



2017 New Hampshire Medicaid Care Management Health Outcomes and Consumer Experience of Care Data

*2017 Consumer Assessment of Healthcare Providers and Systems (CAHPS)
New Hampshire Managed Care Organizations Member
Experience of Care for Adult and Child Chart Book*

Prepared by Office of Quality Assurance and Improvement
NH Department of Health and Human Services (DHHS)
Publication Date: 11/22/2017

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence*

2017 NH Member Experience of Care - Adult and Child CAHPS

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- Adult CAHPS®: Number of Specialists Seen: A. None
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- Adult CAHPS®: Number of Specialists Seen: C. Two
- Adult CAHPS®: Number of Specialists Seen: D. Three

- Adult CAHPS®: Number of Specialists Seen: E. Four
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- Adult CAHPS®: Number of Visits to Personal Doctor: A. None
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- Adult CAHPS®: Number of Visits to Personal Doctor: G. Ten or More
- Adult CAHPS®: Percent of Adults Reporting Now Needing or Taking Medicine Prescribed by a Doctor
- Adult CAHPS®: Percent of Adults Reporting a Condition or Problem Lasting at Least 3 months for which They Need or Take Medicine Prescribed by a Doctor.
- Adult CAHPS®: Personal Doctor Explained Things in a Way That Was Easy to Understand: Usually or Always
- Adult CAHPS®: Personal Doctor Listened Carefully: Usually or Always
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- Adult CAHPS®: Rating of Health Care - 8, 9 or 10
- Adult CAHPS®: Rating of Health Plan: 8, 9, or 10
- Adult CAHPS®: Rating of Overall Health - Very Good or Excellent
- Adult CAHPS®: Rating of Overall Mental or Emotional Health - Very Good or Excellent
- Adult CAHPS®: Rating of Personal Doctor - 8, 9 or 10
- Adult CAHPS®: Rating of Specialist Seen Most Often - 8, 9 or 10
- Adult CAHPS®: Written Materials or Internet Provide Information Needed about How Health Plan Works: Usually or Always
- Child CAHPS®: Care Coordination for More than One Kind of Health Care Provider or Service
- Child CAHPS®: Child Able to Talk with Doctors about His or Her Health Care
- Child CAHPS®: Child Got Care from a Doctor or Other Health Provider Besides Their Personal Doctor
- Child CAHPS®: Child Limited or Prevented in Ability to do Things Most Children of Same Age Can Do
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- Child CAHPS®: Child has Emotional, Developmental, or Behavioral Problem for which they Need/Get Treatment or Counseling
- Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Prescription Medicines for Child
- Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Special Medical Equipment or Devices for Child
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- Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Treatment or Counseling for Child
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- Child CAHPS®: Customer Service Provided Information or Help: Usually or Always
- Child CAHPS®: Customer Service Treated Caregiver with Courtesy and Respect: Usually or Always
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- Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: A. Same Day
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- Child CAHPS®: Getting Needed Care Right Away - Usually or Always
- Child CAHPS®: Getting Needed Care from a Doctor's Office or Clinic During Evenings, Weekends, or Holidays - Usually or Always
- Child CAHPS®: Getting Questions Answered by Child's Doctors or Other Health Providers - Usually or Always
- Child CAHPS®: Getting Routine or Check-up Appointments as Soon as They Were Needed: Usually or Always
- Child CAHPS®: Got Help Needed From Child's Doctors or Other Health Providers to Contact Child's School or Daycare
- Child CAHPS®: Health Plan Forms Easy to Fill Out: Usually or Always
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- Child CAHPS®: Personal Doctor Talked with Caregiver about How Child is Feeling, Growing, or Behaving
- Child CAHPS®: Personal Doctor Up-to-Date about Child's Care from other Doctors or Health Providers: Usually or Always
- Child CAHPS®: Rating of Health Care - 8, 9 or 10
- Child CAHPS®: Rating of Health Plan: 8, 9, or 10
- Child CAHPS®: Rating of Overall Health - Very Good or Excellent
- Child CAHPS®: Rating of Overall Mental or Emotional Health - Very Good or Excellent
- Child CAHPS®: Rating of Personal Doctor - 8, 9 or 10
- Child CAHPS®: Rating of Specialist Seen Most Often - 8, 9 or 10
- Child CAHPS®: Satisfaction with Help Received to Coordinate Child's Care - Satisfied or Very Satisfied
- Child CAHPS®: Who Helped to Coordinate Child's Care
- Child CAHPS®: Who Helped to Coordinate Child's Care: A. Someone from Child's Health Plan
- Child CAHPS®: Who Helped to Coordinate Child's Care: B. Someone from Child's Doctor's Office or Clinic
- Child CAHPS®: Who Helped to Coordinate Child's Care: C. Someone from Another Organization
- Child CAHPS®: Who Helped to Coordinate Child's Care: D. Friend or Family Member
- Child CAHPS®: Who Helped to Coordinate Child's Care: E. You
- Child CAHPS®: Who Helped to Coordinate Child's Care: F. Child did not Receive Health Care in Last 6 Months

Adult CAHPS®: Customer Service Provided Information or Help: Usually or Always

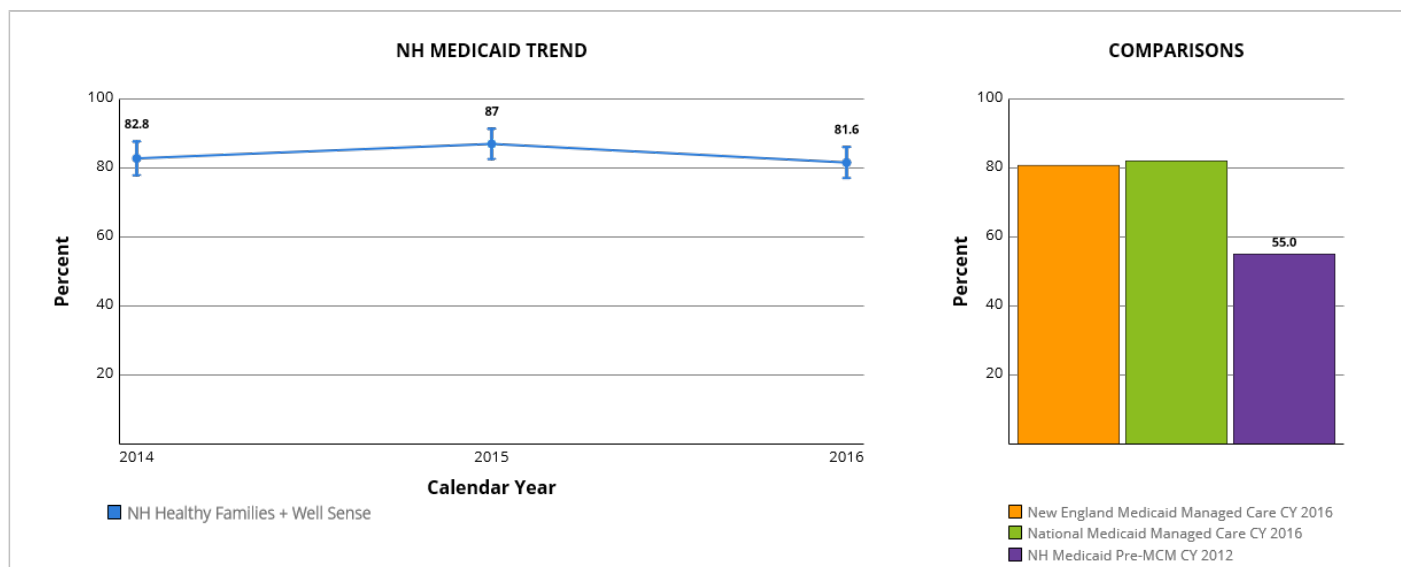
Percent of adult members reporting their health plan's customer service usually or always provided the information or help needed.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q30): In the last 6 months, did you get information or help from your health plan's customer service?

Q31 (Answered if Response to Q30 is Yes): In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

Measure Identifier: CAHPS_CPA.Q31



Data

Adult CAHPS®: Customer Service Provided Information or Help: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2014-01-01 - 2014-12-31	NH Healthy Families + Well Sense	197	237	82.8%	77.9 - 87.7
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	199	229	87.0%	82.6 - 91.4
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	235	289	81.6%	77.1 - 86.1

Measure Details

Measure Name: **Adult CAHPS®: Customer Service Provided Information or Help: Usually or Always**

Measure Identifier: CAHPS_CPA.Q31

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA

- Years: CY 2016
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

NH Medicaid Pre-MCM

- Data Sources: Fee for Service (Pre-Managed Care)
 - Years: CY 2012
 - Comments:
-

Adult CAHPS®: Customer Service Treated Member with Courtesy and Respect: Usually or Always

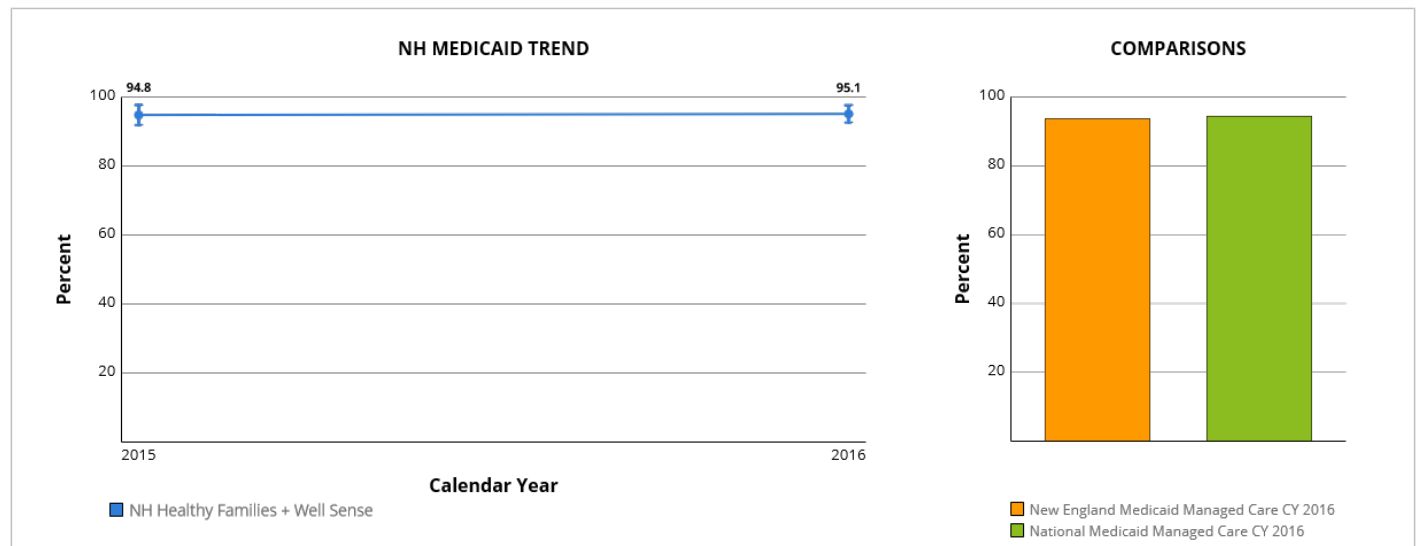
Percent of adult members reporting their health plan's customer service usually or always treated the member with courtesy and respect.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q30): In the last 6 months, did you get information or help from your health plan's customer service?

Q32 (Answered if Response to Q30 is Yes): In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Measure Identifier: CAHPS_CPA.Q32



Data

Adult CAHPS®: Customer Service Treated Member with Courtesy and Respect: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	219	231	94.8%	91.9 - 97.7
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	272	287	95.1%	92.6 - 97.6

Measure Details

Measure Name: **Adult CAHPS®: Customer Service Treated Member with Courtesy and Respect: Usually or Always**

Measure Identifier: CAHPS_CPA.Q32

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2016
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

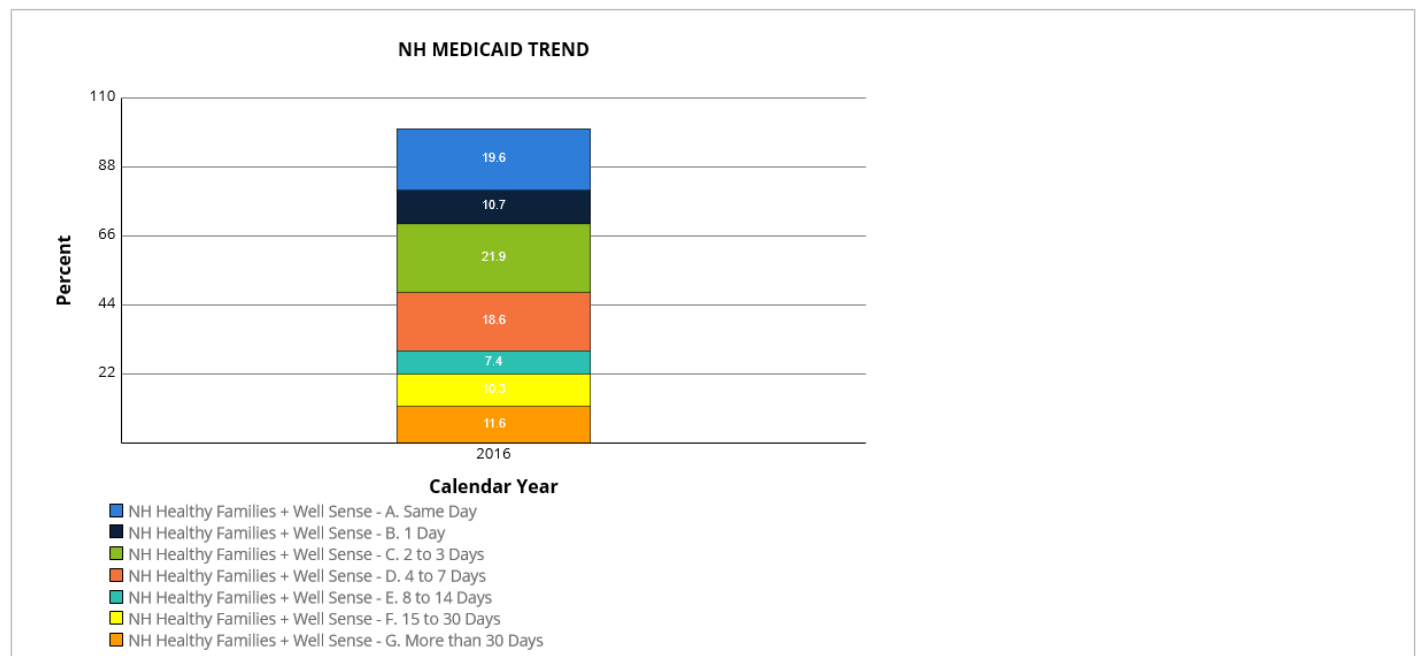
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care

Percent breakout of adult members reporting the number of days they usually waited to get an appointment for a check-up or routine care. Breakouts for number of days are as follows: Same day, 1 day, 2 to 3 days, 4 to 7 days, 8 to 14 days, 15 to 30 days, and More than 30 days.

CAHPS® Adult Medicaid Health Plan Survey Supplemental Question:

CAHPS®_CPA_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care?

Measure Identifier: CAHPS_CPA_SUP.232



Data

Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - A. Same Day	154	790	19.6%	16.8 - 22.4
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - B. 1 Day	84	790	10.7%	8.5 - 12.9

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - C. 2 to 3 Days	171	790	21.9%	19.0 - 24.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - D. 4 to 7 Days	153	790	18.6%	15.9 - 21.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - E. 8 to 14 Days	64	790	7.4%	5.6 - 9.2
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - F. 15 to 30 Days	77	790	10.3%	8.2 - 12.4
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - G. More than 30 Days	87	790	11.6%	9.4 - 13.8

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care**

Measure Identifier: CAHPS_CPA_SUP.232

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

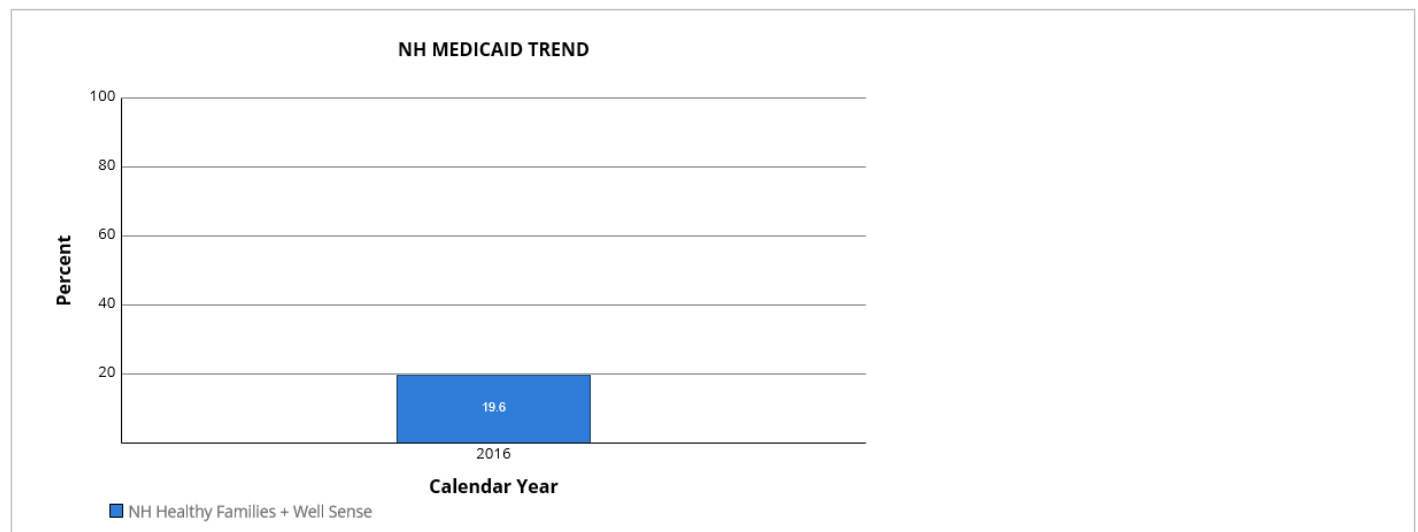
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: A. Same Day

Percent of adult members reporting they usually got an appointment the same day when they needed an appointment for a check-up or routine care.

CAHPS® Adult Medicaid Health Plan Survey Supplemental Question:

CAHPS®_CPA_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care?

Measure Identifier: CAHPS_CPA_SUP.232-A



Data

Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: A. Same Day

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	154	790	19.6%	16.8 - 22.4

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: A. Same Day**

Measure Identifier: CAHPS_CPA_SUP.232-A

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

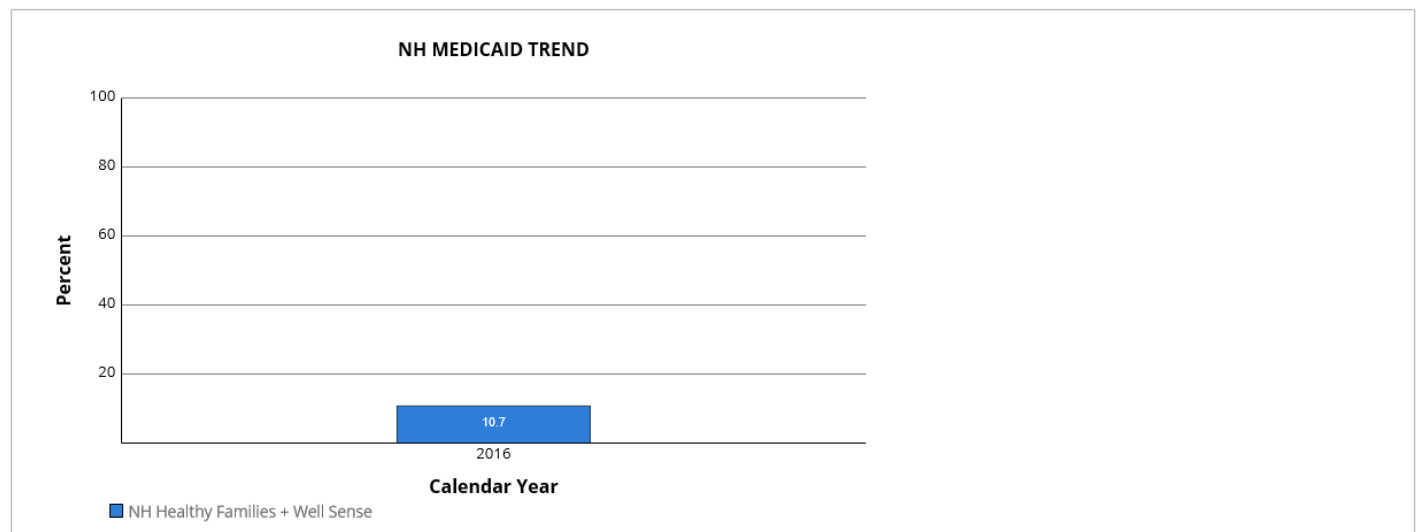
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: B. 1 Day

Percent of adult members reporting they usually waited one day when they needed an appointment for a check-up or routine care.

CAHPS® Adult Medicaid Health Plan Survey Supplemental Question:

CAHPS®_CPA_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care?

Measure Identifier: CAHPS_CPA_SUP.232-B



Data

Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: B. 1 Day

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	84	790	10.7%	8.5 - 12.9

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: B. 1 Day**

Measure Identifier: CAHPS_CPA_SUP.232-B

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

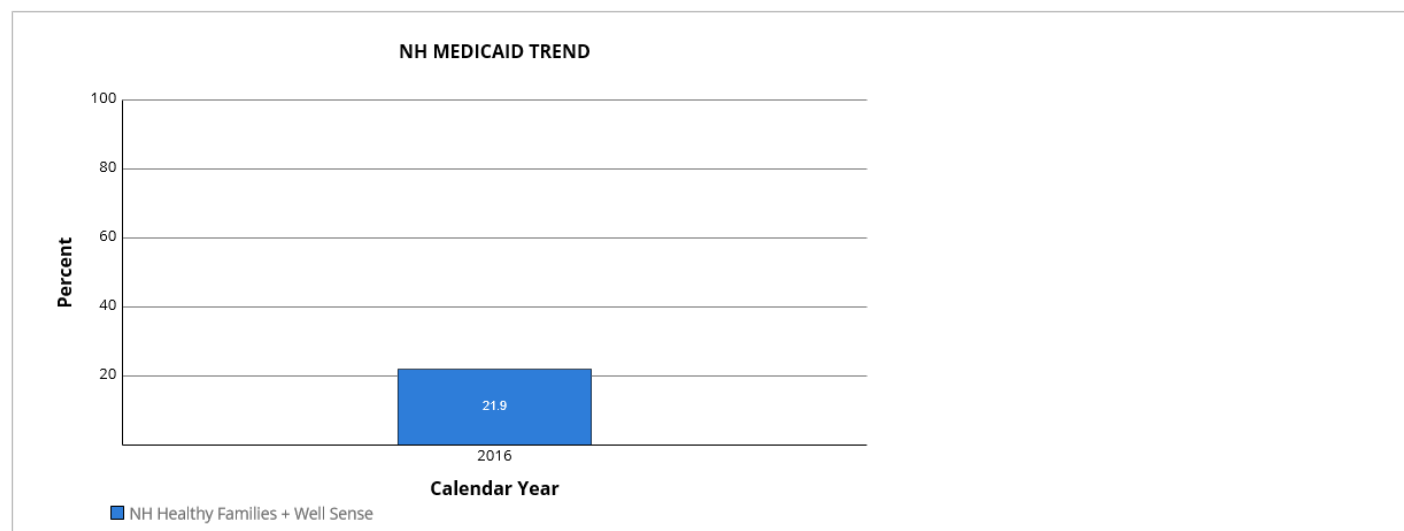
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: C. 2 to 3 Days

Percent of adult members reporting they usually waited two to three days when they needed an appointment for a check-up or routine care.

CAHPS® Adult Medicaid Health Plan Survey Supplemental Question:

CAHPS®_CPA_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care?

Measure Identifier: CAHPS_CPA_SUP.232-C



Data

Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: C. 2 to 3 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	171	790	21.9%	19.0 - 24.8

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: C. 2 to 3 Days**

Measure Identifier: CAHPS_CPA_SUP.232-C

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

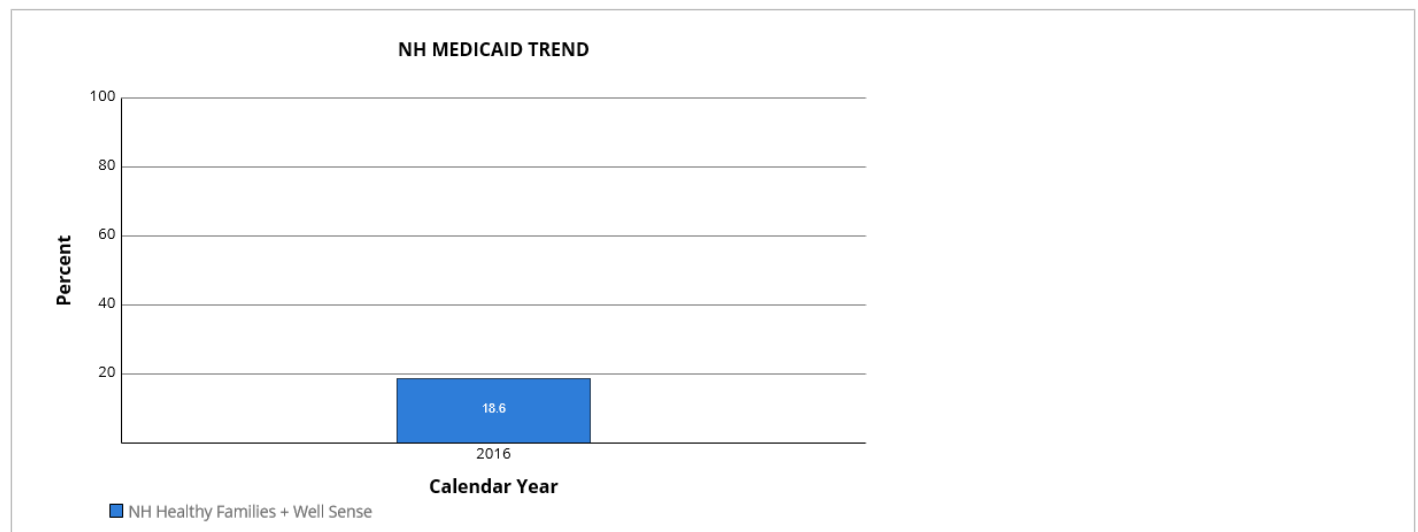
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: D. 4 to 7 Days

Percent of adult members reporting they usually waited four to seven days when they needed an appointment for a check-up or routine care.

CAHPS® Adult Medicaid Health Plan Survey Supplemental Question:

CAHPS®_CPA_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care?

Measure Identifier: CAHPS_CPA_SUP.232-D



Data

Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: D. 4 to 7 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	153	790	18.6%	15.9 - 21.3

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: D. 4 to 7 Days**

Measure Identifier: CAHPS_CPA_SUP.232-D

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

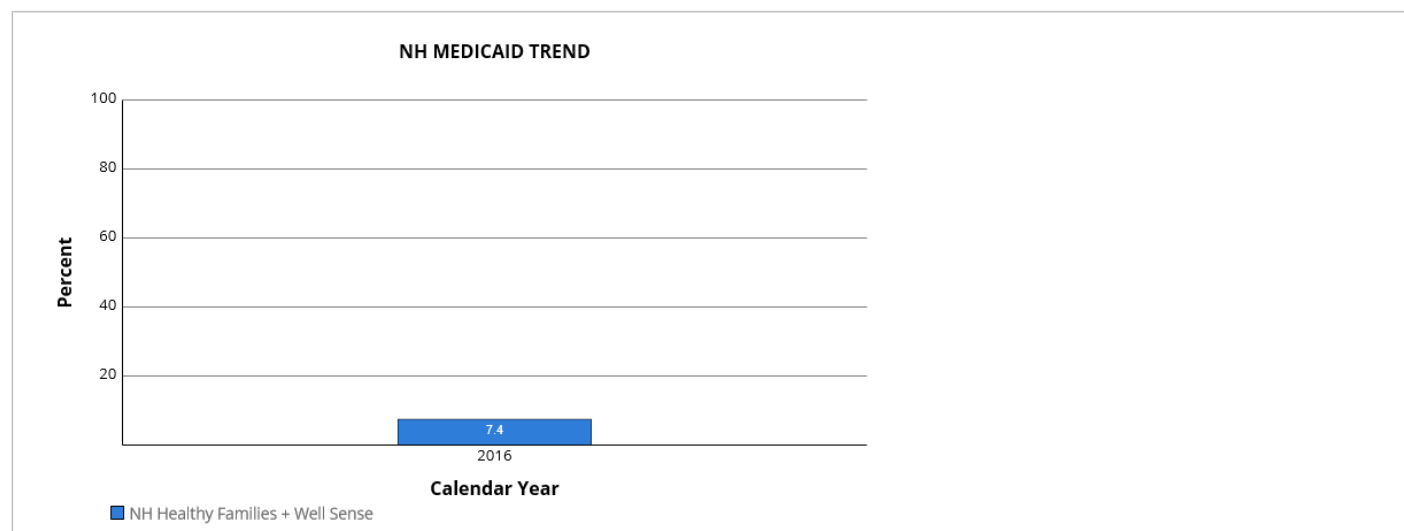
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: E. 8 to 14 Days

Percent of adult members reporting they usually waited eight to fourteen days when they needed an appointment for a check-up or routine care.

CAHPS® Adult Medicaid Health Plan Survey Supplemental Question:

CAHPS®_CPA_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care?

Measure Identifier: CAHPS_CPA_SUP.232-E



Data

Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: E. 8 to 14 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	64	790	7.4%	5.6 - 9.2

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: E. 8 to 14 Days**

Measure Identifier: CAHPS_CPA_SUP.232-E

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

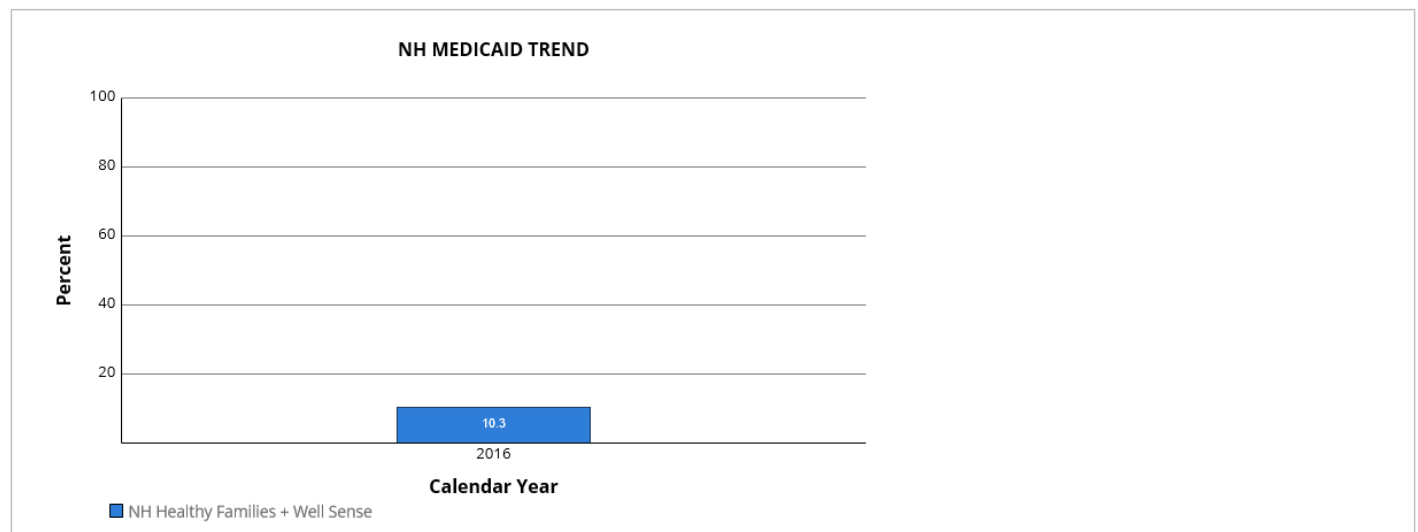
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: F. 15 to 30 Days

Percent of adult members reporting they usually waited fifteen to thirty days when they needed an appointment for a check-up or routine care.

CAHPS® Adult Medicaid Health Plan Survey Supplemental Question:

CAHPS®_CPA_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care?

Measure Identifier: CAHPS_CPA_SUP.232-F



Data

Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: F. 15 to 30 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	77	790	10.3%	8.2 - 12.4

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: F. 15 to 30 Days**

Measure Identifier: CAHPS_CPA_SUP.232-F

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

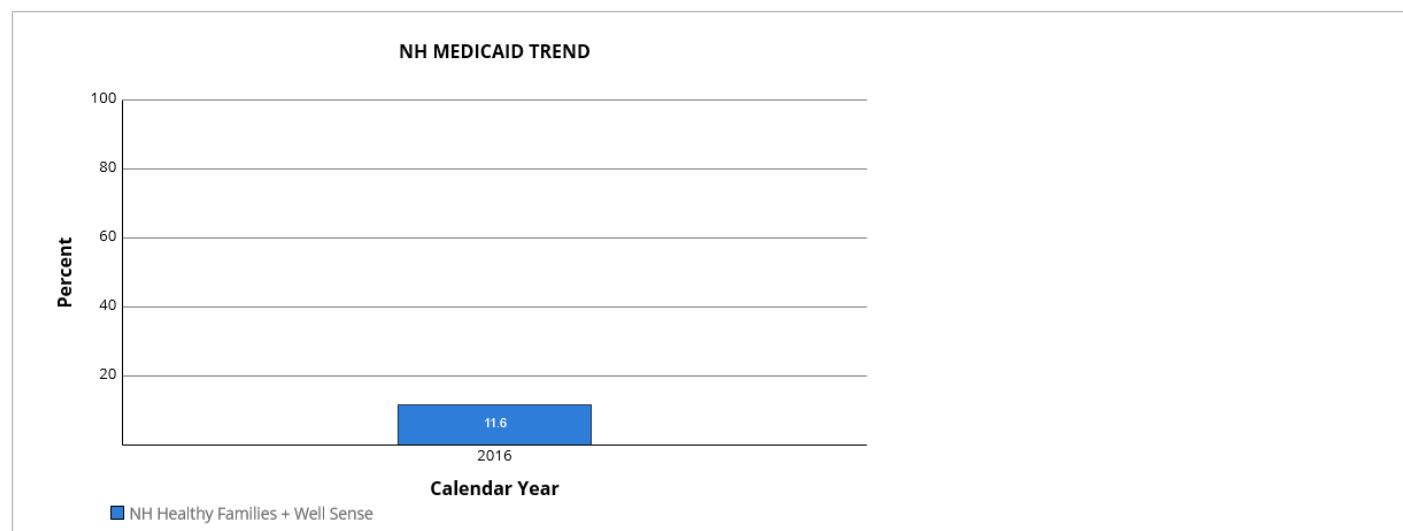
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: G. More than 30 Days

Percent of adult members reporting they usually waited more than thirty days when they needed an appointment for a check-up or routine care.

CAHPS® Adult Medicaid Health Plan Survey Supplemental Question:

CAHPS®_CPA_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care?

Measure Identifier: CAHPS_CPA_SUP.232-G



Data

Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: G. More than 30 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	87	790	11.6%	9.4 - 13.8

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: G. More than 30 Days**

Measure Identifier: CAHPS_CPA_SUP.232-G

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

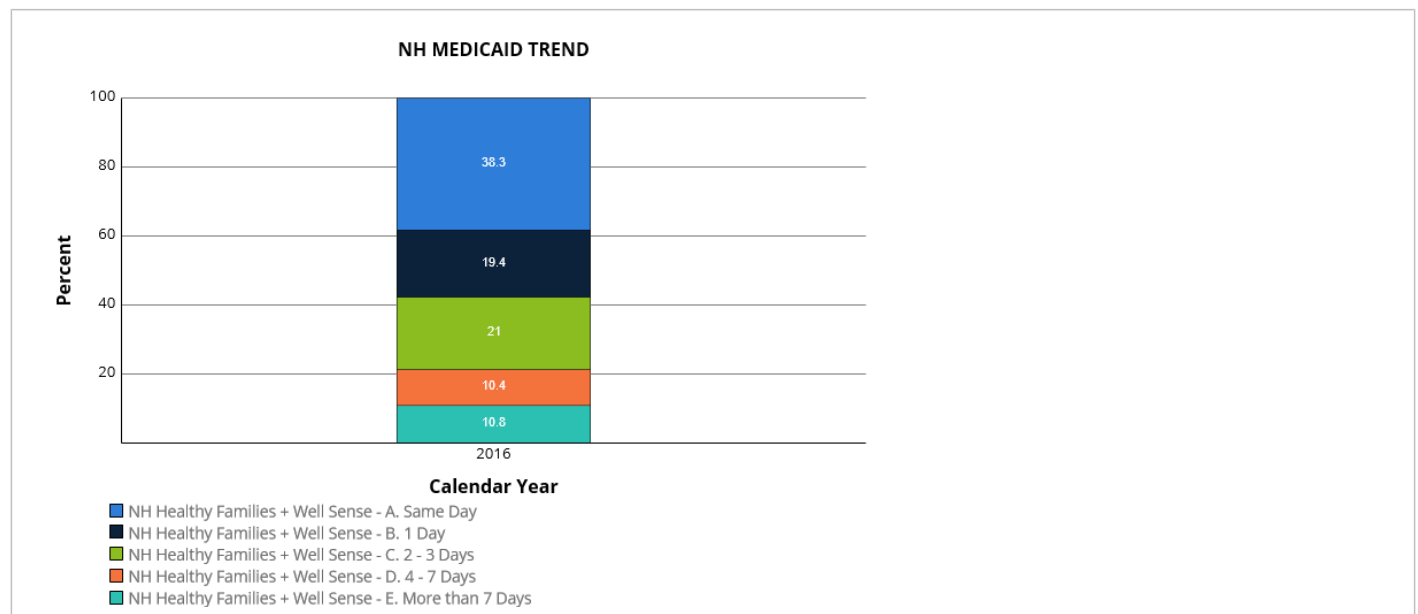
Adult CAHPS®: Days to Get Appointment When Care Needed Right Away

Percent breakout of adult members reporting the number of days they usually waited to get an appointment when they needed care right away. Breakouts for number of days are as follows: Same day, 1 day, 2 to 3 days, 4 to 7 days, and More than 7 days.

CAHPS® Adult Medicaid Health Plan Survey Supplemental Question:

CAHPS®_CPA_SUP.231: In the last 6 months, how many days did you usually have to wait for an appointment when you needed care right away?

Measure Identifier: CAHPS_CPA_SUP.231



Data

Adult CAHPS®: Days to Get Appointment When Care Needed Right Away

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - A. Same Day	296	779	38.3%	34.9 - 41.7
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - B. 1 Day	149	779	19.4%	16.6 - 22.2

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - C. 2 - 3 Days	167	779	21.0%	18.1 - 23.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - D. 4 - 7 Days	82	779	10.4%	8.2 - 12.6
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - E. More than 7 Days	85	779	10.8%	8.6 - 13.0

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment When Care Needed Right Away**

Measure Identifier: CAHPS_CPA_SUP.231

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

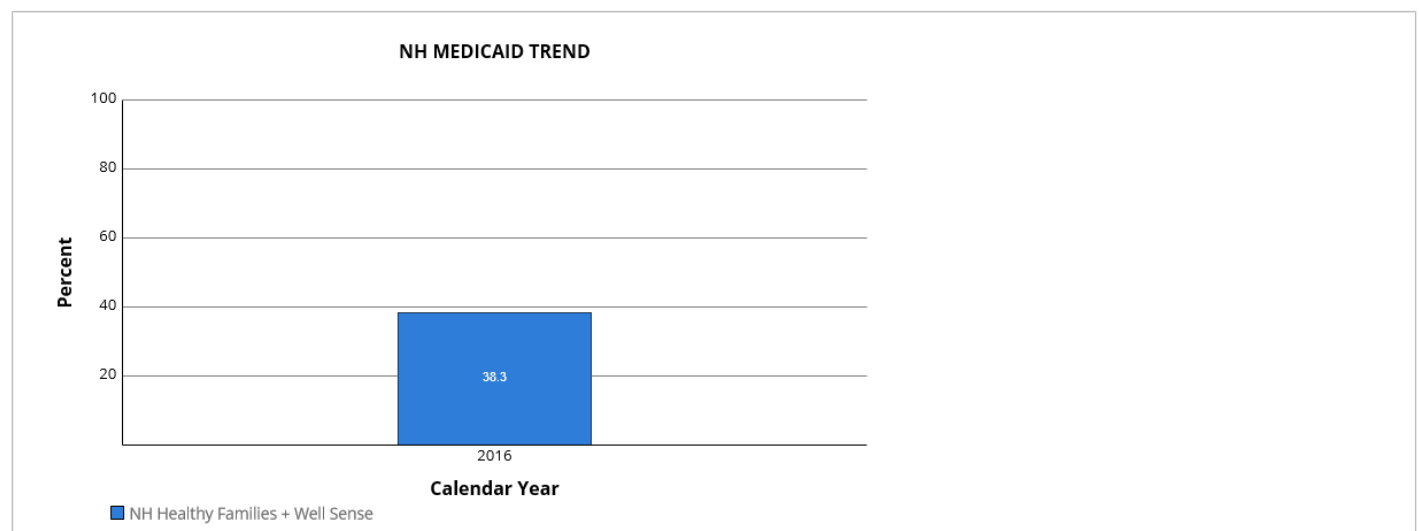
Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: A. Same Day

Percent of adult members reporting they usually got an appointment the same day when they needed care right away.

CAHPS® Adult Medicaid Health Plan Survey Supplemental Question:

CAHPS®_CPA_SUP.231: In the last 6 months, how many days did you usually have to wait for an appointment when you needed care right away?

Measure Identifier: CAHPS_CPA_SUP.231-A



Data

Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: A. Same Day

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	296	779	38.3%	34.9 - 41.7

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: A. Same Day**

Measure Identifier: CAHPS_CPA_SUP.231-A

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

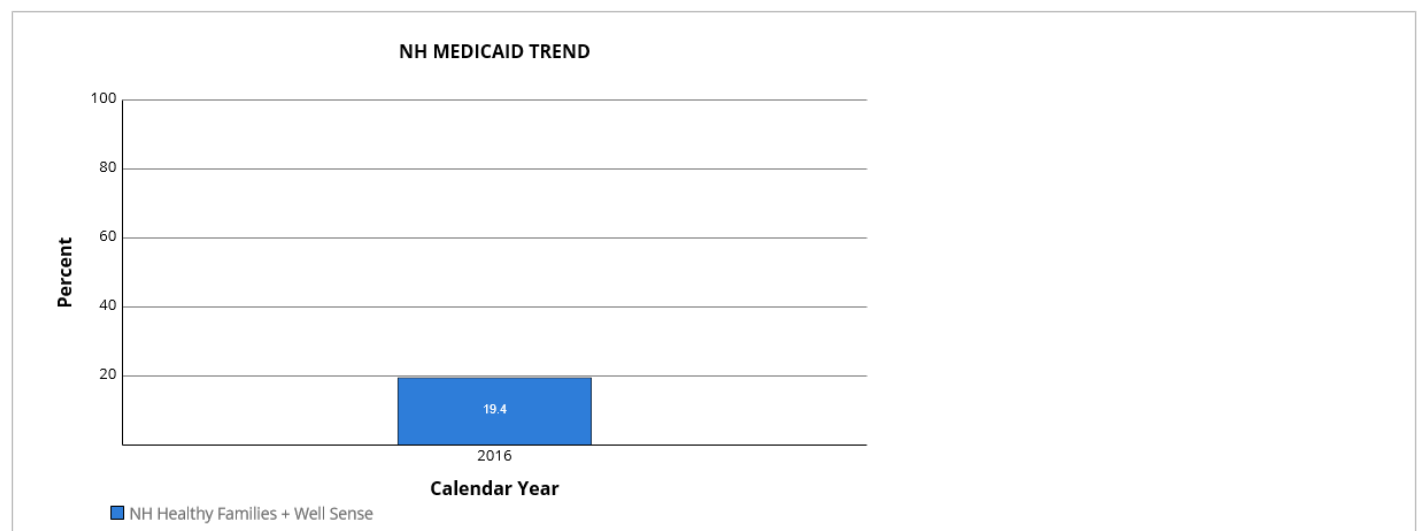
Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: B. 1 Day

Percent of adult members reporting they usually waited one day for an appointment when they needed care right away.

CAHPS® Adult Medicaid Health Plan Survey Supplemental Question:

CAHPS®_CPA_SUP.231: In the last 6 months, how many days did you usually have to wait for an appointment when you needed care right away?

Measure Identifier: CAHPS_CPA_SUP.231-B



Data

Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: B. 1 Day

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	149	779	19.4%	16.6 - 22.2

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: B. 1 Day**

Measure Identifier: CAHPS_CPA_SUP.231-B

Data Source/Type: Administrative or Survey

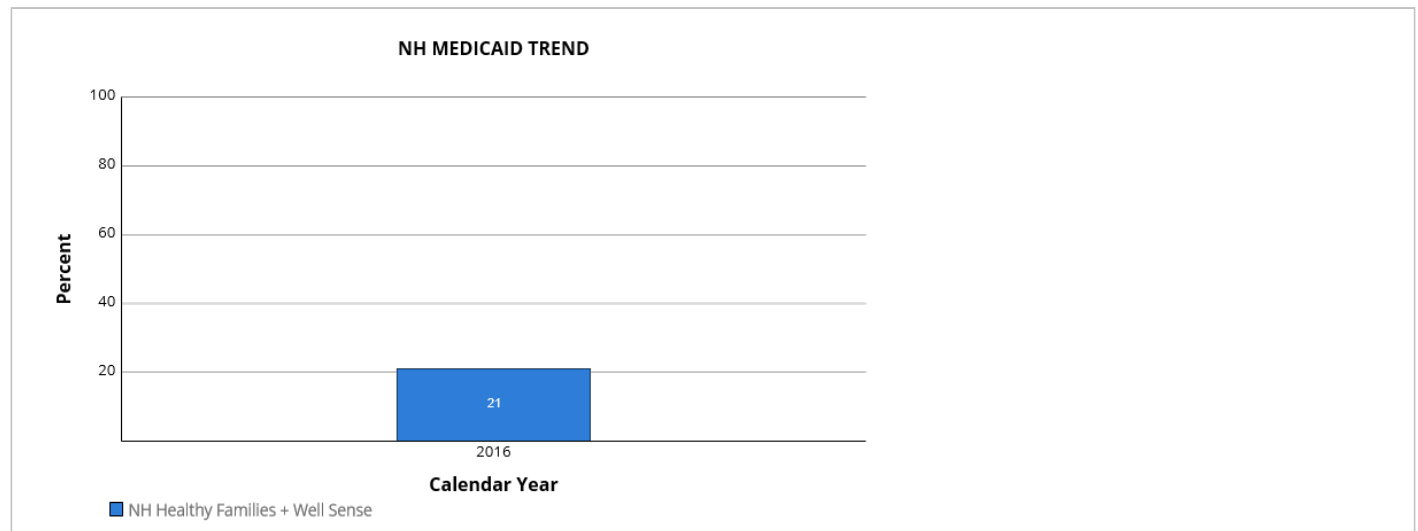
Measure Relevance:

Topics:

Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: C. 2 - 3 Days

Percent of adult members reporting they usually waited two to three days for an appointment when they needed care right away. CAHPS® Adult Medicaid Health Plan Survey Questions: CAHPS®_CPA_SUP.231:In the last 6 months, how many days did you usually have to wait for an appointment when you needed care right away?

Measure Identifier: CAHPS_CPA_SUP.231-C



Data

Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: C. 2 - 3 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	167	779	21.0%	18.1 - 23.9

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: C. 2 - 3 Days**

Measure Identifier: CAHPS_CPA_SUP.231-C

Data Source/Type: Administrative or Survey

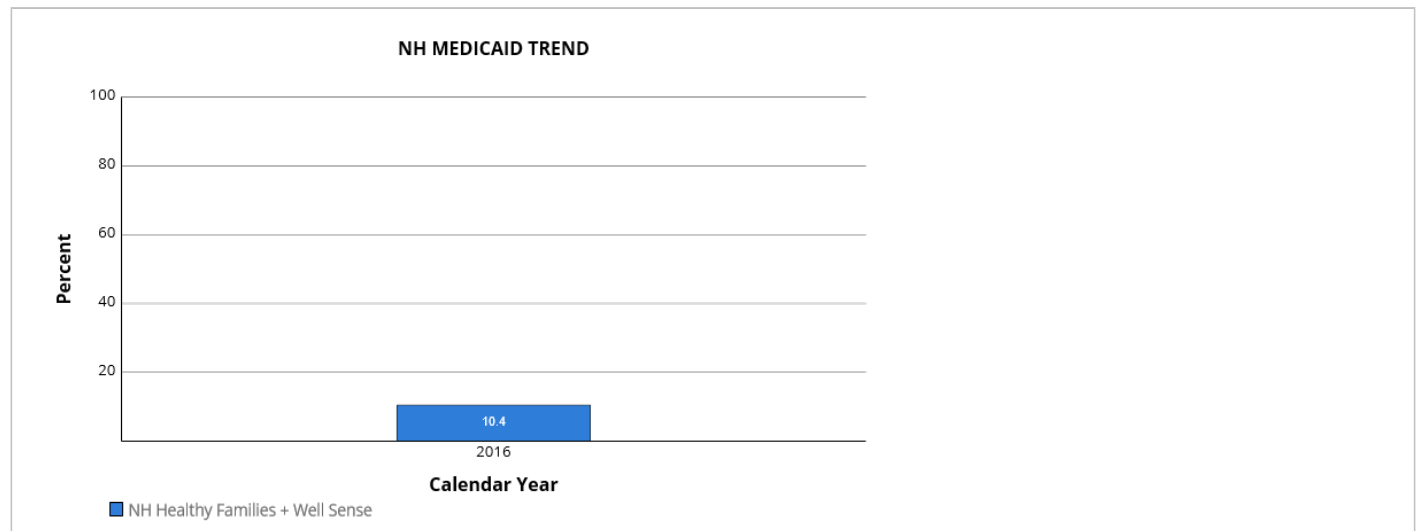
Measure Relevance:

Topics:

Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: D. 4 - 7 Days

Percent of adult members reporting they usually waited four to seven days for an appointment when they needed care right away. CAHPS® Adult Medicaid Health Plan Survey Questions: CAHPS®_CPA_SUP.231:In the last 6 months, how many days did you usually have to wait for an appointment when you needed care right away?

Measure Identifier: CAHPS_CPA_SUP.231-D



Data

Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: D. 4 - 7 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	82	779	10.4%	8.2 - 12.6

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: D. 4 - 7 Days**

Measure Identifier: CAHPS_CPA_SUP.231-D

Data Source/Type: Administrative or Survey

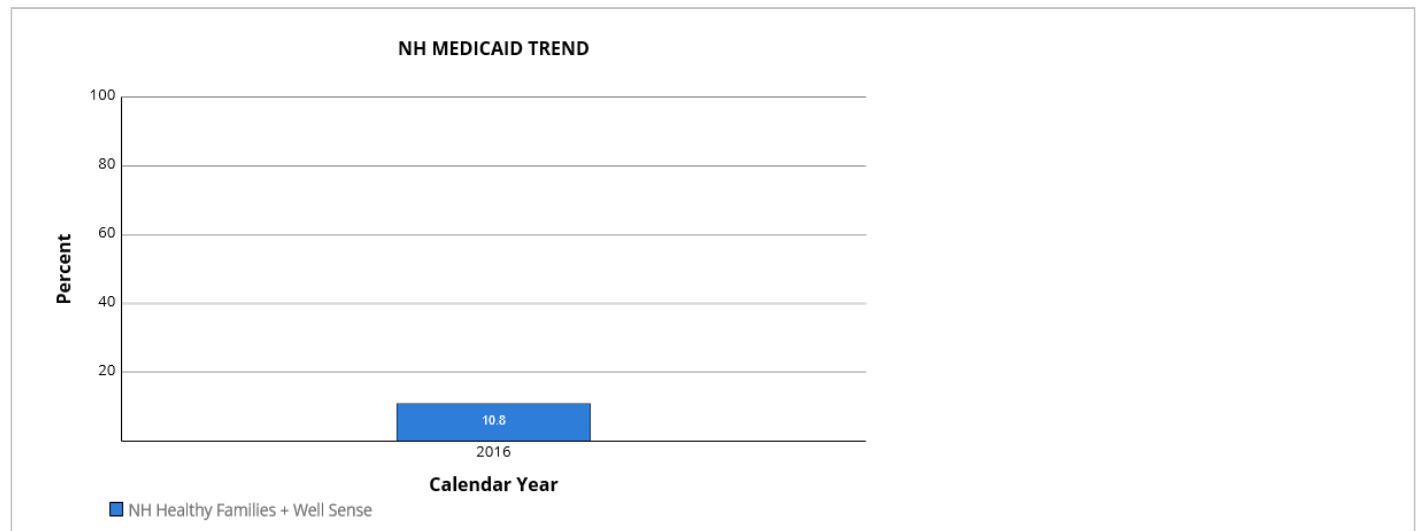
Measure Relevance:

Topics:

Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: E. More than 7 Days

Percent of adult members reporting they usually waited more than seven days for an appointment when they needed care right away. CAHPS® Adult Medicaid Health Plan Survey Questions: CAHPS®_CPA_SUP.231:In the last 6 months, how many days did you usually have to wait for an appointment when you needed care right away?

