



MY 2023 CAHPS® MEDICAID CHILD WITH CCC 5.1H SURVEY

PRESBYTERIAN CENTENNIAL CARE

PRESBYTERIAN CENTENNIAL CARE

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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 2023 CAHPS® 5.1H Medicaid Child with CCC Survey (with CCC Measurement set). NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

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

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

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

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

Your Project Manager is Alisha Valeri (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.

METHODOLOGY

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

METHODOLOGY

DATA COLLECTION

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

First questionnaire
mailed
3/5/2024



Second questionnaire
mailed
4/9/2024



Initiate follow-up calls
to non-responders
4/30/2024 - 5/14/2024



Last day to accept
completed surveys
5/15/2024

QUALIFIED RESPONDENTS

Included beneficiaries who were...

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

2024 RESPONSE RATE CALCULATION

$$\frac{239 \text{ (Completed)}}{3020 \text{ (Sample)} - 8 \text{ (Ineligible)}} = \frac{239}{3012} = 7.9\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	53	109	21	18	0	3	183
Spanish	11	33	12	10	0	2	56
Total	64	142	33	28	0	5	239

Total Number of Undeliverables: 1078

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

		2022	2023	2024
Completed	SUBTOTAL	229	263	239
Ineligible	Does not Meet Eligibility Criteria (01)	4	6	5
	Language Barrier (03)	7	2	3
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	1	0
	SUBTOTAL	11	9	8
Non-response	Break-off/Incomplete (02)	26	42	31
	Refusal (06)	89	72	57
	Maximum Attempts Made (07)	1955	2634	2685
	Added to DNC List (08)	0	0	0
	SUBTOTAL	2070	2748	2773
Total Sample		2310	3020	3020
Oversampling %		40.0%	83.0%	83.0%
Response Rate		10.0%	8.7%	7.9%
PG Response Rate		10.2%	9.9%	9.4%

Total Completed (General Pop + CCC)	437	466	388
Total Ineligible (General Pop + CCC)	29	15	18
Total Sample (General Pop + CCC)	4150	4860	4860
Total Response Rate (General Pop + CCC)	10.6%	9.6%	8.0%
Supplemental (CCC) Sample Size	1840	1840	1840
Supplemental (CCC) Completes	131	151	135

INDUSTRY TRENDS

- Presbyterian Centennial Care

PG BOOK OF BUSINESS TRENDS

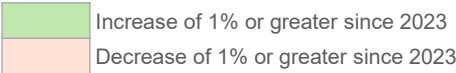
MEDICAID CHILD: GENERAL POPULATION

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

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

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

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



EXECUTIVE SUMMARY

- Presbyterian Centennial Care

OVERVIEW OF TERMS

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2023 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

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

PG Benchmark Information The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2023. Submission occurred on May 24th, 2024.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2023. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

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

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

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

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

2024 DASHBOARD

MEDICAID CHILD: GENERAL POPULATION



239

Completed surveys

7.9%

Response Rate

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

Scores: All scores displayed are Summary Rate Scores

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

Significance Testing: Current score is significantly higher/lower than 2023 (↑/↓) or 2022 (↕/✖).

Percentiles: Based on the 2024 PG Book of Business

Health Plan Key Driver

Classification: Details can be found in the KDA section.

Accreditation Measures

Rating of Health Plan ★★★★★				
Rating of Health Plan	77.0%		77 th	---

Rating of Health Care ★★★				
Rating of Health Care	71.8%		55 th	Power

Rating of Personal Doctor ★★★				
Rating of Personal Doctor	78.7%	↕	65 th	Power

Getting Needed Care (NA)				
Composite	85.1%	↑	49 th	---
Q10. Getting care, tests, or treatment	90.1%		44 th	Wait
Q41. Getting specialist appointment	80.0%		52 nd	Retain

Getting Care Quickly (NA)				
Composite	83.5%		21 st	---
Q4. Getting urgent care	85.5%		16 th	Wait
Q6. Getting routine care	81.5%		31 st	Wait

Other Measures

Rating of Specialist +				
Rating of Specialist +	63.4%		5 th	Opportunity

Coordination of Care +				
Coordination of Care +	79.3%		19 th	Wait

Customer Service +				
Composite	91.5%		75 th	---
Q45. Provided information or help	85.1%		59 th	Retain
Q46. Treated with courtesy and respect	97.9%		87 th	Retain

Ease of Filling Out Forms +				
Ease of Filling Out Forms +	95.6%		58 th	Retain

How Well Doctors Communicate +				
Composite	94.0%		35 th	---
Q27. Dr. explained things	94.2%		37 th	Opportunity
Q28. Dr. listened carefully	94.9%		32 nd	Opportunity
Q29. Dr. showed respect	96.3%		34 th	Opportunity
Q32. Dr. spent enough time	90.5%	↕	48 th	Opportunity

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						3.5
GETTING CARE						NA
Getting Needed Care	Usually or Always	93	85.0%	86.6%	33 rd	NA
Getting Care Quickly	Usually or Always	96	83.5%	89.3%	10 th	NA
SATISFACTION WITH PLAN PHYSICIANS						3
Rating of Personal Doctor	9 or 10	197	78.6%	78.8%	33 rd	3
SATISFACTION WITH PLAN AND PLAN SERVICES						3.5
Rating of Health Plan	9 or 10	235	77.0%	74.4%	67 th	4
Rating of Health Care	9 or 10	142	71.8%	73.1%	33 rd	3

EXPLANATION

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

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

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

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2023 NCQA data and benchmarks.

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

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

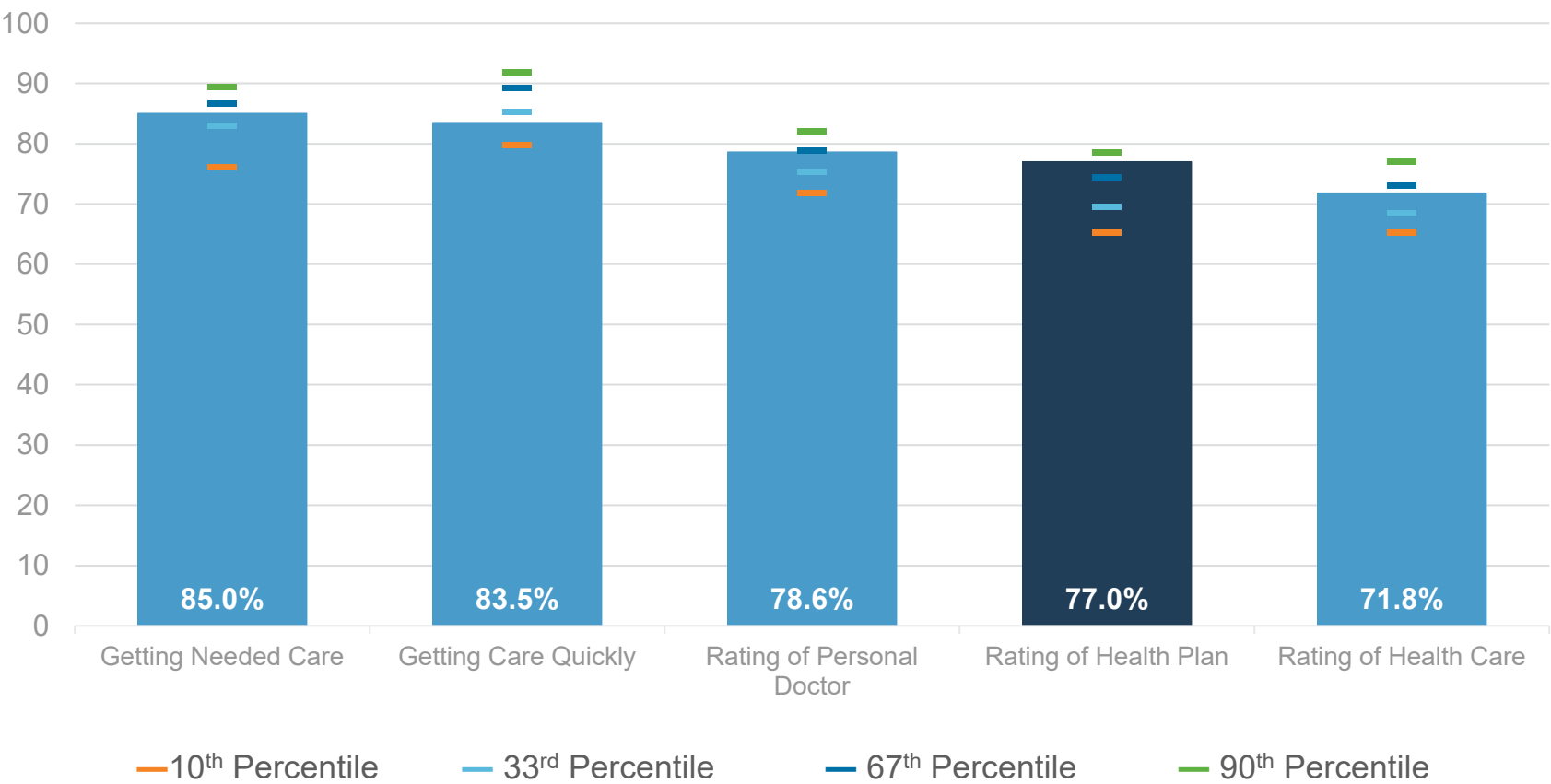
*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

PERFORMANCE TO STAR CUT POINTS

MEDICAID CHILD: GENERAL POPULATION

COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan’s **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2023).



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









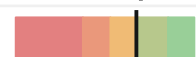

Light Blue bar = Your plan’s performance is below the 67th percentile

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

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

MEASURE SUMMARY






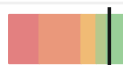



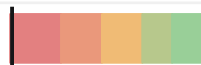
MEDICAID CHILD: GENERAL POPULATION

MEASURE	SUMMARY RATE		CHANGE	2024 GP PG BOOK OF BUSINESS BENCHMARK						
	2023	2024		PERCENTILE DISTRIBUTION					PERCENTILE RANK	BoB SRS
				0	20	40	60	80		
Health Plan Domain										
Rating of Health Plan <i>% 9 or 10</i>	74.0%	77.0%	3.0						77 th	72.0%
Getting Needed Care <i>% Usually or Always</i>	76.0%	85.1% ↑	9.1						49 th	84.5%
Customer Service + <i>% Usually or Always</i>	86.2%	91.5%	5.3						75 th	88.8%
Ease of Filling Out Forms + <i>% Usually or Always</i>	95.9%	95.6%	-0.3						58 th	94.9%
Health Care Domain										
Rating of Health Care <i>% 9 or 10</i>	64.2%	71.8%	7.6						55 th	70.5%
Getting Care Quickly <i>% Usually or Always</i>	79.2%	83.5%	4.3						21 st	87.0%
How Well Doctors Communicate + <i>% Usually or Always</i>	91.5%	94.0%	2.5						35 th	94.4%
Coordination of Care + <i>% Usually or Always</i>	73.7%	79.3%	5.6						19 th	84.3%
Rating of Personal Doctor <i>% 9 or 10</i>	74.5%	78.7%	4.2						65 th	77.2%
Rating of Specialist + <i>% 9 or 10</i>	72.2%	63.4%	-8.8						5 th	73.7%

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

MEASURE SUMMARY






MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2024 CCC PG BOOK OF BUSINESS BENCHMARK						
	2023	2024		PERCENTILE DISTRIBUTION					PERCENTILE RANK	BoB SRS
				0	20	40	60	80		
Health Plan Domain										
Rating of Health Plan <i>% 9 or 10</i>	68.2%	68.7%	0.5						55 th	68.8%
Getting Needed Care <i>% Usually or Always</i>	77.7%	86.0%	8.3						56 th	85.4%
Customer Service + <i>% Usually or Always</i>	89.3%	91.7%	2.4						73 rd	89.2%
Ease of Filling Out Forms + <i>% Usually or Always</i>	95.9%	95.3%	-0.6						55 th	94.7%
Health Care Domain										
Rating of Health Care <i>% 9 or 10</i>	44.4%	68.0% ↑	23.6						47 th	67.9%
Getting Care Quickly <i>% Usually or Always</i>	77.9%	93.3% ↑	15.4						90 th	90.0%
How Well Doctors Communicate + <i>% Usually or Always</i>	91.1%	91.9%	0.8						12 th	94.9%
Coordination of Care + <i>% Usually or Always</i>	80.0%	91.3%	11.3						98 th	83.7%
Rating of Personal Doctor <i>% 9 or 10</i>	70.2%	71.4%	1.2						11 th	77.3%
Rating of Specialist + <i>% 9 or 10</i>	61.5%	58.3%	-3.2						<5 th	73.3% ▼

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

MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2024 CCC PG BOOK OF BUSINESS BENCHMARK						
	2023	2024		PERCENTILE DISTRIBUTION					PERCENTILE RANK	BoB SRS
				0	20	40	60	80		
CCC Measures										
Access to Rx Medicines <i>% Usually or Always</i>	77.4%	90.0% ↑	12.6						47 th	89.8%
Access to Specialized Services <i>% Usually or Always</i>	61.2%	76.4% ↑	15.2						68 th	72.1%
FCC: Dr Who Knows Child <i>% Yes</i>	83.9%	87.8%	3.9						<5 th	91.6%
FCC: Getting Needed Info <i>% Usually or Always</i>	84.3%	94.8% ↑	10.5						82 nd	92.0%
Coordination of Care for CCC <i>% Yes</i>	81.1%	76.3%	-4.8						55 th	75.6%

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

HEALTH EQUITY

MEDICAID CHILD: GENERAL POPULATION

Group is performing...

Above the plan score by 5 or more points

Above the plan score

Below the plan score






Below the plan score by 5 or more points

Above/below plan score but has low base (<30)

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

Accreditation Measure

Other Measure

			Rating of Health Plan		Rating of Health Care		Rating of Personal Doctor		Getting Needed Care		Getting Care Quickly	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
Demographic	Category	Total	77.0%		71.8%		78.7%		85.1%		83.5%	
 Child's Gender	Male	n = 102	<div></div>	-1%	<div></div>	-3%	<div></div>	1%	<div></div>	-8%	<div></div>	4%
	Female	n = 125	<div></div>	0%	<div></div>	2%	<div></div>	1%	<div></div>	5%	<div></div>	-2%
 Child's Age	0 – 4	n = 48	<div></div>	-3%	<div></div>	6%	<div></div>	-8%	<div></div>	2%	<div></div>	5%
	5 – 8	n = 36	<div></div>	4%	<div></div>	4%	<div></div>	9%	<div></div>	-5%	<div></div>	5%
	9 – 13	n = 62	<div></div>	-13%	<div></div>	-19%	<div></div>	-6%	<div></div>	6%	<div></div>	-8%
	14 or older	n = 81	<div></div>	9%	<div></div>	9%	<div></div>	5%	<div></div>	-4%	<div></div>	1%
 Overall Health	Excellent/Very Good	n = 176	<div></div>	3%	<div></div>	2%	<div></div>	0%	<div></div>	0%	<div></div>	0%
	Good	n = 42	<div></div>	-6%	<div></div>	-5%	<div></div>	-1%	<div></div>	-3%	<div></div>	-5%
	Fair/Poor	n = 17	<div></div>	-18%	<div></div>	-5%	<div></div>	-5%	<div></div>	5%	<div></div>	5%
 Mental Health	Excellent/Very Good	n = 161	<div></div>	2%	<div></div>	1%	<div></div>	0%	<div></div>	-1%	<div></div>	3%
	Good	n = 46	<div></div>	-1%	<div></div>	1%	<div></div>	6%	<div></div>	-1%	<div></div>	-15%
	Fair/Poor	n = 27	<div></div>	-14%	<div></div>	-9%	<div></div>	-11%	<div></div>	4%	<div></div>	6%
 Race/ Ethnicity	White	n = 148	<div></div>	-2%	<div></div>	2%	<div></div>	-1%	<div></div>	-2%	<div></div>	1%
	Black/African-American	n = 11	<div></div>	5%	<div></div>	12%	<div></div>	-1%	<div></div>	15%	<div></div>	-62%
	Asian	n = 8	<div></div>	11%	<div></div>	3%	<div></div>	21%	<div></div>	15%	<div></div>	2%
	Native Hawaiian/Pacific Islander	n = 4	<div></div>	23%	<div></div>	3%	<div></div>	21%	<div></div>	-35%	<div></div>	-9%
	American Indian or Alaska Native	n = 32	<div></div>	-5%	<div></div>	-3%	<div></div>	0%	<div></div>	-26%	<div></div>	-5%
	Other	n = 51	<div></div>	-1%	<div></div>	5%	<div></div>	3%	<div></div>	3%	<div></div>	-2%
	Hispanic/Latino	n = 164	<div></div>	3%	<div></div>	2%	<div></div>	0%	<div></div>	0%	<div></div>	3%

HEALTH EQUITY

MEDICAID CHILD: GENERAL POPULATION

Group is performing...

