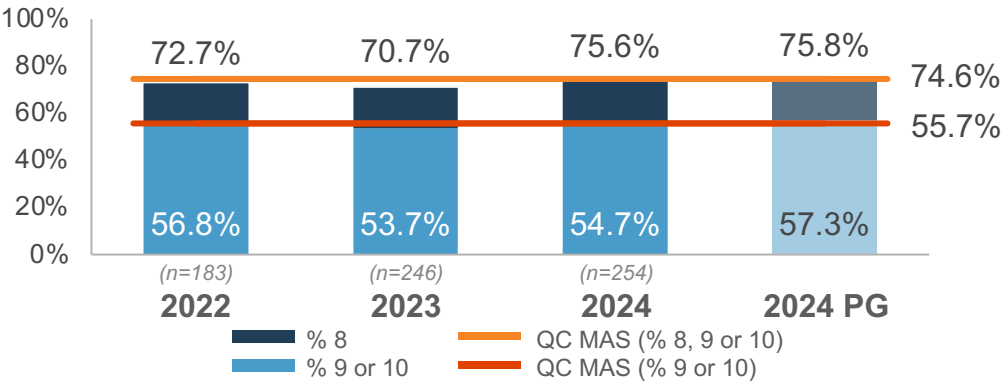
- Q22 Rating of Specialist +
- Q4 Getting urgent care
- Q9 Getting care, tests, or treatment
- Q43 Easy to understand instructions for taking meds
- Q13 Dr. listened carefully

OPPORTUNITIES

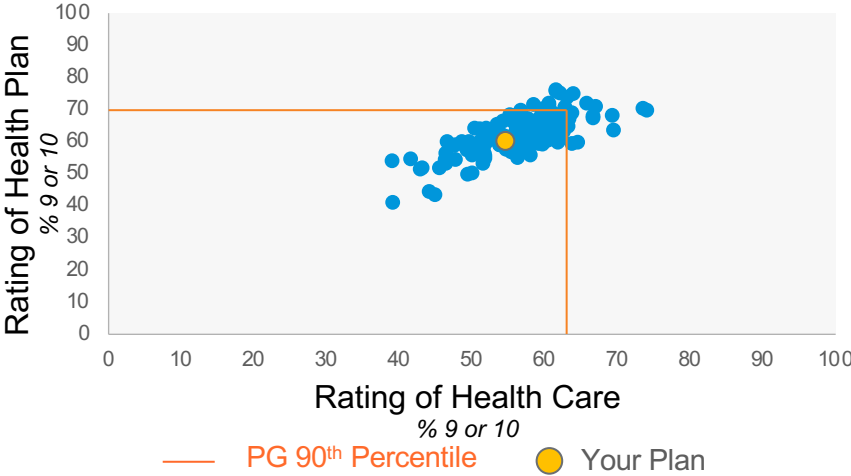
- Q18 Rating of Personal Doctor
- Q8 Rating of Health Care
- Q42 Got wanted info. about health from Dr.
- Q46 Got wanted info. from pharmacist
- Q44 Dr. explained side effects of meds

RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	57 th	75.6%
% 9 or 10	38 th	54.7%



PG BOOK OF BUSINESS DISTRIBUTION

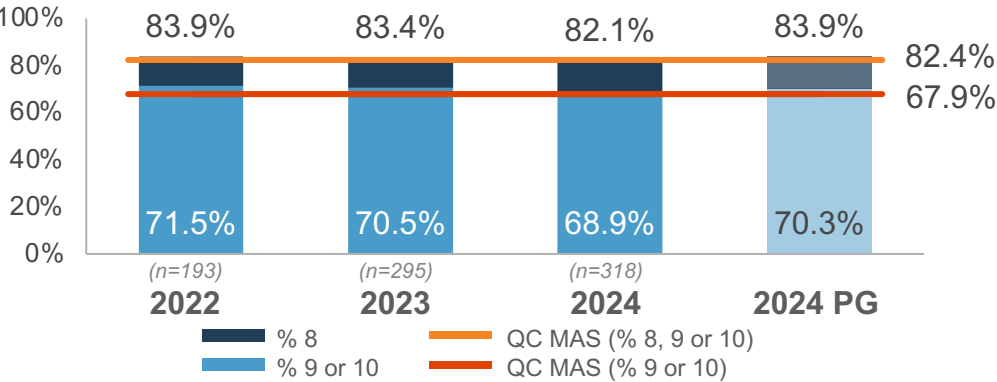


Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

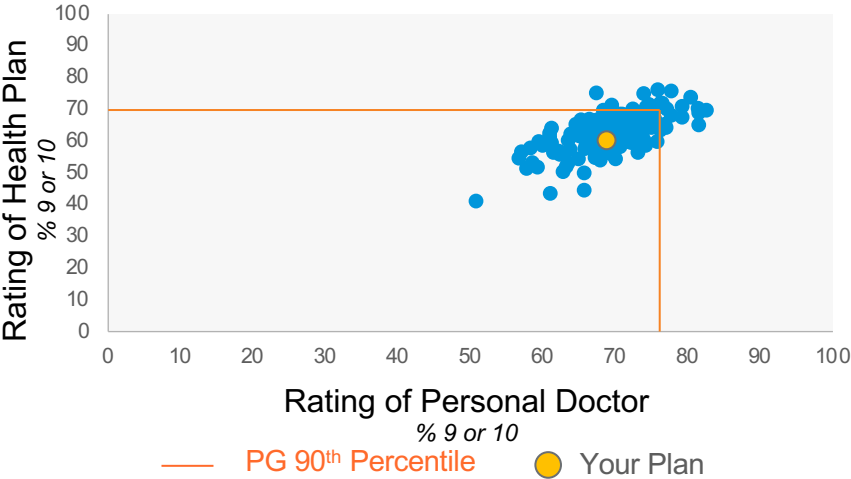
Denominator less than 100. NCQA will assign an NA to this measure.

RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	41 st	82.1%
% 9 or 10	54 th	68.9%



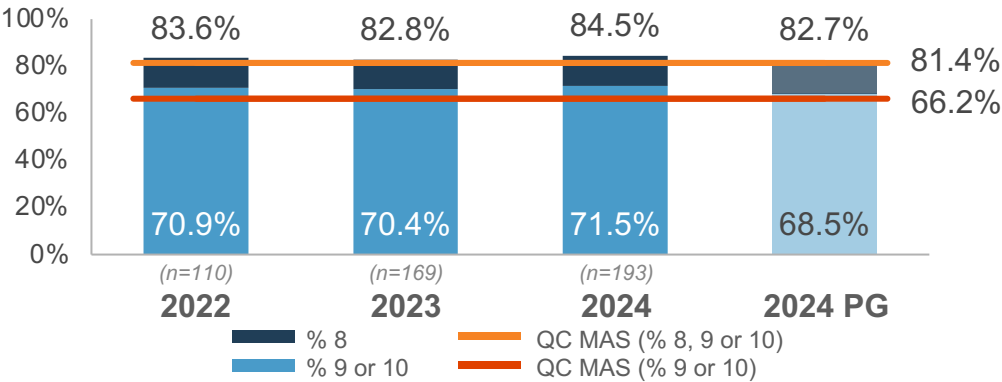
PG BOOK OF BUSINESS DISTRIBUTION



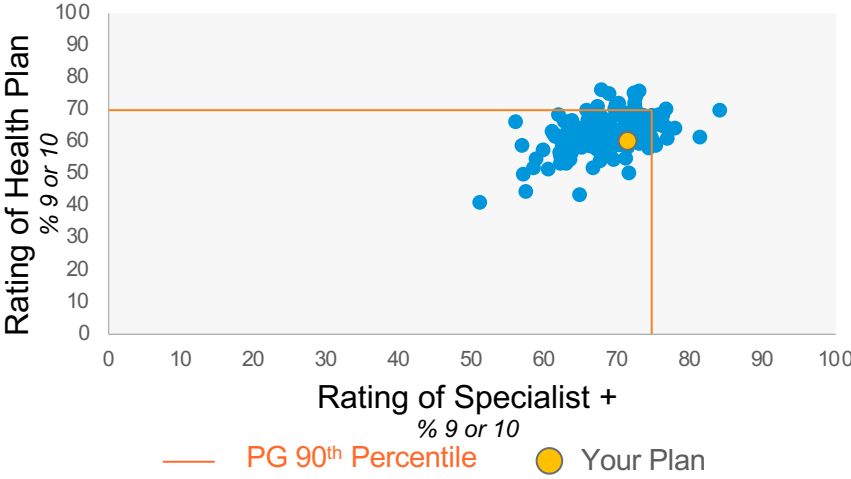
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

