



MY 2024 CAHPS® MEDICAID CHILD WITH CCC 5.1H SURVEY

Molina Healthcare of New Mexico



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

Overview

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

Survey Objective

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

NCQA Updates

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

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Methodology

General Population



QUALIFIED RESPONDENTS

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

RESPONSE RATE CALCULATION

117 (Completed)

1,650 (Sample) - 22 (Ineligible)

=

117

1,628

=

7.2%

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	20	32	17	9	3	5	69
Spanish	1	18	29	24	3	2	48
Total	21	50	46	33	6	7	117

Total Number of Undeliverables: 261

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	--	--	117
Ineligible	Does not Meet Eligibility Criteria (01)	--	--	9
	Language Barrier (03)	--	--	13
	Mentally/Physically Incapacitated (04)	--	--	0
	Deceased (05)	--	--	0
	SUBTOTAL	--	--	22
Non-response	Break-off/Incomplete (02)	--	--	13
	Refusal (06)	--	--	25
	Maximum Attempts Made (07)	--	--	1,473
	Added to DNC List (08)	--	--	0
	SUBTOTAL	--	--	1,511
Total Sample		--	--	1,650
Oversampling		--	--	0.0%
Response Rate		--	--	7.2%
PG Response Rate		9.9%	9.4%	10.5%



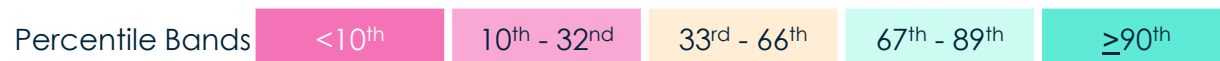
Executive Summary



Overview of Terms

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

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



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

General Population



117

Completed surveys

7.2%

Response Rate

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

Scores: All scores displayed
are Summary Rate Scores

- Rating: % 9 or 10
- Composites: % Usually or Always

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

Percentiles: Based on the
2025 PG Book of Business

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

Rating of Health Plan				★★★
Q49. Rating of Health Plan	69.9%	30 th	--	

Rating of Health Care				(NA)
Q9. Rating of Health Care	67.7%	17 th	Opportunity	

Rating of Personal Doctor				(NA)
Q36. Rating of Personal Doctor	75.6%	20 th	Opportunity	

Rating of Specialist				
Q43. Rating of Specialist	64.7%	8 th	Wait	

Coordination of Care				
Q35. Coordination of Care	84.2%	29 th	Wait	

Customer Service				
Composite	87.5%	33 rd	--	
Q45. Provided information or help	77.8%	13 th	Opportunity	
Q46. Treated with courtesy and respect	97.2%	84 th	Power	

Getting Needed Care				(NA)
Composite	65.0%	1 st	--	
Q10. Getting care, tests, or treatment	85.5%	10 th	Opportunity	
Q41. Getting specialist appointment	44.4%	1 st	Wait	

Getting Care Quickly				(NA)
Composite	77.1%	4 th	--	
Q4. Getting urgent care	73.9%	1 st	Wait	
Q6. Getting routine care	80.4%	28 th	Opportunity	

Ease of Filling Out Forms				
Q48. Ease of Filling Out Forms	97.1%	88 th	Retain	

How Well Doctors Communicate				
Composite	95.3%	59 th	--	
Q27. Dr. explained things	93.8%	33 rd	Wait	
Q28. Dr. listened carefully	96.9%	67 th	Retain	
Q29. Dr. showed respect	96.9%	42 nd	Opportunity	
Q32. Dr. spent enough time	93.4%	79 th	Power	

Estimated NCQA Health Insurance Plan Ratings

General Population

	Score Definition	Base	HPR Score*	HPR 4 Star Threshold	HPR Percentile Band	PG Estimated Rating
PATIENT EXPERIENCE						NA
GETTING CARE						NA
Getting Needed Care	Usually or Always	40^	64.9%	85.7%	--	NA
Getting Care Quickly	Usually or Always	39^	77.1%	89.3%	--	NA
SATISFACTION WITH PLAN PHYSICIANS						NA
Rating of Personal Doctor	9 or 10	86^	75.5%	78.5%	--	NA
SATISFACTION WITH PLAN AND PLAN SERVICES						3
Rating of Health Plan	9 or 10	113	69.9%	73.7%	33 rd	3
Rating of Health Care	9 or 10	62^	67.7%	71.9%	--	NA

*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.

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

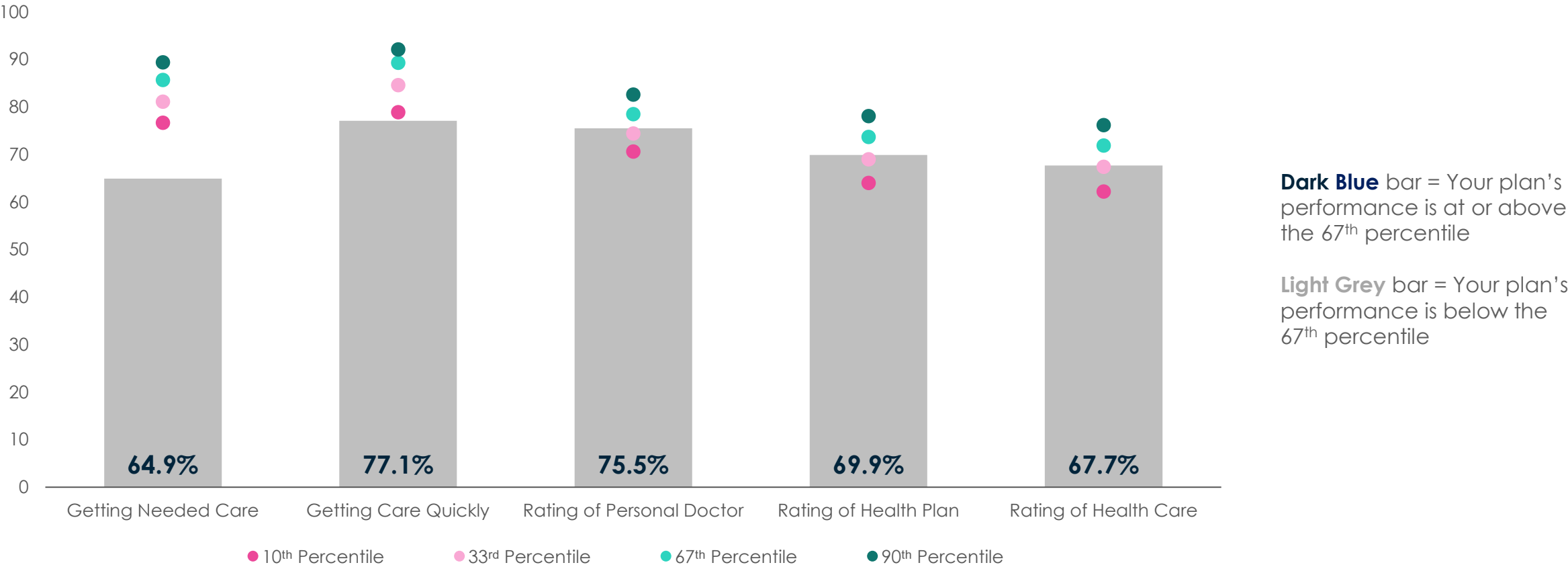
- Notes:
- NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.
 - Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.

