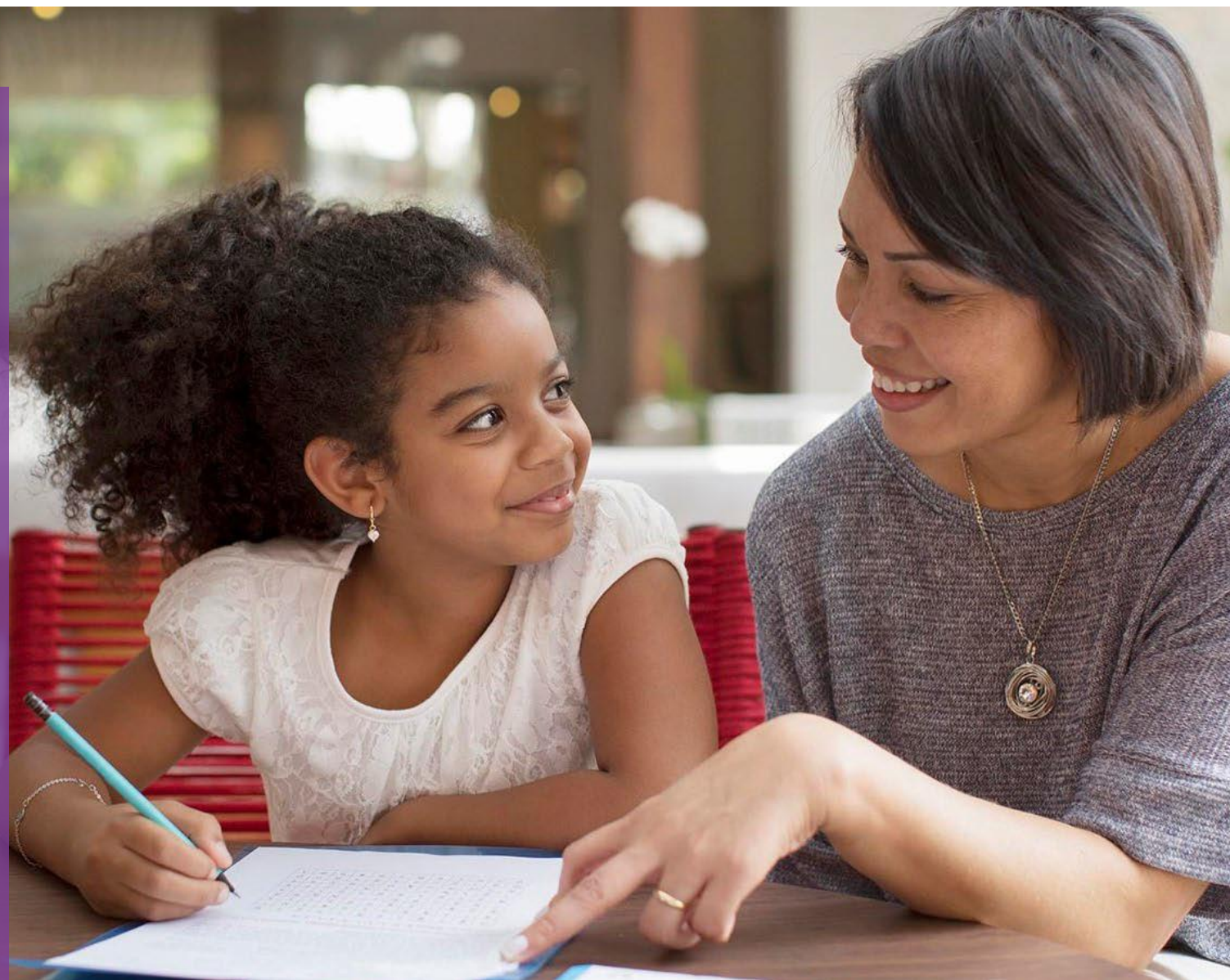


2024 CAHPS Survey & HEDIS Report

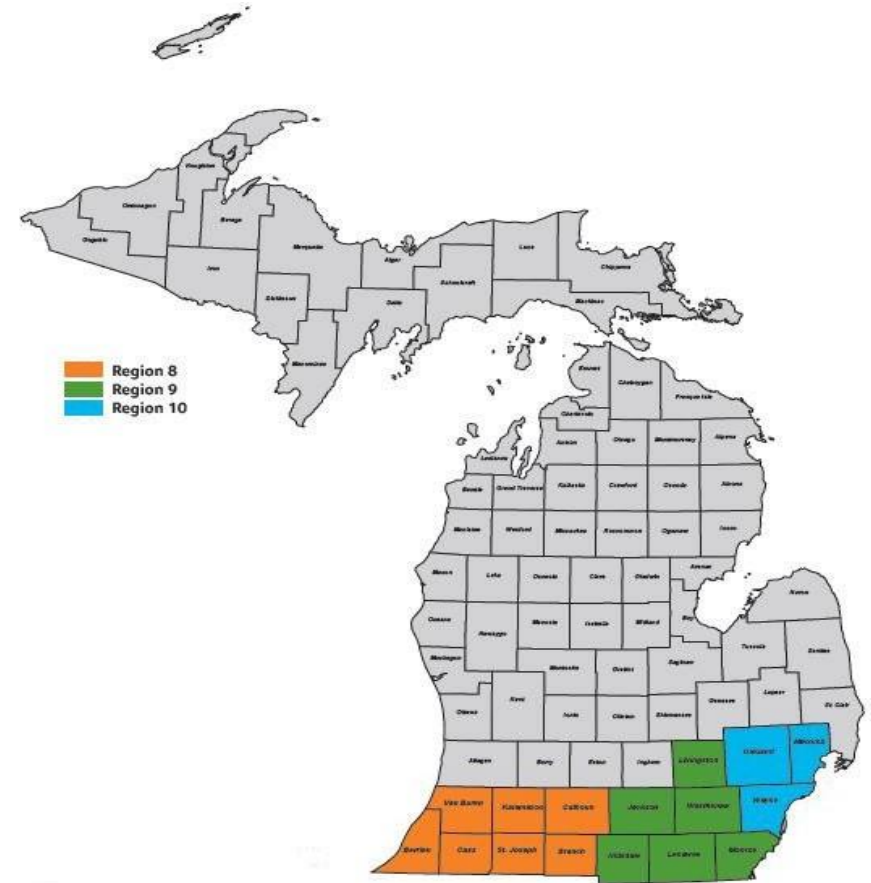
Aetna Better Health of
Michigan

July 2025



Overview

- CAHPS, Consumer Assessment of Healthcare Providers and Systems, is a survey that ask patients to report on their experiences with a range of healthcare services at multiple levels of the delivery system.
- The CAHPS Health Plan Survey produce the following measures of patient experience:
 - Getting needed care.
 - Getting care quickly.
 - How well doctors communicate.
 - Health plan customer service.
 - How people rated their health plan.
- Annually, CSS surveys a random sample of Adult Medicaid members and Parents of Children Medicaid enrolled (Child CAHPS survey) on Aetna’s behalf



Measurement Year 2024 CAHPS

	MY 2021	MY2022	MY2023	MY2024	YoY Variance
Rating of All Health Care	51.61%	54.19%	56.0%	52.38%	3.62%
Rating of Personal Doctor	67.74%	68.00%	68.34%	68.11%	0.23%
