STATE OF MARYLAND EXECUTIVE SUMMARY REPORT
FOR
2025 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 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 2025 REM survey on behalf of the Maryland Department of Health between February 26, 2025, and May 28, 2025.

Results are based on the rates of participants answering:
- *8, 9, or 10* for rating questions;
- *Usually* or *Always* for questions with a response scale of Never, Sometimes, Usually, or Always;
- *Yes, Definitely* for questions with a response scale of Yes, Definitely; Yes, Sometimes; or No; where 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* where the response scale is Yes, Definitely; Yes, Sometimes; or 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	2025	2024	2023
Rating of REM case manager	87.9%	87.3%	88.3%
Rating of healthcare	82.6%	78.7%	80.5%
Rating of REM program	88.4%	88.5%	89.2%

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	2025	2024	2023
Rating of REM case manager	87.1%	86.3%	87.9%
Rating of healthcare	84.9%	85.2%	87.5%
Rating of REM program	90.9%	89.5%	92.8%

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, which was mailed on February 26, 2025;

- An initial reminder/thank-you postcard, which was mailed on March 5, 2025;

- A replacement questionnaire with a cover letter, which was mailed on April 2, 2025;

- An additional reminder/thank-you postcard, which was mailed on April 9, 2025;

- Telephone outreach, which began on April 30, 2025; and

- Data collection closed on May 28, 2025.

Sample members were mailed survey materials in English or Spanish. All participants were given the option to request a survey in an 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 1,127 participants. The final survey sample for the child survey included 2,755 participants.

Response Rate

Among all the participants of the adult sample who met eligibility criteria, 472 completed the survey, resulting in an adjusted response rate of 46.59%. Of the 472 completed surveys for the adult sample, 19 were completed in Spanish. Among all the participants of the child sample who met eligibility criteria, 1,150 completed the survey, resulting in an adjusted response rate of 42.29%. Of the 1,150 completed surveys for the child sample, 286 were completed in Spanish. Additional dispositions at the end of data collection are provided below.

ADULT SURVEY DISPOSITIONS AND RESPONSE RATE

Disposition	2025 Number	2025 % Initial Sample	2024 Number	2024 % Initial Sample	2023 Number	2023 % Initial Sample
Initial Sample	1,127	100.0%	1,129	100.0%	1,107	100.0%
Disposition						
Complete and Eligible - Mail	384	34.07%	375	33.22%	311	28.09%
Complete and Eligible - Phone	88	7.81%	99	8.77%	141	12.74%
Complete and Eligible - Total	472	41.88%	474	41.98%	452	40.83%
Does not meet Eligible criteria	6	0.53%	13	1.15%	2	0.18%
Incomplete (but Eligible)	7	0.62%	10	0.89%	12	1.08%
Language barrier	7	0.62%	3	0.27%	6	0.54%
Mentally or physically incapacitated	97	8.61%	94	8.33%	145	13.10%
Deceased	4	0.35%	0	0.00%	3	0.27%
Refusal	33	2.93%	47	4.16%	18	1.63%
Nonresponse after maximum attempts	497	44.10%	479	42.43%	466	42.10%
Added to Do Not Call (DNC) list	4	0.35%	9	0.80%	3	0.27%
Adjusted Response Rate**		46.59%		46.52%		47.53%

**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]

CHILD SURVEY DISPOSITIONS AND RESPONSE RATE

Disposition	2025 Number	2025 % Initial Sample	2024 Number	2024 % Initial Sample	2023 Number	2023 % Initial Sample
Initial Sample	2,755	100.0%	2,771	100.0%	2,784	100.0%
Disposition						
Complete and Eligible - Mail	674	24.46%	697	25.15%	532	19.11%
Complete and Eligible - Phone	476	17.28%	590	21.29%	704	25.29%
Complete and Eligible - Total	1,150	41.74%	1,287	46.45%	1,236	44.40%
Does not meet Eligible criteria	13	0.47%	21	0.76%	21	0.75%
Incomplete (but Eligible)	41	1.49%	59	2.13%	46	1.65%
Language barrier	19	0.69%	15	0.54%	21	0.75%
Mentally or physically incapacitated	0	0.00%	0	0.00%	0	0.00%
Deceased	4	0.15%	4	0.14%	1	0.04%
Refusal	91	3.30%	108	3.90%	69	2.48%
Nonresponse after maximum attempts	1,430	51.91%	1,275	46.01%	1,388	49.86%
Added to Do Not Call (DNC) list	7	0.25%	2	0.07%	2	0.07%
Adjusted Response Rate**		42.29%		47.13%		45.09%

