

**2018**

**MINNESOTA MANAGED CARE PUBLIC  
PROGRAMS CONSUMER SATISFACTION  
SURVEY RESULTS**

**For**

**Families and Children - Medical Assistance**

**Fee-for-service**

**MinnesotaCare**

**Minnesota Senior Care Plus**

**Special Needs BasicCare**

**September 2018**

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## Project Overview

The 2018 Minnesota Managed Care Public Programs Consumer Satisfaction Survey was conducted by DataStat, Inc., an NCQA-certified CAHPS® vendor, under contract with the Minnesota Department of Human Services (DHS).

The survey was designed to assess and compare the satisfaction of enrollees in managed care Minnesota Health Care Programs (MHCP), administered by DHS on an annual basis, utilizing the standardized survey instrument from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Medicaid core survey.

The survey is 53 questions. The survey assessed such topics as: *how well doctors communicate, getting care without long waits, getting care that is needed, health plan customer services, shared decision making, and overall satisfaction with health plans and health care.* DHS added questions to assess topics such as immunization, behavioral health and care coordination.

The survey included five core publicly funded managed care programs (population groups):

- Families and children – Medical Assistance (F&C-MA)
- Fee-for-service (FFS)
- MinnesotaCare
- Minnesota Senior Care Plus (MSC+)
- Special Needs BasicCare (SNBC)

The survey was administered from June 2018 through August 2018. Each respondent received up to four waves of mail with telephone interview call attempts made to non-responders. Participation in the survey was entirely voluntary, and all data collected is kept confidential. The materials were sent in English and contained instructions in Spanish that told respondents they could complete the questionnaire in Spanish by calling an 800 number. In addition, on the back side of the instructional letter was the state-developed language block with instructions to call a number for interpretation assistance in 15 languages.

The study had a goal of receiving at least 300 returned questionnaires for each health plan or group in each of the five program populations; 22 sample groups in all. See Appendix E for *Summary of Sampling Quantities and Response Rates*.

Data analysis was conducted in order to report results on three levels:

- Program level: overall results from the five core programs or population groups listed on this page
- Health plan specific: results for the managed care health plans participating in the programs or population groups
- Aggregate level: analysis was conducted at the combined program level in order to understand areas where improvement in quality and service can be made

## **Key Findings**

Information obtained from consumer satisfaction surveys allows managed care organizations (health plans) to measure how well they are meeting their members' expectations and needs. Surveys can also reveal areas of recent improvement and highlight other areas needing attention to improve the quality of care provided.

Key findings are defined as those health plan scores that are statistically significantly higher or lower than the program average, for the program in which that plan participates. A difference of means statistical test (see Appendix C: Technical Notes: Statistical Significance) is used to determine statistical significance.

Comparison of CAHPS Composite Scores within programs: Results from individual questions in the survey were combined into five different topic areas, called Composites.

The following table shows which health plans within each of the five programs rated lower or higher than average for the Composite categories.

	<i>Getting Needed Care</i>	<i>Getting Care Quickly</i>	<i>How Well Doctors Communicate</i>	<i>Customer Service</i>	<i>Shared Decision Making</i>
<b>Significantly Lower than Average</b>	UCare (MSC+)	HealthPartners (MSC+) Hennepin Health (F&C-MA) UCare (MSC+)	UCare (MSC+, SNBC)	Medica (SNBC) UCare (MSC+)	Hennepin Health (F&C-MA)
<b>Significantly Higher than Average</b>		HealthPartners (SNBC) South Country Health Alliance (F&C-MA)		HealthPartners (MinnesotaCare) Medica (MSC+) South Country Health Alliance (F&C-MA)	

Comparison of CAHPS Rating Scores within programs: Four questions rated the satisfaction of the enrollee with the health care received and are called Ratings.

The following table shows which health plans within each of the five programs rated lower or higher than average for the Ratings questions.

<b>Health Plan</b>	<i>Rating of all health care</i>	<i>Rating of personal doctor</i>	<i>Rating of specialist seen most often</i>	<i>Rating of health plan</i>
<b>Significantly Lower than Average</b>	Hennepin Health (F&C-MA) UCare (MSC+)	UCare (MSC+)		Hennepin Health (F&C-MA) UCare (MSC+)
<b>Significantly Higher than Average</b>	BluePlus (F&C-MA) HealthPartners (F&C-MA)	Medica (MSC+)		BluePlus (F&C-MA) UCare (F&C-MA)

## Program Level Composite and Rating Results

This section of the report shows overall results for the five core managed care MHCP (population groups):

- Families and children – Medical Assistance (F&C-MA)
- Fee-for-service (FFS)
- MinnesotaCare
- Minnesota Senior Care Plus (MSC+)
- Special Needs BasicCare (SNBC)

The survey results were adjusted for age and health status. Using a regression technique, variations among managed care organization populations were controlled such that plans could be compared in a fair manner. Statistical testing of differences between health plans was based on adjusted results.

Composite scores summarize survey responses to questions asking about related aspects of health plan and program member experience. The proportion of positive response is calculated for each survey question in a composite and the proportions are averaged to calculate a composite score. A response of "Yes" is used to calculate the Shared Decision Making composite. For all other composite scores, a response of "Always" is used. The rating scores show the percentage of enrollees who responded most positively (9 or 10) on the four overall survey questions that asked enrollees to rate their health care, doctor, specialist and health plan.

When comparing composite or rating scores, the reader should ignore small differences between numbers. These small differences may reflect sampling variation or variation in response rate rather than real differences.

### Composite Scores

<b>Program</b>	<b><i>Getting Needed Care</i></b>	<b><i>Getting Care Quickly</i></b>	<b><i>How Well Doctors Communicate</i></b>	<b><i>Customer Service</i></b>	<b><i>Shared Decision Making</i></b>
<b>F&amp;C-MA</b>	54%	58%	81%	67%	82%
<b>FFS</b>	53%	59%	78%	67%	84%
<b>MinnesotaCare</b>	54%	61%	81%	67%	84%
<b>MSC+</b>	56%	62%	77%	66%	77%
<b>SNBC</b>	55%	60%	78%	69%	80%

## Rating Scores

<b>Program</b>	<i>Rating of all health care</i>	<i>Rating of personal doctor</i>	<i>Rating of specialist seen most often</i>	<i>Rating of health plan</i>
<b>F&amp;C-MA</b>	54%	71%	70%	60%
<b>FFS</b>	54%	69%	67%	53%
<b>MinnesotaCare</b>	54%	70%	68%	55%
<b>MSC+</b>	60%	75%	71%	66%
<b>SNBC</b>	54%	72%	67%	62%

## Plan Results

These tables provide plan-specific composite and overall satisfaction scores for each MHCP. The survey results for the health plans were adjusted for age and self-reported health status before testing for significant differences. The program average is provided for evaluation purposes. For each composite and rating score, each plan or plan combination was compared to the program average using a difference-of-means statistical test. For this project, plans without an adequate number of enrollees to warrant an individual sample were combined and are presented here as a single reporting unit.

- Plans with a composite or rating score significantly lower than the program average have an indicator of an asterisk (\*) next to that rating or composite score.
- Plans with a composite or rating score significantly higher than the program average have an indicator of two asterisks (\*\*) next to that rating or composite score.

Each individual composite includes a series of related questions. For each health plan, the numbers in the tables show the percent of all enrollees who responded most positively to these questions.

The series of questions asked enrollees to rate how often:

- Their doctors communicated well
- They received care without long waits
- They got needed care
- Their health plan's customer service was helpful and courteous
- They talked with their doctor about prescription medicine

The rating scores show the percentage of enrollees who responded most positively (9 or 10) on the four overall survey questions that asked enrollees to rate their health care, doctor, specialist and health plan.

## Families and Children – Medical Assistance Composite Scores

<b>F&amp;C-MA</b>	<i>Getting Needed Care</i>	<i>Getting Care Quickly</i>	<i>How Well Doctors Communicate</i>	<i>Customer Service</i>	<i>Shared Decision Making</i>
<b>F&amp;C-MA average</b>	54%	58%	81%	67%	82%
<b>BluePlus</b>	56%	59%	83%	64%	85%
<b>HealthPartners</b>	54%	63%	84%	67%	81%
<b>Hennepin Health (HH)</b>	53%	52% *	77%	58%	77% *
<b>Itasca Medical Care (IMC)</b>	54%	56%	82%	72%	86%
<b>PrimeWest Health (PW)</b>	54%	56%	83%	73%	79%
<b>South Country Health Alliance (SCHA)</b>	55%	62% **	81%	76% **	86%
<b>UCare</b>	55%	56%	77%	62%	82%

Significantly higher\*\* or lower\* than the F&C-MA program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Families and Children – Medical Assistance Overall Satisfaction Ratings

<b>F&amp;C-MA</b>	<i>Rating of all health care</i>	<i>Rating of personal doctor</i>	<i>Rating of specialist seen most often</i>	<i>Rating of health plan</i>
<b>F&amp;C-MA average</b>	54%	71%	70%	60%
<b>BluePlus</b>	63% **	73%	71%	66% **
<b>HealthPartners</b>	62% **	75%	74%	62%
<b>Hennepin Health</b>	40% *	66%	62%	44% *
<b>Itasca Medical Care</b>	49%	71%	74%	57%
<b>PrimeWest Health</b>	55%	70%	64%	60%
<b>South Country Health Alliance</b>	54%	69%	68%	62%
<b>UCare</b>	55%	70%	75%	64% **

Significantly higher\*\* or lower\* than the F&C-MA program average  
(see Appendix B: Technical Notes: Statistical Significance)

## MinnesotaCare Composite Scores

<b>MinnesotaCare</b>	<i>Getting Needed Care</i>	<i>Getting Care Quickly</i>	<i>How Well Doctors Communicate</i>	<i>Customer Service</i>	<i>Shared Decision Making</i>
<b>MinnesotaCare average</b>	54%	61%	81%	67%	84%
<b>BluePlus</b>	51%	60%	81%	64%	82%
<b>HealthPartners</b>	58%	58%	87%	74% **	83%
<b>UCare</b>	57%	62%	82%	63%	86%
<b>IMC, HH, PW and SCHA</b>	50%	61%	76%	64%	84%

Significantly higher\*\* or lower\* than the MinnesotaCare program average  
(see Appendix B: Technical Notes: Statistical Significance)

## MinnesotaCare Overall Satisfaction Ratings

<b>MinnesotaCare</b>	<i>Rating of all health care</i>	<i>Rating of personal doctor</i>	<i>Rating of specialist seen most often</i>	<i>Rating of health plan</i>
<b>MinnesotaCare average</b>	54%	70%	68%	55%
<b>BluePlus</b>	50%	66%	69%	55%
<b>HealthPartners</b>	54%	71%	68%	57%
<b>UCare</b>	60%	73%	68%	55%
<b>IMC, HH, PW and SCHA</b>	52%	69%	66%	54%

Significantly higher\*\* or lower\* than the MinnesotaCare program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Minnesota Senior Care Plus (MSC+) Composite Scores

<b>MSC+</b>	<i>Getting Needed Care</i>	<i>Getting Care Quickly</i>	<i>How Well Doctors Communicate</i>	<i>Customer Service</i>	<i>Shared Decision Making</i>
<b>MSC+ average</b>	56%	62%	77%	66%	77%
<b>BluePlus</b>	56%	66%	76%	71%	74%
<b>HealthPartners</b>	56%	56% *	77%	63%	75%
<b>Medica</b>	59%	65%	79%	76% **	77%
<b>UCare</b>	45% *	44% *	69% *	47% *	81%
<b>IMC, PW and SCHA</b>	61% **	76% **	80% **	75% **	78%

Significantly higher\*\* or lower\* than the MSC+ program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Minnesota Senior Care Plus (MSC+) Overall Satisfaction Ratings

<b>MSC+</b>	<i>Rating of all health care</i>	<i>Rating of personal doctor</i>	<i>Rating of specialist seen most often</i>	<i>Rating of health plan</i>
<b>MSC+ average</b>	60%	75%	71%	66%
<b>BluePlus</b>	65%	80%	77%	68%
<b>HealthPartners</b>	59%	75%	66%	68%
<b>Medica</b>	61%	81% **	73%	68%
<b>UCare</b>	51% *	61% *	64%	53% *
<b>IMC PW and SCHA</b>	60%	77% **	73%	72% **

Significantly higher\*\* or lower\* than the MSC+ program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Special Needs BasicCare (SNBC) Composite Scores

<b>SNBC</b>	<i>Getting Needed Care</i>	<i>Getting Care Quickly</i>	<i>How Well Doctors Communicate</i>	<i>Customer Service</i>	<i>Shared Decision Making</i>
<b>SNBC average</b>	55%	60%	78%	69%	80%
<b>HealthPartners</b>	54%	64% **	79%	71%	80%
<b>Hennepin Health</b>	54%	58%	80%	68%	79%
<b>Medica</b>	53%	60%	77%	59% *	80%
<b>UCare</b>	53%	58%	70% *	68%	80%
<b>PW and SCHA</b>	58% **	59%	82%	78% **	84%

Significantly higher\*\* or lower\* than the SNBC program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Special Needs BasicCare (SNBC) Overall Satisfaction Ratings

<b>SNBC</b>	<i>Rating of all health care</i>	<i>Rating of personal doctor</i>	<i>Rating of specialist seen most often</i>	<i>Rating of health plan</i>
<b>SNBC average</b>	54%	72%	67%	62%
<b>HealthPartners</b>	53%	69%	63%	64%
<b>Hennepin Health</b>	53%	72%	61%	57%
<b>Medica</b>	54%	72%	66%	58%
<b>UCare</b>	49%	71%	75%	60%
<b>PW and SCHA</b>	60%	75%	69%	68% **

Significantly higher\*\* or lower\* than the SNBC program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Trend Analysis

Comparisons across time are the focus of the Trend Analysis section. While the CAHPS questionnaire has been revised over the years, the ratings questions and questions comprising four of the composites have remained the same. The Shared Decision Making Composite is presented here for the current and two previous years only as the questions comprising this composite were revised in the 2016 questionnaires. For each program and each health plan, up to five years of trend-year comparisons are presented. Availability of trend data is determined by what plans participated in each program in any given year.

