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**National
CAHPS[®]
Benchmarking
Database 2004
State of Colorado**

*Adult Medicaid Sponsor
Report*

October 2004

National CAHPS[®] Benchmarking Database
NCBD 2004 Adult Medicaid Sponsor Report
State of Colorado

Section A: Results at a Glance

Section B: Results in Detail

Prepared by Westat and Shaller Consulting

October 2004

The National CAHPS[®] Benchmarking Database (NCBD) is funded by the U.S. Agency for Healthcare Research and Quality and administered by Westat under Contract Number 290-01-0003. For more information, please visit the NCBD Web site (<http://ncbd.cahps.org>) or contact the CAHPS Survey Users Network at 1-800-492-9261.

Table of Contents

	Page
Introduction	ii
Section A: Results at a Glance	A-1
Summary of Statistically Significant Differences	A-2
Summary of Percentile Rankings	A-4
Section B: Results in Detail	B-1
Participants in NCBD 2004	B-2
Demographic Characteristics	B-4
Utilization Characteristics	B-5
Survey Results in Detail	B-6
Regional Benchmarks	B-7
<i>Consumers' Reports of Their Experiences with Care</i>	
Getting Needed Care	
Getting Care Quickly	
Doctors Who Communicate Well	
Courteous and Helpful Office Staff	
Customer Service	
<i>Consumers' Ratings of Their Experiences with Care</i>	
Overall Rating of Personal Doctor	
Overall Rating of Specialists	
Overall Rating of Health Care	
Overall Rating of Health Plan	
<i>HEDIS Survey Items</i>	

Introduction

This report presents results for State of Colorado 2004 CAHPS® survey of adult Medicaid managed care enrollees compared to results of CAHPS adult surveys conducted by other Medicaid survey sponsors participating in the NCBD 2004. NCBD 2004 contains CAHPS survey results from 149 unique Medicaid plans who conducted surveys between October 2003 through June 2004.

The NCBD 2004 sponsor report is organized in three sections:

- **Section A: Results at a Glance:** Presents two summary tables of comparative results, showing both statistically significant differences and percentile rankings of sponsor results compared to NCBD benchmarks.
- **Section B: Results in Detail:** Presents detailed results for survey items through a series of bar charts. This section begins with a list of participants in the NCBD 2004 and two sponsor-specific tables showing a comparison of demographic and utilization characteristics of respondents.
- **Section C: Background and Methodology:** Presents overview information about CAHPS and the NCBD, and includes guidelines for using NCBD reports, methodological information on consumer reports and consumer ratings (i.e., items included, calculations), response rate calculation, case mix adjustment, and significance testing.

Sections A and B are presented together in this document. Section C is presented as a separate companion document.

Questions regarding this report or any aspect of the NCBD can be directed by e-mail to NCBD1@westat.com. Further information about the NCBD is available through the NCBD Web site at: <http://ncbd.cahps.org>

Section A: Results at a Glance

This section summarizes the 2004 adult Medicaid survey results for State of Colorado in two ways:

Table 1. Summary of Statistically Significant Differences: This table presents the results of tests of statistically significant differences between health plans and the NCBD adult Medicaid distribution for the ratings and composites. Statistical tests were conducted at the 0.05 level of statistical significance. The table also includes the results of statistical tests between the sponsor distribution and the NCBD distribution. The arrows in the table indicate the results of the statistical comparison:

- (↑) **up arrow** - performance that is above the NCBD plan distribution.
- (↓) **down arrow** - performance that is below the NCBD plan distribution.
- (↔) **two-sided arrow** - performance is statistically equivalent to the NCBD plan distribution.

Table 2. Summary of Percentile Rankings: This table presents the results by percentile rankings using stars to indicate the percentile band for a specific result. This table shows where each health plan result fell within the percentile range of all the plans in the country that submitted CAHPS adult Medicaid survey results to the NCBD. Five stars indicate the plan performed within the top ten percent of adult Medicaid plans in the NCBD 2004 while one star indicates the plan performed within the bottom twenty-five percent of plans in the NCBD 2004. Rankings are based on a direct comparison of the plan result to the full range of results from all adult Medicaid plans in the NCBD 2004; no statistical comparisons were performed.

Section B: Results in Detail

This section presents comparisons of 2004 sponsor-specific survey results in detail. The section begins with a list of sponsors participating in the NCBD 2004, followed by sponsor-specific demographic and utilization characteristics of respondents compared to the NCBD adult Medicaid sample. Detailed survey results are then presented for consumer reports and their respective items, followed by consumer ratings and HEDIS survey item results (if applicable).

Please refer to Section C of this report (separate companion document) for more information on question item and response definitions.

Table 3. Participants in NCBDB 2004

The table below shows the composition of the NCBDB 2004 adult Medicaid database.

Sponsor Name	Number of Plans Surveyed	Total Number Sampled	Total Number of Completed Surveys ¹	Range of Response Rates
ACAP	14	16,255	5,807	24% - 55%
AHCA - Florida	10	2,337	2,337	N/A
California Department of Health Services	29	39,431	14,363	27% - 62%
Cimarron Health Plan	1	1,620	355	22%
Excellus Health Plan Inc.	1	1,553	408	27%
FirstGuard Health Plan	2	2,700	730	25% - 30%
Health Net Inc.	5	6,745	2,057	29% - 34%
HealthPlus of Michigan	1	1,485	461	31%
Kansas Foundation for Medical Care Inc.	1	1,350	413	31%
MassHealth	5	3,000	1,604	54% - 57%
MD Dept. of Health and Mental Hygiene	6	8,100	2,160	21% - 31%
Med-QUEST	3	4,050	1,622	34% - 46%
Michigan Department of Community Health	17	24,369	7,232	21% - 42%
Molina Healthcare of California	1	1,620	303	19%
Neighborhood Health Plan of Rhode Island	1	1,755	619	36%
Nevada Medicaid	1	1,755	419	25%
New Mexico Health Policy Commission	3	4,320	951	22% - 24%
New York State Department of Health	28	26,000	10,692	N/A
Office of Vermont Health Access	1	691	417	63%
OH Dept. of Job and Family Services	4	7,020	2,434	30% - 39%
Oklahoma Health Care Authority	4	3,288	1,422	40% - 49%
Oregon Department of Human Services	15	9,375	2,904	28% - 46%
PA Dept of Public Welfare	7	10,531	3,672	28% - 45%
PHP Companies Inc.	1	1,350	550	42%
Priority Health	1	1,350	491	37%
Rocky Mountain Health Plans	1	1,553	596	42%
Southern Health Services	1	1,350	403	31%
State of Colorado	3	4,321	1,557	37% - 41%
SummaCare Inc.	1	1,755	662	38%

¹ Total number of completed surveys includes only those surveys coded as a "complete" by the sponsor or their vendors(s).

Table 4. Demographic Characteristics – NCBD and State of Colorado

The following table presents descriptive information about the sponsor sample, the entire NCBD adult Medicaid database, and the general adult population. Data on the general adult population are compiled by the State Health Access Data Assistance Center, University of Minnesota School of Public Health, using data from the U.S. Census Bureau's Current Population Survey, August 2004. Sponsors and plans can use this information to inform their interpretation of survey results.

Demographic Characteristic	Sponsor	NCBD 2004	General Population
Gender			
Male	29%	27%	37%
Female	71%	73%	63%
Age			
18-34 years	30%	38%	37%
35-54 years	28%	41%	32%
55-74 years	29%	18%	21%
75+ years	12%	3%	9%
Education			
Less than high school graduate	36%	32%	37%
High school graduate/GED	34%	36%	34%
Some college/2 year degree	23%	25%	20%
4 year college graduate	4%	4%	6%
More than 4 year college degree	3%	2%	2%
Race/Ethnicity			
White	60%	52%	69%
African-American	8%	21%	23%
Asian	6%	7%	4%
Native Hawaiian/Pacific Islander	0%	2%	NA
American Indian/Native Alaskan	3%	1%	1%
Other	19%	13%	NA
Multi-racial	3%	5%	2%
Self-Reported Health Status			
Excellent	9%	12%	13%
Very Good	16%	21%	19%
Good	30%	32%	27%
Fair	31%	26%	24%
Poor	14%	10%	17%

Table 5. Utilization Characteristics – NCBDB and State of Colorado

The following table presents utilization information for State of Colorado and for the NCBDB 2004. Sponsors and plans can use this information to inform their interpretation of survey results.

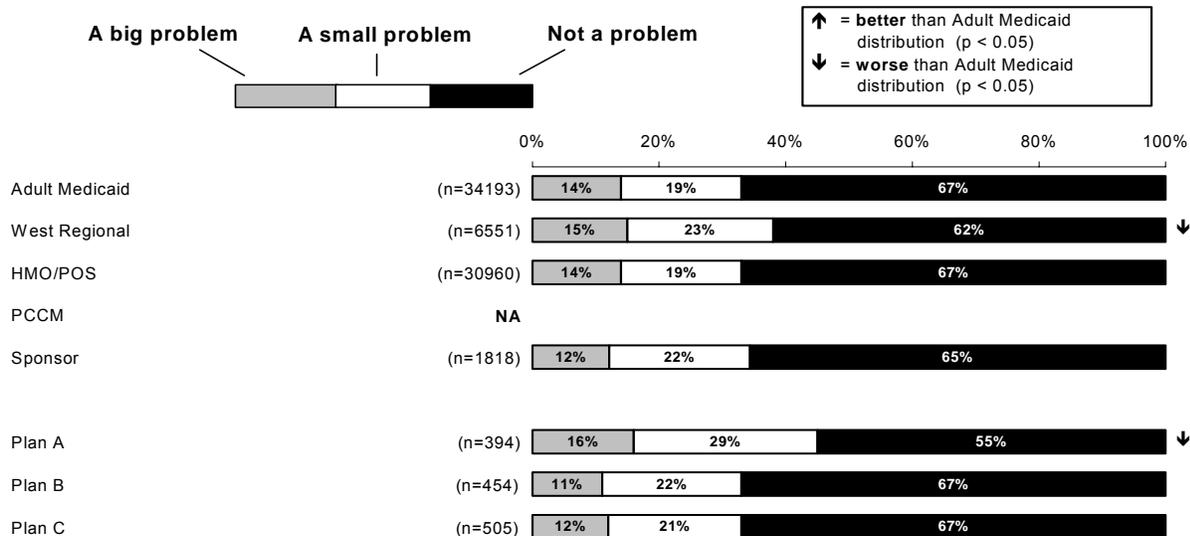
Utilization Characteristic	Sponsor	NCBD 2004
Have a personal doctor or nurse?		
Yes	80%	79%
No	20%	21%
See a specialist?		
Yes	39%	38%
No	61%	62%
Call a doctor's office?		
Yes	61%	56%
No	39%	44%
Appointment for routine care?		
Yes	70%	65%
No	30%	35%
Illness/injury that needed care right away?		
Yes	48%	43%
No	52%	57%
Visits to the emergency room?		
None	68%	68%
1-2	24%	25%
3-4	6%	5%
5-9	1%	1%
10+	1%	1%
Visits to doctor's office or clinic?		
None	22%	24%
1-2	37%	35%
3-4	22%	22%
5-9	12%	13%
10+	7%	6%

Survey Results in Detail

The detailed survey results in this section present the full range of responses in a bar chart format, as shown in the example below for the Getting Needed Care composite:

Getting Needed Care

This chart displays the data for "Getting Needed Care", an aggregate of survey questions 7, 9, 24, and 26. Results for the individual questions are displayed on each of the following pages.



The definitions of the comparative benchmarks used in the bar charts are as follows:

- **Adult Medicaid** – The distribution of results for all adult Medicaid surveys in the NCBD 2004.
- **Region** – The distribution of results for all adult Medicaid surveys within the region of the NCBD 2004. See the section below for details on how the regions were defined.
- **HMO/POS** – The distribution of results for all adult Medicaid surveys of HMO, POS and HMO/POS plans in the NCBD 2004.
- **Primary Care Case Management (PCCM)** – The distribution of results for all adult Medicaid surveys of PCCM programs in the NCBD 2004.
- **Sponsor** – The distribution of results for the sponsor’s health plans.

Arrows indicating up or down show statistically significant differences between each plan and the NCBD distribution. These tests were conducted at the 0.05 level of statistical significance.

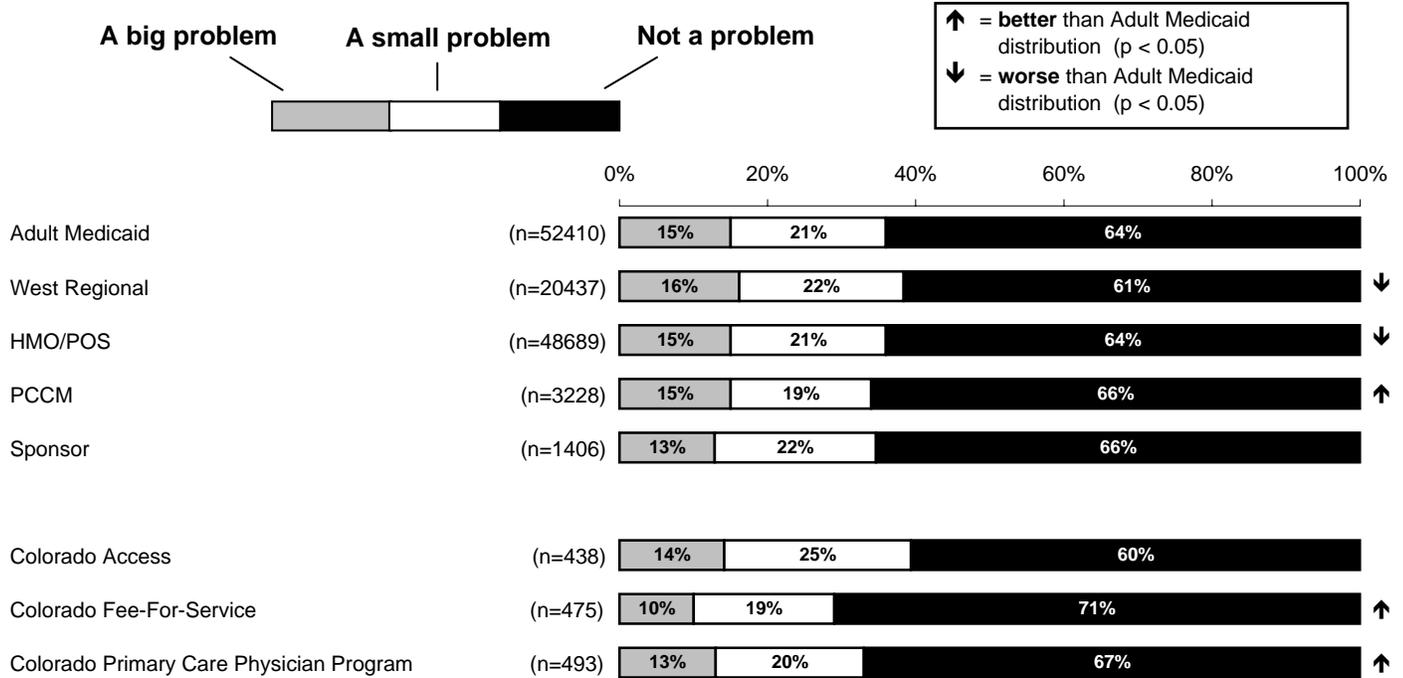
Regional Benchmarks

The regional benchmarks were calculated according to the United States Census Bureau Regions. The table below lists the regions and included states.

