

**Consumer Assessment of Health Plans Study
2000 Client Satisfaction Survey of
Adults and Children**

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**State of Colorado
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Overview

The Consumer Assessment of Health Plans Study (CAHPS) is a nationally recognized survey that measures client satisfaction within a given health plan and may be used to compare satisfaction across health plans. The CAHPS tool is the result of a five year project sponsored by the Agency for Health Care Policy and Research, an agency of the U.S. Public Health Service. It was developed by a consortium including Harvard Medical School, RAND, and the Research Triangle Institute. The CAHPS instrument was revised in 1999 by the CAHPS consortium and by the National Committee for Quality Assurance (NCQA) to combine CAHPS and NCQA's Member Satisfaction Survey. The combined tool has resulted in a stronger instrument. It has also eliminated a duplication of effort since health plans no longer have to sponsor both surveys for different stakeholders.

Six major topics are covered in the CAHPS tool including:

1. Getting needed care;
2. Getting care quickly;
3. Doctor communication;
4. Courteous and helpful office staff;
5. Customer service; and
6. Advising smokers to quit.

Senate Bill 97-005, effective June 3, 1997, mandated extensive additions and changes for the administration of Colorado's Medicaid program. Among the changes was a call for measurement of client satisfaction, improvement of services based upon satisfaction levels, and the provision of informed choice to clients as they move into managed care programs. The CAHPS administration and survey results provided the Department of Health Care Policy and Financing by the various health plans are a direct result of this legislation.

Executive Summary

As part of a comprehensive quality assurance effort, the Department of Health Care Policy and Financing (Department) required health plans to conduct the CAHPS 2.0H survey of both adults and children. The survey of adults included Medicaid clients age 18 and over as of December 31, 1999 that had been continuously enrolled in the health plan for at least six months with only one break of up to 45 days. The survey of children included Medicaid clients age 12 and under as of December 31, 1999 that had been continuously enrolled to the same specifications. A sample of 1,240 adults (or the entire eligible population, if fewer) and a sample of 822 children were drawn for each health plan. Sampled adults received the survey. Parents or guardians of the children sampled were surveyed as to the health care provided the children.

Colorado Access (Access), Community Health Plan of the Rockies (CHPR), Kaiser Permanente (Kaiser), Rocky Mountain HMO (Rocky), and United Healthcare of Colorado each contracted with an NCQA approved survey vendor to administer surveys of their clients. Results for United's adult survey have not been reported due to small sample size. First Peer Review of Colorado, the Department's External Quality Review Organization, also contracted with an NCQA approved survey vendor to administer the surveys for the Primary Care Physician Program (PCPP) and for the unassigned fee-for-service (FFS) population.

Surveys were administered according to the CAHPS 2.0H protocols:

1. pre-notification letter mailed;
2. first wave of surveys mailed;
3. reminder card mailed;
4. second wave of surveys mailed;
5. reminder card mailed;
6. telephone follow-up and surveying of non-respondents.

Since the survey vendors are independent organizations, results obtained by them are considered to be more credible than if the health plans had conducted their own surveys.

When evaluating survey results, it is important to remember that satisfaction surveys collect information related to people's experiences, opinions, and impressions. While these facets are important in health care's "big picture", individuals responding may or may not be qualified to report accurately as to the quality of care being delivered. A person may be very dissatisfied with a health plan that is providing excellent care or may be very satisfied with a health plan that is providing substandard care. Other quality assurance efforts such as Health Plan Employer Data and Information Set (HEDIS) and focused studies are being conducted to evaluate the quality of care delivered Colorado Medicaid clients by health plans.

As evident in the results, each health plan has its own strengths and weaknesses. The survey results can be used to identify opportunities for improvement within each plan and across all plans. Tables summarizing the results from both the adult and child surveys may be found at the end of this section.

Adult Survey

Overall ratings of personal health care providers, specialists, health care, and the health plans were quite high. On a scale of 0 to 10 with 0 being the worst possible and 10 being the best possible, the average rating for all respondents ranged between 7.97 and 8.49. Ratings of individual health plans on these four measures ranged from a low of 7.77 to a high of 8.69. Clearly, overall ratings were clustered closely and were quite favorable.

Similarly strong results emerged for the composite scores of getting needed care, getting care quickly, doctor communication, and office staff. Between 78.0% and 89.6% of all survey respondents returned positive answers on these measures.

Although strong results were seen on the previous measures, only 61.4% of all adult respondents stated that it was “not a problem” to obtain customer service from their health plan. The individual plan rates ranged from 54.3% to 70.3%. This provides a strong indication that customer service should be a target for improvement.

Advising smokers to quit was another obvious and critical area which could be improved. Only 64.1% of all adult respondents who smoke or had recently quit stated that they had been advised by a doctor or health plan provider to quit smoking. Kaiser Permanente is a clear standout on this measure, with 81.2% having been advised to quit. Since relatively large percentages of the Medicaid population smokes, increasing the prevalence of this advice could have a major impact on both the health of clients and program costs.

Individual health plans generally clustered around the total Colorado average, sometimes a little higher than average, sometimes a little lower than average, but almost always following the overall trend. Where the total Colorado average was high, health plan results were high and low with low. That said, statistically significant differences frequently emerged between individual health plans and the total Colorado average. Of the ten measures reported from the adult survey, Colorado Access’ score was above average on one measure, average on seven measures and below average on two. Community Health Plan of the Rockies had the most measures below average (seven) and three average measures. Kaiser Permanente had five average measures and five above average measures. Rocky Mountain HMO’s scores were average on six measures and above average on four measures. The Primary Care Physician Program also had seven average measures as well as one below average measure and two above average measures. The unassigned fee-for-service had seven average measures and three above average.

Child Survey

Results from the child survey largely reflect those of the adult survey. Where total Colorado results were high on the adult survey, they are similarly high on the child survey. As with the adult survey, customer service ratings were low on the child survey. Since the child survey was administered with regards to children age twelve and younger, questions regarding smoking were not asked.

Overall ratings of personal health care providers, specialists, health care, and the health plans were consistently, if only slightly, higher than those found in the adult survey. On a scale of 0 to 10 with 0 being the worst possible and 10 being the best possible, the average rating for all respondents ranged between 8.16 and 8.52. Ratings of individual health plans on these four measures ranged from a low of 7.60 to a high of 9.12.

Between 84.1% and 89.6% of all survey respondents returned positive answers on the getting needed care, getting care quickly, doctor communication, and office staff measures. The total Colorado child survey results were higher than the adult survey results for each of these measures except office staff.

Respondents to the child survey, again, were not as pleased with their health plan's customer service. Only 64.6% of all respondents stated that it was "not a problem" to obtain customer service from their health plan. The individual plan rates ranged from 58.4% to 74.6%.

Again, statistically significant differences emerged between individual health plans and the total Colorado average, with scores usually clustering around the total Colorado average. Of the nine measures reported from the child survey, Colorado Access' score was average on five measures and below average on four. Community Health Plan of the Rockies again had the most measures below average (seven) along with two average measures. Kaiser Permanente had the most above average measures (eight) and one average measure. Rocky Mountain HMO was average for eight measures and average on one measure. United Healthcare of Colorado was average on six measures and below average on three measures. The Primary Care Physician Program had three average measures and six above average. The unassigned fee-for-service had seven average measures and two above average.

**Summary of Results
2000 Adult CAHPS Survey**

Measure	Access	CHPR	Kaiser	Rocky	PCPP	FFS	Total HMOs	Total Colorado
Rating of Personal Doctor or Nurse Rating of personal doctor or nurse on a scale of 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible.	8.61 ●	8.02 ○	8.57 ●	8.53 ●	8.54 ●	8.57 ●	8.46 ●	8.49
Rating of Specialist Most Often Seen Rating of specialist most often seen on a scale of 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible.	8.22 ●	8.69 ●	8.63 ●	8.25 ●	8.45 ●	8.51 ●	8.41 ●	8.43
Rating of Health Care Rating of health care on a scale of 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible.	8.18 ●	7.82 ○	8.31 ●	8.43 ●	8.42 ●	8.34 ●	8.18 ●	8.25
Rating of Health Plan Rating of health plan on a scale of 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible.	7.77 ●	7.40 ○	8.35 ●	8.12 ●	8.12 ●	8.08 ●	7.90 ●	7.97
Getting Needed Care Percent of survey respondents indicating it was "not a problem" to get the care they needed.	76.2% ●	68.0% ○	83.4% ●	80.1% ●	78.0% ●	81.1% ●	77.2% ●	78.0%
Getting Care Quickly Percent of survey respondents indicating they "usually" or "always" received care quickly.	72.5% ○	75.1% ○	83.4% ●	84.6% ●	83.2% ●	84.5% ●	79.1% ○	80.7%
How Well Doctors Communicate Percent of survey respondents indicating their doctors or other health care providers "usually" or "always" communicated well with them.	88.6% ●	81.1% ○	88.9% ●	89.5% ●	89.6% ●	88.1% ●	87.2% ●	87.8%
Courteous and Helpful Office Staff Percent of survey respondents indicating that staff in the doctor's office or clinic "usually" or "always" were helpful and treated them with courtesy and respect.	87.3% ○	84.9% ○	91.6% ●	92.5% ●	89.5% ●	91.8% ●	89.1% ●	89.6%
Customer Service Percent of survey respondents indicating that it was "not a problem" to obtain customer service from their plan.	59.4% ●	58.5% ●	70.3% ●	62.8% ●	54.3% ○	58.5% ●	63.1% ●	61.4%
Advising Smokers to Quit Percent of survey respondents who smoke or who have quit smoking in the last six months who were advised to quit smoking by a doctor or other health provider in their plan.	71.1% ●	56.9% ○	81.2% ●	58.8% ○	67.7% ○	57.9% ○	64.8% ○	64.1%

Statistically Significant Differences

- Indicates Plan is Below Colorado Medicaid Average
- Indicates Plan is at Colorado Medicaid Average
- Indicates Plan is Above Colorado Medicaid Average

**Summary of Results
2000 Child CAHPS Survey**

Measure	Access	CHPR	Kaiser	Rocky	United	PCPP	FFS	Total HMOs	Total Colorado
Rating of Child's Personal Doctor or Nurse Rating of respondent's child's personal doctor or nurse on a scale of 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible.	8.45 ●	7.82 ○	8.93 ●	8.54 ●	8.81 ●	8.67 ●	8.44 ●	8.50 ●	8.52
Rating of Child's Specialist Most Often Seen Rating of respondent's child's specialist most often seen on a scale of 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible.	8.36 ●	8.61 ●	8.64 ●	8.23 ●	9.12 ●	8.65 ●	8.47 ●	8.46 ●	8.50
Rating of All Child's Health Care Rating of respondent's child's health care on a scale of 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible.	8.34 ●	7.85 ○	8.74 ●	8.42 ●	8.30 ●	8.72 ●	8.40 ●	8.34 ●	8.43
Rating of Child's Health Plan Rating of respondent's child's health plan on a scale of 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible.	8.05 ●	7.60 ○	8.68 ●	8.07 ●	7.96 ●	8.44 ●	8.08 ●	8.09 ●	8.16
Getting Needed Care Percent of survey respondents indicating it was "not a problem" to get the care their child needed.	80.4% ○	81.5% ○	89.9% ●	85.4% ●	80.1% ○	89.0% ●	85.3% ●	84.1% ●	85.3%
Getting Care Quickly Percent of survey respondents indicating their child "usually" or "always" received care quickly.	76.7% ○	80.2% ○	87.6% ●	83.4% ●	82.2% ●	89.2% ●	84.4% ●	82.3% ○	84.1%
How Well Doctors Communicate Percent of survey respondents indicating their child's doctors or other health care providers "usually" or "always" communicated well with them.	85.0% ○	83.0% ○	92.0% ●	91.1% ●	85.4% ○	92.3% ●	92.1% ●	87.9% ○	89.6%
Courteous and Helpful Office Staff Percent of survey respondents indicating that staff in their child's doctor's office or clinic "usually" or "always" were helpful and treated them with courtesy and respect.	84.8% ○	82.5% ○	92.2% ●	90.7% ●	82.7% ○	92.9% ●	92.2% ●	87.4% ○	89.4%
Customer Service Percent of survey respondents indicating that it was "not a problem" to obtain customer service from their child's health plan.	64.7% ●	64.7% ●	74.6% ●	61.1% ●	69.9% ●	60.9% ●	58.4% ●	66.4% ●	64.6%

Statistically Significant Differences

- Indicates Plan is Below Colorado Medicaid Average
- Indicates Plan is at Colorado Medicaid Average
- Indicates Plan is Above Colorado Medicaid Average

Response Rates

Response rates were higher for the adult survey than for the child survey, up to 13% higher for one health plan. Response rates are adjusted to account for ineligible and unreachable clients. The adjusted response rates for the adult survey ranged from 43% to 64% with an overall adjusted response rate of nearly 52%. The adjusted response rates for the child survey were much lower, between 28% and 57% with an overall adjusted response rate of 43%. The PCPP had the highest adjusted response rates for both surveys while Colorado Access had the lowest adult adjusted response rate and United Healthcare had the lowest child adjusted response rate.

