

Consumer Assessment Healthcare Providers and Systems (CAHPS) and Qualified Health Plan (QHP) Member Experience Report

Reporting Year (RY) 2022 / Measurement Year (MY) 2021

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Overview and Survey Methodology

Introduction

Valley Health Plan (VHP) conducts the Consumer Assessment Healthcare Providers and Systems (CAHPS) Survey and Qualified Health Plan (QHP) Member Experience Survey (QHP Experience Survey) in order to better understand members' satisfaction with their health care and health plan experiences. These annual surveys are conducted in accordance with the Consumer Centers for Medicare & Medicaid Services (CMS) regulations and National Quality Assurance Committee (NCQA) standards. The CAHPS Survey represents the experiences of those within the Employer Group Line of Business and the QHP Experience Survey represents those of our Covered California Line of Business. The surveys are conducted by VHP's certified NCQA Healthcare Effectiveness Data and Information Set (HEDIS) Vendor, SPH Analytics.

Evaluation Categories

The CAHPS and QHP Experience Surveys evaluate member satisfaction within indicated areas of perceived experience. The survey tools are standardized and belong to a family of surveys that evaluate member's experiences with the health care they receive.

CAHPS Survey Areas of Evaluation:

- Health Plan Performance
- Health Care Performance
- Effectiveness of Care

QHP Experience Survey Areas of Evaluation:

- Enrollee Experience
- Health Plan Efficiency, Affordability & Management
- Clinical Quality Management

CAHPS Areas of Evaluation	Measure
<i>Health Plan Performance</i>	Rating of Health Plan
	Getting Needed Care
	Customer Service
	Claims Processing
<i>Health Care Performance</i>	Ease of Filling Out Forms
	Rating of Health Care
	Getting Care Quickly
	How Well Doctors Communicate
	Coordination of Care
	Rating of Personal Doctor
<i>Effectiveness of Care</i>	Rating of Specialist
	Flu Vaccinations (Adults 18-64)
	Advising Smokers and Tobacco Users to Quit
	Discussing Cessation Medications
	Discussing Cessation Strategies

QHP Experience Survey Areas of Evaluation	Measure
<i>Enrollee Experience</i>	Access to Care
	Getting Care Quickly
	Getting Needed Care
	Care Coordination
	Rating of Health Care
	Rating of Personal Doctor
<i>Plan Efficiency, Affordability, & Management</i>	Rating of Specialist
	Access to Information
	Plan Administration
<i>Clinical Quality Measures</i>	Rating of Health Plan
	Flu Vaccinations (Adults 18-64)
	Medical Assistance with Smoking and Tobacco Cessation

Evaluation Benchmarks

CAHPS Survey

The CAHPS Survey results are compared to the annual NCQA Quality Compass (QC) Non-PPO Benchmark to show how VHP ranks nationally with other HMO health plans that submit their scores through NCQA.

The results of the survey are evaluated using summary rates as defined by NCQA HEDIS 2021 CAHPS 5.1H guidelines. The summary results represent the most favorable response percentages for binary (Yes, No) and Likert scale responses (ranking Never- Always or scale of 0-10). All significant testing is performed at the 95% confidence level. The exception to the data representation is the summary rates for Effectiveness of Care measure that evaluates the Flu Vaccinations (Adults 18-64) and was calculated on a two-year rolling average due to an anticipated small denominator.

QHP Experience Survey

The QHP Member Experience Survey results are compared to the annual CMS Benchmark to show how VHP ranks in comparison to all health plans who participate in the exchange in accordance with the Affordable Care Act regulations (Section 1311(c)(4)).

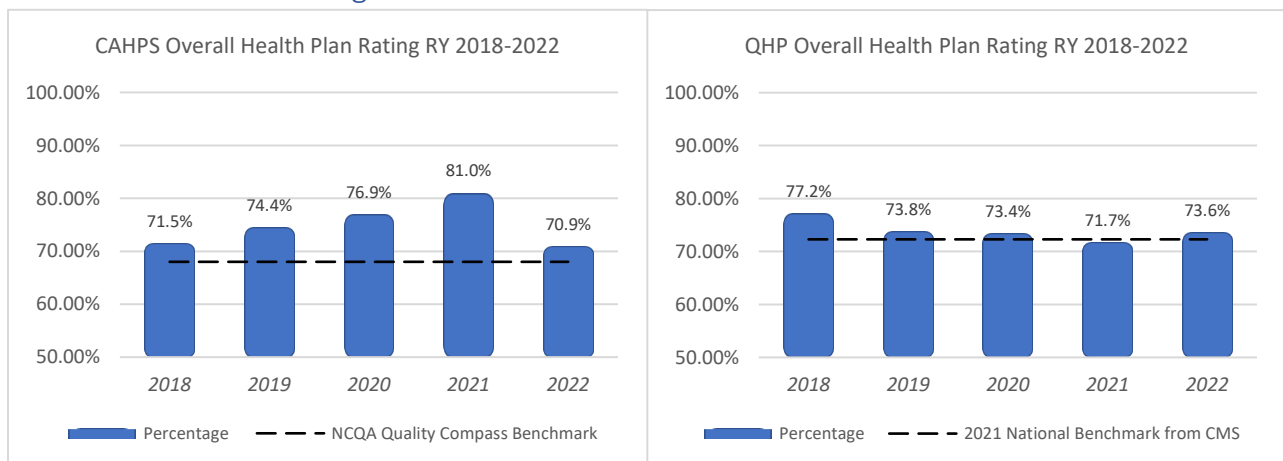
The results of the survey are evaluated using scaled mean scores used by CMS to calculate the scores for the Quality Rating System (QRS). VHP's results are scaled mean scores and the mean score is converted to a 100-point scale. All significant testing is performed at the 95% confidence level. The exception to the data representation is the scoring for the Annual Flu Vaccine and Medical Assistance with Smoking and Tobacco Use Cessation measures.

