

Consumer Assessment of Healthcare Providers and Systems (CAHPS)

UCare’s analysis of CAHPS data shows that there is a statistically significant difference between our Medicare Advantage (MA) population and our dual eligible Minnesota Senior Health Options (MSHO) population. The MSHO population has lower overall physical, mental and emotional health, lower education levels, greater racial disparities, and resulted in more people needing help to complete the survey. The Star Measure questions show lower scores for MSHO on every question, even taking into consideration the case-mix adjustment, with the exception of Rating of Drug Plan. MSHO members had a statistically lower rating of Health Care Quality, while their rating of UCare (Health Plan) was not statistically lower, as shown in the CAHPS Star Rating Question Summary section. This demonstrates that non-plan factors are having a negative impact on their responses to the CAHPS survey and not their actual satisfaction with UCare or the services we provide.

Of particular concern is the reliability of responses. MSHO members’ health, education, and language/race differences may affect our response rate. MSHO members receive multiple CAHPS surveys from UCare. CMS requires one CAHPS survey and UCare must conduct a second survey for the Minnesota Department of Human Services. The confusion MSHO members experience regarding which of the two surveys to complete, or if both need to be completed, causes lower response rates and a larger variance in our responses for MSHO members. As a result, UCare was downgraded one Star for Care Coordination due to the low reliability of the responses.

CAHPS Response Rate for Medicare and MSHO 2010-2014

	2010	2011	2012	2013	2014
Medicare	76.90%	67.50%	66.70%	63.90%	60.30%
MSHO	49.40%	40.00%	42.70%	33.20%	32.60%

(Note that the response rate from MSHO members for the state-level CAHPS survey was 53% in 2014. The survey is administered between January-April of 2014.)

Table 1: UCare MSHO Star Rating Decrease Due to Reliability

Reporting Composite or Item	Mean Score	Base Star	Statistical Significance	Reliability	Final Star Measure
Member Experience with Health Plan					★★★★
Getting Needed Care	84	3	No Difference	Low	★★★
Getting Appointments and Care Quickly	81	5	Above Average		★★★★★
Rating of Health Care Quality	86	4	No Difference	Low	★★★★
Rating of Health Plan	87	4	No Difference		★★★★
Customer Service	88	4	No Difference	Low	★★★★
Care Coordination	87	5	No Difference	Low	★★★★
Vaccine					
Annual Flu Vaccine	77	4	No Difference		★★★★
Member Experience with Drug Plan					★★★★
Getting Needed Prescription Drugs	91	4	No Difference		★★★★
Rating of Drug Plan	86	4	No Difference		★★★★

CAHPS Demographic Summary

UCare’s analysis of 2014 CAHPS data shows a statistically significant difference in the demographics of our MA and MSHO populations. MSHO has more members who rate their overall health as Fair or Poor. Similarly, there are more members who rate their mental or emotional health as Fair or Poor. MSHO members have significantly less education: with 36% of members versus 8% of MA-PD members not having a high school degree, as shown below. Our Medicare population is predominately White (99%) while our MSHO population is only 77% White. Additionally, 35% of MSHO members needed help completing the survey compared to just 5% of Medicare members.

Q76. In general, how would you rate your overall health?

Response Label	Medicare		MSHO		p value	Composition Comparison	
	Total	%	Total	%		Medicare	MSHO
Excellent		12%	13	5%	1.2558E-16		
Very good		36%	45	18%			
Good		39%	87	35%			
Fair		12%	81	33%			
Poor		1%	22	9%			
			248				

Q77. In general, how would you rate your overall mental or emotional health?

Response Label	Medicare		MSHO		p value	Composition Comparison	
	Total	%	Total	%		Medicare	MSHO
Excellent		33%	27	11%	2.8528E-21		
Very good		37%	64	26%			
Good		25%	95	38%			
Fair		5%	50	20%			
Poor		0%	12	5%			
			248				

Q89. What is the highest grade or level of school that you have completed?

Response Label	Medicare		MSHO		p value	Composition Comparison	
	Total	%	Total	%		Medicare	MSHO
8th grade or less	16	3%	60	24%	2.4687E-21		
Some high school, but didn't graduate	22	5%	30	12%			
High school graduate or GED	174	37%	80	33%			
Some college or 2-year degree	128	27%	45	18%			
4-year college graduate	52	11%	19	8%			
More than 4-year college degree	80	17%	12	5%			
	472		246				

Q91. What is your race? Please mark one or more.

