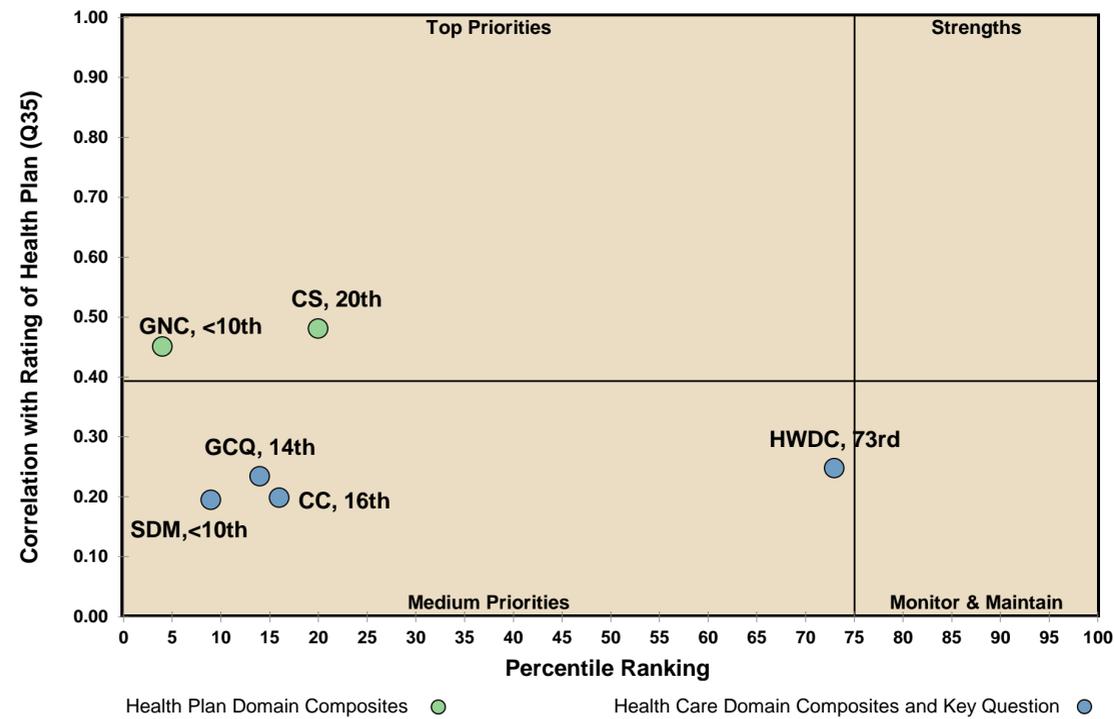


Project Number(s): 416338 Sample Size: 1,755  
 Product Type: MAS Total Completes: 532  
 Response Rate: 30.9%

Composites, Attributes, and Key Questions	Your Plan's 2013 Rates		Trending		Comparison to 2013 TMG BoB		Comparison to 2013 Public Report		Key Drivers			Accreditation					
	Valid n	Rate	2012	2011	TMG Rate	Percentile	PR Rate	Percentile	Q35 Plan	Q13 Care	Q23 Doctor	Plan Adjusted Three-Point Score	Thres-hold	HEDIS/CAHPS Percentiles			
														25th	50th	75th	90th
<b>Getting Needed Care</b>	271	74.7%	NA	NA	80.9%	<10th	81.1%	<10th	✓	✓	✓	2.3023	50th	2.18	2.28	2.35	2.43
Q14. Ease of getting care, tests, or treatment needed	377	76.9%	NA	NA	82.3%	11th	83.0%	11th									
Q25. Obtained appointment with specialist as soon as needed	164	72.6%	NA	NA	79.4%	<10th	79.9%	<10th									
<b>Getting Care Quickly</b>	293	77.3%	NA	NA	81.4%	14th	81.6%	13th				2.3794	25th	2.33	2.40	2.44	2.48
Q4. Obtained needed care right away	230	77.4%	NA	NA	83.6%	<10th	83.6%	<10th									
Q6. Obtained appointment for care as soon as needed	355	77.2%	NA	NA	79.2%	32nd	79.5%	25th									
<b>How Well Doctors Communicate</b>	321	90.1%	NA	NA	88.8%	73rd	89.2%	63rd		✓	✓	2.6920	90th	2.48	2.54	2.58	2.64
Q17. Doctors explained things in an understandable way	321	91.0%	NA	NA	88.7%	72nd	89.6%	65th									
Q18. Doctors listened carefully to you	321	90.7%	NA	NA	89.9%	52nd	89.8%	59th									
Q19. Doctors showed respect for what you had to say	319	91.8%	NA	NA	90.7%	62nd	91.1%	54th									
Q20. Doctors spent enough time with you	322	87.0%	NA	NA	86.1%	55th	86.5%	52nd									
<b>Customer Service</b>	136	84.2%	NA	NA	86.2%	20th	86.6%	15th	✓	✓		2.5501	90th	2.34	2.42	2.47	2.55
Q31. Getting information/help from customer service	136	75.7%	NA	NA	79.7%	15th	80.3%	12th									
Q32. Treated with courtesy and respect by customer service staff	136	92.6%	NA	NA	92.7%	48th	92.8%	45th									
<b>Shared Decision Making</b>	168	46.3%	NA	NA	50.0%	<10th	NA	NA				NA	NA	NA	NA	NA	NA
Q10. Doctor/health provider talked about reasons you might want to take a medicine	169	42.6%	NA	NA	47.1%	11th	NA	NA									
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	166	24.7%	NA	NA	27.7%	19th	NA	NA									
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	169	71.6%	NA	NA	75.3%	19th	NA	NA									
<b>Health Promotion and Education (Q8)</b>	378	69.8%	NA	NA	71.6%	26th	NA	NA				NA	NA	NA	NA	NA	NA
<b>Coordination of Care (Q22)</b>	169	74.0%	NA	NA	78.4%	16th	78.9%	17th				NA	NA	NA	NA	NA	NA
<b>Providing Needed Information (Q29)</b>	95	57.9%	NA	NA	66.4%	<10th	67.6%	<10th	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Ease of Filling Out Forms (Q34)</b>	447	94.9%	NA	NA	94.7%	47th	94.8%	50th	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>																	
<b>Rating of Health Care (Q13)</b>	378	68.8%	NA	NA	70.9%	37th	71.0%	30th			✓	2.3666	50th	2.25	2.31	2.37	2.41
<b>Rating of Personal Doctor (Q23)</b>	361	80.3%	NA	NA	78.7%	57th	78.3%	72nd		✓		2.5543	75th	2.42	2.46	2.51	2.57
<b>Rating of Specialist (Q27)</b>	152	82.9%	NA	NA	79.3%	78th	79.4%	81st				2.5741	90th	2.43	2.47	2.52	2.56
<b>Rating of Health Plan (Q35)</b>	458	66.6%	NA	NA	73.6%	12th	74.2%	11th				2.3097	<25th	2.32	2.40	2.46	2.54
<b>Rating Items (Summary Rate = 9 + 10)</b>																	
<b>Rating of Health Care (Q13)</b>	378	54.5%	NA	NA	51.5%	73rd	50.9%	79th			✓	NA	NA	NA	NA	NA	NA
<b>Rating of Personal Doctor (Q23)</b>	361	67.3%	NA	NA	64.2%	74th	63.2%	81st		✓		NA	NA	NA	NA	NA	NA
<b>Rating of Specialist (Q27)</b>	152	67.8%	NA	NA	65.2%	69th	64.6%	77th				NA	NA	NA	NA	NA	NA
<b>Rating of Health Plan (Q35)</b>	458	51.1%	NA	NA	56.9%	13th	57.0%	18th				NA	NA	NA	NA	NA	NA
<b>Effectiveness of Care Measures</b>																	
<b>Advising Smokers and Tobacco Users to Quit</b>	177	78.0%	NA	NA	75.3%	72nd	75.6%	60th	NA	NA	NA	<b>Approximate Points Earned</b>  Accreditation Year 2013, 2012, or 2011 (13.000 possible)  Points 8.723					
<b>Discussing Cessation Medications</b>	172	43.6%	NA	NA	47.4%	34th	46.2%	39th	NA	NA	NA						
<b>Discussing Cessation Strategies</b>	171	42.1%	NA	NA	42.1%	54th	41.5%	57th	NA	NA	NA						
<b>Aspirin Use</b>	32	53.1%	NA	NA	38.1%	88th	NA	NA	NA	NA	NA						
<b>Discussing Aspirin Risks and Benefits</b>	59	55.9%	NA	NA	41.7%	99th	NA	NA	NA	NA	NA						

