MY 2024 CAHPS® Medicaid Child with CCC 5.1H Survey

Prepared for:

12852 - UHC CP (NM)

United Healthcare

Contents

Overview

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by 12852 - UHC CP (NM) to conduct its MY 2024 CAHPS® 5.1H Medicaid Child with CCC Survey.

Survey Objective

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

NCQA Updates

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

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

Methodology

First questionnaire mailed	Second questionnaire mailed	Initiate follow-up calls to non-responders	Last day to accept completed surveys
2/14/2025	**3/21/2025**	**4/11/2025 - 4/25/2025**	**5/5/2025**

QUALIFIED RESPONDENTS

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

RESPONSE RATE CALCULATION

$$\frac{96 \text{ (Completed)}}{1{,}980 \text{ (Sample)} - 29 \text{ (Ineligible)}} = \frac{96}{1{,}951} = \textbf{4.9\%}$$

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	13	46	9	5	0	4	**68**
Spanish	0	10	18	15	0	3	**28**
Total	**13**	**56**	**27**	**20**	**0**	**7**	**96**

RESPONSE RATE TRENDING

		2023	2024	2025
Completed	**SUBTOTAL**	--	--	**96**
Ineligible	Does not Meet Eligibility Criteria (01)	--	--	22
	Language Barrier (03)	--	--	7
	Mentally/Physically Incapacitated (04)	--	--	0
	Deceased (05)	--	--	0
	SUBTOTAL	--	--	**29**
Non-response	Break-off/Incomplete (02)	--	--	15
	Refusal (06)	--	--	36
	Maximum Attempts Made (07)	--	--	1,804
	Added to DNC List (08)	--	--	0
	SUBTOTAL	--	--	**1,855**
Total Sample		--	--	**1,980**
Oversampling		--	--	**-19.0%**
Response Rate		--	--	**4.9%**
PG Response Rate		9.9%	9.4%	10.5%

Total Number of Undeliverables: 556

Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

Executive Summary

Overview of Terms

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

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

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

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

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

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

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

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

Comparisons to previous year (↑/↓)
Comparisons over 2 years (⇕/⇕)
Comparisons to benchmarks (▲/▼)

2025 Dashboard
General Population

96
Completed surveys

4.9%
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
- Smoking: % Always, Usually, or Sometimes

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

Percentiles: Based on the 2025 PG Book of Business

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

Rating of Health Plan			(NA)
Q49. Rating of Health Plan	58.89%	1st	--

Rating of Health Care			(NA)
Q9. Rating of Health Care	61.82%	1st	Opportunity

Rating of Personal Doctor			(NA)
Q36. Rating of Personal Doctor	75.76%	20th	Opportunity

Rating of Specialist			
Q43. Rating of Specialist	72.22%	36th	Wait

Coordination of Care			
Q35. Coordination of Care	75.00%	2nd	Wait

Customer Service			
Composite	79.63%	1st	--
Q45. Provided information or help	66.67%	1st	Wait
Q46. Treated with courtesy and respect	92.59%	22nd	Wait

Getting Needed Care			(NA)
Composite	79.67%	21st	--
Q10. Getting care, tests, or treatment	90.91%	49th	Opportunity
Q41. Getting specialist appointment	68.42%	10th	Wait

Getting Care Quickly			(NA)
Composite	88.85%	66th	--
Q4. Getting urgent care	92.59%	64th	Retain
Q6. Getting routine care	85.11%	63rd	Power

Ease of Filling Out Forms			
Q48. Ease of Filling Out Forms	94.44%	31st	Wait

How Well Doctors Communicate			
Composite	94.24%	46th	--
Q27. Dr. explained things	97.73%	87th	Power
Q28. Dr. listened carefully	93.18%	11th	Opportunity
Q29. Dr. showed respect	100.00%	99th	Power
Q32. Dr. spent enough time	86.05%	16th	Opportunity

Estimated NCQA Health Insurance Plan Ratings

General Population

	Score Definition	Base	HPR Score*	HPR 4 Star Threshold	HPR Percentile Band	PG Estimated Rating
PATIENT EXPERIENCE						NA
GETTING CARE						NA
Getting Needed Care	Usually or Always	37^	79.6%	85.7%	--	NA
Getting Care Quickly	Usually or Always	37^	88.8%	89.3%	--	NA
SATISFACTION WITH PLAN PHYSICIANS						NA
Rating of Personal Doctor	9 or 10	66^	75.7%	78.5%	--	NA
SATISFACTION WITH PLAN AND PLAN SERVICES						NA
Rating of Health Plan	9 or 10	90^	58.8%	73.7%	--	NA
Rating of Health Care	9 or 10	55^	61.8%	71.9%	--	NA

EXPLANATION

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

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

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

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2024 NCQA data and benchmarks.
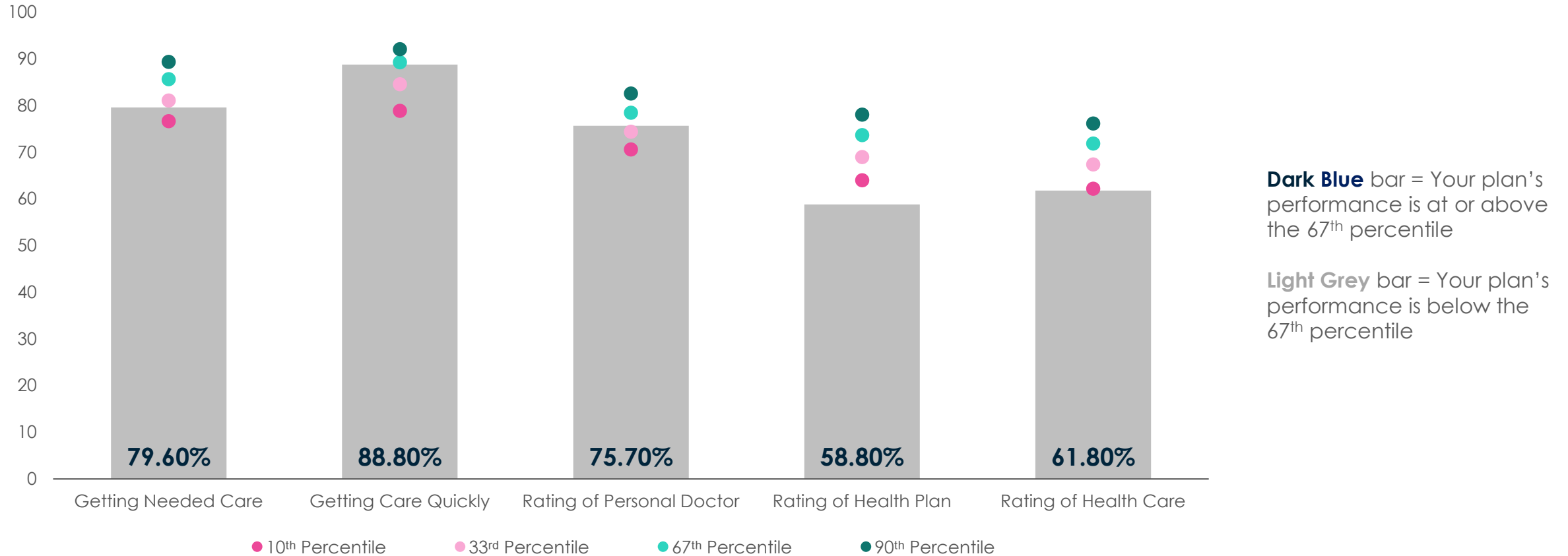
Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	≥90th Percentile

Notes:

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

- *Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.*

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

Performance to Star Cut Points
General Population

COMPARISON TO QUALITY COMPASS CUT POINTS

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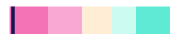

Dark Blue bar = Your plan's performance is at or above the 67th percentile

Light Grey bar = Your plan's performance is below the 67th percentile

Bar values by category:
- Getting Needed Care: **79.60%**
- Getting Care Quickly: **88.80%**
- Rating of Personal Doctor: **75.70%**
- Rating of Health Plan: **58.80%**
- Rating of Health Care: **61.80%**

Legend: ● 10th Percentile ● 33rd Percentile ● 67th Percentile ● 90th 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.

