



Measuring the Quality of America's Health Care

CAHPS 3.0H, 4.0H Survey Crosswalk

Introduction

Effective with HEDIS 2007, NCQA adopted the 4.0H version of the CAHPS^{®1} Health Plan Survey, Adult Version to collect information on the experiences of commercial and Medicaid members with the health plan. This document contains three tables to assist survey users in the transition from the 3.0H to the 4.0H version of the survey.

Table 1 Table 1 contains item-by-item revisions, referencing the adult survey for the commercial product line. It provides anticipated trending determinations and, when appropriate, the rationale for the determination. It also indicates whether MCOs seeking accreditation can use results from the item for improvement credit in QI 13.

Table 2 Table 2 contains trending determinations for composites as a whole. It indicates whether MCOs seeking accreditation can use results from the composites as a whole for improvement credit in QI 13.

Table 3 This table provides corresponding question numbers for the commercial and Medicaid CAHPS 3.0H and CAHPS 4.0H surveys.

Trending determinations Trending determinations in this document are initial determinations based on results from focus groups, cognitive testing, field testing and survey expert consensus. NCQA will work with researchers from the Agency for Healthcare Research and Analysis and the NCQA CAHPS Task Force to verify the initial trending determinations after HEDIS 2007 data is received. Because the additional trending analysis occurs after the Accreditation Standards Year has started, eligibility determinations for QI 13 will not change if an initial trending determination changes.

For additional information on the impacts on accreditation scoring, see the memo *CAHPS Health Plan Survey and Accreditation Scoring* posted on the NCQA Web site at <http://www.ncqa.org/Programs/Accreditation/MCO/faq.htm>.

¹CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

CAHPS 3.0H, 4.0H Survey Crosswalk

Table 1: Adult Commercial Survey Crosswalk and Anticipated Trending Impacts

HEDIS 2007 CAHPS 4.0H Survey Question		Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.	Results Eligible for Improvement Credit in QI 13?
1	Our records show that you are now in {INSERT HEALTH PLAN NAME}. Is that right? <input type="checkbox"/> Yes → If Yes, Go to Question 3 <input type="checkbox"/> No	1	No change	Yes	NA
2	What is the name of your health plan? (Please print) _____	2	No change	Yes	NA
NA		3	Question deleted (How many months or years in a row have you been in this health plan? Less than 1 year; At least 1 year but less than 2 years; At least 2 years but less than 5 years; 5 or more years)	No. Question deleted.	NA
Header	YOUR HEALTH CARE IN THE LAST 12 MONTHS				
Intro	These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.				
NA		13	Question deleted (In the last 12 months, did you call a doctor's office or clinic during regular office hours to get help or advice for yourself? Yes; No)	No. Question deleted.	NA
NA		14	Question deleted (In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed? Never; Sometimes; Usually; Always)	No. Question deleted.	No. Question deleted.
3	In the last 12 months, did you have an illness, injury, or condition that <u>needed care right away</u> in a clinic, emergency room, or doctor's office? <input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 5	15	No change	Yes	NA
4	In the last 12 months, when you <u>needed care right away</u> , how often did you get care as soon as you thought you needed? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always	16	Wording changed from: In the last 12 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?	Yes. Wording change is not expected to affect trending.	Yes
NA		17	Question deleted (In the last 12 months, when you needed care right away for an illness, injury, or condition, how long did you usually have to wait between trying to get care and actually seeing a provider? Same day; 1 day; 2 days; 3 days; 4-7 days; 8-14 days; 15 days or longer)	No. Question deleted.	NA

