
2024 CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (CAHPS®)¹

Families and Children, MinnesotaCare, Minnesota Senior Care Plus (MSC+), PrimeWest Senior Health Complete (HMO SNP), and Prime Health Complete (HMO SNP)/Special Needs BasicCare (SNBC)

SURVEY OVERVIEW AND RESPONSE RATES

Since 2005, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey has been administered to PrimeWest Health members annually. A total of three CAHPS surveys are administered: the Minnesota Department of Human Services (DHS) requires a version to be administered for managed care public programs, the Centers for Medicare & Medicaid Services (CMS) requires a version to be administered for Medicare plans, and the National Committee for Quality Assurance (NCQA) requires a version for accreditation. All three surveys measure how well health plans are meeting their members' expectations and needs. Questions on the survey vary based on the population being surveyed. To be eligible for any of the surveys, members had to be currently and continuously enrolled for at least five out of six months as of December 31, 2023, and be at least age 18.

DHS Survey

The DHS survey was not administered during 2024 due to contract negotiation delays between DHS and their vendor. Therefore, there is no DHS data to present from PrimeWest Health's Families and Children (F&C)², MinnesotaCare (MNCare), Minnesota Senior Care Plus (MSC+), and Prime Health Complete (HMO SNP) (PHC)/Special Needs BasicCare (SNBC) populations. DHS confirmed that the survey will be completed in 2025.

NCQA Survey

DataStat administered the 2024 NCQA survey using the Adult Medicaid 5.1H CAHPS survey instrument that consists of 40 questions. The NCQA survey was administered to F&C members. Some questions were not asked in the NCQA survey that were asked in the CMS surveys.

DataStat administered the NCQA survey from February through May 2024. The survey was offered in both English and Spanish. Instructions informing members of a number they could call if they needed assistance interpreting the materials were included in multiple alternative languages. For the survey to be considered complete, the member could not answer "No" to the

¹ CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)

² Families and Children was previously known as Prepaid Medical Assistance Program (PMAP)

first question. In addition, the NCQA survey required members to have a valid response for at least three out of five identified questions.

CMS Survey

DataStat administered the 2024 CMS survey using the Medicare Advantage & Prescription Drug Plan (MA & PDP) CAHPS survey. PrimeWest Senior Health Complete (HMO SNP) (PWSHC) is the only program surveyed using the MA & PDP instrument. Because member-level responses have not been given to PrimeWest Health, the information in this report comes from summary reports provided by CMS, which suppress any area that has fewer than 11 responses.

DataStat administered the CMS survey from March through June 2024. The survey was offered in both English and Spanish. Instructions informing members of a number they could call if they needed assistance interpreting the materials were included in multiple alternative languages. Members had to answer at least one reportable measure question for the survey to be considered completed.

RESULTS

All rates that follow are specific to PrimeWest Health members only. The following results for the overall satisfaction and composite scores represent the percentage of members who responded most favorably to the questions; for example, responding with a score of “8,” “9,” or “10” in an overall rating. Where available, PrimeWest Health’s scores for the prior four years are trended and displayed alongside the 2024 PrimeWest Health score.

Overall Satisfaction Scores

Members were asked to rate the health care they received from their health plan and health care providers using a scale of 0 – 10, where “0” is the worst possible rating and “10” is the best possible rating. The satisfaction score represents the percent of members who responded most favorably (“8,” “9,” or “10”) to the questions in that area.

Due to the DHS survey not being administered, PrimeWest Health was only able to analyze 2024 rates for the F&C (NCQA survey) and PrimeWest Senior Health Complete (CMS survey) populations. Fluctuations from previous years were observed in both populations.

			2020	2021	2022	2023	2024	Change from 2022 (percentage points)
Rating of Health Plan	F&C (NCQA)		82.0%	78.6%	80.3%	80.5%	77.1%	-3.4
	PWSHC		86.6%	89.8%	84.5%	83.0%	86.1%	3.1
Rating of All Health Care	F&C (NCQA)		75.8%	81.5%	78.2%	79.0%	82.2%	3.2
	PWSHC		83.9%	83.1%	80.1%	78.6%	78.3%	-0.3
Rating of Personal Doctor	F&C (NCQA)		87.2%	89.1%	86.1%	84.6%	84.6%	0.0
	PWSHC		90.7%	91.4%	89.7%	86.5%	90.8%	4.3
Rating of Specialist Seen Most Often	F&C (NCQA)		76.6%	79.8%	85.1%	79.4%	84.7%	5.3
	PWSHC		85.3%	86.3%	83.2%	84.1%	85.4%	1.3

Composite Scores

Members were also asked questions relating to their ability to get needed care, how quickly they got care, how often doctors communicated well, and how often their health plan's customer service was friendly and helpful. They could respond "Never," "Sometimes," "Usually," or "Always" to all composite questions. The score represents a composite of the percent of members who responded favorably ("Usually" or "Always") to the questions in that area.

