

NCQA HEDIS® MY 2024 CAHPS 5.1H Data Submission
Adult Medicaid Survey Results Report - NCQA Calculations

Submission ID	Final
Organization ID	16946
Product	805111
Survey Vendor	HMO
Organization Name	Health Services Advisory Group, Inc. (HSAG)
Prior Year Submission ID/Rotate Submission ID 1	Imperial County Local Health Authority dba Community Health Plan of Imperial Valley
Rotate Submission ID 2	16946

Survey Attributes

Healthcare Organization Name	Community Health Plan of Imperial Valley
Survey Mode	Mail Only
Sample Frame Size	47649
Oversampling Rate	134
Final Sample Size: Includes Oversampling	3159
Number Complete and Eligible	333
Number Incomplete or Ineligible	2826
Reporting Medical Assistance With Smoking and Tobacco Use Cessation?	Yes
Number of Supplemental Questions	0
Total Response Rate	10.6%
HEDIS Compliance Audit Sample Frame Validation Result	Supports reporting

National Committee for Quality Assurance

5/21/2025

HEDIS Measurement Year 2024

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Ratings

Q8. Rating of All Health Care
 Q18. Rating of Personal Doctor
 Q22. Rating of Specialist Seen Most Often
 Q28. Rating of Health Plan

8+9+10

Rate

85.03%
 92.21%
 91.22%
 86.2%

Numerator **Denominator**
 159 187
 213 231
 135 148
 281 326

Composites and Individual Items

Getting Care Quickly

Q4. Got care as soon as needed when care was needed right away
 Q6. Got check-up/routine appointment as soon as needed

Getting Needed Care

Q9. Ease of getting care, tests or treatment
 Q20. Got appointment with specialist as soon as needed

How Well Doctors Communicate

Q12. Personal doctor explained things
 Q13. Personal doctor listened carefully
 Q14. Personal doctor showed respect
 Q15. Personal doctor spent enough time

Coordination of Care

Q17. Coordination of Care

Never + Sometimes

11.02%

Numerator **Denominator**
 13 118

Customer Service

Q24. Customer service provided information or help
 Q25. Customer service treated member with courtesy and respect

Forms Were Easy to Fill Out

Q27. Health plan forms were easy to fill

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9+10											
Variance	Rate	Numerator	Denominator	Variance	Numerator	Denominator	Variance	Always + Usually	Numerator	Denominator	Variance
0.128	68.98%	129	187	0.2151	NA	NA	NA	NA	166	198	
0.0722	76.19%	176	231	0.1822	50.54%	94	186	87.63%	163	186	
0.0807	79.73%	118	148	0.1627	47.44%	74	156	79.49%	124	156	
0.1193	71.17%	232	326	0.2058	66.84%	127	190	92.11%	175	190	
					75.39%	144	191	93.19%	178	191	
					81.15%	155	191	96.34%	184	191	
					58.2%	110	189	87.83%	166	189	
33.05%	39	118	55.93%	66	118	0.2486	88.98%	105	118	0.0989	
					50.34%	73	145	83.45%	121	145	
					76.55%	111	145	92.41%	134	145	
					84.44%	266	315	98.1%	309	315	

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HMO
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Imperial County Local Health Authority dba Community Health Plan of Imperial Valley
16946

Experience of Care

Getting Care Quickly
Getting Needed Care
How Well Doctors Communicate
Customer Service

Never + Sometimes

17.03%
16.44%
7.63%
12.07%

Usually	Always	Variance
29.93%	53.04%	0.0013
34.57%	48.99%	0.001
21.97%	70.4%	0.0007
24.48%	63.45%	0.0011

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Always + Usually Variance

82.97%	0.0007
83.56%	0.0005
92.37%	0.0002
87.93%	0.0005

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Medical Assistance With Smoking and Tobacco Use Cessation

Advising Smokers and Tobacco Users to Quit	Rate	
Discussing Cessation Medications	NA	0
Discussing Cessation Strategies	NA	0
Percent Current Smokers	9.42%	0

Year 1		
Numerator	Denominator	
0	0	
0	0	
0	0	

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Year 2**Numerator Denominator**

19	31
11	31
6	30
31	329