# STATE OF MARYLAND EXECUTIVE SUMMARY REPORT
# FOR
# 2024 RARE AND EXPENSIVE CASE MANAGEMENT PROGRAM SURVEY

**Prepared for:**

**Maryland Department of Health**

**Prepared by:**

**Center for the Study of Services**

**1625 K Street NW, 8th Floor**
**Washington, DC 20006**



CSS
Center for the
Study of Services

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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 healthcare 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 2024 REM survey on behalf of the Maryland Department of Health between March 6, 2024, and May 31, 2024.

Results are based on the rates of participants answering:
- *8, 9, or 10* for rating questions;
- *Usually* or *Always* for questions with a *Never*, *Sometimes*, *Usually*, *Always* response scale;
- *Yes, definitely* for questions with a *Yes, definitely*; *Yes, sometimes*; *No* response scale, and *Yes, definitely* 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 response 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 difficult to have a REM case manager?

### Adult Summary Rates

| Overall Satisfaction Summary Rates | 2024 | 2023 | 2022 |
|---|---|---|---|
| Rating of REM case manager | 87.3% | 88.3% | 87.5% |
| Rating of healthcare | 78.7% | 80.5% | 80.1% |
| Rating of REM program | 88.5% | 89.2% | 85.0% |

Statistically significant differences between current-year rate and prior-year rate are marked next to the prior-year rate with a star (★).

## Child Summary Rates

| Overall Satisfaction Summary Rates | 2024 | 2023 | 2022 |
|---|---|---|---|
| Rating of REM case manager | 86.3% | 87.9% | 88.7% |
| Rating of healthcare | 85.2% | 87.5% | 87.2% |
| Rating of REM program | 89.5% | 92.8% ★ | 91.1% |

Statistically significant differences between current-year rate and prior-year rate are marked next to the prior-year rate with a star (★).

# 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, which was mailed on March 6, 2024;

- An initial reminder/thank-you postcard, which was mailed on March 13, 2024;

- A replacement questionnaire with a cover letter, which was mailed on April 10, 2024;

- An additional reminder/thank-you postcard, which was mailed on April 17, 2024;

- Telephone outreach, which began on May 3, 2024; and

- Data collection closed on May 31, 2024.

Sample members were mailed survey materials in English or Spanish. All participants were given the option to request a survey in the alternate language using a telephone request line.

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 1,129 participants. The final survey sample for the child survey included 2,771 participants.

## Response Rate

Among all the participants of the adult sample who met eligibility criteria, 474 completed the survey, resulting in an adjusted response rate of 46.52%. Of the 474 completed surveys for the adult sample, 22 were completed in Spanish. Among all the participants of the child sample who met eligibility criteria, 1,287 completed the survey, resulting in an adjusted response rate of 47.13%. Of the 1,287 completed surveys for the child sample, 345 were completed in Spanish.  Additional dispositions at the end of data collection are provided below.

### SURVEY DISPOSITIONS AND RESPONSE RATE

|  | Adult Survey | | Child Survey | |
|---|---|---|---|---|
|  | Number | % Initial Sample | Number | % Initial Sample |
| **Initial Sample** | 1,129 | 100.0% | 2,771 | 100.0% |
| **Disposition** | | | | |
| Complete and Eligible - Mail | 375 | 33.22% | 697 | 25.15% |
| Complete and Eligible - Phone | 99 | 8.77% | 590 | 21.29% |
| Complete and Eligible - Total | 474 | 41.98% | 1,287 | 46.45% |
| Does not meet Eligible criteria | 13 | 1.15% | 21 | 0.76% |
| Incomplete (but Eligible) | 10 | 0.89% | 59 | 2.13% |
| Language barrier | 3 | 0.27% | 15 | 0.54% |
| Mentally or physically incapacitated | 94 | 8.33% | 0 | 0.00% |
| Deceased | 0 | 0.00% | 4 | 0.14% |
| Refusal | 47 | 4.16% | 108 | 3.90% |
| Nonresponse after maximum attempts | 479 | 42.43% | 1,275 | 46.01% |
| Added to Do Not Call (DNC) list | 9 | 0.80% | 2 | 0.07% |
| **Adjusted Response Rate**** | | **46.52%** | | **47.13%** |

