

Appendix 2 – CAHPS® Survey Results

The West Virginia Bureau for Medical Services requires managed care plans (MCPs) to annually conduct the CAHPS Health Plan Survey 5.1H for its adult and child Medicaid populations.¹ All MCPs complied with the submission requirement for measurement year (MY) 2024.²

The CAHPS Survey results presented in this appendix were sourced from NCQA’s Quality Compass 2025 (MY 2024) Medicaid publication.³ These rates include combined Medicaid and Children’s Health Insurance Program populations for all MCPs; for Aetna Better Health of West Virginia (ABH), the Quality Compass rate also includes its Mountain Health Promise population. Qlarant used these NCQA-published health plan CAHPS Survey results to calculate the simple MCP average for each indicator. Qlarant then compared each rate to NCQA’s Quality Compass National Medicaid Health Maintenance Organization (HMO) benchmarks for MY 2024 and applied a diamond rating, as defined below, to indicate performance.

Qlarant Diamond Rating System

- ◆◆◆◆ Rate is equal to or exceeds the NCQA Quality Compass HMO national 90th percentile.
- ◆◆◆ Rate is equal to or exceeds the NCQA Quality Compass HMO national 75th percentile, but does not meet the 90th percentile.
- ◆◆ Rate is equal to or exceeds the NCQA Quality Compass HMO national average, but does not meet the 75th percentile.
- ◆ Rate is below the NCQA Quality Compass HMO national average.

Table 1 displays MY 2024 CAHPS Survey results, Qlarant’s diamond rating for each MCP, and the West Virginia MCP average (WV MCP AVG).

Table 1. Appendix 2 – MY 2024 CAHPS Health Plan Survey 5.1 Results

CAHPS Health Plan Survey Indicator	ABH MY 2024 (%)	THP MY 2024 (%)	WWV MY 2024 (%)	WV MCP AVG MY 2024 (%)
Adult Medicaid 5.1				
Adult Survey: Rating of Health Plan (8+9+10)	76.76 ◆	76.99 ◆	69.35 ◆	74.37 ◆
Adult Survey: Rating of Health Plan (9+10)	55.60 ◆	61.51 ◆	52.26 ◆	56.46 ◆
Adult Survey: Rating of Personal Doctor (8+9+10)	84.10 ◆	83.90 ◆	86.75 ◆◆◆	84.92 ◆◆
Adult Survey: Rating of Personal Doctor (9+10)	71.28 ◆◆	68.78 ◆	74.10 ◆◆◆	71.39 ◆◆
Adult Survey: Rating of Specialist Seen Most Often (8+9+10)	75.00 ◆	85.59 ◆◆	SD	80.30 ◆

¹ The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

² Highmark Health Options West Virginia did not conduct CAHPS Surveys for MY 2024 due to its contract start date of August 1, 2024.

³ Quality Compass is a registered trademark of the National Committee for Quality Assurance (NCQA).