Region	States
Northeast	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont
Midwest	Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
South	Alabama, Arkansas, Delaware, DC, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia
West	Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

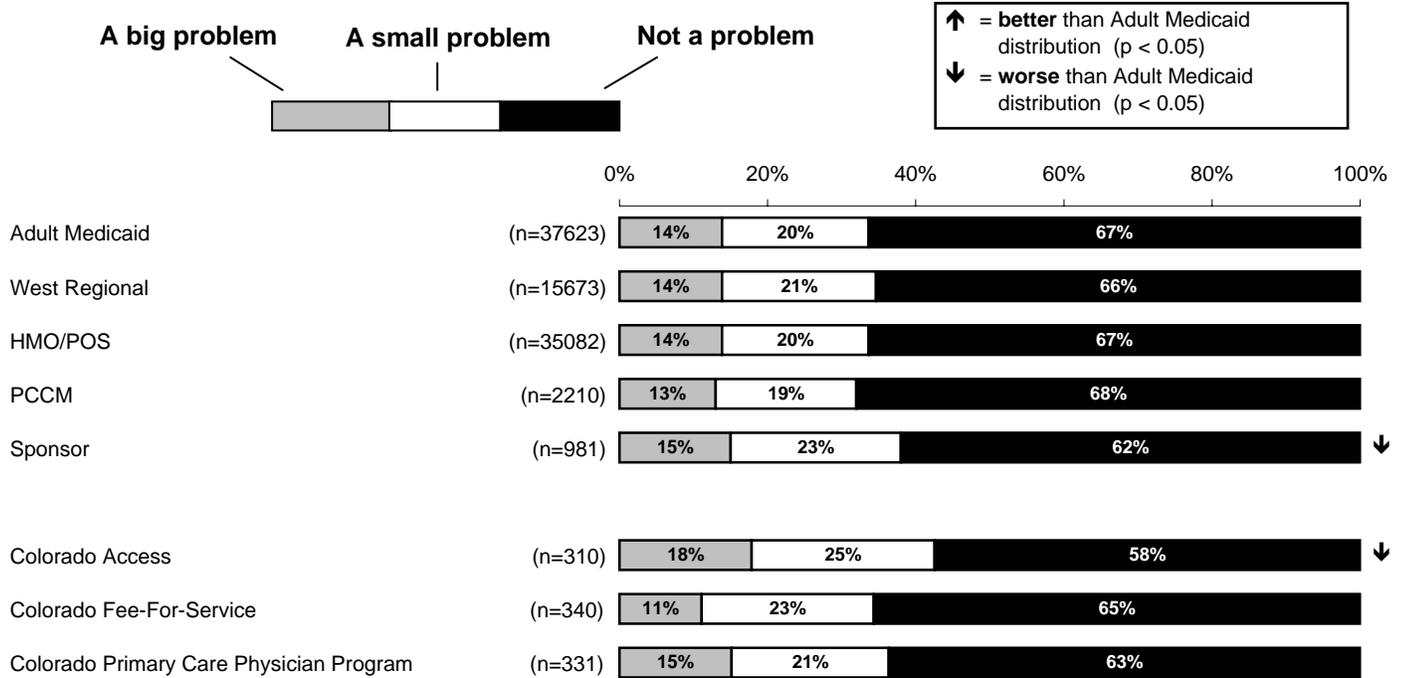
Getting Needed Care

This chart displays the data for "Getting Needed Care", an aggregate of survey questions 7, 9, 24, and 26. Results for the individual questions are displayed on each of the following pages.



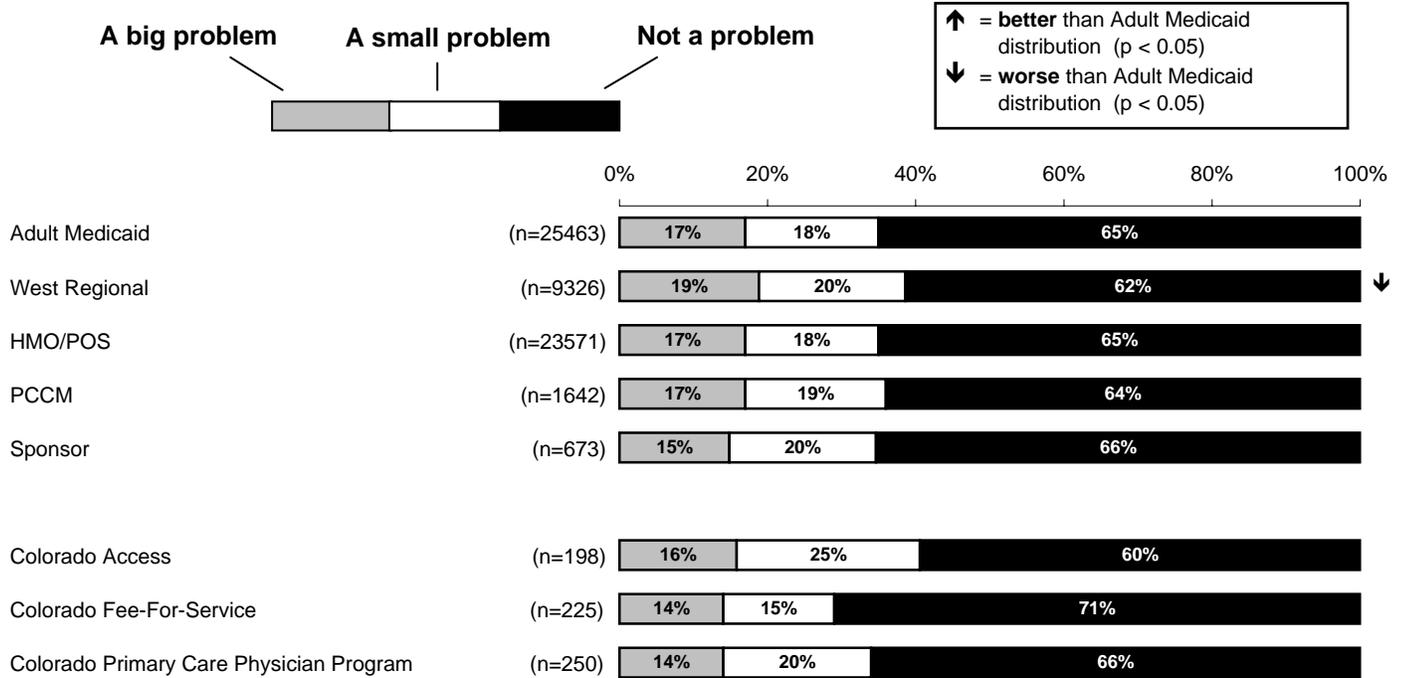
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q7. Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?



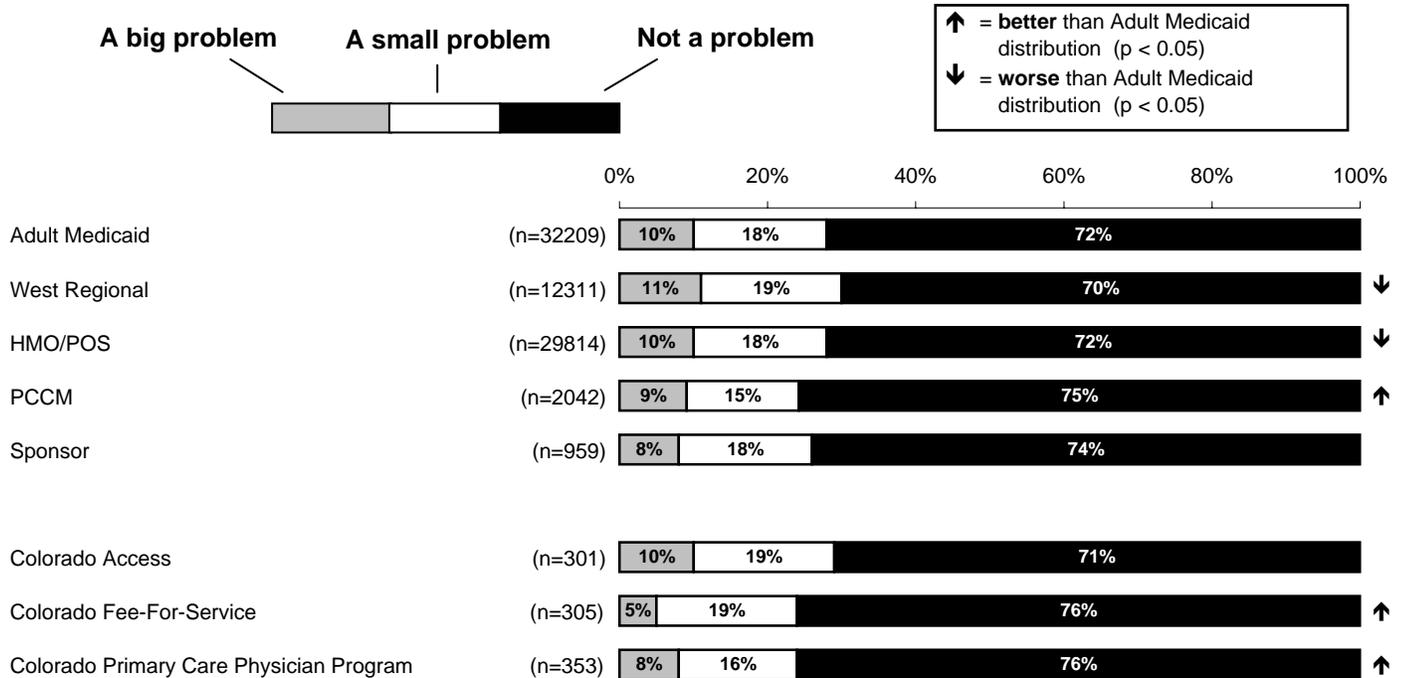
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q9. Of those respondents who thought they needed to see a specialist: "In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see?"



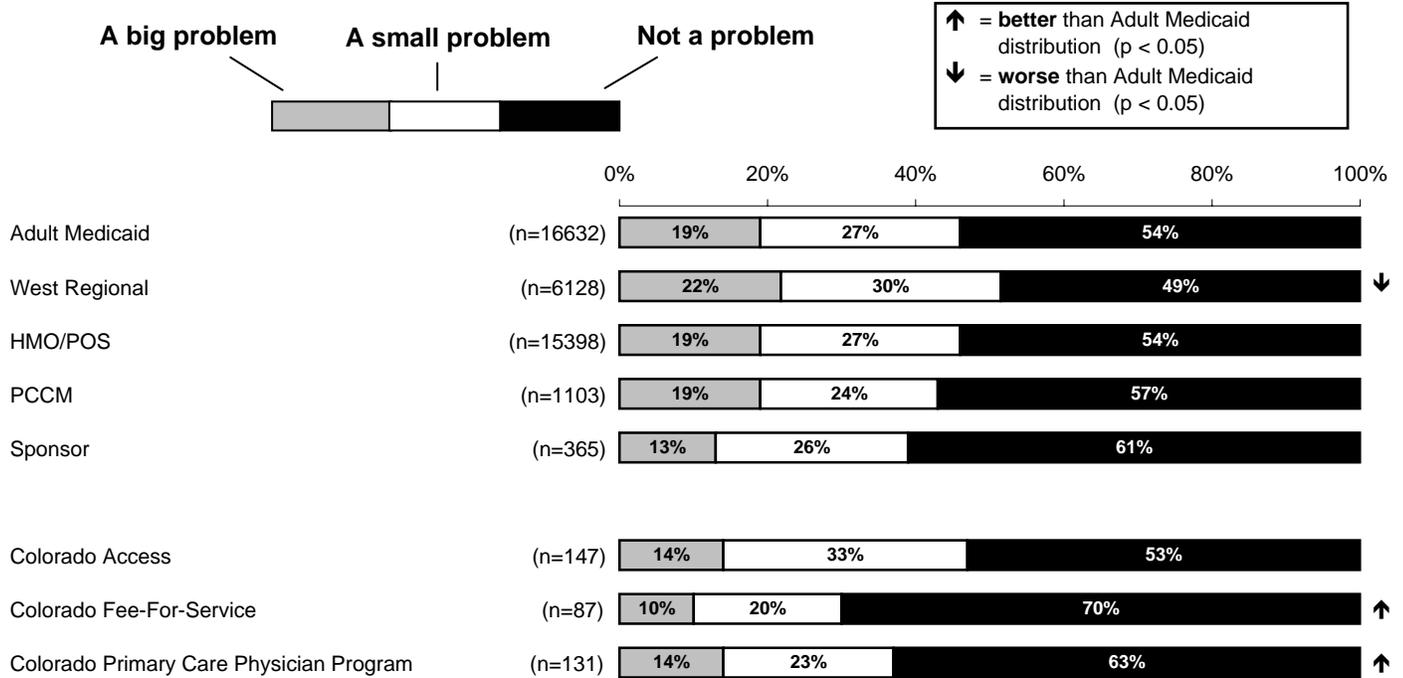
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q24. Of those respondents who went to a doctor's office or clinic: "In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

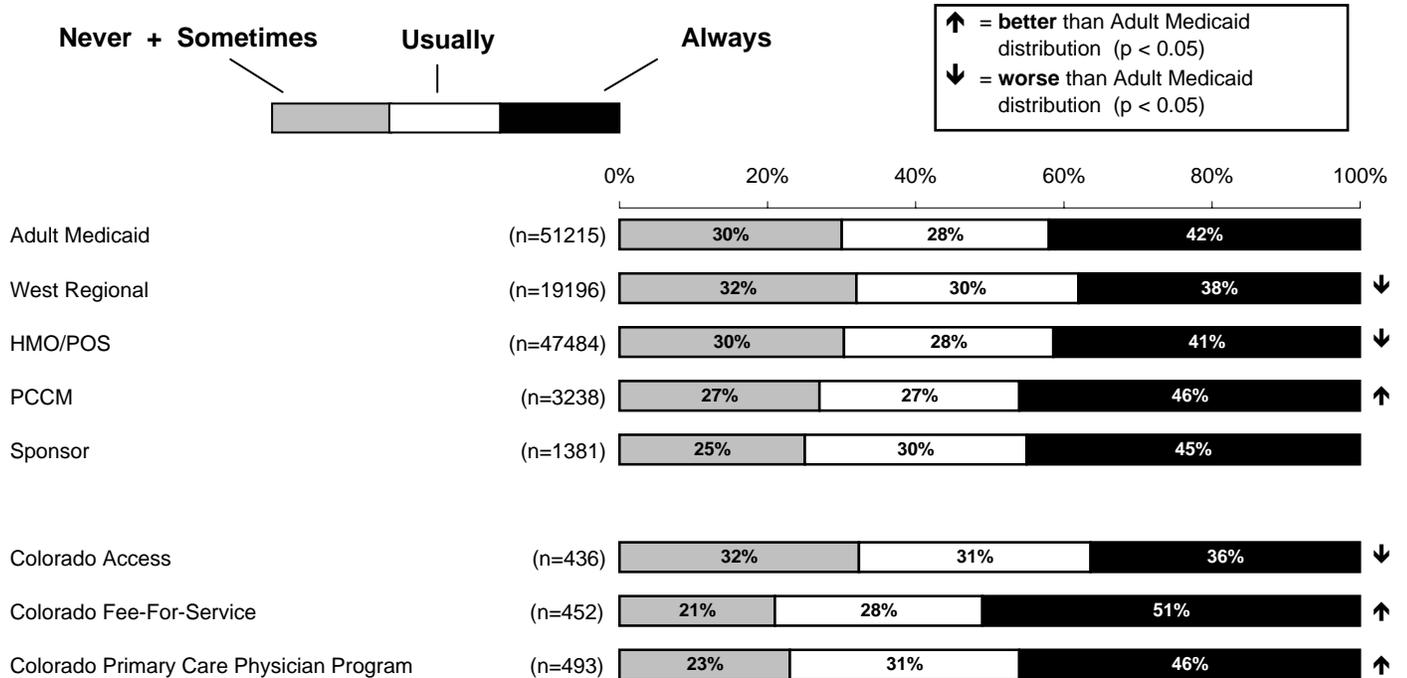
Q26. Of those respondents who went to a doctor's office or clinic: "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