**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

|  | Adult Survey | | Child Survey | |
|---|---|---|---|---|
| Mode | English | Spanish | English | Spanish |
| Mail | 359 | 16 | 544 | 153 |
| Phone | 93 | 6 | 398 | 192 |

## 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 2024, 2023, and 2022 surveys are shown. Statistically different scores between the 2024 and prior year summary rates are noted. The denominator used for the calculation of the proportion is the number of valid responses to the question and it is displayed in column *N* in the summary of survey results tables below. The results of any question where the denominator is lower than 70 should be interpreted with caution.

## Adult Survey Results

| REM Program - Adult Survey | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Question | Summary Rate Responses | 2024 N | 2024 Summary Rate | 2023 N | 2023 Summary Rate ▲ ▼ | 2022 N | 2022 Summary Rate ▲ ▼ | |
| Q3. Service interruptions when moving to REM program | No | 26 | 73.1% | 30 | 70.0% | 28 | 67.9% | |
| Q50. Rating of REM program | 8, 9 or 10 | 444 | 88.5% | 425 | 89.2% | 421 | 85.0% | |

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

Statistically significant differences between the current-year rate and the prior-year rate are marked next to the prior-year rate with an upward-pointing triangle (▲) when the current-year rate is higher or a downward-pointing triangle (▼) when it is lower.

| REM Case Manager - Adult Survey | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Question | Summary Rate Responses | 2024 N | 2024 Summary Rate | 2023 N | 2023 Summary Rate ▲ ▼ | 2022 N | 2022 Summary Rate ▲ ▼ | |
| Q5. REM case manager contacted me often as I needed* | Yes, definitely | 455 | 89.5% | 431 | 89.6% | 418 | 88.5% | |
| Q6. REM case manager visited often as I needed* | Yes, definitely | 456 | 84.6% | 434 | 88.9% | 418 | 87.6% | |
| Q7. Able to contact REM case manager as soon as needed | Usually /Always | 437 | 92.4% | 420 | 89.8% | 414 | 88.9% | |
| Q8. REM case manager spent enough time with me | Yes, definitely | 439 | 86.3% | — | — | — | — | |
| Q9. REM case manager answered questions to satisfaction | Usually /Always | 437 | 93.1% | 422 | 92.7% | 413 | 91.3% | |
| Q10. REM case manager respected cultural/racial/religious/ethnic background | Yes, definitely | 436 | 97.0% | 420 | 94.5% | 414 | 95.4% | |
| Q11. REM case manager provided emotional support | Usually/Always | 430 | 86.7% | 415 | 84.8% | 409 | 84.1% | |
| Q13. Satisfied with help in finding Primary Care Provider | Yes, definitely | 50 | 78.0% | 58 | 86.2% | 45 | 73.3% | |
| Q14. REM case manager gave information about healthcare services* | Usually/Always | 244 | 81.1% | 415 | 82.9% | 407 | 80.6% | |
| Q15. REM case manager gave information about community resources | Usually/Always | 197 | 72.1% | 413 | 72.6% | 410 | 72.0% | |
| Q16. REM case manager explanations easy to understand | Usually/Always | 437 | 95.9% | 418 | 94.3% | 413 | 92.3% ▲ | |
| Q17. Helpful to have REM case manager | Yes, definitely | 436 | 84.6% | 418 | 84.2% | 411 | 83.5% | |
| Q19. Difficult to have REM case manager | No | 428 | 93.2% | 413 | 92.0% | 408 | 92.9% | |
| Q24. Rating of REM case manager | 8, 9 or 10 | 448 | 87.3% | 418 | 88.3% | 409 | 87.5% | |

* Question text updated on 2024 survey.

