

Clear Health Alliance follows Federal civil rights laws. We don't discriminate against people because of their: Race · Color · National origin · Age · Disability · Sex or gender identity

Do you need help with your health care, talking with us, or reading what we send you? Call us toll free at 1-844-406-2398 (TTY 711) to get this for free in other languages or formats.

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Llámenos a la línea gratuita al 1-844-406-2398 (TTY 711) para recibir esto gratuitamente en otros idiomas o formatos.

Èske ou bezwen èd ak swen sante ou, èd pou pale ak nou, oswa pou li sa nou voye ba ou? Rele nou gratis nan 1-844-406-2398 (TTY 711) pou w jwenn sa gratis nan lòt lang oswa nan lòt fòm.

Vous avez besoin d'aide pour vos soins de santé, pour communiquer avec nous ou pour lire les documents que nous vous envoyons ? Appelez-nous à notre numéro gratuit 1-844-406-2398 (TTY 711) afin d'obtenir ceci gratuitement dans d'autres langues ou formats.

Ha bisogno di supporto con l'assistenza sanitaria, per parlare con noi oppure leggere ciò che le abbiamo inviato? Ci contatti al numero gratuito 1-844-406-2398 (TTY 711) per ottenere supporto senza costi aggiuntivi in altre lingue o formati.

Вам нужна помощь с медицинским обслуживанием, консультацией или материалами, которые мы вам прислали? Позвоните нам по бесплатному номеру 1-844-406-2398 (TTY 711) чтобы получить эти материалы на другом языке или в другом формате.

CLEAR
HEALTH ALLIANCE

Offered by  Simply
healthcare

How we measure up and why it matters



1-844-406-2398 (TTY 711)

www.clearhealthalliance.com/member

CFL-MEM-0345-18

Keeping track of what matters

We've helped members get access to Medicaid services since 2012. We've made many changes since then. We get feedback throughout the year. We review it all and make changes to our services and benefits to help you.

Who gives the feedback?

Each year, the National Committee for Quality Assurance (NCQA) tests and measures results from every health plan across the country. They get data from two sources:

- 1 Healthcare Effectiveness Data and Information Set (HEDIS®)
- 2 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

Every health care plan is tested on the same items, as well as specific HIV measures to assess HIV care. The results show progress and areas that need to get better. The results also show *you* how Clear Health Alliance is doing compared to other plans.



Healthcare Effectiveness Data and Information Set (HEDIS®)

The NCQA creates a yearly report on how well we help you access services. They create this report using our HEDIS scores.

HEDIS measures 50 health care items and tells us things like:

- If adult members got preventive care (wellness checkups)
- If members with diabetes got certain tests or exams
- If women ages 16-24 got certain tests



The NCQA also looks at claims data and medical record reviews then gives us a score on how well we handled your care.

The HEDIS score helps us make sure you're able to get the preventive care you need. Preventive screenings can help your doctors catch signs of more serious issues.

We make changes to our plan based on our scores, such as:

1. Working side-by-side with your providers to help *them* make changes for the better
2. Connecting with you by mail, phone and in person at events

Consumer Assessment of Healthcare Providers and Systems

Each February, we work with a private company that sends out the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. Members like you fill it out to tell us how we did the previous year. The company who sends the survey isn't connected to us at all.

The CAHPS survey asks questions like:

1. Did your provider(s) take the time to tell you about the services he/she wants you to get?
2. Are you happy with the services you get from your provider(s)?

In 2017, our members gave us good ratings for customer service and getting care quickly for adult members. Our members were also happy with their primary care provider (PCP) visits.

Adult member experience	2015	2016	2017	2018
Getting care quickly	87%	87%	87%	86%
How well doctors communicate	95%	94%	95%	94%
Getting needed care	83%	83%	84%	83%
Customer service	90%	89%	91%	88%
Overall satisfaction with your personal doctor	90%	88%	90%	87%
Overall satisfaction with your specialist	84%	84%	86%	84%
Overall satisfaction with health care	79%	79%	82%	80%
Overall satisfaction with health plan	77%	76%	80%	78%

What does CHA do with the results?

Our Quality Management department reviews the HEDIS and CAHPS scores to find out what we do well and what we need to improve. Sometimes it means adding, removing or changing our services.

This year, we're going to work on:

1. Helping you get the right care as soon as needed
2. Shared decision making between members and providers about taking medicines
3. Improving access to information or help needed from Member Services



We care. We listen.

We're here to serve you and we want to know what you think.

Do you have feedback?

Call us at 1-844-406-2398 (TTY 711) Monday through Friday from 8 a.m. to 7 p.m. Eastern time or write us at:

Quality Management Department
CHA Health Plan
9250 W. Flager St., Ste. 601
Miami, FL 33174



Join us.

The Member Advisory Committee (MAC) meets at least four times a year. This group of members meet to share their ideas on how to improve their services and learn about their rights and responsibilities. It's a great time to meet with your case manager and other members as well as to talk to people from CHA.

Want to join? Please call 1-844-406-2398 (TTY 711). We're here Monday through Friday from 8 a.m. to 7 p.m. Eastern time.

