



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

Presbyterian Centennial Care



# Contents

- Overview
- Methodology
- Executive Summary
- Key Driver Analysis of Rating of Health Plan
- Summary of Trend and Benchmarks
- Appendices
- CCC Population

Project Manager

**Alisha Valeri**

[Alisha.Valeri@pressganey.com](mailto:Alisha.Valeri@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 Presbyterian Centennial Care to conduct its MY 2024 CAHPS® 5.1H Medicaid Child with CCC Survey.

## Survey Objective

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

## NCQA Updates

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

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

# Methodology

## General Population



### QUALIFIED RESPONDENTS

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

### RESPONSE RATE CALCULATION

258 (Completed)

3,020 (Sample) - 22 (Ineligible)

=

258

2,998

=

8.6%

### COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	49	145	21	13	0	8	215
Spanish	7	24	12	11	0	1	43
Total	56	169	33	24	0	9	258

Total Number of Undeliverables: 1051

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	263	239	258
Ineligible	Does not Meet Eligibility Criteria (01)	6	5	15
	Language Barrier (03)	2	3	6
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	1	0	1
	SUBTOTAL	9	8	22
Non-response	Break-off/Incomplete (02)	42	31	51
	Refusal (06)	72	57	55
	Maximum Attempts Made (07)	2,634	2,685	2,634
	Added to DNC List (08)	0	0	0
	SUBTOTAL	2,748	2,773	2,740
Total Sample		3,020	3,020	3,020
Oversampling		83.0%	83.0%	83.0%
Response Rate		8.7%	7.9%	8.6%
PG Response Rate		9.9%	9.4%	10.5%



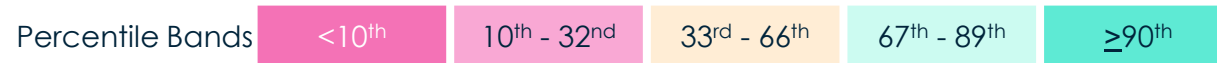
# Executive Summary



# Overview of Terms

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

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



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

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

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

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

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

Comparisons to previous year (↑/↓)

Comparisons over 2 years (↗/↘)

Comparisons to benchmarks (▲/▼)

# 2025 Dashboard

General Population



258

Completed surveys

8.6%

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	69.7%	27 <sup>th</sup>	--	

Rating of Health Care				★★
Q9. Rating of Health Care	65.1%	9 <sup>th</sup>	Opportunity	

Rating of Personal Doctor				★★★★
Q36. Rating of Personal Doctor	78.8%	50 <sup>th</sup>	Wait	

Rating of Specialist				
Q43. Rating of Specialist	72.2%	36 <sup>th</sup>	Wait	

Coordination of Care				
Q35. Coordination of Care	85.9%	47 <sup>th</sup>	Wait	

Customer Service				
Composite	94.2%	95 <sup>th</sup>	--	
Q45. Provided information or help	90.2%	94 <sup>th</sup>	Retain	
Q46. Treated with courtesy and respect	98.3%	93 <sup>rd</sup>	Retain	

Getting Needed Care				(NA)
Composite	79.0%	17 <sup>th</sup>	--	
Q10. Getting care, tests, or treatment	90.6%	46 <sup>th</sup>	Opportunity	
Q41. Getting specialist appointment	67.3%	9 <sup>th</sup>	Opportunity	

Getting Care Quickly				★★
Composite	83.6%	23 <sup>rd</sup>	--	
Q4. Getting urgent care	88.3%	30 <sup>th</sup>	Wait	
Q6. Getting routine care	78.9%	21 <sup>st</sup>	Wait	

Ease of Filling Out Forms				
Q48. Ease of Filling Out Forms	97.2%	89 <sup>th</sup>	Retain	

How Well Doctors Communicate				
Composite	92.2%	17 <sup>th</sup>	--	
Q27. Dr. explained things	93.9%	34 <sup>th</sup>	Opportunity	
Q28. Dr. listened carefully	93.9%	16 <sup>th</sup>	Opportunity	
Q29. Dr. showed respect	94.6%	5 <sup>th</sup>	Opportunity	
Q32. Dr. spent enough time	86.4%	20 <sup>th</sup>	Opportunity	

# 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						3
GETTING CARE						2
Getting Needed Care	Usually or Always	99^	78.9%	85.7%	--	NA
Getting Care Quickly	Usually or Always	112	83.6%	89.3%	10 <sup>th</sup>	2
SATISFACTION WITH PLAN PHYSICIANS						4
Rating of Personal Doctor	9 or 10	208	78.8%	78.5%	67 <sup>th</sup>	4
SATISFACTION WITH PLAN AND PLAN SERVICES						2.5
Rating of Health Plan	9 or 10	254	69.6%	73.7%	33 <sup>rd</sup>	3
Rating of Health Care	9 or 10	149	65.1%	71.9%	10 <sup>th</sup>	2

## EXPLANATION

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

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

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

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

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

### Notes:

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

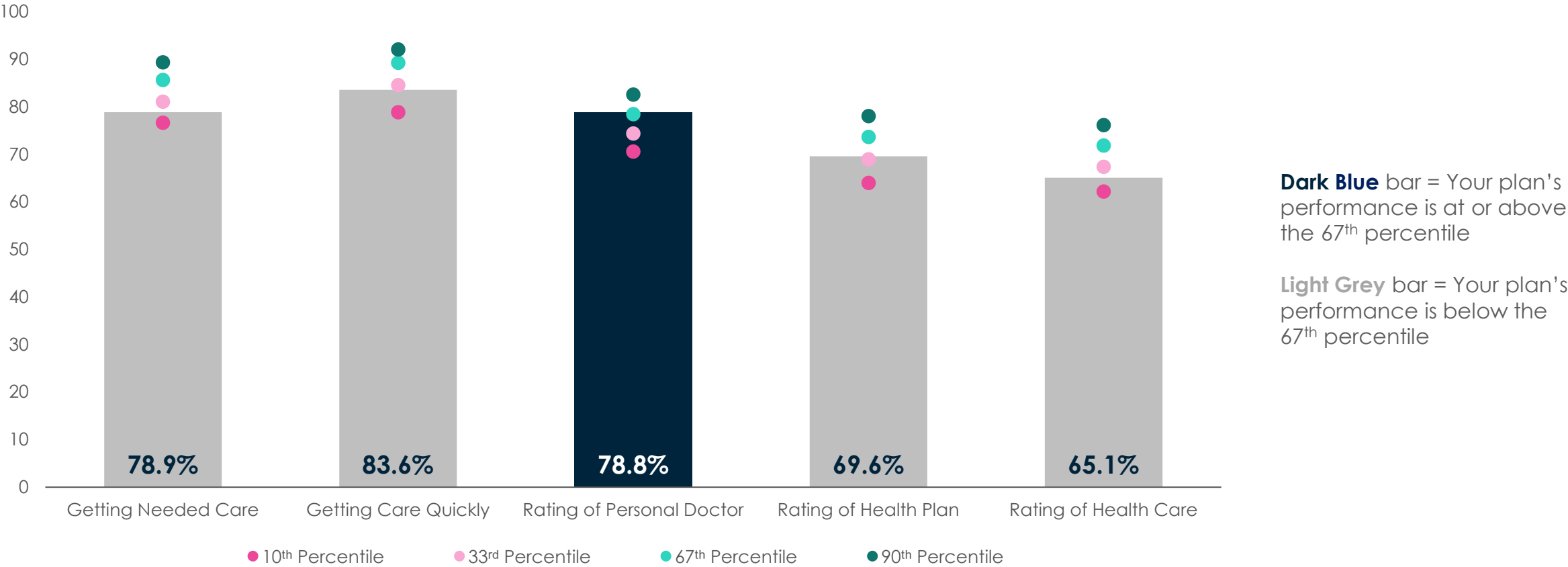
\*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

