

C14. Enrollee Treatment. Are KanCare enrollees satisfied with the way they are treated and the degree to which they understand and can make decisions about their services?

Existing Measures:

Data Source	Description	Feasibility	Standard	Resource
CAHPS Health Plan Survey	Data owner: Owned by MCOs Collected by NCQA certified CAHPS survey vendors Summarized in the KanCare Annual Evaluation Report Study population: A sample of MCO enrollees	Data access: ??? Collection frequency: Annually Cross-sectional analysis Trend analysis Data quality: ???	Industry standard: Yes Benchmarks: Yes	Levels of resources needed to derive and report: Existing measure for individual items readily available annually from the evaluation report Composite/summary measures to be explored with AHRQ and other technical resources
Mental Health Survey	Data owner: Collected by KDADS Presented to the Bethell Oversight Committee Study population: A random sample of KanCare members who received one or more MH services in the prior six-month period	Data Access: ??? Collection frequency: Annually (???) Cross-sectional analysis Trend analysis Data quality: ???	Industry standard: ??? Benchmarks: ???	Levels of resources needed to derive and report: Existing measure for individual items readily available from KDADS (???)
<additional data sources>				

Measures Currently Unavailable:

Measure	Can it be developed?	Source	Resource	Timeline
Measure #1	Yes/No	Recommended source	Estimated level of effort	Development timeline
Measure #2	Yes/No	Recommended source	Estimated level of effort	Development timeline
<additional measures>				

