

HCSC

**MY 2024 CAHPS®  
MEDICAID CHILD WITH CCC  
5.1H SURVEY**

**BLUE CROSS AND BLUE SHIELD  
OF NM**

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Project Manager

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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 Child with CCC 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.

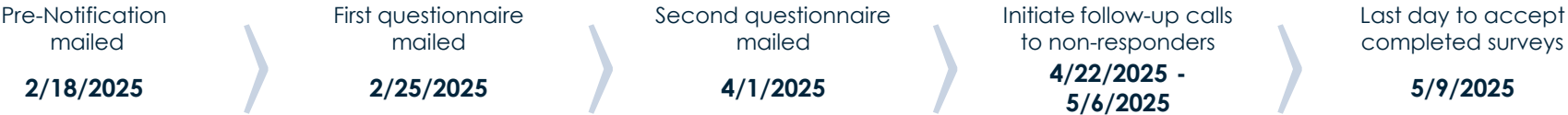
## NCQA Updates

- 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

## General Population



### QUALIFIED RESPONDENTS

- Included beneficiaries who were...
- Parents of those 17 years and younger (as of December 31st 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

231 (Completed)

1,898 (Sample) - 16 (Ineligible)

=

231

1,882

=

12.3%

### COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	39	129	23	13	0	10	191
Spanish	17	13	10	9	0	1	40
Total	56	142	33	22	0	11	231

Total Number of Undeliverables: 294

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	192	206	231
Ineligible	Does not Meet Eligibility Criteria (01)	5	4	4
	Language Barrier (03)	10	7	12
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	SUBTOTAL	15	11	16
Non-response	Break-off/Incomplete (02)	23	25	28
	Refusal (06)	24	46	39
	Maximum Attempts Made (07)	1,644	1,610	1,584
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1,691	1,681	1,651
Total Sample		1,898	1,898	1,898
Oversampling		15.0%	15.0%	15.0%
Response Rate		10.2%	10.9%	12.3%
PG Response Rate		9.9%	9.4%	10.5%

# 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 23<sup>rd</sup>, 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

General Population



231

Completed surveys

12.3%

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

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				★★★
Q49. Rating of Health Plan	71.6%	41 <sup>st</sup>	--	

Rating of Health Care				★★
Q9. Rating of Health Care	63.1%	4 <sup>th</sup>	Opportunity	

Rating of Personal Doctor				★★
Q36. Rating of Personal Doctor	72.0%	4 <sup>th</sup>	Opportunity	

Rating of Specialist				
Q43. Rating of Specialist	64.3%	7 <sup>th</sup>	Opportunity	

Coordination of Care				
Q35. Coordination of Care	81.5%	18 <sup>th</sup>	Opportunity	

Customer Service				
Composite	88.5%	43 <sup>rd</sup>	--	
Q45. Provided information or help	84.6%	59 <sup>th</sup>	Retain	
Q46. Treated with courtesy and respect	92.5%	22 <sup>nd</sup>	Opportunity	

Getting Needed Care				(NA)
Composite	84.5%	48 <sup>th</sup>	--	
Q10. Getting care, tests, or treatment	89.9%	39 <sup>th</sup>	Opportunity	
Q41. Getting specialist appointment	79.2%	53 <sup>rd</sup>	Retain	

Getting Care Quickly				★★★
Composite	87.9%	58 <sup>th</sup>	--	
Q4. Getting urgent care	92.5%	63 <sup>rd</sup>	Retain	
Q6. Getting routine care	83.2%	46 <sup>th</sup>	Wait	

Ease of Filling Out Forms				
Q48. Ease of Filling Out Forms	95.9%	63 <sup>rd</sup>	Retain	

How Well Doctors Communicate				
Composite	92.2%	16 <sup>th</sup>	--	
Q27. Dr. explained things	90.3%	6 <sup>th</sup>	Opportunity	
Q28. Dr. listened carefully	93.1%	10 <sup>th</sup>	Opportunity	
Q29. Dr. showed respect	96.5%	28 <sup>th</sup>	Wait	
Q32. Dr. spent enough time	88.7%	38 <sup>th</sup>	Wait	

# Estimated NCQA Health Insurance Plan Ratings

General Population

	Score Definition	Base	HPR Score*	HPR 4 Star Threshold	HPR Percentile Band	PG Estimated Rating
PATIENT EXPERIENCE						2.5
GETTING CARE						3
Getting Needed Care	Usually or Always	98^	84.5%	85.7%	--	NA
Getting Care Quickly	Usually or Always	102	87.8%	89.3%	33 <sup>rd</sup>	3
SATISFACTION WITH PLAN PHYSICIANS						2
Rating of Personal Doctor	9 or 10	189	71.9%	78.5%	10 <sup>th</sup>	2
SATISFACTION WITH PLAN AND PLAN SERVICES						2.5
Rating of Health Plan	9 or 10	222	71.6%	73.7%	33 <sup>rd</sup>	3
Rating of Health Care	9 or 10	149	63.0%	71.9%	10 <sup>th</sup>	2

## 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 (10<sup>th</sup>, 33<sup>rd</sup>, 67<sup>th</sup> and 90<sup>th</sup>) 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 <sup>th</sup> Percentile	10 <sup>th</sup> – 32 <sup>nd</sup> Percentile	33 <sup>rd</sup> – 66 <sup>th</sup> Percentile	67 <sup>th</sup> – 89 <sup>th</sup> Percentile	≥90 <sup>th</sup> 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.

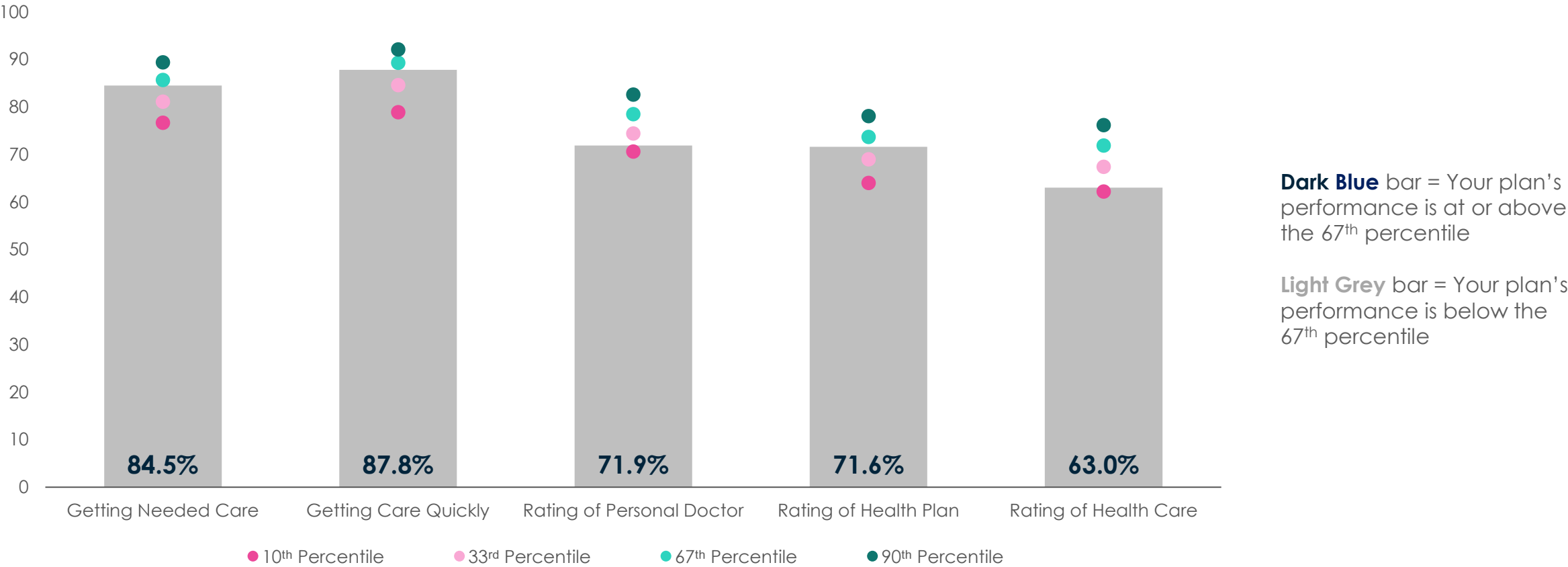


# Performance to Star Cut Points

General Population

## 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, % Always or Usually.

# Key Metric Performance

General Population

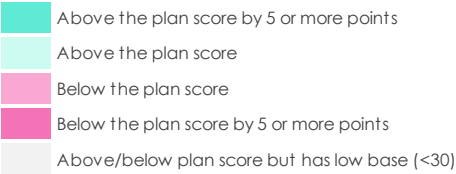
Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2024	2025	Change	0	20	40	60	80	100		
Health Plan Domain											
Q49. Rating of Health Plan	72.6%	71.6%	-1.0%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>						41 <sup>st</sup>	72.7%
Getting Needed Care	87.3%	84.5%	-2.7%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>						48 <sup>th</sup>	84.6%
Customer Service	87.0%	88.5%	1.6%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>						43 <sup>rd</sup>	88.9%
Q48. Ease of Filling Out Forms	97.0%	95.9%	-1.1%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>						63 <sup>rd</sup>	95.1%
Health Care Domain											
Q9. Rating of Health Care	61.5%	63.1%	1.6%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>						4 <sup>th</sup>	72.1% ▼
Getting Care Quickly	81.3%	87.9%	6.5%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>						58 <sup>th</sup>	86.7%
How Well Doctors Communicate	91.1%	92.2%	1.0%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>						16 <sup>th</sup>	94.4%
Q35. Coordination of Care	77.0%	81.5%	4.5%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>						18 <sup>th</sup>	86.4%
Q36. Rating of Personal Doctor	71.8%	72.0%	0.1%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>						4 <sup>th</sup>	78.4% ▼
Q43. Rating of Specialist	71.4%	64.3%	-7.1%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>						7 <sup>th</sup>	74.9%

\* Scores are % 9 or 10, % Always or Usually.

