

Introduction

In 2021, the California Department of Health Care Services (DHCS) added the Consumer Satisfaction Award as a biennial quality award for the Medi-Cal Managed Care program. Every 2 years, DHCS assesses the perceptions and experiences of Medi-Cal Managed Care (MCMC) beneficiaries as part of its process for evaluating the quality of health care services provided by Medi-Cal managed care health plans (MCPs) to MCMC beneficiaries. The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey is a standardized tool used to assess the MCMC beneficiaries' experience with their health care services. To promote excellence in the provision of health care services by recognizing MCPs for outstanding service to members as rated by their members, the Consumer Satisfaction Award acknowledges the small, medium, and large MCPs with the highest scores for the Adult and Child CAHPS® Health Plan Survey, respectively.

Consumer Satisfaction Award (6 awards based on adult and child population and enrollment clusters)

Methodology:

Award the MCP with the best overall Adult and Child CAHPS® Health Plan Survey results in each cluster. DHCS grouped MCPs into three clusters (small, medium, and large) by enrollment size as reported for the end of the previous calendar year. Clusters were determined using Statistical Analysis System (SAS) software.

- The Adult and Child CAHPS® Health Plan Survey has 4 Global Ratings and 5 Composite Measures. The Global Ratings are Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialist Seen Most Often. The Composite Measures are Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making.
- Top-box scores are calculated for each of the rating and composite measures based on the CAHPS® Health Plan Survey scoring approach recommended by the National Committee for Quality Assurance (NCQA) in the Healthcare Effectiveness Data and Information Set (HEDIS®) Volume 3: Specifications for Survey Measures.
- To determine a standardized score for each rating and composite measure, DHCS uses a 10-point scale system to calculate normalized scores using national benchmarking similar to the Aggregated Quality Factor Score (AQFS) calculation.
- The score for each MCP rating and composite measure is based on a comparison to national benchmarking.
- The final score for an MCP is a sum of all the numerators of the standardized scores for each measure that can be calculated for the MCP, divided by the

denominator which is 10 multiplied by the number of measures that can be calculated for the MCP. To get a percentage, the score is then multiplied by 100.

- The MCP with the highest percentage is the recipient of the Adult or Child Consumer Satisfaction Award stratified by enrollment cluster.
- Due to challenges with Adult and Child CAHPS® Health Plan Survey completion rates, some global rating or composite measures cannot be calculated for an MCP. Global or composite measures missing data for 10 MCPs or more are excluded from calculations for all MCPs.

Criteria:

- MCP assessment unit is at the plan parent level.
- MCP must be grouped into three clusters (small, medium and large) by enrollment size as reported on in December the year prior to CAHPS Health Plan Survey data collection.
- All MCPs with results from the adult and child Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey are eligible.
- A Population Specific Plan (PSP) may be ineligible for the adult or child award due to small enrollment numbers or an insufficient number of members for an adult or child CAHPS® Health Plan Survey.