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

Statistically significant differences between the current-year rate and the prior-year rate are marked next to the prior-year rate with an upward-pointing triangle (▲) when the current-year rate is higher or a downward-pointing triangle (▼) when it is lower.

| Healthcare - Adult Survey | | | | | | | |
|---|---|---|---|---|---|---|---|
| Question | Summary Rate Responses | 2024 N | 2024 Summary Rate | 2023 N | 2023 Summary Rate ▲ ▼ | 2022 N | 2022 Summary Rate ▲ ▼ |
| Q25. Got routine care appointment as soon as needed | Usually/Always | 414 | 96.1% | 383 | 94.3% | 382 | 93.7% |
| Q26. PCP has understanding of my special needs | Yes, definitely | 455 | 82.9% | 433 | 84.5% | 427 | 82.2% |
| Q28. Ease of getting specialists appointments as soon as needed | Usually/Always | 286 | 80.1% | 279 | 79.9% | 256 | 82.0% |
| Q29. Specialists I saw have understanding of my special needs | Yes, definitely | 283 | 79.5% | 269 | 82.9% | 247 | 81.4% |
| Q30. Able to reach doctors by telephone when needed | Usually/Always | 413 | 84.7% | 390 | 83.6% | 397 | 88.7% |
| Q31. Ease of getting second opinions as soon as needed | Usually/Always | 149 | 68.5% | 157 | 73.9% | 138 | 63.8% |
| Q32. Saw providers within 15 minutes of appointment time | Usually/Always | 450 | 73.1% | 432 | 72.5% | 425 | 72.5% |
| Q33. Easy to get telehealth appointment | Usually/Always | 286 | 86.4% | 290 | 84.5% | 322 | 87.3% |
| Q34. Easy to get care via telehealth services* | Usually/Always | 276 | 86.6% | 284 | 83.8% | 315 | 85.4% |
| Q35. Ease of getting appropriate inpatient hospital services | Usually/Always | 286 | 82.3% | 173 | 82.7% | 155 | 79.4% |
| Q36. Ease of getting dental services | Usually/Always | 276 | 71.7% | 302 | 75.8% | 276 | 71.7% |
| Q37. Ease of getting emergency room services | Usually/Always | 181 | 77.2% | 173 | 78.0% | 155 | 77.7% |
| Q38. Ease of getting durable medical equipment | Usually/Always | 315 | 62.3% | 302 | 62.7% | 276 | 66.5% |
| Q39. Ease of getting disposable medical supplies | Usually/Always | 158 | 89.9% | 173 | 89.0% | 148 | 88.0% |
| Q40. Ease of getting adaptive equipment | Usually/Always | 260 | 65.6% | 255 | 60.2% | 239 | 65.0% |
| Q41. Ease of getting home nursing services | Usually/Always | 346 | 74.6% | 327 | 71.0% | 333 | 71.5% |
| Q42. Ease of getting home health aide services | Usually/Always | 96 | 71.8% | 108 | 72.8% | 100 | 75.1% |
| Q43. Ease of getting prescription medicines | Usually/Always | 205 | 92.9% | 193 | 89.5% | 186 | 90.3% |
| Q44. Ease of getting therapy services | Usually/Always | 206 | 65.2% | 206 | 68.3% | 213 | 63.6% |
| Q45. Ease of getting laboratory services | Usually/Always | 423 | 90.4% | 408 | 92.2% | 404 | 92.5% |
| Q46. Ease of getting nutritional supplements | Usually/Always | 178 | 86.0% | 189 | 82.9% | 165 | 84.7% |
| Q47. Ease of getting transportation services | Usually/Always | 301 | 68.2% | 307 | 67.4% | 307 | 64.6% |
| Q48. Rating of healthcare | 8, 9 or 10 | 445 | 78.7% | 426 | 80.5% | 418 | 80.1% |

* Question text updated on 2024 survey.

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

Statistically significant differences between the current-year rate and the prior-year rate are marked next to the prior-year rate with an upward-pointing triangle (▲) when the current-year rate is higher or a downward-pointing triangle (▼) when it is lower.