Measure Identifier: CAHPS_CPA_SUP.231-E



Data

Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: E. More than 7 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	85	779	10.8%	8.6 - 13.0

Measure Details

Measure Name: **Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: E. More than 7 Days**

Measure Identifier: CAHPS_CPA_SUP.231-E

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Adult CAHPS®: Doctor or Other Health Provider Talked About What Member Thought was Best for Themselves When Discussing Medicine

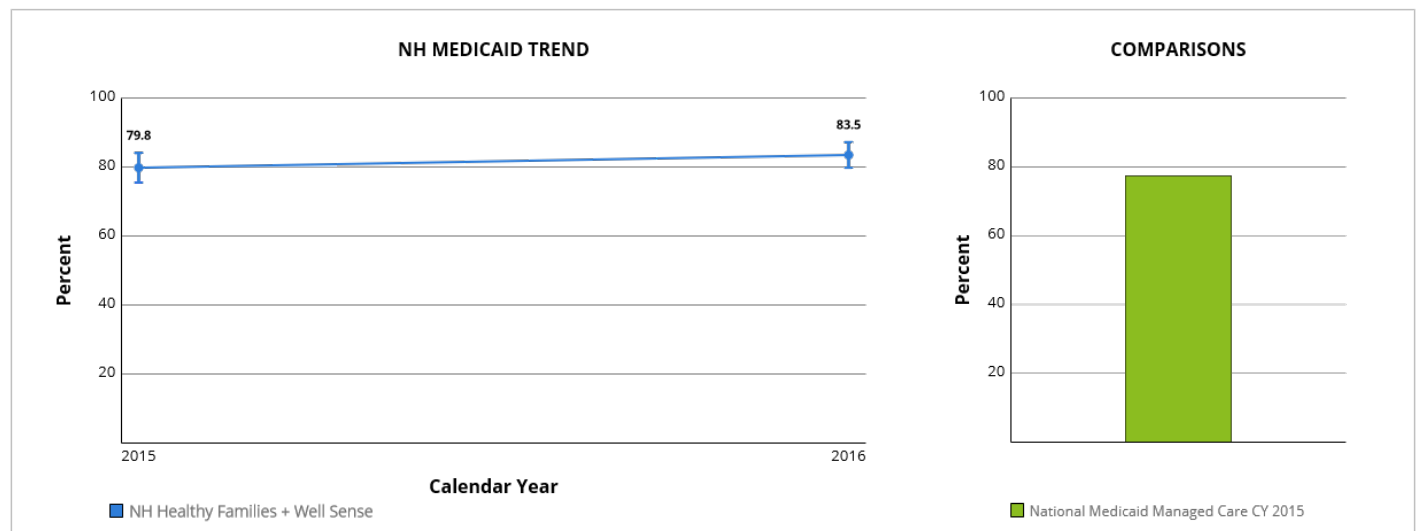
The percent of adult members reporting a doctor or other health provider asked the member what the member thought was best for themselves in the last 6 months while talking about starting or stopping a prescription medicine.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q09): *In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?*

Q12 (Answered if Response to Q09 is Yes): *When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?*

Measure Identifier: CAHPS_CPA.Q12



Data

Adult CAHPS®: Doctor or Other Health Provider Talked About What Member Thought was Best for Themselves When Discussing Medicine

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	267	336	79.8%	75.5 - 84.1

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	338	398	83.5%	79.8 - 87.2

Measure Details

Measure Name: **Adult CAHPS®: Doctor or Other Health Provider Talked About What Member Thought was Best for Themselves When Discussing Medicine**

Measure Identifier: CAHPS_CPA.Q12

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Adult CAHPS®: Doctor or Other Health Provider Talked With Member About Reasons Member Might Want to Take a Medicine

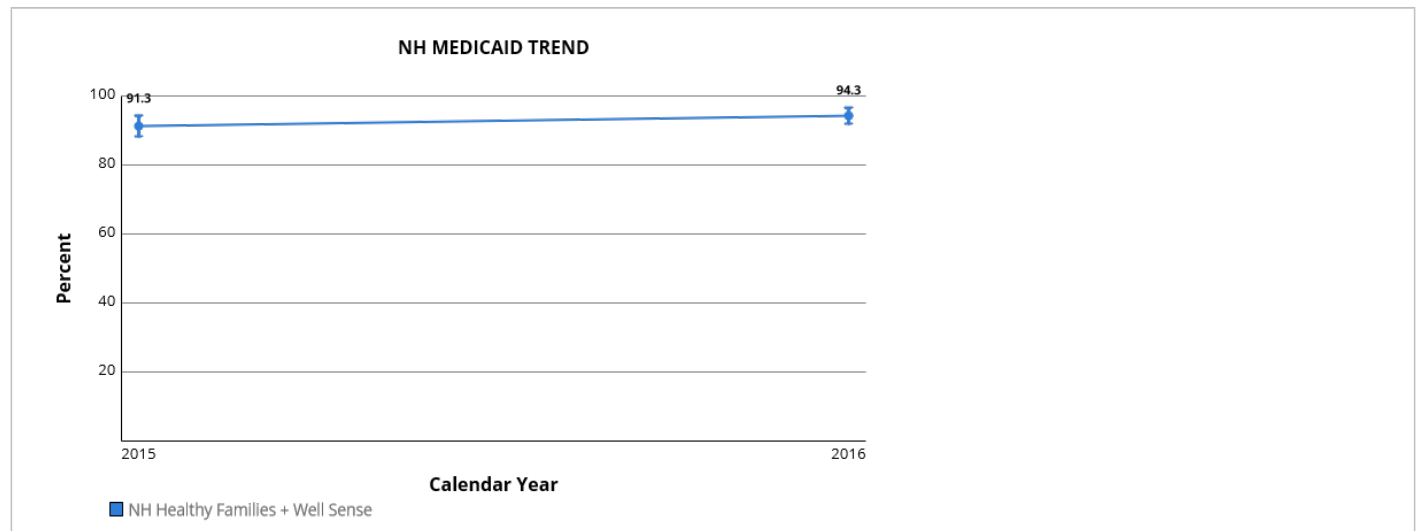
The percent of members reporting a doctor or other health provider talked with them in the last 6 months about the reasons the member might want to take a medicine while talking about starting or stopping a prescription medicine.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q09): *In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?*

Q10 (Answered if Response to Q09 is Yes): *Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?*

Measure Identifier: CAHPS_CPA.Q10



Data

Adult CAHPS®: Doctor or Other Health Provider Talked With Member About Reasons Member Might Want to Take a Medicine

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	313	342	91.3%	88.3 - 94.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	378	399	94.3%	92.0 - 96.6

Measure Details

Measure Name: **Adult CAHPS®: Doctor or Other Health Provider Talked With Member About Reasons Member Might Want to Take a Medicine**

Measure Identifier: CAHPS_CPA.Q10

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Adult CAHPS®: Doctor or Other Health Provider Talked with Member About Reasons Member Might Not Want to Take a Medicine

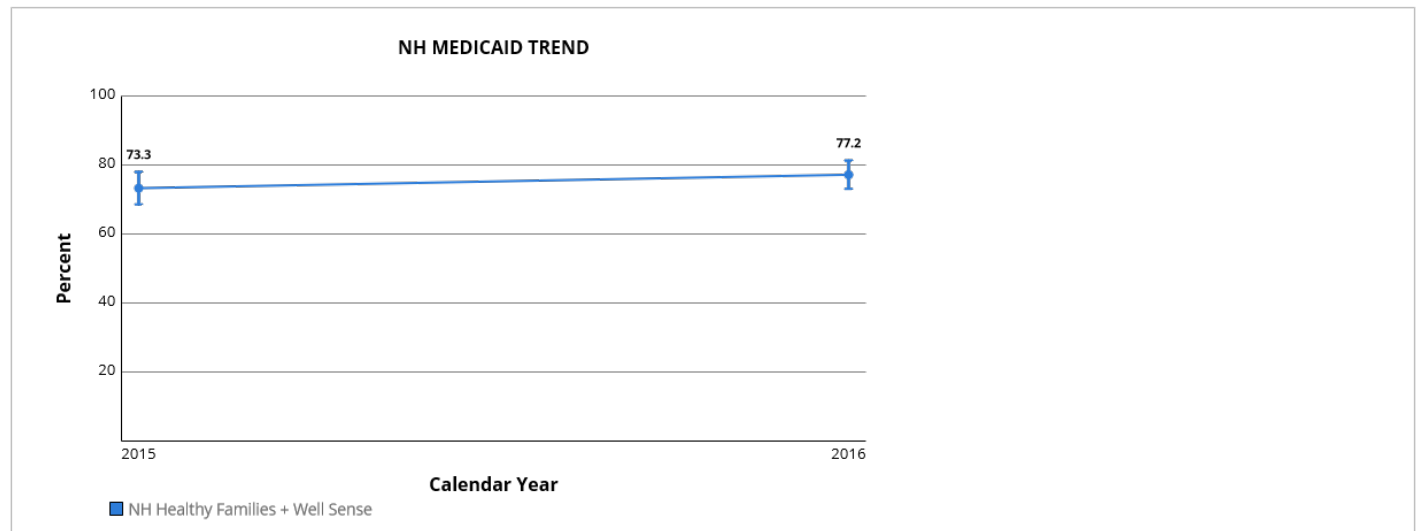
The percent of adult members reporting a doctor or other health provider talked with them in the last 6 months about the reasons the member might not want to take a medicine while talking about starting or stopping a prescription medicine.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q09): *In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?*

Q11 (Answered if Response to Q09 is Yes): *Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?*

Measure Identifier: CAHPS_CPA.Q11



Data

Adult CAHPS®: Doctor or Other Health Provider Talked with Member About Reasons Member Might Not Want to Take a Medicine

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	248	338	73.3%	68.6 - 78.0

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	307	398	77.2%	73.1 - 81.3

Measure Details

Measure Name: **Adult CAHPS®: Doctor or Other Health Provider Talked with Member About Reasons Member Might Not Want to Take a Medicine**

Measure Identifier: CAHPS_CPA.Q11

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Adult CAHPS®: Doctor or Other Health Provider Talked with Member about Specific Things the Member Could do to Prevent Illness

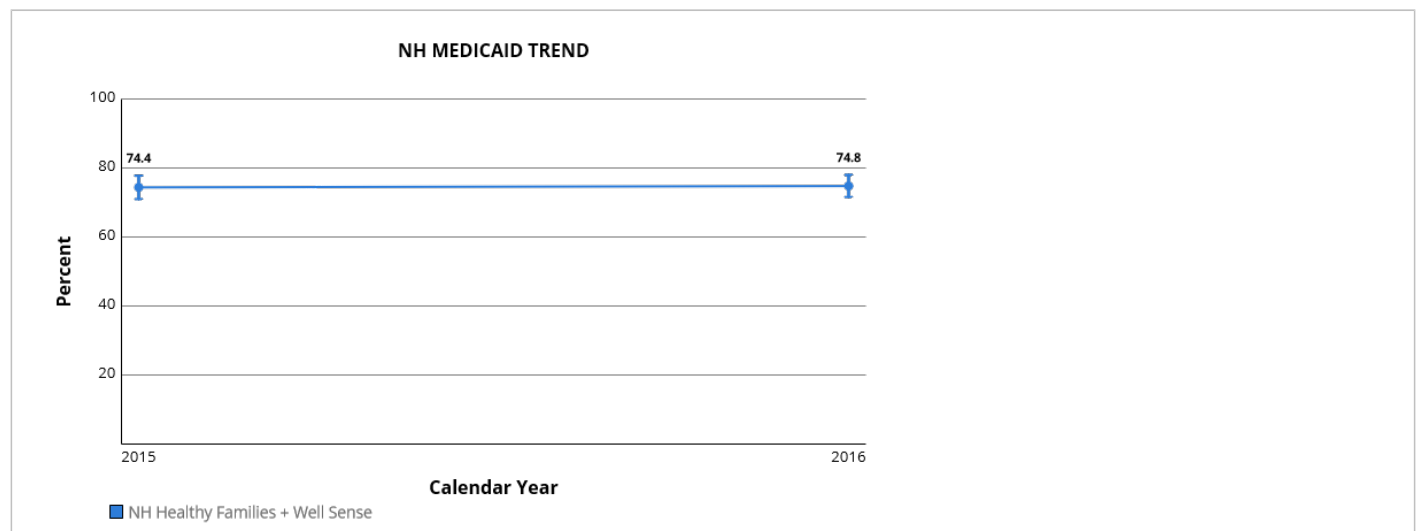
Percent of adult members reporting they talked with a doctor or other health provider in the last 6 months about specific things the member could do to prevent illness.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q07): In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

Q08 (Answered if Response to Q07 is not None): In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

Measure Identifier: CAHPS_CPA.Q08



Data

Adult CAHPS®: Doctor or Other Health Provider Talked with Member about Specific Things the Member Could do to Prevent Illness

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	466	626	74.4%	71.0 - 77.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	552	734	74.8%	71.6 - 78.0

Measure Details

Measure Name: **Adult CAHPS®: Doctor or Other Health Provider Talked with Member about Specific Things the Member Could do to Prevent Illness**

Measure Identifier: CAHPS_CPA.Q08

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

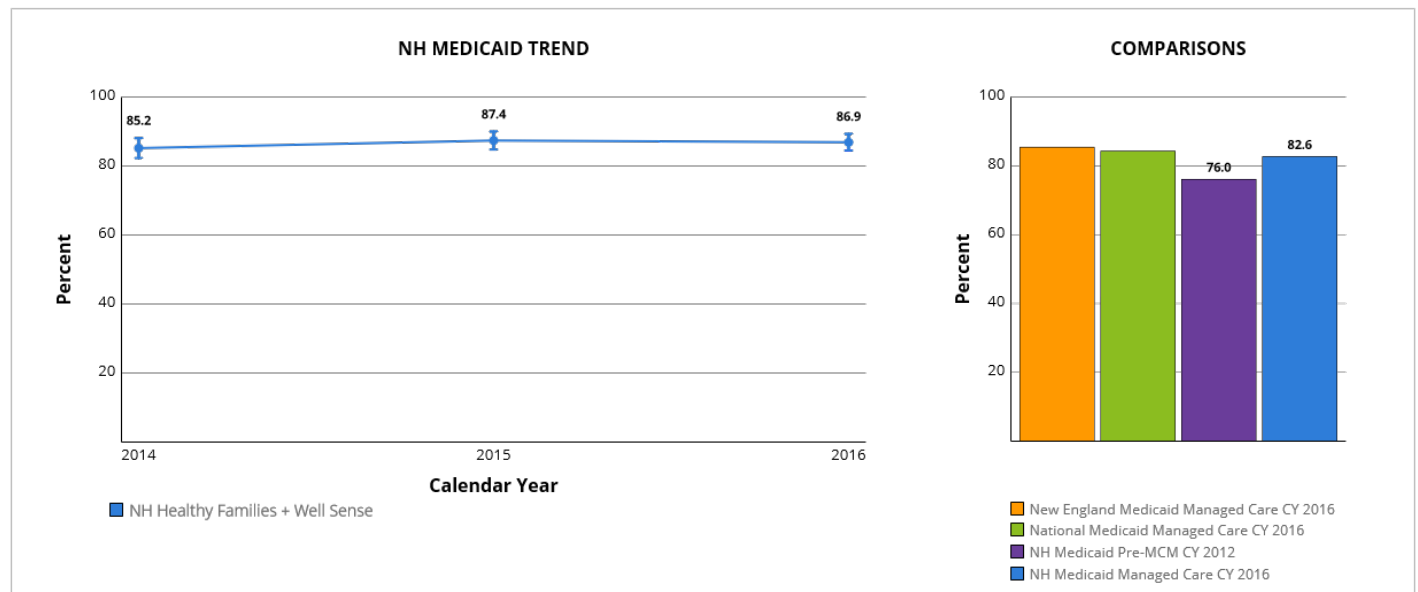
Adult CAHPS®: Ease In Getting Care, Tests, and Treatment: Usually or Always

Percent of adult members reporting they usually or always got needed care, tests or treatment in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Question:

Q14: In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

Measure Identifier: CAHPS_CPA.Q14



Data

Adult CAHPS®: Ease In Getting Care, Tests, and Treatment: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2014-01-01 - 2014-12-31	NH Healthy Families + Well Sense	511	599	85.2%	82.3 - 88.1
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	540	620	87.4%	84.8 - 90.0
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	641	738	86.9%	84.5 - 89.3

Measure Details

Measure Name: **Adult CAHPS®: Ease In Getting Care, Tests, and Treatment: Usually or Always**

Measure Identifier: CAHPS_CPA.Q14

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2016
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

NH Medicaid Pre-MCM

- Data Sources: Fee for Service (Pre-Managed Care)
- Years: CY 2012
- Comments:

NH Medicaid Managed Care

- Data Sources: NH MCM Rate
- Years: CY 2016
- Comments:

Adult CAHPS®: Ease in Getting Special Medical Equipment: Usually or Always

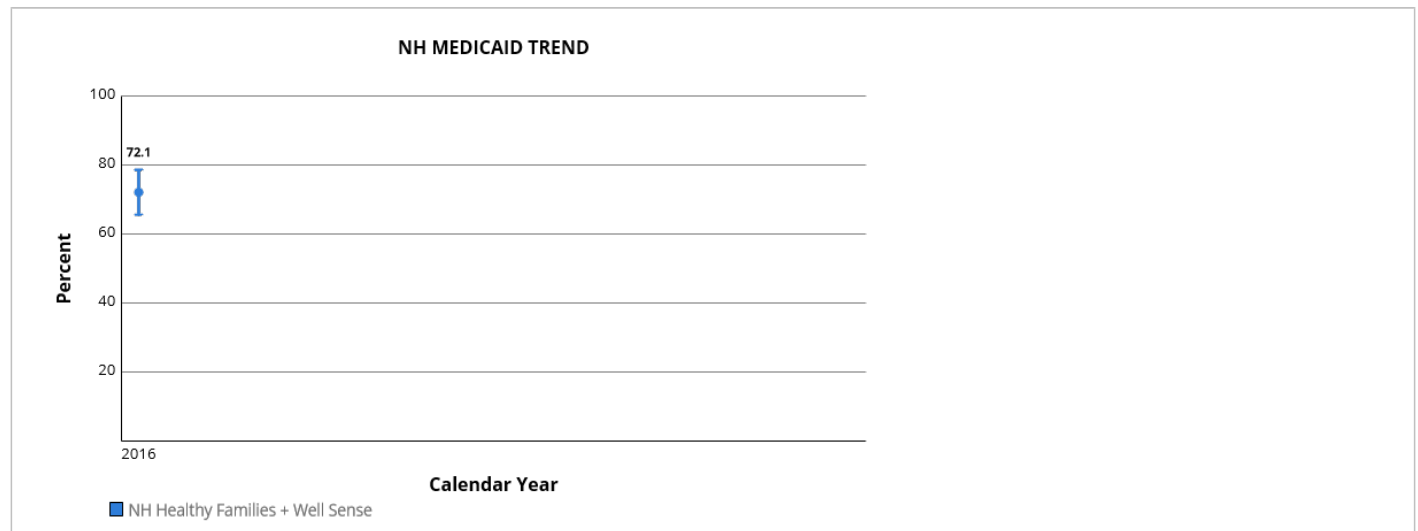
Percent of adult members reporting it was usually or always easy to get needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment through their health plan.

CAHPS® Adult Medicaid Health Plan Survey Supplemental Questions:

Screening Question CAHPS®_CPA_SUP.112: In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

CAHPS®_CPA_SUP.113 (Answered if Response to CAHPS®_CPA_SUP.112 is Yes): In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

Measure Identifier: CAHPS_CPA_SUP.113



Data

Adult CAHPS®: Ease in Getting Special Medical Equipment: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	133	186	72.1%	65.6 - 78.6

Measure Details

Measure Name: **Adult CAHPS®: Ease in Getting Special Medical Equipment: Usually or Always**

Measure Identifier: CAHPS_CPA_SUP.113

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Adult CAHPS®: Ease in Getting Treatment or Counseling: Usually or Always

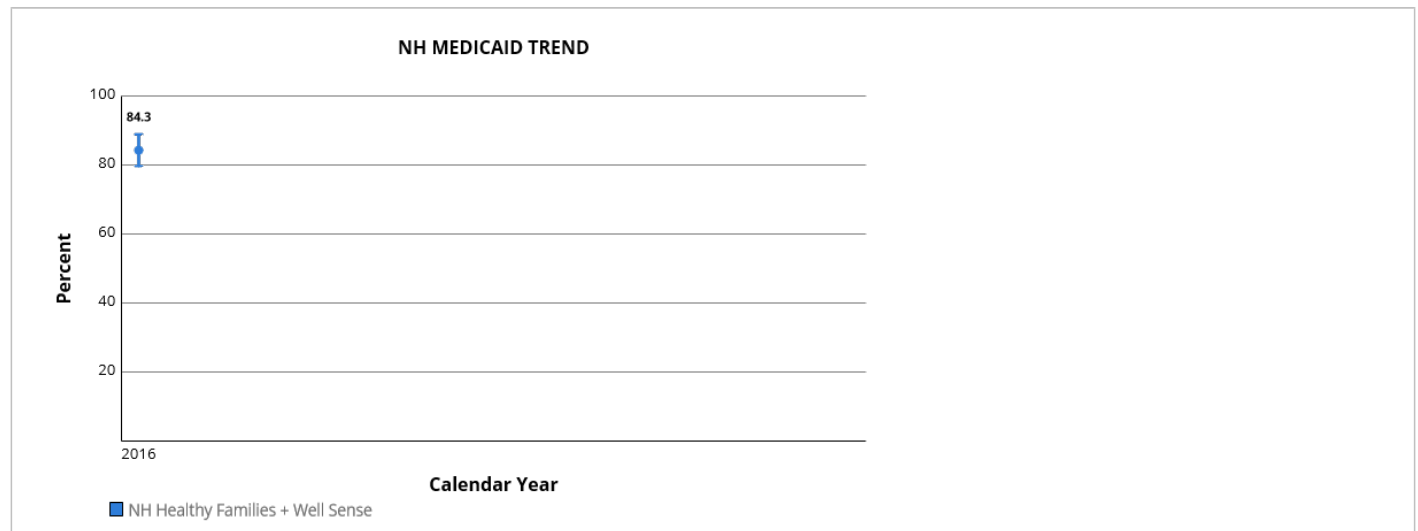
Percent of adult members reporting it was usually or always easy to get needed treatment or counseling for a personal or family problem through their health plan.

CAHPS® Adult Medicaid Health Plan Survey Supplemental Questions:

Screening Question CAHPS®_CPA_SUP.101: In the last 6 months, did you need any treatment or counseling for a personal or family problem?

CAHPS®_CPA_SUP.102 (Answered if Response to CAHPS®_CPA_SUP.101 is Yes): In the last 6 months, how often was it easy to get the treatment or counseling you needed through your health plan?

Measure Identifier: CAHPS_CPA_SUP.102



Data

Adult CAHPS®: Ease in Getting Treatment or Counseling: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	210	247	84.3%	79.7 - 88.9

Measure Details

Measure Name: **Adult CAHPS®: Ease in Getting Treatment or Counseling: Usually or Always**

Measure Identifier: CAHPS_CPA_SUP.102

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

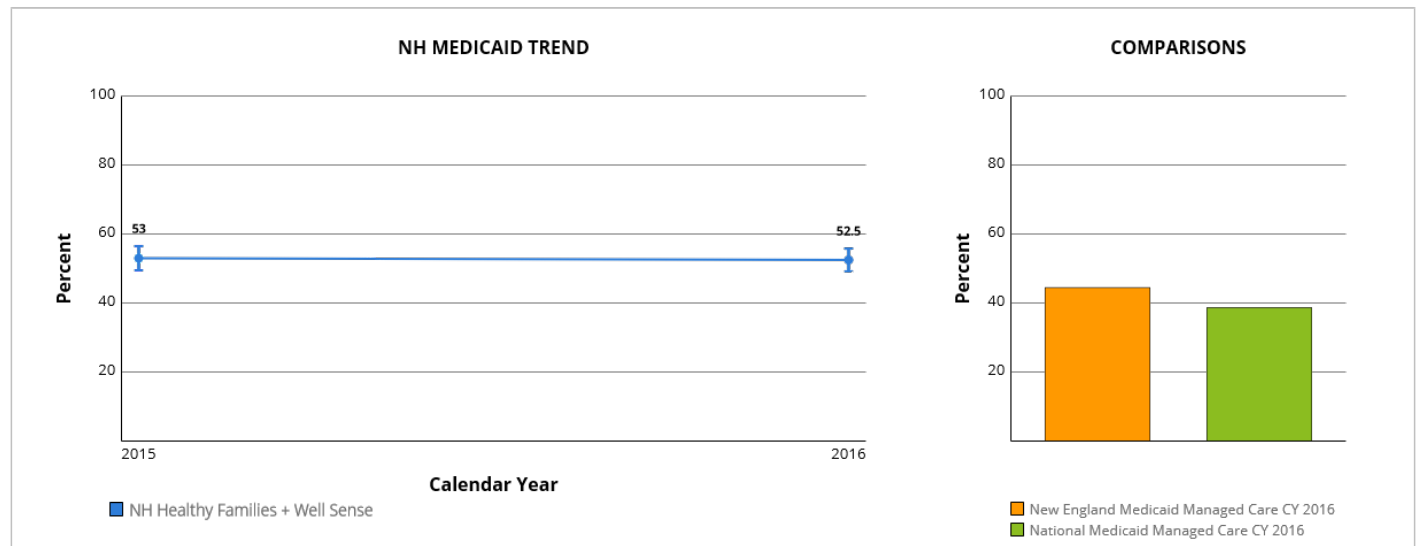
Adult CAHPS®: Flu Vaccinations for Adults Ages 18 - 64 (FVA)

Percent of adult members reporting they received either a flu shot or flu spray in the nose since July 1 of the measurement year.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Q38: Have you had either a flu shot or flu spray in the nose since July 1, 2015?

Measure Identifier: CAHPS_CPA.Q38



Data

Adult CAHPS®: Flu Vaccinations for Adults Ages 18 - 64 (FVA)

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	411	768	53.0%	49.5 - 56.5
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	483	906	52.5%	49.2 - 55.8

Measure Details

Measure Name: **Adult CAHPS®: Flu Vaccinations for Adults Ages 18 - 64 (FVA)**

Measure Identifier: CAHPS_CPA.Q38

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
 - Years: CY 2016
 - Comments:
-

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
 - Years: CY 2016
 - Comments:
-

Adult CAHPS®: Getting Appointment to See Specialist as Soon as Needed: Usually or Always

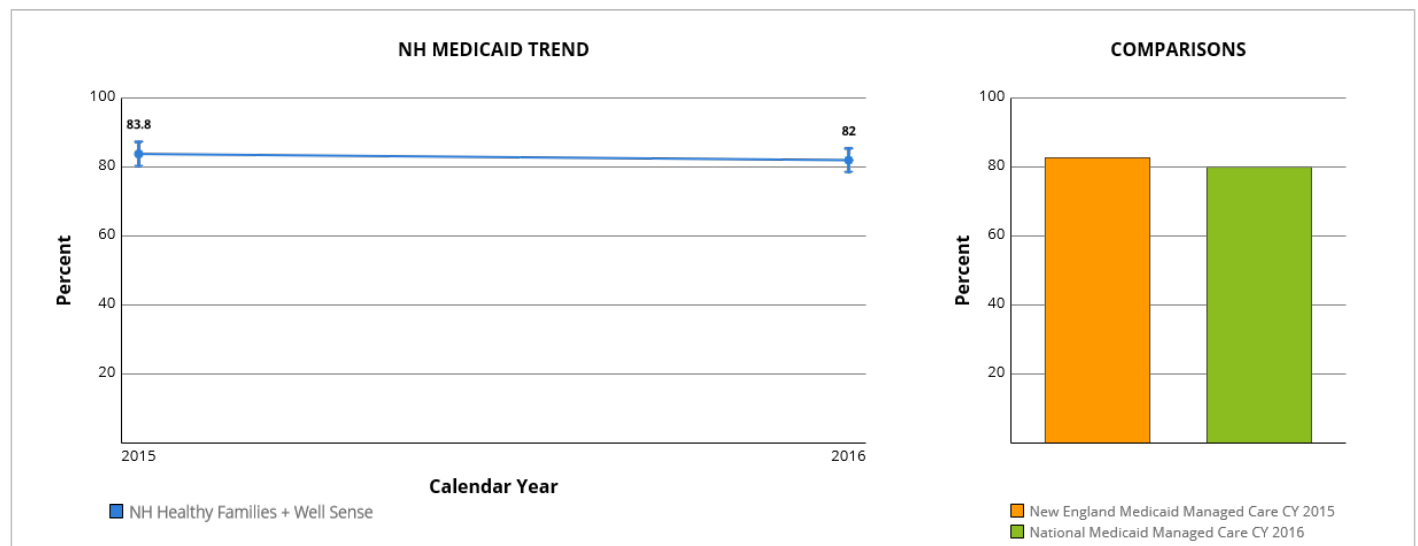
Percent of adult members reporting usually or always getting an appointment to see a specialist as soon as the member needed.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q24): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

Q25 (Answered if Response to Q24 is Yes): In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

Measure Identifier: CAHPS_CPA.Q25



Data

Adult CAHPS®: Getting Appointment to See Specialist as Soon as Needed: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	351	418	83.8%	80.3 - 87.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	403	490	82.0%	78.6 - 85.4

Measure Details

Measure Name: **Adult CAHPS®: Getting Appointment to See Specialist as Soon as Needed: Usually or Always**

Measure Identifier: CAHPS_CPA.Q25

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2015
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

Adult CAHPS®: Getting Needed Care Right Away - Usually or Always

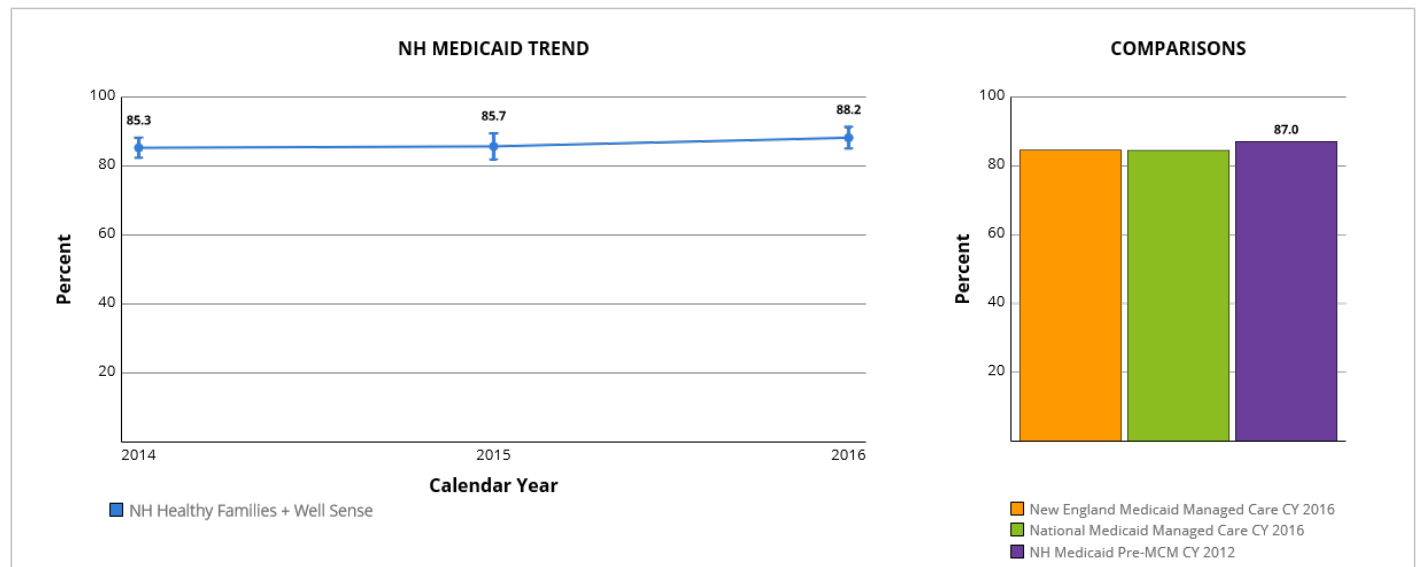
Percent of adult members reporting usually or always getting needed care as soon they as needed In the last 6 months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q03): In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

Q04 (Answered if Response to Q03 is Yes): In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

Measure Identifier: CAHPS_CPA.Q04



Data

Adult CAHPS®: Getting Needed Care Right Away - Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2014-01-01 - 2014-12-31	NH Healthy Families + Well Sense	500	594	85.3%	82.4 - 88.2
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	283	331	85.7%	81.9 - 89.5
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	376	424	88.2%	85.1 - 91.3

Measure Details

Measure Name: **Adult CAHPS®: Getting Needed Care Right Away - Usually or Always**

Measure Identifier: CAHPS_CPA.Q04

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2016
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

NH Medicaid Pre-MCM

- Data Sources: Fee for Service (Pre-Managed Care)
- Years: CY 2012
- Comments:

Adult CAHPS®: Getting Needed Care from a Doctor's Office or Clinic During Evenings, Weekends, or Holidays - Usually or Always

Percent of adult members reporting they were usually or always able to get the care they needed from a doctor's office or clinic during evenings, weekends, or holidays.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (CAHPS®_CPA_SUP.233): In the last 6 months, did you need care during evenings, weekends, or holidays?

CAHPS®_CPA_SUP.234 (Answered if Response to CAHPS®_CPA_SUP.233 is Yes): In the last 6 months, how often were you able to get the care you needed from a doctor's office or clinic during evenings, weekends, or holidays?

Measure Identifier: CAHPS_CPA_SUP.234



Data

Adult CAHPS®: Getting Needed Care from a Doctor's Office or Clinic During Evenings, Weekends, or Holidays - Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	96	176	51.8%	44.4 - 59.2

Measure Details

Measure Name: **Adult CAHPS®: Getting Needed Care from a Doctor's Office or Clinic During Evenings, Weekends, or Holidays - Usually or Always**

Measure Identifier: CAHPS_CPA_SUP.234

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Adult CAHPS®: Getting Routine or Check-up Appointments as Soon as They Were Needed: Usually or Always

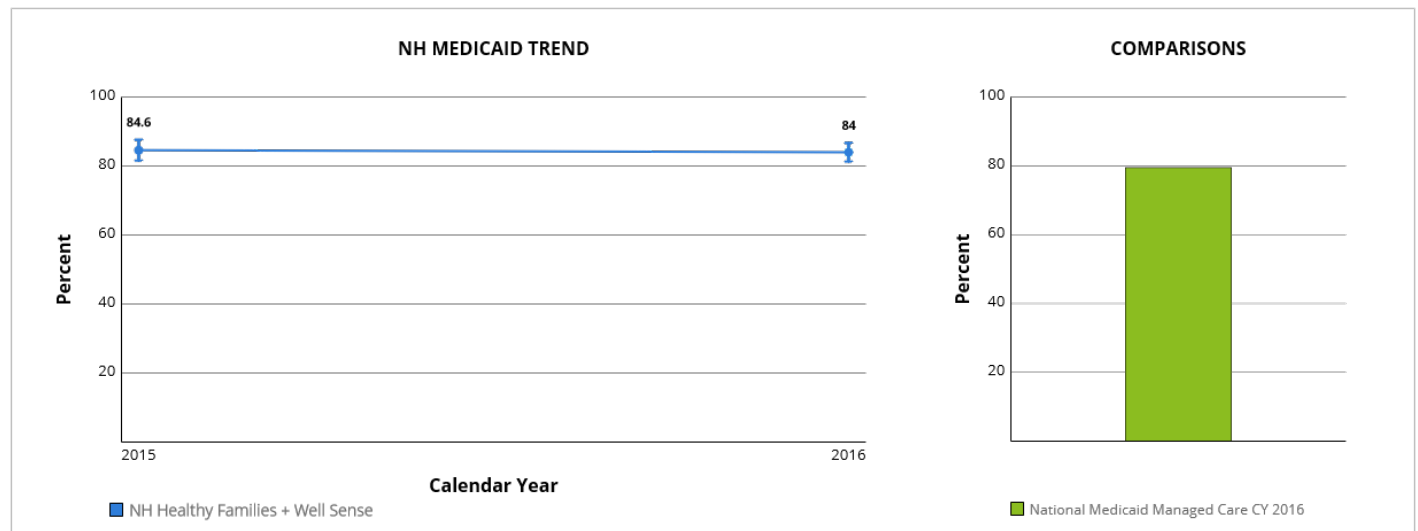
Percent of adult members reporting usually or always getting routine or check-up appointments as soon as they were needed.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q05): In the last 6 months, did you make any appointments for your health care at a doctor's office or clinic?

Q06 (Answered if Response to Q05 is Yes): In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

Measure Identifier: CAHPS_CPA.Q06



Data

Adult CAHPS®: Getting Routine or Check-up Appointments as Soon as They Were Needed: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	484	575	84.6%	81.6 - 87.6
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	627	739	84.0%	81.3 - 86.7

Measure Details

Measure Name: **Adult CAHPS®: Getting Routine or Check-up Appointments as Soon as They Were Needed: Usually or Always**

Measure Identifier: CAHPS_CPA.Q06

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

Adult CAHPS®: Heath Plan Forms Easy to Fill Out: Usually or Always

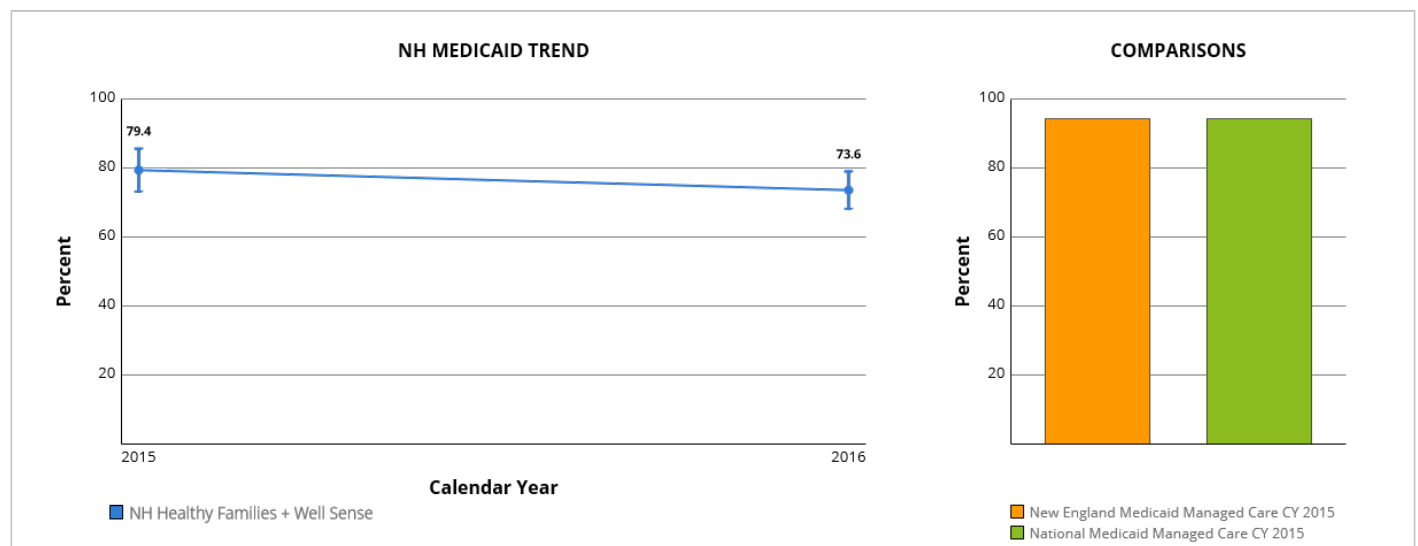
Percent of adult members who reported forms received from their health plan in the last 6 months were usually or always easy to fill out.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q33): In the last 6 months, did your health plan give you any forms to fill out?

Q34 (Answered if Response to Q33 is Yes): In the last 6 months, how often were the forms from your health plan easy to fill out?

Measure Identifier: CAHPS_CPA.Q34



Data

Adult CAHPS®: Heath Plan Forms Easy to Fill Out: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	132	166	79.4%	73.2 - 85.6
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	195	260	73.6%	68.2 - 79.0

Measure Details

Measure Name: **Adult CAHPS®: Heath Plan Forms Easy to Fill Out: Usually or Always**

Measure Identifier: CAHPS_CPA.Q34

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2015
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Adult CAHPS®: Member Got Care from a Doctor or Other Health Provider Besides Their Personal Doctor

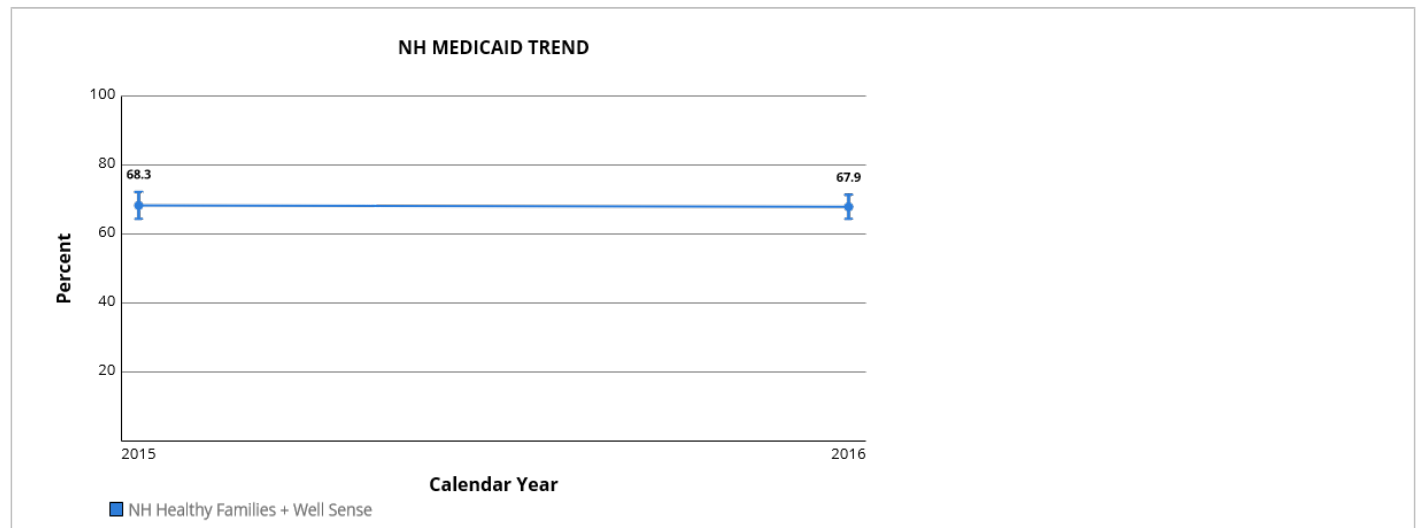
Percent of adult members reporting they received care personal from a doctor or other health provider besides their personal doctor.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q16): In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

Q21 (Answered if Response to Q16 is not None): In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

Measure Identifier: CAHPS_CPA.Q21



Data

Adult CAHPS®: Member Got Care from a Doctor or Other Health Provider Besides Their Personal Doctor

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	378	563	68.3%	64.4 - 72.2
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	461	681	67.9%	64.4 - 71.4

Measure Details

Measure Name: **Adult CAHPS®: Member Got Care from a Doctor or Other Health Provider Besides Their Personal Doctor**

Measure Identifier: CAHPS_CPA.Q21

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Adult CAHPS®: Members Reporting a Condition or Problem Lasting at Least 3 months for which They Received Health Care 3 or More Times in the Last 6 Months.

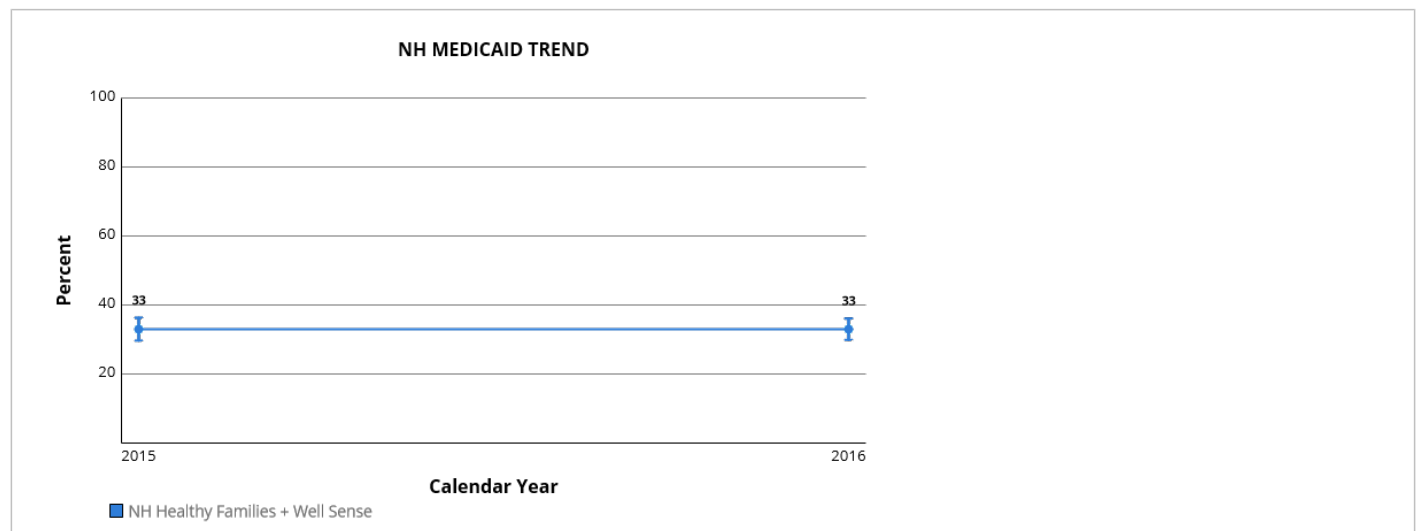
Percent of adult members who reported having a condition or problem that has lasted for at least 3 months (excluding pregnancy and menopause) for which they reported receiving health care 3 or more times in the last 6 months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q48): In the past 6 months, did you get health care 3 or more times for the same condition or problem?

Q49 (Answered if Response to Q48 is Yes): Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

Measure Identifier: CAHPS_CPA.Q49



Data

Adult CAHPS®: Members Reporting a Condition or Problem Lasting at Least 3 months for which They Received Health Care 3 or More Times in the Last 6 Months.

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	257	784	33.0%	29.7 - 36.3

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	304	907	33.0%	29.9 - 36.1

Measure Details

Measure Name: **Adult CAHPS®: Members Reporting a Condition or Problem Lasting at Least 3 months for which They Received Health Care 3 or More Times in the Last 6 Months.**

Measure Identifier: CAHPS_CPA.Q49

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Adult CAHPS®: Number of Specialists Seen

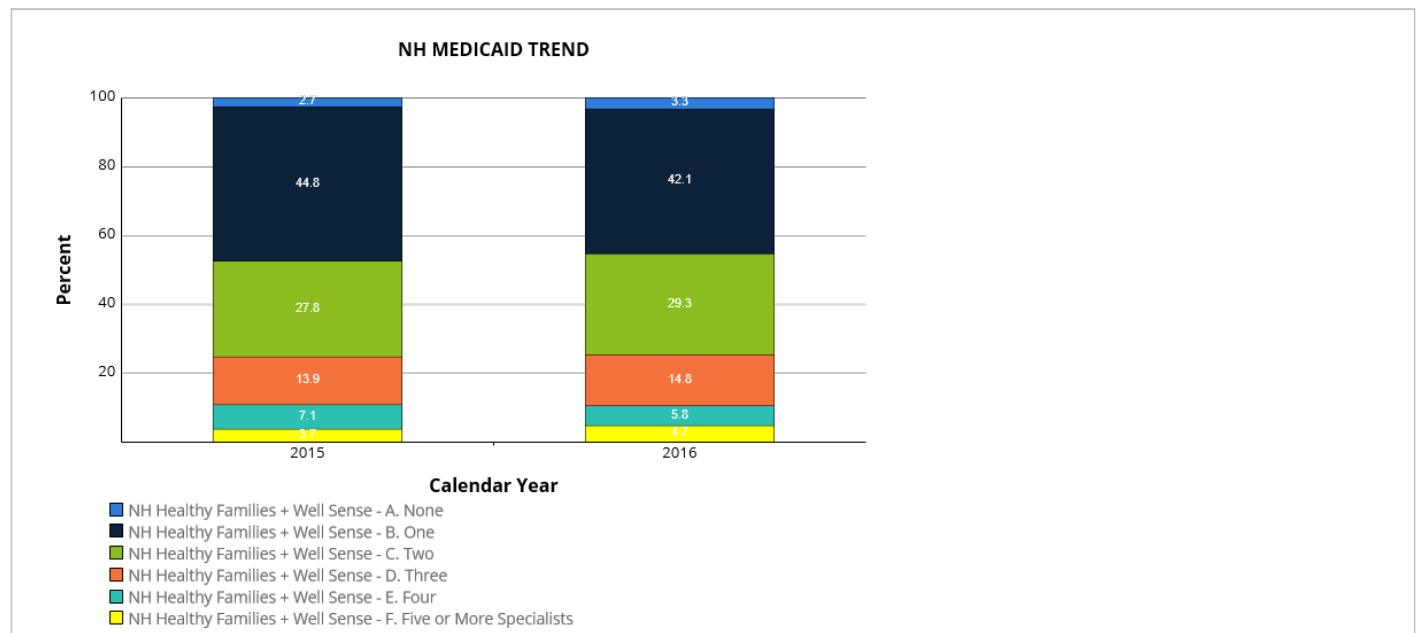
Percent breakout of adult members reporting the number of specialists they saw in the last 6 months. Breakouts for number of specialists are as follows: 1 specialist, 2, 3, 4, and 5 or more specialists.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q24): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

Q26 (Answered if Response to Q24 is Yes): How many specialists have you seen in the last 6 months?

Measure Identifier: CAHPS_CPA.Q26



Data

Adult CAHPS®: Number of Specialists Seen

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - A. None	13	413	2.7%	1.1 - 4.3
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - B. One	188	413	44.8%	40.0 - 49.6

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - C. Two	112	413	27.8%	23.5 - 32.1
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - D. Three	55	413	13.9%	10.6 - 17.2
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - E. Four	29	413	7.1%	4.6 - 9.6
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - F. Five or More Specialists	16	413	3.7%	1.9 - 5.5
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - A. None	16	488	3.3%	1.7 - 4.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - B. One	210	488	42.1%	37.7 - 46.5
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - C. Two	138	488	29.3%	25.2 - 33.4
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - D. Three	73	488	14.8%	11.6 - 18.0
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - E. Four	27	488	5.8%	3.7 - 7.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - F. Five or More Specialists	24	488	4.7%	2.8 - 6.6

Measure Details

Measure Name: **Adult CAHPS®: Number of Specialists Seen**

Measure Identifier: CAHPS_CPA.Q26

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Adult CAHPS®: Number of Specialists Seen: A. None

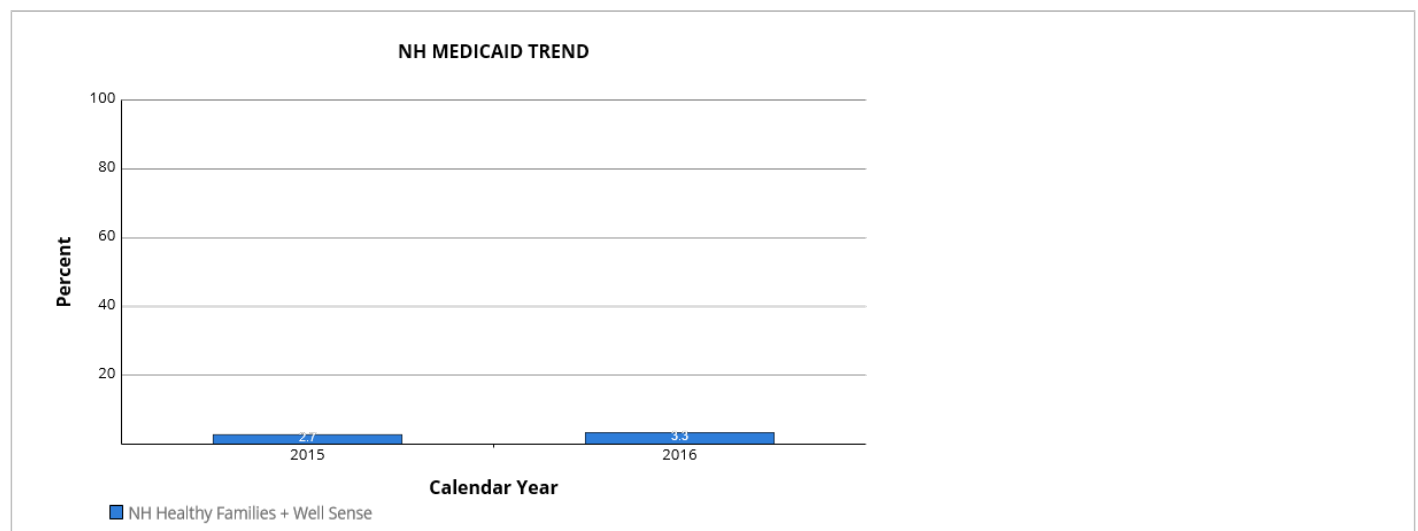
Percent of adult members reporting seeing no specialists in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q24): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

Q26 (Answered if Response to Q24 is Yes): How many specialists have you seen in the last 6 months? 1 specialist, 2, 3, 4, 5 or more specialists

Measure Identifier: CAHPS_CPA.Q26-A



Data

Adult CAHPS®: Number of Specialists Seen: A. None

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	13	413	2.7%	1.1 - 4.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	16	488	3.3%	1.7 - 4.9

Measure Details

Measure Name: **Adult CAHPS®: Number of Specialists Seen: A. None**

Measure Identifier: CAHPS_CPA.Q26-A

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Adult CAHPS®: Number of Specialists Seen: B. One

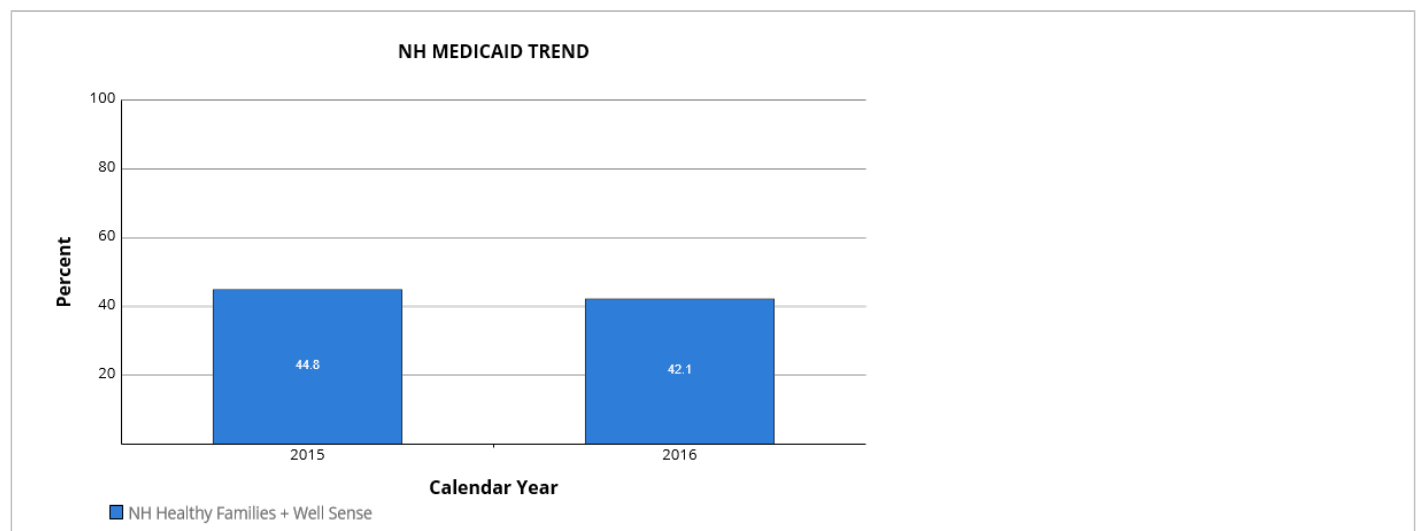
Percent of adult members reporting seeing one specialist in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q24): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

Q26 (Answered if Response to Q24 is Yes): How many specialists have you seen in the last 6 months? 1 specialist, 2, 3, 4, 5 or more specialists

Measure Identifier: CAHPS_CPA.Q26-B



Data

Adult CAHPS®: Number of Specialists Seen: B. One

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	188	413	44.8%	40.0 - 49.6
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	210	488	42.1%	37.7 - 46.5

Measure Details

Measure Name: **Adult CAHPS®: Number of Specialists Seen: B. One**

Measure Identifier: CAHPS_CPA.Q26-B

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Adult CAHPS®: Number of Specialists Seen: C. Two

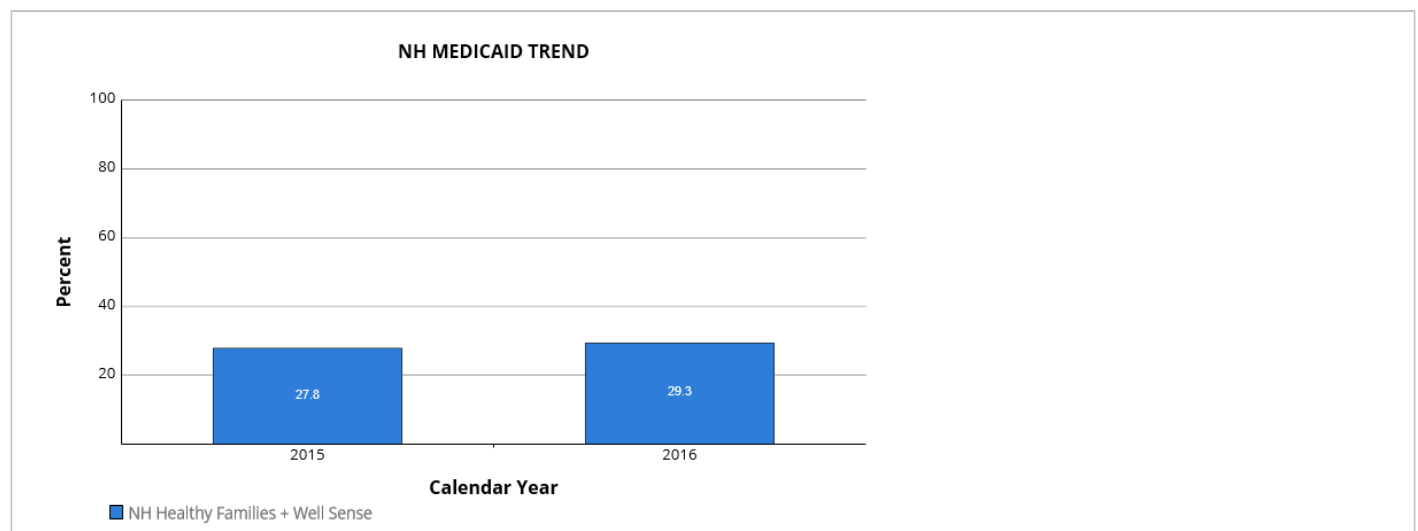
Percent of adult members reporting seeing two specialists in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q24): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

Q26 (Answered if Response to Q24 is Yes): How many specialists have you seen in the last 6 months? 1 specialist, 2, 3, 4, 5 or more specialists

Measure Identifier: CAHPS_CPA.Q26-C



Data

Adult CAHPS®: Number of Specialists Seen: C. Two

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	112	413	27.8%	23.5 - 32.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	138	488	29.3%	25.2 - 33.4

Measure Details

Measure Name: **Adult CAHPS®: Number of Specialists Seen: C. Two**

Measure Identifier: CAHPS_CPA.Q26-C

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Adult CAHPS®: Number of Specialists Seen: D. Three

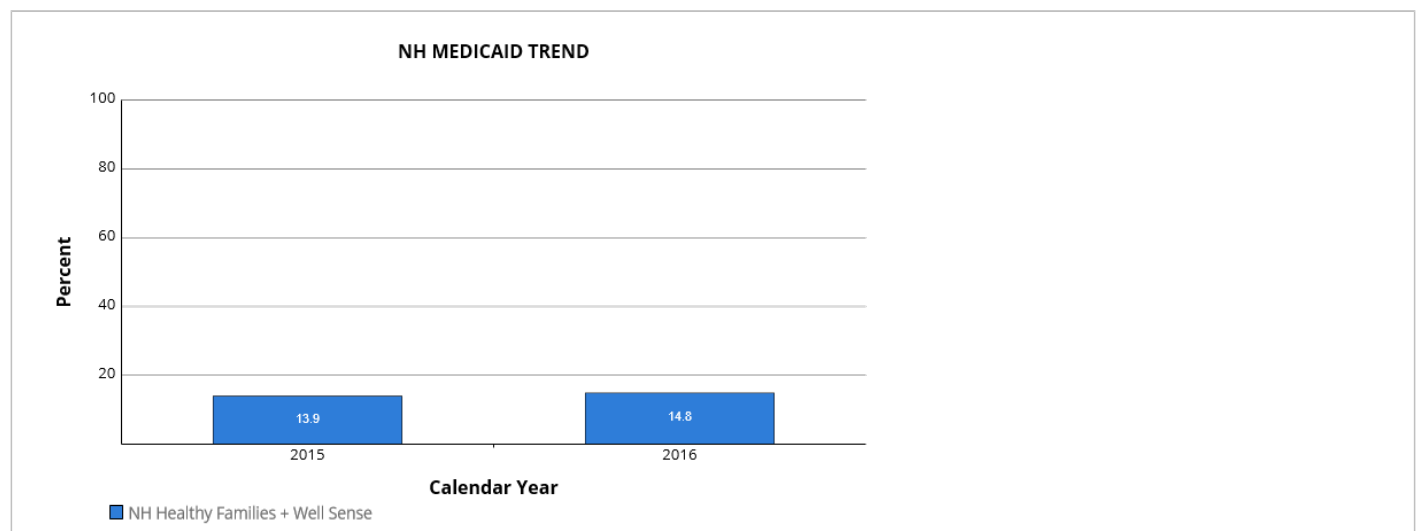
Percent of adult members reporting seeing three specialists in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q24): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

Q26 (Answered if Response to Q24 is Yes): How many specialists have you seen in the last 6 months? 1 specialist, 2, 3, 4, 5 or more specialists

Measure Identifier: CAHPS_CPA.Q26-D



Data

Adult CAHPS®: Number of Specialists Seen: D. Three

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	55	413	13.9%	10.6 - 17.2
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	73	488	14.8%	11.6 - 18.0

Measure Details

Measure Name: **Adult CAHPS®: Number of Specialists Seen: D. Three**

Measure Identifier: CAHPS_CPA.Q26-D

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Adult CAHPS®: Number of Specialists Seen: E. Four