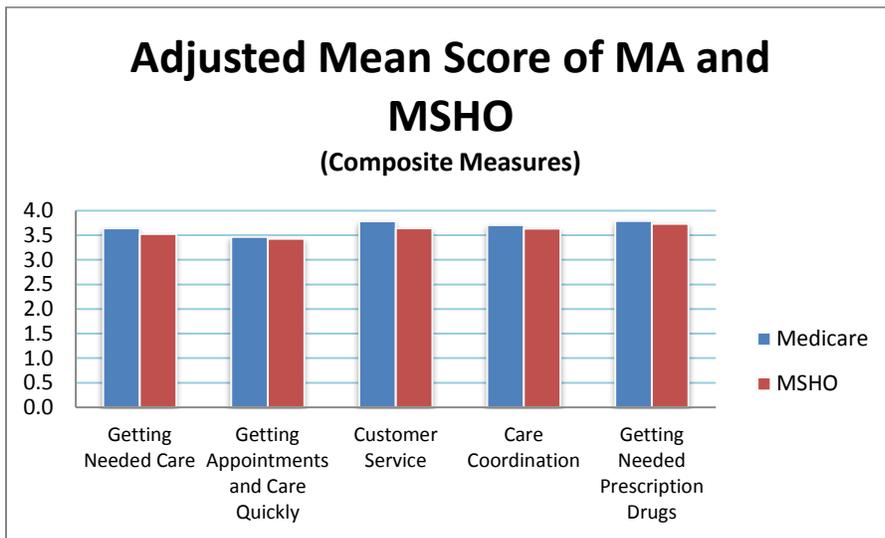
Response Label	Medicare		MSHO		p value	Composition Comparison	
	Total	%	Total	%		Medicare	MSHO
White		99%		77%	4.0473E-22		
Black or African American		0%		5%			
Asian		0%		17%			
Native Hawaiian or other Pacific Island		0%		0%			
American Indian or Alaska Native		0%		0%			

Q94. Did someone help you complete this survey?

Response Label	Medicare		MSHO		p value	Composition Comparison	
	Total	%	Total	%		Medicare	MSHO
Yes	23	5%	88	35%	1.2208E-40		
No	447	95%	166	65%			
	470		254				

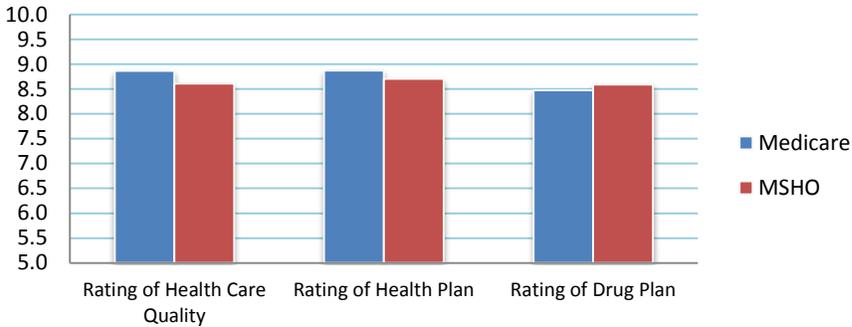
CAHPS Star Rating Question Summary

The MSHO CAHPS Star Rating questions show lower scores for every measure except Rating of Drug Plan, as shown below. When looking at the case-mix adjusted scores, MSHO scores an average of 2.13% less (on 1-4 scale) for the measures Getting Needed Care, Getting Appointments and Care Quickly, Customer Service, Care Coordination, and Getting Needed Prescription Drugs. MSHO scores an average of 2.13% less (on 0-10 scale) for the measures Health Care Quality and Health Plan (1.03% less when including Rating of Drug Plan). The single item CAHPS questions were analyzed for statistical significance. Two of the CAHPS questions, Rating of Health Care Quality and receiving a Pneumonia Shot, resulted in significantly lower rates for MSHO. However, Rating of the Health Plan was not significantly lower for MSHO. Rating of Drug Plan was significantly lower for MA-PD and receiving a Flu Shot was not significant.



