

Medicaid Child without CCC
 Survey Results Report - NCQA Calculations
 Submission ID: 10948 Organization ID: 19522 Product: HMO
 Survey Vendor: The Myers Group
 Kentucky Spirit Health Plan

Survey Attributes
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Healthcare Organization Name: Kentucky Spirit Health Plan	
Final Sample Size: Includes Oversampling	2145
Oversampling Rate	30%
Sample Frame Size	71,874
Survey Methodology	Standard HEDIS Mixed Methodology
Number of Supplemental Questions	0
Patient Level Records Ineligible	20
Patient Level Records Nonresponse	1478
Patient Level Records Used: Complete & Valid	647
Total Response Rate: Complete/(Sample-Ineligible)	30.45%
Sample Frame Validation Result	Reportable

Final Report Status
 =====

CAHPS Health Plan Survey 5.0H, Child Version	Reportable
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Composites =====	Mean -----	Variance -----
Getting Needed Care	2.4463	0.0016
Getting Care Quickly	2.6469	0.0008
How Well Doctors Communicate	2.6781	0.0007
Customer Service	2.4908	0.0029
Shared Decision Making	2.1104	0.0021
Ratings =====	Mean -----	Variance -----
Rating of All Health Care	2.4606	0.4777
Rating of Personal Doctor	2.5963	0.4241
Rating of Specialist Seen Most Often	2.5308	0.5456
Rating of Health Plan	2.4422	0.5469
Question Summary Rates =====	Mean -----	Variance -----
Health Promotion and Education	2.4088	0.8346
Coordination of Care	2.3500	0.6508

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Composite Global Proportion =====	Never + Sometimes	Usually	Always	Always + Usually
Getting Needed Care Variance	16.59%	22.19%	61.22%	83.41%
Getting Care Quickly Variance	10.15%	15.01%	74.84%	89.85%
How Well Doctors Communicate Variance	7.82%	16.55%	75.63%	92.18%
Customer Service Variance	14.70%	21.51%	63.79%	85.30%
	Not at all / No	A little	Some	A lot / Yes
Shared Decision Making Variance	23.19%	11.35%	19.87%	45.58%

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Question Summary Rates =====	8+9+10		9+10	
	Rate	Variance	Rate	Variance
Q13. Rating of All Health Care.....	79.05%	0.1660	57.47%	0.2449
Q26. Rating of Personal Doctor.....	83.77%	0.1362	68.76%	0.2152
Q30. Rating of Specialist Seen Most Often....	79.23%	0.1658	67.69%	0.2204
Q36. Rating of Health Plan.....	75.34%	0.1861	59.18%	0.2420

Question Summary Rates =====	Yes	No
Health Promotion and Education(Q8)	70.44%	29.56%
Variance	0.2087	

Question Summary Rates =====	Never + Sometimes	Usually	Always	Always + Usually
	Coordination of Care(Q25)	21.00%	23.00%	56.00%
Variance			0.2476	0.1667

Question Summary Rates =====	Always + Usually	Always
	Q4. Got care as soon as needed when care was needed right away.....	91.15%
Q6. Got check-up/routine appointment as soon as needed.....	88.55%	70.99%
Q17. Personal doctor explained things.....	93.17%	76.34%
Q18. Personal doctor listened carefully.....	92.61%	78.82%
Q19. Personal doctor showed respect.....	93.84%	82.27%
Q22. Personal doctor spent enough time.....	89.11%	65.10%
Q28. Got appointment with specialist as soon as needed.....	78.87%	59.86%
Q14. Ease of getting care, tests or treatment.....	87.94%	62.58%
Q32. Customer service provided information or help.....	76.19%	53.17%
Q33. Customer service treated member with courtesy and respect.....	94.40%	74.40%
Q35. Health plan forms were easy to fill out.....	96.56%	90.89%

Question Summary Rates =====	Rate
	Q10. Doctor talked about the reasons you might want to take a medicine(A lot).....
Q10. Doctor talked about the reasons you might want to take a medicine(Some).....	37.21%
Q11. Doctor talked about the reasons you might not want to take a medicine(A lot)...	23.56%
Q11. Doctor talked about the reasons you might not want to take a medicine(Some)...	22.41%
Q12. Doctor asked what you thought was best(Yes).....	68.42%
Q37. Rating of overall health (Excellent+Very Good).....	74.29%
Q38. Rating of overall mental or emotional health (Excellent+Very Good).....	72.79%