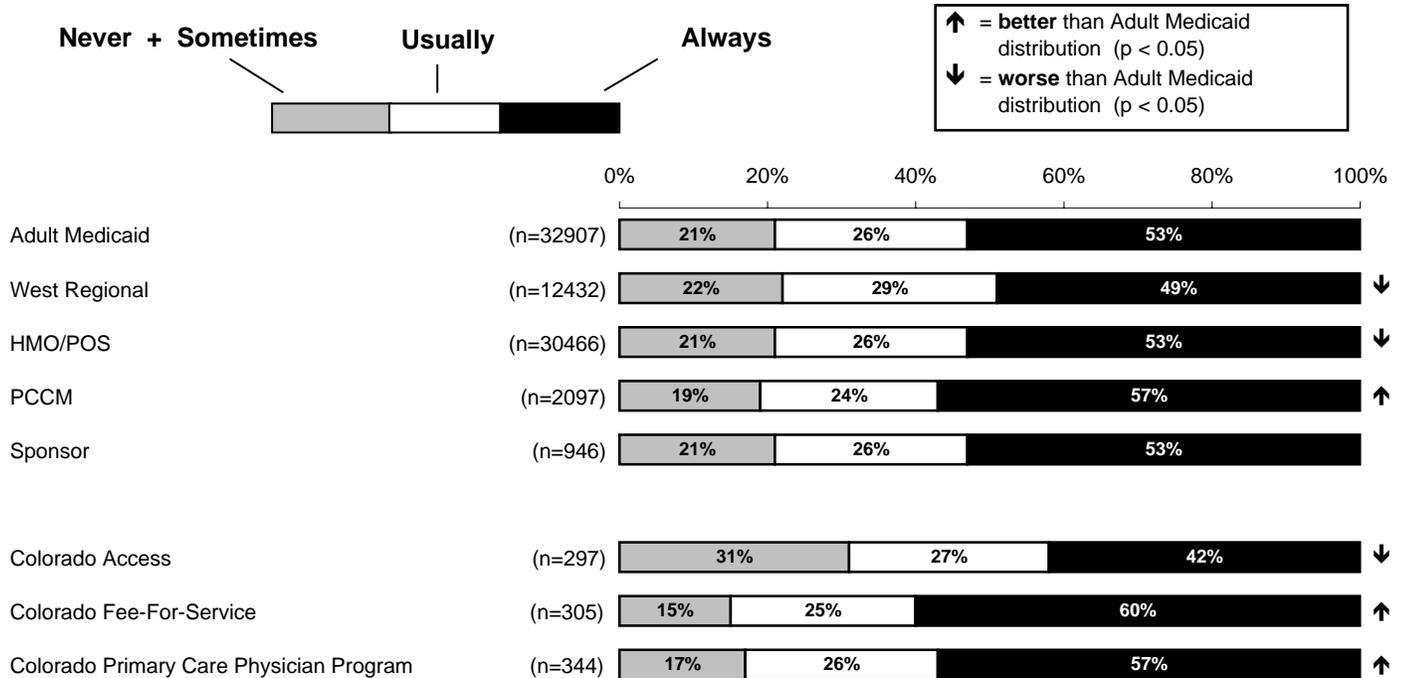
Getting Care Quickly

This chart displays the data for "Getting Care Quickly", an aggregate of survey questions 14, 16, 19, and 27. Results for the individual questions are displayed on each of the following pages.



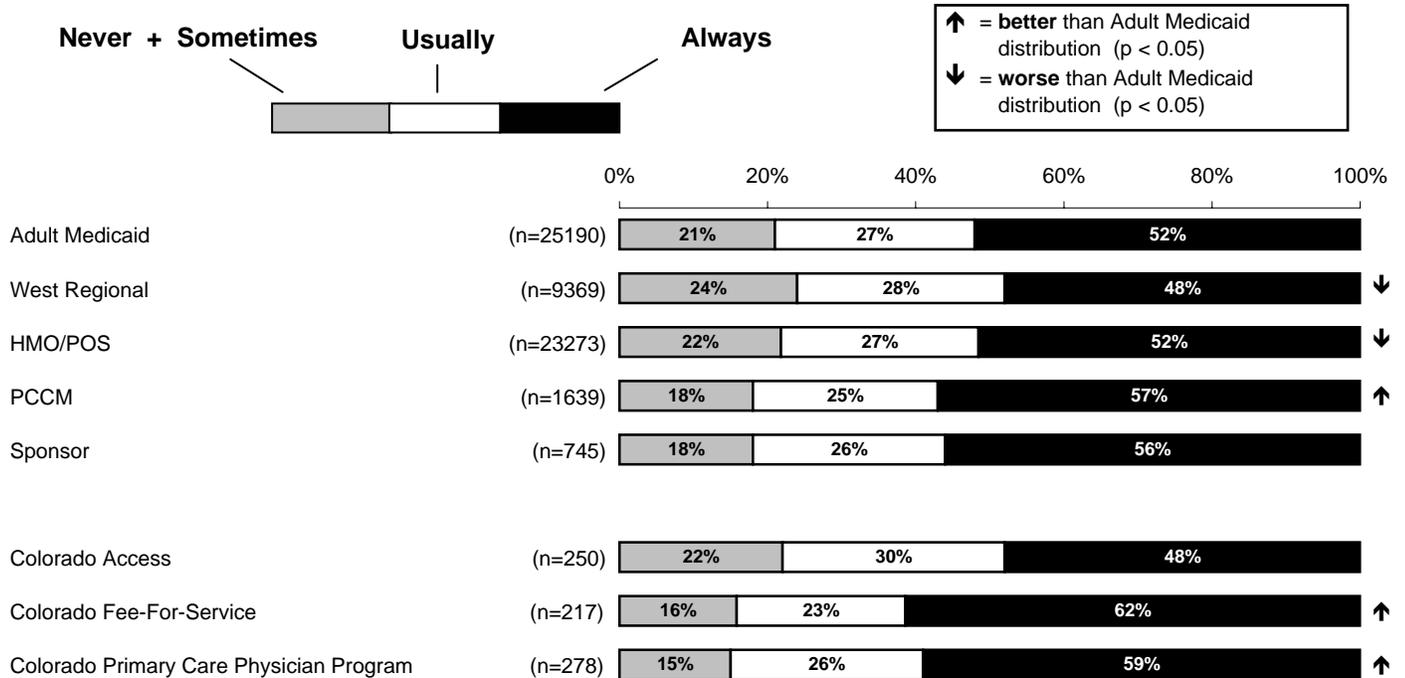
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q14. Of those respondents who called a doctor's office or clinic to get help or advice: "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?"



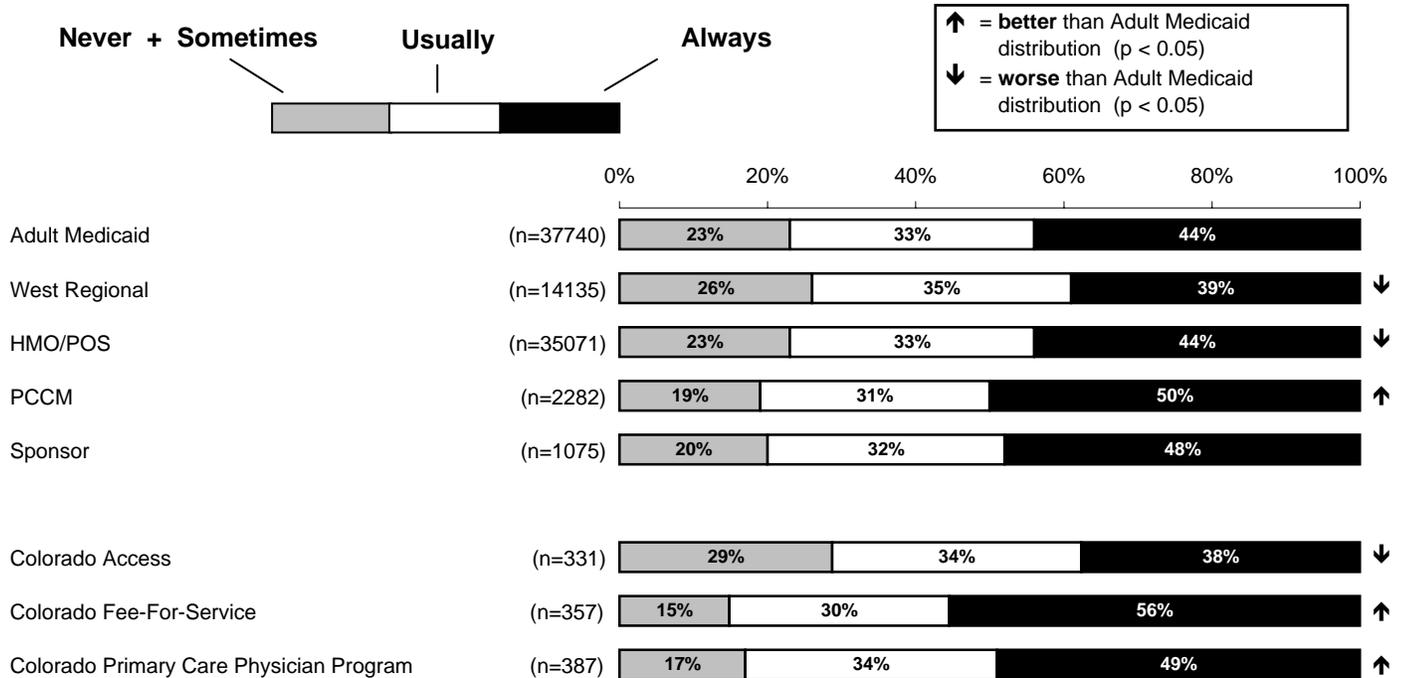
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q16. Of those respondents who had an illness, injury, or condition that needed care right away: "In the last 6 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?"



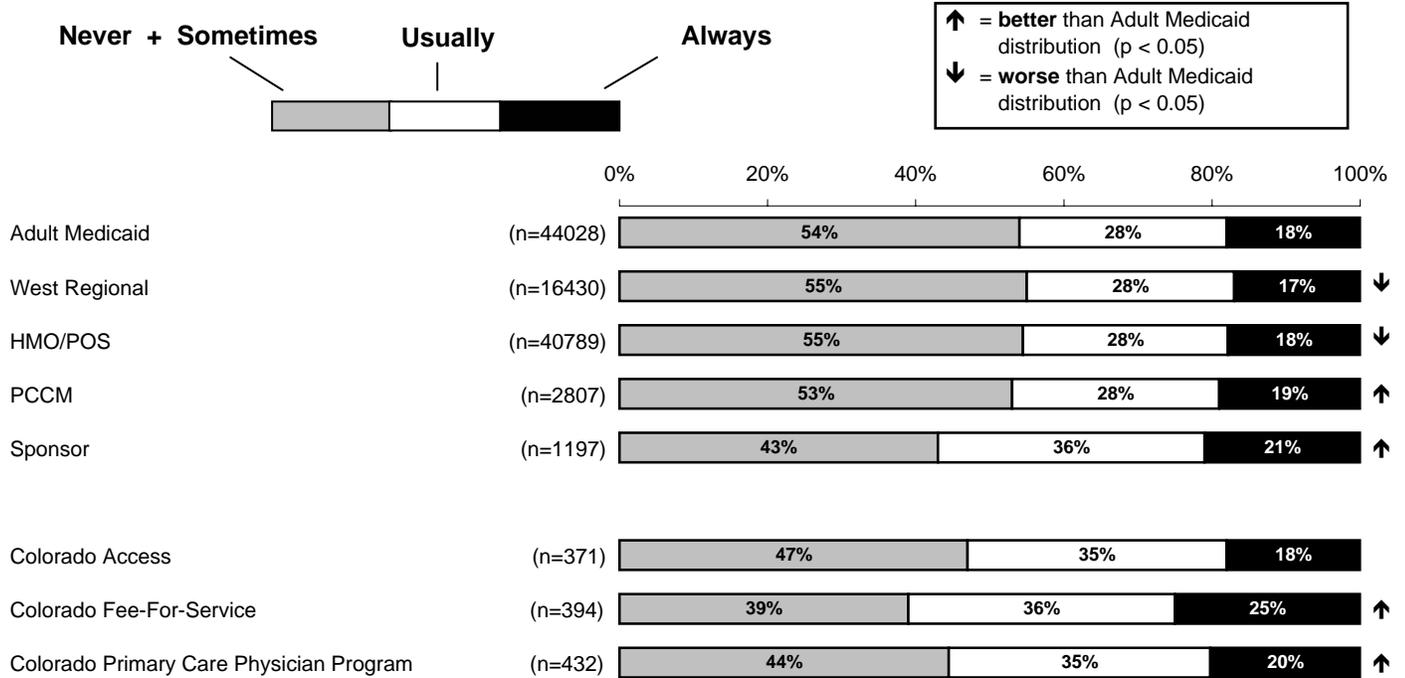
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q19. Of those respondents who made an appointment with a doctor or other health provider: "In the last 6 months, not counting times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