Performance to Star Cut Points

General Population

COMPARISON TO QUALITY COMPASS CUT POINTS

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



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

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

Key Metric Performance

General Population

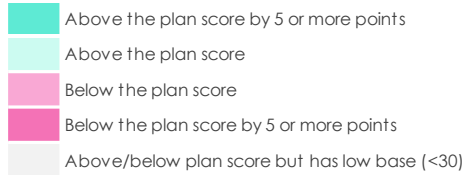
Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2024	2025	Change	0	20	40	60	80	100		
Health Plan Domain											
Q49. Rating of Health Plan		69.9%					<div><div></div><div></div><div></div><div></div><div></div></div>			30 th	72.7%
Getting Needed Care		65.0%					<div><div></div><div></div><div></div><div></div><div></div></div>			1 st	84.6% ▼
Customer Service		87.5%						<div><div></div><div></div><div></div><div></div><div></div></div>		33 rd	88.9%
Q48. Ease of Filling Out Forms		97.1%							<div><div></div><div></div><div></div><div></div><div></div></div>	88 th	95.1%
Health Care Domain											
Q9. Rating of Health Care		67.7%					<div><div></div><div></div><div></div><div></div><div></div></div>			17 th	72.1%
Getting Care Quickly		77.1%						<div><div></div><div></div><div></div><div></div><div></div></div>		4 th	86.7% ▼
How Well Doctors Communicate		95.3%							<div><div></div><div></div><div></div><div></div><div></div></div>	59 th	94.4%
Q35. Coordination of Care		84.2%						<div><div></div><div></div><div></div><div></div><div></div></div>		29 th	86.4%
Q36. Rating of Personal Doctor		75.6%						<div><div></div><div></div><div></div><div></div><div></div></div>		20 th	78.4%
Q43. Rating of Specialist		64.7%					<div><div></div><div></div><div></div><div></div><div></div></div>			8 th	74.9%

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

Health Equity

General Population

Group is performing...



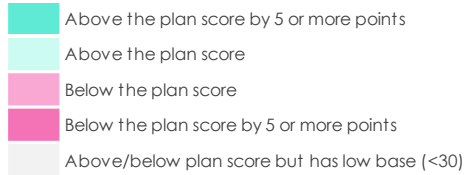
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

Demographic	Category	Total	Rating of Health Plan	Rating of Health Care	Rating of Personal Doctor	Getting Needed Care	Getting Care Quickly
			SRS	SRS	SRS	SRS	SRS
			△	△	△	△	△
			69.9%	67.7%	75.6%	65.0%	77.1%
Child's Gender	Male	n=55	-2	0	6	11	-2
	Female	n=58	0	2	-4	-6	5
Child's Age	0 to 4	n=34	4	7	-5	-5	-4
	5 to 8	n=18	7	-1	17	27	2
	9 to 13	n=33	-6	7	5	18	6
	14+	n=28	-5	-14	-9	-20	12
Overall Health	Excellent / Very Good	n=77	8	10	3	9	12
	Good	n=35	-18	-28	-4	-15	-11
	Fair / Poor	n=4	5	32	-1	-15	-10
Mental Health	Excellent / Very Good	n=81	7	13	5	2	1
	Good	n=24	-18	-40	-3	-9	-1
	Fair / Poor	n=11	-15	-18	-26	23	-12
Race Ethnicity	White	n=73	0	3	-4	8	6
	Black / African American	n=6	-3	-18	24	35	-52
	Asian	n=2	-70	-68	-76	-65	-77
	American Indian or Alaska Native	n=12	-20	18	4	-22	23
	Native Hawaiian or other Pacific Islander	n=0	--	--	--	--	--
	Hispanic	n=89	5	1	5	1	7

Health Equity

General Population

Group is performing...



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

Demographic	Category	Total	Rating of Specialist		Coordination of Care		Customer Service		How Well Doctors Communicate		Ease of Filling Out Forms	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
			64.7%		84.2%		87.5%		95.3%		97.1%	
Child's Gender	Male	n=55		-2		-4		-6		1		-1
	Female	n=58		-2		5		5		-1		1
Child's Age	0 to 4	n=34		-40		3		1		4		0
	5 to 8	n=18		35		-9		-4		-2		3
	9 to 13	n=33		2		-4		8		2		3
	14+	n=28		2		16		-6		-7		-5
Overall Health	Excellent / Very Good	n=77		5		2		0		1		0
	Good	n=35		-15		16		-1		-2		0
	Fair / Poor	n=4		35		-34		13		-4		3
Mental Health	Excellent / Very Good	n=81		-5		2		3		1		3
	Good	n=24		2		16		-13		-3		-11
	Fair / Poor	n=11		35		-34		13		-4		3
Race Ethnicity	White	n=73		-3		0		4		0		0
	Black / African American	n=6		--		16		13		5		3
	Asian	n=2		-65		--		--		5		3
	American Indian or Alaska Native	n=12		-65		--		13		-2		-6
	Native Hawaiian or other Pacific Islander	n=0		--		--		--		--		--
	Hispanic	n=89		8		2		1		0		-1



