

Recap of 2024 HEDIS and CAHPS results

We work hard to make sure you get the best health care and service. Each year we look at how well we are doing. We set goals for care and service. If we don't reach our goals we make a plan to help us improve and reach our goals in the future.

A use a tool called HEDIS® (Healthcare Effectiveness, Data and Information Set). It helps us measure if our members are getting good health care.

Here are some of the 2024 HEDIS® Results:

We met our goal of year-over-year improvement in these areas:

- Lead screening in children
- Childhood BMI percentile counseling
- Blood pressure control in people with diabetes
- Blood pressure control in people with hypertension
- Hemoglobin A1C control in people with diabetes
- Eye exams for people with diabetes
- Early prenatal care visits
- Postpartum care visits
- Breast cancer screening
- Follow-up after hospitalization for mental illness

We did not meet our goal of year-over-year improvement for:

- Adolescent immunizations
- Childhood immunizations
- Childhood nutrition counseling
- Cervical cancer screening



Member Satisfaction Results

We also conduct a member satisfaction survey each year. The survey is called CAHPS®. There is an adult survey and a child survey. The results from the survey help us:

- Get feedback from our members
- Learn more about member needs
- Compare our service to other health care plans
- Find ways to improve so we can serve you better

Here are some of the 2024 CAHPS Survey Results

Areas where we **met** our goals:

	Adult Survey	Child Survey
Getting Needed Care	Goal Met	Goal Met
Getting Care Quickly	Goal Met	Goal Met
Rating of Personal Doctor	Goal Met	
Rating of All Health Care	Goal Met	
Coordination of Care	Goal Met	Goal Met
Customer Service	Goal Met	Goal Met

Areas where we **did not** meet our goals:

	Adult Survey	Child Survey
Rating of Personal Doctor		Goal Not Met
Rating of Specialist Doctor	Goal Not Met	Goal Not Met
Rating of All Health Care		Goal Not Met
Rating of Health Plan	Goal Not Met	Goal Not Met

We will continue to work hard to make sure you get the best health care and service!

Your voice matters!

If you get a member satisfaction survey, please take the time to complete it. We do our best to earn the highest scores (9 or 10) from our members. If you are not happy with your health care or service, please let us know. Call Member Services at **1-888-348-2922 (TTY: 711)**.