

**STATE OF MARYLAND EXECUTIVE SUMMARY REPORT
FOR
2019 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 participants with specified rare and expensive medical conditions and are eligible to participate in the HealthChoice program. REM program participants are assigned a case manager. A REM case manager is either a registered nurse or a licensed social worker and has experience and knowledge to assist with the health care and services available to participant. The survey is designed to measure satisfaction of REM participants with the services received through the REM program, interactions with and assistance received from the participant’s case manager. The survey was conducted separately for the adult and child populations.

CSS administered both versions of the 2019 REM survey on behalf of Maryland Department of Health between February 26, 2019 and May 21, 2019.

Results are based on the rates of participants answering:

- 8, 9, or 10 for ratings;
- *Usually* or *Always* for questions with response scale of Never; Sometimes; Usually; Always;
- *Yes, Definitely* for questions with response scale of Yes, Definitely; Yes, Sometimes; No and the response is the most favorable response to the question.
- In the following 2 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 of Ratings

Question	Summary Rate
Rating of REM case manager	88.4%
Rating of Healthcare	81.1%
Rating of REM program	88.9%

Child Summary Rates of Ratings

Question	Summary Rate
Rating of REM case manager	89.3%
Rating of Healthcare	88.8%
Rating of REM program	93.7%

Survey Administration Protocol

CSS administered the REM Survey using a mixed methodology (mail with telephone follow-up). Survey protocol included two questionnaire mailings, each followed by a reminder postcard. Non-respondents to the mail survey were contacted by telephone.

The standard data collection protocol consisted of the following milestones:

- An initial questionnaire with cover letter, which was mailed on February 26, 2019;
- An initial reminder/thank-you postcard, which was mailed on March 5, 2019;
- A replacement questionnaire with cover letter, which was mailed on April 2, 2019;
- An additional reminder/thank-you postcard, which was mailed on April 9, 2019;
- Telephone outreach, which began on April 23, 2019; and
- Data collection closed on May 21, 2019.

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

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

The final survey sample for the adult survey included 1,459 participants. The final survey sample for the child survey included 2,561 participants.

Response Rate

Among all the participants of the adult sample who met eligibility criteria, 554 completed the survey, resulting in the adjusted response rate of 40.09 percent. Of the 554 completed surveys for the adult sample, only one was completed in Spanish. Among all the participants of the child sample who met eligibility criteria, 932 completed the survey, resulting in the adjusted response rate of 36.82 percent. Of the 932 completed surveys for the child sample, 104 were completed in Spanish. Additional dispositions at the end of data collection are provided below.

SURVEY DISPOSITIONS AND RESPONSE RATE

Disposition	Adult Survey		Child Survey	
	Number	% Initial Sample	Number	% Initial Sample
Initial Sample	1,459	100.0%	2,561	100.0%
Disposition				
Complete and Eligible - Mail	499	34.20%	615	24.01%
Complete and Eligible - Phone	55	3.77%	317	12.38%
Complete and Eligible - Total	554	37.97%	932	36.39%
Does not meet Eligible criteria	12	0.82%	13	0.51%
Incomplete (but Eligible)	2	0.14%	16	0.62%
Language barrier	2	0.14%	12	0.47%
Mentally or physically incapacitated	59	4.04%	0	0.00%
Deceased	4	0.27%	4	0.16%
Refusal	27	1.85%	83	3.24%
Nonresponse after maximum attempts	798	54.69%	1,499	58.53%
Added to Do Not Call (DNC) list	1	0.07%	1	0.04%
Adjusted Response Rate**		40.09%		36.82%

**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	499	0	609	6
Phone	54	1	219	98

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 question where *No* is the most favorable response, summary rates are calculated as the proportion of respondents who answered *No* to the question. Results for 2019 and 2018 surveys are shown, and statistically different scores between 2019 and 2018 summary rates are noted. The denominator used for the calculation of the proportion is the number of valid responses to the question and is displayed in column N in the summary of survey results tables below. Results of any question where the denominator is below 70 should be interpreted with caution.