Key Driver Analysis

a  PG Forsta company



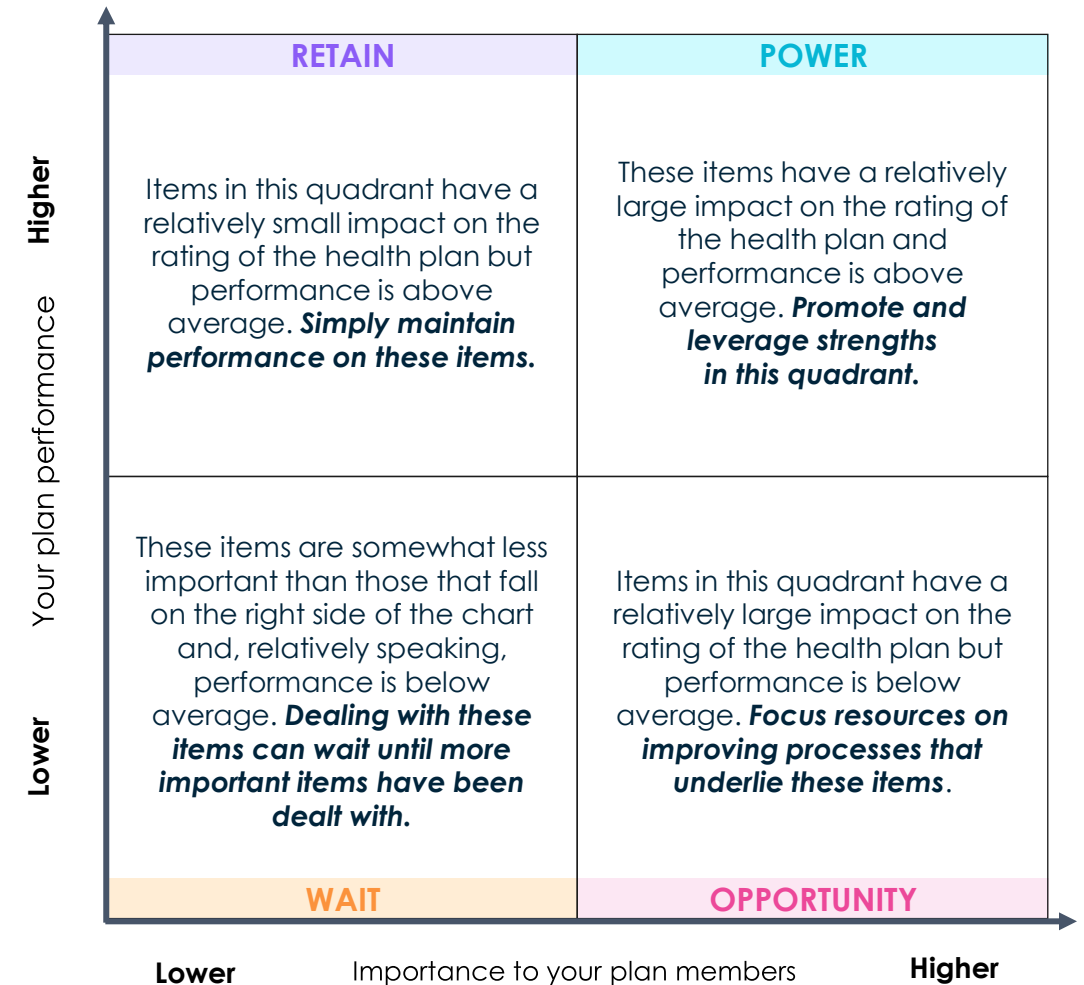
POWeR Chart

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.

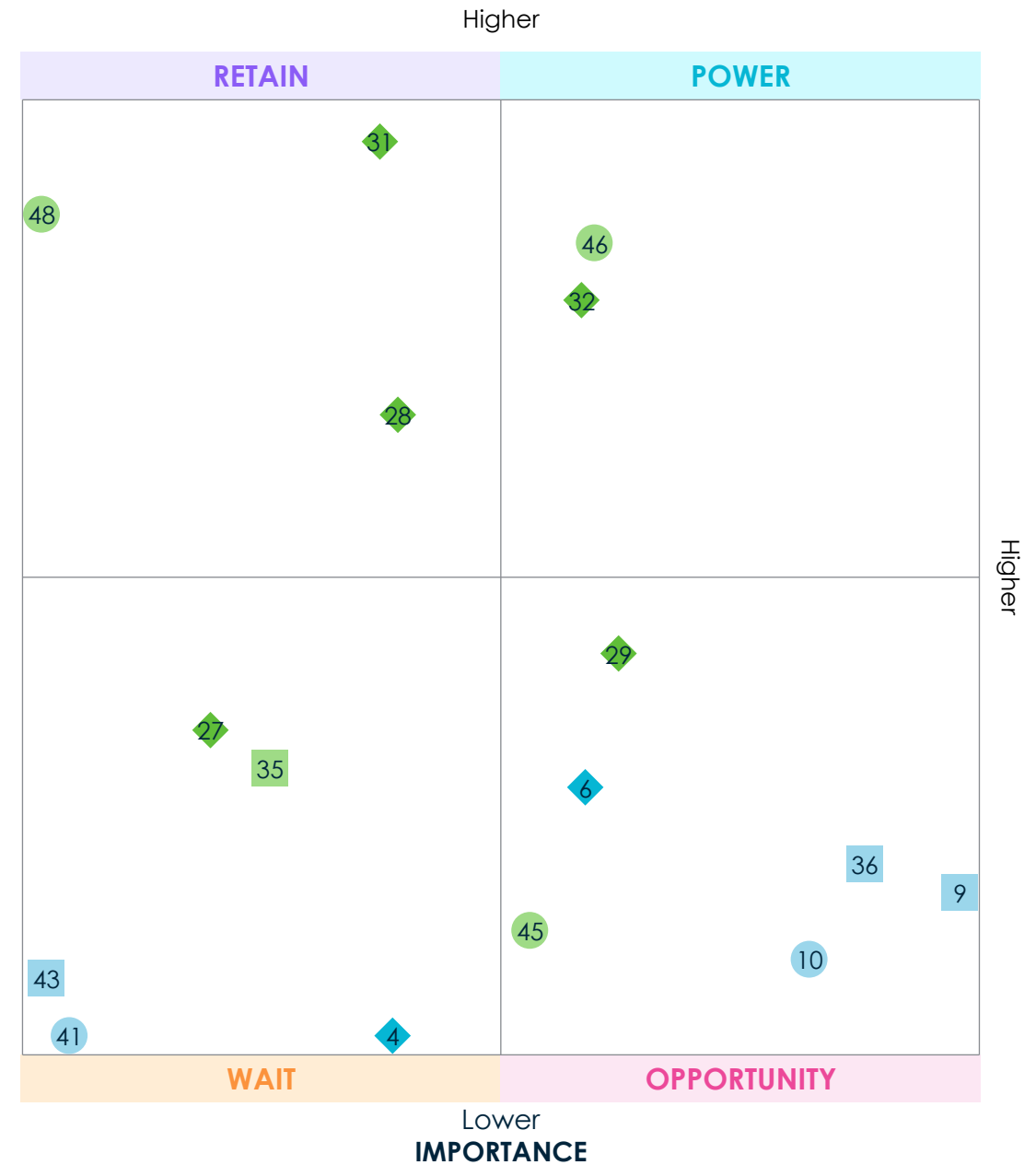


POWeR Chart – Your Results

SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%tile
POWER							
●	CS	Q46	Treated with courtesy and respect	--	--	97.2%	84 th
◆	HWDC	Q32	Dr. spent enough time	--	--	93.4%	79 th
OPPORTUNITY							
■	RATING	Q9	Rating of Health Care	--	--	67.7%	17 th
■	RATING	Q36	Rating of Personal Doctor	--	--	75.6%	20 th
●	GNC	Q10	Getting care, tests, or treatment	--	--	85.5%	10 th
◆	HWDC	Q29	Dr. showed respect	--	--	96.9%	42 nd
◆	GCC	Q6	Getting routine care	--	--	80.4%	28 th
●	CS	Q45	Provided information or help	--	--	77.8%	13 th
WAIT							
◆	GCC	Q4	Getting urgent care	--	--	73.9%	1 st
■	CC	Q35	Coordination of Care	--	--	84.2%	29 th
◆	HWDC	Q27	Dr. explained things	--	--	93.8%	33 rd
●	GNC	Q41	Getting specialist appointment	--	--	44.4%	1 st
■	RATING	Q43	Rating of Specialist	--	--	64.7%	8 th
RETAIN							
◆	HWDC	Q28	Dr. listened carefully	--	--	96.9%	67 th
◆	HWDC	Q31	Dr. explained things to child	--	--	97.4%	--
●	CS	Q48	Ease of Filling Out Forms	--	--	97.1%	88 th

