

**MY 2024 CAHPS®
MEDICAID ADULT
5.1H FINAL REPORT**

**BLUE CROSS AND BLUE SHIELD
OF NM**

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Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

Overview

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Blue Cross and Blue Shield of NM to conduct its MY 2024 CAHPS® 5.1H Medicaid Adult Survey.

Survey Objective

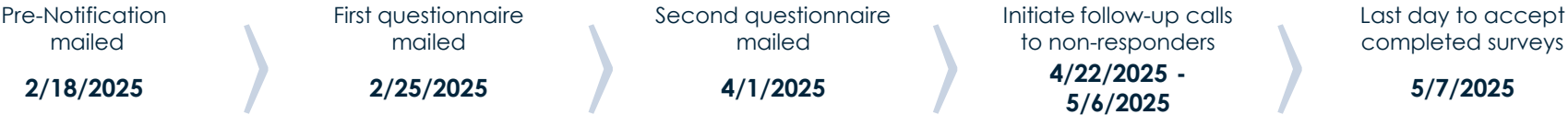
The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which can aid plans in increasing the quality of provided care.

NCQA Updates

- NCQA made no significant changes to the survey or program this year.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Methodology



QUALIFIED RESPONDENTS

- Included beneficiaries who were...
- 18 years and older (as of December 31 of the measurement year)
 - Continuously enrolled in the plan for at least five of the last six months of the measurement year

RESPONSE RATE CALCULATION

186 (Completed)

1,755 (Sample) - 17 (Ineligible)

=

186

1,738

=

10.7%

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	65	87	23	13	0	10	175
Spanish	6	2	3	3	0	0	11
Total	71	89	26	16	0	10	186

Total Number of Undeliverables: 154

Note: Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish.

RESPONSE RATE TRENDING

		2023	2024	2025
Completed	SUBTOTAL	210	191	186
Ineligible	Does not Meet Eligibility Criteria (01)	11	7	7
	Language Barrier (03)	2	3	4
	Mentally/Physically Incapacitated (04)	2	2	4
	Deceased (05)	1	4	2
	SUBTOTAL	16	16	17
Non-response	Break-off/Incomplete (02)	15	8	12
	Refusal (06)	23	25	33
	Maximum Attempts Made (07)	1,491	1,511	1,507
	Added to DNC List (08)	0	4	0
	SUBTOTAL	1,529	1,548	1,552
Total Sample		1,755	1,755	1,755
Oversampling		30.0%	30.0%	30.0%
Response Rate		12.1%	11.0%	10.7%
PG Response Rate		11.5%	11.1%	11.7%

EXECUTIVE SUMMARY

Overview of Terms

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2024 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

Percentile Rankings Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.



PG Benchmark Information The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2024. Submission occurred on May 23rd, 2025.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2024. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

Small Denominator Threshold NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

Technical Notes Please refer to the Technical Notes for more information.

Significance Testing All significance testing is performed at the 95% confidence level using a t-test for mean scores and z-test for percentages. The following notation is used to highlight significant differences.

- Comparisons to previous year (↑/↓)
- Comparisons over 2 years (↕/↕)
- Comparisons to benchmarks (▲/▼)

2025 Dashboard

Medicaid Adult



186

Completed surveys

10.7%

Response Rate

Stars: PG **Estimated** NCQA Rating
NA = Denominator < 100

Scores: All scores displayed are Summary Rate Scores

- Rating: % 9 or 10
- Composites: % Usually or Always
- Smoking: % Always, Usually, or Sometimes

Significance Testing: Current score is significantly higher/lower than 2024 (↑/↓) or 2023 (↔/±).

Percentiles: Based on the 2025 PG Book of Business

Health Plan Key Driver Classification: Details can be found in the KDA section.

Rating of Health Plan

★★

Q28. Rating of Health Plan	55.3%	7 th	--
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Rating of Health Care

★★★

Q8. Rating of Health Care	55.4%	27 th	Opportunity
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Rating of Personal Doctor

★★

Q18. Rating of Personal Doctor	64.7%	10 th	Wait
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Advised to Quit Smoking: 2YR

Q32. Advised to Quit Smoking: 2YR	57.0%	5 th	--
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Rating of Specialist

Q22. Rating of Specialist	68.1%	45 th	Opportunity
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Coordination of Care

Q17. Coordination of Care	82.9%	24 th	Wait
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Customer Service

Composite	91.3%	69 th	--
Q24. Provided information or help	88.5%	83 rd	Power
Q25. Treated with courtesy and respect	94.2%	32 nd	Opportunity

Getting Needed Care

(NA)

Composite	79.2%	26 th	--
Q9. Getting care, tests, or treatment	79.8%	13 th	Opportunity
Q20. Getting specialist appointment	78.7%	45 th	Wait

Getting Care Quickly

(NA)

Composite	74.8%	8 th	--
Q4. Getting urgent care	75.4%	7 th	Wait
Q6. Getting routine care	74.3%	↑ 15 th	Wait

Ease of Filling Out Forms

Q27. Ease of Filling Out Forms	93.6%	19 th	Wait
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How Well Doctors Communicate

Composite	91.8%	21 st	--
Q12. Dr. explained things	95.5%	79 th	Retain
Q13. Dr. listened carefully	91.8%	17 th	Opportunity
Q14. Dr. showed respect	91.8%	6 th	Opportunity
Q15. Dr. spent enough time	88.2%	13 th	Opportunity

Estimated NCQA Health Insurance Plan Ratings

Medicaid Adult

	Score Definition	Base	HPR Score*	HPR 4 Star Threshold	HPR Percentile Band	PG Estimated Rating
PATIENT EXPERIENCE						2.5
GETTING CARE						NA
Getting Needed Care	Usually or Always	94^	79.2%	83.7%	--	NA
Getting Care Quickly	Usually or Always	81^	74.8%	82.9%	--	NA
SATISFACTION WITH PLAN PHYSICIANS						2
Rating of Personal Doctor	9 or 10	136	64.7%	71.0%	10 th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						2.5
Rating of Health Plan	9 or 10	179	55.3%	64.0%	10 th	2
Rating of Health Care	9 or 10	112	55.3%	59.4%	33 rd	3

EXPLANATION

NCQA calculates health plan ratings (HPR) by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2024 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10 th Percentile	10 th – 32 nd Percentile	33 rd – 66 th Percentile	67 th – 89 th Percentile	≥90 th Percentile

Notes:

- NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.
- Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.