Above the plan score by 5 or more points

Above the plan score

Below the plan score






Below the plan score by 5 or more points

Above/below plan score but has low base (<30)

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

Accreditation Measure

Other Measure

			Rating of Specialist +	Coordination of Care +	Customer Service +	How Well Doctors Communicate +	Ease of Filling Out Forms +
			SRS	SRS	SRS	SRS	SRS
Demographic	Category	Total	63.4%	79.3%	91.5%	94.0%	95.6%
 Child's Gender	Male	n = 102	<div></div> -13%	<div></div> 13%	<div></div> -5%	<div></div> 3%	<div></div> -2%
	Female	n = 125	<div></div> 12%	<div></div> -12%	<div></div> 3%	<div></div> -1%	<div></div> 2%
 Child's Age	0 – 4	n = 48	<div></div> 14%	<div></div> 2%	<div></div> 9%	<div></div> 0%	<div></div> -2%
	5 – 8	n = 36	<div></div> 12%	<div></div> -8%	<div></div> 9%	<div></div> -1%	<div></div> 4%
	9 – 13	n = 62	<div></div> -5%	<div></div> -21%	<div></div> -8%	<div></div> -4%	<div></div> -1%
	14 or older	n = 81	<div></div> -3%	<div></div> 21%	<div></div> -6%	<div></div> 5%	<div></div> -1%
 Overall Health	Excellent/Very Good	n = 176	<div></div> 9%	<div></div> 8%	<div></div> 3%	<div></div> 0%	<div></div> 1%
	Good	n = 42	<div></div> -9%	<div></div> -18%	<div></div> -12%	<div></div> -1%	<div></div> -6%
	Fair/Poor	n = 17	<div></div> -13%	<div></div> -13%	<div></div> 9%	<div></div> -1%	<div></div> 4%
 Mental Health	Excellent/Very Good	n = 161	<div></div> 3%	<div></div> 0%	<div></div> 1%	<div></div> 1%	<div></div> 0%
	Good	n = 46	<div></div> -9%	<div></div> -4%	<div></div> 3%	<div></div> 1%	<div></div> 2%
	Fair/Poor	n = 27	<div></div> 3%	<div></div> 8%	<div></div> -12%	<div></div> -8%	<div></div> -3%
 Race/ Ethnicity	White	n = 148	<div></div> 4%	<div></div> -6%	<div></div> -2%	<div></div> 0%	<div></div> 2%
	Black/African-American	n = 11	<div></div> -63%	<div></div> 21%	<div></div> 9%	<div></div> 1%	<div></div> 4%
	Asian	n = 8	<div></div> -13%	<div></div> 21%	<div></div> 9%	<div></div> 6%	<div></div> 4%
	Native Hawaiian/Pacific Islander	n = 4	NA	NA	<div></div> -42%	<div></div> 6%	<div></div> -29%
	American Indian or Alaska Native	n = 32	<div></div> 37%	<div></div> 21%	<div></div> -4%	<div></div> 4%	<div></div> -9%
	Other	n = 51	<div></div> 3%	<div></div> -2%	<div></div> -1%	<div></div> 1%	<div></div> -2%
	Hispanic/Latino	n = 164	<div></div> 7%	<div></div> -6%	<div></div> 4%	<div></div> 1%	<div></div> 1%

MEASURE SUMMARY

MEDICAID CHILD: GENERAL POPULATION

TOP THREE Performing Measures

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

MEASURE	2024 Valid n	PLAN SUMMARY RATE SCORE			2023 GP QC			2024 GP PG BoB		
		2023	2024	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Rating of Health Plan (% 9 or 10)	235	74.0%	77.0%	3.0	70.9% ▲	6.1	85 th	72.0%	5.0	77 th
Customer Service + (% Usually or Always)	47^	86.2%	91.5%	5.3	87.6%	3.9	90 th	88.8%	2.7	75 th
Rating of Personal Doctor (% 9 or 10)	197	74.5%	78.7%	4.2	75.6%	3.1	75 th	77.2%	1.5	65 th

BOTTOM THREE Performing Measures

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

MEASURE	2024 Valid n	PLAN SUMMARY RATE SCORE			2023 GP QC			2024 GP PG BoB		
		2023	2024	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Getting Care Quickly (% Usually or Always)	96^	79.2%	83.5%	4.3	85.5%	-2.0	32 nd	87.0%	-3.5	21 st
Coordination of Care + (% Usually or Always)	58^	73.7%	79.3%	5.6	83.8%	-4.5	16 th	84.3%	-5.0	19 th
Rating of Specialist + (% 9 or 10)	41^	72.2%	63.4%	-8.8	71.1%	-7.7	7 th	73.7%	-10.3	5 th

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

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

IMPROVEMENT STRATEGIES

Improving Performance

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

Improvement Strategies – Getting Care Quickly

- Assess CAHPS data by health system, PO, and/or network. Communicate results and identify outliers. Correlate with HEDIS data, complaints, appeals and/or quality of care concerns, and communicate. Support and encourage providers to take innovative action to improve access.
- Support members and collaborate with providers to enhance routine and urgent access to care through innovative, proactive approaches within Care Management, Chronic Care, and Quality Management. Work with providers to identify and resolve opportunities.
- Discuss and engage providers/staff on scheduling best practices, how to improve access to routine/urgent care. Consider scheduling routine appointments well in advance, e.g., 12 months. Provide tools, resources, support and assessment.
- Support, encourage and assist in approaches toward open access scheduling. Allow a portion of each day open for urgent care and/or follow-up care.
- Contract with additional providers for urgent and after-hour appointments/availability.
- Explore partnering with 24-hour urgent care or walk-in clinics.
- Educate providers and staff about Plan and regulatory appointment wait time requirements or standards (i.e., CAHPS, CMS, States, etc.). Identify opportunities for improvement.
- Provide members streamlined tools and resources (links, apps, etc.) about benefits, providers, referrals, scheduling appointments, etc. Identify options and hours available, and include alternatives, including practices with evening and weekend hours. Consider alternative sources of information, e.g., refrigerator magnets.
- Explore and support alternative telecommunication technologies to expand access to care: telephone, telehealth, telemedicine and patient portals.
- Encourage use of Nurse Hotline/Nurse on Call lines or live-chat via web for members to get health information and advice.

Improvement Strategies – Coordination of Care

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

Improvement Strategies – Rating of Specialist

- Analyze, investigate, and probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with rating of specialist or doctor. (e.g., HWDC, GCQ, GNC, Coordination Of Care).
- Review QI recommendations/actions for related CAHPS composite measures: How Well Doctors Communicate, Getting Care Quickly, Getting Needed Care, Coordination of Care.
- Provide resources, articles, tools and training sessions via multiple channels to support and drive improvement in physician-patient communication and patient-centered interviewing. Examples include: Listen to patients' concerns, Follow-up with the patient. Provide thorough explanations. Ensure that all questions and concerns are answered. All staff focus on being helpful and courteous to patients.
- Share, report and discuss relative CAHPS health care performance and feedback at the health system and/or within network level.
- Promote use of a secure online patient portal which allows patients access to their medical record and health care information of relevant to patient needs.
- Gather and analyze patient feedback on their recent office visit (i.e., patient "comment cards," follow up call/text/email, CG CAHPS survey, etc.)
- Assess adequacy of contracted specialist by specialty. If necessary, review quality of care information among specific specialties and/or identify practices of excellence.
- Explore ability of providers to share with patient's a summary of their medical record or health assessments to facilitate conversation about relevant health and wellness issues.
- Assess systems (e.g., EHRs) processes and/or procedures used to gather or facilitate distribution of patient information among providers.
- Suggest providers/practices periodically analyze appointment scheduling timeframes versus types of office visits.

Full List of Improvement Strategies 

KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

- Presbyterian Centennial Care

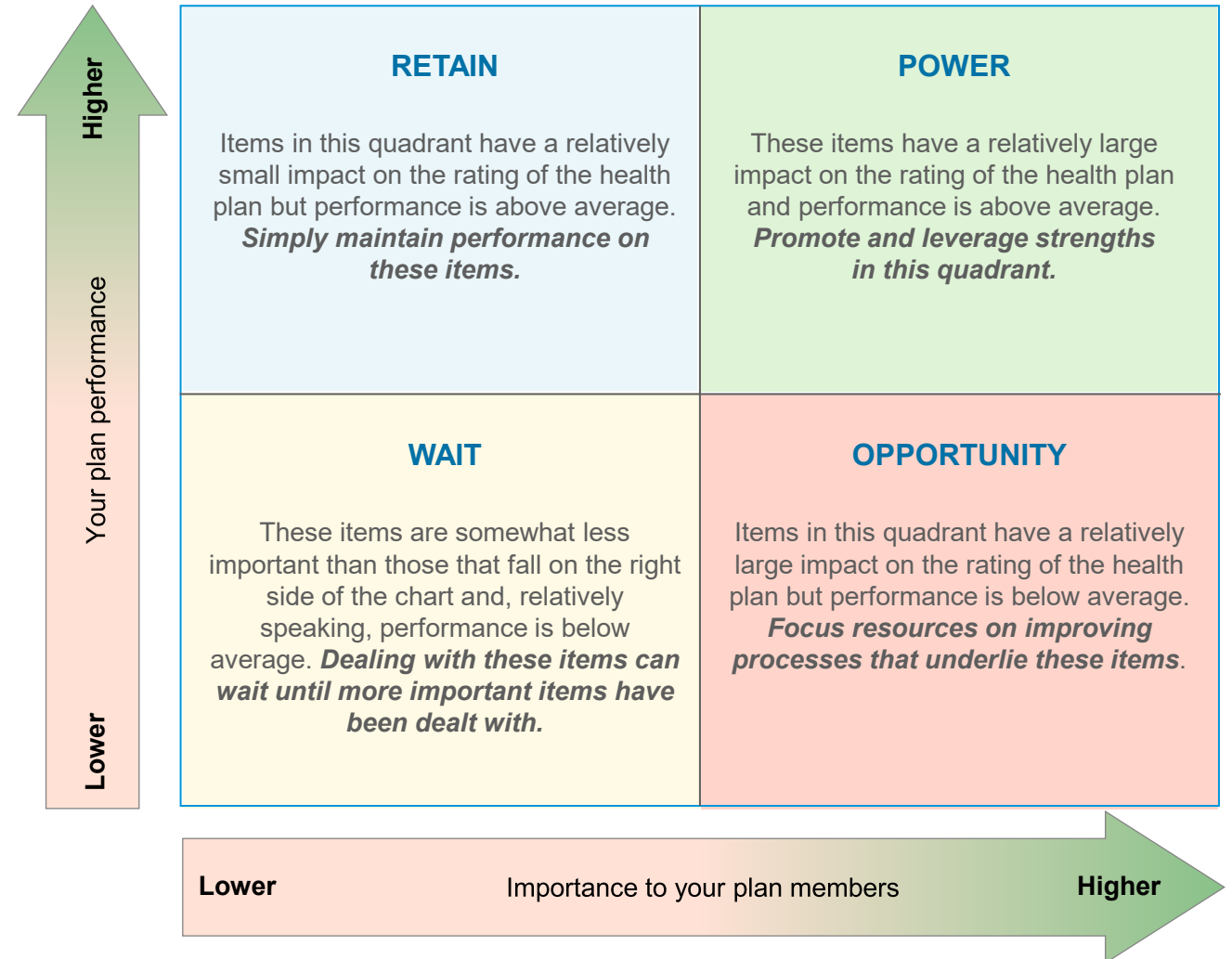
POWeR CHART: EXPLANATION

POWeR™ CHART CLASSIFICATION MATRIX

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. We have been successfully using this approach since 1997.

The model provides the following:

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

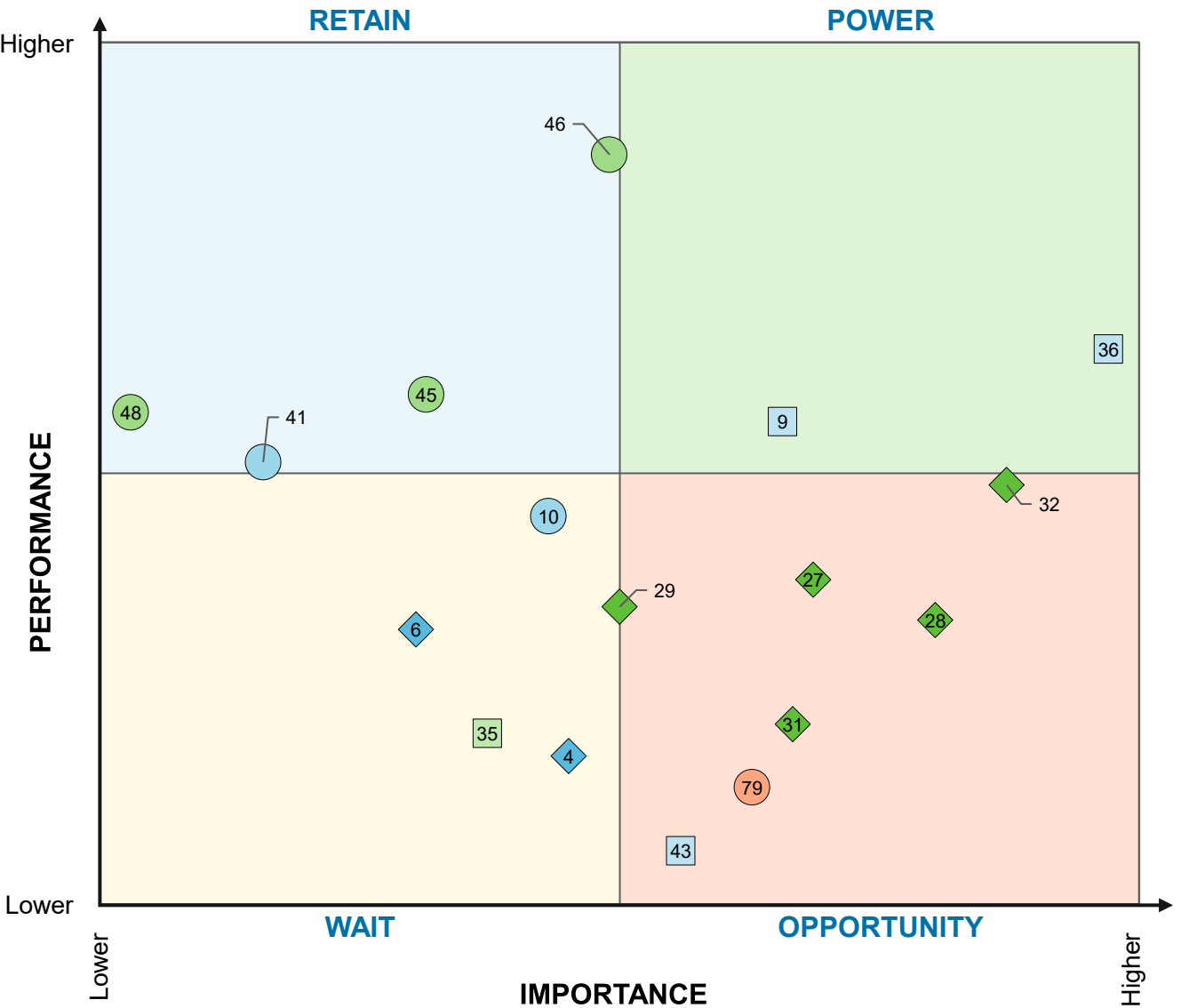


POWER CHART: YOUR RESULTS

MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE				2023		2024	
				SRS	%tile*	SRS	%tile*
POWER							
Rating	Q36	Rating of Personal Doctor		74.5%	31 st	78.7%	65 th
Rating	Q9	Rating of Health Care		64.2%	16 th	71.8%	55 th
OPPORTUNITY							
HWDC	Q32	Dr. spent enough time		80.5%	<5 th	90.5%	48 th
HWDC	Q28	Dr. listened carefully		95.1%	40 th	94.9%	32 nd
HWDC	Q27	Dr. explained things		93.5%	34 th	94.2%	37 th
HWDC	Q31	Dr. explained things to child		89.7%	5 th	91.6%	20 th
SQ	Q79	Satisfied with help to coordinate care		83.7%	---	83.1%	---
Rating	Q43	Rating of Specialist +		72.2%	50 th	63.4%	5 th
HWDC	Q29	Dr. showed respect		96.8%	52 nd	96.3%	34 th
WAIT							
GCQ	Q4	Getting urgent care		81.6%	8 th	85.5%	16 th
GNC	Q10	Getting care, tests, or treatment		86.1%	27 th	90.1%	44 th
CC	Q35	Coordination of Care +		73.7%	<5 th	79.3%	19 th
GCQ	Q6	Getting routine care		76.8%	17 th	81.5%	31 st
RETAIN							
CS	Q46	Treated with courtesy and respect		93.6%	44 th	97.9%	87 th
CS	Q45	Provided information or help		78.7%	20 th	85.1%	59 th
GNC	Q41	Getting specialist appointment		65.9%	8 th	80.0%	52 nd
CS	Q48	Ease of Filling Out Forms +		95.9%	48 th	95.6%	58 th

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



KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION	
			YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2023	2024
TOP 10 KEY DRIVERS					Q49	Rating of Health Plan	77.0%	72.0%	77 th (+16)		
YOUR PLAN	These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.	✓	1	2	Q36	Rating of Personal Doctor	78.7%	77.2%	65 th (+34)	Opp.	→ Power
			2	14	Q32	Dr. spent enough time	90.5%	90.2%	48 th (+47)	Wait	→ Opp.
		✓	3	8	Q28	Dr. listened carefully	94.9%	95.6%	32 nd (-8)	Wait	→ Opp.
			4	12	Q27	Dr. explained things	94.2%	94.6%	37 th (+3)	Opp.	Opp.
			5	13	Q31	Dr. explained things to child	91.6%	94.3%	20 th (+15)	Wait	→ Opp.
		✓	6	1	Q9	Rating of Health Care	71.8%	70.5%	55 th (+39)	Opp.	→ Power
			7	---	Q79	Satisfied with help to coordinate care	83.1%	---	---	Opp.	Opp.
INDUSTRY	PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.	✓	8	3	Q43	Rating of Specialist +	63.4%	73.7%	5 th (-45)	Power	→ Opp.
		✓	9	9	Q29	Dr. showed respect	96.3%	97.0%	34 th (-18)	Opp.	Opp.
		✓	10	6	Q46	Treated with courtesy and respect	97.9%	94.4%	87 th (+43)	Wait	→ Retain
			12	5	Q10	Getting care, tests, or treatment	90.1%	90.3%	44 th (+17)	Opp.	→ Wait
			14	7	Q45	Provided information or help	85.1%	83.2%	59 th (+39)	Wait	→ Retain
			15	10	Q6	Getting routine care	81.5%	83.3%	31 st (+14)	Opp.	→ Wait
			16	4	Q41	Getting specialist appointment	80.0%	78.6%	52 nd (+44)	Wait	→ Retain

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

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

MEASURE ANALYSES

Measure Details and Summary Rate Scores

- Presbyterian Centennial Care

SECTION INFORMATION

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

Rating & Composite level information including...

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

Attribute level information for composites including...

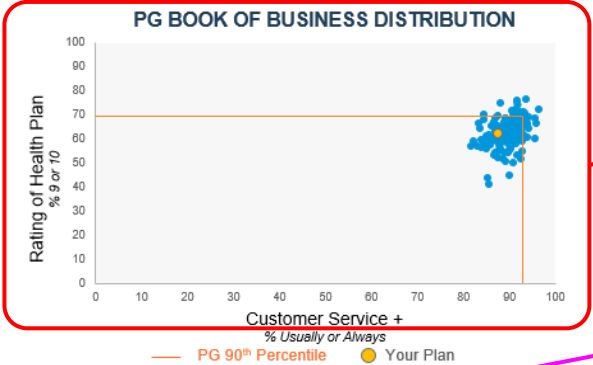
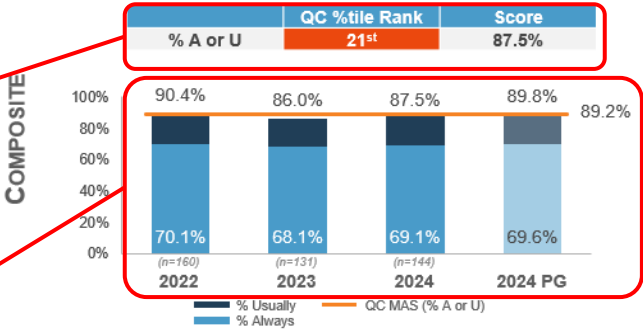
- Gate questions
- Percentile ranking and benchmark performance
- Summary rate score trending

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

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

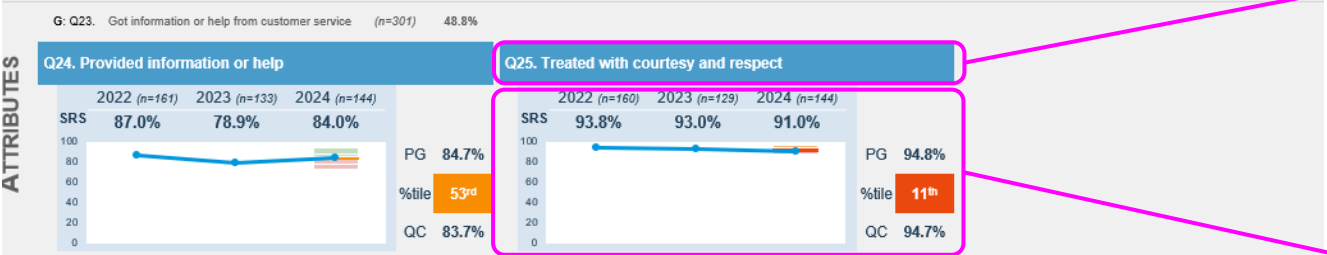
Your plan's performance ranking along with **Summary Rate Score** are displayed at the top for quick reference.

