STATE OF MARYLAND EXECUTIVE SUMMARY REPORT
FOR
2026 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 2026 REM survey on behalf of the Maryland Department of Health between February 25, 2026, and May 29, 2026.

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?

Summary rates of the three questions that collected participants' ratings of their REM case manager, healthcare, and REM program are shown in the tables below.

Adult Summary Rates

Overall Satisfaction Summary Rates	2024	2025	2026
Rating of REM case manager	87.3%	87.9%	89.3%
Rating of healthcare	78.7% ★	82.6%	83.9%
Rating of REM program	88.5%	88.4%	89.4%

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	2024	2025	2026
Rating of REM case manager	86.3%	87.1%	87.5%
Rating of healthcare	85.2% ★	84.9% ★	89.0%
Rating of REM program	89.5% ★	90.9%	92.0%

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 25, 2026;
- An initial reminder/thank-you postcard, which was mailed on March 4, 2026;
- A replacement questionnaire with a cover letter, which was mailed on April 1, 2026;
- An additional reminder/thank-you postcard, which was mailed on April 8, 2026;
- Telephone outreach, which began on April 29, 2026; and
- Data collection closed on May 29, 2026.

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 1,142 participants. The final survey sample for the child survey included 2,738 participants.

Response Rate

Among all the participants of the adult sample who met eligibility criteria, 460 completed the survey, resulting in an adjusted response rate of 47.52%. Of the 460 completed surveys for the adult sample, 27 were completed in Spanish. Among all the participants of the child sample who met eligibility criteria, 1,188 completed the survey, resulting in an adjusted response rate of 44.15%. Of the 1,188 completed surveys for the child sample, 357 were completed in Spanish. Additional dispositions at the end of data collection and comparison to 2025 and 2024 dispositions are provided below.

ADULT SURVEY DISPOSITIONS AND RESPONSE RATE

Disposition	2026 Number	2026 % Initial Sample	2025 Number	2025 % Initial Sample	2024 Number	2024 % Initial Sample
Initial Sample	1,142	100.0%	1,127	100.0%	1,129	100.0%
Disposition						
Complete and Eligible - Mail	363	31.79%	384	34.07%	375	33.22%
Complete and Eligible - Phone	97	8.49%	88	7.81%	99	8.77%
Complete and Eligible - Total	460	40.28%	472	41.88%	474	41.98%
Does not meet Eligible criteria	12	1.05%	6	0.53%	13	1.15%
Incomplete (but Eligible)	9	0.79%	7	0.62%	10	0.89%
Language barrier	4	0.35%	7	0.62%	3	0.27%
Mentally or physically incapacitated	151	13.22%	97	8.61%	94	8.33%
Deceased	7	0.61%	4	0.35%	0	0.00%
Refusal	27	2.36%	33	2.93%	47	4.16%
Nonresponse after maximum attempts	469	41.07%	497	44.10%	479	42.43%
Added to Do Not Call (DNC) list	3	0.26%	4	0.35%	9	0.80%
Adjusted Response Rate**		**47.52%**		**46.59%**		**46.52%**

**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	2026 Number	2026 % Initial Sample	2025 Number	2025 % Initial Sample	2024 Number	2024 % Initial Sample
Initial Sample	2,738	100.0%	2,755	100.0%	2,771	100.0%
Disposition						
Complete and Eligible - Mail	621	22.68%	674	24.46%	697	25.15%
Complete and Eligible - Phone	567	20.71%	476	17.28%	590	21.29%
Complete and Eligible - Total	1,188	43.39%	1,150	41.74%	1,287	46.45%
Does not meet Eligible criteria	28	1.02%	13	0.47%	21	0.76%
Incomplete (but Eligible)	42	1.53%	41	1.49%	59	2.13%
Language barrier	15	0.55%	19	0.69%	15	0.54%
Mentally or physically incapacitated	0	0.00%	0	0.00%	0	0.00%
Deceased	4	0.15%	4	0.15%	4	0.14%
Refusal	73	2.67%	91	3.30%	108	3.90%
Nonresponse after maximum attempts	1,385	50.58%	1,430	51.91%	1,275	46.01%
Added to Do Not Call (DNC) list	3	0.11%	7	0.25%	2	0.07%
Adjusted Response Rate**		**44.15%**		**42.29%**		**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	
	Language		Language	
Mode	English	Spanish	English	Spanish
Mail	341	22	481	140
Phone	92	5	350	217