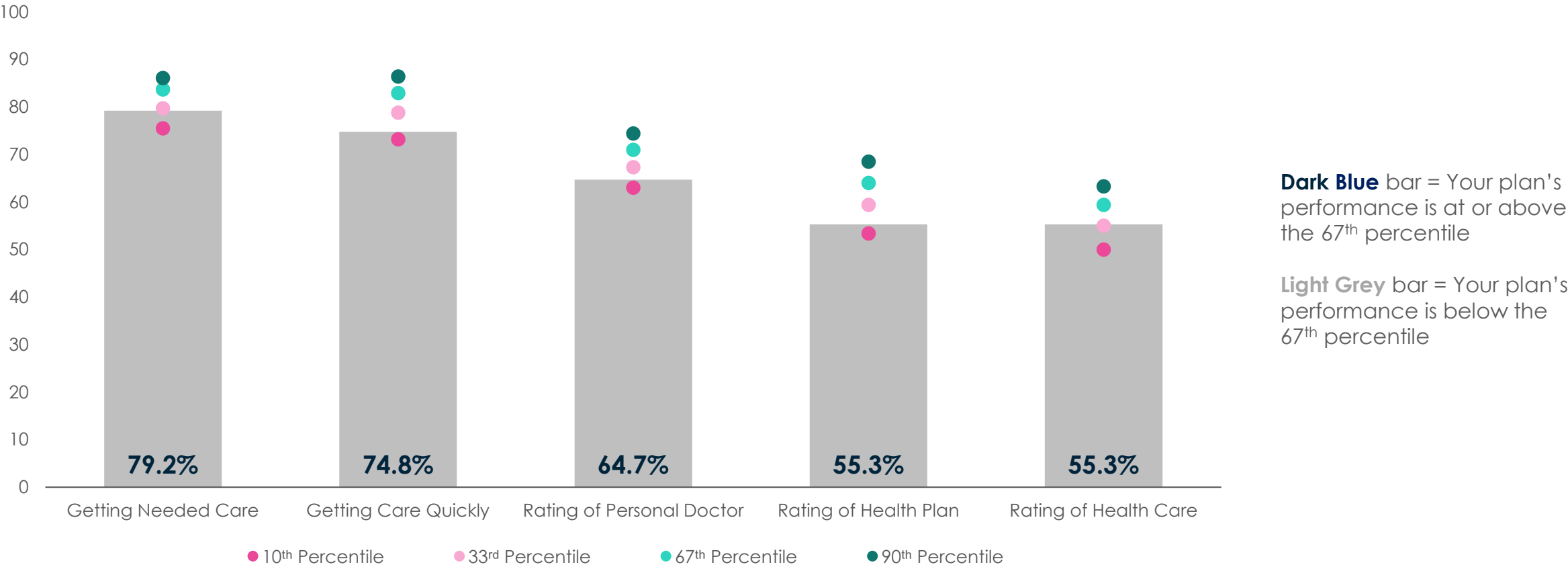
*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

Performance to Star Cut Points

Medicaid Adult

COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan's **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2024).



HPR scores are **truncated** to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

* Scores are % 9 or 10 and % Always or Usually.

Key Metric Performance

Medicaid Adult

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2024	2025	Change	0	20	40	60	80	100		
Health Plan Domain											
Q28. Rating of Health Plan	53.3%	55.3%	2.0%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><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Key Metric Performance

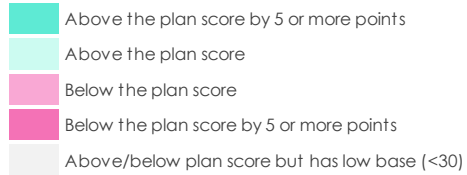
Medicaid Adult

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB	
	2024	2025	Change	0	20	Percentile Distribution			40			60
Effectiveness of Care												
Q32. Advised to Quit Smoking: 2YR	64.0%	57.0%	-7.0%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><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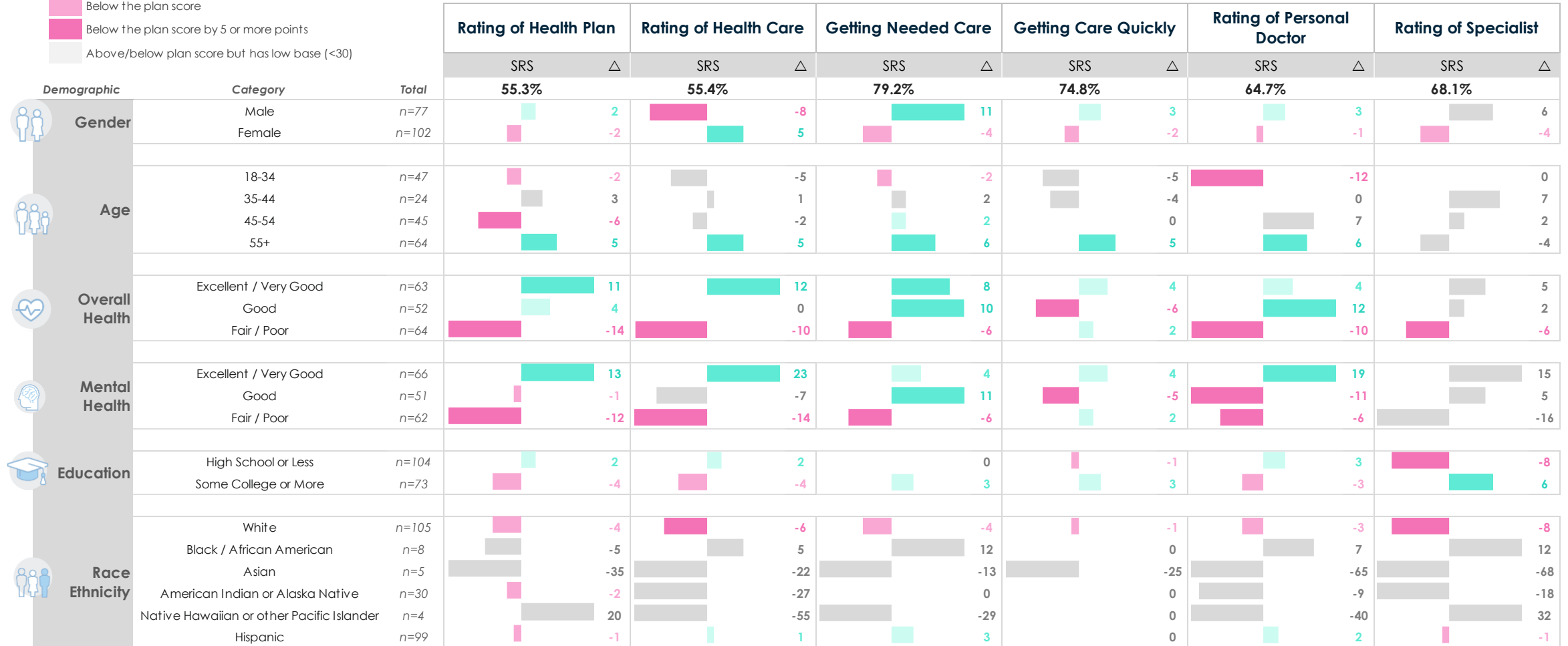
Health Equity

Medicaid Adult

Group is performing...



