

**2017 Medicaid Child with CCC
Measurement Set CAHPS® 5.0H
Final Report**



Molina Healthcare of New Mexico

Project Number(s): 6116657

Introduction

Your Sales Executive for this project is Sheryl Savage (678-689-0312) and your Account Project Manager is Mary Beth Trembley (770-978-3173, ext. 1376). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Executive or your Account Project Manager.

New in 2017

The following changes, which are also reported in the *Healthcare Effectiveness Data and Information Set (HEDIS®)*¹ 2017 Volume Three Technical Update Specifications, have been implemented for administration of the 2017 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)² 5.0H survey.

Sampling Procedures

For the 2017 survey administration, plans can no longer combine sample frames for different product lines and products. Additionally, NCQA revised the systematic sampling method. Vendors will deduplicate the sample frame by household before pulling the systematic sample to reduce respondent burden.

Product Updates

NCQA removed the commercial child product lines (Commercial Child with/without CCC). Furthermore, NCQA will no longer report calculations for the following measures: *Aspirin Use*, *Discussing Aspirin Use and Benefits*, *Rating of Overall Health*, and *Rating of Overall Mental/Emotional Health*.

Although there were no changes to the survey tool in 2017, NCQA clarified that a standard transition statement could be added to a survey before Custom/Supplemental questions - if applicable.



Throughout this report, information essential for understanding the report and suggestions for a course of action for developing quality initiatives are identified by this symbol.

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

² CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Information about the Chronic Care Measurement Set

- The CAHPS 5.0H Child Survey (with CCC Measurement Set) assesses the experience of care for the general population of children and the population of children with chronic conditions. These conditions include relatively common conditions like asthma, as well as rare conditions such as juvenile diabetes and Muscular Dystrophy.
- The total sample size is 3,490 child members per plan. A total of 1,650 child members are selected from the eligible population (General Population). An additional 1,840 child members with a claim status indicating a probable chronic condition, as defined by NCQA, are selected from the remaining database (Supplemental Sample). **Note: These are minimum NCQA sample size requirements. Plans may oversample or augment if they desire.**
- 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.”
- Health Plans that collect CCC data receive two separate sets of results: one for the General Population and one for the population of children with chronic conditions (CCC Population). For each population, results include the same ratings, composites, and individual question Summary Rates as those reported for the CAHPS Health Plan 5.0H, Child Version. In addition, five CCC-specific measures are calculated for each population. Although CCC results are not eligible for public reporting, NCQA suggests that CCC results for the General and CCC Populations be compared.

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1. Executive Summary

SPH Analytics (SPHA), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Molina Healthcare of New Mexico to conduct its 2017 CAHPS® 5.0H Medicaid Child Member Satisfaction Survey (with CCC Measurement Set). NCQA requires health plans to submit CAHPS® survey results in compliance with HEDIS® accreditation requirements.

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 could aid plans in increasing the quality of provided care.

SPH Analytics surveyed 3,820 (1,980 General Population + 1,840 supplemental sample) eligible child members of Molina Healthcare of New Mexico using a mixed (mail and phone) survey methodology, per NCQA protocol,³ to achieve a total response rate of 26.6%.

This report summarizes results derived from the CAHPS® 5.0H Medicaid Child Member Satisfaction Survey (with CCC Measurement Set) as applied to a sample of your health plan members and presents the findings by plan service area (composite) and by each individual question (attribute). In general, satisfaction is presented by Summary Rates, which represent the percent of respondents who chose the most positive question responses as specified by NCQA.⁴

General Population

SPH Analytics mailed the 2017 CAHPS® 5.0H Medicaid Child Member Satisfaction Survey (with CCC Measurement Set) to a sample of 1,980 eligible child members of Molina Healthcare of New Mexico. SPH Analytics collected 513 valid surveys from this sample, yielding a general population response rate of 26.2%.⁵

Children with Chronic Conditions Population

Children with chronic conditions generally 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.⁶ *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.

A total of 332 child members have been identified as Children with Chronic Conditions.

³ Please note that the CAHPS® survey is eligible to be conducted from January through May 2017.

⁴ Select Summary Rates are defined by NCQA in its HEDIS® 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

⁵ Please refer to Section 2 - *Methodology* for the calculation used to determine the response rate.

⁶ See the *Glossary of Terms* or *Technical Notes* at the end of this report for a definition of the CCC survey-based screening tool.



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
- Shared Decision Making
- Health Promotion and Education
- Coordination of Care
- Health Care, Provider, and Plan Ratings

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

Overview of Summary Rate Comparisons

The tables beginning on the following page present composite, measure, and rating Summary Rate Scores (SR) for the Health Plan domain, the Health Care domain, and CCC Composites. Included in each table are your plan’s current scores compared to trend data (if applicable), the 2017 SPH Analytics Book of Business benchmark, and the 2016 Quality Compass® All Plans⁷ benchmark.

⁷ The source for data contained in this publication is Quality Compass® All Plans 2016 and 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.

Health Plan Domain

Composites, Measures, & Ratings	General Population				CCC Population		
	2017 SR	2016 SR	2017 SPH Analytics Benchmark	2016 QC All Plans Benchmark	2017 SR	2016 SR	2016 QC All Plans Benchmark
8-10 Rating of Health Plan (Q54)	88.6%	88.7%	86.1%	84.7%	84.1%	84.5%	82.2%
9-10 Rating of Health Plan (Q54)	77.0%	76.5%	70.8%	69.0%	68.9%	66.7%	65.8%
Getting Needed Care	85.8%	83.7%	83.9%	84.0%	84.2%	86.1%	86.1%
Customer Service	89.6%	94.0%	88.7%	88.0%	91.9%	89.3%	89.4%
Ease of Filling Out Forms (Q53)	95.9%	94.0%	94.4%	95.0%	96.0%	94.2%	95.1%

Health Care Domain

Composites, Measures, & Ratings	General Population				CCC Population		
	2017 SR	2016 SR	2017 SPHA Benchmark	2016 QC All Plans Benchmark	2017 SR	2016 SR	2016 QC All Plans Benchmark
8-10 Rating of Health Care (Q14)	87.8%	83.8%	86.9%	88.4%	83.0%	83.1%	84.2%
9-10 Rating of Health Care (Q14)	70.9%	67.3%	69.2%	67.7%	64.5%	64.6%	66.0%
Getting Care Quickly	89.9%	88.3%	88.4%	89.0%	89.9%	90.6%	91.8%
How Well Doctors Communicate	93.1%	93.0%	93.5%	93.0%	94.9%	94.1%	93.9%
Shared Decision Making	74.8%	83.3%	76.6%	78.0%	82.7%	85.8%	85.0%
Health Promotion and Education (Q8)	68.6%	71.7%	68.4%	70.9%	80.1%	78.1%	77.0%
Coordination of Care (Q40)	81.1%	86.3%	83.5%	82.6%	85.7%	83.8%	82.0%
8-10 Rating of Personal Doctor (Q41)	88.1%	87.6%	89.6%	85.5%	85.8%	87.7%	88.0%
9-10 Rating of Personal Doctor (Q41)	74.4%	75.3%	76.2%	74.8%	74.3%	74.7%	74.7%
8-10 Rating of Specialist (Q48)	94.8%*	77.8%	86.4%	84.7%	86.6%	73.0%	85.5%
9-10 Rating of Specialist (Q48)	74.0%*	60.3%	72.2%	71.1%	66.1%	58.4%	70.8%

* Indicates that the number of responses for this measure is less than 100 for the General Population; therefore, this measure will receive an NA by NCQA.

CCC Composites

The CCC composites summarize satisfaction with basic components of care essential for the successful treatment, management, and support of children with chronic conditions. The 2017 and 2016 Summary Rate (SR) composite and rating scores for your plan’s CCC Population are presented below. Additionally, your plan’s 2017 General Population results are shown for comparison purposes.

CCC Measurement Set Composites	CCC Population			General Population 2017 Summary Rates
	2017 SR	2016 SR	2016 QC All Plans Benchmark	
Access to Prescription Medicines (Q56)	88.8%	88.5%	90.7%	92.5%
Access to Specialized Services	78.1%	77.0%	77.1%	79.0%*
Family-Centered Care: Personal Doctor Who Knows Your Child	92.4%	91.6%	90.6%	89.9%
Family-Centered Care: Getting Needed Information (Q9)	92.1%	89.9%	90.9%	89.5%
Coordination of Care for Children with Chronic Conditions	82.5%	79.1%	77.1%	81.6%*

* Indicates that the number of responses for this measure is less than 100 for the General Population; therefore, this measure will receive an NA by NCQA.

Key Driver and Opportunity Analyses

Members set standards for performance whether consciously or subconsciously. Standards are usually set higher for those plan services that are deemed important to each member. These important services are the *Key Drivers of Satisfaction*.

Multiple linear regression analyses were run on the 2017 SPH Analytics Medicaid Child Book of Business to discover which composites were Key Drivers of *Rating of Health Plan* (Q54), *Rating of Health Care* (Q14), and *Rating of Personal Doctor* (Q41).

The Summary Rates of these Key Drivers are compared to the Summary Rates of all other plans in the 2017 SPH Analytics Medicaid Child Book of Business benchmark in the tables that begin on the following page. Depending on how these composite scores rank they are placed into one of the three following action categories:



Plan Strength (Market & Maintain):

A *Key Driver of Satisfaction* and Summary Rates are at or above the 75th percentile when compared to the 2017 SPH Analytics Medicaid Child Book of Business benchmark.

Plan Opportunity (Investigate & Improve):

A *Key Driver of Satisfaction*, but Summary Rates are below the 50th percentile when compared to the 2017 SPH Analytics Medicaid Child Book of Business benchmark.

Area to Monitor:

A *Key Driver of Satisfaction*, but Summary Rates are between the 50th and 75th percentiles when compared to the 2017 SPH Analytics Medicaid Child Book of Business benchmark. These Key Drivers could become strengths or opportunities depending on the plan's success in these areas.

Rating of Health Plan Opportunity Analysis

Respondents were asked to provide an overall rating of health plan satisfaction (Q54), with “0” representing the worst and “10” representing the best. The NCQA defined Summary Rate for this measure is the percentage of respondents who rated their health plan an “8,” “9,” or “10.” Members’ ratings of their health plan is an important gauge of plan quality and is also the most heavily weighted CAHPS® measure in the accreditation process.

The following composites have been identified as Key Drivers of health plan rating based on the regression analysis:

Key Drivers of Health Plan Rating	Beta Coefficient (β) ⁸	Percentile Ranking	Opportunity Analysis
Customer Service	0.627	64th	Monitor
Getting Needed Care	0.614	58th	Monitor

⁸ Numbers shown are beta coefficients. See “Regression Analysis” in *Technical Notes* for more information.

Rating of Health Care Opportunity Analysis

Rating of Health Care (Q14) gives members an opportunity to rate all of the health care they have received in the last six months. This rating provides feedback to health plans to help improve their members' quality of care.

The following composites have been identified as the Key Drivers of health care satisfaction based on regression analysis:

Key Drivers of Health Care Rating	Beta Coefficient (β)	Percentile Ranking	Opportunity Analysis
Getting Needed Care	0.591	58th	Monitor
How Well Doctors Communicate	0.581	45th	Opportunity

Additionally, *Rating of Health Care* is highly correlated with the *Rating of Personal Doctor*.

Rating of Personal Doctor Opportunity Analysis

Question 41 gives members an opportunity to rate their personal doctor. A high rating indicates members rate their personal doctors positively. A positive relationship between personal doctor and patient is an important part of health care.

The following composites have been identified as the Key Drivers of health care satisfaction based on regression analysis:

Key Drivers of Personal Doctor Rating	Beta Coefficient (β)	Percentile Ranking	Opportunity Analysis
How Well Doctors Communicate	1.452	45th	Opportunity
Coordination of Care	0.270	25th	Opportunity

Additionally, *Rating of Personal Doctor* is highly correlated with the *Rating of Health Care*.

Accreditation for 2017 Scoring

NCQA allows Medicaid product lines to be scored on the CAHPS® Health Plan Survey 5.0H adult version, on the child version, or on the child with chronic conditions version questions/composites. NCQA only requires organizations to submit one set (adult or child) of survey results. In the event that a health plan elects to use the CAHPS Health Plan Survey 5.0H, child with chronic conditions version results for accreditation, scores are based upon results derived from the General Population.

NCQA requires health plans seeking accreditation to submit specified HEDIS® measures and HEDIS®/CAHPS® 5.0H survey results. NCQA determines the CAHPS® 5.0H portion of the score by comparing the plan's results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles). The HEDIS® measure portion of the score is ascertained by comparing the plan's results to a national benchmark (the 90th percentile) and to regional and national thresholds (the 75th, 50th, and 25th percentiles). NCQA does not take into account regional thresholds for CAHPS® measures due to the fact that variations in the data are not significant by region. The *Rating of Health Plan* survey item receives double the points of other CAHPS® measures.

To receive points toward accreditation scoring, measures submitted by the organization must receive a *Reportable (R)* rate from an NCQA-Certified HEDIS® Compliance auditor. If the audited rate for a measure has a denominator that is too small to report a valid rate (*NA*) or if the organization did not offer the health benefit required by the measure (*NB*), then the points for that measure are redistributed among the remaining required measures.

NCQA provides an accreditation status for each health plan entity reviewed.⁹ Accreditation status is valid for a maximum of 36 months from the date of the final results for the First and Renewal Evaluation options and is subject to revision resulting from annual reevaluation of HEDIS®/CAHPS® results (if applicable). Conversely, an interim evaluation status is valid for a maximum of eighteen months.

The table below shows the results for your plan. The second column represents the approximate percentile threshold your plan achieved when compared to the benchmark. The third, fourth, and fifth columns show the point distribution.¹⁰

Composite/Rating Item	Approximate Plan Percentile Threshold	Points Awarded per Accreditation Year		
		2017	2016	2015
Getting Needed Care	25th	0.650	0.650	0.743
Getting Care Quickly	50th	1.105	1.105	1.263
Customer Service	50th	1.105	1.105	1.263
Coordination of Care (Q40)	<25th	0.325	0.325	
Rating of Health Care (Q14)	90th	1.625	1.625	1.857
Rating of Personal Doctor (Q41)	75th	1.430	1.430	1.634
Rating of Specialist (Q48)	NA	-	-	-
Rating of Health Plan (Q54)	90th	3.250	3.250	3.714
Approximate Points Earned (Out of 13.000 in 2015, 2016, and 2017)		9.490	9.490	10.474

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

⁹ Please note that health plan accreditation status provided by NCQA depends on the Evaluation Option that the plan has selected. For more information, please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2017) document.

¹⁰ The *Coordination of Care* measure was added to 2016 accreditation scoring. Organizations accredited using the 2015 standards will not be scored using the organization's submitted rate for this measure.



NCOA assigns points based upon a plan's ability to meet or exceed thresholds and is calculated to the thousandth. The thresholds shown on Page 4D (and made available to the public) are shown only to the hundredths and do not represent the final threshold used to determine the distribution of points for accreditation. Therefore, plan percentile thresholds, as well as points earned, are approximations only.

2. Methodology

The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration: 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards) or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts. NCQA also allows pre-approved enhanced methodologies, which can include an Internet component of the survey. Molina Healthcare of New Mexico chose a mixed (mail and phone) survey methodology.

Response Rate

The required sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), in accordance with NCQA protocol for the Medicaid Child Member Satisfaction Survey (with CCC Measurement Set), although plans may choose to over-sample or augment¹¹ their population if desired. Your plan's sample size is 3,820 (1,980 General Population + 1,840 supplemental sample).

A response rate is only calculated for those members who were eligible and able to respond. According to NCQA protocol, ineligible members include those who are deceased, do not meet the eligible population criteria, or have a language barrier. Non-respondents include those members who have refused to participate in the survey or were added to the Do Not Call list, break-off/incomplete surveys, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

SPH Analytics used a mixed (mail and phone) survey administration methodology, per NCQA protocol, to achieve a total response rate of 26.6%.

General Population

SPH Analytics surveyed a sample of 1,980 eligible child members of Molina Healthcare of New Mexico. A total of 513 valid surveys (218 Mail and 295 Telephone) were collected from this sample. After adjusting for ineligible members, your survey response rate is 26.2%. The overall NCQA target number of valid surveys is 411.

Your plan's survey was also conducted in Spanish for non-English-speaking members during the telephone portion of the survey administration process. The total number of completes from the Spanish language component is 191.

The table on the following page shows the total number of members in the sample that fell into each of the various disposition categories. A disposition category is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (completes are 10=Mail, 20=Phone, and 30=Internet, if applicable) and the status of the record (for example, 01= did not meet eligibility criteria; 03= language barrier). Depending upon the survey protocol, some of the groupings on the following page may not apply.

¹¹ Although plans may choose to augment their population, augments are not included in the Response Rate calculation or survey disposition groupings.

Disposition Group	Disposition Category	N
Ineligible	Deceased (05)	0
	Does not meet eligibility criteria (01)	23
	Language barrier (03)	1
	Mentally/Physically incapable (04)	0
	Total Ineligible	24
Non-response	Break-off/Incomplete (02)	52
	Refusal (06)	8
	Maximum attempts made (07)	1378
	Added to DNC list (08)	5
	Total Non-response	1443

Ineligible members are subtracted from the sample size when computing a response rate as shown below.

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible members}} = \text{Response Rate}$$

Using the final figures from your Medicaid Child with CCC Measurement Set Survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{218 \text{ (Mail)} + 295 \text{ (Phone)}}{1,980 \text{ (Sample)} - 24 \text{ (Ineligible)}} = \frac{513}{1,956} = 26.2\%$$

Refer to the *Technical Notes* for the protocol used to calculate the response rate and administer the survey.

CCC 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 choose to over-sample their population if necessary.

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 332 child members who have been identified as Children with Chronic Conditions (CCC).

There are 83 CCC members who have completed the survey in Spanish.

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.

Profile of Survey Respondents

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan’s member population.

Pages 2A – 2B show the percentages of respondents by demographic category (Child’s Health Status, Child’s Mental/Emotional Health Status, Child’s Age, Child’s Ethnicity, Child’s Race, Respondent’s Age, Respondent’s Gender, Respondent’s Education, and Relation to Child) from your current survey (displayed in blue), compared to trend data (displayed in light blue, if applicable) and the 2017 SPH Analytics Medicaid Child Book of Business benchmark (displayed in green, if applicable). The demographic makeup of your plan’s member base may not mirror the “average” plan; therefore, caution is recommended when making comparisons to benchmark data. To help you identify how your plan’s population compares to other plans and to previous data, statistically significant differences are highlighted. Refer to the *Technical Notes* for more information on this topic.

Page 2D provides a comparison of your CCC Population demographics with the General Population demographics. Significance testing is not appropriate for this comparison since there is “overlap” between the two groups.



Through years of experience and analysis of our books of business, SPH Analytics has observed that the demographics of a response group may have an effect on overall satisfaction results. For example, higher satisfaction ratings are usually given by members who are older and report better health status. In contrast, members who are more educated tend to give lower ratings of overall satisfaction. A comprehensive detail of demographic results for your plan is presented in *Segmentation Analyses – Section 5*.

Page 2C shows a segmentation of the *Rating of Health Plan* (Q54) results by demographic categories. Across the top of the table are scores “0-3,” “4-7,” “8-10,” and “9-10.” Down the far left column are the different demographic categories. The numbers in the table represent the percentage of respondents from each demographic category that rated the health plan either “0 to 3,” “4 to 7,” “8 to 10,” or “9 to 10.”

For example, in the table below, the percentages represent the respondents with a high school education or less. The interpretation would be “Of the respondents with a high school education or less, 10% rated their plan ‘0 to 3;’ 30% rated their plan ‘4 to 7;’ 60% rated their plan ‘8 to 10,’ and 40% rated their plan ‘9 to 10.’”

Segment	Rated Plan “0-3”	Rated Plan “4-7”	Rated Plan “8-10”	Rated Plan “9-10”
High School Graduate or less	10%	30%	60%	40%

General Population

Demographic Results

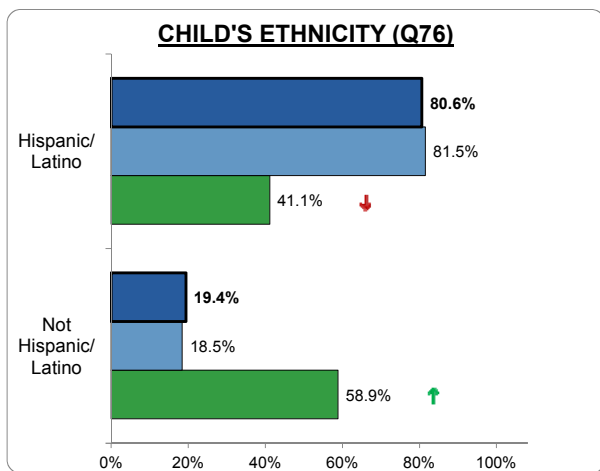
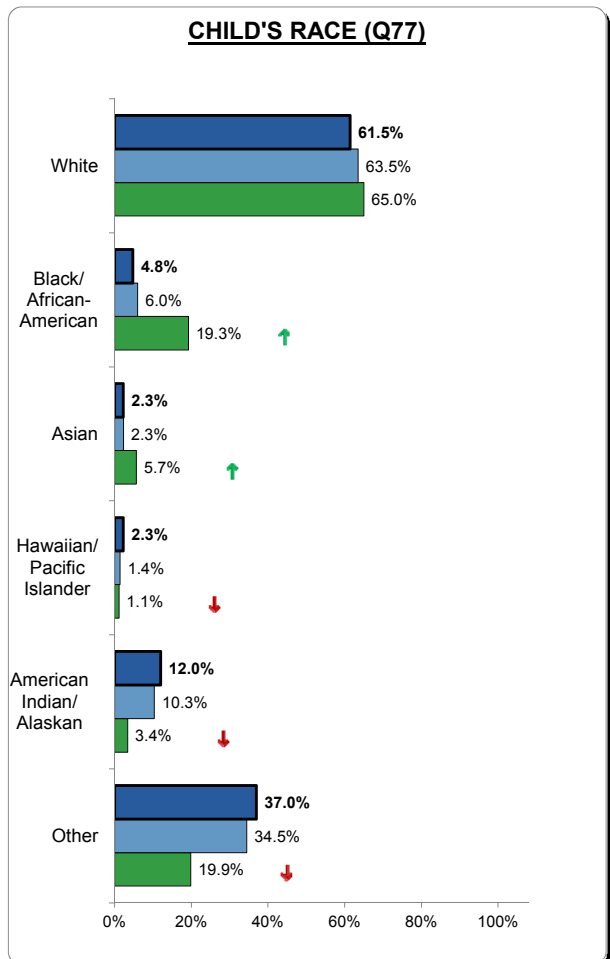
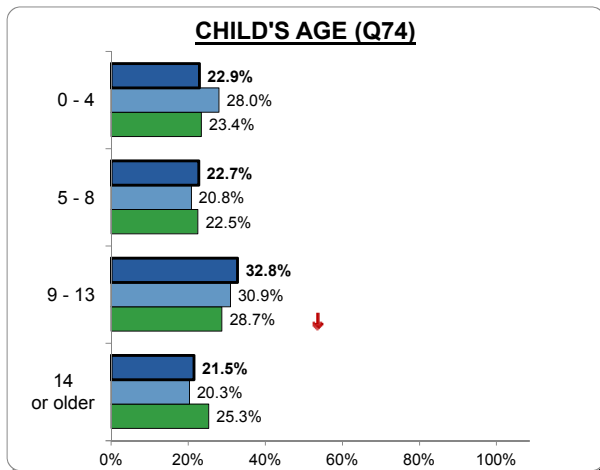
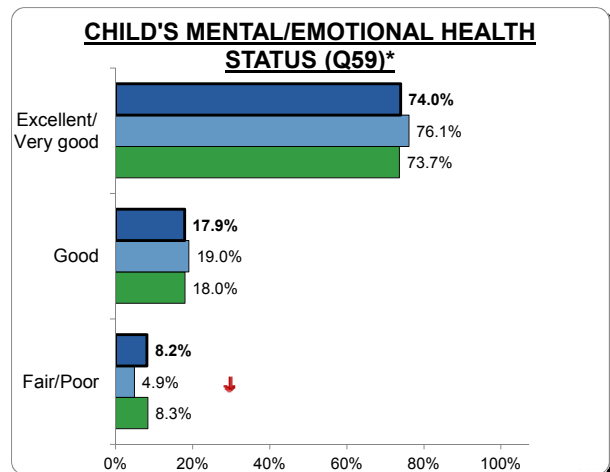
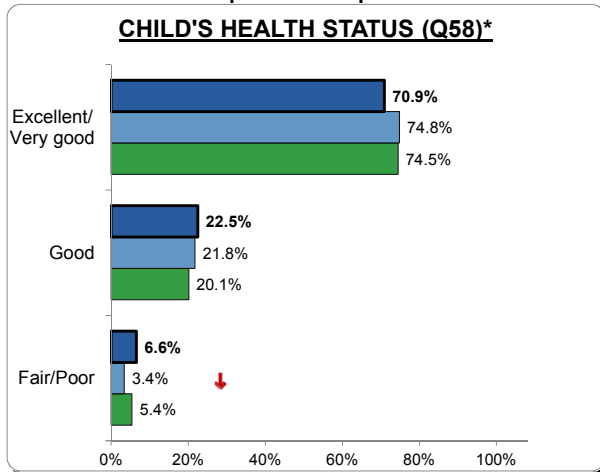
General Population Charts 2A – 2C
(See following pages.)

Profile of Survey Respondents

Survey Demographic Comparisons

General Population

513 Total General Population Respondents



KEY: Your Plan's 2017 Rate Your Plan's 2016 Rate 2017 SPH Analytics Benchmark

* Health Status and Mental/Emotional Health Status are defined by the member.

Note 1: The 2017 SPH Analytics Book of Business consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

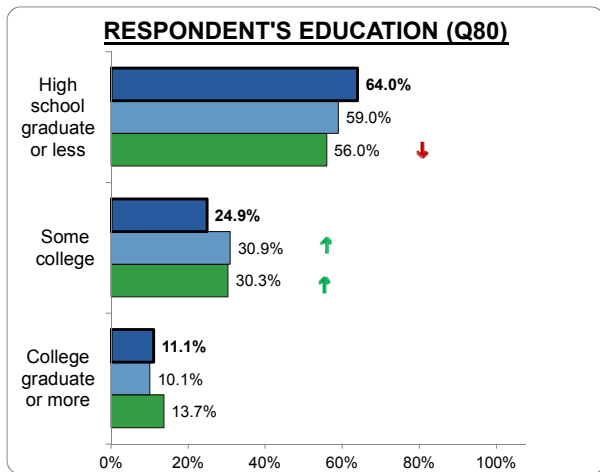
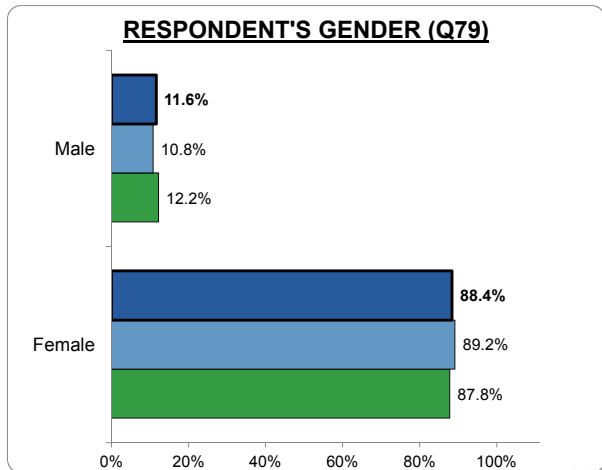
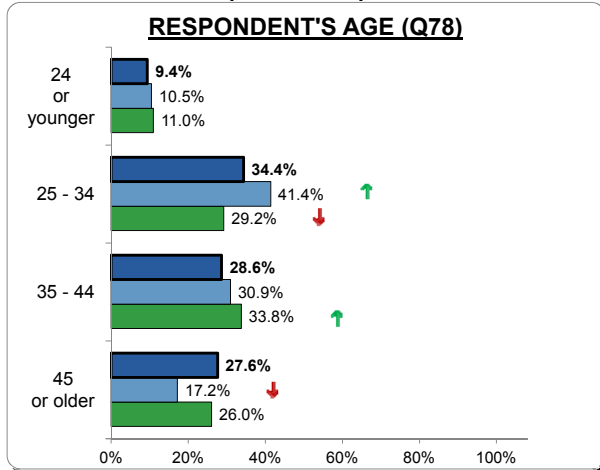
Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Profile of Survey Respondents

Survey Demographic Comparisons (Continued)

General Population

513 Total General Population Respondents

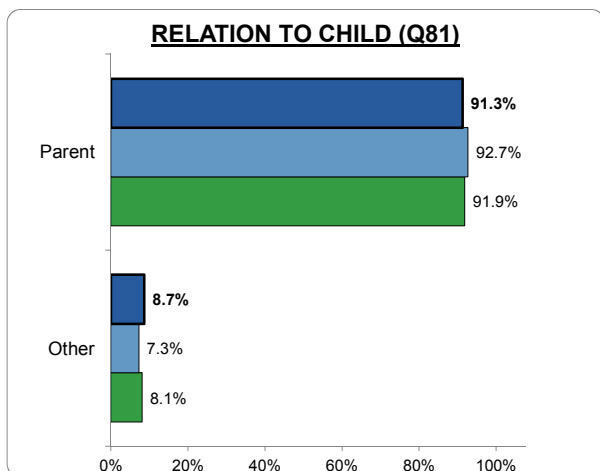


Research on CAHPS® survey results indicates that...

- Respondents reporting better health statuses tend to give higher ratings of health plan
- Older respondents tend to give higher ratings of health plan
- Respondents with less education tend to give higher ratings of health plan

RATING OF HEALTH PLAN (Q54)

Year/Benchmark	Rating of 8, 9, or 10
2017 Rate	88.6%
2016 Rate	88.7%
2017 SPH Analytics Benchmark	86.1%



KEY: Your Plan's 2017 Rate Your Plan's 2016 Rate 2017 SPH Analytics Benchmark

Note 1: The 2017 SPH Analytics Book of Business consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow 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% significance level.

Segmentation Analysis

Molina Healthcare of New Mexico

Rating of Health Plan (Q54) by Demographics

Medicaid Child with CCC CAHPS®

General Population

513 Total General Population Respondents

Survey Item		Rating of Health Plan (Q54)							
		0-3		4-7		8-10		9-10	
		Valid n*	%	Valid n*	%	Valid n*	%	Valid n*	%
RATING OF PERSONAL DOCTOR (Q41)	0 - 7	2	3.8%	19	36.5%	31	59.6%	23	44.2%
	8 - 10	1	0.3%	28	7.3%	357	92.5%	313	81.1%
CONTACT CUSTOMER SERVICE (Q49)	Yes	0	0.0%	9	6.6%	127	93.4%	117	86.0%
	No	4	1.1%	42	11.7%	312	87.2%	264	73.7%
GOT INFORMATION/HELP FROM CUSTOMER SERVICE (Q50)	Never/Sometimes	0	0.0%	3	13.6%	19	86.4%	18	81.8%
	Always/Usually	0	0.0%	6	5.4%	105	94.6%	97	87.4%
RATING OF HEALTH PLAN (Q54)	0 - 7	4	7.0%	53	93.0%	NA	NA	NA	NA
	8 - 10	NA	NA	NA	NA	444	100.0%	386	86.9%
CHILD'S HEALTH STATUS (Q58)**	Excellent/Very good	1	0.3%	34	9.7%	316	90.0%	276	78.6%
	Good	3	2.7%	11	9.8%	98	87.5%	84	75.0%
	Fair/Poor	0	0.0%	8	24.2%	25	75.8%	21	63.6%
CHILD'S MENTAL/EMOTIONAL HEALTH STATUS (Q59)**	Excellent/Very good	2	0.5%	35	9.5%	330	89.9%	289	78.7%
	Good	1	1.1%	9	10.0%	80	88.9%	67	74.4%
	Fair/Poor	1	2.4%	8	19.5%	32	78.0%	28	68.3%
RESPONDENT'S AGE (Q78)	24 or younger	1	2.2%	3	6.5%	42	91.3%	37	80.4%
	25 - 34	1	0.6%	19	11.4%	146	88.0%	126	75.9%
	35 - 44	1	0.7%	11	7.9%	127	91.4%	113	81.3%
	45 or older	1	0.8%	17	12.8%	115	86.5%	99	74.4%
RESPONDENT'S EDUCATION (Q80)	High School or less	2	0.7%	25	8.3%	276	91.1%	245	80.9%
	Some College or more	2	1.2%	27	15.9%	141	82.9%	118	69.4%
DATA COLLECTION METHOD	Mail	4	1.9%	29	13.6%	181	84.6%	153	71.5%
	Phone	0	0.0%	24	8.4%	263	91.6%	233	81.2%

* Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.

** Child's Health Status and Child's Mental/Emotional Health Status are defined by the member.

CCC Population

Demographic Results

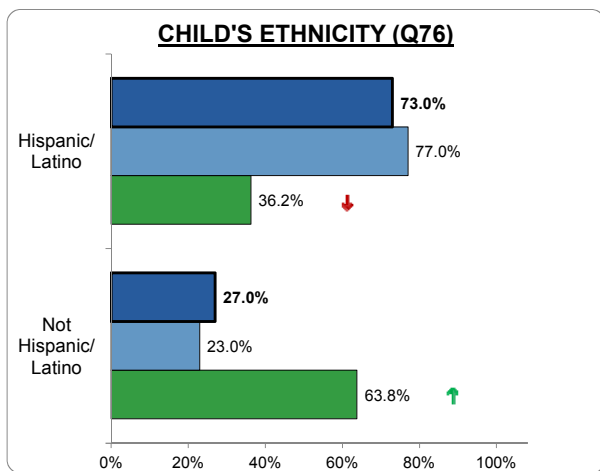
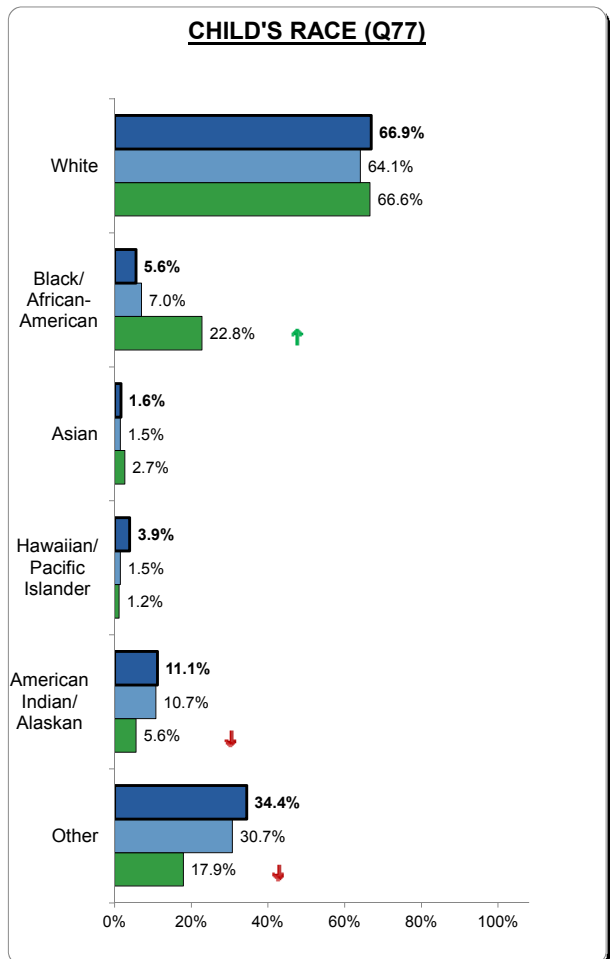
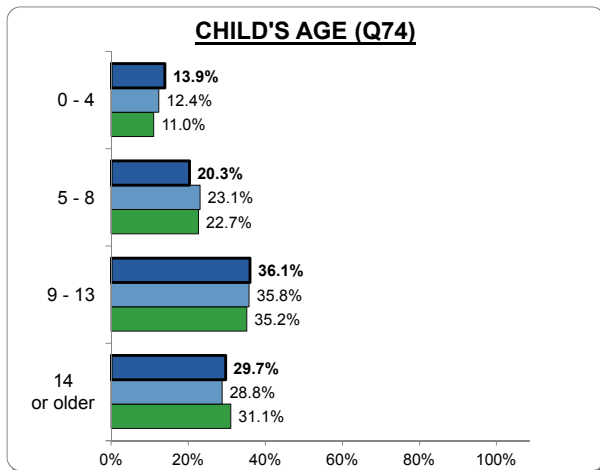
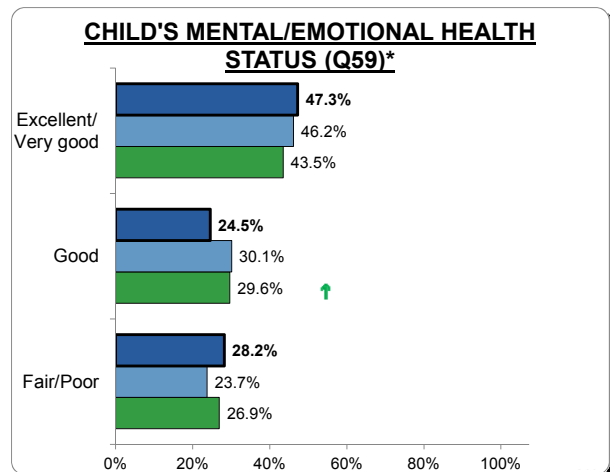
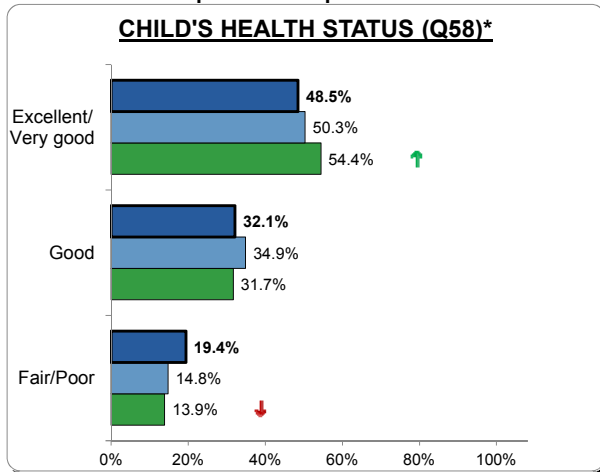
CCC Population Charts 2A – 2D
(See following pages.)

Profile of Survey Respondents

Survey Demographic Comparisons

CCC Population

332 Total CCC Population Respondents



KEY: Your Plan's 2017 Rate Your Plan's 2016 Rate 2017 SPH Analytics Benchmark

* Health Status and Mental/Emotional Health Status are defined by the member.

Note 1: The 2017 SPH Analytics Book of Business consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

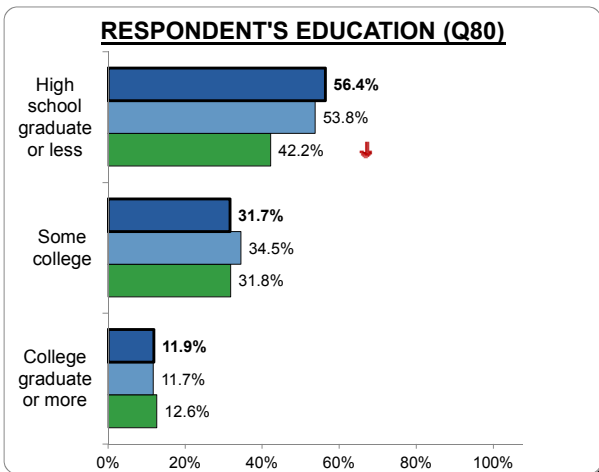
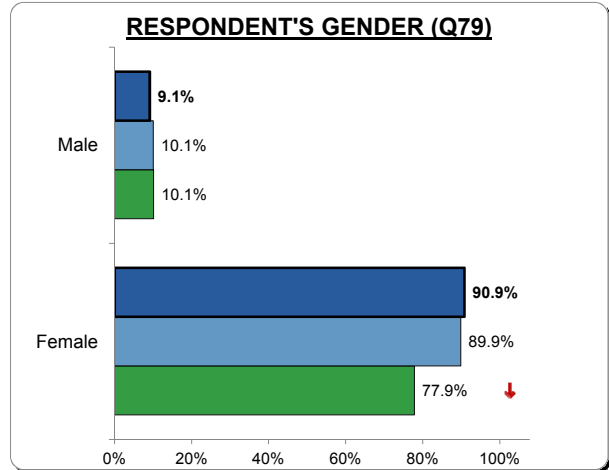
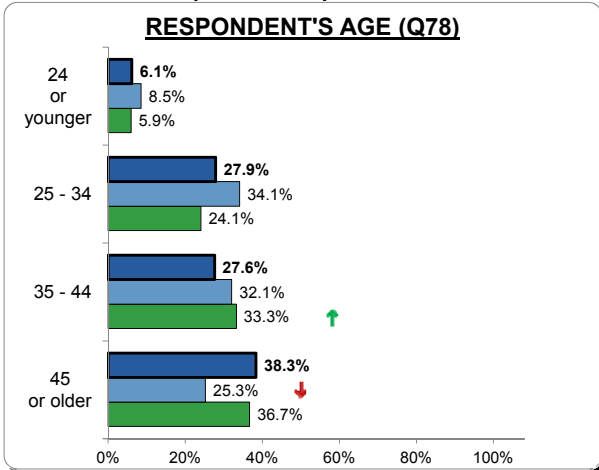
Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Profile of Survey Respondents

Survey Demographic Comparisons (Continued)

CCC Population

332 Total CCC Population Respondents

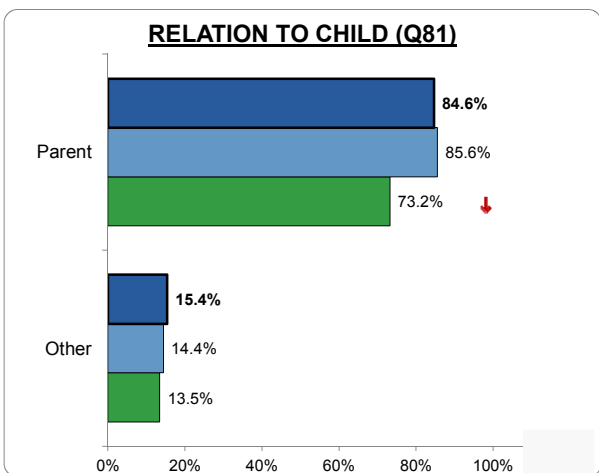


Research on CAHPS® survey results indicates that...

- Respondents reporting better health statuses tend to give higher ratings of health plan
- Older respondents tend to give higher ratings of health plan
- Respondents with less education tend to give higher ratings of health plan

RATING OF HEALTH PLAN (Q54)

Year/Benchmark	Rating of 8, 9, or 10
2017	84.1%
2016	84.5%
2017 Benchmark	82.3%



KEY: Your Plan's 2017 Rate Your Plan's 2016 Rate 2017 SPH Analytics Benchmark

Note 1: The 2017 SPH Analytics Book of Business consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow 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% significance level.

Segmentation Analysis

Molina Healthcare of New Mexico

Rating of Health Plan (Q54) by Demographics

Medicaid Child with CCC CAHPS®

CCC Population

332 Total CCC Population Respondents

Survey Item		Rating of Health Plan (Q54)							
		0-3		4-7		8-10		9-10	
		Valid n*	%	Valid n*	%	Valid n*	%	Valid n*	%
RATING OF PERSONAL DOCTOR (Q41)	0 - 7	1	2.4%	20	48.8%	20	48.8%	13	31.7%
	8 - 10	3	1.2%	23	9.1%	226	89.7%	190	75.4%
CONTACT CUSTOMER SERVICE (Q49)	Yes	1	1.0%	9	8.7%	94	90.4%	83	79.8%
	No	5	2.3%	34	15.6%	179	82.1%	140	64.2%
GOT INFORMATION/HELP FROM CUSTOMER SERVICE (Q50)	Never/Sometimes	1	9.1%	3	27.3%	7	63.6%	7	63.6%
	Always/Usually	0	0.0%	6	6.5%	86	93.5%	75	81.5%
RATING OF HEALTH PLAN (Q54)	0 - 7	6	11.5%	46	88.5%	NA	NA	NA	NA
	8 - 10	NA	NA	NA	NA	276	100.0%	226	81.9%
CHILD'S HEALTH STATUS (Q58)**	Excellent/Very good	1	0.6%	14	8.9%	142	90.4%	115	73.2%
	Good	2	1.9%	17	16.0%	87	82.1%	70	66.0%
	Fair/Poor	3	4.8%	15	23.8%	45	71.4%	39	61.9%
CHILD'S MENTAL/EMOTIONAL HEALTH STATUS (Q59)**	Excellent/Very good	0	0.0%	21	13.6%	133	86.4%	107	69.5%
	Good	2	2.5%	7	8.6%	72	88.9%	56	69.1%
	Fair/Poor	4	4.4%	16	17.6%	71	78.0%	63	69.2%
RESPONDENT'S AGE (Q78)	24 or younger	2	10.0%	3	15.0%	15	75.0%	13	65.0%
	25 - 34	1	1.1%	15	16.9%	73	82.0%	58	65.2%
	35 - 44	1	1.1%	13	14.4%	76	84.4%	62	68.9%
	45 or older	2	1.6%	13	10.6%	108	87.8%	90	73.2%
RESPONDENT'S EDUCATION (Q80)	High School or less	2	1.1%	20	11.3%	155	87.6%	134	75.7%
	Some College or more	4	2.9%	25	18.1%	109	79.0%	84	60.9%
DATA COLLECTION METHOD	Mail	4	2.6%	27	17.6%	122	79.7%	99	64.7%
	Phone	2	1.1%	19	10.9%	154	88.0%	127	72.6%

* Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.

** Child's Health Status and Child's Mental/Emotional Health Status are defined by the member.

Profile of Survey Respondents & Child Members

Molina Healthcare of New Mexico

Comparison between CCC and General Population

Medicaid Child with CCC CAHPS®

513 Total General Population Respondents

332 Total CCC Population Respondents

Demographic	Category	CCC Population	General Population
Respondent's Gender (Q79)	Male	9.1%	11.6%
	Female	90.9%	88.4%
Respondent's Age (Q78)	24 or younger	6.1%	9.4%
	25 - 34 years	27.9%	34.4%
	35 - 44 years	27.6%	28.6%
	45 or older	38.3%	27.6%
Relation to Child (Q81)	Parent	84.6%	91.3%
	Other	15.4%	8.7%
Respondent's Education (Q80)	High School Graduate or less	56.4%	64.0%
	Some College	31.7%	24.9%
	College Graduate or more	11.9%	11.1%
Child's Race/Ethnicity (Q76 & Q77)*	White	66.9%	61.5%
	Black/African-American	5.6%	4.8%
	Hispanic/Latino	73.0%	80.6%
	Asian	1.6%	2.3%
	Hawaiian/Pacific Is.	3.9%	2.3%
	Am. Indian/Alaskan	11.1%	12.0%
	Other	34.4%	37.0%
Child's Age (Q74)	0 - 4 years	13.9%	22.9%
	5 - 8 years	20.3%	22.7%
	9 - 13 years	36.1%	32.8%
	14 or older	29.7%	21.5%
Child's Health Status (Q58)**	Excellent/Very good	48.5%	70.9%
	Good	32.1%	22.5%
	Fair/Poor	19.4%	6.6%
Child's Mental/Emotional Health Status (Q59)**	Excellent/Very good	47.3%	74.0%
	Good	24.5%	17.9%
	Fair/Poor	28.2%	8.2%

* Race and Ethnicity are separate questions and respondents may choose more than one race option, therefore figures will not equal 100%. "Other" includes respondents who answered "Other" to Q77.

** Health Status and Mental/Emotional Health Status are defined by the member.

Note: Significance testing is not appropriate for these two groups since they are not mutually exclusive.

3. Trend and Benchmark Comparisons

The CAHPS® 5.0H 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.

- Page 3A Summary of Trend and Benchmark Comparisons
Shows how your plan's composite and key question Summary Rates compare to scores from the previous year's results (if applicable) and scores from the 2017 SPH Analytics Medicaid Child Book of Business and 2016 Quality Compass® All Plans benchmarks. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted. Refer to the *Technical Notes* for more information on this topic.
- Page 3B 2016 Quality Compass® All Plans Mean and Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the 2016 Quality Compass® All Plans benchmark. The General Population benchmark includes approximately 179 samples of Medicaid child plans (Non-CCC and CCC) that submitted to NCQA. Conversely, the CCC Population benchmark includes approximately 53 samples of Medicaid child plans (CCC) that submitted to NCQA. Your plan's approximate percentile ranking¹² in relation to the Quality Compass® All Plans benchmark is displayed next to each score.
- Page 3C 2017 SPH Analytics Medicaid Child Book of Business Mean and Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2017 SPH Analytics Medicaid Child Book of Business benchmark. The General Population benchmark contains data from 69 plan-specific Medicaid child (Non-CCC and CCC) samples contracted with SPH Analytics to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2017. Conversely, the CCC benchmark contains data from 13 plan-specific Medicaid child (CCC) samples that contracted with SPH Analytics to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2017. Your plan's percentile ranking is shown beside each score.
- Page 3D Population Comparison (CCC Population)
Shows how your health plan's composite and key question Summary Rates from your General Population compare to your CCC Population.
- Note:** Significance testing is not appropriate for these two groups since they are not mutually exclusive.

¹² Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

A brief description of each benchmark, as well as its pros and cons are shown in the table below:

Benchmark	Definition	# of Plans	Pros	Cons
2017 SPH Analytics Book of Business (General Population)	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with SPH Analytics to administer the 2017 CAHPS® 5.0H survey, and submitted that data to NCQA.	69	<ul style="list-style-type: none"> * Provide the most up-to-date benchmark available reflecting the 2017 survey results¹³ * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark 	<ul style="list-style-type: none"> * Contains fewer plans than the Quality Compass® All Plans benchmark
2017 SPH Analytics Book of Business (CCC Population)	Includes all the Medicaid child samples (CCC) that contracted with SPH Analytics to administer the 2017 CAHPS® 5.0H survey, and submitted that data to NCQA.	13	<ul style="list-style-type: none"> * Provide the most up-to-date benchmark available reflecting the 2017 survey results * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark * Provides a CCC benchmark 	<ul style="list-style-type: none"> * Contains fewer plans than the Quality Compass® All Plans benchmark
2016 Quality Compass® All Plans (General Population)	Includes <u>all</u> Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016.	179	<ul style="list-style-type: none"> * Contains more plans than the SPH Analytics Book of Business benchmark 	<ul style="list-style-type: none"> * Only contains benchmarks for certain key questions, composites and rating questions
2016 Quality Compass® All Plans (CCC Population)	Includes <u>all</u> Medicaid child (CCC) samples that submitted to NCQA in 2016.	53	<ul style="list-style-type: none"> * Contains more plans than the SPH Analytics Book of Business benchmark * Provides a CCC benchmark 	<ul style="list-style-type: none"> * Only contains benchmarks for certain key questions, composites and rating questions
2016 NCQA 1-100 Benchmark (General Population)	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 2016.	179	<ul style="list-style-type: none"> * Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark 	<ul style="list-style-type: none"> * Only contains benchmarks for certain key questions, composites, and rating questions
2016 NCQA 1-100 Benchmark (CCC Population)	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 2016.	53	<ul style="list-style-type: none"> * Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark * Provides a CCC benchmark 	<ul style="list-style-type: none"> * Only contains benchmarks for certain key questions, composites, and rating questions

Please refer to the *Technical Notes* for additional information regarding these benchmarks.

¹³ The 2017 Quality Compass® All Plans benchmark will be available in Fall of 2017.

General Population

Trend and Benchmark Comparison Results

General Population Charts 3A – 3C
(See following pages.)

Summary of Trend and Benchmark (Non-CCC) Comparisons

Molina Healthcare of New Mexico

Composites, Attributes, Key Questions, and Ratings of Member Satisfaction

Medicaid Child with CCC CAHPS®

General Population

513 Total General Population Respondents

Composites, Attributes, and Key Questions		2017 Valid n and Summary Rate*	2016 Summary Rate*	2015 Summary Rate*	2017 SPH Analytics Book of Business**	2016 Quality Compass® All Plans**
Getting Needed Care		85.8%	83.7%	83.1%	83.9%	84.0%
Q15. Ease of getting care, tests, or treatment child needed	346	91.6%	89.5%	88.9%	88.9%	88.6%
Q46. Obtained child's appointment with specialist as soon as needed	85	80.0%	77.9%	77.3%	78.9%	79.7%
Getting Care Quickly		89.9%	88.3%	92.1%	88.4%	89.0%
Q4. Child obtained needed care right away	145	92.4%	89.7%	94.0%	90.0%	90.6%
Q6. Child obtained appointment for care as soon as needed	323	87.3%	86.9%	90.2%	86.8%	87.0%
How Well Doctors Communicate		93.1%	93.0%	95.0%	93.5%	93.0%
Q32. Child's doctor explained things in an understandable way	321	93.5%	94.2%	95.9%	94.1%	93.6%
Q33. Child's doctor listened carefully to you	321	95.0%	94.6%	95.9%	94.9%	94.8%
Q34. Child's doctor showed respect for what you had to say	323	96.6%	94.9%	96.7%	96.2%	95.9%
Q37. Child's doctor spent enough time with your child	319	87.5%	88.3%	91.6%	88.7%	88.4%
Customer Service		89.6%	94.0%	93.7%	88.7%	88.0%
Q50. Getting information/help from customer service	135	83.0%	89.5%	91.7%	83.5%	82.7%
Q51. Treated with courtesy and respect by customer service staff	133	96.2%	98.5%	95.8%	93.9%	93.2%
Shared Decision Making		74.8%	83.3%	79.5%	76.6%	78.0%
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	107	89.7%	97.5%	86.7%	90.6%	92.2%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	107	57.9%	71.4%	69.9%	61.6%	64.8%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	107	76.6%	81.0%	81.9%	77.6%	78.3%
Health Promotion and Education (Q8)	344	68.6%	71.7%	70.0%	68.4%	70.9%
Coordination of Care (Q40)	122	81.1%	86.3%	81.3%	83.5%	82.6%
Ease of Filling Out Forms (Q53)	493	95.9%	94.0%	98.0%	94.4%	95.0%
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q14)	344	87.8%	83.8%	84.6%	86.9%	88.4%
Rating of Personal Doctor (Q41)	445	88.1%	87.6%	90.3%	89.6%	85.5%
Rating of Specialist (Q48)	77	94.8%	77.8%	79.0%	86.4%	84.7%
Rating of Health Plan (Q54)	501	88.6%	88.7%	87.4%	86.1%	84.7%
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q14)	344	70.9%	67.3%	68.0%	69.2%	67.7%
Rating of Personal Doctor (Q41)	445	74.4%	75.3%	78.9%	76.2%	74.8%
Rating of Specialist (Q48)	77	74.0%	60.3%	69.4%	72.2%	71.1%
Rating of Health Plan (Q54)	501	77.0%	76.5%	75.1%	70.8%	69.0%
CCC Composites and Questions						
Access to Prescription Medicines (Q56)	212	92.5%	92.5%	87.9%	NA	NA
Access to Specialized Services		79.0%	82.0%	78.2%	NA	NA
Q20. Ease of getting special medical equipment or devices	35	77.1%	87.5%	78.3%	NA	NA
Q23. Ease of getting therapy	64	89.1%	82.5%	84.6%	NA	NA
Q26. Ease of getting treatment or counseling	55	70.9%	76.1%	71.8%	NA	NA
FCC: Personal Doctor Who Knows Child		89.9%	86.4%	93.9%	NA	NA
Q38. Doctor talked about how child is feeling, growing, and behaving	322	89.1%	86.0%	88.3%	NA	NA
Q43. Doctor understands how these conditions affect child's day-to-day life	87	89.7%	88.1%	96.7%	NA	NA
Q44. Doctor understands how these conditions affect family's day-to-day life	87	90.8%	85.1%	96.7%	NA	NA
FCC: Getting Needed Information (Q9)	344	89.5%	92.0%	91.7%	NA	NA
Coordination of Care for CCC		81.6%	76.9%	76.4%	NA	NA
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	41	95.1%	96.4%	88.2%	NA	NA
Q29. Obtaining help coordinating child's care among different providers or services	100	68.0%	57.3%	64.5%	NA	NA

* Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** The 2017 SPH Analytics Book of Business consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples).

Note: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to trend and/or benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to trend and/or benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Benchmark Comparisons

2016 Quality Compass All Plans (Non-CCC) Mean and Percentiles






General Population

513 Total General Population Respondents

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2016 Quality Compass All Plans Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	85.8%	62nd	84.0%	81.0%	84.0%	87.0%	89.0%
Q15. Ease of getting care, tests, or treatment child needed	91.6%	74th	88.6%	86.2%	89.3%	91.7%	93.3%
Q46. Obtained child's appointment with specialist as soon as needed	80.0%	48th	79.7%	77.1%	80.7%	83.6%	85.3%
Getting Care Quickly	89.9%	53rd	89.0%	86.0%	89.0%	92.0%	94.0%
Q4. Child obtained needed care right away	92.4%	61st	90.6%	88.3%	91.0%	93.9%	95.8%
Q6. Child obtained appointment for care as soon as needed	87.3%	44th	87.0%	84.6%	87.7%	90.4%	92.8%
How Well Doctors Communicate	93.1%	53rd	93.0%	92.0%	93.0%	95.0%	96.0%
Q32. Child's doctor explained things in an understandable way	93.5%	39th	93.6%	92.2%	94.2%	95.3%	96.5%
Q33. Child's doctor listened carefully to you	95.0%	51st	94.8%	93.6%	94.9%	96.2%	97.2%
Q34. Child's doctor showed respect for what you had to say	96.6%	67th	95.9%	95.0%	95.9%	96.9%	97.7%
Q37. Child's doctor spent enough time with your child	87.5%	35th	88.4%	86.1%	88.9%	90.9%	92.7%
Customer Service	89.6%	71st	88.0%	86.0%	88.0%	90.0%	92.0%
Q50. Getting information/help from customer service	83.0%	51st	82.7%	80.5%	82.8%	85.6%	87.2%
Q51. Treated with courtesy and respect by customer service staff	96.2%	91st	93.2%	92.1%	93.4%	94.9%	96.0%
Shared Decision Making	74.8%	13th	78.0%	76.0%	78.0%	81.0%	83.0%
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	89.7%	21st	92.2%	90.5%	92.5%	95.0%	96.5%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	57.9%	<10th	64.8%	61.7%	64.5%	67.7%	72.1%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	76.6%	28th	78.3%	75.4%	78.4%	80.8%	84.0%
Health Promotion and Education (Q8)	68.6%	27th	70.9%	68.2%	71.1%	73.4%	76.3%
Coordination of Care (Q40)	81.1%	30th	82.6%	80.0%	82.9%	85.4%	87.3%
Ease of Filling Out Forms (Q53)	95.9%	68th	95.0%	94.1%	95.2%	96.2%	96.8%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q14)	87.8%	71st	88.4%	83.9%	85.9%	88.1%	90.1%
Rating of Personal Doctor (Q41)	88.1%	43rd	85.5%	86.8%	88.6%	90.4%	91.8%
Rating of Specialist (Q48)	94.8%	99th	84.7%	83.3%	86.2%	88.1%	89.5%
Rating of Health Plan (Q54)	88.6%	83rd	84.7%	82.3%	85.2%	87.9%	90.6%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q14)	70.9%	75th	67.7%	64.8%	68.1%	70.9%	73.8%
Rating of Personal Doctor (Q41)	74.4%	45th	74.8%	72.5%	74.6%	77.4%	79.8%
Rating of Specialist (Q48)	74.0%	69th	71.1%	66.7%	71.3%	75.0%	79.9%
Rating of Health Plan (Q54)	77.0%	91st	69.0%	65.1%	68.8%	73.6%	76.7%

-  Summary Rate at or above the 90th percentile.
-  Summary Rate at or above the 75th percentile, but below the 90th percentile.
-  Summary Rate at or above the 50th percentile, but below the 75th percentile.
-  Summary Rate at or above the 25th percentile, but below the 50th percentile.
-  Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the 2016 NCQA 1-100 Benchmark (comprised of 179 plan-specific samples). Rankings indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2016 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples).

Benchmark Comparisons

2017 SPH Analytics Book of Business (Non-CCC) Mean and Percentiles






General Population

513 Total General Population Respondents

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2017 SPH Analytics Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	85.8%	58th	83.9%	80.8%	83.7%	88.2%	89.7%
Q15. Ease of getting care, tests, or treatment child needed	91.6%	66th	88.9%	85.8%	89.2%	92.9%	94.5%
Q46. Obtained child's appointment with specialist as soon as needed	80.0%	44th	78.9%	74.8%	80.6%	84.2%	85.9%
Getting Care Quickly	89.9%	60th	88.4%	84.3%	89.0%	92.9%	95.0%
Q4. Child obtained needed care right away	92.4%	64th	90.0%	85.6%	90.1%	94.1%	97.1%
Q6. Child obtained appointment for care as soon as needed	87.3%	54th	86.8%	82.7%	87.0%	91.6%	93.8%
How Well Doctors Communicate	93.1%	45th	93.5%	91.8%	93.7%	95.7%	96.7%
Q32. Child's doctor explained things in an understandable way	93.5%	39th	94.1%	92.3%	93.9%	96.4%	97.4%
Q33. Child's doctor listened carefully to you	95.0%	47th	94.9%	93.7%	95.0%	96.3%	97.2%
Q34. Child's doctor showed respect for what you had to say	96.6%	57th	96.2%	95.4%	96.3%	97.3%	98.2%
Q37. Child's doctor spent enough time with your child	87.5%	42nd	88.7%	85.6%	88.4%	93.0%	94.7%
Customer Service	89.6%	64th	88.7%	86.6%	88.4%	90.1%	92.8%
Q50. Getting information/help from customer service	83.0%	55th	83.5%	81.5%	82.6%	85.2%	89.1%
Q51. Treated with courtesy and respect by customer service staff	96.2%	80th	93.9%	92.3%	93.8%	95.4%	97.5%
Shared Decision Making	74.8%	38th	76.6%	73.4%	76.5%	79.8%	82.3%
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	89.7%	33rd	90.6%	87.3%	91.9%	95.2%	97.5%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	57.9%	29th	61.6%	56.7%	61.7%	67.0%	69.8%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	76.6%	44th	77.6%	74.0%	77.1%	81.7%	83.6%
Health Promotion and Education (Q8)	68.6%	57th	68.4%	65.7%	67.9%	71.4%	73.5%
Coordination of Care (Q40)	81.1%	25th	83.5%	81.1%	83.7%	86.0%	88.4%
Ease of Filling Out Forms (Q53)	95.9%	75th	94.4%	92.7%	94.7%	95.9%	97.2%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q14)	87.8%	60th	86.9%	85.2%	87.1%	88.7%	90.0%
Rating of Personal Doctor (Q41)	88.1%	22nd	89.6%	88.4%	89.4%	91.2%	92.0%
Rating of Specialist (Q48)	94.8%	99th	86.4%	84.1%	87.8%	89.7%	91.6%
Rating of Health Plan (Q54)	88.6%	69th	86.1%	83.8%	85.6%	89.1%	91.3%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q14)	70.9%	66th	69.2%	66.1%	69.8%	71.8%	73.2%
Rating of Personal Doctor (Q41)	74.4%	27th	76.2%	74.2%	76.6%	78.7%	80.3%
Rating of Specialist (Q48)	74.0%	60th	72.2%	69.0%	72.6%	76.5%	79.2%
Rating of Health Plan (Q54)	77.0%	82nd	70.8%	67.3%	70.2%	74.3%	79.2%

-  Summary Rate at or above the 90th percentile.
-  Summary Rate at or above the 75th percentile, but below the 90th percentile.
-  Summary Rate at or above the 50th percentile, but below the 75th percentile.
-  Summary Rate at or above the 25th percentile, but below the 50th percentile.
-  Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** Ranking indicates where your plan's Summary Rate falls when compared to all other Medicaid child (Non-CCC and CCC) plans that submitted data to NCQA through SPH Analytics in 2017. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2017 SPH Analytics Book of Business consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

CCC Population

Trend and Benchmark Comparison Results

CCC Population Charts 3A – 3D
(See following pages.)

Summary of Trend and Benchmark (CCC) Comparisons

Molina Healthcare of New Mexico

Composites, Attributes, Key Questions, and Ratings of Member Satisfaction

Medicaid Child with CCC CAHPS®

CCC Population

332 Total CCC Population Respondents

Composites, Attributes, and Key Questions		2017 Valid n and Summary Rate*	2016 Summary Rate*	2015 Summary Rate*	2017 SPH Analytics Book of Business**	2016 Quality Compass® All Plans**
Getting Needed Care		84.2%	86.1%	84.5%	85.5%	86.1%
Q15. Ease of getting care, tests, or treatment child needed	267	87.6%	87.0%	85.9%	89.8%	90.2%
Q46. Obtained child's appointment with specialist as soon as needed	119	80.7%	85.3%	83.1%	81.2%	82.5%
Getting Care Quickly		89.9%	90.6%	91.2%	90.2%	91.8%
Q4. Child obtained needed care right away	127	92.1%	92.7%	92.1%	91.8%	92.9%
Q6. Child obtained appointment for care as soon as needed	259	87.6%	88.5%	90.3%	88.6%	90.8%
How Well Doctors Communicate		94.9%	94.1%	92.0%	94.0%	93.9%
Q32. Child's doctor explained things in an understandable way	238	94.5%	94.3%	92.3%	94.8%	95.0%
Q33. Child's doctor listened carefully to you	237	94.9%	94.3%	94.0%	94.5%	94.6%
Q34. Child's doctor showed respect for what you had to say	238	97.5%	96.0%	95.7%	96.2%	95.5%
Q37. Child's doctor spent enough time with your child	236	92.8%	92.0%	85.8%	90.5%	90.6%
Customer Service		91.9%	89.3%	91.0%	90.3%	89.4%
Q50. Getting information/help from customer service	105	88.6%	83.7%	87.0%	85.5%	84.2%
Q51. Treated with courtesy and respect by customer service staff	104	95.2%	94.9%	95.0%	95.2%	94.7%
Shared Decision Making		82.7%	85.8%	82.7%	84.0%	85.0%
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	124	96.0%	96.2%	91.5%	95.5%	96.2%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	125	64.8%	75.5%	72.9%	72.1%	74.3%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	125	87.2%	85.8%	83.6%	84.5%	84.3%
Health Promotion and Education (Q8)	266	80.1%	78.1%	81.1%	77.5%	77.0%
Coordination of Care (Q40)	140	85.7%	83.8%	79.2%	83.7%	82.0%
Ease of Filling Out Forms (Q53)	323	96.0%	94.2%	96.5%	94.6%	95.1%
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q14)	265	83.0%	83.1%	81.1%	85.4%	84.2%
Rating of Personal Doctor (Q41)	296	85.8%	87.7%	86.1%	87.7%	88.0%
Rating of Specialist (Q48)	112	86.6%	73.0%	80.7%	86.9%	85.5%
Rating of Health Plan (Q54)	328	84.1%	84.5%	82.1%	82.3%	82.2%
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q14)	265	64.5%	64.6%	61.1%	66.8%	66.0%
Rating of Personal Doctor (Q41)	296	74.3%	74.7%	69.6%	75.5%	74.7%
Rating of Specialist (Q48)	112	66.1%	58.4%	69.7%	72.5%	70.8%
Rating of Health Plan (Q54)	328	68.9%	66.7%	67.7%	65.9%	65.8%
CCC Composites and Questions						
Access to Prescription Medicines (Q56)	240	88.8%	88.5%	82.7%	90.8%	90.7%
Access to Specialized Services		78.1%	77.0%	78.3%	74.6%	77.1%
Q20. Ease of getting special medical equipment or devices	54	74.1%	73.5%	69.0%	73.2%	NA
Q23. Ease of getting therapy	121	85.1%	84.2%	86.3%	77.2%	77.8%
Q26. Ease of getting treatment or counseling	124	75.0%	73.3%	79.5%	73.4%	78.6%
FCC: Personal Doctor Who Knows Child		92.4%	91.6%	90.1%	90.3%	90.6%
Q38. Doctor talked about how child is feeling, growing, and behaving	236	89.0%	88.4%	86.3%	88.7%	89.0%
Q43. Doctor understands how these conditions affect child's day-to-day life	195	94.9%	93.2%	93.5%	92.9%	92.9%
Q44. Doctor understands how these conditions affect family's day-to-day life	197	93.4%	93.1%	90.7%	89.4%	89.9%
FCC: Getting Needed Information (Q9)	267	92.1%	89.9%	92.7%	90.9%	90.9%
Coordination of Care for CCC		82.5%	79.1%	79.7%	79.1%	77.1%
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	65	96.9%	95.7%	88.9%	94.7%	NA
Q29. Obtaining help coordinating child's care among different providers or services	138	68.1%	62.6%	70.5%	63.5%	61.4%

* Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** The 2017 SPH Analytics Book of Business consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

Note: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to trend and/or benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to trend and/or benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Benchmark Comparisons

2016 Quality Compass All Plans (CCC) Mean and Percentiles






CCC Population

332 Total CCC Population Respondents

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2016 Quality Compass All Plans Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	84.2%	25th	86.1%	83.3%	87.1%	88.7%	90.2%
Q15. Ease of getting care, tests, or treatment child needed	87.6%	20th	90.2%	88.4%	90.5%	92.6%	93.2%
Q46. Obtained child's appointment with specialist as soon as needed	80.7%	28th	82.5%	79.8%	83.8%	85.4%	87.6%
Getting Care Quickly	89.9%	21st	91.8%	90.6%	92.3%	94.1%	94.9%
Q4. Child obtained needed care right away	92.1%	27th	92.9%	91.5%	93.2%	94.7%	96.2%
Q6. Child obtained appointment for care as soon as needed	87.6%	16th	90.8%	89.2%	91.3%	93.5%	94.5%
How Well Doctors Communicate	94.9%	74th	93.9%	93.1%	94.2%	94.9%	95.5%
Q32. Child's doctor explained things in an understandable way	94.5%	25th	95.0%	94.5%	95.1%	95.9%	96.6%
Q33. Child's doctor listened carefully to you	94.9%	57th	94.6%	93.5%	94.7%	95.8%	96.4%
Q34. Child's doctor showed respect for what you had to say	97.5%	92nd	95.5%	94.5%	95.8%	96.4%	97.0%
Q37. Child's doctor spent enough time with your child	92.8%	84th	90.6%	89.3%	91.3%	92.2%	93.8%
Customer Service	91.9%	80th	89.4%	87.5%	89.1%	91.0%	93.1%
Q50. Getting information/help from customer service	88.6%	83rd	84.2%	82.1%	83.9%	86.3%	89.4%
Q51. Treated with courtesy and respect by customer service staff	95.2%	54th	94.7%	93.3%	94.8%	96.6%	97.7%
Shared Decision Making	82.7%	13th	85.0%	83.8%	85.4%	86.1%	87.2%
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	96.0%	44th	96.2%	94.9%	96.6%	97.3%	98.2%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	64.8%	<10th	74.3%	71.3%	75.2%	76.7%	80.6%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	87.2%	80th	84.3%	81.4%	84.9%	86.5%	89.3%
Health Promotion and Education (Q8)	80.1%	84th	77.0%	75.0%	77.4%	78.8%	81.3%
Coordination of Care (Q40)	85.7%	88th	82.0%	80.2%	82.5%	84.8%	85.8%
Ease of Filling Out Forms (Q53)	96.0%	69th	95.1%	94.1%	95.4%	96.2%	97.4%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q14)	83.0%	24th	84.2%	83.0%	84.1%	86.2%	87.8%
Rating of Personal Doctor (Q41)	85.8%	16th	88.0%	86.7%	88.0%	89.5%	90.7%
Rating of Specialist (Q48)	86.6%	71st	85.5%	83.8%	85.2%	87.0%	89.1%
Rating of Health Plan (Q54)	84.1%	58th	82.2%	79.5%	83.2%	85.0%	86.9%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q14)	64.5%	37th	66.0%	63.5%	65.5%	69.0%	71.5%
Rating of Personal Doctor (Q41)	74.3%	39th	74.7%	73.1%	75.0%	76.8%	79.0%
Rating of Specialist (Q48)	66.1%	16th	70.8%	66.7%	70.5%	75.3%	77.2%
Rating of Health Plan (Q54)	68.9%	66th	65.8%	62.1%	66.1%	69.3%	72.4%
CCC Composites and Questions							
Access to Prescription Medicines (Q56)	88.8%	23rd	90.7%	89.0%	91.3%	93.3%	94.7%
Access to Specialized Services	78.1%	47th	77.1%	72.8%	78.9%	81.0%	82.4%
Q20. Ease of getting special medical equipment or devices	74.1%	NA	NA	NA	NA	NA	NA
Q23. Ease of getting therapy	85.1%	72nd	77.8%	71.8%	78.9%	85.3%	86.1%
Q26. Ease of getting treatment or counseling	75.0%	20th	78.6%	75.7%	79.5%	82.4%	84.9%
FCC: Personal Doctor Who Knows Child	92.4%	86th	90.6%	89.5%	90.7%	91.9%	92.7%
Q38. Doctor talked about how child is feeling, growing, and behaving	89.0%	51st	89.0%	87.7%	88.6%	91.1%	91.8%
Q43. Doctor understands how these conditions affect child's day-to-day life	94.9%	80th	92.9%	91.4%	93.3%	94.7%	95.6%
Q44. Doctor understands how these conditions affect family's day-to-day life	93.4%	92nd	89.9%	88.3%	89.9%	92.0%	93.0%
FCC: Getting Needed Information (Q9)	92.1%	77th	90.9%	89.9%	90.5%	91.7%	93.8%
Coordination of Care for CCC	82.5%	96th	77.1%	75.9%	77.0%	78.4%	80.9%
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	96.9%	NA	NA	NA	NA	NA	NA
Q29. Obtaining help coordinating child's care among different providers or services	68.1%	93rd	61.4%	57.8%	60.0%	65.4%	66.5%

-  Summary Rate at or above the 90th percentile.
-  Summary Rate at or above the 75th percentile, but below the 90th percentile.
-  Summary Rate at or above the 50th percentile, but below the 75th percentile.
-  Summary Rate at or above the 25th percentile, but below the 50th percentile.
-  Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the 2016 NCQA 1-100 Benchmark (comprised of 53 plan-specific samples). Rankings indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2016 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

Benchmark Comparisons

2017 SPH Analytics Book of Business (CCC) Mean and Percentiles






CCC Population

332 Total CCC Population Respondents

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2017 SPH Analytics Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	84.2%	41st	85.5%	81.9%	86.5%	88.8%	90.2%
Q15. Ease of getting care, tests, or treatment child needed	87.6%	41st	89.8%	87.6%	88.5%	92.9%	94.1%
Q46. Obtained child's appointment with specialist as soon as needed	80.7%	25th	81.2%	79.0%	81.9%	85.5%	87.0%
Getting Care Quickly	89.9%	41st	90.2%	88.4%	90.5%	92.5%	93.6%
Q4. Child obtained needed care right away	92.1%	41st	91.8%	89.4%	92.5%	93.3%	95.5%
Q6. Child obtained appointment for care as soon as needed	87.6%	33rd	88.6%	86.9%	88.6%	91.8%	93.2%
How Well Doctors Communicate	94.9%	75th	94.0%	92.4%	94.6%	94.9%	96.3%
Q32. Child's doctor explained things in an understandable way	94.5%	41st	94.8%	93.2%	94.8%	96.2%	97.4%
Q33. Child's doctor listened carefully to you	94.9%	58th	94.5%	94.1%	94.8%	95.3%	96.4%
Q34. Child's doctor showed respect for what you had to say	97.5%	83rd	96.2%	95.9%	96.5%	96.7%	97.8%
Q37. Child's doctor spent enough time with your child	92.8%	66th	90.5%	87.8%	90.2%	93.2%	95.5%
Customer Service	91.9%	83rd	90.3%	89.1%	90.4%	91.4%	92.9%
Q50. Getting information/help from customer service	88.6%	83rd	85.5%	82.9%	84.8%	87.2%	89.4%
Q51. Treated with courtesy and respect by customer service staff	95.2%	41st	95.2%	93.4%	95.3%	96.6%	97.9%
Shared Decision Making	82.7%	25th	84.0%	82.7%	84.7%	86.3%	86.5%
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	96.0%	41st	95.5%	95.7%	96.6%	97.5%	97.9%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	64.8%	<10th	72.1%	70.1%	74.4%	75.3%	77.4%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	87.2%	66th	84.5%	80.9%	86.3%	87.5%	87.8%
Health Promotion and Education (Q8)	80.1%	83rd	77.5%	76.7%	77.3%	79.6%	80.3%
Coordination of Care (Q40)	85.7%	58th	83.7%	82.0%	85.5%	87.3%	88.3%
Ease of Filling Out Forms (Q53)	96.0%	83rd	94.6%	93.9%	94.9%	96.0%	97.1%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q14)	83.0%	25th	85.4%	83.0%	84.8%	87.6%	88.4%
Rating of Personal Doctor (Q41)	85.8%	25th	87.7%	85.8%	87.8%	89.5%	90.1%
Rating of Specialist (Q48)	86.6%	33rd	86.9%	86.4%	87.0%	87.7%	88.8%
Rating of Health Plan (Q54)	84.1%	66th	82.3%	81.4%	82.6%	84.8%	86.0%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q14)	64.5%	25th	66.8%	64.5%	66.5%	71.4%	72.5%
Rating of Personal Doctor (Q41)	74.3%	25th	75.5%	74.3%	76.3%	77.8%	79.5%
Rating of Specialist (Q48)	66.1%	<10th	72.5%	71.4%	72.9%	74.0%	75.5%
Rating of Health Plan (Q54)	68.9%	66th	65.9%	64.2%	65.9%	70.3%	71.0%
CCC Composites and Questions							
Access to Prescription Medicines (Q56)	88.8%	25th	90.8%	88.8%	91.1%	93.0%	93.8%
Access to Specialized Services	78.1%	75th	74.6%	69.5%	76.5%	78.1%	80.3%
Q20. Ease of getting special medical equipment or devices	74.1%	58th	73.2%	66.7%	73.9%	81.8%	82.6%
Q23. Ease of getting therapy	85.1%	91st	77.2%	73.1%	75.5%	81.8%	85.1%
Q26. Ease of getting treatment or counseling	75.0%	58th	73.4%	67.6%	74.8%	80.7%	84.4%
FCC: Personal Doctor Who Knows Child	92.4%	75th	90.3%	88.1%	91.0%	92.4%	93.5%
Q38. Doctor talked about how child is feeling, growing, and behaving	89.0%	41st	88.7%	86.8%	89.1%	90.8%	91.9%
Q43. Doctor understands how these conditions affect child's day-to-day life	94.9%	75th	92.9%	90.6%	93.6%	94.9%	95.7%
Q44. Doctor understands how these conditions affect family's day-to-day life	93.4%	91st	89.4%	87.1%	89.0%	92.3%	93.3%
FCC: Getting Needed Information (Q9)	92.1%	66th	90.9%	89.2%	91.3%	92.3%	92.6%
Coordination of Care for CCC	82.5%	91st	79.1%	77.7%	79.6%	80.5%	82.1%
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	96.9%	75th	94.7%	92.9%	94.9%	96.9%	97.3%
Q29. Obtaining help coordinating child's care among different providers or services	68.1%	91st	63.5%	60.0%	62.2%	67.3%	68.0%

-  Summary Rate at or above the 90th percentile.
-  Summary Rate at or above the 75th percentile, but below the 90th percentile.
-  Summary Rate at or above the 50th percentile, but below the 75th percentile.
-  Summary Rate at or above the 25th percentile, but below the 50th percentile.
-  Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** Ranking indicates where your plan's Summary Rate falls when compared to all other Medicaid child (Non-CCC and CCC) plans that submitted data to NCQA through SPH Analytics in 2017. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2017 SPH Analytics Book of Business consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

Population Comparison

513 Total General Population Respondents

332 Total CCC Population Respondents

Composites and Key Questions	General Population		CCC Population	
	Valid n	Summary Rate*	Valid n	Summary Rate*
Getting Needed Care		85.8%		84.2%
Q15. Ease of getting care, tests, or treatment child needed	346	91.6%	267	87.6%
Q46. Obtained child's appointment with specialist as soon as needed	85	80.0%	119	80.7%
Getting Care Quickly		89.9%		89.9%
Q4. Child obtained needed care right away	145	92.4%	127	92.1%
Q6. Child obtained appointment for care as soon as needed	323	87.3%	259	87.6%
How Well Doctors Communicate		93.1%		94.9%
Q32. Child's doctor explained things in an understandable way	321	93.5%	238	94.5%
Q33. Child's doctor listened carefully to you	321	95.0%	237	94.9%
Q34. Child's doctor showed respect for what you had to say	323	96.6%	238	97.5%
Q37. Child's doctor spent enough time with your child	319	87.5%	236	92.8%
Customer Service		89.6%		91.9%
Q50. Getting information/help from customer service	135	83.0%	105	88.6%
Q51. Treated with courtesy and respect by customer service staff	133	96.2%	104	95.2%
Shared Decision Making		74.8%		82.7%
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	107	89.7%	124	96.0%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	107	57.9%	125	64.8%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	107	76.6%	125	87.2%
Health Promotion and Education (Q8)	344	68.6%	266	80.1%
Coordination of Care (Q40)	122	81.1%	140	85.7%
Ease of Filling Out Forms (Q53)	493	95.9%	323	96.0%
Rating Items (Summary Rate = 8 + 9 + 10)				
Rating of Health Care (Q14)	344	87.8%	265	83.0%
Rating of Personal Doctor (Q41)	445	88.1%	296	85.8%
Rating of Specialist (Q48)	77	94.8%	112	86.6%
Rating of Health Plan (Q54)	501	88.6%	328	84.1%
Rating Items (Summary Rate = 9 + 10)				
Rating of Health Care (Q14)	344	70.9%	265	64.5%
Rating of Personal Doctor (Q41)	445	74.4%	296	74.3%
Rating of Specialist (Q48)	77	74.0%	112	66.1%
Rating of Health Plan (Q54)	501	77.0%	328	68.9%
CCC Composites and Questions				
Access to Prescription Medicines (Q56)	212	92.5%	240	88.8%
Access to Specialized Services		79.0%		78.1%
Q20. Ease of getting special medical equipment or devices	35	77.1%	54	74.1%
Q23. Ease of getting therapy	64	89.1%	121	85.1%
Q26. Ease of getting treatment or counseling	55	70.9%	124	75.0%
FCC: Personal Doctor Who Knows Child		89.9%		92.4%
Q38. Doctor talked about how child is feeling, growing, and behaving	322	89.1%	236	89.0%
Q43. Doctor understands how these conditions affect child's day-to-day life	87	89.7%	195	94.9%
Q44. Doctor understands how these conditions affect family's day-to-day life	87	90.8%	197	93.4%
FCC: Getting Needed Information (Q9)	344	89.5%	267	92.1%
Coordination of Care for CCC		81.6%		82.5%
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	41	95.1%	65	96.9%
Q29. Obtaining help coordinating child's care among different providers or services	100	68.0%	138	68.1%

* Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Note: Significance testing is not appropriate for these two groups since they are not mutually exclusive.

4. Global Proportions and Accreditation

Pages 4A – 4C show graphical presentations of the percentage of members who answered each response choice, organized by composite category, attributes contained within each composite, additional single question measures, and each of the four global rating questions.

Summary Rates alone are not a complete indication of performance as they only address the most favorable responses. Global Proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular question or composite area. Beside each chart is the equivalent Three-Point Score calculation.



Example:

Summary Rate – 75% (Always and Usually)

By focusing on all the response categories of a question, a high Summary Rate becomes less telling as: (1) a relatively large percentage of members are found to be very satisfied (“Always”) or (2) a large proportion of the Summary Rate responses are “Usually” responses, rather than the more favorable response of “Always.” As an example, the first case would show a higher average rating than the second, even though the Summary Rates are equal.

	Summary Rate		
	Always	Usually	Sometimes/Never
Case 1.	65%	10%	25%
Case 2.	15%	60%	25%

Global Proportions are the basis of Three-Point Scores. In Three-Point scoring, a value of 1, 2, or 3 is assigned to each question response category, and then a numerical average is computed based upon the valid responses for each question. The Three-Point values are assigned to response option categories as follows:

Scale 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

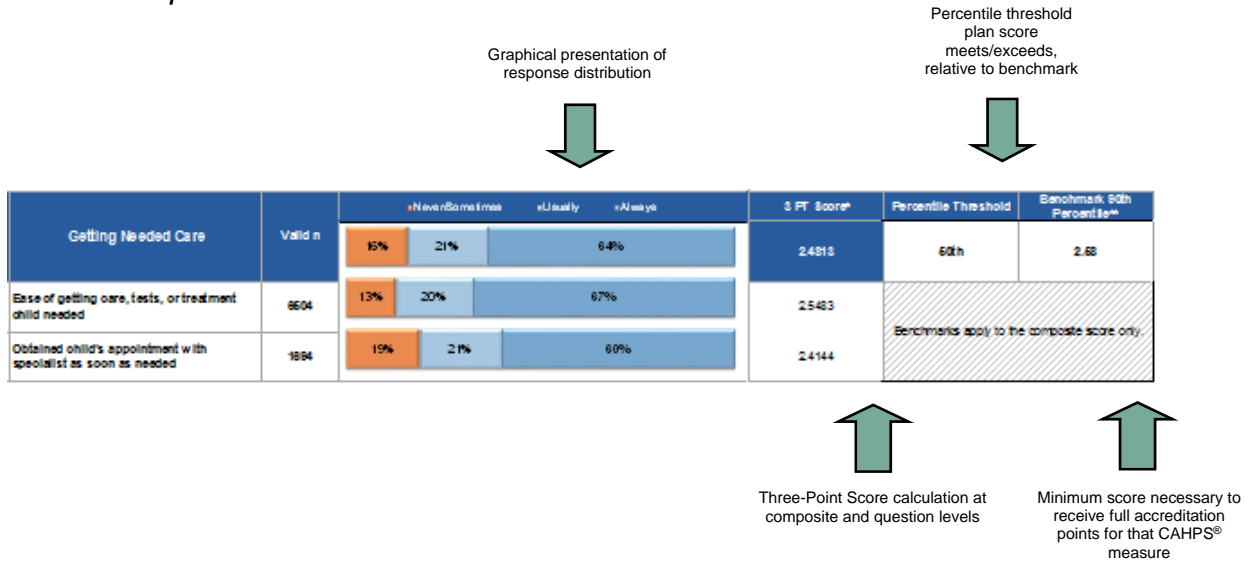
Scale 2	Score Value
No	1
Yes	3

Scale 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	3

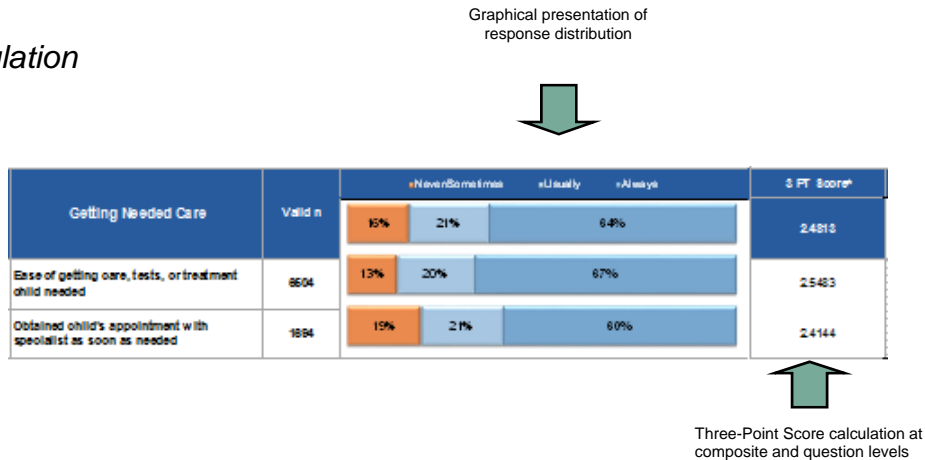
Pages 4A – 4B display measures used in CAHPS® accreditation. The graphical presentation and Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure’s percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum points possible for a particular CAHPS® accreditation measure.

How to interpret the following charts:

General Population



CCC Population



Note: In the event that fewer than 100 completes were collected, an NA will be displayed in the “Percentile Threshold” columns.

Page 4C displays Global Proportions and Three-Point Score calculations for CAHPS® measures that are not included in accreditation calculations. Three-Point score benchmarks are not available for these measures.

Please refer to the *Technical Notes* for additional information about global proportions and accreditation.

Charts 4A – 4C

Global Proportions/Three-Point Scores

Composite/Attribute Response Distributions of Accreditation Measures

513 Total General Population Respondents

332 Total CCC Population Respondents

		GENERAL POPULATION					CCC POPULATION						
		Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	Valid n	Never/Sometimes	Usually	Always	3 PT Score*
Getting Needed Care			14%	28%	58%	2.4379	25th	2.56		16%	29%	56%	2.3970
Q15.	Ease of getting care, tests, or treatment child needed	346	8%	30%	62%	2.5347	Benchmarks apply to the composite score only.		267	12%	27%	61%	2.4831
Q46.	Obtained child's appointment with specialist as soon as needed	85	20%	26%	54%	2.3412			119	19%	30%	50%	2.3109
		GENERAL POPULATION					CCC POPULATION						
		Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	Valid n	Never/Sometimes	Usually	Always	3 PT Score*
Getting Care Quickly			10%	18%	72%	2.6202	50th	2.69		10%	18%	72%	2.6148
Q4.	Child obtained needed care right away	145	8%	13%	79%	2.7172	Benchmarks apply to the composite score only.		127	8%	15%	77%	2.6929
Q6.	Child obtained appointment for care as soon as needed	323	13%	22%	65%	2.5232			259	12%	22%	66%	2.5367
		GENERAL POPULATION					CCC POPULATION						
		Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	Valid n	Never/Sometimes	Usually	Always	3 PT Score*
How Well Doctors Communicate			7%	19%	75%	2.6770	<25th	2.79		5%	17%	78%	2.7300
Q32.	Child's doctor explained things in an understandable way	321	7%	15%	79%	2.7227	Benchmarks apply to the composite score only.		238	5%	14%	81%	2.7521
Q33.	Child's doctor listened carefully to you	321	5%	18%	77%	2.7227			237	5%	15%	80%	2.7468
Q34.	Child's doctor showed respect for what you had to say	323	3%	13%	83%	2.7988			238	3%	14%	83%	2.8067
Q37.	Child's doctor spent enough time with your child	319	13%	29%	59%	2.4639			236	7%	24%	69%	2.6144

* Three-Point Score is the sum of three scores: percent in orange has a score of 1, percent in light blue has a score of 2, and percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Score.

** 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

Note 1: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Composite/Attribute/Rating Response Distributions of Accreditation Measures

513 Total General Population Respondents						332 Total CCC Population Respondents						
Customer Service	GENERAL POPULATION					CCC POPULATION						
	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	Valid n	Never/Sometimes	Usually	Always	3 PT Score*
		10%	24%	66%	2.5537	50th	2.63		8%	20%	72%	2.6370
Q50. Getting information/help from customer service	135	17%	30%	53%	2.3630	Benchmarks apply to the composite score only.		105	11%	28%	61%	2.4952
Q51. Treated with courtesy and respect by customer service staff	133	4%	18%	78%	2.7444			104	5%	13%	83%	2.7788
Rating Questions	GENERAL POPULATION					CCC POPULATION						
	Valid n	0-6	7-8	9-10	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	Valid n	0-6	7-8	9-10	3 PT Score*
Q14. Rating of Health Care	344	7%	22%	71%	2.6424	90th	2.59	265	9%	27%	65%	2.5585
Q41. Rating of Personal Doctor	445	7%	19%	74%	2.6742	75th	2.69	296	7%	18%	74%	2.6689
Q48. Rating of Specialist	77	4%	22%	74%	2.7013	NA	2.66	112	10%	24%	66%	2.5625
Q54. Rating of Health Plan	501	6%	17%	77%	2.7126	90th	2.67	328	8%	23%	69%	2.6098
Additional Measure	GENERAL POPULATION					CCC POPULATION						
	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	Valid n	Never/Sometimes	Usually	Always	3 PT Score*
Q40. Coordination of Care - Doctor seemed informed/up-to-date about the care received from other doctors/providers	122	19%	27%	54%	2.3525	<25th	2.52	140	14%	27%	59%	2.4429

* Three-Point Score is the sum of three scores: percent in orange has a score of 1, percent in light blue has a score of 2, and percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Score.

** 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

Note 1: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: NCQA added the Coordination of Care measure to Accreditation 2016 scoring.

Note 3: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Composite/Attribute/Additional Measure Response Distributions of Non-Accreditation Measures

		513 Total General Population Respondents			332 Total CCC Population Respondents		
		GENERAL POPULATION		3 PT Score*	CCC POPULATION		3 PT Score*
	Valid n	No	Yes		No	Yes	
Shared Decision Making		25%	75%	2.4953	17%	83%	2.6531
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	107	10%	90%	2.7944	4%	96%	2.9194
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	107	42%	58%	2.1589	35%	65%	2.2960
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	107	23%	77%	2.5327	13%	87%	2.7440
		GENERAL POPULATION		3 PT Score*	CCC POPULATION		3 PT Score*
	Valid n	No	Yes		No	Yes	
Additional Measure							
Q8. Health Promotion and Education - Doctor/health provider discussed specific things to do to prevent illnesses in your child	344	31%	69%	2.3721	20%	80%	2.6015

* Three-Point Score is the sum of three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

Note: Percentages may not add to 100% due to rounding.



Accreditation Assessment

CAHPS® Measures

NCQA allows Medicaid product lines to be scored on the CAHPS® Health Plan Survey 5.0H adult version, on the child version, or on the child with chronic conditions version questions/composites. NCQA only requires organizations to submit one set (adult or child) of survey results. In the event that a health plan elects to use the CAHPS Health Plan Survey 5.0H, child with chronic conditions version results for accreditation, scores are based upon results derived from the General Population.

For accreditation purposes, NCQA converts certain CAHPS® 5.0H results into Three-Point Scores as described in the previous section. The four rating questions (*Health Care, Personal Doctor, Specialist, and Health Plan*), the *Coordination of Care* measure, and the following composites are evaluated: *Getting Needed Care, Getting Care Quickly, and Customer Service*. Results are then compared against NCQA Three-Point percentile benchmarks and thresholds. Thresholds are based on HEDIS®/CAHPS® benchmark data from other Medicaid child survey results.

NCQA will compare the plan’s CAHPS® 5.0H survey results by product line to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles), which are published each year. Points are distributed according to how the plan meets or exceeds the percentile scores. The *Rating of Health Plan* survey item receives twice as many points as the other measures.

An accreditation assessment analysis utilizing your plan’s Three-Point Scores is displayed on Page 4D. The section labeled “Approximate Plan Percentile Threshold” represents the approximate threshold your plan achieved, which is based upon your organization’s Three-Point Score when compared to the benchmark (located in the 2017 HEDIS®/CAHPS® Percentiles¹⁴ column). The last three columns show the point distribution for each year in the current three-year accreditation cycle (2017 as well as 2015 and 2016, respectively).¹⁵

Page 4E displays how your plan’s Three-Point Scores, derived from your CCC Population, compare to Three-Point Scores from your General Population.

Please refer to the *Technical Notes* for additional information about accreditation.

Charts 4D – 4E

¹⁴ Each year NCQA publishes the Accreditation Benchmarks and Thresholds. Benchmarks and thresholds displayed in this report are found in the *Accreditation Benchmarks and Thresholds (2017)*, which includes all Medicaid child plan data to calculate a single set of benchmarks and thresholds.

¹⁵ The CAHPS® *Coordination of Care* measure was introduced into 2016 accreditation scoring. Organizations accredited on the 2015 standards will not be scored using the organization’s submitted rate for this measure.

Accreditation Assessment

HEDIS®/CAHPS® Three-Point Scores

General Population

513 Total General Population Respondents

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

Composite/Rating Item	2017 HEDIS/CAHPS Percentiles*				Plan Three-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded Based on Accreditation Year		
	25th	50th	75th	90th			2017	2016	2015
Getting Needed Care	2.37	2.46	2.51	2.56	2.4379	25th	0.650	0.650	0.743
Getting Care Quickly	2.54	2.61	2.66	2.69	2.6202	50th	1.105	1.105	1.263
Customer Service	2.50	2.53	2.58	2.63	2.5537	50th	1.105	1.105	1.263
Coordination of Care (Q40)	2.36	2.42	2.48	2.52	2.3525	<25th	0.325	0.325	
Rating of Health Care (Q14)	2.49	2.52	2.57	2.59	2.6424	90th	1.625	1.625	1.857
Rating of Personal Doctor (Q41)	2.58	2.62	2.65	2.69	2.6742	75th	1.430	1.430	1.634
Rating of Specialist (Q48)	2.53	2.59	2.62	2.66	NA	NA	-	-	-
Rating of Health Plan (Q54)									
	2.51	2.57	2.62	2.67	2.7126	90th	3.250	3.250	3.714
Approximate Points Earned (13.000 available in 2015, 2016, and 2017)							9.490	9.490	10.474

* Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS/CAHPS® Percentile benchmarks and thresholds is: NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Trending and Benchmarks>Learn More>Benchmarks and Thresholds: 2017 Accreditation. The CAHPS® Coordination of Care measure was added to 2016 accreditation score. In keeping, organizations accredited using 2016 standards will be scored using the organization's submitted rate for this measure.

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Three-Point Scores

Molina Healthcare of New Mexico

Plan Composites, Measures, and Ratings

Medicaid Child with CCC CAHPS®

Comparison between CCC and General Population

513 Total General Population Respondents

332 Total CCC Population Respondents

Composite/Rating Item	Your CCC Three-Point Score	Your General Population Three-Point Score
Getting Needed Care	2.3970	2.4379
Getting Care Quickly	2.6148	2.6202
How Well Doctors Communicate	2.7300	2.6770
Customer Service	2.6370	2.5537
Shared Decision Making	2.6531	2.4953
Health Promotion and Education (Q8)	2.6015	2.3721
Coordination of Care (Q40)	2.4429	2.3525
Rating of Health Care (Q14)	2.5585	2.6424
Rating of Personal Doctor (Q41)	2.6689	2.6742
Rating of Specialist (Q48)	2.5625	NA*
Rating of Health Plan (Q54)	2.6098	2.7126

* The average number of valid responses for this measure is less than 100, therefore this measure will receive an NA by NCQA.

Note: NCQA calculates a 3-point score for composites and rating questions. These scores are used by NCQA to compare MCOs to each other or to compare MCOs to aggregate data. These scores are also the basis of NCQA Accreditation scoring for commercial adult and Medicaid adult or child plans.

HEDIS®/Clinical Measures

NCQA requires health plans seeking accreditation to submit specific HEDIS® measures. NCQA determines the HEDIS® measures portion of the score by comparing a health plan's results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles).

Organizations using the CAHPS® Health Plan Survey 5.0H child version (MCS) or the child with chronic conditions (CCC) version will receive an *NA* for the *Flu Vaccination* and *Medical Assistance with Smoking and Tobacco Use Cessation* measures. The scores will not count toward the *NA* threshold used to identify whether an organization is scored on CAHPS® or standards only.

Please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans (2017)* and *Accreditation Benchmarks and Thresholds (2017)* documents for further details about HEDIS® scoring, benchmarks, and thresholds.

5. Segmentation Analyses



The CAHPS® 5.0H survey asks demographic questions about the respondent. This information allows for a market segmentation of your members. Reviewing the set of measures across the assortment of demographic categories may indicate a health plan’s overall ability to meet the needs of a varied population.

Pages 5A – 5I present Summary Rates¹⁶ for attributes, ratings, and composite scores organized across the following:

- Respondent’s Age (Q78)
- Respondent’s Education (Q80)
- Child’s Health Status (Q58)
- Child’s Mental/Emotional Health Status (Q59)
- Health Plan Rating (Q54)
- Personal Doctor Rating (Q41)
- Contact Customer Service (Q49)
- Received Help From Customer Service (Q50)
- Data Collection Method

The percentages represent the Summary Rate for each segment of a particular category. For example, in the table below, the Summary Rate for the *Rating of Health Plan* is the percentage of respondents who rated their health plan an “8,” “9,” or “10.” The interpretation of this example would be, “Of the respondents with a high school education or less, 63% gave their health plan a rating of ‘8,’ ‘9,’ or ‘10.’ And, of the respondents with some college education or more, 58% gave their health plan a rating of ‘8,’ ‘9,’ or ‘10.’”

	High School or Less	Some College or More
Q54. Rating of Health Plan	63%	58%

¹⁶ Refer to “Summary Rate” in the *Technical Notes* for the Summary Rate definition for each composite and attribute.

General Population

Segmentation Tables

General Population Charts 5A – 5I
(See following pages.)

