

**MY 2023 CAHPS®
MEDICAID CHILD WITH CCC
5.1H FINAL REPORT**

**BLUE CROSS COMMUNITY
CENTENNIAL**

July 2024

BLUE CROSS COMM. CENTENNIAL

CONTENTS

- OVERVIEW
- METHODOLOGY
- INDUSTRY TRENDS
- EXECUTIVE SUMMARY
- KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN
- MEASURE ANALYSES
- SUMMARY OF TREND AND BENCHMARKS
- PROFILE OF SURVEY RESPONDENTS
- SUPPLEMENTAL QUESTIONS
- APPENDICES
 - A: CORRELATIONS
 - B: QUESTIONNAIRE

OVERVIEW

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Blue Cross Comm. Centennial to conduct its MY 2023 CAHPS® 5.1H Medicaid Child with CCC Survey (with CCC Measurement set). NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

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.

2024 NCQA CHANGES NCQA made changes to the survey or program for 2024.

One question was deleted from the 2024 Commercial Adult Survey and the 2024 Medicaid Adult Survey:

- Have you had either a flu shot or flu spray in the nose since July 1, 20XX?

Your Project Manager is Jennifer Brown (Jennifer.Brown@pressganey.com). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

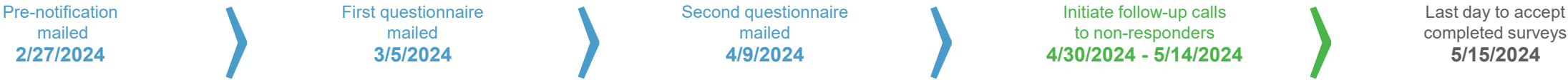
METHODOLOGY

- 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

DATA COLLECTION

The MY 2023 Medicaid Child with CCC version of the 5.1H CAHPS survey was administered via the following methodology:



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

2024 RESPONSE RATE CALCULATION: GENERAL POP

206 (Completed)

1898 (Sample) - 11 (Ineligible)

=

206

1887

=

10.9%

COMPLETES - MODALITY BY LANGUAGE: GENERAL POP

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	42	89	24	15	0	9	155
Spanish	14	21	16	12	0	4	51
Total	56	110	40	27	0	13	206

Total Number of Undeliverables: 314

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

		2022	2023	2024
Completed	SUBTOTAL	189	192	206
	Does not Meet Eligibility Criteria (01)	8	5	4
	Language Barrier (03)	7	10	7
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
Ineligible	SUBTOTAL	15	15	11
	Break-off/Incomplete (02)	29	23	25
	Refusal (06)	51	24	46
	Maximum Attempts Made (07)	1614	1644	1610
	Added to DNC List (08)	0	0	0
Non-response	SUBTOTAL	1694	1691	1681
	Total Sample	1898	1898	1898
	Oversampling %	15.0%	15.0%	15.0%
	Response Rate	10.0%	10.2%	10.9%
	PG Response Rate	10.2%	9.9%	9.4%
Total Completed (General Pop + CCC)		436	420	407
Total Ineligible (General Pop + CCC)		33	27	24
Total Sample (General Pop + CCC)		4014	4014	4014
Total Response Rate (General Pop + CCC)		11.0%	10.5%	10.2%
Supplemental (CCC) Sample Size		2116	2116	2116
Supplemental (CCC) Completes		154	175	149

HCSC

INDUSTRY TRENDS

PG BOOK OF BUSINESS TRENDS

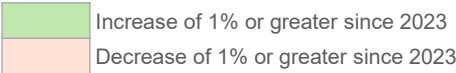
MEDICAID CHILD: GENERAL POPULATION

Trend Highlights The robust Press Ganey Book of Business is valuable in monitoring industry trends. On the right, we have provided a side-by-side comparison of aggregate PG Book of Business scores to help you understand broader trends in measure scoring over the past five years.

Medicaid Child: Among the Medicaid Child population, no measures declined by more than 1% compared to 2023. *Rating of Specialist, Getting Needed Care, and Getting Care Quickly* have increased by more than 1% since 2023.

All scores have decreased overall since 2020. Rating of Health Care Quality and Getting Care Quickly are the largest decrease of at least 2% lower than the 2020 scores.

PG Book of Business Trends					
	2020	2021	2022	2023	2024
Rating Questions (% 9 or 10)					
Q49. Rating of Health Plan	73.0%	73.3%	72.5%	72.0%	72.0%
Q9. Rating of Health Care	73.0%	74.4%	71.2%	69.6%	70.5%
Q36. Rating of Personal Doctor	79.1%	78.6%	77.4%	76.5%	77.2%
Q43. Rating of Specialist	75.0%	75.7%	73.9%	72.3%	73.7%
Rating Questions (% 8, 9 or 10)					
Q49. Rating of Health Plan	87.5%	87.3%	86.9%	86.8%	86.5%
Q9. Rating of Health Care	88.7%	88.7%	87.6%	86.8%	87.2%
Q36. Rating of Personal Doctor	91.2%	90.8%	90.3%	89.8%	89.9%
Q43. Rating of Specialist	88.2%	88.2%	87.5%	86.7%	86.9%
Getting Needed Care (% A/U)					
Q10. Getting care, tests, or treatment	90.8%	90.8%	89.2%	88.7%	90.3%
Q41. Getting specialist appointment	80.4%	82.4%	79.5%	77.5%	78.6%
Getting Care Quickly (% A/U)					
Q4. Getting urgent care	91.7%	91.7%	90.5%	89.8%	90.7%
Q6. Getting routine care	89.3%	83.8%	82.9%	81.8%	83.3%
Coordination of Care (Q35) (% A/U)					
	85.0%	84.9%	84.1%	84.2%	84.3%



EXECUTIVE SUMMARY

OVERVIEW OF TERMS

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2023 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 2023. Submission occurred on May 24th, 2024.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2023. 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.

Significance Testing All significance testing is performed at the 95% confidence level using a t-test.

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.

Non-Accreditation Notation Throughout the report you will see a notation of “+” which indicates that the given measure is not utilized for accreditation score calculation.

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

2024 DASHBOARD

MEDICAID CHILD: GENERAL POPULATION

**206**Completed
surveys**10.9%**

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 2023 (↑/↓) or
2022 (↗/↘).

Percentiles: Based on the
2024 PG Book of Business

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

Accreditation Measures

Rating of Health Plan ★★ ★			
Rating of Health Plan	72.6%	51 st	---
Rating of Health Care ★			
Rating of Health Care	61.5%	7 th	Opportunity
Rating of Personal Doctor ★★			
Rating of Personal Doctor	71.8%	9 th	Opportunity

Other Measures

Rating of Specialist +			
Rating of Specialist +	71.4%	34 th	Wait
Coordination of Care +			
Coordination of Care +	77.0%	8 th	Opportunity
Customer Service +			
Composite	87.0%	25 th	---
Q45. Provided information or help	78.6%	19 th	Opportunity
Q46. Treated with courtesy and respect	95.3%	56 th	Power

Getting Needed Care (NA)

Composite	87.3%	71 st	---
Q10. Getting care, tests, or treatment	90.2%	45 th	Wait
Q41. Getting specialist appointment	84.4%	79 th	Retain

Getting Care Quickly (NA)

Composite	81.3%	13 th	---
Q4. Getting urgent care	82.0%	5 th	Wait
Q6. Getting routine care	80.7%	27 th	Wait

Ease of Filling Out Forms +

Ease of Filling Out Forms +	97.0%	85 th	Retain
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How Well Doctors Communicate +

Composite	91.1%	10 th	---
Q27. Dr. explained things	90.6%	10 th	Opportunity
Q28. Dr. listened carefully	93.0%	14 th	Opportunity
Q29. Dr. showed respect	96.1%	29 th	Opportunity
Q32. Dr. spent enough time	84.9%	12 th	Wait

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						2
GETTING CARE						NA
Getting Needed Care	Usually or Always	77	87.2%	86.6%	67 th	NA
Getting Care Quickly	Usually or Always	87	81.3%	89.3%	10 th	NA
SATISFACTION WITH PLAN PHYSICIANS						2
Rating of Personal Doctor	9 or 10	174	71.8%	78.8%	10 th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						2
Rating of Health Plan	9 or 10	197	72.5%	74.4%	33 rd	3
Rating of Health Care	9 or 10	122	61.4%	73.1%	<10 th	1

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 2023 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.

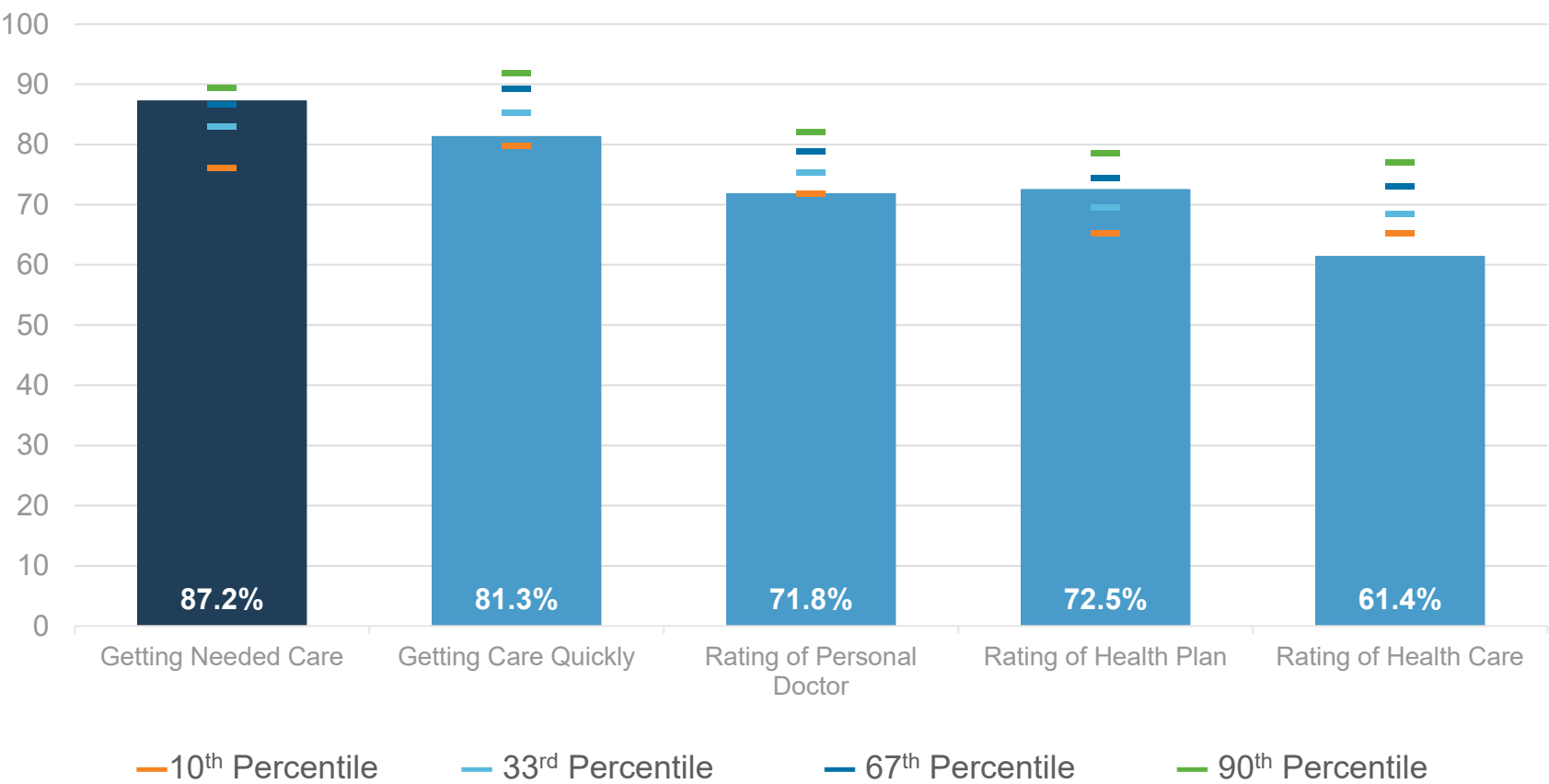
*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

PERFORMANCE TO STAR CUT POINTS

MEDICAID CHILD: 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 2023).



Dark Blue bar = Your plan’s performance is at or above the 67th percentile




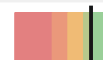






Light Blue bar = Your plan’s performance is below the 67th percentile

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.

MEASURE SUMMARY










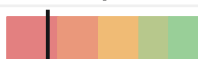
MEDICAID CHILD: GENERAL POPULATION

MEASURE	SUMMARY RATE		CHANGE	2024 GP PG BOOK OF BUSINESS BENCHMARK						
	2023	2024		PERCENTILE DISTRIBUTION					PERCENTILE RANK	BoB SRS
				0	20	40	60	80		
Health Plan Domain										
Rating of Health Plan <i>% 9 or 10</i>	69.7%	72.6%	2.9						51 st	72.0%
Getting Needed Care <i>% Usually or Always</i>	80.4%	87.3%	6.9						71 st	84.5%
Customer Service + <i>% Usually or Always</i>	92.3%	87.0%	-5.3						25 th	88.8%
Ease of Filling Out Forms + <i>% Usually or Always</i>	97.9%	97.0%	-0.9						85 th	94.9%
Health Care Domain										
Rating of Health Care <i>% 9 or 10</i>	66.4%	61.5%	-4.9						7 th	70.5% ▼
Getting Care Quickly <i>% Usually or Always</i>	85.4%	81.3%	-4.1						13 th	87.0%
How Well Doctors Communicate + <i>% Usually or Always</i>	93.1%	91.1%	-2.0						10 th	94.4%
Coordination of Care + <i>% Usually or Always</i>	81.8%	77.0%	-4.8						8 th	84.3%
Rating of Personal Doctor <i>% 9 or 10</i>	75.0%	71.8%	-3.2						9 th	77.2%
Rating of Specialist + <i>% 9 or 10</i>	75.7%	71.4%	-4.3						34 th	73.7%

Significance Testing Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

MEASURE SUMMARY






MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2024 CCC PG BOOK OF BUSINESS BENCHMARK						
	2023	2024		PERCENTILE DISTRIBUTION					PERCENTILE RANK	BoB SRS
				0	20	40	60	80		
Health Plan Domain										
Rating of Health Plan <i>% 9 or 10</i>	69.0%	66.7%	-2.3						37 th	68.8%
Getting Needed Care <i>% Usually or Always</i>	85.2%	80.8%	-4.4						11 th	85.4%
Customer Service + <i>% Usually or Always</i>	92.4%	86.0%	-6.4						18 th	89.2%
Ease of Filling Out Forms + <i>% Usually or Always</i>	96.5%	95.8%	-0.7						70 th	94.7%
Health Care Domain										
Rating of Health Care <i>% 9 or 10</i>	60.8%	57.8%	-3.0						<5 th	67.9% ▼
Getting Care Quickly <i>% Usually or Always</i>	88.2%	84.7%	-3.5						10 th	90.0%
How Well Doctors Communicate + <i>% Usually or Always</i>	94.7%	94.2%	-0.5						33 rd	94.9%
Coordination of Care + <i>% Usually or Always</i>	80.6%	85.5%	4.9						69 th	83.7%
Rating of Personal Doctor <i>% 9 or 10</i>	80.5%	71.1%	-9.4						9 th	77.3%
Rating of Specialist + <i>% 9 or 10</i>	67.2%	63.5%	-3.7						<5 th	73.3%

Significance Testing Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2024 CCC PG BOOK OF BUSINESS BENCHMARK					
	2023	2024		PERCENTILE DISTRIBUTION				PERCENTILE RANK	BoB SRS
				0	20	40	60		
CCC Measures									
Access to Rx Medicines <i>% Usually or Always</i>	85.3%	88.9%	3.6					31 st	89.8%
Access to Specialized Services <i>% Usually or Always</i>	71.9%	57.5% ↓	-14.4					<5 th	72.1% ▼
FCC: Dr Who Knows Child <i>% Yes</i>	92.3%	85.5%	-6.8					<5 th	91.6%
FCC: Getting Needed Info <i>% Usually or Always</i>	89.4%	96.3% ↑	6.9					96 th	92.0% ▲
Coordination of Care for CCC <i>% Yes</i>	76.6%	78.8%	2.2					73 rd	75.6%

Significance Testing Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

HEALTH EQUITY

MEDICAID CHILD: GENERAL POPULATION

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

Accreditation Measure

Other Measure

Group is performing...	
	Above the plan score by 5 or more points
	Above the plan score
	Below the plan score
	Below the plan score by 5 or more points
	Above/below plan score but has low base (<30)

Demographic			Rating of Health Plan	Rating of Health Care	Rating of Personal Doctor	Getting Needed Care	Getting Care Quickly
Category			SRS	SRS	SRS	SRS	SRS
Total			72.6%	61.5%	71.8%	87.3%	81.3%
	Child's Gender						
	Male	n = 95					
	Female	n = 105					
	Child's Age						
	0 – 4	n = 54					
	5 – 8	n = 47					
	9 – 13	n = 56					
	14 or older	n = 43					
	Overall Health						
	Excellent/Very Good	n = 144					
	Good	n = 40					
	Fair/Poor	n = 19					
	Mental Health						
	Excellent/Very Good	n = 138					
	Good	n = 46					
	Fair/Poor	n = 19					
	Race/ Ethnicity						
	White	n = 125					
	Black/African-American	n = 16					
	Asian	n = 9					
	Native Hawaiian/Pacific Islander	n = 6					
	American Indian or Alaska Native	n = 27					
	Other	n = 40					
	Hispanic/Latino	n = 149					

HEALTH EQUITY

MEDICAID CHILD: GENERAL POPULATION

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

Accreditation Measure

Other Measure

Group is performing...	
	Above the plan score by 5 or more points
	Above the plan score
	Below the plan score
	Below the plan score by 5 or more points
	Above/below plan score but has low base (<30)

Demographic			Rating of Specialist +	Coordination of Care +	Customer Service +	How Well Doctors Communicate +	Ease of Filling Out Forms +
Category			SRS	SRS	SRS	SRS	SRS
Total			71.4%	77.0%	87.0%	91.1%	97.0%
	Child's Gender						
	Male	n = 95	-1%	4%	0%	0%	1%
	Child's Age						
	Female	n = 105	-5%	-5%	0%	0%	-1%
	0 – 4	n = 54	29%	-10%	8%	0%	3%
	5 – 8	n = 47	4%	2%	-12%	-3%	1%
	Overall Health						
	9 – 13	n = 56	-21%	5%	13%	1%	-3%
	14 or older	n = 43	14%	5%	-6%	4%	-2%
	Mental Health						
	Excellent/Very Good	n = 144	4%	-3%	-1%	1%	-1%
	Good	n = 40	-11%	8%	-4%	-1%	3%
	Race/ Ethnicity						
	Fair/Poor	n = 19	-21%	-6%	13%	-3%	-2%
	Excellent/Very Good	n = 138	12%	-7%	2%	1%	0%
	Race/ Ethnicity						
	Good	n = 46	-34%	11%	-2%	-3%	3%
	Fair/Poor	n = 19	29%	1%	-12%	1%	-8%
	White	n = 125	-3%	3%	2%	4%	0%
	Black/African-American	n = 16	NA	23%	-62%	-21%	-10%
	Asian	n = 9	NA	23%	13%	9%	-8%
	Native Hawaiian/Pacific Islander	n = 6	29%	23%	13%	3%	3%
	Race/ Ethnicity						
	American Indian or Alaska Native	n = 27	29%	1%	-7%	-7%	3%
	Other	n = 40	0%	9%	7%	2%	0%
	Race/ Ethnicity						
	Hispanic/Latino	n = 149	-2%	3%	2%	1%	0%

MEASURE SUMMARY

MEDICAID CHILD: GENERAL POPULATION

TOP THREE Performing Measures

Your plan’s percentile rankings for these measures were the highest compared to the 2024 PG Book of Business.

