



MY 2021 CAHPS® Medicaid Child with CCC 5.1H Final Report

Blue Cross Community Centennial



GROWTH & NATIONAL ACCOUNTS STRATEGY
Market Research

BC COMMUNITY CENTENNIAL

CONTENTS

- OVERVIEW
- METHODOLOGY
- INDUSTRY TRENDS
- EXECUTIVE SUMMARY
- KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN
- MEASURE ANALYSES
- SUMMARY OF TREND AND BENCHMARKS
- PROFILE OF SURVEY RESPONDENTS
- SUPPLEMENTAL QUESTIONS
- APPENDICES
 - A: CORRELATIONS
 - B: QUESTIONNAIRE

 **OVERVIEW**

SPH Analytics (SPH), a National Committee for Quality Assurance (NCQA) certified HEDIS[®] Survey Vendor, was selected by BC Community Centennial to conduct its MY 2021 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.

2022 NCQA CHANGES NCQA made no substantial changes to the survey or program for 2022.

Your Project Manager is Dana Sadlo (770-354-9539). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call 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.

DATA COLLECTION

The MY 2021 Medicaid Child with CCC version of the 5.1H CAHPS survey was administered via the following methodology:

Pre-notification
mailed
3/1/2022



First questionnaire
mailed
3/4/2022



Second questionnaire
mailed
4/8/2022



Initiate follow-up calls
to non-responders
4/29/2022 - 5/13/2022



Last day to accept
completed surveys
5/16/2022

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

2022 RESPONSE RATE CALCULATION

$$\frac{189 \text{ (Completed)}}{1898 \text{ (Sample)} - 15 \text{ (Ineligible)}} = \frac{189}{1883} = 10.0\%$$

VALID SURVEYS

	Total Number of Mail Completed =	95	(21 in Spanish)
	Total Number of Phone Completed =	83	(8 in Spanish)
	Total Number of Internet Completed =	11	(0 in Spanish)

Number of Undeliverables: 508

Note: Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish.

RESPONSE RATE TRENDING

		2020	2021	2022
Completed	SUBTOTAL	242	205	189
	Does not Meet Eligibility Criteria (01)	6	6	8
Ineligible	Language Barrier (03)	9	3	7
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	1	1	0
	SUBTOTAL	16	10	15
Non-response	Break-off/Incomplete (02)	22	16	29
	Refusal (06)	69	33	51
	Maximum Attempts Made (07)	1301	1386	1614
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1392	1435	1694
Total Sample		1650	1650	1898
Oversampling %		0.0%	0.0%	15.0%
Response Rate		14.8%	12.5%	10.0%
<i>SPH Response Rate</i>		<i>12.6%</i>	<i>12.8%</i>	<i>10.2%</i>
Total Completed (General Pop + CCC)		499	457	436
Total Ineligible (General Pop + CCC)		31	16	33
Total Sample (General Pop + CCC)		3490	3490	4014
Total Response Rate (General Pop + CCC)		14.4%	13.2%	11.0%
Supplemental (CCC) Sample Size		1840	1840	2116
Supplemental (CCC) Completes		166	169	154



a Press Ganey Solution

INDUSTRY TRENDS

- BC Community Centennial



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

Medicaid Child: Among the Medicaid Child population, several measures declined by more than 1% compared to last year. The biggest decreases were in *Rating of Health Care*, *Getting specialist appointments*, and *Getting Needed Care*.

Getting Care Quickly is an area of concern, with the 2022 composite score 3.6% lower than it was in 2019. Most of that comes from a more than 6% drop in the ability to get routine care from its high point in 2020, at the beginning of the pandemic.

COVID-19 Impact The pandemic caused significant disruption throughout most of 2020 and continuing through today. The disruption is reflected in the variation we've seen in health system experience scores over the last few years.

	SPH Book of Business Trends			
	2019	2020	2021	2022
Rating Questions (% 9 or 10)				
Q49. Rating of Health Plan	72.2%	73.0%	73.3%	72.5%
Q9. Rating of Health Care	71.1%	73.0%	74.4%	71.2%
Q36. Rating of Personal Doctor	77.6%	79.1%	78.6%	77.4%
Q43. Rating of Specialist	73.2%	75.0%	75.7%	73.9%
Rating Questions (% 8, 9 or 10)				
Q49. Rating of Health Plan	86.9%	87.5%	87.3%	86.9%
Q9. Rating of Health Care	88.3%	88.7%	88.7%	87.6%
Q36. Rating of Personal Doctor	90.6%	91.2%	90.8%	90.3%
Q43. Rating of Specialist	87.2%	88.2%	88.2%	87.5%
Getting Needed Care (% A/U)				
Q10. Getting care, tests, or treatment	90.1%	90.8%	90.8%	89.2%
Q41. Getting specialist appointment	80.3%	80.4%	82.4%	79.5%
Getting Care Quickly (% A/U)				
Q4. Getting urgent care	91.9%	91.7%	91.7%	90.5%
Q6. Getting routine care	88.6%	89.3%	83.8%	82.9%
Coordination of Care (Q35) (% A/U)				
	84.2%	85.0%	84.9%	84.1%

 Increase of 1% or greater since 2021
 Decrease of 1% or greater since 2021



a Press Ganey Solution

EXECUTIVE SUMMARY

- BC Community Centennial



OVERVIEW OF TERMS

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2021 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 SPH Analytics using information derived from the NCQA 1-100 Benchmark.

SPH Benchmark Information The source for data contained within the SPH Book of Business is all submitting plans that contracted with SPH for MY 2021. Submission occurred on May 25th, 2022.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2021. 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.

COVID-19 IMPACT Because the 2020 survey administration took place during extraordinary circumstances, please use caution when comparing and interpreting trend results.

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



2022 DASHBOARD

MEDICAID CHILD: GENERAL POPULATION

BC Community Centennial



189

Completed surveys

10.0%

Response Rate

Stars: SPH **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 2021 (↑/↓) or 2020 (≠/±).

Percentiles: Based on the 2022 SPH Book of Business

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

More info.

Rating of Health Plan ★★			
Rating of Health Plan	68.3%	21 st	---

Rating of Health Care ★			
Rating of Health Care	60.0%	<5 th	Opportunity

Rating of Personal Doctor ★★★			
Rating of Personal Doctor	77.3%	51 st	Power

Rating of Specialist (NA)			
Rating of Specialist	73.9%	50 th	Opportunity

Coordination of Care (NA)			
Coordination of Care	81.0%	25 th	Wait

Getting Needed Care (NA)			
Composite	80.0%	22 nd	---
Q10. Getting care, tests, or treatment	88.0%	37 th	Opportunity
Q41. Getting specialist appointment	72.0%	14 th	Wait

Getting Care Quickly (NA)			
Composite	83.2%	24 th	---
Q4. Getting urgent care	86.4%	23 rd	Wait
Q6. Getting routine care	80.0%	29 th	Wait

Customer Service +			
Composite	87.1%	39 th	---
Q45. Provided information or help	87.1%	74 th	Retain
Q46. Treated with courtesy and respect	87.1%	6 th	Wait

Ease of Filling Out Forms +			
Ease of Filling Out Forms +	96.2%	53 rd	Wait

How Well Doctors Communicate +			
Composite	92.6%	23 rd	---
Q27. Dr. explained things	94.5%	40 th	Wait
Q28. Dr. listened carefully	93.5%	18 th	Opportunity
Q29. Dr. showed respect	93.5%	7 th	Wait
Q32. Dr. spent enough time	88.9%	31 st	Wait



ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2022 BASE	2022 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	SPH ESTIMATED RATING
PATIENT EXPERIENCE						2
GETTING CARE						NA
Getting Needed Care	Usually or Always	62	80.0%	88.0%	10 th	NA
Getting Care Quickly	Usually or Always	72	83.1%	89.3%	10 th	NA
SATISFACTION WITH PLAN PHYSICIANS						2
Rating of Personal Doctor	9 or 10	141	77.3%	79.8%	33 rd	3
Rating of Specialist	9 or 10	23	73.9%	76.0%	33 rd	NA
Rating of Health Care	9 or 10	100	60.0%	76.5%	<10 th	1
Coordination of Care	Usually or Always	42	80.9%	88.6%	<10 th	NA
SATISFACTION WITH PLAN SERVICES						2
Rating of Health Plan	9 or 10	183	68.3%	75.3%	10 th	2

EXPLANATION

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

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

The CAHPS measures are classified based on their national percentile (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 SPH** based on the 2021 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

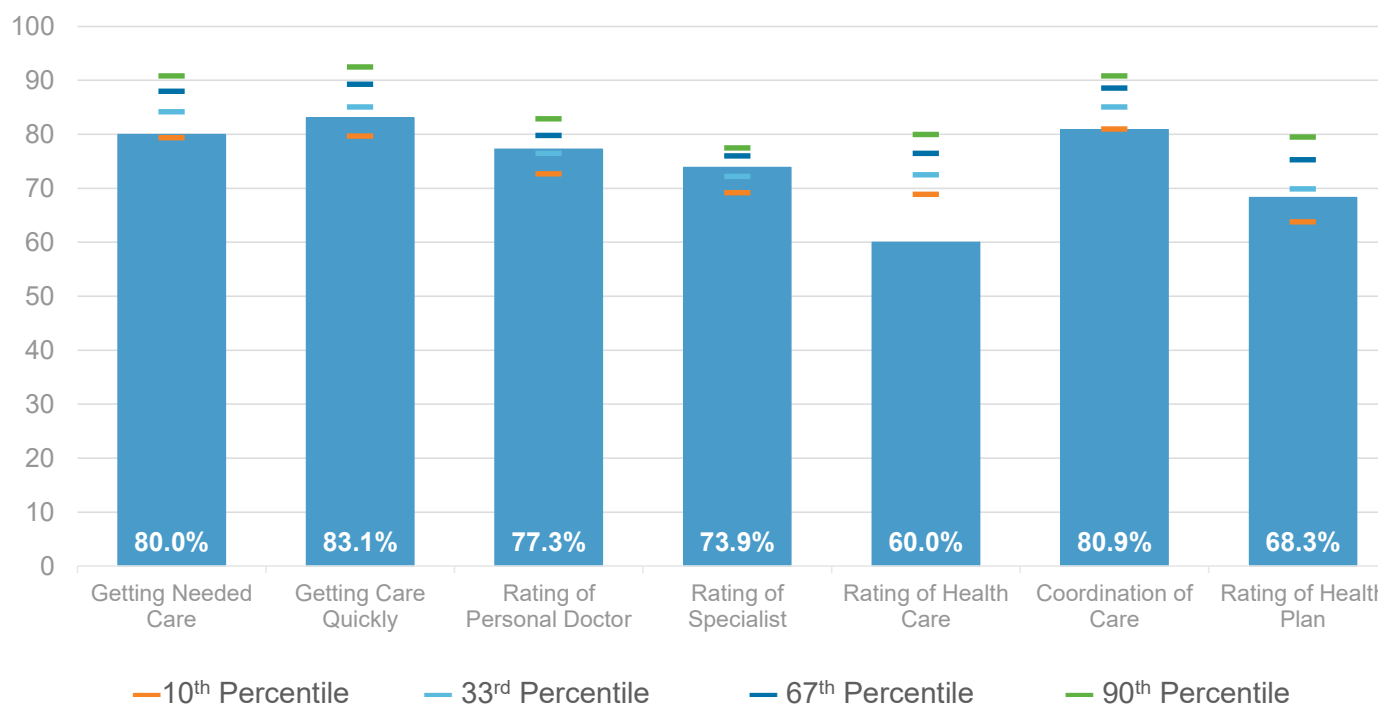
Notes:

- 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.

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 2021).



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	2022 GP SPH BOOK OF BUSINESS BENCHMARK							
	2021	2022		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
Health Plan Domain											
Rating of Health Plan <i>% 9 or 10</i>	75.3%	68.3%	-7.0							21 st	72.5%
Getting Needed Care <i>% Usually or Always</i>	77.8%	80.0%	2.2							22 nd	84.4%
Customer Service + <i>% Usually or Always</i>	83.2%	87.1%	3.9							39 th	88.2%
Ease of Filling Out Forms + <i>% Usually or Always</i>	94.5%	96.2%	1.7							53 rd	96.1%
Health Care Domain											
Rating of Health Care <i>% 9 or 10</i>	71.3%	60.0%	-11.3							<5 th	71.2% ▼
Getting Care Quickly <i>% Usually or Always</i>	86.8%	83.2%	-3.6							24 th	86.7%
How Well Doctors Communicate + <i>% Usually or Always</i>	93.4%	92.6%	-0.8							23 rd	94.4%
Coordination of Care <i>% Usually or Always</i>	73.0%	81.0%	8.0							25 th	84.1%
Rating of Personal Doctor <i>% 9 or 10</i>	68.7%	77.3%	8.6							51 st	77.4%
Rating of Specialist <i>% 9 or 10</i>	61.3%	73.9%	12.6							50 th	73.9%

Significance Testing Current score is significantly higher/lower than the 2021 score (↑/↓) or benchmark score (▲/▼).

[More info.](#)



MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

BC Community Centennial

MEASURE	SUMMARY RATE		CHANGE	2022 CCC SPH BOOK OF BUSINESS BENCHMARK							
	2021	2022		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
Health Plan Domain											
Rating of Health Plan <i>% 9 or 10</i>	70.9%	68.4%	-2.5							39 th	69.7%
Getting Needed Care <i>% Usually or Always</i>	82.3%	84.7%	2.4							23 rd	87.5%
Customer Service + <i>% Usually or Always</i>	91.0%	85.9%	-5.1							16 th	89.3%
Ease of Filling Out Forms + <i>% Usually or Always</i>	94.5%	93.3%	-1.2							7 th	95.9%
Health Care Domain											
Rating of Health Care <i>% 9 or 10</i>	63.4%	58.9%	-4.5							5 th	69.1% ▼
Getting Care Quickly <i>% Usually or Always</i>	86.0%	83.8%	-2.2							5 th	90.5%
How Well Doctors Communicate + <i>% Usually or Always</i>	93.3%	94.2%	0.9							31 st	94.9%
Coordination of Care <i>% Usually or Always</i>	73.1%	74.6%	1.5							9 th	83.3%
Rating of Personal Doctor <i>% 9 or 10</i>	75.9%	79.2%	3.3							60 th	77.5%
Rating of Specialist <i>% 9 or 10</i>	67.7%	72.0%	4.3							36 th	74.0%

Significance Testing Current score is significantly higher/lower than the 2021 score (↑/↓) or benchmark score (▲/▼).

[More info.](#)



MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2022 CCC SPH BOOK OF BUSINESS BENCHMARK				
	2021	2022		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS
0 20 40 60 80 100								
CCC Measures								
Access to Rx Medicines <i>% Usually or Always</i>	92.4%	82.5% ↓	-9.9				<5 th	91.5% ▼
Access to Specialized Services <i>% Usually or Always</i>	78.0%	69.0%	-9.0				21 st	73.0%
FCC: Dr Who Knows Child <i>% Yes</i>	91.9%	91.9%	0.0				59 th	91.5%
FCC: Getting Needed Info <i>% Usually or Always</i>	89.4%	90.7%	1.3				23 rd	92.0%
Coordination of Care for CCC <i>% Yes</i>	78.6%	76.6%	-2.0				43 rd	76.6%

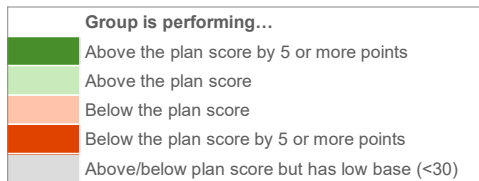
Significance Testing Current score is significantly higher/lower than the 2021 score (↑/↓) or benchmark score (▲/▼).