Segmentation Analysis

Plan Summary Rates by Respondent's Age (Q78)

General Population

513 Total General Population Respondents

Q#	Attributes	24 or younger		25 - 34		35 - 44		45 or older		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	12	100.0%	46	84.8%	47	91.5%	37	100.0%	15.2%
6	Child obtained appointment for care as soon as needed	36	94.4%	110	85.5%	91	82.4%	70	91.4%	9.0%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	9	100.0%	30	86.7%	34	88.2%	31	90.3%	3.6%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	9	66.7%	30	43.3%	34	64.7%	31	58.1%	21.4%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	9	100.0%	30	70.0%	34	70.6%	31	80.6%	10.6%
15	Ease of getting care, tests, or treatment child needed	34	100.0%	116	93.1%	96	90.6%	86	88.4%	4.7%
32	Child's doctor explained things in an understandable way	30	100.0%	111	95.5%	88	96.6%	76	84.2%	12.4%
33	Child's doctor listened carefully to you	31	100.0%	110	93.6%	88	96.6%	76	93.4%	3.2%
34	Child's doctor showed respect for what you had to say	31	100.0%	111	96.4%	88	96.6%	77	96.1%	0.5%
37	Child's doctor spent enough time with your child	31	90.3%	109	81.7%	87	93.1%	76	90.8%	11.4%
46	Obtained child's appointment with specialist as soon as needed	5	60.0%	28	78.6%	19	68.4%	32	93.8%	25.4%
50	Getting information/help from customer service	13	76.9%	40	87.5%	35	82.9%	41	82.9%	4.6%
51	Customer service treated member with courtesy and respect	13	100.0%	40	97.5%	35	94.3%	40	95.0%	3.2%
Q#	Composites & Key Questions									
	Getting Needed Care		80.0%		85.9%		79.5%		91.1%	11.6%
	Getting Care Quickly		97.2%		85.2%		87.0%		95.7%	10.6%
	How Well Doctors Communicate		97.6%		91.8%		95.7%		91.1%	4.6%
	Customer Service		88.5%		92.5%		88.6%		89.0%	3.9%
	Shared Decision Making		88.9%		66.7%		74.5%		76.3%	9.7%
8	Health Promotion and Education	33	78.8%	116	69.0%	96	64.6%	86	68.6%	4.4%
40	Coordination of Care	12	91.7%	39	76.9%	30	80.0%	35	85.7%	8.8%
53	Ease of Filling Out Forms	46	97.8%	162	96.3%	137	93.4%	129	97.7%	4.3%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)									
14	Rating of Health Care	33	90.9%	116	82.8%	95	90.5%	86	90.7%	7.9%
41	Rating of Personal Doctor	34	88.2%	149	86.6%	121	90.9%	122	86.1%	4.8%
48	Rating of Specialist	3	66.7%	26	92.3%	15	93.3%	31	100.0%	7.7%
54	Rating of Health Plan	46	91.3%	166	88.0%	139	91.4%	133	86.5%	4.9%
Q#	Rating Items (Summary Rate = 9 + 10)									
14	Rating of Health Care	33	78.8%	116	69.0%	95	70.5%	86	70.9%	1.9%
41	Rating of Personal Doctor	34	70.6%	149	77.2%	121	75.2%	122	69.7%	7.5%
48	Rating of Specialist	3	33.3%	26	73.1%	15	66.7%	31	80.6%	13.9%
54	Rating of Health Plan	46	80.4%	166	75.9%	139	81.3%	133	74.4%	6.9%

* Range is the difference between Summary Rates shown. Due to the small number of respondents aged 24 or younger, this segment is not included in range calculations.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Respondent's Education (Q80)

General Population

513 Total General Population Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	79	89.9%	61	95.1%	5.2%
6	Child obtained appointment for care as soon as needed	190	83.7%	114	93.0%	9.3%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	57	87.7%	45	93.3%	5.6%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	57	47.4%	45	71.1%	23.7%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	57	75.4%	45	77.8%	2.4%
15	Ease of getting care, tests, or treatment child needed	201	91.0%	127	93.7%	2.7%
32	Child's doctor explained things in an understandable way	184	92.9%	115	95.7%	2.8%
33	Child's doctor listened carefully to you	184	95.1%	115	95.7%	0.6%
34	Child's doctor showed respect for what you had to say	185	97.3%	115	95.7%	1.6%
37	Child's doctor spent enough time with your child	182	85.2%	115	93.0%	7.8%
46	Obtained child's appointment with specialist as soon as needed	48	85.4%	36	75.0%	10.4%
50	Getting information/help from customer service	86	88.4%	40	77.5%	10.9%
51	Treated with courtesy and respect by customer service staff	85	97.6%	40	92.5%	5.1%
Q#	Composites & Key Questions					
	Getting Needed Care		88.2%		84.4%	3.9%
	Getting Care Quickly		86.8%		94.1%	7.3%
	How Well Doctors Communicate		92.6%		95.0%	2.4%
	Customer Service		93.0%		85.0%	8.0%
	Shared Decision Making		70.2%		80.7%	10.6%
8	Health Promotion and Education	199	65.3%	127	74.8%	9.5%
40	Coordination of Care	61	86.9%	53	75.5%	11.4%
53	Ease of Filling Out Forms	300	95.7%	164	95.7%	0.0%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	200	88.0%	126	86.5%	1.5%
41	Rating of Personal Doctor	259	89.2%	159	84.9%	4.3%
48	Rating of Specialist	43	97.7%	32	90.6%	7.1%
54	Rating of Health Plan	303	91.1%	170	82.9%	8.2%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	200	74.5%	126	63.5%	11.0%
41	Rating of Personal Doctor	259	76.4%	159	69.8%	6.6%
48	Rating of Specialist	43	76.7%	32	68.8%	7.9%
54	Rating of Health Plan	303	80.9%	170	69.4%	11.5%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Child's Health Status (Q58)

General Population

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

513 Total General Population Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	93	94.6%	39	84.6%	12	100.0%	10.0%
6	Child obtained appointment for care as soon as needed	218	89.4%	71	81.7%	25	80.0%	7.7%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	70	88.6%	25	92.0%	11	90.9%	3.4%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	70	57.1%	25	48.0%	11	81.8%	9.1%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	70	72.9%	25	76.0%	11	100.0%	3.1%
15	Ease of getting care, tests, or treatment child needed	236	92.8%	79	86.1%	25	96.0%	6.7%
32	Child's doctor explained things in an understandable way	222	96.4%	65	87.7%	27	85.2%	8.7%
33	Child's doctor listened carefully to you	223	97.3%	64	90.6%	27	88.9%	6.7%
34	Child's doctor showed respect for what you had to say	224	98.2%	65	93.8%	27	92.6%	4.4%
37	Child's doctor spent enough time with your child	221	89.1%	64	85.9%	27	77.8%	3.2%
46	Obtained child's appointment with specialist as soon as needed	47	83.0%	26	73.1%	12	83.3%	9.9%
50	Getting information/help from customer service	91	81.3%	31	87.1%	10	90.0%	5.8%
51	Treated with courtesy and respect by customer service staff	90	95.6%	31	100.0%	10	90.0%	4.4%
Q#	Composites & Key Questions							
	Getting Needed Care		87.9%		79.6%		89.7%	8.3%
	Getting Care Quickly		92.0%		83.2%		90.0%	8.9%
	How Well Doctors Communicate		95.3%		89.5%		86.1%	5.7%
	Customer Service		88.5%		93.6%		90.0%	5.1%
	Shared Decision Making		72.9%		72.0%		90.9%	0.9%
8	Health Promotion and Education	235	64.3%	78	74.4%	25	88.0%	10.1%
40	Coordination of Care	80	83.8%	28	71.4%	13	84.6%	12.4%
53	Ease of Filling Out Forms	346	96.8%	109	91.7%	32	100.0%	5.1%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
14	Rating of Health Care	235	90.2%	78	82.1%	25	84.0%	8.1%
41	Rating of Personal Doctor	314	88.9%	93	87.1%	30	83.3%	1.8%
48	Rating of Specialist	43	97.7%	24	91.7%	10	90.0%	6.0%
54	Rating of Health Plan	351	90.0%	112	87.5%	33	75.8%	2.5%
Q#	Rating Items (Summary Rate = 9 + 10)							
14	Rating of Health Care	235	73.6%	78	62.8%	25	72.0%	10.8%
41	Rating of Personal Doctor	314	75.5%	93	73.1%	30	70.0%	2.4%
48	Rating of Specialist	43	74.4%	24	75.0%	10	70.0%	0.6%
54	Rating of Health Plan	351	78.6%	112	75.0%	33	63.6%	3.6%

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their child's health is "Fair" or "Poor," this segment is not included in range calculations.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Child's Mental/Emotional Health Status (Q59)

General Population

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

513 Total General Population Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	100	94.0%	32	87.5%	12	91.7%	6.5%
6	Child obtained appointment for care as soon as needed	231	88.7%	57	84.2%	30	80.0%	4.5%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	69	88.4%	23	91.3%	14	92.9%	2.9%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	69	59.4%	23	43.5%	14	71.4%	15.9%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	69	76.8%	23	73.9%	14	78.6%	2.9%
15	Ease of getting care, tests, or treatment child needed	245	92.2%	63	93.7%	33	81.8%	1.5%
32	Child's doctor explained things in an understandable way	231	95.7%	55	92.7%	30	80.0%	3.0%
33	Child's doctor listened carefully to you	232	96.6%	55	96.4%	30	83.3%	0.2%
34	Child's doctor showed respect for what you had to say	233	97.9%	55	98.2%	30	86.7%	0.3%
37	Child's doctor spent enough time with your child	229	87.8%	55	90.9%	30	80.0%	3.1%
46	Obtained child's appointment with specialist as soon as needed	54	74.1%	21	90.5%	10	90.0%	16.4%
50	Getting information/help from customer service	101	84.2%	19	89.5%	13	69.2%	5.3%
51	Treated with courtesy and respect by customer service staff	100	96.0%	19	100.0%	13	92.3%	4.0%
Q#	Composites & Key Questions							
	Getting Needed Care		83.2%		92.1%		85.9%	9.0%
	Getting Care Quickly		91.4%		85.9%		85.9%	5.5%
	How Well Doctors Communicate		94.5%		94.6%		82.5%	0.0%
	Customer Service		90.1%		94.8%		80.8%	4.7%
	Shared Decision Making		74.9%		69.6%		81.0%	5.3%
8	Health Promotion and Education	244	63.9%	62	77.4%	33	81.8%	13.5%
40	Coordination of Care	78	80.8%	25	80.0%	18	83.3%	0.8%
53	Ease of Filling Out Forms	363	97.2%	86	89.5%	39	97.4%	7.7%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
14	Rating of Health Care	245	88.6%	62	91.9%	33	75.8%	3.3%
41	Rating of Personal Doctor	324	88.9%	79	88.6%	37	81.1%	0.3%
48	Rating of Specialist	48	93.8%	19	100.0%	10	90.0%	6.2%
54	Rating of Health Plan	367	89.9%	90	88.9%	41	78.0%	1.0%
Q#	Rating Items (Summary Rate = 9 + 10)							
14	Rating of Health Care	245	72.7%	62	71.0%	33	60.6%	1.7%
41	Rating of Personal Doctor	324	76.5%	79	68.4%	37	70.3%	8.1%
48	Rating of Specialist	48	72.9%	19	78.9%	10	70.0%	6.0%
54	Rating of Health Plan	367	78.7%	90	74.4%	41	68.3%	4.3%

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their child's mental/emotional health is "Fair" or "Poor," this segment is not included in range calculations.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Health Plan Rating (Q54)

General Population

513 Total General Population Respondents

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	21	90.5%	123	92.7%	2.2%
6	Child obtained appointment for care as soon as needed	37	81.1%	280	87.9%	6.8%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	12	91.7%	94	89.4%	2.3%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	12	75.0%	94	55.3%	19.7%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	12	91.7%	94	74.5%	17.2%
15	Ease of getting care, tests, or treatment child needed	43	88.4%	297	91.9%	3.5%
32	Child's doctor explained things in an understandable way	33	90.9%	282	94.0%	3.1%
33	Child's doctor listened carefully to you	32	90.6%	283	95.8%	5.2%
34	Child's doctor showed respect for what you had to say	33	90.9%	284	97.5%	6.6%
37	Child's doctor spent enough time with your child	33	78.8%	280	88.6%	9.8%
46	Obtained child's appointment with specialist as soon as needed	11	27.3%	74	87.8%	60.5%
50	Getting information/help from customer service	9	66.7%	124	84.7%	18.0%
51	Treated with courtesy and respect by customer service staff	8	62.5%	124	98.4%	35.9%
Q#	Composites & Key Questions					
	Getting Needed Care		57.9%		89.9%	32.0%
	Getting Care Quickly		85.8%		90.3%	4.5%
	How Well Doctors Communicate		87.8%		94.0%	6.2%
	Customer Service		64.6%		91.6%	27.0%
	Shared Decision Making		86.1%		73.1%	13.1%
8	Health Promotion and Education	42	59.5%	296	69.6%	10.1%
40	Coordination of Care	15	66.7%	106	83.0%	16.3%
53	Ease of Filling Out Forms	56	91.1%	430	96.5%	5.4%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	43	62.8%	296	91.6%	28.8%
41	Rating of Personal Doctor	50	58.0%	388	92.0%	34.0%
48	Rating of Specialist	9	66.7%	68	98.5%	31.8%
54	Rating of Health Plan	NA	NA	444	100.0%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	43	32.6%	296	76.7%	44.1%
41	Rating of Personal Doctor	50	34.0%	388	79.9%	45.9%
48	Rating of Specialist	9	11.1%	68	82.4%	71.3%
54	Rating of Health Plan	NA	NA	444	86.9%	NA

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Doctor Rating (Q41)

General Population

513 Total General Population Respondents

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	22	86.4%	112	92.9%	6.5%
6	Child obtained appointment for care as soon as needed	36	75.0%	257	90.3%	15.3%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	13	100.0%	89	89.9%	10.1%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	13	38.5%	89	60.7%	22.2%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	13	53.8%	89	79.8%	26.0%
15	Ease of getting care, tests, or treatment child needed	38	81.6%	273	93.4%	11.8%
32	Child's doctor explained things in an understandable way	32	81.3%	288	94.8%	13.5%
33	Child's doctor listened carefully to you	32	68.8%	288	97.9%	29.1%
34	Child's doctor showed respect for what you had to say	32	75.0%	290	99.0%	24.0%
37	Child's doctor spent enough time with your child	32	62.5%	286	90.2%	27.7%
46	Obtained child's appointment with specialist as soon as needed	10	50.0%	70	87.1%	37.1%
50	Getting information/help from customer service	13	76.9%	114	86.8%	9.9%
51	Treated with courtesy and respect by customer service staff	13	92.3%	113	96.5%	4.2%
Q#	Composites & Key Questions					
	Getting Needed Care		65.8%		90.3%	24.5%
	Getting Care Quickly		80.7%		91.6%	10.9%
	How Well Doctors Communicate		71.9%		95.5%	23.6%
	Customer Service		84.6%		91.7%	7.0%
	Shared Decision Making		64.1%		76.8%	12.7%
8	Health Promotion and Education	38	73.7%	271	70.1%	3.6%
40	Coordination of Care	16	37.5%	106	87.7%	50.2%
53	Ease of Filling Out Forms	51	94.1%	377	95.8%	1.7%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	38	42.1%	273	95.2%	53.1%
41	Rating of Personal Doctor	NA	NA	392	100.0%	NA
48	Rating of Specialist	8	62.5%	65	98.5%	36.0%
54	Rating of Health Plan	52	59.6%	386	92.5%	32.9%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	38	18.4%	273	78.4%	60.0%
41	Rating of Personal Doctor	NA	NA	392	84.4%	NA
48	Rating of Specialist	8	25.0%	65	78.5%	53.5%
54	Rating of Health Plan	52	44.2%	386	81.1%	36.9%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Contact Customer Service (Q49)

General Population

513 Total General Population Respondents

Q#	Attributes	Yes		No		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	49	95.9%	95	90.5%	5.4%
6	Child obtained appointment for care as soon as needed	98	89.8%	215	86.5%	3.3%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	39	92.3%	66	87.9%	4.4%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	39	59.0%	66	56.1%	2.9%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	39	76.9%	66	75.8%	1.1%
15	Ease of getting care, tests, or treatment child needed	106	90.6%	233	92.3%	1.7%
32	Child's doctor explained things in an understandable way	99	92.9%	214	93.9%	1.0%
33	Child's doctor listened carefully to you	100	95.0%	213	95.3%	0.3%
34	Child's doctor showed respect for what you had to say	100	98.0%	215	96.3%	1.7%
37	Child's doctor spent enough time with your child	100	89.0%	212	87.7%	1.3%
46	Obtained child's appointment with specialist as soon as needed	33	84.8%	51	76.5%	8.3%
50	Getting information/help from customer service	135	83.0%	NA	NA	NA
51	Treated with courtesy and respect by customer service staff	133	96.2%	NA	NA	NA
Q#	Composites & Key Questions					
	Getting Needed Care		87.7%		84.4%	3.3%
	Getting Care Quickly		92.9%		88.5%	4.4%
	How Well Doctors Communicate		93.7%		93.3%	0.4%
	Customer Service		89.6%		NA	NA
	Shared Decision Making		76.1%		73.3%	2.8%
8	Health Promotion and Education	106	77.4%	233	64.4%	13.0%
40	Coordination of Care	45	86.7%	74	78.4%	8.3%
53	Ease of Filling Out Forms	134	96.3%	353	96.3%	0.0%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	106	94.3%	231	85.7%	8.6%
41	Rating of Personal Doctor	129	89.1%	307	87.6%	1.5%
48	Rating of Specialist	33	97.0%	43	93.0%	4.0%
54	Rating of Health Plan	136	93.4%	358	87.2%	6.2%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	106	76.4%	231	69.3%	7.1%
41	Rating of Personal Doctor	129	78.3%	307	73.0%	5.3%
48	Rating of Specialist	33	78.8%	43	72.1%	6.7%
54	Rating of Health Plan	136	86.0%	358	73.7%	12.3%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Received Help From Customer Service (Q50)

General Population

513 Total General Population Respondents

Q#	Attributes	Never/Sometimes		Always/Usually		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	6	100.0%	43	95.3%	NA
6	Child obtained appointment for care as soon as needed	12	91.7%	84	89.3%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	6	100.0%	33	90.9%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	6	66.7%	33	57.6%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	6	66.7%	33	78.8%	NA
15	Ease of getting care, tests, or treatment child needed	18	83.3%	87	92.0%	NA
32	Child's doctor explained things in an understandable way	15	80.0%	82	95.1%	NA
33	Child's doctor listened carefully to you	15	86.7%	83	96.4%	NA
34	Child's doctor showed respect for what you had to say	15	93.3%	83	98.8%	NA
37	Child's doctor spent enough time with your child	15	80.0%	83	91.6%	NA
46	Obtained child's appointment with specialist as soon as needed	3	33.3%	30	90.0%	NA
50	Getting information/help from customer service	NA	NA	112	100.0%	NA
51	Treated with courtesy and respect by customer service staff	22	81.8%	111	99.1%	NA
Q#	Composites & Key Questions					
	Getting Needed Care		58.3%		91.0%	NA
	Getting Care Quickly		95.9%		92.3%	NA
	How Well Doctors Communicate		85.0%		95.5%	NA
	Customer Service		NA		99.6%	NA
	Shared Decision Making		77.8%		75.8%	NA
8	Health Promotion and Education	18	55.6%	87	81.6%	NA
40	Coordination of Care	7	100.0%	37	83.8%	NA
53	Ease of Filling Out Forms	21	95.2%	111	96.4%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	18	88.9%	87	95.4%	NA
41	Rating of Personal Doctor	18	83.3%	109	90.8%	NA
48	Rating of Specialist	2	100.0%	31	96.8%	NA
54	Rating of Health Plan	22	86.4%	111	94.6%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	18	61.1%	87	79.3%	NA
41	Rating of Personal Doctor	18	66.7%	109	80.7%	NA
48	Rating of Specialist	2	50.0%	31	80.6%	NA
54	Rating of Health Plan	22	81.8%	111	87.4%	NA

* Range is the difference between Summary Rates shown. Due to small number of respondents indicating that they "Never" or "Sometimes" received help from customer service, range calculations are not included.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Data Collection Method

General Population

513 Total General Population Respondents

Q#	Attributes	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	66	90.9%	79	93.7%	2.8%
6	Child obtained appointment for care as soon as needed	134	91.0%	189	84.7%	6.3%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	38	92.1%	69	88.4%	3.7%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	38	47.4%	69	63.8%	16.4%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	38	60.5%	69	85.5%	25.0%
15	Ease of getting care, tests, or treatment child needed	144	93.8%	202	90.1%	3.7%
32	Child's doctor explained things in an understandable way	138	96.4%	183	91.3%	5.1%
33	Child's doctor listened carefully to you	138	96.4%	183	94.0%	2.4%
34	Child's doctor showed respect for what you had to say	139	97.1%	184	96.2%	0.9%
37	Child's doctor spent enough time with your child	136	93.4%	183	83.1%	10.3%
46	Obtained child's appointment with specialist as soon as needed	42	85.7%	43	74.4%	11.3%
50	Getting information/help from customer service	45	88.9%	90	80.0%	8.9%
51	Treated with courtesy and respect by customer service staff	44	90.9%	89	98.9%	8.0%
Q#	Composites & Key Questions					
	Getting Needed Care		89.8%		82.3%	7.5%
	Getting Care Quickly		91.0%		89.2%	1.8%
	How Well Doctors Communicate		95.8%		91.2%	4.7%
	Customer Service		89.9%		89.5%	0.4%
	Shared Decision Making		66.7%		79.2%	12.6%
8	Health Promotion and Education	143	73.4%	201	65.2%	8.2%
40	Coordination of Care	54	79.6%	68	82.4%	2.8%
53	Ease of Filling Out Forms	215	97.7%	278	94.6%	3.1%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	143	82.5%	201	91.5%	9.0%
41	Rating of Personal Doctor	195	85.1%	250	90.4%	5.3%
48	Rating of Specialist	38	97.4%	39	92.3%	5.1%
54	Rating of Health Plan	214	84.6%	287	91.6%	7.0%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	143	62.9%	201	76.6%	13.7%
41	Rating of Personal Doctor	195	71.8%	250	76.4%	4.6%
48	Rating of Specialist	38	71.1%	39	76.9%	5.8%
54	Rating of Health Plan	214	71.5%	287	81.2%	9.7%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

CCC Population

Segmentation Tables

CCC Population Charts 5A – 5I
(See following pages.)

Segmentation Analysis

Plan Summary Rates by Respondent's Age (Q78)

CCC Population

332 Total CCC Population Respondents

Q#	Attributes	24 or younger		25 - 34		35 - 44		45 or older		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	11	81.8%	42	88.1%	33	93.9%	40	97.5%	9.4%
6	Child obtained appointment for care as soon as needed	16	100.0%	75	88.0%	67	79.1%	97	91.8%	12.7%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	8	100.0%	33	100.0%	35	94.3%	48	93.8%	6.2%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	8	50.0%	33	63.6%	35	74.3%	49	61.2%	13.1%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	8	87.5%	33	81.8%	35	88.6%	49	89.8%	8.0%
15	Ease of getting care, tests, or treatment child needed	17	100.0%	77	85.7%	66	80.3%	104	92.3%	12.0%
32	Child's doctor explained things in an understandable way	14	92.9%	70	94.3%	56	96.4%	95	93.7%	2.7%
33	Child's doctor listened carefully to you	14	100.0%	69	94.2%	56	92.9%	95	95.8%	2.9%
34	Child's doctor showed respect for what you had to say	14	100.0%	70	97.1%	56	96.4%	95	97.9%	1.5%
37	Child's doctor spent enough time with your child	14	92.9%	69	91.3%	56	91.1%	94	94.7%	3.6%
46	Obtained child's appointment with specialist as soon as needed	6	83.3%	34	76.5%	30	66.7%	47	93.6%	26.9%
50	Getting information/help from customer service	8	100.0%	28	85.7%	20	90.0%	48	87.5%	4.3%
51	Customer service treated member with courtesy and respect	8	100.0%	28	96.4%	20	95.0%	47	93.6%	2.8%
Q# Composites & Key Questions										
	Getting Needed Care		91.7%		81.1%		73.5%		93.0%	19.5%
	Getting Care Quickly		90.9%		88.1%		86.5%		94.7%	8.2%
	How Well Doctors Communicate		96.5%		94.2%		94.2%		95.5%	1.3%
	Customer Service		100.0%		91.1%		92.5%		90.6%	2.0%
	Shared Decision Making		79.2%		81.8%		85.7%		81.6%	4.1%
8	Health Promotion and Education	17	88.2%	76	85.5%	66	80.3%	105	76.2%	9.3%
40	Coordination of Care	9	77.8%	36	88.9%	31	87.1%	62	85.5%	3.4%
53	Ease of Filling Out Forms	20	95.0%	91	96.7%	86	95.3%	120	96.7%	1.4%
Q# Rating Items (Summary Rate = 8 + 9 + 10)										
14	Rating of Health Care	16	75.0%	76	82.9%	65	75.4%	105	89.5%	14.1%
41	Rating of Personal Doctor	16	75.0%	81	86.4%	80	82.5%	114	88.6%	6.1%
48	Rating of Specialist	6	66.7%	31	87.1%	26	84.6%	46	89.1%	4.5%
54	Rating of Health Plan	20	75.0%	89	82.0%	90	84.4%	123	87.8%	5.8%
Q# Rating Items (Summary Rate = 9 + 10)										
14	Rating of Health Care	16	56.3%	76	68.4%	65	55.4%	105	69.5%	14.1%
41	Rating of Personal Doctor	16	68.8%	81	74.1%	80	65.0%	114	81.6%	16.6%
48	Rating of Specialist	6	50.0%	31	67.7%	26	61.5%	46	67.4%	6.2%
54	Rating of Health Plan	20	65.0%	89	65.2%	90	68.9%	123	73.2%	8.0%

* Range is the difference between Summary Rates shown. Due to the small number of respondents aged 24 or younger, this segment is not included in range calculations.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Respondent's Education (Q80)

CCC Population

332 Total CCC Population Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	68	88.2%	56	96.4%	8.2%
6	Child obtained appointment for care as soon as needed	144	86.1%	106	89.6%	3.5%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	69	95.7%	53	96.2%	0.5%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	70	55.7%	53	77.4%	21.7%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	70	87.1%	53	88.7%	1.6%
15	Ease of getting care, tests, or treatment child needed	143	88.8%	117	88.0%	0.8%
32	Child's doctor explained things in an understandable way	124	93.5%	107	97.2%	3.7%
33	Child's doctor listened carefully to you	123	93.5%	107	97.2%	3.7%
34	Child's doctor showed respect for what you had to say	124	97.6%	107	97.2%	0.4%
37	Child's doctor spent enough time with your child	122	91.8%	107	94.4%	2.6%
46	Obtained child's appointment with specialist as soon as needed	61	83.6%	54	77.8%	5.8%
50	Getting information/help from customer service	60	93.3%	41	85.4%	7.9%
51	Treated with courtesy and respect by customer service staff	59	96.6%	41	92.7%	3.9%
Q#	Composites & Key Questions					
	Getting Needed Care		86.2%		82.9%	3.3%
	Getting Care Quickly		87.2%		93.0%	5.9%
	How Well Doctors Communicate		94.1%		96.5%	2.4%
	Customer Service		95.0%		89.1%	5.9%
	Shared Decision Making		79.5%		87.4%	7.9%
8	Health Promotion and Education	141	78.0%	117	85.5%	7.5%
40	Coordination of Care	71	93.0%	65	76.9%	16.1%
53	Ease of Filling Out Forms	177	97.2%	135	94.8%	2.4%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	141	83.0%	116	81.9%	1.1%
41	Rating of Personal Doctor	158	88.0%	126	83.3%	4.7%
48	Rating of Specialist	57	87.7%	50	86.0%	1.7%
54	Rating of Health Plan	177	87.6%	138	79.0%	8.6%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	141	66.0%	116	62.1%	3.9%
41	Rating of Personal Doctor	158	75.9%	126	72.2%	3.7%
48	Rating of Specialist	57	66.7%	50	64.0%	2.7%
54	Rating of Health Plan	177	75.7%	138	60.9%	14.8%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Child's Health Status (Q58)

CCC Population

332 Total CCC Population Respondents

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	57	98.2%	41	82.9%	27	92.6%	15.3%
6	Child obtained appointment for care as soon as needed	115	93.0%	92	82.6%	50	84.0%	10.4%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	49	95.9%	44	95.5%	30	96.7%	1.2%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	49	61.2%	44	65.9%	31	71.0%	9.8%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	49	87.8%	44	86.4%	31	87.1%	1.4%
15	Ease of getting care, tests, or treatment child needed	123	93.5%	89	83.1%	54	81.5%	12.0%
32	Child's doctor explained things in an understandable way	113	96.5%	72	93.1%	51	92.2%	4.3%
33	Child's doctor listened carefully to you	113	97.3%	71	90.1%	51	96.1%	7.2%
34	Child's doctor showed respect for what you had to say	113	98.2%	72	97.2%	51	96.1%	2.1%
37	Child's doctor spent enough time with your child	112	95.5%	72	90.3%	50	90.0%	5.5%
46	Obtained child's appointment with specialist as soon as needed	42	81.0%	46	82.6%	30	76.7%	5.9%
50	Getting information/help from customer service	50	86.0%	31	93.5%	23	87.0%	7.5%
51	Treated with courtesy and respect by customer service staff	49	95.9%	31	96.8%	23	91.3%	5.5%
Q#	Composites & Key Questions							
	Getting Needed Care		87.3%		82.9%		79.1%	8.2%
	Getting Care Quickly		95.6%		82.8%		88.3%	12.9%
	How Well Doctors Communicate		96.9%		92.7%		93.6%	4.2%
	Customer Service		91.0%		95.2%		89.2%	6.0%
	Shared Decision Making		81.6%		82.6%		84.9%	3.3%
8	Health Promotion and Education	122	76.2%	88	83.0%	55	83.6%	7.4%
40	Coordination of Care	60	86.7%	43	83.7%	36	86.1%	3.0%
53	Ease of Filling Out Forms	155	96.1%	105	94.3%	61	98.4%	4.1%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
14	Rating of Health Care	122	89.3%	87	74.7%	55	81.8%	14.6%
41	Rating of Personal Doctor	142	88.7%	92	84.8%	60	80.0%	8.7%
48	Rating of Specialist	41	95.1%	44	81.8%	26	80.8%	14.3%
54	Rating of Health Plan	157	90.4%	106	82.1%	63	71.4%	19.0%
Q#	Rating Items (Summary Rate = 9 + 10)							
14	Rating of Health Care	122	71.3%	87	58.6%	55	58.2%	13.1%
41	Rating of Personal Doctor	142	78.2%	92	68.5%	60	73.3%	9.7%
48	Rating of Specialist	41	65.9%	44	65.9%	26	65.4%	0.5%
54	Rating of Health Plan	157	73.2%	106	66.0%	63	61.9%	11.3%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Child's Mental/Emotional Health Status (Q59)

CCC Population

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

332 Total CCC Population Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	65	95.4%	25	84.0%	36	94.4%	11.4%
6	Child obtained appointment for care as soon as needed	121	92.6%	60	83.3%	77	83.1%	9.5%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	55	94.5%	26	96.2%	42	97.6%	3.1%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	55	63.6%	26	53.8%	43	72.1%	18.3%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	55	90.9%	26	84.6%	43	83.7%	7.2%
15	Ease of getting care, tests, or treatment child needed	120	92.5%	68	86.8%	78	82.1%	10.4%
32	Child's doctor explained things in an understandable way	114	95.6%	52	96.2%	70	91.4%	4.8%
33	Child's doctor listened carefully to you	114	95.6%	52	96.2%	70	92.9%	3.3%
34	Child's doctor showed respect for what you had to say	114	97.4%	52	100.0%	70	95.7%	4.3%
37	Child's doctor spent enough time with your child	113	92.9%	52	96.2%	69	89.9%	6.3%
46	Obtained child's appointment with specialist as soon as needed	55	76.4%	33	87.9%	30	83.3%	11.5%
50	Getting information/help from customer service	50	94.0%	20	95.0%	35	77.1%	17.9%
51	Treated with courtesy and respect by customer service staff	49	93.9%	20	100.0%	35	94.3%	6.1%
Q#	Composites & Key Questions							
	Getting Needed Care		84.5%		87.4%		82.7%	4.7%
	Getting Care Quickly		94.0%		83.7%		88.8%	10.4%
	How Well Doctors Communicate		95.4%		97.2%		92.5%	4.7%
	Customer Service		94.0%		97.5%		85.7%	11.8%
	Shared Decision Making		83.0%		78.2%		84.5%	6.3%
8	Health Promotion and Education	120	80.8%	67	77.6%	78	80.8%	3.2%
40	Coordination of Care	63	85.7%	32	90.6%	44	81.8%	8.8%
53	Ease of Filling Out Forms	151	96.0%	79	94.9%	91	96.7%	1.8%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
14	Rating of Health Care	119	84.9%	67	86.6%	78	78.2%	8.4%
41	Rating of Personal Doctor	141	87.2%	71	87.3%	82	81.7%	5.6%
48	Rating of Specialist	52	94.2%	31	90.3%	28	67.9%	26.3%
54	Rating of Health Plan	154	86.4%	81	88.9%	91	78.0%	10.9%
Q#	Rating Items (Summary Rate = 9 + 10)							
14	Rating of Health Care	119	70.6%	67	65.7%	78	55.1%	15.5%
41	Rating of Personal Doctor	141	76.6%	71	71.8%	82	72.0%	4.8%
48	Rating of Specialist	52	71.2%	31	74.2%	28	50.0%	24.2%
54	Rating of Health Plan	154	69.5%	81	69.1%	91	69.2%	0.4%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Health Plan Rating (Q54)

CCC Population

332 Total CCC Population Respondents

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	26	84.6%	100	94.0%	9.4%
6	Child obtained appointment for care as soon as needed	41	85.4%	214	87.9%	2.5%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	22	100.0%	101	95.0%	5.0%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	22	68.2%	102	63.7%	4.5%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	22	86.4%	102	87.3%	0.9%
15	Ease of getting care, tests, or treatment child needed	44	63.6%	220	92.3%	28.7%
32	Child's doctor explained things in an understandable way	37	91.9%	198	94.9%	3.0%
33	Child's doctor listened carefully to you	36	94.4%	198	94.9%	0.5%
34	Child's doctor showed respect for what you had to say	37	91.9%	198	98.5%	6.6%
37	Child's doctor spent enough time with your child	37	89.2%	196	93.4%	4.2%
46	Obtained child's appointment with specialist as soon as needed	23	60.9%	95	85.3%	24.4%
50	Getting information/help from customer service	10	60.0%	93	92.5%	32.5%
51	Treated with courtesy and respect by customer service staff	9	77.8%	93	97.8%	20.0%
Q#	Composites & Key Questions					
	Getting Needed Care		62.3%		88.8%	26.6%
	Getting Care Quickly		85.0%		91.0%	6.0%
	How Well Doctors Communicate		91.9%		95.4%	3.6%
	Customer Service		68.9%		95.2%	26.3%
	Shared Decision Making		84.9%		82.0%	2.9%
8	Health Promotion and Education	43	81.4%	220	80.0%	1.4%
40	Coordination of Care	22	77.3%	117	87.2%	9.9%
53	Ease of Filling Out Forms	51	94.1%	268	96.3%	2.2%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	43	48.8%	219	90.0%	41.2%
41	Rating of Personal Doctor	47	55.3%	246	91.9%	36.6%
48	Rating of Specialist	20	65.0%	91	92.3%	27.3%
54	Rating of Health Plan	NA	NA	276	100.0%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	43	27.9%	219	71.7%	43.8%
41	Rating of Personal Doctor	47	42.6%	246	80.9%	38.3%
48	Rating of Specialist	20	30.0%	91	74.7%	44.7%
54	Rating of Health Plan	NA	NA	276	81.9%	NA

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Doctor Rating (Q41)

CCC Population

332 Total CCC Population Respondents

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	20	80.0%	94	94.7%	NA
6	Child obtained appointment for care as soon as needed	32	71.9%	200	91.5%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	13	100.0%	107	95.3%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	13	46.2%	108	67.6%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	13	69.2%	108	89.8%	NA
15	Ease of getting care, tests, or treatment child needed	36	66.7%	207	91.8%	NA
32	Child's doctor explained things in an understandable way	28	71.4%	209	97.6%	NA
33	Child's doctor listened carefully to you	28	67.9%	208	98.6%	NA
34	Child's doctor showed respect for what you had to say	28	78.6%	209	100.0%	NA
37	Child's doctor spent enough time with your child	28	67.9%	207	96.1%	NA
46	Obtained child's appointment with specialist as soon as needed	19	68.4%	95	84.2%	NA
50	Getting information/help from customer service	10	90.0%	92	89.1%	NA
51	Treated with courtesy and respect by customer service staff	10	90.0%	91	96.7%	NA
Q#	Composites & Key Questions					
	Getting Needed Care		67.6%		88.0%	NA
	Getting Care Quickly		76.0%		93.1%	NA
	How Well Doctors Communicate		71.5%		98.1%	NA
	Customer Service		90.0%		92.9%	NA
	Shared Decision Making		71.8%		84.2%	NA
8	Health Promotion and Education	36	72.2%	207	81.6%	NA
40	Coordination of Care	18	50.0%	122	91.0%	NA
53	Ease of Filling Out Forms	40	92.5%	248	97.2%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	35	34.3%	207	92.3%	NA
41	Rating of Personal Doctor	NA	NA	254	100.0%	NA
48	Rating of Specialist	16	50.0%	92	94.6%	NA
54	Rating of Health Plan	41	48.8%	252	89.7%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	35	17.1%	207	74.4%	NA
41	Rating of Personal Doctor	NA	NA	254	86.6%	NA
48	Rating of Specialist	16	37.5%	92	71.7%	NA
54	Rating of Health Plan	41	31.7%	252	75.4%	NA

* Range is the difference between Summary Rates shown. Due to small number of respondents who rated their doctor a 7 or below, range calculations are not included.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Contact Customer Service (Q49)

CCC Population

332 Total CCC Population Respondents

Q#	Attributes	Yes		No		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	39	94.9%	86	90.7%	4.2%
6	Child obtained appointment for care as soon as needed	88	92.0%	166	85.5%	6.5%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	51	96.1%	70	95.7%	0.4%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	52	69.2%	70	62.9%	6.3%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	52	90.4%	70	84.3%	6.1%
15	Ease of getting care, tests, or treatment child needed	90	88.9%	172	87.2%	1.7%
32	Child's doctor explained things in an understandable way	87	92.0%	147	95.9%	3.9%
33	Child's doctor listened carefully to you	87	95.4%	146	94.5%	0.9%
34	Child's doctor showed respect for what you had to say	87	98.9%	147	96.6%	2.3%
37	Child's doctor spent enough time with your child	87	93.1%	145	92.4%	0.7%
46	Obtained child's appointment with specialist as soon as needed	49	91.8%	67	71.6%	20.2%
50	Getting information/help from customer service	105	88.6%	NA	NA	NA
51	Treated with courtesy and respect by customer service staff	104	95.2%	NA	NA	NA
Q#	Composites & Key Questions					
	Getting Needed Care		90.4%		79.4%	11.0%
	Getting Care Quickly		93.5%		88.1%	5.4%
	How Well Doctors Communicate		94.9%		94.9%	0.0%
	Customer Service		91.9%		NA	NA
	Shared Decision Making		85.2%		81.0%	4.3%
8	Health Promotion and Education	90	83.3%	172	77.9%	5.4%
40	Coordination of Care	63	90.5%	73	82.2%	8.3%
53	Ease of Filling Out Forms	103	99.0%	214	94.9%	4.1%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	89	93.3%	171	78.4%	14.9%
41	Rating of Personal Doctor	103	90.3%	189	83.1%	7.2%
48	Rating of Specialist	49	91.8%	60	81.7%	10.1%
54	Rating of Health Plan	104	90.4%	218	82.1%	8.3%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	89	77.5%	171	58.5%	19.0%
41	Rating of Personal Doctor	103	81.6%	189	70.4%	11.2%
48	Rating of Specialist	49	73.5%	60	60.0%	13.5%
54	Rating of Health Plan	104	79.8%	218	64.2%	15.6%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Received Help From Customer Service (Q50)

CCC Population

332 Total CCC Population Respondents

Q#	Attributes	Never/Sometimes		Always/Usually		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	6	100.0%	33	93.9%	NA
6	Child obtained appointment for care as soon as needed	8	100.0%	80	91.3%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	7	100.0%	44	95.5%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	7	71.4%	45	68.9%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	7	85.7%	45	91.1%	NA
15	Ease of getting care, tests, or treatment child needed	10	60.0%	80	92.5%	NA
32	Child's doctor explained things in an understandable way	9	88.9%	78	92.3%	NA
33	Child's doctor listened carefully to you	9	100.0%	78	94.9%	NA
34	Child's doctor showed respect for what you had to say	9	100.0%	78	98.7%	NA
37	Child's doctor spent enough time with your child	9	88.9%	78	93.6%	NA
46	Obtained child's appointment with specialist as soon as needed	6	83.3%	43	93.0%	NA
50	Getting information/help from customer service	NA	NA	93	100.0%	NA
51	Treated with courtesy and respect by customer service staff	12	66.7%	92	98.9%	NA
Q#	Composites & Key Questions					
	Getting Needed Care		71.7%		92.8%	NA
	Getting Care Quickly		100.0%		92.6%	NA
	How Well Doctors Communicate		94.5%		94.9%	NA
	Customer Service		NA		99.5%	NA
	Shared Decision Making		85.7%		85.2%	NA
8	Health Promotion and Education	10	60.0%	80	86.3%	NA
40	Coordination of Care	7	100.0%	56	89.3%	NA
53	Ease of Filling Out Forms	11	100.0%	91	98.9%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	10	80.0%	79	94.9%	NA
41	Rating of Personal Doctor	11	90.9%	91	90.1%	NA
48	Rating of Specialist	6	66.7%	43	95.3%	NA
54	Rating of Health Plan	11	63.6%	92	93.5%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	10	70.0%	79	78.5%	NA
41	Rating of Personal Doctor	11	90.9%	91	80.2%	NA
48	Rating of Specialist	6	50.0%	43	76.7%	NA
54	Rating of Health Plan	11	63.6%	92	81.5%	NA

* Range is the difference between Summary Rates shown. Due to small number of respondents indicating that they "Never" or "Sometimes" received help from customer service, range calculations are not included.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Data Collection Method

CCC Population

332 Total CCC Population Respondents

Q#	Attributes	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	68	92.6%	59	91.5%	1.1%
6	Child obtained appointment for care as soon as needed	121	90.1%	138	85.5%	4.6%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	52	98.1%	72	94.4%	3.7%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	52	61.5%	73	67.1%	5.6%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	52	76.9%	73	94.5%	17.6%
15	Ease of getting care, tests, or treatment child needed	128	90.6%	139	84.9%	5.7%
32	Child's doctor explained things in an understandable way	112	94.6%	126	94.4%	0.2%
33	Child's doctor listened carefully to you	111	96.4%	126	93.7%	2.7%
34	Child's doctor showed respect for what you had to say	112	96.4%	126	98.4%	2.0%
37	Child's doctor spent enough time with your child	111	91.0%	125	94.4%	3.4%
46	Obtained child's appointment with specialist as soon as needed	47	87.2%	72	76.4%	10.8%
50	Getting information/help from customer service	40	82.5%	65	92.3%	9.8%
51	Treated with courtesy and respect by customer service staff	39	87.2%	65	100.0%	12.8%
Q#	Composites & Key Questions					
	Getting Needed Care		88.9%		80.7%	8.3%
	Getting Care Quickly		91.4%		88.5%	2.9%
	How Well Doctors Communicate		94.6%		95.2%	0.6%
	Customer Service		84.9%		96.2%	11.3%
	Shared Decision Making		78.8%		85.3%	6.5%
8	Health Promotion and Education	127	77.2%	139	82.7%	5.5%
40	Coordination of Care	61	80.3%	79	89.9%	9.6%
53	Ease of Filling Out Forms	157	96.8%	166	95.2%	1.6%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	127	75.6%	138	89.9%	14.3%
41	Rating of Personal Doctor	135	82.2%	161	88.8%	6.6%
48	Rating of Specialist	46	84.8%	66	87.9%	3.1%
54	Rating of Health Plan	153	79.7%	175	88.0%	8.3%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	127	55.9%	138	72.5%	16.6%
41	Rating of Personal Doctor	135	67.4%	161	80.1%	12.7%
48	Rating of Specialist	46	60.9%	66	69.7%	8.8%
54	Rating of Health Plan	153	64.7%	175	72.6%	7.9%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

6. Correlation Analyses

Pages 6A and 6B provide attribute correlations with *Rating of Health Plan* (Q54), *Rating of Health Care* (Q14), and *Rating of Personal Doctor* (Q41). The correlations show the strength of the linear relationship between the individual attribute and the rating question. The correlation value can range from -1 to $+1$ with values close to $+1$ indicating a strong positive relationship. For example, a question that is highly correlated with *Rating of Health Plan* indicates that a low Summary Rate for that question is associated with a low Summary Rate for *Rating of Health Plan*, and a high Summary Rate for that question is associated with a high Summary Rate for *Rating of Health Plan*. Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$). Comparisons to the 2016 Quality Compass® All Plans benchmark are also shown with significance testing.

Page 6A shows correlations based on the General Population. Page 6B shows correlations based on the CCC Population.

Charts 6A – 6B

Correlation Analyses

Attribute Correlations with Key Rating Questions

513 Total General Population Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients*			Plan Summary Rate	2016 Quality Compass All Plans Benchmark**
		with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Doctor		
Getting Needed Care	Q15. Ease of getting care, tests, or treatment child needed	0.251	0.296	0.329	91.6%	88.6%
	Q46. Obtained child's appointment with specialist as soon as needed	0.508	0.250	0.206	80.0%	79.7%
Getting Care Quickly	Q4. Child obtained needed care right away	0.091	0.203	0.196	92.4%	90.6%
	Q6. Child obtained appointment for care as soon as needed	0.124	0.108	0.114	87.3%	87.0%
How Well Doctors Communicate	Q32. Child's doctor explained things in an understandable way	0.132	0.259	0.396	93.5%	93.6%
	Q33. Child's doctor listened carefully to you	0.185	0.393	0.542	95.0%	94.8%
	Q34. Child's doctor showed respect for what you had to say	0.192	0.270	0.501	96.6%	95.9%
	Q37. Child's doctor spent enough time with your child	0.194	0.296	0.421	87.5%	88.4%
Customer Service	Q50. Getting information/help from customer service	0.209	0.283	0.134	83.0%	82.7%
	Q51. Treated with courtesy and respect by customer service staff	0.411	0.111	0.052	96.2%	93.2%
Additional Measures	Q40. Coordination of Care	0.312	0.196	0.462	81.1%	82.6%
	Q53. Ease of Filling Out Forms	0.054	0.097	0.090	95.9%	95.0%
Rating Items (Summary Rate = 8 + 9 + 10)	Q14. Rating of Health Care	0.376	NA	0.523	87.8%	88.4%
	Q41. Rating of Personal Doctor	0.361	0.523	NA	88.1%	85.5%
	Q48. Rating of Specialist	0.402	0.276	0.358	94.8%	84.7%
	Q54. Rating of Health Plan	NA	0.376	0.361	88.6%	84.7%

* As the correlation coefficient approaches a value of 1.000, the association of the attribute with overall satisfaction is increased. Cells shaded dark blue have a correlation coefficient of equal to or greater than r = 0.400.

** The 2016 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples).

Note 1: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Correlation Analyses

Attribute Correlations with Key Rating Questions

332 Total CCC Population Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients*			Plan Summary Rate	2016 Quality Compass All Plans Benchmark**
		with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Doctor		
Getting Needed Care	Q15. Ease of getting care, tests, or treatment child needed	0.385	0.417	0.436	87.6%	90.2%
	Q46. Obtained child's appointment with specialist as soon as needed	0.267	0.267	0.210	80.7%	82.5%
Getting Care Quickly	Q4. Child obtained needed care right away	0.166	0.362	0.257	92.1%	92.9%
	Q6. Child obtained appointment for care as soon as needed	0.049	0.169	0.182	87.6%	90.8%
How Well Doctors Communicate	Q32. Child's doctor explained things in an understandable way	0.122	0.362	0.524	94.5%	95.0%
	Q33. Child's doctor listened carefully to you	0.135	0.394	0.578	94.9%	94.6%
	Q34. Child's doctor showed respect for what you had to say	0.187	0.372	0.534	97.5%	95.5%
	Q37. Child's doctor spent enough time with your child	0.243	0.374	0.536	92.8%	90.6%
Customer Service	Q50. Getting information/help from customer service	0.323	0.182	0.109	88.6%	84.2%
	Q51. Treated with courtesy and respect by customer service staff	0.171	0.096	0.016	95.2%	94.7%
Additional Measures	Q40. Coordination of Care	0.128	0.297	0.484	85.7%	82.0%
	Q53. Ease of Filling Out Forms	0.025	0.007	0.064	96.0%	95.1%
Rating Items (Summary Rate = 8 + 9 + 10)	Q14. Rating of Health Care	0.432	NA	0.525	83.0%	84.2%
	Q41. Rating of Personal Doctor	0.400	0.525	NA	85.8%	88.0%
	Q48. Rating of Specialist	0.392	0.478	0.426	86.6%	85.5%
	Q54. Rating of Health Plan	NA	0.432	0.400	84.1%	82.2%

* As the correlation coefficient approaches a value of 1.000, the association of the attribute with overall satisfaction is increased. Cells shaded dark blue have a correlation coefficient of equal to or greater than r = 0.400.

** The 2017 SPH Analytics Book of Business consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

Note 1: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

7. Priority Matrix

General Population

SPH Analytics offers a graphical display of relative performance of survey composites and key measures, along with their relative 'importance' as it relates to *Rating of Health Plan* (Q54). The matrix on page 7A is divided into four sections. Composites and key measures are placed on the Priority Matrix according to the interaction between their correlation coefficient and percentile ranking within the 2017 Medicaid Child SPH Analytics Book of Business.

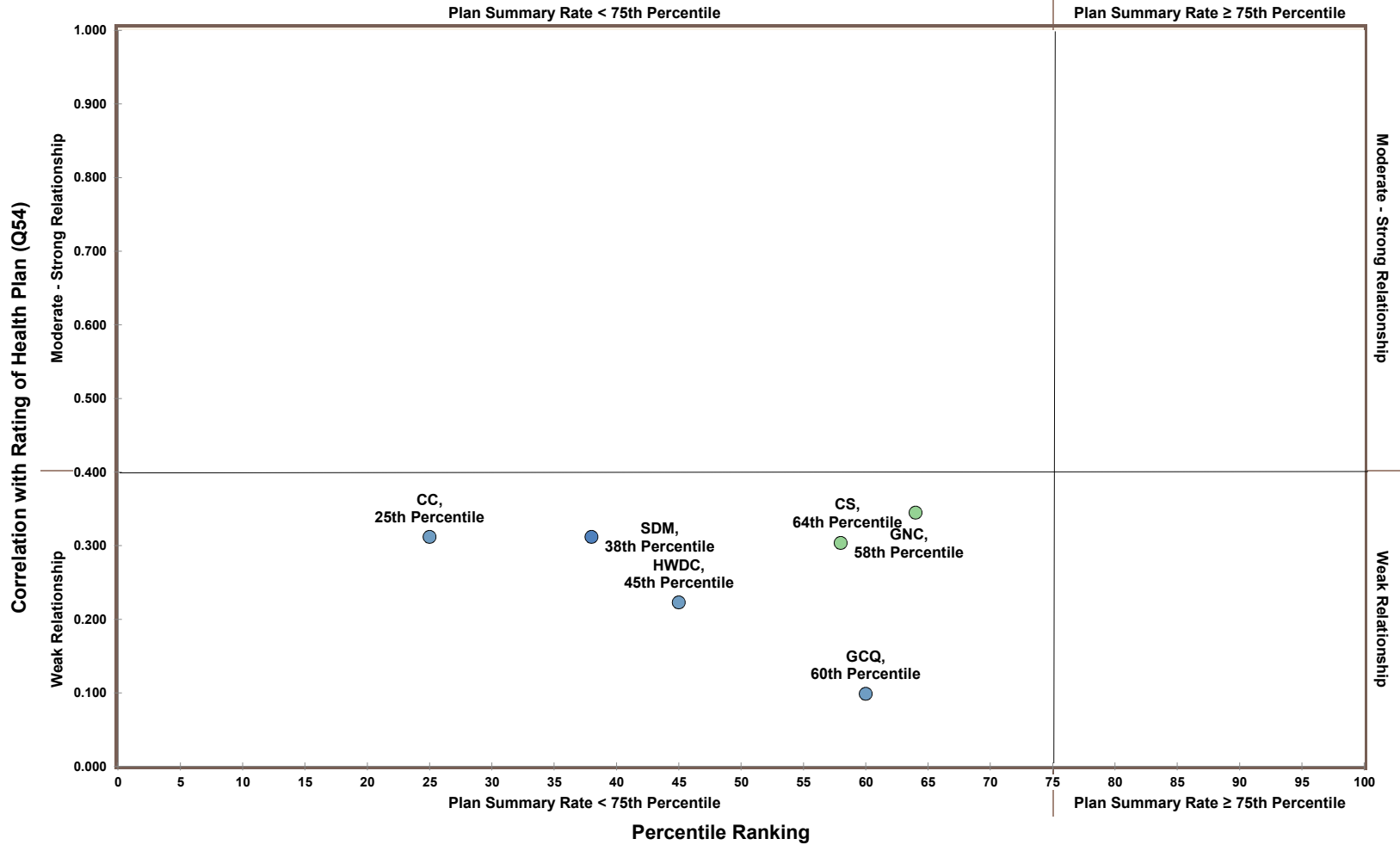
Composites and measures with moderate to strong correlations with *Rating of Health Plan* (Q54) and ranking at or above the 75th percentile are considered plan *Strengths* and are placed in the top right quadrant. Composites with moderate to strong correlations with *Rating of Health Plan* (Q54) but ranking below the 75th percentile are considered *Top Priorities* and are placed in the top left quadrant. The *Monitor and Maintain* quadrant includes those composites and measures that are weakly correlated with *Rating of Health Plan* (Q54) but rank at or above the 75th percentile. Composites that are weakly correlated with *Rating of Health Plan* (Q54) and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

Chart 7A

Priority Matrix

Composite and Key Measure Correlations with Rating of Health Plan (Q54) and Percentile Rankings
 General Population

Molina Healthcare of New Mexico
 Medicaid Child with CCC CAHPS®



Health Plan Domain Composites	
denoted above with ●	
Abbreviation	Definition
GNC	Getting Needed Care
CS	Customer Service

Health Care Domain Composites and Key Measure	
denoted above with ●	
Abbreviation	Definition
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
SDM	Shared Decision Making
CC	Coordination of Care (Q40)

Note 1: The 2017 SPH Analytics Book of Business consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.
 Note 2: Ranking indicates where your plan's Summary Rate falls when compared to all other Medicaid child (Non-CCC and CCC) plans that submitted data to NCQA through SPH Analytics in 2017. Summary Rates that are below the 10th percentile are shown as '<10th.'

8. Composite Analyses

General Population

The CAHPS® 5.0H 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. Pages 8A – 8H present composite-level analyses for the CAHPS® measures used in accreditation scoring, which include the following:

- Getting Needed Care
- Getting Care Quickly
- Customer Service
- Coordination of Care (Q40)
- Rating of Health Care (Q14)
- Rating of Personal Doctor (Q41)
- Rating of Specialist (Q48)
- Rating of Health Plan (Q54)

Summary Rate Trend Comparisons

This section compares your plan's current composite and attribute Summary Rates to trend results (if applicable). Significance testing is applied to determine whether an observed difference is too large to have occurred by chance alone. Cells highlighted in red denote the current year score is significantly lower when compared to trend data, cells highlighted in green denote the current year score is significantly higher when compared to trend data, no shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

In this section, attribute correlations are displayed as they relate to the *Rating of Health Plan* (Q54), *Rating of Health Care* (Q14), and *Rating of Personal Doctor* (Q41). Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$).

Drill Down of Summary Rate Score Comparisons

This section shows a graphical representation of year-to-year comparisons of response options for the composite or rating item of interest. Response options are broken down according to three-point score groupings.

Benchmark Summary Rate Score Comparisons

This section compares your plan's current and trend scores (if applicable) to the trend scores from the Quality Compass® All Plans and SPH Analytics Book of Business benchmarks. The SPH Analytics Book of Business consists of Medicaid child samples (Non-CCC and CCC) that conducted surveys with SPH Analytics and submitted data to NCQA. The Quality Compass® All Plans benchmark is the mean summary rate of plan-specific samples (Non-CCC and CCC) that submitted to NCQA.

Benchmark Percentile Rankings

This section compares your plan's current Summary Rate to the 2016 Quality Compass® All Plans benchmark. Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th." The Summary Rates for attributes at or above the 90th percentile are shaded dark green, while Summary Rates at or above the 75th percentile but below the 90th percentile are shaded light green, and Summary Rates at or above the 50th percentile but below the 75th are shaded beige. Additionally, attributes with Summary Rates at or above the 25th percentile but below the 50th percentile are shaded light orange and Summary Rates below the 25th percentile are shaded dark orange.

Three-Point Score Trend Comparisons and Percentile Thresholds¹⁷

This section compares your plan's current Three-Point Scores to trend Three-Point Scores (if applicable).¹⁸ This section also compares your current Three-Point Scores to the NCQA percentile benchmark thresholds. Rankings indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th." The Three-Point Scores for items at or above the 90th percentile are shaded dark green, while Three-Point Scores at or above the 75th percentile but below the 90th percentile are shaded light green, and Three-Point Scores at or above the 50th percentile but below the 75th are shaded beige. Additionally, items with Three-Point Scores at or above the 25th percentile but below the 50th percentile are shaded light orange and Three-Point Scores below the 25th percentile are shaded dark orange.

Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS®/CAHPS® Percentile benchmarks and thresholds is:

NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Trending and Benchmarks>Learn More>Benchmarks and Thresholds: 2017 Accreditation.

If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or that exceeds ten NA or NB results between HEDIS® and CAHPS® for each product line, is scored based on the standards score only. Commendable is the highest status awarded to an organization scored on standards only.

Global Proportions and Three-Point Scores

This section shows a graphical presentation of the percentage of members who selected each response choice. Global Proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular question or composite area. Beside each chart is the equivalent, Unadjusted Three-Point Score calculation.

¹⁷ The CAHPS® *Coordination of Care measure* was introduced into 2016 accreditation scoring. Organizations accredited on the 2015 standards will not be scored using the organization's submitted rate for this measure.

Three-Point Score Trend Comparisons

This section displays your plan's current Three-Point Scores and compares them to trend scores (if applicable).

Please refer to the individual report sections for additional information regarding the topics displayed on these pages.

Charts 8A – 8H

HEDIS/CAHPS® Composite Analysis

Molina Healthcare of New Mexico

Getting Needed Care Composite

Medicaid Child with CCC CAHPS®

General Population

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Getting Needed Care		85.8%		83.7%		83.1%
Q15. Ease of getting care, tests, or treatment child needed	346	91.6%	285	89.5%	262	88.9%
Q46. Obtained child's appointment with specialist as soon as needed	85	80.0%	68	77.9%	75	77.3%

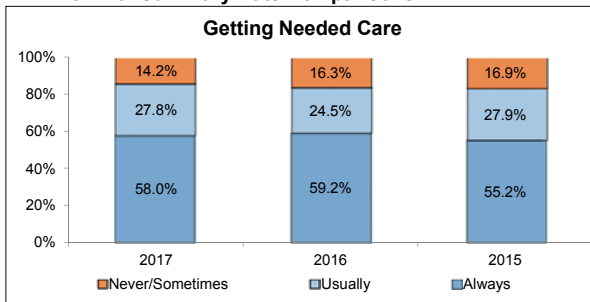
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

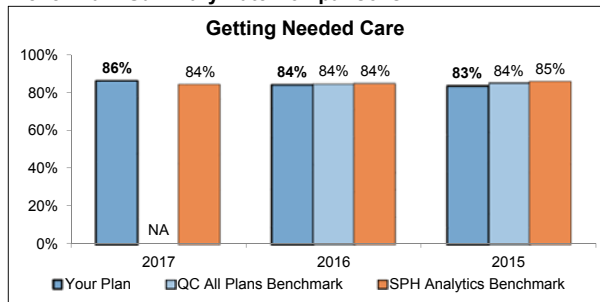
Getting Needed Care	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q15. Ease of getting care, tests, or treatment child needed	0.251	0.296	0.329
Q46. Obtained child's appointment with specialist as soon as needed	0.508	0.250	0.206

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Getting Needed Care	85.8%	62nd	84.0%	81.0%	84.0%	87.0%	89.0%
Q15. Ease of getting care, tests, or treatment child needed	91.6%	74th	88.6%	86.2%	89.3%	91.7%	93.3%
Q46. Obtained child's appointment with specialist as soon as needed	80.0%	48th	79.7%	77.1%	80.7%	83.6%	85.3%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCOA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCOA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

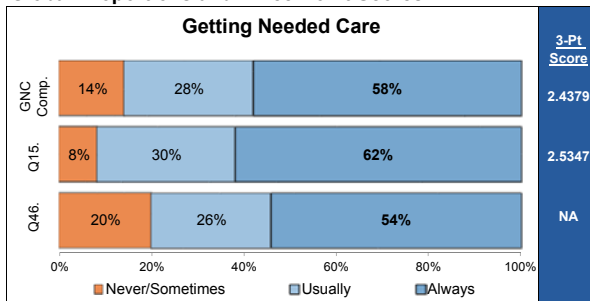
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Getting Needed Care	2017	2.4379	25th	2.37	2.46	2.51	2.56
	2016	2.4288	25th	2.39	2.47	2.53	2.58
	2015	2.3834	<25th	2.42	2.47	2.53	2.58

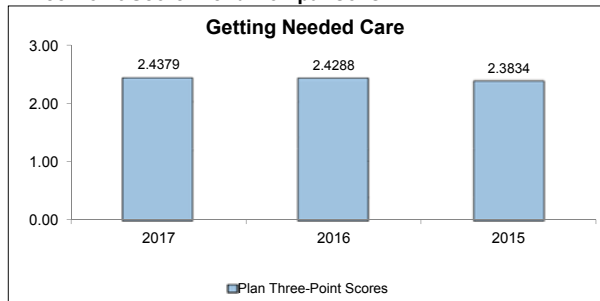
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Getting Care Quickly Composite

General Population

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Getting Care Quickly		89.9%		88.3%		92.1%
Q4. Child obtained needed care right away	145	92.4%	117	89.7%	133	94.0%
Q6. Child obtained appointment for care as soon as needed	323	87.3%	267	86.9%	245	90.2%

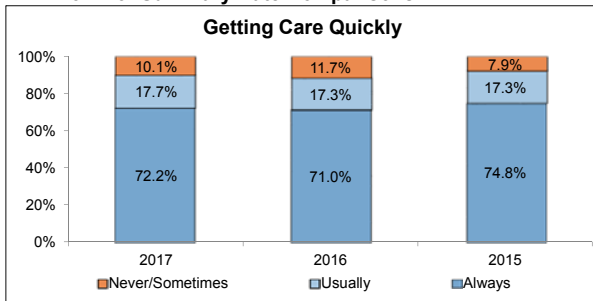
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

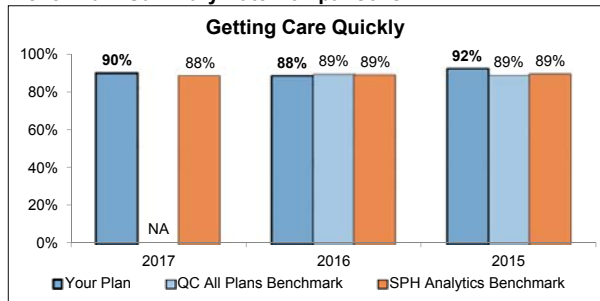
Getting Care Quickly	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q4. Child obtained needed care right away	0.091	0.203	0.196
Q6. Child obtained appointment for care as soon as needed	0.124	0.108	0.114

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Getting Care Quickly	89.9%	53rd	89.0%	86.0%	89.0%	92.0%	94.0%
Q4. Child obtained needed care right away	92.4%	61st	90.6%	88.3%	91.0%	93.9%	95.8%
Q6. Child obtained appointment for care as soon as needed	87.3%	44th	87.0%	84.6%	87.7%	90.4%	92.8%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCOA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCOA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

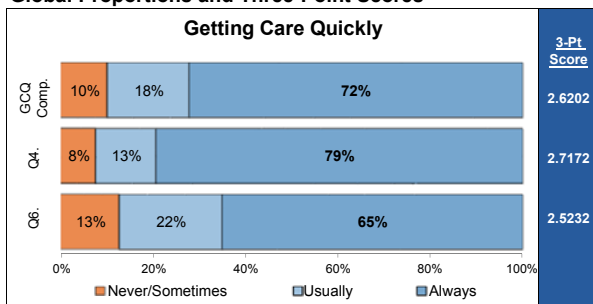
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Getting Care Quickly	2017	2.6202	50th	2.54	2.61	2.66	2.69
	2016	2.5936	25th	2.54	2.61	2.66	2.69
	2015	2.6685	75th	2.54	2.61	2.66	2.69

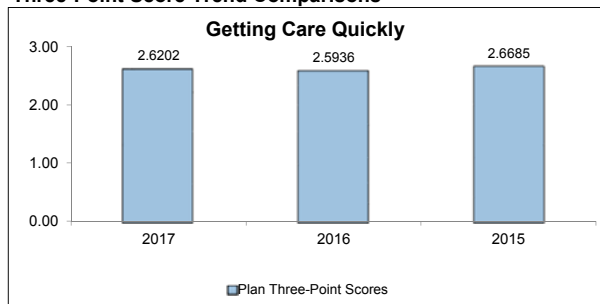
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Molina Healthcare of New Mexico

Customer Service Composite

Medicaid Child with CCC CAHPS®

General Population

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
		2017	2016	2015		
Customer Service		89.6%	94.0%	93.7%		
Q50. Getting information/help from customer service	135	83.0%	133	89.5%	120	91.7%
Q51. Treated with courtesy and respect by customer service staff	133	96.2%	133	98.5%	118	95.8%

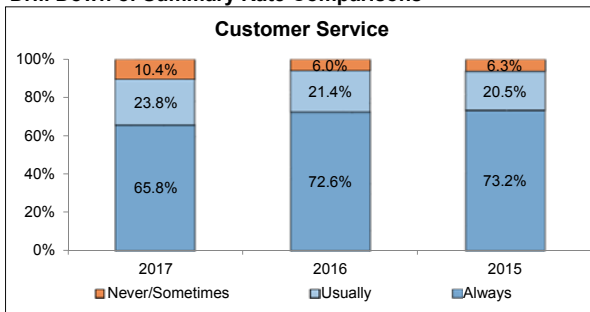
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Correlation with Rating Questions

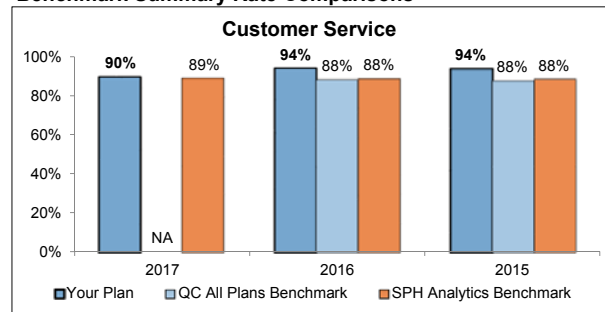
Customer Service	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q50. Getting information/help from customer service	0.209	0.283	0.134
Q51. Treated with courtesy and respect by customer service staff	0.411	0.111	0.052

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Customer Service	89.6%	71st	88.0%	86.0%	88.0%	90.0%	92.0%
Q50. Getting information/help from customer service	83.0%	51st	82.7%	80.5%	82.8%	85.6%	87.2%
Q51. Treated with courtesy and respect by customer service staff	96.2%	91st	93.2%	92.1%	93.4%	94.9%	96.0%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate below the 25th percentile.
- Summary Rate at or above the 25th, but below the 50th percentile.

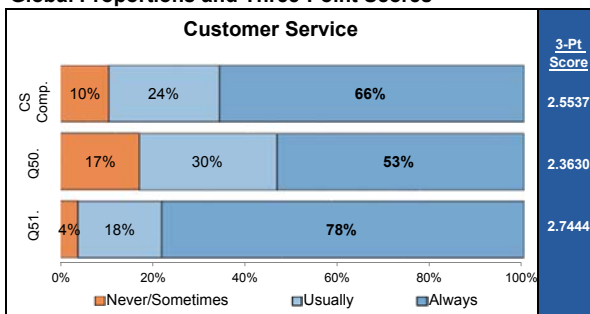
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile	Medicaid Child CAHPS® Percentiles			
				2.50	2.53	2.58	2.63
Customer Service	2017	2.5537	50th	2.50	2.53	2.58	2.63
	2016	2.6654	90th	2.50	2.53	2.58	2.63
	2015	2.6691	90th	2.50	2.53	2.58	2.63

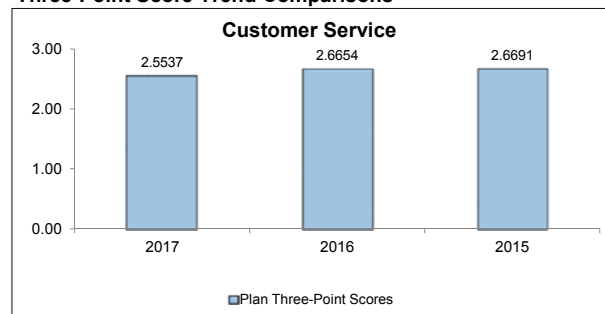
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Molina Healthcare of New Mexico

Coordination of Care (Q40)

Medicaid Child with CCC CAHPS®

General Population

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q40. Coordination of Care	122	81.1%	102	86.3%	96	81.3%

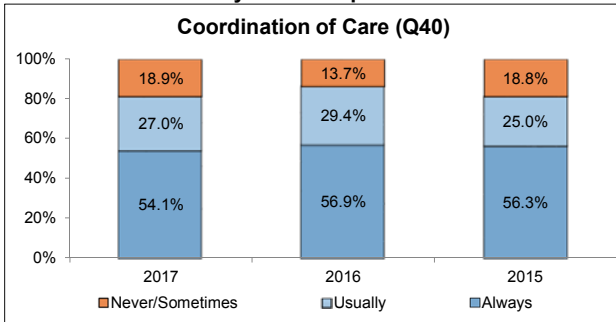
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

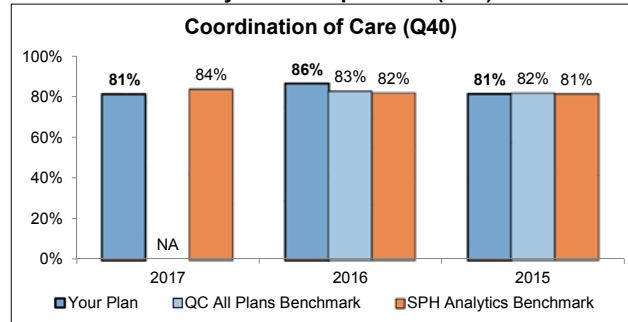
Rating of Health Care	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q40. Coordination of Care	0.312	0.196	0.462

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking	2016 Quality Compass® All Plans Mean and Percentiles				
		Mean	25th	50th	75th	90th
Q40. Coordination of Care	81.1% 30th	82.6%	80.0%	82.9%	85.4%	87.3%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate below the 25th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.

Three-Point Score Trend Comparisons and Percentile Thresholds

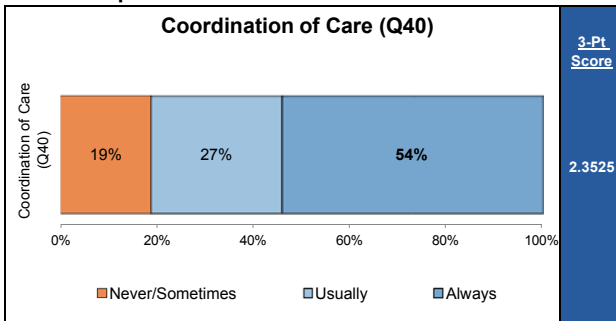
Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Coordination of Care (Q40)	2017	2.3525	<25th	2.36	2.42	2.48	2.52
	2016	2.5810	90th	2.36	2.41	2.46	2.51
	2015	2.6015	<25th	NA	NA	NA	NA

NCQA added the Coordination of Care measure to Accreditation 2016 scoring.

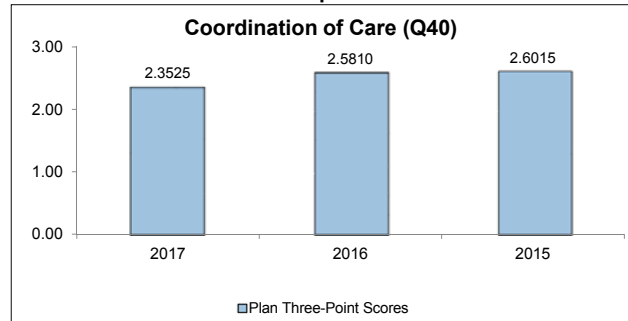
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score below the 25th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



NCQA added the Coordination of Care measure to Accreditation 2016 scoring.

Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Molina Healthcare of New Mexico

Rating of Health Care (Q14)

Medicaid Child with CCC CAHPS®

General Population

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q14. Rating of Health Care (8-10)	344	87.8%	284	83.8%	266	84.6%
Q14. Rating of Health Care (9-10)	344	70.9%	284	67.3%	266	68.0%

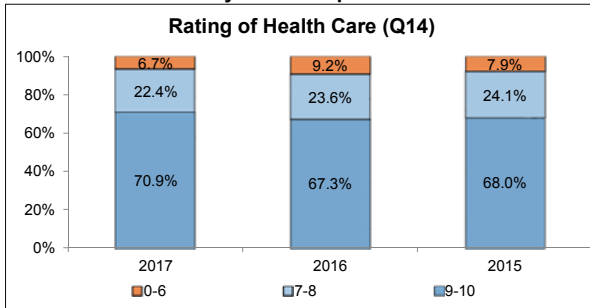
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

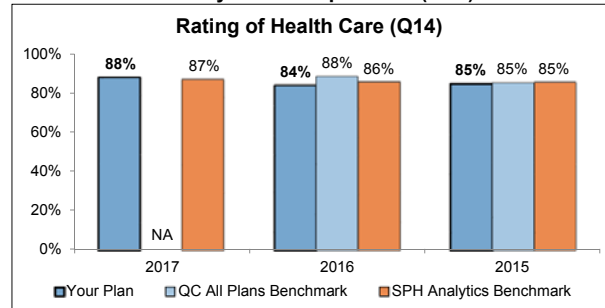
Rating of Health Care	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q14. Rating of Health Care (8-10)	0.376	NA	0.523

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Q14. Rating of Health Care (8-10)	87.8%	71st	88.4%	83.9%	85.9%	88.1%	90.1%
Q14. Rating of Health Care (9-10)	70.9%	75th	67.7%	64.8%	68.1%	70.9%	73.8%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

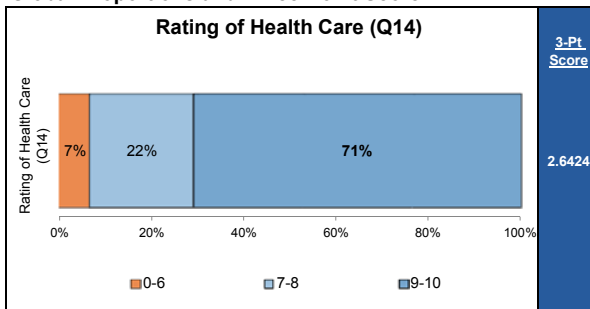
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Care (Q14)	2017	2.6424	90th	2.49	2.52	2.57	2.59
	2016	2.5810	75th	2.49	2.52	2.57	2.59
	2015	2.6015	90th	2.49	2.52	2.57	2.59

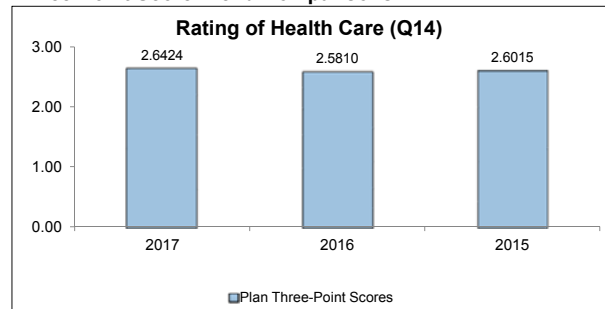
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Rating of Personal Doctor (Q41)

General Population

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q41. Rating of Personal Doctor (8-10)	445	88.1%	340	87.6%	318	90.3%
Q41. Rating of Personal Doctor (9-10)	445	74.4%	340	75.3%	318	78.9%

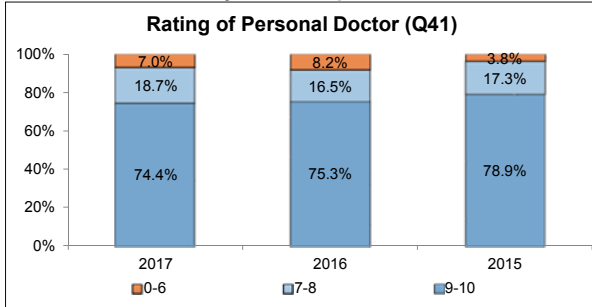
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

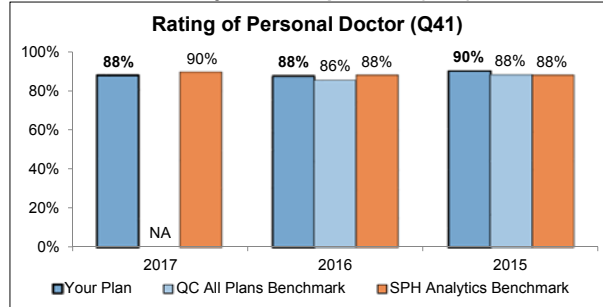
Rating of Personal Doctor	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q41. Rating of Personal Doctor (8-10)	0.361	0.523	NA

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking	2016 Quality Compass® All Plans Mean and Percentiles				
		Mean	25th	50th	75th	90th
Q41. Rating of Personal Doctor (8-10)	88.1% 43rd	85.5%	86.8%	88.6%	90.4%	91.8%
Q41. Rating of Personal Doctor (9-10)	74.4% 45th	74.8%	72.5%	74.6%	77.4%	79.8%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

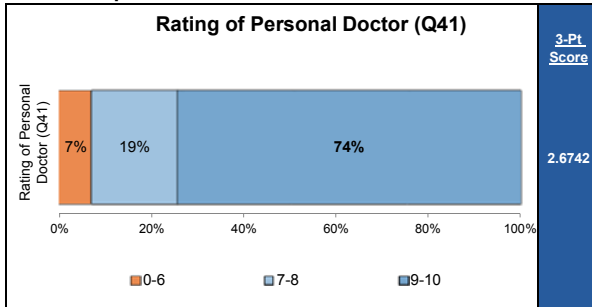
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Personal Doctor (Q41)	2017	2.6742	75th	2.58	2.62	2.65	2.69
	2016	2.6706	75th	2.58	2.62	2.65	2.69
	2015	2.7516	90th	2.58	2.62	2.65	2.69

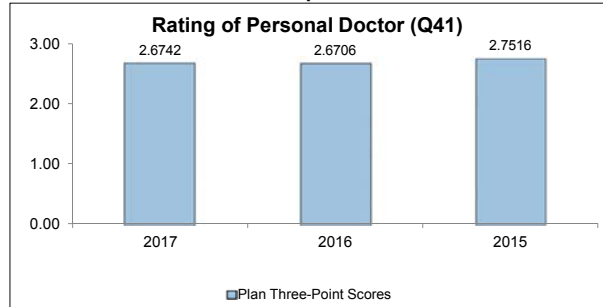
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Molina Healthcare of New Mexico

Rating of Specialist (Q48)

Medicaid Child with CCC CAHPS®

General Population

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q48. Rating of Specialist (8-10)	77	94.8%	63	77.8%	62	79.0%
Q48. Rating of Specialist (9-10)	77	74.0%	63	60.3%	62	69.4%

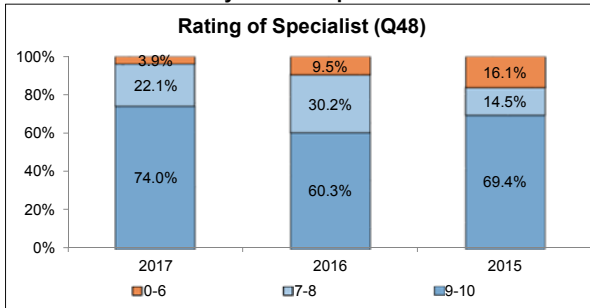
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

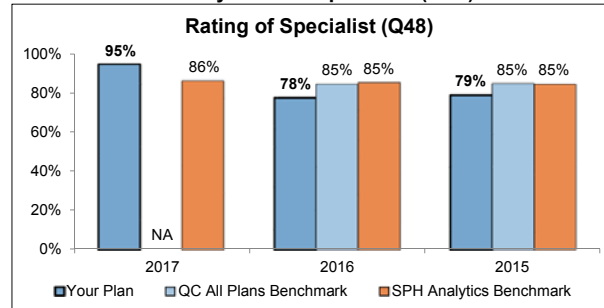
Rating of Specialist	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q48. Rating of Specialist (8-10)	0.402	0.276	0.358

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Q48. Rating of Specialist (8-10)	94.8%	99th	84.7%	83.3%	86.2%	88.1%	89.5%
Q48. Rating of Specialist (9-10)	74.0%	69th	71.1%	66.7%	71.3%	75.0%	79.9%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCOA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCOA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate below the 25th percentile.

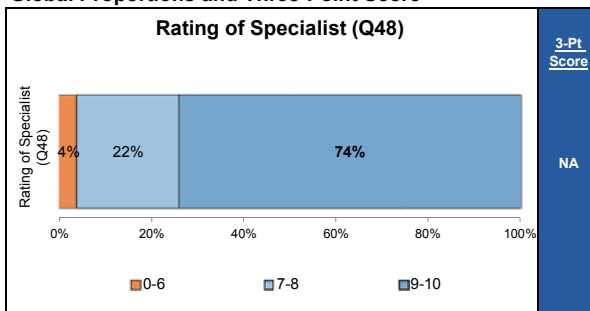
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Specialist (Q48)	2017	NA	NA	2.53	2.59	2.62	2.66
	2016	NA	NA	2.53	2.59	2.62	2.66
	2015	NA	NA	2.53	2.59	2.62	2.66

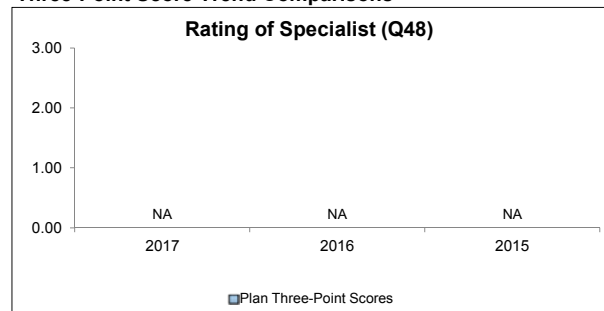
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Molina Healthcare of New Mexico

Rating of Health Plan (Q54)

Medicaid Child with CCC CAHPS®

General Population

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q54. Rating of Health Plan (8-10)	501	88.6%	408	88.7%	357	87.4%
Q54. Rating of Health Plan (9-10)	501	77.0%	408	76.5%	357	75.1%

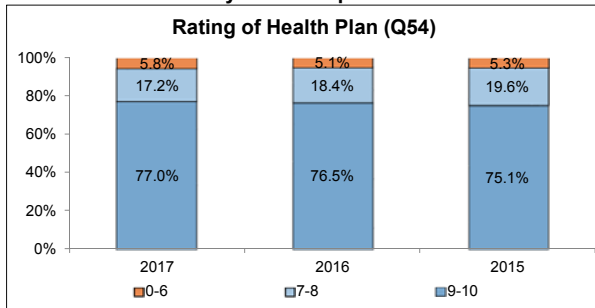
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

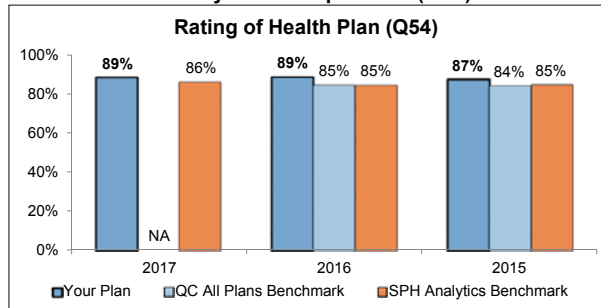
Rating of Health Plan	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q54. Rating of Health Plan (8-10)	NA	0.376	0.361

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass® All Plans Mean and Percentiles				
	Summary Rate	Percentile Ranking	Mean	25th	50th	75th	90th
Q54. Rating of Health Plan (8-10)	88.6%	83rd	84.7%	82.3%	85.2%	87.9%	90.6%
Q54. Rating of Health Plan (9-10)	77.0%	91st	69.0%	65.1%	68.8%	73.6%	76.7%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCCA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCCA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

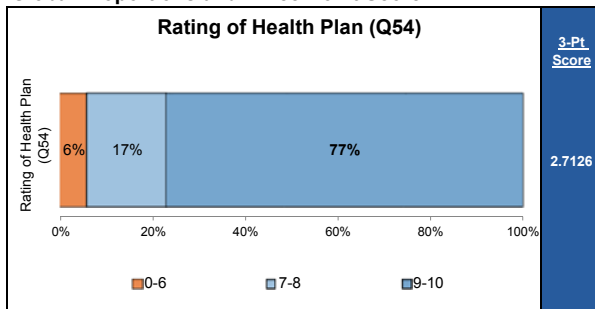
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Plan (Q54)	2017	2.7126	90th	2.51	2.57	2.62	2.67
	2016	2.7132	90th	2.51	2.57	2.62	2.67
	2015	2.6975	90th	2.51	2.57	2.62	2.67

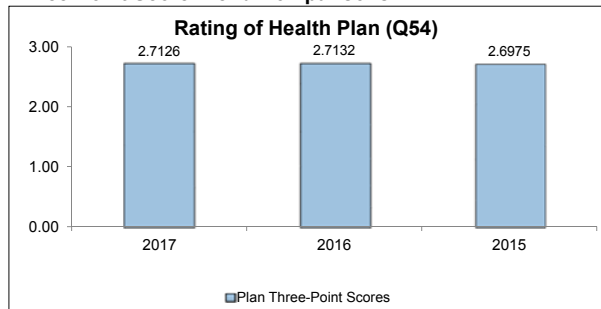
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

9. Technical Notes

Presented alphabetically by subject area

Composite Categories

The NCQA core survey includes five composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rates or Three-Point scores of the questions comprising a composite. For example, the *Getting Needed Care* composite is the average of the Summary Rates or Three-Point Scores of Q15 and Q46.

Correlation Analysis

Correlation Analysis is run between attributes and the overall satisfaction variable as measured by Question 54 (“What number would you use to rate your health plan?”), as well as between attributes and Questions 14 and 41, *Rating of Health Care* and *Rating of Personal Doctor*, respectively. The Pearson’s product moment correlation coefficient, r , is used to measure the strength of the linear association between each attribute and the overall satisfaction variables. The correlation value can range from -1 to $+1$ with values close to $+1$ indicating a strong positive correlation. These analyses are shown on Pages 6A and 6B.

Demographic Categories

SPH Analytics collapses the age, race, and education group categories into fewer segments than those defined by the CAHPS® 5.0H survey. The consolidation of the demographic categories with small samples allows for more valid between-group statistical comparisons.

Respondent’s Age	
CAHPS®	SPH Analytics
Under 18	24 or younger
18 – 24	
25 – 34	25 – 34
35 – 44	35 – 44
45 – 54	45 or older
55 – 64	
65 – 74	
75 or older	

Respondent’s Education	
CAHPS®	SPH Analytics
8 th grade or less	High school graduate/GED or less
Some high school	
High school graduate/GED	
Some college/2-year degree	Some college/2-year degree
4-year college degree	College graduate or more
More than 4-year college degree	

Child's Race/Ethnicity	
CAHPS®	SPH Analytics
White	White
Black/African-American	Black/African-American
Asian	Asian
Native Hawaiian/Pacific Islander	Other
American Indian/Alaska Native	
Other	
Hispanic/Latino	Hispanic/Latino

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data collected by NCQA in 2016. SPH Analytics utilizes this benchmark to calculate your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, the percentile ranks displayed on page 3B and in Section 8 – *Composite Analysis* indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

Opportunity Analysis (see Regression Analysis)

Quality Compass® 2016 (Medicaid child – All Plans, CCC Population) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (53 samples) for those Medicaid child plans (CCC samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

Quality Compass® 2016 (Medicaid child – All Plans, General Population) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (179 samples) for those Medicaid child plans (Non-CCC and CCC samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

Question Scoring

NCQA Summary Rate & Three-Point Categories for Composite Questions

Composites/ Response choices	Summary Rate	Three- Point	Questions/Attributes
Getting Needed Care			
Never/Sometimes		1	Q15 – In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
Usually	Summary Rate	2	
Always	Summary Rate	3	Q46 – In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

Composites/ Response choices	Summary Rate	Three- Point	Questions/Attributes
Getting Care Quickly			
Never/Sometimes		1	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? 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?
Usually	Summary Rate	2	
Always	Summary Rate	3	
How Well Doctors Communicate			
Never/Sometimes		1	Q32 – 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? Q33 – In the last 6 months, how often did your child's personal doctor listen carefully to you? Q34 – In the last 6 months, how often did your child's personal doctor show respect for what you had to say? Q37 - In the last 6 months, how often did your child's personal doctor spend enough time with your child?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Customer Service			
Never/Sometimes		1	Q50 – In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? Q51 – In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Shared Decision Making			
No		1	Q11 – Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine? Q12 – Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? Q13 – When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?
Yes	Summary Rate	3	

Rating Questions

There are four questions with responses scaled 0 to 10 in the CAHPS® 5.0H survey: *Rating of Health Care* (Q14), *Rating of Personal Doctor* (Q41), *Rating of Specialist* (Q48), and *Rating of Health Plan* (Q54), where zero represents “worst possible” and ten represents “best possible.”

Regression Analysis

Regression estimates are measures of association between independent variables (composites) and a dependent variable (overall satisfaction rating), while controlling for the effect of other variables through the use of a statistical model. A backward elimination, respondent-level, multiple linear regression model was fitted to the 2017 SPH Analytics Medicaid Child Book of Business benchmark. The SPH Analytics Book of Business consists of the 2017 Medicaid Child data from each of the 69 health plans that submitted to NCQA. The dependent variables in the model are measured by Question 54 (“What number would

you use to rate your child's health plan?"), Question 14 ("What number would you use to rate your child's health care?"), as well as Question 41 ("What number would you use to rate your child's personal doctor?"), all of which are scaled from 0 to 10 ("Worst possible" to "Best possible").

All composite questions are evaluated as potential independent variables in the analysis. These questions are scaled from 0 to 3 (0, 1, 2, and 3) for four-point scales in the direction of least favorable response to most favorable response. Those composite variables found to have a significant positive influence (as found by testing individual beta coefficients with a 0.05 level of significance) on Overall Satisfaction are reported as Key Drivers of overall satisfaction. The numbers reported alongside each composite, shown in Section 1 – *Executive Summary*, are beta coefficients. These coefficients indicate the amount of change that takes place in the dependent variable for a one-unit change in the respondent level composite independent variable in the rescaled 0-3 units (with all other independent variables unchanged).

Within the context of the model, the higher the beta score, the larger the effect the composite has on overall satisfaction, with all other composites held constant.

Using the results of the regression analysis, SPH Analytics has developed the following Opportunity Analysis: if the composite Summary Rate is equal to or greater than the 75th percentile of the 2017 SPH Analytics Medicaid Child Book of Business Summary Rates and the composite is determined to be a Key Driver by the multiple linear regression analysis, the composite is considered a plan *Strength*. If the composite is a Key Driver and the Summary Rate is below the 50th percentile when compared to the 2017 SPH Analytics Medicaid Child Book of Business Summary Rates, the composite is considered a plan *Opportunity*. If a Key Driver has a Summary Rate that falls between the 50th and 75th percentiles when compared to the 2017 SPH Analytics Medicaid Child Book of Business Summary Rates it is suggested that the composite be monitored as it could become a *Strength* or *Opportunity* in the future, depending on the plan's success in that area.

Report Sections

Profile of Survey Respondents

- Health Status and Mental/Emotional Health Status are defined by member.

Segmentation Analysis (Rating of Health Plan (Q54) by Respondent Demographics)

- Health Status and Mental/Emotional Health Status are defined by member.

Benchmark Comparisons

- Ranking indicates where your plan's Summary Rate Score ranks when compared to the specified benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

Global Proportions

- Three-Point Score is the sum of the three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average if its attributes' Three-Point Scores.
- 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.
- If a plan receives and NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB

results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at commendable.

Accreditation Assessment

- Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS/CAHPS® Percentile benchmarks and thresholds is: NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Benchmarks and Thresholds >Learn More>Benchmarks and Thresholds: 2017 Accreditation.

Segmentation

- Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

Correlations

- As the correlation coefficient approaches a value of 1.000, the association of the attribute with overall satisfaction is increased. Cells shaded dark blue have a correlation coefficient of equal to or greater than r = 0.400.

Question Summaries

- Members who respond “No” to Question 52 are included in “Always” of Question 53, per NCQA, Volume 3, HEDIS 2017 guidelines.
- The base for Questions 77 and 83 is the total number of respondents. Members were allowed to choose more than one response option; therefore, the sum of all figures may equal more than 100%.

Response Rate (General Population Only)

The sample size for Child Medicaid health plans is 1,650 in accordance with NCQA protocol, although plans may choose to over-sample their population if necessary. Please refer to the *Glossary of Terms* for more information on over-samples. The overall NCQA target number of complete responses is 411.

Ineligible members include those who are deceased, members who do not meet the eligible population criteria, members with a language barrier, and members who are mentally or physically incapacitated. Non-responses include those members who have refused to participate in the survey or were added to the Do Not Call list, break-off/incomplete surveys, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

The formula for determining the response rate is the following:

$$\frac{\text{Completed mail, telephone, and Internet (if applicable) surveys}}{\text{Final sample size – Ineligible surveys}} = \text{Response rate}$$

Sampling Error

Sampling error can be thought of as the extent to which survey results may differ from what would be obtained if every eligible member in the sample had been surveyed. The size of such error depends largely on the percentage distributions (i.e., the number of respondents selecting each answer category) and the number of members surveyed. The more disproportionate the percentage distributions or the larger the sample size is, the smaller the error.

The following tables may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **95*** out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **90**** out of 100 times a sample of that size and percentage distribution would be selected.

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	13.9	13.6	12.7	11.1	8.3
100	9.8	9.6	9.0	7.8	5.9
200	6.9	6.8	6.4	5.5	4.2
300	5.7	5.5	5.2	4.5	3.4
400	4.9	4.8	4.5	3.9	2.9
500	4.4	4.3	4.0	3.5	2.6
750	3.6	3.5	3.3	2.9	2.1
850	3.4	3.3	3.1	2.7	2.0

*95% confidence interval

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	11.6	11.4	10.7	9.3	7.0
100	8.2	8.1	7.5	6.6	4.9
200	5.8	5.7	5.3	4.7	3.5
300	4.7	4.7	4.4	3.8	2.8
400	4.1	4.0	3.8	3.3	2.5
500	3.7	3.6	3.4	2.9	2.2
750	3.0	2.9	2.8	2.4	1.8
850	2.8	2.8	2.6	2.3	1.7

**90% confidence interval

The sampling error table is used in the following manner: assume that “overall rating of health plan” received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four percentage points (4.0%). Therefore, on average, in 95 out of 100 similar samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

SPH Analytics of Business (CCC Population)

The SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid Child samples (Non-CCC and CCC) that were conducted by SPH Analytics and submitted data to NCQA. In 2017, there were 13 samples included in the Book of Business. This benchmark is shown throughout the report.

SPH Analytics of Business (General Population)

The SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid Child samples (Non-CCC and CCC) that were conducted by SPH Analytics and submitted data to NCQA. In 2017, there were 69 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis.

Statistical Significance

A statistically significant hypothesis testing result means that, based on the sample(s), conditions/assumptions, and level of significance, there is sufficient evidence to conclude the alternate hypothesis. For example, when testing for a difference between a population Summary Rate and a set constant score (e.g., SPH Analytics Book of Business), statistical significance would mean that there is sufficient support for the statement that there is a difference between the population Summary Rate and the set constant score. As another example, when testing to see if there is a difference between last year's population Summary Rate and this year's population Summary Rate, statistical significance would mean that there is sufficient evidence for the statement that the population Summary Rates are different.

Summary Rate

Summary Rates are single statistics generated for a survey question as specified by NCQA. In general, Summary Rates represent the percentage of respondents who chose the most favorable response option(s) ("Always" and "Usually," "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

Summary Rate categories for the rating questions represent respondents who answered "8," "9," or "10." In addition to the traditional NCQA defined Summary Rate calculation for rating questions (responses "8", "9", and "10"), Top Box Scores are also calculated using "9" and "10."

Members who responded "No" to Q52 are recoded as "Always" in Q53 and are, therefore, included in the Summary Rate of Q53.

The Summary Rate for each composite category and additional measure is as follows:

Getting Needed Care; Getting Care Quickly; How Well Doctors Communicate; Customer Service; Coordination of Care; Providing Needed Information; and Ease of Filling Out Forms: Summary Rate represents the percentage of members who responded "Always" or "Usually."

Health Promotion and Education: Summary Rate represents the percentage of members who responded "Yes."

Shared Decision Making: Summary Rate represents the percentage of members who responded "Yes."

Survey Administration Protocol

Children ages 0 to 17 from the MCO's membership database is used as a sample. The first sample (1,650) is randomly selected to represent the General Population. A supplemental sample is pulled based on the member's claims experiences. Members with claims experiences that indicate a probable chronic care condition are assigned a prescreen status

code of 2. A sample of 1,840, with a prescreen status code of 2, are randomly selected from the remaining database pool. *In MCOs with fewer members than the required sample size, the supplemental sample includes all members with a prescreen status code of 2 who were not already selected for the General Population sample.* Note: The samples sizes stated above are standard samples sizes. Plans may oversample their population if they choose.

The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration: 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards) or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts. NCQA also allows pre-approved enhanced methodologies, which can include an Internet component of the survey (questionnaire mailings contain an Internet option).

Mixed Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-respondents 4 to 10 days after the first questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire.	39-45 days
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents approximately 21 days after the mailing of the second questionnaire.	56 days
Telephone contact is made to all non-respondents such that at least 3 calls are attempted at different times of day, on different days, and in different weeks.	56-70 days
Telephone follow-up is completed approximately 14 days after initiation.	70 days

Mail-Only Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-respondents 4 to 10 days after the first questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire.	39-45 days
A third questionnaire and cover letter is sent to non-respondents approximately 25 days after mailing the second questionnaire.	60 days
Allow 21 days for the third questionnaire to be returned by the member.	81 days

Three-Point Scores

Three-Point scoring assigns a value of 1, 2, or 3 to each question response category and then computes a numerical average based upon the valid responses for each question. The Three-Point values are assigned to response option categories as follows:

Response Choice 1	Score Value	Response Choice 2	Score Value	Response Choice 3	Score Value
Never	1	No	1	0 – 6	1

Sometimes	1	Yes	3	7 & 8	2
Usually	2			9 & 10	3
Always	3				

The “mean of means” method is used in computing the Three-Point composite score. Each question is weighted equally within a composite regardless of the number of valid responses. These composite scores may be in slight variance to the scores shown elsewhere in the report (comparisons by member age, gender, etc.) where scores are calculated as weighted means based on the actual number of respondents answering each question.

Unanswered Questions

CAHPS® 5.0H prescribes that if a respondent answered a question by marking more than one response (not including Q77 & Q83), that response is considered a “multiple mark.” A missing/multiple mark response is NOT assigned any value or used to calculate satisfaction scores.

Z-Test

To test for true differences in population score(s), statistical inference methods are applied. In particular, hypothesis testing is done to draw conclusions about differences in scores between a population and a set constant (e.g., a Summary Rate versus the SPH Analytics Book of Business) or between different populations (e.g., a Summary Rate for this year versus a Summary Rate for last year). The hypothesis of no difference is rejected if the absolute value of the test statistic exceeds a critical value corresponding to a level of significance. The test statistic used depends on which of these types of hypothesis tests are performed.

When checking for a statistically significant difference between a Summary Rate for a population and a set constant score (e.g., SPH Analytics Book of Business)—with various conditions/assumptions—SPH Analytics uses the statistical test that follows:

$$z = \frac{\hat{p} - p_0}{\sqrt{\frac{p_0 q_0}{n}}}$$

where

\hat{p} = Summary Rate from the sample

p_0 = Set constant score for comparison

$q_0 = 1 - (\text{Set constant score}) = (1 - p_0)$

n = Sample size

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With a large sample size ($n_1 \hat{p}_1 \geq 5$, $n_1(1 - \hat{p}_1) \geq 5$, $n_2 \hat{p}_2 \geq 5$, and $n_2(1 - \hat{p}_2) \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the population “Summary Rate” equals the set constant score is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

The second hypothesis-testing situation involves testing for statistically significant differences between two population percents (or proportions), e.g., two population Summary Rates. When comparing the population percentages (or proportions)—with various conditions/assumptions—the appropriate test statistic is the z-statistic as follows:

$$z = \frac{\hat{p}_1 - \hat{p}_2}{\sqrt{\hat{p}\hat{q}\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

where

\hat{p}_1 = Summary Rate from the 1st sample

\hat{p}_2 = Summary Rate from the 2nd sample

n_1 = Size of the sample from the 1st population

n_2 = Size of the sample from the 2nd population

\hat{p} = Pooled Summary Rate,

$$\hat{p} = \frac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$$

\hat{q} = 1 – (Pooled Summary Rate)

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With large sample sizes ($n_1\hat{p}_1 \geq 5$, $n_1(1 - \hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1 - \hat{p}_2) \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the populations under comparison have equal population Summary Rates is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from the cumulative standard normal distribution table).

Sample Survey Tool



Your Extended Family.

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 you get. You may notice a number on the cover 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 1-877-476-7538.

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

1. Our records show that your child is now in
Molina Healthcare of New Mexico.

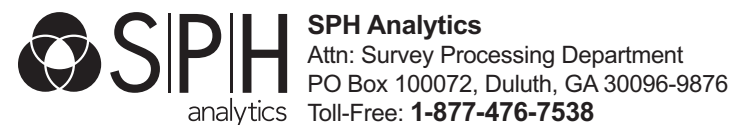
Is that right?
₁ Yes → If Yes, Go to Question 3
₂ No
2. What is the name of your child's health plan?
(please print)

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care. Do **not** include care your child got when he or she stayed overnight in a hospital. Do **not** include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor's office?
₁ Yes
₂ No → If No, Go to Question 5
4. In the last 6 months, when your child **needed care right away**, how often did your child get care as soon as he or she needed?
₁ Never
₂ Sometimes
₃ Usually
₄ Always
5. In the last 6 months, did you make any appointments for a **check-up or routine care** for your child at a doctor's office or clinic?
₁ Yes
₂ No → If No, Go to Question 7
6. 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?
₁ Never
₂ Sometimes
₃ Usually
₄ Always
7. In the last 6 months, **not** counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
₁ None → If None, Go to Question 16
₂ 1 time
₃ 2
₄ 3
₅ 4
₆ 5 to 9
₇ 10 or more times

THANK YOU. Please return the completed survey in the postage-paid envelope.



6116657

2017 CAHPS 5.0 Child Questionnaire (Medicaid): 06_MCS-CCC English 2-11x17



8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- 1 Yes
2 No

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

- 1 Never
2 Sometimes
3 Usually
4 Always

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

- 1 Yes
2 No -> If No, Go to Question 14

11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

- 1 Yes
2 No

12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

- 1 Yes
2 No

13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

- 1 Yes
2 No

14. 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?

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

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

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Yes
2 No -> If No, Go to Question 19

17. 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?

- 1 Yes
2 No -> If No, Go to Question 19

18. 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?

- 1 Yes
2 No

SPECIALIZED SERVICES

19. 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?

- 1 Yes
2 No -> If No, Go to Question 22

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

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Yes
2 No

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

- 1 Yes
2 No -> If No, Go to Question 25

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

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Yes
2 No

25. 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?

- 1 Yes
2 No -> If No, Go to Question 28

This page was intentionally left blank.

78. What is your age?
- ₁ Under 18
 - ₂ 18 to 24
 - ₃ 25 to 34
 - ₄ 35 to 44
 - ₅ 45 to 54
 - ₆ 55 to 64
 - ₇ 65 to 74
 - ₈ 75 or older

79. Are you male or female?
- ₁ Male
 - ₂ Female

80. What is the highest grade or level of school that you have completed?
- ₁ 8th grade or less
 - ₂ Some high school, but did not graduate
 - ₃ High school graduate or GED
 - ₄ Some college or 2-year degree
 - ₅ 4-year college graduate
 - ₆ More than 4-year college degree

81. How are you related to the child?
- ₁ Mother or father
 - ₂ Grandparent
 - ₃ Aunt or uncle
 - ₄ Older brother or sister
 - ₅ Other relative
 - ₆ Legal guardian
 - ₇ Someone else

82. Did someone help you complete this survey?
- ₁ Yes → If Yes, Go to Question 83
 - ₂ No → If No, Go to Question 84

83. How did that person help you? Mark one or more.
- _A Read the questions to me
 - _B Wrote down the answers I gave
 - _C Answered the questions for me
 - _D Translated the questions into my language
 - _E Helped in some other way

84. 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?
- ₁ Yes
 - ₂ No

85. In the last 6 months, who helped to coordinate your child's care?
- ₁ Someone from your child's health plan
 - ₂ Someone from your child's doctor's office or clinic
 - ₃ Someone from another organization
 - ₄ A friend or family member
 - ₅ You

86. How satisfied are you with the help you got to coordinate your child's care in the last 6 months?
- ₁ Very dissatisfied
 - ₂ Dissatisfied
 - ₃ Neither dissatisfied nor satisfied
 - ₄ Satisfied
 - ₅ Very satisfied

26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always

27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?
- ₁ Yes
 - ₂ No

28. 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?
- ₁ Yes
 - ₂ No → If No, Go to Question 30

29. 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?
- ₁ Yes
 - ₂ No

YOUR CHILD'S PERSONAL DOCTOR

30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?
- ₁ Yes
 - ₂ No → If No, Go to Question 45

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?
- ₁ None → If None, Go to Question 41
 - ₂ 1 time
 - ₃ 2
 - ₄ 3
 - ₅ 4
 - ₆ 5 to 9
 - ₇ 10 or more times

32. 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?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always

33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always

34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always

35. Is your child able to talk with doctors about his or her health care?
- ₁ Yes
 - ₂ No → If No, Go to Question 37

36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always

37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always

38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- ₁ Yes
 - ₂ No

39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
- ₁ Yes
 - ₂ No → If No, Go to Question 41

40. 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?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always

41. 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?
- | | | | | | | | | | | | | | | | | | | | | |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Worst personal doctor possible | | | | | | | | | | Best personal doctor possible | | | | | | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than **3 months**?
- ₁ Yes
₂ No → If No, Go to Question 45
43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?
- ₁ Yes
₂ No
44. 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?
- ₁ Yes
₂ No

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do **not** include dental visits or care your child got when he or she stayed overnight in a hospital.

