

## 2018 -2020 WV CAHPS Rates with Benchmarks, Diamonds, and Tri

### Benchmarks MY 2019

Measure	Aetna Better Health of West Virginia	
	MY 2017 - %	MY 2018 - %
<b>Adult Measures</b>		
Getting Care Quickly Composite (Always+Usually)	85.14	86.74
Getting Needed Care Composite (Always+Usually)	85.09	79.71
How Well Doctors Communicate Composite (Always+Usually)	93.08	92.91
Customer Service Composite (Always+Usually)	NA	NA
Coordination of Care Composite (Always+Usually)	86.47	86.49
Shared Decision Making Composite (Always+Usually)*	78.36	81.05
Health Promotion and Education Composite (Always+Usually)*	71.76	72.73
Rating of All Health Care (8+9+10)	70.61	68.81
Rating of Personal Doctor (8+9+10)	83.33	78.60
Rating of Specialist Seen Most often (8+9+10)	78.42	75.78
Rating of Health Plan (8+9+10)	69.85	68.50
Flu measure - Had flu shot or spray in the nose since July 1, 2019	39.81	43.59
Medical Assistance with Smoking and Tobacco Use Cessation - Advising Smokers To Quit	75.75	75.25
Medical Assistance with Smoking and Tobacco Use Cessation - Discussing Cessation Medications	49.01	51.83
Medical Assistance with Smoking and Tobacco Use Cessation - Discussing Cessation Strategies	49.83	46.36
<b>Child General Population Measures</b>		
Child Survey - General Population: Getting Care Quickly Composite (Always+Usually)	94.83	95.92
Child Survey - General Population: Getting Needed Care Composite (Always+Usually)	89.30	93.02
Child Survey - General Population: How Well Doctors Communicate Composite (Always+Usually)	94.78	95.75
Child Survey - General Population: Customer Service Composite (Always+Usually)	NA	NA
Child Survey - General Population- Coordination of Care Composite (Always+Usually)	82.28	83.97
Child Survey - General Population: Shared Decision Making* (Always+Usually)	NA	NA

Child Survey - General Population: Health Promotion and Education Composite* (Always+Usually)	75.38	72.51
Child Survey - General Population: Rating of All Health Care (8+9+10)	86.36	88.4
Child Survey - General Population: Rating of Personal Doctor (8+9+10)	87.99	91.59
Child Survey - General Population: Rating of Specialist Seen Most often (8+9+10)	82.00	NA
Child Survey - General Population: Rating of Health Plan (8+9+10)	84.95	85.83

\*These CAHPS Measures were retired for 2020 (MY 2019)

NA Small Denominator (less than 100) or no MHT average.

NC No comparison.

NR Not reported

◆ the rate is below the NCQA Quality Compass National Medicaid Average.

◆◆ the rate is equal to or exceeds the NCQA Quality Compass National Medicaid Average, but does not meet the 75<sup>th</sup> Percentile.

◆◆◆ the rate is equal to or exceeds the NCQA Quality Compass 75<sup>th</sup> Percentile.

## rends

West Virginia	The Health Plan of the Upper Ohio Valley			UniCare Health
MY 2019 - %	MY 2017 - %	MY 2018 - %	MY 2019 - %	MY 2017 - %
85.83	86.96	84.27	88.04	86.03
87.45	84.31	83.95	84.94	84.84
93.32	93.19	93.97	94.00	94.16
NA	NA	NA	NA	NA
83.46	85.11	85.61	87.70	83.05
NR	84.77	80.08	NR	82.99
NR	70.82	70.54	NR	70.34
65.83	75.57	73.33	73.73	70.42
81.93	85.11	80.5	82.69	83.78
76.87	82.03	80.15	81.82	82.51
70.19	79.57	77.93	76.59	76.82
36.91	37.65	37.37	33.99	35.48
73.87	73.52	75.46	74.10	73.12
48.59	50.00	49.45	49.60	45.59
42.96	44.27	44.24	40.63	41.52
96.96	97.23	95.78	96.26	96.62
92.60	92.27	91.05	88.55	90.26
97.30	94.8	96.30	96.41	94.83
NA	NA	NA	NA	88.49
90.00	88.98	83.72	82.69	82.86
NR	NA	NA	NR	78.32

NR	72.26	72.49	NR	74.94
83.09	87.73	86.03	85.96	86.57
91.22	86.87	90.55	91.48	86.73
NA	NA	NA	NA	89.83
81.73	88.64	88.05	88.15	83.78

Health Plan of West Virginia		MHT Weighted Average		
MY 2018 - %	MY 2019 - %	MY 2017 - %	MY 2018 - %	MY 2019 - %
82.46	84.14	85.37	84.64	86.00
83.06	89.77	84.52	82.61	87.39
90.78	93.70	93.91	92.87	93.67
NA	NA	NA	86.64	NA
81.69	88.43	85.27	84.72	86.53
80.81	NR	81.52	80.62	NR
70.14	NR	70.93	70.08	NR
70.73	73.71	72.18	71.08	71.09
81.94	86.09	84.34	81.52	83.57
78.62	81.67	80.34	78.00	80.12
75.73	78.95	74.67	73.57	75.24
36.6	39.72	37.64	39.91	36.87
75.12	78.14	74.59	75.71	75.37
47.8	51.47	48.36	50.26	49.89
44.58	50.33	44.66	44.50	44.64
95.89	94.38	96.1	95.81	95.87
90.97	93.15	91.18	90.97	91.43
97.56	98.15	94.84	96.61	97.29
NA	NA	87.03	90.84	NA
89.4	90.65	85.09	86.32	87.78
80.62	NR	80.94	81.84	NR

67.84	NR	73.81	71.35	NR
88.73	89.89	86	87.43	86.31
93.03	92.11	87.21	91.56	91.60
NA	NA	85.92	NA	NA
87.47	85.71	85	86.82	85.20

MY 2019 MHT  
Average Rate  
Compared to  
Benchmarks

MY 2019 MHT Average Rate Compared to Benchmarks	
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