

**CareSource Health Care of Ohio  
CAHPS Annual Scores: 2012-2014**

<b>Adult CAHPS-General Population</b>				
	<u>Goal*</u>	<u>Score</u>		
	<u>2014</u>	<u>2014</u>	<u>2013</u>	<u>2012</u>
Getting Needed Care	83.3%	84.3%	83.6%	81.2%
Getting Care Quickly	84.0%	83.7%	82.3%	86.5%
How Well Doctors Communicate	90.7%	90.4%	89.4%	89.2%
Customer Service	88.3%	91.3%	84.3%	86.9%
Coordination of Care	82.0%	79.4%	78.3%	76.7%
Rating of Health Care	73.3%	75.8%	74.1%	70.8%
Rating of Personal Doctor	80.7%	75.8%	82.5%	80.9%
Rating of Specialist	82.3%	75.7%	81.6%	78.6%
Rating of Health Plan	77.8%	82.9%	78.3%	78.2%

<b>Child CAHPS-General Population</b>				
	<u>Goal*</u>	<u>Score</u>		
	<u>2014</u>	<u>2014</u>	<u>2013</u>	<u>2012</u>
Getting Needed Care	87.9%	87.5%	87.3%	83.8%
Getting Care Quickly	92.5%	93.8%	93.0%	89.6%
How Well Doctors Communicate	94.4%	96.3%	95.3%	92.8%
Customer Service	89.7%	90.0%	88.9%	87.5%
Coordination of Care	83.1%	87.8%	87.7%	84.2%
Rating of Health Care	85.6%	83.8%	82.6%	84.2%
Rating of Personal Doctor	88.8%	87.4%	87.8%	87.0%
Rating of Specialist	86.5%	81.4%	83.9%	84.3%
Rating of Health Plan	86.4%	87.0%	83.1%	86.0%

<b>Child CAHPS-Children with Chronic Conditions Population</b>				
	<u>Goal</u>	<u>Score*</u>		
	<u>2014</u>	<u>2014**</u>	<u>2013</u>	<u>2012</u>
Getting Needed Care	89.9%	86.6%	86.4%	N/A
Getting Care Quickly	93.8%	91.1%	93.0%	N/A
How Well Doctors Communicate	94.6%	94.6%	93.8%	N/A
Customer Service	90.4%	90.7%	92.0%	N/A
Coordination of Care	83.1%	81.8%	80.2%	N/A
Rating of Health Care	84.2%	83.2%	82.1%	N/A
Rating of Personal Doctor	88.6%	88.2%	86.6%	N/A
Rating of Specialist	88.3%	82.9%	85.2%	N/A
Rating of Health Plan	84.5%	80.7%	81.3%	N/A

\*\*2014 Results do not include Children with Chronic Conditions under 10 years of age.

Notes: Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a program of the U.S. Agency for Healthcare Research and Quality (AHRQ). Adult scores were derived from the adults belonging to Ohio Medicaid's Covered Families and Children (CFC) and Aged, Blind, or Disabled (ABD) categories of assistance; child scores were derived from the parents or guardians of child members belonging to Ohio Medicaid's CFC and ABD category of assistance. For 2013-2014, the "CAHPS Health Plan Survey 5.0H Adult, Child, & Children with Chronic Conditions Version- Medicaid" surveys were conducted using methodology detailed in Volume 3 Hedis 2012 Specifications for Survey Measures.

Goal represents the national Medicaid CAHPS 75<sup>th</sup> percentile.

\*Scores are defined by NCQA in its HEDIS 2014 CHAPS 5.0 guidelines and generally represent the most favorable response percentages.