45. 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 to see a specialist?
- ₁ Yes
₂ No → If No, Go to Question 49
46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
47. How many specialists has your child seen in the last 6 months?
- ₁ None → If None, Go to Question 49
₂ 1 specialist
₃ 2
₄ 3
₅ 4
₆ 5 or more specialists
48. We want to know your rating of the specialist your child saw 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?

Worst specialist possible											Best specialist possible
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR CHILD'S HEALTH PLAN

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

49. In the last 6 months, did you get information or help from customer service at your child's health plan?
- ₁ Yes
₂ No → If No, Go to Question 52
50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
52. In the last 6 months, did your child's health plan give you any forms to fill out?
- ₁ Yes
₂ No → If No, Go to Question 54
53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
54. 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?

Worst health plan possible											Best health plan possible
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?
- ₁ Yes
₂ No → If No, Go to Question 58
56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?
- ₁ Yes
₂ No

ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?
- ₁ Excellent
₂ Very Good
₃ Good
₄ Fair
₅ Poor
59. In general, how would you rate your child's overall **mental or emotional** health?
- ₁ Excellent
₂ Very Good
₃ Good
₄ Fair
₅ Poor
60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
- ₁ Yes
₂ No → If No, Go to Question 63
61. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ No → If No, Go to Question 63
62. Is this a condition that has lasted or is expected to last for at least 12 months?
- ₁ Yes
₂ No
63. 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?
- ₁ Yes
₂ No → If No, Go to Question 66
64. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ No → If No, Go to Question 66
65. Is this a condition that has lasted or is expected to last for at least 12 months?
- ₁ Yes
₂ No
66. 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?
- ₁ Yes
₂ No → If No, Go to Question 69

67. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ No → If No, Go to Question 69
68. Is this a condition that has lasted or is expected to last for at least 12 months?
- ₁ Yes
₂ No
69. Does your child need or get special therapy such as physical, occupational, or speech therapy?
- ₁ Yes
₂ No → If No, Go to Question 72
70. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ No → If No, Go to Question 72
71. Is this a condition that has lasted or is expected to last for at least 12 months?
- ₁ Yes
₂ No
72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?
- ₁ Yes
₂ No → If No, Go to Question 74
73. Has this problem lasted or is it expected to last for at least 12 months?
- ₁ Yes
₂ No
74. What is **your child's** age?
- ₀₀ Less than 1 year old
- YEARS OLD (*write in*)
75. Is your child male or female?
- ₁ Male
₂ Female
76. Is your child of Hispanic or Latino origin or descent?
- ₁ Yes, Hispanic or Latino
₂ No, not Hispanic or Latino
77. What is your child's race? Mark one or more.
- _A White
_B Black or African-American
_C Asian
_D Native Hawaiian or other Pacific Islander
_E American Indian or Alaska Native
_F Other

10. Banner Tables

The tables in the following section show detailed results for each question in your survey. The banner-points, across the top banner table, include categories such as: (1) demographic groups (Respondent's Age, Respondent's Education, Child's Health Status, and Child's Mental Health Status), (2) survey items (Health Plan and Personal Doctor Ratings, Contact Customer Service, and Got Information/Help From Customer Service), and (3) Data Collection Method. In order to aid you in viewing the data contained in these tables, the following explanation is provided.

The different categories by which the data are "sliced" are presented as column headers. Each category has a set of possible response choices that are listed immediately below the headers. The left-most column in each table is labeled "Total" and shows results for the entire set of valid responses.

On the left side of the page are three row headers: "Total Eligible," "Total Valid Responses," and "No Answer." "Total Eligible" represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal 513 (General Population) or 332 (CCC Population), which is the valid number of responses to the current survey. "Total Valid Responses" shows how many of the total respondents provided valid answers to the given question. Finally, "No Answer" is the number of individuals who did not respond to the question, even though they were eligible to do so.

It should be noted that, in some cases, a survey response choice shows only the number of respondents providing that answer with no percentage. These response options are not considered valid responses by NCQA guidelines, and are therefore omitted from the percentage calculations.

In some tables, an additional row is added to show Summary Rates. These scores are a single question response or combination of question responses considered to be favorable. It is included at the bottom of each of these tables and is shown with the response option, or options, that make up the score listed beside it.

Information regarding the statistical testing of results is shown in the lower left corner of each table. The first line displays the Comparison Groups. These are the columns (denoted by upper case letters and separated by a slash (/)) in which statistical tests are run. Columns (B) and (C), for example, show results for Males and Females. These columns are compared in the statistical test to each other, but not to any other columns. If a letter is present, whether upper or lower case, its corresponding percentage is significantly higher than the specified percentages within its comparison group. Note that when comparing groups, the Z-Test is only valid for large sample sizes. See Z-Test in *Technical Notes*.

The second line shows the type or types of statistical tests that are included in the table. The last two lines define the meaning of the upper and lower case letters. If a percentage has an upper case letter beneath it, a difference exists at the 0.05 level of significance. A lower case letter denotes a difference at the 0.10 level of significance.

A banner table example is presented on the following page with key points noted.

===== GENDER =====

	Total ----- (A)	Male ----- (B)	Female ----- (C)
Total Eligible	433 ¹	22	407
Total Valid Responses	429 ² 100.0%	22 100.0%	403 100.0%
No Answer	4 ³	-	4
Yes	198 46.2%	6 27.3%	189 46.9% B ⁴
No	231 53.8%	16 72.7% C ⁵	214 53.1%

1 – For the given question, 433 respondents were eligible to answer. For questions asked of all respondents, this figure will equal the number of complete surveys. In other cases, it will equal the number of appropriate responses to a gate question. Gate questions are those that filter out respondents who would not logically be able to answer follow-up questions. For example, people who say that they do not have a personal doctor would not be able to provide a doctor rating, and so they are filtered out of the response set for the rating question.

2 – Of those who were eligible to answer this question, 429 provided valid responses.

3 – Four respondents—all Female—who were eligible to answer the question did not provide an answer.

4 – Females and Males provided a significantly different percentage of “Yes” responses. The “B” below the percentage refers to the group in column B – in this case, Males – and signifies that the 46.9% is significantly different than 27.3%. Because the “B” is capitalized, we know that the difference is significant at the 0.05 level of significance.

5 – Females and Males provided significantly different percentages of “No” responses. As in the previous note, the “C” refers to the group in column C—Females—and is significant at the 0.05 level of significance.

Please refer to the *Technical Notes* for additional information about banner tables.



Table of Contents:

	Table Description	Filter Description	Population Status	Base
1	Q1. Our records show that your child is now in Molina Healthcare of New Mexico. Is that right?	SampleFlag.ContainsAny((General_Population))	Success	513
2	Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctors office?	SampleFlag.ContainsAny((General_Population))	Success	513
3	Q4. (GOC) 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?	SampleFlag.ContainsAny((General_Population)) AND Q3.ContainsAny((Yes))	Success	147
4	Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?	SampleFlag.ContainsAny((General_Population))	Success	513
5	Q6. (GOC) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?	SampleFlag.ContainsAny((General_Population)) AND Q5.ContainsAny((Yes))	Success	330
6	Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?	SampleFlag.ContainsAny((General_Population))	Success	513
7	Q8. (HFE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	350
8	Q9. (FCQ-GN) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	350
9	Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	350
10	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times)) And Q10.ContainsAny((Yes))	Success	107
11	Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times)) And Q10.ContainsAny((Yes))	Success	107
12	Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times)) And Q10.ContainsAny((Yes))	Success	107
13	Q14. 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 childs health care in the last 6 months?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	350
14	Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	350
15	Q16. Is your child now enrolled in any kind of school or daycare?	SampleFlag.ContainsAny((General_Population))	Success	513
16	Q17. In the last 6 months, did you need your childs doctors or other health providers to contact a school or daycare center about your childs health or health care?	SampleFlag.ContainsAny((General_Population)) AND Q16.ContainsAny((Yes))	Success	357
17	Q18. (OC-COC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?	SampleFlag.ContainsAny((General_Population)) AND Q16.ContainsAny((Yes)) And Q17.ContainsAny((Yes))	Success	41
18	Q19. 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?	SampleFlag.ContainsAny((General_Population))	Success	513
19	Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	SampleFlag.ContainsAny((General_Population)) AND Q19.ContainsAny((Yes))	Success	35
20	Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?	SampleFlag.ContainsAny((General_Population)) AND Q19.ContainsAny((Yes))	Success	35
21	Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?	SampleFlag.ContainsAny((General_Population))	Success	513
22	Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?	SampleFlag.ContainsAny((General_Population)) AND Q22.ContainsAny((Yes))	Success	67
23	Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child?	SampleFlag.ContainsAny((General_Population)) AND Q22.ContainsAny((Yes))	Success	67
24	Q25. 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?	SampleFlag.ContainsAny((General_Population))	Success	513
25	Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?	SampleFlag.ContainsAny((General_Population)) AND Q25.ContainsAny((Yes))	Success	55
26	Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?	SampleFlag.ContainsAny((General_Population)) AND Q25.ContainsAny((Yes))	Success	55
27	Q28. 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?	SampleFlag.ContainsAny((General_Population))	Success	513
28	Q29. (OC-COC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?	SampleFlag.ContainsAny((General_Population)) AND Q28.ContainsAny((Yes))	Success	100
29	Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?	SampleFlag.ContainsAny((General_Population))	Success	513
30	Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes))	Success	450
31	Q32. (HMDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	323
32	Q33. (HMDC) In the last 6 months, how often did your childs personal doctor listen carefully to you?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	323
33	Q34. (HMDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	323
34	Q35. Is your child able to talk with doctors about his or her health care?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	323
35	Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times)) And Q35.ContainsAny((Yes))	Success	226
36	Q37. (HMDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	323
37	Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	323
38	Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	323
39	Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times)) And Q39.ContainsAny((Yes))	Success	125
	Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what	SampleFlag.ContainsAny((General_Population)) AND		

40	number would you use to rate your child's personal doctor?	Q30.ContainsAny(Yes))	Success	450
41	Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny(Yes))	Success	450
42	Q43. (FOC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny(Yes)) And Q42.ContainsAny(Yes))	Success	89
43	Q44. (FOC-PD) 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?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny(Yes)) And Q42.ContainsAny(Yes))	Success	89
44	Q45. 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 to see a specialist?	SampleFlag.ContainsAny((General_Population))	Success	513
45	Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	SampleFlag.ContainsAny((General_Population)) AND Q45.ContainsAny(Yes))	Success	86
46	Q47. How many specialists has your child seen in the last 6 months?	SampleFlag.ContainsAny((General_Population)) AND Q45.ContainsAny(Yes))	Success	86
47	Q48. 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?	SampleFlag.ContainsAny((General_Population)) AND Q45.ContainsAny(Yes)) And Q47.ContainsAny({_1_specialist, _2, _3, _4, _5 or more_specialists})	Success	77
48	Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?	SampleFlag.ContainsAny((General_Population))	Success	513
49	Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	SampleFlag.ContainsAny((General_Population)) AND Q49.ContainsAny(Yes))	Success	138
50	Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	SampleFlag.ContainsAny((General_Population)) AND Q49.ContainsAny(Yes))	Success	138
51	Q52. In the last 6 months, did your child's health plan give you any forms to fill out?	SampleFlag.ContainsAny((General_Population))	Success	513
52	Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?	SampleFlag.ContainsAny((General_Population)) AND Q52.ContainsAny(Yes, Nb))	Success	497
53	Q54. 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?	SampleFlag.ContainsAny((General_Population))	Success	513
54	Q55. In the last 6 months, did you get or refill any prescription medicines for your child?	SampleFlag.ContainsAny((General_Population))	Success	513
55	Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	SampleFlag.ContainsAny((General_Population)) AND Q55.ContainsAny(Yes))	Success	213
56	Q57. Did anyone from your child's health plan, doctors office, or clinic help you get your child's prescription medicines?	SampleFlag.ContainsAny((General_Population)) AND Q55.ContainsAny(Yes))	Success	213
57	Q58. In general, how would you rate your child's overall health?	SampleFlag.ContainsAny((General_Population))	Success	513
58	Q59. In general, how would you rate your child's overall mental or emotional health?	SampleFlag.ContainsAny((General_Population))	Success	513
59	Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?	SampleFlag.ContainsAny((General_Population))	Success	513
60	Q61. Is this because of any medical, behavioral, or other health condition?	SampleFlag.ContainsAny((General_Population)) AND Q60.ContainsAny(Yes))	Success	133
61	Q62. Is this a condition that has lasted or is expected to last for at least 12 months?	SampleFlag.ContainsAny((General_Population)) AND Q60.ContainsAny(Yes)) And Q61.ContainsAny(Yes))	Success	106
62	Q63. 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?	SampleFlag.ContainsAny((General_Population))	Success	513
63	Q64. Is this because of any medical, behavioral, or other health condition?	SampleFlag.ContainsAny((General_Population)) AND Q63.ContainsAny(Yes))	Success	70
64	Q65. Is this a condition that has lasted or is expected to last for at least 12 months?	SampleFlag.ContainsAny((General_Population)) AND Q63.ContainsAny(Yes)) And Q64.ContainsAny(Yes))	Success	55
65	Q66. 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?	SampleFlag.ContainsAny((General_Population))	Success	513
66	Q67. Is this because of any medical, behavioral, or other health condition?	SampleFlag.ContainsAny((General_Population)) AND Q66.ContainsAny(Yes))	Success	65
67	Q68. Is this a condition that has lasted or is expected to last for at least 12 months?	SampleFlag.ContainsAny((General_Population)) AND Q66.ContainsAny(Yes)) And Q67.ContainsAny(Yes))	Success	41
68	Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?	SampleFlag.ContainsAny((General_Population))	Success	513
69	Q70. Is this because of any medical, behavioral, or other health condition?	SampleFlag.ContainsAny((General_Population)) AND Q69.ContainsAny(Yes))	Success	68
70	Q71. Is this a condition that has lasted or is expected to last for at least 12 months?	SampleFlag.ContainsAny((General_Population)) AND Q69.ContainsAny(Yes)) And Q70.ContainsAny(Yes))	Success	47
71	Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?	SampleFlag.ContainsAny((General_Population))	Success	513
72	Q73. Has this problem lasted or is it expected to last for at least 12 months?	SampleFlag.ContainsAny((General_Population)) AND Q72.ContainsAny(Yes))	Success	63
73	Q74. What is your child's age?	SampleFlag.ContainsAny((General_Population))	Success	512
74	Q75. Is your child male or female?	SampleFlag.ContainsAny((General_Population))	Success	513
75	Q76. Is your child of Hispanic or Latino origin or descent?	SampleFlag.ContainsAny((General_Population))	Success	513
76	Q77. What is your race? Please mark one or more.	SampleFlag.ContainsAny((General_Population))	Success	513
77	Q78. What is your age?	SampleFlag.ContainsAny((General_Population))	Success	513
78	Q79. Are you male or female?	SampleFlag.ContainsAny((General_Population))	Success	513
79	Q80. What is the highest grade or level of school that you have completed?	SampleFlag.ContainsAny((General_Population))	Success	513
80	Q81. How are you related to the child?	SampleFlag.ContainsAny((General_Population))	Success	513
81	Q82. Did someone help you complete this survey?	SampleFlag.ContainsAny((General_Population)) AND Dispo.ContainsAny(Internet, Mail))	Success	218
82	Q83. How did that person help you? Check all that apply.	SampleFlag.ContainsAny((General_Population)) AND Dispo.ContainsAny(Internet, Mail)) And Q82.ContainsAny(Yes))	Success	5

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q1. Our records show that your child is now in Molina Healthcare of New Mexico. Is that right?																									
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	501	44	167	138	128	300	166	345	112	33	363	88	40	56	433	52	384	133	357	22	108	206	295	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	12	2	1	2	7	6	6	11	1	-	9	2	1	1	11	1	8	5	7	1	4	12	-	-	
Yes	501	44	167	138	128	300	166	345	112	33	363	88	40	56	433	52	384	133	357	22	108	206	295	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	501	44	167	138	128	300	166	345	112	33	363	88	40	56	433	52	384	133	357	22	108	206	295	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 2
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	507	46	166	138	134	303	171	354	111	32	368	90	40	57	438	53	388	137	359	23	111	218	289	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	6	-	2	2	1	3	1	2	2	1	4	-	1	-	6	-	4	1	5	-	1	-	6	-
Yes	147	12	48	47	37	80	62	94	40	12	101	32	12	22	124	22	114	50	96	6	44	68	79	-
	29.0%	26.1%	28.9%	34.1%	27.6%	26.4%	36.3%	26.6%	36.0%	37.5%	27.4%	35.6%	30.0%	38.6%	28.3%	41.5%	29.4%	36.5%	26.7%	26.1%	39.6%	31.2%	27.3%	-
No	360	34	118	91	97	223	109	260	71	20	267	58	28	35	314	31	274	87	263	17	67	150	210	-
	71.0%	73.9%	71.1%	65.9%	72.4%	73.6%	63.7%	73.4%	64.0%	62.5%	72.6%	64.4%	70.0%	61.4%	71.7%	58.5%	70.6%	63.5%	73.3%	73.9%	60.4%	68.8%	72.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	147	12	48	47	37	80	62	94	40	12	101	32	12	22	124	22	114	50	96	6	44	68	79	-
	29.0%	26.1%	28.9%	34.1%	27.6%	26.4%	36.3%	26.6%	36.0%	37.5%	27.4%	35.6%	30.0%	38.6%	28.3%	41.5%	29.4%	36.5%	26.7%	26.1%	39.6%	31.2%	27.3%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q4. (GCQ) 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?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 3
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q4. (GCQ) 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?																								
Total Eligible	147	12	48	47	37	80	62	94	40	12	101	32	12	22	124	22	114	50	96	6	44	68	79	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	145	12	46	47	37	79	61	93	39	12	100	32	12	21	123	22	112	49	95	6	43	66	79	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	2	-	-	1	1	1	1	-	1	-	-	1	1	-	2	1	1	-	1	2	-	-
Always	115	10	35	38	31	61	51	80	24	10	81	24	9	16	98	14	90	39	76	5	34	50	65	-
	79.3%	83.3%	76.1%	80.9%	83.8%	77.2%	83.6%	86.0%	61.5%	83.3%	81.0%	75.0%	75.0%	76.2%	79.7%	63.6%	80.4%	79.6%	80.0%	83.3%	79.1%	75.8%	82.3%	-
Usually	19	2	4	5	6	10	7	8	9	2	13	4	2	3	16	5	14	8	10	1	7	10	9	-
	13.1%	16.7%	8.7%	10.6%	16.2%	12.7%	11.5%	8.6%	23.1%	16.7%	13.0%	12.5%	16.7%	14.3%	13.0%	22.7%	12.5%	16.3%	10.5%	16.7%	16.3%	15.2%	11.4%	-
Sometimes	7	-	4	3	-	5	2	2	5	-	4	3	-	1	6	2	5	1	6	-	1	5	2	-
	4.8%	-	8.7%	6.4%	-	6.3%	3.3%	2.2%	12.8%	-	4.0%	9.4%	-	4.8%	4.9%	9.1%	4.5%	2.0%	6.3%	-	2.3%	7.6%	2.5%	-
Never	4	-	3	1	-	3	1	3	1	-	2	1	1	1	3	1	3	1	3	-	1	1	3	-
	2.8%	-	6.5%	2.1%	-	3.8%	1.6%	3.2%	2.6%	-	2.0%	3.1%	8.3%	4.8%	2.4%	4.5%	2.7%	2.0%	3.2%	-	2.3%	1.5%	3.8%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	134	12	39	43	37	71	58	88	33	12	94	28	11	19	114	19	104	47	86	6	41	60	74	-
	92.4%	100.0%	84.8%	91.5%	100.0%	89.9%	95.1%	94.6%	84.6%	100.0%	94.0%	87.5%	91.7%	90.5%	92.7%	86.4%	92.9%	95.9%	90.5%	100.0%	95.3%	90.9%	93.7%	-
HEDIS/CAHPS SUMMARY RATE - Always	115	10	35	38	31	61	51	80	24	10	81	24	9	16	98	14	90	39	76	5	34	50	65	-
	79.3%	83.3%	76.1%	80.9%	83.8%	77.2%	83.6%	86.0%	61.5%	83.3%	81.0%	75.0%	75.0%	76.2%	79.7%	63.6%	80.4%	79.6%	80.0%	83.3%	79.1%	75.8%	82.3%	-
3-Point Score	2.72	2.83	2.61	2.72	2.84	2.67	2.79	2.81	2.46	2.83	2.75	2.63	2.67	2.67	2.72	2.50	2.73	2.76	2.71	2.83	2.74	2.67	2.76	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 4
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	504	46	166	136	132	301	168	348	112	33	363	90	41	56	436	53	384	137	357	23	111	212	292	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	9	-	2	4	3	5	4	8	1	-	9	-	-	1	8	-	8	1	7	-	1	6	3	-
Yes	330	37	112	93	72	195	114	223	73	25	236	57	30	38	285	36	263	99	221	12	85	137	193	-
	65.5%	80.4% bD	67.5% D	68.4% D	54.5% D	64.8%	67.9%	64.1%	65.2%	75.8%	65.0%	63.3%	73.2%	67.9%	65.4%	67.9%	68.5%	72.3% R	61.9%	52.2% **	76.6%	64.6%	66.1%	-
No	174	9	54	43	60	106	54	125	39	8	127	33	11	18	151	17	121	38	136	11	26	75	99	-
	34.5%	19.6%	32.5% a	31.6% ABC	45.5% ABC	35.2%	32.1%	35.9%	34.8%	24.2%	35.0%	36.7%	26.8%	32.1%	34.6%	32.1%	31.5%	27.7% Q	38.1% Q	47.8% **	23.4%	35.4%	33.9%	-
HEDIS/CAHPS SUMMARY RATE - Yes	330	37	112	93	72	195	114	223	73	25	236	57	30	38	285	36	263	99	221	12	85	137	193	-
	65.5%	80.4% bD	67.5% D	68.4% D	54.5% D	64.8%	67.9%	64.1%	65.2%	75.8%	65.0%	63.3%	73.2%	67.9%	65.4%	67.9%	68.5%	72.3% R	61.9%	52.2% **	76.6%	64.6%	66.1%	-

Cell Contents:
- Count
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- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

GENERAL POPULATION

Table: 5
Level: Top

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?																								
Total Eligible	330	37	112	93	72	195	114	223	73	25	236	57	30	38	285	36	263	99	221	12	85	137	193	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	323	36	110	91	70	190	114	218	71	25	231	57	30	37	280	36	257	98	215	12	84	134	189	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	7	1	2	2	2	5	-	5	2	-	5	-	-	1	5	-	6	1	6	-	1	3	4	-
Always	210	27	76	49	49	119	80	153	36	15	160	30	17	19	187	21	171	70	136	8	60	89	121	-
	65.0%	75.0%	69.1%	53.8%	70.0%	62.6%	70.2%	70.2%	50.7%	60.0%	69.3%	52.6%	56.7%	51.4%	66.8%	58.3%	66.5%	71.4%	63.3%	66.7%	71.4%	66.4%	64.0%	-
Usually	72	7	18	26	15	40	26	42	22	5	45	18	7	11	59	6	61	18	50	3	15	33	39	-
	22.3%	19.4%	16.4%	28.6%	21.4%	21.1%	22.8%	19.3%	31.0%	20.0%	19.5%	31.6%	23.3%	29.7%	21.1%	16.7%	23.7%	18.4%	23.3%	25.0%	17.9%	24.6%	20.6%	-
Sometimes	39	2	14	16	6	29	8	21	13	5	24	9	6	7	32	9	23	9	28	1	8	11	28	-
	12.1%	5.6%	12.7%	17.6%	8.6%	15.3%	7.0%	9.6%	18.3%	20.0%	10.4%	15.8%	20.0%	18.9%	11.4%	25.0%	8.9%	9.2%	13.0%	8.3%	9.5%	8.2%	14.8%	-
Never	2	-	2	-	-	2	-	2	-	-	2	-	-	-	2	-	2	1	1	-	1	1	1	-
	0.6%	-	1.8%	-	-	1.1%	-	0.9%	-	-	0.9%	-	-	-	0.7%	-	0.8%	1.0%	0.5%	-	1.2%	0.7%	0.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	282	34	94	75	64	159	106	195	58	20	205	48	24	30	246	27	232	88	186	11	75	122	160	-
	87.3%	94.4%	85.5%	82.4%	91.4%	83.7%	93.0%	89.4%	81.7%	80.0%	88.7%	84.2%	80.0%	81.1%	87.9%	75.0%	90.3%	89.8%	86.5%	91.7%	89.3%	91.0%	84.7%	-
HEDIS/CAHPS SUMMARY RATE - Always	210	27	76	49	49	119	80	153	36	15	160	30	17	19	187	21	171	70	136	8	60	89	121	-
	65.0%	75.0%	69.1%	53.8%	70.0%	62.6%	70.2%	70.2%	50.7%	60.0%	69.3%	52.6%	56.7%	51.4%	66.8%	58.3%	66.5%	71.4%	63.3%	66.7%	71.4%	66.4%	64.0%	-
3-Point Score	2.52	2.69	2.55	2.36	2.61	2.46	2.63	2.60	2.32	2.40	2.58	2.37	2.37	2.32	2.55	2.33	2.57	2.61	2.50	2.58	2.61	2.57	2.49	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?																								
Total Eligible	513 100.0%	46 100.0%	168 100.0%	140 100.0%	135 100.0%	306 100.0%	172 100.0%	356 100.0%	113 100.0%	33 100.0%	372 100.0%	90 100.0%	41 100.0%	57 100.0%	444 100.0%	53 100.0%	392 100.0%	138 100.0%	364 100.0%	23 100.0%	112 100.0%	218 100.0%	295 100.0%	-
Total Valid Responses	486 100.0%	46 100.0%	161 100.0%	132 100.0%	128 100.0%	292 100.0%	168 100.0%	342 100.0%	105 100.0%	30 100.0%	354 100.0%	83 100.0%	40 100.0%	57 100.0%	417 100.0%	52 100.0%	371 100.0%	133 100.0%	344 100.0%	23 100.0%	107 100.0%	213 100.0%	273 100.0%	-
No Answer	27	-	7	8	7	14	4	14	8	3	18	7	1	-	27	1	21	5	20	-	5	5	22	-
None	136 28.0%	12 26.1%	43 26.7%	35 26.5%	41 32.0%	88 30.1%	41 24.4%	103 30.1%	25 23.8%	5 16.7%	106 29.9%	20 24.1%	7 17.5%	13 22.8%	117 28.1%	14 26.9%	95 25.6%	25 18.8%	109 31.7%	5 21.7%	18 16.8%	65 30.5%	71 26.0%	-
1 time	129 26.5%	8 17.4%	49 30.4%	38 28.8%	29 22.7%	77 26.4%	46 27.4%	101 29.5%	21 20.0%	6 20.0%	108 30.5%	13 15.7%	6 15.0%	19 33.3%	109 26.1%	13 25.0%	101 27.2%	40 30.1%	88 25.6%	7 30.4%	33 30.8%	57 26.8%	72 26.4%	-
2	114 23.5%	14 30.4%	38 23.6%	32 24.2%	25 19.5%	67 22.9%	40 23.8%	77 22.5%	26 24.8%	9 30.0%	81 22.9%	19 22.9%	12 30.0%	7 12.3%	105 25.2%	11 21.2%	95 25.6%	33 24.8%	77 22.4%	4 17.4%	28 26.2%	54 25.4%	60 22.0%	-
3	55 11.3%	6 13.0%	14 8.7%	15 11.4%	17 13.3%	30 10.3%	20 11.9%	35 10.2%	15 14.3%	2 6.7%	35 9.9%	14 16.9%	5 12.5%	7 12.3%	46 11.0%	8 15.4%	40 10.8%	16 12.0%	38 11.0%	4 17.4%	12 11.2%	21 9.9%	34 12.5%	-
4	22 4.5%	2 4.3%	4 2.5%	6 4.5%	9 7.0%	14 4.8%	7 4.2%	12 3.5%	6 5.7%	4 13.3%	11 3.1%	7 8.4%	4 10.0%	4 7.0%	18 4.3%	1 1.9%	19 5.1%	10 7.5%	11 3.2%	1 4.3%	9 8.4%	10 4.7%	12 4.4%	-
5 to 9	24 4.9%	3 6.5%	10 6.2%	6 4.5%	5 3.9%	13 4.5%	11 6.5%	12 3.5%	10 9.5%	2 6.7%	12 3.4%	7 8.4%	4 10.0%	6 10.5%	17 4.1%	5 9.6%	15 4.0%	7 5.3%	17 4.9%	2 8.7%	5 4.7%	6 2.8%	18 6.6%	-
10 or more times	6 1.2%	1 2.2%	3 1.9%	-	2 1.6%	3 1.0%	3 1.8%	2 0.6%	2 1.9%	2 6.7%	1 0.3%	3 3.6%	2 5.0%	1 1.8%	5 1.2%	-	6 1.6%	2 1.5%	4 1.2%	-	2 1.9%	-	6 2.2%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	350 72.0%	34 73.9%	118 73.3%	97 73.5%	87 68.0%	204 69.9%	127 75.6%	239 69.9%	80 76.2%	25 83.3%	248 70.1%	63 75.9%	33 82.5%	44 77.2%	300 71.9%	38 73.1%	276 74.4%	108 81.2%	235 68.3%	18 78.3%	89 83.2%	148 69.5%	202 74.0%	-

Cell Contents:
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- Column Percentage
- Statistical Test Results
Statistics:

Presented by SPH Analytics
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2017

- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 7
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?																								
Total Eligible	350	34	118	97	87	204	127	239	80	25	248	63	33	44	300	38	276	108	235	18	89	148	202	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	344	33	116	96	86	199	127	235	78	25	244	62	33	42	296	38	271	106	233	18	87	143	201	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	6	1	2	1	1	5	-	4	2	-	4	1	-	2	4	-	5	2	2	-	2	5	1	-
Yes	236	26	80	62	59	130	95	151	58	22	156	48	27	25	206	28	190	82	150	10	71	105	131	-
	68.6%	78.8%	69.0%	64.6%	68.6%	65.3%	74.8%	64.3%	74.4%	88.0%	63.9%	77.4%	81.8%	59.5%	69.6%	73.7%	70.1%	77.4%	64.4%	55.6%	81.6%	73.4%	65.2%	-
No	108	7	36	34	27	69	32	84	20	3	88	14	6	17	90	10	81	24	83	8	16	38	70	-
	31.4%	21.2%	31.0%	35.4%	31.4%	34.7%	25.2%	35.7%	25.6%	12.0%	36.1%	22.6%	18.2%	40.5%	30.4%	26.3%	29.9%	22.6%	35.6%	44.4%	18.4%	26.6%	34.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	236	26	80	62	59	130	95	151	58	22	156	48	27	25	206	28	190	82	150	10	71	105	131	-
	68.6%	78.8%	69.0%	64.6%	68.6%	65.3%	74.8%	64.3%	74.4%	88.0%	63.9%	77.4%	81.8%	59.5%	69.6%	73.7%	70.1%	77.4%	64.4%	55.6%	81.6%	73.4%	65.2%	-
3-Point Score	2.37	2.58	2.38	2.29	2.37	2.31	2.50	2.29	2.49	2.76	2.28	2.55	2.64	2.19	2.39	2.47	2.40	2.55	2.29	2.11	2.63	2.47	2.30	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 8
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?																								
Total Eligible	350	34	118	97	87	204	127	239	80	25	248	63	33	44	300	38	276	108	235	18	89	148	202	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	344	34	116	96	85	200	126	236	77	25	245	61	33	42	296	38	272	106	232	18	87	143	201	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	6	-	2	1	2	4	1	3	3	-	3	2	-	2	4	-	4	2	3	-	2	5	1	-
Always	239	24	79	66	62	137	91	164	52	20	176	35	24	21	213	14	204	78	156	9	68	105	134	-
	69.5%	70.6%	68.1%	68.8%	72.9%	68.5%	72.2%	69.5%	67.5%	80.0% **	71.8% K	57.4%	72.7%	50.0%	72.0% M	36.8%	75.0% O	73.6%	67.2%	50.0% **	78.2%	73.4%	66.7%	-
Usually	69	8	28	19	10	45	20	47	15	4	45	20	3	10	58	15	48	19	49	5	14	23	46	-
	20.1%	23.5%	24.1% D	19.8%	11.8%	22.5%	15.9%	19.9%	19.5%	16.0% **	18.4%	32.8% JL	9.1%	23.8%	19.6%	39.5% P	17.6%	17.9%	21.1%	27.8% **	16.1%	16.1%	22.9%	-
Sometimes	24	2	4	10	7	11	11	16	8	-	17	3	4	5	19	7	13	9	15	4	5	10	14	-
	7.0%	5.9%	3.4%	10.4% B	8.2%	5.5%	8.7%	6.8%	10.4%	-	6.9%	4.9%	12.1%	11.9%	6.4%	18.4% P	4.8%	8.5%	6.5%	22.2% **	5.7%	7.0%	7.0%	-
Never	12	-	5	1	6	7	4	9	2	1	7	3	2	6	6	2	7	-	12	-	-	5	7	-
	3.5%	-	4.3%	1.0% C	7.1% C	3.5%	3.2%	3.8%	2.6%	4.0% **	2.9%	4.9%	6.1%	14.3% N	2.0%	5.3%	2.6%	-	5.2% Q	-	-	3.5%	3.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	308	32	107	85	72	182	111	211	67	24	221	55	27	31	271	29	252	97	205	14	82	128	180	-
	89.5%	94.1%	92.2%	88.5%	84.7%	91.0%	88.1%	89.4%	87.0%	96.0% **	90.2%	90.2%	81.8%	73.8%	91.6%	76.3%	92.6% O	91.5%	88.4%	77.8% **	94.3%	89.5%	89.6%	-
HEDIS/CAHPS SUMMARY RATE - Always	239	24	79	66	62	137	91	164	52	20	176	35	24	21	213	14	204	78	156	9	68	105	134	-
	69.5%	70.6%	68.1%	68.8%	72.9%	68.5%	72.2%	69.5%	67.5%	80.0% **	71.8% K	57.4%	72.7%	50.0%	72.0% M	36.8%	75.0% O	73.6%	67.2%	50.0% **	78.2%	73.4%	66.7%	-
3-Point Score	2.59	2.65	2.60	2.57	2.58	2.60	2.60	2.59	2.55	2.76	2.62	2.48	2.55	2.24	2.64	2.13	2.68	2.65	2.56	2.28	2.72	2.63	2.56	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

Molina Healthcare, Inc.
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Table: 9
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?																								
Total Eligible	350	34	118	97	87	204	127	239	80	25	248	63	33	44	300	38	276	108	235	18	89	148	202	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	346	34	116	96	86	201	127	236	79	25	245	63	33	43	297	38	272	106	233	18	87	144	202	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	2	1	1	3	-	3	1	-	3	-	-	1	3	-	4	2	2	-	2	4	-	-
Yes	107	9	30	34	31	57	45	70	25	11	69	23	14	12	94	13	89	39	66	6	33	38	69	-
	30.9%	26.5%	25.9%	35.4%	36.0%	28.4%	35.4%	29.7%	31.6%	44.0%	28.2%	36.5%	42.4%	27.9%	31.6%	34.2%	32.7%	36.8%	28.3%	33.3%	37.9%	26.4%	34.2%	-
No	239	25	86	62	55	144	82	166	54	14	176	40	19	31	203	25	183	67	167	12	54	106	133	-
	69.1%	73.5%	74.1%	64.6%	64.0%	71.6%	64.6%	70.3%	68.4%	56.0%	71.8%	63.5%	57.6%	72.1%	68.4%	65.8%	67.3%	63.2%	71.7%	66.7%	62.1%	73.6%	65.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	107	9	30	34	31	57	45	70	25	11	69	23	14	12	94	13	89	39	66	6	33	38	69	-
	30.9%	26.5%	25.9%	35.4%	36.0%	28.4%	35.4%	29.7%	31.6%	44.0%	28.2%	36.5%	42.4%	27.9%	31.6%	34.2%	32.7%	36.8%	28.3%	33.3%	37.9%	26.4%	34.2%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 10
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?																									
Total Eligible	107	9	30	34	31	57	45	70	25	11	69	23	14	12	94	13	89	39	66	6	33	38	69	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	107	9	30	34	31	57	45	70	25	11	69	23	14	12	94	13	89	39	66	6	33	38	69	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	96	9	26	30	28	50	42	62	23	10	61	21	13	11	84	13	80	36	58	6	30	35	61	-	
	89.7%	100.0%	86.7%	88.2%	90.3%	87.7%	93.3%	88.6%	92.0%	90.9%	88.4%	91.3%	92.9%	91.7%	89.4%	100.0%	89.9%	92.3%	87.9%	100.0%	90.9%	92.1%	88.4%	-	
No	11	-	4	4	3	7	3	8	2	1	8	2	1	1	10	-	9	3	8	-	3	3	8	-	
	10.3%	-	13.3%	11.8%	9.7%	12.3%	6.7%	11.4%	8.0%	9.1%	11.6%	8.7%	7.1%	8.3%	10.6%	-	10.1%	7.7%	12.1%	-	9.1%	7.9%	11.6%	-	
HEDIS/CAHPS SUMMARY RATE - Yes	96	9	26	30	28	50	42	62	23	10	61	21	13	11	84	13	80	36	58	6	30	35	61	-	
	89.7%	100.0%	86.7%	88.2%	90.3%	87.7%	93.3%	88.6%	92.0%	90.9%	88.4%	91.3%	92.9%	91.7%	89.4%	100.0%	89.9%	92.3%	87.9%	100.0%	90.9%	92.1%	88.4%	-	
3-Point Score	2.79	3.00	2.73	2.76	2.81	2.75	2.87	2.77	2.84	2.82	2.77	2.83	2.86	2.83	2.79	3.00	2.80	2.85	2.76	3.00	2.82	2.84	2.77	-	

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 11
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?																								
Total Eligible	107	9	30	34	31	57	45	70	25	11	69	23	14	12	94	13	89	39	66	6	33	38	69	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	107	9	30	34	31	57	45	70	25	11	69	23	14	12	94	13	89	39	66	6	33	38	69	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	62	6	13	22	18	27	32	40	12	9	41	10	10	9	52	5	54	23	37	4	19	18	44	-
	57.9%	66.7%	43.3%	64.7%	58.1%	47.4%	71.1%	57.1%	48.0%	81.8%	59.4%	43.5%	71.4%	75.0%	55.3%	38.5%	60.7%	59.0%	56.1%	66.7%	57.6%	47.4%	63.8%	-
No	45	3	17	12	13	30	13	30	13	2	28	13	4	3	42	8	35	16	29	2	14	20	25	-
	42.1%	33.3%	56.7%	35.3%	41.9%	52.6%	28.9%	42.9%	52.0%	18.2%	40.6%	56.5%	28.6%	25.0%	44.7%	61.5%	39.3%	41.0%	43.9%	33.3%	42.4%	52.6%	36.2%	-
HEDIS/CAHPS SUMMARY RATE - Yes	62	6	13	22	18	27	32	40	12	9	41	10	10	9	52	5	54	23	37	4	19	18	44	-
	57.9%	66.7%	43.3%	64.7%	58.1%	47.4%	71.1%	57.1%	48.0%	81.8%	59.4%	43.5%	71.4%	75.0%	55.3%	38.5%	60.7%	59.0%	56.1%	66.7%	57.6%	47.4%	63.8%	-
3-Point Score	2.16	2.33	1.87	2.29	2.16	1.95	2.42	2.14	1.96	2.64	2.19	1.87	2.43	2.50	2.11	1.77	2.21	2.18	2.12	2.33	2.15	1.95	2.28	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (**)

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2017

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

Total Eligible	107	9	30	34	31	57	45	70	25	11	69	23	14	12	94	13	89	39	66	6	33	38	69	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	107	9	30	34	31	57	45	70	25	11	69	23	14	12	94	13	89	39	66	6	33	38	69	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	82	9	21	24	25	43	35	51	19	11	53	17	11	11	70	7	71	30	50	4	26	23	59	-
	76.6%	100.0%	70.0%	70.6%	80.6%	75.4%	77.8%	72.9%	76.0%	100.0%	76.8%	73.9%	78.6%	91.7%	74.5%	53.8%	79.8%	76.9%	75.8%	66.7%	78.8%	60.5%	85.5%	U
No	25	-	9	10	6	14	10	19	6	-	16	6	3	1	24	6	18	9	16	2	7	15	10	-
	23.4%	-	30.0%	29.4%	19.4%	24.6%	22.2%	27.1%	24.0%	-	23.2%	26.1%	21.4%	8.3%	25.5%	46.2%	20.2%	23.1%	24.2%	33.3%	21.2%	39.5%	14.5%	-
																						V		
HEDIS/CAHPS SUMMARY RATE - Yes	82	9	21	24	25	43	35	51	19	11	53	17	11	11	70	7	71	30	50	4	26	23	59	-
	76.6%	100.0%	70.0%	70.6%	80.6%	75.4%	77.8%	72.9%	76.0%	100.0%	76.8%	73.9%	78.6%	91.7%	74.5%	53.8%	79.8%	76.9%	75.8%	66.7%	78.8%	60.5%	85.5%	U
3-Point Score	2.53	3.00	2.40	2.41	2.61	2.51	2.56	2.46	2.52	3.00	2.54	2.48	2.57	2.83	2.49	2.08	2.60	2.54	2.52	2.33	2.58	2.21	2.71	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q14. 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?

GENERAL POPULATION

Total	RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q14. 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?																								
Total Eligible	350	34	118	97	87	204	127	239	80	25	248	63	33	84	300	38	276	108	235	18	89	148	202	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	344	33	116	95	86	200	126	235	78	25	245	62	33	83	296	38	273	106	231	18	87	143	201	-
No Answer	6	1	2	2	1	4	1	4	2	-	3	1	-	1	4	-	3	2	4	-	2	5	1	-
10 - Best health care possible	163	20	53	41	43	108	46	117	32	13	119	31	12	7	154	5	141	61	101	6	54	50	113	-
	47.4%	60.6%	45.7%	43.2%	50.0%	54.0%	36.5%	49.8%	41.0%	52.0%	48.6%	50.0%	36.4%	16.3%	52.0%	13.2%	51.6%	57.5%	43.7%	33.3%	62.1%	35.0%	56.2%	-
9	81	6	27	26	18	41	34	56	17	5	59	13	8	7	73	2	73	20	59	5	15	40	41	-
	23.5%	18.2%	23.3%	27.4%	20.9%	20.5%	27.0%	23.8%	21.8%	20.0%	24.1%	21.0%	24.2%	16.3%	24.7%	5.3%	26.7%	18.9%	25.5%	27.8%	17.2%	28.0%	20.4%	-
8	58	4	16	19	17	27	29	39	15	3	39	13	5	13	44	9	46	19	38	5	14	28	30	-
	16.9%	12.1%	13.8%	20.0%	19.8%	13.5%	23.0%	16.6%	19.2%	12.0%	15.9%	21.0%	15.2%	30.2%	14.9%	23.7%	16.8%	17.9%	16.5%	27.8%	16.1%	19.6%	14.9%	-
7	19	-	10	3	5	10	8	10	5	3	13	1	4	8	10	11	5	2	15	2	-	9	10	-
	5.5%	-	8.6%	3.2%	5.8%	5.0%	6.3%	4.3%	6.4%	12.0%	5.3%	1.6%	12.1%	18.6%	3.4%	28.9%	1.8%	1.9%	6.5%	11.1%	-	6.3%	5.0%	-
6	8	1	4	1	2	4	4	6	2	-	6	1	1	3	5	5	3	2	6	-	2	6	2	-
	2.3%	3.0%	3.4%	1.1%	2.3%	2.0%	3.2%	2.6%	2.6%	-	2.4%	1.6%	1.0%	7.0%	1.7%	13.2%	1.1%	1.9%	2.6%	-	2.3%	4.2%	1.0%	-
5	9	1	3	4	-	5	4	5	4	-	6	3	-	3	6	4	3	2	6	-	2	6	3	-
	2.6%	3.0%	2.6%	4.2%	-	2.5%	3.2%	2.1%	5.1%	-	2.4%	4.8%	-	7.0%	2.0%	10.5%	1.1%	1.9%	2.6%	-	2.3%	4.2%	1.5%	-
4	1	-	-	-	1	1	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-
	0.3%	-	-	-	1.2%	0.5%	-	0.4%	-	-	0.4%	-	-	-	0.3%	-	0.4%	-	0.4%	-	-	0.7%	-	-
3	3	1	2	-	-	3	-	1	2	-	2	-	1	2	1	2	-	-	3	-	-	2	1	-
	0.9%	3.0%	1.7%	-	-	1.5%	-	0.4%	2.6%	-	0.8%	-	3.0%	4.7%	0.3%	5.3%	-	-	1.3%	-	-	1.4%	0.5%	-
2	1	-	-	1	-	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-	-
	0.3%	-	-	1.1%	-	0.5%	-	-	1.3%	-	-	-	3.0%	-	0.3%	-	-	-	0.4%	-	-	0.7%	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst health care possible	1	-	1	-	-	1	-	1	-	1	-	-	1	-	1	-	1	-	1	-	-	1	-	-
	0.3%	-	0.9%	-	-	0.8%	-	0.4%	-	4.0%	-	-	3.0%	-	0.3%	-	0.4%	-	0.4%	-	-	0.5%	-	-
SUMMARY - 0-3	5	1	3	1	-	4	1	1	3	1	2	-	3	2	3	2	1	-	5	-	-	3	2	-
	1.5%	3.0%	2.6%	1.1%	-	2.0%	0.8%	0.4%	3.8%	4.0%	0.8%	-	9.1%	4.7%	1.0%	5.3%	0.4%	-	2.2%	-	-	2.1%	1.0%	-
SUMMARY - 4-7	37	2	17	8	8	20	16	22	11	3	26	5	5	14	22	20	12	6	28	2	4	22	15	-
	10.8%	6.1%	14.7%	8.4%	9.3%	10.0%	12.7%	9.4%	14.1%	12.0%	10.6%	8.1%	15.2%	32.6%	7.4%	52.6%	4.4%	5.7%	12.1%	11.1%	4.6%	15.4%	7.5%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	302	30	96	86	78	176	109	212	64	21	217	57	25	27	271	16	260	100	198	16	83	118	184	-
	87.8%	90.9%	82.8%	90.5%	90.7%	88.0%	86.5%	90.2%	82.1%	84.0%	88.6%	91.9%	75.8%	62.8%	91.6%	42.1%	95.2%	94.3%	85.7%	88.9%	95.4%	82.5%	91.5%	-
HEDIS/CAHPS SUMMARY RATE - 9-10	244	26	80	67	61	149	80	173	49	18	178	44	20	14	227	7	214	81	160	11	69	90	154	-
	70.9%	78.8%	69.0%	70.5%	70.9%	74.5%	63.5%	73.6%	62.8%	72.0%	72.7%	71.0%	60.6%	32.6%	76.7%	18.4%	78.4%	76.4%	69.3%	61.1%	79.3%	62.9%	76.6%	-
3-Point Score	2.64	2.70	2.60	2.64	2.67	2.68	2.56	2.68	2.51	2.68	2.67	2.65	2.48	2.14	2.72	1.89	2.75	2.73	2.61	2.61	2.75	2.52	2.73	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results

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 2017

Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 14
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?																								
Total Eligible	350	34	118	97	87	204	127	239	80	25	248	63	33	44	300	38	276	108	235	18	89	148	202	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	346	34	116	96	86	201	127	236	79	25	245	63	33	43	297	38	273	106	233	18	87	144	202	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	2	1	1	3	-	3	1	-	3	-	-	1	3	-	3	2	2	-	2	4	-	-
Always	214	19	76	59	55	127	79	153	40	18	157	36	17	12	198	12	181	72	138	8	63	85	129	-
	61.8%	55.9%	65.5%	61.5%	64.0%	63.2%	62.2%	64.8%	50.6%	72.0%	64.1%	57.1%	51.5%	27.9%	66.7%	31.6%	66.3%	67.9%	59.2%	44.4%	72.4%	59.0%	63.9%	-
Usually	103	15	32	28	21	56	40	66	28	6	69	23	10	26	75	19	74	24	77	7	17	50	53	-
	29.8%	44.1%	27.6%	29.2%	24.4%	27.9%	31.5%	28.0%	35.4%	24.0%	28.2%	36.5%	30.3%	60.5%	25.3%	50.0%	27.1%	22.6%	33.0%	38.9%	19.5%	34.7%	26.2%	-
Sometimes	26	-	8	9	8	18	7	14	11	1	17	4	5	5	21	6	17	8	17	3	5	8	18	-
	7.5%	-	6.9%	9.4%	9.3%	9.0%	5.5%	5.9%	13.9%	4.0%	6.9%	6.3%	15.2%	11.6%	7.1%	15.8%	6.2%	7.5%	7.3%	16.7%	5.7%	5.6%	8.9%	-
Never	3	-	-	2	-	1	3	-	-	-	2	-	1	-	3	1	1	2	1	-	2	1	2	-
	0.9%	-	-	2.3%	-	0.8%	1.3%	-	-	-	0.8%	-	3.0%	-	1.0%	2.6%	0.4%	1.9%	0.4%	-	2.3%	0.7%	1.0%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	317	34	108	87	76	183	119	219	68	24	226	59	27	38	273	31	255	96	215	15	80	135	182	-
	91.6%	100.0%	93.1%	90.6%	88.4%	91.0%	93.7%	92.8%	86.1%	96.0%	92.2%	93.7%	81.8%	88.4%	91.9%	81.6%	93.4%	90.6%	92.3%	83.3%	92.0%	93.8%	90.1%	-
HEDIS/CAHPS SUMMARY RATE - Always	214	19	76	59	55	127	79	153	40	18	157	36	17	12	198	12	181	72	138	8	63	85	129	-
	61.8%	55.9%	65.5%	61.5%	64.0%	63.2%	62.2%	64.8%	50.6%	72.0%	64.1%	57.1%	51.5%	27.9%	66.7%	31.6%	66.3%	67.9%	59.2%	44.4%	72.4%	59.0%	63.9%	-
3-Point Score	2.53	2.56	2.59	2.52	2.52	2.54	2.56	2.58	2.37	2.68	2.56	2.51	2.33	2.16	2.59	2.13	2.60	2.58	2.52	2.28	2.64	2.53	2.54	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q16. Is your child now enrolled in any kind of school or daycare?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 15
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q16. Is your child now enrolled in any kind of school or daycare?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	505	45	167	139	130	301	171	350	112	32	364	90	41	57	436	51	386	135	360	22	110	213	292	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	8	1	1	1	5	5	1	6	1	1	8	-	-	-	8	2	6	3	4	1	2	5	3	-
Yes	357	22	115	101	101	205	128	246	81	22	249	69	34	44	305	37	275	89	259	17	71	151	206	-
	70.7%	48.9%	68.9%	72.7%	77.7%	68.1%	74.9%	70.3%	72.3%	68.8%	68.4%	76.7%	82.9%	77.2%	70.0%	72.5%	71.2%	65.9%	71.9%	77.3%	64.5%	70.9%	70.5%	-
No	148	23	52	38	29	96	43	104	31	10	115	21	7	13	131	14	111	46	101	5	39	62	86	-
	29.3%	51.1%	31.1%	27.3%	22.3%	31.9%	25.1%	29.7%	27.7%	31.3%	31.6%	23.3%	17.1%	22.8%	30.0%	27.5%	28.8%	34.1%	28.1%	22.7%	35.5%	29.1%	29.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	357	22	115	101	101	205	128	246	81	22	249	69	34	44	305	37	275	89	259	17	71	151	206	-
	70.7%	48.9%	68.9%	72.7%	77.7%	68.1%	74.9%	70.3%	72.3%	68.8%	68.4%	76.7%	82.9%	77.2%	70.0%	72.5%	71.2%	65.9%	71.9%	77.3%	64.5%	70.9%	70.5%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions: Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
- Minimum Base: 30 (**), Small Base: 30 (*)

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Q17. In the last 6 months, did you need your child's doctor or other health providers to contact a school or daycare center about your child's health or health care?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q17. In the last 6 months, did you need your child's doctor or other health providers to contact a school or daycare center about your child's health or health care?																								
Total Eligible	357	22	115	101	101	205	128	246	81	22	249	69	34	44	305	37	275	89	259	17	71	151	206	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	348	22	114	97	97	201	125	239	80	21	245	68	30	42	298	35	270	86	253	16	69	145	203	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	9	-	1	4	4	4	3	7	1	1	4	1	4	2	7	2	5	3	6	1	2	6	3	-
Yes	41	3	16	10	11	32	7	20	16	5	19	12	10	4	37	7	29	14	26	2	12	9	32	-
	11.8%	13.6%	14.0%	10.3%	11.3%	15.9%	5.6%	8.4%	20.0%	23.8%	7.8%	17.6%	33.3%	9.5%	12.4%	20.0%	10.7%	16.3%	10.3%	12.5%	17.4%	6.2%	15.8%	-
No	307	19	98	87	86	169	118	219	64	16	226	56	20	38	261	28	241	72	227	14	57	136	171	-
	88.2%	86.4%	86.0%	89.7%	88.7%	84.1%	94.4%	91.6%	80.0%	76.2%	92.2%	82.4%	66.7%	90.5%	87.6%	80.0%	89.3%	83.7%	89.7%	87.5%	82.6%	93.8%	84.2%	-
HEDIS/CAHPS SUMMARY RATE - Yes	41	3	16	10	11	32	7	20	16	5	19	12	10	4	37	7	29	14	26	2	12	9	32	-
	11.8%	13.6%	14.0%	10.3%	11.3%	15.9%	5.6%	8.4%	20.0%	23.8%	7.8%	17.6%	33.3%	9.5%	12.4%	20.0%	10.7%	16.3%	10.3%	12.5%	17.4%	6.2%	15.8%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

Q18. (CC-CCC) 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?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 17
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q18. (CC-CCC) 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?																								
Total Eligible	41	3	16	10	11	32	7	20	16	5	19	12	10	4	37	7	29	14	26	2	12	9	32	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	41	3	16	10	11	32	7	20	16	5	19	12	10	4	37	7	29	14	26	2	12	9	32	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	39	3	16	9	10	31	7	19	16	4	18	11	10	4	35	7	28	13	25	1	12	8	31	-
	95.1%	100.0%	100.0%	90.0%	90.9%	96.9%	100.0%	95.0%	100.0%	80.0%	94.7%	91.7%	100.0%	100.0%	94.6%	100.0%	96.6%	92.9%	96.2%	50.0%	100.0%	88.9%	96.9%	-
No	2	-	-	1	1	1	-	1	-	1	1	1	-	-	2	-	1	1	1	1	-	1	1	-
	4.9%	-	-	10.0%	9.1%	3.1%	-	5.0%	-	20.0%	5.3%	8.3%	-	-	5.4%	-	3.4%	7.1%	3.8%	50.0%	-	11.1%	3.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	39	3	16	9	10	31	7	19	16	4	18	11	10	4	35	7	28	13	25	1	12	8	31	-
	95.1%	100.0%	100.0%	90.0%	90.9%	96.9%	100.0%	95.0%	100.0%	80.0%	94.7%	91.7%	100.0%	100.0%	94.6%	100.0%	96.6%	92.9%	96.2%	50.0%	100.0%	88.9%	96.9%	-
3-Point Score	2.90	3.00	3.00	2.80	2.82	2.94	3.00	2.90	3.00	2.60	2.89	2.83	3.00	3.00	2.89	3.00	2.93	2.86	2.92	2.00	3.00	2.78	2.94	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q19. 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?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q19. 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?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	509	46	167	137	135	304	170	352	113	33	368	90	41	56	441	51	391	138	360	23	112	214	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	1	3	-	2	2	4	-	-	4	-	-	1	3	2	1	-	4	-	-	4	-	-
Yes	35	5	10	8	11	18	15	21	8	6	25	5	4	5	29	4	29	12	22	2	10	16	19	-
	6.9%	10.9%	6.0%	5.8%	8.1%	5.9%	8.8%	6.0%	7.1%	18.2%	6.8%	5.6%	9.8%	8.9%	6.6%	7.8%	7.4%	8.7%	6.1%	8.7%	8.9%	7.5%	6.4%	-
No	474	41	157	129	124	286	155	331	105	27	343	85	37	51	412	47	362	126	338	21	102	198	276	-
	93.1%	89.1%	94.0%	94.2%	91.9%	94.1%	91.2%	94.0%	92.9%	81.8%	93.2%	94.4%	90.2%	91.1%	93.4%	92.2%	92.6%	91.3%	93.9%	91.3%	91.1%	92.5%	93.6%	-
HEDIS/CAHPS SUMMARY RATE - Yes	35	5	10	8	11	18	15	21	8	6	25	5	4	5	29	4	29	12	22	2	10	16	19	-
	6.9%	10.9%	6.0%	5.8%	8.1%	5.9%	8.8%	6.0%	7.1%	18.2%	6.8%	5.6%	9.8%	8.9%	6.6%	7.8%	7.4%	8.7%	6.1%	8.7%	8.9%	7.5%	6.4%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,

O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,

o/p, q/r, s/t, u/v/w

Minimum Base: 30 (**), Small Base: 30 (*)

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2017

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?																								
Total Eligible	35	5	10	8	11	18	15	21	8	6	25	5	4	5	29	4	29	12	22	2	10	16	19	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	35	5	10	8	11	18	15	21	8	6	25	5	4	5	29	4	29	12	22	2	10	16	19	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	21	2	7	5	7	10	11	12	6	3	15	3	2	-	20	1	18	6	15	-	6	10	11	-
	60.0%	40.0%	70.0%	62.5%	63.6%	55.6%	73.3%	57.1%	75.0%	50.0%	60.0%	60.0%	50.0%	-	69.0%	25.0%	62.1%	50.0%	68.2%	-	60.0%	62.5%	57.9%	-
Usually	6	1	1	1	2	4	1	4	1	1	4	1	1	4	2	1	5	3	2	1	2	5	1	-
	17.1%	20.0%	10.0%	12.5%	18.2%	22.2%	6.7%	19.0%	12.5%	16.7%	16.0%	20.0%	25.0%	80.0%	6.9%	25.0%	17.2%	25.0%	9.1%	50.0%	20.0%	31.3%	5.3%	-
Sometimes	4	1	1	1	1	3	1	3	-	1	3	1	-	-	4	1	3	1	3	-	1	1	3	-
	11.4%	20.0%	10.0%	12.5%	9.1%	16.7%	6.7%	14.3%	-	16.7%	12.0%	20.0%	-	-	13.8%	25.0%	10.3%	8.3%	13.6%	-	10.0%	6.3%	15.8%	-
Never	4	1	1	1	1	1	2	2	1	1	3	-	1	1	3	1	3	2	2	1	1	-	4	-
	11.4%	20.0%	10.0%	12.5%	9.1%	5.6%	13.3%	9.5%	12.5%	16.7%	12.0%	-	25.0%	20.0%	10.3%	25.0%	10.3%	16.7%	9.1%	50.0%	10.0%	-	21.1%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	27	3	8	6	9	14	12	16	7	4	19	4	3	4	22	2	23	9	17	1	8	15	12	-
	77.1%	60.0%	80.0%	75.0%	81.8%	77.8%	80.0%	76.2%	87.5%	66.7%	76.0%	80.0%	75.0%	80.0%	75.9%	50.0%	79.3%	75.0%	77.3%	50.0%	80.0%	93.8%	63.2%	-
HEDIS/CAHPS SUMMARY RATE - Always	21	2	7	5	7	10	11	12	6	3	15	3	2	-	20	1	18	6	15	-	6	10	11	-
	60.0%	40.0%	70.0%	62.5%	63.6%	55.6%	73.3%	57.1%	75.0%	50.0%	60.0%	60.0%	50.0%	-	69.0%	25.0%	62.1%	50.0%	68.2%	-	60.0%	62.5%	57.9%	-
3-Point Score	2.37	2.00	2.50	2.38	2.45	2.33	2.53	2.33	2.63	2.17	2.36	2.40	2.25	1.80	2.45	1.75	2.41	2.25	2.45	1.50	2.40	2.56	2.21	-

Cell Contents:
- Count
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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 20
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?																								
Total Eligible	35	5	10	8	11	18	15	21	8	6	25	5	4	5	29	4	29	12	22	2	10	16	19	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	34	5	10	8	10	17	15	21	7	6	24	5	4	5	28	4	28	12	21	2	10	15	19	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	1	-	-	1	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-
Yes	29	4	9	5	10	14	13	19	6	4	20	4	4	4	24	2	25	11	17	2	9	15	14	-
	85.3%	80.0%	90.0%	62.5%	100.0%	82.4%	86.7%	90.5%	85.7%	66.7%	83.3%	80.0%	100.0%	80.0%	85.7%	50.0%	89.3%	91.7%	81.0%	100.0%	90.0%	100.0%	73.7%	-
No	5	1	1	3	-	3	2	2	1	2	4	1	-	1	4	2	3	1	4	-	1	-	5	-
	14.7%	20.0%	10.0%	37.5%	-	17.6%	13.3%	9.5%	14.3%	33.3%	16.7%	20.0%	-	20.0%	14.3%	50.0%	10.7%	8.3%	19.0%	-	10.0%	-	26.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	29	4	9	5	10	14	13	19	6	4	20	4	4	4	24	2	25	11	17	2	9	15	14	-
	85.3%	80.0%	90.0%	62.5%	100.0%	82.4%	86.7%	90.5%	85.7%	66.7%	83.3%	80.0%	100.0%	80.0%	85.7%	50.0%	89.3%	91.7%	81.0%	100.0%	90.0%	100.0%	73.7%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	508	46	167	137	134	302	171	351	113	33	367	90	41	56	440	51	390	136	361	23	110	213	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	1	3	1	4	1	5	-	-	5	-	-	1	4	2	2	2	3	-	2	5	-	-
Yes	67	6	29	14	14	36	27	35	25	7	32	21	13	6	60	7	54	27	38	5	22	26	41	-
	13.2%	13.0%	17.4% cd	10.2%	10.4%	11.9%	15.8%	10.0%	22.1% G	21.2% G	8.7%	23.3% J	31.7% J	10.7%	13.6%	13.7%	13.8%	19.9% R	10.5%	21.7% **	20.0%	12.2%	13.9%	-
No	441	40	138	123	120	266	144	316	88	26	335	69	28	50	380	44	336	109	323	18	88	187	254	-
	86.8%	87.0%	82.6% b	89.8% b	89.6% b	88.1%	84.2%	90.0% H	77.9% G	78.8% G	91.3% KL	76.7% J	68.3% J	89.3% G	86.4% G	86.3% G	86.2% G	80.1% Q	89.5% Q	78.3% **	80.0%	87.8%	86.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	67	6	29	14	14	36	27	35	25	7	32	21	13	6	60	7	54	27	38	5	22	26	41	-
	13.2%	13.0%	17.4% cd	10.2%	10.4%	11.9%	15.8%	10.0%	22.1% G	21.2% G	8.7%	23.3% J	31.7% J	10.7%	13.6%	13.7%	13.8%	19.9% R	10.5%	21.7% **	20.0%	12.2%	13.9%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 22
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?																								
Total Eligible	67	6	29	14	14	36	27	35	25	7	32	21	13	6	60	7	54	27	38	5	22	26	41	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	64	6	27	14	13	34	26	34	23	7	30	21	13	5	58	7	51	26	36	5	21	24	40	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	2	-	1	2	1	1	2	-	2	-	-	1	2	-	3	1	2	-	1	2	1	-
Always	42	5	21	9	5	21	18	23	17	2	20	16	6	1	40	4	35	16	26	2	14	12	30	-
	65.6%	83.3%	77.8%	64.3%	38.5%	61.8%	69.2%	67.6%	73.9%	28.6%	66.7%	76.2%	46.2%	20.0%	69.0%	57.1%	68.6%	61.5%	72.2%	40.0%	66.7%	50.0%	75.0%	-
Usually	15	1	4	4	5	6	8	6	5	4	6	3	6	3	12	3	11	7	7	3	4	8	7	-
	23.4%	16.7%	14.8%	28.6%	38.5%	17.6%	30.8%	17.6%	21.7%	57.1%	20.0%	14.3%	46.2%	60.0%	20.7%	42.9%	21.6%	26.9%	19.4%	60.0%	19.0%	33.3%	17.5%	-
Sometimes	6	-	2	-	3	6	-	4	1	1	3	2	1	1	5	-	5	3	2	-	3	4	2	-
	9.4%	-	7.4%	-	23.1%	17.6%	-	11.8%	4.3%	14.3%	10.0%	9.5%	7.7%	20.0%	8.6%	-	9.8%	11.5%	5.6%	-	14.3%	16.7%	5.0%	-
Never	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-
	1.6%	-	-	7.1%	-	2.9%	-	2.9%	-	-	3.3%	-	-	-	1.7%	-	-	-	2.8%	-	-	-	2.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	57	6	25	13	10	27	26	29	22	6	26	19	12	4	52	7	46	23	33	5	18	20	37	-
	89.1%	100.0%	92.6%	92.9%	76.9%	79.4%	100.0%	85.3%	95.7%	85.7%	86.7%	90.5%	92.3%	80.0%	89.7%	100.0%	90.2%	88.5%	91.7%	100.0%	85.7%	83.3%	92.5%	-
HEDIS/CAHPS SUMMARY RATE - Always	42	5	21	9	5	21	18	23	17	2	20	16	6	1	40	4	35	16	26	2	14	12	30	-
	65.6%	83.3%	77.8%	64.3%	38.5%	61.8%	69.2%	67.6%	73.9%	28.6%	66.7%	76.2%	46.2%	20.0%	69.0%	57.1%	68.6%	61.5%	72.2%	40.0%	66.7%	50.0%	75.0%	-
3-Point Score	2.55	2.83	2.70	2.57	2.15	2.41	2.69	2.53	2.70	2.14	2.53	2.67	2.38	2.00	2.59	2.57	2.59	2.50	2.64	2.40	2.52	2.33	2.68	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

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Table: 23
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?																								
Total Eligible	67	6	29	14	14	36	27	35	25	7	32	21	13	6	60	7	54	27	38	5	22	26	41	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	67	6	29	14	14	36	27	35	25	7	32	21	13	6	60	7	54	27	38	5	22	26	41	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	48	5	23	8	10	27	19	23	19	6	24	14	9	5	43	6	38	25	21	5	20	18	30	-
	71.6%	83.3%	79.3%	57.1%	71.4%	75.0%	70.4%	65.7%	76.0%	85.7%	75.0%	66.7%	69.2%	83.3%	71.7%	85.7%	70.4%	92.6%	55.3%	100.0%	90.9%	69.2%	73.2%	-
No	19	1	6	6	4	9	8	12	6	1	8	7	4	1	17	1	16	2	17	-	2	8	11	-
	28.4%	16.7%	20.7%	42.9%	28.6%	25.0%	29.6%	34.3%	24.0%	14.3%	25.0%	33.3%	30.8%	16.7%	28.3%	14.3%	29.6%	7.4%	44.7%	-	9.1%	30.8%	26.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	48	5	23	8	10	27	19	23	19	6	24	14	9	5	43	6	38	25	21	5	20	18	30	-
	71.6%	83.3%	79.3%	57.1%	71.4%	75.0%	70.4%	65.7%	76.0%	85.7%	75.0%	66.7%	69.2%	83.3%	71.7%	85.7%	70.4%	92.6%	55.3%	100.0%	90.9%	69.2%	73.2%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q25. 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?

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Table: 24
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q25. 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?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	507	45	167	138	134	303	169	352	111	33	369	88	40	55	440	52	390	137	360	23	111	212	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	6	1	1	2	1	3	3	4	2	-	3	2	1	2	4	1	2	1	4	-	1	6	-	-
Yes	55	2	19	9	22	32	19	27	15	11	16	16	21	5	47	5	47	21	32	2	19	25	30	-
	10.8%	4.4%	11.4%	6.5%	16.4%	10.6%	11.2%	7.7%	13.5%	33.3%	4.3%	18.2%	52.5%	9.1%	10.7%	9.6%	12.1%	15.3%	8.9%	8.7%	17.1%	11.8%	10.2%	-
No	452	43	148	129	112	271	150	325	96	22	353	72	19	50	393	47	343	116	328	21	92	187	265	-
	89.2%	95.6%	88.6%	93.5%	83.6%	89.4%	88.8%	92.3%	86.5%	66.7%	95.7%	81.8%	47.5%	90.9%	89.3%	90.4%	87.9%	84.7%	91.1%	91.3%	82.9%	88.2%	89.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	55	2	19	9	22	32	19	27	15	11	16	16	21	5	47	5	47	21	32	2	19	25	30	-
	10.8%	4.4%	11.4%	6.5%	16.4%	10.6%	11.2%	7.7%	13.5%	33.3%	4.3%	18.2%	52.5%	9.1%	10.7%	9.6%	12.1%	15.3%	8.9%	8.7%	17.1%	11.8%	10.2%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 25
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?																								
Total Eligible	55	2	19	9	22	32	19	27	15	11	16	16	21	5	47	5	47	21	32	2	19	25	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	55	2	19	9	22	32	19	27	15	11	16	16	21	5	47	5	47	21	32	2	19	25	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	25	1	8	4	11	12	11	10	8	6	6	10	8	2	22	-	24	11	14	1	10	12	13	-
	45.5%	50.0%	42.1%	44.4%	50.0%	37.5%	57.9%	37.0%	53.3%	54.5%	37.5%	62.5%	38.1%	40.0%	46.8%	-	51.1%	52.4%	43.8%	50.0%	52.6%	48.0%	43.3%	-
Usually	14	1	4	3	5	10	3	8	3	3	5	5	4	1	12	2	12	6	7	-	6	6	8	-
	25.5%	50.0%	21.1%	33.3%	22.7%	31.3%	15.8%	29.6%	20.0%	27.3%	31.3%	31.3%	19.0%	20.0%	25.5%	40.0%	25.5%	28.6%	21.9%	-	31.6%	24.0%	26.7%	-
Sometimes	9	-	5	1	2	6	2	5	2	1	3	-	5	2	6	2	5	1	7	-	1	3	6	-
	16.4%	-	26.3%	11.1%	9.1%	18.8%	10.5%	18.5%	13.3%	9.1%	18.8%	-	23.8%	40.0%	12.8%	40.0%	10.6%	4.8%	21.9%	-	5.3%	12.0%	20.0%	-
Never	7	-	2	1	4	4	3	4	2	1	2	1	4	-	7	1	6	3	4	1	2	4	3	-
	12.7%	-	10.5%	11.1%	18.2%	12.5%	15.8%	14.8%	13.3%	9.1%	12.5%	6.3%	19.0%	-	14.9%	20.0%	12.8%	14.3%	12.5%	50.0%	10.5%	16.0%	10.0%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	39	2	12	7	16	22	14	18	11	9	11	15	12	3	34	2	36	17	21	1	16	18	21	-
	70.9%	100.0%	63.2%	77.8%	72.7%	68.8%	73.7%	66.7%	73.3%	81.8%	68.8%	93.8%	57.1%	60.0%	72.3%	40.0%	76.6%	81.0%	65.6%	50.0%	84.2%	72.0%	70.0%	-
HEDIS/CAHPS SUMMARY RATE - Always	25	1	8	4	11	12	11	10	8	6	6	10	8	2	22	-	24	11	14	1	10	12	13	-
	45.5%	50.0%	42.1%	44.4%	50.0%	37.5%	57.9%	37.0%	53.3%	54.5%	37.5%	62.5%	38.1%	40.0%	46.8%	-	51.1%	52.4%	43.8%	50.0%	52.6%	48.0%	43.3%	-
3-Point Score	2.16	2.50	2.05	2.22	2.23	2.06	2.32	2.04	2.27	2.36	2.06	2.56	1.95	2.00	2.19	1.40	2.28	2.33	2.09	2.00	2.37	2.20	2.13	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

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Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?																								
Total Eligible	55	2	19	9	22	32	19	27	15	11	16	16	21	5	47	5	47	21	32	2	19	25	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	55	2	19	9	22	32	19	27	15	11	16	16	21	5	47	5	47	21	32	2	19	25	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	30	1	10	5	13	21	7	14	8	7	10	8	11	-	29	3	26	17	12	2	15	13	17	-
	54.5%	50.0%	52.6%	55.6%	59.1%	65.6%	36.8%	51.9%	53.3%	63.6%	62.5%	50.0%	52.4%	-	61.7%	60.0%	55.3%	81.0%	37.5%	100.0%	78.9%	52.0%	56.7%	-
No	25	1	9	4	9	11	12	13	7	4	6	8	10	5	18	2	21	4	20	-	4	12	13	-
	45.5%	50.0%	47.4%	44.4%	40.9%	34.4%	63.2%	48.1%	46.7%	36.4%	37.5%	50.0%	47.6%	100.0%	38.3%	40.0%	44.7%	19.0%	62.5%	-	21.1%	48.0%	43.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	30	1	10	5	13	21	7	14	8	7	10	8	11	-	29	3	26	17	12	2	15	13	17	-
	54.5%	50.0%	52.6%	55.6%	59.1%	65.6%	36.8%	51.9%	53.3%	63.6%	62.5%	50.0%	52.4%	-	61.7%	60.0%	55.3%	81.0%	37.5%	100.0%	78.9%	52.0%	56.7%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

Q28. 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?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q28. 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?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	508	46	167	137	134	303	170	352	113	33	367	90	41	56	440	52	389	135	362	23	109	213	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	1	3	1	3	2	4	-	-	5	-	-	1	4	1	3	3	2	-	3	5	-	-
Yes	100	11	32	18	32	46	48	57	29	13	59	26	14	15	83	18	74	36	62	5	31	44	56	-
	19.7%	23.9%	19.2%	13.1%	23.9%	15.2%	28.2%	16.2%	25.7%	39.4%	16.1%	28.9%	34.1%	26.8%	18.9%	34.6%	19.0%	26.7%	17.1%	21.7%	28.4%	20.7%	19.0%	-
		c		C		E		G	G		J	J		P	P	R	R		**	**				-
No	408	35	135	119	102	257	122	295	84	20	308	64	27	41	357	34	315	99	300	18	78	169	239	-
	80.3%	76.1%	80.8%	86.9%	76.1%	84.8%	71.8%	83.8%	74.3%	60.6%	83.9%	71.1%	65.9%	73.2%	81.1%	65.4%	81.0%	73.3%	82.9%	78.3%	71.6%	79.3%	81.0%	-
		aD	aD	aD	aD	F	H	H	KL	KL	KL	KL	KL	KL	O	O	Q	Q	Q	**	**	**	**	-
HEDIS/CAHPS SUMMARY RATE - Yes	100	11	32	18	32	46	48	57	29	13	59	26	14	15	83	18	74	36	62	5	31	44	56	-
	19.7%	23.9%	19.2%	13.1%	23.9%	15.2%	28.2%	16.2%	25.7%	39.4%	16.1%	28.9%	34.1%	26.8%	18.9%	34.6%	19.0%	26.7%	17.1%	21.7%	28.4%	20.7%	19.0%	-
		c		C		E		G	G		J	J		P	P	R	R		**	**				-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q29. (CC-CCC) In the last 6 months, did anyone from your child's health plan, doctors office, or clinic help coordinate your child's care among these different providers or services?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 28
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q29. (CC-CCC) In the last 6 months, did anyone from your child's health plan, doctors office, or clinic help coordinate your child's care among these different providers or services?																								
Total Eligible	100	11	32	18	32	46	48	57	29	13	59	26	14	15	83	18	74	36	62	5	31	44	56	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	100	11	32	18	32	46	48	57	29	13	59	26	14	15	83	18	74	36	62	5	31	44	56	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	68	8	23	11	22	32	33	37	23	7	39	19	9	9	58	12	51	26	40	2	24	25	43	-
	68.0%	72.7%	71.9%	61.1%	68.8%	69.6%	68.8%	64.9%	79.3%	53.8%	66.1%	73.1%	64.3%	60.0%	69.9%	66.7%	68.9%	72.2%	64.5%	40.0%	77.4%	56.8%	76.8%	-
No	32	3	9	7	10	14	15	20	6	6	20	7	5	6	25	6	23	10	22	3	7	19	13	-
	32.0%	27.3%	28.1%	38.9%	31.3%	30.4%	31.3%	35.1%	20.7%	46.2%	33.9%	26.9%	35.7%	40.0%	30.1%	33.3%	31.1%	27.8%	35.5%	60.0%	22.6%	43.2%	23.2%	-
HEDIS/CAHPS SUMMARY RATE - Yes	68	8	23	11	22	32	33	37	23	7	39	19	9	9	58	12	51	26	40	2	24	25	43	-
	68.0%	72.7%	71.9%	61.1%	68.8%	69.6%	68.8%	64.9%	79.3%	53.8%	66.1%	73.1%	64.3%	60.0%	69.9%	66.7%	68.9%	72.2%	64.5%	40.0%	77.4%	56.8%	76.8%	-
3-Point Score	2.36	2.45	2.44	2.22	2.38	2.39	2.38	2.30	2.59	2.08	2.32	2.46	2.29	2.20	2.40	2.33	2.38	2.44	2.29	1.80	2.55	2.14	2.54	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	509	46	168	137	134	304	170	353	113	32	368	90	41	56	442	53	392	138	360	23	112	215	294	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	-	3	1	2	2	3	-	1	4	-	-	1	2	-	-	-	4	-	-	3	1	-
Yes	450	35	151	123	122	260	163	317	95	30	327	80	37	50	392	53	392	129	312	18	109	198	252	-
	88.4%	76.1%	89.9%	89.8%	91.0%	85.5%	95.9%	89.8%	84.1%	93.8%	88.9%	88.9%	90.2%	89.3%	88.7%	100.0%	100.0%	93.5%	86.7%	78.3%**	97.3%	92.1% V	85.7%	-
No	59	11	17	14	12	44	7	36	18	2	41	10	4	6	50	-	-	9	48	5	3	17	42	-
	11.6%	23.9% BCD	10.1%	10.2%	9.0%	14.5% F	4.1%	10.2%	15.9% g	6.3%	11.1%	11.1%	9.8%	10.7%	11.3%	-	-	6.5%	13.3% Q	21.7% **	2.7%	7.9%	14.3% U	-
HEDIS/CAHPS SUMMARY RATE - Yes	450	35	151	123	122	260	163	317	95	30	327	80	37	50	392	53	392	129	312	18	109	198	252	-
	88.4%	76.1%	89.9%	89.8%	91.0%	85.5%	95.9%	89.8%	84.1%	93.8%	88.9%	88.9%	90.2%	89.3%	88.7%	100.0%	100.0%	93.5%	86.7%	78.3%**	97.3%	92.1% V	85.7%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w

Minimum Base: 30 (**), Small Base: 30 (*)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 30
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?																								
Total Eligible	450	35	151	123	122	260	163	317	95	30	327	80	37	50	392	53	392	129	312	18	109	198	252	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	437	35	145	119	119	250	161	311	89	29	318	77	37	49	381	52	383	126	302	18	106	193	244	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	13	-	6	4	3	10	2	6	6	1	9	3	-	1	11	1	9	3	10	-	3	5	8	-
None	114	4	34	31	42	65	46	87	24	2	85	22	7	16	97	20	93	26	87	3	23	54	60	-
	26.1%	11.4%	23.4%	26.1%	35.3%	26.0%	28.6%	28.0%	27.0%	6.9%	26.7%	28.6%	18.9%	32.7%	25.5%	38.5%	24.3%	20.6%	28.8%	16.7%	21.7%	28.0%	24.6%	-
1 time	140	6	55	39	34	76	54	107	22	10	115	17	7	12	127	12	128	44	94	8	36	57	83	-
	32.0%	17.1%	37.9%	32.8%	28.6%	30.4%	33.5%	34.4%	24.7%	34.5%	36.2%	22.1%	18.9%	24.5%	33.3%	23.1%	33.4%	34.9%	31.1%	44.4%	34.0%	29.5%	34.0%	-
2	100	15	29	33	18	63	31	70	22	7	70	19	10	9	90	10	90	26	71	3	21	50	50	-
	22.9%	42.9%	20.0%	27.7%	15.1%	25.2%	19.3%	22.5%	24.7%	24.1%	22.0%	24.7%	27.0%	18.4%	23.6%	19.2%	23.5%	20.6%	23.5%	16.7%	19.8%	25.9%	20.5%	-
3	48	4	15	8	18	26	17	32	9	3	31	9	5	4	40	7	40	16	29	3	13	22	26	-
	11.0%	11.4%	10.3%	6.7%	15.1%	10.4%	10.6%	10.3%	10.1%	10.3%	9.7%	11.7%	13.5%	8.2%	10.5%	13.5%	10.4%	12.7%	9.6%	16.7%	12.3%	11.4%	10.7%	-
4	15	1	4	5	3	10	3	7	4	3	8	4	3	4	11	1	14	8	7	-	8	5	10	-
	3.4%	2.9%	2.8%	4.2%	2.5%	4.0%	1.9%	2.3%	4.5%	10.3%	2.5%	5.2%	8.1%	8.2%	2.9%	1.9%	3.7%	6.3%	2.3%	-	7.5%	2.6%	4.1%	-
5 to 9	15	4	6	3	2	7	8	7	6	2	7	5	3	2	13	2	13	5	10	1	4	5	10	-
	3.4%	11.4%	4.1%	2.5%	1.7%	2.8%	5.0%	2.3%	6.7%	6.9%	2.2%	6.5%	8.1%	4.1%	3.4%	3.8%	3.4%	4.0%	3.3%	5.6%	3.8%	2.6%	4.1%	-
10 or more times	5	1	2	-	2	3	2	1	2	2	2	1	2	2	3	-	5	1	4	-	1	-	5	-
	1.1%	2.9%	1.4%	-	1.7%	1.2%	1.2%	0.3%	2.2%	6.9%	0.6%	1.3%	5.4%	4.1%	0.8%	-	1.3%	0.8%	1.3%	-	0.9%	-	2.0%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	323	31	111	88	77	185	115	224	65	27	233	55	30	33	284	32	290	100	215	15	83	139	184	-
	73.9%	88.6%	76.6%	73.9%	64.7%	74.0%	71.4%	72.0%	73.0%	93.1%	73.3%	71.4%	81.1%	67.3%	74.5%	61.5%	75.7%	79.4%	71.2%	83.3%	78.3%	72.0%	75.4%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q32. (HWDC) 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?

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2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 31
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q32. (HWDC) 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?																								
Total Eligible	323	31	111	88	77	185	115	224	65	27	233	55	30	33	284	32	290	100	215	15	83	139	184	-
Total Valid Responses	321	30	111	88	76	184	115	222	65	27	231	55	30	33	282	32	288	99	214	15	82	138	183	-
No Answer	2	1	-	-	1	1	-	2	-	-	2	-	-	-	2	-	2	1	1	-	1	1	1	-
Always	253	27	88	70	57	145	94	177	50	20	189	39	21	20	228	14	238	85	162	10	73	112	141	-
Usually	47	3	18	15	7	26	16	37	7	3	32	12	3	10	37	12	35	7	39	2	5	21	26	-
Sometimes	17	-	4	2	10	9	5	6	7	3	8	4	4	2	14	5	12	7	9	3	4	3	14	-
Never	4	-	1	1	2	4	-	2	1	1	2	-	2	1	3	1	3	-	4	-	-	2	2	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	300	30	106	85	64	171	110	214	57	23	221	51	24	30	265	26	273	92	201	12	78	133	167	-
HEDIS/CAHPS SUMMARY RATE - Always	253	27	88	70	57	145	94	177	50	20	189	39	21	20	228	14	238	85	162	10	73	112	141	-
3-Point Score	2.72	2.90	2.75	2.76	2.59	2.72	2.77	2.76	2.65	2.59	2.77	2.64	2.50	2.52	2.75	2.25	2.77	2.79	2.70	2.47	2.84	2.78	2.68	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?

Molina Healthcare, Inc.
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Table: 32
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?																								
Total Eligible	323	31	111	88	77	185	115	224	65	27	233	55	30	33	284	32	290	100	215	15	83	139	184	-
Total Valid Responses	321	31	110	88	76	184	115	223	64	27	232	55	30	32	283	32	288	100	213	15	83	138	183	-
No Answer	2	-	1	-	1	1	-	1	1	-	1	-	-	1	1	-	2	-	2	-	-	1	1	-
Always	248	27	83	71	57	147	88	175	50	19	183	41	21	18	226	11	236	81	161	9	70	105	143	-
Usually	57	4	20	14	14	28	22	42	8	5	41	12	4	11	45	11	46	14	42	4	10	28	29	-
Sometimes	14	-	6	3	5	8	5	6	5	3	8	2	4	2	12	8	6	5	9	2	3	4	10	-
Never	2	-	1	-	-	1	-	-	1	-	-	-	-	1	-	2	-	-	1	-	-	1	1	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	305	31	103	85	71	175	110	217	58	24	224	53	25	29	271	22	282	95	203	13	80	133	172	-
HEDIS/CAHPS SUMMARY RATE - Always	248	27	83	71	57	147	88	175	50	19	183	41	21	18	226	11	236	81	161	9	70	105	143	-
3-Point Score	2.72	2.87	2.69	2.77	2.68	2.75	2.72	2.76	2.69	2.59	2.75	2.71	2.53	2.47	2.76	2.03	2.80	2.76	2.71	2.47	2.81	2.72	2.72	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

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Table: 33
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?																								
Total Eligible	323	31	111	88	77	185	115	224	65	27	233	55	30	33	284	32	290	100	215	15	83	139	184	-
Total Valid Responses	323	31	111	88	77	185	115	224	65	27	233	55	30	33	284	32	290	100	215	15	83	139	184	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	269 83.3%	28 90.3%	91 82.0%	77 87.5%	60 77.9%	157 84.9%	95 82.6%	191 85.3%	55 84.6%	19 70.4% **	200 85.8% L	46 83.6% L	19 63.3%	24 72.7%	240 84.5% m	14 43.8%	254 87.6% O	88 88.0%	174 80.9%	12 80.0% **	74 89.2%	120 86.3%	149 81.0%	-
Usually	43 13.3%	3 9.7%	16 14.4%	8 9.1%	14 18.2% c	23 12.4%	15 13.0%	29 12.9%	6 9.2%	6 22.2% **	28 12.0%	8 14.5%	7 23.3% j	6 18.2%	37 13.0%	10 31.3% P	33 11.4%	10 10.0%	33 15.3%	2 13.3% **	8 9.6%	15 10.8%	28 15.2%	-
Sometimes	8 2.5%	-	3 2.7%	2 2.3%	3 3.9%	5 1.6%	4 4.3%	2 1.8%	2 3.1%	2 7.4% **	5 2.1%	-	3 10.0% JK	2 6.1%	6 2.1%	6 18.8% P	2 0.7%	2 2.0%	6 2.8%	1 6.7% **	1 1.2%	3 2.2%	5 2.7%	-
Never	3 0.9%	-	1 0.9%	1 1.1%	-	2 1.1%	-	-	2 3.1% G	-	-	1 1.8% J	1 3.3% J	1 3.0% n	1 0.4%	2 6.3% P	1 0.3%	-	2 0.9%	-	-	1 0.7%	2 1.1%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	312 96.6%	31 100.0%	107 96.4%	85 96.6%	74 96.1%	180 97.3%	110 95.7%	220 98.2%	61 93.8%	25 92.6% **	228 97.9%	54 98.2%	26 86.7%	30 90.9%	277 97.5%	24 75.0%	287 99.0%	98 98.0%	207 96.3%	14 93.3% **	82 98.8%	135 97.1%	177 96.2%	-
HEDIS/CAHPS SUMMARY RATE - Always	269 83.3%	28 90.3%	91 82.0%	77 87.5%	60 77.9%	157 84.9%	95 82.6%	191 85.3%	55 84.6%	19 70.4% **	200 85.8% L	46 83.6% L	19 63.3%	24 72.7%	240 84.5% m	14 43.8%	254 87.6% O	88 88.0%	174 80.9%	12 80.0% **	74 89.2%	120 86.3%	149 81.0%	-
3-Point Score	2.80	2.90	2.78	2.84	2.74	2.82	2.78	2.83	2.78	2.63	2.84	2.82	2.50	2.64	2.82	2.19	2.87	2.86	2.77	2.73	2.88	2.83	2.77	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q35. Is your child able to talk with doctors about his or her health care?

Molina Healthcare, Inc.
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Table: 34
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q35. Is your child able to talk with doctors about his or her health care?																								
Total Eligible	323	31	111	88	77	185	115	224	65	27	233	55	30	33	284	32	290	100	215	15	83	139	184	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	322	31	111	87	77	184	115	223	65	27	232	55	30	33	283	31	290	99	215	15	82	138	184	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	1	-	1	-	-	1	1	-	-
Yes	226	13	69	72	62	139	72	152	49	20	158	41	23	21	201	20	205	73	147	10	63	96	130	-
	70.2%	41.9%	62.2%	82.8%	80.5%	75.5%	62.6%	68.2%	75.4%	74.1%	68.1%	74.5%	76.7%	63.6%	71.0%	64.5%	70.7%	73.7%	68.4%	66.7%	76.8%	69.6%	70.7%	-
No	96	18	42	15	15	45	43	71	16	7	74	14	7	12	82	11	85	26	68	5	19	42	54	-
	29.8%	58.1%	37.8%	17.2%	19.5%	24.5%	37.4%	31.8%	24.6%	25.9%	31.9%	25.5%	23.3%	36.4%	29.0%	35.5%	29.3%	26.3%	31.6%	33.3%	23.2%	30.4%	29.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	226	13	69	72	62	139	72	152	49	20	158	41	23	21	201	20	205	73	147	10	63	96	130	-
	70.2%	41.9%	62.2%	82.8%	80.5%	75.5%	62.6%	68.2%	75.4%	74.1%	68.1%	74.5%	76.7%	63.6%	71.0%	64.5%	70.7%	73.7%	68.4%	66.7%	76.8%	69.6%	70.7%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?																									
	226	13	69	72	62	139	72	152	49	20	158	41	23	21	201	20	205	73	147	10	63	96	130	-	
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	224	12	69	72	62	138	72	150	49	20	157	40	23	21	199	20	203	73	145	10	63	95	129	-	
No Answer	2	1	-	-	-	1	-	2	-	-	1	1	-	-	2	-	2	-	2	-	-	1	1	-	
Always	161	9	45	54	48	103	48	114	30	13	116	27	15	8	150	6	154	56	102	6	50	75	86	-	
Usually	50	2	18	17	11	29	19	32	13	5	36	9	5	12	38	8	42	15	34	3	12	17	33	-	
Sometimes	9	1	4	-	2	4	3	3	4	1	4	3	1	-	8	3	6	1	7	1	-	1	8	-	
Never	4	-	2	1	1	2	2	1	2	1	1	1	2	1	3	3	1	1	2	-	1	2	2	-	
HEDIS/CAHPS SUMMARY RATE - Always/Usually	211	11	63	71	59	132	67	146	43	18	152	36	20	20	188	14	196	71	136	9	62	92	119	-	
HEDIS/CAHPS SUMMARY RATE - Always	161	9	45	54	48	103	48	114	30	13	116	27	15	8	150	6	154	56	102	6	50	75	86	-	
3-Point Score	2.66	2.67	2.57	2.74	2.73	2.70	2.60	2.73	2.49	2.55	2.71	2.58	2.52	2.33	2.70	2.00	2.72	2.74	2.64	2.50	2.78	2.76	2.59	-	

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?																								
Total Eligible	323	31	111	88	77	185	115	224	65	27	233	55	30	33	284	32	290	100	215	15	83	139	184	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	319	31	109	87	76	182	115	221	64	27	229	55	30	33	280	32	286	100	212	15	83	136	183	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	2	1	1	3	-	3	1	-	4	-	-	-	4	-	4	-	3	-	-	3	1	-
Always	188	21	59	50	50	104	73	139	32	13	139	29	16	11	172	7	180	67	119	8	58	90	98	-
	58.9%	67.7%	54.1%	57.5%	65.8%	57.1%	63.5%	62.9%	50.0%	48.1%	60.7%	52.7%	53.3%	33.3%	61.4%	21.9%	62.9%	67.0%	56.1%	53.3%	69.9%	66.2%	53.6%	-
Usually	91	7	30	31	19	51	34	58	23	8	62	21	8	15	76	13	78	22	67	4	18	37	54	-
	28.5%	22.6%	27.5%	35.6%	25.0%	28.0%	29.6%	26.2%	35.9%	29.6%	27.1%	38.2%	26.7%	45.5%	27.1%	40.6%	27.3%	22.0%	31.6%	26.7%	21.7%	27.2%	29.5%	-
Sometimes	31	2	15	6	5	21	7	17	7	6	21	5	4	5	25	8	23	7	21	3	3	7	24	-
	9.7%	6.5%	13.8%	6.9%	6.6%	11.5%	6.1%	7.7%	10.9%	22.2%	9.2%	9.1%	13.3%	15.2%	8.9%	25.0%	8.0%	7.0%	9.9%	20.0%	3.6%	5.1%	13.1%	-
Never	9	1	5	-	2	6	1	7	2	-	7	-	2	2	7	4	5	4	5	-	4	2	7	-
	2.8%	3.2%	4.6%	-	2.6%	3.3%	0.9%	3.2%	3.1%	-	3.1%	-	6.7%	6.1%	2.5%	12.5%	1.7%	4.0%	2.4%	-	4.8%	1.5%	3.8%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	279	28	89	81	69	155	107	197	55	21	201	50	24	26	248	20	258	89	186	12	76	127	152	-
	87.5%	90.3%	81.7%	93.1%	90.8%	85.2%	93.0%	89.1%	85.9%	77.8%	87.8%	90.9%	80.0%	78.8%	88.6%	62.5%	90.2%	89.0%	87.7%	80.0%	91.6%	93.4%	83.1%	-
HEDIS/CAHPS SUMMARY RATE - Always	188	21	59	50	50	104	73	139	32	13	139	29	16	11	172	7	180	67	119	8	58	90	98	-
	58.9%	67.7%	54.1%	57.5%	65.8%	57.1%	63.5%	62.9%	50.0%	48.1%	60.7%	52.7%	53.3%	33.3%	61.4%	21.9%	62.9%	67.0%	56.1%	53.3%	69.9%	66.2%	53.6%	-
3-Point Score	2.46	2.58	2.36	2.51	2.57	2.42	2.57	2.52	2.36	2.26	2.48	2.44	2.33	2.12	2.50	1.84	2.53	2.56	2.44	2.33	2.61	2.60	2.37	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

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GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?																								
Total Eligible	323	31	111	88	77	185	115	224	65	27	233	55	30	33	284	32	290	100	215	15	83	139	184	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	322	31	111	87	77	184	115	224	64	27	232	55	30	33	283	32	289	100	215	15	83	138	184	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	1	-	1	-	-	1	-	1	-	-	-	1	-	1	-	-	-	-	1	-	-
Yes	287	30	100	76	67	161	106	203	52	25	209	49	24	32	249	27	259	94	187	13	79	123	164	-
	89.1%	96.8%	90.1%	87.4%	87.0%	87.5%	92.2%	90.6%	81.3%	92.6%	90.1%	89.1%	80.0%	97.0%	88.0%	84.4%	89.6%	94.0%	87.0%	86.7%	95.2%	89.1%	89.1%	-
No	35	1	11	11	10	23	9	21	12	2	23	6	6	1	34	5	30	6	28	2	4	15	20	-
	10.9%	3.2%	9.9%	12.6%	13.0%	12.5%	7.8%	9.4%	18.8%	7.4%	9.9%	10.9%	20.0%	3.0%	12.0%	15.6%	10.4%	6.0%	13.0%	13.3%	4.8%	10.9%	10.9%	-
HEDIS/CAHPS SUMMARY RATE - Yes	287	30	100	76	67	161	106	203	52	25	209	49	24	32	249	27	259	94	187	13	79	123	164	-
	89.1%	96.8%	90.1%	87.4%	87.0%	87.5%	92.2%	90.6%	81.3%	92.6%	90.1%	89.1%	80.0%	97.0%	88.0%	84.4%	89.6%	94.0%	87.0%	86.7%	95.2%	89.1%	89.1%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?																								
Total Eligible	323	31	111	88	77	185	115	224	65	27	233	55	30	33	284	32	290	100	215	15	83	139	184	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	323	31	111	88	77	185	115	224	65	27	233	55	30	33	284	32	290	100	215	15	83	139	184	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	125	12	41	30	35	61	55	82	28	14	81	25	18	16	108	16	109	46	76	7	38	54	71	-
	38.7%	38.7%	36.9%	34.1%	45.5%	33.0%	47.8%	36.6%	43.1%	51.9%	34.8%	45.5%	60.0%	48.5%	38.0%	50.0%	37.6%	46.0%	35.3%	46.7%	45.8%	38.8%	38.6%	-
No	198	19	70	58	42	124	60	142	37	13	152	30	12	17	176	16	181	54	139	8	45	85	113	-
	61.3%	61.3%	63.1%	65.9%	54.5%	67.0%	52.2%	63.4%	56.9%	48.1%	65.2%	54.5%	40.0%	51.5%	62.0%	50.0%	62.4%	54.0%	64.7%	53.3%	54.2%	61.2%	61.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	125	12	41	30	35	61	55	82	28	14	81	25	18	16	108	16	109	46	76	7	38	54	71	-
	38.7%	38.7%	36.9%	34.1%	45.5%	33.0%	47.8%	36.6%	43.1%	51.9%	34.8%	45.5%	60.0%	48.5%	38.0%	50.0%	37.6%	46.0%	35.3%	46.7%	45.8%	38.8%	38.6%	-

Cell Contents:
 - Count
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 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q40. (CC) 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?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q40. (CC) 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?																									
	125	12	41	30	35	61	55	82	28	14	81	25	18	16	108	16	109	46	76	7	38	54	71	-	
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	122	12	39	30	35	61	53	80	28	13	78	25	18	15	106	16	106	45	74	7	37	54	68	-	
No Answer	3	-	2	-	-	-	2	2	-	1	3	-	-	1	2	-	3	1	2	-	1	-	3	-	
Always	66 54.1%	7 58.3% **	18 46.2%	17 56.7%	22 62.9%	38 62.3%	26 49.1%	40 50.0%	18 64.3%	7 53.8% **	39 50.0%	14 56.0% **	12 66.7% **	5 33.3% **	60 56.6%	3 18.8% **	63 59.4%	27 60.0%	38 51.4%	3 42.9% **	23 62.2%	30 55.6%	36 52.9%	-	
Usually	33 27.0%	4 33.3% **	12 30.8%	7 23.3%	8 22.9%	15 24.6%	14 26.4%	27 33.8%	2 7.1%	4 30.8% **	24 30.8%	6 24.0% **	3 16.7% **	5 33.3% **	28 26.4%	3 18.8% **	30 28.3%	12 26.7%	20 27.0%	4 57.1% **	8 21.6%	13 24.1%	20 29.4%	-	
Sometimes	16 13.1%	1 8.3% **	7 17.9%	4 13.3%	2 5.7%	6 9.8%	8 15.1%	10 12.5%	5 17.9% **	1 7.7% **	11 14.1%	5 20.0% **	-	2 13.3% **	14 13.2%	6 37.5% **	10 9.4%	3 6.7%	12 16.2%	-	3 8.1%	6 11.1%	10 14.7%	-	
Never	7 5.7%	-	2 5.1%	2 6.7%	3 8.6%	2 3.3%	5 9.4%	3 3.8%	3 10.7% **	1 7.7% **	4 5.1%	-	3 16.7% **	3 20.0% **	4 3.8%	4 25.0% **	3 2.8%	3 6.7%	4 5.4%	-	3 8.1%	5 9.3%	2 2.9%	-	
HEDIS/CAHPS SUMMARY RATE - Always/Usually	99 81.1%	11 91.7% **	30 76.9%	24 80.0%	30 85.7%	53 86.9%	40 75.5%	67 83.8%	20 71.4% **	11 84.6% **	63 80.8%	20 80.0% **	15 83.3% **	10 66.7% **	88 83.0%	6 37.5% **	93 87.7%	39 86.7%	58 78.4%	7 100.0% **	31 83.8%	43 79.6%	56 82.4%	-	
HEDIS/CAHPS SUMMARY RATE - Always	66 54.1%	7 58.3% **	18 46.2%	17 56.7%	22 62.9%	38 62.3%	26 49.1%	40 50.0%	18 64.3% **	7 53.8% **	39 50.0%	14 56.0% **	12 66.7% **	5 33.3% **	60 56.6%	3 18.8% **	63 59.4%	27 60.0%	38 51.4%	3 42.9% **	23 62.2%	30 55.6%	36 52.9%	-	
3-Point Score	2.35	2.50	2.23	2.37	2.49	2.49	2.25	2.34	2.36	2.38	2.31	2.36	2.50	2.00	2.40	1.56	2.47	2.47	2.30	2.43	2.46	2.35	2.35	-	

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Statistics:
- Column Proportions:
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Minimum Base: 30 (**), Small Base: 30 (*)

Q41. 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?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	

Q41. 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?																								
Total Eligible	450 100.0%	35 100.0%	151 100.0%	123 100.0%	122 100.0%	260 100.0%	163 100.0%	317 100.0%	95 100.0%	30 100.0%	327 100.0%	80 100.0%	37 100.0%	50 100.0%	392 100.0%	53 100.0%	392 100.0%	129 100.0%	312 100.0%	18 100.0%	109 100.0%	198 100.0%	252 100.0%	-
Total Valid Responses	445 100.0%	34 100.0%	149 100.0%	121 100.0%	122 100.0%	259 100.0%	159 100.0%	314 100.0%	93 100.0%	30 100.0%	324 100.0%	79 100.0%	37 100.0%	50 100.0%	388 100.0%	53 100.0%	392 100.0%	129 100.0%	307 100.0%	18 100.0%	109 100.0%	195 100.0%	250 100.0%	-
No Answer	5	1	2	2	-	1	4	3	2	-	3	1	-	-	4	-	-	-	5	-	-	3	2	-
10 - Best personal doctor possible	238 53.5%	21 61.8%	81 54.4%	60 49.6%	63 51.6%	147 56.8%	72 45.3%	176 56.1%	44 47.3%	13 43.3%	179 55.2%	39 49.4%	17 45.9%	10 20.0%	225 58.0%	-	238 60.7%	81 62.8%	153 49.8%	8 44.4%	72 66.1%	100 51.3%	138 55.2%	-
9	93 20.9%	3 8.8%	34 22.8% a	31 25.6% A	22 18.0%	51 19.7%	39 24.5%	61 19.4%	24 25.8%	8 26.7%	69 21.3%	15 19.0%	9 24.3%	7 14.0%	85 21.9%	-	93 23.7% O	20 15.5%	71 23.1% q	4 22.2% **	16 14.7%	40 20.5%	53 21.2%	-
8	61 13.7%	6 17.6%	14 9.4%	19 15.7% b	20 16.4% B	33 12.7%	24 15.1%	42 13.4%	13 14.0%	4 13.3%	40 12.3%	16 20.3% j	4 10.8%	12 24.0% N	47 12.1%	-	61 15.6% O	14 10.9%	45 14.7%	3 16.7% **	11 10.1%	26 13.3%	35 14.0%	-
7	22 4.9%	3 8.8%	10 6.7%	4 3.3%	5 4.1%	13 5.0%	9 5.7%	17 5.4%	3 3.2%	2 6.7%	17 5.2%	3 3.8%	2 5.4%	9 18.0% P	13 3.4%	22 41.5% P	-	6 4.7%	16 5.2%	1 5.6% **	4 3.7%	10 5.1%	12 4.8%	-
6	8 1.8%	1 2.9%	3 2.0%	1 0.8%	3 2.5%	4 1.5%	4 2.5%	5 1.6%	3 3.2%	-	4 1.2%	3 3.8%	1 2.7%	4 8.0% N	4 1.0%	8 15.1% P	-	1 0.8%	7 2.3%	1 5.6% **	-	6 3.1% v	2 0.8%	-
5	11 2.5%	-	2 1.3%	5 4.1%	4 3.3%	5 1.9%	6 3.8%	7 2.2%	1 1.1%	3 10.0% GH	8 2.5%	1 1.3%	2 5.4%	5 10.0% N	6 1.5%	11 20.8% P	-	3 2.3%	8 2.6%	1 5.6% **	2 1.8%	8 4.1% v	3 1.2%	-
4	5 1.1%	-	3 2.0%	1 0.8%	1 0.8%	3 1.2%	2 1.3%	3 1.0%	2 2.2%	-	4 1.2%	1 1.3%	-	1 2.0% n	4 1.0%	5 9.4% P	-	2 1.6%	3 1.0%	-	2 1.8%	3 1.5%	2 0.8%	-
3	2 0.4%	-	1 0.7%	-	1 0.8%	2 0.8%	-	-	2 2.2% G	-	1 0.3%	-	1 2.7% j	1 2.0% n	1 0.3%	2 3.8% P	-	1 0.8%	1 0.3%	-	1 0.9%	1 0.5%	1 0.4%	-
2	3 0.7%	-	1 0.7%	-	2 1.6%	-	3 1.9% E	2 0.6%	1 1.1%	-	1 0.3%	1 1.3%	1 2.7% j	1 2.0%	2 0.5%	3 5.7% P	-	1 0.8%	2 0.7%	-	1 0.9%	1 0.5%	2 0.8%	-
1	2 0.4%	-	-	-	1 0.8%	1 0.4%	-	1 0.3%	-	-	1 0.3%	-	-	-	1 0.3%	2 3.8% P	-	-	1 0.3%	-	-	-	2 0.8%	-
0 - Worst personal doctor possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	7 1.6%	-	2 1.3%	-	4 3.3% C	3 1.2%	3 1.9%	3 1.0%	3 3.2%	-	3 0.9%	1 1.3%	2 5.4% J	2 4.0% n	4 1.0%	7 13.2% P	-	2 1.6%	4 1.3%	-	2 1.8%	2 1.0%	5 2.0%	-
SUMMARY - 4-7	46 10.3%	4 11.8%	18 12.1%	11 9.1%	13 10.7%	25 9.7%	21 13.2%	32 10.2%	9 9.7%	5 16.7%	33 10.2%	8 10.1%	5 13.5%	19 38.0% N	27 7.0%	46 86.8% P	-	12 9.3%	34 11.1%	3 16.7% **	8 7.3%	27 13.8% V	19 7.6%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	392 88.1%	30 88.2%	129 86.6%	110 90.9%	105 86.1%	231 89.2%	135 84.9%	279 88.9%	81 87.1%	25 83.3%	288 88.9%	70 88.6%	30 81.1%	29 58.0%	357 92.0% M	-	392 100.0% O	115 89.1%	269 87.6%	15 83.3% **	99 90.8%	166 85.1%	226 90.4% u	-
HEDIS/CAHPS SUMMARY RATE - 9-10	331 74.4%	24 70.6%	115 77.2%	91 75.2%	85 69.7%	198 76.4%	111 69.8%	237 75.5%	68 73.1%	21 70.0%	248 76.5%	54 68.4%	26 70.3%	17 34.0%	310 79.9% M	-	331 84.4% O	101 78.3%	224 73.0%	12 66.7% **	88 80.7%	140 71.8%	191 76.4%	-
3-Point Score	2.67	2.68	2.70	2.69	2.60	2.71	2.60	2.70	2.63	2.60	2.71	2.61	2.57	2.10	2.75	1.42	2.84	2.72	2.66	2.56	2.75	2.62	2.72	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, UV/VW, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

Molina Healthcare, Inc.
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Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?																								
Total Eligible	450	35	151	123	122	260	163	317	95	30	327	80	37	50	392	53	392	129	312	18	109	198	252	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	444	35	147	122	121	256	161	314	92	30	323	79	37	49	387	52	389	128	307	18	108	193	251	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	6	-	4	1	1	4	2	3	3	-	4	1	-	1	5	1	3	1	5	-	1	5	1	-
Yes	89	6	22	25	33	41	44	47	25	17	43	23	23	15	73	15	74	31	58	5	26	41	48	-
	20.0%	17.1%	15.0%	20.5%	27.3%	16.0%	27.3%	15.0%	27.2%	56.7%	13.3%	29.1%	62.2%	30.6%	18.9%	28.8%	19.0%	24.2%	18.9%	27.8%	24.1%	21.2%	19.1%	-
No	355	29	125	97	88	215	117	267	67	13	280	56	14	34	314	37	315	97	249	13	82	152	203	-
	80.0%	82.9%	85.0%	79.5%	72.7%	84.0%	72.7%	85.0%	72.8%	43.3%	86.7%	70.9%	37.8%	69.4%	81.1%	71.2%	81.0%	75.8%	81.1%	72.2%	75.9%	78.8%	80.9%	-
HEDIS/CAHPS SUMMARY RATE - Yes	89	6	22	25	33	41	44	47	25	17	43	23	23	15	73	15	74	31	58	5	26	41	48	-
	20.0%	17.1%	15.0%	20.5%	27.3%	16.0%	27.3%	15.0%	27.2%	56.7%	13.3%	29.1%	62.2%	30.6%	18.9%	28.8%	19.0%	24.2%	18.9%	27.8%	24.1%	21.2%	19.1%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

Molina Healthcare, Inc.
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Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?																								
Total Eligible	89	6	22	25	33	41	44	47	25	17	43	23	23	15	73	15	74	31	58	5	26	41	48	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	87	6	22	25	31	40	43	45	25	17	41	23	23	15	71	15	72	31	56	5	26	39	48	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	2	1	1	2	-	-	2	-	-	-	2	-	2	-	2	-	-	2	-	-
Yes	78	6	20	22	27	35	39	41	21	16	37	21	20	10	67	10	68	27	51	4	23	33	45	-
	89.7%	100.0%	90.9%	88.0%	87.1%	87.5%	90.7%	91.1%	84.0%	94.1%	90.2%	91.3%	87.0%	66.7%	94.4%	66.7%	94.4%	87.1%	91.1%	80.0%	88.5%	84.6%	93.8%	-
No	9	-	2	3	4	5	4	4	4	1	4	2	3	5	4	5	4	4	5	1	3	6	3	-
	10.3%	-	9.1%	12.0%	12.9%	12.5%	9.3%	8.9%	16.0%	5.9%	9.8%	8.7%	13.0%	33.3%	5.6%	33.3%	5.6%	12.9%	8.9%	20.0%	11.5%	15.4%	6.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	78	6	20	22	27	35	39	41	21	16	37	21	20	10	67	10	68	27	51	4	23	33	45	-
	89.7%	100.0%	90.9%	88.0%	87.1%	87.5%	90.7%	91.1%	84.0%	94.1%	90.2%	91.3%	87.0%	66.7%	94.4%	66.7%	94.4%	87.1%	91.1%	80.0%	88.5%	84.6%	93.8%	-
3-Point Score	2.79	3.00	2.82	2.76	2.74	2.75	2.81	2.82	2.68	2.88	2.80	2.83	2.74	2.33	2.89	2.33	2.89	2.74	2.82	2.60	2.77	2.69	2.88	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q44. (FCC-PD) 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?