Adult Survey: Rating of Specialist Seen Most Often (9+10)	60.58 ♦	72.97 ♦♦♦	SD	66.78 ♦
Adult Survey: Rating of All Health Care (8+9+10)	71.69 ♦	76.70 ♦♦	79.17 ♦♦♦	75.85 ♦
Adult Survey: Rating of All Health Care (9+10)	45.78 ♦	56.82 ♦	58.33 ♦♦	53.64 ♦
Adult Survey: Coordination of Care (Usually + Always)	86.67 ♦♦	86.79 ♦♦	SD	86.73 ♦♦
Adult Survey: Customer Service (Usually + Always)	SD	SD	SD	NC
Adult Survey: Getting Care Quickly (Usually + Always)	87.82 ♦♦♦♦	89.87 ♦♦♦♦	SD	88.85 ♦♦♦♦
Adult Survey: Getting Needed Care (Usually + Always)	85.48 ♦♦♦	86.78 ♦♦♦♦	87.86 ♦♦♦♦	86.71 ♦♦♦
Adult Survey: How Well Doctors Communicate (Usually + Always)	92.59 ♦	93.96 ♦♦	95.88 ♦♦♦	94.14 ♦♦
Adult Survey: In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed? (Usually + Always)	87.33 ♦♦♦♦	87.74 ♦♦♦♦	83.08 ♦♦	86.05 ♦♦♦♦
Adult Survey: In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? (Usually + Always)	82.41 ♦♦	86.55 ♦♦♦♦	SD	84.48 ♦♦♦
Adult Survey: In the last 6 months, how often did your health plan's customer service give you the information or help you needed? (Usually + Always)	SD	SD	SD	NC
Adult Survey: In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? (Usually + Always)	SD	SD	SD	NC
Adult Survey: In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? (Usually + Always)	93.83 ♦♦	93.94 ♦♦	94.78 ♦♦	94.18 ♦♦
Adult Survey: In the last 6 months, how often did your personal doctor listen carefully to you? (Usually + Always)	93.83 ♦♦	93.98 ♦♦	97.01 ♦♦♦♦	94.94 ♦♦
Adult Survey: In the last 6 months, how often did your personal doctor show respect for what you had to say? (Usually + Always)	94.44 ♦	94.55 ♦	97.74 ♦♦♦♦	95.58 ♦♦
Adult Survey: In the last 6 months, how often did your personal doctor spend enough time with you? (Usually + Always)	88.27 ♦	93.37 ♦♦♦	93.98 ♦♦♦	91.87 ♦♦
Adult Survey: In the last 6 months, how often was it easy to get the care, tests or treatment you needed? (Usually + Always)	88.55 ♦♦♦	87.01 ♦♦	90.34 ♦♦♦♦	88.63 ♦♦♦
Adult Survey: In the last 6 months, how often were the forms from your health plan easy to fill out? (No + Usually + Always)	95.83 ♦♦	93.59 ♦	95.96 ♦♦	95.13 ♦♦
Adult Survey: In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? (Usually + Always)	SD	92.00 ♦♦♦♦	SD	NC
Child Medicaid 5.1				
Child Survey - General Population: Rating of Health Plan (8+9+10)	88.19 ♦♦	87.93 ♦♦	79.80 ♦	85.31 ♦
Child Survey - General Population: Rating of Health Plan (9+10)	71.61 ♦	74.83 ♦♦	63.30 ♦	69.91 ♦
Child Survey - General Population: Rating of Personal Doctor (8+9+10)	90.61 ♦♦	91.67 ♦♦	92.76 ♦♦♦	91.68 ♦♦

Child Survey - General Population: Rating of Personal Doctor (9+10)	76.80 ♦	81.82 ♦♦♦	79.66 ♦♦	79.43 ♦♦
Child Survey - General Population: Rating of Specialist Seen Most Often (8+9+10)	SD	SD	SD	NC
Child Survey - General Population: Rating of Specialist Seen Most Often (9+10)	SD	SD	SD	NC
Child Survey - General Population: Rating of All Health Care (8+9+10)	88.70 ♦♦	90.09 ♦♦♦	84.33 ♦	87.71 ♦♦
Child Survey - General Population: Rating of All Health Care (9+10)	70.89 ♦	75.47 ♦♦♦	65.90 ♦	70.75 ♦
Child Survey - General Population: Coordination of Care (Usually + Always)	82.12 ♦	92.62 ♦♦♦♦	82.81 ♦	85.85 ♦♦
Child Survey - General Population: Customer Service (Usually + Always)	SD	SD	SD	NC
Child Survey - General Population: Getting Care Quickly (Usually + Always)	93.51 ♦♦♦♦	95.26 ♦♦♦♦	93.78 ♦♦♦♦	94.18 ♦♦♦♦
Child Survey - General Population: Getting Needed Care (Usually + Always)	91.51 ♦♦♦♦	89.39 ♦♦♦	85.94 ♦♦	88.95 ♦♦♦
Child Survey - General Population: How Well Doctors Communicate (Usually + Always)	96.88 ♦♦♦♦	97.67 ♦♦♦♦	97.14 ♦♦♦♦	97.23 ♦♦♦♦
Child Survey - General Population: In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? (Usually + Always)	SD	SD	SD	NC
Child Survey - General Population: In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? (Usually + Always)	SD	SD	SD	NC
Child Survey - General Population: In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? (Usually + Always)	88.18 ♦♦♦♦	SD	SD	NC
Child Survey - General Population: In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand? (Usually + Always)	96.09 ♦♦♦	98.53 ♦♦♦♦	98.17 ♦♦♦♦	97.60 ♦♦♦♦
Child Survey - General Population: In the last 6 months, how often did your child's personal doctor listen carefully to you? (Usually + Always)	97.14 ♦♦♦	97.55 ♦♦♦	97.26 ♦♦♦	97.32 ♦♦♦
Child Survey - General Population: In the last 6 months, how often did your child's personal doctor show respect for what you had to say? (Usually + Always)	98.58 ♦♦♦	98.53 ♦♦♦	98.17 ♦♦♦	98.43 ♦♦♦
Child Survey - General Population: In the last 6 months, how often did your child's personal doctor spend enough time with your child? (Usually + Always)	95.70 ♦♦♦♦	96.08 ♦♦♦♦	94.98 ♦♦♦♦	95.59 ♦♦♦♦
Child Survey - General Population: In the last 6 months, how often was it easy to get the care, tests or treatment your child needed? (Usually + Always)	94.85 ♦♦♦♦	94.37 ♦♦♦	90.83 ♦♦	93.35 ♦♦♦
Child Survey - General Population: In the last 6 months, how often were the forms from your child's health plan easy to fill out? (No + Usually + Always)	97.19 ♦♦♦	95.60 ♦♦	97.32 ♦♦♦♦	96.70 ♦♦♦
Child Survey - General Population: In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? (Usually + Always)	91.70 ♦♦♦♦	92.23 ♦♦♦♦	91.83 ♦♦♦♦	91.92 ♦♦♦♦

