Member Satisfaction Survey

In an effort to identify and understand key influencers of satisfaction and prioritize opportunities for improvement, Evercare Select completed a member satisfaction survey between November 27, 2011 and December 14, 2011. The results of the survey were presented to Evercare Select Senior Management on 2/28/12 and action items were discussed and approved. Following is a summary of the survey and actions items to be completed as a response to the survey.

Methodology

- Evercare Select provided a sample consisting of current Evercare Select enrollees/responsible parties.

  Current enrollees were targeted to participate in the research, but responsible parties were also allowed to complete the interview in instances where the Enrollee was physically unable to do so and in the cases where enrollees are minors.

- A pre-notification letter was mailed prior to the start of the telephone interviewing in order to increase survey participation.

- Eligible respondents were enrollees/responsible parties who were aware that they are receiving care services through Evercare Select and were physically able to complete the interview.

- The average interview length was 17 minutes.

- Additional details regarding the 2008 and 2011 data collection are shown in the table below:

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Interviews</td>
<td>250</td>
<td>209</td>
</tr>
<tr>
<td>Fielding Period</td>
<td>August 12 – August 23</td>
<td>November 27 – December 14</td>
</tr>
<tr>
<td>% Spanish</td>
<td>5%</td>
<td>0%</td>
</tr>
<tr>
<td>% Responsible Party</td>
<td>21%</td>
<td>34%</td>
</tr>
</tbody>
</table>

- A sample size of 209 interviews provides a statistical margin of +/- 6.8 percentage points at the 95% confidence level. The sample size for each individual question is typically shown on each slide as a footnote or in the chart itself.
• Incidence rate is the percentage of eligible or qualified enrollees out of the total number of enrollees who were contacted. The incidence rate for this study was 64%.

• Planning Process:
  – Survey tool collaboratively developed and tested in 2004 by:
    • Evercare Select Quality
    • Community & State Market Research
    • Evercare Select Site Leadership
    • Market Strategies International
  – State satisfaction and quality requirements met.
    • Survey tool information gathered, reviewed, modified and approved by the AHCCCS.

Examples of the types of questions covered (this is not a complete list)

Key Measures
Overall satisfaction with Evercare Select
Likelihood to recommend Evercare Select

Evercare Select Services and Attitude Assessment
Ease of understanding written materials
Ease of getting needed help from customer service
Ease of filling out paperwork
Complaint resolved/Problem solved
Receive services not available before enrolled with Evercare Select
Helps enrollees understand Medicaid/Medicare benefits

Case Manager Attributes
Knowledge of Case Manager
Frequency of conversations with Case Manager
Answers questions in an understandable way
Encourages opinion from enrollee
Makes enrollee comfortable discussing care
Addresses enrollee concerns
Arranges services for enrollee
Developed a plan for enrollee

Health Care Attributes
Ease of seeing personal doctor
Ease of getting care, treatment or tests
Enrollee treated with respect by doctor’s office staff
Enrollee listened to by health care providers
Ease of using transportation arranged by Evercare Select
Evercare Select Plan Orientation
Explain the details of the Evercare Select plan
Ease of understanding the explanation
Satisfaction with the language translator

Cultural Competency
Case Manager is respectful of cultural beliefs
Primary Care Provider is respectful of cultural beliefs
Satisfaction with the Language Line services

Key Findings

- Evercare Select’s Overall Satisfaction and Loyalty levels are very strong and relatively stable since 2008:
  - 95% of enrollees/responsible parties are somewhat or very satisfied
  - 96% are likely to recommend Evercare Select
- Increasing coverage (specifically, dental coverage), and extending the hours of care given to enrollees are frequently mentioned areas of improvement that will increase an enrollee/responsible party satisfaction.
- Given the relationship with Overall Satisfaction and the room for improvement, Evercare Select should also maintain focus on helping enrollees better understand their Medicaid and Medicare benefits, and developing tailored care plans.

Communication

- The majority of enrollees/responsible parties recall receiving written materials, with most finding the materials to be easy to understand.
- More than one in ten communicated a complaint to Evercare Select within the last year, with one-quarter indicating their problem was not settled to their satisfaction, illuminating an area to improve upon.
- About four in ten have filled out paperwork in the past year; nearly all found it easy to do so.
- Nearly three in ten enrollees/responsible parties have called customer service in the past year, and most found it easy to receive the information or help needed

Case Managers

- Nine in ten enrollees know who their Case Manager is.
- Among those who are aware, one-third have contact with their Case Manager on a monthly basis.
- Case Managers are regarded favorably on most aspects, with showing concern, fulfilling needs, being willing to help, and quality of care most mentioned as the Case Manager’s most important responsibilities.
- Case managers are generally seen as being respectful of the enrollee’s cultural needs.