# Performance to Star Cut Points

General Population

## COMPARISON TO QUALITY COMPASS CUT POINTS

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



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

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

# Key Metric Performance

General Population

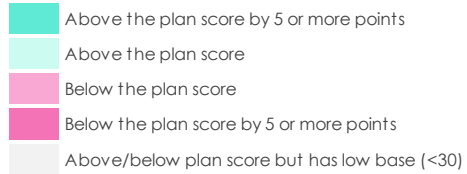
Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2024	2025	Change	0	20	40	60	80	100		
Health Plan Domain											
Q49. Rating of Health Plan	77.0%	69.7%	-7.3%							27 <sup>th</sup>	72.7%
Getting Needed Care	85.1%	79.0%	-6.1%							17 <sup>th</sup>	84.6% ▼
Customer Service	91.5%	94.2%	2.7%							95 <sup>th</sup>	88.9%
Q48. Ease of Filling Out Forms	95.6%	97.2%	1.6%							89 <sup>th</sup>	95.1%
Health Care Domain											
Q9. Rating of Health Care	71.8%	65.1%	-6.7%							9 <sup>th</sup>	72.1% ▼
Getting Care Quickly	83.5%	83.6%	0.1%							23 <sup>rd</sup>	86.7%
How Well Doctors Communicate	94.0%	92.2%	-1.7%							17 <sup>th</sup>	94.4%
Q35. Coordination of Care	79.3%	85.9%	6.6%							47 <sup>th</sup>	86.4%
Q36. Rating of Personal Doctor	78.7%	78.8%	0.2%							50 <sup>th</sup>	78.4%
Q43. Rating of Specialist	63.4%	72.2%	8.8%							36 <sup>th</sup>	74.9%

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

# Health Equity

## General Population

Group is performing...



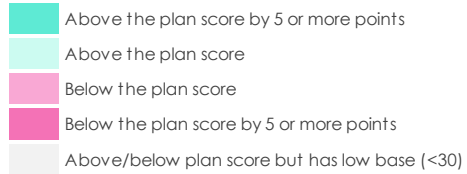
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

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	△
			69.7%		65.1%		78.8%		79.0%		83.6%	
Child's Gender	Male	n=123		4		-5		1		-4		4
	Female	n=123		-5		7		1		-2		-6
Child's Age	0 to 4	n=57		2		6		8		-19		2
	5 to 8	n=45		-5		-2		-2		-18		-11
	9 to 13	n=75		1		-3		-1		6		2
	14+	n=67		-1		3		-3		-2		-1
Overall Health	Excellent / Very Good	n=192		3		4		6		1		2
	Good	n=48		-7		-11		-17		-8		-8
	Fair / Poor	n=14		-20		-11		-21		0		-9
Mental Health	Excellent / Very Good	n=177		5		2		4		-4		2
	Good	n=53		-11		-11		3		8		-9
	Fair / Poor	n=23		-18		2		-29		-6		-3
Race Ethnicity	White	n=153		-1		2		2		-5		3
	Black / African American	n=9		-3		2		-16		-4		4
	Asian	n=7		-13		-15		-29		-21		-9
	American Indian or Alaska Native	n=40		-5		0		-2		9		-12
	Native Hawaiian or other Pacific Islander	n=5		30		2		-4		4		-34
	Hispanic	n=178		2		7		2		-2		-1

# 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	△
			72.2%		85.9%		94.2%		92.2%		97.2%	
Child's Gender	Male	n=123		-2		-7		-1		0		-1
	Female	n=123		-1		5		2		0		1
Child's Age	0 to 4	n=57		-6		14		6		2		-3
	5 to 8	n=45		11		0		-9		3		0
	9 to 13	n=75		18		-16		-9		-4		3
	14+	n=67		-22		3		6		1		-2
Overall Health	Excellent / Very Good	n=192		7		1		1		1		-1
	Good	n=48		-12		-8		2		-3		3
	Fair / Poor	n=14		8		14		-19		2		3
Mental Health	Excellent / Very Good	n=177		17		1		1		0		-1
	Good	n=53		-15		-11		2		3		3
	Fair / Poor	n=23		-10		14		-9		-5		3
Race Ethnicity	White	n=153		7		-2		3		2		1
	Black / African American	n=9		-22		-36		6		-9		3
	Asian	n=7		28		14		6		8		3
	American Indian or Alaska Native	n=40		-22		14		6		-8		-2
	Native Hawaiian or other Pacific Islander	n=5		28		14		6		8		-17
	Hispanic	n=178		-2		1		0		-1		0