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



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

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



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

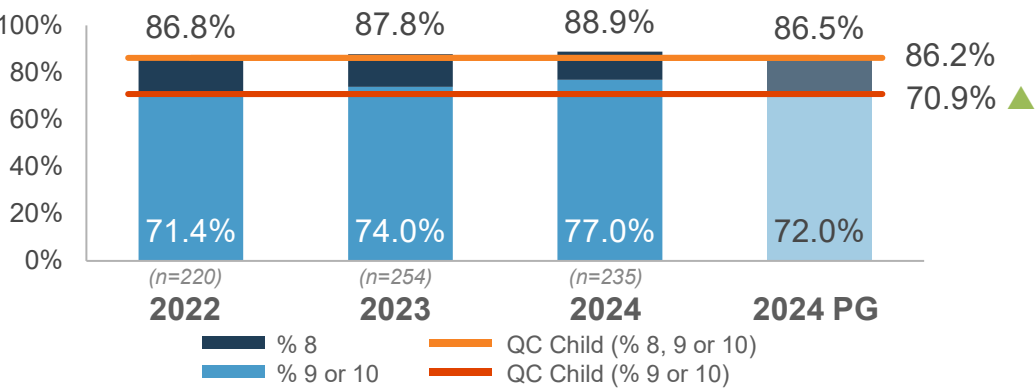
- Historic bases and **Summary Rate Scores** along with significant changes in trend notated
- Benchmark comparisons along with significant differences notated
- Percentile ranking against **Quality Compass**
- Graphic representation of trend and 2023 **Quality Compass** percentile bands

RATINGS

MEDICAID CHILD: GENERAL POPULATION

RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	70 th	88.9%
% 9 or 10	85 th	77.0%



Key Drivers Of The Rating Of The Health Plan

POWER

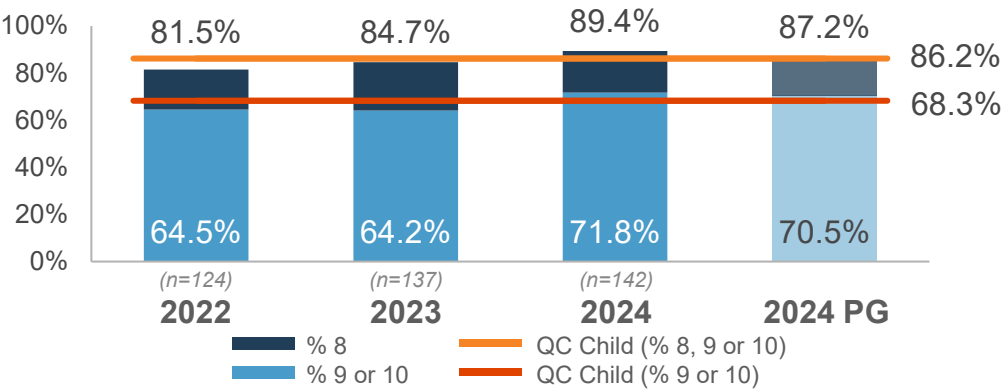
- Q36 Rating of Personal Doctor
- Q9 Rating of Health Care

OPPORTUNITIES

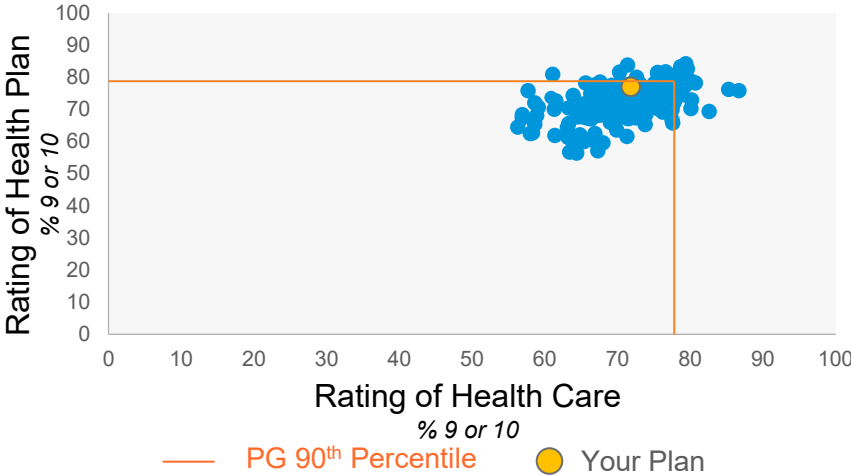
- Q32 Dr. spent enough time
- Q28 Dr. listened carefully
- Q27 Dr. explained things
- Q31 Dr. explained things to child
- Q79 Satisfied with help to coordinate care
- Q43 Rating of Specialist +
- Q29 Dr. showed respect

RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	83 rd	89.4%
% 9 or 10	79 th	71.8%



PG BOOK OF BUSINESS DISTRIBUTION



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

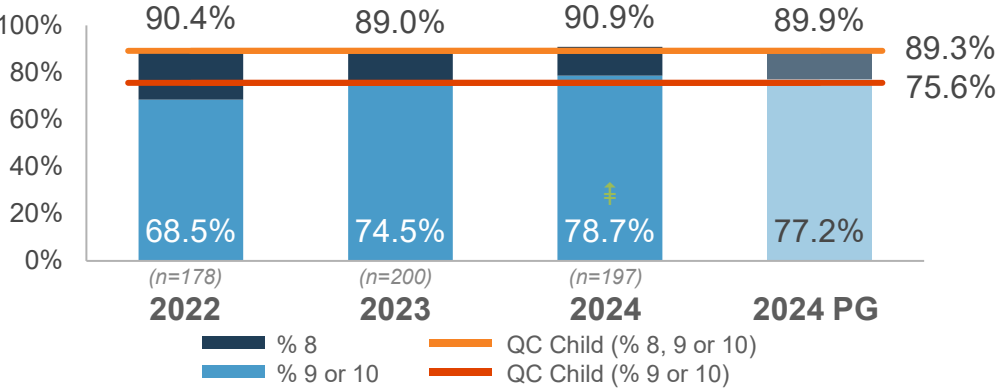
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RATINGS

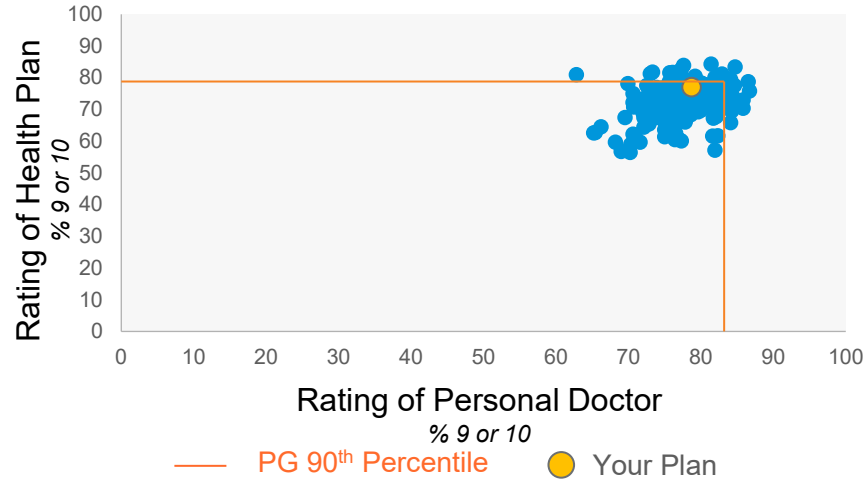
MEDICAID CHILD: GENERAL POPULATION

RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	68 th	90.9%
% 9 or 10	75 th	78.7%



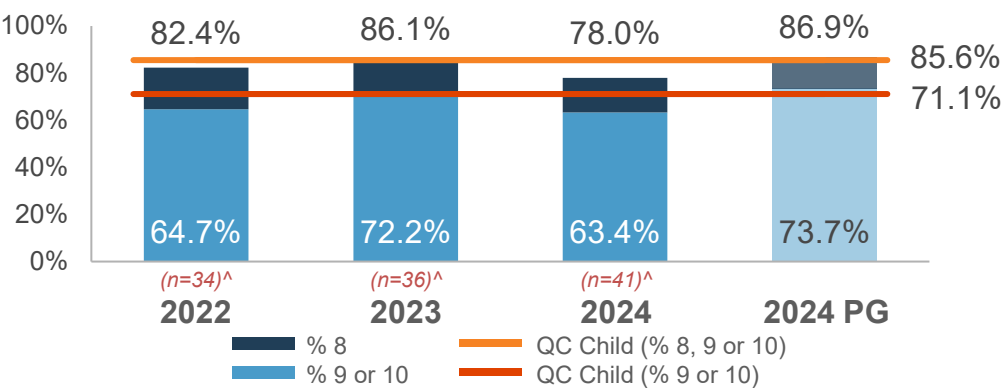
PG BOOK OF BUSINESS DISTRIBUTION



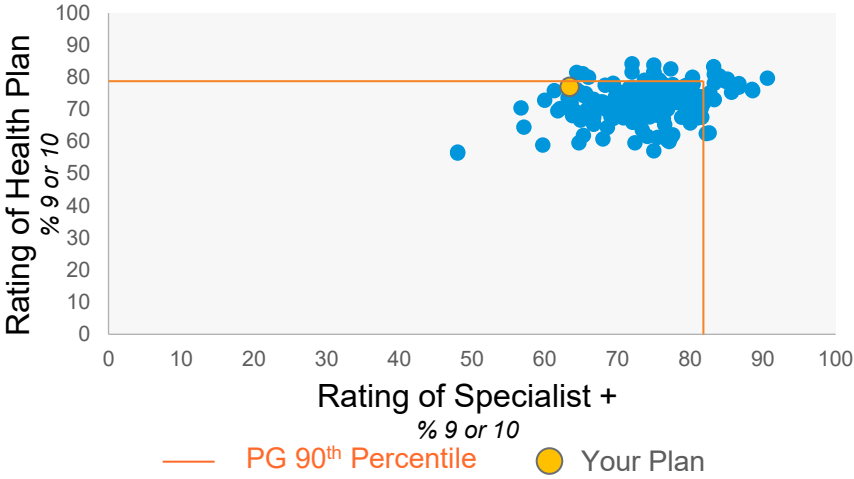
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

RATING OF SPECIALIST +

	QC %tile Rank	Score
% 8, 9 or 10	5 th	78.0%
% 9 or 10	7 th	63.4%



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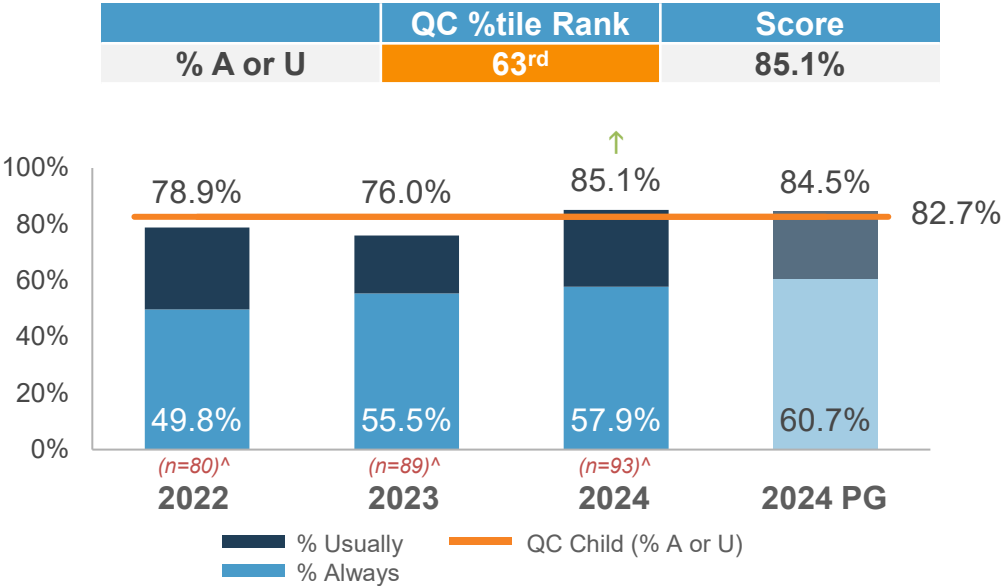
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

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

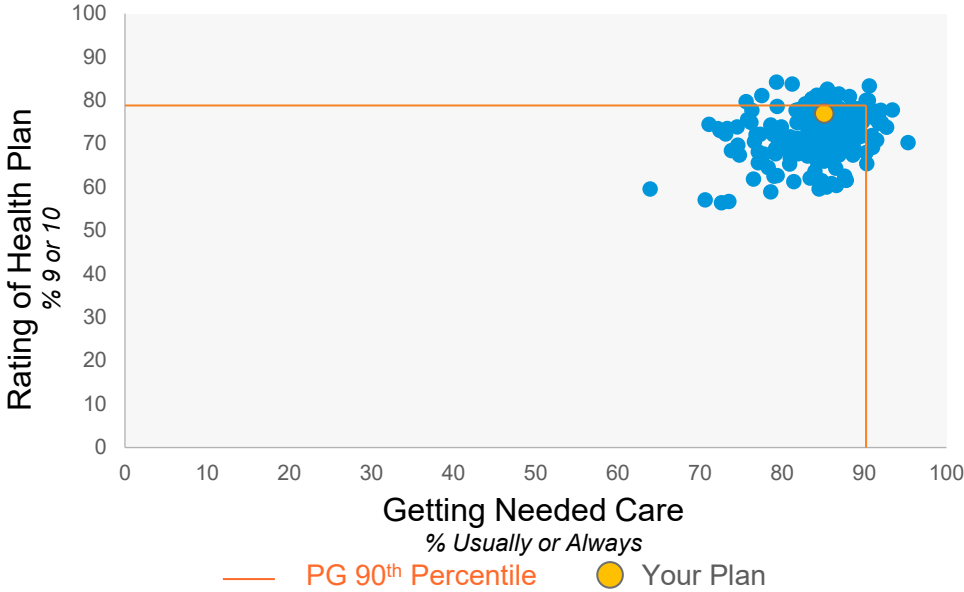
GETTING NEEDED CARE

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE

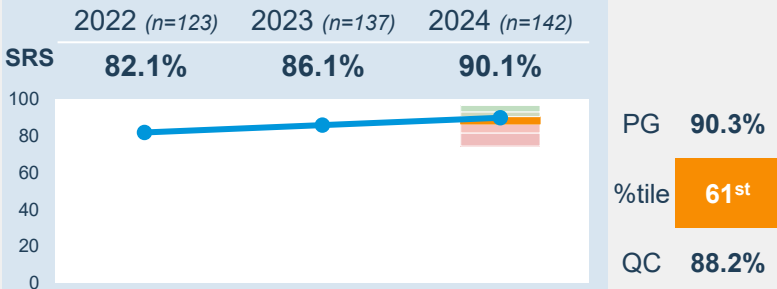


PG BOOK OF BUSINESS DISTRIBUTION

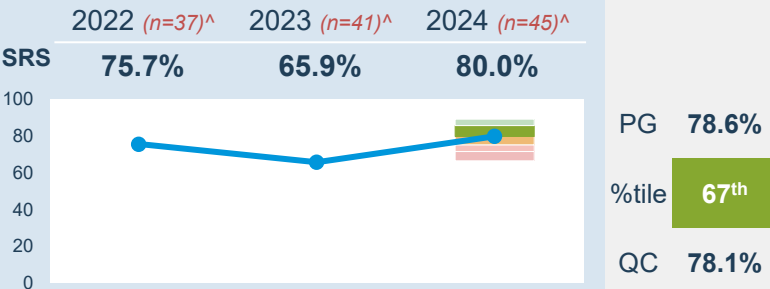


ATTRIBUTES

Q10. Getting care, tests, or treatment



Q41. Getting specialist appointment



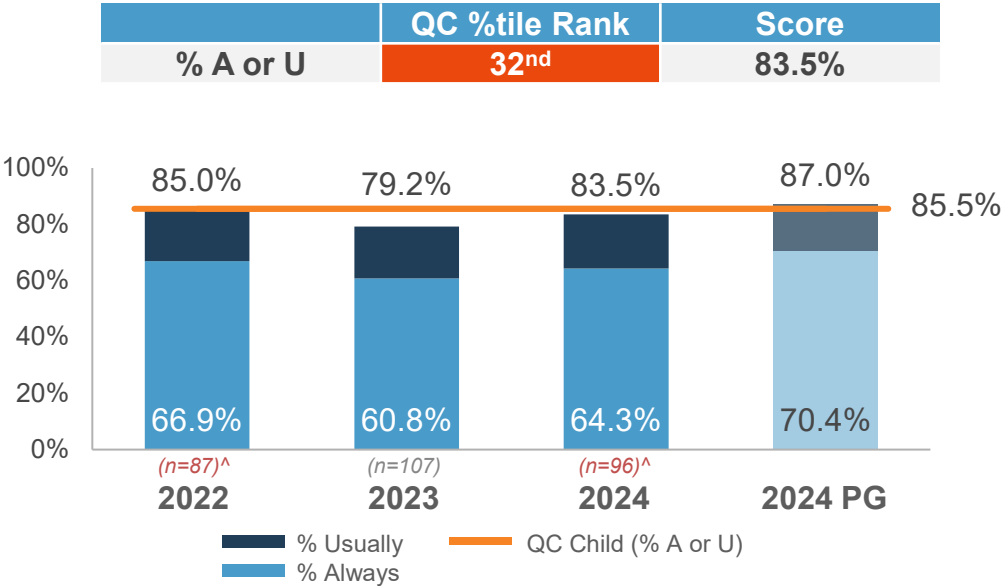
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

