



Measurement year 2023 NCQA HEDIS and CAHPS quality update for Wellpoint New Jersey

Each year, we assess the quality of our healthcare services and explore opportunities for improvement. This process is part of our Quality Assurance and Performance Improvement (QAPI) program, which includes evaluating the care provided to our members and benchmarking it against best practices to ensure that your services continually meet high standards. This process includes:

- **Member feedback:** Distributing surveys to gather direct feedback from members regarding the health plan and providers helps in identifying areas of improvement and understanding member experiences firsthand.
- **Quality improvement programs:** Introducing new programs or enhancing existing ones to support and achieve quality goals that demonstrate a commitment to continuous improvement and member satisfaction.

The National Committee for Quality Assurance (NCQA) scores Wellpoint New Jersey each year, and we have achieved a 3.5-star rating for measurement year (MY) 2023. This rating signifies that our healthcare services meet stringent guidelines and standards set forth by the NCQA. This update shows you certain areas we improved in this year based on the NCQA HEDIS and CAHPS results for MY 2023.

Healthcare Effectiveness Data and Information Set (HEDIS)

The NCQA Healthcare Effectiveness Data and Information Set (HEDIS®) is a tool used to evaluate health plans to measure the quality of care that members receive. The table below illustrates a sample comparison of some healthcare measures over the past two years. An increase in rates indicates that our doctors are effectively working with our members to provide timely and appropriate care and services.

HEDIS RESULTS

HEDIS MEASURES	MY 2022	MY 2023
Controlling Blood Pressure	63.02%	69.59%
Diabetes – HbA1c Control <8%	53.28%	66.42%
Diabetic Eye Exam	49.64%	51.09%
Well Child Visits – First 15 Months of Life	54.68%	58.20%
Child & Adolescent Well Visits	61.42%	63.65%
Prenatal Visits	90.02%	89.29%

CAHPS member satisfaction survey

Through our annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) member satisfaction survey, we gather valuable insights on how we can enhance our members' satisfaction and service experiences. Member surveys are mailed every January, and the survey covers a range of topics to comprehensively assess members' feedback on:

- How pleased you are with your health plan.
- How pleased you are with the services you receive.
- How easy it is to get care.
- How easy it is to communicate with your doctor.

The table below compares a sample of category ratings from the adult CAHPS survey results over the past two years:

Adult CAHPS survey results

Survey Question	MY 2022	MY 2023
Getting care quickly	83.22%	78.80%
Getting care easily	82.08%	80.43%
Rating of health plan	83.38%	77.03%
Rating of personal doctor	87.37%	89.95%
Rating of all healthcare	72.58%	74.36%

The table below compares a sample of category ratings from the child CAHPS survey results over the past two years:

Child CAHPS survey results

Survey Question	MY 2022	MY 2023
Getting care easily	77.99%	80.90%
Getting care quickly	85.92%	88.46%
Rating of health plan	65.07%	83.67%
Rating of personal doctor	70.65%	81.62%
Rating of all healthcare	82.31%	88.79%

Based on the feedback from the adult and child CAHPS surveys, we have identified key areas to focus on for continuous improvement:

- Improving appointment times and availability including member access to necessary care, tests, and treatments.
- Improving Customer Service information and tools.
- Improving member engagement for survey response rates.

Do you need help with your healthcare, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at **833-731-2147 (TTY 711)**, Monday-Friday from 8 a.m.-6 p.m.

¿Necesita ayuda con su atención médica, hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos gratis al **833-731-2147 (TTY 711)**, de lunes a viernes de 8 a.m. a 6 p.m., hora del Este.