

Section 5.3.4a - Attach Additional Accountable Entity Level Validity Testing Results (derived) for Adult HP CAHPS

Table 5.3.4a1. Plan-Level and Individual-Level Correlations of the Composite Measure Top Box Scores and Ratings of Patient Experience in the Adult HP CAHPS Survey

Measure	Rating of Doctor		Rating of Specialist		Rating of Health Care		Rating of Health Plan	
	Plan	Individual	Plan	Individual	Plan	Individual	Plan	Individual
Getting Needed Care	0.49	0.31	0.44	0.39	0.52	0.45	0.41	0.36
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.49	0.33	0.41	0.33	0.57	0.46	0.46	0.38
In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.40	0.23	0.39	0.36	0.39	0.32	0.28	0.28
Getting Care Quickly	0.45	0.24	0.39	0.25	0.46	0.34	0.36	0.26
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.37	0.25	0.27	0.27	0.41	0.39	0.36	0.31
In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.44	0.23	0.37	0.23	0.40	0.31	0.31	0.24
How Well Doctors Communicate	0.60	0.57	0.40	0.32	0.49	0.41	0.43	0.29
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.50	0.48	0.30	0.27	0.39	0.35	0.34	0.25
In the last 6 months, how often did your personal doctor listen carefully to you?	0.64	0.53	0.42	0.28	0.48	0.35	0.42	0.26
In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.57	0.50	0.40	0.26	0.49	0.32	0.40	0.25

Measure	Rating of Doctor		Rating of Specialist		Rating of Health Care		Rating of Health Plan	
	Plan	Individual	Plan	Individual	Plan	Individual	Plan	Individual
In the last 6 months, how often did your personal doctor spend enough time with you?	0.52	0.49	0.33	0.27	0.44	0.34	0.42	0.25
Health Plan Customer Service	0.46	0.26	0.38	0.31	0.41	0.34	0.45	0.40
In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.44	0.23	0.29	0.28	0.34	0.31	0.40	0.36
In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.43	0.23	0.40	0.27	0.43	0.28	0.41	0.33

Note: All correlations are statistically significant at $p < 0.05$. Values are Spearman rank-order correlations among top box scores.

Table 5.3.4a2. Plan-Level and Individual-Level Intercorrelations of the Adult HP CAHPS Survey Composite Measure Top Box Scores

Composite Measures	Getting Needed Care		Getting Care Quickly		How Well Doctors Communicate		Health Plan Customer Service	
	Plan	Individual	Plan	Individual	Plan	Individual	Plan	Individual
Getting Needed Care	1.0	1.0	0.779	0.514	0.685	0.444	0.570	0.446
Getting Care Quickly	0.779	0.514	1.0	1.0	0.598	0.348	0.551	0.356
How Well Doctors Communicate	0.685	0.444	0.598	0.348	1.0	1.0	0.629	0.411
Health Plan Customer Service	0.570	0.446	0.551	0.356	0.629	0.411	1.0	1.0

Note: All intercorrelations are statistically significant at $p < 0.05$. Values are Spearman rank-order correlations among top box scores.