

## Section 5.4.4a - Attach Risk/Case-mix Adjustment Modeling and/or Stratification Specifications for Adult HP CAHPS- Health Plan Customer Service Composite Measure

*Table 5.4.4a.3 Case-Mix Adjustment Model Results – Coefficients for Adult HP CAHPS – Health Plan Customer Service*

<b>Case Mix Category</b>	<b>In the last 6 months, how often did your health plan's customer service give you the information or help you needed?</b>	<b>In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?</b>
<b>Age</b>		
18-34 years	-0.096*	-0.032*
35-44 years	-0.037	0.010
45-54 years (REFERENCE)	0.000	0.000
55-64 years	0.061*	0.051*
65 years and up	0.065*	0.069*
<b>Education</b>		
Some high school or less	0.061*	-0.002
High school graduate or GED	0.066*	0.015
Some college or 2-year degree (REFERENCE)	0.000	0.000
4-year college graduate	-0.036	-0.025
More than 4-year college degree	-0.086*	-0.034
<b>General Health Status</b>	-0.058*	-0.025*
<b>Mental Health Status</b>	-0.043*	-0.033*

Note: \*Coefficients are statistically significant at  $p < 0.05$ .