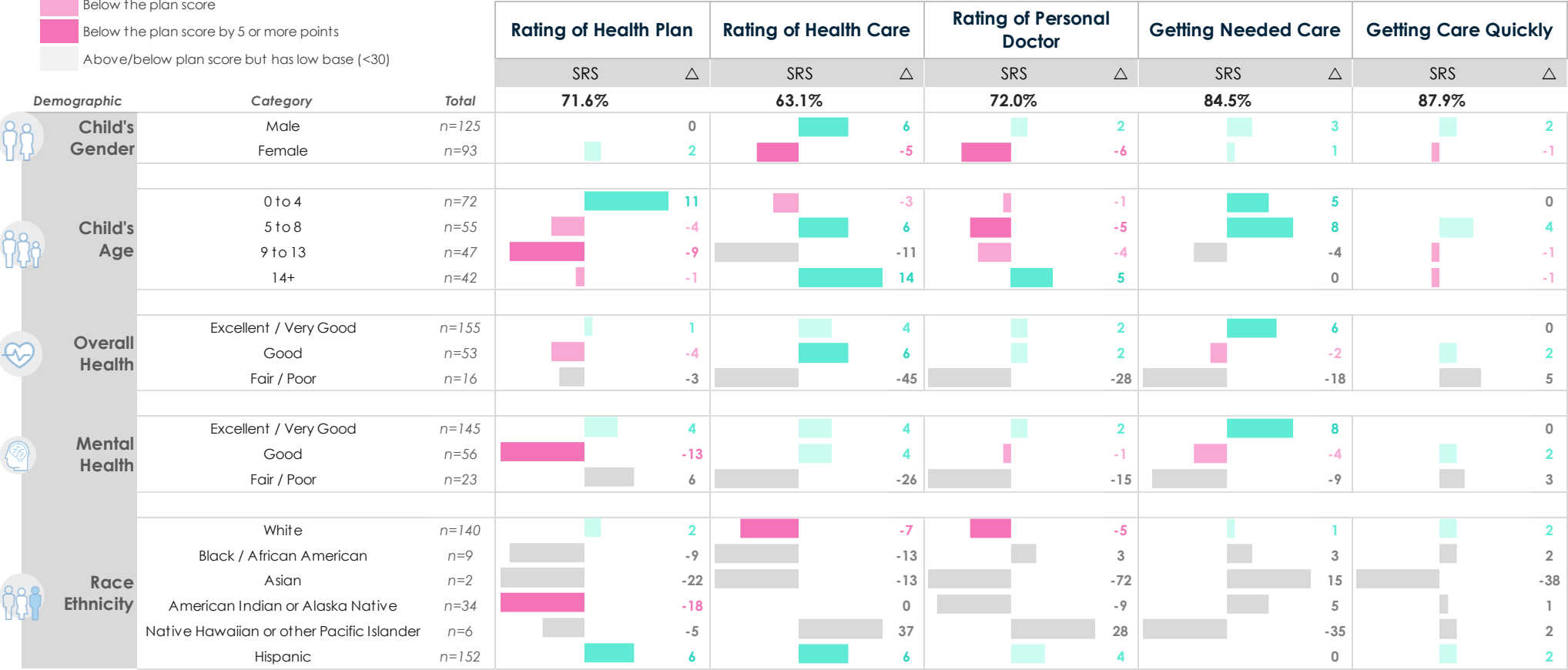
# Health Equity

## General Population

Group is performing...



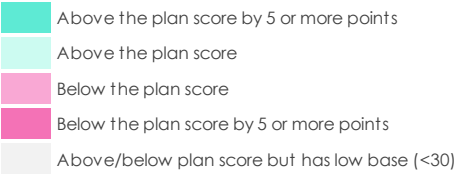
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.



# Health Equity

## General Population

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.

			Rating of Specialist	Coordination of Care	Customer Service	How Well Doctors Communicate	Ease of Filling Out Forms
			SRS	SRS	SRS	SRS	SRS
			△	△	△	△	△
Demographic	Category	Total	64.3%	81.5%	88.5%	92.2%	95.9%
Child's Gender	Male	n=125	2	-2	5	1	1
	Female	n=93	-3	5	-7	-1	-1
Child's Age	0 to 4	n=72	7	8	2	0	3
	5 to 8	n=55	16	7	5	-1	0
	9 to 13	n=47	-10	-3	-19	0	-5
	14+	n=42	-10	-12	11	1	-1
Overall Health	Excellent / Very Good	n=155	-3	8	1	3	0
	Good	n=53	9	0	3	0	2
	Fair / Poor	n=16	-9	-44	-14	-19	-8
Mental Health	Excellent / Very Good	n=145	16	3	2	-1	1
	Good	n=56	-10	2	-4	6	-4
	Fair / Poor	n=23	-14	-19	-5	-6	0
Race Ethnicity	White	n=140	5	-4	1	-1	0
	Black / African American	n=9	-39	-15	-14	-12	4
	Asian	n=2	--	--	--	8	4
	American Indian or Alaska Native	n=34	16	-2	-30	5	1
	Native Hawaiian or other Pacific Islander	n=6	-64	18	11	-9	4
	Hispanic	n=152	1	-2	5	0	-1

