

# Crosswalk of QHP Enrollee Survey Questions included in the Quality Rating System

QRS Measure <sup>1</sup>	Hypothesized QHP Enrollee Survey Composite <sup>2</sup>	QHP Enrollee Survey Question Number <sup>3</sup>	Question Wording	Question Source
Access to Care <sup>4</sup>	Getting Care Quickly <sup>5</sup>	4 <sup>‡</sup>	In the last 6 months, when you <b>needed care right away</b> , how often did you get care as soon as you needed?	CAHPS Health Plan 5.0
		6 <sup>‡</sup>	In the last 6 months, how often did you get an appointment for a <b>check-up or routine care</b> at a doctor’s office or clinic as soon as you needed?	CAHPS Health Plan 5.0
	Getting Needed Care <sup>6</sup>	11 <sup>‡</sup>	In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	CAHPS Health Plan 5.0
		44 <sup>‡</sup>	In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	CAHPS Health Plan 5.0

<sup>1</sup> As shown in the June 9, 2014 version of the “2015 Quality Rating System (QRS) and QHP Enrollee Survey Reporting Requirements and Guidance” document.

<sup>2</sup> The composites for the QHP Enrollee Survey are hypothesized, pending the results of the 2014 QHP Enrollee Survey Field Test. However, many of our composites are identical to CAHPS composites, so we aren’t anticipating changes to the majority of the composites.

<sup>3</sup> Question numbers refer to the August 6, 2014 version of the QHP Enrollee Survey for field testing (OMB control number: 0938-1221).

<sup>4</sup> There are two standard CAHPS Access to Care composites: “Getting Care Quickly” and “Getting Needed Care.” The standard CAHPS composite called “Getting Care Quickly” comprises two items that are numbered Q4 and Q6 in the QHP Enrollee Survey. The standard CAHPS composite called “Getting Needed Care” comprises two items that are numbered Q11 and Q44 in the QHP Enrollee Survey. The QHP Enrollee Survey also includes one related item that is not in the standard CAHPS composite, but which we think might be useful to include as a single item (Q8). These five items are collected in the “Plan Administration” survey domain/topic in the QHP Enrollee Survey. We expect to report the two standard CAHPS 2-item composites so that the composites from the QHP Enrollee Survey are consistent with the composites in other CAHPS surveys. However, we will also determine if this additional item forms a reliable and meaningful composite with the four standard items and, if so, present those results to the CAHPS Consortium for their consideration in making future changes to the CAHPS Health Plan 5.0 questionnaire. AIR will be testing out composite labels after the field test psychometrics.

<sup>5</sup> This is a CAHPS Health Plan 5.0 Core Composite. <sup>‡</sup>Item included in the current CAHPS Health Plan 5.0 core version of this composite.

<sup>6</sup> This is a CAHPS Health Plan 5.0 Core Composite. <sup>‡</sup>Item included in the current CAHPS Health Plan 5.0 core version of this composite.

Crosswalk of QHP Enrollee Survey Questions included in the Quality Rating System, continued (1)

QRS Measure <sup>7</sup>	Hypothesized QHP Enrollee Survey Composite <sup>8</sup>	QHP Enrollee Survey Question Number <sup>9</sup>	Question Wording	Question Source
Access to Care	Single Item Measure	8	In the last 6 months, how often were you able to get care you needed from a doctor's office or clinic after regular office hours?	CAHPS Health Plan 5.0 —Supplemental Items

QRS Measure	Hypothesized QHP Enrollee Survey Composite	Survey Question Number	Question Wording	Question Source
Access to Information	Access to Information <sup>10</sup>	48	In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?	CAHPS Health Plan 4.0 —Supplemental Items (HEDIS)
		50	In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment before you got it?	CAHPS Health Plan 4.0 —Supplemental Items (HEDIS)
		52	In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	CAHPS Health Plan 4.0 —Supplemental Items (HEDIS)
Care Coordination	Care Coordination <sup>11</sup>	31	When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care?	CAHPS Health Plan 5.0 —Supplemental Items

<sup>7</sup> As shown in the June 9, 2014 version of the “2015 Quality Rating System (QRS) and QHP Enrollee Survey Reporting Requirements and Guidance” document.

<sup>8</sup> The composites for the QHP Enrollee Survey are hypothesized, pending the results of the 2014 QHP Enrollee Survey Field Test. However, many of our composites are identical to CAHPS composites, so we aren't anticipating changes to the majority of the composites.

<sup>9</sup> Question numbers refer to the August 6, 2014 version of the QHP Enrollee Survey for field testing (OMB control number: 0938-1221).

<sup>10</sup> These items come from the National Committee for Quality Assurance (NCQA) HEDIS CAHPS Survey.

<sup>11</sup> This composite will be in the new CAHPS Health Plan 5.0 Supplemental Item set.

Crosswalk of QHP Enrollee Survey Questions included in the Quality Rating System, continued (2)

QRS Measure	Hypothesized QHP Enrollee Survey Composite	Survey Question Number	Question Wording	Question Source
Care Coordination	Care Coordination <sup>12</sup>	33	In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results?	CAHPS Health Plan 5.0 —Supplemental Items
		34	In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	CAHPS Health Plan 5.0 —Supplemental Items
		36	In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	CAHPS Health Plan 5.0 —Supplemental Items
		39	In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	CAHPS Health Plan 5.0 —Supplemental Items
		42	In the last 6 months, did you <b>get the help that you needed</b> from your personal doctor's office to manage your care among these different providers and services?	CAHPS Health Plan 5.0 —Supplemental Items

QRS Measure	Hypothesized QHP Enrollee Survey Composite	Survey Question Number	Question Wording	Question Source
Cultural Competence	Cultural Competence <sup>13</sup>	20	In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one?	CAHPS Health Plan 5.0— Supplemental Items

<sup>12</sup> This composite will be in the new CAHPS Health Plan 5.0 Supplemental Item set.

