

PG Forsta

MY 2024 CAHPS® MEDICAID ADULT 5.1H SURVEY

Presbyterian Centennial Care



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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 Presbyterian Centennial Care to conduct its MY 2024 CAHPS® 5.1H Medicaid Adult Survey.

Survey Objective

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

NCQA Updates

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

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

Methodology



QUALIFIED RESPONDENTS

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

RESPONSE RATE CALCULATION

245 (Completed)

2,430 (Sample) - 28 (Ineligible)

=

245

2,402

=

10.2%

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	120	81	16	9	0	7	217
Spanish	14	8	6	4	0	2	28
Total	134	89	22	13	0	9	245

Total Number of Undeliverables: 613

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	252	214	245
Ineligible	Does not Meet Eligibility Criteria (01)	14	10	11
	Language Barrier (03)	2	5	6
	Mentally/Physically Incapacitated (04)	8	7	7
	Deceased (05)	2	0	4
	SUBTOTAL	26	22	28
Non-response	Break-off/Incomplete (02)	24	15	22
	Refusal (06)	37	36	26
	Maximum Attempts Made (07)	2,091	2,143	2,109
	Added to DNC List (08)	0	0	0
	SUBTOTAL	2,152	2,194	2,157
Total Sample		2,430	2,430	2,430
Oversampling		80.0%	80.0%	80.0%
Response Rate		10.5%	8.9%	10.2%
PG Response Rate		11.5%	11.1%	11.7%



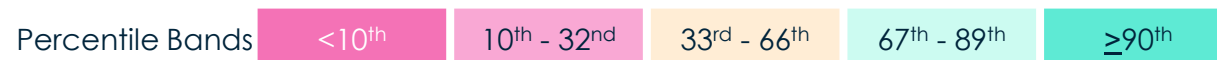
Executive Summary



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



245

Completed surveys

10.2%

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
- 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	64.1%	56 th	--	
Rating of Health Care				★★★★
Q8. Rating of Health Care	61.1%	77 th	Power	
Rating of Personal Doctor				★★★
Q18. Rating of Personal Doctor	69.7%	34 th	Opportunity	
Advised to Quit Smoking: 2YR				
Q32. Advised to Quit Smoking: 2YR	67.0%	20 th	--	
Rating of Specialist				
Q22. Rating of Specialist	73.0%	78 th	Power	
Coordination of Care				
Q17. Coordination of Care	74.7%	2 nd	Wait	
Customer Service				
Composite	91.1%	65 th	--	
Q24. Provided information or help	86.7%	65 th	Power	
Q25. Treated with courtesy and respect	95.5%	54 th	Power	

Getting Needed Care				★★
Composite	79.6%	28 th	--	
Q9. Getting care, tests, or treatment	82.9%	26 th	Wait	
Q20. Getting specialist appointment	76.3%	29 th	Wait	
Getting Care Quickly				★★★
Composite	82.6%	53 rd	--	
Q4. Getting urgent care	84.4%	55 th	Retain	
Q6. Getting routine care	80.8%	51 st	Retain	
Ease of Filling Out Forms				
Q27. Ease of Filling Out Forms	93.4%	16 th	Wait	
How Well Doctors Communicate				
Composite	89.8%	3 rd	--	
Q12. Dr. explained things	91.2%	17 th	Wait	
Q13. Dr. listened carefully	91.2%	10 th	Opportunity	
Q14. Dr. showed respect	90.5%	1 st	Opportunity	
Q15. Dr. spent enough time	86.1%	5 th	Opportunity	

Estimated NCQA Health Insurance Plan Ratings

Medicaid Adult

Score Definition		Base	HPR Score*	HPR 4 Star Threshold	HPR Percentile Band	PG Estimated Rating
PATIENT EXPERIENCE						3
GETTING CARE						2.5
Getting Needed Care	Usually or Always	127	79.6%	83.7%	10 th	2
Getting Care Quickly	Usually or Always	111	82.6%	82.9%	33 rd	3
SATISFACTION WITH PLAN PHYSICIANS						3
Rating of Personal Doctor	9 or 10	178	69.6%	71.0%	33 rd	3
SATISFACTION WITH PLAN AND PLAN SERVICES						4
Rating of Health Plan	9 or 10	234	64.1%	64.0%	67 th	4
Rating of Health Care	9 or 10	157	61.1%	59.4%	67 th	4

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.