Key Metric Performance

General Population

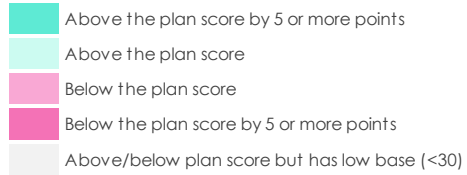| Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark Percentile Distribution	Plan Percentile Rank	PG BOB
	2024	2025	Change	0 20 40 60 80 100		
Health Plan Domain						
Q49. Rating of Health Plan		58.89%	▼		1st	72.68% ▼
Getting Needed Care		79.67%			21st	84.59%
Customer Service		79.63%			1st	88.90%
Q48. Ease of Filling Out Forms		94.44%			31st	95.08%
Health Care Domain						
Q9. Rating of Health Care		61.82%			1st	72.10% ▼
Getting Care Quickly		88.85%			66th	86.75%
How Well Doctors Communicate		94.24%			46th	94.37%
Q35. Coordination of Care		75.00%			2nd	86.39%
Q36. Rating of Personal Doctor		75.76%			20th	78.39%
Q43. Rating of Specialist		72.22%			36th	74.86%

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

Health Equity
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.
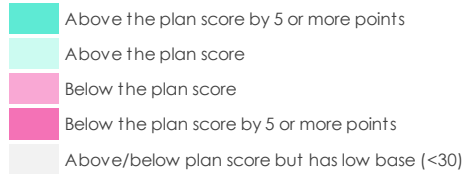
Demographic	Category	Total	Rating of Health Plan SRS 58.89% △	Rating of Health Care SRS 61.82% △	Rating of Personal Doctor SRS 75.76% △	Getting Needed Care SRS 79.67% △	Getting Care Quickly SRS 88.85% △
Child's Gender	Male	n=51	8	-1	-1	2	5
	Female	n=44	-11	-1	1	-1	-3
Child's Age	0 to 4	n=36	7	25	14	-2	6
	5 to 8	n=21	1	-7	-1	-1	1
	9 to 13	n=16	-9	-24	-42	4	4
	14+	n=22	-9	-28	-1	2	-10
Overall Health	Excellent / Very Good	n=71	6	11	11	5	7
	Good	n=20	-14	-20	-45	-22	-7
	Fair / Poor	n=4	-59	-62	24	20	-56
Mental Health	Excellent / Very Good	n=73	10	6	7	7	6
	Good	n=18	-35	-22	-22	-6	-14
	Fair / Poor	n=5	-19	-62	-26	-55	-64
Race Ethnicity	White	n=57	-1	-3	-1	2	4
	Black / African American	n=4	-26	-12	-26	20	-39
	Asian	n=2	-59	--	--	20	-89
	American Indian or Alaska Native	n=11	-13	-12	8	4	-20
	Native Hawaiian or other Pacific Islander	n=3	-26	--	24	-30	11
	Hispanic	n=68	6	-4	5	4	5

Health Equity
General Population
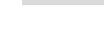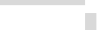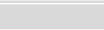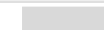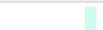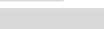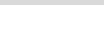
Group is performing…
- Above the plan score by 5 or more points
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- Above/below plan score but has low base (<30)

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

Demographic	Category	Total	Rating of Specialist SRS	△	Coordination of Care SRS	△	Customer Service SRS	△	How Well Doctors Communicate SRS	△	Ease of Filling Out Forms SRS	△
			72.22%		**75.00%**		**79.63%**		**94.24%**		**94.44%**	
Child's Gender	Male	n=51		11		0		-1		-2		3
	Female	n=44		-22		0		1		3		-4
Child's Age	0 to 4	n=36		-12		11		9		-2		0
	5 to 8	n=21		11		-42		-5		-6		6
	9 to 13	n=16		28		25		-20		6		-8
	14+	n=22		-12		0		4		6		1
Overall Health	Excellent / Very Good	n=71		10		15		4		2		1
	Good	n=20		-12		-35		-20		-7		-4
	Fair / Poor	n=4		-22		25		20		6		6
Mental Health	Excellent / Very Good	n=73		6		25		4		2		0
	Good	n=18		11		-42		-10		-8		6
	Fair / Poor	n=5		-39		25		-30		6		-14
Race Ethnicity	White	n=57		3		0		6		1		2
	Black / African American	n=4		28		25		-5		6		6
	Asian	n=2		-72		--		--		--		6
	American Indian or Alaska Native	n=11		-6		25		20		-7		6
	Native Hawaiian or other Pacific Islander	n=3		28		--		20		-44		6
	Hispanic	n=68		5		13		-5		1		-1

Key Driver
Analysis

POWeR Chart

POWeR™ CHART CLASSIFICATION MATRIX

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

The model provides the following:

- Identification of the elements that are important in driving of the rating of the health plan.

- Measurement of the relative importance of each of these elements.

- Measurement of how well members think the plan performed on those important elements.

- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

RETAIN	POWER
Items in this quadrant have a relatively small impact on the rating of the health plan but performance is above average. ***Simply maintain performance on these items.***	These items have a relatively large impact on the rating of the health plan and performance is above average. ***Promote and leverage strengths in this quadrant.***
These items are somewhat less important than those that fall on the right side of the chart and, relatively speaking, performance is below average. ***Dealing with these items can wait until more important items have been dealt with.***	Items in this quadrant have a relatively large impact on the rating of the health plan but performance is below average. ***Focus resources on improving processes that underlie these items.***
WAIT	OPPORTUNITY

Your plan performance — Higher / Lower

Importance to your plan members — Lower / Higher

POWeR Chart – Your Results

SURVEY MEASURE			2023 SRS	2024 SRS	2025 SRS	2025 %tile
POWER						
◆ GCQ	Q6	Getting routine care	--	--	**85.11%**	63rd
◆ HWDC	Q29	Dr. showed respect	--	--	**100.00%**	99th
◆ HWDC	Q27	Dr. explained things	--	--	**97.73%**	87th
OPPORTUNITY						
▪ RATING	Q9	Rating of Health Care	--	--	**61.82%**	1st
▪ RATING	Q36	Rating of Personal Doctor	--	--	**75.76%**	20th
● GNC	Q10	Getting care, tests, or treatment	--	--	**90.91%**	49th
◆ HWDC	Q28	Dr. listened carefully	--	--	**93.18%**	11th
◆ HWDC	Q32	Dr. spent enough time	--	--	**86.05%**	16th
WAIT						
● GNC	Q41	Getting specialist appointment	--	--	**68.42%**	10th
◆ HWDC	Q31	Dr. explained things to child	--	--	**89.66%**	--
▪ CC	Q35	Coordination of Care	--	--	**75.00%**	2nd
▪ RATING	Q43	Rating of Specialist	--	--	**72.22%**	36th
● CS	Q46	Treated with courtesy and respect	--	--	**92.59%**	22nd
● CS	Q45	Provided information or help	--	--	**66.67%**	1st
● CS	Q48	Ease of Filling Out Forms	--	--	**94.44%**	31st
RETAIN						
◆ GCQ	Q4	Getting urgent care	--	--	**92.59%**	64th

*Percentiles based on the Press Ganey BOB of the listed year.
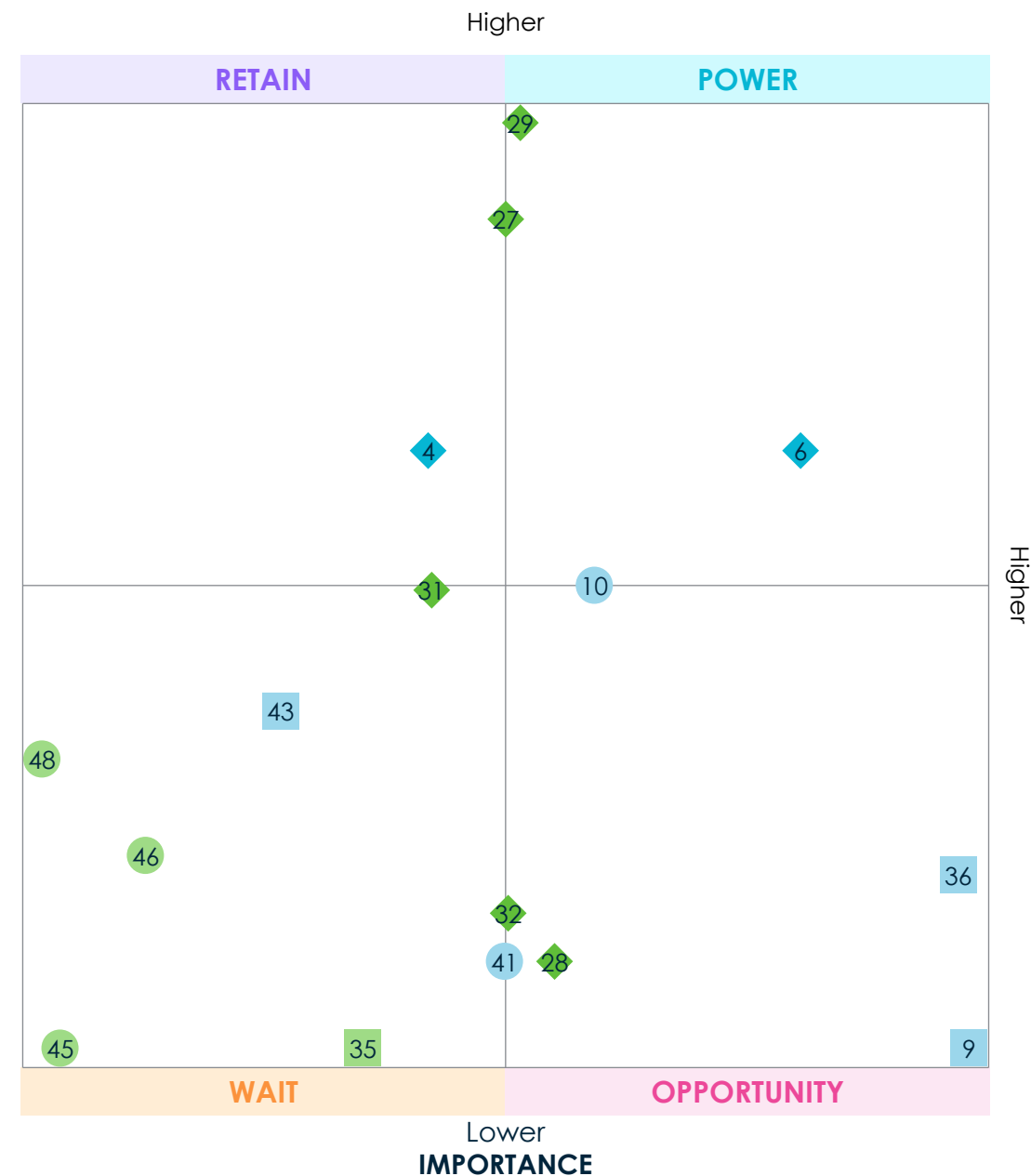
Summary of Trend and Benchmark

