

NCQA HEDIS® MY 2024 CAHPS 5.1H Data Submission
Child 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	31407
Oversampling Rate	211
Final Sample Size: Includes Oversampling	5154
Number Complete and Eligible	542
Number Incomplete or Ineligible	4612
Number of Supplemental Questions	5
Total Response Rate	10.52%
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			
Ratings	Rate	Numerator	Denominator
Q8. Rating of All Health Care	84.68%	293	346
Q21. Rating of Personal Doctor	90.17%	376	417
Q25. Rating of Specialist Seen Most Often	88.71%	110	124
Q31. Rating of Health Plan	87.41%	465	532

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

Q23. 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

Q17. Personal doctor spent enough time

Coordination of Care

Q20. Coordination of Care

Customer Service Composite

Q27. Customer service provided information or help

Q28. Customer service treated member with courtesy and respect

Forms Were Easy to Fill Out

Q30. Health plan forms were easy to fill

Never + Sometimes

19.02%

Numerator Denominator

31 163

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9+10				
Variance	Rate	Numerator	Denominator	Variance
0.1301	69.08%	239	346	0.2142
0.0889	78.66%	328	417	0.1683
0.101	77.42%	96	124	0.1762
0.1103	72.74%	387	532	0.1986

Usually	Numerator	Denominator	Always	Numerator	Denominator	Variance	Always + Usually	Numerator	Denominator	Variance
			62.96%	102	162		86.42%	140	162	
			50.42%	178	353		82.44%	291	353	
			55.2%	191	346		89.02%	308	346	
			45.52%	61	134		79.1%	106	134	
			73.29%	236	322		94.72%	305	322	
			75.54%	244	323		95.67%	309	323	
			86.69%	280	323		97.52%	315	323	
			54.21%	174	321		83.18%	267	321	
33.74%	55	163	47.24%	77	163	0.2508	80.98%	132	163	0.155
			52.51%	115	219		82.19%	180	219	
			75.23%	164	218		94.5%	206	218	
			82.14%	437	532		95.49%	508	532	

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Submission ID	Final
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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

Experience of Care	Never + Sometimes	Usually	Always	Variance
Getting Care Quickly	15.57%	27.73%	56.69%	0.0007
Getting Needed Care	15.94%	33.7%	50.36%	0.0008
How Well Doctors Communicate	7.23%	20.34%	72.43%	0.0004
Customer Service	11.66%	24.47%	63.87%	0.0008

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Always + Usually	Variance
84.43%	0.0004
84.06%	0.0005
92.77%	0.0001
88.34%	0.0003