Adult Survey Results:

REM Program - Adult Survey					
Question	Summary Rate Responses	2019		2018	
		N	Summary Rate	N	Summary Rate
Q3. Service interruptions when moving to REM program	No	31	74.2%	39	71.8%
Q22. New REM case manager assigned as quickly as needed	Yes, definitely	8	50.0%	4	50.0%
Q25. Satisfaction with handling of complaints about REM case manager	Usually/Always	5	40.0%	1	0.0%
Q50. Satisfaction with handling of REM program complaints	Usually/Always	3	0.0%	4	0.0%
Q51. Rating of REM program	8, 9 or 10	530	88.9%	593	84.3% ★

** 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.

REM Case Manager - Adult Survey					
Question	Summary Rate Responses	2019		2018	
		N	Summary Rate	N	Summary Rate
Q5. REM case manager called often as I wanted	Yes, definitely	528	90.9%	589	89.1%
Q6. REM case manager visited often as I wanted	Yes, definitely	525	88.4%	587	88.8%
Q7. Able to contact REM case manager as soon as needed	Usually/Always	512	91.0%	581	90.7%
Q8. REM case manager spent enough time with me	Usually/Always	509	90.8%	579	88.6%
Q9. REM case manager answered questions to satisfaction	Usually/Always	510	93.7%	580	92.8%
Q10. REM case manager respected culture/racial/religious/ethnic background	Yes, definitely	509	97.1%	578	96.7%
Q11. REM case manager provided emotional support	Usually/Always	506	87.9%	566	86.0%
Q13. Satisfied with help in finding Primary Care Provider	Yes, definitely	73	72.6%	77	79.2%
Q14. REM case manager gave information about healthcare services	Usually/Always	508	82.5%	577	79.0%
Q15. REM case manager gave information about community resources	Usually/Always	510	77.6%	572	69.4% ★
Q16. REM case manager explanations easy to understand	Usually/Always	512	94.7%	580	92.6%
Q17. Helpful to have REM case manager	Yes, definitely	511	83.6%	581	83.0%
Q19. Burdensome to have REM case manager	No	506	93.7%	567	92.4%
Q26. Rating of REM case manager	8, 9 or 10	517	88.4%	579	84.5%

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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	2019		2018	
		N	Summary Rate	N	Summary Rate
Q27. Got routine care appointment as soon as needed	Usually/Always	496	92.9%	554	94.0%
Q28. PCP has understanding of my special needs	Yes, definitely	538	82.3%	600	80.8%
Q30. Ease of getting specialists appts as soon as needed	Usually/Always	344	82.3%	382	83.2%
Q31. Specialists I saw have understanding of my special needs	Yes, definitely	336	81.0%	366	84.4%
Q32. Able to reach doctors by telephone when needed	Usually/Always	498	87.1%	569	87.0%
Q33. Ease of getting second opinions as soon as needed	Usually/Always	191	68.6%	240	72.1%
Q34. Saw providers within 15 minutes of appointment time	Usually/Always	530	64.5%	589	57.6% ★
Q35. Ease of getting appropriate inpatient hospital services	Usually/Always	191	82.2%	235	79.1%
Q36. Ease of getting dental services	Usually/Always	373	79.4%	437	79.6%
Q37. Ease of emergency room services	Usually/Always	189	82.0%	231	80.5%
Q38. Ease of getting durable medical equipment	Usually/Always	311	61.7%	359	62.4%
Q39. Ease of getting disposable medical equipment	Usually/Always	403	92.3%	446	91.5%
Q40. Ease of getting adaptive equipment	Usually/Always	135	66.7%	156	62.8%
Q41. Ease of getting home nursing services	Usually/Always	229	73.8%	276	77.5%
Q42. Ease of getting home health aide services	Usually/Always	244	77.0%	271	77.1%
Q43. Ease of getting prescription medicines	Usually/Always	514	93.2%	568	94.0%
Q44. Ease of getting therapy services	Usually/Always	219	70.3%	250	67.6%
Q45. Ease of getting laboratory services	Usually/Always	368	92.4%	391	93.6%
Q46. Ease of getting nutritional services	Usually/Always	267	88.0%	286	87.8%
Q47. Ease of getting transportation services	Usually/Always	189	68.8%	198	68.7%
Q48. Rating of healthcare	8, 9 or 10	530	81.1%	591	78.5%

** 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.

Child Survey Results:

REM Program - Child Survey					
Question	Summary Rate Responses	2019		2018	
		N	Summary Rate	N	Summary Rate
Q3. Service interruptions when moving to REM program	No	65	78.5%	67	71.6%
Q22. New REM case manager assigned as quickly as needed	Yes, definitely	20	70.0%	15	46.7%
Q25. Satisfaction with handling of complaints about REM case manager	Usually/Always	7	71.4%	10	60.0%
Q50. Satisfaction with handling of REM program complaints	Usually/Always	10	70.0%	5	80.0%
Q51. Rating of REM program	8, 9 or 10	862	93.7%	924	90.3% ★

** 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.

REM Case Manager - Child Survey					
Question	Summary Rate Responses	2019		2018	
		N	Summary Rate	N	Summary Rate
Q5. REM case manager called often as I wanted	Yes, definitely	881	90.8%	915	89.7%
Q6. REM case manager visited often as I wanted	Yes, definitely	877	89.6%	911	88.5%
Q7. Able to contact REM case manager as soon as needed	Usually /Always	875	91.5%	908	88.8% ★
Q8. REM case manager spent enough time with me	Usually /Always	869	86.7%	904	84.0%
Q9. REM case manager answered questions to satisfaction	Usually /Always	875	94.7%	908	92.4% ★
Q10. REM case manager respected culture/racial/religious/ethnic background	Yes, definitely	868	96.2%	902	95.9%
Q11. REM case manager provided emotional support	Usually/Always	864	90.3%	891	88.1%
Q13. Satisfied with help in finding Primary Care Provider	Yes, definitely	118	83.1%	106	81.1%
Q14. REM case manager gave information about healthcare services	Usually/Always	866	79.0%	899	78.2%
Q15. REM case manager gave information about community resources	Usually/Always	858	71.9%	891	72.4%
Q16. REM case manager explanations easy to understand	Usually/Always	871	93.9%	903	92.5%
Q17. Helpful to have REM case manager	Yes, definitely	866	85.1%	903	81.1% ★
Q19. Burdensome to have REM case manager	No	844	87.3%	884	87.2%
Q26. Rating of REM case manager	8, 9 or 10	859	89.3%	904	85.2% ★

** 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	2019		2018	
		N	Summary Rate	N	Summary Rate
Q27. Got routine care appointment as soon as needed	Usually/Always	847	92.1%	890	93.7%
Q28. PCP has understanding of my special needs	Yes, definitely	891	88.7%	939	87.4%
Q30. Ease of getting specialists appts as soon as needed	Usually/Always	656	83.7%	681	84.9%
Q31. Specialists I saw have understanding of my special needs	Yes, definitely	645	87.4%	670	86.1%
Q32. Able to reach doctors by telephone when needed	Usually/Always	820	85.6%	881	85.9%
Q33. Ease of getting second opinions as soon as needed	Usually/Always	356	73.0%	398	73.6%
Q34. Saw providers within 15 minutes of appointment time	Usually/Always	879	61.2%	929	61.4%
Q35. Ease of getting appropriate inpatient hospital services	Usually/Always	381	83.7%	450	83.1%
Q36. Ease of getting dental services	Usually/Always	730	86.8%	760	86.7%
Q37. Ease of emergency room services	Usually/Always	384	86.7%	459	88.2%
Q38. Ease of getting durable medical equipment	Usually/Always	442	68.6%	483	67.1%
Q39. Ease of getting disposable medical equipment	Usually/Always	548	89.2%	579	88.1%
Q40. Ease of getting adaptive equipment	Usually/Always	259	67.6%	290	65.5%
Q41. Ease of getting home nursing services	Usually/Always	266	68.4%	301	67.1%
Q42. Ease of getting home health aide services	Usually/Always	255	65.9%	276	63.8%
Q43. Ease of getting prescription medicines	Usually/Always	781	91.3%	848	91.7%
Q44. Ease of getting therapy services	Usually/Always	567	81.5%	612	81.5%
Q45. Ease of getting laboratory services	Usually/Always	556	91.5%	592	90.7%
Q46. Ease of getting nutritional services	Usually/Always	421	87.2%	493	85.4%
Q47. Ease of getting transportation services	Usually/Always	187	42.2%	231	49.4%
Q48. Rating of healthcare	8, 9 or 10	869	88.8%	924	86.6%