## Child Survey Results

| REM Program - Child Survey | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Question | Summary Rate Responses | 2024 N | 2024 Summary Rate | 2023 N | 2023 Summary Rate ▲▼ | 2022 N | 2022 Summary Rate ▲▼ |
| Q3. Service interruptions when moving to REM program | No | 101 | 74.3% | 80 | 77.5% | 76 | 78.9% |
| Q50. Rating of REM program | 8, 9 or 10 | 1,158 | 89.5% | 1,118 | 92.8% ▼ | 1,123 | 91.1% |

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

Statistically significant differences between the current-year rate and the prior-year rate are marked next to the prior-year rate with an upward-pointing triangle (▲) when the current-year rate is higher or a downward-pointing triangle (▼) when it is lower.

| REM Case Manager - Child Survey | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Question | Summary Rate Responses | 2024 N | 2024 Summary Rate | 2023 N | 2023 Summary Rate ▲▼ | 2022 N | 2022 Summary Rate ▲▼ |
| Q5. REM case manager contacted me often as I needed* | Yes, definitely | 1,207 | 87.8% | 1,171 | 88.6% | 1,138 | 89.9% |
| Q6. REM case manager visited often as I needed* | Yes, definitely | 1,200 | 83.6% | 1,177 | 88.5% ▼ | 1,128 | 90.2% ▼ |
| Q7. Able to contact REM case manager as soon as needed | Usually /Always | 1,166 | 86.4% | 1,148 | 87.7% | 1,127 | 88.1% |
| Q8. REM case manager spent enough time with me | Yes, definitely | 1,167 | 83.1% | — | — | — | — |
| Q9. REM case manager answered questions to satisfaction | Usually /Always | 1,170 | 91.4% | 1,155 | 90.7% | 1,135 | 91.7% |
| Q10. REM case manager respected cultural/racial/religious/ethnic background | Yes, definitely | 1,157 | 95.6% | 1,142 | 94.8% | 1,122 | 96.1% |
| Q11. REM case manager provided emotional support | Usually/Always | 1,155 | 87.4% | 1,142 | 88.1% | 1,119 | 88.4% |
| Q13. Satisfied with help in finding Primary Care Provider | Yes, definitely | 223 | 75.3% | 182 | 84.6% ▼ | 178 | 82.0% |
| Q14. REM case manager gave information about healthcare services* | Usually/Always | 712 | 74.9% | 1,142 | 78.9% ▼ | 1,118 | 79.3% ▼ |
| Q15. REM case manager gave information about community resources | Usually/Always | 645 | 64.5% | 1,136 | 66.5% | 1,116 | 70.3% ▼ |
| Q16. REM case manager explanations easy to understand | Usually/Always | 1,156 | 91.1% | 1,140 | 91.3% | 1,123 | 91.5% |
| Q17. Helpful to have REM case manager | Yes, definitely | 1,148 | 81.7% | 1,132 | 85.0% ▼ | 1,119 | 85.4% ▼ |
| Q19. Difficult to have REM case manager | No | 1,128 | 92.7% | 1,115 | 94.0% | 1,110 | 93.2% |
| Q24. Rating of REM case manager | 8, 9 or 10 | 1,157 | 86.3% | 1,130 | 87.9% | 1,109 | 88.7% |

* Question text updated on 2024 survey.

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

Statistically significant differences between the current-year rate and the prior-year rate are marked next to the prior-year rate with an upward-pointing triangle (▲) when the current-year rate is higher or a downward-pointing triangle (▼) when it is lower.