In the next section, the rating scores show the percentage of enrollees who responded most positively (9 or 10) on the four overall survey questions that asked enrollees to rate their health care, doctor, specialist and health plan. The composite scores show the percentage of enrollees who responded most positively (“Always”) to the questions that formed the composite topics.

A summary table is presented for each program followed by a table for each health plan participating in the program. Plans without an adequate number of enrollees to warrant an individual sample were combined and are presented here as a single reporting unit. When trend data are not available an “x” and “NA” are presented.

A review of the following tables makes it clear that while there is year-to-year fluctuation in scores for ratings questions and composites, scores remain relatively stable when comparing 2013 scores to 2018.

A review of scores for each program population, comparing 2018 scores to 2017 year scores, shows that both composite and ratings scores are trending higher. Also at the program-level, a review across each rating question and composite, shows scores for the MSC+ program trended lower while scores for the SNBC program trended higher.

In reviewing health plan scores within each program, using a comparison of 2017 versus 2018 scores, findings show that composites and ratings scores are trending higher across sample groups. Rating of Personal Doctor, Rating of Health Plan and the Customer Service and Shared Decision Making composites had the highest proportion of higher trending scores across sampling groups.

The most meaningful information presented in this analysis can be gleaned by reviewing data for each reporting unit independently.

## Families and Children – Medical Assistance – Overall

Overall satisfaction ratings for  
Families and Children – Medical Assistance – overall from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
F&C-MA 2013	49.6%	68.4%	65.8%	57.6%
F&C-MA 2014	48.4%	67.5%	61.3%	55.9%
F&C-MA 2015	53.8%	69.5%	64.7%	57.6%
F&C-MA 2016	51.6%	68.4%	62.5%	55.8%
F&C-MA 2017	55.4%	71.7%	64.4%	59.2%
F&C-MA 2018	54.4%	70.9%	70.4%	59.6%

Composite scores for  
Families and Children – Medical Assistance – overall from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
F&C-MA 2013	58.0%	55.9%	80.7%	66.7%	NA
F&C-MA 2014	49.9%	55.4%	77.1%	64.8%	NA
F&C-MA 2015	54.7%	58.0%	79.3%	67.8%	NA
F&C-MA 2016	51.1%	57.0%	79.5%	69.9%	80.9%
F&C-MA 2017	54.5%	57.7%	80.5%	65.7%	82.3%
F&C-MA 2018	54.4%	58.0%	81.3%	67.1%	82.5%

## Families and Children - Medical Assistance – BluePlus

Overall satisfaction ratings for  
Families and Children - Medical Assistance – BluePlus from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
F&C-MA - BluePlus 2013	48.4%	68.1%	64.2%	64.5%
F&C-MA - BluePlus 2014	56.4%	70.8%	53.7%	58.8%
F&C-MA - BluePlus 2015	60.3%	74.3%	62.5%	64.1%
F&C-MA - BluePlus 2016	59.9%	72.2%	67.3%	61.9%
F&C-MA - BluePlus 2017	56.5%	72.3%	75.0%	58.2%
F&C-MA - BluePlus 2018	63.2%	73.0%	71.3%	65.6%

Composite scores for  
Families and Children - Medical Assistance – BluePlus from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
F&C-MA - BluePlus 2013	57.2%	55.5%	75.4%	64.8%	NA
F&C-MA - BluePlus 2014	49.2%	65.2%	78.8%	72.9%	NA
F&C-MA - BluePlus 2015	54.1%	60.8%	83.4%	72.3%	NA
F&C-MA - BluePlus 2016	52.5%	61.9%	78.4%	74.3%	86.4%
F&C-MA - BluePlus 2017	50.0%	57.5%	84.9%	61.8%	82.2%
F&C-MA - BluePlus 2018	56.3%	58.9%	82.6%	63.6%	84.9%

## Families and Children - Medical Assistance – HealthPartners

Overall satisfaction ratings for  
Families and Children - Medical Assistance – HealthPartners from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
F&C-MA - HealthPartners 2013	49.8%	68.5%	73.0%	58.2%
F&C-MA - HealthPartners 2014	55.7%	70.4%	61.0%	60.3%
F&C-MA - HealthPartners 2015	61.2%	74.1%	70.4%	60.2%
F&C-MA - HealthPartners 2016	57.1%	70.9%	59.0%	58.8%
F&C-MA - HealthPartners 2017	61.4%	71.7%	59.5%	64.0%
F&C-MA - HealthPartners 2018	61.8%	74.8%	73.6%	62.0%

Composite scores for  
Families and Children - Medical Assistance – HealthPartners from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
F&C-MA - HealthPartners 2013	63.5%	56.2%	76.8%	70.0%	NA
F&C-MA - HealthPartners 2014	54.4%	60.5%	80.5%	65.7%	NA
F&C-MA - HealthPartners 2015	56.8%	57.7%	74.9%	75.1%	NA
F&C-MA - HealthPartners 2016	56.1%	60.2%	78.0%	72.9%	75.9%
F&C-MA - HealthPartners 2017	53.2%	60.1%	83.0%	77.9%	76.5%
F&C-MA - HealthPartners 2018	54.0%	62.8%	83.6%	66.7%	80.6%

## Families and Children - Medical Assistance – Hennepin Health

Overall satisfaction ratings for  
Families and Children - Medical Assistance – Hennepin Health from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
F&C-MA - Hennepin Health 2013	NA	NA	NA	NA
F&C-MA - Hennepin Health 2014	NA	NA	NA	NA
F&C-MA - Hennepin Health 2015	NA	NA	NA	NA
F&C-MA - Hennepin Health 2016	NA	NA	NA	NA
F&C-MA - Hennepin Health 2017	NA	NA	NA	NA
F&C-MA - Hennepin Health 2018	39.7%	66.4%	62.1%	44.0%

Composite scores for  
Families and Children - Medical Assistance – Hennepin Health from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
F&C-MA - Hennepin Health 2013	NA	NA	NA	NA	NA
F&C-MA - Hennepin Health 2014	NA	NA	NA	NA	NA
F&C-MA - Hennepin Health 2015	NA	NA	NA	NA	NA
F&C-MA - Hennepin Health 2016	NA	NA	NA	NA	NA
F&C-MA - Hennepin Health 2017	NA	NA	NA	NA	NA
F&C-MA - Hennepin Health 2018	52.8%	52.0%	76.8%	58.2%	77.1%

## Families and Children - Medical Assistance - Itasca Medical Care

Overall satisfaction ratings for  
Families and Children - Medical Assistance - Itasca Medical Care from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
F&C-MA - Itasca Medical Care 2013	49.0%	70.3%	64.9%	52.4%
F&C-MA - Itasca Medical Care 2014	42.2%	59.5%	55.3%	50.0%
F&C-MA - Itasca Medical Care 2015	50.3%	64.0%	67.9%	57.7%
F&C-MA - Itasca Medical Care 2016	42.6%	65.2%	59.4%	51.2%
F&C-MA - Itasca Medical Care 2017	56.5%	72.2%	70.0%	55.1%
F&C-MA - Itasca Medical Care 2018	48.6%	71.3%	74.2%	56.9%

Composite scores for  
Families and Children - Medical Assistance - Itasca Medical Care from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
F&C-MA - Itasca Medical Care 2013	59.4%	51.6%	81.9%	65.6%	NA
F&C-MA - Itasca Medical Care 2014	47.6%	47.6%	73.6%	77.8%	NA
F&C-MA - Itasca Medical Care 2015	58.4%	61.9%	78.9%	63.9%	NA
F&C-MA - Itasca Medical Care 2016	52.7%	54.6%	73.5%	68.8%	85.5%
F&C-MA - Itasca Medical Care 2017	59.5%	60.5%	82.7%	66.3%	84.4%
F&C-MA - Itasca Medical Care 2018	53.6%	56.4%	82.1%	72.3%	86.1%

## Families and Children - Medical Assistance - PrimeWest Health

Overall satisfaction ratings for  
Families and Children - Medical Assistance - PrimeWest Health from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
F&C-MA - PrimeWest Health 2013	49.5%	65.4%	61.7%	57.6%
F&C-MA - PrimeWest Health 2014	41.7%	64.6%	63.8%	54.3%
F&C-MA - PrimeWest Health 2015	48.6%	62.9%	58.1%	50.0%
F&C-MA - PrimeWest Health 2016	47.1%	66.5%	62.7%	52.0%
F&C-MA - PrimeWest Health 2017	51.4%	69.2%	56.8%	53.6%
F&C-MA - PrimeWest Health 2018	54.8%	69.7%	64.2%	59.5%

Composite scores for  
Families and Children - Medical Assistance - PrimeWest Health from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
F&C-MA - PrimeWest Health 2013	55.6%	54.1%	81.6%	71.0%	NA
F&C-MA - PrimeWest Health 2014	51.3%	54.6%	76.2%	63.3%	NA
F&C-MA - PrimeWest Health 2015	56.3%	59.7%	78.8%	64.4%	NA
F&C-MA - PrimeWest Health 2016	47.7%	54.4%	81.3%	72.6%	79.8%
F&C-MA - PrimeWest Health 2017	52.7%	58.3%	79.7%	63.9%	85.6%
F&C-MA - PrimeWest Health 2018	54.0%	55.7%	82.7%	72.5%	79.1%

## Families and Children - Medical Assistance - South Country Health Alliance

Overall satisfaction ratings for  
Families and Children - Medical Assistance - South Country Health Alliance from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
F&C-MA - SC Health Alliance 2013	47.2%	67.7%	68.2%	50.5%
F&C-MA - SC Health Alliance 2014	44.8%	72.6%	60.7%	51.0%
F&C-MA - SC Health Alliance 2015	57.3%	73.0%	58.5%	58.4%
F&C-MA - SC Health Alliance 2016	46.3%	65.5%	58.2%	54.3%
F&C-MA - SC Health Alliance 2017	48.7%	73.8%	64.4%	62.4%
F&C-MA - SC Health Alliance 2018	53.8%	68.6%	68.2%	62.0%

Composite scores for  
Families and Children - Medical Assistance - South Country Health Alliance from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
F&C-MA - SC Health Alliance 2013	61.1%	57.0%	82.4%	64.6%	NA
F&C-MA - SC Health Alliance 2014	45.8%	58.3%	78.8%	60.7%	NA
F&C-MA - SC Health Alliance 2015	51.8%	53.9%	77.7%	62.0%	NA
F&C-MA - SC Health Alliance 2016	46.5%	54.0%	82.6%	72.9%	76.8%
F&C-MA - SC Health Alliance 2017	56.3%	57.5%	81.9%	66.2%	86.2%
F&C-MA - SC Health Alliance 2018	55.2%	62.2%	81.1%	76.5%	86.1%

## Families and Children - Medical Assistance – UCare

Overall satisfaction ratings for  
Families and Children - Medical Assistance – UCare from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
F&C-MA - UCare 2013	56.0%	75.5%	65.1%	64.8%
F&C-MA - UCare 2014	47.8%	67.7%	58.2%	56.8%
F&C-MA - UCare 2015	54.1%	73.7%	65.6%	57.1%
F&C-MA - UCare 2016	63.8%	74.3%	68.0%	57.8%
F&C-MA - UCare 2017	57.0%	67.0%	62.7%	62.6%
F&C-MA - UCare 2018	55.5%	69.7%	74.7%	63.8%

