



At - A - Glance Report

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2020 Medicaid Child with CCC Measurement Set CAHPS 5.0H

Blue Cross Community Centennial

Project Number(s)

32992

[SPHAnalytics.com](http://SPHAnalytics.com)

Current date as of: 08/11/2020

## 1. Executive Summary

SPH Analytics, a National Committee for Quality Assurance (NCQA) Certified Healthcare Effectiveness Data and Information Set (HEDIS®)<sup>1</sup> Survey Vendor, was selected by Blue Cross Community Centennial to conduct its 2020 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)<sup>2</sup> 5.0H Medicaid Child Member Satisfaction Survey (with CCC Measurement Set). This At-A-Glance report is designed to give you a summary view of those CAHPS® results.<sup>3</sup>

SPH Analytics surveyed 3490 (1650 General Population + 1840 supplemental sample) eligible child members of Blue Cross Community Centennial to achieve a total response rate of 14.4%.<sup>3</sup>

### *General Population*

SPH Analytics distributed the 2020 CAHPS® 5.0H Medicaid Child CCC Survey to a systematic sample of 1650 eligible child members of Blue Cross Community Centennial. SPH Analytics collected 242 valid surveys from this systematic sample, yielding a response rate of 14.8%.

### *Children with Chronic Conditions Population*

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® 5.0H 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 oversample if they choose.

Once surveys are completed, the CCC Population is identified based on the member's responses to the CCC survey-based screening tool. *The general population data set and the CCC population data set are not mutually exclusive groups.* For example, if a child member is selected for the General Population sample and is identified as having a chronic condition based on responses to the CCC survey-based screening tool, then the member is included in General Population and CCC Population results.

There are 166 child members who have been identified as Children with Chronic Conditions.

### **CAHPS® 5.0H Child Survey (Medicaid, with CCC Measurement Set)**

This survey collects member satisfaction information for the general population of children and for the population of children with chronic conditions. For each population, results include the following composites, ratings and question Summary Rates:

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Customer Service
- Coordination of Care
- Ease of Filling out Forms
- Health Care, Provider, and Plan Ratings

<sup>1</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>2</sup> CAHPS® is registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

<sup>3</sup> Please note that the CAHPS® survey is eligible to be conducted from January through May 2020.

Throughout this report, results are shown as “Summary Rates.” Summary Rates represent the percentage of respondents who answer in the most favorable way, as defined by NCQA.

The *Getting Needed Care* composite measures respondent experiences when attempting to get care, tests, or treatment needed by his or her child and appointments for his or her child to see specialists as soon as needed in the last six months (Questions 10 and 41). The Summary Rate represents the percentage of respondents reporting “Always” or “Usually.”

The *Getting Care Quickly* composite measures respondent experiences with receiving care (when needed care right away) and getting appointments for check-ups or routine care for his or her child as soon as needed (Questions 4 and 6). The Summary Rate represents the percentage of respondents indicating “Always” or “Usually.”

The *How Well Doctors Communicate* composite measures how well the child’s providers explain things about the child’s health, listen, spend enough time with, and show respect for what respondents have to say (Questions 27, 28, 29 and 32). The Summary Rate represents the percentage of respondents reporting “Always” or “Usually.”

The *Customer Service* composite measures respondent experiences with getting information from customer service as well as treatment by customer service staff in the last six months (Questions 45 and 46). The Summary Rate represents the percentage of respondent answering “Always” or “Usually.”

The *Coordination of Care* measure evaluates respondent perceptions that the child’s personal doctor seemed informed and up-to-date about the care his or her child received from other doctors and health providers in the last six months (Question 35). The Summary Rate represents the percentage of respondents answering “Always” or “Usually.”

The *Ease of Filling out Forms* attribute evaluates how often forms received from the child’s health plan were easy to fill out (Question 48). The Summary Rate represents the percentage of respondents indicating “Always” or “Usually.”<sup>5</sup>

There are four questions with responses scaled from 0 to 10 in the CAHPS® 5.0H survey: *Rating of Health Care* (Question 9), *Rating of Personal Doctor* (Question 36), *Rating of Specialist* (Question 43), and *Rating of Health Plan* (Question 49), where zero represents “worst possible” and ten represents “best possible.” The Summary Rate represents the percentage of respondents who rated the question an “8,” “9,” or “10.”

### ***Additional Composites for Children with Chronic Conditions***

In addition to the above-described composites, five Children with Chronic Condition composites are calculated for each population.

- Access to Prescription Medicines
- Access to Specialized Services
- Family Centered Care: Personal Doctor Who Knows Child
- Family Centered Care: Getting Needed Information
- Coordination of Care for Children with Chronic Conditions

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<sup>5</sup> Please note that members who responded “No” to Q47 are included in “Always” of Q48, per NCQA HEDIS 2020 guidelines.



