



2024 Louisiana CAHPS[®] Survey Full Report

Louisiana Department of Health

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Table of Contents

1. Executive Summary	1
Introduction	1
Performance Highlights	2
National Comparisons and Trend Analysis	2
MCO Comparisons	4
CCC and Non-CCC Comparisons and Trend Analysis	5
Key Drivers of Member Experience	5
2. Adult Results	7
Survey Respondents	7
Demographics of Adult Members	8
Respondent Analysis	12
National Comparisons	13
MCO Comparisons, Trend Analysis, and Proportion of Responses	14
Global Ratings	15
Composite Measures	23
Individual Item Measure	35
Medical Assistance With Smoking and Tobacco Use Cessation Items	38
Key Drivers of Member Experience Analysis	41
3. General Child Results	44
Survey Respondents	44
Demographics of Child Members	45
Demographics of Respondents	49
Respondent Analysis	52
National Comparisons	53
MCO Comparisons, Trend Analysis, and Proportion of Responses	54
Global Ratings	55
Composite Measures	63
Individual Item Measure	75
Key Drivers of Member Experience Analysis	78
4. CCC and Non-CCC Results	81
CCC and Non-CCC Classification	81
Demographics of CCC and Non-CCC Members	81
Demographics of Respondents	82
CCC and Non-CCC Comparisons and Trend Analysis	83
Global Ratings	84
Composite Measures	88
Individual Item Measure	92
CCC Composites and Items	93
5. Conclusions and Recommendations	98
Conclusions	98
Adult Results	98
General Child Results	99

CCC and Non-CCC Results	100
Recommendations	100
Appendix A: Composite Measure Ratings	101
Appendix B: Reader's Guide	102
Limitations and Cautions.....	102
Aggregate Comparisons	102
Case-Mix Adjustment.....	102
Causal Inferences	102
Non-Response Bias	103

1. Executive Summary

Introduction

The Louisiana Department of Health (LDH) assesses the perceptions and experiences of adult and child members enrolled in the managed care organizations (MCOs) as part of its process for evaluating the quality of health care services provided to adult and child members in the Louisiana Medicaid Managed Care Program. LDH requires the MCOs to contract with a National Committee for Quality Assurance (NCQA)-certified Healthcare Effectiveness Data and Information Set (HEDIS[®]) survey vendor to conduct annual Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) Health Plan Surveys.^{1,2} LDH contracted with Health Services Advisory Group, Inc. (HSAG) to analyze and report the results of the CAHPS Health Plan Surveys for the Healthy Louisiana MCOs. The goal of the CAHPS Health Plan Surveys is to provide performance feedback that is actionable and that will aid in improving the overall experiences of adult members and parents/caretakers of child members.

This report presents the 2024 CAHPS results of adult members and the parents/caretakers who completed the survey on behalf of child members enrolled in an MCO. The surveys were completed from February to May 2024. The standardized survey instruments selected were the CAHPS 5.1H Adult Medicaid Health Plan Survey and the CAHPS 5.1H Child Medicaid Health Plan Survey with the Children with Chronic Conditions (CCC) measurement set. HSAG presents statewide aggregate results and compares them to national Medicaid data and prior year's results, where appropriate. Table 1-1 provides a list of the MCOs that participated in the survey.

Table 1-1—Participating MCOs

Name	Abbreviation
Aetna Better Health	ABH
AmeriHealth Caritas of Louisiana	ACLA
Healthy Blue	HBL
Humana Healthy Horizons	HUM
Louisiana Healthcare Connections	LHCC
UnitedHealthcare Community	UHC

Results were used to assess the experience of care for three populations:

- **Adult members**—a general sample of adults from the entire eligible population. For detailed results, please refer to the Adult Results section beginning on page 7.

¹ HEDIS[®] is a registered trademark of the National Committee for Quality Assurance (NCQA).

² CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

- **General child members**—a general sample of children from the entire eligible population. For detailed results, please refer to the General Child Results section beginning on page 44.
- **Children with chronic conditions members (CCC members)**—children whose parents/caretakers reported their child needed or used specific services (e.g., specialty therapy, mental health counseling, prescription medicines) or had limitations in the ability to do what other children of the same age do. For detailed results, please refer to the CCC and Non-CCC Results section beginning on page 81.

Performance Highlights

The Adult Results, General Child Results, and CCC and Non-CCC Results sections of this report detail the CAHPS results for the MCOs' adult population, general child population, and population of children with chronic conditions, respectively. The following is a summary of the CAHPS performance highlights.

National Comparisons and Trend Analysis

HSAG calculated achievement scores (i.e., rates of experience) for the measures. HSAG compared scores for each measure to the National Committee for Quality Assurance's (NCQA's) 2024 Quality Compass® Benchmark and Compare Quality Data.^{3,4} Based on this comparison, HSAG determined overall member experience (i.e., star ratings) of one (★) to five (★★★★★) stars for each measure, where one star is the lowest possible rating (i.e., Poor) and five stars is the highest possible rating (i.e., Excellent). The detailed results of the national comparisons are found in the Adult Results section beginning on page 13 and the General Child Results section beginning on page 53. In addition, a trend analysis was performed that compared the 2024 CAHPS results to their corresponding 2023 CAHPS results.⁵ The detailed results of the trend analysis are found in the Adult Results section beginning on page 14, General Child Results section beginning on page 54, and the CCC and Non-CCC Results section beginning on page 83.

Table 1-2 provides highlights of the National Comparisons and Trend Analysis findings for the Healthy Louisiana Statewide Average for each measure for the adult, general child, and CCC populations. The

³ National Committee for Quality Assurance. *Quality Compass®: Benchmark and Compare Quality Data 2024*. Washington, DC: NCQA, September 2024.

⁴ The source for the benchmark and compare quality data used for this comparative analysis is Quality Compass® 2024 data and is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass® 2024 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

⁵ Trend analysis results for Humana Healthy Horizons were not available as calendar year 2024 represents the first year the CAHPS survey was administered for this MCO.

percentages presented in the table represent the achievement scores, while the stars represent overall member experience ratings when the achievement scores are compared to NCQA Quality Compass Benchmark and Compare Quality Data.

Table 1-2—National Comparisons and Trend Analysis—Healthy Louisiana Statewide Average

	Adult		General Child		CCC	
Measure	National Comparisons	Trend Analysis (2024 Compared to 2023)	National Comparisons	Trend Analysis (2024 Compared to 2023)	National Comparisons	Trend Analysis (2024 Compared to 2023)
Global Ratings						
<i>Rating of Health Plan</i>	★★ 77.66%	—	★★★★ 88.48%	—	★★★★ 83.46%	▼
<i>Rating of All Health Care</i>	★★★★ 79.68%	—	★★★★ 89.95%	—	★★★★ 87.57%	—
<i>Rating of Personal Doctor</i>	★★★★ 86.61%	—	★★★★ 91.73%	—	★★★★ 90.11%	—
<i>Rating of Specialist Seen Most Often</i>	★★★★ 85.65%	—	★★★★ 87.54%	—	★★★★ 88.43%	—
Composite Measures						
<i>Getting Needed Care</i>	★★★★ 83.35%	—	★★★★ 84.66%	—	★★★★ 84.31%	—
<i>Getting Care Quickly</i>	★★★★ 82.56%	—	★★★★ 89.88%	—	★★★★ 90.88%	—
<i>How Well Doctors Communicate</i>	★★★★ 94.59%	—	★★ 94.06%	—	★★★★ 94.79%	—
<i>Customer Service</i>	★★★★ 90.22%	—	★★ 88.09%	—	★★ 89.99%	—
Individual Item Measure						
<i>Coordination of Care</i>	★★★★ 86.05%	—	★★ 82.19%	—	★★ 83.91%	—
Medical Assistance With Smoking or Tobacco Use Cessation Items						
<i>Advising Smokers and Tobacco Users to Quit</i>	★★ 71.63%	—	NA	NA	NA	NA
<i>Discussing Cessation Medications</i>	★★ 49.64%	—	NA	NA	NA	NA
<i>Discussing Cessation Strategies</i>	★★★★ 46.88%	—	NA	NA	NA	NA

Measure	Adult		General Child		CCC	
	National Comparisons	Trend Analysis (2024 Compared to 2023)	National Comparisons	Trend Analysis (2024 Compared to 2023)	National Comparisons	Trend Analysis (2024 Compared to 2023)
CCC Composite Measures and Items						
<i>Access to Specialized Services</i>	NA	NA	NA	NA	★★★ 71.53%	—
<i>Family Centered Care (FCC): Personal Doctor Who Knows Child</i>	NA	NA	NA	NA	★★★★★ 93.01%	—
<i>Coordination of Care for Children with Chronic Conditions</i>	NA	NA	NA	NA	★★★★★ 78.49%	—
<i>Access to Prescription Medicines</i>	NA	NA	NA	NA	★★ 88.96%	—
<i>FCC: Getting Needed Information</i>	NA	NA	NA	NA	★★★ 91.81%	—
Star Assignments Based on Percentiles: ★★★★★ 90th or Above ★★★★★ 75th-89th ★★★ 50th-74th ★★ 25th-49th ★ Below 25th ▲ Indicates the 2024 Healthy Louisiana Statewide Average score is statistically significantly higher than the 2023 score. ▼ Indicates the 2024 Healthy Louisiana Statewide Average score is statistically significantly lower than the 2023 score. — Indicates the 2024 Healthy Louisiana Statewide Average score is not statistically significantly different than the 2023 score. NA indicates this measure is not applicable for the population.						

MCO Comparisons

HSAG compared the MCOs' results to the Healthy Louisiana Statewide Average to determine whether each MCO's score is statistically significantly different from the Healthy Louisiana Statewide Average. The detailed results of the comparative analysis are described in the Adult Results and General Child Results sections beginning on page 14 and 54, respectively. Table 1-3 shows a summary of the statistically significant results of this analysis. There were no statistically significant differences for ACLA, HUM, or LHCC.

Table 1-3—MCO Comparisons

Measures	ABH	ACLA	HBL	HUM	LHCC	UHC
Adult						
<i>Rating of All Health Care</i>	↓	—	↑	—	—	↑
General Child						
<i>Rating of Health Plan</i>	—	—	—	—	—	↑
↑ Indicates the score is statistically significantly higher than the Healthy Louisiana Statewide Average. ↓ Indicates the score is statistically significantly lower than the Healthy Louisiana Statewide Average. — Indicates the score is not significantly different than the Healthy Louisiana Statewide Average.						

CCC and Non-CCC Comparisons and Trend Analysis

HSAG compared the Healthy Louisiana Statewide Average CCC results to the non-CCC results to determine whether each population’s score is statistically significantly different from each other. In addition, a trend analysis was performed that compared the 2024 CAHPS results to their corresponding 2023 CAHPS results. The detailed results of the comparative analysis are described in the CCC and Non-CCC Results sections beginning on page 83. Table 1-4 shows a summary of the statistically significant results of this analysis.

Table 1-4—CCC and Non-CCC Comparisons and Trend Analysis—Healthy Louisiana Statewide Average

Measures	CCC		Non-CCC	
	Comparison	Trend Analysis	Comparison	Trend Analysis
<i>Rating of Health Plan</i>	↓	▼	↑	—
<i>Rating of All Health Care</i>	↓	—	↑	—
<i>Coordination of Care for Children with Chronic Conditions</i>	↑	—	↓	—
<i>Access to Prescription Medicines</i>	↓	—	↑	—
↑ Indicates the score is statistically significantly higher than the other population score. ↓ Indicates the score is statistically significantly lower than the other population score. ▲ Indicates the 2024 Healthy Louisiana Statewide Average score is statistically significantly higher than the 2023 score. ▼ Indicates the 2024 Healthy Louisiana Statewide Average score is statistically significantly lower than the 2023 score. — Indicates the 2024 Healthy Louisiana Statewide Average score is not statistically significantly different than the 2023 score.				

Key Drivers of Member Experience

To determine potential items for quality improvement efforts, HSAG conducted a key drivers analysis. HSAG focused the key drivers of member experience analysis on three measures: *Rating of Health Plan*, *Rating of All Health Care*, and *Rating of Personal Doctor*. HSAG evaluated these global ratings to determine if specific CAHPS items (i.e., questions) are strongly correlated with one or more of these measures. These individual CAHPS items, which HSAG refers to as “key drivers,” are driving respondents’ levels of experiences with each of the three measures. The detailed results of this analysis

are described in the Key Drivers of Member Experience Analysis sections of the Adult Results and General Child Results beginning on pages 41 and 78, respectively. Table 1-5 provides a summary of the survey items identified as being key drivers of member experience (indicated by a ✓) for the Healthy Louisiana Statewide Average.

Table 1-5—Key Drivers of Member Experience Summary—Healthy Louisiana Statewide Average

Key Drivers	Rating of Health Plan	Rating of All Health Care	Rating of Personal Doctor
Adult			
Q9. Ease of getting the care, tests, or treatment needed	✓	✓	—
Q12. Personal doctor explained things in an understandable way	✓	—	✓
Q14. Personal doctor showed respect for what was said	—	✓	✓
Q15. Personal doctor spent enough time	—	—	✓
Q24. Health plan’s customer service gave the information or help needed	✓	✓	NA
Q25. Treated with courtesy and respect by health plan’s customer service staff	✓	—	NA
General Child			
Q10. Ease of getting the care, tests, or treatment the child needed	✓	✓	—
Q28. Child’s personal doctor listened carefully to the parent/caretaker	—	—	✓
Q29. Child’s personal doctor showed respect for what the parent/caretaker said	—	—	✓
Q32. Child’s personal doctor spent enough time with the child	—	—	✓
Q46. Parent/caretaker was treated with courtesy and respect by the child’s health plan’s customer service staff	✓	—	NA
<p>✓ Indicates a key driver.</p> <p>— Indicates the survey item is not strongly correlated with the measure or that the item did not perform poorly (i.e., not a key driver).</p> <p>NA Indicates that this question was not evaluated for this measure.</p>			

2. Adult Results

Survey Respondents

Table 2-1 shows the total number of adult members sampled, total number of completed surveys, total number of eligible and ineligible records, and response rates for the Healthy Louisiana Statewide Average and all participating MCOs. A total of 10,179 adult members were surveyed, and a total of 1,127 adult surveys were completed. The overall adult response rate was 11.25 percent.

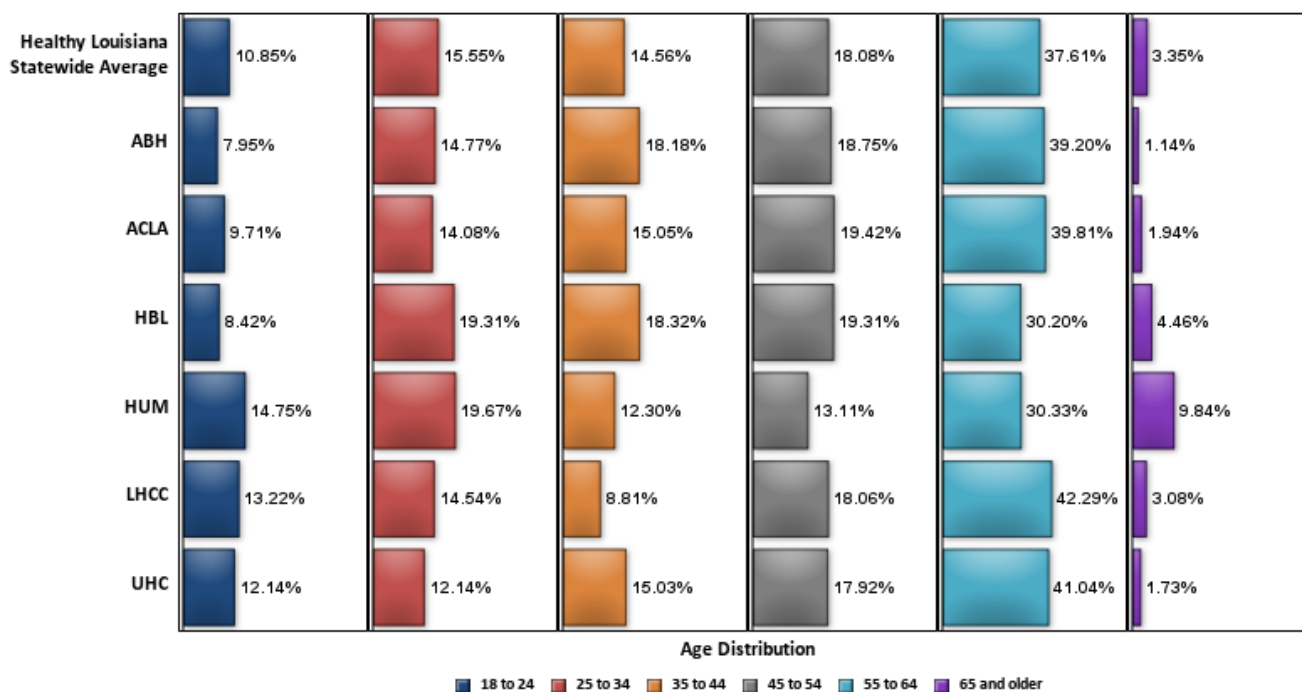
Table 2-1—Adult Survey Dispositions

	Total Sample	Ineligible Records	Eligible Sample	Total Respondents	Response Rate
Healthy Louisiana Statewide Average	10,179	161	10,018	1,127	11.25%
ABH	1,350	48	1,302	179	13.75%
ACLA	2,079	30	2,049	208	10.15%
HBL	1,485	43	1,442	207	14.36%
HUM	1,620	13	1,607	124	7.72%
LHCC	2,025	13	2,012	230	11.43%
UHC	1,620	14	1,606	179	11.15%

Demographics of Adult Members

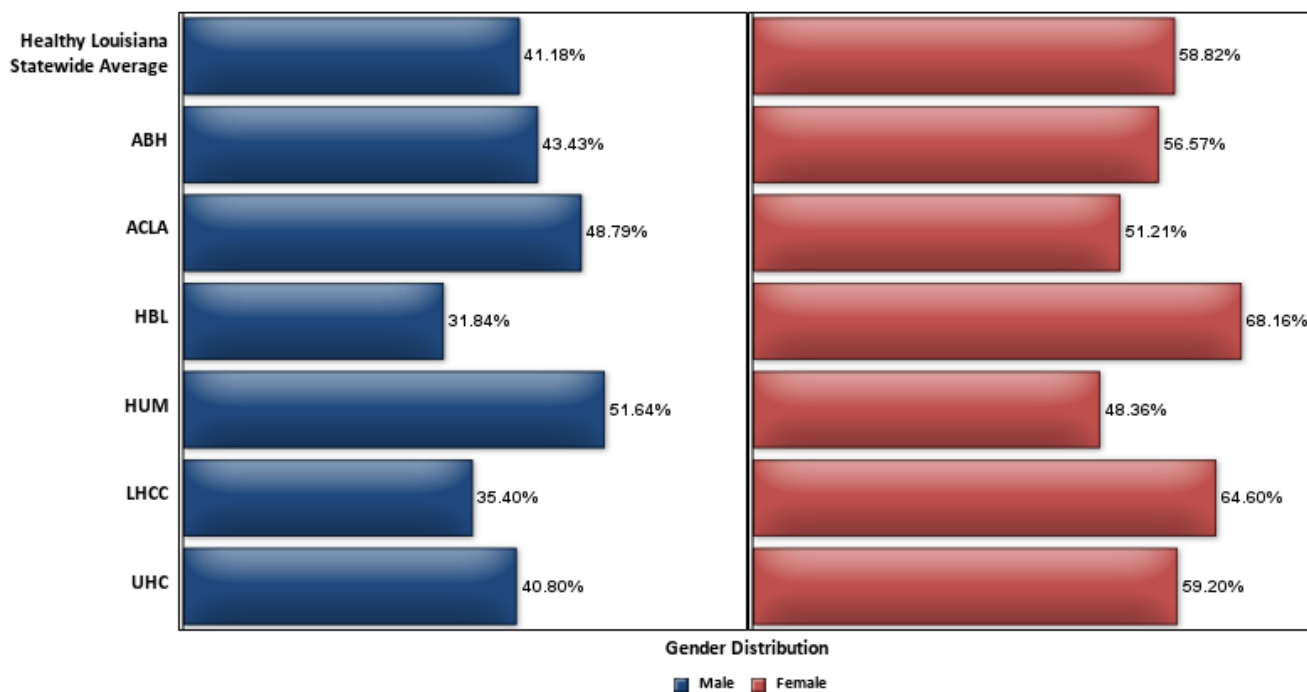
Figure 2-1 through Figure 2-7 present respondents' self-reported age, gender, education level, race, ethnicity, general health status, and mental or emotional health status.

Figure 2-1—Adult Member Demographics: Age



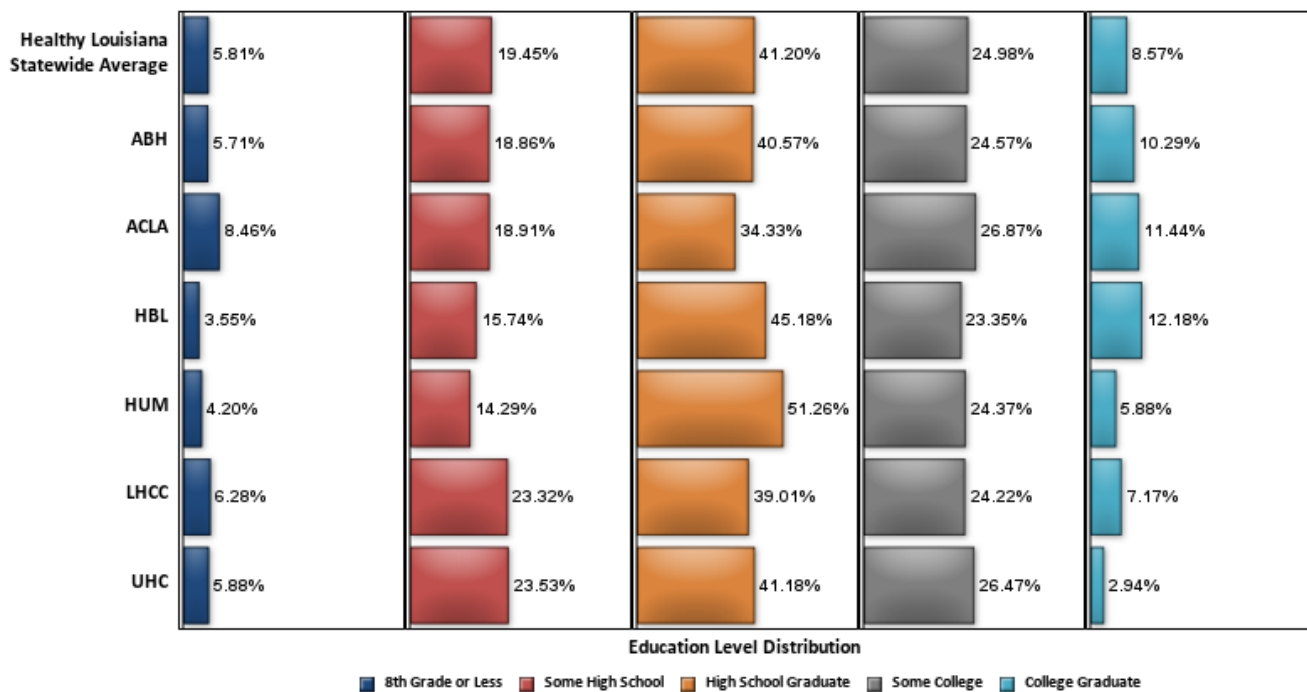
Some percentages may not total 100% due to rounding.

Figure 2-2—Adult Member Demographics: Gender



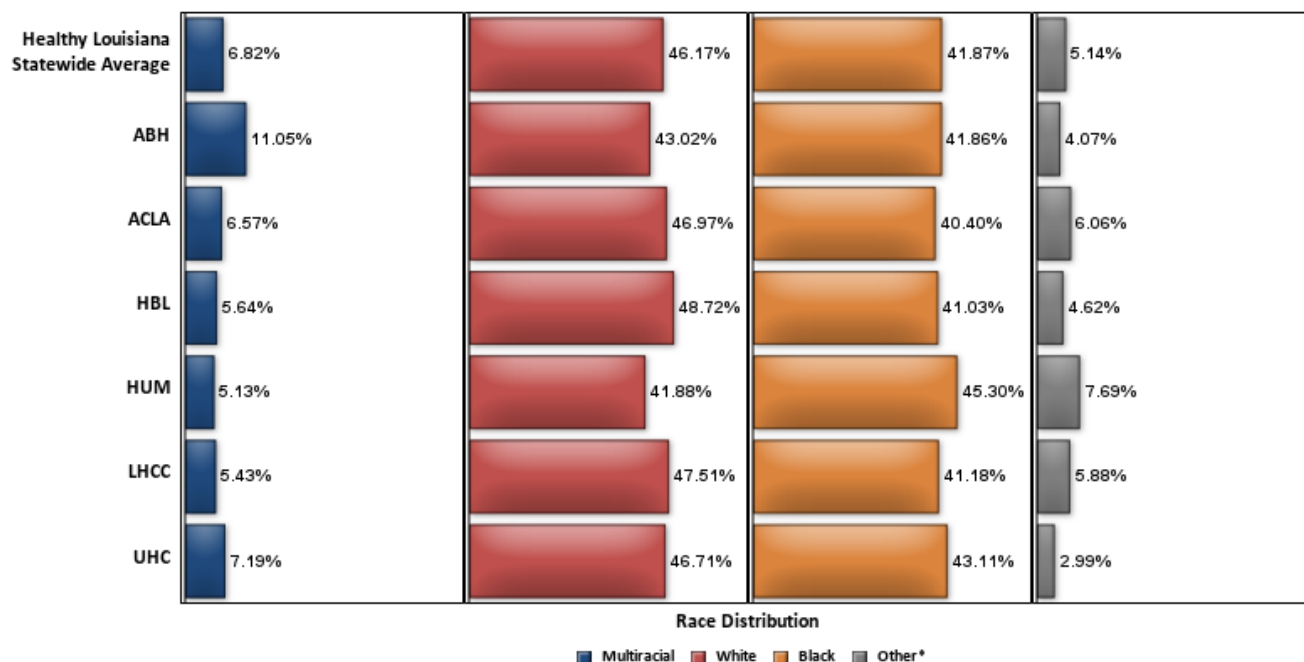
Some percentages may not total 100% due to rounding.

Figure 2-3—Adult Member Demographics: Education Level



Some percentages may not total 100% due to rounding.

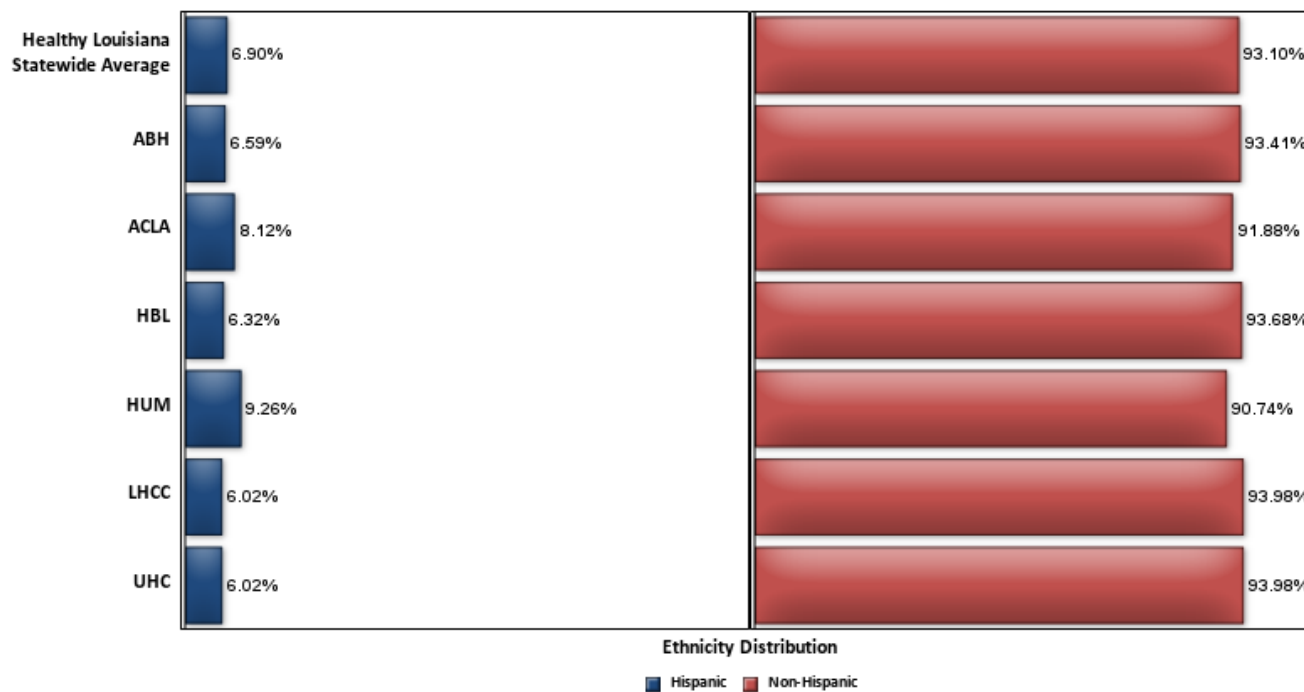
Figure 2-4—Adult Member Demographics: Race



Some percentages may not total 100% due to rounding.

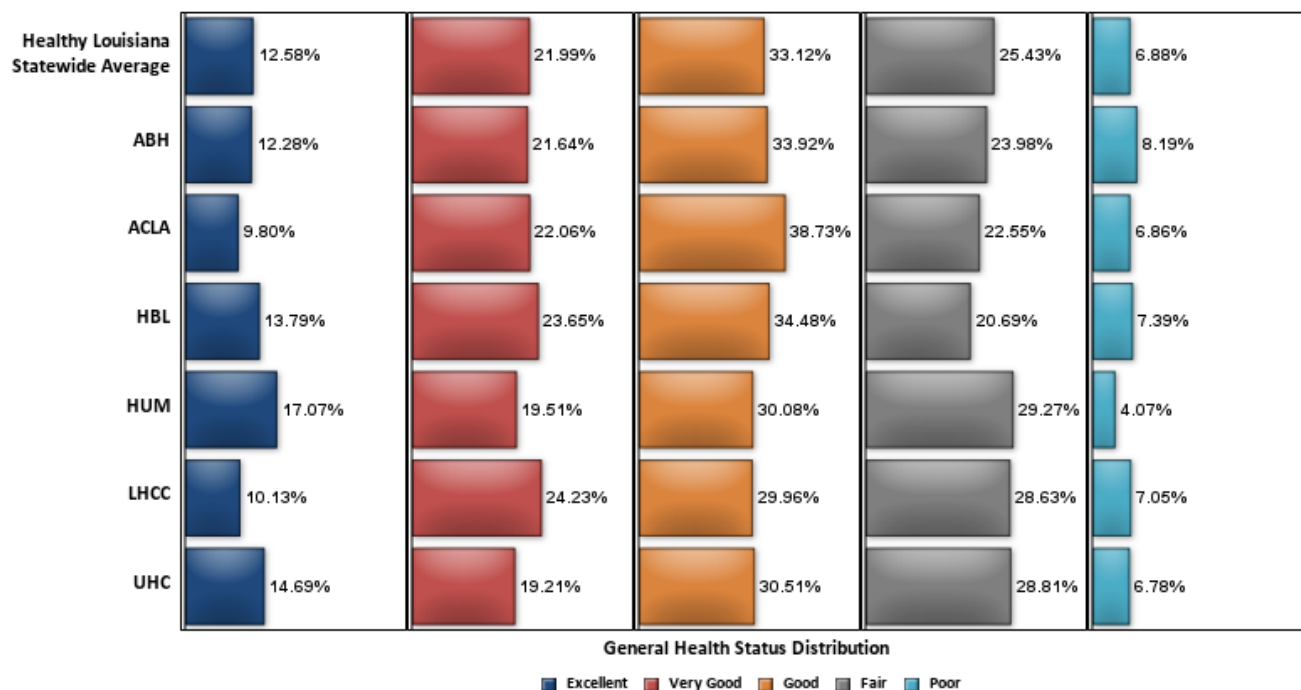
**The "Other" race category includes responses of Asian, Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and Other.*

Figure 2-5—Adult Member Demographics: Ethnicity



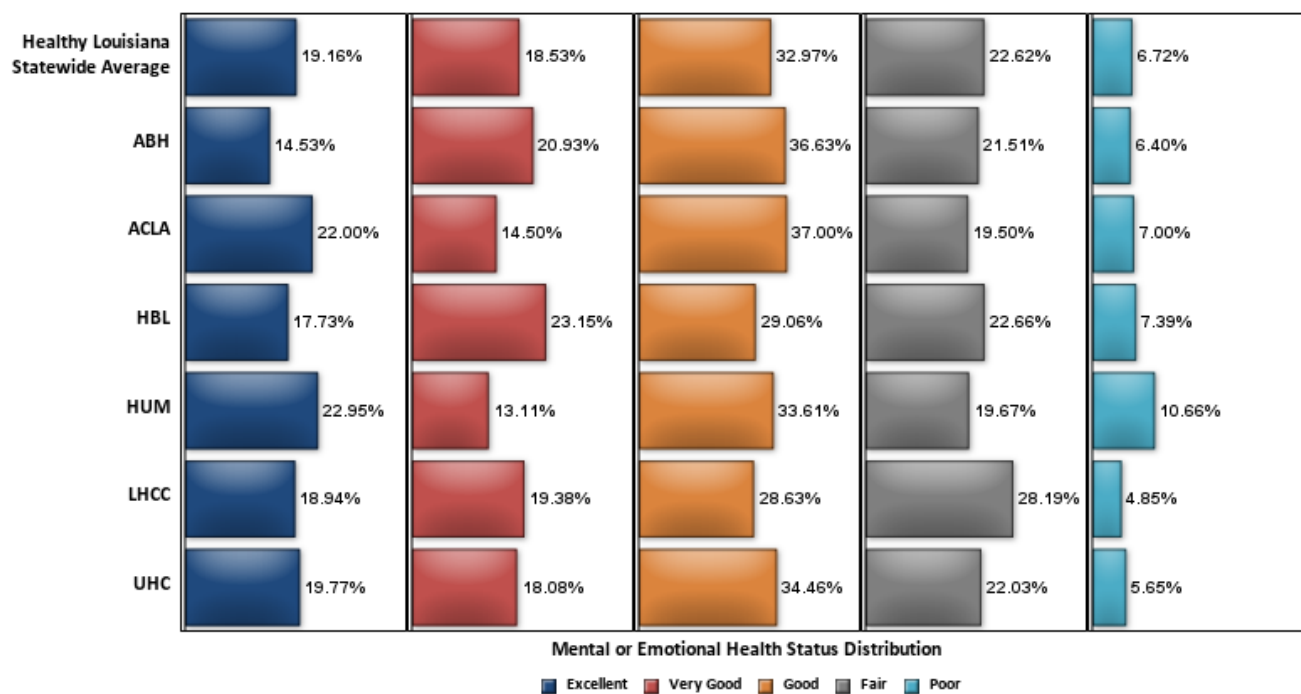
Some percentages may not total 100% due to rounding.

Figure 2-6—Adult Member Demographics: General Health Status



Some percentages may not total 100% due to rounding.

Figure 2-7—Adult Member Demographics: Mental or Emotional Health Status



Some percentages may not total 100% due to rounding.

Respondent Analysis

HSAG compared the gender of adult MCO survey respondents (i.e., respondent percentage) to the gender of non-respondents (i.e., non-respondent percentage) for statistically significant differences. Table 2-2 presents the results of the respondent analysis.

Please note that variables from the sample frame file were used as the data source for this analysis; therefore, these results will differ from those presented in the demographics subsection, which uses responses from the survey as the data source.

Table 2-2—Adult Respondent and Non-Respondent Profiles—Gender

		Male	Female
Healthy Louisiana Statewide Average	R NR	41.35%↓ 44.81%	58.65%↑ 55.19%
ABH	R NR	43.58% 44.41%	56.42% 55.59%
ACLA	R NR	49.52% 47.73%	50.48% 52.27%
HBL	R NR	32.85%↓ 41.39%	67.15%↑ 58.61%
HUM	R NR	51.61% 53.41%	48.39% 46.59%
LHCC	R NR	35.22% 39.39%	64.78% 60.61%
UHC	R NR	40.22% 42.19%	59.78% 57.81%
<p>An “R” indicates respondent percentage, and an “NR” indicates non-respondent percentages. ↑ Indicates the respondent percentage is significantly higher than the non-respondent percentage. ↓ Indicates the respondent percentage is significantly lower than the non-respondent percentage. Respondent percentages that are not statistically significantly different than the non-respondent percentages are not noted with arrows. Some percentages may not total 100% due to rounding.</p>			

National Comparisons

In order to assess the overall performance of the adult population, HSAG compared scores for each measure to NCQA's 2024 Quality Compass Benchmark and Compare Quality Data.⁶ Based on this comparison, ratings of one (★) to five (★★★★★) stars were determined for each measure, where one is the lowest possible rating (i.e., Poor) and five is the highest possible rating (i.e., Excellent). The percentages in Table 2-3 represent the achievement scores, while the stars represent overall member experience ratings for each measure when the achievement scores were compared to NCQA's Quality Compass data.

