



2024 Louisiana CAHPS[®] Survey Executive Summary Report

Louisiana Department of Health

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1. 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.
- **General child members**—a general sample of children from the entire eligible population. For detailed results, please refer to the General Child Result section beginning on page 21.

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).

- **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 32.

Response Rates

For 2024, a total of 23,643 surveys were completed across all participating MCOs. This total includes 10,179 adult surveys and 13,464 general child surveys.³ The survey response rates were 11.25 percent for the adult population and 9.70 percent for the general child population.

Table 1-2 and Table 1-3 show the total number of adult and general child members sampled, total number of completed surveys, eligible and ineligible records, and response rates for the Healthy Louisiana Statewide Average and all participating MCOs, respectively.

Table 1-2—Adult Survey Dispositions

	Total Sample	Ineligibles Records	Eligibles 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%

Table 1-3—General Child Survey Dispositions

	Total Sample	Ineligibles Records	Eligibles 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%

³ Response rates are not calculated for the CCC population.

	Total Sample	Ineligibles Records	Eligibles Sample	Total Respondents	Response Rate
LHCC	1,980	4	1,976	180	9.11%
UHC	1,980	14	1,966	169	8.60%

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.^{4,5} 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 7 and the General Child Results section beginning on page 21. In addition, a trend analysis was performed that compared the 2024 CAHPS results to their corresponding 2023 CAHPS results.⁶ The detailed results of the trend analysis are found in the Adult Results section beginning on page 7, General Child Results section beginning on page 21, and the CCC and Non-CCC Results section beginning on page 32.

⁴ National Committee for Quality Assurance. *Quality Compass[®]: Benchmark and Compare Quality Data 2024*. Washington, DC: NCQA, September 2024.

⁵ 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).

⁶ Trend analysis results for Humana Healthy Horizons will not be available as calendar year 2024 represents the first year the CAHPS survey was administered for this MCO.

Table 1-4 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 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 1-4—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 Measures						
<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

	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)
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 MCO 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 8 and 22, respectively. Table 1-5 shows a summary of the statistically significant results of this analysis. There were no statistically significant differences for ACLA, HUM, or LHCC.

Table 1-5—MCO Comparisons

Measures	ABH	ACLA	HBL	HUM	LHCC	UHC
Adult						
<i>Rating of All Health Care</i>	↓	—	↑	—	—	↑

Measures	ABH	ACLA	HBL	HUM	LHCC	UHC
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 32. Table 1-6 shows a summary of the statistically significant results of this analysis.

Table 1-6—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.				

2. Adult Results

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.⁷ 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 2-1 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 2-1—Healthy Louisiana 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% ⁺

⁷ 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
Individual Item Measure							
<i>Coordination of Care</i>	★★★★ 86.05%	★★★★ 87.50% ⁺	★★★★★ 89.33% ⁺	★ 77.94% ⁺	★★★★★ 93.33% ⁺	★★★★ 85.23% ⁺	★★★★★ 90.48% ⁺
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 and Trend Analysis

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.⁸ 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 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 was included in the Louisiana CAHPS Health Plan Survey. Therefore, the 2023 top-box scores are listed as "Not Applicable." 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 2-1 through Figure 2-12 show the results of the MCO comparisons and trend analysis. Statistically significant differences are noted with directional triangles. 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.

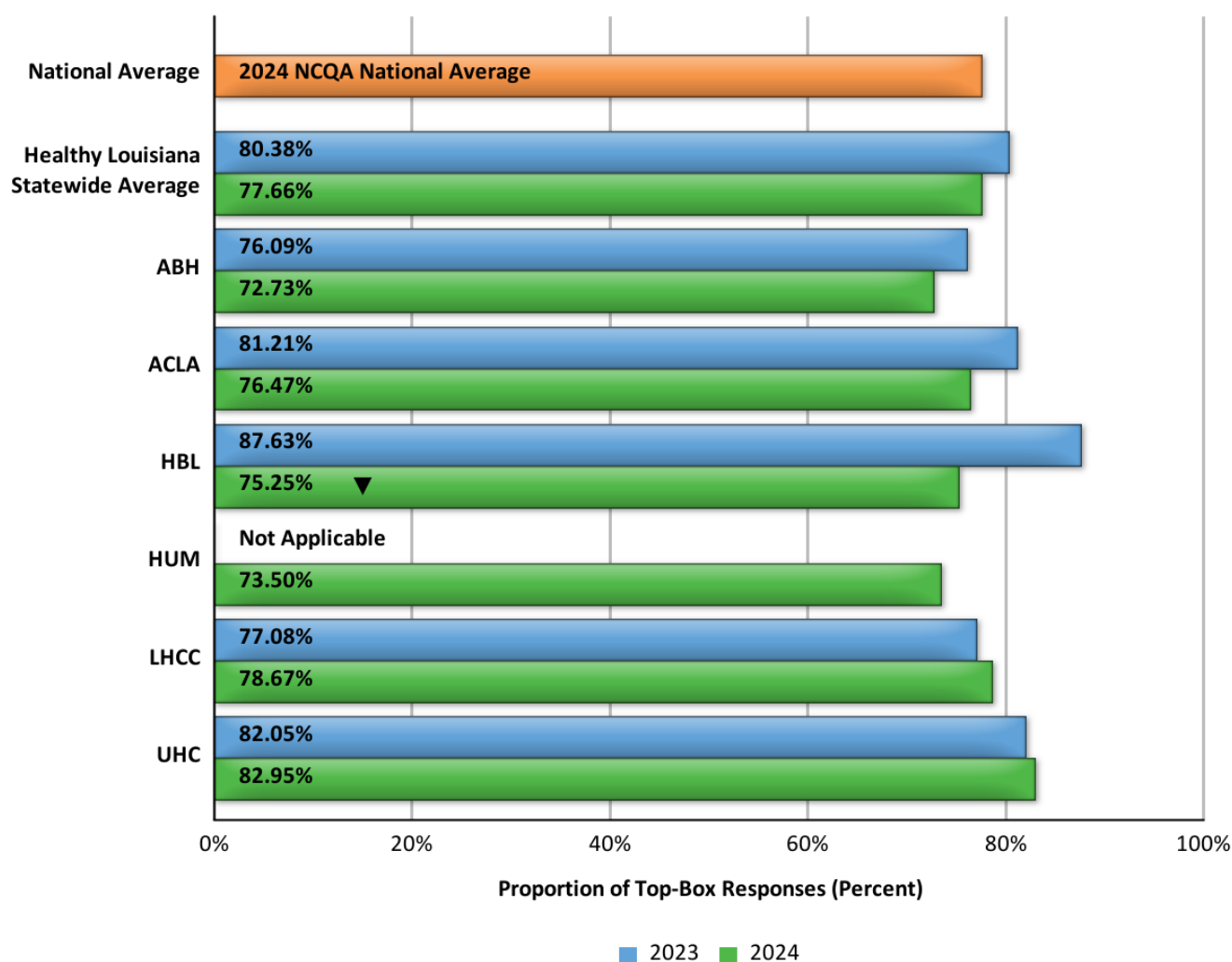
⁸ National Committee for Quality Assurance. *HEDIS® Measurement Year 2023, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2023.

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 8, 9, or 10 are considered achievement scores. Figure 2-1 shows the *Rating of Health Plan* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-1—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.

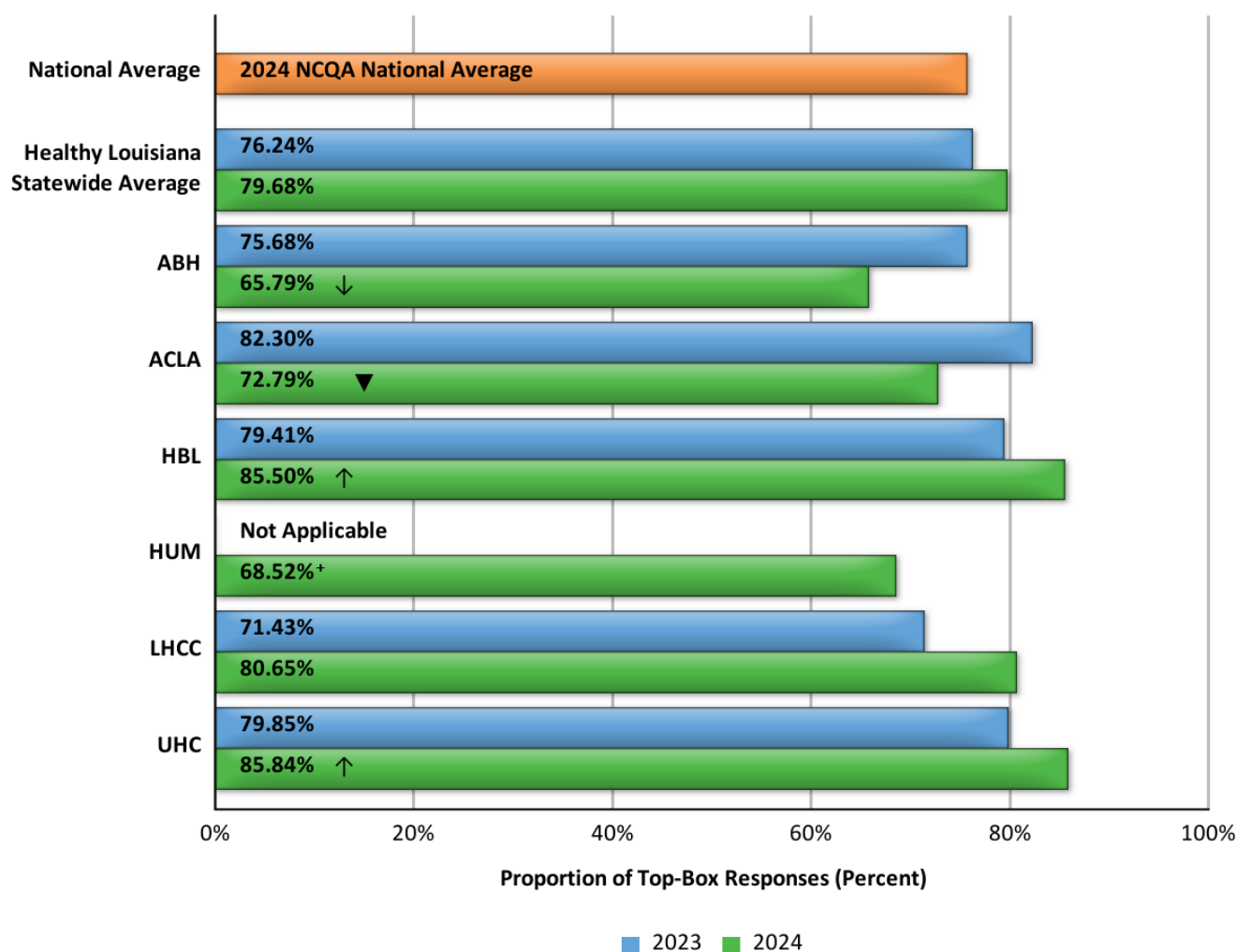
↓ Indicates the score is statistically significantly lower than Healthy Louisiana Statewide Average.

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

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 2-2 shows the *Rating of All Health Care* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

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

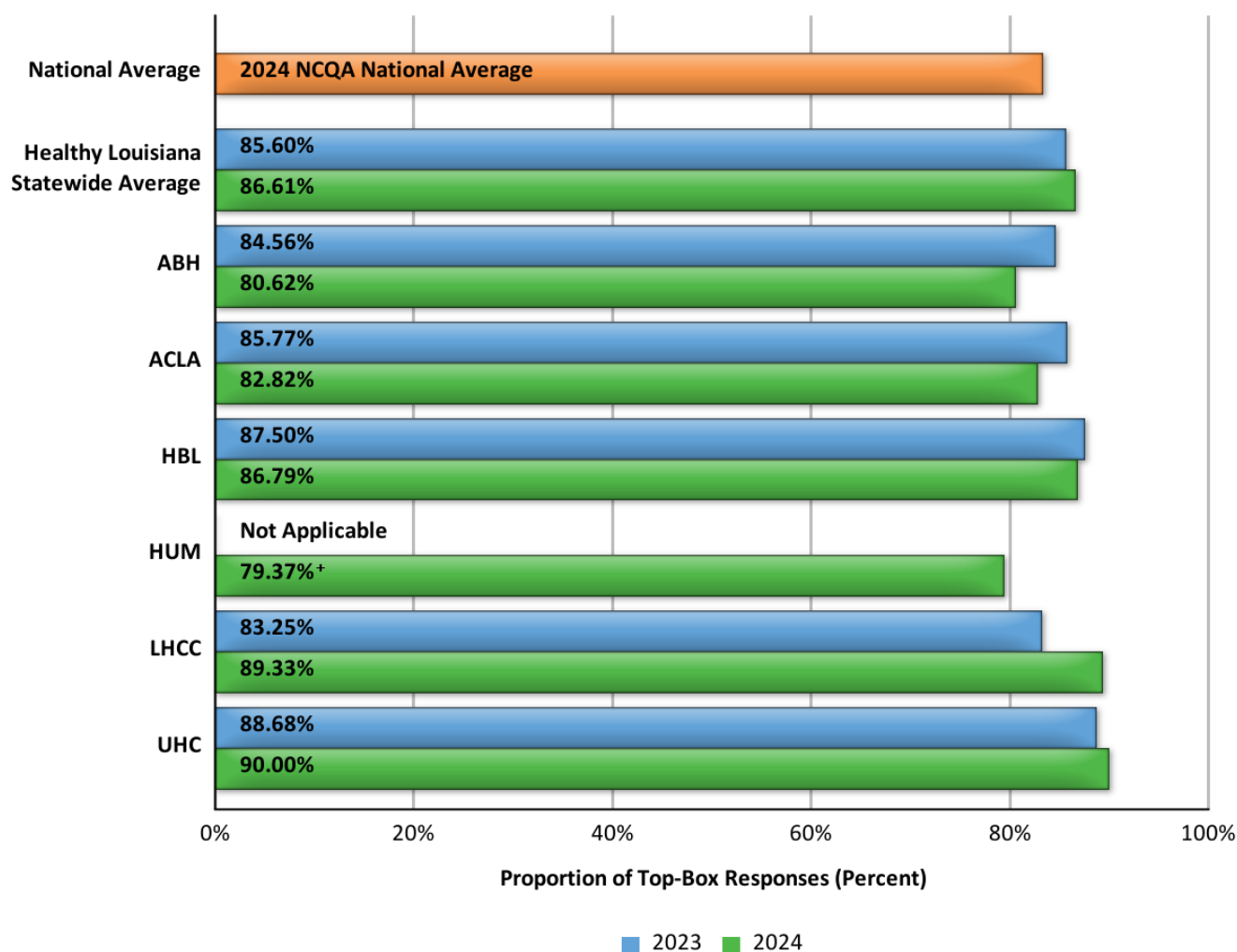


Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
 ▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
 ↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
 ↓ 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.