Several characteristics of the Medicaid population tend to result in lower response rates than are typically achieved in commercial populations. The most important is that the Medicaid population is relatively mobile. Frequent moves result in inaccurate addresses. This mobility also results in incorrect telephone numbers while lower incomes often result in disconnected numbers.

Response Rates

2000 Adult CAHPS Survey						
Plan	Sample Size	Total Ineligible	Sample Size minus Ineligible	Total Completes	Raw Response Rate	Adjusted Response Rate
Access	1,650	296	1,354	583	35.3%	43.1%
CHPR	1,050	136	914	400	38.1%	43.8%
Kaiser	1,050	121	929	472	45.0%	50.8%
Rocky	1,208	182	1,026	592	49.0%	57.7%
PCPP	1,050	132	918	586	55.8%	63.8%
FFS	1,050	185	865	513	48.9%	59.3%
Total HMO	4,958	735	4,223	2,047	41.3%	48.5%
Total Colorado	7,058	1,052	6,006	3,146	44.6%	52.4%

2000 Child CAHPS Survey						
Plan	Sample Size	Total Ineligible	Sample Size minus Ineligible	Total Completes	Raw Response Rate	Adjusted Response Rate
Access	1,155	279	876	301	26.1%	34.4%
CHPR	1,050	189	861	346	33.0%	40.2%
Kaiser	1,050	101	949	356	33.9%	37.5%
Rocky	1,208	231	977	475	39.3%	48.6%
United	1,155	518	637	175	15.2%	27.5%
PCPP	1,050	155	895	507	48.3%	56.6%
FFS	1,050	169	881	452	43.0%	51.3%
Total HMO	5,618	1318	4300	1653	29.4%	38.4%
Total Colorado	7,718	1642	6076	2612	33.8%	43.0%

Raw response Rate = Total Completes/Sample Size

Adjusted Response Rate = Total Completes/(Sample Size-Total Ineligible)

Demographics

Characteristics of respondents (adult survey) and the respondent's child or ward (child survey) are noted in the tables below. Differences reflect not only the characteristics of the respondents, but also the general characteristics of the health plans at large.

Demographics of Respondents 2000 Adult CAHPS Survey								
Characteristic	Access	CHPR	Kaiser	Rocky	PCPP	FFS	Total HMOs	Total Colorad
Sex								
Male	27.6%	32.1%	17.8%	25.7%	30.4%	32.7%	24.8%	27.1%
Female	72.4%	67.9%	82.2%	74.3%	69.6%	67.3%	75.2%	72.9%
Race								
White	68.8%	73.1%	73.7%	87.2%	72.1%	87.9%	75.8%	77.2%
Black	17.0%	10.4%	15.6%	3.6%	6.9%	4.9%	11.8%	9.8%
Asian	4.1%	9.8%	4.9%	2.7%	14.4%	2.1%	5.1%	6.3%
Hawaiian or Pacific Islander	0.7%	0.8%	0.9%	0.8%	0.6%	0.4%	0.8%	0.7%
Native American	9.4%	5.9%	4.9%	5.7%	5.9%	4.7%	6.5%	6.1%
Hispanic Descent								
Hispanic or Latino	43.8%	26.3%	24.9%	24.1%	31.5%	25.4%	30.3%	29.7%
Non-Hispanic or Latino	56.3%	73.7%	75.1%	75.9%	68.5%	74.6%	69.7%	70.3%
Education								
Less than HS Graduate	45.4%	37.8%	32.6%	41.6%	43.6%	39.2%	39.2%	40.0%
At Least HS Graduate	54.6%	62.2%	67.4%	58.4%	56.4%	60.8%	60.8%	60.0%

Demographics of Respondent's Child 2000 Child CAHPS Survey									
Characteristic	Access	CHPR	Kaiser	Rocky	United	PCPP	FFS	Total HMOs	Total Colorado
Sex									
Male	45.2%	49.0%	51.4%	48.5%	52.0%	54.9%	54.3%	49.0%	51.1%
Female	54.8%	51.0%	48.6%	51.5%	48.0%	45.1%	45.7%	51.0%	48.9%
Race									
White	66.1%	67.7%	63.7%	84.5%	64.0%	79.4%	79.8%	71.0%	74.2%
Black	19.7%	20.3%	25.8%	7.8%	20.6%	11.1%	12.6%	17.8%	15.6%
Asian	3.9%	4.5%	2.0%	2.0%	2.9%	3.1%	1.6%	3.0%	2.7%
Hawaiian or Pacific Islander	1.7%	1.0%	1.3%	0.5%	1.5%	0.2%	0.8%	1.1%	0.9%
Native American	8.6%	6.5%	7.2%	5.3%	11.0%	6.1%	5.2%	7.1%	6.6%
Hispanic Descent									
Hispanic or Latino	43.8%	26.3%	24.9%	24.1%	32.5%	31.5%	25.4%	30.3%	29.7%
Non-Hispanic or Latino	56.3%	73.7%	75.1%	75.9%	67.5%	68.5%	74.6%	69.7%	70.3%

Understanding Results Tables

A table similar to the table below is provided for each survey overall measure and composite measure, both for the adult and child surveys. The components of the tables are described below.

Table Name							
Description of Rating Scale Included in Second Line of Title							
2000 Adult or Child Survey							
Health Plan	Total Responses	Average or		Lower Bound	Upper Bound	Rank	Statistical Differences
		Percent					
Plan A	852	81.6%		84.4%	78.8%	3	○
Plan B	921	91.7%		94.0%	89.4%	1	●
Plan C	778	86.8%		89.3%	84.3%	2	◐
Total Survey Average	2551	85.1%		82.6%	87.6%		

Total Responses is the number of responses for the question or for the combined questions making up a composite.

Average is the arithmetical mean of the responses provided on rankings of 0 to 10.

Percent is the percent of respondents indicating the noted response(s) for a composite.

Since the survey was of a sample of Medicaid clients, the average or percent listed is a point estimate rather than the precise or “true” average or percent.

Lower Bound is the lowest portion of the 95% confidence interval.

Upper Bound is the highest portion of the 95% confidence interval.

The lower and upper bounds correspond with the bottom and top (respectively) of the vertical bars in the confidence interval charts.

95% Confidence Interval is the range within which we can say with 95% certainty that the true average or percent lies.

Rank reflects the numeric ranking from the highest average score or percent (1) to the lowest average score or percent (6 for the adult survey, 7 for the child survey).

The rank does not reflect statistically significant differences.

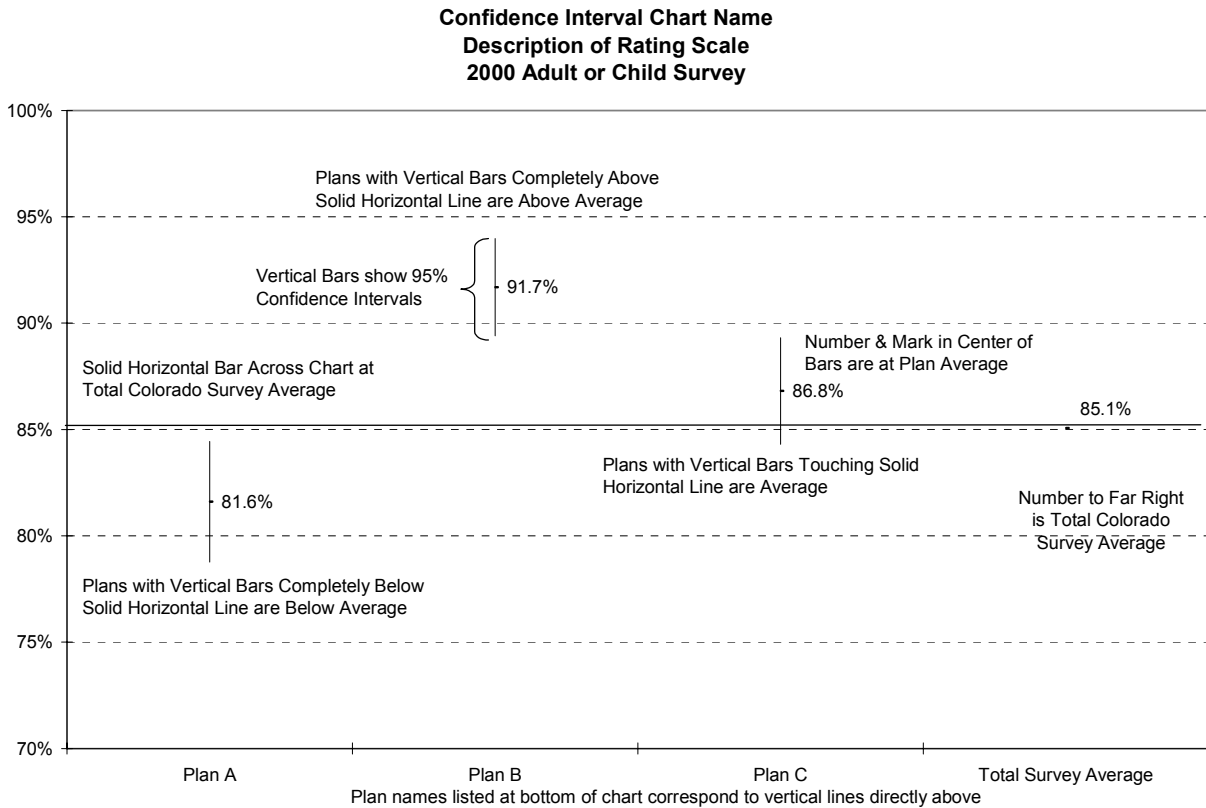
Statistical Differences:

- Indicates the health plan is below the Colorado Medicaid average
- ◐ Indicates the health plan is at the Colorado Medicaid average
- Indicates the health plan is above the Colorado Medicaid average

Understanding Confidence Interval Charts

A confidence interval chart similar to that below is provided for each overall measure and composite measure, both for the adult and child surveys. This chart describes the elements included in the confidence interval charts.

As noted in the preceding section, the confidence interval is the range within which we can state with 95% certainty that the true plan average or percent lies. The vertical bars vary in length due to the differing number of survey responses returned for each plan. More precise estimates may be made with larger numbers of responses, so vertical bars are shorter. Less precise estimates can be made with fewer responses, so vertical bars are longer.



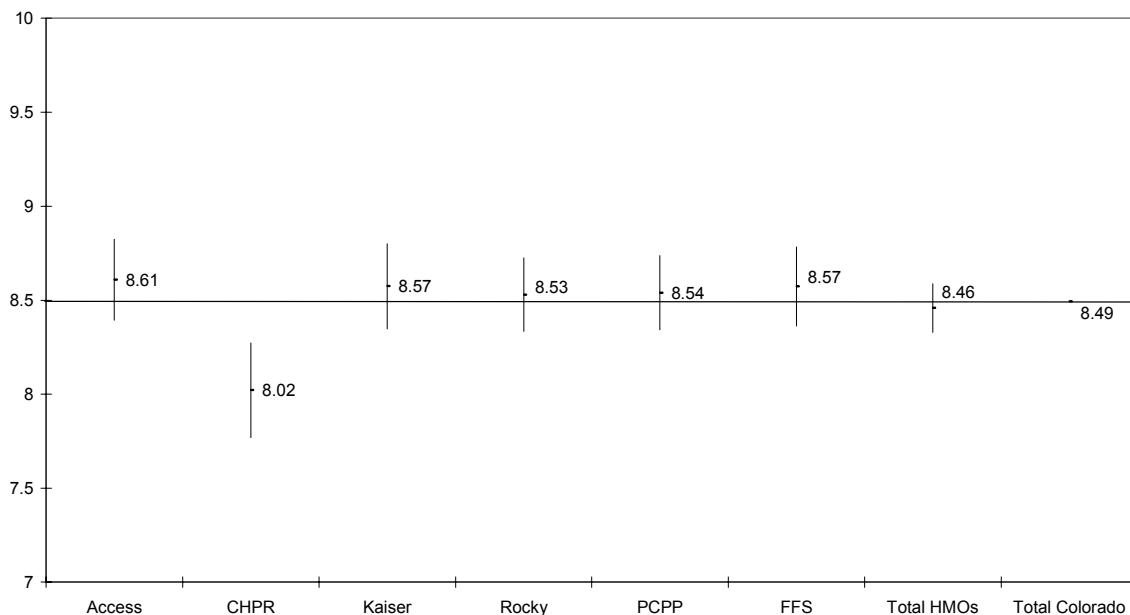
Adult Overall Rating of Personal Doctor or Nurse

Question 6. Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your personal doctor or nurse now?

