

2023–2024 CAHPS Medicaid Survey Results Summary

Wyoming Department of Health (WDH),
Division of Healthcare Financing (DHCF)

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1 CAHPS Survey Summary

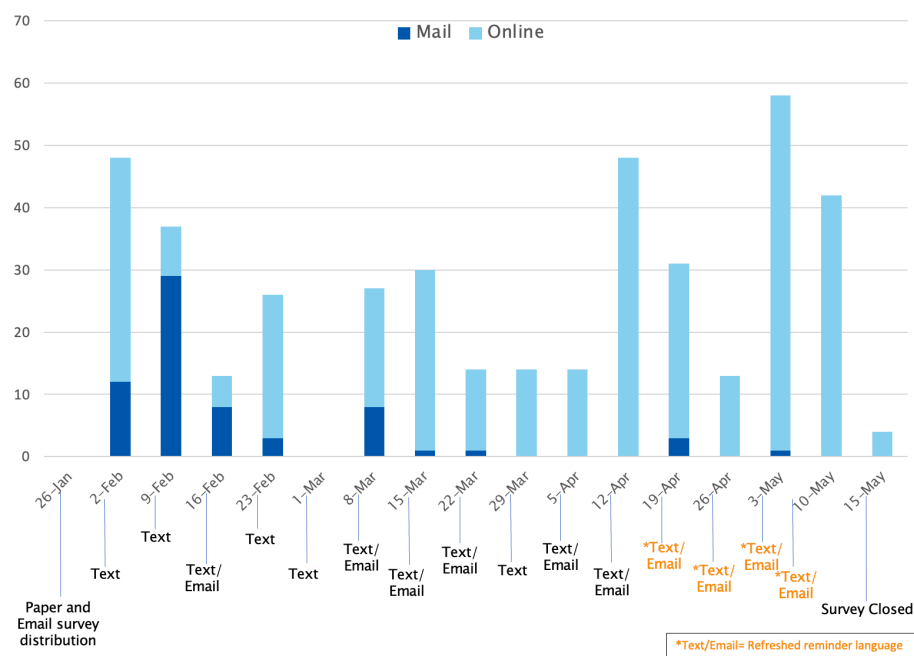
The Wyoming Department of Health (WDH), Division of Healthcare Financing (DHCF) partnered with Public Knowledge® (PK) to administer the 2023–2024 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Medicaid Survey to recipients of the Children's Medicaid Program. PK used the survey provided by CAHPS with no modifications. The survey was comprised of quantitative questions to allow for precise data analytics. The survey included questions regarding:

- Recipient's health in the last 6 months
- Recipient's personal doctor
- Receiving healthcare from specialists
- Recipient's health plan experience
- Demographic information

The survey was open from January 26, 2024, to May 15, 2024. Recipients received an initial survey mailing and an email with the online survey link, as well as 10 reminders via email and 15 text message reminders distributed by the Division.

Figure 1 below shows the responses by campaign tool and survey activities throughout the survey period.

Figure 1. Survey Campaign and Responses





PK released the survey to a total of 4,448 Medicaid recipients, with 2,152 receiving mailed surveys and 2,296 receiving electronic surveys only. The response rate was 9.4%, with 419 valid responses. This 2023–2024 response rate exceeded the minimum requirement of 350 responses. The majority of the paper survey responses were received in the first four weeks of survey distribution but tapered off after March. Of the 419 responses received, 66 were from paper mail-in surveys and 353 were electronic.

The same reminder language was sent out through email and text message every week except for the reminders sent after April 19th. The four reminders sent after April 19th featured refreshed language to grow survey response and combat survey reminder fatigue. The reminder refresh language strategy proved effective yielding the highest response rate of 58 completed surveys in one week and assisted in pushing the needed responses over the minimum number required.

2 Overview of CAHPS Survey Results

This report provides an overview of the results and highlights PK’s findings. In addition, an interactive dashboard of the [2023–2024 CAHPS Medicaid Survey Results](#) is available that features detailed results of all survey questions.

Table 1 provides results for key indicators of the Medicaid program’s overall effectiveness and recipient satisfaction. Overall, the survey respondents rated the Medicaid program favorably, with all the following scores exceeding an 84% satisfaction rate.

Table 1. CAHPS Survey Results

Measure	2023–2024
Health Plan Rating* (Q29)	86.4%
Health Care Rating* (Q8)	84.3%
Personal Care Doctor Rating* (Q19)	93.3%
Specialist Rating* (Q23)	86.1%
Customer Service Rating** (Q25)	84.6%
Receiving Needed Care Rating** (Q9)	90.8%
Receiving Urgent Care Rating** (Q4)	94.6%
Coordination of Care Rating** (Q6)	89.3%
<i>Key</i>	
<i>* % based on ratings of 8–10</i>	
<i>** based on ratings of “Usually” or “Always”</i>	

3 Findings and Recommendations

Based on the survey data collected and analyzed, the section below details findings and recommendations for the Child Medicaid program. These recommendations are strategies to increase the impact and quality of the Wyoming Medicaid program for children.

3.1 Important Medicaid Program Findings

3.1.1 Overall Health

The 2023–2024 survey results indicate that Child Medicaid recipients’ overall physical and mental health are viewed positively. **Table 2** provides detailed information on the question and ratings of overall health.