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 2-3 shows the *Rating of Personal Doctor* achievement scores, including the MCO comparisons, trend analysis, and 2024 NCQA adult Medicaid national average.

Figure 2-3—MCO Comparisons and Trend Analysis: Rating of Personal Doctor

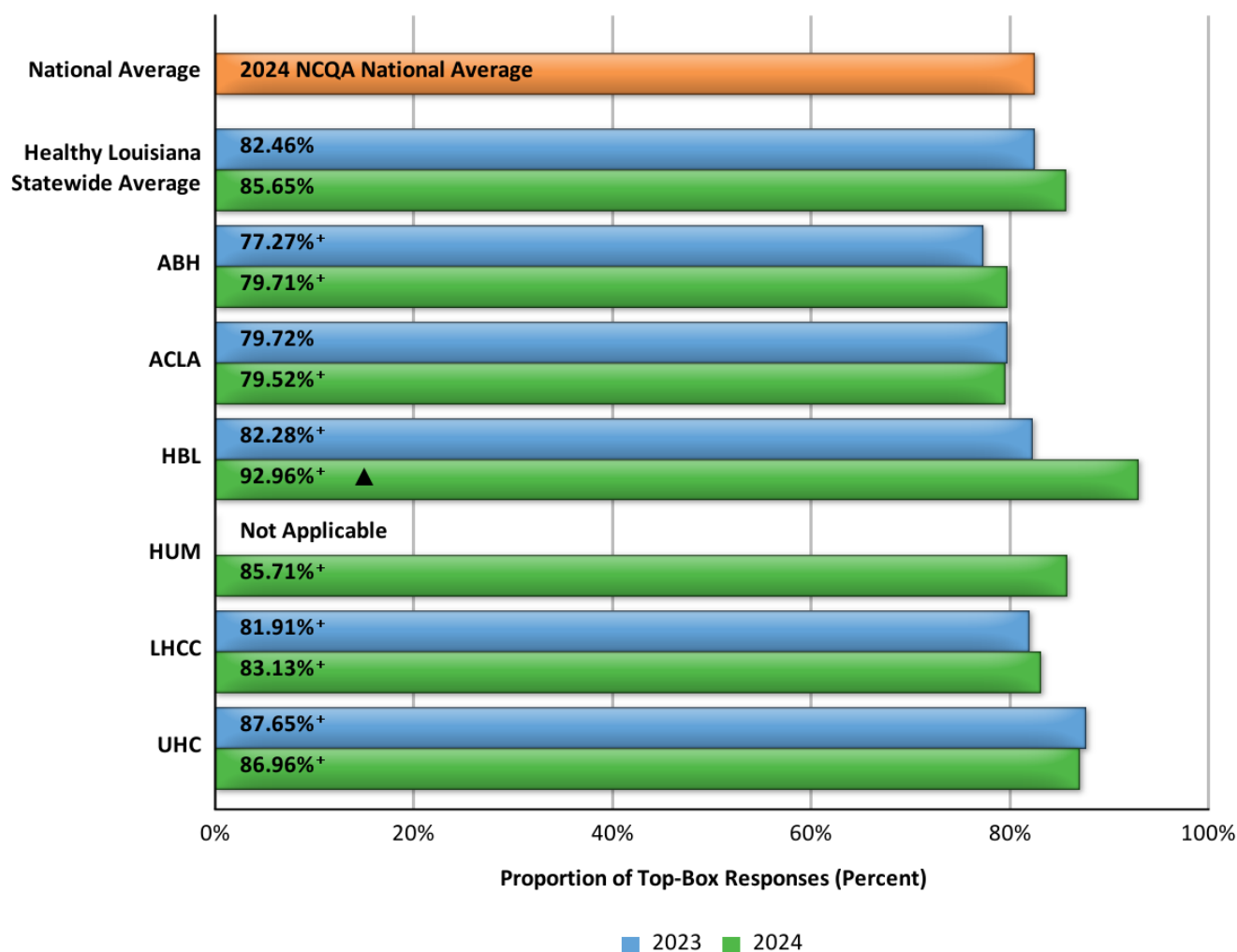


Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
↓ 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.

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 8, 9, or 10 are considered achievement scores. Figure 2-4 shows the *Rating of Specialist Seen Most Often* achievement scores, including the MCO comparisons, trend analysis, and the 2024 adult Medicaid national.

Figure 2-4—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.

Composite Measures

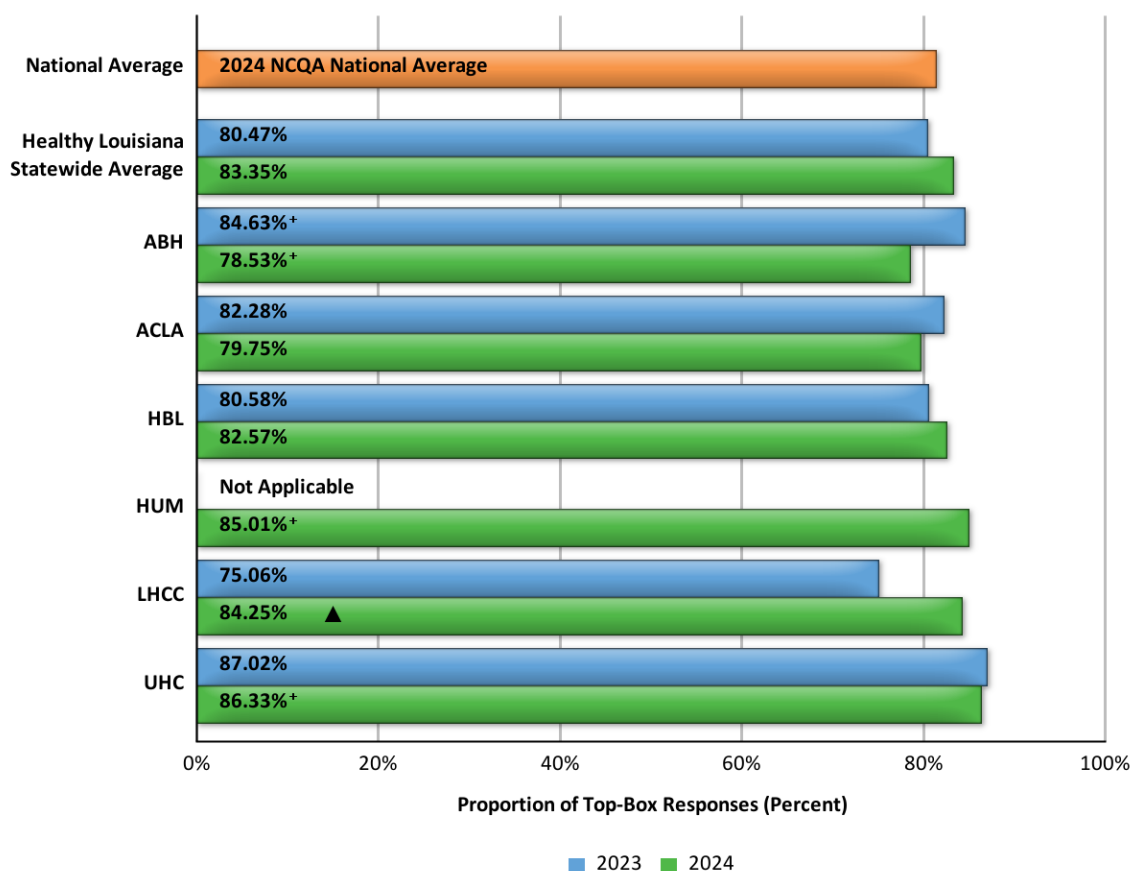
Getting Needed Care

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 2-5 shows the *Getting Needed Care* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-5—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.

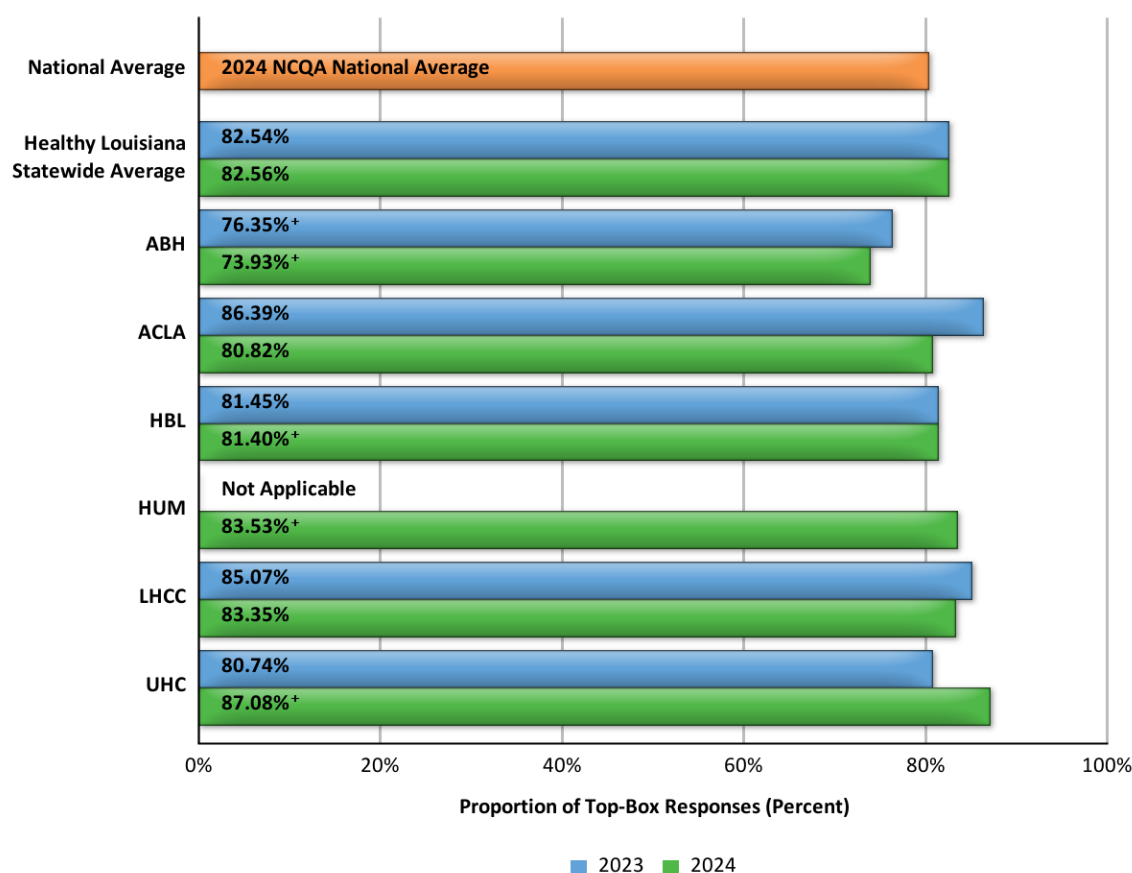
Getting Care Quickly

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 2-6 shows the *Getting Care Quickly* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-6—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.