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

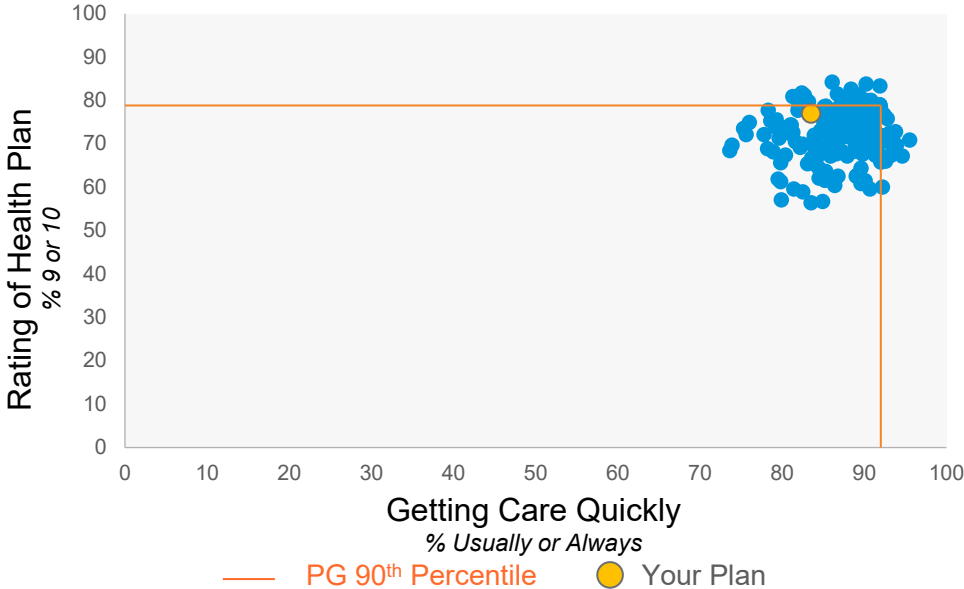
GETTING CARE QUICKLY

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



PG BOOK OF BUSINESS DISTRIBUTION

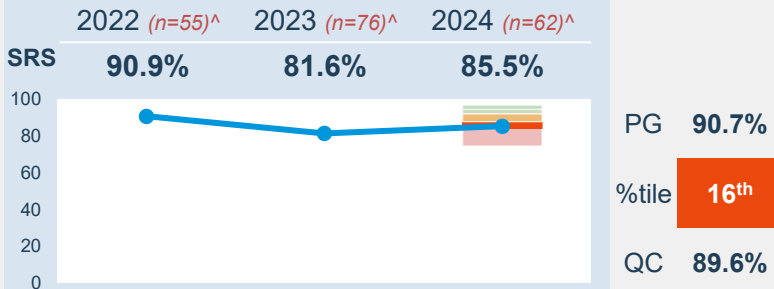


ATTRIBUTES

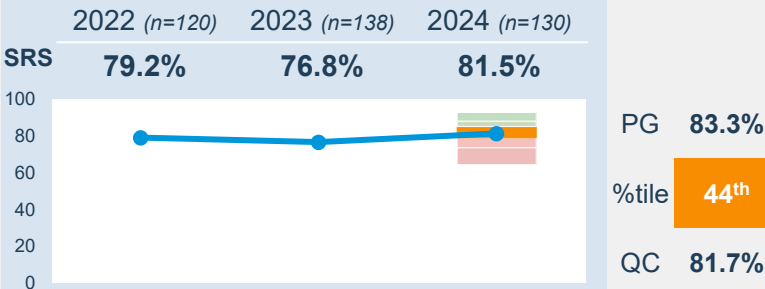
G: Q3. Had illness, injury or condition that needed care right away (n=238) 26.1%

G: Q5. Made appointments for check-ups or routine care at doctor's office or clinic (n=234) 56.0%

Q4. Getting urgent care



Q6. Getting routine care



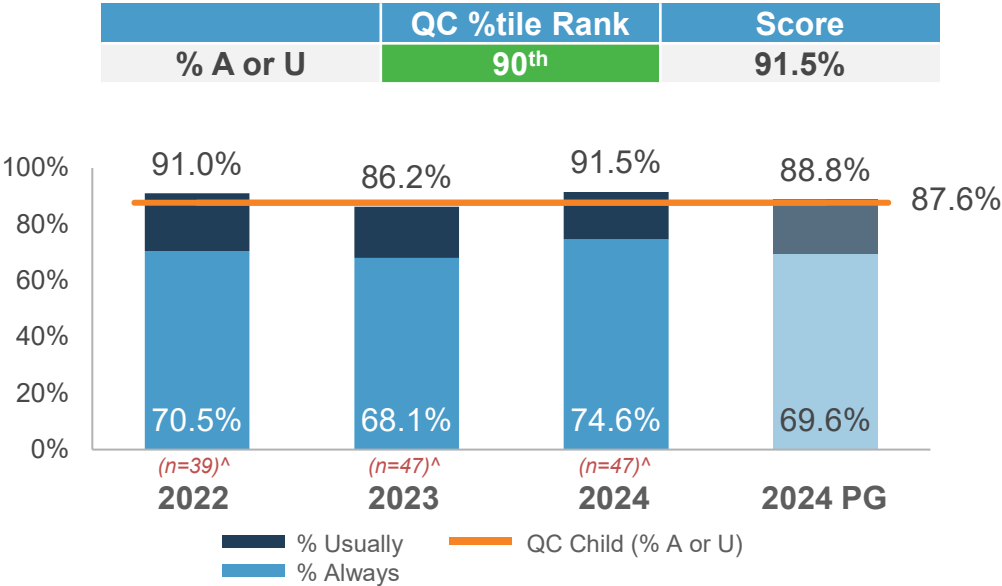
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

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

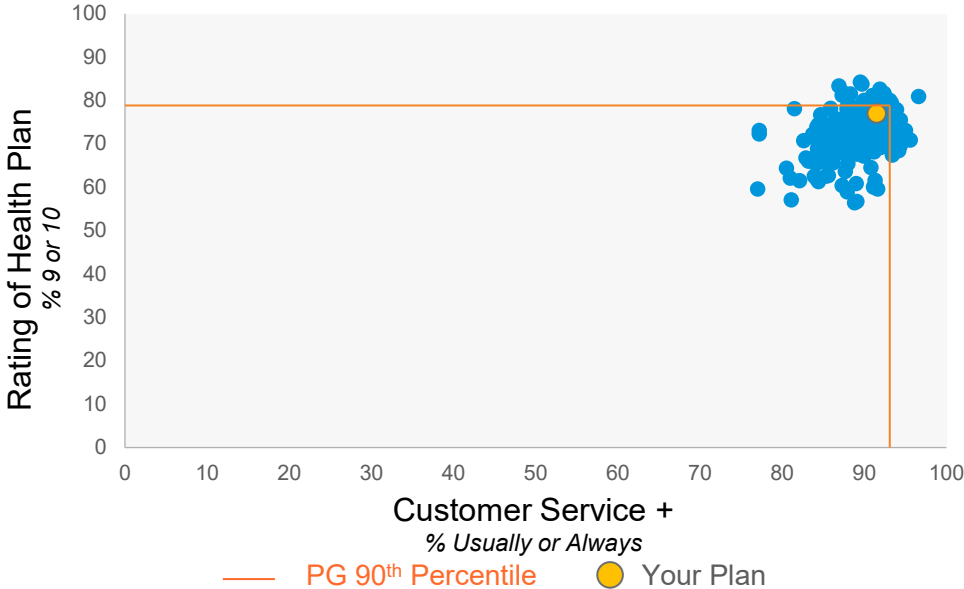
CUSTOMER SERVICE +

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



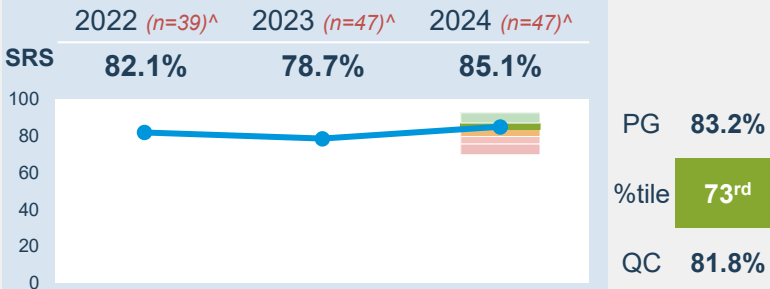
PG BOOK OF BUSINESS DISTRIBUTION



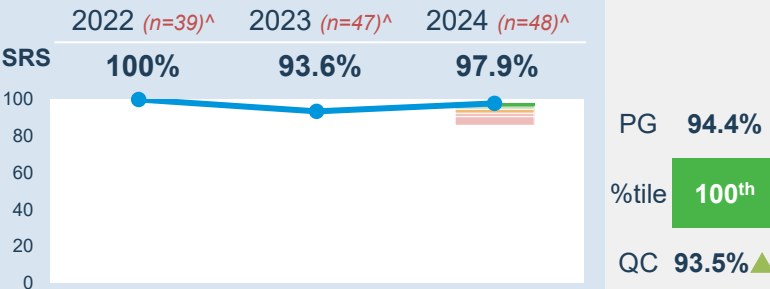
G: Q44. Got information or help from customer service (n=233) 20.6%

ATTRIBUTES

Q45. Provided information or help



Q46. Treated with courtesy and respect

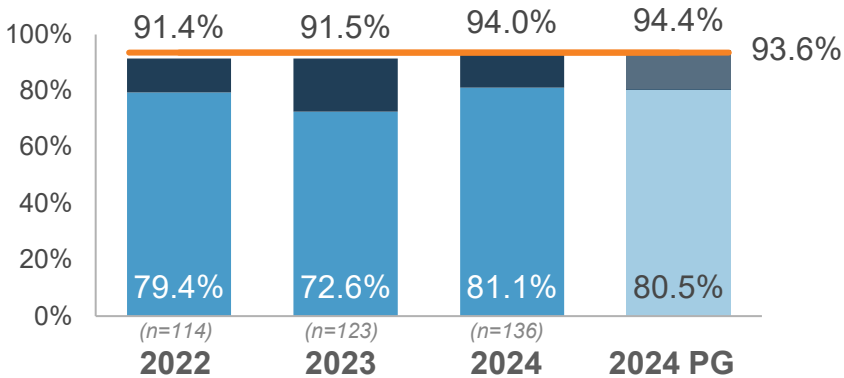


How Well Doctors Communicate +

MEDICAID CHILD: GENERAL POPULATION

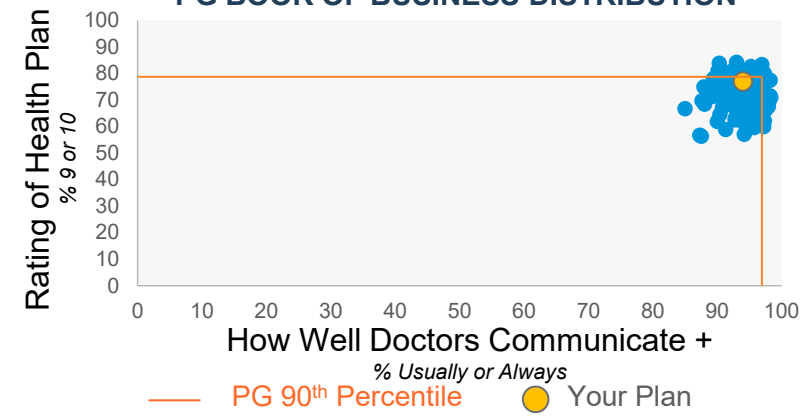
COMPOSITE

	QC %tile Rank	Score
% A or U	53 rd	94.0%



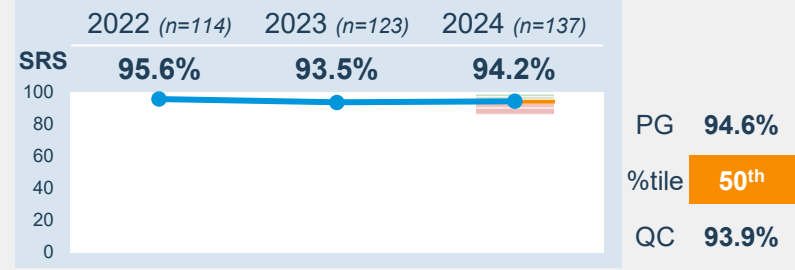
■ % Usually ■ % Always
— QC Child (% A or U)

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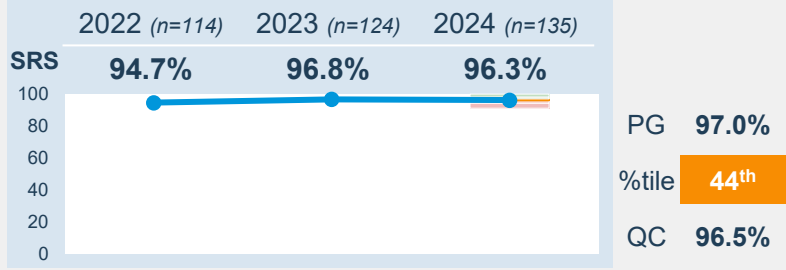


ATTRIBUTES

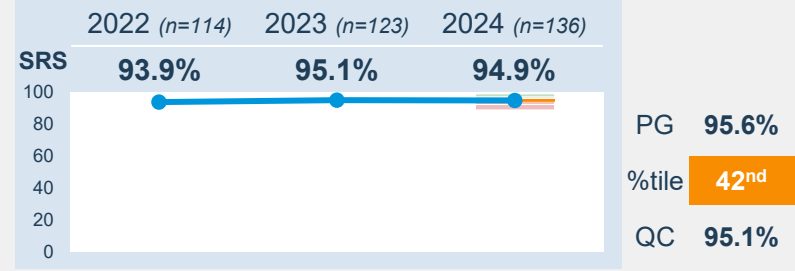
Q27. Dr. explained things



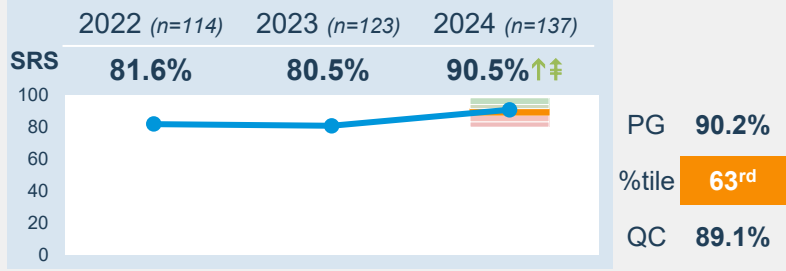
Q29. Dr. showed respect



Q28. Dr. listened carefully



Q32. Dr. spent enough time

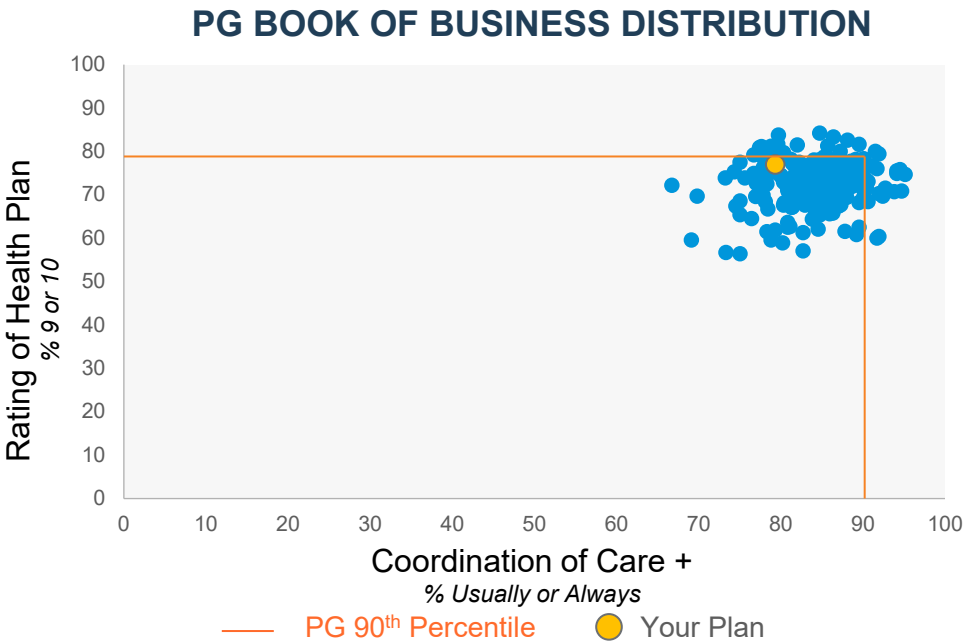
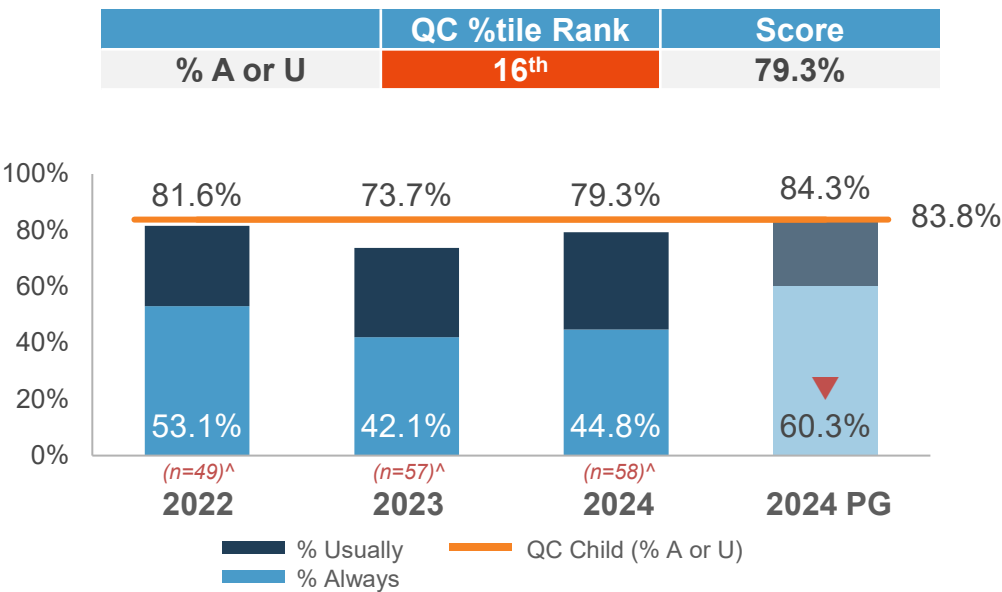


Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

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

COORDINATION OF CARE +

MEDICAID CHILD: GENERAL POPULATION



SUMMARY OF TREND AND BENCHMARKS

- Presbyterian Centennial Care

SECTION INFORMATION

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

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

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

Significance Testing

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

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

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

BENCHMARK INFORMATION

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

SUMMARY RATE SCORES

MEDICAID CHILD: GENERAL POPULATION

	2024 Valid n	2022	2023	2024	2024 GP PG BoB	2023 GP QC
Rating Questions (% 9 or 10)						
★ Q49. Rating of Health Plan	235	71.4%	74.0%	77.0%	72.0%	70.9% ▲
★ Q9. Rating of Health Care	142	64.5%	64.2%	71.8%	70.5%	68.3%
★ Q36. Rating of Personal Doctor	197	68.5%	74.5%	78.7% ⚡	77.2%	75.6%
Q43. Rating of Specialist +	41^	64.7%	72.2%	63.4%	73.7%	71.1%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	235	86.8%	87.8%	88.9%	86.5%	86.2%
Q9. Rating of Health Care	142	81.5%	84.7%	89.4%	87.2%	86.2%
Q36. Rating of Personal Doctor	197	90.4%	89.0%	90.9%	89.9%	89.3%
Q43. Rating of Specialist +	41^	82.4%	86.1%	78.0%	86.9%	85.6%
★ Getting Needed Care (% Usually or Always)	93^	78.9%	76.0%	85.1% ↑	84.5%	82.7%
Q10. Getting care, tests, or treatment	142	82.1%	86.1%	90.1%	90.3%	88.2%
Q41. Getting specialist appointment	45^	75.7%	65.9%	80.0%	78.6%	78.1%
★ Getting Care Quickly (% Usually or Always)	96^	85.0%	79.2%	83.5%	87.0%	85.5%
Q4. Getting urgent care	62^	90.9%	81.6%	85.5%	90.7%	89.6%
Q6. Getting routine care	130	79.2%	76.8%	81.5%	83.3%	81.7%
Q35. Coordination of Care +	58^	81.6%	73.7%	79.3%	84.3%	83.8%
Customer Service + (% Usually or Always)	47^	91.0%	86.2%	91.5%	88.8%	87.6%
Q45. Provided information or help	47^	82.1%	78.7%	85.1%	83.2%	81.8%
Q46. Treated with courtesy and respect	48^	100%	93.6%	97.9%	94.4%	93.5% ▲
How Well Doctors Communicate + (% Usually or Always)	136	91.4%	91.5%	94.0%	94.4%	93.6%
Q27. Dr. explained things	137	95.6%	93.5%	94.2%	94.6%	93.9%
Q28. Dr. listened carefully	136	93.9%	95.1%	94.9%	95.6%	95.1%
Q29. Dr. showed respect	135	94.7%	96.8%	96.3%	97.0%	96.5%
Q32. Dr. spent enough time	137	81.6%	80.5%	90.5% ⚡	90.2%	89.1%
Q48. Ease of Filling Out Forms + (% Usually or Always)	227	96.3%	95.9%	95.6%	94.9%	95.8%

