Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

This information is provided as part of Harvard Pilgrim's 2017 Health Care Access Report as required by the State of New Hampshire's network adequacy requirements.

Harvard Pilgrim Health Care

Segmentation Analysis
Plan Summary Rates by County (Database)

628 Total Respondents

Q#	Attributes	Belknap Valid n**	%	Carroll Valid n**	%	Coos Valid n**	%	Grafton Valid n**	%	Sullivan Valid n**	%	Cheshire Valid n**	%	Hillsborough Valid n**	%	Merrimack Valid n**	%	Rockingham Valid n**	%	Strafford Valid n**	%	Range*
4	Obtained needed care right away	13	84.6%	20	100.0%	16	81.3%	16	87.5%	18	83.3%	17	94.1%	35	94.3%	20	95.0%	22	95.5%	32	96.9%	**18.8%**
6	Obtained appointment for care as soon as needed	28	78.6%	44	90.9%	48	77.1%	33	93.9%	31	77.4%	40	75.0%	83	80.7%	46	89.1%	55	92.7%	54	87.0%	18.9%
10	Doctor/health provider talked about reasons you might want to take a medicine	9	88.9%	26	96.2%	19	100.0%	23	91.3%	17	100.0%	19	84.2%	39	94.9%	26	92.3%	24	95.8%	18	100.0%	**15.8%**
11	Doctor/health provider talked about reasons you might not want to take a medicine	9	88.9%	26	84.6%	19	89.5%	23	100.0%	17	88.2%	19	68.4%	39	82.1%	26	76.9%	24	75.0%	19	89.5%	31.6%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	8	100.0%	26	84.6%	19	84.2%	22	86.4%	17	94.1%	19	78.9%	38	73.7%	26	76.9%	24	79.2%	19	100.0%	**26.3%**
14	Ease of getting care, tests, or treatment needed	31	90.3%	43	100.0%	48	81.3%	37	97.3%	36	94.4%	43	83.7%	79	89.9%	50	90.0%	56	96.4%	57	98.2%	18.8%
17	Doctors explained things in an understandable way	32	100.0%	43	95.3%	39	100.0%	36	94.4%	35	97.1%	33	100.0%	73	97.3%	45	97.8%	54	94.4%	53	98.1%	**5.6%**
18	Doctors listened carefully to you	32	96.9%	43	90.7%	39	97.4%	36	97.2%	35	85.7%	33	97.0%	73	93.2%	45	95.6%	53	90.6%	53	98.1%	12.4%
19	Doctors showed respect for what you had to say	32	96.9%	42	92.9%	39	97.4%	36	97.2%	34	91.2%	33	97.0%	73	93.2%	45	95.6%	54	92.6%	53	98.1%	6.9%
20	Doctors spent enough time with you	32	96.9%	43	95.3%	39	100.0%	36	100.0%	35	91.4%	33	87.9%	73	97.3%	44	95.5%	54	94.4%	53	100.0%	12.1%
25	Obtained appointment with specialist as soon as needed	16	87.5%	29	86.2%	24	87.5%	23	100.0%	24	100.0%	24	83.3%	54	83.3%	34	91.2%	35	91.4%	46	84.8%	16.7%
31	Able to find out from health plan cost of health care service or equipment	6	66.7%	12	75.0%	9	66.7%	6	50.0%	3	66.7%	6	66.7%	21	71.4%	12	41.7%	13	76.9%	14	85.7%	44.0%
33	Able to find out from health plan cost of prescription medicines	3	100.0%	6	66.7%	9	55.6%	2	50.0%	5	60.0%	4	75.0%	14	64.3%	8	62.5%	12	75.0%	9	55.6%	**25.0%**
35	Getting information/help from customer service	8	75.0%	15	93.3%	13	76.9%	8	87.5%	12	75.0%	14	78.6%	23	82.6%	19	73.7%	15	93.3%	22	90.9%	19.6%
36	Treated with courtesy and respect by customer service staff	8	100.0%	15	100.0%	13	92.3%	8	100.0%	12	91.7%	14	85.7%	22	95.5%	19	89.5%	15	100.0%	22	100.0%	14.3%