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Table: 43
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q44. (FCC-PD) 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?																								
Total Eligible	89	6	22	25	33	41	44	47	25	17	43	23	23	15	73	15	74	31	58	5	26	41	48	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	87	6	22	25	32	40	44	45	25	17	41	23	23	15	71	15	72	30	57	5	25	40	47	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	-	-	1	1	-	2	-	-	2	-	-	-	2	-	2	1	1	-	1	1	1	-
Yes	79	6	20	23	29	37	40	40	23	16	39	20	20	9	69	10	69	28	51	4	24	35	44	-
	90.8%	100.0%	90.9%	92.0%	90.6%	92.5%	90.9%	88.9%	92.0%	94.1%	95.1%	87.0%	87.0%	60.0%	97.2%	66.7%	95.8%	93.3%	89.5%	80.0%	96.0%	87.5%	93.6%	-
No	8	-	2	2	3	3	4	5	2	1	2	3	3	6	2	5	3	2	6	1	1	5	3	-
	9.2%	-	9.1%	8.0%	9.4%	7.5%	9.1%	11.1%	8.0%	5.9%	4.9%	13.0%	13.0%	40.0%	2.8%	33.3%	4.2%	6.7%	10.5%	20.0%	4.0%	12.5%	6.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	79	6	20	23	29	37	40	40	23	16	39	20	20	9	69	10	69	28	51	4	24	35	44	-
	90.8%	100.0%	90.9%	92.0%	90.6%	92.5%	90.9%	88.9%	92.0%	94.1%	95.1%	87.0%	87.0%	60.0%	97.2%	66.7%	95.8%	93.3%	89.5%	80.0%	96.0%	87.5%	93.6%	-
3-Point Score	2.82	3.00	2.82	2.84	2.81	2.85	2.82	2.78	2.84	2.88	2.90	2.74	2.74	2.20	2.94	2.33	2.92	2.87	2.79	2.60	2.92	2.75	2.87	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q45. 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 to see a specialist?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q45. 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 to see a specialist?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	510	46	168	138	134	304	171	353	113	33	369	90	41	57	441	52	391	137	362	23	111	215	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	-	2	1	2	1	3	-	-	3	-	-	-	3	1	1	1	2	-	1	3	-	-
Yes	86	5	28	19	32	48	36	48	26	12	55	21	10	11	75	10	71	34	51	3	31	42	44	-
	16.9%	10.9%	16.7%	13.8%	23.9%	15.8%	21.1%	13.6%	23.0%	36.4%	14.9%	23.3%	24.4%	19.3%	17.0%	19.2%	18.2%	24.8%	14.1%	13.0%	27.9%	19.5%	14.9%	-
No	424	41	140	119	102	256	135	305	87	21	314	69	31	46	366	42	320	103	311	20	80	173	251	-
	83.1%	89.1%	83.3%	86.2%	76.1%	84.2%	78.9%	86.4%	77.0%	63.6%	85.1%	76.7%	75.6%	80.7%	83.0%	80.8%	81.8%	75.2%	85.9%	87.0%	72.1%	80.5%	85.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	86	5	28	19	32	48	36	48	26	12	55	21	10	11	75	10	71	34	51	3	31	42	44	-
	16.9%	10.9%	16.7%	13.8%	23.9%	15.8%	21.1%	13.6%	23.0%	36.4%	14.9%	23.3%	24.4%	19.3%	17.0%	19.2%	18.2%	24.8%	14.1%	13.0%	27.9%	19.5%	14.9%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, UV/VW, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?																								
Total Eligible	86	5	28	19	32	48	36	48	26	12	55	21	10	11	75	10	71	34	51	3	31	42	44	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	85	5	28	19	32	48	36	47	26	12	54	21	10	11	74	10	70	33	51	3	30	42	43	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-
Always	46	2	11	10	23	27	19	26	12	8	28	10	8	2	44	4	41	23	23	1	22	23	23	-
	54.1%	40.0%	39.3%	52.6%	71.9%	56.3%	52.8%	55.3%	46.2%	66.7%	51.9%	47.6%	80.0%	18.2%	59.5%	40.0%	58.6%	69.7%	45.1%	33.3%	73.3%	54.8%	53.5%	-
Usually	22	1	11	3	7	14	8	13	7	2	12	9	1	1	21	1	20	5	16	-	5	13	9	-
	25.9%	20.0%	39.3%	15.8%	21.9%	29.2%	22.2%	27.7%	26.9%	16.7%	22.2%	42.9%	10.0%	9.1%	28.4%	10.0%	28.6%	15.2%	31.4%	-	16.7%	31.0%	20.9%	-
Sometimes	14	2	5	4	2	6	7	7	6	1	11	2	1	6	8	4	8	5	9	2	3	6	8	-
	16.5%	40.0%	17.9%	21.1%	6.3%	12.5%	19.4%	14.9%	23.1%	8.3%	20.4%	9.5%	10.0%	54.5%	10.8%	40.0%	11.4%	15.2%	17.6%	66.7%	10.0%	14.3%	18.6%	-
Never	3	-	1	2	-	1	2	1	1	1	3	-	-	2	1	1	1	-	3	-	-	-	3	-
	3.5%	-	3.6%	10.5%	-	2.1%	5.6%	2.1%	3.8%	8.3%	5.6%	-	-	18.2%	1.4%	10.0%	1.4%	-	5.9%	-	-	-	7.0%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	68	3	22	13	30	41	27	39	19	10	40	19	9	3	65	5	61	28	39	1	27	36	32	-
	80.0%	60.0%	78.6%	68.4%	93.8%	85.4%	75.0%	83.0%	73.1%	83.3%	74.1%	90.5%	90.0%	27.3%	87.8%	50.0%	87.1%	84.8%	76.5%	33.3%	90.0%	85.7%	74.4%	-
HEDIS/CAHPS SUMMARY RATE - Always	46	2	11	10	23	27	19	26	12	8	28	10	8	2	44	4	41	23	23	1	22	23	23	-
	54.1%	40.0%	39.3%	52.6%	71.9%	56.3%	52.8%	55.3%	46.2%	66.7%	51.9%	47.6%	80.0%	18.2%	59.5%	40.0%	58.6%	69.7%	45.1%	33.3%	73.3%	54.8%	53.5%	-
3-Point Score	2.34	2.00	2.18	2.21	2.66	2.42	2.28	2.38	2.19	2.50	2.26	2.38	2.70	1.45	2.47	1.90	2.46	2.55	2.22	1.67	2.63	2.40	2.28	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q47. How many specialists has your child seen in the last 6 months?																								
Total Eligible	86	5	28	19	32	48	36	48	26	12	55	21	10	11	75	10	71	34	51	3	31	42	44	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	84	4	28	19	31	46	36	46	26	12	53	21	10	11	73	10	69	34	49	3	31	40	44	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	1	-	-	1	2	-	2	-	-	2	-	-	-	2	-	2	-	2	-	-	2	-	-
None	7	1	2	4	-	3	4	3	2	2	5	2	-	2	5	2	4	1	6	1	-	2	5	-
	8.3%	25.0%	7.1%	21.1%	-	6.5%	11.1%	6.5%	7.7%	16.7%	9.4%	9.5%	-	18.2%	6.8%	20.0%	5.8%	2.9%	12.2%	33.3%	-	5.0%	11.4%	-
1 specialist	55	1	20	12	21	29	25	34	16	5	39	10	6	6	49	6	45	23	31	-	23	27	28	-
	65.5%	25.0%	71.4%	63.2%	67.7%	63.0%	69.4%	73.9%	61.5%	41.7%	73.6%	47.6%	60.0%	54.5%	67.1%	60.0%	65.2%	67.6%	63.3%	-	74.2%	67.5%	63.6%	-
2	15	-	4	2	8	9	5	7	4	4	7	6	2	1	14	1	14	6	9	1	5	9	6	-
	17.9%	-	14.3%	10.5%	25.8%	19.6%	13.9%	15.2%	15.4%	33.3%	13.2%	28.6%	20.0%	9.1%	19.2%	10.0%	20.3%	17.6%	18.4%	33.3%	16.1%	22.5%	13.6%	-
3	2	2	-	-	-	2	-	1	1	-	-	2	-	-	2	-	2	1	1	-	1	1	1	-
	2.4%	50.0%	-	-	-	4.3%	-	2.2%	3.8%	-	-	9.5%	-	-	2.7%	-	2.9%	2.9%	2.0%	-	3.2%	2.5%	2.3%	-
4	2	-	1	-	1	2	-	-	2	-	1	1	-	-	2	1	1	2	-	-	2	-	2	-
	2.4%	-	3.6%	-	3.2%	4.3%	-	-	7.7%	-	1.9%	4.8%	-	-	2.7%	10.0%	1.4%	5.9%	-	-	6.5%	-	4.5%	-
5 or more specialists	3	-	1	1	1	1	2	1	1	1	1	-	2	2	1	-	3	1	2	1	-	1	2	-
	3.6%	-	3.6%	5.3%	3.2%	2.2%	5.6%	2.2%	3.8%	8.3%	1.9%	-	20.0%	18.2%	1.4%	-	4.3%	2.9%	4.1%	33.3%	-	2.5%	4.5%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more specialist	77	3	26	15	31	43	32	43	24	10	48	19	10	9	68	8	65	33	43	2	31	38	39	-
	91.7%	75.0%	92.9%	78.9%	100.0%	93.5%	88.9%	93.5%	92.3%	83.3%	90.6%	90.5%	100.0%	81.8%	93.2%	80.0%	94.2%	97.1%	87.8%	66.7%	100.0%	95.0%	88.6%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
 770-978-3173
 2017

Q48. 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?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q48. 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?																								
	77	3	26	15	31	43	32	43	24	10	48	19	10	9	68	8	65	33	43	2	31	38	39	-
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	77	3	26	15	31	43	32	43	24	10	48	19	10	9	68	8	65	33	43	2	31	38	39	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	44	1	17	5	20	25	18	25	12	7	28	10	6	1	43	2	38	21	23	-	21	21	23	-
9	57.1%	33.3%	65.4%	33.3%	64.5%	58.1%	56.3%	58.1%	50.0%	70.0%	58.3%	52.6%	60.0%	11.1%	63.2%	25.0%	58.5%	63.6%	53.5%	-	67.7%	55.3%	59.0%	-
8	13	2	5	5	8	4	7	6	6	7	7	5	1	13	13	5	8	1	4	6	7	7	-	-
7	16.9%	**	7.7%	33.3%	16.1%	18.6%	12.5%	16.3%	25.0%	**	14.6%	26.3%	10.0%	**	19.1%	**	20.0%	15.2%	18.6%	50.0%	12.9%	15.8%	17.9%	-
6	16	1	5	4	6	9	7	10	4	2	10	4	2	5	11	3	13	6	9	1	5	10	6	-
5	20.8%	33.3%	19.2%	26.7%	19.4%	20.9%	21.9%	23.3%	16.7%	20.0%	20.8%	21.1%	20.0%	55.6%	16.2%	37.5%	20.0%	18.2%	20.9%	50.0%	16.1%	26.3%	15.4%	-
4	1	-	1	-	-	1	-	-	-	1	-	-	1	1	-	1	-	-	1	-	-	-	1	-
3	1.3%	**	3.8%	**	**	2.3%	-	-	**	10.0%	**	**	10.0%	11.1%	**	12.5%	-	-	2.3%	**	**	**	2.6%	-
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst specialist possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	2	1	-	1	-	2	1	1	1	-	2	-	-	1	1	1	1	1	1	-	1	1	1	-
3	2.6%	33.3%	**	6.7%	-	6.3%	2.3%	4.2%	**	**	4.2%	**	**	11.1%	1.5%	12.5%	1.5%	3.0%	2.3%	**	3.2%	2.6%	2.6%	-
SUMMARY - 4-7	2	2	-	-	1	1	-	1	1	1	1	-	1	2	-	2	-	2	-	-	-	-	2	-
4	2.6%	**	7.7%	**	2.3%	3.1%	-	4.2%	10.0%	2.1%	-	10.0%	22.2%	-	25.0%	-	-	4.7%	-	-	-	-	5.1%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	73	2	24	14	31	42	29	42	22	9	45	19	9	6	67	5	64	32	40	2	30	37	36	-
8-10	94.8%	66.7%	92.3%	93.3%	100.0%	97.7%	90.6%	97.7%	91.7%	90.0%	93.8%	100.0%	90.0%	66.7%	98.5%	62.5%	98.5%	97.0%	93.0%	100.0%	96.8%	97.4%	92.3%	-
HEDIS/CAHPS SUMMARY RATE - 9-10	57	1	19	10	25	33	22	32	18	7	35	15	7	1	56	2	51	26	31	1	25	27	30	-
9-10	74.0%	33.3%	73.1%	66.7%	80.6%	76.7%	68.8%	74.4%	75.0%	70.0%	72.9%	78.9%	70.0%	11.1%	82.4%	25.0%	78.5%	78.8%	72.1%	50.0%	80.6%	71.1%	76.9%	-
3-Point Score	2.70	2.00	2.69	2.60	2.81	2.77	2.59	2.72	2.67	2.70	2.67	2.79	2.70	1.89	2.81	2.00	2.77	2.76	2.67	2.50	2.77	2.68	2.72	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 48
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	502	46	166	137	134	299	172	354	110	31	367	88	41	55	439	52	384	138	364	23	112	215	287	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	11	-	2	3	1	7	-	2	3	2	5	2	-	2	5	1	8	-	-	-	-	3	8	-
Yes	138	14	40	36	42	89	40	93	32	10	102	20	13	9	127	14	115	138	-	23	112	47	91	-
	27.5%	30.4%	24.1%	26.3%	31.3%	29.8%	23.3%	26.3%	29.1%	32.3%	27.8%	22.7%	31.7%	16.4%	28.9%	26.9%	29.9%	100.0%	-	100.0%	100.0%	21.9%	31.7%	-
No	364	32	126	101	92	210	132	261	78	21	265	68	28	46	312	38	269	-	364	-	-	168	196	-
	72.5%	69.6%	75.9%	73.7%	68.7%	70.2%	76.7%	73.7%	70.9%	67.7%	72.2%	77.3%	68.3%	83.6%	71.1%	73.1%	70.1%	-	100.0%	-	-	78.1%	68.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	138	14	40	36	42	89	40	93	32	10	102	20	13	9	127	14	115	138	-	23	112	47	91	-
	27.5%	30.4%	24.1%	26.3%	31.3%	29.8%	23.3%	26.3%	29.1%	32.3%	27.8%	22.7%	31.7%	16.4%	28.9%	26.9%	29.9%	100.0%	-	100.0%	100.0%	21.9%	31.7%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
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2017

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 49
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?																								
Total Eligible	138	14	40	36	42	89	40	93	32	10	102	20	13	9	127	14	115	138	-	23	112	47	91	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	135	13	40	35	41	86	40	91	31	10	101	19	13	9	124	13	114	135	-	23	112	45	90	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	1	1	3	-	2	1	-	1	1	-	-	3	1	1	3	-	-	-	2	1	-
Always	72	5	25	16	24	48	20	47	16	8	51	13	7	3	68	6	63	72	-	-	72	24	48	-
	53.3%	38.5%	62.5%	45.7%	58.5%	55.8%	50.0%	51.6%	51.6%	80.0%	50.5%	68.4%	53.8%	33.3%	54.8%	46.2%	55.3%	53.3%	-	-	64.3%	53.3%	53.3%	-
Usually	40	5	10	13	10	28	11	27	11	1	34	4	2	3	37	4	36	40	-	-	40	16	24	-
	29.6%	38.5%	25.0%	37.1%	24.4%	32.6%	27.5%	29.7%	35.5%	10.0%	33.7%	21.1%	15.4%	33.3%	29.8%	30.8%	31.6%	29.6%	-	-	35.7%	35.6%	26.7%	-
Sometimes	21	3	5	4	7	9	8	15	4	1	14	2	4	3	17	3	13	21	-	21	-	5	16	-
	15.6%	23.1%	12.5%	11.4%	17.1%	10.5%	20.0%	16.5%	12.9%	10.0%	13.9%	10.5%	30.8%	33.3%	13.7%	23.1%	11.4%	15.6%	-	91.3%	-	11.1%	17.8%	-
Never	2	-	-	2	-	1	1	2	-	-	2	-	-	-	2	-	2	2	-	2	-	-	2	-
	1.5%	-	-	5.7%	-	1.2%	2.5%	2.2%	-	-	2.0%	-	-	-	1.6%	-	1.8%	1.5%	-	8.7%	-	-	2.2%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	112	10	35	29	34	76	31	74	27	9	85	17	9	6	105	10	99	112	-	-	112	40	72	-
	83.0%	76.9%	87.5%	82.9%	82.9%	88.4%	77.5%	81.3%	87.1%	90.0%	84.2%	89.5%	69.2%	66.7%	84.7%	76.9%	86.8%	83.0%	-	-	100.0%	88.9%	80.0%	-
HEDIS/CAHPS SUMMARY RATE - Always	72	5	25	16	24	48	20	47	16	8	51	13	7	3	68	6	63	72	-	-	72	24	48	-
	53.3%	38.5%	62.5%	45.7%	58.5%	55.8%	50.0%	51.6%	51.6%	80.0%	50.5%	68.4%	53.8%	33.3%	54.8%	46.2%	55.3%	53.3%	-	-	64.3%	53.3%	53.3%	-
3-Point Score	2.36	2.15	2.50	2.29	2.41	2.44	2.28	2.33	2.39	2.70	2.35	2.58	2.23	2.00	2.40	2.23	2.42	2.36	-	1.00	2.64	2.42	2.33	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 50
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?																								
Total Eligible	138	14	40	36	42	89	40	93	32	10	102	20	13	9	127	14	115	138	-	23	112	47	91	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	133	13	40	35	40	85	40	90	31	10	100	19	13	8	124	13	113	133	-	22	111	44	89	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	-	1	2	4	-	3	1	-	2	1	-	1	3	1	2	5	-	1	1	3	2	-
Always	104	11	32	25	32	67	30	72	22	8	79	14	10	2	101	9	89	104	-	11	93	32	72	-
	78.2%	84.6%	80.0%	71.4%	80.0%	78.8%	75.0%	80.0%	71.0%	80.0%	79.0%	73.7%	76.9%	25.0%	81.5%	69.2%	78.8%	78.2%	-	50.0%	83.8%	72.7%	80.9%	-
Usually	24	2	7	8	6	16	7	14	9	1	17	5	2	3	21	3	20	24	-	7	17	8	16	-
	18.0%	15.4%	17.5%	22.9%	15.0%	18.8%	17.5%	15.6%	29.0%	10.0%	17.0%	26.3%	15.4%	37.5%	16.9%	23.1%	17.7%	18.0%	-	31.8%	15.3%	18.2%	18.0%	-
Sometimes	4	-	1	1	2	2	2	3	-	1	3	-	1	3	1	1	3	4	-	3	1	4	-	-
	3.0%	**	2.5%	2.9%	5.0%	2.4%	5.0%	3.3%	-	10.0%	3.0%	-	7.7%	37.5%	0.8%	7.7%	2.7%	3.0%	-	13.6%	0.9%	9.1%	-	-
Never	1	-	-	1	-	-	1	1	-	-	1	-	-	-	1	-	1	1	-	1	-	-	1	-
	0.8%	**	-	2.9%	-	-	2.5%	1.1%	-	-	1.0%	-	-	-	0.8%	-	0.9%	0.8%	-	4.5%	-	-	1.1%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	128	13	39	33	38	83	37	86	31	9	96	19	12	5	122	12	109	128	-	18	110	40	88	-
	96.2%	100.0%	97.5%	94.3%	95.0%	97.6%	92.5%	95.6%	100.0%	90.0%	96.0%	100.0%	92.3%	62.5%	98.4%	92.3%	96.5%	96.2%	-	81.8%	99.1%	90.9%	98.9%	-
HEDIS/CAHPS SUMMARY RATE - Always	104	11	32	25	32	67	30	72	22	8	79	14	10	2	101	9	89	104	-	11	93	32	72	-
	78.2%	84.6%	80.0%	71.4%	80.0%	78.8%	75.0%	80.0%	71.0%	80.0%	79.0%	73.7%	76.9%	25.0%	81.5%	69.2%	78.8%	78.2%	-	50.0%	83.8%	72.7%	80.9%	-
3-Point Score	2.74	2.85	2.78	2.66	2.75	2.76	2.68	2.76	2.71	2.70	2.75	2.74	2.69	1.88	2.80	2.62	2.75	2.74	-	2.32	2.83	2.64	2.80	-

Cell Contents:
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Statistics:
- Column Proportions:
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Minimum Base: 30 (**), Small Base: 30 (*)

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	497	46	163	138	131	301	167	348	110	33	365	87	40	57	433	51	381	135	356	21	112	216	281	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	16	-	5	2	4	5	5	8	3	-	7	3	1	-	11	2	11	3	8	2	-	2	14	-
Yes	143	14	47	43	34	90	45	96	37	9	103	25	14	11	131	13	122	67	73	11	55	41	102	-
	28.8%	30.4%	28.8%	31.2%	26.0%	29.9%	26.9%	27.6%	33.6%	27.3%	28.2%	28.7%	35.0%	19.3%	30.3%	25.5%	32.0%	49.6%	20.5%	52.4%	49.1%	19.0%	36.3%	-
No	354	32	116	95	97	211	122	252	73	24	262	62	26	46	302	38	259	68	283	10	57	175	179	-
	71.2%	69.6%	71.2%	68.8%	74.0%	70.1%	73.1%	72.4%	66.4%	72.7%	71.8%	71.3%	65.0%	80.7%	69.7%	74.5%	68.0%	50.4%	79.5%	47.6%	50.9%	81.0%	63.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	143	14	47	43	34	90	45	96	37	9	103	25	14	11	131	13	122	67	73	11	55	41	102	-
	28.8%	30.4%	28.8%	31.2%	26.0%	29.9%	26.9%	27.6%	33.6%	27.3%	28.2%	28.7%	35.0%	19.3%	30.3%	25.5%	32.0%	49.6%	20.5%	52.4%	49.1%	19.0%	36.3%	-

Cell Contents:
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2017

Statistics:
- Column Proportions:
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O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 52
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?																								
Total Eligible	497	46	163	138	131	301	167	348	110	33	365	87	40	57	433	51	381	135	356	21	112	216	281	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	493	46	162	137	129	300	164	346	109	32	363	86	39	56	430	51	377	134	353	21	111	215	278	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	1	1	2	1	3	2	1	1	2	1	1	1	3	-	4	1	3	-	1	1	3	-
Always	438	40	146	117	117	266	143	310	93	29	326	71	36	48	383	44	333	116	319	17	97	198	240	-
	88.8%	87.0%	90.1%	85.4%	90.7%	88.7%	87.2%	89.6%	85.3%	90.6%	89.8%	82.6%	92.3%	85.7%	89.1%	86.3%	88.3%	86.6%	90.4%	81.0%	87.4%	92.1%	86.3%	-
Usually	35	5	10	11	9	21	14	25	7	3	27	6	2	3	32	4	28	13	21	3	10	12	23	-
	7.1%	10.9%	6.2%	8.0%	7.0%	7.0%	8.5%	7.2%	6.4%	9.4%	7.4%	7.0%	5.1%	5.4%	7.4%	7.8%	7.4%	9.7%	5.9%	14.3%	9.0%	5.6%	8.3%	-
Sometimes	17	-	4	9	3	12	5	8	9	-	8	8	1	4	13	2	14	5	10	1	4	4	13	-
	3.4%	-	2.5%	6.6%	2.3%	4.0%	3.0%	2.3%	8.3%	-	2.2%	9.3%	2.6%	7.1%	3.0%	3.9%	3.7%	3.7%	2.8%	4.8%	3.6%	1.9%	4.7%	-
Never	3	1	2	-	-	1	2	3	-	-	2	1	-	1	2	1	2	-	3	-	-	1	2	-
	0.6%	2.2%	1.2%	-	-	0.3%	1.2%	0.9%	-	-	0.6%	1.2%	-	1.8%	0.5%	2.0%	0.5%	-	0.8%	-	-	0.5%	0.7%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	473	45	156	128	126	287	157	335	100	32	353	77	38	51	415	48	361	129	340	20	107	210	263	-
	95.9%	97.8%	96.3%	93.4%	97.7%	95.7%	96.8%	91.7%	100.0%	97.2%	89.5%	97.4%	91.1%	96.5%	94.1%	95.8%	96.3%	96.3%	95.2%	95.2%	96.4%	97.7%	94.6%	-
HEDIS/CAHPS SUMMARY RATE - Always	438	40	146	117	117	266	143	310	93	29	326	71	36	48	383	44	333	116	319	17	97	198	240	-
	88.8%	87.0%	90.1%	85.4%	90.7%	88.7%	87.2%	89.6%	85.3%	90.6%	89.8%	82.6%	92.3%	85.7%	89.1%	86.3%	88.3%	86.6%	90.4%	81.0%	87.4%	92.1%	86.3%	-
3-Point Score	2.85	2.85	2.86	2.79	2.88	2.84	2.83	2.86	2.77	2.91	2.87	2.72	2.90	2.77	2.86	2.80	2.84	2.83	2.87	2.76	2.84	2.90	2.81	-

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Minimum Base: 30 (**), Small Base: 30 (*)

Q54. 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?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q54. 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?

Total Eligible	513 100.0%	46 100.0%	168 100.0%	140 100.0%	135 100.0%	306 100.0%	172 100.0%	356 100.0%	113 100.0%	33 100.0%	372 100.0%	90 100.0%	41 100.0%	57 100.0%	444 100.0%	53 100.0%	392 100.0%	138 100.0%	364 100.0%	23 100.0%	112 100.0%	218 100.0%	295 100.0%	-
Total Valid Responses	501 100.0%	46 100.0%	166 100.0%	139 100.0%	133 100.0%	303 100.0%	170 100.0%	351 100.0%	112 100.0%	33 100.0%	367 100.0%	90 100.0%	41 100.0%	57 100.0%	444 100.0%	52 100.0%	386 100.0%	136 100.0%	358 100.0%	22 100.0%	111 100.0%	214 100.0%	287 100.0%	-
No Answer	12	-	2	1	2	3	2	5	1	-	5	-	-	-	-	1	6	2	6	1	1	4	8	-
10 - Best health plan possible	284 56.7%	29 63.0%	91 54.8%	73 52.5%	81 60.9%	192 63.4%	75 44.1%	201 57.3%	62 55.4%	18 54.5%	211 57.5%	51 56.7%	20 48.8%	-	284 64.0%	16 30.8%	231 59.8%	95 69.9%	184 51.4%	13 59.1%	80 72.1%	104 48.6%	180 62.7%	-
9	102 20.4%	8 17.4%	35 21.1%	40 28.8%	18 13.5%	53 17.5%	43 25.3%	75 21.4%	22 19.6%	3 9.1%	78 21.3%	16 17.8%	8 19.5%	-	102 23.0%	7 13.5%	82 21.2%	22 16.2%	80 22.3%	5 22.7%	17 15.3%	49 22.9%	53 18.5%	-
8	58 11.6%	5 10.9%	20 12.0%	14 10.1%	16 12.0%	31 10.2%	23 13.5%	40 11.4%	14 12.5%	4 12.1%	41 11.2%	13 14.4%	4 9.8%	-	58 13.1%	8 15.4%	44 11.4%	10 7.4%	48 13.4%	1 4.5%	8 7.2%	28 13.1%	30 10.5%	-
7	28 5.6%	3 6.5%	11 6.6%	4 2.9%	9 6.8%	15 5.0%	12 7.1%	18 5.1%	4 3.6%	6 18.2%	19 5.2%	4 4.4%	4 9.8%	28 49.1%	-	11 21.2%	14 3.6%	5 3.7%	22 6.1%	2 9.1%	3 2.7%	14 6.5%	14 4.9%	-
6	8 1.6%	-	3 1.8%	2 1.4%	3 2.3%	3 1.0%	5 2.9%	6 1.7%	1 0.9%	1 3.0%	6 1.6%	1 1.1%	2 4.7%	8 14.0%	-	4 7.7%	4 1.5%	2 1.5%	6 1.7%	1 4.5%	1 0.9%	5 2.3%	3 1.0%	-
5	17 3.4%	-	5 3.0%	5 3.6%	5 3.8%	7 2.3%	10 5.9%	10 2.8%	6 5.4%	1 3.0%	10 2.7%	4 4.4%	3 7.3%	17 29.8%	-	4 7.7%	10 2.6%	2 1.5%	14 3.9%	-	2 1.8%	10 4.7%	7 2.4%	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	4 0.8%	1 2.2%	1 0.6%	1 0.7%	1 0.8%	2 0.7%	2 1.2%	1 0.3%	3 2.7%	-	2 0.5%	1 1.1%	1 2.4%	4 7.0%	-	2 3.8%	1 0.3%	-	4 1.1%	-	-	4 1.9%	-	-
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst health plan possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	4 0.8%	1 2.2%	1 0.6%	1 0.7%	1 0.8%	2 0.7%	2 1.2%	1 0.3%	3 2.7%	-	2 0.5%	1 1.1%	1 2.4%	4 7.0%	-	2 3.8%	1 0.3%	-	4 1.1%	-	-	4 1.9%	-	-
SUMMARY - 4-7	53 10.6%	3 6.5%	19 11.4%	11 7.9%	17 12.8%	25 8.3%	27 15.9%	34 9.7%	11 9.8%	8 24.2%	35 9.5%	9 10.0%	8 19.5%	53 93.0%	-	19 36.5%	28 7.3%	9 6.6%	42 11.7%	3 13.6%	6 5.4%	29 13.6%	24 8.4%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	444 88.6%	42 91.3%	146 88.0%	127 91.4%	115 86.5%	276 91.1%	141 82.9%	316 90.0%	98 87.5%	25 75.8%	330 89.9%	80 88.9%	32 78.0%	-	444 100.0%	31 59.6%	357 92.5%	127 93.4%	312 87.2%	19 86.4%	105 94.6%	181 84.6%	263 91.6%	-
HEDIS/CAHPS SUMMARY RATE - 9-10	386 77.0%	37 80.4%	126 75.9%	113 81.3%	99 74.4%	245 80.9%	118 69.4%	276 78.6%	84 75.0%	21 63.6%	289 78.7%	67 74.4%	28 68.3%	-	386 86.9%	23 44.2%	313 81.1%	117 86.0%	264 73.7%	18 81.8%	97 87.4%	153 71.5%	233 81.2%	-
3-Point Score	2.71	2.78	2.70	2.76	2.68	2.77	2.59	2.74	2.66	2.58	2.74	2.68	2.56	1.49	2.87	2.25	2.77	2.83	2.67	2.77	2.85	2.63	2.78	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 54
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	502	46	166	140	133	304	170	353	112	33	368	90	41	56	441	51	388	136	359	22	111	214	288	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	11	-	2	-	2	2	2	3	1	-	4	-	-	1	3	2	4	2	5	1	1	4	7	-
Yes	213	13	64	64	64	122	83	132	58	20	141	47	23	29	183	25	175	66	144	10	55	93	120	-
	42.4%	28.3%	38.6%	45.7%	48.1%	40.1%	48.8%	37.4%	51.8%	60.6%	38.3%	52.2%	56.1%	51.8%	41.5%	49.0%	45.1%	48.5%	40.1%	45.5%	49.5%	43.5%	41.7%	-
No	289	33	102	76	69	182	87	221	54	13	227	43	18	27	258	26	213	70	215	12	56	121	168	-
	57.6%	71.7%	61.4%	54.3%	51.9%	59.9%	51.2%	62.6%	48.2%	39.4%	61.7%	47.8%	43.9%	48.2%	58.5%	51.0%	54.9%	51.5%	59.9%	54.5%	50.5%	56.5%	58.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	213	13	64	64	64	122	83	132	58	20	141	47	23	29	183	25	175	66	144	10	55	93	120	-
	42.4%	28.3%	38.6%	45.7%	48.1%	40.1%	48.8%	37.4%	51.8%	60.6%	38.3%	52.2%	56.1%	51.8%	41.5%	49.0%	45.1%	48.5%	40.1%	45.5%	49.5%	43.5%	41.7%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?																								
Total Eligible	213	13	64	64	64	122	83	132	58	20	141	47	23	29	183	25	175	66	144	10	55	93	120	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	212	13	64	63	64	121	83	132	57	20	141	46	23	29	182	25	174	66	143	10	55	92	120	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	1	-	-
Always	151	8	47	43	49	84	63	96	39	14	100	33	16	14	136	15	128	49	101	5	44	64	87	-
	71.2%	61.5%	73.4%	68.3%	76.6%	69.4%	75.9%	72.7%	68.4%	70.0%	70.9%	71.7%	69.6%	48.3%	74.7%	60.0%	73.6%	74.2%	70.6%	50.0%	80.0%	69.6%	72.5%	-
Usually	45	5	10	14	13	26	16	30	10	4	32	9	4	12	33	5	36	11	33	4	7	22	23	-
	21.2%	38.5%	15.6%	22.2%	20.3%	21.5%	19.3%	22.7%	17.5%	20.0%	22.7%	19.6%	17.4%	41.4%	18.1%	20.0%	20.7%	16.7%	23.1%	40.0%	12.7%	23.9%	19.2%	-
Sometimes	15	-	7	6	1	11	4	5	8	2	9	4	2	3	12	5	9	5	9	-	4	6	9	-
	7.1%	**	10.9%	9.5%	1.6%	9.1%	4.8%	3.8%	14.0%	10.0%	6.4%	8.7%	8.7%	10.3%	6.6%	20.0%	5.2%	7.6%	6.3%	**	7.3%	6.5%	7.5%	-
Never	1	-	-	-	1	-	-	1	-	-	-	-	1	-	1	-	1	1	-	1	-	-	1	-
	0.5%	**	**	**	1.6%	**	**	0.8%	**	**	**	**	4.3%	**	0.5%	**	0.6%	1.5%	**	10.0%	**	**	0.8%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	196	13	57	57	62	110	79	126	49	18	132	42	20	26	169	20	164	60	134	9	51	86	110	-
	92.5%	100.0%	89.1%	90.5%	96.9%	90.9%	95.2%	95.5%	86.0%	90.0%	93.6%	91.3%	87.0%	89.7%	92.9%	80.0%	94.3%	90.9%	93.7%	90.0%	92.7%	93.5%	91.7%	-
HEDIS/CAHPS SUMMARY RATE - Always	151	8	47	43	49	84	63	96	39	14	100	33	16	14	136	15	128	49	101	5	44	64	87	-
	71.2%	61.5%	73.4%	68.3%	76.6%	69.4%	75.9%	72.7%	68.4%	70.0%	70.9%	71.7%	69.6%	48.3%	74.7%	60.0%	73.6%	74.2%	70.6%	50.0%	80.0%	69.6%	72.5%	-
3-Point Score	2.64	2.62	2.63	2.59	2.73	2.60	2.71	2.68	2.54	2.60	2.65	2.63	2.57	2.38	2.68	2.40	2.68	2.65	2.64	2.40	2.73	2.63	2.64	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 56
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?																								
Total Eligible	213	13	64	64	64	122	83	132	58	20	141	47	23	29	183	25	175	66	144	10	55	93	120	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	208	13	63	62	62	119	81	128	57	20	137	46	23	29	178	24	171	65	140	10	54	90	118	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	1	2	2	3	2	4	1	-	4	1	-	-	5	1	4	1	4	-	1	3	2	-
Yes	120	9	30	36	41	74	41	73	34	11	78	30	12	15	105	8	105	48	70	9	39	45	75	-
	57.7%	69.2%	47.6%	58.1%	66.1%	62.2%	50.6%	57.0%	59.6%	55.0%	56.9%	65.2%	52.2%	51.7%	59.0%	33.3%	61.4%	73.8%	50.0%	90.0%	72.2%	50.0%	63.6%	-
No	88	4	33	26	21	45	40	55	23	9	59	16	11	14	73	16	66	17	70	1	15	45	43	-
	42.3%	30.8%	52.4%	41.9%	33.9%	37.8%	49.4%	43.0%	40.4%	45.0%	43.1%	34.8%	47.8%	48.3%	41.0%	66.7%	38.6%	26.2%	50.0%	10.0%	27.8%	50.0%	36.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	120	9	30	36	41	74	41	73	34	11	78	30	12	15	105	8	105	48	70	9	39	45	75	-
	57.7%	69.2%	47.6%	58.1%	66.1%	62.2%	50.6%	57.0%	59.6%	55.0%	56.9%	65.2%	52.2%	51.7%	59.0%	33.3%	61.4%	73.8%	50.0%	90.0%	72.2%	50.0%	63.6%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q58. In general, how would you rate your child's overall health?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 57
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q58. In general, how would you rate your child's overall health?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	502	45	168	139	133	303	171	356	113	33	369	89	41	57	439	52	385	135	360	22	110	215	287	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	11	1	-	1	2	3	1	-	-	-	3	1	-	-	5	1	7	3	4	1	2	3	8	-
Excellent	208	23	75	49	54	121	70	208	-	-	190	13	5	18	186	17	164	56	151	11	43	91	117	-
	41.4%	51.1%	44.6%	35.3%	40.6%	39.9%	40.9%	58.4%	-	-	51.5%	14.6%	12.2%	31.6%	42.4%	32.7%	42.6%	41.5%	41.9%	50.0%	39.1%	42.3%	40.8%	-
Verygood	148	15	47	41	39	73	67	148	-	-	120	22	6	17	130	18	115	37	110	6	31	74	74	-
	29.5%	33.3%	28.0%	29.5%	29.3%	24.1%	39.2%	41.6%	-	-	32.5%	24.7%	14.6%	29.8%	29.6%	34.6%	29.9%	27.4%	30.6%	27.3%	28.2%	34.4%	25.8%	-
Good	113	5	36	41	27	84	27	-	113	-	49	47	14	14	98	12	81	32	78	4	27	37	76	-
	22.5%	11.1%	21.4%	29.5%	20.3%	27.7%	15.8%	-	100.0%	-	13.3%	52.8%	34.1%	24.6%	22.3%	23.1%	21.0%	23.7%	21.7%	18.2%	24.5%	17.2%	26.5%	-
Fair	33	2	10	8	13	25	7	-	-	33	10	7	16	8	25	5	25	10	21	1	9	13	20	-
	6.6%	4.4%	6.0%	5.8%	9.8%	8.3%	4.1%	-	-	100.0%	2.7%	7.9%	39.0%	14.0%	5.7%	9.6%	6.5%	7.4%	5.8%	4.5%	8.2%	6.0%	7.0%	-
Poor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	356	38	122	90	93	194	137	356	-	-	310	35	11	35	316	35	279	93	261	17	74	165	191	-
	70.9%	84.4%	72.6%	64.7%	69.9%	64.0%	80.1%	100.0%	-	-	84.0%	39.3%	26.8%	61.4%	72.0%	67.3%	72.5%	68.9%	72.5%	77.3%	67.3%	76.7%	66.6%	-
		Cd					E	H			KL				m					**		V		

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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 770-978-3173
 2017

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q59. In general, how would you rate your child's overall mental or emotional health?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	503	46	167	138	135	303	172	356	110	33	372	90	41	56	442	52	388	135	361	22	111	216	287	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	10	-	1	2	-	3	-	-	3	-	-	-	-	1	2	1	4	3	3	1	1	2	8	-
Excellent	245	28	86	68	57	151	83	207	29	6	245	-	-	19	224	16	195	65	177	11	54	114	131	-
	48.7%	60.9%	51.5%	49.3%	42.2%	49.8%	48.3%	58.1%	26.4%	18.2%	65.9%	-	-	33.9%	50.7%	30.8%	50.3%	48.1%	49.0%	50.0%	48.6%	52.8%	45.6%	-
Very good	127	8	45	35	33	69	48	103	20	4	127	-	-	18	106	20	93	37	88	5	31	52	75	-
	25.2%	17.4%	26.9%	25.4%	24.4%	22.8%	27.9%	28.9%	18.2%	12.1%	34.1%	-	-	32.1%	24.0%	38.5%	24.0%	27.4%	24.4%	22.7%	27.9%	24.1%	26.1%	-
Good	90	8	23	25	29	57	28	35	47	7	-	90	-	10	80	9	70	20	68	2	17	33	57	-
	17.9%	17.4%	13.8%	18.1%	21.5%	18.8%	16.3%	9.8%	42.7%	21.2%	-	100.0%	-	17.9%	18.1%	17.3%	18.0%	14.8%	18.8%	9.1%	15.3%	15.3%	19.9%	-
Fair	33	2	10	8	13	21	10	10	10	13	-	-	33	7	26	5	25	10	23	4	6	13	20	-
	6.6%	4.3%	6.0%	5.8%	9.6%	6.9%	5.8%	2.8%	9.1%	39.4%	-	-	80.5%	12.5%	5.9%	9.6%	6.4%	7.4%	6.4%	18.2%	5.4%	6.0%	7.0%	-
Poor	8	-	3	2	3	5	3	1	4	3	-	-	8	2	6	2	5	3	5	-	3	4	4	-
	1.6%	-	1.8%	1.4%	2.2%	1.7%	1.7%	0.3%	3.6%	9.1%	-	-	19.5%	3.6%	1.4%	3.8%	1.3%	2.2%	1.4%	-	2.7%	1.9%	1.4%	-
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	372	36	131	103	90	220	131	310	49	10	372	-	-	37	330	36	288	102	265	16	85	166	206	-
	74.0%	78.3%	78.4%	74.6%	66.7%	72.6%	76.2%	87.1%	44.5%	30.3%	100.0%	-	-	66.1%	74.7%	69.2%	74.2%	75.6%	73.4%	72.7%	76.6%	76.9%	71.8%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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 770-978-3173
 2017

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 59
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	505	46	168	140	135	306	172	355	113	33	372	89	41	56	443	52	388	136	362	22	111	218	287	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	8	-	-	-	-	-	-	1	-	-	-	1	-	1	1	1	4	2	2	1	1	-	8	-
Yes	133	7	38	33	50	77	51	71	39	21	82	24	25	19	113	15	107	41	90	6	34	63	70	-
	26.3%	15.2%	22.6%	23.6%	37.0% ABC	25.2%	29.7%	20.0%	34.5% G	63.6% GH	22.0%	27.0%	61.0% JK	33.9%	25.5%	28.8%	27.6%	30.1%	24.9%	27.3% **	30.6%	28.9%	24.4%	-
No	372	39	130	107	85	229	121	284	74	12	290	65	16	37	330	37	281	95	272	16	77	155	217	-
	73.7%	84.8% D	77.4% D	76.4% D	63.0% ABC	74.8%	70.3%	80.0% H	65.5% I	36.4% I	78.0% L	73.0% L	39.0% JK	66.1%	74.5%	71.2%	72.4%	69.9%	75.1%	72.7% **	69.4%	71.1%	75.6%	-
HEDIS/CAHPS SUMMARY RATE - Yes	133	7	38	33	50	77	51	71	39	21	82	24	25	19	113	15	107	41	90	6	34	63	70	-
	26.3%	15.2%	22.6%	23.6%	37.0% ABC	25.2%	29.7%	20.0%	34.5% G	63.6% GH	22.0%	27.0%	61.0% JK	33.9%	25.5%	28.8%	27.6%	30.1%	24.9%	27.3% **	30.6%	28.9%	24.4%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q61. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	133	7	38	33	50	77	51	71	39	21	82	24	25	19	113	15	107	41	90	6	34	63	70	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	130	7	38	32	50	77	50	69	38	21	79	24	25	18	111	15	105	40	88	6	33	63	67	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	-	1	-	-	1	2	1	-	3	-	-	1	2	-	2	1	2	-	1	-	3	-
Yes	106	7	27	27	42	62	41	55	31	19	60	22	23	17	89	13	86	33	71	6	26	53	53	-
	81.5%	100.0%	71.1%	84.4%	84.0%	80.5%	82.0%	79.7%	81.6%	90.5%	75.9%	91.7%	92.0%	94.4%	80.2%	86.7%	81.9%	82.5%	80.7%	100.0%	78.8%	84.1%	79.1%	-
No	24	-	11	5	8	15	9	14	7	2	19	2	2	1	22	2	19	7	17	-	7	10	14	-
	18.5%	-	28.9%	15.6%	16.0%	19.5%	18.0%	20.3%	18.4%	9.5%	24.1%	8.3%	8.0%	5.6%	19.8%	13.3%	18.1%	17.5%	19.3%	-	21.2%	15.9%	20.9%	-
HEDIS/CAHPS SUMMARY RATE - Yes	106	7	27	27	42	62	41	55	31	19	60	22	23	17	89	13	86	33	71	6	26	53	53	-
	81.5%	100.0%	71.1%	84.4%	84.0%	80.5%	82.0%	79.7%	81.6%	90.5%	75.9%	91.7%	92.0%	94.4%	80.2%	86.7%	81.9%	82.5%	80.7%	100.0%	78.8%	84.1%	79.1%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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 2017

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 61
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	106	7	27	27	42	62	41	55	31	19	60	22	23	17	89	13	86	33	71	6	26	53	53	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	105	7	27	26	42	61	41	55	30	19	59	22	23	17	88	13	85	32	71	6	25	53	52	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	1	-	1	-	-	1	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-
Yes	88	5	20	22	38	51	34	43	26	18	47	18	22	15	73	11	71	26	60	4	22	46	42	-
	83.8%	71.4%	74.1%	84.6%	90.5%	83.6%	82.9%	78.2%	86.7%	94.7%	79.7%	81.8%	95.7%	88.2%	83.0%	84.6%	83.5%	81.3%	84.5%	66.7%	88.0%	86.8%	80.8%	-
No	17	2	7	4	4	10	7	12	4	1	12	4	1	2	15	2	14	6	11	2	3	7	10	-
	16.2%	28.6%	25.9%	15.4%	9.5%	16.4%	17.1%	21.8%	13.3%	5.3%	20.3%	18.2%	4.3%	11.8%	17.0%	15.4%	16.5%	18.8%	15.5%	33.3%	12.0%	13.2%	19.2%	-
HEDIS/CAHPS SUMMARY RATE - Yes	88	5	20	22	38	51	34	43	26	18	47	18	22	15	73	11	71	26	60	4	22	46	42	-
	83.8%	71.4%	74.1%	84.6%	90.5%	83.6%	82.9%	78.2%	86.7%	94.7%	79.7%	81.8%	95.7%	88.2%	83.0%	84.6%	83.5%	81.3%	84.5%	66.7%	88.0%	86.8%	80.8%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q63. 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?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 62
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q63. 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?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	500	46	168	138	135	303	172	352	111	33	368	88	41	55	439	52	384	135	359	22	110	216	284	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	13	-	-	2	-	3	-	4	2	-	4	2	-	2	5	1	8	3	5	1	2	2	11	-
Yes	70	7	25	15	23	42	28	31	25	14	28	15	26	13	56	13	52	24	46	3	21	29	41	-
	14.0%	15.2%	14.9%	10.9%	17.0%	13.9%	16.3%	8.8%	22.5%	42.4%	7.6%	17.0%	63.4%	23.6%	12.8%	25.0%	13.5%	17.8%	12.8%	13.6%	19.1%	13.4%	14.4%	-
No	430	39	143	123	112	261	144	321	86	19	340	73	15	42	383	39	332	111	313	19	89	187	243	-
	86.0%	84.8%	85.1%	89.1%	83.0%	86.1%	83.7%	91.2%	77.5%	57.6%	92.4%	83.0%	36.6%	76.4%	87.2%	75.0%	86.5%	82.2%	87.2%	86.4%	80.9%	86.6%	85.6%	-
HEDIS/CAHPS SUMMARY RATE - Yes	70	7	25	15	23	42	28	31	25	14	28	15	26	13	56	13	52	24	46	3	21	29	41	-
	14.0%	15.2%	14.9%	10.9%	17.0%	13.9%	16.3%	8.8%	22.5%	42.4%	7.6%	17.0%	63.4%	23.6%	12.8%	25.0%	13.5%	17.8%	12.8%	13.6%	19.1%	13.4%	14.4%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q64. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	70	7	25	15	23	42	28	31	25	14	28	15	26	13	56	13	52	24	46	3	21	29	41	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	69	7	25	15	22	41	28	30	25	14	27	15	26	13	55	13	51	24	45	3	21	28	41	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	1	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-
Yes	55	6	18	11	20	34	21	19	23	13	17	14	23	12	42	11	42	19	36	3	16	24	31	-
	79.7%	85.7%	72.0%	73.3%	90.9%	82.9%	75.0%	63.3%	92.0%	92.9%	63.0%	93.3%	88.5%	92.3%	76.4%	84.6%	82.4%	79.2%	80.0%	100.0%	76.2%	85.7%	75.6%	-
No	14	1	7	4	2	7	7	11	2	1	10	1	3	1	13	2	9	5	9	-	5	4	10	-
	20.3%	14.3%	28.0%	26.7%	9.1%	17.1%	25.0%	36.7%	8.0%	7.1%	37.0%	6.7%	11.5%	7.7%	23.6%	15.4%	17.6%	20.8%	20.0%	-	23.8%	14.3%	24.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	55	6	18	11	20	34	21	19	23	13	17	14	23	12	42	11	42	19	36	3	16	24	31	-
	79.7%	85.7%	72.0%	73.3%	90.9%	82.9%	75.0%	63.3%	92.0%	92.9%	63.0%	93.3%	88.5%	92.3%	76.4%	84.6%	82.4%	79.2%	80.0%	100.0%	76.2%	85.7%	75.6%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
 770-978-3173
 2017

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 64
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	55	6	18	11	20	34	21	19	23	13	17	14	23	12	42	11	42	19	36	3	16	24	31	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	54	6	17	11	20	33	21	19	22	13	17	13	23	12	41	11	41	18	36	3	15	24	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	1	-	1	-
Yes	52	5	16	11	20	32	20	19	21	12	17	12	22	11	40	11	40	18	34	3	15	24	28	-
	96.3%	83.3%	94.1%	100.0%	100.0%	97.0%	95.2%	100.0%	95.5%	92.3%	100.0%	92.3%	95.7%	91.7%	97.6%	100.0%	97.6%	100.0%	94.4%	100.0%	100.0%	100.0%	93.3%	-
No	2	1	1	-	-	1	1	-	1	1	-	1	1	1	-	1	-	2	-	-	-	2	-	-
	3.7%	16.7%	5.9%	-	-	3.0%	4.8%	-	4.5%	7.7%	-	7.7%	4.3%	8.3%	2.4%	-	2.4%	-	5.6%	-	-	-	6.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	52	5	16	11	20	32	20	19	21	12	17	12	22	11	40	11	40	18	34	3	15	24	28	-
	96.3%	83.3%	94.1%	100.0%	100.0%	97.0%	95.2%	100.0%	95.5%	92.3%	100.0%	92.3%	95.7%	91.7%	97.6%	100.0%	97.6%	100.0%	94.4%	100.0%	100.0%	100.0%	93.3%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q66. 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?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 65
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q66. 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?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	499	45	168	139	133	303	170	351	111	33	367	88	41	55	438	52	384	136	357	22	111	214	285	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	14	1	-	1	2	3	2	5	2	-	5	2	-	2	6	1	8	2	7	1	1	4	10	-
Yes	65	6	19	14	24	43	18	38	19	8	36	10	19	9	55	6	51	25	37	6	19	24	41	-
	13.0%	13.3%	11.3%	10.1%	18.0% bc	14.2%	10.6%	10.8%	17.1% g	24.2% G	9.8%	11.4%	46.3% JK	16.4%	12.6%	11.5%	13.3%	18.4% R	10.4%	27.3% **	17.1%	11.2%	14.4%	-
No	434	39	149	125	109	260	152	313	92	25	331	78	22	46	383	46	333	111	320	16	92	190	244	-
	87.0%	86.7%	88.7% d	89.9% d	82.0%	85.8%	89.4%	89.2% hl	82.9% g	75.8%	90.2% L	88.6% L	53.7% JK	83.6%	87.4%	88.5%	86.7%	81.6%	89.6% Q	72.7% **	82.9%	88.8%	85.6%	-
HEDIS/CAHPS SUMMARY RATE - Yes	65	6	19	14	24	43	18	38	19	8	36	10	19	9	55	6	51	25	37	6	19	24	41	-
	13.0%	13.3%	11.3%	10.1%	18.0% bc	14.2%	10.6%	10.8%	17.1% g	24.2% G	9.8%	11.4%	46.3% JK	16.4%	12.6%	11.5%	13.3%	18.4% R	10.4%	27.3% **	17.1%	11.2%	14.4%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q67. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	65	6	19	14	24	43	18	38	19	8	36	10	19	9	55	6	51	25	37	6	19	24	41	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	64	6	19	13	24	43	17	37	19	8	35	10	19	9	54	6	50	25	36	6	19	23	41	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	1	-	-	1	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-
Yes	41	4	9	9	19	25	14	19	14	8	14	8	19	9	31	5	35	18	22	5	13	22	19	-
	64.1%	66.7%	47.4%	69.2%	79.2%	58.1%	82.4%	51.4%	73.7%	100.0%	40.0%	80.0%	100.0%	100.0%	57.4%	83.3%	70.0%	72.0%	61.1%	83.3%	68.4%	95.7%	46.3%	-
No	23	2	10	4	5	18	3	18	5	-	21	2	-	-	23	1	15	7	14	1	6	1	22	-
	35.9%	33.3%	52.6%	30.8%	20.8%	41.9%	17.6%	48.6%	26.3%	-	60.0%	20.0%	-	-	42.6%	16.7%	30.0%	28.0%	38.9%	16.7%	31.6%	4.3%	53.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	41	4	9	9	19	25	14	19	14	8	14	8	19	9	31	5	35	18	22	5	13	22	19	-
	64.1%	66.7%	47.4%	69.2%	79.2%	58.1%	82.4%	51.4%	73.7%	100.0%	40.0%	80.0%	100.0%	100.0%	57.4%	83.3%	70.0%	72.0%	61.1%	83.3%	68.4%	95.7%	46.3%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
 770-978-3173
 2017

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 67
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	41	4	9	9	19	25	14	19	14	8	14	8	19	9	31	5	35	18	22	5	13	22	19	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	39	4	9	8	18	24	14	18	13	8	13	8	18	9	29	5	33	16	22	4	12	22	17	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	-	1	1	1	-	1	1	-	1	-	1	-	2	-	2	2	-	1	1	-	2	-
Yes	38	4	8	8	18	23	14	18	12	8	13	7	18	8	29	5	32	16	21	4	12	21	17	-
	97.4%	100.0%	88.9%	100.0%	100.0%	95.8%	100.0%	100.0%	92.3%	100.0%	100.0%	87.5%	100.0%	88.9%	100.0%	100.0%	97.0%	100.0%	95.5%	100.0%	100.0%	95.5%	100.0%	-
No	1	-	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	1	-	-	-	1	-	-
	2.6%	-	11.1%	-	-	4.2%	-	-	7.7%	-	-	12.5%	-	11.1%	-	3.0%	-	4.5%	-	-	-	4.5%	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	38	4	8	8	18	23	14	18	12	8	13	7	18	8	29	5	32	16	21	4	12	21	17	-
	97.4%	100.0%	88.9%	100.0%	100.0%	95.8%	100.0%	100.0%	92.3%	100.0%	100.0%	87.5%	100.0%	88.9%	100.0%	100.0%	97.0%	100.0%	95.5%	100.0%	100.0%	95.5%	100.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 68
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	501	46	168	138	134	304	171	352	112	33	368	89	41	56	439	51	386	135	359	22	110	215	286	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	12	-	-	2	1	2	1	4	1	-	4	1	-	1	5	2	6	3	5	1	2	3	9	-
Yes	68	7	26	14	18	39	26	34	27	7	32	20	15	9	57	7	56	26	40	4	22	31	37	-
	13.6%	15.2%	15.5%	10.1%	13.4%	12.8%	15.2%	9.7%	24.1%	21.2%	8.7%	22.5%	36.6%	16.1%	13.0%	13.7%	14.5%	19.3%	11.1%	18.2%	20.0%	14.4%	12.9%	-
No	433	39	142	124	116	265	145	318	85	26	336	69	26	47	382	44	330	109	319	18	88	184	249	-
	86.4%	84.8%	84.5%	89.9%	86.6%	87.2%	84.8%	90.3%	75.9%	78.8%	91.3%	77.5%	63.4%	83.9%	87.0%	86.3%	85.5%	80.7%	88.9%	81.8%	80.0%	85.6%	87.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	68	7	26	14	18	39	26	34	27	7	32	20	15	9	57	7	56	26	40	4	22	31	37	-
	13.6%	15.2%	15.5%	10.1%	13.4%	12.8%	15.2%	9.7%	24.1%	21.2%	8.7%	22.5%	36.6%	16.1%	13.0%	13.7%	14.5%	19.3%	11.1%	18.2%	20.0%	14.4%	12.9%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q70. Is this because of any medical, behavioral, or other health condition?																									
Total Eligible	68	7	26	14	18	39	26	34	27	7	32	20	15	9	57	7	56	26	40	4	22	31	37	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	67	7	26	14	18	38	26	34	26	7	32	19	15	8	57	7	56	26	40	4	22	30	37	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	1	-	-	-
Yes	47	6	18	7	16	28	18	21	19	7	18	14	15	6	40	5	39	20	26	3	17	21	26	-	
	70.1%	85.7%	69.2%	50.0%	88.9%	73.7%	69.2%	61.8%	73.1%	100.0%	56.3%	73.7%	100.0%	75.0%	70.2%	71.4%	69.6%	76.9%	65.0%	75.0%	77.3%	70.0%	70.3%	-	
No	20	1	8	7	2	10	8	13	7	-	14	5	-	2	17	2	17	6	14	1	5	9	11	-	
	29.9%	14.3%	30.8%	50.0%	11.1%	26.3%	30.8%	38.2%	26.9%	-	43.8%	26.3%	-	25.0%	29.8%	28.6%	30.4%	23.1%	35.0%	25.0%	22.7%	30.0%	29.7%	-	
HEDIS/CAHPS SUMMARY RATE - Yes	47	6	18	7	16	28	18	21	19	7	18	14	15	6	40	5	39	20	26	3	17	21	26	-	
	70.1%	85.7%	69.2%	50.0%	88.9%	73.7%	69.2%	61.8%	73.1%	100.0%	56.3%	73.7%	100.0%	75.0%	70.2%	71.4%	69.6%	76.9%	65.0%	75.0%	77.3%	70.0%	70.3%	-	

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

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Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	47	6	18	7	16	28	18	21	19	7	18	14	15	6	40	5	39	20	26	3	17	21	26	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	45	6	18	6	15	26	18	20	19	6	18	13	14	6	38	5	37	18	26	3	15	20	25	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	-	1	1	2	-	1	-	1	-	1	1	-	2	-	2	2	-	-	2	1	1	-
Yes	44	5	18	6	15	25	18	20	18	6	18	12	14	6	37	5	36	17	26	3	14	20	24	-
	97.8%	83.3%	100.0%	100.0%	100.0%	96.2%	100.0%	100.0%	94.7%	100.0%	100.0%	92.3%	100.0%	100.0%	97.4%	100.0%	97.3%	94.4%	100.0%	100.0%	93.3%	100.0%	96.0%	-
No	1	1	-	-	-	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	1	-	1	-
	2.2%	16.7%	-	-	-	3.8%	-	-	5.3%	-	-	7.7%	-	-	2.6%	-	2.7%	5.6%	-	-	6.7%	-	4.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	44	5	18	6	15	25	18	20	18	6	18	12	14	6	37	5	36	17	26	3	14	20	24	-
	97.8%	83.3%	100.0%	100.0%	100.0%	96.2%	100.0%	100.0%	94.7%	100.0%	100.0%	92.3%	100.0%	100.0%	97.4%	100.0%	97.3%	94.4%	100.0%	100.0%	93.3%	100.0%	96.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 71
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	498	46	167	137	134	303	170	351	110	33	367	87	41	56	436	52	383	135	356	21	111	216	282	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	15	-	1	3	1	3	2	5	3	-	5	3	-	1	8	1	9	3	8	2	1	2	13	-
Yes	63	3	20	14	25	36	24	29	23	11	18	17	27	10	52	12	48	24	38	4	20	29	34	-
	12.7%	6.5%	12.0%	10.2%	18.7%	11.9%	14.1%	8.3%	20.9%	33.3%	4.9%	19.5%	65.9%	17.9%	11.9%	23.1%	12.5%	17.8%	10.7%	19.0%	18.0%	13.4%	12.1%	-
No	435	43	147	123	109	267	146	322	87	22	349	70	14	46	384	40	335	111	318	17	91	187	248	-
	87.3%	93.5%	88.0%	89.8%	81.3%	88.1%	85.9%	91.7%	79.1%	66.7%	95.1%	80.5%	34.1%	82.1%	88.1%	76.9%	87.5%	82.2%	89.3%	81.0%	82.0%	86.6%	87.9%	-
HEDIS/CAHPS SUMMARY RATE - Yes	63	3	20	14	25	36	24	29	23	11	18	17	27	10	52	12	48	24	38	4	20	29	34	-
	12.7%	6.5%	12.0%	10.2%	18.7%	11.9%	14.1%	8.3%	20.9%	33.3%	4.9%	19.5%	65.9%	17.9%	11.9%	23.1%	12.5%	17.8%	10.7%	19.0%	18.0%	13.4%	12.1%	-

Cell Contents:
- Count
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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q73. Has this problem lasted or is it expected to last for at least 12 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 72
Level: Top

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q73. Has this problem lasted or is it expected to last for at least 12 months?																								
Total Eligible	63	3	20	14	25	36	24	29	23	11	18	17	27	10	52	12	48	24	38	4	20	29	34	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	62	3	20	13	25	36	23	29	22	11	17	17	27	10	51	11	48	24	37	4	20	29	33	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-
Yes	56	3	17	12	23	32	21	25	22	9	14	15	26	9	46	10	43	21	35	4	17	26	30	-
	90.3%	100.0%	85.0%	92.3%	92.0%	88.9%	91.3%	86.2%	100.0%	81.8%	82.4%	88.2%	96.3%	90.0%	90.2%	90.9%	89.6%	87.5%	94.6%	100.0%	85.0%	89.7%	90.9%	-
No	6	-	3	1	2	4	2	4	-	2	3	2	1	1	5	1	5	3	2	-	3	3	3	-
	9.7%	-	15.0%	7.7%	8.0%	11.1%	8.7%	13.8%	-	18.2%	17.6%	11.8%	3.7%	10.0%	9.8%	9.1%	10.4%	12.5%	5.4%	-	15.0%	10.3%	9.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	56	3	17	12	23	32	21	25	22	9	14	15	26	9	46	10	43	21	35	4	17	26	30	-
	90.3%	100.0%	85.0%	92.3%	92.0%	88.9%	91.3%	86.2%	100.0%	81.8%	82.4%	88.2%	96.3%	90.0%	90.2%	90.9%	89.6%	87.5%	94.6%	100.0%	85.0%	89.7%	90.9%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q74. What is your child's age?																								
Total Eligible	512	46	167	140	135	306	171	356	112	33	371	90	41	57	443	53	392	138	363	23	112	217	295	-
Total Valid Responses	497	45	167	139	135	304	171	349	111	33	364	89	41	56	435	52	381	132	358	21	108	215	282	-
No Answer	15	1	-	1	-	2	-	7	1	-	7	1	-	1	8	1	11	6	5	2	4	2	13	-
Less than 1 year old	7	3	3	1	-	4	3	7	-	-	7	-	-	1	6	1	6	1	6	1	-	3	4	-
1	24	8	12	2	-	10	11	19	3	1	19	5	-	1	23	-	23	5	19	4	4	8	16	-
2	19	4	9	6	-	12	7	14	3	2	16	1	1	2	16	-	16	4	15	-	2	7	12	-
3	31	6	16	4	4	16	13	25	6	-	27	4	-	5	26	5	18	10	21	5	5	8	23	-
4	33	11	13	6	3	16	17	24	9	-	26	6	1	1	32	3	24	11	22	1	10	16	17	-
5	27	1	16	4	5	16	10	21	4	2	23	3	1	2	25	2	23	6	20	1	5	11	16	-
6	31	-	18	5	6	18	10	23	5	3	21	8	2	4	26	4	25	11	20	2	8	9	22	-
7	21	1	8	5	7	11	9	15	4	2	16	4	1	3	18	3	14	5	16	1	4	13	8	-
8	34	1	15	13	5	21	13	27	5	2	28	4	2	2	32	-	31	9	24	1	8	17	17	-
9	40	2	16	12	9	26	14	27	11	2	28	6	6	8	31	6	29	9	30	-	9	17	23	-
10	32	2	11	9	9	17	13	22	7	3	24	4	4	6	25	4	24	7	25	2	5	15	17	-
11	26	-	5	9	11	16	7	20	4	2	18	6	2	3	22	3	19	12	14	2	10	8	18	-
12	33	-	11	9	13	22	10	25	8	-	24	8	1	-	33	3	29	8	25	-	8	16	17	-
13	32	2	8	11	11	26	6	19	9	3	21	6	5	7	25	4	22	8	23	1	7	14	18	-
14 or older	107	4	6	43	52	73	28	61	33	11	66	24	15	11	95	14	78	26	78	3	23	53	54	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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 2017

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q75. Is your child male or female?																								
Total Eligible	513 100.0%	46 100.0%	168 100.0%	140 100.0%	135 100.0%	306 100.0%	172 100.0%	356 100.0%	113 100.0%	33 100.0%	372 100.0%	90 100.0%	41 100.0%	57 100.0%	444 100.0%	53 100.0%	392 100.0%	138 100.0%	364 100.0%	23 100.0%	112 100.0%	218 100.0%	295 100.0%	-
Total Valid Responses	496 100.0%	46 100.0%	167 100.0%	139 100.0%	134 100.0%	303 100.0%	172 100.0%	348 100.0%	111 100.0%	33 100.0%	363 100.0%	89 100.0%	41 100.0%	56 100.0%	434 100.0%	52 100.0%	380 100.0%	132 100.0%	357 100.0%	21 100.0%	108 100.0%	216 100.0%	280 100.0%	-
No Answer	17	-	1	1	1	3	-	8	2	-	9	1	-	1	10	1	12	6	7	2	4	2	15	-
Male	262 52.8%	29 63.0% d	87 52.1%	77 55.4%	65 48.5%	161 53.1%	91 52.9%	191 54.9%	53 47.7%	16 48.5%	195 53.7%	46 51.7%	19 46.3%	34 60.7%	224 51.6%	29 55.8%	201 52.9%	72 54.5%	186 52.1%	9 42.9% **	61 56.5%	115 53.2%	147 52.5%	-
Female	234 47.2%	17 37.0%	80 47.9%	62 44.6%	69 51.5% a	142 46.9%	81 47.1%	157 45.1%	58 52.3%	17 51.5%	168 46.3%	43 48.3%	22 53.7%	22 39.3%	210 48.4%	23 44.2%	179 47.1%	60 45.5%	171 47.9%	12 57.1% **	47 43.5%	101 46.8%	133 47.5%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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 770-978-3173
 2017

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q76. Is your child of Hispanic or Latino origin or descent?																								
Total Eligible	513 100.0%	46 100.0%	168 100.0%	140 100.0%	135 100.0%	306 100.0%	172 100.0%	356 100.0%	113 100.0%	33 100.0%	372 100.0%	90 100.0%	41 100.0%	57 100.0%	444 100.0%	53 100.0%	392 100.0%	138 100.0%	364 100.0%	23 100.0%	112 100.0%	218 100.0%	295 100.0%	-
Total Valid Responses	490 100.0%	46 100.0%	164 100.0%	138 100.0%	134 100.0%	301 100.0%	169 100.0%	344 100.0%	109 100.0%	33 100.0%	361 100.0%	85 100.0%	41 100.0%	54 100.0%	430 100.0%	52 100.0%	376 100.0%	131 100.0%	354 100.0%	21 100.0%	107 100.0%	215 100.0%	275 100.0%	-
No Answer	23	-	4	2	1	5	3	12	4	-	11	5	-	3	14	1	16	7	10	2	5	3	20	-
Yes, Hispanic or Latino	395 80.6%	38 82.6%	132 80.5%	113 81.9%	105 78.4%	265 88.0% F	113 66.9%	267 77.6%	94 86.2% g	31 93.9% G	286 79.2%	71 83.5%	35 85.4%	31 57.4%	360 83.7% M	34 65.4%	309 82.2% O	109 83.2%	281 79.4%	14 66.7% **	92 86.0%	156 72.6%	239 86.9% U	-
No, not Hispanic or Latino	95 19.4%	8 17.4%	32 19.5%	25 18.1%	29 21.6%	36 12.0% E	56 33.1% E	77 22.4% hl	15 13.8%	2 6.1%	75 20.8%	14 16.5%	6 14.6%	23 42.6% N	70 16.3% P	18 34.6%	67 17.8%	22 16.8%	73 20.6%	7 33.3% **	15 14.0%	59 27.4% V	36 13.1%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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 770-978-3173
 2017

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	

Q77. What is your race? Please mark one or more.																								
Total Eligible	513	46	168	140	135	306	172	356	113	33	372	90	41	57	444	53	392	138	364	23	112	218	295	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	528	48	182	143	149	292	211	366	123	37	384	94	44	61	457	62	393	139	383	24	111	223	305	-
Total Respondents	441	41	146	122	126	259	164	312	98	29	322	79	37	54	381	50	333	116	319	19	94	198	243	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
White	271	27	85	76	79	142	115	196	56	18	205	44	22	31	237	27	209	68	200	14	54	123	148	-
	61.5%	65.9%	58.2%	62.3%	62.7%	54.8%	70.1% E	62.8%	57.1%	62.1% **	63.7%	55.7%	59.5%	57.4%	62.2%	54.0%	62.8%	58.6%	62.7%	73.7% **	57.4%	62.1%	60.9%	-
Black or African-American	21	3	9	5	4	7	14	13	6	1	15	4	1	3	17	3	15	4	17	-	3	9	12	-
	4.8%	7.3%	6.2%	4.1%	3.2%	2.7%	8.5% E	4.2%	6.1%	3.4% **	4.7%	5.1%	2.7%	5.6%	4.5%	6.0%	4.5%	3.4%	5.3%	-	3.2%	4.5%	4.9%	-
Asian	10	1	2	2	5	3	7	9	-	1	9	1	-	1	9	-	9	1	9	-	1	3	7	-
	2.3%	2.4%	1.4%	1.6%	4.0%	1.2%	4.3% E	2.9% h	-	3.4% **	2.8%	1.3%	-	1.9%	2.4%	-	2.7%	0.9%	2.8%	-	1.1%	1.5%	2.9%	-
Native Hawaiian or other Pacific Islander	10	-	5	3	2	2	7	6	4	-	6	1	2	1	8	1	6	3	7	-	3	4	6	-
	2.3%	-	3.4%	2.5%	1.6%	0.8%	4.3% E	1.9%	4.1%	-	1.9%	1.3%	5.4%	1.9%	2.1%	2.0%	1.8%	2.6%	2.2%	-	3.2%	2.0%	2.5%	-
American Indian or Alaska Native	53	2	27	10	13	28	21	38	11	4	40	7	5	13	37	10	33	16	37	5	11	24	29	-
	12.0%	4.9%	18.5% ACd	8.2%	10.3%	10.8%	12.8%	12.2%	11.2%	13.8% **	12.4%	8.9%	13.5%	24.1% N	9.7%	20.0% P	9.9%	13.8%	11.6%	26.3% **	11.7%	12.1%	11.9%	-
Other	163	15	54	47	46	110	47	104	46	13	109	37	14	12	149	21	121	47	113	5	39	60	103	-
	37.0%	36.6%	37.0%	38.5%	36.5%	42.5% F	28.7%	33.3%	46.9% G	44.8% **	33.9%	46.8% J	37.8%	22.2%	39.1% M	42.0%	36.3%	40.5%	35.4%	26.3% **	41.5%	30.3%	42.4% U	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q78. What is your age?																								
Total Eligible	513 100.0%	46 100.0%	168 100.0%	140 100.0%	135 100.0%	306 100.0%	172 100.0%	356 100.0%	113 100.0%	33 100.0%	372 100.0%	90 100.0%	41 100.0%	57 100.0%	444 100.0%	53 100.0%	392 100.0%	138 100.0%	364 100.0%	23 100.0%	112 100.0%	218 100.0%	295 100.0%	-
Total Valid Responses	489 100.0%	46 100.0%	168 100.0%	140 100.0%	135 100.0%	303 100.0%	172 100.0%	343 100.0%	109 100.0%	33 100.0%	360 100.0%	85 100.0%	41 100.0%	54 100.0%	430 100.0%	52 100.0%	374 100.0%	132 100.0%	351 100.0%	21 100.0%	108 100.0%	214 100.0%	275 100.0%	-
No Answer	24	-	-	-	-	3	-	13	4	-	12	5	-	3	14	1	18	6	13	2	4	4	20	-
Under 18	14 2.9%	14 30.4% BCD	-	-	-	8 2.6%	5 2.9%	12 3.5%	1 0.9%	1 3.0%	10 2.8%	2 2.4%	2 4.9%	2 3.7%	12 2.8%	2 3.8%	6 1.6%	3 2.3%	11 3.1%	-	3 2.8%	13 6.1% V	1 0.4%	-
18 to 24	32 6.5%	32 69.6% BCD	-	-	-	22 7.3%	10 5.8%	26 7.6%	4 3.7%	1 3.0%	26 7.2%	6 7.1%	-	2 3.7%	30 7.0%	2 3.8%	24 6.4%	11 8.3%	21 6.0%	3 14.3% **	7 6.5%	10 4.7%	22 8.0%	-
25 to 34	168 34.4%	-	168 100.0% ACD	-	-	99 32.7%	66 38.4%	122 35.6%	36 33.0%	10 30.3%	131 36.4%	23 27.1%	13 31.7%	20 37.0%	146 34.0%	20 38.5%	129 34.5%	40 30.3%	126 35.9%	5 23.8% **	35 32.4%	60 28.0%	108 39.3% U	-
35 to 44	140 28.6%	-	-	140 100.0% ABD	-	93 30.7%	44 25.6%	90 26.2%	41 37.6% G	8 24.2%	103 28.6%	25 29.4%	10 24.4%	12 22.2%	127 29.5%	11 21.2%	110 29.4%	36 27.3%	101 28.8%	6 28.6% **	29 26.9%	57 26.6%	83 30.2%	-
45 to 54	94 19.2%	-	-	-	94 69.6% ABC	57 18.8%	34 19.8%	66 19.2%	17 15.6%	9 27.3%	68 18.9%	17 20.0%	9 22.0%	11 20.4%	82 19.1%	10 19.2%	76 20.3%	32 24.2% r	61 17.4%	3 14.3% **	28 25.9%	51 23.8% V	43 15.6%	-
55 to 64	28 5.7%	-	-	-	28 20.7% ABC	19 6.3%	5 2.9%	17 5.0%	8 7.3%	3 9.1%	15 4.2%	8 9.4%	5 12.2% J	5 9.3%	23 5.3%	4 7.7%	21 5.6%	10 7.6%	18 5.1%	4 19.0% **	6 5.6%	13 6.1%	15 5.5%	-
65 to 74	9 1.8%	-	-	-	9 6.7% aBC	2 0.7%	7 4.1% E	7 2.0%	2 1.8%	-	4 1.1%	4 4.7% J	1 2.4%	1 1.9%	8 1.9%	2 3.8%	6 1.6%	-	9 2.6% q	-	-	7 3.3% V	2 0.7%	-
75 or older	4 0.8%	-	-	-	4 3.0% BC	3 1.0%	1 0.6%	3 0.9%	-	1 3.0% h	3 0.8%	-	1 2.4%	1 1.9%	2 0.5%	1 1.9%	2 0.5%	-	4 1.1%	-	-	3 1.4%	1 0.4%	-
SPHA SUMMARY RATE - Members under 18	14 2.9%	14 30.4%	-	-	-	8 2.6%	5 2.9%	12 3.5%	1 0.9%	1 3.0%	10 2.8%	2 2.4%	2 4.9%	2 3.7%	12 2.8%	2 3.8%	6 1.6%	3 2.3%	11 3.1%	-	3 2.8%	13 6.1%	1 0.4%	-
SPHA SUMMARY RATE - Members 18 to 34	200 40.9%	32 69.6% CD	168 100.0% ACD	-	-	121 39.9%	76 44.2%	148 43.1%	40 36.7%	11 33.3%	157 43.6%	29 34.1%	13 31.7%	22 40.7%	176 40.9%	22 42.3%	153 40.9%	51 38.6%	147 41.9%	8 38.1% **	42 38.9%	70 32.7%	130 47.3% U	-
SPHA SUMMARY RATE - Members 35 to 44	140 28.6%	-	-	140 100.0%	-	93 30.7%	44 25.6%	90 26.2%	41 37.6% G	8 24.2%	103 28.6%	25 29.4%	10 24.4%	12 22.2%	127 29.5%	11 21.2%	110 29.4%	36 27.3%	101 28.8%	6 28.6%	29 26.9%	57 26.6%	83 30.2%	-
SPHA SUMMARY RATE - Members 45 to 54	94 19.2%	-	-	-	94 69.6% ABC	57 18.8%	34 19.8%	66 19.2%	17 15.6%	9 27.3%	68 18.9%	17 20.0%	9 22.0%	11 20.4%	82 19.1%	10 19.2%	76 20.3%	32 24.2% r	61 17.4%	3 14.3% **	28 25.9%	51 23.8% V	43 15.6%	-
SPHA SUMMARY RATE - Members 55 or older	41 8.4%	-	-	-	41 30.4% ABC	24 7.9%	13 7.6%	27 7.9%	10 9.2%	4 12.1%	22 6.1%	12 14.1%	7 17.1% J	7 13.0%	33 7.7%	7 13.5%	29 7.8%	10 7.6%	31 8.8%	4 19.0% **	6 5.6%	23 10.7% v	18 6.5%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q79. Are you male or female?																								
Total Eligible	513 100.0%	46 100.0%	168 100.0%	140 100.0%	135 100.0%	306 100.0%	172 100.0%	356 100.0%	113 100.0%	33 100.0%	372 100.0%	90 100.0%	41 100.0%	57 100.0%	444 100.0%	53 100.0%	392 100.0%	138 100.0%	364 100.0%	23 100.0%	112 100.0%	218 100.0%	295 100.0%	-
Total Valid Responses	491 100.0%	45 100.0%	168 100.0%	140 100.0%	135 100.0%	305 100.0%	172 100.0%	342 100.0%	112 100.0%	33 100.0%	361 100.0%	86 100.0%	41 100.0%	56 100.0%	430 100.0%	51 100.0%	376 100.0%	133 100.0%	351 100.0%	21 100.0%	109 100.0%	216 100.0%	275 100.0%	-
No Answer	22	1	-	-	-	1	-	14	1	-	11	4	-	1	14	2	16	5	13	2	3	2	20	-
Male	57 11.6%	5 11.1%	12 7.1%	16 11.4%	23 17.0% B	28 9.2%	24 14.0%	50 14.6% H	7 6.3%	-	45 12.5%	7 8.1%	4 9.8%	8 14.3%	46 10.7%	6 11.8%	43 11.4%	18 13.5%	37 10.5%	5 23.8% **	11 10.1%	24 11.1%	33 12.0%	-
Female	434 88.4%	40 88.9%	156 92.9%	124 88.6%	112 83.0%	277 90.8%	148 86.0%	292 85.4%	105 93.8% G	33 100.0% G	316 87.5%	79 91.9%	37 90.2%	48 85.7%	384 89.3%	45 88.2%	333 88.6%	115 86.5%	314 89.5%	16 76.2% **	98 89.9%	192 88.9%	242 88.0%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q80. What is the highest grade or level of school that you have completed?																								
Total Eligible	513 100.0%	46 100.0%	168 100.0%	140 100.0%	135 100.0%	306 100.0%	172 100.0%	356 100.0%	113 100.0%	33 100.0%	372 100.0%	90 100.0%	41 100.0%	57 100.0%	444 100.0%	53 100.0%	392 100.0%	138 100.0%	364 100.0%	23 100.0%	112 100.0%	218 100.0%	295 100.0%	-
Total Valid Responses	478 100.0%	45 100.0%	165 100.0%	137 100.0%	128 100.0%	306 100.0%	172 100.0%	331 100.0%	111 100.0%	32 100.0%	351 100.0%	85 100.0%	39 100.0%	56 100.0%	417 100.0%	52 100.0%	366 100.0%	129 100.0%	342 100.0%	19 100.0%	107 100.0%	215 100.0%	263 100.0%	-
No Answer	35	1	3	3	7	-	-	25	2	1	21	5	2	1	27	1	26	9	22	4	5	3	32	-
8th grade or less	49 10.3%	1 2.2%	7 4.2%	21 15.3%	19 14.8%	49 16.0%	-	23 6.9%	19 17.1%	7 21.9%	26 7.4%	18 21.2%	4 10.3%	4 7.1%	45 10.8%	2 3.8%	39 10.7%	12 9.3%	35 10.2%	-	11 10.3%	21 9.8%	28 10.6%	-
Some high school, but did not graduate	72 15.1%	10 22.2%	20 12.1%	21 15.3%	20 15.6%	72 23.5%	-	45 13.6%	20 18.0%	6 18.8%	50 14.2%	14 16.5%	7 17.9%	5 8.9%	66 15.8%	9 17.3%	51 13.9%	22 17.1%	49 14.3%	2 10.5%	19 17.8%	31 14.4%	41 15.6%	-
High school graduate or GED	185 38.7%	19 42.2%	72 43.6%	51 37.2%	42 32.8%	185 60.5%	-	126 38.1%	45 40.5%	12 37.5%	144 41.0%	25 29.4%	15 38.5%	18 32.1%	165 39.6%	17 32.7%	141 38.5%	55 42.6%	126 36.8%	8 42.1%	46 43.0%	74 34.4%	111 42.2%	-
Some college or 2-year degree	119 24.9%	11 24.4%	53 32.1%	27 19.7%	28 21.9%	-	119 69.2%	91 27.5%	21 18.9%	6 18.8%	90 25.6%	20 23.5%	9 23.1%	18 32.1%	99 23.7%	17 32.7%	91 24.9%	26 20.2%	93 27.2%	3 15.8%	23 21.5%	57 26.5%	62 23.6%	-
4-year college graduate	33 6.9%	3 6.7%	7 4.2%	11 8.0%	12 9.4%	-	33 19.2%	28 8.5%	4 3.6%	1 3.1%	25 7.1%	5 5.9%	3 7.7%	7 12.5%	26 6.2%	4 7.7%	28 7.7%	8 6.2%	25 7.3%	2 10.5%	6 5.6%	21 9.8%	12 4.6%	-
More than 4-year college degree	20 4.2%	1 2.2%	6 3.6%	6 4.4%	7 5.5%	-	20 11.6%	18 5.4%	2 1.8%	-	16 4.6%	3 3.5%	1 2.6%	4 7.1%	16 3.8%	3 5.8%	16 4.4%	6 4.7%	14 4.1%	4 21.1%	2 1.9%	11 5.1%	9 3.4%	-
SPHA SUMMARY RATE - High school graduate or less	306 64.0%	30 66.7%	99 60.0%	93 67.9%	81 63.3%	306 100.0%	-	194 58.6%	84 75.7%	25 78.1%	220 62.7%	57 67.1%	26 66.7%	27 48.2%	276 66.2%	28 53.8%	231 63.1%	89 69.0%	210 61.4%	10 52.6%	76 71.0%	126 58.6%	180 68.4%	-
SPHA SUMMARY RATE - Some college	119 24.9%	11 24.4%	53 32.1%	27 19.7%	28 21.9%	-	119 69.2%	91 27.5%	21 18.9%	6 18.8%	90 25.6%	20 23.5%	9 23.1%	18 32.1%	99 23.7%	17 32.7%	91 24.9%	26 20.2%	93 27.2%	3 15.8%	23 21.5%	57 26.5%	62 23.6%	-
SPHA SUMMARY RATE - 4-year college graduate or more	53 11.1%	4 8.9%	13 7.9%	17 12.4%	19 14.8%	-	53 30.8%	46 13.9%	6 5.4%	1 3.1%	41 11.7%	8 9.4%	4 10.3%	11 19.6%	42 10.1%	7 13.5%	44 12.0%	14 10.9%	39 11.4%	6 31.6%	8 7.5%	32 14.9%	21 8.0%	-

Cell Contents:
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o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q81. How are you related to the child?																								
Total Eligible	513 100.0%	46 100.0%	168 100.0%	140 100.0%	135 100.0%	306 100.0%	172 100.0%	356 100.0%	113 100.0%	33 100.0%	372 100.0%	90 100.0%	41 100.0%	57 100.0%	444 100.0%	53 100.0%	392 100.0%	138 100.0%	364 100.0%	23 100.0%	112 100.0%	218 100.0%	295 100.0%	-
Total Valid Responses	485 100.0%	46 100.0%	167 100.0%	139 100.0%	130 100.0%	305 100.0%	167 100.0%	337 100.0%	112 100.0%	32 100.0%	358 100.0%	83 100.0%	41 100.0%	55 100.0%	425 100.0%	51 100.0%	371 100.0%	133 100.0%	345 100.0%	21 100.0%	109 100.0%	211 100.0%	274 100.0%	-
No Answer	28	-	1	1	5	1	5	19	1	1	14	7	-	2	19	2	21	5	19	2	3	7	21	-
Mother or father	443 91.3%	42 91.3% D	165 98.8% AD	135 97.1% aD	98 75.4%	278 91.1%	154 92.2%	310 92.0%	100 89.3%	29 90.6%	336 93.9% KL	73 88.0% I	31 75.6%	48 87.3%	390 91.8%	41 80.4%	347 93.5% O	123 92.5%	313 90.7%	19 90.5% **	102 93.6%	187 88.6%	256 93.4% u	-
Grandparent	32 6.6%	3 6.5% BC	-	1 0.7%	28 21.5% ABC	22 7.2%	8 4.8%	21 6.2%	8 7.1%	3 9.4%	16 4.5%	8 9.6% j	8 19.5% J	5 9.1%	27 6.4%	8 15.7% P	18 4.9%	8 6.0%	24 7.0%	2 9.5% **	5 4.6%	19 9.0% v	13 4.7%	-
Aunt or uncle	2 0.4%	-	-	-	2 1.5%	1 0.3%	1 0.6%	1 0.3%	1 0.9%	-	1 0.3%	1 1.2%	-	-	2 0.5%	-	2 0.5% R	2 1.5%	-	-	2 1.8%	1 0.5%	1 0.4%	-
Older brother or sister	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other relative	1 0.2%	-	-	-	1 0.8%	1 0.3%	-	1 0.3%	-	-	1 0.3%	-	-	-	1 0.2%	-	-	-	1 0.3%	-	-	-	1 0.4%	-
Legal guardian	7 1.4%	1 2.2%	2 1.2%	3 2.2%	1 0.8%	3 1.0%	4 2.4%	4 1.2%	3 2.7%	-	4 1.1%	1 1.2%	2 4.9% j	2 3.6%	5 1.2%	2 3.9%	4 1.1%	-	7 2.0% q	-	-	4 1.9%	3 1.1%	-
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q82. Did someone help you complete this survey?																								
Total Eligible	218 100.0%	23 100.0%	60 100.0%	57 100.0%	74 100.0%	126 100.0%	89 100.0%	165 100.0%	37 100.0%	13 100.0%	166 100.0%	33 100.0%	17 100.0%	33 100.0%	181 100.0%	29 100.0%	166 100.0%	47 100.0%	168 100.0%	5 100.0%	40 100.0%	218 100.0%	-	-
Total Valid Responses	215 100.0%	23 100.0%	60 100.0%	56 100.0%	74 100.0%	124 100.0%	89 100.0%	163 100.0%	36 100.0%	13 100.0%	165 100.0%	31 100.0%	17 100.0%	32 100.0%	179 100.0%	29 100.0%	165 100.0%	47 100.0%	166 100.0%	5 100.0%	40 100.0%	215 100.0%	-	-
No Answer	3	-	-	1	-	2	-	2	1	-	1	2	-	1	2	-	1	-	2	-	-	3	-	-
Yes	5 2.3%	- **	-	2 3.6%	3 4.1%	5 4.0%	-	3 1.8%	1 2.8%	1 7.7%	3 1.8%	1 3.2%	- **	-	5 2.8%	- **	4 2.4%	3 6.4%	2 1.2%	- **	2 5.0%	5 2.3%	-	-
No	210 97.7%	23 100.0%	60 100.0%	54 96.4%	71 95.9%	119 96.0%	89 100.0%	160 98.2%	35 97.2%	12 92.3%	162 98.2%	30 96.8%	17 100.0%	32 100.0%	174 97.2%	29 100.0%	161 97.6%	44 93.6%	164 98.8%	5 100.0%	38 95.0%	210 97.7%	-	-

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GENERAL POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q83. How did that person help you? Check all that apply.																								
Total Eligible	5	-	-	2	3	5	-	3	1	1	3	1	-	-	5	-	4	3	2	-	2	5	-	-
	100.0%	-	-	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	-	-	100.0%	-	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	-
Total Valid Responses	7	-	-	3	4	7	-	5	1	1	5	1	-	-	7	-	6	4	3	-	3	7	-	-
Total Respondents	5	-	-	2	3	5	-	3	1	1	3	1	-	-	5	-	4	3	2	-	2	5	-	-
	100.0%	-	-	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	-	-	100.0%	-	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	-
Read the questions to me	5	-	-	2	3	5	-	3	1	1	3	1	-	-	5	-	4	3	2	-	2	5	-	-
	100.0%	-	-	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	-	-	100.0%	-	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	-
Wrote down the answers I gave	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-	1	1	-	-	1	1	-	-
	20.0%	-	-	50.0%	-	20.0%	-	33.3%	-	-	33.3%	-	-	-	20.0%	-	25.0%	33.3%	-	-	50.0%	20.0%	-	-
Answered the questions for me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Translated the questions into my language	1	-	-	-	1	1	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-
	20.0%	-	-	-	33.3%	20.0%	-	33.3%	-	-	33.3%	-	-	-	20.0%	-	25.0%	-	50.0%	-	-	20.0%	-	-
Helped in some other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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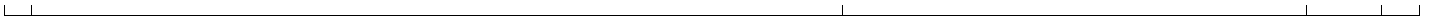


Table of Contents:

	Table Description	Filter Description	Population Status	Base
1	Q1. Our records show that your child is now in Molina Healthcare of New Mexico. Is that right?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
2	Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctors office?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
3	Q4. (GOQ) 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q3.ContainsAny((Yes))	Success	130
4	Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
5	Q6. (GOQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q5.ContainsAny((Yes))	Success	264
6	Q7. In the last 6 months, not counting the times your child went to an emergency room how many times did he or she go to a doctors office or clinic to get health care?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
7	Q8. (HFE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	270
8	Q9. (FOC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	270
9	Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	270
10	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times)) And Q10.ContainsAny((Yes))	Success	125
11	Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times)) And Q10.ContainsAny((Yes))	Success	125
12	Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times)) And Q10.ContainsAny((Yes))	Success	125
13	Q14. 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 childs health care in the last 6 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	270
14	Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	270
15	Q16. Is your child now enrolled in any kind of school or daycare?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
16	Q17. In the last 6 months, did you need your childs doctor or other health providers to contact a school or daycare center about your childs health or health care?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q16.ContainsAny((Yes))	Success	272
17	Q18. (CC-CC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q16.ContainsAny((Yes)) And Q17.ContainsAny((Yes))	Success	66
18	Q19. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
19	Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q19.ContainsAny((Yes))	Success	54
20	Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q19.ContainsAny((Yes))	Success	54
21	Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
22	Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q22.ContainsAny((Yes))	Success	126
23	Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q22.ContainsAny((Yes))	Success	126
24	Q25. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
25	Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q25.ContainsAny((Yes))	Success	124
26	Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q25.ContainsAny((Yes))	Success	124
27	Q28. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
28	Q29. (CC-CC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q28.ContainsAny((Yes))	Success	141
29	Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
30	Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes))	Success	298
31	Q32. (HMDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	238
32	Q33. (HMDC) In the last 6 months, how often did your childs personal doctor listen carefully to you?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	238
33	Q34. (HMDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	238
34	Q35. Is your child able to talk with doctors about his or her health care?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	238
35	Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times)) And Q35.ContainsAny((Yes))	Success	175
36	Q37. (HMDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	238
37	Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	238
38	Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	238
39	Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times)) And Q39.ContainsAny((Yes))	Success	143
40	Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND	Success	298

41	number would you use to rate your child's personal doctor? Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?	ccind.ContainsAny((Yes)) AND Q30.ContainsAny((Yes))	Success	298
42	Q43. (FOC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) AND Q42.ContainsAny((Yes))	Success	200
43	Q44. (FOC-PD) 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) AND Q42.ContainsAny((Yes))	Success	200
44	Q45. 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 to see a specialist?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
45	Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q45.ContainsAny((Yes))	Success	120
46	Q47. How many specialists has your child seen in the last 6 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q45.ContainsAny((Yes))	Success	120
47	Q48. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q45.ContainsAny((Yes)) AND Q47.ContainsAny({1_1 specialist, 2_2, 3_3, 4_4, 5_or_more specialists})	Success	114
48	Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
49	Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q49.ContainsAny((Yes))	Success	106
50	Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q49.ContainsAny((Yes))	Success	106
51	Q52. In the last 6 months, did your child's health plan give you any forms to fill out?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
52	Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q52.ContainsAny((Yes, No))	Success	324
53	Q54. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
54	Q55. In the last 6 months, did you get or refill any prescription medicines for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
55	Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q55.ContainsAny((Yes))	Success	242
56	Q57. Did anyone from your child's health plan, doctors office, or clinic help you get your child's prescription medicines?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q55.ContainsAny((Yes))	Success	242
57	Q58. In general, how would you rate your child's overall health?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
58	Q59. In general, how would you rate your child's overall mental or emotional health?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
59	Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
60	Q61. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q60.ContainsAny((Yes))	Success	235
61	Q62. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q60.ContainsAny((Yes)) AND Q61.ContainsAny((Yes))	Success	226
62	Q63. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
63	Q64. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q63.ContainsAny((Yes))	Success	193
64	Q65. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q63.ContainsAny((Yes)) AND Q64.ContainsAny((Yes))	Success	178
65	Q66. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
66	Q67. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q66.ContainsAny((Yes))	Success	128
67	Q68. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q66.ContainsAny((Yes)) AND Q67.ContainsAny((Yes))	Success	118
68	Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
69	Q70. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q69.ContainsAny((Yes))	Success	146
70	Q71. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q69.ContainsAny((Yes)) AND Q70.ContainsAny((Yes))	Success	129
71	Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
72	Q73. Has this problem lasted or is it expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q72.ContainsAny((Yes))	Success	176
73	Q74. What is your child's age?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
74	Q75. Is your child male or female?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
75	Q76. Is your child of Hispanic or Latino origin or descent?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
76	Q77. What is your race? Please mark one or more.	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
77	Q78. What is your age?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
78	Q79. Are you male or female?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
79	Q80. What is the highest grade or level of school that you have completed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
80	Q81. How are you related to the child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
81	Q82. Did someone help you complete this survey?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Dispo.ContainsAny((Internet, Mail))	Success	157
82	Q83. How did that person help you? Check all that apply.	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Dispo.ContainsAny((Internet, Mail)) AND Q82.ContainsAny((Yes))	Success	6
83	Q1. Our records show that your child is now in Health Plan Name. Is that right?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
84	Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctors office?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
85	Q4. (GOC) 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q3.ContainsAny((Yes))	Success	130
86	Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
87	Q6. (GOC) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q5.ContainsAny((Yes))	Success	264
88	Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
89	Q8. (HFE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny({1_1 time, 2_2, 3_3, 4_4, 5_to_9_10_or_more_times})	Success	270
90	Q9. (FOC-GN) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny({1_1 time, 2_2, 3_3, 4_4, 5_to_9_10_or_more_times})	Success	270
91	Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny({1_1 time, 2_2, 3_3, 4_4, 5_to_9_10_or_more_times})	Success	270
92	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny({1_1 time, 2_2, 3_3, 4_4, 5_to_9_10_or_more_times}) AND Q10.ContainsAny((Yes))	Success	125
93	Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny({1_1 time, 2_2, 3_3, 4_4, 5_to_9_10_or_more_times}) AND Q10.ContainsAny((Yes))	Success	125
94	Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny({1_1 time, 2_2, 3_3, 4_4, 5_to_9_10_or_more_times}) AND Q10.ContainsAny((Yes))	Success	125
95	Q14. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny({1_1 time, 2_2, 3_3, 4_4, 5_to_9_10_or_more_times})	Success	270
96	Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny({1_1 time, 2_2, 3_3, 4_4, 5_to_9_10_or_more_times})	Success	270
97	Q16. Is your child now enrolled in any kind of school or daycare?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
98	Q17. In the last 6 months, did you need your child's doctor or other health providers to contact a school or daycare center about your child's health or health care?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q16.ContainsAny((Yes))	Success	272
99	Q18. (CC-CCC) 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q16.ContainsAny((Yes)) AND Q17.ContainsAny((Yes))	Success	66
100	Q19. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
101	Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q19.ContainsAny((Yes))	Success	54
102	Q21. Did anyone from your child's health plan, doctors office, or clinic help you get special medical equipment or devices for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q19.ContainsAny((Yes))	Success	54
103	Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
104	Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q22.ContainsAny((Yes))	Success	126