# Medicaid Child with CCC CAHPS // Survey Returns and Response Rate

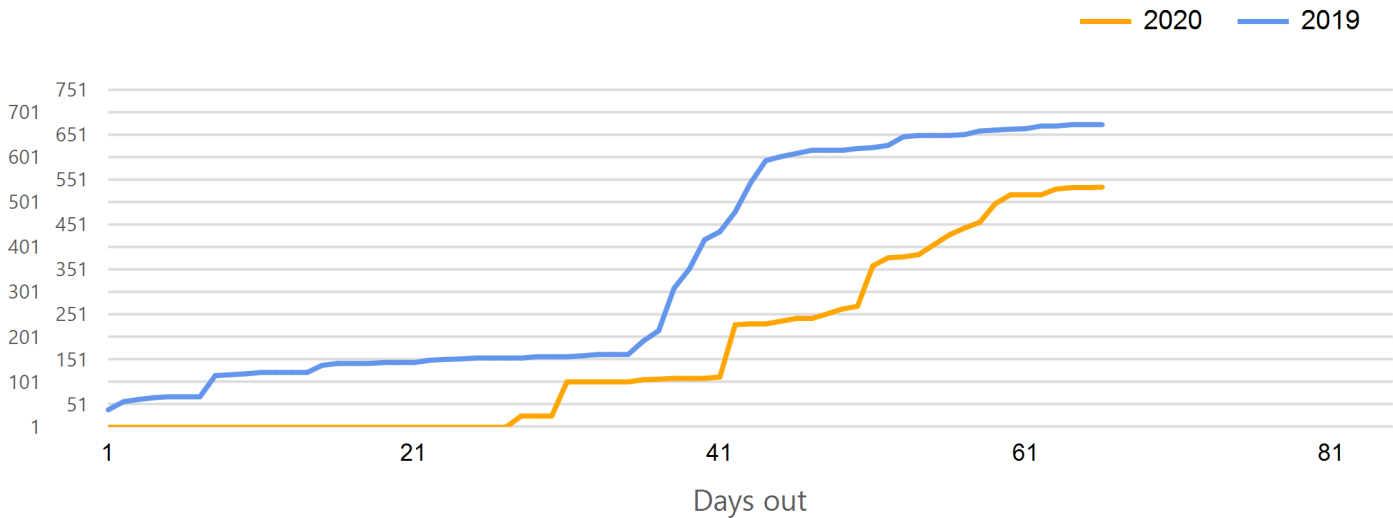
Blue Cross Community Centennial

<b>Sample Size</b>	<b>General Pop</b>	<b>1650</b>	<b>Entire Sample</b>	<b>3490</b>
<b>Total Survey Returns</b>	<b>General Pop</b>	<b>242</b>	<b>CCC Pop</b>	<b>166</b>
<b>Response Rate</b>	<b>General Pop</b>	<b>14.8%</b>	<b>Entire Sample</b>	<b>14.4%</b>

Disposition Code	Disposition Description	2020	2019
M0	Mail Complete	50	133
T0	Phone Complete	179	160
I0	Internet Complete	13	17
1	Does Not Meet Criteria	6	5
2	Non-Responses	22	15
3	Ineligible (Language Barrier)	9	7
4	Ineligible (Mentally/Physically Incapable)	0	0
5	Ineligible (Deceased)	1	2
6	Non-Response (Refusal)	69	7
7	Non-Response (Non-Response After Maximum Attempts)	1301	1294
8	Non-Response (Added to DNC List)	0	10
Sample Size		1650	1650
Response Rate		14.8%	18.9%

Raw Returns	2020	2019	% Change
Total Returns to Date	534	673	-20.65%
Total Response Rate to Date	15.3%	19.28%	-3.98%

## Total Returns YTD



These results are provided by SPH Analytics and should be used for Quality Improvement purposes only.



# Medicaid Child with CCC CAHPS // Profile of Survey Respondents

Blue Cross Community Centennial

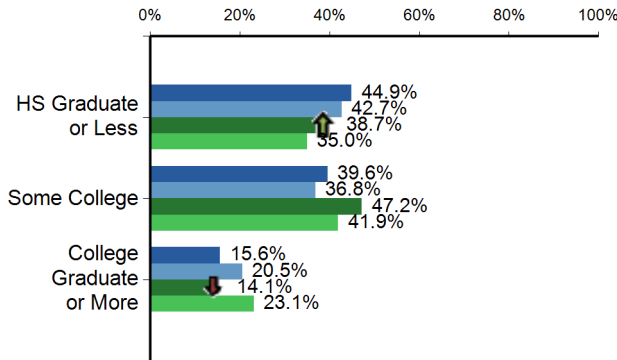
General Population:



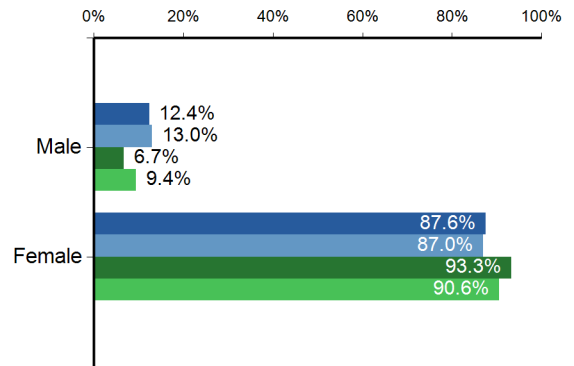
CCC Population:



