MDHHS
Michigan Department of Health & Human Services

2024 CSHCS CAHPS Report

Mic Depew
Quality Improvement Specialist
Children's Special Health Care Services

Agenda

- CAHPS Overview
- Survey Results
- Trend Analysis
- Key Takeaways

CAHPS Overview

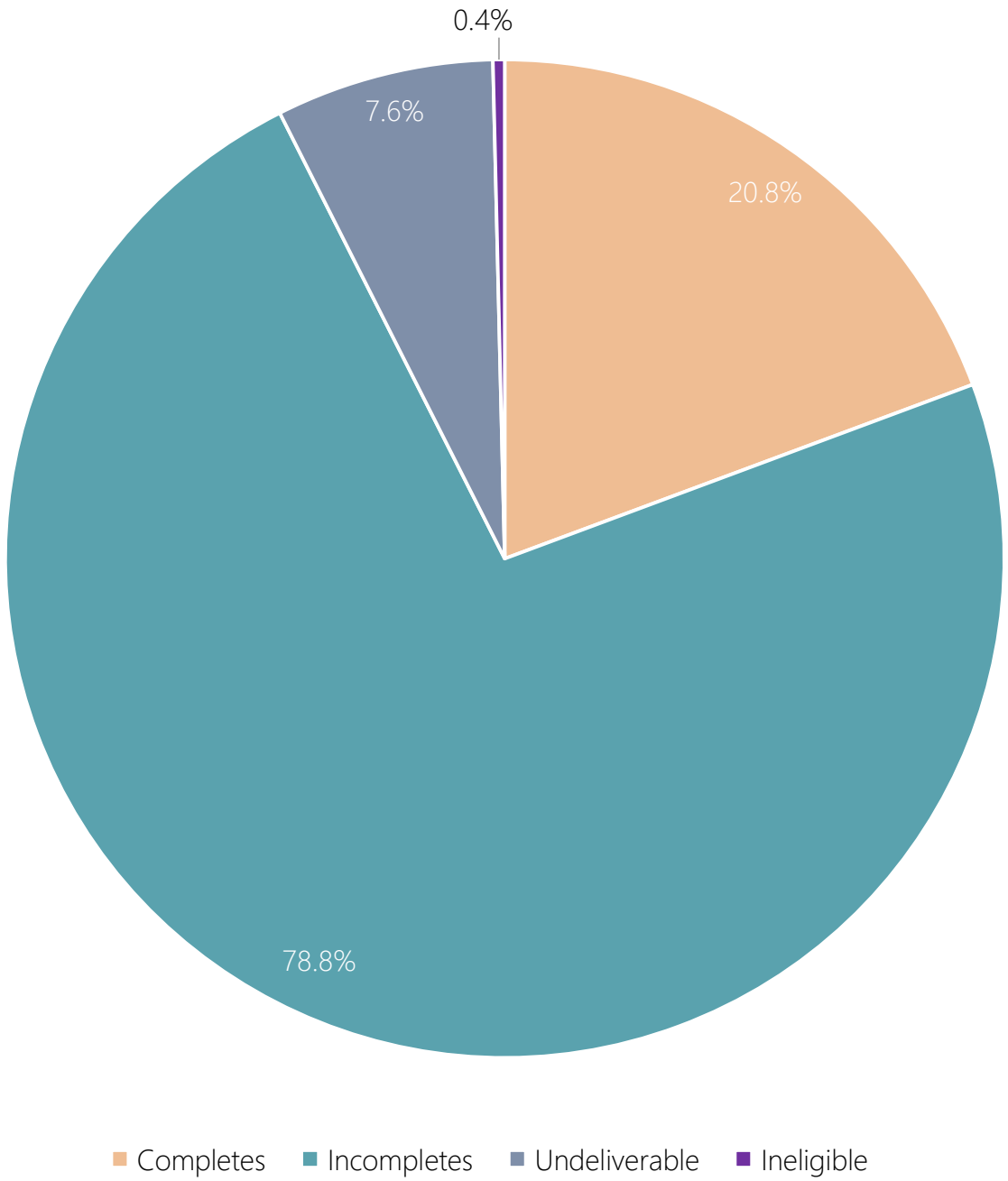
Consumer's Assessment of Healthcare Providers and Systems

- The Michigan Department of Health and Human Services (MDHHS) assesses the perceptions and experiences of members enrolled in Children's Special Health Care Services (CSHCS) as part of its process for evaluating the quality of health care services provided to child members.
- MDHHS contracted with Health Services Advisory Group, Inc. (HSAG) to administer and report results of the CSHCS Survey.
- The CSHCS survey is a modified version of the Consumer Assessment of Healthcare Providers and Systems (CAHPS 5.1) Child Medicaid Health Plan Survey with the Healthcare Effectiveness Data and Information Set (HEDIS) supplemental item set and Children with Chronic Conditions (CCC) measurement set.
- The surveys were completed by parents and caregivers of child members from July to October 2024.
- The goal of the CSHCS Survey is to provide performance feedback that is actionable and that will aid in improving members' overall experiences.

Survey Administration Overview

Surveys were completed by parents or caregivers of child members from July 12, 2024, to October 18, 2024.

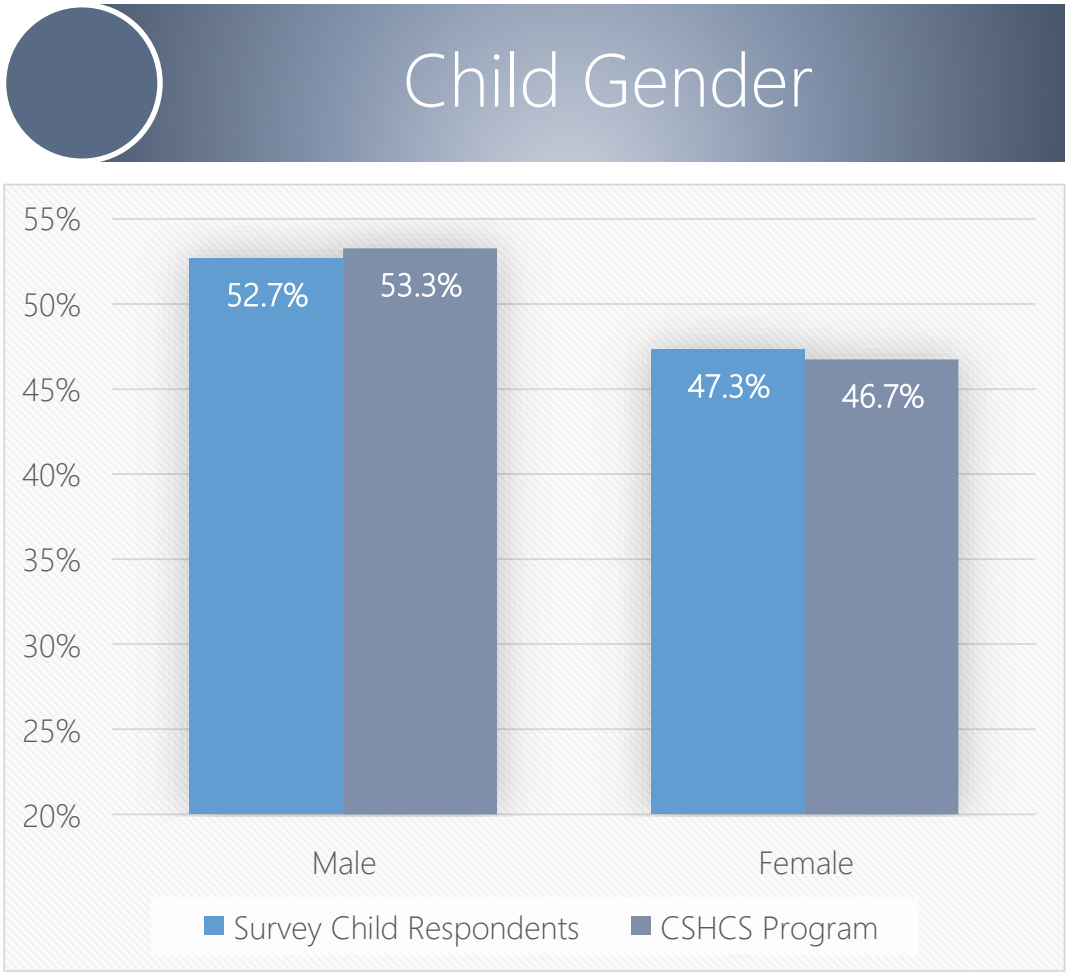
Total sample size	14,642
Completed surveys	3,047
Not completed	11,531
Undeliverable	1,112
Ineligible	64
Response Rate	20.9%



Respondent Child Demographics

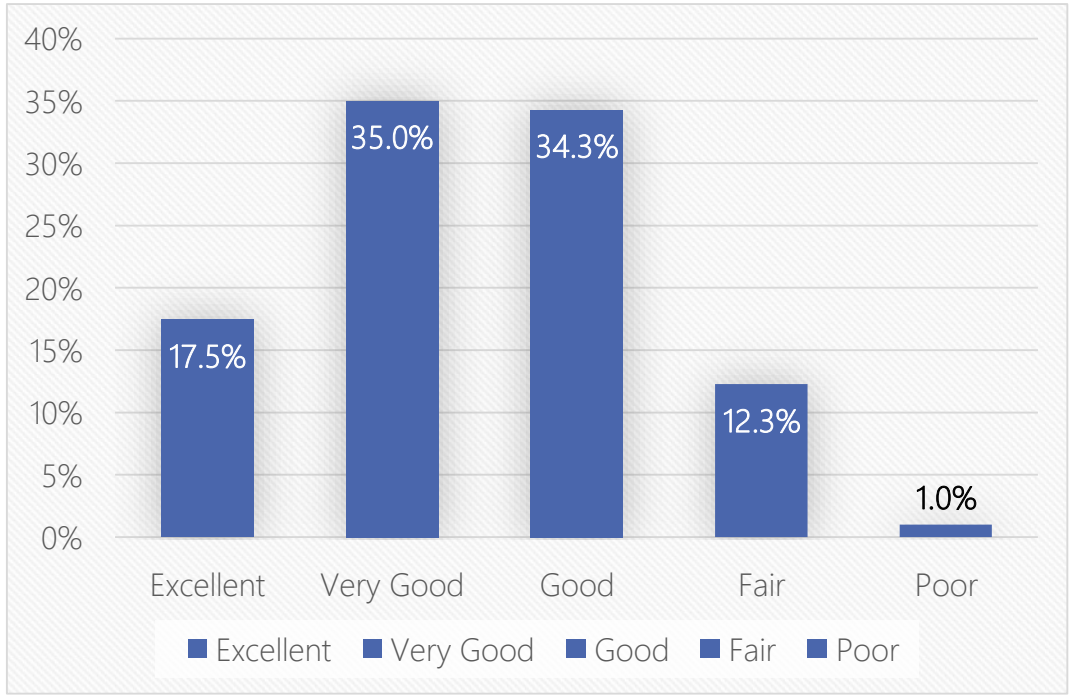
- HSAG compared the demographic characteristics of child members whose parents or caretakers responded to the survey to the characteristics of all members in the sample frame.