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

PERFORMANCE
Lower





Summary of Trend and Benchmark



Summary Rate Scores

General Population

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Rating Questions (% 9 or 10)						
Q49. Rating of Health Plan	113	--	--	69.9%	72.7%	71.3%
Q9. Rating of Health Care	62^	--	--	67.7%	72.1%	69.6%
Q36. Rating of Personal Doctor	86^	--	--	75.6%	78.4%	76.5%
Q43. Rating of Specialist	17^	--	--	64.7%	74.9%	72.8%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	113	--	--	86.7%	86.8%	86.3%
Q9. Rating of Health Care	62^	--	--	83.9%	88.0%	86.9%
Q36. Rating of Personal Doctor	86^	--	--	94.2%	90.8%	89.7%
Q43. Rating of Specialist	17^	--	--	76.5%	88.0%	87.2%
Getting Needed Care (% Usually or Always)						
Q10. Getting care, tests, or treatment	62^	--	--	85.5%	90.4%	89.6%
Q41. Getting specialist appointment	18^	--	--	44.4%	78.8%	77.7%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	23^	--	--	73.9%	90.5%	90.5%
Q6. Getting routine care	56^	--	--	80.4%	83.0%	82.5%
Q35. Coordination of Care						
Q35. Coordination of Care	19^	--	--	84.2%	86.4%	83.5%
Customer Service (% Usually or Always)						
Q45. Provided information or help	36^	--	--	87.5%	88.9%	88.3%
Q46. Treated with courtesy and respect	36^	--	--	97.2%	94.5%	93.8%

Summary Rate Scores

General Population

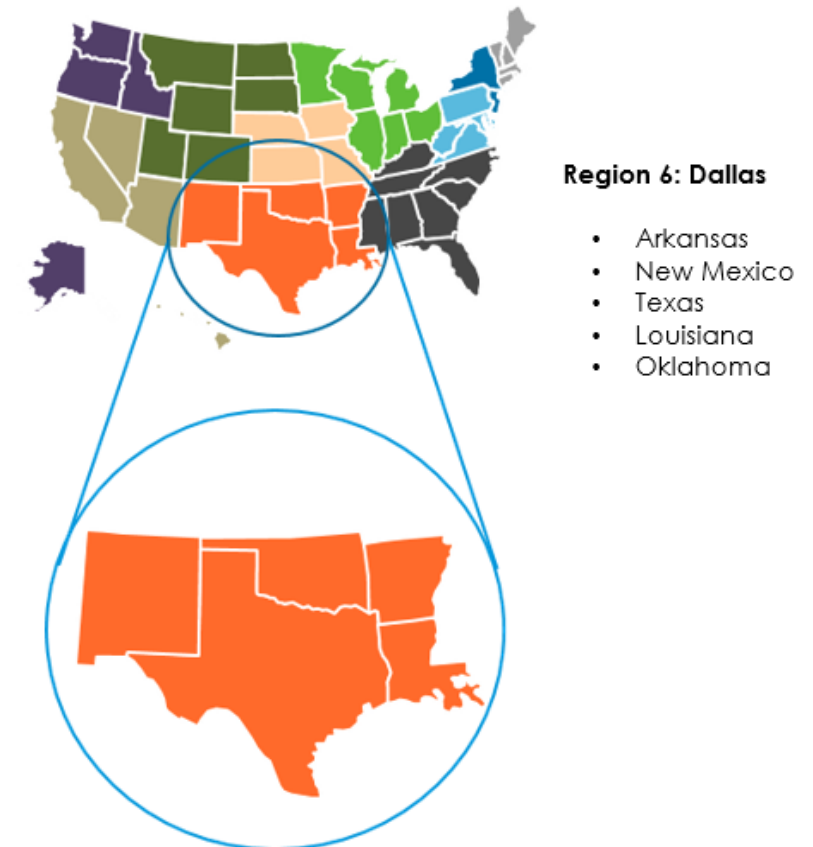
	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
How Well Doctors Communicate (% Usually or Always)	64^	--	--	95.3%	94.4%	93.8%
Q27. Dr. explained things	65^	--	--	93.8%	94.7%	94.3%
Q28. Dr. listened carefully	65^	--	--	96.9%	95.9%	95.2%
Q29. Dr. showed respect	65^	--	--	96.9%	97.2%	96.7%
Q32. Dr. spent enough time	61^	--	--	93.4%	89.7%	89.1%
Q48. Ease of Filling Out Forms (% Usually or Always)	105	--	--	97.1%	95.1%	94.9%

Regional Performance

General Population

	2025	2025 PG BOB Region
Rating Questions (% 9 or 10)		
Q49. Rating of Health Plan	69.9%	75.6%
Q9. Rating of Health Care	67.7%	74.8%
Q36. Rating of Personal Doctor	75.6%	80.1%
Q43. Rating of Specialist	64.7%	75.6% ▲
Rating Questions (% 8, 9 or 10)		
Q49. Rating of Health Plan	86.7%	88.3%
Q9. Rating of Health Care	83.9%	88.8%
Q36. Rating of Personal Doctor	94.2%	91.7%
Q43. Rating of Specialist	76.5%	88.2% ▲
Getting Needed Care (% Usually or Always)		
Q10. Getting care, tests, or treatment	85.5%	90.5%
Q41. Getting specialist appointment	44.4%	79.3% ▲
Getting Care Quickly (% Usually or Always)		
Q4. Getting urgent care	73.9%	90.6% ▲
Q6. Getting routine care	80.4%	83.6%
Q35. Coordination of Care	84.2%	85.8% ▲
Customer Service (% Usually or Always)		
Q45. Provided information or help	77.8%	85.5%
Q46. Treated with courtesy and respect	97.2%	95.7%

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

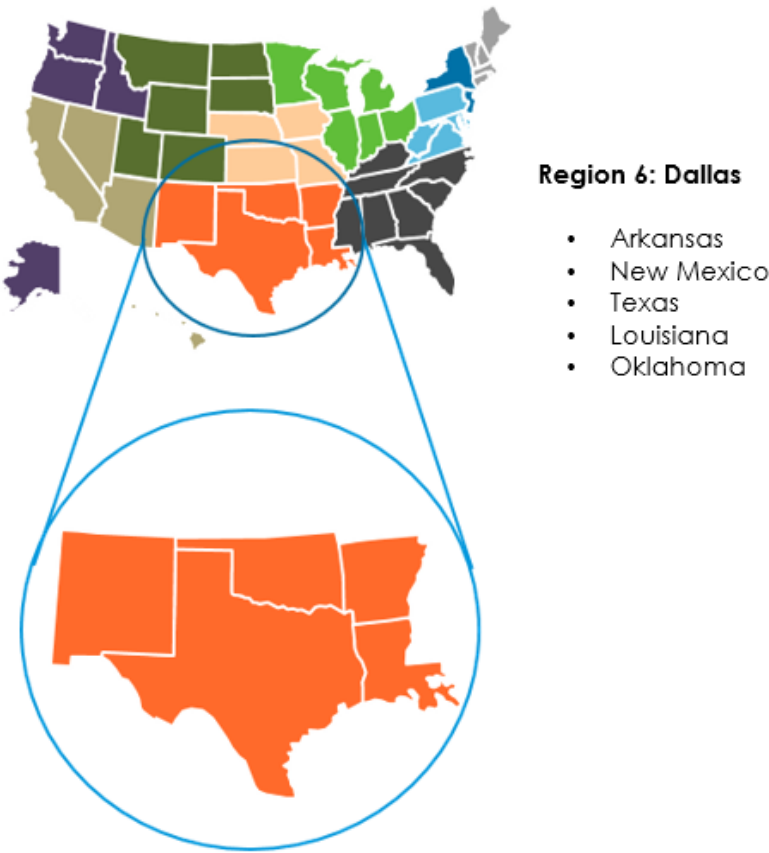


Regional Performance

General Population

	2025	2025 PG BOB Region
How Well Doctors Communicate (% Usually or Always)	95.3%	94.5%
Q27. Dr. explained things	93.8%	94.9%
Q28. Dr. listened carefully	96.9%	96.3%
Q29. Dr. showed respect	96.9%	97.4%
Q32. Dr. spent enough time	93.4%	89.5%
Q48. Ease of Filling Out Forms (% Usually or Always)	97.1%	95.6%