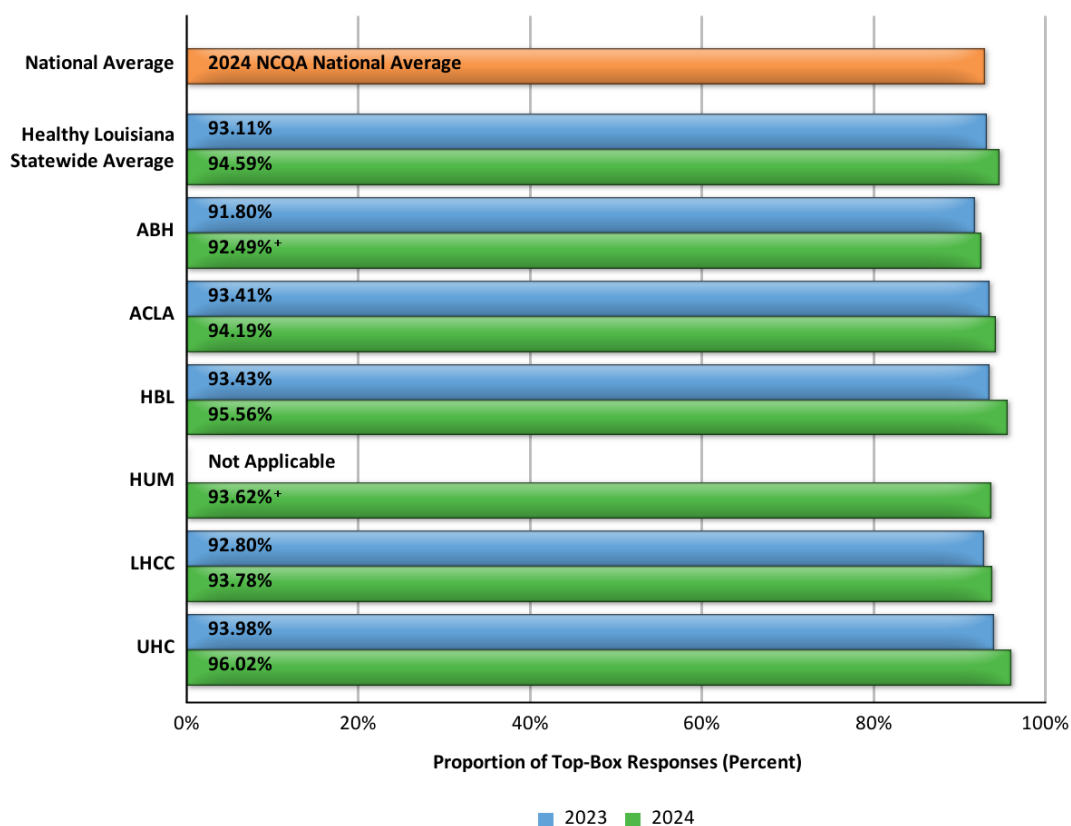
How Well Doctors Communicate

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 2-7 shows the *How Well Doctors Communicate* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-7—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.

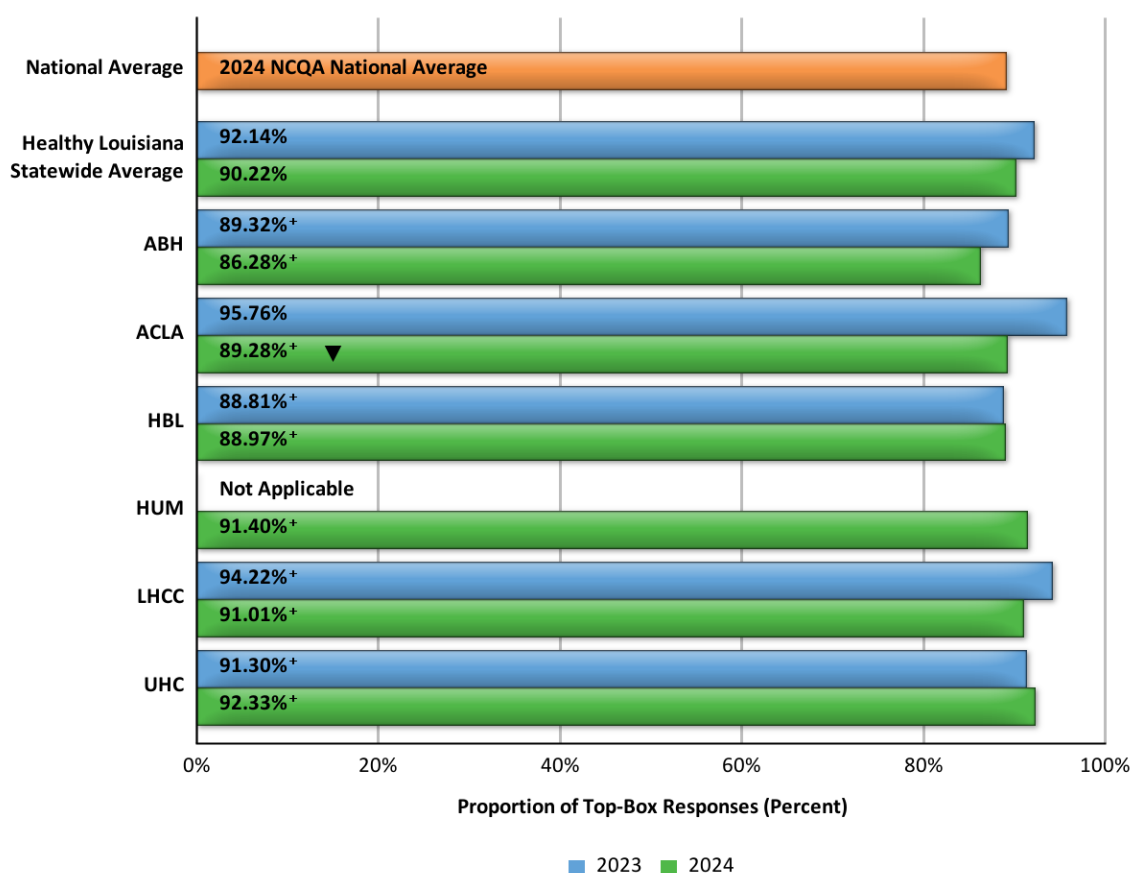
Customer Service

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 2-8 shows the *Customer Service* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-8—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.

Individual Item Measure

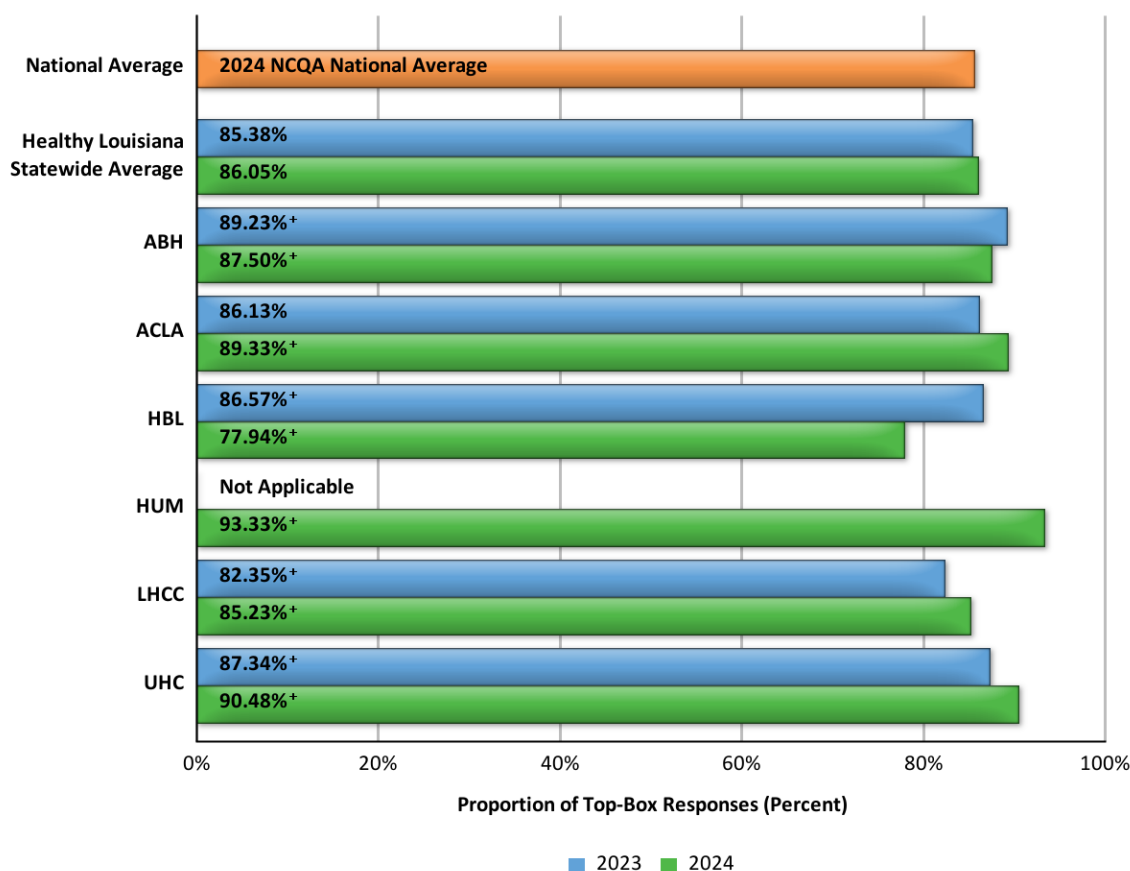
Coordination of Care

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 2-9 shows the *Coordination of Care* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-9—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.
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Medical Assistance With Smoking and Tobacco Use Cessation Items

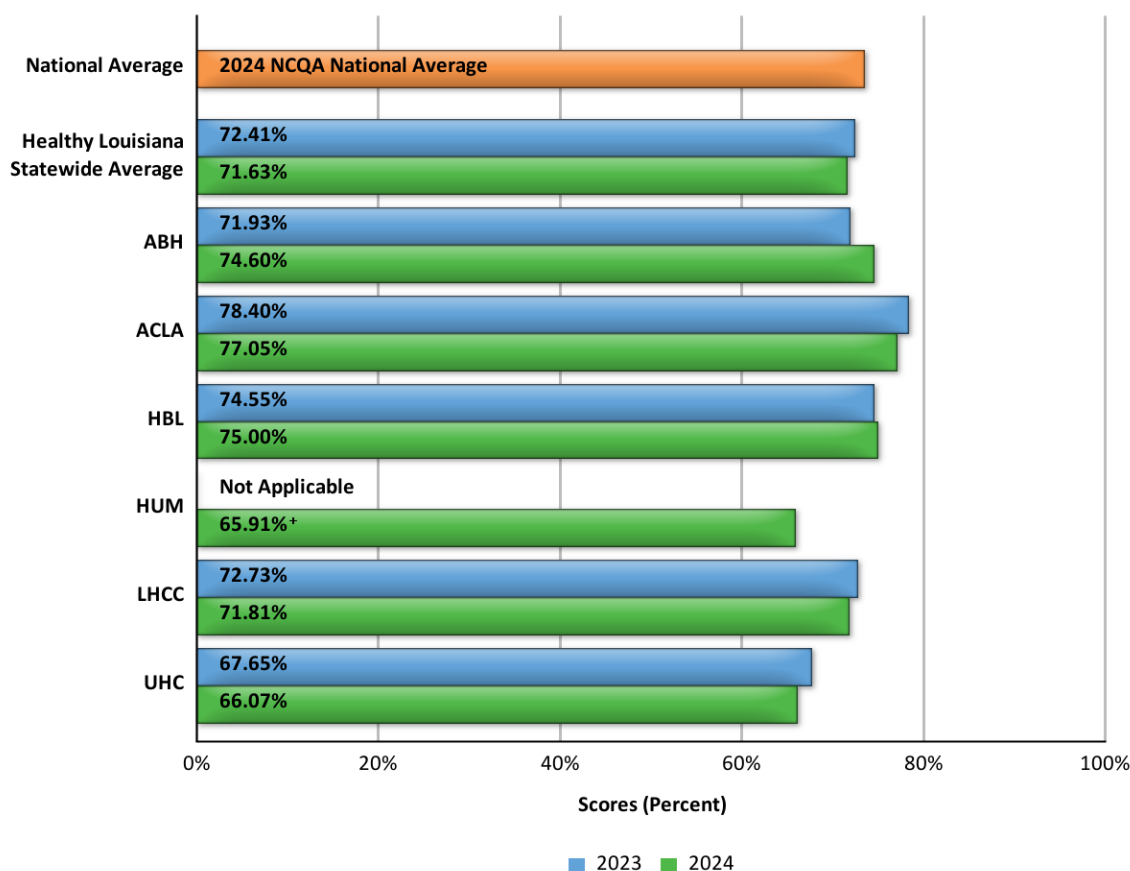
Advising Smokers and Tobacco Users to Quit