Summary Rate Scores

General Population

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Rating Questions (% 9 or 10)						
Q49. Rating of Health Plan	90^	--	--	**58.89%**	72.68% ▼	71.31% ▼
Q9. Rating of Health Care	55^	--	--	**61.82%**	72.10% ▼	69.62%
Q36. Rating of Personal Doctor	66^	--	--	**75.76%**	78.39%	76.45%
Q43. Rating of Specialist	18^	--	--	**72.22%**	74.86%	72.82%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	90^	--	--	**73.33%**	86.80% ▼	86.26% ▼
Q9. Rating of Health Care	55^	--	--	**78.18%**	88.01% ▼	86.88% ▼
Q36. Rating of Personal Doctor	66^	--	--	**86.36%**	90.79%	89.68%
Q43. Rating of Specialist	18^	--	--	**83.33%**	88.01%	87.20%
Getting Needed Care (% Usually or Always)	37^	--	--	**79.67%**	84.59%	83.33%
Q10. Getting care, tests, or treatment	55^	--	--	**90.91%**	90.43%	89.58%
Q41. Getting specialist appointment	19^	--	--	**68.42%**	78.75%	77.71%
Getting Care Quickly (% Usually or Always)	37^	--	--	**88.85%**	86.75%	86.31%
Q4. Getting urgent care	27^	--	--	**92.59%**	90.52%	90.48%
Q6. Getting routine care	47^	--	--	**85.11%**	82.98%	82.48%
Q35. Coordination of Care	16^	--	--	**75.00%**	86.39%	83.50%
Customer Service (% Usually or Always)	27^	--	--	**79.63%**	88.90%	88.29%
Q45. Provided information or help	27^	--	--	**66.67%**	83.29%	82.72%
Q46. Treated with courtesy and respect	27^	--	--	**92.59%**	94.50%	93.76%

Summary Rate Scores
General Population

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
How Well Doctors Communicate (% Usually or Always)	43^	--	--	**94.24%**	94.37%	93.83%
Q27. Dr. explained things	44^	--	--	**97.73%**	94.68%	94.25%
Q28. Dr. listened carefully	44^	--	--	**93.18%**	95.86%	95.21%
Q29. Dr. showed respect	44^	--	--	**100.00%**	97.21%	96.71%
Q32. Dr. spent enough time	43^	--	--	**86.05%**	89.73%	89.13%
Q48. Ease of Filling Out Forms (% Usually or Always)	90^	--	--	**94.44%**	95.08%	94.93%

Regional Performance
General Population

	2025	2025 PG BOB Region	
Rating Questions (% 9 or 10)			
Q49. Rating of Health Plan	**58.89%**	75.62%	▼
Q9. Rating of Health Care	**61.82%**	74.83%	▼
Q36. Rating of Personal Doctor	**75.76%**	80.07%	
Q43. Rating of Specialist	**72.22%**	75.60%	▲
Rating Questions (% 8, 9 or 10)			
Q49. Rating of Health Plan	**73.33%**	88.30%	▼
Q9. Rating of Health Care	**78.18%**	88.84%	▼
Q36. Rating of Personal Doctor	**86.36%**	91.74%	
Q43. Rating of Specialist	**83.33%**	88.22%	▲
Getting Needed Care (% Usually or Always)	**79.67%**	84.93%	
Q10. Getting care, tests, or treatment	**90.91%**	90.52%	
Q41. Getting specialist appointment	**68.42%**	79.34%	▲
Getting Care Quickly (% Usually or Always)	**88.85%**	87.10%	
Q4. Getting urgent care	**92.59%**	90.56%	▲
Q6. Getting routine care	**85.11%**	83.64%	
Q35. Coordination of Care	**75.00%**	85.80%	▲
Customer Service (% Usually or Always)	**79.63%**	90.62%	▲
Q45. Provided information or help	**66.67%**	85.51%	▲
Q46. Treated with courtesy and respect	**92.59%**	95.72%	▲

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
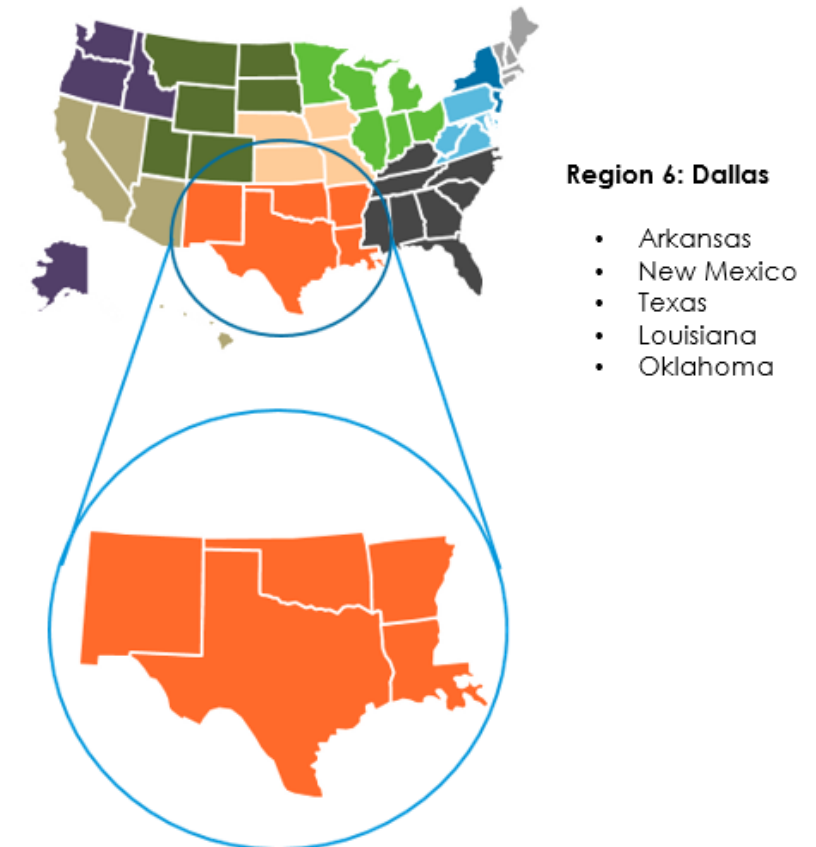
Regional Performance
General Population

	2025	2025 PG BOB Region
How Well Doctors Communicate (% Usually or Always)	**94.24%**	94.53%
Q27. Dr. explained things	**97.73%**	94.88%
Q28. Dr. listened carefully	**93.18%**	96.26%
Q29. Dr. showed respect	**100.00%**	97.44%
Q32. Dr. spent enough time	**86.05%**	89.54%
Q48. Ease of Filling Out Forms (% Usually or Always)	**94.44%**	95.59%