Table 2-3—Healthy Louisiana MCO Adult National Comparisons

	Healthy Louisiana Statewide Average	ABH	ACLA	HBL	HUM	LHCC	UHC
Global Ratings							
<i>Rating of Health Plan</i>	★★ 77.66%	★ 72.73%	★★ 76.47%	★★ 75.25%	★ 73.50%	★★★★ 78.67%	★★★★★ 82.95%
<i>Rating of All Health Care</i>	★★★★★ 79.68%	★ 65.79%	★★ 72.79%	★★★★★ 85.50%	★ 68.52% ⁺	★★★★★ 80.65%	★★★★★ 85.84%
<i>Rating of Personal Doctor</i>	★★★★★ 86.61%	★ 80.62%	★★ 82.82%	★★★★★ 86.79%	★ 79.37% ⁺	★★★★★ 89.33%	★★★★★ 90.00%
<i>Rating of Specialist Seen Most Often</i>	★★★★★ 85.65%	★★ 79.71% ⁺	★★ 79.52% ⁺	★★★★★ 92.96% ⁺	★★★★★ 85.71% ⁺	★★ 83.13% ⁺	★★★★★ 86.96% ⁺
Composite Measures							
<i>Getting Needed Care</i>	★★★★ 83.35%	★ 78.53% ⁺	★★ 79.75%	★★★★ 82.57%	★★★★★ 85.01% ⁺	★★★★ 84.25%	★★★★★ 86.33% ⁺
<i>Getting Care Quickly</i>	★★★★ 82.56%	★ 73.93% ⁺	★★ 80.82%	★★★★ 81.40% ⁺	★★★★ 83.53% ⁺	★★★★ 83.35%	★★★★★ 87.08% ⁺
<i>How Well Doctors Communicate</i>	★★★★★ 94.59%	★★ 92.49% ⁺	★★★★ 94.19%	★★★★★ 95.56%	★★★★ 93.62% ⁺	★★★★ 93.78%	★★★★★ 96.02%
<i>Customer Service</i>	★★★★ 90.22%	★ 86.28% ⁺	★★★★ 89.28% ⁺	★★ 88.97% ⁺	★★★★★ 91.40% ⁺	★★★★★ 91.01% ⁺	★★★★★ 92.33% ⁺
Individual Item Measure							
<i>Coordination of Care</i>	★★★★ 86.05%	★★★★ 87.50% ⁺	★★★★★ 89.33% ⁺	★ 77.94% ⁺	★★★★★ 93.33% ⁺	★★★★ 85.23% ⁺	★★★★★ 90.48% ⁺

⁶ National Committee for Quality Assurance. *Quality Compass®: Benchmark and Compare Quality Data 2024*. Washington, DC: NCQA, September 2024.

	Healthy Louisiana Statewide Average	ABH	ACLA	HBL	HUM	LHCC	UHC
Medical Assistance With Smoking or Tobacco Use Cessation Items							
<i>Advising Smokers and Tobacco Users to Quit</i>	★★ 71.63%	★★★★ 74.60%	★★★★ 77.05%	★★★★ 75.00%	★ 65.91% ⁺	★★ 71.81%	★ 66.07%
<i>Discussing Cessation Medications</i>	★★ 49.64%	★★★★ 55.91%	★★★★ 55.06%	★★ 50.00%	★ 42.22% ⁺	★ 45.10%	★★ 51.82%
<i>Discussing Cessation Strategies</i>	★★★★ 46.88%	★★★★★ 52.00%	★★★★★ 53.37%	★★★★ 48.28%	★ 38.64% ⁺	★★ 42.48%	★★★★ 48.15%
<i>Star Assignments Based on Percentiles:</i> ★★★★★ 90th or Above ★★★★★ 75th-89th ★★★★★ 50th-74th ★★ 25th-49th ★ Below 25th ⁺ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.							

MCO Comparisons, Trend Analysis, and Proportion of Responses

For purposes of the MCO comparisons and trend analysis, achievement scores were calculated for each measure in accordance with NCQA HEDIS Specifications for Survey Measures.⁷ For the MCO comparisons, achievement scores for each MCO were compared to the Healthy Louisiana Statewide Average to determine whether there were statistically significant differences. In order to evaluate trends in members' experiences, scores in 2024 were compared to the corresponding 2023 scores to determine whether there were statistically significant differences. The trend analysis for Humana Healthy Horizons could not be performed since this was the first year that this MCO administered the CAHPS Health Plan Survey. Therefore, the 2023 top-box scores are listed as "Not Applicable." In addition, responses were classified into categories and the proportion (or percentage) of responses for each category was calculated for each measure. For additional details and information on the survey language and response options for the measures and the calculation of achievement scores, please refer to the Methodology report.

Figure 2-8 through Figure 2-28 show the results of the MCO comparisons, trend analysis, and proportion of responses. CAHPS scores with fewer than 100 respondents are denoted with a cross (+). Caution should be exercised when interpreting results for those measures with fewer than 100 respondents.

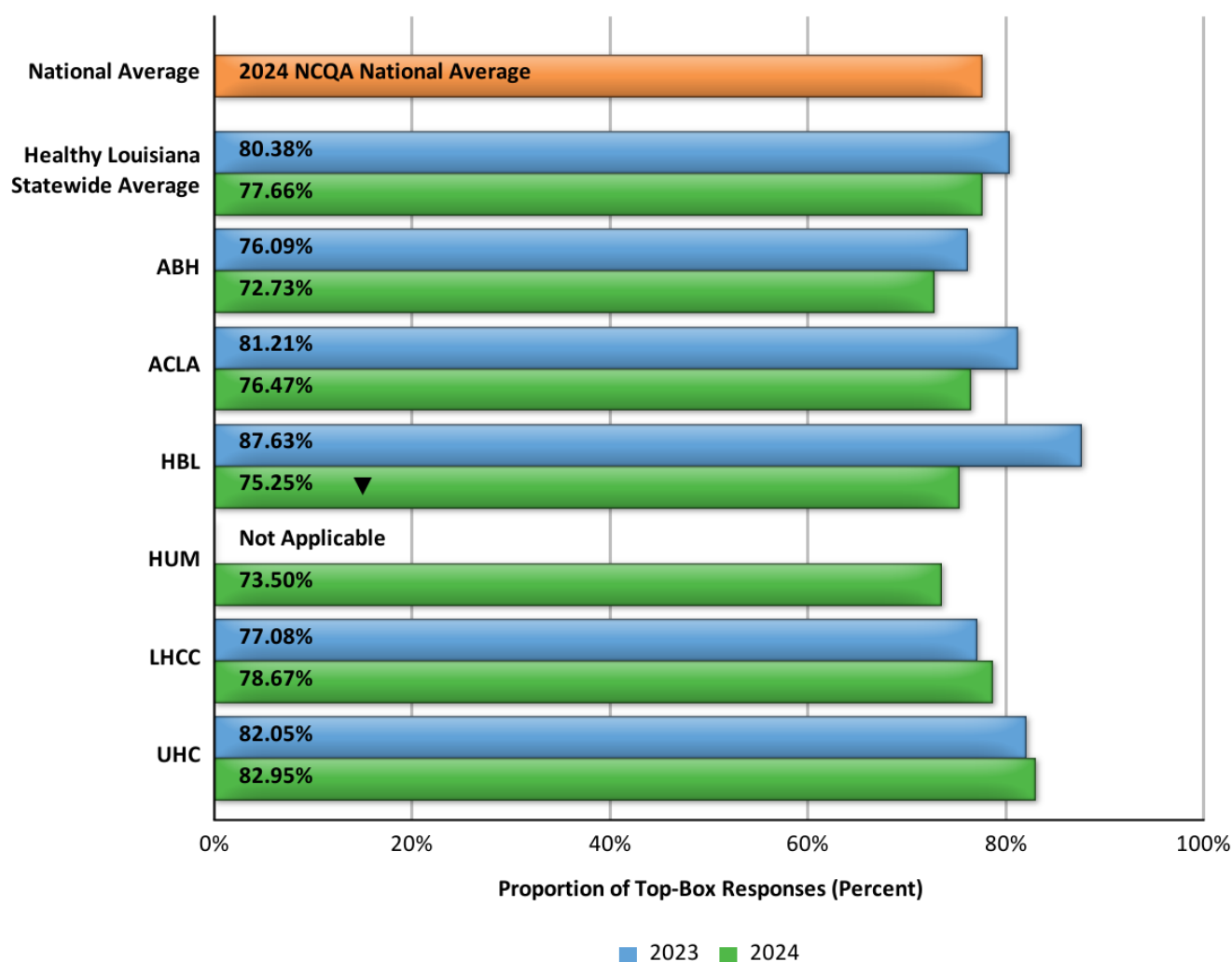
⁷ National Committee for Quality Assurance. *HEDIS® Measurement Year 2023, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2023.

Global Ratings

Rating of Health Plan

Respondents were asked to rate their health plan on a scale of 0 to 10, with 0 being the “worst health plan possible” and 10 being the “best health plan possible.” Ratings scoring an 8, 9, or 10 are considered achievement scores. Figure 2-8 shows the *Rating of Health Plan* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-8—MCO Comparisons and Trend Analysis: Rating of Health Plan



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.

▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.

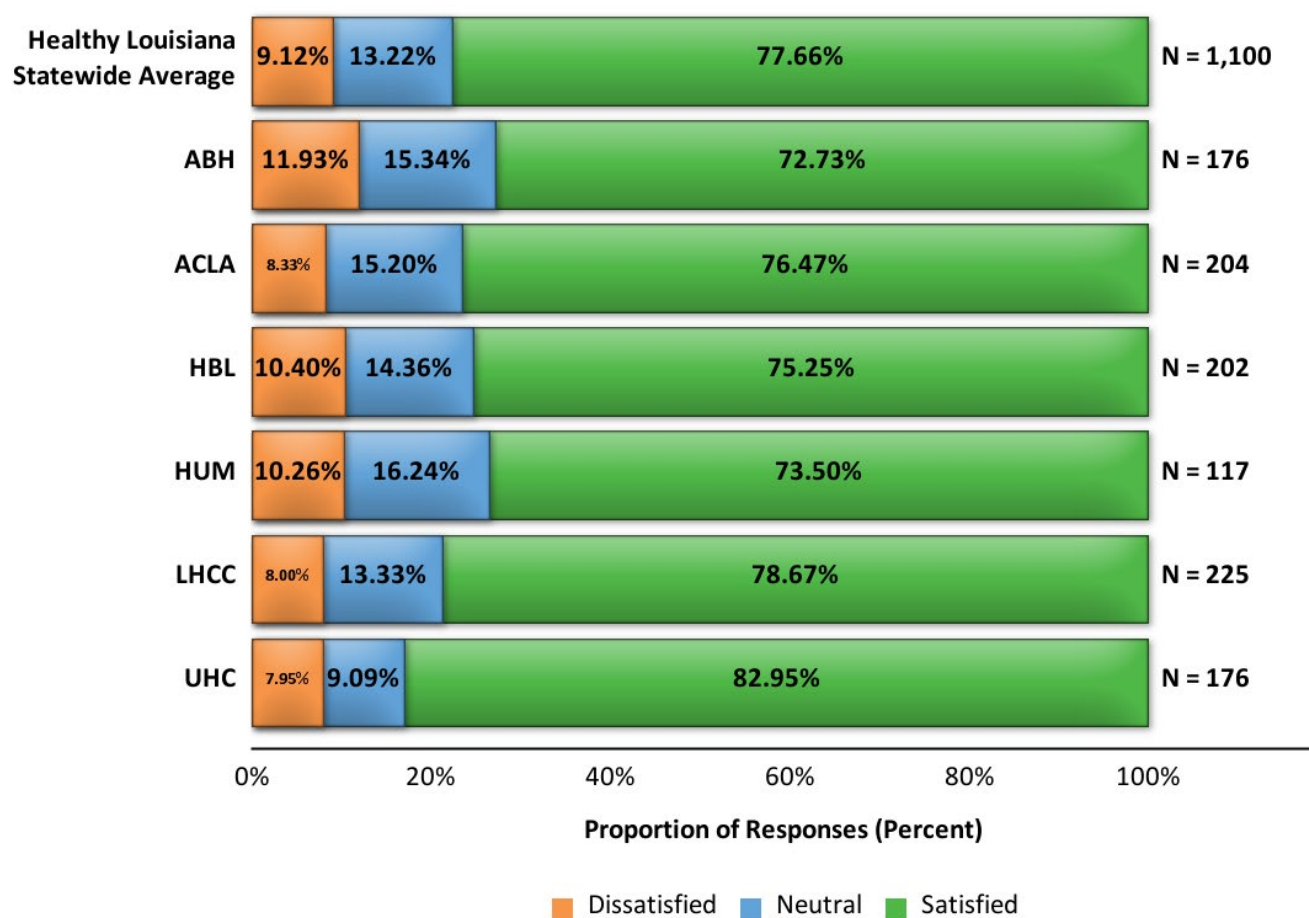
↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.

↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.

If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

Figure 2-9 shows the proportion of responses for each response category for *Rating of Health Plan*.

Figure 2-9—Proportion of Responses: Rating of Health Plan

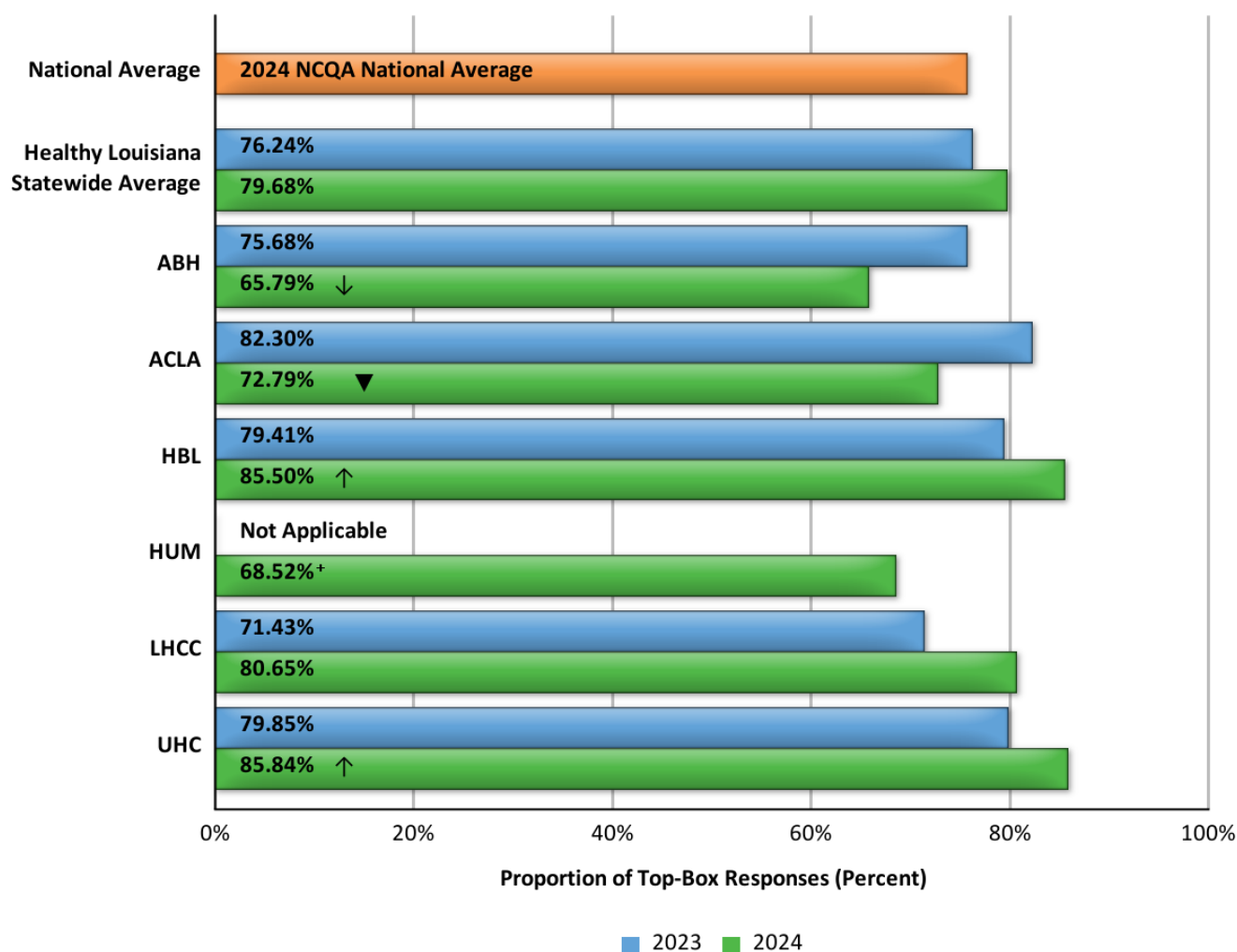


Some percentages may not total 100% due to rounding.

Rating of All Health Care

Respondents were asked to rate their health care on a scale of 0 to 10, with 0 being the “worst health care possible” and 10 being the “best health care possible.” Ratings scoring 8, 9, or 10 are considered achievement scores. Figure 2-10 shows the *Rating of All Health Care* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

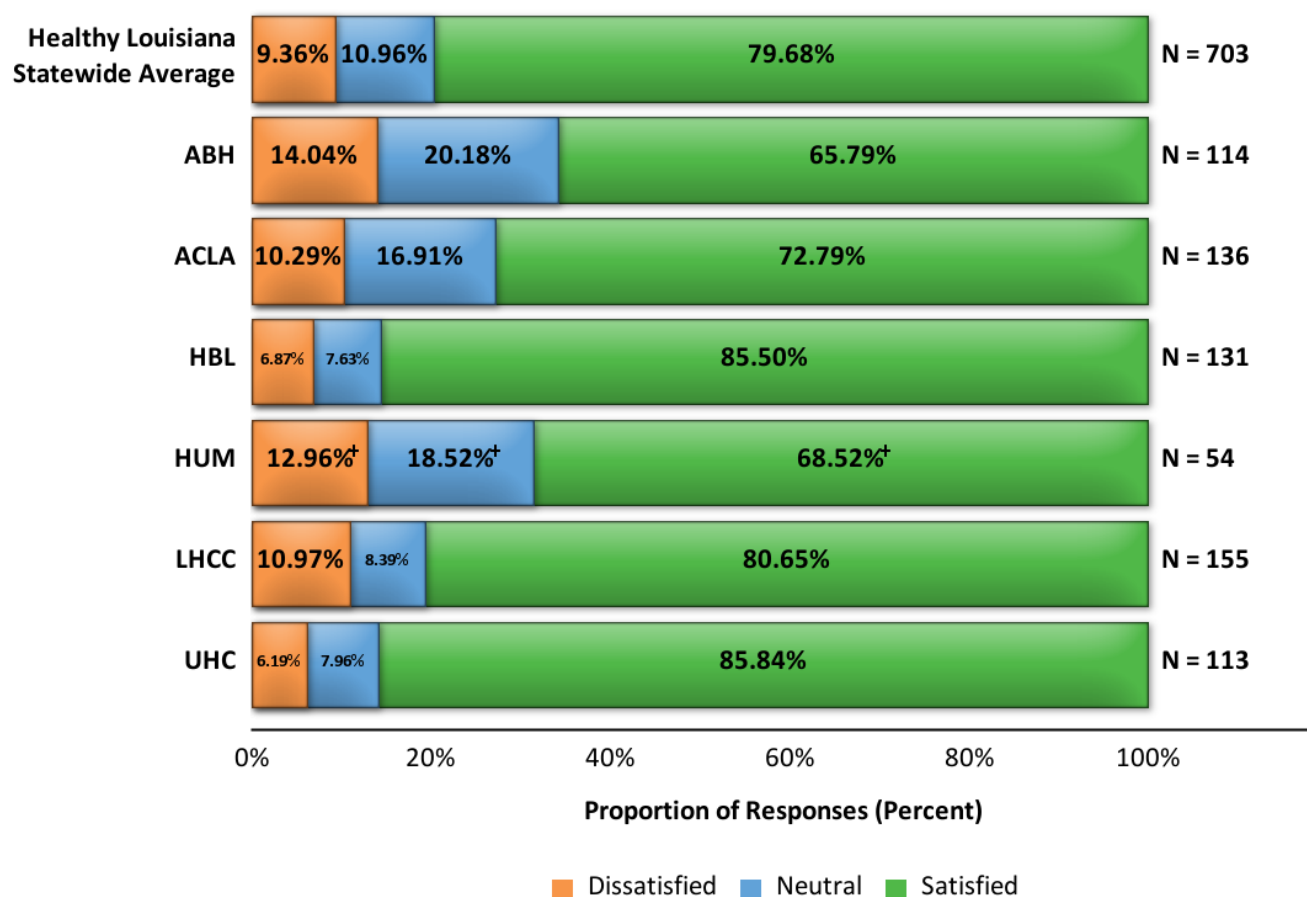
Figure 2-10—MCO Comparisons and Trend Analysis: Rating of All Health Care



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
 ▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
 ↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
 ↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.
 If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
 + Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 2-11 shows the proportion of responses for each response category for *Rating of All Health Care*.

Figure 2-11—Proportion of Responses: Rating of All Health Care



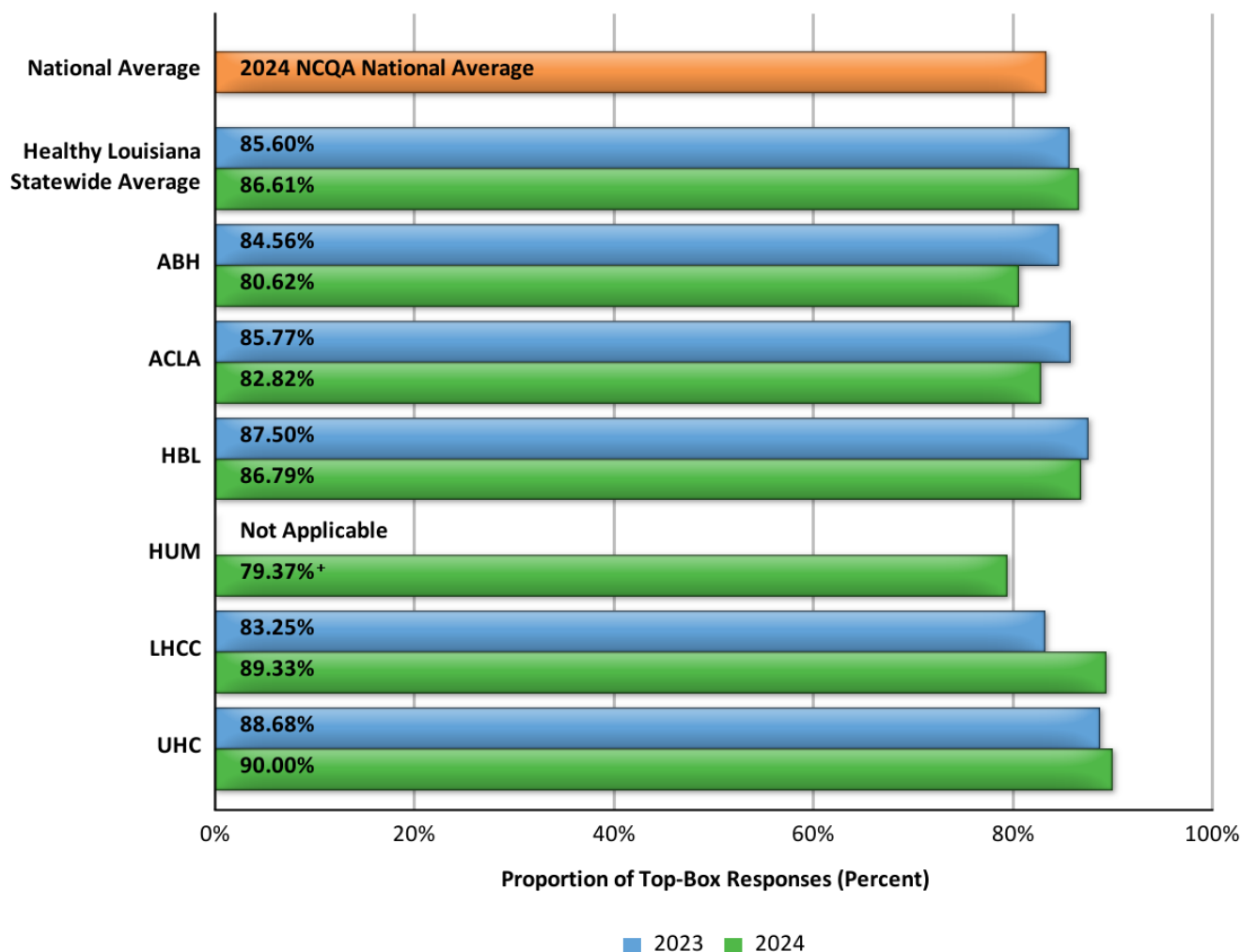
Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Rating of Personal Doctor

Respondents were asked to rate their personal doctor on a scale of 0 to 10, with 0 being the “worst personal doctor possible” and 10 being the “best personal doctor possible.” Ratings scoring 8, 9, or 10 are considered achievement scores. Figure 2-12 shows the *Rating of Personal Doctor* achievement scores, including the MCO comparisons, trend analysis, and 2024 NCQA adult Medicaid national average.

Figure 2-12—MCO Comparisons and Trend Analysis: Rating of Personal Doctor



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.

▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.

↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.

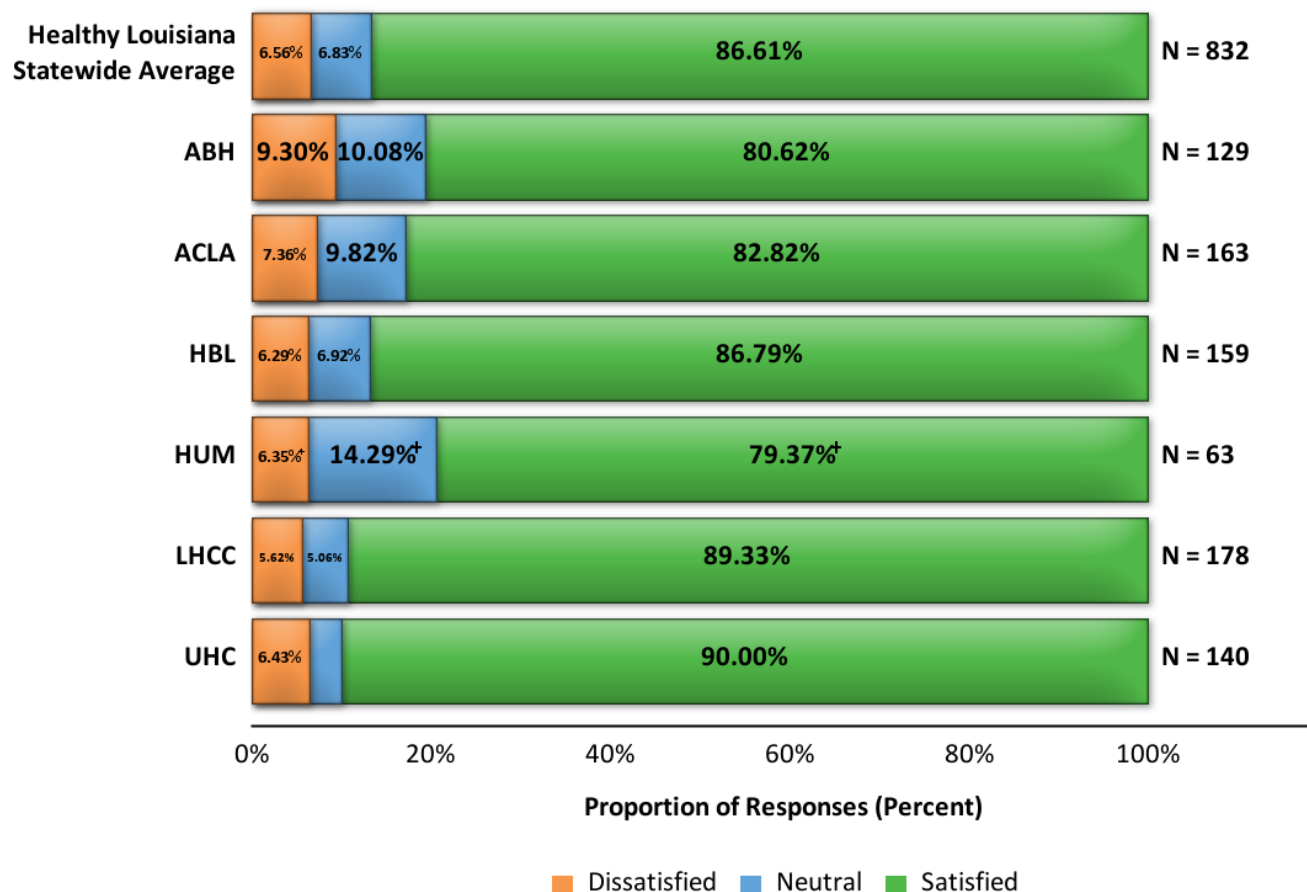
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.

If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 2-13 shows the proportion of responses for each response category for *Rating of Personal Doctor*.

Figure 2-13—Proportion of Responses: Rating of Personal Doctor



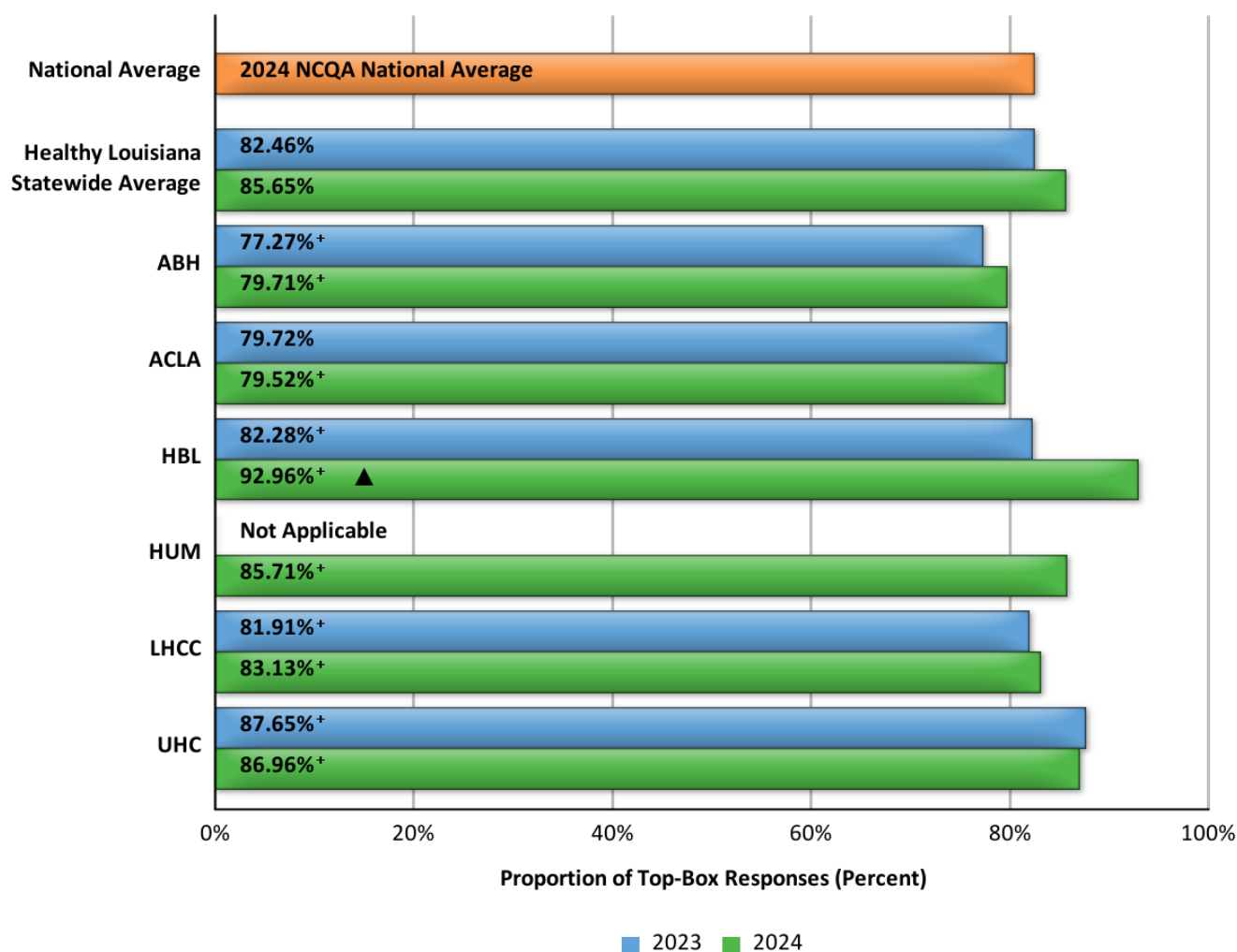
Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Rating of Specialist Seen Most Often

Respondents were asked to rate their specialist on a scale of 0 to 10, with 0 being the “worst specialist possible” and 10 being the “best specialist possible.” Ratings scoring an 8, 9, or 10 are considered achievement scores. Figure 2-14 shows the *Rating of Specialist Seen Most Often* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

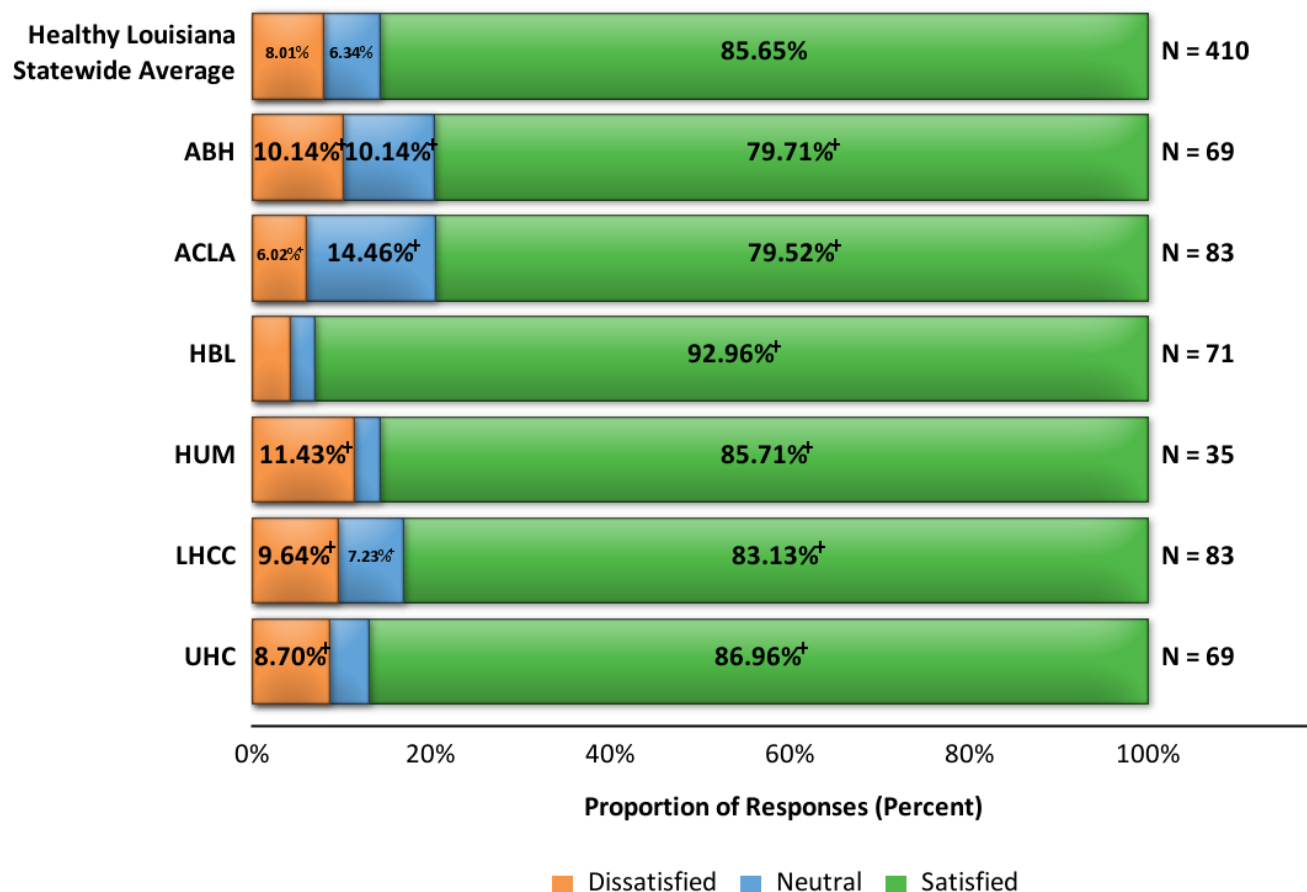
Figure 2-14—MCO Comparisons and Trend Analysis: Rating of Specialist Seen Most Often



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 2-15 shows the proportion of responses for each response category for *Rating of Specialist Seen Most Often*.