Rating Specialist Seen Most Often	66.25%	64.66%	65.63%	68.08%	2.45%
Rating of Health Plan	65.31%	57.89%	62.12%	58.64%	3.48%
Getting Care Quickly	84.43%	77.26%	80.76%	81.58%	0.82%
Getting Needed Care	83.36%	83.11%	83.26%	82.76%	0.50%
How Well Doctors Communicate	92.74%	91.04%	91.01%	94.13%	3.12%
Customer Service	89.86%	89.65%	89.99%	89.95%	0.04%

Measurement Year 2024 CAHPS

	MY 2021	MY2022	MY2023	MY2024	YoY Variance
Ease of getting urgent care	86.36%	78.57%	81.51%	84.42%	2.91%
Ease of getting check-up/routine appointment as soon as needed	82.50%	75.96%	80.00%	78.75%	1.25%
Coordination of Care	81.90%	84.43%	76.87%	82.76%	5.89%
Ease of seeing a specialist as soon as needed	78.82%	78.91%	83.73%	79.45%	4.28%
Personal doctor explained things	91.45%	89.95%	90.43%	96.46%	6.03%
Personal doctor listened carefully	94.87%	90.91%	90.48%	94.19%	3.71%
Personal doctor showed respect	94.87%	93.33%	93.51%	95.50%	1.99%
Personal doctor spent enough time	89.74%	89.95%	89.61%	90.35%	0.74%