RATING OF SPECIALIST +

	QC %tile Rank	Score
% 8, 9 or 10	77 th	84.5%
% 9 or 10	87 th	71.5%



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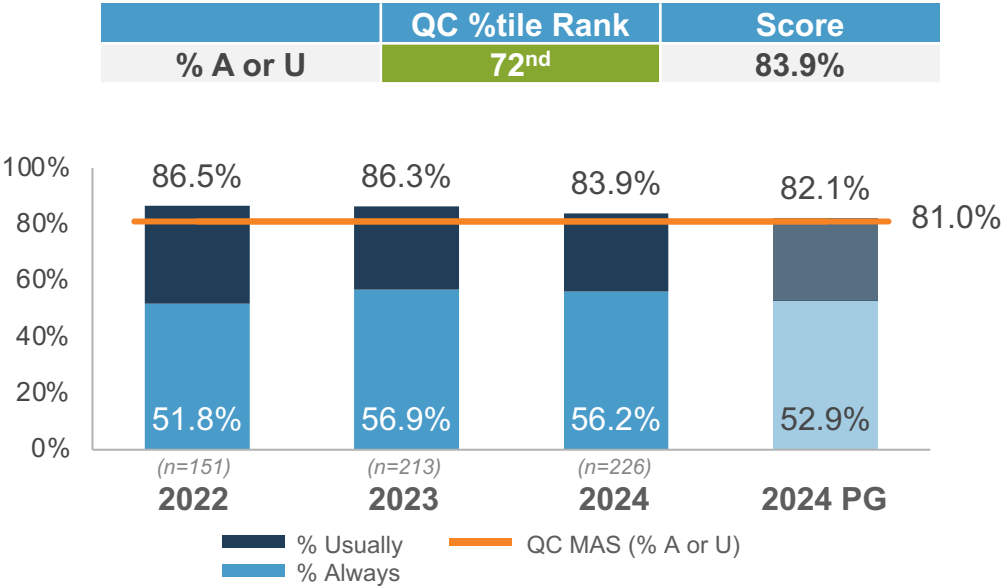


^Denominator less than 100. NCQA will assign an NA to this measure.

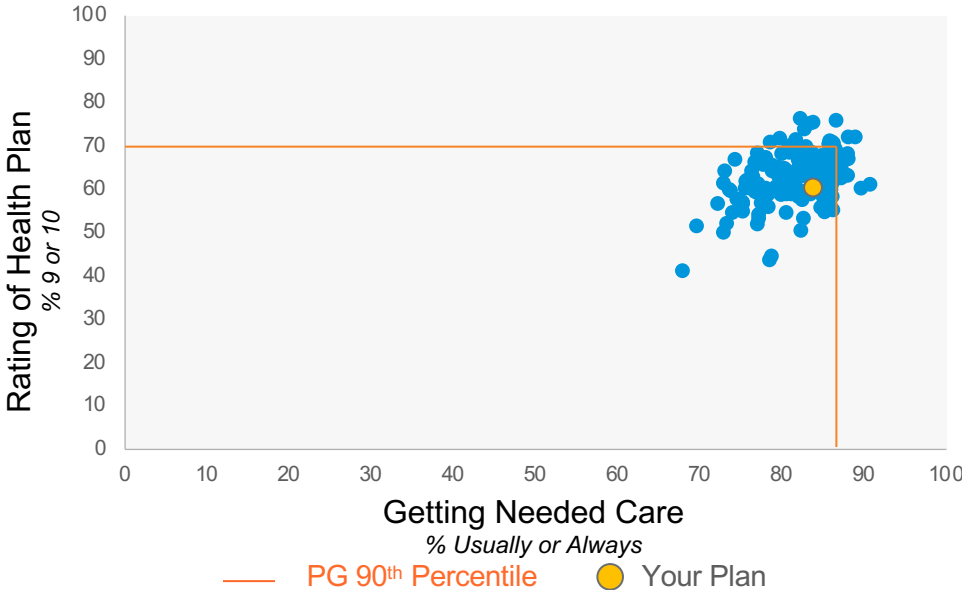
GETTING NEEDED CARE

MEDICAID ADULT

COMPOSITE

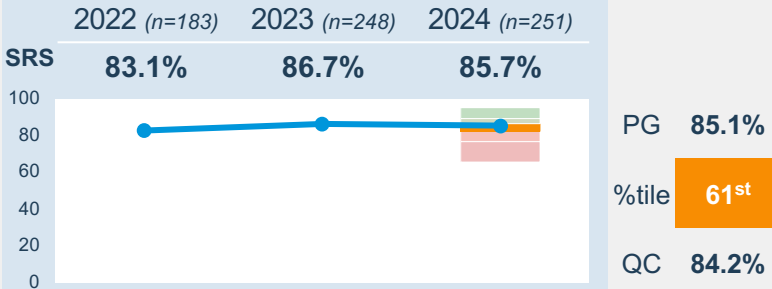


PG BOOK OF BUSINESS DISTRIBUTION



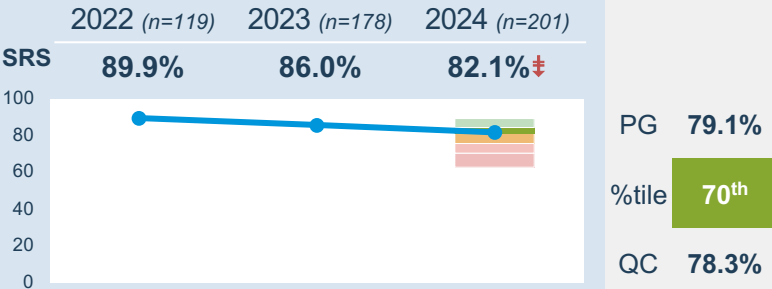
ATTRIBUTES

Q9. Getting care, tests, or treatment



G: Q19. Made appointments to see a specialist in the last 6 months (n=365) 56.2%

Q20. Getting specialist appointment



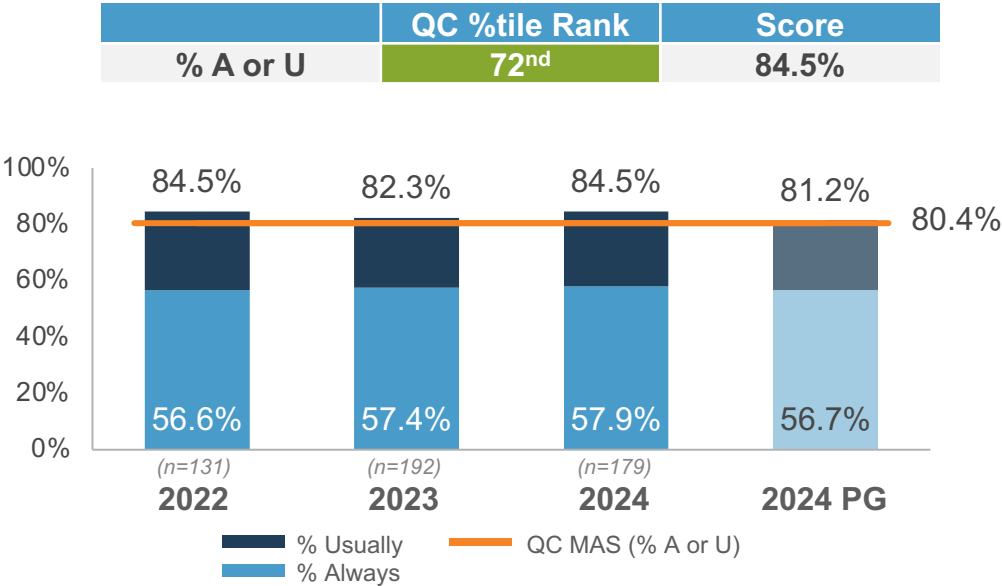
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↗) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

