

CAHPS Quality Dashboard FAQ

What is CAHPS?

Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a program that provides standardized surveys used to evaluate patient experiences with healthcare.

Where did you get the measure results for the CAHPS Quality Dashboard?

The measure results in this dashboard come from special yearly surveys called the CAHPS surveys. These surveys ask people enrolled with a health plan about their recent experiences with that plan and the healthcare they received as enrollees of the plan, like seeing doctors or getting medicine. This dashboard is to give you (the consumer) and people who buy plans (the purchaser) information. That way, you can easily compare plans and make a good choice when you need to pick a health plan.

How often is the data updated on the dashboard?

Data is updated annually on the dashboard. The Last Published Date on the dashboard displays the date the data was last updated.

Will I be able to download measure results?

Yes, measure results can be downloaded. Click the Download Data link located at the top of the dashboard. You will be able to download all the data available on the dashboard.

What are the managed care plans that are included in the reported data?

- Utah Medicaid Fee for Service (FFS)
- Health Choice Utah
- Healthy U
- HOME
- Molina
- Select Health

Why am I not able to see some of the plans from the health plan selection?

If there are no results associated with the health plan to view on the dashboard, the health plan will not show in the health plan selection.

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What is suppression? Why is data suppressed?

For some measures, you will see that the information is “suppressed.” Suppression means that the available information did not meet the rules DHHS has for showing data for this dashboard. This means the number of individuals shown in the results is either too small or the population from which the report is pulled is too small to display. When this happens, the data has been hidden. DHHS does this to make sure the rate shared is statistically accurate and to prevent public identification of individuals when the group is small.

What does it mean when I see N/A for the measure result?

If you see N/A, it means the data result is not available. The information about that specific plan is simply missing or is not yet ready for reporting.

Where did you get the national averages?

National averages are from the [National Committee for Quality Assurance \(NCQA\) Quality Compass](#).

Who can I contact for help if I have questions about the data?

Contact medicaidquality@utah.gov.

Who can I contact if I need help with navigating the dashboard?

Contact medicaidquality@utah.gov.