[More info.](#)



HEALTH EQUITY

MEDICAID CHILD: GENERAL POPULATION



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

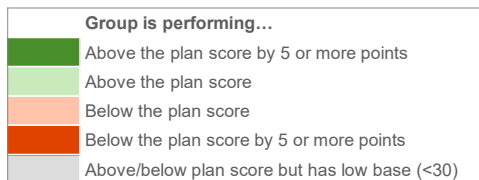
[More info.](#)

Demographic	Category	Total	Rating of Health Plan		Rating of Health Care		Getting Needed Care		Getting Care Quickly		Coordination of Care	
			SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ
	Total		68.3%		60.0%			80.0%		83.2%		81.0%
Child's Gender	Male	n = 95	■ 5%		■ -1%		■ -11%	■ -4%		■ 4%		
	Female	n = 91	■ -4%		■ 2%		■ 11%		■ 4%		■ -6%	
Child's Age	0 – 4	n = 43	■ 2%		■ 12%		■ -2%		■ 1%		■ 2%	
	5 – 8	n = 43	■ 11%		■ 7%		■ -13%		■ -11%		■ -31%	
	9 – 13	n = 47	■ 6%		■ -4%		■ -7%		■ 0%		■ -3%	
	14 or older	n = 52	■ -15%		■ -12%		■ 16%		■ 8%		■ 8%	
Overall Health	Excellent/Very Good	n = 145	■ 5%		■ 6%		■ 0%		■ 0%		■ -6%	
	Good	n = 32	■ -15%		■ -20%		■ -1%		■ -1%		■ 8%	
	Fair/Poor	n = 8	■ -18%		■ -27%		■ -22%		■ 0%		■ 19%	
Mental Health	Excellent/Very Good	n = 124	■ 7%		■ 10%		■ 4%		■ 2%		■ 7%	
	Good	n = 41	■ -12%		■ -21%		■ -33%		■ 2%		■ -14%	
	Fair/Poor	n = 19	■ -16%		■ -27%		■ -1%		■ -5%		■ -6%	
Race/Ethnicity	White	n = 120	■ 4%		■ 5%		■ 2%		■ 1%		■ -4%	
	Black/African-American	n = 14	■ -11%		■ 7%		■ 20%		■ 3%		■ 19%	
	Asian	n = 7	■ 3%		■ 7%		■ 20%		■ -83%		■ 19%	
	Native Hawaiian/Pacific Islander	n = 5	■ 12%		■ 40%		■ 20%		■ 17%		■ -31%	
	American Indian or Alaska Native	n = 32	■ -14%		■ 5%		■ 0%		■ -14%		■ 5%	
	Other	n = 32	■ -15%		■ -10%		■ -7%		■ 6%		■ 1%	
	Hispanic/Latino	n = 125	■ 3%		■ 3%		■ -1%		■ 6%		■ -2%	



HEALTH EQUITY

MEDICAID CHILD: GENERAL POPULATION



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

[More info.](#)

Demographic	Category	Total	Rating of Personal Doctor		Rating of Specialist		Customer Service +		How Well Doctors Communicate +		Ease of Filling Out Forms +	
			SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ
			77.3%		73.9%			87.1%		92.6%		
Child's Gender	Male	n = 95		-1%		-5%		2%		-1%		-2%
	Female	n = 91		3%		15%		1%		1%		2%
Child's Age	0 – 4	n = 43		5%		9%		3%		0%		-6%
	5 – 8	n = 43		0%		-24%		-9%		0%		2%
	9 – 13	n = 47		-2%		9%		5%		-4%		-1%
	14 or older	n = 52		1%		9%		7%		7%		4%
Overall Health	Excellent/Very Good	n = 145		3%		18%		-4%		1%		0%
	Good	n = 32		-8%		-7%		13%		-1%		1%
	Fair/Poor	n = 8		3%		-41%		13%		-3%		4%
Mental Health	Excellent/Very Good	n = 124		2%		13%		-3%		4%		0%
	Good	n = 41		-2%		-41%		13%		-5%		-2%
	Fair/Poor	n = 19		0%		1%		0%		-5%		4%
Race/Ethnicity	White	n = 120		-2%		5%		0%		0%		0%
	Black/African-American	n = 14		-11%		26%		-4%		1%		4%
	Asian	n = 7		3%		26%		13%		7%		4%
	Native Hawaiian/Pacific Islander	n = 5		23%		26%		-12%		7%		4%
	American Indian or Alaska Native	n = 32		18%		-3%		0%		-1%		1%
	Other	n = 32		4%		6%		3%		-2%		1%
	Hispanic/Latino	n = 125		-1%		12%		3%		-1%		-1%



TOP THREE Performing Measures

Your plan's percentile rankings for these measures were the highest compared to the 2022 SPH Book of Business.

MEASURE	2022 Valid n	PLAN SUMMARY RATE SCORE			2021 GP QC			2022 GP SPH BoB		
		2021	2022	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Rating of Personal Doctor (% 9 or 10)	141	68.7%	77.3%	8.6	78.0%	-0.7	42 nd	77.4%	-0.1	51 st
Rating of Specialist (% 9 or 10)	23 [^]	61.3%	73.9%	12.6	73.8%	0.1	49 th	73.9%	0.0	50 th
Customer Service + (% Usually or Always)	31 [^]	83.2%	87.1%	3.9	88.3%	-1.2	38 th	88.2%	-1.1	39 th

BOTTOM THREE Performing Measures

Your plan's percentile rankings for these measures were the lowest compared to the 2022 SPH Book of Business.

MEASURE	2022 Valid n	PLAN SUMMARY RATE SCORE			2021 GP QC			2022 GP SPH BoB		
		2021	2022	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Getting Needed Care (% Usually or Always)	62 [^]	77.8%	80.0%	2.2	85.7%	-5.7	10 th	84.4%	-4.4	22 nd
Rating of Health Plan (% 9 or 10)	183	75.3%	68.3%	-7.0	72.2%	-3.9	24 th	72.5%	-4.2	21 st
Rating of Health Care (% 9 or 10)	100	71.3%	60.0%	-11.3	74.3%	-14.3	<5 th	71.2%	-11.2	<5 th

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

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

Improving Performance

These measures had the lowest percentile rankings in comparison to the 2022 SPH Book of Business for your plan.

Improvement Strategies – Getting Needed Care

- Assess CAHPS data by health system, PO, and/or network. Communicate results and identify outliers. Evaluate with HEDIS data, complaints, appeals and/or quality of care concerns, and communicate. Identify issues, prioritize and implement improvement activities.
- Work with providers to support patients in navigating health care and remove obstacles. Support and encourage providers to take innovative action to improve access. Examples include: Serve patients quickly, treat urgent issues promptly, minimize wait times, follow-up about appointment times and test results. Another is to develop an in-depth referral/decision-making guide for PCP's to prepare for/with patients explaining need, urgency, patient expectations and responsibilities, and preparations for seeing a specialist.
- Encourage and guide parents/families when and how to use/access alternative care settings, e.g., web-based, tele-health, urgent care, and emergency care.
- Support members and collaborate with providers to enhance access to care through innovative, proactive approaches within Care Management, Chronic Care, and Quality Management. Work with providers to identify and resolve opportunities.
- Continually assess, revisit and simplify plan requirements/processes (i.e., UM) impacting access to care, tests, or treatment. Seek opportunities to improve processes and procedures.
- Review and simplify precertification/auth/referral policies/procedures for both member and provider, including messages and communications. Cross-reference with complaints, concerns, and quality of care issues. Improve and clarify processes and communications.
- Evaluate and simplify member communications, assuring that members are clearly told why something is not approved. When appropriate, offer suggestions for next steps or alternatives.
- Ensure Customer Service representatives are able to accurately advise members of available alternatives for care, such as walk-in clinics, urgent care, specialists, labs, etc.

Improvement Strategies – Rating of Health Plan

- Analyze, investigate, probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with Rating of the Plan (i.e., CS, GNC, GCQ, HWDC). Review QI recommendations/actions of these CAHPS composite measures.
- Carefully review, simplify and clarify all family/child member communications, processes and forms. Ensure that all materials and messages are accurate, up-to-date, complete and consistent, using concise and unambiguous language.
- Identify key parent needs and expectations and critically assess operations and processes.
- Ensure that the member website is easily navigable and highly user friendly.
- Simplify completion of commonly used forms via "pre-loaded" applications or on-line.
- Communicate and educate all areas of the Plan on CAHPS, sharing findings, initiatives and outcomes. Seek input and observations. Engage relevant contributors into QI design/activities.
- Analyze satisfaction levels and loyalty ratings based on member profile/segmentation data (health system, age, length of membership, have PCP, etc.).
- Set S.M.A.R.T. goals. Specific, Measurable, Attainable, Realistic, and Timely for all identified activities. Assess all relevant internal data. Conduct additional surveys, data analyses as needed.
- Consider opportunities for positive and strategic messaging about the plan or health care reminders to members. Use technology to provide more effective and efficient care.
- Consider the value of a SPH CAHPS Drill-Down, Simulation Survey or CG-CAHPS to probe key CAHPS measures and/or target segments of the population.

Improvement Strategies – Rating of Health Care

- Analyze, assess, probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with Rating of Health Care (e.g., GNC, GCQ, HWDC, CoC). Review QI recommendations/actions for related CAHPS composite measures.
- Seek to simplify Plan requirements, processes, and/or procedures (e.g., UM, CM, Pharma, Use of IVR) impacting the member experience of care and access to care, tests or treatment. Examples include: Provide care quickly. Provide quick access to effective treatments. Minimize patient costs for care.
- Assess internal data. Track, audit, review and assess call center calls and/or complaints regarding quality of care, choice of providers, access to care, UM, CM, health system, etc.
- Communicate and educate all areas of the Plan on CAHPS, sharing findings, initiatives and outcomes. Seek input and observations. Engage relevant contributors into QI design/activities.
- Confirm adequacy of contracted providers and walk-in centers with extended hours.
- Ensure CSR have easy access to current, updated resources to provide accurate guidance about plan/drug coverage, out of pocket cost, availability of providers, requirements, processes, etc.
- Foster strong relationships with contracted providers via regular communications and collaboration. Data driven comparisons of PEC metrics can support/guide mutual improvement.
- Explore potential of aligning information flow/ EHRs to better integrate, support, or facilitate patient care, coordination of care and vital information among contracted providers.
- Consider the need to conduct additional measurement, probing of composite measures with targeted populations or health systems (e.g., CG-CAHPS or CAHPS Drill Down Survey).

[Full List of Improvement Strategies](#) 



a Press Ganey Solution

KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

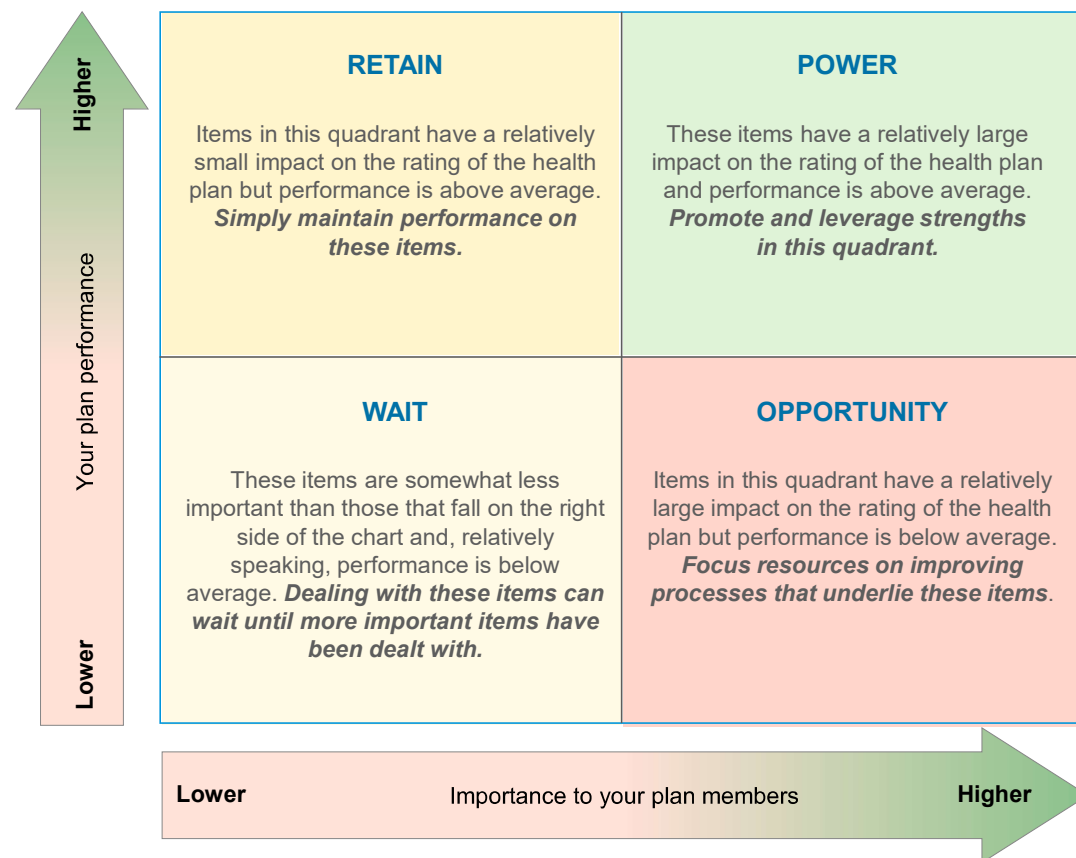
- BC Community Centennial

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.



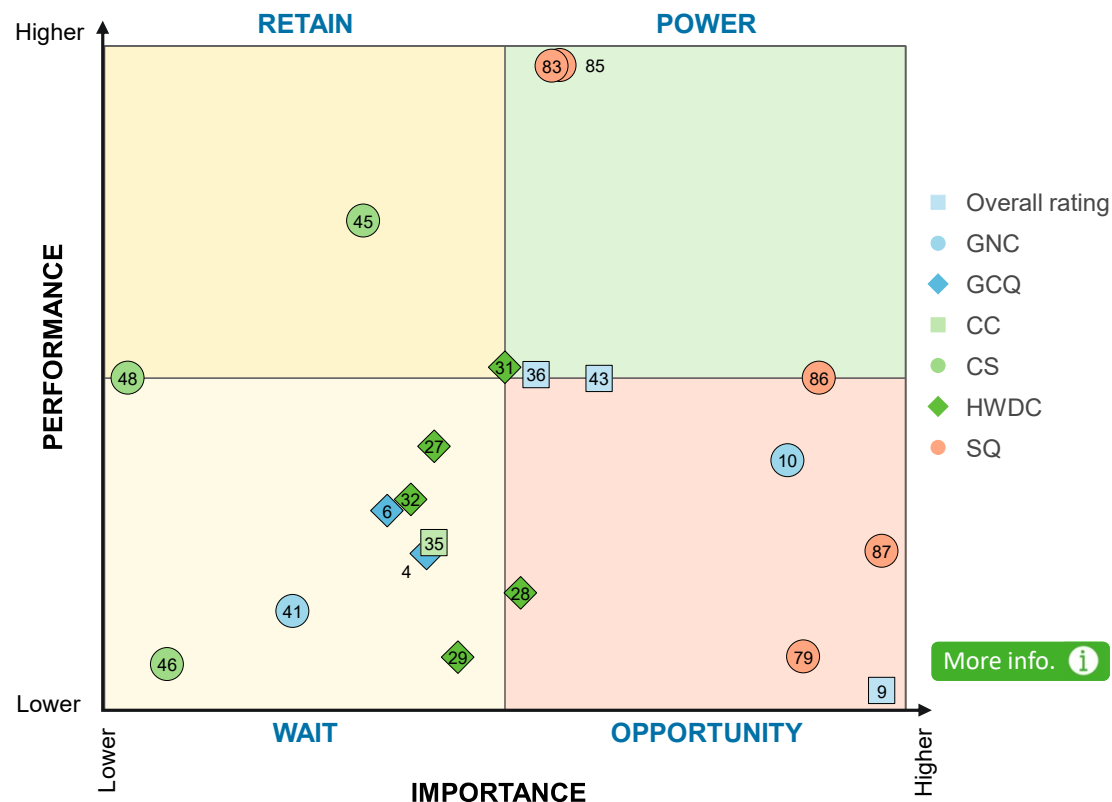
POWER CHART: YOUR RESULTS

MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE	SRS	SPH %tile	
POWER			
Q85	Provider ignored what you told him or her	98.9%	---
Q83	Treated unfairly at Drs. office due to language barrier	97.1%	---
Q36	Rating of Personal Doctor	77.3%	51 st
Q31	Dr explained things to child	94.8%	52 nd
OPPORTUNITY			
Q9	Rating of Health Care	60.0%	<5 th
Q87	Able to follow provided instructions	54.3%	---
Q86	Educational materials easy to understand	72.7%	---
Q79	Satisfied with help to coordinate care	76.3%	---
Q10	Getting care, tests, or treatment	88.0%	37 th
Q43	Rating of Specialist	73.9%	50 th
Q28	Dr. listened carefully	93.5%	18 th
WAIT			
Q29	Dr. showed respect	93.5%	7 th
Q27	Dr. explained things	94.5%	40 th
Q35	Coordination of Care	81.0%	25 th
Q4	Getting urgent care	86.4%	23 rd
Q32	Dr. spent enough time	88.9%	31 st
Q6	Getting routine care	80.0%	29 th
Q41	Getting specialist appointment	72.0%	14 th
Q46	Treated with courtesy and respect	87.1%	6 th
Q48	Ease of Filling Out Forms +	96.2%	53 rd
RETAIN			
Q45	Provided information or help	87.1%	74 th

KEY DRIVERS, SUMMARY RATES AND PERCENTILES

The table assesses the key drivers and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in the rating of the health plan.