Adjusted Mean Score of MA and MSHO

(Single Item Measures)



	Adjusted Mean		Diff	% Diff
	Medicare	MSHO		
Getting Needed Care	3.6454	3.5275	0.1179	2.95%
Getting Appointments and Care Quickly	3.4680	3.4291	0.0389	0.97%
Customer Service	3.7835	3.6437	0.1398	3.50%
Care Coordination	3.7045	3.6347	0.0698	1.75%
Getting Needed Prescription Drugs	3.7941	3.7354	0.0587	1.47%
Rating of Health Care Quality	8.8650	8.6097	0.2553	2.55%
Rating of Health Plan	8.8729	8.7028	0.1701	1.70%
Rating of Drug Plan	8.4736	8.5897	-0.1161	-1.16%
		Average Diff	0.0918	1.03%
		Average Diff (Less Drug Plan)	0.1215	2.13%

Q12. 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?

Response Label	Medicare		MSHO		p value	Composition Comparison	
	Total	%	Total	%		Medicare	MSHO
0: Worst health care possible		0%		1%	6.701E-06		
1		0%		0%			
2		0%		1%			
3		0%		2%			
4		0%		1%			
5		2%		10%			
6		3%		3%			
7		6%		8%			
8		15%		11%			
9		25%		17%			
10: Best health care possible		49%		47%			

Q46. 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?

Response Label	Medicare		MSHO		p value	Composition Comparison	
	Total	%	Total	%		Medicare	MSHO
0: Worst health plan possible		0%		0%	0.57314651		
1		0%		0%			
2		0%		0%			
3		0%		0%			
4		0%		0%			
5		3%		7%			
6		2%		2%			
7		5%		5%			
8		18%		18%		■	■
9		27%		17%		■	■
10: Best health plan possible		44%		50%		■	■

Q74. Using any number from 0 to 10, where 0 is the worst prescription drug plan possible and 10 is the best prescription drug plan possible, what number would you use to rate your prescription drug plan?

Response Label	Medicare		MSHO		p value	Composition Comparison	
	Total	%	Total	%		Medicare	MSHO
0: Worst prescription drug plan possible		1%		0	0.00042741		
1		0%		0			
2		0%		0			
3		0%		0			
4		0%		0			
5		6%		0			
6		5%		0			
7		8%		0			
8		22%		0		■	■
9		23%		0		■	■
10: Best prescription drug plan possible				1		■	■

Q85. Have you had a flu shot since July 1, 2013?

Response Label	Medicare		MSHO		p value	Composition Comparison	
	Total	%	Total	%		Medicare	MSHO
Yes	386	82%	195	77%	0.13018124	■	■
No	86	18%	58	23%		■	■
	472		253				

Q86. Have you ever had a pneumonia shot? This shot is usually given only once or twice in a person's lifetime and is different from a flu shot. It is also called the pneumococcal vaccine.

Response Label	Medicare		MSHO		p value	Composition Comparison	
	Total	%	Total	%		Medicare	MSHO
Yes	375	84%	174	77%	0.0247446	■	■
No	71	16%	52	23%		■	■
	446		226				

Procedure for Statistical Tests Performed of CAHPS Measures

Chi-Square test was used to compare the demographic differences between Medicare and MSHO members and their responses to two CAHPS questions (Q85 and Q86).

Assumptions of Chi-Square: 1) Independence between groups 2) No more than 20% of the expected counts are less than 5 and all individual expected counts are 1 or greater.

Procedure: In Excel, create the contingency table of two categorical variables, calculate expected value for each cell, run CHISQ.TEST() function to return the p value, and compare it to the desired significance level.

Independent sample t-test was used to compare the mean scores of three 0-10 scale CAHPS questions (Q12, Q46, and Q74).

Assumptions of Independent sample t-test: 1) Independence between groups 2) Normal distribution of the two populations being compared 3) Same variance of the two populations.

Procedure: In Excel, reconstruct responses based on aggregate data, run T.TEST() with two-tailed distribution and equal variance specified, and compare the returned p value to the desired significance level (0.05).

Health Outcomes Survey (HOS)

UCare’s analysis of HOS data shows that there is a statistically significant difference between our Medicare Advantage (MA) population and our dual eligible Minnesota Senior Health Options (MSHO) population, as show below. In addition, MSHO has statistically significant lower scores for Improving/Maintaining Physical Health, Improving/Maintaining Mental Health, Improving Bladder Control, and falling within the last 12 months. Conversely, the HOS questions that pertain to speaking to a provider show no statistical differences between the populations. Both populations equally receive treatment for urine leakage and equally speak to their providers about physical activity, increasing physical activity, and how to prevent falling or balance problems.