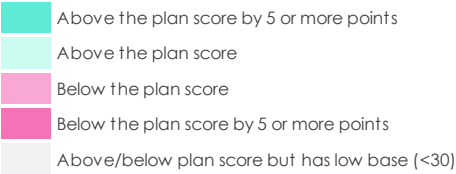
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.



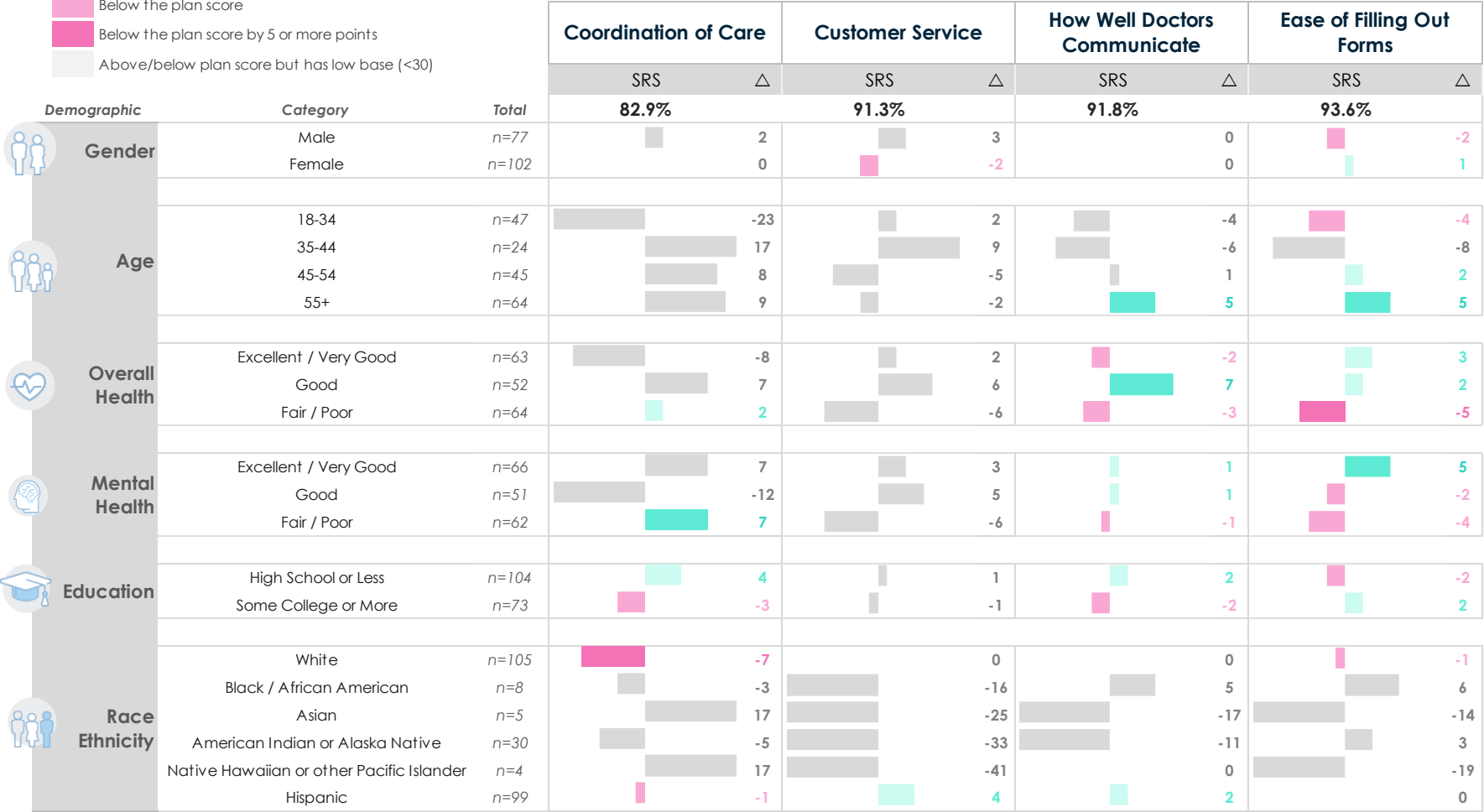
Health Equity

Medicaid Adult

Group is performing...



The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.



KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

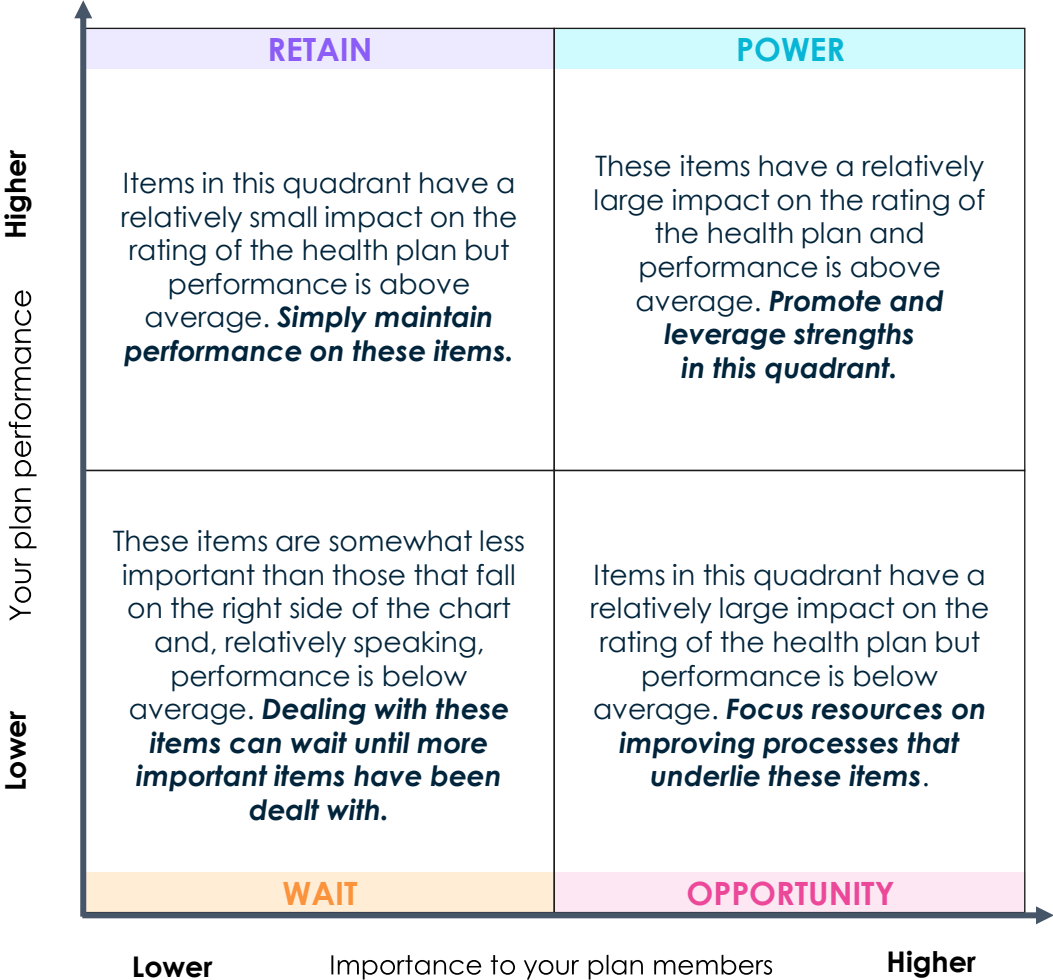
POWeR Chart

POWeR™ CHART CLASSIFICATION MATRIX

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data.