CAHPS 3.0H, 4.0H Survey Crosswalk

<p align="center">HEDIS 2007 CAHPS 4.0H Survey Question</p>	<p align="center">Equivalent 3.0H Question</p>	<p align="center">Summary of Change</p>	<p align="center">Results Trendable? Rationale.</p>	<p align="center">Results Eligible for Improvement Credit in QI 13?</p>
<p>5 In the last 12 months, <u>not</u> counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic? <input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 7</p>	18	<p>Wording changed from: A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for health care. In the last 12 months, not counting the times you needed health care right away, did you many any appointments with a doctor or other health care provider for health care?</p>	<p>Yes. Removal of the definition of health provider is not expected to affect trending.</p>	NA
<p>6 In the last 12 months, <u>not</u> counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p>	19	<p>Wording changed from: In the last 12 months, not counting the times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?</p>	<p>Yes. Wording change is not expected to affect trending.</p>	Yes
NA	20	<p>Question deleted (In the last 12 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment and actually seeing a provider? Same day; 1 day; 2-3 days; 4-7 days; 8-14 days; 15-30 days; 31 days or longer)</p>	<p>No. Question deleted.</p>	NA
NA	21	<p>Question deleted (In the last 12 months, how many times did you go to an emergency room to get care for yourself? None; 1; 2; 3; 4; 5 to 9; 10 or more)</p>	<p>No. Question deleted.</p>	NA
<p>7 In the last 12 months, <u>not</u> counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself? <input type="checkbox"/> None → If None go to Question 13 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 to 9 <input type="checkbox"/> 10 or more</p>	22	<p>Wording changed from: In the last 12 months (not counting the times you went to an emergency room), how many times did you go to a doctor's office or clinic to get care for yourself?</p>	<p>Yes. Replacing parentheses with commas is note expected to affect trending.</p>	NA

CAHPS 3.0H, 4.0H Survey Crosswalk

<p align="center">HEDIS 2007 CAHPS 4.0H Survey Question</p>	<p align="center">Equivalent 3.0H Question</p>	<p align="center">Summary of Change</p>	<p align="center">Results Trendable? Rationale.</p>	<p align="center">Results Eligible for Improvement Credit in QI 13?</p>
<p>8 In the last 12 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always 	NA	New question	NA	NA
<p>9 Choices for your treatment or health care can include choices about medicine, surgery, or other treatment. In the last 12 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 12 	NA	New question	NA	NA
<p>10 In the last 12 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Definitely yes <input type="checkbox"/> Somewhat yes <input type="checkbox"/> Somewhat no <input type="checkbox"/> Definitely no 	NA	New question	NA	NA
<p>11 In the last 12 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice was best for you?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Definitely yes <input type="checkbox"/> Somewhat yes <input type="checkbox"/> Somewhat no <input type="checkbox"/> Definitely no 	NA	New question	NA	NA
NA	25	Question deleted (In the last 12 months, did you need approval from your health plan for any care, tests, or treatment? Yes; No)	No. Question deleted.	NA
NA	26	Question deleted (In the last 12 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan? A big problem; A small problem; Not a problem)	No. Question deleted.	No

CAHPS 3.0H, 4.0H Survey Crosswalk

HEDIS 2007 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.	Results Eligible for Improvement Credit in QI 13?
NA	27	Question deleted (In the last 12 months, how often were you taken to the exam room within 15 minutes of your appointment? Never; Sometimes; Usually; Always)	No. Question deleted.	No
NA	28	Question deleted (In the last 12 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect? Never; Sometimes; Usually; Always)	No. Question deleted.	No
NA	29	Question deleted (In the last 12 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be? Never; Sometimes; Usually; Always)	No. Question deleted.	No
12	34	No change	Yes	Yes
<p>Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 12 months?</p> <p><input type="checkbox"/> 0 Worst health care possible</p> <p><input type="checkbox"/> 1</p> <p><input type="checkbox"/> 2</p> <p><input type="checkbox"/> 3</p> <p><input type="checkbox"/> 4</p> <p><input type="checkbox"/> 5</p> <p><input type="checkbox"/> 6</p> <p><input type="checkbox"/> 7</p> <p><input type="checkbox"/> 8</p> <p><input type="checkbox"/> 9</p> <p><input type="checkbox"/> 10 Best health care possible</p>				
Header	YOUR PERSONAL DOCTOR			
13	4	<p>Wording changed from:</p> <p>A <u>personal doctor or nurse</u> is the health provider who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant.</p> <p>Do you have one person you think of as your personal doctor or nurse?</p>	Yes. Wording change is not expected to affect trending.	NA
		<p>A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No → If No, Go to Question 22</p>		