Child Survey - General Population: In the last 6 months, when your child needed care right away, how often did you get care as soon as he or she needed? (Usually + Always)	95.31 ◆◆◆	98.29 ◆◆◆◆	95.73 ◆◆◆	96.44 ◆◆◆◆
Child Medicaid 5.1 Children with Chronic Conditions Supplemental Item Set				
Child Survey - CCC Population: Rating of Health Plan (8+9+10)	87.92 ◆◆◆	82.18 ◆	ND	85.05 ◆◆
Child Survey - CCC Population: Rating of Health Plan (9+10)	72.95 ◆◆◆	71.78 ◆◆◆	ND	72.37 ◆◆◆
Child Survey - CCC Population: Rating of Personal Doctor (8+9+10)	90.96 ◆◆◆	88.72 ◆	ND	89.84 ◆◆
Child Survey - CCC Population: Rating of Personal Doctor (9+10)	81.65 ◆◆◆◆	76.41 ◆	ND	79.03 ◆◆
Child Survey - CCC Population: Rating of Specialist Seen Most Often (8+9+10)	89.27 ◆◆◆	SD	ND	NC
Child Survey - CCC Population: Rating of Specialist Seen Most Often (9+10)	75.14 ◆◆	SD	ND	NC
Child Survey - CCC Population: Rating of All Health Care (8+9+10)	89.83 ◆◆◆◆	86.39 ◆◆	ND	88.11 ◆◆◆
Child Survey - CCC Population: Rating of All Health Care (9+10)	74.13 ◆◆◆◆	74.56 ◆◆◆◆	ND	74.35 ◆◆◆◆
Child Survey - CCC Population: Access to specialized services (Usually + Always)	78.37 ◆◆◆	SD	ND	NC
Child Survey - CCC Population: Coordination of Care (Usually + Always)	85.91 ◆◆	89.47 ◆◆◆◆	ND	87.69 ◆◆◆
Child Survey - CCC Population: Customer Service (Usually + Always)	SD	SD	ND	NC
Child Survey - CCC Population: Getting Care Quickly (Usually + Always)	95.70 ◆◆◆◆	92.48 ◆◆	ND	94.09 ◆◆◆◆
Child Survey - CCC Population: Getting Needed Care (Usually + Always)	90.41 ◆◆◆◆	87.86 ◆◆◆	ND	89.14 ◆◆◆
Child Survey - CCC Population: How Well Doctors Communicate (Usually + Always)	96.78 ◆◆◆	96.75 ◆◆◆	ND	96.77 ◆◆◆
Child Survey - CCC Population: In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? (Usually + Always)	SD	SD	ND	NC
Child Survey - CCC Population: In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? (Usually + Always)	SD	SD	ND	NC
Child Survey - CCC Population: In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? (Usually + Always)	84.90 ◆◆◆	SD	ND	NC
Child Survey - CCC Population: In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? (Usually + Always)	95.63 ◆◆◆◆	91.76 ◆◆	ND	93.70 ◆◆◆
Child Survey - CCC Population: In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand? (Usually + Always)	96.95 ◆◆◆	96.63 ◆◆◆	ND	96.79 ◆◆◆
Child Survey - CCC Population: In the last 6 months, how often did your child's personal doctor listen carefully to you? (Usually + Always)	97.55 ◆◆◆	97.21 ◆◆◆	ND	97.38 ◆◆◆