# **KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN**

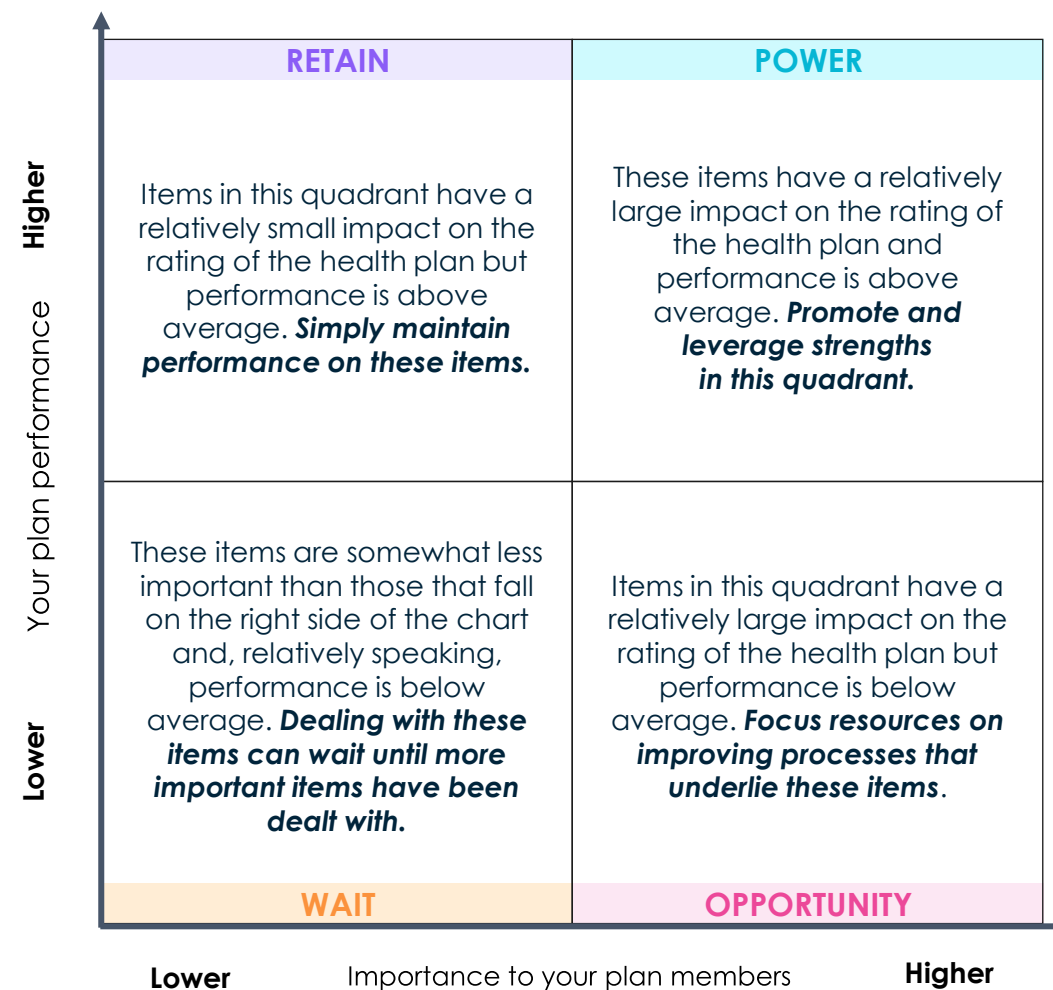
# POWeR Chart

## 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	%tile
POWER							
--	--	None		--	--	--	--
OPPORTUNITY							
●	CS	Q46	Treated with courtesy and respect	97.4%	95.3%	92.5%	22 <sup>nd</sup>
■	RATING	Q36	Rating of Personal Doctor	75.0%	71.8%	72.0%	4 <sup>th</sup>
■	RATING	Q43	Rating of Specialist	75.7%	71.4%	64.3%	7 <sup>th</sup>
■	RATING	Q9	Rating of Health Care	66.4%	61.5%	63.1%	4 <sup>th</sup>
■	CC	Q35	Coordination of Care	81.8%	77.0%	81.5%	18 <sup>th</sup>
●	GNC	Q10	Getting care, tests, or treatment	87.9%	90.2%	89.9%	39 <sup>th</sup>
◆	HWDC	Q27	Dr. explained things	95.5%	90.6%	90.3%	6 <sup>th</sup>
◆	HWDC	Q28	Dr. listened carefully	96.5%	93.0%	93.1%	10 <sup>th</sup>
WAIT							
◆	HWDC	Q29	Dr. showed respect	95.6%	96.1%	96.5%	28 <sup>th</sup>
◆	HWDC	Q32	Dr. spent enough time	85.0%	84.9%	88.7%	38 <sup>th</sup>
◆	GCQ	Q6	Getting routine care	80.0%	80.7%	83.2%	46 <sup>th</sup>
RETAIN							
●	GNC	Q41	Getting specialist appointment	73.0%	84.4%	79.2%	53 <sup>rd</sup>
●	CS	Q45	Provided information or help	87.2%	78.6%	84.6%	59 <sup>th</sup>
◆	HWDC	Q31	Dr. explained things to child	92.0%	97.4%	93.4%	--
◆	GCQ	Q4	Getting urgent care	90.8%	82.0%	92.5%	63 <sup>rd</sup>
●	CS	Q48	Ease of Filling Out Forms	97.9%	97.0%	95.9%	63 <sup>rd</sup>

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

PERFORMANCE  
Lower



# **SUMMARY OF TREND AND BENCHMARKS**



# Summary Rate Scores

## General Population

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
<b>Rating Questions (% 9 or 10)</b>						
Q49. Rating of Health Plan	222	69.7%	72.6%	<b>71.6%</b>	72.7%	71.3%
Q9. Rating of Health Care	149	66.4%	61.5%	<b>63.1%</b>	72.1% ▼	69.6% ▼
Q36. Rating of Personal Doctor	189	75.0%	71.8%	<b>72.0%</b>	78.4% ▼	76.5%
Q43. Rating of Specialist	42^	75.7%	71.4%	<b>64.3%</b>	74.9%	72.8%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q49. Rating of Health Plan	222	84.0%	85.3%	<b>83.8%</b>	86.8%	86.3%
Q9. Rating of Health Care	149	84.0%	86.1%	<b>83.9%</b>	88.0%	86.9%
Q36. Rating of Personal Doctor	189	91.0%	89.1%	<b>86.8%</b>	90.8% ▼	89.7%
Q43. Rating of Specialist	42^	91.9%	82.1%	<b>88.1%</b>	88.0%	87.2%
<b>Getting Needed Care (% Usually or Always)</b>						
Q10. Getting care, tests, or treatment	149	87.9%	90.2%	<b>89.9%</b>	90.4%	89.6%
Q41. Getting specialist appointment	48^	73.0%	84.4%	<b>79.2%</b>	78.8%	77.7%
<b>Getting Care Quickly (% Usually or Always)</b>						
Q4. Getting urgent care	67^	90.8%	82.0%	<b>92.5%</b>	90.5%	90.5%
Q6. Getting routine care	137	80.0%	80.7%	<b>83.2%</b>	83.0%	82.5%
<b>Q35. Coordination of Care</b>						
	65^	81.8%	77.0%	<b>81.5%</b>	86.4%	83.5%
<b>Customer Service (% Usually or Always)</b>						
Q45. Provided information or help	52^	92.3%	87.0%	<b>88.5%</b>	88.9%	88.3%
Q46. Treated with courtesy and respect	53^	97.4%	95.3%	<b>92.5%</b>	94.5%	93.8%

# Summary Rate Scores

General Population

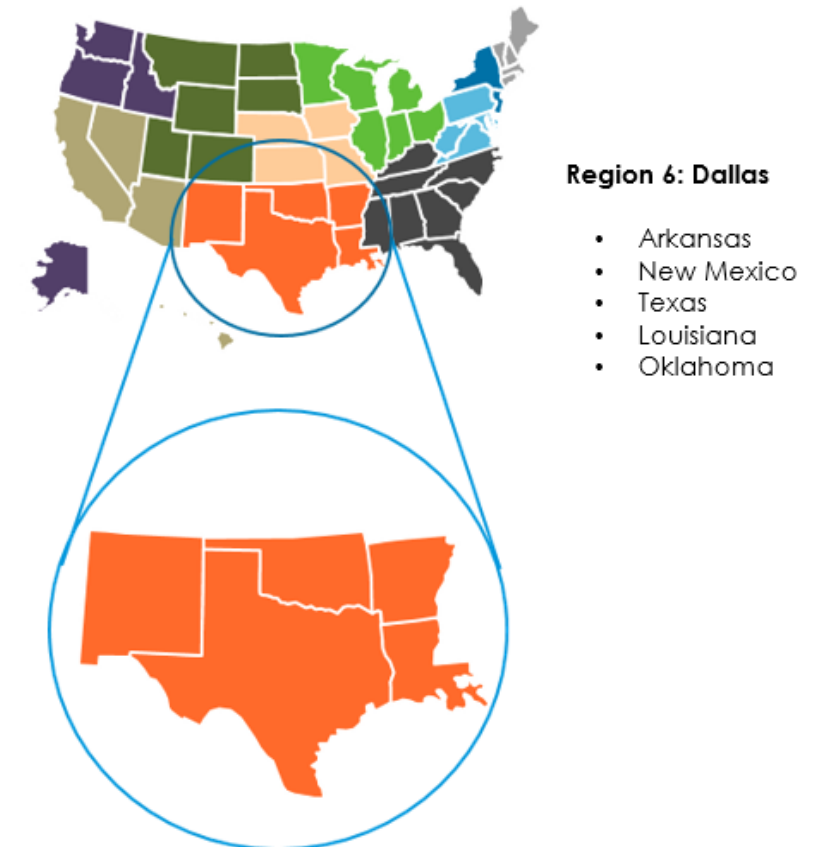
	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
How Well Doctors Communicate (% Usually or Always)	143	93.1%	91.1%	92.2%	94.4%	93.8%
Q27. Dr. explained things	145	95.5%	90.6%	90.3%	94.7% ▼	94.3% ▼
Q28. Dr. listened carefully	145	96.5%	93.0%	93.1%	95.9% ▼	95.2%
Q29. Dr. showed respect	143	95.6%	96.1%	96.5%	97.2%	96.7%
Q32. Dr. spent enough time	142	85.0%	84.9%	88.7%	89.7%	89.1%
Q48. Ease of Filling Out Forms (% Usually or Always)	219	97.9%	97.0%	95.9%	95.1%	94.9%

# Regional Performance

## General Population

	2025	2025 PG BOB Region
<b>Rating Questions (% 9 or 10)</b>		
Q49. Rating of Health Plan	71.6%	75.6%
Q9. Rating of Health Care	63.1%	74.8% ▼
Q36. Rating of Personal Doctor	72.0%	80.1% ▼
Q43. Rating of Specialist	64.3%	75.6%
<b>Rating Questions (% 8, 9 or 10)</b>		
Q49. Rating of Health Plan	83.8%	88.3% ▼
Q9. Rating of Health Care	83.9%	88.8%
Q36. Rating of Personal Doctor	86.8%	91.7% ▼
Q43. Rating of Specialist	88.1%	88.2%
<b>Getting Needed Care (% Usually or Always)</b>		
Q10. Getting care, tests, or treatment	89.9%	90.5%
Q41. Getting specialist appointment	79.2%	79.3%
<b>Getting Care Quickly (% Usually or Always)</b>		
Q4. Getting urgent care	92.5%	90.6%
Q6. Getting routine care	83.2%	83.6%
<b>Q35. Coordination of Care</b>		
<b>Customer Service (% Usually or Always)</b>		
Q45. Provided information or help	84.6%	85.5%
Q46. Treated with courtesy and respect	92.5%	95.7%

