

2021 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.

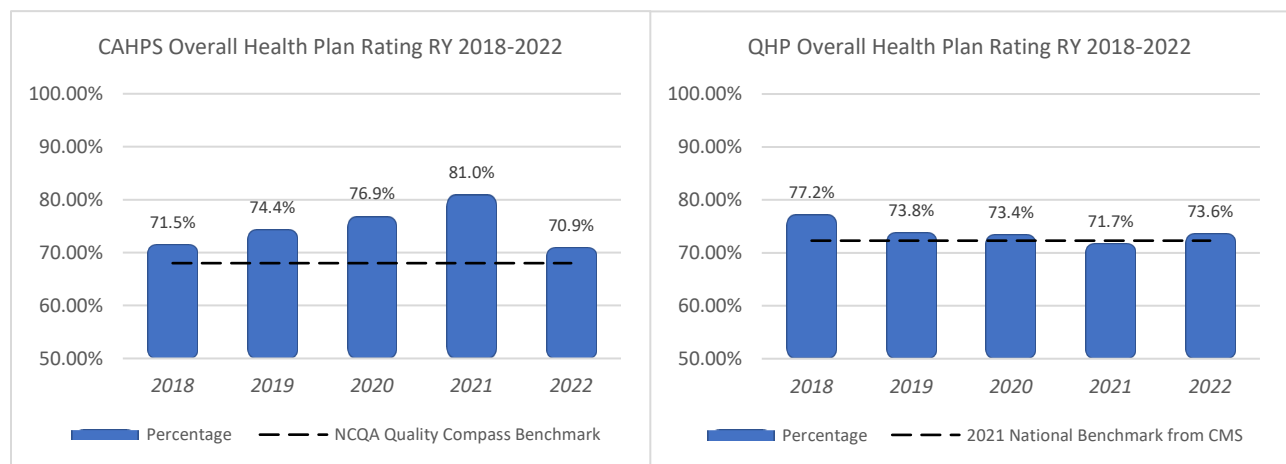
## How do I participate?

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 dotted 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 2021?

In 2021, VHP looked at the data from the surveys to determine if there were health disparities in the access to care measures. Health Disparities are differences in treatment provided to members of different racial/ethnic or cultural groups that are not justified by the underlying health conditions or treatment preferences of patients. VHP monitored, assessed the CAHPS and QHP surveys to see how we could improve healthcare services to reduce health disparities.

### What is VHP doing in 2022 to improve member experience?

In 2022, VHP conducted two additional member experience survey using CAHPS and QHP methodology to focus on access to care for Vietnamese and Chinese members to reduce health disparities. The survey were offered in English, Vietnamese, and Traditional Chinese Character. The information from the translated surveys will be used to find ways to improve access to care and develop culturally sensitive strategies to improve member experience in 2023.