- Gender respondent percentages were not significantly different than the sample frame percentages.

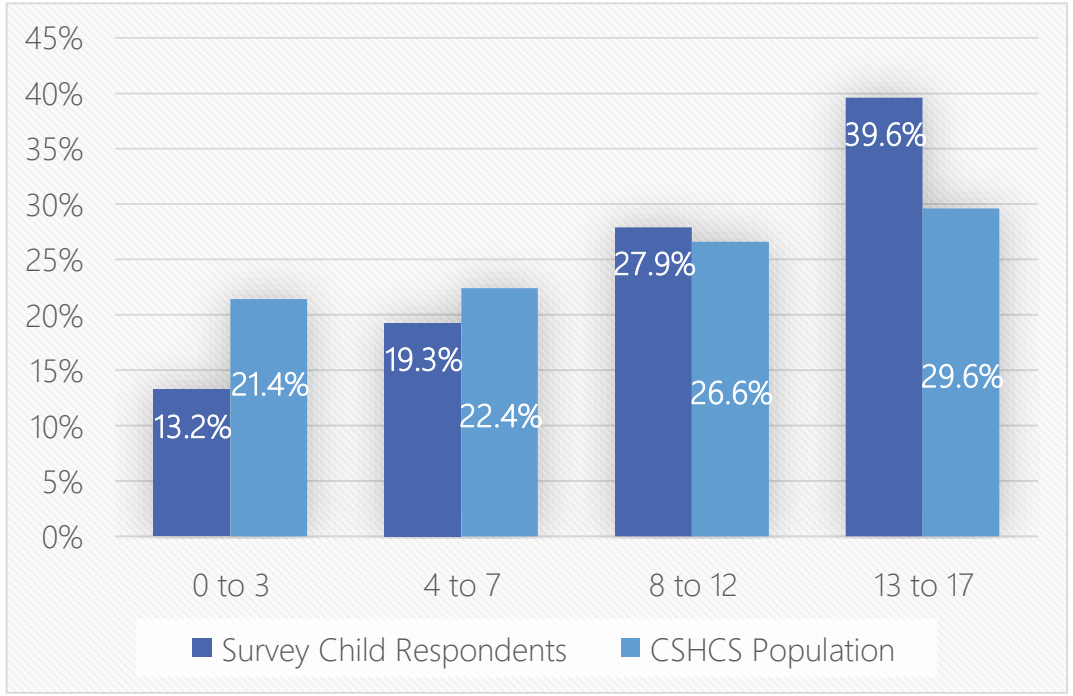


Respondent Child Demographics

General Health Status



Age

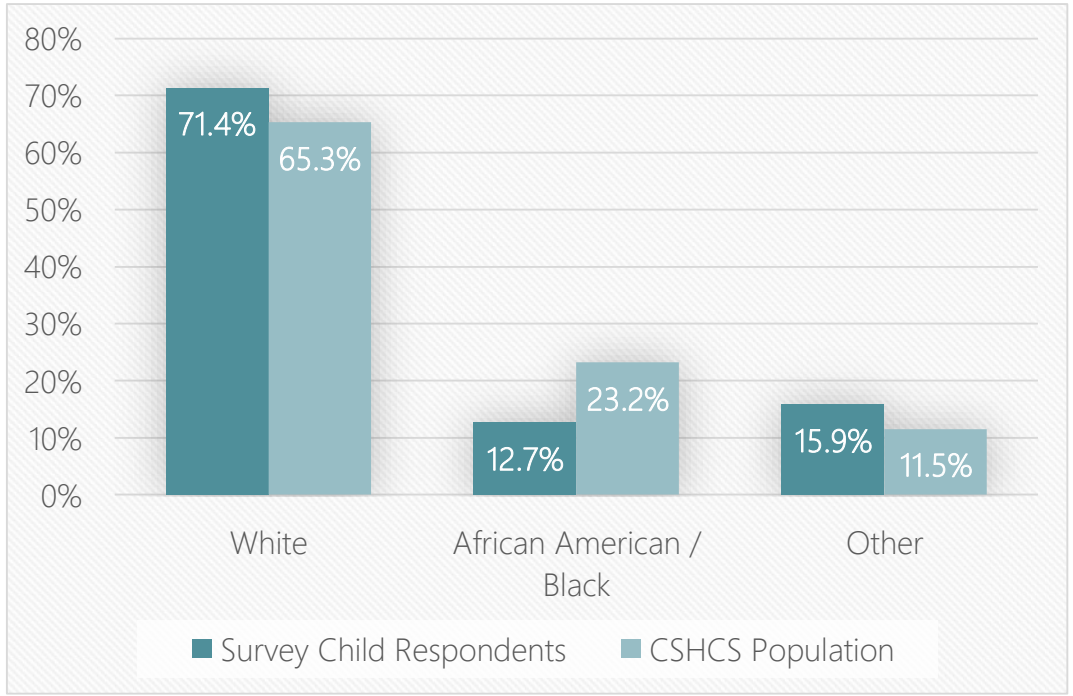


Statistical Significance to Sample Frame

Ages 0-3 are significantly lower
Ages 4 to 7 are significantly lower
Ages 13 to 17 are significantly higher

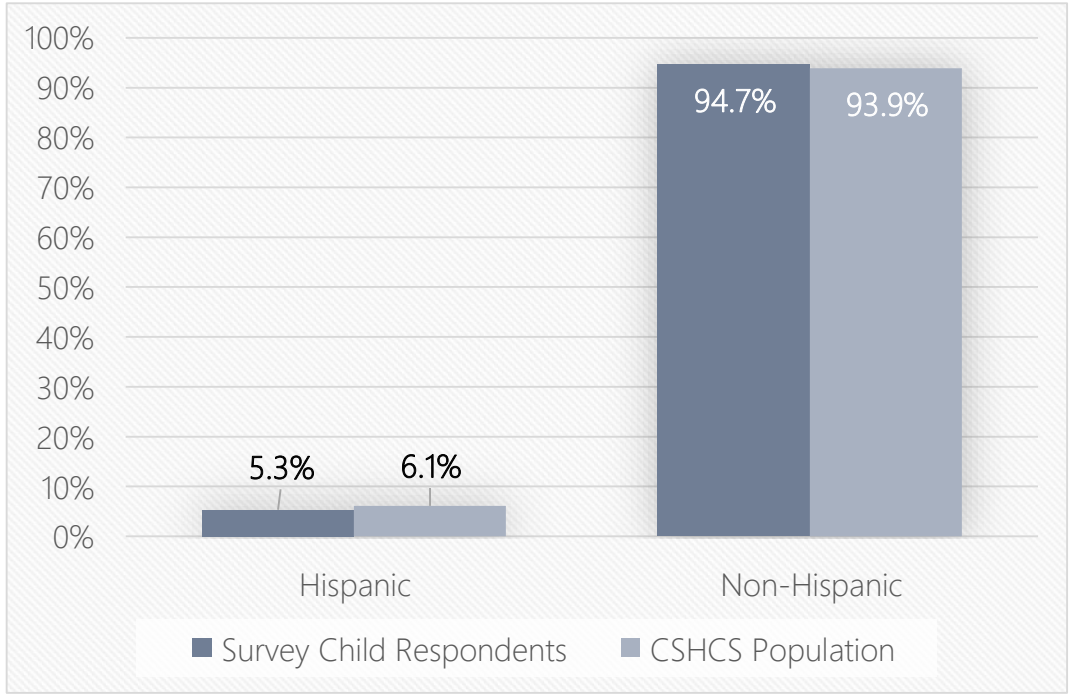
Respondent Child Demographics

Race



Statistical Significance to Sample Frame
% White is significantly higher
% African American/Black is significantly lower
% Other is significantly higher

