

**STATE OF MARYLAND EXECUTIVE SUMMARY REPORT  
FOR  
2023 RARE AND EXPENSIVE CASE MANAGEMENT PROGRAM SURVEY**

**Prepared for:  
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## Background and Purpose

Maryland’s Rare and Expensive Case Management (REM) Program is a case-managed fee-for-service alternative for HealthChoice Managed Care Organization (MCO) participants with specified rare and expensive medical conditions. REM program participants are assigned a case manager who is either a registered nurse or a licensed social worker with the experience and knowledge to assist with the health care and services available to the participant.

The REM survey is designed to measure the satisfaction of REM participants with services received through the REM program, interactions with the participant’s case manager, and assistance received from the participant’s case manager.

CSS administered an Adult and Child version of the 2023 REM survey on behalf of the Maryland Department of Health between March 1, 2023, and May 26, 2023.

Results are based on the rates of participants answering:

- 8, 9, or 10 for ratings;
- *Usually* or *Always* for questions with a response scale of Never; Sometimes; Usually; Always;
- *Yes, Definitely* for questions with a 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	2023	2022	2021
Rating of REM case manager	88.3%	87.5%	88.3%
Rating of Healthcare	80.5%	80.1%	80.0%
Rating of REM program	89.2%	85.0%	88.5%

Statistically significant differences between current-year rate and prior year rate are marked next to the prior year rates as ★.

### Child Summary Rates

Overall Satisfaction Summary Rates	2023	2022	2021
Rating of REM case manager	87.9%	88.7%	89.0%
Rating of Healthcare	87.5%	87.2%	88.6%
Rating of REM program	92.8%	91.1%	91.7%

Statistically significant differences between current-year rate and prior year rate are marked next to the prior year rates as ★.

## Survey Administration Protocol

CSS administered the REM Survey using a mixed methodology (mail with telephone follow-up). The 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 a cover letter was mailed on March 1, 2023.
- An initial reminder/thank-you postcard was mailed on March 8, 2023.
- A replacement questionnaire with a cover letter was mailed on April 5, 2023.
- An additional reminder/thank-you postcard was mailed on April 12, 2023.
- Telephone outreach began on May 1, 2023.
- Data collection closed on May 26, 2023.

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 deduplicated such that only one participant per household was selected for either the adult survey or the child survey. CSS used standardized addresses to deduplicate the population file. All eligible participants after the deduplication process were selected for the sample.

The final survey sample for the adult survey included 1,107 participants. The final survey sample for the child survey included 2,784 participants.

## Response Rate

Among all the participants of the adult sample who met eligibility criteria, 452 completed the survey, resulting in an adjusted response rate of 47.53%. Of the 452 completed surveys for the adult sample, 12 were completed in Spanish. Among all the participants of the child sample who met eligibility criteria, 1,236 completed the survey, resulting in an adjusted response rate of 45.09%. Of the 1,236 completed surveys for the child sample, 258 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
<b>Initial Sample</b>	<b>1,107</b>	<b>100.0%</b>	<b>2,784</b>	<b>100.0%</b>
<b>Disposition</b>				
Complete and Eligible - Mail	311	28.09%	532	19.11%
Complete and Eligible - Phone	141	12.74%	704	25.29%
Complete and Eligible - Total	452	40.83%	1,236	44.40%
Does not meet Eligible criteria	2	0.18%	21	0.75%
Incomplete (but Eligible)	12	1.08%	46	1.65%
Language barrier	6	0.54%	21	0.75%
Mentally or physically incapacitated	145	13.10%	0	0.00%
Deceased	3	0.27%	1	0.04%
Refusal	18	1.63%	69	2.48%
Nonresponse after maximum attempts	466	42.10%	1,388	49.86%
Added to Do Not Call (DNC) list	3	0.27%	2	0.07%
<b>Adjusted Response Rate**</b>		<b>47.53%</b>		<b>45.09%</b>

\*\*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	301	10	429	103
Phone	139	2	549	155

## 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 2023, 2022, and 2021 surveys are shown, and statistically different scores between 2023 and 2022, and 2023 and 2021 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. The results of any question where the denominator is below 70 should be interpreted with caution.

