

PG Forsta

MY 2024 CAHPS® MEDICAID ADULT 5.1H SURVEY

Molina Healthcare of New Mexico



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Project Manager

Carrie-Ann Rojas

Carrie.Rojas@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.

Overview

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Molina Healthcare of New Mexico to conduct its MY 2024 CAHPS® 5.1H Medicaid Adult Survey.

Survey Objective

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

NCQA Updates

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

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CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Methodology



QUALIFIED RESPONDENTS

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

RESPONSE RATE CALCULATION

113 (Completed)

1,350 (Sample) - 18 (Ineligible)

=

113

1,332

=

8.5%

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	31	35	29	16	7	6	95
Spanish	5	7	6	3	0	3	18
Total	36	42	35	19	7	9	113

Total Number of Undeliverables: 206

Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2023	2024	2025
Completed	SUBTOTAL	--	--	113
Ineligible	Does not Meet Eligibility Criteria (01)	--	--	8
	Language Barrier (03)	--	--	8
	Mentally/Physically Incapacitated (04)	--	--	1
	Deceased (05)	--	--	1
	SUBTOTAL	--	--	18
Non-response	Break-off/Incomplete (02)	--	--	5
	Refusal (06)	--	--	15
	Maximum Attempts Made (07)	--	--	1,199
	Added to DNC List (08)	--	--	0
	SUBTOTAL	--	--	1,219
Total Sample		--	--	1,350
Oversampling		--	--	0.0%
Response Rate		--	--	8.5%
PG Response Rate		11.5%	11.1%	11.7%



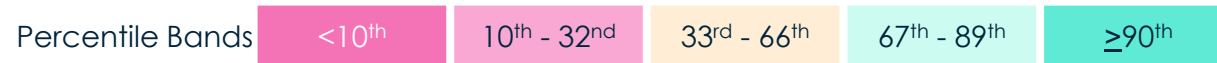
Executive Summary



Overview of Terms

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

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



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

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

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

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

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

Comparisons to previous year (↑/↓)

Comparisons over 2 years (↗/↘)

Comparisons to benchmarks (▲/▼)

2025 Dashboard

Medicaid Adult



113

Completed surveys

8.5%

Response Rate

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

Scores: All scores displayed are Summary Rate Scores

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

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

Percentiles: Based on the 2025 PG Book of Business

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

Rating of Health Plan					★★
Q28. Rating of Health Plan	55.7%	9 th	--		
Rating of Health Care					(NA)
Q8. Rating of Health Care	50.0%	4 th	Wait		
Rating of Personal Doctor					(NA)
Q18. Rating of Personal Doctor	55.7%	1 st	Opportunity		
Advised to Quit Smoking: 2YR					
Q32. Advised to Quit Smoking: 2YR	68.0%	22 nd	--		
Rating of Specialist					
Q22. Rating of Specialist	61.0%	10 th	Opportunity		
Coordination of Care					
Q17. Coordination of Care	77.4%	5 th	Wait		
Customer Service					
Composite	83.5%	1 st	--		
Q24. Provided information or help	75.0%	2 nd	Wait		
Q25. Treated with courtesy and respect	92.0%	12 th	Wait		

Getting Needed Care					(NA)
Composite	76.1%	10 th	--		
Q9. Getting care, tests, or treatment	73.2%	1 st	Opportunity		
Q20. Getting specialist appointment	79.1%	49 th	Opportunity		
Getting Care Quickly					(NA)
Composite	67.9%	1 st	--		
Q4. Getting urgent care	74.4%	4 th	Opportunity		
Q6. Getting routine care	61.5%	1 st	Wait		
Ease of Filling Out Forms					
Q27. Ease of Filling Out Forms	90.2%	1 st	Wait		
How Well Doctors Communicate					
Composite	84.8%	1 st	--		
Q12. Dr. explained things	86.8%	1 st	Wait		
Q13. Dr. listened carefully	86.8%	1 st	Opportunity		
Q14. Dr. showed respect	86.8%	1 st	Opportunity		
Q15. Dr. spent enough time	78.8%	1 st	Opportunity		

Estimated NCQA Health Insurance Plan Ratings

Medicaid Adult

	Score Definition	Base	HPR Score*	HPR 4 Star Threshold	HPR Percentile Band	PG Estimated Rating
PATIENT EXPERIENCE						NA
GETTING CARE						NA
Getting Needed Care	Usually or Always	49^	76.1%	83.7%	--	NA
Getting Care Quickly	Usually or Always	39^	67.9%	82.9%	--	NA
SATISFACTION WITH PLAN PHYSICIANS						NA
Rating of Personal Doctor	9 or 10	70^	55.7%	71.0%	--	NA
SATISFACTION WITH PLAN AND PLAN SERVICES						2
Rating of Health Plan	9 or 10	106	55.6%	64.0%	10 th	2
Rating of Health Care	9 or 10	56^	50.0%	59.4%	--	NA

EXPLANATION

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

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

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

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

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

Notes:

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

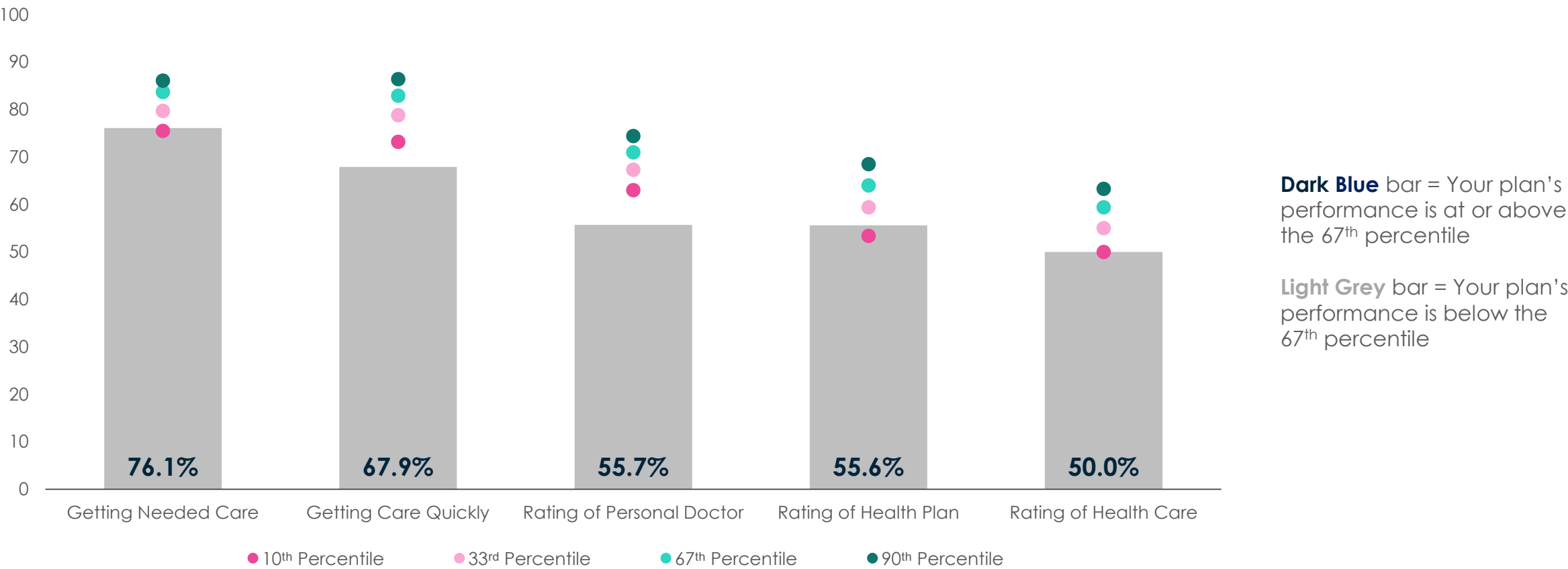
*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

Performance to Star Cut Points

Medicaid Adult

COMPARISON TO QUALITY COMPASS CUT POINTS

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



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

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

Key Metric Performance

Medicaid Adult

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2024	2025	Change	0	20	40	60	80	100		
Health Plan Domain											
Q28. Rating of Health Plan		55.7%								9 th	63.8% ▼
Getting Needed Care		76.1%								10 th	82.4%
Customer Service		83.5%								1 st	89.9%
Q27. Ease of Filling Out Forms		90.2%								1 st	95.0% ▼
Health Care Domain											
Q8. Rating of Health Care		50.0%								4 th	58.0%
Getting Care Quickly		67.9%								1 st	82.0% ▼
How Well Doctors Communicate		84.8%								1 st	93.6% ▼
Q17. Coordination of Care		77.4%								5 th	86.3%
Q18. Rating of Personal Doctor		55.7%								1 st	71.4% ▼
Q22. Rating of Specialist		61.0%								10 th	68.9%

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

Key Metric Performance

Medicaid Adult

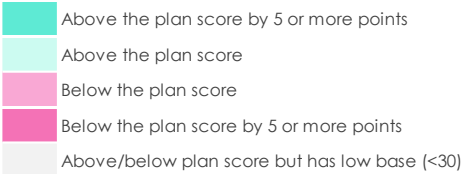
Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB	
	2024	2025	Change	0	20	40	60	80	100			
Effectiveness of Care												
Q32. Advised to Quit Smoking: 2YR		68.0%									22 nd	74.4%
Q33. Discussing Cessation Meds: 2YR		41.7%									8 th	55.1%
Q34. Discussing Cessation Strategies: 2YR		37.5%									12 th	48.5%

* Scores are % Always, Usually, or Sometimes.

Health Equity

Medicaid Adult

Group is performing...



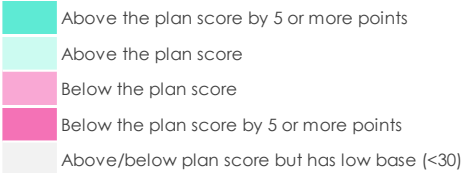
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