# Key Driver Analysis



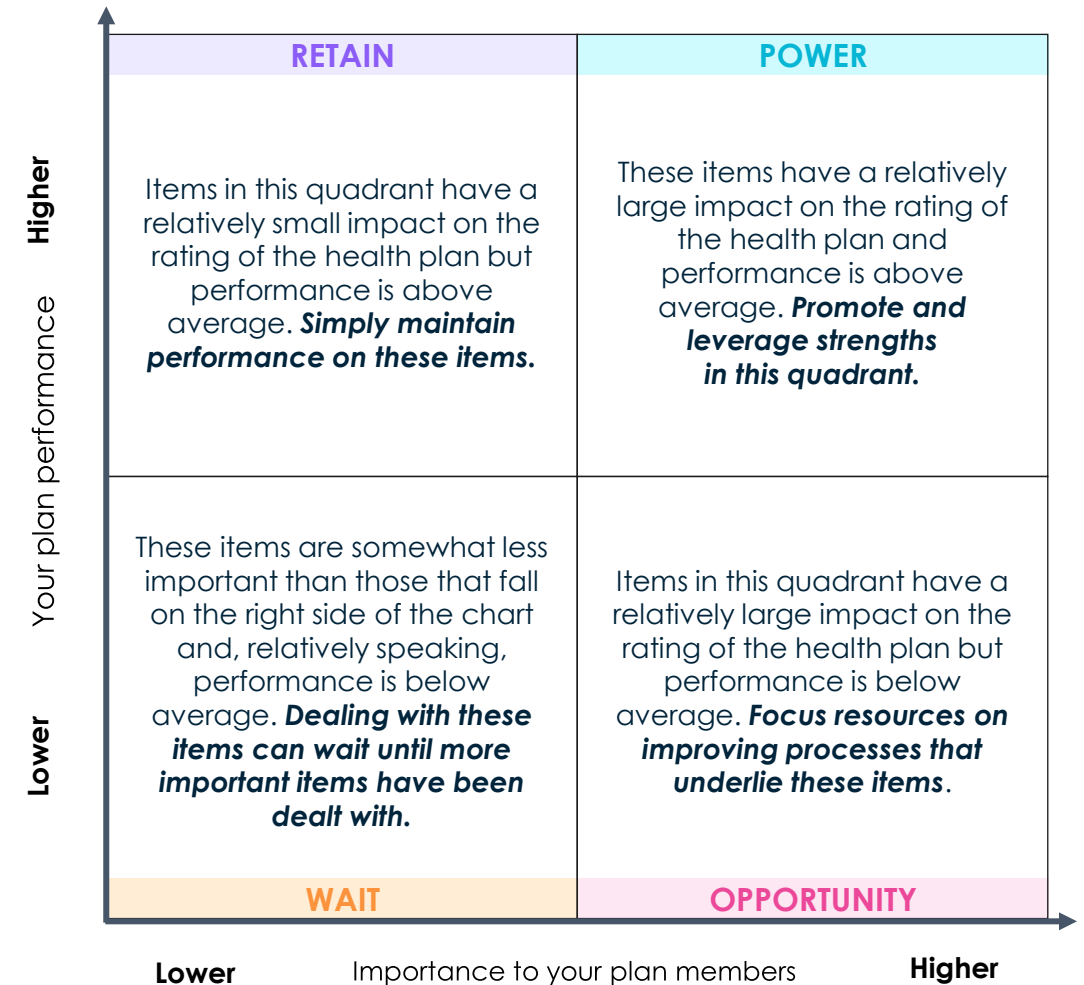
# POWeR Chart

## 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.

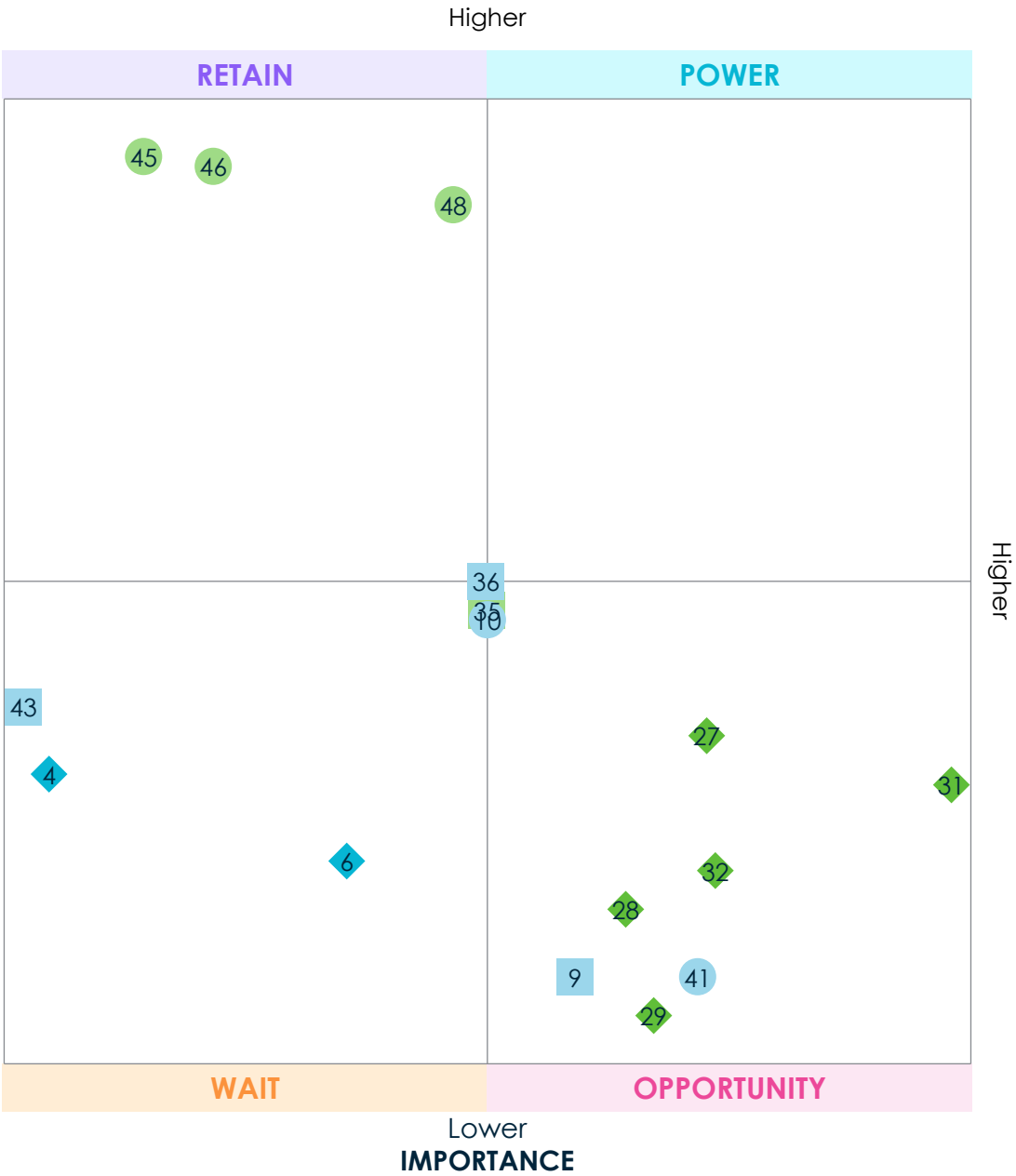


# POWeR Chart – Your Results

SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%tile
POWER							
--	--	None		--	--	--	--
OPPORTUNITY							
◆	HWDC	Q31	Dr. explained things to child	89.7%	91.6%	92.4%	--
◆	HWDC	Q32	Dr. spent enough time	80.5%	90.5%	86.4%	20 <sup>th</sup>
◆	HWDC	Q27	Dr. explained things	93.5%	94.2%	93.9%	34 <sup>th</sup>
●	GNC	Q41	Getting specialist appointment	65.9%	80.0%	67.3%	9 <sup>th</sup>
◆	HWDC	Q29	Dr. showed respect	96.8%	96.3%	94.6%	5 <sup>th</sup>
◆	HWDC	Q28	Dr. listened carefully	95.1%	94.9%	93.9%	16 <sup>th</sup>
■	RATING	Q9	Rating of Health Care	64.2%	71.8%	65.1%	9 <sup>th</sup>
●	GNC	Q10	Getting care, tests, or treatment	86.1%	90.1%	90.6%	46 <sup>th</sup>
WAIT							
■	CC	Q35	Coordination of Care	73.7%	79.3%	85.9%	47 <sup>th</sup>
■	RATING	Q36	Rating of Personal Doctor	74.5%	78.7%	78.8%	50 <sup>th</sup>
◆	GCQ	Q6	Getting routine care	76.8%	81.5%	78.9%	21 <sup>st</sup>
◆	GCQ	Q4	Getting urgent care	81.6%	85.5%	88.3%	30 <sup>th</sup>
■	RATING	Q43	Rating of Specialist	72.2%	63.4%	72.2%	36 <sup>th</sup>
RETAIN							
●	CS	Q48	Ease of Filling Out Forms	95.9%	95.6%	97.2%	89 <sup>th</sup>
●	CS	Q46	Treated with courtesy and respect	93.6%	97.9%	98.3%	93 <sup>rd</sup>
●	CS	Q45	Provided information or help	78.7%	85.1%	90.2%	94 <sup>th</sup>

\*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
<b>Rating Questions (% 9 or 10)</b>						
Q49. Rating of Health Plan	254	74.0%	77.0%	<b>69.7%</b>	72.7%	71.3%
Q9. Rating of Health Care	149	64.2%	71.8%	<b>65.1%</b>	72.1% ▼	69.6%
Q36. Rating of Personal Doctor	208	74.5%	78.7%	<b>78.8%</b>	78.4%	76.5%
Q43. Rating of Specialist	36^	72.2%	63.4%	<b>72.2%</b>	74.9%	72.8%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q49. Rating of Health Plan	254	87.8%	88.9%	<b>85.8%</b>	86.8%	86.3%
Q9. Rating of Health Care	149	84.7%	89.4%	<b>85.2%</b>	88.0%	86.9%
Q36. Rating of Personal Doctor	208	89.0%	90.9%	<b>89.9%</b>	90.8%	89.7%
Q43. Rating of Specialist	36^	86.1%	78.0%	<b>91.7%</b>	88.0%	87.2%
<b>Getting Needed Care (% Usually or Always)</b>						
Q10. Getting care, tests, or treatment	149	86.1%	90.1%	<b>90.6%</b>	90.4%	89.6%
Q41. Getting specialist appointment	49^	65.9%	80.0%	<b>67.3%</b>	78.8% ▼	77.7% ▼
<b>Getting Care Quickly (% Usually or Always)</b>						
Q4. Getting urgent care	77^	81.6%	85.5%	<b>88.3%</b>	90.5%	90.5%
Q6. Getting routine care	147	76.8%	81.5%	<b>78.9%</b>	83.0%	82.5%
<b>Q35. Coordination of Care</b>						
	64^	73.7%	79.3%	<b>85.9%</b>	86.4%	83.5%
<b>Customer Service (% Usually or Always)</b>						
	60^	86.2%	91.5%	<b>94.2%</b>	88.9%	88.3%
Q45. Provided information or help	61^	78.7%	85.1%	<b>90.2%</b>	83.3%	82.7%
Q46. Treated with courtesy and respect	60^	93.6%	97.9%	<b>98.3%</b>	94.5%	93.8%