Note 1: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to trend and/or benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to trend and/or benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.  
 Note 2: Summary Rates and Percentiles displayed as "NA" indicate data is unavailable for the measure. Key Drivers displayed as "NA" indicate that the measure was not included in the regression analysis. Three-Point Scores displayed as "NA" indicate that the measure is not included in accreditation scoring; In addition, the Effectiveness of Care Measures are not included in accreditation scoring.

Priority Matrix



**Priority Matrix Quadrants**

**Top Priorities**  
These composites and measures have Summary Rates that fall **below the 75th percentile** when compared to the TMG Book of Business benchmark and have a **strong to moderate correlation** with Rating of Health Plan

**Medium Priorities**  
These composites and measures have Summary Rates that fall **below the 75th percentile** when compared to the TMG Book of Business benchmark and have a **weak correlation** with Rating of Health Plan

**Monitor & Maintain**  
These composites and measures have Summary Rates that fall **at or above the 75th percentile** when compared to the TMG Book of Business benchmark and have a **weak correlation** with Rating of Health Plan

**Strengths**  
These composites and measures have Summary Rates that fall **at or above the 75th percentile** when compared to the TMG Book of Business benchmark and have a **strong to moderate correlation** with Rating

Survey Demographics

Demographic	Category	Plan		TMG Book of Business	Public Report
		2013	2012	2013	2013
Health Status	Excellent/Very good	28.4%	NA	34.3%	33.5%
	Good	25.4%	NA	31.7%	31.6%
	Fair/Poor	46.2%	NA	34.1%	34.8%
Mental/Emotional Health Status	Excellent/Very good	30.6%	NA	42.6%	NA
	Good	29.9%	NA	28.2%	NA
	Fair/Poor	39.5%	NA	29.2%	NA
Age	18 - 34	35.0%	NA	34.3%	39.0%
	35 - 44	15.0%	NA	17.9%	18.0%
	45 - 54	21.0%	NA	21.3%	19.5%
	55 or older	29.0%	NA	26.5%	23.4%
Education	High School Graduate or less	82.7%	NA	64.7%	66.3%
	Some College	14.6%	NA	26.5%	27.0%
	College Graduate or more	2.7%	NA	8.8%	6.7%

Research on CAHPS® survey results indicates that...

- Respondents reporting better health statuses tend to give higher ratings of health plan
- Older respondents tend to give higher ratings of health plan
- Respondents with less education tend to give higher ratings of health plan

Note 1: Health Status and Mental/Emotional Health Status are defined by the member.

Note 2: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to trend and/or benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to trend and/or benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 1: The 2013 Myers Group Book of Business consists of 50 Medicaid adult samples that conducted surveys with TMG in 2013 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

Note 2: Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid adult plans that submitted data to NCQA through TMG in 2013. Summary Rates that are below the 10th percentile are shown as '<10th.'