The model provides the following:

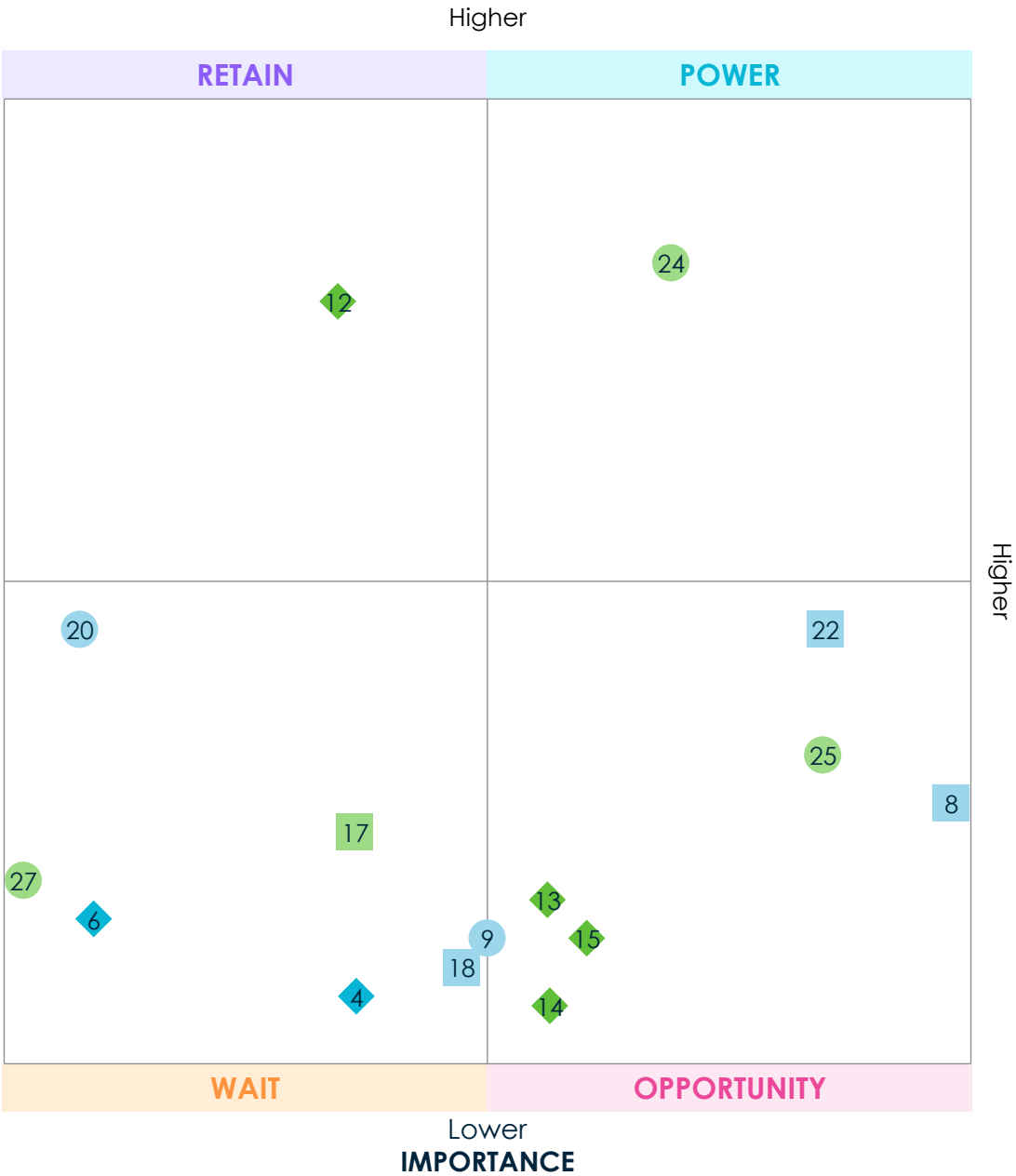
- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.



POWeR Chart – Your Results

SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%ile
POWER							
●	CS	Q24	Provided information or help	83.8%	85.1%	88.5%	83 rd
OPPORTUNITY							
■	RATING	Q8	Rating of Health Care	60.6%	46.4%	55.4%	27 th
■	RATING	Q22	Rating of Specialist	63.5%	63.0%	68.1%	45 th
●	CS	Q25	Treated with courtesy and respect	91.4%	98.5%	94.2%	32 nd
◆	HWDC	Q15	Dr. spent enough time	88.8%	87.2%	88.2%	13 th
◆	HWDC	Q14	Dr. showed respect	94.0%	93.5%	91.8%	6 th
◆	HWDC	Q13	Dr. listened carefully	92.2%	88.2%	91.8%	17 th
●	GNC	Q9	Getting care, tests, or treatment	80.2%	82.0%	79.8%	13 th
WAIT							
■	RATING	Q18	Rating of Personal Doctor	72.3%	58.6%	64.7%	10 th
◆	GCCQ	Q4	Getting urgent care	82.1%	81.5%	75.4%	7 th
■	CC	Q17	Coordination of Care	91.0%	70.8%	82.9%	24 th
◆	GCCQ	Q6	Getting routine care	72.8%	60.0%	74.3%	15 th
●	GNC	Q20	Getting specialist appointment	67.1%	72.3%	78.7%	45 th
●	CS	Q27	Ease of Filling Out Forms	93.9%	92.7%	93.6%	19 th
RETAIN							
◆	HWDC	Q12	Dr. explained things	92.2%	92.6%	95.5%	79 th

*Percentiles based on the Press Ganey BOB of the listed year.



