The State of North Carolina

Division of Medical Assistance

2014 DHHS Consumer Satisfaction Survey Results

MAY 2015

The Carolinas Center
for Medical Excellence

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Introduction

As the External Quality Review Organization (EQRO) for the North Carolina Department of Health and Human Services, Division of Medical Assistance (DMA), The Carolinas Center for Medical Excellence (CCME) was contracted to conduct a satisfaction survey of the consumers participating in the 1915(b)(c) Medicaid Waiver program. This survey allows the State and the health plans to measure how well they are meeting consumers' expectations and needs. Implementation was conducted in compliance with the regulations in the Balanced Budget Act of 1997 (BBA) that govern Medicaid managed care programs as described in federal regulations.[1] CCME used the protocol developed by the Centers for Medicare & Medicaid Services (CMS) titled EQR Protocol 4 Validation and Implementation of Surveys, version 2.0 dated September 2012, to conduct and analyze this survey for DMA. This report summarizes the results of the 2014 Consumer Satisfaction Survey.

Purpose

The purpose of the survey is to assess consumer perceptions of the nine LME/MCOs in North Carolina. The results from this survey assist DMA in assessing the LME/MCOs ability to monitor both the quality of mental health and substance abuse services and the quality of service provided by these plans.

Survey Description

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) program, which is funded by the Agency for Healthcare Research & Quality (AHRQ), supports and provides surveys for assessing different healthcare settings.[2] In preparation for the 2014 survey, DMA chose the CAHPS adult and child versions of the Experience of Care and Health Outcomes (ECHO®) Survey for Managed Behavioral Healthcare Organizations, version 3.0; specifically, surveys 252A (Adult – English), 252B (Adult – Spanish), and 255 (Child). Copies of the surveys used can be found in *Appendix A: Example Surveys*. Each survey has over 50 questions each that provide specific details and insight into the counseling and treatment members receive as well as the quality of health care services provided by their health plan.

Survey Implementation

CCME administered the survey using a paper direct mail strategy with phone follow up. The goal was to receive 400 (combination of the Adult and Child surveys) completed responses per plan. **Table 1,** *Survey Activities Timeline*, provides an overview and timeline of the survey activities.

Table 1 – Survey Activities Timeline

Task	Month / Year
Developed distribution and sampling plan	April – May 2014
DMA selected the CAHPS ECHO survey	June 2014
Requested consumer data from each LME / MCO	July 2014

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[1] Title 42 of the Code of Federal Regulations, part 438 et seq.
[2] Additional information regarding the CAHPS surveys can be found at the following AHRQ website: https://cahps.ahrq.gov/index.html . Specific information regarding the ECHO survey can be accessed at: https://cahps.ahrq.gov/surveys-guidance/echo/index.html .

Table 1 – Survey Activities Timeline

Task	Month / Year
Consumer data cleaned, formatted, and randomized for each LME / MCO	August 2014
Surveys reformatted to machine scan-able versions	July – August 2014
Initial introduction postcard mailed out	October 31, 2014
Returned postcards processed	November 2014
Surveys mailed	December 2014 and February 2015
Processed returned surveys	December 2014 – March 2015
Created draft report template and submitted to DMA for approval	January 2015
Phone calls to survey non respondents	April 2015
Survey closed	April 30, 2015

CCME requested beneficiary contact information from each of the nine plans in NC on their 1915(b)(c) Medicaid Waiver beneficiaries. This request was for the complete list of all consumers that received services through their networks from July 2013 through June 2014. Information such as the following was contained in the request:
- Beneficiary Full Name
- Beneficiary Gender
- Beneficiary Date of Birth
- Date of Last Service for Mental Health, Substance Abuse, or Developmental Disability
- Beneficiary Address and Phone number
- Guardian information for those under 18 years old
- Language preference for beneficiary or their guardian

A full copy of the request can be seen in *Appendix B: File Layout for Requested Data from Plans* of this report.

Completed Survey Methodology

For the analysis, we limited responses to only those responses that are considered "complete" based on AHRQ's methodology. This methodology was adopted from Appendix B of the ECHO Survey and Reporting Kit 2004 from AHRQ. The methodology identifies key questions across the survey and then requires that 50 percent of those key questions have responses to be considered a complete response.

Because the Adult and Child surveys are slightly different, each version has a different list of key questions. **Table 2**, *Key Survey Questions*, contains the list of key questions for the Adult and Child surveys. If key questions were skipped as part of the survey logic and not just left blank by the respondent, that question was not considered as part of the completion calculation. This potentially lowers the number of completed questions needed for that survey response to be considered complete.

Table 2 – Key Survey Questions

Version	Question Number	Total Number of Key Questions	Minimum Number Needed for a Complete Survey
Adult	1, 2, 4, 6, 9, 16, 26, 28, 30, 35, 38, 40, 44, 45, 46, 47, 48, 49	18	9
Child	1, 2, 4, 6, 9, 16, 27, 29, 31, 36, 39, 41, 47, 48, 49, 50, 51	17	9

Survey Sample and Response Rate

CCME used an adjustment rate of 15 percent (this rate includes an estimated response rate and adjustment for bad addresses in the population files) which is based on historical experience, actual rates for similar surveys, and evidence in the literature. Using this adjustment rate, a sample size of 2,400 per plan was calculated in order to reach the goal of 400 completed surveys per plan. This sample was randomly drawn from each plan's population and the aggregation of the nine plans samples made up the file used to distribute the survey. Additional beneficiaries were randomly added to each plan's sample as the rate of bad addresses increased, so more than 2,400 beneficiaries in each plan actually received a survey.

Table 3 – Final Response Rate and Number of Completed Surveys by Plan

Plan	Total Number of Surveys Returned	Total Number of Beneficiaries Surveyed	Survey Response Rate	Number of Completed Surveys	Percent of Completed Surveys
Alliance Behavioral Healthcare	386	3,004	12.8%	311	80.6%
Cardinal Innovations Healthcare Solutions	424	3,029	14.0%	350	82.5%
CenterPoint Human Services	401	3,144	12.8%	332	82.8%
CoastalCare	377	3,046	12.4%	308	81.7%
East Carolina Behavioral Health	460	3,024	15.2%	385	83.7%
Eastpointe	508	3,041	16.7%	412	81.1%

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Table 3 – Final Response Rate and Number of Completed Surveys by Plan

| Plan	Total Number of Surveys Returned	Total Number of Beneficiaries Surveyed	Survey Response Rate	Number of Completed Surveys	Percent of Completed Surveys
Partners Behavioral Health Management	412	3,014	13.7%	334	81.1%
Sandhills Center	380	3,032	12.5%	304	80.0%
Smoky Mountain Center	411	3,101	13.3%	329	80.0%
TOTALS	**3,759**	**27,435**	**13.7%**	**3,065**	**81.5%**

Survey Respondents Demographics

The fielded survey contained questions that help describe the population which responded to the survey. The following graphics show the aggregate composite of the respondents in regards to age, gender, race, and overall health rating. It should be noted that the child version of the survey was intended to be completed for the child and not by the child. In this report, for simplicity, this distinction is not directly addressed in each case.

Figure 1, *Demographics: Respondent Age*, describes the age ranges of the respondents. Around 30 percent of responses were for children up to age 17. In **Figure 2**, *Demographics: Respondent* Gender, at 55 percent, we see that the majority of the responses were by or for females. **Figure 3**, *Demographics: Respondent Race*, displays the race distribution of respondents, accounting for the fact that respondents could choose more than one option. This distribution shows that the vast majority of respondents consider themselves as *White* or *African-American*.

In addition to the normal demographics, the ECHO survey also provides the respondents the ability to report on their overall health as categorized by *Excellent*, *Very Good*, *Good*, *Fair*, and *Poor*. The two extreme categories both fall under ten percent of the respondents, while the majority (34 percent) considers their health in the *Good* category. This is graphically represented in **Figure 4**, *Demographics: Respondent Overall Health Rating*.

Figure 1 - Demographics: Respondent Age
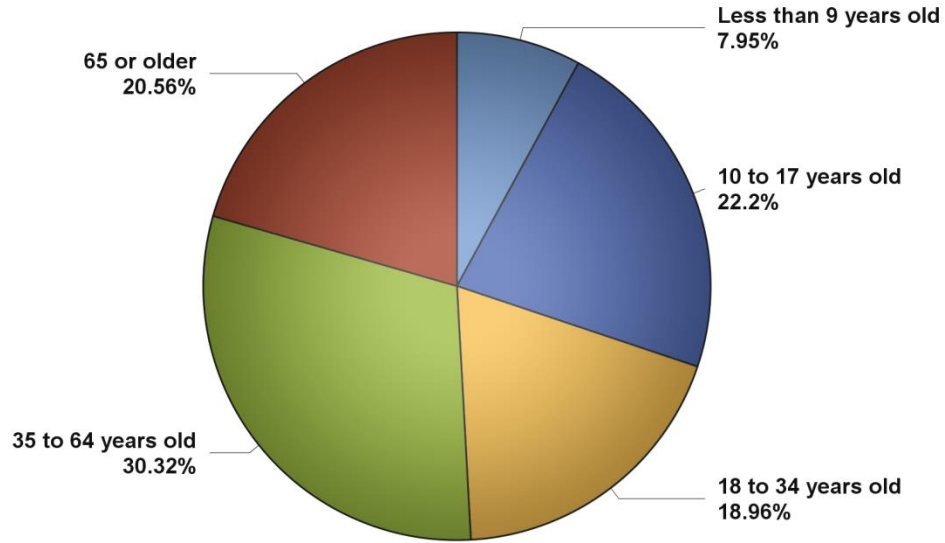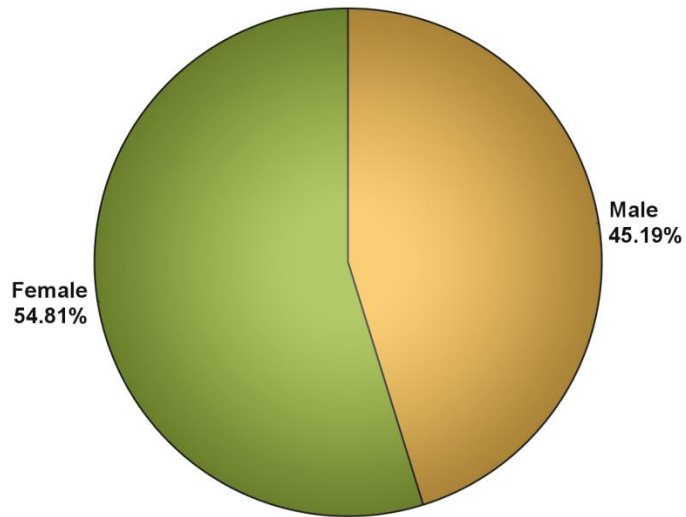
Less than 9 years old
7.95%

10 to 17 years old
22.2%

18 to 34 years old
18.96%

35 to 64 years old
30.32%

65 or older
20.56%

Figure 2 - Demographics: Respondent Gender

Male
45.19%

Female
54.81%

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Figure 3 - Demographics: Race

Race	Percent
White	53.90%
Black or African-American	35.92%
Asian	0.65%
Native Hawaiian or Other Pacific Islander	0.33%
American Indian or Alaska Native	3.36%
Other	3.49%

Figure 4 - Demographics: Respondent Overall Health Rating

Rating	Percent
Excellent	9.23%
Poor	7.81%
Very good	22.21%
Fair	26.51%
Good	34.25%

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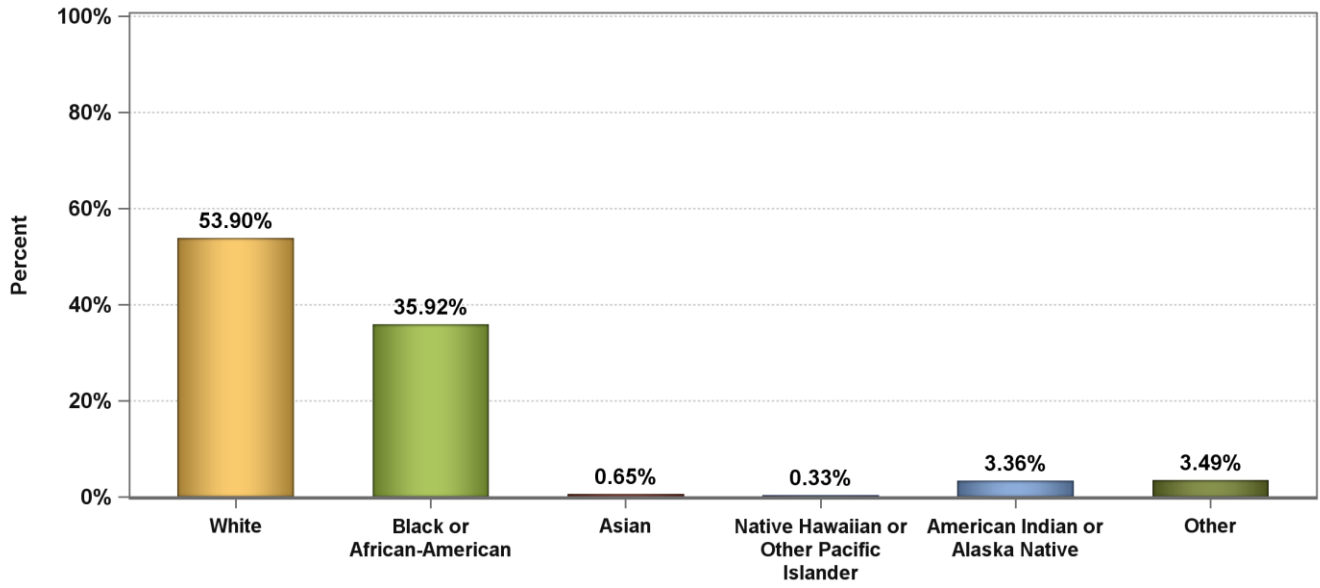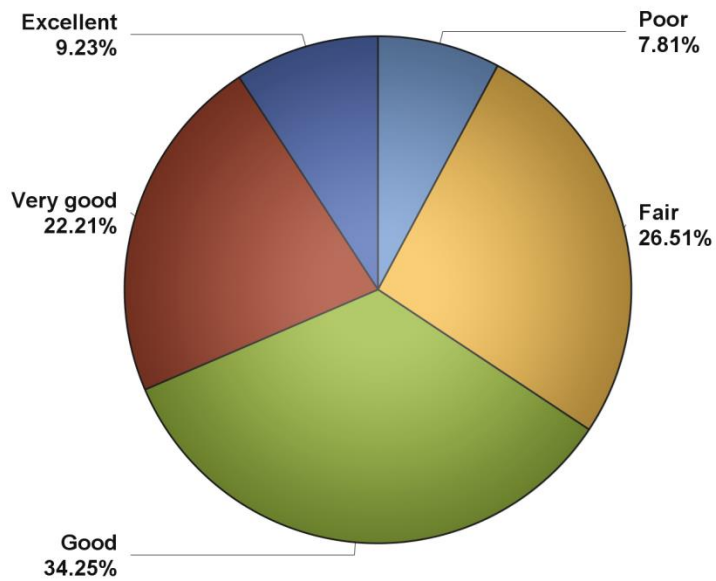
Overview of Analysis

AHRQ, as part of the tool kit distributed with the ECHO survey, distributes instructions that describe what measures should be reported from the survey results and the methods used to calculate those measures. The following sections describe these measures in detail along with their results.

The reportable measures for ECHO surveys fall into three categories: Global Ratings, Composite Measures, and Single Item Measures. Global Ratings are measures of overall ranking of health plans or treatments depending of the version of the survey used. For this implementation of the mental and behavioral health version of the ECHO, there is one Global Rating regarding the quality of counseling and treatment that the respondents received.

Composite Measures are aggregates of multiple questions that measure similar dimensions of care and treatment using the same scale. This process normalizes variations in the responses across similar questions so the results are not skewed by inconsistencies in responses across similar questions. In this version of the survey five composites are reported and the number of questions used to calculate these measures range from two to six questions.

Single Item Measures are single question measures that have been selected as key topics to track from the survey.

In addition to measure calculations, AHRQ has laid out the way to analyze the child and adult surveys together. This involves combining like questions from the two surveys so they are analyzed as one. This "crosswalk" between the two surveys has been included for information purposes as a part of *Appendix C: Reportable Measure Definitions and Crosswalk*.

As part of the analysis, controls are included for the survey type, in addition to the age and overall health rating of the respondents. This helps ensure that the results seen are actual differences in health plans and not confounded with differences in survey, age, or health of the respondent. For more information regarding the analysis, please refer to "Instructions for Analyzing CAHPS® Data: Using the CAHPS Analysis Program" available from AHRQ by requesting the ECHO survey toolkit.

The actual analysis was run using SAS software version 9.4 using version 4.1 of the CAHPS Analysis Program. The complete, raw output of the analysis program is included in *Appendix D: Complete Output from CAHPS Analysis Program*.

With each measure section, up to three items accompany the narrative. First, a table is provided that has reference information about the measure. The table provides the survey question(s) that relate to the measure; the various question numbers of that survey question(s); and the valid responses for the question and any changes that had to be made to the valid responses for the analysis.

Second, a bar chart is included to graphically represent the measure results. The first bar in the chart is the overall mean of the measure for the state while the bars that follow are the individual plans' results. Plans with measures that are statistically higher (α=.05) than the overall mean have their measure values printed in green. Those in red are statistically lower than the overall mean. Black values indicate any differences that exist are not statistically significant. Please note that the red and green colors are used here as contrast colors and are not intended to impose a value judgment on the actual measure value. Those judgments depend on whether increasing or decreasing the value is appropriate for that measure.

For measures other than those reporting just "Yes/No", the last item included with each measure is a breakdown of the valid response seen in the results by each plan. This provides additional information about how each plans' respondents were distributed among each measure's valid responses. For

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measures with "Yes/No" valid responses the bar chart and table would provide the same information, therefore the table is omitted.

AHRQ recommends that all the plans in the analysis have at least 100 cases for that measure before the statistical analysis comparing each plan to the overall mean is considered valid. In such cases, results will still be presented; however, a note will be in the narrative explaining this requirement was not met for that measure.

Global Rating of Counseling and Treatment

General Measure Information

Survey Question(s)	Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your counseling or treatment in the last 12 months?
Question Numbers Adult / Child / Cross	AQ28 / CQ29 / CW32
Valid Responses	Rating scale between 0 to 10 (recoded for analysis as: 0 to 6 = 1; 7 to 8 = 2; and 9 to 10 = 3)

The average person in the survey felt above average in regards to the counseling and treatment they received over the last 12 months. The majority of the plans did not deviate significantly from this mean. CoastalCare had an adjusted mean statistically higher than the overall mean, while Partners was statistically lower than the mean. When looking at the valid response breakdowns, we also see that CoastalCare had the highest positive category (9 to 10 group) response while Partners had the lowest among all the plans.

Figure 5 - Global Rating: Overall Rating of Counseling and Treatment
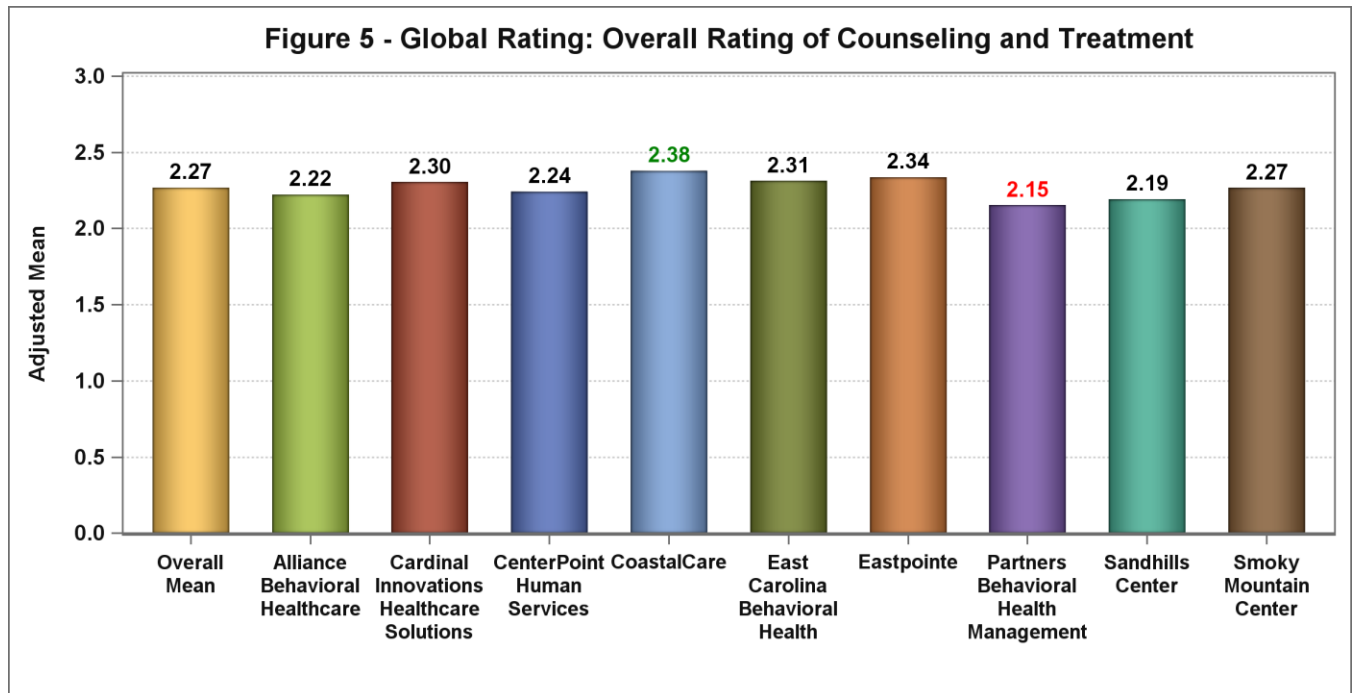
| Global Rating: Overall Rating of Counseling and Treatment – Valid Response Breakdown by Plan				
Health Plan	Number of Respondents Analyzed	% Rating 0 - 6	% Rating 7 - 8	% Rating 9 -10
Alliance Behavioral Healthcare	182	28.47%	20.85%	50.69%
Cardinal Innovations Healthcare Solutions	239	22.39%	24.79%	52.81%
CenterPoint Human Services	183	26.23%	23.38%	50.39%
CoastalCare	202	19.66%	22.84%	57.50%
East Carolina Behavioral Health	250	18.73%	31.41%	49.86%
Eastpointe	241	19.31%	27.78%	52.91%
Partners Behavioral Health Management	197	27.74%	29.30%	42.96%
Sandhills Center	181	28.76%	23.28%	47.96%
Smoky Mountain Center	219	23.27%	26.79%	49.94%

Composite Measures

General Measure Information – Composite One: Getting Treatment Quickly

Survey Question(s)	In the last 12 months, how often did you get the professional counseling you needed on the phone? In the last 12 months, when you needed to get counseling or treatment right away, how often did you see someone as soon as you wanted? In the last 12 months, not counting the times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?
Question Numbers Adult / Child / Cross	AQ3 / CQ3 / CW3 AQ5 / CQ5 / CW5 AQ7 / CQ7 / CW7
Valid Responses	Never (1), Sometimes (2), Usually (3), Always (4) (recoded for analysis as: 1 to 2 = 1; 3 = 2; and 4 = 3)

On average, the respondents felt they could usually get treatment as soon as they wanted. Two plans showed statistically more positive results than average (Cardinal, Eastpointe), and both plans had the highest result for the measure, while one plan showed statistically worse than average response (Partners) and measured the lowest. The valid response breakdown table shows that Eastpointe respondents indicated *Always* at a higher percentage than the other plans while Partners respondents indicated it the least.

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Figure 6 - Composite 1: Getting Treatment Quickly
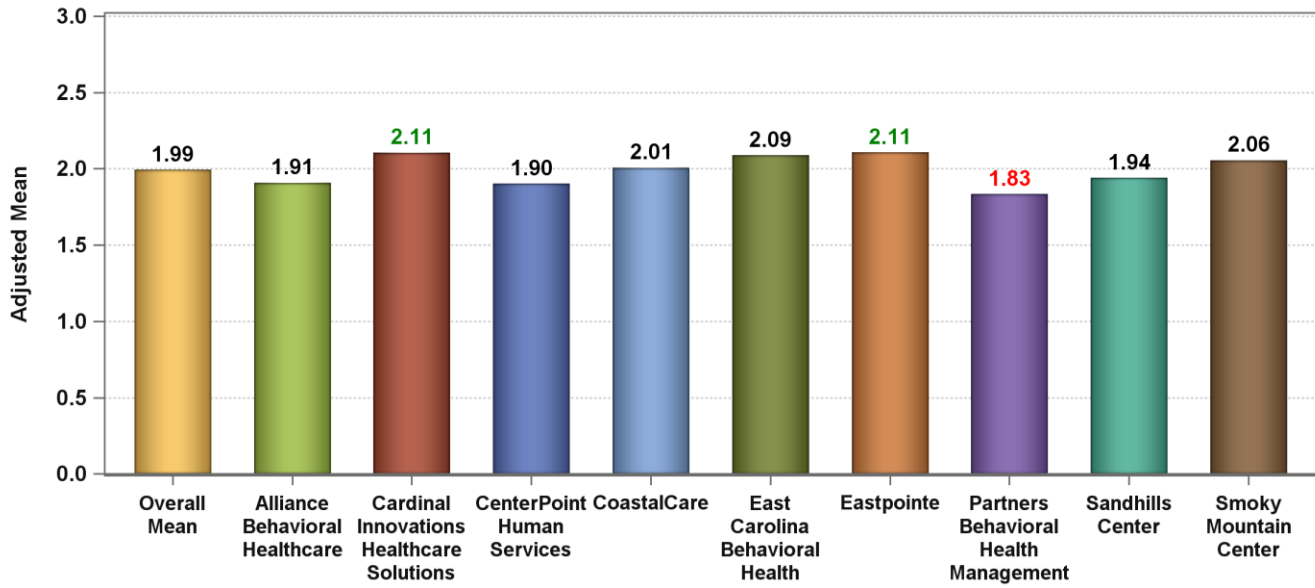
Composite One: Getting Treatment Quickly – Valid Response Breakdown by Plan				
Health Plan	Number of Respondents Analyzed	% Sometimes or Never 1-2	% Usually 3	% Always 4
Alliance Behavioral Healthcare	183	42.20%	24.79%	33.01%
Cardinal Innovations Healthcare Solutions	235	32.49%	24.47%	43.03%
CenterPoint Human Services	200	43.70%	22.38%	33.92%
CoastalCare	198	39.34%	20.62%	40.04%
East Carolina Behavioral Health	251	33.07%	25.16%	41.78%
Eastpointe	243	34.48%	20.29%	45.23%
Partners Behavioral Health Management	199	44.23%	28.06%	27.70%
Sandhills Center	186	41.11%	23.87%	35.02%
Smoky Mountain Center	213	37.12%	20.23%	42.65%

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General Measure Information – Composite Two: How Well Clinicians Communicate

Survey Question(s)	In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you? In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand? In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say? In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you? In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment? In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?
Question Numbers Adult / Child / Cross	AQ11 / CQ12 / CW12 AQ12 / CQ13 / CW13 AQ13 / CQ14 / CW14 AQ14 / CQ15 / CW15 AQ15 / -- / CW16 AQ18 / CQ18 / CW19
Valid Responses	Never (1), Sometimes (2), Usually (3), Always (4) (recoded for analysis as: 1 to 2 = 1; 3 = 2; and 4 = 3)

The average respondent across the state felt strongly that clinician communication was usually effective for them. Most of the plans did not differ from the adjusted mean. However, Partners was statistically lower than the overall adjusted mean. Four plans had nearly the same percent response for the *Always* group, while Partners had the lowest, around 9 percentage points difference from the highest responses.