**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	
	English	Spanish	English	Spanish
Mail	368	16	526	148
Phone	85	3	338	138

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 2025, 2024, and 2023 surveys are shown. Statistically different scores between the 2025 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									
Question	**Summary Rate Responses**	**2025 N**	**2025 Summary Rate**	**2024 N**	**2024 Summary Rate** ▲ ▼		**2023 N**	**2023 Summary Rate** ▲ ▼	
Q3. Service interruptions when moving to REM program	No	**26**	**80.8%**	26	73.1%		30	70.0%	
Q50. Rating of REM program	8, 9 or 10	**449**	**88.4%**	444	88.5%		425	89.2%	

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

When there is a statistically significant difference between the current-year rate and the prior-year rate, the prior-year rate is marked 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	2025 N	2025 Summary Rate	2024 N	2024 Summary Rate ▲ ▼	2023 N	2023 Summary Rate ▲ ▼
Q5. Case manager called often as needed*	Yes, definitely	460	89.1%	455	89.5%	431	89.6%
Q6. Case manager visited often as needed*	Yes, definitely	458	84.5%	456	84.6%	434	88.9%
Q7. Able to contact case manager as soon as needed	Usually /Always	438	92.0%	437	92.4%	420	89.8%
Q8. Case manager spent enough time in person, on phone or on video	Yes, definitely	441	85.9%	439	86.3%	--	--
Q9. Case manager answered questions to satisfaction	Usually /Always	438	93.8%	437	93.1%	422	92.7%
Q10. Case manager respected cultural/racial/religious/ethnic background	Yes, definitely	438	96.6%	436	97.0%	420	94.5%
Q11. Case manager provided emotional support	Usually/Always	428	88.3%	430	86.7%	415	84.8%
Q13. Satisfied with help in finding Primary Care Provider	Yes, definitely	61	77.0%	50	78.0%	58	86.2%
Q14. Case manager gave information about healthcare services	Usually/Always	247	81.4%	244	81.1%	415	82.9%
Q15. Case manager gave information about community resources	Usually/Always	221	72.4%	197	72.1%	413	72.6%
Q16. Case manager explanations easy to understand	Usually/Always	434	94.7%	437	95.9%	418	94.3%
Q17. Helpful to have case manager	Yes, definitely	433	85.0%	436	84.6%	418	84.2%
Q19. Burdensome to have case manager	No	425	94.6%	428	93.2%	413	92.0%
Q24. Rating of case manager	8, 9 or 10	446	87.9%	448	87.3%	418	88.3%

