



**CARESOURCE PASSE QUALITY RATING SYSTEM - MARCH 2026**

Need/Purpose	2024	More Information
Care Coordinator caseload ratios ( $\leq 50$ members per Care Coordinator). Goal: $\geq 90\%$	94.52%	None
The part of new members who meet with a Care Coordinator. This is within the first 14 days of those signed up for the CareSource PASSE plan. Goal: $\geq 75\%$	92.30%	None
The percentage of members who have monthly meetings with a Care Coordinator. Goal: $\geq 75\%$	85.22%	None
Number of days before the first Home- and Community-Based Service (HCBS). Applies to those with a spot in the Community and Employment Support (CES) waiver.	N/A	Not Available
The number of people who have a job.	N/A	Not Available
3- to 21-year-olds who had a well-care visit with a general provider or an OB/GYN during the year. Goal: $\geq 42.99\%$ (25 <sup>th</sup> percentile)	51.64%	None
The number of member complaints.	23	None
The percentage of those who have care after an emergency department (ED) visit within 7 days. Goal: $\geq 50\%$	74.36%	<i>Reports do not show the difference between people with IDD and people with BH needs.</i>

		<i>Numbers reflect follow-up for ED and hospitalization.</i>
Survey showing how happy members are with their level of community involvement.	N/A	Not Available
Survey showing how happy members are with their living arrangement.	N/A	Not Available
Survey showing member satisfaction with Care Coordinators.	<ul style="list-style-type: none"> <li>◆ 79% rated the helpfulness of Care Coordinator highly</li> <li>◆ 91% rated the helpfulness of the Care Coordinator welcome call highly</li> </ul>	<i>The survey for this question does not show the difference between those with IDD and those with BH needs.</i>
Survey showing satisfaction with Care Coordinators by BH and IDD providers.	<ul style="list-style-type: none"> <li>◆ 95% of BH providers rated their satisfaction with accessing Care Coordinators highly</li> <li>◆ 92% of IDD providers rated their satisfaction with accessing Care Coordinators highly</li> </ul>	None
Member survey highlighting satisfaction with CareSource PASSE's website or portal.	N/A	<i>Survey showed only 21% used digital tools (i.e., website or portal). The survey did not measure satisfaction with those tools.</i>
Provider survey showing happiness with the website or portal of CareSource PASSE.	<ul style="list-style-type: none"> <li>◆ 83% rated their enjoyment with the portal use highly</li> </ul>	None
Survey showing overall member satisfaction with CareSource PASSE.	<ul style="list-style-type: none"> <li>◆ 82% are very likely to suggest CareSource to family or friends</li> <li>◆ 73% rated CareSource PASSE highly</li> </ul>	<i>The survey does not tell the difference between those with IDD or BH needs.</i>
Survey showing overall provider satisfaction with CareSource PASSE.	<ul style="list-style-type: none"> <li>◆ 93% of BH providers rated CareSource PASSE highly</li> </ul>	None

	◆ 84% of IDD providers rated CareSource PASSE highly	
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