Child Survey - CCC Population: In the last 6 months, how often did your child's personal doctor show respect for what you had to say? (Usually + Always)	98.17 ♦♦♦♦	97.16 ♦♦	ND	97.67 ♦♦
Child Survey - CCC Population: In the last 6 months, how often did your child's personal doctor spend enough time with your child? (Usually + Always)	94.46 ♦♦♦♦	96.02 ♦♦♦♦	ND	95.24 ♦♦♦♦
Child Survey - CCC Population: In the last 6 months, how often was it easy to get prescription medications for your child through his or her plan? (Usually + Always)	91.51 ♦♦	89.84 ♦	ND	90.68 ♦♦
Child Survey - CCC Population: In the last 6 months, how often was it easy to get special medical equipment or devices for your child? (Usually + Always)	SD	SD	ND	NC
Child Survey - CCC Population: In the last 6 months, how often was it easy to get the care, tests or treatment your child needed? (Usually + Always)	95.93 ♦♦♦♦	88.76 ♦	ND	92.35 ♦♦
Child Survey - CCC Population: In the last 6 months, how often was it easy to get this therapy for your child? (Usually + Always)	SD	SD	ND	NC
Child Survey - CCC Population: In the last 6 months, how often was it easy to get this treatment or counseling for your child? (Usually + Always)	82.13 ♦♦♦♦	75.96 ♦♦	ND	79.05 ♦♦♦
Child Survey - CCC Population: In the last 6 months, how often were the forms from your child's health plan easy to fill out? (No + Usually + Always)	97.34 ♦♦♦♦	97.93 ♦♦♦♦	ND	97.64 ♦♦♦♦
Child Survey - CCC Population: In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? (Usually + Always)	93.25 ♦♦♦♦	90.91 ♦♦♦	ND	92.08 ♦♦♦♦
Child Survey - CCC Population: In the last 6 months, when your child needed care right away, how often did you get care as soon as he or she needed? (Usually + Always)	98.16 ♦♦♦♦	SD	ND	NC
Child Survey - CCC Population: Coordination of Care for Children with Chronic Conditions (Yes)	79.36 ♦♦♦♦	SD	ND	NC
Child Survey - CCC Population: Family-Centered Care: Personal Doctor Knows Child (Yes)	93.10 ♦♦♦	93.12 ♦♦♦	ND	93.11 ♦♦♦
Child Survey - CCC Population: Did anyone from your child's health plan, doctor's office or clinic help you get special medical equipment or devices for your child? (Yes)	SD	SD	ND	NC
Child Survey - CCC Population: Did anyone from your child's health plan, doctor's office or clinic help you get this therapy for your child? (Yes)	SD	SD	ND	NC
Child Survey - CCC Population: Did anyone from your child's health plan, doctor's office or clinic help you get this treatment for your child? (Yes)	65.24 ♦♦♦♦	60.95 ♦♦	ND	63.10 ♦♦♦
Child Survey - CCC Population: Did anyone from your child's health plan, doctor's office or clinic help you get your child's prescription medicines? (Yes)	63.24 ♦	58.38 ♦	ND	60.81 ♦
Child Survey - CCC Population: Does your child's personal doctor understand how these medical, behavioral or other health conditions affect your child's day-to-day life? (Yes)	96.38 ♦♦♦♦	94.89 ♦♦	ND	95.64 ♦♦♦

Child Survey - CCC Population: Does your child's personal doctor understand how your child's medical, behavior or other health conditions affect your family's day-to-day life? (Yes)	92.08 ♦♦	91.37 ♦♦	ND	91.73 ♦♦
Child Survey - CCC Population: In the last 6 months, did anyone from your child's health plan, doctor's office or clinic help coordinate your child's care among these different providers or services? (Yes)	64.49 ♦♦	61.47 ♦♦	ND	62.98 ♦♦
Child Survey - CCC Population: In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare? (Yes)	SD	SD	ND	NC
Child Survey - CCC Population: In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing or behaving? (Yes)	90.85 ♦♦	93.10 ♦♦♦♦	ND	91.98 ♦♦♦♦

SD – Small denominator; MCP followed specifications, but the denominator was too small (fewer than 100) to report a valid rate.

ND – No data; MCP did not report measure data to NCQA.

NC – Not calculated; the average could not be calculated due to insufficient data for two or more MCPs.