* Question text updated on 2024 survey

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Healthcare - Adult Survey								
Question	Summary Rate Responses	2025 N	2025 Summary Rate	2024 N	2024 Summary Rate ▲ ▼	2023 N	2023 Summary Rate ▲ ▼
Q25. Got routine care appointment as soon as needed	Usually/Always	411	94.4%	414	96.1%	383	94.3%
Q26. PCP has understanding of member's special needs	Yes, definitely	456	84.2%	455	82.9%	433	84.5%
Q28. Ease of getting specialists appts as soon as needed	Usually/Always	291	79.4%	286	80.1%	279	79.9%
Q29. Specialists have understanding of member's special needs	Yes, definitely	280	82.1%	283	79.5%	269	82.9%
Q30. Able to reach doctors by telephone when needed	Usually/Always	413	88.1%	413	84.7%	390	83.6%
Q31. Ease of getting second opinions as soon as needed	Usually/Always	154	66.9%	149	68.5%	157	73.9%
Q32. Saw providers within 15 minutes of appointment time	Usually/Always	458	74.0%	450	73.1%	432	72.5%
Q33. Easy to get telehealth appointment	Usually/Always	299	86.0%	286	86.4%	290	84.5%
Q34. Easy to get care via telehealth services*	Usually/Always	285	86.7%	276	86.6%	284	83.8%
Q35. Ease of getting appropriate inpatient hospital services	Usually/Always	299	85.3%	181	82.3%	173	82.7%
Q36. Ease of getting dental services	Usually/Always	285	74.0%	315	71.7%	302	75.8%
Q37. Ease of emergency room services	Usually/Always	170	77.1%	181	77.2%	173	78.0%
Q38. Ease of getting durable medical equipment	Usually/Always	304	67.8%	315	62.3%	302	62.7%
Q39. Ease of getting disposable medical equipment	Usually/Always	157	88.1%	158	89.9%	173	89.0%
Q40. Ease of getting adaptive equipment	Usually/Always	264	68.5%	260	65.6%	255	60.2%
Q41. Ease of getting home nursing services	Usually/Always	360	73.6%	346	74.6%	327	71.0%
Q42. Ease of getting home health aide services	Usually/Always	89	71.8%	96	71.8%	108	72.8%
Q43. Ease of getting prescription medicines	Usually/Always	193	92.3%	205	92.9%	193	89.5%
Q44. Ease of getting therapy services	Usually/Always	202	64.4%	206	65.2%	206	68.3%
Q45. Ease of getting laboratory services	Usually/Always	431	93.3%	423	90.4%	408	92.2%
Q46. Ease of getting nutritional services	Usually/Always	174	82.9%	178	86.0%	189	82.9%
Q47. Ease of getting transportation services	Usually/Always	328	70.5%	301	68.2%	307	67.4%
Q48. Rating of healthcare	8, 9 or 10	447	82.6%	445	78.7%	426	80.5%

* Question text updated on 2024 survey

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Child Survey Results

REM Program - Child Survey								
Question	Summary Rate Responses	2025 N	2025 Summary Rate	2024 N	2024 Summary Rate ▲ ▼	2023 N	2023 Summary Rate ▲ ▼	
Q3. Service interruptions when moving to REM program	No	79	79.7%	101	74.3%	80	77.5%	
Q50. Rating of REM program	8, 9 or 10	1,036	90.9%	1,158	89.5%	1,118	92.8%	

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REM Case Manager - Child Survey								
Question	Summary Rate Responses	2025 N	2025 Summary Rate	2024 N	2024 Summary Rate ▲ ▼	2023 N	2023 Summary Rate ▲ ▼	
Q5. Case manager called often as needed*	Yes, definitely	1,071	88.1%	1,207	87.8%	1,171	88.6%	
Q6. Case manager visited often as needed*	Yes, definitely	1,072	86.2%	1,200	83.6%	1,177	88.5%	
Q7. Able to contact case manager as soon as needed	Usually/Always	1,056	88.4%	1,166	86.4%	1,148	87.7%	
Q8. Case manager spent enough time in person, on phone or on video	Yes, definitely	1,056	83.4%	1,167	83.1%	--	--	
Q9. Case manager answered questions to satisfaction	Usually/Always	1,054	91.3%	1,170	91.4%	1,155	90.7%	
Q10. Case manager respected cultural/racial/religious/ethnic background	Yes, definitely	1,050	95.3%	1,157	95.6%	1,142	94.8%	
Q11. Case manager provided emotional support	Usually/Always	1,050	87.5%	1,155	87.4%	1,142	88.1%	
Q13. Satisfied with help in finding Primary Care Provider	Yes, definitely	180	77.8%	223	75.3%	182	84.6%	
Q14. Case manager gave information about healthcare services*	Usually/Always	615	77.9%	712	74.9%	1,142	78.9%	
Q15. Case manager gave information about community resources	Usually/Always	565	68.0%	645	64.5%	1,136	66.5%	
Q16. Case manager explanations easy to understand	Usually/Always	1,053	90.1%	1,156	91.1%	1,140	91.3%	
Q17. Helpful to have case manager	Yes, definitely	1,050	82.2%	1,148	81.7%	1,132	85.0%	
Q19. Burdensome to have case manager	No	1,032	91.6%	1,128	92.7%	1,115	94.0% ▼	
Q24. Rating of case manager	8, 9 or 10	1,056	87.1%	1,157	86.3%	1,130	87.9%	