MEASURE	2024 Valid n	PLAN SUMMARY RATE SCORE			2023 GP QC			2024 GP PG BoB		
		2023	2024	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Getting Needed Care (% Usually or Always)	77^	80.4%	87.3%	6.9	82.7%	4.6	80 th	84.5%	2.8	71 st
Rating of Health Plan (% 9 or 10)	197	69.7%	72.6%	2.9	70.9%	1.7	58 th	72.0%	0.6	51 st
Rating of Specialist + (% 9 or 10)	28^	75.7%	71.4%	-4.3	71.1%	0.3	50 th	73.7%	-2.3	34 th

BOTTOM THREE Performing Measures

Your plan’s percentile rankings for these measures were the lowest compared to the 2024 PG Book of Business.

MEASURE	2024 Valid n	PLAN SUMMARY RATE SCORE			2023 GP QC			2024 GP PG BoB		
		2023	2024	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Rating of Personal Doctor (% 9 or 10)	174	75.0%	71.8%	-3.2	75.6%	-3.8	13 th	77.2%	-5.4	9 th
Coordination of Care + (% Usually or Always)	61^	81.8%	77.0%	-4.8	83.8%	-6.8	9 th	84.3%	-7.3	8 th
Rating of Health Care (% 9 or 10)	122	66.4%	61.5%	-4.9	68.3%	-6.8	7 th	70.5% ▼	-9.0	7 th

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

IMPROVEMENT STRATEGIES

Improving Performance

These measures had the lowest percentile rankings in comparison to the 2024 PG Book of Business for your plan.

Improvement Strategies – Rating of Personal Doctor

- Analyze, investigate, and probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with rating of personal doctor. (e.g., HWDC, GCQ, GNC, Coordination Of Care).
- Review QI recommendations/actions for related CAHPS composite measures: How Well Doctors Communicate, Getting Care Quickly, Getting Needed Care, Coordination of Care.
- Work collaboratively with pediatric providers, encourage and support a family friendly approach that helps parents/families navigate the health care system and overcome obstacles.
- Provide resources, articles, tools and training sessions via multiple channels to support and drive improvement in physician-patient communication and patient-centered interviewing. Examples include: Foster relationships with patients. Partner with them. Listen to their concerns. Treat them with compassion. Spend adequate time with them and ensure questions and concerns are answered.
- Share, report and discuss relative CAHPS health care performance and feedback at the health system and/or within network level.
- Promote use of a secure online patient portal which allows patients access to their medical record and health care information of relevant to patient needs.
- Gather and analyze patient feedback on their recent office visit (i.e., patient "comment cards," follow up call/text/email, CG CAHPS survey, etc.).
- Explore ability of providers to share with patient's a summary of their medical record or health assessments to facilitate conversation about relevant health and wellness issues.
- Assess systems (e.g., EHRs) processes and/or procedures used to gather or facilitate distribution of patient information among providers.
- Suggest providers/practices periodically analyze appointment scheduling timeframes versus types of office visits. Minimize wait times.

Improvement Strategies – Coordination of Care

- Inform, support, remind and facilitate providers about coordination of care expectations, timely notification requirements, and standards of care for post-visit follow up to all PCPs. Explore options to encourage and support communications between specialists and PCPs.
- Carefully assess any parent or patient concerns associated with any health care received out-of-office, addressing and clarifying as appropriate. Seek and obtain all associated records.
- Develop on-going and timely reminders/messaging to promote and improve communication and reporting between all provider types, ideally based directly on available data/information.
- Assess the status and consistency of coordination of patient care, communication, and information shared within and across provider networks. Assure prompt feedback, standards.
- Support and facilitate a patient-centered care management approach within and across provider networks. Facilitate a complementary plan-based patient centered care management approach.
- Explore potential of aligning information flow/EHRs to better integrate, support or facilitate patient care, care coordination and vital medical and personal information among providers.
- Encourage providers to prompt patients AND patients to prompt providers, i.e., mutual interactions that review and discuss care, tests and/or treatments involving other providers.
- Encourage patients to bring a list of all medications, including dosage and frequency to all appointments. Encourage providers to prompt patients to do the same for their appointments.
- How do PCP's, providers, facilities and/or the plan assure common patient "touch points" to facilitate/support scheduling of appointments, tests and/or procedures? Where is the over-arching guidance and support for the patient/member?

Improvement Strategies – Rating of Health Care

- Analyze, assess, probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with Rating of Health Care (e.g., GNC, GCQ, HWDC, CoC). Review QI recommendations/actions for related CAHPS composite measures.
- Seek to simplify Plan requirements, processes, and/or procedures (e.g., UM, CM, Pharma, Use of IVR) impacting the member experience of care and access to care, tests or treatment. Examples include: Provide care quickly. Provide quick access to effective treatments. Minimize patient costs for care.
- Assess internal data. Track, audit, review and assess call center calls and/or complaints regarding quality of care, choice of providers, access to care, UM, CM, health system, etc.
- Communicate and educate all areas of the Plan on CAHPS, sharing findings, initiatives and outcomes. Seek input and observations. Engage relevant contributors into QI design/activities.
- Confirm adequacy of contracted providers and walk-in centers with extended hours.
- Ensure CSR have easy access to current, updated resources to provide accurate guidance about plan/drug coverage, out of pocket cost, availability of providers, requirements, processes, etc.
- Foster strong relationships with contracted providers via regular communications and collaboration. Data driven comparisons of PEC metrics can support/guide mutual improvement.
- Explore potential of aligning information flow/ EHRs to better integrate, support, or facilitate patient care, coordination of care and vital information among contracted providers.
- Consider the need to conduct additional measurement, probing of composite measures with targeted populations or health systems (e.g., CG-CAHPS or CAHPS Drill Down Survey).

Full List of Improvement Strategies 

KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

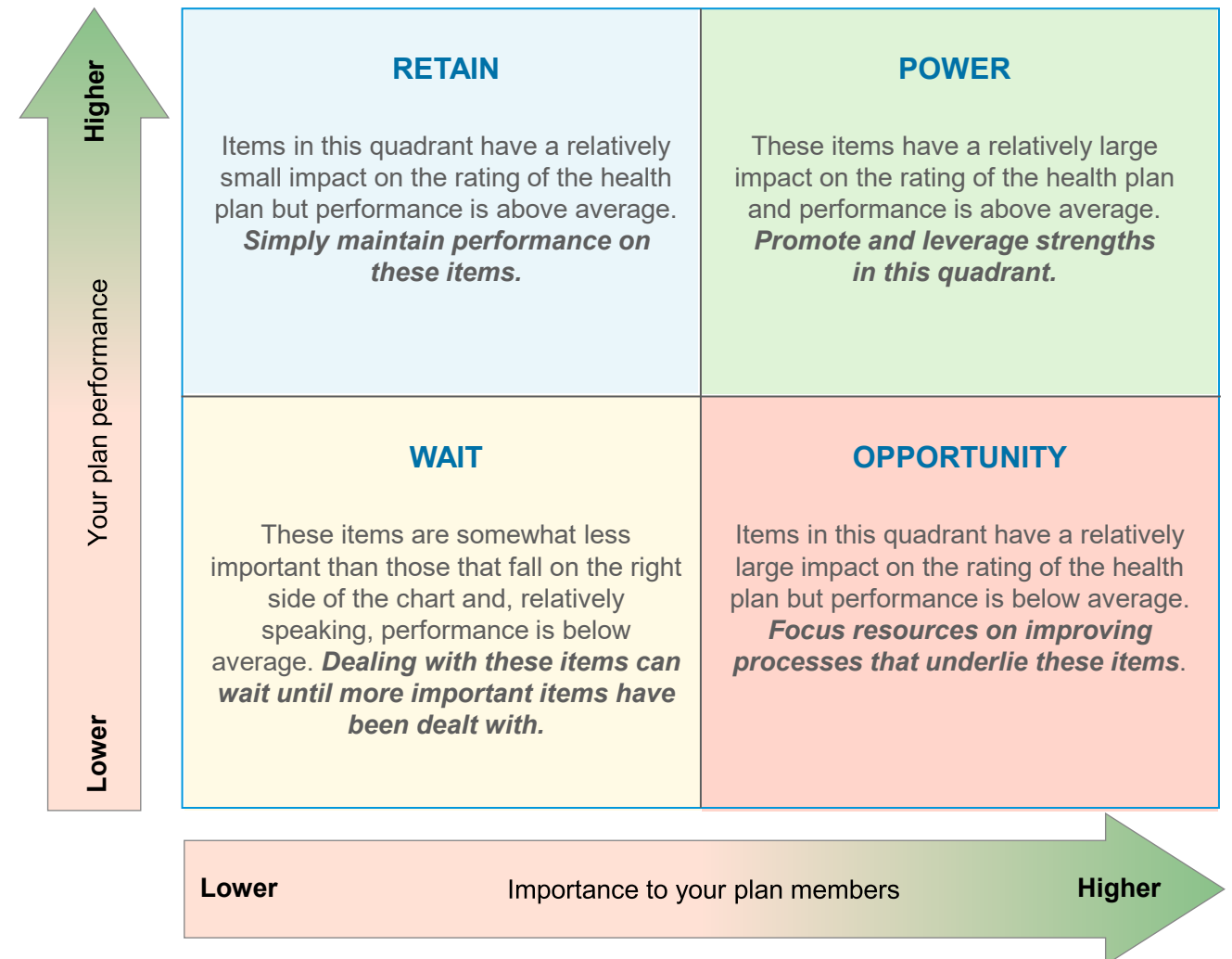
POWeR CHART: EXPLANATION

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. We have been successfully using this approach since 1997.

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.

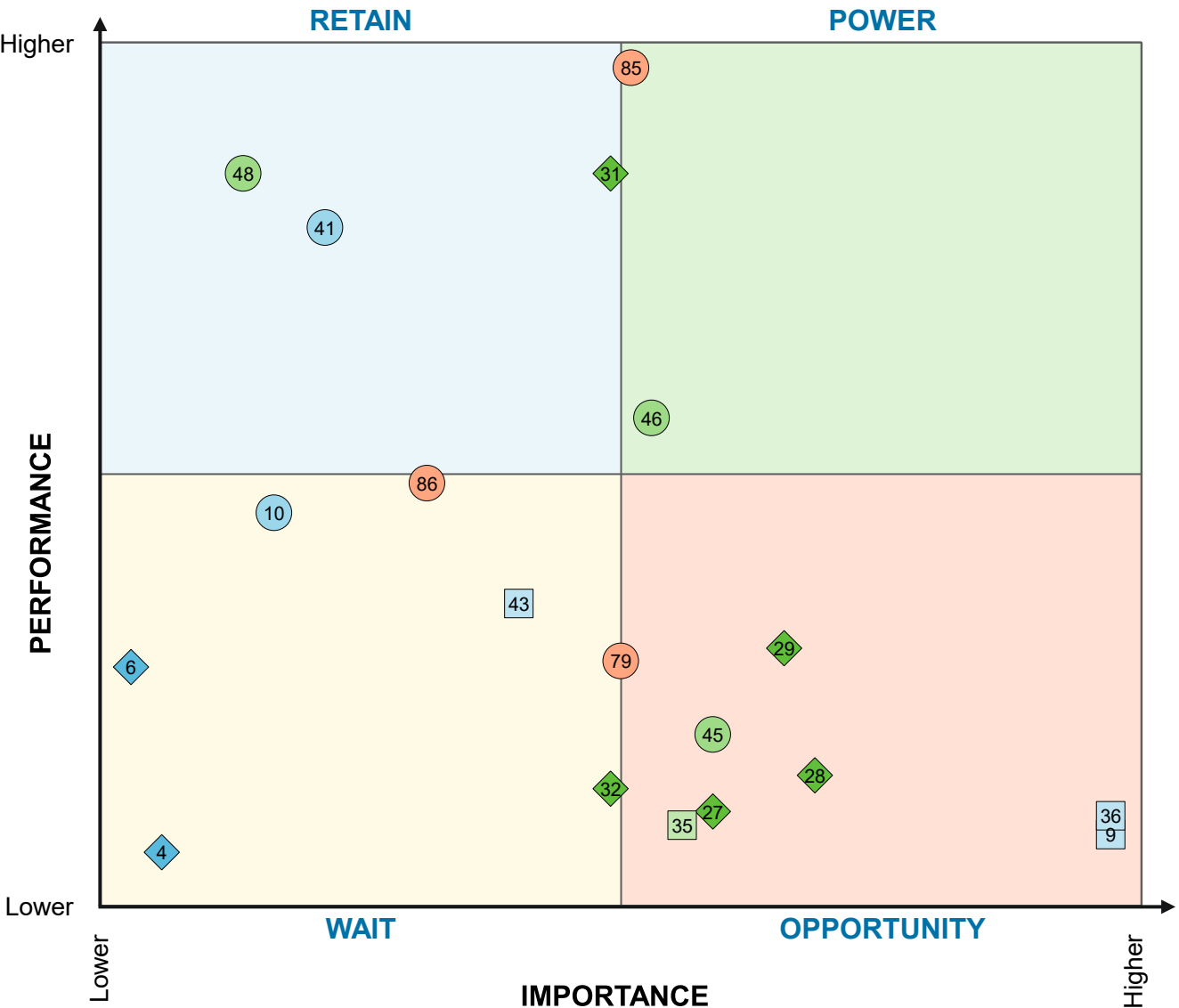


POWER CHART: YOUR RESULTS

MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE				2023		2024	
				SRS	%tile*	SRS	%tile*
POWER							
CS	Q46	Treated with courtesy and respect		97.4%	87 th	95.3%	56 th
SQ	Q85	Provider ignored what you told him or her		97.3%	---	99.5%	---
OPPORTUNITY							
Rating	Q9	Rating of Health Care		66.4%	30 th	61.5%	7 th
Rating	Q36	Rating of Personal Doctor		75.0%	35 th	71.8%	9 th
HWDC	Q28	Dr. listened carefully		96.5%	70 th	93.0%	14 th
HWDC	Q29	Dr. showed respect		95.6%	23 rd	96.1%	29 th
CS	Q45	Provided information or help		87.2%	74 th	78.6%	19 th
HWDC	Q27	Dr. explained things		95.5%	60 th	90.6%	10 th
CC	Q35	Coordination of Care +		81.8%	30 th	77.0%	8 th
SQ	Q79	Satisfied with help to coordinate care		77.3%	---	83.2%	---
WAIT							
HWDC	Q32	Dr. spent enough time		85.0%	15 th	84.9%	12 th
Rating	Q43	Rating of Specialist +		75.7%	74 th	71.4%	34 th
SQ	Q86	Educational materials easy to understand		75.9%	---	66.7%	---
GNC	Q10	Getting care, tests, or treatment		87.9%	38 th	90.2%	45 th
GCQ	Q4	Getting urgent care		90.8%	60 th	82.0%	5 th
GCQ	Q6	Getting routine care		80.0%	36 th	80.7%	27 th
RETAIN							
HWDC	Q31	Dr. explained things to child		92.0%	22 nd	97.4%	86 th
GNC	Q41	Getting specialist appointment		73.0%	29 th	84.4%	79 th
CS	Q48	Ease of Filling Out Forms +		97.9%	92 nd	97.0%	85 th

*Percentiles based on the PG Book of Business of the listed year.



KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
			YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2023	2024	
TOP 10 KEY DRIVERS					Q49	Rating of Health Plan	72.6%	72.0%	51 st	(+15)		
YOUR PLAN	These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.	✓	1	1	Q9	Rating of Health Care	61.5%	70.5%	7 th	(-23)	Opp.	Opp.
		✓	2	2	Q36	Rating of Personal Doctor	71.8%	77.2%	9 th	(-26)	Opp.	Opp.
		✓	3	8	Q28	Dr. listened carefully	93.0%	95.6%	14 th	(-56)	Retain	→ Opp.
		✓	4	9	Q29	Dr. showed respect	96.1%	97.0%	29 th	(+6)	Wait	→ Opp.
		✓	5	7	Q45	Provided information or help	78.6%	83.2%	19 th	(-55)	Retain	→ Opp.
			6	12	Q27	Dr. explained things	90.6%	94.6%	10 th	(-50)	Retain	→ Opp.
			7	15	Q35	Coordination of Care +	77.0%	84.3%	8 th	(-22)	Opp.	Opp.
INDUSTRY	PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.	✓	8	6	Q46	Treated with courtesy and respect	95.3%	94.4%	56 th	(-31)	Retain	→ Power
			9	---	Q85	Provider ignored what you told him or her	99.5%	---	---		Power	Power
			10	---	Q79	Satisfied with help to coordinate care	83.2%	---	---		Opp.	Opp.
			13	3	Q43	Rating of Specialist +	71.4%	73.7%	34 th	(-40)	Power	→ Wait
			16	4	Q41	Getting specialist appointment	84.4%	78.6%	79 th	(+50)	Opp.	→ Retain
			17	5	Q10	Getting care, tests, or treatment	90.2%	90.3%	45 th	(+7)	Opp.	→ Wait
			20	10	Q6	Getting routine care	80.7%	83.3%	27 th	(-9)	Wait	Wait

All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your

All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

*Differentials are based on comparisons to your plan's prior year percentile rankings.

MEASURE ANALYSES

SECTION INFORMATION

Drilling Down Into Composites And Ratings This section is designed to give your plan a detailed report on the performance of each Star Rating measure as well as a few other key metrics. The measure analysis section contains:

Rating & Composite level information including...

- Percentile ranking and benchmark performance
- Historic scores
- Market performance

Attribute level information for composites including...

- Gate questions
- Percentile ranking and benchmark performance
- Summary rate score trending

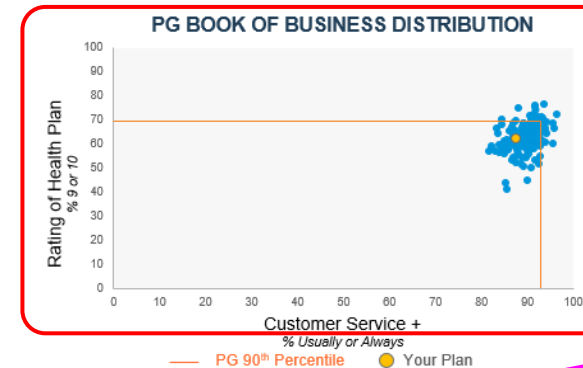
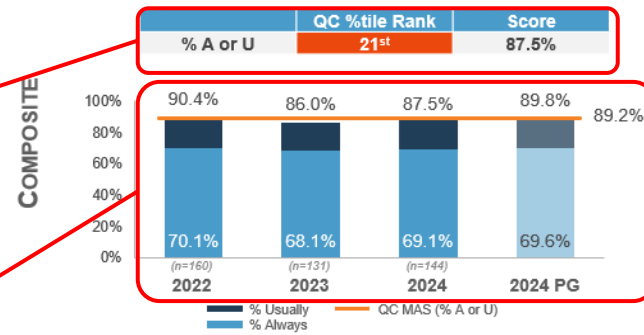
All scores displayed in this section are summary rate scores (notated with 'SRS').