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 2026, 2025, and 2024 surveys are shown. Statistically different scores between the 2026 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**	**2024 *N***	**2024 Rate** ▲▼	**2025 *N***	**2025 Rate** ▲▼	**2026 *N***	**2026 Rate**	**Score trend**
Q3. Service interruptions when moving to REM program	No	26	73.1%	26	80.8%	**26**	**80.8%**	
Q50. Rating of REM program	8, 9 or 10	444	88.5%	449	88.4%	**435**	**89.4%**	

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	2024 *N*	2024 Rate ▲▼	2025 *N*	2025 Rate ▲▼	2026 *N*	2026 Rate	Score trend
Q5. Case manager called often as needed	Yes, definitely	455	89.5%	460	89.1%	**448**	**90.2%**	
Q6. Case manager visited often as needed	Yes, definitely	456	84.6% ▲	458	84.5% ▲	**447**	**89.3%**	
Q7. Able to contact case manager as soon as needed	Usually/Always	437	92.4%	438	92.0%	**443**	**92.1%**	
Q8. Case manager spent enough time in person, on phone/video	Yes, definitely	439	86.3%	441	85.9%	**441**	**89.3%**	
Q9. Case manager answered questions to satisfaction	Usually/Always	437	93.1%	438	93.8%	**443**	**93.9%**	
Q10. Case manager respected cultural/racial/religious/ethnic background	Yes, definitely	436	97.0%	438	96.6%	**437**	**95.9%**	
Q11. Case manager provided emotional support	Usually/Always	430	86.7% ▲	428	88.3%	**435**	**91.0%**	
Q13. Satisfied with help in finding Primary Care Provider	Yes, definitely	50	78.0%	61	77.0%	**58**	**82.8%**	
Q14. Case manager gave information about healthcare services	Usually/Always	244	81.1%	247	81.4%	**244**	**78.7%**	
Q15. Case manager gave information about community resources	Usually/Always	197	72.1%	221	72.4%	**213**	**70.0%**	
Q16. Case manager explanations easy to understand	Usually/Always	437	95.9%	434	94.7%	**443**	**94.6%**	
Q17. Helpful to have case manager	Yes, definitely	436	84.6%	433	85.0%	**441**	**85.9%**	
Q19. Burdensome to have case manager	No	428	93.2%	425	94.6%	**435**	**94.9%**	
Q24. Rating of case manager	8, 9 or 10	448	87.3%	446	87.9%	**439**	**89.3%**	

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Healthcare - Adult Survey								
Question	Summary Rate Responses	2024 *N*	2024 Rate ▲▼	2025 *N*	2025 Rate ▲▼	2026 *N*	2026 Rate	Score trend
Q25. Got routine care appointment as soon as needed	Usually/Always	414	96.1%	411	94.4%	**411**	**96.1%**	
Q26. PCP has understanding of member's special needs	Yes, definitely	455	82.9%	456	84.2%	**440**	**83.9%**	
Q28. Ease of getting specialists appts as soon as needed	Usually/Always	286	80.1%	291	79.4%	**286**	**83.9%**	
Q29. Specialists have understanding of member's special needs	Yes, definitely	283	79.5%	280	82.1%	**278**	**79.1%**	
Q30. Able to reach doctors by telephone when needed	Usually/Always	413	84.7%	413	88.1%	**401**	**88.5%**	
Q31. Ease of getting second opinions as soon as needed	Usually/Always	149	68.5%	154	66.9%	**116**	**72.4%**	
Q32. Saw providers within 15 minutes of appointment time	Usually/Always	450	73.1%	458	74.0%	**438**	**76.0%**	
Q33. Easy to get telehealth appointment	Usually/Always	286	86.4%	299	86.0%	**283**	**88.0%**	
Q34. Easy to get care via telehealth services	Usually/Always	276	86.6%	285	86.7%	**271**	**89.3%**	
Q35. Ease of getting appropriate inpatient hospital services	Usually/Always	181	82.3%	170	85.3%	**283**	**83.5%**	
Q36. Ease of getting dental services	Usually/Always	315	71.7% ▲	304	74.0% ▲	**271**	**81.8%**	
Q37. Ease of emergency room services	Usually/Always	181	77.2%	170	77.1%	**164**	**79.5%**	
Q38. Ease of getting durable medical equipment	Usually/Always	315	62.3% ▲	304	67.8%	**314**	**71.9%**	
Q39. Ease of getting disposable medical equipment	Usually/Always	158	89.9%	157	88.1%	**161**	**90.0%**	
Q40. Ease of getting adaptive equipment	Usually/Always	260	65.6%	264	68.5%	**242**	**62.2%**	
Q41. Ease of getting home nursing services	Usually/Always	346	74.6%	360	73.6%	**341**	**80.8%**	
Q42. Ease of getting home health aide services	Usually/Always	96	71.8%	89	71.8%	**90**	**77.5%**	
Q43. Ease of getting prescription medicines	Usually/Always	205	92.9%	193	92.3%	**172**	**94.0%**	
Q44. Ease of getting therapy services	Usually/Always	206	65.2%	202	64.4%	**169**	**74.0%**	
Q45. Ease of getting laboratory services	Usually/Always	423	90.4% ▲	431	93.3%	**417**	**96.5%**	
Q46. Ease of getting nutritional services	Usually/Always	178	86.0%	174	82.9%	**169**	**87.5%**	
Q47. Ease of getting transportation services	Usually/Always	301	68.2%	328	70.5%	**313**	**69.9%**	
Q48. Rating of healthcare	8, 9 or 10	445	78.7% ▲	447	82.6%	**429**	**83.9%**	