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

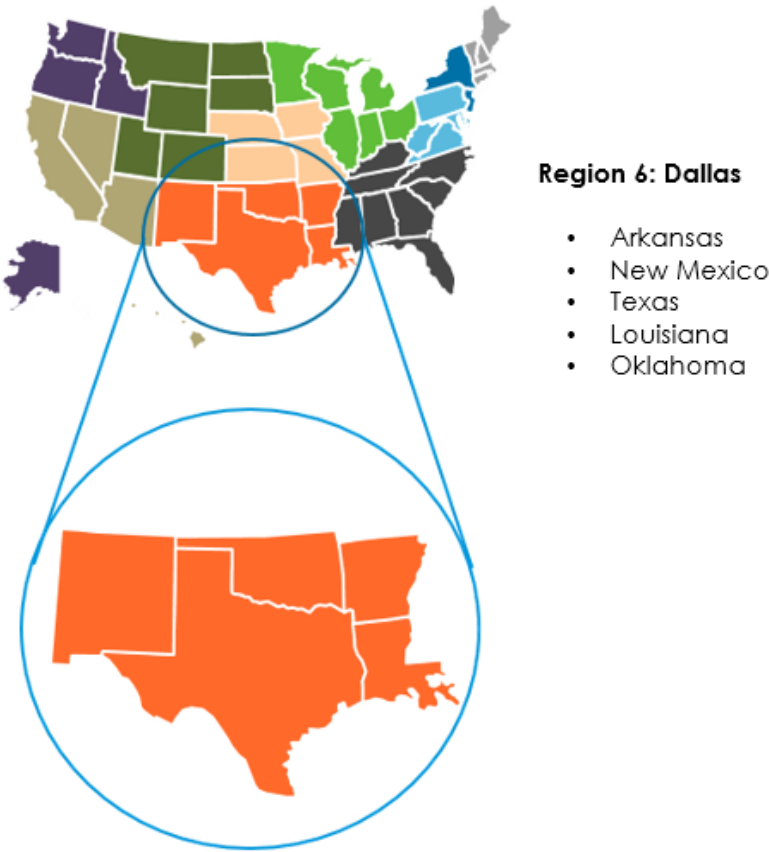


# Regional Performance

General Population

	2025	2025 PG BOB Region
How Well Doctors Communicate (% Usually or Always)	92.2%	94.5%
Q27. Dr. explained things	90.3%	94.9% ▼
Q28. Dr. listened carefully	93.1%	96.3% ▼
Q29. Dr. showed respect	96.5%	97.4%
Q32. Dr. spent enough time	88.7%	89.5%
Q48. Ease of Filling Out Forms (% Usually or Always)	95.9%	95.6%

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



# Percentile Rankings

General Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>	5 <sup>th</sup>		10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
Rating Questions (% 9 or 10)																							
Q49. Rating of Health Plan	71.6%	49 <sup>th</sup>	61.8	64.0	67.8	69.0	71.7	73.8	75.1	78.2	80.0	41 <sup>st</sup>	61.8	64.3	69.5	70.4	72.9	75.3	76.6	79.6	80.9		
Q9. Rating of Health Care	63.1%	10 <sup>th</sup>	59.9	62.3	66.5	67.5	70.1	71.9	73.0	76.3	77.9	4 <sup>th</sup>	64.0	65.6	68.8	70.1	72.6	74.5	75.4	78.4	79.1		
Q36. Rating of Personal Doctor	72.0%	14 <sup>th</sup>	69.4	70.7	73.7	74.4	76.1	78.5	79.7	82.6	84.0	4 <sup>th</sup>	72.1	73.0	76.3	77.1	78.7	80.3	81.0	82.8	83.9		
Q43. Rating of Specialist	64.3%	11 <sup>th</sup>	63.9	64.0	68.5	72.0	73.4	74.6	77.3	80.5	81.0	7 <sup>th</sup>	63.1	65.8	70.5	71.4	75.4	77.2	78.3	81.1	84.6		
Rating Questions (% 8, 9 or 10)																							
Q49. Rating of Health Plan	83.8%	22 <sup>nd</sup>	78.7	81.6	84.1	85.2	86.4	87.9	88.9	91.2	92.6	15 <sup>th</sup>	78.7	81.8	84.7	85.9	87.3	88.6	89.4	91.1	91.8		
Q9. Rating of Health Care	83.9%	15 <sup>th</sup>	80.9	82.8	85.1	85.8	87.4	88.6	89.3	90.7	91.5	11 <sup>th</sup>	82.9	83.9	86.2	86.9	88.0	89.4	90.3	92.4	93.3		
Q36. Rating of Personal Doctor	86.8%	12 <sup>th</sup>	85.5	86.5	88.2	88.7	89.9	90.9	91.5	92.8	93.3	4 <sup>th</sup>	86.9	88.1	89.5	90.0	91.0	91.7	92.3	94.0	94.7		
Q43. Rating of Specialist	88.1%	57 <sup>th</sup>	80.4	81.5	85.0	86.0	87.3	88.3	89.1	92.0	92.5	48 <sup>th</sup>	79.5	80.8	84.8	85.7	88.3	90.4	91.2	93.7	94.5		
Getting Needed Care (% U/A)	84.5%	56 <sup>th</sup>	76.2	76.8	80.0	81.1	84.0	85.7	86.6	89.4	90.4	48 <sup>th</sup>	74.7	76.7	80.6	82.2	84.7	87.3	88.5	90.0	91.0		
Q10. Getting care, tests, or treatment	89.9%	47 <sup>th</sup>	81.3	83.9	87.0	88.2	90.1	91.8	92.5	94.7	95.2	39 <sup>th</sup>	83.1	85.2	88.1	89.2	90.9	92.3	93.0	94.6	95.5		
Q41. Getting specialist appointment	79.2%	56 <sup>th</sup>	69.7	70.3	73.6	75.3	78.3	80.2	82.0	85.1	86.5	53 <sup>rd</sup>	62.7	67.4	73.0	74.5	78.6	82.3	84.4	87.0	88.2		
Getting Care Quickly (% U/A)	87.9%	57 <sup>th</sup>	77.8	78.9	83.3	84.6	87.2	89.4	90.2	92.1	92.6	58 <sup>th</sup>	78.0	79.4	83.9	85.2	87.1	88.9	89.6	92.1	93.5		
Q4. Getting urgent care	92.5%	61 <sup>st</sup>	82.7	83.8	87.1	89.0	91.5	93.2	94.6	95.5	96.0	63 <sup>rd</sup>	81.1	83.3	86.9	88.6	90.8	92.9	93.7	96.0	97.4		
Q6. Getting routine care	83.2%	50 <sup>th</sup>	71.2	74.4	79.2	80.7	83.0	85.4	86.8	89.4	90.2	46 <sup>th</sup>	72.9	75.3	79.6	81.3	83.7	85.3	86.4	88.9	91.6		
Q35. Coordination of Care	81.5%	29 <sup>th</sup>	75.5	76.8	80.8	82.2	84.4	85.7	86.7	89.1	89.6	18 <sup>th</sup>	77.6	80.0	82.9	84.6	86.4	88.6	89.7	91.9	93.9		
Customer Service (% U/A)	88.5%	53 <sup>rd</sup>	83.8	84.2	86.2	87.3	88.2	89.9	90.6	92.2	92.7	43 <sup>rd</sup>	82.6	84.0	86.4	87.5	89.2	90.7	91.2	92.9	94.1		
Q45. Provided information or help	84.6%	70 <sup>th</sup>	75.4	77.2	79.9	80.6	82.0	84.3	86.5	88.2	89.6	59 <sup>th</sup>	73.5	76.0	79.6	81.9	83.6	85.2	86.6	89.6	90.2		
Q46. Treated with courtesy and respect	92.5%	29 <sup>th</sup>	88.9	90.1	92.2	92.8	94.6	95.1	95.7	96.5	96.6	22 <sup>nd</sup>	88.6	89.7	92.9	93.6	94.9	96.0	96.5	98.0	99.0		

# Percentile Rankings

General Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>	5 <sup>th</sup>		10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
How Well Doctors Communicate (% U/A)	92.2%	24 <sup>th</sup>	90.0	90.5	92.3	93.0	94.2	95.1	95.5	96.5	96.9	16 <sup>th</sup>	90.3	91.6	92.9	93.5	94.6	95.6	96.0	97.0	97.7		
Q27. Dr. explained things	90.3%	8 <sup>th</sup>	89.4	90.5	92.9	93.5	94.6	95.6	96.2	97.3	97.9	6 <sup>th</sup>	90.1	91.1	93.1	93.8	94.7	95.9	96.5	97.9	98.5		
Q28. Dr. listened carefully	93.1%	14 <sup>th</sup>	91.7	92.8	93.9	94.5	95.3	96.2	96.6	97.5	98.3	10 <sup>th</sup>	92.4	93.1	94.7	95.1	96.1	96.9	97.2	98.3	98.8		
Q29. Dr. showed respect	96.5%	44 <sup>th</sup>	93.9	94.6	96.0	96.3	96.7	97.4	97.7	98.5	98.9	28 <sup>th</sup>	94.5	95.2	96.3	96.7	97.3	98.0	98.3	99.1	99.7		
Q32. Dr. spent enough time	88.7%	40 <sup>th</sup>	81.4	82.9	86.5	88.0	89.6	91.4	92.1	94.1	94.9	38 <sup>th</sup>	81.9	84.3	87.3	88.3	90.1	91.9	93.0	94.4	96.0		
Q48. Ease of Filling Out Forms (% U/A)	95.9%	64 <sup>th</sup>	91.6	92.1	93.8	94.3	95.1	96.0	96.3	97.0	97.7	63 <sup>rd</sup>	92.4	93.2	94.0	94.5	95.2	96.0	96.4	97.2	97.8		

# APPENDIX

# Appendix A: Correlations

## Highest Correlations

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

With Rating Of Health Care		
Q35	Coordination of Care	0.5208
Q10	Getting care, tests, or treatment	0.4498
Q36	Rating of Personal Doctor	0.3974
Q43	Rating of Specialist	0.3578
Q28	Dr. listened carefully	0.3198
Q49	Rating of Health Plan	0.2651
Q27	Dr. explained things	0.2408
Q31	Dr. explained things to child	0.2301
Q46	Treated with courtesy and respect	0.2289
Q6	Getting routine care	0.2227

