STATE OF MARYLAND EXECUTIVE SUMMARY REPORT
FOR
2021 RARE AND EXPENSIVE CASE MANAGEMENT PROGRAM SURVEY

Prepared for:
Maryland Department of Health

Prepared by:
Center for the Study of Services
1625 K St. NW, 8th Floor
Washington, DC 20006

CSS
Center for the
Study of Services

10/19/2021

Background and Purpose

Maryland's Rare and Expensive Case Management (REM) Program is a case-managed fee-for-service alternative for participants with specified rare and expensive medical conditions and are eligible to participate in the HealthChoice program. REM program participants are assigned a case manager. A REM case manager is either a registered nurse or a licensed social worker and has experience and knowledge to assist with the health care and services available to participants. The survey is designed to measure the satisfaction of REM participants with the services received through the REM program, interactions with and assistance received from the participant's case manager. The survey was conducted separately for the adult and child populations.

CSS administered both versions of the 2021 REM survey on behalf of Maryland Department of Health between March 3, 2021 and May 24, 2021.

Results are based on the rates of participants answering:
- *8, 9, or 10* for ratings;
- *Usually* or *Always* for questions with response scale of Never; Sometimes; Usually; Always;
- *Yes, Definitely* for questions with response scale of Yes, Definitely; Yes, Sometimes; No and the response is the most favorable response to the question.
- In the following two questions, summary rates are calculated based on the rates of participants answering *No* and the responses scale is Yes, Definitely; Yes, Sometimes; No.
    - Q3. Were there any service interruptions as you moved from your former HealthChoice MCO to the REM program?
    - Q19. Do you find it burdensome to have a REM case manager?

Adult Summary Rates

Overall Satisfaction Summary Rates	
Rating of REM case manager	88.3%
Rating of Healthcare	80.0%
Rating of REM program	88.5%

Child Summary Rates

Overall Satisfaction Summary Rates	
Rating of REM case manager	89.0%
Rating of Healthcare	88.6%
Rating of REM program	91.7%

Survey Administration Protocol

CSS administered the REM Survey using a mixed methodology (mail with telephone follow-up). Survey protocol included two questionnaire mailings, each followed by a reminder postcard. Non-respondents to the mail survey were contacted by telephone.
The standard data collection protocol consisted of the following milestones:

- An initial questionnaire with cover letter, which was mailed on March 3, 2021;

- An initial reminder/thank-you postcard, which was mailed on March 10, 2021;

- A replacement questionnaire with cover letter, which was mailed on April 7, 2021;

- An additional reminder/thank-you postcard, which was mailed on April 14, 2021;

- Telephone outreach, which began on April 30, 2021; and

- Data collection closed on May 24, 2021.

Participants were given the option to request Spanish materials by mail or complete the survey in Spanish on the phone.

The REM sample frame was de-duplicated such that only 1 participant per household was selected for either the adult survey or the child survey. CSS used standardized addresses to de-duplicate the population file. All eligible participants after the de-duplication process were selected for the sample.

The final survey sample for the adult survey included 1,142 participants. The final survey sample for the child survey included 3,002 participants.

Response Rate

Among all the participants of the adult sample who met eligibility criteria, 480 completed the survey, resulting in the adjusted response rate of 49.43%. Of the 480 completed surveys for the adult sample, 7 were completed it Spanish. Among all the participants of the child sample who met eligibility criteria, 1,330 completed the survey, resulting in the adjusted response rate of 44.90%. Of the 1,330 completed surveys for the child sample, 244 were completed in Spanish. Additional dispositions at the end of data collection are provided below.