CSS Key Driver Analysis

- **Complete off-cycle CAHPS Survey (Jan Q1, June Q2, Sept Q3, Nov Q4)**
- **Medicaid Meds Member Experience Survey (monthly- results available via dashboard)**
- **Press Ganey Survey Results (appointment availability, accessibility, provider site issues)**
- **Send pre-notification to Members, explaining how their participation in the CAHPS survey is very important and can improve care, programs and services**
- **Oversampling , use of colored envelopes, QR codes, mail, phone, website**
- **Consistent review of G & A, Member Complaints and PQOC data to identify trends**
- **Patient-Centered Medical Homes (PCMH)**
- **Alternative Access Centers and Robust Provider Network**
- **Build Physician-Patient Relationships**
- **Help Members Communicate with Providers**
- **Improve Referral Communication and Processes**
- **Make Plan and Coverage Information Accessible to All Members**
- **Evaluate the Organization's SDOH and Health Literacy Programs**
- **Make survey more accessible to members (i.e., Links on website and newsletters)**
- **Examine best practices for those markets that return consistent positive scores**

HEDIS MY2024

Measures	MY2022	MY2023	MY2024	YOY Diff
Adult Access to Care- Ages 20-44 Years	64.22%	66.87%	73.37%	6.50%
Adult Access to Care- Ages 45-64 Years	77.24%	79.82%	83.31%	3.49%
Adult Access to Care- Ages 65+ Years	89.13%	89.72%	90.26%	0.54%
Asthma Medication Ratio	52.77%	51.26%	43.46%	-7.80%
Breast Cancer Screening	47.70%	49.59%	50.61%	1.02%
Cervical Cancer Screening	47.69%	57.18%	48.91%	-8.27%
Child and Adolescent Well Care Visits Ages 12-17 Years	43.72%	44.81%	48.08%	3.27%
Child and Adolescent Well Care Visits Ages 18-21 Years	24.46%	26.37%	32.58%	6.21%
Child and Adolescent Well Care Visits Ages 3-11 Years	52.67%	54.61%	57.82%	3.21%
Childhood Imms- Combination 3	45.01%	48.91%	51.34%	2.43%
Chlamydia Screening	66.78%	69.35%	69.40%	0.05%
Eye Exam for patients with Diabetes (EED)	54.26%	60.83%	59.85%	-0.98%
Controlling High Blood Pressure	57.91%	59.12%	64.96%	5.84%
Glycemic Status Assessment for Patients with Diabetes <8.0%	52.55%	61.80%	65.21%	3.41%
Glycemic Status Assessment for Patients with Diabetes >9.0%	37.96%	29.93%	26.76%	-3.17%

HEDIS MY2024

Measures	MY2022	MY2023	MY2024	YOY Diff
Immunizations for Adolescents-Combo 2	24.57%	28.71%	28.95%	0.24%
Kidney Health Evaluation with Diabetes	24.11%	30.55%	36.13%	5.58%
Lead Screening	42.58%	50.70%	57.66%	6.96%
Postpartum Care	61.80%	65.21%	67.88%	2.67%
Prenatal Care	64.48%	72.75%	71.78%	-0.97%
WCC-Body Mass Index (BMI) Percentile Documentation Total	82.00%	85.40%	86.62%	1.22%
WCC- Counseling for Nutrition-Total	73.97%	76.40%	77.37%	0.97%
WCC- Counseling for Physical Activity-Total	70.56%	76.64%	76.16%	-0.48%
Well Child Visits in the First 30 Months of Life (15-30)	52.30%	50.85%	59.28%	8.43%
Well Child Visits in the First 0-15 months of life	46.55%	49.72%	51.39%	1.67%

Thank you

for allowing us the time to showcase our progress as we work to achieve better health outcomes for the members we serve!