Figure 2-15—Proportion of Responses: Rating of Specialist Seen Most Often



Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Composite Measures

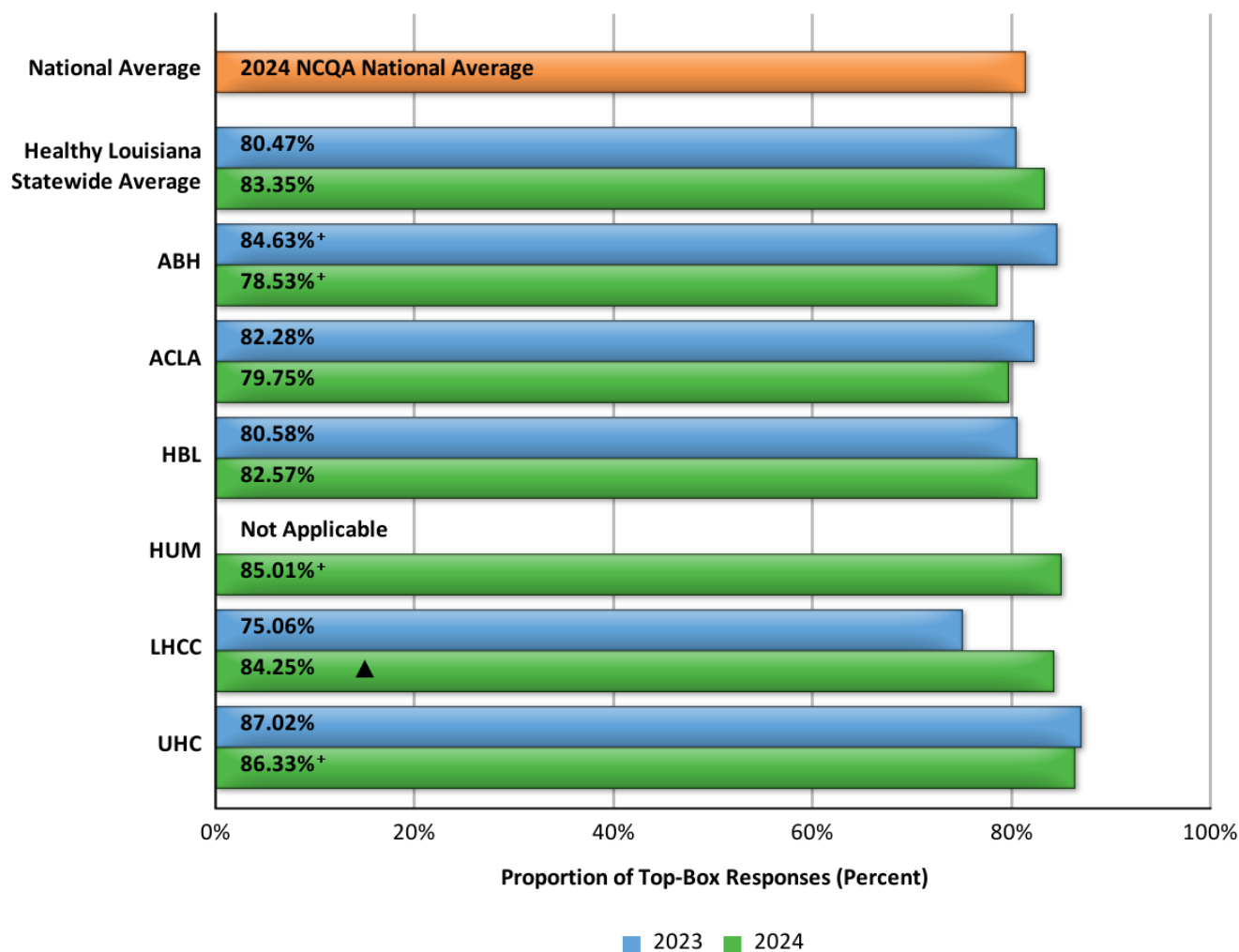
Getting Needed Care

Respondents were asked to assess how often (never, sometimes, usually, or always) it was easy to get needed care:

- In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
- In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

Response options of Usually and Always are considered achievement scores. Figure 2-16 shows the *Getting Needed Care* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

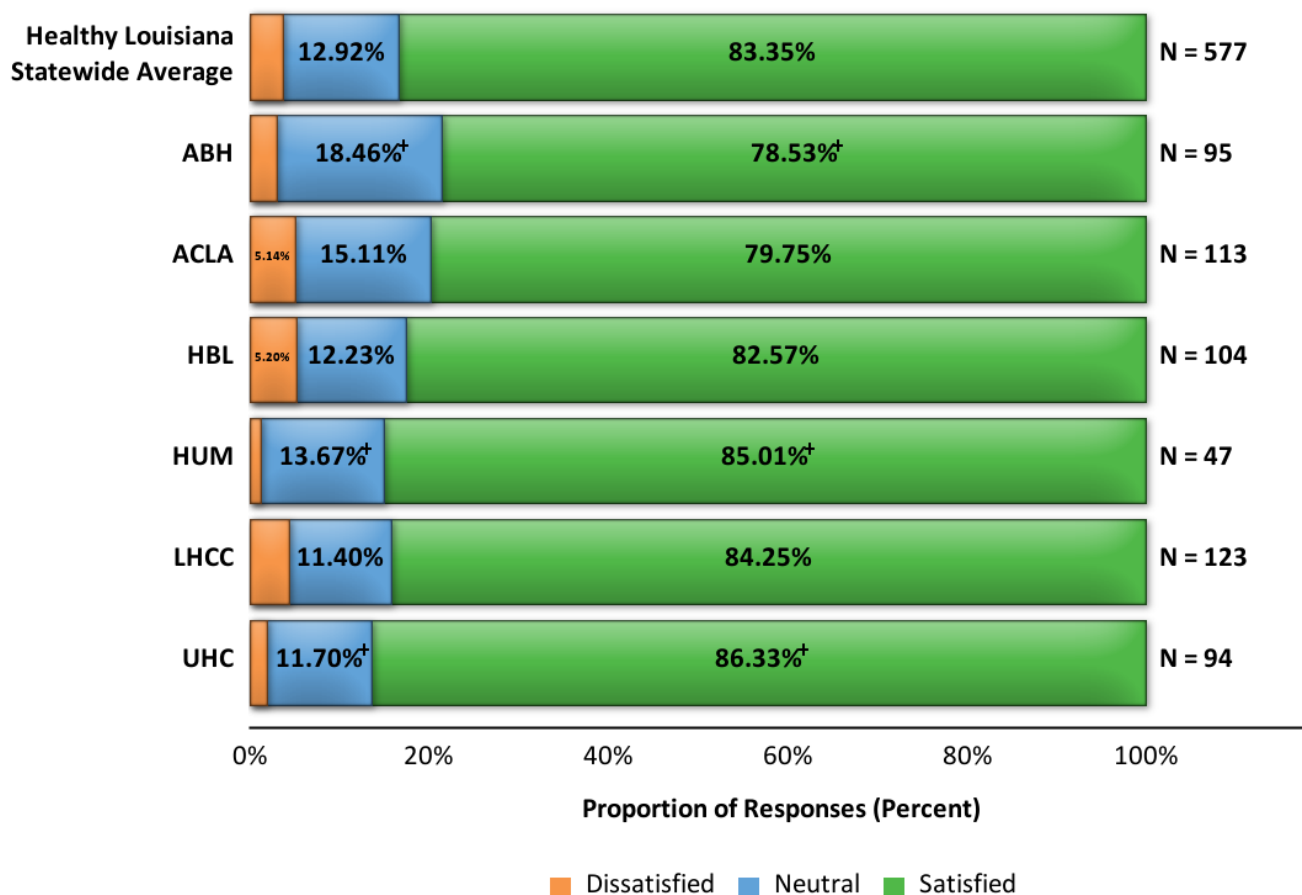
Figure 2-16—MCO Comparisons and Trend Analysis: Getting Needed Care



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 2-17 shows the proportion of responses for each response category for *Getting Needed Care*.

Figure 2-17—Proportion of Responses: Getting Needed Care



Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

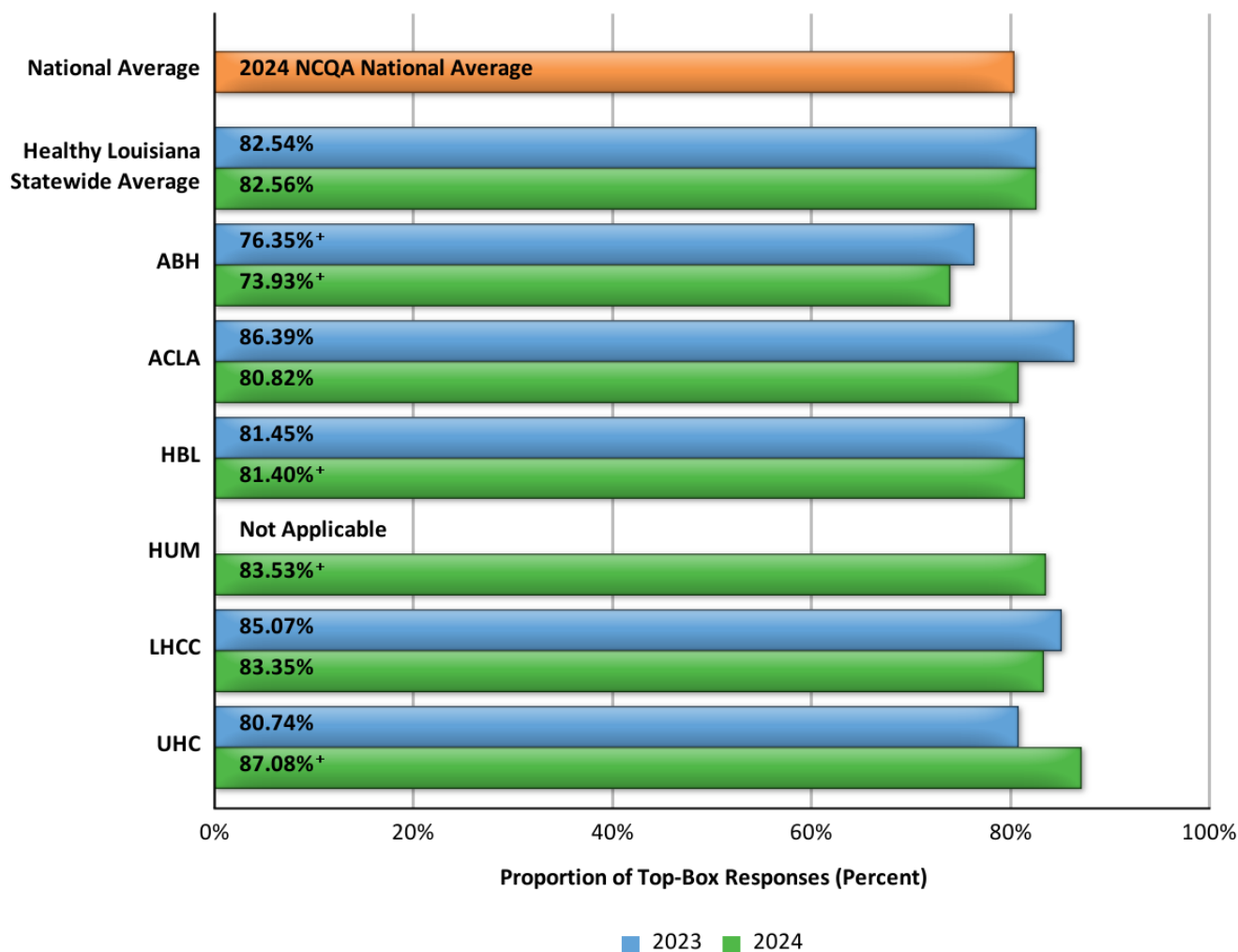
Getting Care Quickly

Respondents were asked to assess how often (never, sometimes, usually, or always) it was easy to get care quickly:

- In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
- In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

Response options of Usually and Always are considered achievement scores. Figure 2-18 shows the *Getting Care Quickly* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-18—MCO Comparisons and Trend Analysis: Getting Care Quickly



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.

▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.

↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.

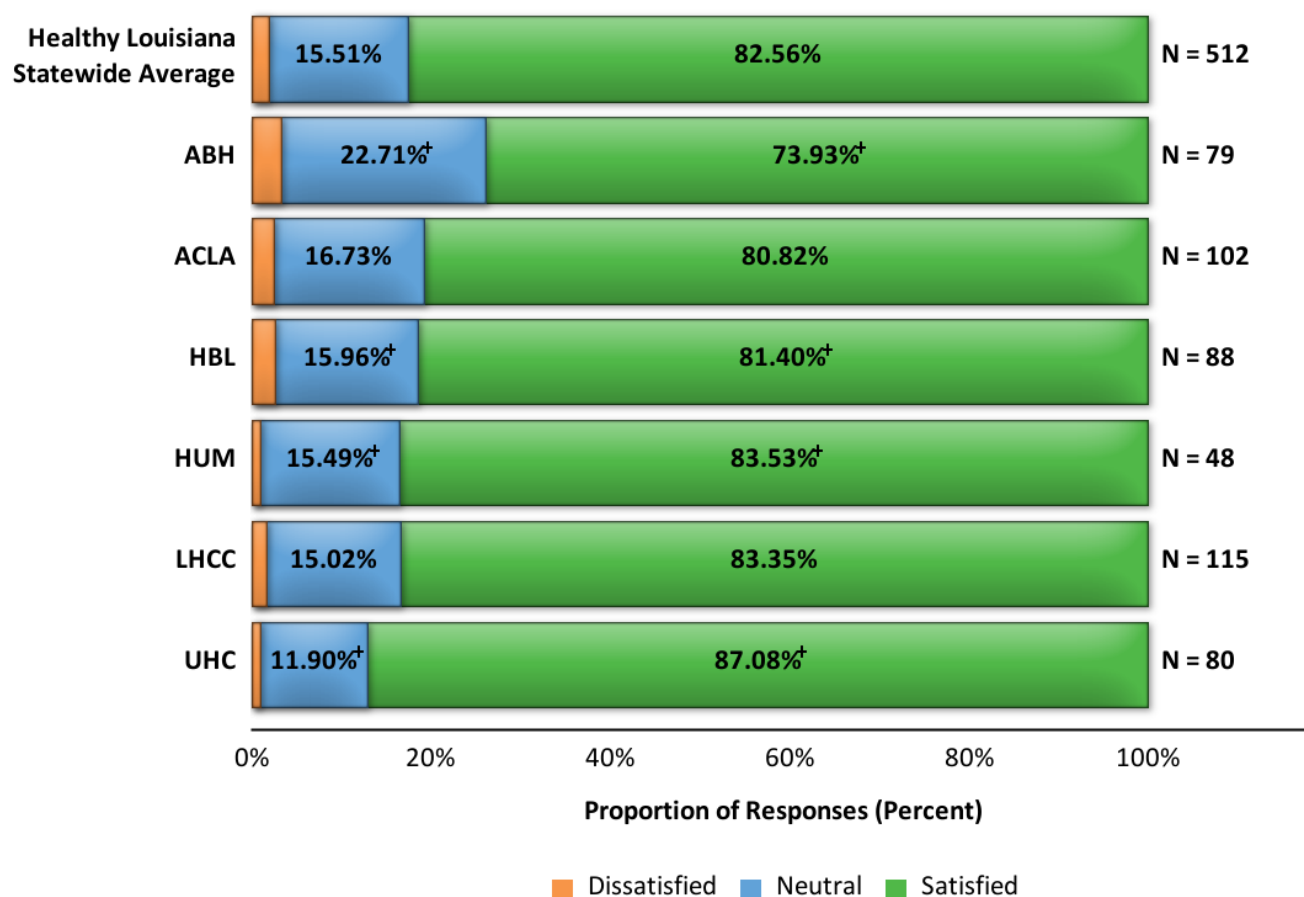
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.

If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 2-19 shows the proportion of responses for each response category for *Getting Care Quickly*.

Figure 2-19—Proportion of Responses: Getting Care Quickly



Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

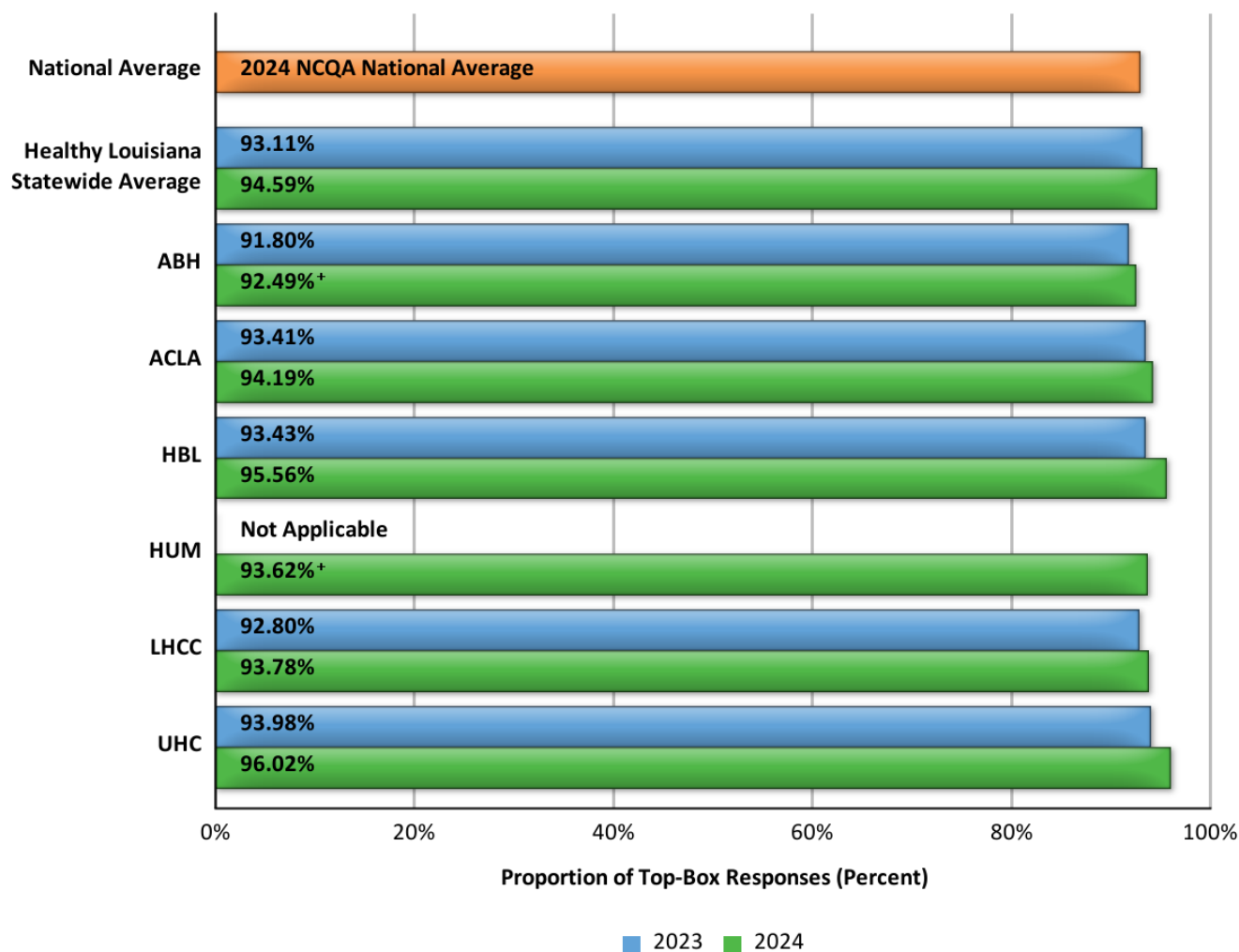
How Well Doctors Communicate

Respondents were asked to assess how often (never, sometimes, usually, or always) the respondent's personal doctor communicated well with them:

- In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
- In the last 6 months, how often did your personal doctor listen carefully to you?
- In the last 6 months, how often did your personal doctor show respect for what you had to say?
- In the last 6 months, how often did your personal doctor spend enough time with you?

Response options of Usually and Always are considered achievement scores. Figure 2-20 shows the *How Well Doctors Communicate* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-20—MCO Comparisons and Trend Analysis: How Well Doctors Communicate



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.

▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.

↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.

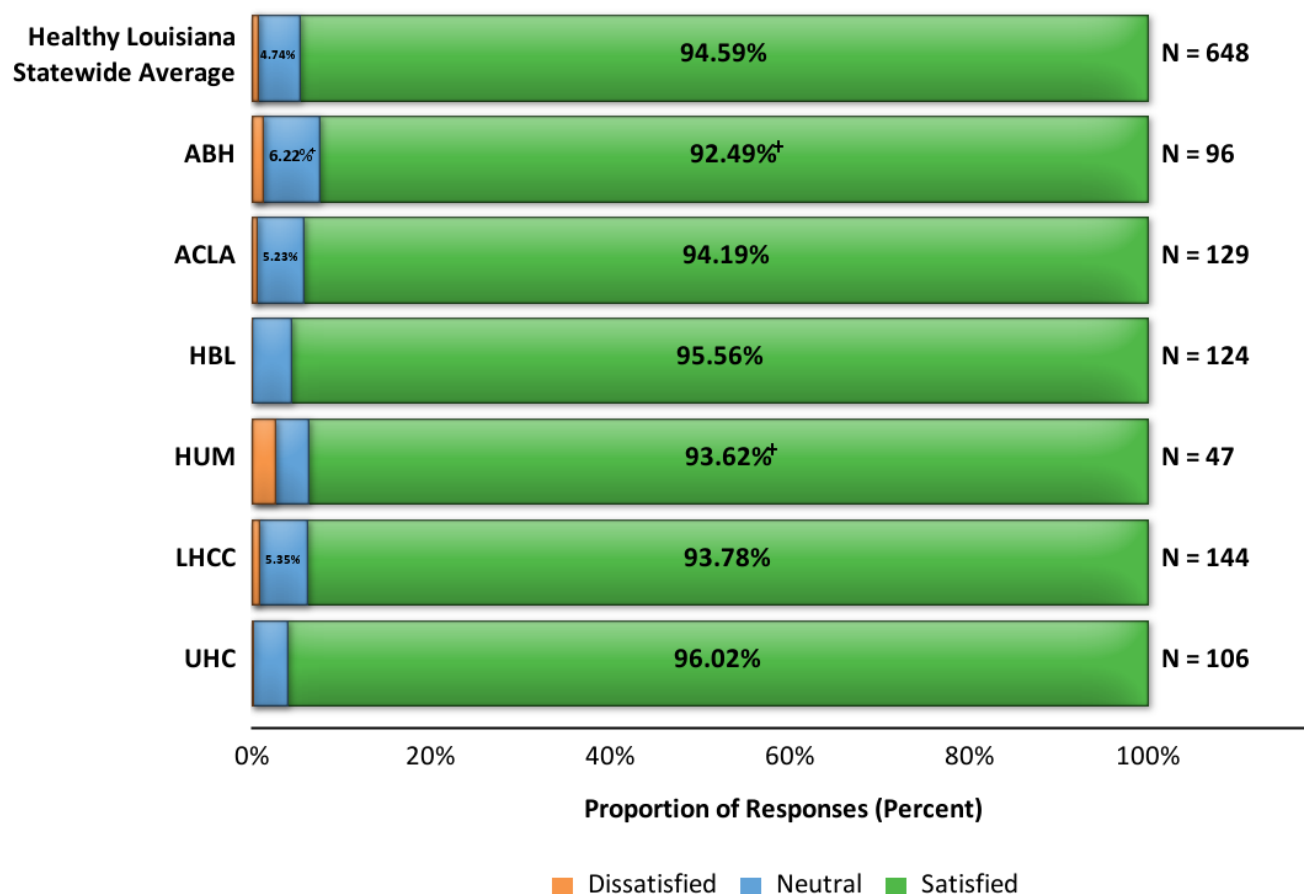
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.

If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 2-21 shows the proportion of responses for each response category for *How Well Doctors Communicate*.

Figure 2-21—Proportion of Responses: How Well Doctors Communicate



Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

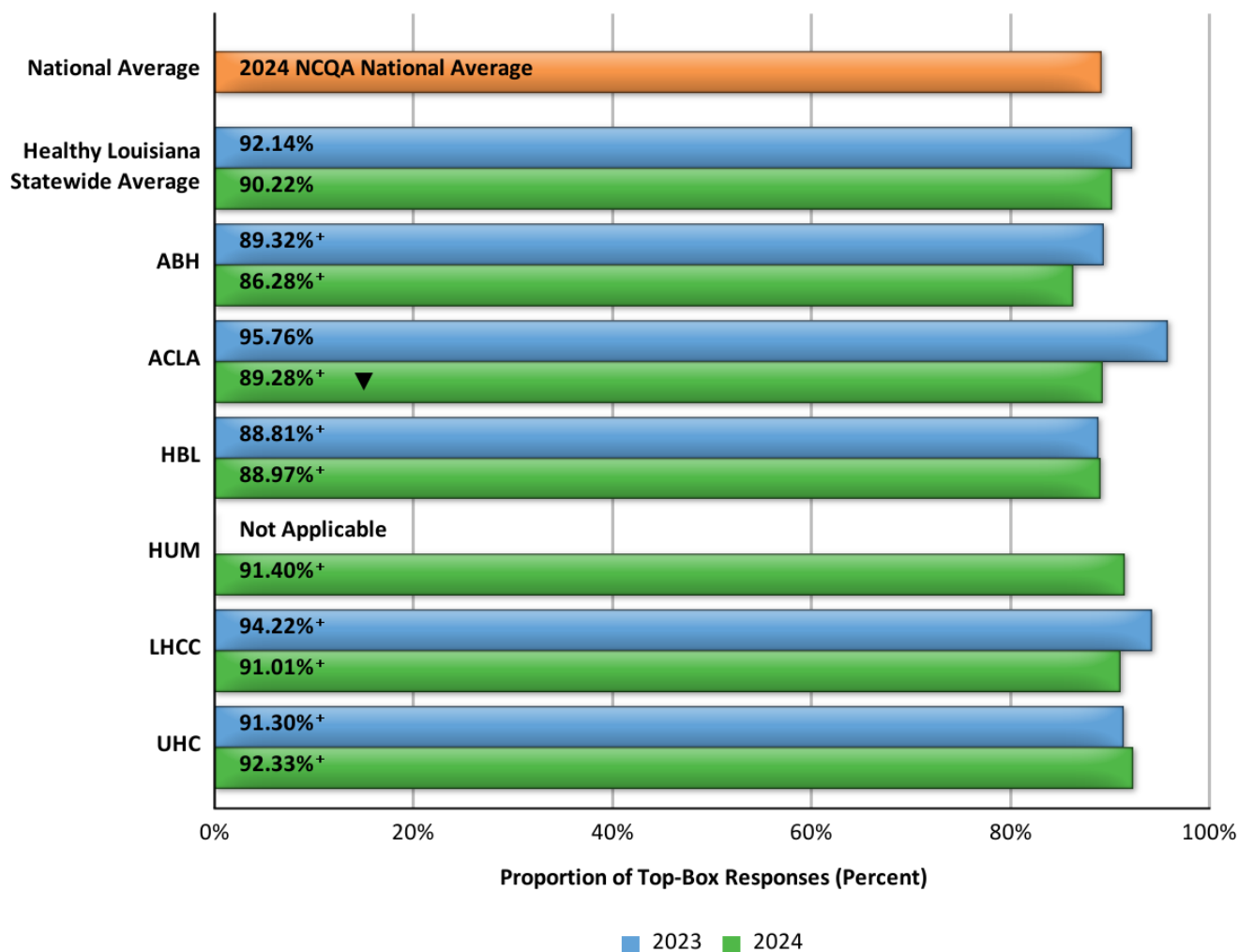
Customer Service

Respondents were asked to assess how often (never, sometimes, usually, or always) respondents had a positive experience with their plan's customer service:

- In the last 6 months, how often did your health plan's customer service give you information or help you needed?
- In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Response options of Usually and Always are considered achievement scores. Figure 2-22 shows the *Customer Service* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-22—MCO Comparisons and Trend Analysis: Customer Service



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.

▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.

↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.

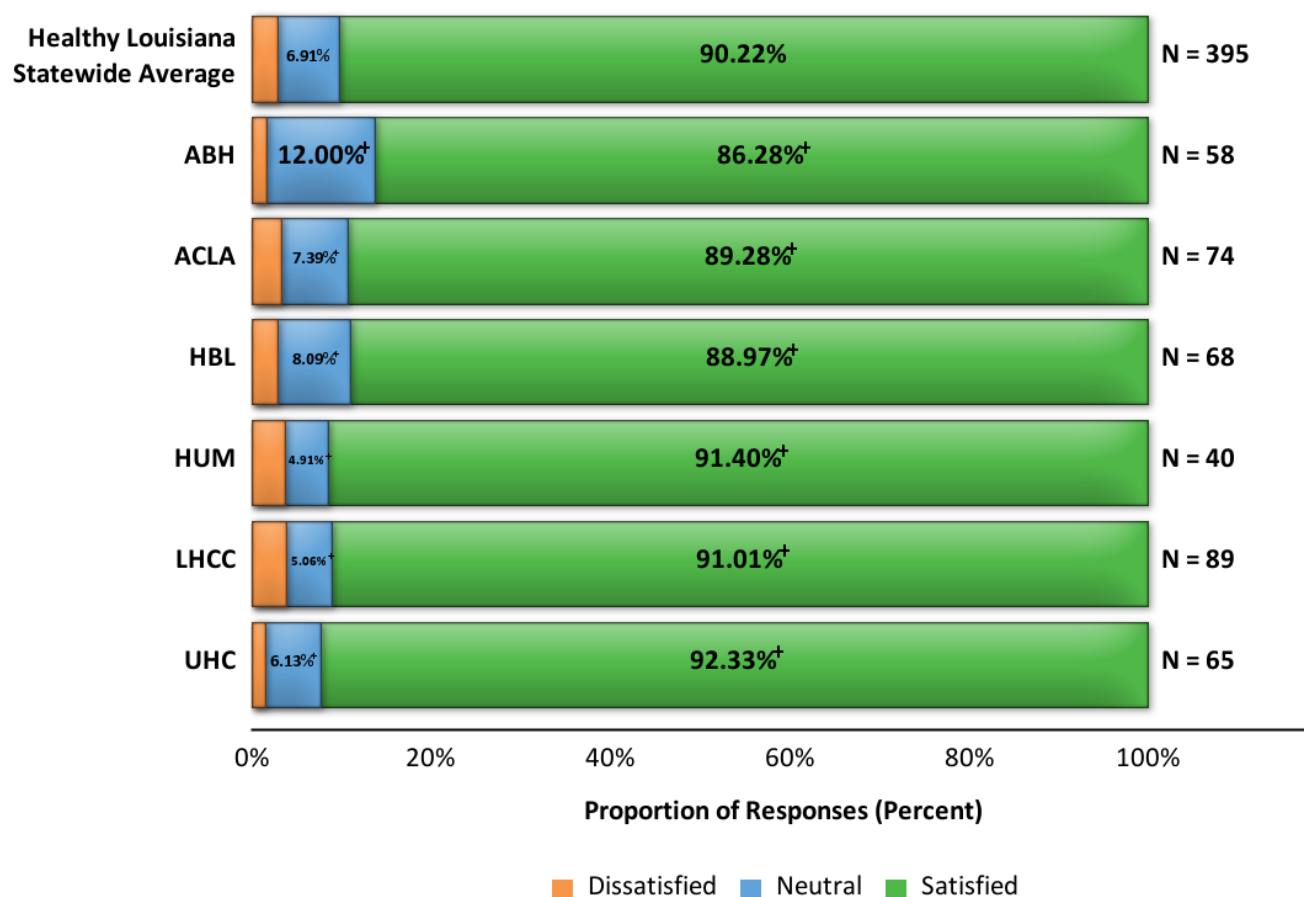
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.

If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 2-23 shows the proportion of responses for each response category for *Customer Service*.

Figure 2-23—Proportion of Responses: Customer Service



Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Individual Item Measure

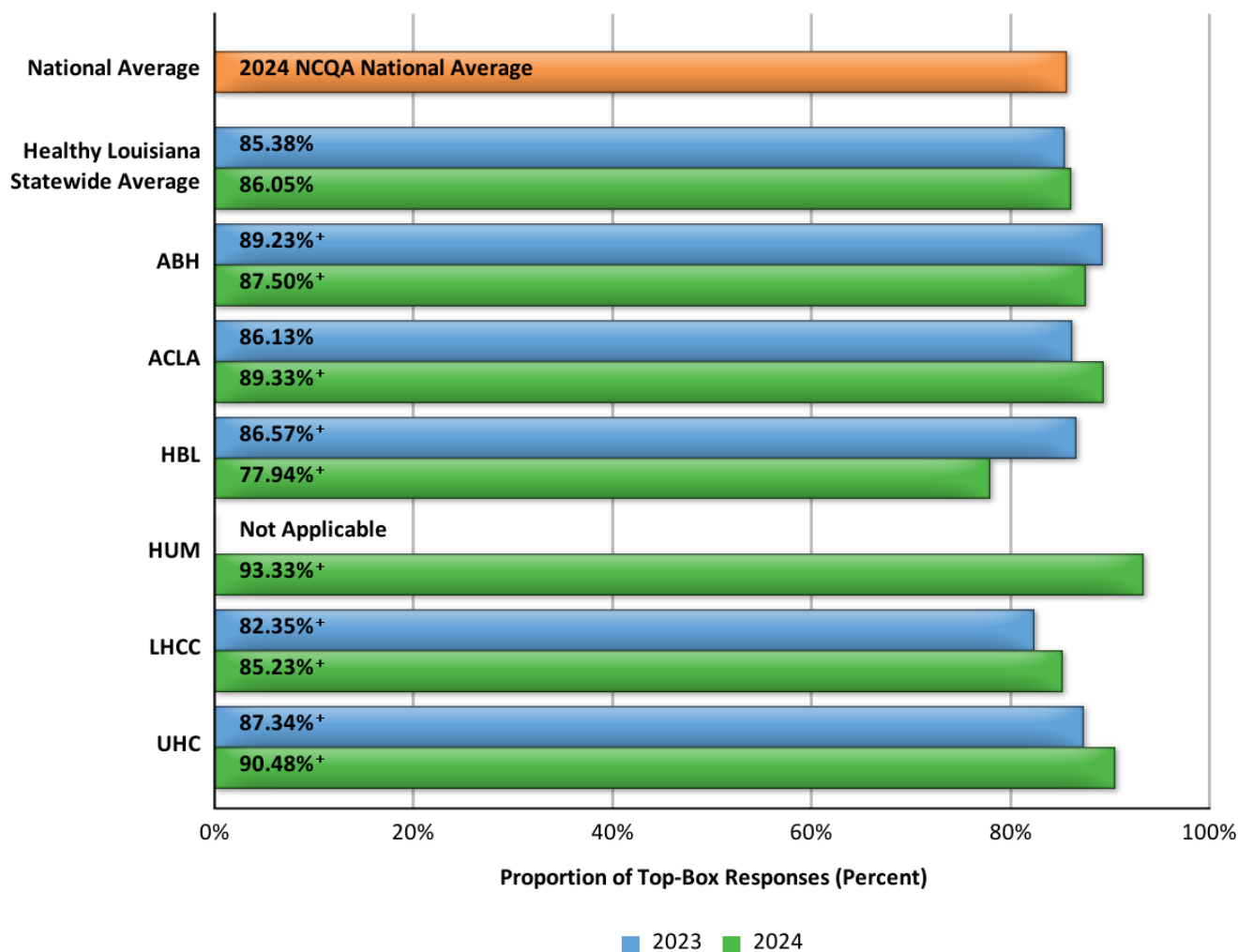
Coordination of Care

Respondents were asked to assess how often (never, sometimes, usually, or always) the respondent's personal doctor seemed informed and up-to-date:

- In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Response options of Usually and Always are considered achievement scores. Figure 2-24 shows the *Coordination of Care* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

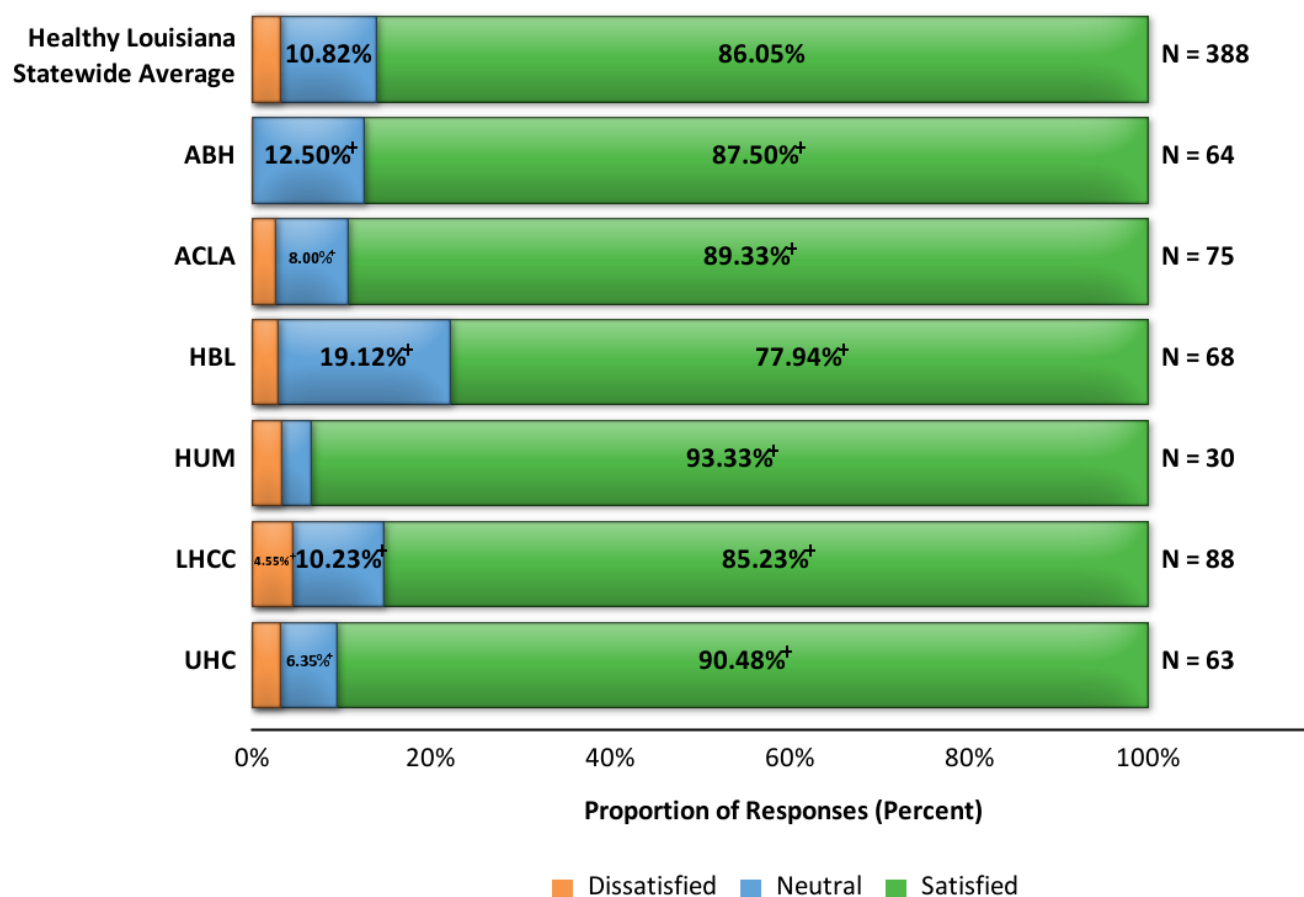
Figure 2-24—MCO Comparisons and Trend Analysis: Coordination of Care



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 2-25 shows the proportion of responses for each response category for *Coordination of Care*.

