

NCQA HEDIS® MY 2024 CAHPS 5.1H Data Submission
Child 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	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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 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:

Ratings

Q8. Rating of All Health Care
 Q21. Rating of Personal Doctor
 Q25. Rating of Specialist Seen Most Often
 Q31. Rating of Health Plan

Final

16946
 805111
 HMO

Health Services Advisory Group, Inc. (HSAG)
 Imperial County Local Health Authority dba Community Health Plan of Imperial Valley
 16946

8+9+10

Rate

84.68%
 90.17%
 88.71%
 87.41%

Numerator 293
Denominator 346
 376
 417
 110
 124
 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

Never + Sometimes

19.02%

Numerator 31
Denominator 163

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

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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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Experience of Care

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

Never + Sometimes

15.57%
15.94%
7.23%
11.66%

Usually Always Variance

Usually	Always	Variance
27.73%	56.69%	0.0007
33.7%	50.36%	0.0008
20.34%	72.43%	0.0004
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