

**HealthPlus**  
*The Plus makes all the difference.*

**10<sup>th</sup> National CAHPS<sup>®</sup>  
User Group Meeting**

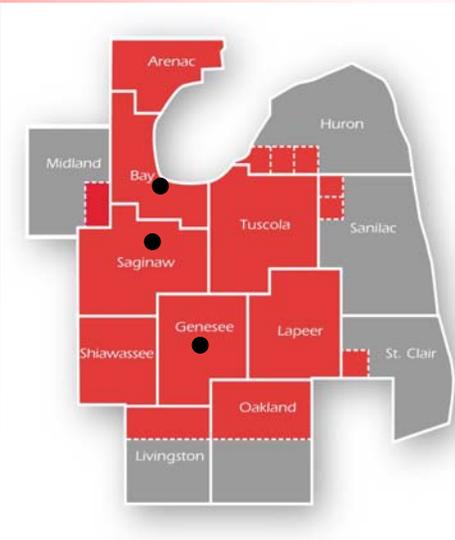
**Real World Implementation Issues  
CAHPS Clinician & Group Field Test  
March 30, 2006**

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**HealthPlus of Michigan**

- Independent HMO
- Commercial, Medicaid, and Medicare Advantage
- NCQA “Excellent”  
4 years in a row
- Provide or administer health insurance for nearly 200,000 members
- PCP Gatekeeper Model



The map shows Michigan counties with HealthPlus service areas highlighted in red. The red counties are Arenac, Bay, Saginaw, Shiawassee, Genesee, Lapeer, Tuscola, and Oakland. Other counties shown in grey are Midland, Huron, Sanilac, St. Clair, and Livingston. Three black dots are placed on the Bay, Saginaw, and Genesee counties.



## **CAHPS Clinician & Group Survey Real World Implementation Issues**

- **No provider surprises:**
  - Not included in 2006 P4P Incentive Model
  - To be included in 2007 P4P Incentive Model
- **Survey administration timing:**
  - Fall / CAHPS Clinician & Group Survey
  - Spring / CAHPS Health Plan Survey
  - Fall / Adult PCPs & Spring / Pediatricians
- **Successful internal and external communication:**
  - Organizations/key stakeholders involved in the Clinician & Group Survey
  - Development, purpose, and project goals of the Clinician & Group Survey
  - Flexible design, opportunity for input, and QI approach