MY 2022 CAHPS®
MEDICAID CHILD WITH CCC
5.1H FINAL REPORT

BLUE CROSS COMMUNITY CENTENNIAL

Blue Cross Community Centennial CCC

Contents

OVERVIEW

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Blue Cross Community Centennial CCC to conduct its MY 2022 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.

2023 NCQA CHANGES NCQA made no substantial changes to the survey or program for 2023.

Your Project Manager is Dana Sadlo (Dana.Sadlo@pressganey.com). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

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

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METHODOLOGY

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

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

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

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

METHODOLOGY

DATA COLLECTION

The MY 2022 Medicaid Child with CCC version of the 5.1H CAHPS survey was administered via the following methodology:

Pre-notification mailed **2/24/2023**	First questionnaire mailed **3/3/2023**	Second questionnaire mailed **4/7/2023**	Initiate follow-up calls to non-responders **4/28/2023 - 5/12/2023**	Last day to accept completed surveys **5/17/2023**

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*

2023 RESPONSE RATE CALCULATION

$$\frac{192 \text{ (Completed)}}{1898 \text{ (Sample)} - 15 \text{ (Ineligible)}} = \frac{192}{1883} = \textbf{10.2\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	*Email*	*URL*	
English	62	97	3	*0*	*0*	*3*	**162**
Spanish	22	8	0	*0*	*0*	*0*	**30**
Total	**84**	**105**	**3**	*0*	*0*	*3*	**192**

Number of Undeliverables: 492
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

		2021	2022	2023
Completed	**SUBTOTAL**	**205**	**189**	**192**
Ineligible	Does not Meet Eligibility Criteria (01)	6	8	5
	Language Barrier (03)	3	7	10
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	1	0	0
	SUBTOTAL	**10**	**15**	**15**
Non-response	Break-off/Incomplete (02)	16	29	23
	Refusal (06)	33	51	24
	Maximum Attempts Made (07)	1386	1614	1644
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**1435**	**1694**	**1691**
Total Sample		**1650**	**1898**	**1898**
Oversampling %		**0.0%**	**15.0%**	**15.0%**
Response Rate		**12.5%**	**10.0%**	**10.2%**
PG Response Rate		*12.8%*	*10.2%*	*9.9%*
Total Completed (General Pop + CCC)		457	436	420
Total Ineligible (General Pop + CCC)		16	33	27
Total Sample (General Pop + CCC)		3490	4014	4014
Total Response Rate (General Pop + CCC)		**13.2%**	**11.0%**	**10.5%**
Supplemental (CCC) Sample Size		1840	2116	2116
Supplemental (CCC) Completes		169	154	175

INDUSTRY TRENDS

PG Book of Business Trends

Medicaid Child: General Population

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

Medicaid Child: Among the Medicaid Child population, several measures declined by more than 1% compared to last year. The biggest decreases, which continue from 2021, were in *Rating of Health Care*, *Getting specialist appointments*, and *Getting Needed Care.*

Getting Care Quickly is an area of concern, continuing it's decline since 2019 seeing a drop of 4.5%. This is primarily due to the ability of getting routine care dropping 7.5% since 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.

PG Book of Business Trends					
	2019	**2020**	**2021**	**2022**	**2023**
Rating Questions (% 9 or 10)					
Q49. Rating of Health Plan	72.2%	73.0%	73.3%	72.5%	72.0%
Q9. Rating of Health Care	71.1%	73.0%	74.4%	71.2%	69.6%
Q36. Rating of Personal Doctor	77.6%	79.1%	78.6%	77.4%	76.5%
Q43. Rating of Specialist	73.2%	75.0%	75.7%	73.9%	72.3%
Rating Questions (% 8, 9 or 10)					
Q49. Rating of Health Plan	86.9%	87.5%	87.3%	86.9%	86.8%
Q9. Rating of Health Care	88.3%	88.7%	88.7%	87.6%	86.8%
Q36. Rating of Personal Doctor	90.6%	91.2%	90.8%	90.3%	89.8%
Q43. Rating of Specialist	87.2%	88.2%	88.2%	87.5%	86.7%
Getting Needed Care (% A/U)	**85.2%**	**85.6%**	**86.6%**	**84.4%**	**83.1%**
Q10. Getting care, tests, or treatment	90.1%	90.8%	90.8%	89.2%	88.7%
Q41. Getting specialist appointment	80.3%	80.4%	82.4%	79.5%	77.5%
Getting Care Quickly (% A/U)	**90.3%**	**90.5%**	**87.8%**	**86.7%**	**85.8%**
Q4. Getting urgent care	91.9%	91.7%	91.7%	90.5%	89.8%
Q6. Getting routine care	88.6%	89.3%	83.8%	82.9%	81.8%
Coordination of Care (Q35) (% A/U)	**84.2%**	**85.0%**	**84.9%**	**84.1%**	**84.2%**

Increase of 1% or greater since 2022
Decrease of 1% or greater since 2022

EXECUTIVE SUMMARY

OVERVIEW OF TERMS

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2022 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

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

PG Benchmark Information The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2022. Submission occurred on May 24th, 2023.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2022. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

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

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

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

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

2023 DASHBOARD

MEDICAID CHILD: GENERAL POPULATION

192
Completed surveys

10.2%
Response Rate

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

Scores: All scores displayed are Summary Rate Scores
- Rating: % 9 or 10
- Composites: % Usually or Always

Significance Testing: Current score is significantly higher/lower than 2022 (↑/↓) or 2021 (‡/‡).

Percentiles: Based on the 2023 PG Book of Business

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

Accreditation Measures

Rating of Health Plan ★★★			
Rating of Health Plan	69.7%	36th	---

Rating of Health Care ★★			
Rating of Health Care	66.4%	30th	Opportunity

Rating of Personal Doctor ★★			
Rating of Personal Doctor	75.0%	35th	Opportunity

Getting Needed Care (NA)			
Composite	80.4%	32nd	---
Q10. Getting care, tests, or treatment	87.9%	38th	Opportunity
Q41. Getting specialist appointment	73.0%	29th	Opportunity

Getting Care Quickly (NA)			
Composite	85.4%	42nd	---
Q4. Getting urgent care	90.8%	60th	Power
Q6. Getting routine care	80.0%	36th	Wait

Other Measures

Rating of Specialist +			
Rating of Specialist +	75.7%	74th	Power

Coordination of Care +			
Coordination of Care +	81.8%	30th	Opportunity

Customer Service +			
Composite	92.3%	84th	---
Q45. Provided information or help	87.2%	74th	Retain
Q46. Treated with courtesy and respect	97.4%	87th	Retain

Ease of Filling Out Forms +			
Ease of Filling Out Forms +	97.9%	92nd	Retain

How Well Doctors Communicate +			
Composite	93.1%	37th	---
Q27. Dr. explained things	95.5%	60th	Retain
Q28. Dr. listened carefully	96.5%	70th	Retain
Q29. Dr. showed respect	95.6%	23rd	Wait
Q32. Dr. spent enough time	85.0%	15th	Wait

More info. ℹ

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**2.5**
GETTING CARE						**NA**
Getting Needed Care	Usually or Always	80	80.4%	86.6%	10th	NA
Getting Care Quickly	Usually or Always	95	85.3%	89.3%	33rd	NA
SATISFACTION WITH PLAN PHYSICIANS						**2**
Rating of Personal Doctor	9 or 10	156	75.0%	78.8%	10th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						**2.5**
Rating of Health Plan	9 or 10	188	69.6%	74.4%	33rd	3
Rating of Health Care	9 or 10	125	66.4%	73.1%	10th	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 PG** based on the 2022 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.*
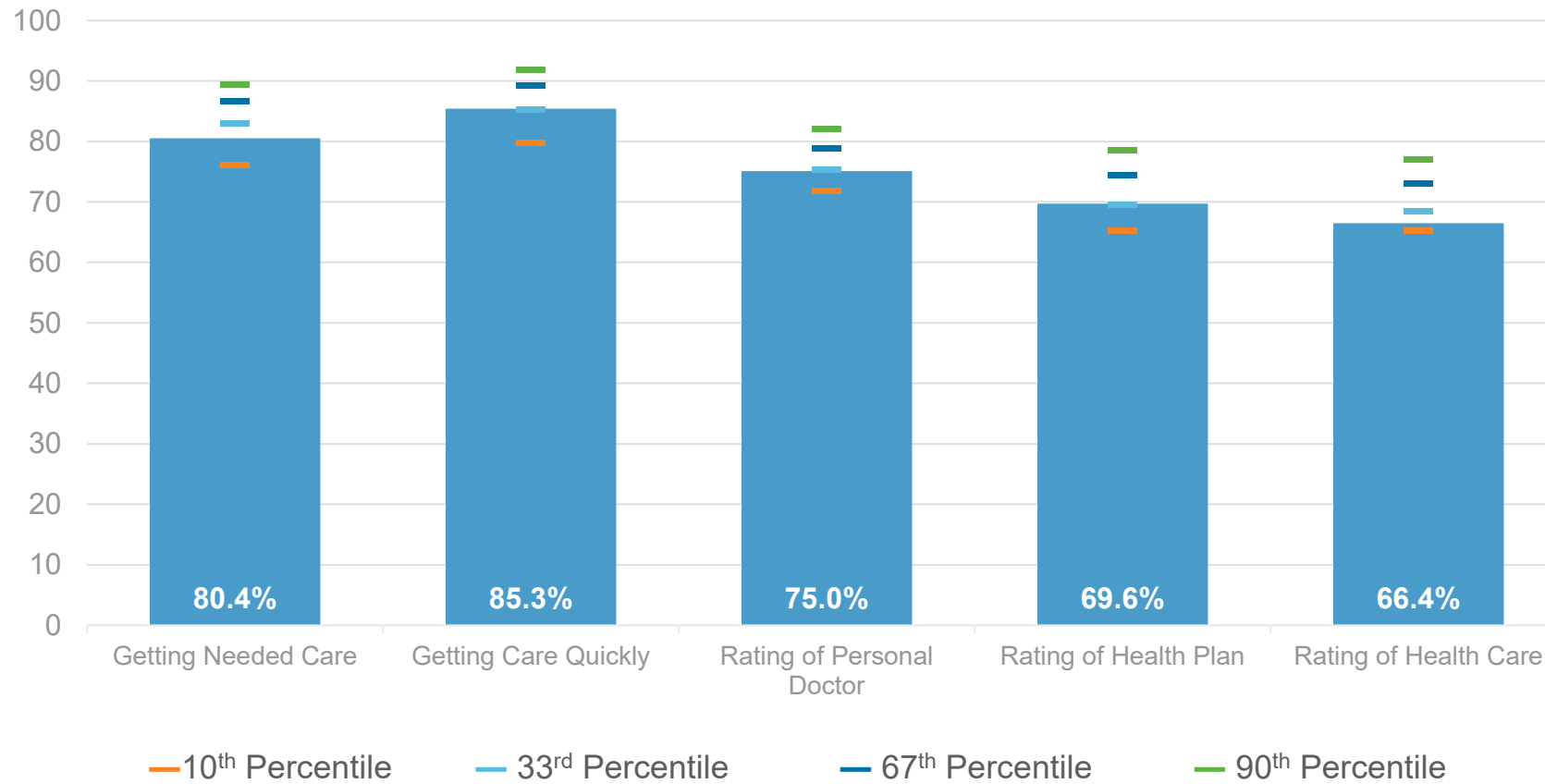
*__*HPR scores__ are __truncated__ to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.*

PERFORMANCE TO STAR CUT POINTS

MEDICAID CHILD: GENERAL POPULATION

COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan's **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2022).

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

Bar chart values:
- Getting Needed Care: **80.4%**
- Getting Care Quickly: **85.3%**
- Rating of Personal Doctor: **75.0%**
- Rating of Health Plan: **69.6%**
- Rating of Health Care: **66.4%**

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.

MEASURE SUMMARY

MEDICAID CHILD: GENERAL POPULATION

MEASURE	SUMMARY RATE		CHANGE	2023 GP PG BOOK OF BUSINESS BENCHMARK			
	2022	2023		PERCENTILE DISTRIBUTION		PERCENTILE RANK	BoB SRS
				0 20 40 60 80 100			
Health Plan Domain							
Rating of Health Plan % 9 or 10	68.3%	69.7%	1.4			36th	72.0%
Getting Needed Care % Usually or Always	80.0%	80.4%	0.4			32nd	83.1%
Customer Service + % Usually or Always	87.1%	92.3%	5.2			84th	88.7%
Ease of Filling Out Forms + % Usually or Always	96.2%	97.9%	1.7			92nd	95.8% ▲
Health Care Domain							
Rating of Health Care % 9 or 10	60.0%	66.4%	6.4			30th	69.6%
Getting Care Quickly % Usually or Always	83.2%	85.4%	2.2			42nd	85.8%
How Well Doctors Communicate + % Usually or Always	92.6%	93.1%	0.5			37th	94.0%
Coordination of Care + % Usually or Always	81.0%	81.8%	0.8			30th	84.2%
Rating of Personal Doctor % 9 or 10	77.3%	75.0%	-2.3			35th	76.5%
Rating of Specialist + % 9 or 10	73.9%	75.7%	1.8			74th	72.3%

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

More info. ⓘ

MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2023 CCC PG BOOK OF BUSINESS BENCHMARK			
	2022	2023		PERCENTILE DISTRIBUTION		PERCENTILE RANK	BoB SRS
				0 20 40 60 80 100			
Health Plan Domain							
Rating of Health Plan *% 9 or 10*	68.4%	69.0%	0.6			55th	68.8%
Getting Needed Care *% Usually or Always*	84.7%	85.2%	0.5			39th	85.5%
Customer Service + *% Usually or Always*	85.9%	92.4%	6.5			79th	89.6%
Ease of Filling Out Forms + *% Usually or Always*	93.3%	96.5%	3.2			72nd	95.8%
Health Care Domain							
Rating of Health Care *% 9 or 10*	58.9%	60.8%	1.9			18th	67.3%
Getting Care Quickly *% Usually or Always*	83.8%	88.2%	4.4			25th	89.4%
How Well Doctors Communicate + *% Usually or Always*	94.2%	94.7%	0.5			57th	94.2%
Coordination of Care + *% Usually or Always*	74.6%	80.6%	6.0			19th	84.2%
Rating of Personal Doctor *% 9 or 10*	79.2%	80.5%	1.3			81st	76.2%
Rating of Specialist + *% 9 or 10*	72.0%	67.2%	-4.8			14th	72.7%

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

More info. ⓘ

MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2023 CCC PG BOOK OF BUSINESS BENCHMARK							
	2022	2023		PERCENTILE DISTRIBUTION						PERCENTILE RANK	BoB SRS
				0	20	40	60	80	100		
CCC Measures											
Access to Rx Medicines *% Usually or Always*	82.5%	85.3%	2.8							14th	89.6%
Access to Specialized Services *% Usually or Always*	69.0%	71.9%	2.9							40th	71.7%
FCC: Dr Who Knows Child *% Yes*	91.9%	92.3%	0.4							68th	91.1%
FCC: Getting Needed Info *% Usually or Always*	90.7%	89.4%	-1.3							24th	91.3%
Coordination of Care for CCC *% Yes*	76.6%	76.6%	0.0							49th	76.5%

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

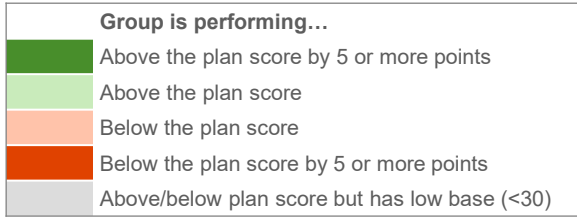More info. ⓘ

HEALTH EQUITY

MEDICAID CHILD: GENERAL POPULATION

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

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

Accreditation Measure
Other Measure

Demographic	Category	Total	Rating of Health Plan (SRS 69.7%) △	Rating of Health Care (SRS 66.4%) △	Rating of Personal Doctor (SRS 75.0%) △	Getting Needed Care (SRS 80.4%) △	Getting Care Quickly (SRS 85.4%) △
Child's Gender	Male	n = 104	1%	4%	3%	2%	6%
	Female	n = 83	-1%	-3%	-5%	-3%	-8%
Child's Age	0 – 4	n = 40	3%	-10%	-7%	5%	1%
	5 – 8	n = 39	-13%	0%	-14%	-16%	4%
	9 – 13	n = 54	8%	10%	13%	4%	-5%
	14 or older	n = 53	-2%	-3%	4%	0%	-2%
Overall Health	Excellent/Very Good	n = 140	3%	9%	5%	-1%	2%
	Good	n = 40	-15%	-25%	-22%	-8%	-9%
	Fair/Poor	n = 9	8%	-6%	13%	10%	15%
Mental Health	Excellent/Very Good	n = 121	5%	2%	2%	-2%	0%
	Good	n = 52	-10%	2%	-2%	-3%	-1%
	Fair/Poor	n = 15	-16%	-21%	-15%	2%	6%
Race/ Ethnicity	White	n = 125	0%	4%	0%	-3%	1%
	Black/African-American	n = 12	-28%	0%	-19%	9%	9%
	Asian	n = 6	-3%	0%	-8%	-30%	-85%
	Native Hawaiian/Pacific Islander	n = 2	-20%	34%	25%	-80%	15%
	American Indian or Alaska Native	n = 21	-22%	0%	8%	-1%	-10%
	Other	n = 37	3%	4%	2%	9%	4%
	Hispanic/Latino	n = 135	3%	1%	-1%	-3%	-2%

HEALTH EQUITY

MEDICAID CHILD: GENERAL POPULATION

Group is performing…

- Above the plan score by 5 or more points
- Above the plan score
- Below the plan score
- Below the plan score by 5 or more points
- Above/below plan score but has low base (<30)

More info. ℹ

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

Accreditation Measure
Other Measure

Demographic	Category	Total	Rating of Specialist + SRS 75.7%	△	Coordination of Care + SRS 81.8%	△	Customer Service + SRS 92.3%	△	How Well Doctors Communicate + SRS 93.1%	△	Ease of Filling Out Forms + SRS 97.9%	△
Child's Gender	Male	n = 104		-2%		-7%		0%		0%		0%
	Female	n = 83		1%		10%		-1%		0%		0%
Child's Age	0 – 4	n = 40		12%		2%		8%		-2%		0%
	5 – 8	n = 39		10%		-5%		-1%		4%		-3%
	9 – 13	n = 54		-9%		-3%		-21%		-3%		0%
	14 or older	n = 53		-12%		10%		8%		2%		2%
Overall Health	Excellent/Very Good	n = 140		13%		5%		2%		2%		0%
	Good	n = 40		-22%		-7%		-7%		-6%		-1%
	Fair/Poor	n = 9		24%		-7%		8%		1%		2%
Mental Health	Excellent/Very Good	n = 121		13%		3%		2%		1%		-1%
	Good	n = 52		-17%		-5%		-9%		-2%		2%
	Fair/Poor	n = 15		-9%		2%		8%		-1%		2%
Race/ Ethnicity	White	n = 125		0%		10%		3%		1%		1%
	Black/African-American	n = 12		24%		-15%		8%		-6%		-6%
	Asian	n = 6		24%		18%		8%		7%		2%
	Native Hawaiian/Pacific Islander	n = 2		NA		NA		8%		7%		2%
	American Indian or Alaska Native	n = 21		-42%		-39%		-9%		2%		2%
	Other	n = 37		-4%		3%		3%		1%		2%
	Hispanic/Latino	n = 135		-6%		-1%		-1%		0%		-1%

MEASURE SUMMARY

MEDICAID CHILD: GENERAL POPULATION

TOP THREE Performing Measures

Your plan's percentile rankings for these measures were the highest compared to the 2023 PG Book of Business.

