

# Trillium MY 2024 CAHPS Survey Analysis Report

**David Giron**  
Head of Performance Measures

**Jennifer Kelly**  
Performance Improvement Coordinator

*Completed 12/23/2025*



**Trillium**  
HEALTH RESOURCES

# Table of Contents

**Executive Summary** ..... 3

**Introduction** ..... 4

**Methodology** ..... 4

    MY 2024 CAHPS Performance Measures ..... 4

    MY 2025 CAHPS Performance Measures ..... 4

    Positive Survey Response Percentage ..... 5

    NCQA National Average and Percentiles ..... 5

    Health Plan Rating and Percentage Point Difference ..... 6

    Data Source ..... 6

    Survey Eligibility ..... 6

**CAHPS Survey Results Performance Analysis** ..... 7

    Response Rates ..... 7

    Global Rating Measures ..... 8

    Composite Measures ..... 13

    Individual Item Measures ..... 19

    HEDIS: Medical Assistance with Smoking and Tobacco Use Cessation (MSC) ..... 22

**Strengths and Opportunities for Improvement** ..... 26

**Conclusion** ..... 28

**Next Steps** ..... 28



## Executive Summary

The North Carolina Department of Health and Human Services Division of Health Benefits (DHB) contracts with Health Services Advisory Group, Inc. (HSAG), an external quality review organization (EQRO), to administer and report the results of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Surveys annually.

- Trillium’s survey response rate:
  - Adult – 12.88%
  - Child – 9.25%
- Of the twenty-three (23) measures from both surveys reviewed and analyzed in this report:
  - Eighteen (18) measures (78%) were above their corresponding 33.33<sup>rd</sup> percentile and had a Health Plan rating of 3 or higher (out of 5).
  - Two (2) measures, Customer Service (Adult) and Global Rating of all Health Care (Child), had a Health Plan rating of 1.
  - Fourteen (14) measures (61%) were above their corresponding NCQA’s national average.
- The following measures were Trillium’s strengths:
  - Getting Needed Care (Child) – 87.27%
  - Getting Care Quickly (Child) – 89.49%
  - Getting Care Quickly (Adult) – 84.85%
  - Getting Needed Care (Adult) – 84.84%
  - Customer Service (Child) – 90.40%
- The following measures were Trillium’s **opportunities for improvement**:
  - Global Rating of All Health Care (Child) – 61.94%
  - Customer Service (Adult) – 84.57%
  - Global Rating of Health Plan (Child) – 64.47%
  - Global Rating of Health Plan (Adult) – 54.89%
  - Global Rating of All Health Care (Adult) – 55.24%

## Introduction

The North Carolina Department of Health and Human Services Division of Health Benefits (DHB) contracts with Health Services Advisory Group, Inc. (HSAG), an external quality review organization (EQRO), to administer and report the results of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Surveys annually.

The CAHPS questionnaires were developed under cooperative agreements among the Agency for Healthcare Research and Quality (AHRQ), Harvard Medical School, RAND Corporation, and the Research Triangle Institute (RTI) and are used as a national standard for assessing beneficiaries' health care experience.

The National Committee for Quality Assurance (NCQA) uses the Adult and Child versions of the CAHPS Health Plan Surveys for HEDIS and refers to them as CAHPS Health Plan Survey 5.1H, Adult Version and CAHPS Health Plan Survey 5.1H, Child Version. CAHPS results are required for NCQA Health Plan Accreditation.

Adults and parents/caretakers of child beneficiaries provided feedback on their experiences with health plans and their health care over the previous six months by mail in Spring 2025. The goal of the CAHPS surveys are to provide performance feedback that is actionable and will aid in improving overall care.

## Methodology

### MY 2024 CAHPS Performance Measures

There were a total of 23 measures derived from both CAHPS surveys. These measures were grouped into one of the following domains:

- Global Rating
- Composite
- Individual Items
- HEDIS: Medical Assistance with Smoking and Tobacco Use Cessation (MSC)

### MY 2025 CAHPS Performance Measures

Trillium determines which population percentages (Adult or Child) will be submitted for the MY 2025 Health Plan Rating. The following CAHPS performance measures will be included in the Health Plan Rating Measurement Year (MY) 2025:

- Rating of Health Plan (Global Rating)
- Rating of All Health Care (Global Rating)
- Getting Needed Care (Composite)
- Getting Care Quickly (Composite)

Beginning in MY 2025 plan for improvement will be required for any composites rated 0 or 1 star.

NCQA retired the Medical Assistance with Smoking and Tobacco Use Cessation (MSC) HEDIS measure in 2024. This HEDIS measure will not be a part of the MY 2025 CAHPS survey or the MY 2025 Health Plan Rating.

## Positive Survey Response Percentage

The positive survey response percentage represents the percentage of respondents with the following criteria that will be used for NCQA Health Plan Rating:

- Global Rating Measures - Provided a rating of 9 or 10 (from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible).
- Composite Measures - Usually or always received and/or had access to the care and services they/their child needed.
- Individual Item Measures - Usually or always received and/or had access to the care and services they/their child needed.
- HEDIS: Medical Assistance with Smoking and Tobacco Use Cessation (MSC) Measures - Sometimes, usually, or always were advised to quit smoking and using tobacco.

**For the Global Rating, HEDIS: Medical Assistance with Smoking and Tobacco Use Cessation (MSC), and Individual Item measures, positive percentages were defined as the proportion of positive responses.**

For the Composite measures, separate positive percentages were calculated for each question within the Composite measure. The final Composite measure positive percentage was determined by calculating the average positive percentage across all questions within the Composite measure.

## NCQA National Average and Percentiles

The positive survey response percentages were compared to NCQA's MY 2024 national average and percentiles. The national average and percentiles were generated by the CAHPS survey data of all Health Maintenance Organizations (HMO) who submitted for the Medicaid population.

The national averages were calculated as the sum of all reported percentages divided by the number of plans reporting for the measure, otherwise known as simple averages. This means that no averages are weighted, which ensures that each reported result influences the average to the same degree.

A percentile is a value on a scale of 100 that indicates the percentage of a distribution that is equal to or below it. Percentiles were used to help understand the spread of data. The 10th, 33.33rd, 66.67th and 90th percentiles are used for NCQA Health Plan Ratings. For this analysis, the following national percentiles were used to compare to Trillium's percentages:

- 10th percentile – The lowest 10% of data lies below this point.

- 33.33rd percentile – The lowest 33.33% of data lies below this point.
- 66.67th percentile – The lowest 66.67% of data lies below this point.
- 90th percentile – The lowest 90% of data lies below (or highest 10% of data lies above) this point.

The national average and percentiles were obtained from NCQA’s Platform, Quality Compass 2025 (MY 2024). Quality Compass is an indispensable tool used for selecting a health plan, conducting competitor analysis, examining quality improvement and benchmarking plan performance.

## Health Plan Rating and Percentage Point Difference

The Health Plan rating and percentage point difference were used to determine CAHPS performance measures that were Trillium’s strengths and opportunities for improvement.

The Health Plan rating corresponds to the position of the positive survey response percentage against the NCQA national percentiles. Below is a table that determines the Health Plan rating, ranging from 1 to 5, with 5 being the highest:

Lower Percentile Range	Upper Percentile Range	Health Plan Rating
0	9.9	★☆☆☆☆
10	33.32	★★☆☆☆
33.33	66.67	★★★☆☆
66.68	89.9	★★★★☆
90	100	★★★★★

The percentage point difference was determined by calculating the difference between Trillium’s positive survey response percentage and NCQA’s national average.

## Data Source

This report was created using the following data sources:

- Adult Medicaid Survey Results Report – NCQA Calculations
- Child Medicaid Survey Results Report – NCQA Calculations
- NCQA Quality Compass 2025 (MY 2024)

## Survey Eligibility

Eligible beneficiaries were those that met the following criteria:

- Adults were 18 years of age or older as of December 31, 2024.
- Children were 17 years of age or younger as of December 31, 2024.
- Enrolled in Medicaid at the time of the survey.
- Continuously enrolled during the measurement period (July 1 to December 31, 2024) with no more than one gap in enrollment of up to 45 days.

Ineligible beneficiaries met at least one of the following criteria

- Deceased.
- Did not meet criteria described above.
- Mentally or physically incapacitated (adult population only).
- Had a language barrier (the survey was made available in English and Spanish).

The entire sample minus ineligible beneficiaries, make up the eligible beneficiaries population.

A survey response is marked complete and eligible when the following conditions are met:

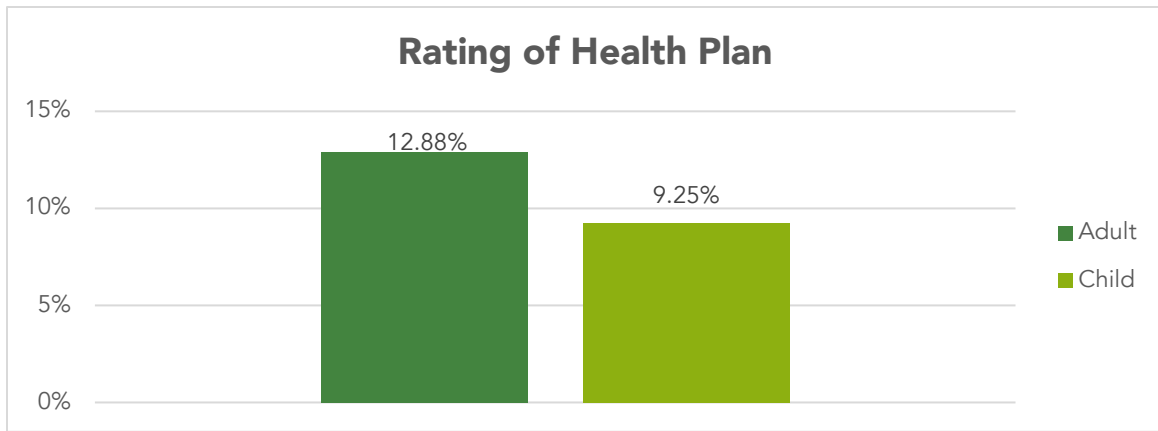
- Responses indicate that the beneficiary meets the eligible population criteria.
- 3 of the 5 questions listed in the table below are answered appropriately.

Survey Type	Questions for Complete and Eligible Survey				
Adult	Q3	Q10	Q19	Q23	Q28
Child	Q3	Q10	Q22	Q26	Q31

The questions for Complete and Eligible Survey represent the first question in each section of the CAHPS survey (except for the “About You” section) and the Rating of Health Plan question.

## CAHPS Survey Results Performance Analysis

### Response Rates



Overall Response Rate	Trillium - Adult	Trillium - Child
Total Complete/Eligible (Numerator)	435	402
Denominator	3389	4344
Response Rate	12.88%	9.25%

## Global Rating Measures

Global Rating measures were based on items that use a scale of 0 to 10 to measure respondents' overall assessments of a provider, care, and/or healthcare organization. These measures were sometimes referred to as the *overall ratings*.