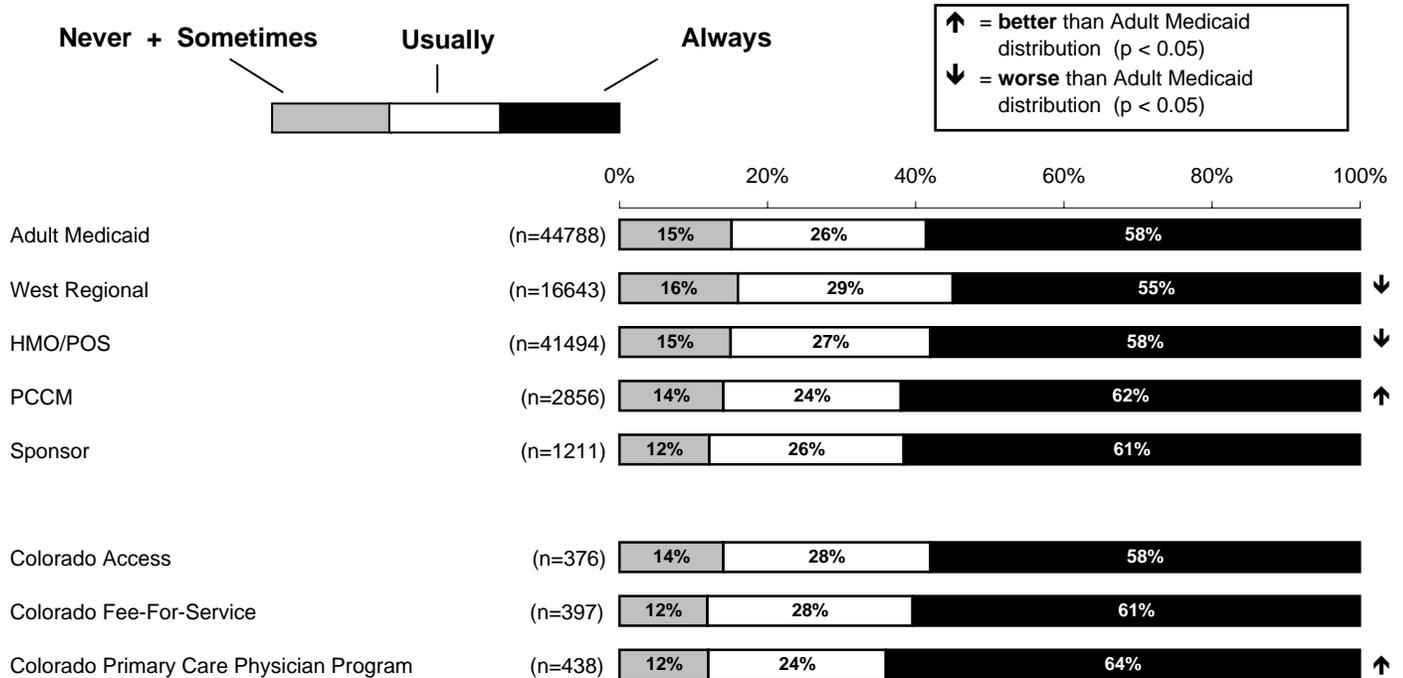
Q27. Of those respondents who went to a doctor's office or clinic: "In the last 6 months, how often were you taken to the exam room within 15 minutes of your appointment?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

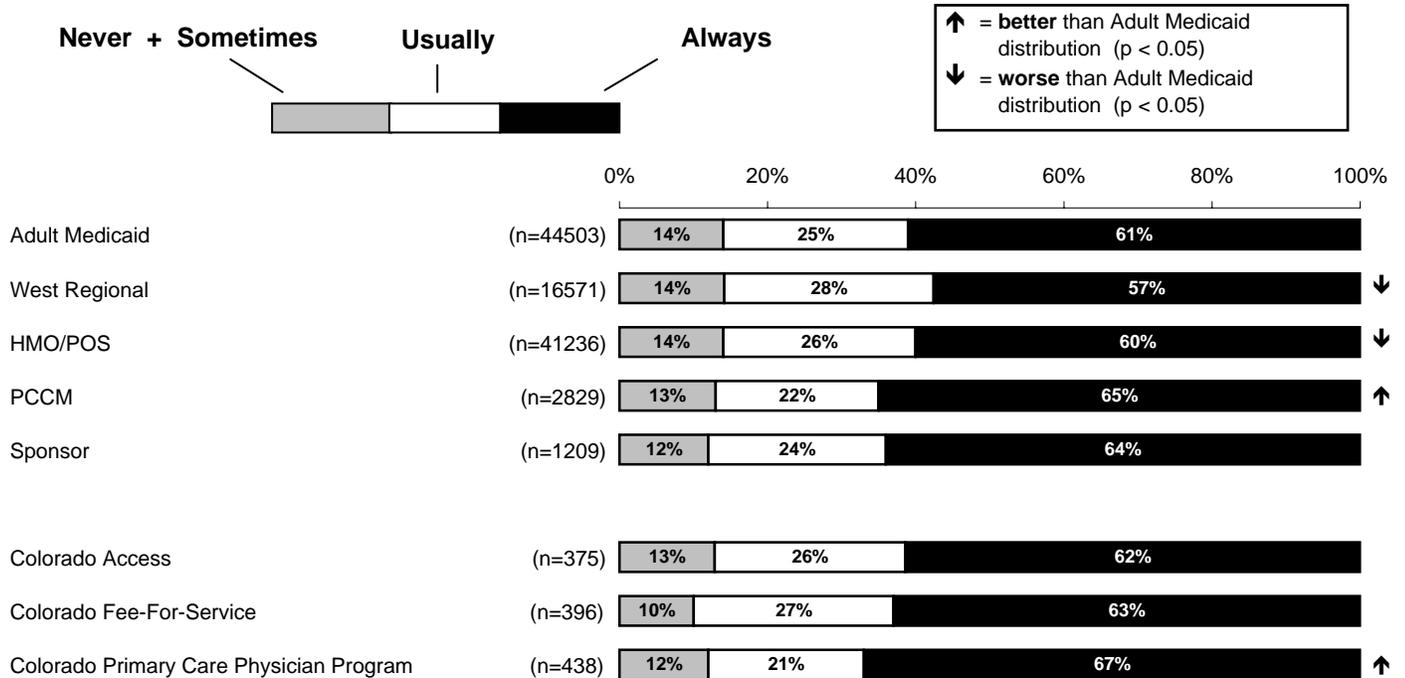
Doctors Who Communicate Well

This chart displays the data for "Doctors Who Communicate Well", an aggregate of survey questions 30, 32, 33 and 34. Results for the individual questions are displayed on each of the following pages.



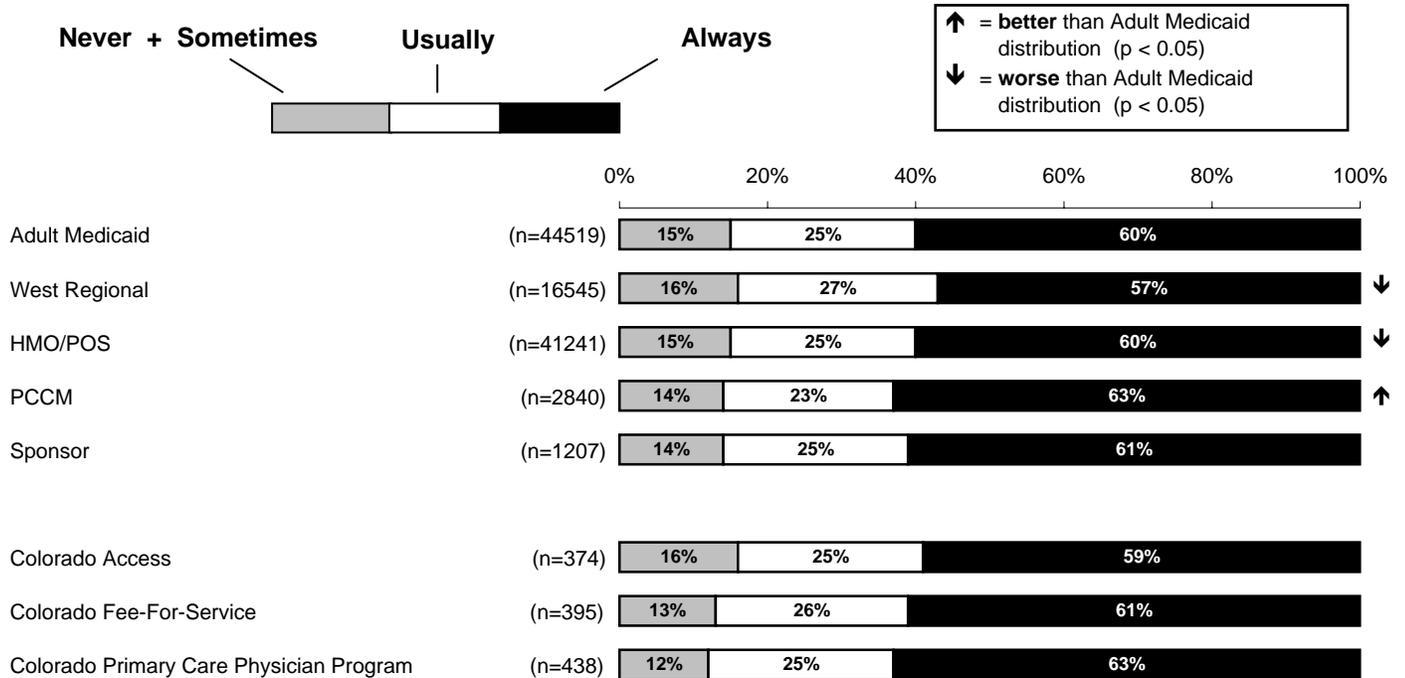
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q30. Of those respondents who went to a doctor's office or clinic: "In the last 6 months, how often did doctors or other health providers listen carefully to you?"



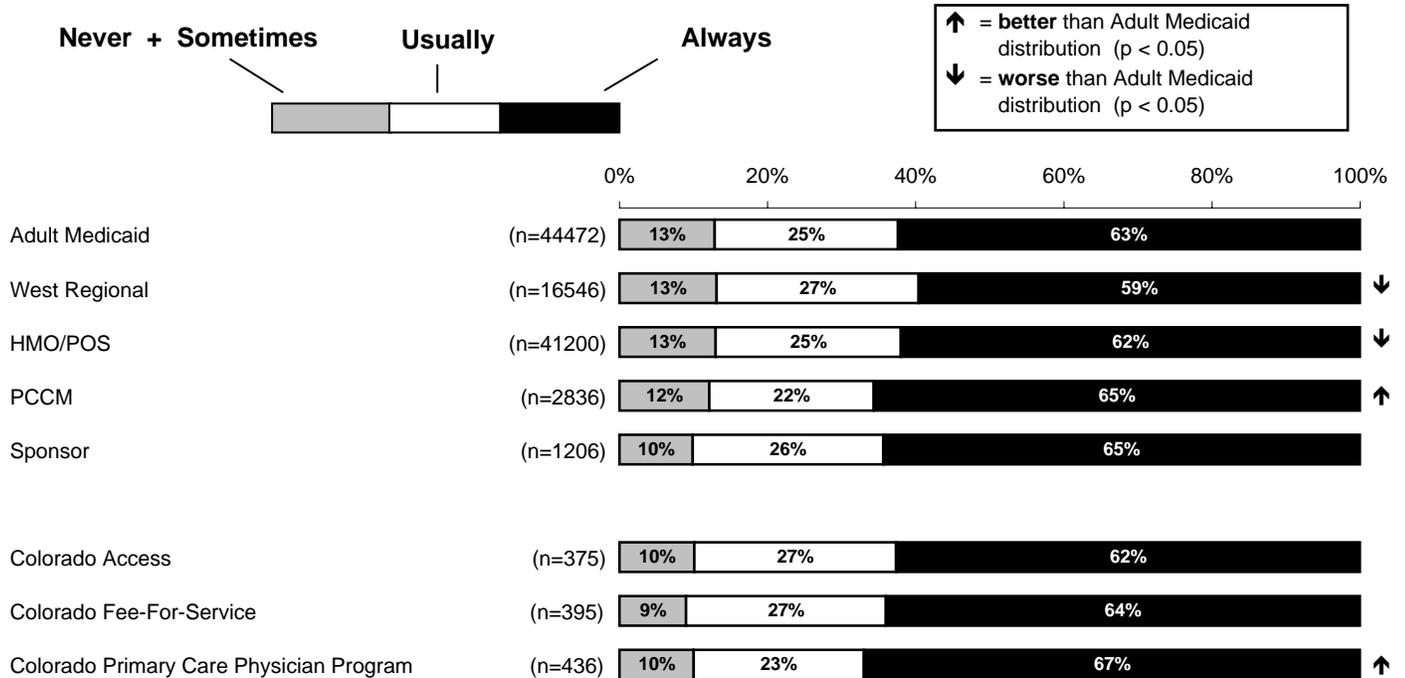
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q32. Of those respondents who went to a doctor's office or clinic: "In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?"



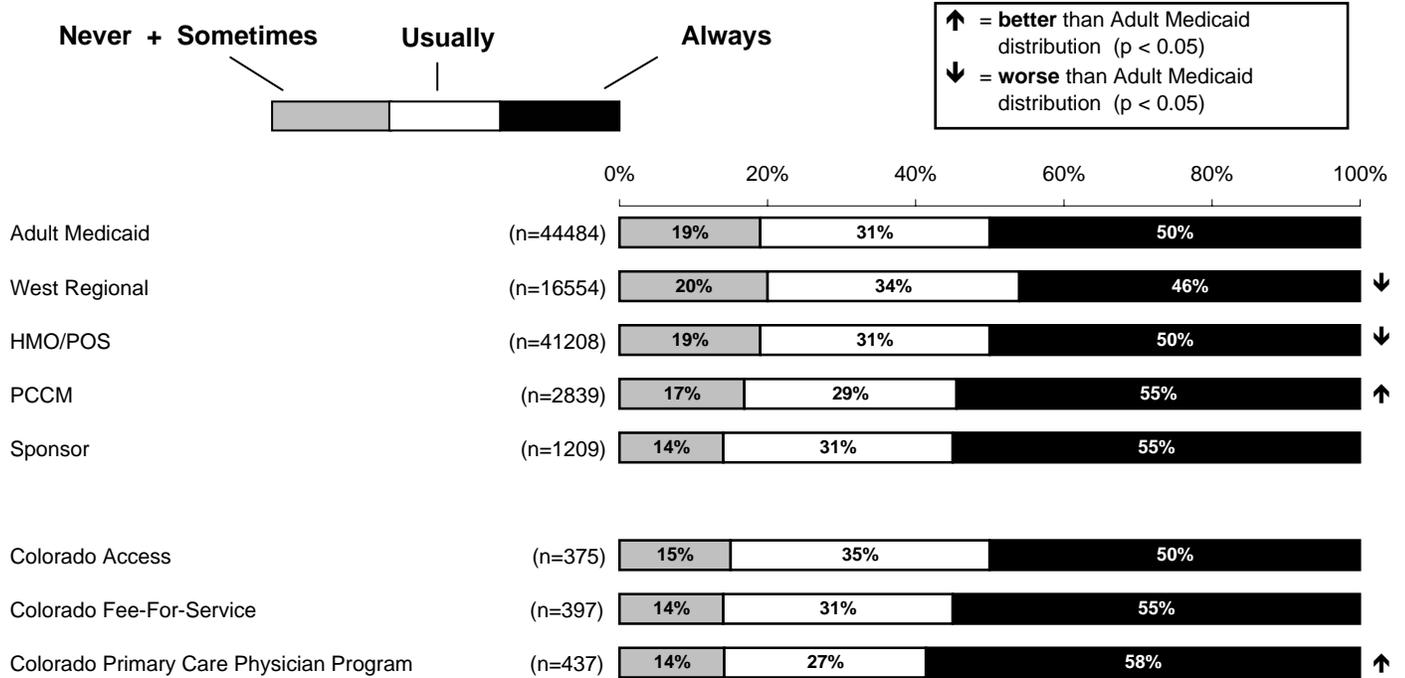
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q33. Of those respondents who went to a doctor's office or clinic: "In the last 6 months, how often did doctors or other health providers show respect for what you had to say?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