CAHPS 3.0H, 4.0H Survey Crosswalk

HEDIS 2007 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.	Results Eligible for Improvement Credit in QI 13?
14 In the last 12 months, how many times did you visit your personal doctor to get care for yourself? <input type="checkbox"/> None → If None, go to Question 21 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 to 9 <input type="checkbox"/> 10 or more	NA	New question	NA	NA
15 In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always	31	Wording changed from: In the last 12 months, how often did doctors or other health providers explain things in a way you could understand?	Yes. Wording change is not expected to affect trending.	Yes
16 In the last 12 months, how often did your personal doctor listen carefully to you? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always	30	Wording changed from: In the last 12 months, how often did doctors or other health providers listen carefully to you?	Yes. Wording change is not expected to affect trending.	Yes
17 In the last 12 months, how often did your personal doctor show respect for what you had to say? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always	32	Wording changed from: In the last 12 months, how often did doctors or other health providers show respect for what you had to say?	Yes. Wording change is not expected to affect trending.	Yes
18 In the last 12 months, how often did your personal doctor spend enough time with you? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always	33	Wording changed from: In the last 12 months, how often did doctors or other health providers spend enough time with you?	Yes. Wording change is not expected to affect trending.	Yes

CAHPS 3.0H, 4.0H Survey Crosswalk

HEDIS 2007 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.	Results Eligible for Improvement Credit in QI 13?
19 In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor? <input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 21	NA	New question	NA	NA
20 In the last 12 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always	NA	New question	NA	NA
21 Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor? <input type="checkbox"/> 0 Worst personal doctor possible <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 Best personal doctor possible	5	Wording changed from: Using <u>any number from 0 to 10</u> , where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your personal doctor or nurse?	Yes. Wording change is not expected to affect trending.	Yes
NA	6	Deleted question (Did you have the same personal doctor or nurse before you joined this health plan? Yes; No)	No. Question deleted.	NA
NA	7	Deleted question (Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with? A big problem; A small problem; Not a problem)	No. Question deleted.	No
Header	GETTING HEALTH CARE FROM SPECIALISTS			
Intro	When you answer the next questions, do <u>not</u> include dental visits or care you got when you stayed overnight in a hospital.			

CAHPS 3.0H, 4.0H Survey Crosswalk

HEDIS 2007 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.	Results Eligible for Improvement Credit in QI 13?
<p>22 Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you try to make any appointments to see a specialist?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 26</p>	8	<p>Wording changed from:</p> <p>Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care. In the last 12 months, did you or a doctor think you needed to see a specialist?</p>	Yes. Wording change is not expected to affect trending.	NA
<p>23 In the last 12 months, how often was it easy to get appointments with specialists?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p>	9	<p>Wording changed from:</p> <p>In the last 12 months, how much of a problem, if any, was it to see a specialist that you needed to see?</p> <p><input type="checkbox"/> A big problem <input type="checkbox"/> A small problem <input type="checkbox"/> Not a problem</p>	No. Response choices are not comparable.	No
<p>24 How many specialists have you seen in the last 12 months?</p> <p><input type="checkbox"/> None → If None, Go to Question 26 <input type="checkbox"/> 1 specialist <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 or more specialists</p>	10	<p>Wording changed from:</p> <p>In the last 12 months, did you see a specialist?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	No. However, response choices can be mapped. <i>None</i> maps to <i>No</i> . <i>1 specialist</i> ; <i>2</i> ; <i>3</i> ; <i>4</i> ; <i>5 or more specialists</i> map to <i>Yes</i> .	NA
<p>25 We want to know your rating of the specialist you saw most often in the last 12 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?</p> <p><input type="checkbox"/> 0 Worst specialist possible <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 Best specialist possible</p>	11	<p>Wording changed from:</p> <p>We want to know your rating of the specialist you saw most often in the last 12 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?</p>	Yes. Wording change is not expected to affect trending.	Yes