Figure 7 - Composite 2: How Well Clinicians Communicate

Overall Mean	Alliance Behavioral Healthcare	Cardinal Innovations Healthcare Solutions	CenterPoint Human Services	CoastalCare	East Carolina Behavioral Health	Eastpointe	Partners Behavioral Health Management	Sandhills Center	Smoky Mountain Center
2.51	2.46	2.56	2.44	2.57	2.56	2.53	2.40	2.47	2.57
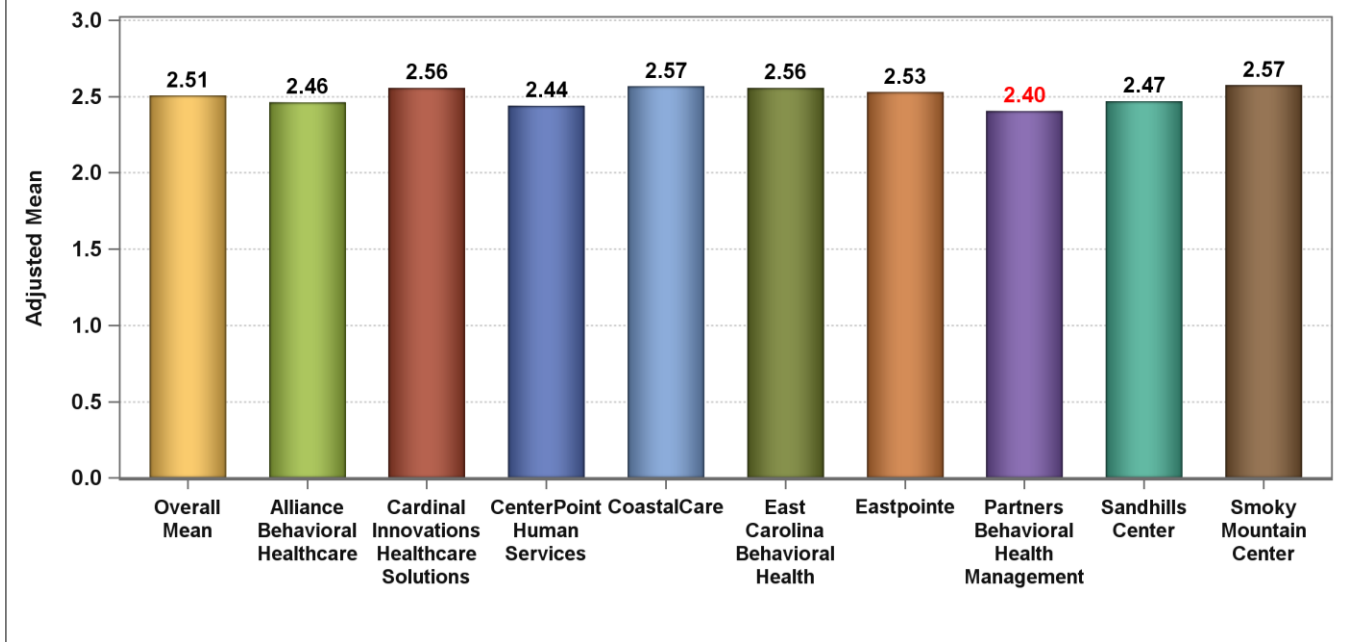
Composite 2: How Well Clinicians Communicate – Valid Response Breakdown by Plan				
Health Plan	**Number of Respondents Analyzed**	**% Sometimes or Never 1-2**	**% Usually 3**	**% Always 4**
Alliance Behavioral Healthcare	199	16.07%	21.71%	62.23%
Cardinal Innovations Healthcare Solutions	252	12.24%	19.93%	67.83%
CenterPoint Human Services	194	17.62%	20.83%	61.55%
CoastalCare	211	10.61%	22.20%	67.19%
East Carolina Behavioral Health	264	11.65%	21.13%	67.22%
Eastpointe	261	13.71%	19.76%	66.53%
Partners Behavioral Health Management	212	18.50%	22.52%	58.98%
Sandhills Center	193	17.35%	18.39%	64.25%
Smoky Mountain Center	236	12.11%	18.38%	69.51%

General Measure Information –
Composite Three: Getting Treatment and Information from the Plan

Survey Question(s)	In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval? In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called customer service?
Question Numbers Adult / Child / Cross	AQ39 / CQ40 / CW43 AQ41 / CQ42 / CW45
Valid Responses	A big problem (1), A small problem (2), Not a problem (3) (No recoding needed for analysis)

The average respondent to the survey felt they did not have a problem getting treatment or information in North Carolina. Please note this measure did not met the 100- case requirement to effectively compare the plans to the adjusted mean, however, East Carolina Behavioral Health measured the highest while Sandhills Center measured the lowest across the plans. This was also true of the percentage of the most positive category response; ECBH had the highest while Sandhills had the lowest.

Figure 8 - Composite 3: Getting Treatment and Information from the Plan
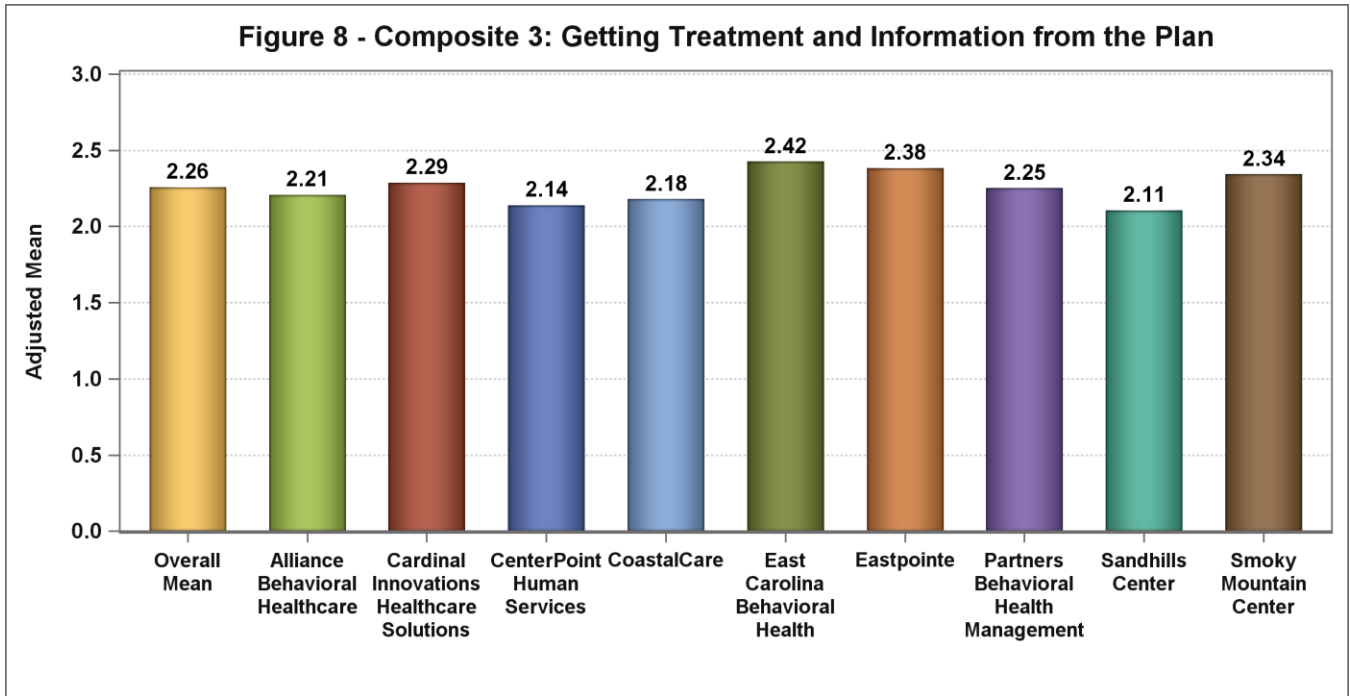
Composite 3: Getting Treatment and Information from the Plan – Valid Response Breakdown by Plan				
Health Plan	Number of Respondents Analyzed	% Big Problem 1	% Small Problem 2	% Not a Problem 3
Alliance Behavioral Healthcare	83	23.73%	31.87%	44.39%
Cardinal Innovations Healthcare Solutions	99	23.70%	23.92%	52.38%
CenterPoint Human Services	92	32.14%	21.87%	45.99%
CoastalCare	88	30.40%	21.22%	48.38%
East Carolina Behavioral Health	100	19.70%	18.13%	62.17%
Eastpointe	130	21.22%	19.29%	59.49%
Partners Behavioral Health Management	92	26.49%	21.85%	51.65%
Sandhills Center	84	28.96%	31.56%	39.48%
Smoky Mountain Center	96	26.02%	13.75%	60.23%

Survey Question(s)	Compared to 12 months ago, how would you rate your ability to deal with daily problems now? Compared to 12 months ago, how would you rate your ability to deal with social situations now? Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now? Compared to 12 months ago, how would you rate your problems or symptoms now?
Question Numbers Adult / Child / Cross	AQ31 / CQ32 / CW35 AQ32 / CQ33 / CW36 AQ33 / CQ34 / CW37 AQ34 / CQ35 / CW38
Valid Responses	Much Worse (1), A Little Worse (2), About the Same (3), A Little Better (4), Much Better (5) (recoded for analysis as: 1 to 2 = 1; 3 = 2; and 4 to 5 = 3)

On average, respondents indicated they feel about the same as they did 12 months ago. CoastalCare measured statistically higher than the mean while Partners measured statistically lower than the adjusted mean. The most positive category response mirrored these findings, with CoastalCare having the highest reported positive category and Partners reported the lowest.

Figure 9 - Composite 4: Perceived Improvement
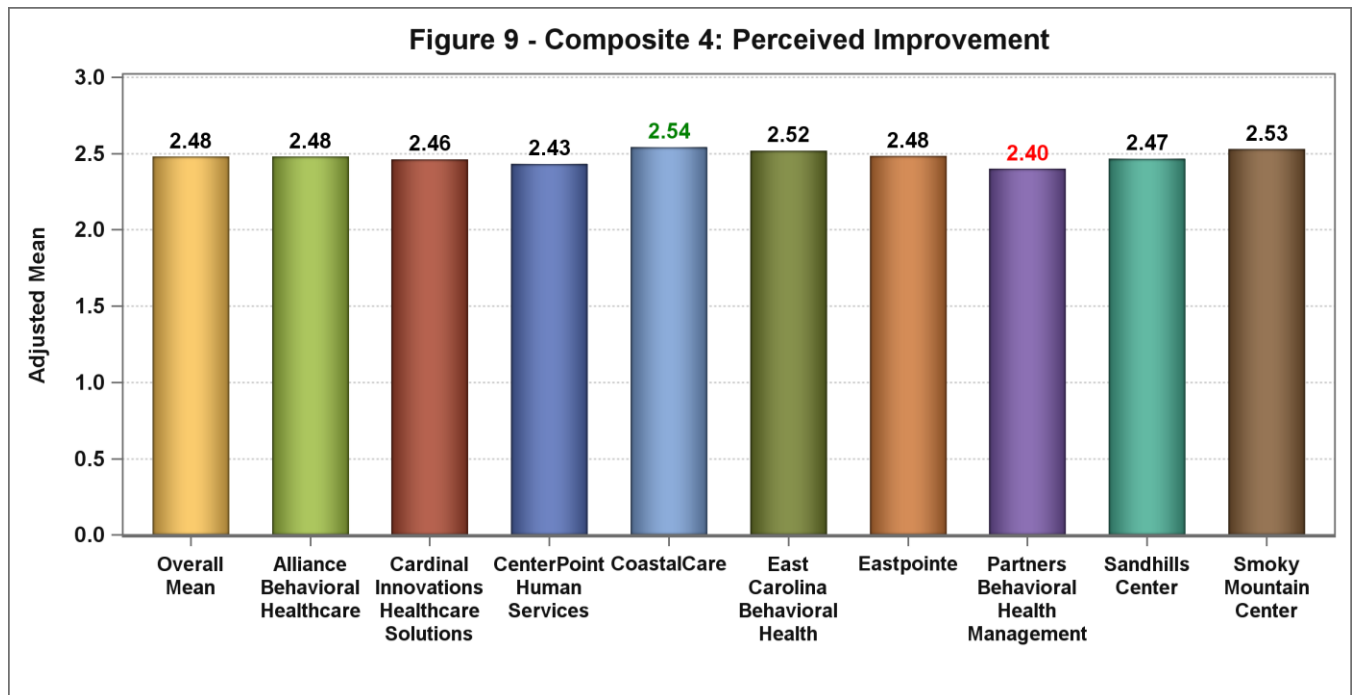
Composite 4: Perceived Improvement – Valid Response Breakdown by Plan

Health Plan	Number of Respondents Analyzed	% Much Worse or A Little Worse 1-2	% About the Same 3	% A Little Better or Much Better 4 - 5
Alliance Behavioral Healthcare	232	11.19%	29.82%	59.00%
Cardinal Innovations Healthcare Solutions	282	10.98%	31.94%	57.09%
CenterPoint Human Services	236	13.97%	28.96%	57.08%
CoastalCare	240	8.87%	28.04%	63.09%
East Carolina Behavioral Health	301	10.36%	27.53%	62.11%
Eastpointe	303	10.26%	31.27%	58.47%
Partners Behavioral Health Management	241	14.66%	30.88%	54.46%
Sandhills Center	224	11.70%	29.96%	58.33%
Smoky Mountain Center	264	9.46%	28.28%	62.27%

General Measure Information – Composite Five: Information About Treatment Options

Survey Question(s)	In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs? In the last 12 months, were you given information about different kinds of counseling or treatment that are available?
Question Numbers Adult / Child / Cross	AQ20 / -- / CW21 AQ21 / CQ22 / CW25
Valid Responses	No (0), Yes (1) (No recoding needed for analysis)

Overall, 58 percent of respondents indicated they received information about treatment options in the last year. Seven of the nine plans did not differ from this overall measure. Smoky Mountain did measure statistically better, at 5.6 percentage points higher. Conversely, Alliance, at 6.5 percentage points lower, measured statistically lower than the overall measure.

Figure 10 - Composite 5: Information About Treatment Options

Figure 10 - Composite 5: Information About Treatment Options

Plan	Adjusted Percent Yes
Overall Mean	58.4%
Alliance Behavioral Healthcare	51.9%
Cardinal Innovations Healthcare Solutions	61.7%
CenterPoint Human Services	58.0%
CoastalCare	58.4%
East Carolina Behavioral Health	58.0%
Eastpointe	55.2%
Partners Behavioral Health Management	56.4%
Sandhills Center	61.6%
Smoky Mountain Center	64.0%
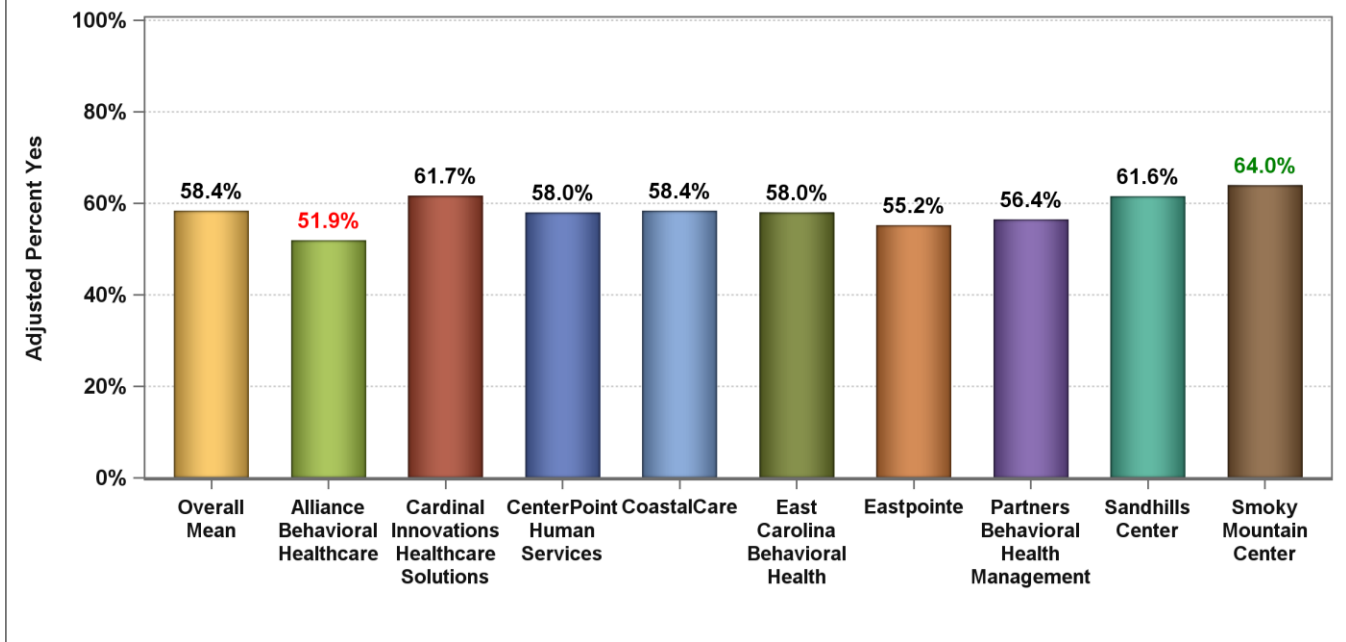
Single Question Measures

The next measures reported provide results from single questions from the survey, unlike the composite measures which were composed of multiple similar questions that aggregated a similar care or service dimension. Each measure will be introduced by providing the general information for that survey question.

General Measure Information – Office Wait

Survey Question	In the last 12 months, how often were you seen within 15 minutes of your appointment?
Question Numbers Adult / Child / Cross	AQ10 / CQ11 / CW11
Valid Responses	Never (1), Sometimes (2), Usually (3), Always (4) (recoded for analysis as: 1 to 2 = 1; 3 = 2; and 4 = 3)

Overall, respondents indicated that they were usually seen within 15 minutes of their appointment time. Two plans, CoastalCare and Smoky Mountain, had respondents report statistically higher positive results. Partners' respondents indicated a statistically lower score for this measure. Smoky Mountain had the highest positive response of all the plans while Partners measured the lowest, with around a 14 percentage point difference between the two plans.

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Figure 11 - Single Item Measure: Office Wait
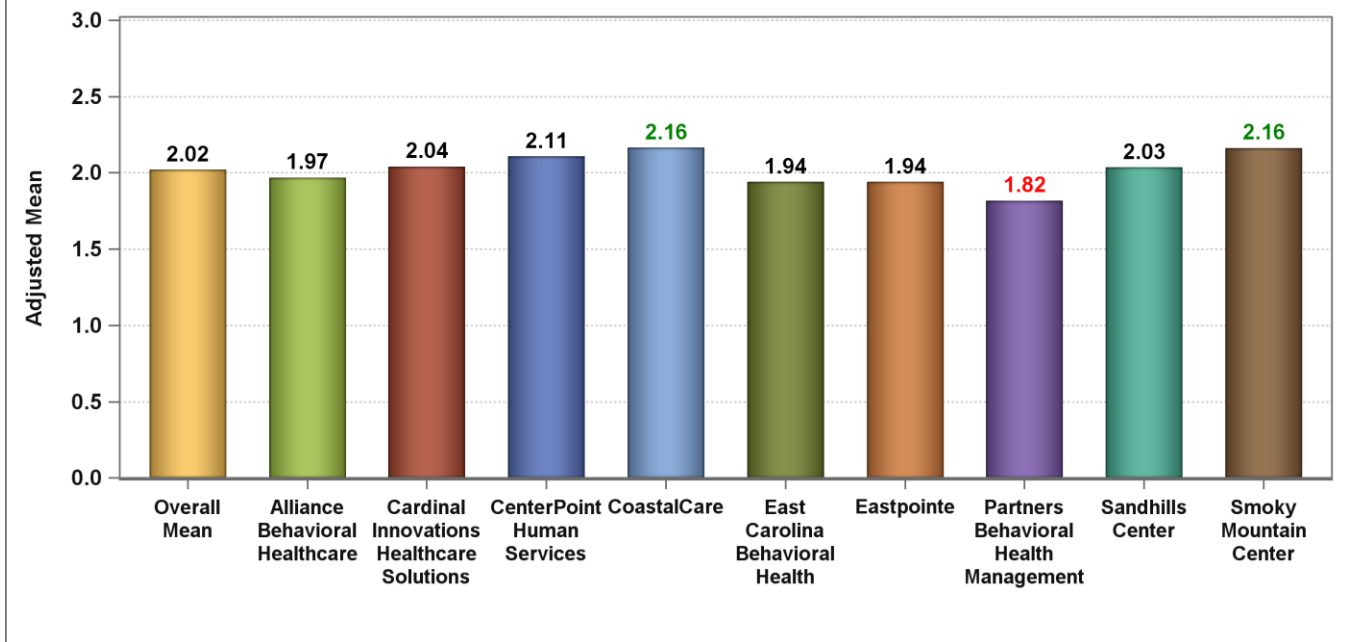
Single Item Measure: Office Wait – Valid Response Breakdown by Plan				
Health Plan	Number of Respondents Analyzed	% Sometimes or Never 1-2	% Usually 3	% Always 4
Alliance Behavioral Healthcare	191	36.49%	30.21%	33.29%
Cardinal Innovations Healthcare Solutions	238	32.68%	30.67%	36.66%
CenterPoint Human Services	181	30.03%	29.33%	40.64%
CoastalCare	200	24.56%	34.57%	40.87%
East Carolina Behavioral Health	249	35.28%	35.55%	29.17%
Eastpointe	248	38.54%	29.00%	32.47%
Partners Behavioral Health Management	199	46.28%	25.71%	28.01%
Sandhills Center	174	33.39%	29.85%	36.77%
Smoky Mountain Center	225	25.80%	32.23%	41.97%

General Measure Information – Told About Medication Side Effects

Survey Question	In the last 12 months, were you told what side effects of those medicines to watch for?
Question Numbers Adult / Child / Cross	AQ17 / CQ17 / CW18
Valid Responses	No (0), Yes (1) (No recoding needed for analysis)

Over 78 percent of respondents specified that they were told about the side effects of prescribed medicines. East Carolina's respondents indicated, at almost 85 percent, a statistically higher percentage for this measure. The other plans did not differ from the overall percentage.

Figure 12 - Single Item Measure: Told About Medication Side Effects
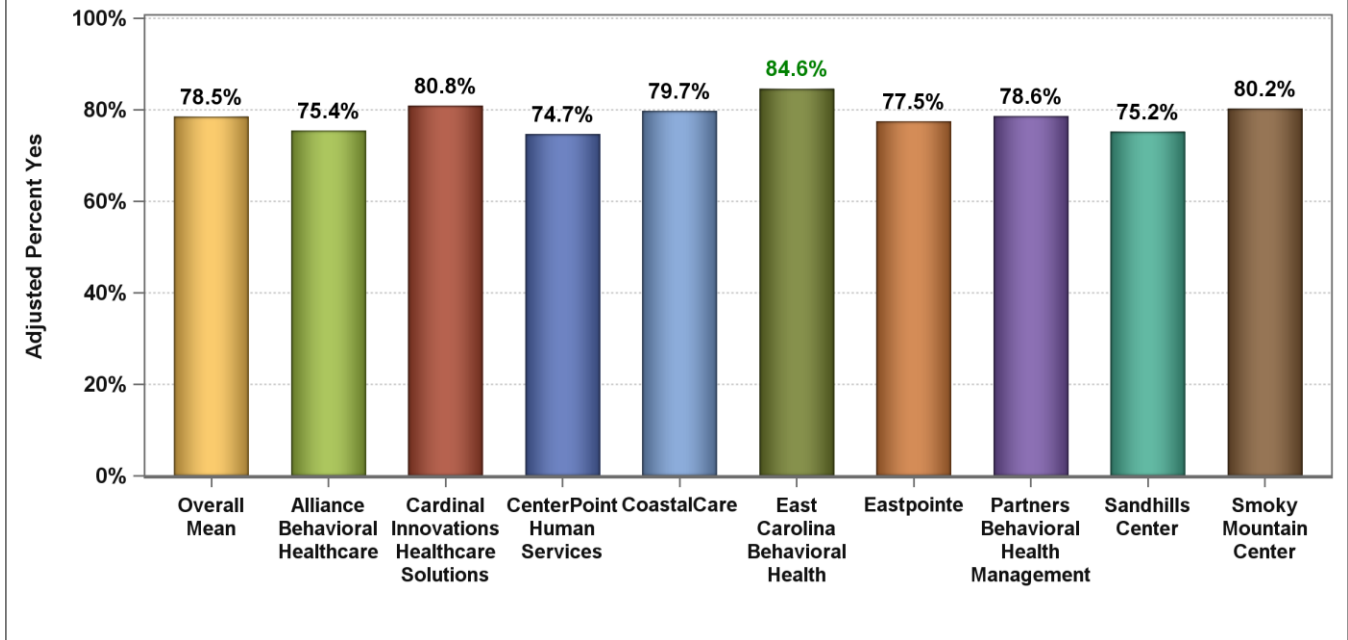
General Measure Information – Including Family and Friends

Survey Question	In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?
Question Numbers Adult / Child / Cross	AQ19 / -- / CW20
Valid Responses	No (0), Yes (1) (No recoding needed for analysis)

Fifty-five percent of the respondents to the survey report that someone spoke to them about including family or friends in their counseling and/or treatment. None of the plans statistically differed from the mean. Relative to the other plans, ECBH had the highest reported "yes" among their respondents and CenterPoint had the fewest.

Figure 13 - Single Item Measure: Including Family and Friends
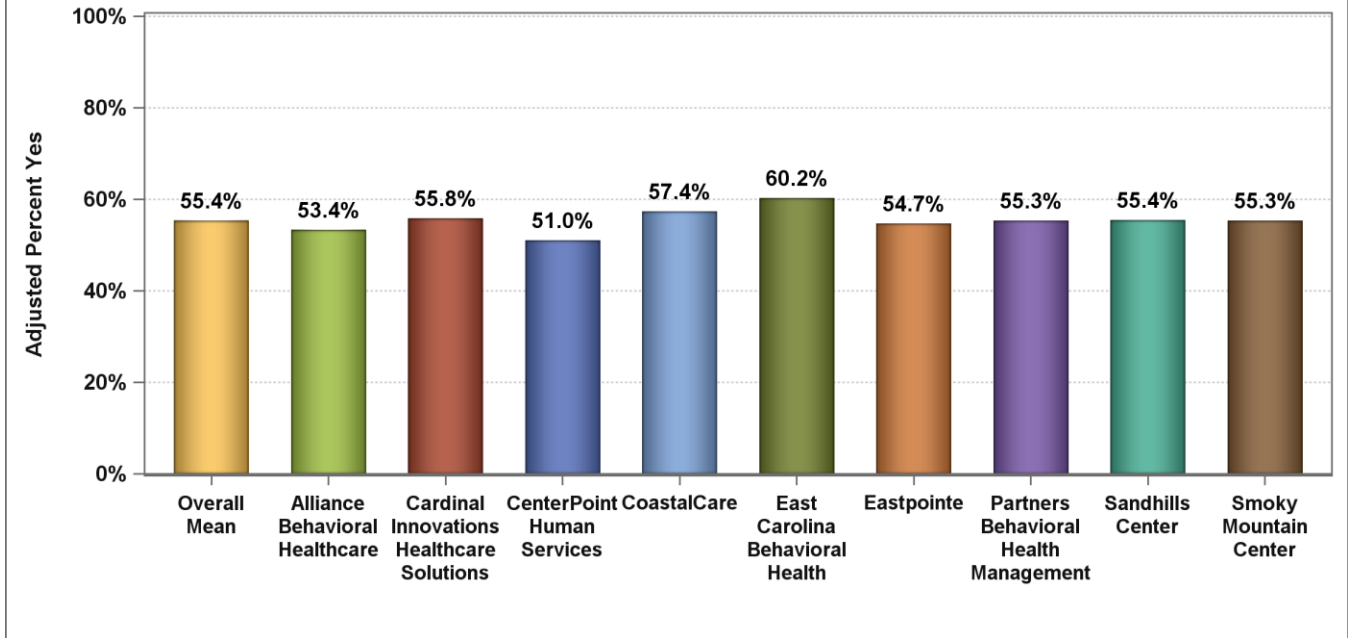
General Measure Information – Information to Manage Condition

Survey Question	In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition?
Question Numbers Adult / Child / Cross	AQ22 / CQ23 / CW26
Valid Responses	No (0), Yes (1) (No recoding needed for analysis)

Over 75 percent of the respondents indicated they were given enough information to manage their condition. One plan, ECBH, was statistically higher than the average and the highest rate across plans. CenterPoint was statistically lower than average and was the plan with the lowest measured response.

Figure 14 - Single Item Measure: Information to Manage Condition
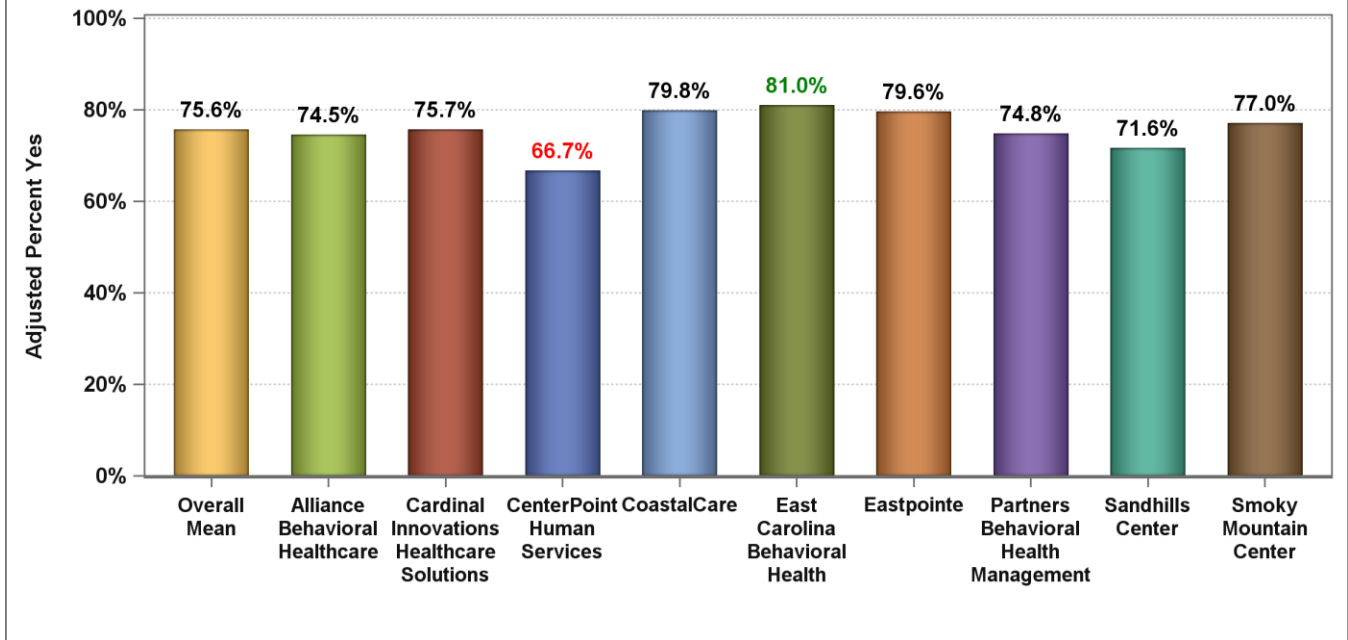
General Measure Information – Patient Rights Information

Survey Question	In the last 12 months, were you given information about your rights as a patient?
Question Numbers Adult / Child / Cross	AQ23 / CQ24 / CW27
Valid Responses	No (0), Yes (1) (No recoding needed for analysis)

Across all plans, 87 percent of respondents indicated they were given information about their rights as a patient. While no plan differed statistically from this average, Cardinal and Smoky Mountain both measured highest (over 90 percent) across their respondents, while still at over 80 percent, CenterPoint ranked lowest.

