

**BUCKEYE HEALTH PLAN**  
**MEDICAID**  
**CAHPS AND ECHO RESULTS**  
**2021-2023**

**CAHPS®**

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey is one of the primary tools used to monitor access and member satisfaction. Buckeye Health Plan conducted a CAHPS® 5.1H Medicaid Adult and Child with Chronic Conditions Satisfaction Surveys to assess the experience of the membership. The surveys were administered by SPH Analytics an external NCQA certified survey vendor using the NCQA survey protocol. Buckeye Health Plan analyzed the survey results to help understand member experience:

Medicaid Adult CAHPS® Survey Composite or Question	2021	2022	2023
Getting Needed Care Composite	83.0%	82.2%	85.3%
Getting Appointments & Care Quickly Composite	81.2%	84.4%	89.1%
How Well Doctors Communicate Composite	93.1%	92.9%	92.2%
Coordination of Care	84.9%	82.1%	87.7%
Rating of Health Care Quality	66.0%	55.4%	74.5%
Rating of Personal Doctor	74.8%	67.9%	85.1%
Rating of Specialist	74.8%	66.7%	77.8%
Customer Service Composite	91.3%	90.4%	90.8%
Rating of Health Plan	62.3%	64.3%	62.7%

Medicaid Child CAHPS® Survey Composite or Question	2021	2022	2023
Getting Needed Care Composite	88.6%	81.70%	89.1%
Getting Appointments & Care Quickly Composite	92.9%	86.6%	89.8%
How Well Doctors Communicate Composite	94.4%	93.1%	94.1%
Customer Service Composite	95.3%	90.6%	85.1%
Coordination of Care	81.6%	87.8%	79.5%
Rating of Health Care Quality	70.9%	67.0%	89.9%
Rating of Personal Doctor	79.0%	80.7%	88.4%
Rating of Specialist	75.5%	63.4%	87.2%
Rating of Health Plan	72.6%	66.9%	90.4%

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**Behavioral Health Member Experience Survey**

Buckeye Health Plan assesses and oversees member experience with behavioral healthcare and the utilization management process annually by participation in the BH Member Satisfaction Survey. Members are identified for the survey based on the following criteria of confirming that they had received counseling, treatment, or medication for the reasons listed on the survey tool related to behavioral health. Analysis of member experience data helps the Plan identify aspects of performance that do not meet member expectations and initiate actions to improve performance.

**Buckeye Health Plan Medicaid Behavioral Health Member Experience Survey**

Survey Composite or Question	2021	2022	2023
Getting Treatment Quickly	66.7%	68.1%	69.9%
How Well Clinicians Communicate	85.2%	86.3%	87.3%
Informed About Treatment Options	66.1%	53.9%	52.0%
Access to Treatment and Information from Health Plan	78.0%	87.3%	83.9%
Office Wait Time	70.5%	75.9%	78.0%
Informed about Medication Side Effects	77.8%	79.2%	80.8%
Received Information about Managing Condition	81.1%	84.0%	80.0%
Informed about Patient Rights	89.5%	87.5%	81.0%
Ability to Refuse Medication and Treatment	85.0%	83.8%	83.8%
Rating of Counseling or Treatment	75.5%	63.3%	75.6%