# Summary Rate Scores

General Population

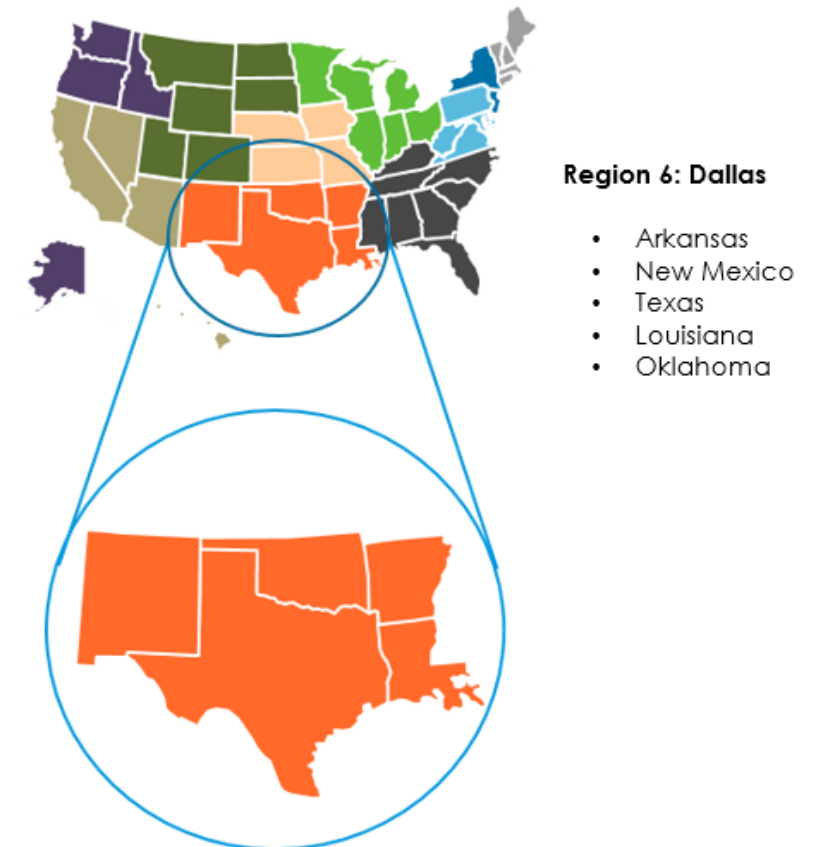
	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
How Well Doctors Communicate (% Usually or Always)	147	91.5%	94.0%	92.2%	94.4%	93.8%
Q27. Dr. explained things	148	93.5%	94.2%	93.9%	94.7%	94.3%
Q28. Dr. listened carefully	148	95.1%	94.9%	93.9%	95.9%	95.2%
Q29. Dr. showed respect	148	96.8%	96.3%	94.6%	97.2% ▼	96.7%
Q32. Dr. spent enough time	147	80.5%	90.5%	86.4%	89.7%	89.1%
Q48. Ease of Filling Out Forms (% Usually or Always)	249	95.9%	95.6%	97.2%	95.1%	94.9%

# Regional Performance

## General Population

	2025	2025 PG BOB Region
<b>Rating Questions (% 9 or 10)</b>		
Q49. Rating of Health Plan	69.7%	75.6% ▼
Q9. Rating of Health Care	65.1%	74.8% ▼
Q36. Rating of Personal Doctor	78.8%	80.1%
Q43. Rating of Specialist	72.2%	75.6%
<b>Rating Questions (% 8, 9 or 10)</b>		
Q49. Rating of Health Plan	85.8%	88.3%
Q9. Rating of Health Care	85.2%	88.8%
Q36. Rating of Personal Doctor	89.9%	91.7%
Q43. Rating of Specialist	91.7%	88.2%
<b>Getting Needed Care (% Usually or Always)</b>		
Q10. Getting care, tests, or treatment	90.6%	90.5%
Q41. Getting specialist appointment	67.3%	79.3% ▼
<b>Getting Care Quickly (% Usually or Always)</b>		
Q4. Getting urgent care	88.3%	90.6%
Q6. Getting routine care	78.9%	83.6%
<b>Q35. Coordination of Care</b>		
<b>Customer Service (% Usually or Always)</b>		
Q45. Provided information or help	90.2%	85.5%
Q46. Treated with courtesy and respect	98.3%	95.7%

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

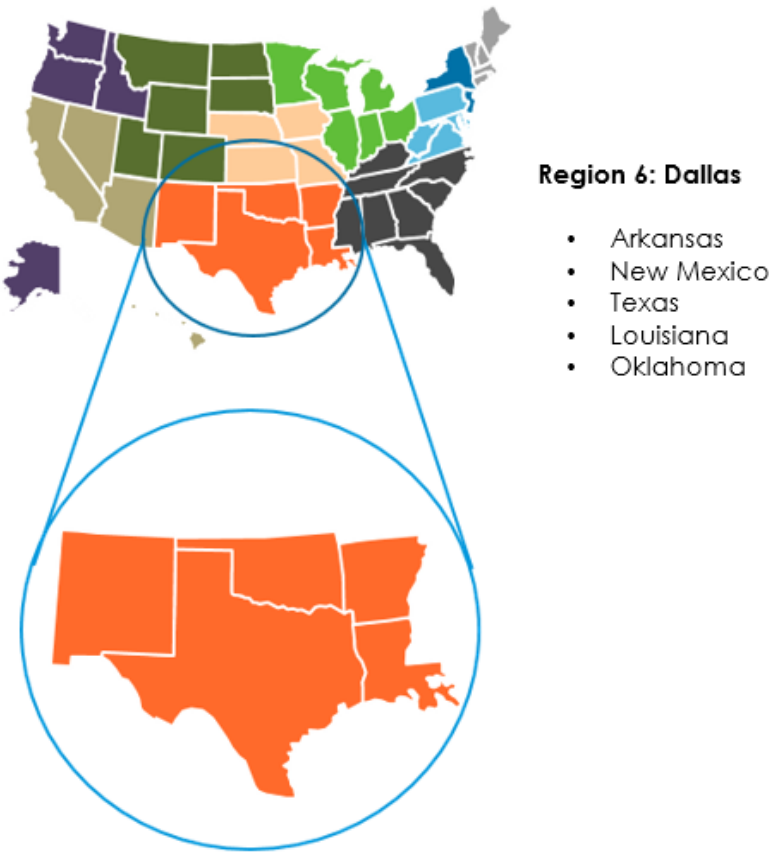


# Regional Performance

General Population

	2025	2025 PG BOB Region
How Well Doctors Communicate (% Usually or Always)	92.2%	94.5%
Q27. Dr. explained things	93.9%	94.9%
Q28. Dr. listened carefully	93.9%	96.3%
Q29. Dr. showed respect	94.6%	97.4% ▼
Q32. Dr. spent enough time	86.4%	89.5%
Q48. Ease of Filling Out Forms (% Usually or Always)	97.2%	95.6%