			Rating of Health Plan		Rating of Health Care		Getting Needed Care		Getting Care Quickly		Rating of Personal Doctor		Rating of Specialist	
			SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ
Demographic	Category	Total	55.7%		50.0%		76.1%		67.9%		55.7%		61.0%	
	Gender													
	Male	n=56		-2		8		2		7		-1		6
	Female	n=51		4		-4		-1		-5		9		1
	Age													
	18-34	n=41		3		8		13		-3		8		17
	35-44	n=13		11		0		-14		15		4		14
	45-54	n=18		5		7		6		-1		-6		2
	55+	n=35		-9		-7		-8		2		0		-11
	Overall Health													
	Excellent / Very Good	n=38		9		13		3		10		18		9
	Good	n=35		-3		-14		9		8		-4		-1
	Fair / Poor	n=35		-10		-2		-9		-10		-2		-6
	Mental Health													
	Excellent / Very Good	n=47		18		12		9		24		10		6
	Good	n=30		-19		-4		-10		-16		9		10
	Fair / Poor	n=31		-14		-13		-9		-7		-12		-14
	Education													
	High School or Less	n=64		-3		3		1		-9		3		-4
	Some College or More	n=43		4		-2		-2		10		4		7
	Race Ethnicity													
	White	n=66		-5		-6		-7		-2		0		-3
	Black / African American	n=3		11		-50		24		32		-56		-61
	Asian	n=3		-22		--		24		32		44		39
	American Indian or Alaska Native	n=12		-31		-17		-9		-1		4		-11
	Native Hawaiian or other Pacific Islander	n=5		-16		-50		24		32		-56		-61
	Hispanic	n=62		6		14		8		-2		8		19







Health Equity

Medicaid Adult

Group is performing...



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

Demographic	Category	Total	Coordination of Care		Customer Service		How Well Doctors Communicate		Ease of Filling Out Forms	
			SRS	△	SRS	△	SRS	△	SRS	△
			77.4%		83.5%		84.8%		90.2%	
	Gender	Male	n=56			4				0
		Female	n=51			-6				3
	Age	18-34	n=41			6				-7
		35-44	n=13			23				10
		45-54	n=18			6				10
		55+	n=35			-9				0
	Overall Health	Excellent / Very Good	n=38			-6				-4
		Good	n=35			23				6
		Fair / Poor	n=35			-1				1
	Mental Health	Excellent / Very Good	n=47			-5				5
		Good	n=30			10				2
		Fair / Poor	n=31			-5				-7
	Education	High School or Less	n=64			3				1
		Some College or More	n=43			-4				2
	Race Ethnicity	White	n=66			-12				0
		Black / African American	n=3			23				10
		Asian	n=3			23				10
		American Indian or Alaska Native	n=12			23				10
		Native Hawaiian or other Pacific Islander	n=5			--				10
		Hispanic	n=62			10				1



Key Driver Analysis



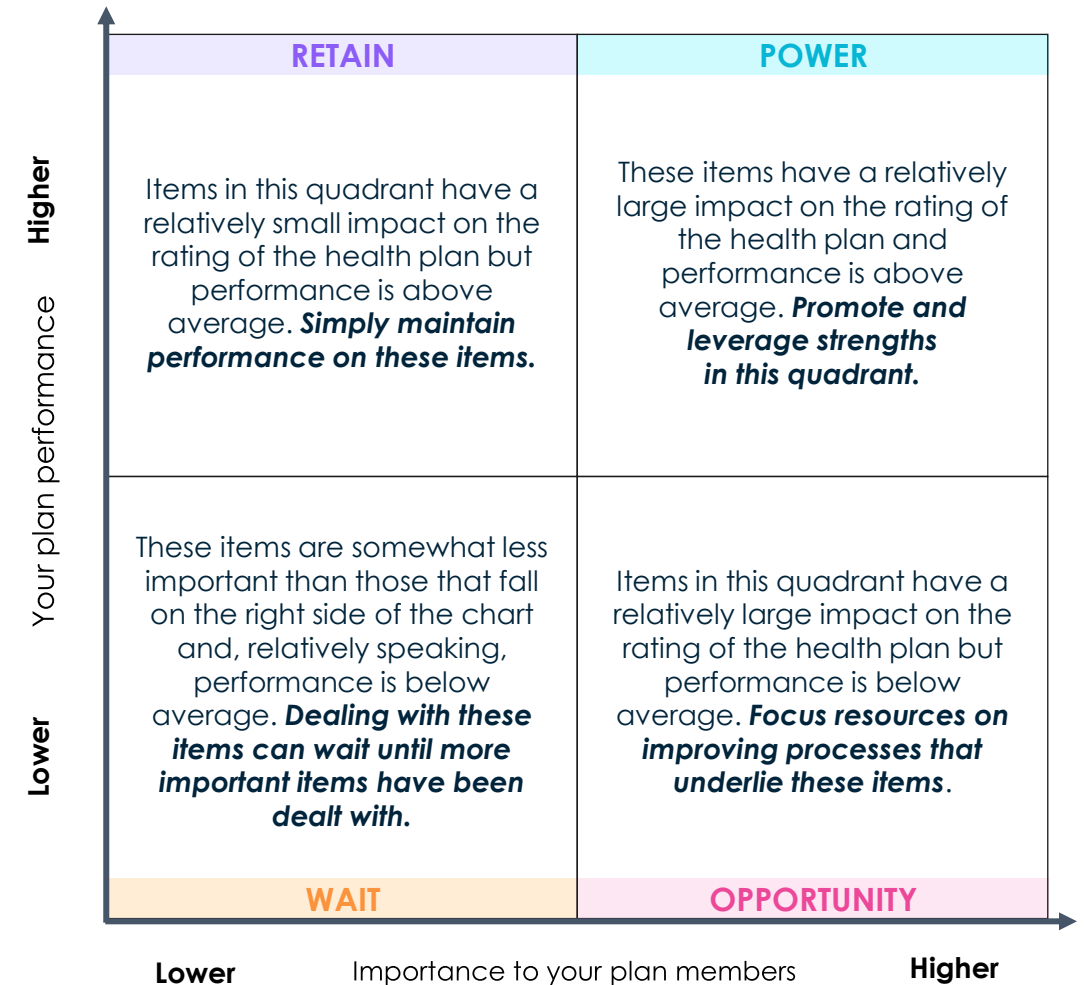
POWeR Chart

POWeR™ CHART CLASSIFICATION MATRIX

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

The model provides the following:

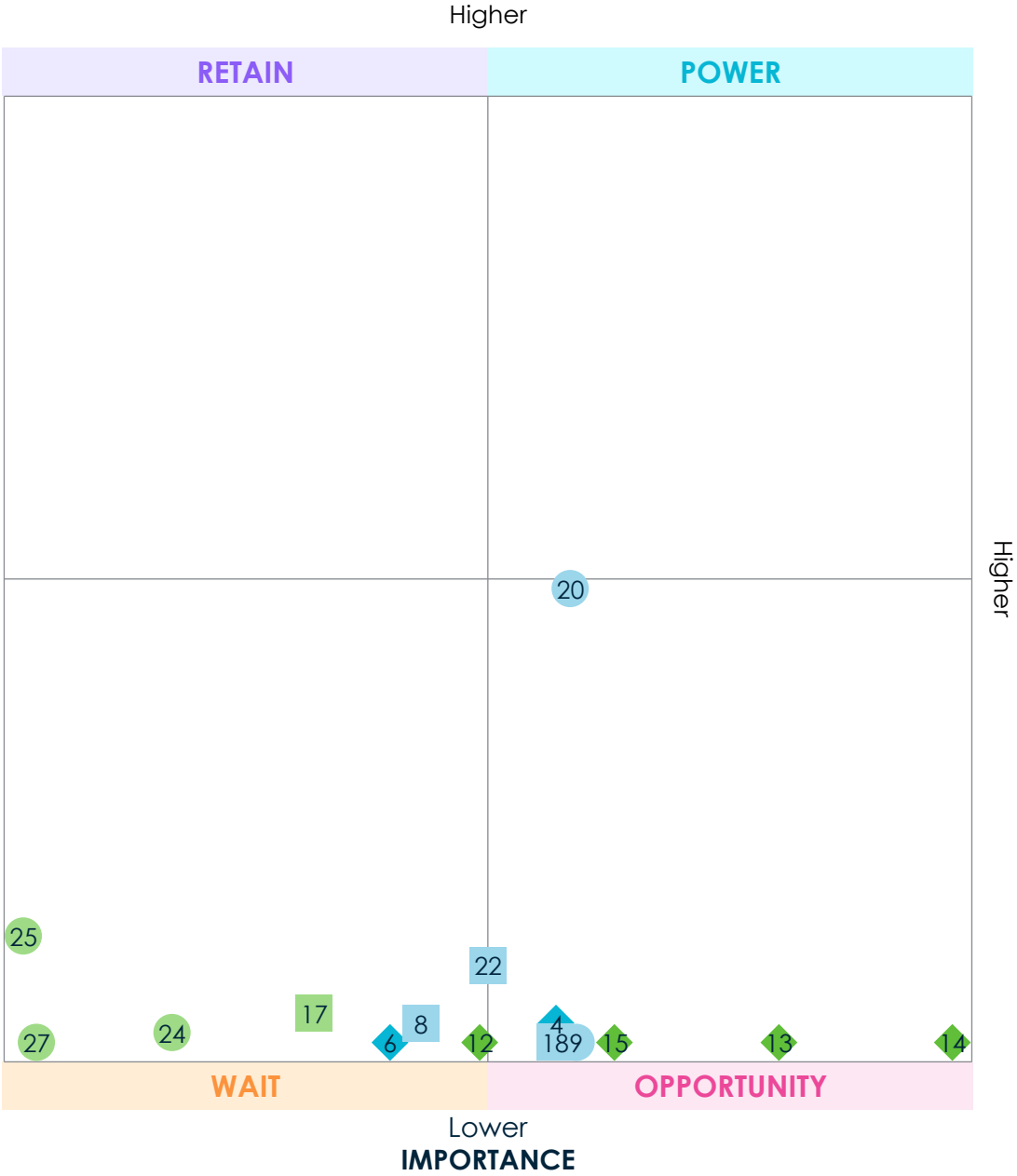
- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results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



POWeR Chart – Your Results

SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%tile
POWER							
--	--	None		--	--	--	--
OPPORTUNITY							
◆	HWDC	Q14	Dr. showed respect	--	--	86.8%	1 st
◆	HWDC	Q13	Dr. listened carefully	--	--	86.8%	1 st
◆	HWDC	Q15	Dr. spent enough time	--	--	78.8%	1 st
●	GNC	Q9	Getting care, tests, or treatment	--	--	73.2%	1 st
●	GNC	Q20	Getting specialist appointment	--	--	79.1%	49 th
◆	GCQ	Q4	Getting urgent care	--	--	74.4%	4 th
■	RATING	Q18	Rating of Personal Doctor	--	--	55.7%	1 st
■	RATING	Q22	Rating of Specialist	--	--	61.0%	10 th
WAIT							
◆	HWDC	Q12	Dr. explained things	--	--	86.8%	1 st
■	RATING	Q8	Rating of Health Care	--	--	50.0%	4 th
◆	GCQ	Q6	Getting routine care	--	--	61.5%	1 st
■	CC	Q17	Coordination of Care	--	--	77.4%	5 th
●	CS	Q24	Provided information or help	--	--	75.0%	2 nd
●	CS	Q27	Ease of Filling Out Forms	--	--	90.2%	1 st
●	CS	Q25	Treated with courtesy and respect	--	--	92.0%	12 th
RETAIN							
--	--	None		--	--	--	--