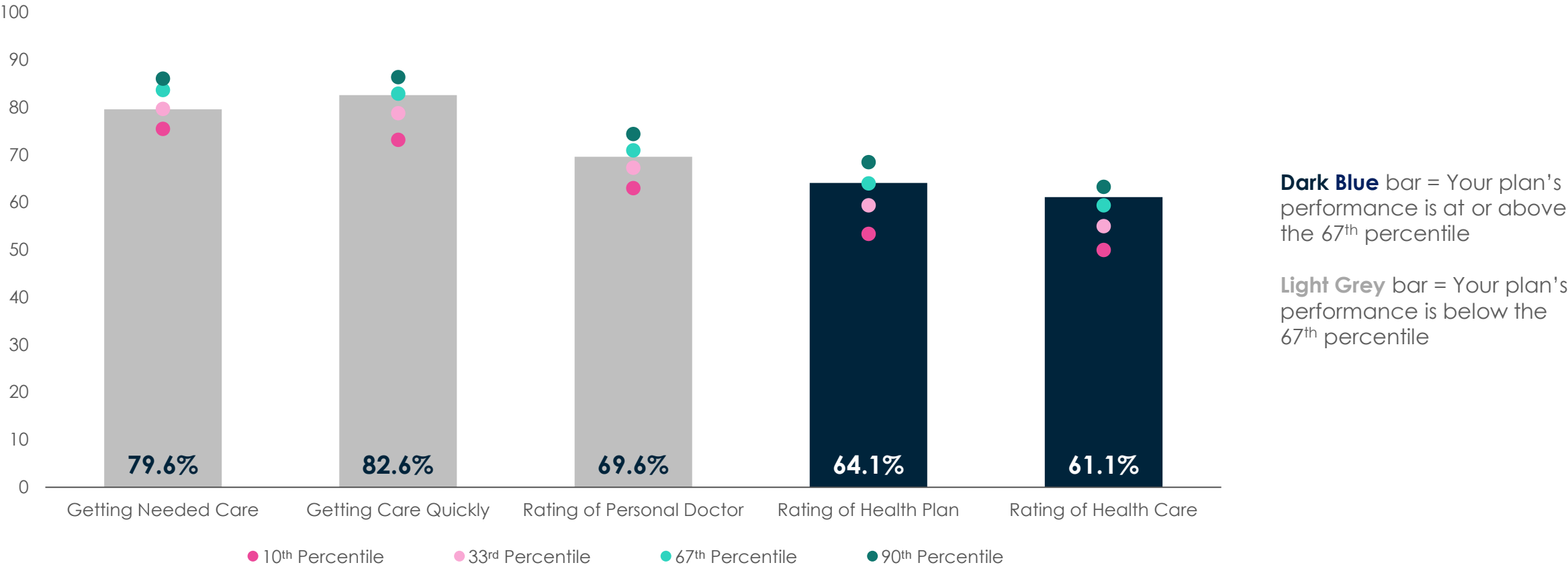
*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

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.


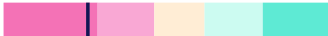
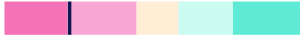
Key Metric Performance

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	60.4%	64.1%	3.7%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><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Key Metric Performance

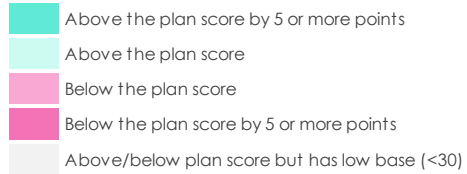
Medicaid Adult

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2024	2025	Change	0	20	40	60	80	100		
Effectiveness of Care											
Q32. Advised to Quit Smoking: 2YR	56.8%	67.0%	10.2%							20 th	74.4% ▼
Q33. Discussing Cessation Meds: 2YR	35.4%	40.6%	5.2%							6 th	55.1% ▼
Q34. Discussing Cessation Strategies: 2YR	30.5%	35.0%	4.5%							10 th	48.5% ▼

Health Equity

Medicaid Adult

Group is performing...



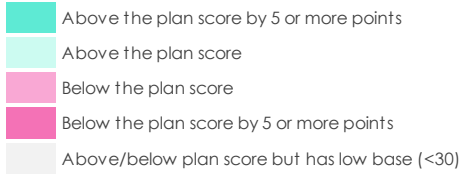
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

Demographic	Category	Total	Rating of Health Plan		Rating of Health Care		Getting Needed Care		Getting Care Quickly		Rating of Personal Doctor		Rating of Specialist	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
			64.1%		61.1%		79.6%		82.6%		69.7%		73.0%	
	Gender													
	Male	n=95		-7		3		2		-2		-1		1
	Female	n=139		5		-2		1		1		0		0
	Age													
	18-34	n=60		16		12		8		-4		-2		13
	35-44	n=27		-16		-11		-7		-12		-17		-33
	45-54	n=37		3		-5		5		5		5		2
	55+	n=112		-6		-1		0		1		1		-1
	Overall Health													
	Excellent / Very Good	n=70		16		17		11		3		7		8
	Good	n=73		-5		-3		-3		5		-2		2
	Fair / Poor	n=90		-7		-7		-1		-4		-3		-5
	Mental Health													
	Excellent / Very Good	n=91		12		11		11		7		1		6
	Good	n=70		-8		5		-7		0		9		-8
	Fair / Poor	n=73		-7		-13		-1		-6		-8		0
	Education													
	High School or Less	n=152		2		4		3		1		6		-3
	Some College or More	n=80		-4		-6		0		-2		-12		4
	Race Ethnicity													
	White	n=136		-4		2		1		1		-2		2
	Black / African American	n=12		19		1		4		12		0		-13
	Asian	n=5		-24		-61		-21		-24		-70		-23
	American Indian or Alaska Native	n=42		10		-7		-1		-5		5		-16
	Native Hawaiian or other Pacific Islander	n=6		-14		-11		-5		17		-45		-73
	Hispanic	n=123		4		3		1		0		3		4

