

# AL CHIP's Experience with Consumer Assessment

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**Alabama Department of Public Health**

# Who Are We?

## ALL Kids, Alabama's CHIP

- 1<sup>st</sup> approved CHIP plan in nation
- Housed in ADPH, separate from AL Medicaid
- Stand alone, separate CHIP
- Private fee-for-service delivery model
- Extensive collaboration with AL Medicaid
  - Joint application
  - Merging E&E systems



**ALL Kids**  
Children's Health Insurance Program

# How Did We Begin?

## Per CHIP Reauthorization Act

- ALL Kids began using CAHPS in 2011
- Included supplements -
  - Chronic Conditions Set
  - Dental
  - Access to Specialist Care
  - Care Coordination
- Prepared mixed mail/phone mode



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# How Are We Doing?

## National CAHPS Top-Box Scores for CHIP Plans

<b>Composite/Rating</b>	<b>2013 National</b>	<b>2013 ALL Kids</b>	<b>2014 National</b>	<b>2014 ALL Kids</b>
<b>Getting Needed Care</b>	64	78	71	75
<b>Getting Care Quickly</b>	76	82	81	86
<b>Doctor Communication</b>	78	79	78	78
<b>Health Plan Info and Service</b>	65	78	74	74
<b>Personal Doctor Rating</b>	77	81	77	79
<b>Specialist Rating</b>	78	78	79	79
<b>Health Care Rating</b>	66	75	73	74
<b>Health Plan Rating</b>	66	84	75	82

2013 80<sup>th</sup> Percentiles and 2014 90<sup>th</sup> Percentiles



# How Are We Doing?

## 2014 Key Driver Analysis

Measures (paraphrased)	Correlation	Top-Box
Easy to get prescriptions?	0.30	82
How easily got care, test or treatment?	0.22	76
Customer service give information or help?	0.22	68
Doctor spend enough time with child?	0.19	69
Questions answered by child's doctors?	0.17	73
Doctor listen carefully to consumers?	0.15	80
Doctor seemed up-to-date on care child received?	0.15	53
Get appointments as soon as needed?	0.13	82

Pearson's Correlation Coefficient with Health Plan Rating



# Why Are We Doing Well?

## Dual Founding Principles

- Be family-friendly
- Be administratively simple

## Plan Features

- Low Cost-sharing with Comprehensive Benefits
- Private delivery model
- Large provider network



# How Do We Address Barriers?

## Open Communication with Families

- In-house call center
- 10-years CAHPS-like consumer assessments
- Application-level feedback
- Periodic focus groups

## Open Communication with Partners

- Monthly meeting with health plan vendors
- Collaborate with partners (ex: Covering Kids)



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# Where Do We Go from Here?

## Medicaid CHIP child expansion

- 6-18 years old between 100-146% FPL
- CHIP-funded
- AL Medicaid administered

## Medicaid/CHIP Churning

- As relates to transition of care

## Child Hospital CAHPS

- Seeking CMS guidance





# What Did We Learn?

## Take-Home Points

- **Maintain internal call-center capacities**
- **Maintain deep and broad collaborations**
- **Monitor consumer's experience continuously**
- **Monitor consumer's experience variously**

