

MEASURE	KY HEDIS® 2018 <b>Adult</b> CAHPS Result Summaries	2017 QC National Average Medicaid HMO <b>Adult</b>
<b>Overall Ratings</b>		
Rating of Health Plan Overall	75.39%	75.77%
Rating of Health Care Overall	72.44%	74.36%
Rating of Personal Doctor Overall	86.75%	81.18%
Rating of Specialist Overall	78.87%	81.79%
Customer Service Composite	(N/A)	88.15%
Getting Needed Care Composite	84.79%	81.98%
Getting Care Quickly Composite	86.47%	81.83%
How Well Doctors Communicate Composite	94.73%	91.38%
Shared Decision Making Composite	81.23%	79.76%
MEASURE	KY HEDIS® 2018 <b>Child</b> CAHPS Result Summaries	2017 QC National Average Medicaid <b>Child</b>
<b>Overall Ratings</b>		
Rating of Health Plan Overall	85.90%	85.84%
Rating of Health Care Overall	88.80%	86.72%
Rating of Personal Doctor Overall	89.95%	89.27%
Rating of Specialist Overall	85.34%	87.30%
Customer Service Composite	93.76%	88.09%
Getting Needed Care Composite	92.01%	84.50%
Getting Care Quickly Composite	95.06%	88.83%
How Well Doctors Communicate Composite	96.36%	93.49%
Shared Decision Making Composite	77.79%	78.70%
MEASURE	KY HEDIS® 2018 <b>CHIPS</b> CAHPS Result Summaries	2017 QC National Average Medicaid <b>CHIPS</b>
<b>Overall Ratings</b>		
Rating of Health Plan Overall	87.30%	85.84%
Rating of Health Care Overall	86.97%	86.72%
Rating of Personal Doctor Overall	88.30%	89.27%
Rating of Specialist Overall	88.24%	87.30%
Customer Service Composite	N/A	88.09%
Getting Needed Care Composite	93.73%	84.50%
Getting Care Quickly Composite	93.95%	88.83%
How Well Doctors Communicate Composite	95.36%	93.49%
Shared Decision Making Composite	76.63%	78.70%