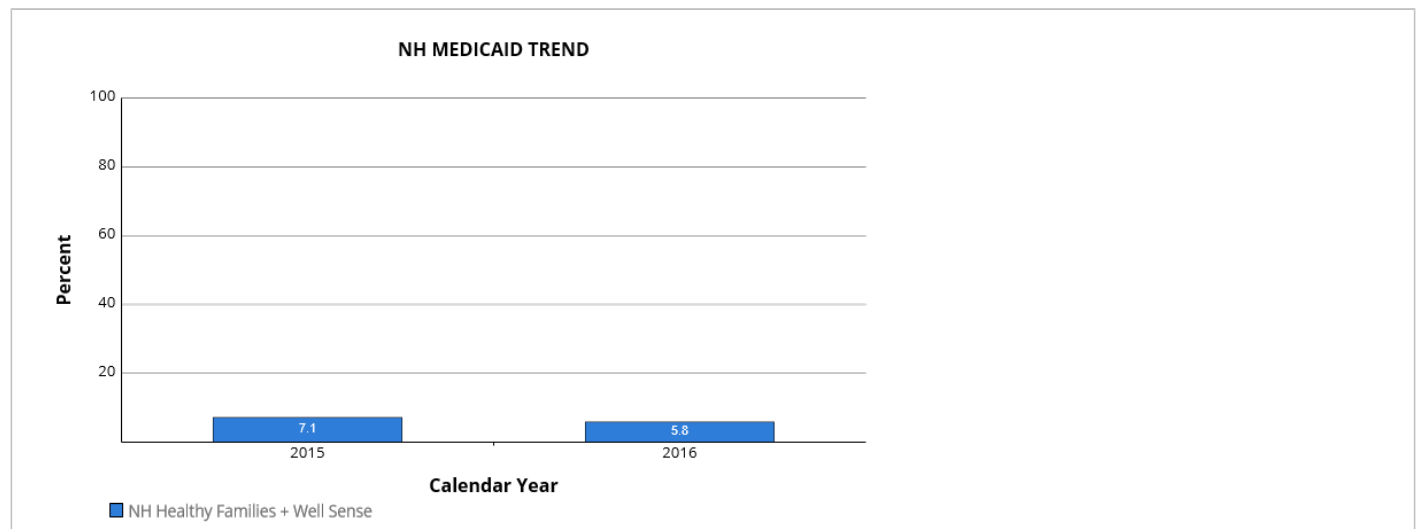
Percent of adult members reporting seeing four specialists in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q24): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

Q26 (Answered if Response to Q24 is Yes): How many specialists have you seen in the last 6 months? 1 specialist, 2, 3, 4, 5 or more specialists

Measure Identifier: CAHPS_CPA.Q26-E



Data

Adult CAHPS®: Number of Specialists Seen: E. Four

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	29	413	7.1%	4.6 - 9.6
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	27	488	5.8%	3.7 - 7.9

Measure Details

Measure Name: **Adult CAHPS®: Number of Specialists Seen: E. Four**

Measure Identifier: CAHPS_CPA.Q26-E

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Adult CAHPS®: Number of Specialists Seen: F. Five or More Specialists

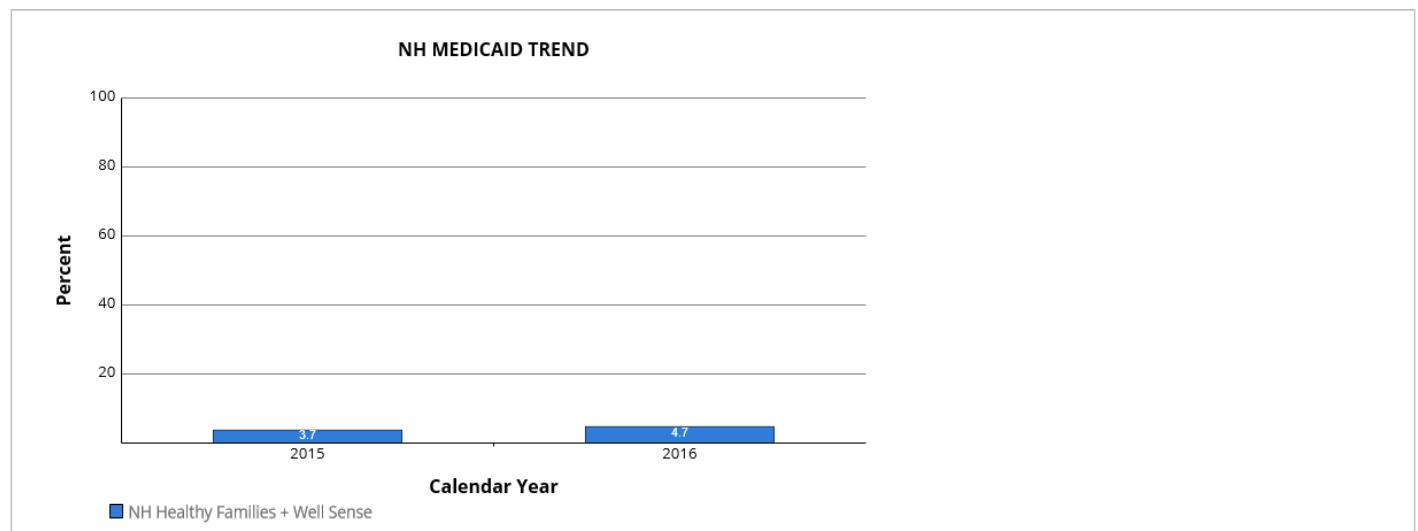
Percent of adult members reporting seeing five or more specialists in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q24): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

Q26 (Answered if Response to Q24 is Yes): How many specialists have you seen in the last 6 months? 1 specialist, 2, 3, 4, 5 or more specialists

Measure Identifier: CAHPS_CPA.Q26-F



Data

Adult CAHPS®: Number of Specialists Seen: F. Five or More Specialists

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	16	413	3.7%	1.9 - 5.5
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	24	488	4.7%	2.8 - 6.6

Measure Details

Measure Name: **Adult CAHPS®: Number of Specialists Seen: F. Five or More Specialists**

Measure Identifier: CAHPS_CPA.Q26-F

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Adult CAHPS®: Number of Visits to Personal Doctor

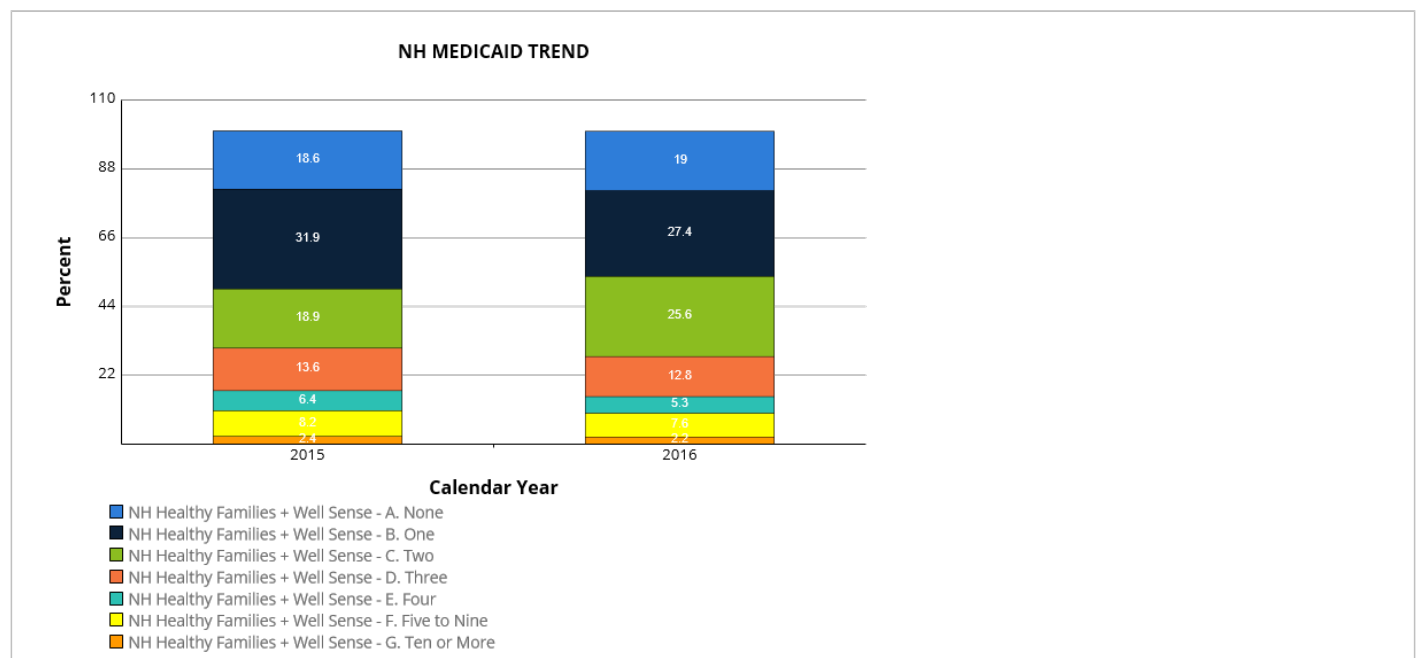
Percent breakout of adult members with a personal doctor reporting the number of times they visited their personal doctor for care in the last six months. Breakouts for number of times visited are as follows: None, 1, 2, 3, 4, 5 to 9, and 10 or more times.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q15): A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Q16 (Answered if Response to Q15 is Yes): In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

Measure Identifier: CAHPS_CPA.Q16



Data

Adult CAHPS®: Number of Visits to Personal Doctor

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - A. None	122	693	18.6%	15.7 - 21.5

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - B. One	225	693	31.9%	28.4 - 35.4
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - C. Two	137	693	18.9%	16.0 - 21.8
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - D. Three	93	693	13.6%	11.0 - 16.2
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - E. Four	46	693	6.4%	4.6 - 8.2
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - F. Five to Nine	55	693	8.2%	6.2 - 10.2
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - G. Ten or More	15	693	2.4%	1.3 - 3.5
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - A. None	152	845	19.0%	16.3 - 21.7
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - B. One	233	845	27.4%	24.4 - 30.4
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - C. Two	224	845	25.6%	22.6 - 28.6
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - D. Three	104	845	12.8%	10.5 - 15.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - E. Four	43	845	5.3%	3.8 - 6.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - F. Five to Nine	69	845	7.6%	5.8 - 9.4
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - G. Ten or More	20	845	2.2%	1.2 - 3.2

Measure Details

Measure Name: **Adult CAHPS®: Number of Visits to Personal Doctor**

Measure Identifier: CAHPS_CPA.Q16

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Adult CAHPS®: Number of Visits to Personal Doctor: A. None

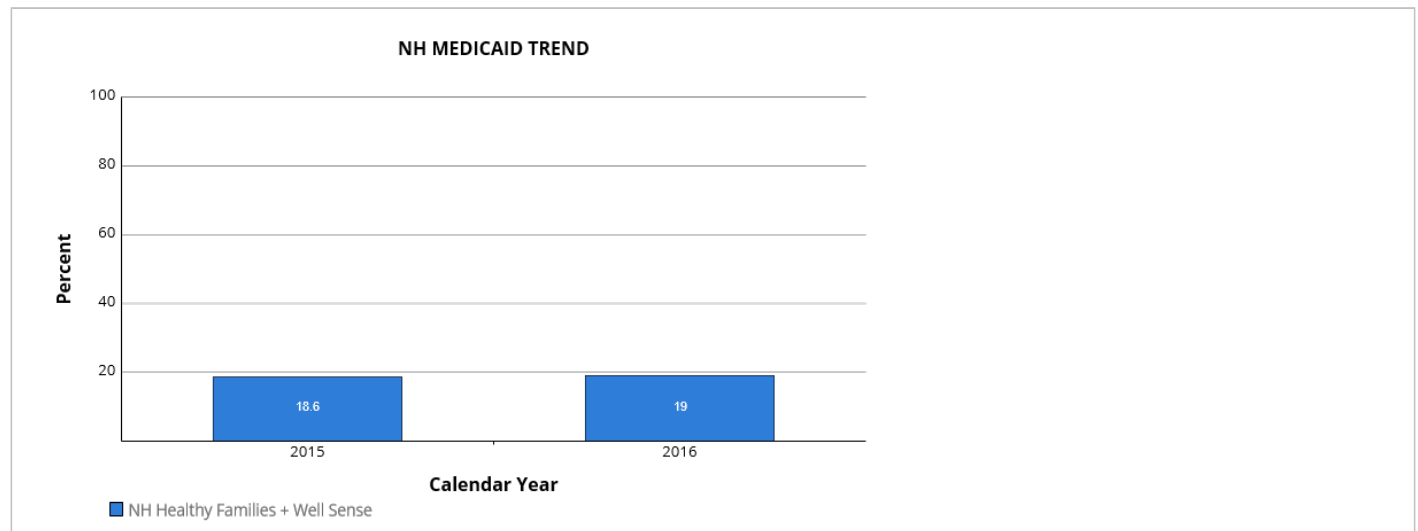
Percent of adult members reporting no visits to their personal care doctor in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q15): A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Q16 (Answered if Response to Q15 is Yes): In the last 6 months, how many times did you visit your personal doctor to get care for yourself? None, 1, 2, 3, 4, 5 to 9, 10 or more

Measure Identifier: CAHPS_CPA.Q16-A



Data

Adult CAHPS®: Number of Visits to Personal Doctor: A. None

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	122	693	18.6%	15.7 - 21.5
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	152	845	19.0%	16.3 - 21.7

Measure Details

Measure Name: **Adult CAHPS®: Number of Visits to Personal Doctor: A. None**

Measure Identifier: CAHPS_CPA.Q16-A

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Adult CAHPS®: Number of Visits to Personal Doctor: B. One

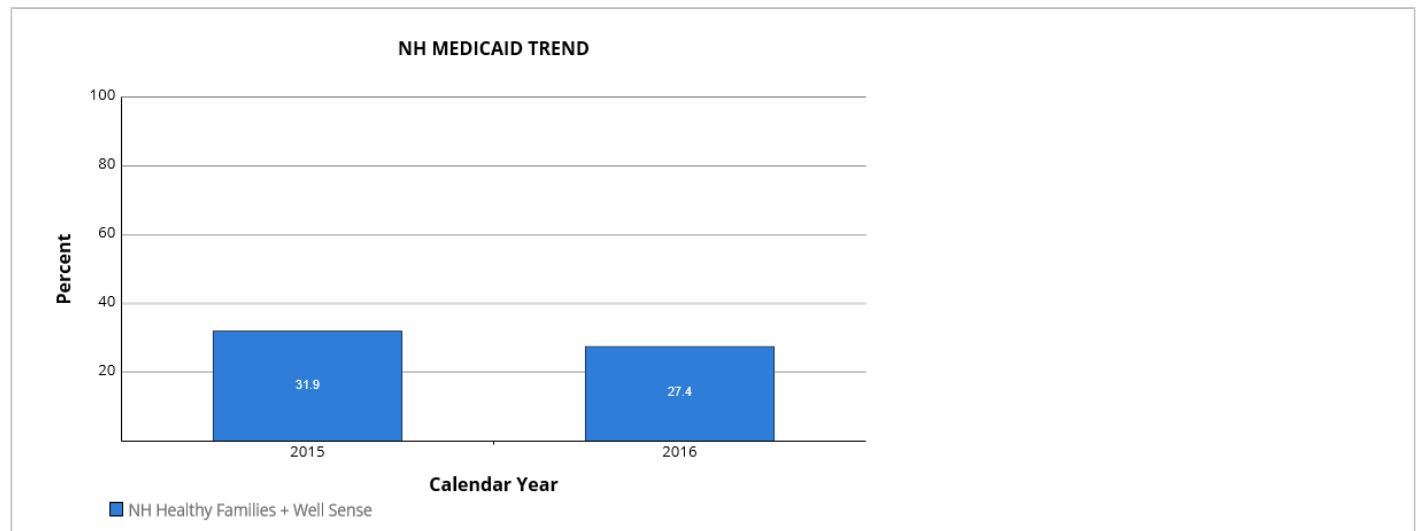
Percent of adult members reporting one visit to their personal care doctor in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q15): A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Q16 (Answered if Response to Q15 is Yes): In the last 6 months, how many times did you visit your personal doctor to get care for yourself? None, 1, 2, 3, 4, 5 to 9, 10 or more

Measure Identifier: CAHPS_CPA.Q16-B



Data

Adult CAHPS®: Number of Visits to Personal Doctor: B. One

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	225	693	31.9%	28.4 - 35.4
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	233	845	27.4%	24.4 - 30.4

Measure Details

Measure Name: **Adult CAHPS®: Number of Visits to Personal Doctor: B. One**

Measure Identifier: CAHPS_CPA.Q16-B

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Adult CAHPS®: Number of Visits to Personal Doctor: C. Two

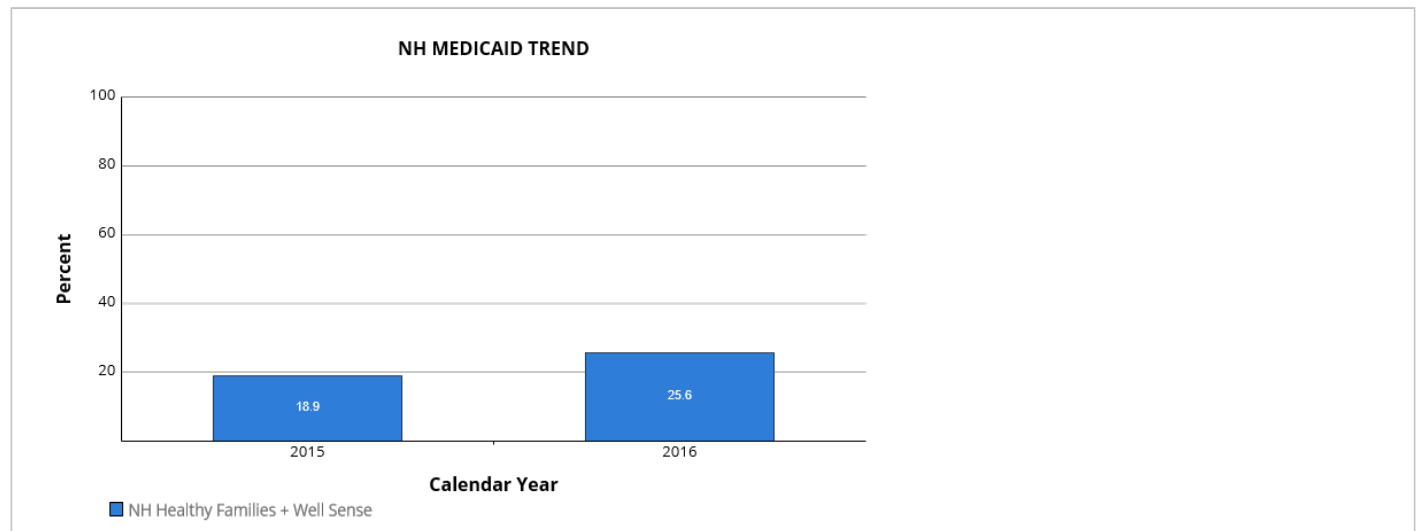
Percent of adult members reporting two visits to their personal care doctor in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q15): A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Q16 (Answered if Response to Q15 is Yes): In the last 6 months, how many times did you visit your personal doctor to get care for yourself? None, 1, 2, 3, 4, 5 to 9, 10 or more

Measure Identifier: CAHPS_CPA.Q16-C



Data

Adult CAHPS®: Number of Visits to Personal Doctor: C. Two

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	137	693	18.9%	16.0 - 21.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	224	845	25.6%	22.6 - 28.6

Measure Details

Measure Name: **Adult CAHPS®: Number of Visits to Personal Doctor: C. Two**

Measure Identifier: CAHPS_CPA.Q16-C

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Adult CAHPS®: Number of Visits to Personal Doctor: D. Three

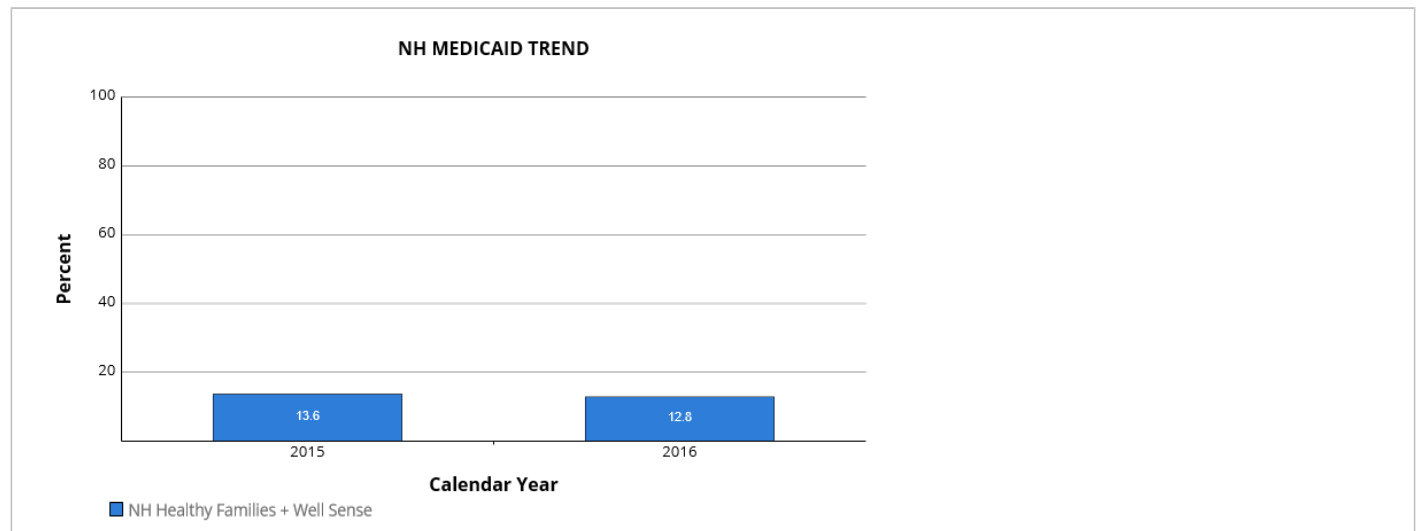
Percent of adult members reporting three visits to their personal care doctor in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q15): A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Q16 (Answered if Response to Q15 is Yes): In the last 6 months, how many times did you visit your personal doctor to get care for yourself? None, 1, 2, 3, 4, 5 to 9, 10 or more

Measure Identifier: CAHPS_CPA.Q16-D



Data

Adult CAHPS®: Number of Visits to Personal Doctor: D. Three

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	93	693	13.6%	11.0 - 16.2
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	104	845	12.8%	10.5 - 15.1

Measure Details

Measure Name: **Adult CAHPS®: Number of Visits to Personal Doctor: D. Three**

Measure Identifier: CAHPS_CPA.Q16-D

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Adult CAHPS®: Number of Visits to Personal Doctor: E. Four

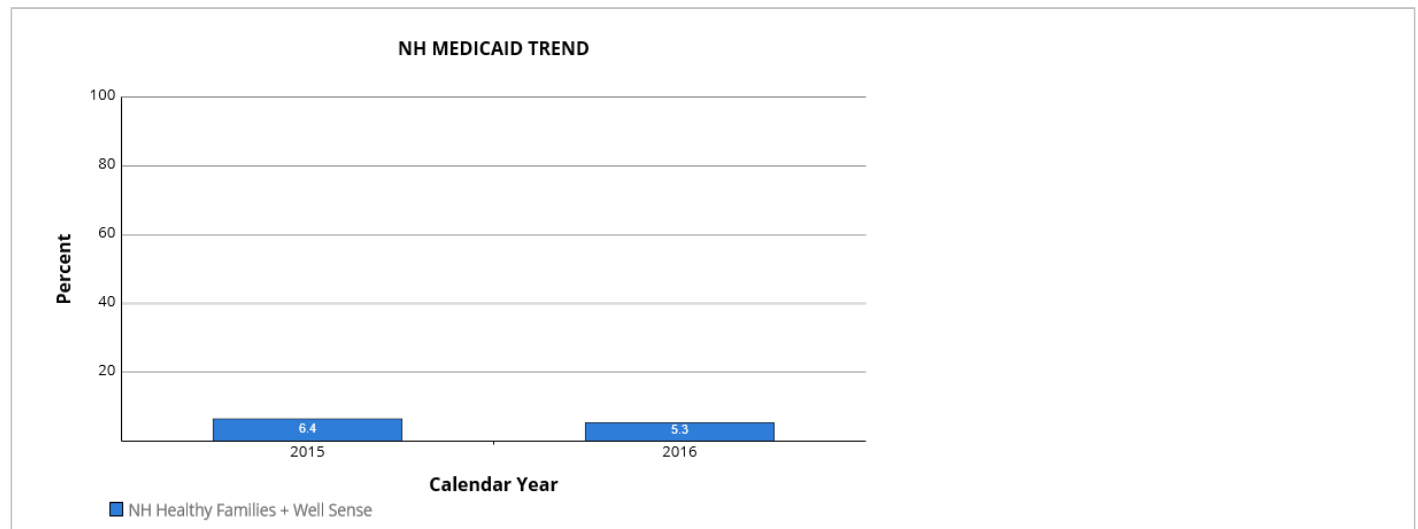
Percent of adult members reporting four visits to their personal care doctor in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q15): A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Q16 (Answered if Response to Q15 is Yes): In the last 6 months, how many times did you visit your personal doctor to get care for yourself? None, 1, 2, 3, 4, 5 to 9, 10 or more

Measure Identifier: CAHPS_CPA.Q16-E



Data

Adult CAHPS®: Number of Visits to Personal Doctor: E. Four

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	46	693	6.4%	4.6 - 8.2
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	43	845	5.3%	3.8 - 6.8

Measure Details

Measure Name: **Adult CAHPS®: Number of Visits to Personal Doctor: E. Four**

Measure Identifier: CAHPS_CPA.Q16-E

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Adult CAHPS®: Number of Visits to Personal Doctor: F. Five to Nine

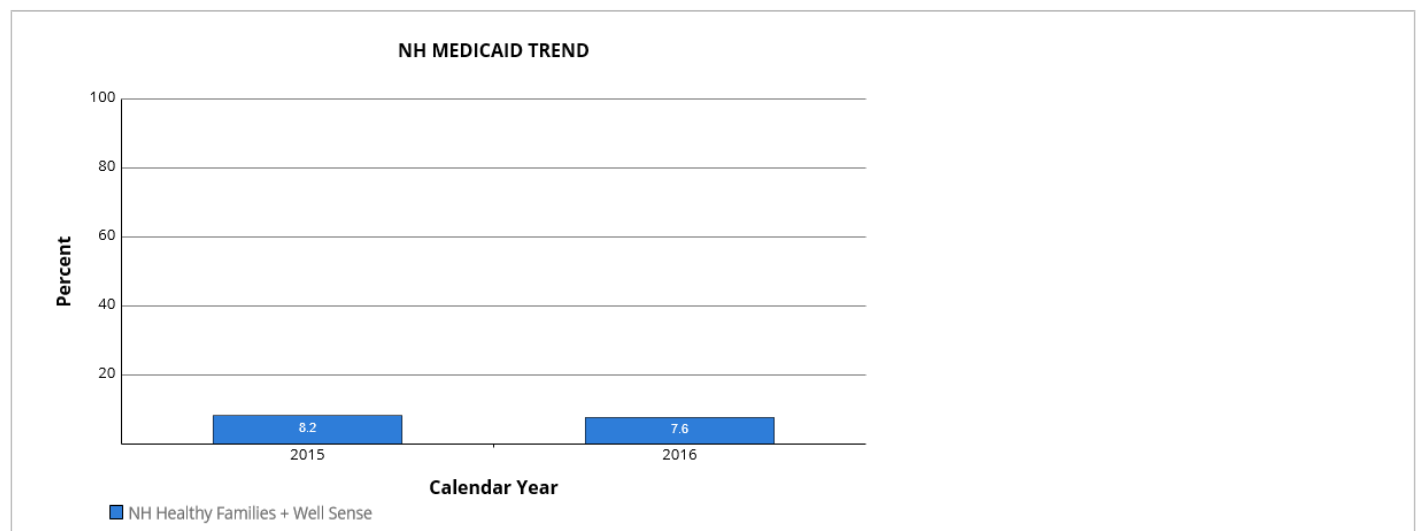
Percent of adult members reporting five to nine visits to their personal care doctor in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q15): A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Q16 (Answered if Response to Q15 is Yes): In the last 6 months, how many times did you visit your personal doctor to get care for yourself? None, 1, 2, 3, 4, 5 to 9, 10 or more

Measure Identifier: CAHPS_CPA.Q16-F



Data

Adult CAHPS®: Number of Visits to Personal Doctor: F. Five to Nine

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	55	693	8.2%	6.2 - 10.2
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	69	845	7.6%	5.8 - 9.4

Measure Details

Measure Name: **Adult CAHPS®: Number of Visits to Personal Doctor: F. Five to Nine**

Measure Identifier: CAHPS_CPA.Q16-F

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Adult CAHPS®: Number of Visits to Personal Doctor: G. Ten or More

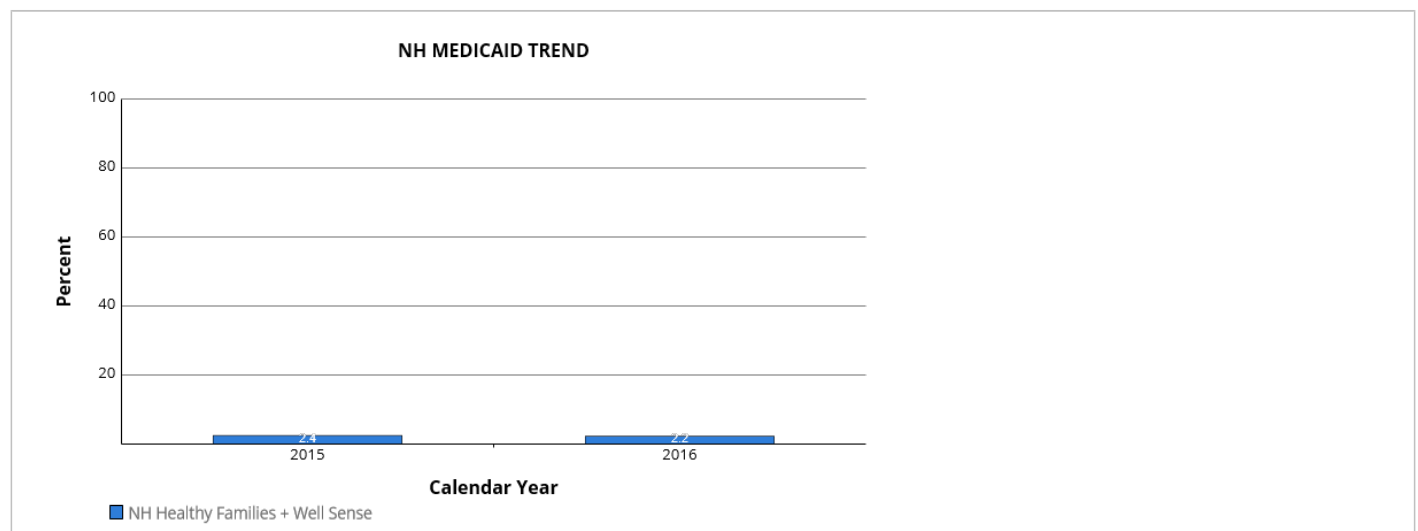
Percent of adult members reporting ten or more visits to their personal care doctor in the last six months.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q15): A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Q16 (Answered if Response to Q15 is Yes): In the last 6 months, how many times did you visit your personal doctor to get care for yourself? None, 1, 2, 3, 4, 5 to 9, 10 or more

Measure Identifier: CAHPS_CPA.Q16-G



Data

Adult CAHPS®: Number of Visits to Personal Doctor: G. Ten or More

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	15	693	2.4%	1.3 - 3.5
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	20	845	2.2%	1.2 - 3.2

Measure Details

Measure Name: **Adult CAHPS®: Number of Visits to Personal Doctor: G. Ten or More**

Measure Identifier: CAHPS_CPA.Q16-G

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

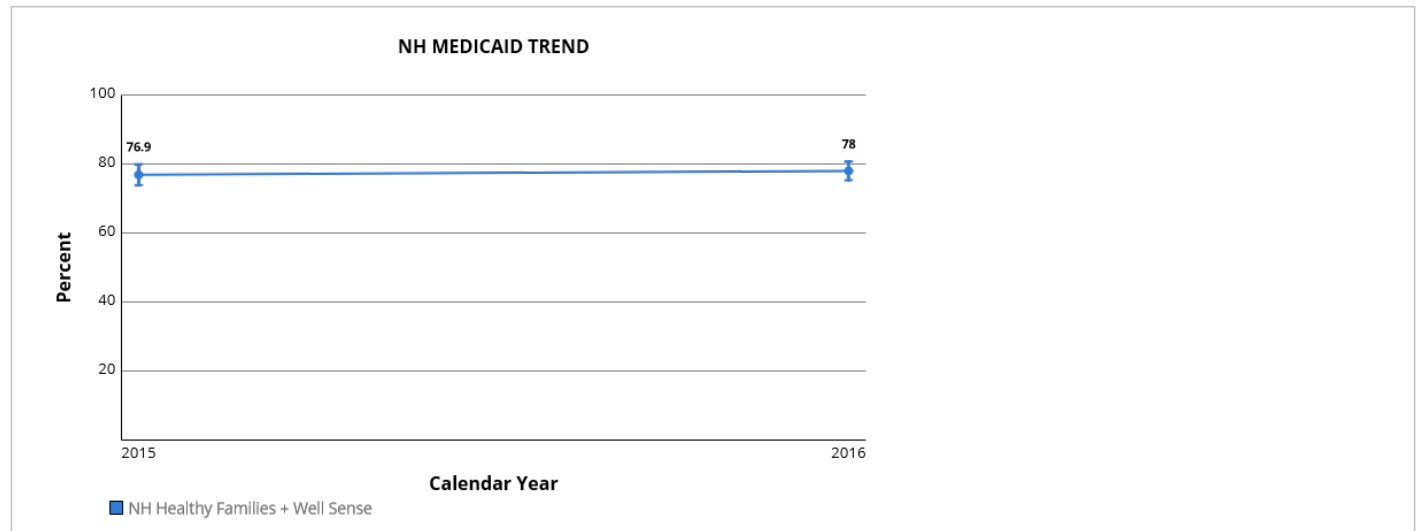
Adult CAHPS®: Percent of Adults Reporting Now Needing or Taking Medicine Prescribed by a Doctor

Percent of adult members who reported now needing or taking medicine prescribed by a doctor (excluding birth control).

CAHPS® Adult Medicaid Health Plan Survey Question:

Q50: Do you now need or take medicine prescribed by a doctor? Do not include birth control.

Measure Identifier: CAHPS_CPA.Q50



Data

Adult CAHPS®: Percent of Adults Reporting Now Needing or Taking Medicine Prescribed by a Doctor

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	598	777	76.9%	73.9 - 79.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	715	923	78.0%	75.3 - 80.7

Measure Details

Measure Name: **Adult CAHPS®: Percent of Adults Reporting Now Needing or Taking Medicine Prescribed by a Doctor**

Measure Identifier: CAHPS_CPA.Q50

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Adult CAHPS®: Percent of Adults Reporting a Condition or Problem Lasting at Least 3 months for which They Need or Take Medicine Prescribed by a Doctor.

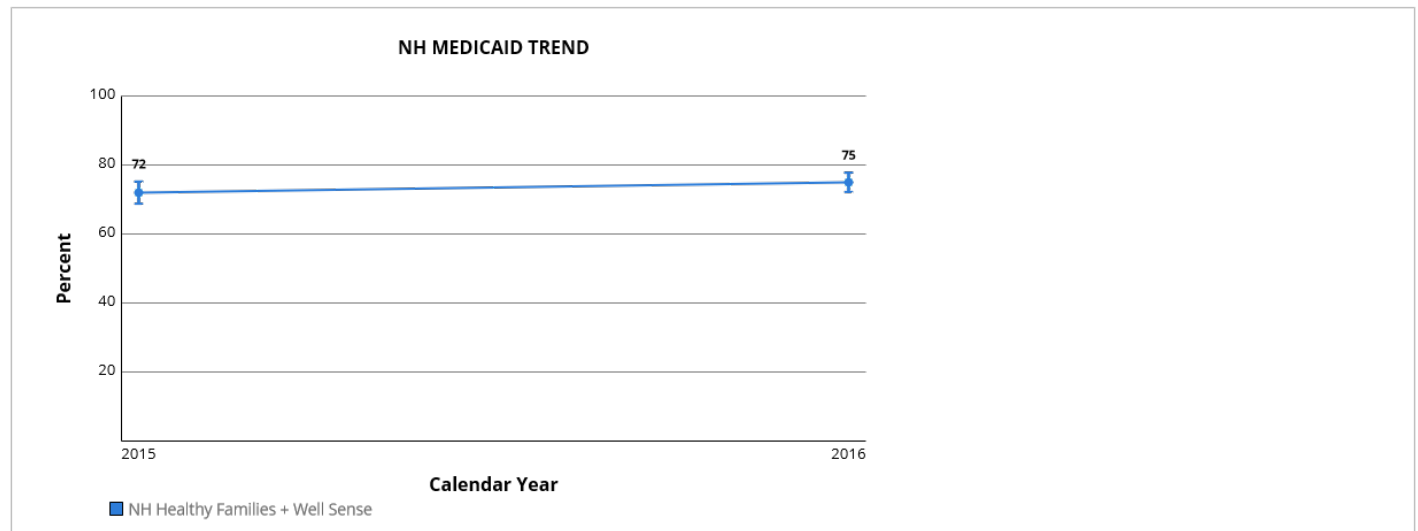
Percent of adult members who reported having a condition or problem that has lasted for at least 3 months (excluding pregnancy and menopause) for which they reported needing or taking medicine prescribed by a doctor (excluding birth control).

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q50): Do you now need or take medicine prescribed by a doctor? Do not include birth control.

Q51 (Answered if Response to Q50 is Yes): Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

Measure Identifier: CAHPS_CPA.Q51



Data

Adult CAHPS®: Percent of Adults Reporting a Condition or Problem Lasting at Least 3 months for which They Need or Take Medicine Prescribed by a Doctor.

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	558	777	72.0%	68.8 - 75.2

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	680	916	75.0%	72.2 - 77.8

Measure Details

Measure Name: **Adult CAHPS®: Percent of Adults Reporting a Condition or Problem Lasting at Least 3 months for which They Need or Take Medicine Prescribed by a Doctor.**

Measure Identifier: CAHPS_CPA.Q51

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Adult CAHPS®: Personal Doctor Explained Things in a Way That Was Easy to Understand: Usually or Always

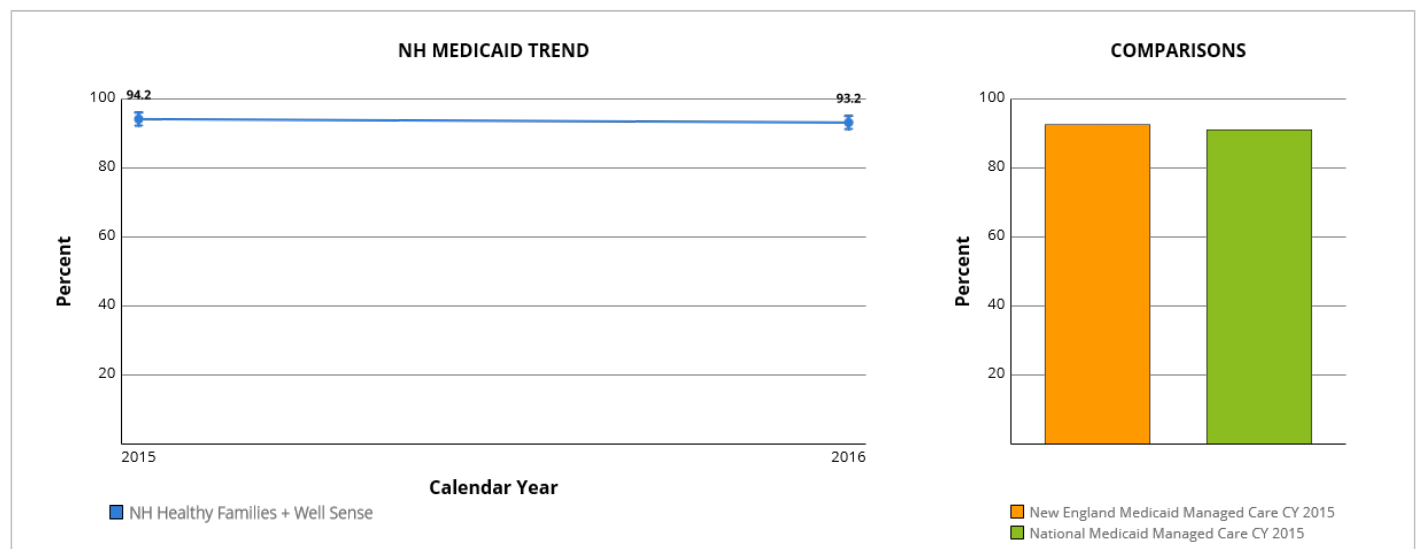
Percent of adult members reporting their personal doctor usually or always explained things in a way that was easy to understand.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q16): In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

Q17 (Answered if Response to Q16 is not None): In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

Measure Identifier: CAHPS_CPA.Q17



Data

Adult CAHPS®: Personal Doctor Explained Things in a Way That Was Easy to Understand: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	534	567	94.2%	92.3 - 96.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	643	687	93.2%	91.3 - 95.1

Measure Details

Measure Name: **Adult CAHPS®: Personal Doctor Explained Things in a Way That Was Easy to Understand: Usually or Always**

Measure Identifier: CAHPS_CPA.Q17

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2015
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Adult CAHPS®: Personal Doctor Listened Carefully: Usually or Always

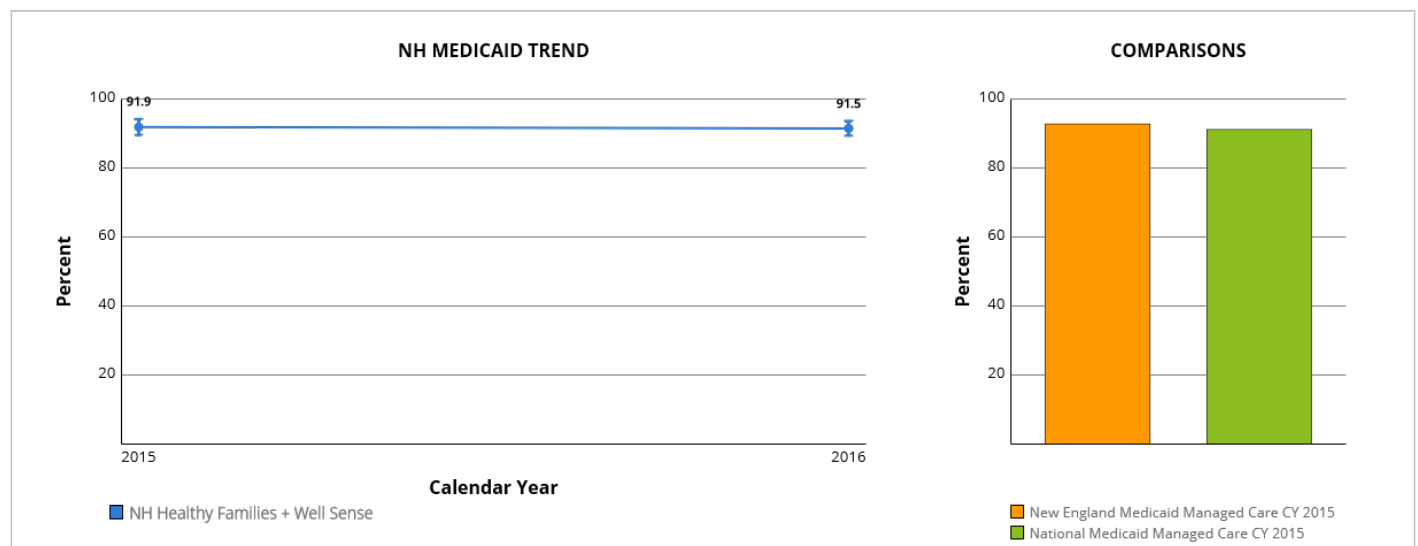
Percent of adult members reporting their personal doctor usually or always listened carefully to the member.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q16): In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

Q18 (Answered if Response to Q16 is not None): In the last 6 months, how often did your personal doctor listen carefully to you?

Measure Identifier: CAHPS_CPA.Q18



Data

Adult CAHPS®: Personal Doctor Listened Carefully: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	517	565	91.9%	89.6 - 94.2
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	635	687	91.5%	89.4 - 93.6

Measure Details

Measure Name: **Adult CAHPS®: Personal Doctor Listened Carefully: Usually or Always**

Measure Identifier: CAHPS_CPA.Q18

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2015
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Adult CAHPS®: Personal Doctor Showed Respect: Usually or Always

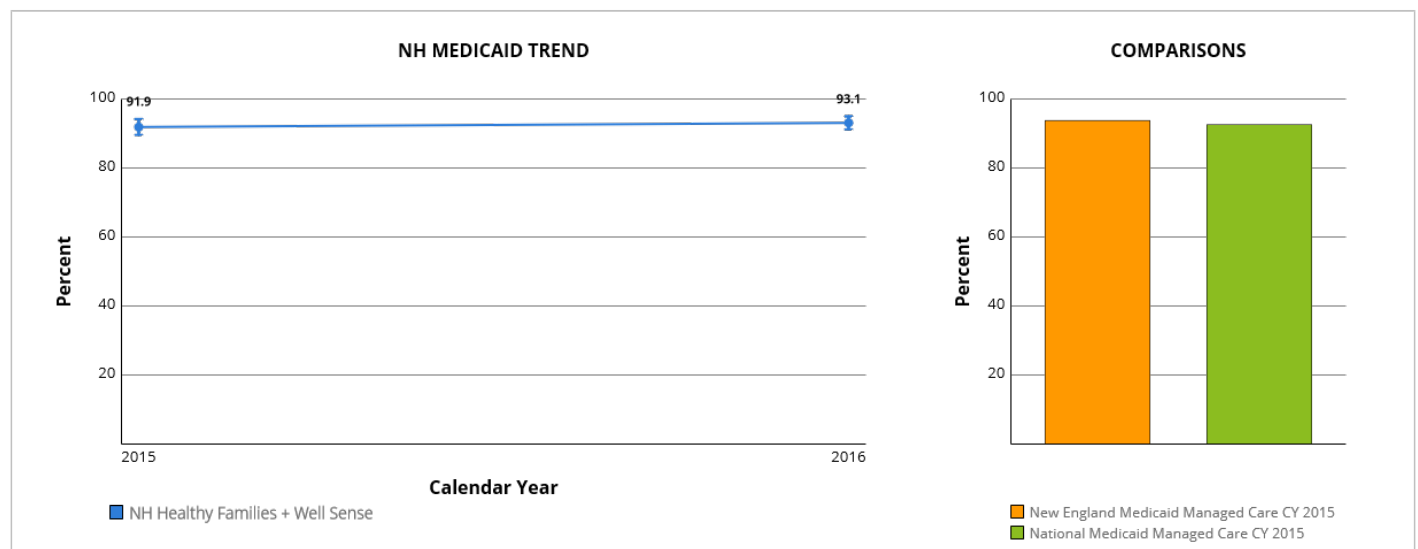
Percent of adult members reporting their personal doctor usually or always showed respect for what the member had to say.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q16): In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

Q19 (Answered if Response to Q16 is not None): In the last 6 months, how often did your personal doctor show respect for what you had to say?

Measure Identifier: CAHPS_CPA.Q19



Data

Adult CAHPS®: Personal Doctor Showed Respect: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	517	567	91.9%	89.6 - 94.2
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	643	688	93.1%	91.2 - 95.0

Measure Details

Measure Name: **Adult CAHPS®: Personal Doctor Showed Respect: Usually or Always**

Measure Identifier: CAHPS_CPA.Q19

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2015
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Adult CAHPS®: Personal Doctor Spent Enough time with Member: Usually or Always

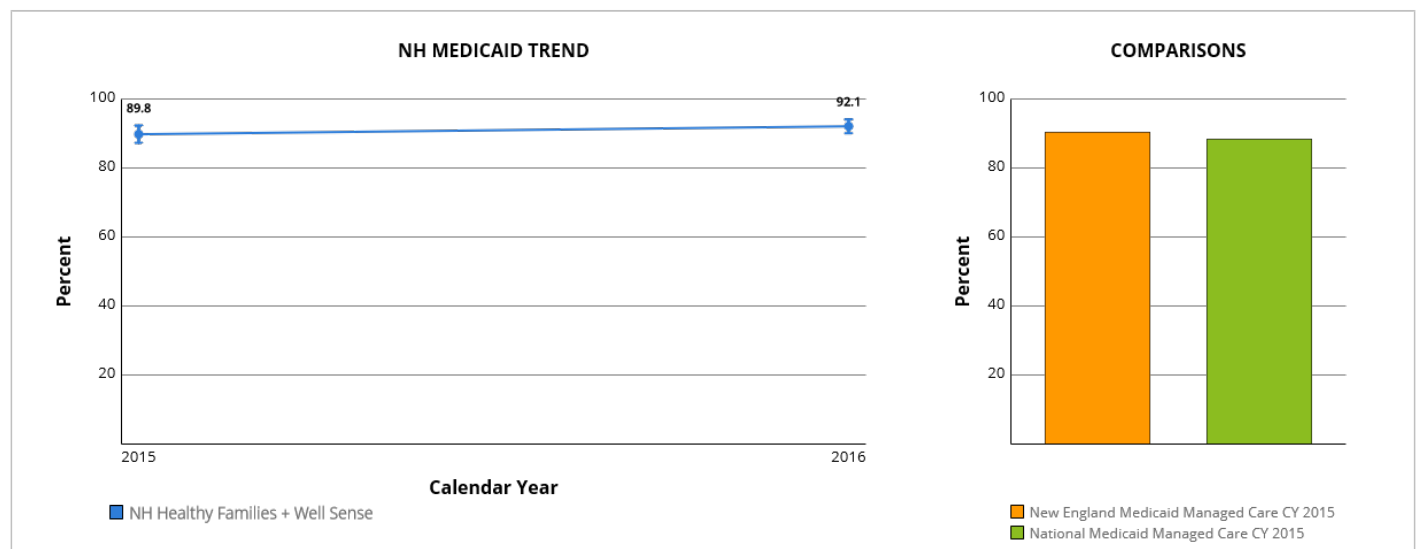
Percent of adult members reporting their personal doctor usually or always spent enough time with the member.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q16): In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

Q20 (Answered if Response to Q16 is not None): In the last 6 months, how often did your personal doctor spend enough time with you?

Measure Identifier: CAHPS_CPA.Q20



Data

Adult CAHPS®: Personal Doctor Spent Enough time with Member: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	507	566	89.8%	87.3 - 92.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	635	688	92.1%	90.1 - 94.1

Measure Details

Measure Name: **Adult CAHPS®: Personal Doctor Spent Enough time with Member: Usually or Always**

Measure Identifier: CAHPS_CPA.Q20

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2015
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Adult CAHPS®: Personal Doctor Up-to-Date about Care from other Doctors or Health Providers: Usually or Always

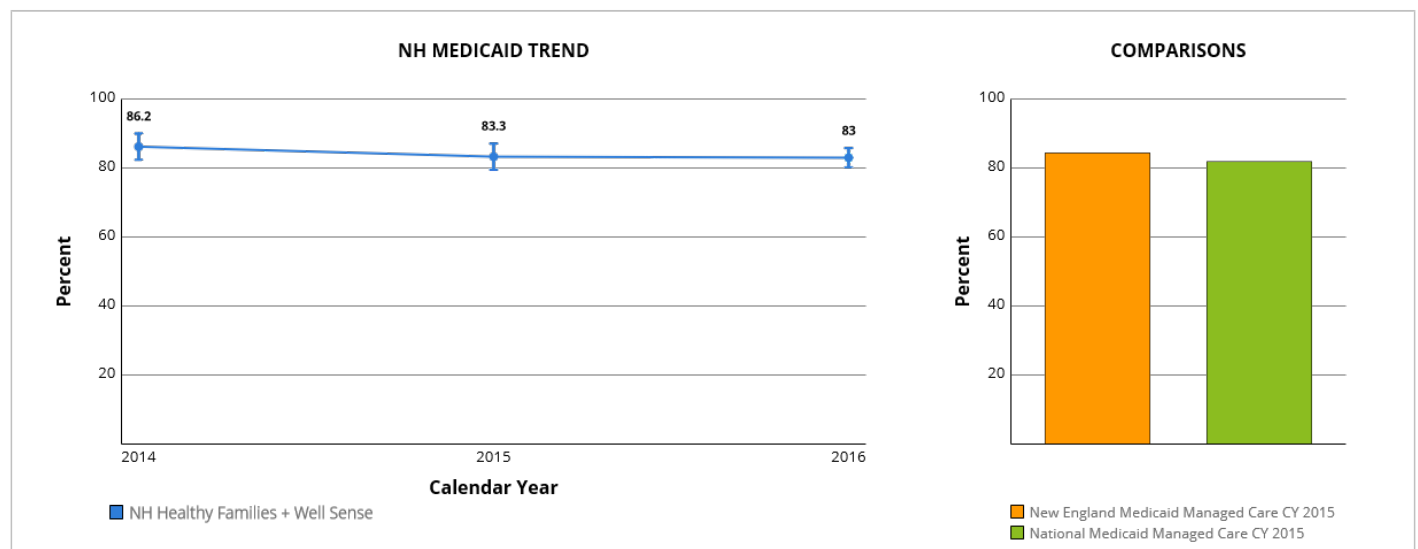
Percent of adult members reporting their personal doctor was usually or always up-to-date about care provided from other doctors and health providers.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q21): In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

Q22 (Answered if Response to Q21 is Yes): In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Measure Identifier: CAHPS_CPA.Q22



Data

Adult CAHPS®: Personal Doctor Up-to-Date about Care from other Doctors or Health Providers: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2014-01-01 - 2014-12-31	NH Healthy Families + Well Sense	284	330	86.2%	82.4 - 90.0
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	304	367	83.3%	79.5 - 87.1

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	589	717	83.0%	80.2 - 85.8

Measure Details

Measure Name: **Adult CAHPS®: Personal Doctor Up-to-Date about Care from other Doctors or Health Providers: Usually or Always**

Measure Identifier: CAHPS_CPA.Q22

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2015
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

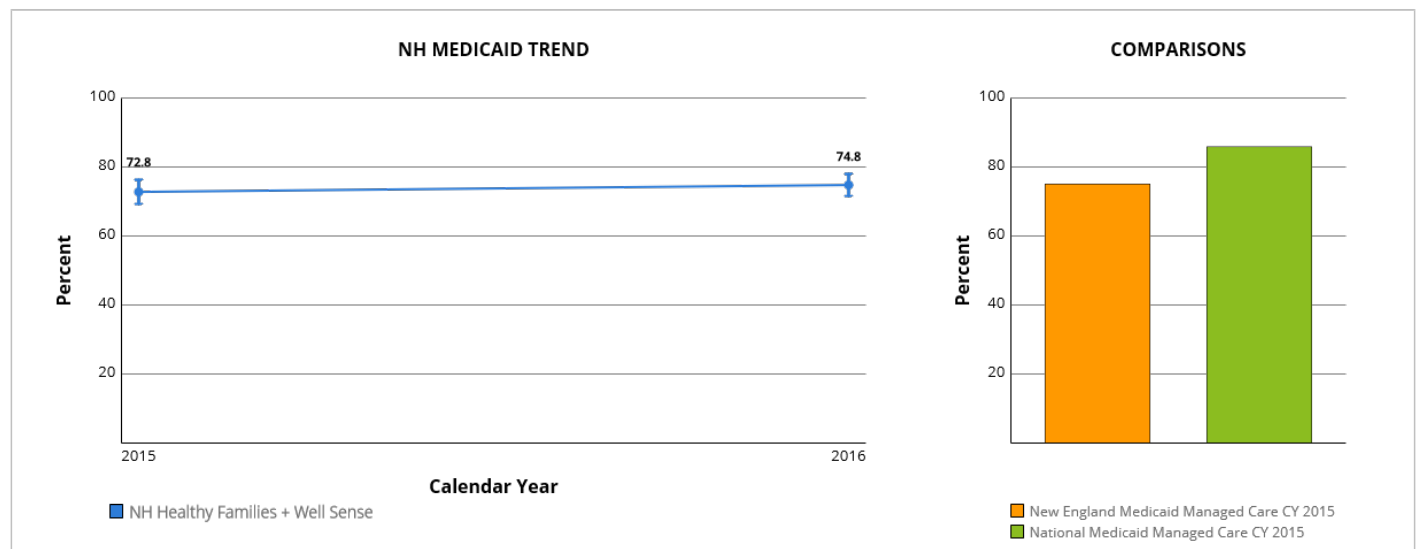
Adult CAHPS®: Rating of Health Care - 8, 9 or 10

Percent of adult members who rated their overall health care in the last 6 months as an 8, 9 or 10; where 0 is the worst health care possible and 10 is the best health care possible.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Q13: Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Measure Identifier: CAHPS_CPA.Q13



Data

Adult CAHPS®: Rating of Health Care - 8, 9 or 10

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	459	625	72.8%	69.3 - 76.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	550	733	74.8%	71.6 - 78.0

Measure Details

Measure Name: **Adult CAHPS®: Rating of Health Care - 8, 9 or 10**

Measure Identifier: CAHPS_CPA.Q13

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
 - Years: CY 2015
 - Comments:
-

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
 - Years: CY 2015
 - Comments:
-

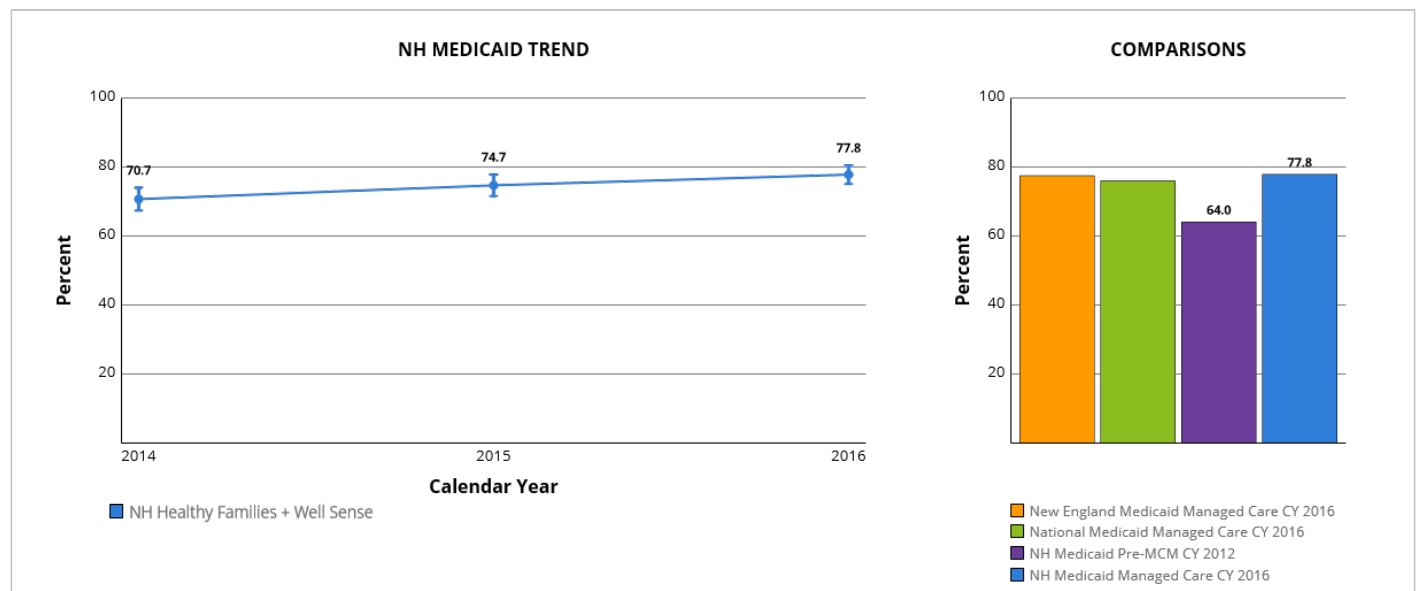
Adult CAHPS®: Rating of Health Plan: 8, 9, or 10

Percent of adults who rated their health plan an 8, 9, or 10 on a scale of 0-10, where 0 is the worst health plan possible and 10 is the best health plan possible.