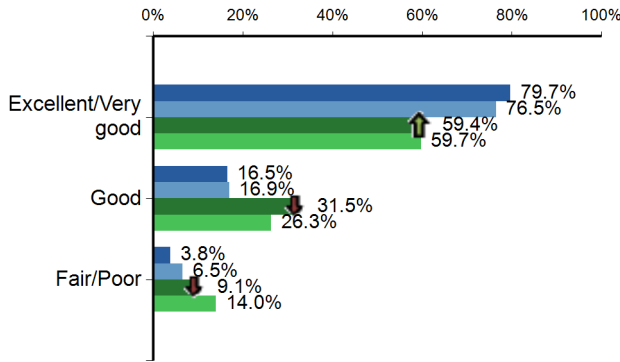
## Respondent's Education



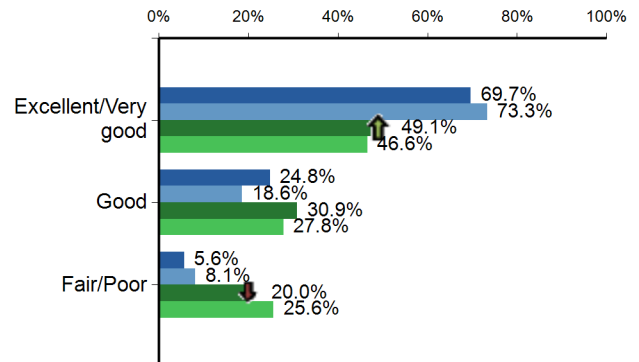
## Respondent's Gender



## Child's Overall Health Status\*

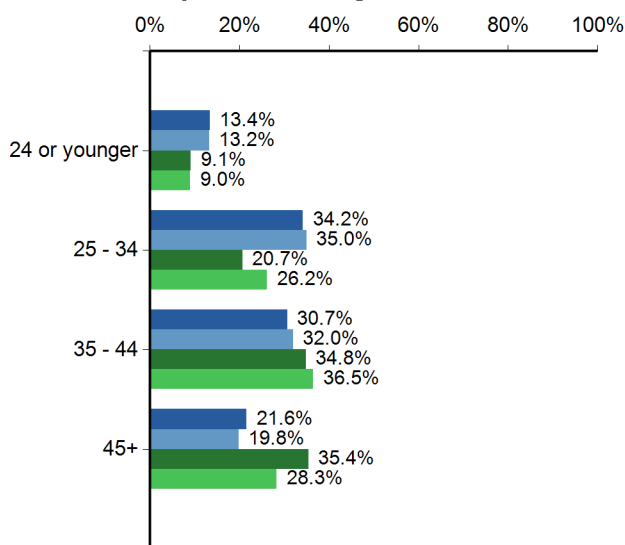


## Child's Mental/Emotional Health Status\*

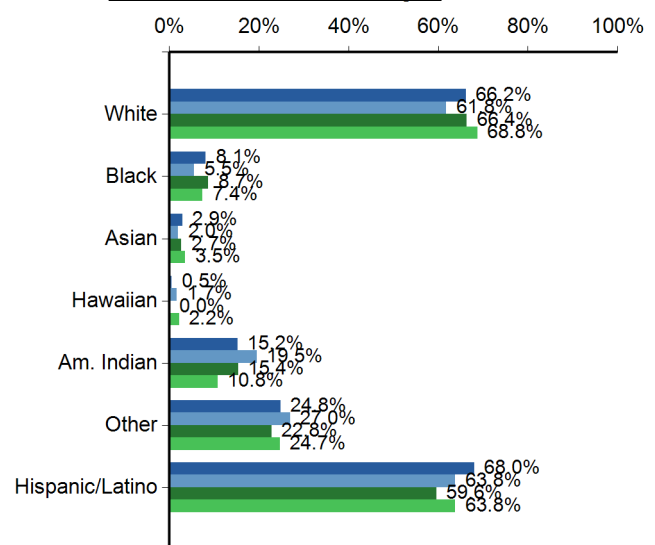


\* Child's Overall and Mental/Emotional Health Status are defined by survey respondent.

## Respondent's Age



## Child's Race/Ethnicity\*\*



\*\* Child's Race/Ethnicity figures will not equal 100% because they are separate questions.

Significance Testing - "↑" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher for 2020 results when compared to 2019 results. "↓" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower for 2020 results when compared to 2019 results.

Note 1: "NA" denotes that data are unavailable.



# Medicaid Child with CCC CAHPS // General and CCC Population Results

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Composite/Attribute/Measure/Rating Item	General Population		CCC Population	
	Valid n	Summary Rate*	Valid n	Summary Rate*
<b>Getting Needed Care</b>		<b>81.7%</b>		<b>83.4%</b>
Q10. Ease of getting necessary care, tests, or treatment child needed	143	92.3%	131	85.5%
Q41. Getting child's appointments with specialists as soon as needed	38	71.1%	64	81.3%
<b>Getting Care Quickly</b>		<b>85.8%</b>		<b>89.2%</b>
Q4. Child got care as soon as needed when care was needed right away	44	86.4%	47	87.2%
Q6. Child got check-up/routine care appointment as soon as needed	128	85.2%	113	91.2%
<b>How Well Doctors Communicate</b>		<b>93.8%</b>		<b>95.8%</b>
Q27. Child's personal doctor explained things about health in an understandable way	137	97.8%	123	96.7%
Q28. Child's personal doctor listened carefully to you	137	94.9%	124	96.8%
Q29. Child's personal doctor showed respect for what you had to say	137	94.2%	125	96.0%
Q32. Child's personal doctor spent enough time with your child	136	88.2%	123	93.5%
<b>Customer Service</b>		<b>85.2%</b>		<b>90.9%</b>
Q45. Customer service provided information or help	57	78.9%	55	89.1%
Q46. Customer service treated member with courtesy and respect	58	91.4%	55	92.7%
<b>Coordination of Care (Q35)</b>	<b>47</b>	<b>93.6%</b>	<b>69</b>	<b>81.2%</b>
<b>Ease of Filling out Forms (Q48)</b>	<b>231</b>	<b>96.1%</b>	<b>160</b>	<b>96.3%</b>
<b>Easy to get prescription medicines for your child through his or her health plan (Q51)</b>	<b>75</b>	<b>92.0%</b>	<b>116</b>	<b>89.7%</b>
<b>Access to Specialized Services</b>		<b>72.9%</b>		<b>80.9%</b>
Q15. Easy to get special medical equipment or devices for your child	12	66.7%	26	69.2%
Q18. Easy to get this therapy for your child	28	78.6%	51	84.3%
Q21. Easy to get this treatment or counseling for your child	30	73.3%	56	89.3%
<b>Family-Centered Care: Personal Doctor Who Knows Child</b>		<b>90.6%</b>		<b>93.1%</b>
Q33. Child's personal doctor talk with you about how your child is feeling, growing, or behaving	136	89.0%	124	90.3%
Q38. Child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life	34	94.1%	98	95.9%
Q39. Child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life	35	88.6%	99	92.9%
<b>Questions answered by your child's doctors or other health providers (Q8)</b>	<b>142</b>	<b>87.3%</b>	<b>130</b>	<b>94.6%</b>
<b>Coordination of Care for Children With Chronic Conditions</b>		<b>67.2%</b>		<b>81.6%</b>
Q13. Help you needed from your child's doctors or other health providers in contacting your child's school or daycare	16	75.0%	21	90.5%
Q24. Child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services	32	59.4%	66	72.7%
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>				
<b>Rating of Health Care (Q9)</b>	<b>143</b>	<b>86.0%</b>	<b>130</b>	<b>83.8%</b>
<b>Rating of Personal Doctor (Q36)</b>	<b>196</b>	<b>90.8%</b>	<b>151</b>	<b>92.1%</b>
<b>Rating of Specialist (Q43)</b>	<b>32</b>	<b>78.1%</b>	<b>63</b>	<b>82.5%</b>
<b>Rating of Health Plan (Q49)</b>	<b>234</b>	<b>88.9%</b>	<b>159</b>	<b>89.3%</b>
<b>Rating Items (Summary Rate = 9 + 10)</b>				
<b>Rating of Health Care (Q9)</b>	<b>143</b>	<b>67.1%</b>	<b>130</b>	<b>70.8%</b>
<b>Rating of Personal Doctor (Q36)</b>	<b>196</b>	<b>78.6%</b>	<b>151</b>	<b>77.5%</b>
<b>Rating of Specialist (Q43)</b>	<b>32</b>	<b>71.9%</b>	<b>63</b>	<b>71.4%</b>
<b>Rating of Health Plan (Q49)</b>	<b>234</b>	<b>68.8%</b>	<b>159</b>	<b>69.2%</b>