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



# Percentile Rankings

## General Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>	5 <sup>th</sup>		10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
Rating Questions (% 9 or 10)																							
Q49. Rating of Health Plan	69.7%	37 <sup>th</sup>	61.8	64.0	67.8	69.0	71.7	73.8	75.1	78.2	80.0	27 <sup>th</sup>	61.8	64.3	69.5	70.4	72.9	75.3	76.6	79.6	80.9		
Q9. Rating of Health Care	65.1%	17 <sup>th</sup>	59.9	62.3	66.5	67.5	70.1	71.9	73.0	76.3	77.9	9 <sup>th</sup>	64.0	65.6	68.8	70.1	72.6	74.5	75.4	78.4	79.1		
Q36. Rating of Personal Doctor	78.8%	69 <sup>th</sup>	69.4	70.7	73.7	74.4	76.1	78.5	79.7	82.6	84.0	50 <sup>th</sup>	72.1	73.0	76.3	77.1	78.7	80.3	81.0	82.8	83.9		
Q43. Rating of Specialist	72.2%	37 <sup>th</sup>	63.9	64.0	68.5	72.0	73.4	74.6	77.3	80.5	81.0	36 <sup>th</sup>	63.1	65.8	70.5	71.4	75.4	77.2	78.3	81.1	84.6		
Rating Questions (% 8, 9 or 10)																							
Q49. Rating of Health Plan	85.8%	42 <sup>nd</sup>	78.7	81.6	84.1	85.2	86.4	87.9	88.9	91.2	92.6	32 <sup>nd</sup>	78.7	81.8	84.7	85.9	87.3	88.6	89.4	91.1	91.8		
Q9. Rating of Health Care	85.2%	26 <sup>th</sup>	80.9	82.8	85.1	85.8	87.4	88.6	89.3	90.7	91.5	19 <sup>th</sup>	82.9	83.9	86.2	86.9	88.0	89.4	90.3	92.4	93.3		
Q36. Rating of Personal Doctor	89.9%	51 <sup>st</sup>	85.5	86.5	88.2	88.7	89.9	90.9	91.5	92.8	93.3	31 <sup>st</sup>	86.9	88.1	89.5	90.0	91.0	91.7	92.3	94.0	94.7		
Q43. Rating of Specialist	91.7%	85 <sup>th</sup>	80.4	81.5	85.0	86.0	87.3	88.3	89.1	92.0	92.5	78 <sup>th</sup>	79.5	80.8	84.8	85.7	88.3	90.4	91.2	93.7	94.5		
Getting Needed Care (% U/A)	79.0%	17 <sup>th</sup>	76.2	76.8	80.0	81.1	84.0	85.7	86.6	89.4	90.4	17 <sup>th</sup>	74.7	76.7	80.6	82.2	84.7	87.3	88.5	90.0	91.0		
Q10. Getting care, tests, or treatment	90.6%	56 <sup>th</sup>	81.3	83.9	87.0	88.2	90.1	91.8	92.5	94.7	95.2	46 <sup>th</sup>	83.1	85.2	88.1	89.2	90.9	92.3	93.0	94.6	95.5		
Q41. Getting specialist appointment	67.3%	2 <sup>nd</sup>	69.7	70.3	73.6	75.3	78.3	80.2	82.0	85.1	86.5	9 <sup>th</sup>	62.7	67.4	73.0	74.5	78.6	82.3	84.4	87.0	88.2		
Getting Care Quickly (% U/A)	83.6%	26 <sup>th</sup>	77.8	78.9	83.3	84.6	87.2	89.4	90.2	92.1	92.6	23 <sup>rd</sup>	78.0	79.4	83.9	85.2	87.1	88.9	89.6	92.1	93.5		
Q4. Getting urgent care	88.3%	29 <sup>th</sup>	82.7	83.8	87.1	89.0	91.5	93.2	94.6	95.5	96.0	30 <sup>th</sup>	81.1	83.3	86.9	88.6	90.8	92.9	93.7	96.0	97.4		
Q6. Getting routine care	78.9%	23 <sup>rd</sup>	71.2	74.4	79.2	80.7	83.0	85.4	86.8	89.4	90.2	21 <sup>st</sup>	72.9	75.3	79.6	81.3	83.7	85.3	86.4	88.9	91.6		
Q35. Coordination of Care	85.9%	67 <sup>th</sup>	75.5	76.8	80.8	82.2	84.4	85.7	86.7	89.1	89.6	47 <sup>th</sup>	77.6	80.0	82.9	84.6	86.4	88.6	89.7	91.9	93.9		
Customer Service (% U/A)	94.2%	99 <sup>th</sup>	83.8	84.2	86.2	87.3	88.2	89.9	90.6	92.2	92.7	95 <sup>th</sup>	82.6	84.0	86.4	87.5	89.2	90.7	91.2	92.9	94.1		
Q45. Provided information or help	90.2%	97 <sup>th</sup>	75.4	77.2	79.9	80.6	82.0	84.3	86.5	88.2	89.6	94 <sup>th</sup>	73.5	76.0	79.6	81.9	83.6	85.2	86.6	89.6	90.2		
Q46. Treated with courtesy and respect	98.3%	99 <sup>th</sup>	88.9	90.1	92.2	92.8	94.6	95.1	95.7	96.5	96.6	93 <sup>rd</sup>	88.6	89.7	92.9	93.6	94.9	96.0	96.5	98.0	99.0		

# Percentile Rankings

General Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>	5 <sup>th</sup>		10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
How Well Doctors Communicate (% U/A)	92.2%	24 <sup>th</sup>	90.0	90.5	92.3	93.0	94.2	95.1	95.5	96.5	96.9	17 <sup>th</sup>	90.3	91.6	92.9	93.5	94.6	95.6	96.0	97.0	97.7		
Q27. Dr. explained things	93.9%	42 <sup>nd</sup>	89.4	90.5	92.9	93.5	94.6	95.6	96.2	97.3	97.9	34 <sup>th</sup>	90.1	91.1	93.1	93.8	94.7	95.9	96.5	97.9	98.5		
Q28. Dr. listened carefully	93.9%	24 <sup>th</sup>	91.7	92.8	93.9	94.5	95.3	96.2	96.6	97.5	98.3	16 <sup>th</sup>	92.4	93.1	94.7	95.1	96.1	96.9	97.2	98.3	98.8		
Q29. Dr. showed respect	94.6%	10 <sup>th</sup>	93.9	94.6	96.0	96.3	96.7	97.4	97.7	98.5	98.9	5 <sup>th</sup>	94.5	95.2	96.3	96.7	97.3	98.0	98.3	99.1	99.7		
Q32. Dr. spent enough time	86.4%	22 <sup>nd</sup>	81.4	82.9	86.5	88.0	89.6	91.4	92.1	94.1	94.9	20 <sup>th</sup>	81.9	84.3	87.3	88.3	90.1	91.9	93.0	94.4	96.0		
Q48. Ease of Filling Out Forms (% U/A)	97.2%	90 <sup>th</sup>	91.6	92.1	93.8	94.3	95.1	96.0	96.3	97.0	97.7	89 <sup>th</sup>	92.4	93.2	94.0	94.5	95.2	96.0	96.4	97.2	97.8		



# Appendix



# Appendix A: Correlations

## Highest Correlations

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

### With Rating Of Health Care

Q4	Getting urgent care	0.5433
Q49	Rating of Health Plan	0.5325
Q36	Rating of Personal Doctor	0.5196
Q10	Getting care, tests, or treatment	0.5187
Q35	Coordination of Care	0.4716
Q43	Rating of Specialist	0.4684
Q27	Dr. explained things	0.4346
Q31	Dr. explained things to child	0.4261
Q46	Treated with courtesy and respect	0.4173
Q41	Getting specialist appointment	0.3906

### With Rating Of Personal Doctor

Q31	Dr. explained things to child	0.6483
Q28	Dr. listened carefully	0.5937
Q49	Rating of Health Plan	0.5293
Q9	Rating of Health Care	0.5196
Q29	Dr. showed respect	0.5011
Q35	Coordination of Care	0.4938
Q10	Getting care, tests, or treatment	0.4575
Q27	Dr. explained things	0.4571
Q32	Dr. spent enough time	0.4557
Q41	Getting specialist appointment	0.4018

### With Rating Of Specialist

Q46	Treated with courtesy and respect	0.6802
Q4	Getting urgent care	0.5936
Q45	Provided information or help	0.5712
Q35	Coordination of Care	0.5213
Q49	Rating of Health Plan	0.4851
Q9	Rating of Health Care	0.4684
Q31	Dr. explained things to child	0.4096
Q36	Rating of Personal Doctor	0.3952
Q10	Getting care, tests, or treatment	0.3744
Q41	Getting specialist appointment	0.3462

# Supplemental Questions

## General Population

	2023	2024	2025
<b>Q77. Amount of time to get appt. for regular/routine care</b>			
Opt-out / Exclusion (n)			
My child did not need an appointment for regular or routine care	--	--	53
<b>Base (n)</b>	<b>--</b>	<b>--</b>	<b>172</b>
1-7 days	--	--	66.9%
8-21 days	--	--	18.6%
22-30 days	--	--	5.8%
31 days or more	--	--	8.7%
<b>Q78. Main problem for not getting care, tests or treatment</b>			
Opt-out / Exclusion			
I did not have a problem getting care, tests, or treatment	--	--	174
<b>Base (n)</b>	<b>--</b>	<b>--</b>	<b>34</b>
Plan did not approve my child's care, tests, or treatment	--	--	5.9%
Care, tests, or treatment delayed while waiting for plan's approval	--	--	8.8%
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	--	--	41.2%
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	--	--	2.9%
The cost of my child's medications was too high	--	--	0.0%
Problem getting plan to pay claims after getting care, tests, or treatment	--	--	2.9%
Problem getting a referral to a specialist	--	--	8.8%
Other (Please Specify):	--	--	29.4%