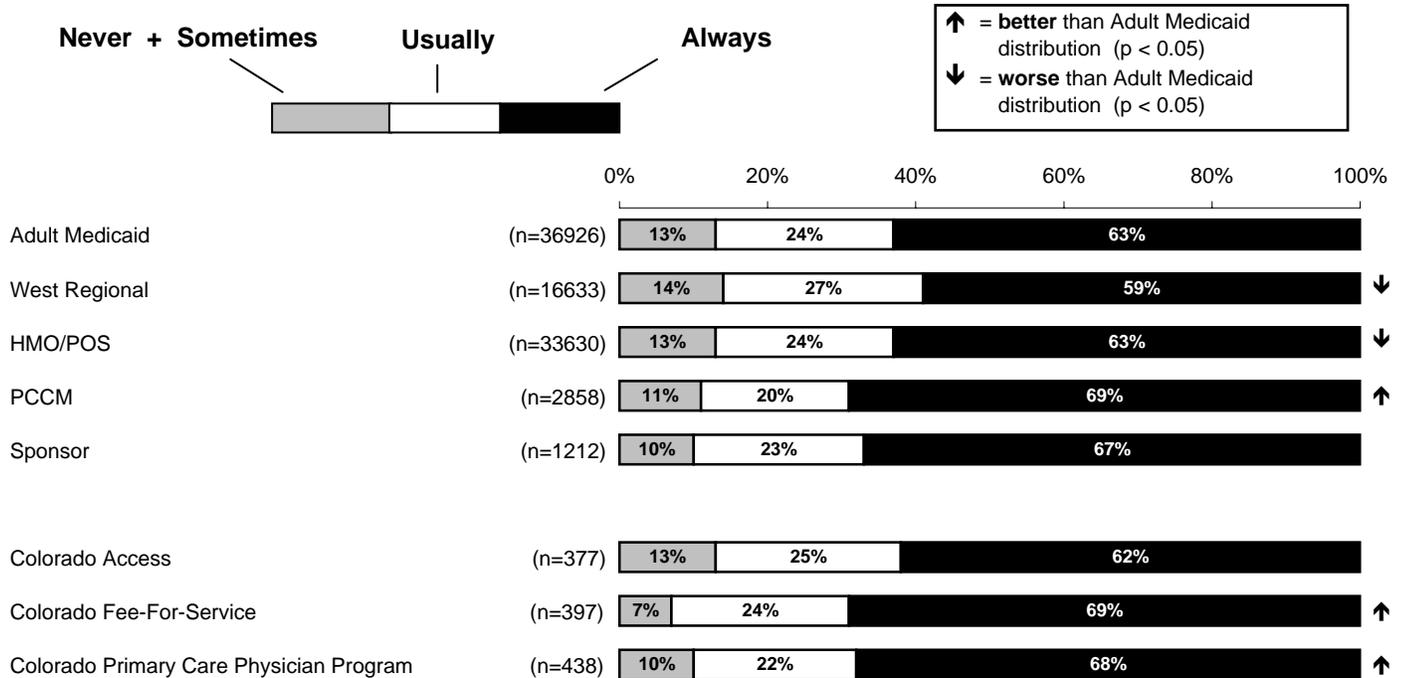
Q34. Of those respondents who went to a doctor's office or clinic: "In the last 6 months, how often did doctors or other health providers spend enough time with you?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

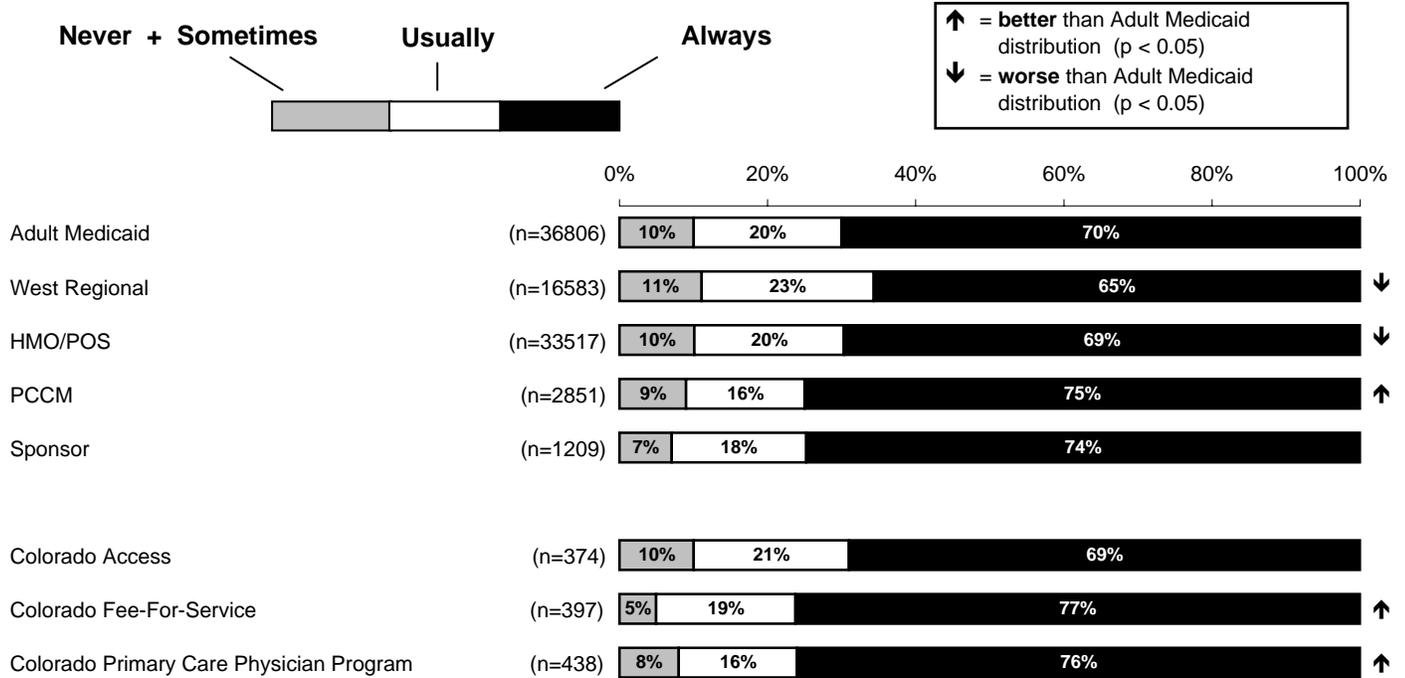
Courteous and Helpful Office Staff

This chart displays the data for "Courteous and Helpful Office Staff", an aggregate of survey questions 28 and 29. Results for the individual questions are displayed on each of the following pages.



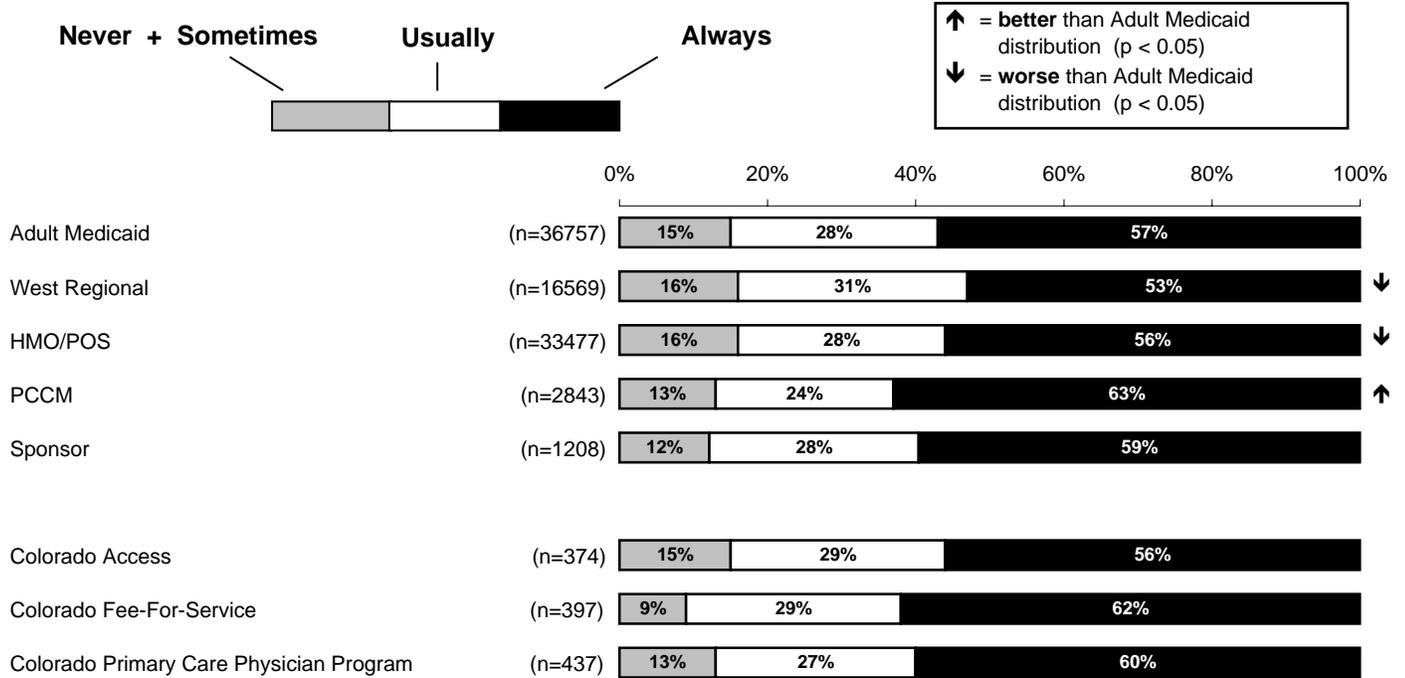
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q28. Of those respondents who went to a doctor's office or clinic: "In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

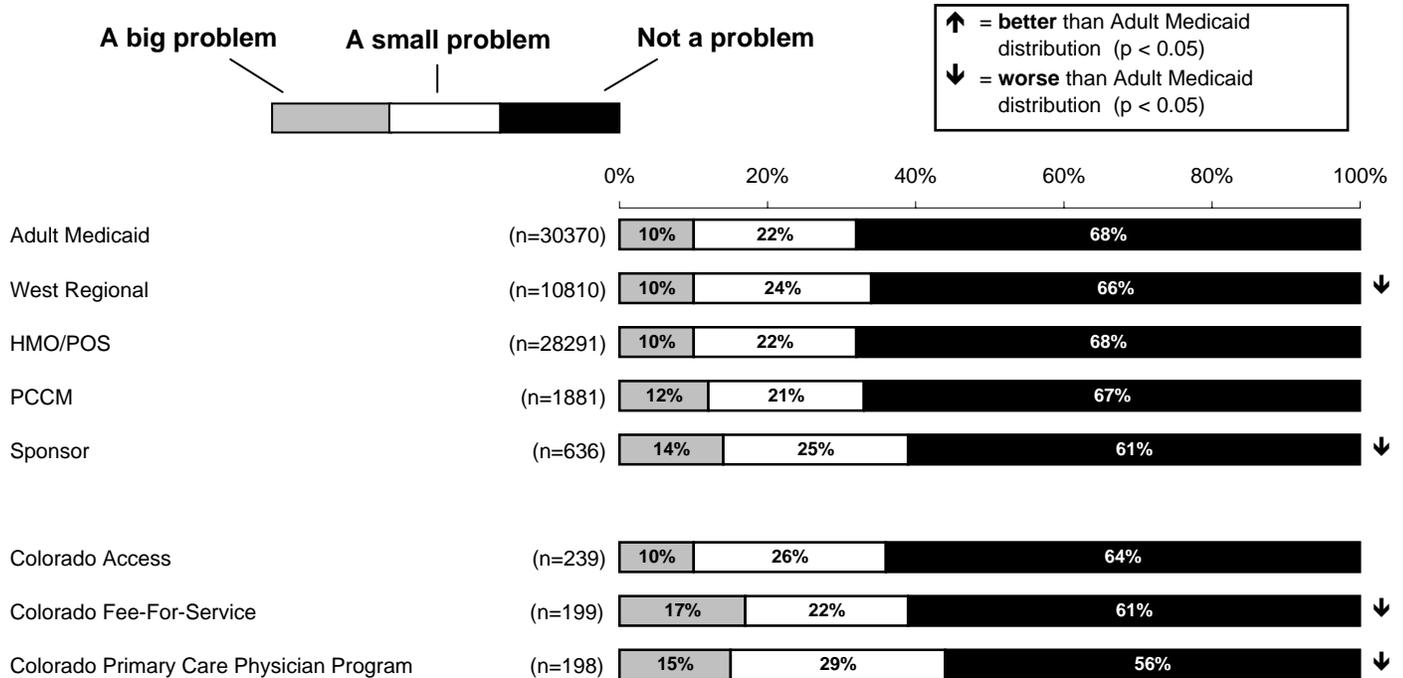
Q29. Of those respondents who went to a doctor's office or clinic: "In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

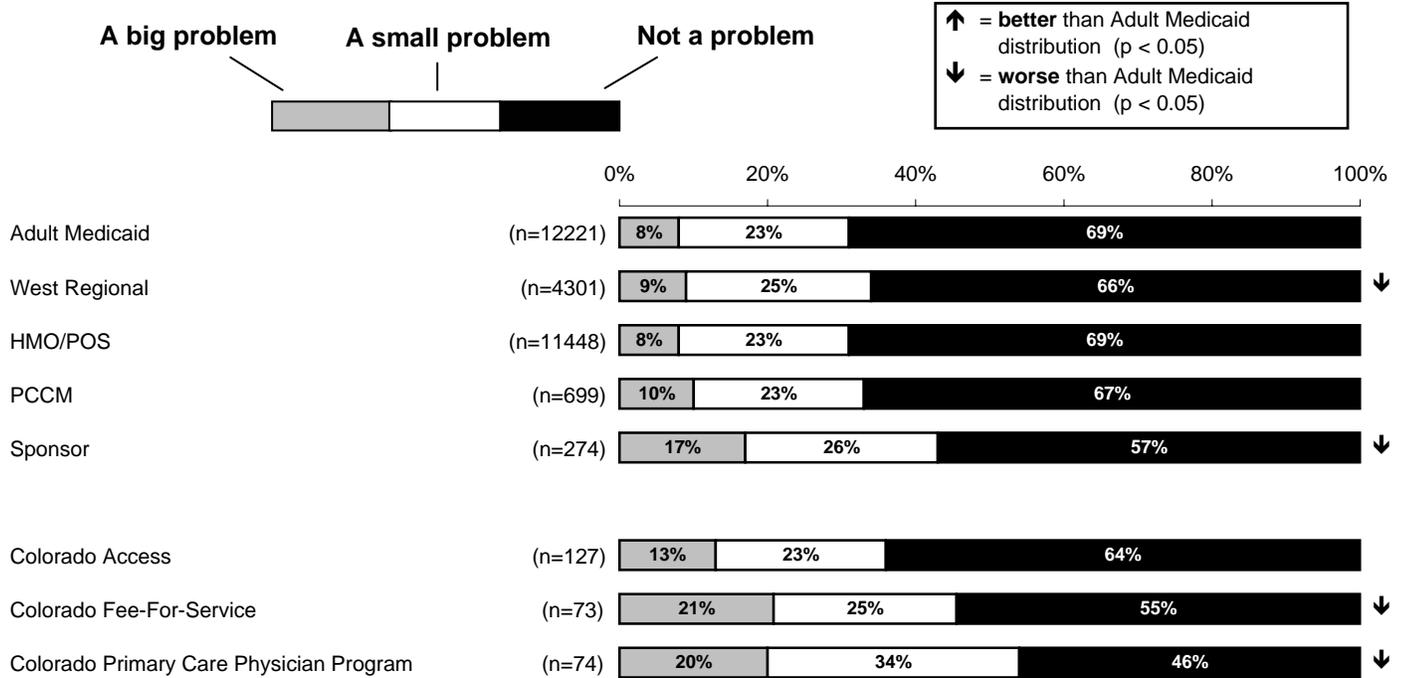
Customer Service

This chart displays the data for "Customer Service", an aggregate of survey questions 43, 45, and 51. Results for the individual questions are displayed on each of the following pages.



