



iowa total care™

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## Provider CAHPS® Summit

June 22 & 23, 2021

# Welcome & Housekeeping

- Please mute your audio.
- Please announce yourself when speaking.
  - Utilize the chat.
- Please do not place the call on hold.
- We will be using Zoom Polls.

# CAHPS® Summit Agenda

## 1. Opening Comments

- Dr. Paul Mulhausen

## 2. CAHPS® Overview

- McKyla Carson

## 3. Survey Questions

- McKyla Carson

## 4. ITC CAHPS® Scores

- McKyla Carson

## 5. Improvement Strategies

- Ashley Nelson & McKyla Carson

### Today's Speakers:

**Kimberly Flores, MHA**  
Director, Quality Improvement

**Paul Mulhausen, MD**  
Chief Medical Director

**McKyla Carson, MPH**  
CAHPS Specialist

**Ashley Nelson**  
Manager, Quality Improvement

# Opening Comments



Paul Mulhausen, MD  
Chief Medical Director  
Iowa Total Care



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# Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>)

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## CAHPS® Overview

CAHPS® is the Consumer Assessment of Healthcare Providers and Systems.

- Annual survey captures a patient's experience with all aspects of their healthcare
- Asks our members—your patients—topics like provider communication skills, ease of accessing healthcare and their health plan performance

CAHPS® measures patient experience with the healthcare system.

- Quality of care
- Encounters with providers (physician practices, hospitals and healthcare facilities)
- Experience with the health plan

# ITC CAHPS® 2020 Scores

Composite & Measure Name	Adult Summary Rate	Child w/ CC Summary Rate
Rating of Health Plan (8, 9 or 10)	80.3%	85.2%
Rating of Healthcare (8, 9 or 10)	81.2%	87.7%
Rating of Personal Doctor (8, 9 or 10)	87.7%	93.0%
Rating of Specialist (8, 9 or 10)	84.7%	93.2%
Getting Needed Care	89.4%	90.5%
Getting Care Quickly	84.4%	95.5%
Coordination of Care	89.9%	78.6%
How Well Doctors Communicate	94.9%	98.0%
Annual Flu Vaccination	48.3%	-
Smoking Advice	71.0%	-
<b>Overall Score</b>	4.5/5	2.5/5

# CAHPS® Survey Questions

CAHPS Composites	Question
Rating of Healthcare, Personal Doctor, Specialist, Health Plan,	Using any number from 0 to 10, where 0 is the worst healthcare possible and 10 is the best healthcare possible, what number would you use to rate all your healthcare in the last 6 months?
	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
	Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?
	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

# CAHPS<sup>®</sup> Survey Questions

CAHPS Composites	Question
Getting Needed Care	In the last six months, how often was it easy to get the care, test or treatment you needed?
	In the last six months, how often did you get an appointment to see a specialist as soon as you needed?

# CAHPS<sup>®</sup> Survey Questions

CAHPS Composites	Question
Getting Care Quickly	In the last six months, when you needed care right away, how often did you get care as soon as you needed?
	In the last six months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

# CAHPS<sup>®</sup> Survey Questions

CAHPS Composites	Question
Coordination of Care	In the last six months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

# CAHPS<sup>®</sup> Survey Questions

CAHPS Composites	Question
How Well Doctors Communicate	In the last six months, how often did your personal doctor explain things in a way that was easy to understand?
	In the last six months, how often did your personal doctor listen carefully to you?
	In the last six months, how often did your personal doctor show respect for what you had to say?
	In the last six months, how often did your personal doctor spend enough time with you?

# CAHPS® Survey Questions

CAHPS Composites	Question
Smoking Advice	In the last six months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
	In the last six months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? <i>Examples of medications are: nicotine gum, patch, nasal spray, inhaler or prescription medication.</i>
	In the last six 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? <i>Examples of methods and strategies are: telephone helplines, individual or group counseling or cessation program.</i>

# Mock CAHPS Survey

- Off-cycle survey to members
- Collect additional feedback from members
- Includes free response questions
- Not used in NCQA Scoring



# Member Comments about Providers

What could your personal doctor do to improve the way they talked with you about your care?

- **Listen**
- **Show you care**
- **Communicate effectively**
- **Show more compassion**

“Should have taken more time instead of pushing me out the door before I even finished talking.”