CAHPS 3.0H, 4.0H Survey Crosswalk

HEDIS 2007 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.	Results Eligible for Improvement Credit in QI 13?
NA	12	Question deleted (In the last 12 months, was the specialist you saw most often the same doctor as your personal doctor? Yes; No)	No. Question deleted.	NA
Header YOUR HEALTH PLAN				
Intro The next questions ask about your experience with your health plan.				
26 In the last 12 months, did you try to get any kind of care, tests, or treatment through your health plan? <input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 28	23	Wording changed from: In the last 12 months, did you or a doctor believe you needed any care, tests, or treatment?	Yes. Wording change is not expected to affect trending.	NA
27 In the last 12 months, how often was it easy to get the care, tests or treatment you thought you needed through your health plan? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always	24	Wording changed from: In the last 12 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary? <input type="checkbox"/> A big problem <input type="checkbox"/> A small problem <input type="checkbox"/> Not a problem	No. Response choices are not comparable.	No
28 In the last 12 months, did you look for any information in written materials or on the Internet about how your health plan works? <input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 30	39	Wording changed from: In the last 12 months, did you look for any information about how your health plan works in written material or on the Internet?	Yes. Wording change is not expected to affect trending.	NA
29 In the last 12 months, how often did the written materials or the Internet provide the information you needed about how your health plan works? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always	40	Wording changed from: In the last 12 months, how much of a problem, if any, was it to find or understand this information? <input type="checkbox"/> A big problem <input type="checkbox"/> A small problem <input type="checkbox"/> Not a problem	No. Response choices are not comparable.	No
30 Sometimes people need services or equipment beyond what is provided in a regular or routine office visit, such as care from a specialist, physical therapy, a hearing aid, or oxygen. In the last 12 months, did you look for information from your health plan on how much you would have to pay for a health care service or equipment? <input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 32	NA	New question	NA	NA

CAHPS 3.0H, 4.0H Survey Crosswalk

HEDIS 2007 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.	Results Eligible for Improvement Credit in QI 13?
<p>31 In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p>	NA	New question	NA	NA
<p>32 In some health plans the amount you pay for a prescription medicine can be different for different medicines, or can be different for prescriptions filled by mail instead of at the pharmacy.</p> <p>In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 34</p>	NA	New question	NA	NA
<p>33 In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p>	NA	New question	NA	NA
<p>34 In the last 12 months, did you try to get information or help from your health plan's customer service?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 37</p>	41	<p>Wording changed from:</p> <p>In the last 12 months, did you call your health plan's customer service to get information or help?</p>	Yes	NA
<p>35 In the last 12 months, how often did your health plan's customer service give you the information or help you needed?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p>	42	<p>Wording changed from:</p> <p>In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?</p> <p><input type="checkbox"/> A big problem <input type="checkbox"/> A small problem <input type="checkbox"/> Not a problem</p>	No. Response choices are not comparable.	No