40	Claims handled quickly	13	84.6%	22	90.9%	23	91.3%	18	66.7%	21	81.0%	15	86.7%	37	86.5%	26	92.3%	24	87.5%	34	94.1%	27.5%
41	Claims handled correctly	14	85.7%	23	91.3%	22	86.4%	18	83.3%	20	85.0%	17	88.2%	37	89.2%	30	86.7%	28	85.7%	38	92.1%	**8.8%**
Q#	**Composites & Key Questions**																					
	Getting Needed Care		88.9%		93.1%		84.4%		98.6%		97.2%		83.5%		86.6%		90.6%		93.9%		91.5%	15.1%
	Getting Care Quickly		81.6%		95.5%		79.2%		90.7%		80.4%		84.6%		87.5%		92.1%		94.1%		92.0%	16.3%
	How Well Doctors Communicate		97.7%		93.6%		98.7%		97.2%		91.4%		95.5%		95.2%		96.1%		93.0%		98.6%	7.4%
	Customer Service		87.5%		96.7%		84.6%		93.8%		83.3%		82.1%		89.0%		81.6%		96.7%		95.5%	15.1%
	Claims Processing		85.2%		91.1%		88.8%		75.0%		83.0%		87.5%		87.8%		89.5%		86.6%		93.1%	18.1%
	Shared Decision Making		92.6%		88.5%		91.2%		92.6%		94.1%		77.2%		83.5%		82.1%		83.3%		96.5%	19.3%
	Plan Information on Costs		83.3%		70.8%		61.1%		50.0%		63.3%		70.8%		67.9%		52.1%		76.0%		70.6%	**26.0%**
8	Health Promotion and Education	31	83.9%	44	79.5%	48	79.2%	37	86.5%	36	83.3%	43	67.4%	78	78.2%	50	80.0%	55	83.6%	56	78.6%	19.0%
22	Coordination of Care	17	94.1%	26	80.8%	22	100.0%	23	78.3%	22	81.8%	22	81.8%	54	85.2%	29	93.1%	33	84.8%	37	91.9%	21.7%
29	Providing Needed Information	11	81.8%	14	78.6%	14	57.1%	16	75.0%	10	60.0%	17	76.5%	35	68.6%	28	46.4%	19	78.9%	22	72.7%	32.5%
38	Ease of Filling Out Forms	38	97.4%	49	100.0%	60	93.3%	43	95.3%	40	92.5%	49	95.9%	94	95.7%	56	96.4%	66	97.0%	69	95.7%	**7.5%**
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**																					
13	Rating of Health Care	31	93.5%	44	84.1%	48	72.9%	38	78.9%	36	75.0%	43	67.4%	79	84.8%	50	84.0%	54	83.3%	58	81.0%	17.4%
23	Rating of Personal Doctor	34	88.2%	47	74.5%	49	83.7%	43	67.4%	38	78.9%	44	84.1%	87	86.2%	50	82.0%	61	88.5%	64	84.4%	21.1%
27	Rating of Specialist	15	86.7%	28	82.1%	23	87.0%	23	91.3%	25	88.0%	24	100.0%	53	90.6%	33	84.8%	36	86.1%	44	90.9%	17.9%
42	Rating of Health Plan	39	74.4%	51	62.7%	59	62.7%	42	64.3%	38	52.6%	49	61.2%	96	60.4%	57	63.2%	66	69.7%	66	71.2%	18.6%
Q#	**Rating Items (Summary Rate = 9 + 10)**																					
13	Rating of Health Care	31	54.8%	44	45.5%	48	41.7%	38	60.5%	36	47.2%	43	39.5%	79	51.9%	50	62.0%	54	51.9%	58	51.7%	22.5%
23	Rating of Personal Doctor	34	73.5%	47	61.7%	49	59.2%	43	53.5%	38	50.0%	44	68.2%	87	67.8%	50	74.0%	61	65.6%	64	59.4%	24.0%
27	Rating of Specialist	15	66.7%	28	60.7%	23	78.3%	23	65.2%	25	72.0%	24	70.8%	53	67.9%	33	66.7%	36	69.4%	44	59.1%	19.2%
42	Rating of Health Plan	39	43.6%	51	43.1%	59	39.0%	42	45.2%	38	34.2%	49	38.8%	96	39.6%	57	31.6%	66	39.4%	66	45.5%	13.9%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite. Due to the small sample size of Belknap respondents, this segment is not included in range calculations.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.