MEASURE	2023 Valid n	PLAN SUMMARY RATE SCORE			2022 GP QC			2023 GP PG BoB		
		2022	2023	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Customer Service + *(% Usually or Always)*	39^	87.1%	92.3%	5.2	88.1%	4.2	94th	88.7%	3.6	84th
Rating of Specialist + *(% 9 or 10)*	37^	73.9%	75.7%	1.8	73.0%	2.7	69th	72.3%	3.4	74th
Getting Care Quickly *(% Usually or Always)*	95^	83.2%	85.4%	2.2	86.7%	-1.3	33rd	85.8%	-0.4	42nd

BOTTOM THREE Performing Measures

Your plan's percentile rankings for these measures were the lowest compared to the 2023 PG Book of Business.

MEASURE	2023 Valid n	PLAN SUMMARY RATE SCORE			2022 GP QC			2023 GP PG BoB		
		2022	2023	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Getting Needed Care *(% Usually or Always)*	80^	80.0%	80.4%	0.4	84.2%	-3.8	21st	83.1%	-2.7	32nd
Rating of Health Care *(% 9 or 10)*	125	60.0%	66.4%	6.4	70.8%	-4.4	20th	69.6%	-3.2	30th
Coordination of Care + *(% Usually or Always)*	55^	81.0%	81.8%	0.8	84.7%	-2.9	23rd	84.2%	-2.4	30th

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

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

IMPROVEMENT STRATEGIES

Improving Performance

These measures had the lowest percentile rankings in comparison to the 2023 PG 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 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).

Improvement Strategies – Coordination of Care

- Inform, support, remind and facilitate providers about coordination of care expectations, timely notification requirements, and standards of care for post-visit follow up to all PCPs. Explore options to encourage and support communications between specialists and PCPs.

- Carefully assess any parent or patient concerns associated with any health care received out-of-office, addressing and clarifying as appropriate. Seek and obtain all associated records.

- Develop on-going and timely reminders/messaging to promote and improve communication and reporting between all provider types, ideally based directly on available data/information.

- Assess the status and consistency of coordination of patient care, communication, and information shared within and across provider networks. Assure prompt feedback, standards.

- Support and facilitate a patient-centered care management approach within and across provider networks. Facilitate a complementary plan-based patient centered care management approach.

- Explore potential of aligning information flow/EHRs to better integrate, support or facilitate patient care, care coordination and vital medical and personal information among providers.

- Encourage providers to prompt patients AND patients to prompt providers, i.e., mutual interactions that review and discuss care, tests and/or treatments involving other providers.

- Encourage patients to bring a list of all medications, including dosage and frequency to all appointments. Encourage providers to prompt patients to do the same for their appointments.

- How do PCP's, providers, facilities and/or the plan assure common patient "touch points" to facilitate/support scheduling of appointments, tests and/or procedures? Where is the over-arching guidance and support for the patient/member?

Full List of Improvement Strategies ⓘ

KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

POWeR Chart: Explanation

POWeR™ CHART CLASSIFICATION MATRIX

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

The model provides the following:

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

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

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

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

Higher / **Lower** — Your plan performance

RETAIN
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.*

POWER
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.*

WAIT
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.*

OPPORTUNITY
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.*

Lower — Importance to your plan members — **Higher**

POWeR Chart: Your Results

Medicaid Child: General Population

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
POWER						
Rating	Q43	Rating of Specialist +	73.9%	50th	75.7%	74th
SQ	Q85	Provider ignored what you told him or her	98.9%	---	97.3%	---
GCQ	Q4	Getting urgent care	86.4%	23rd	90.8%	60th
OPPORTUNITY						
Rating	Q9	Rating of Health Care	60.0%	<5th	66.4%	30th
Rating	Q36	Rating of Personal Doctor	77.3%	51st	75.0%	35th
SQ	Q79	Satisfied with help to coordinate care	76.3%	---	77.3%	---
GNC	Q10	Getting care, tests, or treatment	88.0%	37th	87.9%	38th
CC	Q35	Coordination of Care +	81.0%	25th	81.8%	30th
GNC	Q41	Getting specialist appointment	72.0%	14th	73.0%	29th
WAIT						
HWDC	Q31	Dr. explained things to child	94.8%	52nd	92.0%	22nd
HWDC	Q29	Dr. showed respect	93.5%	7th	95.6%	23rd
GCQ	Q6	Getting routine care	80.0%	29th	80.0%	36th
HWDC	Q32	Dr. spent enough time	88.9%	31st	85.0%	15th
RETAIN						
HWDC	Q27	Dr. explained things	94.5%	40th	95.5%	60th
HWDC	Q28	Dr. listened carefully	93.5%	18th	96.5%	70th
CS	Q46	Treated with courtesy and respect	87.1%	6th	97.4%	87th
CS	Q45	Provided information or help	87.1%	74th	87.2%	74th
CS	Q48	Ease of Filling Out Forms +	96.2%	53rd	97.9%	92nd

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

RETAIN | POWER

PERFORMANCE (Higher / Lower)

WAIT | OPPORTUNITY

IMPORTANCE (Lower / Higher)
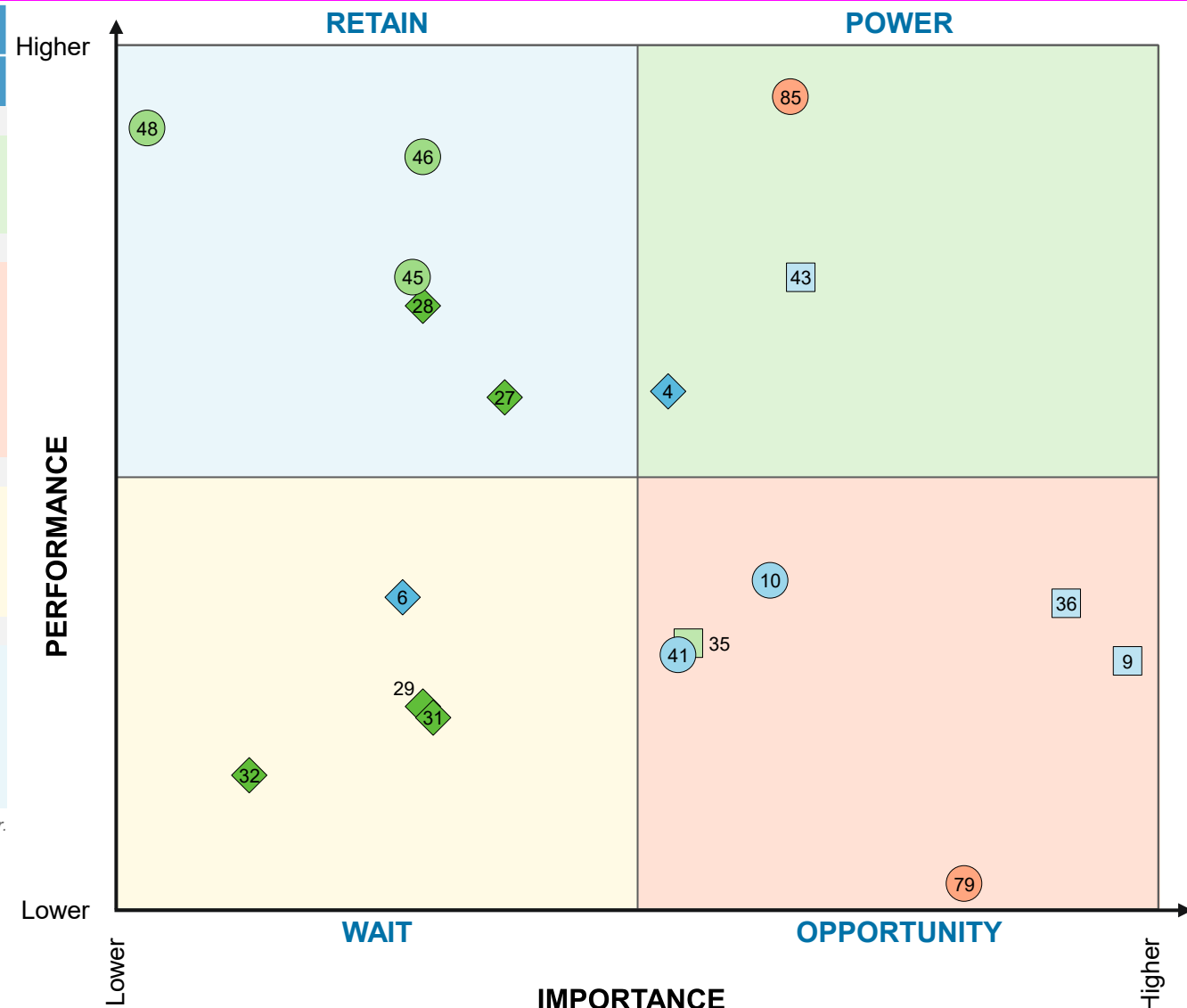
More info. ℹ

KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*		CLASSIFICATION		
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY			2022		2023
TOP 10 KEY DRIVERS			**Q49**	**Rating of Health Plan**	**69.7%**	**72.0%**	**36th**	**(+15)**			
✓	1	1	Q9	Rating of Health Care	66.4%	69.6%	30th	(+29)	Opp.		Opp.
✓	2	2	Q36	Rating of Personal Doctor	75.0%	76.5%	35th	(-16)	Power	→	Opp.
	3	---	Q79	Satisfied with help to coordinate care	77.3%	---	---		Opp.		Opp.
✓	4	3	Q43	Rating of Specialist +	75.7%	72.3%	74th	(+24)	Opp.	→	Power
	5	---	Q85	Provider ignored what you told him or her	97.3%	---	---		Power		Power
✓	6	6	Q10	Getting care, tests, or treatment	87.9%	88.7%	38th	(+1)	Opp.		Opp.
	7	14	Q35	Coordination of Care +	81.8%	84.2%	30th	(+5)	Wait	→	Opp.
✓	8	4	Q41	Getting specialist appointment	73.0%	77.5%	29th	(+15)	Wait	→	Opp.
	9	11	Q4	Getting urgent care	90.8%	89.8%	60th	(+37)	Wait	→	Power
	10	12	Q27	Dr. explained things	95.5%	94.3%	60th	(+20)	Wait	→	Retain
	12	10	Q29	Dr. showed respect	95.6%	96.7%	23rd	(+16)	Wait		Wait
	13	8	Q28	Dr. listened carefully	96.5%	95.3%	70th	(+52)	Opp.	→	Retain
	14	5	Q46	Treated with courtesy and respect	97.4%	94.1%	87th	(+81)	Wait	→	Retain
	15	7	Q45	Provided information or help	87.2%	83.2%	74th	(+0)	Retain		Retain
	16	9	Q6	Getting routine care	80.0%	81.8%	36th	(+7)	Wait		Wait

YOUR PLAN

These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.

INDUSTRY

PG Book of Business regression analysis has identified **Key Drivers** of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.

All Industry scores & rankings are calculated based on the 2023 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

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

MEASURE ANALYSES

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
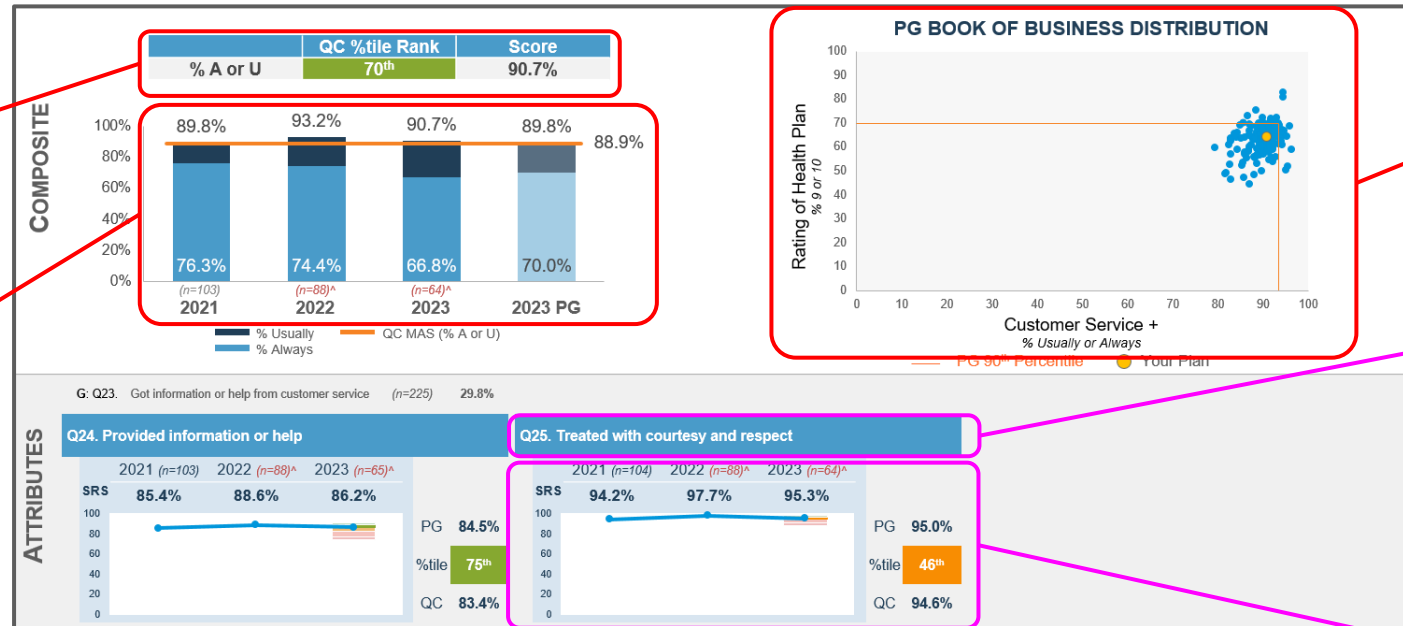- Summary rate score trending

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

More info. ℹ

Percentile Bands

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

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

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

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

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

For composites – all corresponding attributes that roll-up into the composite score are displayed:
- Historic bases and **Summary Rate Scores** along with significant changes in trend notated
- Benchmark comparisons along with significant differences noted
- Percentile ranking against **Quality Compass**
- Graphic representation of trend and 2022 **Quality Compass** percentile bands

COMPOSITE

	QC %tile Rank	Score
% A or U	70th	90.7%

89.8% (n=103) 2021 — 76.3%
93.2% (n=88)^ 2022 — 74.4%
90.7% (n=64)^ 2023 — 66.8%
89.8% 2023 PG — 70.0%
88.9%

% Usually
% Always
QC MAS (% A or U)

PG BOOK OF BUSINESS DISTRIBUTION

Rating of Health Plan % 9 or 10

Customer Service +
% Usually or Always

PG 90th Percentile   Your Plan

ATTRIBUTES

G: Q23. Got information or help from customer service   (n=225)   29.8%

Q24. Provided information or help

	2021 (n=103)	2022 (n=88)^	2023 (n=65)^
SRS	85.4%	88.6%	86.2%

PG 84.5%
%tile 75th
QC 83.4%

Q25. Treated with courtesy and respect

	2021 (n=104)	2022 (n=88)^	2023 (n=64)^
SRS	94.2%	97.7%	95.3%

PG 95.0%
%tile 46th
QC 94.6%

RATINGS

MEDICAID CHILD: GENERAL POPULATION

RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	24th	84.0%
% 9 or 10	34th	69.7%

Bar chart — Rating of Health Plan:

	2021	2022	2023	2023 PG
Total (% 8, 9 or 10)	85.4%	83.1%	84.0%	86.8%
% 9 or 10	75.3%	68.3%	69.7%	72.0%
(n)	(n=198)	(n=183)	(n=188)	

QC Child (% 8, 9 or 10) = 86.5%
QC Child (% 9 or 10) = 72.0%

Legend: % 8 — % 9 or 10 — QC Child (% 8, 9 or 10) — QC Child (% 9 or 10)

Key Drivers Of The Rating Of The Health Plan

POWER		OPPORTUNITIES	
Q43	Rating of Specialist +	Q9	Rating of Health Care
Q85	Provider ignored what you told him or her	Q36	Rating of Personal Doctor
Q4	Getting urgent care	Q79	Satisfied with help to coordinate care
		Q10	Getting care, tests, or treatment
		Q35	Coordination of Care +
		Q41	Getting specialist appointment
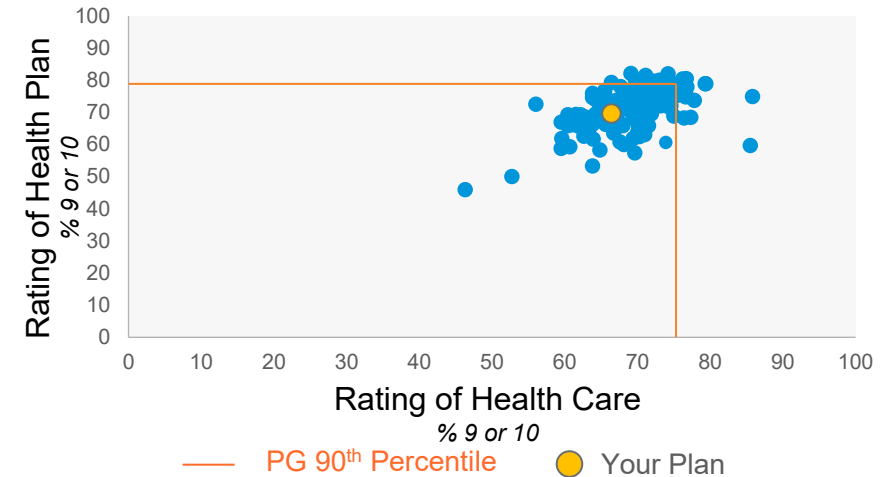
RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	14th	84.0%
% 9 or 10	20th	66.4%

Bar chart — Rating of Health Care:

	2021	2022	2023	2023 PG
Total (% 8, 9 or 10)	86.1%	88.0%	84.0%	86.8%
% 9 or 10	71.3%	60.0%	66.4%	69.6%
(n)	(n=101)	(n=100)	(n=125)	

QC Child (% 8, 9 or 10) = 87.3%
QC Child (% 9 or 10) = 70.8%

Legend: % 8 — % 9 or 10 — QC Child (% 8, 9 or 10) — QC Child (% 9 or 10)

PG BOOK OF BUSINESS DISTRIBUTION

Rating of Health Plan % 9 or 10 (y-axis) vs Rating of Health Care % 9 or 10 (x-axis)

Legend: PG 90th Percentile — Your Plan

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 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	61st	91.0%
% 9 or 10	29th	75.0%

- % 8
- % 9 or 10
- QC Child (% 8, 9 or 10)
- QC Child (% 9 or 10)