“Listen. I do not think my personal doctor listened to my concerns.”

What did you like about the way your personal doctor talked with you?

- **Caring**
- **Easy to understand**
- **Listens**
- **Respectful**

“Very easy to understand and talk to. Follows through with what he says he will do.”

“He talks to me like a person/friend and not just a patient. He listens to everything I have to say.”

## Poll Question 2

Please use the Zoom polling feature to submit your reply.

**Are you conducting CAHPS<sup>®</sup> or Patient Experience training for your staff?  
If so, how often does this training occur?**



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# Improvement Strategies

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# Current ITC Improvement Strategies

## ITC Value-Added Services for members:

- My Health Pays Rewards
- Tobacco Cessation Program

## Provider CAHPS® materials:

- Provider CAHPS® Scorecards
- CAHPS® Corner webpage
- Provider Resource Guide



# My Health Pays Rewards

- Members can earn reward dollars by completing healthy activities (yearly wellness exams, annual screenings, flu shots, etc.).
- VISA giftcards
- Provider Coding Sheet

Incentive	Codes	Eligible Members
Postpartum Doctor Visit	59430	Female member who had a postpartum visit 1–12 weeks after delivery
Annual Breast Cancer Screening	77055, 77056, 77057, 77061, 77062, 77063, 77065, 77066, 77067, G0202, G0204, G0206	Females 40–74 years of age
Diabetic Care – HbA1c Test	83036, 83037, 3044F, 3046F, 3051F, 3052F	Members 18–75 years of age diagnosed with diabetes in their past medical history
Diabetic Eye Exam	67028 67030 67031 67036 67039 67040 67041 67042 67043 67101 67105 67107 67108 67110 67113 67121 67141 67145 67208 67210 67218 67220 67221 67227 67228 92002 92004 92012 92014 92018 92019 92134 92225 92226 92227 92228 92230 92235 92240 92250 92260 S0620 S0621 S3000 99203, 99204, 99205, 99213, 99214, 99215, 99242,	Members 18–75 years of age diagnosed with diabetes in their past medical history

**Congratulations on taking charge of your health!**

<Thank you for getting your flu shot to protect you from the flu this season./Choosing to get your flu shot not only protected you from the flu—it also earned you \$<XX> in **my healthpays** rewards!>

**Help <State Health Plan> benefit you more by telling us what you think!** Soon you may be asked to complete a survey about your healthcare experience. Please fill it out and send it back. We listen to what you have to say, and your input is used to help us improve!

<Call us at <XXX-XXX-XXXX> with questions or visit <URL> to learn more/ ways to earn **my healthpays** rewards!>



**state health plan.**

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**cash or ATM Access** F91641

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**AUTHORIZED SIGNATURE**

Card usage restrictions apply. This card may not be used everywhere Visa debit cards are accepted. See cardholder material for details. By using this card, I reaffirm my strict adherence to the rules of my benefit plan as referenced in my Cardholder Agreement and benefit plan documents. To report a lost/stolen card, call 1-866-598-1764. To check the balance, please call 1-866-809-1091.

Member Services: 1-833-404-1061 TTY: 711  
IowaTotalCare.com

# Tobacco Cessation: Quitline

- Counseling by doctor
- Coaching through Quitline
- Quit Aids covered through ITC
- My Health Pays Rewards

## Stop smoking today.



**Quitting smoking is hard. Iowa Total Care can help.**

Iowa Total Care wants to help you break free from tobacco. Quitting smoking can have immediate as well as long-term benefits for you and your loved ones. Within one to two years after quitting, your risk of heart attack drops dramatically and can also add as much as 10 years to your life compared to if you continue to smoke.<sup>1</sup>

Quitting tobacco is hard. You may have tried to quit several times before—two, three, four or more times—and you're still hooked. Don't give up! Each quit attempt moves you closer toward success. Take advantage of the resources available through Iowa Total Care along with talking with your doctor about which options are best for you.

**Coaching Services Are Available**  
The Iowa Tobacco Quitline Program is a counseling program that offers one-on-one coaching to tobacco users who are ready to make a change. Members can choose between three different quit programs: sessions over the phone, online or both.