Figure 2-25—Proportion of Responses: Coordination of Care



Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Medical Assistance With Smoking and Tobacco Use Cessation Items

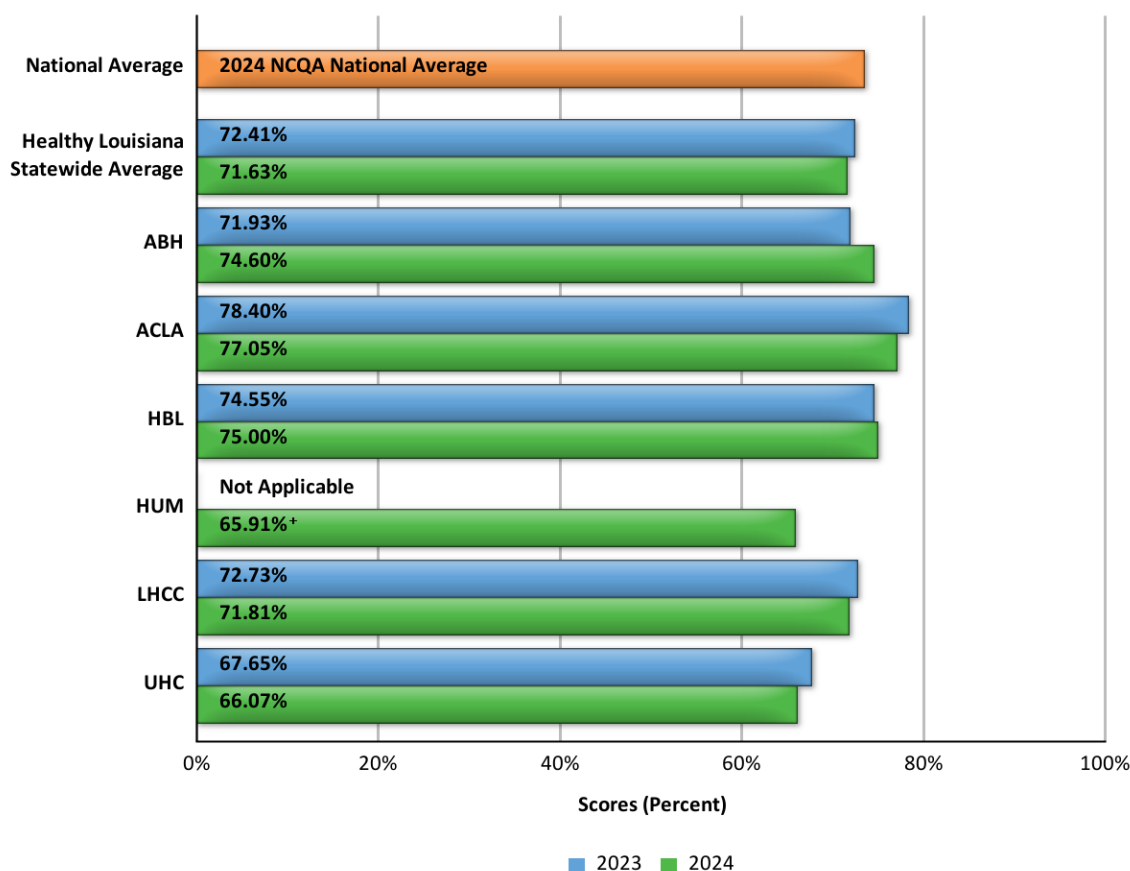
Advising Smokers and Tobacco Users to Quit

Respondents were asked to assess how often (never, sometimes, usually, or always) they were advised to quit smoking or using tobacco:

- 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?

Response options of Sometimes, Usually, and Always are considered achievement scores. Figure 2-26 shows the *Advising Smokers and Tobacco Users to Quit* scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-26—MCO Comparisons and Trend Analysis: Advising Smokers and Tobacco Users to Quit



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

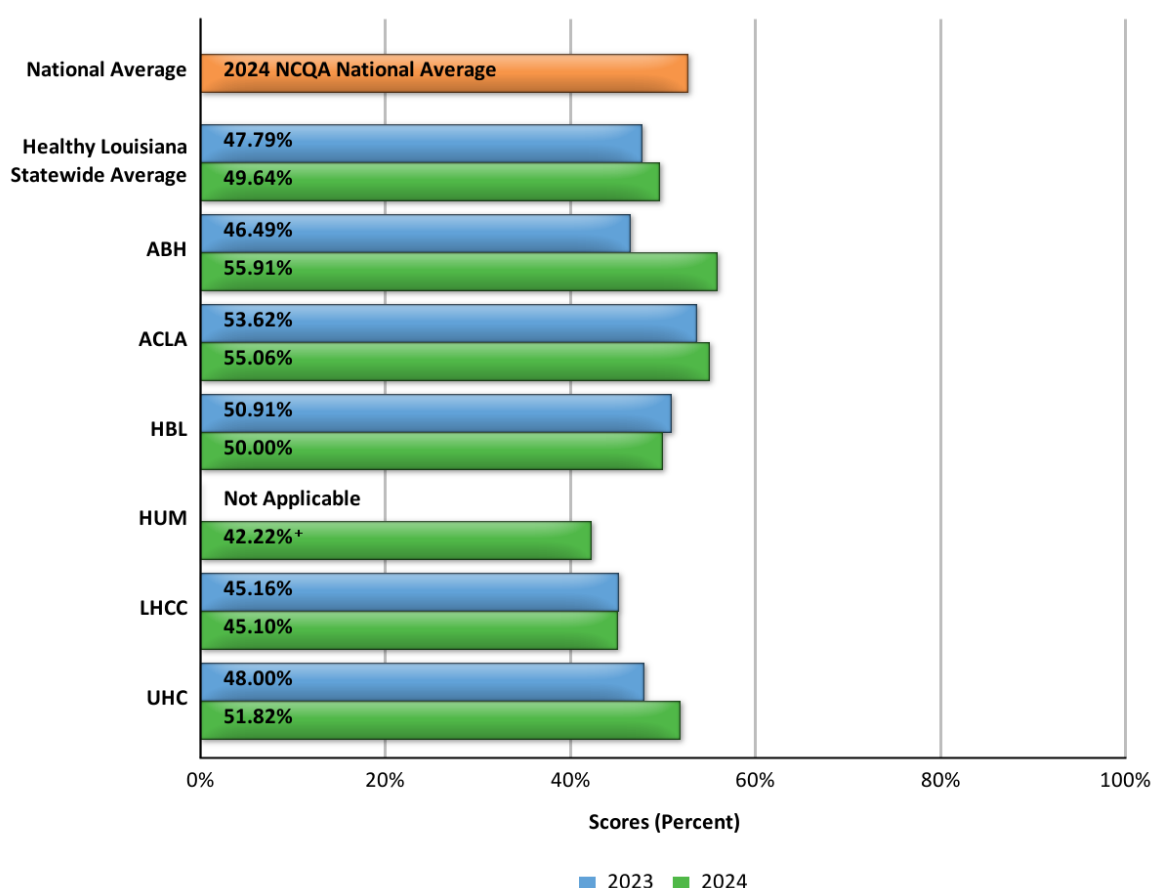
Discussing Cessation Medications

Respondents were asked to assess how often (never, sometimes, usually, or always) medication was recommended or discussed by a doctor or health provider to assist with quitting smoking or using tobacco:

- 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.

Response options of Sometimes, Usually, and Always are considered achievement scores. Figure 2-27 shows the *Discussing Cessation Medications* scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-27—MCO Comparisons and Trend Analysis: Discussing Cessation Medications



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
⁺ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

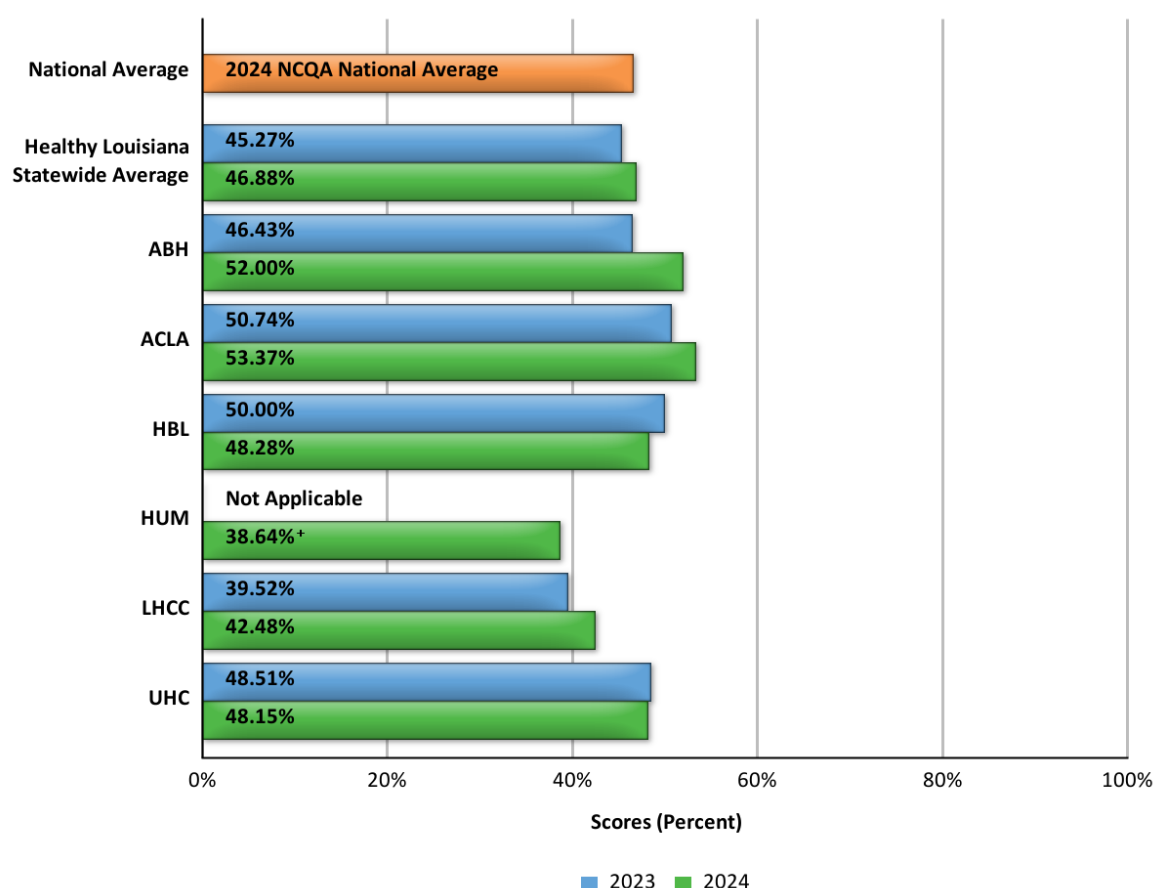
Discussing Cessation Strategies

Respondents were asked to assess how often (never, sometimes, usually, or always) doctors or health providers discussed or provided methods and strategies other than medication to assist with quitting smoking or using tobacco:

- 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.

Response options of Sometimes, Usually, and Always are considered achievement scores. Figure 2-28 shows the *Discussing Cessation Strategies* scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-28—MCO Comparisons and Trend Analysis: Discussing Cessation Strategies



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.

▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.

↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.

↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.

If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

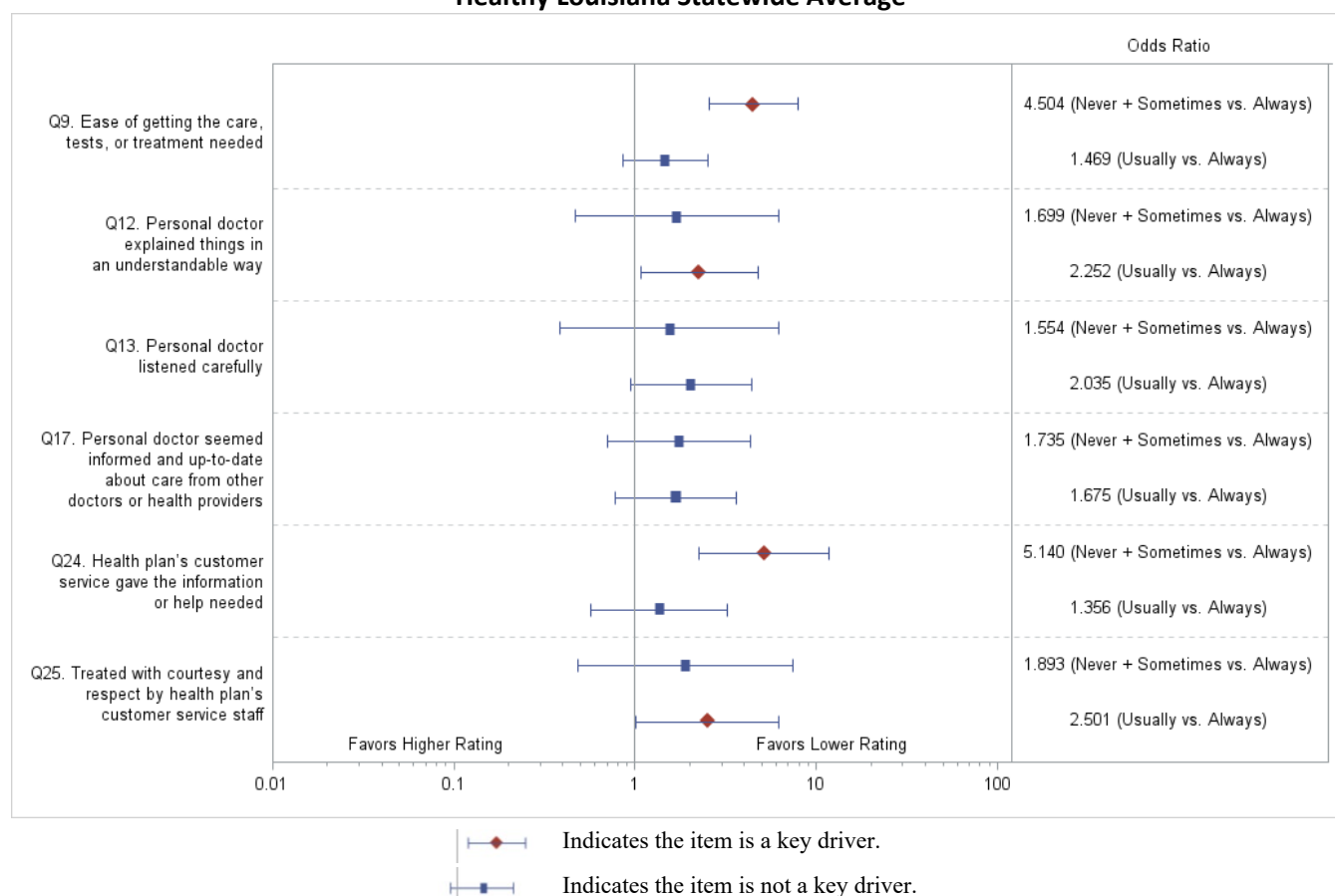
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Key Drivers of Member Experience Analysis

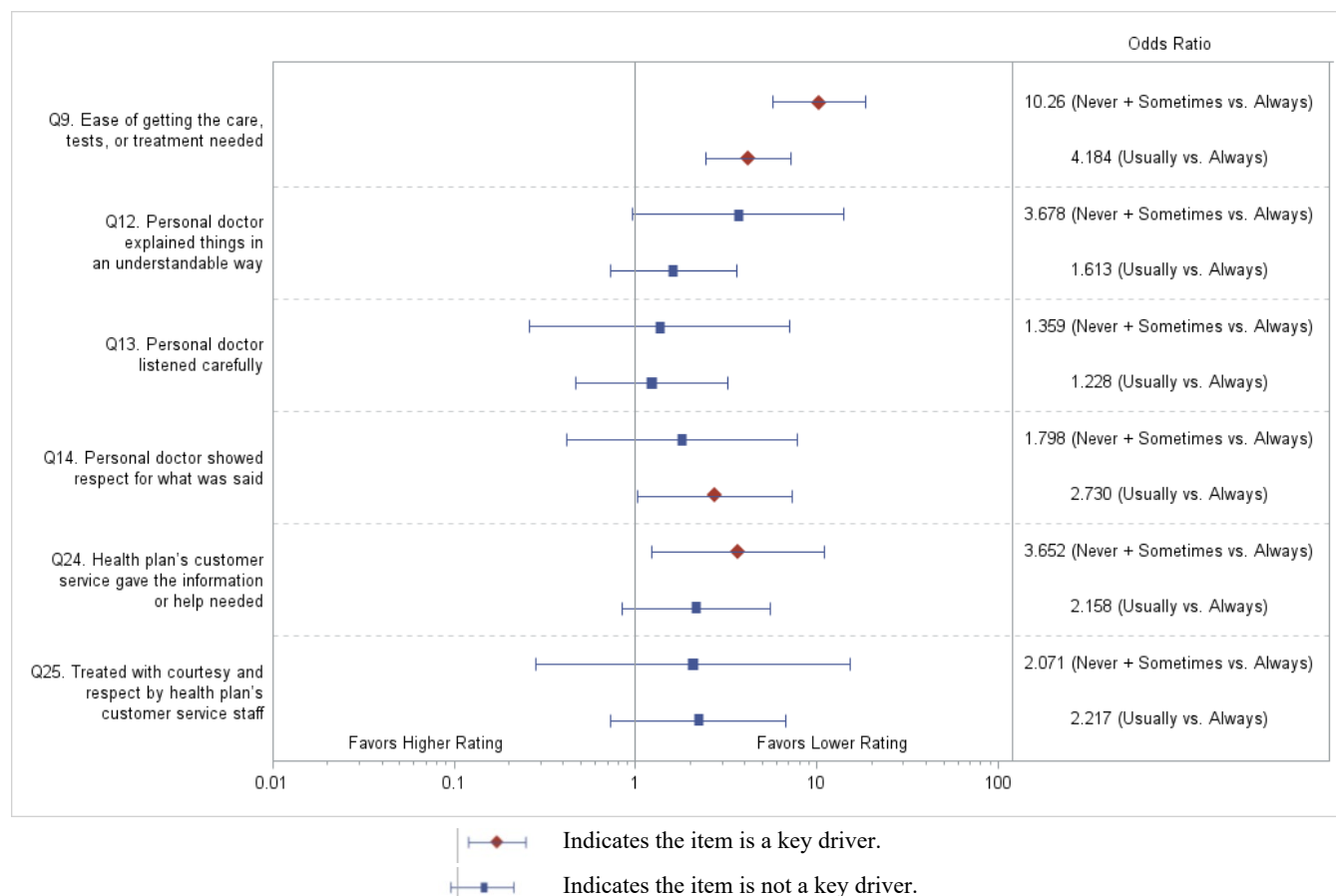
HSAG performed an analysis of key drivers of member experience for the following measures: *Rating of Health Plan*, *Rating of All Health Care*, and *Rating of Personal Doctor*. Key drivers allow LDH to draw overall conclusions from the survey results and identify priority improvement opportunities for LDH related to members' experiences with the services provided by the MCOs.

Figure 2-29 through Figure 2-31 depict those survey items identified for each of the three measures as being key drivers of member experience (i.e., items indicated with a red diamond) for the Healthy Louisiana Statewide Average.

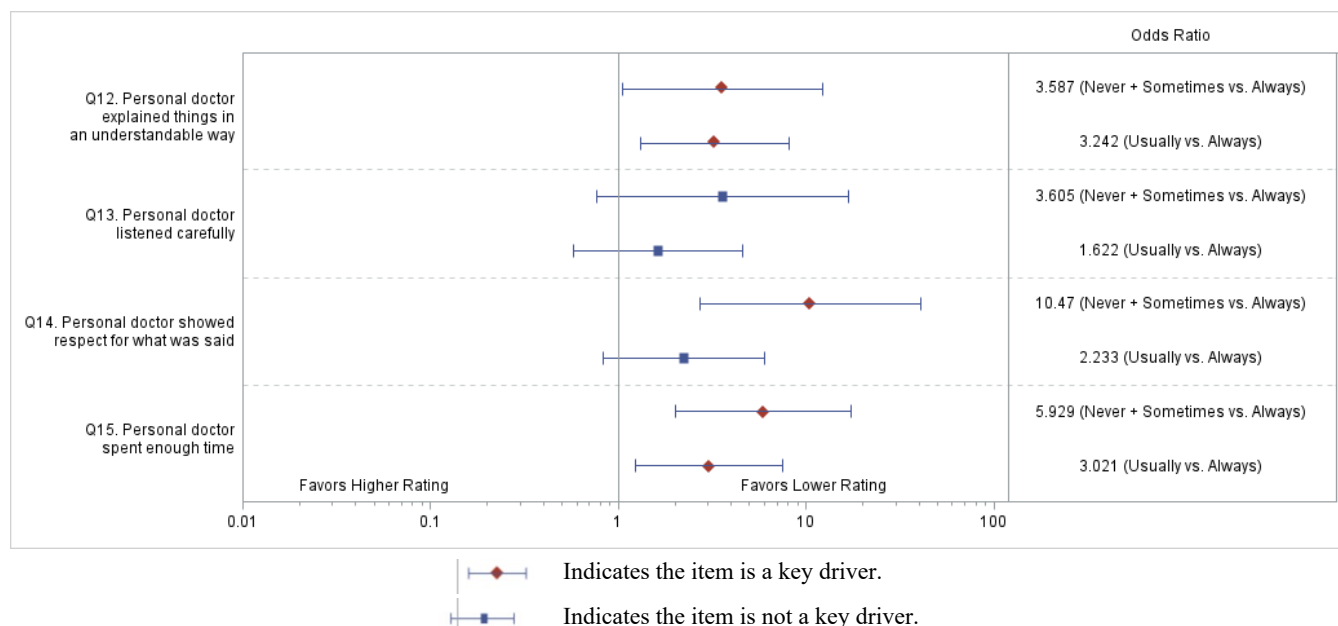
**Figure 2-29—Key Drivers of Member Experience: Rating of Health Plan—
Healthy Louisiana Statewide Average**



**Figure 2-30—Key Drivers of Member Experience: Rating of All Health Care—
Healthy Louisiana Statewide Average**



**Figure 2-31—Key Drivers of Member Experience: Rating of Personal Doctor—
Healthy Louisiana Statewide Average**



3. General Child Results

Survey Respondents

Table 3-1 shows the total number of general child members sampled, total number of completed surveys, total number of eligible and ineligible records, and response rates for the Healthy Louisiana Statewide Average and all participating MCOs. A total of 13,464 child members were surveyed, and a total of 1,289 child surveys were completed. The overall child response rate was 9.70 percent.

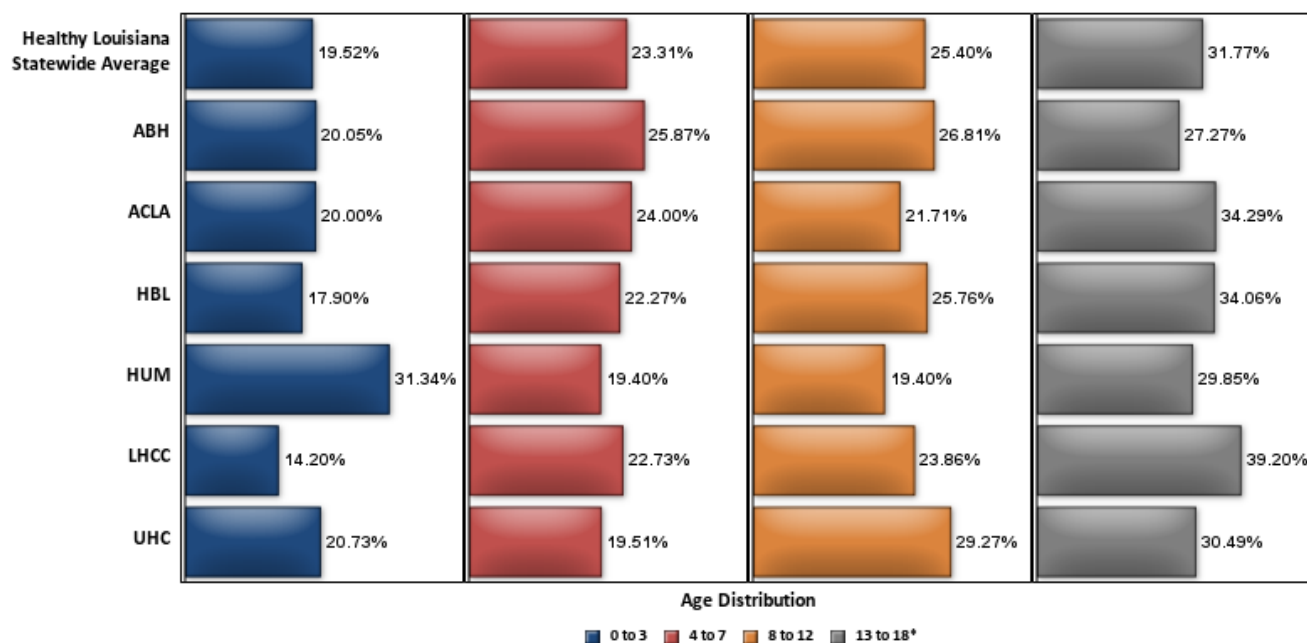
Table 3-1—Child Survey Dispositions

	Total Sample	Ineligible Records	Eligible Sample	Total Respondents	Response Rate
Healthy Louisiana Statewide Average	13,464	175	13,289	1,289	9.70%
ABH	3,300	43	3,257	442	13.57%
ACLA	2,904	23	2,881	184	6.39%
HBL	1,650	71	1,579	243	15.39%
HUM	1,650	20	1,630	71	4.36%
LHCC	1,980	4	1,976	180	9.11%
UHC	1,980	14	1,966	169	8.60%

Demographics of Child Members

Figure 3-1 through Figure 3-6 present the demographic characteristics of children for whom a parent/ caretaker completed a survey for age, gender, race, ethnicity, general health status, and mental or emotional health status.

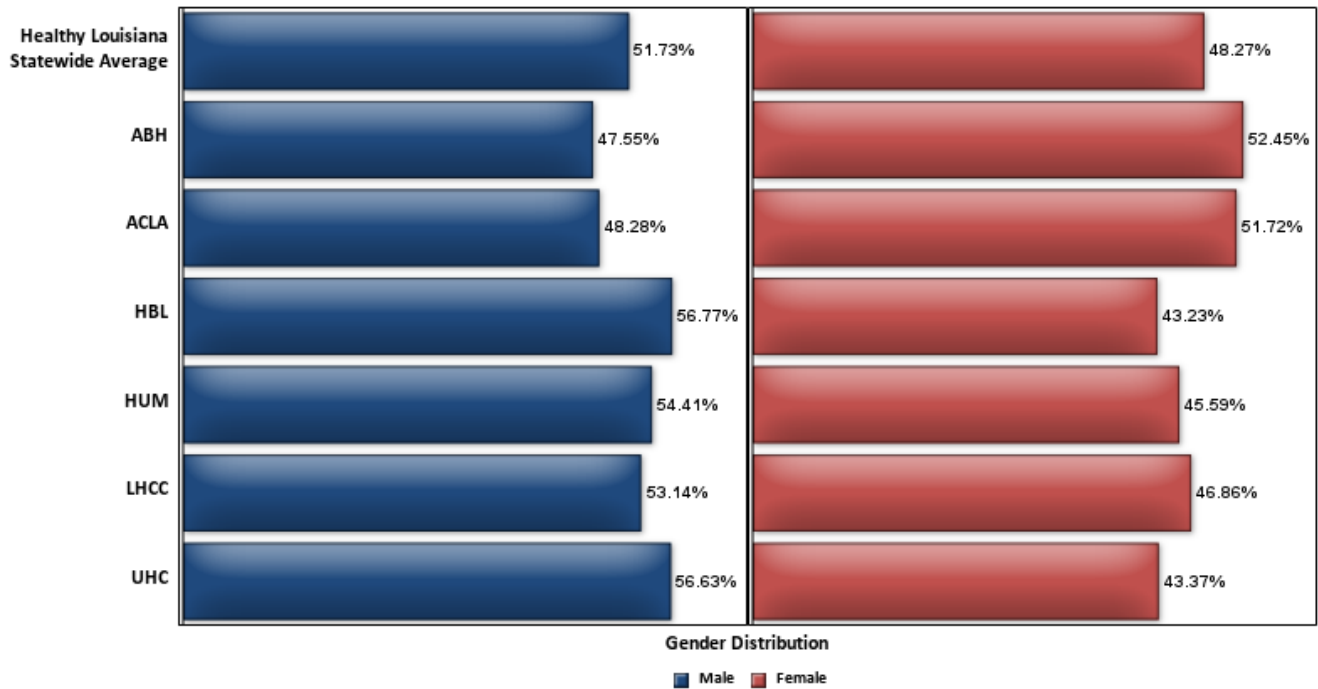
Figure 3-1—Child Member Demographics: Age



Some percentages may not total 100% due to rounding.

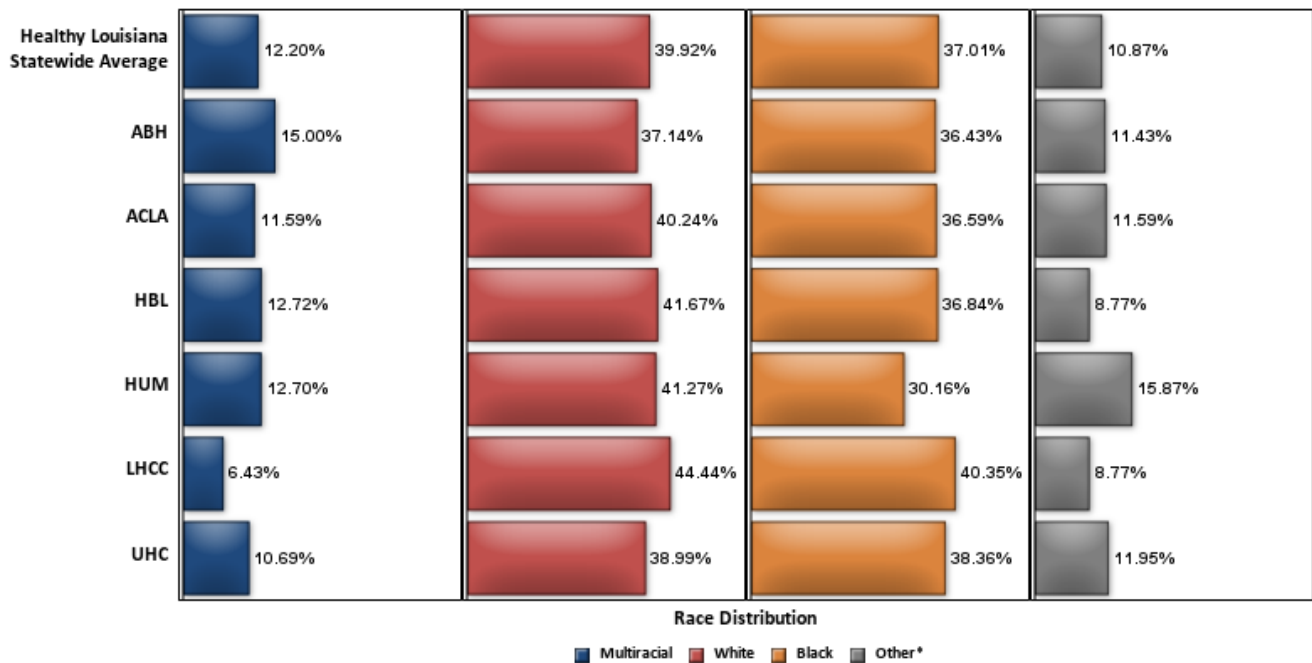
**Children were eligible for inclusion in CAHPS if they were 17 years of age or younger as of December 31, 2023. Some children eligible for the CAHPS Survey turned 18 between January 1, 2024, and the time of survey administration.*

Figure 3-2—Child Member Demographics: Gender



Some percentages may not total 100% due to rounding.

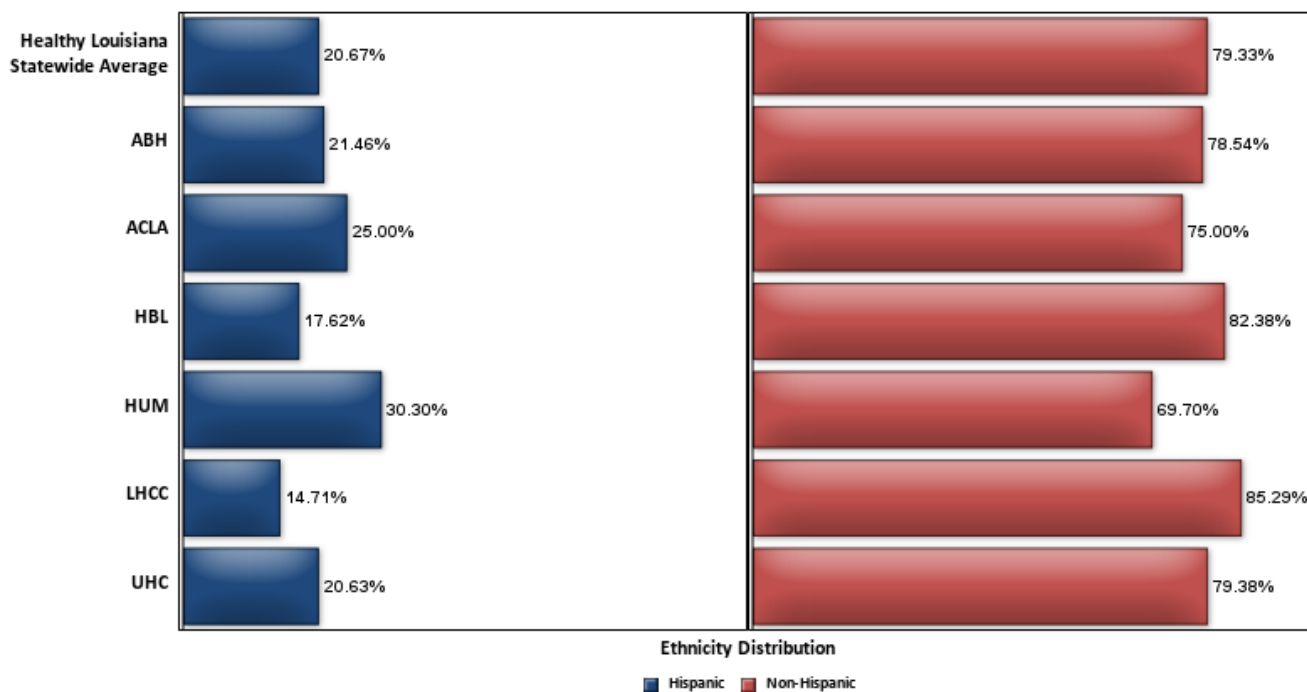
Figure 3-3—Child Member Demographics: Race



Some percentages may not total 100% due to rounding.

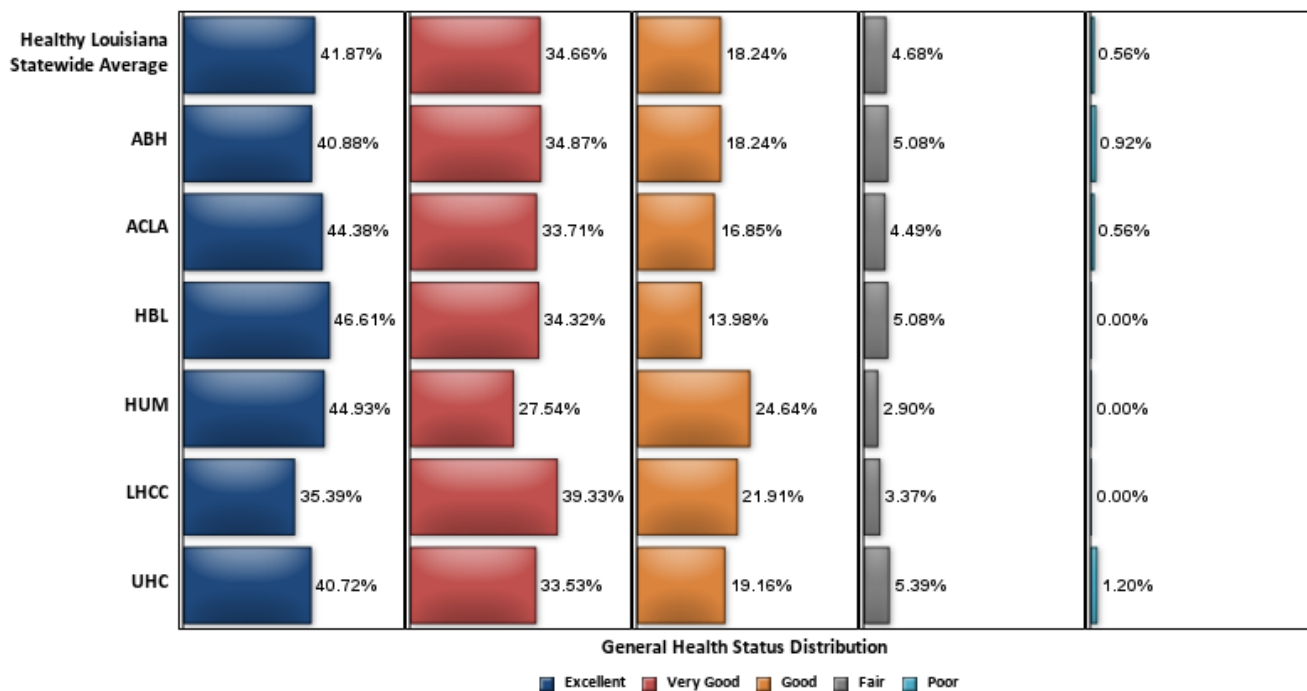
*The "Other" race category includes responses of Asian, Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and Other.