105	Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q22.ContainsAny(Yes))	Success	126
106	Q25. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
107	Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q25.ContainsAny(Yes))	Success	124
108	Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q25.ContainsAny(Yes))	Success	124
109	Q28. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
110	Q29. (CC-CCC) 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q28.ContainsAny(Yes))	Success	141
111	Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
112	Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes))	Success	298
113	Q32. (HMDC) 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	238
114	Q33. (HMDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	238
115	Q34. (HMDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	238
116	Q35. Is your child able to talk with doctors about his or her health care?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	238
117	Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times]) And Q35.ContainsAny(Yes))	Success	175
118	Q37. (HMDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	238
119	Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	238
120	Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	238
121	Q40. (CC) 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times]) And Q39.ContainsAny(Yes))	Success	143
122	Q41. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes))	Success	298
123	Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes))	Success	298
124	Q43. (FOC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q42.ContainsAny(Yes))	Success	200
125	Q44. (FOC-PD) 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q42.ContainsAny(Yes))	Success	200
126	Q45. 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 to see a specialist?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
127	Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q45.ContainsAny(Yes))	Success	120
128	Q47. How many specialists has your child seen in the last 6 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q45.ContainsAny(Yes))	Success	120
129	Q48. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q45.ContainsAny(Yes) And Q47.ContainsAny([_1_specialist, _2, _3, _4, _5 or more specialists])	Success	114
130	Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
131	Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q49.ContainsAny(Yes))	Success	106
132	Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q49.ContainsAny(Yes))	Success	106
133	Q52. In the last 6 months, did your child's health plan give you any forms to fill out?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
134	Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q52.ContainsAny(Yes, Nb))	Success	324
135	Q54. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
136	Q55. In the last 6 months, did you get or refill any prescription medicines for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
137	Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q55.ContainsAny(Yes))	Success	242
138	Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q55.ContainsAny(Yes))	Success	242
139	Q58. In general, how would you rate your child's overall health?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
140	Q59. In general, how would you rate your child's overall mental or emotional health?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
141	Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
142	Q61. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q60.ContainsAny(Yes))	Success	235
143	Q62. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q60.ContainsAny(Yes) And Q61.ContainsAny(Yes))	Success	226
144	Q63. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
145	Q64. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q63.ContainsAny(Yes))	Success	193
146	Q65. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q63.ContainsAny(Yes) And Q64.ContainsAny(Yes))	Success	178
147	Q66. 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?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
148	Q67. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q66.ContainsAny(Yes))	Success	128
149	Q68. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q66.ContainsAny(Yes) And Q67.ContainsAny(Yes))	Success	118
150	Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
151	Q70. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q69.ContainsAny(Yes))	Success	146
152	Q71. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q69.ContainsAny(Yes) And Q70.ContainsAny(Yes))	Success	129
153	Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
154	Q73. Has this problem lasted or is it expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q72.ContainsAny(Yes))	Success	176
155	Q74. What is your child's age?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
156	Q75. Is your child male or female?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
157	Q76. Is your child of Hispanic or Latino origin or descent?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
158	Q77. What is your race? Please mark one or more.	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
159	Q78. What is your age?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
160	Q79. Are you male or female?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
161	Q80. What is the highest grade or level of school that you have completed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
162	Q81. How are you related to the child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	332
163	Q82. Did someone help you complete this survey?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Dispo.ContainsAny(Internet, Mail))	Success	157
164	Q83. How did that person help you? Check all that apply.	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Dispo.ContainsAny(Internet, Mail) And Q82.ContainsAny(Yes))	Success	6



CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q1. Our records show that your child is now in Molina Healthcare of New Mexico. Is that right?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	324	19	90	87	122	177	134	156	103	63	153	79	90	51	269	42	246	101	217	11	89	150	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	8	1	1	3	3	3	5	4	3	1	3	2	3	1	7	-	8	5	3	1	4	7	1	-
Yes	324	19	90	87	122	177	134	156	103	63	153	79	90	51	269	42	246	101	217	11	89	150	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	324	19	90	87	122	177	134	156	103	63	153	79	90	51	269	42	246	101	217	11	89	150	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 2
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	327	19	89	88	125	178	137	159	104	62	155	79	91	52	271	42	250	105	216	12	92	154	173	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	1	2	2	-	2	2	1	2	2	1	2	2	-	5	-	4	1	4	-	1	3	2	-
Yes	130	11	43	35	40	70	57	57	43	28	65	25	38	28	101	22	95	39	89	6	33	70	60	-
	39.8%	57.9%	48.3%	39.8%	32.0%	39.3%	41.6%	35.8%	41.3%	45.2%	41.9%	31.6%	41.8%	53.8%	37.3%	52.4%	38.0%	37.1%	41.2%	50.0%	35.9%	45.5%	34.7%	-
No	197	8	46	53	85	108	80	102	61	34	90	54	53	24	170	20	155	66	127	6	59	84	113	-
	60.2%	42.1%	51.7%	60.2%	68.0%	60.7%	58.4%	64.2%	58.7%	54.8%	58.1%	68.4%	58.2%	46.2%	62.7%	47.6%	62.0%	62.9%	58.8%	50.0%	64.1%	54.5%	65.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	130	11	43	35	40	70	57	57	43	28	65	25	38	28	101	22	95	39	89	6	33	70	60	-
	39.8%	57.9%	48.3%	39.8%	32.0%	39.3%	41.6%	35.8%	41.3%	45.2%	41.9%	31.6%	41.8%	53.8%	37.3%	52.4%	38.0%	37.1%	41.2%	50.0%	35.9%	45.5%	34.7%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q4. (GCQ) 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q4. (GCQ) 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?																								
Total Eligible	130	11	43	35	40	70	57	57	43	28	65	25	38	28	101	22	95	39	89	6	33	70	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	127	11	42	33	40	68	56	57	41	27	65	25	36	26	100	20	94	39	86	6	33	68	59	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	1	2	-	2	1	-	2	1	-	-	2	2	1	2	1	-	3	-	-	2	1	-
Always	98	8	32	23	34	48	47	50	26	20	53	17	28	17	80	13	76	31	66	4	27	51	47	-
	77.2%	72.7%	76.2%	69.7%	85.0%	70.6%	83.9%	87.7%	63.4%	74.1%	81.5%	68.0%	77.8%	65.4%	80.0%	65.0%	80.9%	79.5%	76.7%	66.7%	81.8%	75.0%	79.7%	-
Usually	19	1	5	8	5	12	7	6	8	5	9	4	6	5	14	3	13	6	12	2	4	12	7	-
	15.0%	9.1%	11.9%	24.2%	12.5%	17.6%	12.5%	10.5%	19.5%	18.5%	13.8%	16.0%	16.7%	19.2%	14.0%	15.0%	13.8%	15.4%	14.0%	33.3%	12.1%	17.6%	11.9%	-
Sometimes	9	2	4	2	1	7	2	1	6	2	3	4	1	3	6	3	5	2	7	-	2	4	5	-
	7.1%	18.2%	9.5%	6.1%	2.5%	10.3%	3.6%	1.8%	14.6%	7.4%	4.6%	16.0%	2.8%	11.5%	6.0%	15.0%	5.3%	5.1%	8.1%	-	6.1%	5.9%	8.5%	-
Never	1	-	1	-	-	1	-	-	1	-	-	-	1	1	-	1	-	-	1	-	-	1	-	-
	0.8%	-	2.4%	-	-	1.5%	-	-	2.4%	-	-	-	2.8%	3.8%	-	5.0%	-	-	1.2%	-	-	1.5%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	117	9	37	31	39	60	54	56	34	25	62	21	34	22	94	16	89	37	78	6	31	63	54	-
	92.1%	81.8%	88.1%	93.9%	97.5%	88.2%	96.4%	98.2%	82.9%	92.6%	95.4%	84.0%	94.4%	84.6%	94.0%	80.0%	94.7%	94.9%	90.7%	100.0%	93.9%	92.6%	91.5%	-
HEDIS/CAHPS SUMMARY RATE - Always	98	8	32	23	34	48	47	50	26	20	53	17	28	17	80	13	76	31	66	4	27	51	47	-
	77.2%	72.7%	76.2%	69.7%	85.0%	70.6%	83.9%	87.7%	63.4%	74.1%	81.5%	68.0%	77.8%	65.4%	80.0%	65.0%	80.9%	79.5%	76.7%	66.7%	81.8%	75.0%	79.7%	-
3-Point Score	2.69	2.55	2.64	2.64	2.83	2.59	2.80	2.86	2.46	2.67	2.77	2.52	2.72	2.50	2.74	2.45	2.76	2.74	2.67	2.67	2.76	2.68	2.71	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 4
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	327	20	90	90	122	177	137	157	105	63	153	80	92	51	272	42	249	106	216	12	93	152	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	1	-	3	3	2	3	1	1	3	1	1	1	4	-	5	-	4	-	-	5	-	-
Yes	264	16	77	70	97	148	107	118	93	51	121	63	78	42	218	32	205	91	168	9	82	124	140	-
	80.7%	80.0%	85.6%	77.8%	79.5%	83.6%	78.1%	75.2%	88.6%	81.0%	79.1%	78.8%	84.8%	82.4%	80.1%	76.2%	82.3%	85.8%	77.8%	75.0%	88.2%	81.6%	80.0%	-
No	63	4	13	20	25	29	30	39	12	12	32	17	14	9	54	10	44	15	48	3	11	28	35	-
	19.3%	20.0%	14.4%	22.2%	20.5%	16.4%	21.9%	24.8%	11.4%	19.0%	20.9%	21.3%	15.2%	17.6%	19.9%	23.8%	17.7%	14.2%	22.2%	25.0%	11.8%	18.4%	20.0%	-
HEDIS/CAHPS SUMMARY RATE - Yes	264	16	77	70	97	148	107	118	93	51	121	63	78	42	218	32	205	91	168	9	82	124	140	-
	80.7%	80.0%	85.6%	77.8%	79.5%	83.6%	78.1%	75.2%	88.6%	81.0%	79.1%	78.8%	84.8%	82.4%	80.1%	76.2%	82.3%	85.8%	77.8%	75.0%	88.2%	81.6%	80.0%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

CCC POPULATION

Table: 5
Level: Top

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?																								
Total Eligible	264	16	77	70	97	148	107	118	93	51	121	63	78	42	218	32	205	91	168	9	82	124	140	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	259	16	75	67	97	144	106	115	92	50	121	60	77	41	214	32	200	88	166	8	80	121	138	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	2	3	-	4	1	3	1	1	-	3	1	1	4	-	5	3	2	1	2	3	2	-
Always	171	9	53	41	68	97	69	86	50	33	89	32	49	25	144	16	143	64	103	4	60	81	90	-
	66.0%	56.3% **	70.7%	61.2%	70.1%	67.4%	65.1%	74.8% H	54.3%	66.0%	73.6% K	53.3%	63.6%	61.0%	67.3%	50.0%	71.5% O	72.7% r	62.0%	50.0% **	75.0%	66.9%	65.2%	-
Usually	56	7	13	12	21	27	26	21	26	9	23	18	15	10	44	7	40	17	39	4	13	28	28	-
	21.6%	43.8% **	17.3%	17.9%	21.6%	18.8%	24.5%	18.3%	28.3% g	18.0%	19.0%	30.0% j	19.5%	24.4%	20.6%	21.9%	20.0%	19.3%	23.5%	50.0% **	16.3%	23.1%	20.3%	-
Sometimes	29	-	9	12	7	19	9	8	14	7	8	10	11	6	23	9	15	7	21	-	7	11	18	-
	11.2%	- **	12.0%	17.9% D	7.2%	13.2%	8.5%	7.0%	15.2% g	14.0%	6.6%	16.7% J	14.3% j	14.6%	10.7%	28.1% P	7.5%	8.0%	12.7%	- **	8.8%	9.1%	13.0%	-
Never	3	-	-	2	1	1	2	-	2	1	1	-	2	-	3	-	2	-	3	-	-	1	2	-
	1.2%	- **	-	3.0%	1.0%	0.7%	1.9%	-	2.2%	2.0%	0.8%	-	2.6%	-	1.4%	-	1.0%	-	1.8%	- **	-	0.8%	1.4%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	227	16	66	53	89	124	95	107	76	42	112	50	64	35	188	23	183	81	142	8	73	109	118	-
	87.6%	100.0% **	88.0%	79.1% C	91.8%	86.1%	89.6%	93.0% H	82.6%	84.0%	92.6% kL	83.3%	83.1%	85.4%	87.9%	71.9%	91.5% O	92.0%	85.5%	100.0% **	91.3%	90.1%	85.5%	-
HEDIS/CAHPS SUMMARY RATE - Always	171	9	53	41	68	97	69	86	50	33	89	32	49	25	144	16	143	64	103	4	60	81	90	-
	66.0%	56.3% **	70.7%	61.2%	70.1%	67.4%	65.1%	74.8% H	54.3%	66.0%	73.6% K	53.3%	63.6%	61.0%	67.3%	50.0%	71.5% O	72.7% r	62.0%	50.0% **	75.0%	66.9%	65.2%	-
3-Point Score	2.54	2.56	2.59	2.40	2.62	2.53	2.55	2.68	2.37	2.50	2.66	2.37	2.47	2.46	2.55	2.22	2.63	2.65	2.48	2.50	2.66	2.57	2.51	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	316	19	87	86	120	169	137	156	99	59	150	77	87	50	262	40	242	100	211	12	87	154	162	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	16	1	4	4	5	11	2	4	7	5	6	4	6	2	14	2	12	6	9	-	6	3	13	-
None	46	2	9	20	14	24	20	33	9	3	29	9	8	5	41	4	33	9	37	1	7	24	22	-
	14.6%	10.5% **	10.3%	23.3% BD	11.7%	14.2%	14.6%	21.2% H	9.1%	5.1%	19.3% L	11.7%	9.2%	10.0%	15.6%	10.0%	13.6%	9.0%	17.5% Q	8.3% **	8.0%	15.6%	13.6%	-
1 time	64	5	22	14	22	36	28	30	21	13	31	15	17	12	51	11	45	16	47	2	14	32	32	-
	20.3%	26.3% **	25.3%	16.3%	18.3%	21.3%	20.4%	19.2%	21.2%	22.0%	20.7%	19.5%	19.5%	24.0%	19.5%	27.5%	18.6%	16.0%	22.3%	16.7% **	16.1%	20.8%	19.8%	-
2	79	4	17	21	36	43	34	41	24	14	38	21	20	10	68	9	65	22	55	1	21	44	35	-
	25.0%	21.1% **	19.5%	24.4%	30.0% b	25.4%	24.8%	26.3%	24.2%	23.7%	25.3%	27.3%	23.0%	20.0%	26.0%	22.5%	26.9%	22.0%	26.1%	8.3% **	24.1%	28.6%	21.6%	-
3	49	3	15	12	19	25	21	27	14	8	21	13	14	10	38	7	36	18	30	4	14	23	26	-
	15.5%	15.8% **	17.2%	14.0%	15.8%	14.8%	15.3%	17.3%	14.1%	13.6%	14.0%	16.9%	16.1%	20.0%	14.5%	17.5%	14.9%	18.0%	14.2%	33.3% **	16.1%	14.9%	16.0%	-
4	30	2	5	7	16	17	12	12	11	7	12	8	10	5	25	2	25	15	14	1	14	18	12	-
	9.5%	10.5% **	5.7%	8.1%	13.3% b	10.1%	8.8%	7.7%	11.1%	11.9%	8.0%	10.4%	11.5%	10.0%	9.5%	5.0%	10.3%	15.0% R	6.6%	8.3% **	16.1%	11.7%	7.4%	-
5 to 9	36	2	13	11	9	18	16	10	17	9	16	7	13	6	30	6	28	14	22	2	12	10	26	-
	11.4%	10.5% **	14.9% d	12.8%	7.5%	10.7%	11.7%	6.4%	17.2% G	15.3% G	10.7%	9.1%	14.9%	12.0%	11.5%	15.0%	11.6%	14.0%	10.4%	16.7% **	13.8%	6.5%	16.0% U	-
10 or more times	12	1	6	1	4	6	6	3	3	5	3	4	5	2	9	1	10	6	6	1	5	3	9	-
	3.8%	5.3% **	6.9% c	1.2%	3.3%	3.6%	4.4%	1.9%	3.0%	8.5% G	2.0%	5.2%	5.7%	4.0%	3.4%	2.5%	4.1%	6.0%	2.8%	8.3% **	5.7%	1.9%	5.6% u	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	270	17	78	66	106	145	117	123	90	56	121	68	79	45	221	36	209	91	174	11	80	130	140	-
	85.4%	89.5% **	89.7% C	76.7%	88.3% C	85.8%	85.4%	78.8%	90.9% G	94.9% G	80.7%	88.3%	90.8% J	90.0%	84.4%	90.0%	86.4%	91.0% R	82.5%	91.7% **	92.0%	84.4%	86.4%	-

Cell Contents:
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Statistics:

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- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?																								
Total Eligible	270	17	78	66	106	145	117	123	90	56	121	68	79	45	221	36	209	91	174	11	80	130	140	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	266	17	76	66	105	141	117	122	88	55	120	67	78	43	220	36	207	90	172	10	80	127	139	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	2	-	1	4	-	1	2	1	1	1	1	2	1	-	2	1	2	1	-	3	1	-
Yes	213	15	65	53	80	110	100	93	73	46	97	52	63	35	176	26	169	75	134	6	69	98	115	-
	80.1%	88.2%	85.5%	80.3%	76.2%	78.0%	85.5%	76.2%	83.0%	83.6%	80.8%	77.6%	80.8%	81.4%	80.0%	72.2%	81.6%	83.3%	77.9%	60.0%	86.3%	77.2%	82.7%	-
No	53	2	11	13	25	31	17	29	15	9	23	15	15	8	44	10	38	15	38	4	11	29	24	-
	19.9%	11.8%	14.5%	19.7%	23.8%	22.0%	14.5%	23.8%	17.0%	16.4%	19.2%	22.4%	19.2%	18.6%	20.0%	27.8%	18.4%	16.7%	22.1%	40.0%	13.8%	22.8%	17.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	213	15	65	53	80	110	100	93	73	46	97	52	63	35	176	26	169	75	134	6	69	98	115	-
	80.1%	88.2%	85.5%	80.3%	76.2%	78.0%	85.5%	76.2%	83.0%	83.6%	80.8%	77.6%	80.8%	81.4%	80.0%	72.2%	81.6%	83.3%	77.9%	60.0%	86.3%	77.2%	82.7%	-
3-Point Score	2.60	2.76	2.71	2.61	2.52	2.56	2.71	2.52	2.66	2.67	2.62	2.55	2.62	2.63	2.60	2.44	2.63	2.67	2.56	2.20	2.73	2.54	2.65	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 8
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?																								
Total Eligible	270	17	78	66	106	145	117	123	90	56	121	68	79	45	221	36	209	91	174	11	80	130	140	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	267	17	77	66	105	142	117	123	88	55	121	67	78	43	221	36	208	90	173	10	80	127	140	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	1	-	1	3	-	-	2	1	-	1	1	2	-	-	1	1	1	1	-	3	-	-
Always	195	12	59	41	82	106	84	97	59	38	91	46	57	25	168	13	168	77	114	8	69	86	109	-
	73.0%	70.6%	76.6%	62.1%	78.1%	74.6%	71.8%	78.9%	67.0%	69.1%	75.2%	68.7%	73.1%	58.1%	76.0%	36.1%	80.8%	85.6%	65.9%	80.0%	86.3%	67.7%	77.9%	-
Usually	51	4	14	19	14	25	26	18	19	14	22	15	14	14	36	15	31	10	41	1	9	31	20	-
	19.1%	23.5%	18.2%	28.8%	13.3%	17.6%	22.2%	14.6%	21.6%	25.5%	18.2%	22.4%	17.9%	32.6%	16.3%	41.7%	14.9%	11.1%	23.7%	10.0%	11.3%	24.4%	14.3%	-
Sometimes	14	-	3	5	5	6	5	5	7	2	6	3	5	1	13	5	7	3	11	1	2	5	9	-
	5.2%	-	3.9%	7.6%	4.8%	4.2%	4.3%	4.1%	8.0%	3.6%	5.0%	4.5%	6.4%	2.3%	5.9%	13.9%	3.4%	3.3%	6.4%	10.0%	2.5%	3.9%	6.4%	-
Never	7	1	1	1	4	5	2	3	3	1	2	3	2	3	4	3	2	-	7	-	-	5	2	-
	2.6%	5.9%	1.3%	1.5%	3.8%	3.5%	1.7%	2.4%	3.4%	1.8%	1.7%	4.5%	2.6%	7.0%	1.8%	8.3%	1.0%	-	4.0%	-	-	3.9%	1.4%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	246	16	73	60	96	131	110	115	78	52	113	61	71	39	204	28	199	87	155	9	78	117	129	-
	92.1%	94.1%	94.8%	90.9%	91.4%	92.3%	94.0%	93.5%	88.6%	94.5%	93.4%	91.0%	91.0%	90.7%	92.3%	77.8%	95.7%	96.7%	89.6%	90.0%	97.5%	92.1%	92.1%	-
HEDIS/CAHPS SUMMARY RATE - Always	195	12	59	41	82	106	84	97	59	38	91	46	57	25	168	13	168	77	114	8	69	86	109	-
	73.0%	70.6%	76.6%	62.1%	78.1%	74.6%	71.8%	78.9%	67.0%	69.1%	75.2%	68.7%	73.1%	58.1%	76.0%	36.1%	80.8%	85.6%	65.9%	80.0%	86.3%	67.7%	77.9%	-
3-Point Score	2.65	2.65	2.71	2.53	2.70	2.67	2.66	2.72	2.56	2.64	2.69	2.60	2.64	2.49	2.68	2.14	2.76	2.82	2.55	2.70	2.84	2.60	2.70	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?																								
Total Eligible	270	17	78	66	106	145	117	123	90	56	121	68	79	45	221	36	209	91	174	11	80	130	140	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	267	17	77	66	104	142	117	122	89	55	120	68	78	44	220	36	208	89	173	10	79	128	139	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	1	-	2	3	-	1	1	1	1	-	1	1	-	1	2	1	1	1	2	1	-	-
Yes	125	8	33	35	49	70	53	49	44	31	55	26	43	22	102	13	108	52	70	7	45	52	73	-
	46.8%	47.1%	42.9%	53.0%	47.1%	49.3%	45.3%	40.2%	49.4%	56.4%	45.8%	38.2%	55.1%	50.0%	46.4%	36.1%	51.9%	58.4%	40.5%	70.0%	57.0%	40.6%	52.5%	-
No	142	9	44	31	55	72	64	73	45	24	65	42	35	22	118	23	100	37	103	3	34	76	66	-
	53.2%	52.9%	57.1%	47.0%	52.9%	50.7%	54.7%	59.8%	50.6%	43.6%	54.2%	61.8%	44.9%	50.0%	53.6%	63.9%	48.1%	41.6%	59.5%	30.0%	43.0%	59.4%	47.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	125	8	33	35	49	70	53	49	44	31	55	26	43	22	102	13	108	52	70	7	45	52	73	-
	46.8%	47.1%	42.9%	53.0%	47.1%	49.3%	45.3%	40.2%	49.4%	56.4%	45.8%	38.2%	55.1%	50.0%	46.4%	36.1%	51.9%	58.4%	40.5%	70.0%	57.0%	40.6%	52.5%	-

Cell Contents:
 - Count
 - Column Percentage
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 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

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2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 10
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?																								
Total Eligible	125	8	33	35	49	70	53	49	44	31	55	26	43	22	102	13	108	52	70	7	45	52	73	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	124	8	33	35	48	69	53	49	44	30	55	26	42	22	101	13	107	51	70	7	44	52	72	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	1	-	-	-	1	-	-	1	-	1	-	1	1	-	-	1	-	1	-
Yes	119	8	33	33	45	66	51	47	42	29	52	25	41	22	96	13	102	49	67	7	42	51	68	-
	96.0%	100.0%	100.0%	94.3%	93.8%	95.7%	96.2%	95.9%	95.5%	96.7%	94.5%	96.2%	97.6%	100.0%	95.0%	100.0%	95.3%	96.1%	95.7%	100.0%	95.5%	98.1%	94.4%	-
No	5	-	-	2	3	3	2	2	2	1	3	1	1	-	5	-	5	2	3	-	2	1	4	-
	4.0%	-	-	5.7%	6.3%	4.3%	3.8%	4.1%	4.5%	3.3%	5.5%	3.8%	2.4%	-	5.0%	-	4.7%	3.9%	4.3%	-	4.5%	1.9%	5.6%	-
HEDIS/CAHPS SUMMARY RATE - Yes	119	8	33	33	45	66	51	47	42	29	52	25	41	22	96	13	102	49	67	7	42	51	68	-
	96.0%	100.0%	100.0%	94.3%	93.8%	95.7%	96.2%	95.9%	95.5%	96.7%	94.5%	96.2%	97.6%	100.0%	95.0%	100.0%	95.3%	96.1%	95.7%	100.0%	95.5%	98.1%	94.4%	-
3-Point Score	2.92	3.00	3.00	2.89	2.88	2.91	2.92	2.92	2.91	2.93	2.89	2.92	2.95	3.00	2.90	3.00	2.91	2.92	2.91	3.00	2.91	2.96	2.89	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 11
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?																								
Total Eligible	125	8	33	35	49	70	53	49	44	31	55	26	43	22	102	13	108	52	70	7	45	52	73	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	125	8	33	35	49	70	53	49	44	31	55	26	43	22	102	13	108	52	70	7	45	52	73	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	81	4	21	26	30	39	41	30	29	22	35	14	31	15	65	6	73	36	44	5	31	32	49	-
	64.8%	50.0%	63.6%	74.3%	61.2%	55.7%	77.4%	61.2%	65.9%	71.0%	63.6%	53.8%	72.1%	68.2%	63.7%	46.2%	67.6%	69.2%	62.9%	71.4%	68.9%	61.5%	67.1%	-
No	44	4	12	9	19	31	12	19	15	9	20	12	12	7	37	7	35	16	26	2	14	20	24	-
	35.2%	50.0%	36.4%	25.7%	38.8%	44.3%	22.6%	38.8%	34.1%	29.0%	36.4%	46.2%	27.9%	31.8%	36.3%	53.8%	32.4%	30.8%	37.1%	28.6%	31.1%	38.5%	32.9%	-
HEDIS/CAHPS SUMMARY RATE - Yes	81	4	21	26	30	39	41	30	29	22	35	14	31	15	65	6	73	36	44	5	31	32	49	-
	64.8%	50.0%	63.6%	74.3%	61.2%	55.7%	77.4%	61.2%	65.9%	71.0%	63.6%	53.8%	72.1%	68.2%	63.7%	46.2%	67.6%	69.2%	62.9%	71.4%	68.9%	61.5%	67.1%	-
3-Point Score	2.30	2.00	2.27	2.49	2.22	2.11	2.55	2.22	2.32	2.42	2.27	2.08	2.44	2.36	2.27	1.92	2.35	2.38	2.26	2.43	2.38	2.23	2.34	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

Total Eligible	125 100.0%	8 100.0%	33 100.0%	35 100.0%	49 100.0%	70 100.0%	53 100.0%	49 100.0%	44 100.0%	31 100.0%	55 100.0%	26 100.0%	43 100.0%	22 100.0%	102 100.0%	13 100.0%	108 100.0%	52 100.0%	70 100.0%	7 100.0%	45 100.0%	52 100.0%	73 100.0%	-
Total Valid Responses	125 100.0%	8 100.0%	33 100.0%	35 100.0%	49 100.0%	70 100.0%	53 100.0%	49 100.0%	44 100.0%	31 100.0%	55 100.0%	26 100.0%	43 100.0%	22 100.0%	102 100.0%	13 100.0%	108 100.0%	52 100.0%	70 100.0%	7 100.0%	45 100.0%	52 100.0%	73 100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	109 87.2%	7 87.5% **	27 81.8%	31 88.6%	44 89.8%	61 87.1%	47 88.7%	43 87.8%	38 86.4%	27 87.1%	50 90.9%	22 84.6% **	36 83.7%	19 86.4% **	89 87.3%	9 69.2% **	97 89.8%	47 90.4%	59 84.3%	6 85.7% **	41 91.1%	40 76.9%	69 94.5% U	-
No	16 12.8%	1 12.5% **	6 18.2%	4 11.4%	5 10.2%	9 12.9%	6 11.3%	6 12.2%	6 13.6%	4 12.9%	5 9.1%	4 15.4% **	7 16.3%	3 13.6% **	13 12.7%	4 30.8% **	11 10.2%	5 9.6%	11 15.7%	1 14.3% **	4 8.9%	12 23.1% V	4 5.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	109 87.2%	7 87.5% **	27 81.8%	31 88.6%	44 89.8%	61 87.1%	47 88.7%	43 87.8%	38 86.4%	27 87.1%	50 90.9%	22 84.6% **	36 83.7%	19 86.4% **	89 87.3%	9 69.2% **	97 89.8%	47 90.4%	59 84.3%	6 85.7% **	41 91.1%	40 76.9%	69 94.5% U	-
3-Point Score	2.74	2.75	2.64	2.77	2.80	2.74	2.77	2.76	2.73	2.74	2.82	2.69	2.67	2.73	2.75	2.38	2.80	2.81	2.69	2.71	2.82	2.54	2.89	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q14. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	

Q14. 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?																								
Total Eligible	270 100.0%	17 100.0%	78 100.0%	66 100.0%	106 100.0%	145 100.0%	117 100.0%	123 100.0%	90 100.0%	56 100.0%	121 100.0%	68 100.0%	79 100.0%	45 100.0%	221 100.0%	36 100.0%	209 100.0%	91 100.0%	174 100.0%	11 100.0%	80 100.0%	130 100.0%	140 100.0%	-
Total Valid Responses	265 100.0%	16 100.0%	76 100.0%	65 100.0%	105 100.0%	141 100.0%	116 100.0%	122 100.0%	87 100.0%	55 100.0%	119 100.0%	67 100.0%	78 100.0%	43 100.0%	219 100.0%	35 100.0%	207 100.0%	89 100.0%	171 100.0%	10 100.0%	79 100.0%	127 100.0%	138 100.0%	-
No Answer	5	1	2	1	1	4	1	1	3	1	2	1	1	2	2	1	2	2	3	1	1	3	2	-
10 - Best health care possible	124 46.8%	9 56.3% **	38 50.0% c	23 35.4% C	54 51.4% C	77 54.6% F	44 37.9%	65 53.3% H	34 39.1%	24 43.6%	61 51.3%	29 43.3%	34 43.6%	8 18.6%	114 52.1% M	3 8.6%	113 54.6% O	52 58.4% R	70 40.9%	4 40.0% **	48 60.8%	51 40.2%	73 52.9% U	-
9	47 17.7%	- **	14 18.4%	13 20.0%	19 18.1%	16 11.3%	28 24.1% E	22 18.0%	17 19.5%	8 14.5%	23 19.3%	15 22.4% I	9 11.5%	4 9.3%	43 19.6%	3 8.6%	41 19.8%	17 19.1%	30 17.5%	3 30.0% **	14 17.7%	20 15.7%	27 19.6%	-
8	49 18.5%	3 18.8% **	11 14.5%	13 20.0%	21 20.0%	24 17.0%	23 19.8%	22 18.0%	14 16.1%	13 23.6%	17 14.3%	14 20.9%	18 23.1%	9 20.9%	40 18.3%	6 17.1%	37 17.9%	14 15.7%	34 19.9%	1 10.0% **	13 16.5%	25 19.7%	24 17.4%	-
7	22 8.3%	1 6.3% **	7 9.2%	8 12.3%	6 5.7%	12 8.5%	10 8.6%	6 4.9%	10 11.5% g	6 10.9%	9 7.6%	4 6.0%	9 11.5%	11 25.6% N	10 4.6%	12 34.3% P	10 4.8%	3 3.4%	18 10.5% Q	2 20.0% **	1 1.3%	12 9.4%	10 7.2%	-
6	8 3.0%	1 6.3% **	2 2.6%	2 3.1%	3 2.9%	2 1.4%	6 5.2% e	5 4.1%	2 2.3%	1 1.8%	3 2.5%	1 1.5%	3 3.8%	4 9.3% N	4 1.8%	4 11.4% P	3 1.4%	3 3.4%	5 2.9%	- **	3 3.8%	7 5.5% V	1 0.7%	-
5	11 4.2%	- **	3 3.9%	5 7.7% d	2 1.9%	7 5.0%	4 3.4%	2 1.6%	7 8.0% G	2 3.6%	6 5.0%	3 4.5%	2 2.6%	5 11.6% N	6 2.7%	6 17.1% P	2 1.0%	-	10 5.8% Q	- **	- **	9 7.1% V	2 1.4%	-
4	-	- **	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	- **	-	-	-	-
3	1 0.4%	1 6.3% **	-	-	-	1 0.7%	-	-	1 1.1%	-	-	-	-	1 2.3% N	-	-	-	-	1 0.6%	- **	-	1 0.8%	-	-
2	2 0.8%	1 6.3% **	-	1 1.5%	-	2 1.4%	-	-	2 2.3% g	-	-	1 1.5%	1 1.3%	1 2.3%	1 0.5%	1 2.9% P	-	-	2 1.2%	- **	-	2 1.6%	-	-
1	-	- **	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	- **	-	-	-	-
0 - Worst health care possible	1 0.4% **	-	1 1.3%	-	-	-	1 0.9%	-	-	1 1.8%	-	-	1 1.3%	-	1 0.5%	-	1 0.5%	-	1 0.6%	- **	-	-	1 0.7%	-
SUMMARY - 0-3	4 1.5%	2 12.5% **	1 1.3%	1 1.5%	-	3 2.1%	1 0.9%	-	3 3.4% G	1 1.8%	-	1 1.5%	3 3.8% J	2 4.7% n	2 0.9%	1 2.9%	1 0.5%	-	4 2.3%	- **	-	3 2.4%	1 0.7%	-
SUMMARY - 4-7	41 15.5%	2 12.5% **	12 15.8%	15 23.1% D	11 10.5%	21 14.9%	20 17.2%	13 10.7%	19 21.8% G	9 16.4%	18 15.1%	8 11.9%	14 17.9%	20 46.5% N	20 9.1%	22 62.9% P	15 7.2%	6 6.7%	33 19.3% Q	2 20.0% **	4 5.1%	28 22.0% V	13 9.4%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	220 83.0%	12 75.0% **	63 82.9%	49 75.4%	94 89.5% C	117 83.0%	95 81.9%	109 89.3% H	65 74.7%	45 81.8%	101 84.9%	58 86.6%	61 78.2%	21 48.8%	197 90.0% M	12 34.3%	191 92.3% O	83 93.3% R	134 78.4%	8 80.0% **	75 94.9%	96 75.6%	124 89.9% U	-
HEDIS/CAHPS SUMMARY RATE - 9-10	171 64.5%	9 56.3% **	52 68.4%	36 55.4%	73 69.5% c	93 66.0%	72 62.1%	87 71.3% hi	51 58.6%	32 58.2%	84 70.6% L	44 65.7%	43 55.1%	12 27.9%	157 71.7% M	6 17.1%	154 74.4% O	69 77.5% R	100 58.5%	7 70.0% **	62 78.5%	71 55.9%	100 72.5% U	-
3-Point Score	2.56	2.38	2.61	2.43	2.65	2.57	2.53	2.66	2.45	2.51	2.63	2.58	2.45	2.02	2.66	1.86	2.71	2.74	2.47	2.70	2.75	2.41	2.70	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 14
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?																								
Total Eligible	270	17	78	66	106	145	117	123	90	56	121	68	79	45	221	36	209	91	174	11	80	130	140	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	267	17	77	66	104	143	117	123	89	54	120	68	78	44	220	36	207	90	172	10	80	128	139	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	1	-	2	2	-	-	1	2	1	-	1	1	1	-	2	1	2	1	-	2	1	-
Always	162	7	50	36	68	90	69	83	48	30	80	39	43	13	148	11	138	61	98	4	57	75	87	-
	60.7%	41.2%	64.9%	54.5%	65.4%	62.9%	59.0%	67.5%	53.9%	55.6%	66.7%	57.4%	55.1%	29.5%	67.3%	30.6%	66.7%	67.8%	57.0%	40.0%	71.3%	58.6%	62.6%	-
Usually	72	10	16	17	28	37	34	32	26	14	31	20	21	15	55	13	52	19	52	2	17	41	31	-
	27.0%	58.8%	20.8%	25.8%	26.9%	25.9%	29.1%	26.0%	29.2%	25.9%	25.8%	29.4%	26.9%	34.1%	25.0%	36.1%	25.1%	21.1%	30.2%	20.0%	21.3%	32.0%	22.3%	-
Sometimes	31	-	11	13	6	15	13	7	15	9	9	9	12	16	15	11	17	9	21	4	5	11	20	-
	11.6%	**	14.3%	19.7%	5.8%	10.5%	11.1%	5.7%	16.9%	16.7%	7.5%	13.2%	15.4%	36.4%	6.8%	30.6%	8.2%	10.0%	12.2%	40.0%	6.3%	8.6%	14.4%	-
Never	2	-	-	-	2	1	1	1	-	1	-	-	2	-	2	1	-	1	1	-	1	1	1	-
	0.7%	**	**	**	1.9%	0.7%	0.9%	0.8%	-	1.9%	-	-	2.6%	-	0.9%	2.8%	-	1.1%	0.6%	**	1.3%	0.8%	0.7%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	234	17	66	53	96	127	103	115	74	44	111	59	64	28	203	24	190	80	150	6	74	116	118	-
	87.6%	100.0%	85.7%	80.3%	92.3%	88.8%	88.0%	93.5%	83.1%	81.5%	92.5%	86.8%	82.1%	63.6%	92.3%	66.7%	91.8%	88.9%	87.2%	60.0%	92.5%	90.6%	84.9%	-
HEDIS/CAHPS SUMMARY RATE - Always	162	7	50	36	68	90	69	83	48	30	80	39	43	13	148	11	138	61	98	4	57	75	87	-
	60.7%	41.2%	64.9%	54.5%	65.4%	62.9%	59.0%	67.5%	53.9%	55.6%	66.7%	57.4%	55.1%	29.5%	67.3%	30.6%	66.7%	67.8%	57.0%	40.0%	71.3%	58.6%	62.6%	-
3-Point Score	2.48	2.41	2.51	2.35	2.58	2.52	2.47	2.61	2.37	2.37	2.59	2.44	2.37	1.93	2.60	1.97	2.58	2.57	2.44	2.00	2.64	2.49	2.47	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q16. Is your child now enrolled in any kind of school or daycare?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 15
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q16. Is your child now enrolled in any kind of school or daycare?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	327	20	91	89	122	175	139	158	105	62	154	81	90	51	273	42	251	103	219	11	91	154	173	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	-	1	3	5	-	2	1	2	2	-	3	1	3	-	3	3	1	1	2	3	2	-
Yes	272	13	73	78	103	147	115	134	88	48	129	72	70	38	232	33	214	91	177	9	81	127	145	-
	83.2%	65.0%	80.2%	87.6%	84.4%	84.0%	82.7%	84.8%	83.8%	77.4%	83.8%	88.9%	77.8%	74.5%	85.0%	78.6%	85.3%	88.3%	80.8%	81.8%	89.0%	82.5%	83.8%	-
No	55	7	18	11	19	28	24	24	17	14	25	9	20	13	41	9	37	12	42	2	10	27	28	-
	16.8%	35.0%	19.8%	12.4%	15.6%	16.0%	17.3%	15.2%	16.2%	22.6%	16.2%	11.1%	22.2%	25.5%	15.0%	21.4%	14.7%	11.7%	19.2%	18.2%	11.0%	17.5%	16.2%	-
HEDIS/CAHPS SUMMARY RATE - Yes	272	13	73	78	103	147	115	134	88	48	129	72	70	38	232	33	214	91	177	9	81	127	145	-
	83.2%	65.0%	80.2%	87.6%	84.4%	84.0%	82.7%	84.8%	83.8%	77.4%	83.8%	88.9%	77.8%	74.5%	85.0%	78.6%	85.3%	88.3%	80.8%	81.8%	89.0%	82.5%	83.8%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q17. In the last 6 months, did you need your child's doctor or other health providers to contact a school or daycare center about your child's health or health care?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q17. In the last 6 months, did you need your child's doctor or other health providers to contact a school or daycare center about your child's health or health care?																								
Total Eligible	272	13	73	78	103	147	115	134	88	48	129	72	70	38	232	33	214	91	177	9	81	127	145	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	262	13	68	77	99	143	111	129	86	46	126	71	64	38	223	32	207	87	171	8	78	123	139	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	10	-	5	1	4	4	4	5	2	2	3	1	6	-	9	1	7	4	6	1	3	4	6	-
Yes	66	3	21	20	21	38	26	23	27	16	25	19	21	12	54	8	53	26	39	2	24	22	44	-
	25.2%	23.1%	30.9%	26.0%	21.2%	26.6%	23.4%	17.8%	31.4%	34.8%	19.8%	26.8%	32.8%	31.6%	24.2%	25.0%	25.6%	29.9%	22.8%	25.0%	30.8%	17.9%	31.7%	-
No	196	10	47	57	78	105	85	106	59	30	101	52	43	26	169	24	154	61	132	6	54	101	95	-
	74.8%	76.9%	69.1%	74.0%	78.8%	73.4%	76.6%	82.2%	68.6%	65.2%	80.2%	73.2%	67.2%	68.4%	75.8%	75.0%	74.4%	70.1%	77.2%	75.0%	69.2%	82.1%	68.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	66	3	21	20	21	38	26	23	27	16	25	19	21	12	54	8	53	26	39	2	24	22	44	-
	25.2%	23.1%	30.9%	26.0%	21.2%	26.6%	23.4%	17.8%	31.4%	34.8%	19.8%	26.8%	32.8%	31.6%	24.2%	25.0%	25.6%	29.9%	22.8%	25.0%	30.8%	17.9%	31.7%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q18. (CC-CCC) 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?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 17
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q18. (CC-CCC) 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?																									
Total Eligible	66	3	21	20	21	38	26	23	27	16	25	19	21	12	54	8	53	26	39	2	24	22	44	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	65	3	21	19	21	38	25	23	27	15	25	19	20	11	54	8	53	26	38	2	24	21	44	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	1	-	-	1	-	-	1	-	-	1	1	-	-	-	-	1	-	-	1	-	-	-
Yes	63	3	20	19	20	36	25	22	27	14	24	19	19	11	52	8	51	25	37	1	24	20	43	-	
	96.9%	100.0%	95.2%	100.0%	95.2%	94.7%	100.0%	95.7%	100.0%	93.3%	96.0%	100.0%	95.0%	100.0%	96.3%	100.0%	96.2%	96.2%	97.4%	50.0%	100.0%	95.2%	97.7%	-	
No	2	-	1	-	1	2	-	1	-	1	1	-	1	-	2	-	2	1	1	1	-	1	1	-	
	3.1%	-	4.8%	-	4.8%	5.3%	-	4.3%	-	6.7%	4.0%	-	5.0%	-	3.7%	-	3.8%	3.8%	2.6%	50.0%	-	4.8%	2.3%	-	
HEDIS/CAHPS SUMMARY RATE - Yes	63	3	20	19	20	36	25	22	27	14	24	19	19	11	52	8	51	25	37	1	24	20	43	-	
	96.9%	100.0%	95.2%	100.0%	95.2%	94.7%	100.0%	95.7%	100.0%	93.3%	96.0%	100.0%	95.0%	100.0%	96.3%	100.0%	96.2%	96.2%	97.4%	50.0%	100.0%	95.2%	97.7%	-	
3-Point Score	2.94	3.00	2.90	3.00	2.90	2.89	3.00	2.91	3.00	2.87	2.92	3.00	2.90	3.00	2.93	3.00	2.92	2.92	2.95	2.00	3.00	2.90	2.95	-	

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q19. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q19. 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?

Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	329	20	90	90	123	178	138	159	106	62	155	81	91	51	275	42	252	105	218	11	93	156	173	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	1	-	2	2	1	1	-	2	1	-	2	1	1	-	2	1	2	1	-	1	2	-
Yes	54	7	12	12	22	28	21	19	18	17	26	14	14	11	43	9	43	24	29	3	21	24	30	-
	16.4%	35.0%	13.3%	13.3%	17.9%	15.7%	15.2%	11.9%	17.0%	27.4%	16.8%	17.3%	15.4%	21.6%	15.6%	21.4%	17.1%	22.9%	13.3%	27.3%	22.6%	15.4%	17.3%	-
No	275	13	78	78	101	150	117	140	88	45	129	67	77	40	232	33	209	81	189	8	72	132	143	-
	83.6%	65.0%	86.7%	86.7%	82.1%	84.3%	84.8%	88.1%	83.0%	72.6%	83.2%	82.7%	84.6%	78.4%	84.4%	78.6%	82.9%	77.1%	86.7%	72.7%	77.4%	84.6%	82.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	54	7	12	12	22	28	21	19	18	17	26	14	14	11	43	9	43	24	29	3	21	24	30	-
	16.4%	35.0%	13.3%	13.3%	17.9%	15.7%	15.2%	11.9%	17.0%	27.4%	16.8%	17.3%	15.4%	21.6%	15.6%	21.4%	17.1%	22.9%	13.3%	27.3%	22.6%	15.4%	17.3%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,

O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,

o/p, q/r, s/t, u/v/w

Minimum Base: 30 (**), Small Base: 30 (*)

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Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 19
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	

Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?																								
Total Eligible	54	7	12	12	22	28	21	19	18	17	26	14	14	11	43	9	43	24	29	3	21	24	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	54	7	12	12	22	28	21	19	18	17	26	14	14	11	43	9	43	24	29	3	21	24	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	30	4	8	6	12	15	13	10	11	9	14	8	8	1	29	3	27	15	15	-	15	13	17	-
	55.6%	57.1%	66.7%	50.0%	54.5%	53.6%	61.9%	52.6%	61.1%	52.9%	53.8%	57.1%	57.1%	9.1%	67.4%	33.3%	62.8%	62.5%	51.7%	-	71.4%	54.2%	56.7%	-
Usually	10	1	1	1	6	7	2	5	3	2	6	3	1	4	6	1	8	4	5	1	3	6	4	-
	18.5%	14.3%	8.3%	8.3%	27.3%	25.0%	9.5%	26.3%	16.7%	11.8%	23.1%	21.4%	7.1%	36.4%	14.0%	11.1%	18.6%	16.7%	17.2%	33.3%	14.3%	25.0%	13.3%	-
Sometimes	9	1	2	3	3	5	3	2	2	5	3	2	4	4	5	4	4	3	6	1	2	4	5	-
	16.7%	14.3%	16.7%	25.0%	13.6%	17.9%	14.3%	10.5%	11.1%	29.4%	11.5%	14.3%	28.6%	36.4%	11.6%	44.4%	9.3%	12.5%	20.7%	33.3%	9.5%	16.7%	16.7%	-
Never	5	1	1	2	1	1	3	2	2	1	3	1	1	2	3	1	4	2	3	1	1	1	4	-
	9.3%	14.3%	8.3%	16.7%	4.5%	3.6%	14.3%	10.5%	11.1%	5.9%	11.5%	7.1%	7.1%	18.2%	7.0%	11.1%	9.3%	8.3%	10.3%	33.3%	4.8%	4.2%	13.3%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	40	5	9	7	18	22	15	15	14	11	20	11	9	5	35	4	35	19	20	1	18	19	21	-
	74.1%	71.4%	75.0%	58.3%	81.8%	78.6%	71.4%	78.9%	77.8%	64.7%	76.9%	78.6%	64.3%	45.5%	81.4%	44.4%	81.4%	79.2%	69.0%	33.3%	85.7%	79.2%	70.0%	-
HEDIS/CAHPS SUMMARY RATE - Always	30	4	8	6	12	15	13	10	11	9	14	8	8	1	29	3	27	15	15	-	15	13	17	-
	55.6%	57.1%	66.7%	50.0%	54.5%	53.6%	61.9%	52.6%	61.1%	52.9%	53.8%	57.1%	57.1%	9.1%	67.4%	33.3%	62.8%	62.5%	51.7%	-	71.4%	54.2%	56.7%	-
3-Point Score	2.30	2.29	2.42	2.08	2.36	2.32	2.33	2.32	2.39	2.18	2.31	2.36	2.21	1.55	2.49	1.78	2.44	2.42	2.21	1.33	2.57	2.33	2.27	-

Cell Contents:
- Count
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Statistics:
- Column Proportions:
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Minimum Base: 30 (**), Small Base: 30 (*)

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?																								
Total Eligible	54 100.0%	7 100.0%	12 100.0%	12 100.0%	22 100.0%	28 100.0%	21 100.0%	19 100.0%	18 100.0%	17 100.0%	26 100.0%	14 100.0%	14 100.0%	11 100.0%	43 100.0%	9 100.0%	43 100.0%	24 100.0%	29 100.0%	3 100.0%	21 100.0%	24 100.0%	30 100.0%	-
Total Valid Responses	54 100.0%	7 100.0%	12 100.0%	12 100.0%	22 100.0%	28 100.0%	21 100.0%	19 100.0%	18 100.0%	17 100.0%	26 100.0%	14 100.0%	14 100.0%	11 100.0%	43 100.0%	9 100.0%	43 100.0%	24 100.0%	29 100.0%	3 100.0%	21 100.0%	24 100.0%	30 100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	43 79.6%	7 100.0%	8 66.7%	7 58.3%	20 90.9%	22 78.6%	17 81.0%	18 94.7%	12 66.7%	13 76.5%	21 80.8%	12 85.7%	10 71.4%	9 81.8%	34 79.1%	5 55.6%	37 86.0%	21 87.5%	21 72.4%	3 100.0%	18 85.7%	19 79.2%	24 80.0%	-
No	11 20.4%	-	4 33.3%	5 41.7%	2 9.1%	6 21.4%	4 19.0%	1 5.3%	6 33.3%	4 23.5%	5 19.2%	2 14.3%	4 28.6%	2 18.2%	9 20.9%	4 44.4%	6 14.0%	3 12.5%	8 27.6%	-	3 14.3%	5 20.8%	6 20.0%	-
HEDIS/CAHPS SUMMARY RATE - Yes	43 79.6%	7 100.0%	8 66.7%	7 58.3%	20 90.9%	22 78.6%	17 81.0%	18 94.7%	12 66.7%	13 76.5%	21 80.8%	12 85.7%	10 71.4%	9 81.8%	34 79.1%	5 55.6%	37 86.0%	21 87.5%	21 72.4%	3 100.0%	18 85.7%	19 79.2%	24 80.0%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	329	20	91	90	123	177	139	160	105	62	156	80	91	50	276	41	253	105	219	11	93	154	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	-	-	2	3	-	-	1	2	-	1	2	2	-	1	1	1	1	1	-	3	-	-
Yes	126	8	48	27	40	65	55	49	47	29	48	28	49	18	105	14	101	49	75	3	46	48	78	-
	38.3%	40.0%	52.7%	30.0%	32.5%	36.7%	39.6%	30.6%	44.8%	46.8%	30.8%	35.0%	53.8%	36.0%	38.0%	34.1%	39.9%	46.7%	34.2%	27.3%	49.5%	31.2%	44.6%	-
No	203	12	43	63	83	112	84	111	58	33	108	52	42	32	171	27	152	56	144	8	47	106	97	-
	61.7%	60.0%	47.3%	70.0%	67.5%	63.3%	60.4%	69.4%	55.2%	53.2%	69.2%	65.0%	46.2%	64.0%	62.0%	65.9%	60.1%	53.3%	65.8%	72.7%	50.5%	68.8%	55.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	126	8	48	27	40	65	55	49	47	29	48	28	49	18	105	14	101	49	75	3	46	48	78	-
	38.3%	40.0%	52.7%	30.0%	32.5%	36.7%	39.6%	30.6%	44.8%	46.8%	30.8%	35.0%	53.8%	36.0%	38.0%	34.1%	39.9%	46.7%	34.2%	27.3%	49.5%	31.2%	44.6%	-

Cell Contents:
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Statistics:
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Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?

Molina Healthcare, Inc.
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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?																								
Total Eligible	126	8	48	27	40	65	55	49	47	29	48	28	49	18	105	14	101	49	75	3	46	48	78	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	121	8	46	26	38	62	53	49	43	28	47	28	46	16	102	14	97	48	71	3	45	46	75	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	2	1	2	3	2	-	4	1	1	-	3	2	3	-	4	1	4	-	1	2	3	-
Always	74	6	35	15	16	38	32	32	33	9	34	19	21	4	68	6	64	31	42	1	30	20	54	-
	61.2%	75.0%	76.1%	57.7%	42.1%	61.3%	60.4%	65.3%	76.7%	32.1%	72.3%	67.9%	45.7%	25.0%	66.7%	42.9%	66.0%	64.6%	59.2%	33.3%	66.7%	43.5%	72.0%	-
Usually	29	2	7	9	11	14	15	12	7	10	9	4	16	5	23	6	20	12	17	2	10	17	12	-
	24.0%	25.0%	15.2%	34.6%	28.9%	22.6%	28.3%	24.5%	16.3%	35.7%	19.1%	14.3%	34.8%	31.3%	22.5%	42.9%	20.6%	25.0%	23.9%	66.7%	22.2%	37.0%	16.0%	-
Sometimes	11	-	2	2	6	7	3	4	2	4	3	4	4	7	-	9	3	7	-	-	3	7	4	-
	9.1%	-	4.3%	7.7%	15.8%	11.3%	5.7%	8.2%	4.7%	14.3%	6.4%	14.3%	8.7%	25.0%	6.9%	-	9.3%	6.3%	9.9%	-	6.7%	15.2%	5.3%	-
Never	7	-	2	-	5	3	3	1	1	5	1	1	5	3	4	2	4	2	5	-	2	2	5	-
	5.8%	-	4.3%	-	13.2%	4.8%	5.7%	2.0%	2.3%	17.9%	2.1%	3.6%	10.9%	18.8%	3.9%	14.3%	4.1%	4.2%	7.0%	-	4.4%	4.3%	6.7%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	103	8	42	24	27	52	47	44	40	19	43	23	37	9	91	12	84	43	59	3	40	37	66	-
	85.1%	100.0%	91.3%	92.3%	71.1%	83.9%	88.7%	89.8%	93.0%	67.9%	91.5%	82.1%	80.4%	56.3%	89.2%	85.7%	86.6%	89.6%	83.1%	100.0%	88.9%	80.4%	88.0%	-
HEDIS/CAHPS SUMMARY RATE - Always	74	6	35	15	16	38	32	32	33	9	34	19	21	4	68	6	64	31	42	1	30	20	54	-
	61.2%	75.0%	76.1%	57.7%	42.1%	61.3%	60.4%	65.3%	76.7%	32.1%	72.3%	67.9%	45.7%	25.0%	66.7%	42.9%	66.0%	64.6%	59.2%	33.3%	66.7%	43.5%	72.0%	-
3-Point Score	2.46	2.75	2.67	2.50	2.13	2.45	2.49	2.55	2.70	2.00	2.64	2.50	2.26	1.81	2.56	2.29	2.53	2.54	2.42	2.33	2.56	2.24	2.60	-

Cell Contents:
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Statistics:
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Minimum Base: 30 (**), Small Base: 30 (*)

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?																								
Total Eligible	126	8	48	27	40	65	55	49	47	29	48	28	49	18	105	14	101	49	75	3	46	48	78	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	125	8	48	27	39	65	54	49	46	29	48	28	48	18	104	14	101	49	74	3	46	47	78	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	-	1	-	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-	-
Yes	80	5	29	18	26	43	33	31	34	15	31	21	27	9	70	5	67	37	42	2	35	27	53	-
	64.0%	62.5%	60.4%	66.7%	66.7%	66.2%	61.1%	63.3%	73.9%	51.7%	64.6%	75.0%	56.3%	50.0%	67.3%	35.7%	66.3%	75.5%	56.8%	66.7%	76.1%	57.4%	67.9%	-
No	45	3	19	9	13	22	21	18	12	14	17	7	21	9	34	9	34	12	32	1	11	20	25	-
	36.0%	37.5%	39.6%	33.3%	33.3%	33.8%	38.9%	36.7%	26.1%	48.3%	35.4%	25.0%	43.8%	50.0%	32.7%	64.3%	33.7%	24.5%	43.2%	33.3%	23.9%	42.6%	32.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	80	5	29	18	26	43	33	31	34	15	31	21	27	9	70	5	67	37	42	2	35	27	53	-
	64.0%	62.5%	60.4%	66.7%	66.7%	66.2%	61.1%	63.3%	73.9%	51.7%	64.6%	75.0%	56.3%	50.0%	67.3%	35.7%	66.3%	75.5%	56.8%	66.7%	76.1%	57.4%	67.9%	-

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O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q25. 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?

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q25. 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?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	325	19	91	87	124	175	137	158	104	61	155	79	89	50	272	42	251	105	216	11	93	151	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	7	1	-	3	1	5	2	2	2	3	1	2	4	2	4	-	3	1	4	1	-	6	1	-
Yes	124	3	35	27	58	68	53	48	40	35	23	36	64	18	104	10	99	43	79	4	39	64	60	-
	38.2%	15.8%	38.5%	31.0%	46.8%	38.9%	38.7%	30.4%	38.5%	57.4%	14.8%	45.6%	71.9%	36.0%	38.2%	23.8%	39.4%	41.0%	36.6%	36.4%	41.9%	42.4%	34.5%	-
No	201	16	56	60	66	107	84	110	64	26	132	43	25	32	168	32	152	62	137	7	54	87	114	-
	61.8%	84.2%	61.5%	69.0%	53.2%	61.1%	61.3%	69.6%	61.5%	42.6%	85.2%	54.4%	28.1%	64.0%	61.8%	76.2%	60.6%	59.0%	63.4%	63.6%	58.1%	57.6%	65.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	124	3	35	27	58	68	53	48	40	35	23	36	64	18	104	10	99	43	79	4	39	64	60	-
	38.2%	15.8%	38.5%	31.0%	46.8%	38.9%	38.7%	30.4%	38.5%	57.4%	14.8%	45.6%	71.9%	36.0%	38.2%	23.8%	39.4%	41.0%	36.6%	36.4%	41.9%	42.4%	34.5%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 25
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?																								
Total Eligible	124	3	35	27	58	68	53	48	40	35	23	36	64	18	104	10	99	43	79	4	39	64	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	124	3	35	27	58	68	53	48	40	35	23	36	64	18	104	10	99	43	79	4	39	64	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	61	2	19	11	28	36	23	22	22	16	9	20	32	4	57	1	54	23	38	1	22	31	30	-
	49.2%	66.7%	54.3%	40.7%	48.3%	52.9%	43.4%	45.6%	55.0%	45.7%	39.1%	55.6%	50.0%	22.2%	54.8%	10.0%	54.5%	53.5%	48.1%	25.0%	56.4%	48.4%	50.0%	-
Usually	32	1	7	10	14	17	15	15	9	8	9	13	10	5	26	3	25	9	21	-	9	19	13	-
	25.8%	33.3%	20.0%	37.0%	24.1%	25.0%	28.3%	31.3%	22.5%	22.9%	39.1%	36.1%	15.6%	27.8%	25.0%	30.0%	25.3%	20.9%	26.6%	-	23.1%	29.7%	21.7%	-
Sometimes	19	-	7	4	8	9	9	6	7	6	3	1	14	7	11	3	12	5	14	2	3	6	13	-
	15.3%	-	20.0%	14.8%	13.8%	13.2%	17.0%	12.5%	17.5%	17.1%	13.0%	2.8%	21.9%	38.9%	10.6%	30.0%	12.1%	11.6%	17.7%	50.0%	7.7%	9.4%	21.7%	-
Never	12	-	2	2	8	6	6	5	2	5	2	2	8	2	10	3	8	6	6	1	5	8	4	-
	9.7%	-	5.7%	7.4%	13.8%	8.8%	11.3%	10.4%	5.0%	14.3%	8.7%	5.6%	12.5%	11.1%	9.6%	30.0%	8.1%	14.0%	7.6%	25.0%	12.8%	12.5%	6.7%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	93	3	26	21	42	53	38	37	31	24	18	33	42	9	83	4	79	32	59	1	31	50	43	-
	75.0%	100.0%	74.3%	77.8%	72.4%	77.9%	71.7%	77.1%	77.5%	68.6%	78.3%	91.7%	65.6%	50.0%	79.8%	40.0%	79.8%	74.4%	74.7%	25.0%	79.5%	78.1%	71.7%	-
HEDIS/CAHPS SUMMARY RATE - Always	61	2	19	11	28	36	23	22	22	16	9	20	32	4	57	1	54	23	38	1	22	31	30	-
	49.2%	66.7%	54.3%	40.7%	48.3%	52.9%	43.4%	45.6%	55.0%	45.7%	39.1%	55.6%	50.0%	22.2%	54.8%	10.0%	54.5%	53.5%	48.1%	25.0%	56.4%	48.4%	50.0%	-
3-Point Score	2.24	2.67	2.29	2.19	2.21	2.31	2.15	2.23	2.33	2.14	2.17	2.47	2.16	1.72	2.35	1.50	2.34	2.28	2.23	1.50	2.36	2.27	2.22	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 26
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?																								
Total Eligible	124	3	35	27	58	68	53	48	40	35	23	36	64	18	104	10	99	43	79	4	39	64	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	122	3	34	27	57	68	51	48	38	35	23	35	63	17	103	10	98	42	78	4	38	63	59	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	1	-	1	-	2	-	2	-	-	1	1	1	1	-	1	1	1	-	1	1	1	-
Yes	66	3	20	10	33	41	23	27	19	20	13	20	33	6	60	4	57	30	34	3	27	29	37	-
	54.1%	100.0%	58.8%	37.0%	57.9%	60.3%	45.1%	56.3%	50.0%	57.1%	56.5%	57.1%	52.4%	35.3%	58.3%	40.0%	58.2%	71.4%	43.6%	75.0%	71.1%	46.0%	62.7%	-
No	56	-	14	17	24	27	28	21	19	15	10	15	30	11	43	6	41	12	44	1	11	34	22	-
	45.9%	-	41.2%	63.0%	42.1%	39.7%	54.9%	43.8%	50.0%	42.9%	43.5%	42.9%	47.6%	64.7%	41.7%	60.0%	41.8%	28.6%	56.4%	25.0%	28.9%	54.0%	37.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	66	3	20	10	33	41	23	27	19	20	13	20	33	6	60	4	57	30	34	3	27	29	37	-
	54.1%	100.0%	58.8%	37.0%	57.9%	60.3%	45.1%	56.3%	50.0%	57.1%	56.5%	57.1%	52.4%	35.3%	58.3%	40.0%	58.2%	71.4%	43.6%	75.0%	71.1%	46.0%	62.7%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q28. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q28. 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?																									
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	324	20	89	88	122	174	137	157	105	61	152	81	89	51	270	42	248	102	217	11	90	152	172	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	8	-	2	2	3	6	2	3	1	3	4	-	4	1	6	-	6	4	3	1	3	5	3	-	
Yes	141	8	38	33	60	73	64	55	46	39	54	41	46	28	112	21	112	56	81	4	52	59	82	-	
	43.5%	40.0%	42.7%	37.5%	49.2%	42.0%	46.7%	35.0%	43.8%	63.9%	35.5%	50.6%	51.7%	54.9%	41.5%	50.0%	45.2%	54.9%	37.3%	36.4%	57.8%	38.8%	47.7%	-	
No	183	12	51	55	62	101	73	102	59	22	98	40	43	23	158	21	136	46	136	7	38	93	90	-	
	56.5%	60.0%	57.3%	62.5%	50.8%	58.0%	53.3%	65.0%	56.2%	36.1%	64.5%	49.4%	48.3%	45.1%	58.5%	50.0%	54.8%	45.1%	62.7%	63.6%	42.2%	61.2%	52.3%	-	
HEDIS/CAHPS SUMMARY RATE - Yes	141	8	38	33	60	73	64	55	46	39	54	41	46	28	112	21	112	56	81	4	52	59	82	-	
	43.5%	40.0%	42.7%	37.5%	49.2%	42.0%	46.7%	35.0%	43.8%	63.9%	35.5%	50.6%	51.7%	54.9%	41.5%	50.0%	45.2%	54.9%	37.3%	36.4%	57.8%	38.8%	47.7%	-	

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q29. (CC-CCC) In the last 6 months, did anyone from your child's health plan, doctors office, or clinic help coordinate your child's care among these different providers or services?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q29. (CC-CCC) In the last 6 months, did anyone from your child's health plan, doctors office, or clinic help coordinate your child's care among these different providers or services?																								
Total Eligible	141	8	38	33	60	73	64	55	46	39	54	41	46	28	112	21	112	56	81	4	52	59	82	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	138	8	38	32	58	72	62	55	45	37	54	40	44	27	110	21	110	55	79	4	51	57	81	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	1	2	1	2	-	1	2	-	1	2	1	2	-	2	1	2	-	1	2	1	-
Yes	94	7	25	20	41	54	38	36	37	20	38	26	30	15	79	13	75	42	48	3	39	32	62	-
	68.1%	87.5% **	65.8%	62.5%	70.7%	75.0% f	61.3%	65.5%	82.2% gl	54.1%	70.4%	65.0%	68.2%	55.6% **	71.8%	61.9% **	68.2%	76.4% r	60.8%	75.0% **	76.5%	56.1%	76.5% U	-
No	44	1	13	12	17	18	24	19	8	17	16	14	14	12	31	8	35	13	31	1	12	25	19	-
	31.9%	12.5% **	34.2%	37.5%	29.3%	25.0% e	38.7% h	34.5% h	17.8% H	45.9% H	29.6%	35.0%	31.8%	44.4% **	28.2%	38.1% **	31.8%	23.6% q	39.2% d	25.0% **	23.5% V	43.9% V	23.5% U	-
HEDIS/CAHPS SUMMARY RATE - Yes	94	7	25	20	41	54	38	36	37	20	38	26	30	15	79	13	75	42	48	3	39	32	62	-
	68.1%	87.5% **	65.8%	62.5%	70.7%	75.0% f	61.3%	65.5%	82.2% gl	54.1%	70.4%	65.0%	68.2%	55.6% **	71.8%	61.9% **	68.2%	76.4% r	60.8%	75.0% **	76.5%	56.1%	76.5% U	-
3-Point Score	2.36	2.75	2.32	2.25	2.41	2.50	2.23	2.31	2.64	2.08	2.41	2.30	2.36	2.11	2.44	2.24	2.36	2.53	2.22	2.50	2.53	2.12	2.53	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	331	20	91	90	124	179	139	160	106	63	156	81	92	52	276	42	254	105	220	11	93	156	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	1	-	-	-	1	-	-	1	-	-	-	-	1	-	1	-	1	-	-
Yes	298	17	81	80	115	158	128	143	93	60	141	72	83	47	248	42	254	103	191	11	91	137	161	-
	90.0%	85.0%	89.0%	88.9%	92.7%	88.3%	92.1%	89.4%	87.7%	95.2%	90.4%	88.9%	90.2%	90.4%	89.9%	100.0%	100.0%	98.1%	86.8%	100.0%	97.8%	87.8%	92.0%	-
No	33	3	10	10	9	21	11	17	13	3	15	9	9	5	28	-	-	2	29	-	2	19	14	-
	10.0%	15.0%	11.0%	11.1%	7.3%	11.7%	7.9%	10.6%	12.3%	4.8%	9.6%	11.1%	9.8%	9.6%	10.1%	-	-	1.9%	13.2%	-	2.2%	12.2%	8.0%	-
HEDIS/CAHPS SUMMARY RATE - Yes	298	17	81	80	115	158	128	143	93	60	141	72	83	47	248	42	254	103	191	11	91	137	161	-
	90.0%	85.0%	89.0%	88.9%	92.7%	88.3%	92.1%	89.4%	87.7%	95.2%	90.4%	88.9%	90.2%	90.4%	89.9%	100.0%	100.0%	98.1%	86.8%	100.0%	97.8%	87.8%	92.0%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 30
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?																								
Total Eligible	298	17	81	80	115	158	128	143	93	60	141	72	83	47	248	42	254	103	191	11	91	137	161	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	287	15	78	78	111	149	127	141	87	57	136	69	80	45	239	39	247	100	183	11	88	134	153	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	11	2	3	2	4	9	1	2	6	3	5	3	3	2	9	3	7	3	8	-	3	3	8	-
None	49	1	8	22	16	25	20	28	15	6	22	17	10	8	41	11	38	13	36	2	10	22	27	-
	17.1%	6.7%	10.3%	28.2%	14.4%	16.8%	15.7%	19.9%	17.2%	10.5%	16.2%	24.6%	12.5%	17.8%	17.2%	28.2%	15.4%	13.0%	19.7%	18.2%	11.4%	16.4%	17.6%	-
1 time	83	5	29	12	35	45	35	44	22	16	47	15	21	9	73	10	73	24	57	2	22	38	45	-
	28.9%	33.3%	37.2%	15.4%	31.5%	30.2%	27.6%	31.2%	25.3%	28.1%	34.6%	21.7%	26.3%	20.0%	30.5%	25.6%	29.6%	24.0%	31.1%	18.2%	25.0%	28.4%	29.4%	-
2	61	4	15	21	21	32	29	27	21	13	24	21	16	10	51	9	52	24	37	3	21	32	29	-
	21.3%	26.7%	19.2%	26.9%	18.9%	21.5%	22.8%	19.1%	24.1%	22.8%	17.6%	30.4%	20.0%	22.2%	21.3%	23.1%	21.1%	24.0%	20.2%	27.3%	23.9%	23.9%	19.0%	-
3	39	2	7	9	21	17	21	22	8	9	15	7	15	6	31	3	35	17	20	3	14	23	16	-
	13.6%	13.3%	9.0%	11.5%	18.9%	11.4%	16.5%	15.6%	9.2%	15.8%	11.0%	10.1%	18.8%	13.3%	13.0%	7.7%	14.2%	17.0%	10.9%	27.3%	15.9%	17.2%	10.5%	-
4	26	1	6	7	11	15	9	11	10	4	15	3	8	7	19	2	24	13	13	-	13	13	13	-
	9.1%	6.7%	7.7%	9.0%	9.9%	10.1%	7.1%	7.8%	11.5%	7.0%	11.0%	4.3%	10.0%	15.6%	7.9%	5.1%	9.7%	13.0%	7.1%	-	14.8%	9.7%	8.5%	-
5 to 9	20	2	8	7	3	9	10	7	7	6	10	4	6	2	18	4	16	7	13	-	7	6	14	-
	7.0%	13.3%	10.3%	9.0%	2.7%	6.0%	7.9%	5.0%	8.0%	10.5%	7.4%	5.8%	7.5%	4.4%	7.5%	10.3%	6.5%	7.0%	7.1%	-	8.0%	4.5%	9.2%	-
10 or more times	9	-	5	-	4	6	3	2	4	3	3	2	4	3	6	-	9	2	7	1	1	-	9	-
	3.1%	-	6.4%	-	3.6%	4.0%	2.4%	1.4%	4.6%	5.3%	2.2%	2.9%	5.0%	6.7%	2.5%	-	3.6%	2.0%	3.8%	9.1%	1.1%	-	5.9%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	82.9%	93.3%	89.7%	71.8%	85.6%	83.2%	84.3%	80.1%	82.8%	89.5%	83.8%	75.4%	87.5%	82.2%	82.8%	71.8%	84.6%	87.0%	80.3%	81.8%	88.6%	83.6%	82.4%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q32. (HWDC) 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?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 31
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q32. (HWDC) 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?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
Total Valid Responses	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	192	11	60	40	80	101	87	97	56	37	93	43	55	22	168	11	180	74	115	7	67	87	105	-
	80.7%	78.6%	85.7%	71.4%	84.2%	81.5%	81.3%	85.6%	77.8%	72.5%	81.6%	82.7%	78.6%	59.5%	84.8%	39.3%	86.1%	85.1%	78.2%	77.8%	85.9%	77.7%	83.3%	-
Usually	33	2	6	14	9	15	17	12	11	10	16	7	9	12	20	9	24	6	26	1	5	19	14	-
	13.9%	14.3%	8.6%	25.0%	9.5%	12.1%	15.9%	10.6%	15.3%	19.6%	14.0%	13.5%	12.9%	32.4%	10.1%	32.1%	11.5%	6.9%	17.7%	11.1%	6.4%	17.0%	11.1%	-
Sometimes	10	1	3	1	5	5	3	3	4	3	4	2	4	2	8	6	4	7	3	1	6	4	6	-
	4.2%	7.1%	4.3%	1.8%	5.3%	4.0%	2.8%	2.7%	5.6%	5.9%	3.5%	3.8%	5.7%	5.4%	4.0%	21.4%	1.9%	8.0%	2.0%	11.1%	7.7%	3.6%	4.8%	-
Never	3	-	1	1	1	3	-	1	1	1	1	-	2	1	2	2	1	-	3	-	-	2	1	-
	1.3%	-	1.4%	1.8%	1.1%	2.4%	-	0.9%	1.4%	2.0%	0.9%	-	2.9%	2.7%	1.0%	7.1%	0.5%	-	2.0%	-	-	1.8%	0.8%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	225	13	66	54	89	116	104	109	67	47	109	50	64	34	188	20	204	80	141	8	72	106	119	-
	94.5%	92.9%	94.3%	96.4%	93.7%	93.5%	97.2%	96.5%	93.1%	92.2%	95.6%	96.2%	91.4%	91.9%	94.9%	71.4%	97.6%	92.0%	95.9%	88.9%	92.3%	94.6%	94.4%	-
HEDIS/CAHPS SUMMARY RATE - Always	192	11	60	40	80	101	87	97	56	37	93	43	55	22	168	11	180	74	115	7	67	87	105	-
	80.7%	78.6%	85.7%	71.4%	84.2%	81.5%	81.3%	85.6%	77.8%	72.5%	81.6%	82.7%	78.6%	59.5%	84.8%	39.3%	86.1%	85.1%	78.2%	77.8%	85.9%	77.7%	83.3%	-
3-Point Score	2.75	2.71	2.80	2.68	2.78	2.75	2.79	2.82	2.71	2.65	2.77	2.79	2.70	2.51	2.80	2.11	2.84	2.77	2.74	2.67	2.78	2.72	2.78	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 32
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	237	14	69	56	95	123	107	113	71	51	114	52	70	36	198	28	208	87	146	9	78	111	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	1	-	-	1	-	-	1	-	-	-	-	1	-	-	1	-	1	-	-	1	-	-
Always	189	11	56	42	79	101	85	95	54	38	91	41	56	24	164	9	179	74	112	7	67	87	102	-
	79.7%	78.6%	81.2%	75.0%	83.2%	82.1%	79.4%	84.1%	76.1%	74.5%	79.8%	78.8%	80.0%	66.7%	82.8%	32.1%	86.1%	85.1%	76.7%	77.8%	85.9%	78.4%	81.0%	-
Usually	36	3	9	10	12	14	19	15	10	11	18	9	9	10	24	10	26	9	26	2	7	20	16	-
	15.2%	21.4%	13.0%	17.9%	12.6%	11.4%	17.8%	13.3%	14.1%	21.6%	15.8%	17.3%	12.9%	27.8%	12.1%	35.7%	12.5%	10.3%	17.8%	22.2%	9.0%	18.0%	12.7%	-
Sometimes	10	-	3	4	3	6	3	2	6	2	4	2	4	1	9	7	3	4	6	-	4	2	8	-
	4.2%	-	4.3%	7.1%	3.2%	4.9%	2.8%	1.8%	8.5%	3.9%	3.5%	3.8%	5.7%	2.8%	4.5%	25.0%	1.4%	4.6%	4.1%	-	5.1%	1.8%	6.3%	-
Never	2	-	1	-	1	2	-	1	1	-	1	-	1	1	1	2	-	-	2	-	-	2	-	-
	0.8%	-	1.4%	-	1.1%	1.6%	-	0.9%	1.4%	-	0.9%	-	1.4%	2.8%	0.5%	7.1%	-	-	1.4%	-	-	1.8%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	225	14	65	52	91	115	104	110	64	49	109	50	65	34	188	19	205	83	138	9	74	107	118	-
	94.9%	100.0%	94.2%	92.9%	95.8%	93.5%	97.2%	97.3%	90.1%	96.1%	95.6%	96.2%	92.9%	94.4%	94.9%	67.9%	98.6%	95.4%	94.5%	100.0%	94.9%	96.4%	93.7%	-
HEDIS/CAHPS SUMMARY RATE - Always	189	11	56	42	79	101	85	95	54	38	91	41	56	24	164	9	179	74	112	7	67	87	102	-
	79.7%	78.6%	81.2%	75.0%	83.2%	82.1%	79.4%	84.1%	76.1%	74.5%	79.8%	78.8%	80.0%	66.7%	82.8%	32.1%	86.1%	85.1%	76.7%	77.8%	85.9%	78.4%	81.0%	-
3-Point Score	2.75	2.79	2.75	2.68	2.79	2.76	2.77	2.81	2.66	2.71	2.75	2.75	2.73	2.61	2.78	2.00	2.85	2.80	2.71	2.78	2.81	2.75	2.75	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 33
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	198	12	61	42	81	105	88	100	58	38	97	44	55	26	170	12	185	75	119	8	67	93	105	-
	83.2%	85.7%	87.1%	75.0%	85.3%	84.7%	82.2%	88.5%	80.6%	74.5%	85.1%	84.6%	78.6%	70.3%	85.9%	42.9%	88.5%	86.2%	81.0%	88.9%	85.9%	83.0%	83.3%	-
Usually	34	2	7	12	12	16	16	11	12	11	14	8	12	8	25	10	24	11	23	1	10	15	19	-
	14.3%	14.3%	10.0%	21.4%	12.6%	12.9%	15.0%	9.7%	16.7%	21.6%	12.3%	15.4%	17.1%	21.6%	12.6%	35.7%	11.5%	12.6%	15.6%	11.1%	12.8%	13.4%	15.1%	-
Sometimes	4	-	1	2	1	1	3	1	1	2	2	-	2	2	2	4	-	1	3	-	1	2	2	-
	1.7%	-	1.4%	3.6%	1.1%	0.8%	2.8%	0.9%	1.4%	3.9%	1.8%	-	2.9%	5.4%	1.0%	14.3%	-	1.1%	2.0%	-	1.3%	1.8%	1.6%	-
Never	2	-	1	-	1	2	-	1	1	-	1	-	1	1	1	2	-	-	2	-	-	2	-	-
	0.8%	-	1.4%	-	1.1%	1.6%	-	0.9%	1.4%	-	0.9%	-	1.4%	2.7%	0.5%	7.1%	-	-	1.4%	-	-	1.8%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	232	14	68	54	93	121	104	111	70	49	111	52	67	34	195	22	209	86	142	9	77	108	124	-
	97.5%	100.0%	97.1%	96.4%	97.9%	97.6%	97.2%	98.2%	97.2%	96.1%	97.4%	100.0%	95.7%	91.9%	98.5%	78.6%	100.0%	98.9%	96.6%	100.0%	98.7%	96.4%	98.4%	-
HEDIS/CAHPS SUMMARY RATE - Always	198	12	61	42	81	105	88	100	58	38	97	44	55	26	170	12	185	75	119	8	67	93	105	-
	83.2%	85.7%	87.1%	75.0%	85.3%	84.7%	82.2%	88.5%	80.6%	74.5%	85.1%	84.6%	78.6%	70.3%	85.9%	42.9%	88.5%	86.2%	81.0%	88.9%	85.9%	83.0%	83.3%	-
3-Point Score	2.81	2.86	2.84	2.71	2.83	2.82	2.79	2.87	2.78	2.71	2.82	2.85	2.74	2.62	2.84	2.21	2.89	2.85	2.78	2.89	2.85	2.79	2.82	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q35. Is your child able to talk with doctors about his or her health care?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 34
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q35. Is your child able to talk with doctors about his or her health care?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	237	14	70	55	95	123	107	113	72	50	114	52	69	37	197	28	208	87	146	9	78	112	125	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	1	-	1	-	-	-	1	-	-	1	-	1	-	1	-	1	-	-	-	1	-
Yes	175	9	44	43	79	93	79	83	55	35	83	41	50	23	150	19	155	65	107	5	60	86	89	-
	73.8%	64.3%	62.9%	78.2%	83.2%	75.6%	73.8%	73.5%	76.4%	70.0%	72.8%	78.8%	72.5%	62.2%	76.1%	67.9%	74.5%	74.7%	73.3%	55.6%	76.9%	76.8%	71.2%	-
No	62	5	26	12	16	30	28	30	17	15	31	11	19	14	47	9	53	22	39	4	18	26	36	-
	26.2%	35.7%	37.1%	21.8%	16.8%	24.4%	26.2%	26.5%	23.6%	30.0%	27.2%	21.2%	27.5%	37.8%	23.9%	32.1%	25.5%	25.3%	26.7%	44.4%	23.1%	23.2%	28.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	175	9	44	43	79	93	79	83	55	35	83	41	50	23	150	19	155	65	107	5	60	86	89	-
	73.8%	64.3%	62.9%	78.2%	83.2%	75.6%	73.8%	73.5%	76.4%	70.0%	72.8%	78.8%	72.5%	62.2%	76.1%	67.9%	74.5%	74.7%	73.3%	55.6%	76.9%	76.8%	71.2%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 35
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?																								
Total Eligible	175	9	44	43	79	93	79	83	55	35	83	41	50	23	150	19	155	65	107	5	60	86	89	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	174	9	44	43	78	92	79	83	54	35	83	40	50	22	150	18	155	65	106	5	60	85	89	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	1	-	-	1	-	-	1	-	1	-	1	-	-	1	-	-	1	-	-
Always	131	6	28	30	67	71	57	72	34	23	66	30	34	8	122	7	123	54	75	3	51	65	66	-
	75.3%	66.7%	63.6%	69.8%	85.9% BC	77.2%	72.2%	86.7% H	63.0%	65.7%	79.5%	75.0%	68.0%	36.4% **	81.3%	38.9% **	79.4%	83.1% r	70.8%	60.0% **	85.0%	76.5%	74.2%	-
Usually	31	2	11	9	9	16	15	7	13	11	14	7	10	12	18	5	26	5	25	1	4	14	17	-
	17.8%	22.2%	25.0% d	20.9%	11.5%	17.4%	19.0%	8.4%	24.1% G	31.4% G	16.9%	17.5%	20.0%	54.5% **	12.0%	27.8% **	16.8%	7.7%	23.6% Q	20.0% **	6.7%	16.5%	19.1%	-
Sometimes	8	1	3	3	1	4	4	3	5	-	2	3	3	-	8	2	6	4	4	1	3	3	5	-
	4.6%	11.1%	6.8%	7.0% d	1.3%	4.3%	5.1%	3.6%	9.3% i	-	2.4%	7.5%	6.0%	-	5.3%	11.1% **	3.9%	6.2%	3.8%	20.0% **	5.0%	3.5%	5.6%	-
Never	4	-	2	1	1	1	3	1	2	1	1	-	3	2	2	4	-	2	2	-	2	3	1	-
	2.3%	-	4.5%	2.3%	1.3%	1.1%	3.8%	1.2%	3.7%	2.9%	1.2%	-	6.0%	9.1% **	1.3%	22.2% **	-	3.1%	1.9%	-	3.3%	3.5%	1.1%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	162	8	39	39	76	87	72	79	47	34	80	37	44	20	140	12	149	59	100	4	55	79	83	-
	93.1%	88.9%	88.6%	90.7%	97.4% B	94.6%	91.1%	95.2%	87.0%	97.1%	96.4%	92.5%	88.0%	90.9%	93.3%	66.7%	96.1%	90.8%	94.3%	80.0% **	91.7%	92.9%	93.3%	-
HEDIS/CAHPS SUMMARY RATE - Always	131	6	28	30	67	71	57	72	34	23	66	30	34	8	122	7	123	54	75	3	51	65	66	-
	75.3%	66.7%	63.6%	69.8%	85.9% BC	77.2%	72.2%	86.7% H	63.0%	65.7%	79.5%	75.0%	68.0%	36.4% **	81.3%	38.9% **	79.4%	83.1% r	70.8%	60.0% **	85.0%	76.5%	74.2%	-
3-Point Score	2.68	2.56	2.52	2.60	2.83	2.72	2.63	2.82	2.50	2.63	2.76	2.68	2.56	2.27	2.75	2.06	2.75	2.74	2.65	2.40	2.77	2.69	2.67	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
Total Valid Responses	236	14	69	56	94	122	107	112	72	50	113	52	69	37	196	28	207	87	145	9	78	111	125	-
No Answer	2	-	1	-	1	2	-	1	-	1	1	-	1	-	2	-	2	-	2	-	-	1	1	-
Always	162	10	48	35	68	86	72	83	48	29	80	35	45	17	143	8	153	68	92	5	63	69	93	-
Usually	57	3	15	16	21	26	29	24	17	16	25	15	17	16	40	11	46	13	42	3	10	32	25	-
Sometimes	12	1	5	4	2	7	4	3	6	3	6	2	4	2	10	5	7	4	8	1	3	5	7	-
Never	5	-	1	1	3	3	2	2	1	2	2	-	3	2	3	4	1	2	3	-	2	5	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	219	13	63	51	89	112	101	107	65	45	105	50	62	33	183	19	199	81	134	8	73	101	118	-
HEDIS/CAHPS SUMMARY RATE - Always	162	10	48	35	68	86	72	83	48	29	80	35	45	17	143	8	153	68	92	5	63	69	93	-
3-Point Score	2.61	2.64	2.61	2.54	2.67	2.62	2.62	2.70	2.57	2.48	2.64	2.63	2.55	2.35	2.66	1.96	2.70	2.71	2.56	2.44	2.74	2.53	2.69	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	236	13	70	55	95	122	107	112	72	50	113	52	69	37	196	28	207	87	145	9	78	111	125	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	1	-	1	-	2	-	1	-	1	1	-	1	-	2	-	2	-	2	-	-	1	1	-
Yes	210	12	65	47	85	109	95	103	62	43	100	47	61	29	178	20	189	77	130	9	68	98	112	-
	89.0%	92.3%	92.9%	85.5%	89.5%	89.3%	88.8%	92.0%	86.1%	86.0%	88.5%	90.4%	88.4%	78.4%	90.8%	71.4%	91.3%	88.5%	89.7%	100.0%	87.2%	88.3%	89.6%	-
No	26	1	5	8	10	13	12	9	10	7	13	5	8	8	18	8	18	10	15	-	10	13	13	-
	11.0%	7.7%	7.1%	14.5%	10.5%	10.7%	11.2%	8.0%	13.9%	14.0%	11.5%	9.6%	11.6%	21.6%	9.2%	28.6%	8.7%	11.5%	10.3%	-	12.8%	11.7%	10.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	210	12	65	47	85	109	95	103	62	43	100	47	61	29	178	20	189	77	130	9	68	98	112	-
	89.0%	92.3%	92.9%	85.5%	89.5%	89.3%	88.8%	92.0%	86.1%	86.0%	88.5%	90.4%	88.4%	78.4%	90.8%	71.4%	91.3%	88.5%	89.7%	100.0%	87.2%	88.3%	89.6%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	237	14	69	56	95	124	106	112	72	51	113	52	70	36	198	28	208	87	146	9	78	112	125	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	1	-	-	-	1	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	1	-
Yes	143	9	38	31	62	71	67	62	43	37	66	32	44	23	119	18	125	64	75	7	57	61	82	-
	60.3%	64.3%	55.1%	55.4%	65.3%	57.3%	63.2%	55.4%	59.7%	72.5%	58.4%	61.5%	62.9%	63.9%	60.1%	64.3%	60.1%	73.6%	51.4%	77.8%	73.1%	54.5%	65.6%	-
No	94	5	31	25	33	53	39	50	29	14	47	20	26	13	79	10	83	23	71	2	21	51	43	-
	39.7%	35.7%	44.9%	44.6%	34.7%	42.7%	36.8%	44.6%	40.3%	27.5%	41.6%	38.5%	37.1%	36.1%	39.9%	35.7%	39.9%	26.4%	48.6%	22.2%	26.9%	45.5%	34.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	143	9	38	31	62	71	67	62	43	37	66	32	44	23	119	18	125	64	75	7	57	61	82	-
	60.3%	64.3%	55.1%	55.4%	65.3%	57.3%	63.2%	55.4%	59.7%	72.5%	58.4%	61.5%	62.9%	63.9%	60.1%	64.3%	60.1%	73.6%	51.4%	77.8%	73.1%	54.5%	65.6%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q40. (CC) 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q40. (CC) 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?																								
Total Eligible	143	9	38	31	62	71	67	62	43	37	66	32	44	23	119	18	125	64	75	7	57	61	82	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	140	9	36	31	62	71	65	60	43	36	63	32	44	22	117	18	122	63	73	7	56	61	79	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	2	-	-	-	2	2	-	1	3	-	-	1	2	-	3	1	2	-	1	-	3	-
Always	82	4	25	14	39	46	34	35	26	20	35	21	25	10	72	4	78	45	35	3	42	32	50	-
	58.6%	44.4%	69.4%	45.2%	62.9%	64.8%	52.3%	58.3%	60.5%	55.6%	55.6%	65.6%	56.8%	45.5%	61.5%	22.2%	63.9%	71.4%	47.9%	42.9%	75.0%	52.5%	63.3%	-
Usually	38	3	7	13	14	20	16	17	10	11	19	8	11	7	30	5	33	12	25	4	8	17	21	-
	27.1%	33.3%	19.4%	41.9%	22.6%	28.2%	24.6%	28.3%	23.3%	30.6%	30.2%	25.0%	25.0%	31.8%	25.6%	27.8%	27.0%	19.0%	34.2%	57.1%	14.3%	27.9%	26.6%	-
Sometimes	14	2	2	3	6	4	10	6	5	3	7	3	4	2	12	6	8	4	9	-	4	8	6	-
	10.0%	22.2%	5.6%	9.7%	9.7%	5.6%	15.4%	10.0%	11.6%	8.3%	11.1%	9.4%	9.1%	9.1%	10.3%	33.3%	6.6%	6.3%	12.3%	-	7.1%	13.1%	7.6%	-
Never	6	-	2	1	3	1	5	2	2	2	2	-	4	3	3	3	3	2	4	-	2	4	2	-
	4.3%	-	5.6%	3.2%	4.8%	1.4%	7.7%	3.3%	4.7%	5.6%	3.2%	-	9.1%	13.6%	2.6%	16.7%	2.5%	3.2%	5.5%	-	3.6%	6.6%	2.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	120	7	32	27	53	66	50	52	36	31	54	29	36	17	102	9	111	57	60	7	50	49	71	-
	85.7%	77.8%	88.9%	87.1%	85.5%	93.0%	76.9%	86.7%	83.7%	86.1%	85.7%	90.6%	81.8%	77.3%	87.2%	50.0%	91.0%	90.5%	82.2%	100.0%	89.3%	80.3%	89.9%	-
HEDIS/CAHPS SUMMARY RATE - Always	82	4	25	14	39	46	34	35	26	20	35	21	25	10	72	4	78	45	35	3	42	32	50	-
	58.6%	44.4%	69.4%	45.2%	62.9%	64.8%	52.3%	58.3%	60.5%	55.6%	55.6%	65.6%	56.8%	45.5%	61.5%	22.2%	63.9%	71.4%	47.9%	42.9%	75.0%	52.5%	63.3%	-
3-Point Score	2.44	2.22	2.58	2.32	2.48	2.58	2.29	2.45	2.44	2.42	2.41	2.56	2.39	2.23	2.49	1.72	2.55	2.62	2.30	2.43	2.64	2.33	2.53	-

Cell Contents:
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Statistics:
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Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q41. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q41. 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?																								
Total Eligible	298 100.0%	17 100.0%	81 100.0%	80 100.0%	115 100.0%	158 100.0%	128 100.0%	143 100.0%	93 100.0%	60 100.0%	141 100.0%	72 100.0%	83 100.0%	47 100.0%	248 100.0%	42 100.0%	254 100.0%	103 100.0%	191 100.0%	11 100.0%	91 100.0%	137 100.0%	161 100.0%	-
Total Valid Responses	296 100.0%	16 100.0%	81 100.0%	80 100.0%	114 100.0%	158 100.0%	126 100.0%	142 100.0%	92 100.0%	60 100.0%	141 100.0%	71 100.0%	82 100.0%	47 100.0%	246 100.0%	42 100.0%	254 100.0%	103 100.0%	189 100.0%	11 100.0%	91 100.0%	135 100.0%	161 100.0%	-
No Answer	2	1	-	-	1	-	2	1	1	-	-	1	1	-	2	-	-	-	2	-	-	2	-	-
10 - Best personal doctor possible	165 55.7%	9 56.3%	46 56.8%	38 47.5%	69 60.5%	92 58.2%	67 53.2%	81 57.0%	51 55.4%	31 51.7%	81 57.4%	36 50.7%	46 56.1%	12 25.5%	152 61.8%	-	165 65.0%	61 59.2%	102 54.0%	4 36.4%	56 61.5%	67 49.6%	98 60.9%	-
9	55 18.6%	2 12.5%	14 17.3%	14 17.5%	24 21.1%	28 17.7%	24 19.0%	30 21.1%	12 13.0%	13 21.7%	27 19.1%	15 21.1%	13 15.9%	8 17.0%	47 19.1%	-	55 21.7%	23 22.3%	31 16.4%	6 54.5%	17 18.7%	24 17.8%	31 19.3%	-
8	34 11.5%	1 6.3%	10 12.3%	14 17.5%	8 7.0%	19 12.0%	14 11.1%	15 10.6%	15 16.3%	4 6.7%	15 10.6%	11 15.5%	8 9.8%	6 12.8%	27 11.0%	-	34 13.4%	9 8.7%	24 12.7%	-	9 9.9%	20 14.8%	14 8.7%	-
7	20 6.8%	2 12.5%	5 6.2%	9 11.3%	4 3.5%	9 5.7%	10 7.9%	8 5.6%	5 5.4%	7 11.7%	8 5.7%	5 7.0%	7 8.5%	9 19.1%	10 4.1%	20 47.6%	-	4 3.9%	16 8.5%	-	4 4.4%	10 7.4%	10 6.2%	-
6	6 2.0%	1 6.3%	1 1.2%	1 1.3%	3 2.6%	3 1.9%	2 1.6%	3 2.1%	3 3.3%	-	3 2.1%	1 1.4%	2 2.4%	3 6.4%	3 1.2%	6 14.3%	-	1 1.0%	5 2.6%	-	1 1.1%	3 2.2%	3 1.9%	-
5	9 3.0%	1 6.3%	2 2.5%	3 3.8%	3 2.6%	5 3.2%	4 3.2%	4 2.8%	2 2.2%	3 5.0%	4 2.8%	2 2.8%	3 3.7%	5 10.6%	4 1.6%	9 21.4%	-	1 1.0%	8 4.2%	-	1 1.1%	7 5.2%	2 1.2%	-
4	1 0.3%	-	1 1.2%	-	-	-	1 0.8%	-	1 1.1%	-	-	1 1.4%	-	-	1 0.4%	1 2.4%	-	1 1.0%	-	-	1 1.1%	-	1 0.6%	-
3	4 1.4%	-	1 1.2%	1 1.3%	2 1.8%	2 1.3%	2 1.6%	-	2 2.2%	2 3.3%	2 1.4%	-	2 2.4%	3 6.4%	1 0.4%	4 9.5%	-	2 1.9%	2 1.1%	1 9.1%	1 1.1%	3 2.2%	1 0.6%	-
2	2 0.7%	-	1 1.2%	-	1 0.9%	-	2 1.6%	1 0.7%	1 1.1%	-	1 0.7%	-	1 1.2%	1 2.1%	1 0.4%	2 4.8%	-	1 1.0%	1 0.5%	-	1 1.1%	1 0.7%	1 0.6%	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst personal doctor possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	6 2.0%	-	2 2.5%	1 1.3%	3 2.6%	2 1.3%	4 3.2%	1 0.7%	3 3.3%	2 3.3%	3 2.1%	-	3 3.7%	4 8.5%	2 0.8%	6 14.3%	-	3 2.9%	3 1.6%	1 9.1%	2 2.2%	4 3.0%	2 1.2%	-
SUMMARY - 4-7	36 12.2%	4 25.0%	9 11.1%	13 16.3%	10 8.8%	17 10.8%	17 13.5%	15 10.6%	11 12.0%	10 16.7%	15 10.6%	9 12.7%	12 14.6%	17 36.2%	18 7.3%	36 85.7%	-	7 6.8%	29 15.3%	-	7 7.7%	20 14.8%	16 9.9%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	254 85.8%	12 75.0%	70 86.4%	66 82.5%	101 88.6%	139 88.0%	105 83.3%	126 88.7%	78 84.8%	48 80.0%	123 87.2%	62 87.3%	67 81.7%	26 55.3%	226 91.9%	-	254 100.0%	93 90.3%	157 83.1%	10 90.9%	82 90.1%	111 82.2%	143 88.8%	-
HEDIS/CAHPS SUMMARY RATE - 9-10	220 74.3%	11 68.8%	60 74.1%	52 65.0%	93 81.6%	120 75.9%	91 72.2%	111 78.2%	63 68.5%	44 73.3%	108 76.6%	51 71.8%	59 72.0%	20 42.6%	199 80.9%	-	220 86.6%	84 81.6%	133 70.4%	10 90.9%	73 80.2%	91 67.4%	129 80.1%	-
3-Point Score	2.67	2.56	2.67	2.59	2.74	2.70	2.63	2.73	2.59	2.65	2.70	2.66	2.62	2.17	2.77	1.48	2.87	2.76	2.62	2.82	2.75	2.57	2.75	-

Cell Contents:
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Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, UV/VW, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?																								
Total Eligible	298	17	81	80	115	158	128	143	93	60	141	72	83	47	248	42	254	103	191	11	91	137	161	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	292	17	79	79	112	153	127	142	89	59	139	71	81	46	243	42	249	103	185	11	91	132	160	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	6	-	2	1	3	5	1	1	4	1	2	1	2	1	5	-	5	-	6	-	-	5	1	-
Yes	200	12	52	56	76	98	93	90	62	47	84	49	66	38	159	29	171	76	121	8	67	84	116	-
	68.5%	70.6%	65.8%	70.9%	67.9%	64.1%	73.2%	63.4%	69.7%	79.7%	60.4%	69.0%	81.5%	82.6%	65.4%	69.0%	68.7%	73.8%	65.4%	72.7%	73.6%	63.6%	72.5%	-
No	92	5	27	23	36	55	34	52	27	12	55	22	15	8	84	13	78	27	64	3	24	48	44	-
	31.5%	29.4%	34.2%	29.1%	32.1%	35.9%	26.8%	36.6%	30.3%	20.3%	39.6%	31.0%	18.5%	17.4%	34.6%	31.0%	31.3%	26.2%	34.6%	27.3%	26.4%	36.4%	27.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	200	12	52	56	76	98	93	90	62	47	84	49	66	38	159	29	171	76	121	8	67	84	116	-
	68.5%	70.6%	65.8%	70.9%	67.9%	64.1%	73.2%	63.4%	69.7%	79.7%	60.4%	69.0%	81.5%	82.6%	65.4%	69.0%	68.7%	73.8%	65.4%	72.7%	73.6%	63.6%	72.5%	-

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 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?																								
Total Eligible	200	12	52	56	76	98	93	90	62	47	84	49	66	38	159	29	171	76	121	8	67	84	116	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	195	12	51	55	74	95	91	87	61	46	80	49	65	35	157	28	167	76	117	8	67	81	114	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	1	1	2	3	2	3	1	1	4	-	1	3	2	1	4	-	4	-	-	3	2	-
Yes	185	11	49	51	71	90	86	83	58	43	75	47	62	29	153	21	164	72	111	7	64	73	112	-
	94.9%	91.7%	96.1%	92.7%	95.9%	94.7%	94.5%	95.4%	95.1%	93.5%	93.8%	95.9%	95.4%	82.9%	97.5%	75.0%	98.2%	94.7%	94.9%	87.5%	95.5%	90.1%	98.2%	U
No	10	1	2	4	3	5	5	4	3	3	5	2	3	6	4	7	3	4	6	1	3	8	2	-
	5.1%	8.3%	3.9%	7.3%	4.1%	5.3%	5.5%	4.6%	4.9%	6.5%	6.3%	4.1%	4.6%	17.1%	2.5%	25.0%	1.8%	5.3%	5.1%	12.5%	4.5%	9.9%	1.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	185	11	49	51	71	90	86	83	58	43	75	47	62	29	153	21	164	72	111	7	64	73	112	-
	94.9%	91.7%	96.1%	92.7%	95.9%	94.7%	94.5%	95.4%	95.1%	93.5%	93.8%	95.9%	95.4%	82.9%	97.5%	75.0%	98.2%	94.7%	94.9%	87.5%	95.5%	90.1%	98.2%	U
3-Point Score	2.90	2.83	2.92	2.85	2.92	2.89	2.89	2.91	2.90	2.87	2.88	2.92	2.91	2.66	2.95	2.50	2.96	2.89	2.90	2.75	2.91	2.80	2.96	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

