

2020 Consumer Assessment Healthcare  
Providers and Systems (CAHPS) and  
Qualified Health Plan (QHP) Member  
Experience Overview

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## Overview

### What is CAHPS and QHP?

They are annual surveys where members can give their opinion of the quality of care they received. Consumer Assessment Healthcare Providers and Systems (CAHPS) is the survey provided to VHP members with employer-based health insurance (or from the “Employer Group”). VHP members with Covered California health insurance are provided a similar, but separate survey called the Qualified Health Plan (QHP) survey. The CAHPS and QHP surveys are a standardized set of questions created by Consumer Centers for Medicare & Medicaid Services (CMS) regulations and National Quality Assurance Committee (NCQA) standards. The surveys are conducted by VHP’s certified NCQA Healthcare Effectiveness Data and Information Set (HEDIS) Vendor, SPH Analytics.

### What do the CAHPS and QHP surveys evaluate?

#### CAHPS Survey topics:

- Health Plan Performance
- Health Care Performance
- Effectiveness of Care

#### QHP Experience Survey Topics:

- Enrollee Experience
- Health Plan Efficiency, Affordability & Management
- Clinical Quality Management

| CAHPS Areas of Evaluation      | Measure                                    |
|--------------------------------|--|
| <i>Health Plan Performance</i> | Rating of Health Plan                      |
|                                | Getting Needed Care                        |
|                                | Customer Service                           |
|                                | Claims Processing                          |
|                                | Ease of Filling Out Forms                  |
| <i>Health Care Performance</i> | Rating of Health Care                      |
|                                | Getting Care Quickly                       |
|                                | How Well Doctors Communicate               |
|                                | Coordination of Care                       |
|                                | Rating of Personal Doctor                  |
|                                | Rating of Specialist                       |
| <i>Effectiveness of Care</i>   | Flu Vaccinations (Adults 18-64)            |
|                                | Advising Smokers and Tobacco Users to Quit |
|                                | Discussing Cessation Medications           |
|                                | Discussing Cessation Strategies            |

| QHP Experience Survey Areas of Evaluation               | Measure   |
|---|---|
| <i>Enrollee Experience</i>                              | Access to Care  |
|   | Getting Care Quickly                                  |
|   | Getting Needed Care                                   |
|   | Care Coordination                                     |
|   | Rating of Health Care                                 |
|   | Rating of Personal Doctor                             |
| <i>Plan Efficiency, Affordability, &amp; Management</i> | Access to Information                                 |
|   | Plan Administration                                   |
|   | Rating of Health Plan                                 |
| <i>Clinical Quality Measures</i>                        | Flu Vaccinations (Adults 18-64)                       |
|   | Medical Assistance with Smoking and Tobacco Cessation |

## What is the Covered California QRS star rating?

The Quality Rating System (QRS) is a star rating that shows Covered California health plan quality performance. The QRS star rating is a way to compare the quality scores when choosing your Covered California Qualified Health Plan. The QHP survey is used in combination with clinical quality measures, Healthcare Effectiveness Data and Information Set (HEDIS), to create a Covered California QRS score. The QRS star rating shows Covered California health plan quality performance on a scale of one to five stars.

| Numeric | Visual    | Descriptive   |
|---------|-----------|---------------|
| 1       | ★         | Poor          |
| 2       | ★ ★       | Below Average |
| 3       | ★ ★ ★     | Average       |
| 4       | ★ ★ ★ ★   | Above Average |
| 5       | ★ ★ ★ ★ ★ | Excellent     |

## Why is it important?

The CAHPS and QHP surveys are an opportunity for your voice to be heard. Your responses are one of the ways VHP measures members' experiences annually. The same survey questions are used by health plans nationally and the results can be used to compare how VHP is doing with other health plans. These surveys are one of the ways we measure quality improvement from the members' perspective. These surveys are also used to support our health plan accreditation, allowing VHP to continue to serve you and the community as a Qualified Health Plan in the Covered California Marketplace.