## Adult Survey Results

REM Program							
Question	Summary Rate Responses	2023		2022		2021	
		N	Summary Rate	N	Summary Rate	N	Summary Rate
Q3. Service interruptions when moving to REM program	No	30	70.0%	28	67.9%	30	66.7%
Q49. Rating of REM program	8, 9 or 10	425	89.2%	421	85.0%	453	88.5%

\*\* 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							
Question	Summary Rate Responses	2023		2022		2021	
		N	Summary Rate	N	Summary Rate	N	Summary Rate
Q5. REM case manager called often as I wanted	Yes, definitely	431	89.6%	418	88.5%	454	88.5%
Q6. REM case manager visited often as I wanted	Yes, definitely	434	88.9%	418	87.6%	454	87.2%
Q7. Able to contact REM case manager as soon as needed	Usually /Always	420	89.8%	414	88.9%	450	89.6%
Q8. REM case manager spent enough time with me	Usually /Always	416	81.0%	412	84.0%	450	83.3%
Q9. REM case manager answered questions to satisfaction	Usually /Always	422	92.7%	413	91.3%	451	92.5%
Q10. REM case manager respected culture/racial/religious/ethnic background	Yes, definitely	420	94.5%	414	95.4%	451	95.3%
Q11. REM case manager provided emotional support	Usually/Always	415	84.8%	409	84.1%	444	86.7%
Q13. Satisfied with help in finding Primary Care Provider	Yes, definitely	58	86.2%	45	73.3%	56	75.0%
Q14. REM case manager gave information about healthcare services	Usually/Always	415	82.9%	407	80.6%	448	79.5%
Q15. REM case manager gave information about community resources	Usually/Always	413	72.6%	410	72.0%	445	75.1%
Q16. REM case manager explanations easy to understand	Usually/Always	418	94.3%	413	92.3%	452	93.4%
Q17. Helpful to have REM case manager	Yes, definitely	418	84.2%	411	83.5%	451	86.9%
Q19. Burdensome to have REM case manager	No	413	92.0%	408	92.9%	436	92.4%
Q23. Rating of REM case manager	8, 9 or 10	418	88.3%	409	87.5%	446	88.3%

\*\* 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 - Adult Survey							
Question	Summary Rate Responses	2023		2022		2021	
		N	Summary Rate	N	Summary Rate	N	Summary Rate
Q24. Got routine care appointment as soon as needed	Usually/Always	383	94.3%	382	93.7%	398	95.7%
Q25. PCP has understanding of my special needs	Yes, definitely	433	84.5%	427	82.2%	463	81.6%
Q27. Ease of getting specialists appts as soon as needed	Usually/Always	279	79.9%	256	82.0%	263	85.2%
Q28. Specialists I saw have understanding of my special needs	Yes, definitely	269	82.9%	247	81.4%	257	80.2%
Q29. Able to reach doctors by telephone when needed	Usually/Always	390	83.6%	397	88.7% ★	430	87.4%
Q30. Ease of getting second opinions as soon as needed	Usually/Always	157	73.9%	138	63.8%	159	69.2%
Q31. Saw providers within 15 minutes of appointment time	Usually/Always	432	72.5%	425	72.5%	452	70.6%
Q32. Easy to get telehealth appointment	Usually/Always	290	84.5%	322	87.3%	374	90.1% ★
Q33. Easy to get care via telehealth services	Usually/Always	284	83.8%	315	85.4%	364	87.6%
Q34. Ease of getting appropriate inpatient hospital services	Usually/Always	290	82.7%	155	79.4%	160	85.0%
Q35. Ease of getting dental services	Usually/Always	284	75.8%	276	71.7%	273	72.5%
Q36. Ease of emergency room services	Usually/Always	173	78.0%	155	77.7%	160	83.3%
Q37. Ease of getting durable medical equipment	Usually/Always	302	62.7%	276	66.5%	273	62.8%
Q38. Ease of getting disposable medical equipment	Usually/Always	173	89.0%	148	88.0%	150	88.7%
Q39. Ease of getting adaptive equipment	Usually/Always	255	60.2%	239	65.0%	247	62.3%
Q40. Ease of getting home nursing services	Usually/Always	327	71.0%	333	71.5%	363	77.6%
Q41. Ease of getting home health aide services	Usually/Always	108	72.8%	100	75.1%	106	78.3%
Q42. Ease of getting prescription medicines	Usually/Always	193	89.5%	186	90.3%	205	93.6% ★
Q43. Ease of getting therapy services	Usually/Always	206	68.3%	213	63.6%	221	70.2%
Q44. Ease of getting laboratory services	Usually/Always	408	92.2%	404	92.5%	439	90.7%
Q45. Ease of getting nutritional services	Usually/Always	189	82.9%	165	84.7%	168	84.8%
Q46. Ease of getting transportation services	Usually/Always	307	67.4%	307	64.6%	270	62.6%
Q47. Rating of healthcare	8, 9 or 10	426	80.5%	418	80.1%	451	80.0%