Survey Results and Analysis

VHP Performance

Over the last five years, VHP has held excellent overall health plan ratings that are above the national average for both CAHPS and QHP Experience Surveys. This rating is not mirrored within our global QRS star rating on the Marketplace. This is because VHP consistently performs better on our clinical quality measures than our member experience quality measures. There are significant opportunities for improvement and VHP is committed to making the structural changes to improve member experience. Every year VHP strives to find data-driven solutions to enhance members' health care experience.

Overall Health Plan Ratings



QHP Experience Survey Impact on QRS Performance

The QRS star rating shows Covered California health plan quality performance on a scale of one to five stars.

Numeric	Visual	Descriptive
1	★	Poor
2	★ ★	Below Average
3	★ ★ ★	Average
4	★ ★ ★ ★	Above Average
5	★ ★ ★ ★ ★	Excellent

The QRS star rating is a way prospective members can compare the quality scores between health plans participating in the state-based exchange. Member satisfaction, as seen from the QHP Experience Survey, is used in combination with clinical quality measures, HEDIS, to create a global QRS star rating as published on the Marketplace. This global QRS rating is the average of three subcategory QRS star ratings, including: Getting the Right Care, Members’ Care Experience, and Plan Services for Members.

VHP QRS Star Ratings RY2022

Global Rating	Getting the Right Care	Members’ Care Experience	Plan Services for Members
★ ★ ★	★ ★ ★	★	★ ★ ★

In 2022 (MY 2021), VHP received three stars (average) as our overall Covered California global rating as a health plan. Our global rating improved from 2021 (MY 2020) that was impacted by a fall score for both “Getting the Right Care” and “Plan Services for Members”. VHP saw an improvement in “Plan Service for Members,” which improved our global rating. Implementing strategies to improve our QHP Member Experience Survey is a priority for VHP.

QHP Member Experience Results RY2018-RY2022

The below table shows member satisfaction results from the QHP Experience Survey within the measures of each of the three major areas of evaluation.

Key: ** = Scaled mean score of the measure is below the 2021 CMS benchmark
 *** = Scaled mean score of the measure is above the 2021 CMS benchmark

QHP Experience Survey Areas of Evaluation	Measure	2018	2019	2020	2021	2022	2021 CMS Benchmark
<i>Enrollee Experience</i>	Access to Care	68.7	54.4	56.8	54.1	54.8	74.0
	Getting Care Quickly	69.3	53.4	56.7	53.8	55.5	74.5
	Getting Needed Care	68.0	55.4	56.9	54.4	54.0	73.5
	Care Coordination	77.6	71.1	78.0	72.5	77.0	83.2
	Rating of Health Care	80.1	76.2	76.9	76.7	79.5	81.1
	Rating of Personal Doctor	84.8	82.5	84.9	83.7	83.3	88.1
	Rating of Specialist	86.4	83.8	81.7	81.9	83.8	86.3
<i>Plan Efficiency, Affordability, & Management</i>	Access to Information	56.1	48.4	41.5	46.0	47.5	51.8
	Plan Administration	67.6	63.9	61.4	62.0	62.8	70.5
	Rating of Health Plan	77.2	73.8	73.4	71.7	73.6	72.3
<i>Clinical Quality Measures</i>	Flu Vaccinations (Adults 18-64)	42.3	47.2	47.7	48.7	45.9	Not Reported
	Medical Assistance with Smoking and Tobacco Cessation	53.6	54.8	51.5	49.7	54.5	54.5

QHP Experience Survey Qualitative Analysis Highlights

- Health Plan Rating measure is consistently above the 2021 CMS Benchmark.
- All other measures continue to be below the benchmark with a consistent trend of underperformance over the last five years.
- There as a significant drop in the 2022 Rating of Getting Needed Care, Rating of Personal Doctor, and Flu Vaccinations (Adults 18-64) measures compared to how VHP performed in 2021.

CAHPS Results RY2018-2022

The below table shows member satisfaction results from the CAHPS Survey within the measures of each of the three major areas of evaluation.