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

Percentile Rankings
General Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks									PG %tile	2025 Press Ganey BOB - Percentile Ranks								
			5th	10th	25th	33rd	50th	67th	75th	90th	95th		5th	10th	25th	33rd	50th	67th	75th	90th	95th
Rating Questions (% 9 or 10)																					
Q49. Rating of Health Plan	**58.89%**	2nd	61.84	64.03	67.75	69.01	71.65	73.76	75.08	78.19	80.00	1st	61.80	64.26	69.48	70.44	72.87	75.31	76.60	79.57	80.87
Q9. Rating of Health Care	**61.82%**	9th	59.87	62.29	66.47	67.49	70.11	71.90	72.97	76.27	77.91	1st	63.97	65.56	68.78	70.11	72.64	74.53	75.43	78.43	79.07
Q36. Rating of Personal Doctor	**75.76%**	47th	69.40	70.66	73.65	74.42	76.08	78.53	79.71	82.63	84.00	20th	72.13	73.01	76.31	77.06	78.69	80.34	80.95	82.80	83.85
Q43. Rating of Specialist	**72.22%**	37th	63.85	64.00	68.53	72.00	73.38	74.62	77.27	80.45	81.02	36th	63.12	65.83	70.51	71.43	75.42	77.23	78.29	81.07	84.63
Rating Questions (% 8, 9 or 10)																					
Q49. Rating of Health Plan	**73.33%**	1st	78.65	81.55	84.11	85.23	86.38	87.86	88.89	91.18	92.61	1st	78.74	81.80	84.71	85.95	87.34	88.61	89.41	91.10	91.76
Q9. Rating of Health Care	**78.18%**	3rd	80.92	82.83	85.07	85.80	87.39	88.55	89.29	90.71	91.49	1st	82.85	83.87	86.16	86.86	88.02	89.42	90.33	92.41	93.34
Q36. Rating of Personal Doctor	**86.36%**	9th	85.50	86.45	88.20	88.72	89.85	90.86	91.53	92.76	93.33	3rd	86.94	88.13	89.47	90.00	90.98	91.73	92.34	93.99	94.67
Q43. Rating of Specialist	**83.33%**	14th	80.37	81.54	84.96	86.00	87.33	88.33	89.09	91.97	92.54	17th	79.48	80.76	84.83	85.71	88.33	90.43	91.23	93.67	94.46
Getting Needed Care (% U/A)	**79.67%**	22nd	76.24	76.79	80.01	81.10	83.95	85.70	86.60	89.41	90.38	21st	74.72	76.72	80.58	82.19	84.72	87.29	88.52	89.97	90.98
Q10. Getting care, tests, or treatment	**90.91%**	59th	81.34	83.88	86.99	88.19	90.14	91.77	92.51	94.66	95.24	49th	83.13	85.18	88.08	89.21	90.91	92.27	92.97	94.62	95.46
Q41. Getting specialist appointment	**68.42%**	2nd	69.72	70.34	73.55	75.33	78.25	80.23	82.02	85.12	86.49	10th	62.67	67.38	73.02	74.52	78.57	82.29	84.45	86.96	88.25
Getting Care Quickly (% U/A)	**88.85%**	62nd	77.81	78.92	83.32	84.62	87.22	89.35	90.22	92.10	92.63	66th	77.98	79.40	83.87	85.19	87.15	88.91	89.61	92.10	93.45
Q4. Getting urgent care	**92.59%**	61st	82.68	83.81	87.06	88.98	91.45	93.17	94.55	95.54	96.00	64th	81.11	83.28	86.93	88.57	90.80	92.86	93.72	95.99	97.37
Q6. Getting routine care	**85.11%**	62nd	71.23	74.39	79.20	80.70	83.01	85.37	86.82	89.36	90.20	63rd	72.88	75.29	79.57	81.25	83.71	85.35	86.37	88.92	91.59
Q35. Coordination of Care	**75.00%**	2nd	75.51	76.83	80.79	82.21	84.39	85.71	86.67	89.10	89.61	2nd	77.61	80.00	82.88	84.62	86.36	88.58	89.74	91.90	93.95
Customer Service (% U/A)	**79.63%**	1st	83.78	84.16	86.22	87.28	88.20	89.87	90.63	92.24	92.65	1st	82.63	83.96	86.39	87.49	89.19	90.69	91.22	92.90	94.06
Q45. Provided information or help	**66.67%**	1st	75.42	77.22	79.86	80.60	82.00	84.33	86.54	88.15	89.62	1st	73.47	75.95	79.60	81.89	83.61	85.17	86.63	89.56	90.20
Q46. Treated with courtesy and respect	**92.59%**	32nd	88.89	90.12	92.20	92.80	94.56	95.10	95.65	96.50	96.58	22nd	88.63	89.69	92.86	93.64	94.87	96.00	96.50	98.02	98.99

Percentile Rankings
General Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks									PG %tile	2025 Press Ganey BOB - Percentile Ranks								
			5th	10th	25th	33rd	50th	67th	75th	90th	95th		5th	10th	25th	33rd	50th	67th	75th	90th	95th
How Well Doctors Communicate (% U/A)	**94.24%**	50th	90.01	90.47	92.27	93.04	94.23	95.11	95.46	96.50	96.92	46th	90.25	91.59	92.85	93.50	94.61	95.60	95.98	96.98	97.68
Q27. Dr. explained things	**97.73%**	93rd	89.39	90.48	92.86	93.48	94.55	95.58	96.21	97.30	97.92	87th	90.07	91.11	93.08	93.80	94.72	95.95	96.53	97.88	98.53
Q28. Dr. listened carefully	**93.18%**	14th	91.67	92.78	93.92	94.54	95.33	96.23	96.62	97.51	98.26	11th	92.37	93.09	94.70	95.14	96.10	96.89	97.19	98.27	98.78
Q29. Dr. showed respect	**100.00%**	99th	93.89	94.57	96.00	96.27	96.74	97.38	97.67	98.54	98.86	99th	94.49	95.23	96.28	96.69	97.26	98.04	98.33	99.09	99.68
Q32. Dr. spent enough time	**86.05%**	21st	81.37	82.89	86.54	87.95	89.64	91.35	92.09	94.12	94.86	16th	81.91	84.30	87.34	88.26	90.10	91.86	93.01	94.43	96.03
Q48. Ease of Filling Out Forms (% U/A)	**94.44%**	37th	91.56	92.12	93.78	94.29	95.08	96.00	96.31	97.02	97.67	31st	92.44	93.19	94.03	94.46	95.24	96.00	96.37	97.21	97.82

Appendix

Appendix A: Correlations

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

With Rating Of Health Care		
Q36	Rating of Personal Doctor	0.6614
Q49	Rating of Health Plan	0.6402
Q6	Getting routine care	0.5007
Q10	Getting care, tests, or treatment	0.3699
Q29	Dr. showed respect	0.2795
Q27	Dr. explained things	0.2595
Q43	Rating of Specialist	0.2257
Q31	Dr. explained things to child	0.2030
Q41	Getting specialist appointment	0.1936
Q28	Dr. listened carefully	0.1819

With Rating Of Personal Doctor		
Q9	Rating of Health Care	0.6614
Q6	Getting routine care	0.5244
Q41	Getting specialist appointment	0.4489
Q49	Rating of Health Plan	0.4413
Q10	Getting care, tests, or treatment	0.4161
Q29	Dr. showed respect	0.3989
Q35	Coordination of Care	0.3921
Q27	Dr. explained things	0.3722
Q45	Provided information or help	0.3519
Q28	Dr. listened carefully	0.3373

With Rating Of Specialist		
Q45	Provided information or help	0.8783
Q41	Getting specialist appointment	0.5881
Q10	Getting care, tests, or treatment	0.5863
Q48	Ease of Filling Out Forms	0.4739
Q4	Getting urgent care	0.3382
Q31	Dr. explained things to child	0.2821
Q9	Rating of Health Care	0.2257
Q49	Rating of Health Plan	0.1938
Q27	Dr. explained things	0.1223
Q36	Rating of Personal Doctor	0.1050

UHC Average Analysis

Summary Rate Scores

General Population

	2025 Valid n	2023	2024	2025	2025 UHC Average	2025 UHC West Region Average
Rating Questions (% 9 or 10)						
Q49. Rating of Health Plan	90^	--	--	**58.89%**	70.55% ▼	70.41% ▼
Q9. Rating of Health Care	55^	--	--	**61.82%**	70.85%	73.29%
Q36. Rating of Personal Doctor	66^	--	--	**75.76%**	77.49%	76.36%
Q43. Rating of Specialist	18^	--	--	**72.22%**	73.52%	72.35%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	90^	--	--	**73.33%**	85.50% ▼	86.41% ▼
Q9. Rating of Health Care	55^	--	--	**78.18%**	87.23%	88.66%
Q36. Rating of Personal Doctor	66^	--	--	**86.36%**	90.43%	90.43%
Q43. Rating of Specialist	18^	--	--	**83.33%**	87.10%	86.87%
Getting Needed Care (% Usually or Always)	37^	--	--	**79.67%**	83.96%	79.96%
Q10. Getting care, tests, or treatment	55^	--	--	**90.91%**	91.01%	88.45%
Q41. Getting specialist appointment	19^	--	--	**68.42%**	76.91%	71.47%
Getting Care Quickly (% Usually or Always)	37^	--	--	**88.85%**	86.39%	83.68%
Q4. Getting urgent care	27^	--	--	**92.59%**	90.07%	88.33%
Q6. Getting routine care	47^	--	--	**85.11%**	82.72%	79.02%
Q35. Coordination of Care	16^	--	--	**75.00%**	85.85%	85.20%
Customer Service (% Usually or Always)	27^	--	--	**79.63%**	88.24%	86.66%
Q45. Provided information or help	27^	--	--	**66.67%**	82.49%	80.44%
Q46. Treated with courtesy and respect	27^	--	--	**92.59%**	93.99%	92.87%

Summary Rate Scores

General Population

	2025 Valid n	2023	2024	2025	2025 UHC Average	2025 UHC West Region Average
How Well Doctors Communicate (% Usually or Always)	43^	--	--	**94.24%**	94.13%	93.80%
Q27. Dr. explained things	44^	--	--	**97.73%**	94.19%	94.28%
Q28. Dr. listened carefully	44^	--	--	**93.18%**	95.65%	95.03%
Q29. Dr. showed respect	44^	--	--	**100.00%**	97.19% ▲	96.88% ▲
Q32. Dr. spent enough time	43^	--	--	**86.05%**	89.51%	88.98%
Q48. Ease of Filling Out Forms (% Usually or Always)	90^	--	--	**94.44%**	94.88%	94.01%