\*\* 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							
Question	Summary Rate Responses	2023		2022		2021	
		N	Summary Rate	N	Summary Rate	N	Summary Rate
Q3. Service interruptions when moving to REM program	No	80	77.5%	76	78.9%	79	78.5%
Q49. Rating of REM program	8, 9 or 10	1118	92.8%	1123	91.1%	1203	91.7%

\*\* 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							
Question	Summary Rate Responses	2023		2022		2021	
		N	Summary Rate	N	Summary Rate	N	Summary Rate
Q5. REM case manager called often as I wanted	Yes, definitely	1171	88.6%	1138	89.9%	1219	90.9%
Q6. REM case manager visited often as I wanted	Yes, definitely	1177	88.5%	1128	90.2%	1228	89.3%
Q7. Able to contact REM case manager as soon as needed	Usually/Always	1148	87.7%	1127	88.1%	1214	89.2%
Q8. REM case manager spent enough time with me	Usually/Always	1149	80.2%	1124	79.7%	1217	82.6%
Q9. REM case manager answered questions to satisfaction	Usually/Always	1155	90.7%	1135	91.7%	1221	93.5% ★
Q10. REM case manager respected culture/racial/religious/ethnic background	Yes, definitely	1142	94.8%	1122	96.1%	1206	95.7%
Q11. REM case manager provided emotional support	Usually/Always	1142	88.1%	1119	88.4%	1208	88.2%
Q13. Satisfied with help in finding Primary Care Provider	Yes, definitely	182	84.6%	178	82.0%	177	81.4%
Q14. REM case manager gave information about healthcare services	Usually/Always	1142	78.9%	1118	79.3%	1205	81.3%
Q15. REM case manager gave information about community resources	Usually/Always	1136	66.5%	1116	70.3% ★	1199	72.9% ★
Q16. REM case manager explanations easy to understand	Usually/Always	1140	91.3%	1123	91.5%	1207	92.1%
Q17. Helpful to have REM case manager	Yes, definitely	1132	85.0%	1119	85.4%	1201	85.3%
Q19. Burdensome to have REM case manager	No	1115	94.0%	1110	93.2%	1157	88.7% ★
Q23. Rating of REM case manager	8, 9 or 10	1130	87.9%	1109	88.7%	1195	89.0%