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

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

SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

	2024 Valid n	2022	2023	2024	2024 CCC PG BoB	2023 CCC QC
Rating Questions (% 9 or 10)						
★ Q49. Rating of Health Plan	134	68.0%	68.2%	68.7%	68.8%	66.1%
★ Q9. Rating of Health Care	97^	59.8%	44.4%	68.0% ↑	67.9%	64.4%
★ Q36. Rating of Personal Doctor	119	67.3%	70.2%	71.4%	77.3%	74.5%
Q43. Rating of Specialist +	48^	62.5%	61.5%	58.3%	73.3% ▼	71.3%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	134	88.3%	84.1%	86.6%	84.3%	82.7%
Q9. Rating of Health Care	97^	80.4%	76.9%	87.6% ↑	85.9%	83.3%
Q36. Rating of Personal Doctor	119	85.8%	84.0%	81.5%	89.7% ▼	88.0%
Q43. Rating of Specialist +	48^	79.2%	81.5%	75.0%	86.6%	86.4%
★ Getting Needed Care (% Usually or Always)	74^	75.1%	77.7%	86.0% ⚡	85.4%	84.6%
Q10. Getting care, tests, or treatment	97^	82.3%	83.2%	87.6%	90.1%	88.5%
Q41. Getting specialist appointment	51^	67.9%	72.2%	84.3% ⚡	80.7%	81.2%
★ Getting Care Quickly (% Usually or Always)	71^	90.1%	77.9%	93.3% ↑	90.0%	89.2%
Q4. Getting urgent care	57^	89.4%	80.3%	94.7% ↑	92.2%	92.4%
Q6. Getting routine care	86^	90.8%	75.5%	91.9% ↑	87.8%	86.2%
Q35. Coordination of Care +	46^	75.9%	80.0%	91.3% ⚡	83.7%	83.6%
Customer Service + (% Usually or Always)	30^	91.9%	89.3%	91.7%	89.2%	89.6%
Q45. Provided information or help	30^	87.1%	82.4%	86.7%	83.4%	83.6%
Q46. Treated with courtesy and respect	31^	96.8%	96.2%	96.8%	94.9%	95.5%
How Well Doctors Communicate + (% Usually or Always)	87^	93.6%	91.1%	91.9%	94.9%	93.5%
Q27. Dr. explained things	88^	94.4%	91.1%	95.5%	95.3%	94.1%
Q28. Dr. listened carefully	87^	95.6%	93.1%	90.8%	95.4%	94.6%
Q29. Dr. showed respect	86^	94.4%	97.0%	91.9%	96.8%	95.8%
Q32. Dr. spent enough time	87^	90.0%	83.2%	89.7%	91.8%	89.6%
Q48. Ease of Filling Out Forms + (% Usually or Always)	129	95.3%	95.9%	95.3%	94.7%	95.4%

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

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

SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

CCC MEASURES	2024 Valid n	2022	2023	2024	2024 CCC PG BoB	2023 CCC QC
Q51. Access to Rx Medicines (% Usually or Always)	90^	89.2%	77.4%	90.0% ↑	89.8%	89.1%
Access to Specialized Services (% Usually or Always)	40^	70.9%	61.2%	76.4% ↑	72.1%	70.6%
Q15. Easy to get special medical equipment	22^	64.3%	42.1%	86.4%	73.9%	NA
Q18. Easy to get special therapy	38^	75.0%	76.7%	71.1%	72.5%	69.6%
Q21. Easy to get treatment or counseling	60^	73.3%	64.8%	71.7%	70.0%	70.9%
FCC: Dr Who Knows Child (% Yes)	80^	92.2%	83.9%	87.8%	91.6%	90.9%
Q33. Discussed feelings/growth/behavior	87^	90.8%	83.8%	90.8%	90.5%	90.0%
Q38. Understands effects on child's life	77^	96.2%	86.3%	87.0% ⬇	93.8%	93.2%
Q39. Understands effects on family's life	77^	89.7%	81.7%	85.7%	90.6%	89.4%
Q8. FCC: Getting Needed Info (% Usually or Always)	96^	85.7%	84.3%	94.8% ↑⬆	92.0%	90.4%
Coordination of Care for CCC (% Yes)	38^	88.7%	81.1%	76.3%	75.6%	77.6%
Q13. Helped contact child's school/daycare	20^	100%	96.3%	90.0%	92.0%	NA
Q24. Helped coordinate child's care	56^	77.4%	65.9%	62.5%	59.3%	59.5%

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

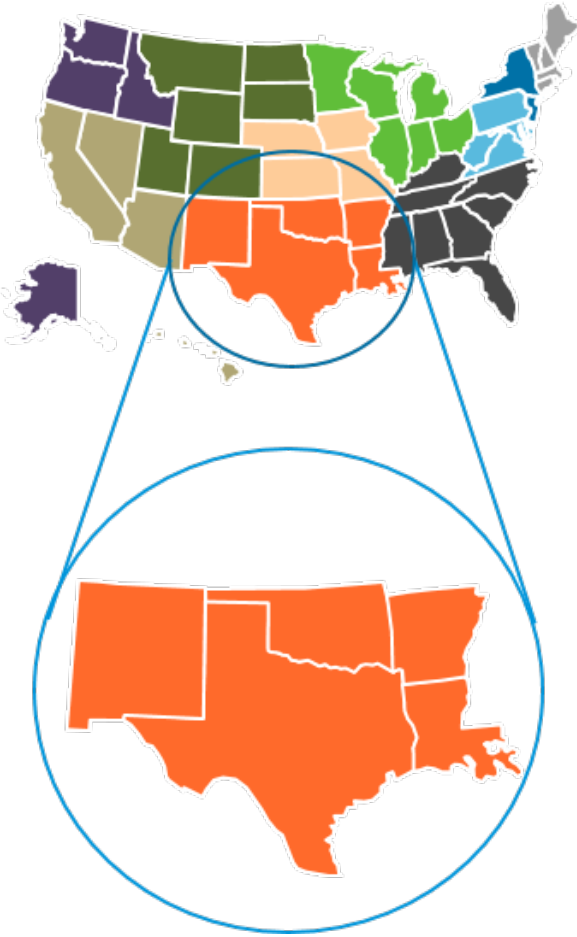
^Denominator less than 100. NCQA will assign an NA to this measure.

REGIONAL PERFORMANCE

MEDICAID CHILD: GENERAL POPULATION

	SUMMARY RATE	2024 PG BoB REGION
Rating Questions (% 9 or 10)		
★ Q49. Rating of Health Plan	77.0%	76.9%
★ Q9. Rating of Health Care	71.8%	73.8%
★ Q36. Rating of Personal Doctor	78.7%	78.5%
Q43. Rating of Specialist +	63.4%	76.1%
Rating Questions (% 8, 9 or 10)		
Q49. Rating of Health Plan	88.9%	89.6%
Q9. Rating of Health Care	89.4%	89.1%
Q36. Rating of Personal Doctor	90.9%	90.4%
Q43. Rating of Specialist +	78.0%	88.0%
★ Getting Needed Care (% Usually or Always)	85.1%	83.9%
Q10. Getting care, tests, or treatment	90.1%	89.6%
Q41. Getting specialist appointment	80.0%	78.2%
★ Getting Care Quickly (% Usually or Always)	83.5%	87.0%
Q4. Getting urgent care	85.5%	90.1%
Q6. Getting routine care	81.5%	83.9%
Q35. Coordination of Care +	79.3%	83.8%
Customer Service + (% Usually or Always)	91.5%	90.4%
Q45. Provided information or help	85.1%	85.4%
Q46. Treated with courtesy and respect	97.9%	95.5%
How Well Doctors Communicate + (% Usually or Always)	94.0%	93.5%
Q27. Dr. explained things	94.2%	94.2%
Q28. Dr. listened carefully	94.9%	94.6%
Q29. Dr. showed respect	96.3%	96.5%
Q32. Dr. spent enough time	90.5%	88.7%
Q48. Ease of Filling Out Forms + (% Usually or Always)	95.6%	96.0%

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



Region 6: Dallas

- Arkansas
- New Mexico
- Texas
- Louisiana
- Oklahoma

Significance Testing

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

PERCENTILE RANKINGS

MEDICAID CHILD: GENERAL POPULATION

		2024 Plan Score	QC %tile	National Percentiles from 2023 Quality Compass								PG %tile	National Percentiles from 2024 PG Book of Business									
				5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating Questions (% 9 or 10)																						
★	Q49. Rating of Health Plan	77.0%	85 th	58.8	63.1	68.4	69.4	71.4	73.8	74.8	78.2	79.7	77 th	61.4	64.5	69.1	70.3	72.3	74.7	76.1	78.8	81.1
★	Q9. Rating of Health Care	71.8%	79 th	60.4	62.2	65.2	66.4	68.8	70.7	71.4	74.2	76.2	55 th	59.7	63.3	67.0	68.9	71.2	73.0	74.8	77.8	79.3
★	Q36. Rating of Personal Doctor	78.7%	75 th	69.1	70.5	73.0	74.2	75.8	77.9	78.5	80.2	81.4	65 th	70.4	71.8	74.4	75.5	77.3	79.3	80.6	83.2	84.2
	Q43. Rating of Specialist +	63.4%	7 th	63.0	64.4	66.4	68.0	70.8	73.6	75.0	77.1	81.0	5 th	63.2	64.4	68.3	70.9	74.4	76.4	77.8	81.8	83.7
Rating Questions (% 8, 9 or 10)																						
	Q49. Rating of Health Plan	88.9%	70 th	77.7	81.3	84.2	85.4	86.7	88.4	89.3	91.3	91.8	68 th	78.8	81.7	84.7	85.4	86.7	88.8	89.5	91.6	92.6
	Q9. Rating of Health Care	89.4%	83 rd	81.0	81.6	84.1	84.9	86.5	88.0	88.5	90.2	91.0	68 th	81.0	83.1	85.3	86.1	87.6	89.3	90.0	91.5	91.9
	Q36. Rating of Personal Doctor	90.9%	68 th	84.9	86.1	87.9	88.4	89.5	90.8	91.4	92.3	93.1	61 st	85.5	86.3	88.1	88.6	90.0	91.3	92.0	93.3	94.3
	Q43. Rating of Specialist +	78.0%	5 th	77.8	80.6	83.2	84.5	86.4	87.5	88.6	89.8	91.3	<5 th	78.9	80.6	84.0	84.8	86.8	88.9	90.0	92.1	93.7
★	Getting Needed Care (% U/A)	85.1%	63 rd	73.3	75.1	79.2	80.5	83.0	85.7	86.5	89.3	90.3	49 th	74.0	76.7	81.3	82.9	85.1	86.8	88.1	90.2	91.1
	Q10. Getting care, tests, or treatment	90.1%	61 st	80.1	81.8	85.6	86.7	88.9	90.6	91.5	93.3	94.1	44 th	81.4	84.7	87.9	89.1	90.6	92.8	93.4	94.9	96.2
	Q41. Getting specialist appointment	80.0%	67 th	70.0	71.7	74.8	75.3	77.4	79.8	81.1	85.7	88.0	52 nd	65.1	68.1	73.5	76.1	79.6	82.0	83.3	86.6	88.3
★	Getting Care Quickly (% U/A)	83.5%	32 nd	75.1	78.9	82.3	83.6	86.0	88.5	89.5	91.0	92.4	21 st	78.7	80.2	84.2	85.4	87.7	89.6	90.4	92.0	92.7
	Q4. Getting urgent care	85.5%	16 th	78.6	84.3	87.3	87.9	90.4	92.2	93.0	94.7	95.5	16 th	81.9	83.5	87.5	89.2	91.5	93.2	94.4	95.9	97.2
	Q6. Getting routine care	81.5%	44 th	72.0	73.8	78.3	79.2	82.0	85.2	86.0	88.2	89.6	31 st	73.4	75.5	80.3	81.7	84.6	86.3	87.4	89.4	90.6
	Q35. Coordination of Care +	79.3%	16 th	75.3	77.1	80.9	82.4	83.9	86.5	87.0	89.5	91.0	19 th	75.0	77.5	80.3	81.4	84.4	86.1	87.2	90.2	91.9
	Customer Service + (% U/A)	91.5%	90 th	82.6	83.6	85.9	86.7	87.8	89.0	89.9	91.3	92.4	75 th	83.0	84.3	86.9	87.7	89.1	90.8	91.4	93.1	93.8
	Q45. Provided information or help	85.1%	73 rd	74.6	75.9	78.8	79.9	81.9	83.7	85.1	87.2	89.2	59 th	75.1	76.8	79.5	80.6	83.8	86.2	87.2	89.5	90.3
	Q46. Treated with courtesy and respect	97.9%	100 th	89.2	90.6	92.2	92.6	93.5	94.7	95.3	96.5	97.1	87 th	89.1	90.7	92.3	93.4	94.9	96.2	96.7	98.1	98.5
	How Well Doctors Communicate + (% U/A)	94.0%	53 rd	90.0	90.9	92.0	92.6	93.8	94.8	95.5	96.1	96.4	35 th	89.6	91.0	92.9	93.7	94.7	95.5	95.9	96.9	97.4
	Q27. Dr. explained things	94.2%	50 th	89.1	90.0	92.2	93.0	94.1	95.5	95.9	97.1	97.5	37 th	88.6	90.5	93.1	93.9	95.0	96.1	96.6	97.6	98.0
	Q28. Dr. listened carefully	94.9%	42 nd	91.6	92.4	94.0	94.4	95.3	96.2	96.6	97.2	97.9	32 nd	91.3	92.4	94.1	94.9	95.6	96.8	97.1	98.3	98.7
	Q29. Dr. showed respect	96.3%	44 th	94.1	94.5	95.5	95.8	96.6	97.1	97.5	98.2	98.8	34 th	94.0	94.8	95.9	96.3	97.0	97.9	98.3	99.0	99.2
	Q32. Dr. spent enough time	90.5%	63 rd	82.1	83.1	86.5	87.2	89.5	91.2	92.4	93.9	95.2	48 th	81.9	83.4	88.0	89.0	90.8	92.3	93.3	94.9	95.9
	Q48. Ease of Filling Out Forms + (% U/A)	95.6%	42 nd	93.2	93.8	94.7	95.1	95.9	96.6	97.0	97.8	98.3	58 th	91.3	92.1	93.7	94.2	95.1	96.3	96.6	97.3	97.9

PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

		2024 Plan Score	QC %tile	National Percentiles from 2023 Quality Compass								PG %tile	National Percentiles from 2024 PG Book of Business									
				5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating Questions (% 9 or 10)																						
★	Q49. Rating of Health Plan	68.7%	71 st	52.4	58.7	62.5	64.1	66.7	68.3	69.9	74.5	76.2	55 th	59.5	62.0	65.0	66.3	68.3	71.5	74.0	76.2	77.7
★	Q9. Rating of Health Care	68.0%	63 rd	52.7	54.8	60.7	63.2	65.1	68.4	69.2	72.2	73.0	47 th	57.8	60.8	64.2	65.0	68.3	70.2	71.1	74.7	76.1
★	Q36. Rating of Personal Doctor	71.4%	25 th	66.2	67.0	71.3	73.3	74.7	77.2	77.7	80.8	81.5	11 th	70.5	71.1	73.8	74.8	77.1	78.9	79.9	82.3	83.7
	Q43. Rating of Specialist +	58.3%	<5 th	76.2	79.9	85.0	85.3	87.4	88.5	89.2	90.2	91.3	<5 th	63.5	65.1	68.6	70.6	73.3	76.0	77.0	80.0	81.5
Rating Questions (% 8, 9 or 10)																						
	Q49. Rating of Health Plan	86.6%	82 nd	74.0	77.7	81.0	81.3	83.8	84.9	85.4	87.1	89.2	68 th	78.2	79.7	81.6	82.6	84.1	86.2	87.1	89.2	90.3
	Q9. Rating of Health Care	87.6%	89 th	76.9	78.1	80.1	81.8	84.4	85.3	86.3	88.1	88.6	63 rd	80.4	81.2	82.4	83.8	85.8	88.0	88.8	90.2	91.0
	Q36. Rating of Personal Doctor	81.5%	<5 th	83.3	84.1	85.7	87.1	88.4	89.6	90.0	92.0	92.4	<5 th	84.8	86.1	88.0	88.6	89.4	90.9	91.2	92.8	93.9
	Q43. Rating of Specialist +	75.0%	66 th	59.2	60.4	66.1	69.1	72.1	75.5	76.0	79.5	80.0	<5 th	79.3	81.6	83.7	84.9	86.7	88.4	89.1	91.4	92.2
★	Getting Needed Care (% U/A)	86.0%	49 th	73.6	77.3	80.9	83.0	86.1	87.0	88.6	90.0	91.3	56 th	76.3	80.3	82.3	83.7	84.9	87.2	88.7	90.7	91.7
	Q10. Getting care, tests, or treatment	87.6%	36 th	79.9	81.6	86.8	87.4	89.3	91.0	91.9	93.9	94.5	21 st	83.2	84.4	88.2	88.6	90.1	91.9	92.9	94.5	96.0
	Q41. Getting specialist appointment	84.3%	65 th	72.3	72.5	77.9	80.0	82.1	84.4	85.2	87.7	88.6	71 st	68.9	71.8	77.0	78.9	80.7	83.7	84.6	87.7	90.0
★	Getting Care Quickly (% U/A)	93.3%	84 th	78.9	83.5	87.0	88.8	89.7	90.9	91.8	93.8	96.3	90 th	81.9	84.2	88.5	89.8	90.9	91.8	92.4	93.2	94.3
	Q4. Getting urgent care	94.7%	97 th	76.9	77.2	84.1	86.2	87.4	89.0	89.8	91.8	93.4	74 th	85.4	86.3	90.3	91.8	93.3	94.4	94.7	96.1	97.1
	Q6. Getting routine care	91.9%	41 st	84.9	87.9	90.2	90.7	92.6	94.6	95.0	98.3	99.2	91 st	79.9	81.5	85.6	86.9	88.7	90.0	90.6	91.8	92.8
	Q35. Coordination of Care +	91.3%	100 th	75.0	75.8	81.0	82.2	83.8	86.7	87.4	89.5	90.1	98 th	76.3	78.3	81.8	82.5	83.9	85.3	87.0	88.5	90.0
	Customer Service + (% U/A)	91.7%	85 th	85.3	85.3	86.1	87.9	89.8	91.3	91.6	94.9	94.9	73 rd	82.6	84.1	86.4	87.3	88.7	90.9	91.8	93.5	94.1
	Q45. Provided information or help	86.7%	<5 th	93.3	93.3	93.4	94.1	95.7	96.4	97.1	98.3	98.3	73 rd	74.1	75.7	79.5	80.0	81.9	86.2	86.9	89.4	90.2
	Q46. Treated with courtesy and respect	96.8%	100 th	77.2	77.2	78.9	81.6	83.2	85.4	87.6	91.5	91.5	71 st	89.8	90.8	92.8	93.9	95.1	96.2	97.1	98.2	99.0
	How Well Doctors Communicate + (% U/A)	91.9%	21 st	89.6	89.9	92.2	92.5	93.2	94.8	95.5	96.8	97.4	12 th	90.9	91.4	93.7	94.2	95.1	95.8	96.3	97.4	97.6
	Q27. Dr. explained things	95.5%	61 st	88.7	91.1	92.0	93.0	94.2	95.7	96.5	97.2	97.5	43 rd	91.3	92.0	94.4	94.7	95.9	96.5	96.9	98.0	98.3
	Q28. Dr. listened carefully	90.8%	6 th	90.0	91.3	93.1	93.6	94.7	96.1	96.5	97.4	98.1	5 th	90.3	92.6	94.1	94.7	96.0	96.5	96.8	97.7	98.2
	Q29. Dr. showed respect	91.9%	<5 th	92.2	92.9	94.4	95.0	96.1	96.9	97.5	98.0	98.6	<5 th	94.1	94.8	95.4	96.1	96.8	97.7	98.1	98.8	99.0
	Q32. Dr. spent enough time	89.7%	43 rd	81.8	83.2	87.4	88.7	90.5	92.2	93.3	94.7	95.4	28 th	85.2	87.1	89.4	90.4	92.5	93.6	94.3	96.2	97.0
	Q48. Ease of Filling Out Forms + (% U/A)	95.3%	44 th	92.1	93.9	94.6	95.1	95.6	96.0	96.4	97.3	98.0	55 th	92.3	92.7	93.5	94.1	95.1	95.8	96.1	96.8	97.2

PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

	2024 Plan Score	QC %tile	National Percentiles from 2023 Quality Compass									PG %tile	National Percentiles from 2024 PG Book of Business								
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Q51. Access to Rx Medicines (% U/A)	90.0%	48 th	81.0	84.3	86.9	87.9	90.1	92.0	92.6	93.1	93.4	47 th	84.6	85.8	88.3	89.0	90.2	91.4	92.0	93.2	94.3
Access to Specialized Services (% U/A)	76.4%	87 th	62.4	62.4	67.2	68.6	71.8	73.2	73.9	76.4	76.4	68 th	63.4	63.9	67.8	69.5	73.2	76.3	76.9	80.8	83.2
Q15. Easy to get special medical equipment	86.4%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	81 st	61.2	64.3	69.3	71.4	75.5	78.6	81.0	90.9	95.2
Q18. Easy to get special therapy	71.1%	50 th	58.5	58.5	65.1	65.1	69.9	74.1	74.1	80.0	80.0	35 th	60.7	63.3	68.5	70.7	73.8	78.0	79.5	81.4	84.3
Q21. Easy to get treatment or counseling	71.7%	50 th	57.5	60.4	64.2	68.6	71.3	76.0	77.0	80.2	82.3	62 nd	56.9	59.2	63.7	66.3	69.9	72.2	73.9	79.7	81.4
FCC: Dr Who Knows Child (% Yes)	87.8%	7 th	87.1	88.6	89.7	90.1	91.0	92.3	92.5	93.3	93.8	<5 th	88.5	89.4	90.4	90.7	91.5	92.7	93.1	94.4	95.0
Q33. Discussed feelings/growth/behavior	90.8%	62 nd	86.5	87.3	88.2	89.3	90.1	91.0	91.5	93.0	94.1	51 st	87.0	87.9	89.2	89.7	90.7	91.7	92.4	93.8	94.6
Q38. Understands effects on child's life	87.0%	<5 th	88.8	89.4	91.8	92.5	93.4	94.6	94.8	95.9	96.4	<5 th	89.2	90.8	92.6	93.1	94.0	94.9	95.5	96.6	97.1
Q39. Understands effects on family's life	85.7%	7 th	84.0	85.9	87.1	88.4	89.8	90.5	91.5	93.1	94.1	<5 th	85.7	86.7	88.7	89.6	90.8	91.7	92.3	94.8	95.5
Q8. FCC: Getting Needed Info (% U/A)	94.8%	93 rd	84.8	86.3	88.8	89.5	90.8	92.2	92.6	94.2	94.8	82 nd	88.6	88.9	89.8	90.4	91.5	93.1	94.1	95.6	96.0
Coordination of Care for CCC (% Yes)	76.3%	38 th	73.5	73.8	74.4	75.6	78.5	79.2	79.4	81.5	82.4	55 th	68.8	69.8	72.9	73.3	75.4	78.1	79.0	81.2	82.8
Q13. Helped contact child's school/daycare	90.0%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	31 st	80.1	83.1	88.9	90.3	92.2	94.6	96.6	100	100
Q24. Helped coordinate child's care	62.5%	72 nd	48.6	49.6	54.9	56.5	59.1	62.2	62.7	67.8	71.0	64 th	46.5	49.0	54.1	55.1	59.0	63.6	64.8	70.5	71.9

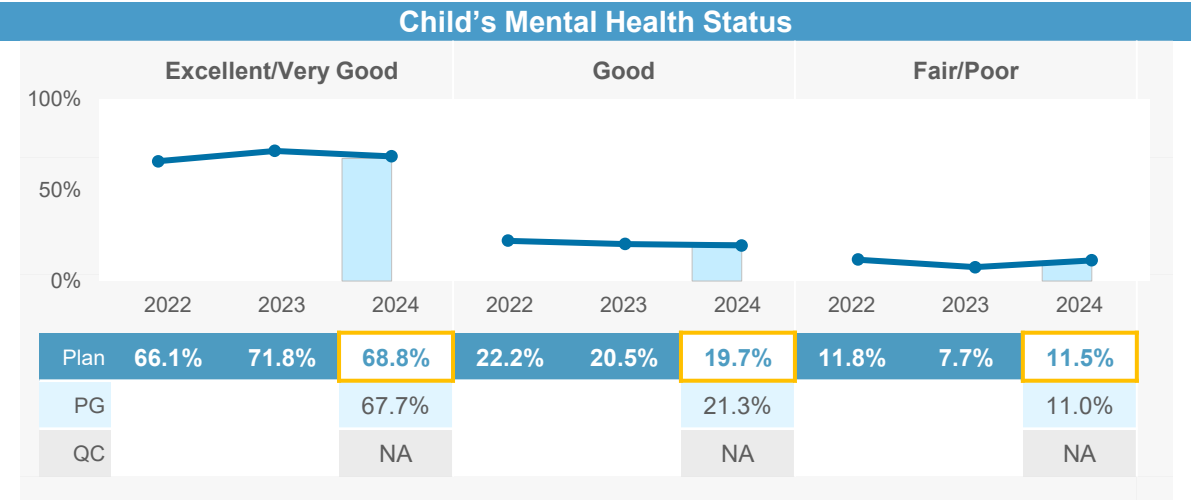
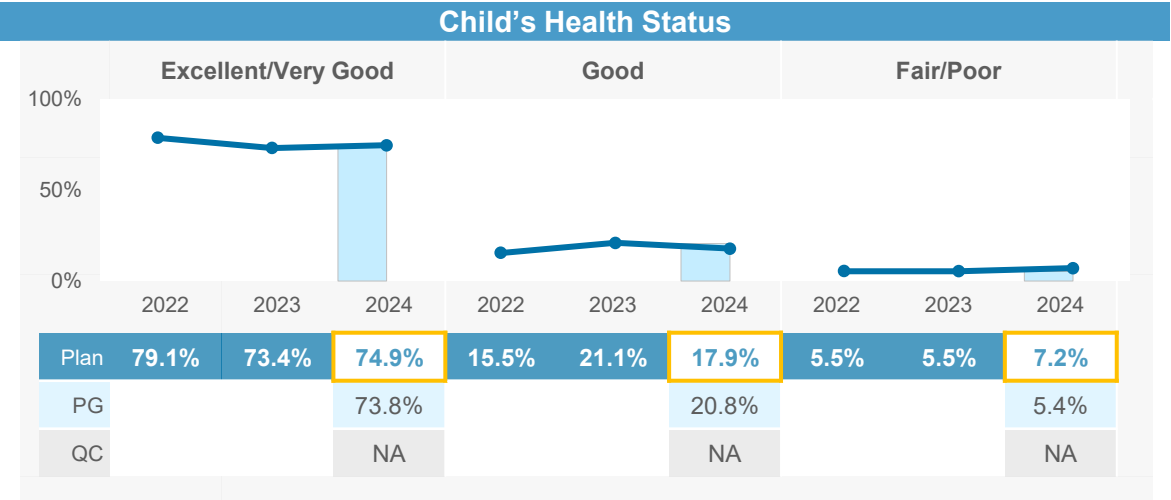
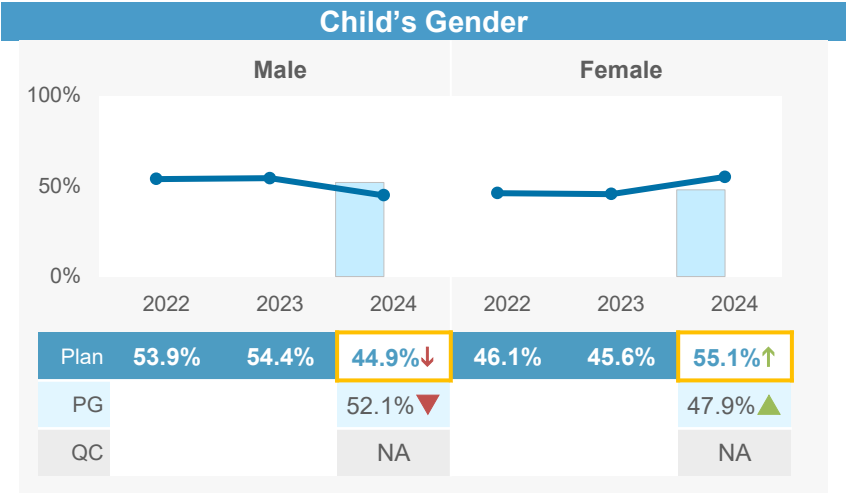
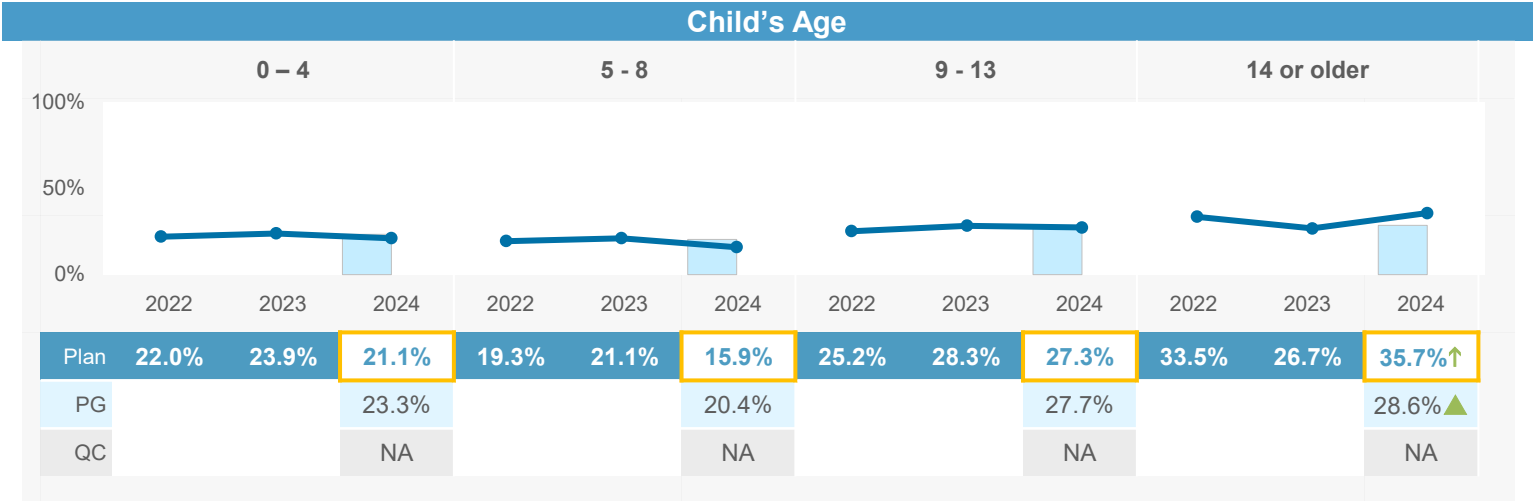
PROFILE OF SURVEY RESPONDENTS

DEMOGRAPHIC COMPOSITION

- Presbyterian Centennial Care

PROFILE OF SURVEY RESPONDENTS

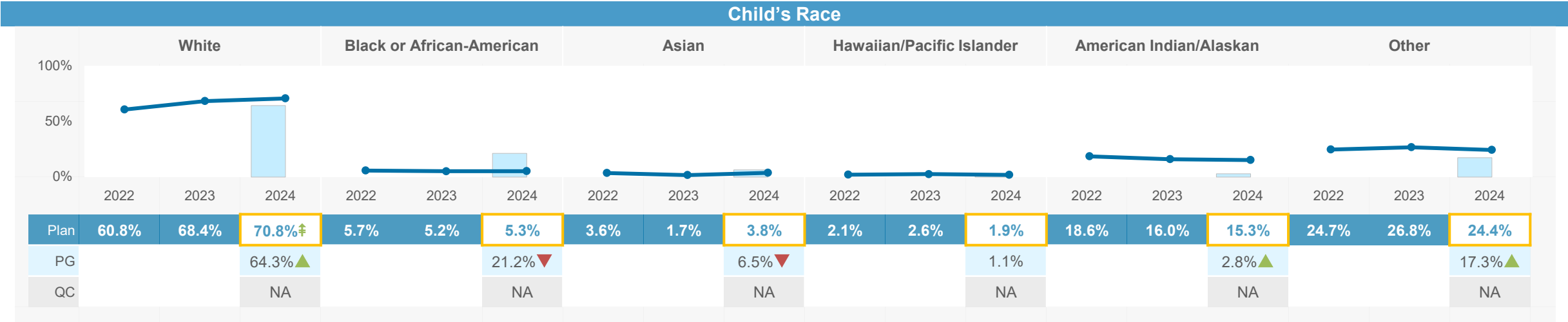
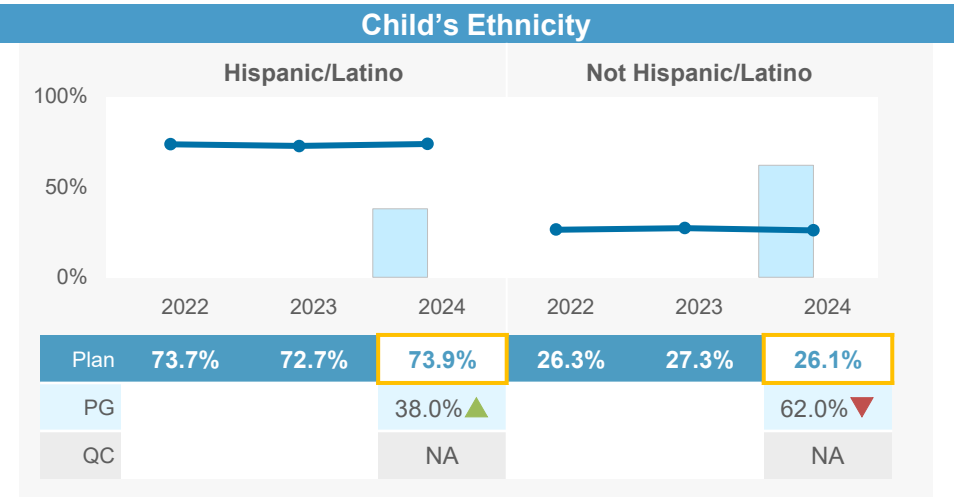
MEDICAID CHILD: GENERAL POPULATION



