

Table 11.19
STATE USE OF ASSURANCE TECHNIQUES TO MEASURE THE QUALITY OF MEDICAID MANAGED CARE

State	Surveys Medicaid recipients (a)	Surveys participating physicians	Requires ombudsman/ consumer advocate (b)	Requires HEDIS data reporting (c)	Uses CAHPS for satisfaction survey (d)
Alabama	★	★	...	★	...
Alaska (e)
Arizona	★	★	★	★	...
Arkansas	★	★	★
California	★	...	★	★	★ (f)
Colorado	★	...	★	★	★
Connecticut	★	★	★ (g)
Delaware	★	...	★	★	★
Florida	★ (h)	...	★	★	...
Georgia	★	★	...	★	...
Hawaii	★	★	...	★	...
Idaho	★	★
Illinois	★	...	★	★	...
Indiana	★	★	...	★	...
Iowa	★	★	★	★	★
Kansas	★	★	...	★	★
Kentucky	★	★	★	★	...
Louisiana	★	...	★
Maine	★	...	★
Maryland	★	★	★	★	★
Massachusetts	★	★	★
Michigan	★	...	★	★	★
Minnesota	★	...	★	★	★
Mississippi	★	★	★
Missouri	★	★	★	★	...
Montana	★	...	★	★	...
Nebraska	★	★	★	★	★
Nevada	★	★	★
New Hampshire	★	★	★ (i)
New Jersey	★	★	...	★	★
New Mexico	★	★	...	★	★
New York	★	...	★	★	...
North Carolina	★	★	...	★	★
North Dakota	★	★
Ohio	★	★	★
Oklahoma	★	★	★
Oregon	★	...	★	★	★
Pennsylvania	★	★	...	★	...
Rhode Island	★	...	★	★	★
South Carolina	★ (h)	...	★	★	...
South Dakota	★	★
Tennessee	★	★	★	★	...
Texas	★	★	★	★	★
Utah	★	...	★	★	★
Vermont	★	...	★	...	★
Virginia	★	★
Washington	★	★	★	★	★
West Virginia	★	★	★
Wisconsin	★	★	★	★	...
Wyoming (e)
District of Columbia	★	★	★	★	★
Puerto Rico	★	★	...

Source: Data on surveys of recipients and physicians are from original data collected by The Council of State Governments; Ombudsman, HEDIS and CAHPS data are from the National Academy for State Health Policy.

Key:

★ — Yes

... — No

(a) Surveys of Medicaid recipients may be performed either by plans, EQRO's, or Medicaid agencies.

(b) Ombudsman programs may be either internal to managed care plans or external to plans, i.e., they are part of a state agency.

(c) Information only applies to risk-based plans; PCCM programs that require HEDIS measures are not included in this table; HEDIS data may be collected only for certain populations in Medicaid managed care and not for all Medicaid managed care enrollees.

(d) CAHPS may be used for all enrollees or for only certain populations within a state Medicaid program; states may use other instruments to assess consumer/plan member satisfaction, but these states are not listed here.

(e) Alaska, Guam, the U.S. Virgin Islands, and Wyoming are not included in this table because they do not have any Medicaid beneficiaries enrolled in managed care programs or plans.

(f) California plans to use CAHPS in 1999.

(g) Data from the NASHP did not indicate that Connecticut used CAHPS; but, Connecticut's response on CSG's survey indicated that it did.

(h) Florida and South Carolina indicated on CSG's survey that they do not survey Medicaid recipients; plans are required to do so, however.

(i) New Hampshire has a CAHPS pilot, administered by contracted plans, underway.