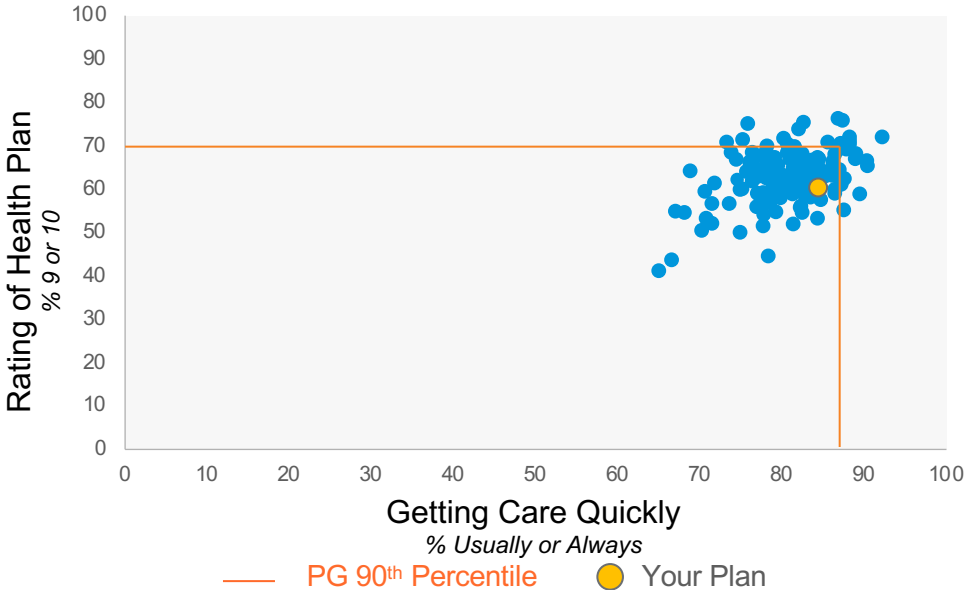
GETTING CARE QUICKLY

MEDICAID ADULT

COMPOSITE



PG BOOK OF BUSINESS DISTRIBUTION

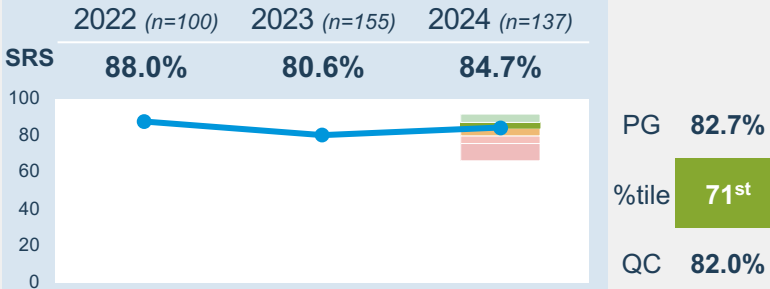


ATTRIBUTES

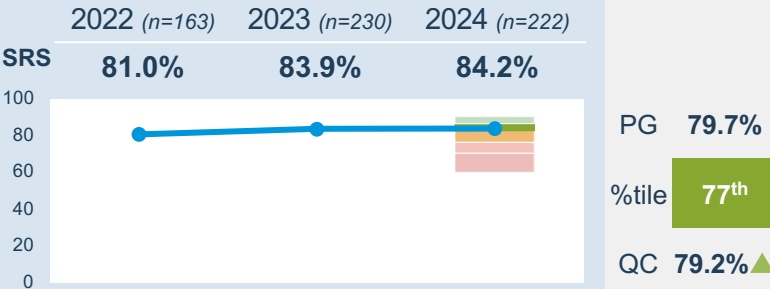
G: Q3. Had illness, injury or condition that needed care right away (n=369) 38.5%

G: Q5. Made appointments for check-ups or routine care at doctor's office or clinic (n=360) 63.1%

Q4. Getting urgent care



Q6. Getting routine care



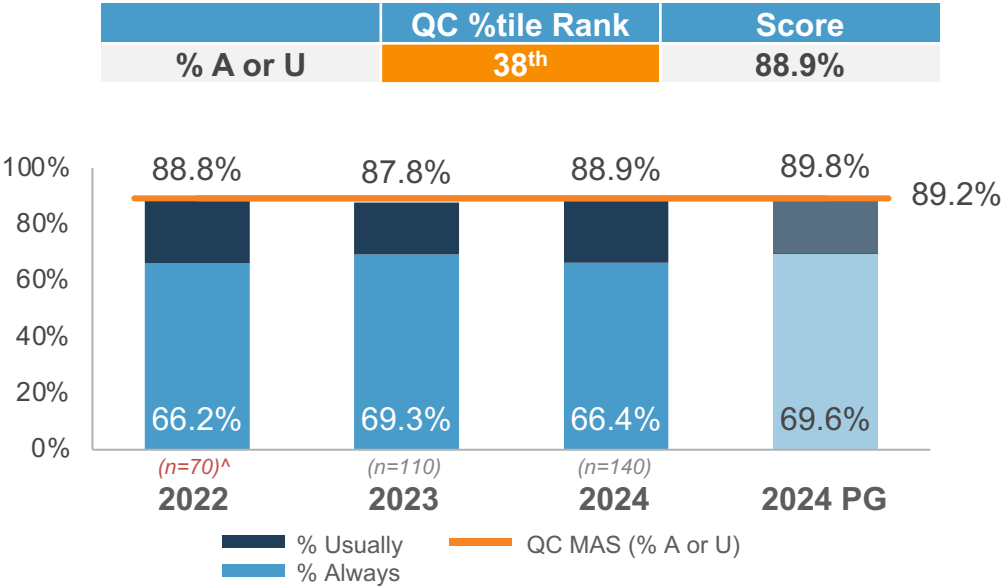
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

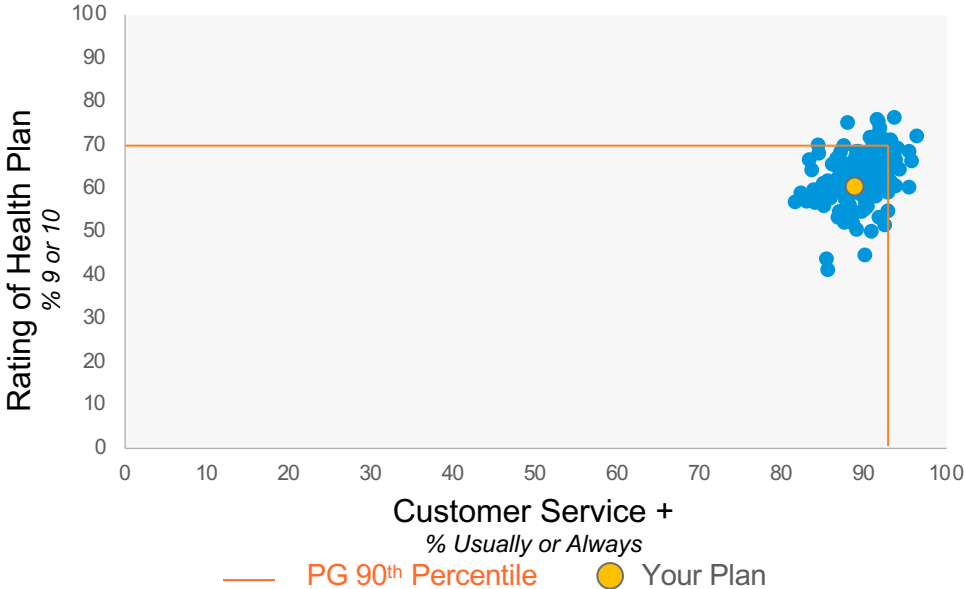
CUSTOMER SERVICE +

MEDICAID ADULT

COMPOSITE



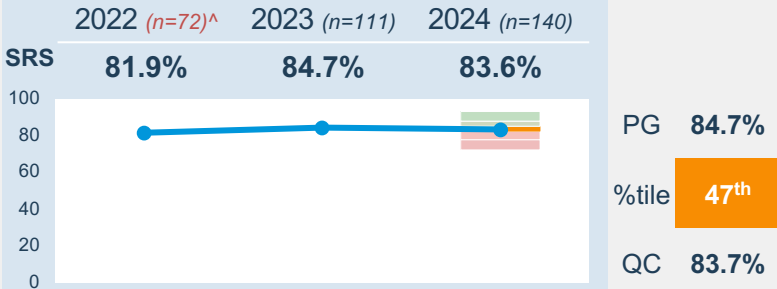
PG BOOK OF BUSINESS DISTRIBUTION



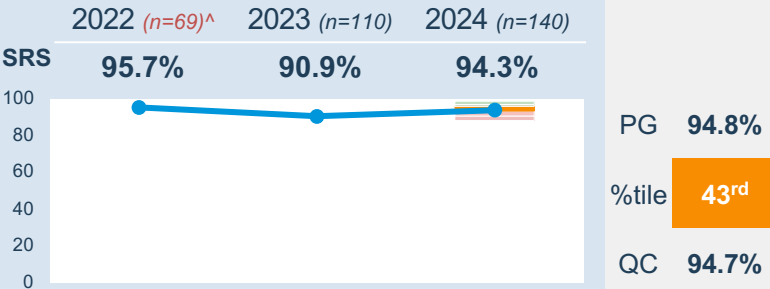
ATTRIBUTES

G: Q23. Got information or help from customer service (n=356) 39.6%

Q24. Provided information or help



Q25. Treated with courtesy and respect



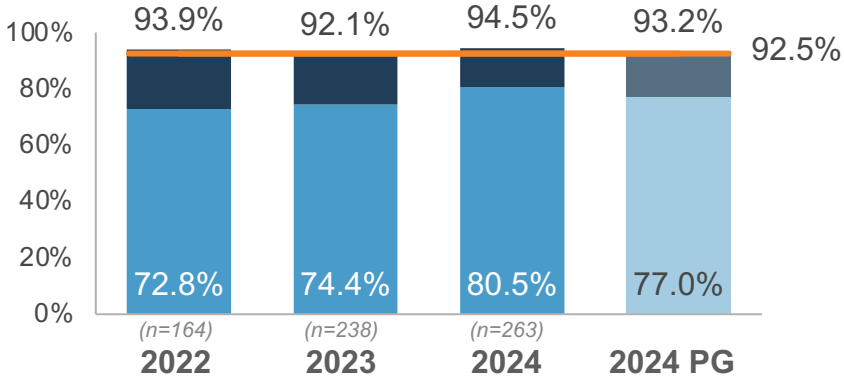
How Well Doctors Communicate +

MEDICAID ADULT

SoonerCare Medicaid Adult
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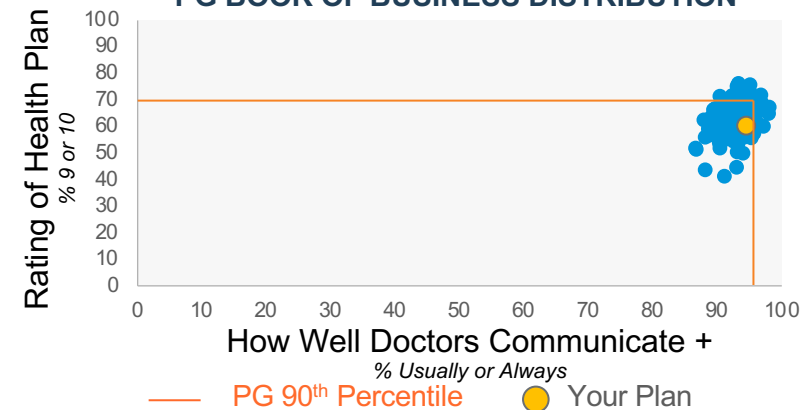
COMPOSITE