### Rating of Health Plan

This measure was derived from the following question:

Adult Survey	Child Survey												
Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?												
<h4>Rating of Health Plan - Adult</h4> <table border="1"> <tr> <th>Category</th> <th>Percentage</th> </tr> <tr> <td>Trillium</td> <td>54.89%</td> </tr> <tr> <td>National Average</td> <td>61.69%</td> </tr> </table>	Category	Percentage	Trillium	54.89%	National Average	61.69%	<h4>Rating of Health Plan - Child</h4> <table border="1"> <tr> <th>Category</th> <th>Percentage</th> </tr> <tr> <td>Trillium</td> <td>64.47%</td> </tr> <tr> <td>National Average</td> <td>71.86%</td> </tr> </table>	Category	Percentage	Trillium	64.47%	National Average	71.86%
Category	Percentage												
Trillium	54.89%												
National Average	61.69%												
Category	Percentage												
Trillium	64.47%												
National Average	71.86%												

Based on the results displayed above, Trillium's Adult population percentage (54.89%) falls below the MY 2024 NCQA national average (61.69%) with a difference of -6.8%. Trillium's Child population percentage (64.47%) is also below the NCQA national average (71.86%) with a difference of -10.17%.

The CAHPS survey percentiles for MY 2024 are displayed below and were determined by NCQA via Quality Compass. With the rating of 54.89%, the Adult population percentage fell between the 10<sup>th</sup> percentile (54.67%) and the 33.33<sup>rd</sup> percentile (59.46%). For this reason, Trillium's Adult population received a Health Plan rating of 2 out of 5.

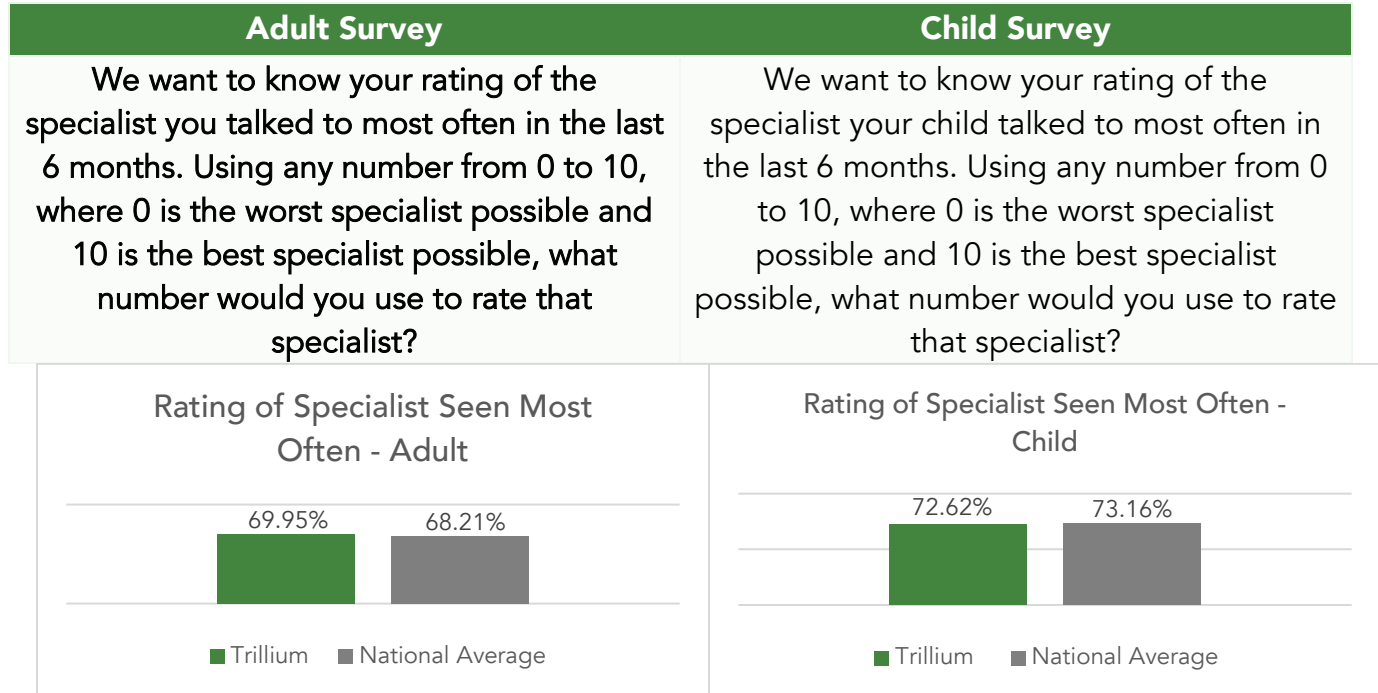


With the rating of 64.47%, the Child population percentage fell between the 10<sup>th</sup> percentile (63.95%) and the 33.33<sup>rd</sup> percentile (69.91%). For this reason, Trillium's Child population received a Health Plan rating of 2 out of 5.



## Rating of Specialist Seen Most Often

This measure was derived from the following question:

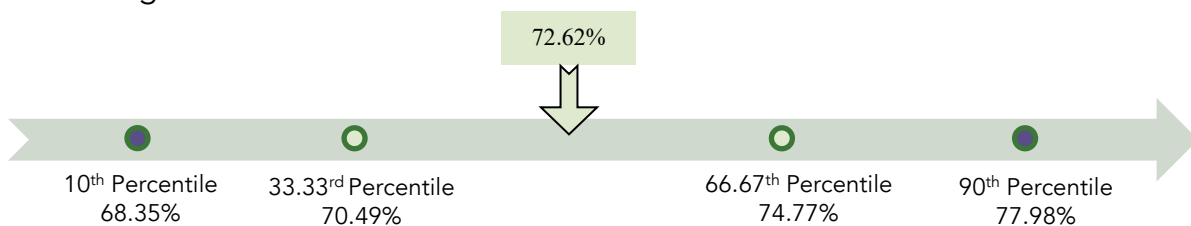


Based on the results displayed above, Trillium’s Adult population percentage (69.95%) is above the MY 2024 NCOA national average (68.21%) with a difference of +1.74% difference. Trillium’s Child population (72.62%) is slightly below the NCOA national average (73.16%) with a difference of -0.54%.

The CAHPS survey percentiles for MY 2024 are displayed below and were determined by NCOA via Quality Compass. With the rating of 69.95%, the Adult population percentage fell between the 33.33<sup>rd</sup> percentile (66.34%) and 66.67<sup>th</sup> percentile (70.00%). For this reason, Trillium’s Adult population received a Health Plan rating of 3 out of 5.

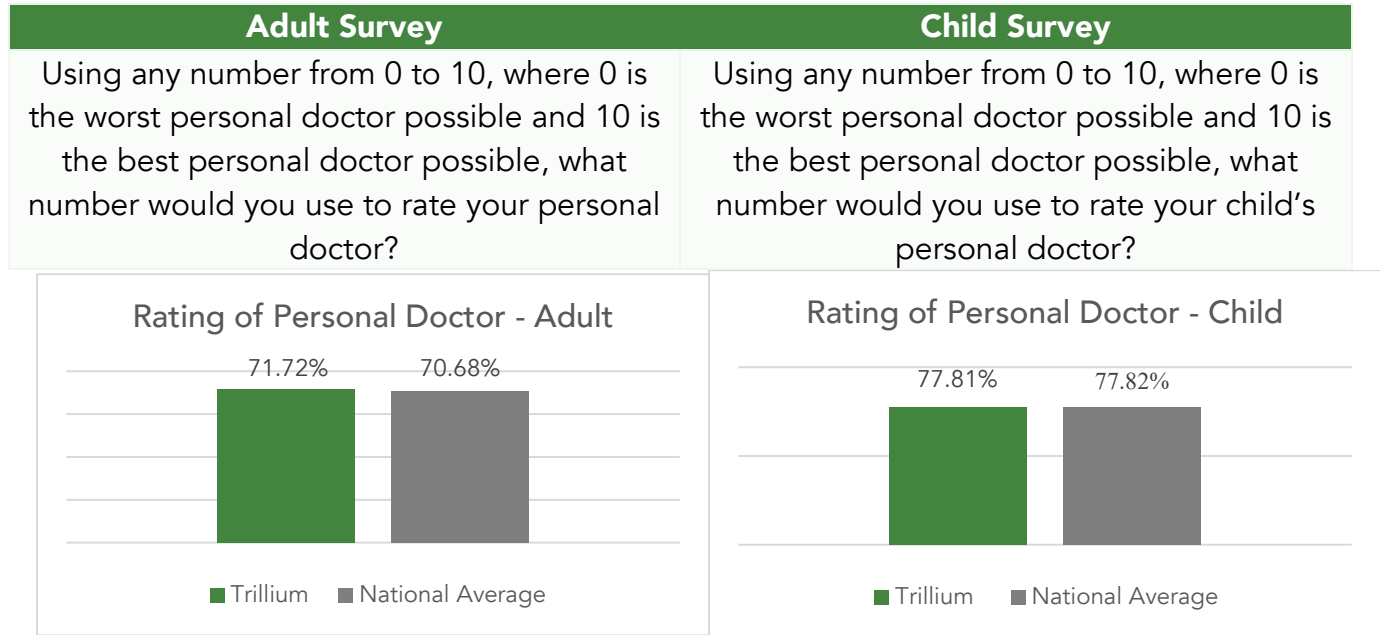


With the rating of 72.62%, the Child population percentage fell between the 33.33<sup>rd</sup> percentile (70.49%) and 66.67<sup>th</sup> percentile (74.77%). For this reason, Trillium’s Child population received a Health Plan rating of 3 out of 5.