Physicians

- Almost all enrollees have seen their personal physician in the past year and favorably rated the services provided by the physician and office staff.
- Similarly, most enrollees find it easy to see their personal physician, and receive the necessary care, tests, and treatment.
• Physicians are also generally seen as being respectful of the enrollee’s cultural needs.

**Additional Evercare Select Services**

- More than four in ten enrollees have used Evercare’s transportation services, with wait times typically less than 45 minutes. A small portion of enrollees (n=16) missed in appointment due to driver tardiness or absence.
- Two-thirds have had housekeeping or personal/nursing care services, with most saying the worker(s) fulfill their time commitments.

**Comparison to CAHPS**

Although the questions were not phrased exactly the same the general satisfaction with Evercare Select rates higher than NCQA Adult Medicaid Average and 2011 UnitedHealthcare Adult Medicaid Average satisfaction. Below are those averages followed by results of the Evercare Select survey.

**2011 NCQA HMO Adult Medicaid Average vs. 2011 UnitedHealthcare Adult Medicaid Average**

<table>
<thead>
<tr>
<th>Overall Ratings (8-10)</th>
<th>2011 NCQA HMO Average</th>
<th>2011 UHC Adult Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rating of Personal Doctor</td>
<td>76.44%</td>
<td>77.11%</td>
</tr>
<tr>
<td>Rating of Specialist</td>
<td>76.85%</td>
<td>77.47%</td>
</tr>
<tr>
<td>Rating of All Health Care</td>
<td>68.9%</td>
<td>70.75%</td>
</tr>
<tr>
<td>Rating of Health Plan</td>
<td>72.45%</td>
<td>70.55%</td>
</tr>
</tbody>
</table>

**Evercare Select Summary of Key Measures**

<table>
<thead>
<tr>
<th></th>
<th>2011 (A)</th>
<th>2008 (B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Satisfaction with Evercare Select (% Very/Somewhat satisfied)</td>
<td>95%</td>
<td>92%</td>
</tr>
<tr>
<td>Would recommend Evercare Select (% Yes)</td>
<td>96%</td>
<td>92%</td>
</tr>
</tbody>
</table>
### Summary of other Key Measures

<table>
<thead>
<tr>
<th>General Health Plan Measures</th>
<th>2011 (A)</th>
<th>2008 (B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of filling out paperwork (% Very or Somewhat Easy)</td>
<td>96%</td>
<td>87%</td>
</tr>
<tr>
<td>Helps get services enrollee didn’t have before (% Strongly or Somewhat Agree)</td>
<td>91%</td>
<td>87%</td>
</tr>
<tr>
<td>Ease of understanding written materials (% Very or Somewhat Easy)</td>
<td>89%</td>
<td>86%</td>
</tr>
<tr>
<td>Helps enrollee understand Medicaid and/or Medicare benefits (% Strongly or Somewhat Agree)</td>
<td>85%</td>
<td>80%</td>
</tr>
<tr>
<td>Ease of getting the help you needed when calling customer service (% Very/Somewhat Easy)</td>
<td>82%</td>
<td>76%</td>
</tr>
<tr>
<td>When calling/writing with a complaint or problem, problem settled to satisfaction (% Yes)</td>
<td>75%</td>
<td>86%*</td>
</tr>
</tbody>
</table>

* Indicates small base size (n<30); interpret with caution.
A-B indicates a significant difference between waves at the 95% confidence level.

<table>
<thead>
<tr>
<th>Case Management</th>
<th>2011 (A)</th>
<th>2008 (B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollee feels comfortable discussing care with Case Manager (% Strongly or Somewhat Agree)</td>
<td>96%</td>
<td>96%</td>
</tr>
<tr>
<td>Case Manager listens to enrollee’s concerns and addresses them (% Strongly or Somewhat Agree)</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>Case Manager encourages enrollee to give opinions about care (% Strongly or Somewhat Agree)</td>
<td>94%</td>
<td>88%</td>
</tr>
<tr>
<td>Case Manager answers questions in a way enrollee can understand (% Strongly or Somewhat Agree)</td>
<td>92%</td>
<td>97%</td>
</tr>
<tr>
<td>Case Manager helps enrollee by arranging services like bathing, house cleaning, or transportation (% Strongly or Somewhat Agree)</td>
<td>84%</td>
<td>83%</td>
</tr>
<tr>
<td>Case Manager developed a plan just for enrollee (% Strongly or Somewhat Agree)</td>
<td>83%</td>
<td>88%</td>
</tr>
</tbody>
</table>
Case Manager asked enrollee to share health information with doctor (% Yes) 61% 56%

A-B indicates a significant difference between waves at the 95% confidence level.

