

Ha bisogno di supporto con l'assistenza sanitaria, per parlare con noi oppure leggere ciò che le abbiamo inviato? Ci contatti al numero gratuito 1-844-406-2396 per Florida Medicaid, 1-844-405-4298 per Florida Healthy Kids, 1-877-440-3738 per Long-Term Care o 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 1-844-406-2396 в случае Florida Medicaid, 1-844-405-4298 в случае Florida Healthy Kids, 1-877-440-3738 в случае Long-Term Care или TTY 711 чтобы получить эти материалы на другом языке или в другом формате.



How we measure up and why it matters



www.simplyhealthcareplans.com/medicaid

SFL-MEM-0285-18

Keeping track of what matters

We've helped members get access to Medicaid services since 1994. 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 of 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. The results show progress and areas that need to get better. The results also show *you* how Simply Healthcare Plans, Inc. 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
- If members age 12-21 years old got teenage wellness checkups
- If children got well-child checkups and immunizations (shots)



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 (CAHPS®)

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 for both adult and child members.

Join us.

The Hillsborough County Health Education Advisory Committee (HEAC) meets four times a year. This group of members meets to share their ideas with us. It's a great time to meet other members and talk to people from Simply.

Want to join? Please call 1-844-406-2396 (TTY 711) for Florida Medicaid or 1-844-405-4298 (TTY 711) for Florida Healthy Kids or 1-877-440-3738 (TTY 711) for Long-Term Care. Ask for the QM department.

Adult member experience	2015	2016	2017
Getting care quickly	80	77	82
How well doctors communicate	89	90	92
Getting needed care	82	83	81
Customer service	88	85	86
Overall satisfaction with your personal doctor	81	80	81
Overall satisfaction with your specialist	83	84	81
Overall satisfaction with health care	77	76	74
Overall satisfaction with health plan	77	77	71
Child member experience	2015	2016	2017
Getting care quickly	90	89	87
How well doctors communicate	93	92	95
Getting needed care	81	82	79
Customer service	87	91	85
Overall satisfaction with your personal doctor	90	92	90
Overall satisfaction with your specialist	84	84	84
Overall satisfaction with health care	88	89	89
Overall satisfaction with health plan	84	87	85

What does Simply 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 when you need it
2. Sharing information between members and providers
3. Improving your overall satisfaction with our benefits and 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 1-844-406-2396 (TTY 711) for Florida Medicaid or 1-844-405-4298 (TTY 711) for Florida Healthy Kids or 1-877-440-3738 (TTY 711) for Long-Term Care Monday through Friday from 8 a.m. to 7 p.m. Eastern time or write us at:

Quality Management Department
Simply Healthcare Plans, Inc.
4200 W. Cypress St., Ste. 900
Tampa, FL 33607



Simply Healthcare Plans, Inc. 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 1-844-406-2396 for Florida Medicaid, 1-844-405-4298 for Florida Healthy Kids, 1-877-440-3738 for Long-Term Care or 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 1-844-406-2396 para Florida Medicaid, 1-844-405-4298 para Florida Healthy Kids, 1-877-440-3738 para Long-Term Care o 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 1-844-406-2396 pou Florida Medicaid, 1-844-405-4298 pou Florida Healthy Kids, 1-877-440-3738 pou Long-Term Care oswa 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 1-844-406-2396 pour Florida Medicaid, 1-844-405-4298 pour Florida Healthy Kids, 1-877-440-3738 pour Long-Term Care ou TTY 711 afin d'obtenir ceci gratuitement dans d'autres langues ou formats.

1-844-406-2396 (TTY 711) Florida Medicaid
1-844-405-4298 (TTY 711) Florida Healthy Kids
1-877-440-3738 (TTY 711) Long-Term Care