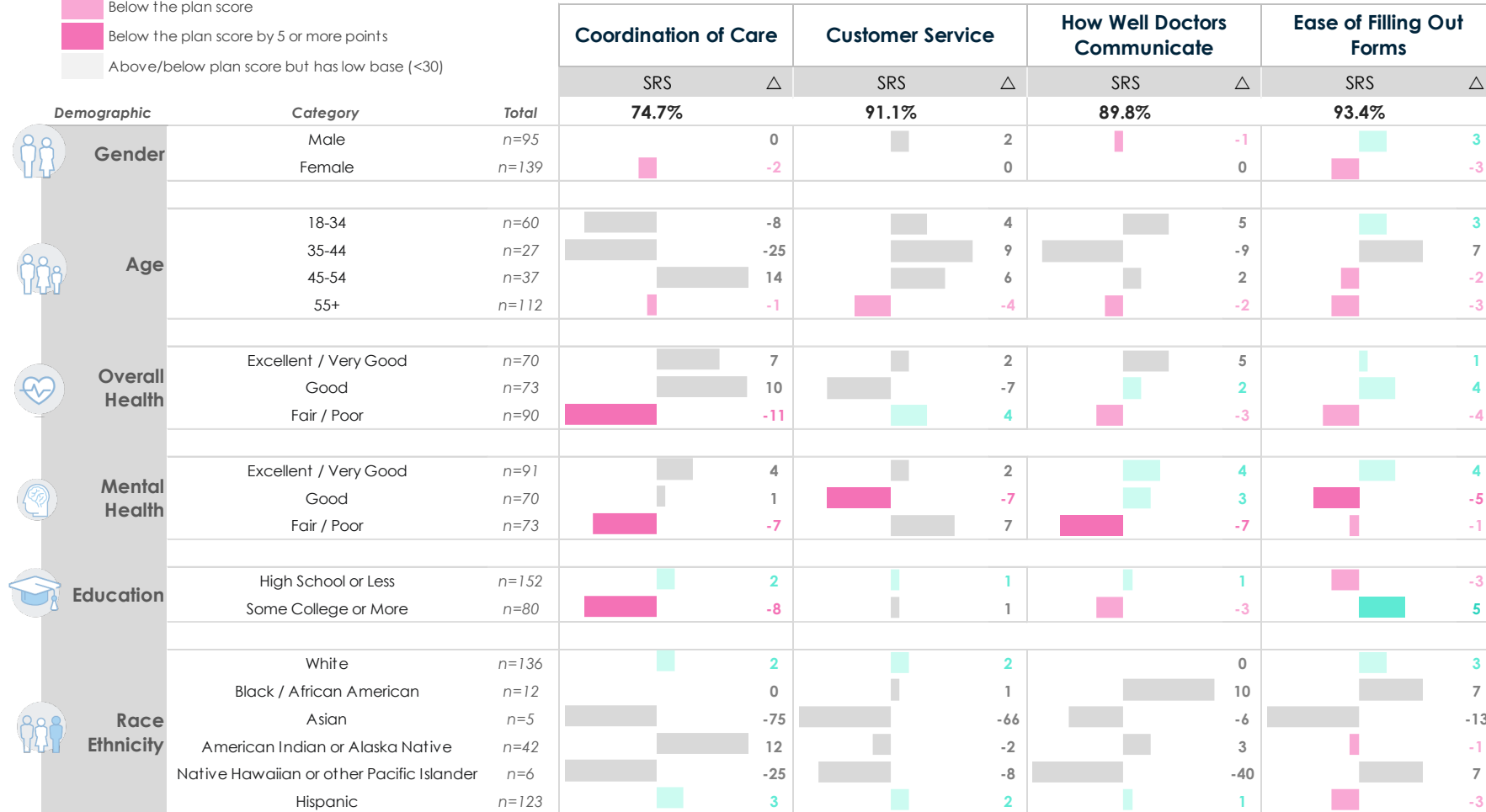
Health Equity

Medicaid Adult

Group is performing...