Ethnicity

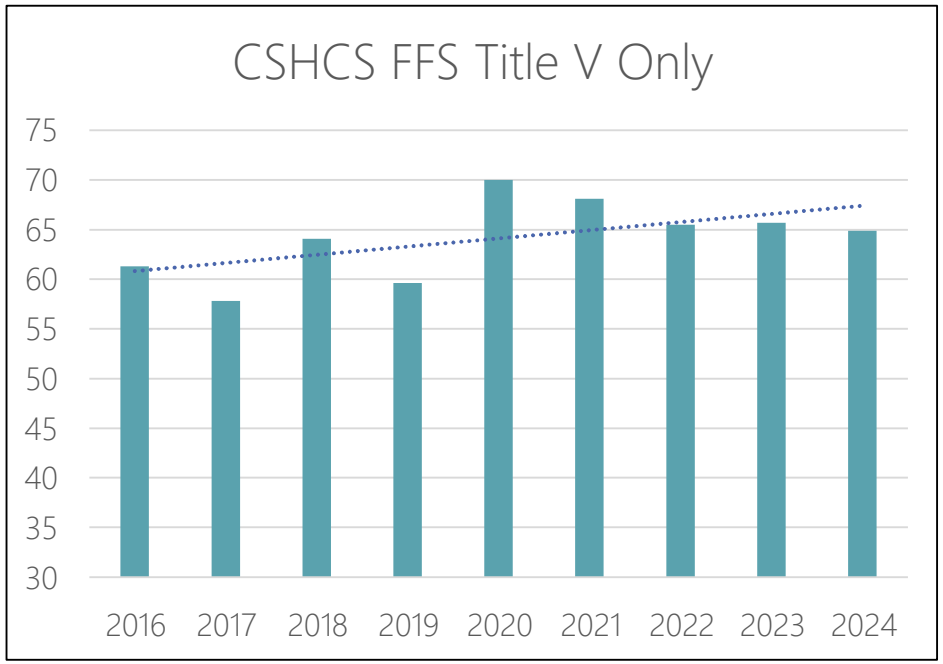


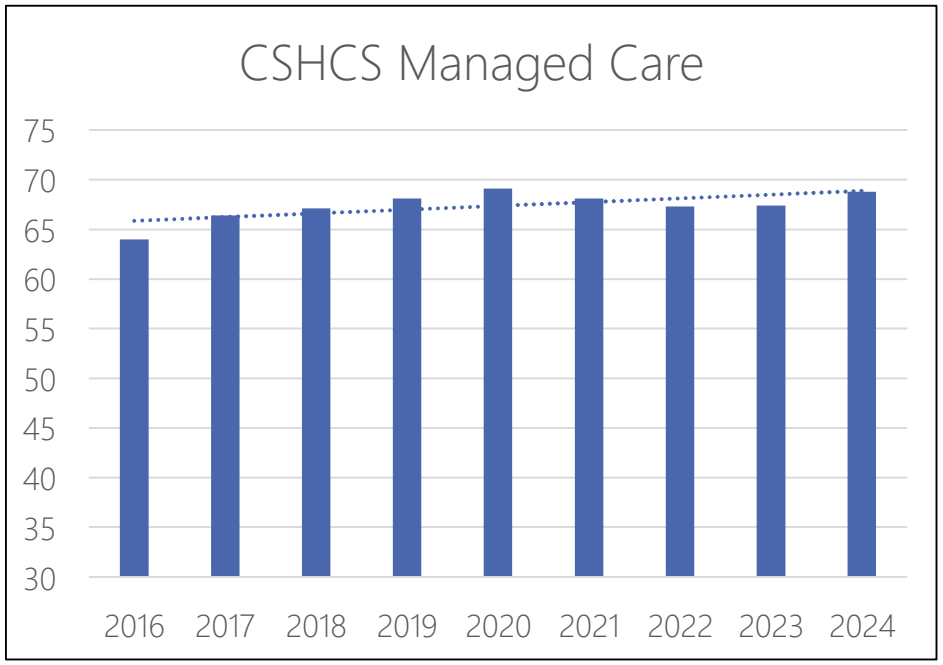
Statistical Significance to Sample Frame
Respondent percentages are not significantly different than CSHCS population.

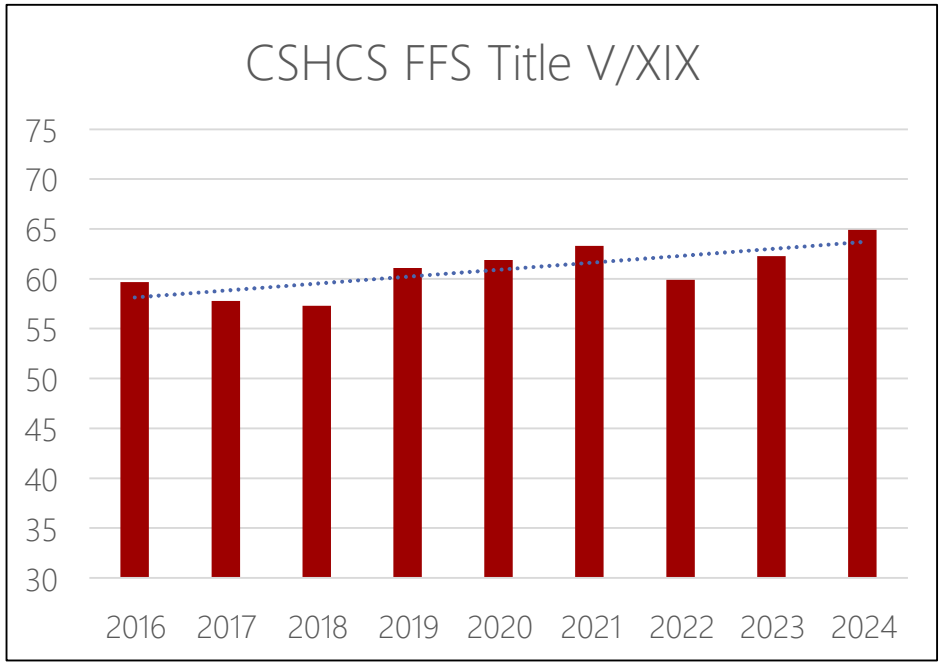
Health Plan

Global Rating – Health Plan

- In 2024, 67.7% of all respondents reported a Top Box rating (9 or 10) for their health plan.
- For 2024, the CSHCS FFS Title V Program, CSHCS FFS Title V/XIX Program, and CSHCS Managed Care Program were not significantly different than in 2022 or 2023.







Health Plan Rating Key Drivers

Why do respondents rate their Health Plan below the Top Box score?

<u>Child's personal doctor interactions:</u>

Doctor spent enough time with the child.

- 2.7x more likely to provide low rating if answered "Never" or "Sometimes" compared to "Always"

<u>Special Medical Equipment:</u>

Ease of getting special medical equipment the child needed.

- 3x more likely to provide low rating if answered "Never" or "Sometimes" compared to "Always"

Health Plan Rating Key Drivers

Why do respondents rate their Health Plan below the Top Box score?

<u>Health Plan Service:</u>

Customer service gave the parent/caretaker the information or help needed.

- 3.7x more likely if answered "Never" or "Sometimes" compared to "Always"

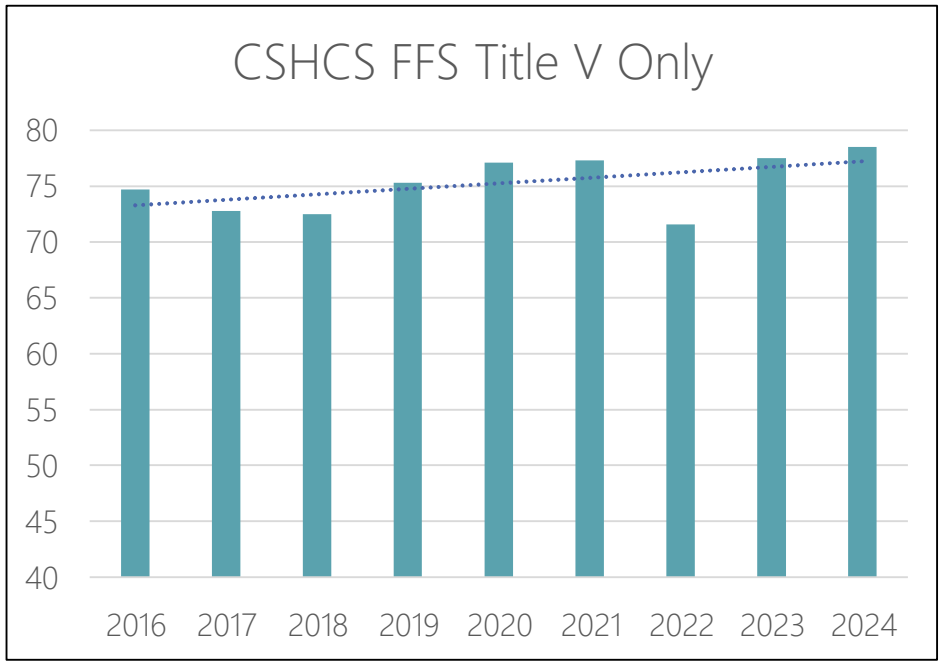
Ease of filling out forms from the child's health plan.

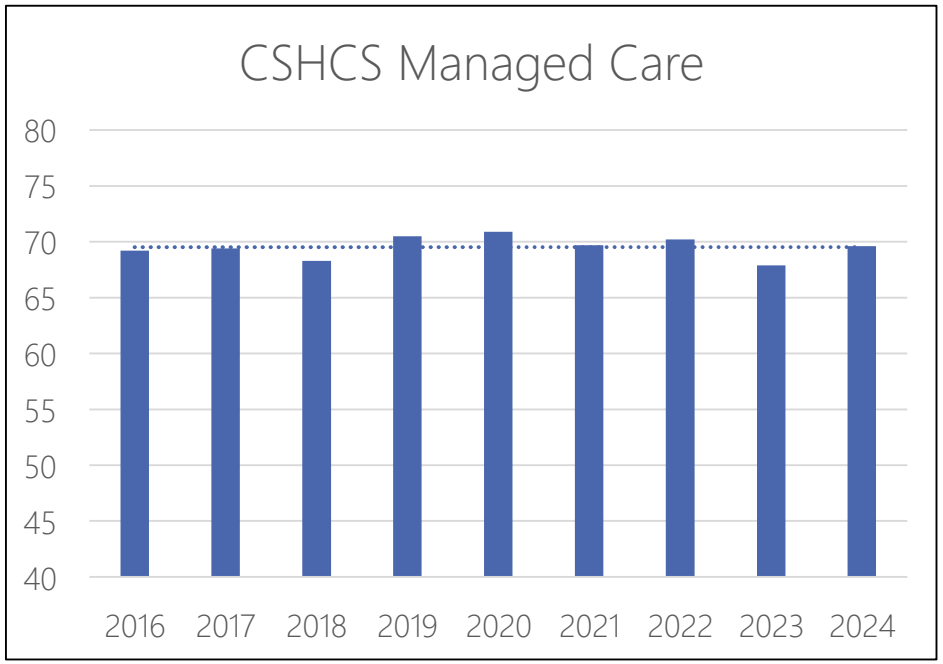
- 3x more likely if answered "Never" or "Sometimes" compared to "Always"