Percentile Bands

≥90 th		
67 th – 89 th		
33 rd – 66 th		
10 th – 32 nd		
<10 th		

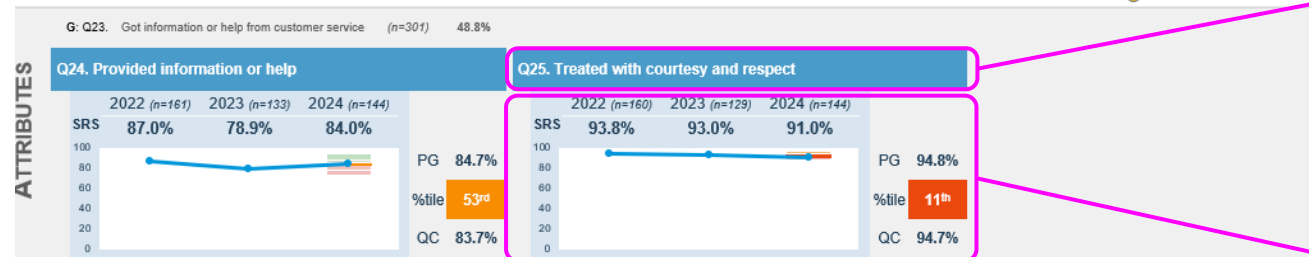
Your plan's performance ranking along with **Summary Rate Score** are displayed at the top for quick reference.

Your plan's current year **Summary Rate Score** and base size along with previous two years, PG BoB and Quality Compass national data are displayed.



Your plan's **Summary Rate Score** is plotted against the PG Book of Business to provide a visual representation of market performance. The orange line represents the PG 90th percentile.

Gate questions (indicated by "G:") for attributes are displayed above attributes – scores displayed are % Yes



For composites – all corresponding attributes that roll-up into the composite score are displayed:

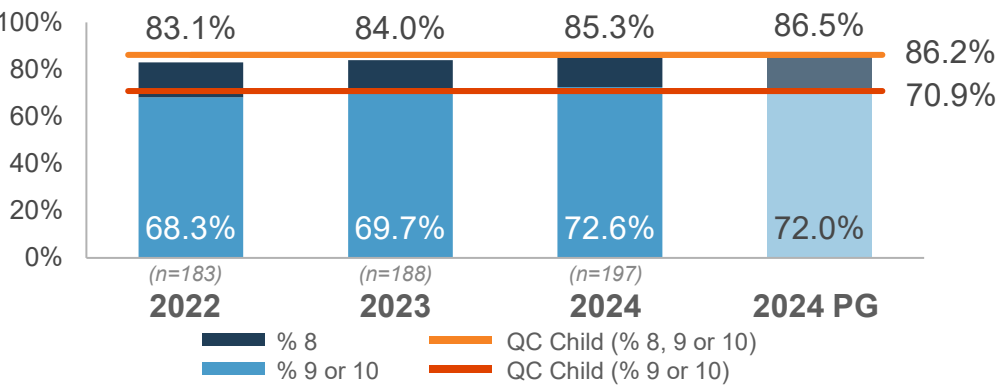
- Historic bases and **Summary Rate Scores** along with significant changes in trend notated
- Benchmark comparisons along with significant differences notated
- Percentile ranking against **Quality Compass**
- Graphic representation of trend and 2023 **Quality Compass** percentile bands

RATINGS

MEDICAID CHILD: GENERAL POPULATION

RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	32 nd	85.3%
% 9 or 10	58 th	72.6%



Key Drivers Of The Rating Of The Health Plan

POWER

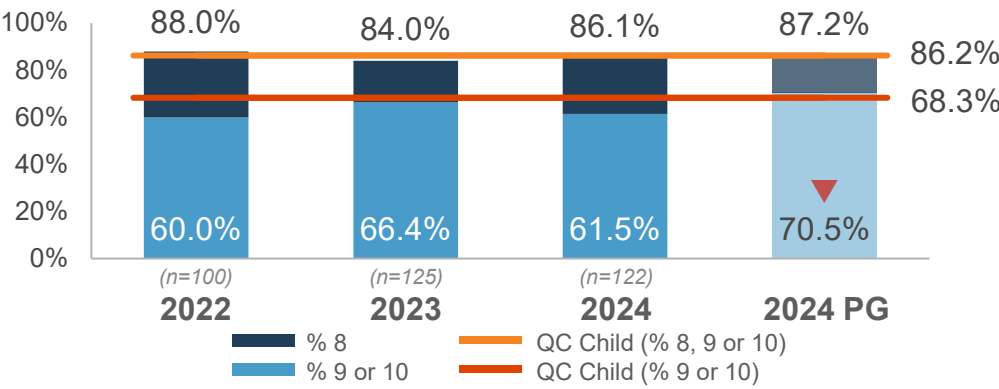
- Q46 Treated with courtesy and respect
- Q85 Provider ignored what you told him or her

OPPORTUNITIES

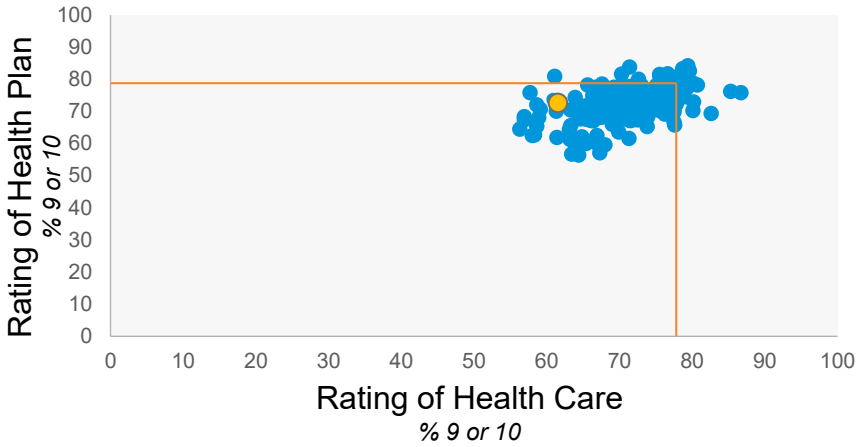
- Q9 Rating of Health Care
- Q36 Rating of Personal Doctor
- Q28 Dr. listened carefully
- Q29 Dr. showed respect
- Q45 Provided information or help
- Q27 Dr. explained things
- Q35 Coordination of Care +
- Q79 Satisfied with help to coordinate care

RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	42 nd	86.1%
% 9 or 10	7 th	61.5%



PG BOOK OF BUSINESS DISTRIBUTION



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

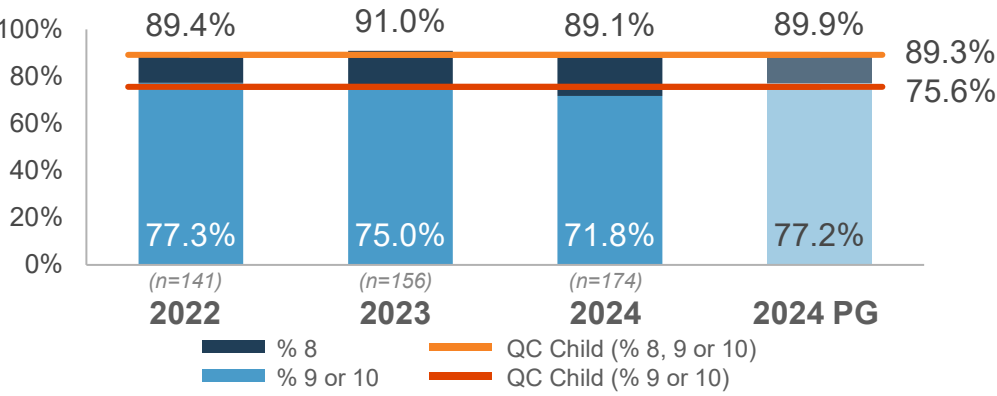
Denominator less than 100. NCQA will assign an NA to this measure.

RATINGS

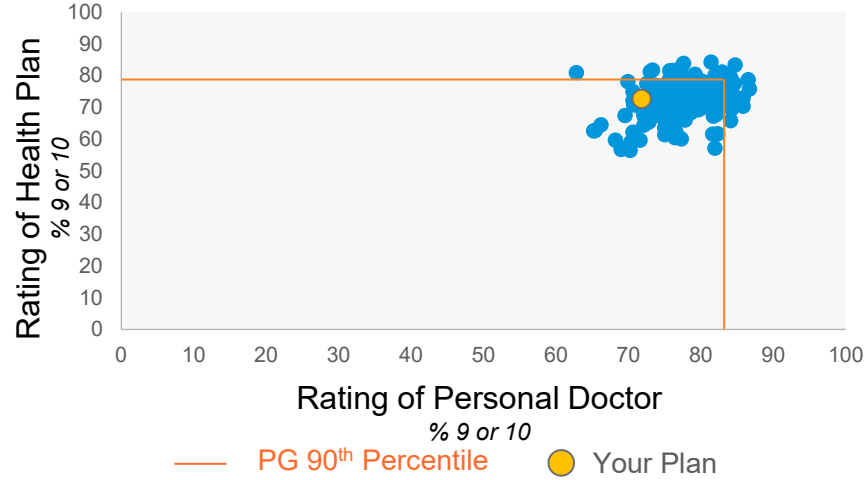
MEDICAID CHILD: GENERAL POPULATION

RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	42 nd	89.1%
% 9 or 10	13 th	71.8%



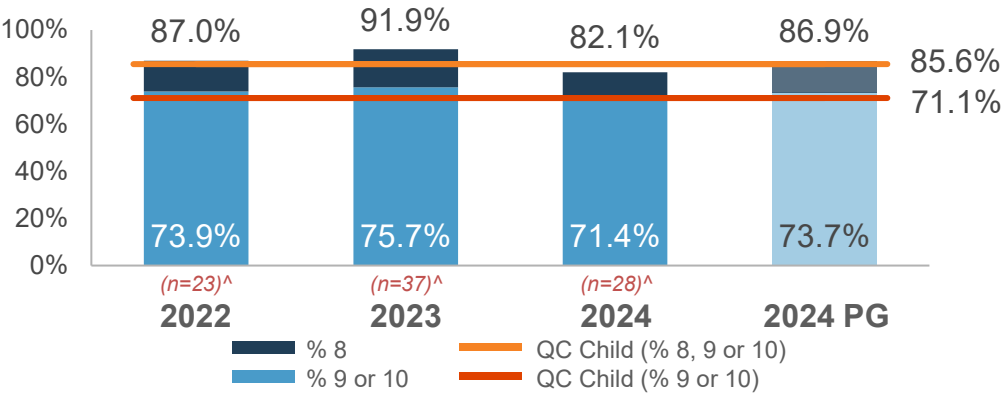
PG BOOK OF BUSINESS DISTRIBUTION



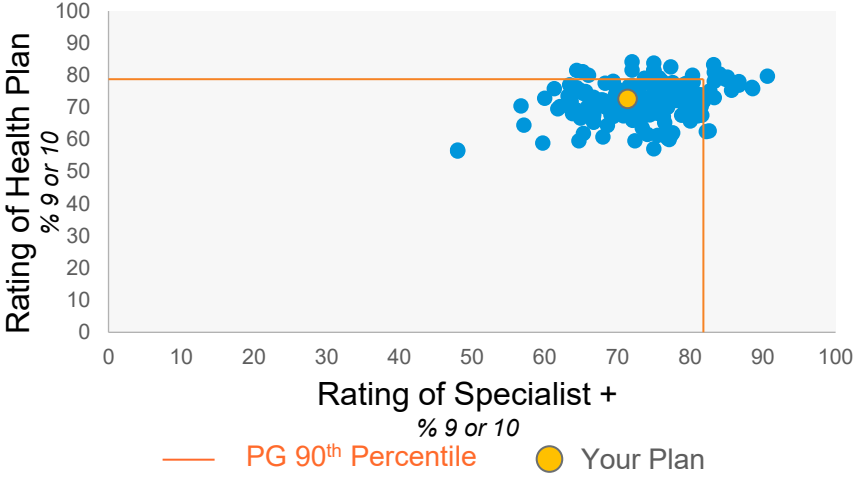
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

RATING OF SPECIALIST +

	QC %tile Rank	Score
% 8, 9 or 10	23 rd	82.1%
% 9 or 10	50 th	71.4%



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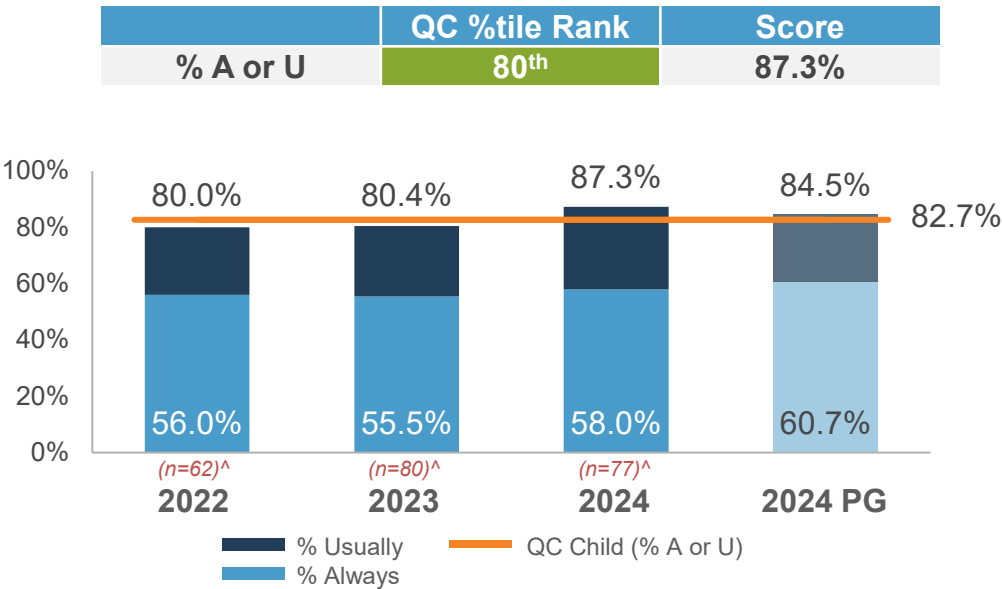
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

[^]Denominator less than 100. NCQA will assign an NA to this measure.

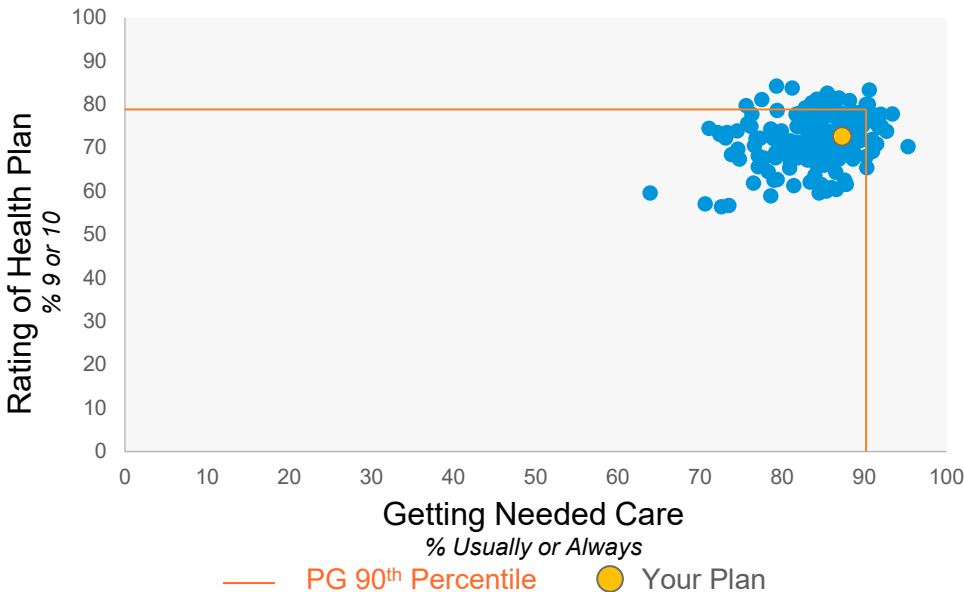
GETTING NEEDED CARE

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE

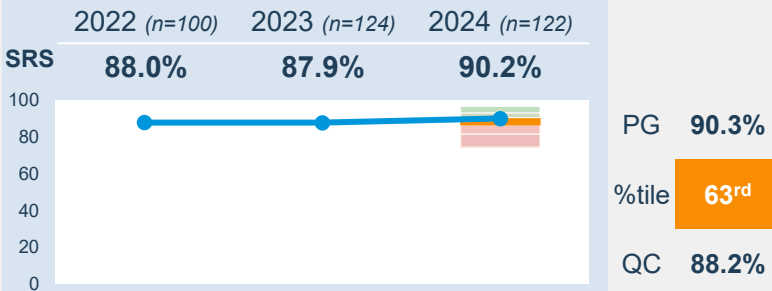


PG BOOK OF BUSINESS DISTRIBUTION

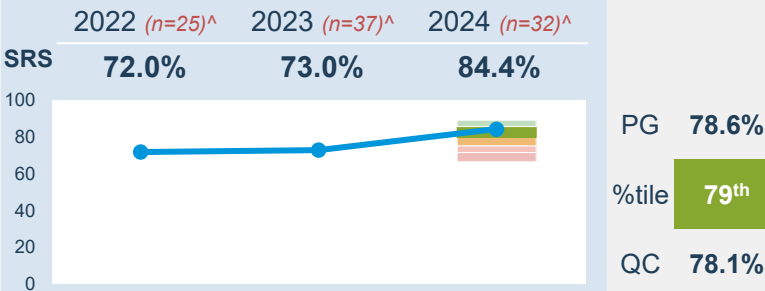


ATTRIBUTES

Q10. Getting care, tests, or treatment



Q41. Getting specialist appointment



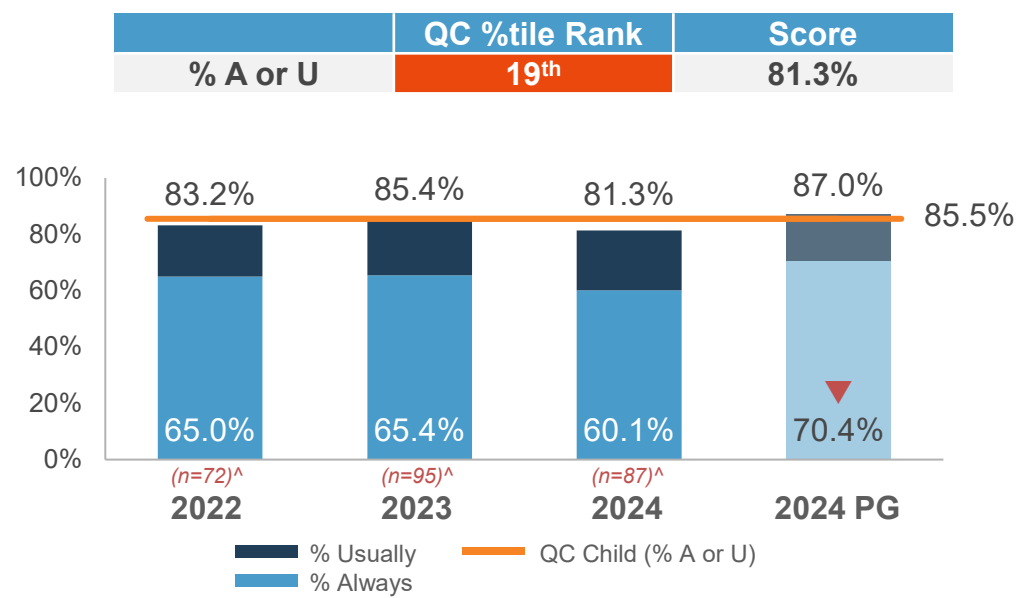
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