Questions in each area are as follows:

- Getting Needed Care
 - In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
 - In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?
- Getting Care Quickly
 - In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
 - In the last 6 months, how often did you get an appointment for a checkup or routine care at a doctor's office or clinic as soon as you needed?
- How Well Doctors Communicate
 - In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
 - In the last 6 months, how often did your personal doctor listen carefully to you?
 - In the last 6 months, how often did your personal doctor show respect for what you had to say?
 - In the last 6 months, how often did your personal doctor spend enough time with you?
- Customer Service
 - In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

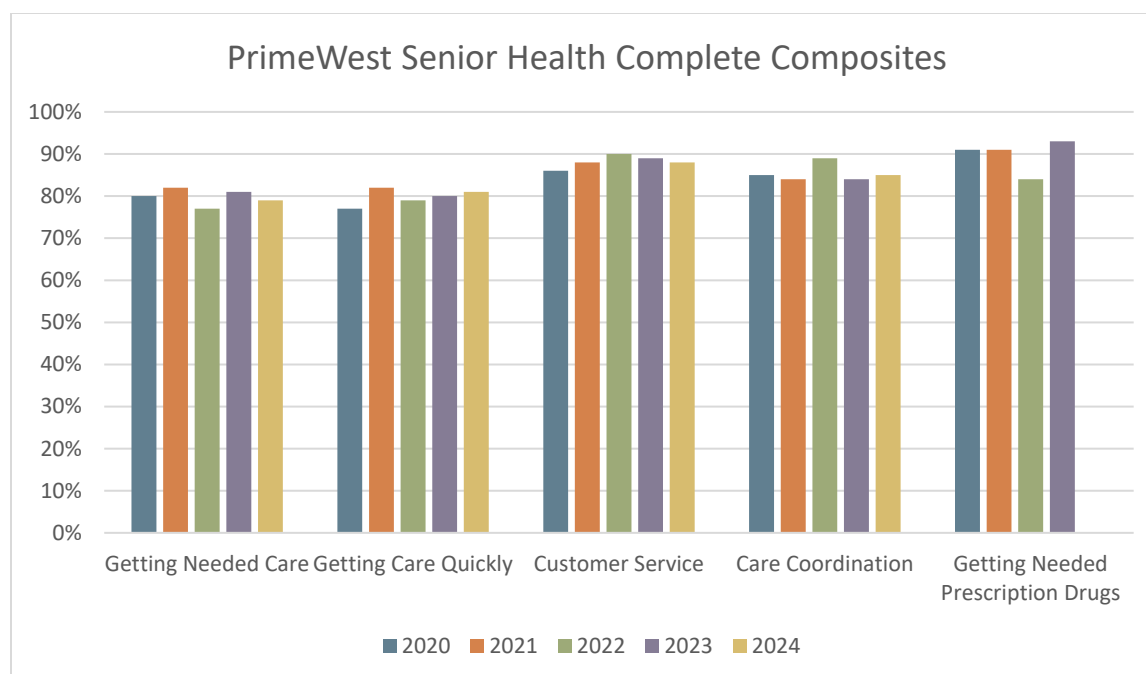
Because respondent-level data for the PrimeWest Senior Health Complete population is not available, and because some of the question-level rates are suppressed, composite rates for the PrimeWest Senior Health Complete population cannot be calculated in the same way as the other populations. As such, they are calculated differently and displayed separately. In addition to the questions outlined previously, PrimeWest Senior Health Complete members were also asked questions related to their drug plan experience.

The following table shows NCQA survey results. The greatest change from 2023 to 2024 was a decrease of six percentage points in the Getting Care Quickly measure.

		2020	2021	2022	2023	2024	Change from 2022 (percentage points)
Getting Needed Care	F&C (NCQA)	84.2%	88.8%	87.5%	87.1%	88.2%	1.1
Getting Care Quickly	F&C (NCQA)	84.8%	85.4%	87.0%	94.4%	88.4%	-6.0
How Well Doctors Communicate	F&C (NCQA)	93.6%	95.8%	97.8%	98.1%	97.6%	-0.5
Customer Service	F&C (NCQA)	92.5%	88.2%	88.8%	95.6%	90.7%	-4.9

The following table and chart show the case-mix adjusted mean scores for the composites for PrimeWest Senior Health Complete. Rates for Getting Care Quickly and Care Coordination each increased by one percentage point, while slight decreases were observed in the Getting Needed Care, Customer Service, and Getting Needed Prescription Drugs measures.

