

**NCQA HEDIS® 2019 CAHPS 5.0H Data Submission
Adult Commercial Survey Results Report - NCQA Calculations**

Submission ID	10975
Organization ID	81
Product	HMO/POS Combined
Survey Vendor	Decision Support Systems, Inc. (dba DSS Research)
Organization Name	Humana Health Plan, Inc. (Kentucky)
Prior Year Submission ID/Rotate Submission ID 1	10975
Rotate Submission ID 2	

Survey Attributes

Healthcare Organization Name	Humana Health Plan Inc. (Kentucky)
Survey Mode	Mixed
Sample Frame Size	104062
Oversampling Rate	30
Final Sample Size: Includes Oversampling	1430
Number Complete and Eligible	226
Number Incomplete or Ineligible	1204
Reporting Flu Vaccinations for Adults Ages 18-64?	Yes
Reporting Medical Assistance With Smoking and Tobacco Use Cessation?	Yes
Number of Supplemental Questions	6
Total Response Rate	16.02%
HEDIS Compliance Audit Sample Frame Validation Result	Supports reporting

National Committee for Quality Assurance

5/23/2019

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Composites

	Mean	Variance
Getting Needed Care	2.45	0.0024
Getting Care Quickly	2.5	0.0026
How Well Doctors Communicate	2.76	0.0013
Customer Service	NA	NA
Claims Processing	2.48	0.0034
Plan Information on Costs	2	0.0039

Ratings

	Mean	Variance
Rating of All Health Care	2.47	0.4036
Rating of Personal Doctor	2.74	0.2509
Rating of Specialist Seen Most Often	2.55	0.4234
Rating of Health Plan	2.22	0.569

Question Summary Rates

	Mean	Variance
Health Promotion and Education	2.6	0.6461
Coordination of Care	2.42	0.529

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Composite Global Proportion

	Never + Sometimes	Usually	Always	Always + Usually
Getting Needed Care	14.77%	25.39%	59.84%	85.23%
Getting Needed Care Variance			0.001	0.0005
Getting Care Quickly	13.68%	22.96%	63.36%	86.32%
Getting Care Quickly Variance			0.0012	0.0006
How Well Doctors Communicate	4.55%	14.73%	80.72%	95.45%
How Well Doctors Communicate Variance			0.0007	0.0002
Customer Service	NA	NA	NA	NA
Customer Service Variance			NA	NA
Claims Processing	7.92%	36.33%	55.76%	92.08%
Claims Processing Variance			0.002	0.0006
Plan Information on Costs (Rolling Average)	35.22%	29.07%	35.71%	64.78%
Plan Information on Costs Variance			0.0013	0.0013
	Yes	No		
Shared Decision Making	87%	13%		
Shared Decision Making Variance	0.0005			

Flu Vaccinations for Adults Ages 18-64

Rate	Numerator	Denominator
50.75%	102	201

Medical Assistance With Smoking and Tobacco Use Cessation

Rate	Year 1		Year 2		
	Numerator	Denominator	Numerator	Denominator	
Advising Smokers and Tobacco Users to Quit	NA	22	28	17	22
Discussing Cessation Medications	NA	16	27	12	21
Discussing Cessation Strategies	NA	17	28	9	21
Percent Current Smokers	10.14%			22	217

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	8+9+10		9+10	
	Rate	Variance	Rate	Variance
Q13. Rating of All Health Care	85.33%	0.1259	54.89%	0.249
Q23. Rating of Personal Doctor	92.18%	0.0725	76.54%	0.1806
Q27. Rating of Specialist Seen Most Often	84.48%	0.1322	63.79%	0.233
Q42. Rating of Health Plan	65.3%	0.2276	42.01%	0.2447
Question Summary Rates			Yes	No
Q8. Health Promotion and Education			79.89%	20.11%
Variance			0.1615	
Question Summary Rates	Never + Sometimes	Usually	Always	Always + Usually
Q22. Coordination of Care	14.02%	29.91%	56.07%	85.98%
Variance			0.2486	0.1217
Question Summary Rates			Always	Always + Usually
Q4. Got care as soon as needed when care was needed right away			NA	NA
Q6. Got check-up/routine appointment as soon as needed			58.43%	84.83%
Q14. Ease of getting care, tests or treatment			65.05%	89.78%
Q17. Personal doctor explained things			83.65%	95.6%
Q18. Personal doctor listened carefully			79.87%	94.97%
Q19. Personal doctor showed respect			85.63%	96.25%
Q20. Personal doctor spent enough time			73.75%	95%
Q25. Got appointment with specialist as soon as needed			54.62%	80.67%
Q29. Written materials or Internet provided needed information			NA	NA
Q35. Customer service provided information or help			NA	NA
Q36. Customer service treated member with courtesy and respect			NA	NA
Q38. Health plan forms were easy to fill			87.74%	95.75%
Q40. Health plan handled claims quickly			54.37%	90.29%
Q41. Health plan handled claims correctly			NA	NA

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Question Summary Rates

	Rate
Q10. Doctor talked about the reasons you might want to take a medicine (Yes)	97.17%
Q11. Doctor talked about the reasons you might not want to take a medicine (Yes)	80.19%
Q12. Doctor asked what you thought was best (Yes)	83.65%

Rolling Average Question Summary Rates

	Rate	Year 1		Year 2	
		Numerator	Denominator	Numerator	Denominator
Q31. Able to find out how much member would pay for health care (Always)	NA	16	55	11	33
Q31. Able to find out how much member would pay for health care (Always + Usually)	NA	35	55	21	33
Q33. Able to find out how much for specific prescription medicines (Always)	40.74%	26	74	29	61
Q33. Able to find out how much for specific prescription medicines (Always + Usually)	65.93%	49	74	40	61

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