PG BOOK OF BUSINESS DISTRIBUTION

Rating of Health Plan % 9 or 10

Rating of Personal Doctor
% 9 or 10

— PG 90th Percentile   ● Your Plan

RATING OF SPECIALIST +

	QC %tile Rank	Score
% 8, 9 or 10	100th	91.9%
% 9 or 10	69th	75.7%
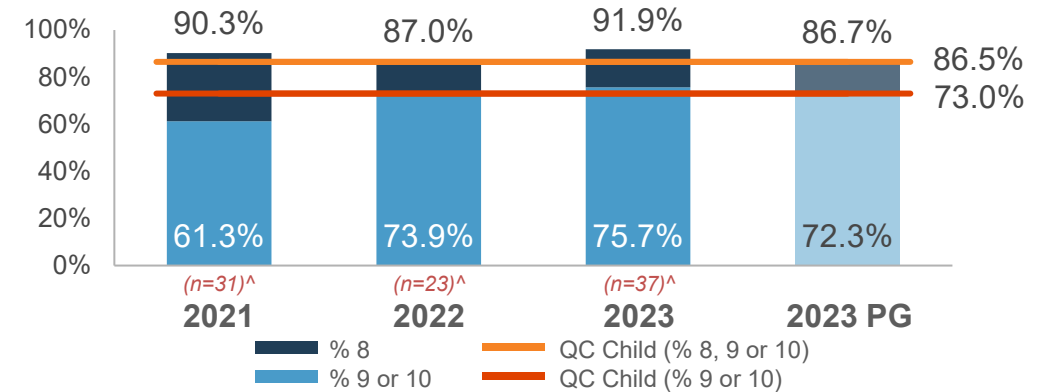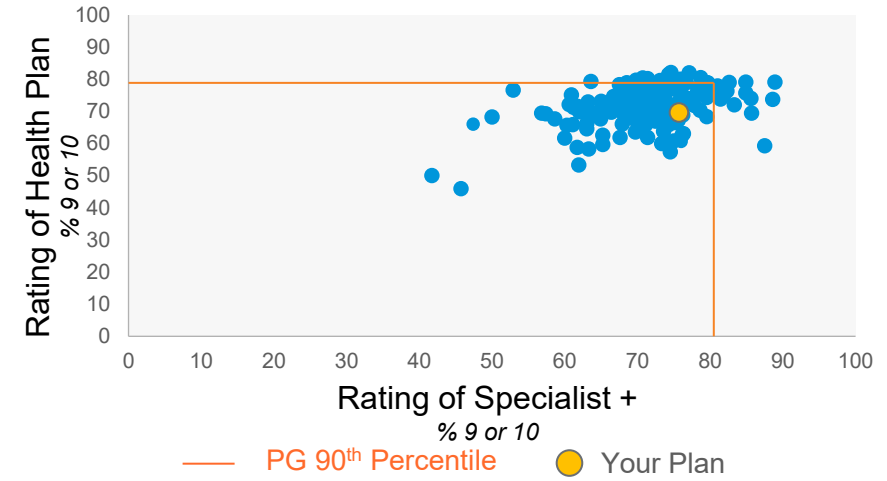
- % 8
- % 9 or 10
- QC Child (% 8, 9 or 10)
- QC Child (% 9 or 10)

PG BOOK OF BUSINESS DISTRIBUTION

Rating of Health Plan % 9 or 10

Rating of Specialist +
% 9 or 10

— PG 90th Percentile   ● Your Plan

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⇕/⇕) or benchmark score (▲/▼).
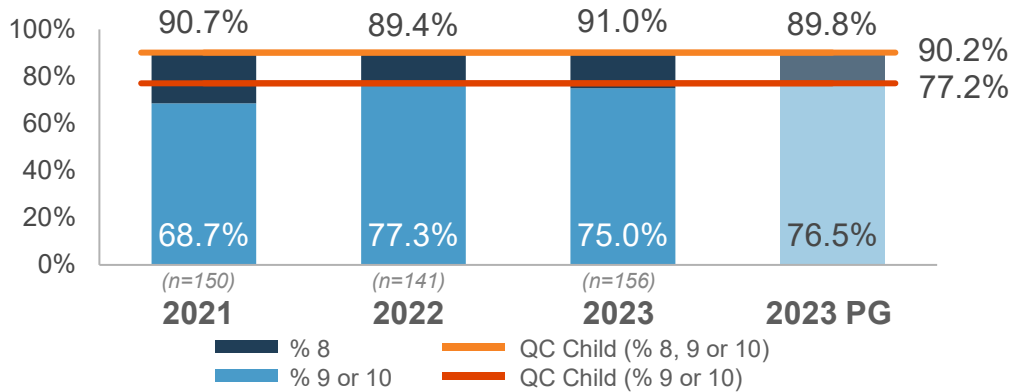
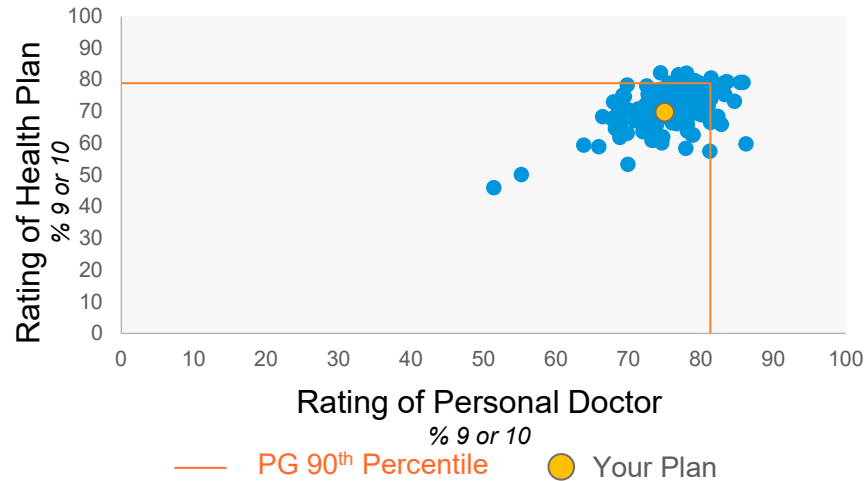*^Denominator less than 100. NCQA will assign an NA to this measure.*

GETTING NEEDED CARE

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE

	QC %tile Rank	Score
% A or U	**21st**	**80.4%**

Composite bar chart:
- 2021: 77.8% (54.7% Always) (n=66)^
- 2022: 80.0% (56.0% Always) (n=62)^
- 2023: 80.4% (55.5% Always) (n=80)^
- 2023 PG: 83.1% — 84.2% (59.4% Always)

Legend:
- % Usually
- % Always
- QC Child (% A or U)

PG BOOK OF BUSINESS DISTRIBUTION

Scatter plot: Rating of Health Plan (% 9 or 10) vs Getting Needed Care (% Usually or Always)

Legend:
- PG 90th Percentile
- Your Plan

ATTRIBUTES

G: Q40. Made appointments to see a specialist in the last 6 months — (n=191) — **20.4%**

Q10. Getting care, tests, or treatment

	2021 (n=100)	2022 (n=100)	2023 (n=124)
SRS	**92.0%**	**88.0%**	**87.9%**

PG	**88.7%**
%tile	**35th**
QC	**89.0%**
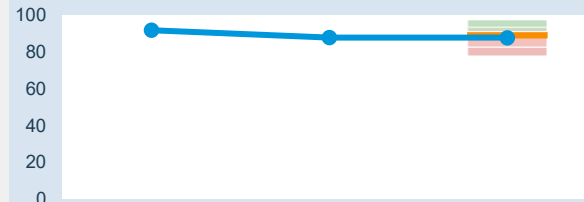
Q41. Getting specialist appointment

	2021 (n=33)^	2022 (n=25)^	2023 (n=37)^
SRS	**63.6%**	**72.0%**	**73.0%**
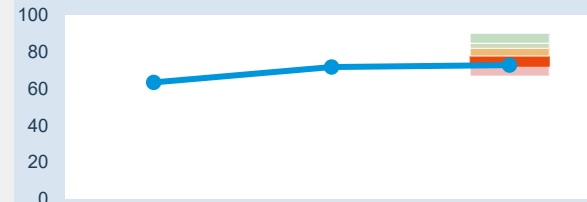
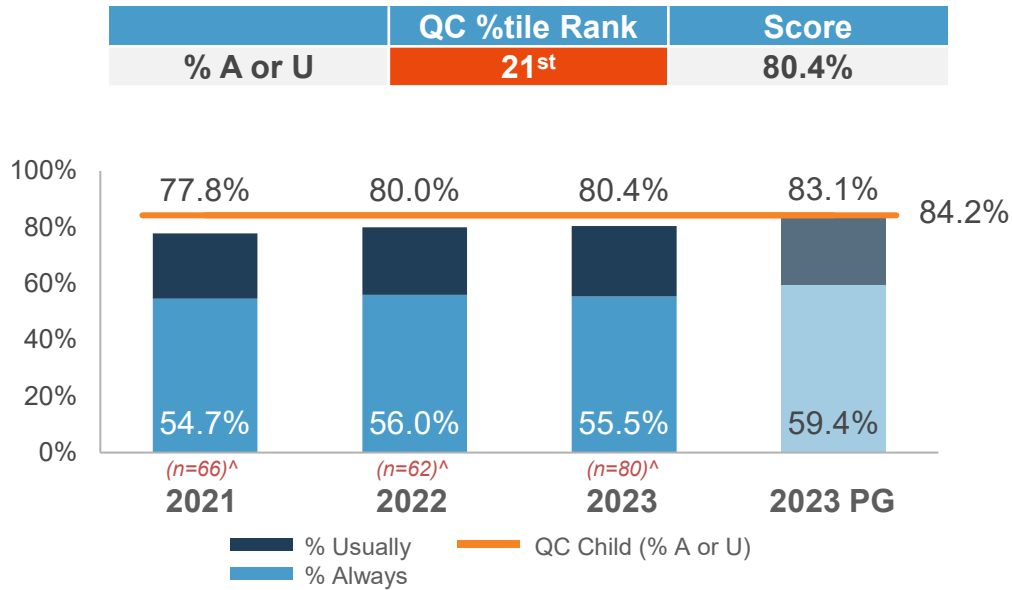| PG	**77.5%**
%tile	**10th**
QC	**79.5%**

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

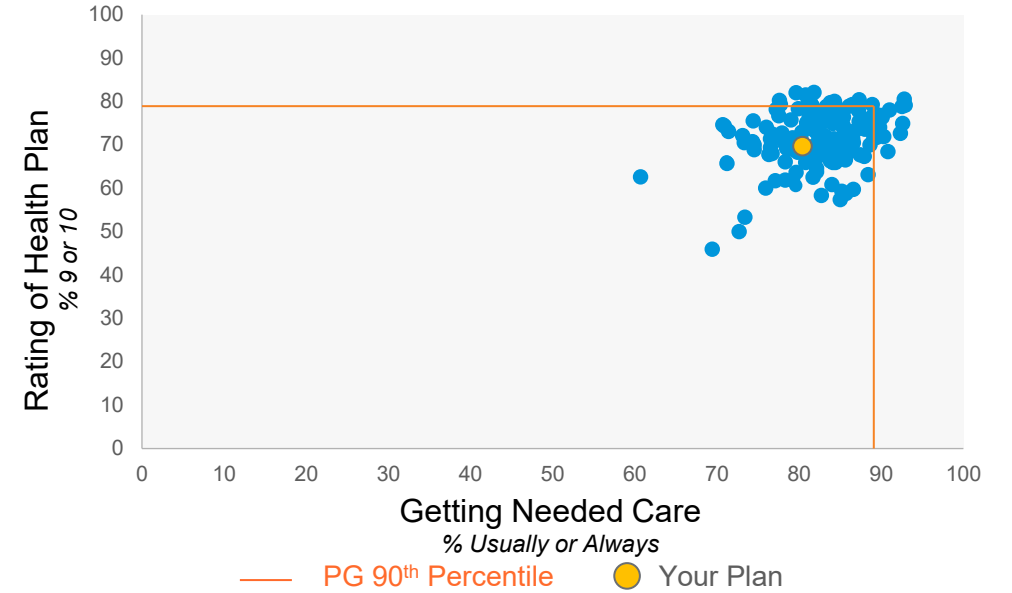*^Denominator less than 100. NCQA will assign an NA to this measure.*

GETTING CARE QUICKLY

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE

% A or U	QC %tile Rank	Score
	33rd	**85.4%**

86.8% (2021), 83.2% (2022), 85.4% (2023), 85.8% (2023 PG), 86.7%

- % Usually
- % Always
- QC Child (% A or U)

2021: % Always 72.3%, (n=60)^
2022: % Always 65.0%, (n=72)^
2023: % Always 65.4%, (n=95)^
2023 PG: % Always 69.2%

PG BOOK OF BUSINESS DISTRIBUTION

Rating of Health Plan *% 9 or 10*

Getting Care Quickly
% Usually or Always

— PG 90th Percentile   ⬤ Your Plan

ATTRIBUTES

G: Q3. Had illness, injury or condition that needed care right away   *(n=190)*   **34.7%**

G: Q5. Made appointments for check-ups or routine care at doctor's office or clinic   *(n=190)*   **67.9%**

Q4. Getting urgent care

	2021 *(n=19)^*	2022 *(n=44)^*	2023 *(n=65)^*
SRS	**89.5%**	**86.4%**	**90.8%**

PG **89.8%**
%tile **31st**
QC **91.6%**
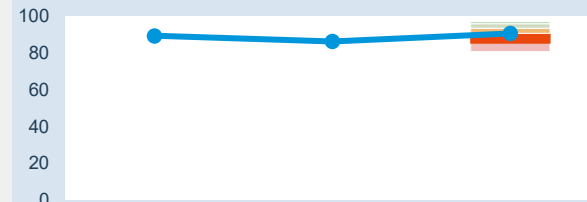
Q6. Getting routine care

	2021 *(n=101)*	2022 *(n=100)*	2023 *(n=125)*
SRS	**84.2%**	**80.0%**	**80.0%**
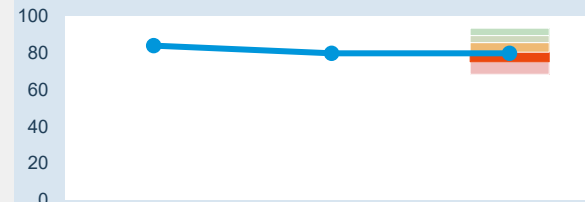
PG **81.8%**
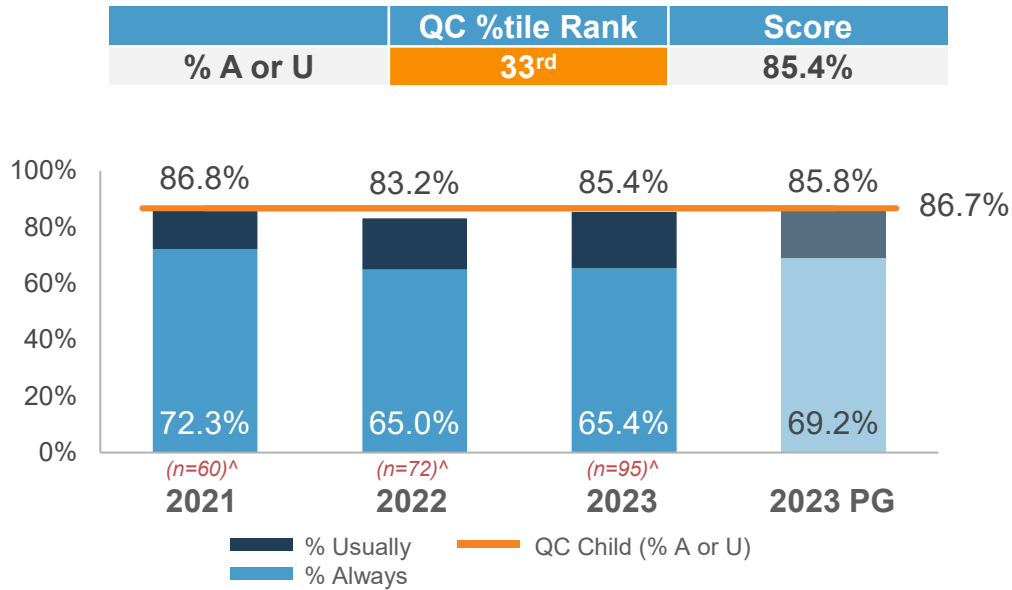%tile **31st**
QC **82.8%**

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⇕/⇕) or benchmark score (▲/▼).