Demographic Profile

General Population

	2023	2024	2025	2025 UHC Average
Q53. Child's Overall health			**(n=95)**	
Excellent/Very good			74.74%	73.94%
Good			21.05%	21.11%
Fair/Poor			4.21%	4.95%
Q54. Child's Mental Health			**(n=96)**	
Excellent/Very good			76.04%	68.30%
Good			18.75%	22.01%
Fair/Poor			5.21%	9.70%
Q69. Child's Age			**(n=95)**	
0-4 years old			37.89%	22.84% ▲
5-8 years old			22.11%	20.67%
9-13 years old			16.84%	27.88% ▼
14 and older			23.16%	28.62%
Q70. Child's Gender			**(n=95)**	
Male			53.68%	52.16%
Female			46.32%	47.84%
Q71. Child's Ethnicity			**(n=90)**	
Hispanic/Latino			75.56%	37.27% ▲
Not Hispanic/Latino			24.44%	62.73% ▼
Q72. Child's Race			**(n=86)**	
White			66.28%	64.05%
Black or African American			4.65%	20.43% ▼
Asian			2.33%	6.53% ▼
Native Hawaiian or other Pacific Islander			3.49%	1.09%
American Indian or Alaska Native			12.79%	2.97% ▲
Other			32.56%	17.81% ▲

Demographic Profile
General Population

	2023	2024	2025	2025 UHC Average
Q73. Respondent's Age			**(n=95)**	
Under 25			14.74%	13.38%
25 to 34			28.42%	23.07%
35 to 44			30.53%	33.74%
45 or Older			26.32%	29.80%
Q74. Respondent's Gender			**(n=95)**	
Male			13.68%	13.57%
Female			86.32%	86.43%
Q75. Respondent's Education			**(n=89)**	
High school or less			52.81%	52.32%
Some college			28.09%	28.84%
College graduate or more			19.10%	18.84%
Q76. Relationship to Child			**(n=94)**	
Mother or father			93.62%	90.60%
Grandparent			5.32%	5.79%
Other			1.06%	3.61% ▼

Supplemental Questions
General Population

	2023	2024	2025	2025 UHC Average
Q77. Happy with language help at Dr's office				
Opt-out / Exclusion (n)				
I did not need language help	--	--	49	3570
Base (n)	**--**	**--**	**41**	**3015**
Always	--	--	56.10%	70.48%
Usually	--	--	26.83%	17.41%
Sometimes	--	--	9.76%	8.42%
Never	--	--	7.32%	3.68%
Summary Rate Score (%Usually or Always)	**--**	**--**	**82.93%**	**87.89%**
Q78. Got needed interpreter				
Opt-out / Exclusion				
I did not need an interpreter to speak with my child's doctors or other health providers	--	--	50	4131
Base (n)	**--**	**--**	**40**	**1765**
Always	--	--	42.50%	50.54%
Usually	--	--	7.50%	15.07%
Sometimes	--	--	15.00%	12.80%
Never	--	--	35.00%	21.59%
Summary Rate Score (%Usually or Always)	**--**	**--**	**50.00%**	**65.61%**
Q79. Easy to find Dr. that respected child's beliefs/cultural traditions				
Base (n)	**--**	**--**	**86**	**6120**
Always	--	--	68.60%	76.93%
Usually	--	--	12.79%	12.42%
Sometimes	--	--	3.49%	3.99%
Never	--	--	15.12%	6.67%
Summary Rate Score (%Usually or Always)	**--**	**--**	**81.40%**	**89.35%**

Supplemental Questions
General Population

	2023	2024	2025	2025 UHC Average
Q80. Phoned health plan to get help with transportation				
Base (n)	--	--	**86**	--
Yes	--	--	3.49%	--
No	--	--	96.51%	--
Summary Rate Score (%Yes)	--	--	**3.49%**	--
Q81. Got help with transportation				
Opt-out / Exclusion				
I did not phone my child's health plan for help with transportation in the last 6 months	--	--	1	--
Base (n)	--	--	**2**	--
Always	--	--	50.00%	--
Usually	--	--	0.00%	--
Sometimes	--	--	0.00%	--
Never	--	--	50.00%	--
Summary Rate Score (%Usually or Always)	--	--	**50.00%**	--
Q82. Help with transportation met your needs				
Opt-out / Exclusion				
I did not phone my child's health plan for help with transportation in the last 6 months	--	--	--	--
Base (n)	--	--	**2**	--
Always	--	--	50.00%	--
Usually	--	--	0.00%	--
Sometimes	--	--	0.00%	--
Never	--	--	50.00%	--
Summary Rate Score (%Usually or Always)	--	--	**50.00%**	--

Supplemental Questions
General Population

	2023	2024	2025	2025 UHC Average
Q83. Amount of time to get appt. for regular/routine care				
Opt-out / Exclusion (n)				
My child did not need an appointment for regular or routine care	--	--	32	--
Base (n)	**--**	**--**	**53**	**--**
1-7 days	--	--	75.47%	--
8-21 days	--	--	16.98%	--
22-30 days	--	--	3.77%	--
31 days or more	--	--	3.77%	--
Mean Score	**--**	**--**	**7.70**	**--**
Q84. Main problem for not getting care, tests or treatment				
Opt-out / Exclusion				
I did not have a problem getting care, tests, or treatment	--	--	59	--
Base (n)	**--**	**--**	**16**	**--**
Plan did not approve my child's care, tests, or treatment	--	--	12.50%	--
Care, tests, or treatment delayed while waiting for plan's approval	--	--	0.00%	--
Providers I wanted my child to see were not in plan or network	--	--	25.00%	--
Could not get an appointment with provider at a convenient time	--	--	18.75%	--
The cost to me for my child's care, tests, or treatment was too high	--	--	6.25%	--
Brand name medications I wanted cost more than the generic available	--	--	6.25%	--
The cost of my child's medications was too high	--	--	6.25%	--
Problem getting plan to pay claims after getting care, tests, or treatment	--	--	6.25%	--
Problem getting a referral to a specialist	--	--	0.00%	--
Other (Please Specify)	--	--	18.75%	--

Supplemental Questions
General Population

	2023	2024	2025	2025 UHC Average
Q85. Location for non-emergency care after hours				
Opt-out / Exclusion (n)				
I did not need after hours care	--	--	51	--
Base (n)	**--**	**--**	**32**	**--**
I received help from my doctor's office	--	--	15.63%	--
I received care at an in Network Urgent Care Center	--	--	28.13%	--
I received care at the Emergency Room	--	--	56.25%	--
I was unable to get care	--	--	0.00%	--
Q86. Location for non-emergency care during office hours when Dr. was not available				
Base (n)	**--**	**--**	**49**	**--**
I received care at an in Network Urgent Care Center	--	--	38.78%	--
I received care at the Emergency Room	--	--	42.86%	--
I was unable to get care	--	--	18.37%	--
Q87. Ease of getting appt. with mental health/substance use disorder specialist				
Opt-out / Exclusion				
I did not see a mental health or substance use disorder specialist in the last 6 months	--	--	60	--
Base (n)	**--**	**--**	**19**	**--**
Always	--	--	5.26%	--
Usually	--	--	15.79%	--
Sometimes	--	--	15.79%	--
Never	--	--	63.16%	--
Summary Rate Score (%Usually or Always)	**--**	**--**	**21.05%**	**--**

CCC Population

Methodology
CCC Population

- The CAHPS 5.1H Medicaid Child – Children with Chronic Conditions Survey assesses the experience of care for the general population of children and the population of children with chronic conditions (CCC). These conditions include relatively common conditions like asthma, as well as rare conditions, such as juvenile diabetes and Muscular Dystrophy.

- Children with chronic conditions represent a relatively small proportion of the overall child population. To achieve a sufficient number of complete surveys for CCC results to be calculated, a supplemental sample of children who are more likely to have a chronic condition, based on claims experience, is selected and added to the standard CAHPS® 5.1H Child Survey sample (General Population). After the General Population sample is pulled, the supplemental sample is pulled based on a prescreen sample code. The NCQA required total sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), although plans may choose to oversample their population if necessary.

- NCQA defines the member as having a chronic condition through a survey-based screening tool. The CCC screening tool contains five sections representing five different health conditions. A child member is identified as having a chronic condition if all questions for at least one specific health consequence are answered "Yes."

- It cannot be determined which respondents out of the total sample qualify as having a chronic condition. Given that a denominator for this equation cannot be determined, there is no response rate provided for the CCC Population. You will see the Response Rate for the Total Population and General Population on the following page, along with additional details for the General Population sample.

Methodology
CCC Population

First questionnaire mailed	Second questionnaire mailed	Initiate follow-up calls to non-responders	Last day to accept completed surveys
2/14/2025	**3/21/2025**	**4/11/2025 - 4/25/2025**	**5/5/2025**

QUALIFIED RESPONDENTS

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

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	9	17	2	2	0	0	**28**
Spanish	0	2	3	3	0	0	**5**
Total	**9**	**19**	**5**	**5**	**0**	**0**	**33**

Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

IDENTIFYING THE CCC POPULATION

Response Rates for the CCC Population cannot be calculated given the methodology to identify members in the CCC Population. The supplemental sample contains members with a prescreen status code indicating the child is more likely to have chronic conditions based on claims records.