\* Summary Rates are defined by NCQA in its HEDIS 2020 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.  
 Note: Members who responded "No" to Q47 are included in "Always" of Q48, per NCQA HEDIS 2020 Volume 3 guidelines.

Composite/Attribute/Measure/Rating Item	Valid n	Your General Population Summary Rate*	Benchmarks		Significance Testing***	
			2020 SPH Analytics BoB**	2019 Quality Compass® All Plans**	To SPH Analytics BoB	To Quality Compass® AP
<b>Getting Needed Care</b>		<b>81.7%</b>	<b>85.6%</b>	<b>84.5%</b>	Not sig.	Not sig.
Q10. Ease of getting necessary care, tests, or treatment child needed	143	92.3%	90.8%	89.6%	Not sig.	Not sig.
Q41. Getting child's appointments with specialists as soon as needed	38	71.1%	80.4%	79.7%	Not sig.	Not sig.
<b>Getting Care Quickly</b>		<b>85.8%</b>	<b>90.5%</b>	<b>89.4%</b>	Not sig.	Not sig.
Q4. Child got care as soon as needed when care was needed right away	44	86.4%	91.7%	91.2%	Not sig.	Not sig.
Q6. Child got check-up/routine care appointment as soon as needed	128	85.2%	89.3%	87.7%	Not sig.	Not sig.
<b>How Well Doctors Communicate</b>		<b>93.8%</b>	<b>95.1%</b>	<b>94.0%</b>	Not sig.	Not sig.
Q27. Child's personal doctor explained things about health in an understandable way	137	97.8%	95.4%	94.5%	Not sig.	<b>Above</b>
Q28. Child's personal doctor listened carefully to you	137	94.9%	96.2%	95.4%	Not sig.	Not sig.
Q29. Child's personal doctor showed respect for what you had to say	137	94.2%	97.1%	96.3%	Not sig.	Not sig.
Q32. Child's personal doctor spent enough time with your child	136	88.2%	91.7%	89.7%	Not sig.	Not sig.
<b>Customer Service</b>		<b>85.2%</b>	<b>88.9%</b>	<b>88.4%</b>	Not sig.	Not sig.
Q45. Customer service provided information or help	57	78.9%	83.7%	83.2%	Not sig.	Not sig.
Q46. Customer service treated member with courtesy and respect	58	91.4%	94.2%	93.6%	Not sig.	Not sig.
<b>Coordination of Care (Q35)</b>	<b>47</b>	<b>93.6%</b>	<b>85.0%</b>	<b>83.8%</b>	<b>Above</b>	<b>Above</b>
<b>Ease of Filling out Forms (Q48)</b>	<b>231</b>	<b>96.1%</b>	<b>96.0%</b>	<b>95.0%</b>	Not sig.	Not sig.
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>						
<b>Rating of Health Care (Q9)</b>	<b>143</b>	<b>86.0%</b>	<b>88.7%</b>	<b>87.5%</b>	Not sig.	Not sig.
<b>Rating of Personal Doctor (Q36)</b>	<b>196</b>	<b>90.8%</b>	<b>91.2%</b>	<b>90.1%</b>	Not sig.	Not sig.
<b>Rating of Specialist (Q43)</b>	<b>32</b>	<b>78.1%</b>	<b>88.2%</b>	<b>87.5%</b>	Not sig.	Not sig.
<b>Rating of Health Plan (Q49)</b>	<b>234</b>	<b>88.9%</b>	<b>87.5%</b>	<b>86.5%</b>	Not sig.	Not sig.
<b>Rating Items (Summary Rate = 9 + 10)</b>						
<b>Rating of Health Care (Q9)</b>	<b>143</b>	<b>67.1%</b>	<b>73.0%</b>	<b>70.4%</b>	Not sig.	Not sig.
<b>Rating of Personal Doctor (Q36)</b>	<b>196</b>	<b>78.6%</b>	<b>79.1%</b>	<b>77.3%</b>	Not sig.	Not sig.
<b>Rating of Specialist (Q43)</b>	<b>32</b>	<b>71.9%</b>	<b>75.0%</b>	<b>74.1%</b>	Not sig.	Not sig.
<b>Rating of Health Plan (Q49)</b>	<b>234</b>	<b>68.8%</b>	<b>73.0%</b>	<b>71.7%</b>	Not sig.	Not sig.