CAHPS® Adult Medicaid Health Plan Survey Question:

Q35: Using any number from 0 to 10, where 0 is the worst worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Measure Identifier: CAHPS_CPA.Q35



Data

Adult CAHPS®: Rating of Health Plan: 8, 9, or 10

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2014-01-01 - 2014-12-31	NH Healthy Families + Well Sense	526	754	70.7%	67.4 - 74.0
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	580	773	74.7%	71.6 - 77.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	708	921	77.8%	75.1 - 80.5

Measure Details

Measure Name: **Adult CAHPS®: Rating of Health Plan: 8, 9, or 10**

Measure Identifier: CAHPS_CPA.Q35

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2016
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

NH Medicaid Pre-MCM

- Data Sources: Fee for Service (Pre-Managed Care)
- Years: CY 2012
- Comments:

NH Medicaid Managed Care

- Data Sources: NH MCM Rate
- Years: CY 2016
- Comments:

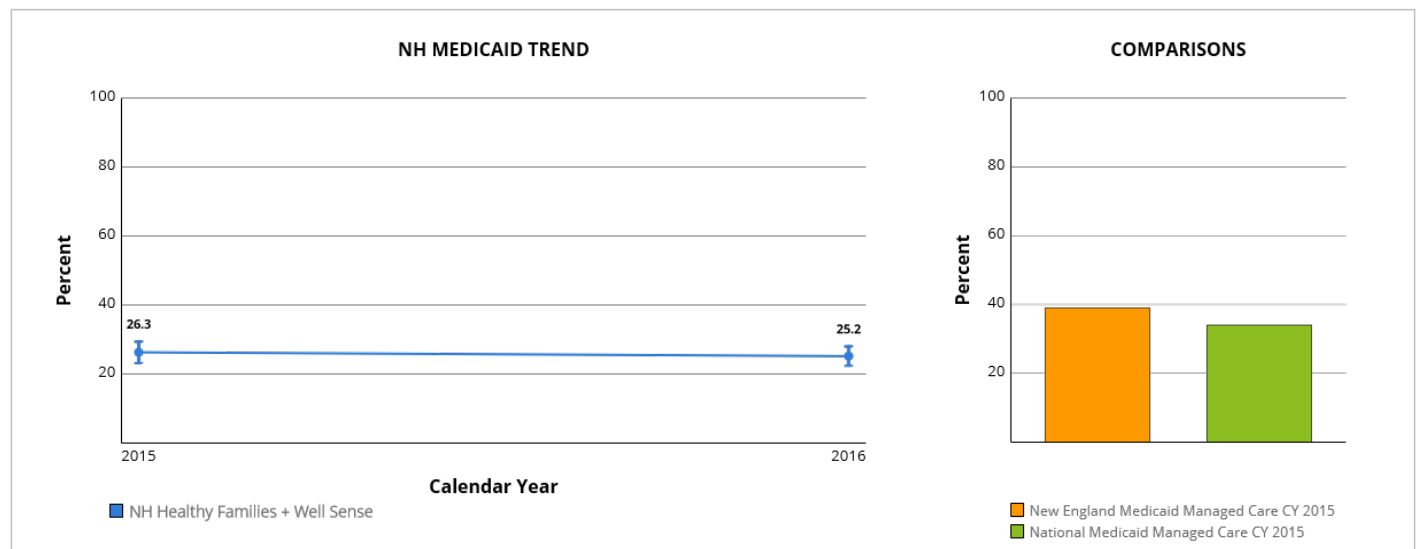
Adult CAHPS®: Rating of Overall Health - Very Good or Excellent

Percent of adult members who reported their overall health as very good or excellent.

CAHPS® Adult Medicaid Health Plan Survey Question:

Q36: In general, how would you rate your overall health?

Measure Identifier: CAHPS_CPA.Q36



Data

Adult CAHPS®: Rating of Overall Health - Very Good or Excellent

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	213	788	26.3%	23.2 - 29.4
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	234	922	25.2%	22.4 - 28.0

Measure Details

Measure Name: **Adult CAHPS®: Rating of Overall Health - Very Good or Excellent**

Measure Identifier: CAHPS_CPA.Q36

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
 - Years: CY 2015
 - Comments:
-

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
 - Years: CY 2015
 - Comments:
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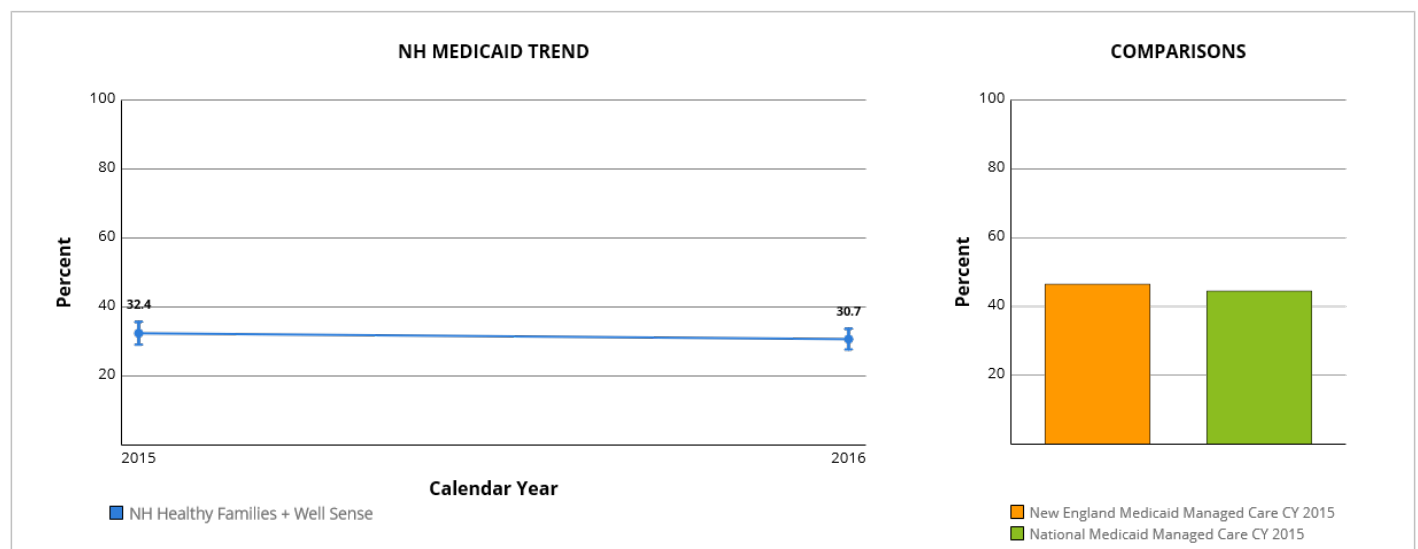
Adult CAHPS®: Rating of Overall Mental or Emotional Health - Very Good or Excellent

Percent of adult members who reported their overall mental or emotional health as very good or excellent.

CAHPS® Adult Medicaid Health Plan Survey Question:

Q37: In general, how would you rate your overall mental or emotional health?

Measure Identifier: CAHPS_CPA.Q37



Data

Adult CAHPS®: Rating of Overall Mental or Emotional Health - Very Good or Excellent

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	260	787	32.4%	29.1 - 35.7
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	282	930	30.7%	27.7 - 33.7

Measure Details

Measure Name: **Adult CAHPS®: Rating of Overall Mental or Emotional Health - Very Good or Excellent**

Measure Identifier: CAHPS_CPA.Q37

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
 - Years: CY 2015
 - Comments:
-

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
 - Years: CY 2015
 - Comments:
-

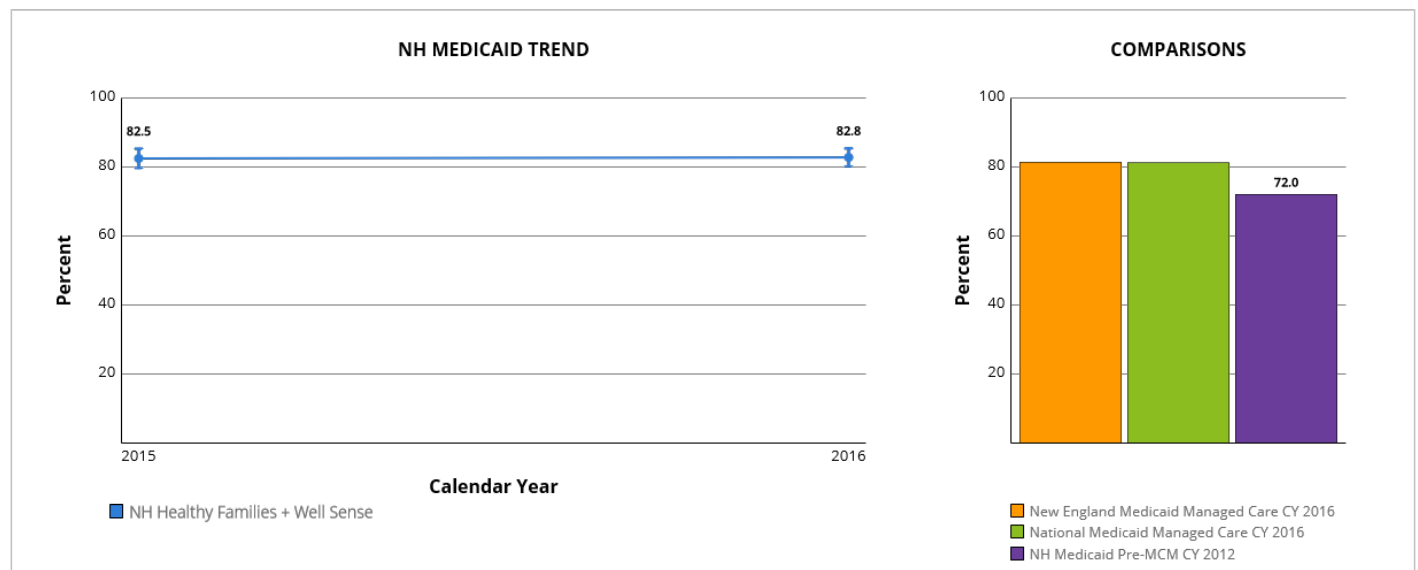
Adult CAHPS®: Rating of Personal Doctor - 8, 9 or 10

Percent of adult members who rated their personal doctor in the last 6 months as an 8, 9 or 10; where 0 is the worst personal doctor possible and 10 is the best personal doctor possible.

CAHPS® Adult Medicaid Health Plan Survey Question:

Q23: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Measure Identifier: CAHPS_CPA.Q23



Data

Adult CAHPS®: Rating of Personal Doctor - 8, 9 or 10

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	577	696	82.5%	79.7 - 85.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	698	840	82.8%	80.2 - 85.4

Measure Details

Measure Name: **Adult CAHPS®: Rating of Personal Doctor - 8, 9 or 10**

Measure Identifier: CAHPS_CPA.Q23

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
 - Years: CY 2016
 - Comments:
-

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
 - Years: CY 2016
 - Comments:
-

NH Medicaid Pre-MCM

- Data Sources: Fee for Service (Pre-Managed Care)
 - Years: CY 2012
 - Comments:
-

Adult CAHPS®: Rating of Specialist Seen Most Often - 8, 9 or 10

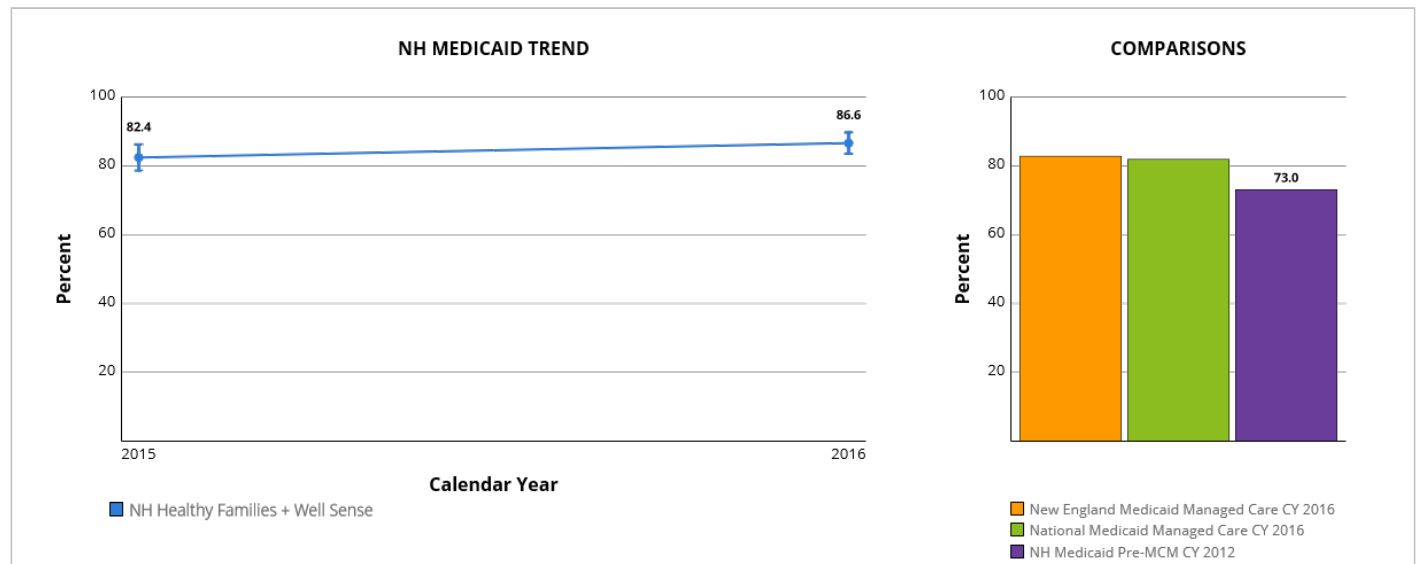
Percent of adult members who rated their specialist in the last 6 months as an 8, 9 or 10; where 0 is the worst specialist possible and 10 is the best specialist possible.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q26): How many specialists have you seen in the last 6 months?

Q27 (Answered if Response to Q26 is not None): We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Measure Identifier: CAHPS_CPA.Q27



Data

Adult CAHPS®: Rating of Specialist Seen Most Often - 8, 9 or 10

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	325	394	82.4%	78.6 - 86.2
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	403	468	86.6%	83.5 - 89.7

Measure Details

Measure Name: **Adult CAHPS®: Rating of Specialist Seen Most Often - 8, 9 or 10**

Measure Identifier: CAHPS_CPA.Q27

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2016
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

NH Medicaid Pre-MCM

- Data Sources: Fee for Service (Pre-Managed Care)
- Years: CY 2012
- Comments:

Adult CAHPS®: Written Materials or Internet Provide Information Needed about How Health Plan Works: Usually or Always

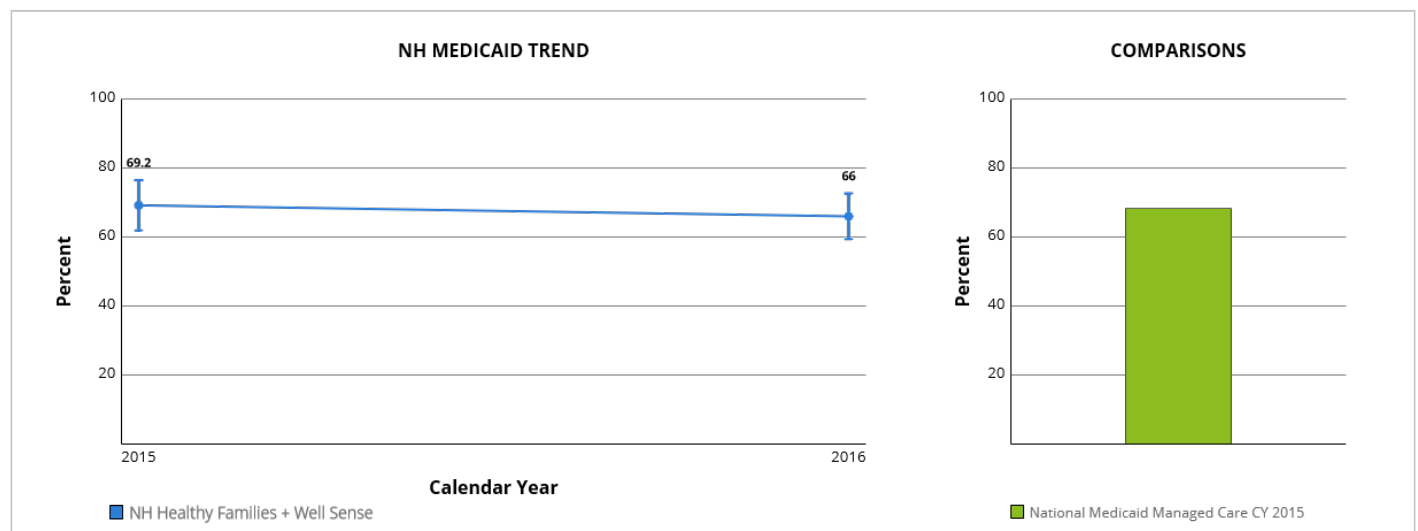
Percent of adult members reporting the written materials or the Internet usually or always provided the information the member needed about how their health plan works.

CAHPS® Adult Medicaid Health Plan Survey Questions:

Screening Question (Q28): In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

Q29 (Answered if Response to Q28 is Yes): In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

Measure Identifier: CAHPS_CPA.Q29



Data

Adult CAHPS®: Written Materials or Internet Provide Information Needed about How Health Plan Works: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	107	156	69.2%	61.9 - 76.5
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	128	200	66.0%	59.4 - 72.6

Measure Details

Measure Name: **Adult CAHPS®: Written Materials or Internet Provide Information Needed about How Health Plan Works: Usually or Always**

Measure Identifier: CAHPS_CPA.Q29

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Adults](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Child CAHPS®: Care Coordination for More than One Kind of Health Care Provider or Service

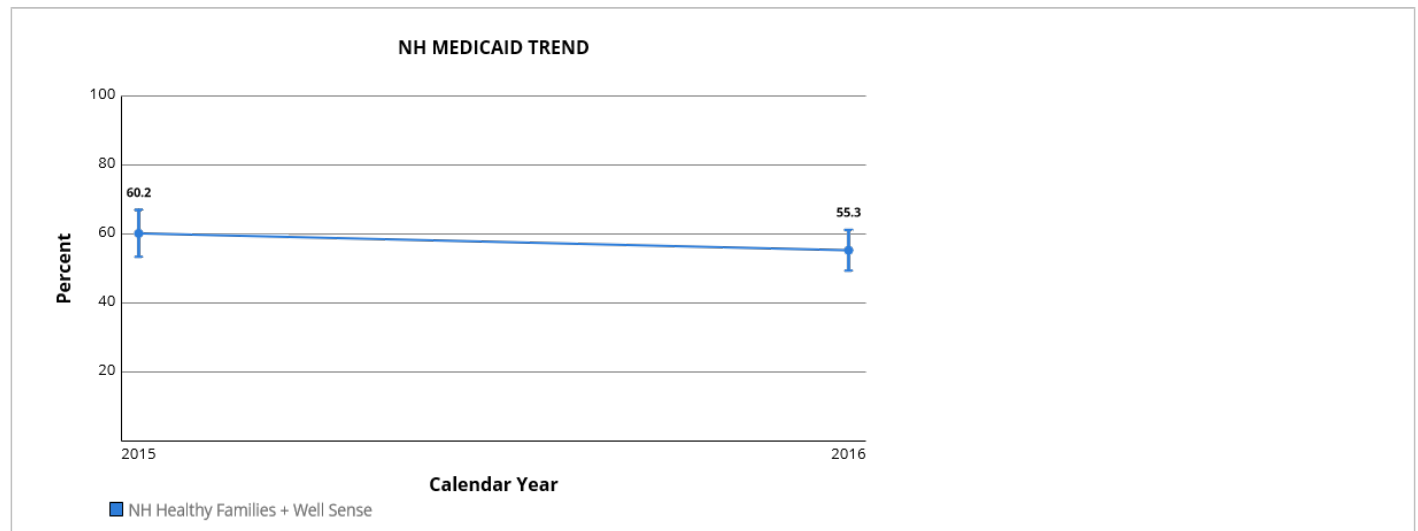
Percent of caregivers reporting their child got care from more than one kind of health care provider or used more than one kind of health care service, and the child's health plan, doctor's office, or clinic help coordinate their child's care among these different providers or services.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q28): In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

Q29 (Answered if Response to Q28 is Yes): In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

Measure Identifier: CAHPS_GP.Q29



Data

Child CAHPS®: Care Coordination for More than One Kind of Health Care Provider or Service

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	121	201	60.2%	53.4 - 67.0
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	158	278	55.3%	49.4 - 61.2

Measure Details

Measure Name: **Child CAHPS®: Care Coordination for More than One Kind of Health Care Provider or Service**

Measure Identifier: CAHPS_GP.Q29

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Child Able to Talk with Doctors about His or Her Health Care

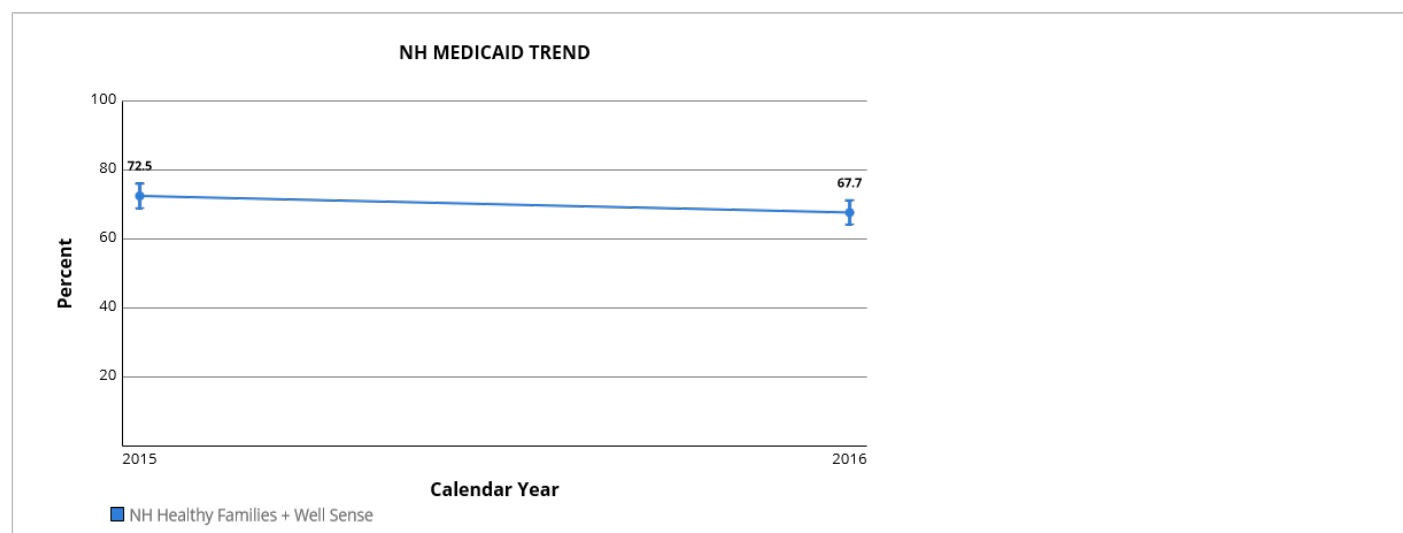
Percent of caregivers reporting their child is able to talk with doctors about his or her health care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q31): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Q35 (Answered if Response to Q31 is not None): Is your child able to talk with doctors about his or her health care?

Measure Identifier: CAHPS_GP.Q35



Data

Child CAHPS®: Child Able to Talk with Doctors about His or Her Health Care

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	427	586	72.5%	68.9 - 76.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	491	710	67.7%	64.2 - 71.2

Measure Details

Measure Name: **Child CAHPS®: Child Able to Talk with Doctors about His or Her Health Care**

Measure Identifier: CAHPS_GP.Q35

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Child Got Care from a Doctor or Other Health Provider Besides Their Personal Doctor

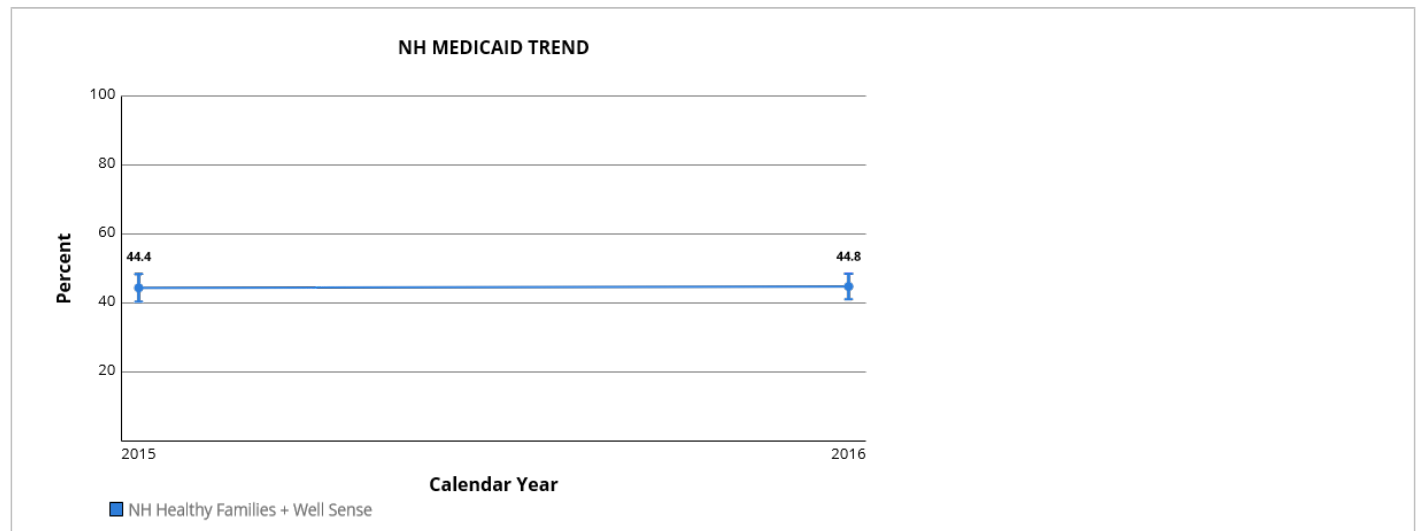
Percent of caregivers reporting their child received care personal from a doctor or other health provider besides their child's personal doctor.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q31): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Q39 (Answered if Response to Q31 is not None): In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

Measure Identifier: CAHPS_GP.Q39



Data

Child CAHPS®: Child Got Care from a Doctor or Other Health Provider Besides Their Personal Doctor

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	258	592	44.4%	40.4 - 48.4
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	319	710	44.8%	41.1 - 48.5

Measure Details

Measure Name: **Child CAHPS®: Child Got Care from a Doctor or Other Health Provider Besides Their Personal Doctor**

Measure Identifier: CAHPS_GP.Q39

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Child Limited or Prevented in Ability to do Things Most Children of Same Age Can Do

Percent of caregivers reporting their child is limited or prevented in any way in his or her ability to do the things most children of the same age can do due to a medical, behavioral, or other health condition that has lasted or is expected to last for at least 12 months.

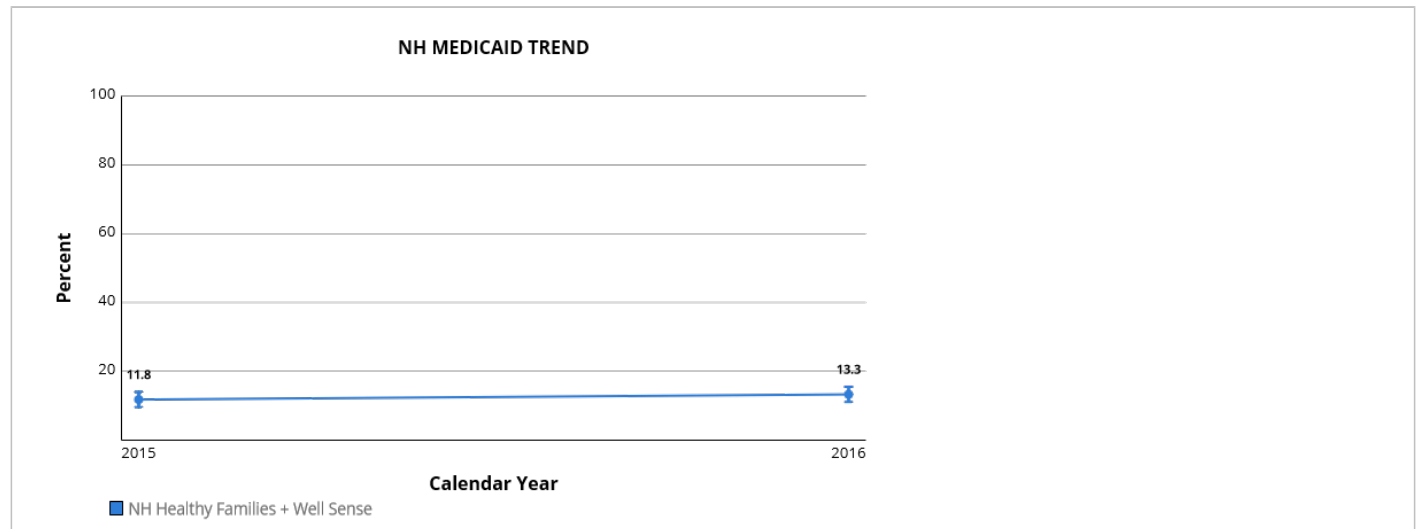
CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q66): Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

Q67 (Answered if Response to Q66 is Yes): Is this because of any medical, behavioral, or other health condition?

Q68 (Answered if Response to Q67 is Yes): Is this a condition that has lasted or is expected to last for at least 12 months?

Measure Identifier: CAHPS_GP.Q68



Data

Child CAHPS®: Child Limited or Prevented in Ability to do Things Most Children of Same Age Can Do

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
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TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	100	830	11.8%	9.6 - 14.0
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	132	953	13.3%	11.1 - 15.5

Measure Details

Measure Name: **Child CAHPS®: Child Limited or Prevented in Ability to do Things Most Children of Same Age Can Do**

Measure Identifier: CAHPS_GP.Q68

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Child Needs/Gets Special Therapy (e.g., Physical, Occupational, or Speech)

Percent of caregivers reporting their child needs or gets special therapy such as physical, occupational, or speech therapy due to a medical, behavioral, or other health condition that has lasted or is expected to last for at least 12 months.

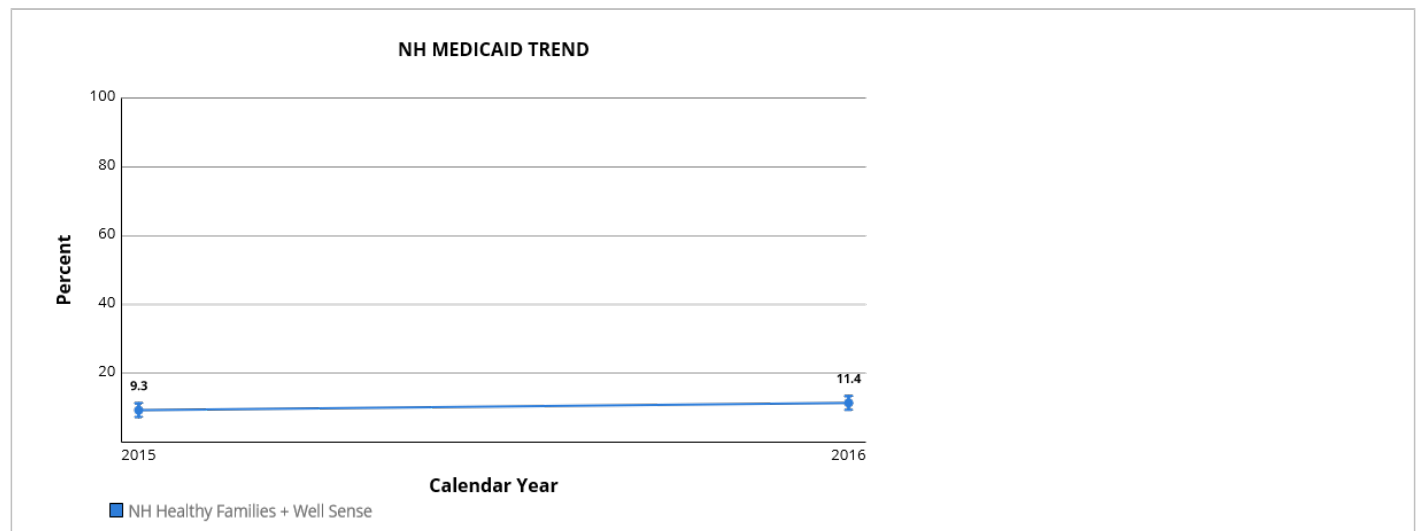
CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q69): Does your child need or get special therapy such as physical, occupational, or speech therapy?

Q70 (Answered if Response to Q69 is Yes): Is this because of any medical, behavioral, or other health condition?

Q71 (Answered if Response to Q70 is Yes): Is this a condition that has lasted or is expected to last for at least 12 months?

Measure Identifier: CAHPS_GP.Q71



Data

Child CAHPS®: Child Needs/Gets Special Therapy (e.g., Physical, Occupational, or Speech)

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
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TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	79	836	9.3%	7.3 - 11.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	110	951	11.4%	9.4 - 13.4

Measure Details

Measure Name: **Child CAHPS®: Child Needs/Gets Special Therapy (e.g., Physical, Occupational, or Speech)**

Measure Identifier: CAHPS_GP.Q71

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Child Needs/Uses More Health Care than Usual for Children of Same Age

Percent of caregivers reporting their child currently needs or uses more medical care, more mental health services, or more educational services than is usual for most children of the same age due to a medical, behavioral, or other health condition that has lasted or is expected to last for at least 12 months.

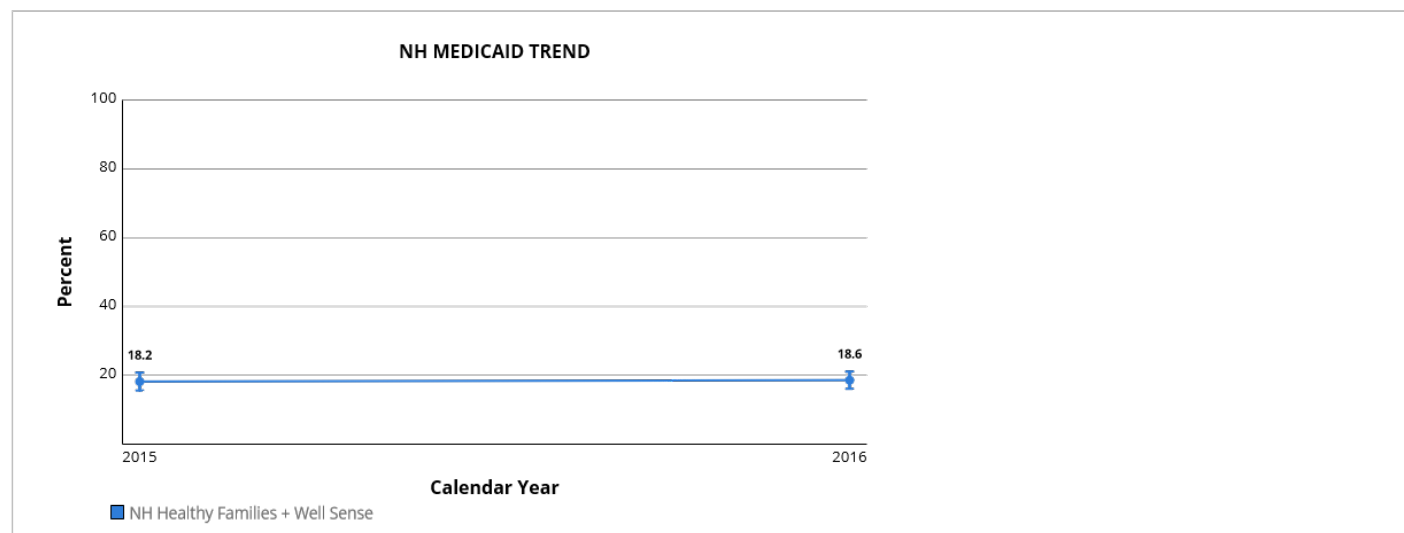
CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q63): Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

Q64 (Answered if Response to Q63 is Yes): Is this because of any medical, behavioral, or other health condition?

Q65 (Answered if Response to Q64 is Yes): Is this a condition that has lasted or is expected to last for at least 12 months?

Measure Identifier: CAHPS_GP.Q65



Data

Child CAHPS®: Child Needs/Uses More Health Care than Usual for Children of Same Age

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
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TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	155	831	18.2%	15.6 - 20.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	184	951	18.6%	16.1 - 21.1

Measure Details

Measure Name: **Child CAHPS®: Child Needs/Uses More Health Care than Usual for Children of Same Age**

Measure Identifier: CAHPS_GP.Q65

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Child Needs/Uses Prescribed Medicine Due Health Condition

Percent of caregivers reporting their child currently needs or uses medicine prescribed by a doctor (other than vitamins) due to a medical, behavioral, or other health condition that has lasted or is expected to last for at least 12 months.

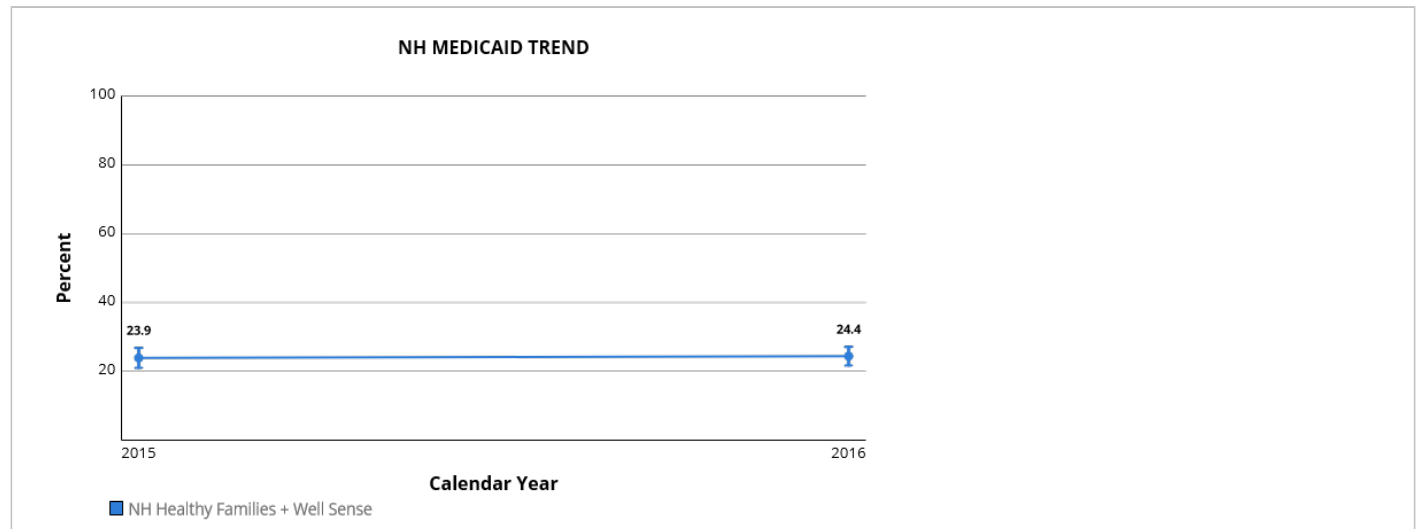
CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q60): Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

Q61 (Answered if Response to Q60 is Yes): Is this because of any medical, behavioral, or other health condition?

Q62 (Answered if Response to Q61 is Yes): Is this a condition that has lasted or is expected to last for at least 12 months?

Measure Identifier: CAHPS_GP.Q62



Data

Child CAHPS®: Child Needs/Uses Prescribed Medicine Due Health Condition

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
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TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	204	843	23.9%	21.0 - 26.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	239	956	24.4%	21.7 - 27.1

Measure Details

Measure Name: **Child CAHPS®: Child Needs/Uses Prescribed Medicine Due Health Condition**

Measure Identifier: CAHPS_GP.Q62

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Child has Emotional, Developmental, or Behavioral Problem for which they Need/Get Treatment or Counseling

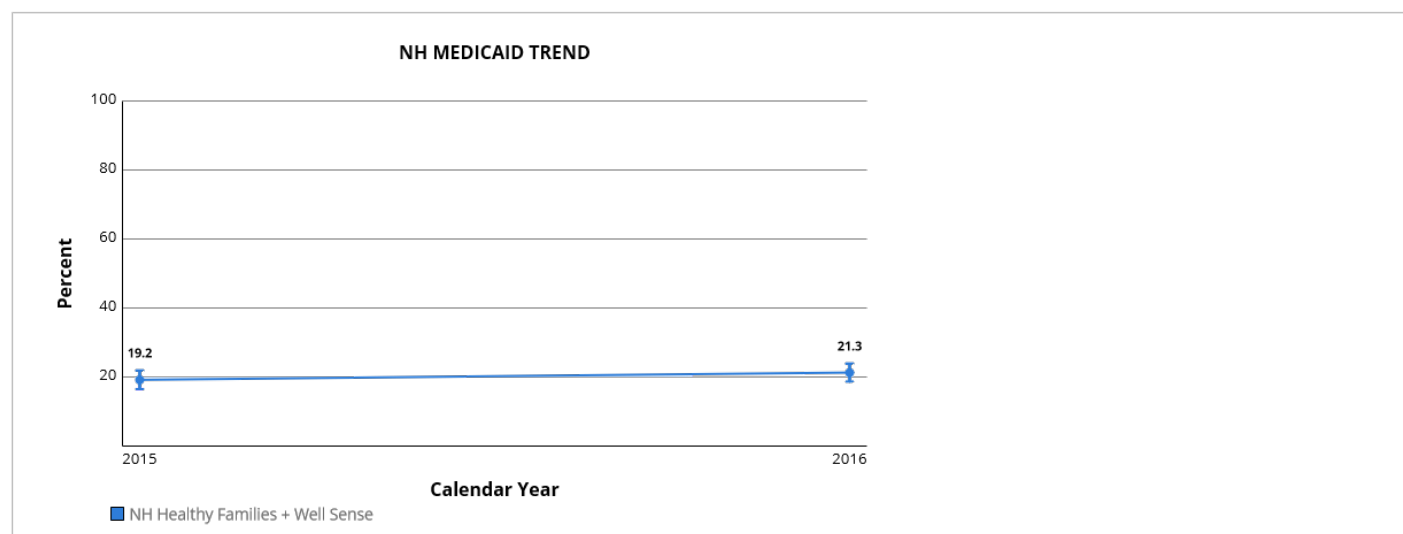
Percent of caregivers reporting their child has an emotional, developmental, or behavioral problem, for which he or she needs or gets treatment or counseling, that has lasted or is expected to last for at least 12 months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q72): Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

Q73 (Answered if Response to Q72 is Yes): Has this problem lasted or is it expected to last for at least 12 months?

Measure Identifier: CAHPS_GP.Q73



Data

Child CAHPS®: Child has Emotional, Developmental, or Behavioral Problem for which they Need/Get Treatment or Counseling

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	167	837	19.2%	16.5 - 21.9

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	208	950	21.3%	18.7 - 23.9

Measure Details

Measure Name: **Child CAHPS®: Child has Emotional, Developmental, or Behavioral Problem for which they Need/Get Treatment or Counseling**

Measure Identifier: CAHPS_GP.Q73

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Prescription Medicines for Child

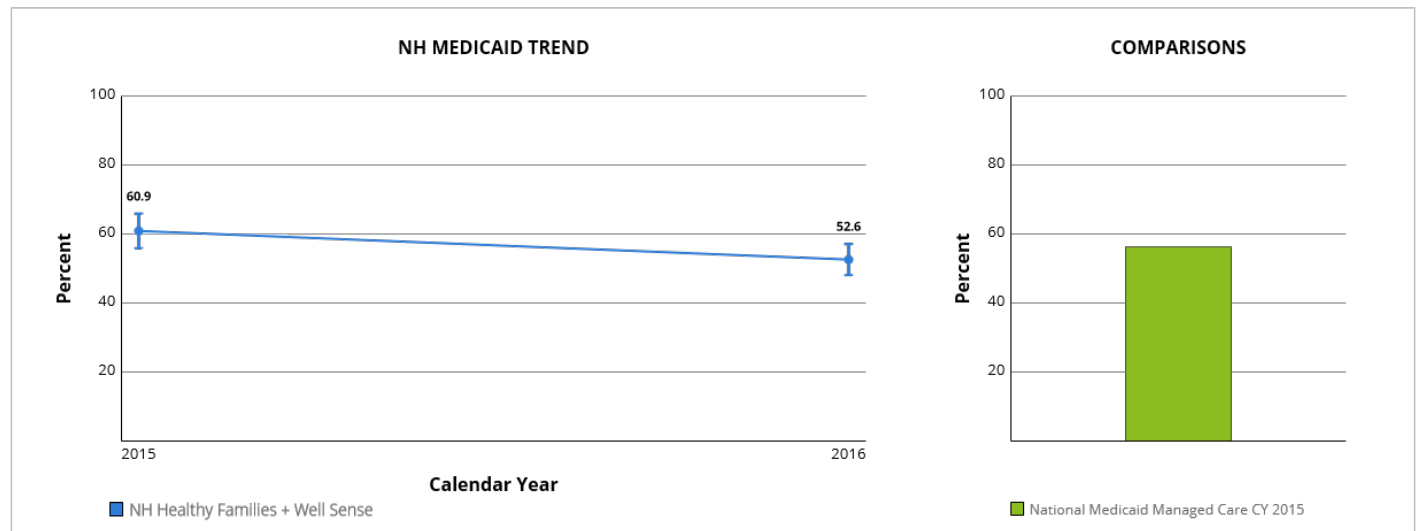
Percent of caregivers reporting someone from their child's health plan, doctor's office, or clinic helped the caregiver get their child's prescription medicines.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q55): In the last 6 months, did you get or refill any prescription medicines for your child?

Q57 (Answered if Response to Q55 is Yes): Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

Measure Identifier: CAHPS_GP.Q57



Data

Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Prescription Medicines for Child

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	222	375	60.9%	55.9 - 65.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	256	472	52.6%	48.1 - 57.1

Measure Details

Measure Name: **Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Prescription Medicines for Child**

Measure Identifier: CAHPS_GP.Q57

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Special Medical Equipment or Devices for Child

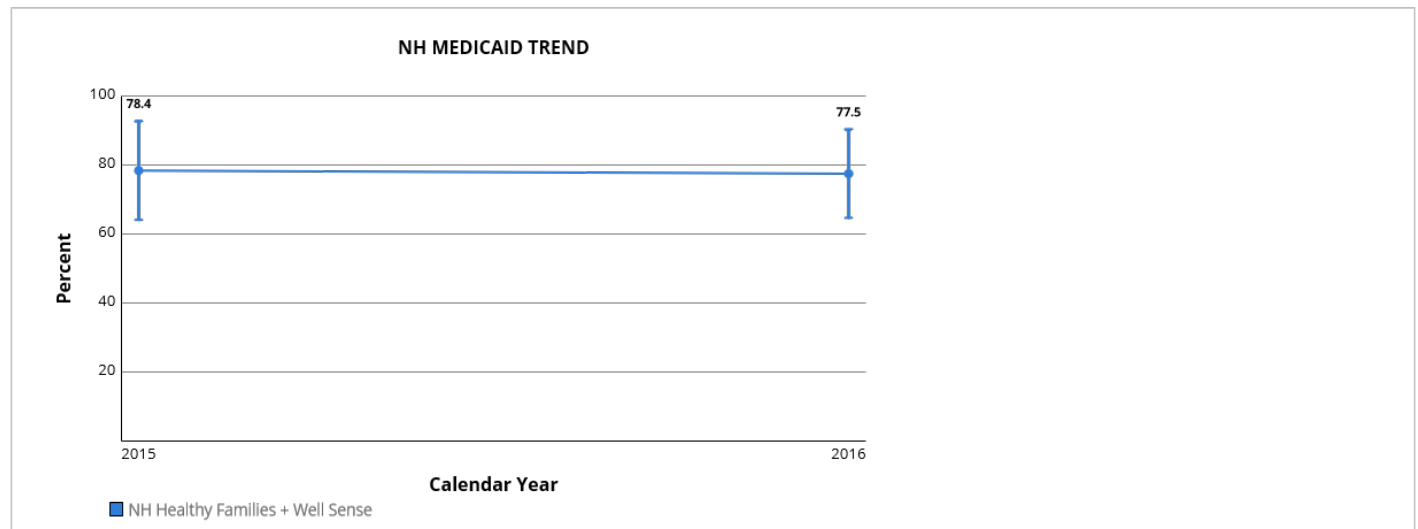
Percent of caregivers reporting someone from their child's health plan, doctor's office, or clinic helped them get special medical equipment or devices for their child.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q19): Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

Q21 (Answered if Response to Q19 is Yes): Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

Measure Identifier: CAHPS_GP.Q21



Data

Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Special Medical Equipment or Devices for Child

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	25	32	78.4%	64.1 - 92.7

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	33	41	77.5%	64.7 - 90.3

Measure Details

Measure Name: **Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Special Medical Equipment or Devices for Child**

Measure Identifier: CAHPS_GP.Q21

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Special Therapy for Child

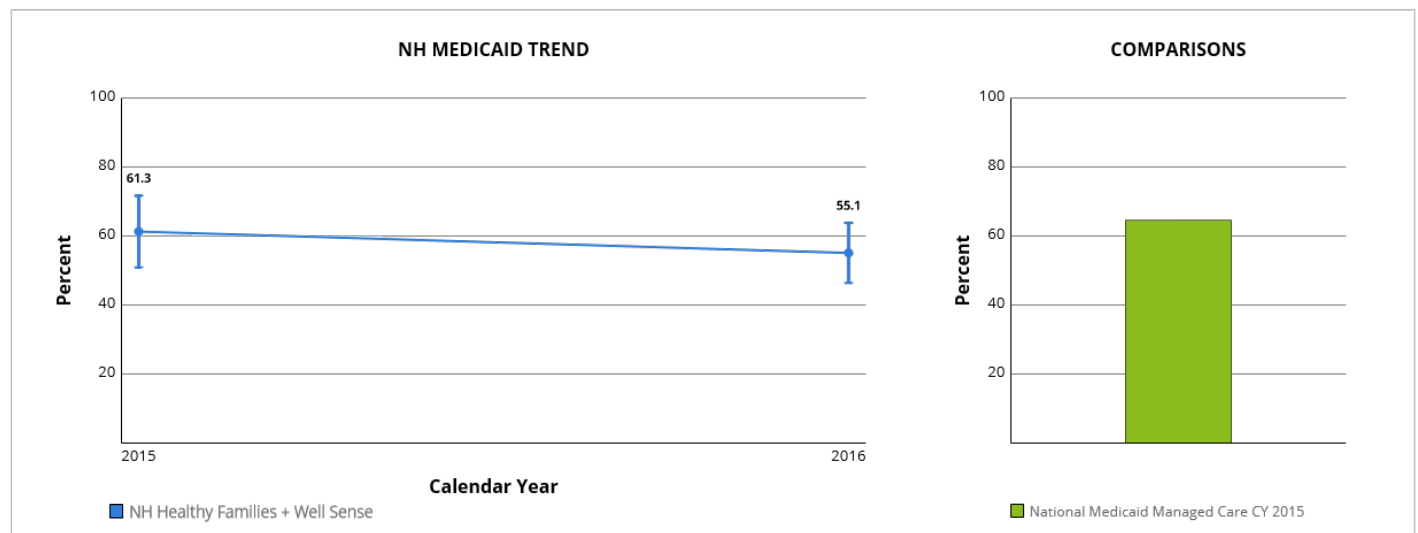
Percent of caregivers reporting someone from their child's health plan, doctor's office, or clinic helped them get special therapy for their child.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q22): In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

Q24 (Answered if Response to Q22 is Yes): Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

Measure Identifier: CAHPS_GP.Q24



Data

Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Special Therapy for Child

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	52	86	61.3%	50.9 - 71.7
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	69	127	55.1%	46.4 - 63.8

Measure Details

Measure Name: **Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Special Therapy for Child**

Measure Identifier: CAHPS_GP.Q24

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Treatment or Counseling for Child

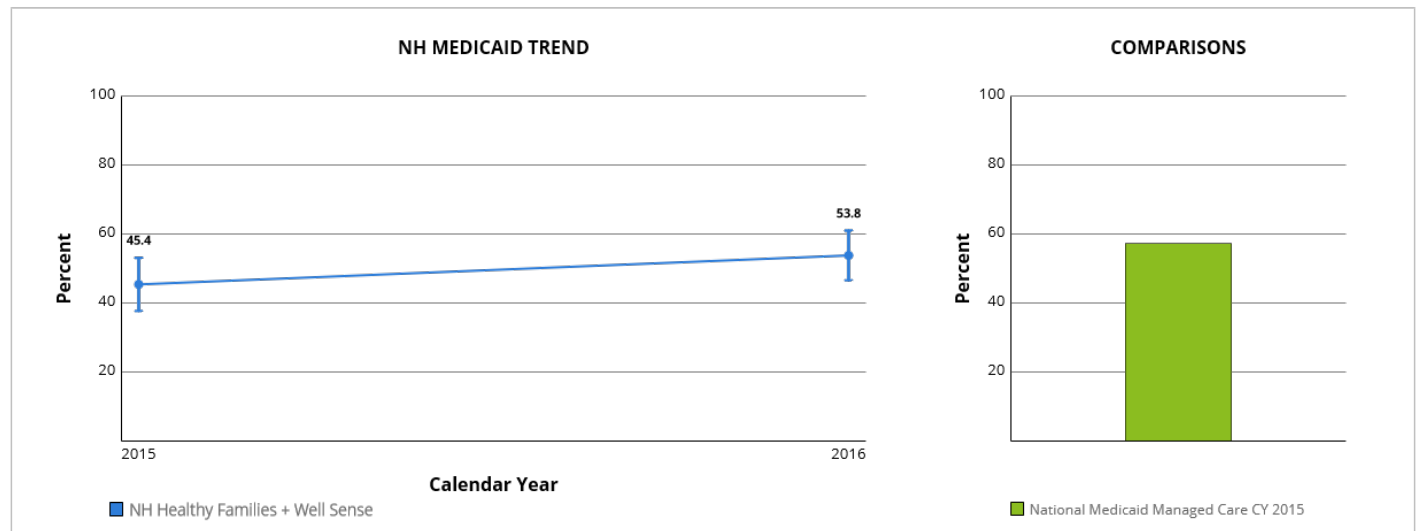
Percent of caregivers reporting someone from their child's health plan, doctor's office, or clinic helped them get this treatment or counseling for their child.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q25): In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

Q27 (Answered if Response to Q25 is Yes): Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

Measure Identifier: CAHPS_GP.Q27



Data

Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Treatment or Counseling for Child

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	74	164	45.4%	37.7 - 53.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	98	186	53.8%	46.6 - 61.0

Measure Details

Measure Name: **Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Treatment or Counseling for Child**

Measure Identifier: CAHPS_GP.Q27

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Child CAHPS®: Child's Personal Doctor Understands How Health Conditions Affect Child's Day-to-Day Life

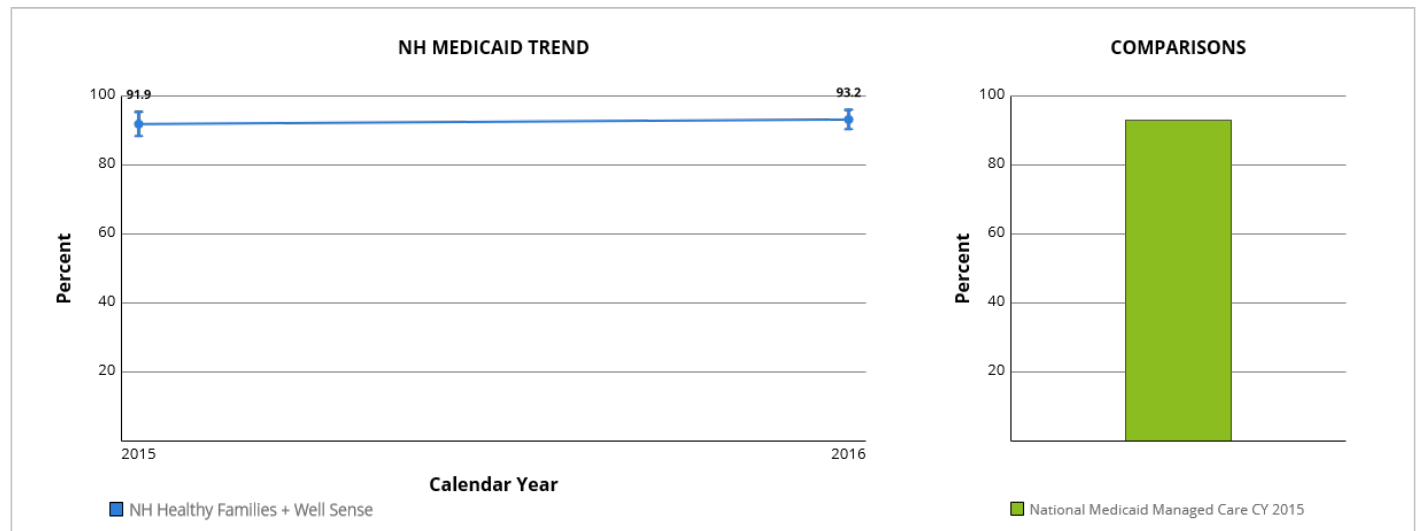
Percent of caregivers reporting their child's personal doctor understands how their child's medical, behavioral, or other health conditions affect their child's day-to-day life.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q42): Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

Q43 (Answered if Response to Q42 is Yes): Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

Measure Identifier: CAHPS_GP.Q43



Data

Child CAHPS®: Child's Personal Doctor Understands How Health Conditions Affect Child's Day-to-Day Life

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	220	240	91.9%	88.4 - 95.4
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	286	308	93.2%	90.4 - 96.0

Measure Details

Measure Name: **Child CAHPS®: Child's Personal Doctor Understands How Health Conditions Affect Child's Day-to-Day Life**

Measure Identifier: CAHPS_GP.Q43

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Child CAHPS®: Child's Personal Doctor Understands How Health Conditions Affect Child's Family's Day-to-Day Life

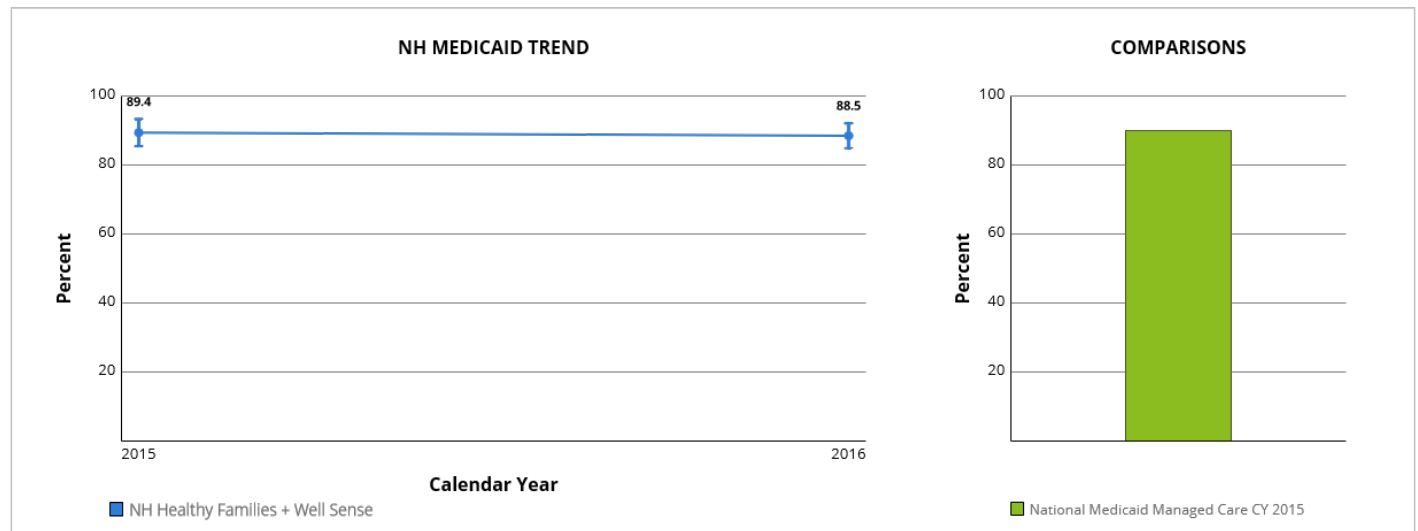
Percent of caregivers reporting their child's personal doctor understands how their child's medical, behavioral, or other health conditions affect the child's family's day-to-day life.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q42): Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

Q44 (Answered if Response to Q42 is Yes): Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

Measure Identifier: CAHPS_GP.Q44



Data

Child CAHPS®: Child's Personal Doctor Understands How Health Conditions Affect Child's Family's Day-to-Day Life

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	212	238	89.4%	85.5 - 93.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	273	309	88.5%	84.9 - 92.1

Measure Details

Measure Name: **Child CAHPS®: Child's Personal Doctor Understands How Health Conditions Affect Child's Family's Day-to-Day Life**

Measure Identifier: CAHPS_GP.Q44

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Child CAHPS®: Customer Service Provided Information or Help: Usually or Always

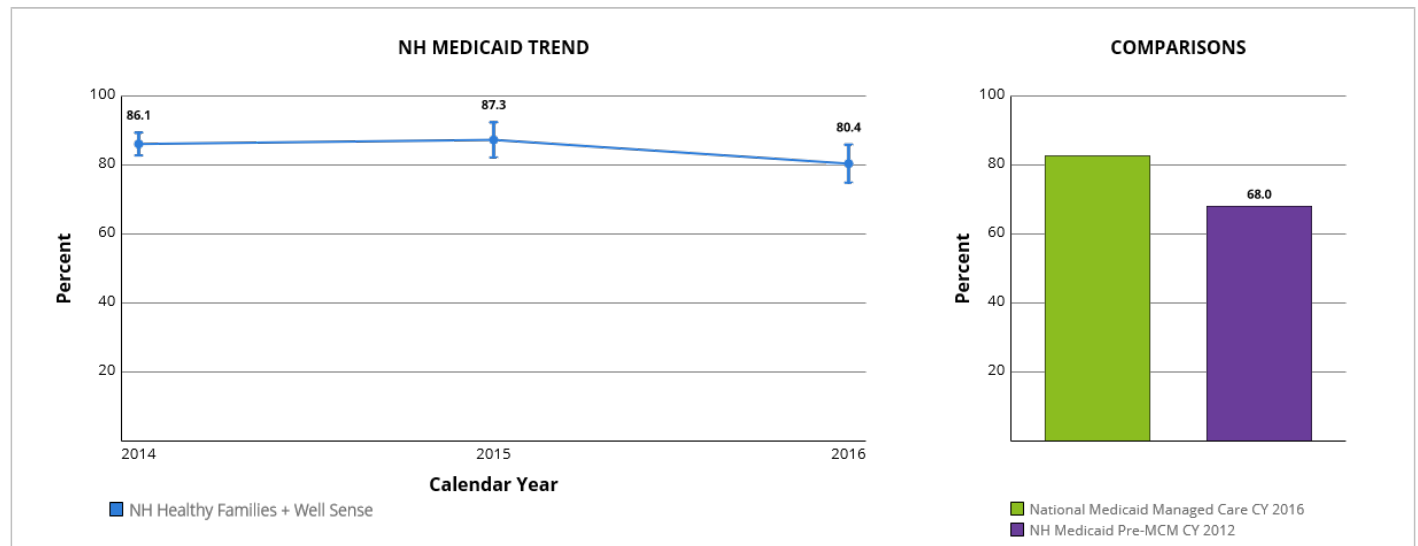
Percent of caregivers reporting their child's health plan's customer service usually or always provided the information or help needed.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q49): In the last 6 months, did you get information or help from customer service at your child's health plan?