**Quit Aids**  
Iowa Total Care will pay for quit aids like nicotine gum, lozenges and patches as part of your health coverage.<sup>2</sup>

**Earn Rewards**  
Iowa Total Care members can earn up to \$60 in My Health Pays<sup>®</sup> rewards per calendar year. You can use reward dollars to help pay for everyday items at Walmart, utilities, telecommunications (cell phone bill), childcare services, education and rent.

Iowa Total Care My Health Pays <sup>®</sup> Rewards for Smoking Cessation	
Enroll in the Iowa Tobacco Quitline Program and complete FIVE coaching sessions	\$30
Fill one quit aid prescription	\$30
<b>Total Possible Rewards</b>	<b>\$60</b>

**Smoking and Pregnancy**  
Are you pregnant? Do you smoke? It's never too late to quit! Quitting now can make a big difference in your baby's life. The Quitline has a special program for helping women during pregnancy. Call 1-800-QUIT-NOW.

**Ready to break free?  
Call 1-800-QUIT-NOW.**

<sup>1</sup> <https://www.cancer.org/healthy/stay-away-from-tobacco/benefits-of-quitting-smoking-over-time.html>  
<sup>2</sup> Quit aid benefit limits may apply.

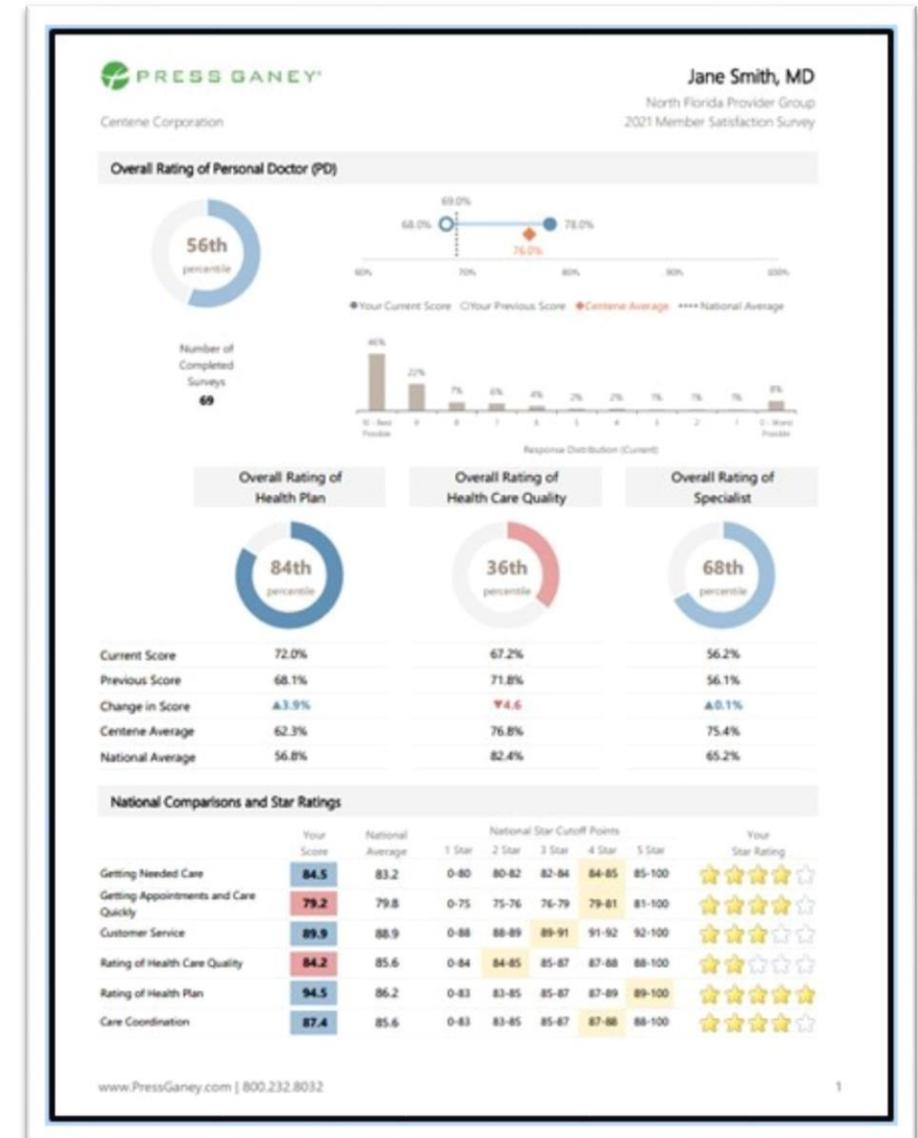
iowatotalcare.com  
1-833-404-1061





# CAHPS® Provider Scorecards

- Allow for targeted member experience improvement conversations
- Scorecards will be provided when:
  - At least **30 members** from an individual provider's panel respond to the survey
  - At least **50 members** from the provider group's panel respond to the survey
- Contains provider ratings, CAHPS® score estimates and recommendations for improvement



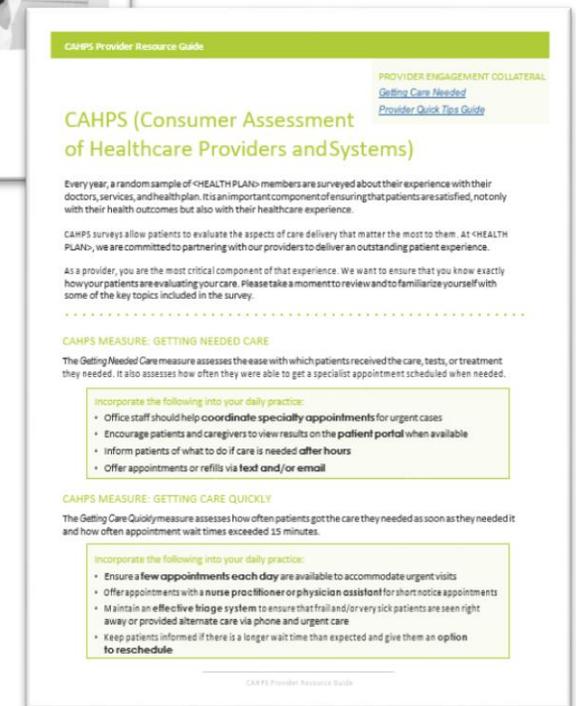
# CAHPS® Corner

- Houses materials to support providers
- Updated regularly