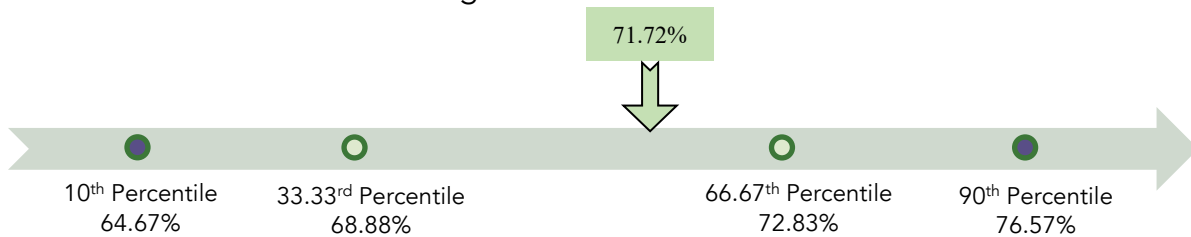
## Rating of Personal Doctor

This measure was derived from the following question:

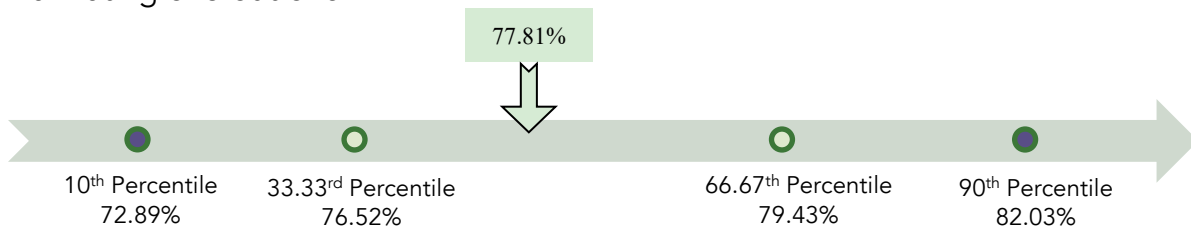


Based on the results displayed above, Trillium’s adult population percentage (71.72%) was above the MY 2024 NCOA national average (68.21%) with a difference of +1.74%. Trillium’s Child population percentage (77.81%) was slightly below the NCOA national average (77.82%) with a difference of -0.01%.

The CAHPS Survey Percentiles for MY 2024 are displayed below and were determined by NCOA via Quality Compass. With the rating of 71.72%, the Adult population percentage fell between the 33.33<sup>rd</sup> percentile (68.88%) and 66.67<sup>th</sup> percentile (72.83%). For this reason, Trillium’s Adult population received a Health Plan rating of 3 out of 5.

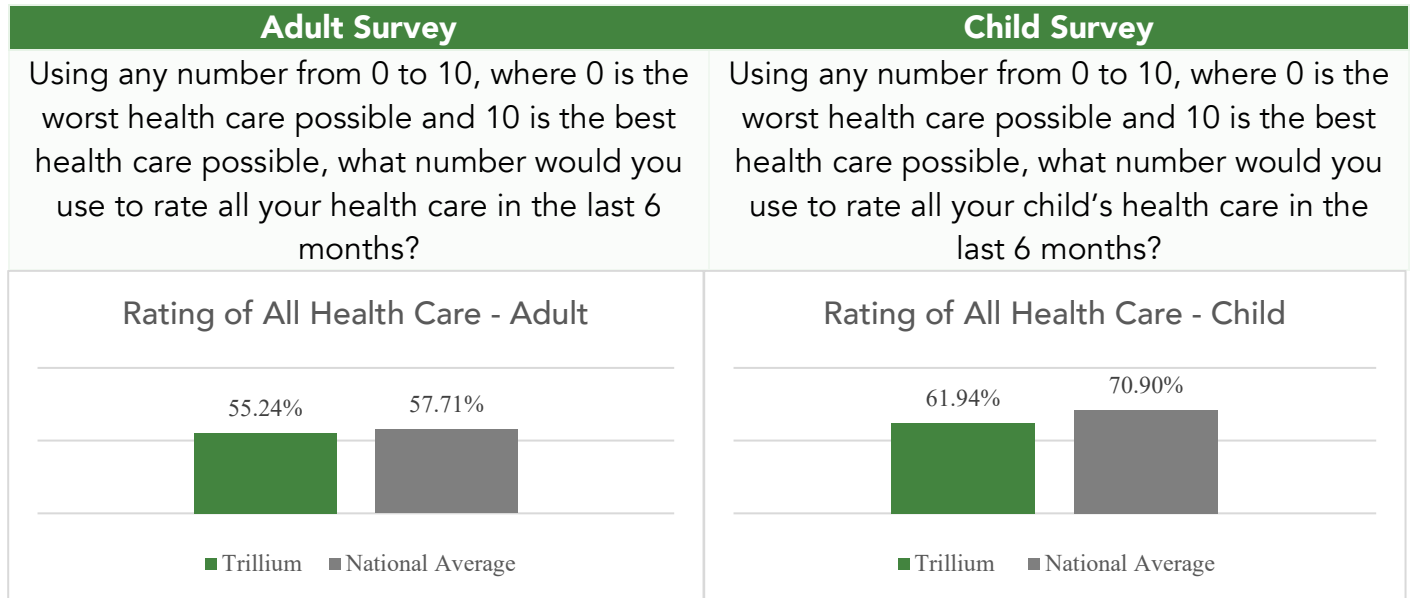


With the rating of 77.81%, the Child population percentage fell between the 33.33<sup>rd</sup> percentile (76.52%) and 66.67<sup>th</sup> percentile (79.43%). For this reason, Trillium’s Child population received a Health Plan rating of 3 out of 5.



## Rating of All Health Care

This measure was derived from the following question:



Based on the results displayed above, Trillium's Adult population percentage (55.24%) fell under the MY 2024 NCOA national average (57.71%) with a difference of -2.47%. Trillium's Child population percentage (61.94%) also fell under the national average (70.90%) with a difference of -8.96%.

The CAHPS Survey Percentiles for MY 2024 are displayed below and were determined by NCOA via Quality Compass. With the rating of 55.24%, the Adult population percentage fell between the 10<sup>th</sup> percentile (52.21%) and the 33.33<sup>rd</sup> percentile (55.43%). For this reason, Trillium's Adult population received a Health Plan rating of 2 out of 5.

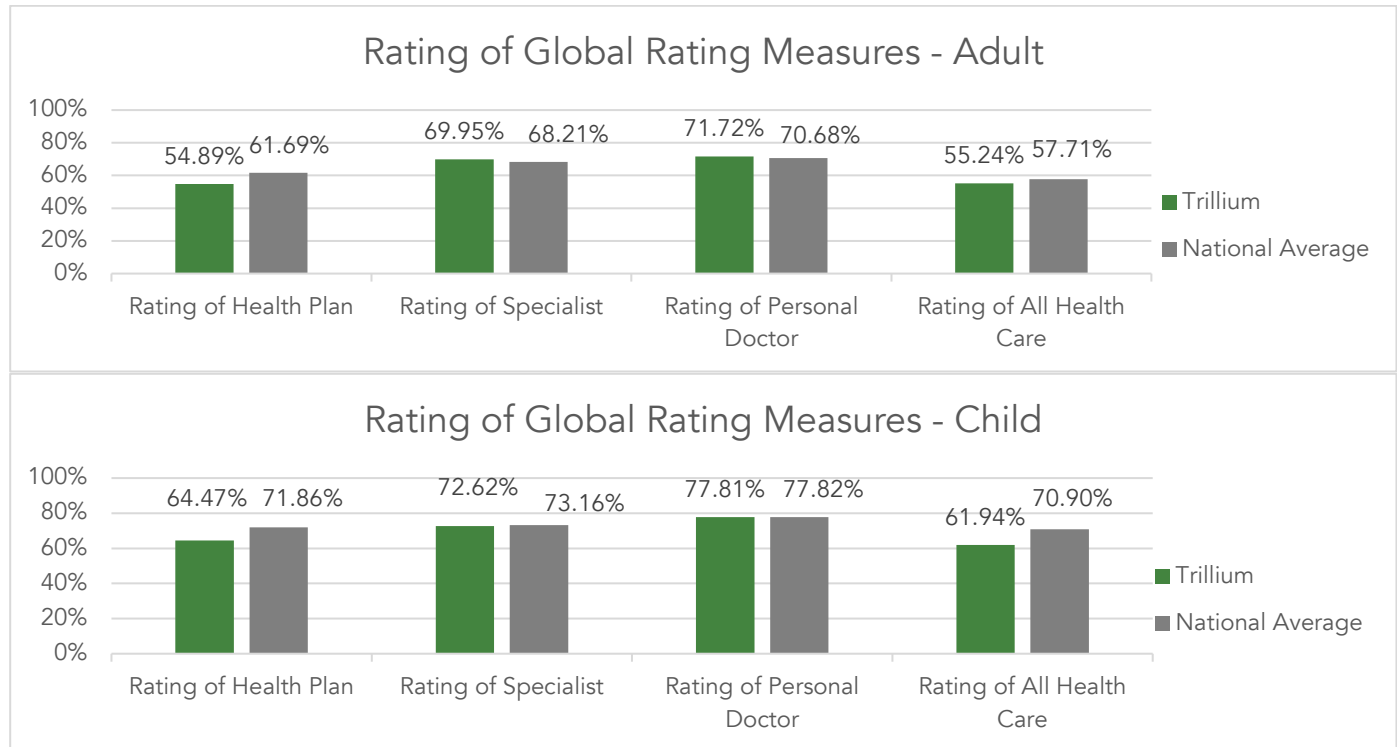


With the rating of 61.94%, the Child population percentage fell under the 10<sup>th</sup> percentile (64.45%). For this reason, Trillium's Child population received a Health Plan rating of 1 out of 5.



## Global Rating Measures Summary

The following graphs display the Global Rating performance measures broken down by Adult/Child population:



This table orders the Global Rating performance measures based on Health Plan rating and percentage difference. The best performing measures are listed on top.

Population	Measure	Trillium	National Average	% Diff	Health Plan Rating
Adult	Rating of Specialist	69.95%	68.21%	1.74%	★★★★☆☆
Adult	Rating of Personal Doctor	71.72%	70.68%	1.04%	★★★★☆☆
Child	Rating of Personal Doctor	77.81%	77.82%	-0.01%	★★★★☆☆
Child	Rating of Specialist	72.62%	73.16%	-0.54%	★★★★☆☆
Adult	Rating of All Health Care	55.24%	57.71%	-2.47%	★★★☆☆☆
Adult	Rating of Health Plan	54.89%	61.69%	-6.80%	★★☆☆☆☆
Child	Rating of Health Plan	64.47%	71.86%	-7.39%	★★☆☆☆☆
Child	Rating of All Health Care	61.94%	70.90%	-8.96%	★☆☆☆☆

Trillium was above the 33.33<sup>rd</sup> percentile for the following measures: Rating of Specialist (Adult & Child) and Rating of Personal Doctor (Adult & Child). There are no areas of concern for these measures.

The following measures fell below the national average and the 33.33<sup>rd</sup> percentile: Rating of All Health Care (Adult & Child) and Rating of Health Plan (Adult & Child) and Rating of All Health Care (Child). These measures should take high priority when determining an action plan for improvement as they will be used in calculating Trillium’s NCOA Health Plan Rating.

## Composite Measures

Composite measures combined results for closely related items that have been grouped together. For the Composite measures, separate positive ratings were calculated for each question within the Composite measure. The final Composite positive survey response percentage is determined by calculating the average score across all questions within the Composite measure.