SURVEY DISPOSITIONS AND RESPONSE RATE

Disposition	Adult Survey		Child Survey	
	Number	% Initial Sample	Number	% Initial Sample
Initial Sample	1,142	100.0%	3,002	100.0%
Disposition				
Complete and Eligible - Mail	382	33.45%	690	22.98%
Complete and Eligible - Phone	98	8.58%	640	21.32%
Complete and Eligible - Total	480	42.03%	1,330	44.30%
Does not meet Eligible criteria	16	1.40%	24	0.80%
Incomplete (but Eligible)	4	0.35%	33	1.10%
Language barrier	0	0.00%	12	0.40%
Mentally or physically incapacitated	148	12.96%	1	0.03%
Deceased	7	0.61%	3	0.10%
Refusal	53	4.64%	172	5.73%
Nonresponse after maximum attempts	432	37.83%	1,423	47.40%
Added to Do Not Call (DNC) list	2	0.18%	4	0.13%
Adjusted Response Rate**		49.43%		44.90%

**Adjusted response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

MODE AND LANGUAGE OF COMPLETED SURVEYS

Mode	Adult Survey		Child Survey	
	Language		Language	
	English	Spanish	English	Spanish
Mail	376	6	578	112
Phone	97	1	508	132

Survey Results and Analysis

Summary rates are calculated as the proportion of respondents who answered the question favorably (such as *Usually/Always*, or *Yes, definitely*). For questions where *No* is the most favorable response, summary rates are calculated as the proportion of respondents who answered *No* to the question. Results for 2021, 2020, and 2019 surveys are shown, and statistically different scores between 2021 and 2020, and 2021 and 2019 summary rates are noted. The denominator used for the calculation of the proportion is the number of valid responses to that question and is displayed in column N in the summary of survey results tables below. Results of any question where the denominator is below 70 should be interpreted with caution.

Adult Survey Results:

REM Program - Adult Survey							
		2021		**2020**		**2019**	
Question	**Summary Rate Responses**	**N**	**Summary Rate**	**N**	**Summary Rate**	**N**	**Summary Rate**
Q3. Service interruptions when moving to REM program	No	30	66.7%	41	73.2%	31	74.2%
Q49. Rating of REM program	8, 9 or 10	453	88.5%	447	84.8%	530	88.9%

** All statistical tests are conducted at the 95% confidence level.

Statistically significant differences between current-year rate and prior year rate are marked next to the prior year rates as ★ when current-year rate is higher or ★ when it is lower.

REM Case Manager - Adult Survey							
		2021		**2020**		**2019**	
Question	**Summary Rate Responses**	**N**	**Summary Rate**	**N**	**Summary Rate**	**N**	**Summary Rate**
Q5. REM case manager called often as I wanted	Yes, definitely	454	88.5%	441	87.3%	528	90.9%
Q6. REM case manager visited often as I wanted	Yes, definitely	454	87.2%	439	86.3%	525	88.4%
Q7. Able to contact REM case manager as soon as needed	Usually /Always	450	89.6%	433	88.9%	512	91.0%
Q8. REM case manager spent enough time with me	Usually /Always	450	83.3%	434	88.5% ★	509	90.8% ★
Q9. REM case manager answered questions to satisfaction	Usually /Always	451	92.5%	436	93.3%	510	93.7%
Q10. REM case manager respected culture/racial/religious/ethnic background	Yes, definitely	451	95.3%	434	96.3%	509	97.1%
Q11. REM case manager provided emotional support	Usually/Always	444	86.7%	431	87.7%	506	87.9%
Q13. Satisfied with help in finding Primary Care Provider	Yes, definitely	56	75.0%	61	67.2%	73	72.6%
Q14. REM case manager gave information about healthcare services	Usually/Always	448	79.5%	429	81.4%	508	82.5%
Q15. REM case manager gave information about community resources	Usually/Always	445	75.1%	427	73.3%	510	77.6%
Q16. REM case manager explanations easy to understand	Usually/Always	452	93.4%	434	93.8%	512	94.7%
Q17. Helpful to have REM case manager	Yes, definitely	451	86.9%	432	80.8% ★	511	83.6%
Q19. Burdensome to have REM case manager	No	436	92.4%	419	89.3%	506	93.7%
Q23. Rating of REM case manager	8, 9 or 10	446	88.3%	429	84.1%	517	88.4%

** All statistical tests are conducted at the 95% confidence level.

Statistically significant differences between current-year rate and prior year rate are marked next to the prior year rates as ★ when current-year rate is higher or ★ when it is lower.