KEY DRIVERS OF RATING OF HEALTH PLAN

BC Community Centennial

MEDICAID CHILD: GENERAL POPULATION

ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE	SUMMARY RATE SCORE		SPH BoB PERCENTILE	CLASSIFICATION	
	YOUR PLAN	INDUSTRY		YOUR PLAN	INDUSTRY			
			Q49	Rating of Health Plan	68.3%	72.5%	21st	
✓	1	1	Q9	Rating of Health Care	60.0%	71.2%	<5 th	Opportunity
	2	---	Q87	Able to follow provided instructions	54.3%	---	---	Opportunity
	3	---	Q86	Educational materials easy to understand	72.7%	---	---	Opportunity
	4	---	Q79	Satisfied with help to coordinate care	76.3%	---	---	Opportunity
✓	5	5	Q10	Getting care, tests, or treatment	88.0%	89.2%	37 th	Opportunity
✓	6	3	Q43	Rating of Specialist	73.9%	73.9%	50 th	Opportunity
	7	---	Q85	Provider ignored what you told him or her	98.9%	---	---	Power
	8	---	Q83	Treated unfairly at Drs. office due to language barrier	97.1%	---	---	Power
✓	9	2	Q36	Rating of Personal Doctor	77.3%	77.4%	51 st	Power
✓	10	10	Q28	Dr. listened carefully	93.5%	95.6%	18 th	Opportunity
	15	9	Q4	Getting urgent care	86.4%	90.5%	23 rd	Wait
	17	8	Q6	Getting routine care	80.0%	82.9%	29 th	Wait
	18	7	Q45	Provided information or help	87.1%	82.7%	74 th	Retain
	19	4	Q41	Getting specialist appointment	72.0%	79.5%	14 th	Wait
	20	6	Q46	Treated with courtesy and respect	87.1%	93.7%	6 th	Wait

TOP 10 KEY DRIVERS

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.

SPH 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.

All Industry scores & rankings are calculated based on the 2022 SPH 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.



a Press Ganey Solution

MEASURE ANALYSES

Measure Details and Summary Rate Scores

- BC Community Centennial

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

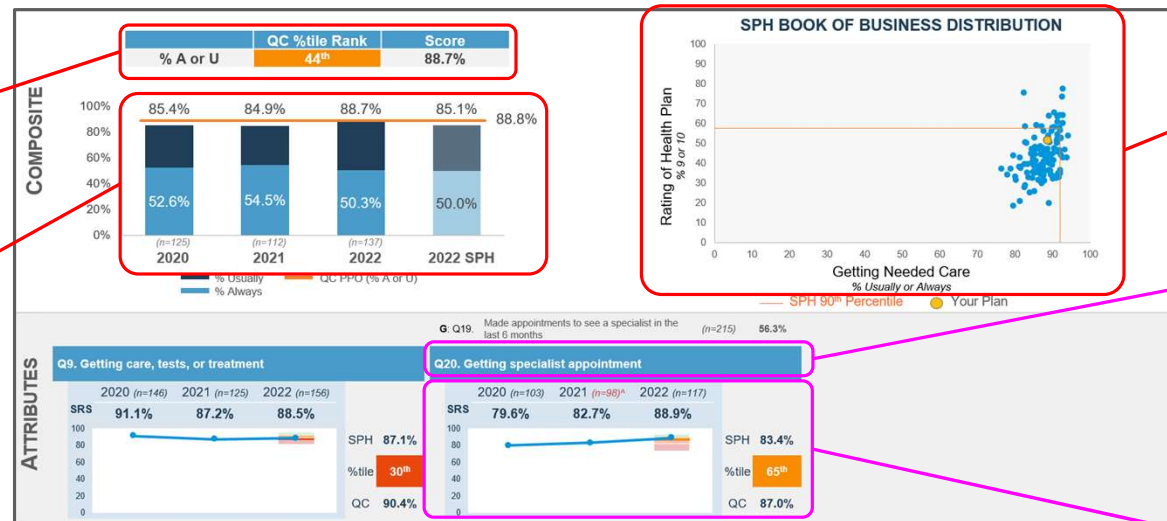
All scores displayed in this section are summary rate scores (notated with 'SRS').

More info.

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, SPH BoB and Quality Compass national data are displayed.



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

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

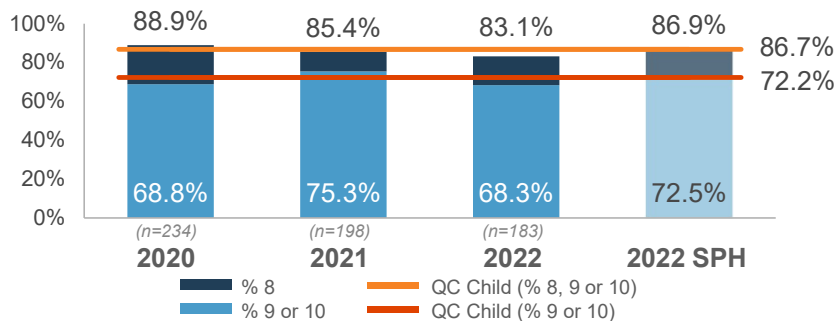
For composites – all corresponding attributes that roll-up into the composite score are displayed:

- 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 2021 **Quality Compass** percentile bands



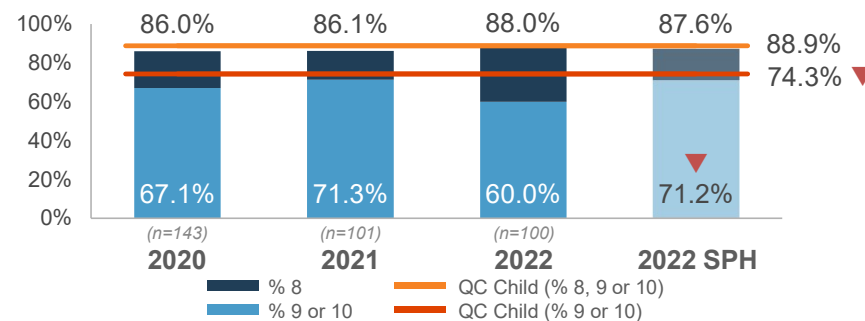
RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	18 th	83.1%
% 9 or 10	24 th	68.3%



RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	37 th	88.0%
% 9 or 10	<5 th	60.0%



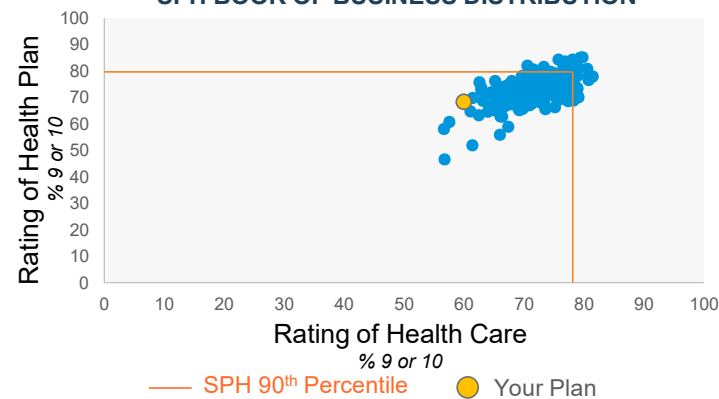
Key Drivers Of The Rating Of The Health Plan

POWER

OPPORTUNITIES

Q85 Provider ignored what you told him or her	Q9 Rating of Health Care
Q83 Treated unfairly at Drs. office due to language barrier	Q87 Able to follow provided instructions
Q36 Rating of Personal Doctor	Q86 Educational materials easy to understand
Q31 Dr explained things to child	Q79 Satisfied with help to coordinate care
	Q10 Getting care, tests, or treatment
	Q43 Rating of Specialist
	Q28 Dr. listened carefully

SPH BOOK OF BUSINESS DISTRIBUTION



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

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

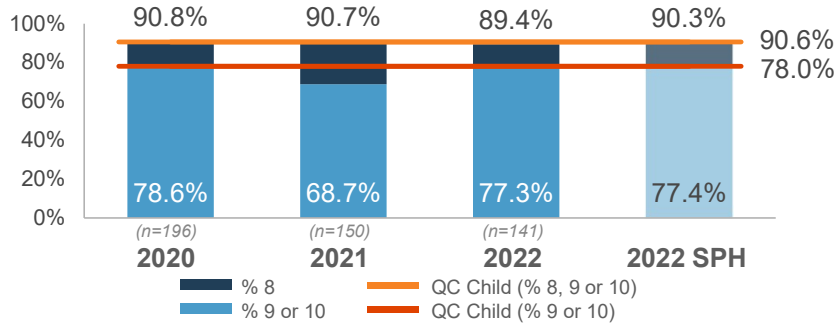


RATINGS

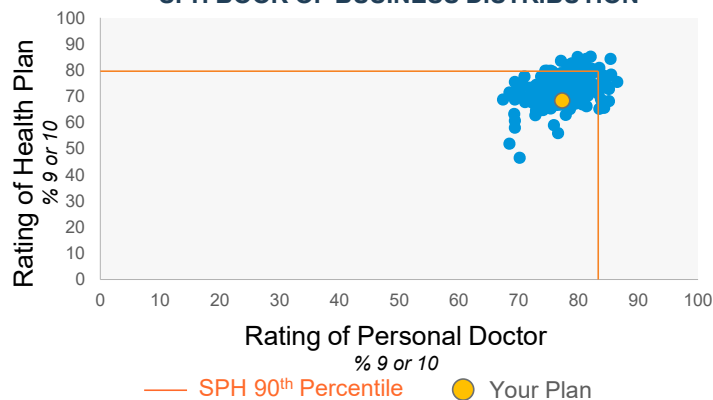
MEDICAID CHILD: GENERAL POPULATION

RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	30 th	89.4%
% 9 or 10	42 nd	77.3%

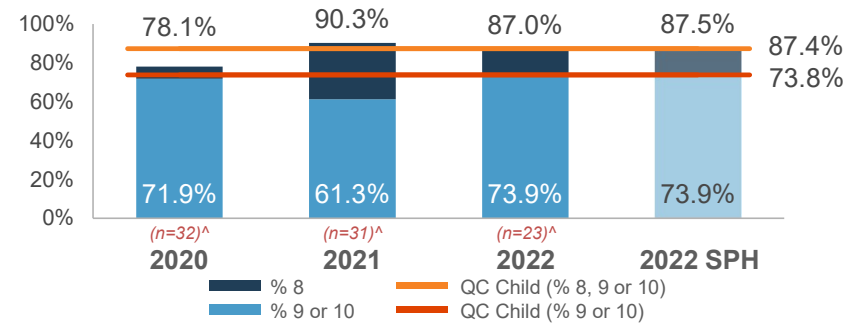


SPH BOOK OF BUSINESS DISTRIBUTION

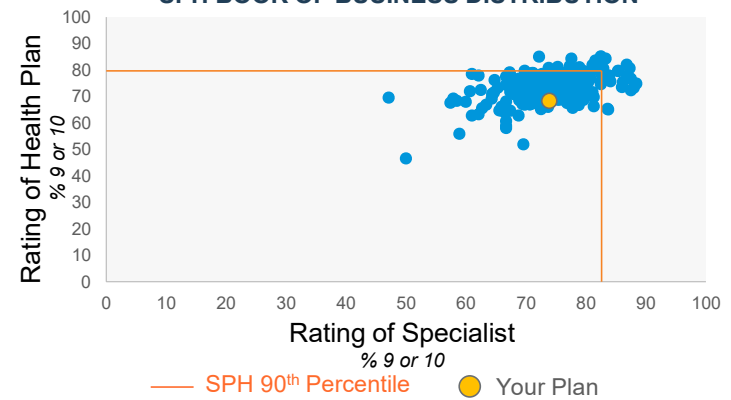


RATING OF SPECIALIST

	QC %tile Rank	Score
% 8, 9 or 10	50 th	87.0%
% 9 or 10	49 th	73.9%



SPH BOOK OF BUSINESS DISTRIBUTION



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

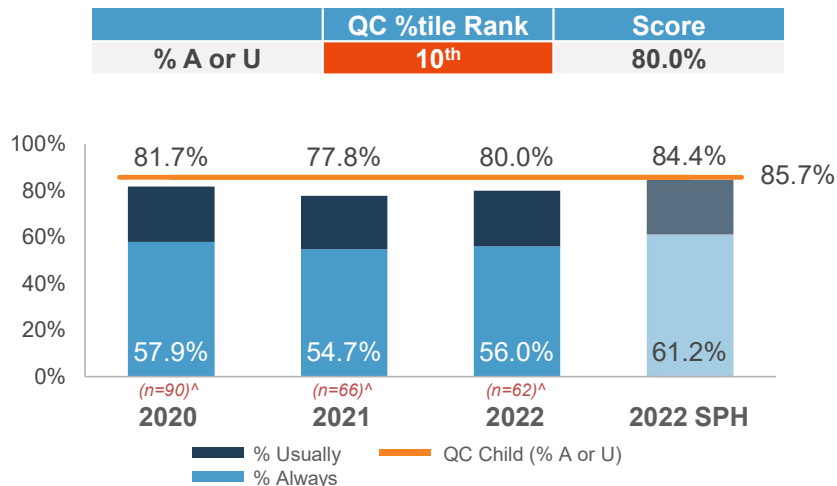
[^]Denominator less than 100. NCQA will assign an NA to this measure.