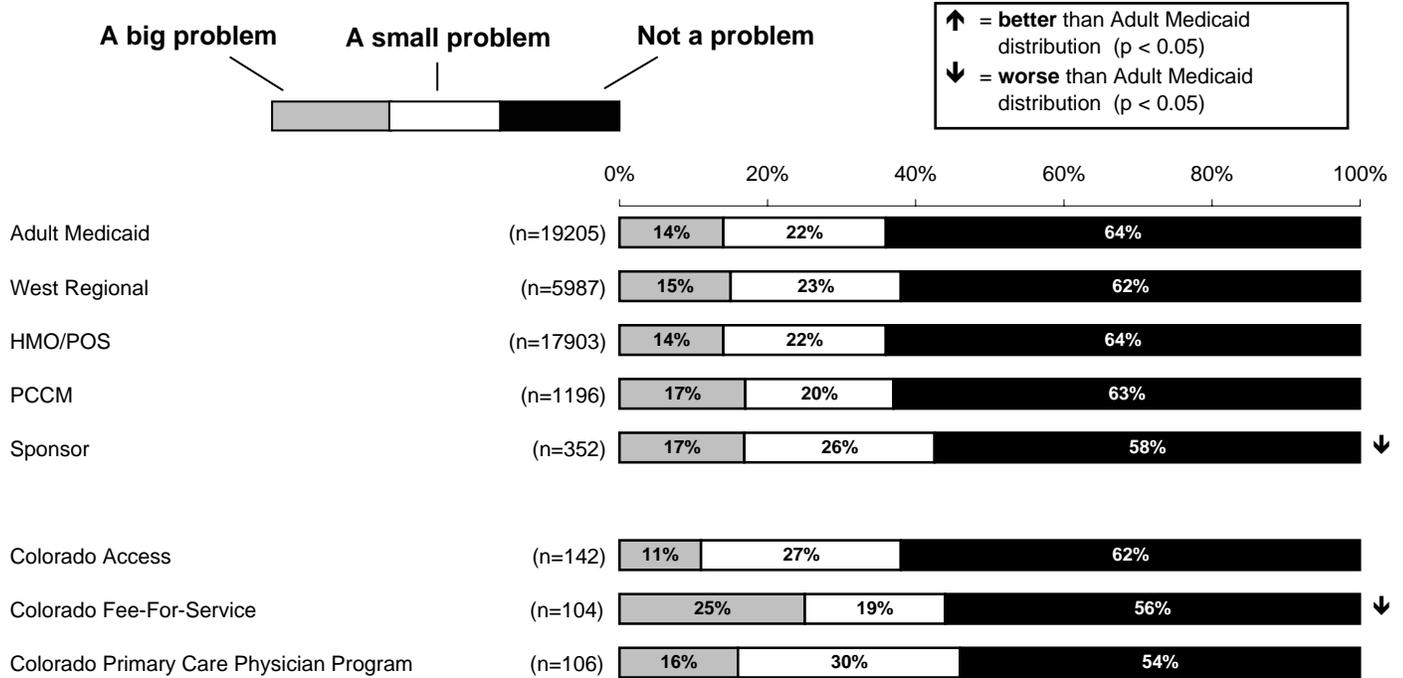
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q43. Of those respondents who looked for information in written materials or on the Internet: "In the last 6 months, how much of a problem, if any, was it to find or understand this information?"



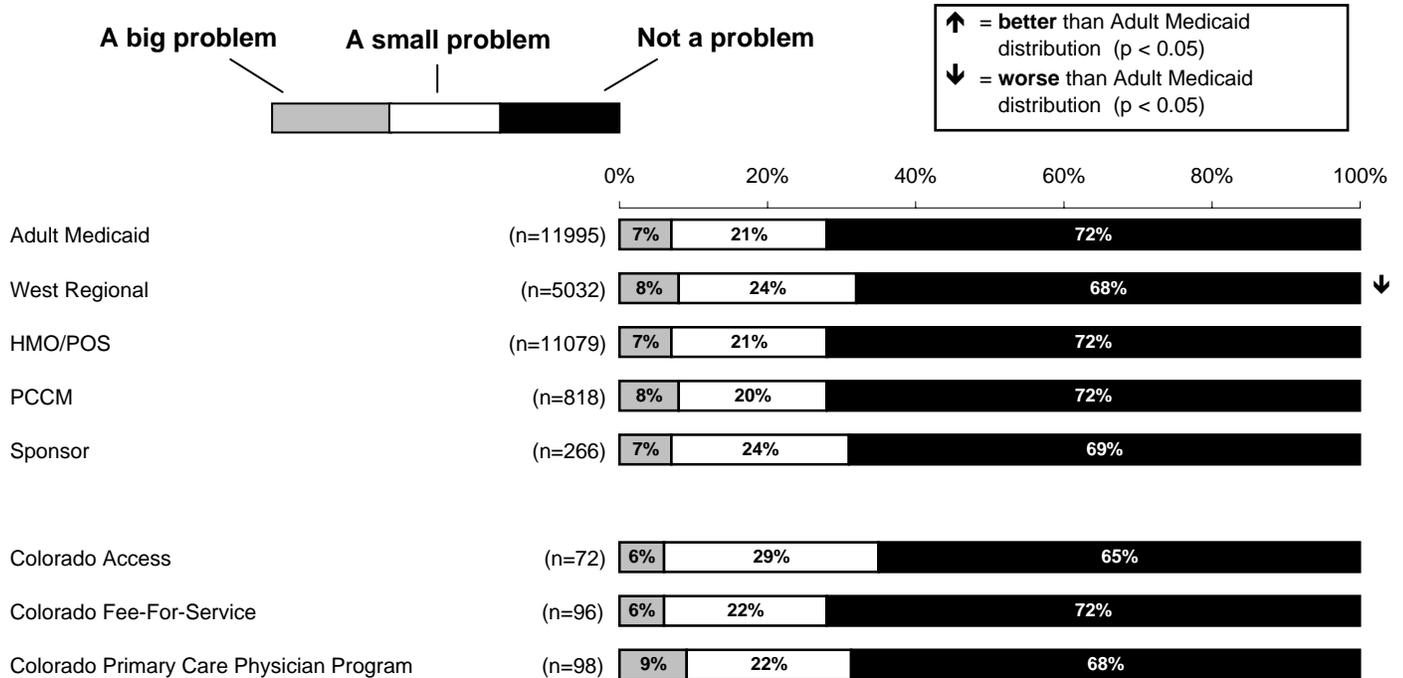
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q45. Of those respondents who called their health plan's customer service to get information or help: "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

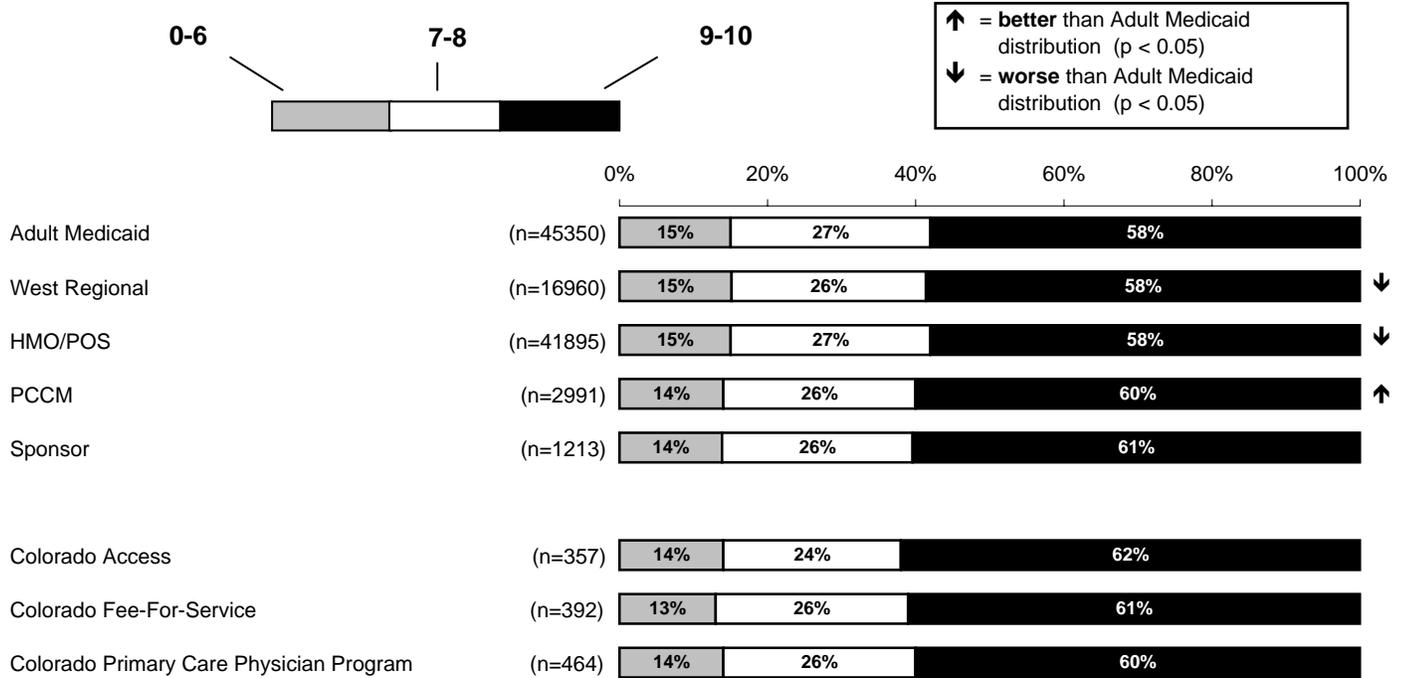
Q51. Of those respondents that filled out paperwork for their health plan: "In the last 6 months, how much of a problem, if any, did you have with paperwork for your health plan?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Overall Rating of Personal Doctor

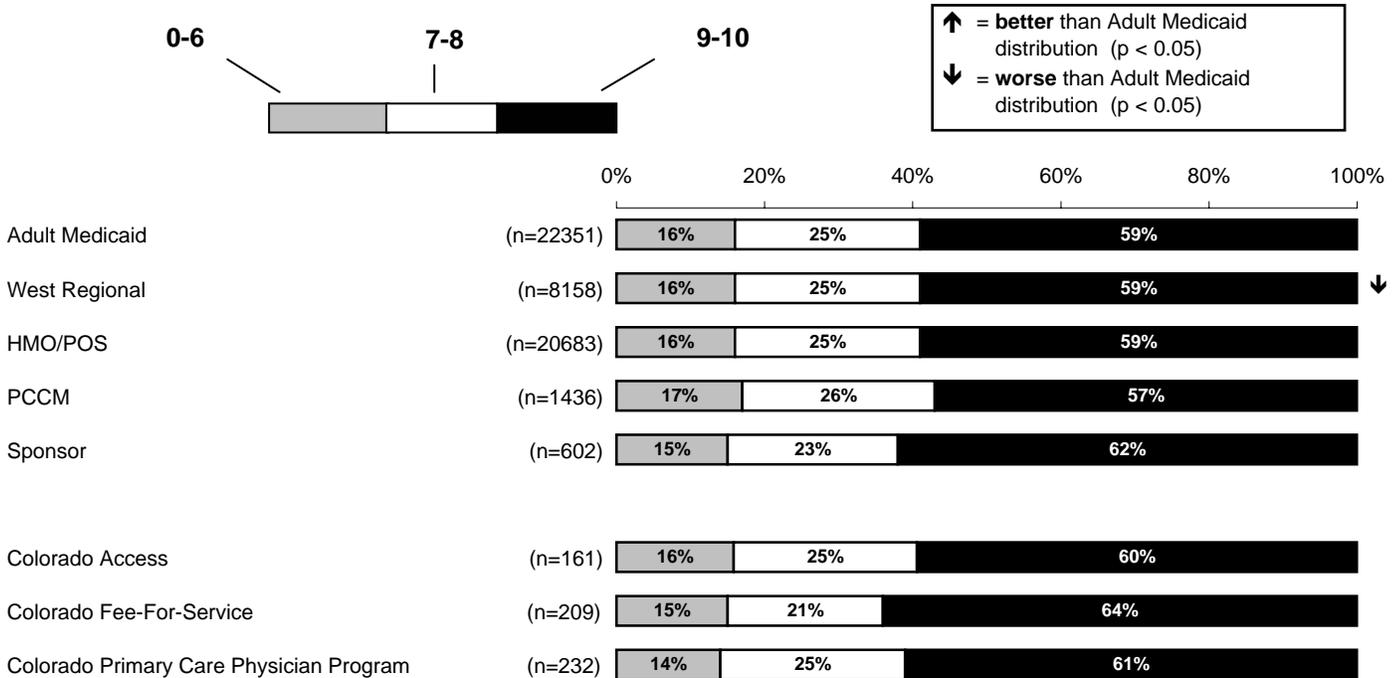
Q5. Of those respondents who reported having a personal doctor or nurse: "Using any number from 0 to 10, where 0 is the worst personal doctor or nurse possible, and 10 is the best, what number would you use to rate your personal doctor or nurse?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Overall Rating of Specialists

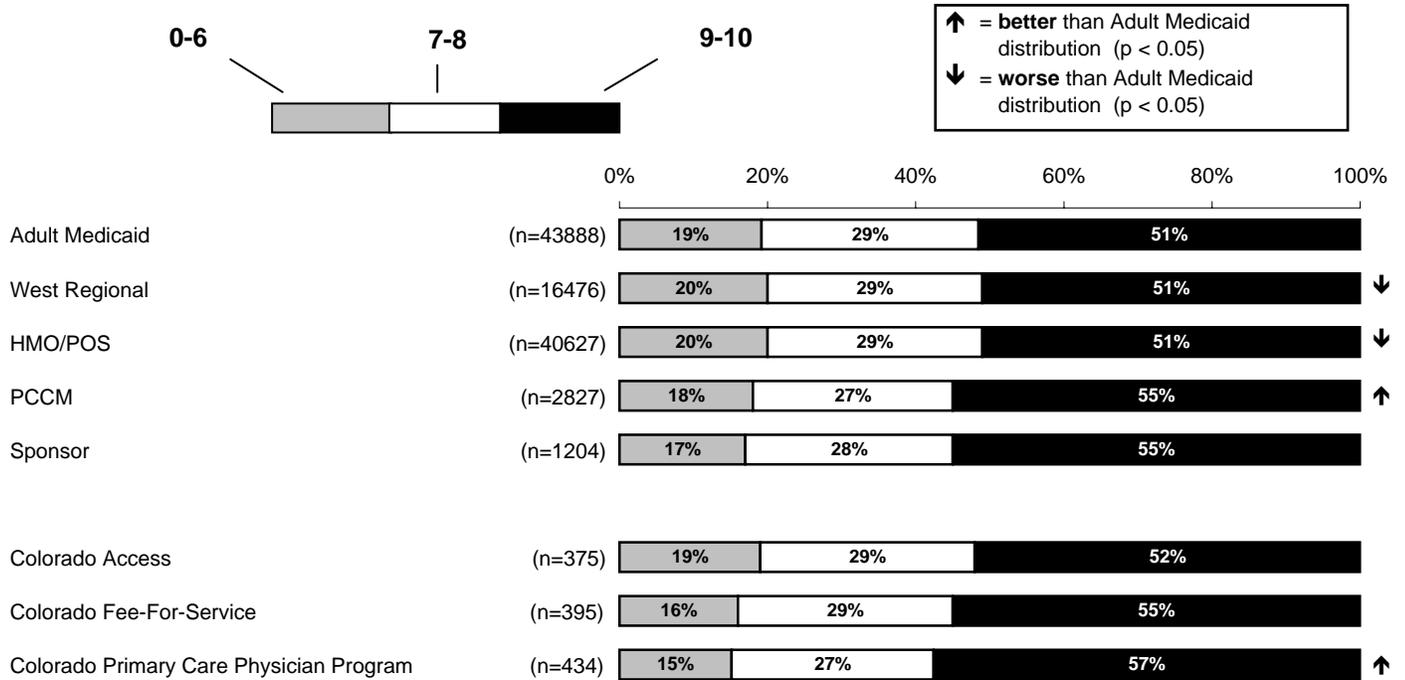
Q11. Of those respondents who reported seeing a specialist: "Using any number from 0 to 10, where 0 is the worst specialist possible, and 10 is the best personal specialist possible, what number would you use to rate the specialist?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Overall Rating of Health Care