### Customer Service

This measure was derived from the following questions:

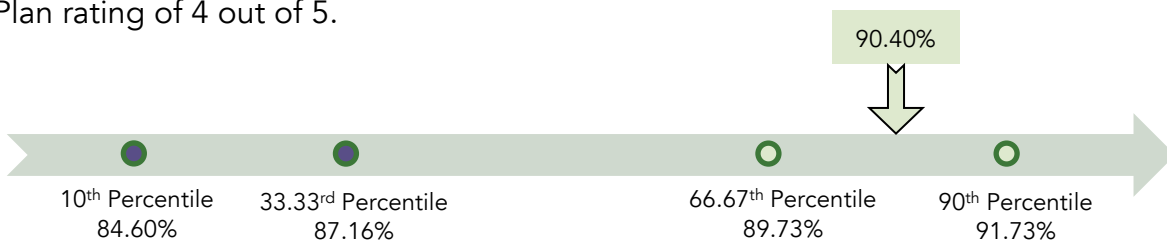
Adult Survey	Child Survey
<p>In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?</p> <p>In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?</p>	<p>In the last 6 months, how often did customer service at your child’s health plan give you the information or help you needed?</p> <p>In the last 6 months, how often did customer service staff at your child’s health plan treat you with courtesy and respect?</p>
<p style="text-align: center;"><b>Rating of Customer Service - Adult</b></p> <div style="display: flex; justify-content: space-around;"> <span>84.57%</span> <span>89.27%</span> </div> <p style="text-align: center;">■ Trillium ■ National Average</p>	<p style="text-align: center;"><b>Rating of Customer Service - Child</b></p> <div style="display: flex; justify-content: space-around;"> <span>90.40%</span> <span>88.22%</span> </div> <p style="text-align: center;">■ Trillium ■ National Average</p>

Based on the results displayed above, Trillium’s Child population percentage (90.40%) was above the MY 2024 NCQA national average (88.22%) with a difference of +2.18%. Trillium’s Adult population percentage (84.57%) was below the NCQA national average (89.27%) with a difference of -4.70%.

The CAHPS Survey Percentiles for MY 2024 are displayed below and were determined by NCQA via Quality Compass. With the rating of 84.57%, Trillium’s Adult population percentage fell under the 10<sup>th</sup> percentile (86.02%). For this reason, Trillium’s Adult population received a Health Plan rating of 1 out of 5.



With the rating of 90.40%, Trillium’s Child population percentage fell between the 66.67<sup>th</sup> percentile (89.73%) and the 90<sup>th</sup> percentile (91.73%). For this reason, Trillium’s Child population received a Health Plan rating of 4 out of 5.



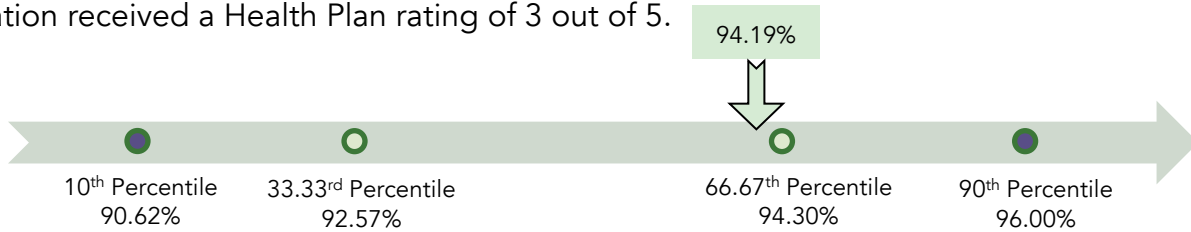
## How Well Doctors Communicate

This measure was derived from the following questions:

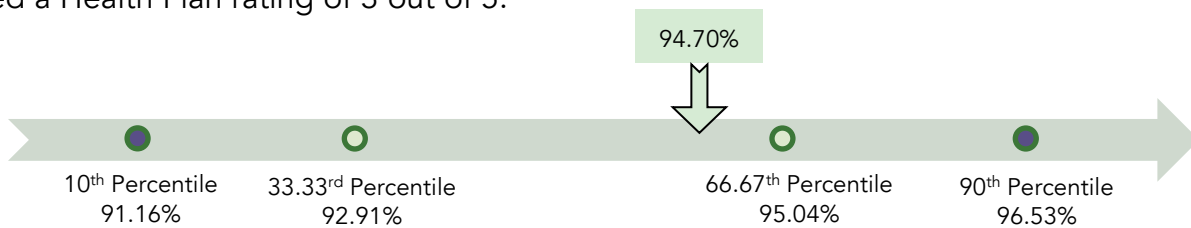
Adult Survey	Child Survey												
<p>In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?</p> <p>In the last 6 months, how often did your personal doctor listen carefully to you?</p> <p>In the last 6 months, how often did your personal doctor show respect for what you had to say?</p> <p>In the last 6 months, how often did your personal doctor spend enough time with you?</p>	<p>In the last 6 months, how often did your child’s personal doctor explain things about your child’s health in a way that was easy to understand?</p> <p>In the last 6 months, how often did your child’s personal doctor listen carefully to you?</p> <p>In the last 6 months, how often did your child’s personal doctor show respect for what you had to say?</p> <p>In the last 6 months, how often did your child’s personal doctor spend enough time with your child?</p>												
<p style="text-align: center;">Rating of How Well Doctors Communicate - Adult</p> <table border="1"> <caption>Adult Survey Results</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Trillium</td> <td>94.19%</td> </tr> <tr> <td>National Average</td> <td>93.35%</td> </tr> </tbody> </table>	Category	Percentage	Trillium	94.19%	National Average	93.35%	<p style="text-align: center;">Rating of How Well Doctors Communicate - Child</p> <table border="1"> <caption>Child Survey Results</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Trillium</td> <td>94.70%</td> </tr> <tr> <td>National Average</td> <td>93.93%</td> </tr> </tbody> </table>	Category	Percentage	Trillium	94.70%	National Average	93.93%
Category	Percentage												
Trillium	94.19%												
National Average	93.35%												
Category	Percentage												
Trillium	94.70%												
National Average	93.93%												

Based on the results displayed above, Trillium’s Adult population percentage (94.19%) was above the MY 2024 NCOA national average (93.35%) with a difference of +0.84%. Trillium’s Child population percentage (94.70%) was also above the NCOA national average (93.93%) with a difference of +0.77%.

The CAHPS Survey Percentiles for MY 2024 are displayed below and were determined by NCOA via Quality Compass. With the rating of 94.19%, Trillium’s Adult population percentage fell between the 33.33<sup>rd</sup> percentile (92.57%) and the 66.67<sup>th</sup> percentile (94.30%). For this reason, Trillium’s Adult population received a Health Plan rating of 3 out of 5.

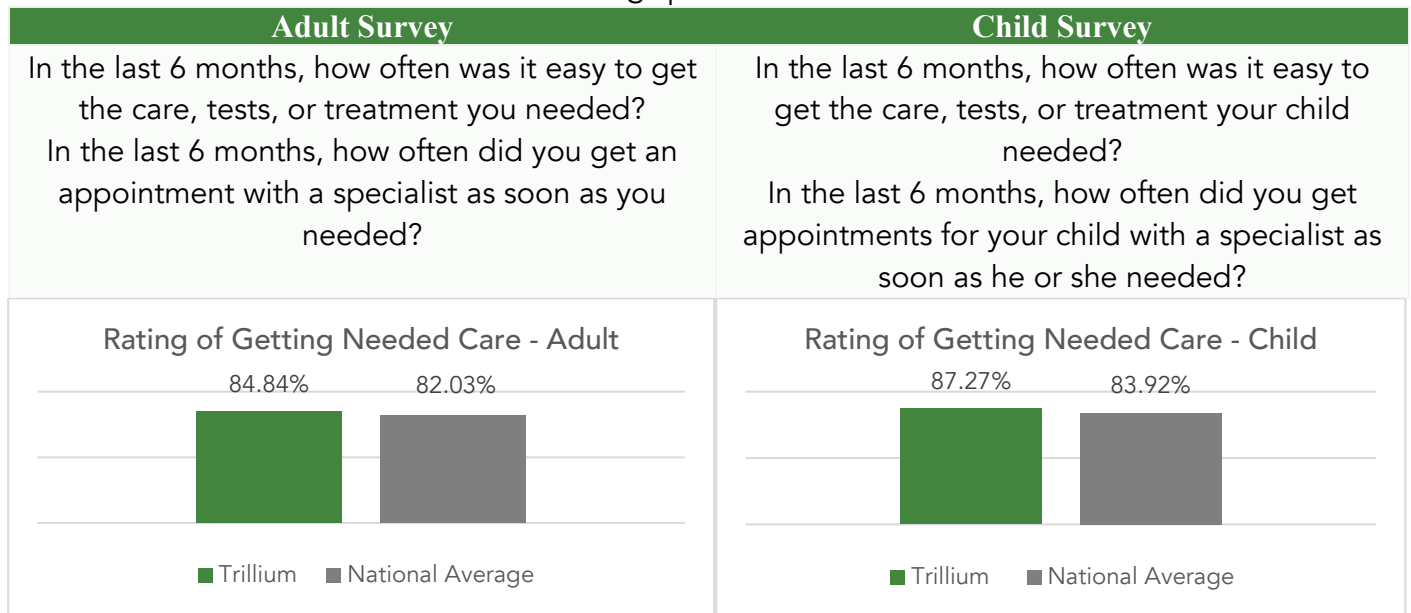


With the rating of 94.70%, Trillium’s Child population percentage also fell between the 33.33<sup>rd</sup> percentile (92.91%) and the 66.67<sup>th</sup> percentile (95.04%). For this reason, Trillium’s Child population received a Health Plan rating of 3 out of 5.



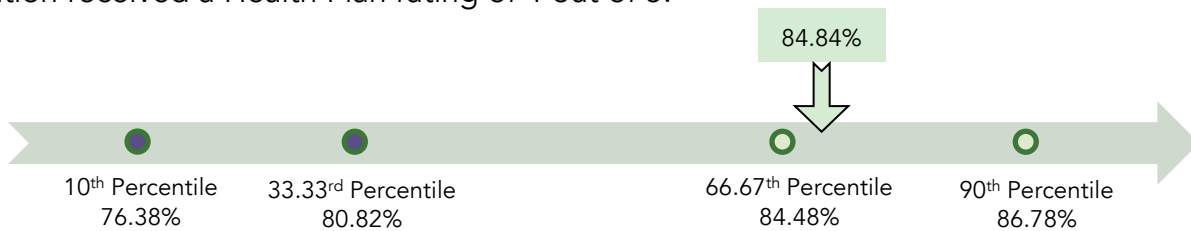
## Getting Needed Care

This measure was derived from the following questions:

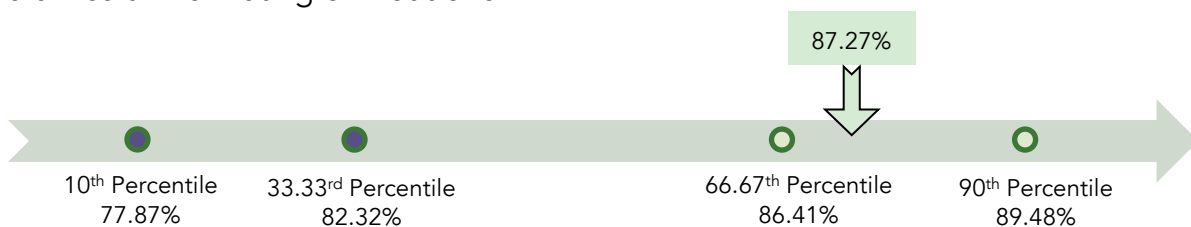


Based on the results displayed above, Trillium’s Adult population percentage (84.84%) was above the MY 2024 NCOA national average (82.03%) with a difference of +2.81%. Trillium’s Child population percentage (87.27%) was also above the NCOA national average (83.92%) with a difference of +3.35%.