Composite scores for  
Families and Children - Medical Assistance – UCare from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
F&C-MA - UCare 2013	58.1%	60.8%	84.9%	64.3%	NA
F&C-MA - UCare 2014	40.3%	51.1%	76.9%	58.2%	NA
F&C-MA - UCare 2015	54.3%	55.1%	80.0%	72.2%	NA
F&C-MA - UCare 2016	54.6%	57.9%	81.7%	59.9%	84.7%
F&C-MA - UCare 2017	56.6%	53.6%	75.2%	61.9%	80.3%
F&C-MA - UCare 2018	54.7%	56.3%	77.1%	62.1%	82.2%

## Fee-for-Service

Overall satisfaction ratings for  
 Fee-for-service from 2013 to 2018 –  
 percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
Fee for Service 2013	NA	NA	NA	NA
Fee for Service 2014	NA	NA	NA	NA
Fee for Service 2015	NA	NA	NA	NA
Fee for Service 2016	NA	NA	NA	NA
Fee for Service 2017	52.6%	69.9%	63.7%	52.2%
Fee for Service 2018	54.1%	68.8%	67.4%	53.3%

Composite scores for  
 Fee-for-service from 2013 to 2018 –  
 percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
Fee for Service 2013	NA	NA	NA	NA	NA
Fee for Service 2014	NA	NA	NA	NA	NA
Fee for Service 2015	NA	NA	NA	NA	NA
Fee for Service 2016	NA	NA	NA	NA	NA
Fee for Service 2017	52.7%	53.3%	77.4%	53.4%	83.9%
Fee for Service 2018	53.0%	59.3%	78.0%	66.8%	84.1%

## MinnesotaCare – Overall

Overall satisfaction ratings for  
MinnesotaCare – overall from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
MinnesotaCare 2013	54.1%	69.2%	63.0%	54.6%
MinnesotaCare 2014	50.7%	69.8%	62.9%	58.0%
MinnesotaCare 2015	55.4%	69.3%	65.9%	54.5%
MinnesotaCare 2016	54.5%	70.3%	69.3%	52.1%
MinnesotaCare 2017	55.3%	68.2%	65.5%	51.8%
MinnesotaCare 2018	53.8%	69.6%	67.7%	55.2%

Composite scores for  
MinnesotaCare – overall from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
MinnesotaCare 2013	61.7%	57.6%	79.8%	63.3%	NA
MinnesotaCare 2014	55.9%	60.8%	80.5%	62.7%	NA
MinnesotaCare 2015	58.6%	60.5%	79.8%	69.1%	NA
MinnesotaCare 2016	56.9%	55.7%	79.4%	61.0%	82.7%
MinnesotaCare 2017	56.9%	60.2%	79.1%	57.7%	84.1%
MinnesotaCare 2018	53.8%	60.5%	80.9%	66.9%	83.9%

## MinnesotaCare – BluePlus

Overall satisfaction ratings for  
MinnesotaCare – BluePlus from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
MinnesotaCare - BluePlus 2013	59.8%	70.5%	66.7%	60.8%
MinnesotaCare - BluePlus 2014	51.4%	71.4%	62.5%	56.6%
MinnesotaCare - BluePlus 2015	61.5%	75.6%	73.0%	56.9%
MinnesotaCare - BluePlus 2016	54.0%	69.4%	71.6%	49.8%
MinnesotaCare - BluePlus 2017	50.7%	67.8%	71.0%	45.8%
MinnesotaCare - BluePlus 2018	49.8%	66.2%	69.1%	54.7%

Composite scores for  
MinnesotaCare – BluePlus from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
MinnesotaCare - BluePlus 2013	64.2%	59.5%	82.3%	62.9%	NA
MinnesotaCare - BluePlus 2014	54.3%	62.8%	82.5%	69.1%	NA
MinnesotaCare - BluePlus 2015	65.2%	67.9%	83.9%	66.3%	NA
MinnesotaCare - BluePlus 2016	53.2%	53.2%	78.4%	59.0%	82.4%
MinnesotaCare - BluePlus 2017	56.8%	60.9%	75.4%	56.0%	84.7%
MinnesotaCare - BluePlus 2018	51.0%	59.8%	81.3%	64.1%	82.4%

## MinnesotaCare – HealthPartners

Overall satisfaction ratings for  
MinnesotaCare – HealthPartners from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
MinnesotaCare - HealthPartners 2013	52.1%	66.0%	63.6%	53.7%
MinnesotaCare - HealthPartners 2014	52.7%	75.4%	68.9%	61.0%
MinnesotaCare - HealthPartners 2015	52.0%	75.4%	60.0%	53.9%
MinnesotaCare - HealthPartners 2016	56.0%	67.9%	65.5%	50.0%
MinnesotaCare - HealthPartners 2017	56.1%	73.2%	67.1%	50.4%
MinnesotaCare - HealthPartners 2018	53.7%	70.7%	68.3%	57.1%

Composite scores for  
MinnesotaCare – HealthPartners from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
MinnesotaCare - HealthPartners 2013	58.1%	56.6%	77.8%	67.0%	NA
MinnesotaCare - HealthPartners 2014	55.7%	62.3%	80.7%	70.4%	NA
MinnesotaCare - HealthPartners 2015	54.5%	52.5%	77.0%	65.3%	NA
MinnesotaCare - HealthPartners 2016	55.9%	50.5%	81.4%	67.7%	82.4%
MinnesotaCare - HealthPartners 2017	51.8%	59.8%	82.0%	67.0%	80.9%
MinnesotaCare - HealthPartners 2018	57.6%	58.0%	86.9%	74.4%	83.2%

## MinnesotaCare – UCare

Overall satisfaction ratings for  
MinnesotaCare – UCare from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
MinnesotaCare - UCare 2013	56.9%	70.4%	64.9%	51.8%
MinnesotaCare - UCare 2014	47.4%	68.5%	59.5%	56.2%
MinnesotaCare - UCare 2015	52.0%	67.8%	67.3%	52.0%
MinnesotaCare - UCare 2016	61.7%	76.7%	69.1%	52.1%
MinnesotaCare - UCare 2017	62.0%	66.7%	51.9%	56.6%
MinnesotaCare - UCare 2018	60.4%	72.7%	68.2%	55.1%

Composite scores for  
MinnesotaCare – UCare from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
MinnesotaCare - UCare 2013	59.0%	58.2%	79.2%	62.2%	NA
MinnesotaCare - UCare 2014	55.3%	61.6%	77.6%	54.4%	NA
MinnesotaCare - UCare 2015	57.6%	58.1%	75.0%	68.2%	NA
MinnesotaCare - UCare 2016	62.6%	52.5%	83.0%	55.9%	87.8%
MinnesotaCare - UCare 2017	60.8%	58.5%	80.5%	51.6%	84.9%
MinnesotaCare - UCare 2018	57.0%	62.4%	82.1%	63.2%	86.4%

**MinnesotaCare – Itasca Medical Care, Hennepin Health, PrimeWest Health and South Country Health Alliance**

Overall satisfaction ratings for  
MinnesotaCare - Itasca Medical Care, Hennepin Health, PrimeWest Health  
and South Country Health Alliance from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
MinnesotaCare - IMC/HH/PW/SCHA 2013	NA	NA	NA	NA
MinnesotaCare - IMC/HH/PW/SCHA 2014	NA	NA	NA	NA
MinnesotaCare - IMC/HH/PW/SCHA 2015	NA	NA	NA	NA
MinnesotaCare - IMC/HH/PW/SCHA 2016	54.4%	71.0%	70.5%	53.2%
MinnesotaCare - IMC/HH/PW/SCHA 2017	53.7%	63.9%	64.1%	52.9%
MinnesotaCare - IMC/HH/PW/SCHA 2018	51.9%	69.2%	65.6%	53.8%

Composite scores for  
MinnesotaCare - Itasca Medical Care, Hennepin Health, PrimeWest Health  
and South Country Health Alliance from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
MinnesotaCare - IMC/HH/PW/SCHA 2013	NA	NA	NA	NA	NA
MinnesotaCare - IMC/HH/PW/SCHA 2014	NA	NA	NA	NA	NA
MinnesotaCare - IMC/HH/PW/SCHA 2015	NA	NA	NA	NA	NA
MinnesotaCare - IMC/HH/PW/SCHA 2016	57.6%	62.0%	79.4%	62.1%	83.6%
MinnesotaCare - IMC/HH/PW/SCHA 2017	64.6%	64.3%	77.6%	60.8%	86.9%
MinnesotaCare - IMC/HH/PW/SCHA 2018	50.4%	61.5%	76.0%	64.1%	83.9%

## Minnesota Senior Care Plus (MSC+) – Overall

Overall satisfaction ratings for  
Minnesota Senior Care Plus – overall from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
MSC+ 2013	61.0%	78.0%	75.1%	68.9%
MSC+ 2014	60.1%	74.7%	71.7%	65.9%
MSC+ 2015	62.0%	76.0%	69.7%	68.9%
MSC+ 2016	59.6%	74.0%	67.9%	65.4%
MSC+ 2017	62.0%	76.1%	74.8%	69.2%
MSC+ 2018	59.7%	75.4%	71.0%	66.2%

Composite scores for  
Minnesota Senior Care Plus – overall from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
MSC+ 2013	57.4%	63.6%	79.1%	64.2%	NA
MSC+ 2014	59.5%	61.3%	75.8%	63.3%	NA
MSC+ 2015	59.2%	64.2%	80.1%	65.9%	NA
MSC+ 2016	57.0%	62.2%	76.9%	67.5%	78.0%
MSC+ 2017	61.1%	66.8%	77.3%	70.0%	78.4%
MSC+ 2018	56.1%	62.1%	76.7%	66.1%	77.0%

## Minnesota Senior Care Plus (MSC+) – BluePlus

Overall satisfaction ratings for  
Minnesota Senior Care Plus – BluePlus from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
MSC+ - BluePlus 2013	64.4%	79.8%	74.4%	74.7%
MSC+ - BluePlus 2014	61.3%	76.5%	73.3%	69.5%
MSC+ - BluePlus 2015	58.9%	82.8%	72.7%	73.6%
MSC+ - BluePlus 2016	63.5%	79.2%	71.7%	68.9%
MSC+ - BluePlus 2017	65.4%	77.5%	78.4%	72.1%
MSC+ - BluePlus 2018	65.4%	80.4%	76.8%	67.9%

Composite scores for  
Minnesota Senior Care Plus – BluePlus from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
MSC+ - BluePlus 2013	58.6%	66.2%	79.9%	61.2%	NA
MSC+ - BluePlus 2014	66.8%	64.0%	76.3%	75.0%	NA
MSC+ - BluePlus 2015	60.1%	66.2%	82.2%	73.8%	NA
MSC+ - BluePlus 2016	58.9%	65.6%	78.2%	63.4%	75.8%
MSC+ - BluePlus 2017	59.6%	64.7%	76.6%	65.3%	80.2%
MSC+ - BluePlus 2018	55.6%	65.6%	75.9%	70.5%	73.7%

## Minnesota Senior Care Plus (MSC+) – HealthPartners

Overall satisfaction ratings for  
Minnesota Senior Care Plus – HealthPartners from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
MSC+ - HealthPartners 2013	63.6%	79.4%	73.6%	60.5%
MSC+ - HealthPartners 2014	63.8%	74.2%	71.8%	66.2%
MSC+ - HealthPartners 2015	61.2%	73.1%	65.2%	65.3%
MSC+ - HealthPartners 2016	59.1%	81.6%	65.0%	73.0%
MSC+ - HealthPartners 2017	58.2%	73.7%	73.7%	68.4%
MSC+ - HealthPartners 2018	59.3%	75.1%	65.6%	67.9%

Composite scores for  
Minnesota Senior Care Plus – HealthPartners from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
MSC+ - HealthPartners 2013	58.0%	59.0%	79.8%	67.3%	NA
MSC+ - HealthPartners 2014	61.4%	59.8%	76.6%	62.0%	NA
MSC+ - HealthPartners 2015	57.0%	60.7%	78.4%	70.2%	NA
MSC+ - HealthPartners 2016	58.9%	66.0%	77.2%	68.7%	75.4%
MSC+ - HealthPartners 2017	63.2%	66.8%	76.9%	71.2%	74.5%
MSC+ - HealthPartners 2018	56.4%	55.8%	77.1%	62.7%	75.2%