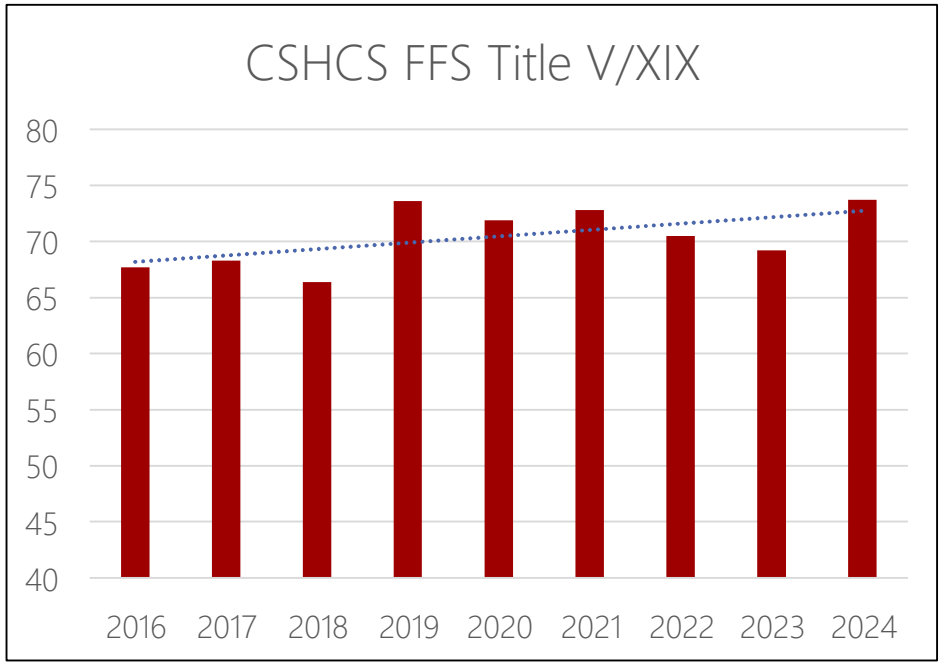
Health Care

Global Rating – Health Care

- In 2024, 71.6% of all respondents reported a Top Box rating (9 or 10) for their health care.
- For 2024, the CSHCS FFS Program (Combined CSHCS FFS Title V and CSHCS FFS Title V/XIX) rating 76.8% was significantly higher than the CSHCS Managed Care Program rating of 69.6%.
- The 2024 CSHCS FFS Title V Only Program Top-Box score was significantly higher than 2022.







Health Care Rating Key Drivers

Why do respondents give their health care an unfavorable rating?

<u>Child's personal doctor interactions:</u>

Doctor showed respect for what the parent/caregiver said.

- 4.6x more likely to provide low rating if answered "Never" or "Sometimes" compared to "Always"

Doctor spent enough time with child.

- 3.3x more likely to provide low rating if answered "Never" or "Sometimes" compared to "Always"

Health Care Rating Key Drivers

Why do respondents give their health care an unfavorable rating?

<u>Health Plan Service:</u>

Parent/Caregiver was treated with courtesy and respect by the child's health plan's customer service staff.

- 2.9x more likely to provide low rating if answered "Never" or "Sometimes" compared to "Always"

Ease of filling out forms from the child's health plan.

- 2.9x more likely to provide low rating if answered "Never" or "Sometimes" compared to "Always"

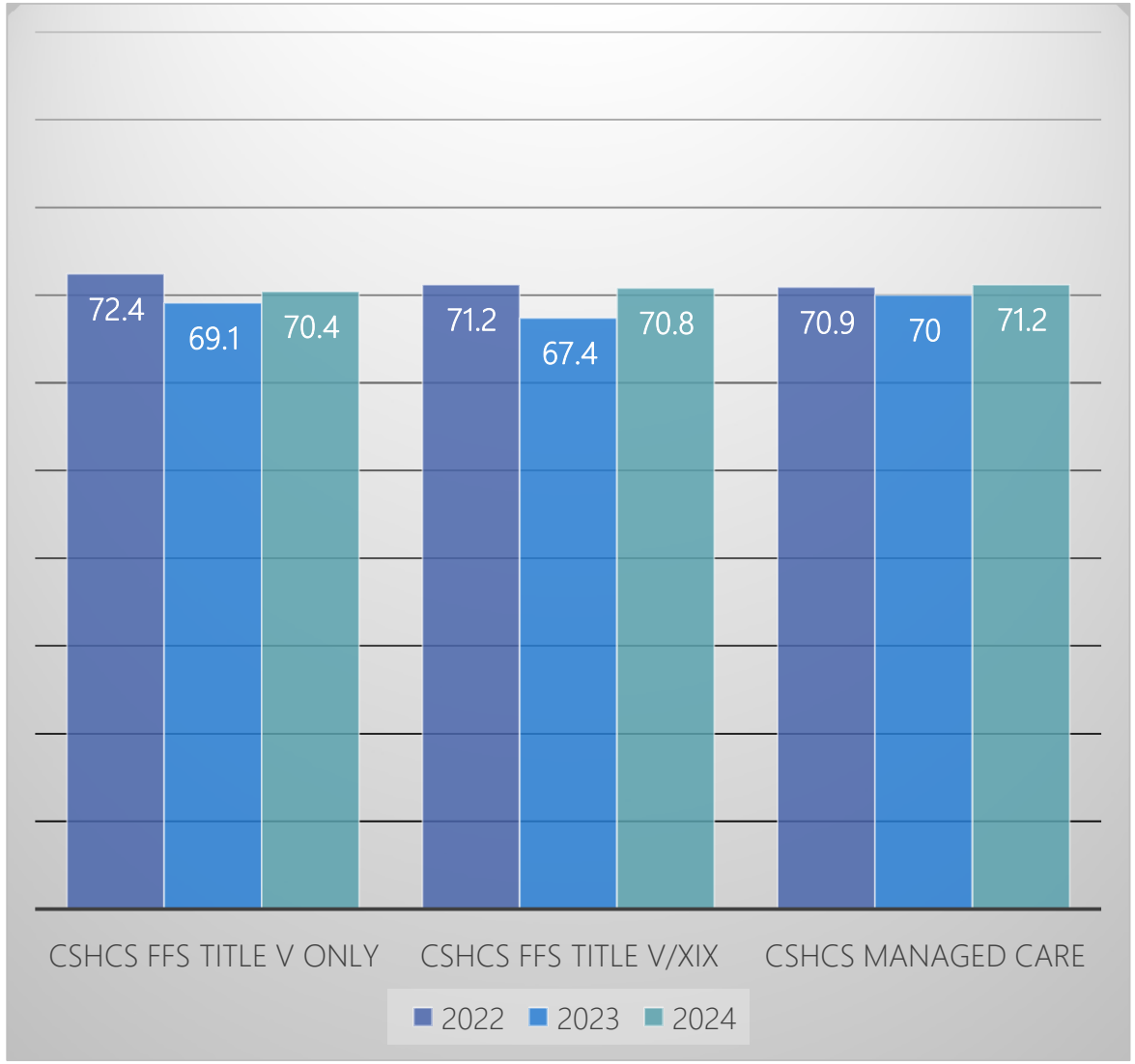
Specialists and Specialized Services

Composite Rating – Access to Specialized Services

Top-Box score = Usually or Always

There was no significant difference in the 2024 top-box scores when comparing to 2022 and 2023.

The CSHCS FFS Title V Only, CSHCS FFS Title V/XIX, and CSHCS Managed Care programs all had 2024 scores that were not significantly different from each other.

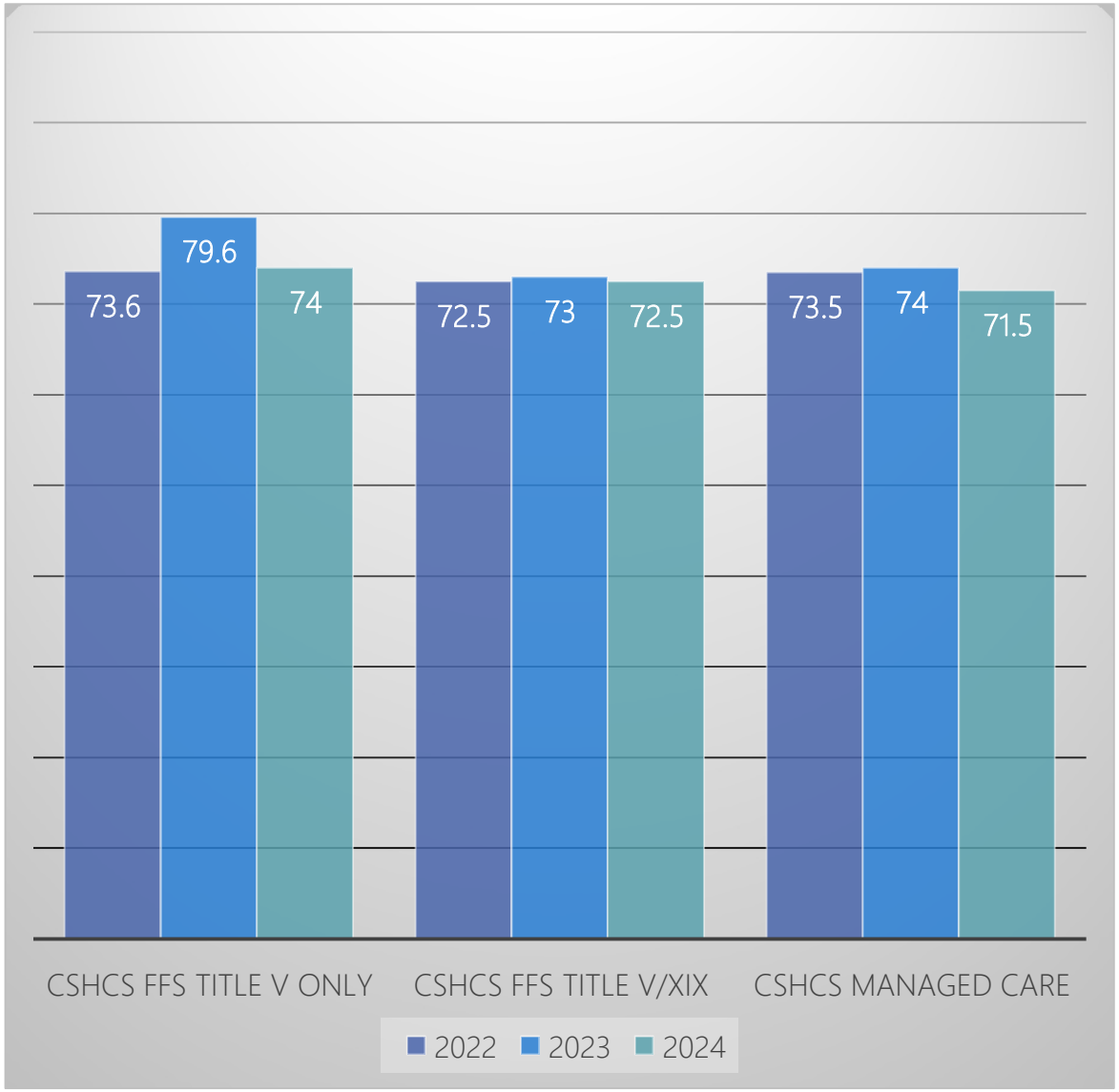


Specialist Seen Most Often

Global Rating Top-Box score = 9 or 10

In 2024, CSHCS FFS Title V Only, CSHCS FFS Title V/XIX, and CSHCS Managed Care all had Top-Box scores exceeding 70%. These scores were not significantly different from each other.