	QC %tile Rank	Score
% A or U	82 nd	94.5%



■ % Usually ■ QC MAS (% A or U)
■ % Always

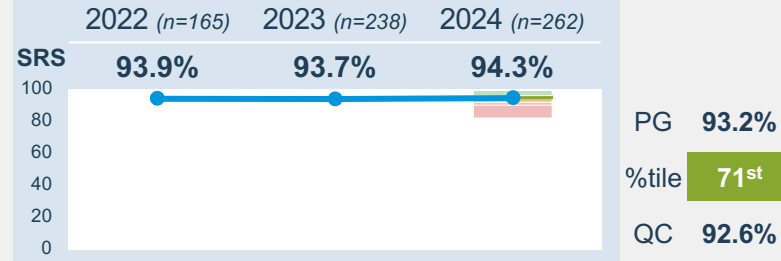
PG BOOK OF BUSINESS DISTRIBUTION



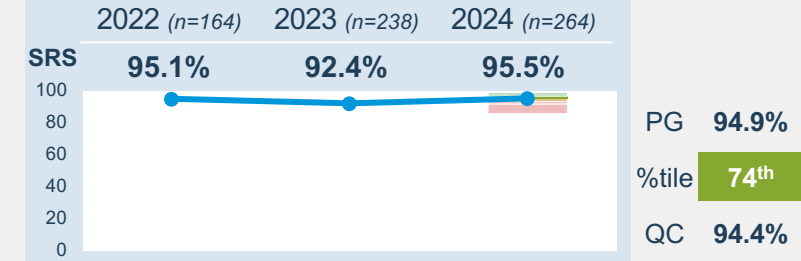
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

ATTRIBUTES

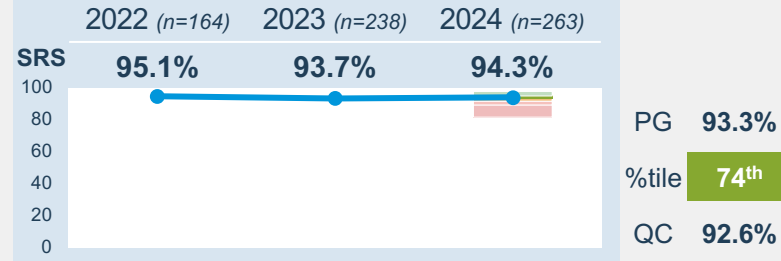
Q12. Dr. explained things



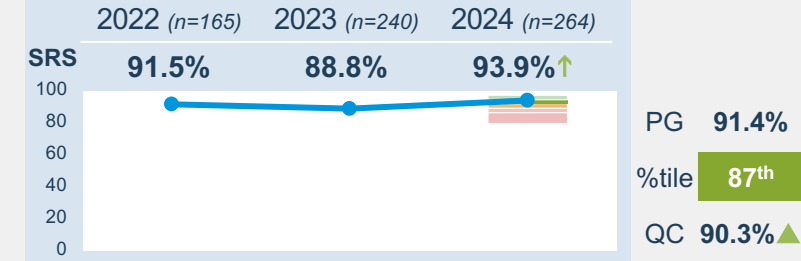
Q14. Dr. showed respect



Q13. Dr. listened carefully



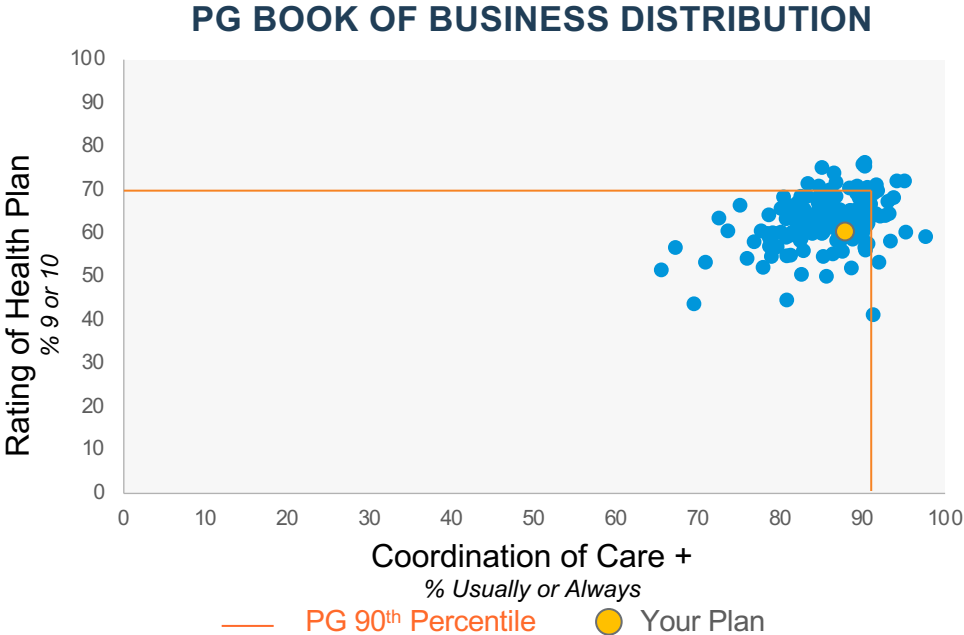
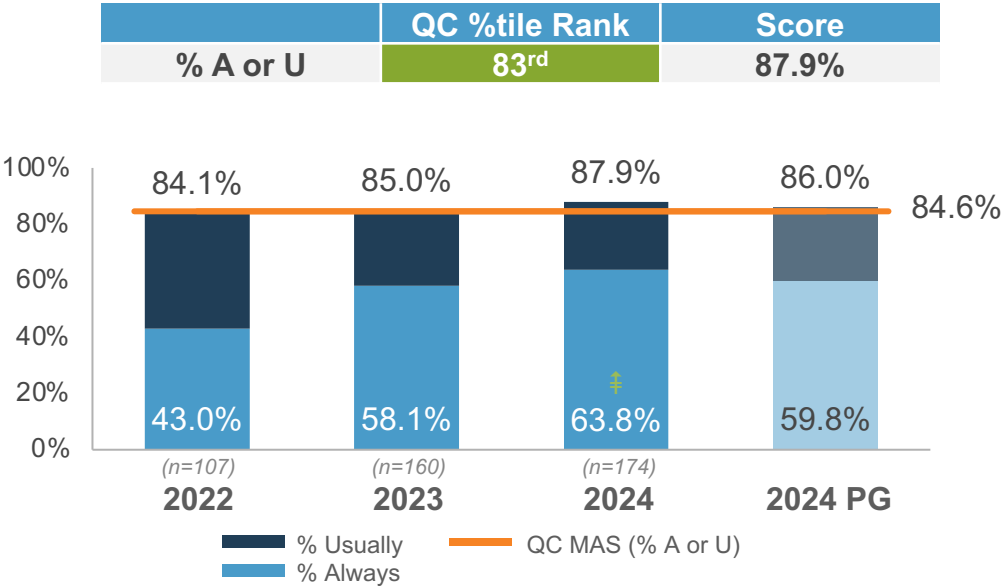
Q15. Dr. spent enough time



^Denominator less than 100. NCQA will assign an NA to this measure.

COORDINATION OF CARE +

MEDICAID ADULT



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

SUMMARY OF TREND AND BENCHMARKS

- **SoonerCare Medicaid Adult**
*PREPARED FOR THE OKLAHOMA HEALTH CARE AUTHORITY THROUGH
A CONTRACT WITH KFMC HEALTH IMPROVEMENT PARTNERS*

SECTION INFORMATION

Trend and Benchmark Comparisons The CAHPS® 5.1 survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

Summary Rate Scores: Shows how your plan's composite and key question Summary Rates compare to trend data (if applicable) and benchmark scores. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted.

Plan Percentile Rankings: Shows your plan's Summary Rates and percentile rankings in relation to the benchmarks.

Significance Testing

Green – Current year score is significantly higher than the 2023 score (↑), the 2022 score (⬆️) or benchmark score (▲).

Red – Current year score is significantly lower than the 2023 score (↓), the 2022 score (⬆️) or benchmark score (▼).

No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% confidence level.