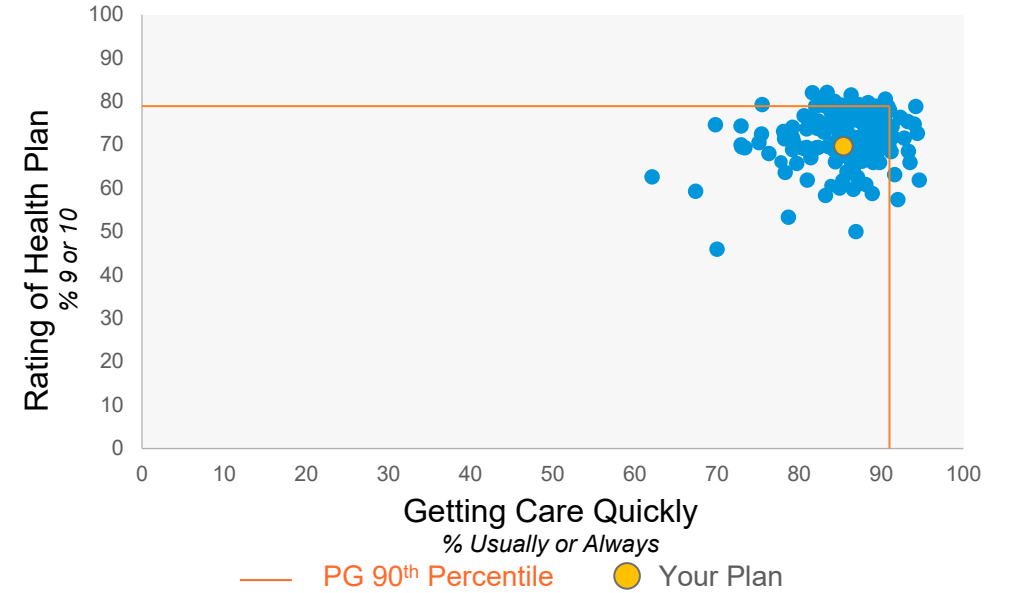*^Denominator less than 100. NCQA will assign an NA to this measure.*

CUSTOMER SERVICE +

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE

	QC %tile Rank	Score
% A or U	**94th**	**92.3%**

% Usually   **QC Child (% A or U)**
% Always

- 2021: 83.2% (% Usually), 63.8% (% Always), (n=38)^
- 2022: 87.1%, 71.0%, (n=31)^
- 2023: 92.3%, 70.5%, (n=39)^
- 2023 PG: 88.7%, 69.3%
- 88.1%

PG BOOK OF BUSINESS DISTRIBUTION

Rating of Health Plan
% 9 or 10

Customer Service +
% Usually or Always

— PG 90th Percentile   ● Your Plan

ATTRIBUTES

G: Q44.   Got information or help from customer service   *(n=191)*   **20.9%**

Q45. Provided information or help

	2021 *(n=39)^*	2022 *(n=31)^*	2023 *(n=39)^*
SRS	**74.4%**	**87.1%**	**87.2%**

PG	**83.2%**
%tile	**84th**
QC	**82.8%**
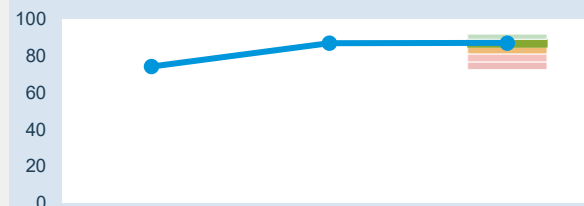
Q46. Treated with courtesy and respect

	2021 *(n=38)^*	2022 *(n=31)^*	2023 *(n=39)^*
SRS	**92.1%**	**87.1%**	**97.4%**
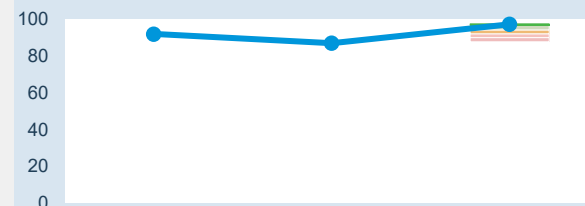
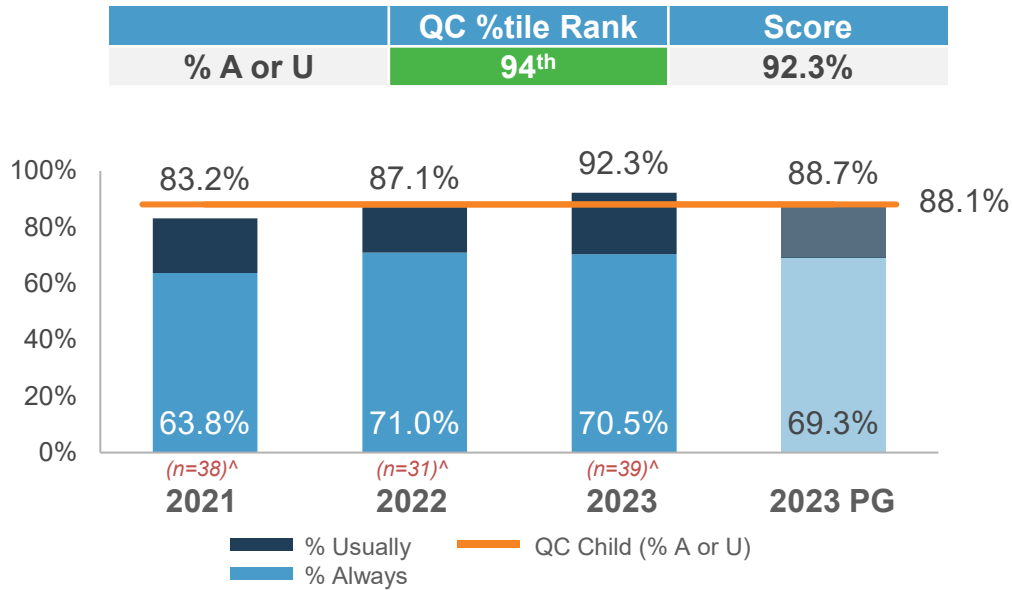| PG	**94.1%**
%tile	**94th**
QC	**93.4%**

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⇕/⇕) or benchmark score (▲/▼).

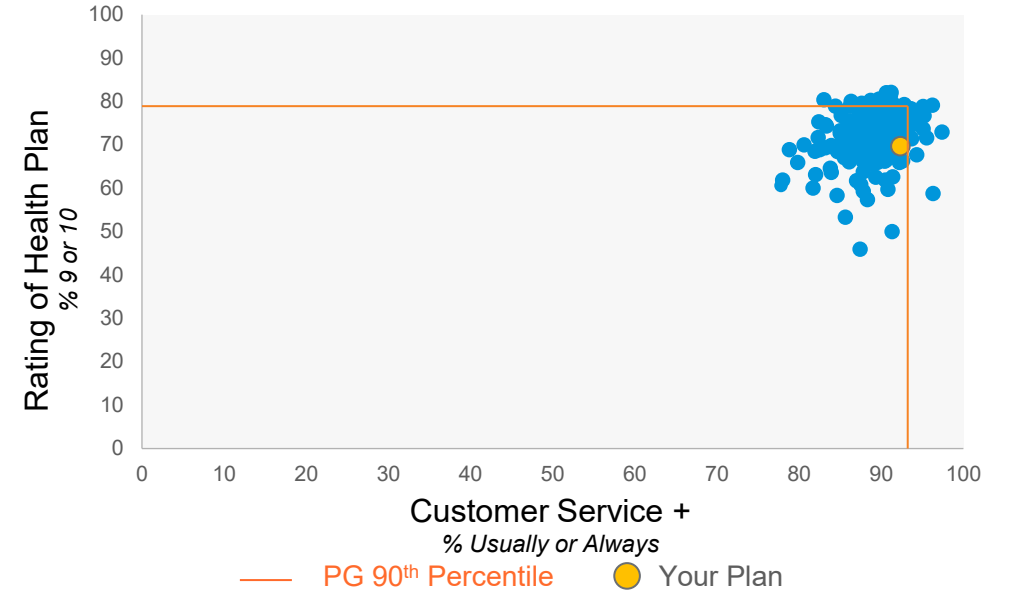*^Denominator less than 100. NCQA will assign an NA to this measure.*

HOW WELL DOCTORS COMMUNICATE +

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE

	QC %tile Rank	Score
% A or U	31st	93.1%

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

PG BOOK OF BUSINESS DISTRIBUTION

PG 90th Percentile   Your Plan

ATTRIBUTES

Q27. Dr. explained things

	2021 *(n=90)^*	2022 *(n=91)^*	2023 *(n=112)*
SRS	93.3%	94.5%	95.5%

PG   94.3%
%tile   56th
QC   94.5%

Q29. Dr. showed respect

	2021 *(n=91)^*	2022 *(n=92)^*	2023 *(n=113)*
SRS	97.8%	93.5%	95.6%

PG   96.7%
%tile   22nd
QC   96.8%

Q28. Dr. listened carefully

	2021 *(n=91)^*	2022 *(n=92)^*	2023 *(n=113)*
SRS	95.6%	93.5%	96.5%

PG   95.3%
%tile   70th
QC   95.5%

Q32. Dr. spent enough time

	2021 *(n=91)^*	2022 *(n=90)^*	2023 *(n=113)*
SRS	86.8%	88.9%	85.0%

PG   89.6%
%tile   11th
QC   89.9%

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⇕/⇕) or benchmark score (▲/▼).

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

COORDINATION OF CARE +

MEDICAID CHILD: GENERAL POPULATION

	QC %tile Rank	Score
% A or U	23rd	81.8%
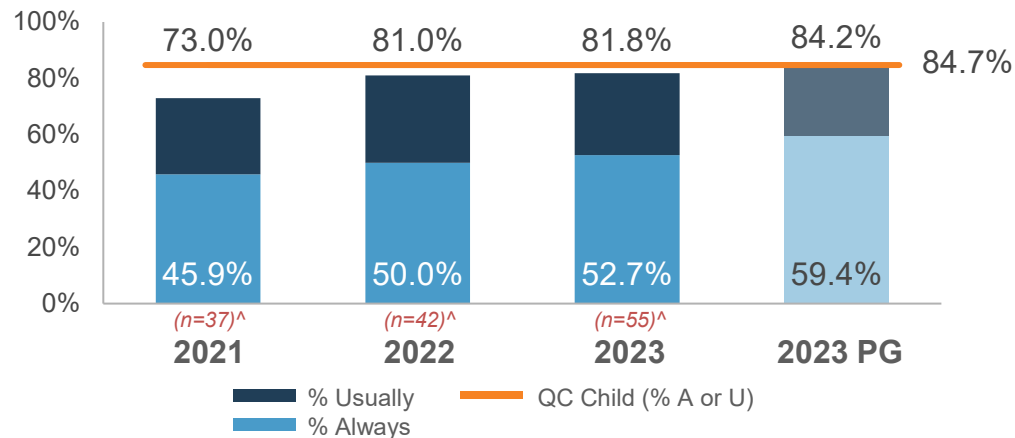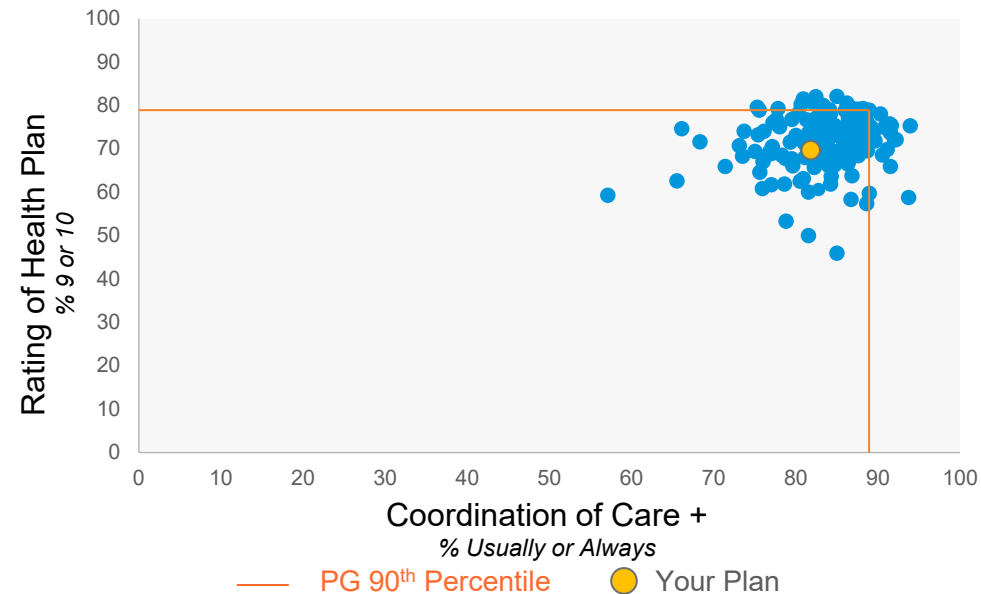
2021: 73.0%, % Always 45.9%, (n=37)^
2022: 81.0%, % Always 50.0%, (n=42)^
2023: 81.8%, % Always 52.7%, (n=55)^
2023 PG: 84.2%, 84.7%, % Always 59.4%

Legend:
- % Usually
- % Always
- QC Child (% A or U)

PG BOOK OF BUSINESS DISTRIBUTION

Rating of Health Plan *% 9 or 10*

Coordination of Care +
% Usually or Always

— PG 90th Percentile   ⬤ Your Plan

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⬍/⬍) or benchmark score (▲/▼).
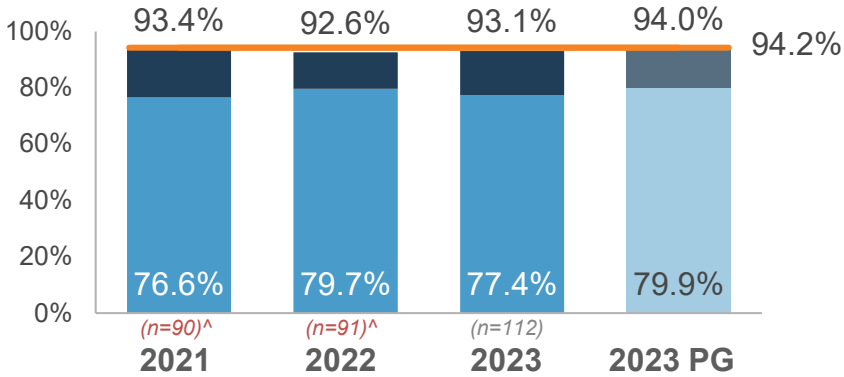
^Denominator less than 100. NCQA will assign an NA to this measure.
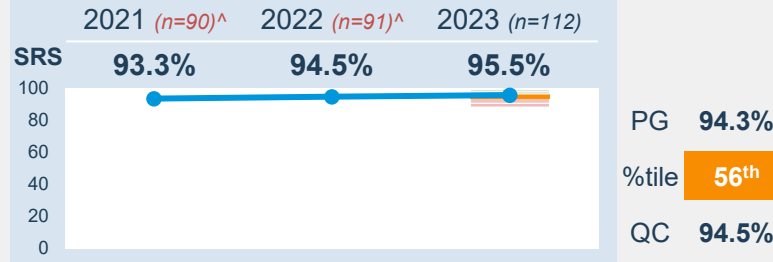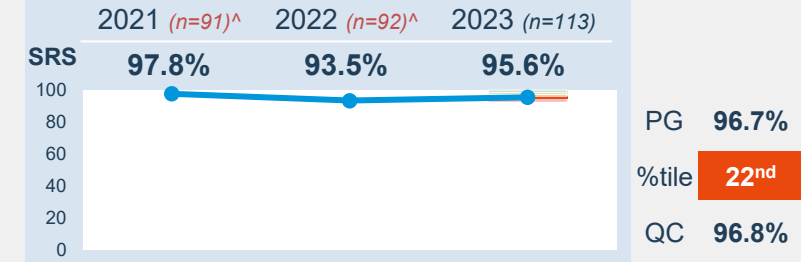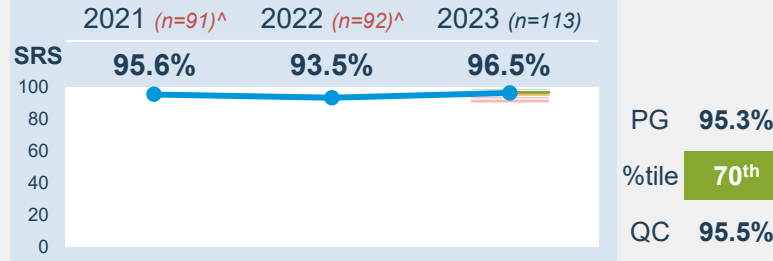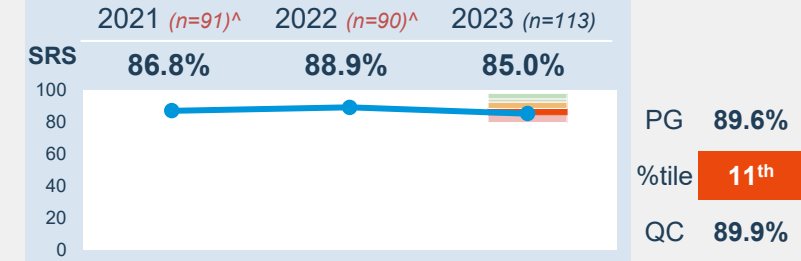
SUMMARY OF TREND AND BENCHMARKS

SECTION INFORMATION

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

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

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

Significance Testing

Green – Current year score is significantly higher than the 2022 score (↑), the 2021 score (↕) or benchmark score (▲).

Red – Current year score is significantly lower than the 2022 score (↓), the 2021 score (↕) or benchmark score (▼).

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

BENCHMARK INFORMATION

Available Benchmarks
The following benchmarks are used throughout the report.

	2022 Quality Compass® All Plans (General Population)	2022 Quality Compass® All Plans (CCC Population)	2022 NCQA 1-100 Benchmark (General Population)	2022 NCQA 1-100 Benchmark (CCC Population)	2023 Press Ganey Book of Business (General Population)	2023 Press Ganey Book of Business (CCC Population)
	Includes all Medicaid child samples (Non-CCC and CCC) that submitted data to NCQA in 2022.	Includes all Medicaid child samples (CCC) that submitted data to NCQA in 2022.	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 2022.	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 2022.	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with Press Ganey to administer the MY 2022 CAHPS 5.1H survey and submitted data to NCQA.	Includes all the Medicaid child samples (CCC) that contracted with Press Ganey to administer the MY 2022 CAHPS 5.1H survey and submitted data to NCQA.
PROS	• Contains more plans than the PG Book of Business • Is presented in NCQA's The State of Health Care Quality	• Contains more plans than the PG Book of Business • Is presented in NCQA's The State of Health Care Quality • Provides a CCC benchmark	• Utilized by Press Ganey to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark	• Utilized by Press Ganey to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark • Provides a CCC benchmark	• Provides a benchmark for each question from the survey • Permits precise percentile ranking of plan compared to benchmark	• Provides a benchmark for each question from the survey • Permits precise percentile ranking of plan compared to benchmark • Provides a CCC benchmark
CONS	• Only contains benchmarks for certain key questions, composites, and rating questions	• Only contains benchmarks for certain key questions, composites, and rating questions	• Only contains benchmarks for certain key questions, composites, and rating questions	• Only contains benchmarks for certain key questions, composites, and rating questions	• Contains fewer plans than the Public Report and the Quality Compass® All Plans Benchmarks	• Contains fewer plans than the Quality Compass® All Plans Benchmarks
SIZE	174 Plans	52 Plans	174 Plans	52 Plans	164 Plans 45,216 Respondents	57 Plans 12,279 Respondents

SUMMARY RATE SCORES

MEDICAID CHILD: GENERAL POPULATION

	2023 Valid n	2021	2022	2023	2023 GP PG BoB	2022 GP QC
Rating Questions *(% 9 or 10)*						
★ Q49. Rating of Health Plan	188	75.3%	68.3%	69.7%	72.0%	72.0%
★ Q9. Rating of Health Care	125	71.3%	60.0%	66.4%	69.6%	70.8%
★ Q36. Rating of Personal Doctor	156	68.7%	77.3%	75.0%	76.5%	77.2%
Q43. Rating of Specialist +	37^	61.3%	73.9%	75.7%	72.3%	73.0%
Rating Questions *(% 8, 9 or 10)*						
Q49. Rating of Health Plan	188	85.4%	83.1%	84.0%	86.8%	86.5%
Q9. Rating of Health Care	125	86.1%	88.0%	84.0%	86.8%	87.3%
Q36. Rating of Personal Doctor	156	90.7%	89.4%	91.0%	89.8%	90.2%
Q43. Rating of Specialist +	37^	90.3%	87.0%	91.9%	86.7%	86.5%
★ **Getting Needed Care *(% Usually or Always)***	**80^**	**77.8%**	**80.0%**	**80.4%**	**83.1%**	**84.2%**
Q10. Getting care, tests, or treatment	124	92.0%	88.0%	87.9%	88.7%	89.0%
Q41. Getting specialist appointment	37^	63.6%	72.0%	73.0%	77.5%	79.5%
★ **Getting Care Quickly *(% Usually or Always)***	**95^**	**86.8%**	**83.2%**	**85.4%**	**85.8%**	**86.7%**
Q4. Getting urgent care	65^	89.5%	86.4%	90.8%	89.8%	91.6%
Q6. Getting routine care	125	84.2%	80.0%	80.0%	81.8%	82.8%
Q35. Coordination of Care +	**55^**	**73.0%**	**81.0%**	**81.8%**	**84.2%**	**84.7%**
Customer Service + *(% Usually or Always)*	**39^**	**83.2%**	**87.1%**	**92.3%**	**88.7%**	**88.1%**
Q45. Provided information or help	39^	74.4%	87.1%	87.2%	83.2%	82.8%
Q46. Treated with courtesy and respect	39^	92.1%	87.1%	97.4%	94.1%	93.4%
How Well Doctors Communicate + *(% Usually or Always)*	**112**	**93.4%**	**92.6%**	**93.1%**	**94.0%**	**94.2%**
Q27. Dr. explained things	112	93.3%	94.5%	95.5%	94.3%	94.5%
Q28. Dr. listened carefully	113	95.6%	93.5%	96.5%	95.3%	95.5%
Q29. Dr. showed respect	113	97.8%	93.5%	95.6%	96.7%	96.8%
Q32. Dr. spent enough time	113	86.8%	88.9%	85.0%	89.6%	89.9%
Q48. Ease of Filling Out Forms + *(% Usually or Always)*	**189**	**94.5%**	**96.2%**	**97.9%**	**95.8%** ▲	**95.9%**