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





Key Driver Analysis



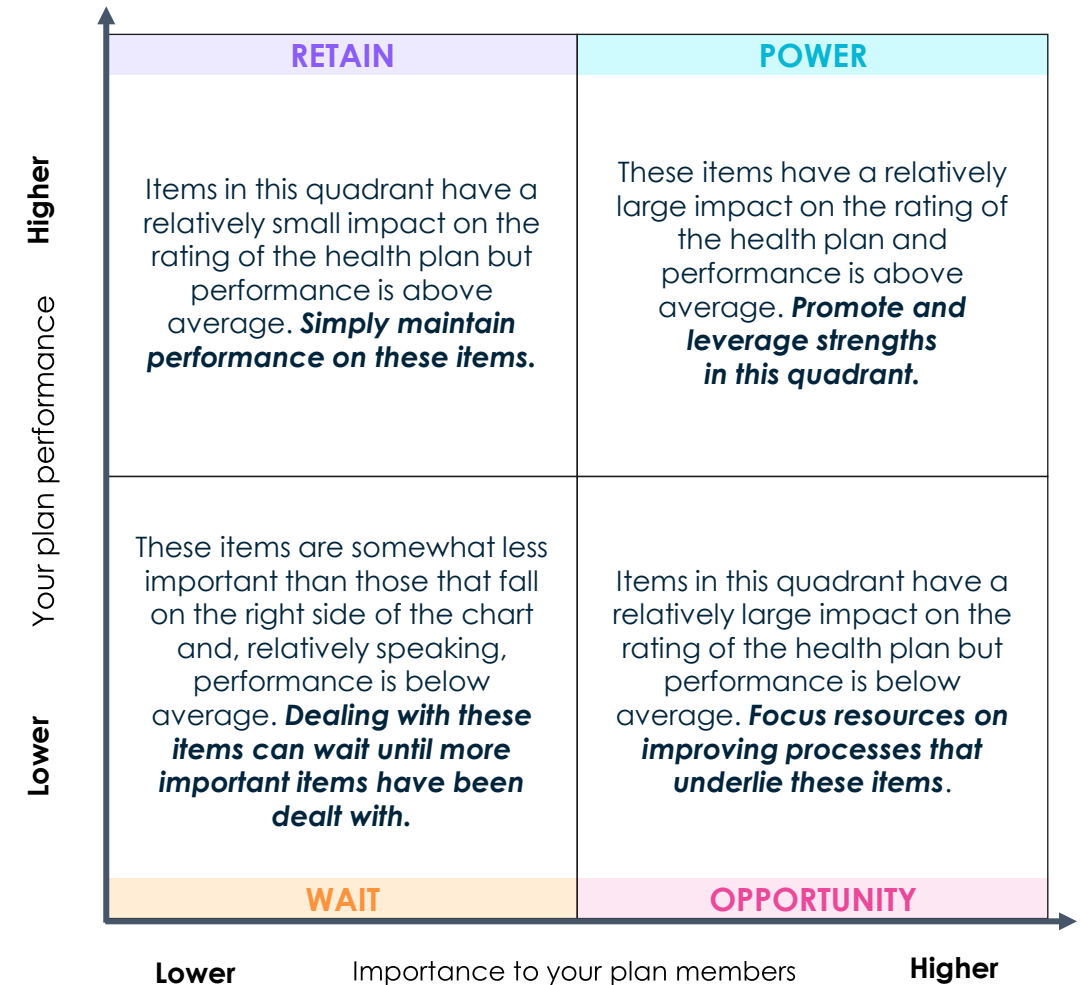
POWeR Chart

POWeR™ CHART CLASSIFICATION MATRIX

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

The model provides the following:

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



POWeR Chart – Your Results

SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%ile
POWER							
●	CS	Q24	Provided information or help	86.4%	90.3%	86.7%	65 th
■	RATING	Q8	Rating of Health Care	56.0%	54.7%	61.1%	77 th
●	CS	Q25	Treated with courtesy and respect	96.3%	97.2%	95.5%	54 th
■	RATING	Q22	Rating of Specialist	69.8%	62.7%	73.0%	78 th
OPPORTUNITY							
◆	HWDC	Q14	Dr. showed respect	93.9%	93.7%	90.5%	1 st
◆	HWDC	Q13	Dr. listened carefully	90.8%	93.7%	91.2%	10 th
■	RATING	Q18	Rating of Personal Doctor	71.0%	69.9%	69.7%	34 th
◆	HWDC	Q15	Dr. spent enough time	87.0%	89.2%	86.1%	5 th
WAIT							
◆	HWDC	Q12	Dr. explained things	91.6%	92.7%	91.2%	17 th
■	CC	Q17	Coordination of Care	81.9%	77.6%	74.7%	2 nd
●	GNC	Q20	Getting specialist appointment	72.5%	75.8%	76.3%	29 th
●	GNC	Q9	Getting care, tests, or treatment	79.9%	82.8%	82.9%	26 th
●	CS	Q27	Ease of Filling Out Forms	96.7%	96.0%	93.4%	16 th
RETAIN							
◆	GCQ	Q4	Getting urgent care	77.0%	84.0%	84.4%	55 th
◆	GCQ	Q6	Getting routine care	75.0%	79.8%	80.8%	51 st

