

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

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

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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8+9+10			
Rate		Numerator	Denominator
Q8. Rating of All Health Care	85.03%	159	187
Q18. Rating of Personal Doctor	92.21%	213	231
Q22. Rating of Specialist Seen Most Often	91.22%	135	148
Q28. Rating of Health Plan	86.2%	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	11.02%	13	118
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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
0.128	68.98%	129	187	0.2151
0.0722	76.19%	176	231	0.1822
0.0807	79.73%	118	148	0.1627
0.1193	71.17%	232	326	0.2058

Usually	Numerator	Denominator	Always	Numerator	Denominator	Variance	Always + Usually	Numerator	Denominator	Variance
			NA	NA	NA		NA	NA	NA	
			55.56%	110	198		83.84%	166	198	
			50.54%	94	186		87.63%	163	186	
			47.44%	74	156		79.49%	124	156	
			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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Rotate Submission ID 2	16946

Experience of Care	Never + Sometimes	Usually	Always	Variance
Getting Care Quickly	17.03%	29.93%	53.04%	0.0013
Getting Needed Care	16.44%	34.57%	48.99%	0.001
How Well Doctors Communicate	7.63%	21.97%	70.4%	0.0007
Customer Service	12.07%	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

	Rate	Year 1 Numerator	Denominator
Advising Smokers and Tobacco Users to Quit	NA	0	0
Discussing Cessation Medications	NA	0	0
Discussing Cessation Strategies	NA	0	0
Percent Current Smokers	9.42%		

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Year 2	
Numerator	Denominator
19	31
11	31
6	30
31	329