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⇑/⇓) or benchmark score (▲/▼).   *^Denominator less than 100. NCQA will assign an NA to this measure.*

SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

	2023 Valid n	2021	2022	2023	2023 CCC PG BoB	2022 CCC QC
Rating Questions (% 9 or 10)						
★ Q49. Rating of Health Plan	171	70.9%	68.4%	69.0%	68.8%	68.0%
★ Q9. Rating of Health Care	130	63.4%	58.9%	60.8%	67.3%	68.2%
★ Q36. Rating of Personal Doctor	154	75.9%	79.2%	80.5%	76.2%	76.7%
Q43. Rating of Specialist +	64^	67.7%	72.0%	67.2%	72.7%	73.8%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	171	84.2%	83.6%	83.0%	84.3%	83.6%
Q9. Rating of Health Care	130	82.1%	84.1%	78.5%	85.0%	85.7% ▼
Q36. Rating of Personal Doctor	154	88.3%	87.7%	93.5%	88.8% ▲	89.3% ▲
Q43. Rating of Specialist +	64^	83.1%	90.0%	81.3%	86.2%	87.3%
★ Getting Needed Care (% Usually or Always)	**99^**	**82.3%**	**84.7%**	**85.2%**	**85.5%**	**86.9%**
Q10. Getting care, tests, or treatment	132	87.8%	86.0%	87.1%	90.1%	90.0%
Q41. Getting specialist appointment	66^	76.8%	83.3%	83.3%	80.8%	83.6%
★ Getting Care Quickly (% Usually or Always)	**94^**	**86.0%**	**83.8%**	**88.2%**	**89.4%**	**90.2%**
Q4. Getting urgent care	67^	89.5%	90.6%	89.6%	92.0%	92.8%
Q6. Getting routine care	121	82.5%	77.1%	86.8%	86.8%	86.9%
Q35. Coordination of Care +	**72^**	**73.1%**	**74.6%**	**80.6%**	**84.2%**	**84.7%**
Customer Service + (% Usually or Always)	**52^**	**91.0%**	**85.9%**	**92.4%**	**89.6%**	**NA**
Q45. Provided information or help	53^	86.0%	79.5%	86.8%	84.0%	NA
Q46. Treated with courtesy and respect	52^	96.0%	92.3%	98.1%	95.1%	NA
How Well Doctors Communicate + (% Usually or Always)	**126**	**93.3%**	**94.2%**	**94.7%**	**94.2%**	**94.8%**
Q27. Dr. explained things	127	93.6%	94.2%	93.7%	95.0%	95.3%
Q28. Dr. listened carefully	127	95.4%	96.2%	96.1%	95.1%	95.5%
Q29. Dr. showed respect	126	97.2%	97.1%	97.6%	96.2%	96.8%
Q32. Dr. spent enough time	127	87.2%	89.4%	91.3%	90.7%	91.6%
Q48. Ease of Filling Out Forms + (% Usually or Always)	**172**	**94.5%**	**93.3%**	**96.5%**	**95.8%**	**95.4%**

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).

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

SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

CCC MEASURES	2023 Valid n	2021	2022	2023	2023 CCC PG BoB	2022 CCC QC
Q51. Access to Rx Medicines *(% Usually or Always)*	**129**	**92.4%**	**82.5%**	**85.3%**	**89.6%**	**90.6%**
Access to Specialized Services *(% Usually or Always)*	**49^**	**78.0%**	**69.0%**	**71.9%**	**71.7%**	**70.6%**
Q15. Easy to get special medical equipment	19^	70.6%	71.4%	73.7%	71.8%	NA
Q18. Easy to get special therapy	53^	80.4%	64.6%	67.9%	72.4%	NA
Q21. Easy to get treatment or counseling	77^	82.9%	71.0%	74.0%	70.9%	73.3%
FCC: Dr Who Knows Child *(% Yes)*	**112**	**91.9%**	**91.9%**	**92.3%**	**91.1%**	**91.6%**
Q33. Discussed feelings/growth/behavior	126	92.6%	89.4%	92.1%	90.2%	90.6%
Q38. Understands effects on child's life	105	92.6%	95.5%	93.3%	93.1%	93.7%
Q39. Understands effects on family's life	105	90.5%	90.9%	91.4%	89.9%	90.4%
Q8. FCC: Getting Needed Info *(% Usually or Always)*	**132**	**89.4%**	**90.7%**	**89.4%**	**91.3%**	**91.5%**
Coordination of Care for CCC *(% Yes)*	**53^**	**78.6%**	**76.6%**	**76.6%**	**76.5%**	**76.3%**
Q13. Helped contact child's school/daycare	30^	100%	90.9%	96.7%	92.1%	NA
Q24. Helped coordinate child's care	76^	57.1%	62.3%	56.6%	60.9%	60.8%

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⇞/⇟) or benchmark score (▲/▼).

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

REGIONAL PERFORMANCE

MEDICAID CHILD: GENERAL POPULATION

	SUMMARY RATE	2023 PG BoB REGION	
Rating Questions *(% 9 or 10)*			
★ Q49. Rating of Health Plan	69.7%	76.8%	❖
★ Q9. Rating of Health Care	66.4%	71.9%	
★ Q36. Rating of Personal Doctor	75.0%	77.2%	
Q43. Rating of Specialist +	75.7%	74.7%	
Rating Questions *(% 8, 9 or 10)*			
Q49. Rating of Health Plan	84.0%	89.3%	❖
Q9. Rating of Health Care	84.0%	87.9%	
Q36. Rating of Personal Doctor	91.0%	89.8%	
Q43. Rating of Specialist +	91.9%	88.7%	
★ **Getting Needed Care *(% Usually or Always)***	**80.4%**	**83.0%**	
Q10. Getting care, tests, or treatment	87.9%	88.4%	
Q41. Getting specialist appointment	73.0%	77.5%	
★ **Getting Care Quickly *(% Usually or Always)***	**85.4%**	**85.3%**	
Q4. Getting urgent care	90.8%	88.8%	
Q6. Getting routine care	80.0%	81.8%	
Q35. Coordination of Care +	**81.8%**	**83.1%**	
Customer Service + *(% Usually or Always)*	**92.3%**	**90.4%**	
Q45. Provided information or help	87.2%	85.9%	
Q46. Treated with courtesy and respect	97.4%	94.9%	
How Well Doctors Communicate + *(% Usually or Always)*	**93.1%**	**93.4%**	
Q27. Dr. explained things	95.5%	94.0%	
Q28. Dr. listened carefully	96.5%	95.2%	
Q29. Dr. showed respect	95.6%	96.5%	
Q32. Dr. spent enough time	85.0%	88.1%	
Q48. Ease of Filling Out Forms + *(% Usually or Always)*	**97.9%**	**95.9%**	

HHS Regions: The regions used align with the U.S. Department of Health and Human Services regions.
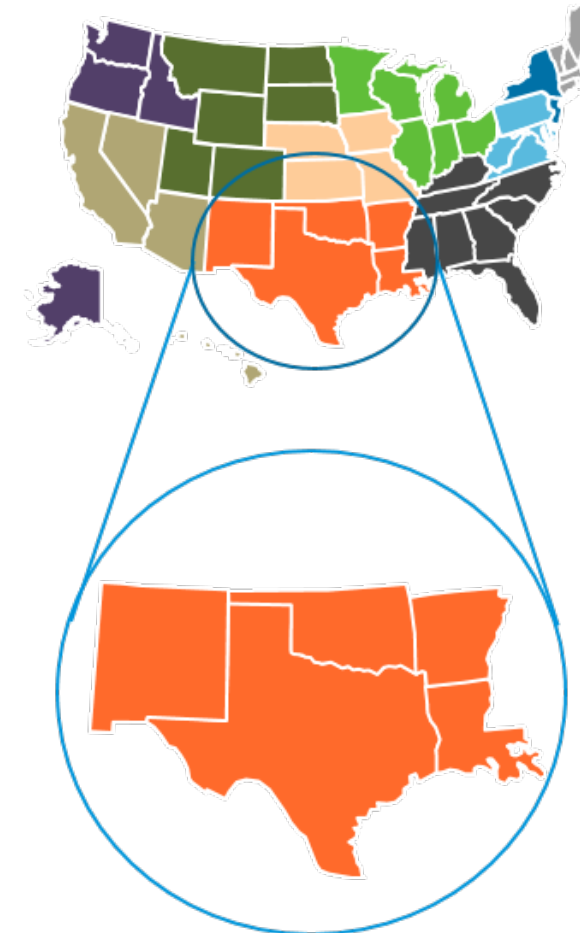
Region 6: Dallas
- Arkansas
- New Mexico
- Texas
- Louisiana
- Oklahoma

Significance Testing

Current year score is significantly higher/lower (❖/❖) than the 2023 PG BoB Region score.

PERCENTILE RANKINGS

MEDICAID CHILD: GENERAL POPULATION

	2023 Plan Score	QC %tile	\<National Percentiles from 2022 Quality Compass\> 5th	10th	25th	33rd	50th	67th	75th	90th	95th	PG %tile	\<National Percentiles from 2023 PG Book of Business\> 5th	10th	25th	33rd	50th	67th	75th	90th	95th
Rating Questions (% 9 or 10)																					
★ Q49. Rating of Health Plan	69.7%	34th	62.7	65.2	68.6	69.6	72.3	74.4	75.7	78.6	80.6	36th	60.2	63.0	68.4	69.5	72.1	74.9	75.9	78.9	79.6
★ Q9. Rating of Health Care	66.4%	20th	63.2	65.4	67.6	68.4	70.2	73.2	74.1	77.1	78.2	30th	60.7	62.7	65.8	67.1	69.8	71.7	72.6	75.3	76.7
★ Q36. Rating of Personal Doctor	75.0%	29th	70.1	71.8	74.7	75.5	77.2	78.8	80.2	82.2	84.0	35th	68.8	69.9	73.9	74.7	77.0	78.5	79.3	81.3	83.0
Q43. Rating of Specialist +	75.7%	69th	67.5	68.2	69.5	70.3	72.2	74.1	76.2	80.4	81.9	74th	59.2	61.8	67.5	68.9	72.1	74.5	75.9	80.5	82.5
Rating Questions (% 8, 9 or 10)																					
Q49. Rating of Health Plan	84.0%	24th	80.0	82.0	84.1	84.6	86.6	88.2	89.3	91.3	92.5	21st	77.9	81.0	84.2	85.3	86.8	89.3	89.7	91.4	91.8
Q9. Rating of Health Care	84.0%	14th	81.8	82.9	85.3	86.2	87.7	88.8	89.6	91.5	92.5	19th	81.1	81.9	84.9	86.1	87.0	88.4	88.9	90.8	91.7
Q36. Rating of Personal Doctor	91.0%	61st	85.4	86.9	88.7	89.4	90.5	91.6	92.2	93.2	94.0	64th	85.0	86.2	88.1	88.5	89.7	91.2	91.6	92.8	93.5
Q43. Rating of Specialist +	91.9%	100th	83.9	84.1	84.8	85.0	86.0	87.7	88.2	89.3	89.9	89th	77.8	80.4	83.3	84.4	87.0	89.0	89.7	92.0	94.5
★ **Getting Needed Care (% U/A)**	80.4%	21st	74.9	76.2	81.2	83.0	85.2	86.7	87.4	89.5	92.2	32nd	72.8	75.6	79.2	80.7	83.1	85.4	86.5	89.1	90.2
Q10. Getting care, tests, or treatment	87.9%	35th	82.1	82.8	86.5	87.7	89.6	91.2	92.1	93.6	94.9	38th	79.8	81.5	85.8	87.3	89.0	90.8	91.4	94.0	94.6
Q41. Getting specialist appointment	73.0%	10th	69.5	72.4	75.0	77.9	80.2	82.1	82.7	85.0	87.6	29th	64.5	66.6	72.0	73.4	76.9	81.1	82.2	85.4	88.5
★ **Getting Care Quickly (% U/A)**	85.4%	33rd	78.4	79.9	84.0	85.3	87.4	89.3	89.8	91.9	93.4	42nd	75.2	78.6	82.3	83.9	86.3	88.2	89.1	91.0	92.6
Q4. Getting urgent care	90.8%	31st	85.1	85.4	88.9	90.9	92.3	93.6	94.4	96.0	96.2	60th	78.5	82.1	86.7	87.5	89.7	91.9	92.8	94.9	96.7
Q6. Getting routine care	80.0%	31st	72.3	75.3	79.2	80.5	83.2	85.8	87.2	89.6	91.2	36th	71.7	73.7	78.3	79.7	82.3	84.7	86.0	88.9	89.6
Q35. Coordination of Care +	81.8%	23rd	77.6	78.8	81.9	83.2	84.8	86.7	87.6	90.1	90.7	30th	75.1	76.7	81.0	82.2	84.2	86.5	87.1	88.9	91.3
Customer Service + (% U/A)	92.3%	94th	84.1	84.8	86.2	86.8	87.7	89.3	90.0	91.7	92.7	84th	82.1	83.7	86.5	87.4	88.9	90.8	91.3	93.2	94.5
Q45. Provided information or help	87.2%	84th	76.3	76.9	80.4	81.2	81.9	84.9	85.2	89.3	90.4	74th	72.8	76.1	79.9	81.1	83.8	86.4	87.3	90.1	92.2
Q46. Treated with courtesy and respect	97.4%	94th	88.9	90.2	91.9	92.2	93.6	94.4	94.5	96.7	97.6	87th	88.6	89.9	92.3	93.2	94.7	95.9	96.4	97.7	98.7
How Well Doctors Communicate + (% U/A)	93.1%	31st	90.8	91.2	92.5	93.2	94.6	95.4	95.9	96.8	97.1	37th	89.8	91.2	92.3	92.9	94.3	95.1	95.7	96.5	97.1
Q27. Dr. explained things	95.5%	56th	89.6	90.4	92.7	93.4	95.2	96.2	96.6	97.6	98.0	60th	88.8	90.1	92.9	93.5	94.9	95.7	96.4	97.5	97.8
Q28. Dr. listened carefully	96.5%	70th	92.3	92.8	94.2	94.5	95.8	96.3	96.9	98.0	98.3	70th	91.3	92.3	94.2	94.7	95.5	96.3	96.8	97.6	98.0
Q29. Dr. showed respect	95.6%	22nd	94.0	94.8	95.8	96.2	96.9	97.5	98.0	98.7	99.2	23rd	94.0	94.4	95.8	96.1	96.8	97.4	97.7	98.7	99.2
Q32. Dr. spent enough time	85.0%	11th	83.1	84.2	86.9	88.2	90.2	92.2	92.8	94.2	94.8	15th	82.3	83.6	86.8	88.0	89.6	91.7	92.8	94.2	95.5
Q48. Ease of Filling Out Forms + (% U/A)	97.9%	91st	92.8	93.8	94.8	95.2	96.1	96.8	97.1	97.8	98.2	92nd	93.1	93.8	94.9	95.2	96.0	96.7	96.9	97.7	98.2

PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

	2023 Plan Score	QC %tile	National Percentiles from 2022 Quality Compass									PG %tile	National Percentiles from 2023 PG Book of Business								
			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	69.0%	59th	59.9	61.1	63.9	65.4	68.0	69.6	71.8	76.0	78.0	55th	58.8	61.4	64.4	66.4	68.3	71.8	74.7	76.4	78.2
★ Q9. Rating of Health Care	60.8%	12th	58.9	60.6	62.0	66.4	68.4	71.2	72.4	75.0	77.5	18th	55.9	56.3	63.7	65.4	68.6	70.1	71.7	75.8	76.5
★ Q36. Rating of Personal Doctor	80.5%	74th	67.9	68.2	72.9	74.3	77.7	79.2	80.6	83.2	83.8	81st	68.6	70.3	73.3	75.8	77.6	79.3	79.8	81.2	81.6
★ Q43. Rating of Specialist +	67.2%	5th	65.2	70.1	71.2	71.6	73.1	76.8	77.7	79.7	80.6	14th	61.8	65.0	68.9	69.9	73.1	75.2	75.9	79.4	81.1
Rating Questions (% 8, 9 or 10)																					
Q49. Rating of Health Plan	83.0%	42nd	76.9	78.3	81.6	82.6	83.7	85.3	86.2	87.7	89.0	35th	78.4	80.4	81.6	83.0	84.8	86.6	87.3	89.6	90.2
Q9. Rating of Health Care	78.5%	7th	77.2	81.0	83.7	84.1	86.7	87.7	88.1	89.1	90.5	5th	78.5	79.7	82.0	83.5	85.5	86.8	87.5	88.7	90.3
Q36. Rating of Personal Doctor	93.5%	87th	83.0	85.5	87.6	88.1	89.4	90.8	91.5	93.9	94.2	100th	84.5	85.6	87.8	88.2	89.3	90.1	90.8	92.2	92.5
Q43. Rating of Specialist +	81.3%	<5th	83.8	84.4	85.5	85.9	86.8	88.0	88.5	90.7	92.5	10th	79.9	81.3	83.5	84.2	86.2	88.0	88.9	90.5	91.5
★ **Getting Needed Care (% U/A)**	85.2%	31st	78.7	79.8	84.3	85.4	88.1	89.7	90.9	91.7	91.8	39th	74.5	78.2	83.5	84.9	86.0	87.3	88.9	91.1	91.8
Q10. Getting care, tests, or treatment	87.1%	24th	83.3	83.7	87.8	88.6	91.1	92.3	93.0	94.1	94.9	16th	82.2	84.2	88.8	89.3	90.3	91.9	92.9	94.4	94.9
Q41. Getting specialist appointment	83.3%	43rd	74.5	75.0	80.6	82.3	85.3	86.4	88.4	89.6	89.9	60th	67.0	72.3	78.0	79.7	81.8	84.3	85.2	88.8	89.3
★ **Getting Care Quickly (% U/A)**	88.2%	25th	82.6	84.5	86.9	89.6	91.3	92.2	93.1	94.3	95.6	25th	82.8	83.5	88.0	89.4	90.1	91.2	91.7	93.1	94.7
Q4. Getting urgent care	89.6%	14th	81.9	88.1	92.9	93.3	94.0	94.6	95.2	96.0	96.2	23rd	84.9	86.6	89.8	90.4	92.0	93.6	94.7	96.4	98.6
Q6. Getting routine care	86.8%	41st	78.7	80.2	83.3	84.3	88.1	89.2	89.9	92.4	93.0	35th	77.3	78.4	85.2	86.8	87.6	89.1	89.7	91.4	93.2
Q35. Coordination of Care +	80.6%	13th	78.0	78.9	83.7	84.6	85.8	86.4	86.6	88.2	88.4	19th	76.8	78.7	82.0	83.1	84.1	86.0	86.7	89.4	89.9
Customer Service + (% U/A)	92.4%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	79th	83.4	84.9	86.8	88.1	89.0	91.1	91.9	94.3	95.0
Q45. Provided information or help	86.8%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	76th	74.8	77.5	80.3	81.5	83.8	86.2	86.5	90.3	91.4
Q46. Treated with courtesy and respect	98.1%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	84th	90.5	90.9	93.2	93.8	95.5	96.5	97.0	98.3	98.6
How Well Doctors Communicate + (% U/A)	94.7%	49th	91.3	91.6	93.8	94.2	94.8	96.0	96.2	96.8	97.6	57th	91.1	92.1	93.1	93.3	94.3	95.5	95.9	96.9	97.3
Q27. Dr. explained things	93.7%	23rd	91.3	92.0	94.2	94.9	95.7	96.4	96.7	97.5	98.4	28th	91.4	91.9	93.4	94.2	95.4	96.5	96.8	97.5	98.2
Q28. Dr. listened carefully	96.1%	65th	92.1	92.5	94.7	95.1	95.7	96.2	97.1	97.8	98.3	63rd	92.6	92.8	93.7	94.1	95.2	96.5	96.8	97.5	98.0
Q29. Dr. showed respect	97.6%	73rd	93.0	95.1	96.0	96.3	96.8	97.4	97.8	98.7	99.5	75th	93.6	94.1	95.0	95.6	96.5	97.4	97.6	98.3	98.9
Q32. Dr. spent enough time	91.3%	36th	86.7	87.2	89.2	90.6	92.0	93.5	94.1	94.8	95.5	44th	84.5	86.4	88.7	89.7	91.6	93.3	93.6	94.8	95.4
Q48. Ease of Filling Out Forms + (% U/A)	96.5%	71st	91.5	92.9	94.2	94.7	95.5	96.2	97.0	97.7	98.0	72nd	92.9	94.2	95.2	95.5	96.0	96.4	96.6	97.4	97.9