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



Percentile Rankings

General Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 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	69.9%	37 th	61.8	64.0	67.8	69.0	71.7	73.8	75.1	78.2	80.0	30 th	61.8	64.3	69.5	70.4	72.9	75.3	76.6	79.6	80.9		
Q9. Rating of Health Care	67.7%	35 th	59.9	62.3	66.5	67.5	70.1	71.9	73.0	76.3	77.9	17 th	64.0	65.6	68.8	70.1	72.6	74.5	75.4	78.4	79.1		
Q36. Rating of Personal Doctor	75.6%	45 th	69.4	70.7	73.7	74.4	76.1	78.5	79.7	82.6	84.0	20 th	72.1	73.0	76.3	77.1	78.7	80.3	81.0	82.8	83.9		
Q43. Rating of Specialist	64.7%	14 th	63.9	64.0	68.5	72.0	73.4	74.6	77.3	80.5	81.0	8 th	63.1	65.8	70.5	71.4	75.4	77.2	78.3	81.1	84.6		
Rating Questions (% 8, 9 or 10)																							
Q49. Rating of Health Plan	86.7%	54 th	78.7	81.6	84.1	85.2	86.4	87.9	88.9	91.2	92.6	39 th	78.7	81.8	84.7	85.9	87.3	88.6	89.4	91.1	91.8		
Q9. Rating of Health Care	83.9%	15 th	80.9	82.8	85.1	85.8	87.4	88.6	89.3	90.7	91.5	10 th	82.9	83.9	86.2	86.9	88.0	89.4	90.3	92.4	93.3		
Q36. Rating of Personal Doctor	94.2%	97 th	85.5	86.5	88.2	88.7	89.9	90.9	91.5	92.8	93.3	92 nd	86.9	88.1	89.5	90.0	91.0	91.7	92.3	94.0	94.7		
Q43. Rating of Specialist	76.5%	1 st	80.4	81.5	85.0	86.0	87.3	88.3	89.1	92.0	92.5	2 nd	79.5	80.8	84.8	85.7	88.3	90.4	91.2	93.7	94.5		
Getting Needed Care (% U/A)	65.0%	1 st	76.2	76.8	80.0	81.1	84.0	85.7	86.6	89.4	90.4	1 st	74.7	76.7	80.6	82.2	84.7	87.3	88.5	90.0	91.0		
Q10. Getting care, tests, or treatment	85.5%	15 th	81.3	83.9	87.0	88.2	90.1	91.8	92.5	94.7	95.2	10 th	83.1	85.2	88.1	89.2	90.9	92.3	93.0	94.6	95.5		
Q41. Getting specialist appointment	44.4%	1 st	69.7	70.3	73.6	75.3	78.3	80.2	82.0	85.1	86.5	1 st	62.7	67.4	73.0	74.5	78.6	82.3	84.4	87.0	88.2		
Getting Care Quickly (% U/A)	77.1%	4 th	77.8	78.9	83.3	84.6	87.2	89.4	90.2	92.1	92.6	4 th	78.0	79.4	83.9	85.2	87.1	88.9	89.6	92.1	93.5		
Q4. Getting urgent care	73.9%	1 st	82.7	83.8	87.1	89.0	91.5	93.2	94.6	95.5	96.0	1 st	81.1	83.3	86.9	88.6	90.8	92.9	93.7	96.0	97.4		
Q6. Getting routine care	80.4%	31 st	71.2	74.4	79.2	80.7	83.0	85.4	86.8	89.4	90.2	28 th	72.9	75.3	79.6	81.3	83.7	85.3	86.4	88.9	91.6		
Q35. Coordination of Care	84.2%	49 th	75.5	76.8	80.8	82.2	84.4	85.7	86.7	89.1	89.6	29 th	77.6	80.0	82.9	84.6	86.4	88.6	89.7	91.9	93.9		
Customer Service (% U/A)	87.5%	39 th	83.8	84.2	86.2	87.3	88.2	89.9	90.6	92.2	92.7	33 rd	82.6	84.0	86.4	87.5	89.2	90.7	91.2	92.9	94.1		
Q45. Provided information or help	77.8%	10 th	75.4	77.2	79.9	80.6	82.0	84.3	86.5	88.2	89.6	13 th	73.5	76.0	79.6	81.9	83.6	85.2	86.6	89.6	90.2		
Q46. Treated with courtesy and respect	97.2%	96 th	88.9	90.1	92.2	92.8	94.6	95.1	95.7	96.5	96.6	84 th	88.6	89.7	92.9	93.6	94.9	96.0	96.5	98.0	99.0		

Percentile Rankings

General Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 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		
How Well Doctors Communicate (% U/A)	95.3%	71 st	90.0	90.5	92.3	93.0	94.2	95.1	95.5	96.5	96.9	59 th	90.3	91.6	92.9	93.5	94.6	95.6	96.0	97.0	97.7		
Q27. Dr. explained things	93.8%	41 st	89.4	90.5	92.9	93.5	94.6	95.6	96.2	97.3	97.9	33 rd	90.1	91.1	93.1	93.8	94.7	95.9	96.5	97.9	98.5		
Q28. Dr. listened carefully	96.9%	78 th	91.7	92.8	93.9	94.5	95.3	96.2	96.6	97.5	98.3	67 th	92.4	93.1	94.7	95.1	96.1	96.9	97.2	98.3	98.8		
Q29. Dr. showed respect	96.9%	51 st	93.9	94.6	96.0	96.3	96.7	97.4	97.7	98.5	98.9	42 nd	94.5	95.2	96.3	96.7	97.3	98.0	98.3	99.1	99.7		
Q32. Dr. spent enough time	93.4%	83 rd	81.4	82.9	86.5	88.0	89.6	91.4	92.1	94.1	94.9	79 th	81.9	84.3	87.3	88.3	90.1	91.9	93.0	94.4	96.0		
Q48. Ease of Filling Out Forms (% U/A)	97.1%	90 th	91.6	92.1	93.8	94.3	95.1	96.0	96.3	97.0	97.7	88 th	92.4	93.2	94.0	94.5	95.2	96.0	96.4	97.2	97.8		



Appendix



Appendix A: Correlations

Highest Correlations

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

With Rating Of Health Care		
Q43	Rating of Specialist	0.7162
Q29	Dr. showed respect	0.7017
Q4	Getting urgent care	0.6852
Q41	Getting specialist appointment	0.6447
Q10	Getting care, tests, or treatment	0.6145
Q49	Rating of Health Plan	0.5394
Q36	Rating of Personal Doctor	0.5375
Q28	Dr. listened carefully	0.4189
Q31	Dr. explained things to child	0.3796
Q32	Dr. spent enough time	0.3538