# Supplemental Questions

## General Population

	2023	2024	2025
<b>Q79. Location for non-emergency care after hours</b>			
Opt-out / Exclusion (n)			
I did not need after hours care	--	--	116
<b>Base (n)</b>	<b>--</b>	<b>--</b>	<b>100</b>
I received help from my doctor's office	--	--	9.0%
I received care at an in Network Urgent Care Center	--	--	41.0%
I received care at the Emergency Room	--	--	48.0%
I was unable to get care	--	--	2.0%
<b>Q80. Location for non-emergency care during office hours when Dr. was not available</b>			
<b>Base (n)</b>	<b>--</b>	<b>--</b>	<b>155</b>
I received care at an in Network Urgent Care Center	--	--	49.0%
I received care at the Emergency Room	--	--	33.5%
I was unable to get care	--	--	17.4%
<b>Q81. Ease of getting appt. with mental health/substance use disorder specialist</b>			
Opt-out / Exclusion			
I did not see a mental health or substance use disorder specialist in the last 6 months	--	--	166
<b>Base (n)</b>	<b>--</b>	<b>--</b>	<b>46</b>
Always	--	--	39.1%
Usually	--	--	15.2%
Sometimes	--	--	4.3%
Never	--	--	41.3%
<b>Summary Rate Score (%Usually or Always)</b>	<b>--</b>	<b>--</b>	<b>54.3%</b>

# Supplemental Questions

## General Population

	2023	2024	2025
<b>Q82. Phoned health plan to get help with transportation</b>			
<b>Base (n)</b>	--	--	<b>210</b>
Yes	--	--	3.8%
No	--	--	96.2%
<b>Summary Rate Score (%Yes)</b>	--	--	<b>3.8%</b>
<b>Q83. Got help with transportation</b>			
Opt-out / Exclusion			
I did not phone my child's health plan for help with transportation in the last 6 months	--	--	2
<b>Base (n)</b>	--	--	<b>5</b>
Always	--	--	80.0%
Usually	--	--	0.0%
Sometimes	--	--	20.0%
Never	--	--	0.0%
<b>Summary Rate Score (%Usually or Always)</b>	--	--	<b>80.0%</b>
<b>Q84. Help with transportation met your needs</b>			
Opt-out / Exclusion			
I did not phone my child's health plan for help with transportation in the last 6 months	--	--	--
<b>Base (n)</b>	--	--	<b>5</b>
Always	--	--	80.0%
Usually	--	--	20.0%
Sometimes	--	--	0.0%
Never	--	--	0.0%
<b>Summary Rate Score (%Usually or Always)</b>	--	--	<b>100.0%</b>

# Supplemental Questions

General Population

	2023	2024	2025
Q85. Problem understanding verbal/written communication from plan because of language/cultural barrier			
Opt-out / Exclusion (n)			
I do not have any special cultural and/or language needs	107	97	145
Base (n)	126	107	68
Never	69.0%	60.7%	83.8%
Sometimes	19.0%	23.4%	11.8%
Usually	7.1%	6.5%	1.5%
Always	4.8%	9.3%	2.9%
Summary Rate Score (%Never or Sometimes)	88.1%	84.1%	95.6% ↑🇺🇸



# CCC Population



# Methodology

## CCC Population

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

# Methodology

## CCC Population



### QUALIFIED RESPONDENTS

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

COMPLETES - MODALITY BY LANGUAGE							
	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	44	66	14	9	0	5	124
Spanish	2	8	6	6	0	0	16
Total	46	74	20	15	0	5	140

*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?


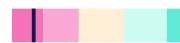


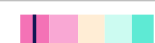
# Key Metric Performance

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	68.7%	61.9%	-6.8%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>							

# 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	90.0%	89.5%	-0.5%							21 <sup>st</sup>	91.3%
Access to Specialized Services	76.4%	65.5%	-10.9%							7 <sup>th</sup>	74.8% ▼
Family-Centered Care: Personal Doctor Who Knows Child	87.8%	90.4%	2.6%							16 <sup>th</sup>	92.2%
Q8. FCC: Getting Needed Info	94.8%	90.3%	-4.5%							27 <sup>th</sup>	91.7%
Coordination of Care for Children With Chronic Conditions	76.3%	69.0%	-7.3%							3 <sup>rd</sup>	76.9%

# Summary Rate Scores

## CCC Population

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
<b>Rating Questions (% 9 or 10)</b>						
Q49. Rating of Health Plan	139	68.2%	68.7%	<b>61.9%</b>	68.4% ▼	66.2%
Q9. Rating of Health Care	103	44.4%	68.0%	<b>57.3%</b>	68.8% ▼	66.2% ▼
Q36. Rating of Personal Doctor	125	70.2%	71.4%	<b>73.6%</b>	77.7%	75.4%
Q43. Rating of Specialist	65^	61.5%	58.3%	<b>63.1%</b>	73.7% ▼	72.1%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q49. Rating of Health Plan	139	84.1%	86.6%	<b>81.3%</b>	84.0%	82.1%
Q9. Rating of Health Care	103	76.9%	87.6%	<b>81.6%</b>	86.5%	84.8%
Q36. Rating of Personal Doctor	125	84.0%	81.5%	<b>87.2%</b>	89.8%	88.7%
Q43. Rating of Specialist	65^	81.5%	75.0%	<b>86.2%</b>	87.6%	86.7%
<b>Getting Needed Care (% Usually or Always)</b>						
Q10. Getting care, tests, or treatment	103	83.2%	87.6%	<b>87.4%</b>	91.3%	88.7%
Q41. Getting specialist appointment	69^	72.2%	84.3%	<b>72.5%</b>	81.0% ▼	79.2%
<b>Getting Care Quickly (% Usually or Always)</b>						
Q4. Getting urgent care	54^	80.3%	94.7%	<b>87.0%</b>	93.1% ▼	91.4%
Q6. Getting routine care	92^	75.5%	91.9%	<b>82.6%</b>	88.3% ▼	86.7%
<b>Q35. Coordination of Care</b>						
Q35. Coordination of Care	64^	80.0%	91.3%	<b>81.3%</b>	86.4%	83.8%
<b>Customer Service (% Usually or Always)</b>						
Q45. Provided information or help	38^	89.3%	91.7%	<b>88.2%</b>	90.1%	89.6%
Q46. Treated with courtesy and respect	38^	96.2%	96.8%	<b>97.4%</b>	95.5%	95.1%

# Summary Rate Scores

## CCC Population

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
<b>How Well Doctors Communicate (% Usually or Always)</b>	91^	91.1%	91.9%	92.3%	95.2%	94.0%
Q27. Dr. explained things	92^	91.1%	95.5%	92.4%	95.8%	94.7%
Q28. Dr. listened carefully	92^	93.1%	90.8%	92.4%	95.9% ▼	94.7%
Q29. Dr. showed respect	91^	97.0%	91.9%	95.6%	97.2%	96.4%
Q32. Dr. spent enough time	91^	83.2%	89.7%	89.0%	92.0%	90.2%
<b>Q48. Ease of Filling Out Forms (% Usually or Always)</b>	135	95.9%	95.3%	99.3%	95.5% ▲	94.4% ▲
<b>Access to Rx Medicines (% Usually or Always)</b>	95^	77.4%	90.0%	89.5% ↗	91.3%	89.2%
<b>Access to Specialized Services (% Usually or Always)</b>	37^	61.2%	76.4%	65.5%	74.8% ▼	71.0%
Q15. Easy to get special medical equipment	19^	42.1%	86.4%	57.9%	75.8%	--
Q18. Easy to get special therapy	34^	76.7%	71.1%	73.5%	74.7%	67.2%
Q21. Easy to get treatment or counseling	60^	64.8%	71.7%	65.0%	74.1%	69.7%
<b>FCC: Dr. Who Knows Child (% Yes)</b>	84^	83.9%	87.8%	90.4%	92.2%	91.3%
Q33. Discussed feelings/growth/behavior	90^	83.8%	90.8%	93.3% ↗	91.1%	90.2%
Q38. Understands effects on child's life	81^	86.3%	87.0%	91.4%	94.4%	93.5%
Q39. Understands effects on family's life	82^	81.7%	85.7%	86.6%	91.2%	90.2%
<b>FCC: Getting Needed Info (% Usually or Always)</b>	103	84.3%	94.8%	90.3%	91.7%	91.0%
<b>Coordination of Care for CCC (% Yes)</b>	43^	81.1%	76.3%	69.0%	76.9%	75.7%
Q13. Helped contact child's school/daycare	19^	96.3%	90.0%	84.2%	91.9%	--
Q24. Helped coordinate child's care	67^	65.9%	62.5%	53.7%	61.9%	59.9%