## Minnesota Senior Care Plus (MSC+) – Medica

Overall satisfaction ratings for  
Minnesota Senior Care Plus – Medica from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
MSC+ - Medica 2013	53.9%	77.2%	68.5%	71.1%
MSC+ - Medica 2014	53.8%	73.6%	74.0%	61.9%
MSC+ - Medica 2015	58.7%	75.0%	66.9%	63.2%
MSC+ - Medica 2016	56.3%	66.0%	66.9%	58.8%
MSC+ - Medica 2017	58.9%	75.6%	72.4%	65.1%
MSC+ - Medica 2018	60.8%	80.7%	73.4%	67.6%

Composite scores for  
Minnesota Senior Care Plus – Medica from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
MSC+ - Medica 2013	51.9%	61.2%	80.2%	67.4%	NA
MSC+ - Medica 2014	49.3%	56.8%	76.1%	58.8%	NA
MSC+ - Medica 2015	60.7%	61.5%	82.2%	62.3%	NA
MSC+ - Medica 2016	53.2%	55.3%	74.8%	62.5%	83.5%
MSC+ - Medica 2017	58.5%	66.8%	80.4%	66.9%	78.8%
MSC+ - Medica 2018	58.7%	64.7%	79.4%	76.3%	77.1%

## Minnesota Senior Care Plus (MSC+) – UCare

Overall satisfaction ratings for  
Minnesota Senior Care Plus – UCare from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
MSC+ - UCare 2013	52.6%	74.5%	79.7%	54.8%
MSC+ - UCare 2014	55.5%	71.5%	71.1%	59.3%
MSC+ - UCare 2015	60.0%	72.0%	68.8%	64.6%
MSC+ - UCare 2016	49.2%	72.5%	63.6%	60.9%
MSC+ - UCare 2017	60.9%	78.8%	75.8%	68.3%
MSC+ - UCare 2018	51.1%	60.5%	64.4%	52.5%

Composite scores for  
Minnesota Senior Care Plus – UCare from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
MSC+ - UCare 2013	51.8%	59.2%	75.6%	54.8%	NA
MSC+ - UCare 2014	51.2%	53.2%	70.1%	51.2%	NA
MSC+ - UCare 2015	50.3%	63.8%	78.6%	59.1%	NA
MSC+ - UCare 2016	46.1%	51.0%	78.5%	62.5%	78.2%
MSC+ - UCare 2017	60.5%	68.2%	77.5%	68.8%	81.7%
MSC+ - UCare 2018	45.1%	44.2%	68.8%	46.5%	80.8%

## Minnesota Senior Care Plus – IMC, PW and SCHA

Overall satisfaction ratings for  
Minnesota Senior Care Plus – IMC, PW and SCHA from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
MSC+ - IMC/PW/SCHA 2013	NA	NA	NA	NA
MSC+ - IMC/PW/SCHA 2014	NA	NA	NA	NA
MSC+ - IMC/PW/SCHA 2015	NA	NA	NA	NA
MSC+ - IMC/PW/SCHA 2016	63.0%	71.1%	69.3%	64.5%
MSC+ - IMC/PW/SCHA 2017	65.9%	74.8%	73.5%	71.5%
MSC+ - IMC/PW/SCHA 2018	60.3%	77.0%	72.6%	71.9%

Composite scores for  
Minnesota Senior Care Plus – IMC, PW and SCHA from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
MSC+ - IMC/PW/SCHA 2013	NA	NA	NA	NA	NA
MSC+ - IMC/PW/SCHA 2014	NA	NA	NA	NA	NA
MSC+ - IMC/PW/SCHA 2015	NA	NA	NA	NA	NA
MSC+ - IMC/PW/SCHA 2016	62.6%	67.3%	76.4%	78.1%	77.4%
MSC+ - IMC/PW/SCHA 2017	63.9%	67.3%	75.3%	77.2%	76.6%
MSC+ - IMC/PW/SCHA 2018	61.2%	75.7%	79.7%	75.3%	78.1%

## Special Needs BasicCare (SNBC)– Overall

Overall satisfaction ratings for  
Special Needs BasicCare – overall from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
SNBC 2013	51.2%	69.1%	59.4%	54.7%
SNBC 2014	52.2%	69.5%	64.5%	58.6%
SNBC 2015	50.1%	67.9%	60.8%	57.8%
SNBC 2016	48.3%	67.8%	60.0%	58.0%
SNBC 2017	52.3%	67.2%	63.5%	55.9%
SNBC 2018	53.9%	72.0%	67.1%	61.8%

Composite scores for  
Special Needs BasicCare – overall from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
SNBC 2013	50.2%	56.5%	74.5%	64.4%	NA
SNBC 2014	56.6%	60.8%	74.9%	68.0%	NA
SNBC 2015	52.3%	57.8%	71.6%	62.7%	NA
SNBC 2016	53.1%	55.6%	73.5%	66.4%	79.7%
SNBC 2017	53.8%	59.8%	74.3%	66.1%	77.7%
SNBC 2018	55.0%	59.6%	77.9%	69.0%	80.4%

## Special Needs BasicCare (SNBC) – HealthPartners

Overall satisfaction ratings for  
Special Needs BasicCare – HealthPartners from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
SNBC - HealthPartners 2013	NA	NA	NA	NA
SNBC - HealthPartners 2014	NA	NA	NA	NA
SNBC - HealthPartners 2015	NA	NA	NA	NA
SNBC - HealthPartners 2016	NA	NA	NA	NA
SNBC - HealthPartners 2017	49.5%	61.6%	63.5%	51.8%
SNBC - HealthPartners 2018	52.7%	69.3%	63.2%	64.0%

Composite scores for  
Special Needs BasicCare – HealthPartners from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
SNBC - HealthPartners 2013	NA	NA	NA	NA	NA
SNBC - HealthPartners 2014	NA	NA	NA	NA	NA
SNBC - HealthPartners 2015	NA	NA	NA	NA	NA
SNBC - HealthPartners 2016	NA	NA	NA	NA	NA
SNBC - HealthPartners 2017	50.8%	59.8%	69.1%	67.2%	78.2%
SNBC - HealthPartners 2018	54.4%	63.8%	78.5%	71.2%	79.7%

## Special Needs BasicCare (SNBC)– Hennepin Health

Overall satisfaction ratings for  
Special Needs BasicCare – Hennepin Health from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
SNBC - Hennepin Health 2013	NA	NA	NA	NA
SNBC - Hennepin Health 2014	NA	NA	NA	NA
SNBC - Hennepin Health 2015	NA	NA	NA	NA
SNBC - Hennepin Health 2016	NA	NA	NA	NA
SNBC - Hennepin Health 2017	NA	NA	NA	NA
SNBC - Hennepin Health 2018	53.1%	72.0%	61.4%	57.4%

Composite scores for  
Special Needs BasicCare – Hennepin Health from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
SNBC - Hennepin Health 2013	NA	NA	NA	NA	NA
SNBC - Hennepin Health 2014	NA	NA	NA	NA	NA
SNBC - Hennepin Health 2015	NA	NA	NA	NA	NA
SNBC - Hennepin Health 2016	NA	NA	NA	NA	NA
SNBC - Hennepin Health 2017	NA	NA	NA	NA	NA
SNBC - Hennepin Health 2018	54.5%	58.0%	80.2%	68.2%	78.7%

## Special Needs BasicCare (SNBC) – Medica

Overall satisfaction ratings for  
Special Needs BasicCare - Medica from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
SNBC - Medica 2013	53.8%	64.4%	58.4%	58.8%
SNBC - Medica 2014	50.0%	70.1%	62.9%	59.1%
SNBC - Medica 2015	47.3%	67.1%	66.7%	58.0%
SNBC - Medica 2016	51.3%	72.9%	63.8%	64.2%
SNBC - Medica 2017	49.8%	73.0%	66.1%	56.9%
SNBC - Medica 2018	54.1%	71.8%	66.0%	58.5%

Composite scores for  
Special Needs BasicCare - Medica from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
SNBC - Medica 2013	50.9%	54.6%	72.7%	66.8%	NA
SNBC - Medica 2014	51.7%	56.7%	73.0%	64.5%	NA
SNBC - Medica 2015	55.5%	62.0%	73.7%	63.2%	NA
SNBC - Medica 2016	52.2%	54.2%	75.3%	70.7%	79.7%
SNBC - Medica 2017	54.8%	56.3%	78.3%	63.5%	77.2%
SNBC - Medica 2018	53.0%	59.6%	76.9%	59.2%	79.7%

## Special Needs BasicCare (SNBC) – UCare

Overall satisfaction ratings for  
Special Needs BasicCare – UCare from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
SNBC - UCare 2013	45.9%	63.7%	61.7%	52.9%
SNBC - UCare 2014	54.3%	72.8%	63.6%	55.9%
SNBC - UCare 2015	54.4%	62.9%	58.3%	54.1%
SNBC - UCare 2016	40.9%	58.3%	57.0%	55.8%
SNBC - UCare 2017	59.6%	65.1%	60.9%	61.0%
SNBC - UCare 2018	48.5%	71.2%	75.0%	59.6%

Composite scores for  
Special Needs BasicCare – UCare from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
SNBC - UCare 2013	45.6%	54.5%	74.8%	58.7%	NA
SNBC - UCare 2014	60.2%	60.0%	77.4%	60.5%	NA
SNBC - UCare 2015	51.6%	55.4%	68.9%	54.2%	NA
SNBC - UCare 2016	52.1%	55.0%	68.6%	59.6%	78.7%
SNBC - UCare 2017	56.9%	66.7%	76.5%	67.4%	78.6%
SNBC - UCare 2018	53.4%	57.8%	70.2%	67.7%	79.9%

## Special Needs BasicCare (SNBC)- PrimeWest Health and South Country Health Alliance

Overall satisfaction ratings for  
Special Needs BasicCare - PrimeWest Health and South Country Health Alliance from 2013 to 2018 –  
percent of enrollees who responded most positively

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of health plan
SNBC - PW/SCHA 2013	NA	NA	NA	NA
SNBC - PW/SCHA 2014	NA	NA	NA	NA
SNBC - PW/SCHA 2015	NA	NA	NA	NA
SNBC - PW/SCHA 2016	49.4%	70.8%	68.9%	57.8%
SNBC - PW/SCHA 2017	51.1%	69.7%	63.2%	54.5%
SNBC - PW/SCHA 2018	60.4%	74.9%	68.8%	68.3%

Composite scores for  
Special Needs BasicCare - PrimeWest Health and South Country Health Alliance from 2013 to 2018 –  
percent of enrollees who responded most positively

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
SNBC - PW/SCHA 2013	NA	NA	NA	NA	NA
SNBC - PW/SCHA 2014	NA	NA	NA	NA	NA
SNBC - PW/SCHA 2015	NA	NA	NA	NA	NA
SNBC - PW/SCHA 2016	57.3%	57.5%	75.1%	73.2%	82.2%
SNBC - PW/SCHA 2017	53.1%	57.6%	73.4%	66.7%	76.8%
SNBC - PW/SCHA 2018	58.4%	59.4%	82.0%	77.7%	83.5%

## Appendices

## Appendix A: Additional Questionnaire Items

The 2018 survey was based on the CAHPS® 5.0H Medicaid core module, which contains 53 standard questions. The addition of different sets of supplemental questions created two versions of the instrument. The domains covered by the supplemental questions and the program enrollees who were asked these questions are summarized in the table.

Supplemental Question Domains	Asked of Program Enrollees in:
Access to after hours care	F&C-MA, FFS, MinnesotaCare
Language concerns	F&C-MA, FFS, MinnesotaCare, MSC+, SNBC
Access to health care and use of service	F&C-MA, FFS, MinnesotaCare, MSC+, SNBC
Experience with care coordination	F&C-MA, FFS, MinnesotaCare, MSC+, SNBC
Use of health plan and program online information	F&C-MA, FFS, MinnesotaCare
Internet use	F&C-MA, FFS, MinnesotaCare, MSC+, SNBC
Phone use	F&C-MA, FFS, MinnesotaCare, MSC+, SNBC
Participation in health care decision-making	MSC+, SNBC
Health status changes and limits to activities	MSC+, SNBC
Flu shots and pneumonia vaccination	F&C-MA, FFS, MinnesotaCare, MSC+, SNBC
Medical assistance with smoking and tobacco use cessation	F&C-MA, FFS, MinnesotaCare, MSC+, SNBC

The supplemental questions in each domain and their results are presented on the following pages. For each domain, an initial table shows the question texts, available response options, and the responses selected for reporting here. Subsequent tables display the results by program and plan.

## Appendix A – Supplemental Questions After Hours Care

Enrollees in F&C-MA, FFS and MinnesotaCare were asked three questions to assess access to after hours care. Question text and response options are presented first, followed by program and plan results.