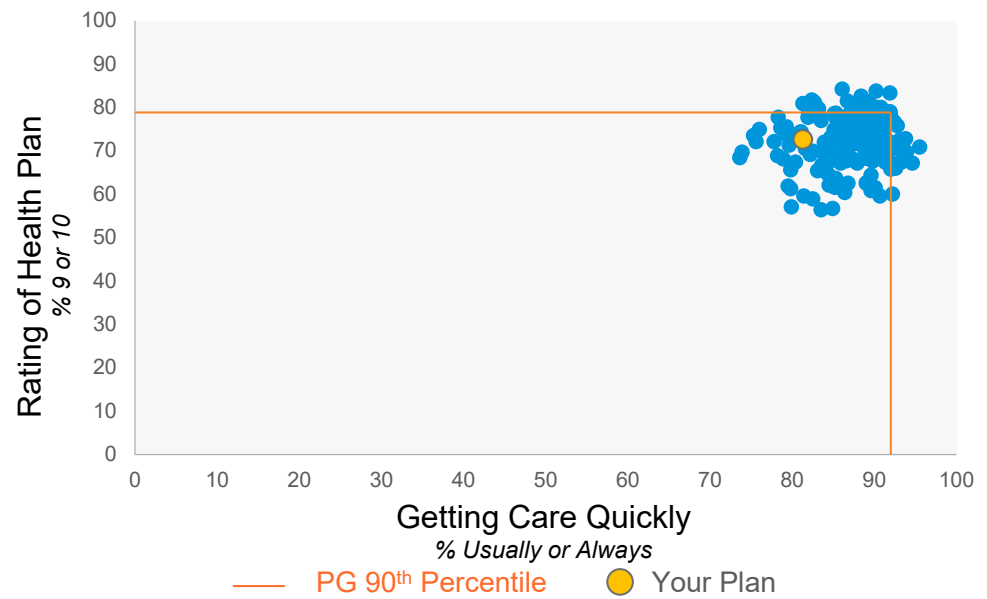
GETTING CARE QUICKLY

MEDICAID CHILD: GENERAL POPULATION

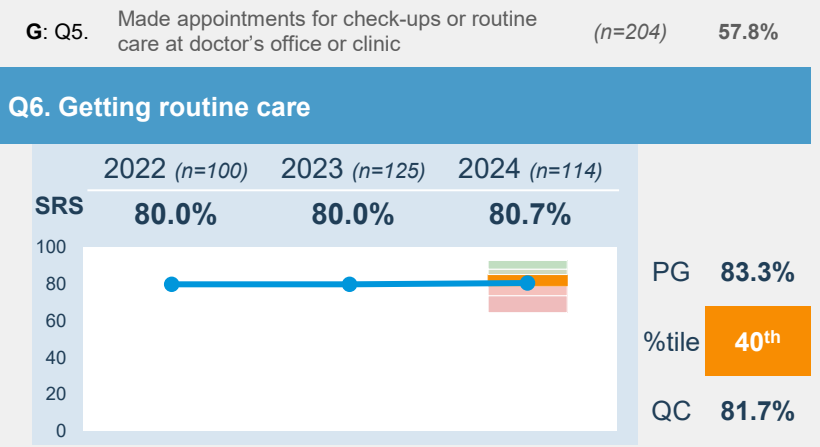
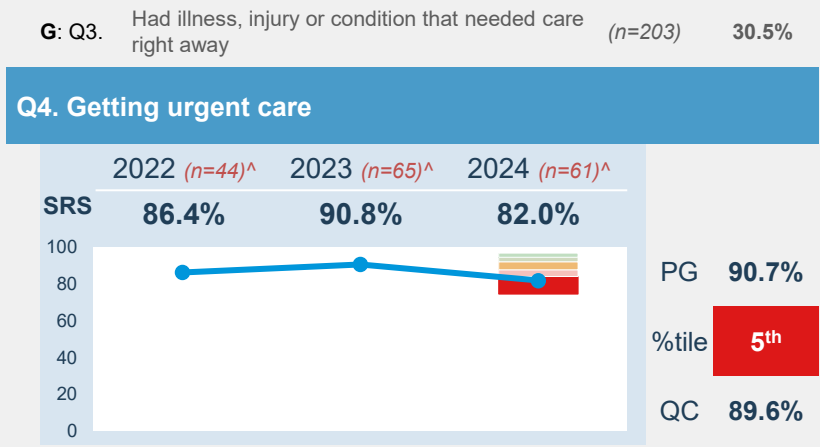
COMPOSITE



PG BOOK OF BUSINESS DISTRIBUTION



ATTRIBUTES

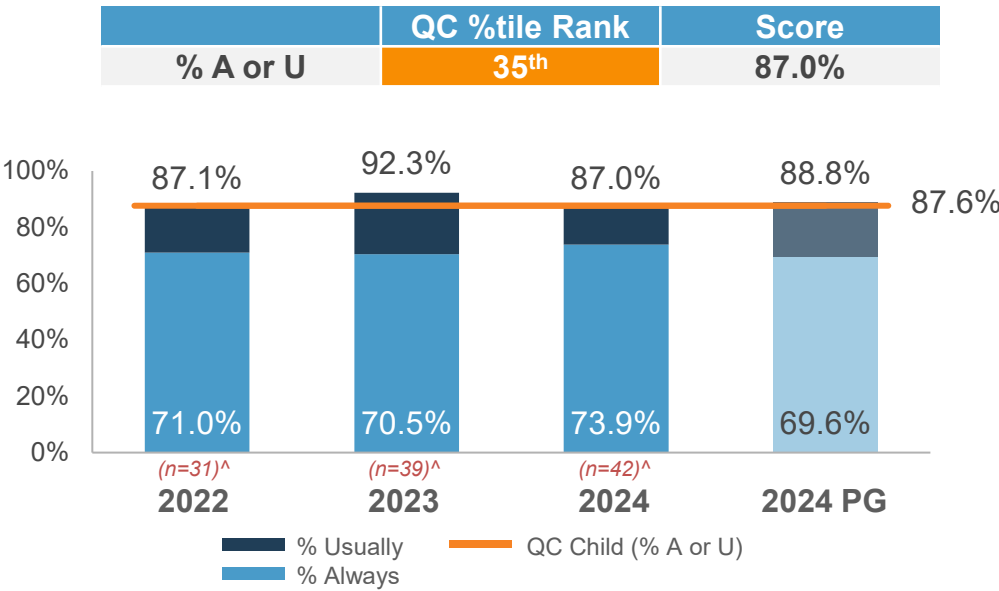


Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼). ^Denominator less than 100. NCQA will assign an NA to this measure.

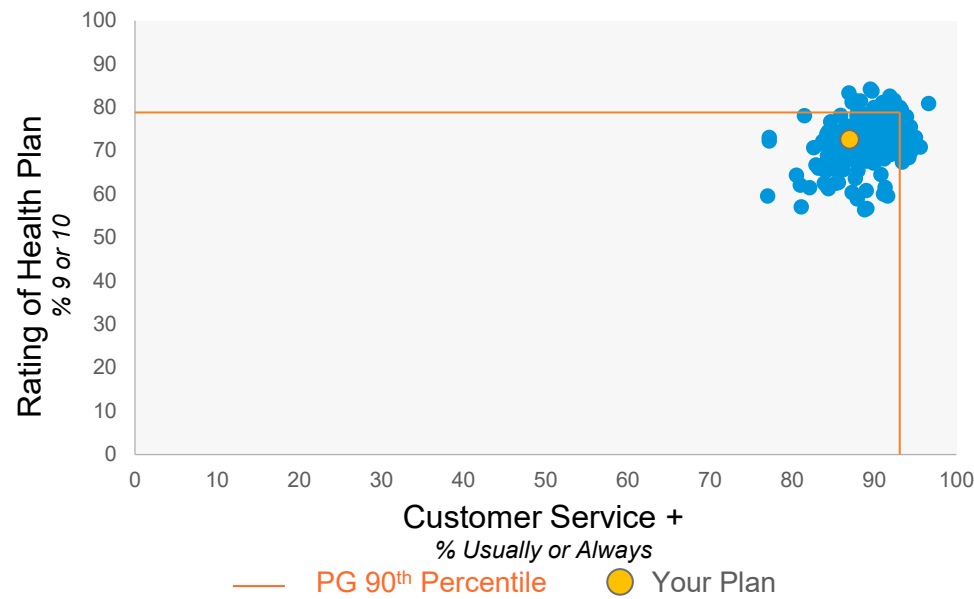
CUSTOMER SERVICE +

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



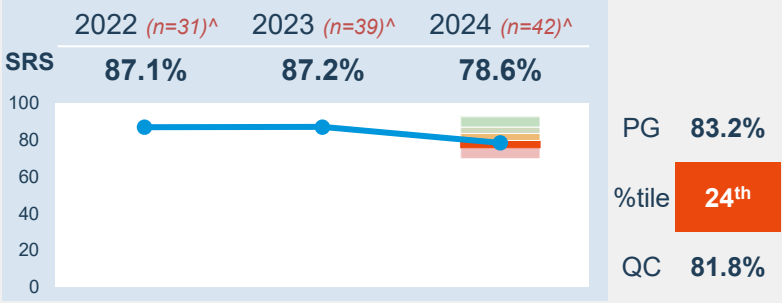
PG BOOK OF BUSINESS DISTRIBUTION



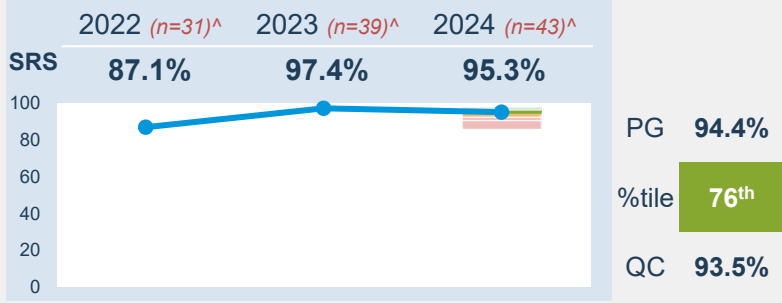
ATTRIBUTES

G: Q44. Got information or help from customer service (n=199) 22.6%

Q45. Provided information or help



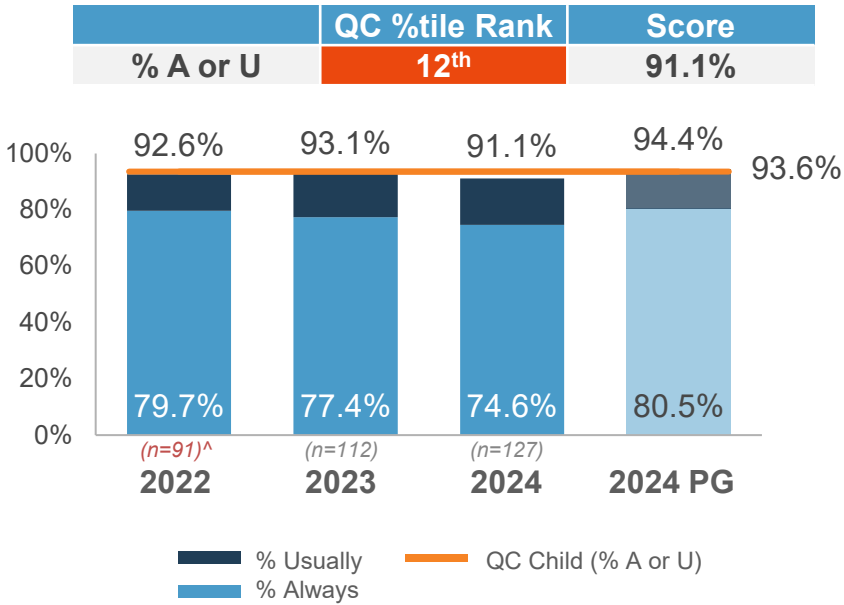
Q46. Treated with courtesy and respect



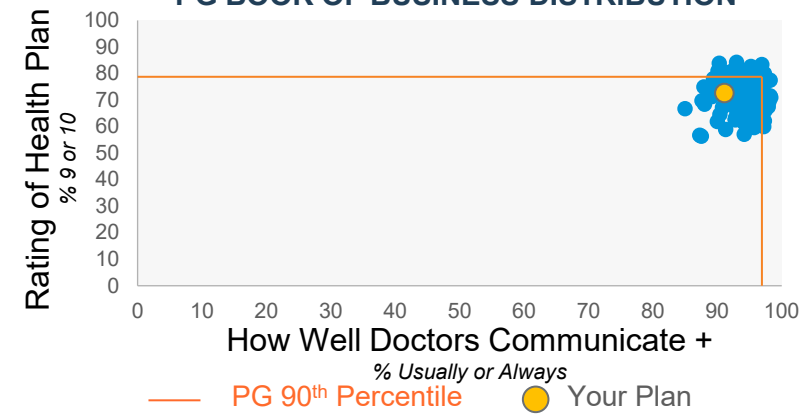
How Well Doctors Communicate +

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE

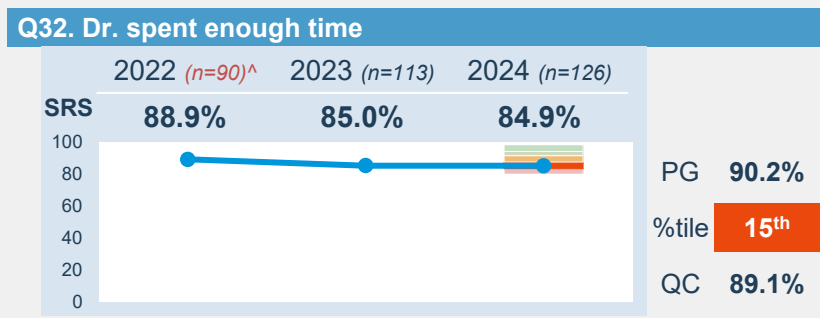
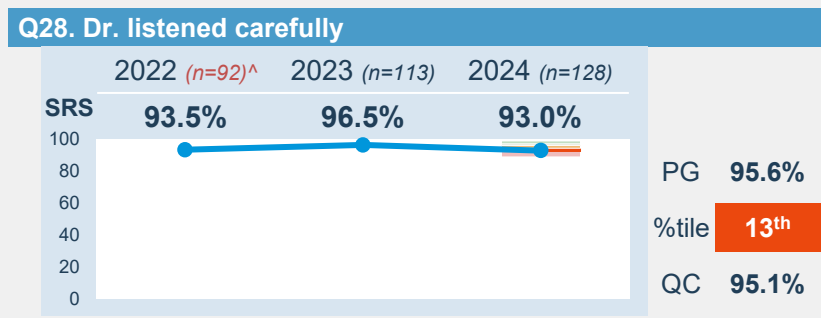
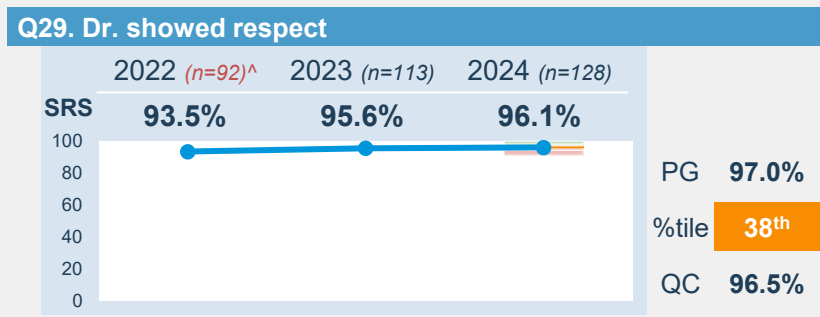
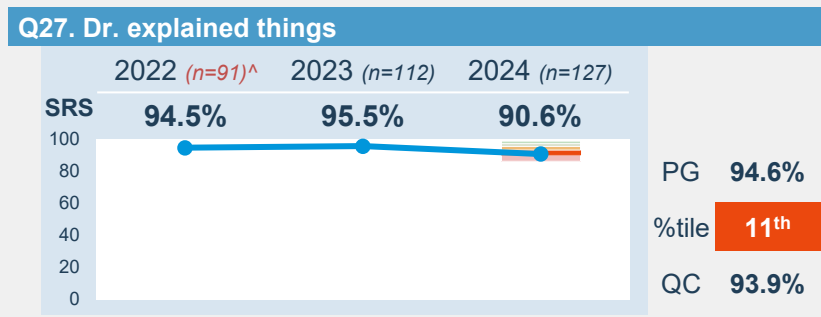


PG BOOK OF BUSINESS DISTRIBUTION



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

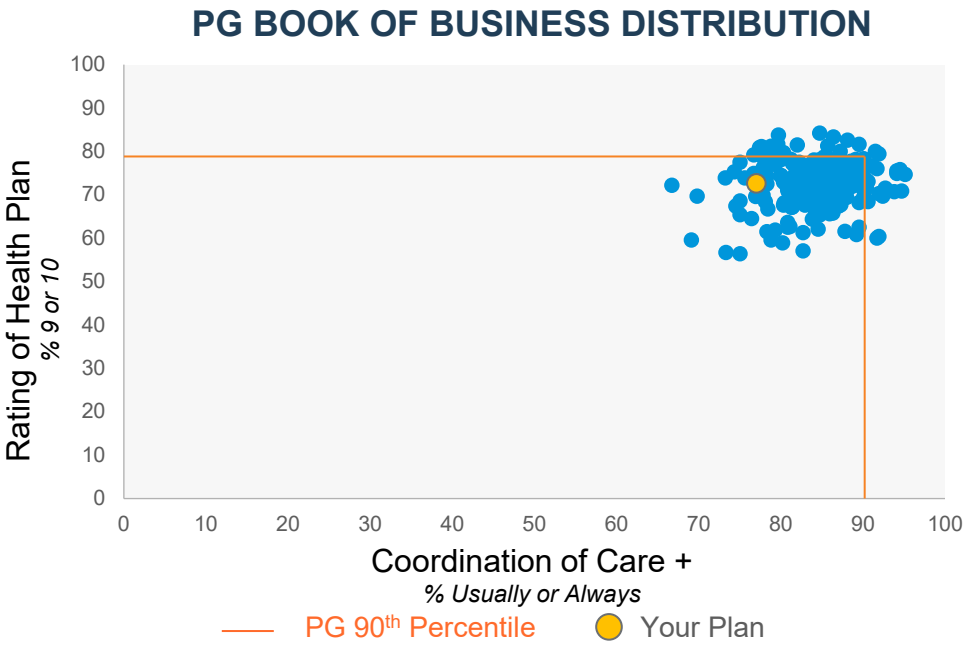
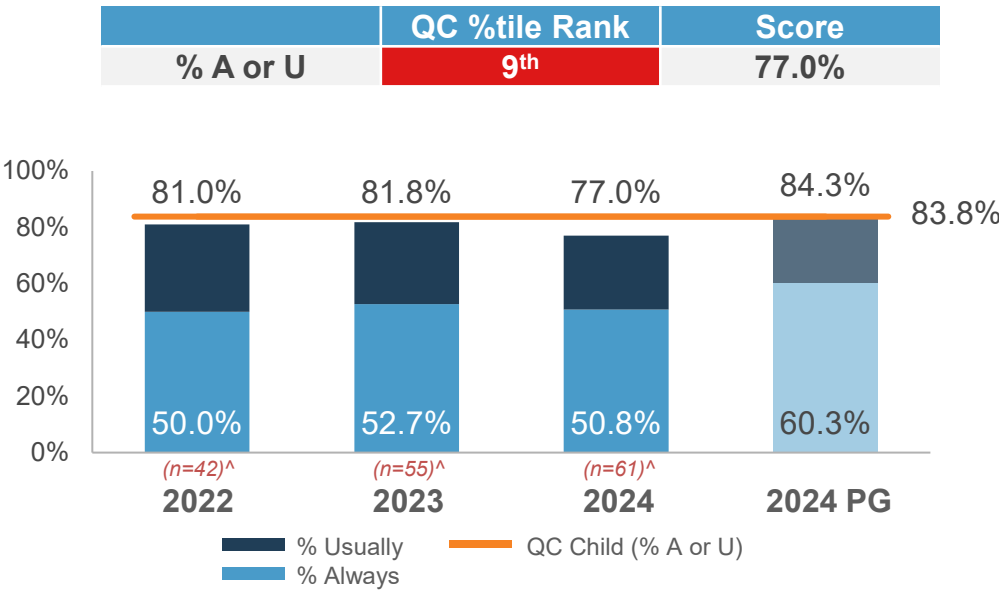
ATTRIBUTES



^Denominator less than 100. NCQA will assign an NA to this measure.