Figure 15 - Single Item Measure: Patient Rights Informaion
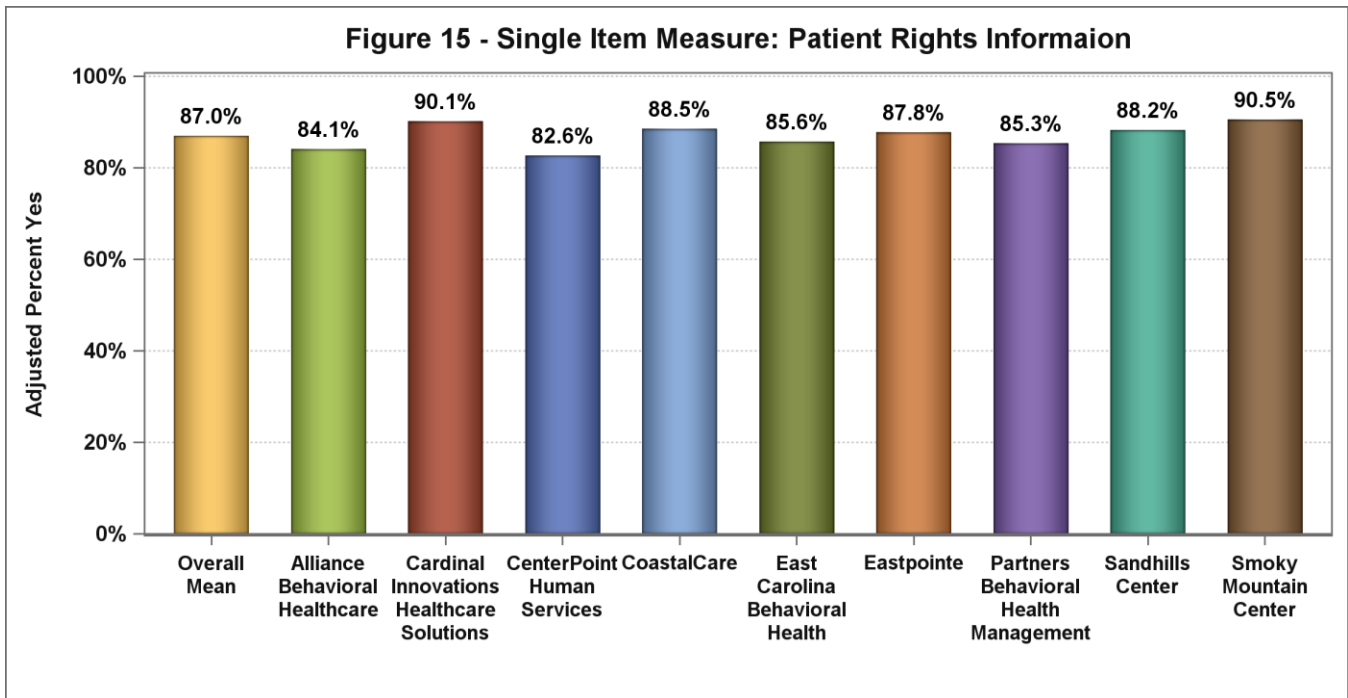
General Measure Information – Patient Feels He or She Could Refuse Treatment

Survey Question	In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?
Question Numbers Adult / Child / Cross	AQ24 / CQ25 / CW28
Valid Responses	No (0), Yes (1) (No recoding needed for analysis)

Overall, patients felt like they could refuse specific medicine or treatments when offered. Over 78 percent indicated that they could refuse treatment. Across the plans, Smoky Mountain reported over 83 percent which was statistically higher than average.

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Figure 16 - Single Item Measure: Patient Feels He or She Could Refuse Treatment
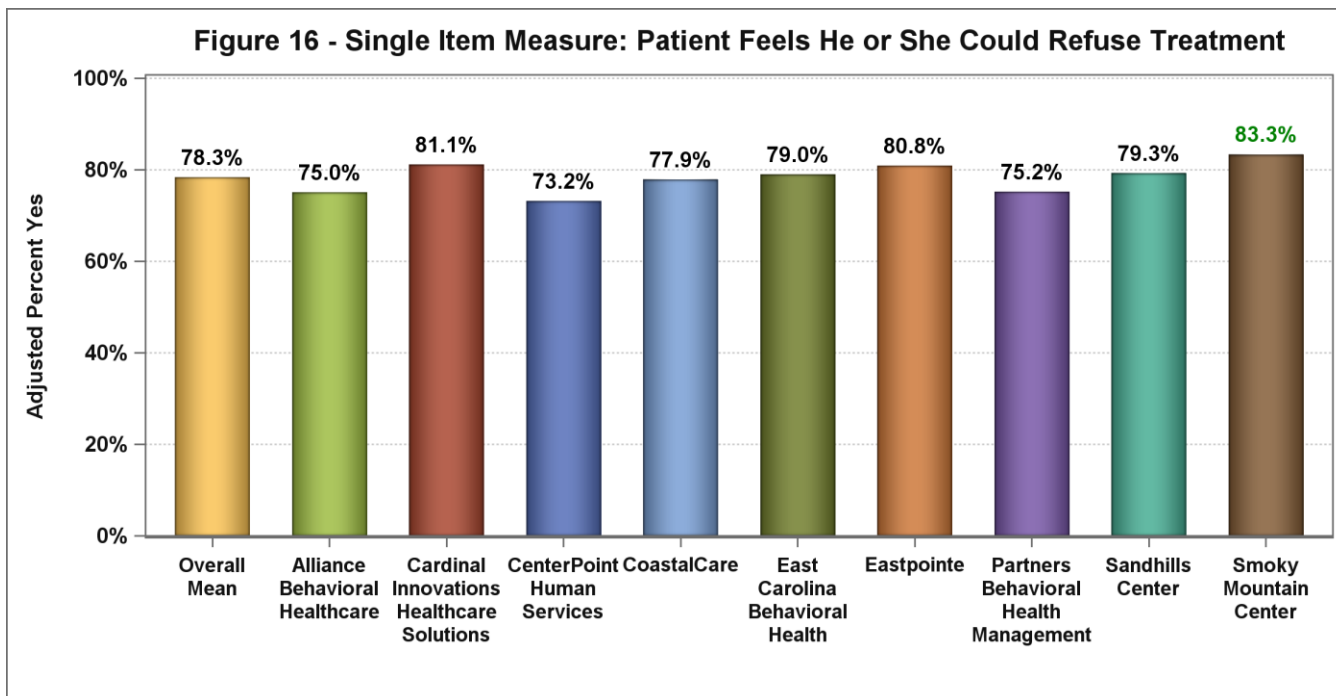
General Measure Information – Privacy

Survey Question	In the last 12 months, as far as you know did anyone you went to for counseling or treatment share information with others that should have been kept private?
Question Numbers Adult / Child / Cross	AQ25 / CQ26 / CW29
Valid Responses	No (0), Yes (1) (No recoding needed for analysis)

Eight percent of respondents indicated that information had been inappropriately shared with others. With this measure, lower results are better, and only ECBH had statistically lower results than the average.

Figure 17 - Single Item Measure: Privacy

	Adjusted Percent Yes
Overall Mean	8.2%
Alliance Behavioral Healthcare	9.1%
Cardinal Innovations Healthcare Solutions	8.0%
CenterPoint Human Services	10.7%
CoastalCare	7.6%
East Carolina Behavioral Health	5.4%
Eastpointe	8.1%
Partners Behavioral Health Management	6.4%
Sandhills Center	9.7%
Smoky Mountain Center	8.8%
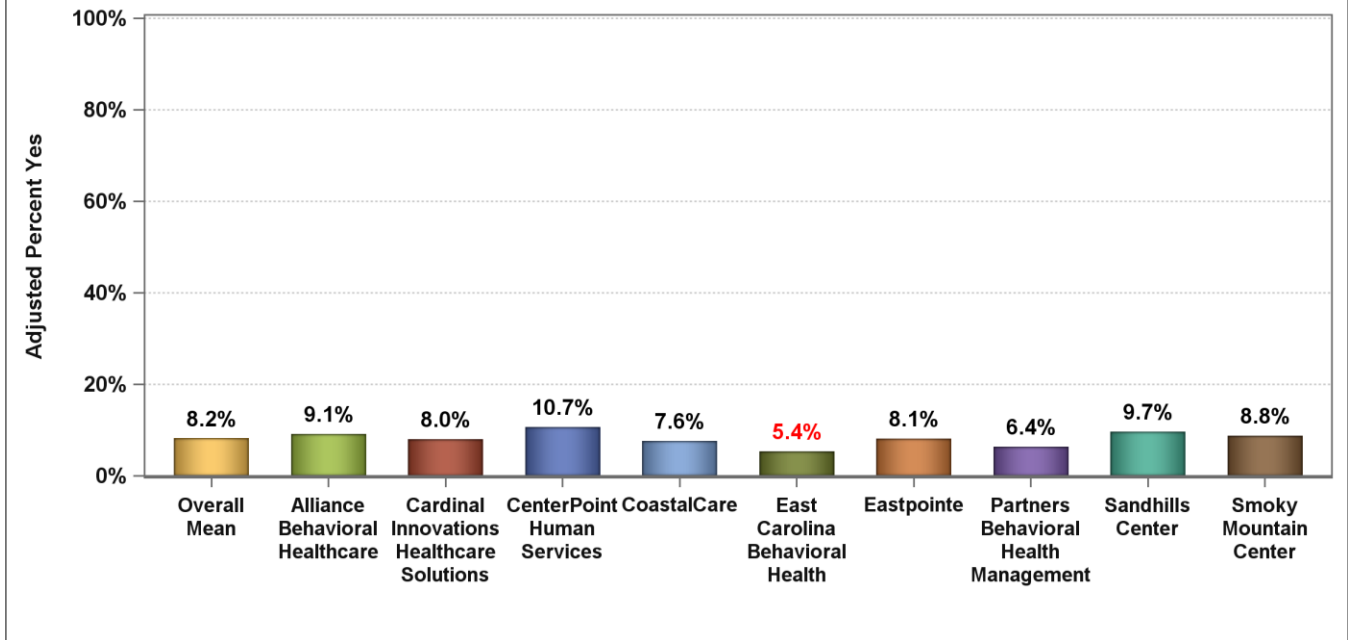
General Measure Information – Cultural Competency

Survey Question	In the last 12 months, was the care you received responsive to those needs?
Question Numbers Adult / Child / Cross	AQ27 / CQ28 / CW31
Valid Responses	No (0), Yes (1) (No recoding needed for analysis)

NOTE: This measure had a very low number of respondents, well under the 100 per plan AHRQ recommends. The results are provided for completeness but are deemed unreliable for interpretation.

Figure 18 - Single Item Measure: Cultural Competency
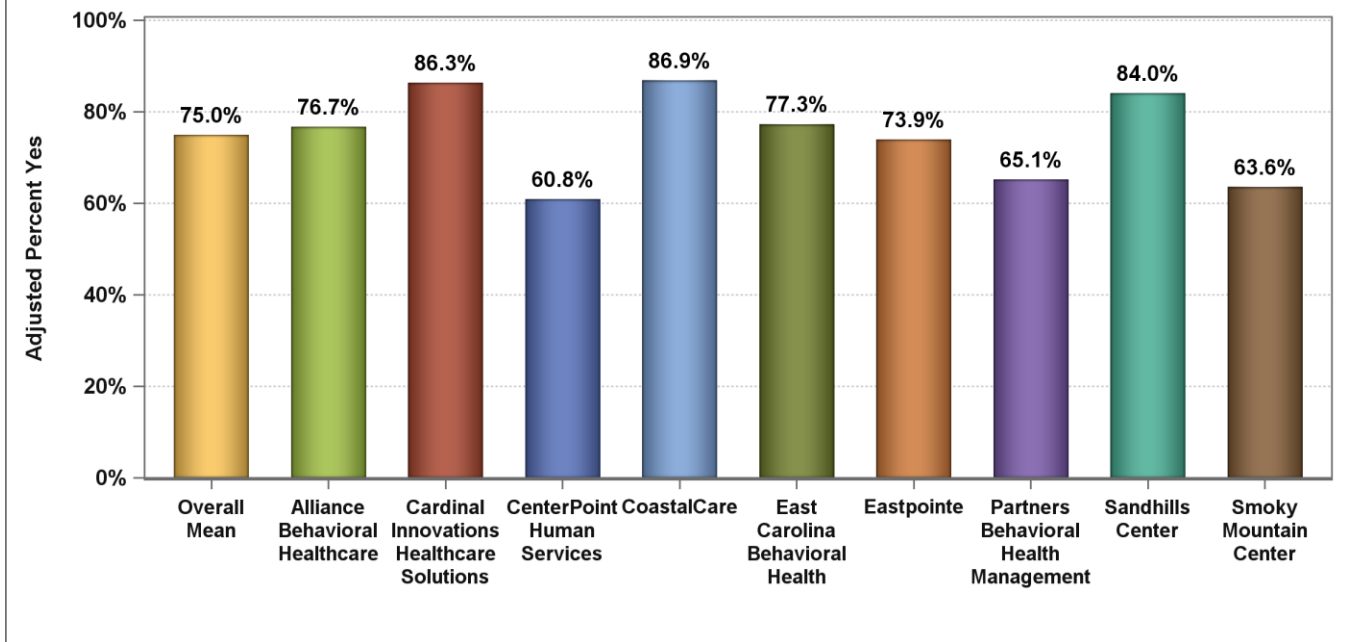
General Measure Information – Amount Helped

Survey Question	In the last 12 months, how much were you helped by the counseling or treatment you got?
Question Numbers Adult / Child / Cross	AQ29 / CQ30 / CW33
Valid Responses	Not at All (1), A Little (2), Somewhat (3), A Lot (4) (recoded for analysis as: 1 to 2 = 1; 3 = 2; and 4 = 3)

On average, respondents felt they were helped somewhat by the counseling and/or treatment they received. Two plans measured statistically lower than average. Most of the plans were near or slightly higher than 50 percent for the highest positive category; CenterPoint was about four percentage points lower than this level and Partners was over nine percentage points lower.

Figure 19 - Single Item Measure: Amount Helped
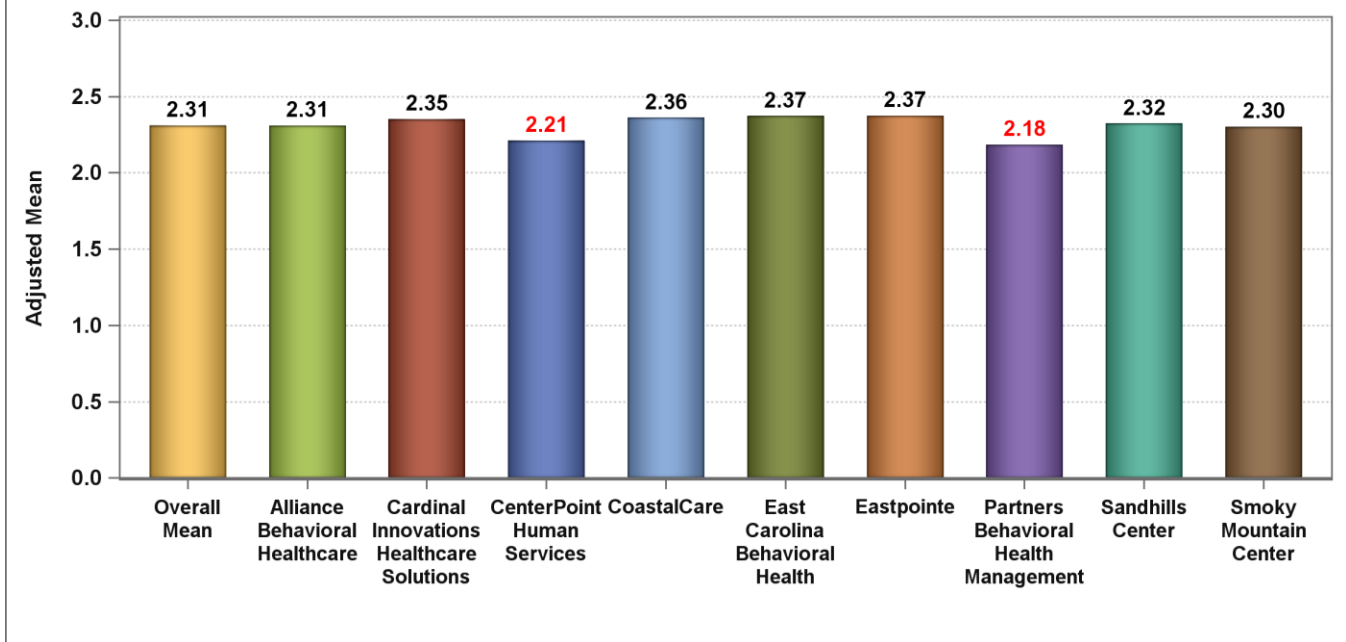
Single Question Measure: Amount Helped – Valid Response Breakdown by Plan				
Health Plan	Number of Respondents Analyzed	% Not at All or A Little 1 - 2	% Somewhat 3	% A Lot 4
Alliance Behavioral Healthcare	215	19.03%	30.98%	49.99%
Cardinal Innovations Healthcare Solutions	271	17.11%	30.56%	52.33%
CenterPoint Human Services	226	25.08%	28.67%	46.26%
CoastalCare	228	14.79%	34.38%	50.83%
East Carolina Behavioral Health	282	17.25%	28.36%	54.40%
Eastpointe	285	17.67%	27.25%	55.09%
Partners Behavioral Health Management	228	22.37%	36.85%	40.78%
Sandhills Center	209	19.65%	28.38%	51.97%
Smoky Mountain Center	253	20.63%	28.57%	50.81%

General Measure Information – Treatment After Benefits Are Used Up

|	
Survey Question	Were you told about other ways to get counseling, treatment, or medicine?
Question Numbers Adult / Child / Cross	AQ37 / CQ38 / CW41
Valid Responses	No (0), Yes (1) (No recoding needed for analysis)

NOTE: This measure had a very low number of respondents, well under the 100 per plan AHRQ recommends. The results are provided for completeness but are deemed unreliable for interpretation.

Figure 20 - Single Item Measure: Treatment After Benefits Are Used Up
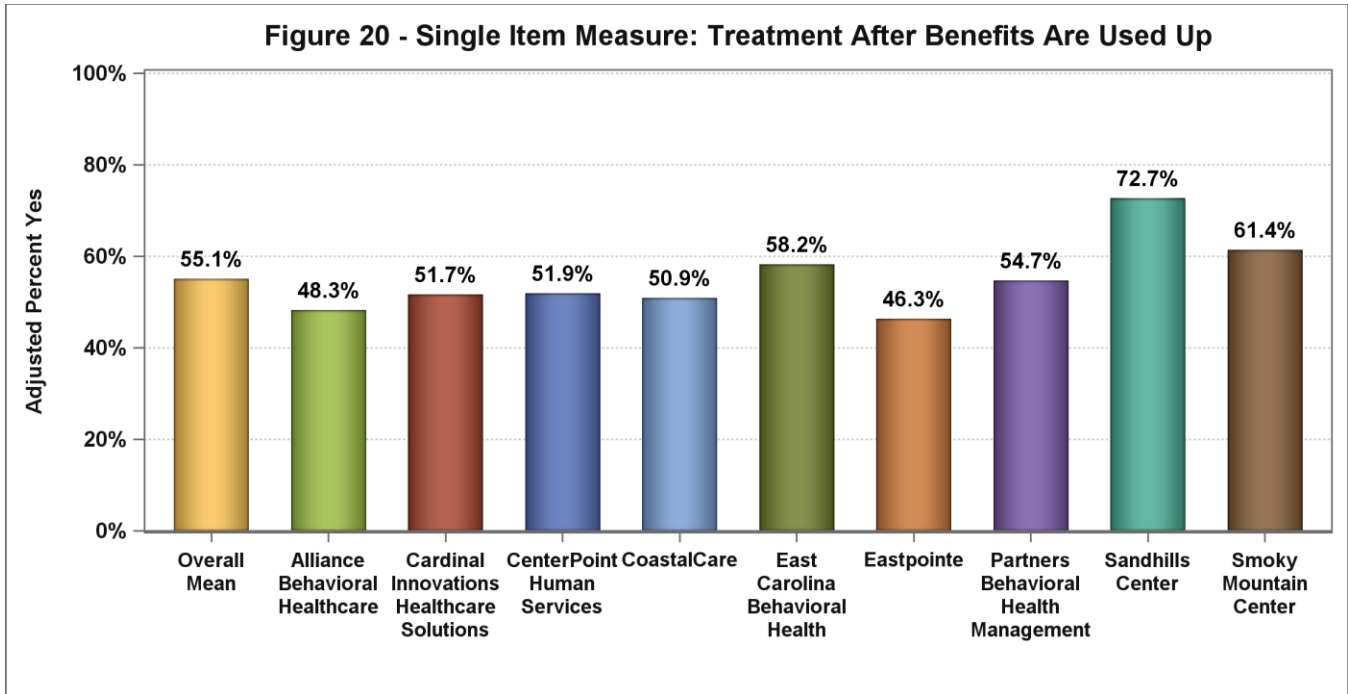
Measure Summary

Measure	Overall Mean or Percent Yes	Plans that are Statistically Different from Overall		Plans with the Highest and Lowest Positive Category Response	
		Positive	Negative	High	Low
Global					
Overall Rating of Counseling and Treatment	2.27	CoastalCare	Partners	CoastalCare (58%)	Partners (43%)
Composite					
Getting Treatment Quickly	1.99	Eastpointe	Partners	Eastpointe (45%)	Partners (28%)
How Well Clinicians Communicate	2.51	--	Partners	Smoky Mountain (70%)	Partners (59%)
Getting Treatment and Information from the Plan	*Low response*				
Perceived Improvement	2.48	CoastalCare	Partners	CoastalCare (63%)	Partners (54%)
Information About Treatment Options	58.4%	Smoky Mountain	Alliance	Smoky Mountain (64%)	Alliance (52%)
Single Question					
Office Wait	2.02	CoastalCare	Partners	Smoky Mountain (42%)	Partners (28%)

Measure	Overall Mean or Percent Yes	Plans that are Statistically Different from Overall		Plans with the Highest and Lowest Positive Category Response	
		Positive	Negative	High	Low
Told About Medication Side Effects	78.5%	ECBH	--	ECBH (85%)	Alliance CenterPoint Sandhills (75%)
Including Family and Friends	55.4%	--	--	ECBH (60%)	CenterPoint (51%)
Information to Manage Condition	75.6%	ECBH	CenterPoint	ECBH (81%)	CenterPoint (67%)
Patient Rights Information	87.0%	--	--	Smoky Mountain (91%)	CenterPoint (83%)
Patient Feels He or She Could Refuse Treatment	78.3%	Smoky Mountain	--	Smoky Mountain (83%)	CenterPoint (73%)
Privacy	8.2%	ECBH	--	ECBH (5%)	CenterPoint (11%)
Cultural Competency	Low response				
Amount Helped	2.31	--	CenterPoint Partners	Eastpointe (55%)	Partners (41%)
Treatment After Benefits Are Used Up	Low response				

Limitations of Survey Results

As with any survey, this survey has limitations in the interpretation of the results. These limitations are listed below.

- Because individuals can have different interpretations for categories such as *Sometimes* and *Usually*, the differences within those groups may be less uniform than expected. This has been minimized by choosing to focus only on measures that have been developed by AHRQ through the CAHPS program and their validated ECHO survey.
- When individuals choose not to respond to a survey, a nonresponse bias could be present in the results. If a group of interest is not taking the survey, the results from the survey would not represent the views of that group. Alternatively, if a specific group responds in a higher proportion than exists in the population (for example those that are disgruntled), a response bias could exist. In general, these are minimized by offering as many ways as financially prudent to take the survey and by sending reminders to take the survey to those that have not yet responded.
- The contact information for the consumers was requested from and provided by the plans. As such, the plans dictated the quality and scope of the contact information CCME received.

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Conclusion

In general, the responses to the various questions did not vary greatly across the plans. There were plan-wise trends that did appear.

For both the Global and the Composite measures, Partners was consistently statistically lower than the measure average and had the fewest positive category responses. This indicates that Partners impression at the positive extreme is not large enough to outweigh the more negative responses they received. On the positive end, CoastalCare and Smoky Mountain showed up multiple times between statistically positive classification and the highest positive category responses.

For the Single Question measures, no plans consistently ranked statistically lower than average; however, CenterPoint consistently had the fewest positive category responses, which should be evaluated before it becomes an issue. On the positive side, ECBH was statistically higher than average on a number of measures and both ECBH and Smoky Mountain had good results for the largest number of positive responses.

Appendix A: Example Surveys

Examples begin on the next page.

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Using black or blue ink, please completely fill the block when making your selection.

Personal or Family Counseling

People can get counseling, treatment or medicine for many different reasons, such as:

- For feeling depressed, anxious, or "stressed out"

- Personal problems (like when a loved one dies or when there are problems at work)

- Family problems (like marriage problems or when parents and children have trouble getting along)

- Needing help with drug or alcohol use

- For mental or emotional illness

1. In the last 12 months, did you get counseling, treatment or medicine for any of these reasons?

☐ Yes, **If Yes, go to question 2**

☐ No, **If No, go to question 44 on page 6**

Your Counseling and Treatment in the Last 12 Months

The next questions ask about **your** counseling or treatment. **Do not** include counseling or treatment during an overnight stay or from a self-help group.

2. In the last 12 months, did you **call** someone to get **professional counseling on the phone** for yourself?

☐ Yes

☐ No, **If No, go to question 4**

3. In the last 12 months, how often did you **get** the professional counseling you needed **on the phone**?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

4. In the last 12 months, did you need counseling or treatment **right away**?

☐ Yes

☐ No, **If No, go to question 6**

5. In the last 12 months, when you needed counseling or treatment **right away**, how often did you see someone as soon as you wanted?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

6. In the last 12 months, not counting times you needed counseling or treatment right away, did you make any **appointments** for counseling or treatment?

☐ Yes

☐ No, **If No, go to question 8**

7. In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

T T T 0 0 0 0 0 1 0   2 5 2 A 2

Using black or blue ink, please completely fill the block when making your selection.

8. In the last 12 months, how many times did you go to an **emergency room or crisis center** to get counseling or treatment for yourself?

☐ None

☐ 1

☐ 2

☐ 3 or more

9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?

☐ None, **If None, go to question 29 on page 4**

☐ 1 to 10

☐ 11 to 20

☐ 21 or more

10. In the last 12 months, how often were you seen **within 15 minutes** of your appointment?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

The next questions are about **all** the counseling or treatment you got in the last 12 months during office, clinic, and emergency room **visits** as well as **over the phone.** Please do the best you can to include all the different people you went to for counseling or treatment in your answers.

11. In the last 12 months, how often did the people you went to for counseling or treatment **listen carefully to you?**

☐ Never

☐ Sometimes

☐ Usually

☐ Always

12. In the last 12 months, how often did the people you went to for counseling or treatment **explain things** in a way you could understand?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

13. In the last 12 months, how often did the people you went to for counseling or treatment **show respect for what you had to say?**

☐ Never

☐ Sometimes

☐ Usually

☐ Always

T T T 0 0 0 0 0 1 0   2 5 2 A 3

Using black or blue ink, please completely fill the block when making your selection.

14. In the last 12 months, how often did the people you went to for counseling or treatment **spend enough time** with you?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

15. In the last 12 months, how often did you **feel safe** when you were with the people you went to for counseling or treatment?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

16. In the last 12 months, did you take any **prescription medicines** as part of your treatment?

☐ Yes

☐ No, **if No, go to question 18**

17. In the last 12 months, were you told what **side effects** of those medicines to watch for?

☐ Yes

☐ No

18. In the last 12 months, how often were you **involved as much as you wanted** in your counseling or treatment?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

19. In the last 12 months, did anyone talk to you about **whether to include** your family or friends in your counseling or treatment?

☐ Yes

☐ No

20. In the last 12 months, were you told about **self-help or support groups**, such as consumer run groups or 12 step programs?

☐ Yes

☐ No

21. In the last 12 months, were you given information about **different kinds** of counseling or treatment that are available?

☐ Yes

☐ No

22. In the last 12 months, were you given as much information as you wanted about what you could do to **manage** your condition?

☐ Yes

☐ No

23. In the last 12 months, were you given information about your **rights as a patient**?

☐ Yes

☐ No

24. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?

☐ Yes

☐ No

T T T 0 0 0 0 0 1 0   2 5 2 A 4

Using black or blue ink, please completely fill the block when making your selection.

25. In the last 12 months, as far as you know did anyone you went to for counseling or treatment **share information** with others that should have been kept private?

☐ Yes

☐ No

26. Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment **you need**?

☐ Yes

☐ No, **If No, go to question 28**

27. In the last 12 months, was the care you received responsive to those needs?

☐ Yes

☐ No

28. Using **any number from 0 to 10,** where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your **counseling or treatment** in the last 12 months?

☐ 0 Worst counseling or treatment possible

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ 7

☐ 8

☐ 9

☐ 10 Best counseling or treatment possible

29. In the last 12 months, how much were you helped by the counseling or treatment you got?

☐ Not at all

☐ A little

☐ Somewhat

☐ A lot

30. In general, how would you rate your **overall mental health now**?

☐ Excellent

☐ Very good

☐ Good

☐ Fair

☐ Poor

31. Compared to 12 months ago, how would you rate your ability to deal with **daily problems now**?

☐ Much better

☐ A little better

☐ About the same

☐ A little worse

☐ Much worse

32. Compared to 12 months ago, how would you rate your ability to deal with **social situations now**?

☐ Much better

☐ A little better

☐ About the same

☐ A little worse

☐ Much worse

T T T 0 0 0 0 0 1 0   2 5 2 A 5

Using black or blue ink, please completely fill the block when making your selection.