BENCHMARK INFORMATION

<div>Available Benchmarks</div> <div>The following benchmarks are used throughout the report.</div>			
	2023 Quality Compass® All Plans	2023 NCQA 1-100 Benchmark	2024 Press Ganey Book of Business
	Includes all Medicaid Adult samples that submitted data to NCQA in 2023.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid Adult data submitted to NCQA in 2023.	Includes all Medicaid samples that contracted with Press Ganey to administer the MY 2023 CAHPS 5.1H survey and submitted data to NCQA.
PROS	<ul style="list-style-type: none">Is presented in NCQA's The State of Health Care Quality	<ul style="list-style-type: none">Utilized by Press Ganey to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark	<ul style="list-style-type: none">Provides a benchmark for each question from the surveyPermits precise percentile ranking of plan compared to benchmark
CONS	<ul style="list-style-type: none">Only contains benchmarks for certain key questions, composites, and rating questions	<ul style="list-style-type: none">Only contains benchmarks for certain key questions, composites, and rating questions	<ul style="list-style-type: none">Contains fewer plans than the Quality Compass® All Plans Benchmarks
SIZE	189 Plans	189 Plans	174 Plans / 43,077 Respondents

SUMMARY RATE SCORES

MEDICAID ADULT

SoonerCare Medicaid Adult
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	2024 Valid n	2022	2023	2024	2024 PG BoB	2023 QC
Rating Questions (% 9 or 10)						
★ Q28. Rating of Health Plan	348	51.1%	55.2%	60.1% 	63.1%	61.2%
★ Q8. Rating of Health Care	254	56.8%	53.7%	54.7%	57.3%	55.7%
★ Q18. Rating of Personal Doctor	318	71.5%	70.5%	68.9%	70.3%	67.9%
Q22. Rating of Specialist +	193	70.9%	70.4%	71.5%	68.5%	66.2%
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	348	72.5%	70.8%	76.7%	78.7%	77.7%
Q8. Rating of Health Care	254	72.7%	70.7%	75.6%	75.8%	74.6%
Q18. Rating of Personal Doctor	318	83.9%	83.4%	82.1%	83.9%	82.4%
Q22. Rating of Specialist +	193	83.6%	82.8%	84.5%	82.7%	81.4%
★ Getting Needed Care (% Usually or Always)	226	86.5%	86.3%	83.9%	82.1%	81.0%
Q9. Getting care, tests, or treatment	251	83.1%	86.7%	85.7%	85.1%	84.2%
Q20. Getting specialist appointment	201	89.9%	86.0%	82.1% 	79.1%	78.3%
★ Getting Care Quickly (% Usually or Always)	179	84.5%	82.3%	84.5%	81.2%	80.4%
Q4. Getting urgent care	137	88.0%	80.6%	84.7%	82.7%	82.0%
Q6. Getting routine care	222	81.0%	83.9%	84.2%	79.7%	79.2% 
Effectiveness of Care (% Sometimes, Usually, or Always)						
★ Q32. Advised to Quit Smoking: 2YR	245	73.0%	70.6%	70.2%	73.7%	72.8%
Q33. Discussing Cessation Meds: 2YR +	246	45.7%	52.0%	51.2%	53.4%	51.2%
Q34. Discussing Cessation Strategies: 2YR +	244	42.8%	47.2%	44.7%	47.1%	45.4%

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

SUMMARY RATE SCORES

MEDICAID ADULT

SoonerCare Medicaid Adult
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

	2024 Valid n	2022	2023	2024	2024 PG BoB	2023 QC
Customer Service + (% Usually or Always)	140	88.8%	87.8%	88.9%	89.8%	89.2%
Q24. Provided information or help	140	81.9%	84.7%	83.6%	84.7%	83.7%
Q25. Treated with courtesy and respect	140	95.7%	90.9%	94.3%	94.8%	94.7%
How Well Doctors Communicate + (% Usually or Always)	263	93.9%	92.1%	94.5%	93.2%	92.5%
Q12. Dr. explained things	262	93.9%	93.7%	94.3%	93.2%	92.6%
Q13. Dr. listened carefully	263	95.1%	93.7%	94.3%	93.3%	92.6%
Q14. Dr. showed respect	264	95.1%	92.4%	95.5%	94.9%	94.4%
Q15. Dr. spent enough time	264	91.5%	88.8%	93.9% ↑	91.4%	90.3% ▲
Q17. Coordination of Care +	174	84.1%	85.0%	87.9%	86.0%	84.6%
Q27. Ease of Filling Out Forms + (% Usually or Always)	351	95.2%	95.9%	95.4%	94.8%	95.4%

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

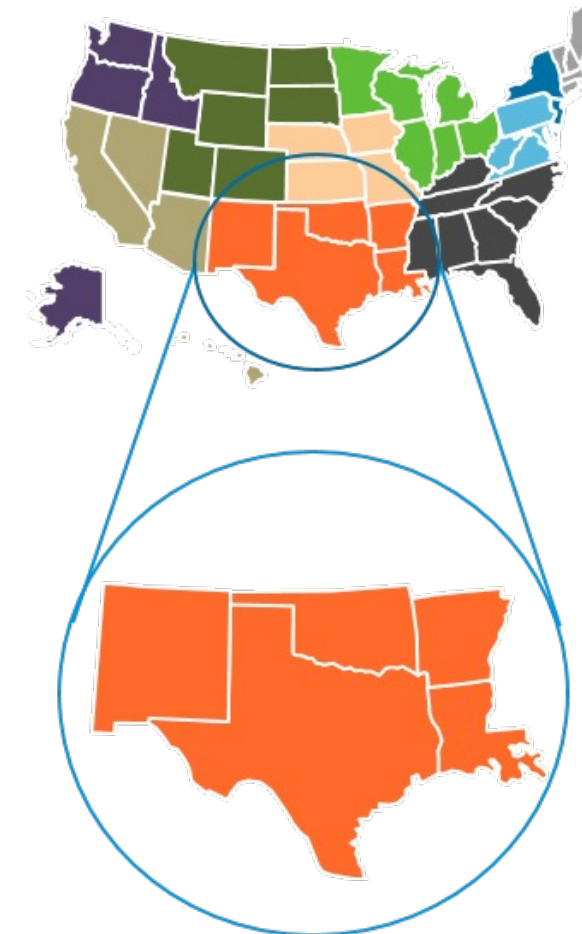
^Denominator less than 100. NCQA will assign an NA to this measure.

REGIONAL PERFORMANCE

MEDICAID ADULT

	SUMMARY RATE	2024 PG BoB REGION
Rating Questions (% 9 or 10)		
★ Q28. Rating of Health Plan	60.1%	62.6%
★ Q8. Rating of Health Care	54.7%	59.0%
★ Q18. Rating of Personal Doctor	68.9%	70.6%
Q22. Rating of Specialist +	71.5%	67.5%
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	76.7%	78.6%
Q8. Rating of Health Care	75.6%	75.8%
Q18. Rating of Personal Doctor	82.1%	83.3%
Q22. Rating of Specialist +	84.5%	82.0%
★ Getting Needed Care (% Usually or Always)	83.9%	81.9%
Q9. Getting care, tests, or treatment	85.7%	85.0%
Q20. Getting specialist appointment	82.1%	78.7%
★ Getting Care Quickly (% Usually or Always)	84.5%	82.2%
Q4. Getting urgent care	84.7%	82.7%
Q6. Getting routine care	84.2%	81.6%
Effectiveness of Care (% Sometimes, Usually, or Always)		
★ Q32. Advised to Quit Smoking: 2YR	70.2%	69.8%
Q33. Discussing Cessation Meds: 2YR +	51.2%	48.9%
Q34. Discussing Cessation Strategies: 2YR +	44.7%	44.1%

HHS Regions: The regions used align with the U.S. Department of Health and Human Services regions.



Region 6: Dallas

- Arkansas
- New Mexico
- Texas
- Louisiana
- Oklahoma

Significance Testing

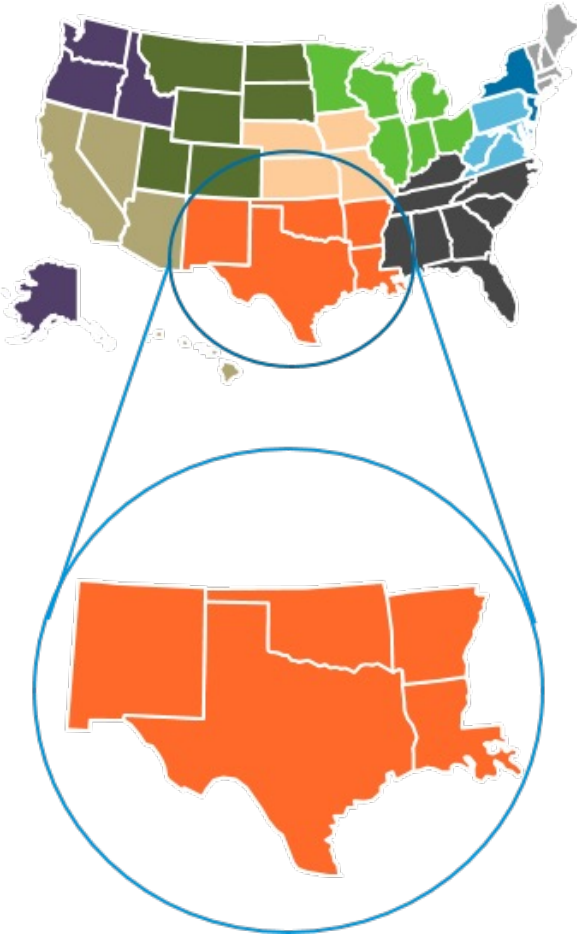
Current year score is significantly higher/lower (◆/◆) than the 2024 PG BoB Region score.