Q44. (FCC-PD) 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?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 43
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q44. (FCC-PD) 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?																								
Total Eligible	200	12	52	56	76	98	93	90	62	47	84	49	66	38	159	29	171	76	121	8	67	84	116	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	197	12	52	56	75	96	93	88	62	46	82	49	65	37	157	29	168	75	120	8	66	82	115	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	-	-	1	2	-	2	-	1	2	-	1	1	2	-	3	1	1	-	1	2	1	-
Yes	184	11	48	51	72	90	86	83	58	42	77	47	59	30	151	20	164	69	113	7	61	74	110	-
	93.4%	91.7%	92.3%	91.1%	96.0%	93.8%	92.5%	94.3%	93.5%	91.3%	93.9%	95.9%	90.8%	81.1%	96.2%	69.0%	97.6%	92.0%	94.2%	87.5%	92.4%	90.2%	95.7%	-
No	13	1	4	5	3	6	7	5	4	4	5	2	6	7	6	9	4	6	7	1	5	8	5	-
	6.6%	8.3%	7.7%	8.9%	4.0%	6.3%	7.5%	5.7%	6.5%	8.7%	6.1%	4.1%	9.2%	18.9%	3.8%	31.0%	2.4%	8.0%	5.8%	12.5%	7.6%	9.8%	4.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	184	11	48	51	72	90	86	83	58	42	77	47	59	30	151	20	164	69	113	7	61	74	110	-
	93.4%	91.7%	92.3%	91.1%	96.0%	93.8%	92.5%	94.3%	93.5%	91.3%	93.9%	95.9%	90.8%	81.1%	96.2%	69.0%	97.6%	92.0%	94.2%	87.5%	92.4%	90.2%	95.7%	-
3-Point Score	2.87	2.83	2.85	2.82	2.92	2.88	2.85	2.89	2.87	2.83	2.88	2.92	2.82	2.62	2.92	2.38	2.95	2.84	2.88	2.75	2.85	2.80	2.91	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q45. 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 to see a specialist?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q45. 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 to see a specialist?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	120	6	34	30	47	61	54	43	46	30	56	33	30	23	96	19	96	50	67	6	44	47	73	-
	36.1%	30.0% **	37.4%	33.3%	37.6%	33.9%	38.8%	26.9%	43.4% G	46.9% G	35.9%	40.7%	32.3%	44.2%	34.8%	45.2%	37.8%	47.2% R	30.5%	50.0% **	47.3%	29.9%	41.7% U	-
No	212	14	57	60	78	119	85	117	60	34	100	48	63	29	180	23	158	56	153	6	49	110	102	-
	63.9%	70.0% **	62.6%	66.7%	62.4%	66.1%	61.2%	73.1% H	56.6%	53.1%	64.1%	59.3%	67.7%	55.8%	65.2%	54.8%	62.2%	52.8%	69.5% Q	50.0% **	52.7%	70.1% V	58.3% U	-
HEDIS/CAHPS SUMMARY RATE - Yes	120	6	34	30	47	61	54	43	46	30	56	33	30	23	96	19	96	50	67	6	44	47	73	-
	36.1%	30.0% **	37.4%	33.3%	37.6%	33.9%	38.8%	26.9%	43.4% G	46.9% G	35.9%	40.7%	32.3%	44.2%	34.8%	45.2%	37.8%	47.2% R	30.5%	50.0% **	47.3%	29.9%	41.7% U	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, UV/VW, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?																								
Total Eligible	120	6	34	30	47	61	54	43	46	30	56	33	30	23	96	19	96	50	67	6	44	47	73	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	119	6	34	30	47	61	54	42	46	30	55	33	30	23	95	19	95	49	67	6	43	47	72	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-
Always	60	2	14	13	31	31	27	21	22	16	27	15	18	7	52	8	51	31	28	3	28	21	39	-
	50.4%	33.3%	41.2%	43.3%	66.0% Bc	50.8%	50.0%	50.0%	47.8%	53.3%	49.1%	45.5%	60.0%	30.4%	54.7%	42.1%	53.7%	63.3% R	41.8%	50.0%	65.1%	44.7%	54.2%	-
Usually	36	3	12	7	13	20	15	13	16	7	15	14	7	7	29	5	29	14	20	2	12	20	16	-
	30.3%	50.0%	35.3%	23.3%	27.7%	32.8%	27.8%	31.0%	34.8%	23.3%	27.3%	42.4%	23.3%	30.4%	30.5%	26.3%	30.5%	28.6%	29.9%	33.3%	27.9%	42.6% V	22.2%	-
Sometimes	20	1	7	8	3	9	10	8	6	6	10	4	5	7	13	4	14	4	16	1	3	6	14	-
	16.8%	16.7%	20.6%	26.7%	6.4%	14.8%	18.5%	19.0%	13.0%	20.0%	18.2%	12.1%	16.7%	30.4%	13.7%	21.1%	14.7%	8.2%	23.9% Q	16.7%	7.0%	12.8%	19.4%	-
Never	3	-	1	2	-	1	2	-	2	1	3	-	-	2	1	2	1	-	3	-	-	-	3	-
	2.5%	-	2.9%	6.7%	-	1.6%	3.7%	-	4.3%	3.3%	5.5%	-	-	8.7%	1.1%	10.5%	1.1%	-	4.5%	-	-	-	4.2%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	96	5	26	20	44	51	42	34	38	23	42	29	25	14	81	13	80	45	48	5	40	41	55	-
	80.7%	83.3%	76.5%	66.7%	93.6% BC	83.6%	77.8%	81.0%	82.6%	76.7%	76.4%	87.9%	83.3%	60.9%	85.3%	68.4%	84.2%	91.8%	71.6%	83.3%	93.0%	87.2%	76.4%	-
HEDIS/CAHPS SUMMARY RATE - Always	60	2	14	13	31	31	27	21	22	16	27	15	18	7	52	8	51	31	28	3	28	21	39	-
	50.4%	33.3%	41.2%	43.3%	66.0% Bc	50.8%	50.0%	50.0%	47.8%	53.3%	49.1%	45.5%	60.0%	30.4%	54.7%	42.1%	53.7%	63.3% R	41.8%	50.0%	65.1%	44.7%	54.2%	-
3-Point Score	2.31	2.17	2.18	2.10	2.60	2.34	2.28	2.31	2.30	2.30	2.25	2.33	2.43	1.91	2.40	2.11	2.38	2.55	2.13	2.33	2.58	2.32	2.31	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q47. How many specialists has your child seen in the last 6 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 46
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q47. How many specialists has your child seen in the last 6 months?																									
Total Eligible	120	6	34	30	47	61	54	43	46	30	56	33	30	23	96	19	96	50	67	6	44	47	73	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	120	6	34	30	47	61	54	43	46	30	56	33	30	23	96	19	96	50	67	6	44	47	73	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None	6	-	2	4	-	2	4	1	2	3	3	2	1	3	3	3	3	-	6	-	-	1	5	-	
	5.0%	-	5.9%	13.3%	-	3.3%	7.4%	2.3%	4.3%	10.0%	5.4%	6.1%	3.3%	13.0%	3.1%	15.8%	3.1%	-	9.0%	-	-	2.1%	6.8%	-	
1 specialist	62	2	17	14	28	30	31	28	24	10	37	13	12	9	53	9	50	25	35	-	25	26	36	-	
	51.7%	33.3%	50.0%	46.7%	59.6%	49.2%	57.4%	65.1%	52.2%	33.3%	66.1%	39.4%	40.0%	39.1%	55.2%	47.4%	52.1%	50.0%	52.2%	-	56.8%	55.3%	49.3%	-	
2	32	2	7	8	13	20	9	9	12	11	10	11	10	6	25	3	27	14	17	3	11	14	18	-	
	26.7%	33.3%	20.6%	26.7%	27.7%	32.8%	16.7%	20.9%	26.1%	36.7%	17.9%	33.3%	33.3%	26.1%	26.0%	15.8%	28.1%	28.0%	25.4%	50.0%	25.0%	29.8%	24.7%	-	
3	9	2	4	2	1	4	5	3	3	3	2	4	3	3	6	1	8	5	4	2	3	2	7	-	
	7.5%	33.3%	11.8%	6.7%	2.1%	6.6%	9.3%	7.0%	6.5%	10.0%	3.6%	12.1%	10.0%	13.0%	6.3%	5.3%	8.3%	10.0%	6.0%	33.3%	6.8%	4.3%	9.6%	-	
4	4	-	2	-	2	3	1	1	3	-	3	1	-	-	4	1	3	4	-	-	4	2	2	-	
	3.3%	-	5.9%	-	4.3%	4.9%	1.9%	2.3%	6.5%	-	5.4%	3.0%	-	-	4.2%	5.3%	3.1%	8.0%	-	-	9.1%	4.3%	2.7%	-	
5 or more specialists	7	-	2	2	3	2	4	1	2	3	1	2	4	2	5	2	5	2	5	1	1	2	5	-	
	5.8%	-	5.9%	6.7%	6.4%	3.3%	7.4%	2.3%	4.3%	10.0%	1.8%	6.1%	13.3%	8.7%	5.2%	10.5%	5.2%	4.0%	7.5%	16.7%	2.3%	4.3%	6.8%	-	
HEDIS/CAHPS SUMMARY RATE - 1 or more specialist	114	6	32	26	47	59	50	42	44	27	53	31	29	20	93	16	93	50	61	6	44	46	68	-	
	95.0%	100.0%	94.1%	86.7%	100.0%	96.7%	92.6%	97.7%	95.7%	90.0%	94.6%	93.9%	96.7%	87.0%	96.9%	84.2%	96.9%	100.0%	91.0%	100.0%	100.0%	97.9%	93.2%	-	
		**		bC										**	**		R		**						

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
 770-978-3173
 2017

Q48. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q48. 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?																								
Total Eligible	114	6	32	26	47	59	50	42	44	27	53	31	29	20	93	16	93	50	61	6	44	46	68	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	112	6	31	26	46	57	50	41	44	26	52	31	28	20	91	16	92	49	60	6	43	46	66	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	1	-	1	2	-	1	-	1	1	-	1	-	2	-	1	1	1	-	1	-	2	-
10 - Best specialist possible	60	3	17	13	25	31	26	21	24	14	31	18	11	6	54	6	52	31	27	2	29	22	38	-
	53.6%	50.0%	54.8%	50.0%	54.3%	54.4%	52.0%	51.2%	54.5%	53.8%	59.6%	58.1%	39.3%	30.0%	59.3%	37.5%	56.5%	63.3%	45.0%	33.3%	67.4%	47.8%	57.6%	-
9	14	-	4	3	6	7	6	6	5	3	6	5	3	-	14	-	14	5	9	1	4	6	8	-
	12.5%	**	12.9%	11.5%	13.0%	12.3%	12.0%	14.6%	11.4%	11.5%	11.5%	16.1%	10.7%	**	15.4%	**	15.2%	10.2%	15.0%	16.7%	9.3%	13.0%	12.1%	-
8	23	1	6	6	10	12	11	12	7	4	12	5	5	7	16	2	21	9	13	1	8	11	12	-
	20.5%	16.7%	19.4%	23.1%	21.7%	21.1%	22.0%	29.3%	15.9%	15.4%	23.1%	16.1%	17.9%	35.0%	17.6%	12.5%	22.8%	18.4%	21.7%	16.7%	18.6%	23.9%	18.2%	-
7	4	-	2	-	2	2	2	1	2	1	1	-	3	2	2	1	3	1	3	1	-	1	3	-
	3.6%	**	6.5%	**	4.3%	3.5%	4.0%	2.4%	4.5%	3.8%	1.9%	-	10.7%	10.0%	2.2%	6.3%	3.3%	2.0%	5.0%	16.7%	-	2.2%	4.5%	-
6	3	-	1	1	1	1	1	-	1	2	-	1	2	1	2	3	-	1	2	-	1	1	2	-
	2.7%	**	3.2%	3.8%	2.2%	1.8%	2.0%	-	2.3%	7.7%	-	3.2%	7.1%	5.0%	2.2%	18.8%	-	2.0%	3.3%	-	2.3%	2.2%	3.0%	-
5	4	1	1	1	1	2	2	-	4	-	1	2	1	2	2	3	1	-	4	-	-	2	2	-
	3.6%	16.7%	3.2%	3.8%	2.2%	3.5%	4.0%	-	9.1%	**	1.9%	6.5%	3.6%	10.0%	2.2%	18.8%	1.1%	-	6.7%	**	-	4.3%	3.0%	-
4	1	-	-	-	1	1	-	-	-	1	-	-	1	-	-	-	-	1	-	1	-	1	-	-
	0.9%	**	**	**	2.2%	1.8%	-	-	-	3.8%	-	-	3.6%	**	**	**	-	2.0%	-	16.7%	-	2.2%	-	-
3	1	-	-	1	-	-	1	-	-	1	-	-	1	1	-	-	-	-	1	-	-	1	-	-
	0.9%	**	**	3.8%	**	-	2.0%	-	-	3.8%	-	-	3.6%	5.0%	-	-	-	-	1.7%	**	-	2.2%	-	-
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1	1	1	-	-	-	-	1	1	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-	-
	0.9%	16.7%	**	**	**	-	2.0%	2.4%	-	**	1.9%	-	-	5.0%	-	6.3%	-	-	1.7%	**	-	2.2%	-	-
0 - Worst specialist possible	1	-	-	1	-	1	-	-	1	-	-	-	1	-	1	-	1	1	-	-	-	1	-	1
	0.9%	**	**	3.8%	**	1.8%	-	-	2.3%	**	-	-	3.6%	-	1.1%	-	1.1%	2.0%	-	-	2.3%	-	1.5%	-
SUMMARY - 0-3	3	1	-	2	-	1	2	1	1	1	1	-	2	2	1	1	1	1	2	-	1	2	1	-
	2.7%	16.7%	**	7.7%	**	1.8%	4.0%	2.4%	2.3%	3.8%	1.9%	-	7.1%	10.0%	1.1%	6.3%	1.1%	2.0%	3.3%	**	2.3%	4.3%	1.5%	-
SUMMARY - 4-7	12	1	4	2	5	6	5	1	7	4	2	3	7	5	6	7	4	3	9	2	1	5	7	-
	10.7%	16.7%	12.9%	7.7%	10.9%	10.5%	10.0%	2.4%	15.9%	15.4%	3.8%	9.7%	25.0%	25.0%	6.6%	43.8%	4.3%	6.1%	15.0%	33.3%	2.3%	10.9%	10.6%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	97	4	27	22	41	50	43	39	36	21	49	28	19	13	84	8	87	45	49	4	41	39	58	-
	86.6%	66.7%	87.1%	84.6%	89.1%	87.7%	86.0%	95.1%	81.8%	80.8%	94.2%	90.3%	67.9%	65.0%	92.3%	50.0%	94.6%	91.8%	81.7%	66.7%	95.3%	84.8%	87.9%	-
HEDIS/CAHPS SUMMARY RATE - 9-10	74	3	21	16	31	38	32	27	29	17	37	23	14	6	68	6	66	36	36	3	33	28	46	-
	66.1%	50.0%	67.7%	61.5%	67.4%	66.7%	64.0%	65.9%	65.9%	65.4%	71.2%	74.2%	51.0%	30.0%	74.7%	37.5%	71.7%	73.5%	60.0%	50.0%	76.7%	60.9%	69.7%	-
3-Point Score	2.56	2.17	2.61	2.46	2.61	2.58	2.54	2.63	2.52	2.50	2.67	2.65	2.29	2.05	2.69	1.94	2.70	2.67	2.47	2.33	2.72	2.48	2.62	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 48
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?																									
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	326	20	91	89	122	175	138	158	104	62	154	78	92	49	273	42	250	106	220	12	93	153	173	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	6	-	-	1	3	5	1	2	2	2	2	3	1	3	3	-	4	-	-	-	-	4	2	-	
Yes	106	8	28	20	49	61	41	51	31	23	50	20	36	10	94	10	93	106	-	12	93	41	65	-	
	32.5%	40.0%	30.8%	22.5%	40.2%	34.9%	29.7%	32.3%	29.8%	37.1%	32.5%	25.6%	39.1%	20.4%	34.4%	23.8%	37.2%	100.0%	-	100.0%	100.0%	26.8%	37.6%	-	
No	220	12	63	69	73	114	97	107	73	39	104	58	56	39	179	32	157	-	220	-	-	112	108	-	
	67.5%	60.0%	69.2%	77.5%	59.8%	65.1%	70.3%	67.7%	70.2%	62.9%	67.5%	74.4%	60.9%	79.6%	65.6%	76.2%	62.8%	-	100.0%	-	-	73.2%	62.4%	-	
HEDIS/CAHPS SUMMARY RATE - Yes	106	8	28	20	49	61	41	51	31	23	50	20	36	10	94	10	93	106	-	12	93	41	65	-	
	32.5%	40.0%	30.8%	22.5%	40.2%	34.9%	29.7%	32.3%	29.8%	37.1%	32.5%	25.6%	39.1%	20.4%	34.4%	23.8%	37.2%	100.0%	-	100.0%	100.0%	26.8%	37.6%	-	

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 49
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?																								
Total Eligible	106	8	28	20	49	61	41	51	31	23	50	20	36	10	94	10	93	106	-	12	93	41	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	105	8	28	20	48	60	41	50	31	23	50	20	35	10	93	10	92	105	-	12	93	40	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	1	-	1	-	-	-	-	1	-	1	-	1	1	-	-	-	1	-	-
Always	64	7	17	10	30	38	25	28	22	14	30	15	19	5	58	6	56	64	-	-	64	23	41	-
	61.0%	87.5%	60.7%	50.0%	62.5%	63.3%	61.0%	56.0%	71.0%	60.9%	60.0%	75.0%	54.3%	50.0%	62.4%	60.0%	60.9%	61.0%	-	-	68.8%	57.5%	63.1%	-
Usually	29	1	7	8	12	18	10	15	7	6	17	4	8	1	28	3	26	29	-	-	29	10	19	-
	27.6%	12.5%	25.0%	40.0%	25.0%	30.0%	24.4%	30.0%	22.6%	26.1%	34.0%	20.0%	22.9%	10.0%	30.1%	30.0%	28.3%	27.6%	-	-	31.2%	25.0%	29.2%	-
Sometimes	8	-	2	1	5	2	4	6	1	1	2	-	6	3	5	1	7	8	-	8	-	4	4	-
	7.6%	-	7.1%	5.0%	10.4%	3.3%	9.8%	12.0%	3.2%	4.3%	4.0%	-	17.1%	30.0%	5.4%	10.0%	7.6%	7.6%	-	66.7%	-	10.0%	6.2%	-
Never	4	-	2	1	1	2	2	1	1	2	1	1	2	1	2	-	3	4	-	4	-	3	1	-
	3.8%	-	7.1%	5.0%	2.1%	3.3%	4.9%	2.0%	3.2%	8.7%	2.0%	5.0%	5.7%	10.0%	2.2%	-	3.3%	3.8%	-	33.3%	-	7.5%	1.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	93	8	24	18	42	56	35	43	29	20	47	19	27	6	86	9	82	93	-	-	93	33	60	-
	88.6%	100.0%	85.7%	90.0%	87.5%	93.3%	85.4%	86.0%	93.5%	87.0%	94.0%	95.0%	77.1%	60.0%	92.5%	90.0%	89.1%	88.6%	-	-	100.0%	82.5%	92.3%	-
HEDIS/CAHPS SUMMARY RATE - Always	64	7	17	10	30	38	25	28	22	14	30	15	19	5	58	6	56	64	-	-	64	23	41	-
	61.0%	87.5%	60.7%	50.0%	62.5%	63.3%	61.0%	56.0%	71.0%	60.9%	60.0%	75.0%	54.3%	50.0%	62.4%	60.0%	60.9%	61.0%	-	-	68.8%	57.5%	63.1%	-
3-Point Score	2.50	2.88	2.46	2.40	2.50	2.57	2.46	2.42	2.65	2.48	2.54	2.70	2.31	2.10	2.55	2.50	2.50	2.50	-	1.00	2.69	2.40	2.55	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 50
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?																								
Total Eligible	106	8	28	20	49	61	41	51	31	23	50	20	36	10	94	10	93	106	-	12	93	41	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	104	8	28	20	47	59	41	49	31	23	49	20	35	9	93	10	91	104	-	12	92	39	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	-	-	2	2	-	2	-	-	1	-	1	1	1	-	2	2	-	-	1	2	-	-
Always	86	7	23	17	38	51	32	43	24	18	41	17	28	5	80	8	76	86	-	5	81	28	58	-
	82.7%	87.5%	82.1%	85.0%	80.9%	86.4%	78.0%	87.6%	77.4%	78.3%	83.7%	85.0%	80.0%	55.6%	86.0%	80.0%	83.5%	82.7%	-	41.7%	88.0%	71.8%	89.2%	U
Usually	13	1	4	2	6	6	6	4	6	3	5	3	5	2	11	1	12	13	-	3	10	6	7	-
	12.5%	12.5%	14.3%	10.0%	12.8%	10.2%	14.6%	8.2%	19.4%	13.0%	10.2%	15.0%	14.3%	22.2%	11.8%	10.0%	13.2%	12.5%	-	25.0%	10.9%	15.4%	10.8%	-
Sometimes	3	-	-	1	2	1	2	2	-	1	2	-	1	2	1	1	2	3	-	2	1	3	-	-
	2.9%	-	-	5.0%	4.3%	1.7%	4.9%	4.1%	-	4.3%	4.1%	-	2.9%	22.2%	1.1%	10.0%	2.2%	2.9%	-	16.7%	1.1%	7.7%	-	-
Never	2	-	1	-	1	1	1	-	1	1	1	-	1	-	1	-	1	2	-	2	-	2	-	-
	1.9%	-	3.6%	-	2.1%	1.7%	2.4%	-	3.2%	4.3%	2.0%	-	2.9%	-	1.1%	-	1.1%	1.9%	-	16.7%	-	5.1%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	99	8	27	19	44	57	38	47	30	21	46	20	33	7	91	9	88	99	-	8	91	34	65	-
	95.2%	100.0%	96.4%	95.0%	93.6%	96.6%	92.7%	95.9%	96.8%	91.3%	93.9%	100.0%	94.3%	77.8%	97.8%	90.0%	96.7%	95.2%	-	66.7%	98.9%	87.2%	100.0%	U
HEDIS/CAHPS SUMMARY RATE - Always	86	7	23	17	38	51	32	43	24	18	41	17	28	5	80	8	76	86	-	5	81	28	58	-
	82.7%	87.5%	82.1%	85.0%	80.9%	86.4%	78.0%	87.6%	77.4%	78.3%	83.7%	85.0%	80.0%	55.6%	86.0%	80.0%	83.5%	82.7%	-	41.7%	88.0%	71.8%	89.2%	U
3-Point Score	2.78	2.88	2.79	2.80	2.74	2.83	2.71	2.84	2.74	2.70	2.78	2.85	2.74	2.33	2.84	2.70	2.80	2.78	-	2.08	2.87	2.59	2.89	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 51
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	324	20	91	86	121	177	136	155	105	62	151	79	92	51	269	40	249	104	214	11	92	157	167	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	8	-	-	4	4	3	3	5	1	2	5	2	1	1	7	2	5	2	6	1	1	-	8	-
Yes	99	7	28	27	36	57	40	41	40	18	48	21	30	10	89	11	82	55	42	5	50	34	65	-
	30.6%	35.0%	30.8%	31.4%	29.8%	32.2%	29.4%	26.5%	38.1%	29.0%	31.8%	26.6%	32.6%	19.6%	33.1%	27.5%	32.9%	52.9%	19.6%	45.5%	54.3%	21.7%	38.9%	-
No	225	13	63	59	85	120	96	114	65	44	103	58	62	41	180	29	167	49	172	6	42	123	102	-
	69.4%	65.0%	69.2%	68.6%	70.2%	67.8%	70.6%	73.5%	61.9%	71.0%	68.2%	73.4%	67.4%	80.4%	66.9%	72.5%	67.1%	47.1%	80.4%	54.5%	45.7%	78.3%	61.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	99	7	28	27	36	57	40	41	40	18	48	21	30	10	89	11	82	55	42	5	50	34	65	-
	30.6%	35.0%	30.8%	31.4%	29.8%	32.2%	29.4%	26.5%	38.1%	29.0%	31.8%	26.6%	32.6%	19.6%	33.1%	27.5%	32.9%	52.9%	19.6%	45.5%	54.3%	21.7%	38.9%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?																								
Total Eligible	324	20	91	86	121	177	136	155	105	62	151	79	92	51	269	40	249	104	214	11	92	157	167	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	323	20	91	86	120	177	135	155	105	61	151	79	91	51	268	40	248	103	214	11	91	157	166	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	-	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-	1	-
Always	285	17	80	76	107	155	120	142	86	55	131	70	82	45	236	36	218	87	194	8	78	140	145	-
	88.2%	85.0%	87.9%	88.4%	89.2%	87.6%	88.9%	91.6%	81.9%	90.2%	86.8%	88.6%	90.1%	88.2%	88.1%	90.0%	87.9%	84.5%	90.7%	72.7%	85.7%	89.2%	87.3%	-
Usually	25	2	8	6	9	17	8	7	13	5	14	5	6	3	22	1	23	15	9	3	12	12	13	-
	7.7%	10.0%	8.8%	7.0%	7.5%	9.6%	5.9%	4.5%	12.4%	8.2%	9.3%	6.3%	6.6%	5.9%	8.2%	2.5%	9.3%	14.6%	4.2%	27.3%	13.2%	7.6%	7.8%	-
Sometimes	11	-	2	4	4	5	5	4	6	1	4	4	3	2	9	2	6	1	9	-	1	3	8	-
	3.4%	-	2.2%	4.7%	3.3%	2.8%	3.7%	2.6%	5.7%	1.6%	2.6%	5.1%	3.3%	3.9%	3.4%	5.0%	2.4%	1.0%	4.2%	-	1.1%	1.9%	4.8%	-
Never	2	1	1	-	-	-	2	2	-	-	2	-	-	1	1	1	-	2	-	-	-	2	-	-
	0.6%	5.0%	1.1%	-	-	-	1.5%	1.3%	-	-	1.3%	-	-	2.0%	0.4%	2.5%	0.4%	-	0.9%	-	-	1.3%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	310	19	88	82	116	172	128	149	99	60	145	75	88	48	258	37	241	102	203	11	90	152	158	-
	96.0%	95.0%	96.7%	95.3%	96.7%	97.2%	94.8%	96.1%	94.3%	98.4%	96.0%	94.9%	96.7%	94.1%	96.3%	92.5%	97.2%	99.0%	94.9%	100.0%	98.9%	96.8%	95.2%	-
HEDIS/CAHPS SUMMARY RATE - Always	285	17	80	76	107	155	120	142	86	55	131	70	82	45	236	36	218	87	194	8	78	140	145	-
	88.2%	85.0%	87.9%	88.4%	89.2%	87.6%	88.9%	91.6%	81.9%	90.2%	86.8%	88.6%	90.1%	88.2%	88.1%	90.0%	87.9%	84.5%	90.7%	72.7%	85.7%	89.2%	87.3%	-
3-Point Score	2.84	2.80	2.85	2.84	2.86	2.85	2.84	2.88	2.76	2.89	2.83	2.84	2.87	2.82	2.84	2.83	2.85	2.83	2.86	2.73	2.85	2.86	2.83	-

Cell Contents:
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Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
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Minimum Base: 30 (**), Small Base: 30 (*)

Q54. 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?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 53
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q54. 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?

Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	328	20	89	90	123	177	138	157	106	63	154	81	91	52	276	41	252	104	218	11	92	153	175	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	2	-	2	3	1	3	-	1	2	-	2	-	-	1	2	2	2	1	1	4	-	-	
10 - Best health plan possible	177	9	51	47	67	111	60	87	59	30	87	45	45	-	177	7	153	66	111	4	62	73	104	-	
	54.0%	45.0%	57.3%	52.2%	54.5%	62.7%	43.5%	55.4%	55.7%	47.6%	56.5%	55.6%	49.5%	-	64.1%	17.1%	60.7%	63.5%	50.9%	36.4%	67.4%	47.7%	59.4%	-	
9	49	4	7	15	23	23	24	28	11	9	20	11	18	-	49	6	37	17	29	3	13	26	23	-	
	14.9%	20.0%	7.9%	16.7%	18.7%	13.0%	17.4%	17.8%	10.4%	14.3%	13.0%	13.6%	19.8%	-	17.8%	14.6%	14.7%	16.3%	13.3%	27.3%	14.1%	17.0%	13.1%	-	
8	50	2	15	14	18	21	25	27	17	6	26	16	8	-	50	7	36	11	39	-	11	23	27	-	
	15.2%	10.0%	16.9%	15.6%	14.6%	11.9%	18.1%	17.2%	16.0%	9.5%	16.9%	19.8%	8.8%	-	18.1%	17.1%	14.3%	10.6%	17.9%	-	12.0%	15.0%	15.4%	-	
7	26	2	10	5	8	13	12	9	9	8	12	5	8	26	-	11	15	5	19	1	4	18	8	-	
	7.9%	10.0%	11.2%	5.6%	6.5%	7.3%	8.7%	5.7%	8.5%	12.7%	7.8%	6.2%	8.8%	50.0%	-	26.8%	6.0%	4.8%	8.7%	9.1%	4.3%	11.8%	4.6%	-	
6	5	-	2	3	-	-	5	2	2	1	2	1	2	5	-	1	3	1	4	1	-	1	4	-	
	1.5%	-	2.2%	3.3%	-	-	3.6%	1.3%	1.9%	1.6%	1.3%	1.2%	2.2%	9.6%	-	2.4%	1.2%	1.0%	1.8%	9.1%	-	0.7%	2.3%	-	
5	11	1	3	3	3	5	6	3	4	4	6	1	4	11	-	6	3	1	9	-	1	5	6	-	
	3.4%	5.0%	3.4%	3.3%	2.4%	2.8%	4.3%	1.9%	3.8%	6.3%	3.9%	1.2%	4.4%	21.2%	-	14.6%	1.2%	1.0%	4.1%	-	1.1%	3.3%	3.4%	-	
4	4	-	-	2	2	2	2	-	2	2	1	-	2	4	-	2	2	2	2	1	1	3	1	-	
	1.2%	-	-	2.2%	1.6%	1.1%	1.4%	-	1.9%	3.2%	0.6%	-	2.2%	7.7%	-	4.9%	0.8%	1.9%	0.9%	9.1%	1.1%	2.0%	0.6%	-	
3	3	2	1	-	-	2	1	-	2	1	-	1	2	3	-	1	1	1	2	1	-	2	1	-	
	0.9%	10.0%	1.1%	-	-	1.1%	0.7%	-	1.9%	1.6%	-	1.2%	2.2%	5.8%	-	2.4%	0.4%	1.0%	0.9%	9.1%	-	1.3%	0.6%	-	
2	1	-	-	-	1	-	1	-	-	1	-	-	1	1	-	-	1	-	1	-	-	-	1	-	
	0.3%	-	-	-	0.8%	-	0.7%	-	-	1.6%	-	-	1.1%	1.9%	-	-	0.4%	-	0.5%	-	-	-	0.6%	-	
1	1	-	-	1	-	-	1	-	-	1	-	-	1	1	-	-	-	-	1	-	-	1	-	-	
	0.3%	-	-	1.1%	-	-	0.7%	-	-	1.6%	-	-	1.1%	1.9%	-	-	-	-	0.5%	-	-	0.7%	-	-	
0 - Worst health plan possible	1	-	-	-	1	-	1	1	-	-	-	1	-	1	-	-	1	-	1	-	-	1	-	-	
	0.3%	-	-	-	0.8%	-	0.7%	0.6%	-	-	-	1.2%	-	1.9%	-	-	0.4%	-	0.5%	-	-	0.7%	-	-	
SUMMARY - 0-3	6	2	1	1	2	2	4	1	2	3	-	2	4	6	-	1	3	1	5	1	-	4	2	-	
	1.8%	10.0%	1.1%	1.1%	1.6%	1.1%	2.9%	0.6%	1.9%	4.8%	-	2.5%	4.4%	11.5%	-	2.4%	1.2%	1.0%	2.3%	9.1%	-	2.6%	1.1%	-	
SUMMARY - 4-7	46	3	15	13	13	20	25	14	17	15	21	7	16	46	-	20	23	9	34	3	6	27	19	-	
	14.0%	15.0%	16.9%	14.4%	10.6%	11.3%	18.1%	8.9%	16.0%	23.8%	13.6%	8.6%	17.6%	88.5%	-	48.8%	9.1%	8.7%	15.6%	27.3%	6.5%	17.6%	10.9%	-	
HEDIS/CAHPS SUMMARY RATE - 8-10	276	15	73	76	108	155	109	142	87	45	133	72	71	-	276	20	226	94	179	7	86	122	154	-	
	84.1%	75.0%	82.0%	84.4%	87.8%	87.6%	79.0%	90.4%	82.1%	71.4%	86.4%	88.9%	78.0%	-	100.0%	48.8%	89.7%	90.4%	82.1%	63.6%	93.5%	79.7%	88.0%	-	
HEDIS/CAHPS SUMMARY RATE - 9-10	226	13	58	62	90	134	84	115	70	39	107	56	63	-	226	13	190	83	140	7	75	99	127	-	
	68.9%	65.0%	65.2%	68.9%	73.2%	75.7%	60.9%	73.2%	66.0%	61.9%	69.5%	69.1%	69.2%	-	81.9%	31.7%	75.4%	79.8%	64.2%	63.6%	81.5%	64.7%	72.6%	-	
3-Point Score	2.61	2.50	2.58	2.59	2.67	2.71	2.49	2.69	2.57	2.46	2.64	2.64	2.56	1.50	2.82	2.07	2.71	2.75	2.55	2.36	2.79	2.56	2.65	-	

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:

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2017

Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 54
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	329	19	91	90	124	177	139	158	106	63	154	81	92	51	274	42	251	106	218	12	93	155	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	1	-	-	1	3	-	2	-	1	2	-	1	1	2	-	3	-	2	-	-	2	1	-
Yes	242	10	63	68	96	126	106	111	74	55	113	58	69	42	198	33	188	84	153	10	74	115	127	-
	73.6%	52.6%	69.2%	75.6%	77.4%	71.2%	76.3%	70.3%	69.8%	87.3%	73.4%	71.6%	75.0%	82.4%	72.3%	78.6%	74.9%	79.2%	70.2%	83.3%	79.6%	74.2%	73.0%	-
No	87	9	28	22	28	51	33	47	32	8	41	23	23	9	76	9	63	22	65	2	19	40	47	-
	26.4%	47.4%	30.8%	24.4%	22.6%	28.8%	23.7%	29.7%	30.2%	12.7%	26.6%	28.4%	25.0%	17.6%	27.7%	21.4%	25.1%	20.8%	29.8%	16.7%	20.4%	25.8%	27.0%	-
HEDIS/CAHPS SUMMARY RATE - Yes	242	10	63	68	96	126	106	111	74	55	113	58	69	42	198	33	188	84	153	10	74	115	127	-
	73.6%	52.6%	69.2%	75.6%	77.4%	71.2%	76.3%	70.3%	69.8%	87.3%	73.4%	71.6%	75.0%	82.4%	72.3%	78.6%	74.9%	79.2%	70.2%	83.3%	79.6%	74.2%	73.0%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?																								
Total Eligible	242	10	63	68	96	126	106	111	74	55	113	58	69	42	198	33	188	84	153	10	74	115	127	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	240	10	63	67	95	126	104	109	74	55	111	58	69	42	196	33	186	83	152	10	73	114	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	-	1	1	-	2	2	-	-	2	-	-	-	2	-	2	1	1	-	1	1	1	-
Always	171	6	47	45	69	91	72	82	46	41	79	42	49	16	155	20	136	60	109	2	58	81	90	-
	71.3%	60.0%	74.6%	67.2%	72.6%	72.2%	69.2%	75.2%	62.2%	74.5%	71.2%	72.4%	71.0%	38.1%	79.1%	60.6%	73.1%	72.3%	71.7%	20.0%	79.5%	71.1%	71.4%	-
Usually	42	3	7	15	17	24	18	18	16	8	23	10	9	12	29	6	33	13	27	3	10	21	21	-
	17.5%	30.0%	11.1%	22.4%	17.9%	19.0%	17.3%	16.5%	21.6%	14.5%	20.7%	17.2%	13.0%	28.6%	14.8%	18.2%	17.7%	15.7%	17.8%	30.0%	13.7%	18.4%	16.7%	-
Sometimes	22	-	8	6	7	9	12	7	11	4	8	5	8	11	10	5	15	7	14	2	5	10	12	-
	9.2%	**	12.7%	9.0%	7.4%	7.1%	11.5%	6.4%	14.9%	7.3%	7.2%	8.6%	11.6%	26.2%	5.1%	15.2%	8.1%	8.4%	9.2%	20.0%	6.8%	8.8%	9.5%	-
Never	5	1	1	1	2	2	2	2	1	2	1	1	3	3	2	2	2	3	2	3	-	2	3	-
	2.1%	10.0%	1.6%	1.5%	2.1%	1.6%	1.9%	1.8%	1.4%	3.6%	0.9%	1.7%	4.3%	7.1%	1.0%	6.1%	1.1%	3.6%	1.3%	30.0%	-	1.8%	2.4%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	213	9	54	60	86	115	90	100	62	49	102	52	58	28	184	26	169	73	136	5	68	102	111	-
	88.8%	90.0%	85.7%	89.6%	90.5%	91.3%	86.5%	91.7%	83.8%	89.1%	91.9%	89.7%	84.1%	66.7%	93.9%	78.8%	90.9%	88.0%	89.5%	50.0%	93.2%	89.5%	88.1%	-
HEDIS/CAHPS SUMMARY RATE - Always	171	6	47	45	69	91	72	82	46	41	79	42	49	16	155	20	136	60	109	2	58	81	90	-
	71.3%	60.0%	74.6%	67.2%	72.6%	72.2%	69.2%	75.2%	62.2%	74.5%	71.2%	72.4%	71.0%	38.1%	79.1%	60.6%	73.1%	72.3%	71.7%	20.0%	79.5%	71.1%	71.4%	-
3-Point Score	2.60	2.50	2.60	2.57	2.63	2.63	2.56	2.67	2.46	2.64	2.63	2.62	2.55	2.05	2.73	2.39	2.64	2.60	2.61	1.70	2.73	2.61	2.60	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?																								
Total Eligible	242	10	63	68	96	126	106	111	74	55	113	58	69	42	198	33	188	84	153	10	74	115	127	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	240	10	63	68	95	125	106	111	73	54	113	58	67	42	196	33	186	83	152	10	73	115	125	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	-	-	1	1	-	-	1	1	-	-	2	-	2	-	2	1	1	-	1	-	2	-
Yes	158	7	36	45	69	82	71	71	51	34	72	43	43	21	135	14	130	63	90	8	55	69	89	-
	65.8%	70.0%	57.1%	66.2%	72.6%	65.6%	67.0%	64.0%	69.9%	63.0%	63.7%	74.1%	64.2%	50.0%	68.9%	42.4%	69.9%	75.9%	59.2%	80.0%	75.3%	60.0%	71.2%	-
No	82	3	27	23	26	43	35	40	22	20	41	15	24	21	61	19	56	20	62	2	18	46	36	-
	34.2%	30.0%	42.9%	33.8%	27.4%	34.4%	33.0%	36.0%	30.1%	37.0%	36.3%	25.9%	35.8%	50.0%	31.1%	57.6%	30.1%	24.1%	40.8%	20.0%	24.7%	40.0%	28.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	158	7	36	45	69	82	71	71	51	34	72	43	43	21	135	14	130	63	90	8	55	69	89	-
	65.8%	70.0%	57.1%	66.2%	72.6%	65.6%	67.0%	64.0%	69.9%	63.0%	63.7%	74.1%	64.2%	50.0%	68.9%	42.4%	69.9%	75.9%	59.2%	80.0%	75.3%	60.0%	71.2%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q58. In general, how would you rate your child's overall health?																									
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	330	20	90	89	125	179	138	160	106	64	155	81	92	52	274	42	252	105	219	12	92	155	175	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	1	1	-	1	1	-	-	-	1	-	1	-	2	-	2	1	1	-	1	2	-	-	
Excellent	58	5	15	9	27	28	26	58	-	-	47	6	5	6	50	5	48	18	40	2	15	29	29	-	
	17.6%	25.0% **	16.7%	10.1%	21.6% C	15.6%	18.8%	36.3% H	-	-	30.3% KL	7.4%	5.4%	11.5%	18.2%	11.9%	19.0%	17.1%	18.3%	16.7% **	16.3%	18.7%	16.6%	-	
Verygood	102	5	28	32	36	40	61	102	-	-	66	24	12	9	92	11	78	33	67	5	28	56	46	-	
	30.9%	25.0% **	31.1%	36.0%	28.8% D	22.3%	44.2% E	63.8% H	-	-	42.6% kL	29.6% L	13.0%	17.3%	33.6% M	26.2%	31.0%	31.4%	30.6%	41.7% **	30.4%	36.1% v	26.3%	-	
Good	106	7	35	31	31	70	31	-	106	-	31	41	32	19	87	14	78	31	73	2	29	43	63	-	
	32.1%	35.0% **	38.9% D	34.8%	24.8% D	39.1% F	22.5%	-	100.0% G	-	20.0%	50.6% JL	34.8% J	36.5%	31.8%	33.3%	31.0%	29.5%	33.3%	16.7% **	31.5%	27.7%	36.0%	-	
Fair	60	3	12	17	28	38	20	-	-	60	11	10	39	17	42	11	45	22	37	3	19	25	35	-	
	18.2%	15.0% **	13.3%	19.1%	22.4% b	21.2%	14.5%	-	-	93.8% GH	7.1%	12.3%	42.4% JK	32.7% N	15.3%	26.2%	17.9%	21.0%	16.9%	25.0% **	20.7%	16.1%	20.0%	-	
Poor	4	-	-	-	3	3	-	-	-	4	-	-	4	1	3	1	3	1	2	-	1	2	2	-	
	1.2%	-	-	-	2.4% 3	1.7%	-	-	-	6.3% GH	-	-	4.3% JK	1.9%	1.1%	2.4%	1.2%	1.0%	0.9%	-	1.1%	1.3%	1.1%	-	
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	160	10	43	41	63	68	87	160	-	-	113	30	17	15	142	16	126	51	107	7	43	85	75	-	
	48.5%	50.0%	47.8%	46.1%	50.4%	38.0%	63.0%	100.0%	-	-	72.9%	37.0%	18.5%	28.8%	51.8%	38.1%	50.0%	48.6%	48.9%	58.3% **	46.7%	54.8% V	42.9%	-	

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q59. In general, how would you rate your child's overall mental or emotional health?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	330	20	90	89	125	179	138	160	104	64	156	81	93	50	276	42	252	106	218	12	93	156	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	1	1	-	1	1	-	2	-	-	-	-	2	-	-	2	-	2	-	-	1	1	-
Excellent	70	7	21	16	25	37	32	54	10	5	70	-	-	7	62	6	60	24	46	1	23	34	36	-
	21.2%	35.0%	23.3%	18.0%	20.0%	20.7%	23.2%	33.8%	9.6%	7.8%	44.9%	-	-	14.0%	22.5%	14.3%	23.8%	22.6%	21.1%	8.3%	24.7%	21.8%	20.7%	-
Very good	86	3	29	25	27	39	42	59	21	6	86	-	-	14	71	12	63	26	58	2	24	40	46	-
	26.1%	15.0%	32.2%	28.1%	21.6%	21.8%	30.4%	36.9%	20.2%	9.4%	55.1%	-	-	28.0%	25.7%	28.6%	25.0%	24.5%	26.6%	16.7%	25.8%	25.6%	26.4%	-
Good	81	6	16	23	35	48	31	30	41	10	-	81	-	9	72	9	62	20	58	1	19	36	45	-
	24.5%	30.0%	17.8%	25.8%	28.0%	26.8%	22.5%	18.8%	39.4%	15.6%	-	100.0%	-	18.0%	26.1%	21.4%	24.6%	18.9%	26.6%	8.3%	20.4%	23.1%	25.9%	-
Fair	73	4	18	21	29	41	27	14	25	33	-	-	73	16	56	12	54	27	46	7	19	34	39	-
	22.1%	20.0%	20.0%	23.6%	23.2%	22.9%	19.6%	8.8%	24.0%	51.6%	-	-	78.5%	32.0%	20.3%	28.6%	21.4%	25.5%	21.1%	58.3%	20.4%	21.8%	22.4%	-
Poor	20	-	6	4	9	14	6	3	7	10	-	-	20	4	15	3	13	9	10	1	8	12	8	-
	6.1%	-	6.7%	4.5%	7.2%	7.8%	4.3%	1.9%	6.7%	15.6%	-	-	21.5%	8.0%	5.4%	7.1%	5.2%	8.5%	4.6%	8.3%	8.6%	7.7%	4.6%	-
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	156	10	50	41	52	76	74	113	31	11	156	-	-	21	133	18	123	50	104	3	47	74	82	-
	47.3%	50.0%	55.6%	46.1%	41.6%	42.5%	53.6%	70.6%	29.8%	17.2%	100.0%	-	-	42.0%	48.2%	42.9%	48.8%	47.2%	47.7%	25.0%	50.5%	47.4%	47.1%	-
		**	D			E	H	i			KL									**				

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
 770-978-3173
 2017

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 59
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	235	12	61	64	92	131	94	105	73	55	112	53	68	42	192	27	187	75	154	9	65	112	123	-
	70.8%	60.0%	67.0%	71.1%	73.6%	72.8%	67.6%	65.6%	68.9%	85.9%	71.8%	65.4%	73.1%	80.8%	69.6%	64.3%	73.6%	70.8%	70.0%	75.0%	69.9%	71.3%	70.3%	-
No	97	8	30	26	33	49	45	55	33	9	44	28	25	10	84	15	67	31	66	3	28	45	52	-
	29.2%	40.0%	33.0%	28.9%	26.4%	27.2%	32.4%	34.4%	31.1%	14.1%	28.2%	34.6%	26.9%	19.2%	30.4%	35.7%	26.4%	29.2%	30.0%	25.0%	30.1%	28.7%	29.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	235	12	61	64	92	131	94	105	73	55	112	53	68	42	192	27	187	75	154	9	65	112	123	-
	70.8%	60.0%	67.0%	71.1%	73.6%	72.8%	67.6%	65.6%	68.9%	85.9%	71.8%	65.4%	73.1%	80.8%	69.6%	64.3%	73.6%	70.8%	70.0%	75.0%	69.9%	71.3%	70.3%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q61. Is this because of any medical, behavioral, or other health condition?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 60
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q61. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	235	12	61	64	92	131	94	105	73	55	112	53	68	42	192	27	187	75	154	9	65	112	123	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	233	12	61	64	92	130	94	104	73	54	111	53	67	41	191	27	185	74	154	9	64	111	122	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	-	-	-	1	-	1	-	1	1	-	1	1	-	2	1	-	-	-	1	1	1	-
Yes	226	12	55	64	91	127	90	101	70	53	107	53	64	40	185	27	179	73	148	9	63	110	116	-
	97.0%	100.0%	90.2%	100.0%	98.9%	97.7%	95.7%	97.1%	95.9%	98.1%	96.4%	100.0%	95.5%	97.6%	96.9%	100.0%	96.8%	96.6%	96.1%	100.0%	98.4%	99.1%	95.1%	-
No	7	-	6	-	1	3	4	3	3	1	4	-	3	1	6	-	6	1	6	-	1	1	6	-
	3.0%	-	9.8%	-	1.1%	2.3%	4.3%	2.9%	4.1%	1.9%	3.6%	-	4.5%	2.4%	3.1%	-	3.2%	1.4%	3.9%	-	1.6%	0.9%	4.9%	-
HEDIS/CAHPS SUMMARY RATE - Yes	226	12	55	64	91	127	90	101	70	53	107	53	64	40	185	27	179	73	148	9	63	110	116	-
	97.0%	100.0%	90.2%	100.0%	98.9%	97.7%	95.7%	97.1%	95.9%	98.1%	96.4%	100.0%	95.5%	97.6%	96.9%	100.0%	96.8%	96.6%	96.1%	100.0%	98.4%	99.1%	95.1%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 61
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	226	12	55	64	91	127	90	101	70	53	107	53	64	40	185	27	179	73	148	9	63	110	116	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	225	12	54	64	91	126	90	101	70	52	107	53	63	40	184	27	178	72	148	9	62	110	115	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	1	-	-	1	-	-	-	1	-	-	1	-	1	-	1	1	-	-	1	-	1	-
Yes	218	11	51	63	89	121	88	98	67	51	104	51	61	40	177	27	173	71	142	9	61	106	112	-
	96.9%	91.7%	94.4%	98.4%	97.8%	96.0%	97.8%	97.0%	95.7%	98.1%	97.2%	96.2%	96.8%	100.0%	96.2%	100.0%	97.2%	98.6%	95.9%	100.0%	98.4%	96.4%	97.4%	-
No	7	1	3	1	2	5	2	3	3	1	3	2	2	-	7	-	5	1	6	-	1	4	3	-
	3.1%	8.3%	5.6%	1.6%	2.2%	4.0%	2.2%	3.0%	4.3%	1.9%	2.8%	3.8%	3.2%	-	3.8%	-	2.8%	1.4%	4.1%	-	1.6%	3.6%	2.6%	-
HEDIS/CAHPS SUMMARY RATE - Yes	218	11	51	63	89	121	88	98	67	51	104	51	61	40	177	27	173	71	142	9	61	106	112	-
	96.9%	91.7%	94.4%	98.4%	97.8%	96.0%	97.8%	97.0%	95.7%	98.1%	97.2%	96.2%	96.8%	100.0%	96.2%	100.0%	97.2%	98.6%	95.9%	100.0%	98.4%	96.4%	97.4%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q63. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q63. 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?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	329	20	91	89	125	178	139	159	105	63	155	80	92	51	274	42	252	105	219	12	92	155	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	-	1	-	2	-	1	1	1	1	1	1	1	2	-	2	1	1	-	1	2	1	-
Yes	193	12	57	50	72	104	85	82	63	47	68	47	76	37	152	27	146	71	118	9	61	80	113	-
	58.7%	60.0%	62.6%	56.2%	57.6%	58.4%	61.2%	51.6%	60.0%	74.6%	43.9%	58.8%	82.6%	72.5%	55.5%	64.3%	57.9%	67.6%	53.9%	75.0%	66.3%	51.6%	64.9%	-
No	136	8	34	39	53	74	54	77	42	16	87	33	16	14	122	15	106	34	101	3	31	75	61	-
	41.3%	40.0%	37.4%	43.8%	42.4%	41.6%	38.8%	48.4%	40.0%	25.4%	56.1%	41.3%	17.4%	27.5%	44.5%	35.7%	42.1%	32.4%	46.1%	25.0%	33.7%	48.4%	35.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	193	12	57	50	72	104	85	82	63	47	68	47	76	37	152	27	146	71	118	9	61	80	113	-
	58.7%	60.0%	62.6%	56.2%	57.6%	58.4%	61.2%	51.6%	60.0%	74.6%	43.9%	58.8%	82.6%	72.5%	55.5%	64.3%	57.9%	67.6%	53.9%	75.0%	66.3%	51.6%	64.9%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q64. Is this because of any medical, behavioral, or other health condition?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 63
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q64. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	193	12	57	50	72	104	85	82	63	47	68	47	76	37	152	27	146	71	118	9	61	80	113	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	192	12	57	50	71	103	85	81	63	47	67	47	76	37	151	27	145	71	117	9	61	79	113	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	1	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-
Yes	178	11	51	48	66	97	77	71	59	47	59	45	72	36	139	25	137	68	107	9	58	73	105	-
	92.7%	91.7%	89.5%	96.0%	93.0%	94.2%	90.6%	87.7%	93.7%	100.0%	88.1%	95.7%	94.7%	97.3%	92.1%	92.6%	94.5%	95.8%	91.5%	100.0%	95.1%	92.4%	92.9%	-
No	14	1	6	2	5	6	8	10	4	-	8	2	4	1	12	2	8	3	10	-	3	6	8	-
	7.3%	8.3%	10.5%	4.0%	7.0%	5.8%	9.4%	12.3%	6.3%	-	11.9%	4.3%	5.3%	2.7%	7.9%	7.4%	5.5%	4.2%	8.5%	-	4.9%	7.6%	7.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	178	11	51	48	66	97	77	71	59	47	59	45	72	36	139	25	137	68	107	9	58	73	105	-
	92.7%	91.7%	89.5%	96.0%	93.0%	94.2%	90.6%	87.7%	93.7%	100.0%	88.1%	95.7%	94.7%	97.3%	92.1%	92.6%	94.5%	95.8%	91.5%	100.0%	95.1%	92.4%	92.9%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 64
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	178	11	51	48	66	97	77	71	59	47	59	45	72	36	139	25	137	68	107	9	58	73	105	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	174	11	49	48	64	93	77	71	58	44	59	44	69	36	135	25	134	65	106	9	55	73	101	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	2	-	2	4	-	-	1	3	-	1	3	-	4	-	3	3	1	-	3	-	4	-
Yes	170	11	48	47	62	90	76	70	57	42	57	42	69	35	132	24	132	64	103	9	54	72	98	-
	97.7%	100.0%	98.0%	97.9%	96.9%	96.8%	98.7%	98.6%	98.3%	95.5%	96.6%	95.5%	100.0%	97.2%	97.8%	96.0%	98.5%	98.5%	97.2%	100.0%	98.2%	98.6%	97.0%	-
No	4	-	1	1	2	3	1	1	1	2	2	2	-	1	3	1	2	1	3	-	1	1	3	-
	2.3%	-	2.0%	2.1%	3.1%	3.2%	1.3%	1.4%	1.7%	4.5%	3.4%	4.5%	-	2.8%	2.2%	4.0%	1.5%	1.5%	2.8%	-	1.8%	1.4%	3.0%	-
HEDIS/CAHPS SUMMARY RATE - Yes	170	11	48	47	62	90	76	70	57	42	57	42	69	35	132	24	132	64	103	9	54	72	98	-
	97.7%	100.0%	98.0%	97.9%	96.9%	96.8%	98.7%	98.6%	98.3%	95.5%	96.6%	95.5%	100.0%	97.2%	97.8%	96.0%	98.5%	98.5%	97.2%	100.0%	98.2%	98.6%	97.0%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

Q66. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q66. 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?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	327	20	90	90	123	175	139	158	105	62	153	80	92	50	273	42	250	105	218	12	92	154	173	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	1	-	2	5	-	2	1	2	3	1	1	2	3	-	4	1	2	-	1	3	2	-
Yes	128	11	32	34	49	67	54	59	37	31	49	25	53	25	99	17	102	52	75	10	42	53	75	-
	39.1%	55.0%	35.6%	37.8%	39.8%	38.3%	38.8%	37.3%	35.2%	50.0%	32.0%	31.3%	57.6%	50.0%	36.3%	40.5%	40.8%	49.5%	34.4%	83.3%	45.7%	34.4%	43.4%	-
No	199	9	58	56	74	108	85	99	68	31	104	55	39	25	174	25	148	53	143	2	50	101	98	-
	60.9%	45.0%	64.4%	62.2%	60.2%	61.7%	61.2%	62.7%	64.8%	50.0%	68.0%	68.8%	42.4%	50.0%	63.7%	59.5%	59.2%	50.5%	65.6%	16.7%	54.3%	65.6%	56.6%	-
HEDIS/CAHPS SUMMARY RATE - Yes	128	11	32	34	49	67	54	59	37	31	49	25	53	25	99	17	102	52	75	10	42	53	75	-
	39.1%	55.0%	35.6%	37.8%	39.8%	38.3%	38.8%	37.3%	35.2%	50.0%	32.0%	31.3%	57.6%	50.0%	36.3%	40.5%	40.8%	49.5%	34.4%	83.3%	45.7%	34.4%	43.4%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q67. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	128	11	32	34	49	67	54	59	37	31	49	25	53	25	99	17	102	52	75	10	42	53	75	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	127	10	32	34	49	66	54	59	37	30	49	25	52	24	99	16	102	51	75	10	41	52	75	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	1	-	-	-	1	-	-	-	1	-	-	1	1	-	1	-	1	-	-	1	1	-	-
Yes	118	8	28	33	48	61	52	54	33	30	42	24	51	23	92	14	96	48	69	10	38	50	68	-
	92.9%	80.0%	87.5%	97.1%	98.0%	92.4%	96.3%	91.5%	89.2%	100.0%	85.7%	96.0%	98.1%	95.8%	92.9%	87.5%	94.1%	94.1%	92.0%	100.0%	92.7%	96.2%	90.7%	-
No	9	2	4	1	1	5	2	5	4	-	7	1	1	1	7	2	6	3	6	-	3	2	7	-
	7.1%	20.0%	12.5%	2.9%	2.0%	7.6%	3.7%	8.5%	10.8%	-	14.3%	4.0%	1.9%	4.2%	7.1%	12.5%	5.9%	5.9%	8.0%	-	7.3%	3.8%	9.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	118	8	28	33	48	61	52	54	33	30	42	24	51	23	92	14	96	48	69	10	38	50	68	-
	92.9%	80.0%	87.5%	97.1%	98.0%	92.4%	96.3%	91.5%	89.2%	100.0%	85.7%	96.0%	98.1%	95.8%	92.9%	87.5%	94.1%	94.1%	92.0%	100.0%	92.7%	96.2%	90.7%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
 770-978-3173
 2017

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 67
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	118	8	28	33	48	61	52	54	33	30	42	24	51	23	92	14	96	48	69	10	38	50	68	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	115	8	28	32	47	60	52	52	32	30	42	23	49	23	89	14	93	46	68	8	38	49	66	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	-	1	1	1	-	2	1	-	-	1	2	-	3	-	3	2	1	2	-	1	2	-
Yes	114	8	28	31	47	59	52	51	32	30	41	23	49	23	88	14	92	46	67	8	38	49	65	-
	99.1%	100.0%	100.0%	96.9%	100.0%	98.3%	100.0%	98.1%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	98.9%	100.0%	98.9%	100.0%	98.5%	100.0%	100.0%	100.0%	98.5%	-
No	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-	-	1	-
	0.9%	-	-	3.1%	-	1.7%	-	1.9%	-	-	2.4%	-	-	-	1.1%	-	1.1%	-	1.5%	-	-	-	1.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	114	8	28	31	47	59	52	51	32	30	41	23	49	23	88	14	92	46	67	8	38	49	65	-
	99.1%	100.0%	100.0%	96.9%	100.0%	98.3%	100.0%	98.1%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	98.9%	100.0%	98.9%	100.0%	98.5%	100.0%	100.0%	100.0%	98.5%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	330	20	91	90	124	179	138	159	106	63	155	81	92	51	275	42	252	106	219	12	93	156	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	-	-	1	1	1	1	-	1	1	-	1	1	1	-	2	-	1	-	-	1	1	-
Yes	146	11	52	39	41	78	64	61	58	26	57	36	52	24	118	18	112	57	86	7	50	60	86	-
	44.2%	55.0%	57.1%	43.3%	33.1%	43.6%	46.4%	38.4%	54.7%	41.3%	36.8%	44.4%	56.5%	47.1%	42.9%	42.9%	44.4%	53.8%	39.3%	58.3%	53.8%	38.5%	49.4%	-
No	184	9	39	51	83	101	74	98	48	37	98	45	40	27	157	24	140	49	133	5	43	96	88	-
	55.8%	45.0%	42.9%	56.7%	66.9%	56.4%	53.6%	61.6%	45.3%	58.7%	63.2%	55.6%	43.5%	52.9%	57.1%	57.1%	55.6%	46.2%	60.7%	41.7%	46.2%	61.5%	50.6%	-
HEDIS/CAHPS SUMMARY RATE - Yes	146	11	52	39	41	78	64	61	58	26	57	36	52	24	118	18	112	57	86	7	50	60	86	-
	44.2%	55.0%	57.1%	43.3%	33.1%	43.6%	46.4%	38.4%	54.7%	41.3%	36.8%	44.4%	56.5%	47.1%	42.9%	42.9%	44.4%	53.8%	39.3%	58.3%	53.8%	38.5%	49.4%	-

Cell Contents:
- Count
- Column Percentage
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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q70. Is this because of any medical, behavioral, or other health condition?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q70. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	146	11	52	39	41	78	64	61	58	26	57	36	52	24	118	18	112	57	86	7	50	60	86	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	141	11	51	39	38	75	62	59	55	26	56	34	50	22	116	17	110	56	83	7	49	55	86	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	1	-	3	3	2	2	3	-	1	2	2	2	2	1	2	1	3	-	1	5	-	-
Yes	129	11	42	38	37	70	56	51	52	25	46	34	48	20	106	17	99	49	78	6	43	50	79	-
	91.5%	100.0%	82.4%	97.4%	97.4%	93.3%	90.3%	86.4%	94.5%	96.2%	82.1%	100.0%	96.0%	90.9%	91.4%	100.0%	90.0%	87.5%	94.0%	85.7%	87.8%	90.9%	91.9%	-
No	12	-	9	1	1	5	6	8	3	1	10	-	2	2	10	-	11	7	5	1	6	5	7	-
	8.5%	-	17.6%	2.6%	2.6%	6.7%	9.7%	13.6%	5.5%	3.8%	17.9%	-	4.0%	9.1%	8.6%	-	10.0%	12.5%	6.0%	14.3%	12.2%	9.1%	8.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	129	11	42	38	37	70	56	51	52	25	46	34	48	20	106	17	99	49	78	6	43	50	79	-
	91.5%	100.0%	82.4%	97.4%	97.4%	93.3%	90.3%	86.4%	94.5%	96.2%	82.1%	100.0%	96.0%	90.9%	91.4%	100.0%	90.0%	87.5%	94.0%	85.7%	87.8%	90.9%	91.9%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 70
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	129	11	42	38	37	70	56	51	52	25	46	34	48	20	106	17	99	49	78	6	43	50	79	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	128	11	42	38	36	69	56	51	52	24	46	34	47	20	105	17	98	48	78	6	42	49	79	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	1	-	-	-	1	-	-	1	-	1	-	1	1	-	-	1	1	-	-
Yes	126	10	42	38	35	67	56	50	51	24	45	33	47	20	103	17	97	46	78	6	40	49	77	-
	98.4%	90.9%	100.0%	100.0%	97.2%	97.1%	100.0%	98.0%	98.1%	100.0%	97.8%	97.1%	100.0%	100.0%	98.1%	100.0%	99.0%	95.8%	100.0%	100.0%	95.2%	100.0%	97.5%	-
No	2	1	-	-	1	2	-	1	1	-	1	1	-	-	2	-	1	2	-	-	2	-	2	-
	1.6%	9.1%	-	-	2.8%	2.9%	-	2.0%	1.9%	-	2.2%	2.9%	-	-	1.9%	-	1.0%	4.2%	-	-	4.8%	-	2.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	126	10	42	38	35	67	56	50	51	24	45	33	47	20	103	17	97	46	78	6	40	49	77	-
	98.4%	90.9%	100.0%	100.0%	97.2%	97.1%	100.0%	98.0%	98.1%	100.0%	97.8%	97.1%	100.0%	100.0%	98.1%	100.0%	99.0%	95.8%	100.0%	100.0%	95.2%	100.0%	97.5%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	328	19	90	89	124	178	137	159	104	63	156	79	91	52	272	42	252	106	216	12	93	156	172	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	1	1	1	1	2	2	1	2	1	-	2	2	-	4	-	2	-	4	-	-	1	3	-
Yes	176	8	50	41	74	93	74	73	62	40	43	53	78	29	143	24	133	59	113	8	50	86	90	-
	53.7%	42.1%	55.6%	46.1%	59.7%	52.2%	54.0%	45.9%	59.6%	63.5%	27.6%	67.1%	85.7%	55.8%	52.6%	57.1%	52.8%	55.7%	52.3%	66.7%	53.8%	55.1%	52.3%	-
No	152	11	40	48	50	85	63	86	42	23	113	26	13	23	129	18	119	47	103	4	43	70	82	-
	46.3%	57.9%	44.4%	53.9%	40.3%	47.8%	46.0%	54.1%	40.4%	36.5%	72.4%	32.9%	14.3%	44.2%	47.4%	42.9%	47.2%	44.3%	47.7%	33.3%	46.2%	44.9%	47.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	176	8	50	41	74	93	74	73	62	40	43	53	78	29	143	24	133	59	113	8	50	86	90	-
	53.7%	42.1%	55.6%	46.1%	59.7%	52.2%	54.0%	45.9%	59.6%	63.5%	27.6%	67.1%	85.7%	55.8%	52.6%	57.1%	52.8%	55.7%	52.3%	66.7%	53.8%	55.1%	52.3%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q73. Has this problem lasted or is it expected to last for at least 12 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 72
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q73. Has this problem lasted or is it expected to last for at least 12 months?																									
Total Eligible	176	8	50	41	74	93	74	73	62	40	43	53	78	29	143	24	133	59	113	8	50	86	90	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	175	8	50	40	74	93	73	73	61	40	42	53	78	29	142	23	133	59	112	8	50	86	89	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-	
Yes	170	7	49	39	72	90	71	71	60	38	40	52	76	27	139	21	130	57	109	8	48	81	89	-	
	97.1%	87.5%	98.0%	97.5%	97.3%	96.8%	97.3%	97.3%	98.4%	95.0%	95.2%	98.1%	97.4%	93.1%	97.9%	91.3%	97.7%	96.6%	97.3%	100.0%	96.0%	94.2%	100.0%	U	
No	5	1	1	1	2	3	2	2	1	2	2	1	2	2	3	2	3	2	3	-	2	5	-	-	
	2.9%	12.5%	2.0%	2.5%	2.7%	3.2%	2.7%	2.7%	1.6%	5.0%	4.8%	1.9%	2.6%	6.9%	2.1%	8.7%	2.3%	3.4%	-	4.0%	5.8%	-	-		
HEDIS/CAHPS SUMMARY RATE - Yes	170	7	49	39	72	90	71	71	60	38	40	52	76	27	139	21	130	57	109	8	48	81	89	-	
	97.1%	87.5%	98.0%	97.5%	97.3%	96.8%	97.3%	97.3%	98.4%	95.0%	95.2%	98.1%	97.4%	93.1%	97.9%	91.3%	97.7%	96.6%	97.3%	100.0%	96.0%	94.2%	100.0%	U	

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q74. What is your child's age?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
Total Valid Responses	330	20	91	90	125	180	139	158	106	64	154	81	93	52	274	42	252	105	219	12	92	157	173	-
No Answer	2	-	-	-	-	-	-	2	-	-	2	-	-	-	2	-	2	1	1	-	1	-	2	-
Less than 1 year old	1	1	-	-	-	1	-	-	1	-	-	1	-	1	-	1	-	1	-	-	-	1	-	-
1	8	2	4	1	-	2	5	5	2	1	7	1	-	1	7	-	8	3	5	1	2	3	5	-
2	10	1	8	-	1	5	5	7	2	1	6	2	2	-	9	1	8	1	9	-	1	3	7	-
3	11	2	5	-	4	5	4	7	2	2	8	1	2	4	7	4	5	3	8	1	2	4	7	-
4	16	2	5	5	4	8	8	6	6	4	8	4	4	1	15	3	11	7	9	-	7	7	9	-
5	18	2	12	2	2	7	11	10	6	2	11	4	3	3	15	3	12	3	15	-	3	10	8	-
6	16	-	9	4	3	11	5	9	6	1	10	5	1	1	14	2	12	4	12	-	4	7	9	-
7	10	-	2	3	5	6	4	5	3	2	5	3	2	-	10	-	8	3	7	1	2	5	5	-
8	23	2	10	6	5	14	8	14	9	-	16	2	5	4	18	1	21	9	14	2	7	11	12	-
9	27	1	12	7	6	14	12	13	12	2	11	10	6	4	23	6	20	11	15	-	11	12	15	-
10	24	1	8	5	10	13	11	10	6	8	11	4	9	6	17	1	19	10	14	1	9	8	16	-
11	21	-	2	10	9	12	7	10	4	6	11	4	5	1	20	2	17	8	13	1	7	7	14	-
12	31	3	5	10	13	17	14	16	11	4	12	11	8	3	28	4	26	10	21	1	9	17	14	-
13	16	1	2	4	9	10	6	6	3	7	5	2	9	6	10	4	10	6	9	2	4	13	3	-
14 or older	98	2	7	33	54	55	39	40	33	24	33	27	37	17	81	10	75	27	67	2	24	49	49	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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 2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q75. Is your child male or female?																								
Total Eligible	332 100.0%	20 100.0%	91 100.0%	90 100.0%	125 100.0%	180 100.0%	139 100.0%	160 100.0%	106 100.0%	64 100.0%	156 100.0%	81 100.0%	93 100.0%	52 100.0%	276 100.0%	42 100.0%	254 100.0%	106 100.0%	220 100.0%	12 100.0%	93 100.0%	157 100.0%	175 100.0%	-
Total Valid Responses	330 100.0%	20 100.0%	91 100.0%	90 100.0%	125 100.0%	180 100.0%	139 100.0%	158 100.0%	106 100.0%	64 100.0%	154 100.0%	81 100.0%	93 100.0%	52 100.0%	274 100.0%	42 100.0%	252 100.0%	105 100.0%	219 100.0%	12 100.0%	92 100.0%	157 100.0%	173 100.0%	-
No Answer	2	-	-	-	-	-	-	2	-	-	2	-	-	-	2	-	2	1	1	-	1	-	2	-
Male	191 57.9%	14 70.0% **	56 61.5%	52 57.8%	67 53.6%	113 62.8% f	73 52.5%	91 57.6%	63 59.4%	35 54.7%	86 55.8%	47 58.0%	56 60.2%	35 67.3%	153 55.8%	22 52.4%	151 59.9%	61 58.1%	128 58.4%	8 66.7% **	52 56.5%	91 58.0%	100 57.8%	-
Female	139 42.1%	6 30.0% **	35 38.5%	38 42.2%	58 46.4%	67 37.2%	66 47.5% e	67 42.4%	43 40.6%	29 45.3%	68 44.2%	34 42.0%	37 39.8%	17 32.7%	121 44.2%	20 47.6%	101 40.1%	44 41.9%	91 41.6%	4 33.3% **	40 43.5%	66 42.0%	73 42.2%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q76. Is your child of Hispanic or Latino origin or descent?																								
Total Eligible	332 100.0%	20 100.0%	91 100.0%	90 100.0%	125 100.0%	180 100.0%	139 100.0%	160 100.0%	106 100.0%	64 100.0%	156 100.0%	81 100.0%	93 100.0%	52 100.0%	276 100.0%	42 100.0%	254 100.0%	106 100.0%	220 100.0%	12 100.0%	93 100.0%	157 100.0%	175 100.0%	-
Total Valid Responses	326 100.0%	20 100.0%	89 100.0%	89 100.0%	125 100.0%	177 100.0%	138 100.0%	156 100.0%	104 100.0%	64 100.0%	152 100.0%	79 100.0%	93 100.0%	51 100.0%	271 100.0%	42 100.0%	249 100.0%	105 100.0%	216 100.0%	12 100.0%	92 100.0%	156 100.0%	170 100.0%	-
No Answer	6	-	2	1	-	3	1	4	2	-	4	2	-	1	5	-	5	1	4	-	1	1	5	-
Yes, Hispanic or Latino	238 73.0%	15 75.0% **	68 76.4%	65 73.0%	88 70.4%	143 80.8% F	88 63.8%	104 66.7%	84 80.8% G	50 78.1% g	109 71.7%	58 73.4%	69 74.2%	32 62.7%	205 75.6% m	24 57.1%	190 76.3% O	76 72.4%	158 73.1%	7 58.3% **	69 75.0%	105 67.3%	133 78.2% U	-
No, not Hispanic or Latino	88 27.0%	5 25.0%	21 23.6%	24 27.0%	37 29.6%	34 19.2%	50 36.2% E	52 33.3% H	20 19.2%	14 21.9%	43 28.3%	21 26.6%	24 25.8%	19 37.3% n	66 24.4%	18 42.9% P	59 23.7%	29 27.6%	58 26.9%	5 41.7% **	23 25.0%	51 32.7% V	37 21.8%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q77. What is your race? Please mark one or more.																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	377	20	104	100	151	199	164	186	123	66	181	91	103	52	319	54	283	122	250	12	109	162	215	-
Total Respondents	305	18	83	83	119	164	132	151	98	54	145	74	84	46	255	40	233	98	202	10	87	146	159	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
White	204	9	61	56	76	102	94	106	60	37	97	46	60	29	173	22	161	61	140	7	53	99	105	-
	66.9%	50.0% **	73.5%	67.5%	63.9%	62.2%	71.2%	70.2%	61.2%	68.5%	66.9%	62.2%	71.4%	63.0%	67.8%	55.0%	69.1% o	62.2%	69.3%	70.0% **	60.9%	67.8%	66.0%	-
Black or African-American	17	1	4	5	7	6	11	8	6	2	11	4	2	1	16	3	12	6	11	-	6	6	11	-
	5.6%	5.6% **	4.8%	6.0%	5.9%	3.7%	8.3% e	5.3%	6.1%	3.7%	7.6%	5.4%	2.4%	2.2%	6.3%	7.5%	5.2%	6.1%	5.4%	-	6.9%	4.1%	6.9%	-
Asian	5	-	1	2	2	1	4	5	-	-	5	-	-	-	5	-	4	1	4	-	1	3	2	-
	1.6%	- **	1.2%	2.4%	1.7%	0.6%	3.0%	3.3% h	-	-	3.4% l	-	-	-	2.0%	-	1.7%	1.0%	2.0%	-	1.1% **	2.1%	1.3%	-
Native Hawaiian or other Pacific Islander	12	-	7	2	3	4	8	9	3	-	9	-	3	1	10	2	6	5	7	-	5	5	7	-
	3.9%	- **	8.4% cd	2.4%	2.5%	2.4%	6.1%	6.0% i	3.1%	-	6.2% k	-	3.6%	2.2%	3.9%	5.0%	2.6%	5.1%	3.5%	-	5.7% **	3.4%	4.4%	-
American Indian or Alaska Native	34	3	12	4	15	18	14	18	10	6	18	8	8	9	23	9	19	10	23	1	9	15	19	-
	11.1%	16.7% **	14.5% C	4.8%	12.6% c	11.0%	10.6%	11.9%	10.2%	11.1%	12.4%	10.8%	9.5%	19.6% N	9.0%	22.5% P	8.2%	10.2%	11.4%	10.0% **	10.3%	10.3%	11.9%	-
Other	105	7	19	31	48	68	33	40	44	21	41	33	30	12	92	18	81	39	65	4	35	34	71	-
	34.4%	38.9% **	22.9%	37.3% B	40.3% B	41.5% F	25.0%	26.5%	44.9% G	38.9% g	28.3%	44.6% J	35.7%	26.1%	36.1%	45.0%	34.8%	39.8%	32.2%	40.0% **	40.2%	23.3%	44.7% U	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q78. What is your age?																								
Total Eligible	332 100.0%	20 100.0%	91 100.0%	90 100.0%	125 100.0%	180 100.0%	139 100.0%	160 100.0%	106 100.0%	64 100.0%	156 100.0%	81 100.0%	93 100.0%	52 100.0%	276 100.0%	42 100.0%	254 100.0%	106 100.0%	220 100.0%	12 100.0%	93 100.0%	157 100.0%	175 100.0%	-
Total Valid Responses	326 100.0%	20 100.0%	91 100.0%	90 100.0%	125 100.0%	178 100.0%	139 100.0%	157 100.0%	104 100.0%	63 100.0%	153 100.0%	80 100.0%	91 100.0%	50 100.0%	272 100.0%	42 100.0%	249 100.0%	105 100.0%	217 100.0%	12 100.0%	92 100.0%	155 100.0%	171 100.0%	-
No Answer	6	-	-	-	-	2	-	3	2	1	3	1	2	2	4	-	5	1	3	-	1	2	4	-
Under 18	9 2.8%	9 45.0% **	-	-	-	5 2.8%	4 2.9%	4 2.5%	3 2.9%	2 3.2%	3 2.0%	2 2.5%	4 4.4%	3 6.0%	6 2.2%	2 4.8%	4 1.6%	4 3.8%	5 2.3%	-	4 4.3%	9 5.8% V	-	-
18 to 24	11 3.4%	11 55.0% **	-	-	-	8 4.5%	3 2.2%	6 3.8%	4 3.8%	1 1.6%	7 4.6%	4 5.0%	-	2 4.0%	9 3.3%	2 4.8%	8 3.2%	4 3.8%	7 3.2%	-	4 4.3%	2 1.3%	9 5.3% U	-
25 to 34	91 27.9%	-	91 100.0% CD	-	-	42 23.6%	47 33.8% E	43 27.4%	35 33.7% I	12 19.0%	50 32.7% K	16 20.0%	24 26.4%	16 32.0%	73 26.6%	11 26.2%	70 28.1%	28 26.7%	63 29.0%	4 33.3% **	24 26.1%	38 24.5%	53 31.0%	-
35 to 44	90 27.6%	-	-	90 100.0% BD	-	49 27.5%	41 29.5%	41 26.1%	31 29.8%	17 27.0%	41 26.8%	23 28.8%	25 27.5%	14 28.0%	76 27.9%	14 33.3%	66 26.5%	20 19.0%	69 31.8% Q	2 16.7% **	18 19.6%	39 25.2%	51 29.8%	-
45 to 54	77 23.6%	-	-	-	77 61.6% BC	49 27.5% F	25 18.0%	39 24.8%	18 17.3%	20 31.7% H	38 24.8%	21 26.3%	18 19.8%	7 14.0%	69 25.4% m	6 14.3%	65 26.1%	30 28.6%	45 20.7%	2 16.7% **	28 30.4%	40 25.8%	37 21.6%	-
55 to 64	29 8.9%	-	-	-	29 23.2% BC	16 9.0%	10 7.2%	15 9.6%	6 5.8%	8 12.7%	8 5.2%	6 7.5%	15 16.5% jk	6 12.0%	8 8.1%	6 14.3%	19 7.6%	14 13.3% r	15 6.9%	4 33.3% **	9 9.8%	15 9.7%	14 8.2%	-
65 to 74	16 4.9%	-	-	-	16 12.8% BC	6 3.4%	9 6.5%	8 5.1%	6 5.8%	2 3.2%	5 3.3%	7 8.8% j	4 4.4%	1 2.0%	15 5.5%	-	15 6.0%	5 4.8%	10 4.6%	-	5 5.4%	10 6.5%	6 3.5%	-
75 or older	3 0.9%	-	-	-	3 2.4%	3 1.7%	-	1 0.6%	1 1.0%	1 1.6%	1 0.7%	1 1.3%	1 1.1%	1 2.0%	2 0.7%	1 2.4%	2 0.8%	-	3 1.4%	-	-	2 1.3%	1 0.6%	-
SPHA SUMMARY RATE - Members under 18	9 2.8%	9 45.0%	-	-	-	5 2.8%	4 2.9%	4 2.5%	3 2.9%	2 3.2%	3 2.0%	2 2.5%	4 4.4%	3 6.0%	6 2.2%	2 4.8%	4 1.6%	4 3.8%	5 2.3%	-	4 4.3%	9 5.8%	-	-
SPHA SUMMARY RATE - Members 18 to 34	102 31.3%	11 55.0% **	91 100.0% CD	-	-	50 28.1%	50 36.0%	49 31.2%	39 37.5% I	13 20.6%	57 37.3% Kl	20 25.0%	24 26.4%	18 36.0%	82 30.1%	13 31.0%	78 31.3%	32 30.5%	70 32.3%	4 33.3% **	28 30.4%	40 25.8%	62 36.3% U	-
SPHA SUMMARY RATE - Members 35 to 44	90 27.6%	-	-	90 100.0%	-	49 27.5%	41 29.5%	41 26.1%	31 29.8%	17 27.0%	41 26.8%	23 28.8%	25 27.5%	14 28.0%	76 27.9%	14 33.3%	66 26.5%	20 19.0%	69 31.8%	2 16.7%	18 19.6%	39 25.2%	51 29.8%	-
SPHA SUMMARY RATE - Members 45 to 54	77 23.6%	-	-	-	77 61.6% BC	49 27.5%	25 18.0%	39 24.8%	18 17.3%	20 31.7% H	38 24.8%	21 26.3%	18 19.8%	7 14.0%	69 25.4% m	6 14.3%	65 26.1%	30 28.6%	45 20.7%	2 16.7% **	28 30.4%	40 25.8%	37 21.6%	-
SPHA SUMMARY RATE - Members 55 or older	48 14.7%	-	-	-	48 38.4% BC	25 14.0%	19 13.7%	24 15.3%	13 12.5%	11 17.5%	14 9.2%	14 17.5%	20 22.0% J	8 16.0%	39 14.3%	7 16.7%	36 14.5%	19 18.1%	28 12.9%	4 33.3% **	14 15.2%	27 17.4%	21 12.3%	-

Cell Contents:
- Count
- Column Percentage
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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q79. Are you male or female?																								
Total Eligible	332 100.0%	20 100.0%	91 100.0%	90 100.0%	125 100.0%	180 100.0%	139 100.0%	160 100.0%	106 100.0%	64 100.0%	156 100.0%	81 100.0%	93 100.0%	52 100.0%	276 100.0%	42 100.0%	254 100.0%	106 100.0%	220 100.0%	12 100.0%	93 100.0%	157 100.0%	175 100.0%	-
Total Valid Responses	328 100.0%	20 100.0%	90 100.0%	90 100.0%	125 100.0%	180 100.0%	138 100.0%	156 100.0%	106 100.0%	64 100.0%	152 100.0%	81 100.0%	93 100.0%	52 100.0%	272 100.0%	42 100.0%	250 100.0%	105 100.0%	217 100.0%	12 100.0%	92 100.0%	156 100.0%	172 100.0%	-
No Answer	4	-	1	-	-	-	1	4	-	-	4	-	-	-	4	-	4	1	3	-	1	1	3	-
Male	30 9.1%	- **	5 5.6%	6 6.7%	18 14.4% Bc	13 7.2%	16 11.6%	18 11.5%	9 8.5%	3 4.7%	14 9.2%	9 11.1%	7 7.5%	9 17.3% N	21 7.7%	5 11.9%	20 8.0%	11 10.5%	17 7.8%	5 41.7% **	6 6.5%	16 10.3%	14 8.1%	-
Female	298 90.9%	20 100.0% **	85 94.4% D	84 93.3% d	107 85.6%	167 92.8%	122 88.4%	138 88.5%	97 91.5%	61 95.3%	138 90.8%	72 88.9%	86 92.5%	43 82.7% M	251 92.3%	37 88.1%	230 92.0%	94 89.5%	200 92.2%	7 58.3% **	86 93.5%	140 89.7%	158 91.9%	-

Cell Contents:
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- Column Percentage
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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q80. What is the highest grade or level of school that you have completed?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q80. What is the highest grade or level of school that you have completed?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	319	20	89	90	118	180	139	155	101	61	150	79	88	51	264	40	244	102	211	10	91	156	163	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	13	-	2	-	7	-	-	5	5	3	6	2	5	1	12	2	10	4	9	2	2	1	12	-
8th grade or less	24	2	2	9	10	24	-	7	7	10	8	8	8	4	20	2	19	8	15	1	7	12	12	-
	7.5%	10.0%	2.2%	10.0%	8.5%	13.3%	-	4.5%	6.9%	16.4%	5.3%	10.1%	9.1%	7.8%	7.6%	5.0%	7.8%	7.8%	7.1%	10.0%	7.7%	7.7%	7.4%	-
Some high school, but did not graduate	52	5	12	15	19	52	-	17	21	13	20	17	14	4	48	5	41	20	30	-	20	17	35	-
	16.3%	25.0%	13.5%	16.7%	16.1%	28.9%	-	11.0%	20.8%	21.3%	13.3%	21.5%	15.9%	7.8%	18.2%	12.5%	16.8%	19.6%	14.2%	-	22.0%	10.9%	21.5%	-
High school graduate or GED	104	6	28	25	45	104	-	44	42	18	48	23	33	14	87	12	79	33	69	3	29	55	49	-
	32.6%	30.0%	31.5%	27.8%	38.1%	57.8%	-	28.4%	41.6%	29.5%	32.0%	29.1%	37.5%	27.5%	33.0%	30.0%	32.4%	32.4%	32.7%	30.0%	31.9%	35.3%	30.1%	-
Some college or 2-year degree	101	4	40	30	27	-	101	64	23	14	56	23	21	20	80	15	76	32	69	3	29	49	52	-
	31.7%	20.0%	44.9%	33.3%	22.9%	-	72.7%	41.3%	22.8%	23.0%	37.3%	29.1%	23.9%	39.2%	30.3%	37.5%	31.1%	31.4%	32.7%	30.0%	31.9%	31.4%	31.9%	-
4-year college graduate	23	1	5	6	11	-	23	16	3	4	13	3	7	5	18	4	17	7	16	2	5	15	8	-
	7.2%	5.0%	5.6%	6.7%	9.3%	-	16.5%	10.3%	3.0%	6.6%	8.7%	3.8%	8.0%	9.8%	6.8%	10.0%	7.0%	6.9%	7.6%	20.0%	5.5%	9.6%	4.9%	-
More than 4-year college degree	15	2	2	5	6	-	15	7	5	2	5	5	5	4	11	2	12	2	12	1	1	8	7	-
	4.7%	10.0%	2.2%	5.6%	5.1%	-	10.8%	4.5%	5.0%	3.3%	3.3%	6.3%	5.7%	7.8%	4.2%	5.0%	4.9%	2.0%	5.7%	10.0%	1.1%	5.1%	4.3%	-
SPHA SUMMARY RATE - High school graduate or less	180	13	42	49	74	180	-	68	70	41	76	48	55	22	155	19	139	61	114	4	56	84	96	-
	56.4%	65.0%	47.2%	54.4%	62.7%	100.0%	-	43.9%	69.3%	67.2%	50.7%	60.8%	62.5%	43.1%	58.7%	47.5%	57.0%	59.8%	54.0%	40.0%	61.5%	53.8%	58.9%	-
SPHA SUMMARY RATE - Some college	101	4	40	30	27	-	101	64	23	14	56	23	21	20	80	15	76	32	69	3	29	49	52	-
	31.7%	20.0%	44.9%	33.3%	22.9%	-	72.7%	41.3%	22.8%	23.0%	37.3%	29.1%	23.9%	39.2%	30.3%	37.5%	31.1%	31.4%	32.7%	30.0%	31.9%	31.4%	31.9%	-
SPHA SUMMARY RATE - 4-year college graduate or more	38	3	7	11	17	-	38	23	8	6	18	8	12	9	29	6	29	9	28	3	6	23	15	-
	11.9%	15.0%	7.9%	12.2%	14.4%	-	27.3%	14.8%	7.9%	9.8%	12.0%	10.1%	13.6%	17.6%	11.0%	15.0%	11.9%	8.8%	13.3%	30.0%	6.6%	14.7%	9.2%	-

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o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q81. How are you related to the child?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	319	20	91	89	116	175	134	153	102	62	150	78	89	49	266	40	243	102	211	12	89	149	170	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	13	-	-	1	9	5	5	7	4	2	6	3	4	3	10	2	11	4	9	-	4	8	5	-
Mother or father	270	17	88	86	76	145	117	132	85	51	136	64	68	42	225	36	208	87	178	11	76	121	149	-
	84.6%	85.0%	96.7% D	96.6% D	65.5%	82.9%	87.3%	86.3%	83.3%	82.3%	90.7% KL	82.1%	76.4%	85.7%	84.6%	90.0%	85.6%	85.3%	84.4%	91.7% **	85.4%	81.2%	87.6%	-
Grandparent	33	2	-	-	31	22	9	15	12	6	12	7	14	4	29	4	23	12	21	-	11	18	15	-
	10.3%	10.0%	-	-	26.7% BC	12.6% f	6.7%	9.8%	11.8%	9.7%	8.0%	9.0%	15.7% j	8.2%	10.9%	10.0%	9.5%	11.8%	10.0%	-	12.4%	12.1%	8.8%	-
Aunt or uncle	5	-	-	-	5	3	2	1	2	2	1	3	1	-	4	-	4	2	3	1	1	4	1	-
	1.6%	-	-	-	4.3% BC	1.7%	1.5%	0.7%	2.0%	3.2%	0.7%	3.8%	1.1%	-	1.5%	-	1.6%	2.0%	1.4%	8.3% **	1.1%	2.7%	0.6%	-
Older brother or sister	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other relative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal guardian	11	1	3	3	4	5	6	5	3	3	1	4	6	3	8	-	8	1	9	-	1	6	5	-
	3.4%	5.0% **	3.3%	3.4%	3.4%	2.9%	4.5%	3.3%	2.9%	4.8%	0.7%	5.1% J	6.7% J	6.1%	3.0%	-	3.3%	1.0%	4.3%	-	1.1%	4.0%	2.9%	-
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q82. Did someone help you complete this survey?																								
Total Eligible	157 100.0%	11 100.0%	38 100.0%	39 100.0%	67 100.0%	84 100.0%	72 100.0%	85 100.0%	43 100.0%	27 100.0%	74 100.0%	36 100.0%	46 100.0%	31 100.0%	122 100.0%	24 100.0%	111 100.0%	41 100.0%	112 100.0%	7 100.0%	33 100.0%	157 100.0%	-	-
Total Valid Responses	155 100.0%	11 100.0%	38 100.0%	39 100.0%	66 100.0%	82 100.0%	72 100.0%	84 100.0%	42 100.0%	27 100.0%	73 100.0%	35 100.0%	46 100.0%	30 100.0%	121 100.0%	24 100.0%	110 100.0%	41 100.0%	111 100.0%	7 100.0%	33 100.0%	155 100.0%	-	-
No Answer	2	-	-	-	1	2	-	1	1	-	1	1	-	1	1	-	1	-	1	-	-	2	-	-
Yes	6 3.9%	- **	-	2 5.1%	4 6.1%	6 7.3% F	-	3 3.6%	-	3 11.1% **	2 2.7%	2 5.7%	2 4.3%	1 3.3%	4 3.3%	- **	5 4.5%	5 12.2% R	1 0.9%	2 28.6% **	3 9.1%	6 3.9%	-	-
No	149 96.1%	11 100.0% **	38 100.0%	37 94.9%	62 93.9%	76 92.7%	72 100.0% E	81 96.4%	42 100.0%	24 88.9% **	71 97.3%	33 94.3%	44 95.7%	29 96.7%	117 96.7%	24 100.0% **	105 95.5%	36 87.8%	110 99.1%	5 71.4% **	30 90.9%	149 96.1%	-	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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 2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q83. How did that person help you? Check all that apply.																								
Total Eligible	6	-	-	2	4	6	-	3	-	3	2	2	2	1	4	-	5	5	1	2	3	6	-	-
	100.0%	-	-	100.0%	100.0%	100.0%	-	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	-
Total Valid Responses	8	-	-	3	5	8	-	4	-	4	3	2	3	2	5	-	7	7	1	2	5	8	-	-
Total Respondents	6	-	-	2	4	6	-	3	-	3	2	2	2	1	4	-	5	5	1	2	3	6	-	-
	100.0%	-	-	100.0%	100.0%	100.0%	-	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	-
Read the questions to me	5	-	-	1	4	5	-	2	-	3	2	1	2	1	3	-	4	4	1	1	3	5	-	-
	83.3%	-	-	50.0%	100.0%	83.3%	-	66.7%	-	100.0%	100.0%	50.0%	100.0%	100.0%	75.0%	-	80.0%	80.0%	100.0%	50.0%	100.0%	83.3%	-	-
Wrote down the answers I gave	2	-	-	1	1	2	-	1	-	1	1	-	1	1	1	-	2	2	-	-	2	2	-	-
	33.3%	-	-	50.0%	25.0%	33.3%	-	33.3%	-	33.3%	50.0%	-	50.0%	100.0%	25.0%	-	40.0%	40.0%	-	-	66.7%	33.3%	-	-
Answered the questions for me	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-	1	1	-	1	-	1	-	-
	16.7%	-	-	50.0%	-	16.7%	-	33.3%	-	-	50.0%	-	-	-	25.0%	-	20.0%	20.0%	-	50.0%	-	16.7%	-	-
Translated the questions into my language	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Helped in some other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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 Minimum Base: 30 (**), Small Base: 30 (*)

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 2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q1. Our records show that your child is now in Molina Healthcare of New Mexico. Is that right?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	324	19	90	87	122	177	134	156	103	63	153	79	90	51	269	42	246	101	217	11	89	150	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	8	1	1	3	3	3	5	4	3	1	3	2	3	1	7	-	8	5	3	1	4	7	1	-
Yes	324	19	90	87	122	177	134	156	103	63	153	79	90	51	269	42	246	101	217	11	89	150	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	324	19	90	87	122	177	134	156	103	63	153	79	90	51	269	42	246	101	217	11	89	150	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-

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o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	327	19	89	88	125	178	137	159	104	62	155	79	91	52	271	42	250	105	216	12	92	154	173	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	1	2	2	-	2	2	1	2	2	1	2	2	-	5	-	4	1	4	-	1	3	2	-
Yes	130	11	43	35	40	70	57	57	43	28	65	25	38	28	101	22	95	39	89	6	33	70	60	-
	39.8%	57.9%	48.3%	39.8%	32.0%	39.3%	41.6%	35.8%	41.3%	45.2%	41.9%	31.6%	41.8%	53.8%	37.3%	52.4%	38.0%	37.1%	41.2%	50.0%	35.9%	45.5%	34.7%	-
No	197	8	46	53	85	108	80	102	61	34	90	54	53	24	170	20	155	66	127	6	59	84	113	-
	60.2%	42.1%	51.7%	60.2%	68.0%	60.7%	58.4%	64.2%	58.7%	54.8%	58.1%	68.4%	58.2%	46.2%	62.7%	47.6%	62.0%	62.9%	58.8%	50.0%	64.1%	54.5%	65.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	130	11	43	35	40	70	57	57	43	28	65	25	38	28	101	22	95	39	89	6	33	70	60	-
	39.8%	57.9%	48.3%	39.8%	32.0%	39.3%	41.6%	35.8%	41.3%	45.2%	41.9%	31.6%	41.8%	53.8%	37.3%	52.4%	38.0%	37.1%	41.2%	50.0%	35.9%	45.5%	34.7%	-

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o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q4. (GCQ) 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q4. (GCQ) 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?																								
Total Eligible	130	11	43	35	40	70	57	57	43	28	65	25	38	28	101	22	95	39	89	6	33	70	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	127	11	42	33	40	68	56	57	41	27	65	25	36	26	100	20	94	39	86	6	33	68	59	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	1	2	-	2	1	-	2	1	-	-	2	2	1	2	1	-	3	-	-	2	1	-
Always	98	8	32	23	34	48	47	50	26	20	53	17	28	17	80	13	76	31	66	4	27	51	47	-
	77.2%	72.7%	76.2%	69.7%	85.0%	70.6%	83.9%	87.7%	63.4%	74.1%	81.5%	68.0%	77.8%	65.4%	80.0%	65.0%	80.9%	79.5%	76.7%	66.7%	81.8%	75.0%	79.7%	-
Usually	19	1	5	8	5	12	7	6	8	5	9	4	6	5	14	3	13	6	12	2	4	12	7	-
	15.0%	9.1%	11.9%	24.2%	12.5%	17.6%	12.5%	10.5%	19.5%	18.5%	13.8%	16.0%	16.7%	19.2%	14.0%	15.0%	13.8%	15.4%	14.0%	33.3%	12.1%	17.6%	11.9%	-
Sometimes	9	2	4	2	1	7	2	1	6	2	3	4	1	3	6	3	5	2	7	-	2	4	5	-
	7.1%	18.2%	9.5%	6.1%	2.5%	10.3%	3.6%	1.8%	14.6%	7.4%	4.6%	16.0%	2.8%	11.5%	6.0%	15.0%	5.3%	5.1%	8.1%	-	6.1%	5.9%	8.5%	-
Never	1	-	1	-	-	1	-	-	1	-	-	-	1	1	-	1	-	-	1	-	-	1	-	-
	0.8%	-	2.4%	-	-	1.5%	-	-	2.4%	-	-	-	2.8%	3.8%	-	5.0%	-	-	1.2%	-	-	1.5%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	117	9	37	31	39	60	54	56	34	25	62	21	34	22	94	16	89	37	78	6	31	63	54	-
	92.1%	81.8%	88.1%	93.9%	97.5%	88.2%	96.4%	98.2%	82.9%	92.6%	95.4%	84.0%	94.4%	84.6%	94.0%	80.0%	94.7%	94.9%	90.7%	100.0%	93.9%	92.6%	91.5%	-
HEDIS/CAHPS SUMMARY RATE - Always	98	8	32	23	34	48	47	50	26	20	53	17	28	17	80	13	76	31	66	4	27	51	47	-
	77.2%	72.7%	76.2%	69.7%	85.0%	70.6%	83.9%	87.7%	63.4%	74.1%	81.5%	68.0%	77.8%	65.4%	80.0%	65.0%	80.9%	79.5%	76.7%	66.7%	81.8%	75.0%	79.7%	-
3-Point Score	2.69	2.55	2.64	2.64	2.83	2.59	2.80	2.86	2.46	2.67	2.77	2.52	2.72	2.50	2.74	2.45	2.76	2.74	2.67	2.67	2.76	2.68	2.71	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	327	20	90	90	122	177	137	157	105	63	153	80	92	51	272	42	249	106	216	12	93	152	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	1	-	3	3	2	3	1	1	3	1	1	1	4	-	5	-	4	-	-	5	-	-
Yes	264	16	77	70	97	148	107	118	93	51	121	63	78	42	218	32	205	91	168	9	82	124	140	-
	80.7%	80.0%	85.6%	77.8%	79.5%	83.6%	78.1%	75.2%	88.6%	81.0%	79.1%	78.8%	84.8%	82.4%	80.1%	76.2%	82.3%	85.8%	77.8%	75.0%	88.2%	81.6%	80.0%	-
No	63	4	13	20	25	29	30	39	12	12	32	17	14	9	54	10	44	15	48	3	11	28	35	-
	19.3%	20.0%	14.4%	22.2%	20.5%	16.4%	21.9%	24.8%	11.4%	19.0%	20.9%	21.3%	15.2%	17.6%	19.9%	23.8%	17.7%	14.2%	22.2%	25.0%	11.8%	18.4%	20.0%	-
HEDIS/CAHPS SUMMARY RATE - Yes	264	16	77	70	97	148	107	118	93	51	121	63	78	42	218	32	205	91	168	9	82	124	140	-
	80.7%	80.0%	85.6%	77.8%	79.5%	83.6%	78.1%	75.2%	88.6%	81.0%	79.1%	78.8%	84.8%	82.4%	80.1%	76.2%	82.3%	85.8%	77.8%	75.0%	88.2%	81.6%	80.0%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?