The CCC Population is identified by member responses to a set of screener questions in the survey tool. The respondent must answer "Yes" to all questions within at least one of the following health consequence sets and can be from either sample:

1. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
   Is this because of any medical, behavioral, or other health condition?
   Is this a condition that has lasted or is expected to last for at least 12 months?

2. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?
   Is this because of any medical, behavioral, or other health condition?
   Is this a condition that has lasted or is expected to last for at least 12 months?

3. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?
   Is this because of any medical, behavioral, or other health condition?
   Is this a condition that has lasted or is expected to last for at least 12 months?

4. Does your child need or get special therapy such as physical, occupational, or speech therapy?
   Is this because of any medical, behavioral, or other health condition?
   Is this a condition that has lasted or is expected to last for at least 12 months?

5. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?
   Has this problem lasted or is it expected to last for at least 12 months?

Key Metric Performance

CCC Population

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark Percentile Distribution	Plan Percentile Rank	PG BOB
	2024	2025	Change	0 20 40 60 80 100		
Health Plan Domain						
Q49. Rating of Health Plan		48.48%	▼		1st	68.44% ▼
Getting Needed Care		77.23%			2nd	86.20%
Customer Service		83.33%			6th	90.09%
Q48. Ease of Filling Out Forms		93.94%			19th	95.47%
Health Care Domain						
Q9. Rating of Health Care		71.43%			65th	68.78%
Getting Care Quickly		81.49%			2nd	90.67%
How Well Doctors Communicate		92.19%			8th	95.21%
Q35. Coordination of Care		66.67%			1st	86.39%
Q36. Rating of Personal Doctor		62.50%			1st	77.75%
Q43. Rating of Specialist		78.57%			84th	73.69%

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

Key Metric Performance

CCC Population

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark Percentile Distribution	Plan Percentile Rank	PG BOB
	2024	2025	Change	0　　20　　40　　60　　80　　100		
CCC Measures						
Q51. Access to Rx Medicines		83.33%			1st	91.26%
Access to Specialized Services		54.98%			1st	74.84%
Family-Centered Care: Personal Doctor Who Knows Child		84.49%			1st	92.25%
Q8. FCC: Getting Needed Info		85.71%			2nd	91.70%
Coordination of Care for Children With Chronic Conditions		63.54%			1st	76.87%

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

Summary Rate Scores

CCC Population

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Rating Questions (% 9 or 10)						
Q49. Rating of Health Plan	33^	--	--	**48.48%**	68.44% ▼	66.22% ▼
Q9. Rating of Health Care	21^	--	--	**71.43%**	68.78%	66.19%
Q36. Rating of Personal Doctor	24^	--	--	**62.50%**	77.75%	75.44%
Q43. Rating of Specialist	14^	--	--	**78.57%**	73.69%	72.12%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	33^	--	--	**66.67%**	84.03% ▼	82.11% ▼
Q9. Rating of Health Care	21^	--	--	**80.95%**	86.45%	84.84%
Q36. Rating of Personal Doctor	24^	--	--	**75.00%**	89.80%	88.69%
Q43. Rating of Specialist	14^	--	--	**85.71%**	87.56%	86.71%
Getting Needed Care (% Usually or Always)	18^	--	--	**77.23%**	86.20%	83.51%
Q10. Getting care, tests, or treatment	21^	--	--	**85.71%**	91.34%	88.66%
Q41. Getting specialist appointment	16^	--	--	**68.75%**	81.05%	79.22%
Getting Care Quickly (% Usually or Always)	18^	--	--	**81.49%**	90.67%	88.48%
Q4. Getting urgent care	14^	--	--	**85.71%**	93.07%	91.39%
Q6. Getting routine care	22^	--	--	**77.27%**	88.28%	86.66%
Q35. Coordination of Care	12^	--	--	**66.67%**	86.39%	83.79%
Customer Service (% Usually or Always)	9^	--	--	**83.33%**	90.09%	89.60%
Q45. Provided information or help	9^	--	--	**66.67%**	84.73%	84.08%
Q46. Treated with courtesy and respect	9^	--	--	**100.00%**	95.45%	95.12%

Summary Rate Scores
CCC Population

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
How Well Doctors Communicate (% Usually or Always)	16^	--	--	**92.19%**	95.21%	94.02%
Q27. Dr. explained things	16^	--	--	**93.75%**	95.78%	94.67%
Q28. Dr. listened carefully	16^	--	--	**93.75%**	95.86%	94.74%
Q29. Dr. showed respect	16^	--	--	**100.00%**	97.20%	96.42%
Q32. Dr. spent enough time	16^	--	--	**81.25%**	92.01%	90.23%
Q48. Ease of Filling Out Forms (% Usually or Always)	33^	--	--	**93.94%**	95.47%	94.43%
Q51. Access to Rx Medicines (% Usually or Always)	24^	--	--	**83.33%**	91.26%	89.23%
Access to Specialized Services (% Usually or Always)	11^	--	--	**54.98%**	74.84%	70.99%
Q15. Easy to get special medical equipment	5^	--	--	**20.00%**	75.77%	--
Q18. Easy to get special therapy	11^	--	--	**72.73%**	74.68%	67.17%
Q21. Easy to get treatment or counseling	18^	--	--	**72.22%**	74.06%	69.65%
FCC: Dr. Who Knows Child (% Yes)	17^	--	--	**84.49%**	92.25%	91.28%
Q33. Discussed feelings/growth/behavior	16^	--	--	**81.25%**	91.12%	90.22%
Q38. Understands effects on child's life	18^	--	--	**88.89%**	94.37%	93.50%
Q39. Understands effects on family's life	18^	--	--	**83.33%**	91.24%	90.19%
Q8. FCC: Getting Needed Info (% Usually or Always)	21^	--	--	**85.71%**	91.70%	90.96%
Coordination of Care for CCC (% Yes)	11^	--	--	**63.54%**	76.87%	75.65%
Q13. Helped contact child's school/daycare	6^	--	--	**83.33%**	91.88%	--
Q24. Helped coordinate child's care	16^	--	--	**43.75%**	61.86%	59.87%

Percentile Rankings
CCC Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks									PG %tile	2025 Press Ganey BOB - Percentile Ranks								
			5th	10th	25th	33rd	50th	67th	75th	90th	95th		5th	10th	25th	33rd	50th	67th	75th	90th	95th
Rating Questions (% 9 or 10)																					
Q49. Rating of Health Plan	**48.48%**	1st	50.78	58.97	62.40	64.06	66.29	69.76	71.05	75.00	76.12	1st	58.89	60.39	64.20	65.38	68.55	70.42	72.11	75.81	77.82
Q9. Rating of Health Care	**71.43%**	80th	56.87	57.94	61.44	63.09	66.88	69.75	70.92	73.62	75.37	65th	57.39	60.97	64.89	65.99	68.91	71.43	71.96	75.21	77.60
Q36. Rating of Personal Doctor	**62.50%**	1st	65.46	70.16	71.54	73.81	75.87	78.16	78.92	81.19	82.51	1st	71.20	73.58	75.70	76.40	77.78	79.47	80.21	81.79	83.18
Q43. Rating of Specialist	**78.57%**	84th	63.54	64.60	67.14	68.91	71.96	74.78	77.48	81.03	83.33	84th	63.41	66.21	69.64	71.13	73.53	75.31	76.47	79.95	82.55
Rating Questions (% 8, 9 or 10)																					
Q49. Rating of Health Plan	**66.67%**	1st	71.68	75.80	79.93	80.67	83.13	84.33	85.19	87.59	89.27	1st	76.26	77.63	81.37	82.23	84.12	85.71	86.71	89.24	90.97
Q9. Rating of Health Care	**80.95%**	14th	79.80	80.19	81.70	82.61	85.26	86.45	88.24	89.71	90.41	7th	80.13	81.56	84.40	85.26	86.52	87.62	88.24	90.01	91.61
Q36. Rating of Personal Doctor	**75.00%**	1st	83.23	84.85	87.37	87.87	88.95	90.26	90.97	91.59	92.81	1st	86.18	86.78	88.42	88.76	89.76	90.91	91.67	92.93	93.91
Q43. Rating of Specialist	**85.71%**	38th	78.69	79.61	83.90	84.91	87.50	88.71	89.92	91.55	92.24	32nd	81.17	81.95	84.13	85.92	87.25	88.89	89.55	91.98	93.22
Getting Needed Care (% U/A)	**77.23%**	16th	75.34	76.35	80.69	81.69	83.85	87.01	87.49	89.91	90.71	2nd	78.31	79.98	82.56	83.68	86.18	87.86	88.51	90.42	92.00
Q10. Getting care, tests, or treatment	**85.71%**	23rd	82.21	83.19	85.92	86.94	88.97	90.29	91.67	94.51	94.59	7th	85.25	86.14	88.89	90.24	91.92	92.64	93.51	94.98	95.44
Q41. Getting specialist appointment	**68.75%**	2nd	68.91	69.84	74.29	76.47	78.87	83.33	84.57	86.39	87.80	4th	70.55	72.33	76.52	77.42	81.25	83.21	85.12	87.23	88.96
Getting Care Quickly (% U/A)	**81.49%**	7th	80.09	83.14	86.34	86.97	90.00	91.26	92.11	92.84	94.39	2nd	84.45	85.57	88.01	89.11	90.97	92.48	92.88	94.20	94.77
Q4. Getting urgent care	**85.71%**	6th	85.71	86.55	88.89	89.72	92.02	93.55	94.35	95.04	96.34	7th	84.84	87.19	90.24	91.15	93.02	94.44	95.16	97.19	98.13
Q6. Getting routine care	**77.27%**	6th	75.61	80.57	83.94	85.48	87.72	90.00	90.37	91.67	92.35	1st	80.28	82.10	85.86	87.20	88.81	90.21	90.97	92.25	92.79
Q35. Coordination of Care	**66.67%**	1st	74.59	79.05	81.42	82.44	84.01	85.59	86.82	88.15	89.04	1st	78.72	81.42	84.09	84.82	86.76	88.77	89.47	90.91	93.42
Customer Service (% U/A)	**83.33%**	1st	85.48	85.48	86.59	86.59	91.56	92.10	92.10	93.44	93.44	6th	82.97	85.36	88.10	88.73	90.38	91.59	92.52	94.61	95.38
Q45. Provided information or help	**66.67%**	1st	77.42	77.51	78.26	83.50	85.51	87.39	87.50	89.08	89.42	1st	74.87	76.92	81.69	83.00	85.71	87.73	88.76	91.11	92.19
Q46. Treated with courtesy and respect	**100.00%**	99th	91.35	91.35	93.60	93.60	94.93	96.32	96.32	98.13	98.13	99th	89.96	91.68	94.00	94.56	95.89	96.72	97.03	98.45	100.00

