

**STATE OF MARYLAND EXECUTIVE SUMMARY REPORT
FOR
2022 RARE AND EXPENSIVE CASE MANAGEMENT PROGRAM SURVEY**

**Prepared for:
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Background and Purpose

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

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

CSS administered an Adult and Child version of the 2022 REM survey on behalf of the Maryland Department of Health between March 4, 2022, and May 27, 2022.

Results are based on the rates of participants answering:

- 8, 9, or 10 for ratings;
- *Usually* or *Always* for questions with a response scale of Never; Sometimes; Usually; Always;
- *Yes, Definitely* for questions with a response scale of Yes, Definitely; Yes, Sometimes; No and the response is the most favorable response to the question.
- In the following two questions, summary rates are calculated based on the rates of participants answering *No* and the responses scale is Yes, Definitely; Yes, Sometimes; No.
 - Q3. Were there any service interruptions as you moved from your former HealthChoice MCO to the REM program?
 - Q19. Do you find it burdensome to have a REM case manager?

Adult Summary Rates

Overall Satisfaction Summary Rates	2022	2021	2020
Rating of REM case manager	87.5%	88.3%	84.1%
Rating of Healthcare	80.1%	80.0%	79.6%
Rating of REM program	85.0%	88.5%	84.8%

Child Summary Rates

Overall Satisfaction Summary Rates	2022	2021	2020
Rating of REM case manager	88.7%	89.0%	89.8%
Rating of Healthcare	87.2%	88.6%	88.9%
Rating of REM program	91.1%	91.7%	91.2%

Survey Administration Protocol

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

The standard data collection protocol consisted of the following milestones:

- An initial questionnaire with a cover letter was mailed on March 4, 2022.
- An initial reminder/thank-you postcard was mailed on March 9, 2022.
- A replacement questionnaire with cover letter was mailed on April 6, 2022.
- An additional reminder/thank-you postcard was mailed on April 13, 2022.
- Telephone outreach began on May 8, 2022.
- Data collection closed on May 27, 2022.

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 one 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 1,170 participants. The final survey sample for the child survey included 3,018 participants.

Response Rate

Among all the participants of the adult sample who met eligibility criteria, 445 completed the survey, resulting in an adjusted response rate of 43.76%. Of the 445 completed surveys for the adult sample, 14 were completed in Spanish. Among all the participants of the child sample who met eligibility criteria, 1,237 completed the survey, resulting in an adjusted response rate of 41.61%. Of the 1,237 completed surveys for the child sample, 235 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	1,170	100.0%	3,018	100.0%
Disposition				
Complete and Eligible - Mail	343	29.32%	621	20.58%
Complete and Eligible - Phone	102	8.72%	616	20.41%
Complete and Eligible - Total	445	38.03%	1,237	40.99%
Does not meet Eligible criteria	9	0.77%	28	0.93%
Incomplete (but Eligible)	8	0.68%	36	1.19%
Language barrier	1	0.09%	13	0.43%
Mentally or physically incapacitated	139	11.88%	2	0.07%
Deceased	4	0.34%	2	0.07%
Refusal	25	2.14%	90	2.98%
Nonresponse after maximum attempts	538	45.98%	1,606	53.21%
Added to Do Not Call (DNC) list	1	0.09%	4	0.13%
Adjusted Response Rate**		43.76%		41.61%

**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	330	13	515	106
Phone	101	1	487	129

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 2022, 2021, and 2020 surveys are shown, and statistically different scores between 2022 and 2021, and 2022 and 2020 summary rates are noted. The denominator used for the calculation of the proportion is the number of valid responses to that question and is displayed in column *N* in the summary of survey results tables below. The results of any question where the denominator is below 70 should be interpreted with caution.

Adult Survey Results

REM Program - Adult Survey							
Question	Summary Rate Responses	2022		2021		2020	
		N	Summary Rate	N	Summary Rate	N	Summary Rate
Q3. Service interruptions when moving to REM program	No	28	67.9%	30	66.7%	41	73.2%
Q49. Rating of REM program	8, 9 or 10	421	85.0%	453	88.5%	447	84.8%

