

Member Experience Metrics

Understanding CAHPS

What is CAHPS?

- Consumer Assessment of Healthcare Providers and Systems (CAHPS) is an annual survey that measures members' experiences with healthcare services and plans.
 - It focuses on areas such as access to care, communication with providers, and overall satisfaction.

Why is CAHPS Important?

- Provides insight into member experience, a key component of quality improvement.
 - Results influence quality ratings, accreditation, and performance benchmarks.
 - Helps identify areas for targeted interventions to improve care and member engagement.

How to Read the Data in This Presentation:

- The following slides review Arizona Complete Health's performance for both Adult and Child surveys in alignment with our ACC and RBHA population
 - Domains: Categories like Rating of Health Care, Health Plan, Personal Doctor, and Specialist are assessed annually
 - Scores: Represent the percentage of respondents giving top ratings (usually 8–10 on a 0–10 scale).
 - Modalities: How our members responded to the survey
 - Comparisons: Year-over-Year Trends serve as benchmarks along with Target Goals from NCQAs Quality Benchmarks

MY2024 CAHPS Results

Adult ACC

2025 Response Rate Calculation
488 (Completed)
----- = 12.9%
3848 (Sample) (-52 ineligible)

Completes Modality by Language

Language	Mail	Phone	Internet	QR Code	Email	URL	Total
English	227	73	97	30	51	16	397
Spanish	56	21	14	6	5	3	91
Total	283	94	111	36	56	19	488

Domain	Valid N	2022	2023	2024	2025	Target Goal
Rating of Healthcare	298	76.4%	77.9%	64.6%	58.7%	56.8%
Rating of Health Plan	468	79.5%	83.9%	74.2%	64.1%	61.5%
Rating of a Personal Doctor	365	81.3%	86.6%	81.3%	71.0%	69.2%
Rating of a Specialist	241	84.5%	83.1%	62.4%	69.3%	67.7%

MY2024 CAHPS Results

Adult RBHA

2025 Response Rate Calculation
667 (Completed)
----- = 17.5%
3848 (Sample) (-42 ineligible)

Completes Modality by Language

Language	Mail	Phone	Internet	QR Code	Email	URL	Total
English	436	99	105	1	5	24	640
Spanish	18	7	2	0	2	0	27
Total	454	106	107	31	52	27	667

Domain	Valid N	2022	2023	2024	2025	Target Goal
Rating of Healthcare	490	57.0%	56.8%	57.3%	50.6%	56.8%
Rating of Health Plan	649	64.0%	63.6%	63.1%	57.5%	61.5%
Rating of a Personal Doctor	552	69.5%	69.2%	69.2%	67.2%	69.2%
Rating of a Specialist	367	68.4%	67.4%	68.5%	67.0%	67.7%

2024 CAHPS Results

Child CHIP

2025 Response Rate Calculation

344 (Completed)
----- = 12.3%
2838 (Sample) (-46 ineligible)

Completes Modality by Language

	Mail	Phone	Internet	QR Code	Email	URL	Total
English	48	75	106	33	68	5	229
Spanish	23	39	53	21	26	6	115
Total	71	114	159	54	94	11	344

Global Domain Scores	2025 Scaled Mean Scores	Percentile Band	Star Rating	2024 Scores	2023 Scores
Overall Rating of Health Care	73.9%	63 rd	3.5 Star	69.2%	75.3%
Overall Rating of Health Plan	79.9%	91 st	5 Star	77.5%	76.6%
Overall Rating of Personal Doctor	77%	31 st	2.5 Star	78.6%	79%
Overall Rating of Specialist	77.9%	71 st	4 Star	79.5%	74.1%

2024 CAHPS Results

Child Non-CHIP

2025 Response Rate Calculation
301 (Completed)
----- = 10.7%
2838 (Sample) (-27 ineligible)

Completes Modality by Language

	Mail	Phone	Internet	QR Code	Email	URL	Total
English	43	73	59	12	39	8	175
Spanish	24	54	48	28	19	1	126
Total	67	127	107	40	58	9	301

Global Domain Scores	2025 Scaled Mean Scores	Percentile Band	Star Rating	2024 Scores	2023 Scores
Overall Rating of Health Care	76.2% ↑	79 th	4 Star	69.2%	75.3%
Overall Rating of Health Plan	79.7% ↑	90 th	5 Star	77.5%	76.6%
Overall Rating of Personal Doctor	79.6% ↑	61 st	2.5 Star	78.6%	79%
Overall Rating of Specialist	77% ↓	66 th	4 Star	79.5%	74.1%

Outpatient Mental Health Survey

- The Agency for Healthcare Research and Quality (AHRQ) has recently updated the Behavioral Health (BH) survey, transitioning it to the **Outpatient Mental Health Survey (OPMHS)**.
 - *This survey monitors patient’s experience with mental health care provided in outpatient settings*

BH ECHO Domains and Measures	OPMHS Domains and Measures:
Getting Treatment Quickly	Getting Appointments for Prescription Medicines (Q3)
How Well Clinician Communicate	Getting Mental Health Counseling (Q10, Q12)
Informed About Treatment Options	Communication with Mental Health Counselor (Q13, Q14)
Access to Treatment and Information from Health Plan	Goal Setting (Q16)
Office Wait Time	Getting Help Between Appointments (Q21)
Informed about Medication Side Effects	Rating of Mental Health Counselor (Q22)
Received Information about Managing Condition	Unmet Need for Mental Health Services (Q23)
Informed about Patient Rights	Financial Barriers to Mental Health Services (Q25)
Ability to Refuse Medication and Treatment	
Rating of Counselling or Treatment	

BH Survey Results 2025

Medicaid Adult			
Survey Questions	2024 SCORE	Survey Questions	2025 SCORE
Rating of Counseling or Treatment	64.0%	Getting Mental Health Counseling	57.9%
How Well Clinicians Communicate	89.2%	Rating Mental Health Counselor	62.5%
Informed About Treatment Options	55.3%	Goal Setting	88%
Office Wait Time	76.6%	Getting Help Between Appointments	57.6%
Informed About Medication Side Effects	84.1%	Communication with Mental Health Counselor	84.9%
Received Information about Managing Condition	74.7%	Financial Barriers to Mental Health Services	15.4%
Informed about Patient Rights	87.5%	Unmet Need for Mental Health Services	67.1%
Ability to Refuse Medication and Treatment	82.4%	Getting Appointments for Prescription Medicines	56.5%

Medicaid Child			
Survey Questions	2024 SCORE	Survey Questions	2025 SCORE
Rating of Counseling or Treatment	61.6%	Getting Mental Health Counseling	43.8%
How Well Clinicians Communicate	87.6%	Rating Mental Health Counselor	59.2%
Access to Treatment and Information From Health Plan	79.5%	Goal Setting	74.4%
Office Wait Time	79.7%	Getting Help Between Appointments	58.8%
Informed About Medication Side Effects	79.6%	Communication with Mental Health Counselor	72.3%
Received Information about Managing Condition	72.5%	Financial Barriers to Mental Health Services	50.0%
Informed about Patient Rights	90.1%	Unmet Need for Mental Health Services	71.4%
Ability to Refuse Medication and Treatment	81.8%	Getting Appointments for Prescription Medicines	65.2%