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





Summary of Trend and Benchmark



Summary Rate Scores

Medicaid Adult

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Rating Questions (% 9 or 10)						
Q28. Rating of Health Plan	106	--	--	55.7%	63.8% ▼	61.5%
Q8. Rating of Health Care	56^	--	--	50.0%	58.0%	56.8%
Q18. Rating of Personal Doctor	70^	--	--	55.7%	71.4% ▼	69.2% ▼
Q22. Rating of Specialist	41^	--	--	61.0%	68.9%	67.7%
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	106	--	--	73.6%	79.1%	77.7%
Q8. Rating of Health Care	56^	--	--	69.6%	76.7%	75.8%
Q18. Rating of Personal Doctor	70^	--	--	71.4%	84.9% ▼	83.3% ▼
Q22. Rating of Specialist	41^	--	--	80.5%	83.5%	82.5%
Getting Needed Care (% Usually or Always)						
Q9. Getting care, tests, or treatment	49^	--	--	76.1%	82.4%	81.5%
Q20. Getting specialist appointment	56^	--	--	73.2%	85.5% ▼	84.6% ▼
Q4. Getting urgent care	43^	--	--	79.1%	79.4%	78.8%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	39^	--	--	67.9%	82.0% ▼	80.4% ▼
Q6. Getting routine care	39^	--	--	74.4%	83.9%	82.8%
Effectiveness of Care (% Sometimes, Usually, or Always)						
Q32. Advised to Quit Smoking: 2YR	39^	--	--	61.5%	80.1% ▼	78.7% ▼
Q32. Advised to Quit Smoking: 2YR	25^	--	--	68.0%	74.4%	73.5%
Q33. Discussing Cessation Meds: 2YR	24^	--	--	41.7%	55.1%	52.8%
Q34. Discussing Cessation Strategies: 2YR	24^	--	--	37.5%	48.5%	46.6%

Summary Rate Scores

Medicaid Adult

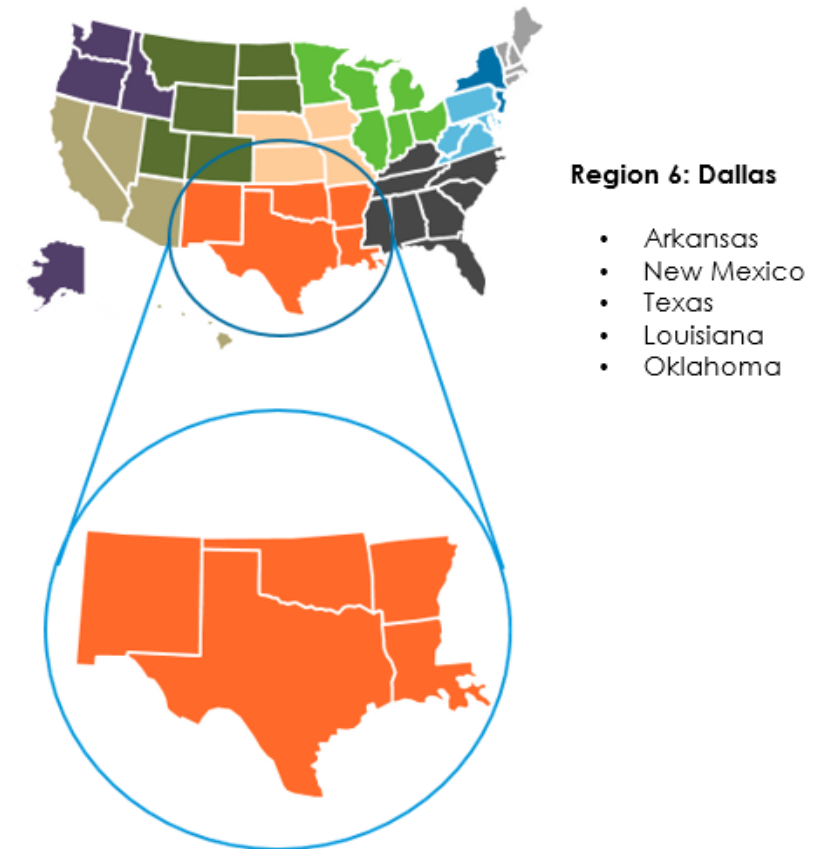
	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Customer Service (% Usually or Always)	49^	--	--	83.5%	89.9%	89.1%
Q24. Provided information or help	48^	--	--	75.0%	84.7% ▼	83.8% ▼
Q25. Treated with courtesy and respect	50^	--	--	92.0%	95.0%	94.3%
How Well Doctors Communicate (% Usually or Always)	52^	--	--	84.8%	93.6% ▼	93.0% ▼
Q12. Dr. explained things	53^	--	--	86.8%	93.5% ▼	92.7% ▼
Q13. Dr. listened carefully	53^	--	--	86.8%	93.8% ▼	93.2% ▼
Q14. Dr. showed respect	53^	--	--	86.8%	95.3% ▼	94.8% ▼
Q15. Dr. spent enough time	52^	--	--	78.8%	91.8% ▼	91.0% ▼
Q17. Coordination of Care	31^	--	--	77.4%	86.3%	85.6%
Q27. Ease of Filling Out Forms (% Usually or Always)	102	--	--	90.2%	95.0% ▼	94.8% ▼