Clients reported strong satisfaction in rating their personal doctor or nurse. The Colorado Medicaid average is 8.49 on this measure. The only plan with a significantly different result is Community Health Plan of the Rockies. While below average, CHPR clients still rated their personal doctor or nurse a strong 8.02.

Overall Rating of Personal Doctor or Nurse Scale 0 (Worst) to 10 (Best) 2000 Adult CAHPS Survey							
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	% Receiving 9 or 10	Rank	Statistical Differences
Access	393	8.61	8.39	8.82	65%	1	●
CHPR	289	8.02	7.77	8.27	53%	5	○
Kaiser	357	8.57	8.35	8.80	66%	2	●
Rocky	489	8.53	8.33	8.73	60%	4	●
PCPP	482	8.54	8.34	8.74	61%	3	●
FFS	410	8.57	8.36	8.78	60%	2	●
Total HMOs	1580	8.46	8.33	8.59	58%		●
Total Colorado	2472	8.49			61%		
1999 National Medicaid Rate					59%		

Overall Rating of Personal Doctor or Nurse
Scale 0 (Worst) to 10 (Best)
2000 Adult CAHPS Survey



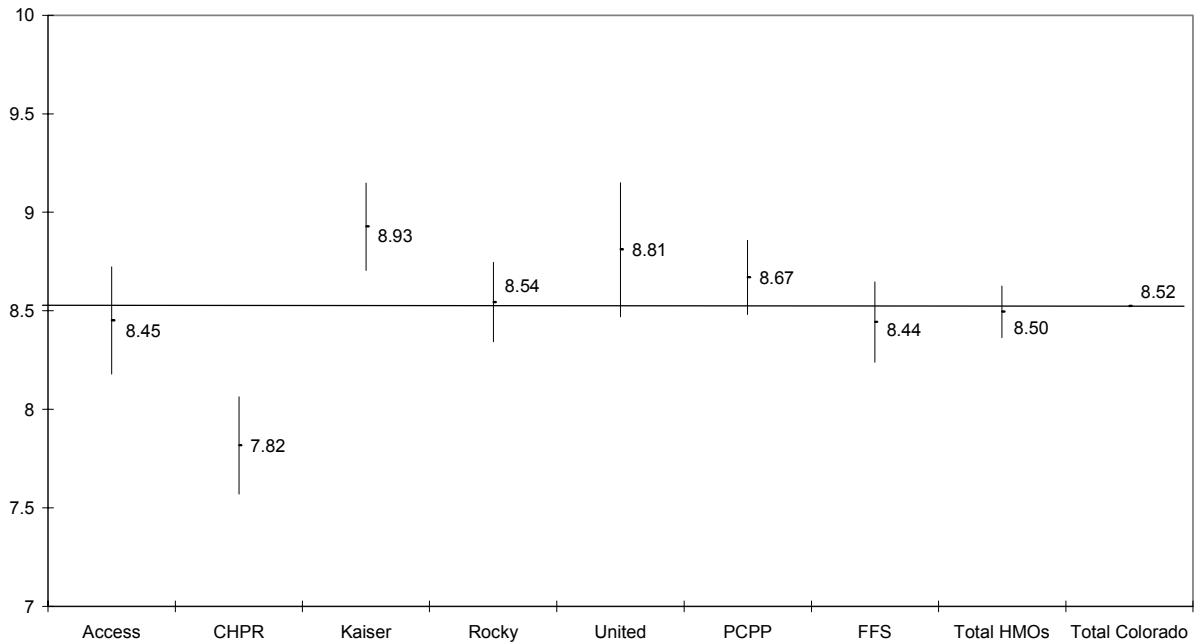
Child Overall Rating of Personal Doctor or Nurse

Question 7. Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?

A similar pattern emerges for the child survey as for the adult, a Colorado Medicaid average of 8.52 and CHPR again falls below average at 7.82 while Kaiser is above average at 8.93. Slightly more variation emerges in the child survey rating of overall personal doctor or nurse.

Overall Rating of Personal Doctor or Nurse Scale 0 (Worst) to 10 (Best) 2000 Child CAHPS Survey						
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	184	8.45	8.18	8.72	5	●
CHPR	240	7.82	7.57	8.06	7	○
Kaiser	275	8.93	8.71	9.15	1	●
Rocky	362	8.54	8.34	8.75	4	●
United	111	8.81	8.47	9.15	2	●
PCPP	424	8.67	8.48	8.86	3	●
FFS	345	8.44	8.24	8.65	6	●
Total HMOs	1172	8.50	8.37	8.63		●
Total Colorado	1941	8.52				

Overall Rating of Personal Doctor or Nurse
Scale 0 (Worst) to 10 (Best)
2000 Child CAHPS Survey

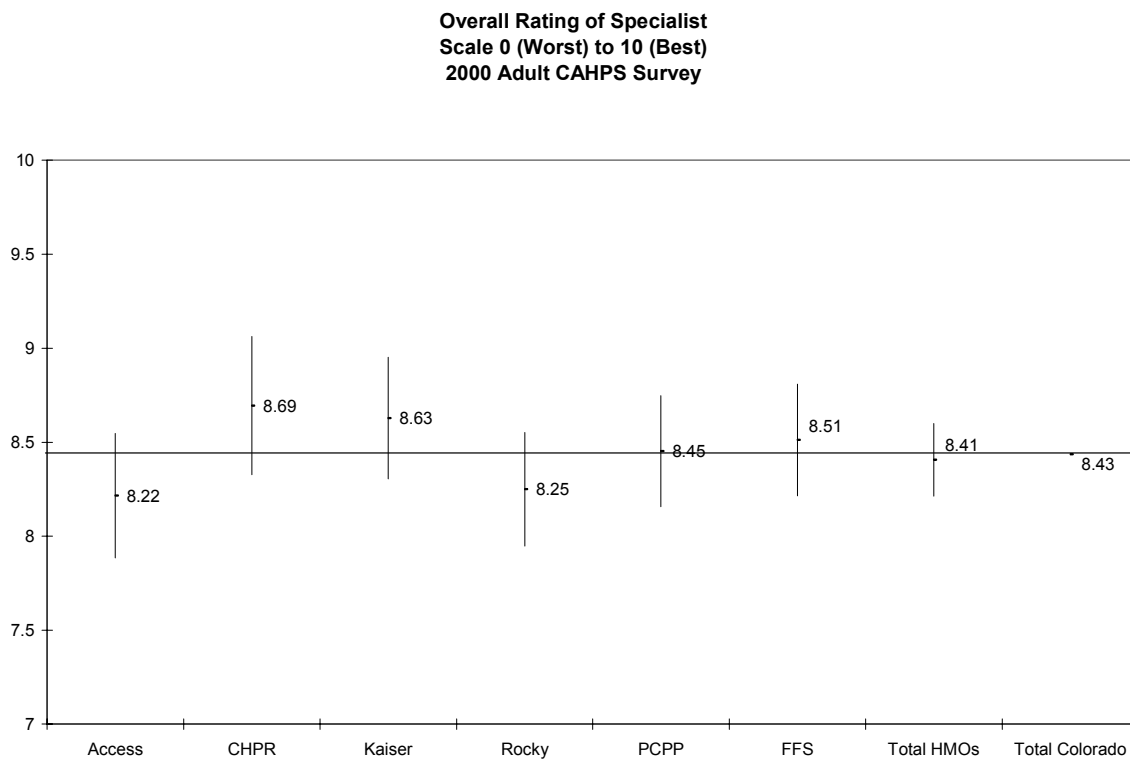


Adult Overall Rating of Specialist Most Often Seen

Question 10. Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate the specialist?

Nearly half of adult respondents for each plan reported having seen a specialist and provided an overall rating for the specialist most often seen. Respondents again reported strong satisfaction with specialists with an overall rating of 8.43. The health plans are clustered around the Medicaid average, with no plans being significantly different.

Overall Rating of Specialists Scale 0 (Worst) to 10 (Best) 2000 Adult CAHPS Survey							
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	% Receiving 9 or 10	Rank	Statistical Differences
Access	181	8.22	7.88	8.55	59%	6	●
CHPR	134	8.69	8.33	9.06	67%	1	●
Kaiser	180	8.63	8.30	8.95	66%	2	●
Rocky	220	8.25	7.95	8.55	58%	5	●
PCPP	221	8.45	8.16	8.75	59%	4	●
FFS	215	8.51	8.21	8.81	61%	3	●
Total HMOs	740	8.41	8.21	8.60	62%		●
Total Colorado	1176	8.43	8.27	8.60	61%		
1999 National Medicaid Rate					59%		



Child Overall Rating of Specialist Most Often Seen

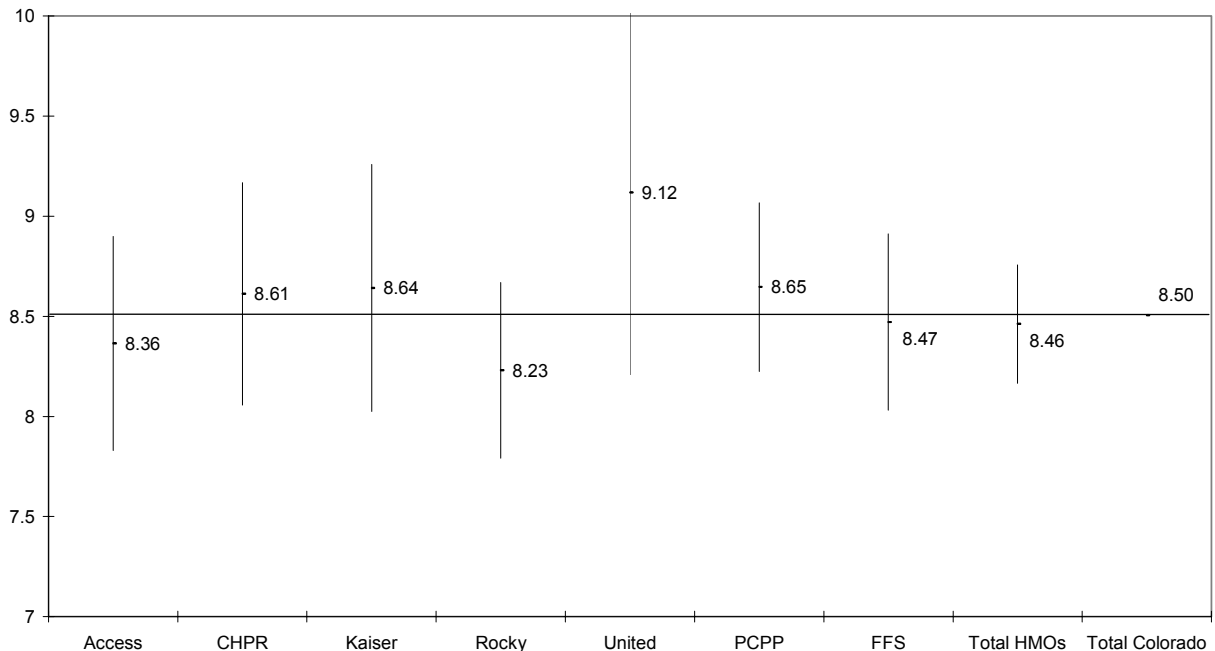
Question 11. Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?

As would be expected, fewer children visited specialists than did adults, roughly 15-30% of the total respondents. Respondents' ratings of specialists, with an average of 8.50, were on par with ratings of personal doctors or nurses. Again, there were no significant differences between the plans and the Medicaid average.