COORDINATION OF CARE +

MEDICAID CHILD: GENERAL POPULATION



SUMMARY OF TREND AND BENCHMARKS

SECTION INFORMATION

Trend and Benchmark Comparisons The CAHPS® 5.1H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

Summary Rate Scores: Shows how your plan's composite and key question Summary Rates compare to trend data (if applicable) and benchmark scores. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted.

Plan Percentile Rankings: Shows your plan's Summary Rates and percentile rankings in relation to the benchmarks.

Significance Testing

Green – Current year score is significantly higher than the 2023 score (↑), the 2022 score (⬆) or benchmark score (▲).

Red – Current year score is significantly lower than the 2023 score (↓), the 2022 score (⬆) or benchmark score (▼).

No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% confidence level.

BENCHMARK INFORMATION

Available Benchmarks						
The following benchmarks are used throughout the report.						
	2023 Quality Compass® All Plans (General Population)	2023 Quality Compass® All Plans (CCC Population)	2023 NCQA 1-100 Benchmark (General Population)	2023 NCQA 1-100 Benchmark (CCC Population)	2024 Press Ganey Book of Business (General Population)	2024 Press Ganey Book of Business (CCC Population)
PROS	Includes all Medicaid child samples (Non-CCC and CCC) that submitted data to NCQA in 2023.	Includes all Medicaid child samples (CCC) that submitted data to NCQA in 2023.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (Non-CCC and CCC) collected by NCQA in 2023.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (CCC) collected by NCQA in 2023.	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with Press Ganey to administer the MY 2023 CAHPS 5.1H survey and submitted data to NCQA.	Includes all the Medicaid child samples (CCC) that contracted with Press Ganey to administer the MY 2023 CAHPS 5.1H survey and submitted data to NCQA.
	<ul style="list-style-type: none">• Contains more plans than the PG Book of Business• Is presented in NCQA's The State of Health Care Quality	<ul style="list-style-type: none">• Contains more plans than the PG Book of Business• Is presented in NCQA's The State of Health Care Quality• Provides a CCC benchmark	<ul style="list-style-type: none">• Utilized by Press Ganey to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark	<ul style="list-style-type: none">• Utilized by Press Ganey to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark• Provides a CCC benchmark	<ul style="list-style-type: none">• Provides a benchmark for each question from the survey• Permits precise percentile ranking of plan compared to benchmark	<ul style="list-style-type: none">• Provides a benchmark for each question from the survey• Permits precise percentile ranking of plan compared to benchmark• Provides a CCC benchmark
	<ul style="list-style-type: none">• Only contains benchmarks for certain key questions, composites, and rating questions	<ul style="list-style-type: none">• Only contains benchmarks for certain key questions, composites, and rating questions	<ul style="list-style-type: none">• Only contains benchmarks for certain key questions, composites, and rating questions	<ul style="list-style-type: none">• Only contains benchmarks for certain key questions, composites, and rating questions	<ul style="list-style-type: none">• Contains fewer plans than the Public Report and the Quality Compass® All Plans Benchmarks	<ul style="list-style-type: none">• Contains fewer plans than the Quality Compass® All Plans Benchmarks
SIZE	177 Plans	52 Plans	177 Plans	52 Plans	200 Plans 50,297 Respondents	109 Plans 20,521 Respondents

SUMMARY RATE SCORES

MEDICAID CHILD: GENERAL POPULATION

	2024 Valid n	2022	2023	2024	2024 GP PG BoB	2023 GP QC
Rating Questions (% 9 or 10)						
★ Q49. Rating of Health Plan	197	68.3%	69.7%	72.6%	72.0%	70.9%
★ Q9. Rating of Health Care	122	60.0%	66.4%	61.5%	70.5% ▼	68.3%
★ Q36. Rating of Personal Doctor	174	77.3%	75.0%	71.8%	77.2%	75.6%
Q43. Rating of Specialist +	28^	73.9%	75.7%	71.4%	73.7%	71.1%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	197	83.1%	84.0%	85.3%	86.5%	86.2%
Q9. Rating of Health Care	122	88.0%	84.0%	86.1%	87.2%	86.2%
Q36. Rating of Personal Doctor	174	89.4%	91.0%	89.1%	89.9%	89.3%
Q43. Rating of Specialist +	28^	87.0%	91.9%	82.1%	86.9%	85.6%
★ Getting Needed Care (% Usually or Always)	77^	80.0%	80.4%	87.3%	84.5%	82.7%
Q10. Getting care, tests, or treatment	122	88.0%	87.9%	90.2%	90.3%	88.2%
Q41. Getting specialist appointment	32^	72.0%	73.0%	84.4%	78.6%	78.1%
★ Getting Care Quickly (% Usually or Always)	87^	83.2%	85.4%	81.3%	87.0%	85.5%
Q4. Getting urgent care	61^	86.4%	90.8%	82.0%	90.7%	89.6%
Q6. Getting routine care	114	80.0%	80.0%	80.7%	83.3%	81.7%
Q35. Coordination of Care +	61^	81.0%	81.8%	77.0%	84.3%	83.8%
Customer Service + (% Usually or Always)	42^	87.1%	92.3%	87.0%	88.8%	87.6%
Q45. Provided information or help	42^	87.1%	87.2%	78.6%	83.2%	81.8%
Q46. Treated with courtesy and respect	43^	87.1%	97.4%	95.3%	94.4%	93.5%
How Well Doctors Communicate + (% Usually or Always)	127	92.6%	93.1%	91.1%	94.4%	93.6%
Q27. Dr. explained things	127	94.5%	95.5%	90.6%	94.6%	93.9%
Q28. Dr. listened carefully	128	93.5%	96.5%	93.0%	95.6%	95.1%
Q29. Dr. showed respect	128	93.5%	95.6%	96.1%	97.0%	96.5%
Q32. Dr. spent enough time	126	88.9%	85.0%	84.9%	90.2%	89.1%
Q48. Ease of Filling Out Forms + (% Usually or Always)	199	96.2%	97.9%	97.0%	94.9%	95.8%

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

	2024 Valid n	2022	2023	2024	2024 CCC PG BoB	2023 CCC QC
Rating Questions (% 9 or 10)						
★ Q49. Rating of Health Plan	147	68.4%	69.0%	66.7%	68.8%	66.1%
★ Q9. Rating of Health Care	109	58.9%	60.8%	57.8%	67.9% ▼	64.4%
★ Q36. Rating of Personal Doctor	135	79.2%	80.5%	71.1%	77.3%	74.5%
Q43. Rating of Specialist +	52^	72.0%	67.2%	63.5%	73.3%	71.3%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	147	83.6%	83.0%	83.7%	84.3%	82.7%
Q9. Rating of Health Care	109	84.1%	78.5%	81.7%	85.9%	83.3%
Q36. Rating of Personal Doctor	135	87.7%	93.5%	91.1%	89.7%	88.0%
Q43. Rating of Specialist +	52^	90.0%	81.3%	80.8%	86.6%	86.4%
★ Getting Needed Care (% Usually or Always)	83^	84.7%	85.2%	80.8%	85.4%	84.6%
Q10. Getting care, tests, or treatment	109	86.0%	87.1%	84.4%	90.1%	88.5%
Q41. Getting specialist appointment	57^	83.3%	83.3%	77.2%	80.7%	81.2%
★ Getting Care Quickly (% Usually or Always)	78^	83.8%	88.2%	84.7%	90.0%	89.2%
Q4. Getting urgent care	58^	90.6%	89.6%	82.8%	92.2%	92.4%
Q6. Getting routine care	98^	77.1%	86.8%	86.7%	87.8%	86.2%
Q35. Coordination of Care +	69^	74.6%	80.6%	85.5%	83.7%	83.6%
Customer Service + (% Usually or Always)	43^	85.9%	92.4%	86.0%	89.2%	89.6%
Q45. Provided information or help	43^	79.5%	86.8%	79.1%	83.4%	83.6%
Q46. Treated with courtesy and respect	43^	92.3%	98.1%	93.0%	94.9%	95.5%
How Well Doctors Communicate + (% Usually or Always)	111	94.2%	94.7%	94.2%	94.9%	93.5%
Q27. Dr. explained things	112	94.2%	93.7%	94.6%	95.3%	94.1%
Q28. Dr. listened carefully	111	96.2%	96.1%	94.6%	95.4%	94.6%
Q29. Dr. showed respect	112	97.1%	97.6%	98.2%	96.8%	95.8%
Q32. Dr. spent enough time	111	89.4%	91.3%	89.2%	91.8%	89.6%
Q48. Ease of Filling Out Forms + (% Usually or Always)	142	93.3%	96.5%	95.8%	94.7%	95.4%

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

CCC MEASURES	2024 Valid n	2022	2023	2024	2024 CCC PG BoB	2023 CCC QC
Q51. Access to Rx Medicines (% Usually or Always)	99^	82.5%	85.3%	88.9%	89.8%	89.1%
Access to Specialized Services (% Usually or Always)	42^	69.0%	71.9%	57.5% ↓	72.1% ▼	70.6% ▼
Q15. Easy to get special medical equipment	18^	71.4%	73.7%	38.9%	73.9%	NA
Q18. Easy to get special therapy	48^	64.6%	67.9%	62.5%	72.5%	69.6%
Q21. Easy to get treatment or counseling	62^	71.0%	74.0%	71.0%	70.0%	70.9%
FCC: Dr Who Knows Child (% Yes)	99^	91.9%	92.3%	85.5%	91.6%	90.9%
Q33. Discussed feelings/growth/behavior	111	89.4%	92.1%	91.0%	90.5%	90.0%
Q38. Understands effects on child's life	94^	95.5%	93.3%	85.1% ⚡	93.8% ▼	93.2% ▼
Q39. Understands effects on family's life	92^	90.9%	91.4%	80.4% ↓⚡	90.6% ▼	89.4% ▼
Q8. FCC: Getting Needed Info (% Usually or Always)	109	90.7%	89.4%	96.3% ↑	92.0% ▲	90.4% ▲
Coordination of Care for CCC (% Yes)	47^	76.6%	76.6%	78.8%	75.6%	77.6%
Q13. Helped contact child's school/daycare	23^	90.9%	96.7%	91.3%	92.0%	NA
Q24. Helped coordinate child's care	71^	62.3%	56.6%	66.2%	59.3%	59.5%

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/⚡) or benchmark score (▲/▼).

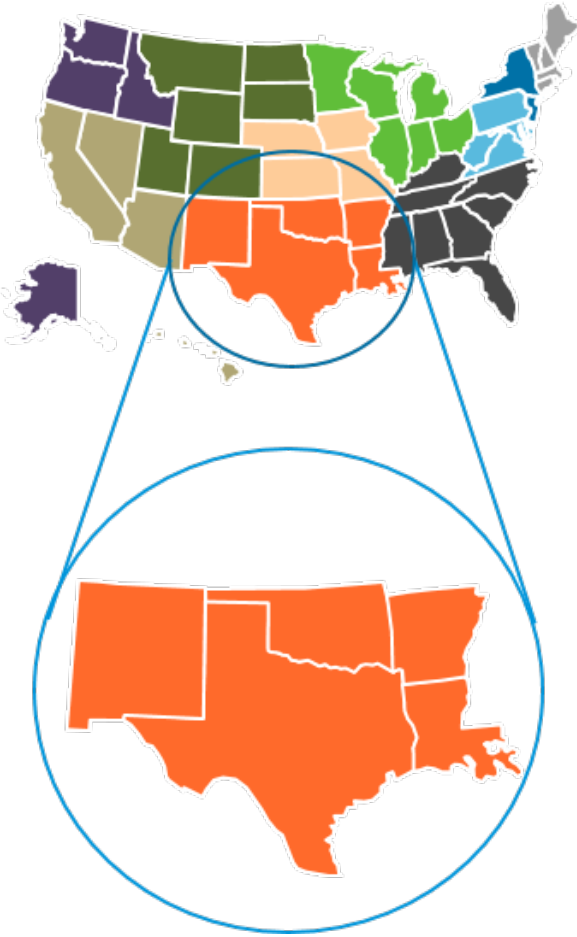
^Denominator less than 100. NCQA will assign an NA to this measure.

REGIONAL PERFORMANCE

MEDICAID CHILD: GENERAL POPULATION

	SUMMARY RATE	2024 PG BoB REGION
Rating Questions (% 9 or 10)		
★ Q49. Rating of Health Plan	72.6%	76.9%
★ Q9. Rating of Health Care	61.5%	73.8% ◇
★ Q36. Rating of Personal Doctor	71.8%	78.5%
Q43. Rating of Specialist +	71.4%	76.1%
Rating Questions (% 8, 9 or 10)		
Q49. Rating of Health Plan	85.3%	89.6%
Q9. Rating of Health Care	86.1%	89.1%
Q36. Rating of Personal Doctor	89.1%	90.4%
Q43. Rating of Specialist +	82.1%	88.0%
★ Getting Needed Care (% Usually or Always)	87.3%	83.9%
Q10. Getting care, tests, or treatment	90.2%	89.6%
Q41. Getting specialist appointment	84.4%	78.2%
★ Getting Care Quickly (% Usually or Always)	81.3%	87.0%
Q4. Getting urgent care	82.0%	90.1%
Q6. Getting routine care	80.7%	83.9%
Q35. Coordination of Care +	77.0%	83.8%
Customer Service + (% Usually or Always)	87.0%	90.4%
Q45. Provided information or help	78.6%	85.4%
Q46. Treated with courtesy and respect	95.3%	95.5%
How Well Doctors Communicate + (% Usually or Always)	91.1%	93.5%
Q27. Dr. explained things	90.6%	94.2%
Q28. Dr. listened carefully	93.0%	94.6%
Q29. Dr. showed respect	96.1%	96.5%
Q32. Dr. spent enough time	84.9%	88.7%
Q48. Ease of Filling Out Forms + (% Usually or Always)	97.0%	96.0%

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



Region 6: Dallas

- Arkansas
- New Mexico
- Texas
- Louisiana
- Oklahoma

Significance Testing

Current year score is significantly higher/lower (◇/◇) than the 2024 PG BoB Region score.

PERCENTILE RANKINGS

MEDICAID CHILD: GENERAL POPULATION

		2024 Plan Score	QC %tile	National Percentiles from 2023 Quality Compass								PG %tile	National Percentiles from 2024 PG Book of Business									
				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)																						
★	Q49. Rating of Health Plan	72.6%	58 th	58.8	63.1	68.4	69.4	71.4	73.8	74.8	78.2	79.7	51 st	61.4	64.5	69.1	70.3	72.3	74.7	76.1	78.8	81.1
★	Q9. Rating of Health Care	61.5%	7 th	60.4	62.2	65.2	66.4	68.8	70.7	71.4	74.2	76.2	7 th	59.7	63.3	67.0	68.9	71.2	73.0	74.8	77.8	79.3
★	Q36. Rating of Personal Doctor	71.8%	13 th	69.1	70.5	73.0	74.2	75.8	77.9	78.5	80.2	81.4	9 th	70.4	71.8	74.4	75.5	77.3	79.3	80.6	83.2	84.2
	Q43. Rating of Specialist +	71.4%	50 th	63.0	64.4	66.4	68.0	70.8	73.6	75.0	77.1	81.0	34 th	63.2	64.4	68.3	70.9	74.4	76.4	77.8	81.8	83.7
Rating Questions (% 8, 9 or 10)																						
	Q49. Rating of Health Plan	85.3%	32 nd	77.7	81.3	84.2	85.4	86.7	88.4	89.3	91.3	91.8	31 st	78.8	81.7	84.7	85.4	86.7	88.8	89.5	91.6	92.6
	Q9. Rating of Health Care	86.1%	42 nd	81.0	81.6	84.1	84.9	86.5	88.0	88.5	90.2	91.0	34 th	81.0	83.1	85.3	86.1	87.6	89.3	90.0	91.5	91.9
	Q36. Rating of Personal Doctor	89.1%	42 nd	84.9	86.1	87.9	88.4	89.5	90.8	91.4	92.3	93.1	37 th	85.5	86.3	88.1	88.6	90.0	91.3	92.0	93.3	94.3
	Q43. Rating of Specialist +	82.1%	23 rd	77.8	80.6	83.2	84.5	86.4	87.5	88.6	89.8	91.3	15 th	78.9	80.6	84.0	84.8	86.8	88.9	90.0	92.1	93.7
★	Getting Needed Care (% U/A)	87.3%	80 th	73.3	75.1	79.2	80.5	83.0	85.7	86.5	89.3	90.3	71 st	74.0	76.7	81.3	82.9	85.1	86.8	88.1	90.2	91.1
	Q10. Getting care, tests, or treatment	90.2%	63 rd	80.1	81.8	85.6	86.7	88.9	90.6	91.5	93.3	94.1	45 th	81.4	84.7	87.9	89.1	90.6	92.8	93.4	94.9	96.2
	Q41. Getting specialist appointment	84.4%	79 th	70.0	71.7	74.8	75.3	77.4	79.8	81.1	85.7	88.0	79 th	65.1	68.1	73.5	76.1	79.6	82.0	83.3	86.6	88.3
★	Getting Care Quickly (% U/A)	81.3%	19 th	75.1	78.9	82.3	83.6	86.0	88.5	89.5	91.0	92.4	13 th	78.7	80.2	84.2	85.4	87.7	89.6	90.4	92.0	92.7
	Q4. Getting urgent care	82.0%	5 th	78.6	84.3	87.3	87.9	90.4	92.2	93.0	94.7	95.5	5 th	81.9	83.5	87.5	89.2	91.5	93.2	94.4	95.9	97.2
	Q6. Getting routine care	80.7%	40 th	72.0	73.8	78.3	79.2	82.0	85.2	86.0	88.2	89.6	27 th	73.4	75.5	80.3	81.7	84.6	86.3	87.4	89.4	90.6
	Q35. Coordination of Care +	77.0%	9 th	75.3	77.1	80.9	82.4	83.9	86.5	87.0	89.5	91.0	8 th	75.0	77.5	80.3	81.4	84.4	86.1	87.2	90.2	91.9
	Customer Service + (% U/A)	87.0%	35 th	82.6	83.6	85.9	86.7	87.8	89.0	89.9	91.3	92.4	25 th	83.0	84.3	86.9	87.7	89.1	90.8	91.4	93.1	93.8
	Q45. Provided information or help	78.6%	24 th	74.6	75.9	78.8	79.9	81.9	83.7	85.1	87.2	89.2	19 th	75.1	76.8	79.5	80.6	83.8	86.2	87.2	89.5	90.3
	Q46. Treated with courtesy and respect	95.3%	76 th	89.2	90.6	92.2	92.6	93.5	94.7	95.3	96.5	97.1	56 th	89.1	90.7	92.3	93.4	94.9	96.2	96.7	98.1	98.5
	How Well Doctors Communicate + (% U/A)	91.1%	12 th	90.0	90.9	92.0	92.6	93.8	94.8	95.5	96.1	96.4	10 th	89.6	91.0	92.9	93.7	94.7	95.5	95.9	96.9	97.4
	Q27. Dr. explained things	90.6%	11 th	89.1	90.0	92.2	93.0	94.1	95.5	95.9	97.1	97.5	10 th	88.6	90.5	93.1	93.9	95.0	96.1	96.6	97.6	98.0
	Q28. Dr. listened carefully	93.0%	13 th	91.6	92.4	94.0	94.4	95.3	96.2	96.6	97.2	97.9	14 th	91.3	92.4	94.1	94.9	95.6	96.8	97.1	98.3	98.7
	Q29. Dr. showed respect	96.1%	38 th	94.1	94.5	95.5	95.8	96.6	97.1	97.5	98.2	98.8	29 th	94.0	94.8	95.9	96.3	97.0	97.9	98.3	99.0	99.2
	Q32. Dr. spent enough time	84.9%	15 th	82.1	83.1	86.5	87.2	89.5	91.2	92.4	93.9	95.2	12 th	81.9	83.4	88.0	89.0	90.8	92.3	93.3	94.9	95.9
	Q48. Ease of Filling Out Forms + (% U/A)	97.0%	75 th	93.2	93.8	94.7	95.1	95.9	96.6	97.0	97.8	98.3	85 th	91.3	92.1	93.7	94.2	95.1	96.3	96.6	97.3	97.9

PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

			2024 Plan Score	QC %tile	National Percentiles from 2023 Quality Compass								PG %tile	National Percentiles from 2024 PG Book of Business									
					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)																							
★	Q49. Rating of Health Plan	66.7%	49 th	52.4	58.7	62.5	64.1	66.7	68.3	69.9	74.5	76.2	37 th	59.5	62.0	65.0	66.3	68.3	71.5	74.0	76.2	77.7	
★	Q9. Rating of Health Care	57.8%	21 st	52.7	54.8	60.7	63.2	65.1	68.4	69.2	72.2	73.0	<5 th	57.8	60.8	64.2	65.0	68.3	70.2	71.1	74.7	76.1	
★	Q36. Rating of Personal Doctor	71.1%	23 rd	66.2	67.0	71.3	73.3	74.7	77.2	77.7	80.8	81.5	9 th	70.5	71.1	73.8	74.8	77.1	78.9	79.9	82.3	83.7	
	Q43. Rating of Specialist +	63.5%	<5 th	76.2	79.9	85.0	85.3	87.4	88.5	89.2	90.2	91.3	<5 th	63.5	65.1	68.6	70.6	73.3	76.0	77.0	80.0	81.5	
Rating Questions (% 8, 9 or 10)																							
	Q49. Rating of Health Plan	83.7%	48 th	74.0	77.7	81.0	81.3	83.8	84.9	85.4	87.1	89.2	46 th	78.2	79.7	81.6	82.6	84.1	86.2	87.1	89.2	90.3	
	Q9. Rating of Health Care	81.7%	32 nd	76.9	78.1	80.1	81.8	84.4	85.3	86.3	88.1	88.6	15 th	80.4	81.2	82.4	83.8	85.8	88.0	88.8	90.2	91.0	
	Q36. Rating of Personal Doctor	91.1%	84 th	83.3	84.1	85.7	87.1	88.4	89.6	90.0	92.0	92.4	72 nd	84.8	86.1	88.0	88.6	89.4	90.9	91.2	92.8	93.9	
	Q43. Rating of Specialist +	80.8%	96 th	59.2	60.4	66.1	69.1	72.1	75.5	76.0	79.5	80.0	8 th	79.3	81.6	83.7	84.9	86.7	88.4	89.1	91.4	92.2	
★	Getting Needed Care (% U/A)	80.8%	24 th	73.6	77.3	80.9	83.0	86.1	87.0	88.6	90.0	91.3	11 th	76.3	80.3	82.3	83.7	84.9	87.2	88.7	90.7	91.7	
	Q10. Getting care, tests, or treatment	84.4%	19 th	79.9	81.6	86.8	87.4	89.3	91.0	91.9	93.9	94.5	9 th	83.2	84.4	88.2	88.6	90.1	91.9	92.9	94.5	96.0	
	Q41. Getting specialist appointment	77.2%	24 th	72.3	72.5	77.9	80.0	82.1	84.4	85.2	87.7	88.6	27 th	68.9	71.8	77.0	78.9	80.7	83.7	84.6	87.7	90.0	
★	Getting Care Quickly (% U/A)	84.7%	13 th	78.9	83.5	87.0	88.8	89.7	90.9	91.8	93.8	96.3	10 th	81.9	84.2	88.5	89.8	90.9	91.8	92.4	93.2	94.3	
	Q4. Getting urgent care	82.8%	20 th	76.9	77.2	84.1	86.2	87.4	89.0	89.8	91.8	93.4	<5 th	85.4	86.3	90.3	91.8	93.3	94.4	94.7	96.1	97.1	
	Q6. Getting routine care	86.7%	8 th	84.9	87.9	90.2	90.7	92.6	94.6	95.0	98.3	99.2	31 st	79.9	81.5	85.6	86.9	88.7	90.0	90.6	91.8	92.8	
	Q35. Coordination of Care +	85.5%	61 st	75.0	75.8	81.0	82.2	83.8	86.7	87.4	89.5	90.1	69 th	76.3	78.3	81.8	82.5	83.9	85.3	87.0	88.5	90.0	
	Customer Service + (% U/A)	86.0%	14 th	85.3	85.3	86.1	87.9	89.8	91.3	91.6	94.9	94.9	18 th	82.6	84.1	86.4	87.3	88.7	90.9	91.8	93.5	94.1	
	Q45. Provided information or help	79.1%	<5 th	93.3	93.3	93.4	94.1	95.7	96.4	97.1	98.3	98.3	21 st	74.1	75.7	79.5	80.0	81.9	86.2	86.9	89.4	90.2	
	Q46. Treated with courtesy and respect	93.0%	100 th	77.2	77.2	78.9	81.6	83.2	85.4	87.6	91.5	91.5	26 th	89.8	90.8	92.8	93.9	95.1	96.2	97.1	98.2	99.0	
	How Well Doctors Communicate + (% U/A)	94.2%	56 th	89.6	89.9	92.2	92.5	93.2	94.8	95.5	96.8	97.4	33 rd	90.9	91.4	93.7	94.2	95.1	95.8	96.3	97.4	97.6	
	Q27. Dr. explained things	94.6%	53 rd	88.7	91.1	92.0	93.0	94.2	95.7	96.5	97.2	97.5	30 th	91.3	92.0	94.4	94.7	95.9	96.5	96.9	98.0	98.3	
	Q28. Dr. listened carefully	94.6%	48 th	90.0	91.3	93.1	93.6	94.7	96.1	96.5	97.4	98.1	31 st	90.3	92.6	94.1	94.7	96.0	96.5	96.8	97.7	98.2	
	Q29. Dr. showed respect	98.2%	91 st	92.2	92.9	94.4	95.0	96.1	96.9	97.5	98.0	98.6	78 th	94.1	94.8	95.4	96.1	96.8	97.7	98.1	98.8	99.0	
	Q32. Dr. spent enough time	89.2%	41 st	81.8	83.2	87.4	88.7	90.5	92.2	93.3	94.7	95.4	22 nd	85.2	87.1	89.4	90.4	92.5	93.6	94.3	96.2	97.0	
	Q48. Ease of Filling Out Forms + (% U/A)	95.8%	53 rd	92.1	93.9	94.6	95.1	95.6	96.0	96.4	97.3	98.0	70 th	92.3	92.7	93.5	94.1	95.1	95.8	96.1	96.8	97.2	

PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

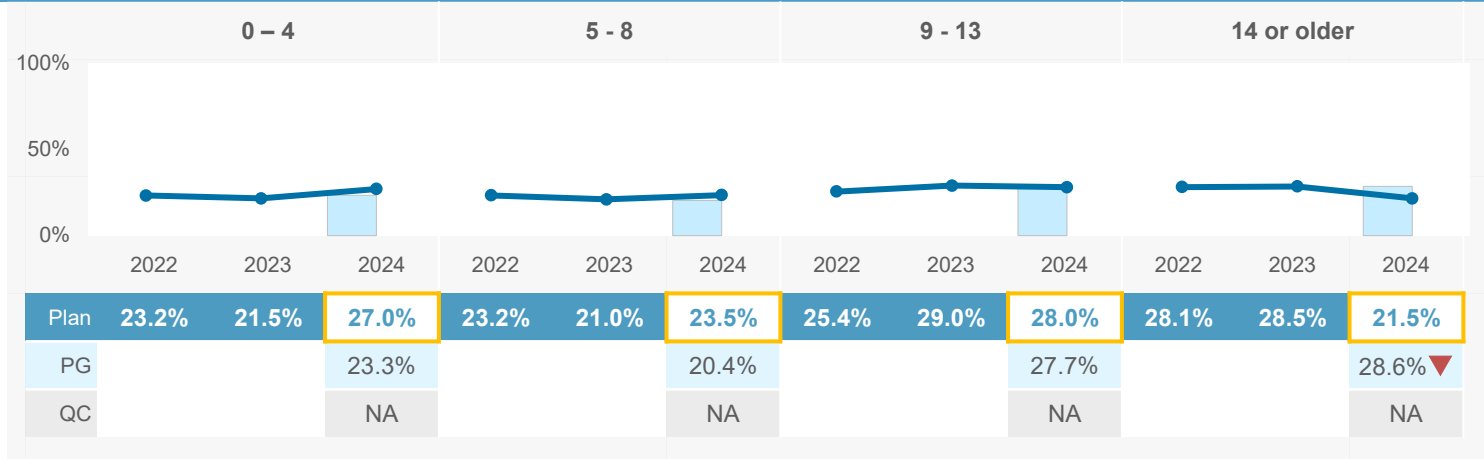
	2024 Plan Score	QC %tile	National Percentiles from 2023 Quality Compass									PG %tile	National Percentiles from 2024 PG Book of Business								
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Q51. Access to Rx Medicines (% U/A)	88.9%	39th	81.0	84.3	86.9	87.9	90.1	92.0	92.6	93.1	93.4	31st	84.6	85.8	88.3	89.0	90.2	91.4	92.0	93.2	94.3
Access to Specialized Services (% U/A)	57.5%	<5th	62.4	62.4	67.2	68.6	71.8	73.2	73.9	76.4	76.4	<5th	63.4	63.9	67.8	69.5	73.2	76.3	76.9	80.8	83.2
Q15. Easy to get special medical equipment	38.9%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	<5th	61.2	64.3	69.3	71.4	75.5	78.6	81.0	90.9	95.2
Q18. Easy to get special therapy	62.5%	16th	58.5	58.5	65.1	65.1	69.9	74.1	74.1	80.0	80.0	7th	60.7	63.3	68.5	70.7	73.8	78.0	79.5	81.4	84.3
Q21. Easy to get treatment or counseling	71.0%	49th	57.5	60.4	64.2	68.6	71.3	76.0	77.0	80.2	82.3	57th	56.9	59.2	63.7	66.3	69.9	72.2	73.9	79.7	81.4
FCC: Dr Who Knows Child (% Yes)	85.5%	<5th	87.1	88.6	89.7	90.1	91.0	92.3	92.5	93.3	93.8	<5th	88.5	89.4	90.4	90.7	91.5	92.7	93.1	94.4	95.0
Q33. Discussed feelings/growth/behavior	91.0%	68th	86.5	87.3	88.2	89.3	90.1	91.0	91.5	93.0	94.1	56th	87.0	87.9	89.2	89.7	90.7	91.7	92.4	93.8	94.6
Q38. Understands effects on child's life	85.1%	<5th	88.8	89.4	91.8	92.5	93.4	94.6	94.8	95.9	96.4	<5th	89.2	90.8	92.6	93.1	94.0	94.9	95.5	96.6	97.1
Q39. Understands effects on family's life	80.4%	<5th	84.0	85.9	87.1	88.4	89.8	90.5	91.5	93.1	94.1	<5th	85.7	86.7	88.7	89.6	90.8	91.7	92.3	94.8	95.5
Q8. FCC: Getting Needed Info (% U/A)	96.3%	100th	84.8	86.3	88.8	89.5	90.8	92.2	92.6	94.2	94.8	96th	88.6	88.9	89.8	90.4	91.5	93.1	94.1	95.6	96.0
Coordination of Care for CCC (% Yes)	78.8%	61st	73.5	73.8	74.4	75.6	78.5	79.2	79.4	81.5	82.4	73rd	68.8	69.8	72.9	73.3	75.4	78.1	79.0	81.2	82.8
Q13. Helped contact child's school/daycare	91.3%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	38th	80.1	83.1	88.9	90.3	92.2	94.6	96.6	100	100
Q24. Helped coordinate child's care	66.2%	82nd	48.6	49.6	54.9	56.5	59.1	62.2	62.7	67.8	71.0	81st	46.5	49.0	54.1	55.1	59.0	63.6	64.8	70.5	71.9

PROFILE OF SURVEY RESPONDENTS

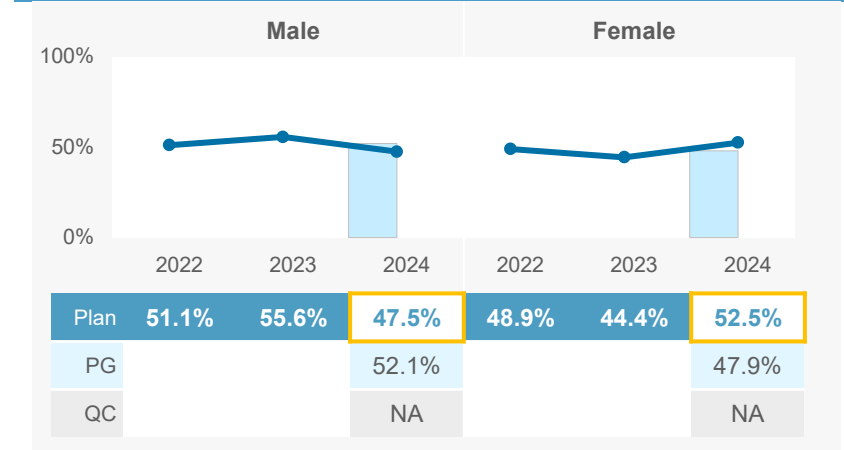
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