33. Compared to 12 months ago, how would you rate your ability to **accomplish the things you want to do now?**

☐ Much better

☐ A little better

☐ About the same

☐ A little worse

☐ Much worse

34. Compared to 12 months ago, how would you rate your **problems or symptoms now?**

☐ Much better

☐ A little better

☐ About the same

☐ A little worse

☐ Much worse

The next questions ask about your experience with the **company or organization** that handles your benefits for counseling or treatment.

35. In the last 12 months, did you **use up all your benefits** for counseling or treatment?

☐ Yes

☐ No, **If no, go to question 38**

36. At the time benefits were used up, did you think you **still needed** counseling or treatment?

☐ Yes

☐ No, **If no, go to question 38**

37. Were you told about **other ways** to get counseling, treatment, or medicine?

☐ Yes

☐ No

38. In the last 12 months, did you need approval for any counseling or treatment?

☐ Yes

☐ No, **If no, go to question 40**

39. In the last 12 months, how much of a problem, if any, were **delays** in counseling or treatment while you waited for approval?

☐ A big problem

☐ A small problem

☐ Not a problem

40. In the last 12 months, did you call **customer service** to get information or help about counseling or treatment?

☐ Yes

☐ No, **If no, go to question 42**

41. In the last 12 months, how much of a problem, if any, was it to **get the help you needed** when you called customer service?

☐ A big problem

☐ A small problem

☐ Not a problem

Reasons for Counseling or Treatment

42. In the last 12 months, was any of your counseling or treatment for **personal problems, family problems, emotional illness, or mental illness**?

☐ Yes

☐ No

43. In the last 12 months, was any of your counseling or treatment for help with **alcohol use or drug use**?

☐ Yes

☐ No

T T T 0 0 0 0 0 1 0   2 5 2 A 6

Using black or blue ink, please completely fill the block when making your selection.

About You

44. In general, how would you rate **your overall health** now?

☐ Excellent

☐ Very good

☐ Good

☐ Fair

☐ Poor

45. What is your age now?

☐ 18 to 24

☐ 25 to 34

☐ 35 to 44

☐ 45 to 54

☐ 55 to 64

☐ 65 to 74

☐ 75 to older

46. Are you male or female?

☐ Male

☐ Female

47. What is the highest grade or level of school that you have **completed**?

☐ 8th grade or less

☐ Some high school, but did not graduate

☐ High school graduate or GED

☐ Some college or 2-year degree

☐ 4-year college degree

☐ More than 4-year college degree

48. Are you of Hispanic or Latino origin or descent?

☐ Yes, Hispanic or Latino

☐ No, Not Hispanic or Latino

49. What is your race? Please mark one or more.

☐ White

☐ Black or African-American

☐ Asian

☐ Native Hawaiian or Other Pacific Islander

☐ American Indian or Alaska Native

☐ Other

50. Did someone help you complete this survey?

☐ Yes, **If Yes, go to question 51**

☐ No, **Thank You. Please return the completed survey in the postage-page-envelope.**

51. How did that person help you? Check all that apply.

☐ Read the questions to me

☐ Wrote down the answers I gave

☐ Answered the questions for me

☐ Translated the questions into my language

☐ Helped in some other way. *Please explain below.*

Please print:

_____

_____

_____

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El uso de tinta de color negro o azul, le rogamos completar el bloque al hacer su selección.

Consejería Personal o Familiar

Las personas pueden ir a consejería, seguir un tratamiento o recibir medicamentos por muchas razones diferentes, como por ejemplo:

- Por sentirse deprimido, ansioso o con "estrés".

- Por problemas personales (como cuando un ser querido muere o cuando hay problemas en el trabajo)

- Por problemas familiares (como problemas en el matrimonio o cuando padres e hijos tienen problemas para llevarse bien)

- Por necesitar ayuda por un problema de consumo de drogas o de alcohol

- Por una enfermedad mental o emocional

1. En los últimos 12 meses, ¿fue a consejería, siguió un tratamiento u obtuvo medicamentos por alguna de esas razones?

   1☐ Sí ➜ **Si marcó SÍ, Pase a la Preg. 2**

   2☐ No ➜ **Si marcó NO, Pase a la Preg. 44 en la Pág. 6**

Su Consejería y Tratamiento en los Últimos 12 Meses

Las siguientes preguntas se refieren a su consejería o tratamiento. No incluya consejería o tratamiento estando internado(a) en un hospital o asistiendo a un grupo de autoayuda.

2. En los últimos 12 meses, ¿llamó a alguien para recibir por teléfono ayuda o consejos de un profesional para usted mismo(a)?

   1☐ Sí

   2☐ No ➜ **Si marcó NO, Pase a la Preg. 4**

3. En los últimos 12 meses, ¿con qué frecuencia recibió por teléfono la ayuda o consejos de un profesional que usted necesitaba?

   1☐ Nunca

   2☐ Algunas veces

   3☐ La mayoría de las veces

   4☐ Siempre

4. En los últimos 12 meses, ¿necesitó consejería o tratamiento de inmediato?

   1☐ Sí

   2☐ No ➜ **Si marcó NO, Pase a la Preg. 6**

5. En los últimos 12 meses, cuando necesitó consejería o tratamiento de inmediato, ¿con qué frecuencia vio a alguien tan pronto como usted quería?

   1☐ Nunca

   2☐ Algunas veces

   3☐ La mayoría de las veces

   4☐ Siempre

T T T 0 0 0 0 0 1 0   2 5 2 B 2

El uso de tinta de color negro o azul, le rogamos completar el bloque al hacer su selección.

6. En los últimos 12 meses, sin contar las ocasiones en que necesitó consejería o tratamiento de inmediato, ¿hizo alguna <u>cita</u> para consejería o tratamiento?

₁☐ Sí
₂☐ No ➔ **Si marcó NO, Pase a la Preg. 8**

7. En los últimos 12 meses, sin contar las ocasiones en que necesitó consejería o tratamiento de inmediato, ¿con qué frecuencia consiguió una cita para consejería o tratamiento tan pronto como usted quería?

₁☐ Nunca
₂☐ Algunas veces
₃☐ La mayoría de las veces
₄☐ Siempre

8. En los últimos 12 meses, ¿cuántas veces fue a una <u>sala de emergencias o centro de crisis</u> en busca de consejería o tratamiento para usted?

₁☐ Ninguna vez
₂☐ 1
₃☐ 2
₄☐ 3 o más

9. En los últimos 12 meses (sin contar salas de emergencias o centros de crisis), ¿cuántas veces fue para consejería, tratamiento o para que le den medicamentos para usted a un consultorio, clínica o otro programa de tratamiento?

₁☐ Ninguna vez➔**Si marcó NINGUNA, Pase a la Preg. 29 en la Pág. 4**
₂☐ 1 a 10
₃☐ 11 a 20
₄☐ 21 o más

10. En los últimos 12 meses, ¿con qué frecuencia lo/la atendieron <u>antes de que pasaran 15 minutos</u> de la hora en que tenía cita?

₁☐ Nunca
₂☐ Algunas veces
₃☐ La mayoría de las veces
₄☐ Siempre

Las siguientes preguntas tratan acerca de <u>toda</u> consejería o tratamiento a los que usted fue en los últimos 12 meses durante <u>visitas a consultorios, clínicas y salas de emergencias</u> así como también cualquier consejería o tratamiento <u>por teléfono</u>. Por favor haga un esfuerzo para incluir en sus respuestas a todas las distintas personas a las que fue para consejería o tratamiento.

11. En los últimos 12 meses, ¿con qué frecuencia las personas a las que fue para consejería o tratamiento <u>le escuchaban con atención</u> ?

₁☐ Nunca
₂☐ Algunas veces
₃☐ La mayoría de las veces
₄☐ Siempre

12. En los últimos 12 meses, ¿con qué frecuencia las personas a las que fue para consejería o tratamiento <u>le explicaban las cosas</u> en una forma que usted pudiera entenderlas?

₁☐ Nunca
₂☐ Algunas veces
₃☐ La mayoría de las veces
₄☐ Siempre

13. En los últimos 12 meses, ¿con qué frecuencia las personas a las que fue para consejería o tratamiento <u>demostraron respeto por lo que usted tenía para decir</u>?

₁☐ Nunca
₂☐ Algunas veces
₃☐ La mayoría de las veces
₄☐ Siempre

T T T 0 0 0 0 0 1 0

2 5 2 B 3

El uso de tinta de color negro o azul, le rogamos completar el bloque al hacer su selección.

14. En los últimos 12 meses, ¿con qué frecuencia las personas a las que fue para consejería o tratamiento <u>le dedicaron suficiente tiempo</u>?

- ₁☐ Nunca
- ₂☐ Algunas veces
- ₃☐ La mayoría de las veces
- ₄☐ Siempre

15. En los últimos 12 meses, ¿con qué frecuencia <u>se sintió seguro(a)</u> cuando estaba con las personas a las que fue para consejería o tratamiento?

- ₁☐ Nunca
- ₂☐ Algunas veces
- ₃☐ La mayoría de las veces
- ₄☐ Siempre

16. En los últimos 12 meses, ¿tomó algún <u>medicamento que le recetaron</u> como parte de su tratamiento?

- ₁☐ Sí
- ₂☐ No ➔ **Si marcó NO, Pase a la Preg. 18**

17. En los últimos 12 meses, ¿le dijeron a qué <u>efectos secundarios</u> de esos medicamentos debía estar atento(a)?

- ₁☐ Sí
- ₂☐ No

18. En los últimos 12 meses, ¿con qué frecuencia <u>participó tanto como quería</u> en su consejería o tratamiento?

- ₁☐ Nunca
- ₂☐ Algunas veces
- ₃☐ La mayoría de las veces
- ₄☐ Siempre

19. En los últimos 12 meses, ¿alguien le habló de <u>la posibilidad de incluir</u> a su familia o amigos en su consejería o tratamiento?

- ₁☐ Sí
- ₂☐ No

20. En los últimos 12 meses, ¿le hablaron de <u>grupos de autoayuda o de apoyo</u>, como por ejemplo grupos de consumidores o programas de 12 pasos?

- ₁☐ Sí
- ₂☐ No

21. En los últimos 12 meses, ¿le dieron información acerca de los <u>diferentes tipos</u> de consejería o tratamiento disponibles?

- ₁☐ Sí
- ₂☐ No

22. En los últimos 12 meses, ¿le dieron tanta información como usted quiso sobre lo que podía hacer para <u>arreglárselas</u> con su problema?

- ₁☐ Sí
- ₂☐ No

23. En los últimos 12 meses, ¿le dieron información sobre sus <u>derechos como paciente?</u>

- ₁☐ Sí
- ₂☐ No

24. En los últimos 12 meses, ¿sintió que podía negarse a algún tipo específico de medicamento o tratamiento?

- ₁☐ Sí
- ₂☐ No

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2  5  2  B  4
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El uso de tinta de color negro o azul, le rogamos completar el bloque al hacer su selección.

25. En los últimos 12 meses, hasta donde usted sabe, ¿alguien que le dio consejería o tratamiento <u>reveló</u> a otros <u>información</u> que debía haberse mantenido de manera privada?

₁☐ Sí
₂☐ No

26. ¿Hay alguna diferencia en el tipo consejería o tratamiento que <u>usted necesita</u> debido a su idioma, raza, religión, origen étnico o cultura?

₁☐ Sí
₂☐ No ➜ **Si marcó NO, Pase a la Preg. 28**

27. En los últimos 12 meses, ¿la atención que recibió respondió a esas necesidades?

₁☐ Sí
₂☐ No

28. Usando <u>cualquier número del 0 al 10,</u> donde 0 es la peor consejería o tratamiento posible y 10 es la mejor consejería o tratamiento posible, ¿qué número usaría para calificar toda la <u>consejería o tratamiento</u> que recibió en los últimos 12 meses?

☐ 0 La peor consejería o tratamiento posible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 La mejor consejería o tratamiento posible

29. En los últimos 12 meses, ¿cuánto lo/la ayudó la consejería o tratamiento que recibió?

₁☐ Nada
₂☐ Un poco
₃☐ Algo
₄☐ Mucho

30. En general, ¿cómo calificaría toda <u>su salud mental ahora</u>?

₁☐ Excelente
₂☐ Muy buena
₃☐ Buena
₄☐ Regular
₅☐ Mala

31. <u>Comparando con hace 12 meses</u>, ¿cómo calificaría su habilidad para manejarse <u>ahora con los problemas cotidianos</u>?

₁☐ Mucho mejor
₂☐ Un poco mejor
₃☐ Más o menos igual
₄☐ Un poco peor
₅☐ Mucho peor

32. <u>Comparando con hace 12 meses</u>, ¿cómo calificaría a su habilidad para manejarse ahora <u>en situaciones sociales</u>?

₁☐ Mucho mejor
₂☐ Un poco mejor
₃☐ Más o menos igual
₄☐ Un poco peor
₅☐ Mucho peor

T T T 0 0 0 0 0 1 0   2 5 2 B 5

El uso de tinta de color negro o azul, le rogamos completar el bloque al hacer su selección.

33. Comparando con hace 12 meses, ¿cómo calificaría a su habilidad para lograr las cosas que quiere hacer ahora?

- ₁☐ Mucho mejor
- ₂☐ Un poco mejor
- ₃☐ Más o menos igual
- ₄☐ Un poco peor
- ₅☐ Mucho peor

34. Comparando con hace 12 meses, ¿cómo calificaría a sus problemas o síntomas ahora?

- ₁☐ Mucho mejor
- ₂☐ Un poco mejor
- ₃☐ Más o menos igual
- ₄☐ Un poco peor
- ₅☐ Mucho peor

Las siguientes preguntas tratan acerca de sus experiencias con la compañía u organización que administra sus beneficios para consejería o tratamiento.

35. En los últimos 12 meses, ¿agotó sus beneficios para consejería o tratamiento?

- ₁☐ Sí
- ₂☐ No ➔ **Si marcó NO, Pase a la Preg. 38**

36. Cuando se agotaron sus beneficios, ¿usted pensaba que todavía necesitaba consejería o tratamiento?

- ₁☐ Sí
- ₂☐ No ➔ **Si marcó NO, Pase a la Preg. 38**

37. ¿Le dijeron acerca de otros modos de conseguir consejería, tratamiento, o medicamentos?

- ₁☐ Sí
- ₂☐ No

38. En los últimos 12 meses, ¿necesitó autorización para consejería o tratamiento?

- ₁☐ Sí
- ₂☐ No ➔ **Si marcó NO, Pase a la Preg. 40**

39. En los últimos 12 meses, ¿qué tan problemáticas fueron las demoras para consejería o tratamiento (si las hubo) mientras usted esperaba la aprobación? ¿Fueron...

- ₁☐ Un gran problema
- ₂☐ Un problema menor
- ₃☐ Ningún problema

40. En los últimos 12 meses, ¿llamó a la oficina de servicios al consumidor para conseguir información o ayuda acerca de consejería o tratamiento?

- ₁☐ Sí
- ₂☐ No ➔ **Si marcó NO, Pase a la Preg. 42**

41. En los últimos 12 meses, ¿qué tan problemático fue (si es que lo fue) obtener la ayuda que usted necesitaba cuando llamó a la oficina de servicios al consumidor? ¿Fue...

- ₁☐ Un gran problema
- ₂☐ Un problema menor
- ₃☐ Ningún problema

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2 5 2 B 6

El uso de tinta de color negro o azul, le rogamos completar el bloque al hacer su selección.

Razones para Consejería o Tratamiento

42. En los últimos 12 meses, ¿alguna de sus consejerías o tratamientos fue por <u>problemas personales o familiares</u> o por <u>una enfermedad mental o emocional</u>?

₁☐ Sí

₂☐ No

43. En los últimos 12 meses, ¿alguna de sus consejerías o tratamientos fue para ayudarlo(a) con su <u>consumo de alcohol o de drogas</u>?

₁☐ Sí

₂☐ No

Acerca de Usted

44. En general, ¿cómo calificaría ahora toda <u>su salud</u>?

₁☐ Excelente

₂☐ Muy buena

₃☐ Buena

₄☐ Regular

₅☐ Mala

45. ¿Qué edad tiene ahora?

₁☐ 18 a 24

₂☐ 25 a 34

₃☐ 35 a 44

₄☐ 45 a 54

₅☐ 55 a 64

₆☐ 65 a 74

₇☐ 75 o más

46. ¿Es usted hombre o mujer?

₁☐ Hombre

₂☐ Mujer

47. ¿Cuál es el grado o nivel escolar más alto que ha <u>completado</u>?

₁☐ 8 años de escuela o menos

₂☐ 9-12 años de escuela, pero sin obtener el diploma de escuela secundaria o preparatoria (*high school*)

₃☐ Graduado(a) de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria, o su equivalente (por ejemplo: GED)

₄☐ Algunos cursos universitarios o un título universitario de un programa de 2 años (por ejemplo: AA, AS)

₅☐ Título universitario de 4 años (por ejemplo: BA, AB, BS)

₆☐ Estudios de postgrado o estudios superiores al título universitario de 4 años

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T  T  T  0  0  0  0  0  1  0
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2  5  2  B  7
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El uso de tinta de color negro o azul, le rogamos completar el bloque al hacer su selección.

48. ¿Es usted de origen o ascendencia hispana o latina?

    ¹☐ Sí, hispano/a o latino/a

    ²☐ No, ni hispano/a ni latino/a

49. ¿De qué raza es usted? Por favor marque una o más.

    _a☐ Blanco/a
    _b☐ Negro/a o afro-americano/a
    _c☐ Asiático/a
    _d☐ Nativo/a de Hawai o de otras islas del Pacífico
    _e☐ Indígena Americano/a o Nativo/a de Alaska
    _f☐ Otra (*Escriba su respuesta usando letra de molde*):

50. ¿Alguien le ayudó a completar esta encuesta?

    ₁☐ Sí ➜ **Si marcó SÍ, Pase a la Preg. 51**

    ₂☐ No ➜ **Muchas gracias. Por favor devuelva la encuesta en el sobre con franqueo pagado.**

51. ¿De qué manera le ayudó esa persona? Marque todas las respuestas que correspondan.

    _a☐ Me leyó las preguntas
    _b☐ Escribió las respuestas que yo le di
    _c☐ Contestó las preguntas por mí
    _d☐ Tradujo las preguntas a mi idioma
    _e☐ Me ayudó de alguna otra manera (*Escriba su respuesta usando letra de molde*):

¡GRACIAS!

**Por favor devuelva esta encuesta en el sobre
con porte o franqueo pagado.**

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Using black or blue ink, please completely fill the block when making your selection.

Personal or Family Counseling

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

Children can get counseling, treatment or medicine for many different reasons, such as:

- For problems related to attention deficit hyperactivity disorder (ADHD) or other behavior problems
- Family problems (like when parents and children have trouble getting along)
- For mental or emotional illness
- For autism or other developmental conditions
- Needing help with drug or alcohol use

1. In the last 12 months, did your child get counseling, treatment or medicine for any of these reasons?

☐ Yes, **If Yes, go to question 2**

☐ No, **If No, go to question 47 on page 6**

Your Child's Counseling and Treatment in the Last 12 Months

The next questions ask about **your child's** counseling or treatment. **Do not** include counseling or treatment during an overnight stay or from a self-help group.

2. In the last 12 months, did you **call** someone to get **professional counseling on the phone** for your child?

☐ Yes

☐ No, **If No, go to question 4**

3. In the last 12 months, how often did you **get** the professional counseling your child needed **on the phone**?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

4. In the last 12 months, did your child need counseling or treatment **right away**?

☐ Yes

☐ No, **If No, go to question 6**

5. In the last 12 months, when your child needed counseling or treatment **right away**, how often did he or she see someone as soon as you wanted?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

6. In the last 12 months, not counting times your child needed counseling or treatment right away, did you make any **appointments** for your child for counseling or treatment?

☐ Yes

☐ No, **If No, go to question 8**

7. In the last 12 months, not counting times your child needed counseling or treatment right away, how often did your child get an appointment for counseling or treatment as soon as you wanted?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

T T T 0 0 0 0 0 1 0   2 5 5 C 2

Using black or blue ink, please completely fill the block when making your selection.

8. In the last 12 months, how many times did your child go to an **emergency room or crisis center** to get counseling or treatment?

☐ None

☐ 1

☐ 2

☐ 3 or more

9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did your child get counseling, treatment or medicine in your home or at an office, clinic, or other treatment program?

☐ None, **If None, go to question 30 on page 4**

☐ 1 to 10

☐ 11 to 20

☐ 21 or more

10. In the last 12 months, how many times did your child get counseling or treatment **in your home**?

☐ None

☐ 1 to 10

☐ 11 to 20

☐ 21 or more

11. In the last 12 months, how often were you seen **within 15 minutes** of his or her appointment?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

The next questions are about **all** the counseling or treatment your child got in the last 12 months in your home, during office, clinic, and emergency room **visits** as well as **over the phone**. Please do the best you can to include all the different people your child saw for counseling or treatment in your answers.

12. In the last 12 months, how often did the people your child saw for counseling or treatment **listen carefully to you**?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

13. In the last 12 months, how often did the people your child saw for counseling or treatment **explain things** in a way you could understand?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

14. In the last 12 months, how often did the people your child saw for counseling or treatment **show respect for what you had to say?**

☐ Never

☐ Sometimes

☐ Usually

☐ Always

15. In the last 12 months, how often did the people your child saw for counseling or treatment **spend enough time** with you?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

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Using black or blue ink, please completely fill the block when making your selection.

16. In the last 12 months, did your child take any **prescription medicines** as part of his or her treatment?

☐ Yes

☐ No, **if No, go to question 18**

17. In the last 12 months, were you told what **side effects** of those medicines to watch for?

☐ Yes

☐ No

18. In the last 12 months, how often were you **involved as much as you wanted** in your child's counseling or treatment?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

19. In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you?

☐ Yes

☐ No

20. In the last 12 months, how often did your family get the professional help you wanted for your child?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

21. In the last 12 months, how often did you feel your child **had someone to talk to** for counseling or treatment when he or she was troubled?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

22. In the last 12 months, were you given information about **different kinds** of counseling or treatment that are available for your child?

☐ Yes

☐ No

23. In the last 12 months, were you given as much information as you wanted about what you could do to **manage** your child's condition?

☐ Yes

☐ No

24. In the last 12 months, were you given information about your child's **rights as a patient**?

☐ Yes

☐ No

25. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child?

☐ Yes

☐ No

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Using black or blue ink, please completely fill the block when making your selection.

26. In the last 12 months, as far as you know did anyone your child saw for counseling or treatment **share information** with others that should have been kept private?

☐ Yes

☐ No

27. Does your child's language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment **he or she needs**?

☐ Yes

☐ No, **If No, go to question 29**

28. In the last 12 months, was the care your child received responsive to those needs?

☐ Yes

☐ No

29. Using **any number from 0 to 10,** where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all of your child's **counseling or treatment** in the last 12 months?

☐ 0 Worst counseling or treatment possible

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ 7

☐ 8

☐ 9

☐ 10 Best counseling or treatment possible

30. In the last 12 months, how much was your child helped by the counseling or treatment he or she got?

☐ Not at all

☐ A little

☐ Somewhat

☐ A lot

31. In general, how would you rate your child's **overall mental health now**?

☐ Excellent

☐ Very good

☐ Good

☐ Fair

☐ Poor

32. Compared to 12 months ago, how would you rate your child's ability to deal with **daily problems now?**

☐ Much better

☐ A little better

☐ About the same

☐ A little worse

☐ Much worse

33. Compared to 12 months ago, how would you rate your child's ability to deal with **social situations now?**

☐ Much better

☐ A little better

☐ About the same

☐ A little worse

☐ Much worse

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Using black or blue ink, please completely fill the block when making your selection.

34. Compared to 12 months ago, how would you rate your child's ability to accomplish the things he or she wants to do now?

☐ Much better

☐ A little better

☐ About the same

☐ A little worse

☐ Much worse

35. Compared to 12 months ago, how would you rate your child's **problems or symptoms now?**

☐ Much better

☐ A little better

☐ About the same

☐ A little worse

☐ Much worse

The next questions ask about your experience with the **company or organization** that handles your benefits for your child's counseling or treatment.

36. In the last 12 months, did your child **use up all his or her benefits** for counseling or treatment?

☐ Yes

☐ No, **If no, go to question 39**

37. At the time benefits were used up, did you think your child **still needed** counseling or treatment?

☐ Yes

☐ No, **If no, go to question 39**

38. Were you told about **other ways** to get counseling, treatment, or medicine for your child?

☐ Yes

☐ No

39. In the last 12 months, did you need approval for any of your child's counseling or treatment?

☐ Yes

☐ No, **If no, go to question 41**

40. In the last 12 months, how much of a problem, if any, was **delays** in counseling or treatment while you waited for approval?

☐ A big problem

☐ A small problem

☐ Not a problem

41. In the last 12 months, did you call **customer service** to get information or help about counseling or treatment for your child?

☐ Yes

☐ No, **If no, go to question 43**

42. In the last 12 months, how much of a problem, if any, was it to **get the help you needed for your child** when you called customer service?

☐ A big problem

☐ A small problem

☐ Not a problem

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Using black or blue ink, please completely fill the block when making your selection.

Reasons for Counseling or Treatment

43. In the last 12 months, was any of your child's counseling or treatment for **problems related to ADHD or other behavior problems**?

☐ Yes

☐ No

44. In the last 12 months, was any of your child's counseling or treatment for **family problems or mental or emotional illness**?

☐ Yes

☐ No

45. In the last 12 months, was any of your child's counseling or treatment for **autism or other developmental problems**?

☐ Yes

☐ No

46. In the last 12 months, was any of your child's counseling or treatment for help with **alcohol use or drug use**?

☐ Yes

☐ No

About You and Your Child

47. In general, how would you rate **your child's overall health** now?

☐ Excellent

☐ Very good

☐ Good

☐ Fair

☐ Poor

48. What is **your child's** age now?

☐ Less than 1 year old   ☐ 7 to 9 years old

☐ 1 to 2 years old   ☐ 10 to 12 years old

☐ 3 to 4 years old   ☐ 13 to 15 years old

☐ 5 to 6 years old   ☐ 16 to 17 years old

49. Is your child male or female?

☐ Male

☐ Female

50. Is your child of Hispanic or Latino origin or descent?

☐ Yes, Hispanic or Latino

☐ No, Not Hispanic or Latino

51. What is your child's race? Please mark one or more.

☐ White

☐ Black or African-American

☐ Asian

☐ Native Hawaiian or Other Pacific Islander

☐ American Indian or Alaska Native

☐ Other

T T T 0 0 0 0 0 1 0

2 5 5 C 7

Using black or blue ink, please completely fill the block when making your selection.

52. What is your age now?

☐ 18 to 24

☐ 25 to 34

☐ 35 to 44

☐ 45 to 54

☐ 55 to 64

☐ 65 to 74

☐ 75 to older

53. Are you male or female?

☐ Male

☐ Female

54. What is the highest grade or level of school that you have **completed**?

☐ 8th grade or less

☐ Some high school, but did not graduate

☐ High school graduate or GED

☐ Some college or 2-year degree

☐ 4-year college degree

☐ More than 4-year college degree

55. How are you related to the policyholder?

☐ I am the policyholder

☐ Spouse or partner of policyholder

☐ Child of policyholder

☐ Other family member

☐ Friend

☐ Someone else

Please print: _____

_____

56. How are you related to the child?

☐ Mother or father

☐ Grandparent

☐ Aunt or uncle

☐ Older sibling

☐ Other relative

☐ Legal guardian

57. Did someone help you complete this survey?

☐ Yes, **If Yes, go to question 58**

☐ No, **Thank You. Please return the completed survey in the postage-paid envelope.**

58. How did that person help you? Check all that apply.

☐ Read the questions to me

☐ Wrote down the answers I gave

☐ Answered the questions for me

☐ Translated the questions into my language

☐ Helped in some other way. *Please explain below.*

Please print:

_____

_____

_____

Appendix B: File Layout for Requested Data from Plans

Layout begins on the next page.

Required Field Layout for Consumer Satisfaction Survey Data Request

- *All fields are required unless otherwise noted.*
- *Include all Medicaid [1915 (b) (c) Medicaid Waiver] beneficiaries who have received services through the LME/MCO within the last year (July 2013 through June 2014). If a beneficiary is under 18 years of age (as of June 30, 2014), their guardian information must be provided as well.*
- *Files should be tab delimited text files. Files should be named using the following structure: NCCSS2014_ [plan name].txt, where [plan name] is the name used in the text file to identify the LME-MCO name.*
- *Files should be uploaded to CCME's secure FTP server no later than **July 30, 2014**. **Please email CCME at NCEQR@thecarolinascenter.org for further instructions for uploading the files.***
- *The list defines the order the fields should be included in the file and the field names to be used for the field headers. Field headers are required.*
- *Required formats for the fields are listed in the notes column.*
- *If major deviations from this layout are received you will be asked to correct the issues and resubmit the file to CCME the next business day.*

Field Order	Field Name	Field Data Type	Description	Notes
1	LME	Character	LME-MCO name	The name of the LME-MCO uses in correspondences with their beneficiaries
2	Fname	Character	Beneficiary's first name	
3	Lname	Character	Beneficiary's last name	
4	SufName	Character	Beneficiary's suffix to their name	If applicable, any title or suffix the beneficiary uses (Jr., Sr., MD, etc…)
5	MID	Character	Beneficiary's Medicaid ID	
6	Gender	Character	Beneficiary's gender	M or F
7	DOB	Numeric (Date)	Beneficiary's date of birth	mm/dd/yyyy
8	DOD	Numeric (Date)	Beneficiary's date of death	mm/dd/yyyy or missing if alive
9	DOEE	Numeric (Date)	Beneficiary's Medicaid eligibility end date	mm/dd/yyyy
10	Addr1	Character	Beneficiary's Mailing address	Beneficiary's most recent confirmed mailing address
11	Addr2	Character	Beneficiary's Address 2	If needed
12	City	Character	Beneficiary's Mailing Address – City	
13	State	Character	Beneficiary's Mailing Address – State	
14	Zip	Character	Beneficiary's Mailing Address – Zip code	5 digit only
15	Phone	Character	Beneficiary's Phone Number	(xxx)xxx-xxxx
16	AltPhone	Character	Beneficiary's Alternate Phone Number	(xxx)xxx-xxxx, If available
17	LangPref	Character	Beneficiary's Language Preference	Based on the language preference of the beneficiary this field will indicate English or Spanish. Other language preferences should default to English.
18	GFname	Character	Guardian's first name	Guardian fields are required for beneficiaries under the age of 18 years as of June 30, 2014.