Q50 (Answered if Response to Q49 is Yes): In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

Measure Identifier: CAHPS_GP.Q50



Data

Child CAHPS®: Customer Service Provided Information or Help: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2014-01-01 - 2014-12-31	NH Healthy Families + Well Sense	364	422	86.1%	82.8 - 89.4
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	142	164	87.3%	82.2 - 92.4

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	166	206	80.4%	74.9 - 85.9

Measure Details

Measure Name: **Child CAHPS®: Customer Service Provided Information or Help: Usually or Always**

Measure Identifier: CAHPS_GP.Q50

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

NH Medicaid Pre-MCM

- Data Sources: Fee for Service (Pre-Managed Care)
- Years: CY 2012
- Comments:

Child CAHPS®: Customer Service Treated Caregiver with Courtesy and Respect: Usually or Always

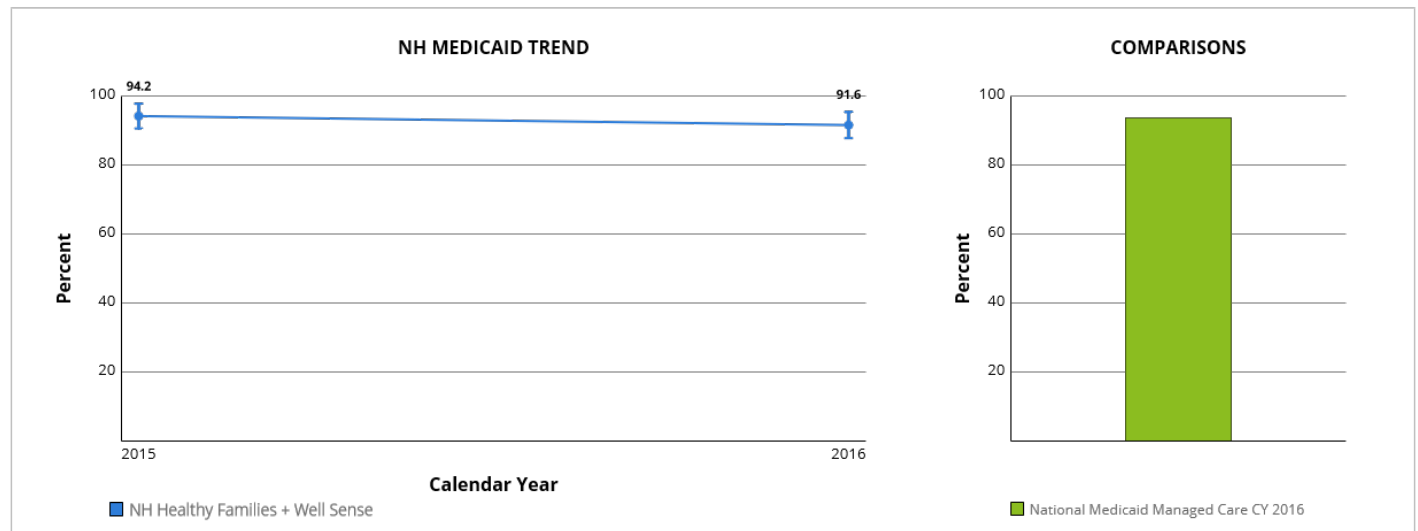
Percent of caregivers reporting their child's health plan's customer service usually or always treated the caregiver with courtesy and respect.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q49): In the last 6 months, did you get information or help from customer service at your child's health plan?

Q51 (Answered if Response to Q49 is Yes): In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

Measure Identifier: CAHPS_GP.Q51



Data

Child CAHPS®: Customer Service Treated Caregiver with Courtesy and Respect: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	152	163	94.2%	90.6 - 97.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	186	203	91.6%	87.8 - 95.4

Measure Details

Measure Name: **Child CAHPS®: Customer Service Treated Caregiver with Courtesy and Respect: Usually or Always**

Measure Identifier: CAHPS_GP.Q51

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

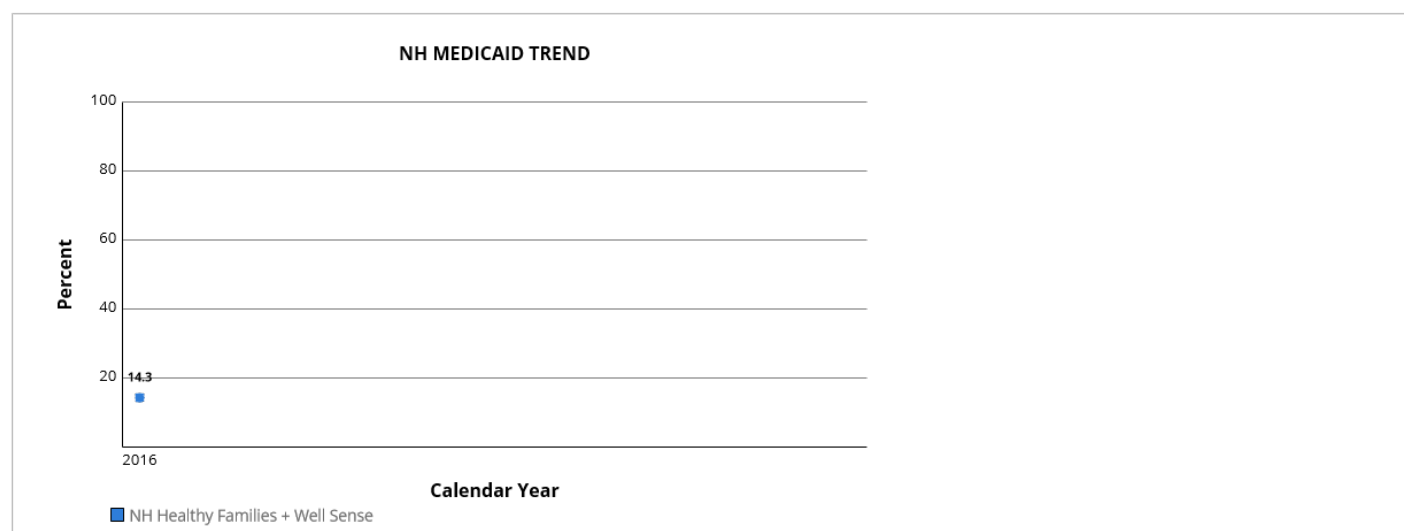
Child CAHPS®: Days to Get Appointment For Check-up or Routine Care

Percent breakout of caregivers reporting the number of days they usually waited to get an appointment for their child for a check-up or routine care. Breakouts for number of days are as follows: Same day, 1 day, 2 to 3 days, 4 to 7 days, 8 to 14 days, 15 to 30 days, and More than 30 days.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care for your child?

Measure Identifier: CAHPS_GP_SUP.232



Data

Child CAHPS®: Days to Get Appointment For Check-up or Routine Care

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	818	5,726	14.3%	13.4 - 15.2

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment For Check-up or Routine Care**

Measure Identifier: CAHPS_GP_SUP.232

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

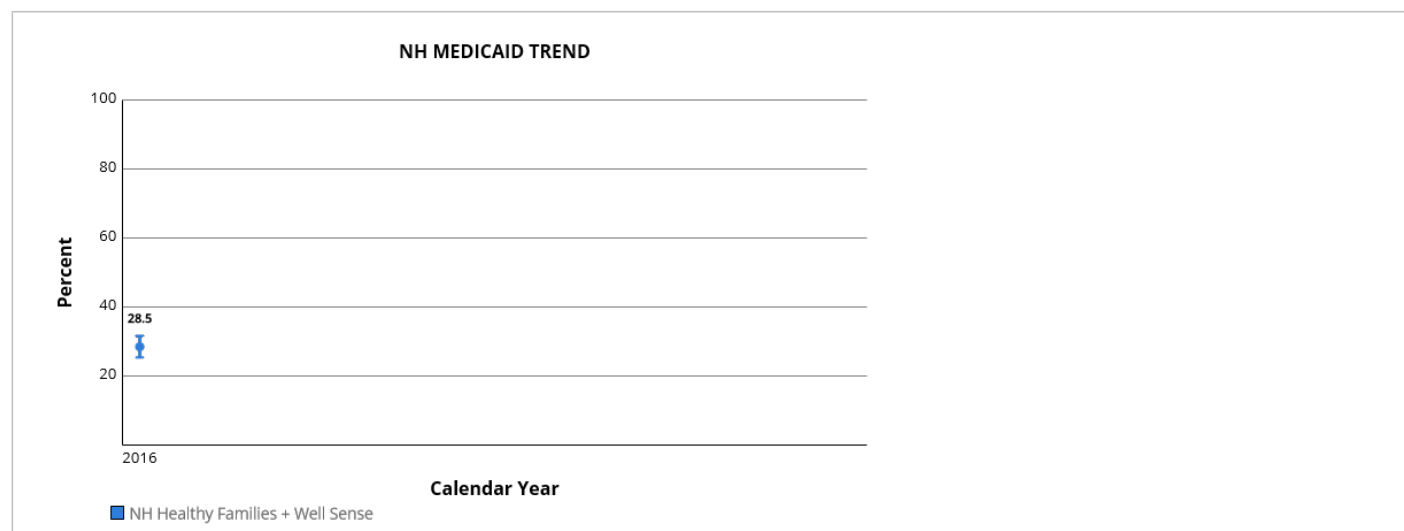
Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: A. Same Day

Percent of caregivers reporting they usually got an appointment for their child the same day when they needed an appointment for their child for a check-up or routine care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care for your child?

Measure Identifier: CAHPS_GP_SUP.232-A



Data

Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: A. Same Day

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	232	818	28.5%	25.4 - 31.6

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: A. Same Day**

Measure Identifier: CAHPS_GP_SUP.232-A

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

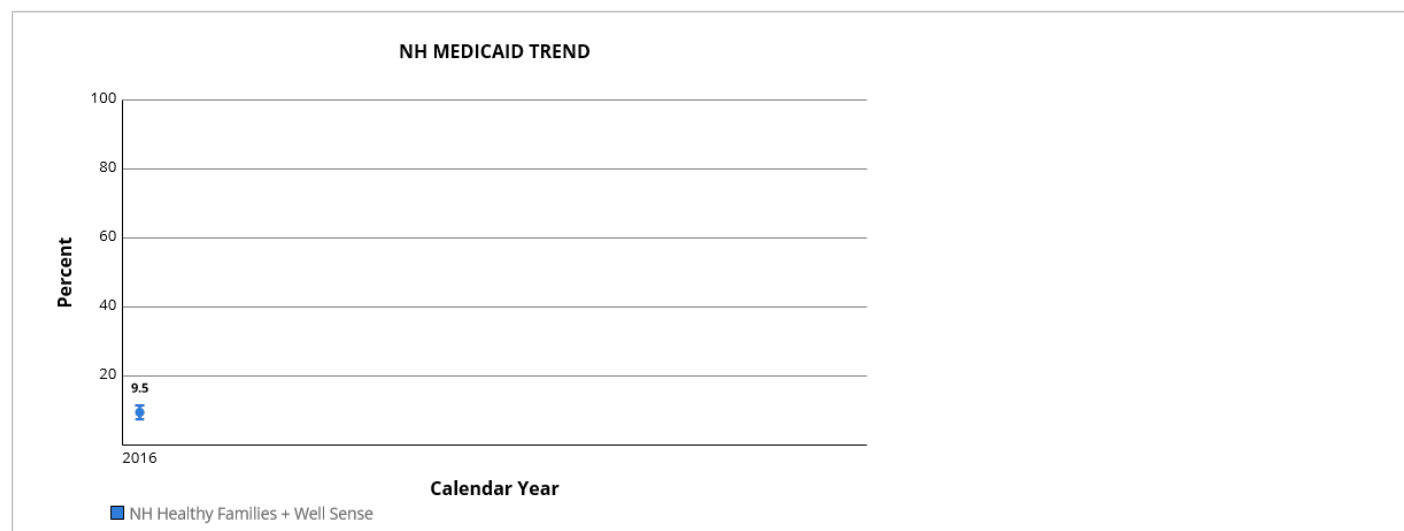
Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: B. 1 Day

Percent of caregivers reporting they waited one day when they needed an appointment for their child for a check-up or routine care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care for your child?

Measure Identifier: CAHPS_GP_SUP.232-B



Data

Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: B. 1 Day

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	81	818	9.5%	7.5 - 11.5

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: B. 1 Day**

Measure Identifier: CAHPS_GP_SUP.232-B

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

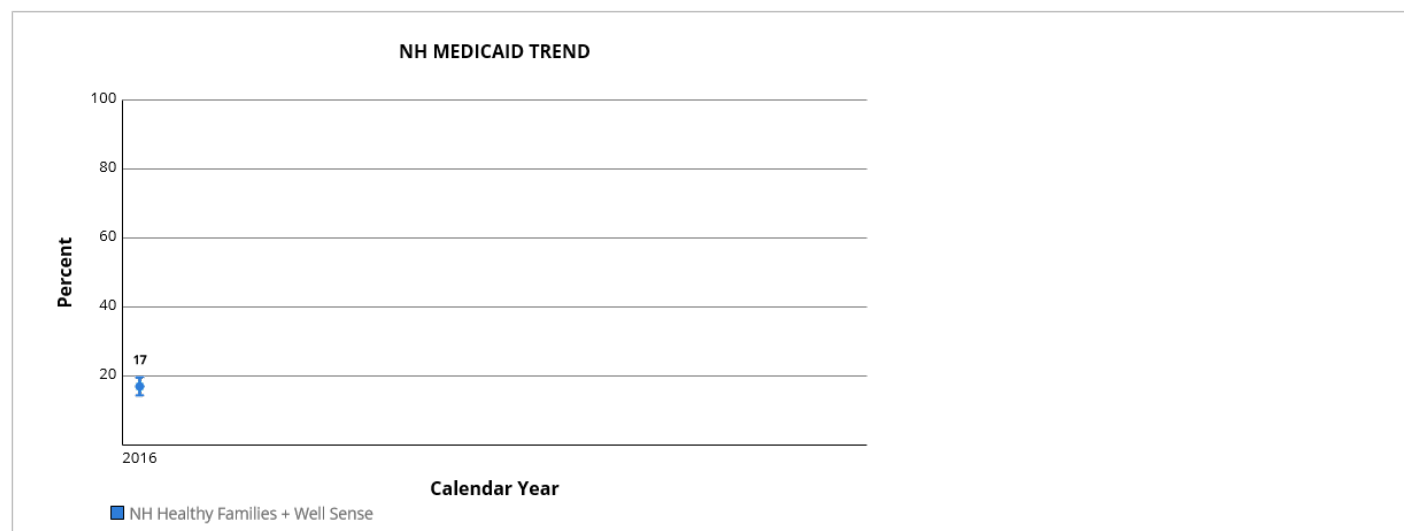
Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: C. 2 to 3 Days

Percent of caregivers reporting they waited two to three days when they needed an appointment for their child for a check-up or routine care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care for your child?

Measure Identifier: CAHPS_GP_SUP.232-C



Data

Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: C. 2 to 3 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	143	818	17.0%	14.4 - 19.6

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: C. 2 to 3 Days**

Measure Identifier: CAHPS_GP_SUP.232-C

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

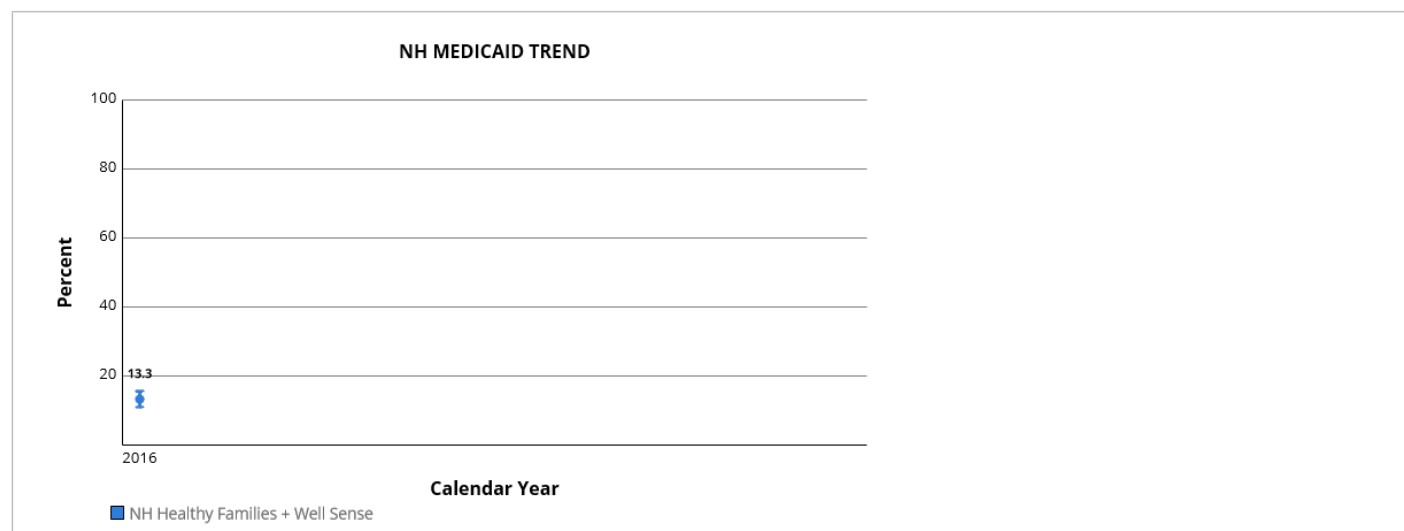
Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: D. 4 to 7 Days

Percent of caregivers reporting they waited four to seven days when they needed an appointment for their child for a check-up or routine care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care for your child?

Measure Identifier: CAHPS_GP_SUP.232-D



Data

Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: D. 4 to 7 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	111	818	13.3%	11.0 - 15.6

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: D. 4 to 7 Days**

Measure Identifier: CAHPS_GP_SUP.232-D

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

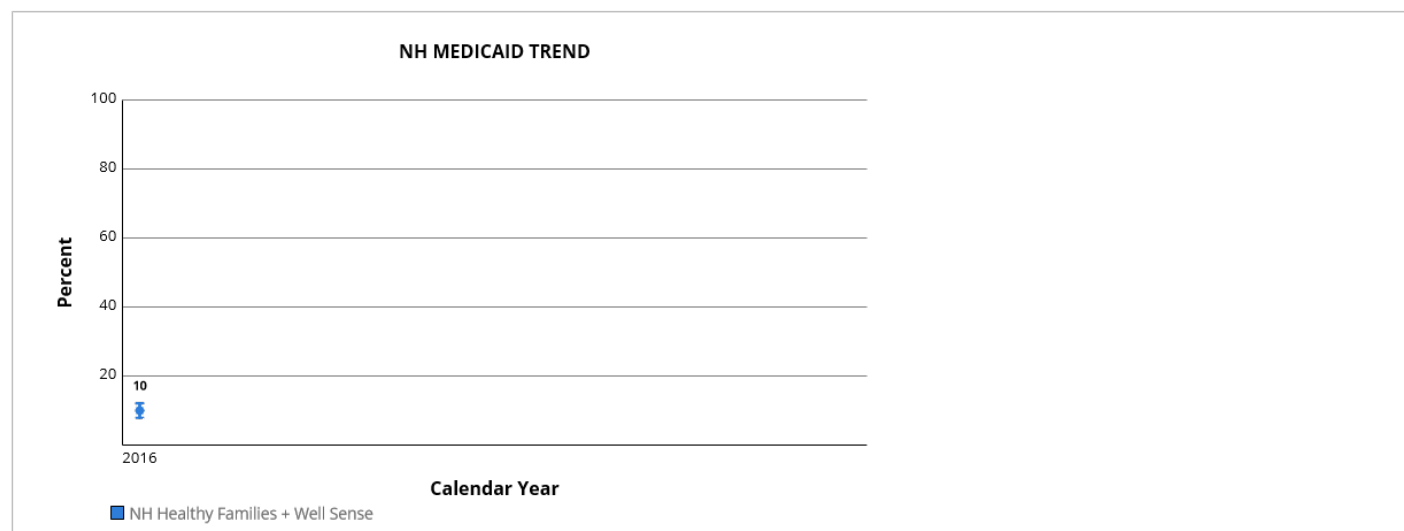
Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: E. 8 to 14 Days

Percent of caregivers reporting they waited eight to fourteen days when they needed an appointment for their child for a check-up or routine care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care for your child?

Measure Identifier: CAHPS_GP_SUP.232-E



Data

Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: E. 8 to 14 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	82	818	10.0%	7.9 - 12.1

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: E. 8 to 14 Days**

Measure Identifier: CAHPS_GP_SUP.232-E

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

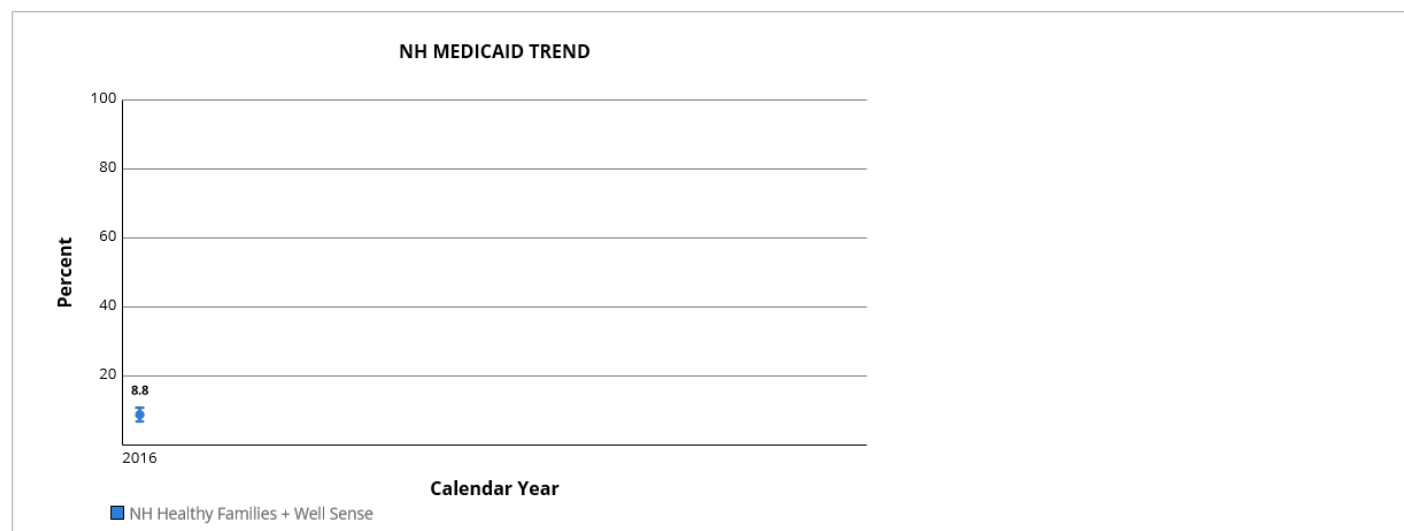
Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: F. 15 to 30 Days

Percent of caregivers reporting they waited fifteen to thirty days when they needed an appointment for their child for a check-up or routine care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care for your child?

Measure Identifier: CAHPS_GP_SUP.232-F



Data

Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: F. 15 to 30 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	68	818	8.8%	6.8 - 10.8

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: F. 15 to 30 Days**

Measure Identifier: CAHPS_GP_SUP.232-F

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

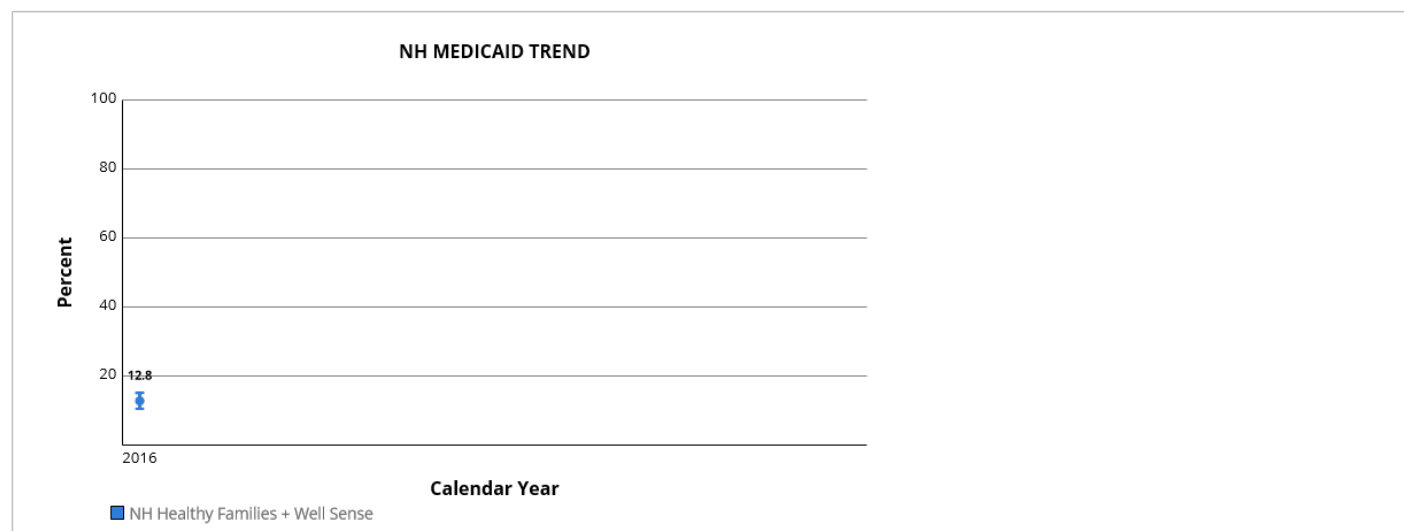
Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: G. More than 30 Days

Percent of caregivers reporting they waited more than thirty days when they needed an appointment for their child for a check-up or routine care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.232: In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care for your child?

Measure Identifier: CAHPS_GP_SUP.232-G



Data

Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: G. More than 30 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	101	818	12.8%	10.5 - 15.1

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: G. More than 30 Days**

Measure Identifier: CAHPS_GP_SUP.232-G

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

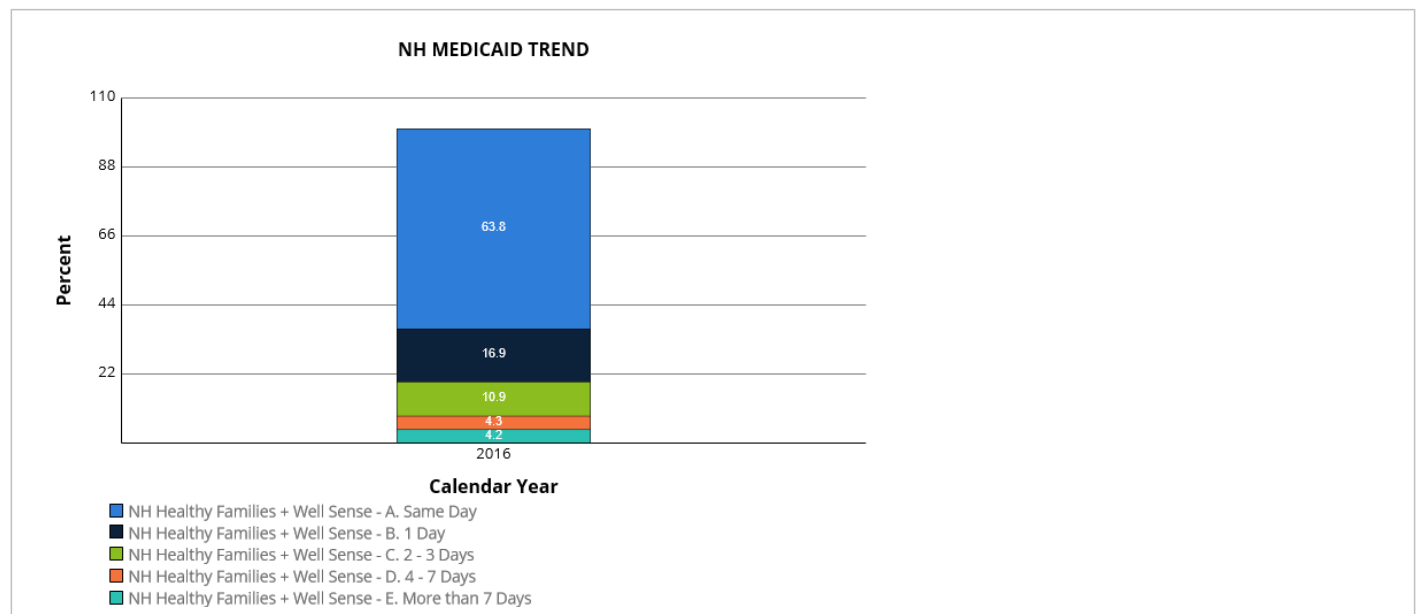
Child CAHPS®: Days to Get Appointment When Care Needed Right Away

Percent breakout of caregivers reporting the number of days they usually waited to get an appointment for their child when their child needed care right away. Breakouts for number of days are as follows: Same day, 1 day, 2 to 3 days, 4 to 7 days, and More than 7 days.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.231: In the last 6 months, how many days did you usually have to wait for an appointment when your child needed care right away?

Measure Identifier: CAHPS_GP_SUP.231



Data

Child CAHPS®: Days to Get Appointment When Care Needed Right Away

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - A. Same Day	524	814	63.8%	60.5 - 67.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - B. 1 Day	135	814	16.9%	14.3 - 19.5

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - C. 2 - 3 Days	89	814	10.9%	8.7 - 13.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - D. 4 - 7 Days	34	814	4.3%	2.9 - 5.7
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - E. More than 7 Days	32	814	4.2%	2.8 - 5.6

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment When Care Needed Right Away**

Measure Identifier: CAHPS_GP_SUP.231

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

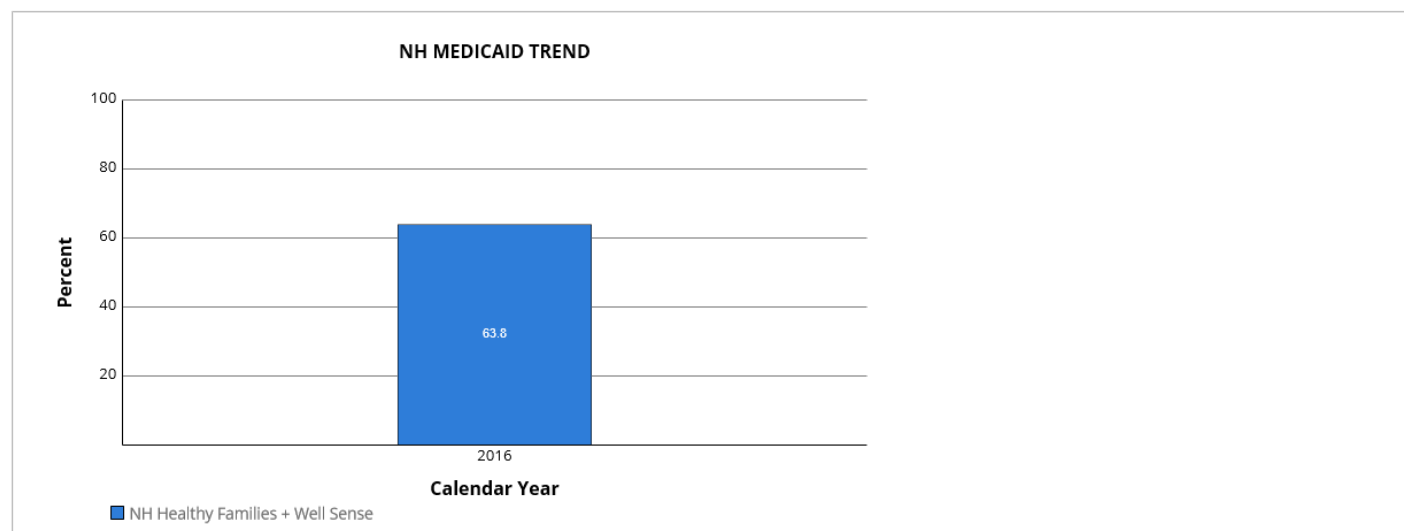
Child CAHPS®: Days to Get Appointment When Care Needed Right Away: A. Same Day

Percent of caregivers reporting they usually got an appointment for their child the same day when their child needed care right away.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.231: In the last 6 months, how many days did you usually have to wait for an appointment when your child needed care right away?

Measure Identifier: CAHPS_GP_SUP.231-A



Data

Child CAHPS®: Days to Get Appointment When Care Needed Right Away: A. Same Day

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	524	814	63.8%	60.5 - 67.1

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment When Care Needed Right Away: A. Same Day**

Measure Identifier: CAHPS_GP_SUP.231-A

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

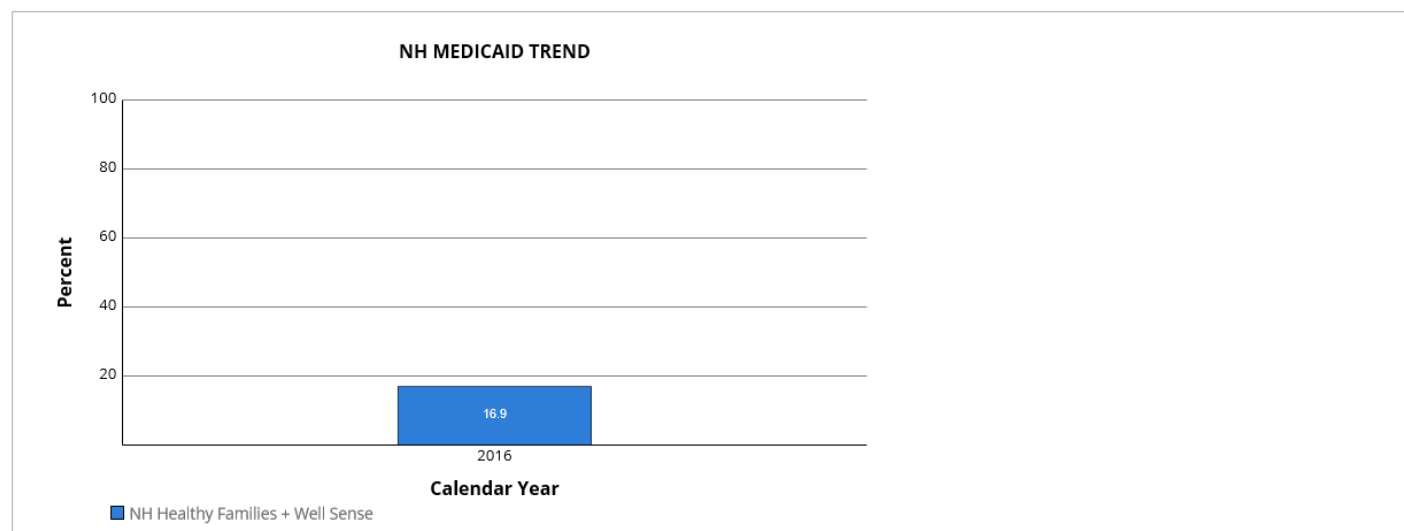
Child CAHPS®: Days to Get Appointment When Care Needed Right Away: B. 1 Day

Percent of caregivers reporting they usually waited one day for an appointment for their child when their child needed care right away.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.231: In the last 6 months, how many days did you usually have to wait for an appointment when your child needed care right away?

Measure Identifier: CAHPS_GP_SUP.231-B



Data

Child CAHPS®: Days to Get Appointment When Care Needed Right Away: B. 1 Day

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	135	814	16.9%	14.3 - 19.5

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment When Care Needed Right Away: B. 1 Day**

Measure Identifier: CAHPS_GP_SUP.231-B

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

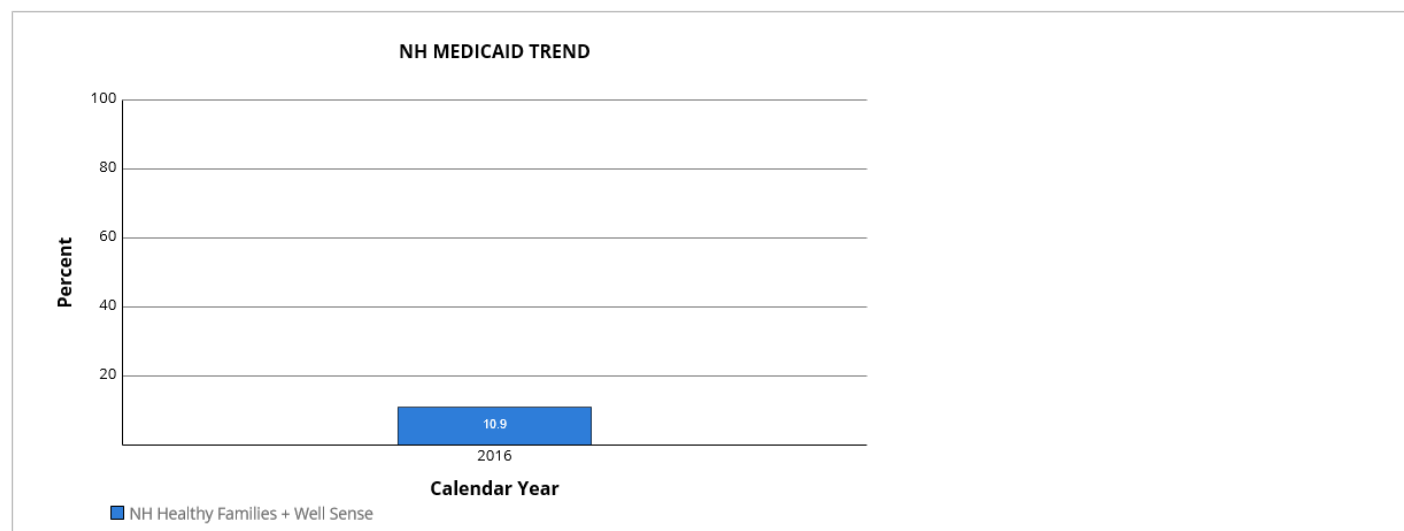
Child CAHPS®: Days to Get Appointment When Care Needed Right Away: C. 2 - 3 Days

Percent of caregivers reporting they usually waited two to three days for an appointment for their child when their child needed care right away.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.231: In the last 6 months, how many days did you usually have to wait for an appointment when your child needed care right away?

Measure Identifier: CAHPS_GP_SUP.231-C



Data

Child CAHPS®: Days to Get Appointment When Care Needed Right Away: C. 2 - 3 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	89	814	10.9%	8.7 - 13.1

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment When Care Needed Right Away: C. 2 - 3 Days**

Measure Identifier: CAHPS_GP_SUP.231-C

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

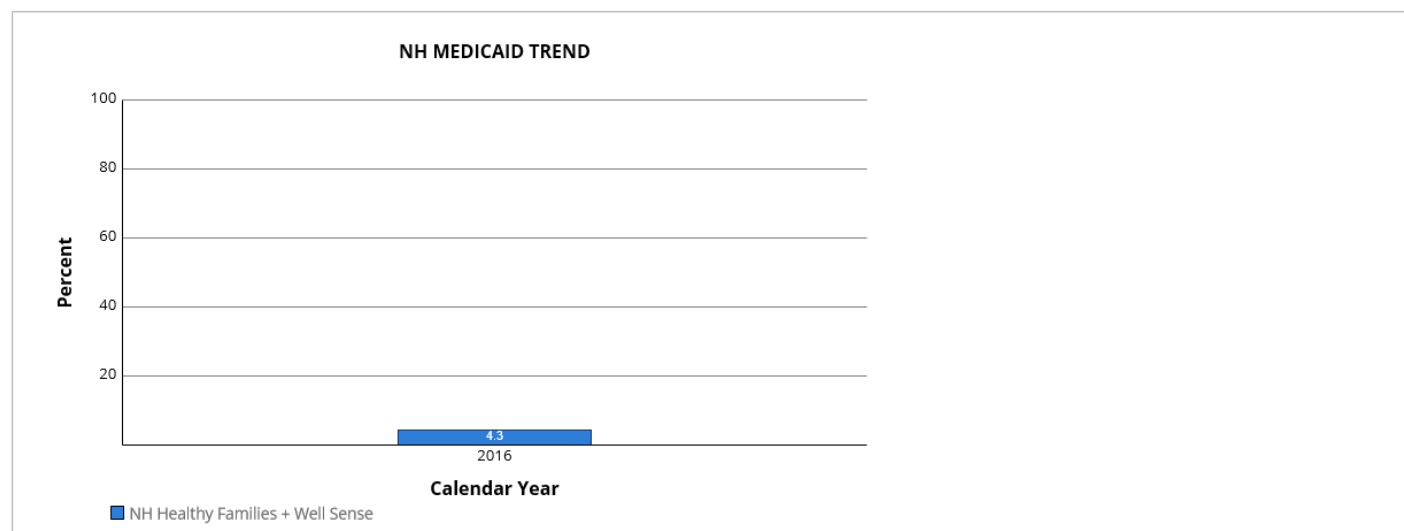
Child CAHPS®: Days to Get Appointment When Care Needed Right Away: D. 4 - 7 Days

Percent of caregivers reporting they usually waited four to seven days for an appointment for their child when their child needed care right away.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.231: In the last 6 months, how many days did you usually have to wait for an appointment when your child needed care right away?

Measure Identifier: CAHPS_GP_SUP.231-D



Data

Child CAHPS®: Days to Get Appointment When Care Needed Right Away: D. 4 - 7 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	34	814	4.3%	2.9 - 5.7

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment When Care Needed Right Away: D. 4 - 7 Days**

Measure Identifier: CAHPS_GP_SUP.231-D

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

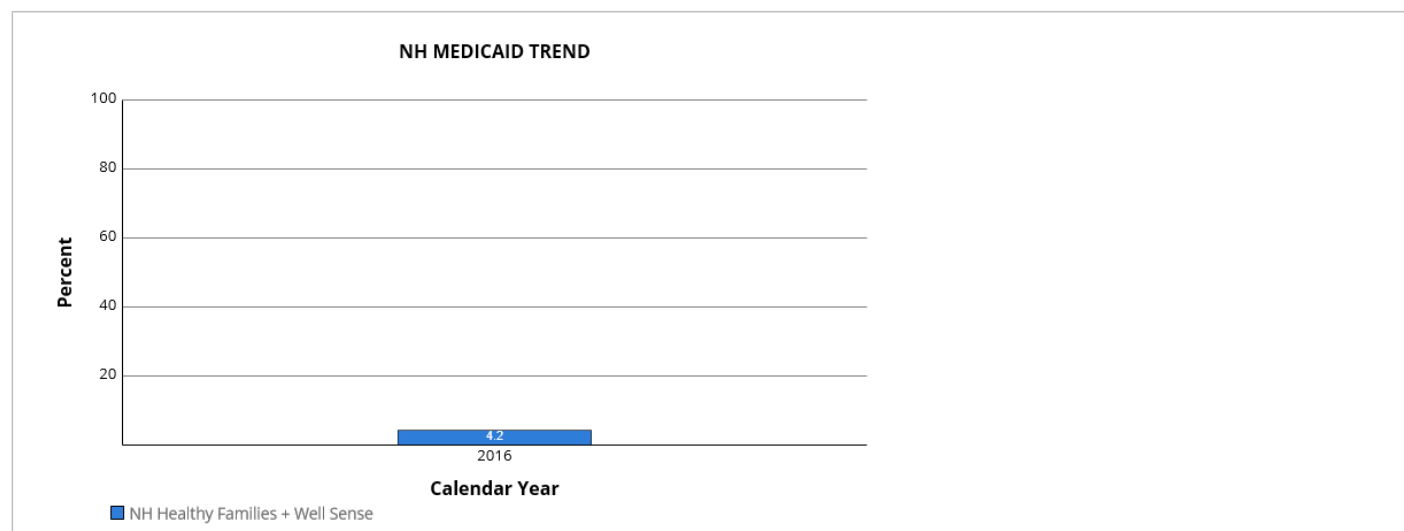
Child CAHPS®: Days to Get Appointment When Care Needed Right Away: E. More than 7 Days

Percent of caregivers reporting they usually waited more than seven days for an appointment for their child the same day when their child needed care right away.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Question:

CAHPS_GP_SUP.231: In the last 6 months, how many days did you usually have to wait for an appointment when your child needed care right away?