REM Case Manager - Adult Survey							
Question	Summary Rate Responses	2022		2021		2020	
		N	Summary Rate	N	Summary Rate	N	Summary Rate
Q5. REM case manager called often as I wanted	Yes, definitely	418	88.5%	454	88.5%	441	87.3%
Q6. REM case manager visited often as I wanted	Yes, definitely	418	87.6%	454	87.2%	439	86.3%
Q7. Able to contact REM case manager as soon as needed	Usually/Always	414	88.9%	450	89.6%	433	88.9%
Q8. REM case manager spent enough time with me	Usually/Always	412	84.0%	450	83.3%	434	88.5%
Q9. REM case manager answered questions to satisfaction	Usually/Always	413	91.3%	451	92.5%	436	93.3%
Q10. REM case manager respected culture/racial/religious/ethnic background	Yes, definitely	414	95.4%	451	95.3%	434	96.3%
Q11. REM case manager provided emotional support	Usually/Always	409	84.1%	444	86.7%	431	87.7%
Q13. Satisfied with help in finding Primary Care Provider	Yes, definitely	45	73.3%	56	75.0%	61	67.2%
Q14. REM case manager gave information about healthcare services	Usually/Always	407	80.6%	448	79.5%	429	81.4%
Q15. REM case manager gave information about community resources	Usually/Always	410	72.0%	445	75.1%	427	73.3%
Q16. REM case manager explanations easy to understand	Usually/Always	413	92.3%	452	93.4%	434	93.8%
Q17. Helpful to have REM case manager	Yes, definitely	411	83.5%	451	86.9%	432	80.8%
Q19. Burdensome to have REM case manager	No	408	92.9%	436	92.4%	419	89.3%
Q23. Rating of REM case manager	8, 9 or 10	409	87.5%	446	88.3%	429	84.1%

2022 Rare and Expensive Case Management (REM) Survey
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Healthcare - Adult Survey							
Question	Summary Rate Responses	2022		2021		2020	
		N	Summary Rate	N	Summary Rate	N	Summary Rate
Q24. Got routine care appointment as soon as needed	Usually/Always	382	93.7%	398	95.7%	419	92.8%
Q25. PCP has understanding of my special needs	Yes, definitely	427	82.2%	463	81.6%	452	83.0%
Q27. Ease of getting specialists appts as soon as needed	Usually/Always	256	82.0%	263	85.2%	272	82.4%
Q28. Specialists I saw have understanding of my special needs	Yes, definitely	247	81.4%	257	80.2%	261	79.3%
Q29. Able to reach doctors by telephone when needed	Usually/Always	397	88.7%	430	87.4%	424	88.2%
Q30. Ease of getting second opinions as soon as needed	Usually/Always	138	63.8%	159	69.2%	167	70.1%
Q31. Saw providers within 15 minutes of appointment time	Usually/Always	425	72.5%	452	70.6%	448	66.7%
Q32. Easy to get telehealth appointment	Usually/Always	322	87.3%	374	90.1%	--	--
Q33. Easy to get care via telehealth services	Usually/Always	315	85.4%	364	87.6%	--	--
Q34. Ease of getting appropriate inpatient hospital services	Usually/Always	322	79.4%	160	85.0%	175	77.7%
Q35. Ease of getting dental services	Usually/Always	315	71.7%	273	72.5%	330	79.4% ★
Q36. Ease of emergency room services	Usually/Always	155	77.7%	160	83.3%	175	80.5%
Q37. Ease of getting durable medical equipment	Usually/Always	276	66.5%	273	62.8%	330	67.9%
Q38. Ease of getting disposable medical equipment	Usually/Always	148	88.0%	150	88.7%	174	88.9%
Q39. Ease of getting adaptive equipment	Usually/Always	239	65.0%	247	62.3%	271	58.0%
Q40. Ease of getting home nursing services	Usually/Always	333	71.5%	363	77.6%	350	76.4%
Q41. Ease of getting home health aide services	Usually/Always	100	75.1%	106	78.3%	100	76.1%
Q42. Ease of getting prescription medicines	Usually/Always	186	90.3%	205	93.6%	195	93.7%
Q43. Ease of getting therapy services	Usually/Always	213	63.6%	221	70.2%	213	72.1%
Q44. Ease of getting laboratory services	Usually/Always	404	92.5%	439	90.7%	426	93.7%
Q45. Ease of getting nutritional services	Usually/Always	165	84.7%	168	84.8%	179	86.2%
Q46. Ease of getting transportation services	Usually/Always	307	64.6%	270	62.6%	301	70.4%
Q47. Rating of healthcare	8, 9 or 10	418	80.1%	451	80.0%	446	79.6%

** 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.

Child Survey Results

REM Program - Child Survey							
Question	Summary Rate Responses	2022		2021		2020	
		N	Summary Rate	N	Summary Rate	N	Summary Rate
Q3. Service interruptions when moving to REM program	No	76	78.9%	79	78.5%	97	80.4%
Q49. Rating of REM program	8, 9 or 10	1123	91.1%	1203	91.7%	1296	91.2%