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Child Survey Results

REM Program - Child Survey								
Question	Summary Rate Responses	2024 *N*	2024 Rate ▲▼	2025 *N*	2025 Rate ▲▼	2026 *N*	2026 Rate	Score trend
Q3. Service interruptions when moving to REM program	No	101	74.3%	79	79.7%	**84**	**81.0%**	
Q50. Rating of REM program	8, 9 or 10	1,158	89.5% ▲	1,036	90.9%	**1,061**	**92.0%**	

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REM Case Manager - Child Survey								
Question	Summary Rate Responses	2024 *N*	2024 Rate ▲▼	2025 *N*	2025 Rate ▲▼	2026 *N*	2026 Rate	Score trend
Q5. Case manager called often as needed	Yes, definitely	1,207	87.8%	1,071	88.1%	**1,121**	**87.2%**	
Q6. Case manager visited often as needed	Yes, definitely	1,200	83.6%	1,072	86.2%	**1,123**	**85.5%**	
Q7. Able to contact case manager as soon as needed	Usually/Always	1,166	86.4%	1,056	88.4%	**1,121**	**87.9%**	
Q8. Case manager spent enough time in person, on phone/video	Yes, definitely	1,167	83.1%	1,056	83.4%	**1,116**	**84.1%**	
Q9. Case manager answered questions to satisfaction	Usually/Always	1,170	91.4%	1,054	91.3%	**1,119**	**90.3%**	
Q10. Case manager respected cultural/racial/religious/ethnic background	Yes, definitely	1,157	95.6%	1,050	95.3%	**1,104**	**94.6%**	
Q11. Case manager provided emotional support	Usually/Always	1,155	87.4%	1,050	87.5%	**1,111**	**87.4%**	
Q13. Satisfied with help in finding Primary Care Provider	Yes, definitely	223	75.3%	180	77.8%	**214**	**80.4%**	
Q14. Case manager gave information about healthcare services	Usually/Always	712	74.9%	615	77.9%	**640**	**77.2%**	
Q15. Case manager gave information about community resources	Usually/Always	645	64.5%	565	68.0%	**603**	**66.7%**	
Q16. Case manager explanations easy to understand	Usually/Always	1,156	91.1%	1,053	90.1%	**1,106**	**89.8%**	
Q17. Helpful to have case manager	Yes, definitely	1,148	81.7%	1,050	82.2%	**1,090**	**81.7%**	
Q19. Burdensome to have case manager	No	1,128	92.7%	1,032	91.6%	**1,081**	**92.2%**	
Q24. Rating of case manager	8, 9 or 10	1,157	86.3%	1,056	87.1%	**1,086**	**87.5%**	