Of particular concern is the way that some of the HOS questions are worded. Improving/Maintaining Physical Health specifically states activities like moving a table, pushing a vacuum cleaner, bowling, playing golf, and climbing several flights of stairs. With the MSHO demographic being significantly older, they are less likely to be as physically active to conduct those activities as well as having significantly less income they are less likely to be able to go golfing or bowling. Additionally, the Improving/Maintaining Mental Health question asks if physical or emotional problems have interfered with social activities with family, friends, relatives, etc. The MSHO population has significantly less married members which would likely reduce the amount of social activity a member may have. We believe these individual level factors have an impact on how beneficiaries respond to HOS questions, yet they are not within the sphere of control of our providers.

Table 2: Profile of a Dual Eligible Enrolled in MSHO

Measure	Medicare Advantage	MSHO
Age	Significantly younger	Significantly older
Gender	Significantly more male	Significantly more female
Race	Significantly more white	Significantly more non-white
Marital Status	Significantly more married	Significantly more not married
Education	Significantly higher education	Significantly lower education
Income	Significantly higher income	Significantly lower income

HOS Demographic Summary

UCare’s 2014 HOS data shows a statistically significant difference in the demographics of our MA and MSHO populations. MSHO has an older population, higher percentage of females, more racial disparity, less married members, lower education, and much less income, as shown in the following tables.

Response Label	Baseline Actual				p value	Follow-Up Actual				Follow-Up Composition Comparison		
	Medicare		MSHO			Medicare		MSHO		Medicare	MSHO	
	Total	%	Total	%		Total	%	Total	%			
Age					0.0001211					0.0006752		
65-69	165	34%	41	24%		86	18%	26	15%			
70-74	137	28%	43	25%		164	34%	45	26%			
75-79	84	17%	24	14%		105	22%	27	16%			
80-84	65	13%	34	20%		73	15%	32	19%			
85+	34	7%	30	17%		57	12%	42	24%			
	485		172			485		172				
Gender					0.0000001					0.0000001		
Male	216	45%	37	22%		216	45%	37	22%			
Female	269	56%	135	79%		269	56%	135	79%			
	485		172			485		172				
Race					0.0000000					0.0000000		
White		98%	138	80%			98%	138	80%			
Black		1%	11	6%			1%	11	6%			
Other/Unknown		0%	23	13%			0%	23	13%			
			172					172				
Marital Status					0.0000000					0.0000000		
Married	309	67%	34	21%		307	64%	31	19%			
Widowed	87	19%	62	38%		101	21%	62	38%			
Divorced or Separated	48	10%	45	27%		50	11%	47	29%			
Never Married	20	4%	23	14%		20	4%	23	14%			
	464		164			478		163				
Education					0.0000000					0.0000000		
Did Not Graduate HS	49	11%	61	37%		47	10%	59	37%			
High School Graduate	179	39%	62	38%		190	40%	64	40%			
Some College	120	26%	27	17%		116	24%	24	15%			
4 Year Degree or Beyond	116	25%	13	8%		126	26%	13	8%			
	464		163			479		160				
Annual Household Income					0.0000000					0.0000000		
Less than \$10,000	12	3%		54%		18	4%		48%			
\$10,000-\$19,999	74	16%		21%		71	16%		23%			
\$20,000-\$29,999	97	22%		4%		71	16%		8%			
\$30,000-\$49,999	117	26%		2%		119	27%		4%			
\$50,000 or More	114	25%		3%		120	28%		1%			
Don't Know	37	8%		15%		35	8%		16%			
	451					434						
Medicaid Status					0.0000000					0.0000000		
Medicaid	11	2%	171	100%		13	3%	172	100%			

Non-Medicaid

471 98% 0 0%
482 171

472 97% 0 0%
485 172



HOS Star Rating Question Summary

The HOS Star Rating questions also show statistically significant lower scores for the MSHO population in Improving/Maintaining Physical Health with their overall health being worse and their limitations in physical activity being higher. As shown in the tables below, the scores are significantly lower for Improving/Maintaining Mental Health with their ability to accomplish activities and do them in a careful manner being lower, their energy level is lower, they feel downhearted and blue and less peaceful more often, and their health interferes with social activities more often. MSHO members have more urine leakage issues, but receive treatment for those issues in a similar way as MA members. They also speak to their providers about Monitoring Physical Activity and Increasing/Maintaining Physical Activity in a similar way. Finally, MSHO members have significantly higher scores for Reducing the Risk of Falling.