With Rating Of Personal Doctor		
Q9	Rating of Health Care	0.5375
Q4	Getting urgent care	0.3815
Q49	Rating of Health Plan	0.3642
Q29	Dr. showed respect	0.3191
Q35	Coordination of Care	0.3003
Q10	Getting care, tests, or treatment	0.2892
Q31	Dr. explained things to child	0.2712
Q28	Dr. listened carefully	0.2486
Q43	Rating of Specialist	0.2481
Q27	Dr. explained things	0.2348

With Rating Of Specialist		
Q9	Rating of Health Care	0.7162
Q10	Getting care, tests, or treatment	0.5859
Q4	Getting urgent care	0.5758
Q46	Treated with courtesy and respect	0.5449
Q41	Getting specialist appointment	0.4512
Q49	Rating of Health Plan	0.2870
Q45	Provided information or help	0.2664
Q36	Rating of Personal Doctor	0.2481
Q31	Dr. explained things to child	0.0700

Supplemental Questions

General Population

	2023	2024	2025
Q77. Phoned health plan to get help with transportation			
Base (n)	--	--	111
Yes	--	--	2.7%
No	--	--	97.3%
Summary Rate Score (%Yes)	--	--	2.7%
Q78. Got help with transportation			
Opt-out / Exclusion			
I did not phone my child's health plan for help with transportation in the last 6 months			
	--	--	--
Base (n)	--	--	3
Always	--	--	33.3%
Usually	--	--	0.0%
Sometimes	--	--	33.3%
Never	--	--	33.3%
Summary Rate Score (%Usually or Always)	--	--	33.3%
Q79. Help with transportation met your needs			
Opt-out / Exclusion			
I did not phone my child's health plan for help with transportation in the last 6 months			
	--	--	--
Base (n)	--	--	3
Always	--	--	66.7%
Usually	--	--	0.0%
Sometimes	--	--	0.0%
Never	--	--	33.3%
Summary Rate Score (%Usually or Always)	--	--	66.7%

Supplemental Questions

General Population

	2023	2024	2025
Q80. Amount of time to get appt. for regular/routine care			
Opt-out / Exclusion (n)			
My child did not need an appointment for regular or routine care	--	--	33
Base (n)	--	--	75
1-7 days	--	--	70.7%
8-21 days	--	--	16.0%
22-30 days	--	--	4.0%
31 days or more	--	--	9.3%
Q81. Main problem for not getting care, tests or treatment			
Opt-out / Exclusion			
I did not have a problem getting care, tests, or treatment	--	--	85
Base (n)	--	--	15
Plan did not approve my child's care, tests, or treatment	--	--	13.3%
Care, tests, or treatment delayed while waiting for plan's approval	--	--	13.3%
Providers I wanted my child to see were not in plan or network	--	--	6.7%
Could not get an appointment with provider at a convenient time	--	--	33.3%
The cost to me for my child's care, tests, or treatment was too high	--	--	0.0%
Brand name medications I wanted cost more than the generic available	--	--	0.0%
The cost of my child's medications was too high	--	--	0.0%
Problem getting plan to pay claims after getting care, tests, or treatment	--	--	0.0%
Problem getting a referral to a specialist	--	--	13.3%
Other (Please Specify)	--	--	20.0%

Supplemental Questions

General Population

	2023	2024	2025
Q82. Location for non-emergency care after hours			
Opt-out / Exclusion (n)			
I did not need after hours care	--	--	64
Base (n)	--	--	42
I received help from my doctor's office	--	--	23.8%
I received care at an in Network Urgent Care Center	--	--	31.0%
I received care at the Emergency Room	--	--	42.9%
I was unable to get care	--	--	2.4%
Q83. Location for non-emergency care during office hours when Dr. was not available			
Base (n)	--	--	63
I received care at an in Network Urgent Care Center	--	--	38.1%
I received care at the Emergency Room	--	--	52.4%
I was unable to get care	--	--	9.5%
Q84. Ease of getting appt. with mental health/substance use disorder specialist			
Opt-out / Exclusion			
I did not see a mental health or substance use disorder specialist in the last 6 months	--	--	76
Base (n)	--	--	23
Always	--	--	17.4%
Usually	--	--	4.3%
Sometimes	--	--	8.7%
Never	--	--	69.6%
Summary Rate Score (%Usually or Always)	--	--	21.7%



CCC Population

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Methodology

CCC Population

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

Methodology

CCC Population



QUALIFIED RESPONDENTS

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

COMPLETES - MODALITY BY LANGUAGE							
	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	2	15	6	4	0	2	23
Spanish	0	3	3	2	1	0	6
Total	2	18	9	6	1	2	29

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.

IDENTIFYING THE CCC POPULATION

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

Key Metric Performance

CCC Population

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2024	2025	Change	0	20	40	60	80	100		
Health Plan Domain											
Q49. Rating of Health Plan		55.2%								3rd	68.4%
Getting Needed Care		77.5%								2nd	86.2%
Customer Service		92.9%								77th	90.1%
Q48. Ease of Filling Out Forms		96.4%								67th	95.5%
Health Care Domain											
Q9. Rating of Health Care		56.0%								2nd	68.8%
Getting Care Quickly		90.2%								45th	90.7%
How Well Doctors Communicate		92.5%								12th	95.2%
Q35. Coordination of Care		84.6%								29th	86.4%
Q36. Rating of Personal Doctor		73.1%								8th	77.7%
Q43. Rating of Specialist		75.0%								63rd	73.7%

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

Key Metric Performance

CCC Population

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB	
	2024	2025	Change	0	20	40	60	80	100			
CCC Measures												
Q51. Access to Rx Medicines		78.9%									1 st	91.3%
Access to Specialized Services		54.4%									1 st	74.8%
Family-Centered Care: Personal Doctor Who Knows Child		93.6%									75 th	92.2%
Q8. FCC: Getting Needed Info		88.0%									14 th	91.7%
Coordination of Care for Children With Chronic Conditions		95.5%									99 th	76.9%

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

Summary Rate Scores

CCC Population

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Rating Questions (% 9 or 10)						
Q49. Rating of Health Plan	29^	--	--	55.2%	68.4%	66.2%
Q9. Rating of Health Care	25^	--	--	56.0%	68.8%	66.2%
Q36. Rating of Personal Doctor	26^	--	--	73.1%	77.7%	75.4%
Q43. Rating of Specialist	8^	--	--	75.0%	73.7%	72.1%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	29^	--	--	75.9%	84.0%	82.1%
Q9. Rating of Health Care	25^	--	--	72.0%	86.5%	84.8%
Q36. Rating of Personal Doctor	26^	--	--	96.2%	89.8%	88.7%
Q43. Rating of Specialist	8^	--	--	87.5%	87.6%	86.7%
Getting Needed Care (% Usually or Always)						
Q10. Getting care, tests, or treatment	25^	--	--	80.0%	91.3%	88.7%
Q41. Getting specialist appointment	8^	--	--	75.0%	81.0%	79.2%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	10^	--	--	90.0%	93.1%	91.4%
Q6. Getting routine care	21^	--	--	90.5%	88.3%	86.7%
Q35. Coordination of Care						
Q35. Coordination of Care	13^	--	--	84.6%	86.4%	83.8%
Customer Service (% Usually or Always)						
Q45. Provided information or help	7^	--	--	92.9%	90.1%	89.6%
Q46. Treated with courtesy and respect	7^	--	--	100.0%	95.5%	95.1%

