

Survey of Adult Members

The Consumer Assessment of Healthcare Providers and Systems, or CAHPS, survey is administered to a sample of members each year.

The survey is conducted by an independent research firm hired by each MCE that is certified by the National Committee for Quality Assurance (NCQA).

Therefore, Indiana's MCE's rankings shown below compare how they did to other Medicaid health plans nationally who use the CAHPS survey.

One survey instrument is specific to children and one is specific to adults. The results shown below are from the Adult Survey administered.

What is Asked on the Survey?

What was the member's feedback about the MCE on these questions?
Results shown are from CAHPS 2023 (Which asks about impressions from CY 22)

Composite Ratings

Members are asked to give a rating of 1 to 10 on the survey.

The percentages shown are the percent of members who gave the MCE a score of 8, 9 or 10.

- Rating of the health plan (the MCE)
- Rating of their own health care
- Rating of their personal doctor
- Rating of specialist seen most often

Healthy Indiana Plan 2.0			
Anthem	CareSource	MDwise	MHS

Hoosier Care Connect		
Anthem	MHS	UHC

79.17%	74.80%	80.10%	82.90%
76.19%	78.30%	74.60%	76.40%
80.73%	83.60%	81.50%	79.80%
82.88%	77.30%	83.00%	79.40%

68.67%	79.60%	76.90%
61.00%	74.80%	69.80%
73.44%	85.20%	84.20%
80.68%	85.00%	80.80%

Composite Scores on Key Measures

For each question, members can answer "Always", "Usually", "Sometimes" or "Never".

The percentages shown are the percent of members who responded "Always" or "Usually".

- Customer Service provided by the MCE
- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate

83.04%	90.10%	93.50%	90.90%
83.35%	83.50%	81.10%	85.50%
81.68%	81.00%	83.40%	86.60%
93.49%	94.40%	95.60%	90.80%

92.11%	92.10%	94.00%
90.42%	89.30%	84.80%
88.92%	86.40%	83.80%
94.95%	93.70%	92.50%

Each MCE's result is coded based comparisons to Medicaid health plans nationally.	
	Below the 25th percentile nationally
	Above the 25th percentile but below the 50th percentile nationally
	Above the 50th percentile but below the 75th percentile nationally
	Above the 75th percentile but below the 90th percentile nationally
	Above the 90th percentile nationally