*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	234	62.4%	60.4%	64.1%	63.8%	61.5%
Q8. Rating of Health Care	157	56.0%	54.7%	61.1%	58.0%	56.8%
Q18. Rating of Personal Doctor	178	71.0%	69.9%	69.7%	71.4%	69.2%
Q22. Rating of Specialist	89^	69.8%	62.7%	73.0%	68.9%	67.7%
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	234	80.2%	78.7%	81.6%	79.1%	77.7%
Q8. Rating of Health Care	157	76.7%	73.4%	74.5%	76.7%	75.8%
Q18. Rating of Personal Doctor	178	80.1%	79.0%	80.3%	84.9% ▼	83.3%
Q22. Rating of Specialist	89^	83.7%	80.7%	80.9%	83.5%	82.5%
Getting Needed Care (% Usually or Always)						
Q9. Getting care, tests, or treatment	158	79.9%	82.8%	82.9%	85.5%	84.6%
Q20. Getting specialist appointment	97^	72.5%	75.8%	76.3%	79.4%	78.8%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	77^	77.0%	84.0%	84.4%	83.9%	82.8%
Q6. Getting routine care	146	75.0%	79.8%	80.8%	80.1%	78.7%
Effectiveness of Care (% Sometimes, Usually, or Always)						
Q32. Advised to Quit Smoking: 2YR	100	60.9%	56.8%	67.0%	74.4% ▼	73.5%
Q33. Discussing Cessation Meds: 2YR	101	40.2%	35.4%	40.6%	55.1% ▼	52.8% ▼
Q34. Discussing Cessation Strategies: 2YR	100	31.9%	30.5%	35.0%	48.5% ▼	46.6% ▼

Summary Rate Scores

Medicaid Adult

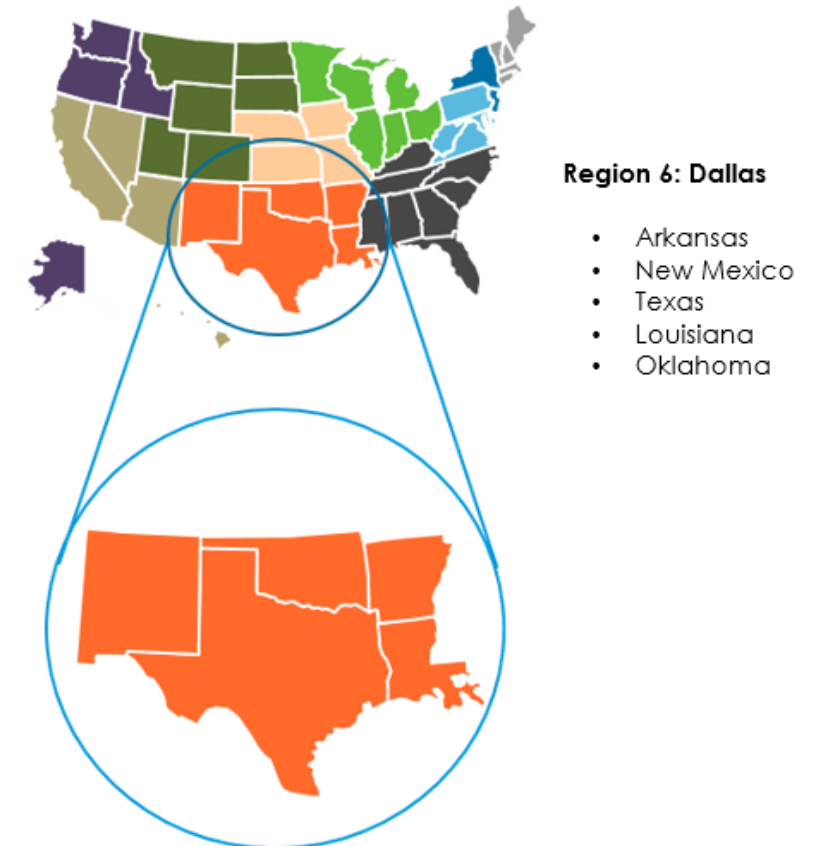
	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Customer Service (% Usually or Always)	89^	91.4%	93.8%	91.1%	89.9%	89.1%
Q24. Provided information or help	90^	86.4%	90.3%	86.7%	84.7%	83.8%
Q25. Treated with courtesy and respect	89^	96.3%	97.2%	95.5%	95.0%	94.3%
How Well Doctors Communicate (% Usually or Always)	137	90.8%	92.3%	89.8%	93.6% ▼	93.0%
Q12. Dr. explained things	137	91.6%	92.7%	91.2%	93.5%	92.7%
Q13. Dr. listened carefully	137	90.8%	93.7%	91.2%	93.8%	93.2%
Q14. Dr. showed respect	137	93.9%	93.7%	90.5%	95.3% ▼	94.8% ▼
Q15. Dr. spent enough time	137	87.0%	89.2%	86.1%	91.8% ▼	91.0% ▼
Q17. Coordination of Care	91^	81.9%	77.6%	74.7%	86.3% ▼	85.6% ▼
Q27. Ease of Filling Out Forms (% Usually or Always)	228	96.7%	96.0%	93.4%	95.0%	94.8%