Measure Identifier: CAHPS_GP_SUP.231-E



Data

Child CAHPS®: Days to Get Appointment When Care Needed Right Away: E. More than 7 Days

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	32	814	4.2%	2.8 - 5.6

Measure Details

Measure Name: **Child CAHPS®: Days to Get Appointment When Care Needed Right Away: E. More than 7 Days**

Measure Identifier: CAHPS_GP_SUP.231-E

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Doctor/Other Health Provider Talked About What Caregiver Thought was Best for Child When Discussing Medicine

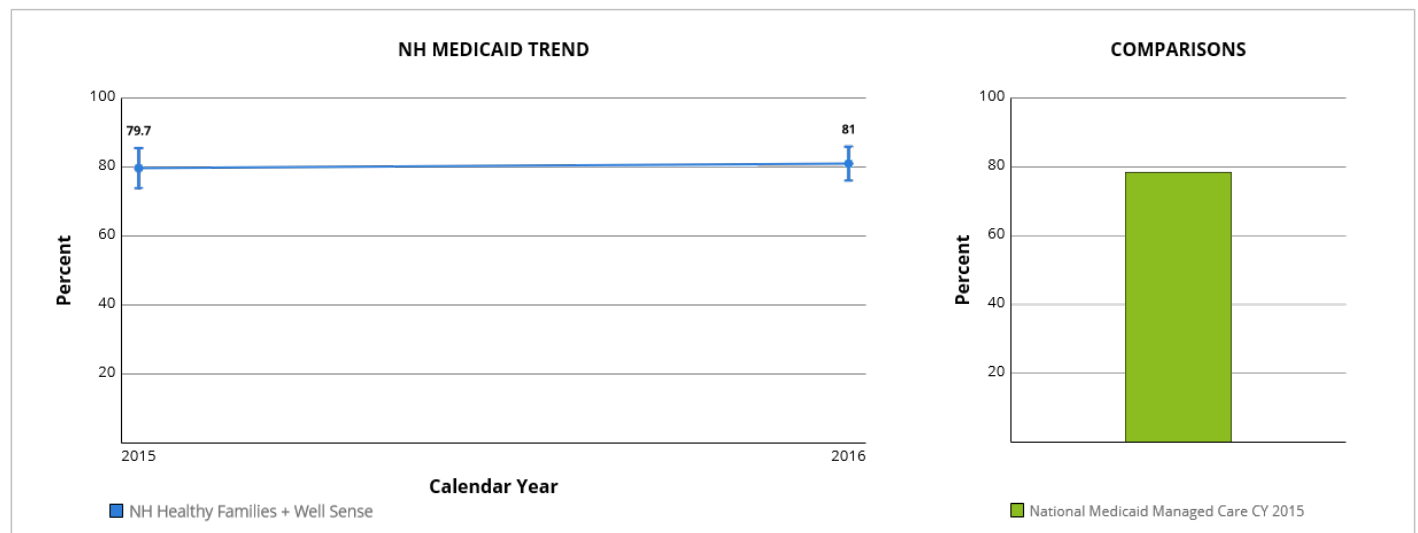
Percent of caregivers reporting when they talked about their child starting or stopping a prescription medicine, a doctor or other health provider asked what the caregiver thought was best for their child.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q10): In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

Q13 (Answered if Response to Q10 is Yes): When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

Measure Identifier: CAHPS_GP.Q13



Data

Child CAHPS®: Doctor/Other Health Provider Talked About What Caregiver Thought was Best for Child When Discussing Medicine

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	149	187	79.7%	73.9 - 85.5

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	201	246	81.0%	76.1 - 85.9

Measure Details

Measure Name: **Child CAHPS®: Doctor/Other Health Provider Talked About What Caregiver Thought was Best for Child When Discussing Medicine**

Measure Identifier: CAHPS_GP.Q13

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Child CAHPS®: Doctor/Other Health Provider Talked With Caregiver About Reasons Caregiver Might Want Child to Take Medicine

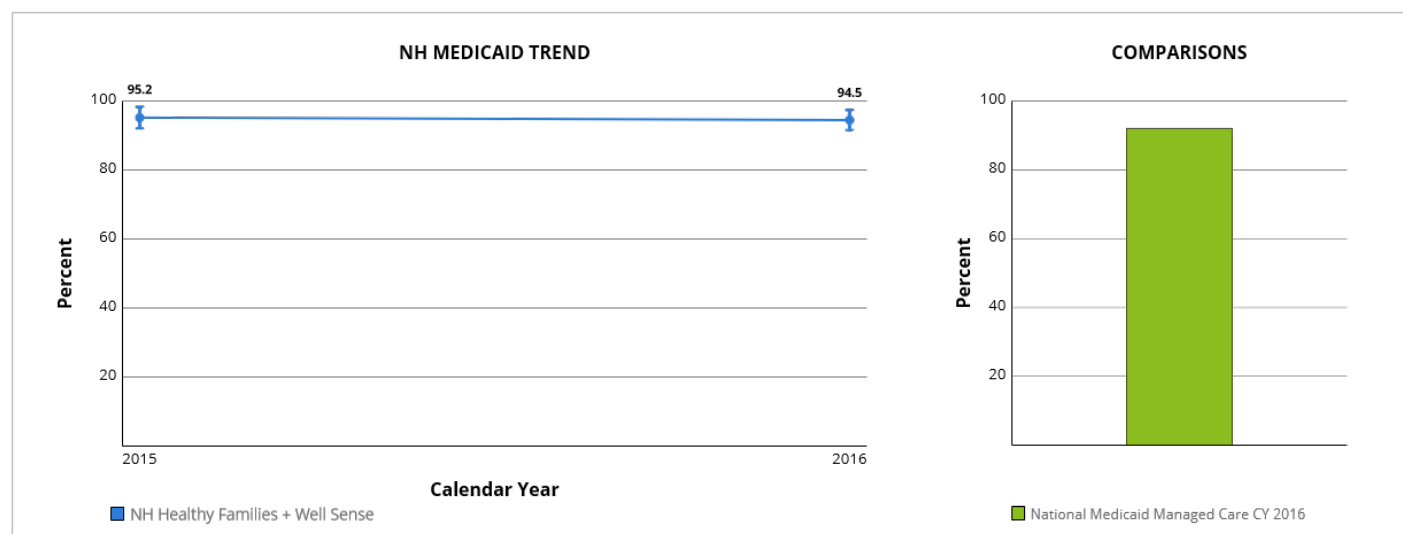
Percent of caregivers reporting they talked with a doctor or other health provider about the reasons they might want their child to take a medicine.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q10): In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

Q11 (Answered if Response to Q10 is Yes): Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Measure Identifier: CAHPS_GP.Q11



Data

Child CAHPS®: Doctor/Other Health Provider Talked With Caregiver About Reasons Caregiver Might Want Child to Take Medicine

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	180	189	95.2%	92.1 - 98.3

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	233	246	94.5%	91.6 - 97.4

Measure Details

Measure Name: **Child CAHPS®: Doctor/Other Health Provider Talked With Caregiver About Reasons Caregiver Might Want Child to Take Medicine**

Measure Identifier: CAHPS_GP.Q11

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

Child CAHPS®: Doctor/Other Health Provider Talked with Caregiver About Reasons Caregiver Might Not Want Child to Take Medicine

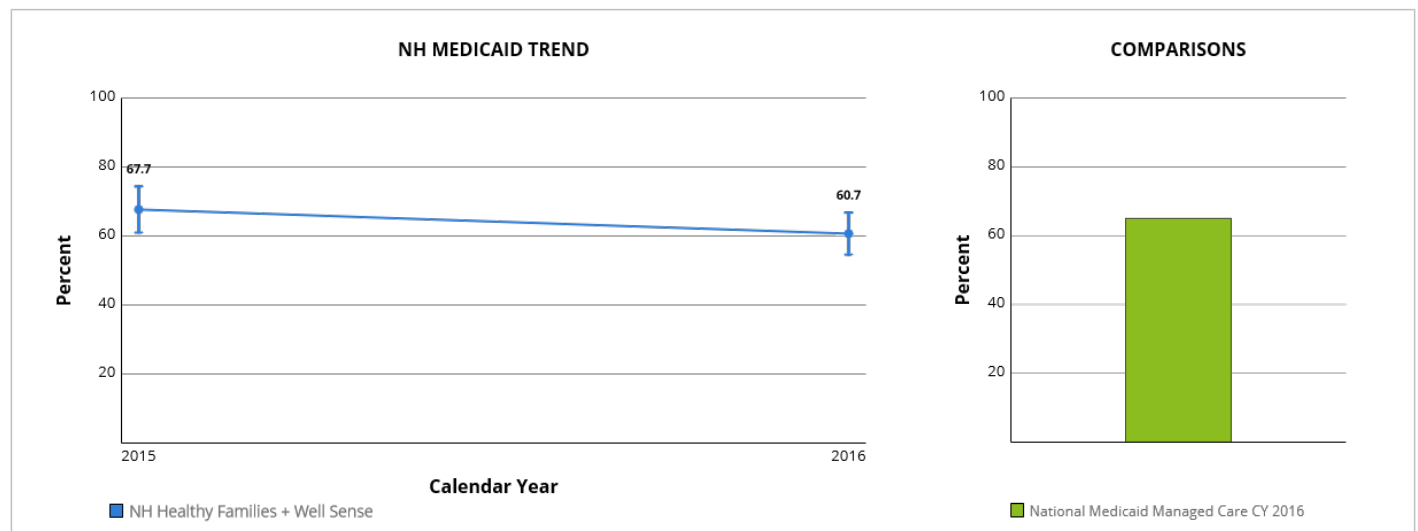
Percent of caregivers reporting they talked with a doctor or other health provider about the reasons they might not want their child to take a medicine.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q10): In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

Q12 (Answered if Response to Q10 is Yes): Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

Measure Identifier: CAHPS_GP.Q12



Data

Child CAHPS®: Doctor/Other Health Provider Talked with Caregiver About Reasons Caregiver Might Not Want Child to Take Medicine

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	127	189	67.7%	61.0 - 74.4

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	156	246	60.7%	54.6 - 66.8

Measure Details

Measure Name: **Child CAHPS®: Doctor/Other Health Provider Talked with Caregiver About Reasons Caregiver Might Not Want Child to Take Medicine**

Measure Identifier: CAHPS_GP.Q12

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

Child CAHPS®: Doctor/Other Health Provider Talked with Caregiver about Specific Things Caregiver Could do to Prevent Illness for Child

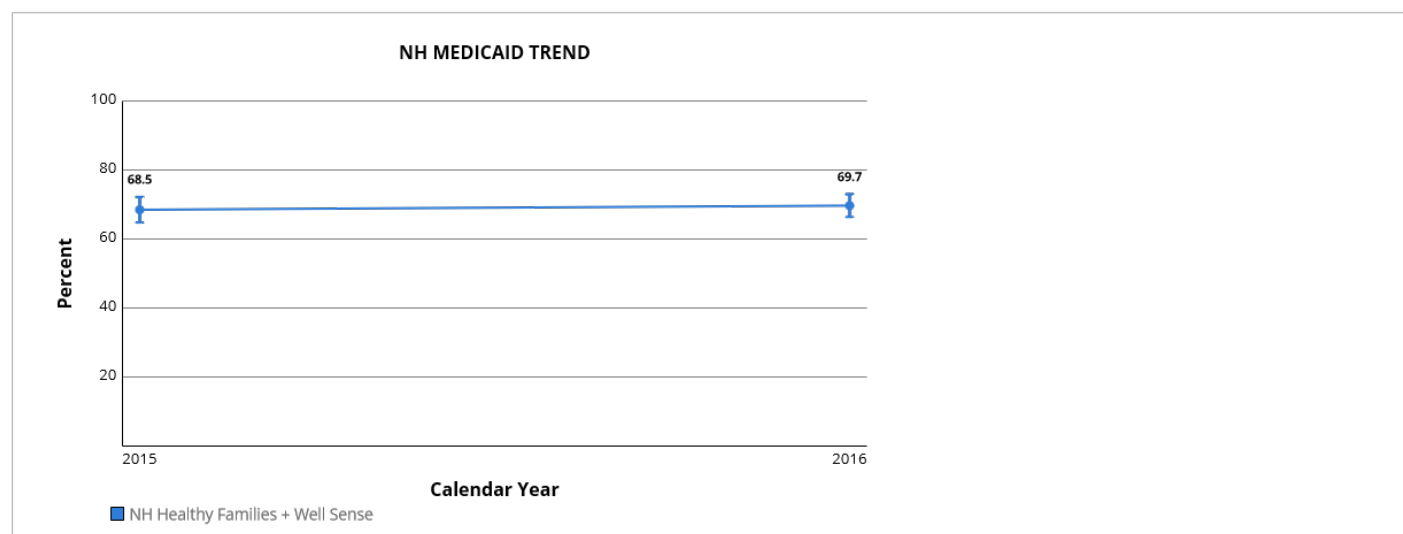
Percent of caregivers reporting they talked with their child's doctor or other health provider about specific things they could do to prevent illness in their child in the last 6 months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q07): *In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?*

Q08 (Answered if Response to Q07 is NOT None): *In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?*

Measure Identifier: CAHPS_GP.Q08



Data

Child CAHPS®: Doctor/Other Health Provider Talked with Caregiver about Specific Things Caregiver Could do to Prevent Illness for Child

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	415	606	68.5%	64.8 - 72.2

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	515	736	69.7%	66.4 - 73.0

Measure Details

Measure Name: **Child CAHPS®: Doctor/Other Health Provider Talked with Caregiver about Specific Things Caregiver Could do to Prevent Illness for Child**

Measure Identifier: CAHPS_GP.Q08

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Ease In Getting Care, Tests, and Treatment- Usually or Always

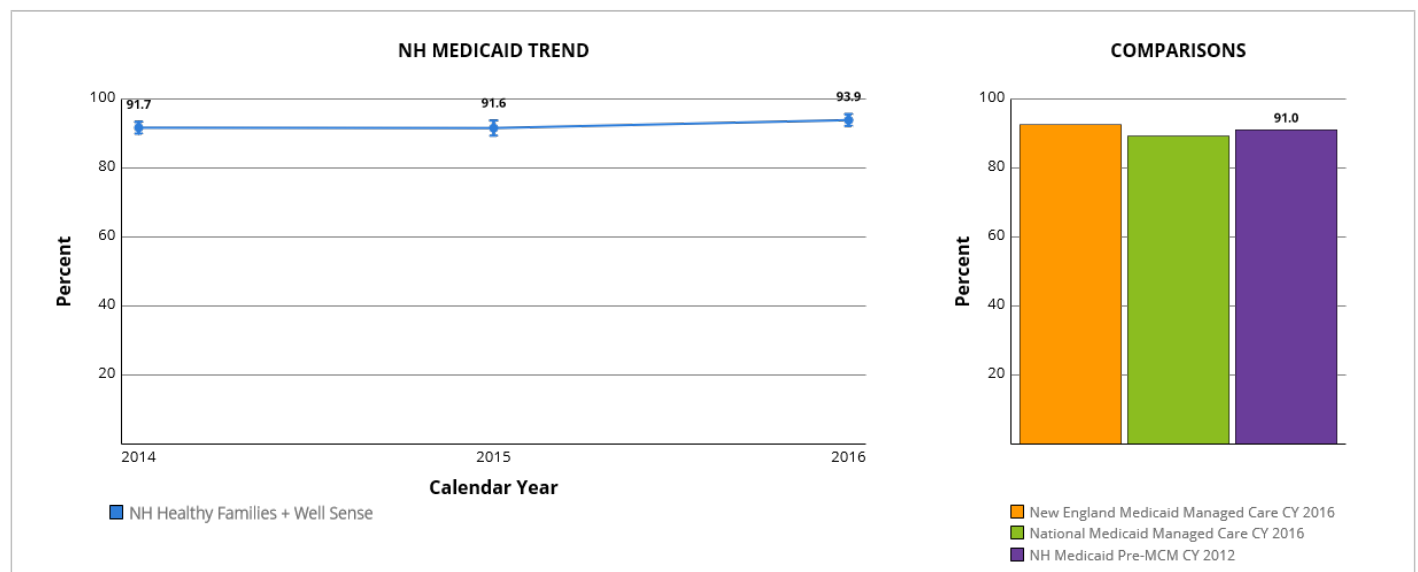
Percent of caregivers reporting their child usually or always got needed care, tests or treatment in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q10): In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

Q15 (Answered if Response to Q10 is Yes): In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

Measure Identifier: CAHPS_GP.Q15



Data

Child CAHPS®: Ease In Getting Care, Tests, and Treatment- Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2014-01-01 - 2014-12-31	NH Healthy Families + Well Sense	924	1,008	91.7%	90.0 - 93.4
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	551	601	91.6%	89.4 - 93.8

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	690	737	93.9%	92.2 - 95.6

Measure Details

Measure Name: **Child CAHPS®: Ease In Getting Care, Tests, and Treatment- Usually or Always**

Measure Identifier: CAHPS_GP.Q15

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2016
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

NH Medicaid Pre-MCM

- Data Sources: Fee for Service (Pre-Managed Care)
- Years: CY 2012
- Comments:

Child CAHPS®: Ease in Getting Prescription Medicines for Child

- Usually or Always

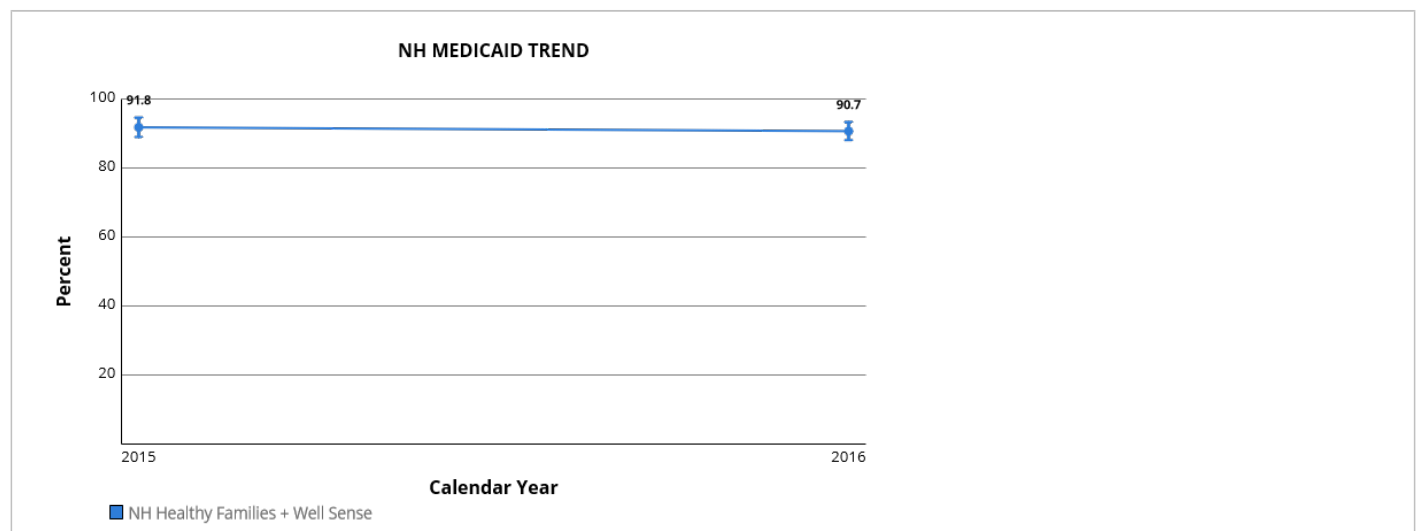
Percent of caregivers reporting it was usually or always easy to get prescription medicines for their child through his or her health plan.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q55): In the last 6 months, did you get or refill any prescription medicines for your child?

Q56 (Answered if Response to Q55 is Yes): In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

Measure Identifier: CAHPS_GP.Q56



Data

Child CAHPS®: Ease in Getting Prescription Medicines for Child - Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	347	378	91.8%	89.0 - 94.6
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	433	477	90.7%	88.1 - 93.3

Measure Details

Measure Name: **Child CAHPS®: Ease in Getting Prescription Medicines for Child - Usually or Always**

Measure Identifier: CAHPS_GP.Q56

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Ease in Getting Special Medical Equipment or Devices for their Child - Usually or Always

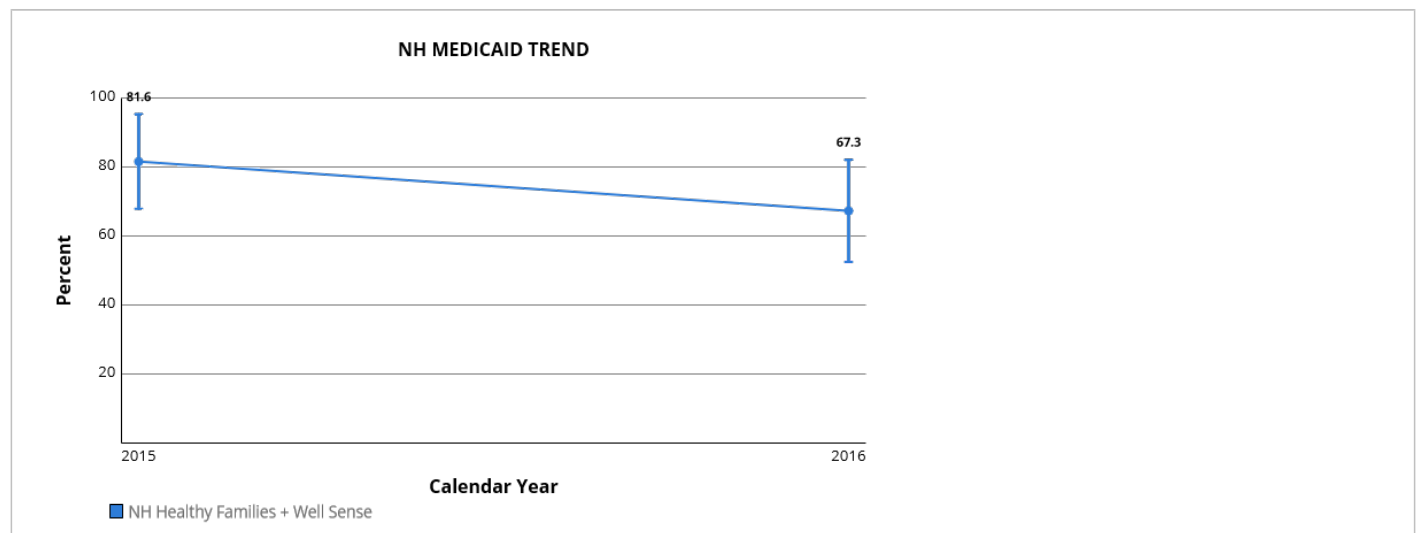
Percent of caregivers reporting it was usually or always easy to get special medical equipment or devices for their child.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q19): Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

Q20 (Answered if Response to Q19 is Yes): In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

Measure Identifier: CAHPS_GP.Q20



Data

Child CAHPS®: Ease in Getting Special Medical Equipment or Devices for their Child - Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	25	31	81.6%	67.9 - 95.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	25	39	67.3%	52.5 - 82.1

Measure Details

Measure Name: **Child CAHPS®: Ease in Getting Special Medical Equipment or Devices for their Child - Usually or Always**

Measure Identifier: CAHPS_GP.Q20

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Ease in Getting Special Therapy for their Child - Usually or Always

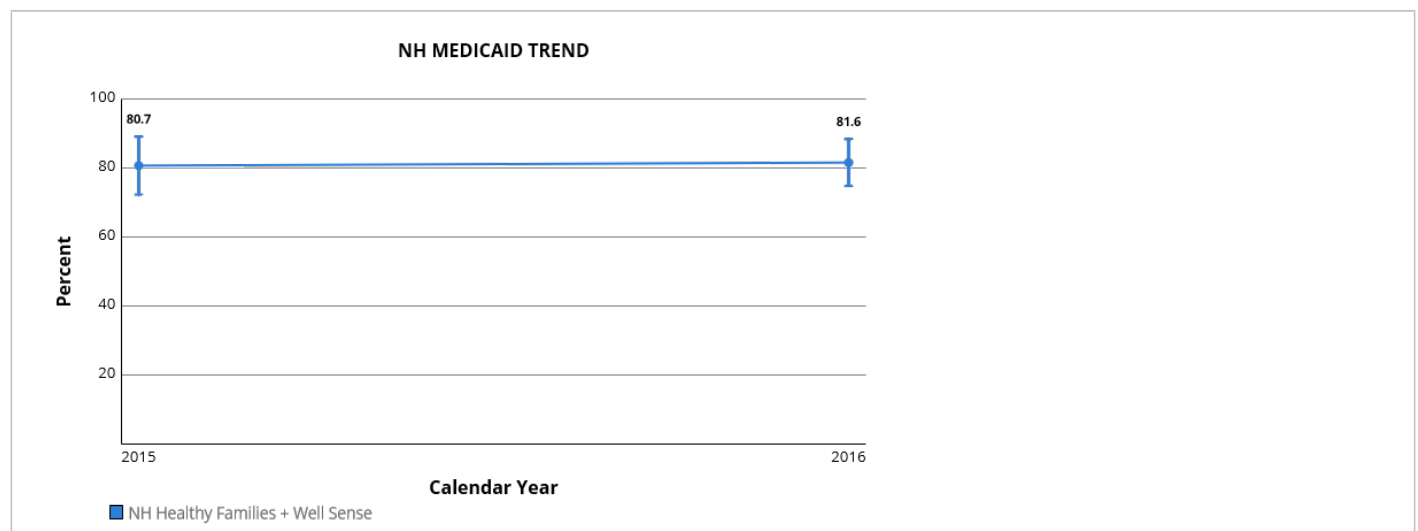
Percent of caregivers reporting they got or tried to get special therapy such as physical, occupational, or speech therapy for their child, and it was usually or always easy to get this therapy for their child.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q22): In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

Q23 (Answered if Response to Q22 is Yes): In the last 6 months, how often was it easy to get this therapy for your child?

Measure Identifier: CAHPS_GP.Q23



Data

Child CAHPS®: Ease in Getting Special Therapy for their Child - Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	68	86	80.7%	72.3 - 89.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	104	127	81.6%	74.8 - 88.4

Measure Details

Measure Name: **Child CAHPS®: Ease in Getting Special Therapy for their Child - Usually or Always**

Measure Identifier: CAHPS_GP.Q23

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Ease in Getting Treatment or Counseling for their Child - Usually or Always

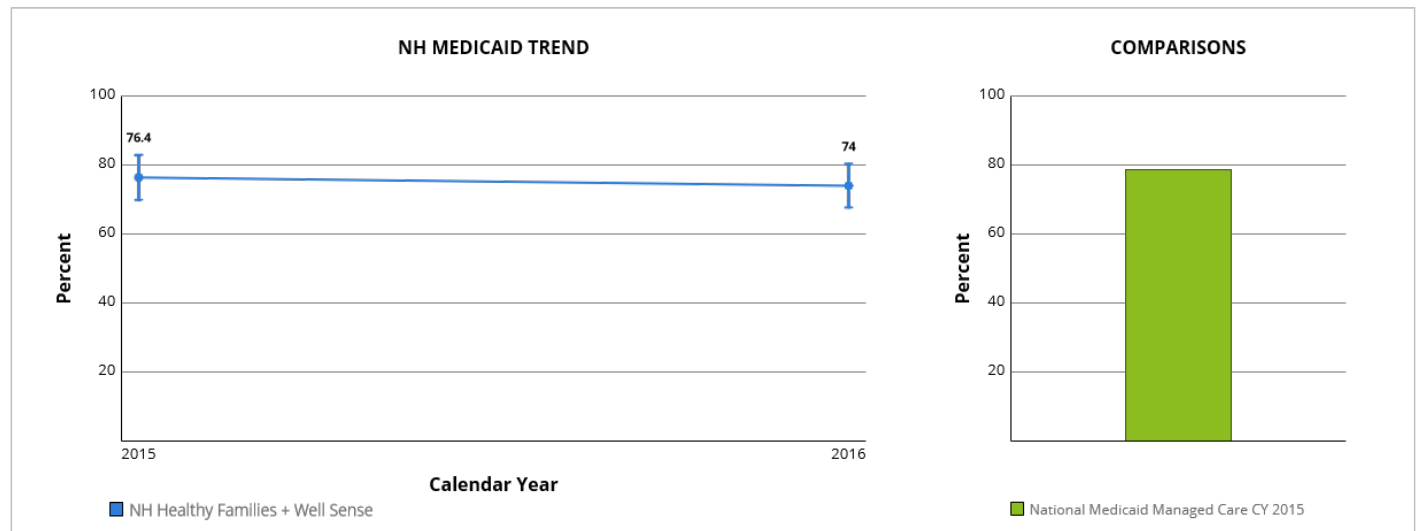
Percent of caregivers reporting they got or tried to get treatment or counseling for their child for an emotional, developmental, or behavioral problem, and it was usually or always easy to get this treatment or counseling for their child.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q25): In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

Q26 (Answered if Response to Q25 is Yes): In the last 6 months, how often was it easy to get this treatment or counseling for your child?

Measure Identifier: CAHPS_GP.Q26



Data

Child CAHPS®: Ease in Getting Treatment or Counseling for their Child - Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	123	165	76.4%	69.9 - 82.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	141	188	74.0%	67.7 - 80.3

Measure Details

Measure Name: **Child CAHPS®: Ease in Getting Treatment or Counseling for their Child - Usually or Always**

Measure Identifier: CAHPS_GP.Q26

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Child CAHPS®: Getting Appointment to See Specialist as Soon as Needed: Usually or Always

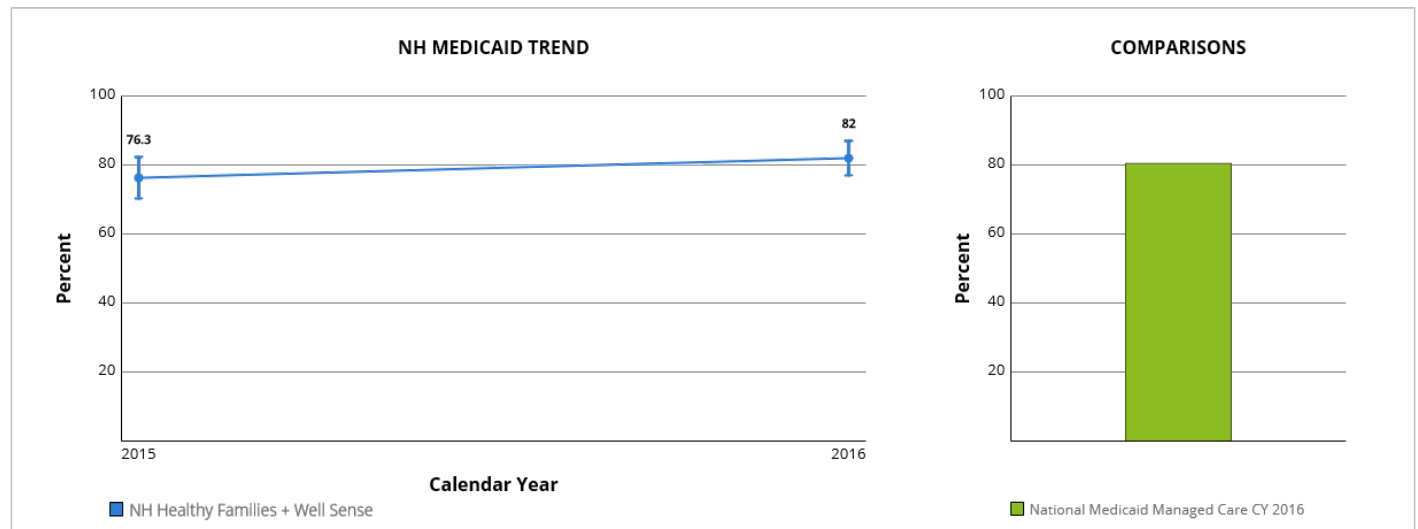
Percent of caregivers reporting usually or always getting an appointment for their child to see a specialist as soon as the child needed.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q45): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

Q46 (Answered if Response to Q45 is Yes): In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

Measure Identifier: CAHPS_GP.Q46



Data

Child CAHPS®: Getting Appointment to See Specialist as Soon as Needed: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	150	195	76.3%	70.3 - 82.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	190	231	82.0%	77.0 - 87.0

Measure Details

Measure Name: **Child CAHPS®: Getting Appointment to See Specialist as Soon as Needed: Usually or Always**

Measure Identifier: CAHPS_GP.Q46

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

Child CAHPS®: Getting Needed Care Right Away - Usually or Always

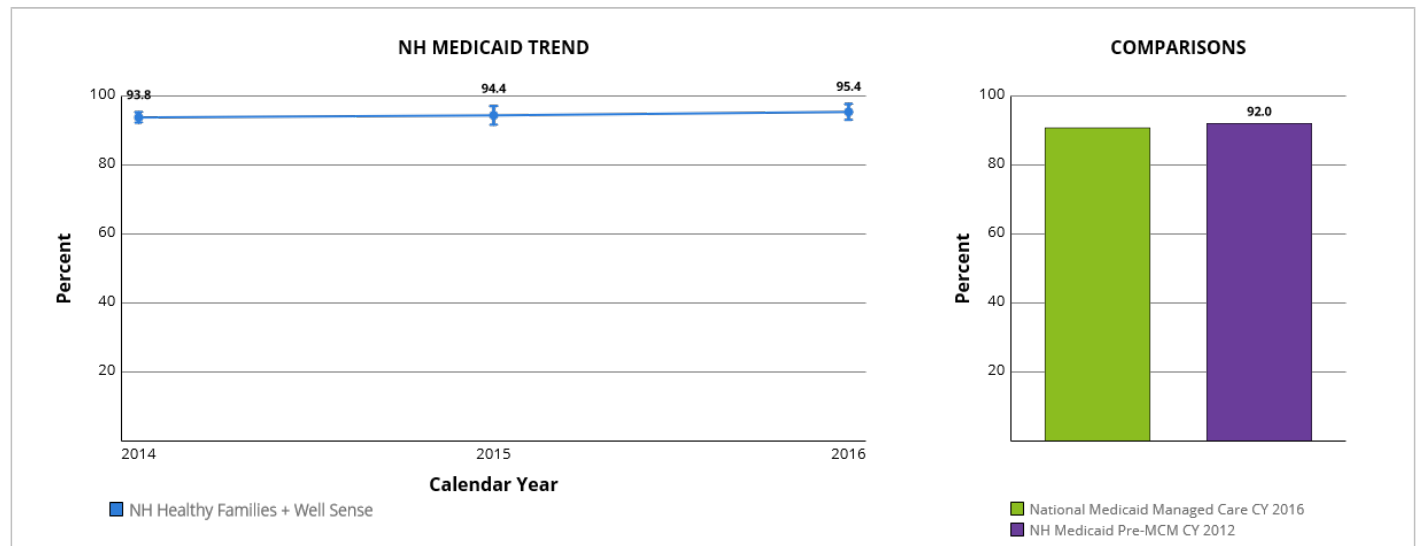
Percent of caregivers reporting usually or always getting needed care for their child as soon as he or she needed in the last 6 months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q03): In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

Q04 (Answered if Response to Q03 is Yes): In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

Measure Identifier: CAHPS_GP.Q04



Data

Child CAHPS®: Getting Needed Care Right Away - Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2014-01-01 - 2014-12-31	NH Healthy Families + Well Sense	958	1,021	93.8%	92.3 - 95.3
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	269	287	94.4%	91.7 - 97.1

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	314	332	95.4%	93.1 - 97.7

Measure Details

Measure Name: **Child CAHPS®: Getting Needed Care Right Away - Usually or Always**

Measure Identifier: CAHPS_GP.Q04

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

NH Medicaid Pre-MCM

- Data Sources: Fee for Service (Pre-Managed Care)
- Years: CY 2012
- Comments:

Child CAHPS®: Getting Needed Care from a Doctor's Office or Clinic During Evenings, Weekends, or Holidays - Usually or Always

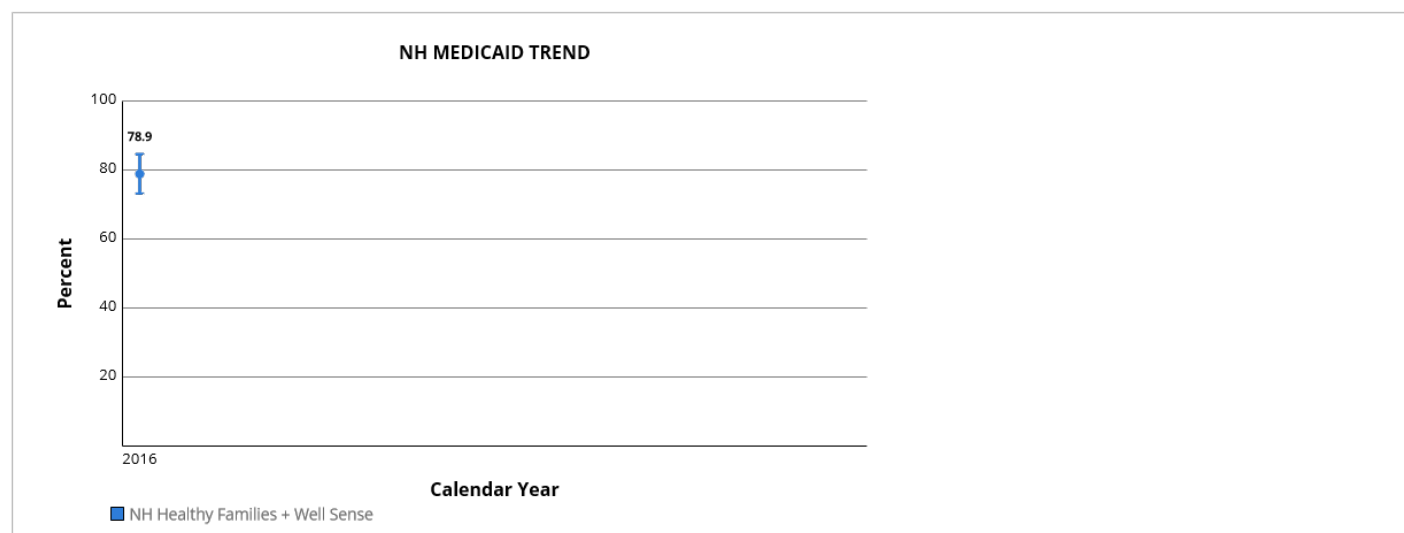
Percent of caregivers reporting they were usually or always able to get the care their child needed from a doctor's office or clinic during evenings, weekends, or holidays.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (CAHPS_GP_SUP.233): In the last 6 months, did your child need care during evenings, weekends, or holidays?

CAHPS_GP_SUP.234 (Answered if Response to CAHPS_GP_SUP.233 is Yes): In the last 6 months, how often were you able to get the care your child needed from a doctor's office or clinic during evenings, weekends, or holidays?

Measure Identifier: CAHPS_GP_SUP.234



Data

Child CAHPS®: Getting Needed Care from a Doctor's Office or Clinic During Evenings, Weekends, or Holidays - Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
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TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	156	200	78.9%	73.2 - 84.6

Measure Details

Measure Name: **Child CAHPS®: Getting Needed Care from a Doctor's Office or Clinic During Evenings, Weekends, or Holidays - Usually or Always**

Measure Identifier: CAHPS_GP_SUP.234

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Getting Questions Answered by Child's Doctors or Other Health Providers - Usually or Always

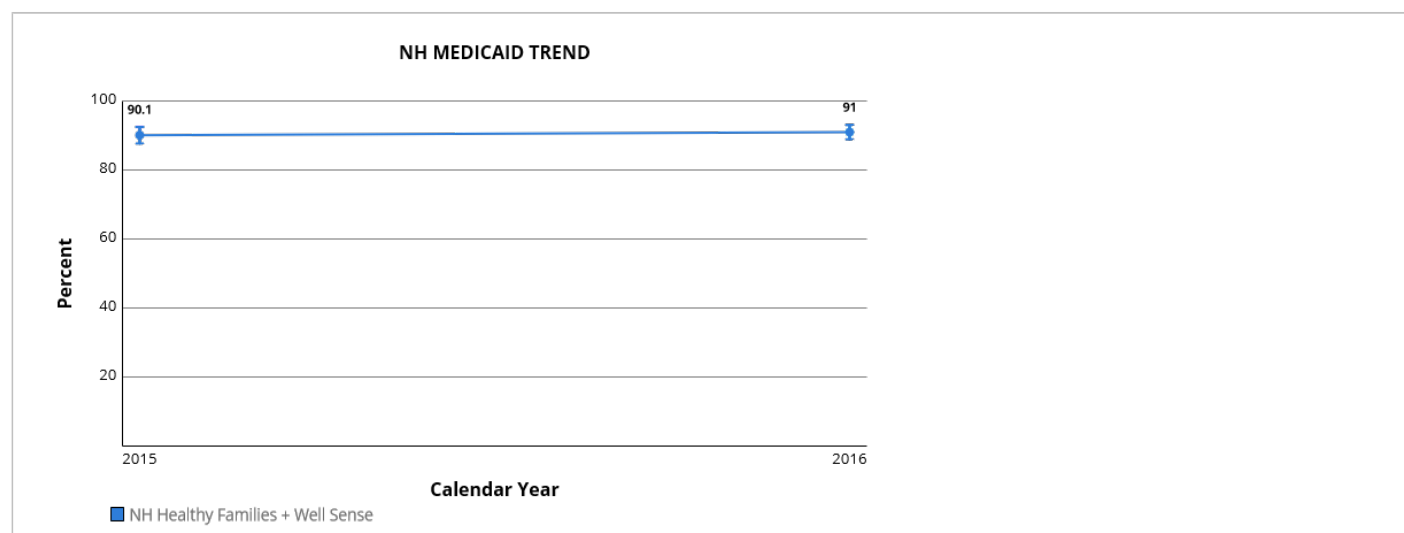
Percent of caregivers reporting usually or always getting their questions answered by their child's doctors or other health providers.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q07): In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

Q09 (Answered if Response to Q07 is NOT None): In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

Measure Identifier: CAHPS_GP.Q09



Data

Child CAHPS®: Getting Questions Answered by Child's Doctors or Other Health Providers - Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	543	605	90.1%	87.7 - 92.5
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	672	737	91.0%	88.9 - 93.1

Measure Details

Measure Name: **Child CAHPS®: Getting Questions Answered by Child's Doctors or Other Health Providers - Usually or Always**

Measure Identifier: CAHPS_GP.Q09

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Getting Routine or Check-up Appointments as Soon as They Were Needed: Usually or Always

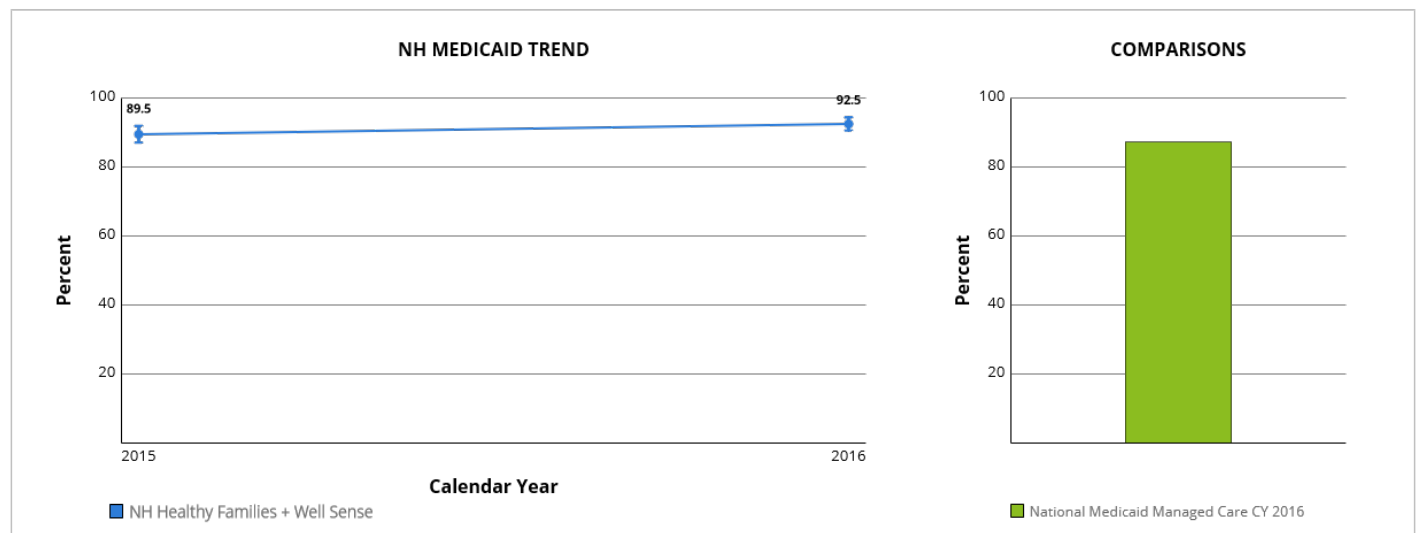
Percent of caregivers reporting usually or always getting routine or check-up appointments for their child at a doctor's office or clinic as soon as they were needed.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q05): In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

Q06 (Answered if Response to Q05 is Yes): In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

Measure Identifier: CAHPS_GP.Q06



Data

Child CAHPS®: Getting Routine or Check-up Appointments as Soon as They Were Needed: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	549	609	89.5%	87.1 - 91.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	680	734	92.5%	90.6 - 94.4

Measure Details

Measure Name: **Child CAHPS®: Getting Routine or Check-up Appointments as Soon as They Were Needed: Usually or Always**

Measure Identifier: CAHPS_GP.Q06

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

Child CAHPS®: Got Help Needed From Child's Doctors or Other Health Providers to Contact Child's School or Daycare

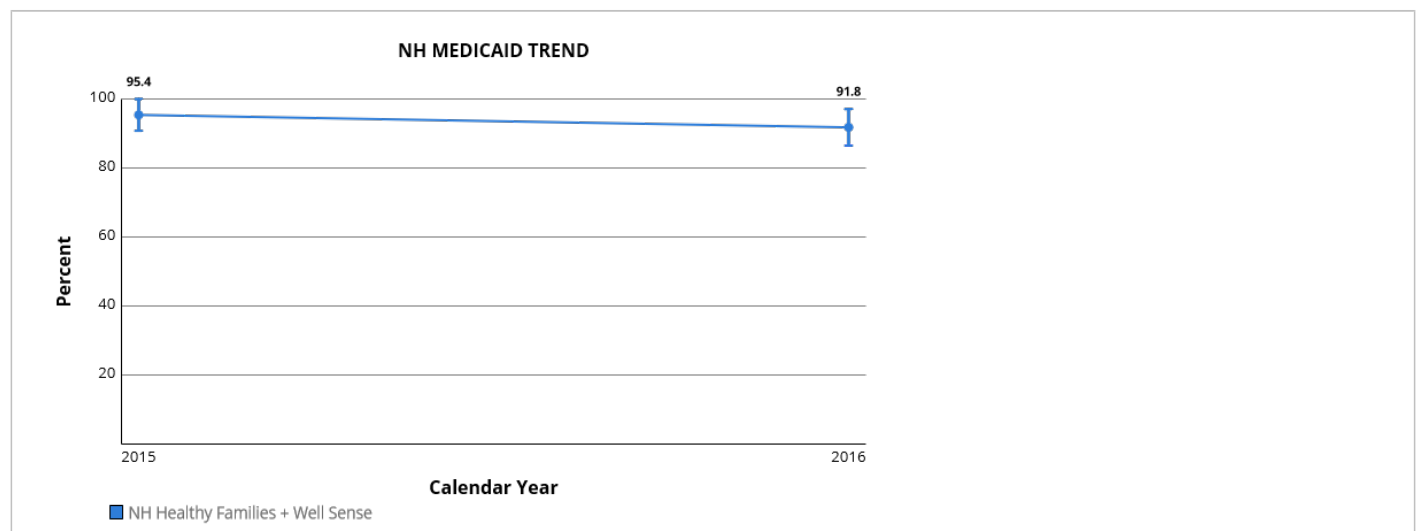
Percent of caregivers reporting they got the help needed from their child's doctors or other health providers in contacting their child's school or daycare.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q17): In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

Q18 (Answered if Response to Q17 is Yes): In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

Measure Identifier: CAHPS_GP.Q18



Data

Child CAHPS®: Got Help Needed From Child's Doctors or Other Health Providers to Contact Child's School or Daycare

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	77	81	95.4%	90.8 - 100.0
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	95	103	91.8%	86.5 - 97.1

Measure Details

Measure Name: **Child CAHPS®: Got Help Needed From Child's Doctors or Other Health Providers to Contact Child's School or Daycare**

Measure Identifier: CAHPS_GP.Q18

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Heath Plan Forms Easy to Fill Out: Usually or Always

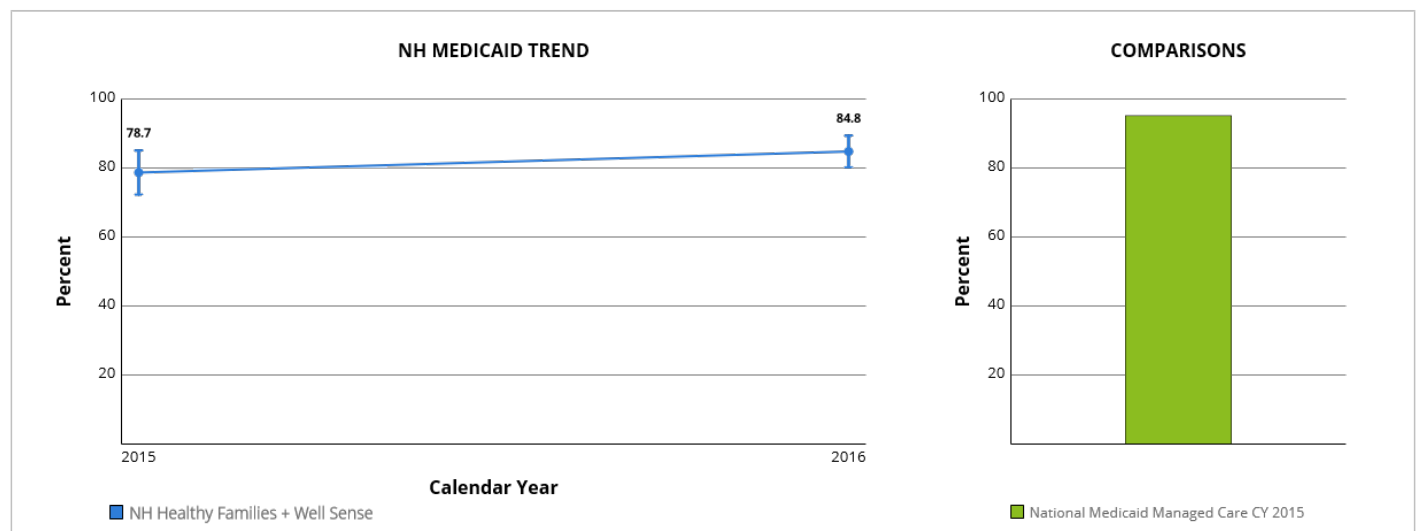
Percent of caregivers reporting forms received from their child's health plan in the last 6 months were usually or always easy to fill out.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q52): In the last 6 months, did your child's health plan give you any forms to fill out?

Q53 (Answered if Response to Q52 is Yes): In the last 6 months, how often were the forms from your child's health plan easy to fill out?

Measure Identifier: CAHPS_GP.Q53



Data

Child CAHPS®: Heath Plan Forms Easy to Fill Out: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	126	160	78.7%	72.3 - 85.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	196	232	84.8%	80.2 - 89.4

Measure Details

Measure Name: **Child CAHPS®: Heath Plan Forms Easy to Fill Out: Usually or Always**

Measure Identifier: CAHPS_GP.Q53

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Child CAHPS®: Needed Child's Doctors or Other Health Providers to Contact Child's School or Daycare

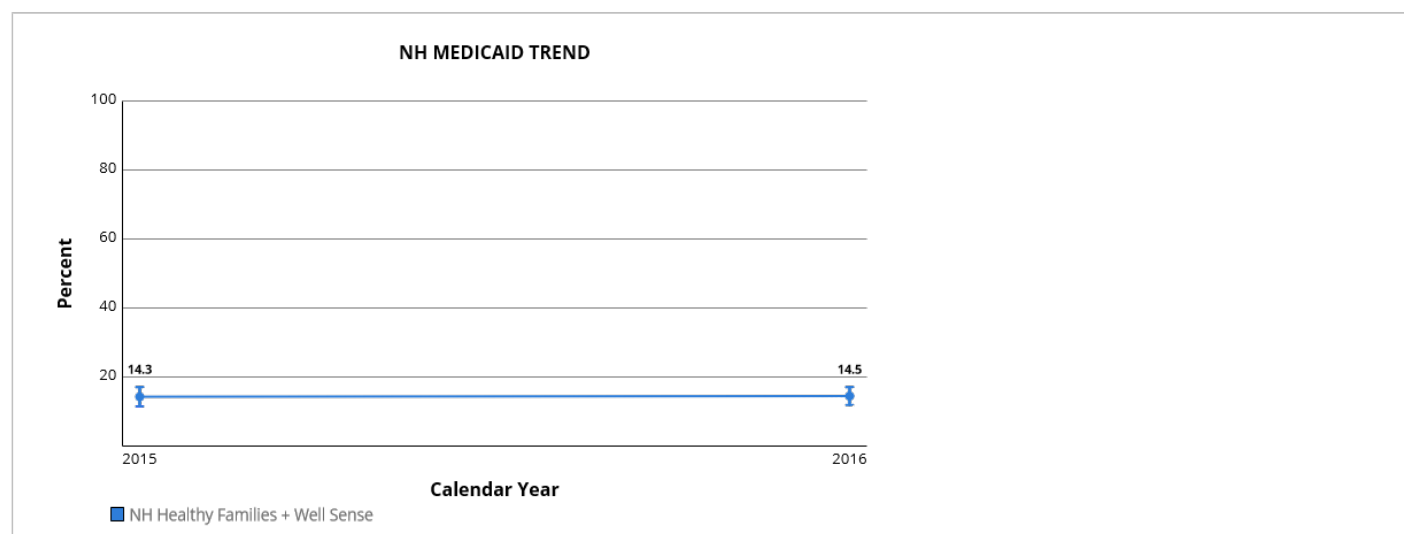
Percent of caregivers reporting they needed their child's doctors or other health providers to contact a school or daycare center about their child's health or health care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q16): Is your child now enrolled in any kind of school or daycare?

Q17 (Answered if Response to Q16 is Yes): In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

Measure Identifier: CAHPS_GP.Q17



Data

Child CAHPS®: Needed Child's Doctors or Other Health Providers to Contact Child's School or Daycare

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	82	609	14.3%	11.5 - 17.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	104	731	14.5%	11.9 - 17.1

Measure Details

Measure Name: **Child CAHPS®: Needed Child's Doctors or Other Health Providers to Contact Child's School or Daycare**

Measure Identifier: CAHPS_GP.Q17

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Number of Specialists Seen

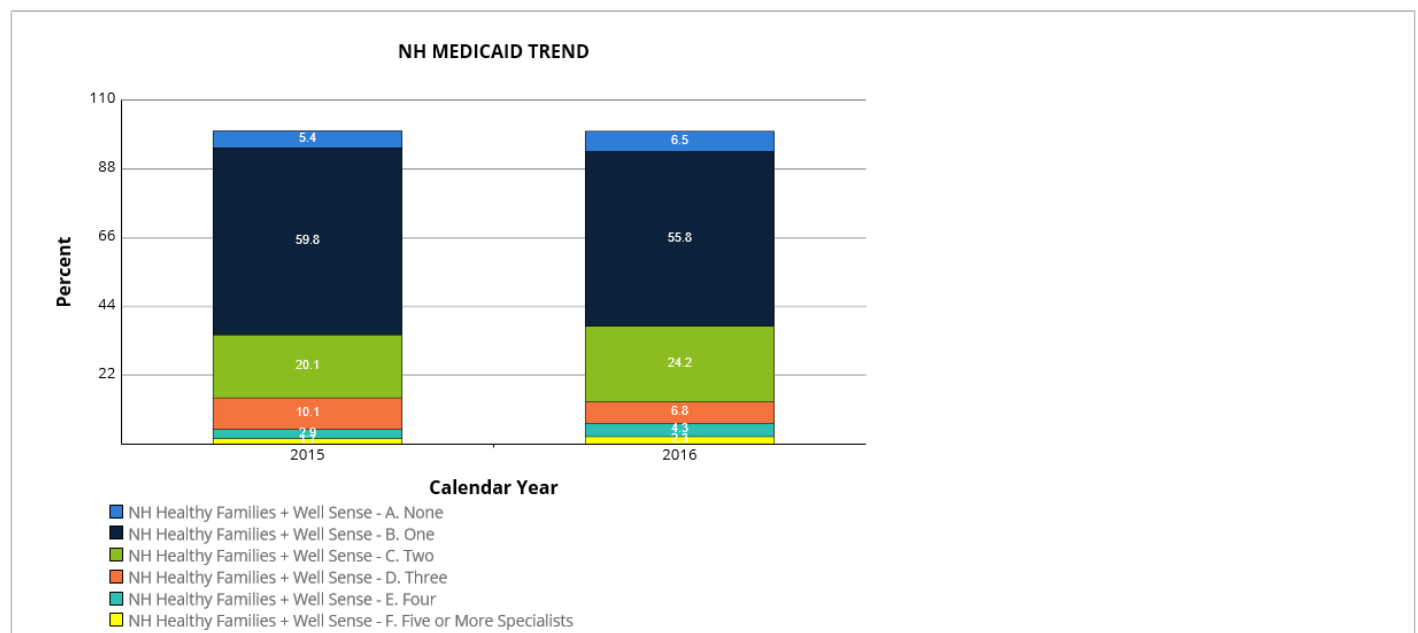
Percent breakout of caregivers reporting the number of specialists their child has seen in the last 6 months. Breakouts for number of specialists are as follows: 1 specialist, 2, 3, 4, and 5 or more specialists.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q45): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

Q47 (Answered if Response to Q45 is Yes): How many specialists has your child seen in the last 6 months?

Measure Identifier: CAHPS_GP.Q47



Data

Child CAHPS®: Number of Specialists Seen

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - A. None	9	194	5.4%	2.2 - 8.6
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - B. One	117	194	59.8%	52.9 - 66.7

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - C. Two	39	194	20.1%	14.4 - 25.8
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - D. Three	20	194	10.1%	5.8 - 14.4
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - E. Four	6	194	2.9%	0.5 - 5.3
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - F. Five or More Specialists	3	194	1.7%	0.0 - 3.5
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - A. None	14	228	6.5%	3.3 - 9.7
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - B. One	128	228	55.8%	49.3 - 62.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - C. Two	54	228	24.2%	18.6 - 29.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - D. Three	16	228	6.8%	3.5 - 10.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - E. Four	10	228	4.3%	1.7 - 6.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - F. Five or More Specialists	6	228	2.3%	0.3 - 4.3

Measure Details

Measure Name: **Child CAHPS®: Number of Specialists Seen**

Measure Identifier: CAHPS_GP.Q47

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Number of Specialists Seen: A. None

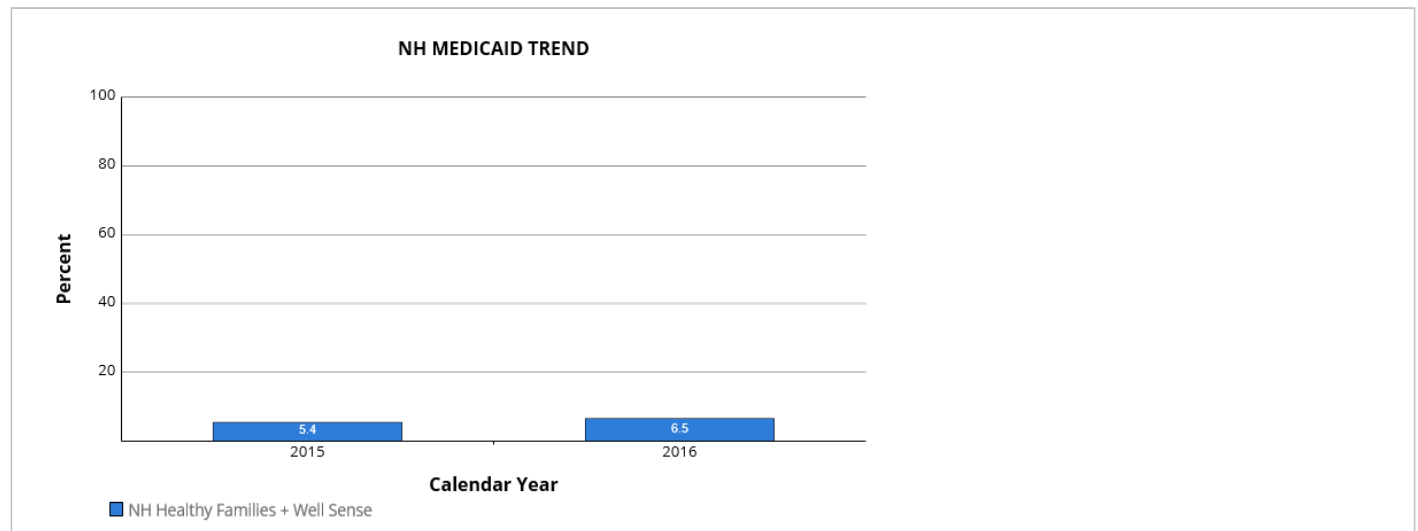
Percent of caregivers reporting their child seeing no specialists in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q45): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

Q47 (Answered if Response to Q45 is Yes): How many specialists has your child seen in the last 6 months?

Measure Identifier: CAHPS_GP.Q47-A



Data

Child CAHPS®: Number of Specialists Seen: A. None

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	9	194	5.4%	2.2 - 8.6
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	14	228	6.5%	3.3 - 9.7

Measure Details

Measure Name: **Child CAHPS®: Number of Specialists Seen: A. None**

Measure Identifier: CAHPS_GP.Q47-A

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Number of Specialists Seen: B. One

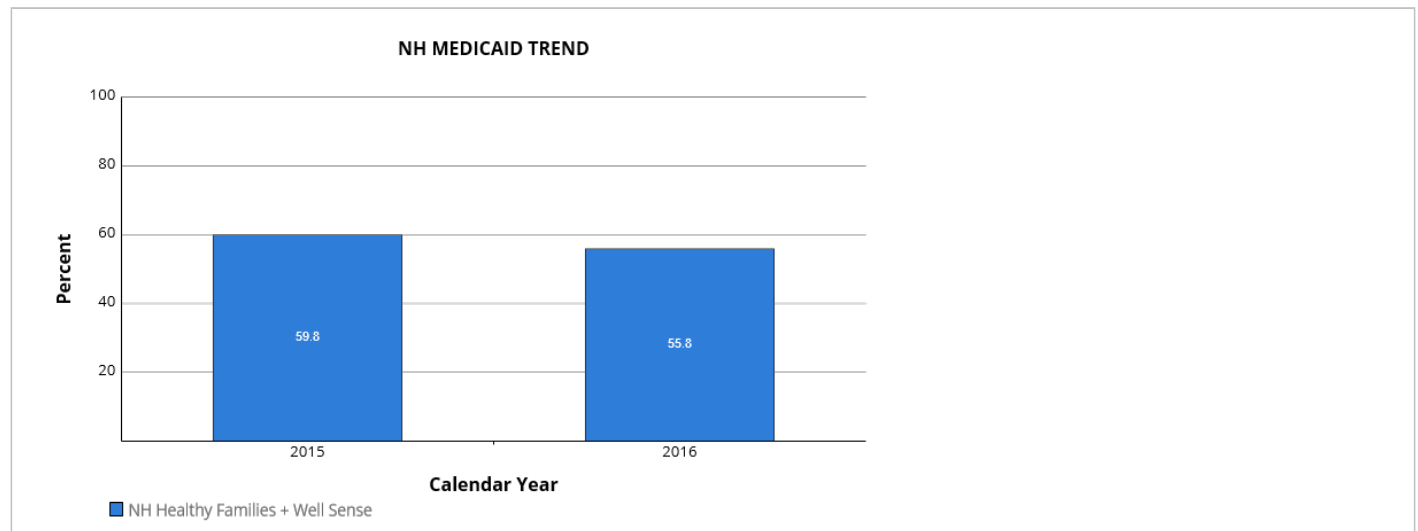
Percent of caregivers reporting their child seeing one specialist in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q45): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

Q47 (Answered if Response to Q45 is Yes): How many specialists has your child seen in the last 6 months?