* Question text updated on 2024 survey

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

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Question	Summary Rate Responses	2025 N	2025 Summary Rate	2024 N	2024 Summary Rate ▲ ▼	2023 N	2023 Summary Rate ▲ ▼
Q25. Got routine care appointment as soon as needed	Usually/Always	**984**	**91.6%**	1,089	89.3%	1,047	90.3%
Q26. PCP has understanding of member's special needs	Yes, definitely	**1,078**	**85.1%**	1,200	84.6%	1,163	84.6%
Q28. Ease of getting specialists appts as soon as needed	Usually/Always	**755**	**82.1%**	830	78.4%	813	80.1%
Q29. Specialists have understanding of member's special needs	Yes, definitely	**735**	**86.3%**	808	86.8%	787	86.1%
Q30. Able to reach doctors by telephone when needed	Usually/Always	**960**	**85.3%**	1,034	81.9% ▲	1,042	81.8% ▲
Q31. Ease of getting second opinions as soon as needed	Usually/Always	**395**	**70.1%**	460	65.4%	421	68.2%
Q32. Saw providers within 15 minutes of appointment time	Usually/Always	**1,072**	**71.6%**	1,198	67.2% ▲	1,158	67.4% ▲
Q33. Easy to get telehealth appointment	Usually/Always	**584**	**75.7%**	632	74.7%	646	78.3%
Q34. Easy to get care via telehealth services*	Usually/Always	**573**	**76.4%**	608	73.2%	617	79.3%
Q35. Ease of getting appropriate inpatient hospital services	Usually/Always	**455**	**81.8%**	480	76.5% ▲	491	82.9%
Q36. Ease of getting dental services	Usually/Always	**866**	**81.3%**	985	80.7%	915	81.4%
Q37. Ease of emergency room services	Usually/Always	**483**	**83.6%**	498	78.7% ▲	453	81.2%
Q38. Ease of getting durable medical equipment	Usually/Always	**548**	**73.9%**	619	67.4% ▲	577	66.6% ▲
Q39. Ease of getting disposable medical equipment	Usually/Always	**667**	**86.1%**	734	82.6%	708	84.2%
Q40. Ease of getting adaptive equipment	Usually/Always	**334**	**65.3%**	373	56.3% ▲	325	64.0%
Q41. Ease of getting home nursing services	Usually/Always	**354**	**62.4%**	397	58.7%	375	59.5%
Q42. Ease of getting home health aide services	Usually/Always	**335**	**57.9%**	368	55.4%	371	55.0%
Q43. Ease of getting prescription medicines	Usually/Always	**940**	**87.0%**	1,035	86.3%	992	85.4%
Q44. Ease of getting therapy services	Usually/Always	**671**	**76.0%**	760	73.0%	714	74.5%
Q45. Ease of getting laboratory services	Usually/Always	**684**	**89.9%**	737	87.1%	706	88.2%
Q46. Ease of getting nutritional services	Usually/Always	**564**	**82.3%**	585	77.6% ▲	562	78.3%
Q47. Ease of getting transportation services	Usually/Always	**273**	**50.5%**	305	41.3% ▲	270	44.4%
Q48. Rating of healthcare	8, 9 or 10	**1,030**	**84.9%**	1,158	85.2%	1,120	87.5%

Healthcare - Child Survey

* Question text updated on 2024 survey

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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
• Q8. Case manager spent enough time in person, on phone or on video • Q13. Satisfied with help in finding Primary Care Provider • Q15. Case manager gave information about community resources	• Q9. Case manager answered questions to satisfaction • Q11. Case manager provided emotional support • Q16. Case manager explanations easy to understand