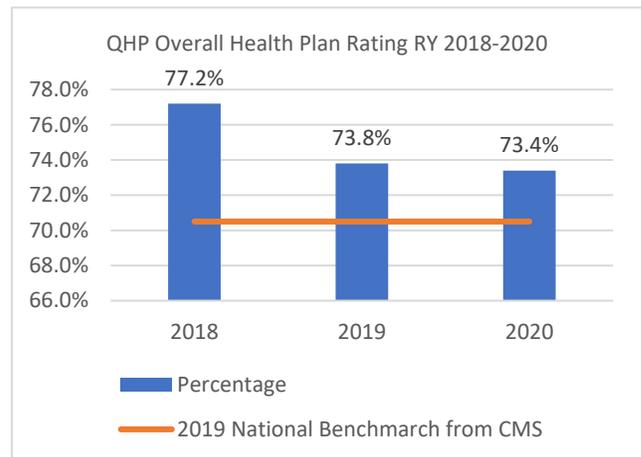
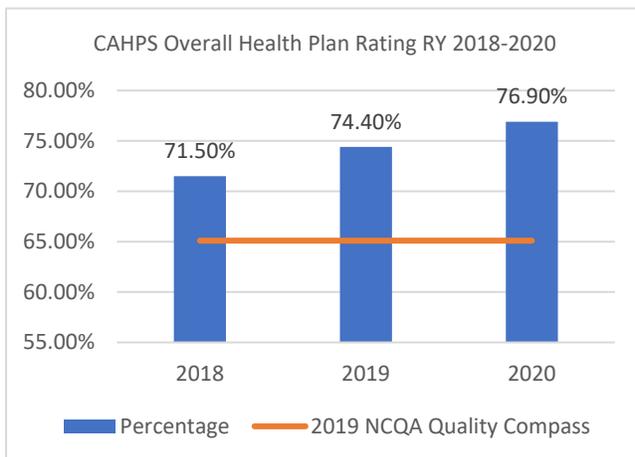
## How do I participate?

Each year a sample of members are randomly selected and notified of the opportunity to take the survey. If you are selected, SPH Analytics, VHP’s certified National Committee for Quality Assurance (NCQA) vendor, would send you a letter on behalf of VHP to let you know that we would like to hear about your experience.

## How is VHP Doing?

VHP consistently performs better on our clinical quality measures than our member experience measures. Over the last three years, VHP has had excellent health plan ratings that are above the national average. Every year VHP strives to find data-driven solutions to enhance your health care experience. Our full annual report is publicly available online at:

<https://www.valleyhealthplan.org/sites/p/Bulletin-and-Updates/Pages/Updates.aspx>



## How do I read the charts?

The blue columns show how VHP scored each year. The orange line shows the national benchmark, the average of how other health plans across the country scored.

## What is VHP’s Star Rating?

This year VHP received three stars as our overall Covered California global rating as a health plan. We strive for continuous improvement in the services we offer and satisfaction with your health care experience at VHP.

| Global Rating | Getting the Right Care | Members’ Care Experience | Plan Services for Members |
|---------------|------------------------|--------------------------|---------------------------|
| ☆☆☆           | ☆☆☆☆                   | ☆                        | ☆☆☆☆                      |

## VHP’s Commitment to Improvement

### What did VHP do to improve in 2020?

Committed to improve our members’ experience with care as noted in our CAHPS and QHP Experience Survey results, VHP implemented a staff development training series to increase awareness and highlight opportunities for improvement across the organization. Over 200 employees attended an introduction to HEDIS, CAHPS and QHP Member Experience training in October 2020. Managers, Supervisors, Leads and Analysts also participated in over 17 hours of HEDIS, CAHPS, and QHP Experience trainings. The staff development series included General Overview, Audit Requirements, In Depth Measure Review, and Best Practices for Improvement sessions. Senior leadership’s commitment to this level of training is the first step to addressing member experience holistically as an organization.

## Impact of COVID-19 Pandemic

CMS published a [memo](#) allowing health plans to stop the collection and reporting of data for QRS star rating and the QHP Member Experience Survey during the COVID-19 public health crisis. CMS announced that they will not require QHP Enrollee Survey Submissions for 2020 and recommends that health plans use collected data for internal quality improvement. VHP will still be conducting both surveys because we value your opinion about your health care experience.

## What is VHP going to do in 2021 to improve member experience?

VHP is actively looking to improve member experience with the future launch of an online member portal that will make communicating with us easier. VHP is also working to redesign our website so that you can find everything you need online. VHP is adding more providers to our network to better meet your health care needs. We are committed to improving your experience as your local health plan so VHP can continue to offer you affordable and quality health care services.