

CSHCS INFO #5-2022 - 2021 CAHPS Survey Results

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Dear Colleagues,

I am pleased to present the 2021 CAHPS survey results for Children's Special Health Care Services program members, age 17 or younger, enrolled in a Medicaid Health Plan (MHP), Medicaid Fee-for-Service (FFS), or non-Medicaid FFS. The surveys were completed by parents or caregivers of child members from May to August 2021. The report demonstrates a collaborative effort between MDHHS and Health Services Advisory Group (HSAG).

Results presented in the attached report include five global ratings: Rating of Health Plan, Specialist Seen Most Often, Health Care, Children's Multi-Disciplinary Specialty (CMDS) Clinic, and Beneficiary Help Line. Additionally, five composite measures and five individual item measures are reported (see Page 2-1).

HSAG presents aggregate statewide results and compares them to national Medicaid data, where appropriate. Throughout this report, three statewide aggregate results are presented for comparative purposes:

- MDHHS CSHCS Program – Combined results for the MHPs and the FFS Subgroups (Medicaid and Non-Medicaid).
- MDHHS CSHCS Managed Care Program – Combined results for the MHPs.
- MDHHS CSHCS FFS Program – Combined results for the FFS Medicaid and FFS Non-Medicaid Subgroups.

Trend Analysis (Section 4) compares the 2021 CSHCS CAHPS survey results with the 2019 and 2020 CSHCS CAHPS survey results.

Please direct any questions regarding the CSHCS CAHPS® survey to Craig Boyce at (517) 241-7198 or by e-mail at BoyceC@michigan.gov.

The annual CAHPS reports are also available on the CSHCS website: www.Michigan.gov/cshcs >> CSHCS Demographic Charts and Satisfaction Surveys

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