Questions in this domain	Response options	Responses reported
<i>After hours care is health care when your usual doctor's office or clinic is closed. In the last 6 months, did you need to visit a doctor's office or clinic for after hours care?</i>	Yes, No	Yes
<i>In the last 6 months, how often was it easy to get the after hours care you thought you needed?</i>	Never, Sometimes, Usually, Always	Always
<p><i>Were any of the following a reason it was not easy to get the after hours care you thought you needed? Please mark all that apply.</i></p> <ul style="list-style-type: none"> <li>- <i>You did not know where to go for after hours care</i></li> <li>- <i>You weren't sure where to find a list of doctor's offices or clinics in your health plan or network that are open for after hours care</i></li> <li>- <i>The doctor's office or clinic that had after hours care was too far away</i></li> <li>- <i>Office or clinic hours for after hours care did not meet your needs</i></li> </ul>	Yes, No	Yes

<b>F&amp;C-MA</b>	<b><i>Needed after hours care</i></b>	<b><i>Always easy to get needed after hours care</i></b>	<b><i>Reasons not easy to get needed after hours care: Didn't know where to go</i></b>	<b><i>Reasons not easy to get needed after hours care: Not sure where to find</i></b>	<b><i>Reasons not easy to get needed after hours care: Too far away</i></b>	<b><i>Reasons not easy to get needed after hours care: Office hours didn't meet needs</i></b>	<b><i>Reasons not easy to get needed after hours care: Other reason</i></b>
<b>F&amp;C-MA average</b>	12%	51%	9%	8%	11%	17%	18%
<b>BluePlus</b>	12%	56%	11%	11%	15%	22%	22%
<b>HealthPartners</b>	14%	55%	12%	9%	6%	21%	12%
<b>Hennepin Health</b>	8%	43%	14%	9%	9%	23%	9%
<b>Itasca Medical Care</b>	13%	61%	0%	4%	17%	13%	25%
<b>PrimeWest Health</b>	13%	34%	9%	9%	6%	18%	24%
<b>South Country Health Alliance</b>	10%	59%	13%	13%	25%	13%	38%
<b>UCare</b>	11%	40%	9%	3%	6%	12%	6%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>FFS</b>	<b><i>Needed after hours care</i></b>	<b><i>Always easy to get needed after hours care</i></b>	<b><i>Reasons not easy to get needed after hours care: Didn't know where to go</i></b>	<b><i>Reasons not easy to get needed after hours care: Not sure where to find</i></b>	<b><i>Reasons not easy to get needed after hours care: Too far away</i></b>	<b><i>Reasons not easy to get needed after hours care: Office hours didn't meet needs</i></b>	<b><i>Reasons not easy to get needed after hours care: Other reason</i></b>
<b>Fee-for-service</b>	15%	61%	3%	0%	10%	3%	20%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MinnesotaCare</b>	<b><i>Needed after hours care</i></b>	<b><i>Always easy to get needed after hours care</i></b>	<b><i>Reasons not easy to get needed after hours care: Didn't know where to go</i></b>	<b><i>Reasons not easy to get needed after hours care: Not sure where to find</i></b>	<b><i>Reasons not easy to get needed after hours care: Too far away</i></b>	<b><i>Reasons not easy to get needed after hours care: Office hours didn't meet needs</i></b>	<b><i>Reasons not easy to get needed after hours care: Other reason</i></b>
<b>MinnesotaCare average</b>	8%	58%	10%	8%	12%	8%	17%
<b>BluePlus</b>	8%	50%	6%	6%	11%	0%	17%
<b>HealthPartners</b>	6%	72%	0%	0%	13%	0%	13%
<b>UCare</b>	8%	64%	12%	12%	8%	8%	15%
<b>IMC, HH, PW and SCHA</b>	9%	52%	17%	13%	17%	22%	22%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Appendix A – Supplemental Questions Language Concerns

Enrollees in all programs were asked three questions about languages spoken and the need for interpreters. Question text and response options are presented first, followed by program and plan results.

Questions in this domain	Response options	Responses reported
<i>An interpreter is someone who repeats or signs what one person says in a language used by another person. In the last 6 months, did you need an interpreter to help you speak with doctors or other health providers?</i>	Yes, No	Yes
<i>In the last 6 months, when you needed an interpreter to help you speak with doctors or other health providers, how often did you get one?</i>	Never, Sometimes, Usually, Always	Always
<i>What language do you mainly speak at home?</i>	English, Spanish, Vietnamese, Hmong, Russian, Somali, Some other language	All

F&C-MA	Needed interpreter	Always got interpreter	Home Language: English	Home Language: Spanish	Home Language: Vietnamese	Home Language: Hmong	Home Language: Russian	Home Language: Somali	Home Language: Other
<b>F&amp;C-MA average</b>	3%	55%	94%	1%	0%	0%	0%	1%	2%
<b>BluePlus</b>	5%	62%	92%	1%	0%	0%	0%	2%	4%
<b>HealthPartners</b>	4%	67%	91% *	1%	1%	1%	1%	2%	3%
<b>Hennepin Health</b>	4%	0%	89% *	2%	1%	0%	0%	3%	4%
<b>Itasca Medical Care</b>	0%	<b>X</b>	100% **	0% *	0%	0%	0%	0%	0%
<b>PrimeWest Health</b>	0% *	100%	99% **	0% *	0%	0%	0%	0%	0% *
<b>South Country Health Alliance</b>	0% *	0%	99% **	0% *	0%	0%	0%	0%	0% *
<b>UCare</b>	7% **	61%	84% *	4% **	0%	2% **	2% **	4% **	4%

Significantly higher or lower\* than the program average

**X** = Comparative data not available

(see Appendix B: Technical Notes: Statistical Significance)

<b>FFS</b>	<i>Needed interpreter</i>	<i>Always got interpreter</i>	<i>Home Language: English</i>	<i>Home Language: Spanish</i>	<i>Home Language: Vietnamese</i>	<i>Home Language: Hmong</i>	<i>Home Language: Russian</i>	<i>Home Language: Somali</i>	<i>Home Language: Other</i>
<b>Fee-for-service</b>	6%	73%	93%	2%	0%	1%	0%	1%	3%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MinnesotaCare</b>	<i>Needed interpreter</i>	<i>Always got interpreter</i>	<i>Home Language: English</i>	<i>Home Language: Spanish</i>	<i>Home Language: Vietnamese</i>	<i>Home Language: Hmong</i>	<i>Home Language: Russian</i>	<i>Home Language: Somali</i>	<i>Home Language: Other</i>
<b>MinnesotaCare average</b>	6%	59%	87%	3%	2%	1%	1%	1%	6%
<b>BluePlus</b>	4%	54%	91% **	2%	1% *	0%	1%	1%	3% *
<b>HealthPartners</b>	6%	47%	86%	2%	3%	1%	0%	1%	8%
<b>UCare</b>	11% **	70%	76% *	7%	3%	1%	1%	2%	10% **
<b>IMC, HH, PW and SCHA</b>	2% *	50%	95% **	2%	1% *	0%	0%	0% *	2% *

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MSC+</b>	<i>Needed interpreter</i>	<i>Always got interpreter</i>	<i>Home Language: English</i>	<i>Home Language: Spanish</i>	<i>Home Language: Vietnamese</i>	<i>Home Language: Hmong</i>	<i>Home Language: Russian</i>	<i>Home Language: Somali</i>	<i>Home Language: Other</i>
<b>MSC+ average</b>	19%	67%	75%	3%	2%	2%	5%	3%	10%
<b>BluePlus</b>	9% *	38%	87% **	3%	1%	2%	1% *	1% *	6% *
<b>HealthPartners</b>	18%	80%	72%	2%	3%	1%	2% *	2% *	17% **
<b>Medica</b>	30% **	79% **	62% *	4%	3%	2%	17% **	3%	8%
<b>UCare</b>	41% **	53% *	52% *	3%	2%	8% **	3%	13% **	19% **
<b>IMC, PW and SCHA</b>	3% *	71%	97% **	1% *	0%	0%	0%	1% *	1% *

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>SNBC</b>	<i>Needed interpreter</i>	<i>Always got interpreter</i>	<i>Home Language: English</i>	<i>Home Language: Spanish</i>	<i>Home Language: Vietnamese</i>	<i>Home Language: Hmong</i>	<i>Home Language: Russian</i>	<i>Home Language: Somali</i>	<i>Home Language: Other</i>
<b>SNBC average</b>	5%	61%	95%	1%	0%	1%	0%	1%	2%
<b>HealthPartners</b>	4%	73%	96%	0%	1%	0%	0%	0%	2%
<b>Hennepin Health</b>	5%	56%	94%	1%	1%	0% *	0%	1%	4%
<b>Medica</b>	7%	60%	93%	1%	0%	2%	0%	1%	2%
<b>UCare</b>	8% **	57%	91% *	0%	0%	3% **	0%	3% **	2%
<b>PW and SCHA</b>	2% *	67%	98% **	1%	0%	0%	0%	1%	0% *

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Appendix A – Supplemental Questions Access to Health Care and Use of Service

Supplemental questions about access to care and use of service were asked of enrollees in all six programs. Six of these questions, whose responses could be characterized as positive, are presented here. The question texts, target programs, response options available and reported are shown first. Results for the questions specific to each program and plan follow.

Questions in this domain	Asked of enrollees in	Response options	Responses reported
<i>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 health provider? (Asked if respondent made appointment)</i>	<i>F&amp;C-MA FFS MinnesotaCare</i>	<i>Same day, 1 day, 2 to 3 days, 4 to 7 days, 8 to 14 days, 15 to 30 days, 31 to 60 days, 61 to 90 days, 91 days or longer</i>	<i>14 days or less</i>
<i>In the last 6 months, how many times did you go to an emergency room to get care for yourself?</i>	<i>All programs</i>	<i>None, 1, 2, 3, 4, 5 to 9, 10 or more</i>	<i>None</i>
<i>In the last 6 months, how often were you taken to the exam room within 15 minutes of your appointment? (Asked if respondent got care)</i>	<i>MSC+ SNBC</i>	<i>Never, Sometimes, Usually, Always</i>	<i>Always</i>
<i>In the last 6 months, how often did office staff at the doctor's office or clinic treat you with courtesy and respect? (Asked if respondent got care)</i>	<i>MSC+ SNBC</i>	<i>Never, Sometimes, Usually, Always</i>	<i>Always</i>
<i>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? (Asked if respondent got care)</i>	<i>MSC+ SNBC</i>	<i>Never, Sometimes, Usually, Always</i>	<i>Always</i>
<i>In the last 6 months, how often was it easy to get a referral to a specialist that you needed to see? (Asked if respondent tried to make appointment)</i>	<i>F&amp;C-MA FFS MinnesotaCare</i>	<i>Never, Sometimes, Usually, Always</i>	<i>Always</i>

<b>F&amp;C-MA</b>	<i>Wait for appt: 14 days or less</i>	<i>How many times to ER: None</i>	<i>How often easy to get referral to specialist: Always</i>
<b>F&amp;C-MA average</b>	84%	78%	65%
<b>BluePlus</b>	87%	75%	71%
<b>HealthPartners</b>	86%	81%	67%
<b>Hennepin Health</b>	77% *	76%	60%
<b>Itasca Medical Care</b>	83%	78%	66%
<b>PrimeWest Health</b>	87%	76%	63%
<b>South Country Health Alliance</b>	84%	83% **	64%
<b>UCare</b>	86%	74%	64%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>FFS</b>	<i>Wait for appt: 14 days or less</i>	<i>How many times to ER: None</i>	<i>How often easy to get referral to specialist: Always</i>
<b>Fee-for-service</b>	80%	69%	63%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MinnesotaCare</b>	<i>Wait for appt: 14 days or less</i>	<i>How many times to ER: None</i>	<i>How often easy to get referral to specialist: Always</i>
<b>MinnesotaCare average</b>	82%	85%	62%
<b>BluePlus</b>	84%	87%	60%
<b>HealthPartners</b>	80%	83%	64%
<b>UCare</b>	82%	86%	66%
<b>IMC, HH, PW and SCHA</b>	81%	85%	58%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MSC+</b>	<i>How many times to ER: None</i>	<i>How often to exam room within 15 minutes: Always</i>	<i>How often office staff courteous/respectful: Always</i>	<i>How often office staff helpful: Always</i>
<b>MSC+ average</b>	74%	36%	84%	68%
<b>BluePlus</b>	75%	34%	88%	68%
<b>HealthPartners</b>	75%	37%	81%	71%
<b>Medica</b>	70%	33%	88%	70%
<b>UCare</b>	77%	27% *	71% *	57% *
<b>IMC, PW and SCHA</b>	73%	42%	88% **	72%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>SNBC</b>	<i>How many times to ER: None</i>	<i>How often to exam room within 15 minutes: Always</i>	<i>How often office staff courteous/respectful: Always</i>	<i>How often office staff helpful: Always</i>
<b>SNBC average</b>	65%	36%	81%	64%
<b>HealthPartners</b>	65%	38%	83%	64%
<b>Hennepin Health</b>	61%	35%	81%	66%
<b>Medica</b>	69%	39%	81%	60%
<b>UCare</b>	60%	34%	78%	62%
<b>PW and SCHA</b>	70% **	35%	82%	67%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Appendix A – Supplemental Questions Experience with Care Coordination

Enrollees in all programs who reported getting care from a health provider other than their personal doctor were asked three questions to measure the experience with coordination of their care. Question text and response options available and reported are shown below, followed by program and plan results.