CAHPS 3.0H, 4.0H Survey Crosswalk

HEDIS 2007 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.	Results Eligible for Improvement Credit in QI 13?
36 In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always	NA	New question	NA	NA
NA	43	Question deleted (In the last 12 months, have you called or written your health plan with a complaint or problem? Yes; No)	No. Question deleted.	NA
NA	44	Question deleted (How long did it take for the health plan to resolve your complaint? Same day; 2-7 days; 8-14 days; 15-21 days; More than 21 days; I am still waiting for it to be settled)	No. Question deleted.	NA
NA	45	Question deleted (Was your complaint settled to your satisfaction? Yes; No)	No. Question deleted.	NA
NA	46	Question deleted (How long have you been waiting for your health plan to resolve your complaint? 1-7 days; 8-14 days; 15-21 days; More than 21 days)	No. Question deleted.	NA
37 In the last 12 months, did your health plan give you any forms to fill out? <input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 39	47	Wording changed from: In the last 12 months, did you have to fill out any paperwork for your health plan?	Yes. Wording change is not expected to affect trending.	NA
38 In the last 12 months, how often were the forms from your health plan easy to fill out? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always	48	Wording changed from: In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan? <input type="checkbox"/> A big problem <input type="checkbox"/> A small problem <input type="checkbox"/> Not a problem	No. Response choices are not comparable.	No

CAHPS 3.0H, 4.0H Survey Crosswalk

HEDIS 2007 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.	Results Eligible for Improvement Credit in QI 13?
39 Claims are sent to a health plan for payment. You may send in the claims yourself, or doctors, hospitals, or others may do this for you. In the last 12 months, did you or anyone else send in any claims for your care to your health plan? <input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 42 <input type="checkbox"/> Don't know → If Don't know, Go to Question 42	35	Wording changed from: Claims are sent to a health plan for payment. You may send in the claims yourself, or doctors, hospitals, or others may do this for you. In the last 12 months, did you or anyone else send in any claims to your health plan?	Yes. Wording change is not expected to affect trending.	NA
40 In the last 12 months, how often did your health plan handle your claims quickly? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always <input type="checkbox"/> Don't know	36	Wording changed from: In the last 12 months, how often did your health plan handle your claims in a reasonable time?	Yes. Wording change is not expected to affect trending.	Yes
41 In the last 12 months, how often did your health plan handle your claims correctly? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always <input type="checkbox"/> Don't know	37	No change	Yes	Yes
NA	38	Question deleted (In the last 12 months, before you went for care, how often did your health plan make it clear how much you would have to pay? Never; Sometimes; Usually; Always)	No. Question deleted.	NA

CAHPS 3.0H, 4.0H Survey Crosswalk

HEDIS 2007 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.	Results Eligible for Improvement Credit in QI 13?
42 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? <input type="checkbox"/> 0 Worst health plan possible <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 Best health plan possible	49	No change	Yes	Yes
Header ABOUT YOU				
43 In general, how would you rate your overall health? <input type="checkbox"/> Excellent <input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor	50	Wording changed from: In general, how would you rate your overall health now?	Yes	NA
44 Have you had a flu shot since September 1, 2006? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know	51	No change	Yes	NA
45 Do you now smoke cigarettes every day, some days, or not at all? <input type="checkbox"/> Every day <input type="checkbox"/> Some days <input type="checkbox"/> Not at all → If Not at all, Go to Question 49 <input type="checkbox"/> Don't know → If Don't know, Go to Question 49	52	No change	Yes	NA

CAHPS 3.0H, 4.0H Survey Crosswalk

<p>HEDIS 2007 CAHPS 4.0H Survey Question</p>	<p>Equivalent 3.0H Question</p>	<p>Summary of Change</p>	<p>Results Trendable? Rationale.</p>	<p>Results Eligible for Improvement Credit in QI 13?</p>
<p>46 In the last 12 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?</p> <ul style="list-style-type: none"> <input type="checkbox"/> None <input type="checkbox"/> 1 visit <input type="checkbox"/> 2 to 4 visits <input type="checkbox"/> 5 to 9 visits <input type="checkbox"/> 10 or more visits <input type="checkbox"/> I had no visits in the last 12 months 	<p>53</p>	<p>No change</p>	<p>Yes</p>	<p>NA</p>
<p>47 On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?</p> <ul style="list-style-type: none"> <input type="checkbox"/> None <input type="checkbox"/> 1 visit <input type="checkbox"/> 2 to 4 visits <input type="checkbox"/> 5 to 9 visits <input type="checkbox"/> 10 or more visits <input type="checkbox"/> I had no visits in the last 12 months 	<p>54</p>	<p>No change</p>	<p>Yes</p>	<p>NA</p>
<p>48 On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?</p> <ul style="list-style-type: none"> <input type="checkbox"/> None <input type="checkbox"/> 1 visit <input type="checkbox"/> 2 to 4 visits <input type="checkbox"/> 5 to 9 visits <input type="checkbox"/> 10 or more visits <input type="checkbox"/> I had no visits in the last 12 months 	<p>55</p>	<p>No change</p>	<p>Yes</p>	<p>NA</p>
<p>49 In the last 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 51 	<p>NA</p>	<p>New question</p>	<p>NA</p>	<p>NA</p>