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

PROFILE OF SURVEY RESPONDENTS

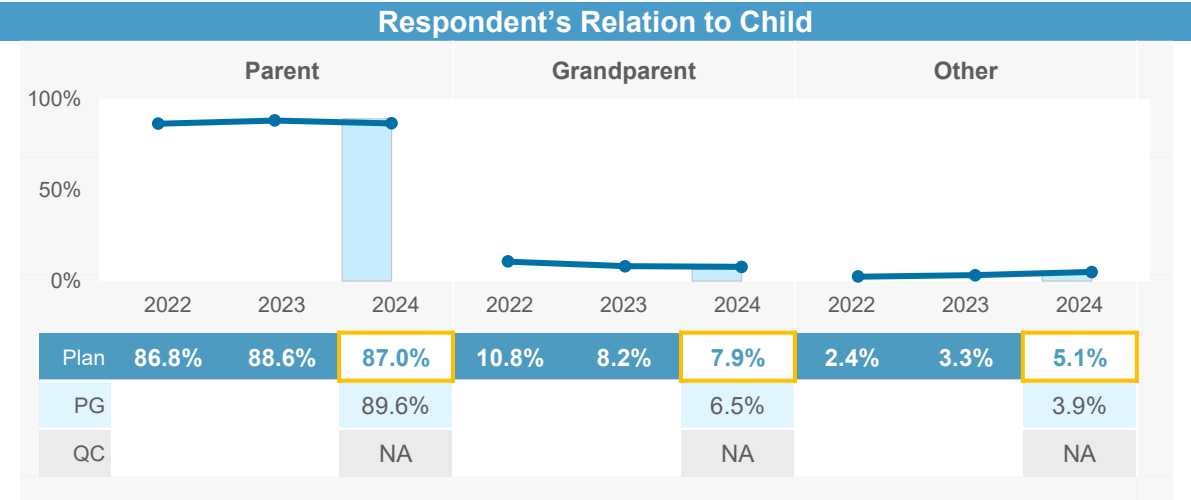
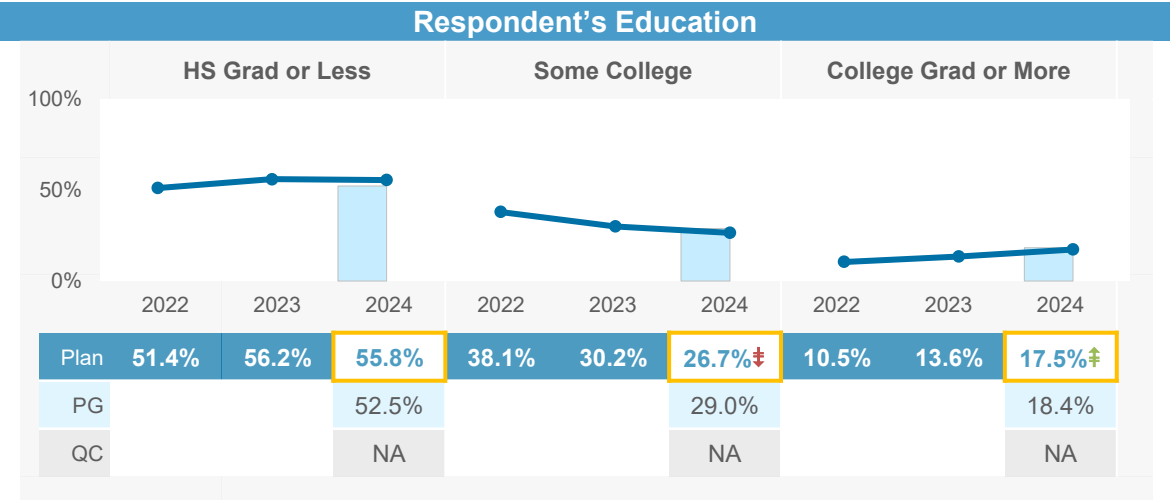
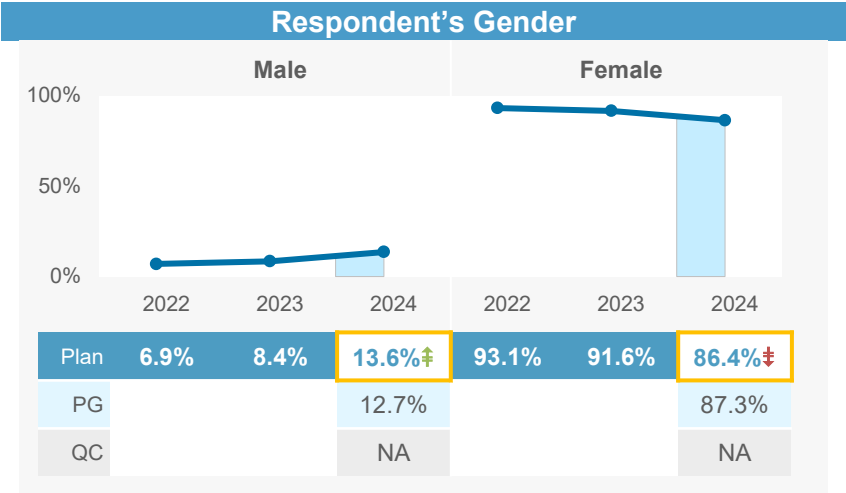
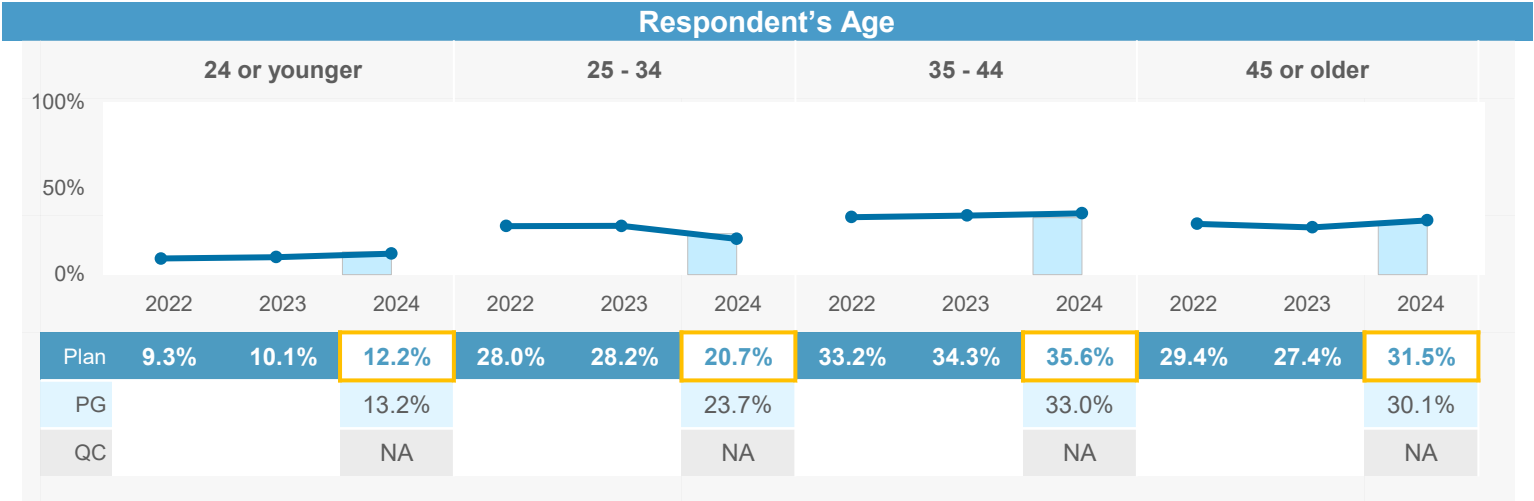
MEDICAID CHILD: GENERAL POPULATION



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

PROFILE OF SURVEY RESPONDENTS

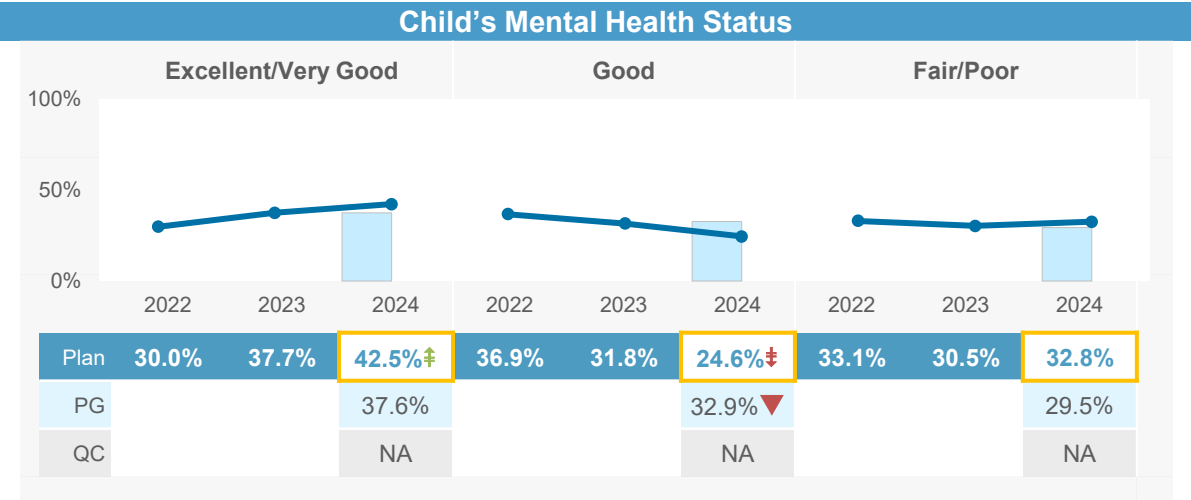
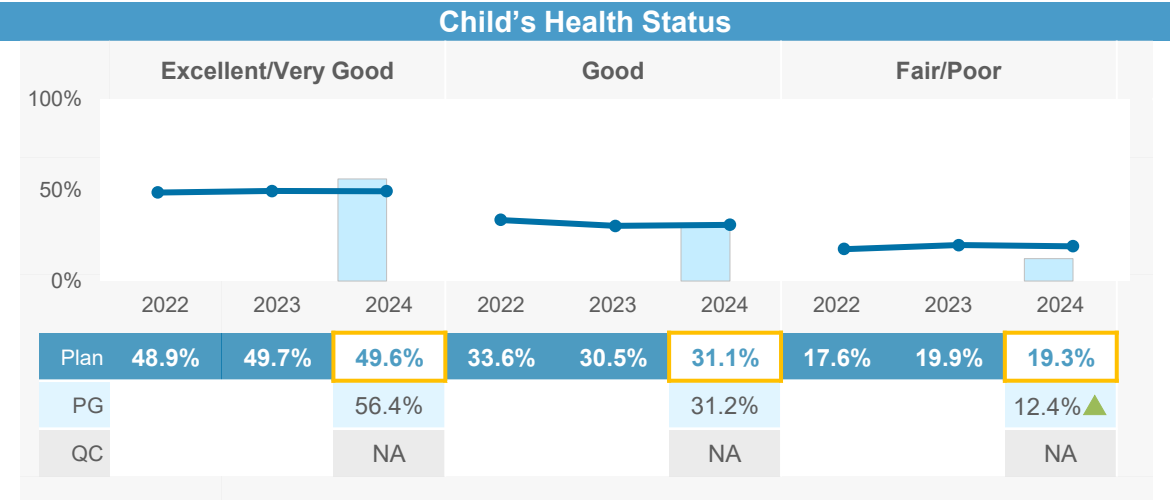
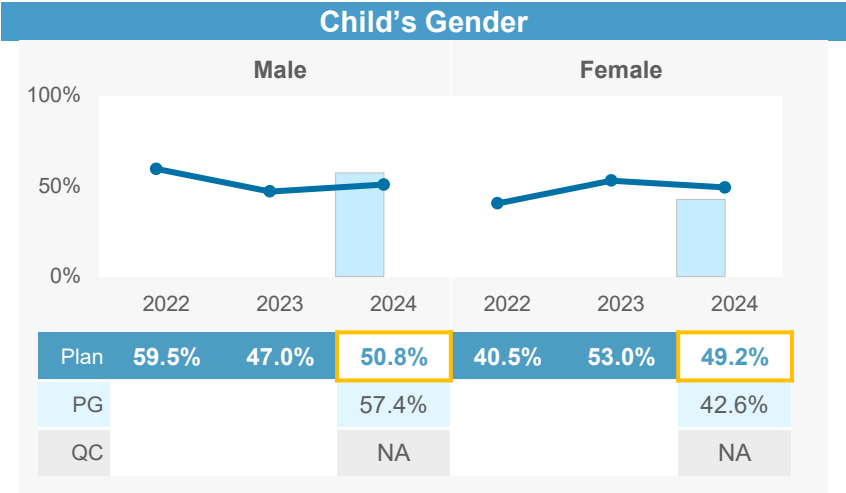
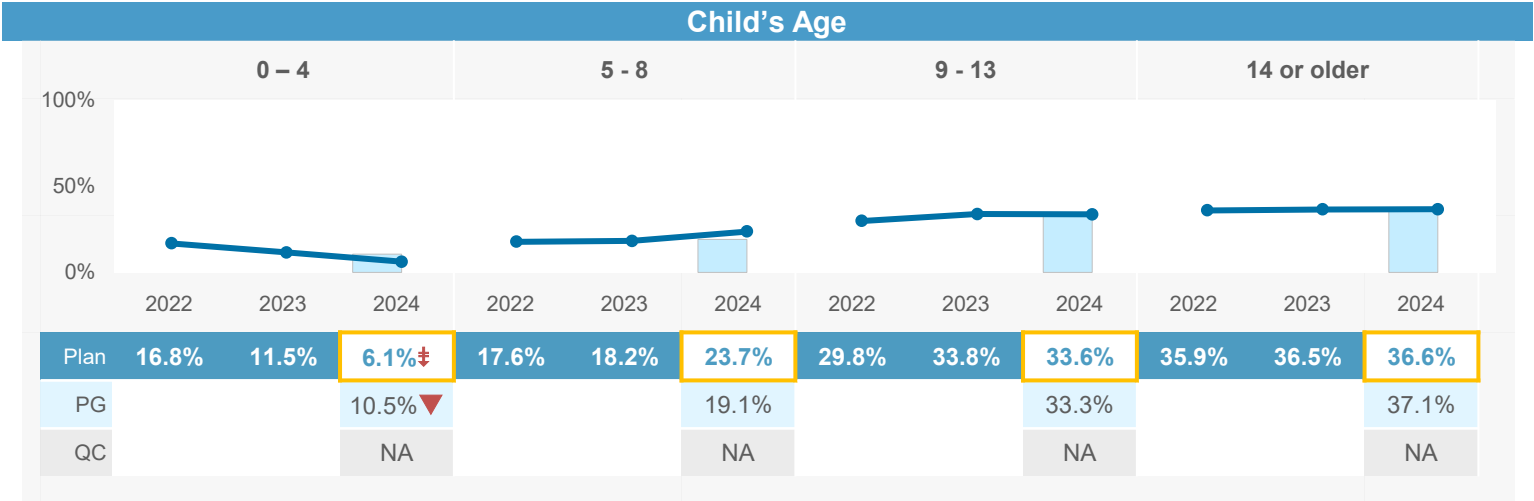
MEDICAID CHILD: GENERAL POPULATION



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

PROFILE OF SURVEY RESPONDENTS

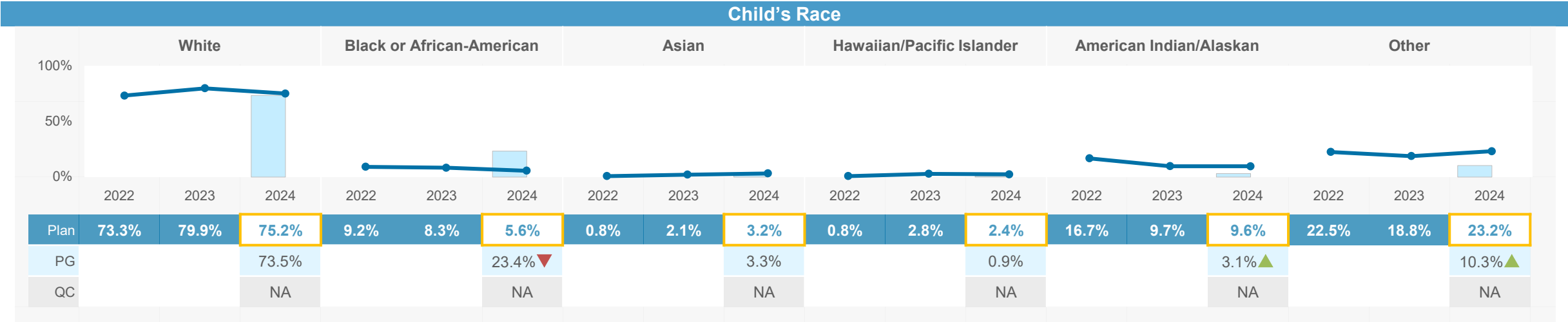
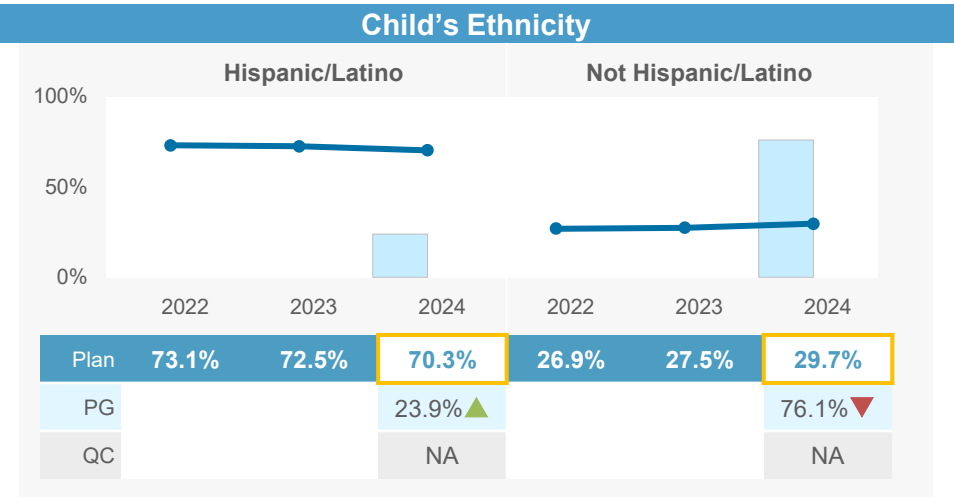
MEDICAID CHILD: CCC POPULATION