REGIONAL PERFORMANCE

MEDICAID ADULT

	SUMMARY RATE	2024 PG BoB REGION
Customer Service + (% Usually or Always)	88.9%	91.5%
Q24. Provided information or help	83.6%	87.1%
Q25. Treated with courtesy and respect	94.3%	95.8%
How Well Doctors Communicate + (% Usually or Always)	94.5%	93.0%
Q12. Dr. explained things	94.3%	92.7%
Q13. Dr. listened carefully	94.3%	93.5%
Q14. Dr. showed respect	95.5%	94.7%
Q15. Dr. spent enough time	93.9%	91.0%
Q17. Coordination of Care +	87.9%	83.2%
Q27. Ease of Filling Out Forms + (% Usually or Always)	95.4%	94.5%

HHS Regions: The regions used align with the U.S. Department of Health and Human Services regions.



- Region 6: Dallas**
- Arkansas
 - New Mexico
 - Texas
 - Louisiana
 - Oklahoma

Significance Testing

Current year score is significantly higher/lower (🍀/🍁) than the 2024 PG BoB Region score.

PERCENTILE RANKINGS

MEDICAID ADULT

SoonerCare Medicaid Adult
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

		2024 Plan Score	QC %tile	National Percentiles from 2023 Quality Compass								PG %tile	National Percentiles from 2024 PG Book of Business									
				5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating Questions (% 9 or 10)																						
★	Q28. Rating of Health Plan	60.1%	39 th	49.1	52.7	57.9	59.3	61.8	64.0	65.4	68.7	70.1	30 th	53.0	55.5	59.5	60.3	63.2	65.1	66.7	69.8	71.4
★	Q8. Rating of Health Care	54.7%	38 th	44.1	48.0	52.3	53.4	56.0	58.3	59.0	62.5	64.7	28 th	46.1	49.0	54.1	55.3	57.7	59.6	60.6	63.0	64.8
★	Q18. Rating of Personal Doctor	68.9%	54 th	59.8	61.8	64.2	65.4	68.2	70.6	71.9	74.0	75.8	39 th	59.9	62.4	66.8	67.5	69.8	72.1	73.3	76.1	77.7
	Q22. Rating of Specialist +	71.5%	87 th	57.6	60.6	63.4	64.5	66.4	68.3	68.9	72.3	73.3	73 rd	60.4	62.2	64.8	66.3	68.5	70.9	72.0	74.7	76.3
Rating Questions (% 8, 9 or 10)																						
	Q28. Rating of Health Plan	76.7%	38 th	69.6	71.2	74.7	76.0	77.7	79.9	80.9	83.7	85.9	30 th	69.7	72.9	75.5	76.9	78.6	80.2	81.7	83.8	86.5
	Q8. Rating of Health Care	75.6%	57 th	66.7	69.4	72.3	73.1	74.8	76.5	77.7	79.9	82.4	47 th	67.0	68.3	72.2	73.5	76.0	78.1	79.1	81.6	82.9
	Q18. Rating of Personal Doctor	82.1%	41 st	75.8	77.9	80.4	81.5	82.7	84.3	84.9	86.9	87.4	33 rd	77.1	78.6	80.9	81.8	83.9	85.3	86.0	88.3	89.9
	Q22. Rating of Specialist +	84.5%	77 th	73.2	75.1	78.6	80.1	81.7	83.3	84.4	86.6	87.6	66 th	75.8	77.1	79.4	80.9	83.2	84.6	85.4	87.3	88.5
★	Getting Needed Care (% U/A)	83.9%	72 nd	73.5	75.0	77.8	79.8	81.7	83.1	84.5	86.5	87.2	64 th	73.7	75.6	78.7	80.0	82.5	84.4	85.2	86.6	87.3
	Q9. Getting care, tests, or treatment	85.7%	61 st	75.6	77.2	81.4	82.7	84.6	86.7	87.4	89.7	91.0	53 rd	77.5	79.2	82.3	83.6	85.2	87.0	87.7	89.7	91.1
	Q20. Getting specialist appointment	82.1%	70 th	69.9	70.9	74.1	76.1	78.9	81.5	82.4	84.6	85.1	67 th	68.3	70.7	75.0	77.1	79.6	81.9	82.7	85.1	86.8
★	Getting Care Quickly (% U/A)	84.5%	72 nd	69.5	73.4	76.0	77.7	81.5	83.8	84.9	86.9	87.8	81 st	71.3	74.7	78.0	79.2	81.9	83.1	83.7	87.0	88.2
	Q4. Getting urgent care	84.7%	71 st	72.6	76.1	79.1	80.3	83.0	84.4	84.9	87.6	88.6	64 th	72.0	75.6	79.7	80.6	83.3	85.0	85.9	88.9	90.7
	Q6. Getting routine care	84.2%	77 th	68.6	70.9	74.8	76.7	80.0	82.9	83.8	86.9	88.1	79 th	68.6	71.2	75.9	77.3	80.4	82.3	83.6	86.7	87.8
Effectiveness of Care (% S/U/A)																						
★	Q32. Advised to Quit Smoking: 2YR	70.2%	31 st	60.9	65.1	68.7	70.6	73.0	75.0	76.9	80.4	82.8	37 th	57.4	61.0	66.7	69.4	73.1	76.6	78.9	84.5	88.9
	Q33. Discussing Cessation Meds: 2YR +	51.2%	53 rd	39.1	40.6	46.3	48.0	50.4	53.9	55.2	61.4	64.6	43 rd	33.3	38.2	45.7	48.1	53.6	57.5	59.9	64.8	68.6
	Q34. Discussing Cessation Strategies: 2YR +	44.7%	44 th	34.7	37.1	40.0	41.2	46.4	49.1	50.3	54.0	56.2	45 th	30.6	34.1	40.0	41.5	46.2	50.0	52.4	58.8	65.9

PERCENTILE RANKINGS

MEDICAID ADULT

SoonerCare Medicaid Adult
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

	2024 Plan Score	QC %tile	National Percentiles from 2023 Quality Compass									PG %tile	National Percentiles from 2024 PG Book of Business								
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Customer Service + (% U/A)	88.9%	38th	83.1	84.5	88.1	88.7	89.6	90.4	91.1	91.9	93.5	35th	84.5	85.6	87.7	88.7	90.1	91.3	91.9	92.9	93.8
Q24. Provided information or help	83.6%	47 th	76.4	78.2	82.0	82.8	83.8	85.3	86.2	88.1	89.5	36 th	76.8	79.0	82.2	83.2	85.2	86.9	87.5	89.4	90.9
Q25. Treated with courtesy and respect	94.3%	43 rd	90.3	91.0	93.0	93.7	95.4	96.3	96.7	97.4	97.7	37 th	90.6	91.5	93.3	93.9	95.0	96.0	96.5	97.6	98.2
How Well Doctors Communicate + (% U/A)	94.5%	82nd	87.8	90.2	91.4	91.7	92.7	93.6	94.0	95.1	95.8	74th	89.4	90.4	91.8	92.3	93.0	93.9	94.6	95.6	96.1
Q12. Dr. explained things	94.3%	71 st	86.9	89.8	91.1	91.7	92.7	93.9	94.6	95.9	96.6	64 th	89.1	89.7	91.1	92.0	93.3	94.5	95.0	96.0	96.2
Q13. Dr. listened carefully	94.3%	74 th	88.4	89.7	91.5	92.2	92.7	93.7	94.3	95.4	95.9	68 th	88.8	90.2	92.0	92.5	93.4	94.2	94.7	95.9	96.4
Q14. Dr. showed respect	95.5%	74 th	91.2	91.9	93.4	93.8	94.5	95.3	95.6	96.9	97.5	58 th	91.1	92.1	93.5	93.8	95.0	95.8	96.2	97.4	98.0
Q15. Dr. spent enough time	93.9%	87 th	84.8	86.3	88.4	89.0	90.5	92.0	92.4	94.2	95.0	82 nd	86.1	87.5	89.2	90.0	91.5	92.6	93.3	95.3	95.8
Q17. Coordination of Care +	87.9%	83rd	77.5	78.5	82.2	83.2	85.3	86.7	87.2	89.0	89.4	62nd	76.5	78.9	82.3	83.6	86.3	88.4	89.3	91.0	92.7
Q27. Ease of Filling Out Forms + (% U/A)	95.4%	44th	92.7	93.1	94.2	94.8	95.5	96.3	96.5	97.8	98.5	57th	91.2	92.4	93.7	94.1	94.7	95.9	96.2	97.0	97.3