Percentile Rankings
CCC Population

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks									PG %tile	2025 Press Ganey BOB - Percentile Ranks								
			5th	10th	25th	33rd	50th	67th	75th	90th	95th		5th	10th	25th	33rd	50th	67th	75th	90th	95th
How Well Doctors Communicate (% U/A)	**92.19%**	18th	89.73	90.84	92.82	93.37	94.40	95.20	95.55	96.36	97.07	8th	91.87	92.34	93.92	94.49	95.27	95.90	96.56	97.38	97.88
Q27. Dr. explained things	**93.75%**	32nd	90.08	91.71	93.33	94.29	95.17	95.98	96.36	97.06	98.10	17th	91.79	92.96	94.19	94.93	95.81	96.88	97.27	98.43	98.68
Q28. Dr. listened carefully	**93.75%**	26th	91.15	91.74	93.65	94.17	95.15	95.93	96.22	97.13	97.66	15th	92.13	93.07	94.50	94.89	95.79	96.97	97.22	98.02	98.18
Q29. Dr. showed respect	**100.00%**	99th	93.50	94.05	95.72	95.95	96.47	96.95	97.64	98.37	99.05	99th	94.56	95.05	96.15	96.47	97.30	97.78	98.08	99.00	99.36
Q32. Dr. spent enough time	**81.25%**	3rd	84.24	84.97	87.64	88.71	90.75	92.42	93.34	94.80	95.83	1st	86.45	87.69	90.31	91.13	92.13	93.38	94.10	95.82	96.44
Q48. Ease of Filling Out Forms (% U/A)	**93.94%**	36th	91.39	91.96	93.04	93.42	94.73	95.35	95.62	96.63	97.20	19th	93.18	93.33	94.43	94.76	95.58	96.38	96.73	97.67	98.09
Q51. Access to Rx Medicines (% U/A)	**83.33%**	4th	84.35	85.51	87.70	88.32	89.66	90.35	91.06	93.14	93.60	1st	87.51	88.14	89.73	90.47	91.67	92.45	93.05	94.46	95.03
Access to Specialized Services (% U/A)	**54.98%**	1st	63.57	63.57	64.03	64.03	69.29	78.94	78.94	80.81	80.81	1st	63.73	67.04	71.11	71.85	74.13	77.96	78.94	83.76	85.38
Q15. Easy to get special medical equipment	**20.00%**	--	--	--	--	--	--	--	--	--	--	1st	57.59	63.64	69.57	71.43	76.19	82.15	84.21	92.03	100.00
Q18. Easy to get special therapy	**72.73%**	56th	50.00	50.00	55.12	55.12	67.89	75.00	75.00	83.24	83.24	43rd	60.77	63.58	67.65	69.70	75.47	79.55	81.08	85.45	86.61
Q21. Easy to get treatment or counseling	**72.22%**	55th	51.20	59.84	62.81	66.19	71.00	74.68	75.32	81.58	82.81	46th	59.55	63.03	68.56	70.19	73.02	76.48	77.73	82.17	84.98
FCC: Dr. Who Knows Child (% Yes)	**84.49%**	1st	87.16	88.92	90.11	90.62	91.31	92.44	92.85	93.61	94.75	1st	88.35	89.20	91.09	91.65	92.47	93.12	93.49	94.12	95.35
Q33. Discussed feelings/growth/behavior	**81.25%**	1st	85.63	86.96	88.59	89.07	90.20	91.52	92.18	93.64	94.50	1st	86.61	87.75	89.51	90.22	91.32	92.41	93.03	93.87	94.28
Q38. Understands effects on child's life	**88.89%**	3rd	89.25	91.06	92.35	92.95	93.58	94.39	95.00	96.35	96.69	1st	90.33	91.18	93.33	93.63	94.81	95.37	95.76	96.72	97.49
Q39. Understands effects on family's life	**83.33%**	3rd	85.37	86.84	88.67	89.41	90.33	91.53	92.17	93.16	95.37	1st	86.58	87.19	89.25	90.22	91.36	92.57	92.96	94.27	95.41
Q8. FCC: Getting Needed Info (% U/A)	**85.71%**	8th	85.53	86.07	89.38	89.83	91.31	92.29	93.13	94.58	95.27	2nd	86.33	87.45	90.00	90.72	91.98	92.78	93.49	94.73	95.03
Coordination of Care for CCC (% Yes)	**63.54%**	1st	69.51	69.51	73.59	74.23	75.97	77.00	78.32	79.88	79.88	1st	69.68	71.22	73.82	75.14	76.70	78.75	79.94	82.40	83.54
Q13. Helped contact child's school/daycare	**83.33%**	--	--	--	--	--	--	--	--	--	--	6th	81.79	84.69	88.46	89.66	92.00	94.12	95.41	100.00	100.00
Q24. Helped coordinate child's care	**43.75%**	1st	50.00	51.33	55.05	55.94	58.97	63.39	64.68	69.17	71.54	1st	50.85	52.86	57.69	59.11	61.76	65.45	66.67	70.26	71.91

PressGaney

UHC Average Analysis

CCC Population

Summary Rate Scores

CCC Population

	2025 Valid n	2023	2024	2025	2025 UHC Average	2025 UHC West Region Average
Rating Questions (% 9 or 10)						
Q49. Rating of Health Plan	33^	--	--	**48.48%**	66.58% ▼	61.79%
Q9. Rating of Health Care	21^	--	--	**71.43%**	67.08%	63.54%
Q36. Rating of Personal Doctor	24^	--	--	**62.50%**	77.56%	73.46%
Q43. Rating of Specialist	14^	--	--	**78.57%**	73.44%	71.13%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	33^	--	--	**66.67%**	82.40%	79.97%
Q9. Rating of Health Care	21^	--	--	**80.95%**	85.53%	83.30%
Q36. Rating of Personal Doctor	24^	--	--	**75.00%**	89.92%	86.64%
Q43. Rating of Specialist	14^	--	--	**85.71%**	87.56%	83.85%
Getting Needed Care (% Usually or Always)	18^	--	--	**77.23%**	85.97%	79.67%
Q10. Getting care, tests, or treatment	21^	--	--	**85.71%**	91.73%	87.40%
Q41. Getting specialist appointment	16^	--	--	**68.75%**	80.20%	71.94%
Getting Care Quickly (% Usually or Always)	18^	--	--	**81.49%**	90.41%	87.00%
Q4. Getting urgent care	14^	--	--	**85.71%**	92.29%	90.31%
Q6. Getting routine care	22^	--	--	**77.27%**	88.52%	83.69%
Q35. Coordination of Care	12^	--	--	**66.67%**	86.38%	81.05%
Customer Service (% Usually or Always)	9^	--	--	**83.33%**	88.25%	87.83%
Q45. Provided information or help	9^	--	--	**66.67%**	82.35%	82.74%
Q46. Treated with courtesy and respect	9^	--	--	**100.00%**	94.15%	92.92%