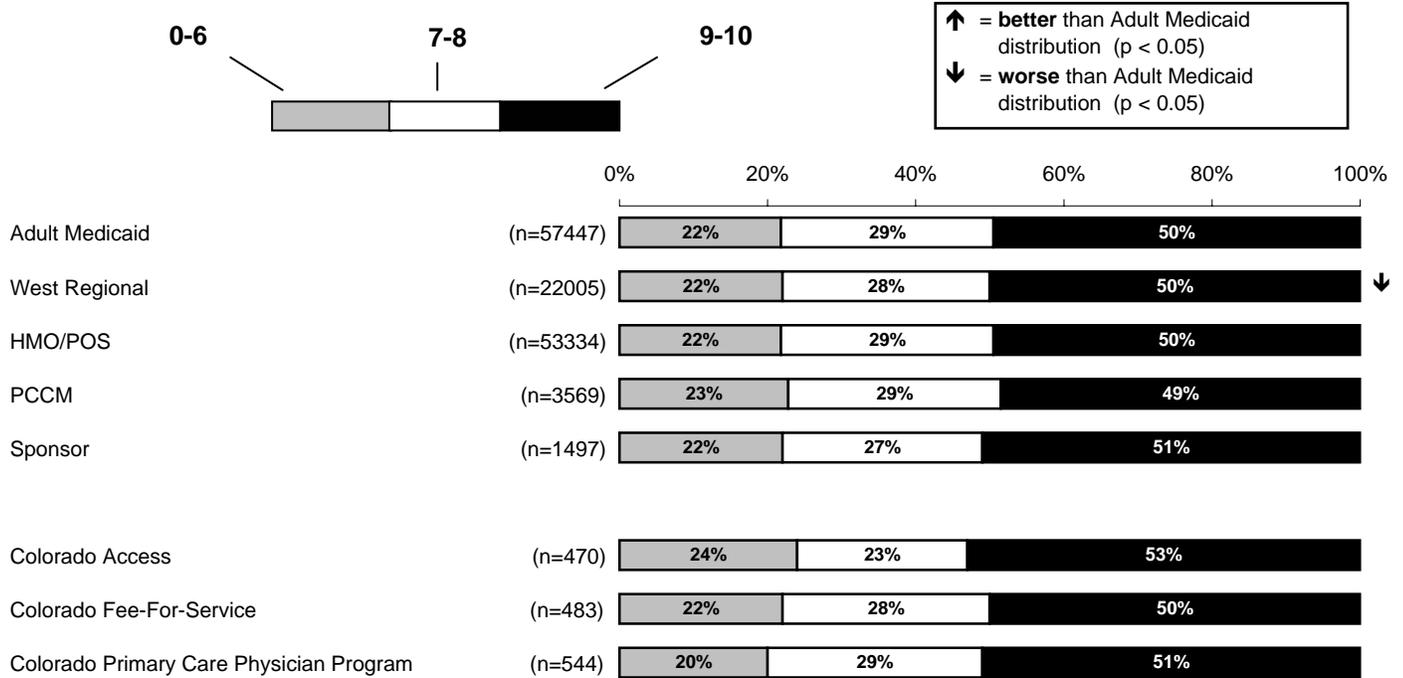
Q35. Of those respondents who reported going to a doctor's office or clinic: "Using any number from 0 to 10, where 0 is the worst health care possible, and 10 is the best, what number would you use to rate all your health care in the last 6 months?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Overall Rating of Health Plan

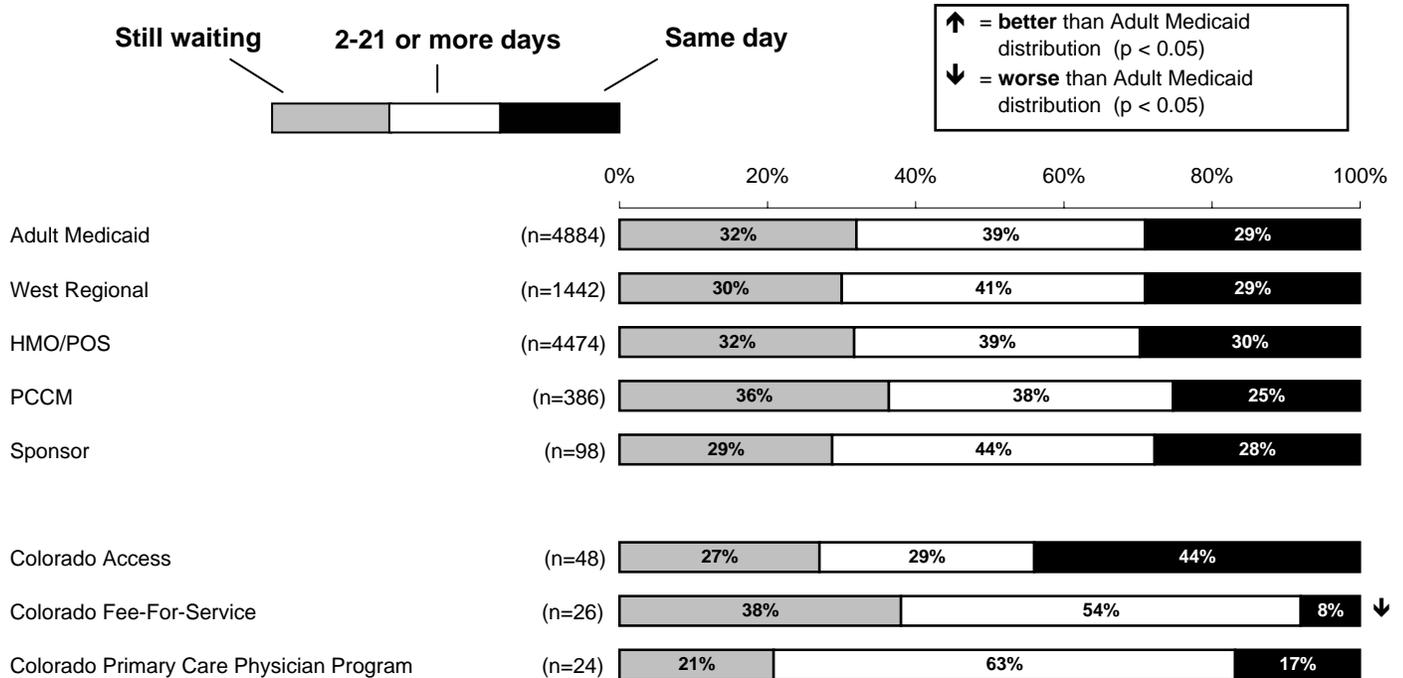
Q52. Using any number from 0 to 10, where 0 is the worst health plan possible, and 10 is the best health plan possible, what number would you use to rate your health plan?



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HEDIS Survey Item

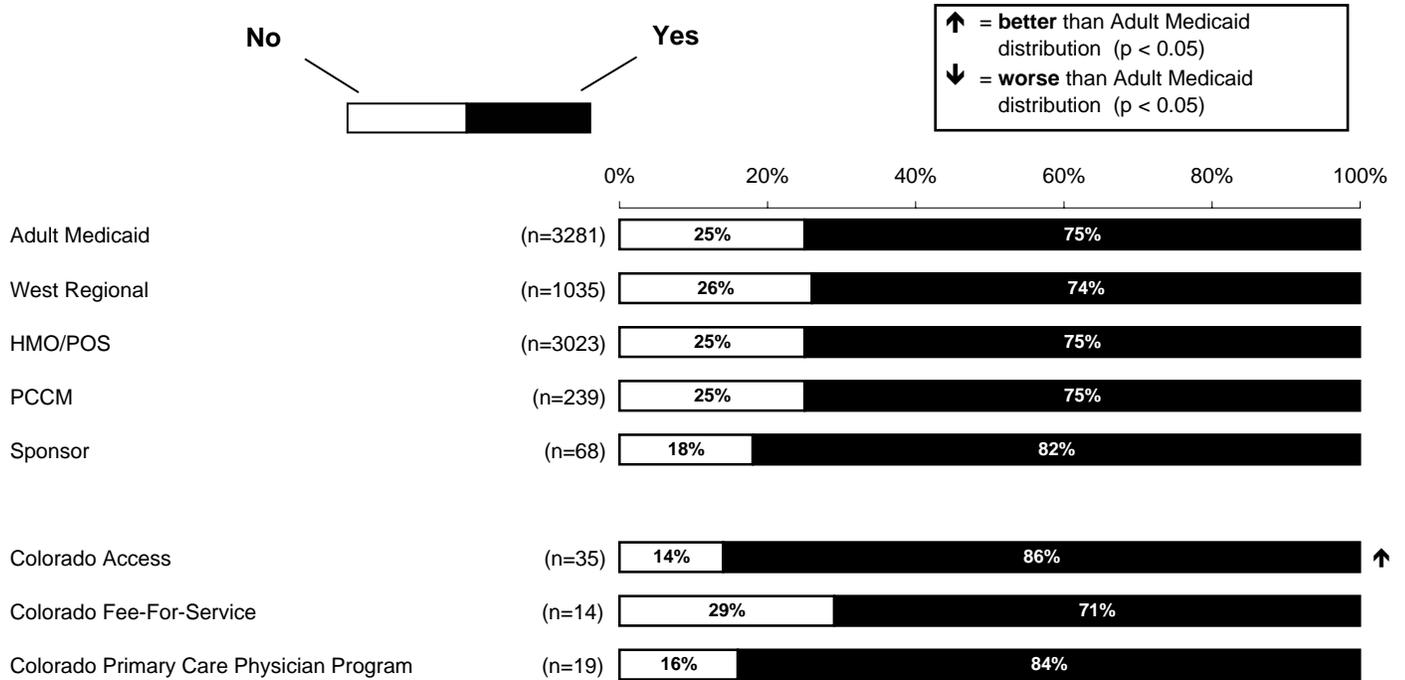
Q47. Of those respondents who called or wrote their health plan with a complaint or problem: "How long did it take for the health plan to resolve your complaint?"



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HEDIS Survey Item

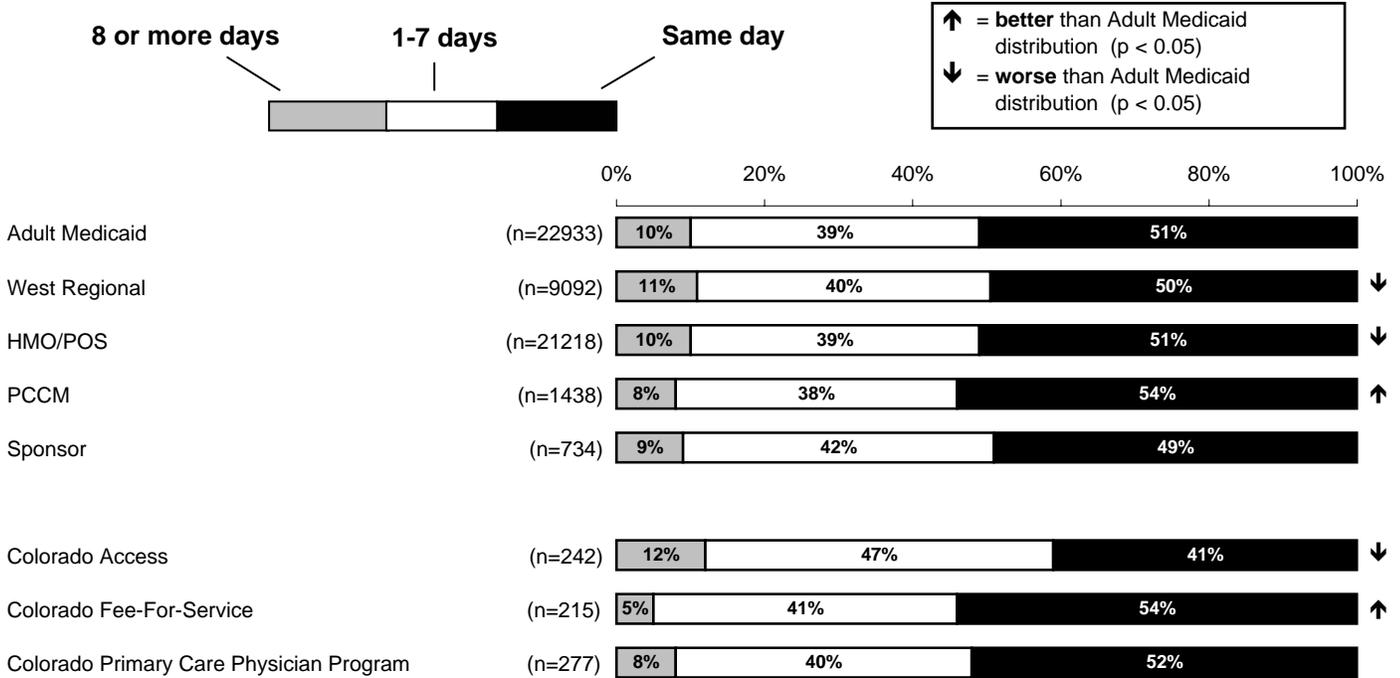
Q48. Of those respondents whose complaint or problem was resolved: "Was your complaint or problem settled to your satisfaction?"