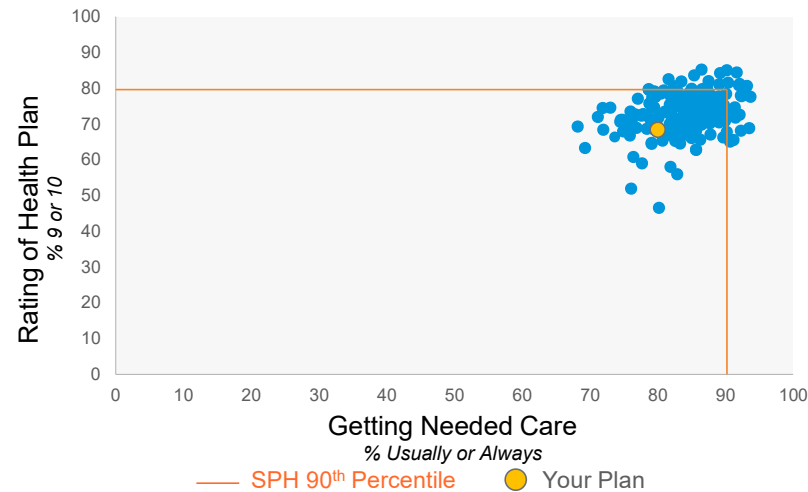
GETTING NEEDED CARE

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



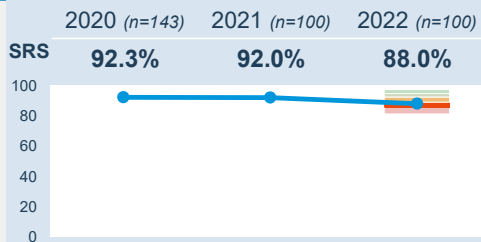
SPH BOOK OF BUSINESS DISTRIBUTION



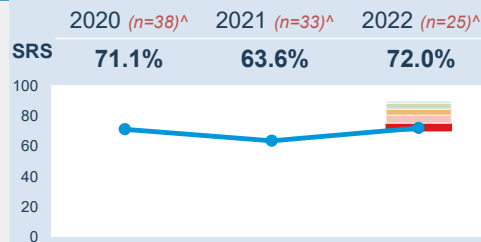
ATTRIBUTES

G: Q40. Made appointments to see a specialist in the last 6 months (n=189) 13.2%

Q10. Getting care, tests, or treatment



Q41. Getting specialist appointment



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

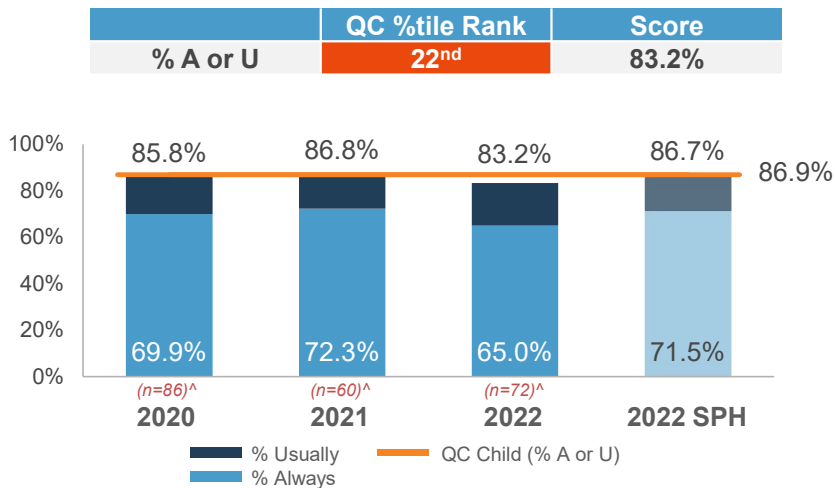
[^]Denominator less than 100. NCQA will assign an NA to this measure.



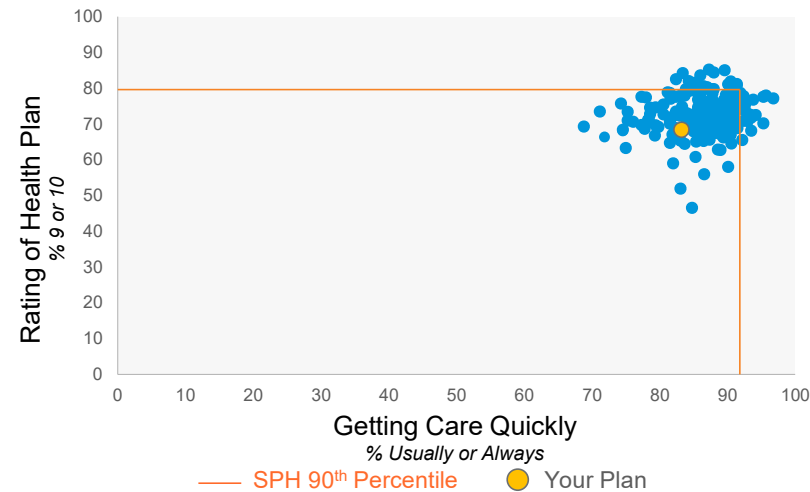
GETTING CARE QUICKLY

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



SPH BOOK OF BUSINESS DISTRIBUTION

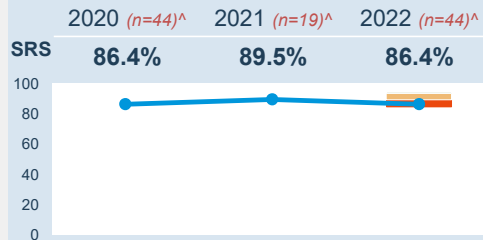


ATTRIBUTES

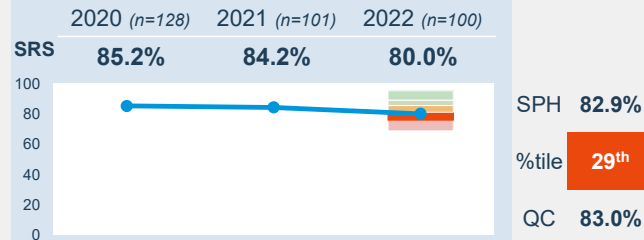
G: Q3. Had illness, injury or condition that needed care right away (n=185) 24.3%

G: Q5. Made appointments for check-ups or routine care at doctor's office or clinic (n=185) 55.1%

Q4. Getting urgent care



Q6. Getting routine care



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

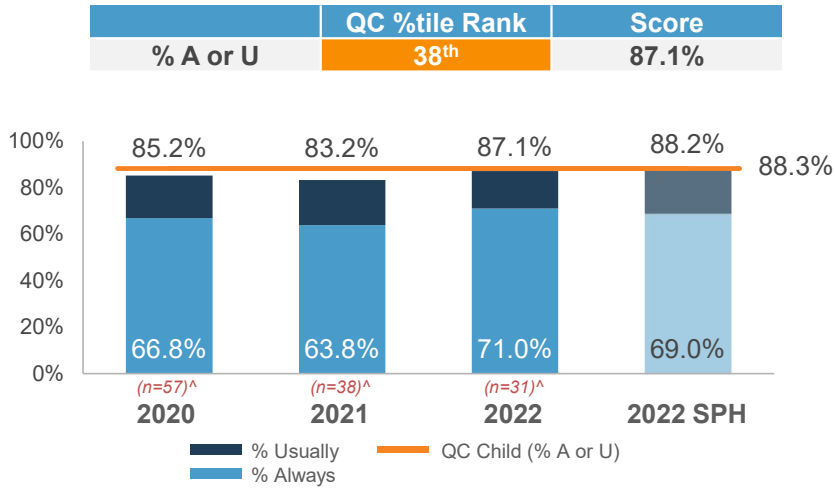
[^]Denominator less than 100. NCQA will assign an NA to this measure.



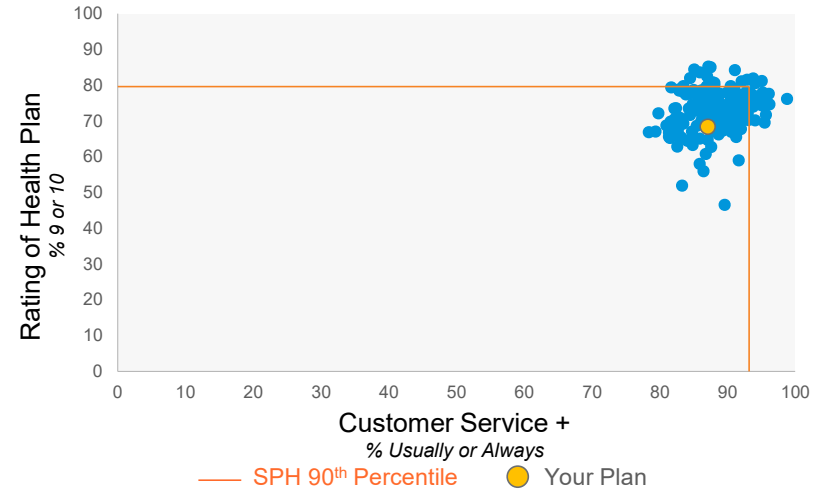
CUSTOMER SERVICE +

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



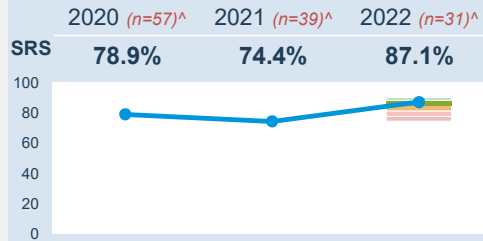
SPH BOOK OF BUSINESS DISTRIBUTION



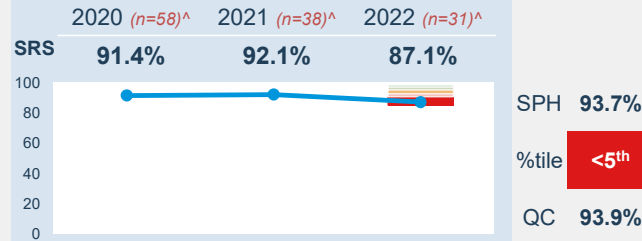
G: Q44. Got information or help from customer service (n=184) 17.4%

ATTRIBUTES

Q45. Provided information or help



Q46. Treated with courtesy and respect

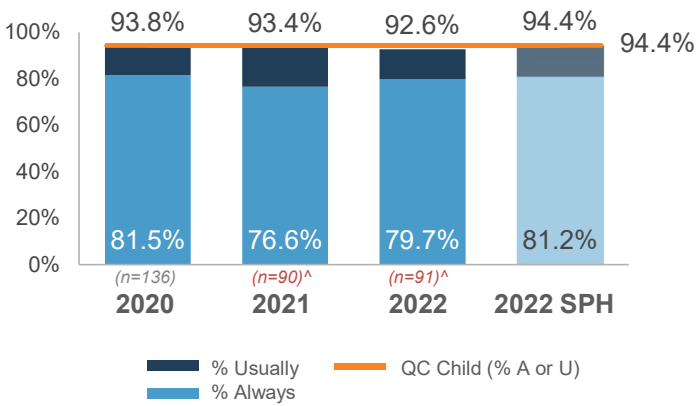


Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

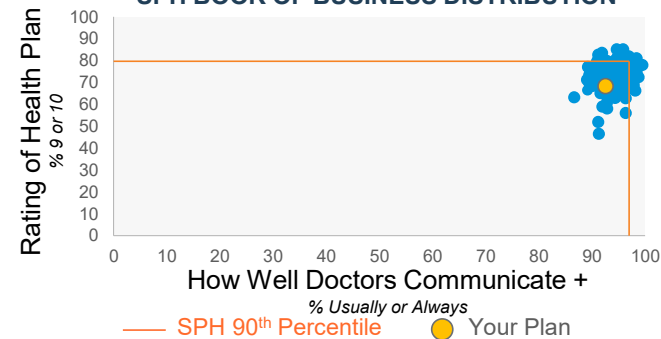
[^]Denominator less than 100. NCQA will assign an NA to this measure.

COMPOSITE

% A or U	QC %tile Rank	Score
92.6%	22 nd	92.6%



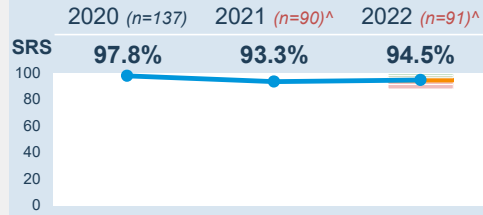
SPH BOOK OF BUSINESS DISTRIBUTION



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

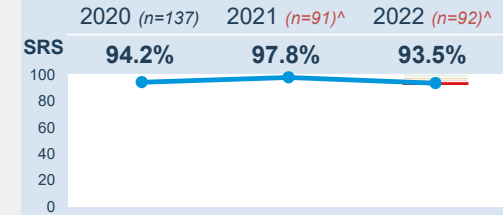
ATTRIBUTES

Q27. Dr. explained things



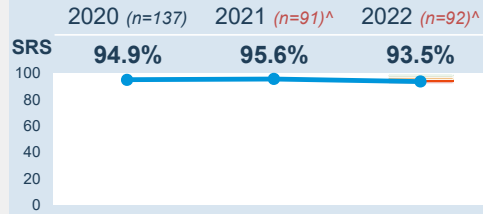
SPH **94.8%**
%tile **46th**
QC **94.6%**

Q29. Dr. showed respect



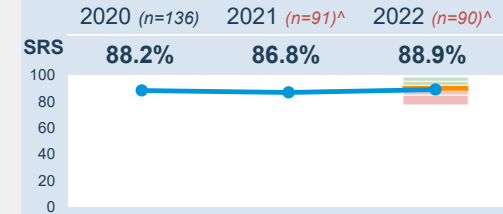
SPH **96.7%**
%tile **<5th**
QC **96.9%**

Q28. Dr. listened carefully



SPH **95.6%**
%tile **10th**
QC **96.0%**

Q32. Dr. spent enough time



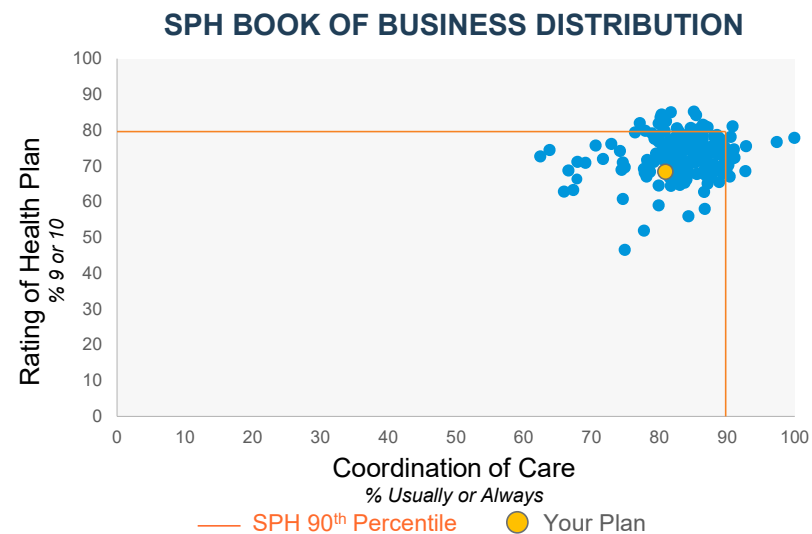
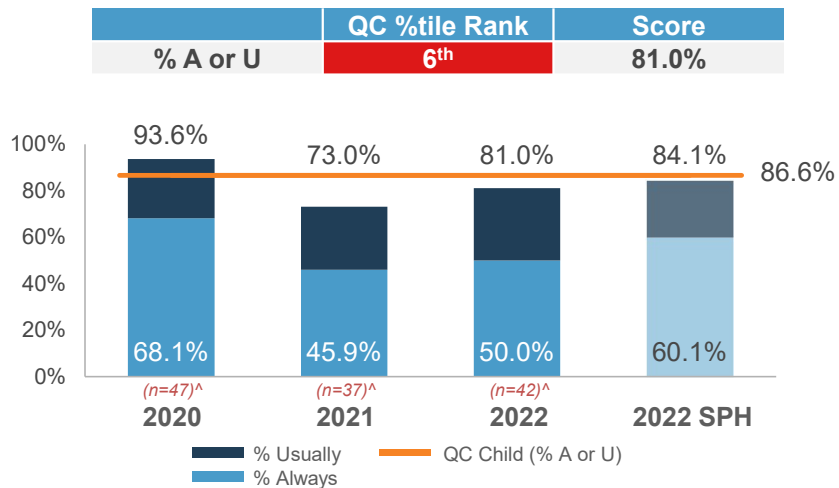
SPH **90.6%**
%tile **38th**
QC **90.2%**

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



COORDINATION OF CARE

MEDICAID CHILD: GENERAL POPULATION



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

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



a Press Ganey Solution

SUMMARY OF TREND AND BENCHMARKS

- BC Community Centennial

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 2021 score (↑), the 2020 score (≠) or benchmark score (▲).