\*\* 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							
Question	Summary Rate Responses	2023		2022		2021	
		N	Summary Rate	N	Summary Rate	N	Summary Rate
Q24. Got routine care appointment as soon as needed	Usually/Always	1047	90.3%	1079	89.6%	1127	91.2%
Q25. PCP has understanding of my special needs	Yes, definitely	1163	84.6%	1172	84.7%	1243	85.2%
Q27. Ease of getting specialists appts as soon as needed	Usually/Always	813	80.1%	806	83.0%	818	83.0%
Q28. Specialists I saw have understanding of my special needs	Yes, definitely	787	86.1%	778	87.4%	784	89.3%
Q29. Able to reach doctors by telephone when needed	Usually/Always	1042	81.8%	1064	82.0%	1114	84.3%
Q30. Ease of getting second opinions as soon as needed	Usually/Always	421	68.2%	430	66.5%	447	68.7%
Q31. Saw providers within 15 minutes of appointment time	Usually/Always	1158	67.4%	1150	67.9%	1224	69.9%
Q32. Easy to get telehealth appointment	Usually/Always	646	78.3%	761	79.9%	929	85.0% ★
Q33. Easy to get care via telehealth services	Usually/Always	617	79.3%	743	77.3%	902	82.3%
Q34. Ease of getting appropriate inpatient hospital services	Usually/Always	491	82.9%	465	78.5%	446	81.8%
Q35. Ease of getting dental services	Usually/Always	915	81.4%	920	78.9%	921	81.3%
Q36. Ease of emergency room services	Usually/Always	453	81.2%	459	77.1%	384	78.9%
Q37. Ease of getting durable medical equipment	Usually/Always	577	66.6%	585	66.3%	606	69.0%
Q38. Ease of getting disposable medical equipment	Usually/Always	708	84.2%	727	84.6%	767	86.3%
Q39. Ease of getting adaptive equipment	Usually/Always	325	64.0%	361	60.1%	373	66.8%
Q40. Ease of getting home nursing services	Usually/Always	375	59.5%	391	57.3%	415	62.4%
Q41. Ease of getting home health aide services	Usually/Always	371	55.0%	392	55.4%	405	63.7% ★
Q42. Ease of getting prescription medicines	Usually/Always	992	85.4%	1004	87.5%	1053	89.6% ★
Q43. Ease of getting therapy services	Usually/Always	714	74.5%	741	73.5%	743	72.4%
Q44. Ease of getting laboratory services	Usually/Always	706	88.2%	727	85.6%	704	88.2%
Q45. Ease of getting nutritional services	Usually/Always	562	78.3%	586	77.0%	601	82.0%
Q46. Ease of getting transportation services	Usually/Always	270	44.4%	282	43.6%	291	44.7%
Q47. Rating of healthcare	8, 9 or 10	1120	87.5%	1131	87.2%	1199	88.6%

\*\* 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 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
<ul style="list-style-type: none"> <li>• Q14. REM case manager gave healthcare services information</li> <li>• Q15. REM case manager gave community resources information</li> </ul>	<ul style="list-style-type: none"> <li>• Q5. REM case manager called often as I wanted</li> <li>• Q9. REM case manager answered questions to satisfaction</li> <li>• Q11. REM case manager provided emotional support</li> <li>• Q16. REM case manager explanations easy to understand</li> </ul>

Six attributes were identified in the IMPROVE quadrant and five 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
<ul style="list-style-type: none"> <li>• Q30. Ease of getting second opinions as soon as needed</li> <li>• Q31. Saw providers within 15 minutes of appointment time</li> <li>• Q36. Ease of emergency room services</li> <li>• Q37. Ease of getting durable medical equipment</li> <li>• Q41. Ease of getting home health aide services</li> <li>• Q43. Ease of getting therapy services</li> </ul>	<ul style="list-style-type: none"> <li>• Q27. Ease of getting specialists appts as soon as needed</li> <li>• Q28. Specialists I saw have understanding of my special needs</li> <li>• Q29. Able to reach doctors by telephone when needed</li> <li>• Q33. Easy to get care via telehealth services</li> <li>• Q34. Ease of getting appropriate inpatient hospital services</li> </ul>

Five attributes were identified in the IMPROVE quadrant and eight 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
<ul style="list-style-type: none"> <li>• Q15. REM case manager gave community resources information</li> <li>• Q35. Ease of getting dental services</li> <li>• Q40. Ease of getting home nursing services</li> <li>• Q41. Ease of getting home health aide services</li> <li>• Q46. Ease of getting transportation services</li> </ul>	<ul style="list-style-type: none"> <li>• Q5. REM case manager called often as I wanted</li> <li>• Q6. REM case manager visited often as I wanted</li> <li>• Q7. Able to contact REM case manager as soon as needed</li> <li>• Q8. REM case manager spent enough time with me</li> <li>• Q9. REM case manager answered questions to satisfaction</li> <li>• Q11. REM case manager provided emotional support</li> <li>• Q14. REM case manager gave healthcare services information</li> <li>• Q16. REM case manager explanations easy to understand</li> </ul>

Based on the correlation analysis of the three ratings summary rates, the *'Ease of getting home nursing services'* attribute was found in the IMPROVE quadrant for the rating of healthcare and the rating of REM program quadrant maps. The *'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 to improve the rating measures.

