

Table 1. Case-mix Coefficients for Part C CAHPS Measures

| Predictor                        | C03: Annual Flu Vaccine | C22: Getting Needed Care (Comp) | C23: Getting Appointments and Care Quickly (Comp) | C24: Customer Service (Comp) | C25: Rating of Health Care Quality | C26: Rating of Health Plan | C27: Care Coordination (Comp) |
|----------------------------------|-------------------------|---------------------------------|---|------------------------------|------------------------------------|----------------------------|-------------------------------|
| Age: 64 or under                 | N/A                     | -0.0309                         | -0.0513   | -0.0012                      | -0.1779                            | -0.2362                    | -0.0330                       |
| Age: 65 – 69                     | N/A                     | -0.0382                         | -0.0187   | -0.0029                      | -0.0947                            | -0.0574                    | -0.0313                       |
| Age: 75 – 79                     | N/A                     | -0.0070                         | 0.0114  | -0.0163                      | -0.0325                            | 0.0552                     | -0.0150                       |
| Age: 80 – 84                     | N/A                     | -0.0035                         | -0.0051   | 0.0029                       | 0.0220                             | 0.1512                     | -0.0331                       |
| Age: 85 and older                | N/A                     | -0.0148                         | 0.0121  | -0.0141                      | 0.0077                             | 0.1916                     | -0.0414                       |
| Less than an 8th grade education | N/A                     | -0.0566                         | -0.0414   | -0.0141                      | -0.0513                            | 0.1072                     | 0.0265                        |
| Some high school                 | N/A                     | -0.0191                         | -0.0100   | -0.0193                      | 0.0507                             | 0.0915                     | 0.0104                        |
| Some college                     | N/A                     | -0.0343                         | -0.0182   | -0.0473                      | -0.0557                            | -0.1222                    | -0.0412                       |
| College graduate                 | N/A                     | -0.0309                         | -0.0128   | -0.0604                      | -0.1199                            | -0.2249                    | -0.0416                       |
| More than a bachelor's degree    | N/A                     | -0.0557                         | -0.0357   | -0.1333                      | -0.2005                            | -0.3240                    | -0.0479                       |
| General health rating: excellent | N/A                     | 0.0422                          | 0.0777  | 0.0367                       | 0.3574                             | 0.3636                     | 0.0413                        |
| General health rating: very good | N/A                     | 0.0391                          | 0.0518  | 0.0226                       | 0.1938                             | 0.1738                     | 0.0208                        |
| General health rating: fair      | N/A                     | -0.0516                         | -0.0183   | -0.0291                      | -0.2786                            | -0.1224                    | -0.0401                       |
| General health rating: poor      | N/A                     | -0.1029                         | -0.0729   | -0.0462                      | -0.5188                            | -0.3475                    | -0.0808                       |
| Mental health rating: excellent  | N/A                     | 0.1725                          | 0.1287  | 0.1335                       | 0.4462                             | 0.3208                     | 0.1261                        |
| Mental health rating: very good  | N/A                     | 0.0710                          | 0.0569  | 0.0484                       | 0.1768                             | 0.1343                     | 0.0447                        |
| Mental health rating: fair       | N/A                     | -0.0522                         | -0.0185   | -0.0009                      | -0.1271                            | -0.1170                    | -0.0505                       |
| Mental health rating: poor       | N/A                     | -0.1051                         | -0.0325   | -0.0905                      | -0.4554                            | -0.5123                    | -0.0903                       |
| Proxy helped                     | N/A                     | 0.0157                          | -0.0451   | -0.0125                      | -0.0945                            | -0.0650                    | 0.0130                        |
| Proxy answered                   | N/A                     | 0.0412                          | 0.0332  | 0.0035                       | 0.1215                             | -0.0205                    | 0.0328                        |
| Medicaid dual eligible           | N/A                     | -0.0151                         | 0.0001  | -0.0077                      | 0.0300                             | 0.2654                     | -0.0117                       |
| Low-income subsidy (LIS)         | N/A                     | -0.0169                         | 0.0024  | -0.0076                      | -0.0783                            | 0.1352                     | 0.0009                        |
| Chinese Language                 | N/A                     | 0.0779                          | -0.0527   | -0.0498                      | -0.1288                            | -0.6225                    | 0.0390                        |

Table 2. Case-mix Coefficients for Part D CAHPS Measures

| Predictor                        | MA-PD D08: Rating of Drug Plan | MA-PD D09: Getting Needed Prescription Drugs (Comp) | PDP D08: Rating of Drug Plan | PDP D09: Getting Needed Prescription Drugs (Comp) |
|----------------------------------|--------------------------------|---|------------------------------|---|
| Age: 64 or under                 | -0.2632                        | -0.0569   | -0.2960                      | -0.0042   |
| Age: 65 – 69                     | -0.1173                        | -0.0375   | -0.1257                      | -0.0614   |
| Age: 75 – 79                     | 0.0748                         | 0.0011  | 0.1338                       | -0.0041   |
| Age: 80 – 84                     | 0.1935                         | 0.0013  | 0.1942                       | -0.0157   |
| Age: 85 and older                | 0.3037                         | 0.0029  | 0.3513                       | 0.0247  |
| Less than an 8th grade education | 0.0386                         | -0.0634   | 0.1293                       | 0.0249  |
| Some high school                 | 0.0700                         | -0.0087   | 0.0744                       | -0.0321   |
| Some college                     | -0.2052                        | -0.0415   | -0.2391                      | -0.0508   |
| College graduate                 | -0.2639                        | -0.0302   | -0.3140                      | -0.0517   |
| More than a bachelor's degree    | -0.3860                        | -0.0737   | -0.5384                      | -0.1463   |
| General health rating: excellent | 0.2642                         | 0.0194  | 0.2086                       | 0.0718  |
| General health rating: very good | 0.1341                         | 0.0297  | 0.2398                       | 0.0746  |
| General health rating: fair      | -0.1628                        | -0.0368   | -0.2138                      | -0.0662   |
| General health rating: poor      | -0.3174                        | -0.0714   | -0.2253                      | -0.0546   |
| Mental health rating: excellent  | 0.3575                         | 0.1077  | -0.0134                      | -0.0175   |
| Mental health rating: very good  | 0.1677                         | 0.0443  | -0.0103                      | 0.0070  |
| Mental health rating: fair       | -0.0690                        | -0.0455   | -0.0102                      | -0.0520   |
| Mental health rating: poor       | -0.3416                        | -0.0898   | -0.0701                      | -0.1312   |
| Proxy helped                     | -0.1081                        | 0.0151  | -0.1689                      | -0.0412   |
| Proxy answered                   | -0.0229                        | 0.0104  | -0.1371                      | 0.0235  |
| Medicaid dual eligible           | 0.5330                         | 0.0344  | 0.5459                       | -0.0526   |
| Low-income subsidy (LIS)         | 0.4569                         | 0.0038  | 0.4959                       | -0.0311   |
| Chinese Language                 | -0.3198                        | -0.0029   | 0.0000                       | 0.0000  |