SUMMARY OF TREND AND BENCHMARKS

Summary Rate Scores

Medicaid Adult

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Rating Questions (% 9 or 10)						
Q28. Rating of Health Plan	179	63.9%	53.3%	55.3%	63.8% ▼	61.5% ▼
Q8. Rating of Health Care	112	60.6%	46.4%	55.4%	58.0%	56.8%
Q18. Rating of Personal Doctor	136	72.3%	58.6%	64.7%	71.4% ▼	69.2%
Q22. Rating of Specialist	69^	63.5%	63.0%	68.1%	68.9%	67.7%
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	179	74.3%	74.2%	73.7%	79.1% ▼	77.7%
Q8. Rating of Health Care	112	74.0%	71.4%	73.2%	76.7%	75.8%
Q18. Rating of Personal Doctor	136	84.9%	78.1%	78.7%	84.9% ▼	83.3%
Q22. Rating of Specialist	69^	68.9%	79.3%	84.1% ↗	83.5%	82.5%
Getting Needed Care (% Usually or Always)						
Q9. Getting care, tests, or treatment	114	80.2%	82.0%	79.8%	85.5% ▼	84.6%
Q20. Getting specialist appointment	75^	67.1%	72.3%	78.7%	79.4%	78.8%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	61^	82.1%	81.5%	75.4%	83.9% ▼	82.8%
Q6. Getting routine care	101	72.8%	60.0%	74.3% ↗	80.1%	78.7%
Effectiveness of Care (% Sometimes, Usually, or Always)						
Q32. Advised to Quit Smoking: 2YR	86^	57.7%	64.0%	57.0%	74.4% ▼	73.5% ▼
Q33. Discussing Cessation Meds: 2YR	86^	33.0%	44.4%	45.3%	55.1% ▼	52.8%
Q34. Discussing Cessation Strategies: 2YR	85^	32.0%	41.4%	41.2%	48.5%	46.6%

Summary Rate Scores

Medicaid Adult

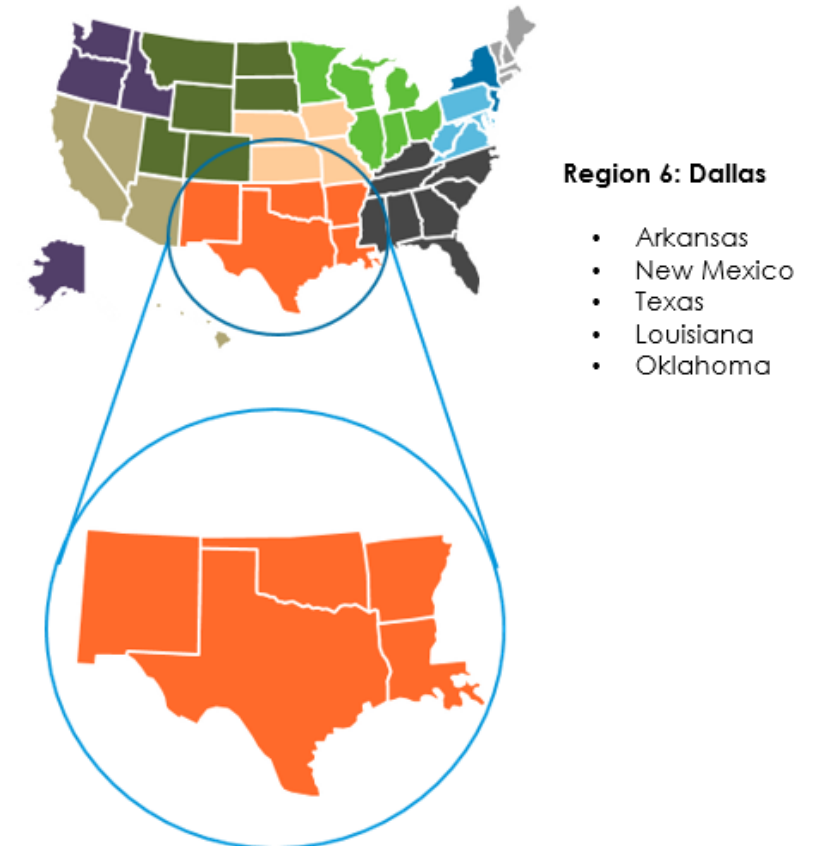
	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Customer Service (% Usually or Always)	52^	87.6%	91.8%	91.3%	89.9%	89.1%
Q24. Provided information or help	52^	83.8%	85.1%	88.5%	84.7%	83.8%
Q25. Treated with courtesy and respect	52^	91.4%	98.5%	94.2%	95.0%	94.3%
How Well Doctors Communicate (% Usually or Always)	110	91.8%	90.4%	91.8%	93.6%	93.0%
Q12. Dr. explained things	110	92.2%	92.6%	95.5%	93.5%	92.7%
Q13. Dr. listened carefully	110	92.2%	88.2%	91.8%	93.8%	93.2%
Q14. Dr. showed respect	110	94.0%	93.5%	91.8%	95.3% ▼	94.8%
Q15. Dr. spent enough time	110	88.8%	87.2%	88.2%	91.8%	91.0%
Q17. Coordination of Care	76^	91.0%	70.8%	82.9%	86.3%	85.6%
Q27. Ease of Filling Out Forms (% Usually or Always)	173	93.9%	92.7%	93.6%	95.0%	94.8%

Regional Performance

Medicaid Adult

	2025	2025 PG BOB Region
Rating Questions (% 9 or 10)		
Q28. Rating of Health Plan	55.3%	63.0% ▼
Q8. Rating of Health Care	55.4%	60.7%
Q18. Rating of Personal Doctor	64.7%	72.8% ▼
Q22. Rating of Specialist	68.1%	71.0%
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	73.7%	78.1%
Q8. Rating of Health Care	73.2%	77.6%
Q18. Rating of Personal Doctor	78.7%	85.2% ▼
Q22. Rating of Specialist	84.1%	84.1%
Getting Needed Care (% Usually or Always)		
Q9. Getting care, tests, or treatment	79.8%	85.1%
Q20. Getting specialist appointment	78.7%	80.5%
Getting Care Quickly (% Usually or Always)		
Q4. Getting urgent care	75.4%	83.9% ▼
Q6. Getting routine care	74.3%	81.4%
Effectiveness of Care (% Sometimes, Usually, or Always)		
Q32. Advised to Quit Smoking: 2YR	57.0%	67.8% ▼
Q33. Discussing Cessation Meds: 2YR	45.3%	47.6%
Q34. Discussing Cessation Strategies: 2YR	41.2%	43.2%

HHS Regions: The regions used align with the U.S. Department of Health and Human Services regions.

