

KelseyCare® Scores High on Enrollee Satisfaction

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®), which grades healthcare quality from the patient's perspective, has rated KelseyCare among the best health benefits plans in three important categories: Health Care, Health Plan, and Personal Doctor.

The CAHPS survey accurately captures customer feedback and expands the scope of information gathered relative to quality of care issues. The survey covers topics that are important to enrollees and focuses on specific areas of quality that enrollees have experience with, such as ease of access to healthcare services and the communication skills of providers.

Enrollees were asked to rate their health plan from 0 “worst health plan possible” to 10 “best health plan possible.”

High ratings, driven by the consumer's point of view, place KelseyCare among the elite of Texas Gulf Coast plans.

Summary of 2019 Ratings

- In the important Health Care Overall category, 66% of KelseyCare enrollees gave the plan a 9 or 10. KelseyCare received the highest “best health care possible” enrollee satisfaction ratings when compared to enrollee satisfaction other healthcare plans in the Houston market and surpassed the state average of 54%.
- In the Health Plan Overall category, 52% of KelseyCare enrollees ranked the plan 9 or 10. KelseyCare received the highest “best health plan possible” enrollee satisfaction ratings when compared to other healthcare plans in the Houston market and surpassed the state average of 40%.
- In the Personal Doctor Overall category, 78% of KelseyCare participants rated their doctor at a 9 or 10, surpassing the state average of 69%.

Background

CAHPS assesses quality from the patient's point of view. It is a consumer satisfaction survey sponsored by the Agency of Healthcare Research and Quality, an agency within the U.S. Department of Health and Human Services designed to improve healthcare quality.

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HEALTH CARE OVERALL

0 = “worst health care possible” to 10 = “best health care possible”

	6 or lower	7 or 8	9 or 10
KelseyCare	7%	27%	66%
STATE AVERAGE	12%	33%	54%
HMO Blue Texas (Houston)	16%	46%	38%
Humana Health Plan of Houston	12%	14%	44%

Source: 2019 CAHPS® 5.0 Member Survey (Adult Commercial - EPO)

HEALTH PLAN OVERALL

0 = “worst health care possible” to 10 = “best health care possible”

	6 or lower	7 or 8	9 or 10
KelseyCare	10%	37%	52%
STATE AVERAGE	24%	36%	40%
HMO Blue Texas (Houston)	27%	46%	26%
Humana Health Plan of Houston	26%	42%	32%

Source: 2019 CAHPS® 5.0 Member Survey (Adult Commercial - EPO)

PERSONAL DOCTOR OVERALL

0 = “worst health care possible” to 10 = “best health care possible”

	6 or lower	7 or 8	9 or 10
KelseyCare	7%	15%	78%
STATE AVERAGE	8%	23%	69%
HMO Blue Texas (Houston)	9%	27%	64%
Humana Health Plan of Houston	6%	26%	70%

Source: 2019 CAHPS® 5.0 Member Survey (Adult Commercial - EPO)