PROFILE OF SURVEY RESPONDENTS

DEMOGRAPHIC COMPOSITION

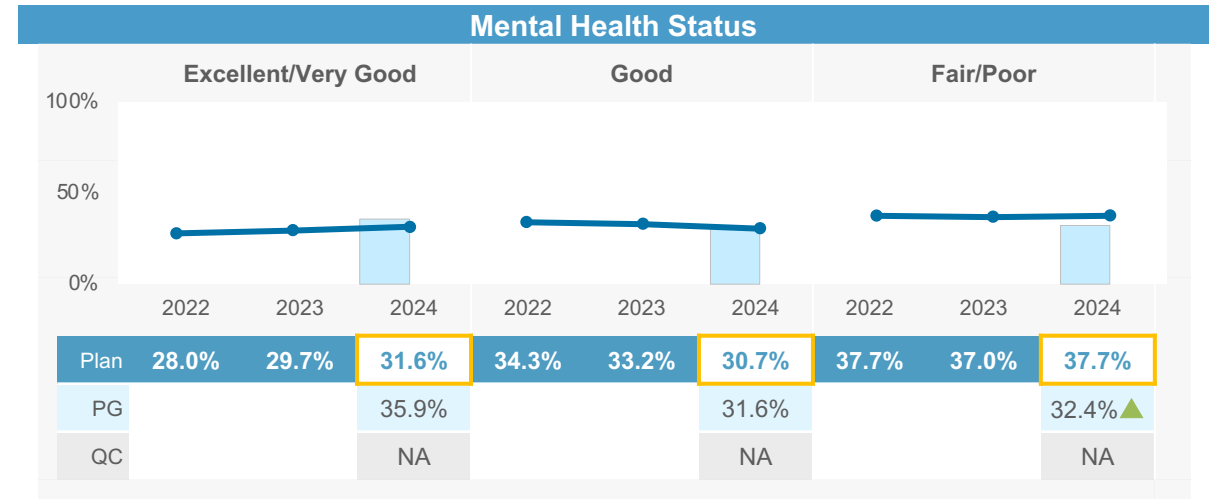
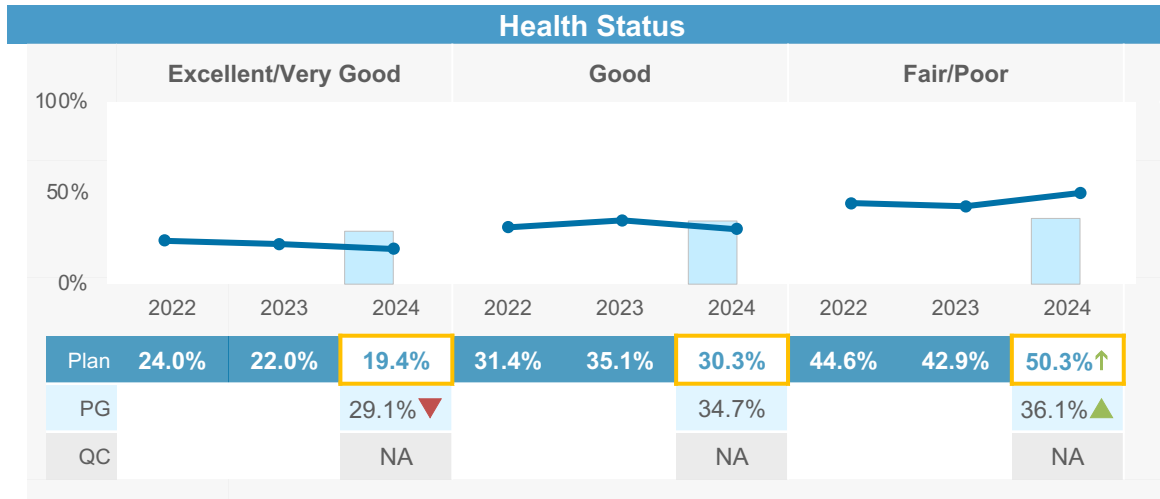
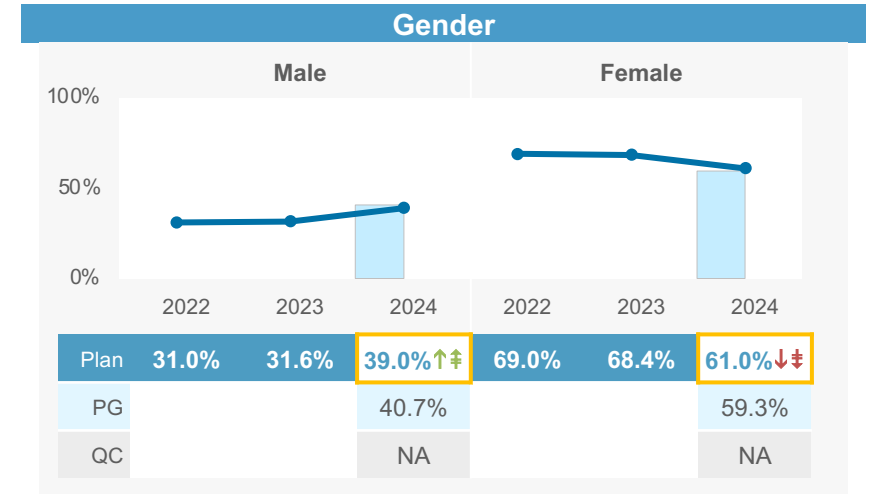
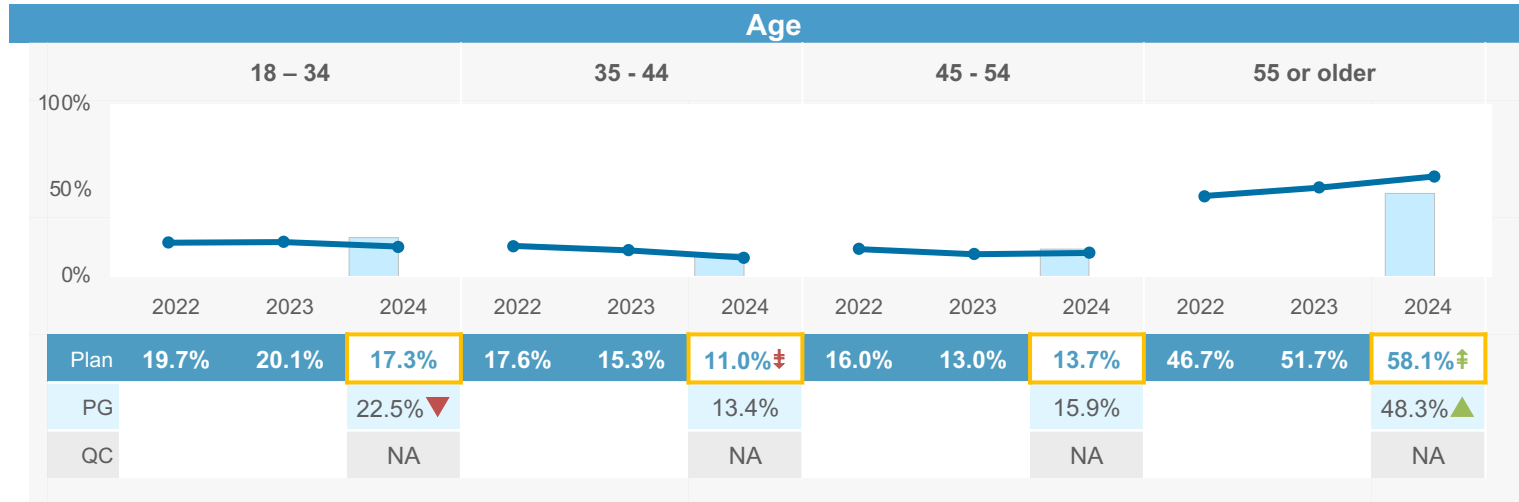
- **SoonerCare Medicaid Adult**

*PREPARED FOR THE OKLAHOMA HEALTH CARE AUTHORITY THROUGH
A CONTRACT WITH KFMC HEALTH IMPROVEMENT PARTNERS*

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

SoonerCare Medicaid Adult
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

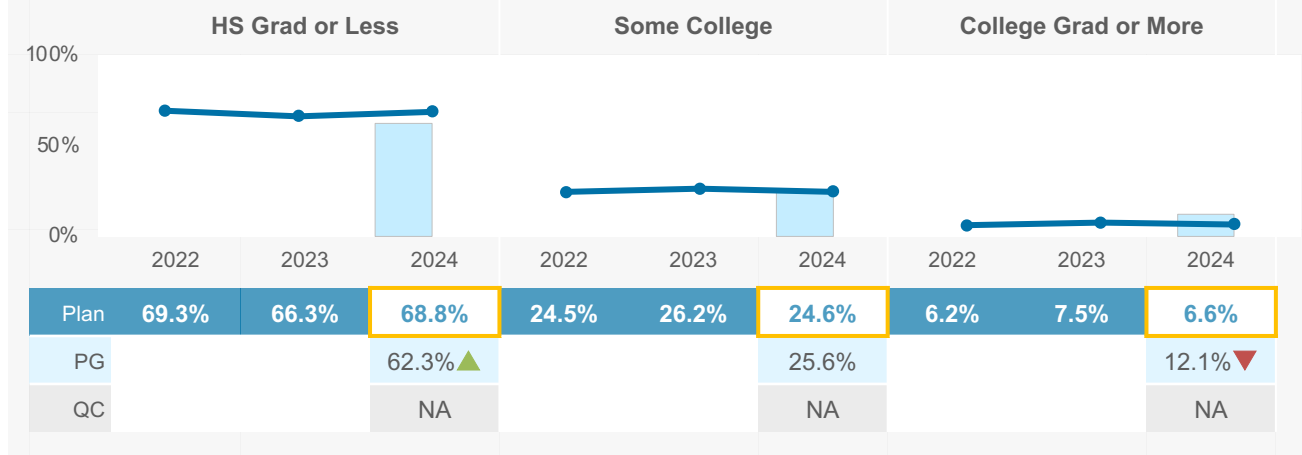
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