The screenshot displays the Iowa Total Care website interface. At the top, there are navigation links for Home, For Members, Find A Provider, About Us, Careers, and Contact, along with a search bar. Below this, there are logos for Iowa Health Link and Hawki. A green navigation bar contains links for FOR MEMBERS, FOR PROVIDERS, ABOUT US, and CONTACT US. The main content area is titled 'FOR PROVIDERS' and includes a sidebar with various links such as 'Sign Up for Provider Emails', 'Welcome to Iowa Total Care!', 'Login', 'Become a Provider', 'Prior Authorization Check', 'Pharmacy', 'Contracting & Credentialing', 'Electronic Visit Verification', 'Provider Resources', and 'Quality Improvement Program'. The 'CAHPS® Corner' link in the sidebar is circled in red. The main content area features the 'CAHPS® Corner' heading, a description of the survey, and a list of 'What does the CAHPS® survey ask patients about their physician?' with several bullet points. Below this, there is a section for 'How to Improve CAHPS® Scores' with another list of bullet points. At the bottom, there is a link for 'ADDITIONAL RESOURCES'.

# CAHPS® Provider Resource Guide

- Reviews key topics included in the CAHPS® survey
- Provides ways to incorporate improvement strategies into daily practice
- Available on website and distributed by ITC staff



# Open Discussion

What are you doing to improve patient satisfaction?

What composites do you think you could improve upon?

- › Getting Needed Care
- › Getting Care Quickly
- › Care Coordination
- › How Well Doctors Communicate
- › Medical Assistance with Smoking & Tobacco Cessation
- › Rating of Personal Doctor, Specialist, Health Care



# Closing Comments

- Review materials on ITC provider webpage.
- Remind ITC members about Value-Added Services.
- Continue the conversation with Clinical Quality Consultants and Provider Relation Representatives.

## CAHPS Summit Follow-up

- Materials will be made available after the summit.
- Complete the Post Provider CAHPS® Summit Questionnaire.
- Send any questions and comments to [quality@iowatotalcare.com](mailto:quality@iowatotalcare.com).

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Questions?

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