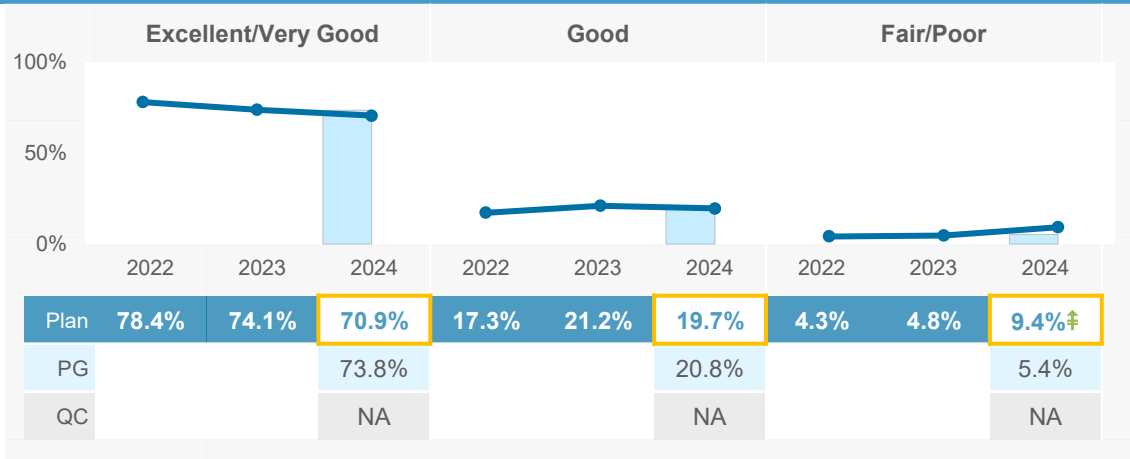
Child's Age



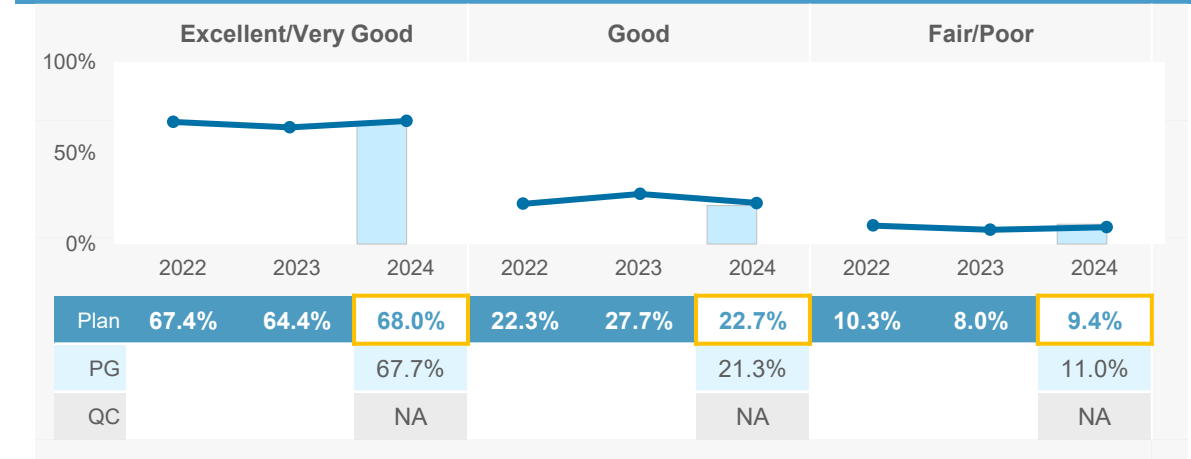
Child's Gender



Child's Health Status



Child's Mental Health Status

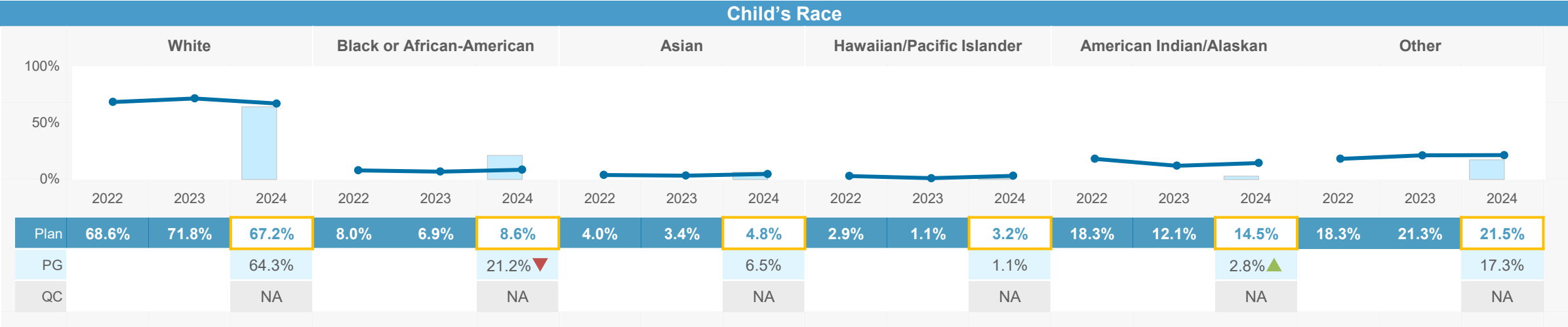
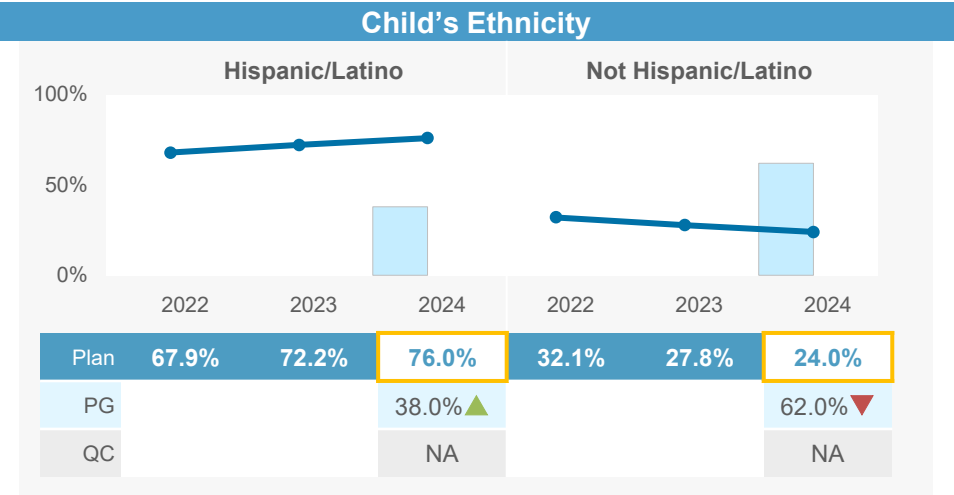


Significance Testing: Current score is significantly higher/lower than the 2023 score (⬆/⬇), the 2022 score (⬆/⬇) or benchmark score (⬆/⬇).

Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

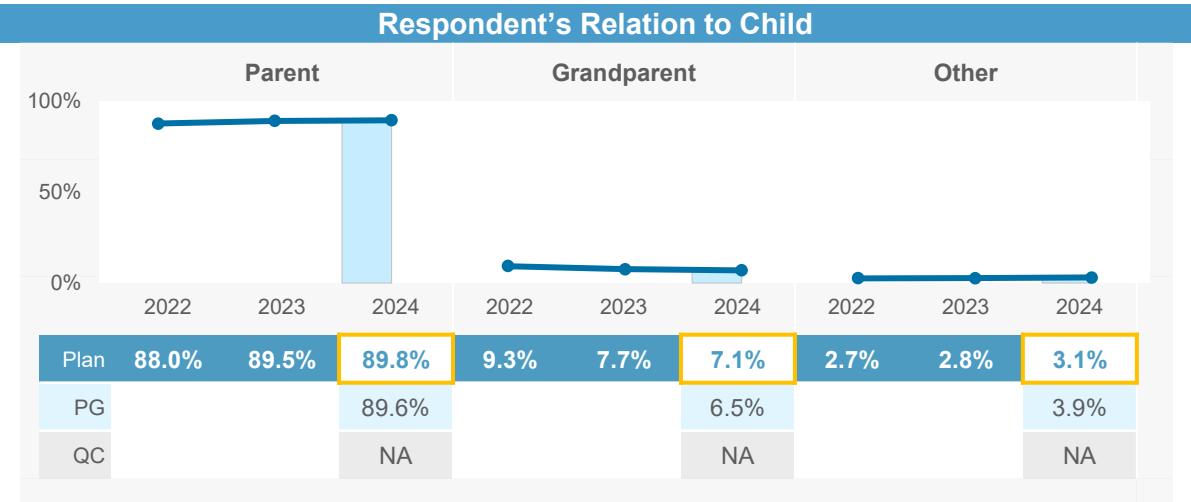
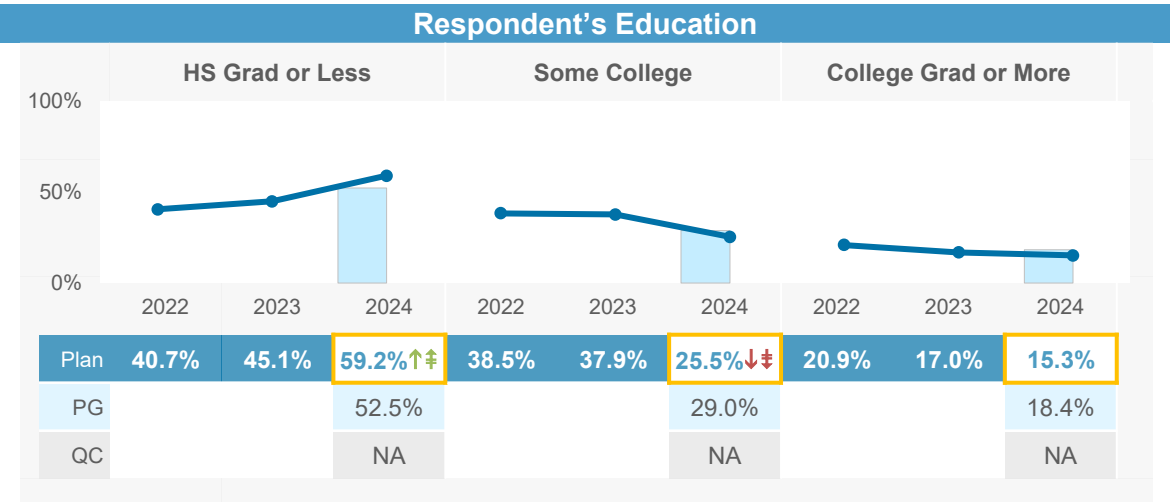
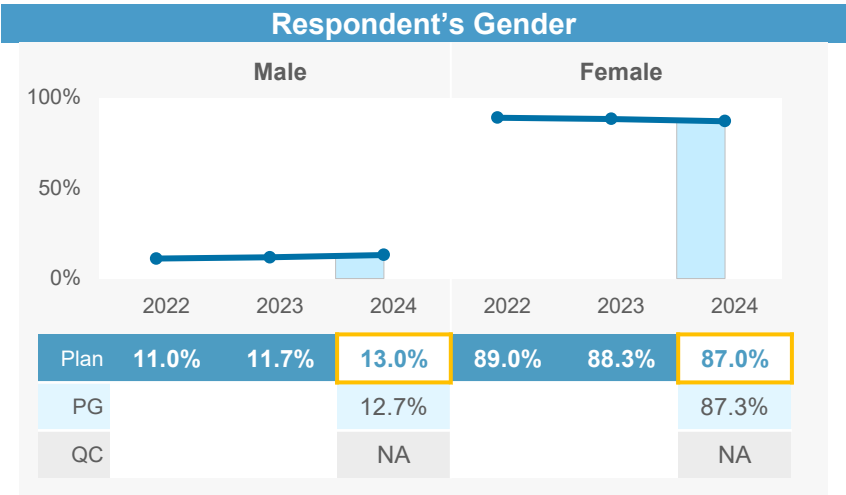
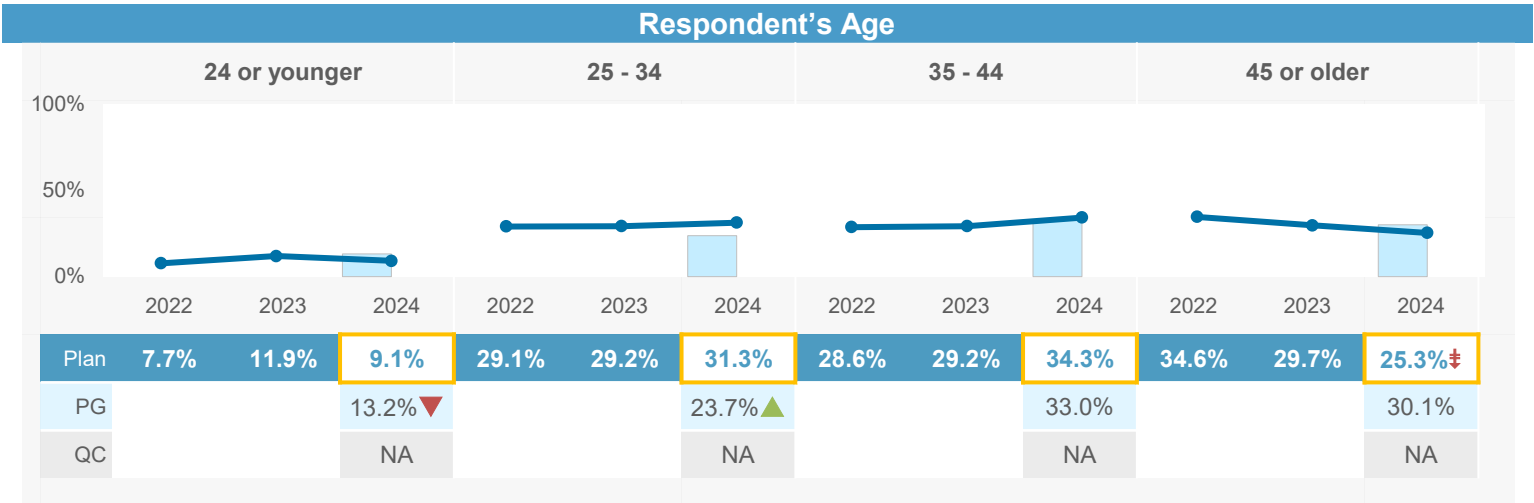
MEDICAID CHILD: GENERAL POPULATION



Significance Testing: Current score is significantly higher/lower than the 2023 score (▲/▼), the 2022 score (▲/▼) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

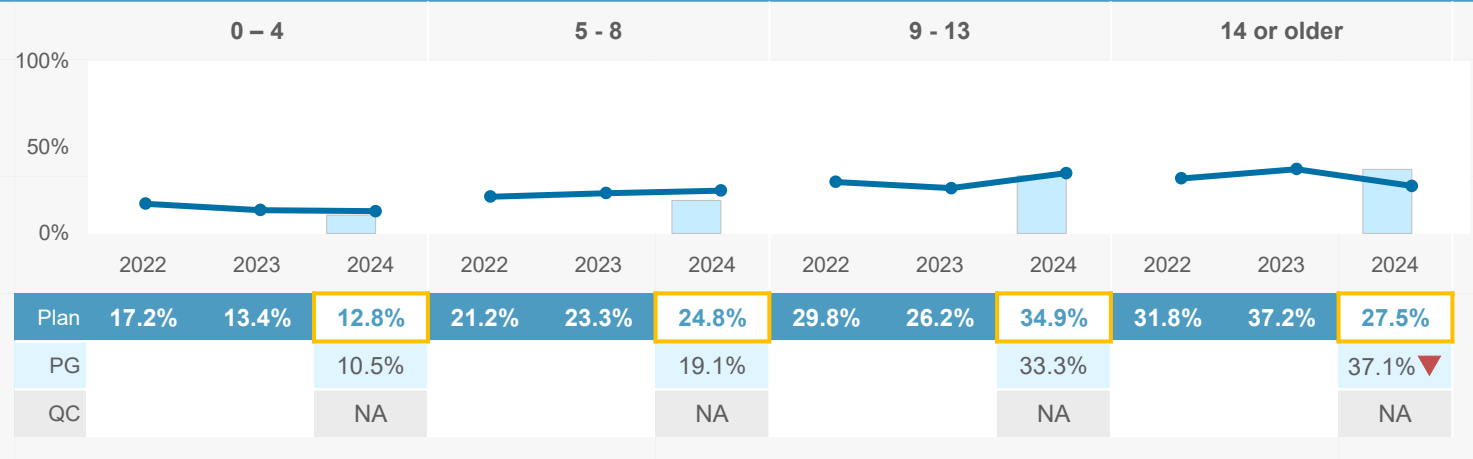


Significance Testing: Current score is significantly higher/lower than the 2023 score ([‡]/_‡), the 2022 score ([‡]/_‡) or benchmark score ([▲]/_▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

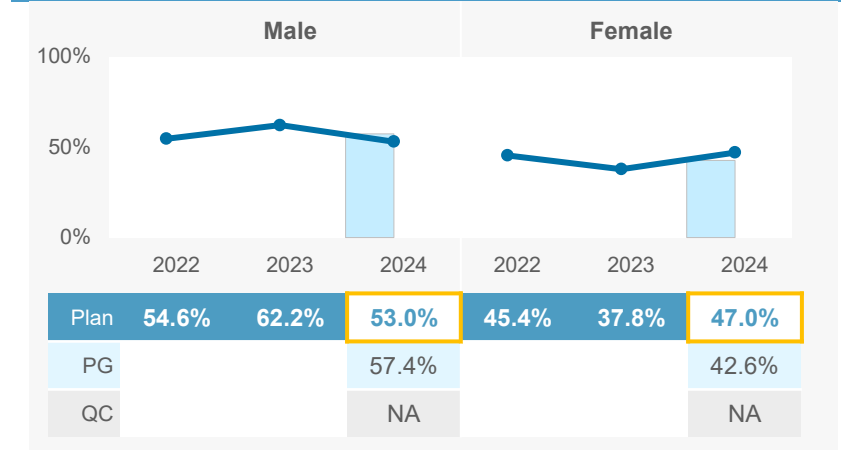
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

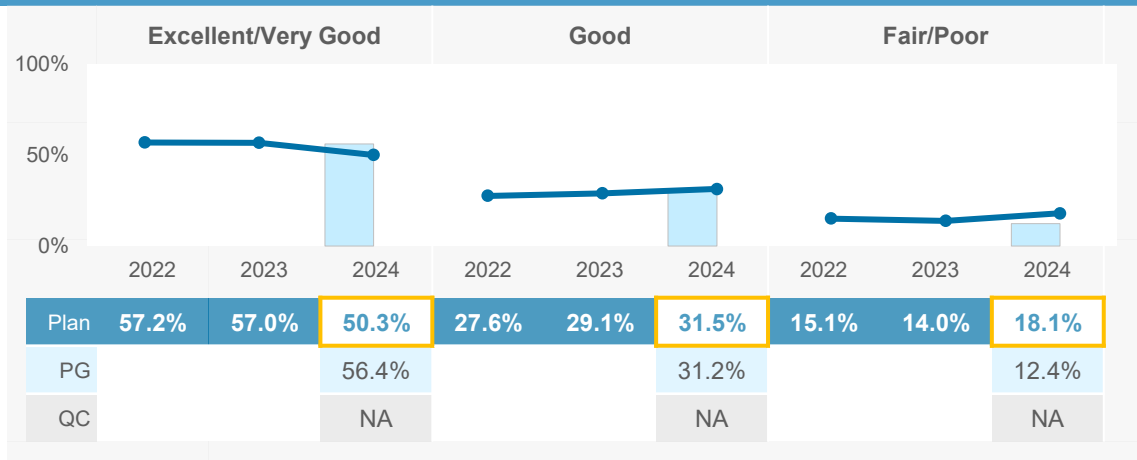
Child's Age



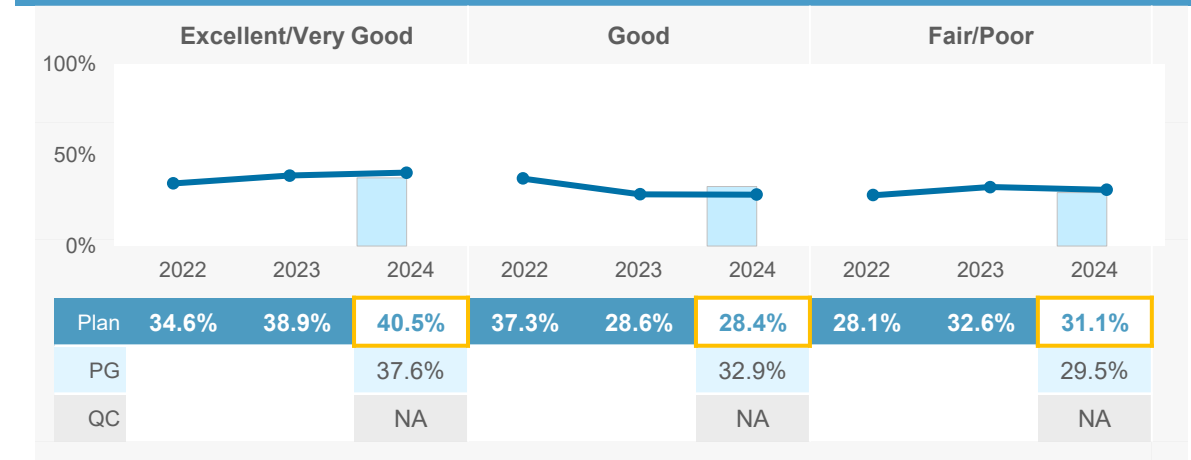
Child's Gender



Child's Health Status



Child's Mental Health Status

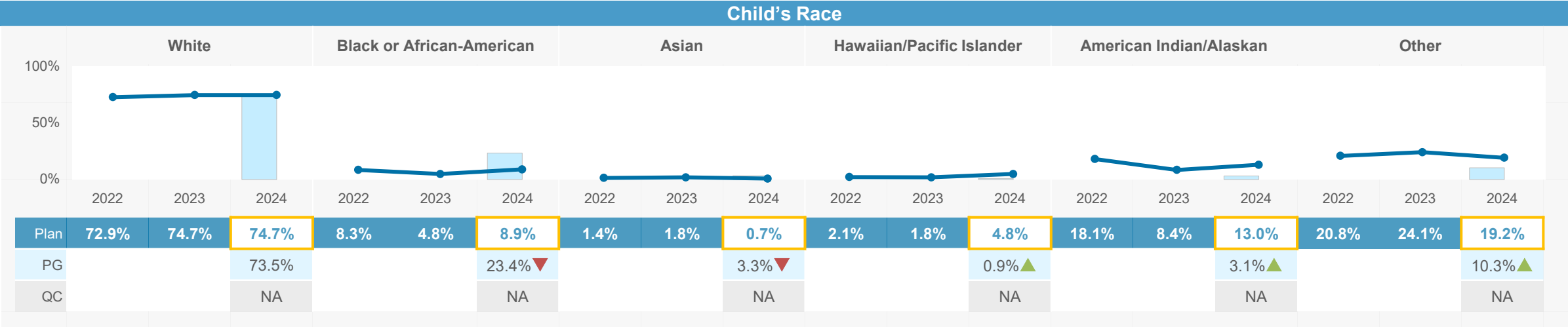
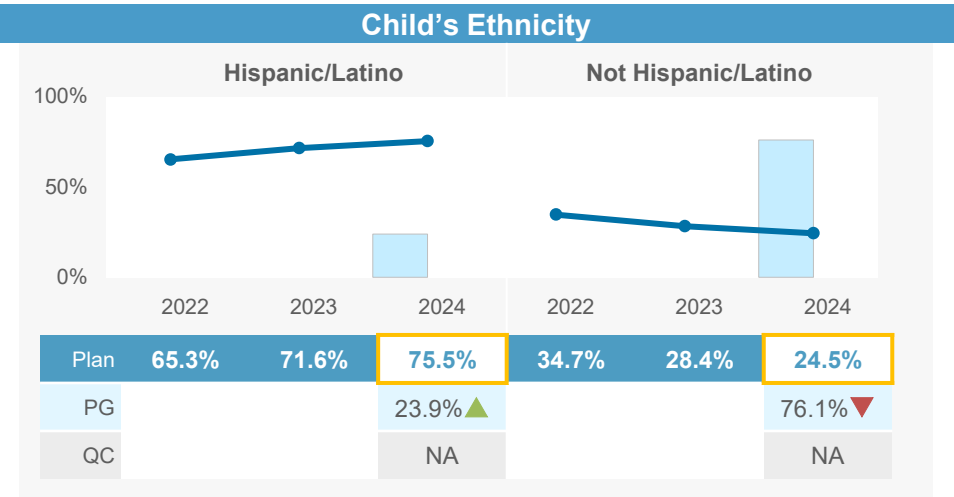


Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

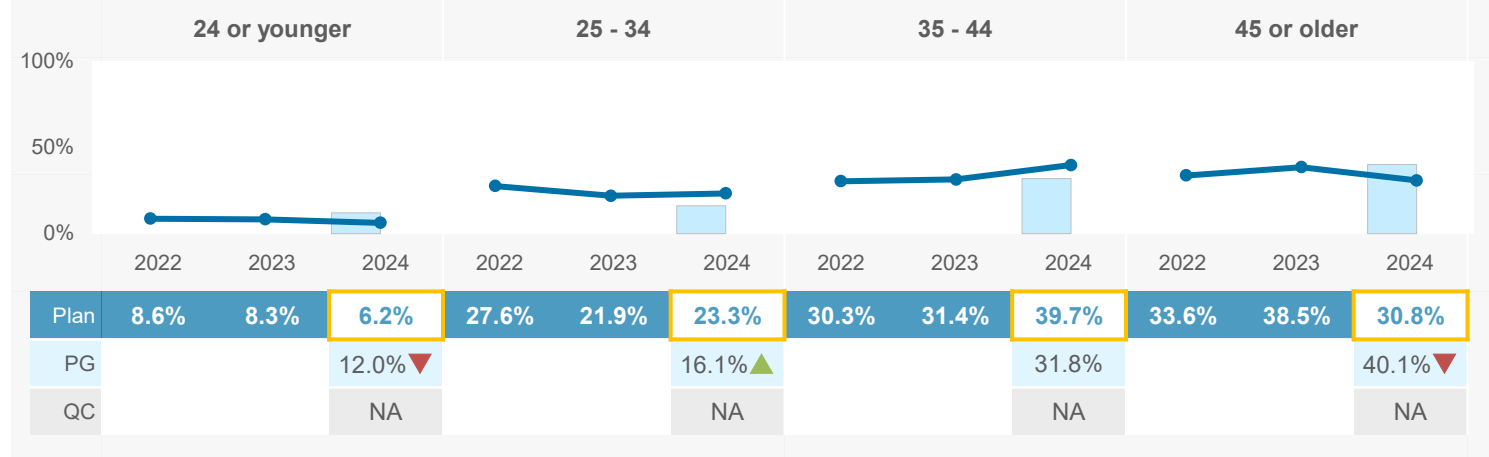


Significance Testing: Current score is significantly higher/lower than the 2023 score (▲/▼), the 2022 score (▲/▼) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

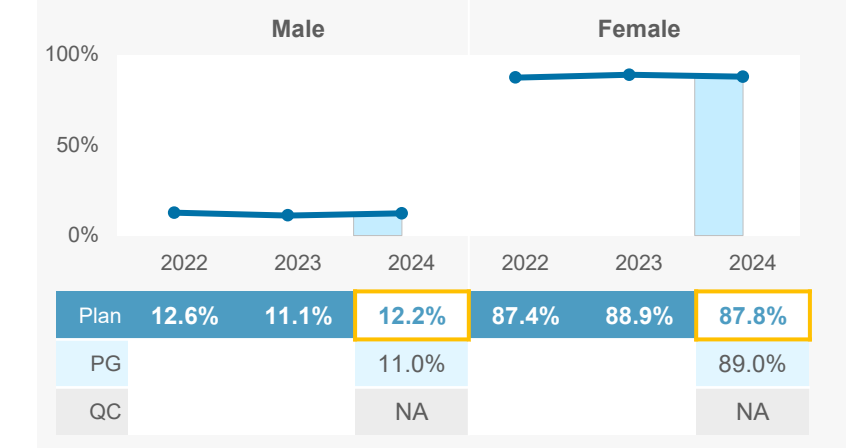
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

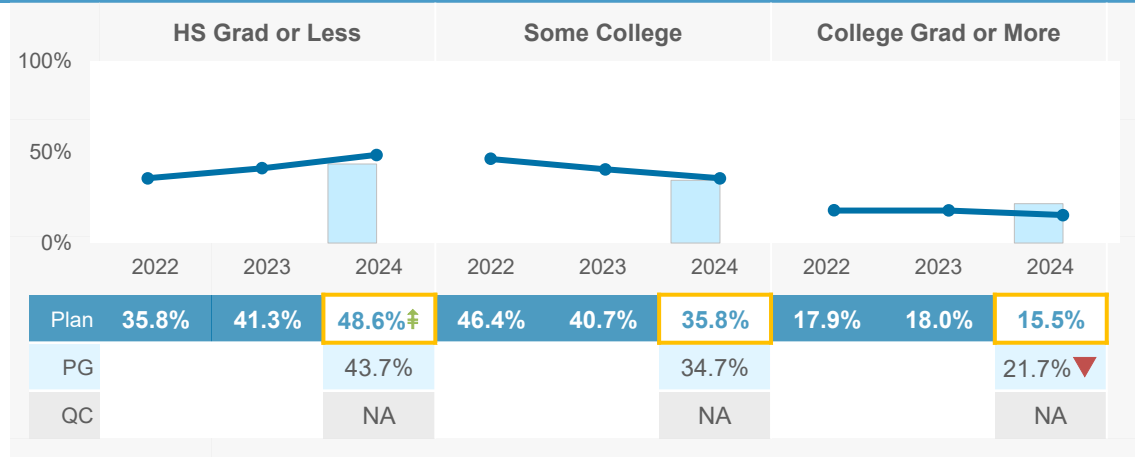
Respondent's Age



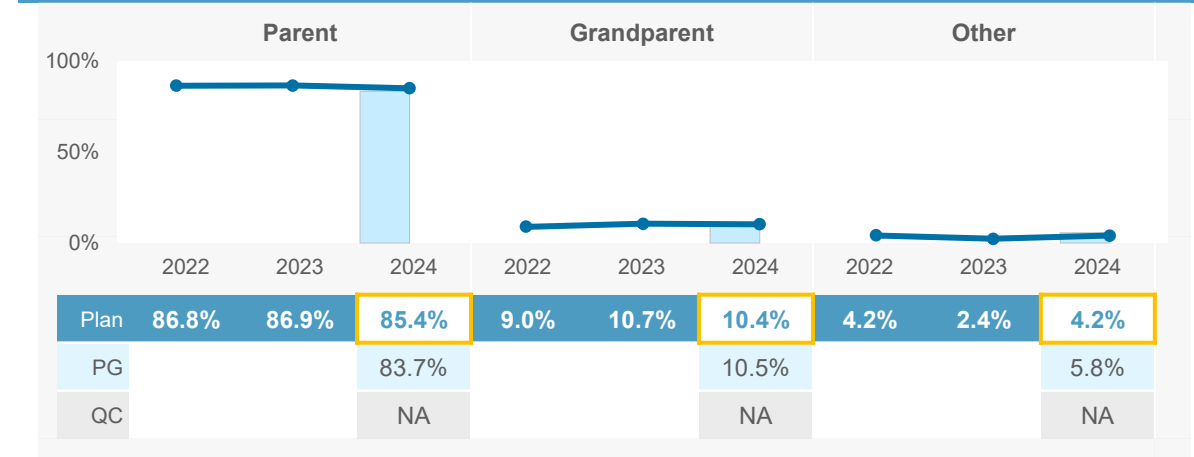
Respondent's Gender



Respondent's Education



Respondent's Relation to Child



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (‡/§) or benchmark score (▲/▼).

Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

SUPPLEMENTAL QUESTIONS

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2024 PG BoB
						2022	2023	2024	
Q77. Help with coordination of care (% Yes)	Valid Responses = 193								
	<u>Yes</u>	<u>No</u>				(n=181)	(n=182)	(n=193)	---
	31.6%	68.4%				27.1%	25.3%	31.6%	
Q79. Satisfied with help to coordinate care (% Very Satisfied or Satisfied)	Valid Responses = 179								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=169)	(n=181)	(n=179)	---
	35.8%	47.5%	10.1%	2.8%	3.9%	76.3%	77.3%	83.2%	
Q80. Received material from plan about care coordination and how to contact the care coordination unit (% Yes)	Valid Responses = 184								
	<u>Yes</u>	<u>No</u>				(n=176)	(n=181)	(n=184)	---
	29.3%	70.7%				20.5%	29.3%	29.3%	
Q81. Sat down with Care Coordinator and created a Plan of Care (% Yes)	Valid Responses = 52								
	<u>Yes</u>	<u>No</u>				(n=33)	(n=51)	(n=52)	---
	50.0%	50.0%				24.2%	15.7%	50.0% ↑‡	

Significance Testing: Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2024 PG BoB
						2022	2023	2024	
Q82. Satisfied with care plans (% Very Satisfied or Satisfied)	Valid Responses = 52								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=35)	(n=50)	(n=52)	---
	34.6%	48.1%	13.5%	1.9%	1.9%	82.9%	82.0%	82.7%	
Q83. Treated unfairly at Drs. office due to language barrier (% Always or Usually)	Valid Responses = 189								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=175)	(n=179)	(n=189)	---
	4.2%	1.6%	7.9%	86.2%		97.1%	96.6%	94.2%	
Q84. Dr. used medical words not understood (% Always or Usually)	Valid Responses = 192								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=178)	(n=183)	(n=192)	---
	2.6%	4.2%	22.4%	70.8%		97.2%	96.2%	93.2%	
Q85. Provider ignored what you told him or her (% Always or Usually)	Valid Responses = 191								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=177)	(n=182)	(n=191)	---
	0.5%	0.0%	9.9%	89.5%		98.9%	97.3%	99.5%	

Significance Testing: Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	Category Responses Based on Valid Responses Per Question	Summary Rate Score			2024 PG BoB		
		2022	2023	2024			
Q86. Educational materials easy to understand (% Very easy)	Valid Responses = 108						
I did not receive educational materials for my child 80	<u>Very easy</u>	<u>Somewhat easy</u>	<u>Not easy at all</u>	(n=121)	(n=108)	(n=108)	---
	66.7%	29.6%	3.7%	72.7%	75.9%	66.7%	
Q87. Able to follow provided instructions (% Very easily or Easily)	Valid Responses = 142						
	<u>Very easily</u>	<u>Easily</u>	<u>Not easily at all</u>	(n=116)	(n=138)	(n=142)	---
	35.9%	49.3%	14.8%	54.3%	53.6%	35.9% ↓⚡	

Significance Testing: Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (↕/⚡) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

Survey Item			Summary Rate Score			2024 PG BoB
			2022	2023	2024	
Q78. Who helped to coordinate your child's care						
Valid Responses		Base	(n=163)	(n=168)	(n=174)	---
Someone from your child's health plan			6.1%	6.0%	4.6%	
Someone from your child's doctor's office or clinic			25.8%	21.4%	28.7%	
Someone from another organization			1.2%	1.2%	2.3%	
A friend or family member			1.2%	4.8%	5.7%	⬆
You			65.6%	66.7%	58.6%	

Significance Testing: Current year score is significantly higher/lower than 2023 score (⬆/⬇), the 2022 score (⬆/⬇) or benchmark score (⬆/⬇).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2024 PG BoB
						2022	2023	2024	
Q77. Help with coordination of care (% Yes)	Valid Responses = 146								
	<u>Yes</u> 46.6%	<u>No</u> 53.4%				(n=148) 44.6%	(n=172) 41.9%	(n=146) 46.6%	---
Q79. Satisfied with help to coordinate care (% Very Satisfied or Satisfied)	Valid Responses = 143								
	<u>Very satisfied</u> 29.4%	<u>Satisfied</u> 49.0%	<u>Neither dissatisfied nor satisfied</u> 14.7%	<u>Dissatisfied</u> 2.8%	<u>Very dissatisfied</u> 4.2%	(n=141) 79.4%	(n=171) 76.0%	(n=143) 78.3%	---
Q80. Received material from plan about care coordination and how to contact the care coordination unit (% Yes)	Valid Responses = 141								
	<u>Yes</u> 34.0%	<u>No</u> 66.0%				(n=141) 33.3%	(n=167) 37.7%	(n=141) 34.0%	---
Q81. Sat down with Care Coordinator and created a Plan of Care (% Yes)	Valid Responses = 48								
	<u>Yes</u> 60.4%	<u>No</u> 39.6%				(n=46) 37.0%	(n=61) 34.4%	(n=48) 60.4% ↑‡	---

Significance Testing: Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2024 PG BoB
						2022	2023	2024	
Q82. Satisfied with care plans (% Very Satisfied or Satisfied)	Valid Responses = 47								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=44)	(n=58)	(n=47)	---
	36.2%	53.2%	8.5%	2.1%	0.0%	77.3%	86.2%	89.4%	
Q83. Treated unfairly at Drs. office due to language barrier (% Always or Usually)	Valid Responses = 144								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=144)	(n=170)	(n=144)	---
	4.9%	0.0%	4.2%	91.0%		95.1%	95.9%	95.1%	
Q84. Dr. used medical words not understood (% Always or Usually)	Valid Responses = 144								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=149)	(n=169)	(n=144)	---
	2.1%	3.5%	21.5%	72.9%		98.0%	95.3%	94.4%	
Q85. Provider ignored what you told him or her (% Always or Usually)	Valid Responses = 145								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=150)	(n=170)	(n=145)	---
	1.4%	2.1%	8.3%	88.3%		96.7%	97.6%	96.6%	

Significance Testing: Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

	Category Responses Based on Valid Responses Per Question	Summary Rate Score			2024 PG BoB		
		2022	2023	2024			
Q86. Educational materials easy to understand (% Very easy)	Valid Responses = 80						
I did not receive educational materials for my child 63	<u>Very easy</u>	<u>Somewhat easy</u>	<u>Not easy at all</u>	(n=111)	(n=99)	(n=80)	---
	53.8%	42.5%	3.8%	70.3%	76.8%	53.8% ↓‡	
Q87. Able to follow provided instructions (% Very easily or Easily)	Valid Responses = 102						
	<u>Very easily</u>	<u>Easily</u>	<u>Not easily at all</u>	(n=107)	(n=138)	(n=102)	---
	38.2%	50.0%	11.8%	58.9%	56.5%	38.2% ↓‡	

Significance Testing: Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

Survey Item			Summary Rate Score			2024 PG BoB
			2022	2023	2024	
Q78. Who helped to coordinate your child's care						
Valid Responses		Base	(n=133)	(n=160)	(n=135)	---
Someone from your child's health plan			11.3%	7.5%	5.9%	
Someone from your child's doctor's office or clinic			26.3%	28.8%	33.3%	
Someone from another organization			3.0%	3.1%	4.4%	
A friend or family member			3.0%	3.1%	3.7%	
You			56.4%	57.5%	52.6%	

APPENDICES

APPENDIX A: CORRELATIONS

MEDICAID CHILD: GENERAL POPULATION

Highest Correlations

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

With Health Care Rating		
Q36	Personal doctor overall	0.6998
Q49	Health plan overall	0.6018
Q31	Dr. explained things for child	0.4879
Q10	Got care/tests/treatment	0.4766
Q27	Dr. explained things	0.4732
Q32	Dr. spent enough time	0.4595
Q4	Got urgent care	0.4300
Q85	Provider ignored what you told him or her	0.4193
Q28	Dr. listened carefully	0.4058
Q43	Specialist overall	0.3651

With Personal Doctor Rating		
Q9	Health care overall	0.6998
Q49	Health plan overall	0.5893
Q28	Dr. listened carefully	0.5664
Q32	Dr. spent enough time	0.4930
Q27	Dr. explained things	0.4919
Q31	Dr. explained things for child	0.4602
Q29	Dr. showed respect	0.4242
Q35	Dr. informed about care	0.3961
Q10	Got care/tests/treatment	0.3467
Q43	Specialist overall	0.3316

With Specialist Rating		
Q49	Health plan overall	0.7284
Q79	Satisfied with help to coordinate care	0.5893
Q45	CS provided info./help	0.4921
Q41	Got specialist appt.	0.4407
Q29	Dr. showed respect	0.4135
Q10	Got care/tests/treatment	0.4129
Q86	Educational materials easy to understand	0.3881
Q9	Health care overall	0.3651
Q31	Dr. explained things for child	0.3394
Q36	Personal doctor overall	0.3316

APPENDIX B: QUESTIONNAIRE

86. 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

87. How easily were you able to follow the instructions provided in the educational materials for your child?

- ☐ Very easily
- ☐ Easily
- ☐ Not easily at all

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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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 Community Centennial. Is that right?
☐ Yes ➔ If Yes, Go to Question 3
☐ No
- 2. What is the name of your child’s health plan? (please print)

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

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. 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 doctors or other health providers?

- ☐ Yes
- ☐ No

78. In the last 6 months, who helped to coordinate your child’s care?

- ☐ Someone from your child’s health plan
- ☐ Someone from your child’s doctor’s office or clinic
- ☐ Someone from another organization
- ☐ A friend or family member
- ☐ You

79. How satisfied are you with the help you received to coordinate your child’s care in the last 6 months?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Satisfied
- ☐ Very satisfied

80. In the last 6 months, has your child received any material from your health plan about care coordination and how to contact the care coordination unit?

- ☐ Yes
- ☐ No ➔ If No, Go to Question 83

81. Did your child’s Care Coordinator meet with you and create a Plan of Care?

- ☐ Yes
- ☐ No

82. Are you satisfied that your child’s care plan talks about the help your child needs to stay healthy and remain in your home?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Satisfied
- ☐ Very satisfied

83. 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

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

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

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

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

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

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