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

PROFILE OF SURVEY RESPONDENTS

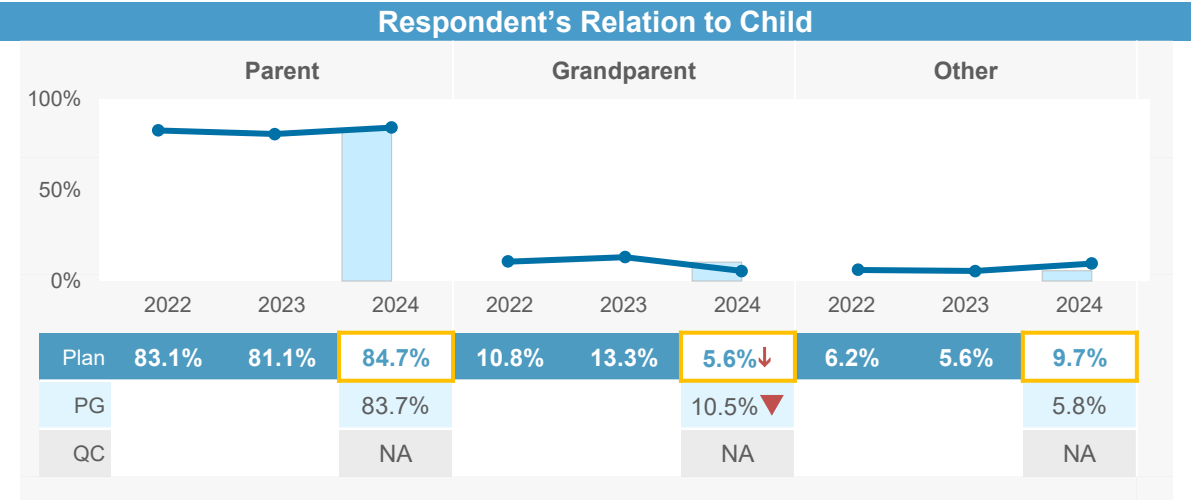
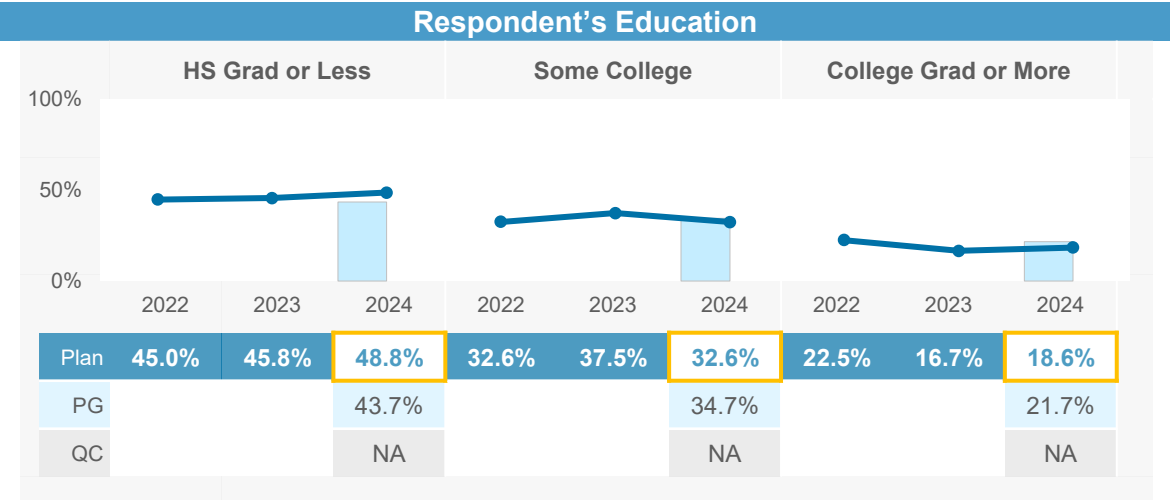
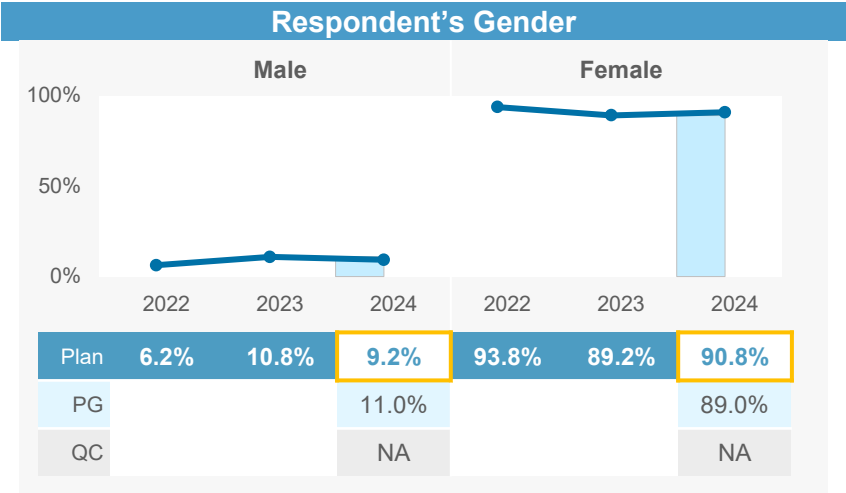
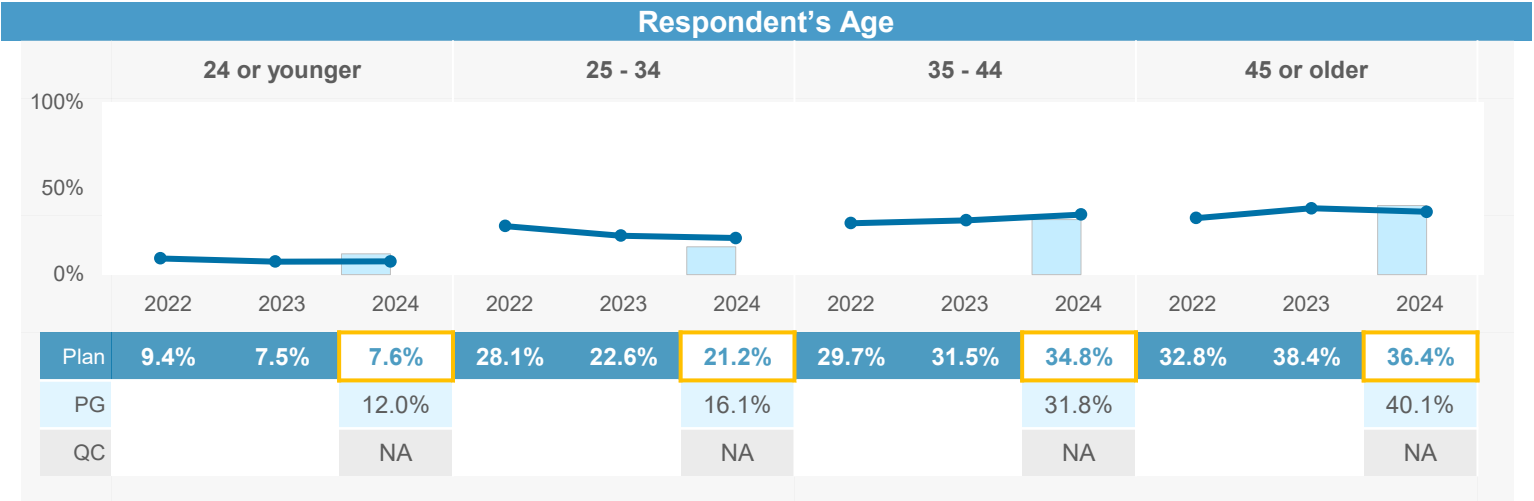
MEDICAID CHILD: CCC POPULATION



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

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION



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

SUPPLEMENTAL QUESTIONS

- Presbyterian Centennial Care

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2024 PG BoB
						2022	2023	2024	
Q77. Help with coordination of care (% Yes)	Valid Responses = 209								
	<u>Yes</u>	<u>No</u>				(n=206)	(n=246)	(n=209)	---
	28.2%	71.8%				28.2%	19.5%	28.2% ↑	
Q79. Satisfied with help to coordinate care (% Very Satisfied or Satisfied)	Valid Responses = 207								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=197)	(n=233)	(n=207)	---
	36.7%	46.4%	12.1%	0.5%	4.3%	87.3%	83.7%	83.1%	
Q80. Received material from plan about care coordination and how to contact the care coordination unit (% Yes (If Yes, please answer the following two questions))	Valid Responses = 204								
	<u>Yes (If Yes, please answer the following two questions)</u>	<u>No</u>				(n=201)	(n=235)	(n=204)	---
	24.0%	76.0%				27.9%	22.6%	24.0%	
Q81. Sat down with Care Coordinator and created a Plan of Care (% Yes)	Valid Responses = 47								
	<u>Yes</u>	<u>No</u>				(n=54)	(n=52)	(n=47)	---
	38.3%	61.7%				33.3%	17.3%	38.3% ↑	

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2024 PG BoB
						2022	2023	2024	
Q82. Satisfied with care plans (% Very satisfied or Satisfied)	Valid Responses = 47								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=53)	(n=53)	(n=47)	---
	42.6%	51.1%	2.1%	0.0%	4.3%	86.8%	75.5%	93.6% ↑	
Q83. Problem understanding verbal/written communication from plan (% Never or Sometimes)	Valid Responses = 107								
I do not have any special cultural and/or language needs 97	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=160)	(n=126)	(n=107)	---
	9.3%	6.5%	23.4%	60.7%		84.4%	88.1%	84.1%	

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

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

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

Survey Item			Summary Rate Score			2024 PG BoB
			2022	2023	2024	
Q78. Who helped to coordinate your child's care						
Valid Responses		Base	(n=192)	(n=227)	(n=187)	---
Someone from your child's health plan			7.3%	1.8%	4.8%	
Someone from your child's doctor's office or clinic			22.9%	19.8%	27.8%	
Someone from another organization			2.6%	0.4%	1.1%	
A friend or family member			2.6%	4.0%	2.7%	
You			64.6%	74.0%	63.6% ↓	

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

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

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2024 PG BoB
						2022	2023	2024	
Q77. Help with coordination of care (% Yes)	Valid Responses = 125								
	<u>Yes</u>	<u>No</u>				(n=124)	(n=147)	(n=125)	---
	45.6%	54.4%				46.0%	41.5%	45.6%	
Q79. Satisfied with help to coordinate care (% Very Satisfied or Satisfied)	Valid Responses = 128								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=123)	(n=141)	(n=128)	---
	29.7%	48.4%	14.8%	1.6%	5.5%	82.1%	75.2%	78.1%	
Q80. Received material from plan about care coordination and how to contact the care coordination unit (% Yes (If Yes, please answer the following two questions))	Valid Responses = 121								
	<u>Yes (If Yes, please answer the following two questions)</u>	<u>No</u>				(n=125)	(n=141)	(n=121)	---
	29.8%	70.2%				32.8%	29.1%	29.8%	
Q81. Sat down with Care Coordinator and created a Plan of Care (% Yes)	Valid Responses = 36								
	<u>Yes</u>	<u>No</u>				(n=40)	(n=40)	(n=36)	---
	63.9%	36.1%				47.5%	55.0%	63.9%	

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2024 PG BoB
						2022	2023	2024	
Q82. Satisfied with care plans (% Very satisfied or Satisfied)	Valid Responses = 34								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=40)	(n=40)	(n=34)	---
	32.4%	52.9%	5.9%	0.0%	8.8%	82.5%	77.5%	85.3%	
Q83. Problem understanding verbal/written communication from plan (% Never or Sometimes)	Valid Responses = 59								
I do not have any special cultural and/or language needs 63	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=92)	(n=81)	(n=59)	---
	3.4%	6.8%	18.6%	71.2%		84.8%	84.0%	89.8%	

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

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

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

Survey Item			Summary Rate Score			2024 PG BoB
			2022	2023	2024	
Q78. Who helped to coordinate your child's care						
Valid Responses		Base	(n=120)	(n=132)	(n=122)	---
Someone from your child's health plan			5.0%	4.5%	10.7%	
Someone from your child's doctor's office or clinic			34.2%	31.8%	32.0%	
Someone from another organization			2.5%	3.8%	4.1%	
A friend or family member			0.8%	3.0%	3.3%	
You			57.5%	56.8%	50.0%	

APPENDICES

- APPENDIX A: CORRELATION ANALYSES
- APPENDIX B: QUESTIONNAIRE

APPENDIX A: CORRELATIONS

MEDICAID CHILD: GENERAL POPULATION

Highest Correlations

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

With Health Care Rating		
Q31	Dr. explained things for child	0.7215
Q45	CS provided info./help	0.7179
Q10	Got care/tests/treatment	0.6932
Q46	CS courtesy/respect	0.6810
Q36	Personal doctor overall	0.6786
Q32	Dr. spent enough time	0.5928
Q28	Dr. listened carefully	0.5924
Q27	Dr. explained things	0.5517
Q29	Dr. showed respect	0.5389
Q79	Satisfied with help to coordinate care	0.4820

With Personal Doctor Rating		
Q32	Dr. spent enough time	0.6895
Q9	Health care overall	0.6786
Q31	Dr. explained things for child	0.6669
Q28	Dr. listened carefully	0.6437
Q29	Dr. showed respect	0.5994
Q27	Dr. explained things	0.5336
Q46	CS courtesy/respect	0.5151
Q35	Dr. informed about care	0.4526
Q4	Got urgent care	0.4361
Q10	Got care/tests/treatment	0.3867

With Specialist Rating		
Q45	CS provided info./help	0.6512
Q29	Dr. showed respect	0.5634
Q46	CS courtesy/respect	0.4986
Q49	Health plan overall	0.4943
Q10	Got care/tests/treatment	0.4707
Q9	Health care overall	0.4444
Q35	Dr. informed about care	0.3814
Q28	Dr. listened carefully	0.3558
Q79	Satisfied with help to coordinate care	0.3341
Q27	Dr. explained things	0.3153

APPENDIX B: QUESTIONNAIRE

SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:
☒ Yes ➔ **If Yes, Go to Question 1**
☐ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

*You may choose to answer this survey or not. If you choose not to, this will not affect the benefits your child receives. You may notice a number on the back of this survey. This number is **ONLY** used to let us know if you returned your survey so we don't have to send you reminders.*

If you want to know more about this study, please call 1-888-797-3605.

Please answer the questions for the child listed on the letter. Please do not answer for any other children.

1. Our records show that your child is now in Presbyterian Centennial Care. Is that right?

☐ Yes ➔ **If Yes, Go to Question 3**

☐ No
2. What is the name of your child's health plan? (please print)

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care from a clinic, emergency room, or doctor's office. This includes care your child got in person, by phone, or by video. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away?

☐ Yes

☐ No ➔ **If No, Go to Question 5**
4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

☐ Never

☐ Sometimes

☐ Usually

☐ Always
5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

☐ Yes

☐ No ➔ **If No, Go to Question 7**
6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

☐ Never

☐ Sometimes

☐ Usually

☐ Always
7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?

☐ None ➔ **If None, Go to Question 11**

☐ 1 time

☐ 2

☐ 3

☐ 4

☐ 5 to 9

☐ 10 or more times

8. In the last 6 months, how often did you have your questions answered by your child’s doctors or other health providers?

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

9. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child’s health care in the last 6 months?

- ☐ 0 Worst health care possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health care possible

10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

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

11. Is your child now enrolled in any kind of school or daycare?

- ☐ Yes
- ☐ No ➔ If No, Go to Question 14

12. In the last 6 months, did you need your child’s doctors or other health providers to contact a school or daycare center about your child’s health or health care?

- ☐ Yes
- ☐ No ➔ If No, Go to Question 14

13. In the last 6 months, did you get the help you needed from your child’s doctors or other health providers in contacting your child’s school or daycare?

- ☐ Yes
- ☐ No

SPECIALIZED SERVICES

14. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.

In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- ☐ Yes
- ☐ No ➔ If No, Go to Question 17

15. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

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

16. Did anyone from your child’s health plan, doctor’s office, or clinic help you get special medical equipment or devices for your child?

- ☐ Yes
- ☐ No

17. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- ☐ Yes
- ☐ No ➔ If No, Go to Question 20

18. In the last 6 months, how often was it easy to get this therapy for your child?

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

19. Did anyone from your child’s health plan, doctor’s office, or clinic help you get this therapy for your child?

- ☐ Yes
- ☐ No

20. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- ☐ Yes
- ☐ No ➔ If No, Go to Question 23

74. Are you male or female?

- ☐ Male
- ☐ Female

75. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

76. How are you related to the child?

- ☐ Mother or father
- ☐ Grandparent
- ☐ Aunt or uncle
- ☐ Older brother or sister
- ☐ Other relative
- ☐ Legal guardian
- ☐ Someone else

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your child’s health plan provides.

77. In the last 6 months, did anyone from your child’s health plan, doctor’s office, or clinic help coordinate your child’s care among these doctors or other health providers?

- ☐ Yes
- ☐ No

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

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

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

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

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

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

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

- ☐ Yes
- ☐ No

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

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

83. Thinking about both verbal and written communication with your child’s health plan, how often was it a problem for you to understand given your cultural and/or language needs?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I do not have any special cultural and/or language needs

Thank You

Please return the completed survey in the postage-paid envelope or send to: Press Ganey • P.O. Box 7315 South Bend, IN 46699-0488

If you have any questions, please call 1-888-797-3605.

55. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

☐ Yes☐ No ➔ If No, Go to Question 58
56. Is this because of any medical, behavioral, or other health condition?

☐ Yes☐ No ➔ If No, Go to Question 58
57. Is this a condition that has lasted or is expected to last for at least 12 months?

☐ Yes☐ No
58. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

☐ Yes☐ No ➔ If No, Go to Question 61
59. Is this because of any medical, behavioral, or other health condition?

☐ Yes☐ No ➔ If No, Go to Question 61
60. Is this a condition that has lasted or is expected to last for at least 12 months?

☐ Yes☐ No
61. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

☐ Yes☐ No ➔ If No, Go to Question 64
62. Is this because of any medical, behavioral, or other health condition?

☐ Yes☐ No ➔ If No, Go to Question 64
63. Is this a condition that has lasted or is expected to last for at least 12 months?

☐ Yes☐ No
64. Does your child need or get special therapy such as physical, occupational, or speech therapy?

☐ Yes☐ No ➔ If No, Go to Question 67

65. Is this because of any medical, behavioral, or other health condition?

☐ Yes☐ No ➔ If No, Go to Question 67
66. Is this a condition that has lasted or is expected to last for at least 12 months?

☐ Yes☐ No
67. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

☐ Yes☐ No ➔ If No, Go to Question 69
68. Has this problem lasted or is it expected to last for at least 12 months?

☐ Yes☐ No
69. What is your child's age?

☐ Less than 1 year old

_____ YEARS OLD (write in)
70. Is your child male or female?

☐ Male☐ Female
71. Is your child of Hispanic or Latino origin or descent?

☐ Yes, Hispanic or Latino☐ No, not Hispanic or Latino
72. What is your child's race? Mark one or more.

☐ White☐ Black or African-American☐ Asian☐ Native Hawaiian or other Pacific Islander☐ American Indian or Alaska Native☐ Other
73. What is your age?

☐ Under 18☐ 18 to 24☐ 25 to 34☐ 35 to 44☐ 45 to 54☐ 55 to 64☐ 65 to 74☐ 75 or older

21. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

☐ Never☐ Sometimes☐ Usually☐ Always
22. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

☐ Yes☐ No
23. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

☐ Yes☐ No ➔ If No, Go to Question 25
24. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

☐ Yes☐ No
- YOUR CHILD'S PERSONAL DOCTOR
25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

☐ Yes☐ No ➔ If No, Go to Question 40
26. In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

☐ None ➔ If None, Go to Question 36☐ 1 time☐ 2☐ 3☐ 4☐ 5 to 9☐ 10 or more times

27. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

☐ Never☐ Sometimes☐ Usually☐ Always
28. In the last 6 months, how often did your child's personal doctor listen carefully to you?

☐ Never☐ Sometimes☐ Usually☐ Always
29. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

☐ Never☐ Sometimes☐ Usually☐ Always
30. Is your child able to talk with doctors about his or her health care?

☐ Yes☐ No ➔ If No, Go to Question 32
31. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

☐ Never☐ Sometimes☐ Usually☐ Always
32. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

☐ Never☐ Sometimes☐ Usually☐ Always
33. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

☐ Yes☐ No

34. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

- ☐ Yes
☐ No ➔ *If No, Go to Question 36*

35. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

36. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

- ☐ 0 Worst personal doctor possible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 Best personal doctor possible

37. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

- ☐ Yes
☐ No ➔ *If No, Go to Question 40*

38. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- ☐ Yes
☐ No

39. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- ☐ Yes
☐ No

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care your child got in person, by phone, or by video. Do not include dental visits or care your child got when he or she stayed overnight in a hospital.

40. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child with a specialist?

- ☐ Yes
☐ No ➔ *If No, Go to Question 44*

41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

42. How many specialists has your child talked to in the last 6 months?

- ☐ None ➔ *If None, Go to Question 44*
☐ 1 specialist
☐ 2
☐ 3
☐ 4
☐ 5 or more specialists

43. We want to know your rating of the specialist your child talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- ☐ 0 Worst specialist possible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 Best specialist possible

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

44. In the last 6 months, did you get information or help from customer service at your child's health plan?

- ☐ Yes
☐ No ➔ *If No, Go to Question 47*

45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

46. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

47. In the last 6 months, did your child's health plan give you any forms to fill out?

- ☐ Yes
☐ No ➔ *If No, Go to Question 49*

48. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

49. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

- ☐ 0 Worst health plan possible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 Best health plan possible

PRESCRIPTION MEDICINES

50. In the last 6 months, did you get or refill any prescription medicines for your child?

- ☐ Yes
☐ No ➔ *If No, Go to Question 53*

51. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

52. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

- ☐ Yes
☐ No

ABOUT YOUR CHILD AND YOU

53. In general, how would you rate your child's overall health?

- ☐ Excellent
☐ Very Good
☐ Good
☐ Fair
☐ Poor

54. In general, how would you rate your child's overall mental or emotional health?

- ☐ Excellent
☐ Very Good
☐ Good
☐ Fair
☐ Poor