**Overall Rating of Specialists
Scale 0 (Worst) to 10 (Best)
2000 Child CAHPS Survey**

Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	55	8.36	7.83	8.90	6	●
CHPR	49	8.61	8.06	9.17	4	●
Kaiser	39	8.64	8.02	9.26	3	●
Rocky	87	8.23	7.79	8.67	7	●
United	17	9.12	8.21	10.03	1	●
PCPP	96	8.65	8.23	9.07	2	●
FFS	85	8.47	8.03	8.91	5	●
Total HMOs	247	8.46	8.17	8.76		●
Total Colorado	428	8.50	8.25	8.76		

**Overall Rating of Specialist
Scale 0 (Worst) to 10 (Best)
2000 Child CAHPS Survey**



Adult Overall Rating of Health Care

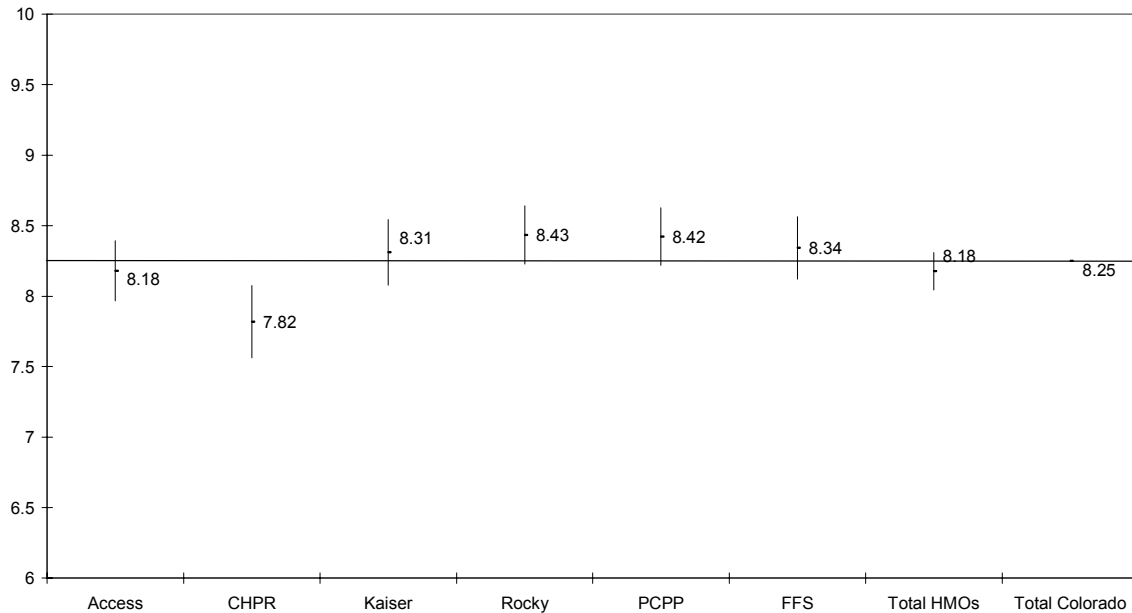
Question 32. Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your health care?

The Medicaid average overall rating of health care is 8.25, lower than ratings of doctors and specialists, but still a very high satisfaction rating. Rocky respondents were most satisfied (8.43) while CHPR respondents were the least satisfied (7.82).

Overall Rating of Health Care
Scale 0 (Worst) to 10 (Best)
2000 Adult CAHPS Survey

Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	434	8.18	7.97	8.39	5	●
CHPR	287	7.82	7.56	8.08	6	○
Kaiser	355	8.31	8.08	8.54	4	●
Rocky	454	8.43	8.23	8.64	1	●
PCPP	462	8.42	8.22	8.63	2	●
FFS	383	8.34	8.12	8.56	3	●
Total HMOs	1585	8.18	8.04	8.31		●
Total Colorado	2430	8.25	8.13	8.37		

Overall Rating of Health Care
Scale 0 (Worst) to 10 (Best)
2000 Adult CAHPS Survey



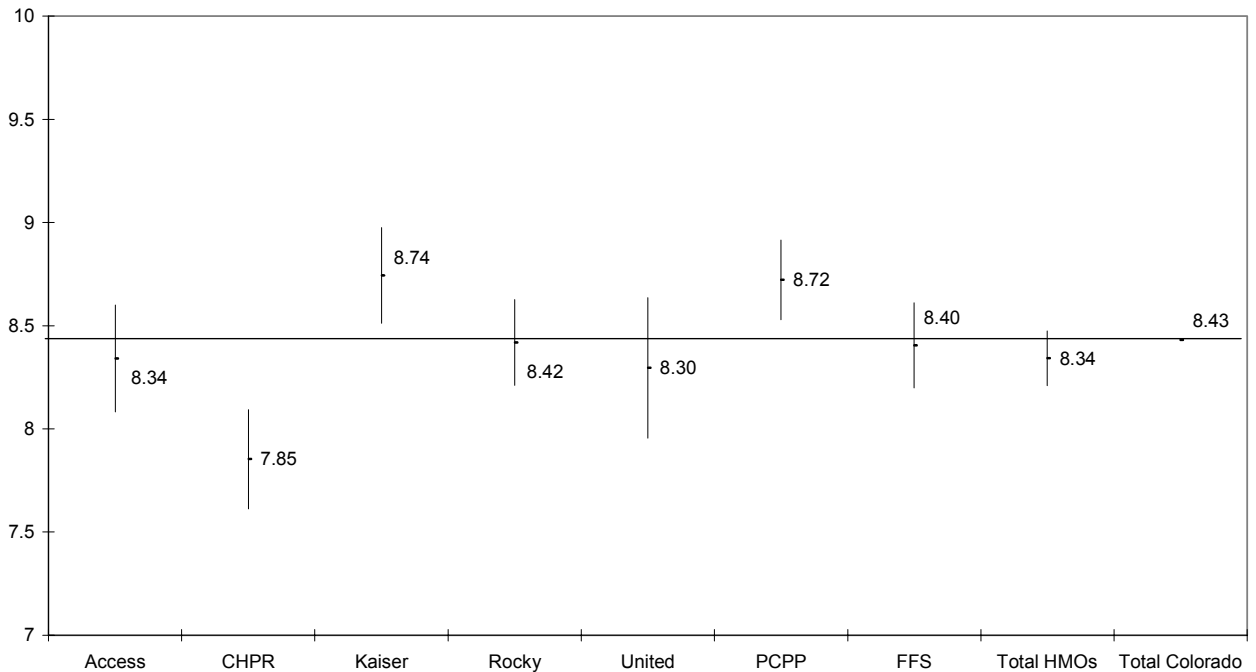
Child Overall Rating of Health Care

Question 36. Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?

Satisfaction with children's health care was higher (8.43 average) than for adults. Plan averages cluster relatively closely around the Medicaid average with the exception of CHPR.

Overall Rating of Health Care Scale 0 (Worst) to 10 (Best) 2000 Child CAHPS Survey						
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	217	8.34	8.08	8.60	5	○
CHPR	265	7.85	7.61	8.09	7	○
Kaiser	269	8.74	8.51	8.97	1	●
Rocky	358	8.42	8.21	8.63	3	○
United	122	8.30	7.95	8.64	6	○
PCPP	410	8.72	8.53	8.91	2	●
FFS	356	8.40	8.20	8.61	4	○
Total HMOs	1231	8.34	8.21	8.47		○
Total Colorado	1997	8.43	8.32	8.55		

Overall Rating of Health Care
Scale 0 (Worst) to 10 (Best)
2000 Child CAHPS Survey



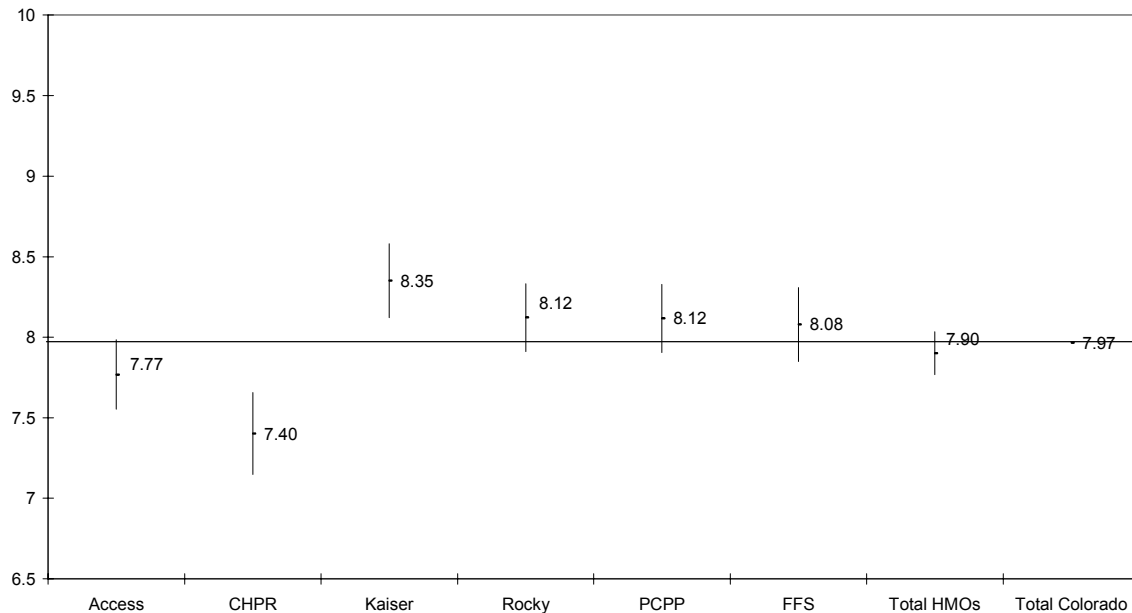
Adult Overall Rating of Health Plan

Question 50. Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your health plan now?

Health plans earned the lowest of the overall satisfaction averages, 7.97. Kaiser respondents rated their plan significantly higher than the average (8.35) while CHPR respondents (7.40) and United (7.07) rated their plan significantly lower than average. Again, while these are the lowest of the overall ratings, satisfaction for all plans is quite high.

Overall Rating of Health Plan Scale 0 (Worst) to 10 (Best) 2000 Adult CAHPS Survey						
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	557	7.77	7.55	7.98	4	○
CHPR	385	7.40	7.15	7.66	5	○
Kaiser	468	8.35	8.12	8.58	1	●
Rocky	572	8.12	7.91	8.33	2	●
PCPP	555	8.12	7.91	8.33	2	●
FFS	467	8.08	7.85	8.31	3	●
Total HMOs	2069	7.90	7.77	8.03		●
Total Colorado	3091	7.97	7.85	8.08		

Overall Rating of Health Plan
Scale 0 (Worst) to 10 (Best)
2000 Adult CAHPS Survey



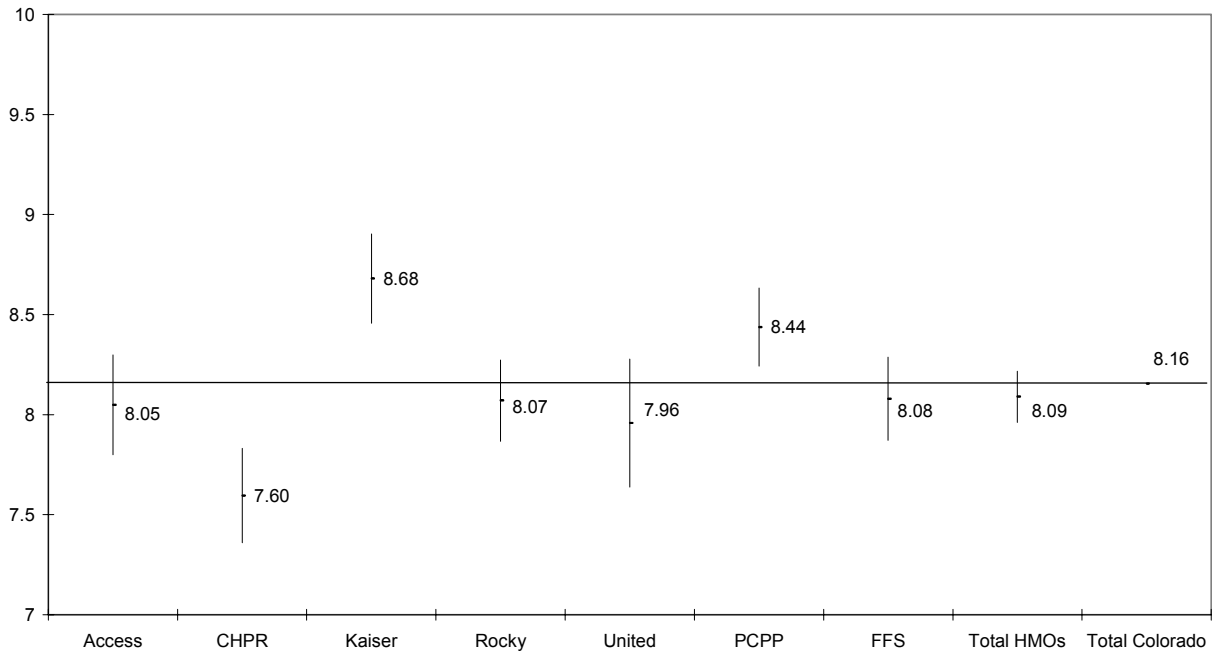
Child Overall Rating of Health Plan

Question 60. Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your child's health plan now?