\* Summary Rates are defined by NCQA in its HEDIS 2020 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

\*\* The 2020 SPH Analytics Book of Business contains all Medicaid Child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2020 and submitted data to NCQA. The 2019 Quality Compass® All Plans is the mean summary rate from the Medicaid child plans (Non-CCC and CCC) who submitted to NCQA in 2019. See *Glossary of Terms* for more information.

\*\*\* Significance Testing - All significance testing is performed at the 95% significance level. "--" indicates "Unable to Test" due to a combination of low valid n and/or extreme Summary Rate. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

Note: Members who responded "No" to Q47 are included in "Always" of Q48, per NCQA HEDIS 2020 Volume 3 guidelines.





# Medicaid Child with CCC CAHPS // Benchmarks - CCC Population

Blue Cross Community Centennial

Composite/Attribute/Measure/Rating Item	Valid n	Your CCC Population Summary Rate*	Benchmarks		Significance Testing***	
			2020 SPH Analytics BoB**	2019 Quality Compass® All Plans**	To SPH Analytics BoB	To Quality Compass®
<b>Getting Needed Care</b>		<b>83.4%</b>	<b>88.6%</b>	<b>86.8%</b>	Not sig.	Not sig.
Q10. Ease of getting necessary care, tests, or treatment child needed	131	85.5%	92.7%	90.9%	<b>Below</b>	Not sig.
Q41. Getting child's appointments with specialists as soon as needed	64	81.3%	84.2%	83.2%	Not sig.	Not sig.
<b>Getting Care Quickly</b>		<b>89.2%</b>	<b>93.8%</b>	<b>92.6%</b>	Not sig.	Not sig.
Q4. Child got care as soon as needed when care was needed right away	47	87.2%	95.0%	94.2%	Not sig.	Not sig.
Q6. Child got check-up/routine care appointment as soon as needed	113	91.2%	92.5%	90.5%	Not sig.	Not sig.
<b>How Well Doctors Communicate</b>		<b>95.8%</b>	<b>95.9%</b>	<b>94.2%</b>	Not sig.	Not sig.
Q27. Child's personal doctor explained things about health in an understandable way	123	96.7%	96.4%	94.9%	Not sig.	Not sig.
Q28. Child's personal doctor listened carefully to you	124	96.8%	96.5%	94.8%	Not sig.	Not sig.
Q29. Child's personal doctor showed respect for what you had to say	125	96.0%	97.3%	95.9%	Not sig.	Not sig.
Q32. Child's personal doctor spent enough time with your child	123	93.5%	93.1%	91.3%	Not sig.	Not sig.
<b>Customer Service</b>		<b>90.9%</b>	<b>90.6%</b>	<b>89.7%</b>	Not sig.	Not sig.
Q45. Customer service provided information or help	55	89.1%	85.3%	84.7%	Not sig.	Not sig.
Q46. Customer service treated member with courtesy and respect	55	92.7%	95.9%	94.7%	Not sig.	Not sig.
<b>Coordination of Care (Q35)</b>	<b>69</b>	<b>81.2%</b>	<b>83.9%</b>	<b>83.7%</b>	Not sig.	Not sig.
<b>Ease of Filling out Forms (Q48)</b>	<b>160</b>	<b>96.3%</b>	<b>96.3%</b>	<b>94.4%</b>	Not sig.	Not sig.
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>						
<b>Rating of Health Care (Q9)</b>	<b>130</b>	<b>83.8%</b>	<b>88.6%</b>	<b>86.9%</b>	Not sig.	Not sig.
<b>Rating of Personal Doctor (Q36)</b>	<b>151</b>	<b>92.1%</b>	<b>90.5%</b>	<b>89.4%</b>	Not sig.	Not sig.
<b>Rating of Specialist (Q43)</b>	<b>63</b>	<b>82.5%</b>	<b>87.7%</b>	<b>87.8%</b>	Not sig.	Not sig.
<b>Rating of Health Plan (Q49)</b>	<b>159</b>	<b>89.3%</b>	<b>85.7%</b>	<b>84.1%</b>	Not sig.	<b>Above</b>
<b>Rating Items (Summary Rate = 9 + 10)</b>						
<b>Rating of Health Care (Q9)</b>	<b>130</b>	<b>70.8%</b>	<b>72.5%</b>	<b>68.7%</b>	Not sig.	Not sig.
<b>Rating of Personal Doctor (Q36)</b>	<b>151</b>	<b>77.5%</b>	<b>79.0%</b>	<b>77.0%</b>	Not sig.	Not sig.
<b>Rating of Specialist (Q43)</b>	<b>63</b>	<b>71.4%</b>	<b>75.2%</b>	<b>73.9%</b>	Not sig.	Not sig.
<b>Rating of Health Plan (Q49)</b>	<b>159</b>	<b>69.2%</b>	<b>71.1%</b>	<b>68.2%</b>	Not sig.	Not sig.

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\*\*\* Significance Testing - All significance testing is performed at the 95% significance level. "-" indicates "Unable to Test" due to a combination of low valid n and/or extreme Summary Rate. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

Note: Members who responded "No" to Q47 are included in "Always" of Q48, per NCQA HEDIS 2020 Volume 3 guidelines.