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 2-10 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 2-10—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.
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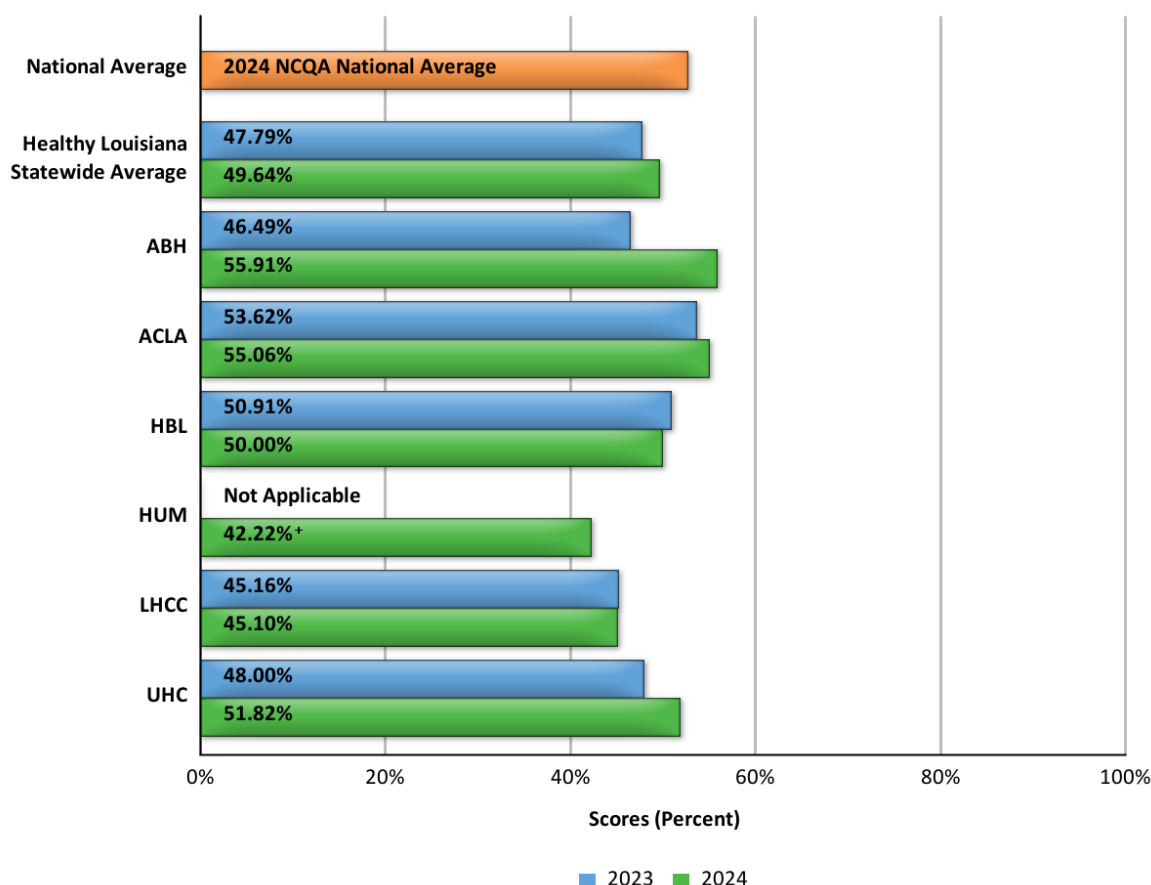
Discussing Cessation Medications

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 2-11 shows the *Discussing Cessation Medications* scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-11—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.
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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.

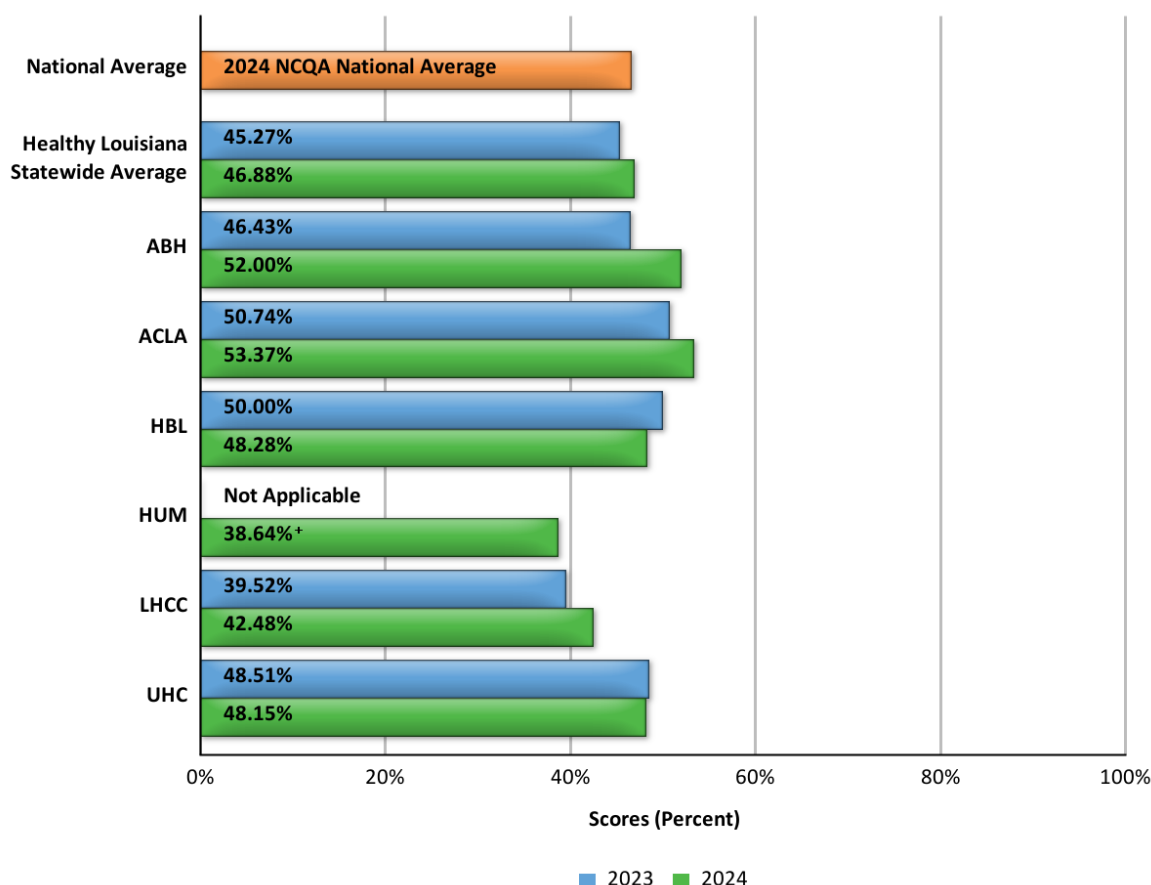
Discussing Cessation Strategies

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 2-12 shows the *Discussing Cessation Strategies* scores, including the MCO comparisons, trend analysis, and the 2024 NCQA adult Medicaid national average.

Figure 2-12—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.

3. General Child Results

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.⁹ 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 3-1 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 3-1—Healthy Louisiana 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% ⁺

⁹ 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 Measures							
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 and Trend Analysis

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.¹⁰ 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 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 was included in the Louisiana 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 3-1 through Figure 3-9 show the results of the MCO comparisons and trend analysis. Statistically significant differences are noted with directional triangles. 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.

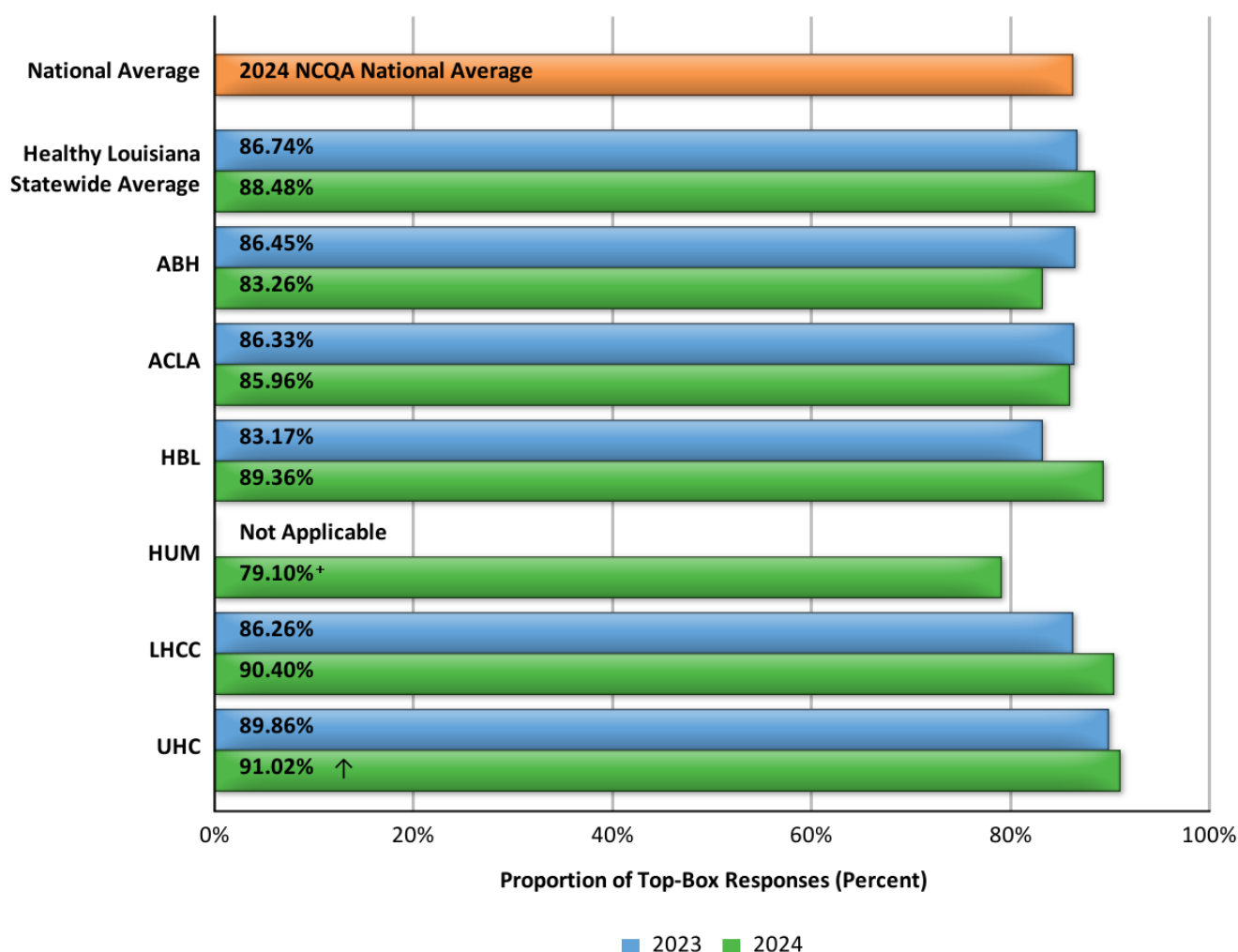
¹⁰ National Committee for Quality Assurance. *HEDIS® Measurement Year 2023, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2023.

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 8, 9, or 10 are considered achievement scores. Figure 3-1 shows the *Rating of Health Plan* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

Figure 3-1—MCO Comparisons and Trend Analysis: Rating of Health Plan

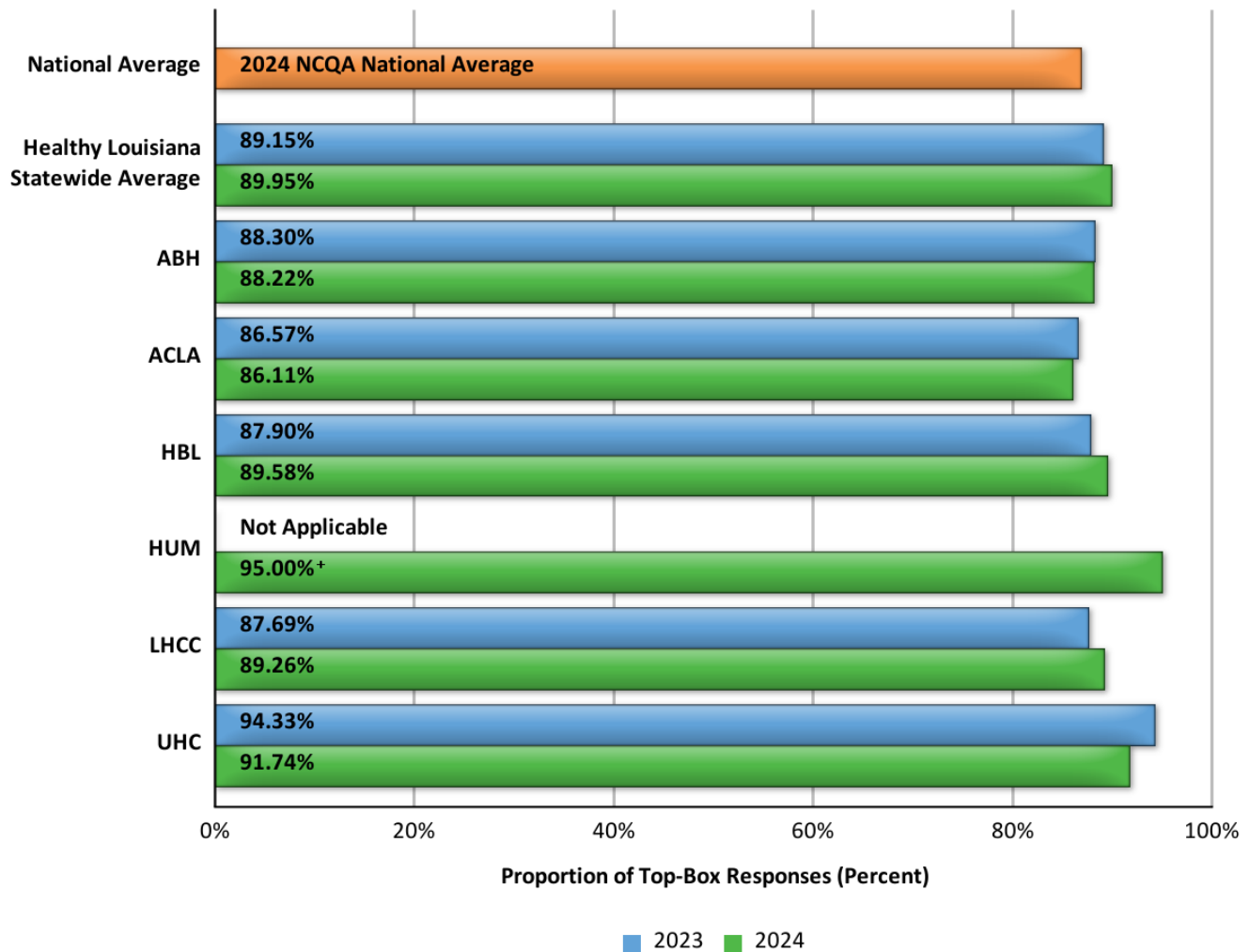


Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
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↑ Indicates the score is statistically significantly higher than Healthy Louisiana Statewide Average.
↓ Indicates the score is statistically 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.