	2020	2021	2022	2023	2024
Getting Needed Care	80%	82%	77%	81%	79%
Getting Care Quickly	77%	82%	79%	80%	81%
Customer Service	86%	88%	90%	89%	88%
Care Coordination	85%	84%	89%	84%	85%
Getting Needed Prescription Drugs	91%	91%	84%	93%	88%



Influenza and Pneumonia Vaccinations

Rates of PrimeWest Senior Health Complete members who received a flu shot on or after July 1 increased by 2 percentage points from 2023, and rates of PrimeWest Senior Health Complete members who had a pneumonia vaccination on or after July 1 increased 5 percentage points from 2023.

		2020	2021	2022	2023	2024
Had flu shot on or after July 1 of previous year						
PWSHC		77%	79%	76%	72%	74%
Had a pneumonia vaccination						
PWSHC		78%	76%	63%	69%	74%

Key Strengths and Opportunities for Improvement

Key strengths and opportunities for improvement are shown in the following. Opportunities for improvement are identified by ratings or composites with achievement scores below 80 percent. The following table lists the scores for each overall rating and composite, with the bold numbers indicating an opportunity for improvement and the non-bold numbers indicating strengths.

	F&C (NCQA)	PWSHC
Rating of Health Plan	77.1%	86.1%
Rating of All Health Care	82.2%	78.3%
Rating of Personal Doctor	84.6%	90.8%
Rating of Specialist Seen Most Often	84.7%	85.4%
Getting Needed Care	88.2%	79.3%
Getting Care Quickly	88.4%	80.9%
How Well Doctors Communicate	97.6%	90.0%
Customer Service	90.7%	87.7%

*Case-mix adjusted rates

Opportunities for Improvement

- Rating of Health Plan (F&C [NCQA survey])
- Rating of All Health Care (PrimeWest Senior Health Complete)
- Getting Needed Care (PrimeWest Senior Health Complete)

The PrimeWest Health Population Health & Equity Advisory Committee (PHEAC) met and reviewed this CAHPS report on November 20, 2024. All survey results were discussed at length, including root cause analysis, barriers, and potential intervention ideas. Review of available data shows that rates remained relatively consistent from 2023 to 2024,

The PHEAC discussed the following methods to improve identified areas of opportunity:

- Member service recovery calls
 - PrimeWest Health is working on an initiative to contact members who receive Denial, Termination, or Reduction (DTR) of services or an Appeal that was unfavorable to them. The goal is to assist these members with other options that are available to them or to answer questions they may have.
- Share CAHPS results with providers
- Expand technology efforts to reach members differently, for example, via text messaging or utilizing QR codes. PrimeWest Health is adding a QR code to incentive vouchers and has implemented an electronic option for completing surveys in some areas. Efforts will continue in this area in 2025.
- Expand benefits, where able
 - The traditional medicine benefit was utilized 23 times from January 1 to December 16, 2024
 - Other supplemental benefits include a healthy foods allowance, dental benefits, and over-the-counter (OTC) benefits

- Continue to collaborate with the Health Equity Council, which was implemented to improve diversity in our governance with the goal of better serving minority communities.
- Seek feedback via focus groups on ways to better serve members. Efforts in 2024 included a Somali men's group and a Hispanic women's group. Feedback gathered will be incorporated in future programming.
- Provide education about access to care
 - Members' understanding of appropriate wait times has improved over prior years. Member & Provider Services staff will continue to perform education related to community standards for wait times. The hope is that this education helps manage expectations and reduces feelings of disappointment when a member is unable to be seen immediately for non-urgent care.
- Enhance coordination of care
 - PrimeWest Health hired three community health workers to provide face-to-face services to members and to help connect these members to resources.
 - PrimeWest Health redesigned our Care and Population Health Program to follow a focused wellness model. This allows members to choose their own goals and time frames.
- Continue to evaluate mailings sent to PrimeWest Senior Health Complete members in order to reduce confusion.
 - In 2023, one survey was discontinued for this population
 - In 2023, there was discussion about creating a newsletter focused on topics of interest specific to our PrimeWest Senior Health Complete population, including information about benefits, answers to frequently asked questions, and PrimeWest Senior Health Complete-specific care coordination information. This is planned to be implemented in early 2025.
- Member education
 - Created a video for social media platforms that shares information on PrimeWest Health's Families & Children's program. This provides information on care coordination services, the member website, additional resources available to members, and eligibility details.