<table>
<thead>
<tr>
<th>Physician and Staff Office</th>
<th>2011 (A)</th>
<th>2008 (B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctors/health providers listened carefully to enrollee (% Strongly or Somewhat Agree)</td>
<td>95%</td>
<td>93%</td>
</tr>
<tr>
<td>Office staff treated enrollee with courtesy and respect (% Strongly or Somewhat Agree)</td>
<td>94%</td>
<td>95%</td>
</tr>
<tr>
<td>Ease of getting care, tests or treatment (% Very or Somewhat Easy)</td>
<td>91%</td>
<td>87%</td>
</tr>
<tr>
<td>Ease of seeing personal doctor (% Very or Somewhat Easy)</td>
<td>89%</td>
<td>86%</td>
</tr>
</tbody>
</table>

A-B indicates a significant difference between waves at the 95% confidence level.

**Physician Care Accessibility**

<table>
<thead>
<tr>
<th>% Often/ Always</th>
<th>85%</th>
</tr>
</thead>
<tbody>
<tr>
<td>How often your doctor is able to see you for routine or regular checkups within 21 days</td>
<td>85%</td>
</tr>
<tr>
<td>How often your doctor is able to see you for urgent visits within 2 days++</td>
<td>77%</td>
</tr>
<tr>
<td>How often your doctor is able to see you for emergency visits within 24 hours or less++</td>
<td>71%</td>
</tr>
</tbody>
</table>

++”Haven’t needed to see a doctor” repercentaged out
Transportation Wait Times

Usual wait time for transportation services arrival

- Don’t know/More than 60 minutes
- 7% 11% 17% 20% 34%

Usual wait time after an appointment

- 6% 12% 13% 17% 27% 25%
- Less than 15 minutes

Legend:
- Don’t know/More than 60 minutes
- 45-60 minutes
- 30-45 minutes
- 15-30 minutes
- Less than 15 minutes
Cultural Competency

Case Manager is Respectful of Cultural Beliefs

Q44GNEW; n=209, “Do you feel that your Case Manager is respectful of your cultural beliefs?” (Total respondents)

Primary Care Provider is Respectful of Cultural Beliefs

Q44HNEW; n=209, “Do you feel that your Primary Care Provider is respectful of your cultural beliefs?” (Total respondents)
**Action Plan**

Evercare Select survey results are generally high-exceeding those for standard Medicaid plans in some areas. Variations between years are likely due to sampling. We have identified three areas where we have developed action plans to improve overall satisfaction and service:

- 61% of members said that the case manager asked the member to share their health information with their doctor.  
  **Action Plan:**  
  Provide additional education and training to case managers on member communication with doctors such as “Ask me 3”.  
  Document follow up with member regarding communication of their health information with their doctor

- Physician care accessibility.  
  **Action Plan:**  
  Include an article in the next Provider Newsletter reminding physicians of contractual timeframes for scheduling member’s appointments.  
  Include an article in the next Member Newsletter reminding members of contractual timeframes for scheduling appointments.  
  Case Managers will reinforce appointment timeframes when reviewing the member handbook with members.  
  Case Managers will be retrained March 2012 on appointment availability timelines and reinforcing member education.  
  Case Managers will remind members if they are having difficulty scheduling appointments they should contact their case manager for assistance.  
  Continue to reeducate providers that do not meet appointment availability standards during quarterly provider surveys.

- Transportation wait times and satisfaction.  
  **Action Plan:**  
  Continue to work with our contracted transportation provider during our monthly Joint Operating Committee Meetings (JOC) to identify opportunities to improve member perceptions. This topic will be added to next months meeting agenda.  
  Include an article in the next member newsletter that outlines the contractual wait time requirements and provides contact phone numbers when the transportation provider is late.  
  Case Managers will reinforce appointment timeframes when meeting with members and reviewing the member handbook.