Summary Rate Scores
CCC Population

	2025 Valid n	2023	2024	2025	2025 UHC Average	2025 UHC West Region Average
How Well Doctors Communicate (% Usually or Always)	16^	--	--	**92.19%**	95.14%	93.29%
Q27. Dr. explained things	16^	--	--	**93.75%**	95.49%	93.96%
Q28. Dr. listened carefully	16^	--	--	**93.75%**	96.11%	93.97%
Q29. Dr. showed respect	16^	--	--	**100.00%**	97.27%	95.55%
Q32. Dr. spent enough time	16^	--	--	**81.25%**	91.70%	89.66%
Q48. Ease of Filling Out Forms (% Usually or Always)	33^	--	--	**93.94%**	95.25%	94.14%
Q51. Access to Rx Medicines (% Usually or Always)	24^	--	--	**83.33%**	91.56%	89.13%
Access to Specialized Services (% Usually or Always)	11^	--	--	**54.98%**	75.03%	68.46%
Q15. Easy to get special medical equipment	5^	--	--	**20.00%**	77.34%	74.71%
Q18. Easy to get special therapy	11^	--	--	**72.73%**	74.25%	65.22%
Q21. Easy to get treatment or counseling	18^	--	--	**72.22%**	73.51%	65.45%
FCC: Dr. Who Knows Child (% Yes)	17^	--	--	**84.49%**	91.53%	86.68%
Q33. Discussed feelings/growth/behavior	16^	--	--	**81.25%**	90.47%	87.44%
Q38. Understands effects on child's life	18^	--	--	**88.89%**	93.62%	88.52%
Q39. Understands effects on family's life	18^	--	--	**83.33%**	90.52%	84.06%
Q8. FCC: Getting Needed Info (% Usually or Always)	21^	--	--	**85.71%**	91.24%	90.22%
Coordination of Care for CCC (% Yes)	11^	--	--	**63.54%**	77.34%	80.65%
Q13. Helped contact child's school/daycare	6^	--	--	**83.33%**	91.76%	95.10%
Q24. Helped coordinate child's care	16^	--	--	**43.75%**	62.93%	66.21%

Demographic Profile
CCC Population

	2023	2024	2025	2025 UHC Average
Q53. Child's Overall health			**(n=33)**	
Excellent/Very good			57.58%	57.75%
Good			33.33%	30.94%
Fair/Poor			9.09%	11.30%
Q54. Child's Mental Health			**(n=32)**	
Excellent/Very good			40.63%	40.56%
Good			31.25%	34.05%
Fair/Poor			28.13%	25.40%
Q69. Child's Age			**(n=32)**	
0-4 years old			21.88%	11.12%
5-8 years old			18.75%	19.57%
9-13 years old			21.88%	33.84%
14 and older			37.50%	35.48%
Q70. Child's Gender			**(n=32)**	
Male			59.38%	55.74%
Female			40.63%	44.26%
Q71. Child's Ethnicity			**(n=31)**	
Hispanic/Latino			64.52%	26.00% ▲
Not Hispanic/Latino			35.48%	74.00% ▼
Q72. Child's Race			**(n=31)**	
White			67.74%	70.92%
Black or African American			9.68%	23.40% ▼
Asian			6.45%	3.22%
Native Hawaiian or other Pacific Islander			0.00%	1.09% ▼
American Indian or Alaska Native			19.35%	3.44% ▲
Other			29.03%	12.94% ▲

Demographic Profile
CCC Population

	2023	2024	2025	2025 UHC Average
Q73. Respondent's Age			**(n=32)**	
Under 25			9.38%	12.39%
25 to 34			12.50%	17.55%
35 to 44			31.25%	32.80%
45 or Older			46.88%	37.26%
Q74. Respondent's Gender			**(n=32)**	
Male			12.50%	10.91%
Female			87.50%	89.09%
Q75. Respondent's Education			**(n=32)**	
High school or less			46.88%	43.48%
Some college			34.38%	36.18%
College graduate or more			18.75%	20.34%
Q76. Relationship to Child			**(n=32)**	
Mother or father			81.25%	86.09%
Grandparent			18.75%	8.66%
Other			0.00%	5.25% ▼

Supplemental Questions
CCC Population

	2023	2024	2025	2025 UHC Average
Q77. Happy with language help at Dr's office				
Opt-out / Exclusion (n)				
I did not need language help	--	--	23	2430
Base (n)	**--**	**--**	**9**	**1830**
Always	--	--	66.67%	74.86%
Usually	--	--	22.22%	17.38%
Sometimes	--	--	11.11%	5.63%
Never	--	--	0.00%	2.13%
Summary Rate Score (%Usually or Always)	**--**	**--**	**88.89%**	**92.24%**
Q78. Got needed interpreter				
Opt-out / Exclusion				
I did not need an interpreter to speak with my child's doctors or other health providers	--	--	22	3048
Base (n)	**--**	**--**	**10**	**861**
Always	--	--	10.00%	43.79%
Usually	--	--	0.00%	15.21%
Sometimes	--	--	30.00%	9.87%
Never	--	--	60.00%	31.13%
Summary Rate Score (%Usually or Always)	**--**	**--**	**10.00%**	**59.00%**
Q79. Easy to find Dr. that respected child's beliefs/cultural traditions				
Base (n)	**--**	**--**	**31**	**4056**
Always	--	--	64.52%	80.23%
Usually	--	--	16.13%	13.09%
Sometimes	--	--	3.23%	2.88%
Never	--	--	16.13%	3.80%
Summary Rate Score (%Usually or Always)	**--**	**--**	**80.65%**	**93.32%**

Supplemental Questions
CCC Population

	2023	2024	2025	2025 UHC Average
Q80. Phoned health plan to get help with transportation				
Base (n)	--	--	31	--
Yes	--	--	6.45%	--
No	--	--	93.55%	--
Summary Rate Score (%Yes)	--	--	**6.45%**	--
Q81. Got help with transportation				
Opt-out / Exclusion				
I did not phone my child's health plan for help with transportation in the last 6 months	--	--	--	--
Base (n)	--	--	2	--
Always	--	--	50.00%	--
Usually	--	--	0.00%	--
Sometimes	--	--	0.00%	--
Never	--	--	50.00%	--
Summary Rate Score (%Usually or Always)	--	--	**50.00%**	--
Q82. Help with transportation met your needs				
Opt-out / Exclusion				
I did not phone my child's health plan for help with transportation in the last 6 months	--	--	--	--
Base (n)	--	--	2	--
Always	--	--	50.00%	--
Usually	--	--	0.00%	--
Sometimes	--	--	0.00%	--
Never	--	--	50.00%	--
Summary Rate Score (%Usually or Always)	--	--	**50.00%**	--

Supplemental Questions
CCC Population

	2023	2024	2025	2025 UHC Average
Q83. Amount of time to get appt. for regular/routine care				
Opt-out / Exclusion (n)				
My child did not need an appointment for regular or routine care	--	--	9	--
Base (n)	**--**	**--**	**22**	**--**
1-7 days	--	--	77.27%	--
8-21 days	--	--	9.09%	--
22-30 days	--	--	4.55%	--
31 days or more	--	--	9.09%	--
Mean Score	**--**	**--**	**8.73**	**--**
Q84. Main problem for not getting care, tests or treatment				
Opt-out / Exclusion				
I did not have a problem getting care, tests, or treatment	--	--	22	--
Base (n)	**--**	**--**	**8**	**--**
Plan did not approve my child's care, tests, or treatment	--	--	12.50%	--
Care, tests, or treatment delayed while waiting for plan's approval	--	--	12.50%	--
Providers I wanted my child to see were not in plan or network	--	--	25.00%	--
Could not get an appointment with provider at a convenient time	--	--	0.00%	--
The cost to me for my child's care, tests, or treatment was too high	--	--	0.00%	--
Brand name medications I wanted cost more than the generic available	--	--	12.50%	--
The cost of my child's medications was too high	--	--	12.50%	--
Problem getting plan to pay claims after getting care, tests, or treatment	--	--	12.50%	--
Problem getting a referral to a specialist	--	--	0.00%	--
Other (Please Specify)	--	--	12.50%	--

Supplemental Questions
CCC Population

	2023	2024	2025	2025 UHC Average
Q85. Location for non-emergency care after hours				
Opt-out / Exclusion (n)				
I did not need after hours care	--	--	19	--
Base (n)	**--**	**--**	**13**	**--**
I received help from my doctor's office	--	--	15.38%	--
I received care at an in Network Urgent Care Center	--	--	30.77%	--
I received care at the Emergency Room	--	--	53.85%	--
I was unable to get care	--	--	0.00%	--
Q86. Location for non-emergency care during office hours when Dr. was not available				
Base (n)	**--**	**--**	**23**	**--**
I received care at an in Network Urgent Care Center	--	--	39.13%	--
I received care at the Emergency Room	--	--	52.17%	--
I was unable to get care	--	--	8.70%	--
Q87. Ease of getting appt. with mental health/substance use disorder specialist				
Opt-out / Exclusion				
I did not see a mental health or substance use disorder specialist in the last 6 months	--	--	18	--
Base (n)	**--**	**--**	**13**	**--**
Always	--	--	38.46%	--
Usually	--	--	15.38%	--
Sometimes	--	--	7.69%	--
Never	--	--	38.46%	--
Summary Rate Score (%Usually or Always)	**--**	**--**	**53.85%**	**--**