

2022 Consumer Assessment of Healthcare Providers and Services for Commercial Health Plans

Included in this document, you will find the Consumer Assessment of Healthcare Providers and Systems (CAHPS) measures, which are part of the National Committee for Quality Assurance's (NCQA) accreditation for commercial health plans.

CAHPS is a product of the Agency for Healthcare Research and Quality (AHRQ) program that began in 1995. The CAHPS survey asks Medicare, Medicaid and commercial health plan members to rate their satisfaction with their healthcare providers (primary care and specialists), their health and prescription drug plans as well as their experience with their health plan's customer service. CAHPS survey questions are used to improve quality of care and to evaluate and compare healthcare providers and health plans.

CAHPS survey data is submitted yearly to the NCQA and the results are used by NCQA to assign IU Health Plans its rating.

Although there are nearly 40 CAHPS survey questions, only 14 of these are included in health plans' ratings. Questions fall into one of the following eight categories—each with an assigned 'weight.'

Care coordination – 1.5 weight measure

Customer service – 1.5 weight measure

Getting appointments and care quickly – 1.5 weight measure

Getting needed care – 1.5 weight measure

Rating of healthcare – 1.5 weight measure

Rating of health plan – 1.5 weight measure

Rating of personal doctor – 1.5 weight measure

Rating of specialist seen most often – 1.5 weight measure

The CAHPS survey questions are listed on the following pages.



Your healthcare in the last 12 months

1. In the last 12 months, did you have an illness, injury or condition that **needed care right away**?

- ☐ Yes
- ☐ No (If “No,” go to question 3 in this section.)

★ 2. In the last 12 months, **when you needed care right away**, how often did you get care as soon as you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

3. In the last 12 months, did you make any in-person, phone or video appointments for a **check-up or routine care**?

- ☐ Yes
- ☐ No (If “No,” go to question 5 in this section.)

★ 4. In the last 12 months, how often did you get an appointment for a **check-up or routine care** as soon as you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

5. In the last 12 months, **not** counting the times you went to an emergency room, how many times did you get healthcare for yourself in person, by phone or by video?

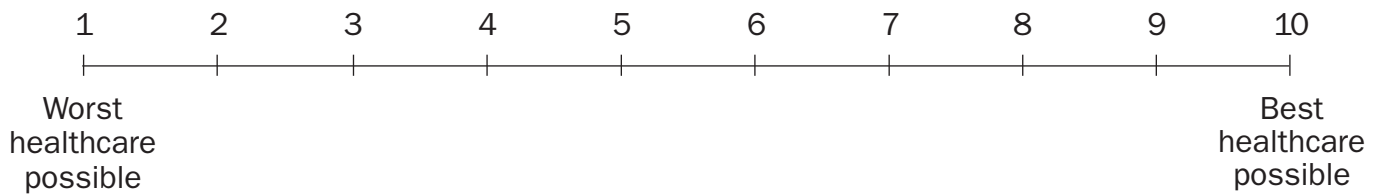
- ☐ None (If “None,” go to the next section, “Your personal doctor.”)
- ☐ One time
- ☐ Two times
- ☐ Three times
- ☐ Four times
- ☐ Five to nine times
- ☐ Ten or more times

★ *Indicates that the results of the question are calculated into the IU Health Plans rating*



Health Plans

- ★ 6. Using any number from 0 to 10, where 0 is the worst healthcare possible and 10 is the best healthcare possible, what number would you use to rate all your healthcare in the last 12 months?



- ★ 7. In the last 12 months, how often was it easy to get the care, tests or treatment you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

★ *Indicates that the results of the question are calculated into the IU Health Plans rating*



Health Plans

Your personal doctor

1. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem or get sick or hurt. Do you have a personal doctor?

☐ Yes

☐ No (If “No,” go to the next section “Getting healthcare from specialists.”)

2. In the last 12 months, how many times did you have an in-person, phone or video visit with your personal doctor about your health?

☐ None (If “None,” go to question 7 in this section.)

☐ One time

☐ Two times

☐ Three times

☐ Four times

☐ Five to nine times

☐ Ten or more times

★ 3. In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

★ 4. In the last 12 months, how often did your personal doctor listen carefully to you?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

★ *Indicates that the results of the question are calculated into the IU Health Plans rating*