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 3-2 shows the *Rating of All Health Care* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

Figure 3-2—MCO Comparisons and Trend Analysis: Rating of All Health Care

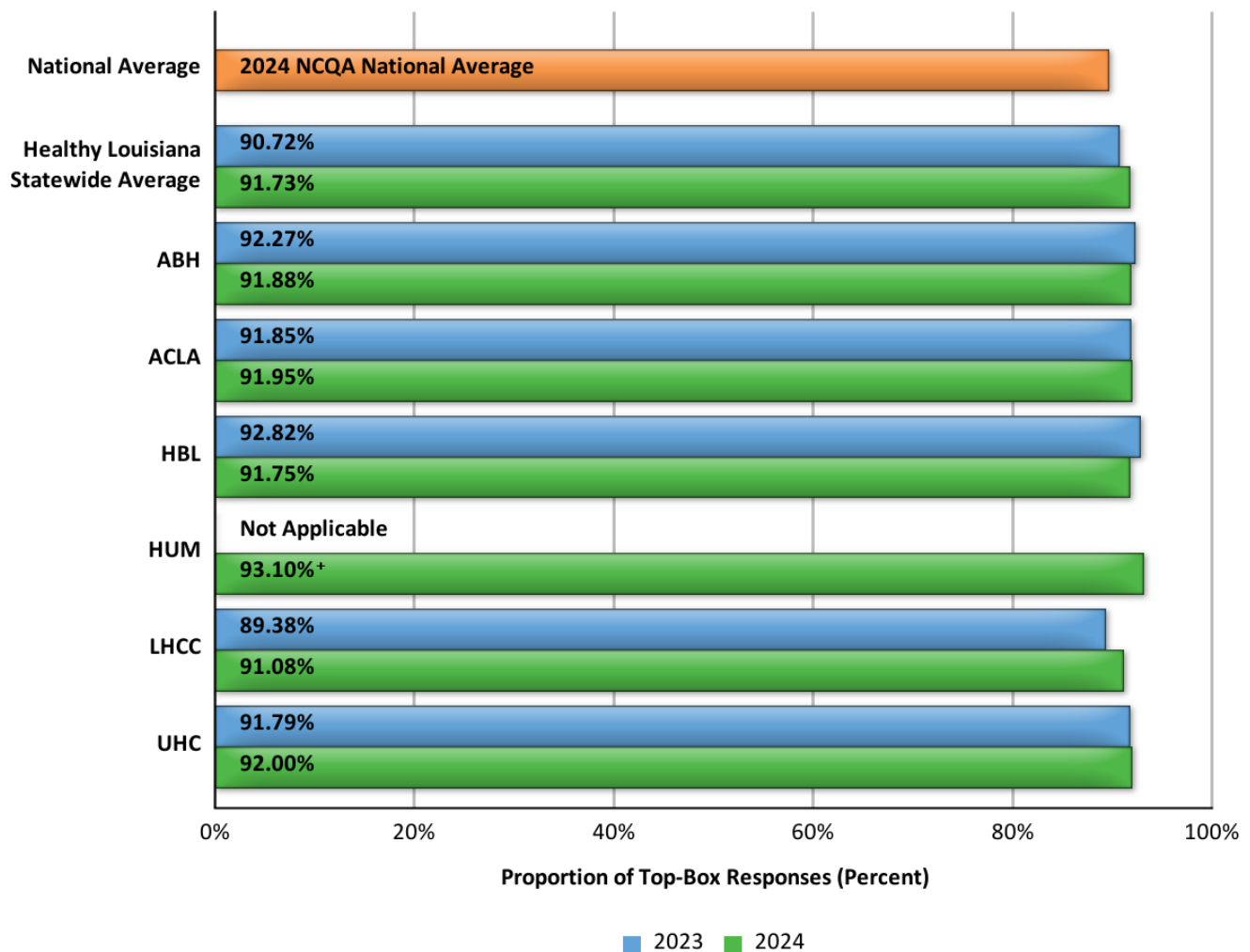


Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
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If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
+ Indicates fewer than 100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

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 3-3 shows the *Rating of Personal Doctor* achievement scores, including the MCO comparisons, trend analysis, and 2024 NCQA child Medicaid national average.

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

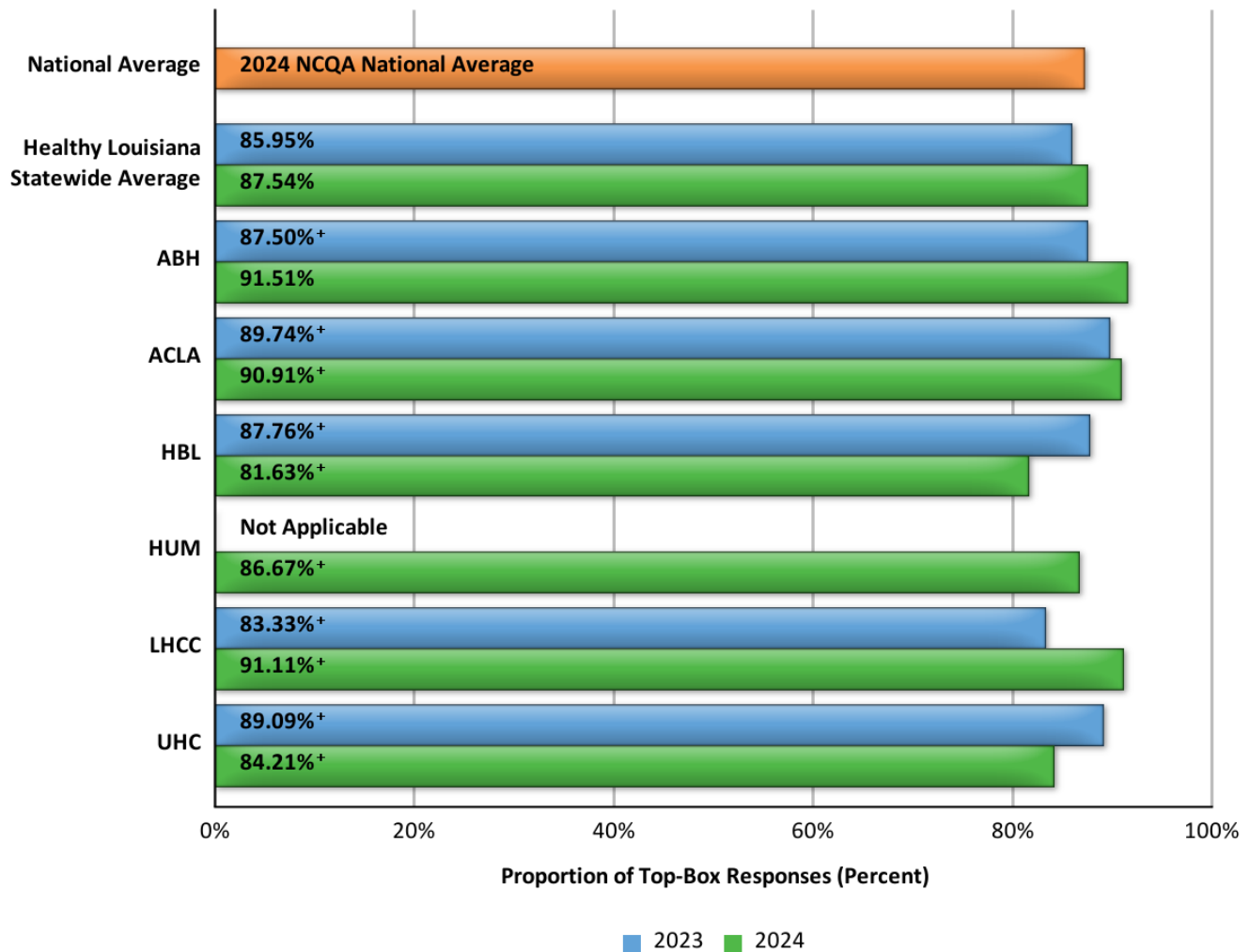


Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
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If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
⁺ Indicates fewer than 100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

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 3-4 shows the *Rating of Specialist Seen Most Often* achievement scores, including the MCO comparisons, trend analysis, and the 2024 child Medicaid national.

Figure 3-4—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.
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If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.
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Composite Measures

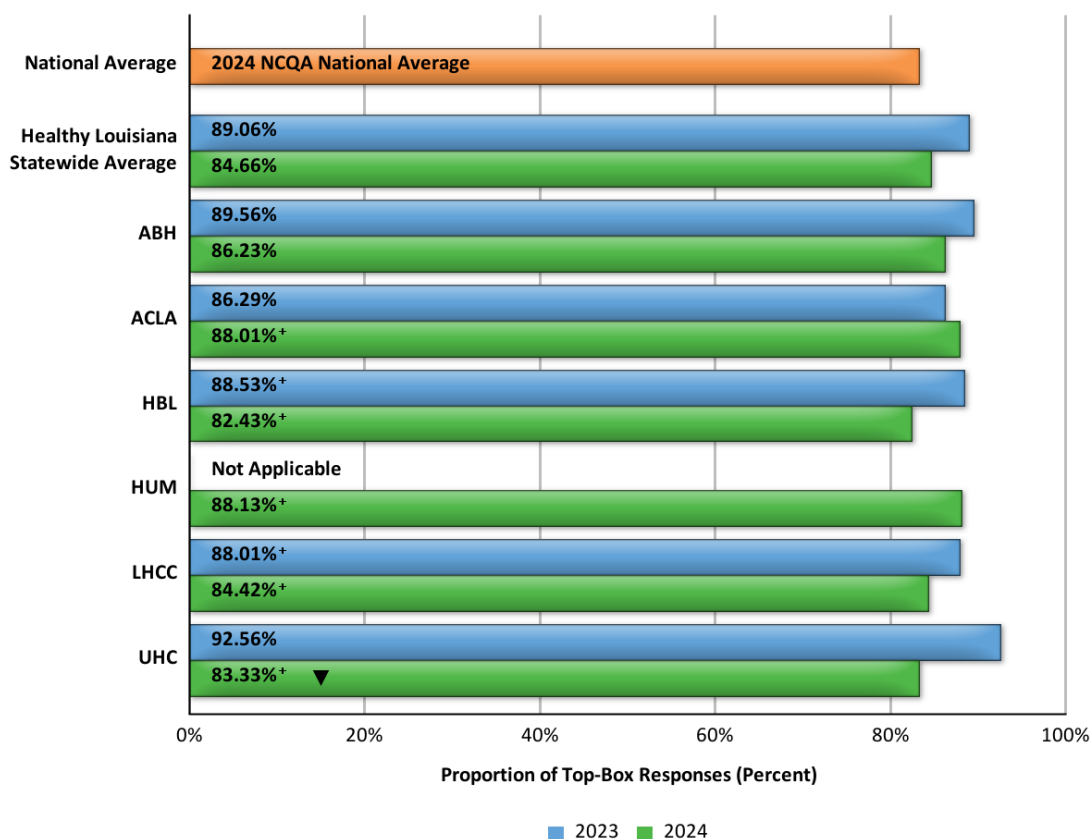
Getting Needed Care

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 3-5 shows the *Getting Needed Care* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