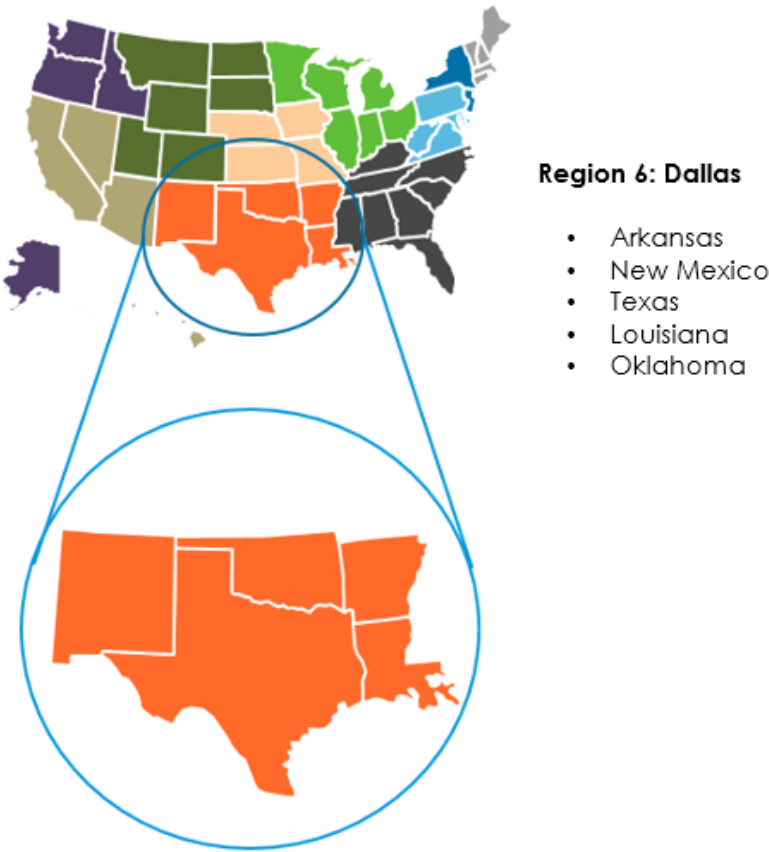


Regional Performance

Medicaid Adult

	2025	2025 PG BOB Region
Customer Service (% Usually or Always)	91.3%	91.2%
Q24. Provided information or help	88.5%	86.4%
Q25. Treated with courtesy and respect	94.2%	96.1%
How Well Doctors Communicate (% Usually or Always)	91.8%	93.5%
Q12. Dr. explained things	95.5%	93.2%
Q13. Dr. listened carefully	91.8%	93.7%
Q14. Dr. showed respect	91.8%	94.9%
Q15. Dr. spent enough time	88.2%	92.1%
Q17. Coordination of Care	82.9%	85.8%
Q27. Ease of Filling Out Forms (% Usually or Always)	93.6%	95.3%

HHS Regions: The regions used align with the U.S. Department of Health and Human Services regions.



Percentile Rankings

Medicaid Adult

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th	5 th		10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		
Rating Questions (% 9 or 10)																							
Q28. Rating of Health Plan	55.3%	13 th	50.4	53.4	58.2	59.4	61.7	64.1	65.5	68.5	70.8	7 th	54.4	55.7	60.1	61.3	63.5	65.2	66.2	71.1	72.7		
Q8. Rating of Health Care	55.4%	35 th	47.7	50.0	53.4	55.1	56.6	59.5	60.5	63.4	64.5	27 th	50.5	52.1	54.9	55.8	57.6	59.8	60.9	64.3	66.7		
Q18. Rating of Personal Doctor	64.7%	16 th	61.0	63.0	66.0	67.3	69.3	71.1	72.4	74.4	76.5	10 th	63.8	64.7	68.2	69.6	71.0	73.4	74.4	77.1	78.4		
Q22. Rating of Specialist	68.1%	54 th	61.0	62.2	64.4	65.1	67.3	69.8	70.9	74.0	75.2	45 th	58.2	60.8	65.1	66.4	69.1	71.5	72.7	74.5	75.9		
Rating Questions (% 8, 9 or 10)																							
Q28. Rating of Health Plan	73.7%	19 th	69.5	71.9	74.8	76.0	78.0	79.7	80.5	83.2	85.1	13 th	70.8	72.1	76.2	77.2	79.3	81.0	81.9	83.8	84.8		
Q8. Rating of Health Care	73.2%	29 th	68.3	70.5	72.6	73.5	75.9	77.6	78.7	81.8	82.6	19 th	69.8	71.1	74.0	74.8	76.7	78.7	79.3	81.2	83.9		
Q18. Rating of Personal Doctor	78.7%	10 th	77.1	78.2	80.9	81.9	83.7	85.0	85.4	87.6	89.8	4 th	79.0	80.7	82.6	83.0	84.9	86.1	86.9	88.9	89.7		
Q22. Rating of Specialist	84.1%	60 th	76.1	77.5	79.5	81.2	83.5	84.4	85.0	87.0	87.6	54 th	75.2	77.3	80.7	82.2	83.4	85.4	86.0	88.7	89.3		
Getting Needed Care (% U/A)	79.2%	29 th	74.5	75.5	78.6	79.8	82.0	83.7	84.9	86.1	87.1	26 th	75.0	76.0	78.7	80.5	82.4	84.6	85.4	87.0	87.5		
Q9. Getting care, tests, or treatment	79.8%	14 th	77.7	79.3	81.9	82.9	84.8	86.9	87.7	89.6	91.5	13 th	77.4	78.9	82.5	84.0	85.9	87.4	88.3	90.1	91.3		
Q20. Getting specialist appointment	78.7%	43 rd	69.3	71.3	75.5	76.5	79.6	82.1	82.8	85.0	85.7	45 th	69.3	71.8	75.0	77.2	79.2	82.1	82.9	84.8	85.9		
Getting Care Quickly (% U/A)	74.8%	12 th	70.7	73.3	77.4	78.8	81.1	83.0	83.8	86.4	87.9	8 th	74.0	75.3	79.1	80.3	82.3	84.2	85.0	87.5	88.3		
Q4. Getting urgent care	75.4%	4 th	75.6	77.5	81.3	81.8	83.5	84.7	85.2	88.2	89.0	7 th	74.4	77.0	80.6	82.0	83.8	86.3	87.1	90.2	92.3		
Q6. Getting routine care	74.3%	22 nd	67.5	69.9	74.8	76.7	79.5	82.2	83.3	86.3	87.8	15 th	69.0	72.5	76.8	78.0	80.2	82.6	83.6	85.5	87.8		
Effectiveness of Care (%S/U/A)																							
Q32. Advised to Quit Smoking: 2YR	57.0%	1 st	63.5	66.3	69.5	71.3	74.4	76.0	77.1	80.5	83.2	5 th	56.4	62.6	68.4	70.1	73.8	76.7	77.8	82.4	84.8		
Q33. Discussing Cessation Meds: 2YR	45.3%	13 th	41.3	44.0	47.5	48.7	52.9	55.4	56.6	62.6	64.8	20 th	35.8	42.2	46.7	49.8	53.9	56.6	59.1	64.5	67.7		
Q34. Discussing Cessation Strategies: 2YR	41.2%	16 th	37.0	40.0	42.4	43.2	46.3	48.3	50.1	55.0	58.6	20 th	30.1	35.0	42.9	44.3	47.3	50.0	51.9	57.4	60.1		