# Percentile Rankings

## CCC Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>	5 <sup>th</sup>		10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
Rating Questions (% 9 or 10)																							
Q49. Rating of Health Plan	61.9%	21 <sup>st</sup>	50.8	59.0	62.4	64.1	66.3	69.8	71.1	75.0	76.1	15 <sup>th</sup>	58.9	60.4	64.2	65.4	68.5	70.4	72.1	75.8	77.8		
Q9. Rating of Health Care	57.3%	6 <sup>th</sup>	56.9	57.9	61.4	63.1	66.9	69.8	70.9	73.6	75.4	4 <sup>th</sup>	57.4	61.0	64.9	66.0	68.9	71.4	72.0	75.2	77.6		
Q36. Rating of Personal Doctor	73.6%	27 <sup>th</sup>	65.5	70.2	71.5	73.8	75.9	78.2	78.9	81.2	82.5	10 <sup>th</sup>	71.2	73.6	75.7	76.4	77.8	79.5	80.2	81.8	83.2		
Q43. Rating of Specialist	63.1%	2 <sup>nd</sup>	63.5	64.6	67.1	68.9	72.0	74.8	77.5	81.0	83.3	3 <sup>rd</sup>	63.4	66.2	69.6	71.1	73.5	75.3	76.5	79.9	82.6		
Rating Questions (% 8, 9 or 10)																							
Q49. Rating of Health Plan	81.3%	37 <sup>th</sup>	71.7	75.8	79.9	80.7	83.1	84.3	85.2	87.6	89.3	24 <sup>th</sup>	76.3	77.6	81.4	82.2	84.1	85.7	86.7	89.2	91.0		
Q9. Rating of Health Care	81.6%	19 <sup>th</sup>	79.8	80.2	81.7	82.6	85.3	86.5	88.2	89.7	90.4	9 <sup>th</sup>	80.1	81.6	84.4	85.3	86.5	87.6	88.2	90.0	91.6		
Q36. Rating of Personal Doctor	87.2%	23 <sup>rd</sup>	83.2	84.9	87.4	87.9	89.0	90.3	91.0	91.6	92.8	13 <sup>th</sup>	86.2	86.8	88.4	88.8	89.8	90.9	91.7	92.9	93.9		
Q43. Rating of Specialist	86.2%	43 <sup>rd</sup>	78.7	79.6	83.9	84.9	87.5	88.7	89.9	91.6	92.2	34 <sup>th</sup>	81.2	81.9	84.1	85.9	87.2	88.9	89.6	92.0	93.2		
Getting Needed Care (% U/A)	79.9%	24 <sup>th</sup>	75.3	76.4	80.7	81.7	83.9	87.0	87.5	89.9	90.7	9 <sup>th</sup>	78.3	80.0	82.6	83.7	86.2	87.9	88.5	90.4	92.0		
Q10. Getting care, tests, or treatment	87.4%	34 <sup>th</sup>	82.2	83.2	85.9	86.9	89.0	90.3	91.7	94.5	94.6	15 <sup>th</sup>	85.3	86.1	88.9	90.2	91.9	92.6	93.5	95.0	95.4		
Q41. Getting specialist appointment	72.5%	17 <sup>th</sup>	68.9	69.8	74.3	76.5	78.9	83.3	84.6	86.4	87.8	11 <sup>th</sup>	70.5	72.3	76.5	77.4	81.3	83.2	85.1	87.2	89.0		
Getting Care Quickly (% U/A)	84.8%	21 <sup>st</sup>	80.1	83.1	86.3	87.0	90.0	91.3	92.1	92.8	94.4	5 <sup>th</sup>	84.5	85.6	88.0	89.1	91.0	92.5	92.9	94.2	94.8		
Q4. Getting urgent care	87.0%	12 <sup>th</sup>	85.7	86.6	88.9	89.7	92.0	93.6	94.4	95.0	96.3	8 <sup>th</sup>	84.8	87.2	90.2	91.1	93.0	94.4	95.2	97.2	98.1		
Q6. Getting routine care	82.6%	17 <sup>th</sup>	75.6	80.6	83.9	85.5	87.7	90.0	90.4	91.7	92.4	10 <sup>th</sup>	80.3	82.1	85.9	87.2	88.8	90.2	91.0	92.2	92.8		
Q35. Coordination of Care	81.3%	23 <sup>rd</sup>	74.6	79.1	81.4	82.4	84.0	85.6	86.8	88.2	89.0	8 <sup>th</sup>	78.7	81.4	84.1	84.8	86.8	88.8	89.5	90.9	93.4		
Customer Service (% U/A)	88.2%	44 <sup>th</sup>	85.5	85.5	86.6	86.6	91.6	92.1	92.1	93.4	93.4	25 <sup>th</sup>	83.0	85.4	88.1	88.7	90.4	91.6	92.5	94.6	95.4		
Q45. Provided information or help	78.9%	29 <sup>th</sup>	77.4	77.5	78.3	83.5	85.5	87.4	87.5	89.1	89.4	15 <sup>th</sup>	74.9	76.9	81.7	83.0	85.7	87.7	88.8	91.1	92.2		
Q46. Treated with courtesy and respect	97.4%	88 <sup>th</sup>	91.4	91.4	93.6	93.6	94.9	96.3	96.3	98.1	98.1	77 <sup>th</sup>	90.0	91.7	94.0	94.6	95.9	96.7	97.0	98.5	100.0		

