

**NCQA HEDIS<sup>®</sup> MY 2024 CAHPS 5.1H Data Submission  
Adult Medicaid Survey Results Report - NCQA Calculations**

Final

Product  
Survey Vendor  
Organization Name

1  
HMO  
Health Services Advisory Group, Inc. (HSAG)  
Kern Health Systems

**Survey Attributes**

Healthcare Organization Name	Kern Health Systems
Survey Mode	Mail Only
Sample Frame Size	208676
Oversampling Rate	121
Final Sample Size: Includes Oversampling	2984
Number Complete and Eligible	295
Number Incomplete or Ineligible	2689
Reporting Medical Assistance With Smoking and Tobacco Use Cessation? Yes	
Number of Supplemental Questions	0
Total Response Rate	9.93%
HEDIS Compliance Audit Sample Frame Validation Result	Supports reporting

National Committee for Quality Assurance

5/21/2025

HEDIS Measurement Year 2024

HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance

CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality

Product  
Survey Vendor  
Organization Name

HMO  
Health Services Advisory Group, Inc. (HSAG)  
Kern Health Systems

Ratings	8+9+10				9+10			
	Rate	Numerator	Denominator	Variance	Rate	Numerator	Denominator	Variance
Q8. Rating of All Health Care	79.33%	142	179	0.1649	60.34%	108	179	0.2407
Q18. Rating of Personal Doctor	88.41%	183	207	0.103	73.43%	152	207	0.1961
Q22. Rating of Specialist Seen Most Often	88%	110	125	0.1065	67.2%	84	125	0.2222
Q28. Rating of Health Plan	79.58%	230	289	0.163	62.28%	180	289	0.2357

Composites and Individual Items	Always + Usually	Numerator	Denominator	Variance	Always	Numerator	Denominator	Variance	Never + Sometimes	Numerator	Denominator	Usually	Numerator	Denominator
<b>Getting Care Quickly</b>														
Q4. Got care as soon as needed when care was needed right away	82%	82	100		56%	56	100							
Q6. Got check-up/routine appointment as soon as needed	79.67%	145	182		47.25%	86	182							
<b>Getting Needed Care</b>														
Q9. Ease of getting care, tests or treatment	87.36%	159	182		53.3%	97	182							
Q20. Got appointment with specialist as soon as needed	81.2%	108	133		39.85%	53	133							
<b>How Well Doctors Communicate</b>														
Q12. Personal doctor explained things	91.62%	164	179		65.36%	117	179							
Q13. Personal doctor listened carefully	92.13%	164	178		75.28%	134	178							
Q14. Personal doctor showed respect	93.79%	166	177		80.23%	142	177							
Q15. Personal doctor spent enough time	88.7%	157	177		58.76%	104	177							
<b>Coordination of Care</b>														
Q17. Coordination of Care	83.76%	98	117	0.1372	44.44%	52	117	0.249	16.24%	19	117	39.32%	46	117
<b>Customer Service</b>														
Q24. Customer service provided information or help	82.17%	106	129		49.61%	64	129							
Q25. Customer service treated member with courtesy and respect	95.35%	123	129		74.42%	96	129							
<b>Forms Were Easy to Fill Out</b>														
Q27. Health plan forms were easy to fill	94.33%	266	282		82.62%	233	282							

National Committee for Quality Assurance  
5/21/2025

HEDIS Measurement Year 2024

HEDIS® is a registered trademark of the National Committee for Quality Assurance

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality

NCQA HEDIS® MY 2024 CAHPS 5.1H Data  
Adult Medicaid Survey Results Report - NCQA Calculations

Product: HMO  
Survey Vendor: Health Services Advisory Group, Inc. (HSAG)  
Organization Name: Kern Health Systems

Experience of Care	Always + Usually	Variance	Always	Usually	Never + Sometimes	Variance
Getting Care Quickly	80.84%	0.0008	51.63%	29.21%	19.16%	0.0013
Getting Needed Care	84.28%	0.0006	46.57%	37.71%	15.72%	0.0011
How Well Doctors Communicate	91.56%	0.0003	69.91%	21.65%	8.44%	0.0008
Customer Service	88.76%	0.0004	62.02%	26.74%	11.24%	0.0013

National Committee for Quality Assurance

5/21/2025

HEDIS Measurement Year 2024

HEDIS® is a registered trademark of the National Committee for Quality Assurance

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality

NCQA HEDIS® MY 2024 CAHPS 5.1H Data Submission Final  
Adult Medicaid Survey Results Report - NCQA Calculations

Product HMO  
Survey Vendor Health Services Advisory Group, Inc. (HSAG)  
Organization Name Kern Health Systems

Medical Assistance With Smoking and Tobacco Use Cessation	Rate	Year 1		Year 2	
		Numerator	Denominator	Numerator	Denominator
Advising Smokers and Tobacco Users to Quit	NA	17	27	23	32
Discussing Cessation Medications	NA	9	28	16	32
Discussing Cessation Strategies	NA	8	28	12	32
Percent Current Smokers	11.26%			33	293

National Committee for Quality Assurance

5/21/2025

HEDIS Measurement Year 2024

HEDIS is a registered trademark of the National Committee for Quality Assurance

CAHPS is a registered trademark of the Agency for Healthcare Research and Quality