Percentile Rankings

Medicaid Adult

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		
Customer Service (% U/A)	91.3%	82 nd	85.8	86.5	87.2	87.9	89.2	90.2	90.7	92.0	92.3	69 th	84.6	86.4	87.8	88.8	89.8	91.2	91.7	93.3	94.7		
Q24. Provided information or help	88.5%	96 th	79.2	80.0	80.9	82.2	83.8	85.9	86.3	87.7	88.1	83 rd	77.2	79.0	82.0	82.9	84.6	86.7	87.6	90.1	92.3		
Q25. Treated with courtesy and respect	94.2%	40 th	91.4	91.7	93.0	93.6	94.6	95.3	95.7	96.5	97.0	32 nd	90.7	91.7	93.8	94.2	95.2	96.2	96.7	98.0	98.5		
How Well Doctors Communicate (% U/A)	91.8%	26 th	89.4	90.7	91.8	92.2	92.8	93.8	94.3	95.6	96.2	21 st	90.0	90.8	92.1	92.7	93.7	94.6	95.0	96.0	96.5		
Q12. Dr. explained things	95.5%	86 th	89.0	89.7	91.0	91.4	92.8	93.9	94.5	95.9	96.2	79 th	88.9	90.1	91.7	92.5	93.8	94.7	95.3	96.5	97.0		
Q13. Dr. listened carefully	91.8%	25 th	89.6	90.7	91.7	92.4	93.2	94.0	94.7	95.8	96.5	17 th	89.5	91.1	92.3	92.9	94.1	94.8	95.4	96.5	97.2		
Q14. Dr. showed respect	91.8%	7 th	91.0	92.3	93.6	94.0	95.0	95.8	96.2	97.3	97.7	6 th	91.6	92.6	93.8	94.4	95.5	96.4	96.8	97.6	98.3		
Q15. Dr. spent enough time	88.2%	13 th	86.2	88.0	89.2	89.6	91.2	92.4	92.9	94.7	96.0	13 th	86.1	87.5	89.5	90.1	91.8	93.1	93.9	95.1	95.8		
Q17. Coordination of Care	82.9%	22 nd	79.5	81.4	83.0	83.6	85.1	86.7	88.5	90.6	91.9	24 th	77.4	79.6	83.0	84.3	86.0	88.2	89.4	91.1	92.4		
Q27. Ease of Filling Out Forms (% U/A)	93.6%	25 th	91.3	92.5	93.6	94.1	94.8	95.9	96.2	97.1	97.5	19 th	91.9	92.9	93.9	94.2	95.2	96.0	96.3	97.4	98.0		

APPENDIX

Appendix A: Correlations

Highest Correlations

Below are the key measures with the highest correlations to the Rating measures.

With Rating Of Health Care		
Q22	Rating of Specialist	0.8095
Q4	Getting urgent care	0.6440
Q15	Dr. spent enough time	0.6303
Q18	Rating of Personal Doctor	0.5827
Q9	Getting care, tests, or treatment	0.5804
Q14	Dr. showed respect	0.5644
Q13	Dr. listened carefully	0.5038
Q24	Provided information or help	0.3942
Q17	Coordination of Care	0.3417
Q12	Dr. explained things	0.2729

With Rating Of Personal Doctor		
Q14	Dr. showed respect	0.8023
Q13	Dr. listened carefully	0.7474
Q15	Dr. spent enough time	0.6733
Q17	Coordination of Care	0.6623
Q8	Rating of Health Care	0.5827
Q12	Dr. explained things	0.5398
Q22	Rating of Specialist	0.4855
Q4	Getting urgent care	0.3444
Q9	Getting care, tests, or treatment	0.3227
Q6	Getting routine care	0.3152

With Rating Of Specialist		
Q8	Rating of Health Care	0.8095
Q9	Getting care, tests, or treatment	0.5762
Q4	Getting urgent care	0.5211
Q14	Dr. showed respect	0.5046
Q18	Rating of Personal Doctor	0.4855
Q15	Dr. spent enough time	0.4424
Q13	Dr. listened carefully	0.3860
Q20	Getting specialist appointment	0.3513
Q12	Dr. explained things	0.2212
Q6	Getting routine care	0.2103

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q40. Phoned health plan to get help with transportation			
Base (n)	--	--	170
Yes	--	--	8.8%
No	--	--	91.2%
Summary Rate Score (%Yes)	--	--	8.8%
Q41. Got help with transportation			
Opt-out / Exclusion			
I did not phone my health plan for help with transportation in the last 6 months	--	--	1
Base (n)	--	--	14
Always	--	--	50.0%
Usually	--	--	21.4%
Sometimes	--	--	14.3%
Never	--	--	14.3%
Summary Rate Score (%Usually or Always)	--	--	71.4%
Q42. Help with transportation met your needs			
Opt-out / Exclusion			
I did not phone my health plan for help with transportation in the last 6 months	--	--	--
Base (n)	--	--	15
Always	--	--	46.7%
Usually	--	--	26.7%
Sometimes	--	--	6.7%
Never	--	--	20.0%
Summary Rate Score (%Usually or Always)	--	--	73.3%

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q43. Amount of time to get appt. for regular/routine care			
Opt-out / Exclusion (n)			
I did not need an appointment for regular or routine care	--	--	51
Base (n)	--	--	117
1-7 days	--	--	56.4%
8-21 days	--	--	15.4%
22-30 days	--	--	9.4%
31 days or more	--	--	18.8%
Q44. Main problem for not getting care, tests or treatment			
Opt-out / Exclusion			
I did not have a problem getting care, tests, or treatment	--	--	120
Base (n)	--	--	39
Plan did not approve my care, tests, or treatment	--	--	7.7%
Care, tests, or treatment delayed while waiting for plan's approval	--	--	10.3%
Providers I wanted to see were not in my plan or network	--	--	5.1%
Could not get an appointment with a provider at a convenient time	--	--	17.9%
The cost for care, tests, or treatment was too high for me	--	--	0.0%
Brand name medications I wanted cost more than the generic available	--	--	7.7%
The cost of my medications was too high	--	--	7.7%
Problems getting my plan to pay claims after getting care, tests, or treatment	--	--	5.1%
Problems getting a referral to a specialist	--	--	5.1%
Other (Please Specify)	--	--	33.3%