Regional Performance

Medicaid Adult

	2025	2025 PG BOB Region
Rating Questions (% 9 or 10)		
Q28. Rating of Health Plan	55.7%	63.0%
Q8. Rating of Health Care	50.0%	60.7%
Q18. Rating of Personal Doctor	55.7%	72.8% ▼
Q22. Rating of Specialist	61.0%	71.0%
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	73.6%	78.1%
Q8. Rating of Health Care	69.6%	77.6%
Q18. Rating of Personal Doctor	71.4%	85.2% ▼
Q22. Rating of Specialist	80.5%	84.1%
Getting Needed Care (% Usually or Always)		
Q9. Getting care, tests, or treatment	73.2%	85.1% ▼
Q20. Getting specialist appointment	79.1%	80.5%
Getting Care Quickly (% Usually or Always)		
Q4. Getting urgent care	74.4%	83.9%
Q6. Getting routine care	61.5%	81.4% ▼
Effectiveness of Care (% Sometimes, Usually, or Always)		
Q32. Advised to Quit Smoking: 2YR	68.0%	67.8% ▲
Q33. Discussing Cessation Meds: 2YR	41.7%	47.6% ▲
Q34. Discussing Cessation Strategies: 2YR	37.5%	43.2% ▲

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

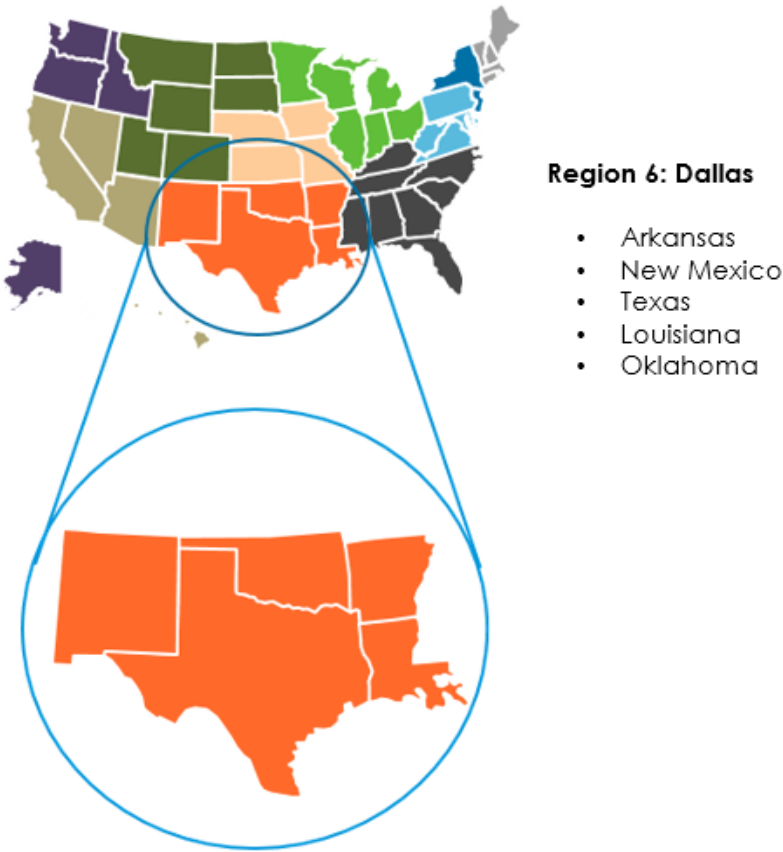


Regional Performance

Medicaid Adult

	2025	2025 PG BOB Region
Customer Service (% Usually or Always)	83.5%	91.2%
Q24. Provided information or help	75.0%	86.4% ▼
Q25. Treated with courtesy and respect	92.0%	96.1%
How Well Doctors Communicate (% Usually or Always)	84.8%	93.5% ▼
Q12. Dr. explained things	86.8%	93.2%
Q13. Dr. listened carefully	86.8%	93.7% ▼
Q14. Dr. showed respect	86.8%	94.9% ▼
Q15. Dr. spent enough time	78.8%	92.1% ▼
Q17. Coordination of Care	77.4%	85.8%
Q27. Ease of Filling Out Forms (% Usually or Always)	90.2%	95.3% ▼