**Medicaid Child with CCC CAHPS // Mean Scores and Frequency Distributions - General Population**  
Blue Cross Community Centennial

Composite/Attribute/Measure/Rating Item	Valid n	Your Gen Pop Mean Score*	General Population Frequency Distribution**		
			Never/Sometimes	Usually	Always
<b>Getting Needed Care</b>		<b>3.3</b>	<b>18.3%</b>	<b>23.7%</b>	<b>57.9%</b>
Q10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	143	3.6	7.7%	23.8%	68.5%
Q41. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	38	3.1	28.9%	23.7%	47.4%
<b>Getting Care Quickly</b>		<b>3.5</b>	<b>14.2%</b>	<b>15.8%</b>	<b>69.9%</b>
Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	44	3.6	13.6%	11.4%	75.0%
Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	128	3.5	14.8%	20.3%	64.8%
<b>How Well Doctors Communicate</b>		<b>3.7</b>	<b>6.2%</b>	<b>12.3%</b>	<b>81.5%</b>
Q27. 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?	137	3.8	2.2%	10.9%	86.9%
Q28. In the last 6 months, how often did your child's personal doctor listen carefully to you?	137	3.8	5.1%	12.4%	82.5%
Q29. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	137	3.8	5.8%	6.6%	87.6%
Q32. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	136	3.6	11.8%	19.1%	69.1%
<b>Customer Service</b>		<b>3.5</b>	<b>14.8%</b>	<b>18.3%</b>	<b>66.8%</b>
Q45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	57	3.3	21.1%	26.3%	52.6%
Q46. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	58	3.7	8.6%	10.3%	81.0%
<b>Coordination of Care (Q35)</b>	<b>47</b>	<b>3.6</b>	<b>6.4%</b>	<b>25.5%</b>	<b>68.1%</b>
<b>Ease of Filling out Forms (Q48)</b>	<b>231</b>	<b>3.9</b>	<b>3.9%</b>	<b>5.6%</b>	<b>90.5%</b>
<b>Rating Items</b>			<b>0 to 6</b>	<b>7 to 8</b>	<b>9 to 10</b>
<b>Rating of Health Care (Q9)</b>	<b>143</b>	<b>9.0</b>	<b>5.6%</b>	<b>27.3%</b>	<b>67.1%</b>
<b>Rating of Personal Doctor (Q36)</b>	<b>196</b>	<b>9.2</b>	<b>6.1%</b>	<b>15.3%</b>	<b>78.6%</b>
<b>Rating of Specialist (Q43)</b>	<b>32</b>	<b>8.8</b>	<b>12.5%</b>	<b>15.6%</b>	<b>71.9%</b>
<b>Rating of Health Plan (Q49)</b>	<b>234</b>	<b>9.0</b>	<b>5.6%</b>	<b>25.6%</b>	<b>68.8%</b>

\* Mean scores represent an average of all responses. Please see the *Glossary of Terms* for more information.

\*\* Frequency distribution, sometimes referred to as Global Proportions, provide a breakout of the percentage of respondents choosing each response option.

Note: Members who responded "No" to Q47 are included in "Always" of Q48, per NCQA HEDIS 2020 Volume 3 guidelines.



**Medicaid Child with CCC CAHPS // Mean Scores and Frequency Distributions - CCC Population**  
Blue Cross Community Centennial

Composite/Attribute/Measure/Rating Item	Valid n	Your CCC Pop Mean Score*	CCC Population Frequency Distribution**		
			Never/Sometimes	Usually	Always
<b>Getting Needed Care</b>		<b>3.4</b>	<b>16.6%</b>	<b>27.1%</b>	<b>56.3%</b>
Q10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	131	3.5	14.5%	19.8%	65.6%
Q41. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	64	3.2	18.8%	34.4%	46.9%
<b>Getting Care Quickly</b>		<b>3.6</b>	<b>10.8%</b>	<b>15.1%</b>	<b>74.1%</b>
Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	47	3.6	12.8%	10.6%	76.6%
Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	113	3.6	8.8%	19.5%	71.7%
<b>How Well Doctors Communicate</b>		<b>3.8</b>	<b>4.2%</b>	<b>13.0%</b>	<b>82.8%</b>
Q27. 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?	123	3.8	3.3%	12.2%	84.6%
Q28. In the last 6 months, how often did your child's personal doctor listen carefully to you?	124	3.8	3.2%	12.1%	84.7%
Q29. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	125	3.8	4.0%	6.4%	89.6%
Q32. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	123	3.7	6.5%	21.1%	72.4%
<b>Customer Service</b>		<b>3.6</b>	<b>9.1%</b>	<b>20.0%</b>	<b>70.9%</b>
Q45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	55	3.5	10.9%	32.7%	56.4%
Q46. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	55	3.8	7.3%	7.3%	85.5%
<b>Coordination of Care (Q35)</b>	<b>69</b>	<b>3.4</b>	<b>18.8%</b>	<b>17.4%</b>	<b>63.8%</b>
<b>Ease of Filling out Forms (Q48)</b>	<b>160</b>	<b>3.8</b>	<b>3.8%</b>	<b>8.1%</b>	<b>88.1%</b>
<b>Rating Items</b>			<b>0 to 6</b>	<b>7 to 8</b>	<b>9 to 10</b>
<b>Rating of Health Care (Q9)</b>	<b>130</b>	<b>9.0</b>	<b>7.7%</b>	<b>21.5%</b>	<b>70.8%</b>
<b>Rating of Personal Doctor (Q36)</b>	<b>151</b>	<b>9.2</b>	<b>6.0%</b>	<b>16.6%</b>	<b>77.5%</b>
<b>Rating of Specialist (Q43)</b>	<b>63</b>	<b>8.9</b>	<b>9.5%</b>	<b>19.0%</b>	<b>71.4%</b>
<b>Rating of Health Plan (Q49)</b>	<b>159</b>	<b>9.1</b>	<b>5.7%</b>	<b>25.2%</b>	<b>69.2%</b>

\* Mean scores represent an average of all responses. Please see the *Glossary of Terms* for more information.