Questions in this domain	Response options	Responses reported
<i>In the last 6 months, did anyone from your health plan/program, doctor's office, or clinic help coordinate your care among these doctors or other health providers?</i>	Yes, No	Yes
<i>In the last 6 months, who helped coordinate your care?</i>	Someone from health plan/program Someone from doctor's office or clinic Someone from another organization Friend or family member Did it myself County case manager/staff person Interpreter	All
<i>How satisfied are you with the help you received to coordinate your care in the last 6 months?</i>	Very dissatisfied Dissatisfied Neither dissatisfied nor satisfied Satisfied Very satisfied	Very Satisfied

F&C-MA	Got help coordinating care	Got help from: Health plan	Got help from: Doctor's office or clinic	Got help from: Another organization	Got help from: Friend or family member	Got help from: Did it myself	Got help from: County case manager/staff person	Got help from: Interpreter	Very satisfied with care coordination
<b>F&amp;C-MA average</b>	65%	12%	70%	2%	2%	12%	1%	0%	48%
<b>BluePlus</b>	66%	19%	71%	0%	2%	9%	0%	0%	52%
<b>HealthPartners</b>	61%	10%	66%	2%	4%	18%	0%	0%	50%
<b>Hennepin Health</b>	78% **	11%	71%	3%	3%	11%	0%	0%	38%
<b>Itasca Medical Care</b>	68%	13%	72%	4%	0%	10%	1%	0%	46%
<b>PrimeWest Health</b>	63%	9%	71%	4%	4%	13%	0%	0%	47%
<b>South Country Health Alliance</b>	68%	9%	73%	2%	2%	11%	2%	0%	48%
<b>UCare</b>	54% *	10%	68%	0%	3%	15%	3%	3%	56%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>FFS</b>	<i>Got help coordinating care</i>	<i>Got help from: Health plan</i>	<i>Got help from: Doctor's office or clinic</i>	<i>Got help from: Another organization</i>	<i>Got help from: Friend or family member</i>	<i>Got help from: Did it myself</i>	<i>Got help from: County case manager/ staff person</i>	<i>Got help from: Interpreter</i>	<i>Very satisfied with care coordination</i>
<b>Fee-for-service</b>	60%	16%	52%	3%	10%	13%	3%	2%	57%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MinnesotaCare</b>	<i>Got help coordinating care</i>	<i>Got help from: Health plan</i>	<i>Got help from: Doctor's office or clinic</i>	<i>Got help from: Another organization</i>	<i>Got help from: Friend or family member</i>	<i>Got help from: Did it myself</i>	<i>Got help from: County case manager/ staff person</i>	<i>Got help from: Interpreter</i>	<i>Very satisfied with care coordination</i>
<b>MinnesotaCare average</b>	63%	8%	81%	1%	1%	8%	0%	1%	48%
<b>BluePlus</b>	63%	7%	84%	2%	0%	7%	0%	0%	52%
<b>HealthPartners</b>	71%	8%	73%	2%	2%	14%	0%	0%	53%
<b>UCare</b>	53% *	5%	83%	0%	3%	8%	0%	3%	41%
<b>IMC, HH, PW and SCHA</b>	65%	9%	83%	0%	0%	5%	1%	1%	45%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MSC+</b>	<i>Got help coordinating care</i>	<i>Got help from: Health plan</i>	<i>Got help from: Doctor's office or clinic</i>	<i>Got help from: Another organization</i>	<i>Got help from: Friend or family member</i>	<i>Got help from: Did it myself</i>	<i>Got help from: County case manager/ staff person</i>	<i>Got help from: Interpreter</i>	<i>Very satisfied with care coordination</i>
<b>MSC+ average</b>	71%	13%	50%	3%	11%	12%	7%	5%	54%
<b>BluePlus</b>	71%	20%	57%	0%	7%	13%	3%	0%	57%
<b>HealthPartners</b>	77%	13%	47%	2%	13%	14%	6%	6%	54%
<b>Medica</b>	71%	13%	42%	6%	12%	16%	4%	6%	52%
<b>UCare</b>	72%	16%	33% *	8%	20%	8%	4%	12%	42%
<b>IMC, PW and SCHA</b>	64%	3% *	70% **	2%	3% *	5% *	15% **	2%	62%

Significantly higher or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>SNBC</b>	<i>Got help coordinating care</i>	<i>Got help from: Health plan</i>	<i>Got help from: Doctor's office or clinic</i>	<i>Got help from: Another organization</i>	<i>Got help from: Friend or family member</i>	<i>Got help from: Did it myself</i>	<i>Got help from: County case manager/ staff person</i>	<i>Got help from: Interpreter</i>	<i>Very satisfied with care coordination</i>
<b>SNBC average</b>	69%	21%	49%	3%	8%	12%	7%	1%	53%
<b>HealthPartners</b>	69%	25%	52%	2%	4%	11%	5%	1%	48%
<b>Hennepin Health</b>	74%	17%	51%	4%	10%	13%	6%	0%	55%
<b>Medica</b>	70%	28%	43%	3%	7%	8%	12%	0%	47%
<b>UCare</b>	66%	22%	44%	2%	7%	15%	8%	2%	56%
<b>PW and SCHA</b>	68%	15%	52%	2%	11%	14%	5%	0%	56%

Significantly higher or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Appendix A – Supplemental Questions Use of Health Plan Online Information

Enrollees in F&C-MA, FFS and MinnesotaCare who reported looking for information on the internet about how their health plan works were asked two questions about use of their health plan's internet site. Question text and response options available and reported are shown first, followed by program and plan results.

Questions in this domain	Response options	Responses reported
<i>When you looked for information in the last 6 months, did you go to your health plan's/program's Internet site?</i>	Yes, No	Yes
<i>How useful was the information you found on your health plan's/program's Internet site?</i>	<i>Not useful at all, A little useful, Somewhat useful, Very useful</i>	<i>Very and Somewhat useful</i>

<b>F&amp;C-MA</b>	<b><i>Went to health plan's Internet site for info</i></b>	<b><i>Information very or somewhat useful</i></b>
<b>F&amp;C-MA average</b>	61%	80%
<b>BluePlus</b>	61%	81%
<b>HealthPartners</b>	69%	93%
<b>Hennepin Health</b>	82% **	75%
<b>Itasca Medical Care</b>	33%	77%
<b>PrimeWest Health</b>	41%	82%
<b>South Country Health Alliance</b>	62%	77%
<b>UCare</b>	62%	72%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>FFS</b>	<b><i>Went to health plan's Internet site for info</i></b>	<b><i>Information very or somewhat useful</i></b>
<b>Fee-for-service</b>	56%	67%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MinnesotaCare</b>	<b><i>Went to health plan's Internet site for info</i></b>	<b><i>Information very or somewhat useful</i></b>
<b>MinnesotaCare average</b>	62%	80%
<b>BluePlus</b>	62%	68%
<b>HealthPartners</b>	62%	91%
<b>UCare</b>	71%	71%
<b>IMC, HH, PW and SCHA</b>	53%	85%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Appendix A – Supplemental Questions Internet Use

All enrollees were asked about using the internet to manage health care eligibility. Question text and response options available and reported are shown first, followed by program and plan results.

Questions in this domain	Response options	Responses reported
<i>Would you manage your health care eligibility on the Internet using your smart phone or computer?</i>	Yes, No	Yes

F&C-MA	<i>Would manage eligibility on Internet</i>
<b>F&amp;C-MA average</b>	51%
<b>BluePlus</b>	57% **
<b>HealthPartners</b>	55%
<b>Hennepin Health</b>	59% **
<b>Itasca Medical Care</b>	39% *
<b>PrimeWest Health</b>	50%
<b>South Country Health Alliance</b>	44% *
<b>UCare</b>	59% **

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

FFS	<i>Would manage eligibility on Internet</i>
<b>Fee-for-service</b>	31%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MinnesotaCare</b>	<b><i>Would manage eligibility on Internet</i></b>
<b>MinnesotaCare average</b>	52%
<b>BluePlus</b>	54%
<b>HealthPartners</b>	54%
<b>UCare</b>	52%
<b>IMC, HH, PW and SCHA</b>	47%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MSC+</b>	<b><i>Would manage eligibility on Internet</i></b>
<b>MSC+ average</b>	14%
<b>BluePlus</b>	14%
<b>HealthPartners</b>	13%
<b>Medica</b>	13%
<b>UCare</b>	16%
<b>IMC, PW and SCHA</b>	12%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>SNBC</b>	<b><i>Would manage eligibility on Internet</i></b>
<b>SNBC average</b>	31%
<b>HealthPartners</b>	33%
<b>Hennepin Health</b>	25% *
<b>Medica</b>	36%
<b>UCare</b>	36%
<b>PW and SCHA</b>	27%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Appendix A – Supplemental Questions Phone Use

All enrollees were asked about the type of phone they use. Question texts and response options available and reported are shown first, followed by program and plan results.

Questions in this domain	Response options	Responses reported
<i>Do you use a smart phone, iPhone or other similar device that has access to the Internet?</i>	Yes, No	Yes
<i>Do you have a land line (home phone)?</i>	Yes, No	Yes
<i>Is your mobile phone your primary phone?</i>	Yes, No	Yes

F&C-MA	<i>Uses a smart phone</i>	<i>Has a land line</i>	<i>Mobile phone is primary phone</i>
<b>F&amp;C-MA average</b>	78%	32%	83%
<b>BluePlus</b>	81%	31%	86%
<b>HealthPartners</b>	81%	26% *	85%
<b>Hennepin Health</b>	77%	19% *	91% **
<b>Itasca Medical Care</b>	72% *	39% **	78% *
<b>PrimeWest Health</b>	79%	43% **	77% *
<b>South Country Health Alliance</b>	79%	37%	78%
<b>UCare</b>	80%	26% *	88% **

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

FFS	<i>Uses a smart phone</i>	<i>Has a land line</i>	<i>Mobile phone is primary phone</i>
<b>Fee-for-service</b>	57%	53%	64%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MinnesotaCare</b>	<b><i>Uses a smart phone</i></b>	<b><i>Has a land line</i></b>	<b><i>Mobile phone is primary phone</i></b>
<b>MinnesotaCare average</b>	82%	37%	79%
<b>BluePlus</b>	86% **	37%	79%
<b>HealthPartners</b>	84%	29% *	86% **
<b>UCare</b>	81%	36%	80%
<b>IMC, HH, PW and SCHA</b>	76% *	44% **	73% *

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MSC+</b>	<b><i>Uses a smart phone</i></b>	<b><i>Has a land line</i></b>	<b><i>Mobile phone is primary phone</i></b>
<b>MSC+ average</b>	34%	53%	57%
<b>BluePlus</b>	30%	54%	59%
<b>HealthPartners</b>	43% **	46% *	63% **
<b>Medica</b>	30%	53%	54%
<b>UCare</b>	37%	44% *	63%
<b>IMC, PW and SCHA</b>	30%	64% **	48% *

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>SNBC</b>	<b><i>Uses a smart phone</i></b>	<b><i>Has a land line</i></b>	<b><i>Mobile phone is primary phone</i></b>
<b>SNBC average</b>	62%	40%	75%
<b>HealthPartners</b>	64%	42%	76%
<b>Hennepin Health</b>	61%	36%	76%
<b>Medica</b>	63%	37%	72%
<b>UCare</b>	65%	37%	77%
<b>PW and SCHA</b>	57%	45% **	72%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Appendix A – Supplemental Questions Participation in Health Care Decision-Making

Enrollees in MSC+ and SNBC who reported having a personal doctor were asked two questions about their involvement in making decisions about their health. Question texts and response options available and reported are shown first, followed by program and plan results.