The CAHPS Survey Percentiles for MY 2024 are displayed below and were determined by NCOA via Quality Compass. With the rating of 84.84%, Trillium’s Adult population percentage fell between the 66.67<sup>th</sup> percentile (84.48%) and the 90<sup>th</sup> percentile (86.78%). For this reason, Trillium’s Adult population received a Health Plan rating of 4 out of 5.



With the rating of 87.27%, Trillium’s Child population percentage also fell between the 66.67<sup>th</sup> percentile (86.41%) and the 90<sup>th</sup> percentile (89.48%). For this reason, Trillium’s Child population received a Health Plan rating of 4 out of 5.



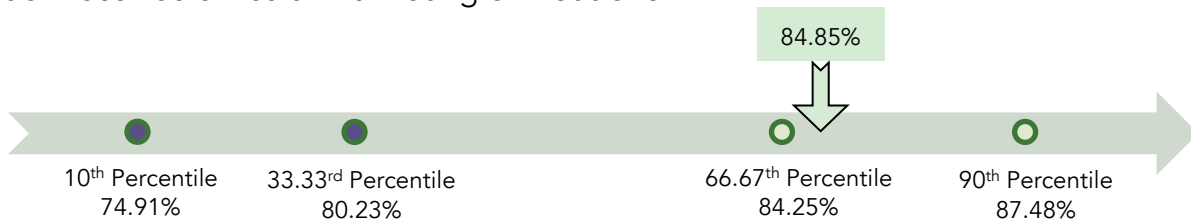
## Getting Care Quickly

This measure was derived from the following questions:

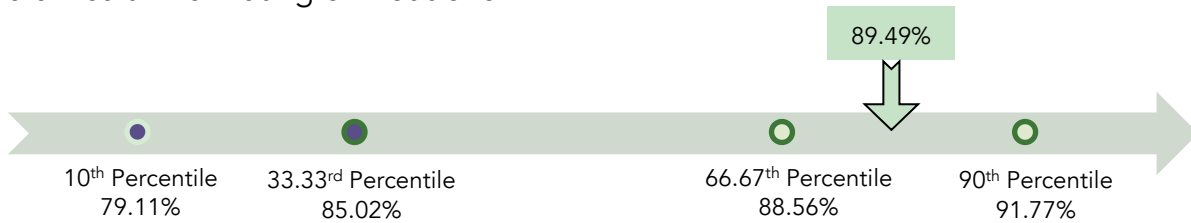
Adult Survey	Child Survey												
<p>In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?</p> <p>In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?</p>	<p>In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?</p> <p>In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?</p>												
<p style="text-align: center;"><b>Rating of Getting Care Quickly - Adult</b></p> <table border="1"> <tr> <th>Category</th> <th>Percentage</th> </tr> <tr> <td>Trillium</td> <td>84.85%</td> </tr> <tr> <td>National Average</td> <td>81.54%</td> </tr> </table>	Category	Percentage	Trillium	84.85%	National Average	81.54%	<p style="text-align: center;"><b>Rating of Getting Care Quickly - Child</b></p> <table border="1"> <tr> <th>Category</th> <th>Percentage</th> </tr> <tr> <td>Trillium</td> <td>89.49%</td> </tr> <tr> <td>National Average</td> <td>86.16%</td> </tr> </table>	Category	Percentage	Trillium	89.49%	National Average	86.16%
Category	Percentage												
Trillium	84.85%												
National Average	81.54%												
Category	Percentage												
Trillium	89.49%												
National Average	86.16%												

Based on the results displayed above, Trillium’s Adult population percentage (84.85%) was above the MY 2024 NCOA national average (81.54%) with a difference of +3.31%. Trillium’s Child population percentage (89.49%) was also above the NCOA national average (86.16%) with a difference of +3.33%.

The CAHPS Survey Percentiles for MY 2024 are displayed below and were determined by NCOA via Quality Compass. With the rating of 84.85%, Trillium’s Adult population percentage fell between the 66.67<sup>th</sup> percentile (84.25%) and the 90<sup>th</sup> percentile (87.48%). For this reason, Trillium’s Adult population received a Health Plan rating of 4 out of 5.

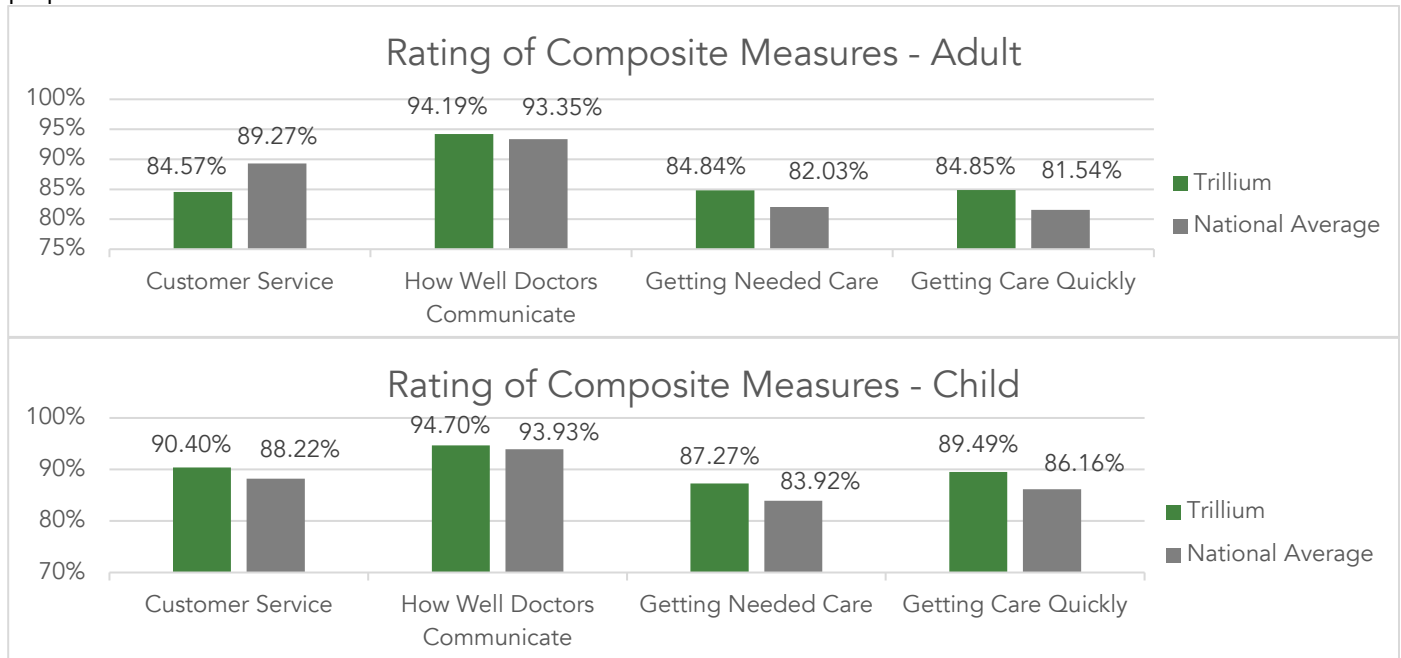


With the rating of 89.49%, Trillium’s Child population percentage also fell between the 66.67<sup>th</sup> percentile (88.56%) and the 90<sup>th</sup> percentile (91.77%). For this reason, Trillium’s Child population received a Health Plan rating of 4 out of 5.



### Composite Measures Summary

The following graphs display the Composite performance measures broken down by Adult/Child population:



This table orders the Composite performance measures based on Health Plan rating and percentage difference. The best performing measures are listed on top.

Population	Measure	Trillium	National Average	% Diff	Health Plan Rating
Child	Getting Needed Care	87.27%	83.92%	3.35%	★★★★☆
Child	Getting Care Quickly	89.49%	86.16%	3.33%	★★★★☆
Adult	Getting Care Quickly	84.85%	81.54%	3.31%	★★★★☆
Adult	Getting Needed Care	84.84%	82.03%	2.81%	★★★★☆
Child	Customer Service	90.40%	88.22%	2.18%	★★★★☆
Adult	How Well Doctors Communicate	94.19%	93.35%	0.84%	★★★★☆
Child	How Well Doctors Communicate	94.70%	93.93%	0.77%	★★★★☆
Adult	Customer Service	84.57%	89.27%	-4.70%	★☆☆☆☆

Trillium is above average and the 33.33<sup>rd</sup> percentile for most composite measures.

However, the Customer Service (adult) is lower than the national average and is under the 33.33<sup>rd</sup> percentile with a Health Plan rating of one. Below are the percentages pertaining to the questions that make up the customer service composite measure:

Customer Service Composite Questions	Trillium	National Average
Question 24: In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	75.76%	78.19%
Question 25: In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	93.38%	91.91%

Trillium's percentage for question 24 is 2.43 percentage points lower than the national average while Trillium is 1.47 percentage points higher than the national average. Question 24 presents an opportunity for improvement.