Red – Current year score is significantly lower than the 2021 score (↓), the 2020 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.

Available Benchmarks

The following benchmarks are used throughout the report.

	2021 Quality Compass® All Plans (General Population)	2021 Quality Compass® All Plans (CCC Population)	2021 NCQA 1-100 Benchmark (General Population)	2021 NCQA 1-100 Benchmark (CCC Population)	2022 SPH Analytics Book of Business (General Population)	2022 SPH Analytics Book of Business (CCC Population)
	Includes all Medicaid child samples (Non-CCC and CCC) that submitted data to NCQA in 2021.	Includes all Medicaid child samples (CCC) that submitted data to NCQA in 2021.	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 2021.	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 2021.	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with SPH Analytics to administer the 2022 CAHPS 5.1H survey and submitted data to NCQA.	Includes all the Medicaid child samples (CCC) that contracted with SPH Analytics to administer the 2022 CAHPS 5.1H survey and submitted data to NCQA.
PROS	<ul style="list-style-type: none"> Contains more plans than the SPH 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 SPH 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 SPH Analytics 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 SPH Analytics 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
CONS	<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	183 Plans	57 Plans	183 Plans	57 Plans	189 Plans 47,922 Respondents	70 Plans 14,580 Respondents



SUMMARY RATE SCORES

MEDICAID CHILD: GENERAL POPULATION

BC Community Centennial

	2022 Valid n	2020	2021	2022	2022 GP SPH BoB	2021 GP QC
Rating Questions (% 9 or 10)						
★ Q49. Rating of Health Plan	183	68.8%	75.3%	68.3%	72.5%	72.2%
★ Q9. Rating of Health Care	100	67.1%	71.3%	60.0%	71.2% ▼	74.3% ▼
★ Q36. Rating of Personal Doctor	141	78.6%	68.7%	77.3%	77.4%	78.0%
★ Q43. Rating of Specialist	23 [^]	71.9%	61.3%	73.9%	73.9%	73.8%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	183	88.9%	85.4%	83.1%	86.9%	86.7%
Q9. Rating of Health Care	100	86.0%	86.1%	88.0%	87.6%	88.9%
Q36. Rating of Personal Doctor	141	90.8%	90.7%	89.4%	90.3%	90.6%
Q43. Rating of Specialist	23 [^]	78.1%	90.3%	87.0%	87.5%	87.4%
★ Getting Needed Care (% Usually or Always)	62[^]	81.7%	77.8%	80.0%	84.4%	85.7%
Q10. Getting care, tests, or treatment	100	92.3%	92.0%	88.0%	89.2%	90.3%
Q41. Getting specialist appointment	25 [^]	71.1%	63.6%	72.0%	79.5%	78.1%
★ Getting Care Quickly (% Usually or Always)	72[^]	85.8%	86.8%	83.2%	86.7%	86.9%
Q4. Getting urgent care	44 [^]	86.4%	89.5%	86.4%	90.5%	91.0%
Q6. Getting routine care	100	85.2%	84.2%	80.0%	82.9%	83.0%
★ Q35. Coordination of Care	42[^]	93.6%	73.0%	81.0%	84.1%	86.6%
Customer Service + (% Usually or Always)						
Q45. Provided information or help	31 [^]	78.9%	74.4%	87.1%	82.7%	82.8%
Q46. Treated with courtesy and respect	31 [^]	91.4%	92.1%	87.1%	93.7%	93.9%
How Well Doctors Communicate + (% Usually or Always)						
Q27. Dr. explained things	91 [^]	97.8%	93.3%	94.5%	94.8%	94.6%
Q28. Dr. listened carefully	92 [^]	94.9%	95.6%	93.5%	95.6%	96.0%
Q29. Dr. showed respect	92 [^]	94.2%	97.8%	93.5%	96.7%	96.9%
Q32. Dr. spent enough time	90 [^]	88.2%	86.8%	88.9%	90.6%	90.2%
Q48. Ease of Filling Out Forms + (% Usually or Always)						
	182	96.1%	94.5%	96.2%	96.1%	96.0%

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↑/↓) or benchmark score (▲/▼).

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



SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

BC Community Centennial

	2022 Valid n	2020	2021	2022	2022 CCC SPH BoB	2021 CCC QC
Rating Questions (% 9 or 10)						
★ Q49. Rating of Health Plan	152	69.2%	70.9%	68.4%	69.7%	68.6%
★ Q9. Rating of Health Care	107	70.8%	63.4%	58.9%	69.1% ▼	71.7% ▼
★ Q36. Rating of Personal Doctor	130	77.5%	75.9%	79.2%	77.5%	78.4%
★ Q43. Rating of Specialist	50 [^]	71.4%	67.7%	72.0%	74.0%	74.4%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	152	89.3%	84.2%	83.6%	84.4%	83.9%
Q9. Rating of Health Care	107	83.8%	82.1%	84.1%	86.5%	87.8%
Q36. Rating of Personal Doctor	130	92.1%	88.3%	87.7%	89.5%	89.5%
Q43. Rating of Specialist	50 [^]	82.5%	83.1%	90.0%	87.1%	87.5%
★ Getting Needed Care (% Usually or Always)	80[^]	83.4%	82.3%	84.7%	87.5%	87.5%
Q10. Getting care, tests, or treatment	107	85.5%	87.8%	86.0%	90.4%	90.6%
Q41. Getting specialist appointment	54 [^]	81.3%	76.8%	83.3%	84.5%	85.0%
★ Getting Care Quickly (% Usually or Always)	74[^]	89.2%	86.0%	83.8%	90.5%	90.8% ▼
Q4. Getting urgent care	53 [^]	87.2%	89.5%	90.6%	92.4%	94.4%
Q6. Getting routine care	96 [^]	91.2%	82.5%	77.1% ‡	88.5% ▼	88.1% ▼
★ Q35. Coordination of Care	63[^]	81.2%	73.1%	74.6%	83.3%	85.2%
Customer Service + (% Usually or Always)						
Q45. Provided information or help	39 [^]	89.1%	86.0%	79.5%	83.7%	86.8%
Q46. Treated with courtesy and respect	39 [^]	92.7%	96.0%	92.3%	94.8%	95.6%
How Well Doctors Communicate + (% Usually or Always)						
Q27. Dr. explained things	104	96.7%	93.6%	94.2%	95.7%	95.2%
Q28. Dr. listened carefully	104	96.8%	95.4%	96.2%	95.5%	95.7%
Q29. Dr. showed respect	104	96.0%	97.2%	97.1%	96.5%	96.7%
Q32. Dr. spent enough time	104	93.5%	87.2%	89.4%	91.9%	91.0%
Q48. Ease of Filling Out Forms + (% Usually or Always)						
	150	96.3%	94.5%	93.3%	95.9%	95.6%

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (‡/‡) or benchmark score (▲/▼).

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



SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

BC Community Centennial

CCC MEASURES	2022 Valid n	2020	2021	2022	2022 CCC SPH BoB	2021 CCC QC
Q51. Access to Rx Medicines (% Usually or Always)	120	89.7%	92.4%	82.5% ↓	91.5% ▼	94.4% ▼
Access to Specialized Services (% Usually or Always)	43 [^]	80.9%	78.0%	69.0%	73.0%	74.0%
Q15. Easy to get special medical equipment	14 [^]	69.2%	70.6%	71.4%	71.9%	NA
Q18. Easy to get special therapy	48 [^]	84.3%	80.4%	64.6% ‡	74.2%	NA
Q21. Easy to get treatment or counseling	69 [^]	89.3%	82.9%	71.0% ‡	72.9%	74.4%
FCC: Dr Who Knows Child (% Yes)	93 [^]	93.1%	91.9%	91.9%	91.5%	90.8%
Q33. Discussed feelings/growth/behavior	104	90.3%	92.6%	89.4%	90.4%	NA
Q38. Understands effects on child's life	89 [^]	95.9%	92.6%	95.5%	93.7%	92.9%
Q39. Understands effects on family's life	88 [^]	92.9%	90.5%	90.9%	90.4%	90.0%
Q8. FCC: Getting Needed Info (% Usually or Always)	108	94.6%	89.4%	90.7%	92.0%	NA
Coordination of Care for CCC (% Yes)	45 [^]	81.6%	78.6%	76.6%	76.6%	77.1%
Q13. Helped contact child's school/daycare	22 [^]	90.5%	100%	90.9%	92.6%	NA
Q24. Helped coordinate child's care	69 [^]	72.7%	57.1%	62.3%	60.5%	60.3%

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (‡/‡) or benchmark score (▲/▼).

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



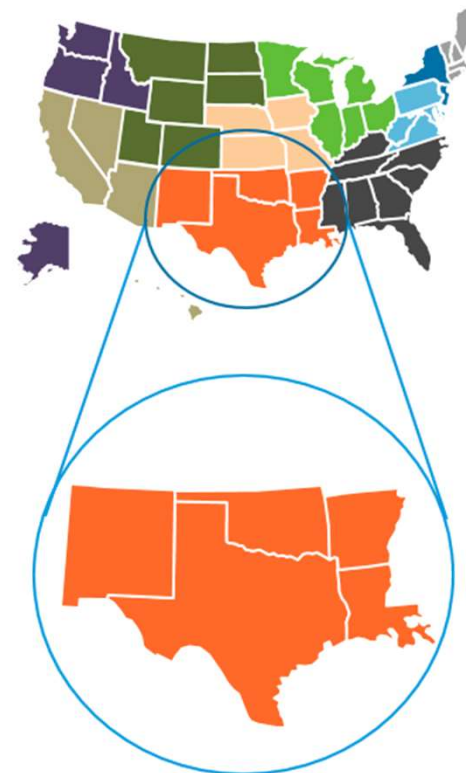
REGIONAL PERFORMANCE

MEDICAID CHILD: GENERAL POPULATION

BC Community Centennial

	SUMMARY RATE	2022 SPH BoB REGION
Rating Questions (% 9 or 10)		
★ Q49. Rating of Health Plan	68.3%	76.8% ❖
★ Q9. Rating of Health Care	60.0%	73.2% ❖
★ Q36. Rating of Personal Doctor	77.3%	77.3%
★ Q43. Rating of Specialist	73.9%	77.5%
Rating Questions (% 8, 9 or 10)		
Q49. Rating of Health Plan	83.1%	89.8% ❖
Q9. Rating of Health Care	88.0%	88.5%
Q36. Rating of Personal Doctor	89.4%	90.6%
Q43. Rating of Specialist	87.0%	89.8%
★ Getting Needed Care (% Usually or Always)	80.0%	84.4%
Q10. Getting care, tests, or treatment	88.0%	89.0%
Q41. Getting specialist appointment	72.0%	79.7%
★ Getting Care Quickly (% Usually or Always)	83.2%	85.8%
Q4. Getting urgent care	86.4%	89.0%
Q6. Getting routine care	80.0%	82.5%
★ Q35. Coordination of Care	81.0%	83.4%
Customer Service + (% Usually or Always)		
Q45. Provided information or help	87.1%	82.9%
Q46. Treated with courtesy and respect	87.1%	93.8%
How Well Doctors Communicate + (% Usually or Always)		
Q27. Dr. explained things	94.5%	93.6%
Q28. Dr. listened carefully	93.5%	95.2%
Q29. Dr. showed respect	93.5%	96.2%
Q32. Dr. spent enough time	88.9%	88.1%
Q48. Ease of Filling Out Forms + (% Usually or Always)	96.2%	95.7%

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 2022 SPH BoB Region score.



PERCENTILE RANKINGS

MEDICAID CHILD: GENERAL POPULATION

BC Community Centennial

	2022 Plan Score	QC %tile	National Percentiles from 2021 Quality Compass									SPH %tile	National Percentiles from 2022 SPH 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	68.3%	24 th	60.6	63.9	68.4	70.0	72.5	75.4	76.5	79.6	81.6	21 st	64.4	66.2	68.8	70.6	73.1	75.4	76.7	79.6	81.1
★ Q9. Rating of Health Care	60.0%	<5 th	66.3	68.9	71.1	72.5	74.4	76.5	77.2	80.0	81.2	<5 th	62.9	65.1	67.5	69.2	71.4	74.0	75.2	78.1	78.9
★ Q36. Rating of Personal Doctor	77.3%	42 nd	71.6	72.8	75.6	76.6	78.2	79.9	80.4	82.9	83.9	51 st	69.9	72.4	74.9	75.7	77.3	78.9	80.2	83.3	84.3
★ Q43. Rating of Specialist	73.9%	49 th	68.3	69.2	71.2	72.3	74.1	76.0	76.1	77.5	80.9	50 th	61.1	64.7	69.7	71.2	73.9	76.9	78.3	82.6	86.0
Rating Questions (% 8, 9 or 10)																					
Q49. Rating of Health Plan	83.1%	18 th	78.6	81.8	84.2	85.3	87.2	88.7	89.7	91.3	92.5	17 th	80.3	82.0	84.4	85.6	87.3	89.3	89.9	92.1	92.8
Q9. Rating of Health Care	88.0%	37 th	84.1	85.3	87.3	87.8	88.8	90.1	90.8	92.6	93.7	51 st	81.5	82.8	85.6	86.4	87.9	89.1	90.0	91.5	92.7
Q36. Rating of Personal Doctor	89.4%	30 th	86.4	87.1	88.9	89.7	90.9	91.7	92.2	94.2	94.9	32 nd	85.4	87.1	88.9	89.5	90.5	91.6	92.4	93.6	94.2
Q43. Rating of Specialist	87.0%	50 th	80.7	82.7	85.4	86.0	86.8	88.9	90.3	91.1	93.6	40 th	78.6	81.2	84.8	86.2	88.3	89.6	90.5	92.9	94.4
★ Getting Needed Care (% U/A)	80.0%	10th	78.3	79.4	82.7	84.3	85.7	88.0	89.0	90.9	92.3	22nd	74.8	76.5	80.6	82.1	84.4	86.4	87.6	90.2	92.1
Q10. Getting care, tests, or treatment	88.0%	22 nd	83.9	85.8	88.2	89.1	90.4	92.4	93.0	94.7	95.2	37 th	81.3	82.7	86.2	87.6	89.7	91.8	92.4	93.9	95.1
Q41. Getting specialist appointment	72.0%	<5 th	72.7	75.2	79.0	80.4	82.7	84.5	85.4	88.4	89.5	14 th	64.9	70.0	74.2	75.0	79.1	82.6	84.3	88.2	89.1
★ Getting Care Quickly (% U/A)	83.2%	22nd	78.8	79.8	84.1	85.2	87.6	89.3	90.0	92.5	93.6	24th	76.2	79.1	83.5	84.8	86.8	89.2	90.1	91.8	92.9
Q4. Getting urgent care	86.4%	11 th	84.7	84.7	89.3	89.3	92.4	93.5	93.5	94.3	94.3	23 rd	78.8	81.8	86.6	87.7	90.8	92.9	93.9	95.8	97.6
Q6. Getting routine care	80.0%	29 th	72.9	75.8	79.3	81.1	83.4	85.6	86.4	89.1	91.0	29 th	71.2	75.1	78.8	81.0	83.7	85.7	87.3	89.4	90.6
★ Q35. Coordination of Care	81.0%	6th	80.4	81.1	83.2	85.2	87.8	88.6	89.1	90.8	91.4	25th	71.9	77.3	81.0	82.1	84.2	86.6	87.2	89.8	90.6
Customer Service + (% U/A)	87.1%	38th	83.5	84.7	86.5	86.9	88.0	90.1	90.4	92.3	93.0	39th	81.7	82.9	85.9	86.8	88.3	90.3	91.1	93.2	95.0
Q45. Provided information or help	87.1%	86 th	76.0	77.8	80.3	81.2	82.7	84.8	85.7	88.2	89.3	74 th	73.8	76.1	78.6	80.8	82.9	85.7	87.2	90.3	91.6
Q46. Treated with courtesy and respect	87.1%	<5 th	89.4	90.5	92.2	92.6	94.5	95.3	95.6	97.1	97.5	6 th	86.6	88.9	92.0	92.7	93.9	95.5	96.3	98.1	100
How Well Doctors Communicate + (% U/A)	92.6%	22nd	90.6	91.4	92.9	93.4	94.3	95.5	96.0	97.3	97.9	23rd	90.2	91.1	92.8	93.5	94.6	95.7	96.1	97.0	97.6
Q27. Dr. explained things	94.5%	46 th	90.0	91.2	92.8	93.2	94.7	96.1	96.6	97.8	98.4	40 th	89.1	90.5	93.2	94.0	95.3	96.3	96.7	97.9	98.3
Q28. Dr. listened carefully	93.5%	10 th	92.8	93.5	94.9	95.2	95.8	97.0	97.4	98.4	98.9	18 th	91.8	92.7	94.0	94.7	95.8	96.6	96.9	98.1	98.7
Q29. Dr. showed respect	93.5%	<5 th	93.9	94.7	95.8	96.1	96.9	97.6	98.1	98.9	99.3	7 th	93.2	94.0	95.6	95.9	96.8	97.4	98.0	98.9	99.3
Q32. Dr. spent enough time	88.9%	38 th	83.0	84.8	87.8	88.5	90.2	92.2	93.0	95.3	96.5	31 st	83.7	85.5	87.9	89.1	91.2	92.5	93.2	94.9	95.8
Q48. Ease of Filling Out Forms + (% U/A)	96.2%	53rd	93.0	93.9	95.0	95.3	96.1	96.7	97.1	98.0	98.4	53rd	93.4	94.2	95.0	95.5	96.2	96.9	97.2	97.9	98.2



PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

BC Community Centennial

	2022 Plan Score	QC %tile	National Percentiles from 2021 Quality Compass										SPH %tile	National Percentiles from 2022 SPH 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	68.4%	43 rd	55.1	60.9	65.3	66.5	69.0	71.4	72.3	76.4	78.7	39 th	60.9	62.1	65.8	67.3	69.5	74.2	75.3	78.4	80.2		
★ Q9. Rating of Health Care	58.9%	<5 th	63.2	64.4	68.3	69.9	71.4	74.8	76.3	78.3	79.6	5 th	58.8	60.1	65.7	67.9	70.4	71.7	72.8	76.3	78.9		
★ Q36. Rating of Personal Doctor	79.2%	61 st	71.8	72.7	75.8	76.5	78.2	80.5	82.0	84.0	84.6	60 th	68.4	71.2	73.6	75.7	78.2	79.8	81.1	83.9	84.8		
★ Q43. Rating of Specialist	72.0%	33 rd	68.3	69.0	71.4	71.9	74.3	76.6	77.9	80.1	80.3	36 th	65.4	68.0	70.9	71.5	73.4	75.7	77.6	80.5	84.7		
Rating Questions (% 8, 9 or 10)																							
Q49. Rating of Health Plan	83.6%	40 th	75.3	78.8	81.9	82.8	84.5	86.4	86.7	88.5	88.8	34 th	77.4	79.7	82.9	83.5	85.2	87.0	87.7	89.8	90.7		
Q9. Rating of Health Care	84.1%	11 th	83.1	83.7	86.1	86.6	87.6	89.3	90.2	91.0	92.5	25 th	80.4	81.4	84.1	85.7	86.7	88.0	88.6	90.7	92.6		
Q36. Rating of Personal Doctor	87.7%	23 rd	84.0	85.2	87.9	88.4	90.1	90.8	91.5	93.0	94.1	27 th	85.8	86.6	87.7	88.1	89.3	90.8	91.7	94.1	94.2		
Q43. Rating of Specialist	90.0%	83 rd	82.9	83.7	85.7	86.8	87.7	89.1	89.6	90.8	91.4	80 th	79.8	82.2	85.0	85.5	87.1	88.4	89.1	90.9	92.6		
★ Getting Needed Care (% U/A)	84.7%	24th	80.7	81.4	86.0	86.4	88.3	89.4	90.4	91.7	92.1	23rd	79.8	81.6	85.0	86.2	89.0	90.3	90.6	91.8	92.8		
Q10. Getting care, tests, or treatment	86.0%	7 th	84.6	86.6	88.3	89.6	91.4	92.4	93.2	94.1	94.6	14 th	82.4	84.7	89.2	90.1	91.7	92.4	93.1	94.6	95.8		
Q41. Getting specialist appointment	83.3%	37 th	76.3	81.2	82.5	83.0	85.1	87.4	88.0	90.0	91.5	30 th	74.9	77.2	81.4	84.1	86.3	87.8	88.4	89.9	90.4		
★ Getting Care Quickly (% U/A)	83.8%	<5th	85.2	87.2	89.8	90.2	91.0	91.8	92.6	93.9	95.2	5th	83.7	85.8	89.2	89.7	91.1	92.4	93.0	94.4	95.5		
Q4. Getting urgent care	90.6%	<5 th	90.7	91.1	92.2	92.6	94.6	95.5	97.0	97.4	97.9	26 th	84.5	86.5	90.6	91.7	93.4	94.7	95.2	97.3	98.7		
Q6. Getting routine care	77.1%	<5 th	82.5	83.9	85.4	86.7	88.4	89.5	90.0	92.5	94.3	<5 th	82.2	83.8	86.5	87.3	89.2	90.5	91.4	93.0	93.4		
★ Q35. Coordination of Care	74.6%	<5th	80.2	80.7	82.8	84.1	85.1	86.8	87.9	89.7	90.0	9th	73.9	75.0	79.5	81.8	84.6	86.0	86.5	88.5	89.0		
Customer Service + (% U/A)	85.9%	6th	84.7	86.8	89.7	89.9	90.7	93.0	94.1	94.2	96.2	16th	84.0	85.3	86.8	87.2	89.1	91.9	92.5	94.1	94.5		
Q45. Provided information or help	79.5%	6 th	76.6	83.0	83.3	83.7	87.6	90.4	90.5	91.2	94.3	27 th	77.0	77.6	79.5	80.5	84.0	86.9	87.9	90.7	92.5		
Q46. Treated with courtesy and respect	92.3%	6 th	90.6	92.7	94.7	95.1	96.1	97.1	97.1	97.9	98.1	18 th	89.5	91.7	93.0	93.3	95.1	96.2	96.9	98.4	100		
How Well Doctors Communicate + (% U/A)	94.2%	37th	90.6	91.8	93.3	93.9	94.9	95.6	95.9	97.0	97.6	31st	91.4	92.2	93.8	94.3	95.2	96.0	96.2	97.1	97.8		
Q27. Dr. explained things	94.2%	30 th	90.2	91.5	93.8	94.7	95.7	96.5	96.7	97.4	98.2	20 th	92.2	92.6	94.4	94.9	95.8	96.6	97.0	98.2	98.8		
Q28. Dr. listened carefully	96.2%	60 th	92.5	92.9	94.5	95.3	95.9	96.4	96.8	98.0	98.3	61 st	92.3	92.9	94.4	95.1	95.6	96.6	97.0	97.7	98.3		
Q29. Dr. showed respect	97.1%	56 th	94.3	95.0	95.7	96.1	96.9	97.4	97.8	98.4	98.8	59 th	94.3	94.5	95.8	96.1	96.8	97.4	97.6	98.8	98.9		
Q32. Dr. spent enough time	89.4%	32 nd	84.6	85.6	88.3	89.5	91.5	92.7	93.9	95.7	96.4	19 th	86.8	87.7	90.5	91.5	92.9	94.0	94.6	95.7	96.4		
Q48. Ease of Filling Out Forms + (% U/A)	93.3%	12th	92.0	93.1	94.5	95.0	95.9	96.5	96.8	97.5	97.9	7th	93.2	94.0	95.0	95.3	96.0	96.6	97.1	97.8	98.3		



PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

BC Community Centennial

	2022 Plan Score	QC %tile	National Percentiles from 2021 Quality Compass										SPH %tile	National Percentiles from 2022 SPH 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)	82.5%	<5th	86.8	87.8	89.7	90.4	91.8	92.6	93.0	94.8	95.8	<5th	86.2	88.4	89.6	90.1	91.0	93.4	94.2	95.7	96.3		
Access to Specialized Services (% U/A)	69.0%	14th	64.1	66.0	72.2	72.2	73.7	74.7	77.9	82.5	83.2	21st	62.9	66.2	70.4	71.8	73.5	76.8	78.9	81.3	84.9		
Q15. Easy to get special medical equipment	71.4%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	50 th	53.4	60.5	66.7	68.6	71.4	81.8	83.3	91.9	94.7		
Q18. Easy to get special therapy	64.6%	<5 th	66.0	70.3	72.1	72.4	75.1	77.6	78.0	79.1	82.6	15 th	60.3	62.1	68.9	70.6	74.3	79.5	82.5	86.8	90.2		
Q21. Easy to get treatment or counseling	71.0%	32 nd	64.4	65.5	69.7	71.7	75.9	77.3	78.2	81.7	82.9	35 th	61.7	64.2	67.4	69.9	75.5	77.7	78.4	81.6	85.5		
FCC: Dr Who Knows Child (% Yes)	91.9%	69th	86.4	87.6	89.8	90.5	91.0	91.3	92.4	94.2	94.4	59 th	88.5	88.9	90.2	91.0	91.7	92.3	92.8	93.4	93.8		
Q33. Discussed feelings/growth/behavior	89.4%	42 nd	84.4	85.7	88.3	89.0	90.4	91.6	92.0	93.7	95.1	35 th	87.8	88.1	88.8	89.3	90.0	91.5	92.0	93.5	94.2		
Q38. Understands effects on child's life	95.5%	88 th	88.4	89.9	91.5	91.8	93.0	94.0	94.5	95.7	96.6	81 st	89.1	90.6	92.3	92.9	93.4	95.0	95.5	96.1	96.9		
Q39. Understands effects on family's life	90.9%	55 th	85.3	85.7	88.0	89.0	90.2	91.5	91.8	93.8	94.9	59 th	85.9	86.9	89.6	90.1	90.6	91.3	91.6	93.6	94.6		
Q8. FCC: Getting Needed Info (% U/A)	90.7%	43rd	85.8	87.9	89.3	89.6	91.0	91.8	92.6	93.7	96.0	23 rd	85.7	87.6	91.2	91.8	92.5	93.1	94.2	95.2	96.0		
Coordination of Care for CCC (% Yes)	76.6%	35th	69.3	72.0	75.6	76.6	78.1	78.9	78.9	81.2	81.4	43 rd	70.2	72.1	74.3	75.3	77.2	78.7	79.1	81.2	81.7		
Q13. Helped contact child's school/daycare	90.9%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	34 th	81.2	85.0	90.0	90.9	93.3	95.3	96.4	100	100		
Q24. Helped coordinate child's care	62.3%	53 rd	49.4	50.4	56.4	56.6	60.9	64.5	64.9	67.4	69.1	60 th	51.3	53.2	56.9	57.8	60.5	63.1	65.4	69.6	72.3		



a Press Ganey Solution

PROFILE OF SURVEY RESPONDENTS

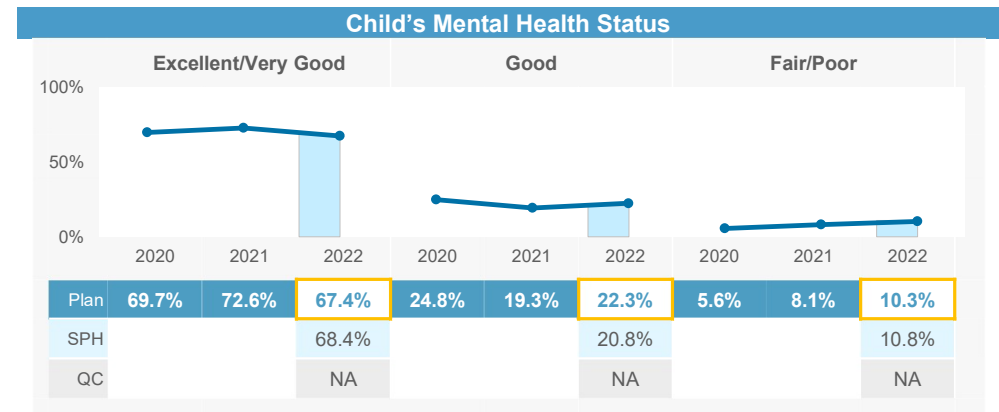
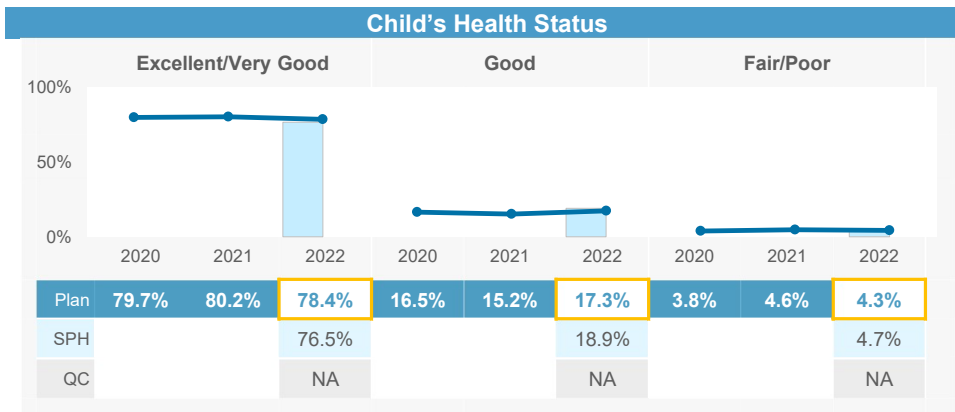
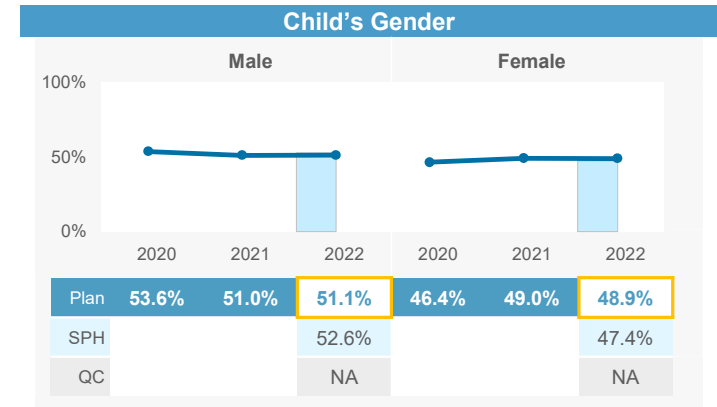
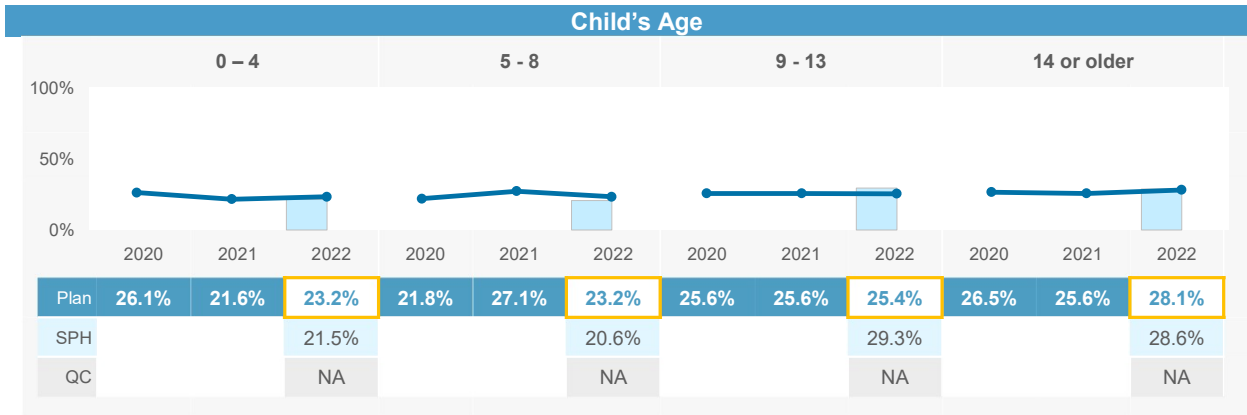
DEMOGRAPHIC COMPOSITION

- BC Community Centennial



PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION



More info.