CAHPS 3.0H, 4.0H Survey Crosswalk

<p align="center">HEDIS 2007 CAHPS 4.0H Survey Question</p>	<p align="center">Equivalent 3.0H Question</p>	<p align="center">Summary of Change</p>	<p align="center">Results Trendable? Rationale.</p>	<p align="center">Results Eligible for Improvement Credit in QI 13?</p>
<p>50 Is this a condition or problem that has lasted for at least 3 months? Do <u>not</u> include pregnancy or menopause. <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p align="center">NA</p>	<p>New question</p>	<p>NA</p>	<p>NA</p>
<p>51 Do you now need or take medicine prescribed by a doctor? Do <u>not</u> include birth control. <input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 53</p>	<p align="center">NA</p>	<p>New question</p>	<p>NA</p>	<p>NA</p>
<p>52 Is this to treat a condition that has lasted for at least 3 months? Do <u>not</u> include pregnancy or menopause. <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p align="center">NA</p>	<p>New question</p>	<p>NA</p>	<p>NA</p>
<p>53 What is your age? <input type="checkbox"/> 18 to 24 <input type="checkbox"/> 25 to 34 <input type="checkbox"/> 35 to 44 <input type="checkbox"/> 45 to 54 <input type="checkbox"/> 55 to 64 <input type="checkbox"/> 65 to 74 <input type="checkbox"/> 75 or older</p>	<p align="center">56</p>	<p>No change</p>	<p>Yes</p>	<p>NA</p>
<p>54 Are you male or female? <input type="checkbox"/> Male <input type="checkbox"/> Female</p>	<p align="center">57</p>	<p>No change</p>	<p>Yes</p>	<p>NA</p>
<p>55 What is the highest grade or level of school that you have completed? <input type="checkbox"/> 8th grade or less <input type="checkbox"/> Some high school, but did not graduate <input type="checkbox"/> High school graduate or GED <input type="checkbox"/> Some college or 2-year degree <input type="checkbox"/> 4-year college graduate <input type="checkbox"/> More than 4-year college degree</p>	<p align="center">58</p>	<p>No change</p>	<p>Yes</p>	<p>NA</p>
<p>56 Are you of Hispanic or Latino origin or descent? <input type="checkbox"/> Yes, Hispanic or Latino <input type="checkbox"/> No, Not Hispanic or Latino</p>	<p align="center">59</p>	<p>No change</p>	<p>Yes</p>	<p>NA</p>

CAHPS 3.0H, 4.0H Survey Crosswalk

<p align="center">HEDIS 2007 CAHPS 4.0H Survey Question</p>	<p align="center">Equivalent 3.0H Question</p>	<p align="center">Summary of Change</p>	<p align="center">Results Trendable? Rationale.</p>	<p align="center">Results Eligible for Improvement Credit in QI 13?</p>
<p>57 What is your race? Please mark one or more.</p> <ul style="list-style-type: none"> <input type="checkbox"/> White <input type="checkbox"/> Black or African-American <input type="checkbox"/> Asian <input type="checkbox"/> Native Hawaiian or other Pacific Islander <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Other 	60	No change	Yes	NA
<p>58 Did someone help you complete this survey?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes → If Yes, Go to Question 59 <input type="checkbox"/> No → Thank you. Please return the completed survey in the postage-paid envelope. 	61	No change	Yes	NA
<p>59 How did that person help you? Check all that apply.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Read the questions to me <input type="checkbox"/> Wrote down the answers I gave <input type="checkbox"/> Answered the questions for me <input type="checkbox"/> Translated the questions into my language <input type="checkbox"/> Helped in some other way 	62	No change	Yes	NA