Regional Performance

Medicaid Adult

	2025	2025 PG BOB Region
Rating Questions (% 9 or 10)		
Q28. Rating of Health Plan	64.1%	63.0%
Q8. Rating of Health Care	61.1%	60.7%
Q18. Rating of Personal Doctor	69.7%	72.8%
Q22. Rating of Specialist	73.0%	71.0%
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	81.6%	78.1%
Q8. Rating of Health Care	74.5%	77.6%
Q18. Rating of Personal Doctor	80.3%	85.2%
Q22. Rating of Specialist	80.9%	84.1%
Getting Needed Care (% Usually or Always)		
Q9. Getting care, tests, or treatment	82.9%	85.1%
Q20. Getting specialist appointment	76.3%	80.5%
Getting Care Quickly (% Usually or Always)		
Q4. Getting urgent care	84.4%	83.9%
Q6. Getting routine care	80.8%	81.4%
Effectiveness of Care (% Sometimes, Usually, or Always)		
Q32. Advised to Quit Smoking: 2YR	67.0%	67.8%
Q33. Discussing Cessation Meds: 2YR	40.6%	47.6%
Q34. Discussing Cessation Strategies: 2YR	35.0%	43.2%

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

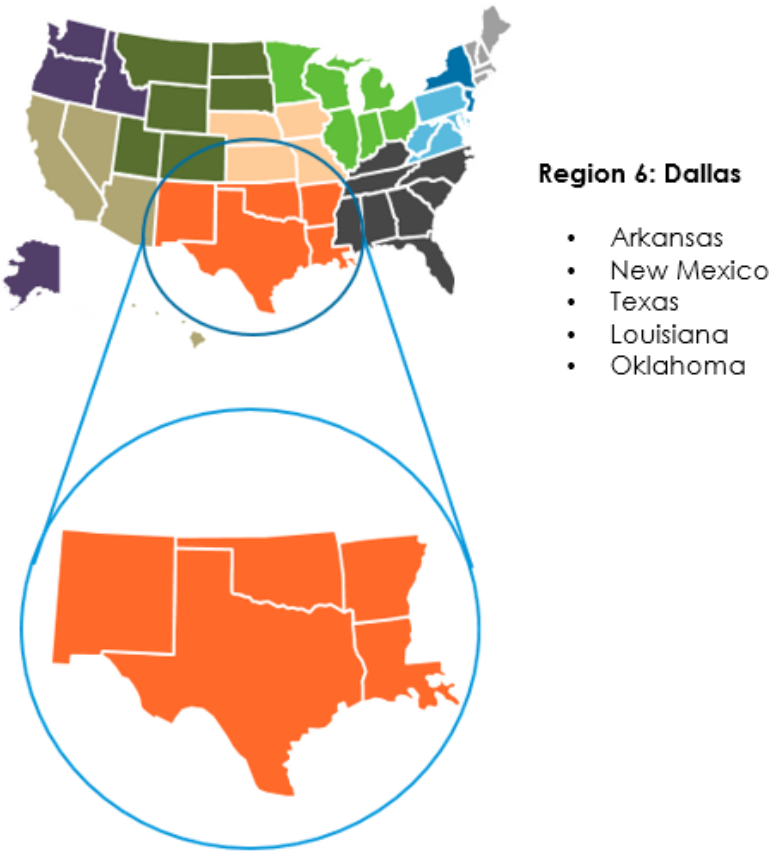


Regional Performance

Medicaid Adult

	2025	2025 PG BOB Region
Customer Service (% Usually or Always)	91.1%	91.2%
Q24. Provided information or help	86.7%	86.4%
Q25. Treated with courtesy and respect	95.5%	96.1%
How Well Doctors Communicate (% Usually or Always)	89.8%	93.5%
Q12. Dr. explained things	91.2%	93.2%
Q13. Dr. listened carefully	91.2%	93.7%
Q14. Dr. showed respect	90.5%	94.9% ▼
Q15. Dr. spent enough time	86.1%	92.1% ▼
Q17. Coordination of Care	74.7%	85.8% ▼
Q27. Ease of Filling Out Forms (% Usually or Always)	93.4%	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	64.1%	66 th	50.4	53.4	58.2	59.4	61.7	64.1	65.5	68.5	70.8	56 th	54.4	55.7	60.1	61.3	63.5	65.2	66.2	71.1	72.7		
Q8. Rating of Health Care	61.1%	80 th	47.7	50.0	53.4	55.1	56.6	59.5	60.5	63.4	64.5	77 th	50.5	52.1	54.9	55.8	57.6	59.8	60.9	64.3	66.7		
Q18. Rating of Personal Doctor	69.7%	53 rd	61.0	63.0	66.0	67.3	69.3	71.1	72.4	74.4	76.5	34 th	63.8	64.7	68.2	69.6	71.0	73.4	74.4	77.1	78.4		
Q22. Rating of Specialist	73.0%	88 th	61.0	62.2	64.4	65.1	67.3	69.8	70.9	74.0	75.2	78 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	81.6%	79 th	69.5	71.9	74.8	76.0	78.0	79.7	80.5	83.2	85.1	71 st	70.8	72.1	76.2	77.2	79.3	81.0	81.9	83.8	84.8		
Q8. Rating of Health Care	74.5%	40 th	68.3	70.5	72.6	73.5	75.9	77.6	78.7	81.8	82.6	31 st	69.8	71.1	74.0	74.8	76.7	78.7	79.3	81.2	83.9		
Q18. Rating of Personal Doctor	80.3%	18 th	77.1	78.2	80.9	81.9	83.7	85.0	85.4	87.6	89.8	8 th	79.0	80.7	82.6	83.0	84.9	86.1	86.9	88.9	89.7		
Q22. Rating of Specialist	80.9%	31 st	76.1	77.5	79.5	81.2	83.5	84.4	85.0	87.0	87.6	26 th	75.2	77.3	80.7	82.2	83.4	85.4	86.0	88.7	89.3		