** 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 in need of 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, 3 attributes were identified in the IMPROVE quadrant and 5 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"> • Q13. Satisfaction with help in finding Primary Care Provider • Q14. REM case manager gave information about healthcare services • Q15. REM case manager gave information about community resources 	<ul style="list-style-type: none"> • Q7. Able to contact REM case manager as soon as needed • Q8. REM case manager spent enough time with me • Q9. REM case manager answered questions to satisfaction • Q11. REM case manager provided emotional support • Q16. REM case manager explanations easy to understand

2 attributes were identified in the IMPROVE quadrant and 6 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"> • Q34. Saw providers within 15 minutes of appointment time • Q41. Ease of getting home nursing services 	<ul style="list-style-type: none"> • Q27. Got routine care appointment as soon as needed • Q28. Primary Care Provider has understanding of my special needs • Q30. Ease of getting specialists appointments as soon as needed • Q31. Specialists I saw have understanding of my special needs • Q32. Able to reach doctors by telephone when needed • Q43. Ease of getting prescription medicines

3 attributes were identified in the IMPROVE quadrant and 11 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"> • Q13. Satisfied with help in finding Primary Care Provider • Q15. REM case manager gave information about community resources • Q41. Ease of getting home nursing services 	<ul style="list-style-type: none"> • Q5. REM case manager called often as I wanted • Q6. REM case manager visited often as I wanted • Q7. Able to contact case manager as soon as needed • Q8. REM case manager spent enough time with me • Q9. REM case manager answered questions to satisfaction • Q10. REM case manager respected culture/racial/religious/ethnic background • Q11. REM case manager provided emotional support • Q14. REM case manager gave information about healthcare services • Q16. REM case manager explanations easy to understand • Q26. Rating of REM case manager • Q48. Rating of healthcare

Based on the correlation analysis of the 3 ratings summary rates, the *'Ease of getting home nursing services'* attribute was found to in the IMPROVE quadrant for rating of healthcare and rating of REM program quadrant maps. The *'Satisfied with help in finding Primary Care Provider'* and *'REM case manager gave information about community resources'* attributes where found in the IMPROVE quadrant for rating of REM case manager and rating of REM program quadrant maps. These attributes should be prioritized in order to improve the ratings measures for the Adult REM population.

Child Results:

For the child survey, 3 attributes were identified in the IMPROVE quadrant and 4 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"> • Q13. Satisfaction with help in finding Primary Care Provider • Q14. REM case manager gave information about healthcare services • Q15. REM case manager gave information about community resources 	<ul style="list-style-type: none"> • Q5. REM case manager called often as I wanted • Q9. REM case manager answered questions to satisfaction • Q11. REM case manager provided emotional support • Q16. REM case manager explanations easy to understand

3 attributes were identified in the IMPROVE quadrant and 4 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"> • Q34. Saw providers within 15 minutes of appointment time • Q41. Ease of getting home nursing services • Q42. Ease of getting home health aide services 	<ul style="list-style-type: none"> • Q28. Primary Care Provider has understanding of my special needs • Q30. Ease of getting specialists appointments as soon as needed • Q31. Specialists I saw have understanding of my special needs • Q32. Able to reach doctors by telephone when needed

4 attributes were identified in the IMPROVE quadrant and 11 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"> • Q15. REM case manager gave information about community resources • Q38. Ease of getting durable medical equipment • Q41. Ease of getting home nursing services • Q42. Ease of getting home health aide services 	<ul style="list-style-type: none"> • Q5. REM case manager called often as I wanted • Q6. REM case manager visited often as I wanted • Q8. REM case manager spent enough time with me • Q9. REM case manager answered questions to satisfaction • Q11. REM case manager provided emotional support • Q13. Satisfied with help in finding Primary Care Provider • Q14. REM case manager gave information about healthcare services • Q16. REM case manager explanations easy to understand • Q26. Rating of REM case manager • Q30. Ease of getting specialists appointments as soon as needed • Q48. Rating of healthcare

Based on the correlation analysis of the 3 ratings summary rates, *'REM case manager gave information about community resources'* attribute was found to be in the IMPROVE quadrant for both rating of REM case manager and rating of REM program quadrant maps. *'Ease of getting home nursing services'* and *'Ease of getting home health aide services'* attributes were found to be in the IMPROVE quadrant for rating of healthcare and rating of REM program quadrant maps. These attributes should be prioritized in order to improve the ratings measures for the REM child population.

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	Survey response rate is calculated using the following formula: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts}]}$
Sample size	Number of REM program participants selected for the survey.

Statistically
Significant
Difference

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