Figure 3-4—Child Member Demographics: Ethnicity



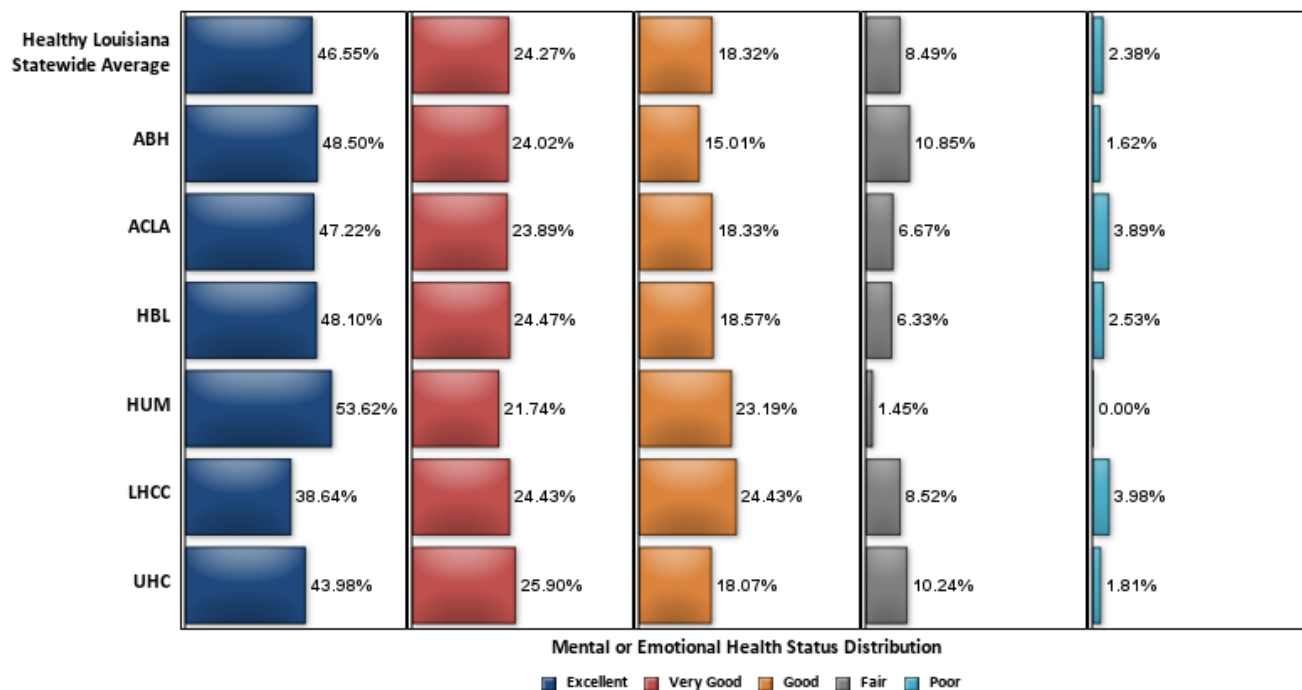
Some percentages may not total 100% due to rounding.

Figure 3-5—Child Member Demographics: General Health Status



Some percentages may not total 100% due to rounding.

Figure 3-6—Child Member Demographics: Mental or Emotional Health Status



Some percentages may not total 100% due to rounding.

Demographics of Respondents

Figure 3-7 through Figure 3-10 present the demographic characteristics of parents/caretakers who completed a survey on behalf of the child member for respondent age, respondent gender, respondent education level, and respondent relationship to the child.

Figure 3-7—Respondent Demographics: Age

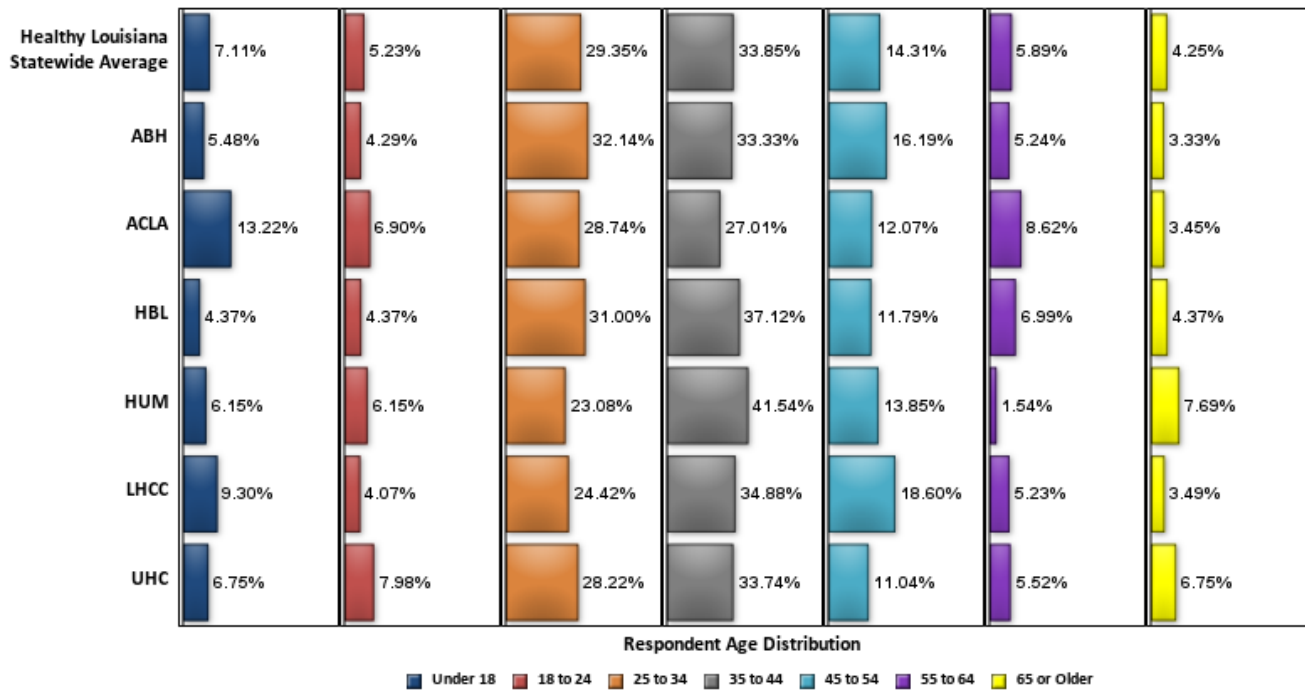
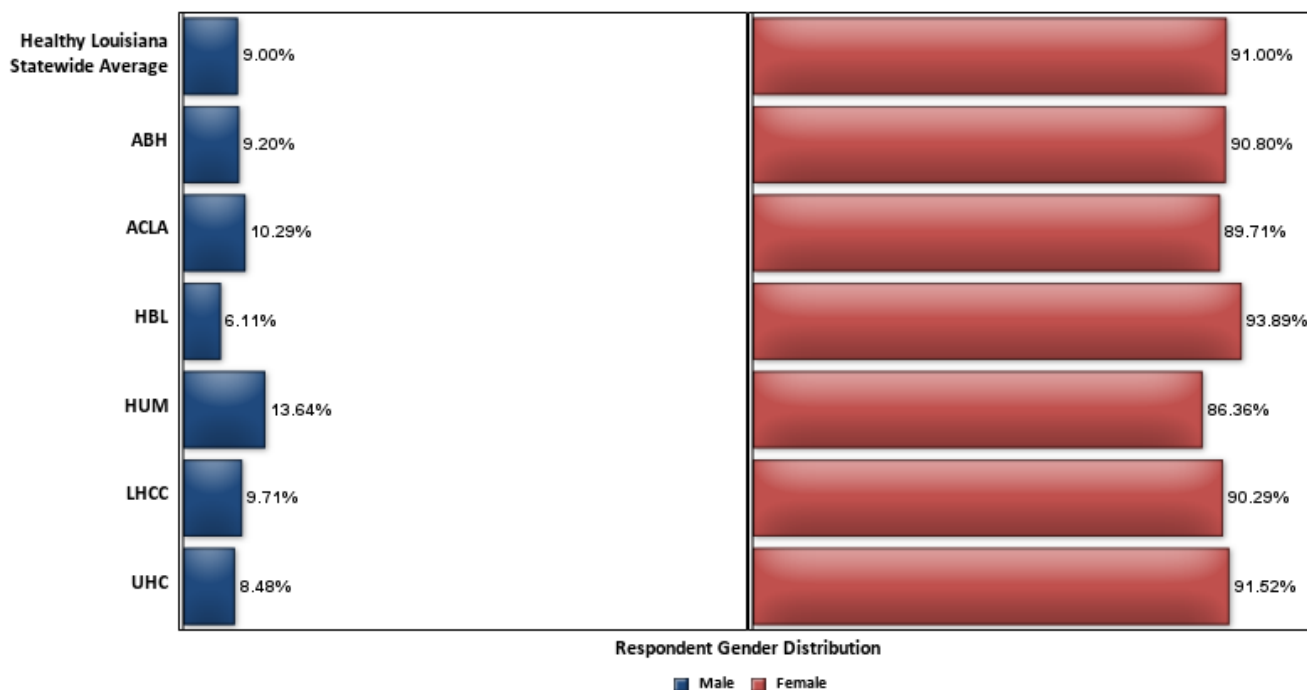
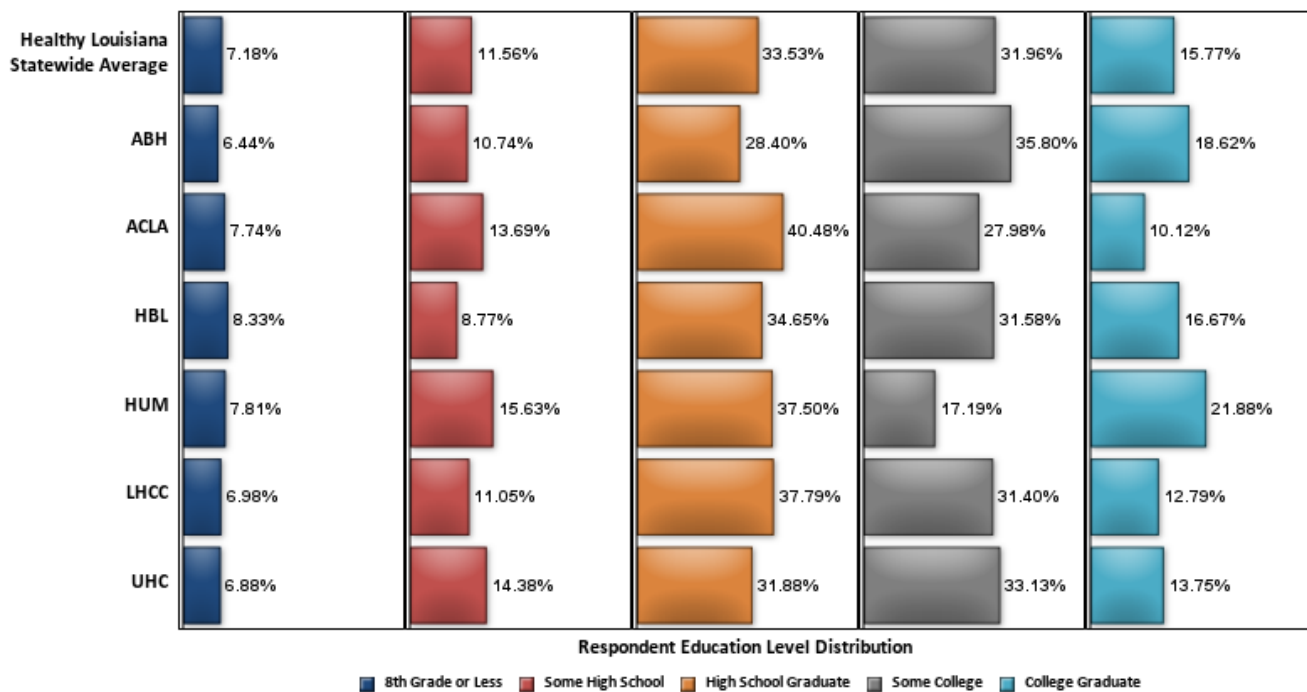


Figure 3-8—Respondent Demographics: Gender



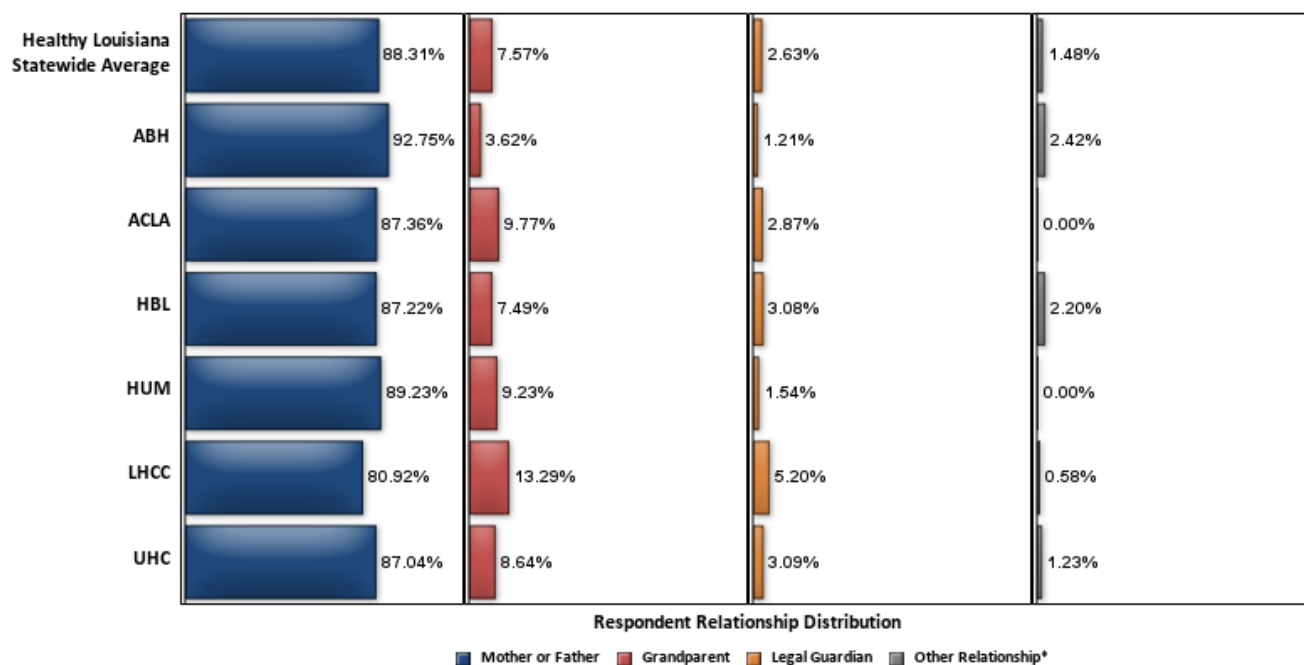
Some percentages may not total 100% due to rounding.

Figure 3-9—Respondent Demographics: Education Level



Some percentages may not total 100% due to rounding.

Figure 3-10—Respondent Demographics: Relationship to Child



Some percentages may not total 100% due to rounding.

**The "Other Relationship" category includes responses of aunt or uncle, older brother or sister, other relative, or someone else.*

Respondent Analysis

HSAG compared the gender of child MCO members (i.e., respondent percentage) to the gender of non-respondents (i.e., non-respondent percentage) for statistically significant differences. Table 3-2 presents the results of the respondent analysis.

Please note that variables from the sample frame file were used as the data source for this analysis; therefore, these results will differ from those presented in the demographics subsection, which uses responses from the survey as the data source.

Table 3-2—Child Respondent and Non-Respondent Profiles—Gender

		Male	Female
Healthy Louisiana Statewide Average	R NR	51.98% 51.01%	48.02% 48.99%
ABH	R NR	47.96% 51.12%	52.04% 48.88%
ACLA	R NR	49.46% 52.79%	50.54% 47.21%
HBL	R NR	56.38% 50.60%	43.62% 49.40%
HUM	R NR	56.34% 48.26%	43.66% 51.74%
LHCC	R NR	53.33% 50.83%	46.67% 49.17%
UHC	R NR	55.62% 51.02%	44.38% 48.98%
<p>An “R” indicates respondent percentage, and an “NR” indicates non-respondent percentages. ↑ Indicates the respondent percentage is significantly higher than the non-respondent percentage. ↓ Indicates the respondent percentage is significantly lower than the non-respondent percentage. Respondent percentages that are not statistically significantly different than the non-respondent percentages are not noted with arrows. Some percentages may not total 100% due to rounding.</p>			

National Comparisons

In order to assess the overall performance of the general child population, HSAG compared scores for each measure to NCQA's 2024 Quality Compass Benchmark and Compare Quality Data.⁸ Based on this comparison, ratings of one (★) to five (★★★★★) stars were determined for each measure, where one is the lowest possible rating (i.e., Poor) and five is the highest possible rating (i.e., Excellent). The percentages in Table 3-3 represent the achievement scores, while the stars represent overall member experience ratings for each measure when the achievement scores were compared to NCQA's Quality Compass data.

Table 3-3—Healthy Louisiana MCO Child National Comparisons

	Healthy Louisiana Statewide Average	ABH	ACLA	HBL	HUM	LHCC	UHC
Global Ratings							
<i>Rating of Health Plan</i>	★★★★ 88.48%	★ 83.26%	★★ 85.96%	★★★★★ 89.36%	★ 79.10% ⁺	★★★★★ 90.40%	★★★★★ 91.02%
<i>Rating of All Health Care</i>	★★★★★ 89.95%	★★★★ 88.22%	★★ 86.11%	★★★★★ 89.58%	★★★★★ 95.00% ⁺	★★★★ 89.26%	★★★★★ 91.74%
<i>Rating of Personal Doctor</i>	★★★★★ 91.73%	★★★★★ 91.88%	★★★★★ 91.95%	★★★★★ 91.75%	★★★★★ 93.10% ⁺	★★★★ 91.08%	★★★★★ 92.00%
<i>Rating of Specialist Seen Most Often</i>	★★★★ 87.54%	★★★★★ 91.51%	★★★★★ 90.91% ⁺	★ 81.63% ⁺	★★ 86.67% ⁺	★★★★★ 91.11% ⁺	★ 84.21% ⁺
Composite Measures							
<i>Getting Needed Care</i>	★★★★ 84.66%	★★★★ 86.23%	★★★★★ 88.01% ⁺	★★ 82.43% ⁺	★★★★★ 88.13% ⁺	★★★★ 84.42% ⁺	★★ 83.33% ⁺
<i>Getting Care Quickly</i>	★★★★ 89.88%	★★★★★ 91.30%	★★★★★ 93.11% ⁺	★★★★ 88.81%	★★★★ 88.86% ⁺	★★★★ 87.72% ⁺	★★★★★ 91.85% ⁺
<i>How Well Doctors Communicate</i>	★★ 94.06%	★★★★ 94.91%	★★ 93.62%	★★★★ 95.11%	★★★★ 95.40% ⁺	★★ 93.18%	★★ 94.07%
<i>Customer Service</i>	★★ 88.09%	★★★★ 88.89%	★ 85.09% ⁺	★★★★ 90.00% ⁺	★ 79.19% ⁺	★★ 87.87% ⁺	★★★★★ 91.18% ⁺

⁸ National Committee for Quality Assurance. *Quality Compass®: Benchmark and Compare Quality Data 2024*. Washington, DC: NCQA, September 2024.

	Healthy Louisiana Statewide Average	ABH	ACLA	HL	HUM	LHCC	UHC
Individual Item Measure							
Coordination of Care	★★ 82.19%	★★★★★ 89.68%	★ 78.26% ⁺	★ 78.13% ⁺	★★★★★ 92.00% ⁺	★★★ 84.62% ⁺	★ 78.13% ⁺
<i>Star Assignments Based on Percentiles:</i> ★★★★★ 90th or Above ★★★★★ 75th-89th ★★★ 50th-74th ★★ 25th-49th ★ Below 25th ⁺ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.							

MCO Comparisons, Trend Analysis, and Proportion of Responses

For purposes of the MCO comparisons and trend analysis, achievement scores were calculated for each measure in accordance with NCQA HEDIS Specifications for Survey Measures.⁹ For purposes of the MCO comparisons, achievement scores for each MCO were compared to the Healthy Louisiana Statewide Average to determine whether there were statistically significant differences. In order to evaluate trends in members' experiences, scores in 2024 score were compared to the corresponding 2023 score to determine whether there were statistically significant differences. The trend analysis for Humana Healthy Horizons could not be performed since this was the first year that this MCO administered the CAHPS Health Plan Survey. Therefore, the 2023 top-box scores are listed as "Not Applicable." In addition, responses were classified into categories and the proportion (or percentage) of responses for each category was calculated for each measure. For additional details and information on the survey language and response options for the measures and the calculation of achievement scores, please refer to the Methodology report.

Figure 3-11 through Figure 3-28 show the results of the MCO comparisons, trend analysis, and proportion of responses. CAHPS scores with fewer than 100 respondents are denoted with a cross (+). Caution should be exercised when interpreting results for those measures with fewer than 100 respondents.

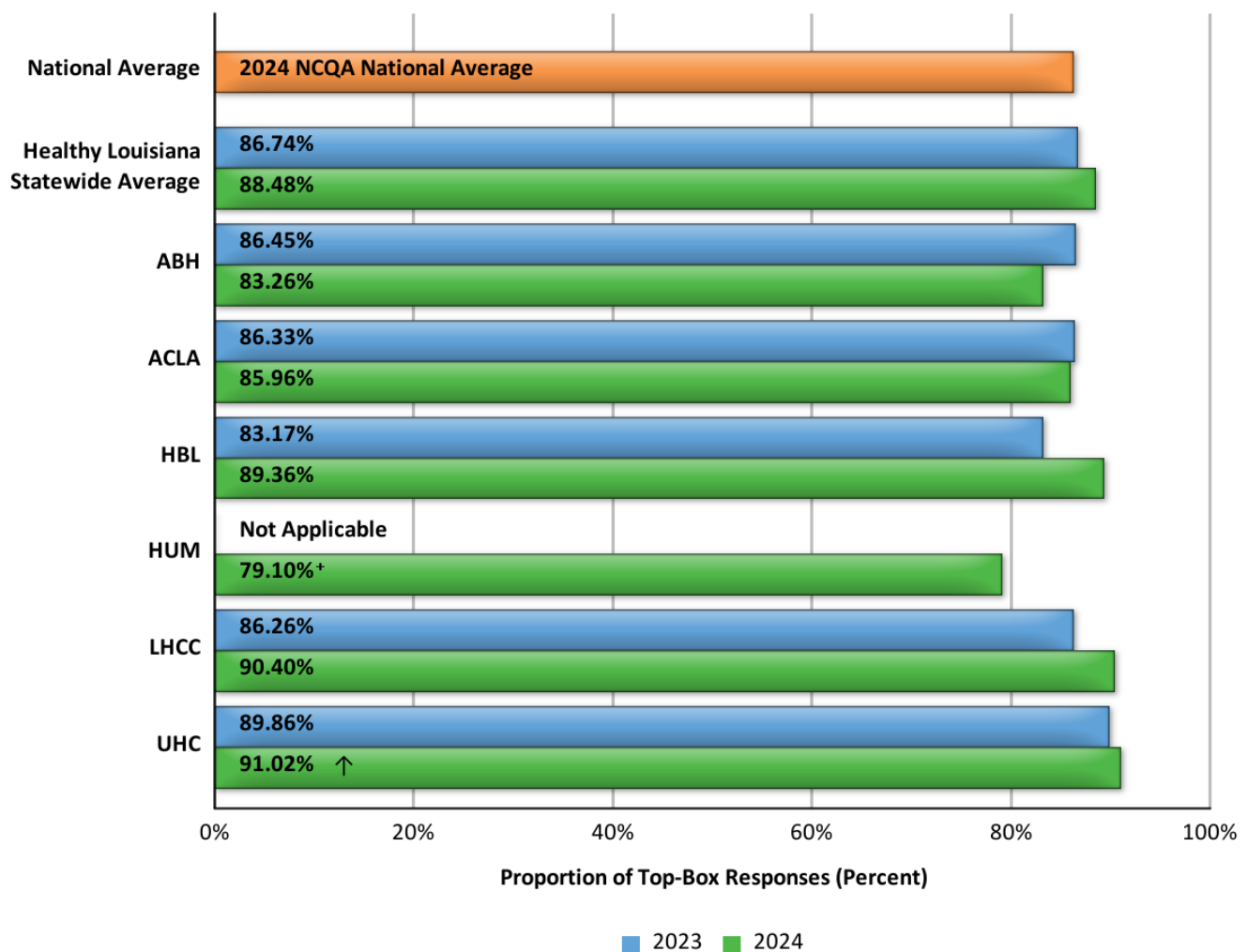
⁹ National Committee for Quality Assurance. *HEDIS® Measurement Year 2023, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2023.

Global Ratings

Rating of Health Plan

Respondents were asked to rate their child’s health plan on a scale of 0 to 10, with 0 being the “worst health plan possible” and 10 being the “best health plan possible.” Ratings scoring an 8, 9, or 10 are considered achievement scores. Figure 3-11 shows the *Rating of Health Plan* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

Figure 3-11—MCO Comparisons and Trend Analysis: Rating of Health Plan



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.

▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.

↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.

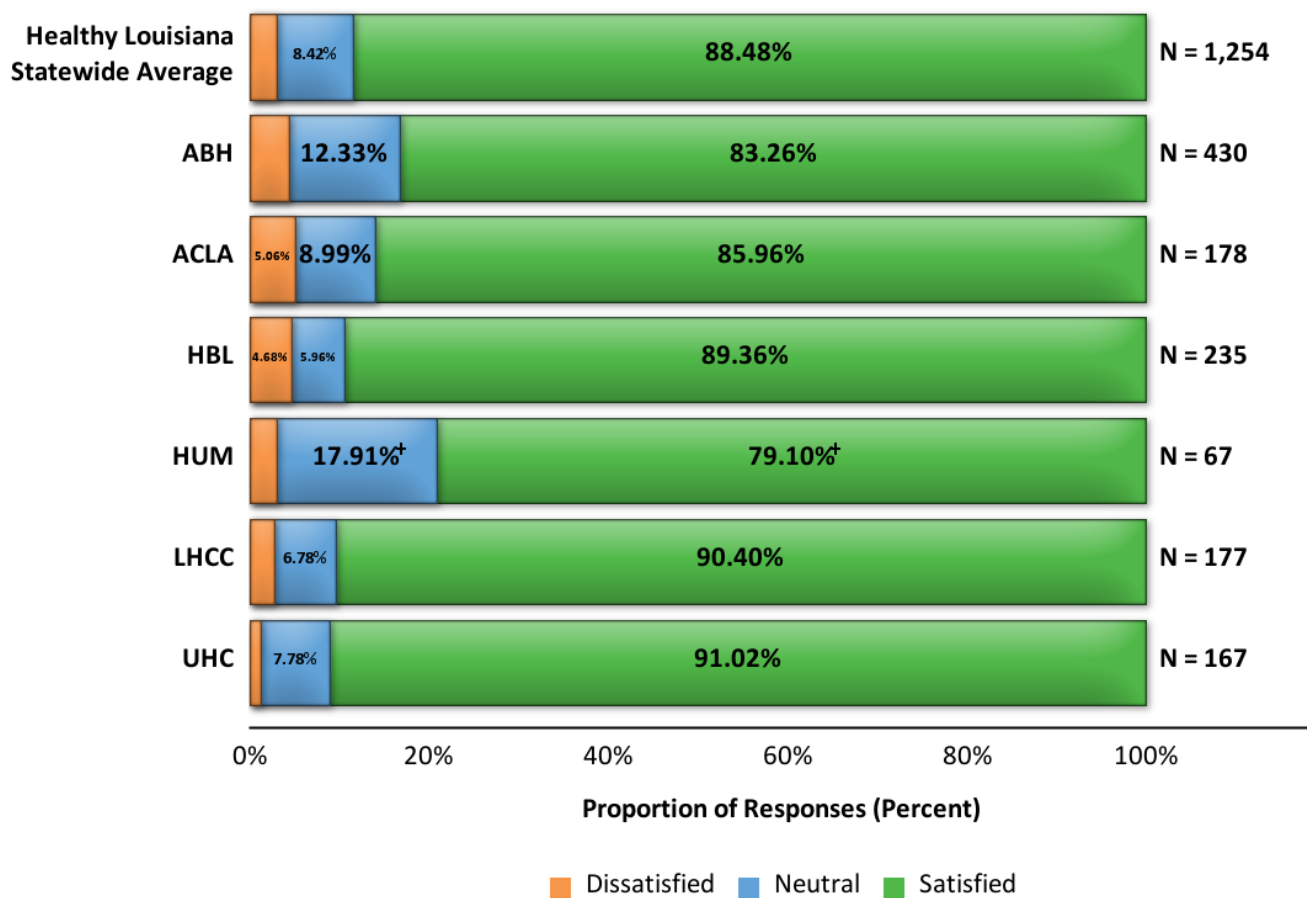
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.

If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 3-12 shows the proportion of responses for each response category for *Rating of Health Plan*.

Figure 3-12—Proportion of Responses: Rating of Health Plan



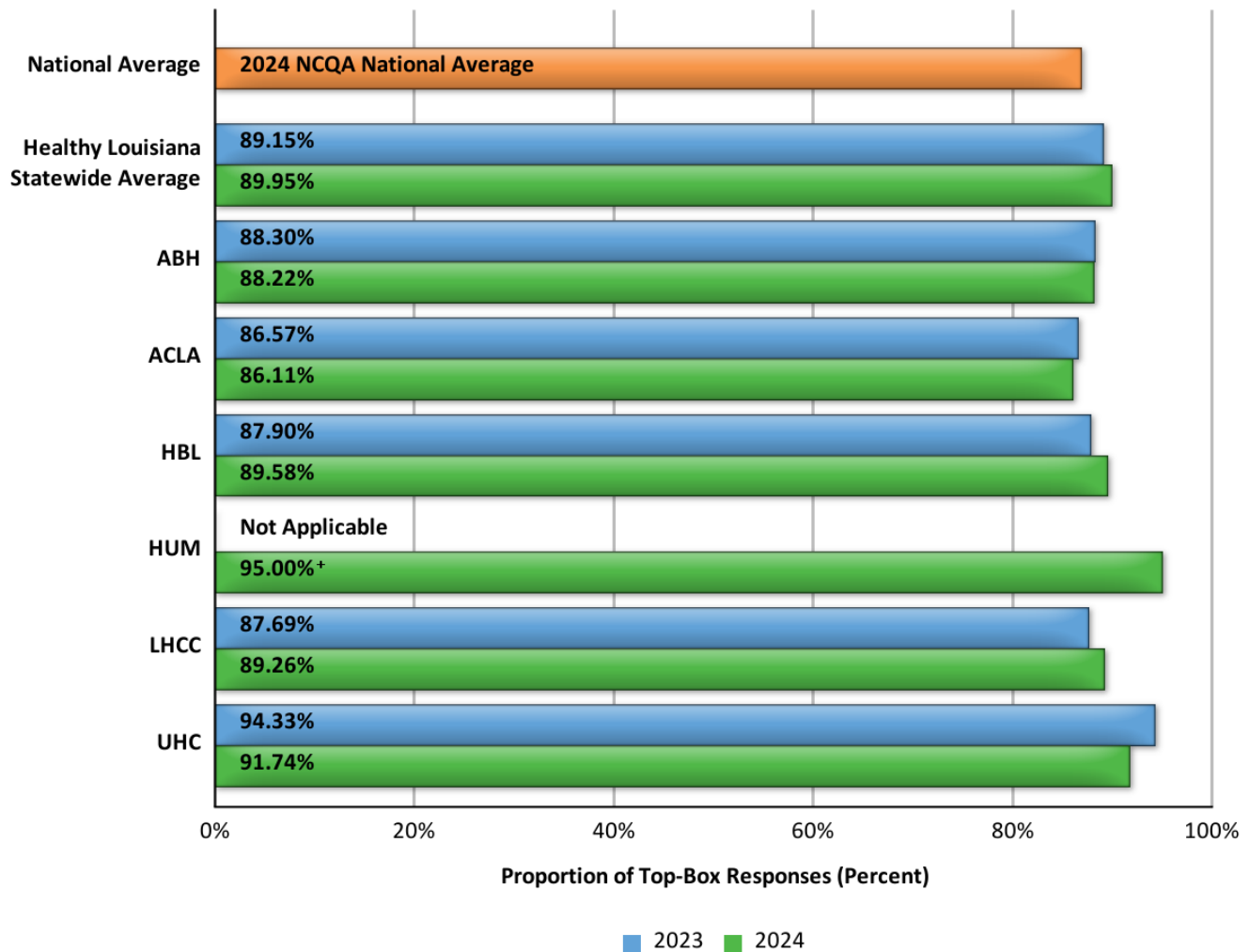
Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Rating of All Health Care

Respondents were asked to rate their child’s health care on a scale of 0 to 10, with 0 being the “worst health care possible” and 10 being the “best health care possible.” Ratings scoring 8, 9, or 10 are considered achievement scores. Figure 3-13 shows the *Rating of All Health Care* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

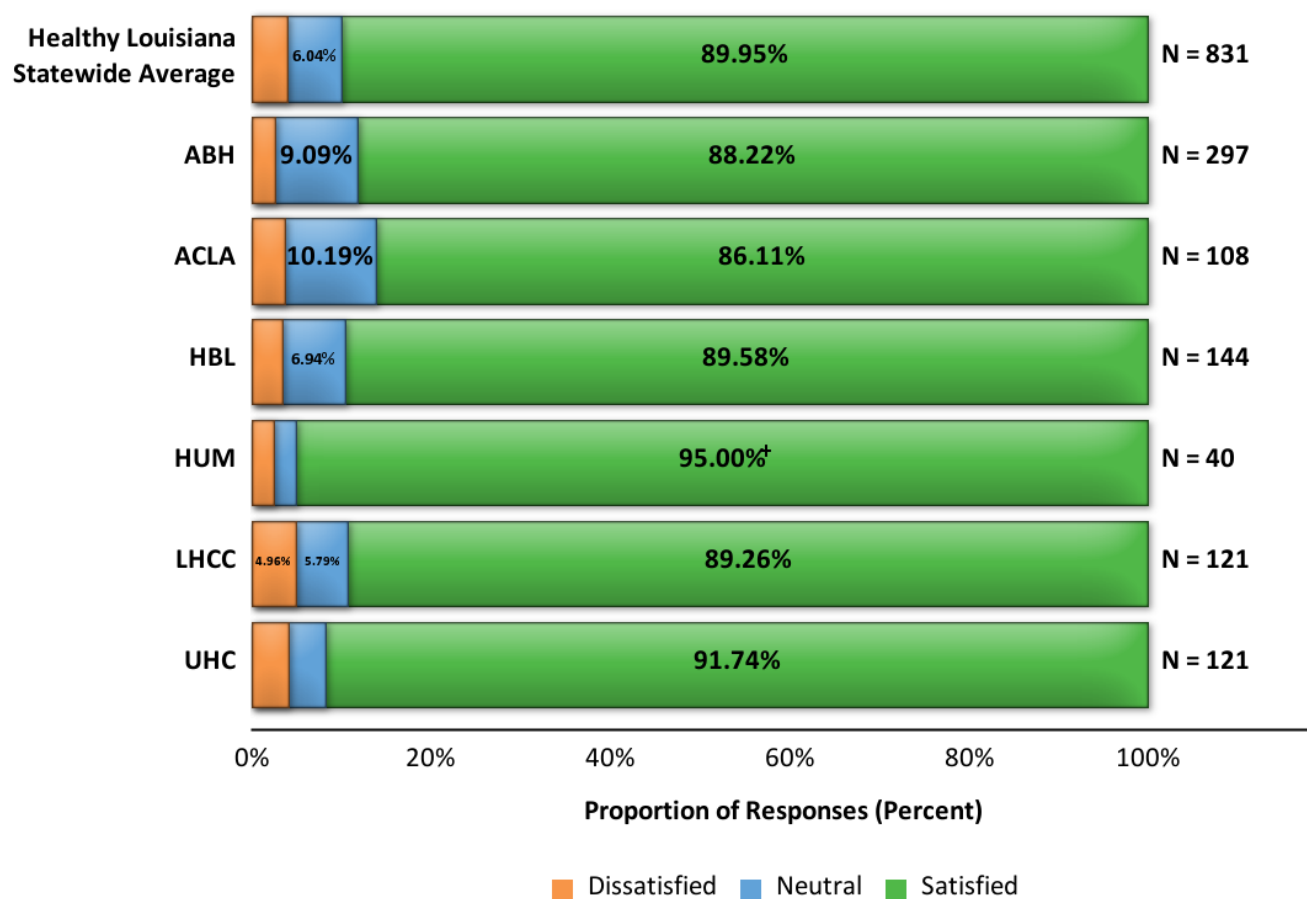
Figure 3-13—MCO Comparisons and Trend Analysis: Rating of All Health Care



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 3-14 shows the proportion of responses for each response category for *Rating of All Health Care*.