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q45. Location for non-emergency care after hours			
Opt-out / Exclusion (n)			
I did not need after hours care	--	--	108
Base (n)	--	--	65
I received help from my doctor's office	--	--	24.6%
I received care at an in Network Urgent Care Center	--	--	36.9%
I received care at the Emergency Room	--	--	30.8%
I was unable to get care	--	--	7.7%
Q46. Location for non-emergency care during office hours when Dr. was not available			
Base (n)	--	--	105
I received care at an in Network Urgent Care Center	--	--	42.9%
I received care at the Emergency Room	--	--	39.0%
I was unable to get care	--	--	18.1%
Q47. Ease of getting appt. with mental health/substance use disorder specialist			
Opt-out / Exclusion			
I did not see a mental health or substance use disorder specialist in the last 6 months	--	--	109
Base (n)	--	--	55
Always	--	--	29.1%
Usually	--	--	16.4%
Sometimes	--	--	10.9%
Never	--	--	43.6%
Summary Rate Score (%Usually or Always)	--	--	45.5%

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q48. Treated unfairly at Dr.'s office due to language barrier			
Base (n)	--	178	160
Never	--	93.8%	90.6%
Sometimes	--	3.9%	5.6%
Usually	--	1.1%	1.9%
Always	--	1.1%	1.9%
Summary Rate Score (%Never or Sometimes)	--	97.8%	96.3%
Q49. Treated unfairly at Dr.'s office due to cultural differences			
Base (n)	--	180	161
Never	--	93.9%	96.9%
Sometimes	--	3.9%	1.2%
Usually	--	1.1%	0.0%
Always	--	1.1%	1.9%
Summary Rate Score (%Never or Sometimes)	--	97.8%	98.1%



BlueCross BlueShield
of New Mexico

SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

☒ Yes ➔ **If Yes, Go to Question 1**
☐ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

*You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is **ONLY** used to let us know if you returned your survey so we don't have to send you reminders.*

If you want to know more about this study, please call 1-888-797-3605.

1. Our records show that you are now in Blue Cross and Blue Shield of New Mexico. Is that right?

☐ Yes ➔ **If Yes, Go to Question 3**
☐ No

2. What is the name of your health plan?
(Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

☐ Yes
☐ No ➔ **If No, Go to Question 5**

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

☐ Yes
☐ No ➔ **If No, Go to Question 7**

6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always



7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

- ☐ None ➔ *If None, Go to Question 10*
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- ☐ 0 Worst health care possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health care possible

9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- ☐ Yes
- ☐ No ➔ *If No, Go to Question 19*

11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

- ☐ None ➔ *If None, Go to Question 18*
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more times

12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

13. In the last 6 months, how often did your personal doctor listen carefully to you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

15. In the last 6 months, how often did your personal doctor spend enough time with you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- ☐ Yes
☐ No → *If No, Go to Question 18*

17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- ☐ 0 Worst personal doctor possible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 Best personal doctor possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care you got in person, by phone, or by video. Do not include dental visits or care you got when you stayed overnight in a hospital.

19. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

- ☐ Yes
☐ No → *If No, Go to Question 23*

20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

21. How many specialists have you talked to in the last 6 months?

- ☐ None → *If None, Go to Question 23*
☐ 1 specialist
☐ 2
☐ 3
☐ 4
☐ 5 or more specialists

22. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- ☐ 0 Worst specialist possible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 Best specialist possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

23. In the last 6 months, did you get information or help from your health plan's customer service?

- ☐ Yes
☐ No → *If No, Go to Question 26*

24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

26. In the last 6 months, did your health plan give you any forms to fill out?

- ☐ Yes
- ☐ No → *If No, Go to Question 28*

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

- ☐ 0 Worst health plan possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health plan possible

ABOUT YOU

29. In general, how would you rate your overall health?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

30. In general, how would you rate your overall mental or emotional health?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

31. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- ☐ Every day
- ☐ Some days
- ☐ Not at all → *If Not at all, Go to Question 35*
- ☐ Don't know → *If Don't know, Go to Question 35*

32. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

33. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

34. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

35. What is your age?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

36. Are you male or female?

- ☐ Male
- ☐ Female

37. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

38. Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino
- ☐ No, Not Hispanic or Latino

39. What is your race? Mark one or more.

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your health plan provides.

40. Some health plans help with transportation to doctors' offices or clinics. This help can be a shuttle bus, tokens or vouchers for a bus or taxi, or payments for mileage. In the last 6 months, did you phone your health plan to get help with transportation?

- ☐ Yes
- ☐ No ➔ **If No, Go to Question 43**

41. In the last 6 months, when you phoned to get help with transportation from your health plan, how often did you get it?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not phone my health plan for help with transportation in the last 6 months

42. In the last 6 months, how often did the help with transportation meet your needs?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not phone my health plan for help with transportation in the last 6 months

43. In the last 6 months, how long did it take to get an appointment for regular or routine care? (For example, preventive care or a complete physical)

- ☐ 1 - 7 days
- ☐ 8 - 21 days
- ☐ 22 - 30 days
- ☐ 31 days or more
- ☐ I did not need an appointment for regular or routine care

44. In the last 6 months, if you had a problem getting the care, tests, or treatment you thought you needed through your health plan, what was the main problem you had?

- ☐ Plan did not approve my care, tests, or treatment
- ☐ Care, tests, or treatment delayed while waiting for plan's approval
- ☐ Providers I wanted to see were not in my plan or network
- ☐ Could not get an appointment with a provider at a convenient time
- ☐ The cost for care, tests, or treatment was too high for me
- ☐ Brand name medications I wanted cost more than the generic available
- ☐ The cost of my medications was too high
- ☐ Problems getting my plan to pay claims after getting care, tests, or treatment
- ☐ Problems getting a referral to a specialist
- ☐ Other (Please Specify):

- ☐ I did not have a problem getting care, tests, or treatment

45. In the last 6 months, if you needed non-emergency care after your doctor's office was closed, where did you get it?

- ☐ I received help from my doctor's office
- ☐ I received care at an in Network Urgent Care Center
- ☐ I received care at the Emergency Room
- ☐ I was unable to get care
- ☐ I did not need after hours care

46. In the last 6 months, if you needed non-emergency care during doctor's office hours, and your provider was not available, where did you receive care?

- ☐ I received care at an in Network Urgent Care Center
- ☐ I received care at the Emergency Room
- ☐ I was unable to get care

47. In the last 6 months, if you needed to see a mental health or substance use disorder specialist how often was it easy to get an appointment as soon as needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not see a mental health or substance use disorder specialist in the last 6 months

48. In the last 6 months, how often were you treated unfairly at your personal doctor's office because you did not speak English very well?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

49. In the last 6 months, how often have you been treated unfairly at your personal doctor's office because of your race or ethnicity?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

Thank You

Please return the completed survey in the postage-paid envelope or send to:

**Press Ganey • P.O. Box 7315
South Bend, IN 46699-0488**

**If you have any questions,
please call 1-888-797-3605.**

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