REM Case Manager - Child Survey							
Question	Summary Rate Responses	2022		2021		2020	
		N	Summary Rate	N	Summary Rate	N	Summary Rate
Q5. REM case manager called often as I wanted	Yes, definitely	1138	89.9%	1219	90.9%	1295	90.7%
Q6. REM case manager visited often as I wanted	Yes, definitely	1128	90.2%	1228	89.3%	1302	88.1%
Q7. Able to contact REM case manager as soon as needed	Usually/Always	1127	88.1%	1214	89.2%	1308	89.1%
Q8. REM case manager spent enough time with me	Usually/Always	1124	79.7%	1217	82.6%	1310	86.7% ★
Q9. REM case manager answered questions to satisfaction	Usually/Always	1135	91.7%	1221	93.5%	1315	93.5%
Q10. REM case manager respected culture/racial/religious/ethnic background	Yes, definitely	1122	96.1%	1206	95.7%	1300	95.5%
Q11. REM case manager provided emotional support	Usually/Always	1119	88.4%	1208	88.2%	1307	90.3%
Q13. Satisfied with help in finding Primary Care Provider	Yes, definitely	178	82.0%	177	81.4%	203	82.3%
Q14. REM case manager gave information about healthcare services	Usually/Always	1118	79.3%	1205	81.3%	1302	81.3%
Q15. REM case manager gave information about community resources	Usually/Always	1116	70.3%	1199	72.9%	1291	72.8%
Q16. REM case manager explanations easy to understand	Usually/Always	1123	91.5%	1207	92.1%	1307	92.9%
Q17. Helpful to have REM case manager	Yes, definitely	1119	85.4%	1201	85.3%	1307	84.3%
Q19. Burdensome to have REM case manager	No	1110	93.2%	1157	88.7% ★	1271	88.5% ★
Q23. Rating of REM case manager	8, 9 or 10	1109	88.7%	1195	89.0%	1287	89.8%

** 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.

2022 Rare and Expensive Case Management (REM) Survey
Executive Summary

Healthcare - Child Survey							
Question	Summary Rate Responses	2022		2021		2020	
		N	Summary Rate	N	Summary Rate	N	Summary Rate
Q24. Got routine care appointment as soon as needed	Usually/Always	1079	89.6%	1127	91.2%	1229	91.3%
Q25. PCP has understanding of my special needs	Yes, definitely	1172	84.7%	1243	85.2%	1328	85.0%
Q27. Ease of getting specialists appts as soon as needed	Usually/Always	806	83.0%	818	83.0%	879	83.0%
Q28. Specialists I saw have understanding of my special needs	Yes, definitely	778	87.4%	784	89.3%	841	86.9%
Q29. Able to reach doctors by telephone when needed	Usually/Always	1064	82.0%	1114	84.3%	1203	84.9%
Q30. Ease of getting second opinions as soon as needed	Usually/Always	430	66.5%	447	68.7%	506	72.9% ★
Q31. Saw providers within 15 minutes of appointment time	Usually/Always	1150	67.9%	1224	69.9%	1300	60.8% ★
Q32. Easy to get telehealth appointment	Usually/Always	761	79.9%	929	85.0% ★	--	--
Q33. Easy to get care via telehealth services	Usually/Always	743	77.3%	902	82.3% ★	--	--
Q34. Ease of getting appropriate inpatient hospital services	Usually/Always	465	78.5%	446	81.8%	534	79.8%
Q35. Ease of getting dental services	Usually/Always	920	78.9%	921	81.3%	1039	83.6% ★
Q36. Ease of emergency room services	Usually/Always	459	77.1%	384	78.9%	511	85.1% ★
Q37. Ease of getting durable medical equipment	Usually/Always	585	66.3%	606	69.0%	679	66.6%
Q38. Ease of getting disposable medical equipment	Usually/Always	727	84.6%	767	86.3%	830	84.9%
Q39. Ease of getting adaptive equipment	Usually/Always	361	60.1%	373	66.8%	401	61.6%
Q40. Ease of getting home nursing services	Usually/Always	391	57.3%	415	62.4%	428	67.3% ★
Q41. Ease of getting home health aide services	Usually/Always	392	55.4%	405	63.7% ★	430	63.3% ★
Q42. Ease of getting prescription medicines	Usually/Always	1004	87.5%	1053	89.6%	1182	89.5%
Q43. Ease of getting therapy services	Usually/Always	741	73.5%	743	72.4%	836	77.8%
Q44. Ease of getting laboratory services	Usually/Always	727	85.6%	704	88.2%	793	89.7% ★
Q45. Ease of getting nutritional services	Usually/Always	586	77.0%	601	82.0% ★	665	85.1% ★
Q46. Ease of getting transportation services	Usually/Always	282	43.6%	291	44.7%	331	41.4%
Q47. Rating of healthcare	8, 9 or 10	1131	87.2%	1199	88.6%	1293	88.9%

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

Statistically significant differences between current-year rate and prior year rate are marked next to the prior year rates as ★ when current-year rate is higher or ★ when it is lower.