Summary Rate Scores

CCC Population

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
How Well Doctors Communicate (% Usually or Always)	23^	--	--	92.5%	95.2%	94.0%
Q27. Dr. explained things	24^	--	--	95.8%	95.8%	94.7%
Q28. Dr. listened carefully	24^	--	--	95.8%	95.9%	94.7%
Q29. Dr. showed respect	24^	--	--	95.8%	97.2%	96.4%
Q32. Dr. spent enough time	23^	--	--	82.6%	92.0%	90.2%
Q48. Ease of Filling Out Forms (% Usually or Always)	28^	--	--	96.4%	95.5%	94.4%
Q51. Access to Rx Medicines (% Usually or Always)	19^	--	--	78.9%	91.3%	89.2%
Access to Specialized Services (% Usually or Always)	9^	--	--	54.4%	74.8%	71.0%
Q15. Easy to get special medical equipment	6^	--	--	66.7%	75.8%	--
Q18. Easy to get special therapy	12^	--	--	66.7%	74.7%	67.2%
Q21. Easy to get treatment or counseling	10^	--	--	30.0%	74.1%	69.7%
FCC: Dr. Who Knows Child (% Yes)	16^	--	--	93.6%	92.2%	91.3%
Q33. Discussed feelings/growth/behavior	23^	--	--	95.7%	91.1%	90.2%
Q38. Understands effects on child's life	14^	--	--	92.9%	94.4%	93.5%
Q39. Understands effects on family's life	13^	--	--	92.3%	91.2%	90.2%
Q8. FCC: Getting Needed Info (% Usually or Always)	25^	--	--	88.0%	91.7%	91.0%
Coordination of Care for CCC (% Yes)	7^	--	--	95.5%	76.9%	75.7%
Q13. Helped contact child's school/daycare	3^	--	--	100.0%	91.9%	--
Q24. Helped coordinate child's care	11^	--	--	90.9%	61.9%	59.9%

Percentile Rankings

CCC Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 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	55.2%	6 th	50.8	59.0	62.4	64.1	66.3	69.8	71.1	75.0	76.1	3 rd	58.9	60.4	64.2	65.4	68.5	70.4	72.1	75.8	77.8		
Q9. Rating of Health Care	56.0%	4 th	56.9	57.9	61.4	63.1	66.9	69.8	70.9	73.6	75.4	2 nd	57.4	61.0	64.9	66.0	68.9	71.4	72.0	75.2	77.6		
Q36. Rating of Personal Doctor	73.1%	27 th	65.5	70.2	71.5	73.8	75.9	78.2	78.9	81.2	82.5	8 th	71.2	73.6	75.7	76.4	77.8	79.5	80.2	81.8	83.2		
Q43. Rating of Specialist	75.0%	69 th	63.5	64.6	67.1	68.9	72.0	74.8	77.5	81.0	83.3	63 rd	63.4	66.2	69.6	71.1	73.5	75.3	76.5	79.9	82.6		
Rating Questions (% 8, 9 or 10)																							
Q49. Rating of Health Plan	75.9%	10 th	71.7	75.8	79.9	80.7	83.1	84.3	85.2	87.6	89.3	4 th	76.3	77.6	81.4	82.2	84.1	85.7	86.7	89.2	91.0		
Q9. Rating of Health Care	72.0%	1 st	79.8	80.2	81.7	82.6	85.3	86.5	88.2	89.7	90.4	1 st	80.1	81.6	84.4	85.3	86.5	87.6	88.2	90.0	91.6		
Q36. Rating of Personal Doctor	96.2%	99 th	83.2	84.9	87.4	87.9	89.0	90.3	91.0	91.6	92.8	99 th	86.2	86.8	88.4	88.8	89.8	90.9	91.7	92.9	93.9		
Q43. Rating of Specialist	87.5%	51 st	78.7	79.6	83.9	84.9	87.5	88.7	89.9	91.6	92.2	52 nd	81.2	81.9	84.1	85.9	87.2	88.9	89.6	92.0	93.2		
Getting Needed Care (% U/A)	77.5%	16 th	75.3	76.4	80.7	81.7	83.9	87.0	87.5	89.9	90.7	2 nd	78.3	80.0	82.6	83.7	86.2	87.9	88.5	90.4	92.0		
Q10. Getting care, tests, or treatment	80.0%	1 st	82.2	83.2	85.9	86.9	89.0	90.3	91.7	94.5	94.6	1 st	85.3	86.1	88.9	90.2	91.9	92.6	93.5	95.0	95.4		
Q41. Getting specialist appointment	75.0%	25 th	68.9	69.8	74.3	76.5	78.9	83.3	84.6	86.4	87.8	18 th	70.5	72.3	76.5	77.4	81.3	83.2	85.1	87.2	89.0		
Getting Care Quickly (% U/A)	90.2%	52 nd	80.1	83.1	86.3	87.0	90.0	91.3	92.1	92.8	94.4	45 th	84.5	85.6	88.0	89.1	91.0	92.5	92.9	94.2	94.8		
Q4. Getting urgent care	90.0%	35 th	85.7	86.6	88.9	89.7	92.0	93.6	94.4	95.0	96.3	22 nd	84.8	87.2	90.2	91.1	93.0	94.4	95.2	97.2	98.1		
Q6. Getting routine care	90.5%	75 th	75.6	80.6	83.9	85.5	87.7	90.0	90.4	91.7	92.4	69 th	80.3	82.1	85.9	87.2	88.8	90.2	91.0	92.2	92.8		
Q35. Coordination of Care	84.6%	57 th	74.6	79.1	81.4	82.4	84.0	85.6	86.8	88.2	89.0	29 th	78.7	81.4	84.1	84.8	86.8	88.8	89.5	90.9	93.4		
Customer Service (% U/A)	92.9%	88 th	85.5	85.5	86.6	86.6	91.6	92.1	92.1	93.4	93.4	77 th	83.0	85.4	88.1	88.7	90.4	91.6	92.5	94.6	95.4		
Q45. Provided information or help	85.7%	50 th	77.4	77.5	78.3	83.5	85.5	87.4	87.5	89.1	89.4	49 th	74.9	76.9	81.7	83.0	85.7	87.7	88.8	91.1	92.2		
Q46. Treated with courtesy and respect	100.0%	99 th	91.4	91.4	93.6	93.6	94.9	96.3	96.3	98.1	98.1	99 th	90.0	91.7	94.0	94.6	95.9	96.7	97.0	98.5	100.0		