With Rating Of Personal Doctor		
Q46	Treated with courtesy and respect	0.6967
Q28	Dr. listened carefully	0.4218
Q32	Dr. spent enough time	0.4037
Q9	Rating of Health Care	0.3974
Q29	Dr. showed respect	0.3480
Q45	Provided information or help	0.3104
Q31	Dr. explained things to child	0.2946
Q35	Coordination of Care	0.2621
Q27	Dr. explained things	0.2572
Q49	Rating of Health Plan	0.2421

With Rating Of Specialist		
Q49	Rating of Health Plan	0.7359
Q9	Rating of Health Care	0.3578
Q41	Getting specialist appointment	0.2897
Q45	Provided information or help	0.2465
Q10	Getting care, tests, or treatment	0.2246
Q27	Dr. explained things	0.1736
Q6	Getting routine care	0.1461
Q4	Getting urgent care	0.1337
Q35	Coordination of Care	0.0411



# Supplemental Questions

General Population

	2023	2024	2025
Q77. Phoned health plan to get help with transportation			
Base (n)	--	--	209
Yes	--	--	4.8%
No	--	--	95.2%
Summary Rate Score (%Yes)	--	--	4.8%
Q78. Got help with transportation			
Opt-out / Exclusion			
I did not phone my child's health plan for help with transportation in the last 6 months	--	--	2
Base (n)	--	--	8
Always	--	--	37.5%
Usually	--	--	25.0%
Sometimes	--	--	25.0%
Never	--	--	12.5%
Summary Rate Score (%Usually or Always)	--	--	62.5%
Q79. Help with transportation met your needs			
Opt-out / Exclusion			
I did not phone my child's health plan for help with transportation in the last 6 months	--	--	2
Base (n)	--	--	8
Always	--	--	50.0%
Usually	--	--	25.0%
Sometimes	--	--	12.5%
Never	--	--	12.5%
Summary Rate Score (%Usually or Always)	--	--	75.0%

# Supplemental Questions

## General Population

	2023	2024	2025
<b>Q80. Amount of time to get appt. for regular/routine care</b>			
Opt-out / Exclusion (n)			
My child did not need an appointment for regular or routine care	--	--	35
<b>Base (n)</b>	<b>--</b>	<b>--</b>	<b>162</b>
1-7 days	--	--	70.4%
8-21 days	--	--	11.7%
22-30 days	--	--	7.4%
31 days or more	--	--	10.5%
<b>Q81. Main problem for not getting care, tests or treatment</b>			
Opt-out / Exclusion			
I did not have a problem getting care, tests, or treatment	--	--	167
<b>Base (n)</b>	<b>--</b>	<b>--</b>	<b>31</b>
Plan did not approve my child's care, tests, or treatment	--	--	3.2%
Care, tests, or treatment delayed while waiting for plan's approval	--	--	3.2%
Providers I wanted my child to see were not in plan or network	--	--	6.5%
Could not get an appointment with provider at a convenient time	--	--	35.5%
The cost to me for my child's care, tests, or treatment was too high	--	--	3.2%
Brand name medications I wanted cost more than the generic available	--	--	3.2%
The cost of my child's medications was too high	--	--	0.0%
Problem getting plan to pay claims after getting care, tests, or treatment	--	--	3.2%
Problem getting a referral to a specialist	--	--	6.5%
Other (Please Specify)	--	--	35.5%

# Supplemental Questions

General Population

	2023	2024	2025
Q82. Location for non-emergency care after hours			
Opt-out / Exclusion (n)			
I did not need after hours care	--	--	103
Base (n)	--	--	96
I received help from my doctor's office	--	--	17.7%
I received care at an in Network Urgent Care Center	--	--	45.8%
I received care at the Emergency Room	--	--	31.3%
I was unable to get care	--	--	5.2%
Q83. Location for non-emergency care during office hours when Dr. was not available			
Base (n)	--	--	137
I received care at an in Network Urgent Care Center	--	--	48.2%
I received care at the Emergency Room	--	--	36.5%
I was unable to get care	--	--	15.3%
Q84. 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	--	--	140
Base (n)	--	--	56
Always	--	--	35.7%
Usually	--	--	16.1%
Sometimes	--	--	14.3%
Never	--	--	33.9%
Summary Rate Score (%Usually or Always)	--	--	51.8%

# Supplemental Questions

General Population

	2023	2024	2025
Q85. Treated unfairly at Dr.'s office due to language barrier			
Base (n)	179	189	198
Never	92.2%	86.2%	93.9%
Sometimes	4.5%	7.9%	2.5%
Usually	1.7%	1.6%	2.0%
Always	1.7%	4.2%	1.5%
Summary Rate Score (%Never or Sometimes)	96.6%	94.2%	96.5%
Q86. Provider used medical words not understood			
Base (n)	183	192	199
Never	73.8%	70.8%	77.4%
Sometimes	22.4%	22.4%	19.1%
Usually	2.2%	4.2%	2.0%
Always	1.6%	2.6%	1.5%
Summary Rate Score (%Never or Sometimes)	96.2%	93.2%	96.5%
Q87. Provider ignored what you told him or her			
Base (n)	182	191	202
Never	86.8%	89.5%	90.1%
Sometimes	10.4%	9.9%	7.4%
Usually	2.2%	0.0%	1.5%
Always	0.5%	0.5%	1.0%
Summary Rate Score (%Never or Sometimes)	97.3%	99.5%	97.5%

# Supplemental Questions

General Population

	2023	2024	2025
Q88. Child's health plan educational materials easy to understand			
Opt-out / Exclusion (n)			
I did not receive educational materials for my child	68	80	84
Base (n)	108	108	112
Very easy	75.9%	66.7%	78.6%
Somewhat easy	24.1%	29.6%	20.5%
Not easy at all	0.0%	3.7%	0.9%
Summary Rate Score (%Very easy)	75.9%	66.7%	78.6% ↑



# CCC POPULATION

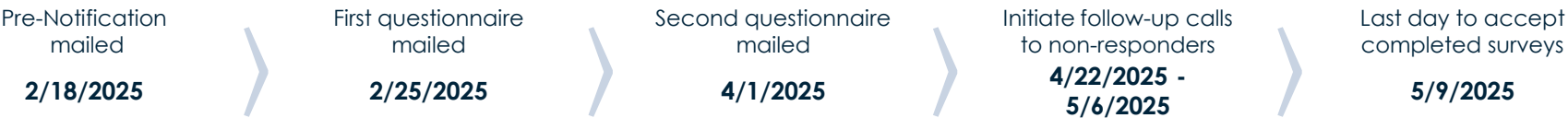
# Methodology

## CCC Population

- The CAHPS 5.1H Medicaid Child – Children with Chronic Conditions Survey assesses the experience of care for the general population of children and the population of children with chronic conditions (CCC). These conditions include relatively common conditions like asthma, as well as rare conditions, such as juvenile diabetes and Muscular Dystrophy.
- Children with chronic conditions represent a relatively small proportion of the overall child population. To achieve a sufficient number of complete surveys for CCC results to be calculated, a supplemental sample of children who are more likely to have a chronic condition, based on claims experience, is selected and added to the standard CAHPS® 5.1H Child Survey sample (General Population). After the General Population sample is pulled, the supplemental sample is pulled based on a prescreen sample code. The NCQA required total sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), although plans may choose to oversample their population if necessary.
- NCQA defines the member as having a chronic condition through a survey-based screening tool. The CCC screening tool contains five sections representing five different health conditions. A child member is identified as having a chronic condition if all questions for at least one specific health consequence are answered “Yes.”
- It cannot be determined which respondents out of the total sample qualify as having a chronic condition. Given that a denominator for this equation cannot be determined, there is no response rate provided for the CCC Population. You will see the Response Rate for the Total Population and General Population on the following page, along with additional details for the General Population sample.

# Methodology

## CCC Population



### QUALIFIED RESPONDENTS

- Included beneficiaries who were...
- *Parents of those 17 years and younger (as of December 31st of the measurement year)*
  - *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

### COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	40	95	16	13	0	3	151
Spanish	7	12	8	8	0	0	27
Total	47	107	24	21	0	3	178

*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.*

### IDENTIFYING THE CCC POPULATION

- Response Rates for the CCC Population cannot be calculated given the methodology to identify members in the CCC Population. The supplemental sample contains members with a prescreen status code indicating the child is more likely to have chronic conditions based on claims records.
- The CCC Population is identified by member responses to a set of screener questions in the survey tool. The respondent must answer "Yes" to all questions within at least one of the following health consequence sets and can be from either sample:
1. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?  
Is this because of any medical, behavioral, or other health condition?  
Is this a condition that has lasted or is expected to last for at least 12 months?
  2. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?  
Is this because of any medical, behavioral, or other health condition?  
Is this a condition that has lasted or is expected to last for at least 12 months?
  3. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?  
Is this because of any medical, behavioral, or other health condition?  
Is this a condition that has lasted or is expected to last for at least 12 months?
  4. Does your child need or get special therapy such as physical, occupational, or speech therapy?  
Is this because of any medical, behavioral, or other health condition?  
Is this a condition that has lasted or is expected to last for at least 12 months?
  5. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?  
Has this problem lasted or is it expected to last for at least 12 months?