Healthcare - Adult Survey							
		2021		**2020**		**2019**	
Question	Summary Rate Responses	N	Summary Rate	N	Summary Rate	N	Summary Rate
Q24. Got routine care appointment as soon as needed	Usually/Always	398	95.7%	419	92.8%	496	92.9%
Q25. PCP has understanding of my special needs	Yes, definitely	463	81.6%	452	83.0%	538	82.3%
Q27. Ease of getting specialists appts as soon as needed	Usually/Always	263	85.2%	272	82.4%	344	82.3%
Q28. Specialists I saw have understanding of my special needs	Yes, definitely	257	80.2%	261	79.3%	336	81.0%
Q29. Able to reach doctors by telephone when needed	Usually/Always	430	87.4%	424	88.2%	498	87.1%
Q30. Ease of getting second opinions as soon as needed	Usually/Always	159	69.2%	167	70.1%	191	68.6%
Q31. Saw providers within 15 minutes of appointment time	Usually/Always	452	70.6%	448	66.7%	530	64.5% ★
Q32. Easy to get telehealth appointment	Usually/Always	374	90.1%	--	--	--	--
Q33. Easty to get care via telehealth services	Usually/Always	364	87.6%	--	--	--	--
Q34. Ease of getting appropriate inpatient hospital services	Usually/Always	374	85.0%	175	77.7%	191	82.2%
Q35. Ease of getting dental services	Usually/Always	364	72.5%	330	79.4% ★	373	79.4% ★
Q36. Ease of emergency room services	Usually/Always	160	83.3%	175	80.5%	191	82.0%
Q37. Ease of getting durable medical equipment	Usually/Always	273	62.8%	330	67.9%	373	61.7%
Q38. Ease of getting disposable medical equipment	Usually/Always	150	88.7%	174	88.9%	189	92.3%
Q39. Ease of getting adaptive equipment	Usually/Always	247	62.3%	271	58.0%	311	66.7%
Q40. Ease of getting home nursing services	Usually/Always	363	77.6%	350	76.4%	403	73.8%
Q41. Ease of getting home health aide services	Usually/Always	106	78.3%	100	76.1%	135	77.0%
Q42. Ease of getting prescription medicines	Usually/Always	205	93.6%	195	93.7%	229	93.2%
Q43. Ease of getting therapy services	Usually/Always	221	70.2%	213	72.1%	244	70.3%
Q44. Ease of getting laboratory services	Usually/Always	439	90.7%	426	93.7%	514	92.4%
Q45. Ease of getting nutritional services	Usually/Always	168	84.8%	179	86.2%	219	88.0%
Q46. Ease of getting transportation services	Usually/Always	270	62.6%	301	70.4%	368	68.8%
Q47. Rating of healthcare	8, 9 or 10	451	80.0%	446	79.6%	530	81.1%

** All statistical tests are conducted at the 95% confidence level.

Statistically significant differences between current-year rate and prior year rate are marked next to the prior year rates as ★ when current-year rate is higher or ★ when it is lower.

Child Survey Results:

REM Program - Child Survey		2021		2020		2019	
Question	Summary Rate Responses	N	Summary Rate	N	Summary Rate	N	Summary Rate
Q3. Service interruptions when moving to REM program	No	79	78.5%	97	80.4%	65	78.5%
Q49. Rating of REM program	8, 9 or 10	1203	91.7%	1296	91.2%	862	93.7%

** All statistical tests are conducted at the 95% confidence level.

Statistically significant differences between current-year rate and prior year rate are marked next to the prior year rates as ★ when current-year rate is higher or ★ when it is lower.