As with the adult survey, respondents to the child survey reported less satisfaction with the health plan than with the other overall ratings. Respondents to the child survey were, however, more satisfied with the plans (Medicaid average, 8.16) than were adults (7.97). Once again, CHPR (7.60) is significantly below the average. Kaiser (8.68) and the PCPP (8.44) were both significantly above average.

Overall Rating of Health Plan Scale 0 (Worst) to 10 (Best) 2000 Child CAHPS Survey						
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	289	8.05	7.80	8.30	5	○
CHPR	336	7.60	7.36	7.83	7	○
Kaiser	353	8.68	8.46	8.90	1	●
Rocky	457	8.07	7.87	8.27	4	○
United	167	7.96	7.64	8.28	6	○
PCPP	492	8.44	8.24	8.63	2	●
FFS	434	8.08	7.87	8.29	3	○
Total HMOs	1602	8.09	7.96	8.22		○
Total Colorado	2528	8.16	8.04	8.27		

Overall Rating of Health Plan
Scale 0 (Worst) to 10 (Best)
2000 Child CAHPS Survey



Adult Getting Care Needed

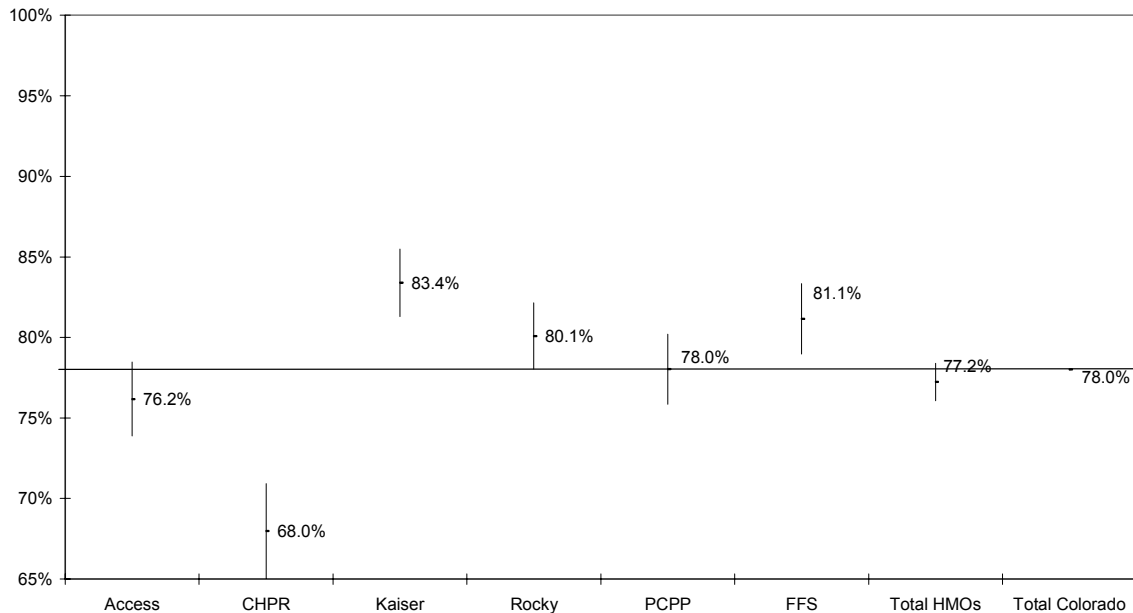
Getting needed care is a composite of questions regarding the ease of finding a doctor or nurse, obtaining a referral to a specialist, getting the care the respondent or a doctor believed necessary, and delays in health care while waiting for an approval.

On average 78% of all respondents to the adult survey stated that it was “not a problem” to obtain needed care. Individual health plans ranged widely around the total Colorado average, from 68.0% to 83.4%. Three health plans were above average, Rocky, Kaiser, and FFS and one health plan was below the Medicaid average, CHPR.

Getting Needed Care
Percent Reporting it was "Not a Problem" to Get Needed Care
2000 Adult CAHPS Survey

Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	1284	76.2%	73.9%	78.5%	5	○
CHPR	937	68.0%	65.0%	70.9%	6	○
Kaiser	1162	83.4%	81.3%	85.5%	1	●
Rocky	1401	80.1%	78.0%	82.1%	3	●
PCPP	1347	78.0%	75.9%	80.2%	4	○
FFS	1183	81.1%	79.0%	83.3%	2	●
Total HMOs	4960	77.2%	76.1%	78.4%		○
Total Colorado	7490	78.0%	77.1%	78.9%		
1999 National Medicaid Average		75.7%				

Getting Needed Care
Percent Reporting it was "Not a Problem" to Get Needed Care
2000 Adult CAHPS Survey



Child Getting Needed Care

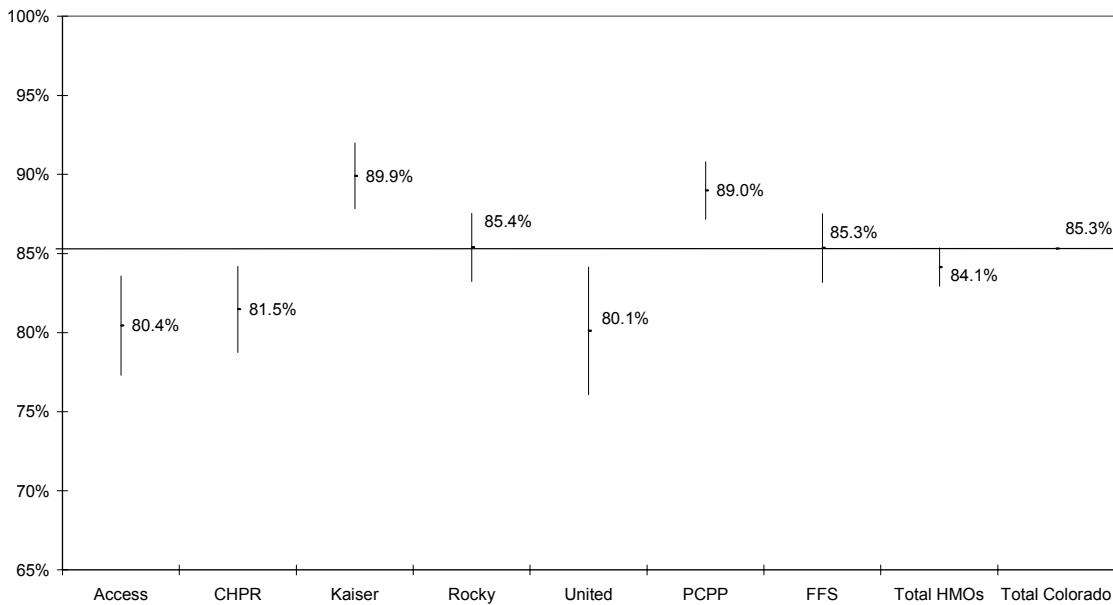
Getting needed care for the respondent's child is a composite of questions regarding the ease of finding a doctor or nurse, obtaining a referral to a specialist, getting the care the respondent or a doctor believed necessary, and delays in health care while waiting for an approval.

85.3% of respondents to the child survey stated that it was "not a problem" to obtain needed care for their children, a much higher percentage than adults reporting it was "not a problem for them to receive needed care. Kaiser and the PCPP had significantly higher percentages, 89.9% and 89.0% respectively. United's low score of 80.1% is still higher than the total Colorado adult percentage.

Getting Needed Care
Percent Reporting it was "Not a Problem" to Get Needed Care
2000 Child CAHPS Survey

Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	583	80.4%	77.3%	83.6%	6	○
CHPR	745	81.5%	78.8%	84.2%	5	○
Kaiser	753	89.9%	87.8%	92.0%	1	●
Rocky	986	85.4%	83.2%	87.5%	3	◐
United	352	80.1%	76.1%	84.1%	7	○
PCPP	1080	89.0%	87.2%	90.8%	2	●
FFS	976	85.3%	83.2%	87.5%	4	◐
Total HMOs	3419	84.1%	82.9%	85.4%		◐
Total Colorado	5475	85.3%	84.4%	86.2%		

Getting Needed Care
Percent Reporting it was "Not a Problem" to Get Needed Care
2000 Child CAHPS Survey



Adult Getting Care Quickly

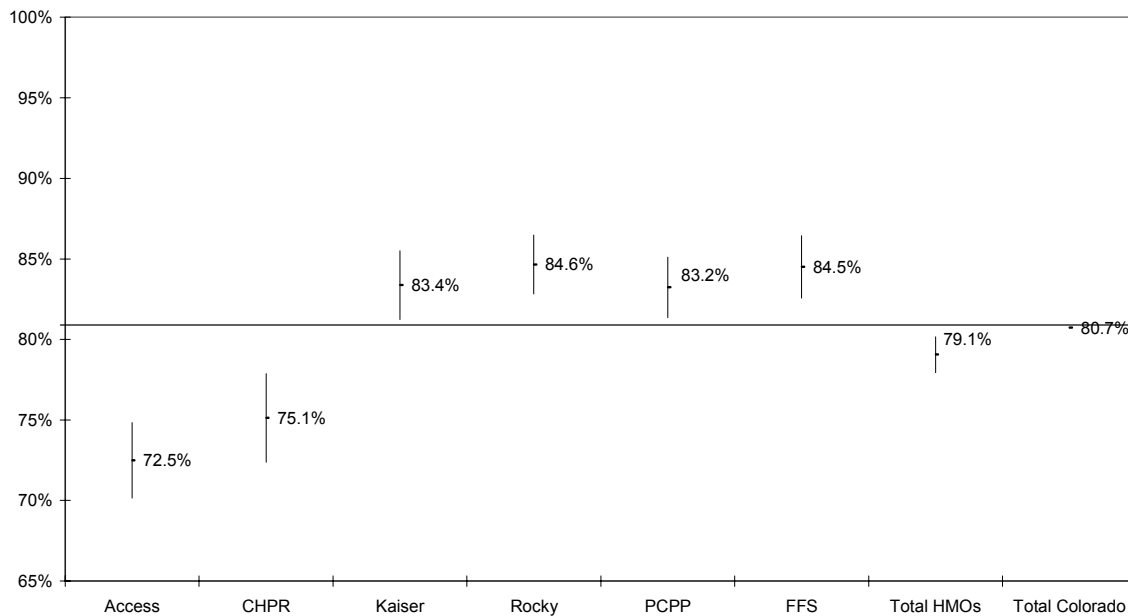
Getting care quickly is a composite of questions regarding receiving help or advice over the telephone, obtaining routine appointments, obtaining care for an illness or injury, and waiting time in an office or clinic.

80.7% of all respondents reported they could “usually” or “always” get care quickly. The health plans’ percentages were relatively widely distributed with four plans scoring above average and two plans scoring below average. The percentages ranged from a low of 72.5% for Access to a high of 84.6% for Rocky.