Measure Identifier: CAHPS_GP.Q47-B



Data

Child CAHPS®: Number of Specialists Seen: B. One

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	117	194	59.8%	52.9 - 66.7
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	128	228	55.8%	49.3 - 62.3

Measure Details

Measure Name: **Child CAHPS®: Number of Specialists Seen: B. One**

Measure Identifier: CAHPS_GP.Q47-B

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Number of Specialists Seen: C. Two

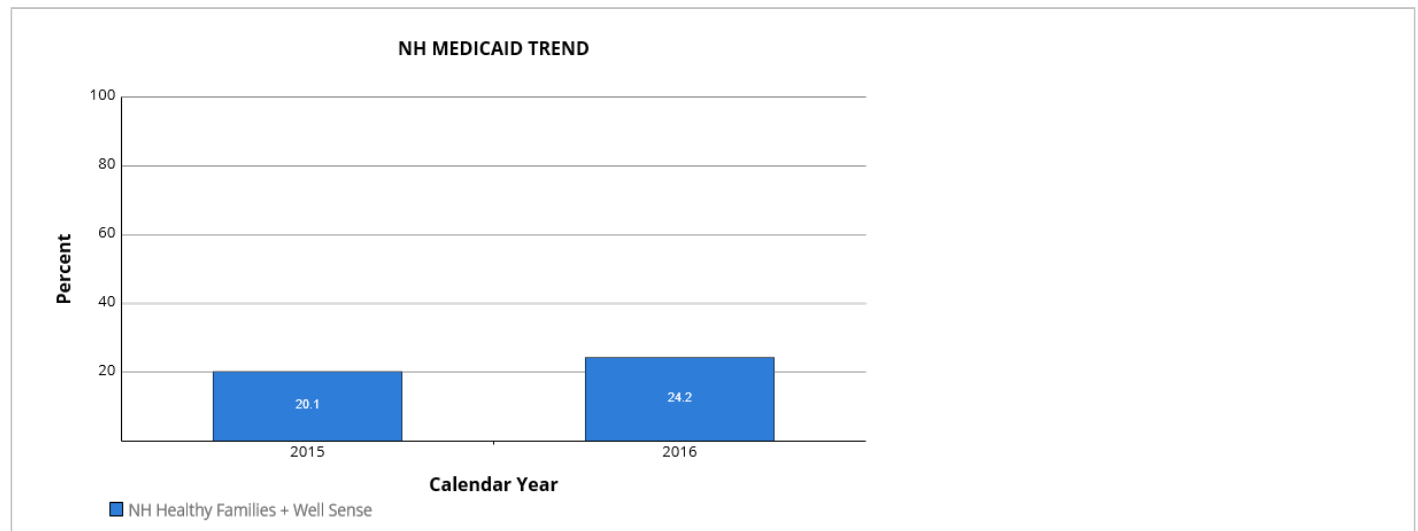
Percent of caregivers reporting their child seeing two specialists in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q45): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

Q47 (Answered if Response to Q45 is Yes): How many specialists has your child seen in the last 6 months?

Measure Identifier: CAHPS_GP.Q47-C



Data

Child CAHPS®: Number of Specialists Seen: C. Two

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	39	194	20.1%	14.4 - 25.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	54	228	24.2%	18.6 - 29.8

Measure Details

Measure Name: **Child CAHPS®: Number of Specialists Seen: C. Two**

Measure Identifier: CAHPS_GP.Q47-C

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Number of Specialists Seen: D. Three

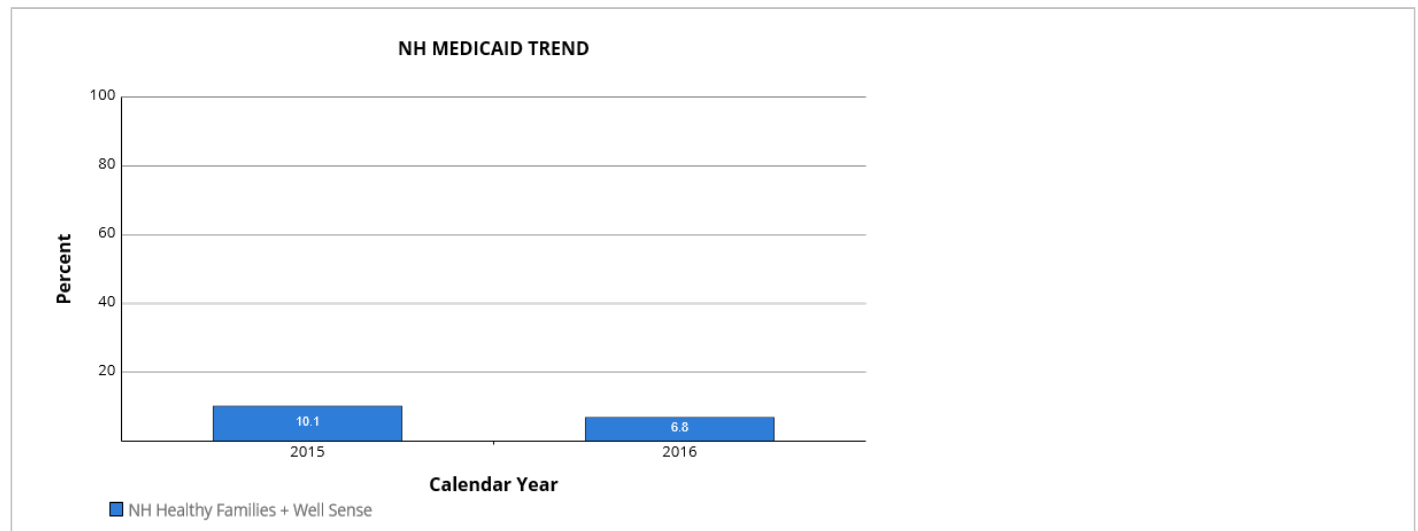
Percent of caregivers reporting their child seeing three specialists in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q45): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

Q47 (Answered if Response to Q45 is Yes): How many specialists has your child seen in the last 6 months?

Measure Identifier: CAHPS_GP.Q47-D



Data

Child CAHPS®: Number of Specialists Seen: D. Three

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	20	194	10.1%	5.8 - 14.4
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	16	228	6.8%	3.5 - 10.1

Measure Details

Measure Name: **Child CAHPS®: Number of Specialists Seen: D. Three**

Measure Identifier: CAHPS_GP.Q47-D

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Number of Specialists Seen: E. Four

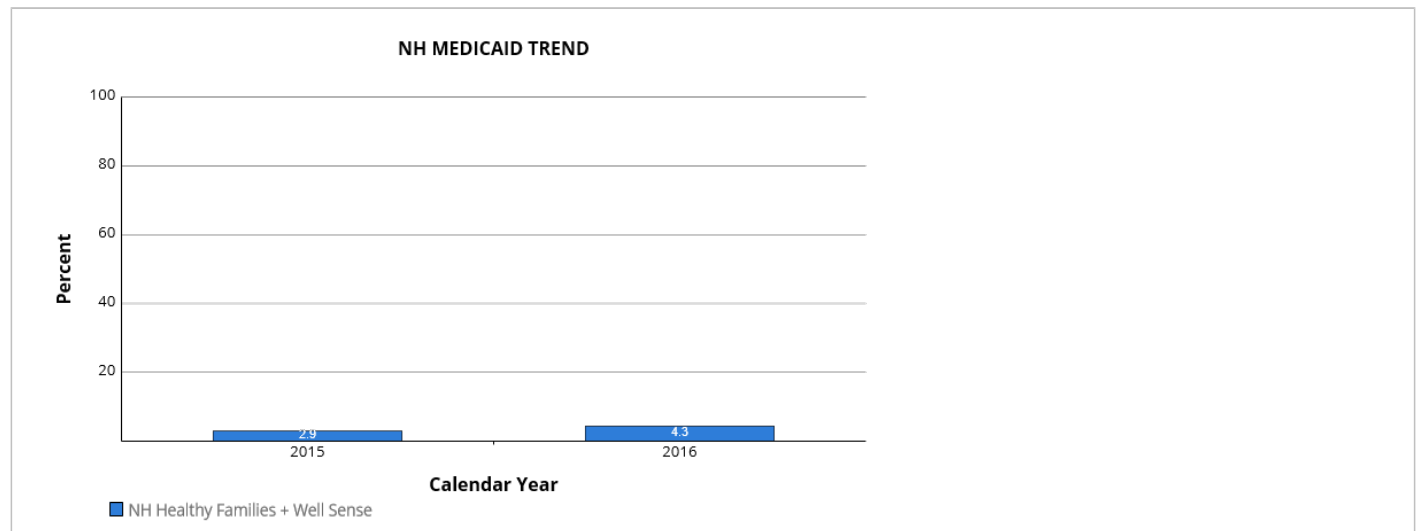
Percent of caregivers reporting their child seeing four specialists in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q45): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

Q47 (Answered if Response to Q45 is Yes): How many specialists has your child seen in the last 6 months?

Measure Identifier: CAHPS_GP.Q47-E



Data

Child CAHPS®: Number of Specialists Seen: E. Four

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	6	194	2.9%	0.5 - 5.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	10	228	4.3%	1.7 - 6.9

Measure Details

Measure Name: **Child CAHPS®: Number of Specialists Seen: E. Four**

Measure Identifier: CAHPS_GP.Q47-E

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Number of Specialists Seen: F. Five or More Specialists

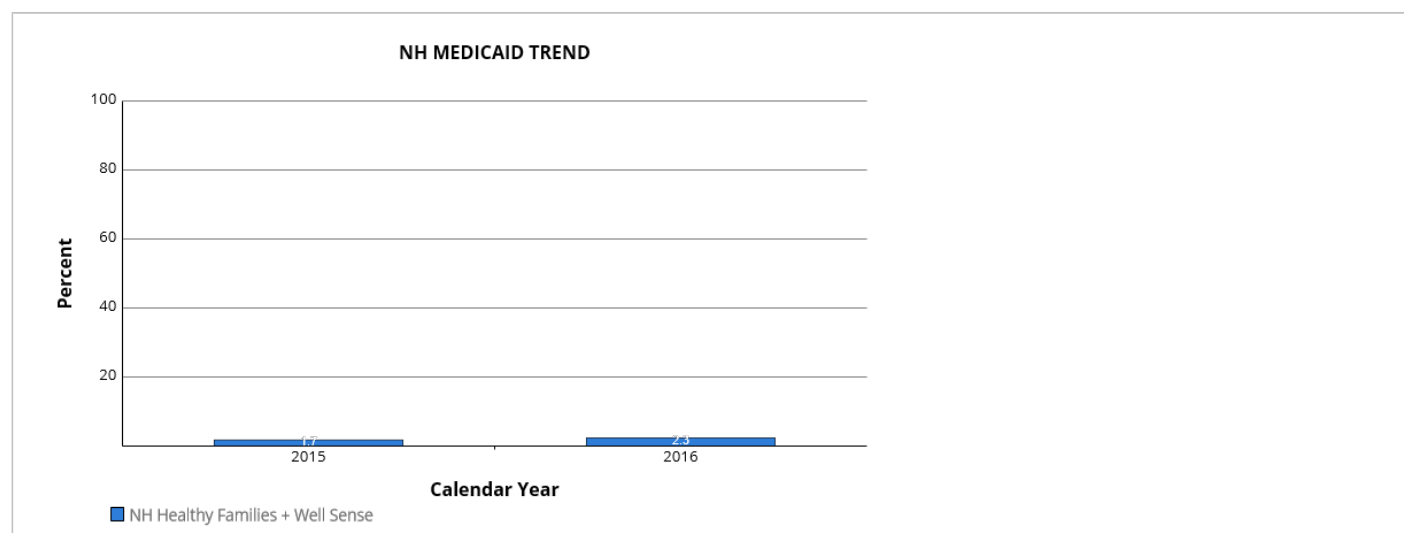
Percent of caregivers reporting their child seeing five or more specialists in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q45): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

Q47 (Answered if Response to Q45 is Yes): How many specialists has your child seen in the last 6 months?

Measure Identifier: CAHPS_GP.Q47-F



Data

Child CAHPS®: Number of Specialists Seen: F. Five or More Specialists

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	3	194	1.7%	0.0 - 3.5
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	6	228	2.3%	0.3 - 4.3

Measure Details

Measure Name: **Child CAHPS®: Number of Specialists Seen: F. Five or More Specialists**

Measure Identifier: CAHPS_GP.Q47-F

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Number of Visits to Personal Doctor

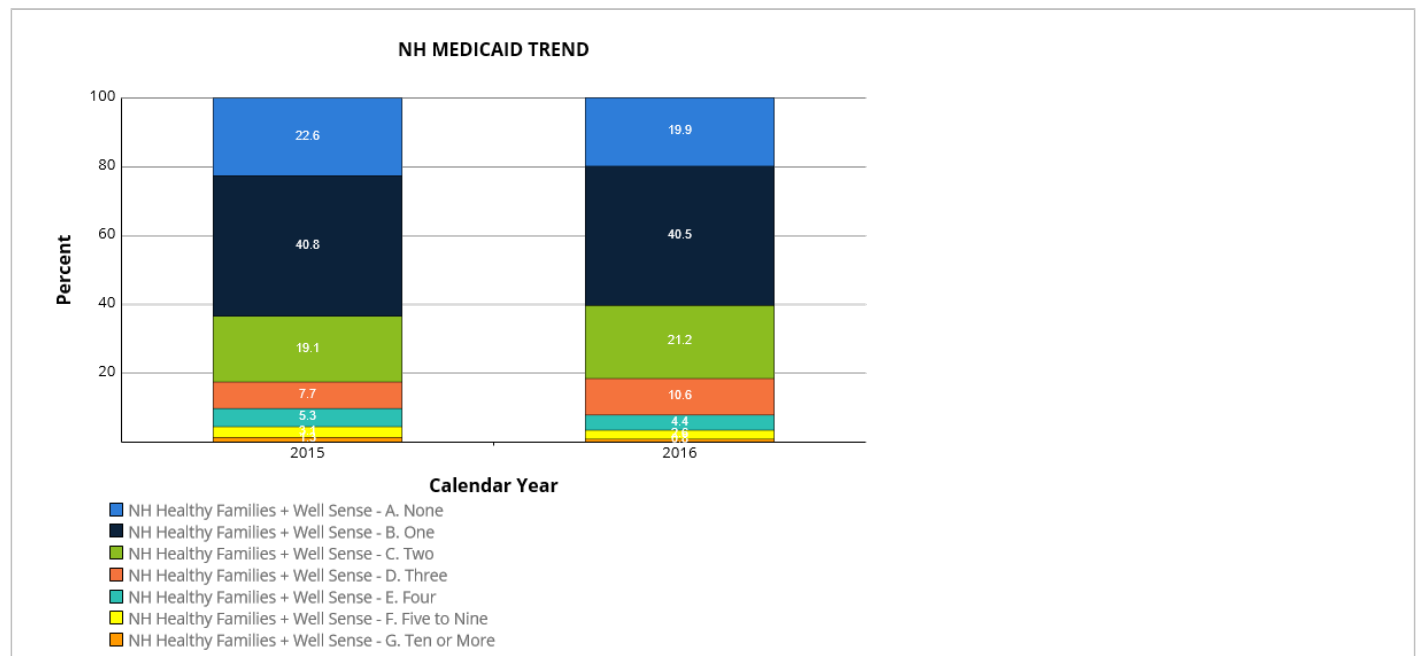
Percent breakout of caregivers reporting the number of times their child visited his or her personal doctor for care in the last six month. Breakouts for number of times visited are as follows: None, 1, 2, 3, 4, 5 to 9, and 10 or more times.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q30): A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Q31 (Answered if Response to Q30 is Yes): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Measure Identifier: CAHPS_GP.Q31



Data

Child CAHPS®: Number of Visits to Personal Doctor

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - A. None	177	774	22.6%	19.6 - 25.6

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - B. One	315	774	40.8%	37.3 - 44.3
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - C. Two	147	774	19.1%	16.3 - 21.9
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - D. Three	62	774	7.7%	5.8 - 9.6
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - E. Four	40	774	5.3%	3.7 - 6.9
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - F. Five to Nine	24	774	3.1%	1.9 - 4.3
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense - G. Ten or More	9	774	1.3%	0.5 - 2.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - A. None	176	891	19.9%	17.3 - 22.5
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - B. One	363	891	40.5%	37.3 - 43.7
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - C. Two	190	891	21.2%	18.5 - 23.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - D. Three	95	891	10.6%	8.6 - 12.6
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - E. Four	39	891	4.4%	3.0 - 5.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - F. Five to Nine	22	891	2.6%	1.5 - 3.7
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - G. Ten or More	6	891	0.8%	0.2 - 1.4

Measure Details

Measure Name: **Child CAHPS®: Number of Visits to Personal Doctor**

Measure Identifier: CAHPS_GP.Q31

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Number of Visits to Personal Doctor: A. None

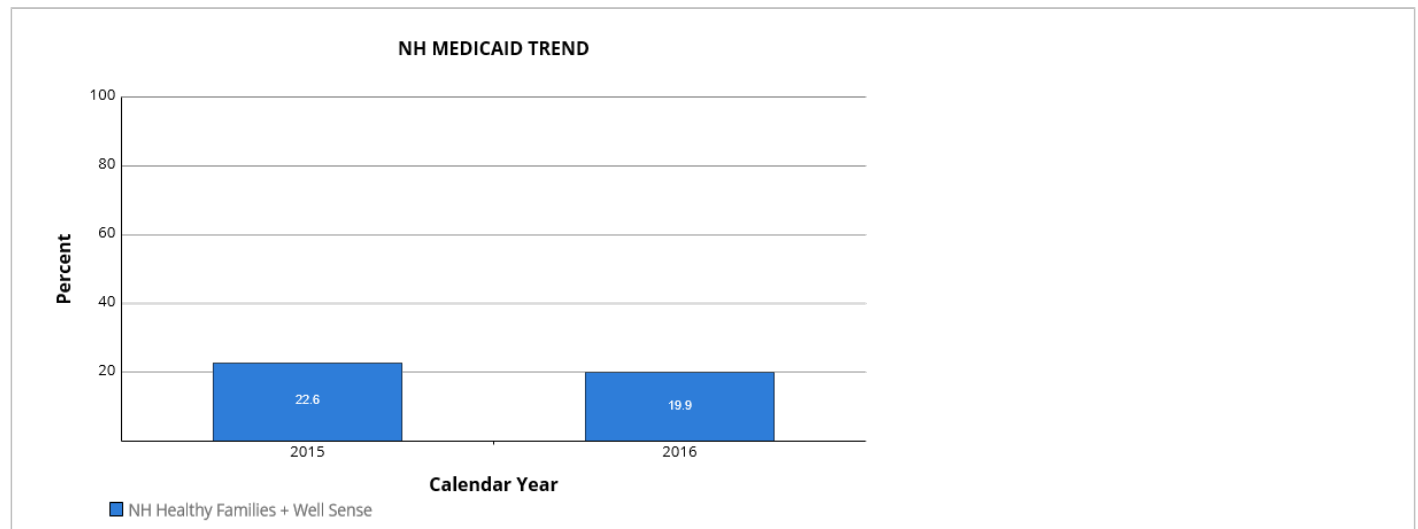
Percent of caregivers reporting their child had no visits to their personal care doctor in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q30): A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Q31 (Answered if Response to Q30 is Yes): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Measure Identifier: CAHPS_GP.Q31-A



Data

Child CAHPS®: Number of Visits to Personal Doctor: A. None

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	177	774	22.6%	19.6 - 25.6
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	176	891	19.9%	17.3 - 22.5

Measure Details

Measure Name: **Child CAHPS®: Number of Visits to Personal Doctor: A. None**

Measure Identifier: CAHPS_GP.Q31-A

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Number of Visits to Personal Doctor: B. One

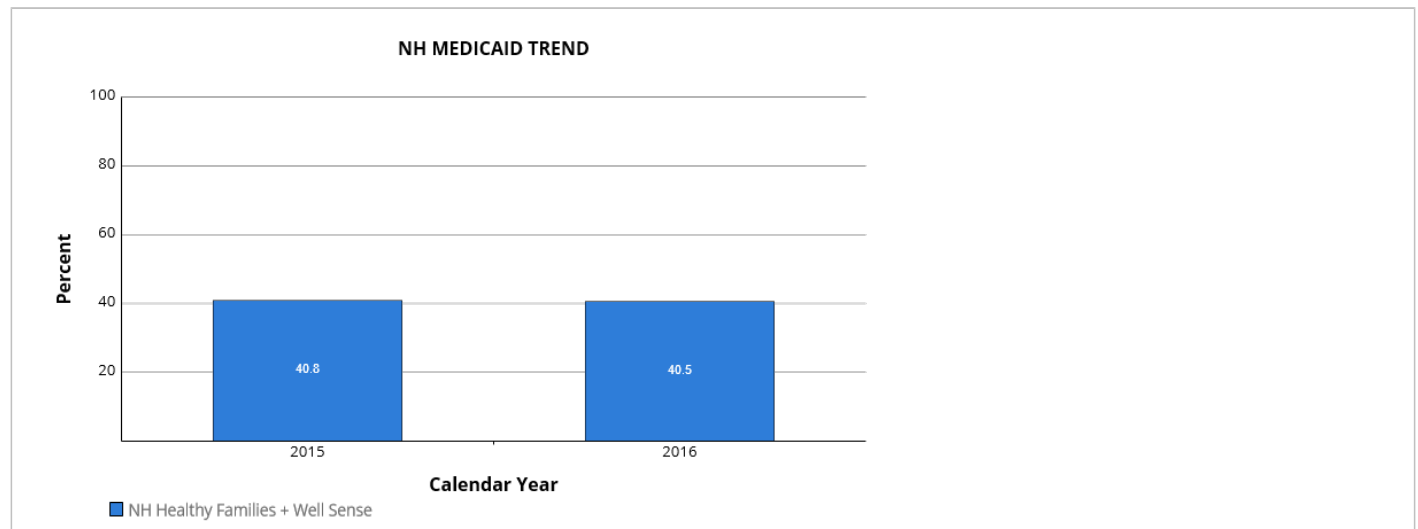
Percent of caregivers reporting their child had one visit to their personal care doctor in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q30): A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Q31 (Answered if Response to Q30 is Yes): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Measure Identifier: CAHPS_GP.Q31-B



Data

Child CAHPS®: Number of Visits to Personal Doctor: B. One

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	315	774	40.8%	37.3 - 44.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	363	891	40.5%	37.3 - 43.7

Measure Details

Measure Name: **Child CAHPS®: Number of Visits to Personal Doctor: B. One**

Measure Identifier: CAHPS_GP.Q31-B

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Number of Visits to Personal Doctor: C. Two

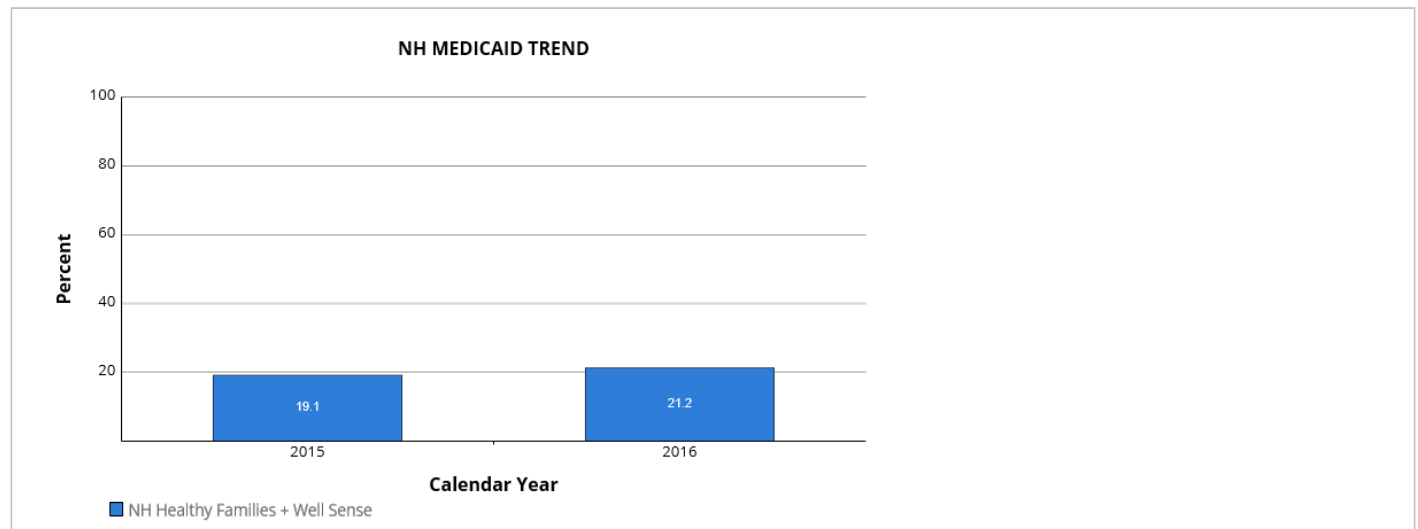
Percent of caregivers reporting their child had two visits to their personal care doctor in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q30): A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Q31 (Answered if Response to Q30 is Yes): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Measure Identifier: CAHPS_GP.Q31-C



Data

Child CAHPS®: Number of Visits to Personal Doctor: C. Two

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	147	774	19.1%	16.3 - 21.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	190	891	21.2%	18.5 - 23.9

Measure Details

Measure Name: **Child CAHPS®: Number of Visits to Personal Doctor: C. Two**

Measure Identifier: CAHPS_GP.Q31-C

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Number of Visits to Personal Doctor: D. Three

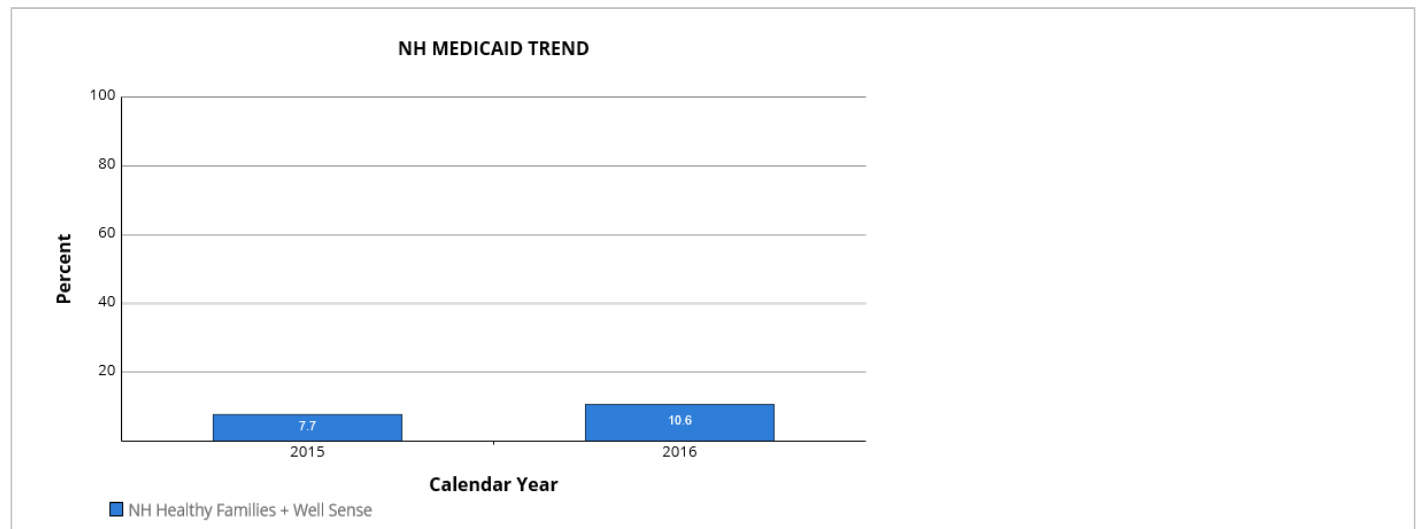
Percent of caregivers reporting their child had three visits to their personal care doctor in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q30): A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Q31 (Answered if Response to Q30 is Yes): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Measure Identifier: CAHPS_GP.Q31-D



Data

Child CAHPS®: Number of Visits to Personal Doctor: D. Three

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	62	774	7.7%	5.8 - 9.6
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	95	891	10.6%	8.6 - 12.6

Measure Details

Measure Name: **Child CAHPS®: Number of Visits to Personal Doctor: D. Three**

Measure Identifier: CAHPS_GP.Q31-D

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Number of Visits to Personal Doctor: E. Four

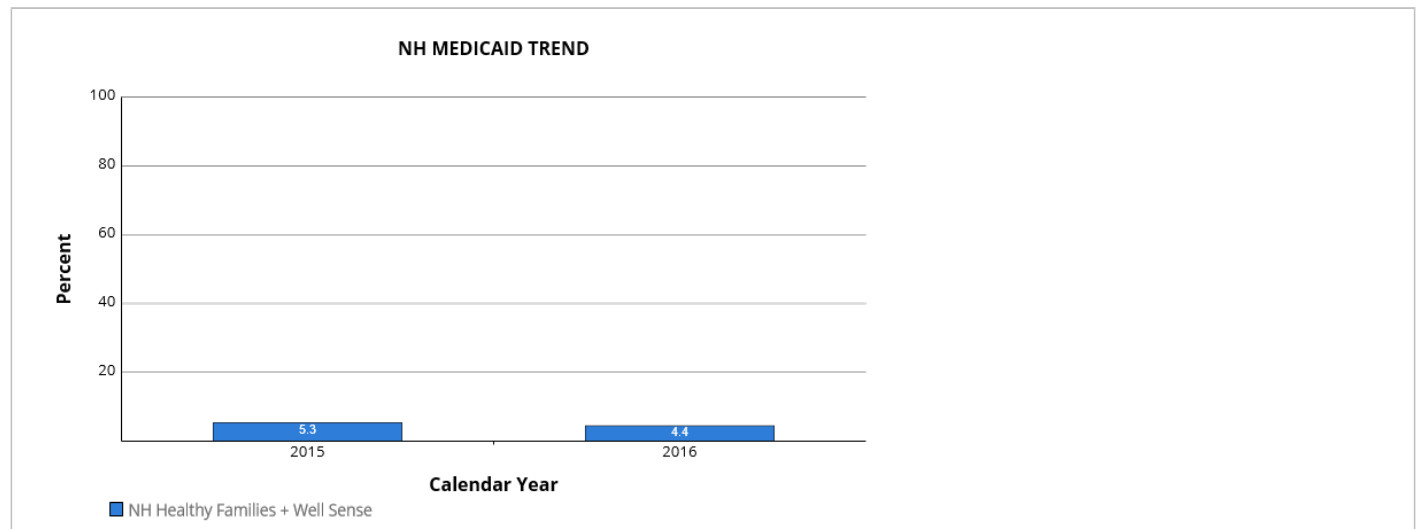
Percent of caregivers reporting their child had four visits to their personal care doctor in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q30): A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Q31 (Answered if Response to Q30 is Yes): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Measure Identifier: CAHPS_GP.Q31-E



Data

Child CAHPS®: Number of Visits to Personal Doctor: E. Four

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	40	774	5.3%	3.7 - 6.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	39	891	4.4%	3.0 - 5.8

Measure Details

Measure Name: **Child CAHPS®: Number of Visits to Personal Doctor: E. Four**

Measure Identifier: CAHPS_GP.Q31-E

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Number of Visits to Personal Doctor: F. Five to Nine

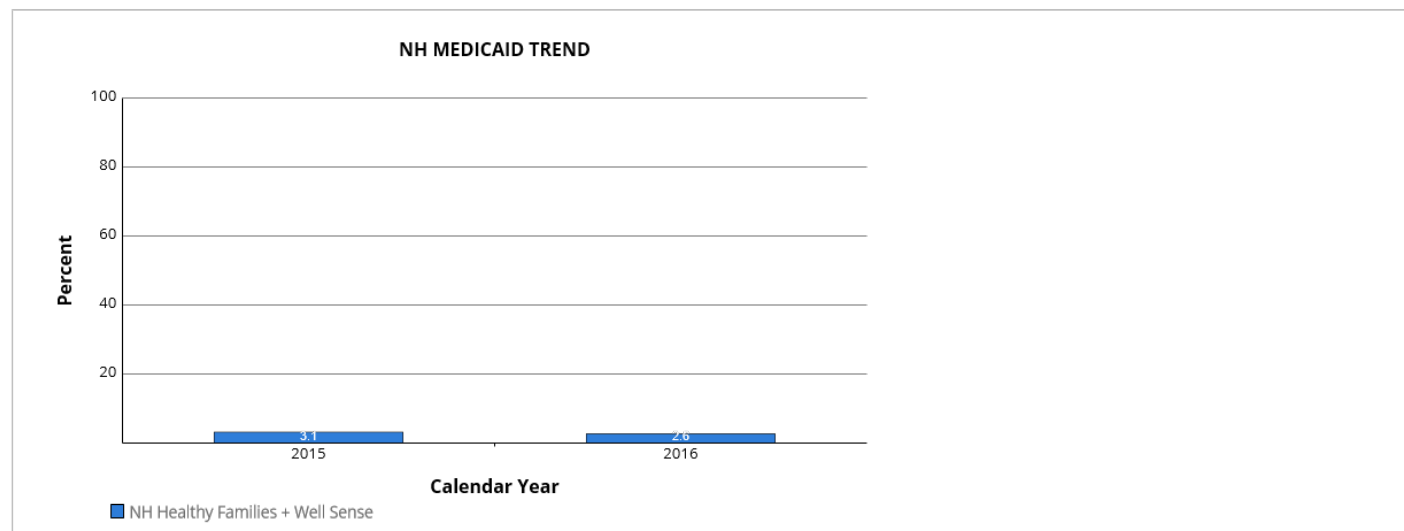
Percent of caregivers reporting their child had five to nine visits to their personal care doctor in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q30): A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Q31 (Answered if Response to Q30 is Yes): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Measure Identifier: CAHPS_GP.Q31-F



Data

Child CAHPS®: Number of Visits to Personal Doctor: F. Five to Nine

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	24	774	3.1%	1.9 - 4.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	22	891	2.6%	1.5 - 3.7

Measure Details

Measure Name: **Child CAHPS®: Number of Visits to Personal Doctor: F. Five to Nine**

Measure Identifier: CAHPS_GP.Q31-F

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Number of Visits to Personal Doctor: G. Ten or More

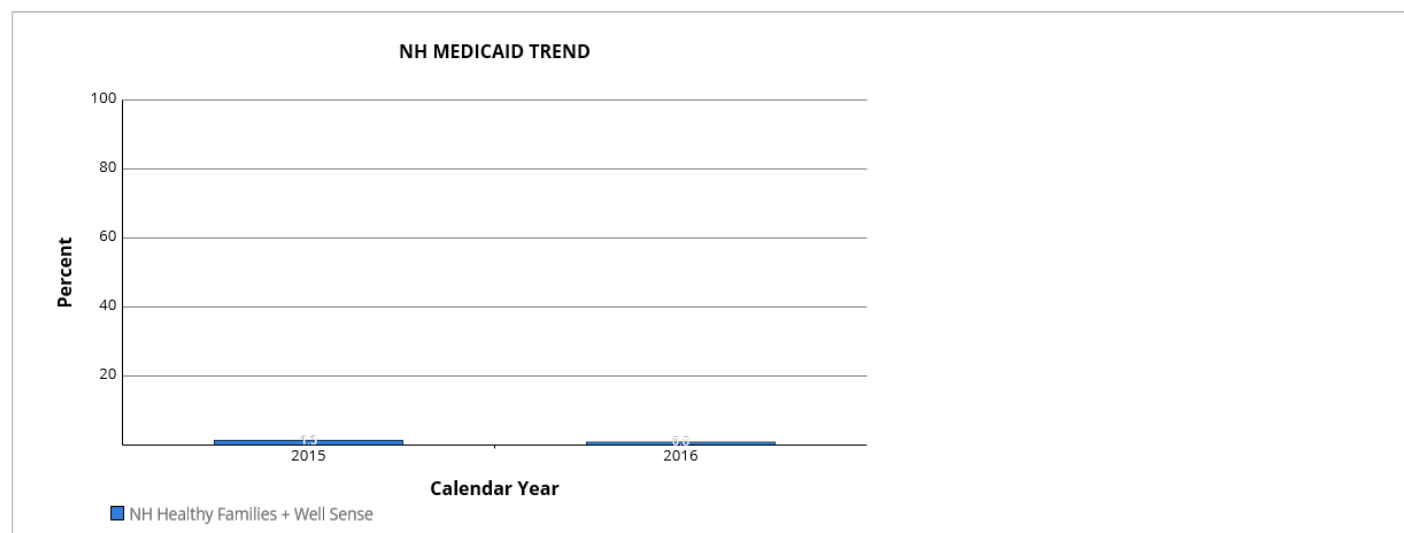
Percent of caregivers reporting their child had ten or more visits to their personal care doctor in the last six months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q30): A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Q31 (Answered if Response to Q30 is Yes): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Measure Identifier: CAHPS_GP.Q31-G



Data

Child CAHPS®: Number of Visits to Personal Doctor: G. Ten or More

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	9	774	1.3%	0.5 - 2.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	6	891	0.8%	0.2 - 1.4

Measure Details

Measure Name: **Child CAHPS®: Number of Visits to Personal Doctor: G. Ten or More**

Measure Identifier: CAHPS_GP.Q31-G

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Personal Doctor Explained Things in a Way That Was Easy for Child to Understand: Usually or Always

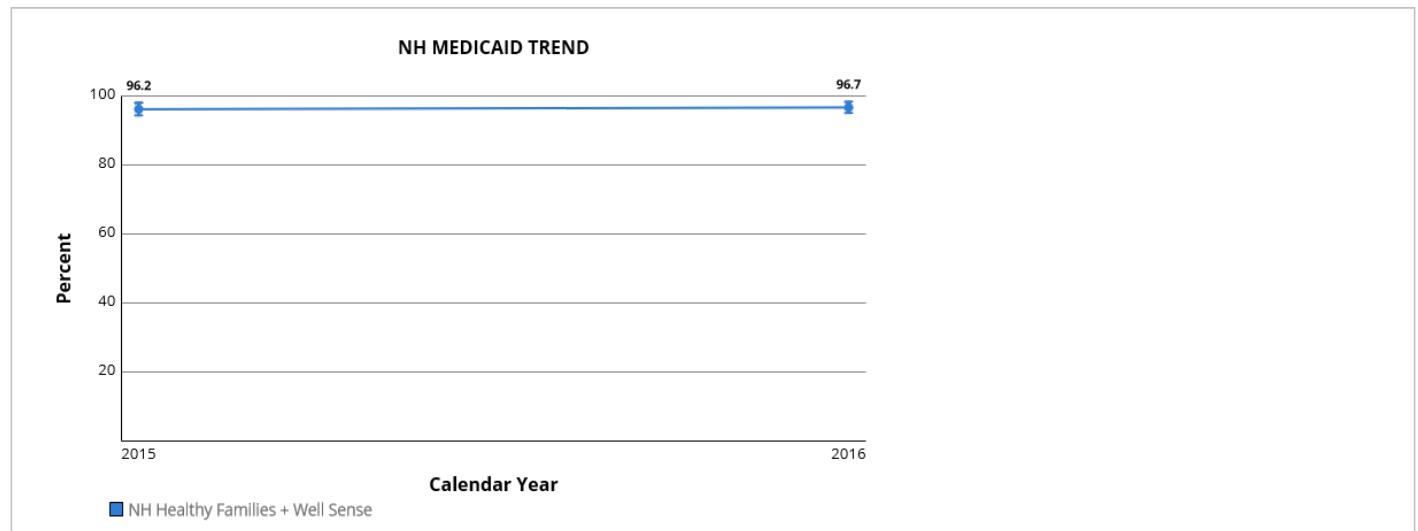
Percent of caregivers reporting their child's personal doctor usually or always explained things in a way that was easy for their child to understand.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q35): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Q36 (Answered if Response to Q35 is Yes): In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

Measure Identifier: CAHPS_GP.Q36



Data

Child CAHPS®: Personal Doctor Explained Things in a Way That Was Easy for Child to Understand: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	404	421	96.2%	94.4 - 98.0
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	469	486	96.7%	95.1 - 98.3

Measure Details

Measure Name: **Child CAHPS®: Personal Doctor Explained Things in a Way That Was Easy for Child to Understand: Usually or Always**

Measure Identifier: CAHPS_GP.Q36

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Personal Doctor Explained Things in a Way That Was Easy to Understand: Usually or Always

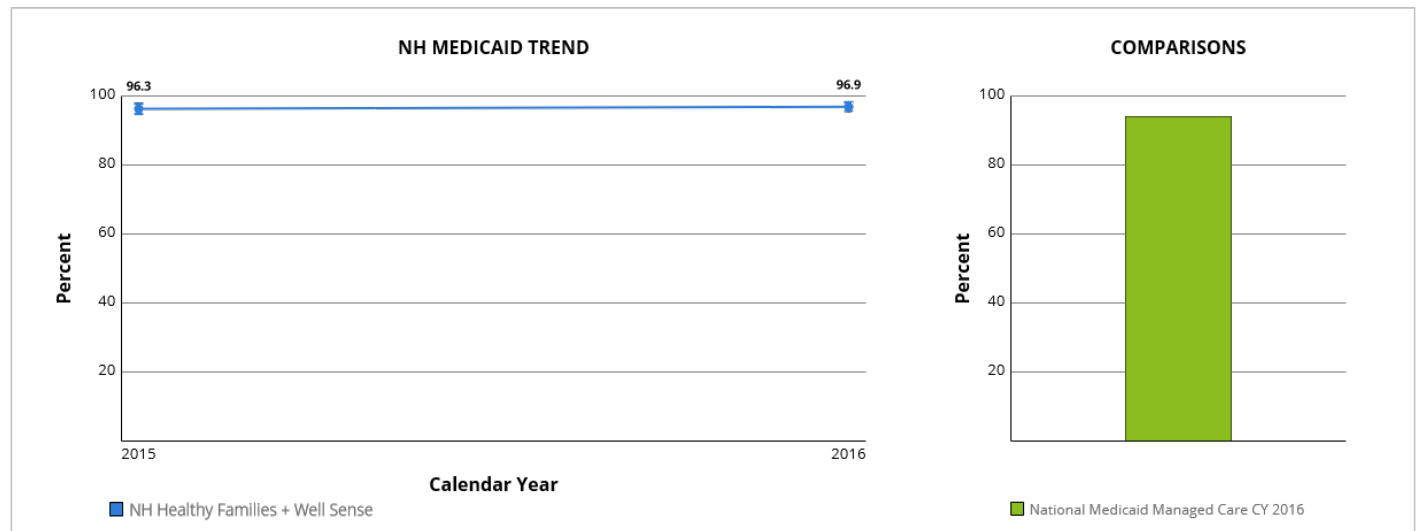
Percent of caregivers reporting their child's personal doctor usually or always explained things in a way that was easy to understand.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q31): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Q32 (Answered if Response to Q31 is not None): In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

Measure Identifier: CAHPS_GP.Q32



Data

Child CAHPS®: Personal Doctor Explained Things in a Way That Was Easy to Understand: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	570	593	96.3%	94.8 - 97.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	690	712	96.9%	95.6 - 98.2

Measure Details

Measure Name: **Child CAHPS®: Personal Doctor Explained Things in a Way That Was Easy to Understand: Usually or Always**

Measure Identifier: CAHPS_GP.Q32

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

Child CAHPS®: Personal Doctor Listened Carefully: Usually or Always

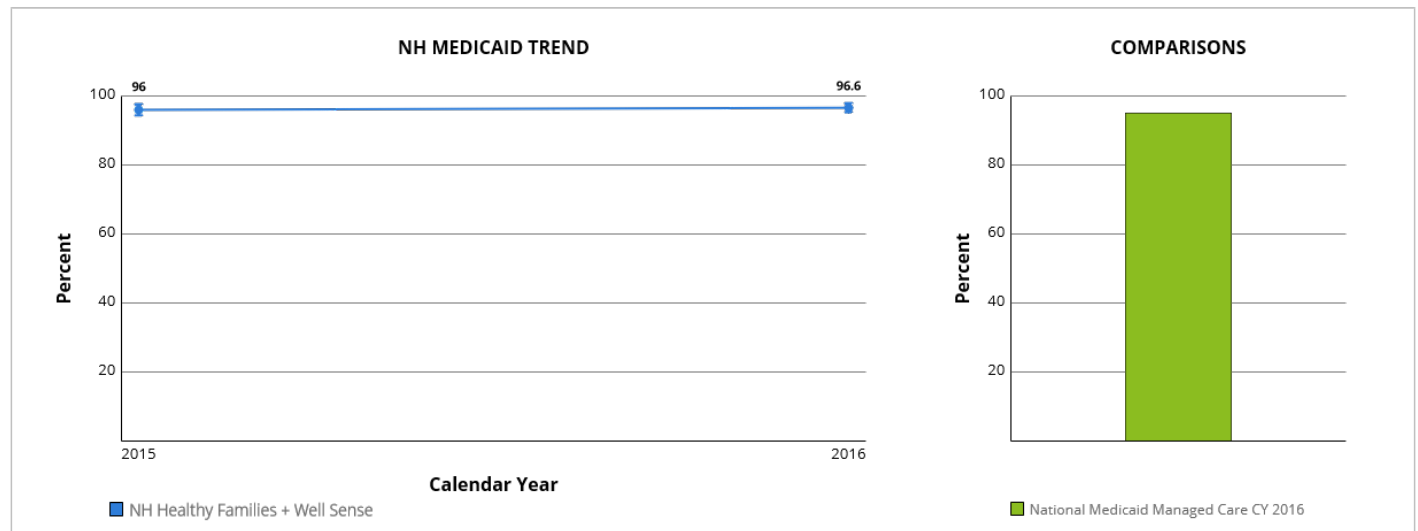
Percent of caregivers reporting their child's personal doctor usually or always listened carefully to the caregiver.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q31): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Q33 (Answered if Response to Q31 is not None): In the last 6 months, how often did your child's personal doctor listen carefully to you?

Measure Identifier: CAHPS_GP.Q33



Data

Child CAHPS®: Personal Doctor Listened Carefully: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	568	590	96.0%	94.4 - 97.6
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	689	713	96.6%	95.3 - 97.9

Measure Details

Measure Name: **Child CAHPS®: Personal Doctor Listened Carefully: Usually or Always**

Measure Identifier: CAHPS_GP.Q33

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

Child CAHPS®: Personal Doctor Showed Respect: Usually or Always

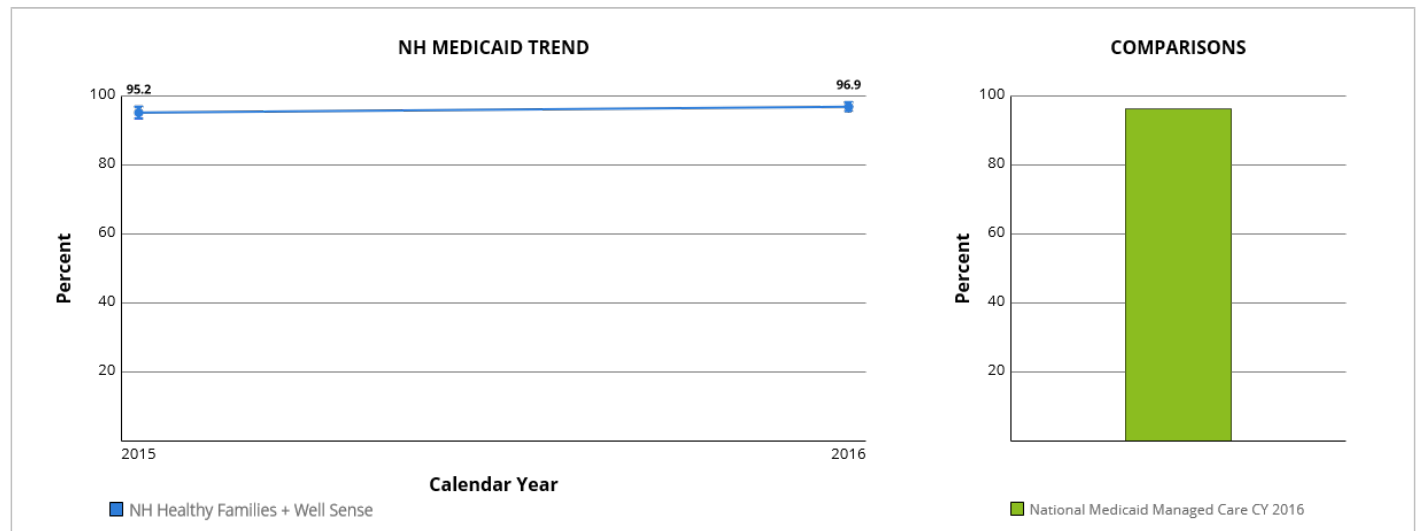
Percent of caregivers reporting their child's personal doctor usually or always showed respect for what the caregiver had to say.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q31): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Q34 (Answered if Response to Q31 is not None): In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

Measure Identifier: CAHPS_GP.Q34



Data

Child CAHPS®: Personal Doctor Showed Respect: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	565	592	95.2%	93.5 - 96.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	692	713	96.9%	95.6 - 98.2

Measure Details

Measure Name: **Child CAHPS®: Personal Doctor Showed Respect: Usually or Always**

Measure Identifier: CAHPS_GP.Q34

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

Child CAHPS®: Personal Doctor Spent Enough time with Child: Usually or Always

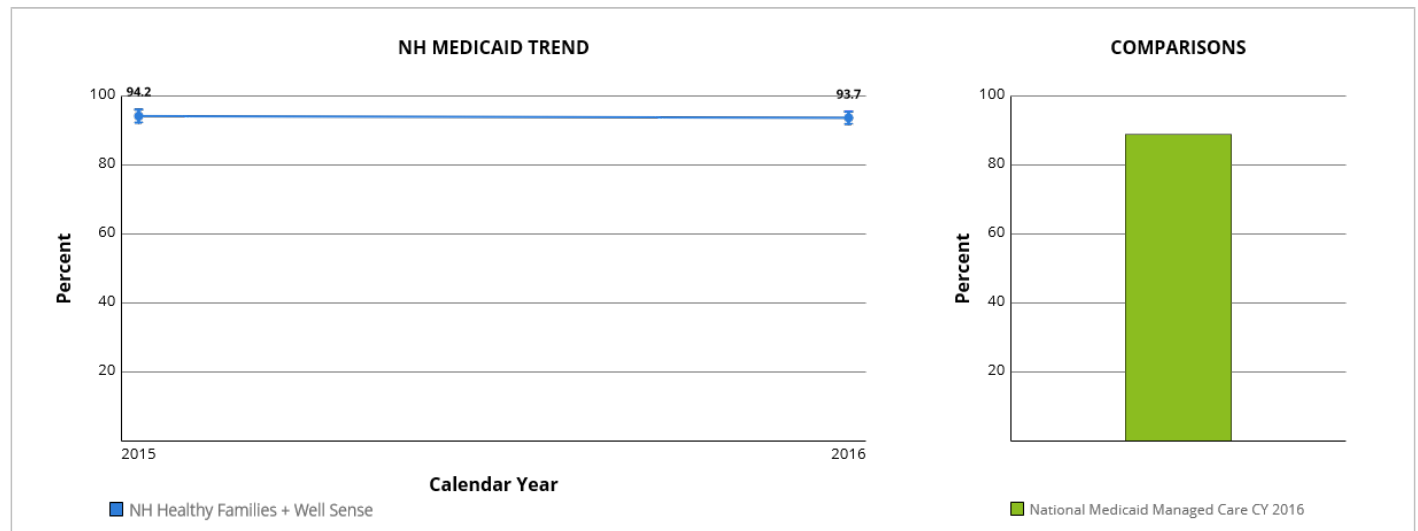
Percent of caregivers reporting their child's personal doctor usually or always spent enough time with their child.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q31): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Q37 (Answered if Response to Q31 is not None): In the last 6 months, how often did your child's personal doctor spend enough time with your child?