Three 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 LEVERAGE QUADRANTS FOR RATING OF HEALTHCARE

IMPROVE	LEVERAGE
• Q31. Ease of getting second opinions as soon as needed • Q32. Saw providers within 15 minutes of appointment time • Q42. Ease of getting home health aide services	• Q25. Got routine care appointment as soon as needed • Q26. PCP has understanding of member's special needs • Q28. Ease of getting specialists appts as soon as needed • Q29. Specialists have understanding of member's special needs • Q30. Able to reach doctors by telephone when needed • Q33. Easy to get telehealth appointment • Q35. Ease of getting appropriate inpatient hospital services • Q43. Ease of getting prescription medicines

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

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

IMPROVE	LEVERAGE
• Q15. Case manager gave information about community resources • Q31. Ease of getting second opinions as soon as needed • Q38. Ease of getting durable medical equipment	• Q5. Case manager called often as needed • Q6. Case manager visited often as needed • Q7. Able to contact case manager as soon as needed • Q8. Case manager spent enough time in person, on phone or on video • Q9. Case manager answered questions to satisfaction • Q10. Case manager respected cultural/racial/religious/ethnic background • Q11. Case manager provided emotional support • Q14. Case manager gave information about healthcare services • Q16. Case manager explanations easy to understand • Q26. PCP has understanding of member's special needs • Q30. Able to reach doctors by telephone when needed • Q46. Ease of getting nutritional services

Based on the correlation analysis of the three ratings summary rates, the '*Ease of getting second opinions as soon as needed*' attribute was found in the IMPROVE quadrant for the rating of healthcare and the rating of the REM program quadrant maps. The '*REM case manager gave information about community resources*' attribute was found in the IMPROVE quadrant for the rating of the REM case manager and rating of the 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 four 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. Case manager spent enough time in person, on phone or on video	• Q5. Case manager called often as needed
• Q14. Case manager gave information about healthcare services	• Q9. Case manager answered questions to satisfaction
• Q15. Case manager gave information about community resources	• Q11. Case manager provided emotional support
	• Q16. Case manager explanations easy to understand

Six attributes were identified in the IMPROVE quadrant and six 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
• Q32. Saw providers within 15 minutes of appointment time	• Q28. Ease of getting specialists appts as soon as needed
• Q38. Ease of getting durable medical equipment	• Q29. Specialists have understanding of member's special needs
• Q40. Ease of getting adaptive equipment	• Q30. Able to reach doctors by telephone when needed
• Q41. Ease of getting home nursing services	• Q36. Ease of getting dental services
• Q42. Ease of getting home health aide services	• Q43. Ease of getting prescription medicines
• Q44. Ease of getting therapy services	• Q46. Ease of getting nutritional services

Eight 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 LEVERAGE QUADRANTS FOR RATING OF REM PROGRAM

IMPROVE	LEVERAGE
• Q13. Satisfied with help in finding Primary Care Provider	• Q5. Case manager called often as needed
• Q14. Case manager gave information about healthcare services	• Q6. Case manager visited often as needed
• Q15. Case manager gave information about community resources	• Q7. Able to contact case manager as soon as needed
• Q38. Ease of getting durable medical equipment	• Q8. Case manager spent enough time in person, on phone or on video
• Q40. Ease of getting adaptive equipment	• Q9. Case manager answered questions to satisfaction
• Q41. Ease of getting home nursing services	• Q11. Case manager provided emotional support
• Q42. Ease of getting home health aide services	• Q16. Case manager explanations easy to understand
• Q44. Ease of getting therapy services	• Q46. Ease of getting nutritional services

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', 'Ease of getting adaptive equipment', 'Ease of getting home nursing services', and 'Ease of getting home health aide services' 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: **Response Rate = [Complete and Eligible Surveys]/[Complete and Eligible + Incomplete (but Eligible) + Refusal + 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.