Getting Care Quickly
Percent Indicating They Could "Usually" or "Always" Get Care Quickly
2000 Adult CAHPS Survey

Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	1367	72.5%	70.2%	74.8%	6	○
CHPR	909	75.1%	72.4%	77.9%	5	○
Kaiser	1124	83.4%	81.2%	85.5%	3	●
Rocky	1433	84.6%	82.8%	86.5%	1	●
PCPP	1467	83.2%	81.4%	85.1%	4	●
FFS	1284	84.5%	82.6%	86.4%	2	●
Total HMOs	5036	79.1%	77.9%	80.2%		○
Total Colorado	7787	80.7%	79.9%	81.6%		
1999 National Medicaid Average		76.8%				

Getting Care Quickly
Percent Indicating They Could "Usually" or "Always" Get Care Quickly
2000 Adult CAHPS Survey



Child Getting Care Quickly

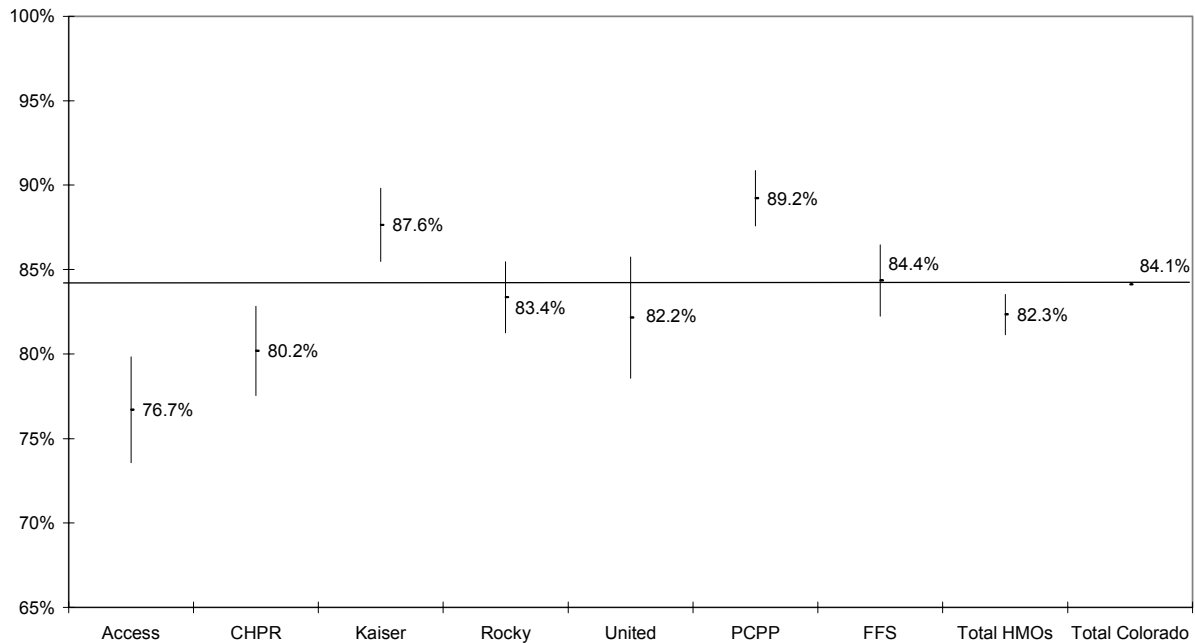
Getting care quickly is a composite of questions regarding receiving help or advice over the telephone, obtaining routine appointments, obtaining care for an illness or injury, and waiting time in an office or clinic.

Approximately 84% of all respondents reported they could “usually” or “always” get care quickly for their child. As with the adult survey, there was a distribution of scores ranging between 76.7% and 89.2%. The PCPP and Kaiser were significantly above average while Access and CHPR were below average.

Getting Care Quickly
Percent Indicating They Could "Usually" or "Always" Get Care Quickly
2000 Child CAHPS Survey

Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	661	76.7%	73.6%	79.8%	7	○
CHPR	838	80.2%	77.6%	82.8%	6	○
Kaiser	834	87.6%	85.5%	89.8%	2	●
Rocky	1154	83.4%	81.3%	85.5%	4	◐
United	409	82.2%	78.6%	85.7%	5	◐
PCPP	1308	89.2%	87.6%	90.9%	1	●
FFS	1093	84.4%	82.2%	86.5%	3	◐
Total HMOs	3896	82.3%	81.2%	83.5%		○
Total Colorado	6297	84.1%	83.2%	85.0%		

Getting Care Quickly
Percent Indicating They Could "Usually" or "Always" Get Care Quickly
2000 Child CAHPS Survey



Getting Care Quickly: Days to Regular or Routine Appointment

How many days did you (or your child) usually have to wait between making an appointment for regular or routine care and actually seeing a provider?

Between 60% and 82% of respondents to the adult survey reported being able to see a provider within seven days or less from making an appointment. Rocky and the PCPP had the highest percentages with 82% and 81% while Access and Kaiser had the lowest percentages with 60% and 65%, respectively.

Higher percentages of respondents to the child survey for each health plan reported being able to see a provider within seven days or less of making an appointment. Again, Rocky and the PCPP had the highest percentages at 90% each. Access and United had the lowest percentages with 72% and 75%.

Getting Care Quickly
Number of days between making an appointment for
regular or routine care and actually seeing a provider
2000 Adult and Child CAHPS Surveys

Percent of adult sample waiting the following amounts of time:

	7 Days or Less	Same Day	1	2 to 3	4 to 7	8 to 14	15 to 30	31+
Access	60%	16%	6%	17%	21%	14%	16%	10%
CHPR	73%	16%	16%	24%	19%	12%	7%	8%
Kaiser	65%	10%	12%	20%	23%	18%	12%	5%
Rocky	82%	18%	15%	28%	21%	10%	6%	3%
PCPP	81%	24%	15%	23%	19%	9%	6%	5%
FFS	71%	13%	13%	22%	22%	14%	10%	5%
Total HMOs	70%	15%	12%	22%	21%	14%	10%	6%
Total Colorado	72%	17%	13%	22%	21%	13%	9%	6%

Percent of child sample waiting the following amounts of time:

	7 Days or Less	Same Day	1	2 to 3	4 to 7	8 to 14	15 to 30	31+
Access	72%	27%	12%	21%	12%	10%	11%	7%
CHPR	86%	27%	19%	24%	16%	5%	6%	3%
Kaiser	82%	31%	12%	22%	17%	10%	5%	3%
Rocky	90%	30%	20%	24%	16%	6%	1%	2%
United	75%	25%	17%	18%	15%	8%	13%	4%
PCPP	90%	31%	20%	26%	14%	6%	3%	1%
FFS	80%	27%	15%	21%	16%	11%	5%	4%
Total HMOs	83%	28%	16%	22%	15%	8%	6%	3%
Total Colorado	84%	29%	17%	23%	15%	8%	5%	3%

Getting Care Quickly: Days to Appointment for an Injury or Illness

How long did you (or your child) usually have to wait between trying to get care and actually seeing a provider for an illness or injury?

Over two-thirds of respondents to the adult survey reported being able to see a provider the same day or the day following trying to get care for an injury or illness. Kaiser topped the percentages of adults seen the same day with 53%. CHPR had the lowest percentage of same day appointments with 41%.

Higher percentages of respondents to the child survey reported being able to see a provider the same day or the day following trying to get care for an injury or illness, 88% overall. The fee-for-service had the highest percentage being able to obtain same-day appointments, with 79%, while CHPR again had the lowest percentage with 65%.

Getting Care Quickly							
Length of wait between seeking care for an injury or illness and actually seeing a provider							
2000 Adult and Child CAHPS Surveys							
Percent of adult sample waiting the following amounts of time:							
	Same Day	1 Day	2 Days	3 Days	4 to 7 Days	8 to 14 Days	15+ Days
Access	45%	16%	11%	5%	10%	5%	9%
CHPR	41%	15%	13%	7%	12%	7%	5%
Kaiser	53%	21%	9%	4%	7%	5%	2%
Rocky	51%	17%	10%	6%	12%	3%	1%
PCPP	51%	16%	10%	7%	11%	3%	2%
FFS	45%	15%	11%	6%	15%	4%	4%
Total HMOs	48%	17%	11%	5%	10%	5%	4%
Total Colorado	48%	17%	10%	6%	11%	4%	4%
Percent of child sample waiting the following amounts of time:							
	Same Day	1 Day	2 Days	3 Days	4 to 7 Days	8 to 14 Days	15+ Days
Access	73%	10%	4%	7%	5%	0%	1%
CHPR	65%	17%	7%	3%	4%	1%	2%
Kaiser	74%	12%	5%	2%	3%	3%	1%
Rocky	71%	17%	6%	2%	3%	1%	2%
United	70%	18%	1%	5%	3%	3%	1%
PCPP	77%	15%	5%	1%	1%	0%	0%
FFS	79%	15%	1%	1%	3%	1%	1%
Total HMOs	71%	15%	5%	3%	3%	1%	1%
Total Colorado	73%	15%	4%	3%	3%	1%	1%

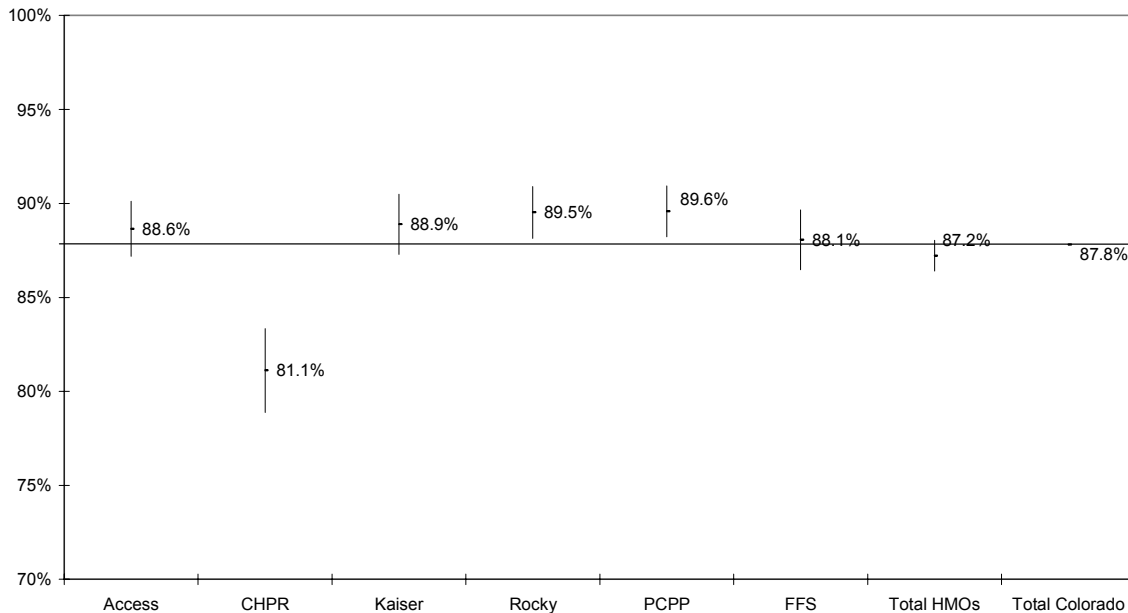
Adult Doctor Communication

How well doctors communicate is composed of questions regarding how well providers listen and explain things, whether they show respect for clients' input, and whether they spend enough time with clients.

Generally higher percentages of respondents gave a positive response to the doctor communication measure than they did for the getting needed care and getting care quickly measures. 87.8% of all Colorado respondents stated their doctor "usually" or "always" communicated well with them. While most plans clustered around the Colorado average, CHPR had a substantially lower score, 81.1%.

Doctor Communication Percent Indicating Their Doctor "Usually" or "Always" Communicated Well with Them 2000 Adult CAHPS Survey						
Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	1735	88.6%	87.2%	90.1%	4	●
CHPR	1138	81.1%	78.9%	83.3%	6	○
Kaiser	1422	88.9%	87.3%	90.5%	3	●
Rocky	1823	89.5%	88.1%	90.9%	2	●
PCPP	1880	89.6%	88.2%	90.9%	1	●
FFS	1541	88.1%	86.5%	89.6%	5	●
Total HMOs	6335	87.2%	86.4%	88.0%		●
Total Colorado	9756	87.8%	87.2%	88.4%		
1999 National Medicaid Average		86.2%				

Doctor Communication
Percent Indicating Their Doctor "Usually" or "Always" Communicated Well with Them
2000 Adult CAHPS Survey



Child Doctor Communication

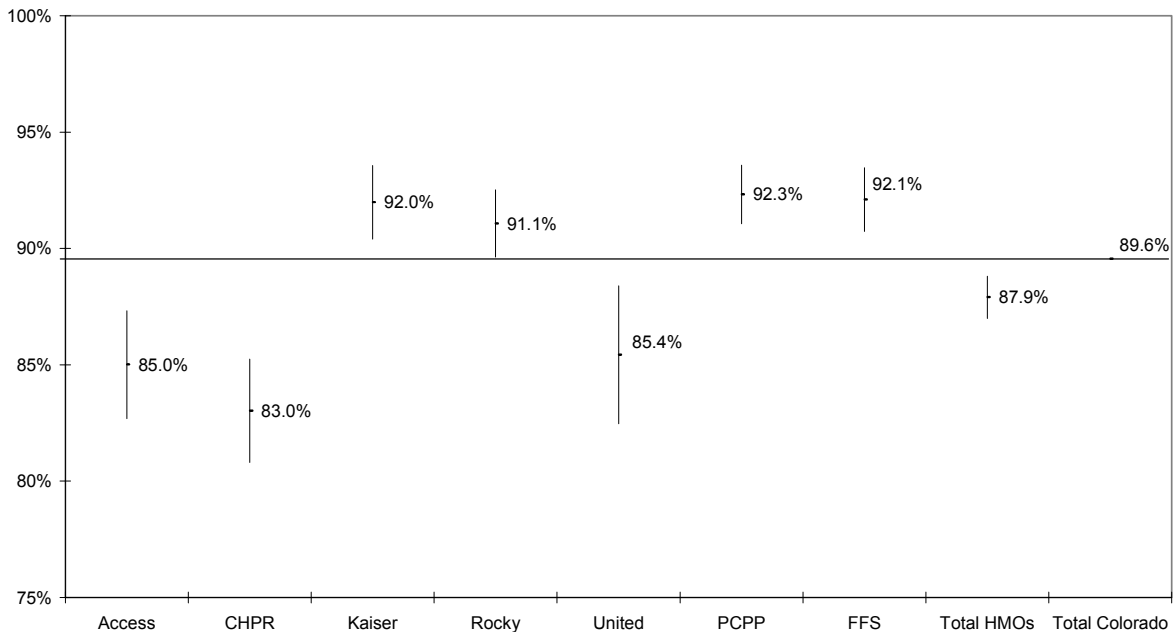
How well doctors communicate is composed of questions regarding how well providers listen to and explain things regarding the respondent's child, whether they show respect for respondent's input regarding their child, and whether they spend enough time with the respondent's child.