Figure 3-14—Proportion of Responses: Rating of All Health Care



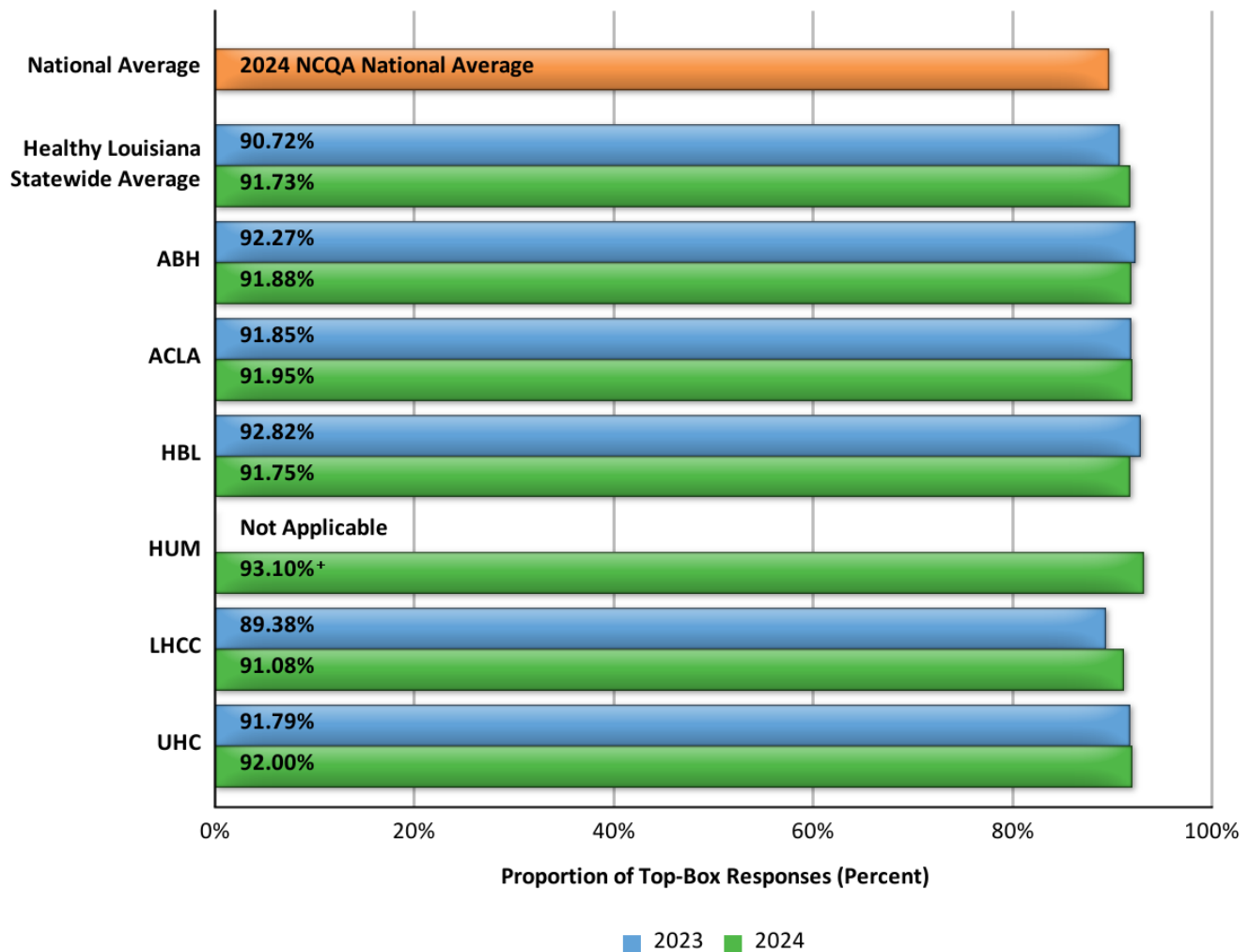
Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Rating of Personal Doctor

Respondents were asked to rate their child’s personal doctor on a scale of 0 to 10, with 0 being the “worst personal doctor possible” and 10 being the “best personal doctor possible.” Ratings scoring 8, 9, or 10 are considered achievement scores. Figure 3-15 shows the *Rating of Personal Doctor* achievement scores, including the MCO comparisons, trend analysis, and 2024 NCQA child Medicaid national average.

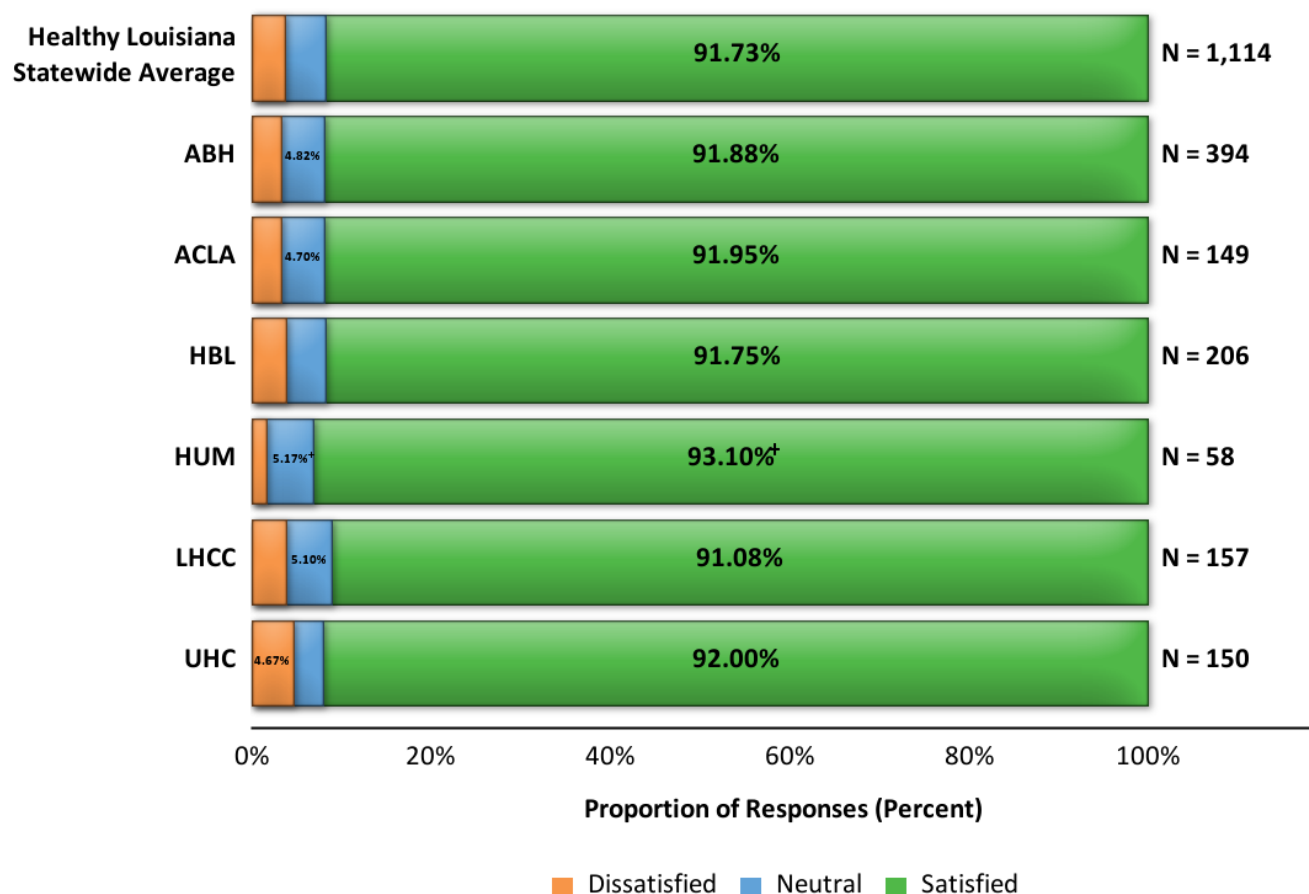
Figure 3-15—MCO Comparisons and Trend Analysis: Rating of Personal Doctor



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
⁺ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 3-16 shows the proportion of responses for each response category for *Rating of Personal Doctor*.

Figure 3-16—Proportion of Responses: Rating of Personal Doctor



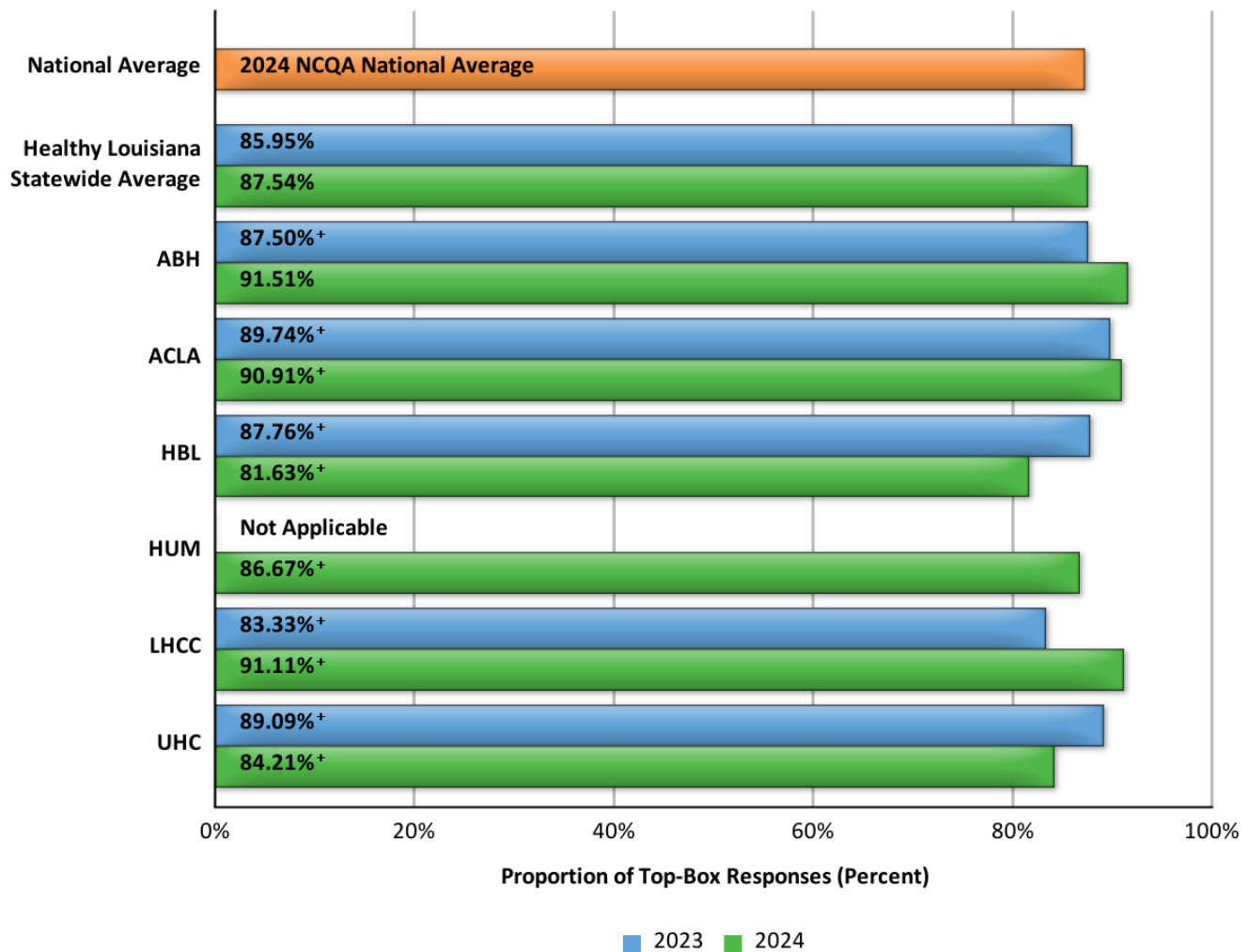
Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Rating of Specialist Seen Most Often

Respondents were asked to rate their child’s specialist on a scale of 0 to 10, with 0 being the “worst specialist possible” and 10 being the “best specialist possible.” Ratings scoring an 8, 9, or 10 are considered achievement scores. Figure 3-17 shows the *Rating of Specialist Seen Most Often* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

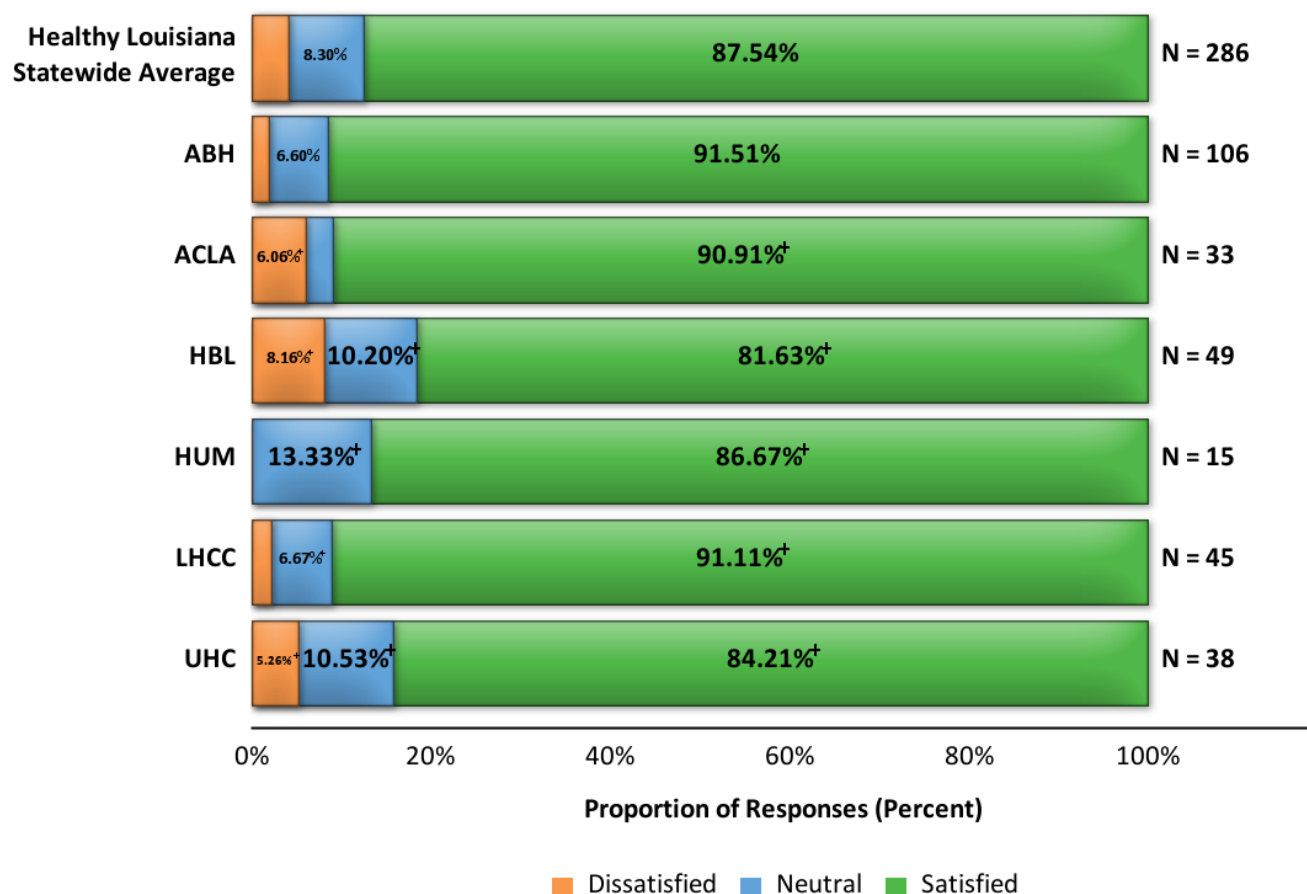
Figure 3-17—MCO Comparisons and Trend Analysis: Rating of Specialist Seen Most Often



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 3-18 shows the proportion of responses for each response category for *Rating of Specialist Seen Most Often*.

Figure 3-18—Proportion of Responses: Rating of Specialist Seen Most Often



Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Composite Measures

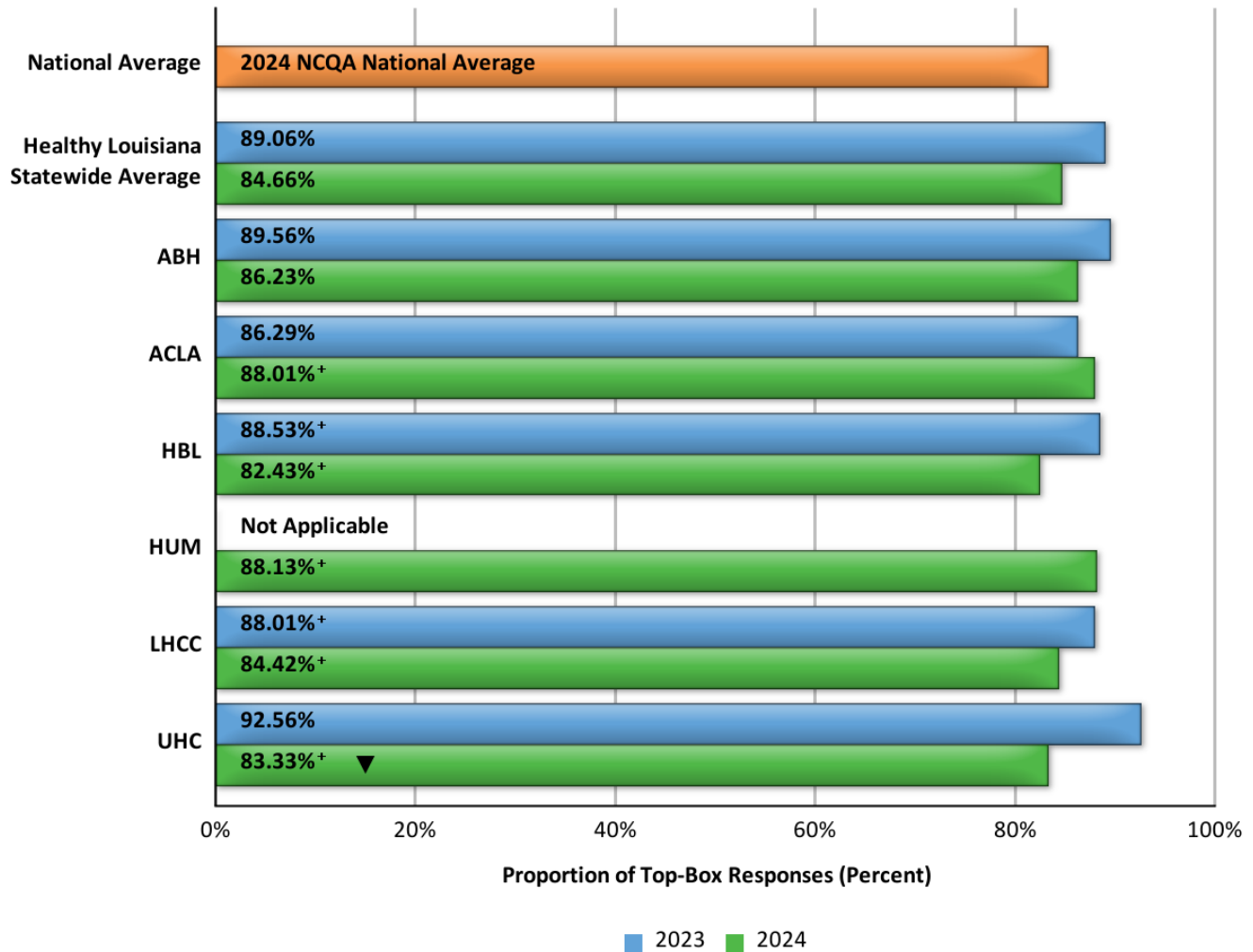
Getting Needed Care

Respondents were asked to assess how often (never, sometimes, usually, or always) it was easy for their child to get needed care:

- In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
- In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

Response options of Usually and Always are considered achievement scores. Figure 3-19 shows the *Getting Needed Care* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

Figure 3-19—MCO Comparisons and Trend Analysis: Getting Needed Care



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.

▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.

↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.

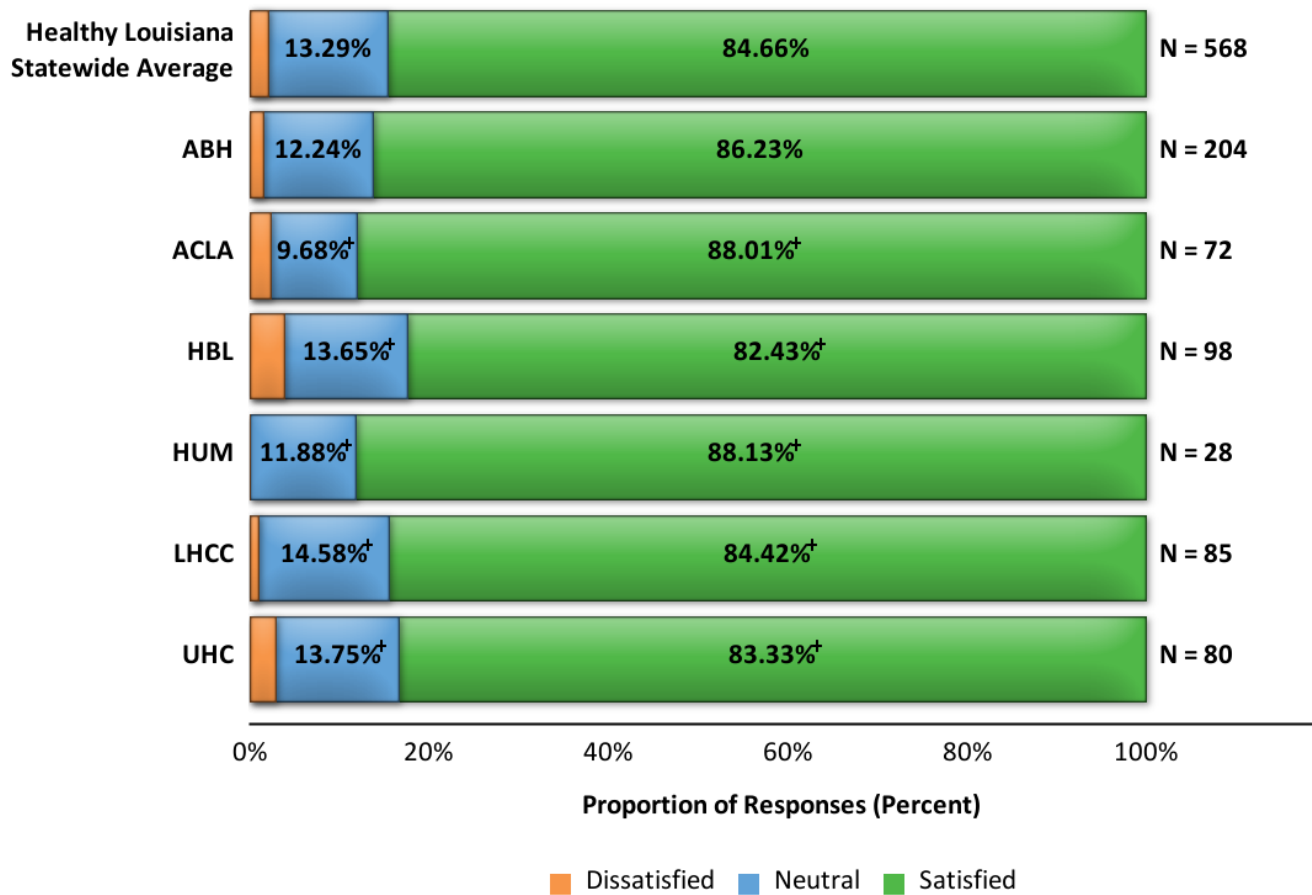
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.

If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 3-20 shows the proportion of responses for each response category for *Getting Needed Care*.

Figure 3-20—Proportion of Responses: Getting Needed Care



Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

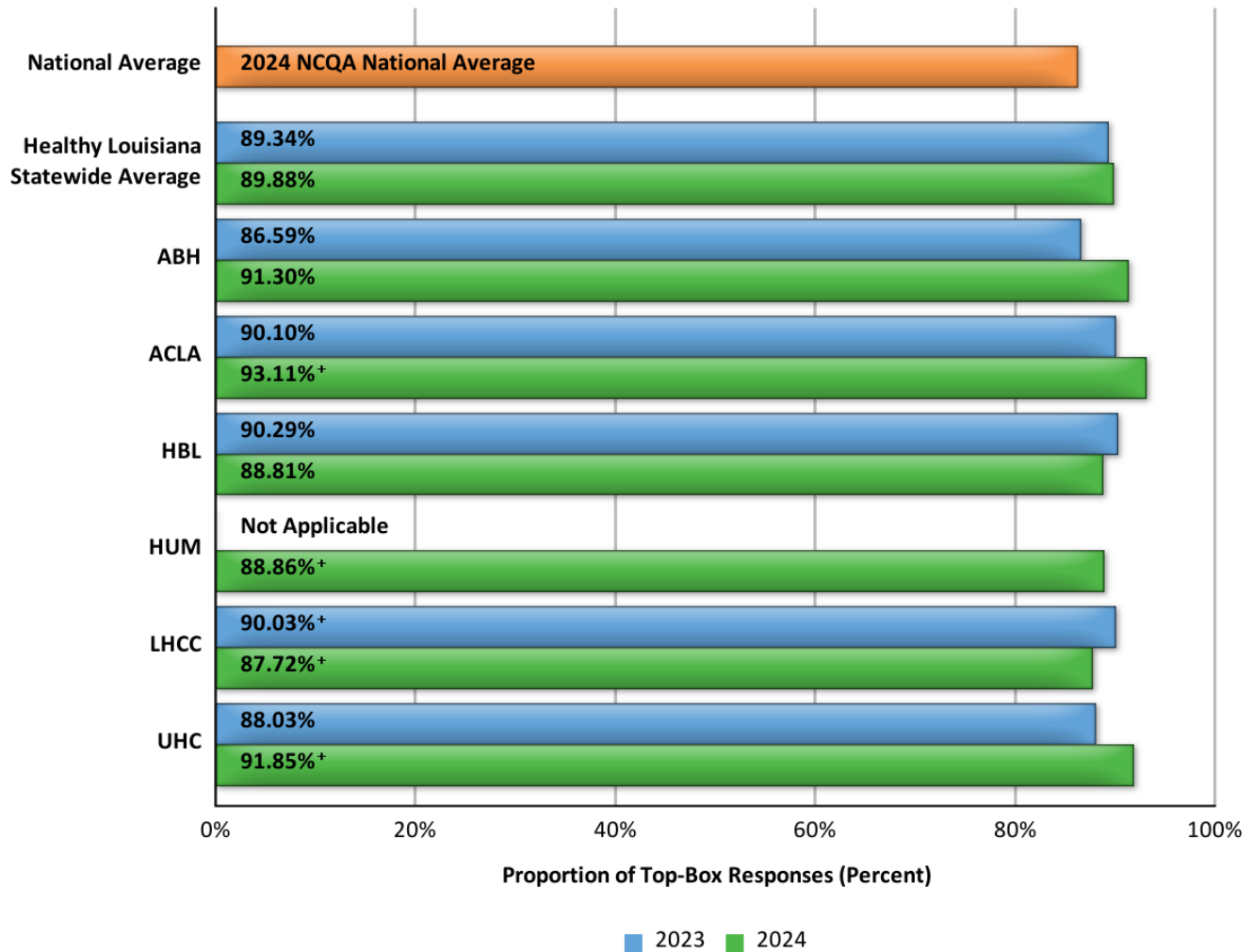
Getting Care Quickly

Respondents were asked to assess how often (never, sometimes, usually, or always) it was easy to get care quickly for their child:

- In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
- In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

Response options of Usually and Always are considered achievement scores. Figure 3-21 shows the *Getting Care Quickly* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

Figure 3-21—MCO Comparisons and Trend Analysis: Getting Care Quickly



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.

▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.

↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.

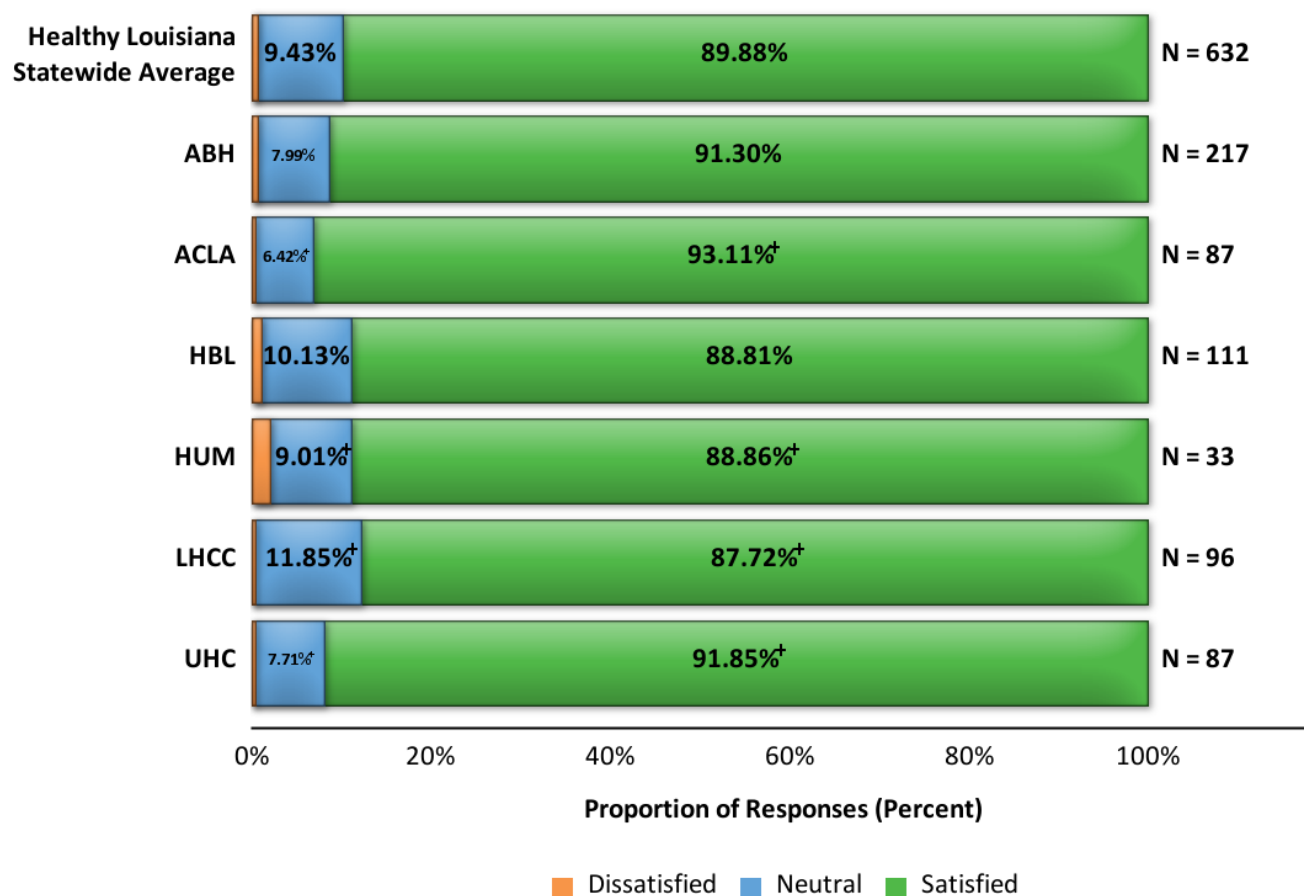
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.

If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 3-22 shows the proportion of responses for each response category for *Getting Care Quickly*.

Figure 3-22—Proportion of Responses: Getting Care Quickly



Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

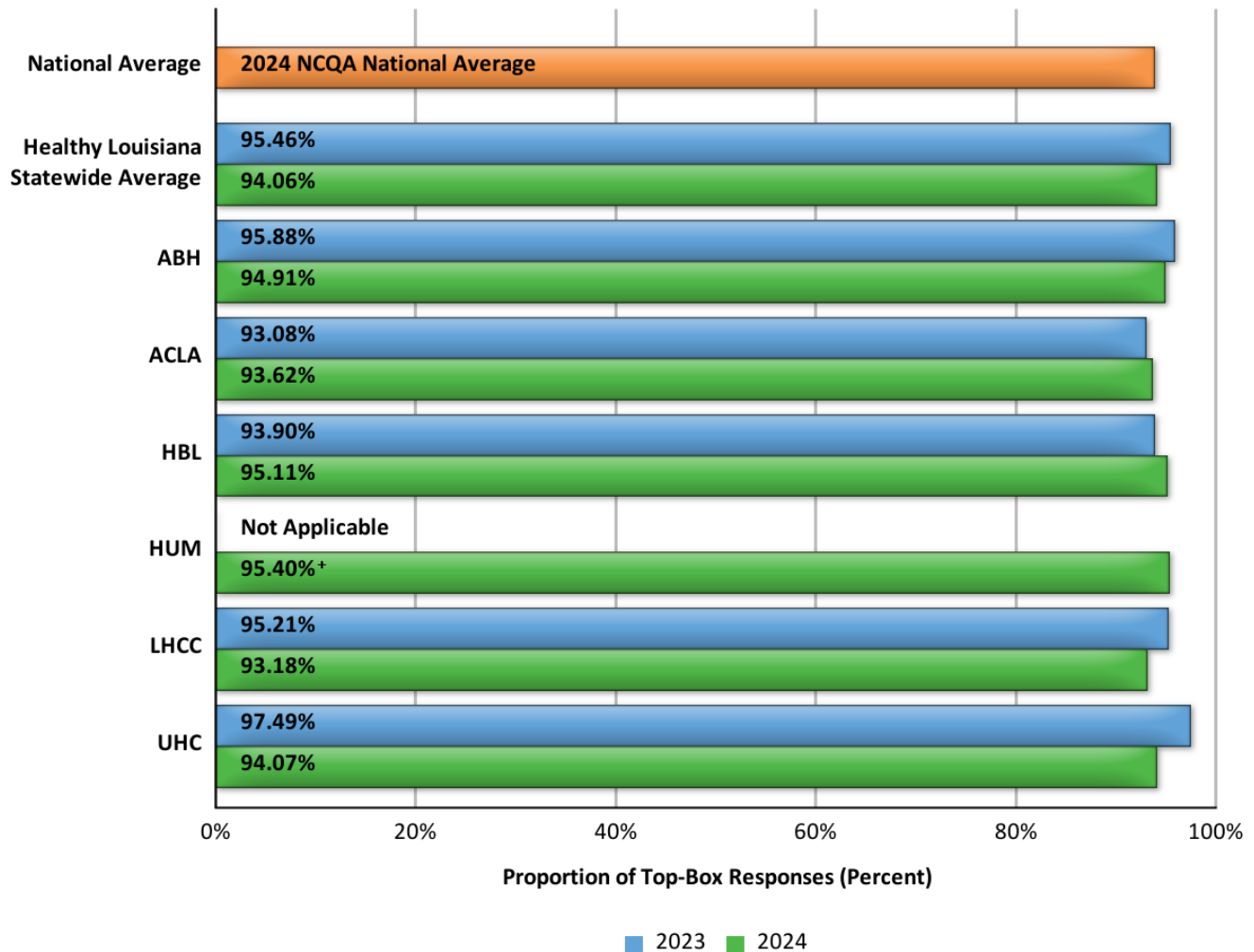
How Well Doctors Communicate

Respondents were asked to assess how often (never, sometimes, usually, or always) their child's personal doctor communicated well with them:

- In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
- In the last 6 months, how often did your child's personal doctor listen carefully to you?
- In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- In the last 6 months, how often did your child's personal doctor spend enough time with your child?

Response options of Usually and Always are considered achievement scores. Figure 3-23 shows the *How Well Doctors Communicate* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

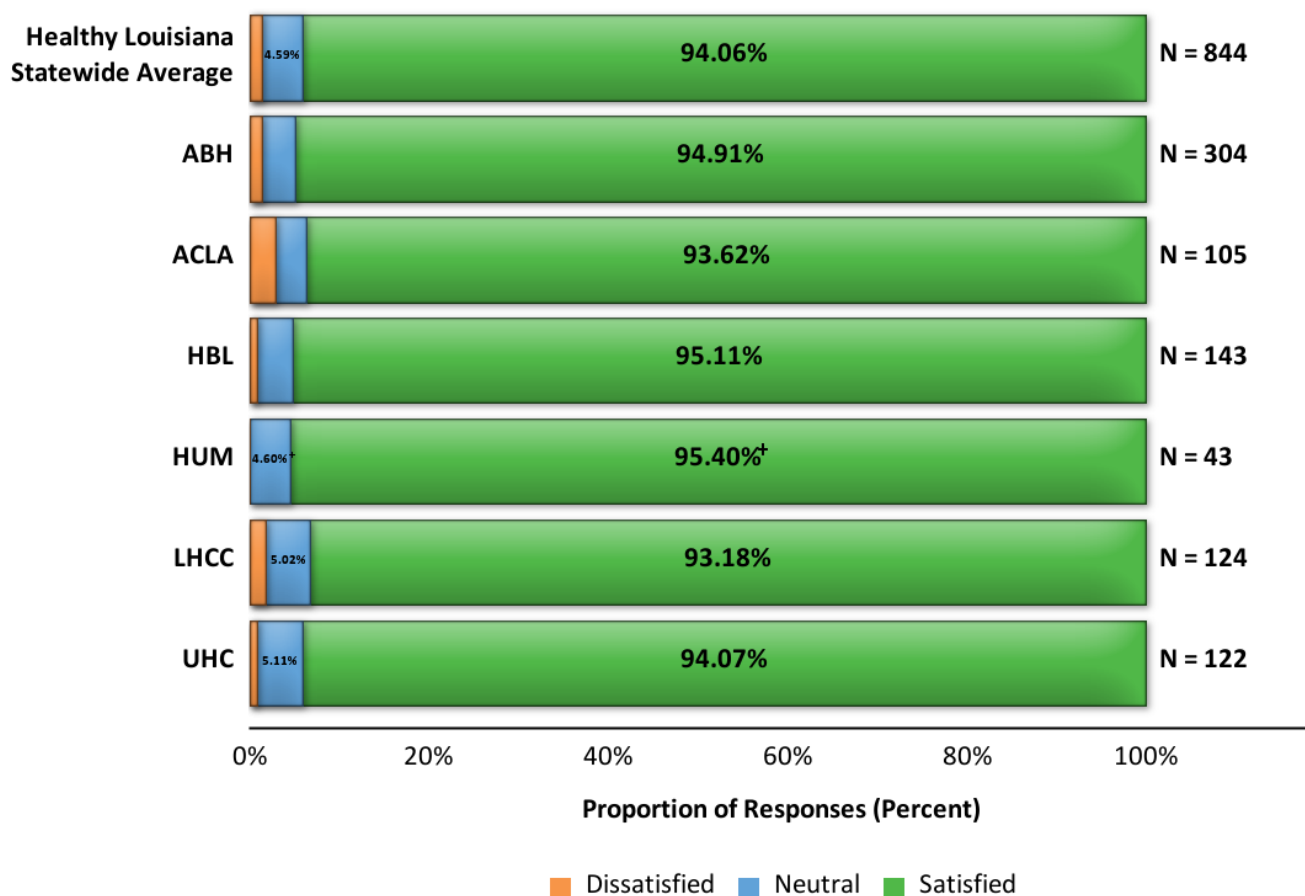
Figure 3-23—MCO Comparisons and Trend Analysis: How Well Doctors Communicate



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 3-24 shows the proportion of responses for each response category for *How Well Doctors Communicate*.