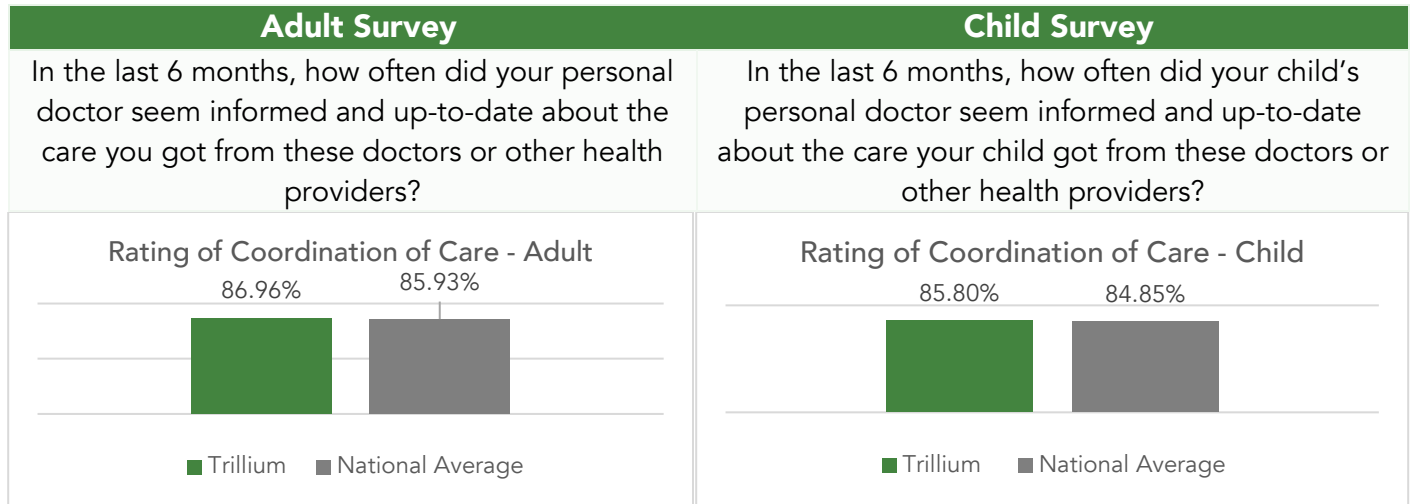
Follow up was completed with the Call Center Department to discuss the *Customer Service (adult)* Composite performance. A barrier to this Composite is Trillium's ratings may be based on information being provided by vendors (Non-Emergency Medical Transportation (NEMT), Pharmacy, and Nurse Advice lines). Trillium staff currently manage the Member and Recipient Service and Behavioral Health Crisis lines. Adults use these vendor lines, particularly NEMT. Many calls received are related to physical health and transportation. This is a variable that may be affecting the adult Customer Service rating.

## Individual Item Measures

Individual Item measures are individual survey questions that did not fit into composite measures. Both a core survey as well as supplemental item sets contain many items that can be reported individually.

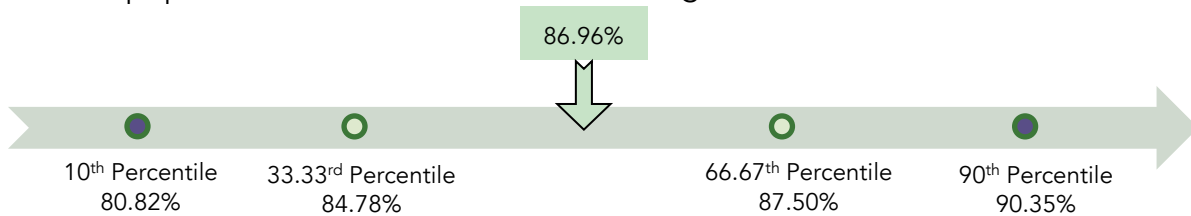
### Coordination of Care

This measure was derived from the following question:

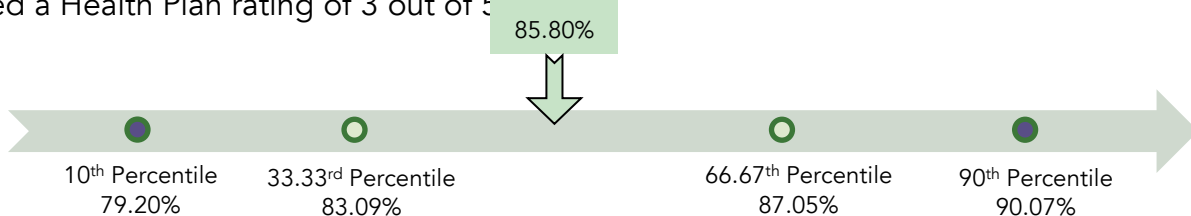


Based on the results displayed above, Trillium's Adult population percentage (86.96%) was above the MY 2024 NCQA national average (85.93%) with a difference of +1.03%. Trillium's Child population percentage (85.80%) was also above the NCQA national average (84.85%) with a difference of +0.95%.

The CAHPS Survey Percentiles for MY 2024 are displayed below and were determined by NCQA via Quality Compass. With the rating of 86.96%, Trillium's Adult population percentage fell between the 33.33<sup>rd</sup> percentile (84.78%) and the 66.67<sup>th</sup> percentile (87.50%). For this reason, Trillium's Adult population received a Health Plan rating of 3 out of 5.

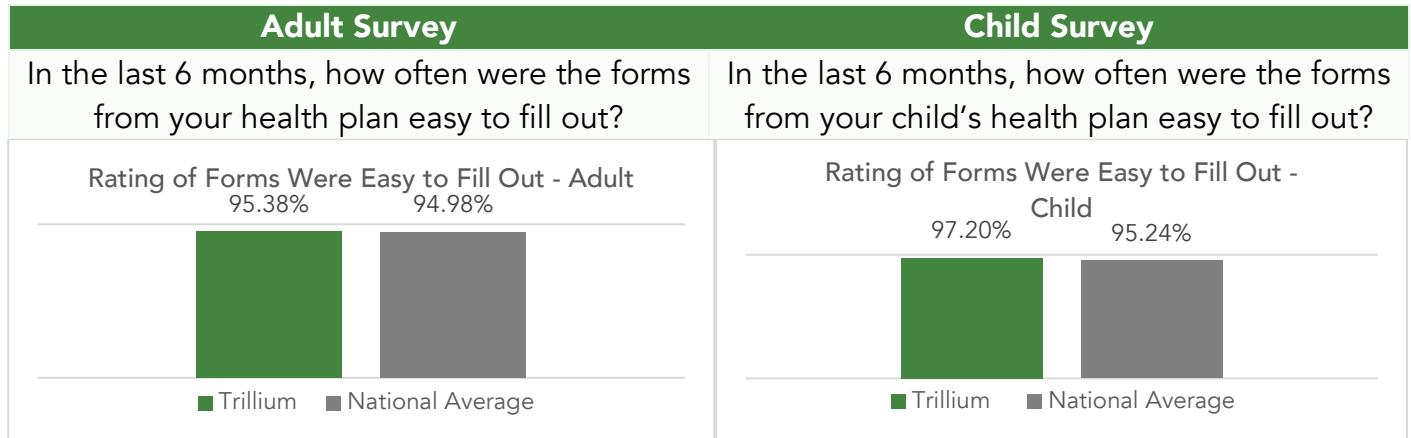


With the rating of 85.80%, Trillium's Child population percentage also fell between the 33.33<sup>rd</sup> percentile (83.09%) and the 66.67<sup>th</sup> percentile (87.05%). For this reason, Trillium's Child population received a Health Plan rating of 3 out of 5.



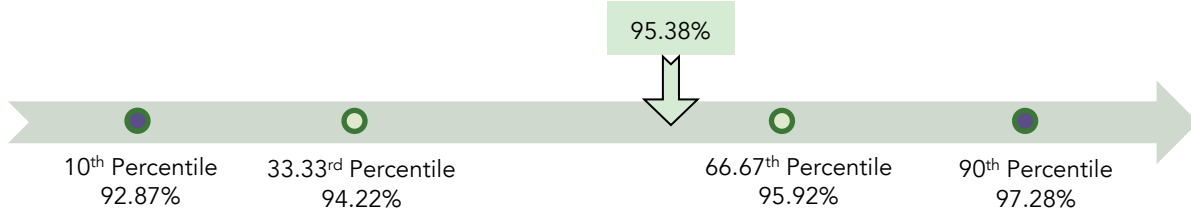
## Forms Were Easy to Fill Out

This measure was derived from the following question:



Based on the results displayed above, Trillium's Adult population percentage (95.38%) was above the MY 2024 NCOA national average (94.98%) with a difference of +0.40%. Trillium's Child population percentage (97.20%) was also above the NCOA national average (95.24%) with a difference of +1.96%.

The CAHPS Survey Percentiles for MY 2024 are displayed below and were determined by NCOA via Quality Compass. With the rating of 95.38%, Trillium's Adult population percentage fell between the 33.33<sup>rd</sup> percentile (94.22%) and the 66.67<sup>th</sup> percentile (95.92%). For this reason, Trillium's Adult population received a Health Plan rating of 3 out of 5.

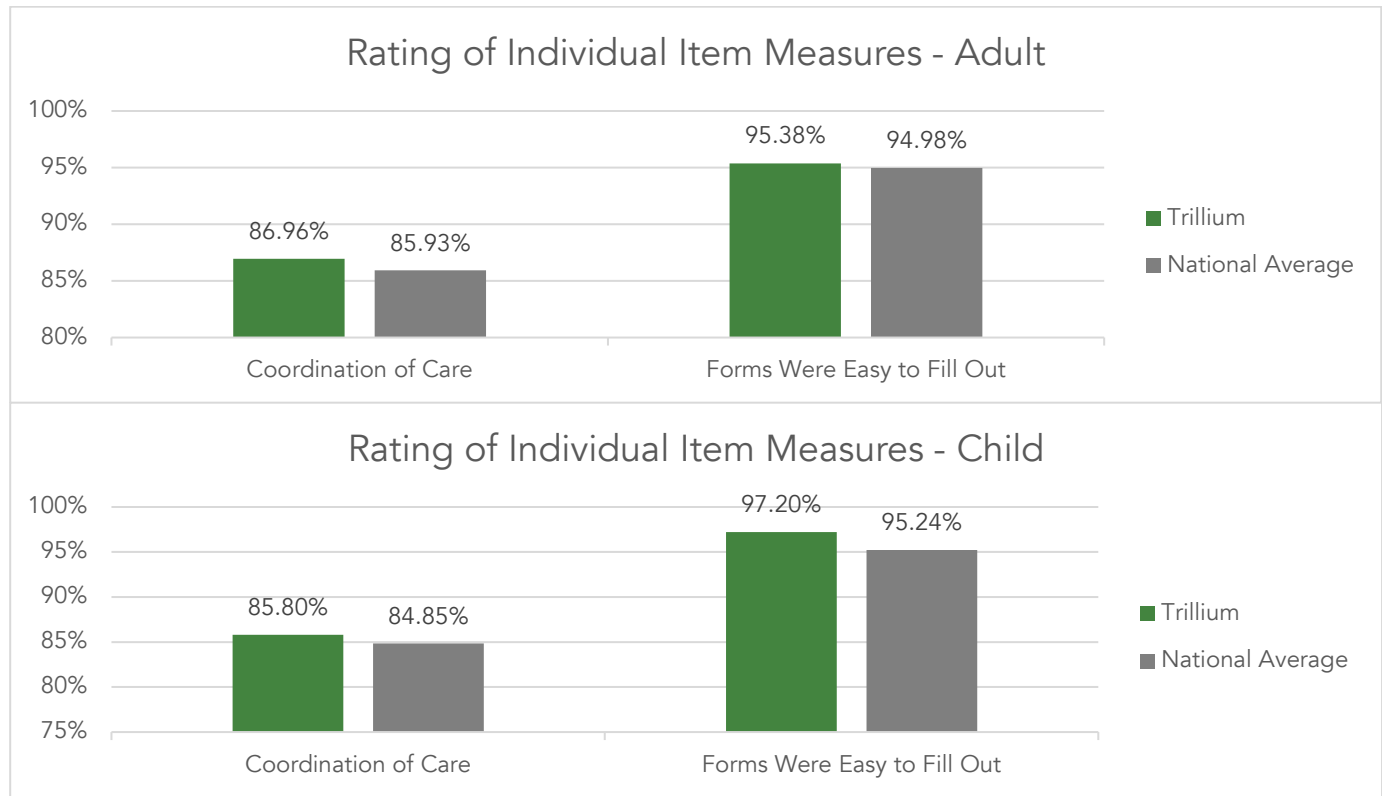


With the rating of 97.20%, Trillium's Child population percentage fell between the 66.67<sup>th</sup> percentile (96.13%) and the 90<sup>th</sup> percentile (97.26%). For this reason, Trillium's Child population received a Health Plan rating of 4 out of 5.