# Percentile Rankings

## CCC Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
How Well Doctors Communicate (% U/A)	92.3%	20 <sup>th</sup>	89.7	90.8	92.8	93.4	94.4	95.2	95.6	96.4	97.1	10 <sup>th</sup>	91.9	92.3	93.9	94.5	95.3	95.9	96.6	97.4	97.9		
Q27. Dr. explained things	92.4%	12 <sup>th</sup>	90.1	91.7	93.3	94.3	95.2	96.0	96.4	97.1	98.1	8 <sup>th</sup>	91.8	93.0	94.2	94.9	95.8	96.9	97.3	98.4	98.7		
Q28. Dr. listened carefully	92.4%	14 <sup>th</sup>	91.2	91.7	93.7	94.2	95.2	95.9	96.2	97.1	97.7	6 <sup>th</sup>	92.1	93.1	94.5	94.9	95.8	97.0	97.2	98.0	98.2		
Q29. Dr. showed respect	95.6%	21 <sup>st</sup>	93.5	94.1	95.7	96.0	96.5	97.0	97.6	98.4	99.1	14 <sup>th</sup>	94.6	95.0	96.2	96.5	97.3	97.8	98.1	99.0	99.4		
Q32. Dr. spent enough time	89.0%	35 <sup>th</sup>	84.2	85.0	87.6	88.7	90.8	92.4	93.3	94.8	95.8	17 <sup>th</sup>	86.5	87.7	90.3	91.1	92.1	93.4	94.1	95.8	96.4		
Q48. Ease of Filling Out Forms (% U/A)	99.3%	99 <sup>th</sup>	91.4	92.0	93.0	93.4	94.7	95.4	95.6	96.6	97.2	99 <sup>th</sup>	93.2	93.3	94.4	94.8	95.6	96.4	96.7	97.7	98.1		
Access to Rx Medicines (% U/A)	89.5%	48 <sup>th</sup>	84.4	85.5	87.7	88.3	89.7	90.4	91.1	93.1	93.6	21 <sup>st</sup>	87.5	88.1	89.7	90.5	91.7	92.5	93.0	94.5	95.0		
Access to Specialized Services (% U/A)	65.5%	33 <sup>rd</sup>	63.6	63.6	64.0	64.0	69.3	78.9	78.9	80.8	80.8	7 <sup>th</sup>	63.7	67.0	71.1	71.9	74.1	78.0	78.9	83.8	85.4		
Q15. Easy to get special medical equipment	57.9%	--	--	--	--	--	--	--	--	--	--	5 <sup>th</sup>	57.6	63.6	69.6	71.4	76.2	82.2	84.2	92.0	100.0		
Q18. Easy to get special therapy	73.5%	56 <sup>th</sup>	50.0	50.0	55.1	55.1	67.9	75.0	75.0	83.2	83.2	45 <sup>th</sup>	60.8	63.6	67.6	69.7	75.5	79.6	81.1	85.5	86.6		
Q21. Easy to get treatment or counseling	65.0%	32 <sup>nd</sup>	51.2	59.8	62.8	66.2	71.0	74.7	75.3	81.6	82.8	16 <sup>th</sup>	59.5	63.0	68.6	70.2	73.0	76.5	77.7	82.2	85.0		
FCC: Dr. Who Knows Child (% Yes)	90.4%	30 <sup>th</sup>	87.2	88.9	90.1	90.6	91.3	92.4	92.9	93.6	94.8	16 <sup>th</sup>	88.3	89.2	91.1	91.6	92.5	93.1	93.5	94.1	95.3		
Q33. Discussed feelings/growth/behavior	93.3%	89 <sup>th</sup>	85.6	87.0	88.6	89.1	90.2	91.5	92.2	93.6	94.5	79 <sup>th</sup>	86.6	87.8	89.5	90.2	91.3	92.4	93.0	93.9	94.3		
Q38. Understands effects on child's life	91.4%	11 <sup>th</sup>	89.3	91.1	92.4	93.0	93.6	94.4	95.0	96.4	96.7	12 <sup>th</sup>	90.3	91.2	93.3	93.6	94.8	95.4	95.8	96.7	97.5		
Q39. Understands effects on family's life	86.6%	9 <sup>th</sup>	85.4	86.8	88.7	89.4	90.3	91.5	92.2	93.2	95.4	5 <sup>th</sup>	86.6	87.2	89.2	90.2	91.4	92.6	93.0	94.3	95.4		
FCC: Getting Needed Info (% U/A)	90.3%	38 <sup>th</sup>	85.5	86.1	89.4	89.8	91.3	92.3	93.1	94.6	95.3	27 <sup>th</sup>	86.3	87.4	90.0	90.7	92.0	92.8	93.5	94.7	95.0		
Coordination of Care for CCC (% Yes)	69.0%	1 <sup>st</sup>	69.5	69.5	73.6	74.2	76.0	77.0	78.3	79.9	79.9	3 <sup>rd</sup>	69.7	71.2	73.8	75.1	76.7	78.7	79.9	82.4	83.5		
Q13. Helped contact child's school/daycare	84.2%	--	--	--	--	--	--	--	--	--	--	7 <sup>th</sup>	81.8	84.7	88.5	89.7	92.0	94.1	95.4	100.0	100.0		
Q24. Helped coordinate child's care	53.7%	21 <sup>st</sup>	50.0	51.3	55.1	55.9	59.0	63.4	64.7	69.2	71.5	13 <sup>th</sup>	50.9	52.9	57.7	59.1	61.8	65.5	66.7	70.3	71.9		

# Supplemental Questions

## CCC Population

	2023	2024	2025
<b>Q77. Amount of time to get appt. for regular/routine care</b>			
Opt-out / Exclusion (n)			
My child did not need an appointment for regular or routine care	--	--	21
<b>Base (n)</b>	<b>--</b>	<b>--</b>	<b>110</b>
1-7 days	--	--	60.9%
8-21 days	--	--	22.7%
22-30 days	--	--	8.2%
31 days or more	--	--	8.2%
<b>Q78. Main problem for not getting care, tests or treatment</b>			
Opt-out / Exclusion			
I did not have a problem getting care, tests, or treatment	--	--	93
<b>Base (n)</b>	<b>--</b>	<b>--</b>	<b>26</b>
Plan did not approve my child's care, tests, or treatment	--	--	0.0%
Care, tests, or treatment delayed while waiting for plan's approval	--	--	7.7%
Providers I wanted my child to see were not in plan or network	--	--	3.8%
Could not get an appointment with provider at a convenient time	--	--	42.3%
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	--	--	3.8%
Problem getting a referral to a specialist	--	--	7.7%
Other (Please Specify):	--	--	34.6%

# Supplemental Questions

## CCC Population

	2023	2024	2025
<b>Q79. Location for non-emergency care after hours</b>			
Opt-out / Exclusion (n)			
I did not need after hours care	--	--	54
<b>Base (n)</b>	<b>--</b>	<b>--</b>	<b>73</b>
I received help from my doctor's office	--	--	11.0%
I received care at an in Network Urgent Care Center	--	--	53.4%
I received care at the Emergency Room	--	--	31.5%
I was unable to get care	--	--	4.1%
<b>Q80. Location for non-emergency care during office hours when Dr. was not available</b>			
<b>Base (n)</b>	<b>--</b>	<b>--</b>	<b>93</b>
I received care at an in Network Urgent Care Center	--	--	59.1%
I received care at the Emergency Room	--	--	29.0%
I was unable to get care	--	--	11.8%
<b>Q81. Ease of getting appt. with mental health/substance use disorder specialist</b>			
Opt-out / Exclusion			
I did not see a mental health or substance use disorder specialist in the last 6 months	--	--	78
<b>Base (n)</b>	<b>--</b>	<b>--</b>	<b>49</b>
Always	--	--	40.8%
Usually	--	--	28.6%
Sometimes	--	--	6.1%
Never	--	--	24.5%
<b>Summary Rate Score (%Usually or Always)</b>	<b>--</b>	<b>--</b>	<b>69.4%</b>

# Supplemental Questions

## CCC Population

	2023	2024	2025
<b>Q82. Phoned health plan to get help with transportation</b>			
<b>Base (n)</b>	--	--	<b>124</b>
Yes	--	--	7.3%
No	--	--	92.7%
<b>Summary Rate Score (%Yes)</b>	--	--	<b>7.3%</b>
<b>Q83. Got help with transportation</b>			
Opt-out / Exclusion			
I did not phone my child's health plan for help with transportation in the last 6 months	--	--	1
<b>Base (n)</b>	--	--	<b>7</b>
Always	--	--	42.9%
Usually	--	--	42.9%
Sometimes	--	--	14.3%
Never	--	--	0.0%
<b>Summary Rate Score (%Usually or Always)</b>	--	--	<b>85.7%</b>
<b>Q84. Help with transportation met your needs</b>			
Opt-out / Exclusion			
I did not phone my child's health plan for help with transportation in the last 6 months	--	--	--
<b>Base (n)</b>	--	--	<b>7</b>
Always	--	--	42.9%
Usually	--	--	28.6%
Sometimes	--	--	28.6%
Never	--	--	0.0%
<b>Summary Rate Score (%Usually or Always)</b>	--	--	<b>71.4%</b>

# Supplemental Questions

CCC Population

	2023	2024	2025
Q85. Problem understanding verbal/written communication from plan because of language/cultural barrier			
Opt-out / Exclusion (n)			
I do not have any special cultural and/or language needs	60	63	74
Base (n)	81	59	53
Never	69.1%	71.2%	84.9%
Sometimes	14.8%	18.6%	5.7%
Usually	8.6%	6.8%	3.8%
Always	7.4%	3.4%	5.7%
Summary Rate Score (%Never or Sometimes)	84.0%	89.8%	90.6%