The CSHCS FFS Title V only Program had Top-Box scores in 2024 that were statistically significantly lower than 2023.



Specialist Seen Most Often Rating Key Drivers

Why do respondents give an unfavorable rating to their child's Specialist?

<u>Child's personal doctor interactions:</u>

Doctor spent enough time with the child.

- > 2x more likely to provide low rating if answered "Sometimes", "Never", or "Usually" when compared to "Always"

Doctor listened carefully to the parent/caretaker.

- > 3x more likely to provide low rating if answered "Sometimes" or "Never" when compared to "Always"

Transportation

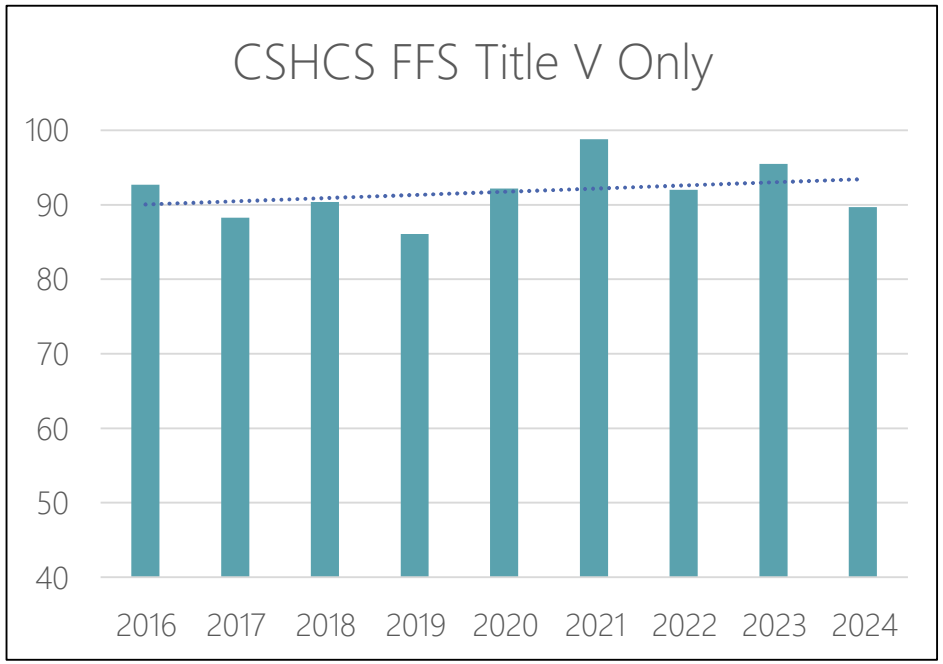
** There were less than 100 responses for both the CSHCS FFS Title V Only and CSHCS FFS Title V/XIX programs.*

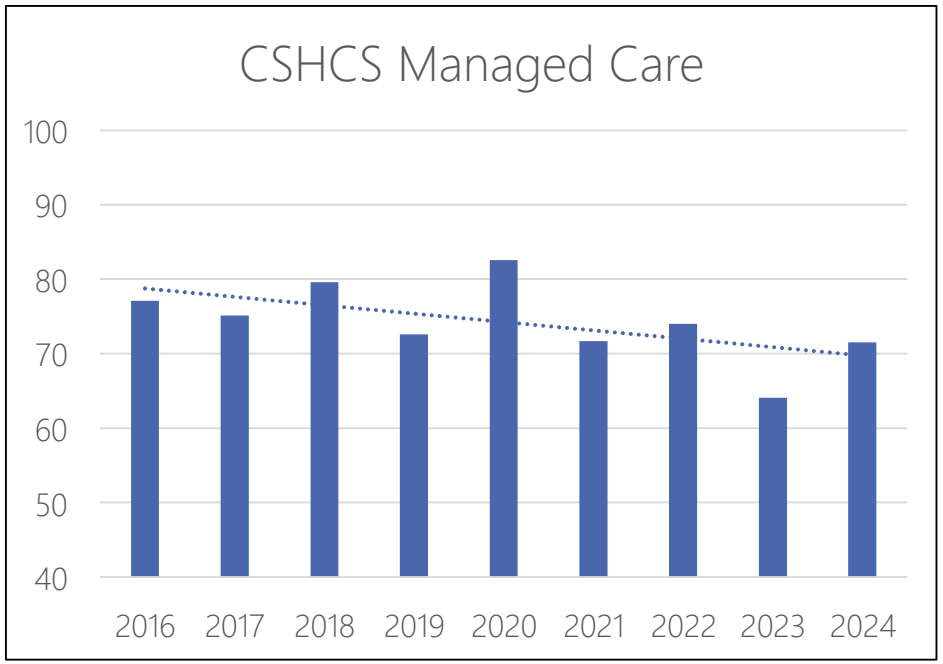
Transportation

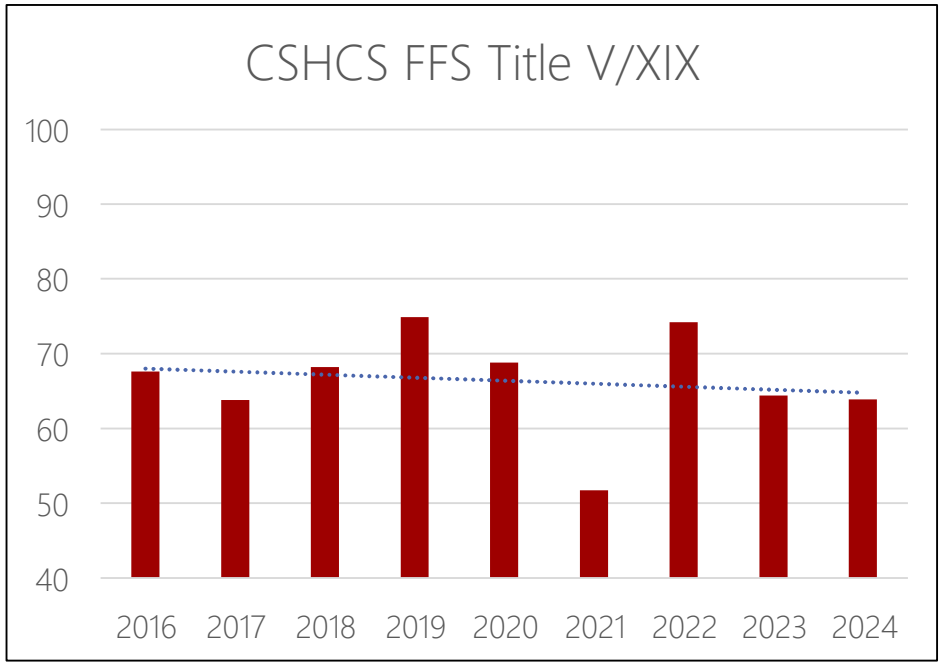
Top-Box score = Usually or Always

In 2024, the CSHCS FFS Title V Only program rating (89.7%) was statistically significantly higher than the CSHCS FFS Title V/XIX program rating (63.9%).

The CSHCS FFS Title V Only program mean rating (91.7), from 2016-2024, is statistically significantly higher than both the CSHCS Title V/XIX (66.2) and the CSHCS Managed Care (74.8) programs.