REM Case Manager - Child Survey		2021		2020		2019	
Question	Summary Rate Responses	N	Summary Rate	N	Summary Rate	N	Summary Rate
Q5. REM case manager called often as I wanted	Yes, definitely	1219	90.9%	1295	90.7%	881	90.8%
Q6. REM case manager visited often as I wanted	Yes, definitely	1228	89.3%	1302	88.1%	877	89.6%
Q7. Able to contact REM case manager as soon as needed	Usually /Always	1214	89.2%	1308	89.1%	875	91.5%
Q8. REM case manager spent enough time with me	Usually /Always	1217	82.6%	1310	86.7% ★	869	86.7% ★
Q9. REM case manager answered questions to satisfaction	Usually /Always	1221	93.5%	1315	93.5%	875	94.7%
Q10. REM case manager respected culture/racial/religious/ethnic background	Yes, definitely	1206	95.7%	1300	95.5%	868	96.2%
Q11. REM case manager provided emotional support	Usually/Always	1208	88.2%	1307	90.3%	864	90.3%
Q13. Satisfied with help in finding Primary Care Provider	Yes, definitely	177	81.4%	203	82.3%	118	83.1%
Q14. REM case manager gave information about healthcare services	Usually/Always	1205	81.3%	1302	81.3%	866	79.0%
Q15. REM case manager gave information about community resources	Usually/Always	1199	72.9%	1291	72.8%	858	71.9%
Q16. REM case manager explanations easy to understand	Usually/Always	1207	92.1%	1307	92.9%	871	93.9%
Q17. Helpful to have REM case manager	Yes, definitely	1201	85.3%	1307	84.3%	866	85.1%
Q19. Burdensome to have REM case manager	No	1157	88.7%	1271	88.5%	844	87.3%
Q23. Rating of REM case manager	8, 9 or 10	1195	89.0%	1287	89.8%	859	89.3%

** All statistical tests are conducted at the 95% confidence level.

Statistically significant differences between current-year rate and prior year rate are marked next to the prior year rates as ★ when current-year rate is higher or ★ when it is lower.

Healthcare - Child Survey		2021		2020		2019	
Question	Summary Rate Responses	N	Summary Rate	N	Summary Rate	N	Summary Rate
Q24. Got routine care appointment as soon as needed	Usually/Always	1127	91.2%	1229	91.3%	847	92.1%
Q25. PCP has understanding of my special needs	Yes, definitely	1243	85.2%	1328	85.0%	891	88.7% ★
Q27. Ease of getting specialists appts as soon as needed	Usually/Always	818	83.0%	879	83.0%	656	83.7%
Q28. Specialists I saw have understanding of my special needs	Yes, definitely	784	89.3%	841	86.9%	645	87.4%
Q29. Able to reach doctors by telephone when needed	Usually/Always	1114	84.3%	1203	84.9%	820	85.6%
Q30. Ease of getting second opinions as soon as needed	Usually/Always	447	68.7%	506	72.9%	356	73.0%
Q31. Saw providers within 15 minutes of appointment time	Usually/Always	1224	69.9%	1300	60.8% ★	879	61.2% ★
Q32. Easy to get telehealth appointment	Usually/Always	929	85.0%	--	--	--	--
Q33. Easty to get care via telehealth services	Usually/Always	902	82.3%	--	--	--	--
Q34. Ease of getting appropriate inpatient hospital services	Usually/Always	446	81.8%	534	79.8%	381	83.7%
Q35. Ease of getting dental services	Usually/Always	921	81.3%	1039	83.6%	730	86.8% ★
Q36. Ease of emergency room services	Usually/Always	384	78.9%	511	85.1% ★	384	86.7% ★
Q37. Ease of getting durable medical equipment	Usually/Always	606	69.0%	679	66.6%	442	68.6%
Q38. Ease of getting disposable medical equipment	Usually/Always	767	86.3%	830	84.9%	548	89.2%
Q39. Ease of getting adaptive equipment	Usually/Always	373	66.8%	401	61.6%	259	67.6%
Q40. Ease of getting home nursing services	Usually/Always	415	62.4%	428	67.3%	266	68.4%
Q41. Ease of getting home health aide services	Usually/Always	405	63.7%	430	63.3%	255	65.9%
Q42. Ease of getting prescription medicines	Usually/Always	1053	89.6%	1182	89.5%	781	91.3%
Q43. Ease of getting therapy services	Usually/Always	743	72.4%	836	77.8% ★	567	81.5% ★
Q44. Ease of getting laboratory services	Usually/Always	704	88.2%	793	89.7%	556	91.5%
Q45. Ease of getting nutritional services	Usually/Always	601	82.0%	665	85.1%	421	87.2% ★
Q46. Ease of getting transportation services	Usually/Always	291	44.7%	331	41.4%	187	42.2%
Q47. Rating of healthcare	8, 9 or 10	1199	88.6%	1293	88.9%	869	88.8%