PERCENTILE RANKINGS
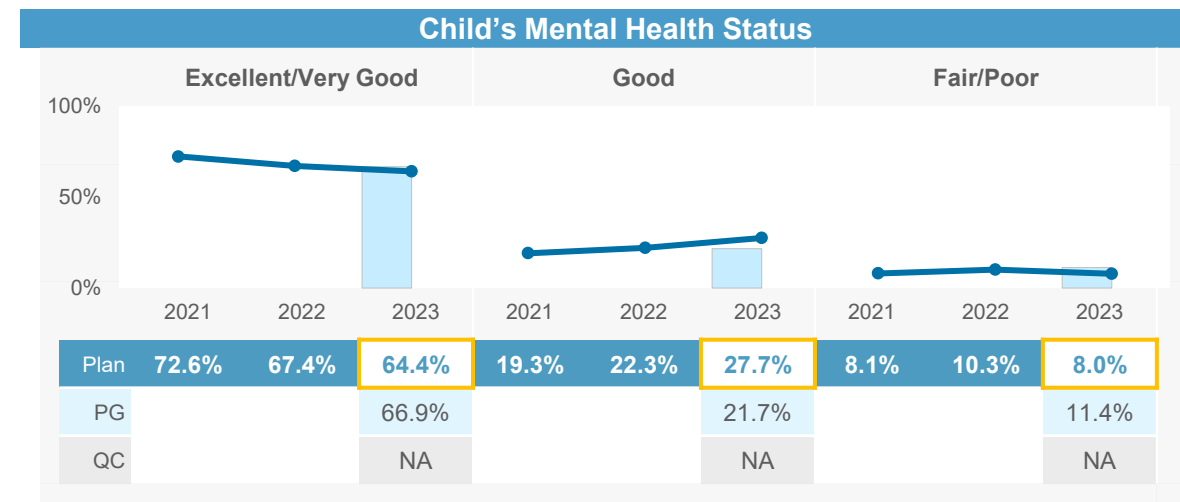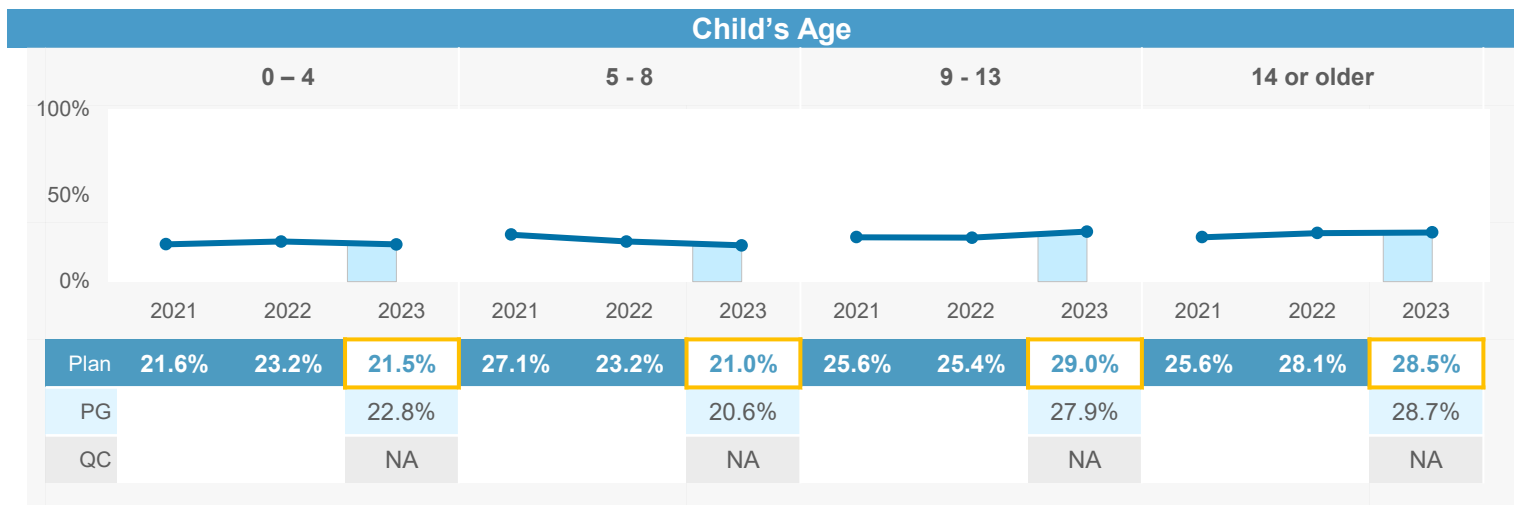
MEDICAID CHILD: CCC POPULATION

	2023 Plan Score	QC %tile	National Percentiles from 2022 Quality Compass									PG %tile	National Percentiles from 2023 PG Book of Business								
			5th	10th	25th	33rd	50th	67th	75th	90th	95th		5th	10th	25th	33rd	50th	67th	75th	90th	95th
Q51. Access to Rx Medicines *(% U/A)*	85.3%	9th	83.3	87.3	89.1	89.4	90.8	92.4	92.9	94.3	94.9	14th	83.7	84.8	87.8	88.0	89.7	91.8	92.2	93.3	93.4
Access to Specialized Services *(% U/A)*	71.9%	60th	62.4	62.4	70.4	70.4	71.2	72.4	72.4	76.6	76.6	40th	61.7	64.2	69.9	71.2	72.5	75.7	76.8	80.6	81.1
Q15. Easy to get special medical equipment	73.7%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	52nd	50.4	60.2	67.8	70.7	73.7	76.8	79.4	88.9	90.4
Q18. Easy to get special therapy	67.9%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	28th	61.5	64.8	67.8	69.5	73.5	76.0	77.5	82.2	84.3
Q21. Easy to get treatment or counseling	74.0%	45th	61.0	64.2	69.6	70.8	75.2	77.6	77.9	80.2	80.6	55th	59.5	62.0	65.1	68.7	72.3	76.1	76.6	79.3	81.9
FCC: Dr Who Knows Child *(% Yes)*	92.3%	68th	87.9	88.8	90.8	91.2	91.7	92.3	93.0	93.4	93.6	68th	87.6	88.6	89.7	90.1	91.6	92.3	92.6	93.2	93.5
Q33. Discussed feelings/growth/behavior	92.1%	73rd	87.1	87.9	89.1	89.4	90.5	91.7	92.3	93.6	94.0	81st	85.8	86.9	88.8	89.6	90.6	91.4	91.7	93.4	94.1
Q38. Understands effects on child's life	93.3%	42nd	90.7	91.3	92.8	93.2	93.6	95.1	95.5	96.2	96.4	53rd	88.2	90.5	91.8	92.4	93.2	94.4	94.8	95.7	96.3
Q39. Understands effects on family's life	91.4%	66th	86.1	87.3	89.9	90.1	90.9	91.6	91.9	92.6	93.6	68th	85.8	86.1	87.6	89.1	90.4	91.4	91.7	92.8	93.4
Q8. FCC: Getting Needed Info *(% U/A)*	89.4%	24th	85.2	86.8	89.9	90.6	92.5	93.4	94.0	94.8	96.0	24th	86.6	87.6	89.5	89.9	91.6	92.5	93.3	94.4	94.6
Coordination of Care for CCC *(% Yes)*	76.6%	49th	67.6	71.5	75.0	75.2	76.9	78.3	78.5	80.5	82.1	49th	69.5	70.8	74.3	74.9	76.7	78.3	78.8	79.9	82.2
Q13. Helped contact child's school/daycare	96.7%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	91st	82.9	84.7	89.0	90.1	92.3	93.8	95.7	96.6	97.8
Q24. Helped coordinate child's care	56.6%	29th	54.6	54.6	56.0	57.1	59.6	62.0	63.3	70.3	72.3	32nd	51.8	52.9	55.8	56.7	61.0	63.1	65.3	71.1	71.7

PROFILE OF SURVEY RESPONDENTS

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Age

	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
	0 – 4			**5 - 8**			**9 - 13**			**14 or older**		
Plan	21.6%	23.2%	21.5%	27.1%	23.2%	21.0%	25.6%	25.4%	29.0%	25.6%	28.1%	28.5%
PG			22.8%			20.6%			27.9%			28.7%
QC			NA			NA			NA			NA

Child's Gender

	2021	2022	2023	2021	2022	2023
	Male			**Female**		
Plan	51.0%	51.1%	55.6%	49.0%	48.9%	44.4%
PG			52.7%			47.3%
QC			NA			NA

Child's Health Status

	2021	2022	2023	2021	2022	2023	2021	2022	2023
	Excellent/Very Good			**Good**			**Fair/Poor**		
Plan	80.2%	78.4%	74.1%	15.2%	17.3%	21.2%	4.6%	4.3%	4.8%
PG			73.2%			21.4%			5.4%
QC			NA			NA			NA

Child's Mental Health Status

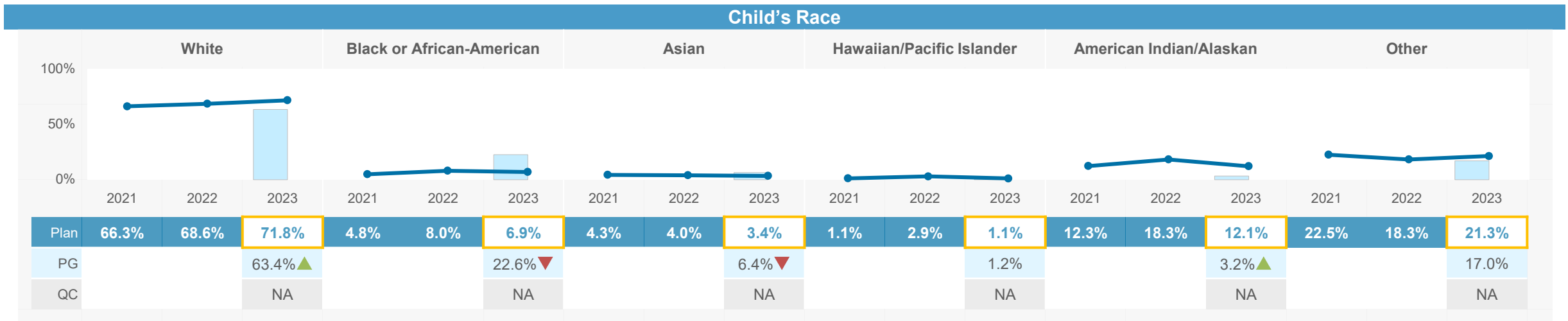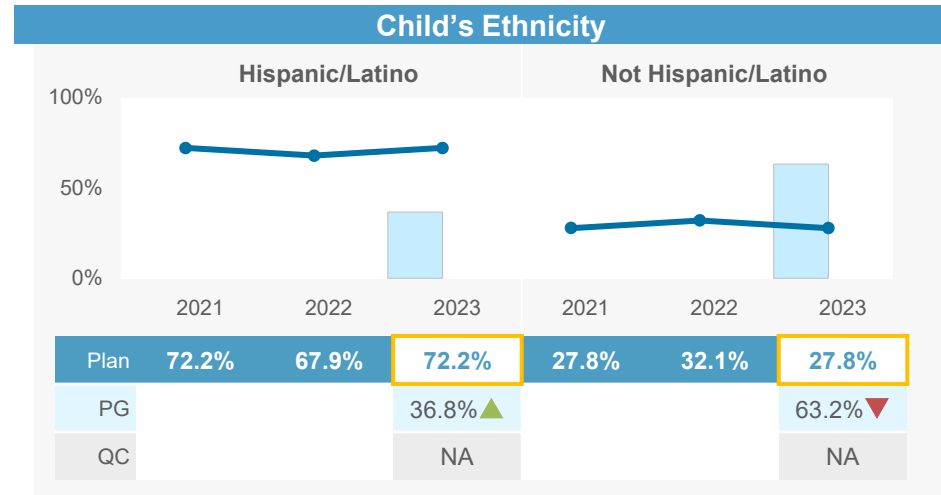|	2021	2022	2023	2021	2022	2023	2021	2022	2023
	Excellent/Very Good			**Good**			**Fair/Poor**		
Plan	72.6%	67.4%	64.4%	19.3%	22.3%	27.7%	8.1%	10.3%	8.0%
PG			66.9%			21.7%			11.4%
QC			NA			NA			NA

More info. ⓘ

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⬆/⬇) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	72.2%	67.9%	72.2%	27.8%	32.1%	27.8%
PG			36.8% ▲			63.2% ▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	66.3%	68.6%	71.8%	4.8%	8.0%	6.9%	4.3%	4.0%	3.4%	1.1%	2.9%	1.1%	12.3%	18.3%	12.1%	22.5%	18.3%	21.3%
PG			63.4% ▲			22.6% ▼			6.4% ▼			1.2%			3.2% ▲			17.0%
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⇑/⇓) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

PROFILE OF SURVEY RESPONDENTS
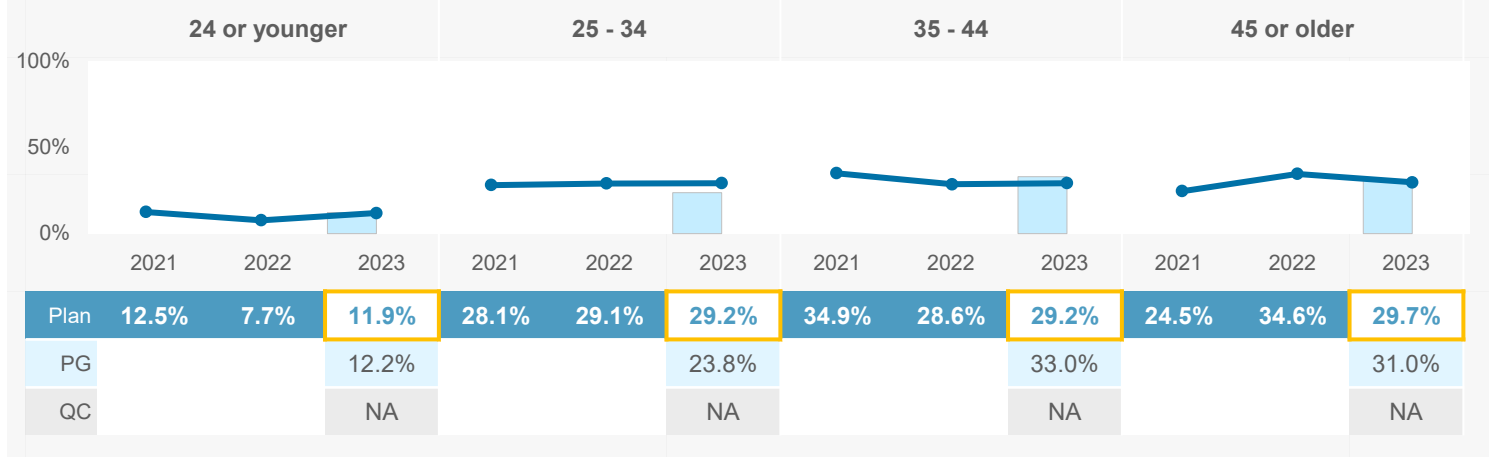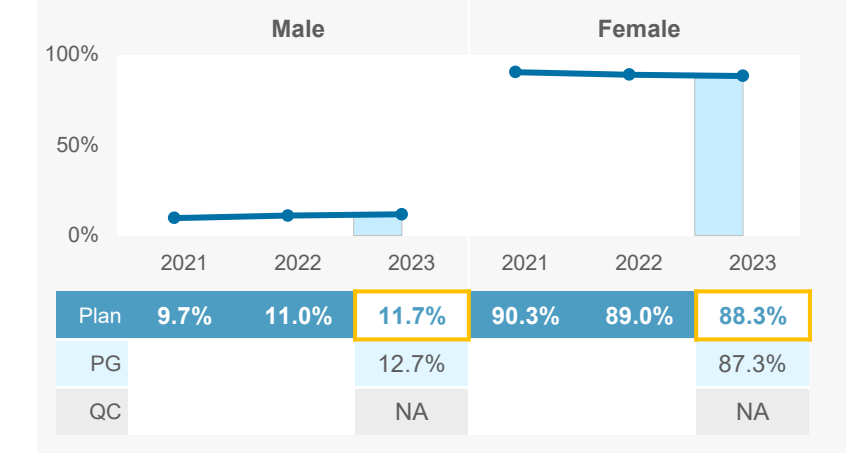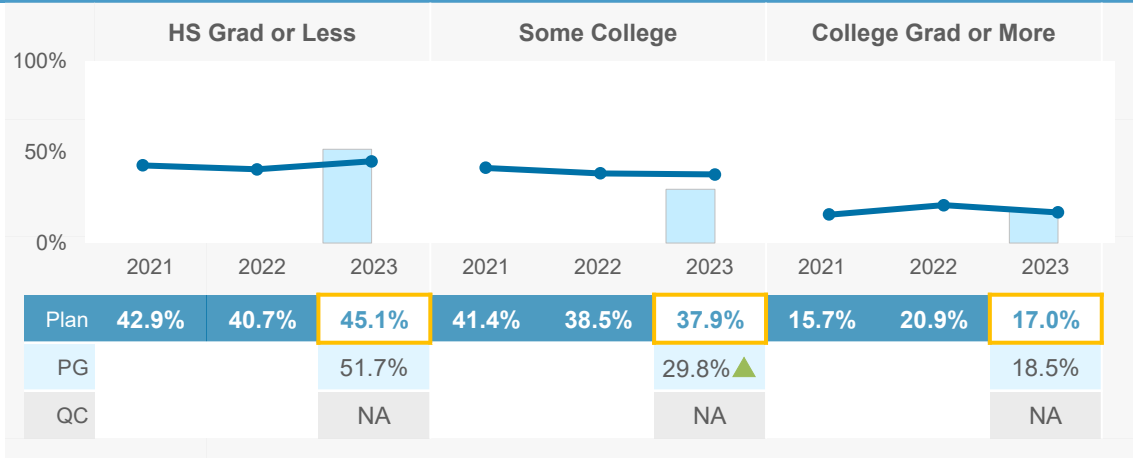
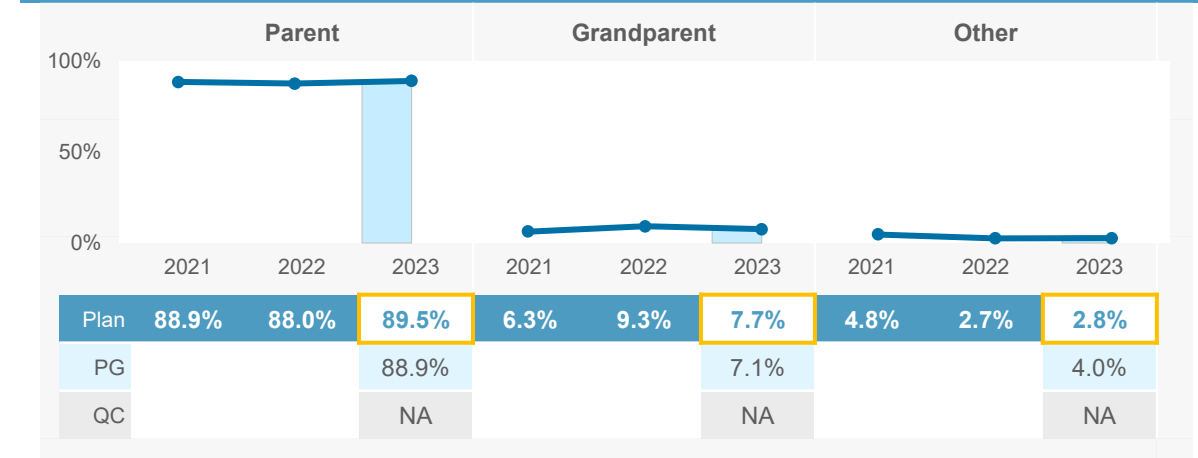*MEDICAID CHILD: GENERAL POPULATION*

