CAHPS: Access to Care

**Measure Basic Information**

**Name and date of specifications used:** HEDIS® 2013, Volume 3: Specifications for Survey Measures, Getting Care Quickly Composite

**URL of Specifications:** N/A

**Measure Type:**

HEDIS □ PQI □ Survey □ Other □ Specify:

**Measure Utility:**

CCO Incentive □ Core Performance □ CMS Adult Set □ CHIPRA Set □ State Performance □

Other □ Specify:

**Data Source:** OHP - CAHPS Health Plan Survey 5.0H, Adult and Child Versions

**Measurement Period:**


**2013 Benchmark:**

87%; from the average of the 2012 National Medicaid 75th percentiles for adult and child rates

**2014 Benchmark:**

88%; from the average of the 2013 National Medicaid 75th percentiles for adult and child rates

**Incentive Measure Changes in specifications from 2013 to 2014:**

None.

**Denied claims:** Included: N/A Not included: N/A

**Measure Details**

**Data elements required denominator:** The CAHPS 5.0 Getting Care Quickly Composite is based on two items from the CAHPS adult survey and two from the child survey:

-- Got care for illness/injury/condition as soon as you thought you/child needed.
-- Got an appointment for routine care as soon as you thought you/child needed.

The rate used for the CCO incentive measure is the average across the adult and child survey composite scores.

The calculation methodology for each composite can be found in the "Banner Book Report" published for each plan. For example, details about how the composite is based on a weighted average can be found in the Banner Book. CCOS can request their Banner Book by contacting Rusha Grinstead at rusha.grinstead@state.or.us

**Required exclusions for denominator:** None.

**Deviations from cited specifications for denominator:** None.

**Data elements required numerator:** See HEDIS® 2013, Volume 3: Specifications for Survey Measures for details.

**Required exclusions for numerator:** None.

**Deviations from cited specifications for numerator:** None.

**What are the continuous enrollment criteria:**
Members must have 6 months experience with plans to be eligible for the survey sample.

**What are allowable gaps in enrollment:** Members are allowed a total 45 day gap.

**Define Anchor Date (if applicable):** None.

**Explanation of Exclusions and Deviations**

List other required exclusions and or deviations from cited specifications not already indicated:
None.

**Validation**

The vendor that conducts the CAHPS survey is a certified NCQA HEDIS® survey vendor.

**Version Control**

- This specification sheet was updated on April 23rd to edit the continuous enrollment criteria that were incorrectly listed on the January 30, 2014 version. Edited language below:

  **What are the continuous enrollment criteria:**
  Members must have 6 months 12 months experience with plans to be eligible for the survey sample.