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HEDIS Survey Item

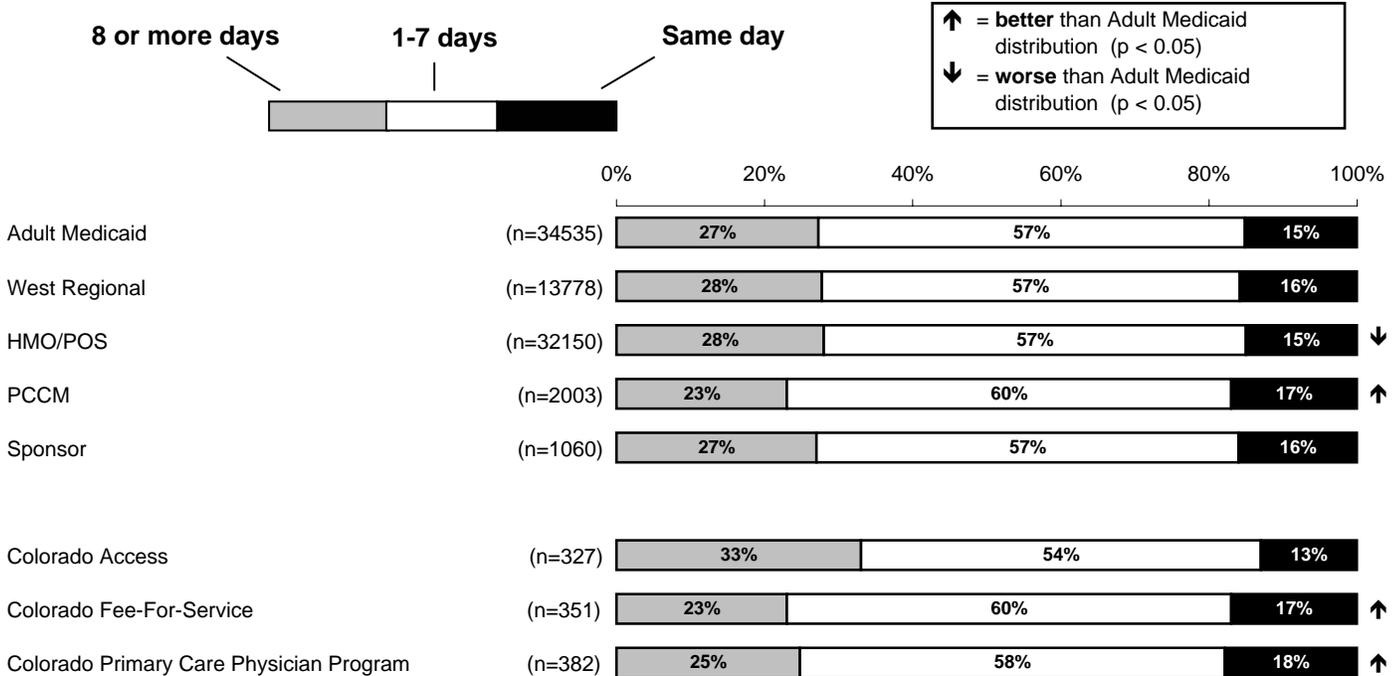
Q17. In the last 6 months, when you needed care right away for an illness, injury, or condition, how long did you usually have to wait between trying to get care and actually seeing a provider?



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HEDIS Survey Item

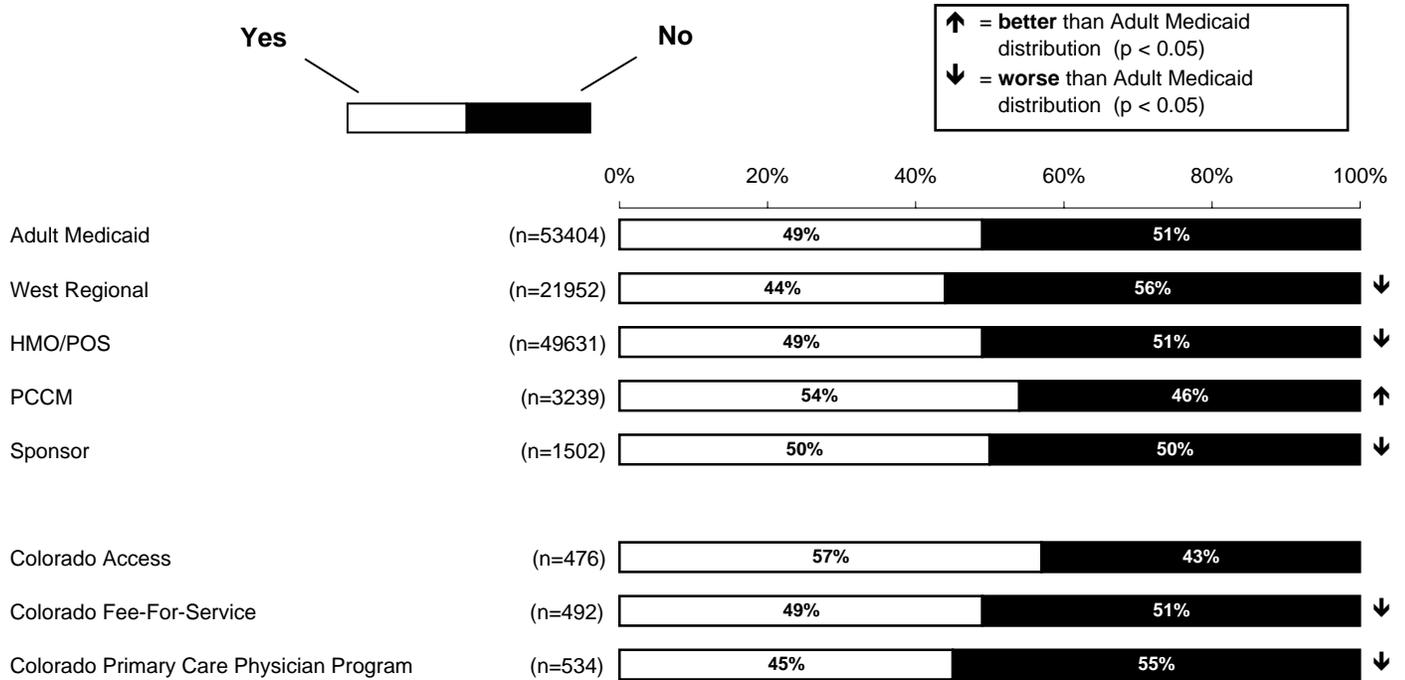
Q20. Of those respondents who made an appointment for care: "In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment and actually seeing a provider?"



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HEDIS Survey Item

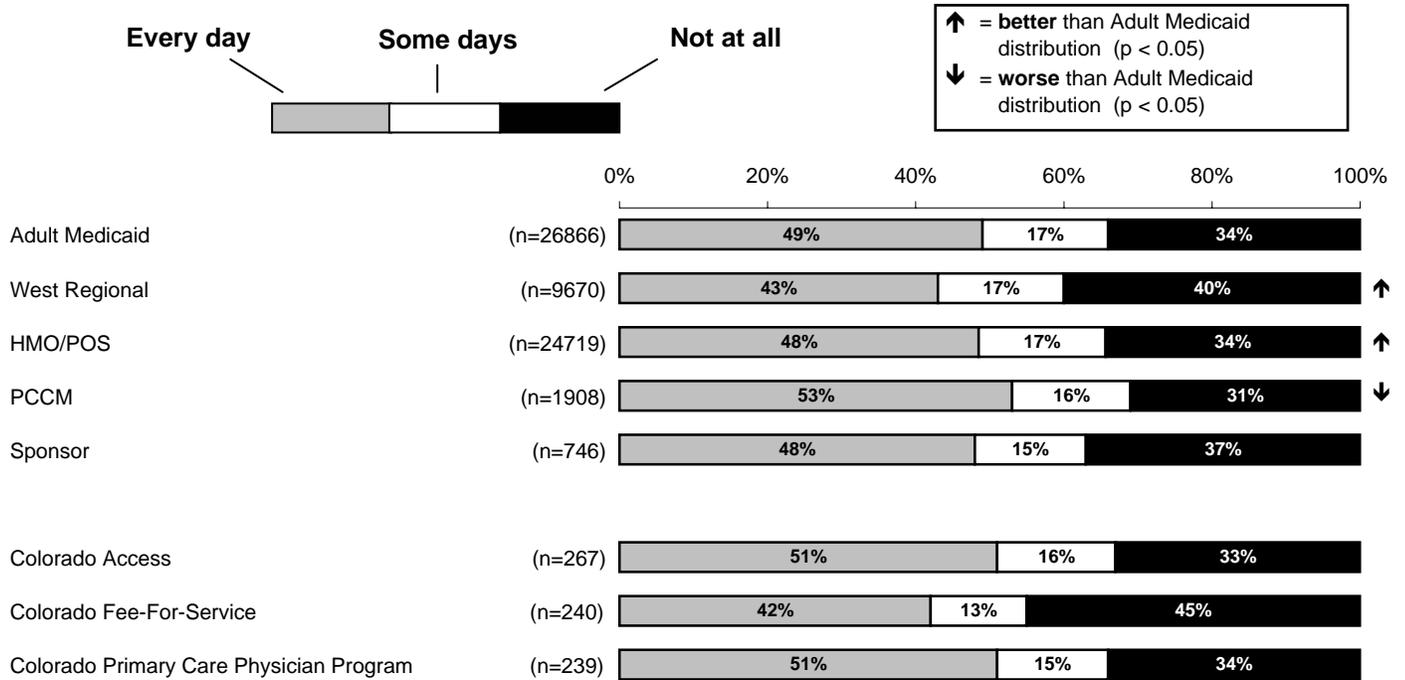
Q54. Have you ever smoked at least 100 cigarettes in your entire life?



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HEDIS Survey Item

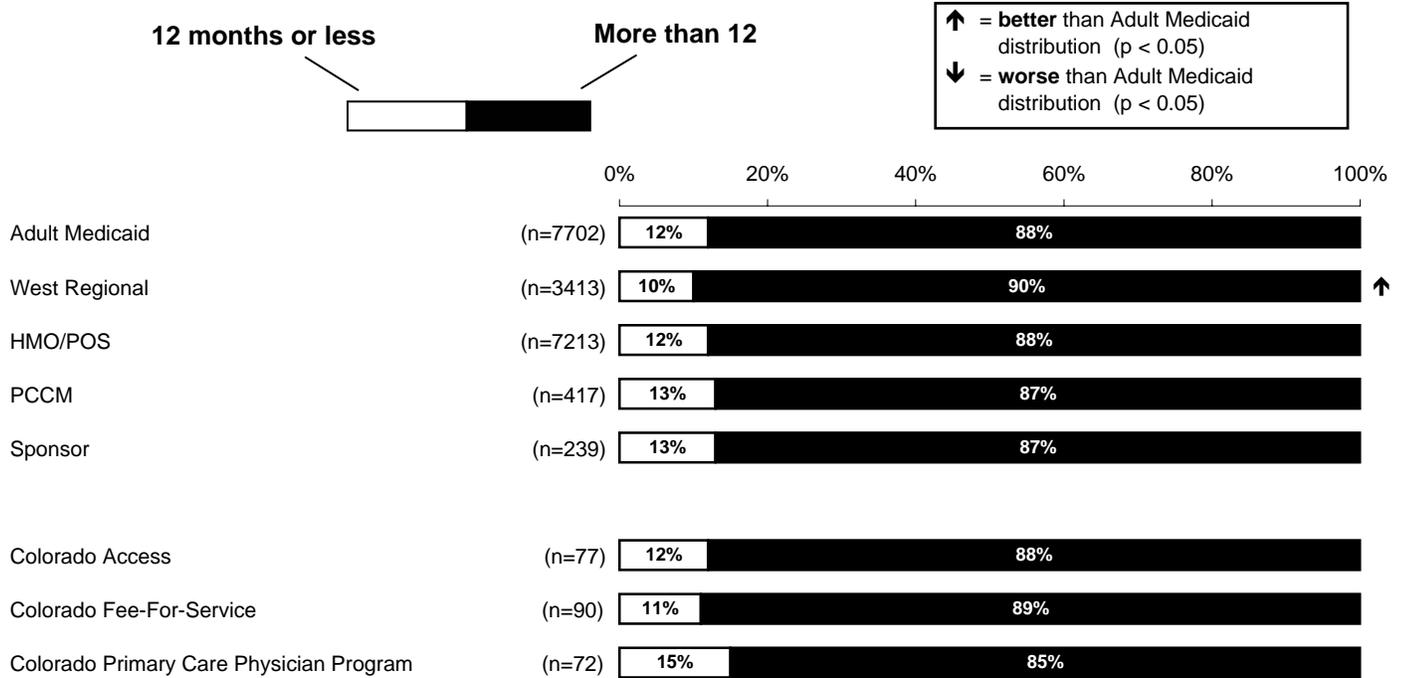
Q55. Of those respondents who have smoked at least 100 cigarettes: "Do you now smoke every day, some days, or not at all?"



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HEDIS Survey Item

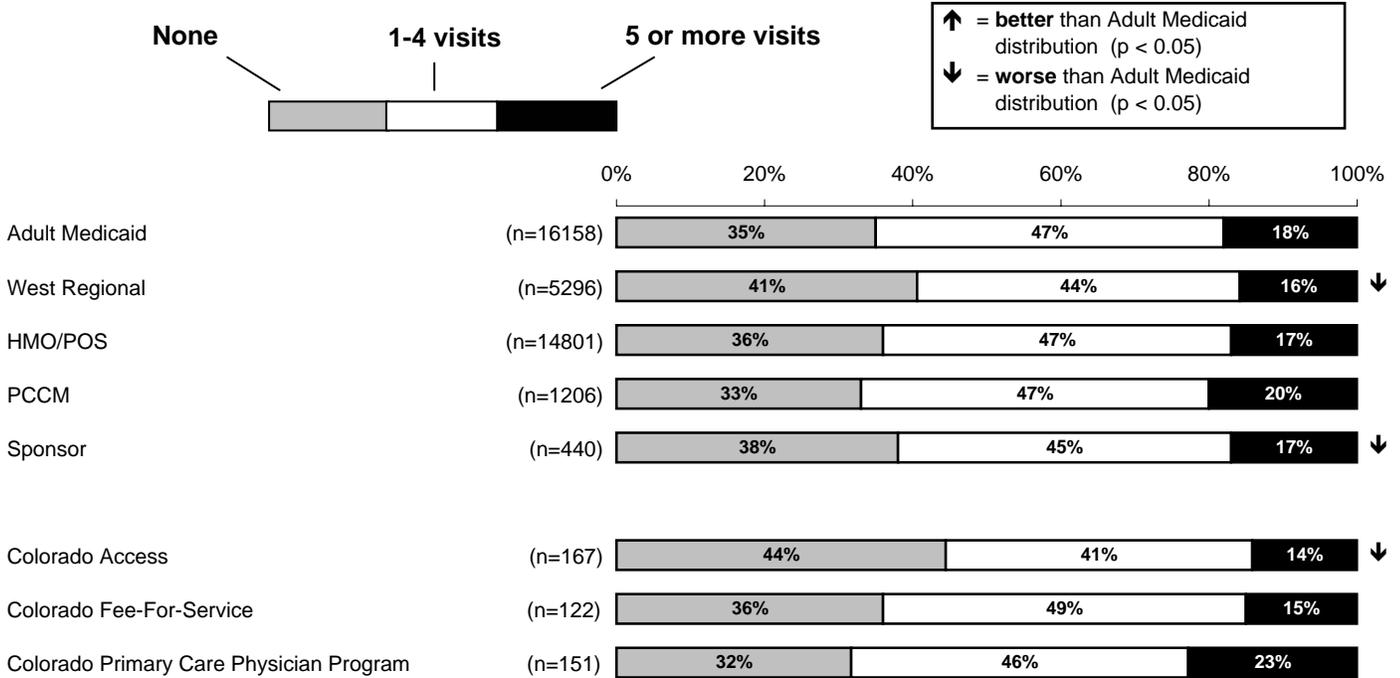
Q56. Of those respondents who have smoked at least 100 cigarettes and no longer smoke: "How long has it been since you quit smoking cigarettes?"



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HEDIS Survey Item

Q57. Of those respondents who have smoked at least 100 cigarettes and have not quit smoking: "In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?"



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