### Child Results

For the child survey, two attributes were identified in the IMPROVE quadrant and six 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
<ul style="list-style-type: none"> <li>• Q14. REM case manager gave healthcare services information</li> <li>• Q15. REM case manager gave community resources information</li> </ul>	<ul style="list-style-type: none"> <li>• Q5. REM case manager called often as I wanted</li> <li>• Q6. REM case manager visited often as I wanted</li> <li>• Q9. REM case manager answered questions to satisfaction</li> <li>• Q11. REM case manager provided emotional support</li> <li>• Q13. Satisfied with help in finding Primary Care Provider</li> <li>• Q16. REM case manager explanations easy to understand</li> </ul>

Five attributes were identified in the IMPROVE quadrant and nine 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
<ul style="list-style-type: none"> <li>• Q30. Ease of getting second opinions as soon as needed</li> <li>• Q37. Ease of getting durable medical equipment</li> <li>• Q39. Ease of getting adaptive equipment</li> <li>• Q41. Ease of getting home health aide services</li> <li>• Q43. Ease of getting therapy services</li> </ul>	<ul style="list-style-type: none"> <li>• Q27. Ease of getting specialists appts as soon as needed</li> <li>• Q28. Specialists I saw have understanding of my special needs</li> <li>• Q29. Able to reach doctors by telephone when needed</li> <li>• Q32. Easy to get telehealth appointment</li> <li>• Q33. Easy to get care via telehealth services</li> <li>• Q34. Ease of getting appropriate inpatient hospital services</li> <li>• Q35. Ease of getting dental services</li> <li>• Q38. Ease of getting disposable medical equipment</li> <li>• Q42. Ease of getting prescription medicines</li> </ul>

Six attributes were identified in the IMPROVE quadrant and thirteen attributes were identified in the LEVERAGE quadrant for the rating of the REM program.

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

IMPROVE	LEVERAGE
<ul style="list-style-type: none"> <li>• Q14. REM case manager gave healthcare services information</li> <li>• Q15. REM case manager gave community resources information</li> <li>• Q32. Easy to get telehealth appointment</li> <li>• Q37. Ease of getting durable medical equipment</li> <li>• Q39. Ease of getting adaptive equipment</li> <li>• Q43. Ease of getting therapy services</li> </ul>	<ul style="list-style-type: none"> <li>• Q5. REM case manager called often as I wanted</li> <li>• Q6. REM case manager visited often as I wanted</li> <li>• Q7. Able to contact REM case manager as soon as needed</li> <li>• Q8. REM case manager spent enough time with me</li> <li>• Q9. REM case manager answered questions to satisfaction</li> <li>• Q11. REM case manager provided emotional support</li> <li>• Q13. Satisfied with help in finding Primary Care Provider</li> <li>• Q16. REM case manager explanations easy to understand</li> <li>• Q27. Ease of getting specialists appts as soon as needed</li> <li>• Q28. Specialists I saw have understanding of my special needs</li> <li>• Q33. Easy to get care via telehealth services</li> <li>• Q34. Ease of getting appropriate inpatient hospital services</li> <li>• Q42. Ease of getting prescription medicines</li> </ul>

Based on the correlation analysis of the three ratings summary rates, *'REM case manager gave information about community resources'* and *'REM case manager gave healthcare services information'* attributes were found in the IMPROVE quadrant of both the rating of REM case manager and the 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 <i>Pearson correlation coefficient</i> . 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 <i>Response Rate</i> .
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 <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of participants selecting <i>Usually</i> or <i>Always</i> .
Response Rate	<p>Survey response rate is calculated using the following formula:</p> $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts}]}$
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.