

Table CAHPS-CH. CAHPS Health Plan Survey 5.0H - Child Version Including Medicaid and Children with Chronic Conditions Supplemental Items, as Submitted by States for the FFY 2018 Child Core Set Report (n = 39 states)

State	Population	CAHPS Version	Administrative Protocol	Supplemental Items
Alabama	Medicaid only	CAHPS 5.0H	NCQA/HEDIS	None
Alabama	CHIP only	CAHPS 5.0H	NCQA/HEDIS	CCC, Other Item Set
Alaska	Medicaid & CHIP	Other	NCQA/HEDIS	CCC, Other Item Set
Arkansas	CHIP only	CAHPS 5.0H	NCQA/HEDIS	None
Connecticut	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	CCC
Delaware	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	CCC
Dist. of Col.	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	CCC
Florida	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	CCC
Illinois	Medicaid & CHIP	CAHPS 5.0	NCQA/HEDIS	CCC, Other Item Set
Indiana	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	None
Iowa	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	Other Item Set
Kansas	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	CCC
Kentucky	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	None
Louisiana	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	CCC
Maine	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	None
Maryland	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	CCC
Michigan	Medicaid only	CAHPS 5.0H	NCQA/HEDIS	None
Mississippi	Medicaid only	CAHPS 5.0H	NCQA/HEDIS	CCC
Mississippi	CHIP only	CAHPS 5.0H	NCQA/HEDIS	CCC
Missouri	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	None
Montana	Medicaid & CHIP	CAHPS 5.0	NCQA/HEDIS	None
Nebraska	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	CCC
Nevada	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	None
New Hampshire	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	CCC
New Jersey	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	Other Item Set
New York	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	CCC
North Carolina	Medicaid only	CAHPS 5.0	NCQA/HEDIS	CCC
North Carolina	CHIP only	CAHPS 5.0H	NCQA/HEDIS	None
Ohio	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	CCC, Other Item Set
Oklahoma	CHIP only	CAHPS 5.0H	NCQA/HEDIS	None
Oregon	Medicaid & CHIP	CAHPS 5.0	NCQA/HEDIS	CCC
Pennsylvania	Medicaid only	CAHPS 5.0H	NCQA/HEDIS	None
Rhode Island	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	CCC
South Carolina	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	None
South Dakota	Medicaid & CHIP	CAHPS 5.0	NCQA/HEDIS	Other Item Set
Tennessee	Medicaid only	CAHPS 5.0H	NCQA/HEDIS	CCC
Tennessee	CHIP only	CAHPS 5.0H	NCQA/HEDIS	CCC
Texas	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	None
Utah	Medicaid only	CAHPS 5.0H	NCQA/HEDIS	None
Vermont	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	None
Virginia	Medicaid & CHIP	CAHPS 5.0H	NCQA/HEDIS	None
West Virginia	Medicaid only	CAHPS 5.0H	NCQA/HEDIS	None
Wyoming	CHIP only	CAHPS 5.0	NCQA/HEDIS	None

Source: Mathematica analysis of MACPro reports for the FFY 2018 reporting cycle. More information on the Child Core Set is available at <https://www.medicicaid.gov/medicaid/quality-of-care/performance-measurement/adult-and-child-health-care-quality-measures/child-core-set/index.html>.

Notes: This measure provides information on parents' experiences with their child's health care and gives a general indication of how well the health care meets their expectations. Results summarize children's experiences through ratings (including rating of all health care, rating of personal doctor, rating of specialist seen most often, and rating of health plan), composites (including customer service, getting care quickly, getting needed care, how well doctors communicate, and shared decision making), and question summary rates (including health promotion and education and coordination of care). The Children with Chronic Conditions (CCC) item set provides information on parents' experience with their child's health care for the

Table CAHPS-CH (continued)

population of children with chronic conditions. Rates include the same ratings, composites, and individual question summary rates as those reported for the CAHPS 5.0H Child Version. In addition, three CCC composites (including access to specialized services, family centered care: personal doctor who knows child, and coordination of care for children with chronic conditions) and two question summary rates (including access to prescription medicines and family centered care: getting needed information) summarize satisfaction with basic components of care essential for successful treatment, management, and support of children with chronic conditions.

The term “states” includes the 50 states and the District of Columbia.

States are not asked to report CAHPS data to CMS. Instead, states are encouraged to submit their data to the Agency for Healthcare Research and Quality (AHRQ) CAHPS Database. More information about the AHRQ CAHPS database is available at <https://www.ahrq.gov/cahps/cahps-database/index.html>.

AHRQ = Agency for Healthcare Research and Quality; CAHPS = Consumer Assessment of Healthcare Providers and Systems; CCC = Children with Chronic Conditions; ADHD = Attention-Deficit/Hyperactivity Disorder; CCO = Coordinated Care Organization; CHIP = Children’s Health Insurance Program; CMS = Centers for Medicare & Medicaid Services; CPT = Current Procedural Terminology; CY = Calendar Year; ED = Emergency Department; EPSDT = Early and Periodic Screening, Diagnostic, and Treatment; EQRO = External Quality Review Organization; FFS = Fee for Service; FFY = Federal Fiscal Year; HEDIS = Healthcare Effectiveness Data and Information Set; HMO = Health Maintenance Organization; LOINC = Logical Observation Identifiers Names and Codes; MACPro = Medicaid and CHIP Program System; MCO = Managed Care Organization; MMIS = Medicaid Management Information System; NCQA = National Committee for Quality Assurance; NR = Not Reported; PCCM = Primary Care Case Management; PCP = Primary Care Practitioner.

State-Specific Comments:

- AL: CHIP Supplemental items include Dental Care, Access to Specialist Care, and Coordination of Care.
- AK: State administered the NCQA Patient-Centered Medical Home (PCMH) Clinician & Group Survey in 2017 to practices working on NCQA recognition and interested in obtaining the NCQA PCMH Distinction in Reporting Patient Experience Designation.
- IL: State survey included five additional state-designed questions regarding transition to adulthood for children age 14 and older.
- IA: State included NCQA-approved supplemental questions in the survey.
- ME: State followed NCQA protocol but modified the delivery method to be telephone only.
- NJ: State included two supplemental questions about coordination of care and three supplemental questions about dental care.
- OH: Supplemental items included CAHPS Item Set for Quality Improvement - Access to Routine Care.
- OR: State followed NCQA protocol but did not separate out Medicaid and CHIP by plan to avoid small sample sizes, used more call-back attempts, and over-sampled by race and ethnicity.
- SD: State included supplemental dental questions.
- TX: State generally followed NCQA HEDIS CAHPS 5.0H administrative protocol specifications using computer assisted telephone interviews (CATI).