Rocky, Kaiser, the PCPP and FFS all had over 90% of respondents state that their child's doctor or other health provider communicated well with them, significantly above the total Colorado 89.6%. Access, CHPR, and United each had scores significantly below the Colorado average.

Doctor Communication
Percent Indicating Their Doctor "Usually" or "Always" Communicated Well with Them
2000 Child CAHPS Survey

Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	867	85.0%	82.7%	87.3%	6	○
CHPR	1054	83.0%	80.8%	85.2%	7	○
Kaiser	1072	92.0%	90.4%	93.6%	3	●
Rocky	1433	91.1%	89.6%	92.5%	4	●
United	508	85.4%	82.5%	88.4%	5	○
PCPP	1641	92.3%	91.1%	93.6%	1	●
FFS	1417	92.1%	90.7%	93.5%	2	●
Total HMOs	4934	87.9%	87.0%	88.8%		○
Total Colorado	7992	89.6%	88.9%	90.2%		

Doctor Communication
Percent Indicating Their Doctor "Usually" or "Always" Communicated Well with Them
2000 Child CAHPS Survey



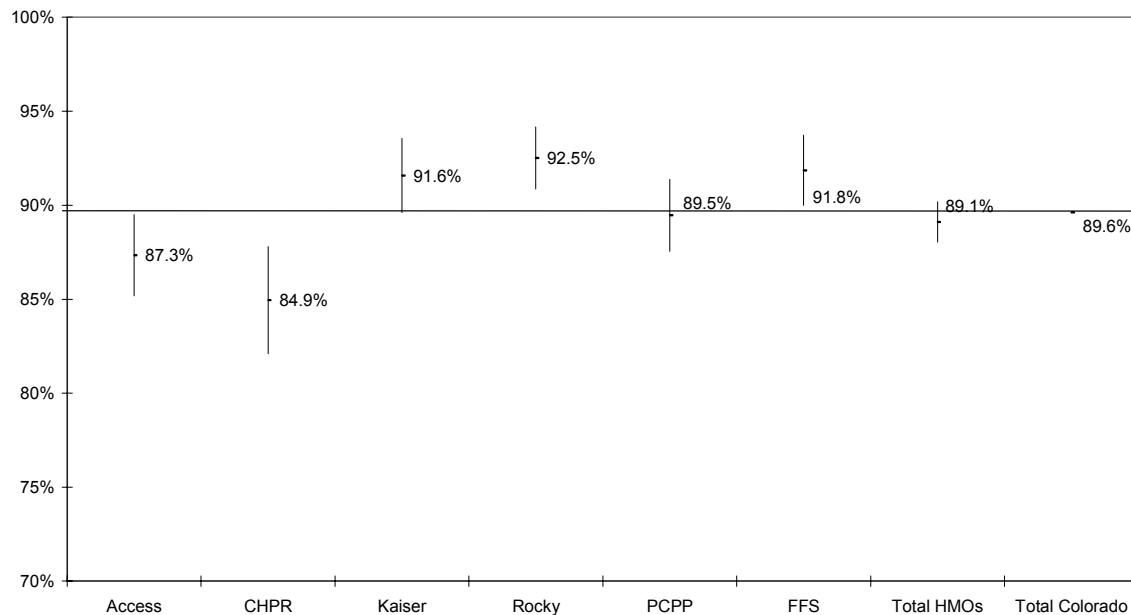
Adult Courteous and Helpful Office Staff

Questions regarding whether office staff treated respondents with courtesy and respect and whether they were as helpful as respondents thought they should be made up the courteous and helpful office staff composite measure.

Across the board, adult respondents stated that office staff at doctor's offices and clinics were courteous and helpful. The total Colorado percentage stating the office staff were "usually" or "always" helpful is 89.6%, Rocky obtained the highest rate at 92.5%. CHPR returned the lowest rate at 84.9%.

Courteous Office Staff Percent Indicating that Office Staff were "Usually" or "Always" Courteous and Helpful 2000 Adult CAHPS Survey						
Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	861	87.3%	85.2%	89.5%	5	○
CHPR	571	84.9%	82.1%	87.8%	6	○
Kaiser	712	91.6%	89.6%	93.5%	3	◐
Rocky	908	92.5%	90.9%	94.2%	1	●
PCPP	939	89.5%	87.5%	91.4%	4	◐
FFS	773	91.8%	90.0%	93.7%	2	●
Total HMOs	3160	89.1%	88.0%	90.2%		◐
Total Colorado	4872	89.6%	88.8%	90.5%		
1999 National Medicaid Average		89.6%				

Courteous Office Staff
Percent Indicating that Office Staff were "Usually" or "Always" Courteous and Helpful
2000 Adult CAHPS Survey



Child Courteous and Helpful Office Staff

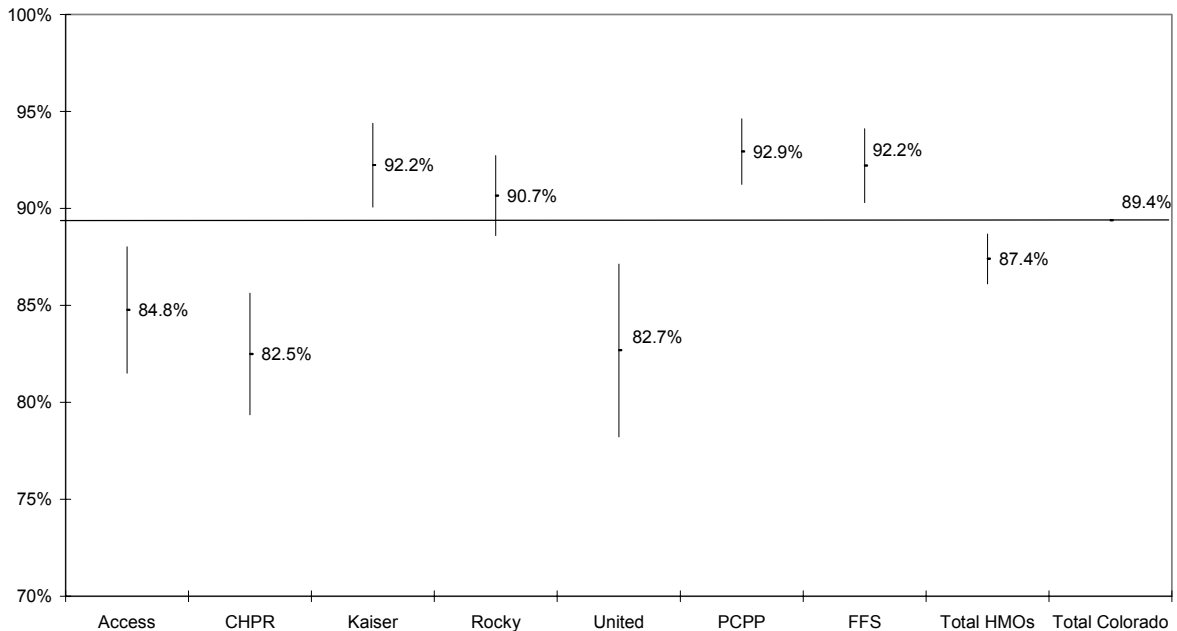
Questions regarding whether office staff at the respondent's child's doctor's office or clinic treated respondents with courtesy and respect and whether they were as helpful as respondents thought they should be made up the courteous and helpful office staff composite measure.

The total Colorado percent of child survey respondents reporting that office staff were "usually" or "always" courteous and helpful was on par with or the same as for the adult survey. Kaiser, the PCPP, and FFS had a significantly higher percentages than the total Colorado rate of 89.4%. Access, CHPR, and United were significantly below average.

Courteous Office Staff
Percent Indicating that Office Staff were "Usually" or "Always" Courteous and Helpful
2000 Child CAHPS Survey

Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	433	84.8%	81.5%	88.0%	4	○
CHPR	531	82.5%	79.3%	85.6%	6	○
Kaiser	540	92.2%	90.1%	94.4%	2	●
Rocky	717	90.7%	88.6%	92.7%	3	◐
United	254	82.7%	78.2%	87.1%	5	○
PCPP	820	92.9%	91.2%	94.6%	1	●
FFS	705	92.2%	90.3%	94.1%	2	●
Total HMOs	2475	87.4%	86.1%	88.7%		○
Total Colorado	4000	89.4%	88.4%	90.3%		

Courteous Office Staff
Percent Indicating that Office Staff were "Usually" or "Always" Courteous and Helpful
2000 Child CAHPS Survey



Adult Customer Service

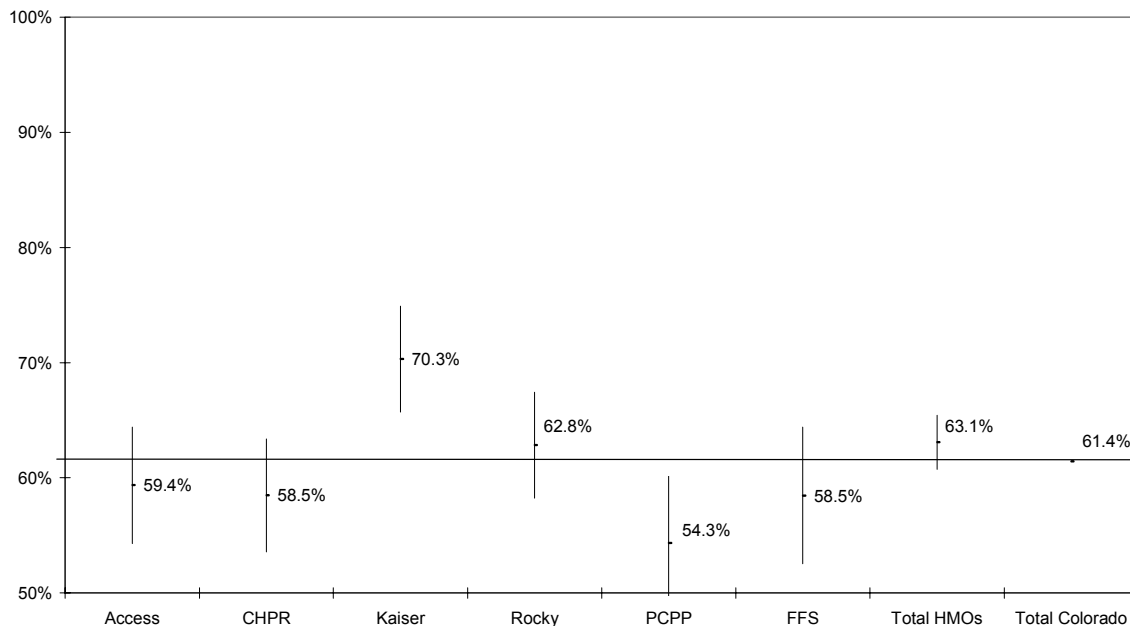
The customer service composite measure is made up of questions related with whether respondents can find and understand written materials, obtain help from customer service, and problems with health plan paperwork.

It is clearly evident that customer service is an area in which all health plans have ample room for improvement. The percent of all respondents who stated that it was “not a problem” to interact with customer service was 61.4%. The rates ranged from the significantly lower PCPP at 54.3% to Kaiser’s high of 70.3%.