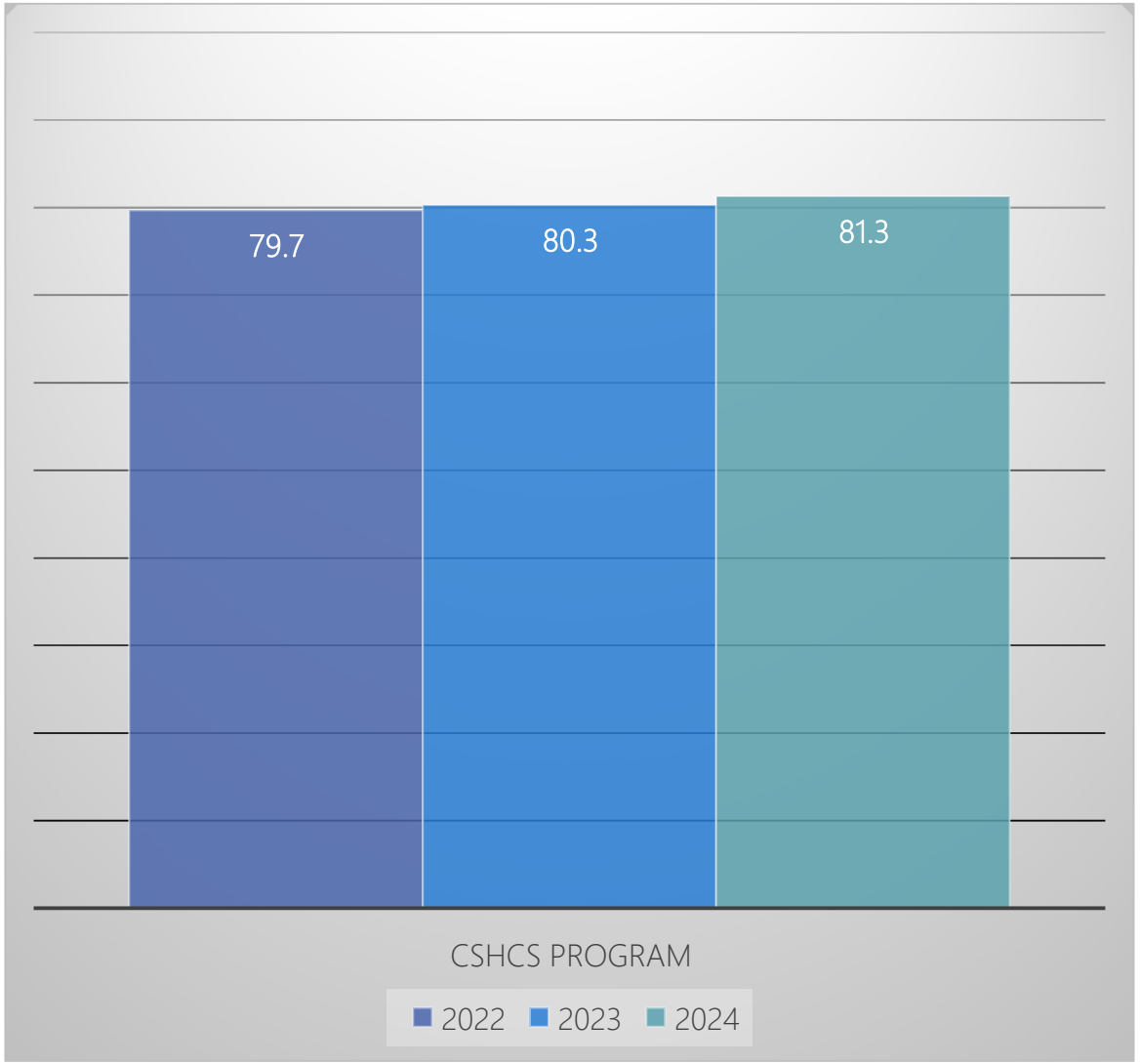


Local Health Department Services

Local Health Department

Top-Box score = Extremely or Somewhat Satisfied

The 2024 CSHCS Program top-box score of 81.3% was not statistically significantly different from the scores in 2022 and 2023.

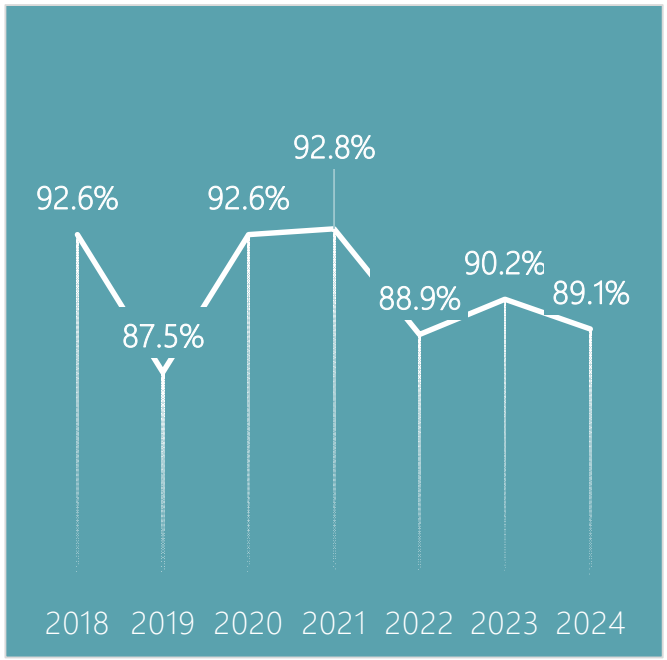


Additional Measures

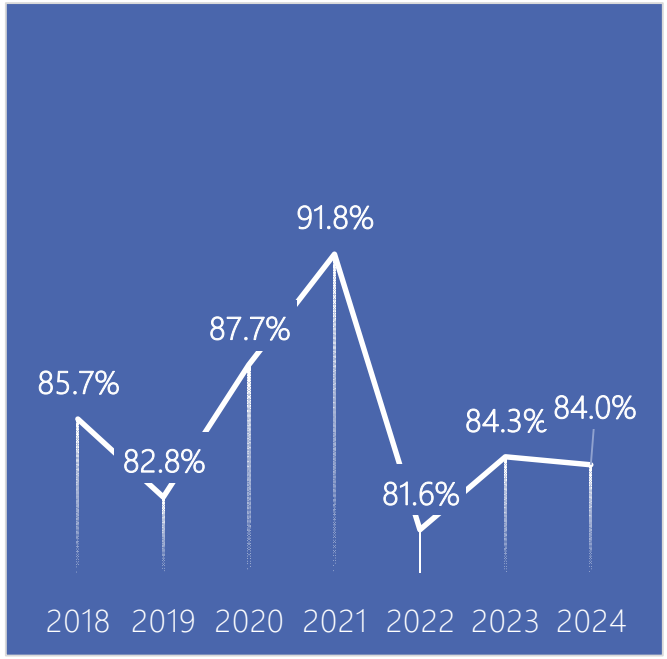
Customer Service

Top-Box Score = Usually or Always

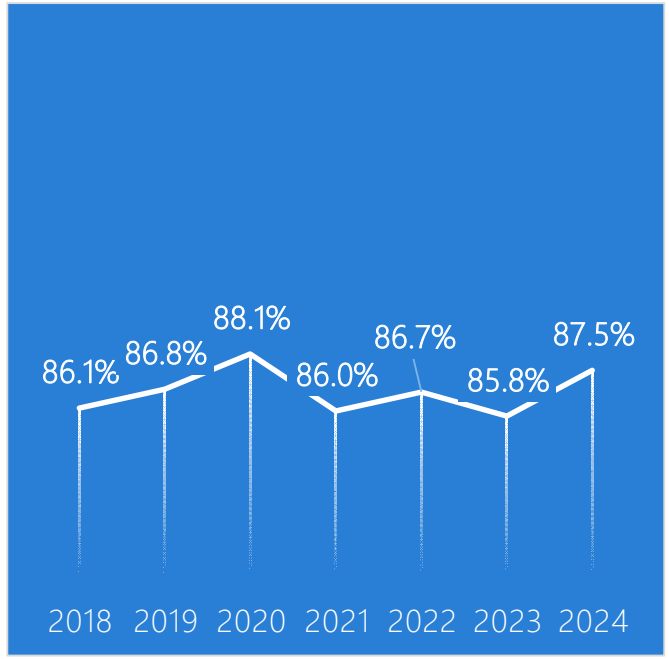
CSHCS FFS Title V Only



CSHCS FFS Title V/XIX



CSHCS Managed Care

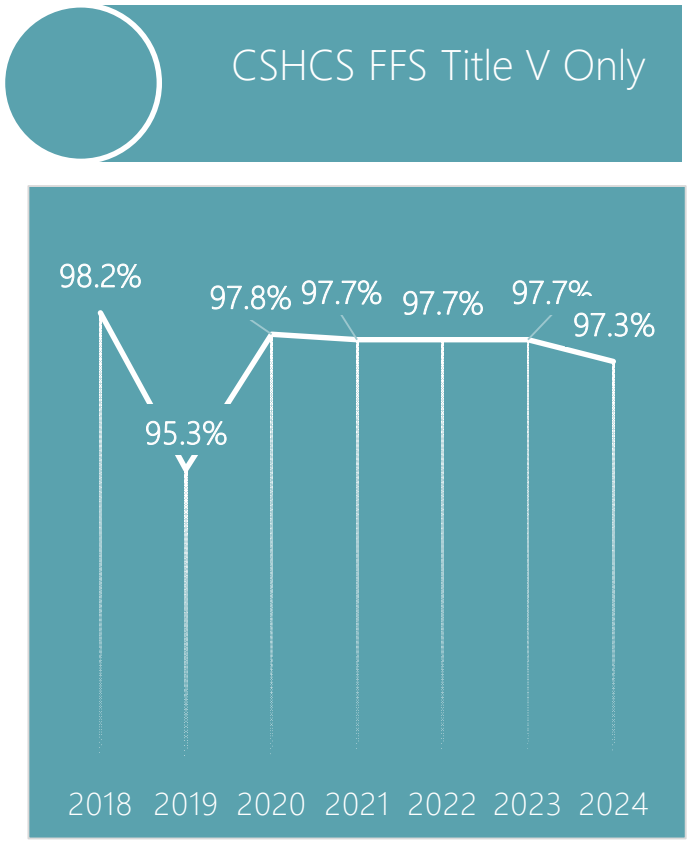


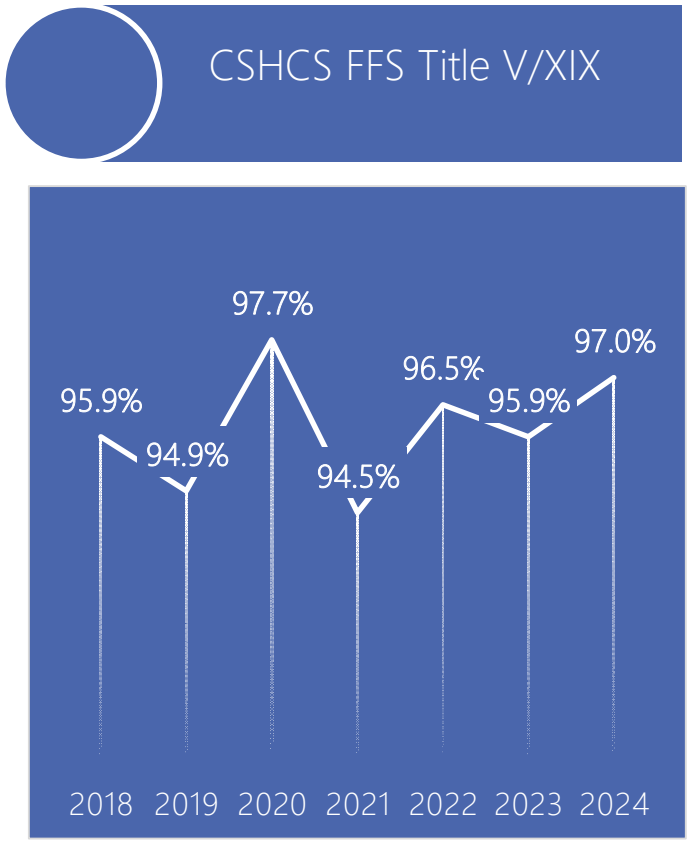
CSHCS FFS Title V Only, CSHCS FFS Title V/XIX, and CSHCS Managed Care had similar results and were not statistically significantly different from each other.