Getting Needed Care (% U/A)	79.6%	30 th	74.5	75.5	78.6	79.8	82.0	83.7	84.9	86.1	87.1	28 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	82.9%	33 rd	77.7	79.3	81.9	82.9	84.8	86.9	87.7	89.6	91.5	26 th	77.4	78.9	82.5	84.0	85.9	87.4	88.3	90.1	91.3		
Q20. Getting specialist appointment	76.3%	32 nd	69.3	71.3	75.5	76.5	79.6	82.1	82.8	85.0	85.7	29 th	69.3	71.8	75.0	77.2	79.2	82.1	82.9	84.8	85.9		
Getting Care Quickly (% U/A)	82.6%	66 th	70.7	73.3	77.4	78.8	81.1	83.0	83.8	86.4	87.9	53 rd	74.0	75.3	79.1	80.3	82.3	84.2	85.0	87.5	88.3		
Q4. Getting urgent care	84.4%	64 th	75.6	77.5	81.3	81.8	83.5	84.7	85.2	88.2	89.0	55 th	74.4	77.0	80.6	82.0	83.8	86.3	87.1	90.2	92.3		
Q6. Getting routine care	80.8%	59 th	67.5	69.9	74.8	76.7	79.5	82.2	83.3	86.3	87.8	51 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	67.0%	16 th	63.5	66.3	69.5	71.3	74.4	76.0	77.1	80.5	83.2	20 th	56.4	62.6	68.4	70.1	73.8	76.7	77.8	82.4	84.8		
Q33. Discussing Cessation Meds: 2YR	40.6%	2 nd	41.3	44.0	47.5	48.7	52.9	55.4	56.6	62.6	64.8	6 th	35.8	42.2	46.7	49.8	53.9	56.6	59.1	64.5	67.7		
Q34. Discussing Cessation Strategies: 2YR	35.0%	4 th	37.0	40.0	42.4	43.2	46.3	48.3	50.1	55.0	58.6	10 th	30.1	35.0	42.9	44.3	47.3	50.0	51.9	57.4	60.1		

Percentile Rankings

Medicaid Adult

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		
Customer Service (% U/A)	91.1%	80 th	85.8	86.5	87.2	87.9	89.2	90.2	90.7	92.0	92.3	65 th	84.6	86.4	87.8	88.8	89.8	91.2	91.7	93.3	94.7		
Q24. Provided information or help	86.7%	79 th	79.2	80.0	80.9	82.2	83.8	85.9	86.3	87.7	88.1	65 th	77.2	79.0	82.0	82.9	84.6	86.7	87.6	90.1	92.3		
Q25. Treated with courtesy and respect	95.5%	68 th	91.4	91.7	93.0	93.6	94.6	95.3	95.7	96.5	97.0	54 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)	89.8%	6 th	89.4	90.7	91.8	92.2	92.8	93.8	94.3	95.6	96.2	3 rd	90.0	90.8	92.1	92.7	93.7	94.6	95.0	96.0	96.5		
Q12. Dr. explained things	91.2%	30 th	89.0	89.7	91.0	91.4	92.8	93.9	94.5	95.9	96.2	17 th	88.9	90.1	91.7	92.5	93.8	94.7	95.3	96.5	97.0		
Q13. Dr. listened carefully	91.2%	19 th	89.6	90.7	91.7	92.4	93.2	94.0	94.7	95.8	96.5	10 th	89.5	91.1	92.3	92.9	94.1	94.8	95.4	96.5	97.2		
Q14. Dr. showed respect	90.5%	3 rd	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	86.1%	4 th	86.2	88.0	89.2	89.6	91.2	92.4	92.9	94.7	96.0	5 th	86.1	87.5	89.5	90.1	91.8	93.1	93.9	95.1	95.8		
Q17. Coordination of Care	74.7%	1 st	79.5	81.4	83.0	83.6	85.1	86.7	88.5	90.6	91.9	2 nd	77.4	79.6	83.0	84.3	86.0	88.2	89.4	91.1	92.4		
Q27. Ease of Filling Out Forms (% U/A)	93.4%	22 nd	91.3	92.5	93.6	94.1	94.8	95.9	96.2	97.1	97.5	16 th	91.9	92.9	93.9	94.2	95.2	96.0	96.3	97.4	98.0		