Questions in this domain	Response options	Responses reported
<i>In the last 6 months, were any decisions made about your health care?</i>	Yes, No	Yes
<i>In the last 6 months, how often were you involved as much as you wanted in these decisions about your health care?</i>	Never, Sometimes, Usually, Always	Usually and Always

MSC+	<i>Decisions made about health care</i>	<i>Involved as much as wanted in decision-making</i>
<b>MSC+ average</b>	57%	90%
<b>BluePlus</b>	56%	90%
<b>HealthPartners</b>	56%	86%
<b>Medica</b>	60%	92%
<b>UCare</b>	55%	82%
<b>IMC, PW and SCHA</b>	56%	95% **

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

SNBC	<i>Decisions made about health care</i>	<i>Involved as much as wanted in decision-making</i>
<b>SNBC average</b>	60%	91%
<b>HealthPartners</b>	63%	92%
<b>Hennepin Health</b>	58%	90%
<b>Medica</b>	65%	93%
<b>UCare</b>	62%	92%
<b>PW and SCHA</b>	56%	92%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Appendix A – Supplemental Questions

### Health Status Changes and Limits to Activities

Enrollees in MSC+ and SNBC were asked a series of seven questions to measure changes in health status and any limitations that health problems may have created in their lives. Question texts and response options available and reported are shown first, followed by program and plan results.

Questions in this domain	Response options	Responses reported
<i>In general, how would you rate your overall health compared to one year ago?</i>	<i>Much better, Somewhat better, About the same, Somewhat worse, Much worse</i>	<i>Much better and Somewhat better</i>
<i>During the past 4 weeks, how much did physical health problems limit your usual physical activities (such as walking or climbing stairs)?</i>	<i>Not at all, Very little, Somewhat, Quite a lot, Could not do physical activities</i>	<i>Not at all and Very little</i>
<i>How much bodily pain have you had during the past 4 weeks?</i>	<i>None, Very mild, Mild, Moderate, Severe, Very Severe</i>	<i>None, Very Mild, and Mild</i>
<i>During the past 4 weeks, how much did your physical health or emotional problems limit your usual social activities with family or friends?</i>	<i>Not at all, Very little, Somewhat, Quite a lot, Could not do social activities</i>	<i>Not at all and Very little</i>
<i>During the past 4 weeks, how much have you been bothered by emotional problems (feeling anxious, depressed or irritable)?</i>	<i>Not at all, Slightly, Moderately, Quite a lot, Extremely</i>	<i>Not at all and Slightly</i>
<i>During the past 4 weeks, how much did personal or emotional problems keep you from doing your usual daily activities?</i>	<i>Not at all, Very little, Somewhat, Quite a lot, Could not do daily activities</i>	<i>Not at all and Very little</i>

<b>MSC+</b>	<i>Overall health better than one year ago</i>	<i>Physical activities limited not at all or very little by physical health problems</i>	<i>No, very mild or mild bodily pain</i>	<i>Social activities limited not at all or very little by physical or emotional problems</i>	<i>Not at all or slightly bothered by emotional problems</i>	<i>Daily activities limited not at all or very little by personal or emotional problems</i>
<b>MSC+ average</b>	27%	34%	44%	47%	66%	61%
<b>BluePlus</b>	27%	32%	42%	51%	66%	66%
<b>HealthPartners</b>	30%	47% **	52% **	55% **	70%	67% **
<b>Medica</b>	27%	28% *	38% *	40% *	59% *	53% *
<b>UCare</b>	31%	35%	47%	44%	61%	54%
<b>IMC, PW and SCHA</b>	21% *	28% *	42%	47%	71% **	64%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>SNBC</b>	<i>Overall health better than one year ago</i>	<i>Physical activities limited not at all or very little by physical health problems</i>	<i>No, very mild or mild bodily pain</i>	<i>Social activities limited not at all or very little by physical or emotional problems</i>	<i>Not at all or slightly bothered by emotional problems</i>	<i>Daily activities limited not at all or very little by personal or emotional problems</i>
<b>SNBC average</b>	29%	31%	39%	34%	46%	45%
<b>HealthPartners</b>	28%	30%	37%	33%	43%	43%
<b>Hennepin Health</b>	32%	33%	40%	33%	41%	39% *
<b>Medica</b>	33%	30%	37%	30%	41%	39% *
<b>UCare</b>	28%	27%	37%	32%	49%	47%
<b>PW and SCHA</b>	26%	35%	43%	40% **	53% **	54% **

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Appendix A – Supplemental Questions Flu Shots and Pneumonia Vaccination

All enrollees were asked a question to determine if they had received a flu shot. Enrollees in MSC+ and SNBC were asked two additional questions to determine where they had received flu shots and if they had received a pneumonia vaccination. Question texts and response options available and reported are shown first, followed by program and plan results.

Questions in this domain	Asked of enrollees in	Response options	Responses reported
<i>Have you had either a flu shot or flu spray in the nose since July 1, 2014?</i>	<i>All programs</i>	<i>Yes, No, Don't Know</i>	<i>Yes</i>
<i>Did you get a flu shot at your doctor's office or clinic or did you get it from another place like a store (for example, Cub Foods or Wal-Mart) or senior center?</i>	<i>MSC+ SNBC</i>	<i>Doctor's office or clinic; Another place: store or senior center</i>	<i>All</i>
<i>Have you ever had a pneumonia vaccination?</i>	<i>MSC+ SNBC</i>	<i>Yes, No, Don't Know</i>	<i>Yes</i>

<b>F&amp;C-MA</b>	<b><i>Had flu shot</i></b>
<b>F&amp;C-MA average</b>	39%
<b>BluePlus</b>	42%
<b>HealthPartners</b>	38%
<b>Hennepin Health</b>	43%
<b>Itasca Medical Care</b>	35%
<b>PrimeWest Health</b>	41%
<b>South Country Health Alliance</b>	30% *
<b>UCare</b>	44%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>FFS</b>	<b><i>Had flu shot</i></b>
<b>Fee-for-service</b>	63%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MinnesotaCare</b>	<i>Had flu shot</i>
<b>MinnesotaCare average</b>	40%
<b>BluePlus</b>	39%
<b>HealthPartners</b>	38%
<b>Medica</b>	44%
<b>UCare</b>	40%
<b>IMC, HH, PW and SCHA</b>	40%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MSC+</b>	<i>Had flu shot</i>	<i>Got flu shot at: Doctor's office or clinic</i>	<i>Got flu shot at: Another place</i>	<i>Had pneumonia vaccination</i>
<b>MSC+ average</b>	62%	77%	23%	74%
<b>BluePlus</b>	65%	68% *	33% **	80% **
<b>HealthPartners</b>	59%	84% **	16% *	70%
<b>Medica</b>	66%	81%	19%	73%
<b>UCare</b>	62%	78%	22%	66% *
<b>IMC, PW and SCHA</b>	62%	77%	23%	78%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>SNBC</b>	<i>Had flu shot</i>	<i>Got flu shot at: Doctor's office or clinic</i>	<i>Got flu shot at: Another place</i>	<i>Had pneumonia vaccination</i>
<b>SNBC average</b>	57%	78%	22%	58%
<b>HealthPartners</b>	61%	81%	19%	61%
<b>Hennepin Health</b>	54%	81%	19%	53%
<b>Medica</b>	53%	80%	20%	53%
<b>UCare</b>	60%	73%	27%	55%
<b>PW and SCHA</b>	56%	78%	22%	64% **

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Appendix A – Supplemental Questions Medical Assistance with Smoking and Tobacco Use Cessation

Enrollees in all programs were asked three questions to assess medical assistance with smoking and tobacco use cessation. Question text and response options are presented first, followed by program and plan results.

Questions in this domain	Response options	Responses reported
<i>In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan/program?</i>	<i>Never, Sometimes, Usually, Always</i>	<i>Sometimes, Usually, Always</i>
<i>In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.</i>	<i>Never, Sometimes, Usually, Always</i>	<i>Sometimes, Usually, Always</i>
<i>In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.</i>	<i>Never, Sometimes, Usually, Always</i>	<i>Sometimes, Usually, Always</i>

F&C-MA	Advised to quit	Cessation medication recommended or discussed	Cessation strategies discussed or provided
<b>F&amp;C-MA average</b>	70%	54%	47%
<b>BluePlus</b>	63%	54%	50%
<b>HealthPartners</b>	70%	51%	41%
<b>Hennepin Health</b>	79%	64%	58%
<b>Itasca Medical Care</b>	74%	52%	48%
<b>PrimeWest Health</b>	74%	59%	45%
<b>South Country Health Alliance</b>	61%	50%	46%
<b>UCare</b>	69%	52%	44%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>FFS</b>	<b><i>Advised to quit</i></b>	<b><i>Cessation medication recommended or discussed</i></b>	<b><i>Cessation strategies discussed or provided</i></b>
<b>Fee-for-service</b>	86%	69%	63%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MinnesotaCare</b>	<b><i>Advised to quit</i></b>	<b><i>Cessation medication recommended or discussed</i></b>	<b><i>Cessation strategies discussed or provided</i></b>
<b>MinnesotaCare average</b>	77%	58%	50%
<b>BluePlus</b>	65%	49%	47%
<b>HealthPartners</b>	76%	70% **	57%
<b>Medica</b>	81%	55%	45%
<b>UCare</b>	82%	58%	50%
<b>IMC, HH, PW and SCHA</b>	77%	58%	50%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>MSC+</b>	<b><i>Advised to quit</i></b>	<b><i>Cessation medication recommended or discussed</i></b>	<b><i>Cessation strategies discussed or provided</i></b>
<b>MSC+ average</b>	81%	64%	54%
<b>BluePlus</b>	83%	70%	60%
<b>HealthPartners</b>	84%	66%	51%
<b>Medica</b>	84%	65%	53%
<b>UCare</b>	71%	50%	48%
<b>IMC, PW and SCHA</b>	80%	66%	55%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

<b>SNBC</b>	<b><i>Advised to quit</i></b>	<b><i>Cessation medication recommended or discussed</i></b>	<b><i>Cessation strategies discussed or provided</i></b>
<b>SNBC average</b>	85%	67%	60%
<b>HealthPartners</b>	87%	61%	62%
<b>Hennepin Health</b>	88%	74% **	63%
<b>Medica</b>	84%	67%	59%
<b>UCare</b>	87%	70%	55%
<b>PW and SCHA</b>	80%	62%	58%

Significantly higher\*\* or lower\* than the program average  
(see Appendix B: Technical Notes: Statistical Significance)

## Appendix B: Program Descriptions

**Managed Care Minnesota Health Care Programs (MC MHCP):** Publically funded programs, which provide benefits through managed care organizations for more than 632,000 enrollees who are low income, aged or disabled. Over half of the individuals who qualify for MC MHCP are in the Families and Children Medical Assistance Program. A smaller segment of the population are 65 and over, enrolled in Minnesota Senior Care Plus (MSC+). The remainder of the population is under age 64, certified disabled and are enrolled in the Special Needs BasicCare (SNBC) Program.

**Families and Children - Medical Assistance (F&C-MA) (formerly Prepaid Medical Assistance Plan or PMAP):** A state-administered managed care program that purchases health care services on a prepaid capitated basis from licensed managed care organizations (MCOs) and county-based purchasers (CBPs). The Families and Children MA Program provides health care services to low-income people who are blind or disabled, to children in families with low incomes, and children who are needy. Adults (except pregnant women) must meet specific income and asset requirements.

**Fee for Service (FFS):** FFS is a pay system in which health care expenses of MHCP enrollees who are not enrolled in a health plan are paid by the Minnesota Department of Human Services (DHS) via previously established contract with health care providers. FFS claims contributes to about one third of total health care claims, and typically have a sicker population than health plan.

**MinnesotaCare:** MinnesotaCare is a state-funded health care program for working families and people who do not have access to affordable health insurance and meet certain income, asset and residency requirements. MinnesotaCare offers a benefit package of services through prepaid MCOs. Most enrollees in MinnesotaCare pay a premium, which is the monthly amount the enrollees must pay to continue health coverage. Premiums are determined on a sliding-fee scale based on family size and income. Under the ACA, states are given the option of operating a basic health program to provide health coverage to persons with incomes greater than 133 percent but not exceeding 200 percent of federal poverty guideline (FPG). The 2013 legislature directed DHS to seek federal approval to operate MinnesotaCare as a basic health program. Federal approval was received December 15, 2014, with implementation beginning January 1, 2015. The legislature also made changes in MinnesotaCare eligibility, covered services, and service delivery necessary to meet federal requirements for a basic health program. Many of these changes took effect January 1, 2014.

**Minnesota Senior Care Plus (MSC+):** MSC+ is a mandatory managed care program for eligible persons age 65 and older, which provides most Medicaid State Plan services (as permitted under the 1915(b) waiver); Elderly Waiver (EW) services (as permitted under a 1915(c) waiver); and the first 180 days of care in a nursing facility, coverage then reverts to fee-for-service and is paid for by the state instead of the managed care organization. The program does not include Medicare services and enrollees must receive their Medicare Part D drugs by enrolling in a separate Medicare prescription drug plan. The MCO contracts with the state to deliver health care services under a capitated payment arrangement. In 2009, the MSC+ program expanded into all counties in the state and may include non-dual eligible enrollees.