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	12.5%	7.7%	11.9%	28.1%	29.1%	29.2%	34.9%	28.6%	29.2%	24.5%	34.6%	29.7%
PG			12.2%			23.8%			33.0%			31.0%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	9.7%	11.0%	11.7%	90.3%	89.0%	88.3%
PG			12.7%			87.3%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	42.9%	40.7%	45.1%	41.4%	38.5%	37.9%	15.7%	20.9%	17.0%
PG			51.7%			29.8% ▲			18.5%
QC			NA			NA			NA

Respondent's Relation to Child

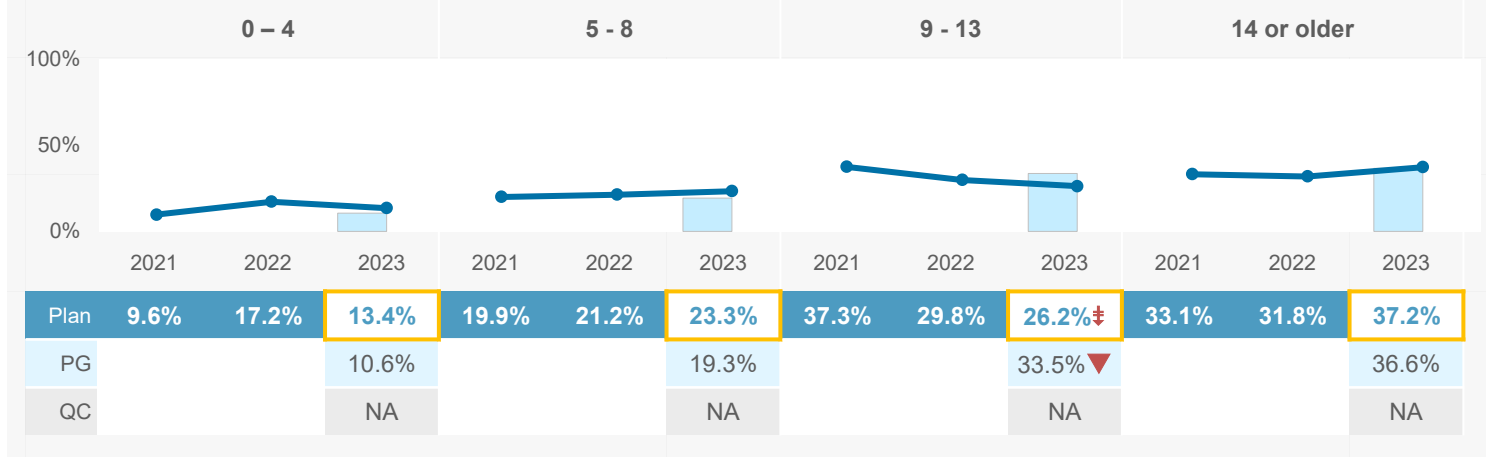|	Parent			Grandparent			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	88.9%	88.0%	89.5%	6.3%	9.3%	7.7%	4.8%	2.7%	2.8%
PG			88.9%			7.1%			4.0%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⚊/⚌) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.
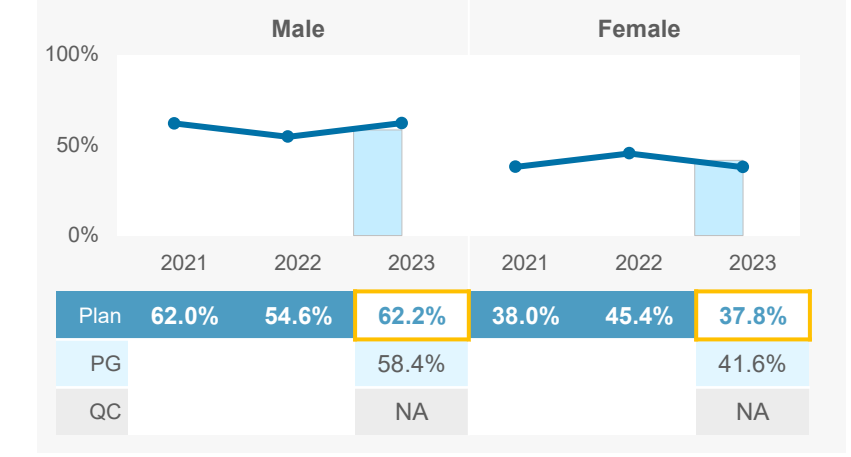
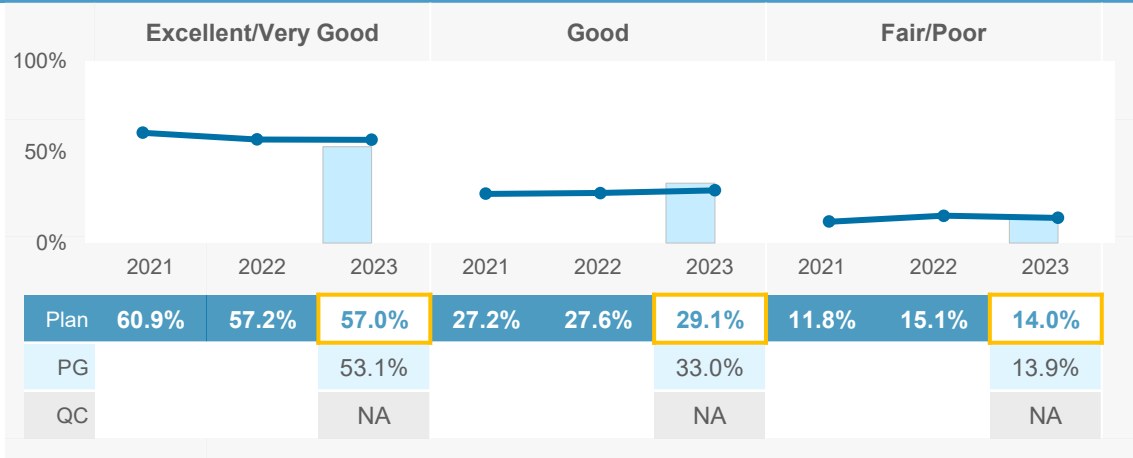# PROFILE OF SURVEY RESPONDENTS
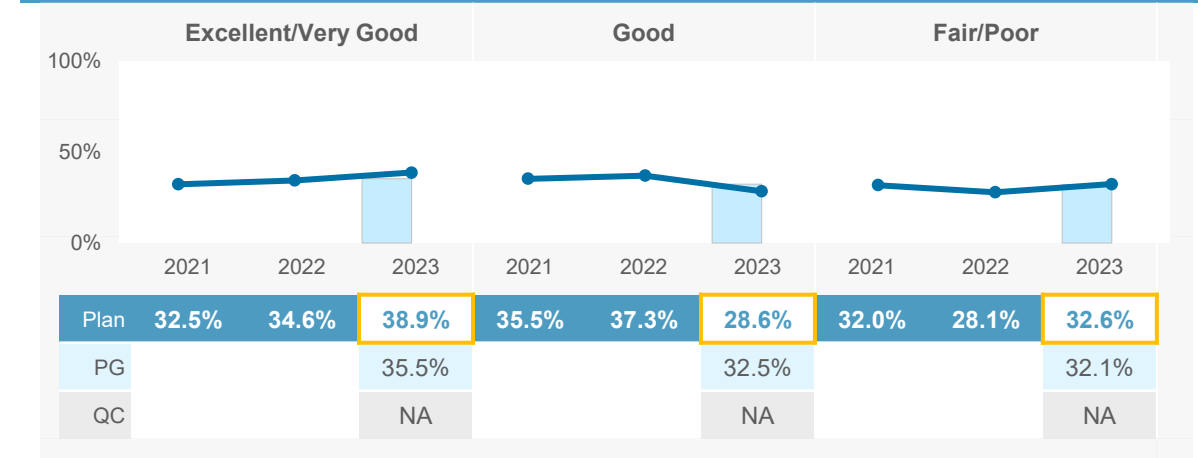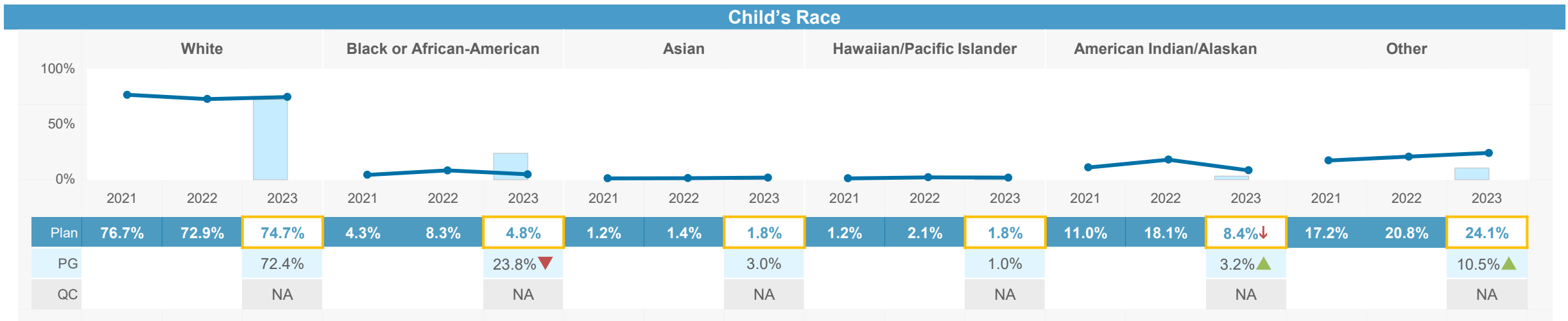
MEDICAID CHILD: CCC POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	9.6%	17.2%	13.4%	19.9%	21.2%	23.3%	37.3%	29.8%	26.2%‡	33.1%	31.8%	37.2%
PG			10.6%			19.3%			33.5%▼			36.6%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	62.0%	54.6%	62.2%	38.0%	45.4%	37.8%
PG			58.4%			41.6%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	60.9%	57.2%	57.0%	27.2%	27.6%	29.1%	11.8%	15.1%	14.0%
PG			53.1%			33.0%			13.9%
QC			NA			NA			NA

Child's Mental Health Status

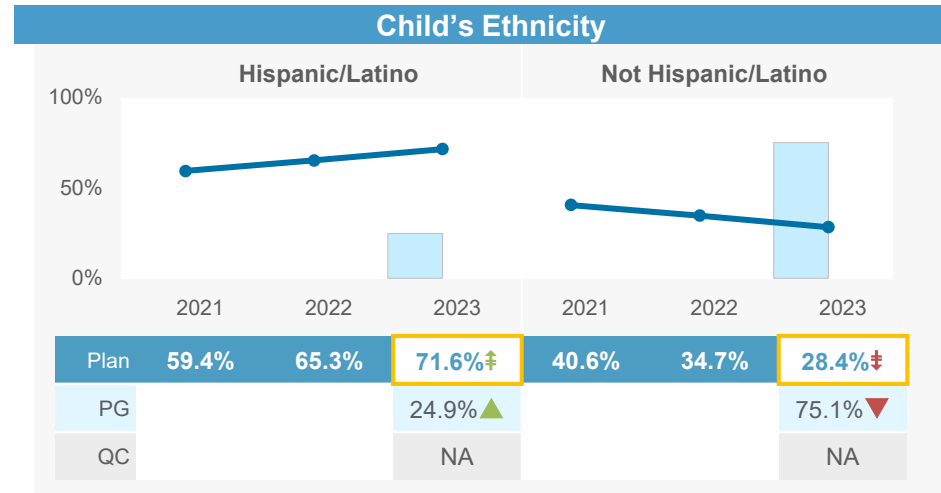|	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	32.5%	34.6%	38.9%	35.5%	37.3%	28.6%	32.0%	28.1%	32.6%
PG			35.5%			32.5%			32.1%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⧧/⧧) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

PROFILE OF SURVEY RESPONDENTS
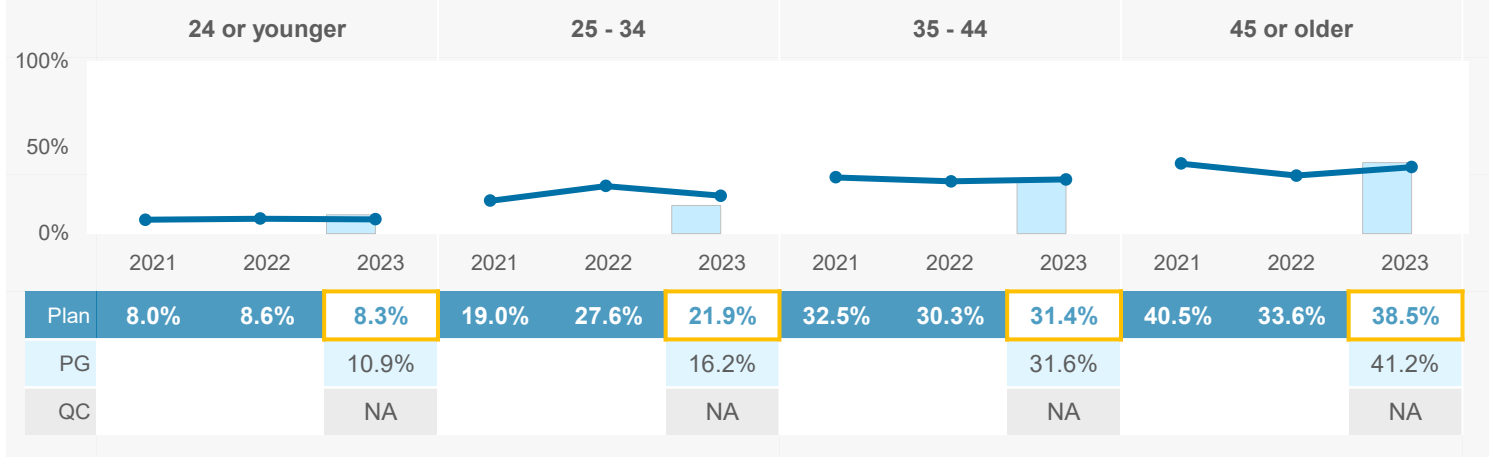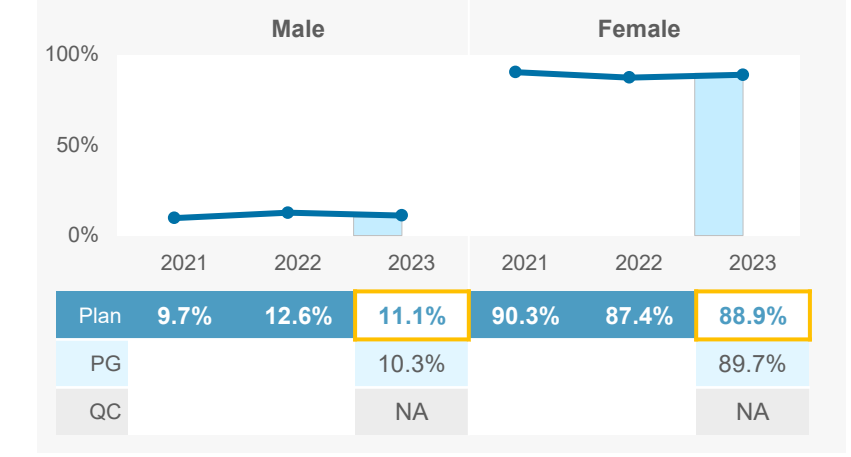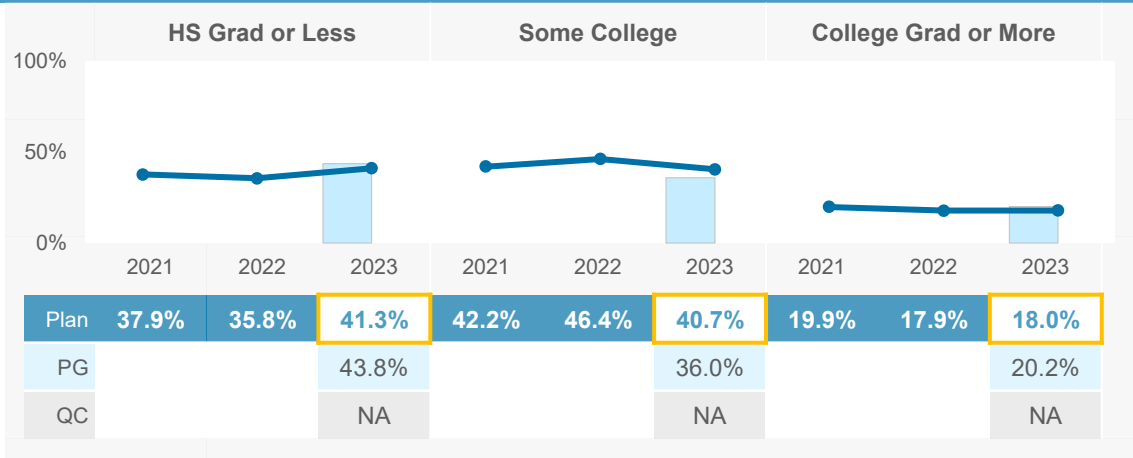
MEDICAID CHILD: CCC POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	59.4%	65.3%	71.6%‡	40.6%	34.7%	28.4%‡
PG			24.9%▲			75.1%▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	76.7%	72.9%	74.7%	4.3%	8.3%	4.8%	1.2%	1.4%	1.8%	1.2%	2.1%	1.8%	11.0%	18.1%	8.4%↓	17.2%	20.8%	24.1%
PG			72.4%			23.8%▼			3.0%			1.0%			3.2%▲			10.5%▲
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