Figure 3-24—Proportion of Responses: How Well Doctors Communicate



Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

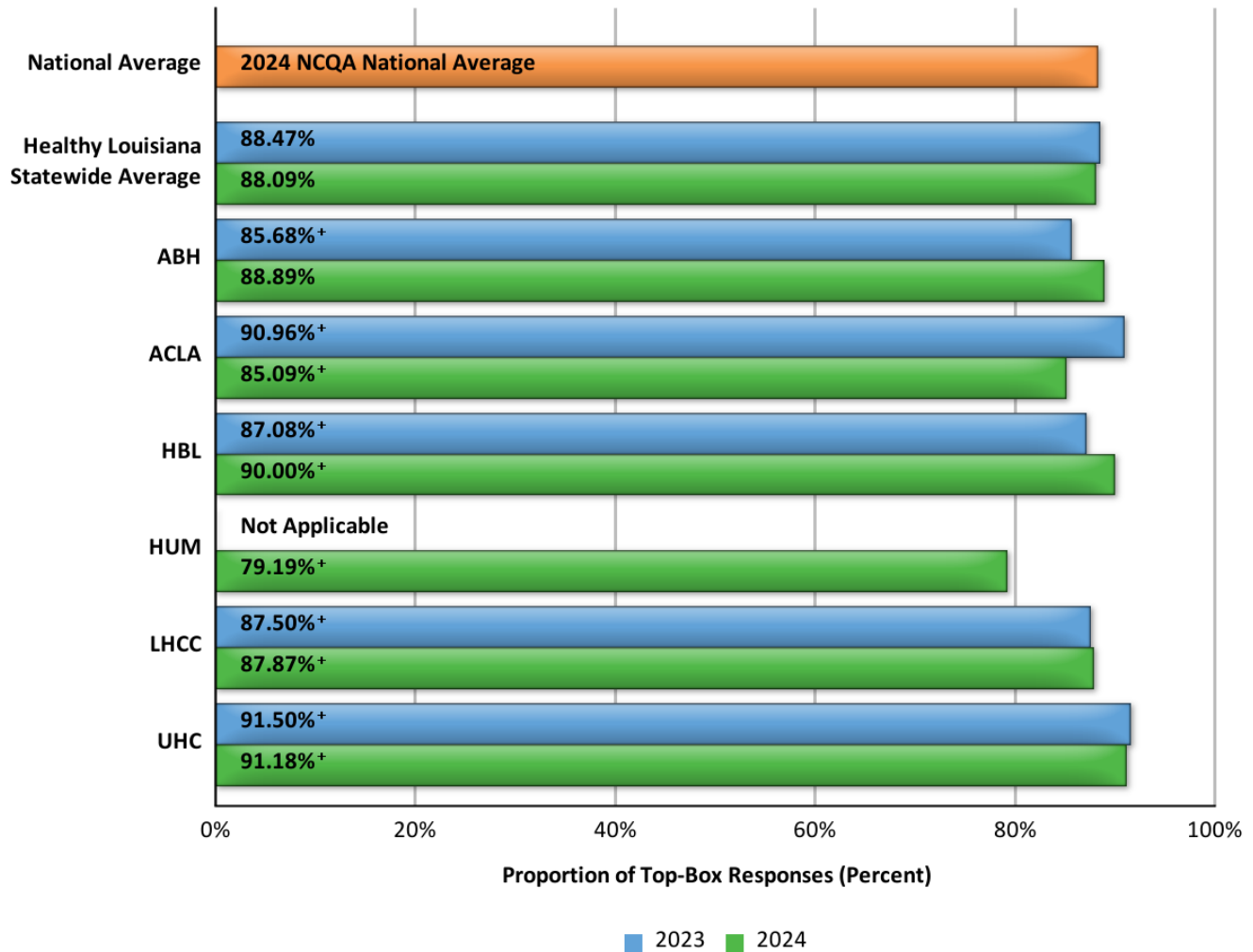
Customer Service

Respondents were asked to assess how often (never, sometimes, usually, or always) respondents had a positive experience with their child's plan's customer service:

- In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

Response options of Usually and Always are considered achievement scores. Figure 3-25 shows the *Customer Service* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

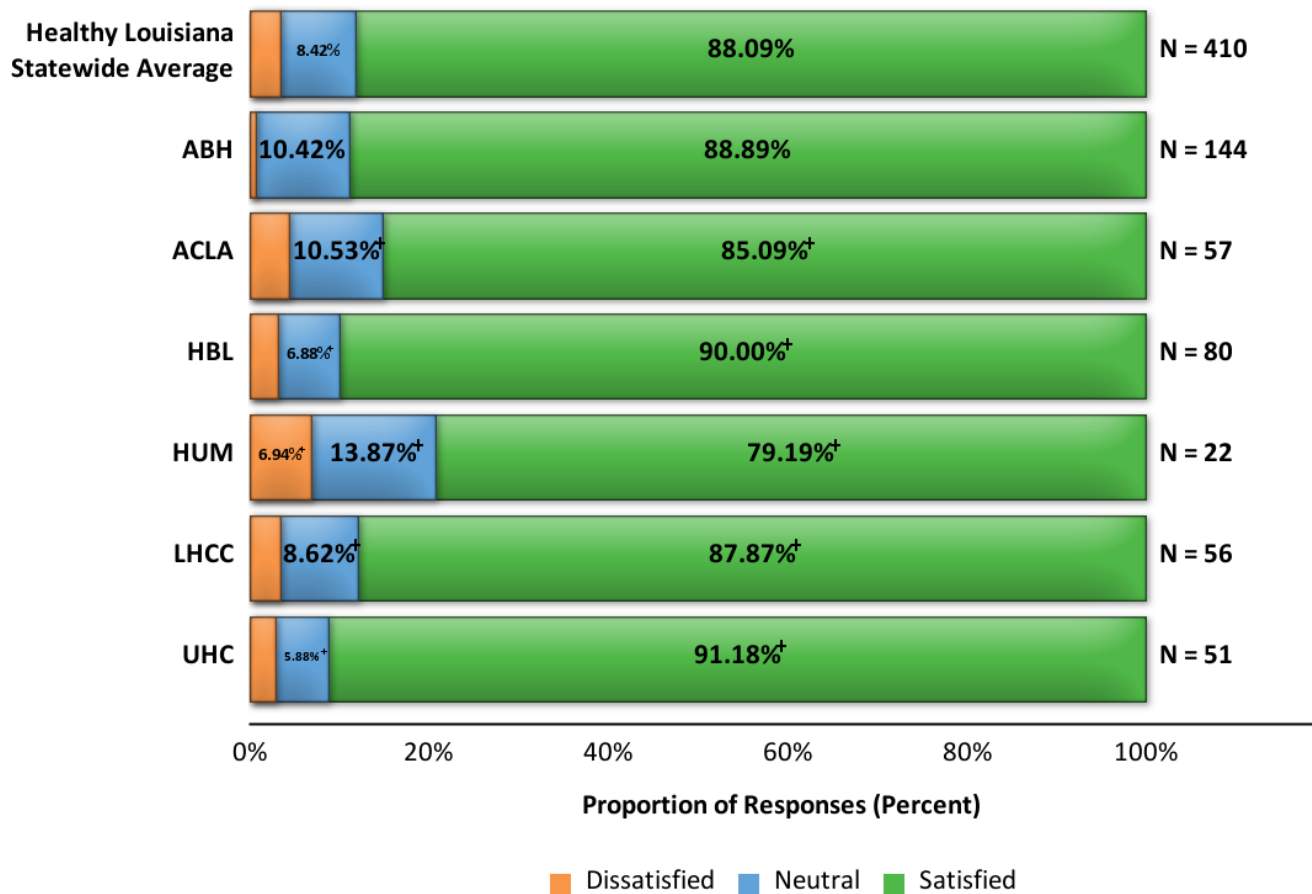
Figure 3-25—MCO Comparisons and Trend Analysis: Customer Service



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 3-26 shows the proportion of responses for each response category for *Customer Service*.

Figure 3-26—Proportion of Responses: Customer Service



Some percentages may not total 100% due to rounding.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Individual Item Measure

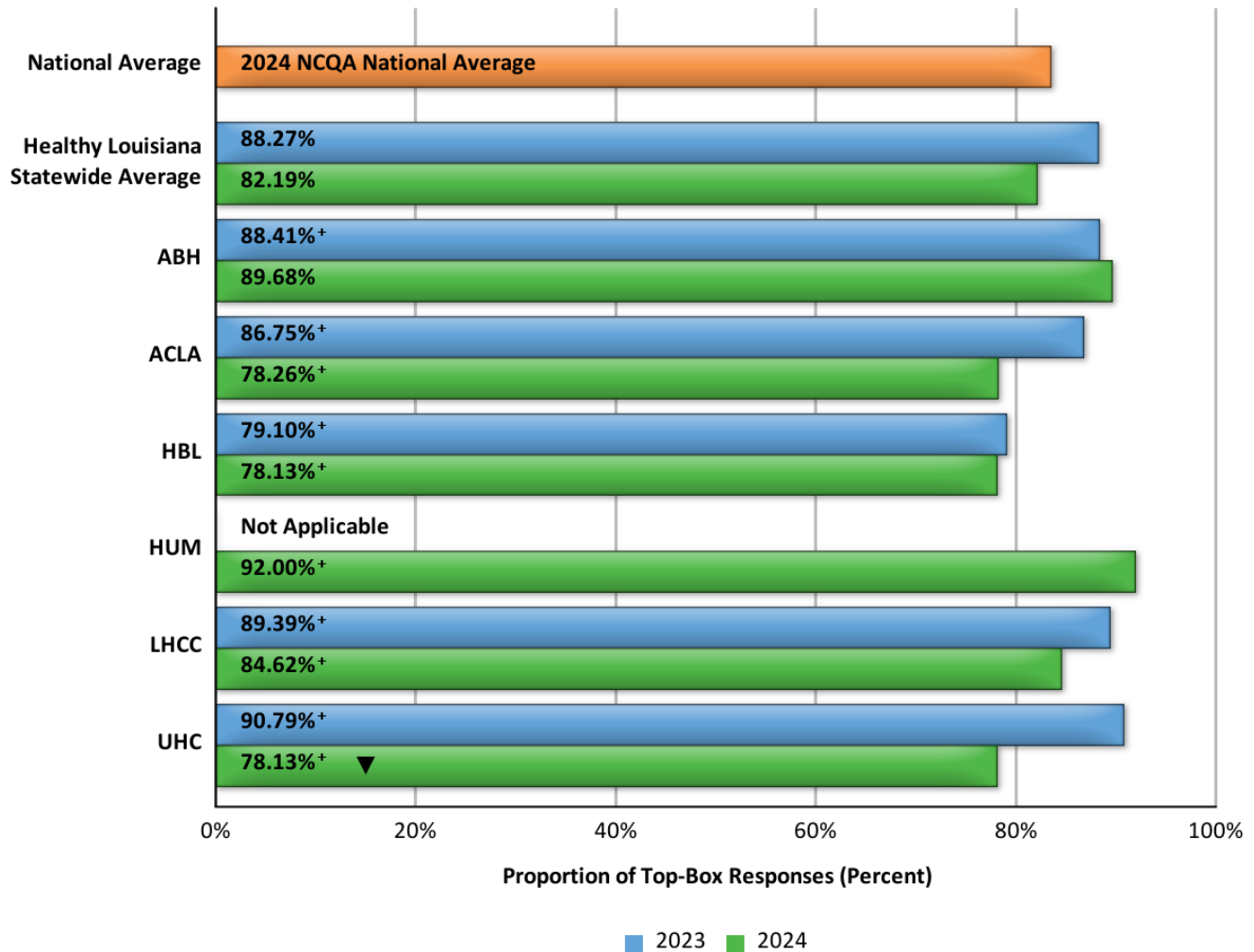
Coordination of Care

Respondents were asked to assess how often (never, sometimes, usually, or always) their child's personal doctor seemed informed and up-to-date:

- In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

Response options of Usually and Always are considered achievement scores. Figure 3-27 shows the *Coordination of Care* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

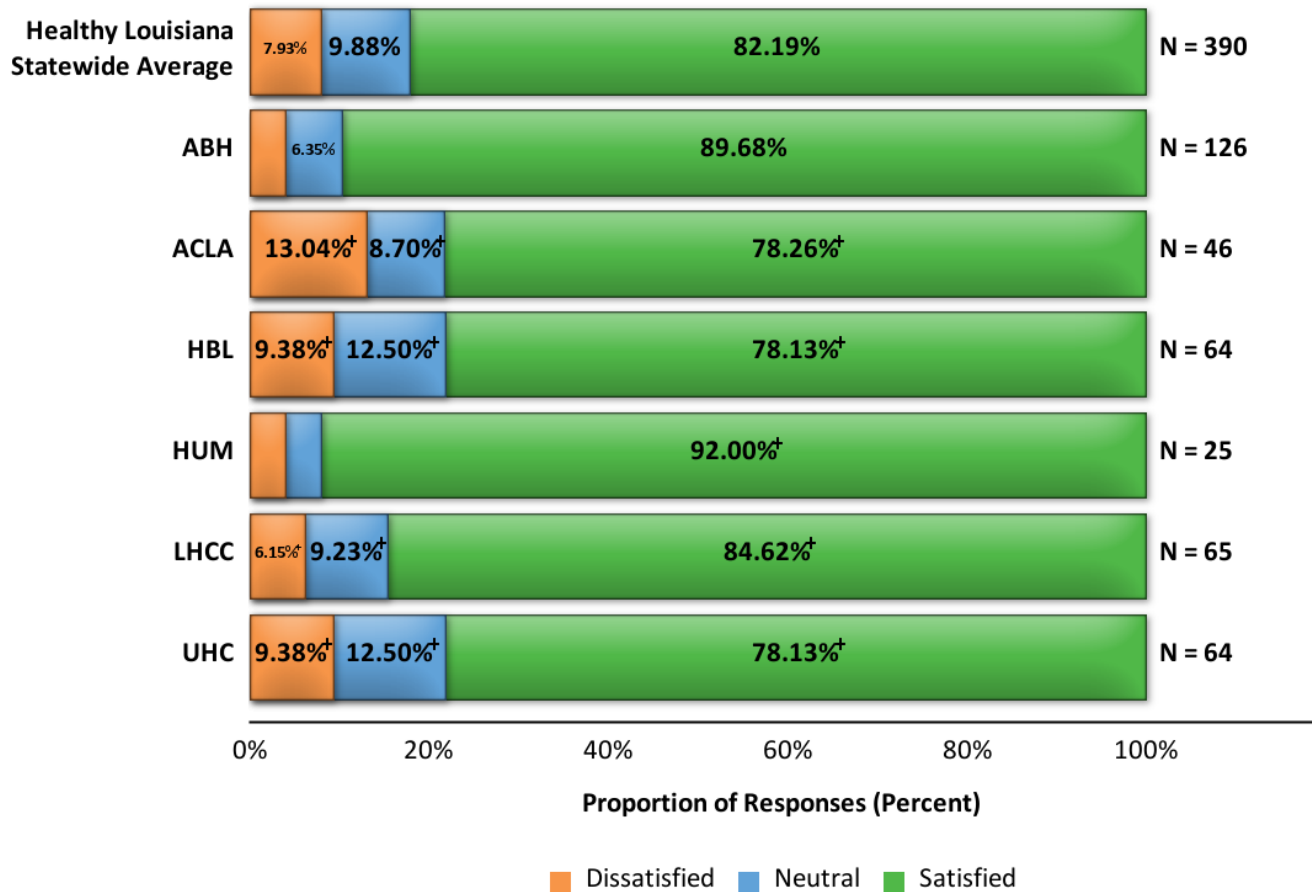
Figure 3-27—MCO Comparisons and Trend Analysis: Coordination of Care



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
 ▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
 ↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
 ↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.
 If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
 + Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 3-28 shows the proportion of responses for each response category for *Coordination of Care*.

Figure 3-28—Proportion of Responses: Coordination of Care



Some percentages may not total 100% due to rounding.

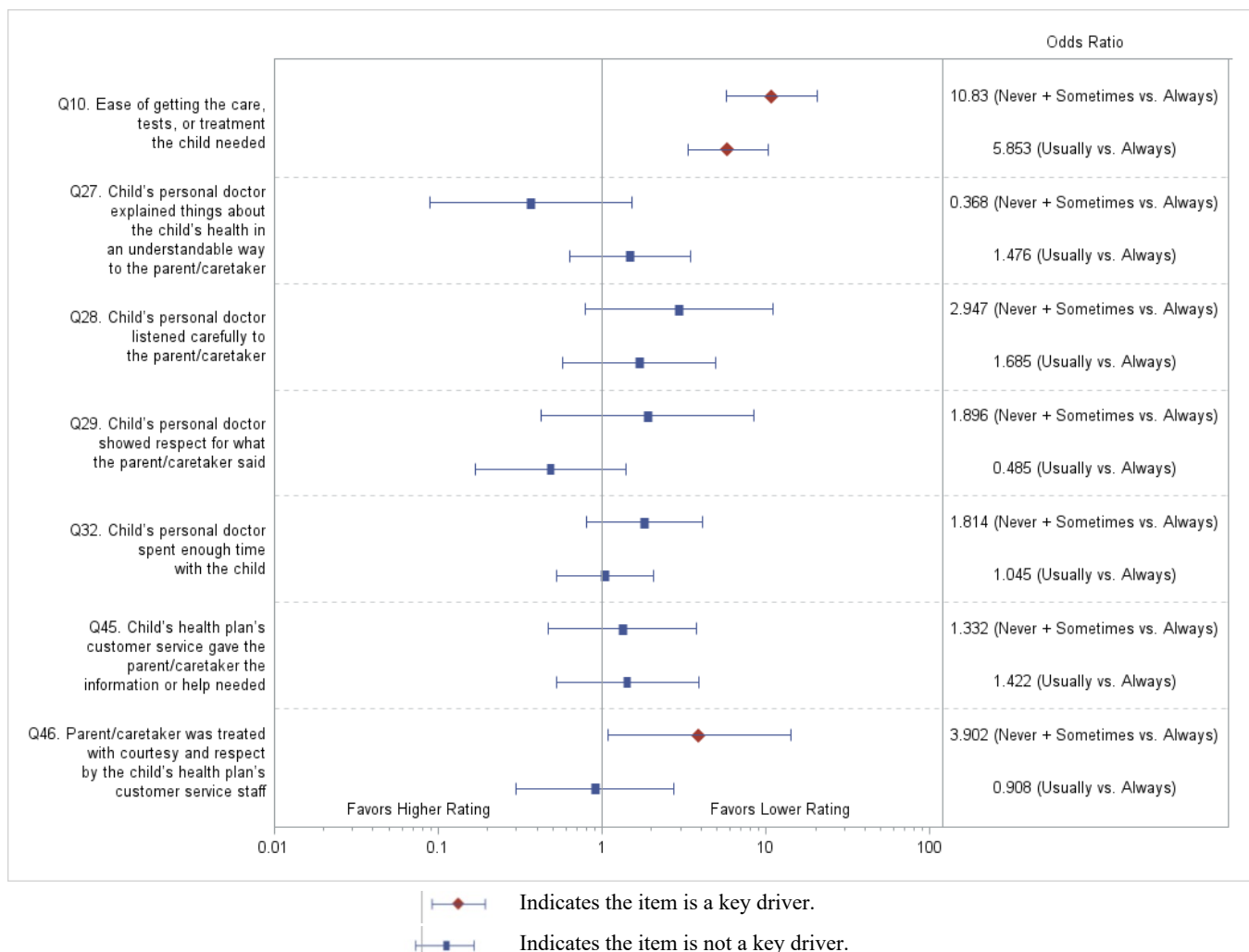
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Key Drivers of Member Experience Analysis

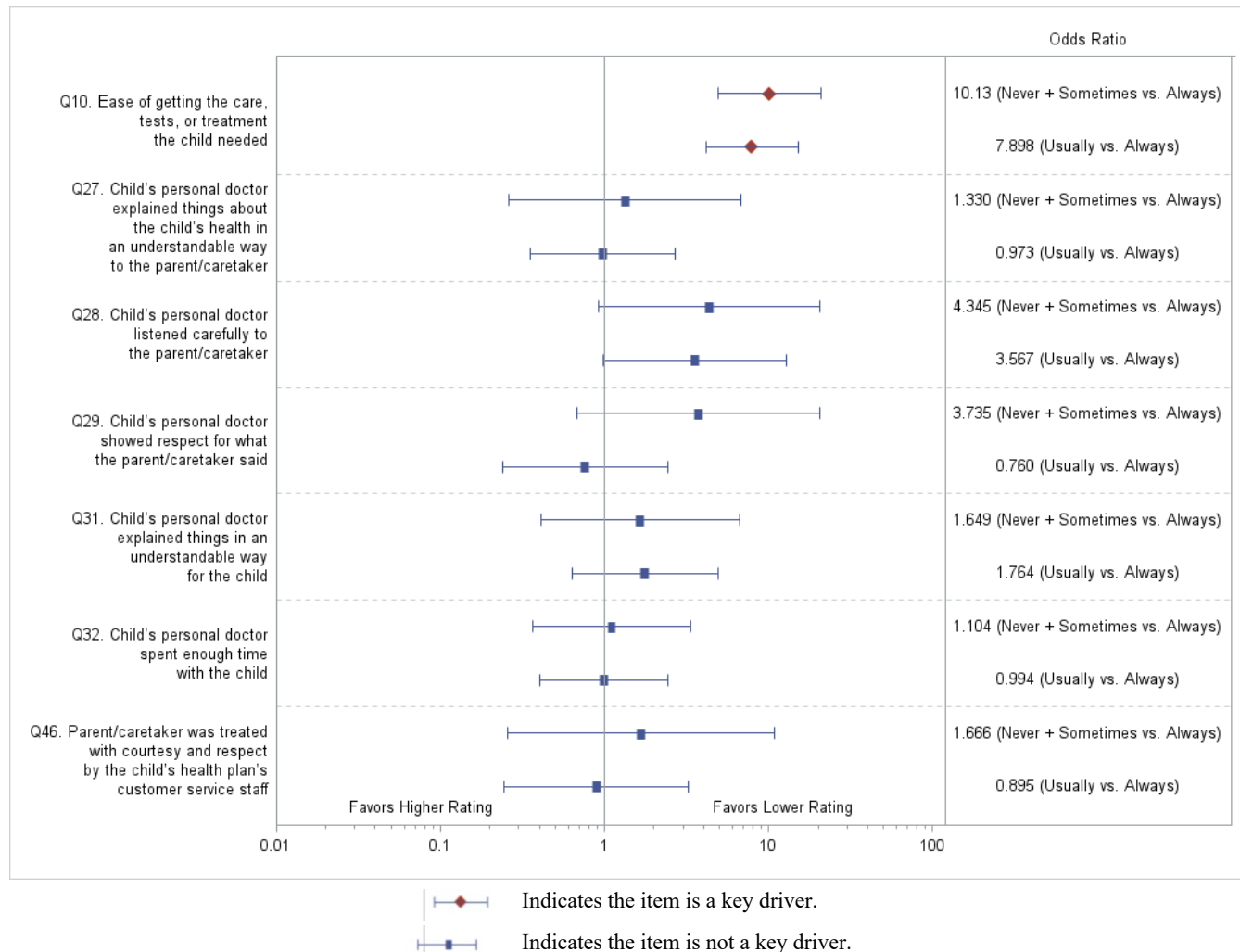
HSAG performed an analysis of key drivers of member experience for the following measures: *Rating of Health Plan*, *Rating of All Health Care*, and *Rating of Personal Doctor*. Key drivers allow LDH to draw overall conclusions from the survey results and identify priority improvement opportunities for LDH related to parents'/caretakers' experiences with the services provided by their child's MCO.

Figure 3-29 through Figure 3-31 depict those survey items identified for each of the three measures as being key drivers of member experience (i.e., items indicated with a red diamond) for the Healthy Louisiana Statewide Average.

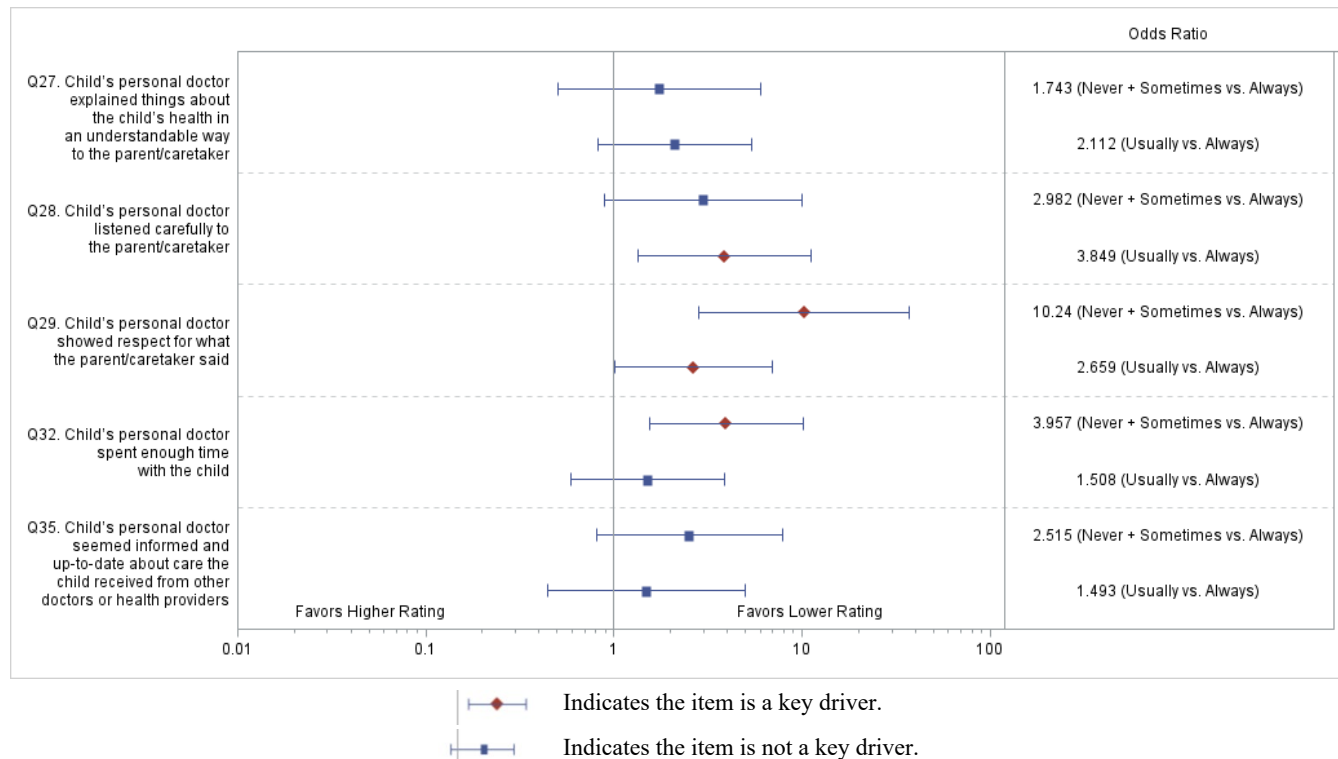
**Figure 3-29—Key Drivers of Member Experience: Rating of Health Plan—
Healthy Louisiana Statewide Average**



**Figure 3-30—Key Drivers of Member Experience: Rating of All Health Care—
Healthy Louisiana Statewide Average**



**Figure 3-31—Key Drivers of Member Experience: Rating of Personal Doctor—
Healthy Louisiana Statewide Average**



4. CCC and Non-CCC Results

CCC and Non-CCC Classification

A series of CCC screener questions included in the survey were used to identify children with chronic conditions. This series contains five sets of survey questions that focus on specific health care needs and conditions. Child members with affirmative responses to all the questions in at least one of the following five categories were considered to have a chronic condition:

- Child needed or used prescription medicine.
- Child needed or used more medical care, mental health services, or educational services than other children of the same age need or use.
- Child had limitations in the ability to do what other children of the same age do.
- Child needed or used special therapy.
- Child needed or used mental health treatment or therapy.

The survey responses for child members in the general child sample and the CCC supplemental sample were analyzed to determine which child members had chronic conditions (CCC population) and which did not (non-CCC population). Therefore, part of the general child sample was identified as children with chronic conditions and part of the CCC supplemental sample was identified as children without chronic conditions based on the response to the survey questions.

Demographics of CCC and Non-CCC Members

Table 4-1 presents the demographic characteristics of children for whom a parent/caretaker completed a survey for age, gender, race, ethnicity, general health status, and mental or emotional health status.

Table 4-1—CCC Member Demographics

	CCC	Non-CCC
Age		
0 to 3	7.67%	27.29%
4 to 7	20.59%	21.96%
8 to 12	33.33%	19.78%
13 to 18*	38.42%	30.97%
Gender		
Male	58.19%	50.89%
Female	41.81%	49.11%

	CCC	Non-CCC
Race		
Multiracial	11.21%	12.46%
White	46.67%	37.15%
Black	36.60%	37.58%
Other**	5.52%	12.81%
Ethnicity		
Hispanic	11.26%	24.58%
Non-Hispanic	88.74%	75.42%
General Health Status		
Excellent	22.28%	45.60%
Very Good	35.54%	34.93%
Good	29.68%	16.20%
Fair	11.14%	3.20%
Poor	1.36%	0.07%
Mental or Emotional Health Status		
Excellent	17.66%	53.65%
Very Good	23.60%	25.42%
Good	31.15%	16.12%
Fair	21.65%	4.41%
Poor	5.94%	0.40%
<p><i>Some percentages may not total 100% due to rounding.</i></p> <p><i>*Children were eligible for inclusion in CAHPS if they were 17 years of age or younger (less than 18 years of age) as of December 31, 2023. Some children eligible for the CAHPS Survey turned 18 between January 1, 2024, and the time of survey administration.</i></p> <p><i>**The "Other" race category includes responses of Asian, Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and Other.</i></p>		

Demographics of Respondents

Table 4-2 presents the demographic characteristics of parents/caretakers who completed a survey on behalf of the child member for respondent age, respondent gender, respondent education level, and respondent relationship to the child.

Table 4-2—Respondent Demographics

	CCC	Non-CCC
Respondent Age		
Under 18	8.31%	7.63%
18 to 24	2.45%	6.87%

	CCC	Non-CCC
25 to 34	22.66%	31.64%
35 to 44	33.33%	31.92%
45 to 54	17.59%	13.88%
55 to 64	9.19%	4.30%
65 or Older	6.47%	3.75%
Respondent Gender		
Male	9.32%	9.74%
Female	90.68%	90.26%
Respondent Education Level		
8th Grade or Less	4.44%	8.08%
Some High School	8.62%	13.07%
High School Graduate	34.04%	35.56%
Some College	36.53%	30.01%
College Graduate	16.36%	13.28%
Respondent Relationship		
Mother or Father	82.73%	90.09%
Grandparent	11.48%	6.63%
Legal Guardian	3.98%	1.95%
Other Relationship*	1.81%	1.33%
Some percentages may not total 100% due to rounding.		
*The "Other Relationship" category includes responses of aunt or uncle, older brother or sister, other relative, or someone else.		

CCC and Non-CCC Comparisons and Trend Analysis

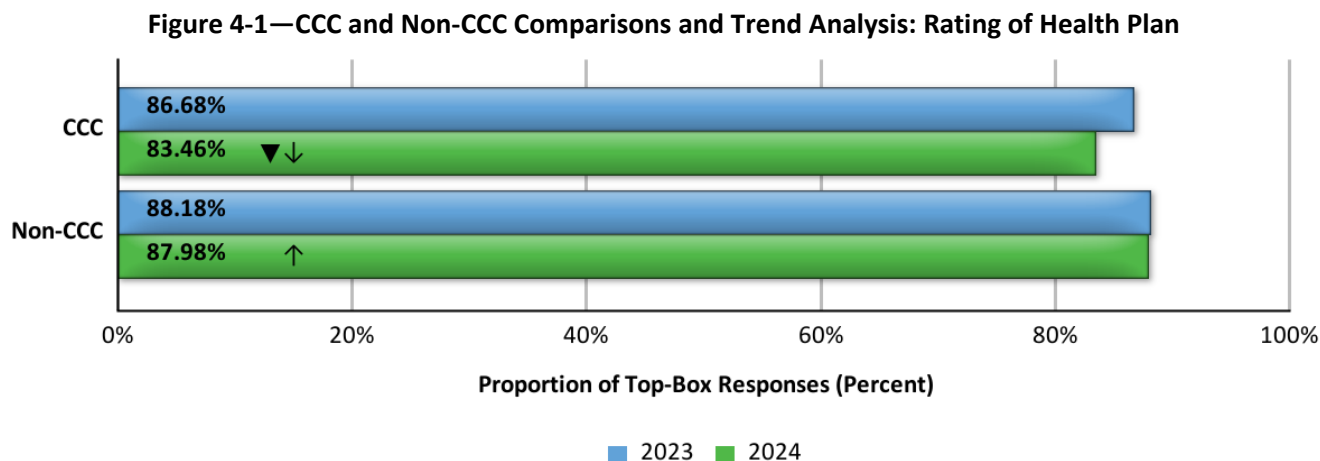
The CCC and non-CCC scores were compared to each other to identify statistically significant differences. In order to evaluate trends in members' experiences, scores in 2024 were compared to scores in 2023 to determine whether there were statistically significant differences for the CCC and non-CCC populations. For additional details and information on the survey language and response options for the measures and the calculation of achievement scores, please refer to the Methodology report.

Figure 4-1 through Figure 4-14 show the results of the CCC and non-CCC comparisons and trend analysis. CAHPS scores with fewer than 100 respondents are denoted with a cross (+). Caution should be exercised when interpreting results for those measures with fewer than 100 respondents.

Global Ratings

Rating of Health Plan

Respondents were asked to rate their child’s health plan on a scale of 0 to 10, with 0 being the “worst health plan possible” and 10 being the “best health plan possible.” Ratings scoring 8, 9, or 10 are considered achievement scores. Figure 4-1 shows the *Rating of Health Plan* achievement scores, including CCC and non-CCC comparisons and trend analysis.

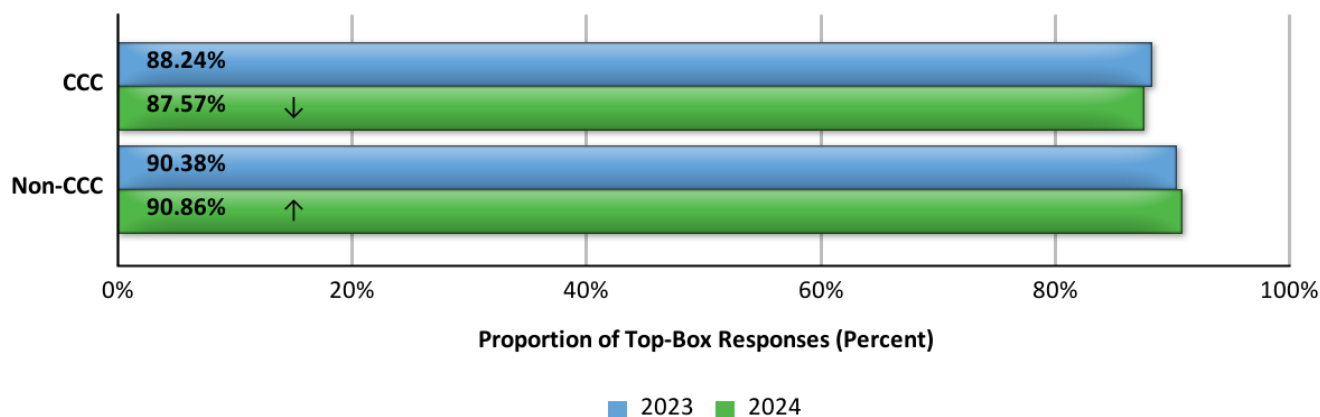


Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than the other population score.
↓ Indicates the score is statistically significantly lower than the other population score.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

Rating of All Health Care

Respondents were asked to rate their child’s health care on a scale of 0 to 10, with 0 being the “worst health care possible” and 10 being the “best health care possible.” Ratings scoring 8, 9, or 10 are considered achievement scores. Figure 4-2 shows the *Rating of All Health Care* achievement scores, including CCC and non-CCC comparisons and trend analysis.

