

As indicated in *FINAL Operation Guidance – Essential Community Provider Plan Certification Standard*, issuers that will meet the ECP Alternative Standard will be required to submit certain quality and patient satisfaction metrics, as a part of their narrative justification, to MHBE. The tables below describe the formatting for submitting such data.

CAHPS data by category

CAHPS Composite	Previous Year	Current Measurement Year	Benchmark*
Claims Processing			
Courteous Staff			
Customer Services			
Getting Care Quickly			
Getting Needed Care			
How Well Doctors Communicate			
Rating of Doctor			
Rating of Health Care			
Rating of Health Plan			
Rating of Specialist			

*90th Percentile National Benchmark

Complaint Volume Report

Category	Previous Year Complaints, Total	Previous Year Complaints per 1000 Members	Current Measurement Year Complaints, Total	Current Measurement Year Complaints per 1000 Members
Quality of Care				
Access				
Attitude/Service				
Billing/Financial				
Quality of Practitioner Office Site				
Total Complaints/Number per 1000				

QI/Element Factor Table Format

QI Name	Met? (Yes/No)
Element Name 1	Element 1 Score (0% to 100%)
Factor Name 1	Yes
Factor Name 2	Yes
Element Name 2	Element 2 Score (0% to 100%)
Factor Name 1	Yes
Factor Name 2	Yes