# Key Metric Performance

CCC Population

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											
Q49. Rating of Health Plan	66.7%	66.7%	0.0%				<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	38 <sup>th</sup>	68.4%		
Getting Needed Care	80.8%	82.6%	1.8%					<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	25 <sup>th</sup>	86.2%	
Customer Service	86.0%	93.5%	7.5%					<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	83 <sup>rd</sup>	90.1%	
Q48. Ease of Filling Out Forms	95.8%	95.8%	0.0%					<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	56 <sup>th</sup>	95.5%	
Health Care Domain											
Q9. Rating of Health Care	57.8%	57.5%	-0.3%				<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	5 <sup>th</sup>	68.8% ▼		
Getting Care Quickly	84.7%	86.2%	1.5%					<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	12 <sup>th</sup>	90.7% ▼	
How Well Doctors Communicate	94.2%	93.3%	-0.8%					<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	19 <sup>th</sup>	95.2%	
Q35. Coordination of Care	85.5%	84.0%	-1.6%					<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	23 <sup>rd</sup>	86.4%	
Q36. Rating of Personal Doctor	71.1%	73.9%	2.8%					<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	15 <sup>th</sup>	77.7%	
Q43. Rating of Specialist	63.5%	62.5%	-1.0%				<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	2 <sup>nd</sup>	73.7% ▼		

\* Scores are % 9 or 10, % Always or Usually.

# Key Metric Performance

CCC Population

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2024	2025	Change	0	20	40	60	80	100		
CCC Measures											
Q51. Access to Rx Medicines	88.9%	89.1%	0.2%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></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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\* Scores are % 9 or 10, % Always or Usually.

# Summary Rate Scores

## CCC Population

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
<b>Rating Questions (% 9 or 10)</b>						
Q49. Rating of Health Plan	174	69.0%	66.7%	<b>66.7%</b>	68.4%	66.2%
Q9. Rating of Health Care	134	60.8%	57.8%	<b>57.5%</b>	68.8% ▼	66.2% ▼
Q36. Rating of Personal Doctor	165	80.5%	71.1%	<b>73.9%</b>	77.7%	75.4%
Q43. Rating of Specialist	72^	67.2%	63.5%	<b>62.5%</b>	73.7% ▼	72.1% ▼
<b>Rating Questions (% 8, 9 or 10)</b>						
Q49. Rating of Health Plan	174	83.0%	83.7%	<b>83.3%</b>	84.0%	82.1%
Q9. Rating of Health Care	134	78.5%	81.7%	<b>85.1%</b>	86.5%	84.8%
Q36. Rating of Personal Doctor	165	93.5%	91.1%	<b>89.1%</b>	89.8%	88.7%
Q43. Rating of Specialist	72^	81.3%	80.8%	<b>88.9%</b>	87.6%	86.7%
<b>Getting Needed Care (% Usually or Always)</b>						
Q10. Getting care, tests, or treatment	134	87.1%	84.4%	<b>88.1%</b>	91.3%	88.7%
Q41. Getting specialist appointment	79^	83.3%	77.2%	<b>77.2%</b>	81.0%	79.2%
<b>Getting Care Quickly (% Usually or Always)</b>						
Q4. Getting urgent care	71^	89.6%	82.8%	<b>88.7%</b>	93.1%	91.4%
Q6. Getting routine care	135	86.8%	86.7%	<b>83.7%</b>	88.3% ▼	86.7%
<b>Q35. Coordination of Care</b>						
	81^	80.6%	85.5%	<b>84.0%</b>	86.4%	83.8%
<b>Customer Service (% Usually or Always)</b>						
	54^	92.4%	86.0%	<b>93.5%</b>	90.1%	89.6%
Q45. Provided information or help	54^	86.8%	79.1%	<b>88.9%</b>	84.7%	84.1%
Q46. Treated with courtesy and respect	54^	98.1%	93.0%	<b>98.1%</b>	95.5%	95.1%

# Summary Rate Scores

## CCC Population

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
<b>How Well Doctors Communicate (% Usually or Always)</b>	135	94.7%	94.2%	<b>93.3%</b>	95.2%	94.0%
Q27. Dr. explained things	136	93.7%	94.6%	<b>94.1%</b>	95.8%	94.7%
Q28. Dr. listened carefully	136	96.1%	94.6%	<b>92.6%</b>	95.9% ▼	94.7%
Q29. Dr. showed respect	134	97.6%	98.2%	<b>95.5%</b>	97.2%	96.4%
Q32. Dr. spent enough time	134	91.3%	89.2%	<b>91.0%</b>	92.0%	90.2%
<b>Q48. Ease of Filling Out Forms (% Usually or Always)</b>	167	96.5%	95.8%	<b>95.8%</b>	95.5%	94.4%
<b>Q51. Access to Rx Medicines (% Usually or Always)</b>	128	85.3%	88.9%	<b>89.1%</b>	91.3%	89.2%
<b>Access to Specialized Services (% Usually or Always)</b>	52^	71.9%	57.5%	<b>70.3%</b>	74.8%	71.0%
Q15. Easy to get special medical equipment	18^	73.7%	38.9%	<b>66.7%</b>	75.8%	--
Q18. Easy to get special therapy	66^	67.9%	62.5%	<b>71.2%</b>	74.7%	67.2%
Q21. Easy to get treatment or counseling	74^	74.0%	71.0%	<b>73.0%</b>	74.1%	69.7%
<b>FCC: Dr. Who Knows Child (% Yes)</b>	121	92.3%	85.5%	<b>87.9%</b>	92.2% ▼	91.3%
Q33. Discussed feelings/growth/behavior	133	92.1%	91.0%	<b>88.7%</b>	91.1%	90.2%
Q38. Understands effects on child's life	115	93.3%	85.1%	<b>87.8%</b>	94.4% ▼	93.5% ▼
Q39. Understands effects on family's life	116	91.4%	80.4%	<b>87.1%</b>	91.2%	90.2%
<b>Q8. FCC: Getting Needed Info (% Usually or Always)</b>	134	89.4%	96.3%	<b>92.5%</b>	91.7%	91.0%
<b>Coordination of Care for CCC (% Yes)</b>	53^	76.6%	78.8%	<b>81.9%</b>	76.9%	75.7%
Q13. Helped contact child's school/daycare	26^	96.7%	91.3%	<b>100.0%</b>	91.9%	--
Q24. Helped coordinate child's care	80^	56.6%	66.2%	<b>63.8%</b>	61.9%	59.9%

# Percentile Rankings

CCC Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
Rating Questions (% 9 or 10)																							
Q49. Rating of Health Plan	66.7%	52 <sup>nd</sup>	50.8	59.0	62.4	64.1	66.3	69.8	71.1	75.0	76.1	38 <sup>th</sup>	58.9	60.4	64.2	65.4	68.5	70.4	72.1	75.8	77.8		
Q9. Rating of Health Care	57.5%	6 <sup>th</sup>	56.9	57.9	61.4	63.1	66.9	69.8	70.9	73.6	75.4	5 <sup>th</sup>	57.4	61.0	64.9	66.0	68.9	71.4	72.0	75.2	77.6		
Q36. Rating of Personal Doctor	73.9%	34 <sup>th</sup>	65.5	70.2	71.5	73.8	75.9	78.2	78.9	81.2	82.5	15 <sup>th</sup>	71.2	73.6	75.7	76.4	77.8	79.5	80.2	81.8	83.2		
Q43. Rating of Specialist	62.5%	2 <sup>nd</sup>	63.5	64.6	67.1	68.9	72.0	74.8	77.5	81.0	83.3	2 <sup>nd</sup>	63.4	66.2	69.6	71.1	73.5	75.3	76.5	79.9	82.6		
Rating Questions (% 8, 9 or 10)																							
Q49. Rating of Health Plan	83.3%	54 <sup>th</sup>	71.7	75.8	79.9	80.7	83.1	84.3	85.2	87.6	89.3	45 <sup>th</sup>	76.3	77.6	81.4	82.2	84.1	85.7	86.7	89.2	91.0		
Q9. Rating of Health Care	85.1%	49 <sup>th</sup>	79.8	80.2	81.7	82.6	85.3	86.5	88.2	89.7	90.4	30 <sup>th</sup>	80.1	81.6	84.4	85.3	86.5	87.6	88.2	90.0	91.6		
Q36. Rating of Personal Doctor	89.1%	51 <sup>st</sup>	83.2	84.9	87.4	87.9	89.0	90.3	91.0	91.6	92.8	39 <sup>th</sup>	86.2	86.8	88.4	88.8	89.8	90.9	91.7	92.9	93.9		
Q43. Rating of Specialist	88.9%	71 <sup>st</sup>	78.7	79.6	83.9	84.9	87.5	88.7	89.9	91.6	92.2	66 <sup>th</sup>	81.2	81.9	84.1	85.9	87.2	88.9	89.6	92.0	93.2		
Getting Needed Care (% U/A)	82.6%	38 <sup>th</sup>	75.3	76.4	80.7	81.7	83.9	87.0	87.5	89.9	90.7	25 <sup>th</sup>	78.3	80.0	82.6	83.7	86.2	87.9	88.5	90.4	92.0		
Q10. Getting care, tests, or treatment	88.1%	36 <sup>th</sup>	82.2	83.2	85.9	86.9	89.0	90.3	91.7	94.5	94.6	18 <sup>th</sup>	85.3	86.1	88.9	90.2	91.9	92.6	93.5	95.0	95.4		
Q41. Getting specialist appointment	77.2%	38 <sup>th</sup>	68.9	69.8	74.3	76.5	78.9	83.3	84.6	86.4	87.8	29 <sup>th</sup>	70.5	72.3	76.5	77.4	81.3	83.2	85.1	87.2	89.0		
Getting Care Quickly (% U/A)	86.2%	23 <sup>rd</sup>	80.1	83.1	86.3	87.0	90.0	91.3	92.1	92.8	94.4	12 <sup>th</sup>	84.5	85.6	88.0	89.1	91.0	92.5	92.9	94.2	94.8		
Q4. Getting urgent care	88.7%	22 <sup>nd</sup>	85.7	86.6	88.9	89.7	92.0	93.6	94.4	95.0	96.3	16 <sup>th</sup>	84.8	87.2	90.2	91.1	93.0	94.4	95.2	97.2	98.1		
Q6. Getting routine care	83.7%	22 <sup>nd</sup>	75.6	80.6	83.9	85.5	87.7	90.0	90.4	91.7	92.4	15 <sup>th</sup>	80.3	82.1	85.9	87.2	88.8	90.2	91.0	92.2	92.8		
Q35. Coordination of Care	84.0%	47 <sup>th</sup>	74.6	79.1	81.4	82.4	84.0	85.6	86.8	88.2	89.0	23 <sup>rd</sup>	78.7	81.4	84.1	84.8	86.8	88.8	89.5	90.9	93.4		
Customer Service (% U/A)	93.5%	99 <sup>th</sup>	85.5	85.5	86.6	86.6	91.6	92.1	92.1	93.4	93.4	83 <sup>rd</sup>	83.0	85.4	88.1	88.7	90.4	91.6	92.5	94.6	95.4		
Q45. Provided information or help	88.9%	89 <sup>th</sup>	77.4	77.5	78.3	83.5	85.5	87.4	87.5	89.1	89.4	76 <sup>th</sup>	74.9	76.9	81.7	83.0	85.7	87.7	88.8	91.1	92.2		
Q46. Treated with courtesy and respect	98.1%	99 <sup>th</sup>	91.4	91.4	93.6	93.6	94.9	96.3	96.3	98.1	98.1	87 <sup>th</sup>	90.0	91.7	94.0	94.6	95.9	96.7	97.0	98.5	100.0		