<sup>13</sup> This hypothesized composite does not include all of the cultural competence items from the CAHPS Health Plan 5.0 Supplemental because there were too many to include in the survey and they did not all fit within the scope of this survey. This essentially is a new hypothesized composite AIR is testing out.

Crosswalk of QHP Enrollee Survey Questions included in the Quality Rating System, continued (3)

QRS Measure	Hypothesized QHP Enrollee Survey Composite	Survey Question Number	Question Wording	Question Source
Cultural Competence	Cultural Competence <sup>14</sup>	60	In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	Modified from CG CAHPS 2.0, Adult Supplemental Items
		62	In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	Modified from CG CAHPS 2.0, Adult Supplemental Items
Plan Administration	Plan Administration <sup>15</sup>	54 <sup>‡</sup>	In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	CAHPS Health Plan 5.0
		55 <sup>‡</sup>	In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	CAHPS Health Plan 5.0

<sup>14</sup> This hypothesized composite does not include all of the cultural competence items from the CAHPS Health Plan 5.0 Supplemental because there were too many to include in the survey and they did not all fit within the scope of this survey. This essentially is a new hypothesized composite AIR is testing out.

<sup>15</sup> The standard CAHPS composite called “Health Plan Information and Customer Service” comprises two items that are numbered Q54 and Q55 in the QHP Enrollee Survey. The QHP Enrollee Survey also includes three related items that are not in the standard CAHPS composite, but which we think might be useful to include as single items Qs 56, 58, and 59. These five items are collected in the “Plan Administration” survey domain/topic in the QHP questionnaire. We expect to report the standard CAHPS 2-item composite so that the composite from the QHP Enrollee Survey is consistent with the composite in other CAHPS surveys. However, we will also determine if these three additional items form a reliable and meaningful composite with the two standard items and, if so, present those results to the CAHPS Consortium for their consideration in making future changes to the CAHPS Health Plan 5.0 questionnaire. AIR will be testing out composite labels after the field test psychometrics. This is a CAHPS Health Plan 5.0 Core Composite. <sup>‡</sup>Item included in the current CAHPS Health Plan 5.0 core version of this composite.

Crosswalk of QHP Enrollee Survey Questions included in the Quality Rating System, continued (4)

QRS Measure	Hypothesized QHP Enrollee Survey Composite	Survey Question Number	Question Wording	Question Source
Plan Administration	Single Item Measure (Plan Administration)	56	In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	New Question developed for QHP Enrollee Survey
		58	In the last 6 months, how often were the forms from your health plan easy to fill out?	CAHPS Health Plan 5.0
		59	In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	CAHPS Health Plan 5.0— Supplemental Items
Rating of all Health Care	Single Item Measure (Global Ratings)	10	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?	CAHPS Health Plan 5.0
Rating of Health Plan	Single Item Measure (Global Ratings)	63	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 in the last 6 months?	CAHPS Health Plan 5.0
Rating of Personal Doctor	Single Item Measure (Global Ratings)	37	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?	CAHPS Health Plan 5.0

Crosswalk of QHP Enrollee Survey Questions included in the Quality Rating System, continued (5)

QRS Measure	Hypothesized QHP Enrollee Survey Composite	Survey Question Number	Question Wording	Question Source
Rating of Specialist	Single Item Measure (Global Ratings)	46	We want to know your rating of the specialist you saw most often in the last 6 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 the specialist?	CAHPS Health Plan 5.0
Flu Vaccinations for Adults Ages 18–64	Single Item Measure (Preventive Services)	72	Have you had either a flu shot or flu spray in the nose since July 1, {YYYY FILL THE MEASUREMENT YEAR (2013 FOR THE SURVEY FIELDDED IN 2014)}?	CAHPS 5.0H <sup>16</sup> Survey
Aspirin Use and Discussion <sup>17</sup>	Single Item Measures (Preventive Services)	77	Do you take aspirin daily or every other day?	CAHPS 5.0H Survey
		78	Do you have a health problem or take medication that makes taking aspirin unsafe for you?	CAHPS 5.0H Survey
		79	Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?	CAHPS 5.0H Survey
		80	Are you aware that you have any of the following conditions? <i>Mark one or more.</i> High cholesterol, High blood pressure, Parent or sibling with heart attack before the age of 60	CAHPS 5.0H Survey
		81a–d	Has a doctor ever told you that you have any of the following conditions? <i>Mark one or more.</i> Heart attack, Angina or coronary heart disease, Stroke, Any kind of diabetes or high blood sugar.	CAHPS 5.0H Survey

<sup>16</sup> National Committee for Quality Assurance (NCQA) HEDIS CAHPS Survey.

<sup>17</sup> In the “2015 Quality Rating System (QRS) and QHP Enrollee Survey Reporting Requirements and Guidance” document, this measure is listed in the 2016 reporting year section because it is calculated using two-year rolling averages.

Crosswalk of QHP Enrollee Survey Questions included in the Quality Rating System, continued (6)

QRS Measure	Hypothesized QHP Enrollee Survey Composite	Survey Question Number	Question Wording	Question Source
Medical Assistance With Smoking and Tobacco Use Cessation <sup>18</sup>	Single Item Measures (Preventive Services)	74	In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	CAHPS 5.0H Survey
		75	In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.	CAHPS 5.0H Survey
		76	In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.	CAHPS 5.0H Survey

<sup>18</sup> In the “2015 Quality Rating System (QRS) and QHP Enrollee Survey Reporting Requirements and Guidance” document, this measure is listed in the 2016 reporting year section because it is calculated using two-year rolling averages.