Improving/Maintaining Physical Health

Q1. In general, would you say your health is:

Response Label	Baseline Actual					Follow-Up Actual					Follow-Up	
	Medicare		MSHO		p value	Medicare		MSHO		p value	Composition Comparison	
	Total	%	Total	%		Total	%	Total	%		Medicare	MSHO
Excellent	52	11%		4%	2.3509E-18	37	8%		2%	8.1413E-17		
Very Good	184	39%		12%		183	38%		13%			
Good	174	36%		39%		186	39%		40%			
Fair	56	12%		34%		61	13%		37%			
Poor	11	2%		11%		11	2%		8%			
	477					478						

Q2a. Does your health now limit you in moderate activities, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf?

Response Label	Baseline Actual					Follow-Up Actual					Follow-Up	
	Medicare		MSHO		p value	Medicare		MSHO		p value	Composition Comparison	
	Total	%	Total	%		Total	%	Total	%		Medicare	MSHO
Yes, limited a lot	52	11%	69	42%	4.08495E-21	56	12%	77	46%	8.65529E-23		
Yes, limited a little	149	31%	58	35%		145	30%	51	31%			
No, not limited at all	278	58%	38	23%		278	58%	39	23%			
	479		165			479		167				

Q2b. Does your health now limit you in climbing several flights of stairs?

Response Label	Baseline Actual					Follow-Up Actual					Follow-Up	
	Medicare		MSHO		p value	Medicare		MSHO		p value	Composition Comparison	
	Total	%	Total	%		Total	%	Total	%		Medicare	MSHO
Yes, limited a lot	77	16%	74	45%	2.48973E-17	91	19%	84	51%	3.76504E-16		
Yes, limited a little	162	34%	65	39%		185	40%	57	35%			
No, not limited at all	232	49%	26	16%		192	41%	23	14%			
	471		165			468		164				

Q3a. During the past 4 weeks, have you accomplished less than you would like with your work or other regular activities as a result of your physical health?

Response Label	Baseline Actual					p value	Follow-Up Actual					Follow-Up	
	Medicare		MSHO		Medicare		MSHO		Composition Comparison				
	Total	%	Total	%	Total		%	Total	%	Medicare	MSHO		
No, none of the time	217	45%	46	28%	5.62384E-16	187	39%	34	20%	1.02587E-15			
Yes, a little of the time	118	25%	21	13%		142	30%	32	19%				
Yes, some of the time	100	21%	38	23%		108	22%	43	26%				
Yes, most of the time	31	6%	40	24%		31	6%	30	18%				
Yes, all of the time	13	3%	22	13%		13	3%	29	17%				
	479		167			481		168					

Q3b. During the past 4 weeks, were you limited in the kind of work or other activities as a result of your physical health?

Response Label	Baseline Actual					p value	Follow-Up Actual					Follow-Up	
	Medicare		MSHO		Medicare		MSHO		Composition Comparison				
	Total	%	Total	%	Total		%	Total	%	Medicare	MSHO		
No, none of the time	204	43%	48	28%	4.02927E-14	188	39%	31	19%	6.60919E-22			
Yes, a little of the time	125	26%	26	15%		136	28%	29	18%				
Yes, some of the time	100	21%	34	20%		116	24%	35	22%				
Yes, most of the time	30	6%	41	24%		26	5%	35	22%				
Yes, all of the time	16	3%	22	13%		12	3%	32	20%				
	475		171			478		162					

Q5. During the past 4 weeks, how much did pain interfere with your normal work (including both work outside the home and housework)?

Response Label	Baseline Actual					p value	Follow-Up Actual					Follow-Up	
	Medicare		MSHO		Medicare		MSHO		Composition Comparison				
	Total	%	Total	%	Total		%	Total	%	Medicare	MSHO		
Not at all		40%	29	17%	4.26646E-17		36%	34	20%	1.32279E-12			
A little bit		35%	45	26%			35%	35	21%				
Moderately		14%	35	21%			17%	38	23%				
Quite a bit		10%	40	24%			10%	42	25%				
Extremely		1%	21	12%			2%	18	11%				
			170					167					

Improving Bladder Control

Q44. Many people experience problems with urinary incontinence, the leakage of urine. In the past 6 months, have you accidentally leaked urine?

Response Label	Baseline Actual					p value	Follow-Up Actual				Follow-Up	
	Medicare		MSHO		Medicare		MSHO		Composition Comparison			
	Total	%	Total	%	Total		%	Total	%	Medicare	MSHO	
Yes	166	36%	83	50%	0.001058747	165	35%	92	59%	1.98196E-07		
No	301	64%	83	50%		306	65%	65	41%			
	467		166			471		157				

Q45. How much of a problem, if any, was the urine leakage for you?