Key: ** = Summary rate of the measure is below the 2021 NCQA Quality Compass (QC) Non-PPO Benchmark
 ** = Summary rate of the measure is above the 2021 NCQA Quality Compass (QC) Non-PPO Benchmark

CAHPS Areas of Evaluation	Measure	2018	2019	2020	2021	2022	2021 NCQA QC Non-PPO Benchmark
<i>Health Plan Performance</i>	Rating of Health Plan	51.1	51.8	57.9	58.6	49.4	45.3
	Getting Needed Care	65.1	63.4	67.4	70.1	65.7	87.1
	Customer Service	79.8	78.0	82.3	82.4	76.9	89.6
	Claims Processing	78.3	75.0	87.7	95.2	83.8	90.4
	Ease of Filling Out Forms	95.1	97.0	95.8	96.8	91.4	97.2
<i>Health Care Performance</i>	Rating of Health Care	44.5	48.4	45.2	52.0	44.6	56.4
	Getting Care Quickly	63.9	66.5	64.1	71.9	63.7	85.8
	How Well Doctors Communicate	89.3	87.1	90.9	90.2	87.8	95.7
	Coordination of Care	77.8	75.5	86.5	86.0	77.7	85.5
	Rating of Personal Doctor	61.4	60.3	61.0	64.8	57.3	70.2
Rating of Specialist	54.5	58.3	58.6	67.2	52.7	70.5	
<i>Effectiveness of Care</i>	Flu Vaccinations (Adults 18-64)	61.9	57.2	61.5	63.6	61.7	56.5
	Advising Smokers and Tobacco Users to Quit	71.4	75.0	78.4	80.8	72.4	79.5
	Discussing Cessation Medications	35.7	48.9	64.9	64.0	55.6	56.7
	Discussing Cessation Strategies	39.0	46.7	59.5	62.5	55.6	53.6

CAHPS Qualitative Analysis Highlights

- Health Plan Rating measure consistently above the 2021 NCQA Quality Compass Non-PPO benchmark.
- Most other measures continue to be below the benchmark with a consistent trend of underperformance over the last five years.
- The Effectiveness of Care summary section exceeded all measure benchmarks in RY2022 for flu vaccinations.
- The Flu Vaccination measure has exceeded the benchmark in RY2018, RY2019, RY2020, RY2021, and RY2022.

RY2022 Action Plan and Looking Ahead

RY2022 Interventions

VHP is committed to continual improvement of our CAHPS and QHP Experience Survey results. CAHPS and QHP Member Experience in its current state has only been actively addressed through holistic organizational wide improvement efforts. This includes ensuring access in our service area expansion in San Benito and Monterey Counties for the Covered California and Individual & Family Plan. VHP is also in the process of implementing Epic as our core administration system which will greatly improve operational functions with increased capacity for member and provider communication and interventions.

In 2021, VHP conducted two secondary analyses to inform a root cause analysis and to determine if there were health disparities in the access to care measures. As a result of the findings from both analyses VHP identified Asian member as a priority population. In 2022, VHP conducted two additional member experience survey using

CAHPS and QHP methodology to focus on Asian members. The survey tools were offered in English, Vietnamese, and Traditional Chinese. Since these were conducted in addition to the regulatory surveys, the survey results can be returned with member and provider level data, allowing for additional analysis to holistically inform member experience, health plan and/or health service areas of interest, and targeted interventions to address health disparities. The analysis of the two additional member experience surveys will inform future targeted interventions and allow for the creation of data-driven, culturally sensitive strategies to improve member experience.

Impact of COVID-19 Pandemic on MY2021/RV2022

During reporting year 2020 CMS published a [memo](#) with guidance enforcing suspension of collection and reporting of data for QRS, QHP Enrollee Survey, and QIS. In this guidance, CMS announced that they will not require QHP Enrollee Survey Submissions for 2020 and recommends that health plans use collected data for internal quality improvement. In addition, CMS announced that QRS and QHP Enrollee Survey reporting would be discontinued on Exchange websites beginning 2021 Open Enrollment for Exchange websites for the individual market. This policy was reversed and in 2022 health plans were required to collect and report data for QRS, QHP Enrollee Survey, and QIS. VHP like other health plans in saw an impact to our survey results and response rates during the first two years of the Pandemic. VHP anticipates seeing the impact of COVID-19 in the regulatory surveys as the health system adjusts to the current phase of the pandemic.

Next Steps

The Accreditation Department is building a comprehensive strategic plan to drive the organization to make changes and prioritize member experience. The comprehensive organizational CAHPS and QHP Experience Strategy will be based on the development of programmatic foundations, data driven decisions and an achievable multi-year staged approach. The key elements of the strategic plan will include:

- Increasing data governance and oversight
- Renewed focus on addressing health disparities
- Identifying staff resource needs for long term solutions
- Collaborating with key VHP departments to capitalize on their areas of expertise and existing resources
- Integrating efforts into the Cultural and Linguistic Appropriate Services Program

VHP's continued focus on member experience will prioritize the deficiencies identified in this report. VHP is committed to improving member experience and better meet our mission to improve the health outcomes of our members through quality healthcare services.