**Healthcare - Child Survey**

| Question | Summary Rate Responses | 2024 N | 2024 Summary Rate | 2023 N | 2023 Summary Rate ▲ ▼ | 2022 N | 2022 Summary Rate ▲ ▼ |
|---|---|---|---|---|---|---|---|
| Q25. Got routine care appointment as soon as needed | Usually/Always | 1,089 | 89.3% | 1,047 | 90.3% | 1,079 | 89.6% |
| Q26. PCP has understanding of my child's special needs | Yes, definitely | 1,200 | 84.6% | 1,163 | 84.6% | 1,172 | 84.7% |
| Q28. Ease of getting specialists appointments as soon as needed | Usually/Always | 830 | 78.4% | 813 | 80.1% | 806 | 83.0% ▼ |
| Q29. Specialists I saw have understanding of my child's special needs | Yes, definitely | 808 | 86.8% | 787 | 86.1% | 778 | 87.4% |
| Q30. Able to reach doctors by telephone when needed | Usually/Always | 1,034 | 81.9% | 1,042 | 81.8% | 1,064 | 82.0% |
| Q31. Ease of getting second opinions as soon as needed | Usually/Always | 460 | 65.4% | 421 | 68.2% | 430 | 66.5% |
| Q32. Saw providers within 15 minutes of appointment time | Usually/Always | 1,198 | 67.2% | 1,158 | 67.4% | 1,150 | 67.9% |
| Q33. Easy to get telehealth appointment | Usually/Always | 632 | 74.7% | 646 | 78.3% | 761 | 79.9% ▼ |
| Q34. Easy to get care via telehealth services* | Usually/Always | 608 | 73.2% | 617 | 79.3% ▼ | 743 | 77.3% |
| Q35. Ease of getting appropriate inpatient hospital services | Usually/Always | 480 | 76.5% | 491 | 82.9% ▼ | 465 | 78.5% |
| Q36. Ease of getting dental services | Usually/Always | 985 | 80.7% | 915 | 81.4% | 920 | 78.9% |
| Q37. Ease of getting emergency room services | Usually/Always | 498 | 78.7% | 453 | 81.2% | 459 | 77.1% |
| Q38. Ease of getting durable medical equipment | Usually/Always | 619 | 67.4% | 577 | 66.6% | 585 | 66.3% |
| Q39. Ease of getting disposable medical supplies | Usually/Always | 734 | 82.6% | 708 | 84.2% | 727 | 84.6% |
| Q40. Ease of getting adaptive equipment | Usually/Always | 373 | 56.3% | 325 | 64.0% ▼ | 361 | 60.1% |
| Q41. Ease of getting home nursing services | Usually/Always | 397 | 58.7% | 375 | 59.5% | 391 | 57.3% |
| Q42. Ease of getting home health aide services | Usually/Always | 368 | 55.4% | 371 | 55.0% | 392 | 55.4% |
| Q43. Ease of getting prescription medicines | Usually/Always | 1,035 | 86.3% | 992 | 85.4% | 1,004 | 87.5% |
| Q44. Ease of getting therapy services | Usually/Always | 760 | 73.0% | 714 | 74.5% | 741 | 73.5% |
| Q45. Ease of getting laboratory services | Usually/Always | 737 | 87.1% | 706 | 88.2% | 727 | 85.6% |
| Q46. Ease of getting nutritional supplements | Usually/Always | 585 | 77.6% | 562 | 78.3% | 586 | 77.0% |
| Q47. Ease of getting transportation services | Usually/Always | 305 | 41.3% | 270 | 44.4% | 282 | 43.6% |
| Q48. Rating of healthcare | 8, 9 or 10 | 1,158 | 85.2% | 1,120 | 87.5% | 1,131 | 87.2% |

\* Question text updated on 2024 survey.

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

Statistically significant differences between the current-year rate and the prior-year rate are marked next to the prior-year rate with an upward-pointing triangle (▲) when the current-year rate is higher or a downward-pointing triangle (▼) 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 need 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, three attributes were identified in the IMPROVE quadrant and three attributes were identified in the LEVERAGE quadrant for the rating of REM case manager.

ATTRIBUTES IN THE IMPROVE AND LEVERAGE QUADRANTS FOR RATING OF REM CASE MANAGER

| IMPROVE | LEVERAGE |
|---|---|
| • Q13. Satisfied with help in finding Primary Care Provider | • Q5. REM case manager contacted me often as I needed |
| • Q14. REM case manager gave healthcare services information | • Q9. REM case manager answered questions to satisfaction |
| • Q15. REM case manager gave community resources information | • Q16. REM case manager explanations easy to understand |

Seven 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 LEVERAGE QUADRANTS FOR RATING OF HEALTHCARE

| IMPROVE | LEVERAGE |
|---|---|
| • Q31. Ease of getting second opinions as soon as needed | • Q26. PCP has understanding of my special needs |
| • Q32. Saw providers within 15 minutes of appointment time | • Q28. Ease of getting specialists appointments as soon as needed |
| • Q37. Ease of getting emergency room services | • Q29. Specialists I saw have understanding of my special needs |
| • Q40. Ease of getting adaptive equipment | • Q30. Able to reach doctors by telephone when needed |
| • Q41. Ease of getting home nursing services | • Q35. Ease of getting appropriate inpatient hospital services |
| • Q42. Ease of getting home health aide services | |
| • Q44. Ease of getting therapy services | |

Nine attributes were identified in the IMPROVE quadrant and seven attributes were identified in the LEVERAGE quadrant for the rating of REM program.