Correlation Analysis

Correlation analysis is a tool for identifying program attributes that are strengths and areas that need improvement. Correlation analysis was performed for the following items:

- Rating of REM case manager
- Rating of Healthcare
- Rating of the REM program

The attribute importance (correlation) and attribute performance (score) are plotted in a graph and the graph is divided into four quadrants to identify the attributes that are strengths and attributes that are in need of improvement. The four quadrants are:

- LEVERAGE (high importance, high performance)
- IMPROVE (high importance, low performance)
- MAINTAIN (low importance, high performance)
- MONITOR (low importance, low performance)

Adult Results

For the Adult survey, two attributes were identified in the IMPROVE quadrant and three 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"> • Q14. REM case manager gave healthcare services information • Q15. REM case manager gave community resources information 	<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

Four attributes were identified in the IMPROVE quadrant and nine attributes were identified in the LEVERAGE quadrant for the rating of healthcare.

ATTRIBUTES IN THE IMPROVE AND MAINTAIN QUADRANT FOR RATING OF HEALTHCARE

IMPROVE	LEVERAGE
<ul style="list-style-type: none"> • Q36. Ease of emergency room services • Q37. Ease of getting durable medical equipment • Q39. Ease of getting adaptive equipment • Q40. Ease of getting home nursing services 	<ul style="list-style-type: none"> • Q24. Got routine care appointment as soon as needed • Q27. Ease of getting specialists appts as soon as needed • Q28. Specialists I saw have understanding of my special needs • Q29. Able to reach doctors by telephone when needed • Q33. Easy to get care via telehealth services • Q34. Ease of getting appropriate inpatient hospital services • Q38. Ease of getting disposable medical equipment • Q44. Ease of getting laboratory services • Q45. Ease of getting nutritional services

Five attributes were identified in the IMPROVE quadrant and thirteen 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 community resources information • Q40. Ease of getting home nursing services • Q41. Ease of getting home health aide services • Q46. Ease of getting transportation 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 REM case manager as soon as needed • Q8. REM case manager spent enough time with me • Q9. REM case manager answered questions to satisfaction • Q10. Respected culture/racial/religious/ethnic background • Q11. REM case manager provided emotional support • Q14. REM case manager gave healthcare services information • Q16. REM case manager explanations easy to understand • Q28. Specialists I saw have understanding of my special needs • Q33. Easy to get care via telehealth services • Q44. Ease of getting laboratory services • Q45. Ease of getting nutritional services

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

Child Results

For the child survey, 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 MAINTAIN QUADRANT FOR RATING OF REM CASE MANAGER

IMPROVE	LEVERAGE
<ul style="list-style-type: none"> • Q13. Satisfied with help in finding Primary Care Provider • Q14. REM case manager gave healthcare services information • Q15. REM case manager gave community resources information 	<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

Four 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 MAINTAIN QUADRANT FOR RATING OF HEALTHCARE

IMPROVE	LEVERAGE
<ul style="list-style-type: none"> • Q30. Ease of getting second opinions as soon as needed • Q37. Ease of getting durable medical equipment • Q39. Ease of getting adaptive equipment • Q43. Ease of getting therapy services 	<ul style="list-style-type: none"> • Q27. Ease of getting specialists appts as soon as needed • Q28. Specialists I saw have understanding of my special needs • Q29. Able to reach doctors by telephone when needed • Q32. Easy to get telehealth appointment • Q33. Easy to get care via telehealth services • Q34. Ease of getting appropriate inpatient hospital services • Q45. Ease of getting nutritional services

Three attributes were identified in the IMPROVE quadrant and nine 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 community resources information • Q37. Ease of getting durable medical equipment • Q39. Ease of getting adaptive equipment 	<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 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 • Q13. Satisfied with help in finding Primary Care Provider • Q14. REM case manager gave healthcare services information • Q16. REM 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'* attribute was found in the IMPROVE quadrant of both the rating of REM case manager and the rating of REM program quadrant maps. *'Ease of getting durable medical equipment'*, and *'Ease of getting adaptive equipment'* attributes were found in the IMPROVE quadrant of the rating of healthcare and rating of REM program quadrant maps. These attributes should be prioritized in order to improve the rating measures.

Glossary of Terms

Attributes	Areas of health plan performance and participant experience assessed with the REM survey.
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan’s current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical significance test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (N, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
Disposition	The final status given to a participant record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.). See <i>Response Rate</i> .
Question Summary Rate	Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of participants selecting <i>Usually</i> or <i>Always</i> .
Response Rate	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.