The Carolinas Center *for* Medical Excellence

Field Order	Field Name	Field Data Type	Description	Notes
19	GLname	Character	Guardian's last name	
20	GAddr1	Character	Guardian's Mailing address	Guardian's most recent confirmed mailing address
21	GAddr2	Character	Guardian's Address 2	If needed
22	GCity	Character	Guardian's Mailing Address – City	
23	GState	Character	Guardian's Mailing Address – State	
24	GZip	Character	Guardian's Mailing Address – Zip code	5 digit only
25	GPhone	Character	Guardian's Phone Number	(xxx)xxx-xxxx
26	GAltPhone	Character	Guardian's Alternate Phone Number	(xxx)xxx-xxxx, if available
26	GLangPref	Character	Guardian's Language Preference	Based on the language preference of the guardian this field will indicate English or Spanish. Other language preferences should default to English.
27	MH	Character	Beneficiary had mental health services in the past year	Yes or No
28	MHdt	Numeric (Date)	The date of the beneficiary's most recent mental health service in the time frame	mm/dd/yy, if MH
29	SA	Character	Beneficiary had substance abuse services in the past year	Yes or No
30	SAdt	Numeric (Date)	The date of the beneficiary's most recent substance abuse service in the time frame	mm/dd/yy, if SA
31	DD	Character	Beneficiary had intellectual developmental disability services in the past year	Yes or No
32	DDdt	Numeric (Date)	The date of the beneficiary's most recent intellectual developmental disability service in the time frame	mm/dd/yy, if DD

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Reporting Measure	Items Included in the Measure		Response Format
	Item Number Adult (Child)	Short Title and Crosswalk Question Number	
Composite Measures			
Getting treatment quickly	Q3 (Q3)	Get help by telephone – CW3	Never Sometimes Usually Always
	Q5 (Q5)	Get urgent treatment as soon as needed – CW5	
	Q7 (Q7)	Get appointment as soon as wanted – CW7	
How well clinicians communicate	Q11 (Q12)	Clinicians listen carefully – CW12	Never Sometimes Usually Always
	Q12 (Q13)	Clinicians explain things – CW13	
	Q13 (Q14)	Clinicians show respect – CW14	
	Q14 (Q15)	Clinicians spend enough time – CW15	
	Q15 (---)	Feel safe with clinicians – CW16	
	Q18 (Q18)	Involved as much as you wanted in treatment – CW19	
Getting treatment and information from the MBHO	Q39 (Q40)	Delays in treatment while wait for plan approval – CW43	Big problem Small Problem Not a problem
	Q41 (Q42)	Helpfulness of customer service – CW45	
Perceived improvement	Q31 (Q32)	Compare the ability to deal with daily problems to 1 year ago – CW35	Much worse A little worse About the same A little better Much better
	Q32 (Q33)	Compare the ability to deal with social situations to 1 year ago – CW36	
	Q33 (Q34)	Compare the ability to accomplish things to 1 year ago – CW37	
	Q34 (Q35)	Compare the ability to deal with symptoms or problems to 1 year ago – CW38	
Information about treatment options	Q20 (---)	Told about self-help or consumer run programs – CW21	No Yes
	Q21 (Q22)	Told about different treatments that are available for condition – CW25	
Global Ratings			

Reporting Measure	Items Included in the Measure		
	Item Number Adult (Child)	Short Title and Crosswalk Question Number	Response Format
Treatment	Q28 (Q29)	Overall rating of counseling and treatment – CW32	0 to 10
Single Question Measures			
Office wait	Q10 (Q11)	Seen within 15 minutes of appointment time – CW11	Always Usually Sometimes
Told about medication side effects	Q17 (Q17)	Told about side effects of medication – CW18	No Yes
Including family and friends	Q19 (---)	Talk about including family and friends in treatment – CW20	No Yes
Information to manage condition	Q22 (Q23)	Given as much information as wanted to manage condition – CW26	No Yes
Patient rights information	Q23 (Q24)	Given information about rights as a patient – CW27	No Yes
Patient feels he or she could refuse treatment	Q24 (Q25)	Patient feels that he or she could refuse a specific type of treatment – CW28	No Yes
Privacy	Q25 (Q26)	Confident about privacy of treatment information – CW29	No Yes
Cultural competency	Q27 (Q28)	Care responsive to cultural needs – CW31	No Yes
Amount helped	Q29 (Q30)	Amount helped by treatment – CW33	Not at all A little Somewhat A lot
Treatment after benefits are used up	Q37 (Q38)	Plan provides information about how to get treatment after benefits are used up – CW41	No Yes

Appendix D: Complete Output from CAHPS Analysis Program

Output begins on the next page.

```
*------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:11:32
*------------------------------------------*


   *** ALL PLANS HAVE 100 OR MORE CASES ***
  -------------------------------------------


                  *** RECODING DONE ***
 How Often variable responses (1-4 Scale) has been recoded:
    Values 1 - 2 coded as 1
    Value      3 coded as 2
    Value      4 coded as 3
The Variable Type has been changed from 3 to 4


  The 3 Variable Items          = CW3_N CW5_N CW7_N
  The Variable Type             = 4
  The 5 Adjuster Variables      = age2 OHR ac1 ac2 child
  The adjusters include Child Interactions with the original adjuster variables
  ac1 is the interaction with the first adjuster in the list, ac2 the second...

  Global Case Mix Model
  Global Centering of Means


  The RECODE    parameter       = 1
  The MIN_RESP parameter        = 1
  The MAX_RESP parameter        = 4
  The NAME      parameter       = Getting Treatment Quickly (Comp 1)
  The ADJ_BARS parameter        = 1
  The BAR_STAT parameter        = 1
  The IMPUTE    parameter       = 1
  The EVEN_WGT parameter        = 1
  The KP_RESID parameter        = 0
  The ADULTKID parameter        = 1
  The VISITS    parameter       = 1
  The PVALUE    parameter       = 0.05
  The CHANGE    parameter       = 0
  The MEANDIFF parameter        = 0
  The WGTDATA   parameter       = 1
  The WGTRESP  parameter        =
  The WGTMEAN  parameter        =
  The WGTPLAN  parameter        = 0
  The ID_RESP   parameter       = sid
  The SUBSET    parameter       = 1
  The SPLITFLG parameter        = 0
  The data set used             = all
  The OUTREGRE parameter        = 0
  The output data set suffix    = Comp1
```

Report run on 27 May 2015 at 13:11:32
CAHPS SAS Analysis Program Version 4.1

RECODED How Often Scale 1-2=1 3=2 4=3: Getting Treatment Quickly (Comp 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

Health Plan	Total # of Respondents	CW3_N	CW5_N	CW7_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	79.42%	67.20%	49.52%	4.18%	5.79%	0.00%
Cardinal Innovations Healthcare Solutions	350	76.57%	65.14%	40.00%	6.57%	5.43%	0.00%
CenterPoint Human Services	332	75.30%	65.06%	49.40%	5.72%	5.12%	0.00%
CoastalCare	308	80.84%	65.58%	42.53%	4.87%	6.17%	0.00%
East Carolina Behavioral Health	385	77.66%	67.01%	42.60%	5.97%	8.83%	0.00%
Eastpointe	412	83.98%	67.72%	52.43%	7.77%	5.58%	0.00%
Partners Behavioral Health Management	334	78.14%	68.86%	47.01%	7.19%	6.89%	0.00%
Sandhills Center	304	75.99%	66.12%	48.03%	6.25%	4.93%	0.00%
Smoky Mountain Center	329	74.47%	67.48%	41.64%	5.47%	4.56%	0.00%

Report run on 27 May 2015 at 13:11:32
CAHPS SAS Analysis Program Version 4.1
Data Set out.p_Comp1

The Carolinas Center *for* Medical Excellence

RECODED How Often Scale 1-2=1 3=2 4=3: Getting Treatment Quickly (Comp 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Sometimes or Never 1-2	% Usually 3	% Always 4	% Adjusted Bar 1
Alliance Behavioral Healthcare	311	183	41.43%	25.03%	33.54%	42.20%
Cardinal Innovations Healthcare Solutions	350	235	32.10%	24.29%	43.61%	32.49%
CenterPoint Human Services	332	200	44.28%	22.32%	33.40%	43.70%
CoastalCare	308	198	39.19%	20.60%	40.20%	39.34%
East Carolina Behavioral Health	385	251	32.24%	24.97%	42.79%	33.07%
Eastpointe	412	243	34.86%	20.55%	44.59%	34.48%
Partners Behavioral Health Management	334	199	45.14%	28.17%	26.70%	44.23%
Sandhills Center	304	186	41.33%	23.82%	34.84%	41.11%
Smoky Mountain Center	329	213	37.17%	20.11%	42.72%	37.12%

Health Plan	Adjusted Bar 2	Adjusted Bar 3	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2	Weighted Unadjusted Bar 3
Alliance Behavioral Healthcare	24.79%	33.01%	41.43%	25.03%	33.54%
Cardinal Innovations Healthcare Solutions	24.47%	43.03%	32.10%	24.29%	43.61%
CenterPoint Human Services	22.38%	33.92%	44.28%	22.32%	33.40%
CoastalCare	20.62%	40.04%	39.19%	20.60%	40.20%
East Carolina Behavioral Health	25.16%	41.78%	32.24%	24.97%	42.79%
Eastpointe	20.29%	45.23%	34.86%	20.55%	44.59%
Partners Behavioral Health Management	28.06%	27.70%	45.14%	28.17%	26.70%
Sandhills Center	23.87%	35.02%	41.33%	23.82%	34.84%
Smoky Mountain Center	20.23%	42.65%	37.17%	20.11%	42.72%

Report run on 27 May 2015 at 13:11:32
CAHPS SAS Analysis Program Version 4.1
Data Set out.n_Comp1

The Carolinas Center *for* Medical Excellence

RECODED How Often Scale 1-2=1 3=2 4=3: Getting Treatment Quickly (Comp 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW3_N	CW5_N	CW7_N
age2	0	GLOBAL	0.1119	0.0778	0.1032
ohr	0	GLOBAL	0.0963	0.1633	0.0743
ac1	0	GLOBAL	-0.1233	-0.0303	-0.0520
ac2	0	GLOBAL	0.0316	0.0258	0.1404
Child	0	GLOBAL	0.3601	0.1053	-0.1431

Report run on 27 May 2015 at 13:11:32
CAHPS SAS Analysis Program Version 4.1
Data Set out.c_Comp1

RECODED How Often Scale 1-2=1 3=2 4=3: Getting Treatment Quickly (Comp 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW3_N	0.0201	0.0127
0	GLOBAL	CW5_N	0.0401	0.0354
0	GLOBAL	CW7_N	0.0348	0.0319

Report run on 27 May 2015 at 13:11:32
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2Comp1

RECODED How Often Scale 1-2=1 3=2 4=3: Getting Treatment Quickly (Comp 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Means All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	1.9940	8	1,894	3.6466	0.0003

Report run on 27 May 2015 at 13:11:32
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaComp1

RECODED How Often Scale 1-2=1 3=2 4=3: Getting Treatment Quickly (Comp 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Mean	Weighted Unadjusted Plan Mean	Adjusted Plan Mean
Alliance Behavioral Healthcare	311	183	1.9210	1.9210	1.9081
Cardinal Innovations Healthcare Solutions	350	235	2.1151	2.1151	2.1054
CenterPoint Human Services	332	200	1.8913	1.8913	1.9022
CoastalCare	308	198	2.0101	2.0101	2.0070
East Carolina Behavioral Health	385	251	2.1055	2.1055	2.0871
Eastpointe	412	243	2.0973	2.0973	2.1075
Partners Behavioral Health Management	334	199	1.8156	1.8156	1.8347
Sandhills Center	304	186	1.9351	1.9351	1.9391
Smoky Mountain Center	329	213	2.0555	2.0555	2.0553

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0860	0.0570	0.1118	0.0037	**	3.00
Cardinal Innovations Healthcare Solutions	0.1114	0.0485	0.0951	0.0026	***	3.00
CenterPoint Human Services	-0.0918	0.0537	0.1053	0.0033	**	3.00
CoastalCare	0.0130	0.0537	0.1053	0.0033	**	3.00
East Carolina Behavioral Health	0.0931	0.0533	0.1045	0.0032	**	3.00
Eastpointe	0.1134	0.0520	0.1019	0.0030	***	3.00
Partners Behavioral Health Management	-0.1594	0.0466	0.0914	0.0023	*	3.00
Sandhills Center	-0.0549	0.0544	0.1067	0.0034	**	3.00
Smoky Mountain Center	0.0613	0.0552	0.1081	0.0035	**	3.00

Report run on 27 May 2015 at 13:11:32
CAHPS SAS Analysis Program Version 4.1
Data Set out.saComp1

```
*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:11:48
*-------------------------------------------*


  *** ALL PLANS HAVE 100 OR MORE CASES ***
-------------------------------------------


                *** RECODING DONE ***
 How Often variable responses (1-4 Scale) has been recoded:
    Values 1 - 2 coded as 1
    Value      3 coded as 2
    Value      4 coded as 3
 The Variable Type has been changed from 3 to 4


 The 6 Variable Items          = CW12_N CW13_N CW14_N CW15_N CW16_N CW19_N
 The Variable Type             = 4
 The 5 Adjuster Variables      = age2 OHR ac1 ac2 child
 The adjusters include Child Interactions with the original adjuster variables
 ac1 is the interaction with the first adjuster in the list, ac2 the second...

 Global Case Mix Model
 Global Centering of Means


 The RECODE    parameter       = 1
 The MIN_RESP parameter        = 1
 The MAX_RESP parameter        = 4
 The NAME     parameter        = How Well Clinicians Communicate (Comp 2)
 The ADJ_BARS parameter        = 1
 The BAR_STAT parameter        = 1
 The IMPUTE   parameter        = 1
 The EVEN_WGT parameter        = 1
 The KP_RESID parameter        = 0
 The ADULTKID parameter        = 1
 The VISITS   parameter        = 1
 The PVALUE   parameter        = 0.05
 The CHANGE   parameter        = 0
 The MEANDIFF parameter        = 0
 The WGTDATA  parameter        = 1
 The WGTRESP  parameter        =
 The WGTMEAN  parameter        =
 The WGTPLAN  parameter        = 0
 The ID_RESP  parameter        = sid
 The SUBSET   parameter        = 1
 The SPLITFLG parameter        = 0
 The data set used             = all
 The OUTREGRE parameter        = 0
 The output data set suffix    = Comp2
```

Report run on 27 May 2015 at 13:11:48
CAHPS SAS Analysis Program Version 4.1

RECODED How Often Scale 1-2=1 3=2 4=3: How Well Clinicians Communicate (Comp 2)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

Health Plan	Total # of Respondents	CW12_N	CW13_N	CW14_N	CW15_N
Alliance Behavioral Healthcare	311	40.84%	39.87%	39.55%	39.55%
Cardinal Innovations Healthcare Solutions	350	32.00%	32.29%	31.43%	30.86%
CenterPoint Human Services	332	45.48%	45.18%	44.88%	44.88%
CoastalCare	308	34.09%	35.39%	34.42%	32.79%
East Carolina Behavioral Health	385	36.36%	36.36%	36.62%	36.88%
Eastpointe	412	40.29%	41.26%	40.29%	40.53%
Partners Behavioral Health Management	334	41.02%	42.51%	42.22%	39.22%
Sandhills Center	304	40.79%	40.79%	42.76%	42.76%
Smoky Mountain Center	329	30.70%	33.43%	31.00%	31.91%

Health Plan	CW16_N	CW19_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	61.74%	40.51%	4.18%	5.79%	0.00%
Cardinal Innovations Healthcare Solutions	52.00%	32.86%	6.57%	5.43%	0.00%
CenterPoint Human Services	58.43%	47.89%	5.72%	5.12%	0.00%
CoastalCare	60.06%	35.06%	4.87%	6.17%	0.00%
East Carolina Behavioral Health	61.82%	37.14%	5.97%	8.83%	0.00%
Eastpointe	60.68%	41.75%	7.77%	5.58%	0.00%
Partners Behavioral Health Management	56.89%	39.52%	7.19%	6.89%	0.00%
Sandhills Center	58.22%	40.13%	6.25%	4.93%	0.00%
Smoky Mountain Center	56.84%	32.83%	5.47%	4.56%	0.00%

Report run on 27 May 2015 at 13:11:48
CAHPS SAS Analysis Program Version 4.1
Data Set out.p_Comp2

The Carolinas Center *for* Medical Excellence

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RECODED How Often Scale 1-2=1 3=2 4=3: How Well Clinicians Communicate (Comp 2)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Sometimes or Never 1-2	% Usually 3	% Always 4	% Adjusted Bar 1
Alliance Behavioral Healthcare	311	199	15.74%	21.54%	62.73%	16.07%
Cardinal Innovations Healthcare Solutions	350	252	11.99%	19.72%	68.29%	12.24%
CenterPoint Human Services	332	194	17.94%	21.01%	61.06%	17.62%
CoastalCare	308	211	10.41%	22.08%	67.50%	10.61%
East Carolina Behavioral Health	385	264	11.21%	20.86%	67.93%	11.65%
Eastpointe	412	261	14.24%	20.18%	65.58%	13.71%
Partners Behavioral Health Management	334	212	18.93%	22.76%	58.31%	18.50%
Sandhills Center	304	193	17.35%	18.46%	64.19%	17.35%
Smoky Mountain Center	329	236	12.05%	18.24%	69.71%	12.11%

Health Plan	Adjusted Bar 2	Adjusted Bar 3	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2	Weighted Unadjusted Bar 3
Alliance Behavioral Healthcare	21.71%	62.23%	15.74%	21.54%	62.73%
Cardinal Innovations Healthcare Solutions	19.93%	67.83%	11.99%	19.72%	68.29%
CenterPoint Human Services	20.83%	61.55%	17.94%	21.01%	61.06%
CoastalCare	22.20%	67.19%	10.41%	22.08%	67.50%
East Carolina Behavioral Health	21.13%	67.22%	11.21%	20.86%	67.93%
Eastpointe	19.76%	66.53%	14.24%	20.18%	65.58%
Partners Behavioral Health Management	22.52%	58.98%	18.93%	22.76%	58.31%
Sandhills Center	18.39%	64.25%	17.35%	18.46%	64.19%
Smoky Mountain Center	18.38%	69.51%	12.05%	18.24%	69.71%

The Carolinas Center *for* Medical Excellence

RECODED How Often Scale 1-2=1 3=2 4=3: How Well Clinicians Communicate (Comp 2)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW12_N	CW13_N	CW14_N	CW15_N	CW16_N	CW19_N
age2	0	GLOBAL	0.0560	0.0241	0.0379	0.0629	0.0406	0.0211
ohr	0	GLOBAL	0.1482	0.1735	0.1359	0.1354	0.0995	0.1696
ac1	0	GLOBAL	-0.0639	-0.0415	-0.0577	-0.0310	0.0000	-0.0125
ac2	0	GLOBAL	0.0370	-0.0329	0.0303	0.0603	0.0000	-0.0423
Child	0	GLOBAL	0.0662	0.2869	0.0858	-0.0319	0.0000	0.2896

Report run on 27 May 2015 at 13:11:48
CAHPS SAS Analysis Program Version 4.1
Data Set out.c_Comp2

RECODED How Often Scale 1-2=1 3=2 4=3: How Well Clinicians Communicate (Comp 2)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW12_N	0.0496	0.0470
0	GLOBAL	CW13_N	0.0613	0.0588
0	GLOBAL	CW14_N	0.0465	0.0439
0	GLOBAL	CW15_N	0.0422	0.0397
0	GLOBAL	CW16_N	0.0238	0.0222
0	GLOBAL	CW19_N	0.0561	0.0536

Report run on 27 May 2015 at 13:11:48
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2Comp2

RECODED How Often Scale 1-2=1 3=2 4=3: How Well Clinicians Communicate (Comp 2)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Means All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	2.5060	8	2,008	2.4938	0.0108

Report run on 27 May 2015 at 13:11:48
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaComp2

RECODED How Often Scale 1-2=1 3=2 4=3: How Well Clinicians Communicate (Comp 2)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Mean	Weighted Unadjusted Plan Mean	Adjusted Plan Mean
Alliance Behavioral Healthcare	311	199	2.4699	2.4699	2.4616
Cardinal Innovations Healthcare Solutions	350	252	2.5630	2.5630	2.5560
CenterPoint Human Services	332	194	2.4312	2.4312	2.4393
CoastalCare	308	211	2.5709	2.5709	2.5658
East Carolina Behavioral Health	385	264	2.5672	2.5672	2.5556
Eastpointe	412	261	2.5134	2.5134	2.5282
Partners Behavioral Health Management	334	212	2.3939	2.3939	2.4048
Sandhills Center	304	193	2.4683	2.4683	2.4690
Smoky Mountain Center	329	236	2.5766	2.5766	2.5740

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0444	0.0400	0.0785	0.0018	**	6.00
Cardinal Innovations Healthcare Solutions	0.0499	0.0329	0.0646	0.0012	**	6.00
CenterPoint Human Services	-0.0667	0.0403	0.0790	0.0019	**	6.00
CoastalCare	0.0598	0.0361	0.0708	0.0015	**	6.00
East Carolina Behavioral Health	0.0496	0.0329	0.0644	0.0012	**	6.00
Eastpointe	0.0222	0.0354	0.0694	0.0014	**	6.00
Partners Behavioral Health Management	-0.1012	0.0385	0.0755	0.0017	*	6.00
Sandhills Center	-0.0370	0.0419	0.0822	0.0020	**	6.00
Smoky Mountain Center	0.0679	0.0365	0.0715	0.0015	**	6.00

Report run on 27 May 2015 at 13:11:48
CAHPS SAS Analysis Program Version 4.1
Data Set out.saComp2

```
*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:12:09
*-------------------------------------------*


    *********   WARNING NOTE   *********
       PLANS WITH FEWER THAN 100 CASES
-------------------------------------------

  Plan ID 1 - Alliance Behavioral Healthcare  - 83 Cases

  Plan ID 2 - Cardinal Innovations Healthcare Solutions  - 99 Cases

  Plan ID 3 - CenterPoint Human Services  - 92 Cases

  Plan ID 4 - CoastalCare  - 88 Cases

  Plan ID 7 - Partners Behavioral Health Management  - 92 Cases

  Plan ID 8 - Sandhills Center  - 84 Cases

  Plan ID 9 - Smoky Mountain Center  - 96 Cases


-------------------------------------------


  The 2 Variable Items        = CW43_N CW45_N
  The Variable Type           = 4
  The 5 Adjuster Variables    = age2 OHR ac1 ac2 child
  The adjusters include Child Interactions with the original adjuster variables
  ac1 is the interaction with the first adjuster in the list, ac2 the second...

  Global Case Mix Model
  Global Centering of Means


  The RECODE   parameter      = 0
  The MIN_RESP parameter      = 1
  The MAX_RESP parameter      = 3
  The NAME     parameter      = Getting Treatment and Information from the MBHO (Comp 3)
  The ADJ_BARS parameter      = 1
  The BAR_STAT parameter      = 1
  The IMPUTE   parameter      = 1
  The EVEN_WGT parameter      = 1
  The KP_RESID parameter      = 0
  The ADULTKID parameter      = 1
  The VISITS   parameter      = 1
  The PVALUE   parameter      = 0.05
  The CHANGE   parameter      = 0
  The MEANDIFF parameter      = 0
  The WGTDATA  parameter      = 1
  The WGTRESP  parameter      =
  The WGTMEAN  parameter      =
  The WGTPLAN  parameter      = 0
  The ID_RESP  parameter      = sid
  The SUBSET   parameter      = 1
  The SPLITFLG parameter      = 0
  The data set used           = all
  The OUTREGRE parameter      = 0
  The output data set suffix  = Comp3
```

Report run on 27 May 2015 at 13:12:09
CAHPS SAS Analysis Program Version 4.1

Trichotomous Variable (1 - 3): Getting Treatment and Information from the MBHO (Comp 3)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

The Carolinas Center *for* Medical Excellence

Health Plan	Total # of Respondents	CW43_N	CW45_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	79.10%	87.78%	4.18%	5.79%	0.00%
Cardinal Innovations Healthcare Solutions	350	78.29%	88.29%	6.57%	5.43%	0.00%
CenterPoint Human Services	332	83.13%	82.53%	5.72%	5.12%	0.00%
CoastalCare	308	75.65%	91.88%	4.87%	6.17%	0.00%
East Carolina Behavioral Health	385	80.00%	89.35%	5.97%	8.83%	0.00%
Eastpointe	412	76.70%	83.25%	7.77%	5.58%	0.00%
Partners Behavioral Health Management	334	77.25%	89.22%	7.19%	6.89%	0.00%
Sandhills Center	304	77.96%	86.18%	6.25%	4.93%	0.00%
Smoky Mountain Center	329	74.47%	88.75%	5.47%	4.56%	0.00%

Report run on 27 May 2015 at 13:12:09
CAHPS SAS Analysis Program Version 4.1
Data Set out.p_Comp3

Trichotomous Variable (1 - 3): Getting Treatment and Information from the MBHO (Comp 3)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Big Problem 1	% Small Problem 2	% Not a Problem 3	Adjusted Bar 1
Alliance Behavioral Healthcare	311	83	25.14%	32.27%	42.59%	23.73%
Cardinal Innovations Healthcare Solutions	350	99	22.26%	23.48%	54.27%	23.70%
CenterPoint Human Services	332	92	31.50%	21.95%	46.55%	32.14%
CoastalCare	308	88	30.00%	21.33%	48.67%	30.40%
East Carolina Behavioral Health	385	100	19.26%	17.22%	63.53%	19.70%
Eastpointe	412	130	21.81%	19.52%	58.67%	21.22%
Partners Behavioral Health Management	334	92	27.78%	22.08%	50.15%	26.49%
Sandhills Center	304	84	29.05%	31.29%	39.66%	28.96%
Smoky Mountain Center	329	96	25.58%	14.33%	60.09%	26.02%

Health Plan	Adjusted Bar 2	Adjusted Bar 3	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2	Weighted Unadjusted Bar 3
Alliance Behavioral Healthcare	31.87%	44.39%	25.14%	32.27%	42.59%
Cardinal Innovations Healthcare Solutions	23.92%	52.38%	22.26%	23.48%	54.27%
CenterPoint Human Services	21.87%	45.99%	31.50%	21.95%	46.55%
CoastalCare	21.22%	48.38%	30.00%	21.33%	48.67%
East Carolina Behavioral Health	18.13%	62.17%	19.26%	17.22%	63.53%
Eastpointe	19.29%	59.49%	21.81%	19.52%	58.67%
Partners Behavioral Health Management	21.85%	51.65%	27.78%	22.08%	50.15%
Sandhills Center	31.56%	39.48%	29.05%	31.29%	39.66%
Smoky Mountain Center	13.75%	60.23%	25.58%	14.33%	60.09%

Report run on 27 May 2015 at 13:12:09
CAHPS SAS Analysis Program Version 4.1
Data Set out.n_Comp3

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Trichotomous Variable (1 - 3): Getting Treatment and Information from the MBHO (Comp 3)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW43_N	CW45_N
age2	0	GLOBAL	0.1347	0.1760
ohr	0	GLOBAL	0.1367	0.1501
ac1	0	GLOBAL	-0.1834	-0.2032
ac2	0	GLOBAL	0.0701	0.0601
Child	0	GLOBAL	0.2531	0.3317

Report run on 27 May 2015 at 13:12:09
CAHPS SAS Analysis Program Version 4.1
Data Set out.c_Comp3

Trichotomous Variable (1 - 3): Getting Treatment and Information from the MBHO (Comp 3)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW43_N	0.0520	0.0449
0	GLOBAL	CW45_N	0.0613	0.0490

Report run on 27 May 2015 at 13:12:09
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2Comp3

The Carolinas Center *for* Medical Excellence

Trichotomous Variable (1 - 3): Getting Treatment and Information from the MBHO (Comp 3)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Means All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	2.2576	8	850	1.6201	0.1151

Report run on 27 May 2015 at 13:12:09
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaComp3

Trichotomous Variable (1 - 3): Getting Treatment and Information from the MBHO (Comp 3)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Mean	Weighted Unadjusted Plan Mean	Adjusted Plan Mean
Alliance Behavioral Healthcare	311	83	2.1745	2.1745	2.2066
Cardinal Innovations Healthcare Solutions	350	99	2.3201	2.3201	2.2868
CenterPoint Human Services	332	92	2.1506	2.1506	2.1385
CoastalCare	308	88	2.1867	2.1867	2.1798
East Carolina Behavioral Health	385	100	2.4427	2.4427	2.4247
Eastpointe	412	130	2.3687	2.3687	2.3826
Partners Behavioral Health Management	334	92	2.2237	2.2237	2.2516
Sandhills Center	304	84	2.1061	2.1061	2.1052
Smoky Mountain Center	329	96	2.3451	2.3451	2.3422

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0510	0.0852	0.1670	0.0082	**	2.00
Cardinal Innovations Healthcare Solutions	0.0293	0.0735	0.1440	0.0058	**	2.00
CenterPoint Human Services	-0.1190	0.0840	0.1646	0.0079	**	2.00
CoastalCare	-0.0778	0.0919	0.1802	0.0097	**	2.00
East Carolina Behavioral Health	0.1671	0.0796	0.1560	0.0070	***	2.00
Eastpointe	0.1251	0.0764	0.1497	0.0064	**	2.00
Partners Behavioral Health Management	-0.0060	0.0868	0.1700	0.0085	**	2.00
Sandhills Center	-0.1523	0.0831	0.1630	0.0078	**	2.00
Smoky Mountain Center	0.0846	0.0944	0.1850	0.0103	**	2.00

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*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:12:23
*-------------------------------------------*


  *** ALL PLANS HAVE 100 OR MORE CASES ***
-------------------------------------------


 The 4 Variable Items        = CW35_N CW36_N CW37_N CW38_N
 The Variable Type           = 4
 The 5 Adjuster Variables    = age2 OHR ac1 ac2 child
 The adjusters include Child Interactions with the original adjuster variables
 ac1 is the interaction with the first adjuster in the list, ac2 the second...