# Percentile Rankings

CCC Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
How Well Doctors Communicate (% U/A)	93.3%	31 <sup>st</sup>	89.7	90.8	92.8	93.4	94.4	95.2	95.6	96.4	97.1	19 <sup>th</sup>	91.9	92.3	93.9	94.5	95.3	95.9	96.6	97.4	97.9		
Q27. Dr. explained things	94.1%	32 <sup>nd</sup>	90.1	91.7	93.3	94.3	95.2	96.0	96.4	97.1	98.1	23 <sup>rd</sup>	91.8	93.0	94.2	94.9	95.8	96.9	97.3	98.4	98.7		
Q28. Dr. listened carefully	92.6%	15 <sup>th</sup>	91.2	91.7	93.7	94.2	95.2	95.9	96.2	97.1	97.7	7 <sup>th</sup>	92.1	93.1	94.5	94.9	95.8	97.0	97.2	98.0	98.2		
Q29. Dr. showed respect	95.5%	21 <sup>st</sup>	93.5	94.1	95.7	96.0	96.5	97.0	97.6	98.4	99.1	13 <sup>th</sup>	94.6	95.0	96.2	96.5	97.3	97.8	98.1	99.0	99.4		
Q32. Dr. spent enough time	91.0%	50 <sup>th</sup>	84.2	85.0	87.6	88.7	90.8	92.4	93.3	94.8	95.8	31 <sup>st</sup>	86.5	87.7	90.3	91.1	92.1	93.4	94.1	95.8	96.4		
Q48. Ease of Filling Out Forms (% U/A)	95.8%	79 <sup>th</sup>	91.4	92.0	93.0	93.4	94.7	95.4	95.6	96.6	97.2	56 <sup>th</sup>	93.2	93.3	94.4	94.8	95.6	96.4	96.7	97.7	98.1		
Q51. Access to Rx Medicines (% U/A)	89.1%	46 <sup>th</sup>	84.4	85.5	87.7	88.3	89.7	90.4	91.1	93.1	93.6	19 <sup>th</sup>	87.5	88.1	89.7	90.5	91.7	92.5	93.0	94.5	95.0		
Access to Specialized Services (% U/A)	70.3%	66 <sup>th</sup>	63.6	63.6	64.0	64.0	69.3	78.9	78.9	80.8	80.8	20 <sup>th</sup>	63.7	67.0	71.1	71.9	74.1	78.0	78.9	83.8	85.4		
Q15. Easy to get special medical equipment	66.7%	--	--	--	--	--	--	--	--	--	--	13 <sup>th</sup>	57.6	63.6	69.6	71.4	76.2	82.2	84.2	92.0	100.0		
Q18. Easy to get special therapy	71.2%	56 <sup>th</sup>	50.0	50.0	55.1	55.1	67.9	75.0	75.0	83.2	83.2	38 <sup>th</sup>	60.8	63.6	67.6	69.7	75.5	79.6	81.1	85.5	86.6		
Q21. Easy to get treatment or counseling	73.0%	58 <sup>th</sup>	51.2	59.8	62.8	66.2	71.0	74.7	75.3	81.6	82.8	49 <sup>th</sup>	59.5	63.0	68.6	70.2	73.0	76.5	77.7	82.2	85.0		
FCC: Dr. Who Knows Child (% Yes)	87.9%	5 <sup>th</sup>	87.2	88.9	90.1	90.6	91.3	92.4	92.9	93.6	94.8	4 <sup>th</sup>	88.3	89.2	91.1	91.6	92.5	93.1	93.5	94.1	95.3		
Q33. Discussed feelings/growth/behavior	88.7%	28 <sup>th</sup>	85.6	87.0	88.6	89.1	90.2	91.5	92.2	93.6	94.5	17 <sup>th</sup>	86.6	87.8	89.5	90.2	91.3	92.4	93.0	93.9	94.3		
Q38. Understands effects on child's life	87.8%	1 <sup>st</sup>	89.3	91.1	92.4	93.0	93.6	94.4	95.0	96.4	96.7	1 <sup>st</sup>	90.3	91.2	93.3	93.6	94.8	95.4	95.8	96.7	97.5		
Q39. Understands effects on family's life	87.1%	13 <sup>th</sup>	85.4	86.8	88.7	89.4	90.3	91.5	92.2	93.2	95.4	8 <sup>th</sup>	86.6	87.2	89.2	90.2	91.4	92.6	93.0	94.3	95.4		
Q8. FCC: Getting Needed Info (% U/A)	92.5%	70 <sup>th</sup>	85.5	86.1	89.4	89.8	91.3	92.3	93.1	94.6	95.3	64 <sup>th</sup>	86.3	87.4	90.0	90.7	92.0	92.8	93.5	94.7	95.0		
Coordination of Care for CCC (% Yes)	81.9%	99 <sup>th</sup>	69.5	69.5	73.6	74.2	76.0	77.0	78.3	79.9	79.9	86 <sup>th</sup>	69.7	71.2	73.8	75.1	76.7	78.7	79.9	82.4	83.5		
Q13. Helped contact child's school/daycare	100.0%	--	--	--	--	--	--	--	--	--	--	99 <sup>th</sup>	81.8	84.7	88.5	89.7	92.0	94.1	95.4	100.0	100.0		
Q24. Helped coordinate child's care	63.8%	68 <sup>th</sup>	50.0	51.3	55.1	55.9	59.0	63.4	64.7	69.2	71.5	59 <sup>th</sup>	50.9	52.9	57.7	59.1	61.8	65.5	66.7	70.3	71.9		

# Supplemental Questions

CCC Population

	2023	2024	2025
Q77. Phoned health plan to get help with transportation			
Base (n)	--	--	165
Yes	--	--	9.1%
No	--	--	90.9%
Summary Rate Score (%Yes)	--	--	9.1%
Q78. Got help with transportation			
Opt-out / Exclusion			
I did not phone my child's health plan for help with transportation in the last 6 months	--	--	1
Base (n)	--	--	14
Always	--	--	42.9%
Usually	--	--	21.4%
Sometimes	--	--	14.3%
Never	--	--	21.4%
Summary Rate Score (%Usually or Always)	--	--	64.3%
Q79. Help with transportation met your needs			
Opt-out / Exclusion			
I did not phone my child's health plan for help with transportation in the last 6 months	--	--	1
Base (n)	--	--	14
Always	--	--	35.7%
Usually	--	--	21.4%
Sometimes	--	--	21.4%
Never	--	--	21.4%
Summary Rate Score (%Usually or Always)	--	--	57.1%

# Supplemental Questions

CCC Population

	2023	2024	2025
Q80. Amount of time to get appt. for regular/routine care			
Opt-out / Exclusion (n)			
My child did not need an appointment for regular or routine care	--	--	23
Base (n)	--	--	136
1-7 days	--	--	62.5%
8-21 days	--	--	20.6%
22-30 days	--	--	5.9%
31 days or more	--	--	11.0%
Q81. 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)	--	--	38
Plan did not approve my child's care, tests, or treatment	--	--	2.6%
Care, tests, or treatment delayed while waiting for plan's approval	--	--	5.3%
Providers I wanted my child to see were not in plan or network	--	--	5.3%
Could not get an appointment with provider at a convenient time	--	--	28.9%
The cost to me for my child's care, tests, or treatment was too high	--	--	5.3%
Brand name medications I wanted cost more than the generic available	--	--	2.6%
The cost of my child's medications was too high	--	--	2.6%
Problem getting plan to pay claims after getting care, tests, or treatment	--	--	0.0%
Problem getting a referral to a specialist	--	--	15.8%
Other (Please Specify)	--	--	31.6%