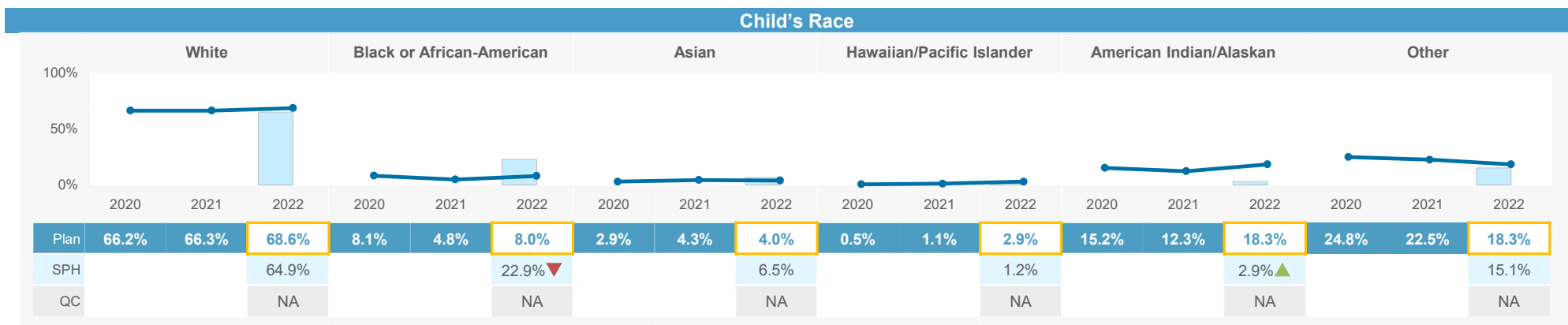
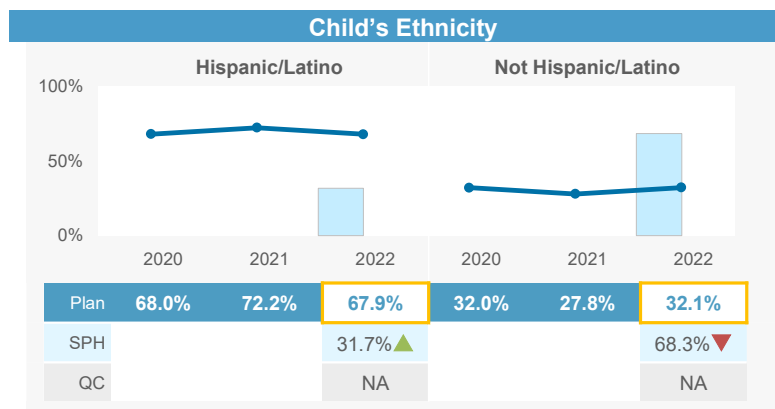
Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

Benchmarks: SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.



PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

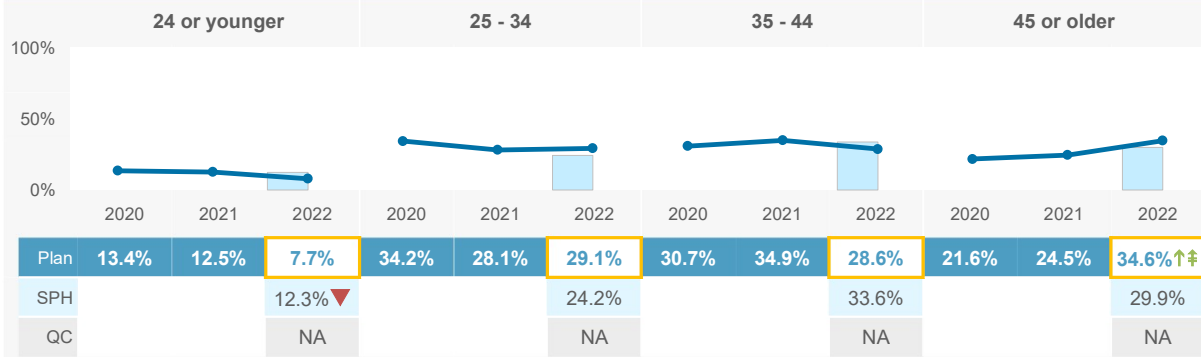
Benchmarks: SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.



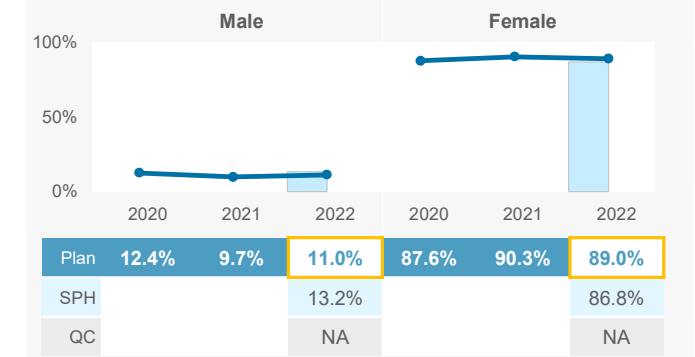
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

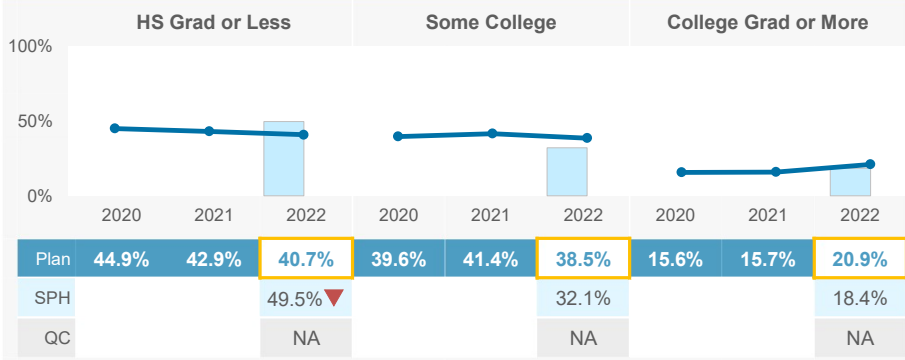
Respondent's Age



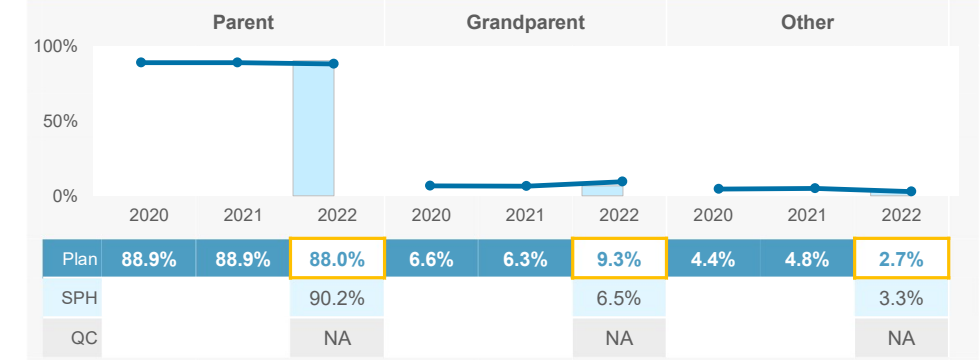
Respondent's Gender



Respondent's Education



Respondent's Relation to Child



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (‡/‡) or benchmark score (▲/▼).

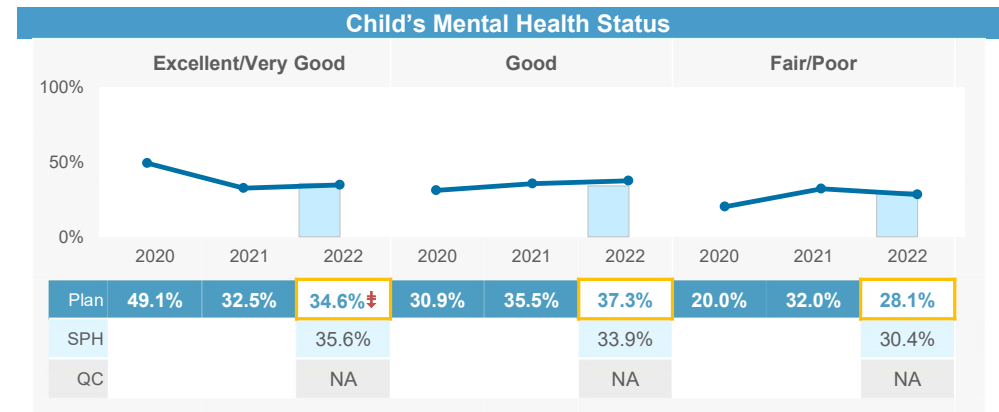
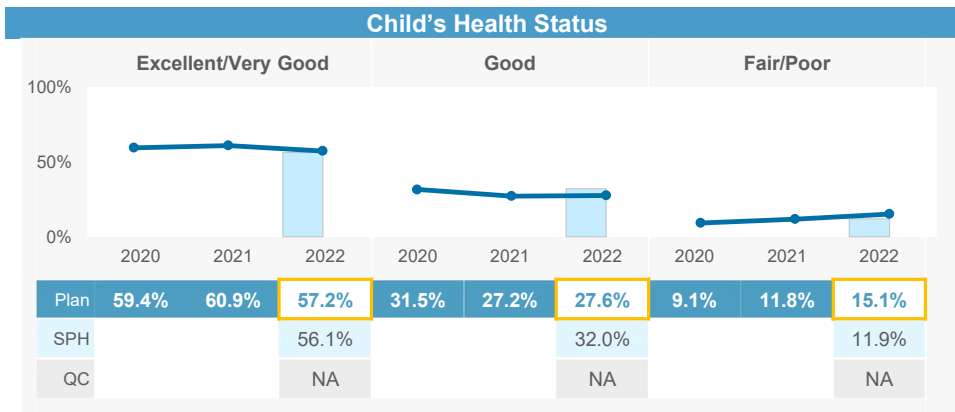
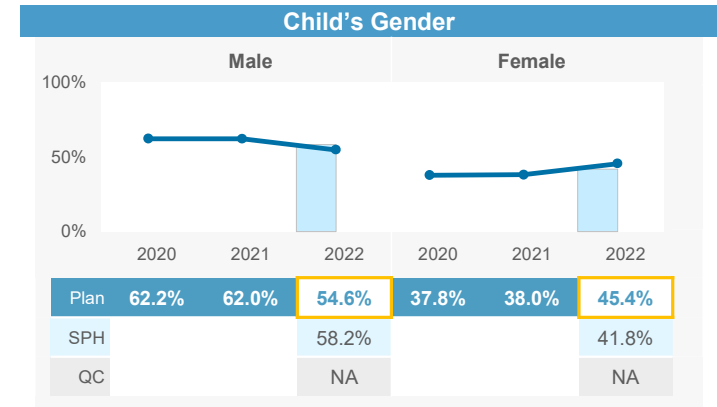
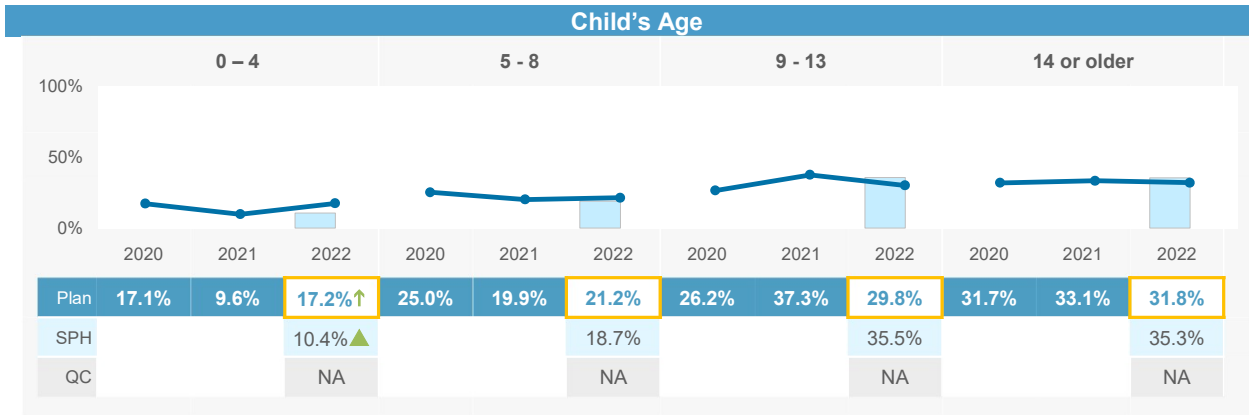
Benchmarks: SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.