Appendix

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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	0.6470
Q4	Getting urgent care	0.5683
Q18	Rating of Personal Doctor	0.4913
Q17	Coordination of Care	0.3975
Q13	Dr. listened carefully	0.3737
Q9	Getting care, tests, or treatment	0.3658
Q6	Getting routine care	0.3433
Q14	Dr. showed respect	0.3422
Q20	Getting specialist appointment	0.3362
Q12	Dr. explained things	0.3104

With Rating Of Personal Doctor		
Q14	Dr. showed respect	0.6808
Q13	Dr. listened carefully	0.6264
Q15	Dr. spent enough time	0.5524
Q17	Coordination of Care	0.5505
Q12	Dr. explained things	0.5366
Q8	Rating of Health Care	0.4913
Q4	Getting urgent care	0.3944
Q9	Getting care, tests, or treatment	0.3282
Q25	Treated with courtesy and respect	0.3045
Q6	Getting routine care	0.2983

With Rating Of Specialist		
Q8	Rating of Health Care	0.6470
Q20	Getting specialist appointment	0.5167
Q4	Getting urgent care	0.5129
Q9	Getting care, tests, or treatment	0.4199
Q13	Dr. listened carefully	0.2836
Q12	Dr. explained things	0.2753
Q25	Treated with courtesy and respect	0.2677
Q18	Rating of Personal Doctor	0.2601
Q24	Provided information or help	0.2571
Q17	Coordination of Care	0.2444

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q40. 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	--	--	57
Base (n)	--	--	165
1-7 days	--	--	52.7%
8-21 days	--	--	20.0%
22-30 days	--	--	10.9%
31 days or more	--	--	16.4%
Q41. Main problem for not getting care, tests or treatment			
Opt-out / Exclusion			
I did not have a problem getting care, tests, or treatment	--	--	155
Base (n)	--	--	48
Plan did not approve my care, tests, or treatment	--	--	12.5%
Care, tests, or treatment delayed while waiting for plan's approval	--	--	14.6%
Providers I wanted to see were not in my plan or network	--	--	0.0%
Could not get an appointment with a provider at a convenient time	--	--	12.5%
The cost for care, tests, or treatment was too high for me	--	--	2.1%
Brand name medications I wanted cost more than the generic available	--	--	4.2%
The cost of my medications was too high	--	--	6.3%
Problems getting my plan to pay claims after getting care, tests, or treatment	--	--	0.0%
Problems getting a referral to a specialist	--	--	18.8%
Other (Please Specify):	--	--	29.2%

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q42. Location for non-emergency care after hours			
Opt-out / Exclusion (n)			
I did not need after hours care	--	--	121
Base (n)	--	--	90
I received help from my doctor's office	--	--	11.1%
I received care at an in Network Urgent Care Center	--	--	37.8%
I received care at the Emergency Room	--	--	43.3%
I was unable to get care	--	--	7.8%
Q43. Location for non-emergency care during office hours when Dr. was not available			
Base (n)	--	--	138
I received care at an in Network Urgent Care Center	--	--	37.0%
I received care at the Emergency Room	--	--	39.1%
I was unable to get care	--	--	23.9%
Q44. 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	--	--	137
Base (n)	--	--	75
Always	--	--	38.7%
Usually	--	--	9.3%
Sometimes	--	--	18.7%
Never	--	--	33.3%
Summary Rate Score (%Usually or Always)	--	--	48.0%

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q45. Phoned health plan to get help with transportation			
Base (n)	--	--	214
Yes	--	--	16.4%
No	--	--	83.6%
Summary Rate Score (%Yes)	--	--	16.4%
Q46. Got help with transportation			
Opt-out / Exclusion			
I did not phone my health plan for help with transportation in the last 6 months	--	--	4
Base (n)	--	--	31
Always	--	--	35.5%
Usually	--	--	25.8%
Sometimes	--	--	12.9%
Never	--	--	25.8%
Summary Rate Score (%Usually or Always)	--	--	61.3%
Q47. Help with transportation met your needs			
Opt-out / Exclusion			
I did not phone my health plan for help with transportation in the last 6 months	--	--	--
Base (n)	--	--	31
Always	--	--	41.9%
Usually	--	--	19.4%
Sometimes	--	--	3.2%
Never	--	--	35.5%
Summary Rate Score (%Usually or Always)	--	--	61.3%

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q48. Problem understanding verbal/written communication from plan because of language/cultural barrier			
Base (n)	238	201	216
Never	64.3%	62.2%	74.5%
Sometimes	13.9%	19.4%	13.4%
Usually	8.0%	9.0%	3.2%
Always	13.9%	9.5%	8.8%
Summary Rate Score (%Never or Sometimes)	78.2%	81.6%	88.0% 