ATTRIBUTES IN THE IMPROVE AND LEVERAGE QUADRANTS FOR RATING OF REM PROGRAM

| IMPROVE | LEVERAGE |
|---|---|
| • Q13. Satisfied with help in finding Primary Care Provider | • Q5. REM case manager contacted me often as I needed |
| • Q14. REM case manager gave healthcare services information | • Q7. Able to contact REM case manager as soon as needed |
| • Q15. REM case manager gave community resources information | • Q8. REM case manager spent enough time with me |
| • Q28. Ease of getting specialists appointments as soon as needed | • Q9. REM case manager answered questions to satisfaction |
| • Q31. Ease of getting second opinions as soon as needed | • Q11. REM case manager provided emotional support |
| • Q38. Ease of getting durable medical equipment | • Q16. REM case manager explanations easy to understand |
| • Q40. Ease of getting adaptive equipment | • Q26. PCP has understanding of my special needs |
| • Q41. Ease of getting home nursing services | |
| • Q47. Ease of getting transportation services | |

Based on the correlation analysis of the three ratings summary rates, the "*Ease of getting second opinions as soon as needed," "Ease of getting adaptive equipment,*" and "*Ease of getting home nursing services*" attributes were found in the IMPROVE quadrant for the rating of healthcare and the rating of REM program quadrant maps. The "*Satisfied with help in finding Primary Care Provider*," "*REM case manager gave healthcare services information,*" 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 to improve the ratings measures.

## Child Results

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

ATTRIBUTES IN THE IMPROVE AND LEVERAGE QUADRANTS FOR RATING OF REM CASE MANAGER

| IMPROVE | LEVERAGE |
|---|---|
| • Q8. REM case manager spent enough time with me | • Q5. REM case manager contacted me often as I needed |
| • Q14. REM case manager gave healthcare services information | • Q9. REM case manager answered questions to satisfaction |
| • Q15. REM case manager gave community resources information | • Q11. REM case manager provided emotional support |

Two 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 LEVERAGE QUADRANTS FOR RATING OF HEALTHCARE

| IMPROVE | LEVERAGE |
|---|---|
| • Q31. Ease of getting second opinions as soon as needed | • Q26. PCP has understanding of my child's special needs |
| • Q38. Ease of getting durable medical equipment | • Q28. Ease of getting specialists appointments as soon as needed |
| | • Q30. Able to reach doctors by telephone when needed |
| | • Q35. Ease of getting appropriate inpatient hospital services |
| | • Q36. Ease of getting dental services |
| | • Q43. Ease of getting prescription medicines |
| | • Q45. Ease of getting laboratory services |

Five 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 LEVERAGE QUADRANTS FOR RATING OF REM PROGRAM

| IMPROVE | LEVERAGE |
|---|---|
| • Q13. Satisfied with help in finding Primary Care Provider<br>• Q14. REM case manager gave healthcare services information<br>• Q15. REM case manager gave community resources information<br>• Q38. Ease of getting durable medical equipment<br>• Q40. Ease of getting adaptive equipment | • Q5. REM case manager contacted me often as I needed<br>• Q6. REM case manager visited often as I needed<br>• Q7. Able to contact REM case manager as soon as needed<br>• Q8. REM case manager spent enough time with me<br>• Q9. REM case manager answered questions to satisfaction<br>• Q10. Respected cultural/racial/religious/ethnic background<br>• Q11. REM case manager provided emotional support<br>• Q16. REM case manager explanations easy to understand<br>• Q39. Ease of getting disposable medical supplies<br>• Q43. Ease of getting prescription medicines<br>• Q46. Ease of getting nutritional supplements |

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*" attribute was found in the IMPROVE quadrant of the rating of healthcare and rating of REM program quadrant maps. These attributes should be prioritized 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:<br><br>$$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts}]}$$ |
| 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. |