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



Percentile Rankings

Medicaid Adult

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th	5 th		10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		
Rating Questions (% 9 or 10)																							
Q28. Rating of Health Plan	55.7%	14 th	50.4	53.4	58.2	59.4	61.7	64.1	65.5	68.5	70.8	9 th	54.4	55.7	60.1	61.3	63.5	65.2	66.2	71.1	72.7		
Q8. Rating of Health Care	50.0%	11 th	47.7	50.0	53.4	55.1	56.6	59.5	60.5	63.4	64.5	4 th	50.5	52.1	54.9	55.8	57.6	59.8	60.9	64.3	66.7		
Q18. Rating of Personal Doctor	55.7%	1 st	61.0	63.0	66.0	67.3	69.3	71.1	72.4	74.4	76.5	1 st	63.8	64.7	68.2	69.6	71.0	73.4	74.4	77.1	78.4		
Q22. Rating of Specialist	61.0%	5 th	61.0	62.2	64.4	65.1	67.3	69.8	70.9	74.0	75.2	10 th	58.2	60.8	65.1	66.4	69.1	71.5	72.7	74.5	75.9		
Rating Questions (% 8, 9 or 10)																							
Q28. Rating of Health Plan	73.6%	18 th	69.5	71.9	74.8	76.0	78.0	79.7	80.5	83.2	85.1	12 th	70.8	72.1	76.2	77.2	79.3	81.0	81.9	83.8	84.8		
Q8. Rating of Health Care	69.6%	9 th	68.3	70.5	72.6	73.5	75.9	77.6	78.7	81.8	82.6	4 th	69.8	71.1	74.0	74.8	76.7	78.7	79.3	81.2	83.9		
Q18. Rating of Personal Doctor	71.4%	1 st	77.1	78.2	80.9	81.9	83.7	85.0	85.4	87.6	89.8	1 st	79.0	80.7	82.6	83.0	84.9	86.1	86.9	88.9	89.7		
Q22. Rating of Specialist	80.5%	28 th	76.1	77.5	79.5	81.2	83.5	84.4	85.0	87.0	87.6	21 st	75.2	77.3	80.7	82.2	83.4	85.4	86.0	88.7	89.3		
Getting Needed Care (% U/A)	76.1%	11 th	74.5	75.5	78.6	79.8	82.0	83.7	84.9	86.1	87.1	10 th	75.0	76.0	78.7	80.5	82.4	84.6	85.4	87.0	87.5		
Q9. Getting care, tests, or treatment	73.2%	1 st	77.7	79.3	81.9	82.9	84.8	86.9	87.7	89.6	91.5	1 st	77.4	78.9	82.5	84.0	85.9	87.4	88.3	90.1	91.3		
Q20. Getting specialist appointment	79.1%	44 th	69.3	71.3	75.5	76.5	79.6	82.1	82.8	85.0	85.7	49 th	69.3	71.8	75.0	77.2	79.2	82.1	82.9	84.8	85.9		
Getting Care Quickly (% U/A)	67.9%	1 st	70.7	73.3	77.4	78.8	81.1	83.0	83.8	86.4	87.9	1 st	74.0	75.3	79.1	80.3	82.3	84.2	85.0	87.5	88.3		
Q4. Getting urgent care	74.4%	4 th	75.6	77.5	81.3	81.8	83.5	84.7	85.2	88.2	89.0	4 th	74.4	77.0	80.6	82.0	83.8	86.3	87.1	90.2	92.3		
Q6. Getting routine care	61.5%	1 st	67.5	69.9	74.8	76.7	79.5	82.2	83.3	86.3	87.8	1 st	69.0	72.5	76.8	78.0	80.2	82.6	83.6	85.5	87.8		
Effectiveness of Care (%S/U/A)																							
Q32. Advised to Quit Smoking: 2YR	68.0%	18 th	63.5	66.3	69.5	71.3	74.4	76.0	77.1	80.5	83.2	22 nd	56.4	62.6	68.4	70.1	73.8	76.7	77.8	82.4	84.8		
Q33. Discussing Cessation Meds: 2YR	41.7%	5 th	41.3	44.0	47.5	48.7	52.9	55.4	56.6	62.6	64.8	8 th	35.8	42.2	46.7	49.8	53.9	56.6	59.1	64.5	67.7		
Q34. Discussing Cessation Strategies: 2YR	37.5%	6 th	37.0	40.0	42.4	43.2	46.3	48.3	50.1	55.0	58.6	12 th	30.1	35.0	42.9	44.3	47.3	50.0	51.9	57.4	60.1		

Percentile Rankings

Medicaid Adult

			2024 Quality Compass - Percentile Ranks											2025 Press Ganey BOB - Percentile Ranks									
	Plan Score	QC %tile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th	PG %tile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		
Customer Service (% U/A)	83.5%	1 st	85.8	86.5	87.2	87.9	89.2	90.2	90.7	92.0	92.3	1 st	84.6	86.4	87.8	88.8	89.8	91.2	91.7	93.3	94.7		
Q24. Provided information or help	75.0%	1 st	79.2	80.0	80.9	82.2	83.8	85.9	86.3	87.7	88.1	2 nd	77.2	79.0	82.0	82.9	84.6	86.7	87.6	90.1	92.3		
Q25. Treated with courtesy and respect	92.0%	12 th	91.4	91.7	93.0	93.6	94.6	95.3	95.7	96.5	97.0	12 th	90.7	91.7	93.8	94.2	95.2	96.2	96.7	98.0	98.5		
How Well Doctors Communicate (% U/A)	84.8%	1 st	89.4	90.7	91.8	92.2	92.8	93.8	94.3	95.6	96.2	1 st	90.0	90.8	92.1	92.7	93.7	94.6	95.0	96.0	96.5		
Q12. Dr. explained things	86.8%	1 st	89.0	89.7	91.0	91.4	92.8	93.9	94.5	95.9	96.2	1 st	88.9	90.1	91.7	92.5	93.8	94.7	95.3	96.5	97.0		
Q13. Dr. listened carefully	86.8%	1 st	89.6	90.7	91.7	92.4	93.2	94.0	94.7	95.8	96.5	1 st	89.5	91.1	92.3	92.9	94.1	94.8	95.4	96.5	97.2		
Q14. Dr. showed respect	86.8%	1 st	91.0	92.3	93.6	94.0	95.0	95.8	96.2	97.3	97.7	1 st	91.6	92.6	93.8	94.4	95.5	96.4	96.8	97.6	98.3		
Q15. Dr. spent enough time	78.8%	1 st	86.2	88.0	89.2	89.6	91.2	92.4	92.9	94.7	96.0	1 st	86.1	87.5	89.5	90.1	91.8	93.1	93.9	95.1	95.8		
Q17. Coordination of Care	77.4%	1 st	79.5	81.4	83.0	83.6	85.1	86.7	88.5	90.6	91.9	5 th	77.4	79.6	83.0	84.3	86.0	88.2	89.4	91.1	92.4		
Q27. Ease of Filling Out Forms (% U/A)	90.2%	1 st	91.3	92.5	93.6	94.1	94.8	95.9	96.2	97.1	97.5	1 st	91.9	92.9	93.9	94.2	95.2	96.0	96.3	97.4	98.0		