Table 2. Overall Health

Question	Survey Results
Q30: In general, how would you rate your child’s overall health?	95.7% of respondents rated their child’s health as good, very good or excellent.
Q31: In general, how would you rate your child’s overall mental or emotional health?	80.3% of respondents rated their children's mental or emotional health as very good or excellent.

Recommendations

Based on these results, PK recommends that the Medicaid program:

- Distribute provider and parent education resources to support children’s mental and emotional health.
- Use social media and text messaging to engage clients and promote services, supplemental resources, and well-being programs.

3.1.2 Access to Primary Care

The 2023–2024 survey results indicate that more than 90.0% of children have a personal doctor when needed. However, the survey shows that only 68.0% of surveyed Medicaid recipients can get an appointment when needed. Over half of the respondents disclosed their use of urgent care in the last 6 months, which could be a result of recipients not being able to secure an appointment with their primary care provider when needed. **Table**



3 highlights an opportunity to improve the availability of providers while enabling access care to care for Medicaid recipients.

Table 3. Access to Primary Care

Question	Survey Results
Q6: In the last 6 months, how often did you get an appointment for a check-up or routine care for your child at a doctor’s office or clinic as soon as your child needed?	68.0% of respondents indicated that they always get an appointment for check-ups and routine care when needed.
Q3: In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor’s office?	57.8% of respondents indicated that their child has had a need for urgent care.
Q10: A personal doctor is the one your child would see if he or she needs a check-up, has a health problem, or gets sick or hurt. Does your child have a personal doctor?	9.6% of respondents indicated that their child does not have a personal doctor.

Recommendations

Based on the collected data, PK recommends that the Medicaid program:

- Emphasize preventative care with a personal doctor and encourage trusted care relationships between Medicaid Children recipients and providers to decrease the need for urgent care. Preventative care can prevent more costly urgent care needs.
- Conduct research to determine why some Medicaid Children recipients are not getting appointments when needed and take action on the barriers and challenges to increase health equity.
- Conduct regular surveys and focus groups to identify barriers preventing some families from obtaining routine and preventative care for their children.

3.2 Areas of Strength

The 2023–2024 survey highlighted five questions as an area of strength. Overall, these areas of strength are specific to access to urgent care, tests, and treatments as well as doctors’ active listening and effective communication skills. The highest survey rating



(97.9%) was the level of respect doctors showed to Medicaid recipients and their parents which is foundational to care and is a contributing factor to Medicaid recipients’ health and program satisfaction. **Table 4** details additional identified strengths and ratings.

Table 4. Areas of Strength

Question	Survey Results
Q4: In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	94.6% of respondents said their child got care always or usually as soon as he or she needed.
Q9: In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	90.8% of respondents said their child always or usually got the care, tests, or treatment they needed.
Q12: 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?	96.4% of respondents said their child’s personal doctor always or usually explained things about their health in a way that was easy to understand.
Q13: In the last 6 months, how often did your child’s personal doctor listen carefully to you?	97.3% of respondents said their child’s personal doctor always or usually listened carefully to them.
Q14: In the last 6 months, how often did your child’s personal doctor show respect for what you had to say?	97.9% of respondents said their child’s personal doctor always or usually showed respect for what they had to say.

3.3 Areas of Opportunity

Although the survey yielded positive results overall, areas of opportunity exist for specialist availability and form accessibility. **Table 5**, below, provides detailed information and recommendations for the Medicaid program.

Table 5. Areas of Opportunity

Area	2023–2024	Recommendations
<u>Specialist Availability</u>	80.4%	Hold focus groups with specialists who are currently not enrolled in Medicaid to



Area	2023–2024	Recommendations
Q21: In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?		understand why they are not enrolled or what would encourage them to enroll and provide care for Medicaid recipients.
<u>Form Accessibility</u> Q28: In the last 6 months, how often were the forms from your child’s health plan easy to fill out?	81.3%	Create video tutorials on how to fill out forms to assist those who have questions as a visual way to understand what the forms are asking. In addition, assess any alternative language or accessibility needs on the forms to improve access.

3.4 Survey Process Recommendations

The following recommendations are based on the 2023–2024 survey for consideration for future surveys:

- Continue to remind survey non-respondents frequently. **Figure 1**, above, shows that weekly survey reminders are effective in encouraging participation. These reminders were sent electronically by email and text message.
- Establish and rotate through multiple subject lines and reminder messages that are sent through email and text so the participants know the survey is not spam and to mitigate reminder fatigue.
- Monitor the number of responses and evaluate if adding additional Medicaid recipients to the emails/text message notifications is helpful.
- Consider providing some context about Medicaid specifically in the survey or in the letter that goes out in the survey. Many survey participants were confused about whether their child was on CHIP or Medicaid.
- Consider changing or discontinuing the paper surveys. This would save the Department approximately \$5,200.00. Only 15.8% of responses came in via mail in 2023–2024 respondent period.

4 Conclusion

Overall, Medicaid participants indicated that they were satisfied with the program and provider experiences. Ongoing monitoring of participant satisfaction is critical to the improvement of the program. The survey will aid DHCF in the development of strategies to continue to increase the quality of care for participants. Proving this information to the CAHPS database could aid in further data analysis by comparing Wyoming data to similar programs in other states. This database also serves as a primary source of data for approved research related to patient and consumer assessment of program quality. Moving forward, the 2023–2024 CAHPS Medicaid Survey results will serve as a baseline and DHCF should continue to monitor trends in this survey to aid in the growth of the Medicaid program.