Customer Service
Percent Indicating that it was "Not a Problem" to Obtain Help from Health Plan's Customer Service and Written Materials, or to Complete Health Plan's Paperwork
2000 Adult CAHPS Survey

Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	342	59.4%	54.3%	64.4%	3	●
CHPR	366	58.5%	53.6%	63.4%	4	●
Kaiser	357	70.3%	65.7%	74.9%	1	●
Rocky	401	62.8%	58.2%	67.4%	2	●
PCPP	265	54.3%	48.5%	60.1%	5	○
FFS	248	58.5%	52.5%	64.4%	4	●
Total HMOs	1566	63.1%	60.7%	65.4%		●
Total Colorado	2079	61.4%	59.4%	63.5%		
1999 National Medicaid Average		59.6%				

Customer Service
Percent Indicating that it was "Not a Problem" to Obtain Help from Health Plan's Customer Service and Written Materials, or to Complete Health Plan's Paperwork
2000 Adult CAHPS Survey



Child Customer Service

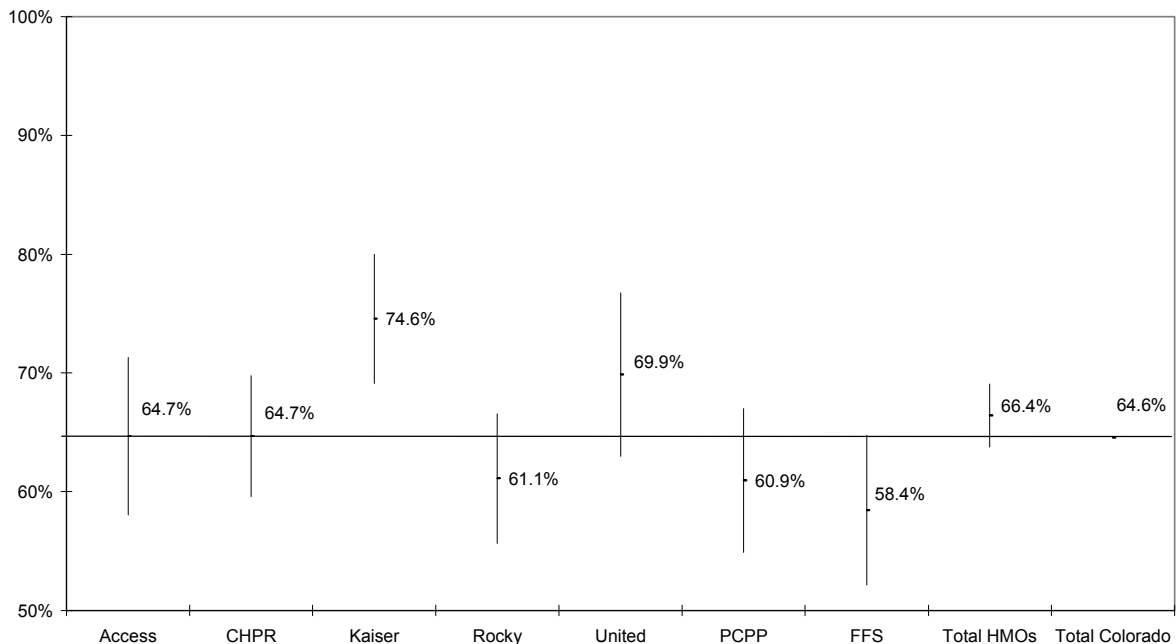
The customer service composite measure is made up of questions related with whether respondents can find and understand written materials, obtain help from customer service, and problems with their child's health plan paperwork.

As with the adult survey, low percentages of respondents to the child survey stated that it was "not a problem" to interact with their child's health plan's customer service. Generally, the rates are at or above those in the adult survey. The scores ranged from a low of 58.4% for FFS to a high of 74.6% for Kaiser.

Customer Service
Percent Indicating that it was "Not a Problem" to Obtain Help from Health Plan's Customer Service and Written Materials, or to Complete Health Plan's Paperwork
2000 Child CAHPS Survey

Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	184	64.7%	58.0%	71.3%	3	○
CHPR	317	64.7%	59.6%	69.8%	3	○
Kaiser	228	74.6%	69.1%	80.0%	1	●
Rocky	288	61.1%	55.7%	66.6%	4	○
United	156	69.9%	63.0%	76.8%	2	○
PCPP	233	60.9%	54.9%	67.0%	5	○
FFS	219	58.4%	52.1%	64.7%	6	○
Total HMOs	1173	66.4%	63.8%	69.1%		○
Total Colorado	1625	64.6%	62.3%	66.8%		

Customer Service
Percent Indicating that it was "Not a Problem" to Obtain Help from Health Plan's Customer Service and Written Materials, or to Complete Health Plan's Paperwork
2000 Child CAHPS Survey



Customer Service: Time to Resolve Complaints

How long did it take for the health plan to resolve your complaint?

One-third to one-half of respondents to the adult survey reported their complaints were resolved in one week or less. Rocky had the highest percentage of people reporting resolution in one week or less (50%) while the fee-for-service had the lowest percentage (30%). Similar percentages of respondents to the child survey reported the same turn-around time, with the exception on United. 78% of United's respondents reported resolution within one week or less. Once again, the fee-for-service reported the lowest percentage, 31%.

Customer Service							
Length of time to resolve complaint							
2000 Adult and Child CAHPS Surveys							
Percent of adult sample waiting the following amounts of time:							
	1 week or less	Same Day	1 week	2 weeks	3 weeks	4+ weeks	Still waiting
Access	46%	36%	10%	10%	5%	15%	23%
CHPR	45%	29%	16%	4%	9%	2%	41%
Kaiser	42%	31%	11%	2%	4%	4%	47%
Rocky	50%	31%	19%	10%	7%	3%	29%
PCPP	41%	22%	19%	26%	4%	4%	26%
FFS	30%	26%	4%	9%	4%	17%	39%
Total HMOs	46%	31%	15%	6%	6%	6%	36%
Total Colorado	44%	30%	14%	9%	6%	7%	35%
Percent of child sample waiting the following amounts of time:							
	1 week or less	Same Day	1 week	2 weeks	3 weeks	4+ weeks	Still waiting
Access	40%	40%	0%	0%	10%	10%	40%
CHPR	32%	16%	16%	11%	0%	8%	49%
Kaiser	39%	33%	6%	6%	6%	11%	39%
Rocky	34%	20%	15%	2%	0%	27%	37%
United	78%	67%	11%	6%	6%	0%	11%
PCPP	48%	29%	19%	0%	5%	14%	33%
FFS	31%	23%	8%	8%	0%	8%	54%
Total HMOs	41%	29%	12%	6%	2%	14%	37%
Total Colorado	41%	28%	13%	5%	3%	13%	38%

Adult Advising Smokers to Quit

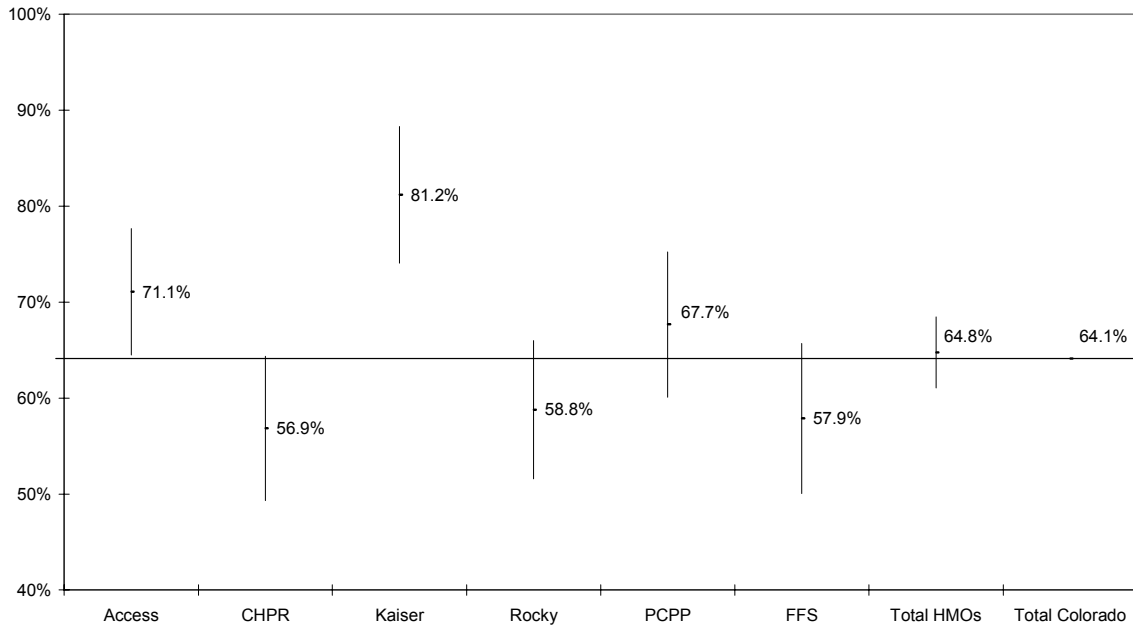
Respondents who smoke or those who had quit in the past six months were asked the following question: In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?

This question is quite pertinent to this population due to the prevalence of smoking in Medicaid clients. Kaiser was the strongest health plan with 81.2% of respondents replying to this question reporting they had been advised to quit. This rate is far above the total Colorado rate of 64.1%.

Advising Smokers to Quit
Percent of Smokers or Recent Smokers Indicating They had been Advised
by Their Doctor to Quit Smoking
2000 Adult CAHPS Survey

Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	166	71.1%	64.5%	77.7%	2	●
CHPR	153	56.9%	49.3%	64.4%	6	◐
Kaiser	101	81.2%	74.1%	88.3%	1	●
Rocky	165	58.8%	51.6%	66.0%	4	◐
PCPP	133	67.7%	60.1%	75.2%	3	◐
FFS	140	57.9%	50.0%	65.7%	5	◐
Total HMOs	613	64.8%	61.1%	68.5%		◐
Total Colorado	886	64.1%	61.0%	67.2%		

Advising Smokers to Quit
Percent of Smokers or Recently Quit Smokers Indicating They had been Advised
by Their Doctor to Quit Smoking
2000 Adult CAHPS Survey



Appendix 1: Components of Composite Measures

Adult: Getting needed care

- With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?
- How much of a problem, if any, was it to get a referral to a specialist that you needed to see?
- How much of a problem, if any, was it to get the care you or a doctor believed necessary?
- How much of a problem, if any, were delays in health care while you waited for approval from your health plan?

Child: Getting needed care

- With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?
- How much of a problem, if any, was it to get a referral to a specialist that your child needed to see?
- How much of a problem, if any, was it to get the care for your child that you or a doctor believed necessary?
- How much of a problem, if any, were delays in your child's health care while you waited for approval by your child's health plan?

Adult: Getting Care Quickly

- When you called during regular office hours, how often did you get the help or advice you needed?
- How often did you get an appointment for regular or routine health care as soon as you wanted?
- When you needed care right away for an illness or injury, how often did you get care as soon as you wanted?
- How often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time to see the person you went to see?

Child: Getting Care Quickly

- When you called during regular office hours, how often did you get the help or advice you needed for your child?
- How often did your child get an appointment for regular or routine health care as soon as you wanted?
- When your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?
- How often did your child wait in the doctor's office or clinic more than 15 minutes past your appointment time to see the person your child went to see?

Adult: Doctor Communication

- How often did doctors or other health providers listen carefully to you?
- How often did doctors or other health providers explain things in a way you could understand?
- How often did doctors or other health providers show respect for what you had to say?
- How often did doctors or other health providers spend enough time with you?

Child: Doctor Communication

- How often did your child's doctors or other health providers listen carefully to you?
- How often did your child's doctors or other health providers explain things in a way you could understand?
- How often did your child's doctors or other health providers show respect for what you had to say?
- How often did doctors or other health providers spend enough time with your child?

Adult: Courteous and Helpful Office Staff

- How often did office staff at a doctor's office or clinic treat you with courtesy and respect?
- How often were office staff at a doctor's office or clinic as helpful as you thought they should be?

Child: Courteous and Helpful Office Staff

- How often did office staff at a your child's doctor's office or clinic treat you with courtesy and respect?
- How often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?

Adult: Customer Service

- How much of a problem, if any, was it to find or understand information in the written materials?
- How much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?
- How much of a problem, if any, did you have with paperwork for your health plan?

Child: Customer Service

- How much of a problem, if any, was it to find or understand information in the written materials?
- How much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?
- How much of a problem, if any, did you have with paperwork for your child's health plan?