Figure 3-5—MCO Comparisons and Trend Analysis: Getting Needed Care



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

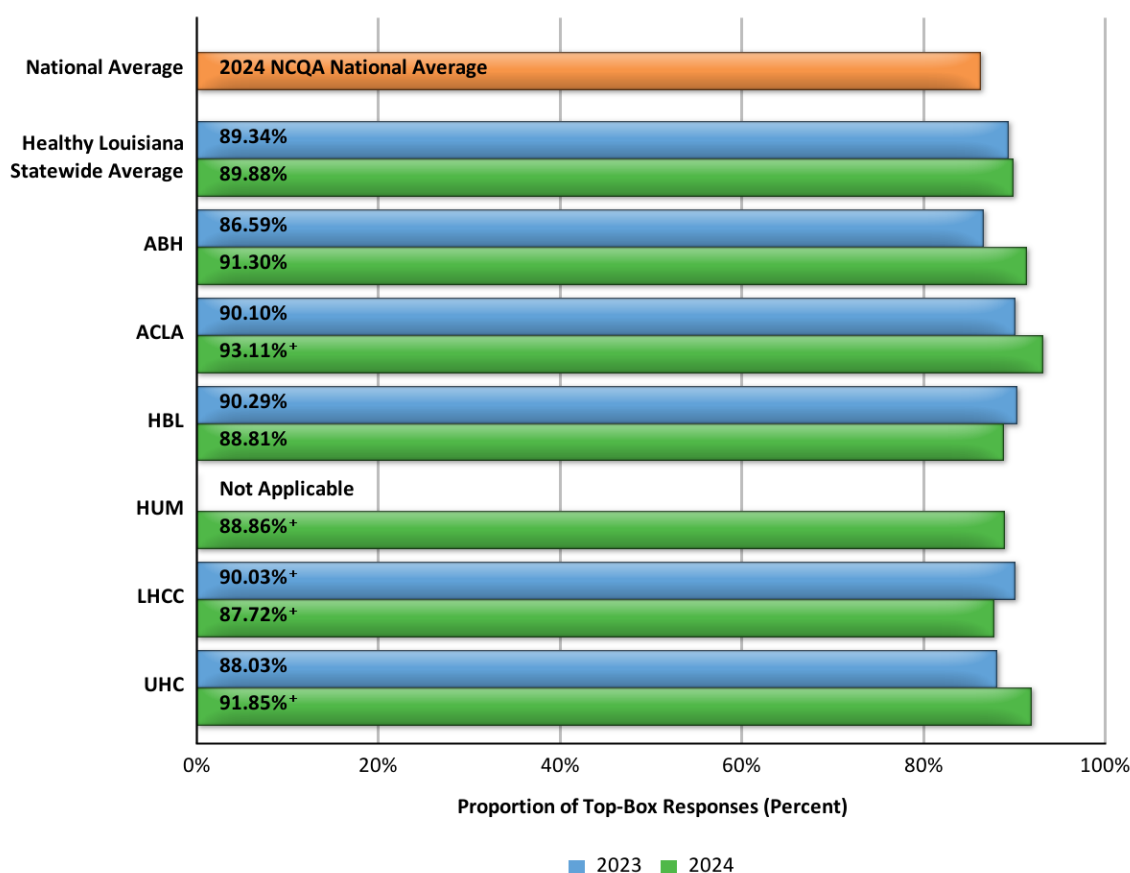
Getting Care Quickly

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 3-6 shows the *Getting Care Quickly* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

Figure 3-6—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.
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 + Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

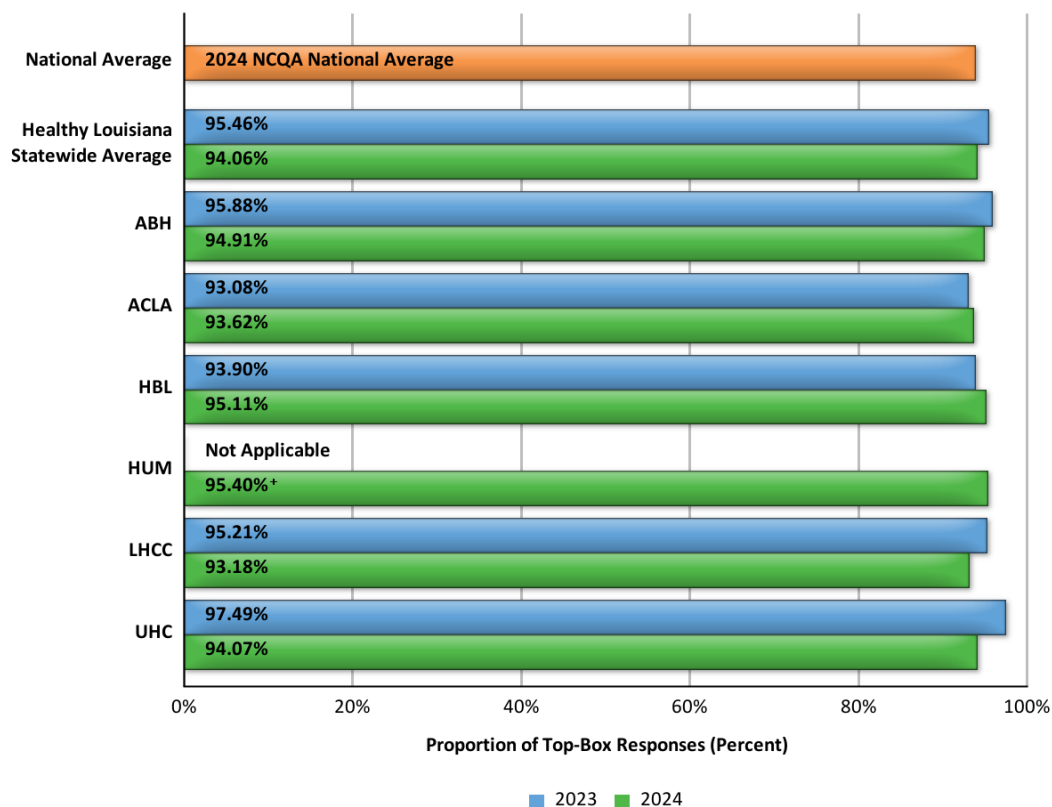
How Well Doctors Communicate

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 3-7 shows the *How Well Doctors Communicate* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

Figure 3-7—MCO Comparisons and Trend Analysis: How Well Doctors Communicate



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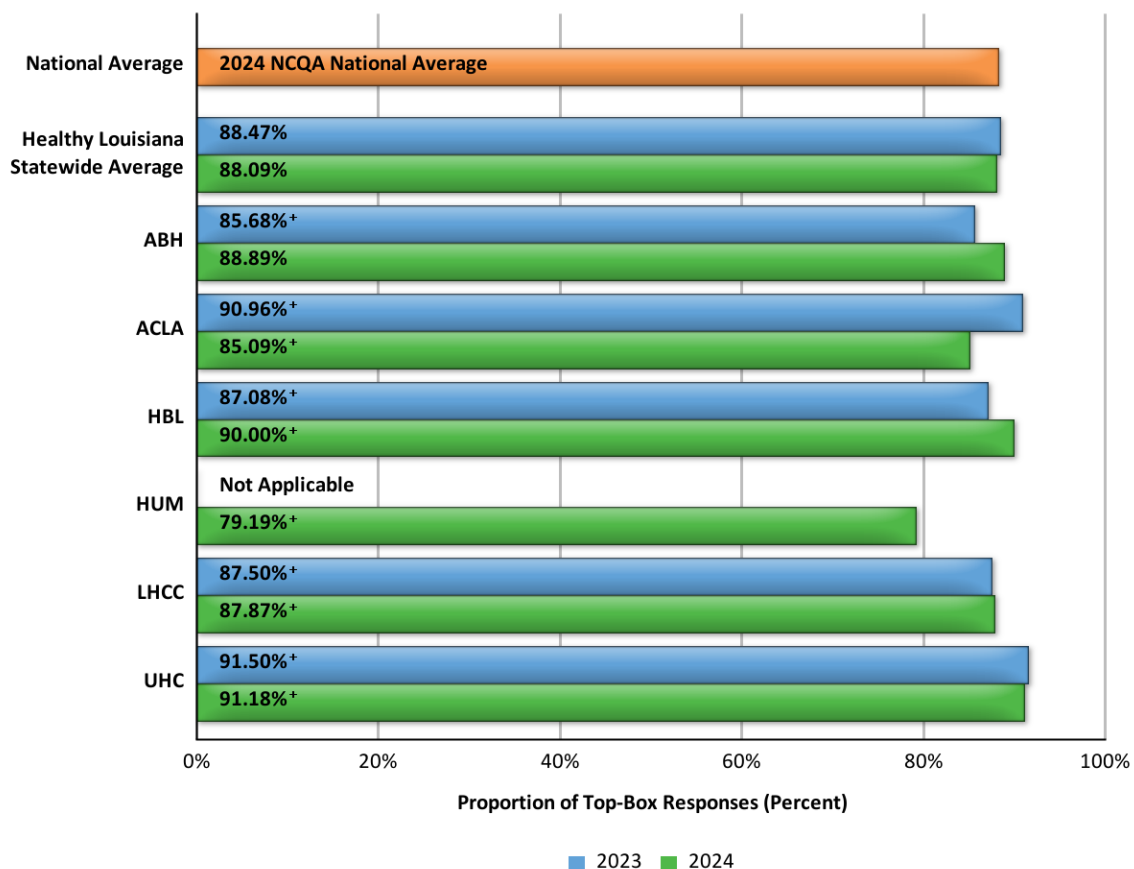
Customer Service

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 3-8 shows the *Customer Service* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

Figure 3-8—MCO 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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↓ 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.
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Individual Item Measure

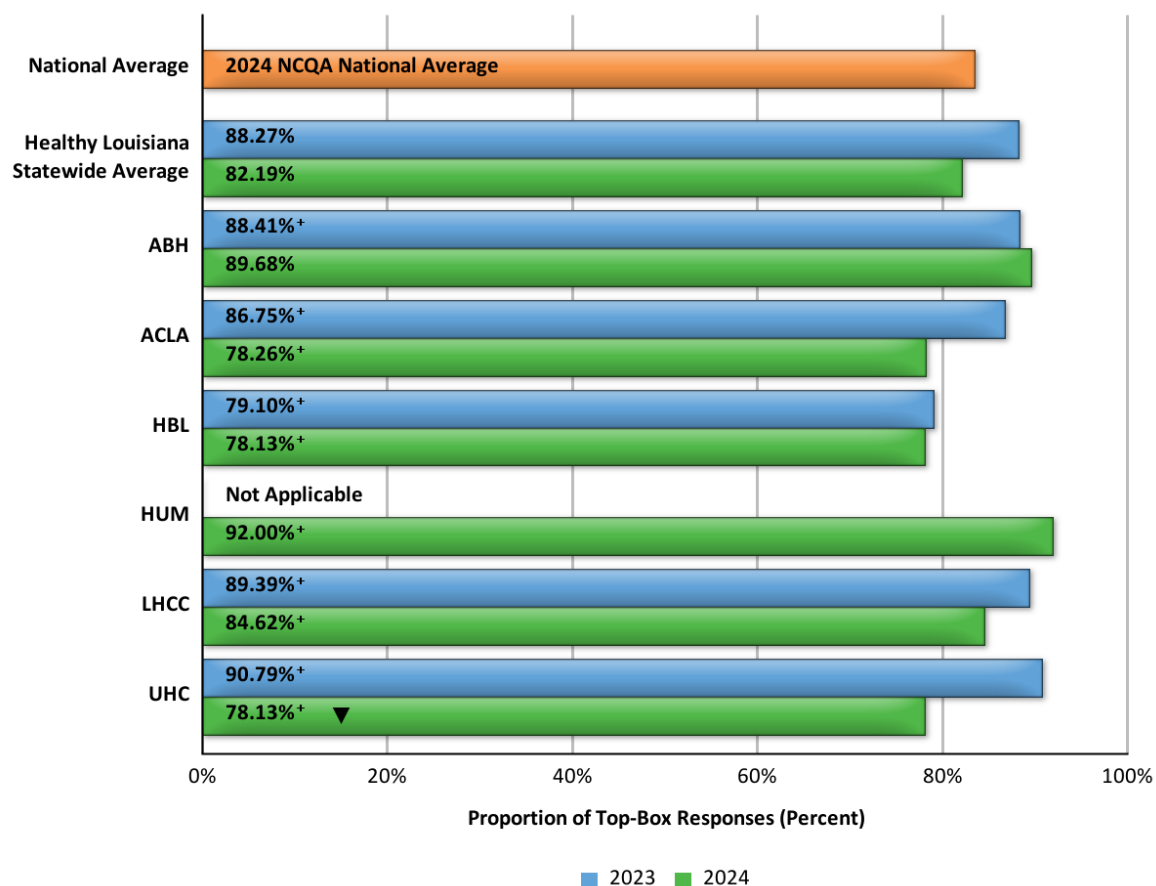
Coordination of Care

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 3-9 shows the *Coordination of Care* achievement scores, including the MCO comparisons, trend analysis, and the 2024 NCQA child Medicaid national average.

Figure 3-9—MCO 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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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.

4. CCC and Non-CCC Results

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.

