

**ODJFS Methods for the Consumer Satisfaction
Performance Measure**

**For the
Covered Families and Children (CFC) Program**

Provider Agreement Effective July 1, 2007 to June 30, 2008

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Overall Satisfaction with MCP

The average rating of the respondents to the Consumer Satisfaction Survey who were asked to rate their overall satisfaction with their MCP.

The results of this measure cannot be compared to the *National Medicaid Results for Selected HEDIS/CAHPS Measures* published by the National Committee for Quality Assurance (NCQA). The results published by NCQA are separated for adults and children and use different methods than ODJFS uses to calculate satisfaction ratings. CAHPS results as presented in Ohio's *Annual Medicaid Managed Care Customer Satisfaction Survey* aggregate responses for all ages.

Numerator:

Sum of ratings received in response to the question in which respondents rate their MCP on a scale of 0 to 10, where 10 represents the best possible health insurance plan and 0 represents the worst possible health insurance plan. This calculation includes responses from both the adult and child surveys following CAHPS 4.0 (children) 4.0H (adults) protocol.

Denominator:

Number of total adults and children who responded to the CAHPS survey question relating to the rating of the health plan.

Weighting Methodology:

Survey results are weighted to be representative of the total eligible number of adult Medicaid consumers and child Medicaid consumers per MCP per county. Each respondent receives a weight based on: 1) whether the respondent is an adult or child; and 2) the county in which the respondent resides.

Sample Design:

The respondents to the survey represent a randomly drawn sample of the population of Medicaid consumers who are enrolled in the MCP. To be part of the sample, MCP consumers have to have been continuously enrolled in the same MCP for 5 of the 6 months previous to the survey date and must have been enrolled in the MCP at the time of the survey. The sample provides an estimate of the overall rating of the MCP for the entire population of Medicaid consumers enrolled in the MCP statewide with a goal of a 95% confidence interval.

Data Source: Annual CAHPS Medicaid Consumer Satisfaction Survey

Report Period: CAHPS Medicaid Consumer Satisfaction Survey, CY 2008