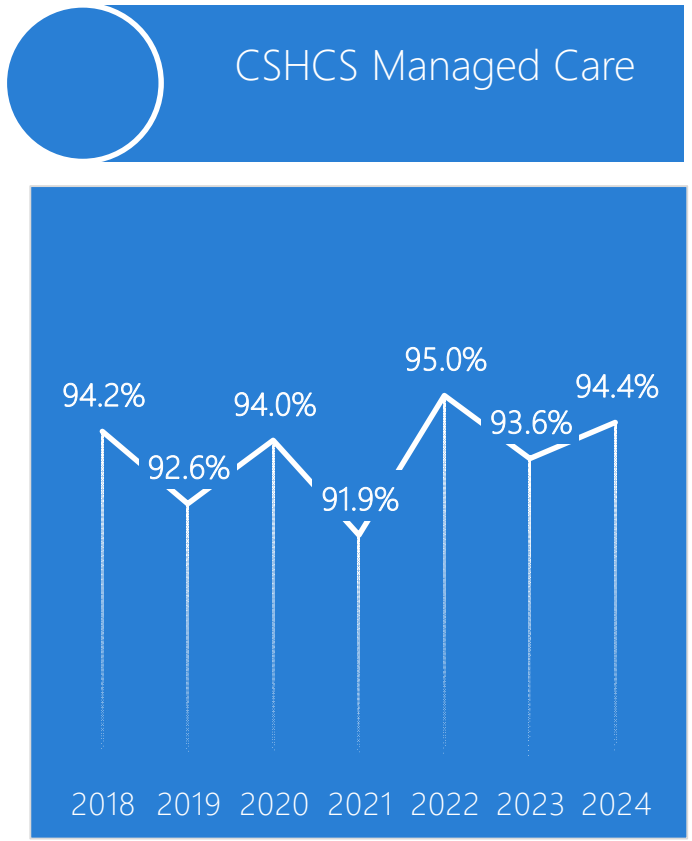
** CSHCS FFS Title V/XIX Program received fewer than 100 responses.*

How Well Doctors Communicate

Top-Box Score = Usually or Always



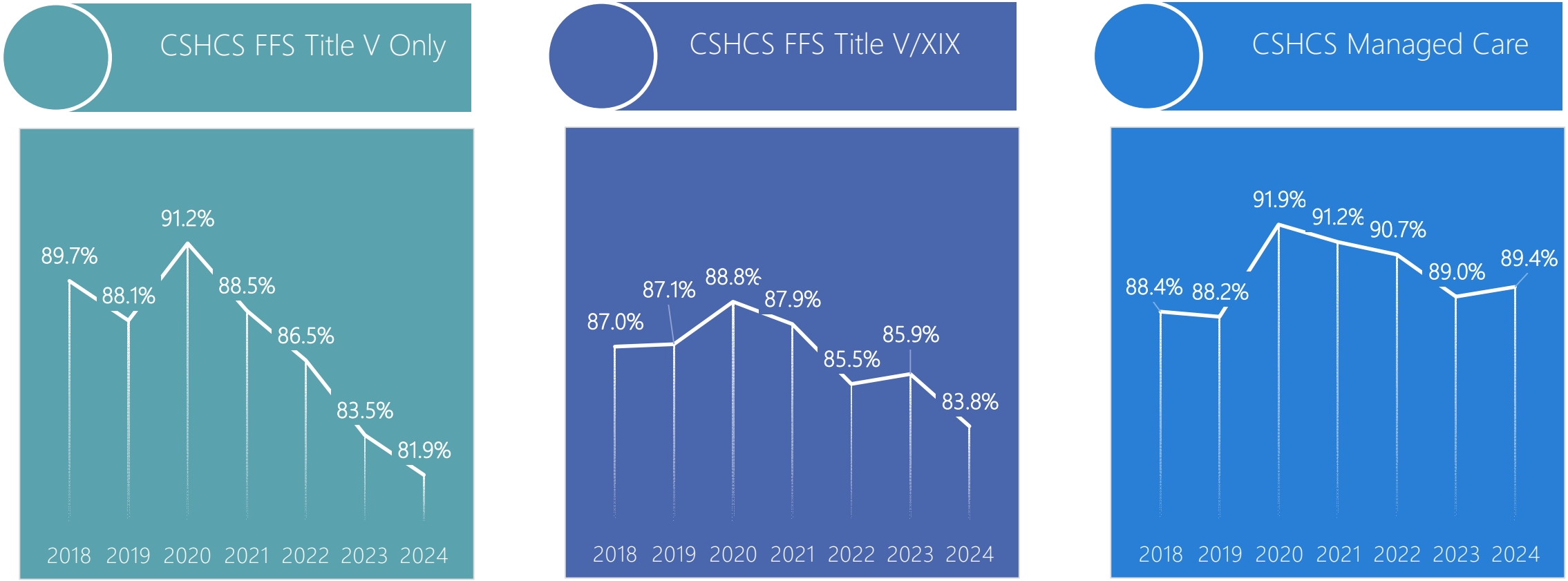




The CSHCS FFS (Title V only and Title V/XIX) program 2024 rating (97.2%) was statistically significantly higher than CSHCS Managed Care (94.4%).

Access to Prescription Medicines

Top-Box Score = Usually or Always



The CSHCS FFS Program (Title V only and Title V/XIX combined) had a statistically significantly lower score (82.6%) than the CSHCS Managed Care Program (89.4%).

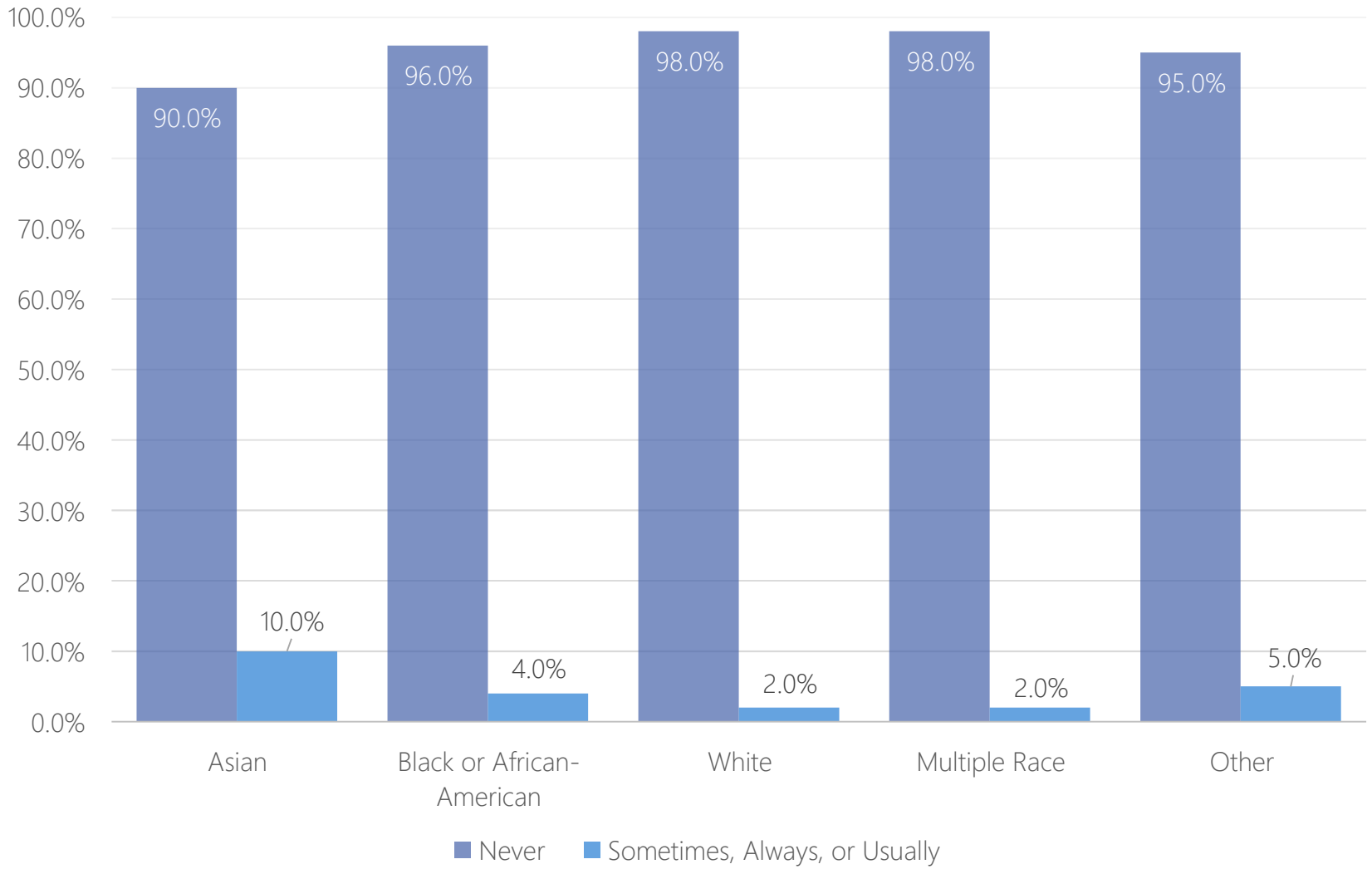
Health Fairness

Treated Unfairly Because of Child's Race

Top Box score = Never

Over 97% of survey respondents felt that their child was never treated unfairly because of the child's race.

The Asian and Other race enrollees were statistically significantly lower than the White race group.