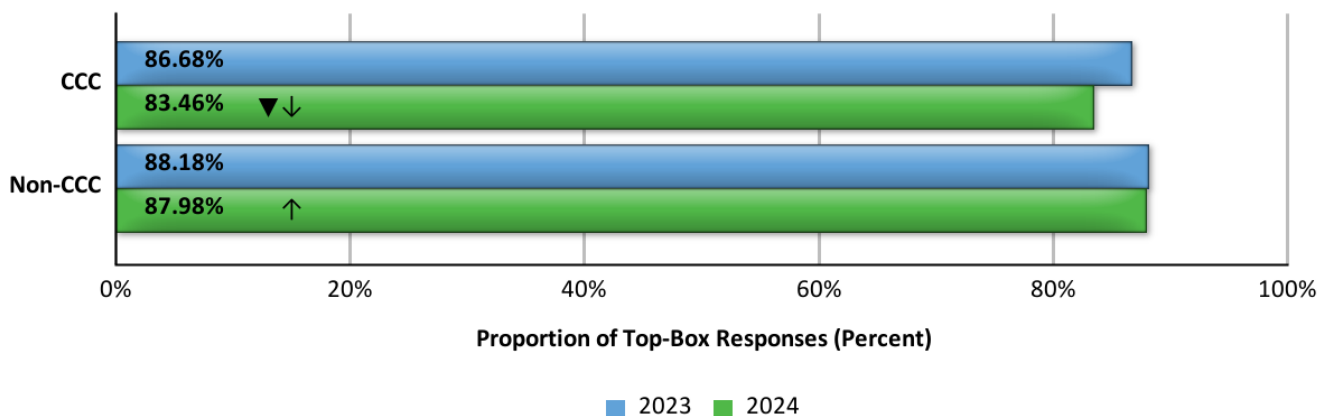
Figure 4-1 through Figure 4-14 show the results of the CCC and non-CCC comparisons and trend analysis. Statistically significant differences are noted with directional triangles. CAHPS scores with fewer than 100 respondents are denoted with a cross (+). Caution should be exercised when interpreting results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

Figure 4-1—CCC and Non-CCC Comparisons and Trend Analysis: Rating of Health Plan

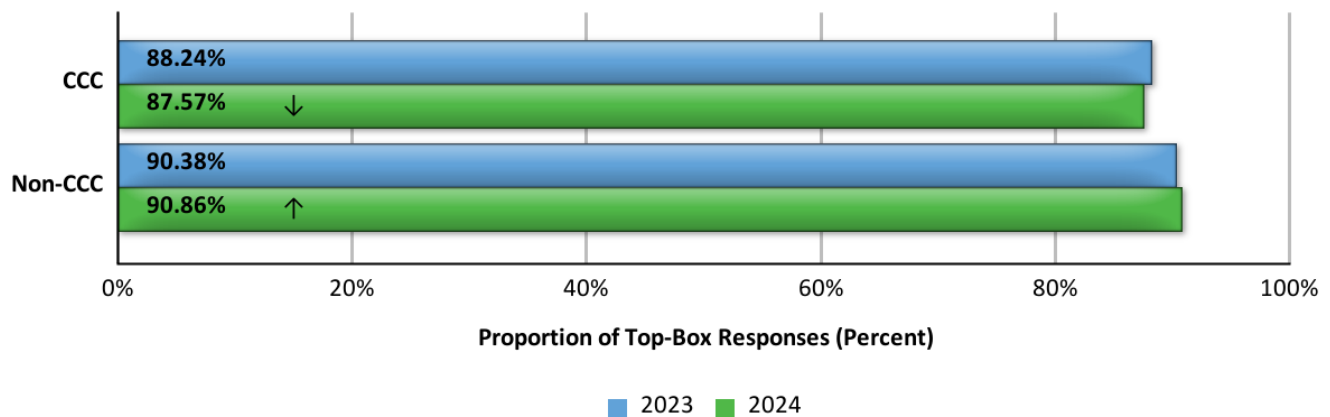


Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
▼ Indicates the 2024 score is statistically significantly lower than the 2023 score.
▲ Indicates the score is statistically significantly higher than the other population score.
▼ Indicates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

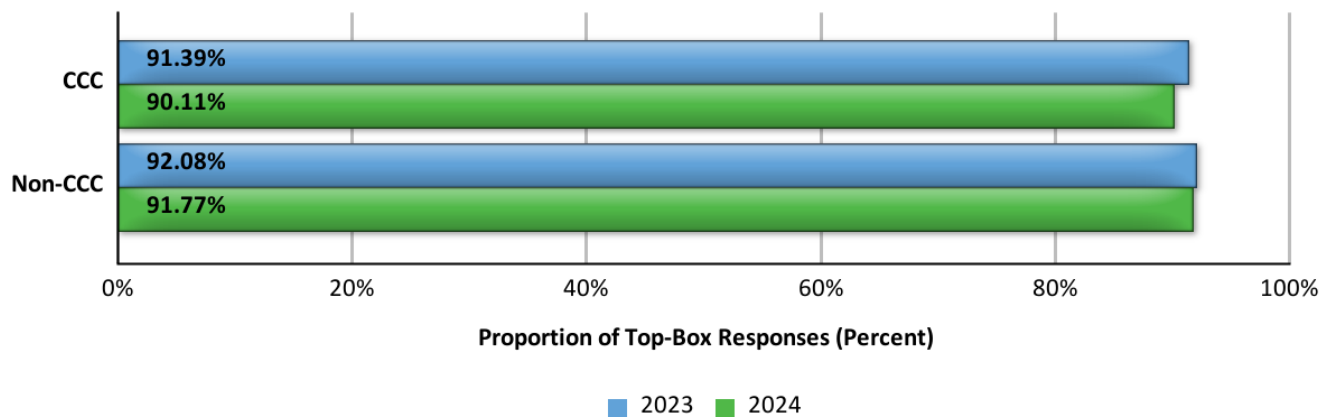


Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
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If no statistically significant differences were found, no indicators (▲, ▼ or ↑, ↓) appear on the figure.

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

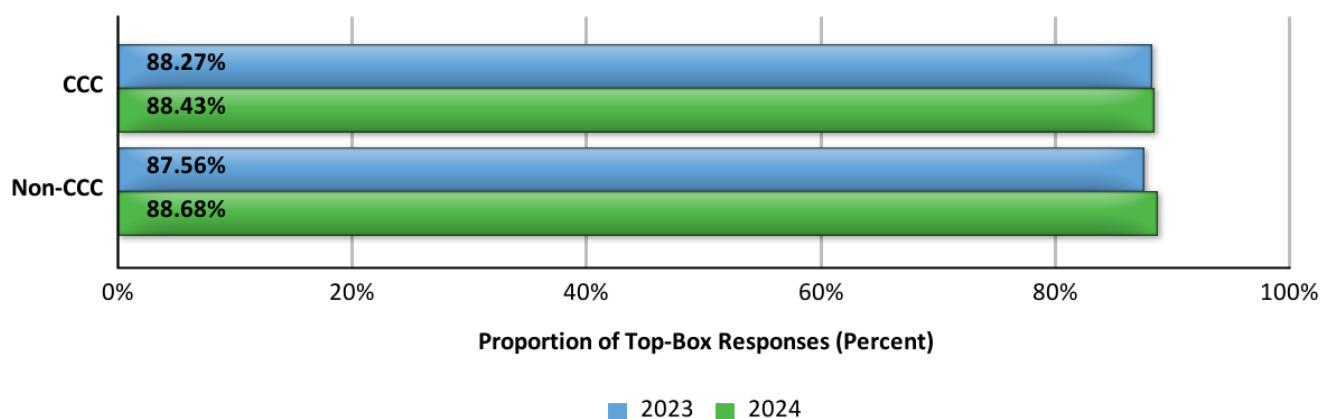


Statistical Significance Note: ▲ Indicates the 2024 score is statistically significantly higher than the 2023 score.
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↑ Indicates the score is statistically significantly higher than the other population score.
↓ Indicates the score is statistically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

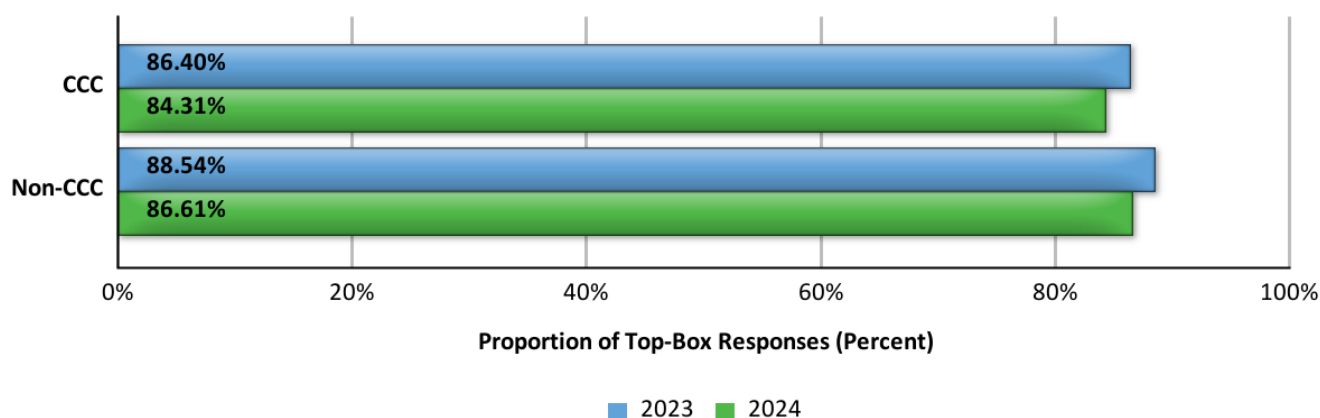
Getting Needed Care

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.
↑ 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.

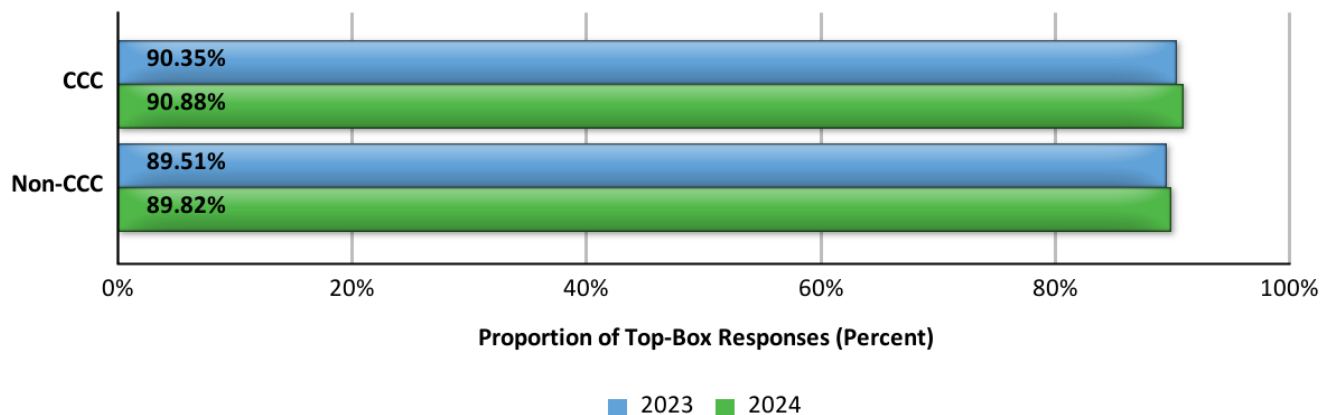
Getting Care Quickly

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.
▼ 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.

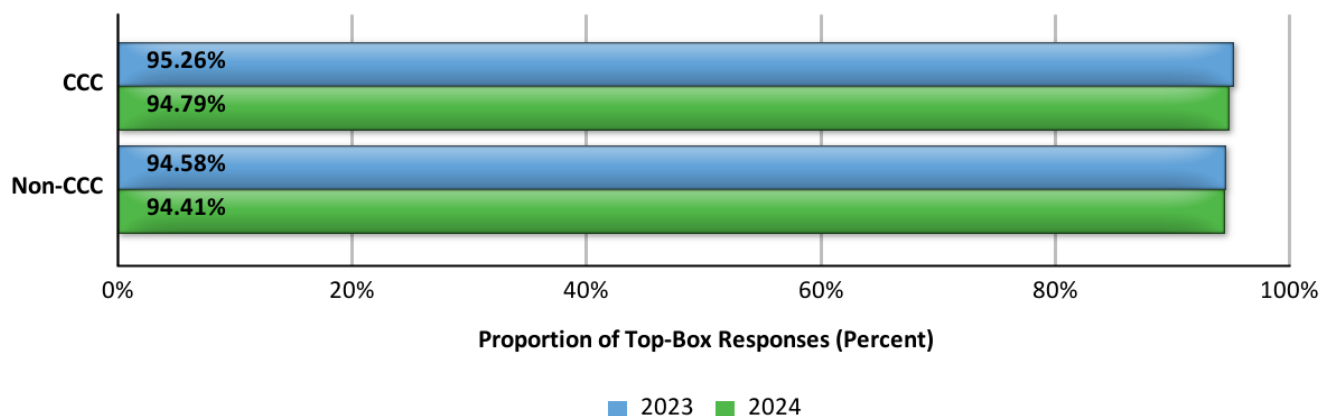
How Well Doctors Communicate

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.
↑ 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.

