FOR IMMEDIATE RELEASE
December 21, 2015

Contact: AHCA Communications Office
AHCACommunications@ahca.myflorida.com
(850) 412-3623

Statewide Medicaid Managed Care Program Delivering the Highest Level of Care in Program History
~ HEDIS and CAHPS Scores Show Rising Levels of Care and Consumer Satisfaction ~

TALLAHASSEE, Fla. – Today, the Agency for Health Care Administration (AHCA) announced scores showing that quality of care and consumer satisfaction have reached exceptional levels in the Florida Medicaid Program.

Elizabeth Dudek, Secretary for AHCA said, "These are the first full-year numbers that have been reported since Florida started transitioning to the Statewide Medicaid Managed Care program, and we are proud to offer such a high quality of care to Florida families. We are excited to see that the quality of our programs continue to reach new heights each year."

The National Committee for Quality Assurance (NCQA) uses the Healthcare Effectiveness Data and Information Set (HEDIS) to measure health plans on their levels of care and service. In 2014, Florida's Medicaid health plans performed as well as or better than the national Medicaid average on 65 percent of HEDIS measures. This is a significant improvement over 2013 scores, where health plans performed as well as or better than the national Medicaid average on only 41 percent of the measures.

Earlier this year the NCQA also released its star ratings of Medicaid health plans, and the overwhelming majority of Medicaid recipients in Florida are in plans that received an NCQA star rating, with every one of the rated plans in Florida receiving at least 3 stars out of 5. NCQA also rated 19 commercial health plans in Florida, and the Florida Medicaid health plans received slightly higher overall star ratings than their commercial counterparts – including scoring slightly higher on average than their commercial counterparts in Florida for customer satisfaction, preventive care, and treatment.

In addition to data showing an increase in the quality of care, the Agency has also compiled consumer satisfaction numbers relating to the Managed Medical Assistance (MMA) program from Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys. Parents surveyed reported the following regarding their experience with their children in the program:

- 81 percent of Medicaid parents and children have high overall plan satisfaction, scoring their children's health plan an 8, 9, or 10 on a ten-point scale

- 89 percent of Medicaid parents and children say that they usually or always find it easy to get care quickly

- 86 percent of Medicaid parents and children say that they usually or always get needed help and information from their health plan's customer service staff

- 93 percent of Medicaid parents and children say that their doctor usually or always explains things to them well, listened carefully, showed respect and spent enough time on communications

High levels of satisfaction were not exclusive to children enrolled in the program, as the survey results from adult enrollees nearly mirrored those above.

The Agency expects data relating to the Long-term Care program to be available later this month. Consumers wishing to find more information on the quality of options available to them may do so by using the Medicaid Health Plan Report Card or visiting the Agency's website where they can also submit questions regarding the program.

# # #