CAHPS 3.0H, 4.0H Survey Crosswalk

Table 2: CAHPS® 3.0H/4.0H Rating and Composite Trending Determinations

Rating/Composite	Results Trendable? Rationale.	Results Eligible for Improvement Credit in QI 13?
Rating of All Health Care	Yes	Yes
Rating of Health Plan	Yes	Yes
Rating of Personal Doctor	Yes	Yes
Rating of Specialist Seen Most Often	Yes	Yes
Getting Needed Care	No. Trending is impacted due to changes in question and response choice wording, and the deletion of three questions.	No
Getting Care Quickly	No. Trending is impacted due to the deletion of two questions.	Yes
How Well Doctors Communicate	Yes	Yes
Courteous and Helpful Office Staff	No. This composite is dropped from the 4.0H questionnaire.	No
Customer Service	No. Trending is impacted due to changes in question and response choice wording, the addition of one question and the deletion of one question.	No
Claims Processing	Yes	Yes

Table 3: Crosswalk of CAHPS® 4.0H and CAHPS® 3.0H Adult Survey Questions

Adult Commercial			Adult Medicaid	
4.0H	3.0H		4.0H	3.0H
1	1		1	1
2	2		2	2
NA	3		NA	3
NA	6		NA	6
NA	7		NA	7
NA	12		NA	12
NA	13		NA	13
NA	14		NA	14
3	15		3	15
4	16		4	16
NA	17		NA	17
5	18		5	18
6	19		6	19
NA	20		NA	20
NA	21		NA	21
7	22		7	22
8	NA		8	NA
9	NA		9	NA
10	NA		10	NA
11	NA		11	NA
12	34		12	35
13	4		13	4
14	NA		14	NA
15	31		15	32
16	30		16	30
NA	NA		NA	31
17	32		17	33
18	33		18	34

CAHPS 3.0H, 4.0H Survey Crosswalk

Adult Commercial			Adult Medicaid	
4.0H	3.0H		4.0H	3.0H
NA	NA		NA	36
NA	NA		NA	37
NA	NA		NA	38
NA	NA		NA	39
NA	NA		NA	40
NA	NA		NA	41
19	NA		19	NA
20	NA		20	NA
21	5		21	5
22	8		22	8
23	9		23	9
24	10		24	10
25	11		25	11
26	23		26	23
27	24		27	24
NA	25		NA	25
NA	26		NA	26
NA	27		NA	27
NA	28		NA	28
NA	29		NA	29
28	39		28	42
29	40		29	43
30	NA		NA	NA
31	NA		NA	NA
32	NA		NA	NA
33	NA		NA	NA
34	41		30	44
35	42		31	45
36	NA		32	NA
NA	43		NA	46
NA	44		NA	47
NA	45		NA	48
NA	46		NA	49
37	47		33	50
38	48		34	51
39	35		NA	NA
40	36		NA	NA
41	37		NA	NA
NA	38		NA	NA
42	49		35	52
43	50		36	53
44	51		NA	NA
45	52		37	54
46	53		38	55
47	54		39	56
48	55		40	57
49	NA		41	NA
50	NA		42	NA
51	NA		43	NA

CAHPS 3.0H, 4.0H Survey Crosswalk

Adult Commercial			Adult Medicaid	
4.0H	3.0H		4.0H	3.0H
52	NA		44	NA
53	56		45	58
54	57		46	59
55	58		47	60
56	59		48	61
57	60		49	62
NA	NA		NA	63
58	61		50	64
59	62		51	65