Percentile Rankings

CCC Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 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		
How Well Doctors Communicate (% U/A)	92.5%	21 st	89.7	90.8	92.8	93.4	94.4	95.2	95.6	96.4	97.1	12 th	91.9	92.3	93.9	94.5	95.3	95.9	96.6	97.4	97.9		
Q27. Dr. explained things	95.8%	60 th	90.1	91.7	93.3	94.3	95.2	96.0	96.4	97.1	98.1	51 st	91.8	93.0	94.2	94.9	95.8	96.9	97.3	98.4	98.7		
Q28. Dr. listened carefully	95.8%	65 th	91.2	91.7	93.7	94.2	95.2	95.9	96.2	97.1	97.7	52 nd	92.1	93.1	94.5	94.9	95.8	97.0	97.2	98.0	98.2		
Q29. Dr. showed respect	95.8%	32 nd	93.5	94.1	95.7	96.0	96.5	97.0	97.6	98.4	99.1	18 th	94.6	95.0	96.2	96.5	97.3	97.8	98.1	99.0	99.4		
Q32. Dr. spent enough time	82.6%	4 th	84.2	85.0	87.6	88.7	90.8	92.4	93.3	94.8	95.8	1 st	86.5	87.7	90.3	91.1	92.1	93.4	94.1	95.8	96.4		
Q48. Ease of Filling Out Forms (% U/A)	96.4%	86 th	91.4	92.0	93.0	93.4	94.7	95.4	95.6	96.6	97.2	67 th	93.2	93.3	94.4	94.8	95.6	96.4	96.7	97.7	98.1		
Q51. Access to Rx Medicines (% U/A)	78.9%	1 st	84.4	85.5	87.7	88.3	89.7	90.4	91.1	93.1	93.6	1 st	87.5	88.1	89.7	90.5	91.7	92.5	93.0	94.5	95.0		
Access to Specialized Services (% U/A)	54.4%	1 st	63.6	63.6	64.0	64.0	69.3	78.9	78.9	80.8	80.8	1 st	63.7	67.0	71.1	71.9	74.1	78.0	78.9	83.8	85.4		
Q15. Easy to get special medical equipment	66.7%	--	--	--	--	--	--	--	--	--	--	13 th	57.6	63.6	69.6	71.4	76.2	82.2	84.2	92.0	100.0		
Q18. Easy to get special therapy	66.7%	45 th	50.0	50.0	55.1	55.1	67.9	75.0	75.0	83.2	83.2	19 th	60.8	63.6	67.6	69.7	75.5	79.6	81.1	85.5	86.6		
Q21. Easy to get treatment or counseling	30.0%	1 st	51.2	59.8	62.8	66.2	71.0	74.7	75.3	81.6	82.8	1 st	59.5	63.0	68.6	70.2	73.0	76.5	77.7	82.2	85.0		
FCC: Dr. Who Knows Child (% Yes)	93.6%	88 th	87.2	88.9	90.1	90.6	91.3	92.4	92.9	93.6	94.8	75 th	88.3	89.2	91.1	91.6	92.5	93.1	93.5	94.1	95.3		
Q33. Discussed feelings/growth/behavior	95.7%	96 th	85.6	87.0	88.6	89.1	90.2	91.5	92.2	93.6	94.5	97 th	86.6	87.8	89.5	90.2	91.3	92.4	93.0	93.9	94.3		
Q38. Understands effects on child's life	92.9%	30 th	89.3	91.1	92.4	93.0	93.6	94.4	95.0	96.4	96.7	20 th	90.3	91.2	93.3	93.6	94.8	95.4	95.8	96.7	97.5		
Q39. Understands effects on family's life	92.3%	78 th	85.4	86.8	88.7	89.4	90.3	91.5	92.2	93.2	95.4	63 rd	86.6	87.2	89.2	90.2	91.4	92.6	93.0	94.3	95.4		
Q8. FCC: Getting Needed Info (% U/A)	88.0%	12 th	85.5	86.1	89.4	89.8	91.3	92.3	93.1	94.6	95.3	14 th	86.3	87.4	90.0	90.7	92.0	92.8	93.5	94.7	95.0		
Coordination of Care for CCC (% Yes)	95.5%	99 th	69.5	69.5	73.6	74.2	76.0	77.0	78.3	79.9	79.9	99 th	69.7	71.2	73.8	75.1	76.7	78.7	79.9	82.4	83.5		
Q13. Helped contact child's school/daycare	100.0%	--	--	--	--	--	--	--	--	--	--	99 th	81.8	84.7	88.5	89.7	92.0	94.1	95.4	100.0	100.0		
Q24. Helped coordinate child's care	90.9%	99 th	50.0	51.3	55.1	55.9	59.0	63.4	64.7	69.2	71.5	99 th	50.9	52.9	57.7	59.1	61.8	65.5	66.7	70.3	71.9		

Supplemental Questions

CCC Population

	2023	2024	2025
Q77. Phoned health plan to get help with transportation			
Base (n)	--	--	25
Yes	--	--	0.0%
No	--	--	100.0%
Summary Rate Score (%Yes)	--	--	0.0%
Q78. Got help with transportation			
Opt-out / Exclusion			
I did not phone my child's health plan for help with transportation in the last 6 months			
Base (n)	--	--	--
Always	--	--	--
Usually	--	--	--
Sometimes	--	--	--
Never	--	--	--
Summary Rate Score (%Usually or Always)	--	--	--
Q79. Help with transportation met your needs			
Opt-out / Exclusion			
I did not phone my child's health plan for help with transportation in the last 6 months			
Base (n)	--	--	--
Always	--	--	--
Usually	--	--	--
Sometimes	--	--	--
Never	--	--	--
Summary Rate Score (%Usually or Always)	--	--	--

Supplemental Questions

CCC Population

	2023	2024	2025
Q80. Amount of time to get appt. for regular/routine care			
Opt-out / Exclusion (n)			
My child did not need an appointment for regular or routine care	--	--	3
Base (n)	--	--	23
1-7 days	--	--	69.6%
8-21 days	--	--	17.4%
22-30 days	--	--	4.3%
31 days or more	--	--	8.7%
Q81. Main problem for not getting care, tests or treatment			
Opt-out / Exclusion			
I did not have a problem getting care, tests, or treatment	--	--	16
Base (n)	--	--	11
Plan did not approve my child's care, tests, or treatment	--	--	0.0%
Care, tests, or treatment delayed while waiting for plan's approval	--	--	0.0%
Providers I wanted my child to see were not in plan or network	--	--	0.0%
Could not get an appointment with provider at a convenient time	--	--	36.4%
The cost to me for my child's care, tests, or treatment was too high	--	--	0.0%
Brand name medications I wanted cost more than the generic available	--	--	0.0%
The cost of my child's medications was too high	--	--	9.1%
Problem getting plan to pay claims after getting care, tests, or treatment	--	--	0.0%
Problem getting a referral to a specialist	--	--	36.4%
Other (Please Specify)	--	--	18.2%

Supplemental Questions

CCC Population

	2023	2024	2025
Q82. Location for non-emergency care after hours			
Opt-out / Exclusion (n)			
I did not need after hours care	--	--	13
Base (n)	--	--	12
I received help from my doctor's office	--	--	25.0%
I received care at an in Network Urgent Care Center	--	--	66.7%
I received care at the Emergency Room	--	--	8.3%
I was unable to get care	--	--	0.0%
Q83. Location for non-emergency care during office hours when Dr. was not available			
Base (n)	--	--	20
I received care at an in Network Urgent Care Center	--	--	55.0%
I received care at the Emergency Room	--	--	30.0%
I was unable to get care	--	--	15.0%
Q84. Ease of getting appt. with mental health/substance use disorder specialist			
Opt-out / Exclusion			
I did not see a mental health or substance use disorder specialist in the last 6 months	--	--	17
Base (n)	--	--	8
Always	--	--	25.0%
Usually	--	--	37.5%
Sometimes	--	--	12.5%
Never	--	--	25.0%
Summary Rate Score (%Usually or Always)	--	--	62.5%