 Global Case Mix Model
 Global Centering of Means


 The RECODE    parameter      = 0
 The MIN_RESP parameter       = 1
 The MAX_RESP parameter       = 3
 The NAME     parameter       = Perceived Improvement (Comp 4)
 The ADJ_BARS parameter       = 1
 The BAR_STAT parameter       = 1
 The IMPUTE   parameter       = 1
 The EVEN_WGT parameter       = 1
 The KP_RESID parameter       = 0
 The ADULTKID parameter       = 1
 The VISITS   parameter       = 1
 The PVALUE   parameter       = 0.05
 The CHANGE   parameter       = 0
 The MEANDIFF parameter       = 0
 The WGTDATA  parameter       = 1
 The WGTRESP  parameter       =
 The WGTMEAN  parameter       =
 The WGTPLAN  parameter       = 0
 The ID_RESP  parameter       = sid
 The SUBSET   parameter       = 1
 The SPLITFLG parameter       = 0
 The data set used            = all
 The OUTREGRE parameter       = 0
 The output data set suffix   = Comp4
```

Report run on 27 May 2015 at 13:12:23
CAHPS SAS Analysis Program Version 4.1

The Carolinas Center *for* Medical Excellence

Trichotomous Variable (1 - 3): Perceived Improvement (Comp 4)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

Health Plan	Total # of Respondents	CW35_N	CW36_N	CW37_N	CW38_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	29.90%	30.55%	29.90%	27.97%	4.18%	5.79%	0.00 %
Cardinal Innovations Healthcare Solutions	350	23.43%	23.71%	20.57%	22.29%	6.57%	5.43%	0.00 %
CenterPoint Human Services	332	32.53%	30.72%	32.53%	32.53%	5.72%	5.12%	0.00 %
CoastalCare	308	25.65%	25.32%	26.62%	26.30%	4.87%	6.17%	0.00 %
East Carolina Behavioral Health	385	25.45%	26.23%	24.68%	24.16%	5.97%	8.83%	0.00 %
Eastpointe	412	29.13%	29.37%	30.83%	31.55%	7.77%	5.58%	0.00 %
Partners Behavioral Health Management	334	32.04%	33.23%	29.34%	29.94%	7.19%	6.89%	0.00 %
Sandhills Center	304	31.58%	30.26%	30.59%	30.26%	6.25%	4.93%	0.00 %
Smoky Mountain Center	329	23.10%	21.58%	23.10%	24.01%	5.47%	4.56%	0.00 %

Report run on 27 May 2015 at 13:12:23
CAHPS SAS Analysis Program Version 4.1
Data Set out.p_Comp4

Trichotomous Variable (1 - 3): Perceived Improvement (Comp 4)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Big Problem 1	% Small Problem 2	% Not a Problem 3	Adjusted Bar 1
Alliance Behavioral Healthcare	311	232	10.60%	29.00%	60.40%	11.19%
Cardinal Innovations Healthcare Solutions	350	282	10.59%	31.79%	57.62%	10.98%
CenterPoint Human Services	332	236	14.09%	29.47%	56.44%	13.97%
CoastalCare	308	240	8.88%	27.74%	63.38%	8.87%
East Carolina Behavioral Health	385	301	9.87%	26.90%	63.24%	10.36%
Eastpointe	412	303	10.89%	32.07%	57.04%	10.26%
Partners Behavioral Health Management	334	241	15.61%	31.78%	52.61%	14.66%
Sandhills Center	304	224	11.62%	30.25%	58.13%	11.70%
Smoky Mountain Center	329	264	9.28%	27.68%	63.03%	9.46%

Health Plan	Adjusted Bar 2	Adjusted Bar 3	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2	Weighted Unadjusted Bar 3
Alliance Behavioral Healthcare	29.82%	59.00%	10.60%	29.00%	60.40%
Cardinal Innovations Healthcare Solutions	31.94%	57.09%	10.59%	31.79%	57.62%
CenterPoint Human Services	28.96%	57.08%	14.09%	29.47%	56.44%
CoastalCare	28.04%	63.09%	8.88%	27.74%	63.38%
East Carolina Behavioral Health	27.53%	62.11%	9.87%	26.90%	63.24%
Eastpointe	31.27%	58.47%	10.89%	32.07%	57.04%
Partners Behavioral Health Management	30.88%	54.46%	15.61%	31.78%	52.61%
Sandhills Center	29.96%	58.33%	11.62%	30.25%	58.13%
Smoky Mountain Center	28.28%	62.27%	9.28%	27.68%	63.03%

The Carolinas Center *for* Medical Excellence

Trichotomous Variable (1 - 3): Perceived Improvement (Comp 4)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW35_N	CW36_N	CW37_N	CW38_N
age2	0	GLOBAL	0.0686	0.0726	0.0361	0.0669
ohr	0	GLOBAL	0.2564	0.2814	0.2955	0.2966
ac1	0	GLOBAL	-0.0722	-0.0758	-0.0871	-0.0539
ac2	0	GLOBAL	-0.0207	-0.0210	-0.0423	-0.0166
Child	0	GLOBAL	0.2832	0.3090	0.3382	0.2017

Report run on 27 May 2015 at 13:12:23
CAHPS SAS Analysis Program Version 4.1
Data Set out.c_Comp4

Trichotomous Variable (1 - 3): Perceived Improvement (Comp 4)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW35_N	0.1444	0.1424
0	GLOBAL	CW36_N	0.1684	0.1665
0	GLOBAL	CW37_N	0.1776	0.1758
0	GLOBAL	CW38_N	0.1647	0.1628

Report run on 27 May 2015 at 13:12:23
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2Comp4

Trichotomous Variable (1 - 3): Perceived Improvement (Comp 4)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Means All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	2.4783	8	2,30 9	1.8436	0.0648

Report run on 27 May 2015 at 13:12:23
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaComp4

Trichotomous Variable (1 - 3): Perceived Improvement (Comp 4)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Mean	Weighted Unadjusted Plan Mean	Adjusted Plan Mean
Alliance Behavioral Healthcare	311	232	2.4980	2.4980	2.4781
Cardinal Innovations Healthcare Solutions	350	282	2.4703	2.4703	2.4611
CenterPoint Human Services	332	236	2.4235	2.4235	2.4311
CoastalCare	308	240	2.5450	2.5450	2.5422
East Carolina Behavioral Health	385	301	2.5337	2.5337	2.5176
Eastpointe	412	303	2.4614	2.4614	2.4820
Partners Behavioral Health Management	334	241	2.3700	2.3700	2.3981
Sandhills Center	304	224	2.4651	2.4651	2.4663
Smoky Mountain Center	329	264	2.5375	2.5375	2.5281

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0002	0.0326	0.0639	0.0012	**	4.00
Cardinal Innovations Healthcare Solutions	-0.0172	0.0303	0.0593	0.0010	**	4.00
CenterPoint Human Services	-0.0472	0.0331	0.0649	0.0013	**	4.00
CoastalCare	0.0639	0.0316	0.0620	0.0011	***	4.00
East Carolina Behavioral Health	0.0393	0.0296	0.0581	0.0010	**	4.00
Eastpointe	0.0038	0.0285	0.0558	0.0009	**	4.00
Partners Behavioral Health Management	-0.0802	0.0337	0.0660	0.0013	*	4.00
Sandhills Center	-0.0120	0.0349	0.0683	0.0014	**	4.00
Smoky Mountain Center	0.0498	0.0301	0.0590	0.0010	**	4.00

Report run on 27 May 2015 at 13:12:23
CAHPS SAS Analysis Program Version 4.1
Data Set out.saComp4

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*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:12:41
*-------------------------------------------*


  *** ALL PLANS HAVE 100 OR MORE CASES ***
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 The 2 Variable Items          = CW21_N CW25_N
 The Variable Type             = 1
 The 5 Adjuster Variables      = age2 OHR ac1 ac2 child
 The adjusters include Child Interactions with the original adjuster variables
 ac1 is the interaction with the first adjuster in the list, ac2 the second...

 Global Case Mix Model
 Global Centering of Means


 The RECODE    parameter       = 0
 The MIN_RESP parameter        = 0
 The MAX_RESP parameter        = 1
 The NAME      parameter       = Information About Treatment Options (Comp 5)
 The ADJ_BARS parameter        = 0
 The BAR_STAT parameter        = 0
 The IMPUTE    parameter       = 1
 The EVEN_WGT parameter        = 1
 The KP_RESID parameter        = 0
 The ADULTKID parameter        = 1
 The VISITS    parameter       = 1
 The PVALUE    parameter       = 0.05
 The CHANGE    parameter       = 0
 The MEANDIFF parameter        = 0
 The WGTDATA   parameter       = 1
 The WGTRESP   parameter       =
 The WGTMEAN   parameter       =
 The WGTPLAN   parameter       = 0
 The ID_RESP   parameter       = sid
 The SUBSET    parameter       = 1
 The SPLITFLG parameter        = 0
 The data set used             = all
 The OUTREGRE parameter        = 0
 The output data set suffix    = Comp5
```

Report run on 27 May 2015 at 13:12:41
CAHPS SAS Analysis Program Version 4.1

Dichotomous Variable (0 - 1): Information About Treatment Options (Comp 5)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

Health Plan	Total # of Respondents	CW21_N	CW25_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	61.09%	37.30%	4.18%	5.79%	0.00%
Cardinal Innovations Healthcare Solutions	350	52.29%	32.29%	6.57%	5.43%	0.00%
CenterPoint Human Services	332	56.63%	43.67%	5.72%	5.12%	0.00%
CoastalCare	308	61.04%	32.47%	4.87%	6.17%	0.00%
East Carolina Behavioral Health	385	59.74%	34.81%	5.97%	8.83%	0.00%
Eastpointe	412	59.47%	41.26%	7.77%	5.58%	0.00%
Partners Behavioral Health Management	334	55.69%	38.92%	7.19%	6.89%	0.00%
Sandhills Center	304	54.93%	39.47%	6.25%	4.93%	0.00%
Smoky Mountain Center	329	55.93%	31.91%	5.47%	4.56%	0.00%

The Carolinas Center *for* Medical Excellence

**Dichotomous Variable (0 - 1): Information About Treatment Options (Comp 5)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS**

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Yes	% No
Alliance Behavioral Healthcare	311	196	52.63 %	47.37 %
Cardinal Innovations Healthcare Solutions	350	244	61.53 %	38.47 %
CenterPoint Human Services	332	189	57.80 %	42.20 %
CoastalCare	308	208	58.64 %	41.36 %
East Carolina Behavioral Health	385	252	58.08 %	41.92 %
Eastpointe	412	247	54.83 %	45.17 %
Partners Behavioral Health Management	334	209	56.28 %	43.72 %
Sandhills Center	304	187	61.35 %	38.65 %
Smoky Mountain Center	329	229	64.05 %	35.95 %

**Report run on 27 May 2015 at 13:12:41
CAHPS SAS Analysis Program Version 4.1
Data Set out.n_Comp5**

Dichotomous Variable (0 - 1): Information About Treatment Options (Comp 5)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW21_N	CW25_N
age2	0	GLOBAL	-0.0315	-0.0191
ohr	0	GLOBAL	0.0256	0.0518
ac1	0	GLOBAL	0.0000	0.0795
ac2	0	GLOBAL	0.0000	0.0202
Child	0	GLOBAL	0.0000	-0.2237

Report run on 27 May 2015 at 13:12:41
CAHPS SAS Analysis Program Version 4.1
Data Set out.c_Comp5

Dichotomous Variable (0 - 1): Information About Treatment Options (Comp 5)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW21_N	0.0055	0.0039
0	GLOBAL	CW25_N	0.0206	0.0181

Report run on 27 May 2015 at 13:12:41
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2Comp5

Dichotomous Variable (0 - 1): Information About Treatment Options (Comp 5)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Fraction Yes All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	0.5835	8	1,947	1.3728	0.2035

Report run on 27 May 2015 at 13:12:41
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaComp5

Dichotomous Variable (0 - 1): Information About Treatment Options (Comp 5)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Yes	Weighted Unadjusted Plan Fraction Yes	Adjusted Plan Fraction Yes
Alliance Behavioral Healthcare	311	196	0.5263	0.5263	0.5192
Cardinal Innovations Healthcare Solutions	350	244	0.6153	0.6153	0.6168
CenterPoint Human Services	332	189	0.5780	0.5780	0.5802
CoastalCare	308	208	0.5864	0.5864	0.5836
East Carolina Behavioral Health	385	252	0.5808	0.5808	0.5803
Eastpointe	412	247	0.5483	0.5483	0.5521
Partners Behavioral Health Management	334	209	0.5628	0.5628	0.5643
Sandhills Center	304	187	0.6135	0.6135	0.6156
Smoky Mountain Center	329	229	0.6405	0.6405	0.6398

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0644	0.0313	0.0613	0.0011	*	2.00
Cardinal Innovations Healthcare Solutions	0.0332	0.0276	0.0542	0.0008	**	2.00
CenterPoint Human Services	-0.0034	0.0315	0.0618	0.0011	**	2.00
CoastalCare	0.0000	0.0305	0.0597	0.0011	**	2.00
East Carolina Behavioral Health	-0.0032	0.0277	0.0543	0.0008	**	2.00
Eastpointe	-0.0314	0.0281	0.0550	0.0009	**	2.00
Partners Behavioral Health Management	-0.0192	0.0297	0.0582	0.0010	**	2.00
Sandhills Center	0.0320	0.0306	0.0599	0.0011	**	2.00
Smoky Mountain Center	0.0563	0.0285	0.0559	0.0009	***	2.00

Report run on 27 May 2015 at 13:12:41
CAHPS SAS Analysis Program Version 4.1
Data Set out.saComp5

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*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:12:46
*-------------------------------------------*


  *** ALL PLANS HAVE 100 OR MORE CASES ***
-------------------------------------------


                *** RECODING DONE ***
 Rating variable responses (0-10 Scale) has been recoded:
    Values 0 -  6 coded as 1
    Values 7 -  8 coded as 2
    Value  9 - 10 coded as 3
The Variable Type has been changed from 2 to 4


 The Variable Item            = CW32_N
 The Variable Type            = 4
 The 5 Adjuster Variables     = age2 OHR ac1 ac2 child
 The adjusters include Child Interactions with the original adjuster variables
 ac1 is the interaction with the first adjuster in the list, ac2 the second...

 Global Case Mix Model
 Global Centering of Means


 The RECODE    parameter      = 1
 The MIN_RESP parameter       = 0
 The MAX_RESP parameter       = 10
 The NAME      parameter      = Overall Rating of Counseling and Treatment (Global 1)
 The ADJ_BARS parameter       = 1
 The BAR_STAT parameter       = 1
 The IMPUTE    parameter      = 1
 The EVEN_WGT parameter       = 1
 The KP_RESID parameter       = 0
 The ADULTKID parameter       = 1
 The VISITS    parameter      = 1
 The PVALUE    parameter      = 0.05
 The CHANGE    parameter      = 0
 The MEANDIFF parameter       = 0
 The WGTDATA   parameter      = 1
 The WGTRESP  parameter       =
 The WGTMEAN  parameter       =
 The WGTPLAN  parameter       = 0
 The ID_RESP  parameter       = sid
 The SUBSET    parameter      = 1
 The SPLITFLG parameter       = 0
 The data set used            = all
 The OUTREGRE parameter       = 0
 The output data set suffix   = Global1
```

Report run on 27 May 2015 at 13:12:46
CAHPS SAS Analysis Program Version 4.1

RECODED Rating Scale 0-6=1 7-8=2 9-10=3: Overall Rating of Counseling and Treatment (Global 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

Health Plan	Total # of Respondents	CW32_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	41.48%	4.18%	5.79%	0.00 %
Cardinal Innovations Healthcare Solutions	350	31.71%	6.57%	5.43%	0.00 %
CenterPoint Human Services	332	44.88%	5.72%	5.12%	0.00 %
CoastalCare	308	34.42%	4.87%	6.17%	0.00 %
East Carolina Behavioral Health	385	35.06%	5.97%	8.83%	0.00 %
Eastpointe	412	41.50%	7.77%	5.58%	0.00 %
Partners Behavioral Health Management	334	41.02%	7.19%	6.89%	0.00 %
Sandhills Center	304	40.46%	6.25%	4.93%	0.00 %
Smoky Mountain Center	329	33.43%	5.47%	4.56%	0.00 %

Report run on 27 May 2015 at 13:12:46
CAHPS SAS Analysis Program Version 4.1
Data Set out.p_Global1

RECODED Rating Scale 0-6=1 7-8=2 9-10=3: Overall Rating of Counseling and Treatment (Global 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Rating 0 - 6	% Rating 7 - 8	% Rating 9 -10	Adjusted Bar 1	Adjusted Bar 2
Alliance Behavioral Healthcare	311	182	28.57%	20.88%	50.55%	28.47%	20.85%
Cardinal Innovations Healthcare Solutions	350	239	21.76%	24.69%	53.56%	22.39%	24.79%
CenterPoint Human Services	332	183	26.23%	23.50%	50.27%	26.23%	23.38%
CoastalCare	308	202	19.80%	22.77%	57.43%	19.66%	22.84%
East Carolina Behavioral Health	385	250	18.40%	31.20%	50.40%	18.73%	31.41%
Eastpointe	412	241	20.33%	27.80%	51.87%	19.31%	27.78%
Partners Behavioral Health Management	334	197	27.92%	29.44%	42.64%	27.74%	29.30%
Sandhills Center	304	181	28.73%	23.20%	48.07%	28.76%	23.28%
Smoky Mountain Center	329	219	22.83%	26.94%	50.23%	23.27%	26.79%

Health Plan	Adjusted Bar 3	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2	Weighted Unadjusted Bar 3
Alliance Behavioral Healthcare	50.69%	28.57%	20.88%	50.55%
Cardinal Innovations Healthcare Solutions	52.81%	21.76%	24.69%	53.56%
CenterPoint Human Services	50.39%	26.23%	23.50%	50.27%
CoastalCare	57.50%	19.80%	22.77%	57.43%
East Carolina Behavioral Health	49.86%	18.40%	31.20%	50.40%
Eastpointe	52.91%	20.33%	27.80%	51.87%
Partners Behavioral Health Management	42.96%	27.92%	29.44%	42.64%
Sandhills Center	47.96%	28.73%	23.20%	48.07%
Smoky Mountain Center	49.94%	22.83%	26.94%	50.23%

Report run on 27 May 2015 at 13:12:46
CAHPS SAS Analysis Program Version 4.1
Data Set out.n_Global1

The Carolinas Center *for* Medical Excellence

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RECODED Rating Scale 0-6=1 7-8=2 9-10=3: Overall Rating of Counseling and Treatment (Global 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW32_N
age2	0	GLOBAL	0.0665
ohr	0	GLOBAL	0.1822
ac1	0	GLOBAL	-0.0646
ac2	0	GLOBAL	0.0430
Child	0	GLOBAL	0.0034

The Carolinas Center *for* Medical Excellence

RECODED Rating Scale 0-6=1 7-8=2 9-10=3: Overall Rating of Counseling and Treatment (Global 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW32_N	0.0570	0.0545

Report run on 27 May 2015 at 13:12:46
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2Global1

RECODED Rating Scale 0-6=1 7-8=2 9-10=3: Overall Rating of Counseling and Treatment (Global 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Means All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	2.2672	8	1,880	1.7037	0.0927

Report run on 27 May 2015 at 13:12:46
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaGlobal1

RECODED Rating Scale 0-6=1 7-8=2 9-10=3: Overall Rating of Counseling and Treatment (Global 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Mean	Weighted Unadjusted Plan Mean	Adjusted Plan Mean
Alliance Behavioral Healthcare	311	182	2.2198	2.2198	2.2222
Cardinal Innovations Healthcare Solutions	350	239	2.3180	2.3180	2.3042
CenterPoint Human Services	332	183	2.2404	2.2404	2.2416
CoastalCare	308	202	2.3762	2.3762	2.3783
East Carolina Behavioral Health	385	250	2.3200	2.3200	2.3112
Eastpointe	412	241	2.3154	2.3154	2.3360
Partners Behavioral Health Management	334	197	2.1472	2.1472	2.1521
Sandhills Center	304	181	2.1934	2.1934	2.1920
Smoky Mountain Center	329	219	2.2740	2.2740	2.2667

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0450	0.0567	0.1112	0.0037	**	1.00
Cardinal Innovations Healthcare Solutions	0.0371	0.0486	0.0953	0.0026	**	1.00
CenterPoint Human Services	-0.0256	0.0561	0.1099	0.0036	**	1.00
CoastalCare	0.1112	0.0528	0.1034	0.0031	***	1.00
East Carolina Behavioral Health	0.0441	0.0462	0.0906	0.0023	**	1.00
Eastpointe	0.0688	0.0479	0.0938	0.0025	**	1.00
Partners Behavioral Health Management	-0.1150	0.0518	0.1015	0.0030	*	1.00
Sandhills Center	-0.0751	0.0582	0.1141	0.0039	**	1.00
Smoky Mountain Center	-0.0005	0.0501	0.0982	0.0028	**	1.00

Report run on 27 May 2015 at 13:12:46
CAHPS SAS Analysis Program Version 4.1
Data Set out.saGlobal1

The Carolinas Center *for* Medical Excellence

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*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:12:57
*-------------------------------------------*


   *** ALL PLANS HAVE 100 OR MORE CASES ***
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                    *** RECODING DONE ***
 How Often variable responses (1-4 Scale) has been recoded:
    Values 1 - 2 coded as 1
    Value      3 coded as 2
    Value      4 coded as 3
 The Variable Type has been changed from 3 to 4


  The Variable Item          = CW11_N
  The Variable Type          = 4
  The 5 Adjuster Variables    = age2 OHR ac1 ac2 child
  The adjusters include Child Interactions with the original adjuster variables
  ac1 is the interaction with the first adjuster in the list, ac2 the second...

  Global Case Mix Model
  Global Centering of Means


  The RECODE    parameter      = 1
  The MIN_RESP parameter       = 1
  The MAX_RESP parameter       = 4
  The NAME      parameter      = Office Wait (SIM 1)
  The ADJ_BARS parameter       = 1
  The BAR_STAT parameter       = 1
  The IMPUTE    parameter      = 1
  The EVEN_WGT parameter       = 1
  The KP_RESID parameter       = 0
  The ADULTKID parameter       = 1
  The VISITS    parameter      = 1
  The PVALUE    parameter      = 0.05
  The CHANGE    parameter      = 0
  The MEANDIFF parameter       = 0
  The WGTDATA  parameter       = 1
  The WGTRESP  parameter       =
  The WGTMEAN  parameter       =
  The WGTPLAN  parameter       = 0
  The ID_RESP  parameter       = sid
  The SUBSET    parameter      = 1
  The SPLITFLG parameter       = 0
  The data set used           = all
  The OUTREGRE parameter       = 0
  The output data set suffix   = SIM1
```

Report run on 27 May 2015 at 13:12:57
CAHPS SAS Analysis Program Version 4.1

Health Plan	Total # of Respondents	CW11_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	38.59%	4.18%	5.79%	0.00 %
Cardinal Innovations Healthcare Solutions	350	32.00%	6.57%	5.43%	0.00 %
CenterPoint Human Services	332	45.48%	5.72%	5.12%	0.00 %
CoastalCare	308	35.06%	4.87%	6.17%	0.00 %
East Carolina Behavioral Health	385	35.32%	5.97%	8.83%	0.00 %
Eastpointe	412	39.81%	7.77%	5.58%	0.00 %
Partners Behavioral Health Management	334	40.42%	7.19%	6.89%	0.00 %
Sandhills Center	304	42.76%	6.25%	4.93%	0.00 %
Smoky Mountain Center	329	31.61%	5.47%	4.56%	0.00 %

Report run on 27 May 2015 at 13:12:57
CAHPS SAS Analysis Program Version 4.1
Data Set out.p_SIM1

The Carolinas Center *for* Medical Excellence

RECODED How Often Scale 1-2=1 3=2 4=3: Office Wait (SIM 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Sometimes or Never 1-2	% Usually 3	% Always 4	% Adjusted Bar 1
Alliance Behavioral Healthcare	311	191	36.13%	30.37%	33.51%	36.49%
Cardinal Innovations Healthcare Solutions	350	238	32.35%	30.67%	36.97%	32.68%
CenterPoint Human Services	332	181	30.94%	29.28%	39.78%	30.03%
CoastalCare	308	200	24.00%	34.50%	41.50%	24.56%
East Carolina Behavioral Health	385	249	34.14%	35.74%	30.12%	35.28%
Eastpointe	412	248	39.52%	29.03%	31.45%	38.54%
Partners Behavioral Health Management	334	199	46.73%	25.63%	27.64%	46.28%
Sandhills Center	304	174	33.91%	29.89%	36.21%	33.39%
Smoky Mountain Center	329	225	25.33%	32.00%	42.67%	25.80%

Health Plan	Adjusted Bar 2	Adjusted Bar 3	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2	Weighted Unadjusted Bar 3
Alliance Behavioral Healthcare	30.21%	33.29%	36.13%	30.37%	33.51%
Cardinal Innovations Healthcare Solutions	30.67%	36.66%	32.35%	30.67%	36.97%
CenterPoint Human Services	29.33%	40.64%	30.94%	29.28%	39.78%
CoastalCare	34.57%	40.87%	24.00%	34.50%	41.50%
East Carolina Behavioral Health	35.55%	29.17%	34.14%	35.74%	30.12%
Eastpointe	29.00%	32.47%	39.52%	29.03%	31.45%
Partners Behavioral Health Management	25.71%	28.01%	46.73%	25.63%	27.64%
Sandhills Center	29.85%	36.77%	33.91%	29.89%	36.21%
Smoky Mountain Center	32.23%	41.97%	25.33%	32.00%	42.67%

The Carolinas Center *for* Medical Excellence

RECODED How Often Scale 1-2=1 3=2 4=3: Office Wait (SIM 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW11_N
age2	0	GLOBAL	0.0943
ohr	0	GLOBAL	0.1322
ac1	0	GLOBAL	-0.0883
ac2	0	GLOBAL	0.0530
Child	0	GLOBAL	0.2703

The Carolinas Center *for* Medical Excellence

RECODED How Often Scale 1-2=1 3=2 4=3: Office Wait (SIM 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW11_N	0.0432	0.0407

Report run on 27 May 2015 at 13:12:57
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2SIM1

RECODED How Often Scale 1-2=1 3=2 4=3: Office Wait (SIM 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Means All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	2.0187	8	1,89 1	4.2829	0.0001

Report run on 27 May 2015 at 13:12:57
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaSIM1

RECODED How Often Scale 1-2=1 3=2 4=3: Office Wait (SIM 1)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Mean	Weighted Unadjusted Plan Mean	Adjusted Plan Mean
Alliance Behavioral Healthcare	311	191	1.9738	1.9738	1.9680
Cardinal Innovations Healthcare Solutions	350	238	2.0462	2.0462	2.0398
CenterPoint Human Services	332	181	2.0884	2.0884	2.1061
CoastalCare	308	200	2.1750	2.1750	2.1631
East Carolina Behavioral Health	385	249	1.9598	1.9598	1.9390
Eastpointe	412	248	1.9194	1.9194	1.9393
Partners Behavioral Health Management	334	199	1.8090	1.8090	1.8172
Sandhills Center	304	174	2.0230	2.0230	2.0338
Smoky Mountain Center	329	225	2.1733	2.1733	2.1617

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0507	0.0558	0.1094	0.0036	**	1.00
Cardinal Innovations Healthcare Solutions	0.0211	0.0497	0.0975	0.0027	**	1.00
CenterPoint Human Services	0.0874	0.0580	0.1136	0.0039	**	1.00
CoastalCare	0.1445	0.0527	0.1033	0.0031	***	1.00
East Carolina Behavioral Health	-0.0797	0.0482	0.0944	0.0025	**	1.00
Eastpointe	-0.0794	0.0496	0.0972	0.0027	**	1.00
Partners Behavioral Health Management	-0.2014	0.0534	0.1047	0.0032	*	1.00
Sandhills Center	0.0151	0.0565	0.1108	0.0037	**	1.00
Smoky Mountain Center	0.1431	0.0505	0.0989	0.0028	***	1.00

Report run on 27 May 2015 at 13:12:57
CAHPS SAS Analysis Program Version 4.1
Data Set out.saSIM1

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*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:13:09
*-------------------------------------------*


  *** ALL PLANS HAVE 100 OR MORE CASES ***
-------------------------------------------


The Variable Item          = CW18_N
The Variable Type          = 1
The 5 Adjuster Variables    = age2 OHR ac1 ac2 child
The adjusters include Child Interactions with the original adjuster variables
ac1 is the interaction with the first adjuster in the list, ac2 the second...