**Special Needs BasicCare (SNBC):** SNBC is a statewide voluntary managed health care program designed with and for adults with certified disabilities enrolled in Medical Assistance (MA). DHS currently contracts with six non-profit MCOs to provide SNBC health care coverage. The SNBC program covers all medically necessary primary and acute medical, hospital, preventive, diagnostic, therapeutic, behavioral, rehabilitative, medication, dental and vision services as well as 100 days of

nursing facility care. Enrollees may have a care coordinator or navigator who may assist enrollees with arranging health care and support services. SNBC enrollees eligible for Home and Community-Based Services (HCBS) waivers, personal care assistance (PCA), or home care nursing (HCN) services continue to receive these services through fee-for-service. Some SNBC MCOs coordinate Medicare Parts A, B and D for enrollees who have Medicare coverage. Some SNBC MCOs contract with the Centers for Medicare & Medicaid Services (CMS) as dual special needs plans and contract with DHS to integrate Medicare and Medicaid (Medical Assistance) benefit sets for members who have Medicare coverage.

## **Appendix C: Technical Definitions**

### **Response rate calculation**

In its simplest form, the response rate is the total number of completed questionnaires divided by the total number of respondents eligible.

### **Completed questionnaire**

A questionnaire is considered complete if responders did not say "NO" to the question: "Our records show that you are now in (plan name), is that right?" and if they provided a valid response to at least one question.

### **Statistical significance difference-of-means**

Statistical tests for significant differences were used in this report. Small differences between numbers should be ignored when comparing programs or health plans. These small differences may reflect sampling variation rather than real differences or may be due to non-response bias. In some instances, a difference between two numbers may be indicated as significant, but, in other instances, an equivalent difference is not indicated as significant. The ability to detect significant differences is related to the magnitude of the difference but also to the number of cases available for statistical analysis. Because the number of completed cases varied among the plans, equivalent differences could have varying statistical significance.

Readers should also note that results have been rounded to the nearest whole number. Thus, results between 0 and .5 appear as 0, but may still be considered statistically significant.

### **Limitations to findings**

The findings in this report are subject to some limitations in survey design and analysis. These limitations should be considered carefully when interpreting or generalizing the findings presented.

These limitations include:

- Adjustments to the results:

Before conducting significance tests, the data were adjusted for differences in enrollees' age and self-reported health status. Data were not adjusted, however, for enrollee variations that were not measured in the survey, such as income, employment status, specific health conditions, and beliefs or expectations.

- Single point in time:

The results of this survey represent a snapshot of health plans at a single point in time and need not accurately reflect long-standing satisfaction with the health plan or programs.

- Subjective measurements only:

The questions in this survey reflect the subjective evaluation and opinions of the respondents. The relationship between these responses and other measures of health plan performance and service quality have not been established.

### **Causal inference:**

Although this analysis examines whether enrollees of various health plans report differential satisfaction with various aspects of their plan, these differences cannot be attributed totally to the plan. People choose to become members of specific health plans for reasons that cannot be fully addressed in this analysis (such as income, prior medical experience, anticipated needs, and

expectations). As mentioned previously, results are a snap-shot of underlying pattern, and need not imply causation.

### **Non-response bias:**

If people who responded to survey differ from people who did not respond, reported outcomes can be biased.

### **Generalizability:**

Observed findings are applicable only to the survey-eligible MHCP population, and may not be valid to survey-ineligible MHCP population or other socio-demographically diverse populations.

### **Sampling error and confidence intervals:**

The scores presented in this report are based on a sample of each plan's membership, as opposed to a census of all members of the plan. Any time a sample is used, there is an associated sampling error for each estimate (each rating, each composite score, etc.), which represents the difference between the true value of the rate and the value estimated from a sample. In this survey, the sampling error varies from about 4 percent to 7 percent. There's a range because each question was answered by somewhat different numbers of people, and the range of their responses differs from question to question. Smaller sampling errors are associated with a greater numbers of cases for analysis as well as a narrower range of responses to a particular question.

The confidence interval (or confidence level) is the range, defined by an upper and a lower limit, in which the true value lies, with a specified probability. All of the scores calculated in this report used a confidence interval of 95 percent, which is the interval most commonly used. So, for this survey, we can say that 19 times out of 20, the true value for each score calculated from the survey lies within the range defined by the score itself plus or minus the margin of error, which can be calculated for each score and varies no more than 4 percent to 7 percent.

### **Averages for programs:**

Programs such as the Families and Children - MA (F&C-MA) have several participating plans. This report shows results for each plan separately and also shows an average for the entire program. To calculate the program average, the responses from enrollees in all plans within the program were considered together.

### **Summary rates:**

Summary rates are single statistics calculated for a question according to CAHPS® specifications. Summary rates represent the percentage of respondents who choose the most positive response option ("always", or a "9" or "10").

### **Valid surveys and unanswered questions:**

In this survey, DHS adopted NCQA 5.0H guidelines for determining a completed questionnaire. According to these guidelines, questionnaires were considered complete if respondents did not say 'No' to Question 1 ("Our records show that you are now in (plan name). Is that right?" ) and if they provided a valid response to at least one question. While the majority of respondents who started the questionnaire provided responses to most items, some did not. Missing answers were not included in the results.

### **Survey Protocols - CAHPS® Consortium vs. NCQA HEDIS:**

DHS has chosen to follow the CAHPS® Consortium protocol which is not as narrowly defined as the

NCQA HEDIS protocol. The NCQA HEDIS protocol is needed to standardize data collection methods primarily for comparison between commercial health plan product lines as an element for NCQA Accreditation. The CAHPS® Consortium protocol incorporates more flexibility and is more academically focused providing a more illuminating analysis that allows for quality improvement activities. For example, DHS samples across health plans in consideration of historical response rates, and with a focus on creating final analyzable cell conclusions which is not allowed in the NCQA HEDIS protocol. It is also possible to send surveys to viable addresses only. NCQA HEDIS protocol requires survey packets to be mailed to all sampled members including those with an incomplete address.

The analysis of survey responses is also influenced by the selection of a protocol. The reporting of "9 and 10" ratings as a positive experience and not including ratings of "8" (8, 9, and 10 NCQA HEDIS protocol), is based on the premise that ratings of "8" is just a polite way of saying the respondent did not like the experience. The opposing perspective believes reporting "8, 9, 10" ratings reflect positive experiences, since many people may never consider scoring a "10" and a rating of "8" as very good. Either method is considered appropriate.

## Appendix D: Composites and Related Questions

Each individual composite presented in this report includes a series of related questions, as follows:

**Getting needed care.** The survey asked people to report how often they:

1. *Found it easy to get appointments with specialists*
2. *Got care, tests, or treatment they thought they needed*

**Getting care without long waits.** The survey asked people to report how often they:

1. *Got treated as soon as they wanted when sick or injured*
2. *Got an appointment as soon as they wanted for regular or routine care*

**How well doctors communicate.** The survey asked people to report how often doctors or other health providers:

1. *Listened carefully*
2. *Explained things in an understandable way*
3. *Showed respect for what they had to say*
4. *Spent enough time with them*

**Health plan/program customer service.** The survey asked people to report how often:

1. *Their health plan's/program's customer service gave needed information or help*
2. *They were treated with courtesy and respect by their health plan's/program's customer service*

**Shared decision making.** The survey asked people to report how often doctors or other health providers:

1. *Talked about reasons you might want to take a prescription medicine*
2. *Talked about reasons you might NOT want to take a prescription medicine*
3. *Asked what was best for you when starting or stopping a prescription medicine*

## Appendix E: Summary of Sampling Quantities and Response Rates

The study had a goal of receiving at least 300 returned questionnaires for each health plan or group in each of the five program populations; 22 sample groups in all.

To achieve this goal, the sample was designed to select an appropriate number of enrollees from each of the 22 sample groups. When individual health plans did not have an adequate number of enrollees to warrant an individual sample, health plans were combined and treated as a single reporting unit. For single plans with insufficient enrollees to achieve the respective target sample, all eligible enrollees were selected. A total of 26,762 enrollees across all programs were selected to participate in the survey.

Questionnaires were mailed to all selected enrollees. Enrollees who did not return a mail questionnaire received telephone calls and were offered the opportunity to complete the questionnaire over the telephone. During the course of the survey, some sampled enrollees were determined to be ineligible. Some were no longer enrolled; some were deceased; others had language problems or incapacities that prevented them from completing the interview.

The study response rate is the percentage of those who completed an interview among all those who were eligible to participate. Completed interviews were obtained from 6,311 enrollees. The study response rate was 24.8 percent.

Key to managed care organizations:

- Blue Plus (Blue Plus)
- HealthPartners (HealthPartners)
- Itasca Medical Care (IMCare/IMC)
- Medica Health Plans (Medica)
- PrimeWest Health (PrimeWest/PW)
- South Country Health Alliance (SCHA)
- UCare (UCare)

<b>Population</b>	<b>Quantity mailed</b>	<b>Eligible for analysis</b>	<b>Response rate</b>	<b>Cases for analysis</b>
Families and Children – Medical Assistance - BluePlus	1660	1597	17%	277
Families and Children – Medical Assistance - HealthPartners	1855	1816	18%	330
Families and Children – Medical Assistance - Hennepin Health	1502	1458	14%	209
Families and Children – Medical Assistance - Itasca Medical Care	1660	1646	22%	361
Families and Children – Medical Assistance - PrimeWest Health	1502	1477	19%	279
Families and Children – Medical Assistance - South Country Health Alliance	1372	1352	21%	284
Families and Children – Medical Assistance - UCare	1660	1611	16%	263
Fee-for-service	957	889	33%	294
MinnesotaCare - BluePlus	1169	1130	26%	295
MinnesotaCare - HealthPartners	1262	1215	27%	322
MinnesotaCare - Medica	1262	1207	26%	309
MinnesotaCare - UCare	1169	1129	30%	336
MinnesotaCare - IMC, HH, PW and SCHA	1169	1130	26%	295
Minnesota Senior Care Plus - BluePlus	687	612	34%	210
Minnesota Senior Care Plus - HealthPartners	957	837	31%	260
Minnesota Senior Care Plus - Medica	831	718	35%	250
Minnesota Senior Care Plus - UCare	1018	812	24%	196
Minnesota Senior Care Plus - IMC, PW and SCHA	632	602	46%	276
Special Needs BasicCare - HealthPartners	957	919	31%	282
Special Needs BasicCare - Hennepin Health	1449	1369	26%	354
Special Needs BasicCare - Medica	986	926	27%	253
Special Needs BasicCare - UCare	1088	1008	30%	307
Special Needs BasicCare - PW and SCHA	1127	1094	33%	364

## Appendix E: Respondent Characteristics

Several questions in the survey ask about respondent characteristics. These questions include gender, age, health status, educational level, and race and ethnicity. For each program, the percent of respondents within each of these categories is shown in the following table.

Respondent Characteristics		F&C-MA	FFS	MinnesotaCare	MSC+	SNBC
Gender	<i>Male</i>	42%	42%	37%	35%	45%
	<i>Female</i>	58%	58%	63%	65%	55%
Age	<i>18 to 24</i>	9%	8%	4%	0%	3%
	<i>25 to 34</i>	19%	12%	14%	0%	10%
	<i>35 to 44</i>	17%	13%	15%	0%	12%
	<i>45 to 54</i>	20%	15%	19%	0%	26%
	<i>55 to 64</i>	34%	29%	45%	1%	46%
	<i>65 to 74</i>	1%	12%	2%	64%	3%
	<i>75 or older</i>	0%	10%	0%	35%	0%
Education Level	<i>HS or less</i>	42%	62%	39%	63%	63%
	<i>Some college</i>	42%	30%	39%	25%	29%
	<i>College graduate</i>	15%	8%	22%	12%	8%
Self-Reported Health Status	<i>Excellent/Very Good</i>	42%	26%	50%	24%	22%
	<i>Good</i>	37%	39%	37%	38%	34%
	<i>Fair/Poor</i>	21%	35%	13%	38%	44%
Hispanic or Latino	<i>Yes</i>	5%	4%	5%	4%	4%
	<i>No</i>	95%	96%	95%	96%	96%
Race	<i>White</i>	76%	75%	77%	63%	62%
	<i>Black/African American</i>	9%	10%	7%	14%	21%
	<i>Asian</i>	3%	2%	7%	10%	3%
	<i>Pacific Islander</i>	1%	1%	0%	0%	1%
	<i>American Indian</i>	4%	6%	2%	4%	6%
	<i>Other</i>	4%	4%	5%	5%	5%