

## Top Scoring Medicare-Medicaid Plans on Overall Rating of Health Plan: A Snapshot from the 2019 CAHPS Survey

Under the Medicare-Medicaid Financial Alignment Initiative, the Centers for Medicare & Medicaid Services (CMS) is measuring consumer experience in multiple ways, including through beneficiary surveys such as the Consumer Assessment of Healthcare Providers and Systems (CAHPS). Under the capitated financial alignment model, Medicare-Medicaid Plans (MMPs) are required to annually conduct the Medicare Advantage Prescription Drug (MA-PD) CAHPS survey, which measures important aspects of an individual’s health care experience including the accessibility to and quality of services.

In order to report MA-PD CAHPS in a given year, health plans, including MMPs, must have a minimum of 600 enrollees as of July 1st of the preceding calendar year. In early 2019, surveys were sent to a sample of MMP enrollees with at least six months of continuous enrollment. Enrollees were asked to evaluate their health care experience over the previous six months. As a result, 43 MMPs participating in 10 capitated model demonstrations were able to report CAHPS during the 2019 reporting cycle.

As part of the MA-PD CAHPS survey, respondents are asked to rate their health plan on a scale from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible. The scores below are the percentage of the best possible score each contract earned. CMS rounds to the nearest integer in the public presentation of this data; the order presented is based on decimal points not shown.

MMP	State	Score (out of 100)
Healthspring Life & Health Insurance Company (H9869)	TX	92
Upper Peninsula Health Plan (H1977)	MI	92
Amerigroup Texas (H8786)	TX	90
Healthfirst (H5441)	NY	90
AmeriHealth Michigan (H0192)	MI	89
Neighborhood Health Plan of RI (H9576)	RI	89
UnitedHealthcare Community Plan of Texas (H7833)	TX	89
HAP Midwest (H9712)	MI	89

CMS anticipates making additional information regarding 2019 CAHPS results under the Medicare-Medicaid Financial Alignment Initiative available soon.

For more information on the MA-PD CAHPS survey see: <http://www.ma-pdpcahps.org/>

### ABOUT THE INTEGRATED CARE RESOURCE CENTER

The Integrated Care Resource Center is a national initiative of the Centers for Medicare & Medicaid Services to help states improve the quality and cost-effectiveness of care for individuals dually eligible for Medicare and Medicaid. The state technical assistance activities

are coordinated by Mathematica and the Center for Health Care Strategies. For more information, visit [www.integratedcareresourcecenter.com](http://www.integratedcareresourcecenter.com).

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