** All statistical tests are conducted at the 95% confidence level.

Statistically significant differences between current-year rate and prior year rate are marked next to the prior year rates as ★ when current-year rate is higher or ★ when it is lower.

Correlation Analysis

Correlation analysis is a tool for identifying program attributes that are strengths and areas that need improvement. Correlation analysis was performed for the following items:

- Rating of REM case manager

- Rating of Healthcare

- Rating of the REM program

The attribute importance (correlation) and attribute performance (score) are plotted in a graph and the graph is divided into four quadrants to identify the attributes that are strengths and attributes that are in need of improvement. The four quadrants are:

- LEVERAGE (high importance, high performance)

- IMPROVE (high importance, low performance)

- MAINTAIN (low importance, high performance)

- MONITOR (low importance, low performance)

Adult Results:

For the Adult survey, two attributes were identified in the IMPROVE quadrant and five attributes were identified in the LEVERAGE quadrant for the rating of REM case manager.

ATTRIBUTES IN THE IMPROVE AND MAINTAIN QUADRANT FOR RATING OF REM CASE MANAGER

IMPROVE	LEVERAGE
• Q14. REM case manager gave information about healthcare services • Q15. REM case manager gave information about community resources	• Q5. REM case manager called often as I wanted • Q6. REM case manager visited often as I wanted • Q9. REM case manager answered questions to satisfaction • Q11. REM case manager provided emotional support • Q16. REM case manager explanations easy to understand

Five attributes were identified in the IMPROVE quadrant and eight attributes were identified in the LEVERAGE quadrant for the rating of healthcare.

ATTRIBUTES IN THE IMPROVE AND MAINTAIN QUADRANT FOR RATING OF HEALTHCARE

IMPROVE	LEVERAGE
• Q30. Ease of getting second opinions as soon as needed • Q37. Ease of getting durable medical equipment • Q39. Ease of getting adaptive equipment • Q40. Ease of getting home nursing services • Q41. Ease of getting home health aide services	• Q27. Ease of getting specialists appts as soon as needed • Q33. Easy to get care via telehealth services • Q34. Ease of getting appropriate inpatient hospital services • Q36. Ease of emergency room services • Q38. Ease of getting disposable medical equipment • Q42. Ease of getting prescription medicines • Q44. Ease of getting laboratory services • Q45. Ease of getting nutritional services

Four attributes were identified in the IMPROVE quadrant and ten attributes were identified in the LEVERAGE quadrant for the rating of REM program.

ATTRIBUTES IN THE IMPROVE AND MAINTAIN QUADRANT FOR RATING OF REM PROGRAM

IMPROVE	LEVERAGE
• Q14. REM case manager gave information about healthcare services • Q15. REM case manager gave information about community resources • Q37. Ease of getting durable medical equipment • Q41. Ease of getting home health aide services	• Q5. REM case manager called often as I wanted • Q6. REM case manager visited often as I wanted • Q7. Able to contact REM case manager as soon as needed • Q8. REM case manager spent enough time with me • Q9. REM case manager answered questions to satisfaction • Q11. REM case manager provided emotional support • Q16. REM case manager explanations easy to understand • Q23. Rating of REM case manager • Q34. Ease of getting appropriate inpatient hospital services • Q47. Rating of healthcare

