

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

Submission ID	6748
Organization ID	81
Product	PPO
Survey Vendor	Decision Support Systems, Inc. (dba DSS Research)
Organization Name	Humana Health Plan, Inc. (Kentucky)
Prior Year Submission ID/Rotate Submission ID 1	6748
Rotate Submission ID 2	

Survey Attributes

Healthcare Organization Name	Humana Health Plan Inc. (Kentucky)
Survey Mode	Mixed
Sample Frame Size	31973
Oversampling Rate	0
Final Sample Size: Includes Oversampling	1100
Number Complete and Eligible	133
Number Incomplete or Ineligible	967
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	12.29%
HEDIS Compliance Audit Sample Frame Validation Result	Supports reporting

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5/23/2019

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Composites

	Mean	Variance
Getting Needed Care	NA	NA
Getting Care Quickly	NA	NA
How Well Doctors Communicate	NA	NA
Customer Service	NA	NA
Claims Processing	NA	NA
Plan Information on Costs	NA	NA

Ratings

	Mean	Variance
Rating of All Health Care	2.3	0.5279
Rating of Personal Doctor	2.66	0.4002
Rating of Specialist Seen Most Often	NA	NA
Rating of Health Plan	2.16	0.5695

Question Summary Rates

	Mean	Variance
Health Promotion and Education	2.52	0.7333
Coordination of Care	NA	NA

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Composite Global Proportion

	Never + Sometimes	Usually	Always	Always + Usually
Getting Needed Care	NA	NA	NA	NA
Getting Needed Care Variance			NA	NA
Getting Care Quickly	NA	NA	NA	NA
Getting Care Quickly Variance			NA	NA
How Well Doctors Communicate	NA	NA	NA	NA
How Well Doctors Communicate Variance			NA	NA
Customer Service	NA	NA	NA	NA
Customer Service Variance			NA	NA
Claims Processing	NA	NA	NA	NA
Claims Processing Variance			NA	NA
Plan Information on Costs (Rolling Average)	NA	NA	NA	NA
Plan Information on Costs Variance			NA	NA
	Yes	No		
Shared Decision Making	NA	NA		
Shared Decision Making Variance	NA			

Flu Vaccinations for Adults Ages 18-64

Rate	Numerator	Denominator
56.2%	68	121

Medical Assistance With Smoking and Tobacco Use Cessation

Rate	Year 1		Year 2	
	Numerator	Denominator	Numerator	Denominator
Advising Smokers and Tobacco Users to Quit	24	34	21	24
Discussing Cessation Medications	13	33	11	24
Discussing Cessation Strategies	13	33	8	24
Percent Current Smokers	18.6%		24	129

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Question Summary Rates	8+9+10 Rate	Variance	9+10 Rate	Variance
Q13. Rating of All Health Care	78.9%	0.168	45.87%	0.2506
Q23. Rating of Personal Doctor	86.54%	0.1176	75%	0.1893
Q27. Rating of Specialist Seen Most Often	NA	NA	NA	NA
Q42. Rating of Health Plan	60.47%	0.2409	37.21%	0.2355

Question Summary Rates	Yes	No
Q8. Health Promotion and Education	76.15%	23.85%
Variance	0.1833	

Question Summary Rates	Never + Sometimes	Usually	Always	Always + Usually
Q22. Coordination of Care	NA	NA	NA	NA
Variance		NA	NA	NA

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	NA	NA
Q14. Ease of getting care, tests or treatment	51.38%	88.07%
Q17. Personal doctor explained things	NA	NA
Q18. Personal doctor listened carefully	NA	NA
Q19. Personal doctor showed respect	NA	NA
Q20. Personal doctor spent enough time	NA	NA
Q25. Got appointment with specialist as soon as needed	NA	NA
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	88.1%	97.62%
Q40. Health plan handled claims quickly	NA	NA
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)	NA
Q11. Doctor talked about the reasons you might not want to take a medicine (Yes)	NA
Q12. Doctor asked what you thought was best (Yes)	NA

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	8	31	5	22
Q31. Able to find out how much member would pay for health care (Always + Usually)	NA	20	31	16	22
Q33. Able to find out how much for specific prescription medicines (Always)	NA	8	33	5	20
Q33. Able to find out how much for specific prescription medicines (Always + Usually)	NA	19	33	8	20

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