Measure Identifier: CAHPS_GP.Q37



Data

Child CAHPS®: Personal Doctor Spent Enough time with Child: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	556	590	94.2%	92.3 - 96.1
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	666	712	93.7%	91.9 - 95.5

Measure Details

Measure Name: **Child CAHPS®: Personal Doctor Spent Enough time with Child: Usually or Always**

Measure Identifier: CAHPS_GP.Q37

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

Child CAHPS®: Personal Doctor Talked with Caregiver about How Child is Feeling, Growing, or Behaving

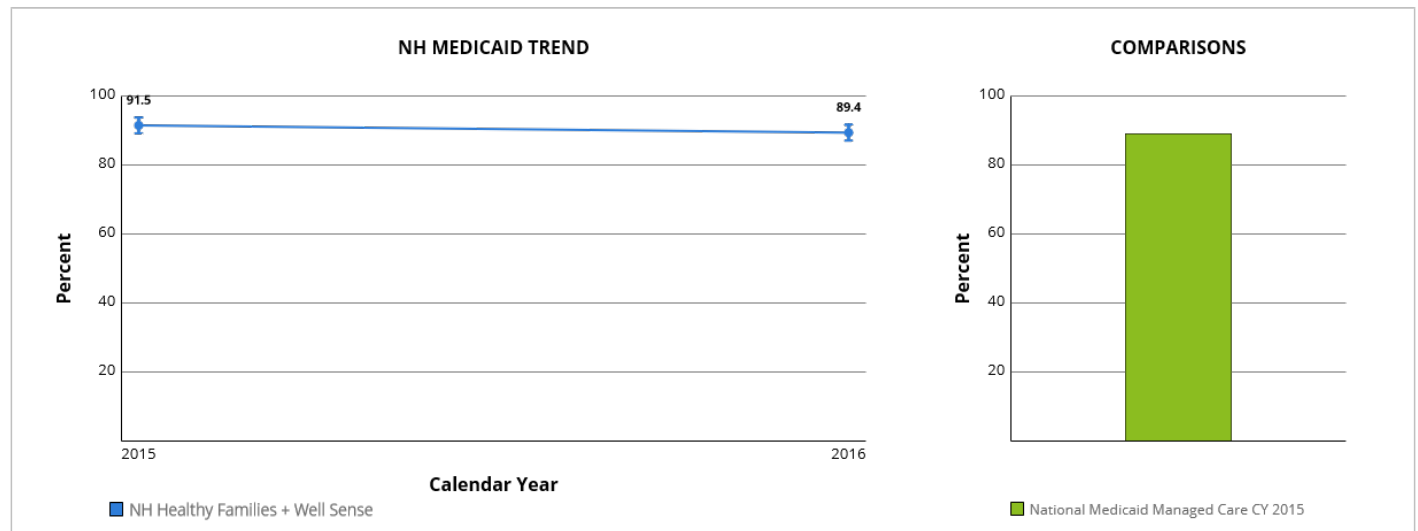
Percent of caregivers reporting their child's personal doctor talked with them about how their child is feeling, growing, or behaving.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q31): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Q38 (Answered if Response to Q31 is not None): In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

Measure Identifier: CAHPS_GP.Q38



Data

Child CAHPS®: Personal Doctor Talked with Caregiver about How Child is Feeling, Growing, or Behaving

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	540	594	91.5%	89.2 - 93.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	637	714	89.4%	87.1 - 91.7

Measure Details

Measure Name: **Child CAHPS®: Personal Doctor Talked with Caregiver about How Child is Feeling, Growing, or Behaving**

Measure Identifier: CAHPS_GP.Q38

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Child CAHPS®: Personal Doctor Up-to-Date about Child's Care from other Doctors or Health Providers: Usually or Always

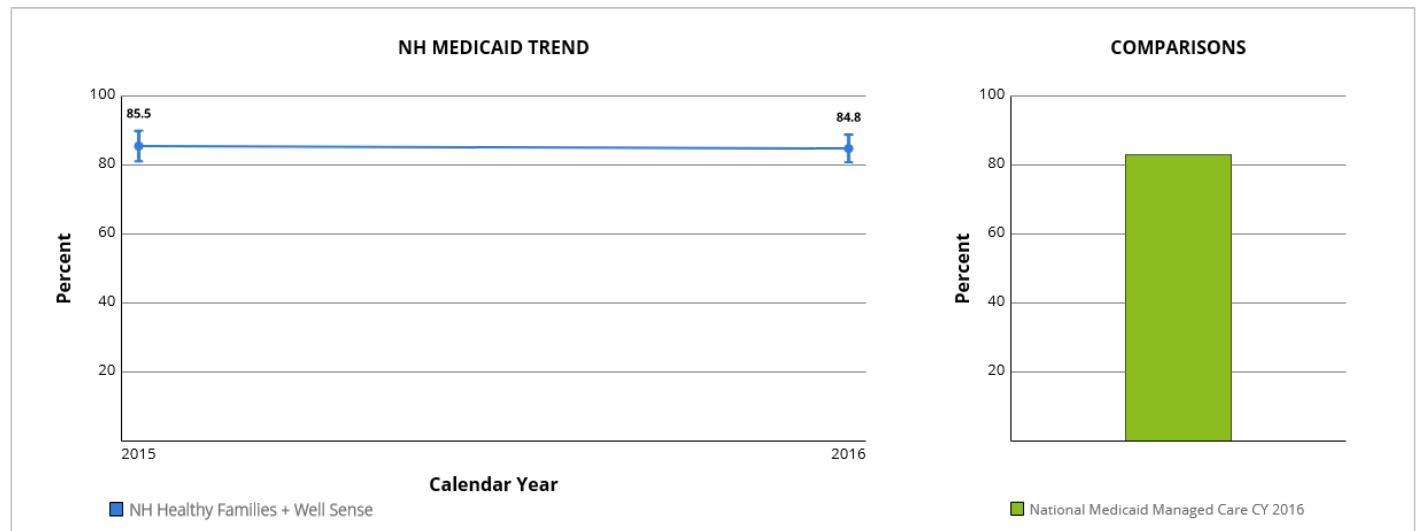
Percent of caregivers reporting their child's personal doctor was usually or always up-to-date about care provided from other doctors and health providers.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q39): In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

Q40 (Answered if Response to Q39 is Yes): In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

Measure Identifier: CAHPS_GP.Q40



Data

Child CAHPS®: Personal Doctor Up-to-Date about Child's Care from other Doctors or Health Providers: Usually or Always

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	214	251	85.5%	81.1 - 89.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	269	316	84.8%	80.8 - 88.8

Measure Details

Measure Name: **Child CAHPS®: Personal Doctor Up-to-Date about Child's Care from other Doctors or Health Providers: Usually or Always**

Measure Identifier: CAHPS_GP.Q40

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

Child CAHPS®: Rating of Health Care - 8, 9 or 10

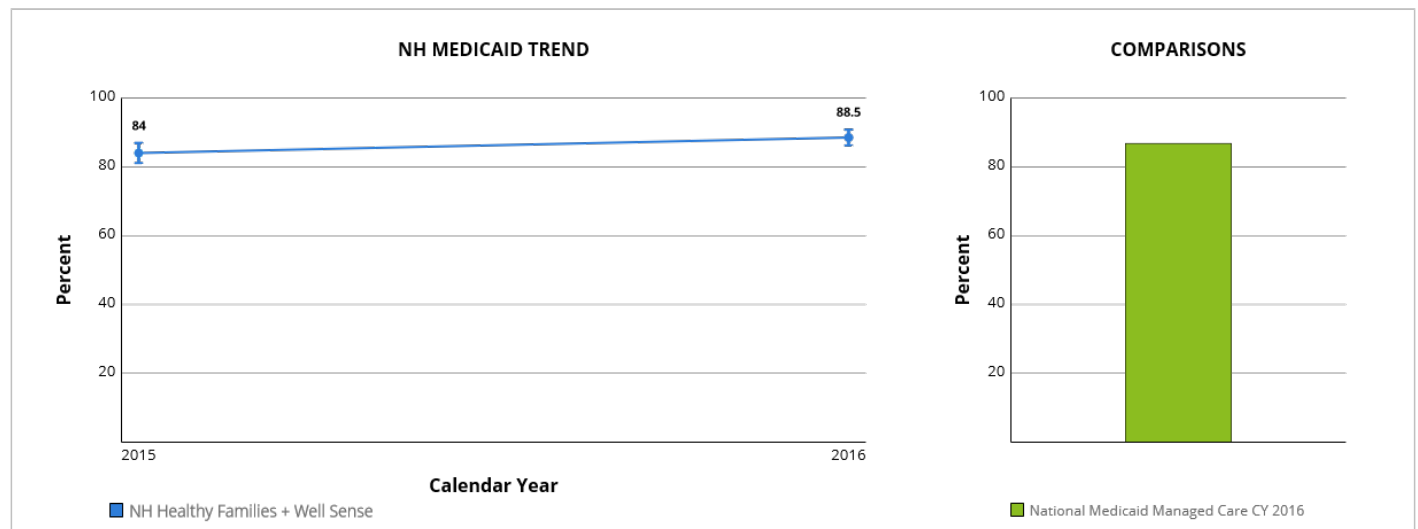
Percent of caregivers who rated their child's overall health care in the last 6 months as an 8, 9 or 10; where 0 is the worst health care possible and 10 is the best health care possible.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q10): In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

Q14 (Answered if Response to Q10 is Yes): Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

Measure Identifier: CAHPS_GP.Q14



Data

Child CAHPS®: Rating of Health Care - 8, 9 or 10

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	510	608	84.0%	81.1 - 86.9
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	653	735	88.5%	86.2 - 90.8

Measure Details

Measure Name: **Child CAHPS®: Rating of Health Care - 8, 9 or 10**

Measure Identifier: CAHPS_GP.Q14

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

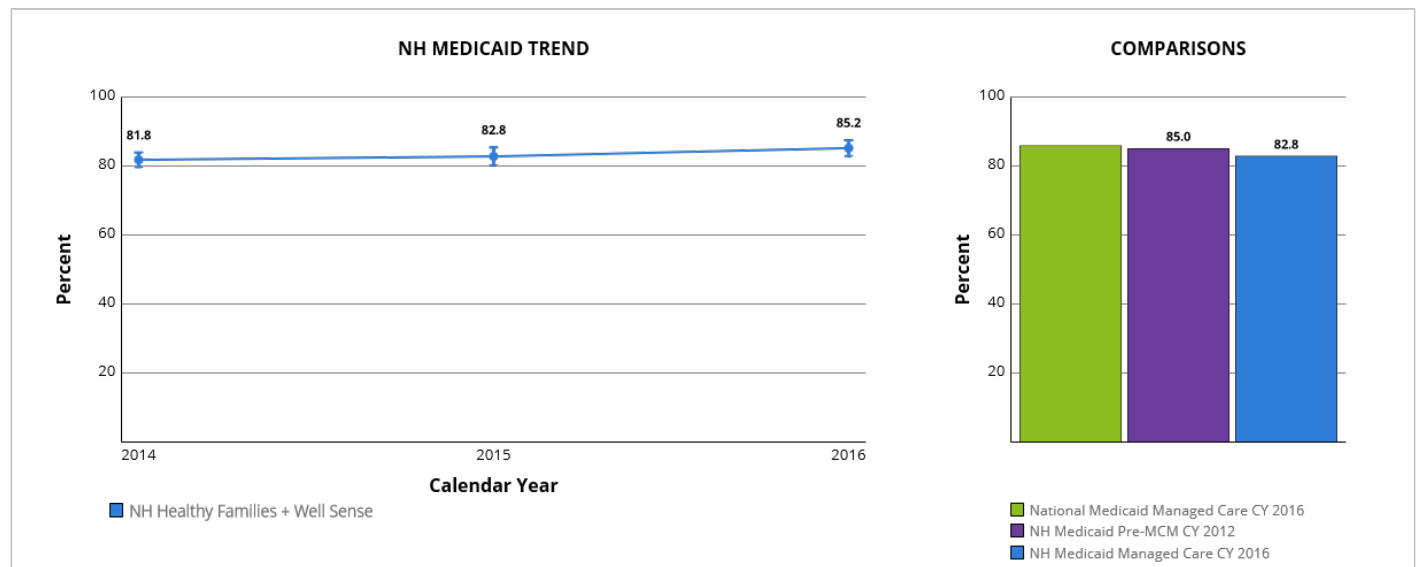
Child CAHPS®: Rating of Health Plan: 8, 9, or 10

Percent of caregivers who rated their child's health plan an 8, 9, or 10 on a scale of 0-10, where 0 is the worst health plan possible and 10 is the best health plan possible.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Question:

Q54: Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

Measure Identifier: CAHPS_GP.Q54



Data

Child CAHPS®: Rating of Health Plan: 8, 9, or 10

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2014-01-01 - 2014-12-31	NH Healthy Families + Well Sense	1,034	1,264	81.8%	79.7 - 83.9
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	675	828	82.8%	80.2 - 85.4
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	814	953	85.2%	82.9 - 87.5

Measure Details

Measure Name: **Child CAHPS®: Rating of Health Plan: 8, 9, or 10**

Measure Identifier: CAHPS_GP.Q54

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

NH Medicaid Pre-MCM

- Data Sources: Fee for Service (Pre-Managed Care)
- Years: CY 2012
- Comments:

NH Medicaid Managed Care

- Data Sources: NH MCM Rate
- Years: CY 2016
- Comments:

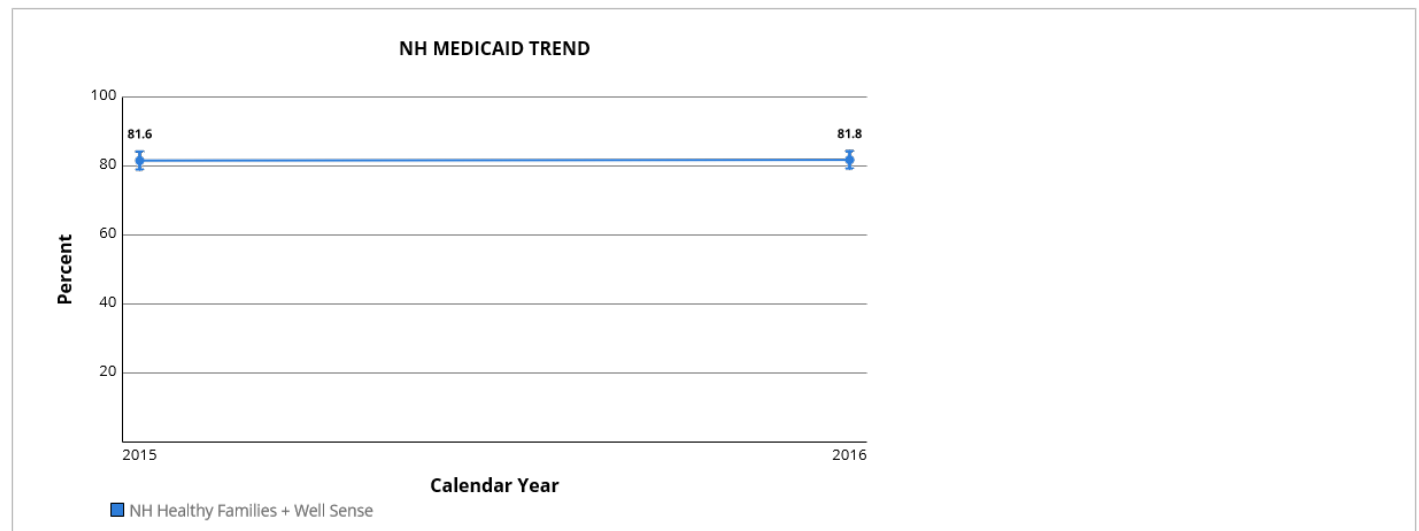
Child CAHPS®: Rating of Overall Health - Very Good or Excellent

Percent of caregivers who reported their child's overall health as very good or excellent.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Question:

Q58: In general, how would you rate your child's overall health?

Measure Identifier: CAHPS_GP.Q58



Data

Child CAHPS®: Rating of Overall Health - Very Good or Excellent

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	688	842	81.6%	79.0 - 84.2
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	776	956	81.8%	79.3 - 84.3

Measure Details

Measure Name: **Child CAHPS®: Rating of Overall Health - Very Good or Excellent**

Measure Identifier: CAHPS_GP.Q58

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

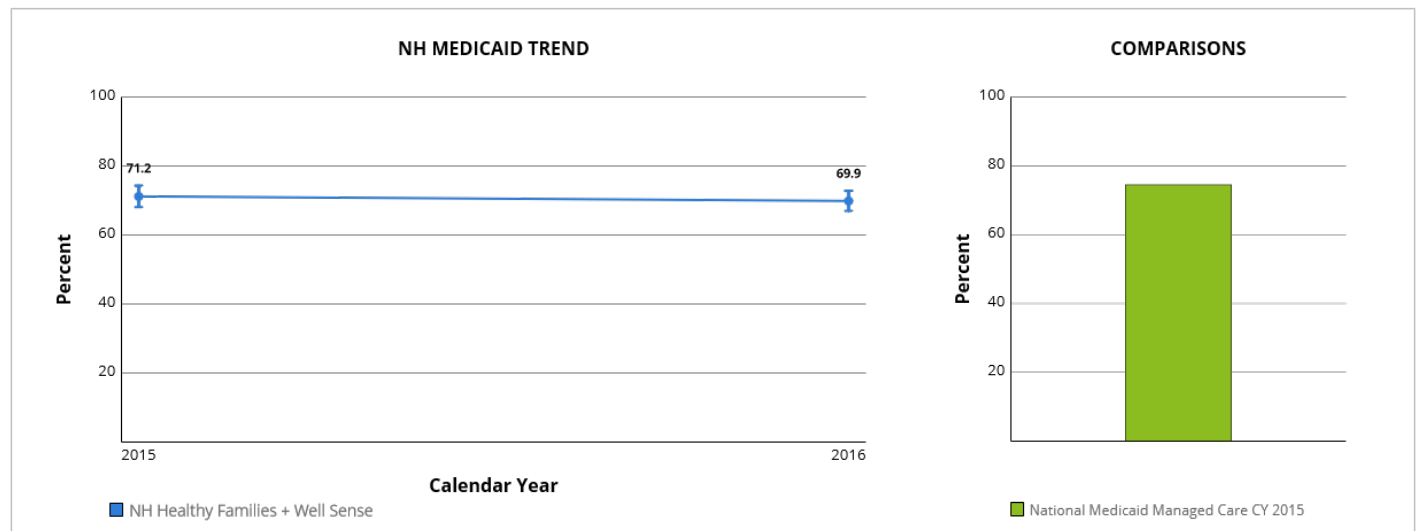
Child CAHPS®: Rating of Overall Mental or Emotional Health - Very Good or Excellent

Percent of caregivers who reported their child's overall mental or emotional health as very good or excellent.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Question:

Q59: In general, how would you rate your child's overall mental or emotional health?

Measure Identifier: CAHPS_GP.Q59



Data

Child CAHPS®: Rating of Overall Mental or Emotional Health - Very Good or Excellent

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	597	842	71.2%	68.1 - 74.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	662	956	69.9%	67.0 - 72.8

Measure Details

Measure Name: **Child CAHPS®: Rating of Overall Mental or Emotional Health - Very Good or Excellent**

Measure Identifier: CAHPS_GP.Q59

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2015
- Comments:

Child CAHPS®: Rating of Personal Doctor - 8, 9 or 10

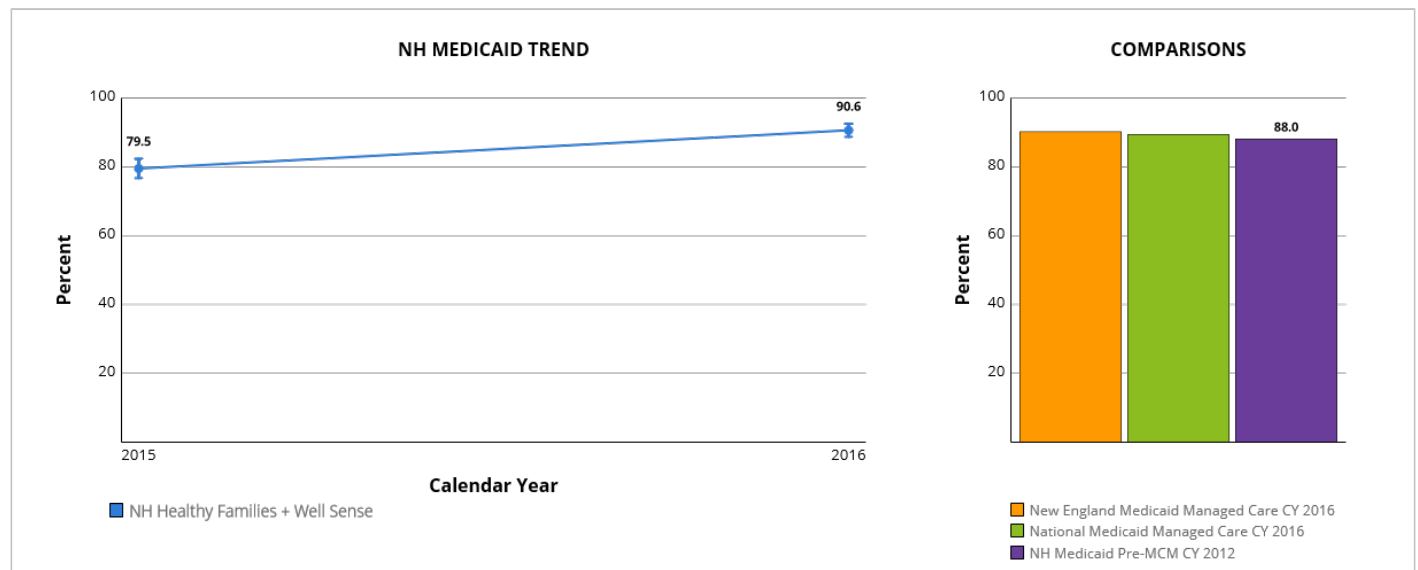
Percent of caregivers who rated their child's personal doctor in the last 6 months as an 8, 9 or 10; where 0 is the worst personal doctor possible and 10 is the best personal doctor possible.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q31): In the last 6 months, how many times did your child visit his or her personal doctor for care?

Q41 (Answered if Response to Q31 is not None): Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

Measure Identifier: CAHPS_GP.Q41



Data

Child CAHPS®: Rating of Personal Doctor - 8, 9 or 10

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	654	802	79.5%	76.7 - 82.3
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	807	890	90.6%	88.7 - 92.5

Measure Details

Measure Name: **Child CAHPS®: Rating of Personal Doctor - 8, 9 or 10**

Measure Identifier: CAHPS_GP.Q41

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

New England Medicaid Managed Care

- Data Sources: New England Medicaid Managed Care, Quality Compass, NCQA
- Years: CY 2016
- Comments:

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

NH Medicaid Pre-MCM

- Data Sources: Fee for Service (Pre-Managed Care)
- Years: CY 2012
- Comments:

Child CAHPS®: Rating of Specialist Seen Most Often - 8, 9 or 10

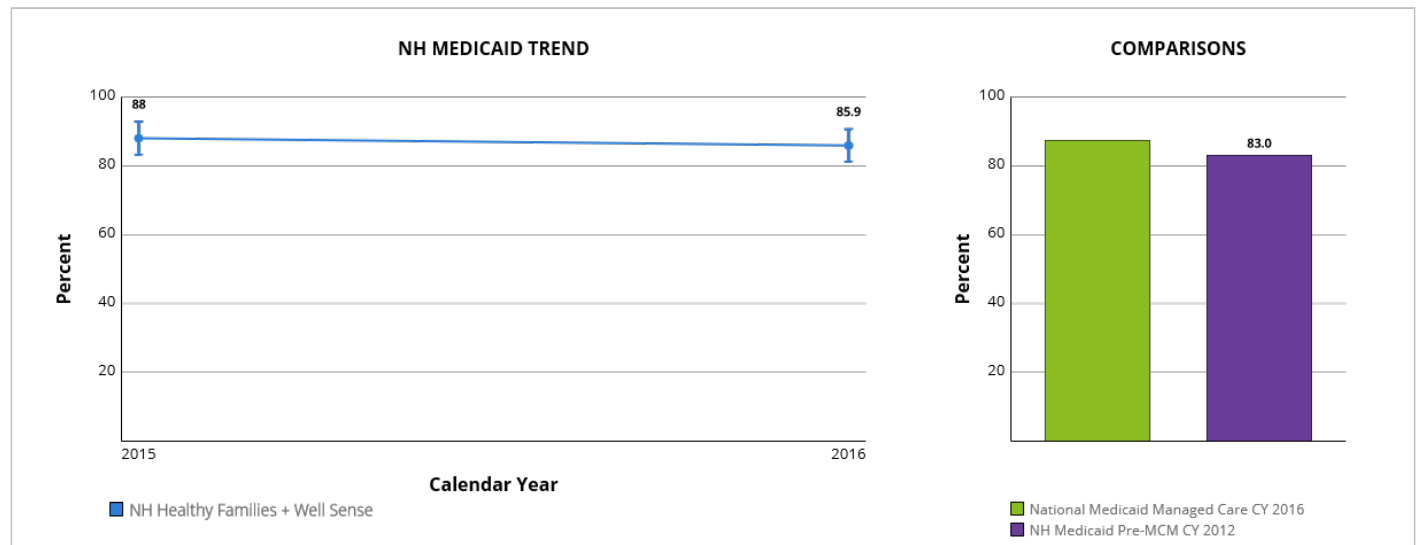
Percent of caregivers who rated their child's specialist in the last 6 months as an 8, 9 or 10; where 0 is the worst specialist possible and 10 is the best specialist possible.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (Q45): Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

Q48 (Answered if Response to Q45 is Yes): We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Measure Identifier: CAHPS_GP.Q48



Data

Child CAHPS®: Rating of Specialist Seen Most Often - 8, 9 or 10

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2015-01-01 - 2015-12-31	NH Healthy Families + Well Sense	157	181	88.0%	83.2 - 92.8
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	182	214	85.9%	81.2 - 90.6

Measure Details

Measure Name: **Child CAHPS®: Rating of Specialist Seen Most Often - 8, 9 or 10**

Measure Identifier: CAHPS_GP.Q48

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Comparison Rate Comparison Data

National Medicaid Managed Care

- Data Sources: National Medicaid Managed Care, Quality Compass NCQA
- Years: CY 2016
- Comments:

NH Medicaid Pre-MCM

- Data Sources: Fee for Service (Pre-Managed Care)
- Years: CY 2012
- Comments:

Child CAHPS®: Satisfaction with Help Received to Coordinate Child's Care - Satisfied or Very Satisfied

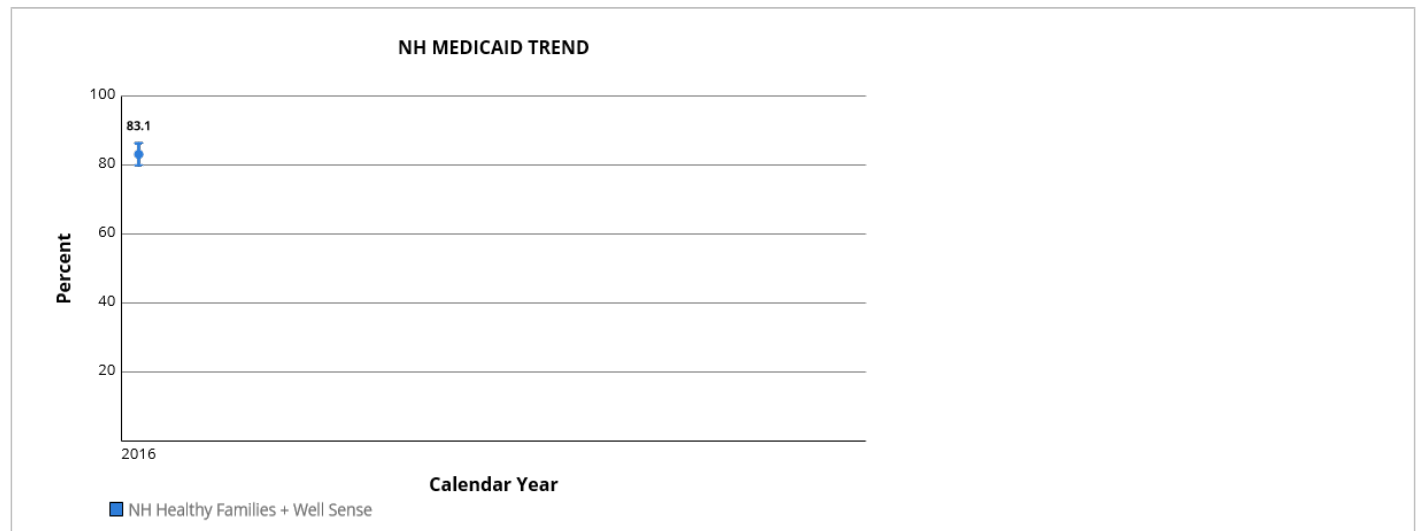
Percent of caregivers reporting they are satisfied or very satisfied with the help they received to coordinate their child's care in the last 6 months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (CAHPS_GP_SUP.990096): In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?

CAHPS_GP_SUP.990098 (Answered if Response to CAHPS_GP_SUP.990096 is Yes): How satisfied are you with the help you received to coordinate your child's care in the last 6 months?

Measure Identifier: CAHPS_GP_SUP.990098



Data

Child CAHPS®: Satisfaction with Help Received to Coordinate Child's Care - Satisfied or Very Satisfied

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	429	522	83.1%	79.9 - 86.3

Measure Details

Measure Name: **Child CAHPS®: Satisfaction with Help Received to Coordinate Child's Care - Satisfied or Very Satisfied**

Measure Identifier: CAHPS_GP_SUP.990098

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Who Helped to Coordinate Child's Care

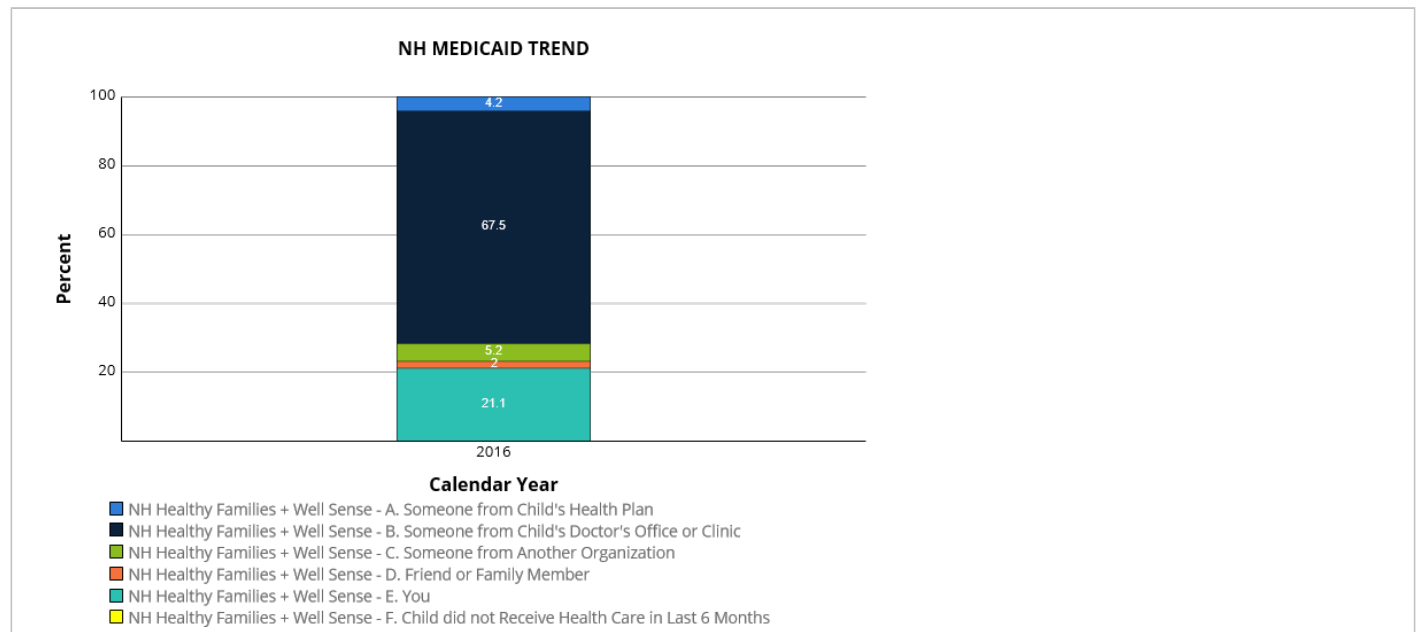
Percent breakout of caregivers reporting who helped to coordinate their child's care. Breakouts for who helped coordinate care are as follows: Someone from your child's health plan, Someone from your child's doctor's office or clinic, Someone from another organization, A friend or family member, You, and My child did not receive health care in the last 6 months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Questions:

Screening Question (CAHPS_GP_SUP.990096): In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?

CAHPS_GP_SUP.990097 (Answered if Response to CAHPS_GP_SUP.990096 is Yes): In the last 6 months, who helped to coordinate your child's care?

Measure Identifier: CAHPS_GP_SUP.990097



Data

Child CAHPS®: Who Helped to Coordinate Child's Care

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - A. Someone from Child's Health Plan	12	309	4.2%	2.0 - 6.4

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - B. Someone from Child's Doctor's Office or Clinic	209	309	67.5%	62.3 - 72.7
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - C. Someone from Another Organization	16	309	5.2%	2.7 - 7.7
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - D. Friend or Family Member	6	309	2.0%	0.4 - 3.6
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - E. You	66	309	21.1%	16.5 - 25.7
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense - F. Child did not Receive Health Care in Last 6 Months	0	309	0.0%	‡

Measure Details

Measure Name: **Child CAHPS®: Who Helped to Coordinate Child's Care**

Measure Identifier: CAHPS_GP_SUP.990097

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics: [Member Experience of Care - Children](#)

Child CAHPS®: Who Helped to Coordinate Child's Care: A. Someone from Child's Health Plan

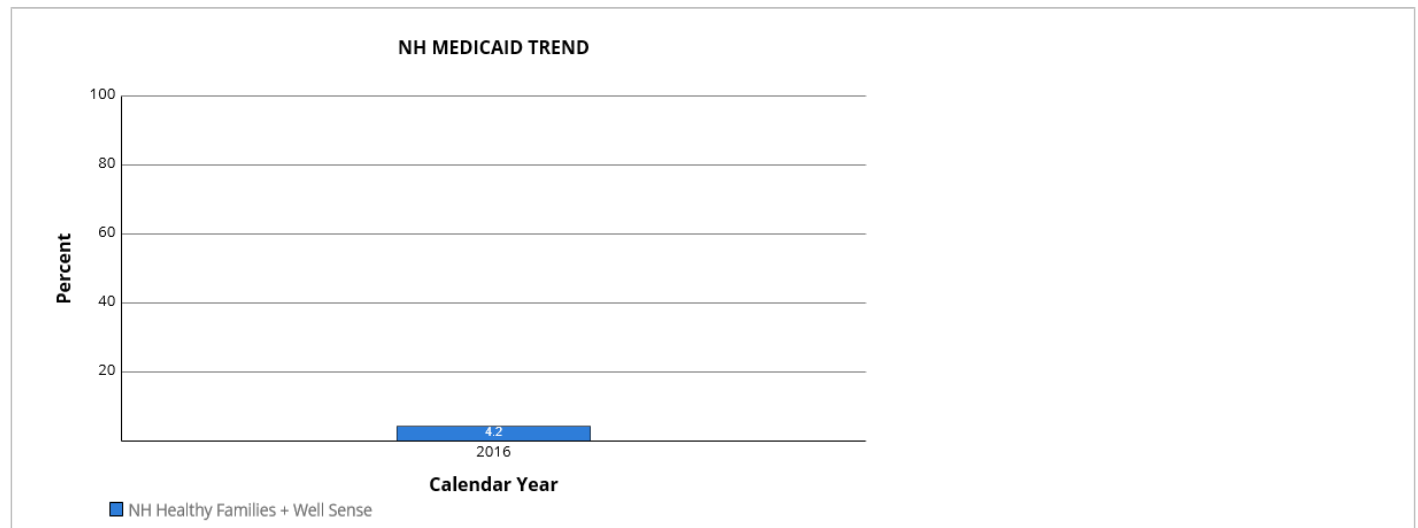
Percent of caregivers reporting someone from their child's health plan helped to coordinate their child's care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Questions:

Screening Question (CAHPS_GP_SUP.990096): In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?

CAHPS_GP_SUP.990097 (Answered if Response to CAHPS_GP_SUP.990096 is Yes): In the last 6 months, who helped to coordinate your child's care?

Measure Identifier: CAHPS_GP_SUP.990097-A



Data

Child CAHPS®: Who Helped to Coordinate Child's Care: A. Someone from Child's Health Plan

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	12	309	4.2%	2.0 - 6.4

Measure Details

Measure Name: **Child CAHPS®: Who Helped to Coordinate Child's Care: A. Someone from**

Child's Health Plan

Measure Identifier: CAHPS_GP_SUP.990097-A

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Who Helped to Coordinate Child's Care: B. Someone from Child's Doctor's Office or Clinic

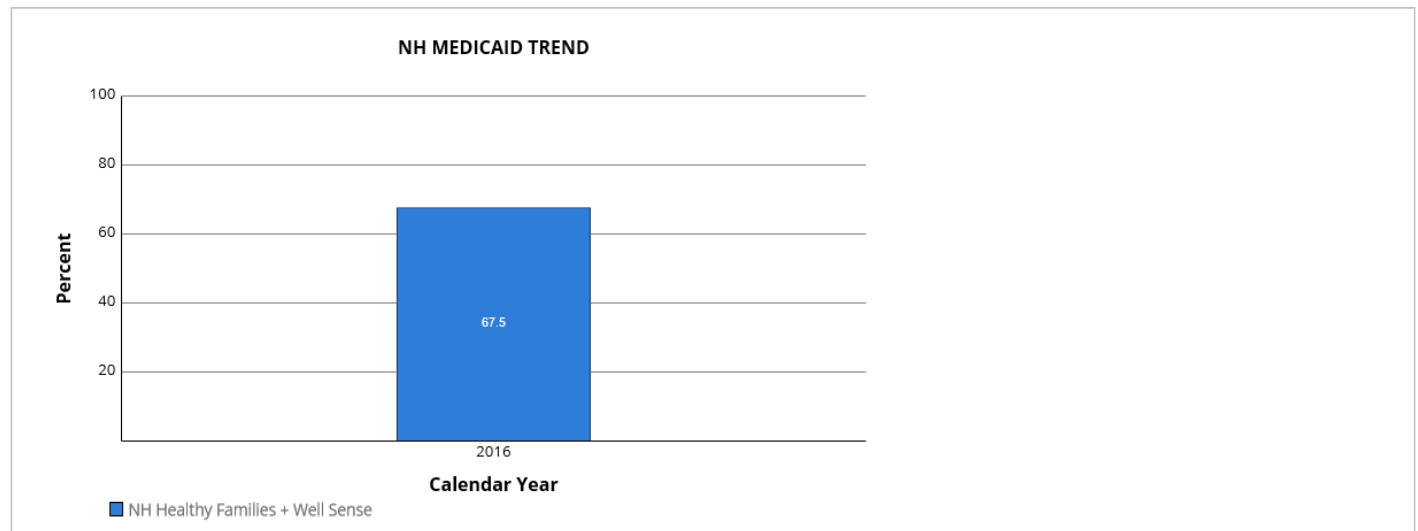
Percent of caregivers reporting someone from their child's doctor's office or clinic helped to coordinate their child's care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Questions:

Screening Question (CAHPS_GP_SUP.990096): In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?

CAHPS_GP_SUP.990097 (Answered if Response to CAHPS_GP_SUP.990096 is Yes): In the last 6 months, who helped to coordinate your child's care?

Measure Identifier: CAHPS_GP_SUP.990097-B



Data

Child CAHPS®: Who Helped to Coordinate Child's Care: B. Someone from Child's Doctor's Office or Clinic

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	209	309	67.5%	62.3 - 72.7

Measure Details

Measure Name: **Child CAHPS®: Who Helped to Coordinate Child's Care: B. Someone from Child's Doctor's Office or Clinic**

Measure Identifier: CAHPS_GP_SUP.990097-B

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Who Helped to Coordinate Child's Care: C. Someone from Another Organization

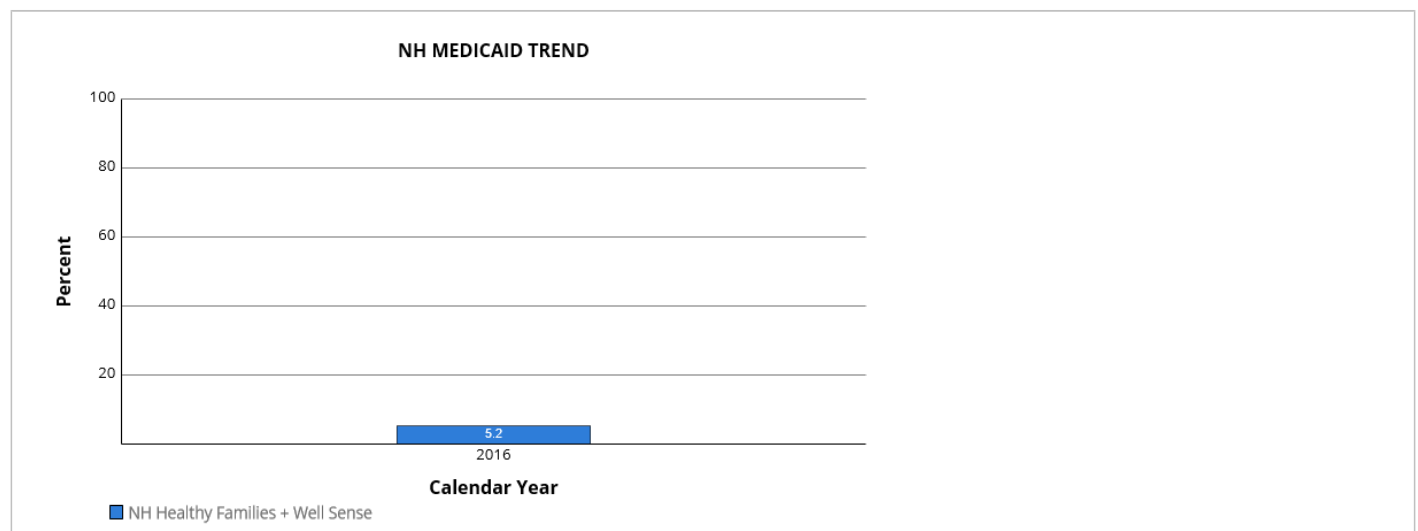
Percent of caregivers reporting someone from another organization helped to coordinate their child's care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Questions:

Screening Question (CAHPS_GP_SUP.990096): In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?

CAHPS_GP_SUP.990097 (Answered if Response to CAHPS_GP_SUP.990096 is Yes): In the last 6 months, who helped to coordinate your child's care?

Measure Identifier: CAHPS_GP_SUP.990097-C



Data

Child CAHPS®: Who Helped to Coordinate Child's Care: C. Someone from Another Organization

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	16	309	5.2%	2.7 - 7.7

Measure Details

Measure Name: **Child CAHPS®: Who Helped to Coordinate Child's Care: C. Someone from**

Another Organization

Measure Identifier: CAHPS_GP_SUP.990097-C

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Who Helped to Coordinate Child's Care: D. Friend or Family Member

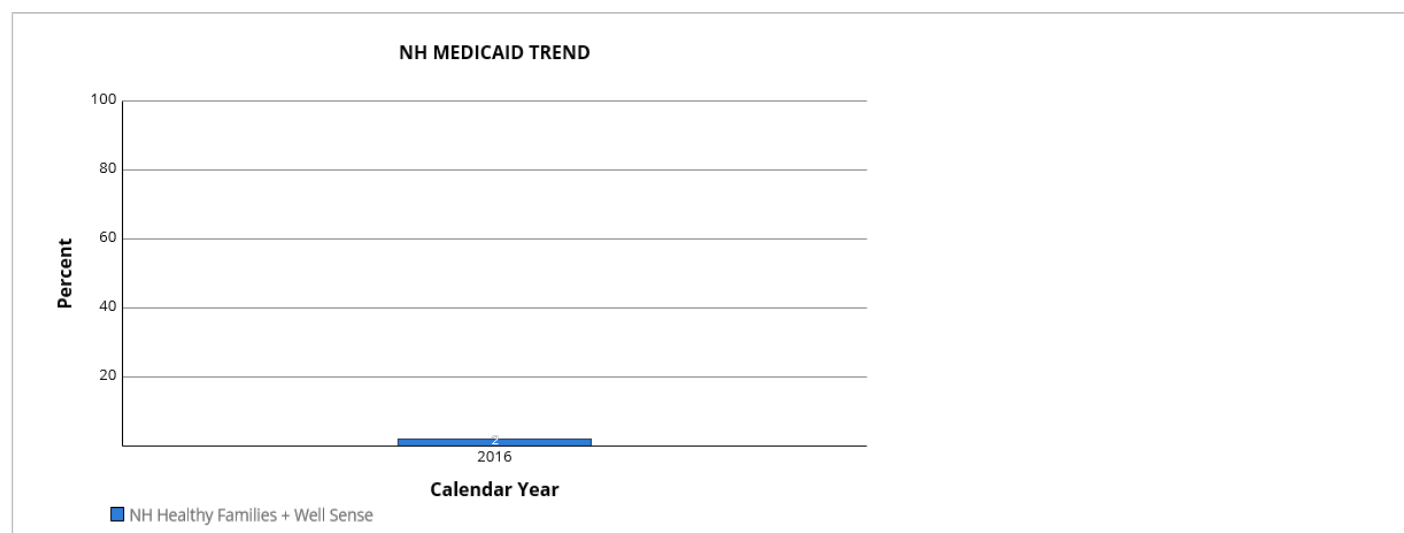
Percent of caregivers reporting a friend or family member helped to coordinate their child's care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Supplemental Questions:

Screening Question (CAHPS_GP_SUP.990096): In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?

CAHPS_GP_SUP.990097 (Answered if Response to CAHPS_GP_SUP.990096 is Yes): In the last 6 months, who helped to coordinate your child's care?

Measure Identifier: CAHPS_GP_SUP.990097-D



Data

Child CAHPS®: Who Helped to Coordinate Child's Care: D. Friend or Family Member

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	6	309	2.0%	0.4 - 3.6

Measure Details

Measure Name: **Child CAHPS®: Who Helped to Coordinate Child's Care: D. Friend or Family**

Member

Measure Identifier: CAHPS_GP_SUP.990097-D

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Who Helped to Coordinate Child's Care: E. You

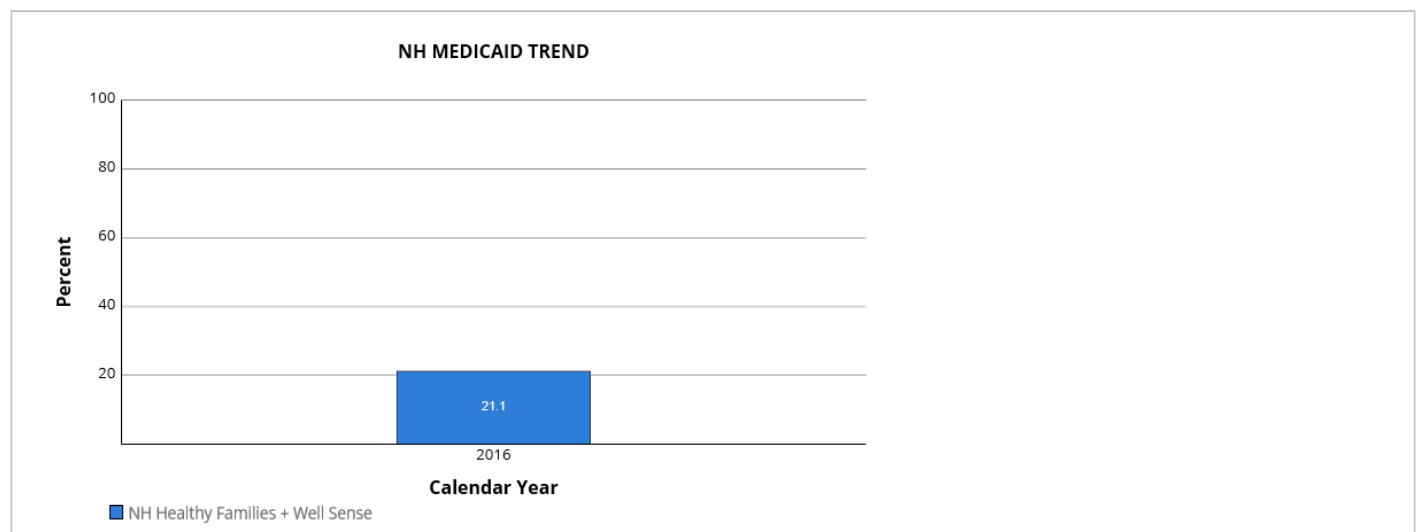
Percent of caregivers reporting the caregiver helped to coordinate their child's care.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (CAHPS_GP_SUP.990096): In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?

CAHPS_GP_SUP.990097 (Answered if Response to CAHPS_GP_SUP.990096 is Yes): In the last 6 months, who helped to coordinate your child's care?

Measure Identifier: CAHPS_GP_SUP.990097-E



Data

Child CAHPS®: Who Helped to Coordinate Child's Care: E. You

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	66	309	21.1%	16.5 - 25.7

Measure Details

Measure Name: **Child CAHPS®: Who Helped to Coordinate Child's Care: E. You**

Measure Identifier: CAHPS_GP_SUP.990097-E

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

Child CAHPS®: Who Helped to Coordinate Child's Care: F. Child did not Receive Health Care in Last 6 Months

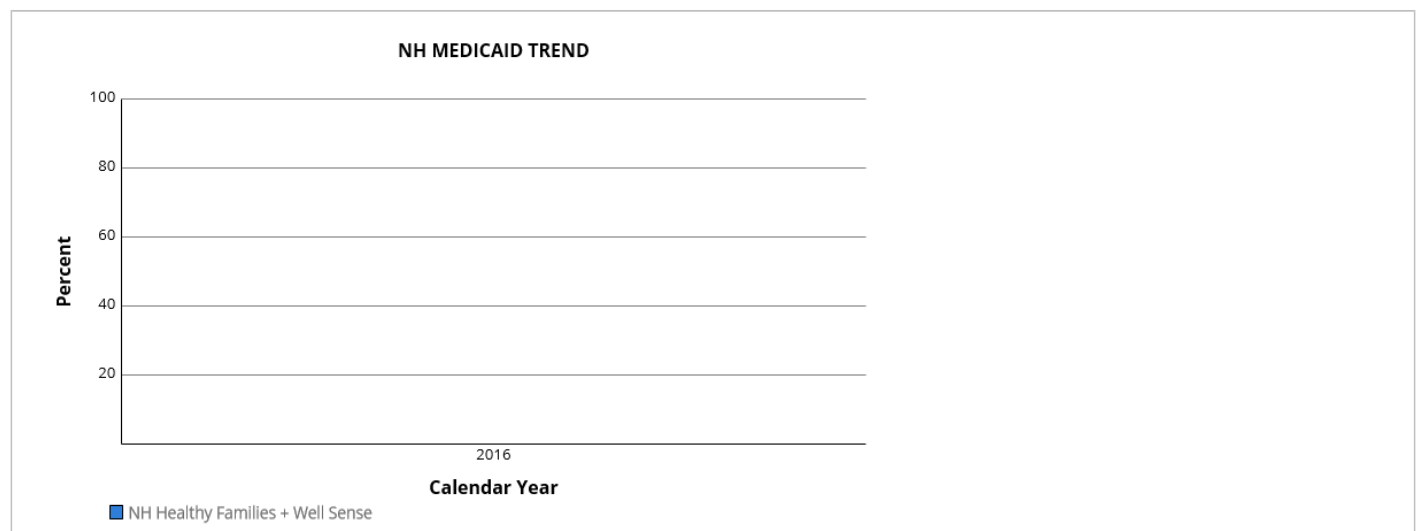
Percent of caregivers reporting their child did not receive health care in the last 6 months.

CAHPS® Child Questionnaire (With CCC Measure) Health Plan Survey Questions:

Screening Question (CAHPS_GP_SUP.990096): In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?

CAHPS_GP_SUP.990097 (Answered if Response to CAHPS_GP_SUP.990096 is Yes): In the last 6 months, who helped to coordinate your child's care?

Measure Identifier: CAHPS_GP_SUP.990097-F



Data

Child CAHPS®: Who Helped to Coordinate Child's Care: F. Child did not Receive Health Care in Last 6 Months

TIME PERIOD	DATA SUBMITTER	MEASURE NUMERATOR	MEASURE DENOMINATOR	MEASURE RATE	CONFIDENCE INTERVAL
2016-01-01 - 2016-12-31	NH Healthy Families + Well Sense	0	309	0.0%	‡

Measure Details

Measure Name: **Child CAHPS®: Who Helped to Coordinate Child's Care: F. Child did not Receive Health Care in Last 6 Months**

Measure Identifier: CAHPS_GP_SUP.990097-F

Data Source/Type: Administrative or Survey

Measure Relevance:

Topics:

REPORT DETAILS

Generated on Nov 22 2017 at 13:48

Measures:

Adult CAHPS®: Customer Service Provided Information or Help: Usually or Always,
Adult CAHPS®: Customer Service Treated Member with Courtesy and Respect: Usually or Always,
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care,
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: A. Same Day,
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: B. 1 Day,
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: C. 2 to 3 Days,
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: D. 4 to 7 Days,
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: E. 8 to 14 Days,
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: F. 15 to 30 Days,
Adult CAHPS®: Days to Get Appointment For Check-up or Routine Care: G. More than 30 Days,
Adult CAHPS®: Days to Get Appointment When Care Needed Right Away,
Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: A. Same Day,
Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: B. 1 Day,
Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: C. 2 - 3 Days,
Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: D. 4 - 7 Days,
Adult CAHPS®: Days to Get Appointment When Care Needed Right Away: E. More than 7 Days,
Adult CAHPS®: Doctor or Other Health Provider Talked About What Member Thought was Best for Themselves When Discussing Medicine,
Adult CAHPS®: Doctor or Other Health Provider Talked With Member About Reasons Member Might Want to Take a Medicine,
Adult CAHPS®: Doctor or Other Health Provider Talked with Member About Reasons Member Might Not Want to Take a Medicine,
Adult CAHPS®: Doctor or Other Health Provider Talked with Member about Specific Things the Member Could do to Prevent Illness,
Adult CAHPS®: Ease In Getting Care, Tests, and Treatment: Usually or Always,
Adult CAHPS®: Ease in Getting Special Medical Equipment: Usually or Always,
Adult CAHPS®: Ease in Getting Treatment or Counseling: Usually or Always,
Adult CAHPS®: Flu Vaccinations for Adults Ages 18 - 64 (FVA),
Adult CAHPS®: Getting Appointment to See Specialist as Soon as Needed: Usually or Always,
Adult CAHPS®: Getting Needed Care Right Away - Usually or Always,
Adult CAHPS®: Getting Needed Care from a Doctor's Office or Clinic During Evenings, Weekends, or Holidays - Usually or Always,

Adult CAHPS®: Getting Routine or Check-up Appointments as Soon as They Were Needed: Usually or Always,
 Adult CAHPS®: Health Plan Forms Easy to Fill Out: Usually or Always,
 Adult CAHPS®: Member Got Care from a Doctor or Other Health Provider Besides Their Personal Doctor,
 Adult CAHPS®: Members Reporting a Condition or Problem Lasting at Least 3 months for which They Received Health Care 3 or More Times in the Last 6 Months.,
 Adult CAHPS®: Number of Specialists Seen,
 Adult CAHPS®: Number of Specialists Seen: A. None,
 Adult CAHPS®: Number of Specialists Seen: B. One,
 Adult CAHPS®: Number of Specialists Seen: C. Two,
 Adult CAHPS®: Number of Specialists Seen: D. Three,
 Adult CAHPS®: Number of Specialists Seen: E. Four,
 Adult CAHPS®: Number of Specialists Seen: F. Five or More Specialists,
 Adult CAHPS®: Number of Visits to Personal Doctor,
 Adult CAHPS®: Number of Visits to Personal Doctor: A. None,
 Adult CAHPS®: Number of Visits to Personal Doctor: B. One,
 Adult CAHPS®: Number of Visits to Personal Doctor: C. Two,
 Adult CAHPS®: Number of Visits to Personal Doctor: D. Three,
 Adult CAHPS®: Number of Visits to Personal Doctor: E. Four,
 Adult CAHPS®: Number of Visits to Personal Doctor: F. Five to Nine,
 Adult CAHPS®: Number of Visits to Personal Doctor: G. Ten or More,
 Adult CAHPS®: Percent of Adults Reporting Now Needing or Taking Medicine Prescribed by a Doctor,
 Adult CAHPS®: Percent of Adults Reporting a Condition or Problem Lasting at Least 3 months for which They Need or Take Medicine Prescribed by a Doctor.,
 Adult CAHPS®: Personal Doctor Explained Things in a Way That Was Easy to Understand: Usually or Always,
 Adult CAHPS®: Personal Doctor Listened Carefully: Usually or Always,
 Adult CAHPS®: Personal Doctor Showed Respect: Usually or Always,
 Adult CAHPS®: Personal Doctor Spent Enough time with Member: Usually or Always,
 Adult CAHPS®: Personal Doctor Up-to-Date about Care from other Doctors or Health Providers: Usually or Always,
 Adult CAHPS®: Rating of Health Care - 8, 9 or 10,
 Adult CAHPS®: Rating of Health Plan: 8, 9, or 10,
 Adult CAHPS®: Rating of Overall Health - Very Good or Excellent,
 Adult CAHPS®: Rating of Overall Mental or Emotional Health - Very Good or Excellent,
 Adult CAHPS®: Rating of Personal Doctor - 8, 9 or 10,
 Adult CAHPS®: Rating of Specialist Seen Most Often - 8, 9 or 10,
 Adult CAHPS®: Written Materials or Internet Provide Information Needed about How Health Plan Works: Usually or Always,
 Child CAHPS®: Care Coordination for More than One Kind of Health Care Provider or Service,
 Child CAHPS®: Child Able to Talk with Doctors about His or Her Health Care,
 Child CAHPS®: Child Got Care from a Doctor or Other Health Provider Besides Their Personal Doctor,
 Child CAHPS®: Child Limited or Prevented in Ability to do Things Most Children of Same Age Can Do,
 Child CAHPS®: Child Needs/Gets Special Therapy (e.g., Physical, Occupational, or Speech),
 Child CAHPS®: Child Needs/Uses More Health Care than Usual for Children of Same Age,
 Child CAHPS®: Child Needs/Uses Prescribed Medicine Due Health Condition,
 Child CAHPS®: Child has Emotional, Developmental, or Behavioral Problem for which they Need/Get Treatment or Counseling,
 Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Prescription Medicines for Child,
 Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Special Medical Equipment or Devices for Child,
 Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Special Therapy for Child,
 Child CAHPS®: Child's Health Plan, Doctor's Office, or Clinic Helped Get Treatment or Counseling for Child,
 Child CAHPS®: Child's Personal Doctor Understands How Health Conditions Affect Child's Day-to-Day Life,
 Child CAHPS®: Child's Personal Doctor Understands How Health Conditions Affect Child's Family's Day-to-Day Life,

Child CAHPS®: Customer Service Provided Information or Help: Usually or Always,
 Child CAHPS®: Customer Service Treated Caregiver with Courtesy and Respect: Usually or Always,
 Child CAHPS®: Days to Get Appointment For Check-up or Routine Care,
 Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: A. Same Day,
 Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: B. 1 Day,
 Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: C. 2 to 3 Days,
 Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: D. 4 to 7 Days,
 Child CAHPS®: Days to Get Appointment For Check-up or Routine Care: E. 8 to 14 Days,
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 Child CAHPS®: Days to Get Appointment When Care Needed Right Away,
 Child CAHPS®: Days to Get Appointment When Care Needed Right Away: A. Same Day,
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 Child CAHPS®: Days to Get Appointment When Care Needed Right Away: E. More than 7 Days,
 Child CAHPS®: Doctor/Other Health Provider Talked About What Caregiver Thought was Best for Child When Discussing Medicine,
 Child CAHPS®: Doctor/Other Health Provider Talked With Caregiver About Reasons Caregiver Might Want Child to Take Medicine,
 Child CAHPS®: Doctor/Other Health Provider Talked with Caregiver About Reasons Caregiver Might Not Want Child to Take Medicine,
 Child CAHPS®: Doctor/Other Health Provider Talked with Caregiver about Specific Things Caregiver Could do to Prevent Illness for Child,
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 Child CAHPS®: Ease in Getting Prescription Medicines for Child - Usually or Always,
 Child CAHPS®: Ease in Getting Special Medical Equipment or Devices for their Child - Usually or Always,
 Child CAHPS®: Ease in Getting Special Therapy for their Child - Usually or Always,
 Child CAHPS®: Ease in Getting Treatment or Counseling for their Child - Usually or Always,
 Child CAHPS®: Getting Appointment to See Specialist as Soon as Needed: Usually or Always,
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 Child CAHPS®: Getting Needed Care from a Doctor's Office or Clinic During Evenings, Weekends, or Holidays - Usually or Always,
 Child CAHPS®: Getting Questions Answered by Child's Doctors or Other Health Providers - Usually or Always,
 Child CAHPS®: Getting Routine or Check-up Appointments as Soon as They Were Needed: Usually or Always,
 Child CAHPS®: Got Help Needed From Child's Doctors or Other Health Providers to Contact Child's School or Daycare,
 Child CAHPS®: Heath Plan Forms Easy to Fill Out: Usually or Always,
 Child CAHPS®: Needed Child's Doctors or Other Health Providers to Contact Child's School or Daycare,
 Child CAHPS®: Number of Specialists Seen,
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 Child CAHPS®: Number of Specialists Seen: C. Two,
 Child CAHPS®: Number of Specialists Seen: D. Three,
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 Child CAHPS®: Number of Visits to Personal Doctor: A. None,
 Child CAHPS®: Number of Visits to Personal Doctor: B. One,
 Child CAHPS®: Number of Visits to Personal Doctor: C. Two,
 Child CAHPS®: Number of Visits to Personal Doctor: D. Three,

Child CAHPS®: Number of Visits to Personal Doctor: E. Four,
 Child CAHPS®: Number of Visits to Personal Doctor: F. Five to Nine,
 Child CAHPS®: Number of Visits to Personal Doctor: G. Ten or More,
 Child CAHPS®: Personal Doctor Explained Things in a Way That Was Easy for Child to Understand: Usually or Always,
 Child CAHPS®: Personal Doctor Explained Things in a Way That Was Easy to Understand: Usually or Always,
 Child CAHPS®: Personal Doctor Listened Carefully: Usually or Always,
 Child CAHPS®: Personal Doctor Showed Respect: Usually or Always,
 Child CAHPS®: Personal Doctor Spent Enough time with Child: Usually or Always,
 Child CAHPS®: Personal Doctor Talked with Caregiver about How Child is Feeling, Growing, or Behaving,
 Child CAHPS®: Personal Doctor Up-to-Date about Child's Care from other Doctors or Health Providers: Usually or Always,
 Child CAHPS®: Rating of Health Care - 8, 9 or 10,
 Child CAHPS®: Rating of Health Plan: 8, 9, or 10,
 Child CAHPS®: Rating of Overall Health - Very Good or Excellent,
 Child CAHPS®: Rating of Overall Mental or Emotional Health - Very Good or Excellent,
 Child CAHPS®: Rating of Personal Doctor - 8, 9 or 10,
 Child CAHPS®: Rating of Specialist Seen Most Often - 8, 9 or 10,
 Child CAHPS®: Satisfaction with Help Received to Coordinate Child's Care - Satisfied or Very Satisfied,
 Child CAHPS®: Who Helped to Coordinate Child's Care,
 Child CAHPS®: Who Helped to Coordinate Child's Care: A. Someone from Child's Health Plan,
 Child CAHPS®: Who Helped to Coordinate Child's Care: B. Someone from Child's Doctor's Office or Clinic,
 Child CAHPS®: Who Helped to Coordinate Child's Care: C. Someone from Another Organization,
 Child CAHPS®: Who Helped to Coordinate Child's Care: D. Friend or Family Member,
 Child CAHPS®: Who Helped to Coordinate Child's Care: E. You,
 Child CAHPS®: Who Helped to Coordinate Child's Care: F. Child did not Receive Health Care in Last 6 Months

Max Time Periods: 5

Organizations: Medicaid Care Management: NH Healthy Families, Medicaid Care Management: Well Sense (aggregated)

Data Publish Statuses: Published

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