

Mission:

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



Rick Scott
Governor

Celeste Philip, MD, MPH
Surgeon General and Secretary

Vision: To be the Healthiest State in the Nation

Children's Medical Services Managed Care Plan (CMS Plan) is a health plan for children with special health care needs and is offered by the Florida Department of Health.

Member Satisfaction Survey

The Institute for Child Health Policy (ICHP) at the University of Florida is contracted to conduct an annual member satisfaction survey. For the 2014 member survey, ICHP surveyed Medicaid members in Broward and Duval counties to meet Consumer Assessment of Health Plan Survey (CAHPS) criteria. The surveys were administered in 2014, and the results were compiled, processed and reviewed throughout 2015.

A total of 1,030 respondents completed the survey with an overall response rate of 28 percent. Key findings include:

- Parents of enrolled children reported high levels of satisfaction with care;
- CMS Plan met benchmarks for (1) health plan information and customer services and (2) getting needed information; and
- CMS Plan was just below benchmarks for ratings of (1) how well doctors communicate and (2) child's specialist.

In order to boost the response rate for future member satisfaction surveys, the Office of the Children's Medical Services Managed Care Plan (CMS Plan) has implemented strategies for increasing awareness of the annual survey, including posting survey notices and results to the CMS Plan website. Additionally, the CMS Plan has redesigned the website to make it easier to find information about covered services, announcements and quality information.