PROFILE OF SURVEY RESPONDENTS

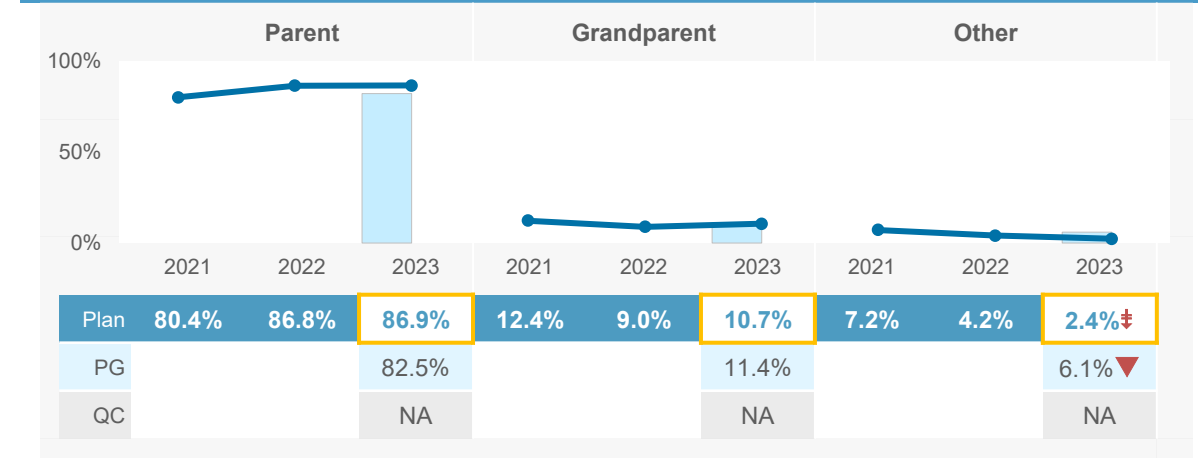*MEDICAID CHILD: CCC POPULATION*

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	8.0%	8.6%	8.3%	19.0%	27.6%	21.9%	32.5%	30.3%	31.4%	40.5%	33.6%	38.5%
PG			10.9%			16.2%			31.6%			41.2%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	9.7%	12.6%	11.1%	90.3%	87.4%	88.9%
PG			10.3%			89.7%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	37.9%	35.8%	41.3%	42.2%	46.4%	40.7%	19.9%	17.9%	18.0%
PG			43.8%			36.0%			20.2%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	80.4%	86.8%	86.9%	12.4%	9.0%	10.7%	7.2%	4.2%	2.4%‡
PG			82.5%			11.4%			6.1%▼
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

SUPPLEMENTAL QUESTIONS

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

2023 PG BoB	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
Q77. Help with coordination of care **(% Yes)**	Valid Responses = 182								
	Yes	No				(n=191)	(n=181)	(n=182)	---
	25.3%	74.7%				**17.8%**	**27.1%**	**25.3%**	
Q79. Satisfied with help to coordinate care **(% Very Satisfied or Satisfied)**	Valid Responses = 181								
	Very satisfied	Satisfied	Neither dissatisfied nor satisfied	Dissatisfied	Very dissatisfied	(n=172)	(n=169)	(n=181)	---
	30.4%	47.0%	16.0%	3.3%	3.3%	**78.5%**	**76.3%**	**77.3%**	
Q80. Received material from plan about care coordination and how to contact the care coordination unit **(% Yes)**	Valid Responses = 181								
	Yes	No				(n=185)	(n=176)	(n=181)	---
	29.3%	70.7%				**26.5%**	**20.5%**	**29.3%**	
Q81. Sat down with Care Coordinator and created a Plan of Care **(% Yes)**	Valid Responses = 51								
	Yes	No				(n=49)	(n=33)	(n=51)	---
	15.7%	84.3%				**20.4%**	**24.2%**	**15.7%**	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (⇕/⇕) or benchmark score (▲/▼).   **Low Base:** ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

2023 PG BoB	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
Q82. Satisfied with care plans *(% Very Satisfied or Satisfied)*	Valid Responses = 50								
	Very satisfied	Satisfied	Neither dissatisfied nor satisfied	Dissatisfied	Very dissatisfied	(n=48)	(n=35)	(n=50)	---
	24.0%	58.0%	16.0%	0.0%	2.0%	**79.2%**	**82.9%**	**82.0%**	
Q83. Treated unfairly at Drs. office due to language barrier *(% Never or Sometimes)*	Valid Responses = 179								
	Always	Usually	Sometimes	Never		(n=180)	(n=175)	(n=179)	---
	1.7%	1.7%	4.5%	92.2%		**97.2%**	**97.1%**	**96.6%**	
Q84. Dr. used medical words not understood *(% Never or Sometimes)*	Valid Responses = 183								
	Always	Usually	Sometimes	Never		(n=185)	(n=178)	(n=183)	---
	1.6%	2.2%	22.4%	73.8%		**97.3%**	**97.2%**	**96.2%**	
Q85. Provider ignored what you told him or her *(% Never or Sometimes)*	Valid Responses = 182								
	Always	Usually	Sometimes	Never		(n=182)	(n=177)	(n=182)	---
	0.5%	2.2%	10.4%	86.8%		**99.5%**	**98.9%**	**97.3%**	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (⬍/⬍) or benchmark score (▲/▼).   **Low Base:** ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

2023		Category Responses Based on Valid Responses Per Question			Summary Rate Score			2023 PG BoB
					2021	2022	2023	
Q86. Educational materials easy to understand **(% Very easy)**		Valid Responses = 108						
I did not receive educational materials for my child 68		Very easy	Somewhat easy	Not easy at all	(n=145)	(n=121)	(n=108)	---
		75.9%	24.1%	0.0%	**71.7%**	**72.7%**	**75.9%**	
Q87. Able to follow provided instructions **(% Very easily)**		Valid Responses = 138						
		Very easily	Easily	Not easily at all	(n=140)	(n=116)	(n=138)	---
		53.6%	39.9%	6.5%	**60.7%**	**54.3%**	**53.6%**	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).   **Low Base:** ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

Survey Item		Summary Rate Score			2023 PG BoB
		2021	**2022**	**2023**	
Q78. Who helped to coordinate your child's care					
Valid Responses	Base	(n=164)	(n=163)	(n=168)	---
Someone from your child's health plan		4.3%	6.1%	6.0%	
Someone from your child's doctor's office or clinic		19.5%	25.8%	21.4%	
Someone from another organization		1.8%	1.2%	1.2%	
A friend or family member		4.3%	1.2%	4.8%	
You		70.1%	65.6%	66.7%	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (⬆/⬇) or benchmark score (▲/▼).   **Low Base:** ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

2023 PG BoB	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
Q77. Help with coordination of care **(% Yes)**	*Valid Responses = 172*								
	Yes	No				(n=158)	(n=148)	(n=172)	---
	41.9%	58.1%				**32.3%**	**44.6%**	**41.9%**	
Q79. Satisfied with help to coordinate care **(% Very Satisfied or Satisfied)**	*Valid Responses = 171*								
	Very satisfied	Satisfied	Neither dissatisfied nor satisfied	Dissatisfied	Very dissatisfied	(n=158)	(n=141)	(n=171)	---
	32.7%	43.3%	16.4%	3.5%	4.1%	**81.0%**	**79.4%**	**76.0%**	
Q80. Received material from plan about care coordination and how to contact the care coordination unit **(% Yes)**	*Valid Responses = 167*								
	Yes	No				(n=156)	(n=141)	(n=167)	---
	37.7%	62.3%				**42.3%**	**33.3%**	**37.7%**	
Q81. Sat down with Care Coordinator and created a Plan of Care **(% Yes)**	*Valid Responses = 61*								
	Yes	No				(n=61)	(n=46)	(n=61)	---
	34.4%	65.6%				**34.4%**	**37.0%**	**34.4%**	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (⇕/⇕) or benchmark score (▲/▼).   **Low Base:** ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

2023 PG BoB	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
Q82. Satisfied with care plans *(% Very Satisfied or Satisfied)*	*Valid Responses = 58*								
	Very satisfied	Satisfied	Neither dissatisfied nor satisfied	Dissatisfied	Very dissatisfied	(n=60)	(n=44)	(n=58)	---
	48.3%	37.9%	13.8%	0.0%	0.0%	**91.7%**	**77.3%**	**86.2%**	
Q83. Treated unfairly at Drs. office due to language barrier *(% Never or Sometimes)*	*Valid Responses = 170*								
	Always	Usually	Sometimes	Never		(n=156)	(n=144)	(n=170)	---
	1.8%	2.4%	4.1%	91.8%		**97.4%**	**95.1%**	**95.9%**	
Q84. Dr. used medical words not understood *(% Never or Sometimes)*	*Valid Responses = 169*								
	Always	Usually	Sometimes	Never		(n=160)	(n=149)	(n=169)	---
	1.8%	3.0%	17.8%	77.5%		**96.9%**	**98.0%**	**95.3%**	
Q85. Provider ignored what you told him or her *(% Never or Sometimes)*	*Valid Responses = 170*								
	Always	Usually	Sometimes	Never		(n=160)	(n=150)	(n=170)	---
	1.2%	1.2%	11.8%	85.9%		**96.9%**	**96.7%**	**97.6%**	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (⬍/⬍) or benchmark score (▲/▼).   **Low Base:** ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

2023 PG BoB	Category Responses Based on Valid Responses Per Question			Summary Rate Score			2023 PG BoB
				2021	**2022**	**2023**	
Q86. Educational materials easy to understand **(% Very easy)**	*Valid Responses = 99*						
I did not receive educational materials for my child 70	Very easy	Somewhat easy	Not easy at all	(n=121)	(n=111)	(n=99)	---
	76.8%	21.2%	2.0%	**71.1%**	**70.3%**	**76.8%**	
Q87. Able to follow provided instructions **(% Very easily)**	*Valid Responses = 138*						
	Very easily	Easily	Not easily at all	(n=115)	(n=107)	(n=138)	---
	56.5%	29.7%	13.8%	**58.3%**	**58.9%**	**56.5%**	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (⇅/⇅) or benchmark score (▲/▼).   **Low Base:** ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

Survey Item		Summary Rate Score			2023 PG BoB
		2021	**2022**	**2023**	
Q78. Who helped to coordinate your child's care					
Valid Responses	Base	(n=153)	(n=133)	(n=160)	---
Someone from your child's health plan		6.5%	11.3%	7.5%	
Someone from your child's doctor's office or clinic		25.5%	26.3%	28.8%	
Someone from another organization		3.3%	3.0%	3.1%	
A friend or family member		4.6%	3.0%	3.1%	
You		60.1%	56.4%	57.5%	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (⇡/⇣) or benchmark score (▲/▼).   **Low Base:** ^Indicates a base size smaller than 20. Interpret results with caution.

APPENDICES

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		
Q36	Personal doctor overall	0.6746
Q49	Health plan overall	0.5767
Q10	Got care/tests/treatment	0.5629
Q4	Got urgent care	0.5038
Q85	Provider ignored what you told him or her	0.4878
Q32	Dr. spent enough time	0.4744
Q28	Dr. listened carefully	0.4673
Q29	Dr. showed respect	0.4434
Q35	Dr. informed about care	0.4179
Q27	Dr. explained things	0.4147

With Personal Doctor Rating		
Q9	Health care overall	0.6746
Q29	Dr. showed respect	0.5377
Q28	Dr. listened carefully	0.5086
Q46	CS courtesy/respect	0.5082
Q27	Dr. explained things	0.4601
Q31	Dr. explained things for child	0.4324
Q32	Dr. spent enough time	0.4104
Q10	Got care/tests/treatment	0.4015
Q35	Dr. informed about care	0.3935
Q49	Health plan overall	0.3783

With Specialist Rating		
Q85	Provider ignored what you told him or her	0.4550
Q35	Dr. informed about care	0.4318
Q9	Health care overall	0.4028
Q41	Got specialist appt.	0.3836
Q6	Got routine care	0.3704
Q49	Health plan overall	0.3359
Q36	Personal doctor overall	0.3135
Q10	Got care/tests/treatment	0.2872
Q31	Dr. explained things for child	0.2295
Q79	Satisfied with help to coordinate care	0.0958

APPENDIX B: QUESTIONNAIRE

Blue Cross Community Centennial℠

SURVEY INSTRUCTIONS

- ♦ Answer each question by marking the box to the left of your answer.

- ♦ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

  ☒ Yes ➔ *If Yes, Go to Question 1*
  ☐ No

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

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

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

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

1. **Our records show that your child is now in Blue Cross Community Centennial. Is that right?**

   ☐ Yes ➔ *If Yes, Go to Question 3*
   ☐ No

2. **What is the name of your child's health plan? *(please print)***

   _____

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

   ☐ Yes
   ☐ No ➔ *If No, Go to Question 5*

4. **In the last 6 months, when your child <u>needed care right away</u>, how often did your child get care as soon as he or she needed?**

   ☐ Never
   ☐ Sometimes
   ☐ Usually
   ☐ Always

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

   ☐ Yes
   ☐ No ➔ *If No, Go to Question 7*

6. **In the last 6 months, how often did you get an appointment for a <u>check-up or routine care</u> for your child as soon as your child needed?**

   ☐ Never
   ☐ Sometimes
   ☐ Usually
   ☐ Always

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

   ☐ None ➔ *If None, Go to Question 11*
   ☐ 1 time
   ☐ 2
   ☐ 3
   ☐ 4
   ☐ 5 to 9
   ☐ 10 or more times

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

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

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ Yes
☐ No ➜ *If No, Go to Question 14*

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

☐ Yes
☐ No ➜ *If No, Go to Question 14*

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

☐ Yes
☐ No

SPECIALIZED SERVICES

14. **Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.**
In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

☐ Yes
☐ No ➜ *If No, Go to Question 17*

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ Yes
☐ No

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

☐ Yes
☐ No ➜ *If No, Go to Question 20*

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ Yes
☐ No

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

☐ Yes
☐ No ➜ *If No, Go to Question 23*

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

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

22. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- ☐ Yes
- ☐ No

23. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- ☐ Yes
- ☐ No ➜ *If No, Go to Question 25*

24. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- ☐ Yes
- ☐ No

YOUR CHILD'S PERSONAL DOCTOR

25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

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

26. In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

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

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

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

28. In the last 6 months, how often did your child's personal doctor listen carefully to you?

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

29. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

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

30. Is <u>your child</u> able to talk with doctors about his or her health care?

- ☐ Yes
- ☐ No ➜ *If No, Go to Question 32*

31. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for <u>your child</u> to understand?

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

32. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

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

33. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

- ☐ Yes
- ☐ No

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

☐ Yes
☐ No ➜ *If No, Go to Question 36*

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

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

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

☐ Yes
☐ No ➜ *If No, Go to Question 40*

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

☐ Yes
☐ No

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

☐ Yes
☐ No

GETTING HEALTH CARE FROM SPECIALISTS

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

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

☐ Yes
☐ No ➜ *If No, Go to Question 44*

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

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

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

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

YOUR CHILD'S HEALTH PLAN

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

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

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

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

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

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

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

PRESCRIPTION MEDICINES

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

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

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ Yes
☐ No

ABOUT YOUR CHILD AND YOU

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

☐ Excellent
☐ Very Good
☐ Good
☐ Fair
☐ Poor

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

☐ Excellent
☐ Very Good
☐ Good
☐ Fair
☐ Poor

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

☐ Yes
☐ No ➔ *If No, Go to Question 58*

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

☐ Yes
☐ No ➔ *If No, Go to Question 58*

57. Is this a condition that has lasted or is expected to last for at least 12 months?

☐ Yes
☐ No

58. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

☐ Yes
☐ No ➜ *If No, Go to Question 61*

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

☐ Yes
☐ No ➜ *If No, Go to Question 61*

60. Is this a condition that has lasted or is expected to last for at least 12 months?

☐ Yes
☐ No

61. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

☐ Yes
☐ No ➜ *If No, Go to Question 64*

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

☐ Yes
☐ No ➜ *If No, Go to Question 64*

63. Is this a condition that has lasted or is expected to last for at least 12 months?

☐ Yes
☐ No

64. Does your child need or get special therapy such as physical, occupational, or speech therapy?

☐ Yes
☐ No ➜ *If No, Go to Question 67*

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

☐ Yes
☐ No ➜ *If No, Go to Question 67*

66. Is this a condition that has lasted or is expected to last for at least 12 months?

☐ Yes
☐ No

67. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

☐ Yes
☐ No ➜ *If No, Go to Question 69*

68. Has this problem lasted or is it expected to last for at least 12 months?

☐ Yes
☐ No

69. What is <u>your child's</u> age?

☐ Less than 1 year old

_____ YEARS OLD *(write in)*

70. Is your child male or female?

☐ Male
☐ Female

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

☐ Yes, Hispanic or Latino
☐ No, not Hispanic or Latino

72. What is your child's race? *Mark one or more.*

☐ White
☐ Black or African-American
☐ Asian
☐ Native Hawaiian or other Pacific Islander
☐ American Indian or Alaska Native
☐ Other

73. What is <u>your</u> age?

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

74. Are you male or female?

☐ Male
☐ Female

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

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

76. How are you related to the child?

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

ADDITIONAL QUESTIONS

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

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

☐ Yes
☐ No

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

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

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

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

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

☐ Yes
☐ No ➜ *If No, Go to Question 83*

81. Did your child's Care Coordinator sit down with you and create a Plan of Care?

☐ Yes
☐ No

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

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

83. In the last 6 months, how often were you treated unfairly at this provider's office because you did not speak English very well?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

84. In the last 6 months, how often did the provider use medical words you did not understand?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

85. In the last 6 months, how often did the provider ignore what you told him or her?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

86. Your child's health plan mails educational materials. These materials are for you to learn how to take good care of your health and your family's health. The materials include fliers or pamphlets. How easy to understand were the educational materials you received from your child's health plan?

☐ Very easy
☐ Somewhat easy
☐ Not easy at all
☐ I did not receive educational materials for my child

87. How easily were you able to follow the instructions provided in the educational materials for your child?

☐ Very easily
☐ Easily
☐ Not easily at all

Thank You
Please return the completed survey
in the postage-paid envelope or send to:
SPH Analytics, a Press Ganey Solution
P.O. Box 7315
South Bend, IN 46699-0488

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