Figure 4-2—CCC and Non-CCC Comparisons and Trend Analysis: Rating of All Health Care

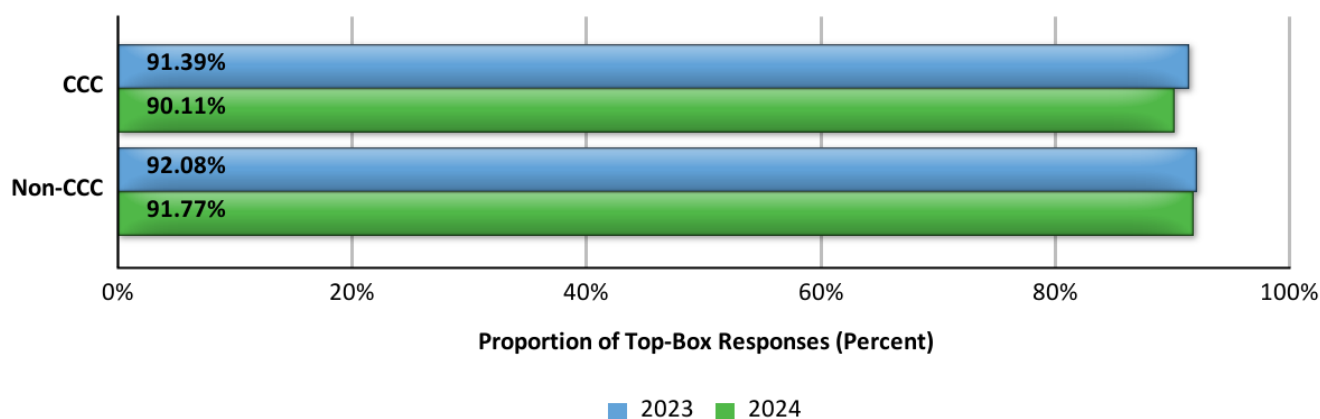


Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than the other population score.
↓ Indicates the score is statistically significantly lower than the other population score.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

Rating of Personal Doctor

Respondents were asked to rate their child’s personal doctor on a scale of 0 to 10, with 0 being the “worst personal doctor possible” and 10 being the “best personal doctor possible.” Ratings scoring 8, 9, or 10 are considered achievement scores. Figure 4-3 shows the *Rating of Personal Doctor* achievement scores, including CCC and non-CCC comparisons and trend analysis.

Figure 4-3—CCC and Non-CCC Comparisons and Trend Analysis: Rating of Personal Doctor

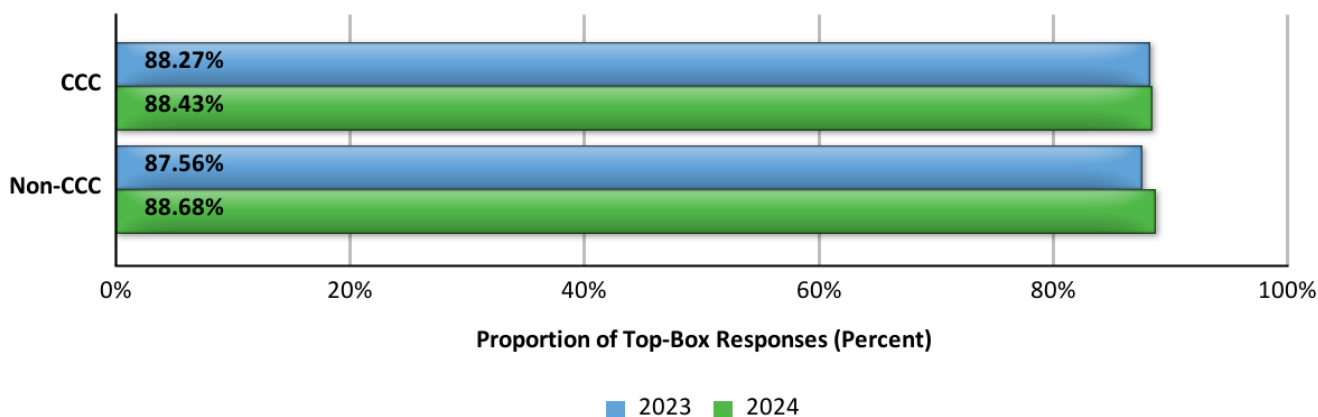


Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than the other population score.
↓ Indicates the score is statistically significantly lower than the other population score.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

Rating of Specialist Seen Most Often

Respondents were asked to rate their child’s specialist on a scale of 0 to 10, with 0 being the “worst specialist possible” and 10 being the “best specialist possible.” Ratings scoring 8, 9, or 10 are considered achievement scores. Figure 4-4 shows the *Rating of Specialist Seen Most Often* achievement scores, including CCC and non-CCC comparisons and trend analysis.

Figure 4-4—CCC and Non-CCC Comparisons and Trend Analysis: Rating of Specialist Seen Most Often



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than the other population score.
↓ Indicates the score is statistically significantly lower than the other population score.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

Composite Measures

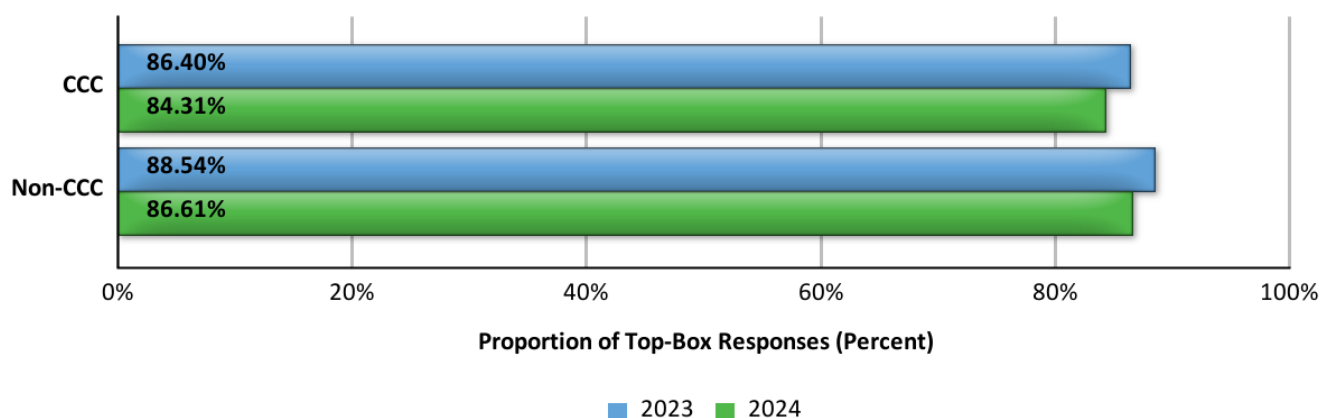
Getting Needed Care

Respondents were asked to assess how often (never, sometimes, usually, or always) it was easy for their child to get needed care:

- In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
- In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

Response options of Usually and Always are considered achievement scores. Figure 4-5 shows the *Getting Needed Care* achievement scores, including CCC and non-CCC comparisons and trend analysis.

Figure 4-5—CCC and Non-CCC Comparisons and Trend Analysis: Getting Needed Care



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
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If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

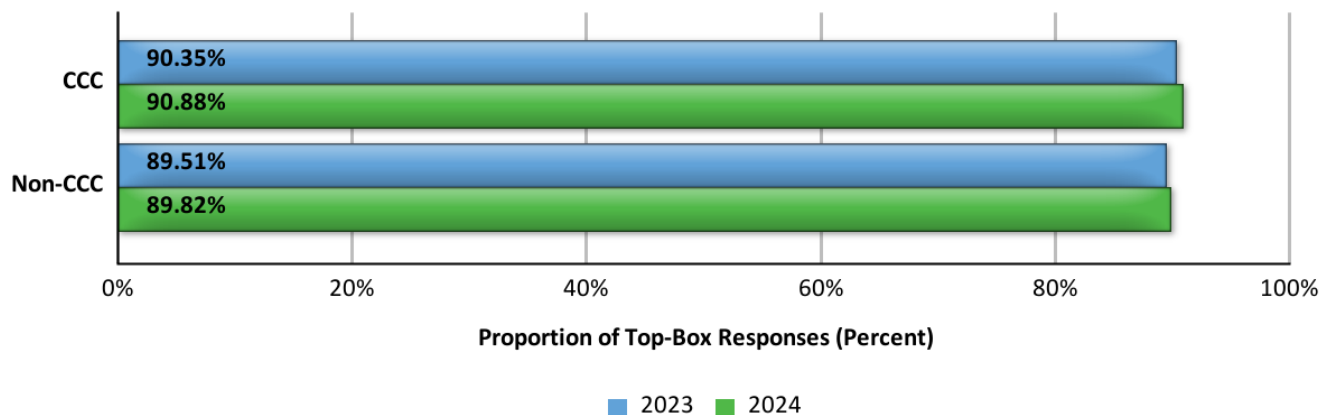
Getting Care Quickly

Respondents were asked to assess how often (never, sometimes, usually, or always) it was easy to get care quickly for their child:

- In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
- In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

Response options of Usually and Always are considered achievement scores. Figure 4-6 shows the *Getting Care Quickly* achievement scores, including CCC and non-CCC comparisons and trend analysis.

Figure 4-6—CCC and Non-CCC Comparisons and Trend Analysis: Getting Care Quickly



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
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↓ Indicates the score is statistically significantly lower than the other population score.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

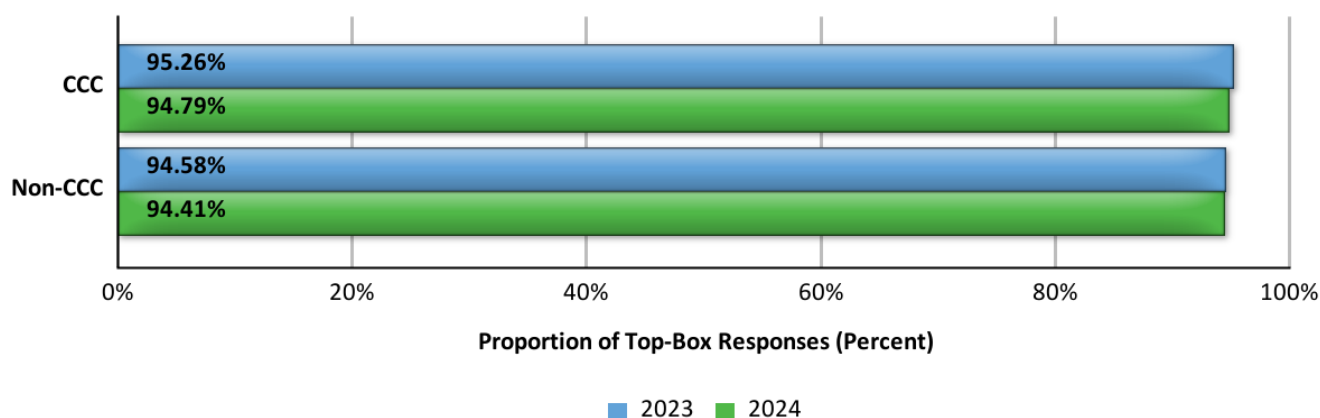
How Well Doctors Communicate

Respondents were asked to assess how often (never, sometimes, usually, or always) their child's personal doctor communicated well with them:

- In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
- In the last 6 months, how often did your child's personal doctor listen carefully to you?
- In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- In the last 6 months, how often did your child's personal doctor spend enough time with your child?

Response options of Usually and Always are considered achievement scores. Figure 4-7 shows the *How Well Doctors Communicate* achievement scores, including CCC and non-CCC comparisons and trend analysis.

Figure 4-7—CCC and Non-CCC Comparisons and Trend Analysis: How Well Doctors Communicate



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
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If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

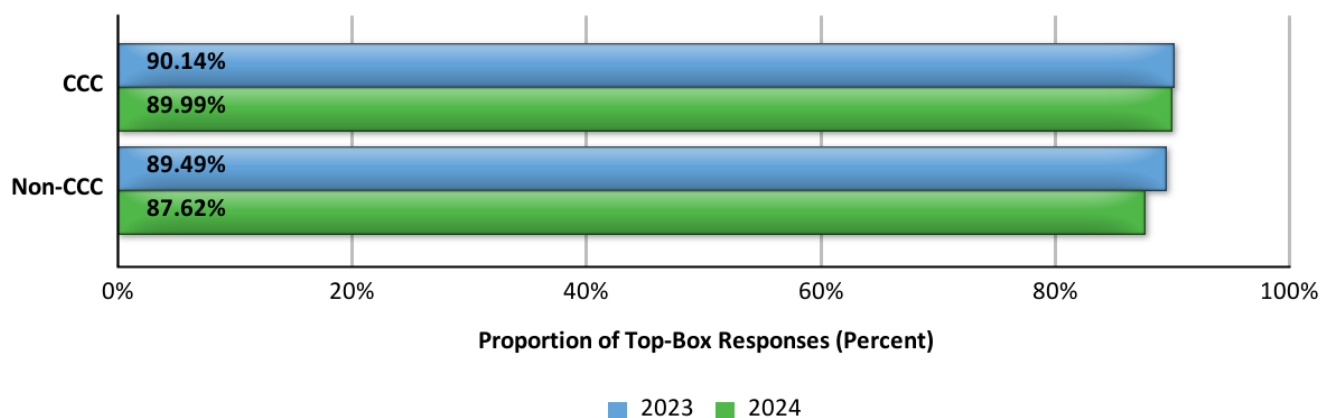
Customer Service

Respondents were asked to assess how often (never, sometimes, usually, or always) respondents had a positive experience with their child’s plan’s customer service:

- In the last 6 months, how often did customer service at your child’s health plan give you the information or help you needed?
- In the last 6 months, how often did customer service staff at your child’s health plan treat you with courtesy and respect?

Response options of Usually and Always are considered achievement scores. Figure 4-8 shows the *Customer Service* achievement scores, including CCC and non-CCC comparisons and trend analysis.

Figure 4-8—CCC and Non-CCC Comparisons and Trend Analysis: Customer Service



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
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Individual Item Measure

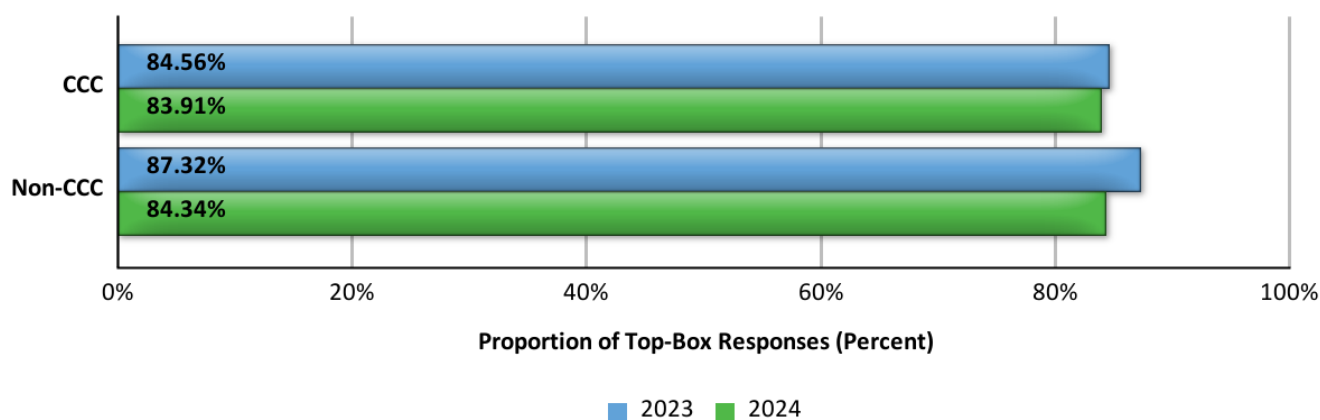
Coordination of Care

Respondents were asked to assess how often (never, sometimes, usually, or always) their child's personal doctor seemed informed and up-to-date:

- In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

Response options of Usually and Always are considered achievement scores. Figure 4-9 shows the *Coordination of Care* achievement scores, including CCC and non-CCC comparisons and trend analysis.

Figure 4-9—CCC and Non-CCC Comparisons and Trend Analysis: Coordination of Care



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
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CCC Composites and Items

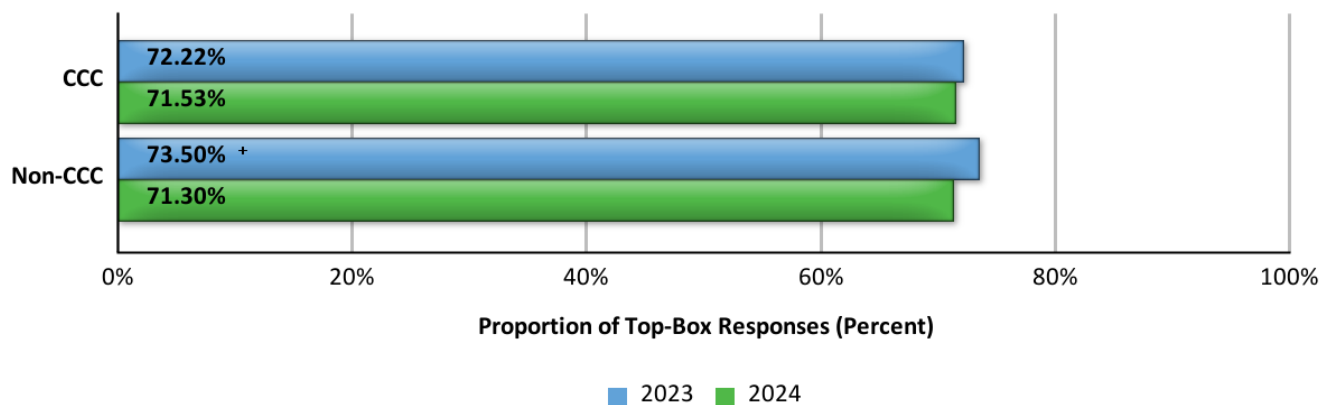
Access to Specialized Services

Respondents were asked to assess how often (never, sometimes, usually, or always) it was easy for respondents to access specialized services for their child:

- In the last 6 months, how often was it easy to get special medical equipment or devices for your child?
- In the last 6 months, how often was it easy to get this therapy for your child?
- In the last 6 months, how often was it easy to get this treatment or counseling for your child?

Response options of Usually and Always are considered achievement scores. Figure 4-10 shows the *Access to Specialized Services* achievement scores, including CCC and non-CCC comparisons and trend analysis.

Figure 4-10—CCC and Non-CCC Comparisons and Trend Analysis: Access to Specialized Services



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
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↓ Indicates the score is statistically significantly lower than the other population score.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

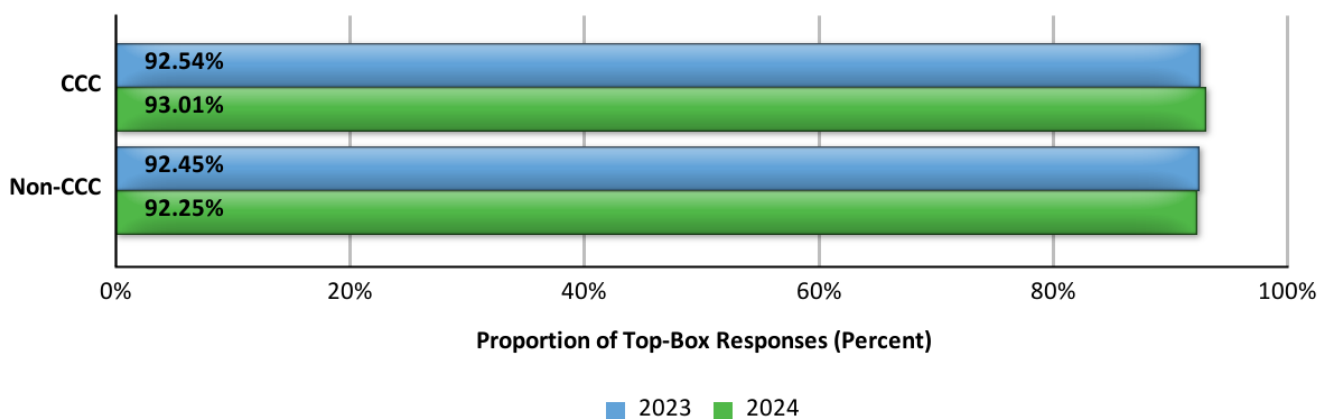
Family-Centered Care (FCC): Personal Doctor Who Knows Child

Respondents were asked to assess if the respondent's child's personal doctor knew their child (yes or no):

- In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?
- Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

A response option of Yes is considered an achievement score. Figure 4-11 shows the *FCC: Personal Doctor Who Knows Child* achievement scores, including CCC and non-CCC comparisons and trend analysis.

Figure 4-11—CCC and Non-CCC Comparisons and Trend Analysis: FCC: Personal Doctor Who Knows Child



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
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↓ Indicates the score is statistically significantly lower than the other population score.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

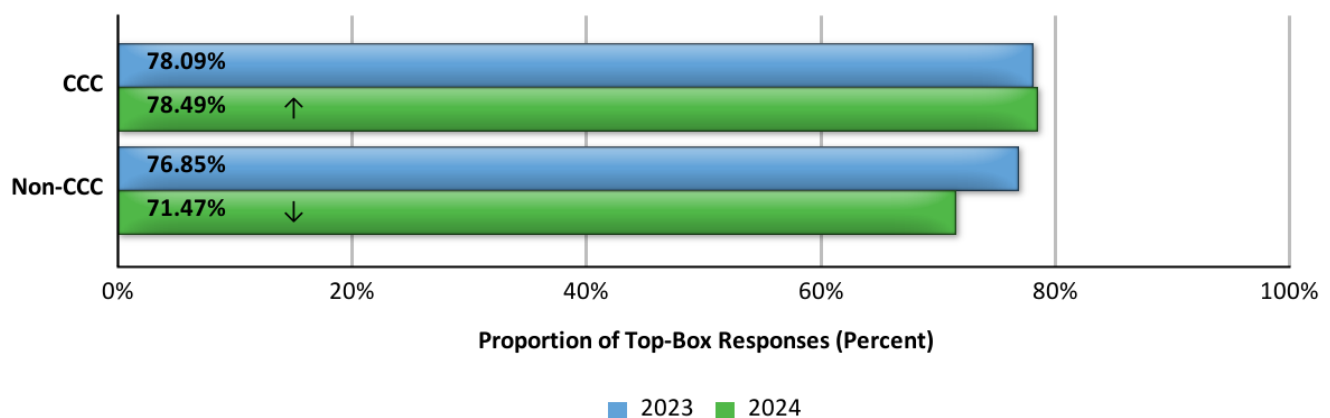
Coordination of Care for Children with Chronic Conditions

Respondents were asked to assess if the respondent's child had coordinated care (yes or no):

- In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?
- In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

A response option of Yes is considered an achievement score. Figure 4-12 shows the *Coordination of Care for Children with Chronic Conditions* achievement scores, including CCC and non-CCC comparisons and trend analysis.

Figure 4-12—CCC and Non-CCC Comparisons and Trend Analysis: Coordination of Care for Children with Chronic Conditions



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
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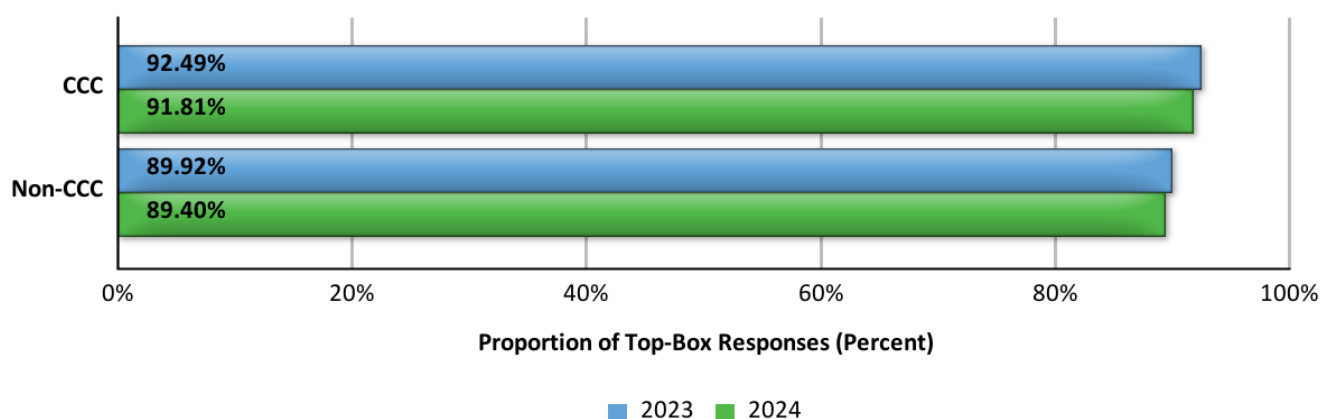
FCC: Getting Needed Information

Respondents were asked to assess how often (never, sometimes, usually, or always) the child's personal doctor or health provider answered the respondent's questions:

- In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

Response options of Usually and Always are considered achievement scores. Figure 4-13 shows the *FCC: Getting Needed Information* achievement scores, including CCC and non-CCC comparisons and trend analysis.

Figure 4-13—CCC and Non-CCC Comparisons and Trend Analysis: FCC: Getting Needed Information



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than the other population score.
↓ Indicates the score is statistically significantly lower than the other population score.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

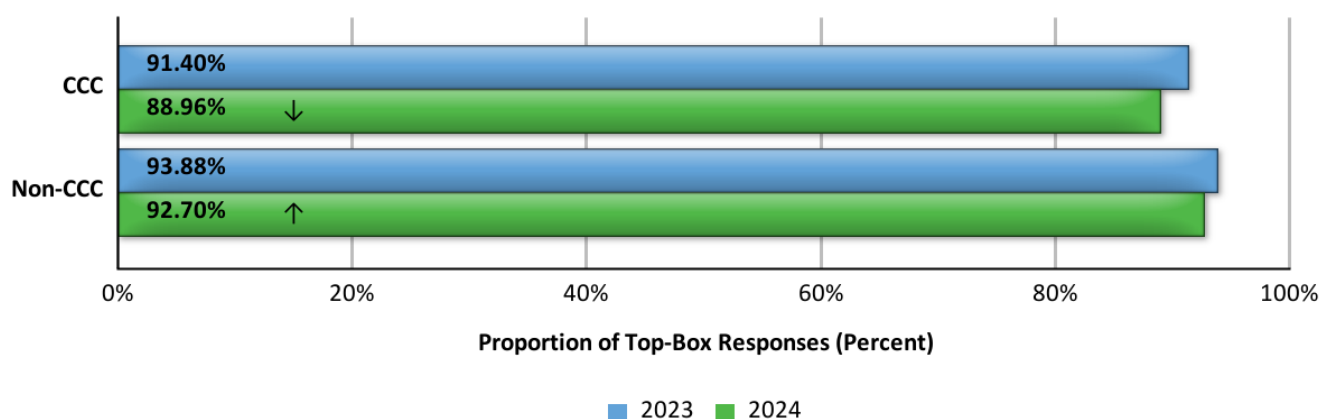
Access to Prescription Medicines

Respondents were asked to assess how often (never, sometimes, usually, or always) it was easy for the respondent to get prescription medicine for their child:

- In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

Response options of Usually and Always are considered achievement scores. Figure 4-14 shows the *Access to Prescription Medicines* achievement scores, including CCC and non-CCC comparisons and trend analysis.

Figure 4-14—CCC and Non-CCC Comparisons and Trend Analysis: Access to Prescription Medicines



Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than the other population score.
↓ Indicates the score is statistically significantly lower than the other population score.
If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

5. Conclusions and Recommendations

Conclusions

Adult Results

When results for the adult population were compared to the 2024 national Medicaid percentiles, the Healthy Louisiana Statewide Average's performance was at or above the 50th percentile for all measures except *Rating of Health Plan*, *Advising Smokers and Tobacco Users to Quit*, and *Discussing Cessation Medications*. The achievement scores for *Rating of All Health Care*, *Rating of Personal Doctor*, *Rating of Specialist Seen Most Often*, and *How Well Doctors Communicate* were at or between the 75th and 89th percentiles. No measures were at or above the 90th percentile.

For the adult population, UHC had the highest results when compared to national percentiles (i.e., nine measures were at or above the 75th percentile). ABH had the lowest results when compared to national percentiles (i.e., six measures were below the 25th percentile, and two measure were at or between the 25th and 49th percentiles).

In addition, the trend analysis did not reveal significant differences for the adult population between the 2024 and 2023 Healthy Louisiana Statewide Average achievement scores. HBL's 2024 achievement score for *Rating of Specialist Seen Most Often* was significantly higher than the 2023 achievement score, while HBL's 2024 achievement score for *Rating of Health Plan* was significantly lower than the 2023 achievement score. LHCC's 2024 achievement score for *Getting Needed Care* was significantly higher than the 2023 achievement score. ACLA's 2024 achievement scores for *Rating of All Health Care* and *Customer Service* were significantly lower than the 2023 achievement scores.

The MCO comparisons analysis revealed significant differences for the adult population when the MCOs' achievement scores were compared to the Healthy Louisiana Statewide Average achievement scores. HBL's and UHC's achievement scores for *Rating of All Health Care* were statistically significantly higher than the Healthy Louisiana Statewide Average, whereas ABH's achievement score for *Rating of All Health Care* was statistically significantly lower than the Healthy Louisiana Statewide Average.

Based on the Healthy Louisiana Statewide Average results, respondents may rate their health plan, overall health care, and personal doctor higher if the following key areas were improved:

- The care, test, or treatments that they needed were easier to get.
- Their personal doctor explained things in an understandable way.
- Their personal doctor showed respect for what was said.
- Their personal doctor spent enough time with them.
- Their health plan's customer service gave the information or help they needed.

- They were treated with courtesy and respect by their health plan's customer service staff.

General Child Results

When results for the general child population were compared to the 2024 national Medicaid percentiles, the Healthy Louisiana Statewide Average's performance was at or above the 50th percentile for all measures except *How Well Doctors Communicate*, *Customer Service*, and *Coordination of Care*. The achievement scores for *Rating of All Health Care* and *Rating of Personal Doctor* were at or between the 75th and 89th percentiles. No measures were at or above the 90th percentile.

For the general child population, HUM had the highest results when compared to national percentiles (i.e., three measures were at or above the 90th percentile and one measure was at or between the 75th and 89th percentiles). ACLA had the lowest results when compared to national percentiles (i.e., two measures were below the 25th percentile and three measures were at or between the 25th and 49th percentiles).

In addition, the trend analysis did not reveal significant differences for the general child population between the 2024 and 2023 Healthy Louisiana Statewide Average achievement scores. Additionally, no MCOs' achievement scores were statistically significantly higher in 2024 than 2023, but UHC's 2024 achievement score for *Getting Needed Care* and *Coordination of Care* was significantly lower than the 2023 achievement score.

The MCO comparisons analysis revealed significant differences for the general child population when the MCOs' achievement scores were compared to the Healthy Louisiana Statewide Average achievement scores. UHC's achievement score for *Rating of Health Plan* was statistically significantly higher than the Healthy Louisiana Statewide Average.

Based on the Healthy Louisiana Statewide Average results, parent/caretaker respondents may rate their child's health plan, overall health care, and personal doctor higher if the following key areas were improved:

- The care, test, or treatments that their child needed were easier to get.
- Their child's personal doctor listened carefully to them.
- Their child's personal doctor showed respect for what they had to say.
- Their child's personal doctor spent enough time with the child.
- Their child's health plan's customer service staff treated the parent/caretaker with courtesy and respect.

CCC and Non-CCC Results

When results for the CCC population were compared to the 2024 national Medicaid percentiles, the Healthy Louisiana Statewide Average's performance was at or above the 50th percentile for all measures except *Customer Service*, *Coordination of Care*, and *Access to Prescription Medicines*. The achievement scores for *FCC: Personal Doctor Who Knows Child* and *Coordination of Care for Children with Chronic Conditions* were at or between the 75th and 89th percentiles. No measures were at or above the 90th percentile.

The trend analysis revealed significant differences for the CCC population between the 2024 and 2023 Healthy Louisiana Statewide Average achievement scores. No significant differences were found for the non-CCC population. The Healthy Louisiana Statewide Average achievement score for *Rating of Health Plan* was statistically significantly lower in 2024 than 2023 for the CCC population.

The CCC and non-CCC comparison revealed significant differences between the CCC and non-CCC populations. The achievement score for *Coordination of Care for Children with Chronic Conditions* was statistically significantly higher for the CCC population and the achievement scores for *Rating of Health Plan*, *Rating of All Health Care*, and *Access to Prescription Medicines* were statistically significantly higher for the non-CCC population.

Recommendations

HSAG recommends LDH leverage the CAHPS Health Plan Survey data and report findings to support the development of relevant major initiatives, quality improvement strategies and interventions, and performance monitoring and evaluation activities. For example, CAHPS data may be analyzed to identify potential health disparities among key demographics. This type of information could inform initiatives aimed at identifying and addressing access to care barriers. LDH and the MCOs could examine provider processes and establish procedures aimed at improving performance. This could involve enhancing informational materials for providers and examining their capacity to communicate effectively with members. Additionally, implementing communication programs for providers could encourage timely service requests by members. Furthermore, the MCOs might evaluate their customer service representatives' performance (i.e., call satisfaction, call resolution, and wait times) by conducting regular call audits, offering feedback, rewarding outstanding performance, and providing ongoing training as needed.

This report's findings establish priority areas for targeting quality improvement efforts in order to improve CAHPS ratings for the health plan, all health care, and personal doctor. A review of the CAHPS measure results (e.g., customer service, smoking cessation) may impact the development of related quality improvement strategies, performance measurement and accountability systems, and program monitoring activities. In these and other ways, CAHPS data are valuable resources for patient-centered approaches to population health management and improving health outcomes.

Appendix A: Composite Measure Ratings

This section highlights the results of respondents who answered “Always” for the four composite measures (i.e., *Getting Needed Care*, *Getting Care Quickly*, *How Well Doctors Communicate*, and *Customer Service*) for the adult, general child, CCC, and non-CCC populations.

Table A-1—Composite Measure Ratings: Responses of “Always”: Adult Results

Composite Measures	Healthy Louisiana Statewide Average	ABH	ACLA	HBL	HUM	LHCC	UHC
<i>Getting Needed Care</i>	58.86%	54.25%+	53.44%	57.13%	58.88%+	60.39%	63.32%+
<i>Getting Care Quickly</i>	64.25%	60.90%+	62.65%	62.37%+	58.69%+	62.95%	71.74%+
<i>How Well Doctors Communicate</i>	82.40%	80.33%+	80.43%	81.25%	78.72%+	81.00%	88.29%
<i>Customer Service</i>	76.46%	70.86%+	71.78%+	72.79%+	77.87%+	78.09%+	82.38%+
+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.							

Table A-2—Composite Measure Ratings: Responses of “Always”: General Child Results

Composite Measures	Healthy Louisiana Statewide Average	ABH	ACLA	HBL	HUM	LHCC	UHC
<i>Getting Needed Care</i>	66.65%	65.74%	69.55%+	72.70%+	61.25%+	63.25%+	67.92%+
<i>Getting Care Quickly</i>	78.54%	75.26%	81.90%+	77.45%	74.52%+	76.64%+	82.42%+
<i>How Well Doctors Communicate</i>	84.01%	85.05%	85.12%	85.53%	87.94%+	79.53%	86.90%
<i>Customer Service</i>	72.83%	76.74%	74.56%+	74.37%+	65.73%+	71.84%+	73.53%+
+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.							

Table A-3—Composite Measure Ratings: Responses of “Always”: CCC and Non-CCC Results

Composite Measures	CCC	Non-CCC
<i>Getting Needed Care</i>	66.57%	69.58%
<i>Getting Care Quickly</i>	76.73%	78.65%
<i>How Well Doctors Communicate</i>	83.36%	84.97%
<i>Customer Service</i>	74.85%	72.45%

This section discusses limitations and cautions related to survey design, analysis, and interpretations that should be considered when interpreting or generalizing the findings. It is designed to provide supplemental information to the reader that may aid in the interpretation and use of the CAHPS results presented in this report.¹⁰

Limitations and Cautions

The findings presented in this report are subject to some limitations in the survey design, analysis, and interpretation. These limitations discussed below should be considered carefully when interpreting or generalizing the findings.

Aggregate Comparisons

The 2024 results for the Healthy Louisiana Statewide Average include the Humana Healthy Horizons population. Historical 2023 results did not include the Humana Healthy Horizons population. Therefore, caution should be exercised when comparing the 2023 and 2024 Healthy Louisiana Statewide Average results.

Case-Mix Adjustment

The demographics of adult members or parents/caretakers and their children (i.e., response group) may impact respondents' experiences. Therefore, differences in the demographics of the response group may impact CAHPS results. NCQA does not case-mix adjust Medicaid CAHPS results to account for these differences.

Causal Inferences

Although this report examines whether respondents report differences with various aspects of their or their child's health care, these differences may not be completely attributable to the MCOs. These analyses identify whether respondents give different ratings of experience with their or their child's health plan. The survey by itself does not necessarily reveal the exact cause of these differences.

¹⁰ By submitting data, records, documents, and information to HSAG as required by LDH and in support of this external quality review (EQR) activity, the MCO attests, based on best knowledge, information, and belief as to the accuracy, completeness and truthfulness of the documents and data it submits to HSAG.

Non-Response Bias

The experiences of the survey respondent population may be different than that of non-respondents with respect to their health care services and may vary by MCO. According to research, late respondents (i.e., respondents who submitted a survey later than the first mailing/round) could potentially be non-respondents if the survey had ended earlier.¹¹ To identify potential non-response bias, HSAG compared the scores of early respondents (i.e., respondents who submitted a survey during the first mailing/round) to late respondents for each measure. Table B-1 presents the results of the non-response bias analysis. LDH should consider that potential non-response bias may exist when interpreting CAHPS results.

Table B-1—Non-Response Bias Analysis

Measure	2023			2024		
	Adult	General Child	CCC	Adult	General Child	CCC
<i>Rating of Specialist Seen Most Often</i>	—	↓	—	—	↓	—
<i>Getting Needed Care</i>	—	—	—	—	—	↓
↑ Indicates that early respondents are statistically significantly more likely to provide a higher response for the measure (i.e., potential non-response bias). ↓ Indicates that early respondents are statistically significantly more likely to provide a lower response for the measure (i.e., potential non-response bias). — Indicates that early respondents are not statistically significantly more likely to provide a higher or lower response for the measure.						

¹¹ Korkeila, K., et al. "Non-response and related factors in a nation-wide health survey." *European journal of epidemiology* 17.11 (2001): 991-999.