Global Case Mix Model
Global Centering of Means


The RECODE   parameter     = 0
The MIN_RESP parameter      = 0
The MAX_RESP parameter      = 1
The NAME     parameter      = Told About Medication Side Effects (SIM 2)
The ADJ_BARS parameter      = 1
The BAR_STAT parameter      = 1
The IMPUTE   parameter      = 1
The EVEN_WGT parameter      = 1
The KP_RESID parameter      = 0
The ADULTKID parameter      = 1
The VISITS   parameter      = 1
The PVALUE   parameter      = 0.05
The CHANGE   parameter      = 0
The MEANDIFF parameter      = 0
The WGTDATA  parameter      = 1
The WGTRESP  parameter      =
The WGTMEAN  parameter      =
The WGTPLAN  parameter      = 0
The ID_RESP  parameter      = sid
The SUBSET   parameter      = 1
The SPLITFLG parameter      = 0
The data set used          = all
The OUTREGRE parameter      = 0
The output data set suffix  = SIM2
```

Report run on 27 May 2015 at 13:13:09
CAHPS SAS Analysis Program Version 4.1

Dichotomous Variable (0 - 1): Told About Medication Side Effects (SIM 2)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

Health Plan	Total # of Respondents	CW18_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	45.98%	4.18%	5.79%	0.00 %
Cardinal Innovations Healthcare Solutions	350	39.71%	6.57%	5.43%	0.00 %
CenterPoint Human Services	332	50.90%	5.72%	5.12%	0.00 %
CoastalCare	308	43.51%	4.87%	6.17%	0.00 %
East Carolina Behavioral Health	385	41.82%	5.97%	8.83%	0.00 %
Eastpointe	412	51.21%	7.77%	5.58%	0.00 %
Partners Behavioral Health Management	334	46.71%	7.19%	6.89%	0.00 %
Sandhills Center	304	48.03%	6.25%	4.93%	0.00 %
Smoky Mountain Center	329	46.50%	5.47%	4.56%	0.00 %

Report run on 27 May 2015 at 13:13:09
CAHPS SAS Analysis Program Version 4.1
Data Set out.p_SIM2

The Carolinas Center *for* Medical Excellence

Dichotomous Variable (0 - 1): Told About Medication Side Effects (SIM 2)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Yes	% No	Adjusted Bar 1	Adjusted Bar 2	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2
Alliance Behavioral Healthcare	311	168	76.19%	23.81%	75.40%	24.60%	76.19%	23.81%
Cardinal Innovations Healthcare Solutions	350	211	80.57%	19.43%	80.83%	19.17%	80.57%	19.43%
CenterPoint Human Services	332	163	74.23%	25.77%	74.69%	25.31%	74.23%	25.77%
CoastalCare	308	174	80.46%	19.54%	79.70%	20.30%	80.46%	19.54%
East Carolina Behavioral Health	385	224	85.27%	14.73%	84.61%	15.39%	85.27%	14.73%
Eastpointe	412	201	77.11%	22.89%	77.46%	22.54%	77.11%	22.89%
Partners Behavioral Health Management	334	178	78.09%	21.91%	78.58%	21.42%	78.09%	21.91%
Sandhills Center	304	158	74.68%	25.32%	75.24%	24.76%	74.68%	25.32%
Smoky Mountain Center	329	176	80.11%	19.89%	80.21%	19.79%	80.11%	19.89%

Report run on 27 May 2015 at 13:13:09
CAHPS SAS Analysis Program Version 4.1
Data Set out.n_SIM2

Dichotomous Variable (0 - 1): Told About Medication Side Effects (SIM 2)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW18_N
age2	0	GLOBAL	-0.0552
ohr	0	GLOBAL	0.0338
ac1	0	GLOBAL	0.0637
ac2	0	GLOBAL	-0.0103
Child	0	GLOBAL	-0.1427

Report run on 27 May 2015 at 13:13:09
CAHPS SAS Analysis Program Version 4.1
Data Set out.c_SIM2

Dichotomous Variable (0 - 1): Told About Medication Side Effects (SIM 2)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW18_N	0.0226	0.0197

Report run on 27 May 2015 at 13:13:09
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2SIM2

Dichotomous Variable (0 - 1): Told About Medication Side Effects (SIM 2)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Fraction Yes All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	0.7852	8	1,639	1.3263	0.2257

Report run on 27 May 2015 at 13:13:09
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaSIM2

Dichotomous Variable (0 - 1): Told About Medication Side Effects (SIM 2)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Yes	Weighted Unadjusted Plan Fraction Yes	Adjusted Plan Fraction Yes
Alliance Behavioral Healthcare	311	168	0.7619	0.7619	0.7540
Cardinal Innovations Healthcare Solutions	350	211	0.8057	0.8057	0.8083
CenterPoint Human Services	332	163	0.7423	0.7423	0.7469
CoastalCare	308	174	0.8046	0.8046	0.7970
East Carolina Behavioral Health	385	224	0.8527	0.8527	0.8461
Eastpointe	412	201	0.7711	0.7711	0.7746
Partners Behavioral Health Management	334	178	0.7809	0.7809	0.7858
Sandhills Center	304	158	0.7468	0.7468	0.7524
Smoky Mountain Center	329	176	0.8011	0.8011	0.8021

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0312	0.0303	0.0594	0.0010	**	1.00
Cardinal Innovations Healthcare Solutions	0.0230	0.0258	0.0506	0.0007	**	1.00
CenterPoint Human Services	-0.0384	0.0323	0.0633	0.0012	**	1.00
CoastalCare	0.0118	0.0280	0.0548	0.0009	**	1.00
East Carolina Behavioral Health	0.0609	0.0232	0.0454	0.0006	***	1.00
Eastpointe	-0.0107	0.0283	0.0554	0.0009	**	1.00
Partners Behavioral Health Management	0.0006	0.0288	0.0564	0.0009	**	1.00
Sandhills Center	-0.0328	0.0309	0.0606	0.0011	**	1.00
Smoky Mountain Center	0.0168	0.0281	0.0551	0.0009	**	1.00

The Carolinas Center *for* Medical Excellence

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*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:13:18
*-------------------------------------------*


  *** ALL PLANS HAVE 100 OR MORE CASES ***
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The Variable Item           = CW20_N
The Variable Type           = 1
The 5 Adjuster Variables     = age2 OHR ac1 ac2 child
The adjusters include Child Interactions with the original adjuster variables
ac1 is the interaction with the first adjuster in the list, ac2 the second...

Global Case Mix Model
Global Centering of Means


The RECODE   parameter       = 0
The MIN_RESP parameter       = 0
The MAX_RESP parameter       = 1
The NAME     parameter       = Including Family and Friends in Treatment (SIM 3)
The ADJ_BARS parameter       = 1
The BAR_STAT parameter       = 1
The IMPUTE   parameter       = 1
The EVEN_WGT parameter       = 1
The KP_RESID parameter       = 0
The ADULTKID parameter       = 1
The VISITS   parameter       = 1
The PVALUE   parameter       = 0.05
The CHANGE   parameter       = 0
The MEANDIFF parameter       = 0
The WGTDATA  parameter       = 1
The WGTRESP  parameter       =
The WGTMEAN  parameter       =
The WGTPLAN  parameter       = 0
The ID_RESP  parameter       = sid
The SUBSET   parameter       = 1
The SPLITFLG parameter       = 0
The data set used           = all
The OUTREGRE parameter       = 0
The output data set suffix   = SIM3
```

Report run on 27 May 2015 at 13:13:18
CAHPS SAS Analysis Program Version 4.1

**Dichotomous Variable (0 - 1): Including Family and Friends in Treatment (SIM 3)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN**

Health Plan	Total # of Respondents	CW20_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	60.45%	4.18%	5.79%	0.00 %
Cardinal Innovations Healthcare Solutions	350	50.86%	6.57%	5.43%	0.00 %
CenterPoint Human Services	332	56.63%	5.72%	5.12%	0.00 %
CoastalCare	308	60.06%	4.87%	6.17%	0.00 %
East Carolina Behavioral Health	385	59.48%	5.97%	8.83%	0.00 %
Eastpointe	412	59.47%	7.77%	5.58%	0.00 %
Partners Behavioral Health Management	334	55.99%	7.19%	6.89%	0.00 %
Sandhills Center	304	54.28%	6.25%	4.93%	0.00 %
Smoky Mountain Center	329	54.71%	5.47%	4.56%	0.00 %

Dichotomous Variable (0 - 1): Including Family and Friends in Treatment (SIM 3)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Yes	% No	Adjusted Bar 1	Adjusted Bar 2	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2
Alliance Behavioral Healthcare	311	123	54.47%	45.53%	53.36%	46.64%	54.47%	45.53%
Cardinal Innovations Healthcare Solutions	350	172	55.23%	44.77%	55.78%	44.22%	55.23%	44.77%
CenterPoint Human Services	332	144	51.39%	48.61%	50.99%	49.01%	51.39%	48.61%
CoastalCare	308	123	57.72%	42.28%	57.38%	42.62%	57.72%	42.28%
East Carolina Behavioral Health	385	156	59.62%	40.38%	60.23%	39.77%	59.62%	40.38%
Eastpointe	412	167	54.49%	45.51%	54.68%	45.32%	54.49%	45.51%
Partners Behavioral Health Management	334	147	55.10%	44.90%	55.28%	44.72%	55.10%	44.90%
Sandhills Center	304	139	55.40%	44.60%	55.41%	44.59%	55.40%	44.60%
Smoky Mountain Center	329	149	55.03%	44.97%	55.34%	44.66%	55.03%	44.97%

Report run on 27 May 2015 at 13:13:18
CAHPS SAS Analysis Program Version 4.1
Data Set out.n_SIM3

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Dichotomous Variable (0 - 1): Including Family and Friends in Treatment (SIM 3)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW20_N
age2	0	GLOBAL	-0.0795
ohr	0	GLOBAL	0.0532
ac1	0	GLOBAL	0.0000
ac2	0	GLOBAL	0.0000
Child	0	GLOBAL	0.0000

Report run on 27 May 2015 at 13:13:18
CAHPS SAS Analysis Program Version 4.1
Data Set out.c_SIM3

Dichotomous Variable (0 - 1): Including Family and Friends in Treatment (SIM 3)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW20_N	0.0289	0.0274

Report run on 27 May 2015 at 13:13:18
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2SIM3

Dichotomous Variable (0 - 1): Including Family and Friends in Treatment (SIM 3)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Fraction Yes All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	0.5538	8	1,306	0.3883	0.9273

Report run on 27 May 2015 at 13:13:18
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaSIM3

Dichotomous Variable (0 - 1): Including Family and Friends in Treatment (SIM 3)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Yes	Weighted Unadjusted Plan Fraction Yes	Adjusted Plan Fraction Yes
Alliance Behavioral Healthcare	311	123	0.5447	0.5447	0.5336
Cardinal Innovations Healthcare Solutions	350	172	0.5523	0.5523	0.5578
CenterPoint Human Services	332	144	0.5139	0.5139	0.5099
CoastalCare	308	123	0.5772	0.5772	0.5738
East Carolina Behavioral Health	385	156	0.5962	0.5962	0.6023
Eastpointe	412	167	0.5449	0.5449	0.5468
Partners Behavioral Health Management	334	147	0.5510	0.5510	0.5528
Sandhills Center	304	139	0.5540	0.5540	0.5541
Smoky Mountain Center	329	149	0.5503	0.5503	0.5534

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0202	0.0410	0.0803	0.0019	**	1.00
Cardinal Innovations Healthcare Solutions	0.0040	0.0355	0.0697	0.0014	**	1.00
CenterPoint Human Services	-0.0439	0.0394	0.0773	0.0018	**	1.00
CoastalCare	0.0200	0.0411	0.0806	0.0019	**	1.00
East Carolina Behavioral Health	0.0485	0.0369	0.0724	0.0015	**	1.00
Eastpointe	-0.0070	0.0366	0.0717	0.0015	**	1.00
Partners Behavioral Health Management	-0.0010	0.0386	0.0757	0.0017	**	1.00
Sandhills Center	0.0003	0.0385	0.0755	0.0017	**	1.00
Smoky Mountain Center	-0.0005	0.0378	0.0742	0.0016	**	1.00

Report run on 27 May 2015 at 13:13:18
CAHPS SAS Analysis Program Version 4.1
Data Set out.saSIM3

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*-------------------------------------------*
 CAHPS SAS Analysis Program Version 4.1
 Report run on 27 May 2015 at 13:13:27
*-------------------------------------------*


  *** ALL PLANS HAVE 100 OR MORE CASES ***
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 The Variable Item           = CW26_N
 The Variable Type           = 1
 The 5 Adjuster Variables     = age2 OHR ac1 ac2 child
 The adjusters include Child Interactions with the original adjuster variables
 ac1 is the interaction with the first adjuster in the list, ac2 the second...

 Global Case Mix Model
 Global Centering of Means


 The RECODE   parameter       = 0
 The MIN_RESP parameter       = 0
 The MAX_RESP parameter       = 1
 The NAME     parameter       = Information to Manage Condition (SIM 4)
 The ADJ_BARS parameter       = 1
 The BAR_STAT parameter       = 1
 The IMPUTE   parameter       = 1
 The EVEN_WGT parameter       = 1
 The KP_RESID parameter       = 0
 The ADULTKID parameter       = 1
 The VISITS   parameter       = 1
 The PVALUE   parameter       = 0.05
 The CHANGE   parameter       = 0
 The MEANDIFF parameter       = 0
 The WGTDATA  parameter       = 1
 The WGTRESP  parameter       =
 The WGTMEAN  parameter       =
 The WGTPLAN  parameter       = 0
 The ID_RESP  parameter       = sid
 The SUBSET   parameter       = 1
 The SPLITFLG parameter       = 0
 The data set used            = all
 The OUTREGRE parameter       = 0
 The output data set suffix   = SIM4
```

Report run on 27 May 2015 at 13:13:27
CAHPS SAS Analysis Program Version 4.1

The Carolinas Center *for* Medical Excellence

Dichotomous Variable (0 - 1): Information to Manage Condition (SIM 4)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

Health Plan	Total # of Respondents	CW26_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	38.59%	4.18%	5.79%	0.00 %
Cardinal Innovations Healthcare Solutions	350	30.86%	6.57%	5.43%	0.00 %
CenterPoint Human Services	332	46.39%	5.72%	5.12%	0.00 %
CoastalCare	308	33.12%	4.87%	6.17%	0.00 %
East Carolina Behavioral Health	385	34.55%	5.97%	8.83%	0.00 %
Eastpointe	412	41.02%	7.77%	5.58%	0.00 %
Partners Behavioral Health Management	334	38.32%	7.19%	6.89%	0.00 %
Sandhills Center	304	39.47%	6.25%	4.93%	0.00 %
Smoky Mountain Center	329	30.09%	5.47%	4.56%	0.00 %

Report run on 27 May 2015 at 13:13:27
CAHPS SAS Analysis Program Version 4.1
Data Set out.p_SIM4

The Carolinas Center *for* Medical Excellence

Dichotomous Variable (0 - 1): Information to Manage Condition (SIM 4)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Yes	% No	Adjusted Bar 1	Adjusted Bar 2	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2
Alliance Behavioral Healthcare	311	191	74.87%	25.13%	74.53%	25.47%	74.87%	25.13%
Cardinal Innovations Healthcare Solutions	350	242	76.03%	23.97%	75.71%	24.29%	76.03%	23.97%
CenterPoint Human Services	332	178	66.85%	33.15%	66.67%	33.33%	66.85%	33.15%
CoastalCare	308	206	79.61%	20.39%	79.83%	20.17%	79.61%	20.39%
East Carolina Behavioral Health	385	252	80.95%	19.05%	81.00%	19.00%	80.95%	19.05%
Eastpointe	412	243	78.60%	21.40%	79.64%	20.36%	78.60%	21.40%
Partners Behavioral Health Management	334	206	74.76%	25.24%	74.77%	25.23%	74.76%	25.24%
Sandhills Center	304	184	71.74%	28.26%	71.61%	28.39%	71.74%	28.26%
Smoky Mountain Center	329	230	77.39%	22.61%	77.03%	22.97%	77.39%	22.61%

Report run on 27 May 2015 at 13:13:27
CAHPS SAS Analysis Program Version 4.1
Data Set out.n_SIM4

Dichotomous Variable (0 - 1): Information to Manage Condition (SIM 4)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW26_N
age2	0	GLOBAL	-0.0028
ohr	0	GLOBAL	0.0833
ac1	0	GLOBAL	0.0155
ac2	0	GLOBAL	0.0300
Child	0	GLOBAL	-0.2229

Dichotomous Variable (0 - 1): Information to Manage Condition (SIM 4)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW26_N	0.0487	0.0462

Report run on 27 May 2015 at 13:13:27
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2SIM4

Dichotomous Variable (0 - 1): Information to Manage Condition (SIM 4)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Fraction Yes All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	0.7565	8	1,918	2.1694	0.0271

Report run on 27 May 2015 at 13:13:27
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaSIM4

Dichotomous Variable (0 - 1): Information to Manage Condition (SIM 4)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Yes	Weighted Unadjusted Plan Fraction Yes	Adjusted Plan Fraction Yes
Alliance Behavioral Healthcare	311	191	0.7487	0.7487	0.7453
Cardinal Innovations Healthcare Solutions	350	242	0.7603	0.7603	0.7571
CenterPoint Human Services	332	178	0.6685	0.6685	0.6667
CoastalCare	308	206	0.7961	0.7961	0.7983
East Carolina Behavioral Health	385	252	0.8095	0.8095	0.8100
Eastpointe	412	243	0.7860	0.7860	0.7964
Partners Behavioral Health Management	334	206	0.7476	0.7476	0.7477
Sandhills Center	304	184	0.7174	0.7174	0.7161
Smoky Mountain Center	329	230	0.7739	0.7739	0.7703

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0111	0.0286	0.0561	0.0009	**	1.00
Cardinal Innovations Healthcare Solutions	0.0007	0.0250	0.0491	0.0007	**	1.00
CenterPoint Human Services	-0.0897	0.0324	0.0636	0.0012	*	1.00
CoastalCare	0.0419	0.0264	0.0518	0.0008	**	1.00
East Carolina Behavioral Health	0.0536	0.0236	0.0464	0.0006	***	1.00
Eastpointe	0.0400	0.0247	0.0485	0.0007	**	1.00
Partners Behavioral Health Management	-0.0087	0.0273	0.0535	0.0008	**	1.00
Sandhills Center	-0.0404	0.0298	0.0584	0.0010	**	1.00
Smoky Mountain Center	0.0139	0.0260	0.0509	0.0007	**	1.00

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*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:13:36
*-------------------------------------------*


  *** ALL PLANS HAVE 100 OR MORE CASES ***
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 The Variable Item          = CW27_N
 The Variable Type          = 1
 The 5 Adjuster Variables   = age2 OHR ac1 ac2 child
 The adjusters include Child Interactions with the original adjuster variables
 ac1 is the interaction with the first adjuster in the list, ac2 the second...

 Global Case Mix Model
 Global Centering of Means


 The RECODE   parameter      = 0
 The MIN_RESP parameter      = 0
 The MAX_RESP parameter      = 1
 The NAME     parameter      = Patients Rights Information (SIM 5)
 The ADJ_BARS parameter      = 1
 The BAR_STAT parameter      = 1
 The IMPUTE   parameter      = 1
 The EVEN_WGT parameter      = 1
 The KP_RESID parameter      = 0
 The ADULTKID parameter      = 1
 The VISITS   parameter      = 1
 The PVALUE   parameter      = 0.05
 The CHANGE   parameter      = 0
 The MEANDIFF parameter      = 0
 The WGTDATA  parameter      = 1
 The WGTRESP  parameter      =
 The WGTMEAN  parameter      =
 The WGTPLAN  parameter      = 0
 The ID_RESP  parameter      = sid
 The SUBSET   parameter      = 1
 The SPLITFLG parameter      = 0
 The data set used           = all
 The OUTREGRE parameter      = 0
 The output data set suffix  = SIM5
```

Report run on 27 May 2015 at 13:13:36
CAHPS SAS Analysis Program Version 4.1

The Carolinas Center *for* Medical Excellence

Dichotomous Variable (0 - 1): Patients Rights Information (SIM 5)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

Health Plan	Total # of Respondents	CW27_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	37.62%	4.18%	5.79%	0.00 %
Cardinal Innovations Healthcare Solutions	350	31.14%	6.57%	5.43%	0.00 %
CenterPoint Human Services	332	45.18%	5.72%	5.12%	0.00 %
CoastalCare	308	33.44%	4.87%	6.17%	0.00 %
East Carolina Behavioral Health	385	35.84%	5.97%	8.83%	0.00 %
Eastpointe	412	40.29%	7.77%	5.58%	0.00 %
Partners Behavioral Health Management	334	37.43%	7.19%	6.89%	0.00 %
Sandhills Center	304	40.46%	6.25%	4.93%	0.00 %
Smoky Mountain Center	329	31.00%	5.47%	4.56%	0.00 %

Report run on 27 May 2015 at 13:13:36
CAHPS SAS Analysis Program Version 4.1
Data Set out.p_SIM5

Dichotomous Variable (0 - 1): Patients Rights Information (SIM 5)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Yes	% No	Adjusted Bar 1	Adjusted Bar 2	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2
Alliance Behavioral Healthcare	311	194	84.54%	15.46%	84.08%	15.92%	84.54%	15.46%
Cardinal Innovations Healthcare Solutions	350	241	90.04%	9.96%	90.15%	9.85%	90.04%	9.96%
CenterPoint Human Services	332	182	82.42%	17.58%	82.59%	17.41%	82.42%	17.58%
CoastalCare	308	205	88.78%	11.22%	88.50%	11.50%	88.78%	11.22%
East Carolina Behavioral Health	385	247	85.83%	14.17%	85.64%	14.36%	85.83%	14.17%
Eastpointe	412	246	87.40%	12.60%	87.76%	12.24%	87.40%	12.60%
Partners Behavioral Health Management	334	209	85.17%	14.83%	85.34%	14.66%	85.17%	14.83%
Sandhills Center	304	181	87.85%	12.15%	88.17%	11.83%	87.85%	12.15%
Smoky Mountain Center	329	227	90.75%	9.25%	90.54%	9.46%	90.75%	9.25%

Report run on 27 May 2015 at 13:13:36
CAHPS SAS Analysis Program Version 4.1
Data Set out.n_SIM5

The Carolinas Center *for* Medical Excellence

Dichotomous Variable (0 - 1): Patients Rights Information (SIM 5)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW27_N
age2	0	GLOBAL	-0.0233
ohr	0	GLOBAL	0.0321
ac1	0	GLOBAL	0.0551
ac2	0	GLOBAL	0.0191
Child	0	GLOBAL	-0.1954

Report run on 27 May 2015 at 13:13:36
CAHPS SAS Analysis Program Version 4.1
Data Set out.c_SIM5

The Carolinas Center *for* Medical Excellence

Dichotomous Variable (0 - 1): Patients Rights Information (SIM 5)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW27_N	0.0198	0.0173

Report run on 27 May 2015 at 13:13:36
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2SIM5

Dichotomous Variable (0 - 1): Patients Rights Information (SIM 5)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Fraction Yes All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	0.8697	8	1,918	1.3749	0.2026

Report run on 27 May 2015 at 13:13:36
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaSIM5

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Yes	Weighted Unadjusted Plan Fraction Yes	Adjusted Plan Fraction Yes
Alliance Behavioral Healthcare	311	194	0.8454	0.8454	0.8408
Cardinal Innovations Healthcare Solutions	350	241	0.9004	0.9004	0.9015
CenterPoint Human Services	332	182	0.8242	0.8242	0.8259
CoastalCare	308	205	0.8878	0.8878	0.8850
East Carolina Behavioral Health	385	247	0.8583	0.8583	0.8564
Eastpointe	412	246	0.8740	0.8740	0.8776
Partners Behavioral Health Management	334	209	0.8517	0.8517	0.8534
Sandhills Center	304	181	0.8785	0.8785	0.8817
Smoky Mountain Center	329	227	0.9075	0.9075	0.9054

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0290	0.0238	0.0466	0.0007	**	1.00
Cardinal Innovations Healthcare Solutions	0.0318	0.0186	0.0366	0.0004	**	1.00
CenterPoint Human Services	-0.0438	0.0262	0.0513	0.0008	**	1.00
CoastalCare	0.0153	0.0206	0.0404	0.0005	**	1.00
East Carolina Behavioral Health	-0.0133	0.0209	0.0409	0.0005	**	1.00
Eastpointe	0.0078	0.0200	0.0391	0.0004	**	1.00
Partners Behavioral Health Management	-0.0163	0.0228	0.0447	0.0006	**	1.00
Sandhills Center	0.0119	0.0227	0.0444	0.0006	**	1.00
Smoky Mountain Center	0.0357	0.0186	0.0364	0.0004	**	1.00

The Carolinas Center *for* Medical Excellence

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*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:13:45
*-------------------------------------------*


  *** ALL PLANS HAVE 100 OR MORE CASES ***
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 The Variable Item           = CW28_N
 The Variable Type           = 1
 The 5 Adjuster Variables    = age2 OHR ac1 ac2 child
 The adjusters include Child Interactions with the original adjuster variables
 ac1 is the interaction with the first adjuster in the list, ac2 the second...

 Global Case Mix Model
 Global Centering of Means


 The RECODE   parameter       = 0
 The MIN_RESP parameter       = 0
 The MAX_RESP parameter       = 1
 The NAME     parameter       = Patient Feels He or She Could Refuse Treatment (SIM 6)
 The ADJ_BARS parameter       = 1
 The BAR_STAT parameter       = 1
 The IMPUTE   parameter       = 1
 The EVEN_WGT parameter       = 1
 The KP_RESID parameter       = 0
 The ADULTKID parameter       = 1
 The VISITS   parameter       = 1
 The PVALUE   parameter       = 0.05
 The CHANGE   parameter       = 0
 The MEANDIFF parameter       = 0
 The WGTDATA  parameter       = 1
 The WGTRESP  parameter       =
 The WGTMEAN  parameter       =
 The WGTPLAN  parameter       = 0
 The ID_RESP  parameter       = sid
 The SUBSET   parameter       = 1
 The SPLITFLG parameter       = 0
 The data set used            = all
 The OUTREGRE parameter       = 0
 The output data set suffix   = SIM6
```

Report run on 27 May 2015 at 13:13:45
CAHPS SAS Analysis Program Version 4.1

Dichotomous Variable (0 - 1): Patient Feels He or She Could Refuse Treatment (SIM 6)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

Health Plan	Total # of Respondents	CW28_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	36.98%	4.18%	5.79%	0.00 %
Cardinal Innovations Healthcare Solutions	350	29.71%	6.57%	5.43%	0.00 %
CenterPoint Human Services	332	43.07%	5.72%	5.12%	0.00 %
CoastalCare	308	33.12%	4.87%	6.17%	0.00 %
East Carolina Behavioral Health	385	33.25%	5.97%	8.83%	0.00 %
Eastpointe	412	39.08%	7.77%	5.58%	0.00 %
Partners Behavioral Health Management	334	38.02%	7.19%	6.89%	0.00 %
Sandhills Center	304	37.83%	6.25%	4.93%	0.00 %
Smoky Mountain Center	329	31.00%	5.47%	4.56%	0.00 %

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**Dichotomous Variable (0 - 1): Patient Feels He or She Could Refuse Treatment (SIM 6)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS**

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Yes	% No	Adjusted Bar 1	Adjusted Bar 2	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2
Alliance Behavioral Healthcare	311	196	75.51 %	24.49 %	75.02%	24.98%	75.51%	24.49%
Cardinal Innovations Healthcare Solutions	350	246	80.89 %	19.11 %	81.14%	18.86%	80.89%	19.11%
CenterPoint Human Services	332	189	72.49 %	27.51 %	73.17%	26.83%	72.49%	27.51%
CoastalCare	308	206	78.64 %	21.36 %	77.88%	22.12%	78.64%	21.36%
East Carolina Behavioral Health	385	257	79.38 %	20.62 %	78.97%	21.03%	79.38%	20.62%
Eastpointe	412	251	80.48 %	19.52 %	80.83%	19.17%	80.48%	19.52%
Partners Behavioral Health Management	334	207	74.88 %	25.12 %	75.18%	24.82%	74.88%	25.12%
Sandhills Center	304	189	78.84 %	21.16 %	79.27%	20.73%	78.84%	21.16%
Smoky Mountain Center	329	227	83.70 %	16.30 %	83.35%	16.65%	83.70%	16.30%

**Report run on 27 May 2015 at 13:13:45
CAHPS SAS Analysis Program Version 4.1
Data Set out.n_SIM6**

Dichotomous Variable (0 - 1): Patient Feels He or She Could Refuse Treatment (SIM 6)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW28_N
age2	0	GLOBAL	-0.0193
ohr	0	GLOBAL	0.0368
ac1	0	GLOBAL	-0.0031
ac2	0	GLOBAL	-0.0073
Child	0	GLOBAL	0.0386

Report run on 27 May 2015 at 13:13:45
CAHPS SAS Analysis Program Version 4.1
Data Set out.c_SIM6

Dichotomous Variable (0 - 1): Patient Feels He or She Could Refuse Treatment (SIM 6)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW28_N	0.0163	0.0138

Report run on 27 May 2015 at 13:13:45
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2SIM6

Dichotomous Variable (0 - 1): Patient Feels He or She Could Refuse Treatment (SIM 6)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Fraction Yes All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	0.7831	8	1,95 4	1.3948	0.1937

Dichotomous Variable (0 - 1): Patient Feels He or She Could Refuse Treatment (SIM 6)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Yes	Weighted Unadjusted Plan Fraction Yes	Adjusted Plan Fraction Yes
Alliance Behavioral Healthcare	311	196	0.7551	0.7551	0.7502
Cardinal Innovations Healthcare Solutions	350	246	0.8089	0.8089	0.8114
CenterPoint Human Services	332	189	0.7249	0.7249	0.7317
CoastalCare	308	206	0.7864	0.7864	0.7788
East Carolina Behavioral Health	385	257	0.7938	0.7938	0.7897
Eastpointe	412	251	0.8048	0.8048	0.8083
Partners Behavioral Health Management	334	207	0.7488	0.7488	0.7518
Sandhills Center	304	189	0.7884	0.7884	0.7927
Smoky Mountain Center	329	227	0.8370	0.8370	0.8335

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0329	0.0285	0.0559	0.0009	**	1.00
Cardinal Innovations Healthcare Solutions	0.0283	0.0240	0.0471	0.0006	**	1.00
CenterPoint Human Services	-0.0514	0.0299	0.0587	0.0010	**	1.00
CoastalCare	-0.0043	0.0267	0.0524	0.0008	**	1.00
East Carolina Behavioral Health	0.0066	0.0240	0.0471	0.0006	**	1.00
Eastpointe	0.0252	0.0239	0.0468	0.0006	**	1.00
Partners Behavioral Health Management	-0.0314	0.0278	0.0545	0.0009	**	1.00
Sandhills Center	0.0096	0.0275	0.0538	0.0009	**	1.00
Smoky Mountain Center	0.0503	0.0235	0.0461	0.0006	***	1.00

Report run on 27 May 2015 at 13:13:45
CAHPS SAS Analysis Program Version 4.1
Data Set out.saSIM6

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*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:13:55
*-------------------------------------------*


  *** ALL PLANS HAVE 100 OR MORE CASES ***
-------------------------------------------


The Variable Item           = CW29_N
The Variable Type           = 1
The 5 Adjuster Variables     = age2 OHR ac1 ac2 child
The adjusters include Child Interactions with the original adjuster variables
ac1 is the interaction with the first adjuster in the list, ac2 the second...

Global Case Mix Model
Global Centering of Means


The RECODE    parameter       = 0
The MIN_RESP parameter       = 0
The MAX_RESP parameter       = 1
The NAME     parameter       = Privacy (SIM 7)
The ADJ_BARS parameter       = 1
The BAR_STAT parameter       = 1
The IMPUTE   parameter       = 1
The EVEN_WGT parameter       = 1
The KP_RESID parameter       = 0
The ADULTKID parameter       = 1
The VISITS   parameter       = 1
The PVALUE   parameter       = 0.05
The CHANGE   parameter       = 0
The MEANDIFF parameter       = 0
The WGTDATA  parameter       = 1
The WGTRESP  parameter       =
The WGTMEAN  parameter       =
The WGTPLAN  parameter       = 0
The ID_RESP  parameter       = sid
The SUBSET   parameter       = 1
The SPLITFLG parameter       = 0
The data set used            = all
The OUTREGRE parameter       = 0
The output data set suffix    = SIM7
```