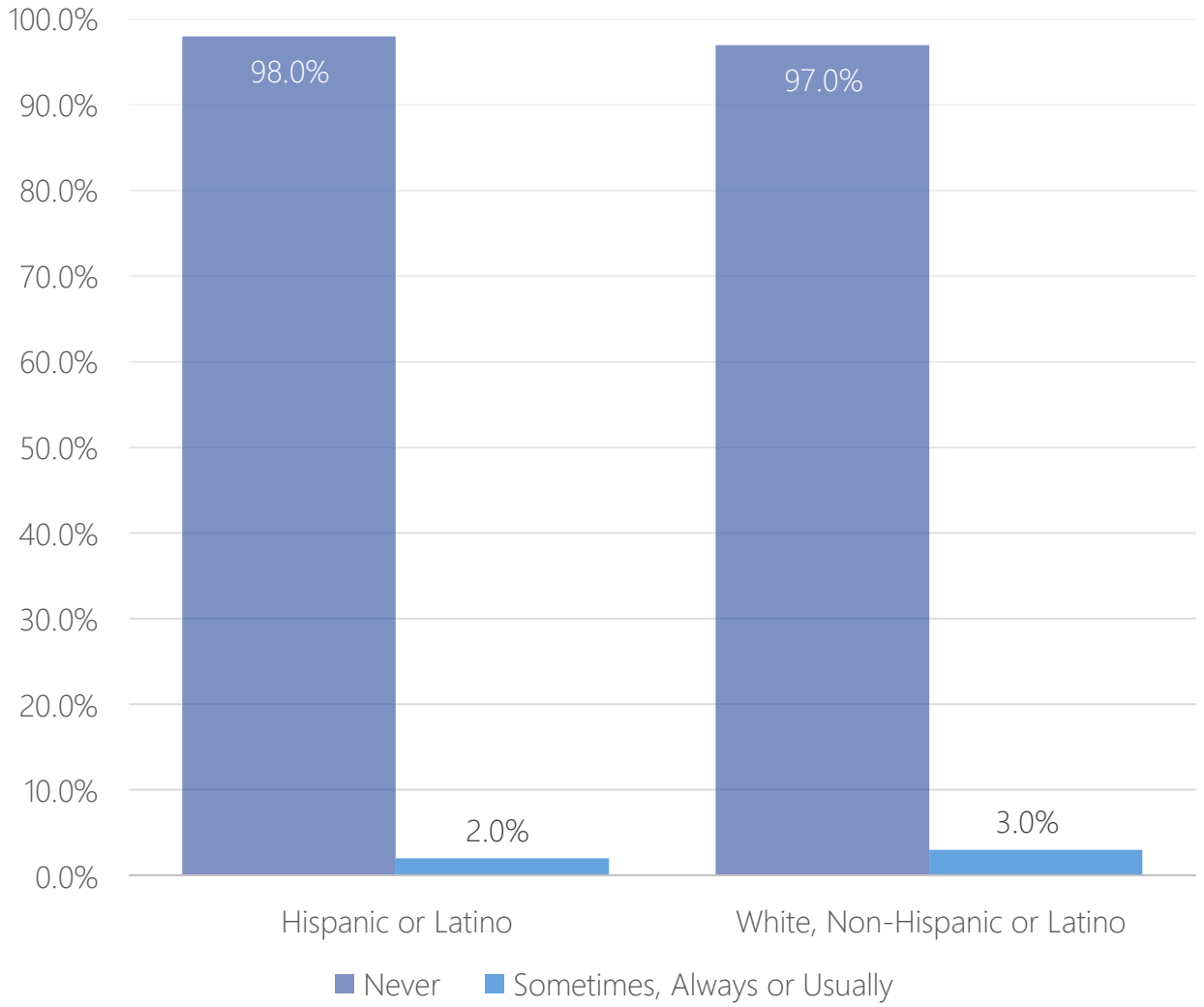
*Slide is based on CSHCS calculations and analysis

Treated Unfairly Because of Child's Ethnicity

Top Box score = Never

Over 97% of all survey respondents felt their child was never treated unfairly because of ethnicity.

There was no significance in rating between those who identify as Hispanic or Latino, and the Non-Hispanic or Latino, White reference population.

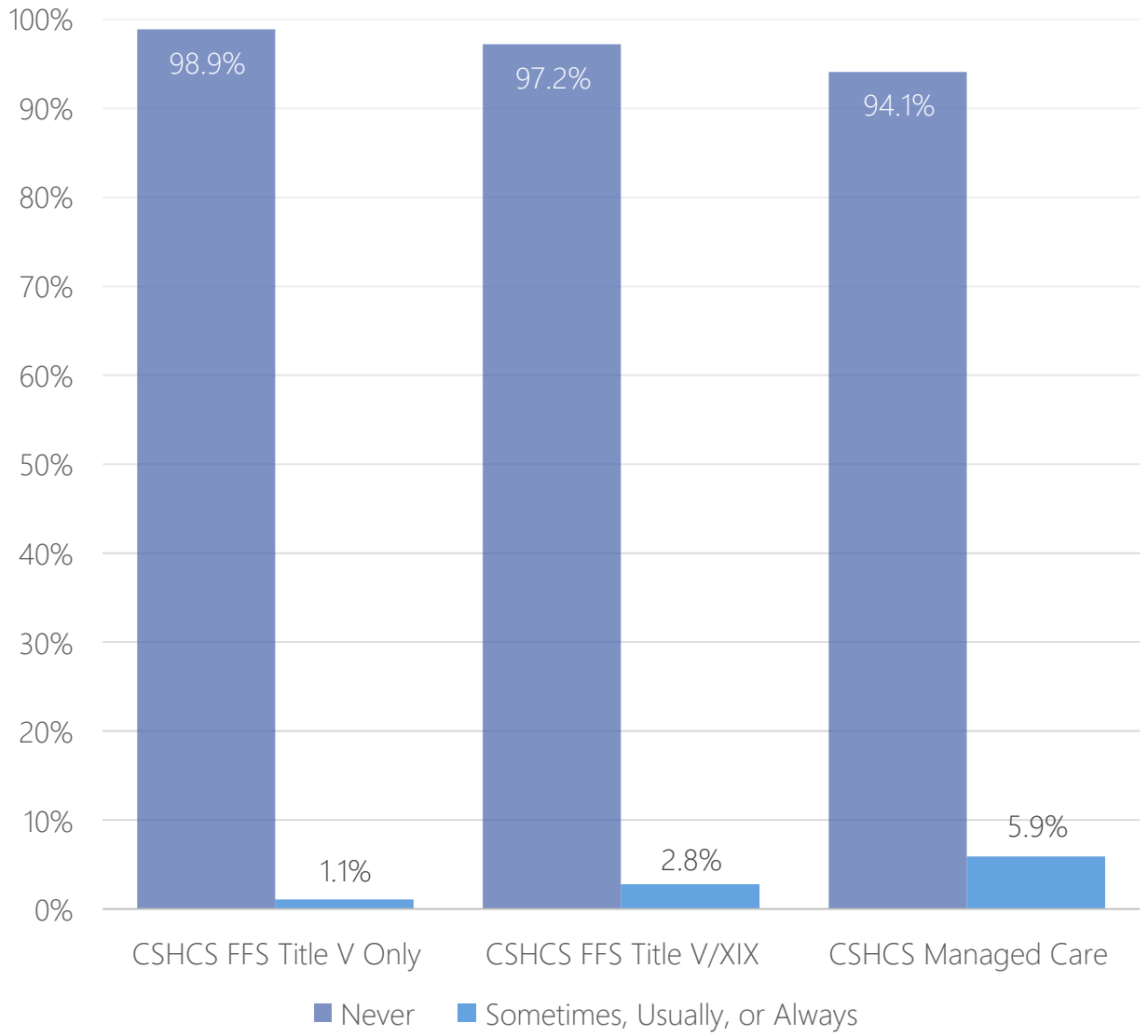


*Slide is based on CSHCS calculations and analysis

Treated Unfairly Because of the Type of Health Insurance

In the last 6 months, how often did your child's doctor or other health provider treat your child unfairly because of the type of health insurance your child has?

- Top Box score = Never
- The CSHCS FFS Program and the CSHCS/Medicaid FFS Program reported they were treated unfairly significantly less than the CSHCS Managed Care Program.



Medically Complex Comparisons

Medically Complex Comparisons

Medically Complex
- 3 organ systems and requires tech dependency
or
- 4 or more organ systems.

Comparison was made between Medically Complex enrollees and Non-Medically Complex enrollees.

** Fewer than 100 Medically Complex responses.*

CAHPS Measure	Medically Complex	Non-Medically Complex	Statistical Significance
Rating of Health Plan	65.2%	67.9%	
Rating of Health Care	71.3%	72.3%	
Rating of Specialist Seen Most Often	71.4%	72.3%	
* Customer Service	81.2%	88.3%	Lower
How Well Doctors Communicate	94.4%	95.6%	
Access to Specialized Services	67.6%	71.5%	
* Transportation	62.3%	76.7%	Lower
Access to Prescription Medicines	84.1%	87.3%	
Not Felt Treated Unfairly: Race and Ethnicity	97.2%	97.3%	
Not Felt Treated Unfairly: Health Insurance	95.4%	95.7%	

Trend Analysis and Key Takeaways

Statistical Comparison to CSHCS Managed Care Program

Measure	Title V Only FFS	Title V/XIX FFS
Rating of Health Plan	Lower	
Rating of All Health Care	Higher	
How Well Doctors Communicate	Higher	Higher
Access to Prescription Medicines	Lower	Lower
Not Felt Treated Unfairly: Health Insurance	Higher	Higher
Not Felt Treated Unfairly: Race and Ethnicity	Higher	Higher

Key Takeaways

1. Respondents in the CSHCS FFS Program (CSHCS FFS Title V and CSHCS FFS Title V/XIX) rated their health care significantly higher than the CSHCS Managed Care Program.

2. Respondents with children in CSHCS FFS Program (CSHCS FFS Title V and CSHCS FFS Title V/XIX) rated access to prescription medicines significantly lower than those children in a CSHCS Managed Care Program.

3. Was child treated unfairly?

    - Over 97% were never treated unfairly because of race or ethnicity.

    - The CSHCS FFS Title V Only Program and the CSHCS/Medicaid Title V/XIX FFS Program reported they were treated unfairly due to health insurance significantly less than the CSHCS Managed Care Program.

1. CSHCS enrollees identified as Medically Complex rated the following measures significantly lower than the Non-Medically Complex subgroup.
    - Customer Service
    - Transportation

Thank You

MDHHS
Michigan Department of Health & Human Services