### Individual Item Measures Summary

The following graphs display the Individual Item performance measures broken down by Adult/Child population:



This table orders the Individual Item performance measures based on Health Plan rating and percentage difference. The best performing measures are listed on top.

Population	Measure	Trillium	National Average	% Diff	Health Plan Rating
Child	Forms Were Easy to Fill Out	97.20%	95.24%	1.96%	★★★★☆
Adult	Coordination of Care	89.96%	85.93%	1.03%	★★★☆☆
Child	Coordination of Care	85.80%	84.85%	0.95%	★★★☆☆
Adult	Forms Were Easy to Fill Out	95.38%	94.98%	0.40%	★★★★☆

Trillium is above average and the 33.33<sup>rd</sup> percentile for all individual measures. There are no areas of concern in this domain.

## HEDIS: Medical Assistance with Smoking and Tobacco Use Cessation (MSC)

The CAHPS Survey was the data source for the Medical Assistance with Smoking and Tobacco Use Cessation (MSC) HEDIS measure. This measure assesses different facets of providing medical assistance with smoking and tobacco use cessation.

Along with the three rates, NCQA has a Current Smokers supplemental question. This measure was not part of the Medical Assistance with Smoking and Tobacco Use Cessation (MSC) HEDIS measure. For this reason, this measure did not receive a Health Plan rating and was not considered when strengths and opportunities for improvement were determined.

The three MSC rates are as follows:

### 1. Advising Smokers and Tobacco Users to Quit

A rolling average represents the percentage of members 18 years of age and older who were current smokers or tobacco users and who received advice to quit during the measurement year.

### 2. Discussing Cessation Medications

A rolling average represents the percentage of members 18 years of age and older who were current smokers or tobacco users and who discussed or were recommended cessation medications during the measurement year.

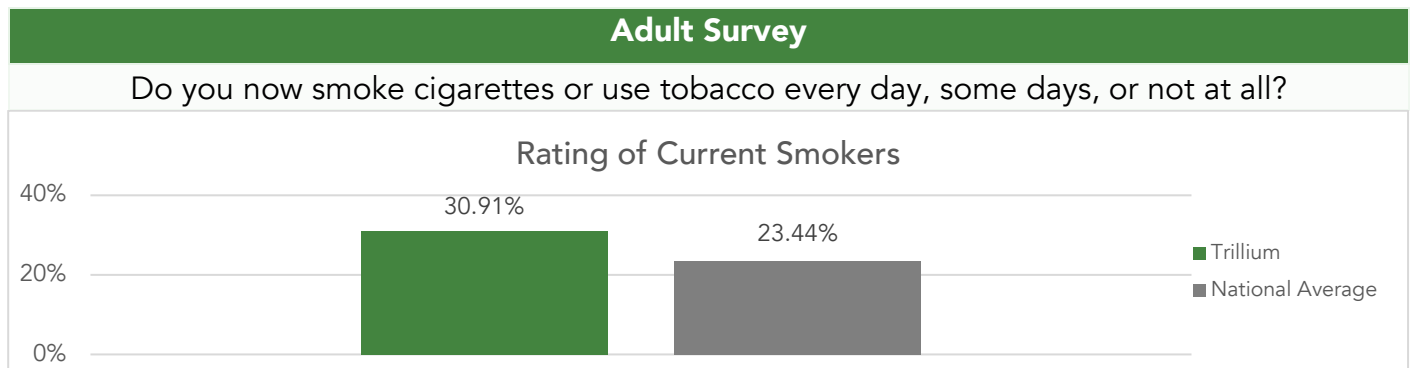
### 3. Discussing Cessation Strategies

A rolling average represents the percentage of members 18 years of age and older who were current smokers or tobacco users and who discussed or were provided cessation methods or strategies during the measurement year.

Note: The Medical Assistance with Smoking and Tobacco Use Cessation (MSC) HEDIS measure was retired from NCQA in 2024. This measure will not be a part of the MY 2025 CAHPS survey.

## Current Smokers

This measure was derived from the following question:



For this measure, a lower percentage is considered good performance. Based on the results displayed above, Trillium’s Adult population percentage (30.91%) was above the MY 2024 NCQA national average (23.44%) with a difference of +7.47%.

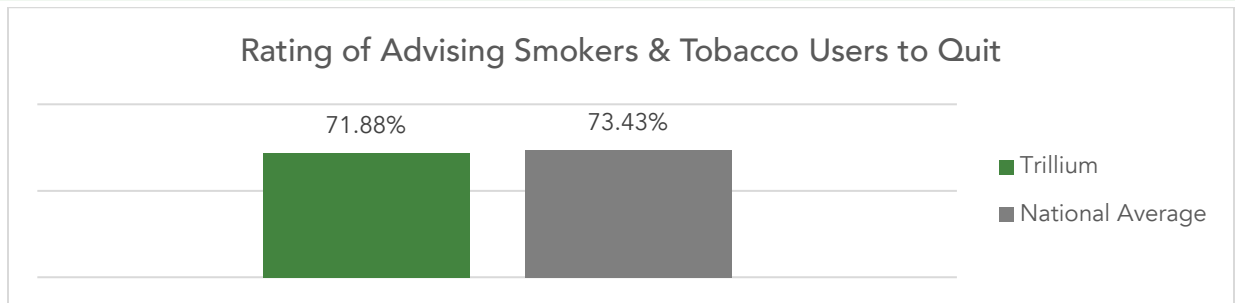
The CAHPS Survey Percentiles for MY 2024 were determined by NCQA via Quality Compass. With the rating of 30.91%, Trillium’s Adult population fell between the 66.67<sup>th</sup> percentile (27.83%) and the 90<sup>th</sup> percentile (33.89%).

### Advising Smokers and Tobacco Users to Quit

This measure was derived from the following question:

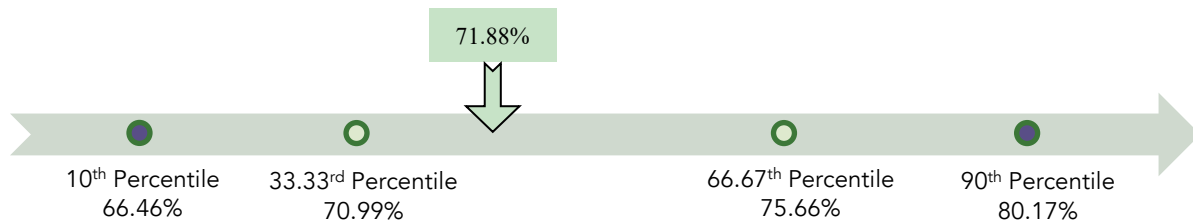
**Adult Survey**

In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?



Based on the results displayed above, Trillium’s Adult population percentage (71.88%) was below the MY 2024 NCQA national average (73.43%) with a difference of -1.55%.

The CAHPS Survey Percentiles for MY 2024 are displayed below and were determined by NCQA via Quality Compass. With the rating of 71.88%, Trillium’s Adult population percentage fell between the 33.33<sup>rd</sup> percentile (70.99%) and the 66.67<sup>th</sup> percentile (75.66%). For this reason, Trillium’s Adult population received a Health Plan rating of 3 out of 5.

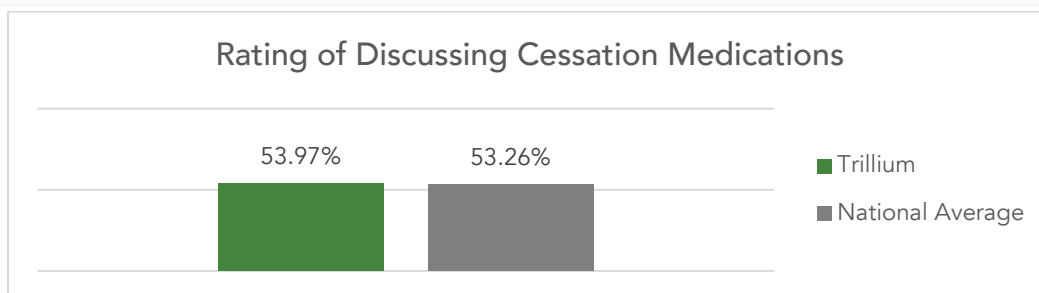


### Discussing Cessation Medications

This measure was derived from the following question:

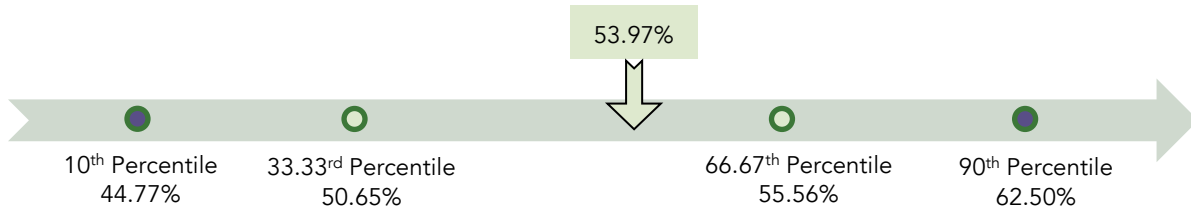
**Adult Survey**

In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?  
 Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.



Based on the results displayed above, Trillium’s Adult population percentage (53.97%) was above the MY 2024 NCQA national average (53.26%) with a difference of +0.71%.

The CAHPS Survey Percentiles for MY 2024 are displayed below and were determined by NCQA via Quality Compass. With the rating of 53.97%, Trillium’s Adult population percentage fell between the 33.33<sup>rd</sup> percentile (50.65%) and the 66.67<sup>th</sup> percentile (55.56%). For this reason, Trillium’s Adult population received a Health Plan rating of 3 out of 5.