Report run on 27 May 2015 at 13:13:55
CAHPS SAS Analysis Program Version 4.1

The Carolinas Center *for* Medical Excellence

Dichotomous Variable (0 - 1): Privacy (SIM 7)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

Health Plan	Total # of Respondents	CW29_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	42.77%	4.18%	5.79%	0.00 %
Cardinal Innovations Healthcare Solutions	350	32.86%	6.57%	5.43%	0.00 %
CenterPoint Human Services	332	46.08%	5.72%	5.12%	0.00 %
CoastalCare	308	33.44%	4.87%	6.17%	0.00 %
East Carolina Behavioral Health	385	35.58%	5.97%	8.83%	0.00 %
Eastpointe	412	40.29%	7.77%	5.58%	0.00 %
Partners Behavioral Health Management	334	40.72%	7.19%	6.89%	0.00 %
Sandhills Center	304	43.09%	6.25%	4.93%	0.00 %
Smoky Mountain Center	329	31.31%	5.47%	4.56%	0.00 %

Report run on 27 May 2015 at 13:13:55
CAHPS SAS Analysis Program Version 4.1
Data Set out.p_SIM7

Dichotomous Variable (0 - 1): Privacy (SIM 7)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Yes	% No	Adjusted Bar 1	Adjusted Bar 2	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2
Alliance Behavioral Healthcare	311	178	8.99%	91.01%	9.14%	90.86%	8.99%	91.01%
Cardinal Innovations Healthcare Solutions	350	235	8.09%	91.91%	8.00%	92.00%	8.09%	91.91%
CenterPoint Human Services	332	179	11.17%	88.83%	10.71%	89.29%	11.17%	88.83%
CoastalCare	308	205	7.32%	92.68%	7.63%	92.37%	7.32%	92.68%
East Carolina Behavioral Health	385	248	4.84%	95.16%	5.36%	94.64%	4.84%	95.16%
Eastpointe	412	246	8.13%	91.87%	8.14%	91.86%	8.13%	91.87%
Partners Behavioral Health Management	334	198	6.57%	93.43%	6.36%	93.64%	6.57%	93.43%
Sandhills Center	304	173	9.83%	90.17%	9.66%	90.34%	9.83%	90.17%
Smoky Mountain Center	329	226	8.85%	91.15%	8.78%	91.22%	8.85%	91.15%

Report run on 27 May 2015 at 13:13:55
CAHPS SAS Analysis Program Version 4.1
Data Set out.n_SIM7

Dichotomous Variable (0 - 1): Privacy (SIM 7)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW29_N
age2	0	GLOBAL	-0.0140
ohr	0	GLOBAL	-0.0068
ac1	0	GLOBAL	0.0214
ac2	0	GLOBAL	0.0191
Child	0	GLOBAL	-0.1780

Report run on 27 May 2015 at 13:13:55
CAHPS SAS Analysis Program Version 4.1
Data Set out.c_SIM7

Dichotomous Variable (0 - 1): Privacy (SIM 7)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW29_N	0.0088	0.0061

Report run on 27 May 2015 at 13:13:55
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2SIM7

Dichotomous Variable (0 - 1): Privacy (SIM 7)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Fraction Yes All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	0.0820	8	1,87 4	0.8552	0.5540

Report run on 27 May 2015 at 13:13:55
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaSIM7

Dichotomous Variable (0 - 1): Privacy (SIM 7)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Yes	Weighted Unadjusted Plan Fraction Yes	Adjusted Plan Fraction Yes
Alliance Behavioral Healthcare	311	178	0.0899	0.0899	0.0914
Cardinal Innovations Healthcare Solutions	350	235	0.0809	0.0809	0.0800
CenterPoint Human Services	332	179	0.1117	0.1117	0.1071
CoastalCare	308	205	0.0732	0.0732	0.0763
East Carolina Behavioral Health	385	248	0.0484	0.0484	0.0536
Eastpointe	412	246	0.0813	0.0813	0.0814
Partners Behavioral Health Management	334	198	0.0657	0.0657	0.0636
Sandhills Center	304	173	0.0983	0.0983	0.0966
Smoky Mountain Center	329	226	0.0885	0.0885	0.0878

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	0.0094	0.0200	0.0392	0.0005	**	1.00
Cardinal Innovations Healthcare Solutions	-0.0019	0.0169	0.0331	0.0003	**	1.00
CenterPoint Human Services	0.0251	0.0217	0.0425	0.0006	**	1.00
CoastalCare	-0.0057	0.0173	0.0338	0.0003	**	1.00
East Carolina Behavioral Health	-0.0284	0.0136	0.0266	0.0002	*	1.00
Eastpointe	-0.0006	0.0167	0.0327	0.0003	**	1.00
Partners Behavioral Health Management	-0.0184	0.0168	0.0329	0.0003	**	1.00
Sandhills Center	0.0146	0.0210	0.0412	0.0005	**	1.00
Smoky Mountain Center	0.0059	0.0177	0.0347	0.0003	**	1.00

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*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:14:04
*-------------------------------------------*


   *********   WARNING NOTE   *********
      PLANS WITH FEWER THAN 100 CASES
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  Plan ID 1 - Alliance Behavioral Healthcare  - 19 Cases

  Plan ID 2 - Cardinal Innovations Healthcare Solutions  - 21 Cases

  Plan ID 3 - CenterPoint Human Services  - 17 Cases

  Plan ID 4 - CoastalCare  - 7 Cases

  Plan ID 5 - East Carolina Behavioral Health  - 19 Cases

  Plan ID 6 - Eastpointe  - 18 Cases

  Plan ID 7 - Partners Behavioral Health Management  - 14 Cases

  Plan ID 8 - Sandhills Center  - 22 Cases

  Plan ID 9 - Smoky Mountain Center  - 11 Cases


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  The Variable Item          = CW31_N
  The Variable Type          = 1
  The 5 Adjuster Variables    = age2 OHR ac1 ac2 child
  The adjusters include Child Interactions with the original adjuster variables
  ac1 is the interaction with the first adjuster in the list, ac2 the second...

  Global Case Mix Model
  Global Centering of Means


  The RECODE    parameter     = 0
  The MIN_RESP parameter      = 0
  The MAX_RESP parameter      = 1
  The NAME     parameter      = Cultural Competency (SIM 8)
  The ADJ_BARS parameter      = 1
  The BAR_STAT parameter      = 1
  The IMPUTE   parameter      = 1
  The EVEN_WGT parameter      = 1
  The KP_RESID parameter      = 0
  The ADULTKID parameter      = 1
  The VISITS   parameter      = 1
  The PVALUE   parameter      = 0.05
  The CHANGE   parameter      = 0
  The MEANDIFF parameter      = 0
  The WGTDATA  parameter      = 1
  The WGTRESP  parameter      =
  The WGTMEAN  parameter      =
  The WGTPLAN  parameter      = 0
  The ID_RESP  parameter      = sid
  The SUBSET   parameter      = 1
```

Report run on 27 May 2015 at 13:14:04
CAHPS SAS Analysis Program Version 4.1

Dichotomous Variable (0 - 1): Cultural Competency (SIM 8)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS

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The SPLITFLG parameter      = 0
The data set used           = all
The OUTREGRE parameter      = 0
The output data set suffix  = SIM8
```

Report run on 27 May 2015 at 13:14:04
CAHPS SAS Analysis Program Version 4.1

Dichotomous Variable (0 - 1): Cultural Competency (SIM 8)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

Health Plan	Total # of Respondents	CW31_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	93.89%	4.18%	5.79%	0.00 %
Cardinal Innovations Healthcare Solutions	350	94.00%	6.57%	5.43%	0.00 %
CenterPoint Human Services	332	94.88%	5.72%	5.12%	0.00 %
CoastalCare	308	97.73%	4.87%	6.17%	0.00 %
East Carolina Behavioral Health	385	95.06%	5.97%	8.83%	0.00 %
Eastpointe	412	95.63%	7.77%	5.58%	0.00 %
Partners Behavioral Health Management	334	95.81%	7.19%	6.89%	0.00 %
Sandhills Center	304	92.76%	6.25%	4.93%	0.00 %
Smoky Mountain Center	329	96.66%	5.47%	4.56%	0.00 %

Report run on 27 May 2015 at 13:14:04
CAHPS SAS Analysis Program Version 4.1
Data Set out.p_SIM8

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Dichotomous Variable (0 - 1): Cultural Competency (SIM 8)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Yes	% No	Adjusted Bar 1	Adjusted Bar 2	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2
Alliance Behavioral Healthcare	311	19	78.95 %	21.05 %	76.71%	23.29%	78.95%	21.05%
Cardinal Innovations Healthcare Solutions	350	21	85.71 %	14.29 %	86.29%	13.71%	85.71%	14.29%
CenterPoint Human Services	332	17	58.82 %	41.18 %	60.84%	39.16%	58.82%	41.18%
CoastalCare	308	7	85.71 %	14.29 %	86.87%	13.13%	85.71%	14.29%
East Carolina Behavioral Health	385	19	78.95 %	21.05 %	77.28%	22.72%	78.95%	21.05%
Eastpointe	412	18	72.22 %	27.78 %	73.90%	26.10%	72.22%	27.78%
Partners Behavioral Health Management	334	14	64.29 %	35.71 %	65.15%	34.85%	64.29%	35.71%
Sandhills Center	304	22	86.36 %	13.64 %	84.02%	15.98%	86.36%	13.64%
Smoky Mountain Center	329	11	63.64 %	36.36 %	63.59%	36.41%	63.64%	36.36%

Report run on 27 May 2015 at 13:14:04
CAHPS SAS Analysis Program Version 4.1
Data Set out.n_SIM8

Dichotomous Variable (0 - 1): Cultural Competency (SIM 8)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW31_N
age2	0	GLOBAL	0.0232
ohr	0	GLOBAL	0.1125
ac1	0	GLOBAL	-0.0630
ac2	0	GLOBAL	-0.1223
Child	0	GLOBAL	0.3912

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Dichotomous Variable (0 - 1): Cultural Competency (SIM 8)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW31_N	0.0902	0.0582

Report run on 27 May 2015 at 13:14:04
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2SIM8

Dichotomous Variable (0 - 1): Cultural Competency (SIM 8)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Fraction Yes All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	0.7496	8	134	0.8965	0.5214

Report run on 27 May 2015 at 13:14:04
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaSIM8

Dichotomous Variable (0 - 1): Cultural Competency (SIM 8)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Yes	Weighted Unadjusted Plan Fraction Yes	Adjusted Plan Fraction Yes
Alliance Behavioral Healthcare	311	19	0.7895	0.7895	0.7671
Cardinal Innovations Healthcare Solutions	350	21	0.8571	0.8571	0.8629
CenterPoint Human Services	332	17	0.5882	0.5882	0.6084
CoastalCare	308	7	0.8571	0.8571	0.8687
East Carolina Behavioral Health	385	19	0.7895	0.7895	0.7728
Eastpointe	412	18	0.7222	0.7222	0.7390
Partners Behavioral Health Management	334	14	0.6429	0.6429	0.6515
Sandhills Center	304	22	0.8636	0.8636	0.8402
Smoky Mountain Center	329	11	0.6364	0.6364	0.6359

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	0.0175	0.0927	0.1817	0.0094	**	1.00
Cardinal Innovations Healthcare Solutions	0.1133	0.0716	0.1404	0.0050	**	1.00
CenterPoint Human Services	-0.1412	0.1063	0.2084	0.0129	**	1.00
CoastalCare	0.1191	0.1148	0.2251	0.0153	**	1.00
East Carolina Behavioral Health	0.0231	0.0831	0.1629	0.0073	**	1.00
Eastpointe	-0.0106	0.1085	0.2127	0.0135	**	1.00
Partners Behavioral Health Management	-0.0982	0.1135	0.2225	0.0149	**	1.00
Sandhills Center	0.0906	0.0755	0.1480	0.0057	**	1.00
Smoky Mountain Center	-0.1137	0.1260	0.2470	0.0188	**	1.00

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*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:14:14
*-------------------------------------------*


   *** ALL PLANS HAVE 100 OR MORE CASES ***
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                  *** RECODING DONE ***
 How Often variable responses (1-4 Scale) has been recoded:
    Values 1 - 2 coded as 1
    Value     3 coded as 2
    Value     4 coded as 3
The Variable Type has been changed from 3 to 4


 The Variable Item           = CW33_N
 The Variable Type           = 4
 The 5 Adjuster Variables    = age2 OHR ac1 ac2 child
 The adjusters include Child Interactions with the original adjuster variables
 ac1 is the interaction with the first adjuster in the list, ac2 the second...

 Global Case Mix Model
 Global Centering of Means


 The RECODE    parameter      = 1
 The MIN_RESP parameter       = 1
 The MAX_RESP parameter       = 4
 The NAME      parameter      = Amount Helped (SIM 9)
 The ADJ_BARS parameter       = 1
 The BAR_STAT parameter       = 1
 The IMPUTE    parameter      = 1
 The EVEN_WGT parameter       = 1
 The KP_RESID parameter       = 0
 The ADULTKID parameter       = 1
 The VISITS    parameter      = 1
 The PVALUE    parameter      = 0.05
 The CHANGE    parameter      = 0
 The MEANDIFF parameter       = 0
 The WGTDATA   parameter      = 1
 The WGTRESP   parameter      =
 The WGTMEAN   parameter      =
 The WGTPLAN   parameter      = 0
 The ID_RESP   parameter      = sid
 The SUBSET    parameter      = 1
 The SPLITFLG parameter       = 0
 The data set used            = all
 The OUTREGRE parameter       = 0
 The output data set suffix   = SIM9
```

Report run on 27 May 2015 at 13:14:14
CAHPS SAS Analysis Program Version 4.1

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RECODED How Often Scale 1-2=1 3=2 4=3: Amount Helped (SIM 9)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

Health Plan	Total # of Respondents	CW33_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	30.87%	4.18%	5.79%	0.00 %
Cardinal Innovations Healthcare Solutions	350	22.57%	6.57%	5.43%	0.00 %
CenterPoint Human Services	332	31.93%	5.72%	5.12%	0.00 %
CoastalCare	308	25.97%	4.87%	6.17%	0.00 %
East Carolina Behavioral Health	385	26.75%	5.97%	8.83%	0.00 %
Eastpointe	412	30.83%	7.77%	5.58%	0.00 %
Partners Behavioral Health Management	334	31.74%	7.19%	6.89%	0.00 %
Sandhills Center	304	31.25%	6.25%	4.93%	0.00 %
Smoky Mountain Center	329	23.10%	5.47%	4.56%	0.00 %

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RECODED How Often Scale 1-2=1 3=2 4=3: Amount Helped (SIM 9)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Sometimes or Never 1-2	% Usually 3	% Always 4	% Adjusted Bar 1
Alliance Behavioral Healthcare	311	215	19.07%	30.70%	50.23%	19.03%
Cardinal Innovations Healthcare Solutions	350	271	16.61%	30.26%	53.14%	17.11%
CenterPoint Human Services	332	226	24.78%	28.32%	46.90%	25.08%
CoastalCare	308	228	14.91%	34.65%	50.44%	14.79%
East Carolina Behavioral Health	385	282	17.38%	28.37%	54.26%	17.25%
Eastpointe	412	285	18.25%	27.72%	54.04%	17.67%
Partners Behavioral Health Management	334	228	22.81%	37.28%	39.91%	22.37%
Sandhills Center	304	209	19.62%	28.23%	52.15%	19.65%
Smoky Mountain Center	329	253	20.16%	28.46%	51.38%	20.63%

Health Plan	Adjusted Bar 2	Adjusted Bar 3	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2	Weighted Unadjusted Bar 3
Alliance Behavioral Healthcare	30.98%	49.99%	19.07%	30.70%	50.23%
Cardinal Innovations Healthcare Solutions	30.56%	52.33%	16.61%	30.26%	53.14%
CenterPoint Human Services	28.67%	46.26%	24.78%	28.32%	46.90%
CoastalCare	34.38%	50.83%	14.91%	34.65%	50.44%
East Carolina Behavioral Health	28.36%	54.40%	17.38%	28.37%	54.26%
Eastpointe	27.25%	55.09%	18.25%	27.72%	54.04%
Partners Behavioral Health Management	36.85%	40.78%	22.81%	37.28%	39.91%
Sandhills Center	28.38%	51.97%	19.62%	28.23%	52.15%
Smoky Mountain Center	28.57%	50.81%	20.16%	28.46%	51.38%

The Carolinas Center *for* Medical Excellence

RECODED How Often Scale 1-2=1 3=2 4=3: Amount Helped (SIM 9)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW33_N
age2	0	GLOBAL	0.0881
ohr	0	GLOBAL	0.1928
ac1	0	GLOBAL	-0.1352
ac2	0	GLOBAL	0.0920
Child	0	GLOBAL	-0.0725

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RECODED How Often Scale 1-2=1 3=2 4=3: Amount Helped (SIM 9)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW33_N	0.0864	0.0843

Report run on 27 May 2015 at 13:14:14
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2SIM9

RECODED How Often Scale 1-2=1 3=2 4=3: Amount Helped (SIM 9)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Means All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	2.3099	8	2,18 3	2.0684	0.0357

Report run on 27 May 2015 at 13:14:14
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaSIM9

RECODED How Often Scale 1-2=1 3=2 4=3: Amount Helped (SIM 9)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Mean	Weighted Unadjusted Plan Mean	Adjusted Plan Mean
Alliance Behavioral Healthcare	311	215	2.3116	2.3116	2.3096
Cardinal Innovations Healthcare Solutions	350	271	2.3653	2.3653	2.3522
CenterPoint Human Services	332	226	2.2212	2.2212	2.2118
CoastalCare	308	228	2.3553	2.3553	2.3604
East Carolina Behavioral Health	385	282	2.3688	2.3688	2.3715
Eastpointe	412	285	2.3579	2.3579	2.3742
Partners Behavioral Health Management	334	228	2.1711	2.1711	2.1841
Sandhills Center	304	209	2.3254	2.3254	2.3232
Smoky Mountain Center	329	253	2.3123	2.3123	2.3018

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0003	0.0462	0.0906	0.0024	**	1.00
Cardinal Innovations Healthcare Solutions	0.0423	0.0417	0.0817	0.0019	**	1.00
CenterPoint Human Services	-0.0981	0.0490	0.0961	0.0028	*	1.00
CoastalCare	0.0505	0.0440	0.0862	0.0022	**	1.00
East Carolina Behavioral Health	0.0616	0.0425	0.0834	0.0020	**	1.00
Eastpointe	0.0643	0.0423	0.0828	0.0020	**	1.00
Partners Behavioral Health Management	-0.1258	0.0449	0.0880	0.0023	*	1.00
Sandhills Center	0.0134	0.0481	0.0942	0.0026	**	1.00
Smoky Mountain Center	-0.0081	0.0439	0.0861	0.0022	**	1.00

Report run on 27 May 2015 at 13:14:14
CAHPS SAS Analysis Program Version 4.1
Data Set out.saSIM9

```
*-------------------------------------------*
  CAHPS SAS Analysis Program Version 4.1
  Report run on 27 May 2015 at 13:14:26
*-------------------------------------------*


   *********    WARNING NOTE    *********
       PLANS WITH FEWER THAN 100 CASES
  -------------------------------------------

  Plan ID 1 - Alliance Behavioral Healthcare  - 37 Cases

  Plan ID 2 - Cardinal Innovations Healthcare Solutions  - 46 Cases

  Plan ID 3 - CenterPoint Human Services  - 31 Cases

  Plan ID 4 - CoastalCare  - 48 Cases

  Plan ID 5 - East Carolina Behavioral Health  - 46 Cases

  Plan ID 6 - Eastpointe  - 45 Cases

  Plan ID 7 - Partners Behavioral Health Management  - 37 Cases

  Plan ID 8 - Sandhills Center  - 29 Cases

  Plan ID 9 - Smoky Mountain Center  - 34 Cases


  -------------------------------------------


 The Variable Item           = CW41_N
 The Variable Type           = 1
 The 5 Adjuster Variables    = age2 OHR ac1 ac2 child
 The adjusters include Child Interactions with the original adjuster variables
 ac1 is the interaction with the first adjuster in the list, ac2 the second...

 Global Case Mix Model
 Global Centering of Means


 The RECODE    parameter      = 0
 The MIN_RESP parameter       = 0
 The MAX_RESP parameter       = 1
 The NAME     parameter       = Treatment After Benefits Are Used Up (SIM 10)
 The ADJ_BARS parameter       = 1
 The BAR_STAT parameter       = 1
 The IMPUTE   parameter       = 1
 The EVEN_WGT parameter       = 1
 The KP_RESID parameter       = 0
 The ADULTKID parameter       = 1
 The VISITS   parameter       = 1
 The PVALUE   parameter       = 0.05
 The CHANGE   parameter       = 0
 The MEANDIFF parameter       = 0
 The WGTDATA  parameter       = 1
 The WGTRESP  parameter       =
 The WGTMEAN  parameter       =
 The WGTPLAN  parameter       = 0
 The ID_RESP  parameter       = sid
 The SUBSET   parameter       = 1
```

Report run on 27 May 2015 at 13:14:26
CAHPS SAS Analysis Program Version 4.1

Dichotomous Variable (0 - 1): Treatment After Benefits Are Used Up (SIM 10)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS

```
The SPLITFLG parameter      = 0
The data set used           = all
The OUTREGRE parameter      = 0
The output data set suffix  = SIM10
```

Report run on 27 May 2015 at 13:14:26
CAHPS SAS Analysis Program Version 4.1

Dichotomous Variable (0 - 1): Treatment After Benefits Are Used Up (SIM 10)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT ITEMS MISSING BY HEALTH PLAN

Health Plan	Total # of Respondents	CW41_N	Age of Respondant	Overall Health Rating	Child
Alliance Behavioral Healthcare	311	88.10%	4.18%	5.79%	0.00 %
Cardinal Innovations Healthcare Solutions	350	86.86%	6.57%	5.43%	0.00 %
CenterPoint Human Services	332	90.66%	5.72%	5.12%	0.00 %
CoastalCare	308	84.42%	4.87%	6.17%	0.00 %
East Carolina Behavioral Health	385	88.05%	5.97%	8.83%	0.00 %
Eastpointe	412	89.08%	7.77%	5.58%	0.00 %
Partners Behavioral Health Management	334	88.92%	7.19%	6.89%	0.00 %
Sandhills Center	304	90.46%	6.25%	4.93%	0.00 %
Smoky Mountain Center	329	89.67%	5.47%	4.56%	0.00 %

Report run on 27 May 2015 at 13:14:26
CAHPS SAS Analysis Program Version 4.1
Data Set out.p_SIM10

The Carolinas Center *for* Medical Excellence

Dichotomous Variable (0 - 1): Treatment After Benefits Are Used Up (SIM 10)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
PERCENT RESPONSE TYPE - NO IMPUTATIONS

Health Plan	Total # of Respondents	Number of Respondents Analyzed	% Yes	% No	Adjusted Bar 1	Adjusted Bar 2	Weighted Unadjusted Bar 1	Weighted Unadjusted Bar 2
Alliance Behavioral Healthcare	311	37	48.65 %	51.35 %	48.27%	51.73%	48.65%	51.35%
Cardinal Innovations Healthcare Solutions	350	46	52.17 %	47.83 %	51.66%	48.34%	52.17%	47.83%
CenterPoint Human Services	332	31	51.61 %	48.39 %	51.91%	48.09%	51.61%	48.39%
CoastalCare	308	48	50.00 %	50.00 %	50.89%	49.11%	50.00%	50.00%
East Carolina Behavioral Health	385	46	58.70 %	41.30 %	58.20%	41.80%	58.70%	41.30%
Eastpointe	412	45	46.67 %	53.33 %	46.31%	53.69%	46.67%	53.33%
Partners Behavioral Health Management	334	37	54.05 %	45.95 %	54.66%	45.34%	54.05%	45.95%
Sandhills Center	304	29	72.41 %	27.59 %	72.71%	27.29%	72.41%	27.59%
Smoky Mountain Center	329	34	61.76 %	38.24 %	61.43%	38.57%	61.76%	38.24%

Report run on 27 May 2015 at 13:14:26
CAHPS SAS Analysis Program Version 4.1
Data Set out.n_SIM10

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Dichotomous Variable (0 - 1): Treatment After Benefits Are Used Up (SIM 10)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
REGRESSION COEFFICIENTS FOR ADJUSTER VARIABLES

Variable Name	split	Subset Name	CW41_N
age2	0	GLOBAL	-0.0219
ohr	0	GLOBAL	0.0055
ac1	0	GLOBAL	0.1484
ac2	0	GLOBAL	0.1387
Child	0	GLOBAL	-0.6764

Report run on 27 May 2015 at 13:14:26
CAHPS SAS Analysis Program Version 4.1
Data Set out.c_SIM10

Dichotomous Variable (0 - 1): Treatment After Benefits Are Used Up (SIM 10)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
R-SQUARED VALUES for DEPENDENT VARIABLES

split	Subset Name	Dependent variable	R-squared	Adjusted r-squared
0	GLOBAL	CW41_N	0.0350	0.0211

Report run on 27 May 2015 at 13:14:26
CAHPS SAS Analysis Program Version 4.1
Data Set out.r2SIM10

Dichotomous Variable (0 - 1): Treatment After Benefits Are Used Up (SIM 10)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
Overall Statistics from t-test
Ho: Plan Fraction Yes All Equal

Subset Name	Overall Mean	DFR	DFE	F-Statistic	P-Value
GLOBAL	0.5511	8	339	1.0479	0.3997

Report run on 27 May 2015 at 13:14:26
CAHPS SAS Analysis Program Version 4.1
Data Set out.oaSIM10

Dichotomous Variable (0 - 1): Treatment After Benefits Are Used Up (SIM 10)
Analysis = COMBINE CHILDREN AND ADULTS - Visits = COMBINE LOW AND HIGH USERS
P-Value For Contrast = 0.05 - Change > 0 - Meandiff > 0
ALL PLANS

Plan Name	Total # of Respondents	# of Respondents Analyzed	Unweighted Unadjusted Plan Yes	Weighted Unadjusted Plan Fraction Yes	Adjusted Plan Fraction Yes
Alliance Behavioral Healthcare	311	37	0.4865	0.4865	0.4827
Cardinal Innovations Healthcare Solutions	350	46	0.5217	0.5217	0.5166
CenterPoint Human Services	332	31	0.5161	0.5161	0.5191
CoastalCare	308	48	0.5000	0.5000	0.5089
East Carolina Behavioral Health	385	46	0.5870	0.5870	0.5820
Eastpointe	412	45	0.4667	0.4667	0.4631
Partners Behavioral Health Management	334	37	0.5405	0.5405	0.5466
Sandhills Center	304	29	0.7241	0.7241	0.7271
Smoky Mountain Center	329	34	0.6176	0.6176	0.6143

Plan Name	Plan Diff. From Overall Mean	Std Error of Difference	+/- 95% Conf. Limit of Diff.	Variance of the Mean	Rating	Plan Weight
Alliance Behavioral Healthcare	-0.0685	0.0793	0.1555	0.0072	**	1.00
Cardinal Innovations Healthcare Solutions	-0.0346	0.0702	0.1376	0.0054	**	1.00
CenterPoint Human Services	-0.0321	0.0825	0.1618	0.0079	**	1.00
CoastalCare	-0.0422	0.0681	0.1334	0.0051	**	1.00
East Carolina Behavioral Health	0.0308	0.0681	0.1336	0.0051	**	1.00
Eastpointe	-0.0881	0.0701	0.1374	0.0054	**	1.00
Partners Behavioral Health Management	-0.0045	0.0774	0.1518	0.0068	**	1.00
Sandhills Center	0.1760	0.0754	0.1477	0.0064	***	1.00
Smoky Mountain Center	0.0632	0.0775	0.1520	0.0068	**	1.00

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