# Supplemental Questions

CCC Population

	2023	2024	2025
Q82. Location for non-emergency care after hours			
Opt-out / Exclusion (n)			
I did not need after hours care	--	--	76
Base (n)	--	--	85
I received help from my doctor's office	--	--	12.9%
I received care at an in Network Urgent Care Center	--	--	45.9%
I received care at the Emergency Room	--	--	38.8%
I was unable to get care	--	--	2.4%
Q83. Location for non-emergency care during office hours when Dr. was not available			
Base (n)	--	--	119
I received care at an in Network Urgent Care Center	--	--	54.6%
I received care at the Emergency Room	--	--	34.5%
I was unable to get care	--	--	10.9%
Q84. 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	--	--	91
Base (n)	--	--	68
Always	--	--	38.2%
Usually	--	--	16.2%
Sometimes	--	--	23.5%
Never	--	--	22.1%
Summary Rate Score (%Usually or Always)	--	--	54.4%

# Supplemental Questions

CCC Population

	2023	2024	2025
Q85. Treated unfairly at Dr.'s office due to language barrier			
Base (n)	170	144	153
Never	91.8%	91.0%	92.8%
Sometimes	4.1%	4.2%	2.6%
Usually	2.4%	0.0%	2.6%
Always	1.8%	4.9%	2.0%
Summary Rate Score (%Never or Sometimes)	95.9%	95.1%	95.4%
Q86. Provider used medical words not understood			
Base (n)	169	144	163
Never	77.5%	72.9%	71.8%
Sometimes	17.8%	21.5%	23.9%
Usually	3.0%	3.5%	2.5%
Always	1.8%	2.1%	1.8%
Summary Rate Score (%Never or Sometimes)	95.3%	94.4%	95.7%
Q87. Provider ignored what you told him or her			
Base (n)	170	145	163
Never	85.9%	88.3%	85.3%
Sometimes	11.8%	8.3%	11.0%
Usually	1.2%	2.1%	2.5%
Always	1.2%	1.4%	1.2%
Summary Rate Score (%Never or Sometimes)	97.6%	96.6%	96.3%

# Supplemental Questions

CCC Population

	2023	2024	2025
Q88. Child's health plan educational materials easy to understand			
Opt-out / Exclusion (n)			
I did not receive educational materials for my child	70	63	57
Base (n)	99	80	105
Very easy	76.8%	53.8%	74.3%
Somewhat easy	21.2%	42.5%	25.7%
Not easy at all	2.0%	3.8%	0.0%
Summary Rate Score (%Very easy)	76.8%	53.8%	74.3% ↑



### 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 your child receives. 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.**

*Please answer the questions for the child listed on the letter. Please do not answer for any other children.*

- 1. Our records show that your child is 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 child's health plan? (Please print)**

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### YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

- 3. In the last 6 months, did your child 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 your child needed care right away, how often did your child get care as soon as he or she 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 for your child?**

☐ 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 for your child as soon as your child needed?**

☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always



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

- ☐ None → *If None, Go to Question 11*  
☐ 1 time  
☐ 2  
☐ 3  
☐ 4  
☐ 5 to 9  
☐ 10 or more times

8. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

9. 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 child's 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

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

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

11. Is your child now enrolled in any kind of school or daycare?

- ☐ Yes  
☐ No → *If No, Go to Question 14*

12. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- ☐ Yes  
☐ No → *If No, Go to Question 14*

13. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- ☐ Yes  
☐ No

#### SPECIALIZED SERVICES

14. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.

In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- ☐ Yes  
☐ No → *If No, Go to Question 17*

15. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

16. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- ☐ Yes  
☐ No

17. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- ☐ Yes  
☐ No ➔ *If No, Go to Question 20*

18. In the last 6 months, how often was it easy to get this therapy for your child?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

19. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- ☐ Yes  
☐ No

20. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

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

21. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

22. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- ☐ Yes  
☐ No

23. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- ☐ Yes  
☐ No ➔ *If No, Go to Question 25*

24. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- ☐ Yes  
☐ No

#### YOUR CHILD'S PERSONAL DOCTOR

25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- ☐ Yes  
☐ No ➔ *If No, Go to Question 40*

26. In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

- ☐ None ➔ *If None, Go to Question 36*  
☐ 1 time  
☐ 2  
☐ 3  
☐ 4  
☐ 5 to 9  
☐ 10 or more times

27. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

28. In the last 6 months, how often did your child's personal doctor listen carefully to you?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

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

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

30. Is your child able to talk with doctors about his or her health care?

- ☐ Yes
- ☐ No → *If No, Go to Question 32*

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

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

32. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

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

33. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

- ☐ Yes
- ☐ No

34. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

- ☐ Yes
- ☐ No → *If No, Go to Question 36*

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

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

36. 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 child's personal doctor?

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

37. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

- ☐ Yes
- ☐ No → *If No, Go to Question 40*

38. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- ☐ Yes
- ☐ No

39. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- ☐ Yes
- ☐ No

## GETTING HEALTH CARE FROM SPECIALISTS

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

**40. 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 for your child with a specialist?**

- ☐ Yes  
☐ No → **If No, Go to Question 44**

**41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?**

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

**42. How many specialists has your child talked to in the last 6 months?**

- ☐ None → **If None, Go to Question 44**  
☐ 1 specialist  
☐ 2  
☐ 3  
☐ 4  
☐ 5 or more specialists

**43. We want to know your rating of the specialist your child 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 CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

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

- ☐ Yes  
☐ No → **If No, Go to Question 47**

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

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

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

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always



47. In the last 6 months, did your child's health plan give you any forms to fill out?

- ☐ Yes  
☐ No ➔ *If No, Go to Question 49*

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

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

49. 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 child's health plan?

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

### **PRESCRIPTION MEDICINES**

50. In the last 6 months, did you get or refill any prescription medicines for your child?

- ☐ Yes  
☐ No ➔ *If No, Go to Question 53*

51. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

52. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

- ☐ Yes  
☐ No

### **ABOUT YOUR CHILD AND YOU**

53. In general, how would you rate your child's overall health?

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

54. In general, how would you rate your child's overall mental or emotional health?

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

55. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

- ☐ Yes  
☐ No ➔ *If No, Go to Question 58*

56. Is this because of any medical, behavioral, or other health condition?

- ☐ Yes  
☐ No ➔ *If No, Go to Question 58*

57. Is this a condition that has lasted or is expected to last for at least 12 months?

- ☐ Yes  
☐ No

58. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- ☐ Yes  
☐ No ➔ *If No, Go to Question 61*

**59. Is this because of any medical, behavioral, or other health condition?**

- ☐ Yes  
☐ No ➔ *If No, Go to Question 61*

**60. Is this a condition that has lasted or is expected to last for at least 12 months?**

- ☐ Yes  
☐ No

**61. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?**

- ☐ Yes  
☐ No ➔ *If No, Go to Question 64*

**62. Is this because of any medical, behavioral, or other health condition?**

- ☐ Yes  
☐ No ➔ *If No, Go to Question 64*

**63. Is this a condition that has lasted or is expected to last for at least 12 months?**

- ☐ Yes  
☐ No

**64. Does your child need or get special therapy such as physical, occupational, or speech therapy?**

- ☐ Yes  
☐ No ➔ *If No, Go to Question 67*

**65. Is this because of any medical, behavioral, or other health condition?**

- ☐ Yes  
☐ No ➔ *If No, Go to Question 67*

**66. Is this a condition that has lasted or is expected to last for at least 12 months?**

- ☐ Yes  
☐ No

**67. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?**

- ☐ Yes  
☐ No ➔ *If No, Go to Question 69*

**68. Has this problem lasted or is it expected to last for at least 12 months?**

- ☐ Yes  
☐ No

**69. What is your child's age?**

- ☐ Less than 1 year old  
\_\_\_\_\_ YEARS OLD (*write in*)

**70. Is your child male or female?**

- ☐ Male  
☐ Female

**71. Is your child of Hispanic or Latino origin or descent?**

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

**72. What is your child's race? Mark one or more.**

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

**73. What is your age?**

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

**74. Are you male or female?**

- ☐ Male  
☐ Female

**75. 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

**76. How are you related to the child?**

- ☐ Mother or father
- ☐ Grandparent
- ☐ Aunt or uncle
- ☐ Older brother or sister
- ☐ Other relative
- ☐ Legal guardian
- ☐ Someone else

### ADDITIONAL QUESTIONS

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

**77. 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 80*

**78. 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 child's health plan for help with transportation in the last 6 months

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

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

**80. 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
- ☐ My child did not need an appointment for regular or routine care

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

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

**82. 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

**83. 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

**84. 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

**85. In the last 6 months, how often were you treated unfairly at this provider's office because you did not speak English very well?**

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

**86. In the last 6 months, how often did the provider use medical words you did not understand?**

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

**87. In the last 6 months, how often did the provider ignore what you told him or her?**

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

**88. Your child's health plan mails educational materials. These materials are for you to learn how to take good care of your health and your family's health. The materials include fliers or pamphlets. How easy to understand were the educational materials you received from your child's health plan?**

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Not easy at all
- ☐ I did not receive educational materials for my child

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**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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