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Healthcare - Child Survey								
Question	Summary Rate Responses	2024 *N*	2024 ▲ Rate ▼	2025 *N*	2025 ▲ Rate ▼	2026 *N*	2026 Rate	Score trend
Q25. Got routine care appointment as soon as needed	Usually/Always	1,089	89.3%	984	91.6%	**991**	**90.2%**	
Q26. PCP has understanding of member's special needs	Yes, definitely	1,200	84.6%	1,078	85.1%	**1,099**	**86.4%**	
Q28. Ease of getting specialists appts as soon as needed	Usually/Always	830	78.4%	755	82.1%	**744**	**80.6%**	
Q29. Specialists have understanding of member's special needs	Yes, definitely	808	86.8%	735	86.3%	**723**	**85.1%**	
Q30. Able to reach doctors by telephone when needed	Usually/Always	1,034	81.9%	960	85.3%	**944**	**83.8%**	
Q31. Ease of getting second opinions as soon as needed	Usually/Always	460	65.4%	395	70.1%	**413**	**66.3%**	
Q32. Saw providers within 15 minutes of appointment time	Usually/Always	1,198	67.2%	1,072	71.6%	**1,087**	**69.6%**	
Q33. Easy to get telehealth appointment	Usually/Always	632	74.7%	584	75.7%	**580**	**72.4%**	
Q34. Easy to get care via telehealth services	Usually/Always	608	73.2%	573	76.4% ▼	**563**	**70.9%**	
Q35. Ease of getting appropriate inpatient hospital services	Usually/Always	480	76.5%	455	81.8%	**448**	**77.9%**	
Q36. Ease of getting dental services	Usually/Always	985	80.7%	866	81.3%	**895**	**81.9%**	
Q37. Ease of emergency room services	Usually/Always	498	78.7%	483	83.6%	**430**	**80.0%**	
Q38. Ease of getting durable medical equipment	Usually/Always	619	67.4%	548	73.9%	**575**	**70.1%**	
Q39. Ease of getting disposable medical equipment	Usually/Always	734	82.6%	667	86.1%	**665**	**86.0%**	
Q40. Ease of getting adaptive equipment	Usually/Always	373	56.3% ▲	334	65.3%	**323**	**65.3%**	
Q41. Ease of getting home nursing services	Usually/Always	397	58.7%	354	62.4%	**363**	**62.3%**	
Q42. Ease of getting home health aide services	Usually/Always	368	55.4%	335	57.9%	**350**	**56.6%**	
Q43. Ease of getting prescription medicines	Usually/Always	1,035	86.3%	940	87.0%	**942**	**87.0%**	
Q44. Ease of getting therapy services	Usually/Always	760	73.0%	671	76.0%	**685**	**72.3%**	
Q45. Ease of getting laboratory services	Usually/Always	737	87.1%	684	89.9%	**698**	**87.4%**	
Q46. Ease of getting nutritional services	Usually/Always	585	77.6%	564	82.3%	**526**	**79.1%**	
Q47. Ease of getting transportation services	Usually/Always	305	41.3%	273	50.5% ▼	**265**	**39.6%**	
Q48. Rating of healthcare	8, 9 or 10	1,158	85.2% ▲	1,030	84.9% ▲	**1,056**	**89.0%**	

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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.

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 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
• Q13. Satisfied with help in finding Primary Care Provider	• 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

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
• Q29. Specialists have understanding of member's special needs	• Q26. PCP has understanding of member's special needs
• Q31. Ease of getting second opinions as soon as needed	• Q28. Ease of getting specialists appts as soon as needed
• Q37. Ease of emergency room services	• Q30. Able to reach doctors by telephone when needed
• Q38. Ease of getting durable medical equipment	• Q35. Ease of getting appropriate inpatient hospital services
• Q40. Ease of getting adaptive equipment	• Q46. Ease of getting nutritional services
• Q42. Ease of getting home health aide services	
• Q47. Ease of getting transportation services	

Six attributes were identified in the IMPROVE quadrant and nine 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
• Q14. Case manager gave information about healthcare services • 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 • Q40. Ease of getting adaptive equipment • Q41. Ease of getting home nursing services	• 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 • Q16. Case manager explanations easy to understand • 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*', '*Ease of getting durable medical equipment*', '*Ease of getting adaptive equipment*' attributes were 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 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 to improve the ratings measures.

Child Results

For the child survey, four 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 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
• Q13. Satisfied with help in finding Primary Care Provider	• Q6. Case manager visited 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

Five attributes were identified in the IMPROVE quadrant and four 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	• 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	• Q43. Ease of getting prescription medicines
• Q44. Ease of getting therapy services	

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 LEVERAGE QUADRANTS FOR RATING OF REM PROGRAM

IMPROVE	LEVERAGE
• Q14. Case manager gave information about healthcare services	• Q5. Case manager called often as needed
• Q15. Case manager gave information about community resources	• Q6. Case manager visited often as needed
• Q31. Ease of getting second opinions as soon as needed	• 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
	• Q11. Case manager provided emotional support
	• Q13. Satisfied with help in finding Primary Care Provider
	• Q16. Case manager explanations easy to understand

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 second opinions as soon as needed*', '*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: **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.