

CAHPS® 2011

Annually we measure **member satisfaction using the CAHPS® survey (Consumer Assessment of Healthcare Providers and Systems)**. The survey measures key satisfaction drivers through the continuum of care, including health plan performance and the members' experiences in the physician office.

2011 CAHPS Results	MHM 2011	MHM 2010	MHM 2009	NCQA 2011 Medicaid Average
Getting Needed Care	80.99%	76.2%	78.6%	75.0%
Getting Care Quickly	84.13%	83.4%	83.4%	79.5%
Customer Service	81.25%	73.5%	79.7%	79.5%
How Well Doctors Communicate	87.06%	85.7%	82.1%	87.0%
Shared Decision Making	60.65%	59.3%	56.0%	59.6%
Rating of Health Care	71.04%	64.9%	65.7%	67.3%
Rating of Personal Doctor	76.26%	71.6%	75.5%	75.6%
Rating of Specialist Seen Most Often	79.74%	71.0%	74.1%	76.4%
Rating of Health Plan	73.81%	66.3%	72.3%	70.7%
Advising Smokers to Quit	77.82%	73.8%	73.5%	NA

We have ongoing initiatives to address areas where response rates indicate our members are not satisfied. Examples of our improvement activities include:

- Conducted quarterly Provider Services meetings with PCP office staff to update them on new Molina programs and services.
- Conducted visits to PCP offices and provided Customer Service training especially on the management of unhappy members.
- Provided Eportal trainings with the office staff to expedite claims submission.
- Worked with the claims department to resolve provider claims issues.
- Continued to increase the communication and transfer of data between the utilization management, disease management, complex case management and case management programs to better coordinate care with the member, physicians and Molina.
- Revised the pharmacy prior authorization drug list and changed some prior auth drugs to step-therapy.
- Developed an internal CAHPS support team that recommended member initiatives for improved understanding of their health plan. Molina Members acted as advisors.
- Utilized Member Advisory council to get input from members
- Outside focus groups with member to get insight on what members like or dislike about health-plan.
- Participated in the Corporate Love Letter Campaign.

Molina Healthcare of Michigan values the care, education and advice you provide to our members. Our Quality Improvement Program and local activities represent a collaborative effort between you and Molina to improve overall healthcare. We look forward to collaborating with you. Together, we can make a difference in the lives of our members. Your ideas and suggestions to make Molina Healthcare the plan of choice are valued. If you would like more information, or have suggestions for our Quality Improvement Program or CAHPS Survey, please call **248-925-1726**