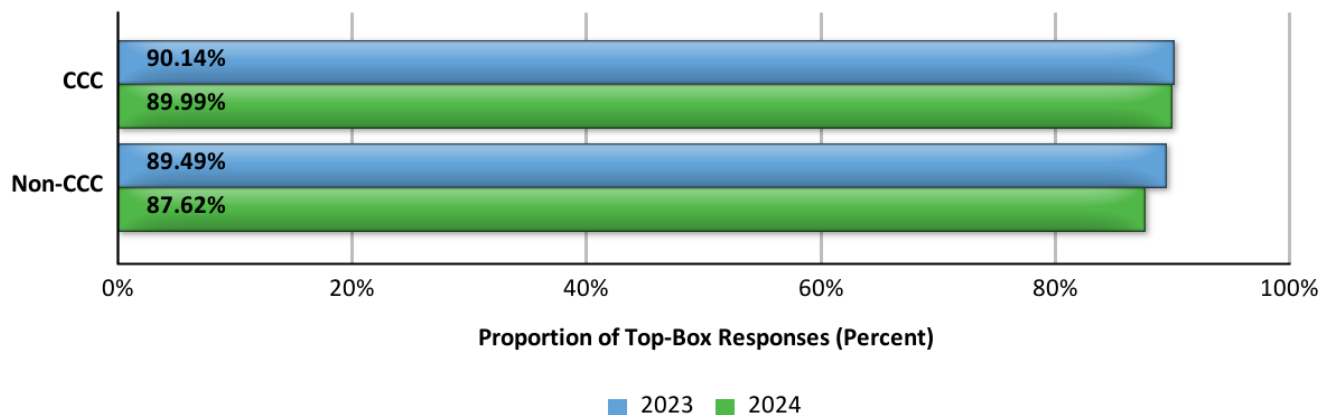
Customer Service

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

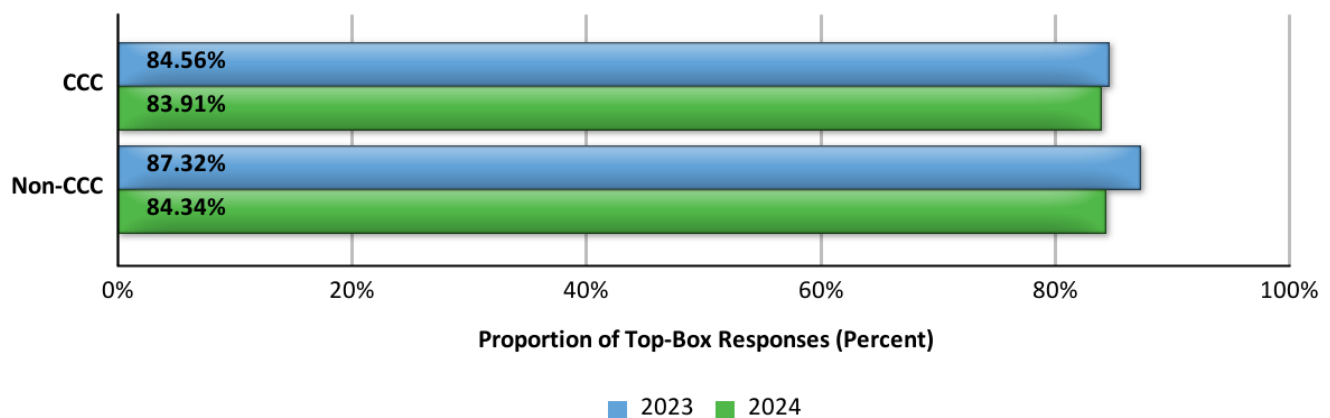
Coordination of Care

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

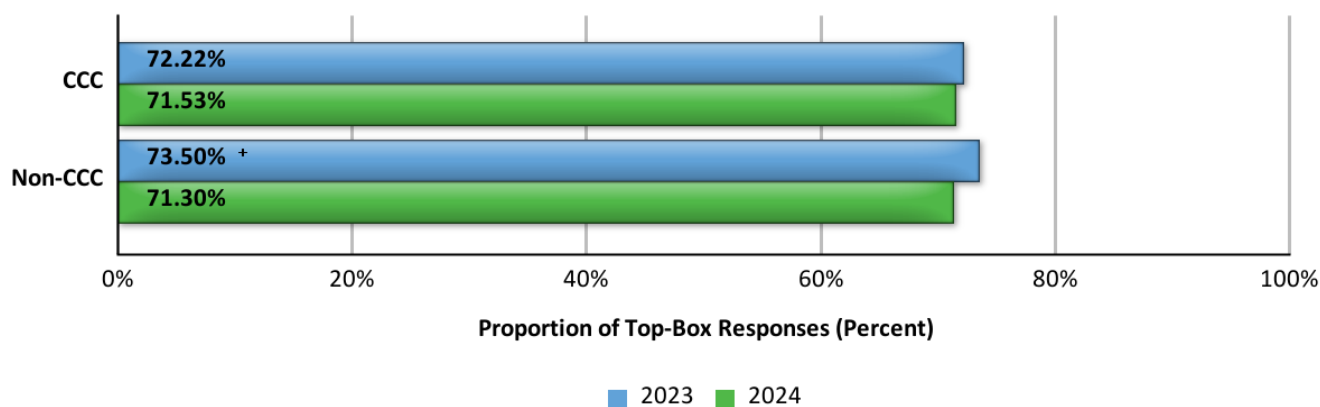
Access to Specialized Services

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.

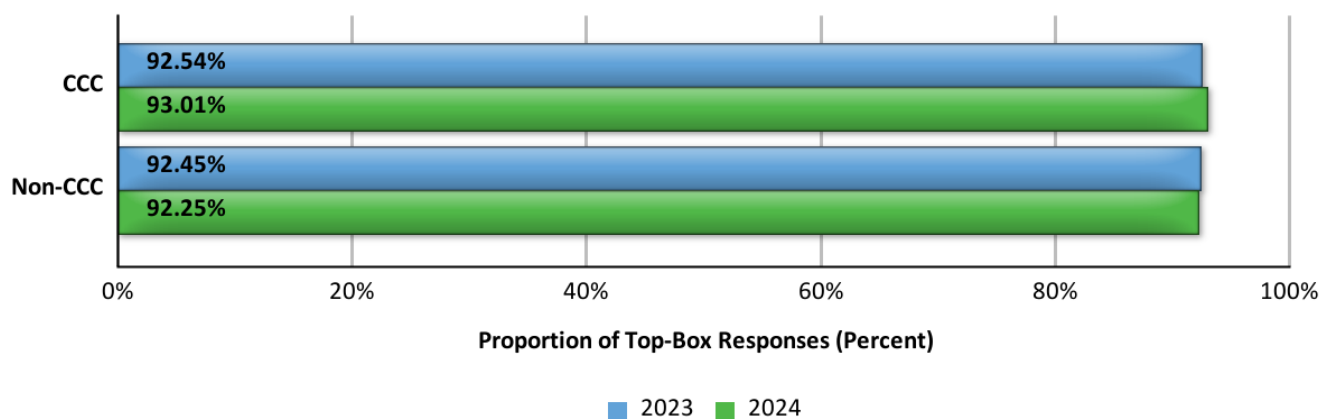
Family Centered Care (FCC): Personal Doctor Who Knows Child

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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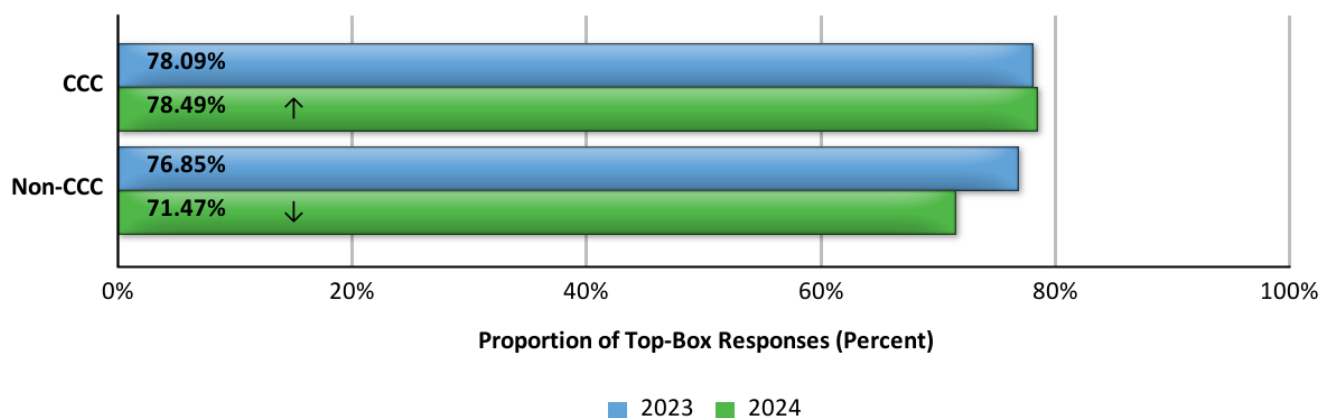
Coordination of Care for Children with Chronic Conditions

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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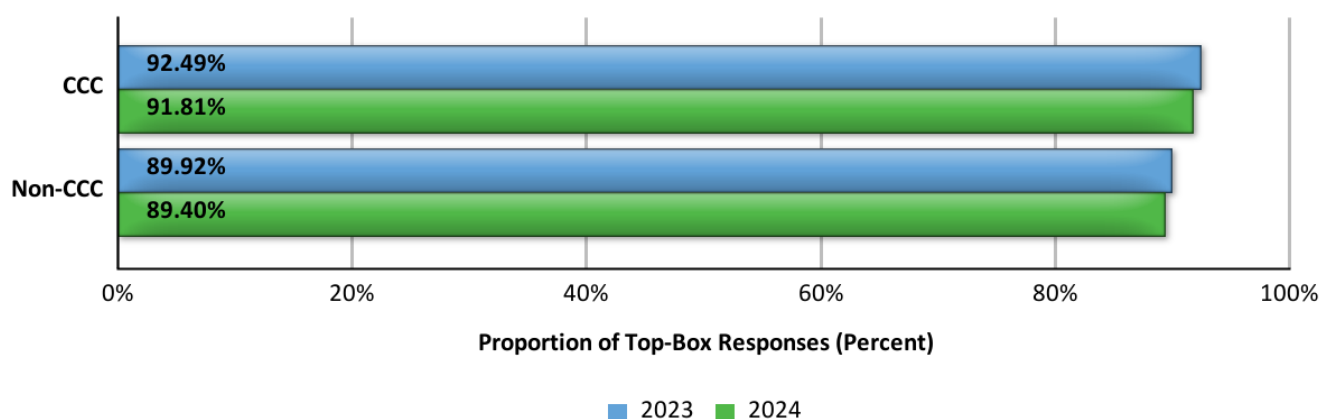
FCC: Getting Needed Information

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.
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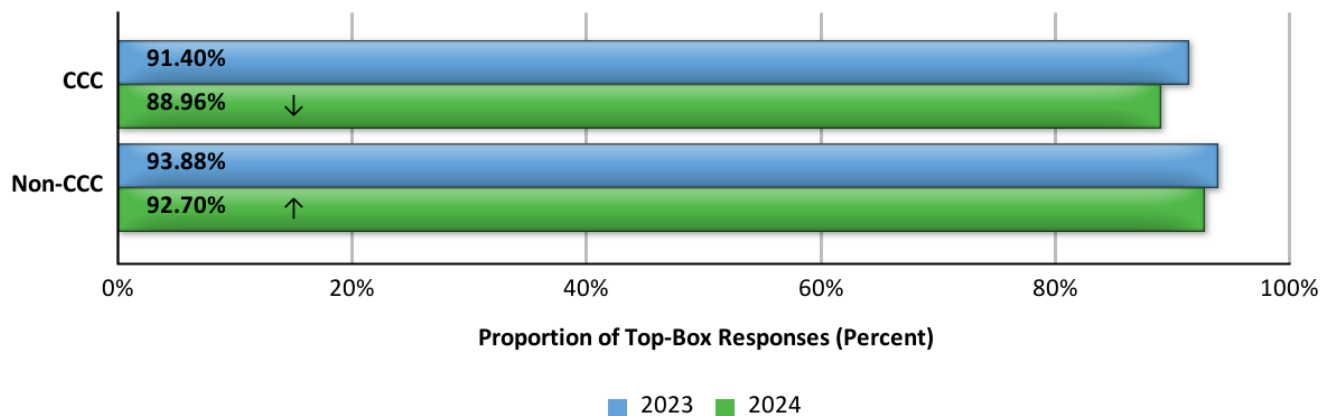
Access to Prescription Medicines

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.
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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 Most Often Seen* 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 score.

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.

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 percentile). 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 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.

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.