\*\* Frequency distribution, sometimes referred to as Global Proportions, provide a breakout of the percentage of respondents choosing each response option.

Note: Members who responded "No" to Q47 are included in "Always" of Q48, per NCQA HEDIS 2020 Volume 3 guidelines.



# Medicaid Child with CCC CAHPS // Trend Comparisons - General Population

Blue Cross Community Centennial

Composite/Attribute/Measure/Rating Item	Summary Rate Score Definition	2020		2019		2018		Significance Testing**	
		Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	2020 versus 2019	2020 versus 2018
Getting Needed Care	Always/Usually		81.7%		83.4%		85.6%	Not sig.	Not sig.
Q10. Ease of getting necessary care, tests, or treatment child needed		143	92.3%	232	91.4%	246	92.7%	Not sig.	Not sig.
Q41. Getting child's appointments with specialists as soon as needed		38	71.1%	61	75.4%	56	78.6%	Not sig.	Not sig.
Getting Care Quickly	Always/Usually		85.8%		92.1%		88.5%	Not sig.	Not sig.
Q4. Child got care as soon as needed when care was needed right away		44	86.4%	115	93.0%	109	86.2%	Not sig.	Not sig.
Q6. Child got check-up/routine care appointment as soon as needed		128	85.2%	215	91.2%	218	90.8%	Not sig.	Not sig.
How Well Doctors Communicate	Always/Usually		93.8%		96.4%		95.3%	Not sig.	Not sig.
Q27. Child's personal doctor explained things about health in an understandable way		137	97.8%	195	98.5%	206	95.1%	Not sig.	Not sig.
Q28. Child's personal doctor listened carefully to you		137	94.9%	195	97.4%	205	96.1%	Not sig.	Not sig.
Q29. Child's personal doctor showed respect for what you had to say		137	94.2%	195	97.4%	207	97.6%	Not sig.	Not sig.
Q32. Child's personal doctor spent enough time with your child		136	88.2%	192	92.2%	206	92.2%	Not sig.	Not sig.
Customer Service	Always/Usually		85.2%		90.9%		90.5%	Not sig.	Not sig.
Q45. Customer service provided information or help		57	78.9%	77	84.4%	95	86.3%	Not sig.	Not sig.
Q46. Customer service treated member with courtesy and respect		58	91.4%	75	97.3%	95	94.7%	Not sig.	Not sig.
Coordination of Care (Q35)	Always/Usually	47	93.6%	84	84.5%	90	78.9%	Not sig.	Sig. increase
Ease of Filling out Forms (Q48)		231	96.1%	300	94.7%	313	94.6%	Not sig.	Not sig.
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>									
Rating of Health Care (Q9)	8 to 10	143	86.0%	236	87.7%	245	90.6%	Not sig.	Not sig.
Rating of Personal Doctor (Q36)		196	90.8%	253	92.9%	273	91.6%	Not sig.	Not sig.
Rating of Specialist (Q43)		32	78.1%	54	83.3%	51	88.2%	Not sig.	Not sig.
Rating of Health Plan (Q49)		234	88.9%	305	87.2%	320	89.1%	Not sig.	Not sig.
<b>Rating Items (Summary Rate = 9 + 10)</b>									
Rating of Health Care (Q9)	9 to 10	143	67.1%	236	69.1%	245	69.4%	Not sig.	Not sig.
Rating of Personal Doctor (Q36)		196	78.6%	253	79.4%	273	76.6%	Not sig.	Not sig.
Rating of Specialist (Q43)		32	71.9%	54	68.5%	51	76.5%	Not sig.	Not sig.
Rating of Health Plan (Q49)		234	68.8%	305	72.8%	320	76.9%	Not sig.	Sig. decrease

\* Summary Rates are defined by NCQA in its HEDIS 2020 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

\*\* Significance Testing - "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher for 2020 results when compared to trend results. "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower for 2020 results when compared to trend results. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference between the percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. "NA" denotes trend data is not available.

Note 1: Members who responded "No" to Q47 are included in "Always" of Q48, per NCQA HEDIS 2020 Volume 3 guidelines.

Note 2: Please note that the trend results in this report may vary slightly from previous year reporting.