Appendix



Appendix A: Correlations

Highest Correlations

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

With Rating Of Health Care		
Q22	Rating of Specialist	0.7657
Q18	Rating of Personal Doctor	0.7616
Q15	Dr. spent enough time	0.7434
Q14	Dr. showed respect	0.7141
Q12	Dr. explained things	0.7116
Q13	Dr. listened carefully	0.7032
Q17	Coordination of Care	0.6665
Q28	Rating of Health Plan	0.6603
Q9	Getting care, tests, or treatment	0.6191
Q4	Getting urgent care	0.5184

With Rating Of Personal Doctor		
Q14	Dr. showed respect	0.8305
Q22	Rating of Specialist	0.7983
Q13	Dr. listened carefully	0.7807
Q15	Dr. spent enough time	0.7727
Q8	Rating of Health Care	0.7616
Q17	Coordination of Care	0.7201
Q12	Dr. explained things	0.6936
Q4	Getting urgent care	0.6375
Q9	Getting care, tests, or treatment	0.5917
Q6	Getting routine care	0.5262

With Rating Of Specialist		
Q14	Dr. showed respect	0.8661
Q15	Dr. spent enough time	0.8422
Q13	Dr. listened carefully	0.8184
Q18	Rating of Personal Doctor	0.7983
Q12	Dr. explained things	0.7734
Q8	Rating of Health Care	0.7657
Q4	Getting urgent care	0.7170
Q17	Coordination of Care	0.6228
Q25	Treated with courtesy and respect	0.5776
Q6	Getting routine care	0.5685

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q40. Phoned health plan to get help with transportation			
Base (n)	--	--	106
Yes	--	--	12.3%
No	--	--	87.7%
Summary Rate Score (%Yes)	--	--	12.3%
Q41. Got help with transportation			
Opt-out / Exclusion			
I did not phone my health plan for help with transportation in the last 6 months			
	--	--	--
Base (n)	--	--	13
Always	--	--	46.2%
Usually	--	--	15.4%
Sometimes	--	--	15.4%
Never	--	--	23.1%
Summary Rate Score (%Usually or Always)	--	--	61.5%
Q42. Help with transportation met your needs			
Opt-out / Exclusion			
I did not phone my health plan for help with transportation in the last 6 months			
	--	--	1
Base (n)	--	--	12
Always	--	--	41.7%
Usually	--	--	8.3%
Sometimes	--	--	33.3%
Never	--	--	16.7%
Summary Rate Score (%Usually or Always)	--	--	50.0%

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q43. Amount of time to get appt. for regular/routine care			
Opt-out / Exclusion (n)			
I did not need an appointment for regular or routine care	--	--	43
Base (n)	--	--	59
1-7 days	--	--	50.8%
8-21 days	--	--	28.8%
22-30 days	--	--	5.1%
31 days or more	--	--	15.3%
Q44. Main problem for not getting care, tests or treatment			
Opt-out / Exclusion			
I did not have a problem getting care, tests, or treatment	--	--	65
Base (n)	--	--	29
Plan did not approve my care, tests, or treatment	--	--	13.8%
Care, tests, or treatment delayed while waiting for plan's approval	--	--	20.7%
Providers I wanted to see were not in my plan or network	--	--	6.9%
Could not get an appointment with a provider at a convenient time	--	--	20.7%
The cost for care, tests, or treatment was too high for me	--	--	3.4%
Brand name medications I wanted cost more than the generic available	--	--	3.4%
The cost of my medications was too high	--	--	3.4%
Problems getting my plan to pay claims after getting care, tests, or treatment	--	--	0.0%
Problems getting a referral to a specialist	--	--	3.4%
Other (Please Specify)	--	--	24.1%

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q45. Location for non-emergency care after hours			
Opt-out / Exclusion (n)			
I did not need after hours care	--	--	60
Base (n)	--	--	41
I received help from my doctor's office	--	--	9.8%
I received care at an in Network Urgent Care Center	--	--	22.0%
I received care at the Emergency Room	--	--	51.2%
I was unable to get care	--	--	17.1%
Q46. Location for non-emergency care during office hours when Dr. was not available			
Base (n)	--	--	66
I received care at an in Network Urgent Care Center	--	--	24.2%
I received care at the Emergency Room	--	--	40.9%
I was unable to get care	--	--	34.8%
Q47. Ease of getting appt. with mental health/substance use disorder specialist			
Opt-out / Exclusion			
I did not see a mental health or substance use disorder specialist in the last 6 months	--	--	66
Base (n)	--	--	38
Always	--	--	26.3%
Usually	--	--	2.6%
Sometimes	--	--	7.9%
Never	--	--	63.2%
Summary Rate Score (%Usually or Always)	--	--	28.9%