2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Molina Healthcare, Inc.
CCC POPULATION

Table: 87
Level: Top

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?																								
	264	16	77	70	97	148	107	118	93	51	121	63	78	42	218	32	205	91	168	9	82	124	140	-
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	259	16	75	67	97	144	106	115	92	50	121	60	77	41	214	32	200	88	166	8	80	121	138	-
No Answer	5	-	2	3	-	4	1	3	1	1	-	3	1	1	4	-	5	3	2	1	2	3	2	-
Always	171	9	53	41	68	97	69	86	50	33	89	32	49	25	144	16	143	64	103	4	60	81	90	-
Usually	56	7	13	12	21	27	26	21	26	9	23	18	15	10	44	7	40	17	39	4	13	28	28	-
Sometimes	29	-	9	12	7	19	9	8	14	7	8	10	11	6	23	9	15	7	21	-	7	11	18	-
Never	3	-	-	2	1	1	2	-	2	1	1	-	2	-	3	-	2	-	3	-	-	1	2	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	227	16	66	53	89	124	95	107	76	42	112	50	64	35	188	23	183	81	142	8	73	109	118	-
HEDIS/CAHPS SUMMARY RATE - Always	171	9	53	41	68	97	69	86	50	33	89	32	49	25	144	16	143	64	103	4	60	81	90	-
3-Point Score	2.54	2.56	2.59	2.40	2.62	2.53	2.55	2.68	2.37	2.50	2.66	2.37	2.47	2.46	2.55	2.22	2.63	2.65	2.48	2.50	2.66	2.57	2.51	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	316	19	87	86	120	169	137	156	99	59	150	77	87	50	262	40	242	100	211	12	87	154	162	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	16	1	4	4	5	11	2	4	7	5	6	4	6	2	14	2	12	6	9	-	6	3	13	-
None	46	2	9	20	14	24	20	33	9	3	29	9	8	5	41	4	33	9	37	1	7	24	22	-
	14.6%	10.5% **	10.3%	23.3% BD	11.7%	14.2%	14.6%	21.2% H	9.1%	5.1%	19.3% L	11.7%	9.2%	10.0%	15.6%	10.0%	13.6%	9.0%	17.5% Q	8.3% **	8.0%	15.6%	13.6%	-
1 time	64	5	22	14	22	36	28	30	21	13	31	15	17	12	51	11	45	16	47	2	14	32	32	-
	20.3%	26.3% **	25.3%	16.3%	18.3%	21.3%	20.4%	19.2%	21.2%	22.0%	20.7%	19.5%	19.5%	24.0%	19.5%	27.5%	18.6%	16.0%	22.3%	16.7% **	16.1%	20.8%	19.8%	-
2	79	4	17	21	36	43	34	41	24	14	38	21	20	10	68	9	65	22	55	1	21	44	35	-
	25.0%	21.1% **	19.5%	24.4%	30.0% b	25.4%	24.8%	26.3%	24.2%	23.7%	25.3%	27.3%	23.0%	20.0%	26.0%	22.5%	26.9%	22.0%	26.1%	8.3% **	24.1%	28.6%	21.6%	-
3	49	3	15	12	19	25	21	27	14	8	21	13	14	10	38	7	36	18	30	4	14	23	26	-
	15.5%	15.8% **	17.2%	14.0%	15.8%	14.8%	15.3%	17.3%	14.1%	13.6%	14.0%	16.9%	16.1%	20.0%	14.5%	17.5%	14.9%	18.0%	14.2%	33.3% **	16.1%	14.9%	16.0%	-
4	30	2	5	7	16	17	12	12	11	7	12	8	10	5	25	2	25	15	14	1	14	18	12	-
	9.5%	10.5% **	5.7%	8.1%	13.3% b	10.1%	8.8%	7.7%	11.1%	11.9%	8.0%	10.4%	11.5%	10.0%	9.5%	5.0%	10.3%	15.0% R	6.6%	8.3% **	16.1%	11.7%	7.4%	-
5 to 9	36	2	13	11	9	18	16	10	17	9	16	7	13	6	30	6	28	14	22	2	12	10	26	-
	11.4%	10.5% **	14.9% d	12.8%	7.5%	10.7%	11.7%	6.4%	17.2% G	15.3% G	10.7%	9.1%	14.9%	12.0%	11.5%	15.0%	11.6%	14.0%	10.4%	16.7% **	13.8%	6.5%	16.0% U	-
10 or more times	12	1	6	1	4	6	6	3	3	5	3	4	5	2	9	1	10	6	6	1	5	3	9	-
	3.8%	5.3% **	6.9% c	1.2%	3.3%	3.6%	4.4%	1.9%	3.0%	8.5% G	2.0%	5.2%	5.7%	4.0%	3.4%	2.5%	4.1%	6.0%	2.8%	8.3% **	5.7%	1.9%	5.6% u	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	270	17	78	66	106	145	117	123	90	56	121	68	79	45	221	36	209	91	174	11	80	130	140	-
	85.4%	89.5% **	89.7% C	76.7%	88.3% C	85.8%	85.4%	78.8%	90.9% G	94.9% G	80.7%	88.3%	90.8% J	90.0%	84.4%	90.0%	86.4%	91.0%	82.5% R	91.7% **	92.0%	84.4%	86.4%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:

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2017

- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 89
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?																								
Total Eligible	270	17	78	66	106	145	117	123	90	56	121	68	79	45	221	36	209	91	174	11	80	130	140	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	266	17	76	66	105	141	117	122	88	55	120	67	78	43	220	36	207	90	172	10	80	127	139	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	2	-	1	4	-	1	2	1	1	1	1	2	1	-	2	1	2	1	-	3	1	-
Yes	213	15	65	53	80	110	100	93	73	46	97	52	63	35	176	26	169	75	134	6	69	98	115	-
	80.1%	88.2%	85.5%	80.3%	76.2%	78.0%	85.5%	76.2%	83.0%	83.6%	80.8%	77.6%	80.8%	81.4%	80.0%	72.2%	81.6%	83.3%	77.9%	60.0%	86.3%	77.2%	82.7%	-
No	53	2	11	13	25	31	17	29	15	9	23	15	15	8	44	10	38	15	38	4	11	29	24	-
	19.9%	11.8%	14.5%	19.7%	23.8%	22.0%	14.5%	23.8%	17.0%	16.4%	19.2%	22.4%	19.2%	18.6%	20.0%	27.8%	18.4%	16.7%	22.1%	40.0%	13.8%	22.8%	17.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	213	15	65	53	80	110	100	93	73	46	97	52	63	35	176	26	169	75	134	6	69	98	115	-
	80.1%	88.2%	85.5%	80.3%	76.2%	78.0%	85.5%	76.2%	83.0%	83.6%	80.8%	77.6%	80.8%	81.4%	80.0%	72.2%	81.6%	83.3%	77.9%	60.0%	86.3%	77.2%	82.7%	-
3-Point Score	2.60	2.76	2.71	2.61	2.52	2.56	2.71	2.52	2.66	2.67	2.62	2.55	2.62	2.63	2.60	2.44	2.63	2.67	2.56	2.20	2.73	2.54	2.65	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 90
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?																								
Total Eligible	270	17	78	66	106	145	117	123	90	56	121	68	79	45	221	36	209	91	174	11	80	130	140	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	267	17	77	66	105	142	117	123	88	55	121	67	78	43	221	36	208	90	173	10	80	127	140	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	1	-	1	3	-	-	2	1	-	1	1	2	-	-	1	1	1	1	-	3	-	-
Always	195	12	59	41	82	106	84	97	59	38	91	46	57	25	168	13	168	77	114	8	69	86	109	-
	73.0%	70.6%	76.6%	62.1%	78.1%	74.6%	71.8%	78.9%	67.0%	69.1%	75.2%	68.7%	73.1%	58.1%	76.0%	36.1%	80.8%	85.6%	65.9%	80.0%	86.3%	67.7%	77.9%	-
Usually	51	4	14	19	14	25	26	18	19	14	22	15	14	14	36	15	31	10	41	1	9	31	20	-
	19.1%	23.5%	18.2%	28.8%	13.3%	17.6%	22.2%	14.6%	21.6%	25.5%	18.2%	22.4%	17.9%	32.6%	16.3%	41.7%	14.9%	11.1%	23.7%	10.0%	11.3%	24.4%	14.3%	-
Sometimes	14	-	3	5	5	6	5	5	7	2	6	3	5	1	13	5	7	3	11	1	2	5	9	-
	5.2%	**	3.9%	7.6%	4.8%	4.2%	4.3%	4.1%	8.0%	3.6%	5.0%	4.5%	6.4%	2.3%	5.9%	13.9%	3.4%	3.3%	6.4%	10.0%	2.5%	3.9%	6.4%	-
Never	7	1	1	1	4	5	2	3	3	1	2	3	2	3	4	3	2	-	7	-	-	5	2	-
	2.6%	5.9%	1.3%	1.5%	3.8%	3.5%	1.7%	2.4%	3.4%	1.8%	1.7%	4.5%	2.6%	7.0%	1.8%	8.3%	1.0%	-	4.0%	**	-	3.9%	1.4%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	246	16	73	60	96	131	110	115	78	52	113	61	71	39	204	28	199	87	155	9	78	117	129	-
	92.1%	94.1%	94.8%	90.9%	91.4%	92.3%	94.0%	93.5%	88.6%	94.5%	93.4%	91.0%	91.0%	90.7%	92.3%	77.8%	95.7%	96.7%	89.6%	90.0%	97.5%	92.1%	92.1%	-
HEDIS/CAHPS SUMMARY RATE - Always	195	12	59	41	82	106	84	97	59	38	91	46	57	25	168	13	168	77	114	8	69	86	109	-
	73.0%	70.6%	76.6%	62.1%	78.1%	74.6%	71.8%	78.9%	67.0%	69.1%	75.2%	68.7%	73.1%	58.1%	76.0%	36.1%	80.8%	85.6%	65.9%	80.0%	86.3%	67.7%	77.9%	-
3-Point Score	2.65	2.65	2.71	2.53	2.70	2.67	2.66	2.72	2.56	2.64	2.69	2.60	2.64	2.49	2.68	2.14	2.76	2.82	2.55	2.70	2.84	2.60	2.70	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 91
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?																								
Total Eligible	270	17	78	66	106	145	117	123	90	56	121	68	79	45	221	36	209	91	174	11	80	130	140	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	267	17	77	66	104	142	117	122	89	55	120	68	78	44	220	36	208	89	173	10	79	128	139	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	1	-	2	3	-	1	1	1	1	-	1	1	-	1	2	1	1	1	2	1	-	-
Yes	125	8	33	35	49	70	53	49	44	31	55	26	43	22	102	13	108	52	70	7	45	52	73	-
	46.8%	47.1%	42.9%	53.0%	47.1%	49.3%	45.3%	40.2%	49.4%	56.4%	45.8%	38.2%	55.1%	50.0%	46.4%	36.1%	51.9%	58.4%	40.5%	70.0%	57.0%	40.6%	52.5%	-
No	142	9	44	31	55	72	64	73	45	24	65	42	35	22	118	23	100	37	103	3	34	76	66	-
	53.2%	52.9%	57.1%	47.0%	52.9%	50.7%	54.7%	59.8%	50.6%	43.6%	54.2%	61.8%	44.9%	50.0%	53.6%	63.9%	48.1%	41.6%	59.5%	30.0%	43.0%	59.4%	47.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	125	8	33	35	49	70	53	49	44	31	55	26	43	22	102	13	108	52	70	7	45	52	73	-
	46.8%	47.1%	42.9%	53.0%	47.1%	49.3%	45.3%	40.2%	49.4%	56.4%	45.8%	38.2%	55.1%	50.0%	46.4%	36.1%	51.9%	58.4%	40.5%	70.0%	57.0%	40.6%	52.5%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 92
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?																								
Total Eligible	125	8	33	35	49	70	53	49	44	31	55	26	43	22	102	13	108	52	70	7	45	52	73	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	124	8	33	35	48	69	53	49	44	30	55	26	42	22	101	13	107	51	70	7	44	52	72	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	1	-	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-	1	-
Yes	119	8	33	33	45	66	51	47	42	29	52	25	41	22	96	13	102	49	67	7	42	51	68	-
	96.0%	100.0%	100.0%	94.3%	93.8%	95.7%	96.2%	95.9%	95.5%	96.7%	94.5%	96.2%	97.6%	100.0%	95.0%	100.0%	95.3%	96.1%	95.7%	100.0%	95.5%	98.1%	94.4%	-
No	5	-	-	2	3	3	2	2	2	1	3	1	1	-	5	-	5	2	3	-	2	1	4	-
	4.0%	-	-	5.7%	6.3%	4.3%	3.8%	4.1%	4.5%	3.3%	5.5%	3.8%	2.4%	-	5.0%	-	4.7%	3.9%	4.3%	-	4.5%	1.9%	5.6%	-
HEDIS/CAHPS SUMMARY RATE - Yes	119	8	33	33	45	66	51	47	42	29	52	25	41	22	96	13	102	49	67	7	42	51	68	-
	96.0%	100.0%	100.0%	94.3%	93.8%	95.7%	96.2%	95.9%	95.5%	96.7%	94.5%	96.2%	97.6%	100.0%	95.0%	100.0%	95.3%	96.1%	95.7%	100.0%	95.5%	98.1%	94.4%	-
3-Point Score	2.92	3.00	3.00	2.89	2.88	2.91	2.92	2.92	2.91	2.93	2.89	2.92	2.95	3.00	2.90	3.00	2.91	2.92	2.91	3.00	2.91	2.96	2.89	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 93
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?																								
Total Eligible	125	8	33	35	49	70	53	49	44	31	55	26	43	22	102	13	108	52	70	7	45	52	73	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	125	8	33	35	49	70	53	49	44	31	55	26	43	22	102	13	108	52	70	7	45	52	73	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	81	4	21	26	30	39	41	30	29	22	35	14	31	15	65	6	73	36	44	5	31	32	49	-
	64.8%	50.0%	63.6%	74.3%	61.2%	55.7%	77.4%	61.2%	65.9%	71.0%	63.6%	53.8%	72.1%	68.2%	63.7%	46.2%	67.6%	69.2%	62.9%	71.4%	68.9%	61.5%	67.1%	-
No	44	4	12	9	19	31	12	19	15	9	20	12	12	7	37	7	35	16	26	2	14	20	24	-
	35.2%	50.0%	36.4%	25.7%	38.8%	44.3%	22.6%	38.8%	34.1%	29.0%	36.4%	46.2%	27.9%	31.8%	36.3%	53.8%	32.4%	30.8%	37.1%	28.6%	31.1%	38.5%	32.9%	-
HEDIS/CAHPS SUMMARY RATE - Yes	81	4	21	26	30	39	41	30	29	22	35	14	31	15	65	6	73	36	44	5	31	32	49	-
	64.8%	50.0%	63.6%	74.3%	61.2%	55.7%	77.4%	61.2%	65.9%	71.0%	63.6%	53.8%	72.1%	68.2%	63.7%	46.2%	67.6%	69.2%	62.9%	71.4%	68.9%	61.5%	67.1%	-
3-Point Score	2.30	2.00	2.27	2.49	2.22	2.11	2.55	2.22	2.32	2.42	2.27	2.08	2.44	2.36	2.27	1.92	2.35	2.38	2.26	2.43	2.38	2.23	2.34	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

Total Eligible	125 100.0%	8 100.0%	33 100.0%	35 100.0%	49 100.0%	70 100.0%	53 100.0%	49 100.0%	44 100.0%	31 100.0%	55 100.0%	26 100.0%	43 100.0%	22 100.0%	102 100.0%	13 100.0%	108 100.0%	52 100.0%	70 100.0%	7 100.0%	45 100.0%	52 100.0%	73 100.0%	-
Total Valid Responses	125 100.0%	8 100.0%	33 100.0%	35 100.0%	49 100.0%	70 100.0%	53 100.0%	49 100.0%	44 100.0%	31 100.0%	55 100.0%	26 100.0%	43 100.0%	22 100.0%	102 100.0%	13 100.0%	108 100.0%	52 100.0%	70 100.0%	7 100.0%	45 100.0%	52 100.0%	73 100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	109 87.2%	7 87.5% **	27 81.8%	31 88.6%	44 89.8%	61 87.1%	47 88.7%	43 87.8%	38 86.4%	27 87.1%	50 90.9%	22 84.6% **	36 83.7%	19 86.4% **	89 87.3%	9 69.2% **	97 89.8%	47 90.4%	59 84.3%	6 85.7% **	41 91.1%	40 76.9%	69 94.5% U	-
No	16 12.8%	1 12.5% **	6 18.2%	4 11.4%	5 10.2%	9 12.9%	6 11.3%	6 12.2%	6 13.6%	4 12.9%	5 9.1%	4 15.4% **	7 16.3%	3 13.6% **	13 12.7%	4 30.8% **	11 10.2%	5 9.6%	11 15.7%	1 14.3% **	4 8.9%	12 23.1% V	4 5.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	109 87.2%	7 87.5% **	27 81.8%	31 88.6%	44 89.8%	61 87.1%	47 88.7%	43 87.8%	38 86.4%	27 87.1%	50 90.9%	22 84.6% **	36 83.7%	19 86.4% **	89 87.3%	9 69.2% **	97 89.8%	47 90.4%	59 84.3%	6 85.7% **	41 91.1%	40 76.9%	69 94.5% U	-
3-Point Score	2.74	2.75	2.64	2.77	2.80	2.74	2.77	2.76	2.73	2.74	2.82	2.69	2.67	2.73	2.75	2.38	2.80	2.81	2.69	2.71	2.82	2.54	2.89	-

Cell Contents:
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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q14. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q14. 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?																								
Total Eligible	270 100.0%	17 100.0%	78 100.0%	66 100.0%	106 100.0%	145 100.0%	117 100.0%	123 100.0%	90 100.0%	56 100.0%	121 100.0%	68 100.0%	79 100.0%	45 100.0%	221 100.0%	36 100.0%	209 100.0%	91 100.0%	174 100.0%	11 100.0%	80 100.0%	130 100.0%	140 100.0%	-
Total Valid Responses	265 100.0%	16 100.0%	76 100.0%	65 100.0%	105 100.0%	141 100.0%	116 100.0%	122 100.0%	87 100.0%	55 100.0%	119 100.0%	67 100.0%	78 100.0%	43 100.0%	219 100.0%	35 100.0%	207 100.0%	89 100.0%	171 100.0%	10 100.0%	79 100.0%	127 100.0%	138 100.0%	-
No Answer	5	1	2	1	1	4	1	1	3	1	2	1	1	2	2	1	2	2	3	1	1	3	2	-
10 - Best health care possible	124 46.8%	9 56.3% **	38 50.0% c	23 35.4% C	54 51.4% C	77 54.6% F	44 37.9%	65 53.3% H	34 39.1%	24 43.6%	61 51.3%	29 43.3%	34 43.6%	8 18.6%	114 52.1% M	3 8.6%	113 54.6% O	52 58.4% R	70 40.9%	4 40.0% **	48 60.8%	51 40.2%	73 52.9% U	-
9	47 17.7%	-	14 18.4%	13 20.0%	19 18.1%	16 11.3%	28 24.1% E	22 18.0%	17 19.5%	8 14.5%	23 19.3%	15 22.4% I	9 11.5%	4 9.3%	43 19.6%	3 8.6%	41 19.8%	17 19.1%	30 17.5%	3 30.0% **	14 17.7%	20 15.7%	27 19.6%	-
8	49 18.5%	3 18.8% **	11 14.5%	13 20.0%	21 20.0%	24 17.0%	23 19.8%	22 18.0%	14 16.1%	13 23.6%	17 14.3%	14 20.9%	18 23.1%	9 20.9%	40 18.3%	6 17.1%	37 17.9%	14 15.7%	34 19.9%	1 10.0% **	13 16.5%	25 19.7%	24 17.4%	-
7	22 8.3%	1 6.3% **	7 9.2%	8 12.3%	6 5.7%	12 8.5%	10 8.6%	6 4.9%	10 11.5% g	6 10.9%	9 7.6%	4 6.0%	9 11.5%	11 25.6% N	10 4.6%	12 34.3% P	10 4.8%	3 3.4%	18 10.5% Q	2 20.0% **	1 1.3%	12 9.4%	10 7.2%	-
6	8 3.0%	1 6.3% **	2 2.6%	2 3.1%	3 2.9%	2 1.4%	6 5.2% e	5 4.1%	2 2.3%	1 1.8%	3 2.5%	1 1.5%	3 3.8%	4 9.3% N	4 1.8%	4 11.4% P	3 1.4%	3 3.4%	5 2.9%	-	3 3.8%	7 5.5% V	1 0.7%	-
5	11 4.2%	-	3 3.9%	5 7.7% d	2 1.9%	7 5.0%	4 3.4%	2 1.6%	7 8.0% G	2 3.6%	6 5.0%	3 4.5%	2 2.6%	5 11.6% N	6 2.7%	6 17.1% P	2 1.0%	-	10 5.8% Q	-	-	9 7.1% V	2 1.4%	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	1 0.4%	1 6.3% **	-	-	-	1 0.7%	-	-	1 1.1%	-	-	-	-	1 1.3%	1 2.3% N	-	-	-	1 0.6%	-	-	1 0.8%	-	-
2	2 0.8%	1 6.3% **	-	1 1.5%	-	2 1.4%	-	-	2 2.3% g	-	-	1 1.5%	1 1.3%	1 2.3%	1 0.5%	1 2.9% P	-	-	2 1.2%	-	-	2 1.6%	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst health care possible	1 0.4% **	-	1 1.3%	-	-	-	1 0.9%	-	-	1 1.8%	-	-	1 1.3%	-	1 0.5%	-	1 0.5%	-	1 0.6%	-	-	-	1 0.7%	-
SUMMARY - 0-3	4 1.5%	2 12.5% **	1 1.3%	1 1.5%	-	3 2.1%	1 0.9%	-	3 3.4% G	1 1.8%	-	1 1.5%	3 3.8% J	2 4.7% n	2 0.9%	1 2.9%	1 0.5%	-	4 2.3%	-	-	3 2.4%	1 0.7%	-
SUMMARY - 4-7	41 15.5%	2 12.5% **	12 15.8%	15 23.1% D	11 10.5%	21 14.9%	20 17.2%	13 10.7%	19 21.8% G	9 16.4%	18 15.1%	8 11.9%	14 17.9%	20 46.5% N	20 9.1%	22 62.9% P	15 7.2%	6 6.7%	33 19.3% Q	2 20.0% **	4 5.1%	28 22.0% V	13 9.4%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	220 83.0%	12 75.0% **	63 82.9%	49 75.4%	94 89.5% C	117 83.0%	95 81.9%	109 89.3% H	65 74.7%	45 81.8%	101 84.9%	58 86.6%	61 78.2%	21 48.8%	197 90.0% M	12 34.3%	191 92.3% O	83 93.3% R	134 78.4%	8 80.0% **	75 94.9%	96 75.6%	124 89.9% U	-
HEDIS/CAHPS SUMMARY RATE - 9-10	171 64.5%	9 56.3% **	52 68.4%	36 55.4%	73 69.5% c	93 66.0%	72 62.1%	87 71.3% hi	51 58.6%	32 58.2%	84 70.6% L	44 65.7%	43 55.1%	12 27.9%	157 71.7% M	6 17.1%	154 74.4% O	69 77.5% R	100 58.5%	7 70.0% **	62 78.5%	71 55.9%	100 72.5% U	-
3-Point Score	2.56	2.38	2.61	2.43	2.65	2.57	2.53	2.66	2.45	2.51	2.63	2.58	2.45	2.02	2.66	1.86	2.71	2.74	2.47	2.70	2.75	2.41	2.70	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 96
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?																								
Total Eligible	270	17	78	66	106	145	117	123	90	56	121	68	79	45	221	36	209	91	174	11	80	130	140	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	267	17	77	66	104	143	117	123	89	54	120	68	78	44	220	36	207	90	172	10	80	128	139	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	1	-	2	2	-	-	1	2	1	-	1	1	1	-	2	1	2	1	-	2	1	-
Always	162	7	50	36	68	90	69	83	48	30	80	39	43	13	148	11	138	61	98	4	57	75	87	-
	60.7%	41.2%	64.9%	54.5%	65.4%	62.9%	59.0%	67.5%	53.9%	55.6%	66.7%	57.4%	55.1%	29.5%	67.3%	30.6%	66.7%	67.8%	57.0%	40.0%	71.3%	58.6%	62.6%	-
Usually	72	10	16	17	28	37	34	32	26	14	31	20	21	15	55	13	52	19	52	2	17	41	31	-
	27.0%	58.8%	20.8%	25.8%	26.9%	25.9%	29.1%	26.0%	29.2%	25.9%	25.8%	29.4%	26.9%	34.1%	25.0%	36.1%	25.1%	21.1%	30.2%	20.0%	21.3%	32.0%	22.3%	-
Sometimes	31	-	11	13	6	15	13	7	15	9	9	9	12	16	15	11	17	9	21	4	5	11	20	-
	11.6%	**	14.3%	19.7%	5.8%	10.5%	11.1%	5.7%	16.9%	16.7%	7.5%	13.2%	15.4%	36.4%	6.8%	30.6%	8.2%	10.0%	12.2%	40.0%	6.3%	8.6%	14.4%	-
Never	2	-	-	-	2	1	1	1	-	1	-	-	2	-	2	1	-	1	1	-	1	1	1	-
	0.7%	**	-	-	1.9%	0.7%	0.9%	0.8%	-	1.9%	-	-	2.6%	-	0.9%	2.8%	-	1.1%	0.6%	**	1.3%	0.8%	0.7%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	234	17	66	53	96	127	103	115	74	44	111	59	64	28	203	24	190	80	150	6	74	116	118	-
	87.6%	100.0%	85.7%	80.3%	92.3%	88.8%	88.0%	93.5%	83.1%	81.5%	92.5%	86.8%	82.1%	63.6%	92.3%	66.7%	91.8%	88.9%	87.2%	60.0%	92.5%	90.6%	84.9%	-
HEDIS/CAHPS SUMMARY RATE - Always	162	7	50	36	68	90	69	83	48	30	80	39	43	13	148	11	138	61	98	4	57	75	87	-
	60.7%	41.2%	64.9%	54.5%	65.4%	62.9%	59.0%	67.5%	53.9%	55.6%	66.7%	57.4%	55.1%	29.5%	67.3%	30.6%	66.7%	67.8%	57.0%	40.0%	71.3%	58.6%	62.6%	-
3-Point Score	2.48	2.41	2.51	2.35	2.58	2.52	2.47	2.61	2.37	2.37	2.59	2.44	2.37	1.93	2.60	1.97	2.58	2.57	2.44	2.00	2.64	2.49	2.47	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q16. Is your child now enrolled in any kind of school or daycare?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q16. Is your child now enrolled in any kind of school or daycare?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	327	20	91	89	122	175	139	158	105	62	154	81	90	51	273	42	251	103	219	11	91	154	173	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	-	1	3	5	-	2	1	2	2	-	3	1	3	-	3	3	1	1	2	3	2	-
Yes	272	13	73	78	103	147	115	134	88	48	129	72	70	38	232	33	214	91	177	9	81	127	145	-
	83.2%	65.0%	80.2%	87.6%	84.4%	84.0%	82.7%	84.8%	83.8%	77.4%	83.8%	88.9%	77.8%	74.5%	85.0%	78.6%	85.3%	88.3%	80.8%	81.8%	89.0%	82.5%	83.8%	-
No	55	7	18	11	19	28	24	24	17	14	25	9	20	13	41	9	37	12	42	2	10	27	28	-
	16.8%	35.0%	19.8%	12.4%	15.6%	16.0%	17.3%	15.2%	16.2%	22.6%	16.2%	11.1%	22.2%	25.5%	15.0%	21.4%	14.7%	11.7%	19.2%	18.2%	11.0%	17.5%	16.2%	-
HEDIS/CAHPS SUMMARY RATE - Yes	272	13	73	78	103	147	115	134	88	48	129	72	70	38	232	33	214	91	177	9	81	127	145	-
	83.2%	65.0%	80.2%	87.6%	84.4%	84.0%	82.7%	84.8%	83.8%	77.4%	83.8%	88.9%	77.8%	74.5%	85.0%	78.6%	85.3%	88.3%	80.8%	81.8%	89.0%	82.5%	83.8%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q17. In the last 6 months, did you need your child's doctor or other health providers to contact a school or daycare center about your child's health or health care?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q17. In the last 6 months, did you need your child's doctor or other health providers to contact a school or daycare center about your child's health or health care?																								
Total Eligible	272	13	73	78	103	147	115	134	88	48	129	72	70	38	232	33	214	91	177	9	81	127	145	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	262	13	68	77	99	143	111	129	86	46	126	71	64	38	223	32	207	87	171	8	78	123	139	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	10	-	5	1	4	4	4	5	2	2	3	1	6	-	9	1	7	4	6	1	3	4	6	-
Yes	66	3	21	20	21	38	26	23	27	16	25	19	21	12	54	8	53	26	39	2	24	22	44	-
	25.2%	23.1%	30.9%	26.0%	21.2%	26.6%	23.4%	17.8%	31.4%	34.8%	19.8%	26.8%	32.8%	31.6%	24.2%	25.0%	25.6%	29.9%	22.8%	25.0%	30.8%	17.9%	31.7%	-
No	196	10	47	57	78	105	85	106	59	30	101	52	43	26	169	24	154	61	132	6	54	101	95	-
	74.8%	76.9%	69.1%	74.0%	78.8%	73.4%	76.6%	82.2%	68.6%	65.2%	80.2%	73.2%	67.2%	68.4%	75.8%	75.0%	74.4%	70.1%	77.2%	75.0%	69.2%	82.1%	68.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	66	3	21	20	21	38	26	23	27	16	25	19	21	12	54	8	53	26	39	2	24	22	44	-
	25.2%	23.1%	30.9%	26.0%	21.2%	26.6%	23.4%	17.8%	31.4%	34.8%	19.8%	26.8%	32.8%	31.6%	24.2%	25.0%	25.6%	29.9%	22.8%	25.0%	30.8%	17.9%	31.7%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q18. (CC-CCC) 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?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 99
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q18. (CC-CCC) 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?																									
Total Eligible	66	3	21	20	21	38	26	23	27	16	25	19	21	12	54	8	53	26	39	2	24	22	44	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	65	3	21	19	21	38	25	23	27	15	25	19	20	11	54	8	53	26	38	2	24	21	44	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	1	-	-	1	-	-	1	-	-	1	1	-	-	-	-	1	-	-	1	-	-	-
Yes	63	3	20	19	20	36	25	22	27	14	24	19	19	11	52	8	51	25	37	1	24	20	43	-	
	96.9%	100.0%	95.2%	100.0%	95.2%	94.7%	100.0%	95.7%	100.0%	93.3%	96.0%	100.0%	95.0%	100.0%	96.3%	100.0%	96.2%	96.2%	97.4%	50.0%	100.0%	95.2%	97.7%	-	
No	2	-	1	-	1	2	-	1	-	1	1	-	1	-	2	-	2	1	1	1	-	1	1	-	
	3.1%	-	4.8%	-	4.8%	5.3%	-	4.3%	-	6.7%	4.0%	-	5.0%	-	3.7%	-	3.8%	3.8%	2.6%	50.0%	-	4.8%	2.3%	-	
HEDIS/CAHPS SUMMARY RATE - Yes	63	3	20	19	20	36	25	22	27	14	24	19	19	11	52	8	51	25	37	1	24	20	43	-	
	96.9%	100.0%	95.2%	100.0%	95.2%	94.7%	100.0%	95.7%	100.0%	93.3%	96.0%	100.0%	95.0%	100.0%	96.3%	100.0%	96.2%	96.2%	97.4%	50.0%	100.0%	95.2%	97.7%	-	
3-Point Score	2.94	3.00	2.90	3.00	2.90	2.89	3.00	2.91	3.00	2.87	2.92	3.00	2.90	3.00	2.93	3.00	2.92	2.92	2.95	2.00	3.00	2.90	2.95	-	

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q19. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q19. 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?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	329	20	90	90	123	178	138	159	106	62	155	81	91	51	275	42	252	105	218	11	93	156	173	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	1	-	2	2	1	1	-	2	1	-	2	1	1	-	2	1	2	1	-	1	2	-
Yes	54	7	12	12	22	28	21	19	18	17	26	14	14	11	43	9	43	24	29	3	21	24	30	-
	16.4%	35.0%	13.3%	13.3%	17.9%	15.7%	15.2%	11.9%	17.0%	27.4%	16.8%	17.3%	15.4%	21.6%	15.6%	21.4%	17.1%	22.9%	13.3%	27.3%	22.6%	15.4%	17.3%	-
No	275	13	78	78	101	150	117	140	88	45	129	67	77	40	232	33	209	81	189	8	72	132	143	-
	83.6%	65.0%	86.7%	86.7%	82.1%	84.3%	84.8%	88.1%	83.0%	72.6%	83.2%	82.7%	84.6%	78.4%	84.4%	78.6%	82.9%	77.1%	86.7%	72.7%	77.4%	84.6%	82.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	54	7	12	12	22	28	21	19	18	17	26	14	14	11	43	9	43	24	29	3	21	24	30	-
	16.4%	35.0%	13.3%	13.3%	17.9%	15.7%	15.2%	11.9%	17.0%	27.4%	16.8%	17.3%	15.4%	21.6%	15.6%	21.4%	17.1%	22.9%	13.3%	27.3%	22.6%	15.4%	17.3%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	

Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?																								
Total Eligible	54	7	12	12	22	28	21	19	18	17	26	14	14	11	43	9	43	24	29	3	21	24	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	54	7	12	12	22	28	21	19	18	17	26	14	14	11	43	9	43	24	29	3	21	24	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	30	4	8	6	12	15	13	10	11	9	14	8	8	1	29	3	27	15	15	-	15	13	17	-
	55.6%	57.1%	66.7%	50.0%	54.5%	53.6%	61.9%	52.6%	61.1%	52.9%	53.8%	57.1%	57.1%	9.1%	67.4%	33.3%	62.8%	62.5%	51.7%	-	71.4%	54.2%	56.7%	-
Usually	10	1	1	1	6	7	2	5	3	2	6	3	1	4	6	1	8	4	5	1	3	6	4	-
	18.5%	14.3%	8.3%	8.3%	27.3%	25.0%	9.5%	26.3%	16.7%	11.8%	23.1%	21.4%	7.1%	36.4%	14.0%	11.1%	18.6%	16.7%	17.2%	33.3%	14.3%	25.0%	13.3%	-
Sometimes	9	1	2	3	3	5	3	2	2	5	3	2	4	4	5	4	4	3	6	1	2	4	5	-
	16.7%	14.3%	16.7%	25.0%	13.6%	17.9%	14.3%	10.5%	11.1%	29.4%	11.5%	14.3%	28.6%	36.4%	11.6%	44.4%	9.3%	12.5%	20.7%	33.3%	9.5%	16.7%	16.7%	-
Never	5	1	1	2	1	1	3	2	2	1	3	1	1	2	3	1	4	2	3	1	1	1	4	-
	9.3%	14.3%	8.3%	16.7%	4.5%	3.6%	14.3%	10.5%	11.1%	5.9%	11.5%	7.1%	7.1%	18.2%	7.0%	11.1%	9.3%	8.3%	10.3%	33.3%	4.8%	4.2%	13.3%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	40	5	9	7	18	22	15	15	14	11	20	11	9	5	35	4	35	19	20	1	18	19	21	-
	74.1%	71.4%	75.0%	58.3%	81.8%	78.6%	71.4%	78.9%	77.8%	64.7%	76.9%	78.6%	64.3%	45.5%	81.4%	44.4%	81.4%	79.2%	69.0%	33.3%	85.7%	79.2%	70.0%	-
HEDIS/CAHPS SUMMARY RATE - Always	30	4	8	6	12	15	13	10	11	9	14	8	8	1	29	3	27	15	15	-	15	13	17	-
	55.6%	57.1%	66.7%	50.0%	54.5%	53.6%	61.9%	52.6%	61.1%	52.9%	53.8%	57.1%	57.1%	9.1%	67.4%	33.3%	62.8%	62.5%	51.7%	-	71.4%	54.2%	56.7%	-
3-Point Score	2.30	2.29	2.42	2.08	2.36	2.32	2.33	2.32	2.39	2.18	2.31	2.36	2.21	1.55	2.49	1.78	2.44	2.42	2.21	1.33	2.57	2.33	2.27	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?																								
Total Eligible	54	7	12	12	22	28	21	19	18	17	26	14	14	11	43	9	43	24	29	3	21	24	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	54	7	12	12	22	28	21	19	18	17	26	14	14	11	43	9	43	24	29	3	21	24	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	43	7	8	7	20	22	17	18	12	13	21	12	10	9	34	5	37	21	21	3	18	19	24	-
	79.6%	100.0%	66.7%	58.3%	90.9%	78.6%	81.0%	94.7%	66.7%	76.5%	80.8%	85.7%	71.4%	81.8%	79.1%	55.6%	86.0%	87.5%	72.4%	100.0%	85.7%	79.2%	80.0%	-
No	11	-	4	5	2	6	4	1	6	4	5	2	4	2	9	4	6	3	8	-	3	5	6	-
	20.4%	-	33.3%	41.7%	9.1%	21.4%	19.0%	5.3%	33.3%	23.5%	19.2%	14.3%	28.6%	18.2%	20.9%	44.4%	14.0%	12.5%	27.6%	-	14.3%	20.8%	20.0%	-
HEDIS/CAHPS SUMMARY RATE - Yes	43	7	8	7	20	22	17	18	12	13	21	12	10	9	34	5	37	21	21	3	18	19	24	-
	79.6%	100.0%	66.7%	58.3%	90.9%	78.6%	81.0%	94.7%	66.7%	76.5%	80.8%	85.7%	71.4%	81.8%	79.1%	55.6%	86.0%	87.5%	72.4%	100.0%	85.7%	79.2%	80.0%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	329	20	91	90	123	177	139	160	105	62	156	80	91	50	276	41	253	105	219	11	93	154	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	2	3	-	-	1	2	-	1	2	2	-	1	1	1	1	1	-	3	-	-
Yes	126	8	48	27	40	65	55	49	47	29	48	28	49	18	105	14	101	49	75	3	46	48	78	-
	38.3%	40.0%	52.7%	30.0%	32.5%	36.7%	39.6%	30.6%	44.8%	46.8%	30.8%	35.0%	53.8%	36.0%	38.0%	34.1%	39.9%	46.7%	34.2%	27.3%	49.5%	31.2%	44.6%	-
No	203	12	43	63	83	112	84	111	58	33	108	52	42	32	171	27	152	56	144	8	47	106	97	-
	61.7%	60.0%	47.3%	70.0%	67.5%	63.3%	60.4%	69.4%	55.2%	53.2%	69.2%	65.0%	46.2%	64.0%	62.0%	65.9%	60.1%	53.3%	65.8%	72.7%	50.5%	68.8%	55.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	126	8	48	27	40	65	55	49	47	29	48	28	49	18	105	14	101	49	75	3	46	48	78	-
	38.3%	40.0%	52.7%	30.0%	32.5%	36.7%	39.6%	30.6%	44.8%	46.8%	30.8%	35.0%	53.8%	36.0%	38.0%	34.1%	39.9%	46.7%	34.2%	27.3%	49.5%	31.2%	44.6%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 104
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?																								
Total Eligible	126	8	48	27	40	65	55	49	47	29	48	28	49	18	105	14	101	49	75	3	46	48	78	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	121	8	46	26	38	62	53	49	43	28	47	28	46	16	102	14	97	48	71	3	45	46	75	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	2	1	2	3	2	-	4	1	1	-	3	2	3	-	4	1	4	-	1	2	3	-
Always	74	6	35	15	16	38	32	32	33	9	34	19	21	4	68	6	64	31	42	1	30	20	54	-
	61.2%	75.0%	76.1%	57.7%	42.1%	61.3%	60.4%	65.3%	76.7%	32.1%	72.3%	67.9%	45.7%	25.0%	66.7%	42.9%	66.0%	64.6%	59.2%	33.3%	66.7%	43.5%	72.0%	-
Usually	29	2	7	9	11	14	15	12	7	10	9	4	16	5	23	6	20	12	17	2	10	17	12	-
	24.0%	25.0%	15.2%	34.6%	28.9%	22.6%	28.3%	24.5%	16.3%	35.7%	19.1%	14.3%	34.8%	31.3%	22.5%	42.9%	20.6%	25.0%	23.9%	66.7%	22.2%	37.0%	16.0%	-
Sometimes	11	-	2	2	6	7	3	4	2	4	3	4	4	4	7	-	9	3	7	-	3	7	4	-
	9.1%	-	4.3%	7.7%	15.8%	11.3%	5.7%	8.2%	4.7%	14.3%	6.4%	14.3%	8.7%	25.0%	6.9%	-	9.3%	6.3%	9.9%	-	6.7%	15.2%	5.3%	-
Never	7	-	2	-	5	3	3	1	1	5	1	1	5	3	4	2	4	2	5	-	2	2	5	-
	5.8%	-	4.3%	-	13.2%	4.8%	5.7%	2.0%	2.3%	17.9%	2.1%	3.6%	10.9%	18.8%	3.9%	14.3%	4.1%	4.2%	7.0%	-	4.4%	4.3%	6.7%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	103	8	42	24	27	52	47	44	40	19	43	23	37	9	91	12	84	43	59	3	40	37	66	-
	85.1%	100.0%	91.3%	92.3%	71.1%	83.9%	88.7%	89.8%	93.0%	67.9%	91.5%	82.1%	80.4%	56.3%	89.2%	85.7%	86.6%	89.6%	83.1%	100.0%	88.9%	80.4%	88.0%	-
HEDIS/CAHPS SUMMARY RATE - Always	74	6	35	15	16	38	32	32	33	9	34	19	21	4	68	6	64	31	42	1	30	20	54	-
	61.2%	75.0%	76.1%	57.7%	42.1%	61.3%	60.4%	65.3%	76.7%	32.1%	72.3%	67.9%	45.7%	25.0%	66.7%	42.9%	66.0%	64.6%	59.2%	33.3%	66.7%	43.5%	72.0%	-
3-Point Score	2.46	2.75	2.67	2.50	2.13	2.45	2.49	2.55	2.70	2.00	2.64	2.50	2.26	1.81	2.56	2.29	2.53	2.54	2.42	2.33	2.56	2.24	2.60	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 105
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?																								
Total Eligible	126	8	48	27	40	65	55	49	47	29	48	28	49	18	105	14	101	49	75	3	46	48	78	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	125	8	48	27	39	65	54	49	46	29	48	28	48	18	104	14	101	49	74	3	46	47	78	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	-	1	-	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-	-
Yes	80	5	29	18	26	43	33	31	34	15	31	21	27	9	70	5	67	37	42	2	35	27	53	-
	64.0%	62.5%	60.4%	66.7%	66.7%	66.2%	61.1%	63.3%	73.9%	51.7%	64.6%	75.0%	56.3%	50.0%	67.3%	35.7%	66.3%	75.5%	56.8%	66.7%	76.1%	57.4%	67.9%	-
No	45	3	19	9	13	22	21	18	12	14	17	7	21	9	34	9	34	12	32	1	11	20	25	-
	36.0%	37.5%	39.6%	33.3%	33.3%	33.8%	38.9%	36.7%	26.1%	48.3%	35.4%	25.0%	43.8%	50.0%	32.7%	64.3%	33.7%	24.5%	43.2%	33.3%	23.9%	42.6%	32.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	80	5	29	18	26	43	33	31	34	15	31	21	27	9	70	5	67	37	42	2	35	27	53	-
	64.0%	62.5%	60.4%	66.7%	66.7%	66.2%	61.1%	63.3%	73.9%	51.7%	64.6%	75.0%	56.3%	50.0%	67.3%	35.7%	66.3%	75.5%	56.8%	66.7%	76.1%	57.4%	67.9%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q25. 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?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 106
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q25. 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?																									
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	325	19	91	87	124	175	137	158	104	61	155	79	89	50	272	42	251	105	216	11	93	151	174	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	7	1	-	3	1	5	2	2	2	3	1	2	4	2	4	-	3	1	4	1	-	6	1	-	-
Yes	124	3	35	27	58	68	53	48	40	35	23	36	64	18	104	10	99	43	79	4	39	64	60	-	
	38.2%	15.8%	38.5%	31.0%	46.8%	38.9%	38.7%	30.4%	38.5%	57.4%	14.8%	45.6%	71.9%	36.0%	38.2%	23.8%	39.4%	41.0%	36.6%	36.4%	41.9%	42.4%	34.5%	-	
No	201	16	56	60	66	107	84	110	64	26	132	43	25	32	168	32	152	62	137	7	54	87	114	-	
	61.8%	84.2%	61.5%	69.0%	53.2%	61.1%	61.3%	69.6%	61.5%	42.6%	85.2%	54.4%	28.1%	64.0%	61.8%	76.2%	60.6%	59.0%	63.4%	63.6%	58.1%	57.6%	65.5%	-	
HEDIS/CAHPS SUMMARY RATE - Yes	124	3	35	27	58	68	53	48	40	35	23	36	64	18	104	10	99	43	79	4	39	64	60	-	
	38.2%	15.8%	38.5%	31.0%	46.8%	38.9%	38.7%	30.4%	38.5%	57.4%	14.8%	45.6%	71.9%	36.0%	38.2%	23.8%	39.4%	41.0%	36.6%	36.4%	41.9%	42.4%	34.5%	-	

Cell Contents:
- Count
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- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 107
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?																								
Total Eligible	124	3	35	27	58	68	53	48	40	35	23	36	64	18	104	10	99	43	79	4	39	64	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	124	3	35	27	58	68	53	48	40	35	23	36	64	18	104	10	99	43	79	4	39	64	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	61	2	19	11	28	36	23	22	22	16	9	20	32	4	57	1	54	23	38	1	22	31	30	-
	49.2%	66.7%	54.3%	40.7%	48.3%	52.9%	43.4%	45.6%	55.0%	45.7%	39.1%	55.6%	50.0%	22.2%	54.8%	10.0%	54.5%	53.5%	48.1%	25.0%	56.4%	48.4%	50.0%	-
Usually	32	1	7	10	14	17	15	15	9	8	9	13	10	5	26	3	25	9	21	-	9	19	13	-
	25.8%	33.3%	20.0%	37.0%	24.1%	25.0%	28.3%	31.3%	22.5%	22.9%	39.1%	36.1%	15.6%	27.8%	25.0%	30.0%	25.3%	20.9%	26.6%	-	23.1%	29.7%	21.7%	-
Sometimes	19	-	7	4	8	9	9	6	7	6	3	1	14	7	11	3	12	5	14	2	3	6	13	-
	15.3%	-	20.0%	14.8%	13.8%	13.2%	17.0%	12.5%	17.5%	17.1%	13.0%	2.8%	21.9%	38.9%	10.6%	30.0%	12.1%	11.6%	17.7%	50.0%	7.7%	9.4%	21.7%	-
Never	12	-	2	2	8	6	6	5	2	5	2	2	8	2	10	3	8	6	6	1	5	8	4	-
	9.7%	-	5.7%	7.4%	13.8%	8.8%	11.3%	10.4%	5.0%	14.3%	8.7%	5.6%	12.5%	11.1%	9.6%	30.0%	8.1%	14.0%	7.6%	25.0%	12.8%	12.5%	6.7%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	93	3	26	21	42	53	38	37	31	24	18	33	42	9	83	4	79	32	59	1	31	50	43	-
	75.0%	100.0%	74.3%	77.8%	72.4%	77.9%	71.7%	77.1%	77.5%	68.6%	78.3%	91.7%	65.6%	50.0%	79.8%	40.0%	79.8%	74.4%	74.7%	25.0%	79.5%	78.1%	71.7%	-
HEDIS/CAHPS SUMMARY RATE - Always	61	2	19	11	28	36	23	22	22	16	9	20	32	4	57	1	54	23	38	1	22	31	30	-
	49.2%	66.7%	54.3%	40.7%	48.3%	52.9%	43.4%	45.6%	55.0%	45.7%	39.1%	55.6%	50.0%	22.2%	54.8%	10.0%	54.5%	53.5%	48.1%	25.0%	56.4%	48.4%	50.0%	-
3-Point Score	2.24	2.67	2.29	2.19	2.21	2.31	2.15	2.23	2.33	2.14	2.17	2.47	2.16	1.72	2.35	1.50	2.34	2.28	2.23	1.50	2.36	2.27	2.22	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 108
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?																								
Total Eligible	124	3	35	27	58	68	53	48	40	35	23	36	64	18	104	10	99	43	79	4	39	64	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	122	3	34	27	57	68	51	48	38	35	23	35	63	17	103	10	98	42	78	4	38	63	59	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	1	-	1	-	2	-	2	-	-	1	1	1	1	-	1	1	1	-	1	1	1	-
Yes	66	3	20	10	33	41	23	27	19	20	13	20	33	6	60	4	57	30	34	3	27	29	37	-
	54.1%	100.0%	58.8%	37.0%	57.9%	60.3%	45.1%	56.3%	50.0%	57.1%	56.5%	57.1%	52.4%	35.3%	58.3%	40.0%	58.2%	71.4%	43.6%	75.0%	71.1%	46.0%	62.7%	-
No	56	-	14	17	24	27	28	21	19	15	10	15	30	11	43	6	41	12	44	1	11	34	22	-
	45.9%	-	41.2%	63.0%	42.1%	39.7%	54.9%	43.8%	50.0%	42.9%	43.5%	42.9%	47.6%	64.7%	41.7%	60.0%	41.8%	28.6%	56.4%	25.0%	28.9%	54.0%	37.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	66	3	20	10	33	41	23	27	19	20	13	20	33	6	60	4	57	30	34	3	27	29	37	-
	54.1%	100.0%	58.8%	37.0%	57.9%	60.3%	45.1%	56.3%	50.0%	57.1%	56.5%	57.1%	52.4%	35.3%	58.3%	40.0%	58.2%	71.4%	43.6%	75.0%	71.1%	46.0%	62.7%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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Q28. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q28. 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?																									
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	324	20	89	88	122	174	137	157	105	61	152	81	89	51	270	42	248	102	217	11	90	152	172	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	8	-	2	2	3	6	2	3	1	3	4	-	4	1	6	-	6	4	3	1	3	5	3	-	
Yes	141	8	38	33	60	73	64	55	46	39	54	41	46	28	112	21	112	56	81	4	52	59	82	-	
	43.5%	40.0%	42.7%	37.5%	49.2%	42.0%	46.7%	35.0%	43.8%	63.9%	35.5%	50.6%	51.7%	54.9%	41.5%	50.0%	45.2%	54.9%	37.3%	36.4%	57.8%	38.8%	47.7%	-	
No	183	12	51	55	62	101	73	102	59	22	98	40	43	23	158	21	136	46	136	7	38	93	90	-	
	56.5%	60.0%	57.3%	62.5%	50.8%	58.0%	53.3%	65.0%	56.2%	36.1%	64.5%	49.4%	48.3%	45.1%	58.5%	50.0%	54.8%	45.1%	62.7%	63.6%	42.2%	61.2%	52.3%	-	
HEDIS/CAHPS SUMMARY RATE - Yes	141	8	38	33	60	73	64	55	46	39	54	41	46	28	112	21	112	56	81	4	52	59	82	-	
	43.5%	40.0%	42.7%	37.5%	49.2%	42.0%	46.7%	35.0%	43.8%	63.9%	35.5%	50.6%	51.7%	54.9%	41.5%	50.0%	45.2%	54.9%	37.3%	36.4%	57.8%	38.8%	47.7%	-	

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q29. (CC-CCC) In the last 6 months, did anyone from your child's health plan, doctors office, or clinic help coordinate your child's care among these different providers or services?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 110
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q29. (CC-CCC) In the last 6 months, did anyone from your child's health plan, doctors office, or clinic help coordinate your child's care among these different providers or services?																								
Total Eligible	141	8	38	33	60	73	64	55	46	39	54	41	46	28	112	21	112	56	81	4	52	59	82	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	138	8	38	32	58	72	62	55	45	37	54	40	44	27	110	21	110	55	79	4	51	57	81	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	1	2	1	2	-	1	2	-	1	2	1	2	-	2	1	2	-	1	2	1	-
Yes	94	7	25	20	41	54	38	36	37	20	38	26	30	15	79	13	75	42	48	3	39	32	62	-
	68.1%	87.5% **	65.8%	62.5%	70.7%	75.0% f	61.3%	65.5%	82.2% gl	54.1%	70.4%	65.0%	68.2%	55.6% **	71.8%	61.9% **	68.2%	76.4% r	60.8%	75.0% **	76.5%	56.1%	76.5% U	-
No	44	1	13	12	17	18	24	19	8	17	16	14	14	12	31	8	35	13	31	1	12	25	19	-
	31.9%	12.5% **	34.2%	37.5%	29.3%	25.0% e	38.7% e	34.5% h	17.8% H	45.9% H	29.6%	35.0%	31.8%	44.4% **	28.2%	38.1% **	31.8%	23.6% q	39.2% d	25.0% **	23.5% V	43.9% V	23.5% U	-
HEDIS/CAHPS SUMMARY RATE - Yes	94	7	25	20	41	54	38	36	37	20	38	26	30	15	79	13	75	42	48	3	39	32	62	-
	68.1%	87.5% **	65.8%	62.5%	70.7%	75.0% f	61.3%	65.5%	82.2% gl	54.1%	70.4%	65.0%	68.2%	55.6% **	71.8%	61.9% **	68.2%	76.4% r	60.8%	75.0% **	76.5%	56.1%	76.5% U	-
3-Point Score	2.36	2.75	2.32	2.25	2.41	2.50	2.23	2.31	2.64	2.08	2.41	2.30	2.36	2.11	2.44	2.24	2.36	2.53	2.22	2.50	2.53	2.12	2.53	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	331	20	91	90	124	179	139	160	106	63	156	81	92	52	276	42	254	105	220	11	93	156	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	1	-	-	-	1	-	-	1	-	-	-	-	1	-	1	-	1	-	-
Yes	298	17	81	80	115	158	128	143	93	60	141	72	83	47	248	42	254	103	191	11	91	137	161	-
	90.0%	85.0%	89.0%	88.9%	92.7%	88.3%	92.1%	89.4%	87.7%	95.2%	90.4%	88.9%	90.2%	90.4%	89.9%	100.0%	100.0%	98.1%	86.8%	100.0%	97.8%	87.8%	92.0%	-
No	33	3	10	10	9	21	11	17	13	3	15	9	9	5	28	-	-	2	29	-	2	19	14	-
	10.0%	15.0%	11.0%	11.1%	7.3%	11.7%	7.9%	10.6%	12.3%	4.8%	9.6%	11.1%	9.8%	9.6%	10.1%	-	-	1.9%	13.2%	-	2.2%	12.2%	8.0%	-
HEDIS/CAHPS SUMMARY RATE - Yes	298	17	81	80	115	158	128	143	93	60	141	72	83	47	248	42	254	103	191	11	91	137	161	-
	90.0%	85.0%	89.0%	88.9%	92.7%	88.3%	92.1%	89.4%	87.7%	95.2%	90.4%	88.9%	90.2%	90.4%	89.9%	100.0%	100.0%	98.1%	86.8%	100.0%	97.8%	87.8%	92.0%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 112
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?																								
Total Eligible	298	17	81	80	115	158	128	143	93	60	141	72	83	47	248	42	254	103	191	11	91	137	161	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	287	15	78	78	111	149	127	141	87	57	136	69	80	45	239	39	247	100	183	11	88	134	153	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	11	2	3	2	4	9	1	2	6	3	5	3	3	2	9	3	7	3	8	-	3	3	8	-
None	49	1	8	22	16	25	20	28	15	6	22	17	10	8	41	11	38	13	36	2	10	22	27	-
	17.1%	6.7%	10.3%	28.2%	14.4%	16.8%	15.7%	19.9%	17.2%	10.5%	16.2%	24.6%	12.5%	17.8%	17.2%	28.2%	15.4%	13.0%	19.7%	18.2%	11.4%	16.4%	17.6%	-
1 time	83	5	29	12	35	45	35	44	22	16	47	15	21	9	73	10	73	24	57	2	22	38	45	-
	28.9%	33.3%	37.2%	15.4%	31.5%	30.2%	27.6%	31.2%	25.3%	28.1%	34.6%	21.7%	26.3%	20.0%	30.5%	25.6%	29.6%	24.0%	31.1%	18.2%	25.0%	28.4%	29.4%	-
2	61	4	15	21	21	32	29	27	21	13	24	21	16	10	51	9	52	24	37	3	21	32	29	-
	21.3%	26.7%	19.2%	26.9%	18.9%	21.5%	22.8%	19.1%	24.1%	22.8%	17.6%	30.4%	20.0%	22.2%	21.3%	23.1%	21.1%	24.0%	20.2%	27.3%	23.9%	23.9%	19.0%	-
3	39	2	7	9	21	17	21	22	8	9	15	7	15	6	31	3	35	17	20	3	14	23	16	-
	13.6%	13.3%	9.0%	11.5%	18.9%	11.4%	16.5%	15.6%	9.2%	15.8%	11.0%	10.1%	18.8%	13.3%	13.0%	7.7%	14.2%	17.0%	10.9%	27.3%	15.9%	17.2%	10.5%	-
4	26	1	6	7	11	15	9	11	10	4	15	3	8	7	19	2	24	13	13	-	13	13	13	-
	9.1%	6.7%	7.7%	9.0%	9.9%	10.1%	7.1%	7.8%	11.5%	7.0%	11.0%	4.3%	10.0%	15.6%	7.9%	5.1%	9.7%	13.0%	7.1%	-	14.8%	9.7%	8.5%	-
5 to 9	20	2	8	7	3	9	10	7	7	6	10	4	6	2	18	4	16	7	13	-	7	6	14	-
	7.0%	13.3%	10.3%	9.0%	2.7%	6.0%	7.9%	5.0%	8.0%	10.5%	7.4%	5.8%	7.5%	4.4%	7.5%	10.3%	6.5%	7.0%	7.1%	-	8.0%	4.5%	9.2%	-
10 or more times	9	-	5	-	4	6	3	2	4	3	3	2	4	3	6	-	9	2	7	1	1	-	9	-
	3.1%	-	6.4%	-	3.6%	4.0%	2.4%	1.4%	4.6%	5.3%	2.2%	2.9%	5.0%	6.7%	2.5%	-	3.6%	2.0%	3.8%	9.1%	1.1%	-	5.9%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	82.9%	93.3%	89.7%	71.8%	85.6%	83.2%	84.3%	80.1%	82.8%	89.5%	83.8%	75.4%	87.5%	82.2%	82.8%	71.8%	84.6%	87.0%	80.3%	81.8%	88.6%	83.6%	82.4%	-

Cell Contents:
- Count
- Column Percentage
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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q32. (HWDC) 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?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 113
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q32. (HWDC) 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?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
Total Valid Responses	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	192	11	60	40	80	101	87	97	56	37	93	43	55	22	168	11	180	74	115	7	67	87	105	-
Usually	33	2	6	14	9	15	17	12	11	10	16	7	9	12	20	9	24	6	26	1	5	19	14	-
Sometimes	10	1	3	1	5	5	3	3	4	3	4	2	4	2	8	6	4	7	3	1	6	4	6	-
Never	3	-	1	1	1	3	-	1	1	1	1	-	2	1	2	2	1	-	3	-	-	2	1	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	225	13	66	54	89	116	104	109	67	47	109	50	64	34	188	20	204	80	141	8	72	106	119	-
HEDIS/CAHPS SUMMARY RATE - Always	192	11	60	40	80	101	87	97	56	37	93	43	55	22	168	11	180	74	115	7	67	87	105	-
3-Point Score	2.75	2.71	2.80	2.68	2.78	2.75	2.79	2.82	2.71	2.65	2.77	2.79	2.70	2.51	2.80	2.11	2.84	2.77	2.74	2.67	2.78	2.72	2.78	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 114
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	237	14	69	56	95	123	107	113	71	51	114	52	70	36	198	28	208	87	146	9	78	111	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	1	-	-	1	-	-	1	-	-	-	-	1	-	-	1	-	1	-	-	1	-	-
Always	189	11	56	42	79	101	85	95	54	38	91	41	56	24	164	9	179	74	112	7	67	87	102	-
	79.7%	78.6%	81.2%	75.0%	83.2%	82.1%	79.4%	84.1%	76.1%	74.5%	79.8%	78.8%	80.0%	66.7%	82.8%	32.1%	86.1%	85.1%	76.7%	77.8%	85.9%	78.4%	81.0%	-
Usually	36	3	9	10	12	14	19	15	10	11	18	9	9	10	24	10	26	9	26	2	7	20	16	-
	15.2%	21.4%	13.0%	17.9%	12.6%	11.4%	17.8%	13.3%	14.1%	21.6%	15.8%	17.3%	12.9%	27.8%	12.1%	35.7%	12.5%	10.3%	17.8%	22.2%	9.0%	18.0%	12.7%	-
Sometimes	10	-	3	4	3	6	3	2	6	2	4	2	4	1	9	7	3	4	6	-	4	2	8	-
	4.2%	-	4.3%	7.1%	3.2%	4.9%	2.8%	1.8%	8.5%	3.9%	3.5%	3.8%	5.7%	2.8%	4.5%	25.0%	1.4%	4.6%	4.1%	-	5.1%	1.8%	6.3%	-
Never	2	-	1	-	1	2	-	1	1	-	1	-	1	1	1	2	-	-	2	-	-	2	-	-
	0.8%	-	1.4%	-	1.1%	1.6%	-	0.9%	1.4%	-	0.9%	-	1.4%	2.8%	0.5%	7.1%	-	-	1.4%	-	-	1.8%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	225	14	65	52	91	115	104	110	64	49	109	50	65	34	188	19	205	83	138	9	74	107	118	-
	94.9%	100.0%	94.2%	92.9%	95.8%	93.5%	97.2%	97.3%	90.1%	96.1%	95.6%	96.2%	92.9%	94.4%	94.9%	67.9%	98.6%	95.4%	94.5%	100.0%	94.9%	96.4%	93.7%	-
HEDIS/CAHPS SUMMARY RATE - Always	189	11	56	42	79	101	85	95	54	38	91	41	56	24	164	9	179	74	112	7	67	87	102	-
	79.7%	78.6%	81.2%	75.0%	83.2%	82.1%	79.4%	84.1%	76.1%	74.5%	79.8%	78.8%	80.0%	66.7%	82.8%	32.1%	86.1%	85.1%	76.7%	77.8%	85.9%	78.4%	81.0%	-
3-Point Score	2.75	2.79	2.75	2.68	2.79	2.76	2.77	2.81	2.66	2.71	2.75	2.75	2.73	2.61	2.78	2.00	2.85	2.80	2.71	2.78	2.81	2.75	2.75	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 115
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	198	12	61	42	81	105	88	100	58	38	97	44	55	26	170	12	185	75	119	8	67	93	105	-
	83.2%	85.7%	87.1%	75.0%	85.3%	84.7%	82.2%	88.5%	80.6%	74.5%	85.1%	84.6%	78.6%	70.3%	85.9%	42.9%	88.5%	86.2%	81.0%	88.9%	85.9%	83.0%	83.3%	-
Usually	34	2	7	12	12	16	16	11	12	11	14	8	12	8	25	10	24	11	23	1	10	15	19	-
	14.3%	14.3%	10.0%	21.4%	12.6%	12.9%	15.0%	9.7%	16.7%	21.6%	12.3%	15.4%	17.1%	21.6%	12.6%	35.7%	11.5%	12.6%	15.6%	11.1%	12.8%	13.4%	15.1%	-
Sometimes	4	-	1	2	1	1	3	1	1	2	2	-	2	2	2	4	-	1	3	-	1	2	2	-
	1.7%	-	1.4%	3.6%	1.1%	0.8%	2.8%	0.9%	1.4%	3.9%	1.8%	-	2.9%	5.4%	1.0%	14.3%	-	1.1%	2.0%	-	1.3%	1.8%	1.6%	-
Never	2	-	1	-	1	2	-	1	1	-	1	-	1	1	1	2	-	-	2	-	-	2	-	-
	0.8%	-	1.4%	-	1.1%	1.6%	-	0.9%	1.4%	-	0.9%	-	1.4%	2.7%	0.5%	7.1%	-	-	1.4%	-	-	1.8%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	232	14	68	54	93	121	104	111	70	49	111	52	67	34	195	22	209	86	142	9	77	108	124	-
	97.5%	100.0%	97.1%	96.4%	97.9%	97.6%	97.2%	98.2%	97.2%	96.1%	97.4%	100.0%	95.7%	91.9%	98.5%	78.6%	100.0%	98.9%	96.6%	100.0%	98.7%	96.4%	98.4%	-
HEDIS/CAHPS SUMMARY RATE - Always	198	12	61	42	81	105	88	100	58	38	97	44	55	26	170	12	185	75	119	8	67	93	105	-
	83.2%	85.7%	87.1%	75.0%	85.3%	84.7%	82.2%	88.5%	80.6%	74.5%	85.1%	84.6%	78.6%	70.3%	85.9%	42.9%	88.5%	86.2%	81.0%	88.9%	85.9%	83.0%	83.3%	-
3-Point Score	2.81	2.86	2.84	2.71	2.83	2.82	2.79	2.87	2.78	2.71	2.82	2.85	2.74	2.62	2.84	2.21	2.89	2.85	2.78	2.89	2.85	2.79	2.82	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q35. Is your child able to talk with doctors about his or her health care?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 116
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q35. Is your child able to talk with doctors about his or her health care?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	237	14	70	55	95	123	107	113	72	50	114	52	69	37	197	28	208	87	146	9	78	112	125	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	1	-	1	-	-	-	1	-	-	1	-	1	-	1	-	1	-	-	-	1	-
Yes	175	9	44	43	79	93	79	83	55	35	83	41	50	23	150	19	155	65	107	5	60	86	89	-
	73.8%	64.3%	62.9%	78.2%	83.2%	75.6%	73.8%	73.5%	76.4%	70.0%	72.8%	78.8%	72.5%	62.2%	76.1%	67.9%	74.5%	74.7%	73.3%	55.6%	76.9%	76.8%	71.2%	-
No	62	5	26	12	16	30	28	30	17	15	31	11	19	14	47	9	53	22	39	4	18	26	36	-
	26.2%	35.7%	37.1%	21.8%	16.8%	24.4%	26.2%	26.5%	23.6%	30.0%	27.2%	21.2%	27.5%	37.8%	23.9%	32.1%	25.5%	25.3%	26.7%	44.4%	23.1%	23.2%	28.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	175	9	44	43	79	93	79	83	55	35	83	41	50	23	150	19	155	65	107	5	60	86	89	-
	73.8%	64.3%	62.9%	78.2%	83.2%	75.6%	73.8%	73.5%	76.4%	70.0%	72.8%	78.8%	72.5%	62.2%	76.1%	67.9%	74.5%	74.7%	73.3%	55.6%	76.9%	76.8%	71.2%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?																								
Total Eligible	175	9	44	43	79	93	79	83	55	35	83	41	50	23	150	19	155	65	107	5	60	86	89	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	174	9	44	43	78	92	79	83	54	35	83	40	50	22	150	18	155	65	106	5	60	85	89	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	1	-	-	1	-	-	1	-	1	-	1	-	-	1	-	-	1	-	-
Always	131	6	28	30	67	71	57	72	34	23	66	30	34	8	122	7	123	54	75	3	51	65	66	-
	75.3%	66.7%	63.6%	69.8%	85.9% BC	77.2%	72.2%	86.7% H	63.0%	65.7%	79.5%	75.0%	68.0%	36.4% **	81.3%	38.9% **	79.4%	83.1% r	70.8%	60.0% **	85.0%	76.5%	74.2%	-
Usually	31	2	11	9	9	16	15	7	13	11	14	7	10	12	18	5	26	5	25	1	4	14	17	-
	17.8%	22.2% **	25.0% d	20.9%	11.5% BC	17.4%	19.0%	8.4%	24.1% G	31.4% G	16.9%	17.5%	20.0%	54.5% **	12.0%	27.8% **	16.8%	7.7%	23.6% Q	20.0% **	6.7%	16.5%	19.1%	-
Sometimes	8	1	3	3	1	4	4	3	5	-	2	3	3	-	8	2	6	4	4	1	3	3	5	-
	4.6%	11.1% **	6.8%	7.0% d	1.3%	4.3%	5.1%	3.6%	9.3% i	-	2.4%	7.5%	6.0%	-	5.3%	11.1% **	3.9%	6.2%	3.8%	20.0% **	5.0%	3.5%	5.6%	-
Never	4	-	2	1	1	3	1	2	1	1	1	-	3	2	2	4	-	2	2	-	2	3	1	-
	2.3%	-	4.5%	2.3%	1.3%	3.8%	1.2%	3.7%	2.9%	1.2%	-	6.0%	9.1% **	1.3%	22.2% **	-	3.1%	1.9%	-	3.3%	3.5%	1.1%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	162	8	39	39	76	87	72	79	47	34	80	37	44	20	140	12	149	59	100	4	55	79	83	-
	93.1%	88.9% **	88.6%	90.7%	97.4% B	94.6%	91.1%	95.2%	87.0%	97.1%	96.4% I	92.5%	88.0%	90.9% **	93.3%	66.7% **	96.1%	90.8%	94.3%	80.0% **	91.7%	92.9%	93.3%	-
HEDIS/CAHPS SUMMARY RATE - Always	131	6	28	30	67	71	57	72	34	23	66	30	34	8	122	7	123	54	75	3	51	65	66	-
	75.3%	66.7% **	63.6%	69.8%	85.9% BC	77.2%	72.2%	86.7% H	63.0%	65.7%	79.5%	75.0%	68.0%	36.4% **	81.3%	38.9% **	79.4%	83.1% r	70.8%	60.0% **	85.0%	76.5%	74.2%	-
3-Point Score	2.68	2.56	2.52	2.60	2.83	2.72	2.63	2.82	2.50	2.63	2.76	2.68	2.56	2.27	2.75	2.06	2.75	2.74	2.65	2.40	2.77	2.69	2.67	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	236	14	69	56	94	122	107	112	72	50	113	52	69	37	196	28	207	87	145	9	78	111	125	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	1	-	1	2	-	1	-	1	1	-	1	-	2	-	2	-	2	-	-	1	1	-
Always	162	10	48	35	68	86	72	83	48	29	80	35	45	17	143	8	153	68	92	5	63	69	93	-
	68.6%	71.4%	69.6%	62.5%	72.3%	70.5%	67.3%	74.1%	66.7%	58.0%	70.8%	67.3%	65.2%	45.9%	73.0%	28.6%	73.9%	78.2%	63.4%	55.6%	80.8%	62.2%	74.4%	-
Usually	57	3	15	16	21	26	29	24	17	16	25	15	17	16	40	11	46	13	42	3	10	32	25	-
	24.2%	21.4%	21.7%	28.6%	22.3%	21.3%	27.1%	21.4%	23.6%	32.0%	22.1%	28.8%	24.6%	43.2%	20.4%	39.3%	22.2%	14.9%	29.0%	33.3%	12.8%	28.8%	20.0%	-
Sometimes	12	1	5	4	2	7	4	3	6	3	6	2	4	2	10	5	7	4	8	1	3	5	7	-
	5.1%	7.1%	7.2%	7.1%	2.1%	5.7%	3.7%	2.7%	8.3%	6.0%	5.3%	3.8%	5.8%	5.4%	5.1%	17.9%	3.4%	4.6%	5.5%	11.1%	3.8%	4.5%	5.6%	-
Never	5	-	1	1	3	3	2	2	1	2	2	-	3	2	3	4	1	2	3	-	2	5	-	-
	2.1%	-	1.4%	1.8%	3.2%	2.5%	1.9%	1.8%	1.4%	4.0%	1.8%	-	4.3%	5.4%	1.5%	14.3%	0.5%	2.3%	2.1%	-	2.6%	4.5%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	219	13	63	51	89	112	101	107	65	45	105	50	62	33	183	19	199	81	134	8	73	101	118	-
	92.8%	92.9%	91.3%	91.1%	94.7%	91.8%	94.4%	95.5%	90.3%	90.0%	92.9%	96.2%	89.9%	89.2%	93.4%	67.9%	96.1%	93.1%	92.4%	88.9%	93.6%	91.0%	94.4%	-
HEDIS/CAHPS SUMMARY RATE - Always	162	10	48	35	68	86	72	83	48	29	80	35	45	17	143	8	153	68	92	5	63	69	93	-
	68.6%	71.4%	69.6%	62.5%	72.3%	70.5%	67.3%	74.1%	66.7%	58.0%	70.8%	67.3%	65.2%	45.9%	73.0%	28.6%	73.9%	78.2%	63.4%	55.6%	80.8%	62.2%	74.4%	-
3-Point Score	2.61	2.64	2.61	2.54	2.67	2.62	2.62	2.70	2.57	2.48	2.64	2.63	2.55	2.35	2.66	1.96	2.70	2.71	2.56	2.44	2.74	2.53	2.69	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	236	13	70	55	95	122	107	112	72	50	113	52	69	37	196	28	207	87	145	9	78	111	125	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	1	-	1	-	2	-	1	-	1	1	-	1	-	2	-	2	-	2	-	-	1	1	-
Yes	210	12	65	47	85	109	95	103	62	43	100	47	61	29	178	20	189	77	130	9	68	98	112	-
	89.0%	92.3%	92.9%	85.5%	89.5%	89.3%	88.8%	92.0%	86.1%	86.0%	88.5%	90.4%	88.4%	78.4%	90.8%	71.4%	91.3%	88.5%	89.7%	100.0%	87.2%	88.3%	89.6%	-
No	26	1	5	8	10	13	12	9	10	7	13	5	8	8	18	8	18	10	15	-	10	13	13	-
	11.0%	7.7%	7.1%	14.5%	10.5%	10.7%	11.2%	8.0%	13.9%	14.0%	11.5%	9.6%	11.6%	21.6%	9.2%	28.6%	8.7%	11.5%	10.3%	-	12.8%	11.7%	10.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	210	12	65	47	85	109	95	103	62	43	100	47	61	29	178	20	189	77	130	9	68	98	112	-
	89.0%	92.3%	92.9%	85.5%	89.5%	89.3%	88.8%	92.0%	86.1%	86.0%	88.5%	90.4%	88.4%	78.4%	90.8%	71.4%	91.3%	88.5%	89.7%	100.0%	87.2%	88.3%	89.6%	-

Cell Contents:
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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?																								
Total Eligible	238	14	70	56	95	124	107	113	72	51	114	52	70	37	198	28	209	87	147	9	78	112	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	237	14	69	56	95	124	106	112	72	51	113	52	70	36	198	28	208	87	146	9	78	112	125	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	1	-	-	-	1	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	1	-
Yes	143	9	38	31	62	71	67	62	43	37	66	32	44	23	119	18	125	64	75	7	57	61	82	-
	60.3%	64.3%	55.1%	55.4%	65.3%	57.3%	63.2%	55.4%	59.7%	72.5%	58.4%	61.5%	62.9%	63.9%	60.1%	64.3%	60.1%	73.6%	51.4%	77.8%	73.1%	54.5%	65.6%	-
No	94	5	31	25	33	53	39	50	29	14	47	20	26	13	79	10	83	23	71	2	21	51	43	-
	39.7%	35.7%	44.9%	44.6%	34.7%	42.7%	36.8%	44.6%	40.3%	27.5%	41.6%	38.5%	37.1%	36.1%	39.9%	35.7%	39.9%	26.4%	48.6%	22.2%	26.9%	45.5%	34.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	143	9	38	31	62	71	67	62	43	37	66	32	44	23	119	18	125	64	75	7	57	61	82	-
	60.3%	64.3%	55.1%	55.4%	65.3%	57.3%	63.2%	55.4%	59.7%	72.5%	58.4%	61.5%	62.9%	63.9%	60.1%	64.3%	60.1%	73.6%	51.4%	77.8%	73.1%	54.5%	65.6%	-

Cell Contents:
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- Column Proportions:
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O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q40. (CC) 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q40. (CC) 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?																								
	143	9	38	31	62	71	67	62	43	37	66	32	44	23	119	18	125	64	75	7	57	61	82	-
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	140	9	36	31	62	71	65	60	43	36	63	32	44	22	117	18	122	63	73	7	56	61	79	-
No Answer	3	-	2	-	-	-	2	2	-	1	3	-	-	1	2	-	3	1	2	-	1	-	3	-
Always	82	4	25	14	39	46	34	35	26	20	35	21	25	10	72	4	78	45	35	3	42	32	50	-
	58.6%	44.4%	69.4%	45.2%	62.9%	64.8%	52.3%	58.3%	60.5%	55.6%	55.6%	65.6%	56.8%	45.5%	61.5%	22.2%	63.9%	71.4%	47.9%	42.9%	75.0%	52.5%	63.3%	-
Usually	38	3	7	13	14	20	16	17	10	11	19	8	11	7	30	5	33	12	25	4	8	17	21	-
	27.1%	33.3%	19.4%	41.9%	22.6%	28.2%	24.6%	28.3%	23.3%	30.6%	30.2%	25.0%	25.0%	31.8%	25.6%	27.8%	27.0%	19.0%	34.2%	57.1%	14.3%	27.9%	26.6%	-
Sometimes	14	2	2	3	6	4	10	6	5	3	7	3	4	2	12	6	8	4	9	-	4	8	6	-
	10.0%	22.2%	5.6%	9.7%	9.7%	5.6%	15.4%	10.0%	11.6%	8.3%	11.1%	9.4%	9.1%	9.1%	10.3%	33.3%	6.6%	6.3%	12.3%	-	7.1%	13.1%	7.6%	-
Never	6	-	2	1	3	1	5	2	2	2	2	-	4	3	3	3	3	2	4	-	2	4	2	-
	4.3%	-	5.6%	3.2%	4.8%	1.4%	7.7%	3.3%	4.7%	5.6%	3.2%	-	9.1%	13.6%	2.6%	16.7%	2.5%	3.2%	5.5%	-	3.6%	6.6%	2.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	120	7	32	27	53	66	50	52	36	31	54	29	36	17	102	9	111	57	60	7	50	49	71	-
	85.7%	77.8%	88.9%	87.1%	85.5%	93.0%	76.9%	86.7%	83.7%	86.1%	85.7%	90.6%	81.8%	77.3%	87.2%	50.0%	91.0%	90.5%	82.2%	100.0%	89.3%	80.3%	89.9%	-
HEDIS/CAHPS SUMMARY RATE - Always	82	4	25	14	39	46	34	35	26	20	35	21	25	10	72	4	78	45	35	3	42	32	50	-
	58.6%	44.4%	69.4%	45.2%	62.9%	64.8%	52.3%	58.3%	60.5%	55.6%	55.6%	65.6%	56.8%	45.5%	61.5%	22.2%	63.9%	71.4%	47.9%	42.9%	75.0%	52.5%	63.3%	-
3-Point Score	2.44	2.22	2.58	2.32	2.48	2.58	2.29	2.45	2.44	2.42	2.41	2.56	2.39	2.23	2.49	1.72	2.55	2.62	2.30	2.43	2.64	2.33	2.53	-

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Minimum Base: 30 (**), Small Base: 30 (*)

Q41. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q41. 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?																								
Total Eligible	298 100.0%	17 100.0%	81 100.0%	80 100.0%	115 100.0%	158 100.0%	128 100.0%	143 100.0%	93 100.0%	60 100.0%	141 100.0%	72 100.0%	83 100.0%	47 100.0%	248 100.0%	42 100.0%	254 100.0%	103 100.0%	191 100.0%	11 100.0%	91 100.0%	137 100.0%	161 100.0%	-
Total Valid Responses	296 100.0%	16 100.0%	81 100.0%	80 100.0%	114 100.0%	158 100.0%	126 100.0%	142 100.0%	92 100.0%	60 100.0%	141 100.0%	71 100.0%	82 100.0%	47 100.0%	246 100.0%	42 100.0%	254 100.0%	103 100.0%	189 100.0%	11 100.0%	91 100.0%	135 100.0%	161 100.0%	-
No Answer	2	1	-	-	1	-	2	1	1	-	-	1	1	-	2	-	-	-	2	-	-	2	-	-
10 - Best personal doctor possible	165 55.7%	9 56.3%	46 56.8%	38 47.5%	69 60.5%	92 58.2%	67 53.2%	81 57.0%	51 55.4%	31 51.7%	81 57.4%	36 50.7%	46 56.1%	12 25.5%	152 61.8%	-	165 65.0%	61 59.2%	102 54.0%	4 36.4%	56 61.5%	67 49.6%	98 60.9%	-
9	55 18.6%	2 12.5%	14 17.3%	14 17.5%	24 21.1%	28 17.7%	24 19.0%	30 21.1%	12 13.0%	13 21.7%	27 19.1%	15 21.1%	13 15.9%	8 17.0%	47 19.1%	-	55 21.7%	23 22.3%	31 16.4%	6 54.5%	17 18.7%	24 17.8%	31 19.3%	-
8	34 11.5%	1 6.3%	10 12.3%	14 17.5%	8 7.0%	19 12.0%	14 11.1%	15 10.6%	15 16.3%	4 6.7%	15 10.6%	11 15.5%	8 9.8%	6 12.8%	27 11.0%	-	34 13.4%	9 8.7%	24 12.7%	-	9 9.9%	20 14.8%	14 8.7%	-
7	20 6.8%	2 12.5%	5 6.2%	9 11.3%	4 3.5%	9 5.7%	10 7.9%	8 5.6%	5 5.4%	7 11.7%	8 5.7%	5 7.0%	7 8.5%	9 19.1%	10 4.1%	20 47.6%	-	4 3.9%	16 8.5%	-	4 4.4%	10 7.4%	10 6.2%	-
6	6 2.0%	1 6.3%	1 1.2%	1 1.3%	3 2.6%	3 1.9%	2 1.6%	3 2.1%	3 3.3%	-	3 2.1%	1 1.4%	2 2.4%	3 6.4%	3 1.2%	6 14.3%	-	1 1.0%	5 2.6%	-	1 1.1%	3 2.2%	3 1.9%	-
5	9 3.0%	1 6.3%	2 2.5%	3 3.8%	3 2.6%	5 3.2%	4 3.2%	4 2.8%	2 2.2%	3 5.0%	4 2.8%	2 2.8%	3 3.7%	5 10.6%	4 1.6%	9 21.4%	-	1 1.0%	8 4.2%	-	1 1.1%	7 5.2%	2 1.2%	-
4	1 0.3%	-	1 1.2%	-	-	-	1 0.8%	-	1 1.1%	-	-	1 1.4%	-	-	1 0.4%	1 2.4%	-	1 1.0%	-	-	1 1.1%	-	1 0.6%	-
3	4 1.4%	-	1 1.2%	1 1.3%	2 1.8%	2 1.3%	2 1.6%	-	2 2.2%	2 3.3%	2 1.4%	-	2 2.4%	3 6.4%	1 0.4%	4 9.5%	-	2 1.9%	2 1.1%	1 9.1%	1 1.1%	3 2.2%	1 0.6%	-
2	2 0.7%	-	1 1.2%	-	1 0.9%	-	2 1.6%	1 0.7%	1 1.1%	-	1 0.7%	-	1 1.2%	1 2.1%	1 0.4%	2 4.8%	-	1 1.0%	1 0.5%	-	1 1.1%	1 0.7%	1 0.6%	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst personal doctor possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	6 2.0%	-	2 2.5%	1 1.3%	3 2.6%	2 1.3%	4 3.2%	1 0.7%	3 3.3%	2 3.3%	3 2.1%	-	3 3.7%	4 8.5%	2 0.8%	6 14.3%	-	3 2.9%	3 1.6%	1 9.1%	2 2.2%	4 3.0%	2 1.2%	-
SUMMARY - 4-7	36 12.2%	4 25.0%	9 11.1%	13 16.3%	10 8.8%	17 10.8%	17 13.5%	15 10.6%	11 12.0%	10 16.7%	15 10.6%	9 12.7%	12 14.6%	17 36.2%	18 7.3%	36 85.7%	-	7 6.8%	29 15.3%	-	7 7.7%	20 14.8%	16 9.9%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	254 85.8%	12 75.0%	70 86.4%	66 82.5%	101 88.6%	139 88.0%	105 83.3%	126 88.7%	78 84.8%	48 80.0%	123 87.2%	62 87.3%	67 81.7%	26 55.3%	226 91.9%	-	254 100.0%	93 90.3%	157 83.1%	10 90.9%	82 90.1%	111 82.2%	143 88.8%	-
HEDIS/CAHPS SUMMARY RATE - 9-10	220 74.3%	11 68.8%	60 74.1%	52 65.0%	93 81.6%	120 75.9%	91 72.2%	111 78.2%	63 68.5%	44 73.3%	108 76.6%	51 71.8%	59 72.0%	20 42.6%	199 80.9%	-	220 86.6%	84 81.6%	133 70.4%	10 90.9%	73 80.2%	91 67.4%	129 80.1%	-
3-Point Score	2.67	2.56	2.67	2.59	2.74	2.70	2.63	2.73	2.59	2.65	2.70	2.66	2.62	2.17	2.77	1.48	2.87	2.76	2.62	2.82	2.75	2.57	2.75	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, UV/VW, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?																								
Total Eligible	298	17	81	80	115	158	128	143	93	60	141	72	83	47	248	42	254	103	191	11	91	137	161	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	292	17	79	79	112	153	127	142	89	59	139	71	81	46	243	42	249	103	185	11	91	132	160	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	6	-	2	1	3	5	1	1	4	1	2	1	2	1	5	-	5	-	6	-	-	5	1	-
Yes	200	12	52	56	76	98	93	90	62	47	84	49	66	38	159	29	171	76	121	8	67	84	116	-
	68.5%	70.6%	65.8%	70.9%	67.9%	64.1%	73.2%	63.4%	69.7%	79.7%	60.4%	69.0%	81.5%	82.6%	65.4%	69.0%	68.7%	73.8%	65.4%	72.7%	73.6%	63.6%	72.5%	-
No	92	5	27	23	36	55	34	52	27	12	55	22	15	8	84	13	78	27	64	3	24	48	44	-
	31.5%	29.4%	34.2%	29.1%	32.1%	35.9%	26.8%	36.6%	30.3%	20.3%	39.6%	31.0%	18.5%	17.4%	34.6%	31.0%	31.3%	26.2%	34.6%	27.3%	26.4%	36.4%	27.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	200	12	52	56	76	98	93	90	62	47	84	49	66	38	159	29	171	76	121	8	67	84	116	-
	68.5%	70.6%	65.8%	70.9%	67.9%	64.1%	73.2%	63.4%	69.7%	79.7%	60.4%	69.0%	81.5%	82.6%	65.4%	69.0%	68.7%	73.8%	65.4%	72.7%	73.6%	63.6%	72.5%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
 770-978-3173
 2017

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?																								
Total Eligible	200	12	52	56	76	98	93	90	62	47	84	49	66	38	159	29	171	76	121	8	67	84	116	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	195	12	51	55	74	95	91	87	61	46	80	49	65	35	157	28	167	76	117	8	67	81	114	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	1	1	2	3	2	3	1	1	4	-	1	3	2	1	4	-	4	-	-	3	2	-
Yes	185	11	49	51	71	90	86	83	58	43	75	47	62	29	153	21	164	72	111	7	64	73	112	-
	94.9%	91.7%	96.1%	92.7%	95.9%	94.7%	94.5%	95.4%	95.1%	93.5%	93.8%	95.9%	95.4%	82.9%	97.5%	75.0%	98.2%	94.7%	94.9%	87.5%	95.5%	90.1%	98.2%	U
No	10	1	2	4	3	5	5	4	3	3	5	2	3	6	4	7	3	4	6	1	3	8	2	-
	5.1%	8.3%	3.9%	7.3%	4.1%	5.3%	5.5%	4.6%	4.9%	6.5%	6.3%	4.1%	4.6%	17.1%	2.5%	25.0%	1.8%	5.3%	5.1%	12.5%	4.5%	9.9%	1.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	185	11	49	51	71	90	86	83	58	43	75	47	62	29	153	21	164	72	111	7	64	73	112	-
	94.9%	91.7%	96.1%	92.7%	95.9%	94.7%	94.5%	95.4%	95.1%	93.5%	93.8%	95.9%	95.4%	82.9%	97.5%	75.0%	98.2%	94.7%	94.9%	87.5%	95.5%	90.1%	98.2%	U
3-Point Score	2.90	2.83	2.92	2.85	2.92	2.89	2.89	2.91	2.90	2.87	2.88	2.92	2.91	2.66	2.95	2.50	2.96	2.89	2.90	2.75	2.91	2.80	2.96	-

Cell Contents:
- Count
- Column Percentage
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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q44. (FCC-PD) 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?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 125
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q44. (FCC-PD) 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?																								
Total Eligible	200	12	52	56	76	98	93	90	62	47	84	49	66	38	159	29	171	76	121	8	67	84	116	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	197	12	52	56	75	96	93	88	62	46	82	49	65	37	157	29	168	75	120	8	66	82	115	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	-	-	1	2	-	2	-	1	2	-	1	1	2	-	3	1	1	-	1	2	1	-
Yes	184	11	48	51	72	90	86	83	58	42	77	47	59	30	151	20	164	69	113	7	61	74	110	-
	93.4%	91.7%	92.3%	91.1%	96.0%	93.8%	92.5%	94.3%	93.5%	91.3%	93.9%	95.9%	90.8%	81.1%	96.2%	69.0%	97.6%	92.0%	94.2%	87.5%	92.4%	90.2%	95.7%	-
No	13	1	4	5	3	6	7	5	4	4	5	2	6	7	6	9	4	6	7	1	5	8	5	-
	6.6%	8.3%	7.7%	8.9%	4.0%	6.3%	7.5%	5.7%	6.5%	8.7%	6.1%	4.1%	9.2%	18.9%	3.8%	31.0%	2.4%	8.0%	5.8%	12.5%	7.6%	9.8%	4.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	184	11	48	51	72	90	86	83	58	42	77	47	59	30	151	20	164	69	113	7	61	74	110	-
	93.4%	91.7%	92.3%	91.1%	96.0%	93.8%	92.5%	94.3%	93.5%	91.3%	93.9%	95.9%	90.8%	81.1%	96.2%	69.0%	97.6%	92.0%	94.2%	87.5%	92.4%	90.2%	95.7%	-
3-Point Score	2.87	2.83	2.85	2.82	2.92	2.88	2.85	2.89	2.87	2.83	2.88	2.92	2.82	2.62	2.92	2.38	2.95	2.84	2.88	2.75	2.85	2.80	2.91	-

Cell Contents:
 - Count
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 Statistics:
 - Column Proportions:
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 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
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2017

Q45. 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 to see a specialist?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q45. 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 to see a specialist?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	120	6	34	30	47	61	54	43	46	30	56	33	30	23	96	19	96	50	67	6	44	47	73	-
	36.1%	30.0% **	37.4%	33.3%	37.6%	33.9%	38.8%	26.9%	43.4% G	46.9% G	35.9%	40.7%	32.3%	44.2%	34.8%	45.2%	37.8%	47.2% R	30.5%	50.0% **	47.3%	29.9%	41.7% U	-
No	212	14	57	60	78	119	85	117	60	34	100	48	63	29	180	23	158	56	153	6	49	110	102	-
	63.9%	70.0% **	62.6%	66.7%	62.4%	66.1%	61.2%	73.1% H	56.6%	53.1%	64.1%	59.3%	67.7%	55.8%	65.2%	54.8%	62.2%	52.8%	69.5% Q	50.0% **	52.7%	70.1% V	58.3% U	-
HEDIS/CAHPS SUMMARY RATE - Yes	120	6	34	30	47	61	54	43	46	30	56	33	30	23	96	19	96	50	67	6	44	47	73	-
	36.1%	30.0% **	37.4%	33.3%	37.6%	33.9%	38.8%	26.9%	43.4% G	46.9% G	35.9%	40.7%	32.3%	44.2%	34.8%	45.2%	37.8%	47.2% R	30.5%	50.0% **	47.3%	29.9%	41.7% U	-

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Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?																								
Total Eligible	120	6	34	30	47	61	54	43	46	30	56	33	30	23	96	19	96	50	67	6	44	47	73	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	119	6	34	30	47	61	54	42	46	30	55	33	30	23	95	19	95	49	67	6	43	47	72	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-
Always	60	2	14	13	31	31	27	21	22	16	27	15	18	7	52	8	51	31	28	3	28	21	39	-
	50.4%	33.3%	41.2%	43.3%	66.0% Bc	50.8%	50.0%	50.0%	47.8%	53.3%	49.1%	45.5%	60.0%	30.4%	54.7%	42.1%	53.7%	63.3% R	41.8%	50.0%	65.1%	44.7%	54.2%	-
Usually	36	3	12	7	13	20	15	13	16	7	15	14	7	7	29	5	29	14	20	2	12	20	16	-
	30.3%	50.0%	35.3%	23.3%	27.7%	32.8%	27.8%	31.0%	34.8%	23.3%	27.3%	42.4%	23.3%	30.4%	30.5%	26.3%	30.5%	28.6%	29.9%	33.3%	27.9%	42.6% V	22.2%	-
Sometimes	20	1	7	8	3	9	10	8	6	6	10	4	5	7	13	4	14	4	16	1	3	6	14	-
	16.8%	16.7%	20.6%	26.7%	6.4%	14.8%	18.5%	19.0%	13.0%	20.0%	18.2%	12.1%	16.7%	30.4%	13.7%	21.1%	14.7%	8.2%	23.9% Q	16.7%	7.0%	12.8%	19.4%	-
Never	3	-	1	2	-	1	2	-	2	1	3	-	-	2	1	2	1	-	3	-	-	-	3	-
	2.5%	-	2.9%	6.7%	-	1.6%	3.7%	-	4.3%	3.3%	5.5%	-	-	8.7%	1.1%	10.5%	1.1%	-	4.5%	-	-	-	4.2%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	96	5	26	20	44	51	42	34	38	23	42	29	25	14	81	13	80	45	48	5	40	41	55	-
	80.7%	83.3%	76.5%	66.7%	93.6% BC	83.6%	77.8%	81.0%	82.6%	76.7%	76.4%	87.9%	83.3%	60.9%	85.3%	68.4%	84.2%	91.8%	71.6%	83.3%	93.0%	87.2%	76.4%	-
HEDIS/CAHPS SUMMARY RATE - Always	60	2	14	13	31	31	27	21	22	16	27	15	18	7	52	8	51	31	28	3	28	21	39	-
	50.4%	33.3%	41.2%	43.3%	66.0% Bc	50.8%	50.0%	50.0%	47.8%	53.3%	49.1%	45.5%	60.0%	30.4%	54.7%	42.1%	53.7%	63.3% R	41.8%	50.0%	65.1%	44.7%	54.2%	-
3-Point Score	2.31	2.17	2.18	2.10	2.60	2.34	2.28	2.31	2.30	2.30	2.25	2.33	2.43	1.91	2.40	2.11	2.38	2.55	2.13	2.33	2.58	2.32	2.31	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q47. How many specialists has your child seen in the last 6 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 128
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q47. How many specialists has your child seen in the last 6 months?																								
Total Eligible	120	6	34	30	47	61	54	43	46	30	56	33	30	23	96	19	96	50	67	6	44	47	73	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	120	6	34	30	47	61	54	43	46	30	56	33	30	23	96	19	96	50	67	6	44	47	73	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None	6	-	2	4	-	2	4	1	2	3	3	2	1	3	3	3	3	-	6	-	-	1	5	-
	5.0%	-	5.9%	13.3%	-	3.3%	7.4%	2.3%	4.3%	10.0%	5.4%	6.1%	3.3%	13.0%	3.1%	15.8%	3.1%	-	9.0%	-	-	2.1%	6.8%	-
1 specialist	62	2	17	14	28	30	31	28	24	10	37	13	12	9	53	9	50	25	35	-	25	26	36	-
	51.7%	33.3%	50.0%	46.7%	59.6%	49.2%	57.4%	65.1%	52.2%	33.3%	66.1%	39.4%	40.0%	39.1%	55.2%	47.4%	52.1%	50.0%	52.2%	-	56.8%	55.3%	49.3%	-
2	32	2	7	8	13	20	9	9	12	11	10	11	10	6	25	3	27	14	17	3	11	14	18	-
	26.7%	33.3%	20.6%	26.7%	27.7%	32.8%	16.7%	20.9%	26.1%	36.7%	17.9%	33.3%	33.3%	26.1%	26.0%	15.8%	28.1%	28.0%	25.4%	50.0%	25.0%	29.8%	24.7%	-
3	9	2	4	2	1	4	5	3	3	3	2	4	3	3	6	1	8	5	4	2	3	2	7	-
	7.5%	33.3%	11.8%	6.7%	2.1%	6.6%	9.3%	7.0%	6.5%	10.0%	3.6%	12.1%	10.0%	13.0%	6.3%	5.3%	8.3%	10.0%	6.0%	33.3%	6.8%	4.3%	9.6%	-
4	4	-	2	-	2	3	1	1	3	-	3	1	-	-	4	1	3	4	-	-	4	2	2	-
	3.3%	-	5.9%	-	4.3%	4.9%	1.9%	2.3%	6.5%	-	5.4%	3.0%	-	-	4.2%	5.3%	3.1%	8.0%	-	-	9.1%	4.3%	2.7%	-
5 or more specialists	7	-	2	2	3	2	4	1	2	3	1	2	4	2	5	2	5	2	5	1	1	2	5	-
	5.8%	-	5.9%	6.7%	6.4%	3.3%	7.4%	2.3%	4.3%	10.0%	1.8%	6.1%	13.3%	8.7%	5.2%	10.5%	5.2%	4.0%	7.5%	16.7%	2.3%	4.3%	6.8%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more specialist	114	6	32	26	47	59	50	42	44	27	53	31	29	20	93	16	93	50	61	6	44	46	68	-
	95.0%	100.0%	94.1%	86.7%	100.0%	96.7%	92.6%	97.7%	95.7%	90.0%	94.6%	93.9%	96.7%	87.0%	96.9%	84.2%	96.9%	100.0%	91.0%	100.0%	100.0%	97.9%	93.2%	-
		**		bC										**	**		R		**					

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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 2017

Q48. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q48. 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?																									
	114	6	32	26	47	59	50	42	44	27	53	31	29	20	93	16	93	50	61	6	44	46	68	-	
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Total Valid Responses	112	6	31	26	46	57	50	41	44	26	52	31	28	20	91	16	92	49	60	6	43	46	66	-	
No Answer	2	-	1	-	1	2	-	1	-	1	1	-	1	-	2	-	1	1	1	-	1	-	2	-	
10 - Best specialist possible	60	3	17	13	25	31	26	21	24	14	31	18	11	6	54	6	52	31	27	2	29	22	38	-	
9	14	-	4	3	6	7	6	6	5	3	6	5	3	-	14	-	14	5	9	1	4	6	8	-	
8	23	1	6	6	10	12	11	12	7	4	12	5	5	7	16	2	21	9	13	1	8	11	12	-	
7	4	-	2	-	2	2	2	1	2	1	1	-	3	2	2	1	3	1	3	1	-	1	3	-	
6	3	-	1	1	1	1	1	-	1	2	-	1	2	1	2	3	-	1	2	-	1	1	2	-	
5	4	1	1	1	1	2	2	-	4	-	1	2	1	2	2	3	1	-	4	-	-	2	2	-	
4	1	-	-	-	1	1	-	-	-	1	-	-	1	-	-	-	-	1	-	1	-	1	-	-	
3	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-	-	1	-	1	-	1	-	-	
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
1	1	1	-	-	-	-	1	1	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-	-	
0 - Worst specialist possible	1	-	-	1	-	1	-	-	1	-	-	-	1	-	1	-	1	1	-	-	-	1	-	1	-
SUMMARY - 0-3	3	1	-	2	-	1	2	1	1	1	1	-	2	2	1	1	1	1	2	-	1	2	1	-	
SUMMARY - 4-7	12	1	4	2	5	6	5	1	7	4	2	3	7	5	6	7	4	3	9	2	1	5	7	-	
HEDIS/CAHPS SUMMARY RATE - 8-10	97	4	27	22	41	50	43	39	36	21	49	28	19	13	84	8	87	45	49	4	41	39	58	-	
HEDIS/CAHPS SUMMARY RATE - 9-10	74	3	21	16	31	38	32	27	29	17	37	23	14	6	68	6	66	36	36	3	33	28	46	-	
3-Point Score	2.56	2.17	2.61	2.46	2.61	2.58	2.54	2.63	2.52	2.50	2.67	2.65	2.29	2.05	2.69	1.94	2.70	2.67	2.47	2.33	2.72	2.48	2.62	-	

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
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O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 130
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	326	20	91	89	122	175	138	158	104	62	154	78	92	49	273	42	250	106	220	12	93	153	173	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	6	-	-	1	3	5	1	2	2	2	2	3	1	3	3	-	4	-	-	-	-	4	2	-
Yes	106	8	28	20	49	61	41	51	31	23	50	20	36	10	94	10	93	106	-	12	93	41	65	-
	32.5%	40.0%	30.8%	22.5%	40.2%	34.9%	29.7%	32.3%	29.8%	37.1%	32.5%	25.6%	39.1%	20.4%	34.4%	23.8%	37.2%	100.0%	-	100.0%	100.0%	26.8%	37.6%	-
No	220	12	63	69	73	114	97	107	73	39	104	58	56	39	179	32	157	-	220	-	-	112	108	-
	67.5%	60.0%	69.2%	77.5%	59.8%	65.1%	70.3%	67.7%	70.2%	62.9%	67.5%	74.4%	60.9%	79.6%	65.6%	76.2%	62.8%	-	100.0%	-	-	73.2%	62.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	106	8	28	20	49	61	41	51	31	23	50	20	36	10	94	10	93	106	-	12	93	41	65	-
	32.5%	40.0%	30.8%	22.5%	40.2%	34.9%	29.7%	32.3%	29.8%	37.1%	32.5%	25.6%	39.1%	20.4%	34.4%	23.8%	37.2%	100.0%	-	100.0%	100.0%	26.8%	37.6%	-

Cell Contents:
 - Count
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 Statistics:
 - Column Proportions:
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 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 131
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?																								
Total Eligible	106	8	28	20	49	61	41	51	31	23	50	20	36	10	94	10	93	106	-	12	93	41	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	105	8	28	20	48	60	41	50	31	23	50	20	35	10	93	10	92	105	-	12	93	40	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	1	-	1	-	-	-	-	1	-	1	-	1	1	-	-	-	1	-	-
Always	64	7	17	10	30	38	25	28	22	14	30	15	19	5	58	6	56	64	-	-	64	23	41	-
	61.0%	87.5%	60.7%	50.0%	62.5%	63.3%	61.0%	56.0%	71.0%	60.9%	60.0%	75.0%	54.3%	50.0%	62.4%	60.0%	60.9%	61.0%	-	-	68.8%	57.5%	63.1%	-
Usually	29	1	7	8	12	18	10	15	7	6	17	4	8	1	28	3	26	29	-	-	29	10	19	-
	27.6%	12.5%	25.0%	40.0%	25.0%	30.0%	24.4%	30.0%	22.6%	26.1%	34.0%	20.0%	22.9%	10.0%	30.1%	30.0%	28.3%	27.6%	-	-	31.2%	25.0%	29.2%	-
Sometimes	8	-	2	1	5	2	4	6	1	1	2	-	6	3	5	1	7	8	-	8	-	4	4	-
	7.6%	-	7.1%	5.0%	10.4%	3.3%	9.8%	12.0%	3.2%	4.3%	4.0%	-	17.1%	30.0%	5.4%	10.0%	7.6%	7.6%	-	66.7%	-	10.0%	6.2%	-
Never	4	-	2	1	1	2	2	1	1	2	1	1	2	1	2	-	3	4	-	4	-	3	1	-
	3.8%	-	7.1%	5.0%	2.1%	3.3%	4.9%	2.0%	3.2%	8.7%	2.0%	5.0%	5.7%	10.0%	2.2%	-	3.3%	3.8%	-	33.3%	-	7.5%	1.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	93	8	24	18	42	56	35	43	29	20	47	19	27	6	86	9	82	93	-	-	93	33	60	-
	88.6%	100.0%	85.7%	90.0%	87.5%	93.3%	85.4%	86.0%	93.5%	87.0%	94.0%	95.0%	77.1%	60.0%	92.5%	90.0%	89.1%	88.6%	-	-	100.0%	82.5%	92.3%	-
HEDIS/CAHPS SUMMARY RATE - Always	64	7	17	10	30	38	25	28	22	14	30	15	19	5	58	6	56	64	-	-	64	23	41	-
	61.0%	87.5%	60.7%	50.0%	62.5%	63.3%	61.0%	56.0%	71.0%	60.9%	60.0%	75.0%	54.3%	50.0%	62.4%	60.0%	60.9%	61.0%	-	-	68.8%	57.5%	63.1%	-
3-Point Score	2.50	2.88	2.46	2.40	2.50	2.57	2.46	2.42	2.65	2.48	2.54	2.70	2.31	2.10	2.55	2.50	2.50	2.50	-	1.00	2.69	2.40	2.55	-

Cell Contents:
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Statistics:
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Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 132
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?																								
Total Eligible	106	8	28	20	49	61	41	51	31	23	50	20	36	10	94	10	93	106	-	12	93	41	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	104	8	28	20	47	59	41	49	31	23	49	20	35	9	93	10	91	104	-	12	92	39	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	-	-	2	2	-	2	-	-	1	-	1	1	1	-	2	2	-	-	1	2	-	-
Always	86	7	23	17	38	51	32	43	24	18	41	17	28	5	80	8	76	86	-	5	81	28	58	-
	82.7%	87.5%	82.1%	85.0%	80.9%	86.4%	78.0%	87.6%	77.4%	78.3%	83.7%	85.0%	80.0%	55.6%	86.0%	80.0%	83.5%	82.7%	-	41.7%	88.0%	71.8%	89.2%	U
Usually	13	1	4	2	6	6	6	4	6	3	5	3	5	2	11	1	12	13	-	3	10	6	7	-
	12.5%	12.5%	14.3%	10.0%	12.8%	10.2%	14.6%	8.2%	19.4%	13.0%	10.2%	15.0%	14.3%	22.2%	11.8%	10.0%	13.2%	12.5%	-	25.0%	10.9%	15.4%	10.8%	-
Sometimes	3	-	-	1	2	1	2	2	-	1	2	-	1	2	1	1	2	3	-	2	1	3	-	-
	2.9%	-	-	5.0%	4.3%	1.7%	4.9%	4.1%	-	4.3%	4.1%	-	2.9%	22.2%	1.1%	10.0%	2.2%	2.9%	-	16.7%	1.1%	7.7%	-	-
Never	2	-	1	-	1	1	1	-	1	1	1	-	1	-	1	-	1	2	-	2	-	2	-	-
	1.9%	-	3.6%	-	2.1%	1.7%	2.4%	-	3.2%	4.3%	2.0%	-	2.9%	-	1.1%	-	1.1%	1.9%	-	16.7%	-	5.1%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	99	8	27	19	44	57	38	47	30	21	46	20	33	7	91	9	88	99	-	8	91	34	65	-
	95.2%	100.0%	96.4%	95.0%	93.6%	96.6%	92.7%	95.9%	96.8%	91.3%	93.9%	100.0%	94.3%	77.8%	97.8%	90.0%	96.7%	95.2%	-	66.7%	98.9%	87.2%	100.0%	U
HEDIS/CAHPS SUMMARY RATE - Always	86	7	23	17	38	51	32	43	24	18	41	17	28	5	80	8	76	86	-	5	81	28	58	-
	82.7%	87.5%	82.1%	85.0%	80.9%	86.4%	78.0%	87.6%	77.4%	78.3%	83.7%	85.0%	80.0%	55.6%	86.0%	80.0%	83.5%	82.7%	-	41.7%	88.0%	71.8%	89.2%	U
3-Point Score	2.78	2.88	2.79	2.80	2.74	2.83	2.71	2.84	2.74	2.70	2.78	2.85	2.74	2.33	2.84	2.70	2.80	2.78	-	2.08	2.87	2.59	2.89	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	324	20	91	86	121	177	136	155	105	62	151	79	92	51	269	40	249	104	214	11	92	157	167	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	8	-	-	4	4	3	3	5	1	2	5	2	1	1	7	2	5	2	6	1	1	-	8	-
Yes	99	7	28	27	36	57	40	41	40	18	48	21	30	10	89	11	82	55	42	5	50	34	65	-
	30.6%	35.0%	30.8%	31.4%	29.8%	32.2%	29.4%	26.5%	38.1%	29.0%	31.8%	26.6%	32.6%	19.6%	33.1%	27.5%	32.9%	52.9%	19.6%	45.5%	54.3%	21.7%	38.9%	-
No	225	13	63	59	85	120	96	114	65	44	103	58	62	41	180	29	167	49	172	6	42	123	102	-
	69.4%	65.0%	69.2%	68.6%	70.2%	67.8%	70.6%	73.5%	61.9%	71.0%	68.2%	73.4%	67.4%	80.4%	66.9%	72.5%	67.1%	47.1%	80.4%	54.5%	45.7%	78.3%	61.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	99	7	28	27	36	57	40	41	40	18	48	21	30	10	89	11	82	55	42	5	50	34	65	-
	30.6%	35.0%	30.8%	31.4%	29.8%	32.2%	29.4%	26.5%	38.1%	29.0%	31.8%	26.6%	32.6%	19.6%	33.1%	27.5%	32.9%	52.9%	19.6%	45.5%	54.3%	21.7%	38.9%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
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Minimum Base: 30 (**), Small Base: 30 (*)

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 134
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?																								
Total Eligible	324	20	91	86	121	177	136	155	105	62	151	79	92	51	269	40	249	104	214	11	92	157	167	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	323	20	91	86	120	177	135	155	105	61	151	79	91	51	268	40	248	103	214	11	91	157	166	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	-	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-	1	-
Always	285	17	80	76	107	155	120	142	86	55	131	70	82	45	236	36	218	87	194	8	78	140	145	-
	88.2%	85.0%	87.9%	88.4%	89.2%	87.6%	88.9%	91.6%	81.9%	90.2%	86.8%	88.6%	90.1%	88.2%	88.1%	90.0%	87.9%	84.5%	90.7%	72.7%	85.7%	89.2%	87.3%	-
Usually	25	2	8	6	9	17	8	7	13	5	14	5	6	3	22	1	23	15	9	3	12	12	13	-
	7.7%	10.0%	8.8%	7.0%	7.5%	9.6%	5.9%	4.5%	12.4%	8.2%	9.3%	6.3%	6.6%	5.9%	8.2%	2.5%	9.3%	14.6%	4.2%	27.3%	13.2%	7.6%	7.8%	-
Sometimes	11	-	2	4	4	5	5	4	6	1	4	4	3	2	9	2	6	1	9	-	1	3	8	-
	3.4%	**	2.2%	4.7%	3.3%	2.8%	3.7%	2.6%	5.7%	1.6%	2.6%	5.1%	3.3%	3.9%	3.4%	5.0%	2.4%	1.0%	4.2%	**	1.1%	1.9%	4.8%	-
Never	2	1	1	-	-	-	2	2	-	-	2	-	-	1	1	1	1	-	2	-	-	2	-	-
	0.6%	5.0%	1.1%	-	-	-	1.5%	1.3%	-	-	1.3%	-	-	2.0%	0.4%	2.5%	0.4%	-	0.9%	**	-	1.3%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	310	19	88	82	116	172	128	149	99	60	145	75	88	48	258	37	241	102	203	11	90	152	158	-
	96.0%	95.0%	96.7%	95.3%	96.7%	97.2%	94.8%	96.1%	94.3%	98.4%	96.0%	94.9%	96.7%	94.1%	96.3%	92.5%	97.2%	99.0%	94.9%	100.0%	98.9%	96.8%	95.2%	-
HEDIS/CAHPS SUMMARY RATE - Always	285	17	80	76	107	155	120	142	86	55	131	70	82	45	236	36	218	87	194	8	78	140	145	-
	88.2%	85.0%	87.9%	88.4%	89.2%	87.6%	88.9%	91.6%	81.9%	90.2%	86.8%	88.6%	90.1%	88.2%	88.1%	90.0%	87.9%	84.5%	90.7%	72.7%	85.7%	89.2%	87.3%	-
3-Point Score	2.84	2.80	2.85	2.84	2.86	2.85	2.84	2.88	2.76	2.89	2.83	2.84	2.87	2.82	2.84	2.83	2.85	2.83	2.86	2.73	2.85	2.86	2.83	-

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Minimum Base: 30 (**), Small Base: 30 (*)

Q54. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	

Q54. 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?