Response Label	Baseline Actual					p value	Follow-Up Actual				Follow-Up	
	Medicare		MSHO		Medicare		MSHO		Composition Comparison			
	Total	%	Total	%	Total		%	Total	%	Medicare	MSHO	
A big problem	11	5%	30	31%	4.65433E-09	19	9%	36	34%	6.24716E-09		
A small problem	99	49%	42	43%		99	49%	53	50%			
Not a problem	93	46%	25	26%		85	42%	17	16%			
	203		97			203		106				

Q47. There are many ways to treat urinary incontinence including bladder training, exercises, medication and surgery. Have you received these or any other treatments for your current urine leakage problems?

Response Label	Baseline Actual					p value	Follow-Up Actual				Follow-Up	
	Medicare		MSHO		Medicare		MSHO		Composition Comparison			
	Total	%	Total	%	Total		%	Total	%	Medicare	MSHO	
Yes	52	32%	31	36%	0.50851246	40	22%	28	27%	0.309745067		
No	113	68%	56	64%		143	78%	75	73%			
	165		87			183		103				

Monitoring Physical Activity

Q48. In the past 12 months, did you talk with a doctor or other health provider about your level of exercise or physical activity?

Response Label	Baseline Actual					p value	Follow-Up Actual				Follow-Up	
	Medicare		MSHO		Medicare		MSHO		Composition Comparison			
	Total	%	Total	%	Total		%	Total	%	Medicare	MSHO	
Yes	280	59%		57%	0.878705436	269	58%	87	55%	0.364058071		
No	178	38%		40%		171	37%	59	37%			
I had no visits in the past 12 months	14	3%		3%		24	5%	13	8%			
	472					464		159				

Q49. In the past 12 months, did a doctor or other health provider advise you to start, increase or maintain your level of exercise or physical activity?

Response Label	Baseline Actual					p value	Follow-Up Actual					Follow-Up	
	Medicare		MSHO		Medicare		MSHO		Composition Comparison				
	Total	%	Total	%	Total		%	Total	%	Medicare	MSHO		
Yes	228	51%	81	52%	0.822701838	217	49%	73	48%	0.858674313			
No	223	49%	76	48%		230	51%	80	52%				
	451		157			447		153					

Reducing Risk of Falling

Q50. A fall is when your body goes to the ground without being pushed. In the past 12 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

Response Label	Baseline Actual					p value	Follow-Up Actual					Follow-Up	
	Medicare		MSHO		Medicare		MSHO		Composition Comparison				
	Total	%	Total	%	Total		%	Total	%	Medicare	MSHO		
Yes	74	16%		36%	5.16296E-07	74	16%		33%	2.00161E-06			
No	371	80%		60%		380	81%		61%				
I had no visits in the past 12 months	20	4%		4%		15	3%		6%				
	465					469							

Q51. Did you fall in the past 12 months?

Response Label	Baseline Actual					p value	Follow-Up Actual					Follow-Up	
	Medicare		MSHO		Medicare		MSHO		Composition Comparison				
	Total	%	Total	%	Total		%	Total	%	Medicare	MSHO		
Yes	95	20%	57	35%	0.000181463	91	19%	47	30%	0.005666437			
No	371	80%	106	65%		382	81%	111	70%				
	466		163			473		158					

Q53. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?

Response Label	Baseline Actual					p value	Follow-Up Actual					Follow-Up	
	Medicare		MSHO		Medicare		MSHO		Composition Comparison				
	Total	%	Total	%	Total		%	Total	%	Medicare	MSHO		
Yes	100	22%		58%	4.69764E-17	101	22%		58%	1.16158E-16			
No	341	74%		38%		337	72%		37%				
I had no visits in the past 12 months	20	4%		4%		29	6%		6%				
	461					467							

Procedures for Statistical Tests Performed on HOS Measures

Chi-Square test was used to compare the demographic differences between Medicare and MSHO members and their responses to the HOS questions.

Assumptions of Chi-Square: 1) Independence between groups 2) No more than 20% of the expected counts are less than 5 and all individual expected counts are 1 or greater.

Procedure: In Excel, create the contingency table of the two categorical variables, calculate expected value for each cell, run CHISQ.TEST() function to return the p value, and compare it to the desired significance level (0.05).