



# MassHealth Quality and Equity Incentive Program (QEIP)

---

<b>Program:</b>	ACO QEIP, MCO QEIP
<b>Performance Year:</b>	2
<b>Metric:</b>	Member Experience: Communication, Courtesy, and Respect
<b>Deliverable:</b>	Member Experience Assessment Report
<b>Submission Portal:</b>	OnBase
<b>Submission Due Date:</b>	March 31, 2025
<b>File Naming Convention:</b>	EntityAbbreviation_MEAssessmentReport_YYYYMMDD
<b>Suggested Page Limit:</b>	5 pages

## Summary

The Member Experience: Communication, Courtesy, and Respect measure evaluates MassHealth member perceptions of their ambulatory (primary care) experience. The measure utilizes elements from the CG-CAHPS (Clinical & Group Consumer Assessment of Healthcare Providers and Systems) survey for members' perspectives of ambulatory care experience specifically related to communication, courtesy, and respect. The survey is administered annually by MassHealth to members enrolled in MassHealth ACOs and MCOs.

This “Member Experience Assessment Report” requires ACOs/MCOs to complete a review and assessment of PY1 performance on the Member Experience: Communication, Courtesy, and Respect composite measure (both adult and child).

## Reporting Template

### Contact Information

<b>Point of Contact Name:</b>	Add text
<b>Organization Name:</b>	Add text
<b>Point of Contact Email Address:</b>	Add text

### Introduction

Please respond to each question in the reporting template provided below. The Adult and Child Communication Composites, questions within each composite, and question and composite-level scoring are provided in the Appendix.

Please email the MassHealth Health Equity Team at [health.equity@mass.gov](mailto:health.equity@mass.gov) with any questions. Thank you!

- Section 1: Assessment of Member Experience: Communication, Courtesy, and Respect PY1 Performance
- Appendix: Composites, Questions, and Composite Scoring

## Section 1: Assessment of Member Experience: Communication, Courtesy, and Respect PY1 Performance

This section asks ACOs and MCOs to review their PY1 (MY2023) performance on the Adult and Child Communication Composites at both the statewide (all ACOs and MCOs) and individual ACO level. You must respond to each question (and sub-question) in this section for the report to be considered complete and responsive.

1. **Question 1:** Please note both your individual ACO/MCO Score and the Statewide Score (all ACOs and MCOs) for the Adult Communication Composite. In addition, explain your performance relative to the Statewide Score. Why is your score similar, higher, or lower than the Statewide average?
  - a. Adult Communication Composite ACO/MCO Score:
  - b. Adult Communication Composite Statewide Score:
  - c. Explanation of performance relative to Statewide average:
2. **Question 2:** Please note both your individual ACO/MCO Score and the Statewide Score (all ACOs and MCOs) for the Child Communication Composite. In addition, please explain your performance relative to the Statewide Score. Why is your score similar, higher, or lower than the Statewide average?
  - a. Child Communication Composite ACO/MCO Score:
  - b. Child Communication Composite Statewide Score:
  - c. Explanation of performance relative to Statewide average:
3. **Question 3:** Please describe any activities or interventions that were implemented/in place within the ACO/MCO on or before the start of PY1, designed to ensure a high level of performance on the specific elements of the Communications composite.

Please describe:

4. **Question 4:** Please describe any activities in place on or before the start of PY1 to *identify* performance disparities in Race/Ethnicity related to the specific elements of the Communications performance composite. If none, state that below.

Please describe:

- a. **Question 4a:** Please describe any activities in place on or before the start of PY1 to *address* performance disparities in Race/Ethnicity related to the specific elements of the Communications performance composite. If none, state that below.

Please describe:

5. **Question 5:** Please describe the ACO/MCO's plans to monitor performance on this composite measure in PY2-5, including how the ACO/MCO will identify and address disparities in Race/Ethnicity. (Note: A complete and responsive answer will include how the ACO/MCO will both identify and address disparities. If you do not include both in your response, it will not be considered responsive to the question.)

Please describe:

## Appendix

### *Composites and Questions*

#### Adult Composite 1: Communication

1. During your most recent visit, did this provider explain things in a way that was easy to understand?
2. During your most recent visit, did this provider listen carefully to you?
3. During your most recent visit, did this provider show respect for what you had to say?
4. During your most recent visit, did this provider spend enough time with you?

#### Child Composite 2: Communication

1. During your child's most recent visit, did this provider explain things about your child's health in a way that was easy to understand?
2. During your child's most recent visit, did this provider listen carefully to you?
3. During your child's most recent visit, did this provider show respect for what you had to say?
4. During your child's most recent visit, did this provider spend enough time with your child?
5. Thinking about your child's most recent visit, did the front office staff at this provider's office treat you with courtesy and respect?

### *Composite Scoring*

#### Adult Composite 1: Communication

- Questions items 1-4: Average score of responses: Never (0), Sometimes (33), Usually (66), Always (100)

#### Child Composite 2: Communication

- Question items 1-5: Average score of responses: Never (0), Sometimes (33), Usually (66), Always (100)