Based on the correlation analysis of the three ratings summary rates, the '*Ease of getting durable medical equipment*' and '*Ease of getting home health aide services*' attributes were found in the IMPROVE quadrant for the rating of healthcare and rating of REM program quadrant maps. The '*REM case manager gave information about healthcare services*' and '*REM case manager gave information about community resources*' attributes were found in the IMPROVE quadrant for the rating of REM case manager and rating of REM program quadrant maps. These attributes should be prioritized in order to improve the ratings measures.

Child Results:

For the child survey, three attributes were identified in the IMPROVE quadrant and four attributes were identified in the LEVERAGE quadrant for the rating of REM case manager.

ATTRIBUTES IN THE IMPROVE AND MAINTAIN QUADRANT FOR RATING OF REM CASE MANAGER

IMPROVE	LEVERAGE
• Q13. Satisfied with help in finding Primary Care Provider • Q14. REM case manager gave information about healthcare services • Q15. REM case manager gave information about community resources	• Q5. REM case manager called often as I wanted • Q9. REM case manager answered questions to satisfaction • Q11. REM case manager provided emotional support • Q16. REM case manager explanations easy to understand

Four attributes were identified in the IMPROVE quadrant and seven attributes were identified in the LEVERAGE quadrant for the rating of healthcare.

ATTRIBUTES IN THE IMPROVE AND MAINTAIN QUADRANT FOR RATING OF HEALTHCARE

IMPROVE	LEVERAGE
• Q30. Ease of getting second opinions as soon as needed • Q37. Ease of getting durable medical equipment • Q39. Ease of getting adaptive equipment • Q43. Ease of getting therapy services	• Q27. Ease of getting specialists appts as soon as needed • Q28. Specialists I saw have understanding of my special needs • Q29. Able to reach doctors by telephone when needed • Q32. Easy to get telehealth appointment • Q33. Easy to get care via telehealth services • Q34. Ease of getting appropriate inpatient hospital services • Q45. Ease of getting nutritional services

Three attributes were identified in the IMPROVE quadrant and eleven attributes were identified in the LEVERAGE quadrant for the rating of REM program.

ATTRIBUTES IN THE IMPROVE AND MAINTAIN QUADRANT FOR RATING OF REM PROGRAM

IMPROVE	LEVERAGE
• Q15. REM case manager gave information about community resources • Q37. Ease of getting durable medical equipment • Q39. Ease of getting adaptive equipment	• Q5. REM case manager called often as I wanted • Q6. REM case manager visited often as I wanted • Q7. Able to contact REM case manager as soon as needed • Q8. REM case manager spent enough time with me • Q9. REM case manager answered questions to satisfaction • Q11. REM case manager provided emotional support • Q13. Satisfied with help in finding Primary Care Provider • Q14. REM case manager gave information about healthcare services • Q16. REM case manager explanations easy to understand • Q23. Rating of REM case manager • Q47. Rating of healthcare

Based on the correlation analysis of the three ratings summary rates, '*REM case manager gave information about community resources*' attribute was found in the IMPROVE quadrant of both the rating of REM case manager and rating of REM program quadrant maps. '*Ease of getting durable medical equipment*', and '*Ease of getting adaptive equipment*' attributes were found in the IMPROVE quadrant of the rating of healthcare and rating of REM program quadrant maps. These attributes should be prioritized in order to improve the ratings measures.

Glossary of Terms

Attributes	Areas of health plan performance and participant experience assessed with the REM survey.
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical significance test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*N*, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
Disposition	The final status given to a participant record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.). See *Response Rate*.
Question Summary Rate	Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of participants selecting *Usually* or *Always*.
Response Rate	Survey response rate is calculated using the following formula:

$$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts}]}$$

Sample size	Number of REM program participants selected for the survey.

Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.