

Policy Title:	Assessing Member Experience/Satisfaction							
Department:	Clinical Quality Improvement							
Policy Number:	CQI-18							
Issue Day:	Effective Date: 09/01/20							
Next Review Date: 12/2/21	Revision Dates: 11/15/20							
<table border="1"> <tr> <td>Approved By:</td> <td></td> </tr> <tr> <td></td> <td>12/2/20</td> </tr> <tr> <td>Julianne Eckert, Director of Clinical Quality Improvement</td> <td>Date</td> </tr> </table>		Approved By:			12/2/20	Julianne Eckert, Director of Clinical Quality Improvement	Date	
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Julianne Eckert, Director of Clinical Quality Improvement	Date							
REFERENCE:	<a href="#">Medicare Managed Care Manual Ch. 5 Quality Assessment, Section 20 Medicare Quality Improvement Program</a>							

**Purpose:** To define the manner of how Clover Health collects, analyzes and acts on Member Experience/Satisfaction data.

**Scope:** Medicare Advantage

**Policy:**

Clover Health works to promote overall member experience by monitoring and analyzing multiple data sources that portray Member Experience at different points in the member’s touchpoints with Clover, accessing their benefits and their providers of care. Data is correlated with beneficiary complaint, grievance and appeal data to identify opportunities for improvement. Summary of analysis and activities for improvement are presented at the Quality Improvement (QI) Committee for monitoring and quality improvement opportunities.

The Quality Improvement Committee will annually identify the measures/ processes and data that contribute to the overall member experience, which include but are not limited to:

- CAHPS® survey composites
- HOS survey
- Customer Service Call Centers (including delegated vendors)
- CCV/Coordination of Care satisfaction surveys

- Appeals/grievances
- CTMs (complaints)
- Enrollment/disenrollment data

Stars Ratings influenced measures

**Definitions:** N/A

**Procedure:**

The QI Work Plan defines the collection, reporting and frequency of the multiple data streams and business owners who are responsible for collecting, analyzing, identifying and implementing quality improvement initiatives once that adverse trends are identified. These results and findings are reported along with quality improvement initiatives to the Quality Improvement committee.

Additionally, Quality Improvement sub-workgroups with foci on Member Experience and Satisfaction will present a report of activities and findings to the QIC for review, consideration and further identification of QI initiatives.

**Related Policies:**

**Attachments:**

<b>New, Revised or Reviewed/ No Changes</b>	<b>Previous Policy Name, If Applicable/Description of Changes</b>	<b>Department Lead Approval (Name)</b>	<b>Date Department Lead Approved</b>	<b>Date Policy Committee Approved</b>
New		Julianne Eckert		
Review	Annual Review	Julianne Eckert	11/15/20	12/2/20