PROFILE OF SURVEY RESPONDENTS

BC Community Centennial

MEDICAID CHILD: CCC POPULATION



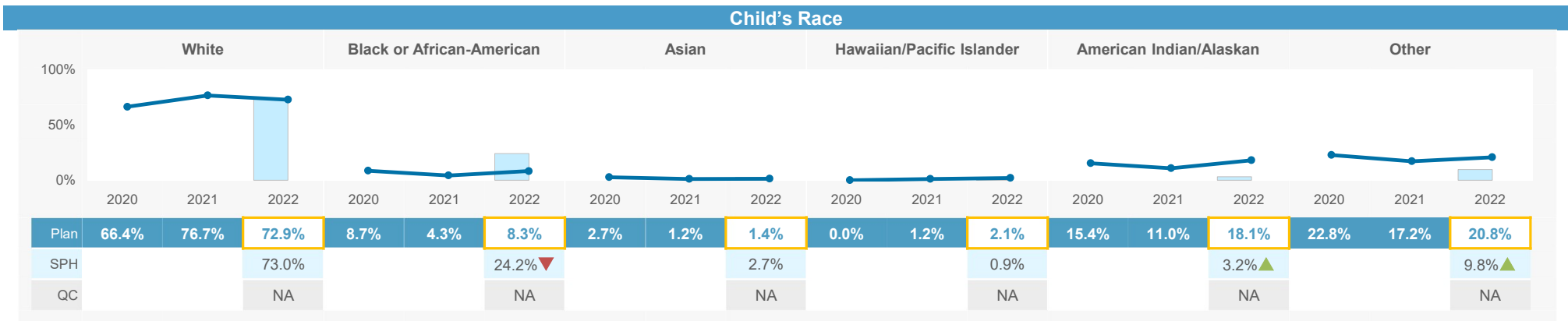
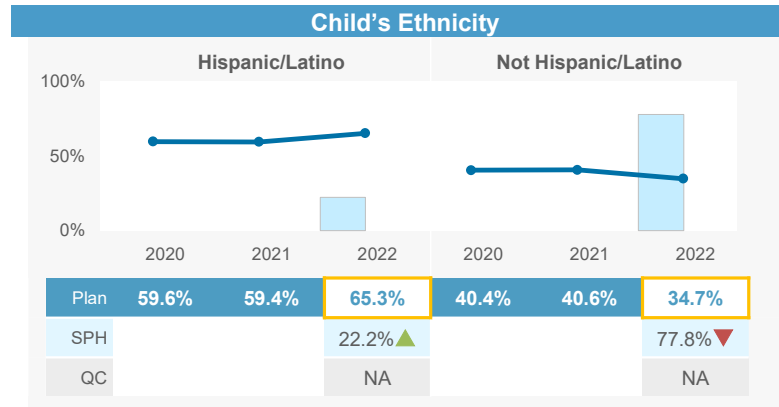
Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

Benchmarks: SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.



PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

Benchmarks: SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.

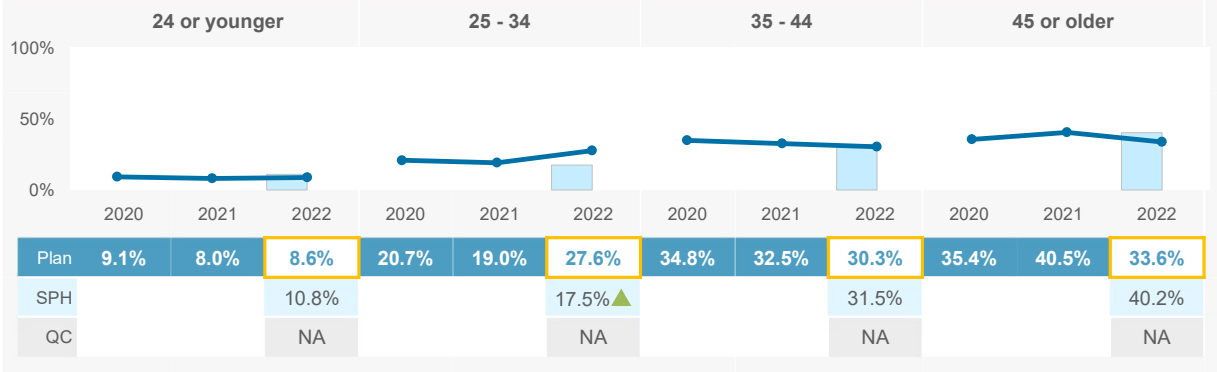


PROFILE OF SURVEY RESPONDENTS

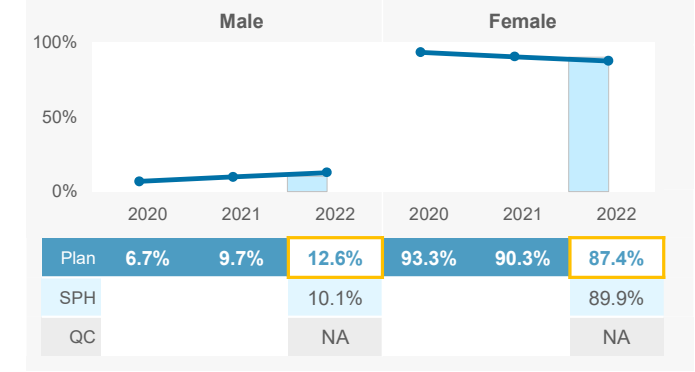
MEDICAID CHILD: CCC POPULATION

BC Community Centennial

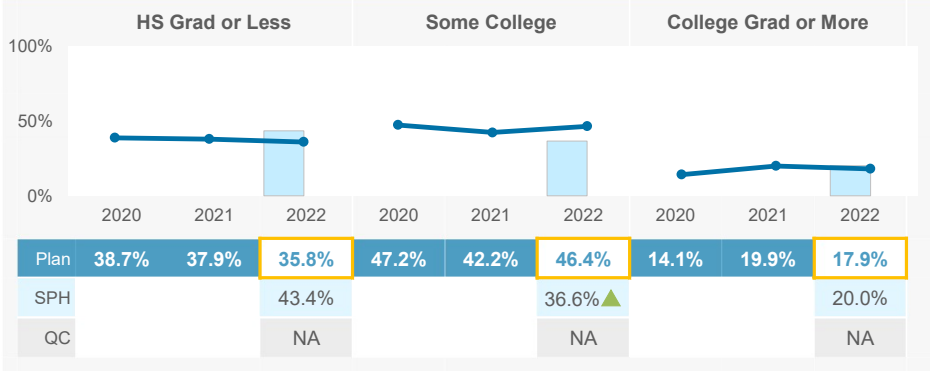
Respondent's Age



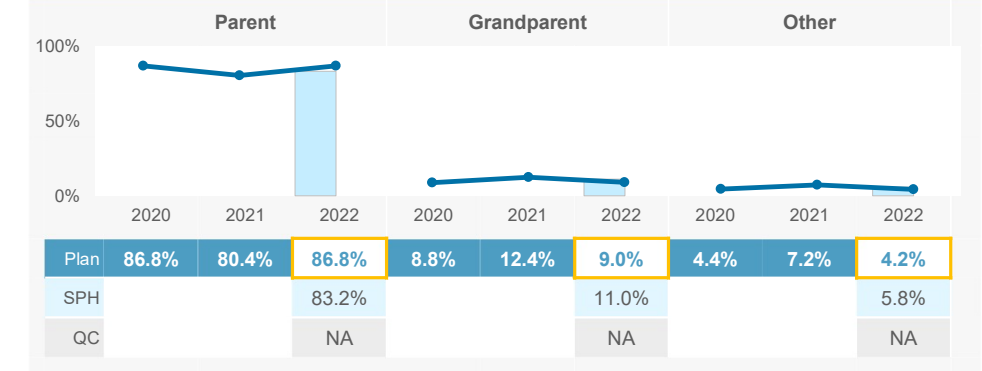
Respondent's Gender



Respondent's Education



Respondent's Relation to Child



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

Benchmarks: SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.



a Press Ganey Solution

SUPPLEMENTAL QUESTIONS

- BC Community Centennial



SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

BC Community Centennial

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2022 SPH BoB
						2020	2021	2022	
Q77. Help with coordination of care (% Yes)	Valid Responses = 181								
	<u>Yes</u>	<u>No</u>				(n=226)	(n=191)	(n=181)	---
	27.1%	72.9%				21.7%	17.8%	27.1% ↑	
Q79. Satisfied with help to coordinate care (% Very Satisfied or Satisfied)	Valid Responses = 169								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=220)	(n=172)	(n=169)	---
	37.9%	38.5%	17.2%	1.8%	4.7%	82.3%	78.5%	76.3%	
Q80. Received material from plan about care coordination and how to contact the care coordination unit (% Yes)	Valid Responses = 176								
	<u>Yes</u>	<u>No</u>				(n=217)	(n=185)	(n=176)	---
	20.5%	79.5%				51.2%	26.5%	20.5% ↓	
Q81. Sat down with Care Coordinator and created a Plan of Care (% Yes)	Valid Responses = 33								
	<u>Yes</u>	<u>No</u>				(n=225)	(n=49)	(n=33)	---
	24.2%	75.8%				11.1%	20.4%	24.2%	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕) or benchmark score (▲/▼).

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



SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

BC Community Centennial

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2022 SPH BoB
						2020	2021	2022	
Q82. Satisfied with care plans (% Very Satisfied or Satisfied)	Valid Responses = 35								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=220)	(n=48)	(n=35)	---
	45.7%	37.1%	11.4%	0.0%	5.7%	77.7%	79.2%	82.9%	
Q83. Treated unfairly at Drs. office due to language barrier (% Never or Sometimes)	Valid Responses = 175								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=217)	(n=180)	(n=175)	---
	2.3%	0.6%	2.9%	94.3%		93.1%	97.2%	97.1%	
Q84. Dr. used medical words not understood (% Never or Sometimes)	Valid Responses = 178								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=225)	(n=185)	(n=178)	---
	1.7%	1.1%	16.3%	80.9%		95.1%	97.3%	97.2%	
Q85. Provider ignored what you told him or her (% Never or Sometimes)	Valid Responses = 177								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=222)	(n=182)	(n=177)	---
	1.1%	0.0%	6.2%	92.7%		97.3%	99.5%	98.9%	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕) or benchmark score (▲/▼).

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



SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

BC Community Centennial

	Category Responses Based on Valid Responses Per Question	Summary Rate Score			2022 SPH BoB		
		2020	2021	2022			
Q86. Educational materials easy to understand (% Very easy)	<i>Valid Responses = 121</i>						
<i>Opt Out: I did not receive educational materials for my child 56</i>	<u>Very easy</u>	<u>Somewhat easy</u>	<u>Not easy at all</u>	(n=187)	(n=145)	(n=121)	---
	72.7%	24.8%	2.5%	74.3%	71.7%	72.7%	
Q87. Able to follow provided instructions (% Very easily)	<i>Valid Responses = 116</i>						
	<u>Very easily</u>	<u>Easily</u>	<u>Not easily at all</u>	(n=185)	(n=140)	(n=116)	---
	54.3%	44.0%	1.7%	51.9%	60.7%	54.3%	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕) or benchmark score (▲/▼).

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



SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

BC Community Centennial

Survey Item		Summary Rate Score			2022 SPH BoB	
		2020	2021	2022		
Q78. Who helped to coordinate your care						
	Valid Responses	Base	(n=202)	(n=164)	(n=163)	---
	Someone from your child's health plan		2.0%	4.3%	6.1%	
	Someone from your child's doctor's office or clinic		26.2%	19.5%	25.8%	
	Someone from another organization		3.5%	1.8%	1.2%	
	A friend or family member		4.0%	4.3%	1.2%	
	You		64.4%	70.1%	65.6%	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

Low Base: ^AIndicates 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			2022 SPH BoB
						2020	2021	2022	
Q77. Help with coordination of care (% Yes)	Valid Responses = 148								
	<u>Yes</u>	<u>No</u>				(n=163)	(n=158)	(n=148)	---
	44.6%	55.4%				44.8%	32.3%	44.6% ↑	
Q79. Satisfied with help to coordinate care (% Very Satisfied or Satisfied)	Valid Responses = 141								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=157)	(n=158)	(n=141)	---
	39.0%	40.4%	16.3%	2.1%	2.1%	85.4%	81.0%	79.4%	
Q80. Received material from plan about care coordination and how to contact the care coordination unit (% Yes)	Valid Responses = 141								
	<u>Yes</u>	<u>No</u>				(n=158)	(n=156)	(n=141)	---
	33.3%	66.7%				49.4%	42.3%	33.3% ↓	
Q81. Sat down with Care Coordinator and created a Plan of Care (% Yes)	Valid Responses = 46								
	<u>Yes</u>	<u>No</u>				(n=160)	(n=61)	(n=46)	---
	37.0%	63.0%				23.8%	34.4%	37.0%	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

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



SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

BC Community Centennial

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2022 SPH BoB
						2020	2021	2022	
Q82. Satisfied with care plans (% Very Satisfied or Satisfied)	Valid Responses = 44								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=158)	(n=60)	(n=44)	---
	36.4%	40.9%	11.4%	0.0%	11.4%	72.8%	91.7%	77.3% ↓	
Q83. Treated unfairly at Drs. office due to language barrier (% Never or Sometimes)	Valid Responses = 144								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=159)	(n=156)	(n=144)	---
	3.5%	1.4%	3.5%	91.7%		95.0%	97.4%	95.1%	
Q84. Dr. used medical words not understood (% Never or Sometimes)	Valid Responses = 149								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=162)	(n=160)	(n=149)	---
	0.7%	1.3%	18.8%	79.2%		96.9%	96.9%	98.0%	
Q85. Provider ignored what you told him or her (% Never or Sometimes)	Valid Responses = 150								
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		(n=162)	(n=160)	(n=150)	---
	3.3%	0.0%	7.3%	89.3%		98.8%	96.9%	96.7%	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕) or benchmark score (▲/▼).

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



SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

BC Community Centennial

	Category Responses Based on Valid Responses Per Question	Summary Rate Score			2022 SPH BoB		
		2020	2021	2022			
Q86. Educational materials easy to understand (% Very easy)	<i>Valid Responses = 111</i>						
<i>Opt Out: I did not receive educational materials for my child</i> 35	<u>Very easy</u>	<u>Somewhat easy</u>	<u>Not easy at all</u>	(n=124)	(n=121)	(n=111)	---
	70.3%	27.9%	1.8%	71.0%	71.1%	70.3%	
Q87. Able to follow provided instructions (% Very easily)	<i>Valid Responses = 107</i>						
	<u>Very easily</u>	<u>Easily</u>	<u>Not easily at all</u>	(n=122)	(n=115)	(n=107)	---
	58.9%	38.3%	2.8%	57.4%	58.3%	58.9%	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕) or benchmark score (▲/▼).

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



SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

BC Community Centennial

Survey Item		Summary Rate Score			2022 SPH BoB	
		2020	2021	2022		
Q78. Who helped to coordinate your care						
	Valid Responses	Base	(n=147)	(n=153)	(n=133)	---
	Someone from your child's health plan		5.4%	6.5%	11.3%	
	Someone from your child's doctor's office or clinic		27.9%	25.5%	26.3%	
	Someone from another organization		5.4%	3.3%	3.0%	
	A friend or family member		2.7%	4.6%	3.0%	
	You		58.5%	60.1%	56.4%	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

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



a Press Ganey Solution

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

Q49	Health plan overall	0.7408
Q10	Got care/tests/treatment	0.6056
Q43	Specialist overall	0.5015
Q79	Satisfied with help to coordinate care	0.4956
Q28	Dr. listened carefully	0.4303
Q36	Personal doctor overall	0.4122
Q85	Provider ignored what you told him or her	0.4077
Q4	Got urgent care	0.3559
Q45	CS provided info./help	0.3414
Q32	Dr. spent enough time	0.3021

With Personal Doctor Rating

Q43	Specialist overall	0.7552
Q28	Dr. listened carefully	0.6873
Q32	Dr. spent enough time	0.6145
Q31	Dr. explained things for child	0.6104
Q29	Dr. showed respect	0.6015
Q27	Dr. explained things	0.5977
Q85	Provider ignored what you told him or her	0.5628
Q35	Dr. informed about care	0.5615
Q45	CS provided info./help	0.4176
Q9	Health care overall	0.4122

With Specialist Rating

Q45	CS provided info./help	1.0000
Q29	Dr. showed respect	0.7926
Q36	Personal doctor overall	0.7552
Q35	Dr. informed about care	0.7263
Q31	Dr. explained things for child	0.6957
Q85	Provider ignored what you told him or her	0.6138
Q79	Satisfied with help to coordinate care	0.5735
Q10	Got care/tests/treatment	0.5374
Q28	Dr. listened carefully	0.5307
Q9	Health care overall	0.5015



APPENDIX B: QUESTIONNAIRE