Health Plans

Your personal doctor, continued

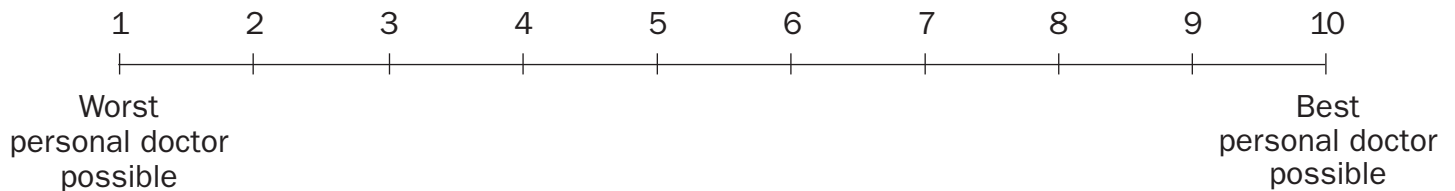
★ 5. In the last 12 months, how often did your personal doctor show respect for what you had to say?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

★ 6. In the last 12 months, how often did your personal doctor spend enough time with you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

★ 7. 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?



★ Indicates that the results of the question are calculated into the IU Health Plans rating



Health Plans

Getting healthcare from specialists

When you answer the next questions, include the care you got in person, by phone or by video. Do not include dental visits or care you got when you stayed overnight in a hospital.

1. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and other doctors who specialize in one area of healthcare. In the last 12 months, did you make any appointments with a specialist?

- ☐ Yes
- ☐ No (If “No,” go to the next section “Your health plan.”)

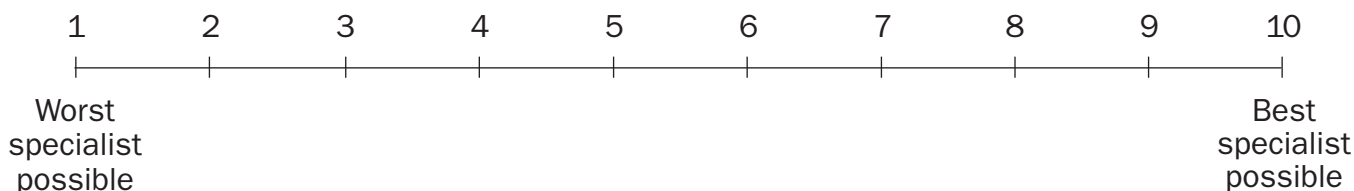
★ 2. In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

3. How many specialists have you talked to in the last 12 months?

- ☐ None (If “None,” go to the next section “Your health plan.”)
- ☐ One specialist
- ☐ Two specialists
- ☐ Three specialists
- ☐ Four specialists
- ☐ Five or more specialists

★ 4. We want to know your rating of the specialist you talked to most often in the last 12 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?



★ Indicates that the results of the question are calculated into the IU Health Plans rating



Your health plan

1. In the last 12 months, did you get information or help from your health plan's customer service?

☐ Yes

☐ No (If "No," go to question 4 in this section.)

★ 2. In the last 12 months, how often did your health plan's customer service give you the information or help you needed?

☐ Never

☐ Usually

☐ Sometimes

☐ Always

★ 3. In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?

☐ Never

☐ Usually

☐ Sometimes

☐ Always

4. In the last 12 months, did your health plan give you any forms to fill out?

☐ Yes

☐ (If "No," go to question 6 in this section.)

5. In the last 12 months, how often were the forms from your health plan easy to fill out?

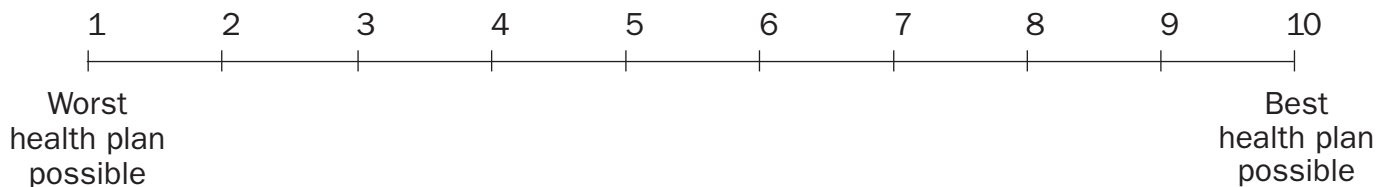
☐ Never

☐ Usually

☐ Sometimes

☐ Always

★ 6. 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 health plan?



★ Indicates that the results of the question are calculated into the IU Health Plans rating



Health Plans

About you

1. In general, how would you rate your overall health?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

2. In general, how would you rate your overall **mental or emotional** health?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

3. In the last 12 months, did you get healthcare three or more times for the same condition or problem?

- ☐ Yes
- ☐ No (If “No,” go to question 5 in this section.)

4. Is this a condition or problem that has lasted for at least three months? Do **not** include pregnancy or menopause.

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No (If “No,” this is your last question on this survey.)

6. Is this medicine to treat a condition that has lasted for at least three months? Do **not** include pregnancy or menopause.

- ☐ Yes
- ☐ No