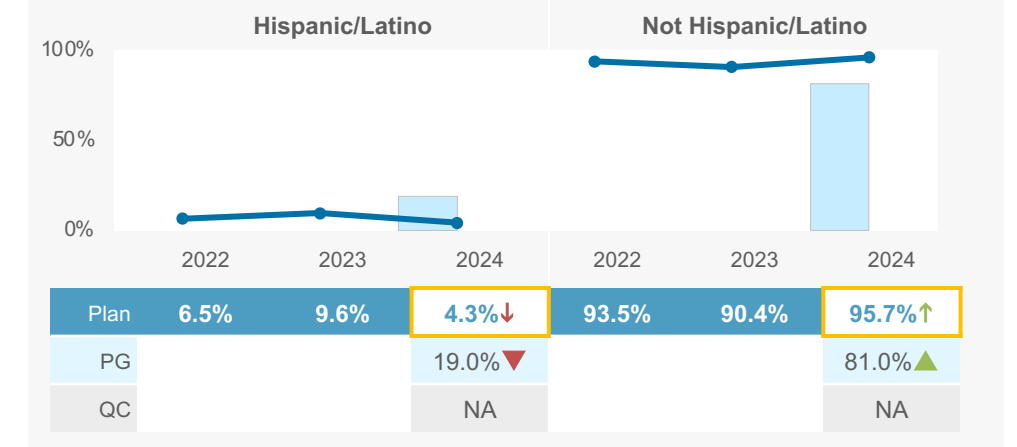
MEDICAID ADULT

SoonerCare Medicaid Adult
Prepared for the Oklahoma Health Care Authority through
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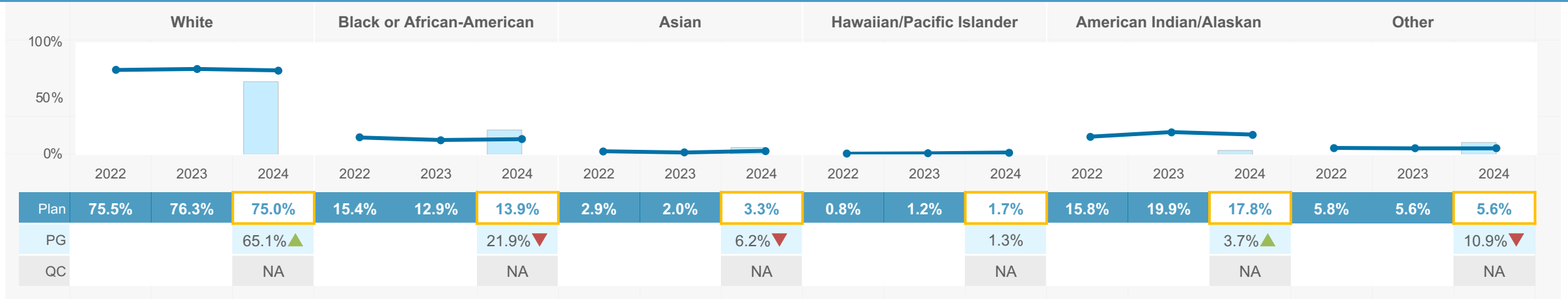
Education



Ethnicity



Race



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

SUPPLEMENTAL QUESTIONS

- **SoonerCare Medicaid Adult**
*PREPARED FOR THE OKLAHOMA HEALTH CARE AUTHORITY THROUGH
A CONTRACT WITH KFMC HEALTH IMPROVEMENT PARTNERS*

SUPPLEMENTAL QUESTIONS

MEDICAID ADULT

	Category Responses Based on Valid Responses Per Question				Summary Rate Score			2024 PG BoB
					2022	2023	2024	
Q40. Dr. used medical words not understood (% Never or Sometimes)	Valid Responses = 356							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=200)	(n=294)	(n=356)	---
	3.9%	4.2%	26.4%	65.4%	87.5%	93.5%	91.9%	
Q41. Dr. talked too fast (% Never or Sometimes)	Valid Responses = 355							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=198)	(n=291)	(n=355)	---
	1.7%	2.3%	10.4%	85.6%	94.9%	94.8%	96.1%	
Q42. Dr. gave all info. about health (% Always or Usually)	Valid Responses = 355							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=198)	(n=289)	(n=355)	---
	63.4%	20.0%	8.5%	8.2%	90.4%	85.5%	83.4%	
Q43. Dr. gave easy to understand instructions about how to take medicines (% Always or Usually)	Valid Responses = 351							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=196)	(n=288)	(n=351)	---
	75.8%	11.7%	2.6%	10.0%	89.3%	85.8%	87.5%	

Significance Testing: Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID ADULT

	Category Responses Based on Valid Responses Per Question				Summary Rate Score			2024 PG BoB
					2022	2023	2024	
Q44. Dr. explained side effects in a way easy to understand (% Always or Usually)	Valid Responses = 346							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=196)	(n=284)	(n=346)	---
	58.1%	15.3%	7.5%	19.1%	79.1%	70.1%	73.4%	
Q45. Started a prescription medicine (% Yes)	Valid Responses = 356							
	<u>Yes</u>	<u>No</u>			(n=244)	(n=344)	(n=356)	---
	49.7%	50.3%			53.3%	54.7%	49.7%	
Q46. Pharmacist gave info. or help needed (% Always or Usually)	Valid Responses = 354							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=237)	(n=332)	(n=354)	---
	68.4%	13.3%	8.8%	9.6%	81.4%	81.6%	81.6%	
Q47. Pharmacist reviewed medications (% Yes)	Valid Responses = 347							
	<u>Yes</u>	<u>No</u>			(n=236)	(n=336)	(n=347)	---
	57.9%	42.1%			52.1%	48.8%	57.9% ↑	

Significance Testing: Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID ADULT

	Category Responses Based on Valid Responses Per Question				Summary Rate Score			2024 PG BoB
					2022	2023	2024	
Q48. Knowledgeable about making complaints (% Yes)	Valid Responses = 353							
	<u>Yes</u>	<u>No</u>			(n=242)	(n=336)	(n=353)	---
	58.1%	41.9%			56.2%	52.7%	58.1%	
Q49. Ease of finding and understanding info. on website (% Very or Somewhat Easy)	Valid Responses = 152							
I have not used the website to find information 199	<u>Very easy</u>	<u>Somewhat easy</u>	<u>Somewhat hard</u>	<u>Very hard</u>	(n=107)	(n=156)	(n=152)	---
	34.2%	38.2%	15.8%	11.8%	73.8%	70.5%	72.4%	
Q50. Help with transportation met needs (% Always or Usually)	Valid Responses = 129							
I did not phone my health plan for help with transportation in the last 6 months 221	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	---	---	(n=129)	---
	35.7%	14.0%	10.1%	40.3%			49.6%	

Significance Testing: Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

APPENDICES

- APPENDIX A: CORRELATION ANALYSES
- APPENDIX B: QUESTIONNAIRE

APPENDIX A: CORRELATIONS

MEDICAID ADULT

Highest Correlations

Below are the key measures with the highest correlations to the Rating measures.

With Health Care Rating

Q28	Health plan overall	0.5017
Q9	Got care/tests/treatment	0.4943
Q4	Got urgent care	0.4715
Q42	Got wanted info. about health from Dr.	0.4434
Q18	Personal doctor overall	0.4426
Q22	Specialist overall	0.4209
Q15	Dr. spent enough time	0.4118
Q17	Dr. informed about care	0.3916
Q14	Dr. showed respect	0.3889
Q20	Got specialist appt.	0.3332

With Personal Doctor Rating

Q22	Specialist overall	0.5614
Q12	Dr. explained things	0.5609
Q15	Dr. spent enough time	0.5522
Q13	Dr. listened carefully	0.5345
Q17	Dr. informed about care	0.5238
Q14	Dr. showed respect	0.5105
Q28	Health plan overall	0.4931
Q8	Health care overall	0.4426
Q42	Got wanted info. about health from Dr.	0.4154
Q43	Easy to understand instructions for taking meds	0.3942

With Specialist Rating

Q18	Personal doctor overall	0.5614
Q28	Health plan overall	0.4609
Q17	Dr. informed about care	0.4564
Q13	Dr. listened carefully	0.4484
Q8	Health care overall	0.4209
Q12	Dr. explained things	0.4144
Q9	Got care/tests/treatment	0.4032
Q20	Got specialist appt.	0.3665
Q42	Got wanted info. about health from Dr.	0.3531
Q6	Got routine care	0.3323

APPENDIX B: QUESTIONNAIRE