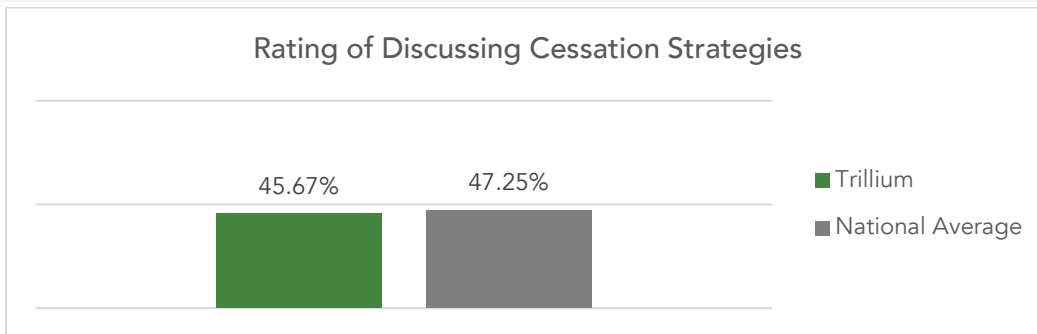


### Discussing Cessation Strategies

This measure was derived from the following question:

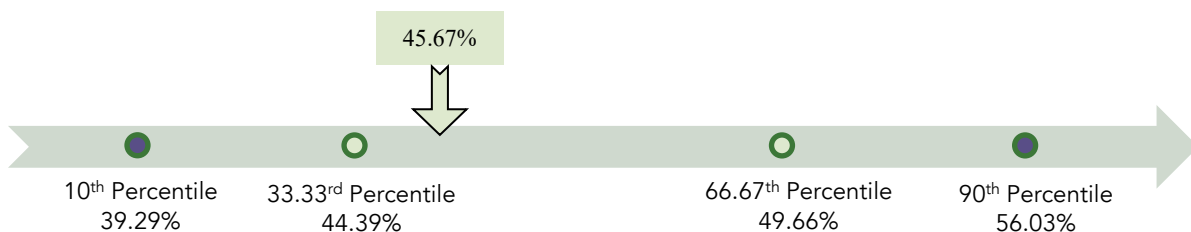
**Adult Survey**

In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.



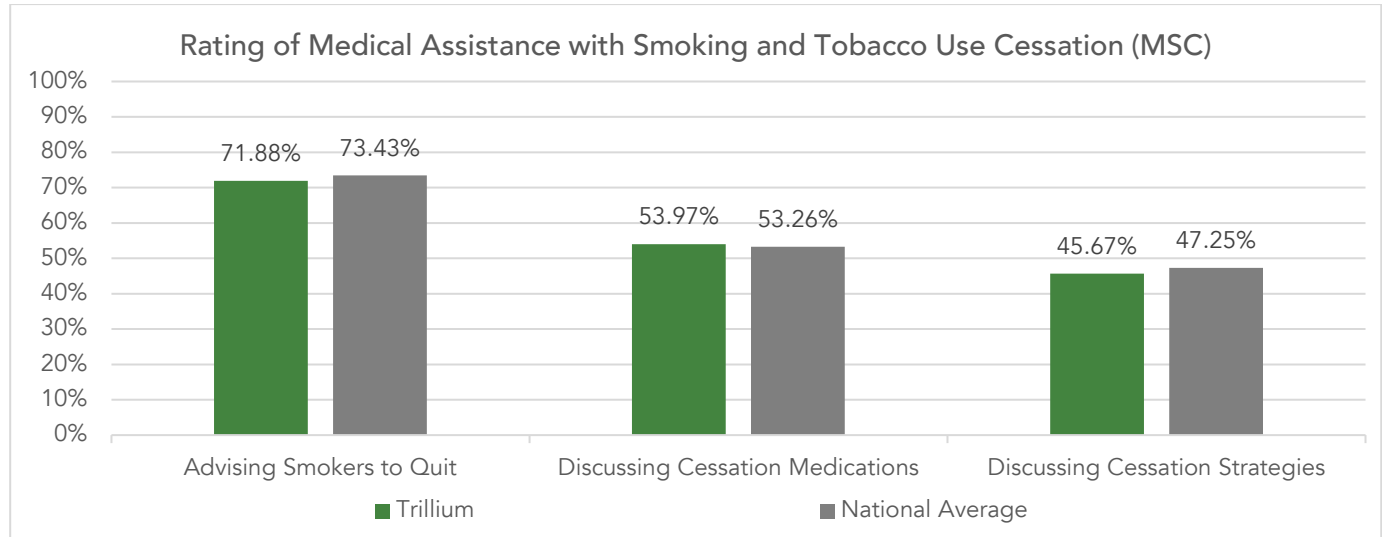
Based on the results displayed above, Trillium’s Adult population percentage (45.67%) was below the MY 2024 NCQA national average (47.25%) with a difference of -1.58%.

The CAHPS Survey Percentiles for MY 2024 are displayed below and were determined by NCQA via Quality Compass. With the rating of 45.67%, Trillium’s Adult population percentage fell between the 33.33<sup>rd</sup> percentile (44.39%) and the 66.67<sup>th</sup> percentile (49.66%). For this reason, Trillium’s Adult population received a Health Plan rating of 3 out of 5.



### Summary

The following graph displays the Medical Assistance with Smoking and Tobacco Use Cessation (MSC) HEDIS measure:



This table orders the Medical Assistance with Smoking and Tobacco Use Cessation (MSC) HEDIS performance measures based on Health Plan rating and percentage difference. The best performing measures are listed on top.

Population	Measure	Trillium	National Average	% Diff	Health Plan Rating
Adult	Discussing Cessation Medications	53.97%	53.26%	0.71%	★ ★ ★ ☆ ☆
Adult	Advising Smokers to Quit	71.88%	73.43%	-1.55%	★ ★ ★ ☆ ☆
Adult	Discussing Cessation Strategies	45.67%	47.25%	-1.58%	★ ★ ★ ☆ ☆

Trillium is above average and the 33.33<sup>rd</sup> percentile for all 3 measures. There are no areas of concern in this domain.

## Strengths and Opportunities for Improvement

Two parameters were chosen to determine Trillium's strengths and opportunities for improvement: Health Plan rating and percentage point difference between Trillium and the NCQA National Average.

The table below displays the performance measures, sorted in descending order by their Health Plan rating first, followed by percentage point difference.

Population	Domain	Measure	Trillium	National Average	% Point Diff	Health Plan Rating
Child	Composite	Getting Needed Care	87.27%	83.92%	3.35%	4
Child	Composite	Getting Care Quickly	89.49%	86.16%	3.33%	4
Adult	Composite	Getting Care Quickly	84.85%	81.54%	3.31%	4
Adult	Composite	Getting Needed Care	84.84%	82.03%	2.81%	4
Child	Composite	Customer Service	90.40%	88.22%	2.18%	4
Child	Individual	Forms Were Easy to Fill Out	97.20%	95.24%	1.96%	4
Adult	Global Rating	Rating of Specialist	69.95%	68.21%	1.74%	3
Adult	Global Rating	Rating of Personal Doctor	71.72%	70.68%	1.04%	3
Adult	Individual	Coordination of Care	86.96%	85.93%	1.03%	3
Child	Individual	Coordination of Care	85.80%	84.85%	0.95%	3
Adult	Composite	How Well Doctors Communicate	94.19%	93.35%	0.84%	3
Child	Composite	How Well Doctors Communicate	94.70%	93.93%	0.77%	3
Adult	MSC	Discussing Cessation Medications	53.97%	53.26%	0.71%	3
Adult	Individual	Forms Were Easy to Fill Out	95.38%	94.98%	0.40%	3
Child	Global Rating	Rating of Personal Doctor	77.81%	77.82%	-0.01%	3
Child	Global Rating	Rating of Specialist	72.62%	73.16%	-0.54%	3
Adult	MSC	Advising Smokers to Quit	71.88%	73.43%	-1.55%	3
Adult	MSC	Discussing Cessation Strategies	45.67%	47.25%	-1.58%	3
Adult	Global Rating	Rating of All Health Care	55.24%	57.71%	-2.47%	2
Adult	Global Rating	Rating of Health Plan	54.89%	61.69%	-6.80%	2
Child	Global Rating	Rating of Health Plan	64.47%	71.86%	-7.39%	2
Adult	Composite	Customer Service	84.57%	89.27%	-4.70%	1
Child	Global Rating	Rating of All Health Care	61.94%	70.90%	-8.96%	1

The top 5 rows contain measures with the greatest strengths. These measures contain the highest combination of Health Plan rating and percentage point difference. The five measures are the following:

1. Getting Needed Care (Child) – 87.27%
2. Getting Care Quickly (Child) – 89.49%
3. Getting Care Quickly (Adult) – 84.85%
4. Getting Needed Care (Adult) – 84.84%
5. Customer Service (Child) – 97.20%

The bottom 5 rows contain measures with the greatest opportunities for improvement. These measures contain the lowest combination of Health Plan rating and percentage point difference. The five measures are the following:

1. Global Rating of All Health Care (Child) – 61.94%
2. Customer Service (Adult) – 84.57
3. Global Rating of Health Plan (Child) – 64.47%
4. Global Rating of Health Plan (Adult) – 54.89%
5. Global Rating of All Health Care (Adult) – 55.24%

## Conclusion

Trillium's Composite ratings for *Getting Needed Care* and *Getting Care Quickly* exceed the National Average for both adults and children surveyed. *Customer Service* and *Forms Were Easy to Fill Out* are also identified strengths for Trillium.

Identified opportunities for improvement include *Customer Service* for adults as well as *Rating of All Health Care* and *Rating of Health Plan* for both adults and children. Trillium's Call Center is currently implementing interventions related to *Customer Service* as part of the Health Plan Services Accuracy and Quality Analysis (ME6). These interventions are tracked on the Quality Assurance and Performance Improvement (QAPI) Work Plan.

Trillium is also beginning the process to build a contracted physical health network, instead of using the network of a partnering Standard Plan. By establishing a physical health network, Trillium aims to improve accessibility, quality, and overall member and provider experience with Trillium as a whole person health plan.

Partnering with Trillium beneficiaries on initiatives such as the annual CAHPS Health Plan survey is just one of the ways that Trillium advances our mission of transforming lives and building community well-being through partnership and proven solutions.

The results provide us with relevant insight about members' experiences which aid the Quality Management team and Trillium in taking actionable steps to develop appropriate interventions to create sustainable change and promote the long-term health and well-being of our members and improve the overall health care experience across our network.

## Next Steps

1. Create summary of report to share with committees.
2. Share report and summary with QIC, GQIC and CAC.
-