# Medicaid Child with CCC CAHPS // Trend Comparisons - CCC Population

Blue Cross Community Centennial

Composite/Attribute/Measure/Rating Item	Summary Rate Score Definition	2020		2019		2018		Significance Testing**	
		Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	2020 versus 2019	2020 versus 2018
<b>Getting Needed Care</b>	Always/Usually		<b>83.4%</b>		<b>80.9%</b>		<b>82.0%</b>	Not sig.	Not sig.
Q10. Ease of getting necessary care, tests, or treatment child needed		131	85.5%	199	89.4%	209	90.4%	Not sig.	Not sig.
Q41. Getting child's appointments with specialists as soon as needed		64	81.3%	112	72.3%	110	73.6%	Not sig.	Not sig.
<b>Getting Care Quickly</b>	Always/Usually		<b>89.2%</b>		<b>89.6%</b>		<b>90.6%</b>	Not sig.	Not sig.
Q4. Child got care as soon as needed when care was needed right away		47	87.2%	117	93.2%	103	91.3%	Not sig.	Not sig.
Q6. Child got check-up/routine care appointment as soon as needed		113	91.2%	193	86.0%	199	89.9%	Not sig.	Not sig.
<b>How Well Doctors Communicate</b>	Always/Usually		<b>95.8%</b>		<b>96.9%</b>		<b>96.9%</b>	Not sig.	Not sig.
Q27. Child's personal doctor explained things about health in an understandable way		123	96.7%	185	96.2%	195	97.9%	Not sig.	Not sig.
Q28. Child's personal doctor listened carefully to you		124	96.8%	185	97.8%	195	96.9%	Not sig.	Not sig.
Q29. Child's personal doctor showed respect for what you had to say		125	96.0%	185	98.9%	195	98.5%	Not sig.	Not sig.
Q32. Child's personal doctor spent enough time with your child		123	93.5%	182	94.5%	195	94.4%	Not sig.	Not sig.
<b>Customer Service</b>	Always/Usually		<b>90.9%</b>		<b>89.6%</b>		<b>85.2%</b>	Not sig.	Not sig.
Q45. Customer service provided information or help		55	89.1%	73	83.6%	98	78.6%	Not sig.	Not sig.
Q46. Customer service treated member with courtesy and respect		55	92.7%	69	95.7%	98	91.8%	Not sig.	Not sig.
<b>Coordination of Care (Q35)</b>	Always/Usually	69	81.2%	122	82.8%	134	82.8%	Not sig.	Not sig.
<b>Ease of Filling out Forms (Q48)</b>		<b>160</b>	<b>96.3%</b>	<b>227</b>	<b>93.8%</b>	<b>240</b>	<b>91.7%</b>	Not sig.	Not sig.
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>									
<b>Rating of Health Care (Q9)</b>	8 to 10	<b>130</b>	<b>83.8%</b>	<b>201</b>	<b>85.1%</b>	<b>207</b>	<b>87.4%</b>	Not sig.	Not sig.
Rating of Personal Doctor (Q36)		<b>151</b>	<b>92.1%</b>	<b>214</b>	<b>91.1%</b>	<b>224</b>	<b>91.1%</b>	Not sig.	Not sig.
Rating of Specialist (Q43)		<b>63</b>	<b>82.5%</b>	<b>101</b>	<b>84.2%</b>	<b>104</b>	<b>88.5%</b>	Not sig.	Not sig.
Rating of Health Plan (Q49)		<b>159</b>	<b>89.3%</b>	<b>231</b>	<b>84.4%</b>	<b>246</b>	<b>88.2%</b>	Not sig.	Not sig.
<b>Rating Items (Summary Rate = 9 + 10)</b>									
<b>Rating of Health Care (Q9)</b>	9 to 10	<b>130</b>	<b>70.8%</b>	<b>201</b>	<b>66.2%</b>	<b>207</b>	<b>65.7%</b>	Not sig.	Not sig.
Rating of Personal Doctor (Q36)		<b>151</b>	<b>77.5%</b>	<b>214</b>	<b>78.0%</b>	<b>224</b>	<b>76.3%</b>	Not sig.	Not sig.
Rating of Specialist (Q43)		<b>63</b>	<b>71.4%</b>	<b>101</b>	<b>67.3%</b>	<b>104</b>	<b>69.2%</b>	Not sig.	Not sig.
Rating of Health Plan (Q49)		<b>159</b>	<b>69.2%</b>	<b>231</b>	<b>71.0%</b>	<b>246</b>	<b>72.4%</b>	Not sig.	Not sig.

\* Summary Rates are defined by NCQA in its HEDIS 2020 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.  
 \*\* Significance Testing - "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher for 2020 results when compared to trend results. "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower for 2020 results when compared to trend results. "Not Sig." denotes that there was insufficient support to conclude that there was a significant difference between the percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. "NA" denotes trend data is not available.

Note 1: Members who responded "No" to Q47 are included in "Always" of Q48, per NCQA HEDIS 2020 Volume 3 guidelines.

Note 2: Please note that the trend results in this report may vary slightly from previous year reporting.

## 2. Glossary of Terms

**Attributes** are the questions that relate to a specific service area or composite as defined by NCQA.

**CCC Population** consists of all children identified as having a chronic condition, as defined by the member's responses to the CCC survey-based screening tool.

**CCC Survey-Based Screening Tool** is used to identify children with chronic conditions. It contains five sections representing five different health consequences; four are three question sections and one is a two question section. A child member is identified as having a chronic condition if all parts of the question for at least one of the specific health consequences are answered "Yes." The questions included are Q55-Q57; Q58-Q60; Q61-Q63; Q64-Q66; and Q67-Q68.

**Composites** are the mean of the Summary Rates of attributes within a given service area as specified by NCQA.

**General Population** consists of all child members who were randomly selected by the survey vendor for the CAHPS® 5.0H Child Survey during sampling. This is sometimes referred to as Sample A.

**Global Proportions** are a breakout of response options.

**Quality Compass (2019)** Includes all Medicaid Child samples that submitted data to NCQA in 2019. It is used with the permission of the National Committee for Quality Assurance (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.

**Rating** questions use a scale of 0 to 10 for assessing overall experience (*Health Plan, Health Care, Personal Doctor, and Specialist*) with zero being the worst possible and ten being the best possible.

**Significance test** determines if an observed difference is too large to have occurred by chance alone.

**SPH Analytics Book of Business** contains all Medicaid Child samples (Non-CCC and CCC) that conducted surveys with SPH Analytics and submitted data to NCQA. Comparisons to this benchmark are appropriate only for the General Population. The Medicaid Child with CCC Book of Business contains all respondents who are identified as members with Chronic Conditions by the survey-based screening tool. Comparisons to this benchmark are appropriate only for the CCC Population.

**Summary Rates** are single statistics generated for a survey question. In general, Summary Rates represent the percentage of respondents who chose the most favorable response options ("Always" and "Usually"; "Yes;" or "8," "9", and "10").

**Supplemental Sample** is selected by the survey vendor after the General Population sample is drawn. It contains members with a prescreen status code indicating the child is more likely to have chronic conditions based on claims records. For Medicaid child, it is typically 1,840 members who were not already selected in the General Population sample. In MCOs with fewer than the required sample size, the sample includes all members with the prescreen status code who were not already selected for the General Population. This sample is sometimes referred to as Sample B.