Total Eligible	332 100.0%	20 100.0%	91 100.0%	90 100.0%	125 100.0%	180 100.0%	139 100.0%	160 100.0%	106 100.0%	64 100.0%	156 100.0%	81 100.0%	93 100.0%	52 100.0%	276 100.0%	42 100.0%	254 100.0%	106 100.0%	220 100.0%	12 100.0%	93 100.0%	157 100.0%	175 100.0%	-
Total Valid Responses	328 100.0%	20 100.0%	89 100.0%	90 100.0%	123 100.0%	177 100.0%	138 100.0%	157 100.0%	106 100.0%	63 100.0%	154 100.0%	81 100.0%	91 100.0%	52 100.0%	276 100.0%	41 100.0%	252 100.0%	104 100.0%	218 100.0%	11 100.0%	92 100.0%	153 100.0%	175 100.0%	-
No Answer	4	-	2	-	2	3	1	3	-	1	2	-	2	-	-	1	2	2	2	1	1	4	-	-
10 - Best health plan possible	177 54.0%	9 45.0%	51 57.3%	47 52.2%	67 54.5%	111 62.7%	60 43.5%	87 55.4%	59 55.7%	30 47.6%	87 56.5%	45 55.6%	45 49.5%	-	177 64.1%	7 17.1%	153 60.7%	66 63.5%	111 50.9%	4 36.4%	62 67.4%	73 47.7%	104 59.4%	-
9	49 14.9%	4 20.0%	7 7.9%	15 16.7%	23 18.7%	23 13.0%	24 17.4%	28 17.8%	11 10.4%	9 14.3%	20 13.0%	11 13.6%	18 19.8%	-	49 17.8%	6 14.6%	37 14.7%	17 16.3%	29 13.3%	3 27.3%	13 14.1%	26 17.0%	23 13.1%	-
8	50 15.2%	2 10.0%	15 16.9%	14 15.6%	18 14.6%	21 11.9%	25 18.1%	27 17.2%	17 16.0%	6 9.5%	26 16.9%	16 19.8%	8 8.8%	-	50 18.1%	7 17.1%	36 14.3%	11 10.6%	39 17.9%	-	11 12.0%	23 15.0%	27 15.4%	-
7	26 7.9%	2 10.0%	10 11.2%	5 5.6%	8 6.5%	13 7.3%	12 8.7%	9 5.7%	9 8.5%	8 12.7%	12 7.8%	5 6.2%	8 8.8%	26 50.0%	-	11 26.8%	15 6.0%	5 4.8%	19 8.7%	1 9.1%	4 4.3%	18 11.8%	8 4.6%	-
6	5 1.5%	-	2 2.2%	3 3.3%	-	-	5 3.6%	2 1.3%	2 1.9%	1 1.6%	2 1.3%	1 1.2%	2 2.2%	5 9.6%	-	1 2.4%	3 1.2%	1 1.0%	4 1.8%	1 9.1%	-	1 0.7%	4 2.3%	-
5	11 3.4%	1 5.0%	3 3.4%	3 3.3%	3 2.4%	5 2.8%	6 4.3%	3 1.9%	4 3.8%	4 6.3%	6 3.9%	1 1.2%	4 4.4%	11 21.2%	-	6 14.6%	3 1.2%	1 1.0%	9 4.1%	-	1 1.1%	5 3.3%	6 3.4%	-
4	4 1.2%	-	-	2 2.2%	2 1.6%	2 1.1%	2 1.4%	-	2 1.9%	2 3.2%	1 0.6%	-	2 2.2%	4 7.7%	-	2 4.9%	2 0.8%	2 1.9%	2 0.9%	1 9.1%	1 1.1%	3 2.0%	1 0.6%	-
3	3 0.9%	2 10.0%	1 1.1%	-	-	2 1.1%	1 0.7%	-	2 1.9%	1 1.6%	-	1 1.2%	2 2.2%	3 5.8%	-	1 2.4%	1 0.4%	1 1.0%	2 0.9%	1 9.1%	-	2 1.3%	1 0.6%	-
2	1 0.3%	-	-	-	1 0.8%	-	1 0.7%	-	-	1 1.6%	-	-	1 1.1%	1 1.9%	-	-	1 0.4%	-	1 0.5%	-	-	-	1 0.6%	-
1	1 0.3%	-	-	1 1.1%	-	-	1 0.7%	-	-	1 1.6%	-	-	1 1.1%	1 1.9%	-	-	-	-	1 0.5%	-	-	1 0.7%	-	-
0 - Worst health plan possible	1 0.3%	-	-	-	1 0.8%	-	1 0.7%	1 0.6%	-	-	-	1 1.2%	-	1 1.9%	-	-	1 0.4%	-	1 0.5%	-	-	1 0.7%	-	-
SUMMARY - 0-3	6 1.8%	2 10.0%	1 1.1%	1 1.1%	2 1.6%	2 1.1%	4 2.9%	1 0.6%	2 1.9%	3 4.8%	-	2 2.5%	4 4.4%	6 11.5%	-	1 2.4%	3 1.2%	1 1.0%	5 2.3%	1 9.1%	-	4 2.6%	2 1.1%	-
SUMMARY - 4-7	46 14.0%	3 15.0%	15 16.9%	13 14.4%	13 10.6%	20 11.3%	25 18.1%	14 8.9%	17 16.0%	15 23.8%	21 13.6%	7 8.6%	16 17.6%	46 88.5%	-	20 48.8%	23 9.1%	9 8.7%	34 15.6%	3 27.3%	6 6.5%	27 17.6%	19 10.9%	-
HEDIS/CAHPS RATE - 8-10	276 84.1%	15 75.0%	73 82.0%	76 84.4%	108 87.8%	155 87.6%	109 79.0%	142 90.4%	87 82.1%	45 71.4%	133 86.4%	72 88.9%	71 78.0%	-	276 100.0%	20 48.8%	226 89.7%	94 90.4%	179 82.1%	7 63.6%	86 93.5%	122 79.7%	154 88.0%	-
HEDIS/CAHPS RATE - 9-10	226 68.9%	13 65.0%	58 65.2%	62 68.9%	90 73.2%	134 75.7%	84 60.9%	115 73.2%	70 66.0%	39 61.9%	107 69.5%	56 69.1%	63 69.2%	-	226 81.9%	13 31.7%	190 75.4%	83 79.8%	140 64.2%	7 63.6%	75 81.5%	99 64.7%	127 72.6%	-
3-Point Score	2.61	2.50	2.58	2.59	2.67	2.71	2.49	2.69	2.57	2.46	2.64	2.64	2.56	1.50	2.82	2.07	2.71	2.75	2.55	2.36	2.79	2.56	2.65	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:

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2017

Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	329	19	91	90	124	177	139	158	106	63	154	81	92	51	274	42	251	106	218	12	93	155	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	1	-	-	1	3	-	2	-	1	2	-	1	1	2	-	3	-	2	-	-	2	1	-
Yes	242	10	63	68	96	126	106	111	74	55	113	58	69	42	198	33	188	84	153	10	74	115	127	-
	73.6%	52.6%	69.2%	75.6%	77.4%	71.2%	76.3%	70.3%	69.8%	87.3%	73.4%	71.6%	75.0%	82.4%	72.3%	78.6%	74.9%	79.2%	70.2%	83.3%	79.6%	74.2%	73.0%	-
No	87	9	28	22	28	51	33	47	32	8	41	23	23	9	76	9	63	22	65	2	19	40	47	-
	26.4%	47.4%	30.8%	24.4%	22.6%	28.8%	23.7%	29.7%	30.2%	12.7%	26.6%	28.4%	25.0%	17.6%	27.7%	21.4%	25.1%	20.8%	29.8%	16.7%	20.4%	25.8%	27.0%	-
HEDIS/CAHPS SUMMARY RATE - Yes	242	10	63	68	96	126	106	111	74	55	113	58	69	42	198	33	188	84	153	10	74	115	127	-
	73.6%	52.6%	69.2%	75.6%	77.4%	71.2%	76.3%	70.3%	69.8%	87.3%	73.4%	71.6%	75.0%	82.4%	72.3%	78.6%	74.9%	79.2%	70.2%	83.3%	79.6%	74.2%	73.0%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?																								
Total Eligible	242	10	63	68	96	126	106	111	74	55	113	58	69	42	198	33	188	84	153	10	74	115	127	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	240	10	63	67	95	126	104	109	74	55	111	58	69	42	196	33	186	83	152	10	73	114	126	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	-	1	1	-	2	2	-	-	2	-	-	-	2	-	2	1	1	-	1	1	1	-
Always	171	6	47	45	69	91	72	82	46	41	79	42	49	16	155	20	136	60	109	2	58	81	90	-
	71.3%	60.0%	74.6%	67.2%	72.6%	72.2%	69.2%	75.2%	62.2%	74.5%	71.2%	72.4%	71.0%	38.1%	79.1%	60.6%	73.1%	72.3%	71.7%	20.0%	79.5%	71.1%	71.4%	-
Usually	42	3	7	15	17	24	18	18	16	8	23	10	9	12	29	6	33	13	27	3	10	21	21	-
	17.5%	30.0%	11.1%	22.4%	17.9%	19.0%	17.3%	16.5%	21.6%	14.5%	20.7%	17.2%	13.0%	28.6%	14.8%	18.2%	17.7%	15.7%	17.8%	30.0%	13.7%	18.4%	16.7%	-
Sometimes	22	-	8	6	7	9	12	7	11	4	8	5	8	11	10	5	15	7	14	2	5	10	12	-
	9.2%	**	12.7%	9.0%	7.4%	7.1%	11.5%	6.4%	14.9%	7.3%	7.2%	8.6%	11.6%	26.2%	5.1%	15.2%	8.1%	8.4%	9.2%	20.0%	6.8%	8.8%	9.5%	-
Never	5	1	1	1	2	2	2	2	1	2	1	1	3	3	2	2	2	3	2	3	-	2	3	-
	2.1%	10.0%	1.6%	1.5%	2.1%	1.6%	1.9%	1.8%	1.4%	3.6%	0.9%	1.7%	4.3%	7.1%	1.0%	6.1%	1.1%	3.6%	1.3%	30.0%	-	1.8%	2.4%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	213	9	54	60	86	115	90	100	62	49	102	52	58	28	184	26	169	73	136	5	68	102	111	-
	88.8%	90.0%	85.7%	89.6%	90.5%	91.3%	86.5%	91.7%	83.8%	89.1%	91.9%	89.7%	84.1%	66.7%	93.9%	78.8%	90.9%	88.0%	89.5%	50.0%	93.2%	89.5%	88.1%	-
HEDIS/CAHPS SUMMARY RATE - Always	171	6	47	45	69	91	72	82	46	41	79	42	49	16	155	20	136	60	109	2	58	81	90	-
	71.3%	60.0%	74.6%	67.2%	72.6%	72.2%	69.2%	75.2%	62.2%	74.5%	71.2%	72.4%	71.0%	38.1%	79.1%	60.6%	73.1%	72.3%	71.7%	20.0%	79.5%	71.1%	71.4%	-
3-Point Score	2.60	2.50	2.60	2.57	2.63	2.63	2.56	2.67	2.46	2.64	2.63	2.62	2.55	2.05	2.73	2.39	2.64	2.60	2.61	1.70	2.73	2.61	2.60	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?																								
Total Eligible	242	10	63	68	96	126	106	111	74	55	113	58	69	42	198	33	188	84	153	10	74	115	127	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	240	10	63	68	95	125	106	111	73	54	113	58	67	42	196	33	186	83	152	10	73	115	125	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	-	-	1	1	-	-	1	1	-	-	2	-	2	-	2	1	1	-	1	-	2	-
Yes	158	7	36	45	69	82	71	71	51	34	72	43	43	21	135	14	130	63	90	8	55	69	89	-
	65.8%	70.0%	57.1%	66.2%	72.6%	65.6%	67.0%	64.0%	69.9%	63.0%	63.7%	74.1%	64.2%	50.0%	68.9%	42.4%	69.9%	75.9%	59.2%	80.0%	75.3%	60.0%	71.2%	-
No	82	3	27	23	26	43	35	40	22	20	41	15	24	21	61	19	56	20	62	2	18	46	36	-
	34.2%	30.0%	42.9%	33.8%	27.4%	34.4%	33.0%	36.0%	30.1%	37.0%	36.3%	25.9%	35.8%	50.0%	31.1%	57.6%	30.1%	24.1%	40.8%	20.0%	24.7%	40.0%	28.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	158	7	36	45	69	82	71	71	51	34	72	43	43	21	135	14	130	63	90	8	55	69	89	-
	65.8%	70.0%	57.1%	66.2%	72.6%	65.6%	67.0%	64.0%	69.9%	63.0%	63.7%	74.1%	64.2%	50.0%	68.9%	42.4%	69.9%	75.9%	59.2%	80.0%	75.3%	60.0%	71.2%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q58. In general, how would you rate your child's overall health?																									
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	330	20	90	89	125	179	138	160	106	64	155	81	92	52	274	42	252	105	219	12	92	155	175	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	1	1	-	1	1	-	-	-	1	-	1	-	2	-	2	1	1	-	1	2	-	-	
Excellent	58	5	15	9	27	28	26	58	-	-	47	6	5	6	50	5	48	18	40	2	15	29	29	-	
	17.6%	25.0% **	16.7%	10.1%	21.6% C	15.6%	18.8%	36.3% H	-	-	30.3% KL	7.4%	5.4%	11.5%	18.2%	11.9%	19.0%	17.1%	18.3%	16.7% **	16.3%	18.7%	16.6%	-	
Verygood	102	5	28	32	36	40	61	102	-	-	66	24	12	9	92	11	78	33	67	5	28	56	46	-	
	30.9%	25.0% **	31.1%	36.0%	28.8% D	22.3%	44.2% E	63.8% H	-	-	42.6% kL	29.6% L	13.0%	17.3%	33.6% M	26.2%	31.0%	31.4%	30.6%	41.7% **	30.4%	36.1% v	26.3%	-	
Good	106	7	35	31	31	70	31	-	106	-	31	41	32	19	87	14	78	31	73	2	29	43	63	-	
	32.1%	35.0% **	38.9% D	34.8%	24.8% D	39.1% F	22.5%	-	100.0% G	-	20.0%	50.6% JL	34.8% J	36.5%	31.8%	33.3%	31.0%	29.5%	33.3%	16.7% **	31.5%	27.7%	36.0%	-	
Fair	60	3	12	17	28	38	20	-	-	60	11	10	39	17	42	11	45	22	37	3	19	25	35	-	
	18.2%	15.0% **	13.3%	19.1%	22.4% b	21.2%	14.5%	-	-	93.8% GH	7.1%	12.3%	42.4% JK	32.7% N	15.3%	26.2%	17.9%	21.0%	16.9%	25.0% **	20.7%	16.1%	20.0%	-	
Poor	4	-	-	-	3	3	-	-	-	4	-	-	4	1	3	1	3	1	2	-	1	2	2	-	
	1.2%	-	-	-	2.4% 3	1.7%	-	-	-	6.3% GH	-	-	4.3% JK	1.9%	1.1%	2.4%	1.2%	1.0%	0.9%	-	1.1%	1.3%	1.1%	-	
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	160	10	43	41	63	68	87	160	-	-	113	30	17	15	142	16	126	51	107	7	43	85	75	-	
	48.5%	50.0%	47.8%	46.1%	50.4%	38.0%	63.0%	100.0%	-	-	72.9%	37.0%	18.5%	28.8%	51.8%	38.1%	50.0%	48.6%	48.9%	58.3% **	46.7%	54.8% V	42.9%	-	

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q59. In general, how would you rate your child's overall mental or emotional health?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	330	20	90	89	125	179	138	160	104	64	156	81	93	50	276	42	252	106	218	12	93	156	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	1	1	-	1	1	-	2	-	-	-	-	2	-	-	2	-	2	-	-	1	1	-
Excellent	70	7	21	16	25	37	32	54	10	5	70	-	-	7	62	6	60	24	46	1	23	34	36	-
	21.2%	35.0%	23.3%	18.0%	20.0%	20.7%	23.2%	33.8%	9.6%	7.8%	44.9%	-	-	14.0%	22.5%	14.3%	23.8%	22.6%	21.1%	8.3%	24.7%	21.8%	20.7%	-
Very good	86	3	29	25	27	39	42	59	21	6	86	-	-	14	71	12	63	26	58	2	24	40	46	-
	26.1%	15.0%	32.2%	28.1%	21.6%	21.8%	30.4%	36.9%	20.2%	9.4%	55.1%	-	-	28.0%	25.7%	28.6%	25.0%	24.5%	26.6%	16.7%	25.8%	25.6%	26.4%	-
Good	81	6	16	23	35	48	31	30	41	10	-	81	-	9	72	9	62	20	58	1	19	36	45	-
	24.5%	30.0%	17.8%	25.8%	28.0%	26.8%	22.5%	18.8%	39.4%	15.6%	-	100.0%	-	18.0%	26.1%	21.4%	24.6%	18.9%	26.6%	8.3%	20.4%	23.1%	25.9%	-
Fair	73	4	18	21	29	41	27	14	25	33	-	-	73	16	56	12	54	27	46	7	19	34	39	-
	22.1%	20.0%	20.0%	23.6%	23.2%	22.9%	19.6%	8.8%	24.0%	51.6%	-	-	78.5%	32.0%	20.3%	28.6%	21.4%	25.5%	21.1%	58.3%	20.4%	21.8%	22.4%	-
Poor	20	-	6	4	9	14	6	3	7	10	-	-	20	4	15	3	13	9	10	1	8	12	8	-
	6.1%	-	6.7%	4.5%	7.2%	7.8%	4.3%	1.9%	6.7%	15.6%	-	-	21.5%	8.0%	5.4%	7.1%	5.2%	8.5%	4.6%	8.3%	8.6%	7.7%	4.6%	-
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	156	10	50	41	52	76	74	113	31	11	156	-	-	21	133	18	123	50	104	3	47	74	82	-
	47.3%	50.0%	55.6%	46.1%	41.6%	42.5%	53.6%	70.6%	29.8%	17.2%	100.0%	-	-	42.0%	48.2%	42.9%	48.8%	47.2%	47.7%	25.0%	50.5%	47.4%	47.1%	-
		**	D			E	H	i			KL									**				

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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 770-978-3173
 2017

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 141
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	235	12	61	64	92	131	94	105	73	55	112	53	68	42	192	27	187	75	154	9	65	112	123	-
	70.8%	60.0%	67.0%	71.1%	73.6%	72.8%	67.6%	65.6%	68.9%	85.9%	71.8%	65.4%	73.1%	80.8%	69.6%	64.3%	73.6%	70.8%	70.0%	75.0%	69.9%	71.3%	70.3%	-
No	97	8	30	26	33	49	45	55	33	9	44	28	25	10	84	15	67	31	66	3	28	45	52	-
	29.2%	40.0%	33.0%	28.9%	26.4%	27.2%	32.4%	34.4%	31.1%	14.1%	28.2%	34.6%	26.9%	19.2%	30.4%	35.7%	26.4%	29.2%	30.0%	25.0%	30.1%	28.7%	29.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	235	12	61	64	92	131	94	105	73	55	112	53	68	42	192	27	187	75	154	9	65	112	123	-
	70.8%	60.0%	67.0%	71.1%	73.6%	72.8%	67.6%	65.6%	68.9%	85.9%	71.8%	65.4%	73.1%	80.8%	69.6%	64.3%	73.6%	70.8%	70.0%	75.0%	69.9%	71.3%	70.3%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q61. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	235	12	61	64	92	131	94	105	73	55	112	53	68	42	192	27	187	75	154	9	65	112	123	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	233	12	61	64	92	130	94	104	73	54	111	53	67	41	191	27	185	74	154	9	64	111	122	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	-	-	-	1	-	1	-	1	1	-	1	1	-	2	1	-	-	-	1	1	1	-
Yes	226	12	55	64	91	127	90	101	70	53	107	53	64	40	185	27	179	73	148	9	63	110	116	-
	97.0%	100.0%	90.2%	100.0%	98.9%	97.7%	95.7%	97.1%	95.9%	98.1%	96.4%	100.0%	95.5%	97.6%	96.9%	100.0%	96.8%	98.6%	96.1%	100.0%	98.4%	99.1%	95.1%	-
No	7	-	6	-	1	3	4	3	3	1	4	-	3	1	6	-	6	1	6	-	1	1	6	-
	3.0%	-	9.8%	-	1.1%	2.3%	4.3%	2.9%	4.1%	1.9%	3.6%	-	4.5%	2.4%	3.1%	-	3.2%	1.4%	3.9%	-	1.6%	0.9%	4.9%	-
HEDIS/CAHPS SUMMARY RATE - Yes	226	12	55	64	91	127	90	101	70	53	107	53	64	40	185	27	179	73	148	9	63	110	116	-
	97.0%	100.0%	90.2%	100.0%	98.9%	97.7%	95.7%	97.1%	95.9%	98.1%	96.4%	100.0%	95.5%	97.6%	96.9%	100.0%	96.8%	98.6%	96.1%	100.0%	98.4%	99.1%	95.1%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 143
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	226	12	55	64	91	127	90	101	70	53	107	53	64	40	185	27	179	73	148	9	63	110	116	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	225	12	54	64	91	126	90	101	70	52	107	53	63	40	184	27	178	72	148	9	62	110	115	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	1	-	-	1	-	-	-	1	-	-	1	-	1	-	1	1	-	-	1	-	1	-
Yes	218	11	51	63	89	121	88	98	67	51	104	51	61	40	177	27	173	71	142	9	61	106	112	-
	96.9%	91.7%	94.4%	98.4%	97.8%	96.0%	97.8%	97.0%	95.7%	98.1%	97.2%	96.2%	96.8%	100.0%	96.2%	100.0%	97.2%	98.6%	95.9%	100.0%	98.4%	96.4%	97.4%	-
No	7	1	3	1	2	5	2	3	3	1	3	2	2	-	7	-	5	1	6	-	1	4	3	-
	3.1%	8.3%	5.6%	1.6%	2.2%	4.0%	2.2%	3.0%	4.3%	1.9%	2.8%	3.8%	3.2%	-	3.8%	-	2.8%	1.4%	4.1%	-	1.6%	3.6%	2.6%	-
HEDIS/CAHPS SUMMARY RATE - Yes	218	11	51	63	89	121	88	98	67	51	104	51	61	40	177	27	173	71	142	9	61	106	112	-
	96.9%	91.7%	94.4%	98.4%	97.8%	96.0%	97.8%	97.0%	95.7%	98.1%	97.2%	96.2%	96.8%	100.0%	96.2%	100.0%	97.2%	98.6%	95.9%	100.0%	98.4%	96.4%	97.4%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q63. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q63. 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?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	329	20	91	89	125	178	139	159	105	63	155	80	92	51	274	42	252	105	219	12	92	155	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	-	1	-	2	-	1	1	1	1	1	1	1	2	-	2	1	1	-	1	2	1	-
Yes	193	12	57	50	72	104	85	82	63	47	68	47	76	37	152	27	146	71	118	9	61	80	113	-
	58.7%	60.0%	62.6%	56.2%	57.6%	58.4%	61.2%	51.6%	60.0%	74.6%	43.9%	58.8%	82.6%	72.5%	55.5%	64.3%	57.9%	67.6%	53.9%	75.0%	66.3%	51.6%	64.9%	-
No	136	8	34	39	53	74	54	77	42	16	87	33	16	14	122	15	106	34	101	3	31	75	61	-
	41.3%	40.0%	37.4%	43.8%	42.4%	41.6%	38.8%	48.4%	40.0%	25.4%	56.1%	41.3%	17.4%	27.5%	44.5%	35.7%	42.1%	32.4%	46.1%	25.0%	33.7%	48.4%	35.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	193	12	57	50	72	104	85	82	63	47	68	47	76	37	152	27	146	71	118	9	61	80	113	-
	58.7%	60.0%	62.6%	56.2%	57.6%	58.4%	61.2%	51.6%	60.0%	74.6%	43.9%	58.8%	82.6%	72.5%	55.5%	64.3%	57.9%	67.6%	53.9%	75.0%	66.3%	51.6%	64.9%	-

Cell Contents:
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770-978-3173
2017

Statistics:
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O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q64. Is this because of any medical, behavioral, or other health condition?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q64. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	193	12	57	50	72	104	85	82	63	47	68	47	76	37	152	27	146	71	118	9	61	80	113	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	192	12	57	50	71	103	85	81	63	47	67	47	76	37	151	27	145	71	117	9	61	79	113	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	1	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-
Yes	178	11	51	48	66	97	77	71	59	47	59	45	72	36	139	25	137	68	107	9	58	73	105	-
	92.7%	91.7%	89.5%	96.0%	93.0%	94.2%	90.6%	87.7%	93.7%	100.0%	88.1%	95.7%	94.7%	97.3%	92.1%	92.6%	94.5%	95.8%	91.5%	100.0%	95.1%	92.4%	92.9%	-
No	14	1	6	2	5	6	8	10	4	-	8	2	4	1	12	2	8	3	10	-	3	6	8	-
	7.3%	8.3%	10.5%	4.0%	7.0%	5.8%	9.4%	12.3%	6.3%	-	11.9%	4.3%	5.3%	2.7%	7.9%	7.4%	5.5%	4.2%	8.5%	-	4.9%	7.6%	7.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	178	11	51	48	66	97	77	71	59	47	59	45	72	36	139	25	137	68	107	9	58	73	105	-
	92.7%	91.7%	89.5%	96.0%	93.0%	94.2%	90.6%	87.7%	93.7%	100.0%	88.1%	95.7%	94.7%	97.3%	92.1%	92.6%	94.5%	95.8%	91.5%	100.0%	95.1%	92.4%	92.9%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	178	11	51	48	66	97	77	71	59	47	59	45	72	36	139	25	137	68	107	9	58	73	105	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	174	11	49	48	64	93	77	71	58	44	59	44	69	36	135	25	134	65	106	9	55	73	101	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	2	-	2	4	-	-	1	3	-	1	3	-	4	-	3	3	1	-	3	-	4	-
Yes	170	11	48	47	62	90	76	70	57	42	57	42	69	35	132	24	132	64	103	9	54	72	98	-
	97.7%	100.0%	98.0%	97.9%	96.9%	96.8%	98.7%	98.6%	98.3%	95.5%	96.6%	95.5%	100.0%	97.2%	97.8%	96.0%	98.5%	98.5%	97.2%	100.0%	98.2%	98.6%	97.0%	-
No	4	-	1	1	2	3	1	1	1	2	2	2	-	1	3	1	2	1	3	-	1	1	3	-
	2.3%	-	2.0%	2.1%	3.1%	3.2%	1.3%	1.4%	1.7%	4.5%	3.4%	4.5%	-	2.8%	2.2%	4.0%	1.5%	1.5%	2.8%	-	1.8%	1.4%	3.0%	-
HEDIS/CAHPS SUMMARY RATE - Yes	170	11	48	47	62	90	76	70	57	42	57	42	69	35	132	24	132	64	103	9	54	72	98	-
	97.7%	100.0%	98.0%	97.9%	96.9%	96.8%	98.7%	98.6%	98.3%	95.5%	96.6%	95.5%	100.0%	97.2%	97.8%	96.0%	98.5%	98.5%	97.2%	100.0%	98.2%	98.6%	97.0%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q66. 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?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q66. 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?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	327	20	90	90	123	175	139	158	105	62	153	80	92	50	273	42	250	105	218	12	92	154	173	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	1	-	2	5	-	2	1	2	3	1	1	2	3	-	4	1	2	-	1	3	2	-
Yes	128	11	32	34	49	67	54	59	37	31	49	25	53	25	99	17	102	52	75	10	42	53	75	-
	39.1%	55.0%	35.6%	37.8%	39.8%	38.3%	38.8%	37.3%	35.2%	50.0%	32.0%	31.3%	57.6%	50.0%	36.3%	40.5%	40.8%	49.5%	34.4%	83.3%	45.7%	34.4%	43.4%	-
No	199	9	58	56	74	108	85	99	68	31	104	55	39	25	174	25	148	53	143	2	50	101	98	-
	60.9%	45.0%	64.4%	62.2%	60.2%	61.7%	61.2%	62.7%	64.8%	50.0%	68.0%	68.8%	42.4%	50.0%	63.7%	59.5%	59.2%	50.5%	65.6%	16.7%	54.3%	65.6%	56.6%	-
HEDIS/CAHPS SUMMARY RATE - Yes	128	11	32	34	49	67	54	59	37	31	49	25	53	25	99	17	102	52	75	10	42	53	75	-
	39.1%	55.0%	35.6%	37.8%	39.8%	38.3%	38.8%	37.3%	35.2%	50.0%	32.0%	31.3%	57.6%	50.0%	36.3%	40.5%	40.8%	49.5%	34.4%	83.3%	45.7%	34.4%	43.4%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q67. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	128	11	32	34	49	67	54	59	37	31	49	25	53	25	99	17	102	52	75	10	42	53	75	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	127	10	32	34	49	66	54	59	37	30	49	25	52	24	99	16	102	51	75	10	41	52	75	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	1	-	-	-	1	-	-	-	1	-	-	1	1	-	1	-	1	-	-	1	1	-	-
Yes	118	8	28	33	48	61	52	54	33	30	42	24	51	23	92	14	96	48	69	10	38	50	68	-
	92.9%	80.0%	87.5%	97.1%	98.0%	92.4%	96.3%	91.5%	89.2%	100.0%	85.7%	96.0%	98.1%	95.8%	92.9%	87.5%	94.1%	94.1%	92.0%	100.0%	92.7%	96.2%	90.7%	-
No	9	2	4	1	1	5	2	5	4	-	7	1	1	1	7	2	6	3	6	-	3	2	7	-
	7.1%	20.0%	12.5%	2.9%	2.0%	7.6%	3.7%	8.5%	10.8%	-	14.3%	4.0%	1.9%	4.2%	7.1%	12.5%	5.9%	5.9%	8.0%	-	7.3%	3.8%	9.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	118	8	28	33	48	61	52	54	33	30	42	24	51	23	92	14	96	48	69	10	38	50	68	-
	92.9%	80.0%	87.5%	97.1%	98.0%	92.4%	96.3%	91.5%	89.2%	100.0%	85.7%	96.0%	98.1%	95.8%	92.9%	87.5%	94.1%	94.1%	92.0%	100.0%	92.7%	96.2%	90.7%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
 770-978-3173
 2017

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	118	8	28	33	48	61	52	54	33	30	42	24	51	23	92	14	96	48	69	10	38	50	68	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	115	8	28	32	47	60	52	52	32	30	42	23	49	23	89	14	93	46	68	8	38	49	66	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	-	1	1	1	-	2	1	-	-	1	2	-	3	-	3	2	1	2	-	1	2	-
Yes	114	8	28	31	47	59	52	51	32	30	41	23	49	23	88	14	92	46	67	8	38	49	65	-
	99.1%	100.0%	100.0%	96.9%	100.0%	98.3%	100.0%	98.1%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	98.9%	100.0%	98.9%	100.0%	98.5%	100.0%	100.0%	100.0%	98.5%	-
No	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-	-	1	-
	0.9%	-	-	3.1%	-	1.7%	-	1.9%	-	-	2.4%	-	-	-	1.1%	-	1.1%	-	1.5%	-	-	-	1.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	114	8	28	31	47	59	52	51	32	30	41	23	49	23	88	14	92	46	67	8	38	49	65	-
	99.1%	100.0%	100.0%	96.9%	100.0%	98.3%	100.0%	98.1%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	98.9%	100.0%	98.9%	100.0%	98.5%	100.0%	100.0%	100.0%	98.5%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	330	20	91	90	124	179	138	159	106	63	155	81	92	51	275	42	252	106	219	12	93	156	174	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	-	-	1	1	1	1	-	1	1	-	1	1	1	-	2	-	1	-	-	1	1	-
Yes	146	11	52	39	41	78	64	61	58	26	57	36	52	24	118	18	112	57	86	7	50	60	86	-
	44.2%	55.0%	57.1%	43.3%	33.1%	43.6%	46.4%	38.4%	54.7%	41.3%	36.8%	44.4%	56.5%	47.1%	42.9%	42.9%	44.4%	53.8%	39.3%	58.3%	53.8%	38.5%	49.4%	-
No	184	9	39	51	83	101	74	98	48	37	98	45	40	27	157	24	140	49	133	5	43	96	88	-
	55.8%	45.0%	42.9%	56.7%	66.9%	56.4%	53.6%	61.6%	45.3%	58.7%	63.2%	55.6%	43.5%	52.9%	57.1%	57.1%	55.6%	46.2%	60.7%	41.7%	46.2%	61.5%	50.6%	-
HEDIS/CAHPS SUMMARY RATE - Yes	146	11	52	39	41	78	64	61	58	26	57	36	52	24	118	18	112	57	86	7	50	60	86	-
	44.2%	55.0%	57.1%	43.3%	33.1%	43.6%	46.4%	38.4%	54.7%	41.3%	36.8%	44.4%	56.5%	47.1%	42.9%	42.9%	44.4%	53.8%	39.3%	58.3%	53.8%	38.5%	49.4%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q70. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	146	11	52	39	41	78	64	61	58	26	57	36	52	24	118	18	112	57	86	7	50	60	86	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	141	11	51	39	38	75	62	59	55	26	56	34	50	22	116	17	110	56	83	7	49	55	86	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	1	-	3	3	2	2	3	-	1	2	2	2	2	1	2	1	3	-	1	5	-	-
Yes	129	11	42	38	37	70	56	51	52	25	46	34	48	20	106	17	99	49	78	6	43	50	79	-
	91.5%	100.0%	82.4%	97.4%	97.4%	93.3%	90.3%	86.4%	94.5%	96.2%	82.1%	100.0%	96.0%	90.9%	91.4%	100.0%	90.0%	87.5%	94.0%	85.7%	87.8%	90.9%	91.9%	-
No	12	-	9	1	1	5	6	8	3	1	10	-	2	2	10	-	11	7	5	1	6	5	7	-
	8.5%	-	17.6%	2.6%	2.6%	6.7%	9.7%	13.6%	5.5%	3.8%	17.9%	-	4.0%	9.1%	8.6%	-	10.0%	12.5%	6.0%	14.3%	12.2%	9.1%	8.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	129	11	42	38	37	70	56	51	52	25	46	34	48	20	106	17	99	49	78	6	43	50	79	-
	91.5%	100.0%	82.4%	97.4%	97.4%	93.3%	90.3%	86.4%	94.5%	96.2%	82.1%	100.0%	96.0%	90.9%	91.4%	100.0%	90.0%	87.5%	94.0%	85.7%	87.8%	90.9%	91.9%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	129	11	42	38	37	70	56	51	52	25	46	34	48	20	106	17	99	49	78	6	43	50	79	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	128	11	42	38	36	69	56	51	52	24	46	34	47	20	105	17	98	48	78	6	42	49	79	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	1	-	-	-	1	-	-	1	-	1	-	1	-	-	-	1	1	-	-
Yes	126	10	42	38	35	67	56	50	51	24	45	33	47	20	103	17	97	46	78	6	40	49	77	-
	98.4%	90.9%	100.0%	100.0%	97.2%	97.1%	100.0%	98.0%	98.1%	100.0%	97.8%	97.1%	100.0%	100.0%	98.1%	100.0%	99.0%	95.8%	100.0%	100.0%	95.2%	100.0%	97.5%	-
No	2	1	-	-	1	2	-	1	1	-	1	1	-	-	2	-	1	2	-	-	2	-	2	-
	1.6%	9.1%	-	-	2.8%	2.9%	-	2.0%	1.9%	-	2.2%	2.9%	-	-	1.9%	-	1.0%	4.2%	-	-	4.8%	-	2.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	126	10	42	38	35	67	56	50	51	24	45	33	47	20	103	17	97	46	78	6	40	49	77	-
	98.4%	90.9%	100.0%	100.0%	97.2%	97.1%	100.0%	98.0%	98.1%	100.0%	97.8%	97.1%	100.0%	100.0%	98.1%	100.0%	99.0%	95.8%	100.0%	100.0%	95.2%	100.0%	97.5%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	328	19	90	89	124	178	137	159	104	63	156	79	91	52	272	42	252	106	216	12	93	156	172	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	1	1	1	1	2	2	1	2	1	-	2	2	-	4	-	2	-	4	-	-	1	3	-
Yes	176	8	50	41	74	93	74	73	62	40	43	53	78	29	143	24	133	59	113	8	50	86	90	-
	53.7%	42.1%	55.6%	46.1%	59.7%	52.2%	54.0%	45.9%	59.6%	63.5%	27.6%	67.1%	85.7%	55.8%	52.6%	57.1%	52.8%	55.7%	52.3%	66.7%	53.8%	55.1%	52.3%	-
No	152	11	40	48	50	85	63	86	42	23	113	26	13	23	129	18	119	47	103	4	43	70	82	-
	46.3%	57.9%	44.4%	53.9%	40.3%	47.8%	46.0%	54.1%	40.4%	36.5%	72.4%	32.9%	14.3%	44.2%	47.4%	42.9%	47.2%	44.3%	47.7%	33.3%	46.2%	44.9%	47.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	176	8	50	41	74	93	74	73	62	40	43	53	78	29	143	24	133	59	113	8	50	86	90	-
	53.7%	42.1%	55.6%	46.1%	59.7%	52.2%	54.0%	45.9%	59.6%	63.5%	27.6%	67.1%	85.7%	55.8%	52.6%	57.1%	52.8%	55.7%	52.3%	66.7%	53.8%	55.1%	52.3%	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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Q73. Has this problem lasted or is it expected to last for at least 12 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Table: 154
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q73. Has this problem lasted or is it expected to last for at least 12 months?																								
Total Eligible	176	8	50	41	74	93	74	73	62	40	43	53	78	29	143	24	133	59	113	8	50	86	90	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	175	8	50	40	74	93	73	73	61	40	42	53	78	29	142	23	133	59	112	8	50	86	89	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-
Yes	170	7	49	39	72	90	71	71	60	38	40	52	76	27	139	21	130	57	109	8	48	81	89	-
	97.1%	87.5%	98.0%	97.5%	97.3%	96.8%	97.3%	97.3%	98.4%	95.0%	95.2%	98.1%	97.4%	93.1%	97.9%	91.3%	97.7%	96.6%	97.3%	100.0%	96.0%	94.2%	100.0%	U
No	5	1	1	1	2	3	2	2	1	2	2	1	2	2	3	2	3	2	3	-	2	5	-	-
	2.9%	12.5%	2.0%	2.5%	2.7%	3.2%	2.7%	2.7%	1.6%	5.0%	4.8%	1.9%	2.6%	6.9%	2.1%	8.7%	2.3%	3.4%	2.7%	-	4.0%	5.8%	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	V	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	170	7	49	39	72	90	71	71	60	38	40	52	76	27	139	21	130	57	109	8	48	81	89	-
	97.1%	87.5%	98.0%	97.5%	97.3%	96.8%	97.3%	97.3%	98.4%	95.0%	95.2%	98.1%	97.4%	93.1%	97.9%	91.3%	97.7%	96.6%	97.3%	100.0%	96.0%	94.2%	100.0%	U
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	U	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q74. What is your child's age?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
Total Valid Responses	330	20	91	90	125	180	139	158	106	64	154	81	93	52	274	42	252	105	219	12	92	157	173	-
No Answer	2	-	-	-	-	-	-	2	-	-	2	-	-	-	2	-	2	1	1	-	1	-	2	-
Less than 1 year old	1	1	-	-	-	1	-	-	1	-	-	1	-	1	-	1	-	1	-	-	-	1	-	-
1	8	2	4	1	-	2	5	5	2	1	7	1	-	1	7	-	8	3	5	1	2	3	5	-
2	10	1	8	-	1	5	5	7	2	1	6	2	2	-	9	1	8	1	9	-	1	3	7	-
3	11	2	5	-	4	5	4	7	2	2	8	1	2	4	7	4	5	3	8	1	2	4	7	-
4	16	2	5	5	4	8	8	6	6	4	8	4	4	1	15	3	11	7	9	-	7	7	9	-
5	18	2	12	2	2	7	11	10	6	2	11	4	3	3	15	3	12	3	15	-	3	10	8	-
6	16	-	9	4	3	11	5	9	6	1	10	5	1	1	14	2	12	4	12	-	4	7	9	-
7	10	-	2	3	5	6	4	5	3	2	5	3	2	-	10	-	8	3	7	1	2	5	5	-
8	23	2	10	6	5	14	8	14	9	-	16	2	5	4	18	1	21	9	14	2	7	11	12	-
9	27	1	12	7	6	14	12	13	12	2	11	10	6	4	23	6	20	11	15	-	11	12	15	-
10	24	1	8	5	10	13	11	10	6	8	11	4	9	6	17	1	19	10	14	1	9	8	16	-
11	21	-	2	10	9	12	7	10	4	6	11	4	5	1	20	2	17	8	13	1	7	7	14	-
12	31	3	5	10	13	17	14	16	11	4	12	11	8	3	28	4	26	10	21	1	9	17	14	-
13	16	1	2	4	9	10	6	6	3	7	5	2	9	6	10	4	10	6	9	2	4	13	3	-
14 or older	98	2	7	33	54	55	39	40	33	24	33	27	37	17	81	10	75	27	67	2	24	49	49	-

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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 2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q75. Is your child male or female?																								
Total Eligible	332 100.0%	20 100.0%	91 100.0%	90 100.0%	125 100.0%	180 100.0%	139 100.0%	160 100.0%	106 100.0%	64 100.0%	156 100.0%	81 100.0%	93 100.0%	52 100.0%	276 100.0%	42 100.0%	254 100.0%	106 100.0%	220 100.0%	12 100.0%	93 100.0%	157 100.0%	175 100.0%	-
Total Valid Responses	330 100.0%	20 100.0%	91 100.0%	90 100.0%	125 100.0%	180 100.0%	139 100.0%	158 100.0%	106 100.0%	64 100.0%	154 100.0%	81 100.0%	93 100.0%	52 100.0%	274 100.0%	42 100.0%	252 100.0%	105 100.0%	219 100.0%	12 100.0%	92 100.0%	157 100.0%	173 100.0%	-
No Answer	2	-	-	-	-	-	-	2	-	-	2	-	-	-	2	-	2	1	1	-	1	-	2	-
Male	191 57.9%	14 70.0% **	56 61.5%	52 57.8%	67 53.6%	113 62.8% f	73 52.5%	91 57.6%	63 59.4%	35 54.7%	86 55.8%	47 58.0%	56 60.2%	35 67.3%	153 55.8%	22 52.4%	151 59.9%	61 58.1%	128 58.4%	8 66.7% **	52 56.5%	91 58.0%	100 57.8%	-
Female	139 42.1%	6 30.0% **	35 38.5%	38 42.2%	58 46.4%	67 37.2%	66 47.5% e	67 42.4%	43 40.6%	29 45.3%	68 44.2%	34 42.0%	37 39.8%	17 32.7%	121 44.2%	20 47.6%	101 40.1%	44 41.9%	91 41.6%	4 33.3% **	40 43.5%	66 42.0%	73 42.2%	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q76. Is your child of Hispanic or Latino origin or descent?																								
Total Eligible	332 100.0%	20 100.0%	91 100.0%	90 100.0%	125 100.0%	180 100.0%	139 100.0%	160 100.0%	106 100.0%	64 100.0%	156 100.0%	81 100.0%	93 100.0%	52 100.0%	276 100.0%	42 100.0%	254 100.0%	106 100.0%	220 100.0%	12 100.0%	93 100.0%	157 100.0%	175 100.0%	-
Total Valid Responses	326 100.0%	20 100.0%	89 100.0%	89 100.0%	125 100.0%	177 100.0%	138 100.0%	156 100.0%	104 100.0%	64 100.0%	152 100.0%	79 100.0%	93 100.0%	51 100.0%	271 100.0%	42 100.0%	249 100.0%	105 100.0%	216 100.0%	12 100.0%	92 100.0%	156 100.0%	170 100.0%	-
No Answer	6	-	2	1	-	3	1	4	2	-	4	2	-	1	5	-	5	1	4	-	1	1	5	-
Yes, Hispanic or Latino	238 73.0%	15 75.0%	68 76.4%	65 73.0%	88 70.4%	143 80.8%	88 63.8%	104 66.7%	84 80.8%	50 78.1%	109 71.7%	58 73.4%	69 74.2%	32 62.7%	205 75.6%	24 57.1%	190 76.3%	76 72.4%	158 73.1%	7 58.3%	69 75.0%	105 67.3%	133 78.2%	-
No, not Hispanic or Latino	88 27.0%	5 25.0%	21 23.6%	24 27.0%	37 29.6%	34 19.2%	50 36.2%	52 33.3%	20 19.2%	14 21.9%	43 28.3%	21 26.6%	24 25.8%	19 37.3%	66 24.4%	18 42.9%	59 23.7%	29 27.6%	58 26.9%	5 41.7%	23 25.0%	51 32.7%	37 21.8%	-

Cell Contents:
- Count
- Column Percentage
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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	

Q77. What is your race? Please mark one or more.																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	377	20	104	100	151	199	164	186	123	66	181	91	103	52	319	54	283	122	250	12	109	162	215	-
Total Respondents	305	18	83	83	119	164	132	151	98	54	145	74	84	46	255	40	233	98	202	10	87	146	159	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
White	204	9	61	56	76	102	94	106	60	37	97	46	60	29	173	22	161	61	140	7	53	99	105	-
	66.9%	50.0% **	73.5%	67.5%	63.9%	62.2%	71.2%	70.2%	61.2%	68.5%	66.9%	62.2%	71.4%	63.0%	67.8%	55.0%	69.1% o	62.2%	69.3%	70.0% **	60.9%	67.8%	66.0%	-
Black or African-American	17	1	4	5	7	6	11	8	6	2	11	4	2	1	16	3	12	6	11	-	6	6	11	-
	5.6%	5.6% **	4.8%	6.0%	5.9%	3.7%	8.3% e	5.3%	6.1%	3.7%	7.6%	5.4%	2.4%	2.2%	6.3%	7.5%	5.2%	6.1%	5.4%	-	6.9%	4.1%	6.9%	-
Asian	5	-	1	2	2	1	4	5	-	-	5	-	-	-	5	-	4	1	4	-	1	3	2	-
	1.6%	- **	1.2%	2.4%	1.7%	0.6%	3.0%	3.3% h	-	-	3.4% l	-	-	-	2.0%	-	1.7%	1.0%	2.0%	-	1.1% **	2.1%	1.3%	-
Native Hawaiian or other Pacific Islander	12	-	7	2	3	4	8	9	3	-	9	-	3	1	10	2	6	5	7	-	5	5	7	-
	3.9%	- **	8.4% cd	2.4%	2.5%	2.4%	6.1%	6.0% i	3.1%	-	6.2% k	-	3.6%	2.2%	3.9%	5.0%	2.6%	5.1%	3.5%	-	5.7% **	3.4%	4.4%	-
American Indian or Alaska Native	34	3	12	4	15	18	14	18	10	6	18	8	8	9	23	9	19	10	23	1	9	15	19	-
	11.1%	16.7% **	14.5% C	4.8% c	12.6% c	11.0%	10.6%	11.9% i	10.2%	11.1%	12.4% K	10.8%	9.5%	19.6% N	9.0% P	22.5% P	8.2%	10.2%	11.4%	10.0% **	10.3%	10.3%	11.9%	-
Other	105	7	19	31	48	68	33	40	44	21	41	33	30	12	92	18	81	39	65	4	35	34	71	-
	34.4%	38.9% **	22.9% B	37.3% B	40.3% B	41.5% F	25.0%	26.5%	44.9% G	38.9% g	28.3% J	44.6% J	35.7%	26.1%	36.1% L	45.0% L	34.8% L	39.8% L	32.2% L	40.0% **	40.2% L	23.3% U	44.7% U	-

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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q78. What is your age?																								
Total Eligible	332 100.0%	20 100.0%	91 100.0%	90 100.0%	125 100.0%	180 100.0%	139 100.0%	160 100.0%	106 100.0%	64 100.0%	156 100.0%	81 100.0%	93 100.0%	52 100.0%	276 100.0%	42 100.0%	254 100.0%	106 100.0%	220 100.0%	12 100.0%	93 100.0%	157 100.0%	175 100.0%	-
Total Valid Responses	326 100.0%	20 100.0%	91 100.0%	90 100.0%	125 100.0%	178 100.0%	139 100.0%	157 100.0%	104 100.0%	63 100.0%	153 100.0%	80 100.0%	91 100.0%	50 100.0%	272 100.0%	42 100.0%	249 100.0%	105 100.0%	217 100.0%	12 100.0%	92 100.0%	155 100.0%	171 100.0%	-
No Answer	6	-	-	-	-	2	-	3	2	1	3	1	2	2	4	-	5	1	3	-	1	2	4	-
Under 18	9 2.8%	9 45.0% **	-	-	-	5 2.8%	4 2.9%	4 2.5%	3 2.9%	2 3.2%	3 2.0%	2 2.5%	4 4.4%	3 6.0%	6 2.2%	2 4.8%	4 1.6%	4 3.8%	5 2.3%	-	4 4.3%	9 5.8% V	-	-
18 to 24	11 3.4%	11 55.0% **	-	-	-	8 4.5%	3 2.2%	6 3.8%	4 3.8%	1 1.6%	7 4.6%	4 5.0%	-	2 4.0%	9 3.3%	2 4.8%	8 3.2%	4 3.8%	7 3.2%	-	4 4.3%	2 1.3%	9 5.3% U	-
25 to 34	91 27.9%	-	91 100.0% CD	-	-	42 23.6%	47 33.8% E	43 27.4%	35 33.7% I	12 19.0%	50 32.7% K	16 20.0%	24 26.4%	16 32.0%	73 26.6%	11 26.2%	70 28.1%	28 26.7%	63 29.0%	4 33.3% **	24 26.1%	38 24.5%	53 31.0%	-
35 to 44	90 27.6%	-	-	90 100.0% BD	-	49 27.5%	41 29.5%	41 26.1%	31 29.8%	17 27.0%	41 26.8%	23 28.8%	25 27.5%	14 28.0%	76 27.9%	14 33.3%	66 26.5%	20 19.0%	69 31.8% Q	2 16.7% **	18 19.6%	39 25.2%	51 29.8%	-
45 to 54	77 23.6%	-	-	-	77 61.6% BC	49 27.5% F	25 18.0%	39 24.8%	18 17.3%	20 31.7% H	38 24.8%	21 26.3%	18 19.8%	7 14.0%	69 25.4% m	6 14.3%	65 26.1%	30 28.6%	45 20.7%	2 16.7% **	28 30.4%	40 25.8%	37 21.6%	-
55 to 64	29 8.9% **	-	-	-	29 23.2% BC	16 9.0%	10 7.2%	15 9.6%	6 5.8%	8 12.7%	8 5.2%	6 7.5%	15 16.5% jk	6 12.0%	22 8.1%	6 14.3%	19 7.6%	14 13.3% r	15 6.9%	4 33.3% **	9 9.8%	15 9.7%	14 8.2%	-
65 to 74	16 4.9% **	-	-	-	16 12.8% BC	6 3.4%	9 6.5%	8 5.1%	6 5.8%	2 3.2%	5 3.3%	7 8.8% j	4 4.4%	1 2.0%	15 5.5%	-	15 6.0%	5 4.8%	10 4.6%	-	5 5.4%	10 6.5%	6 3.5%	-
75 or older	3 0.9% **	-	-	-	3 2.4%	3 1.7%	-	1 0.6%	1 1.0%	1 1.6%	1 0.7%	1 1.3%	1 1.1%	1 2.0%	2 0.7%	1 2.4%	2 0.8%	-	3 1.4%	-	-	2 1.3%	1 0.6%	-
SPHA SUMMARY RATE - Members under 18	9 2.8%	9 45.0%	-	-	-	5 2.8%	4 2.9%	4 2.5%	3 2.9%	2 3.2%	3 2.0%	2 2.5%	4 4.4%	3 6.0%	6 2.2%	2 4.8%	4 1.6%	4 3.8%	5 2.3%	-	4 4.3%	9 5.8%	-	-
SPHA SUMMARY RATE - Members 18 to 34	102 31.3%	11 55.0% **	91 100.0% CD	-	-	50 28.1%	50 36.0%	49 31.2%	39 37.5% I	13 20.6%	57 37.3% kl	20 25.0%	24 26.4%	18 36.0%	82 30.1%	13 31.0%	78 31.3%	32 30.5%	70 32.3%	4 33.3% **	28 30.4%	40 25.8%	62 36.3% U	-
SPHA SUMMARY RATE - Members 35 to 44	90 27.6%	-	-	90 100.0%	-	49 27.5%	41 29.5%	41 26.1%	31 29.8%	17 27.0%	41 26.8%	23 28.8%	25 27.5%	14 28.0%	76 27.9%	14 33.3%	66 26.5%	20 19.0%	69 31.8%	2 16.7%	18 19.6%	39 25.2%	51 29.8%	-
SPHA SUMMARY RATE - Members 45 to 54	77 23.6%	-	-	-	77 61.6% BC	49 27.5%	25 18.0%	39 24.8%	18 17.3%	20 31.7% H	38 24.8%	21 26.3%	18 19.8%	7 14.0%	69 25.4%	6 14.3%	65 26.1%	30 28.6%	45 20.7%	2 16.7% **	28 30.4%	40 25.8%	37 21.6%	-
SPHA SUMMARY RATE - Members 55 or older	48 14.7%	-	-	-	48 38.4% BC	25 14.0%	19 13.7%	24 15.3%	13 12.5%	11 17.5%	14 9.2%	14 17.5%	20 22.0%	8 16.0%	39 14.3%	7 16.7%	36 14.5%	19 18.1%	28 12.9%	4 33.3% **	14 15.2%	27 17.4%	21 12.3%	-

Cell Contents:
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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q79. Are you male or female?																								
Total Eligible	332 100.0%	20 100.0%	91 100.0%	90 100.0%	125 100.0%	180 100.0%	139 100.0%	160 100.0%	106 100.0%	64 100.0%	156 100.0%	81 100.0%	93 100.0%	52 100.0%	276 100.0%	42 100.0%	254 100.0%	106 100.0%	220 100.0%	12 100.0%	93 100.0%	157 100.0%	175 100.0%	-
Total Valid Responses	328 100.0%	20 100.0%	90 100.0%	90 100.0%	125 100.0%	180 100.0%	138 100.0%	156 100.0%	106 100.0%	64 100.0%	152 100.0%	81 100.0%	93 100.0%	52 100.0%	272 100.0%	42 100.0%	250 100.0%	105 100.0%	217 100.0%	12 100.0%	92 100.0%	156 100.0%	172 100.0%	-
No Answer	4	-	1	-	-	-	1	4	-	-	4	-	-	-	4	-	4	1	3	-	1	1	3	-
Male	30 9.1%	- **	5 5.6%	6 6.7%	18 14.4% Bc	13 7.2%	16 11.6%	18 11.5%	9 8.5%	3 4.7%	14 9.2%	9 11.1%	7 7.5%	9 17.3% N	21 7.7%	5 11.9%	20 8.0%	11 10.5%	17 7.8%	5 41.7% **	6 6.5%	16 10.3%	14 8.1%	-
Female	298 90.9%	20 100.0% **	85 94.4% D	84 93.3% d	107 85.6%	167 92.8%	122 88.4%	138 88.5%	97 91.5%	61 95.3%	138 90.8%	72 88.9%	86 92.5%	43 82.7% M	251 92.3%	37 88.1%	230 92.0%	94 89.5%	200 92.2%	7 58.3% **	86 93.5%	140 89.7%	158 91.9%	-

Cell Contents:
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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q80. What is the highest grade or level of school that you have completed?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	319	20	89	90	118	180	139	155	101	61	150	79	88	51	264	40	244	102	211	10	91	156	163	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	13	-	2	-	7	-	-	5	5	3	6	2	5	1	12	2	10	4	9	2	2	1	12	-
8th grade or less	24	2	2	9	10	24	-	7	7	10	8	8	8	4	20	2	19	8	15	1	7	12	12	-
	7.5%	10.0%	2.2%	10.0%	8.5%	13.3%	-	4.5%	6.9%	16.4%	5.3%	10.1%	9.1%	7.8%	7.6%	5.0%	7.8%	7.8%	7.1%	10.0%	7.7%	7.7%	7.4%	-
Some high school, but did not graduate	52	5	12	15	19	52	-	17	21	13	20	17	14	4	48	5	41	20	30	-	20	17	35	-
	16.3%	25.0%	13.5%	16.7%	16.1%	28.9%	-	11.0%	20.8%	21.3%	13.3%	21.5%	15.9%	7.8%	18.2%	12.5%	16.8%	19.6%	14.2%	-	22.0%	10.9%	21.5%	-
High school graduate or GED	104	6	28	25	45	104	-	44	42	18	48	23	33	14	87	12	79	33	69	3	29	55	49	-
	32.6%	30.0%	31.5%	27.8%	38.1%	57.8%	-	28.4%	41.6%	29.5%	32.0%	29.1%	37.5%	27.5%	33.0%	30.0%	32.4%	32.4%	32.7%	30.0%	31.9%	35.3%	30.1%	-
Some college or 2-year degree	101	4	40	30	27	-	101	64	23	14	56	23	21	20	80	15	76	32	69	3	29	49	52	-
	31.7%	20.0%	44.9%	33.3%	22.9%	-	72.7%	41.3%	22.8%	23.0%	37.3%	29.1%	23.9%	39.2%	30.3%	37.5%	31.1%	31.4%	32.7%	30.0%	31.9%	31.4%	31.9%	-
4-year college graduate	23	1	5	6	11	-	23	16	3	4	13	3	7	5	18	4	17	7	16	2	5	15	8	-
	7.2%	5.0%	5.6%	6.7%	9.3%	-	16.5%	10.3%	3.0%	6.6%	8.7%	3.8%	8.0%	9.8%	6.8%	10.0%	7.0%	6.9%	7.6%	20.0%	5.5%	9.6%	4.9%	-
More than 4-year college degree	15	2	2	5	6	-	15	7	5	2	5	5	5	4	11	2	12	2	12	1	1	8	7	-
	4.7%	10.0%	2.2%	5.6%	5.1%	-	10.8%	4.5%	5.0%	3.3%	3.3%	6.3%	5.7%	7.8%	4.2%	5.0%	4.9%	2.0%	5.7%	10.0%	1.1%	5.1%	4.3%	-
SPHA SUMMARY RATE - High school graduate or less	180	13	42	49	74	180	-	68	70	41	76	48	55	22	155	19	139	61	114	4	56	84	96	-
	56.4%	65.0%	47.2%	54.4%	62.7%	100.0%	-	43.9%	69.3%	67.2%	50.7%	60.8%	62.5%	43.1%	58.7%	47.5%	57.0%	59.8%	54.0%	40.0%	61.5%	53.8%	58.9%	-
SPHA SUMMARY RATE - Some college	101	4	40	30	27	-	101	64	23	14	56	23	21	20	80	15	76	32	69	3	29	49	52	-
	31.7%	20.0%	44.9%	33.3%	22.9%	-	72.7%	41.3%	22.8%	23.0%	37.3%	29.1%	23.9%	39.2%	30.3%	37.5%	31.1%	31.4%	32.7%	30.0%	31.9%	31.4%	31.9%	-
SPHA SUMMARY RATE - 4-year college graduate or more	38	3	7	11	17	-	38	23	8	6	18	8	12	9	29	6	29	9	28	3	6	23	15	-
	11.9%	15.0%	7.9%	12.2%	14.4%	-	27.3%	14.8%	7.9%	9.8%	12.0%	10.1%	13.6%	17.6%	11.0%	15.0%	11.9%	8.8%	13.3%	30.0%	6.6%	14.7%	9.2%	-

Cell Contents:
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Statistics:
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q81. How are you related to the child?																								
Total Eligible	332	20	91	90	125	180	139	160	106	64	156	81	93	52	276	42	254	106	220	12	93	157	175	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	319	20	91	89	116	175	134	153	102	62	150	78	89	49	266	40	243	102	211	12	89	149	170	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	13	-	-	1	9	5	5	7	4	2	6	3	4	3	10	2	11	4	9	-	4	8	5	-
Mother or father	270	17	88	86	76	145	117	132	85	51	136	64	68	42	225	36	208	87	178	11	76	121	149	-
	84.6%	85.0%	96.7% D	96.6% D	65.5%	82.9%	87.3%	86.3%	83.3%	82.3%	90.7% KL	82.1%	76.4%	85.7%	84.6%	90.0%	85.6%	85.3%	84.4%	91.7% **	85.4%	81.2%	87.6%	-
Grandparent	33	2	-	-	31	22	9	15	12	6	12	7	14	4	29	4	23	12	21	-	11	18	15	-
	10.3%	10.0%	**	**	26.7% BC	12.6% f	6.7%	9.8%	11.8%	9.7%	8.0%	9.0%	15.7% j	8.2%	10.9%	10.0%	9.5%	11.8%	10.0%	**	12.4%	12.1%	8.8%	-
Aunt or uncle	5	-	-	-	5	3	2	1	2	2	1	3	1	-	4	-	4	2	3	1	1	4	1	-
	1.6%	**	**	**	4.3% BC	1.7%	1.5%	0.7%	2.0%	3.2%	0.7%	3.8%	1.1%	-	1.5%	-	1.6%	2.0%	1.4%	8.3% **	1.1%	2.7%	0.6%	-
Older brother or sister	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other relative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Legal guardian	11	1	3	3	4	5	6	5	3	3	1	4	6	3	8	-	8	1	9	-	1	6	5	-
	3.4%	5.0% **	3.3%	3.4%	3.4%	2.9%	4.5%	3.3%	2.9%	4.8%	0.7%	5.1% J	6.7% J	6.1%	3.0%	-	3.3%	1.0%	4.3%	**	1.1%	4.0%	2.9%	-
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Cell Contents:
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o/p, q/r, s/t, u/v/w
Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q82. Did someone help you complete this survey?																								
Total Eligible	157 100.0%	11 100.0%	38 100.0%	39 100.0%	67 100.0%	84 100.0%	72 100.0%	85 100.0%	43 100.0%	27 100.0%	74 100.0%	36 100.0%	46 100.0%	31 100.0%	122 100.0%	24 100.0%	111 100.0%	41 100.0%	112 100.0%	7 100.0%	33 100.0%	157 100.0%	-	-
Total Valid Responses	155 100.0%	11 100.0%	38 100.0%	39 100.0%	66 100.0%	82 100.0%	72 100.0%	84 100.0%	42 100.0%	27 100.0%	73 100.0%	35 100.0%	46 100.0%	30 100.0%	121 100.0%	24 100.0%	110 100.0%	41 100.0%	111 100.0%	7 100.0%	33 100.0%	155 100.0%	-	-
No Answer	2	-	-	-	1	2	-	1	1	-	1	1	-	1	1	-	1	-	1	-	-	2	-	-
Yes	6 3.9%	- **	-	2 5.1%	4 6.1%	6 7.3%	-	3 3.6%	-	3 11.1%	2 2.7%	2 5.7%	2 4.3%	1 3.3%	4 3.3%	- **	5 4.5%	5 12.2%	1 0.9%	2 28.6%	3 9.1%	6 3.9%	-	-
No	149 96.1%	11 100.0%	38 100.0%	37 94.9%	62 93.9%	76 92.7%	72 100.0%	81 96.4%	42 100.0%	24 88.9%	71 97.3%	33 94.3%	44 95.7%	29 96.7%	117 96.7%	24 100.0%	105 95.5%	36 87.8%	110 99.1%	5 71.4%	30 90.9%	149 96.1%	-	-

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 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,
 o/p, q/r, s/t, u/v/w
 Minimum Base: 30 (**), Small Base: 30 (*)

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CCC POPULATION

RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD			
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q83. How did that person help you? Check all that apply.																								
Total Eligible	6	-	-	2	4	6	-	3	-	3	2	2	2	1	4	-	5	5	1	2	3	6	-	-
	100.0%	-	-	100.0%	100.0%	100.0%	-	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	-
Total Valid Responses	8	-	-	3	5	8	-	4	-	4	3	2	3	2	5	-	7	7	1	2	5	8	-	-
Total Respondents	6	-	-	2	4	6	-	3	-	3	2	2	2	1	4	-	5	5	1	2	3	6	-	-
	100.0%	-	-	100.0%	100.0%	100.0%	-	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	-
Read the questions to me	5	-	-	1	4	5	-	2	-	3	2	1	2	1	3	-	4	4	1	1	3	5	-	-
	83.3%	-	-	50.0%	100.0%	83.3%	-	66.7%	-	100.0%	100.0%	50.0%	100.0%	100.0%	75.0%	-	80.0%	80.0%	100.0%	50.0%	100.0%	83.3%	-	-
Wrote down the answers I gave	2	-	-	1	1	2	-	1	-	1	1	-	1	1	1	-	2	2	-	-	2	2	-	-
	33.3%	-	-	50.0%	25.0%	33.3%	-	33.3%	-	33.3%	50.0%	-	50.0%	100.0%	25.0%	-	40.0%	40.0%	-	-	66.7%	33.3%	-	-
Answered the questions for me	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-	1	1	-	1	-	1	-	-
	16.7%	-	-	50.0%	-	16.7%	-	33.3%	-	-	50.0%	-	-	-	25.0%	-	20.0%	20.0%	-	50.0%	-	16.7%	-	-
Translated the questions into my language	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Helped in some other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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 Minimum Base: 30 (**), Small Base: 30 (*)

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Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6116657)

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Q84. 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?
 (GENERAL POPULATION)

General Population	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S = EDUCATION (Q80)		===== CHILD'S ===== == HEALTH STATUS(Q58) ==			=HEALTH PLAN= =RATING (Q54)=		===DOCTOR === =RATING(Q41)=		=CONTACT CUST= =SERVICE (Q49)=		=GOT INFO/HELP= =FROM CUST SVC= (Q50)	
	Total	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	513	46	168	140	135	306	172	356	113	33	57	444	53	392	138	364	23	112
Total Answering	470	42	161	135	129	287	170	326	108	32	56	409	51	360	128	335	19	106
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	43	4	7	5	6	19	2	30	5	1	1	35	2	32	10	29	4	6
Yes	104	12	36	27	27	64	40	64	31	8	11	92	10	86	41	61	5	36
	22.1%	28.6%	22.4%	20.0%	20.9%	22.3%	23.5%	19.6%	28.7% h	25.0%	19.6%	22.5%	19.6%	23.9%	32.0% P	18.2%	26.3%	34.0%
No	366	30	125	108	102	223	130	262	77	24	45	317	41	274	87	274	14	70
	77.9%	71.4%	77.6%	80.0%	79.1%	77.7%	76.5%	80.4% i	71.3%	75.0%	80.4%	77.5%	80.4%	76.1%	68.0%	81.8% O	73.7%	66.0%
SPHA SUMMARY RATE -	104	12	36	27	27	64	40	64	31	8	11	92	10	86	41	61	5	36
Yes	22.1%	28.6%	22.4%	20.0%	20.9%	22.3%	23.5%	19.6%	28.7% h	25.0%	19.6%	22.5%	19.6%	23.9%	32.0% P	18.2%	26.3%	34.0%

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)
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Q85. In the last 6 months, who helped to coordinate your child's care?

(GENERAL POPULATION)

	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S =		===== CHILD'S =====			=HEALTH PLAN=		===DOCTOR ===		=CONTACT CUST=		=GOT INFO/HELP=	
	General Population Total	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	===== == HEALTH STATUS(Q58)= Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	513	46	168	140	135	306	172	356	113	33	57	444	53	392	138	364	23	112
Total Answering	427	41	150	126	107	260	155	298	97	29	45	378	47	326	117	306	17	98
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	86	5	18	14	28	46	17	58	16	4	12	66	6	66	21	58	6	14
Someone from your child's health plan	14 3.3%	2 4.9%	4 2.7%	2 1.6%	5 4.7%	10 3.8%	3 1.9%	9 3.0%	3 3.1%	2 6.9%	2 4.4%	12 3.2%	3 6.4%	10 3.1%	7 6.0%	7 2.3%	1 5.9%	6 6.1%
Someone from your child's doctor's office or clinic	99 23.2%	11 26.8%	33 22.0%	28 22.2%	26 24.3%	67 25.8%	30 19.4%	66 22.1%	23 23.7%	8 27.6%	14 31.1%	85 22.5%	8 17.0%	83 25.5%	39 33.3% P	58 19.0%	6 35.3%	33 33.7%
Someone from another organization	8 1.9%	-	5 3.3%	2 1.6%	1 0.9%	3 1.2%	5 3.2%	2 0.7%	6 6.2% H	-	-	8 2.1%	-	7 2.1%	3 2.6%	5 1.6%	1 5.9%	2 2.0%
A friend or family member	20 4.7%	3 7.3%	6 4.0%	7 5.6%	4 3.7%	12 4.6%	7 4.5%	15 5.0%	4 4.1%	1 3.4%	1 2.2%	18 4.8%	2 4.3%	14 4.3%	1 0.9%	19 6.2% O	-	1 1.0%
You	286 67.0%	25 61.0%	102 68.0%	87 69.0%	71 66.4%	168 64.6%	110 71.0%	206 69.1%	61 62.9%	18 62.1%	28 62.2%	255 67.5%	34 72.3%	212 65.0%	67 57.3%	217 70.9% O	9 52.9%	56 57.1%

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Molina Healthcare of New Mexico
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Q86. How satisfied are you with the help you got to coordinate your child's care in the last 6 months?

(GENERAL POPULATION)

General Population	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S EDUCATION (Q80)		===== CHILD'S HEALTH STATUS(Q58)=====			=HEALTH PLAN=RATING (Q54)=		===DOCTOR RATING(Q41)=		=CONTACT CUST=SERVICE (Q49)=		=GOT INFO/HELP=FROM CUST SVC=(Q50)	
	Total	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total Eligible	513	46	168	140	135	306	172	356	113	33	57	444	53	392	138	364	23	112
Total Answering	424	39	154	116	112	252	161	299	93	29	52	367	45	327	119	300	19	97
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	89	7	14	24	23	54	11	57	20	4	5	77	8	65	19	64	4	15
Very dissatisfied	13	1	5	4	3	8	5	8	4	1	2	11	-	10	-	13	-	-
	3.1%	2.6%	3.2%	3.4%	2.7%	3.2%	3.1%	2.7%	4.3%	3.4%	3.8%	3.0%		3.1%		4.3%		
Dissatisfied	5	1	2	2	-	2	3	1	4	-	3	2	4	-	-	5	-	-
	1.2%	2.6%	1.3%	1.7%		0.8%	1.9%	0.3%	4.3%		5.8%	0.5%	8.9%		1.7%			
Neither dissatisfied nor satisfied	46	2	17	12	15	17	29	33	8	5	15	30	13	30	5	41	1	4
	10.8%	5.1%	11.0%	10.3%	13.4%	6.7%	18.0%	11.0%	8.6%	17.2%	28.8%	8.2%	28.9%	9.2%	4.2%	13.7%	5.3%	4.1%
					b		F				L		N			O		
Satisfied	198	19	70	55	51	127	67	133	52	12	27	169	24	146	59	135	14	44
	46.7%	48.7%	45.5%	47.4%	45.5%	50.4%	41.6%	44.5%	55.9%	41.4%	51.9%	46.0%	53.3%	44.6%	49.6%	45.0%	73.7%	45.4%
						g			h								R	
Very satisfied	162	16	60	43	43	98	57	124	25	11	5	155	4	141	55	106	4	49
	38.2%	41.0%	39.0%	37.1%	38.4%	38.9%	35.4%	41.5%	26.9%	37.9%	9.6%	42.2%	8.9%	43.1%	46.2%	35.3%	21.1%	50.5%
								I				K		M	P			Q
SPHA SUMMARY RATE - Very satisfied/ Satisfied	360	35	130	98	94	225	124	257	77	23	32	324	28	287	114	241	18	93
	84.9%	89.7%	84.4%	84.5%	83.9%	89.3%	77.0%	86.0%	82.8%	79.3%	61.5%	88.3%	62.2%	87.8%	95.8%	80.3%	94.7%	95.9%
						G						K		M	P			

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)
 Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6116657)

Q84. 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?

(CCC POPULATION)

CCC Population	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S =		===== CHILD'S =====			=HEALTH PLAN=		===DOCTOR ===		=CONTACT CUST=		=GOT INFO/HELP=	
	Total	24 or younger	25-34	35-44	45+	EDUCATION (Q80) HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	=RATING (Q54)= 0-7	8-10	=RATING(Q41)= 0-7	8-10	Yes	No	=FROM CUST SVC= (Q50) Never/ S'times	Always/ Usually
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	332	20	91	90	125	180	139	160	106	64	52	276	42	254	106	220	12	93
Total Answering	316	18	90	86	121	171	137	155	98	61	51	261	42	239	100	211	12	87
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	2	1	4	4	9	2	5	8	3	1	15	-	15	6	9	-	6
Yes	125	6	35	32	51	74	49	51	42	31	17	107	10	107	59	61	7	52
	39.6%	33.3%	38.9%	37.2%	42.1%	43.3%	35.8%	32.9%	42.9%	50.8%	33.3%	41.0%	23.8%	44.8%	59.0%	28.9%	58.3%	59.8%
										H				M	P			
No	191	12	55	54	70	97	88	104	56	30	34	154	32	132	41	150	5	35
	60.4%	66.7%	61.1%	62.8%	57.9%	56.7%	64.2%	67.1%	57.1%	49.2%	66.7%	59.0%	76.2%	55.2%	41.0%	71.1%	41.7%	40.2%
								J					N		O			
SPHA SUMMARY RATE -	125	6	35	32	51	74	49	51	42	31	17	107	10	107	59	61	7	52
Yes	39.6%	33.3%	38.9%	37.2%	42.1%	43.3%	35.8%	32.9%	42.9%	50.8%	33.3%	41.0%	23.8%	44.8%	59.0%	28.9%	58.3%	59.8%
										H				M	P			

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

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Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

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2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6116657)

Q85. In the last 6 months, who helped to coordinate your child's care?

(CCC POPULATION)

	CCC Population Total	==== RESPONDENT'S AGE (Q78) =====				= RESPONDENT'S = EDUCATION (Q80)		===== CHILD'S ===== == HEALTH STATUS(Q58)==			=HEALTH PLAN= =RATING (Q54)=		===DOCTOR === =RATING(Q41)=		=CONTACT CUST= =SERVICE (Q49)=		=GOT INFO/HELP= =FROM CUST SVC= (Q50)	
		24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	332	20	91	90	125	180	139	160	106	64	52	276	42	254	106	220	12	93
Total Answering	289	17	85	81	105	152	130	140	90	57	44	242	36	220	92	193	10	81
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	43	3	6	9	20	28	9	20	16	7	8	34	6	34	14	27	2	12
Someone from your child's health plan	20 6.9%	1 5.9%	3 3.5%	3 3.7%	13 12.4%	10 6.6%	10 7.7%	11 7.9%	6 6.7%	3 5.3%	3 6.8%	17 7.0%	3 8.3%	16 7.3%	12 13.0%	7 3.6%	2 20.0%	10 12.3%
					CD										P			
Someone from your child's doctor's office or clinic	85 29.4%	3 17.6%	23 27.1%	24 29.6%	34 32.4%	50 32.9%	31 23.8%	30 21.4%	31 34.4%	23 40.4%	13 29.5%	71 29.3%	7 19.4%	73 33.2%	36 39.1%	48 24.9%	5 50.0%	31 38.3%
						g			H	H				m	P			
Someone from another organization	19 6.6%	1 5.9%	8 9.4%	4 4.9%	6 5.7%	8 5.3%	10 7.7%	9 6.4%	6 6.7%	4 7.0%	2 4.5%	16 6.6%	4 11.1%	12 5.5%	8 8.7%	10 5.2%	-	8 9.9%
A friend or family member	8 2.8%	-	3 3.5%	2 2.5%	3 2.9%	7 4.6%	1 0.8%	5 3.6%	2 2.2%	1 1.8%	3 6.8%	5 2.1%	2 5.6%	4 1.8%	2 2.2%	6 3.1%	-	2 2.5%
						G												
You	157 54.3%	12 70.6%	48 56.5%	48 59.3%	49 46.7%	77 50.7%	78 60.0%	85 60.7%	45 50.0%	26 45.6%	23 52.3%	133 55.0%	20 55.6%	115 52.3%	34 37.0%	122 63.2%	3 30.0%	30 37.0%
		E		e				j							O			

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6116657)

Q86. How satisfied are you with the help you got to coordinate your child's care in the last 6 months?

(CCC POPULATION)

CCC Population	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S = EDUCATION (Q80)		===== CHILD'S ===== == HEALTH STATUS(Q58) ==			=HEALTH PLAN= =RATING (Q54)=		===DOCTOR === =RATING(Q41)=		=CONTACT CUST= =SERVICE (Q49)=		=GOT INFO/HELP= =FROM CUST SVC= (Q50)	
	Total	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	332	20	91	90	125	180	139	160	106	64	52	276	42	254	106	220	12	93
Total Answering	288	18	86	72	110	151	129	144	90	52	46	239	36	221	93	190	11	81
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	44	2	5	18	15	29	10	16	16	12	6	37	6	33	13	30	1	12
Very dissatisfied	7	1	1	4	1	4	3	2	4	1	3	4	1	4	-	7	-	-
	2.4%	5.6%	1.2%	5.6%	0.9%	2.6%	2.3%	1.4%	4.4%	1.9%	6.5%	1.7%	2.8%	1.8%	3.7%			
Dissatisfied	5	1	2	1	1	2	3	1	4	-	3	2	3	-	-	5	-	-
	1.7%	5.6%	2.3%	1.4%	0.9%	1.3%	2.3%	0.7%	4.4%		6.5%	0.8%	8.3%		2.6%			
Neither dissatisfied nor satisfied	34	3	7	11	13	13	21	14	10	10	10	24	11	15	3	31	1	2
	11.8%	16.7%	8.1%	15.3%	11.8%	8.6%	16.3%	9.7%	11.1%	19.2%	21.7%	10.0%	30.6%	6.8%	3.2%	16.3%	9.1%	2.5%
							f				l		N		O			
Satisfied	116	4	36	29	45	65	44	55	40	20	22	92	16	92	39	74	8	30
	40.3%	22.2%	41.9%	40.3%	40.9%	43.0%	34.1%	38.2%	44.4%	38.5%	47.8%	38.5%	44.4%	41.6%	41.9%	38.9%	72.7%	37.0%
			b		b												R	
Very satisfied	126	9	40	27	50	67	58	72	32	21	8	117	5	110	51	73	2	49
	43.8%	50.0%	46.5%	37.5%	45.5%	44.4%	45.0%	50.0%	35.6%	40.4%	17.4%	49.0%	13.9%	49.8%	54.8%	38.4%	18.2%	60.5%
								I				K		M	P			Q
SPHA SUMMARY RATE -	242	13	76	56	95	132	102	127	72	41	30	209	21	202	90	147	10	79
Very satisfied/ Satisfied	84.0%	72.2%	88.4%	77.8%	86.4%	87.4%	79.1%	88.2%	80.0%	78.8%	65.2%	87.4%	58.3%	91.4%	96.8%	77.4%	90.9%	97.5%
			d				g				K		M	P				

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

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Presented by SPH Analytics

770-978-3173

2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

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General Population Results by COUNTY

Page 1	Q1. Our records show that your child is now in Molina Healthcare of New Mexico. Is that right? (GENERAL POPULATION)
Page 2	Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office? (GENERAL POPULATION)
Page 3	Q4. (GCQ) 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? (GENERAL POPULATION)
Page 4	Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic? (GENERAL POPULATION)
Page 5	Q6. (GCQ) 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? (GENERAL POPULATION)
Page 7	Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care? (GENERAL POPULATION)
Page 9	Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child? (GENERAL POPULATION)
Page 10	Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? (GENERAL POPULATION)
Page 11	Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child? (GENERAL POPULATION)
Page 12	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine? (GENERAL POPULATION)
Page 13	Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? (GENERAL POPULATION)
Page 14	Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child? (GENERAL POPULATION)
Page 15	Q14. 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? (GENERAL POPULATION)
Page 17	Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? (GENERAL POPULATION)
Page 18	Q16. Is your child now enrolled in any kind of school or daycare? (GENERAL POPULATION)
Page 19	Q17. 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? (GENERAL POPULATION)
Page 20	Q18. (CC-CCC) 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? (GENERAL POPULATION)

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Page 21	Q19. In the last 6 months, did you get or try to get any special medical equipment or devices for your child? (GENERAL POPULATION)
Page 22	Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child? (GENERAL POPULATION)
Page 23	Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child? (GENERAL POPULATION)
Page 24	Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child? (GENERAL POPULATION)
Page 25	Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child? (GENERAL POPULATION)
Page 26	Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child? (GENERAL POPULATION)
Page 27	Q25. 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? (GENERAL POPULATION)
Page 28	Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child? (GENERAL POPULATION)
Page 29	Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child? (GENERAL POPULATION)
Page 30	Q28. 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? (GENERAL POPULATION)
Page 31	Q29. (CC-CCC) 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? (GENERAL POPULATION)
Page 32	Q30. Does your child have a personal doctor? (GENERAL POPULATION)
Page 33	Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care? (GENERAL POPULATION)
Page 35	Q32. (HWDC) 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? (GENERAL POPULATION)
Page 36	Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you? (GENERAL POPULATION)
Page 37	Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say? (GENERAL POPULATION)
Page 38	Q35. Is your child able to talk with doctors about his or her health care? (GENERAL POPULATION)
Page 39	Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand? (GENERAL POPULATION)
Page 40	Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child? (GENERAL POPULATION)

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Page 41	Q38. (FCC-PD) In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving? (GENERAL POPULATION)
Page 42	Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor? (GENERAL POPULATION)
Page 43	Q40. (CC) 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? (GENERAL POPULATION)
Page 44	Q41. 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? (GENERAL POPULATION)
Page 46	Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months? (GENERAL POPULATION)
Page 47	Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life? (GENERAL POPULATION)
Page 48	Q44. (FCC-PD) 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? (GENERAL POPULATION)
Page 49	Q45. In the last 6 months, did you make any appointments for your child to see a specialist? (GENERAL POPULATION)
Page 50	Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? (GENERAL POPULATION)
Page 51	Q47. How many specialists has your child seen in the last 6 months? (GENERAL POPULATION)
Page 52	Q48. 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? (GENERAL POPULATION)
Page 54	Q49. In the last 6 months, did you get information or help from customer service at your child's health plan? (GENERAL POPULATION)
Page 55	Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? (GENERAL POPULATION)
Page 57	Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? (GENERAL POPULATION)
Page 58	Q52. In the last 6 months, did your child's health plan give you any forms to fill out? (GENERAL POPULATION)
Page 59	Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out? (GENERAL POPULATION)
Page 60	Q54. 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? (GENERAL POPULATION)
Page 62	Q55. In the last 6 months, did you get or refill any prescription medicines for your child? (GENERAL POPULATION)

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Page 63	Q56. (ATPM) In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan? (GENERAL POPULATION)
Page 64	Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines? (GENERAL POPULATION)
Page 65	Q58. In general, how would you rate your child's overall health? (GENERAL POPULATION)
Page 66	Q59. In general, how would you rate your child's overall mental or emotional health? (GENERAL POPULATION)
Page 67	Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)? (GENERAL POPULATION)
Page 68	Q61. Is this because of any medical, behavioral, or other health condition? (GENERAL POPULATION)
Page 69	Q62. Is this a condition that has lasted or is expected to last for at least 12 months? (GENERAL POPULATION)
Page 70	Q63. 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? (GENERAL POPULATION)
Page 71	Q64. Is this because of any medical, behavioral, or other health condition? (GENERAL POPULATION)
Page 72	Q65. Is this a condition that has lasted or is expected to last for at least 12 months? (GENERAL POPULATION)
Page 73	Q66. 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? (GENERAL POPULATION)
Page 74	Q67. Is this because of any medical, behavioral, or other health condition? (GENERAL POPULATION)
Page 75	Q68. Is this a condition that has lasted or is expected to last for at least 12 months? (GENERAL POPULATION)
Page 76	Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy? (GENERAL POPULATION)
Page 77	Q70. Is this because of any medical, behavioral, or other health condition? (GENERAL POPULATION)
Page 78	Q71. Is this a condition that has lasted or is expected to last for at least 12 months? (GENERAL POPULATION)
Page 79	Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling? (GENERAL POPULATION)
Page 80	Q73. Has this problem lasted or is it expected to last for at least 12 months? (GENERAL POPULATION)
Page 81	Q74. What is your child's age? (GENERAL POPULATION)

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Page 83	Q75. Is your child male or female? (GENERAL POPULATION)
Page 84	Q76. Is your child of Hispanic or Latino origin or descent? (GENERAL POPULATION)
Page 85	Q77. What is your child's race? (Mark one or more.) (GENERAL POPULATION)
Page 86	Q78. What is your age? (GENERAL POPULATION)
Page 88	Q79. Are you male or female? (GENERAL POPULATION)
Page 89	Q80. What is the highest grade or level of school that you have completed? (GENERAL POPULATION)
Page 90	Q81. How are you related to the child? (GENERAL POPULATION)
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Page 308	Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child? (CCC POPULATION)
Page 309	Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child? (CCC POPULATION)
Page 310	Q25. 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? (CCC POPULATION)
Page 311	Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child? (CCC POPULATION)
Page 312	Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child? (CCC POPULATION)
Page 313	Q28. 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? (CCC POPULATION)
Page 314	Q29. (CC-CCC) 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? (CCC POPULATION)
Page 315	Q30. Does your child have a personal doctor? (CCC POPULATION)
Page 316	Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care? (CCC POPULATION)
Page 318	Q32. (HWDC) 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? (CCC POPULATION)
Page 319	Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you? (CCC POPULATION)
Page 320	Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say? (CCC POPULATION)
Page 321	Q35. Is your child able to talk with doctors about his or her health care? (CCC POPULATION)
Page 322	Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand? (CCC POPULATION)
Page 323	Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child? (CCC POPULATION)

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Page 324	Q38. (FCC-PD) In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving? (CCC POPULATION)
Page 325	Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor? (CCC POPULATION)
Page 326	Q40. (CC) 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? (CCC POPULATION)
Page 327	Q41. 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? (CCC POPULATION)
Page 329	Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months? (CCC POPULATION)
Page 330	Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life? (CCC POPULATION)
Page 331	Q44. (FCC-PD) 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? (CCC POPULATION)
Page 332	Q45. In the last 6 months, did you make any appointments for your child to see a specialist? (CCC POPULATION)
Page 333	Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? (CCC POPULATION)
Page 334	Q47. How many specialists has your child seen in the last 6 months? (CCC POPULATION)
Page 335	Q48. 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? (CCC POPULATION)
Page 337	Q49. In the last 6 months, did you get information or help from customer service at your child's health plan? (CCC POPULATION)
Page 338	Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? (CCC POPULATION)
Page 339	Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? (CCC POPULATION)
Page 340	Q52. In the last 6 months, did your child's health plan give you any forms to fill out? (CCC POPULATION)
Page 341	Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out? (CCC POPULATION)
Page 342	Q54. 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? (CCC POPULATION)
Page 344	Q55. In the last 6 months, did you get or refill any prescription medicines for your child? (CCC POPULATION)

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Page 345	Q56. (ATPM) In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan? (CCC POPULATION)
Page 346	Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines? (CCC POPULATION)
Page 347	Q58. In general, how would you rate your child's overall health? (CCC POPULATION)
Page 348	Q59. In general, how would you rate your child's overall mental or emotional health? (CCC POPULATION)
Page 349	Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)? (CCC POPULATION)
Page 350	Q61. Is this because of any medical, behavioral, or other health condition? (CCC POPULATION)
Page 351	Q62. Is this a condition that has lasted or is expected to last for at least 12 months? (CCC POPULATION)
Page 352	Q63. 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? (CCC POPULATION)
Page 353	Q64. Is this because of any medical, behavioral, or other health condition? (CCC POPULATION)
Page 354	Q65. Is this a condition that has lasted or is expected to last for at least 12 months? (CCC POPULATION)
Page 355	Q66. 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? (CCC POPULATION)
Page 356	Q67. Is this because of any medical, behavioral, or other health condition? (CCC POPULATION)
Page 357	Q68. Is this a condition that has lasted or is expected to last for at least 12 months? (CCC POPULATION)
Page 358	Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy? (CCC POPULATION)
Page 359	Q70. Is this because of any medical, behavioral, or other health condition? (CCC POPULATION)
Page 360	Q71. Is this a condition that has lasted or is expected to last for at least 12 months? (CCC POPULATION)
Page 361	Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling? (CCC POPULATION)
Page 362	Q73. Has this problem lasted or is it expected to last for at least 12 months? (CCC POPULATION)
Page 363	Q74. What is your child's age? (CCC POPULATION)

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Page 365	Q75. Is your child male or female? (CCC POPULATION)
Page 366	Q76. Is your child of Hispanic or Latino origin or descent? (CCC POPULATION)
Page 367	Q77. What is your child's race? (Mark one or more.) (CCC POPULATION)
Page 368	Q78. What is your age? (CCC POPULATION)
Page 370	Q79. Are you male or female? (CCC POPULATION)
Page 371	Q80. What is the highest grade or level of school that you have completed? (CCC POPULATION)
Page 372	Q81. How are you related to the child? (CCC POPULATION)
Page 373	Q82. Did someone help you complete this survey? (CCC POPULATION)
Page 374	Q83. How did that person help you? (Mark one or more.) (CCC POPULATION)
Page 375	Q84. 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? (CCC POPULATION)
Page 376	Q85. In the last 6 months, who helped to coordinate your child's care? (CCC POPULATION)
Page 377	Q86. How satisfied are you with the help you got to coordinate your child's care in the last 6 months? (CCC POPULATION)

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Q1. Our records show that your child is now in Molina
 Healthcare of New Mexico. Is that right?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	501	144	88	33	28	30	24	22	15	11	14	10	13	4	10	12	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	3	4	1	1	-	-	-	-	2	-	-	-	-	-	-	1
Yes	501	144	88	33	28	30	24	22	15	11	14	10	13	4	10	12	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE	501	144	88	33	28	30	24	22	15	11	14	10	13	4	10	12	43
- Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

(GENERAL POPULATION)

=====COUNTY=====																								
General Pop. Total	DONA ANA		SAN JUAN		SANTA FE				CURRY		EDDY		ROOSEVELT		SANDOVAL		RIO ARRIBA		TAOS		LUNA		OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)							
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44							
Total Valid Responses	507	145	90	34	29	30	22	22	15	13	14	10	13	4	10	12	44							
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							
No Answer	6	2	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-							
Yes	147	36	25	16	10	9	5	8	7	6	5	2	2	2	1	1	12							
	29.0%	24.8%	27.8%	47.1%	34.5%	30.0%	22.7%	36.4%	46.7%	46.2%	35.7%	20.0%	15.4%	50.0%	10.0%	8.3%	27.3%							
		p	oP	GLMOPq	oP	p		oP	mOP	mOP	p						p							
No	360	109	65	18	19	21	17	14	8	7	9	8	11	2	9	11	32							
	71.0%	75.2%	72.2%	52.9%	65.5%	70.0%	77.3%	63.6%	53.3%	53.8%	64.3%	80.0%	84.6%	50.0%	90.0%	91.7%	72.7%							
		D	D				D				d	d	Di j	cDehIJ	fHIJkq	bCDE	d							
HEDIS/CAHPS SUMMARY RATE - Yes	147	36	25	16	10	9	5	8	7	6	5	2	2	2	1	1	12							
	29.0%	24.8%	27.8%	47.1%	34.5%	30.0%	22.7%	36.4%	46.7%	46.2%	35.7%	20.0%	15.4%	50.0%	10.0%	8.3%	27.3%							
		p	oP	GLMOPq	oP	p		oP	mOP	mOP	p						p							

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q4. (GCQ) 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?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	147	36	25	16	10	9	5	8	7	6	5	2	2	2	1	1	12
Total Valid Responses	145	34	25	16	10	9	5	8	7	6	5	2	2	2	1	1	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	115	20	23	13	8	5	4	8	6	6	5	2	2	1	1	1	10
	79.3%	58.8%	92.0%	81.3%	80.0%	55.6%	80.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	83.3%
			BF	b				BdF	b	BdF	BdF	BdF	BdF		BdF	BdF	b
Usually	19	9	1	2	2	1	-	-	1	-	-	-	-	1	-	-	2
	13.1%	26.5%	4.0%	12.5%	20.0%	11.1%			14.3%					50.0%			16.7%
		C															
Sometimes	7	3	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-
	4.8%	8.8%	4.0%	6.3%		11.1%	20.0%										
Never	4	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-
	2.8%	5.9%				22.2%											
HEDIS/CAHPS SUMMARY RATE - Always/Usually	134	29	24	15	10	6	4	8	7	6	5	2	2	2	1	1	12
	92.4%	85.3%	96.0%	93.8%	100.0%	66.7%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
			f		BF			BF	BF	BF	BF	BF	BF	BF	BF	BF	BF
HEDIS/CAHPS SUMMARY RATE - Always	115	20	23	13	8	5	4	8	6	6	5	2	2	1	1	1	10
	79.3%	58.8%	92.0%	81.3%	80.0%	55.6%	80.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	83.3%
			BF	b				BdF	b	BdF	BdF	BdF	BdF		BdF	BdF	b
Mean	3.69	3.38	3.88	3.75	3.80	3.00	3.60	4.00	3.86	4.00	4.00	4.00	4.00	3.50	4.00	4.00	3.83

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

(GENERAL POPULATION)

General Pop.	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
Total	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	504	142	90	34	28	30	24	22	15	13	14	9	13	4	10	12	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	5	2	-	1	-	-	-	-	-	-	1	-	-	-	-	-
Yes	330	84	63	21	21	20	13	14	12	10	12	7	9	4	3	8	29
	65.5%	59.2%	70.0%	61.8%	75.0%	66.7%	54.2%	63.6%	80.0%	76.9%	85.7%	77.8%	69.2%	100.0%	30.0%	66.7%	65.9%
		o	bo	o	bo	o		o	bgO	o	BdGOq	o	O	HiJMOPQ		o	O
														BCDEFG			
No	174	58	27	13	7	10	11	8	3	3	2	2	4	-	7	4	15
	34.5%	40.8%	30.0%	38.2%	25.0%	33.3%	45.8%	36.4%	20.0%	23.1%	14.3%	22.2%	30.8%		70.0%	33.3%	34.1%
		ceiK		k			iK								JKLMPQ		k
															CdEFHI		
															b		
HEDIS/CAHPS SUMMARY RATE	330	84	63	21	21	20	13	14	12	10	12	7	9	4	3	8	29
- Yes	65.5%	59.2%	70.0%	61.8%	75.0%	66.7%	54.2%	63.6%	80.0%	76.9%	85.7%	77.8%	69.2%	100.0%	30.0%	66.7%	65.9%
		o	bo	o	bo	o		o	bgO	o	BdGOq	o	O	HiJMOPQ		o	O
														BCDEFG			

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q6. (GCQ) 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?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	330	84	63	21	21	20	13	14	12	10	12	7	9	4	3	8	29
Total Valid Responses	323	81	62	21	21	19	13	14	11	10	11	7	9	4	3	8	29
No Answer	7	3	1	-	-	1	-	-	1	-	1	-	-	-	-	-	-
Always	210 65.0%	57 70.4%	38 61.3%	15 71.4%	13 61.9%	14 73.7%	8 61.5%	9 64.3%	7 63.6%	7 70.0%	9 81.8%	5 71.4%	3 33.3%	1 25.0%	3 100.0%	4 50.0%	17 58.6%
		MN	m	Mn		MN				mn	MN	n		JLMNPQ	DEFGHI	BC	
Usually	72 22.3%	14 17.3%	17 27.4%	4 19.0%	6 28.6%	3 15.8%	3 23.1%	3 21.4%	2 18.2%	1 10.0%	2 18.2%	1 14.3%	4 44.4%	1 25.0%	-	2 25.0%	9 31.0%
Sometimes	39 12.1%	9 11.1%	7 11.3%	2 9.5%	2 9.5%	1 5.3%	2 15.4%	2 14.3%	2 18.2%	2 20.0%	-	1 14.3%	2 22.2%	2 50.0%	-	2 25.0%	3 10.3%
Never	2 0.6%	1 1.2%	-	-	-	1 5.3%	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	282 87.3%	71 87.7%	55 88.7%	19 90.5%	19 90.5%	17 89.5%	11 84.6%	12 85.7%	9 81.8%	8 80.0%	11 100.0%	6 85.7%	7 77.8%	2 50.0%	3 100.0%	6 75.0%	26 89.7%
											BCNq				BCNq		
HEDIS/CAHPS SUMMARY RATE - Always	210 65.0%	57 70.4%	38 61.3%	15 71.4%	13 61.9%	14 73.7%	8 61.5%	9 64.3%	7 63.6%	7 70.0%	9 81.8%	5 71.4%	3 33.3%	1 25.0%	3 100.0%	4 50.0%	17 58.6%
		MN	m	Mn		MN				mn	MN	n		JLMNPQ	DEFGHI	BC	

Comparison Groups: BCDEFGHIJKLMOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q6. (GCQ) 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?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Mean	3.52	3.57	3.50	3.62	3.52	3.58	3.46	3.50	3.45	3.50	3.82	3.57	3.11	2.75	4.00	3.25	3.48

Comparison Groups: BCDEFGHIJKLMNOQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
770-978-3173
2017

Molina Healthcare of New Mexico
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Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	486	135	86	33	28	29	22	22	15	13	14	9	13	4	10	11	42
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	27	12	6	1	1	1	2	-	-	-	-	1	-	-	-	1	2
None	136	47	19	10	8	9	8	5	1	2	3	2	4	-	3	2	13
	28.0%	34.8%	22.1%	30.3%	28.6%	31.0%	36.4%	22.7%	6.7%	15.4%	21.4%	22.2%	30.8%	30.0%	18.2%	31.0%	31.0%
		CIj	I	I	I	I	I						i			I	I
1 time	129	41	21	6	4	7	6	5	3	5	5	3	5	2	1	2	13
	26.5%	30.4%	24.4%	18.2%	14.3%	24.1%	27.3%	22.7%	20.0%	38.5%	35.7%	33.3%	38.5%	50.0%	10.0%	18.2%	31.0%
		EO								o			o				eo
2	114	24	24	10	6	5	7	8	2	3	4	1	3	2	4	3	8
	23.5%	17.8%	27.9%	30.3%	21.4%	17.2%	31.8%	36.4%	13.3%	23.1%	28.6%	11.1%	23.1%	50.0%	40.0%	27.3%	19.0%
		b						bil									
3	55	15	10	3	6	1	1	2	4	1	2	2	-	-	2	1	5
	11.3%	11.1%	11.6%	9.1%	21.4%	3.4%	4.5%	9.1%	26.7%	7.7%	14.3%	22.2%			20.0%	9.1%	11.9%
		f	f		Fg				fg								
4	22	5	4	1	2	4	-	1	-	-	-	-	-	-	-	3	2
	4.5%	3.7%	4.7%	3.0%	7.1%	13.8%		4.5%								27.3%	4.8%
																bcd	
5 to 9	24	2	6	3	2	2	-	1	4	2	-	1	1	-	-	-	-
	4.9%	1.5%	7.0%	9.1%	7.1%	6.9%		4.5%	26.7%	15.4%		11.1%	7.7%				
			b						Bch								
10 or more times	6	1	2	-	-	1	-	-	1	-	-	-	-	-	-	-	1
	1.2%	0.7%	2.3%			3.4%			6.7%								2.4%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(GENERAL POPULATION)

General Pop.	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
Total	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
HEDIS/CAHPS SUMMARY RATE - 1 or More times	350 72.0%	88 65.2%	67 77.9%	23 69.7%	20 71.4%	20 69.0%	14 63.6%	17 77.3%	14 93.3%	11 84.6%	11 78.6%	7 77.8%	9 69.2%	4 100.0%	7 70.0%	9 81.8%	29 69.0%
			B					DEFgMQ		b			FGHKMOQ				BCDE
Mean	2.58	2.26	2.83	2.64	2.86	2.79	2.05	2.64	4.00	2.85	2.36	2.78	2.23	2.50	2.50	3.09	2.38

Comparison Groups: BCDEFHGHIJKLNMOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

(GENERAL POPULATION)

=====COUNTY=====																						
General Pop. Total	DONA ANA		SAN JUAN		SANTA FE				CURRY		EDDY		OTERO		RIO ARRIBA		TAOS		LUNA		OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)					
Total Eligible	350	88	67	23	20	20	14	17	14	11	11	7	9	4	7	9	29					
Total Valid Responses	344	87	66	23	18	20	13	17	14	10	11	7	9	4	7	9	29					
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					
No Answer	6	1	1	-	2	-	1	-	-	1	-	-	-	-	-	-	-					
Yes	236	65	46	14	10	16	7	14	9	8	8	4	5	2	6	5	17					
	68.6%	74.7%	69.7%	60.9%	55.6%	80.0%	53.8%	82.4%	64.3%	80.0%	72.7%	57.1%	55.6%	50.0%	85.7%	55.6%	58.6%					
						eq		eqq							eqq							
No	108	22	20	9	8	4	6	3	5	2	3	3	4	2	1	4	12					
	31.4%	25.3%	30.3%	39.1%	44.4%	20.0%	46.2%	17.6%	35.7%	20.0%	27.3%	42.9%	44.4%	50.0%	14.3%	44.4%	41.4%					
				fho			ho									fho						
HEDIS/CAHPS SUMMARY RATE - Yes	236	65	46	14	10	16	7	14	9	8	8	4	5	2	6	5	17					
	68.6%	74.7%	69.7%	60.9%	55.6%	80.0%	53.8%	82.4%	64.3%	80.0%	72.7%	57.1%	55.6%	50.0%	85.7%	55.6%	58.6%					
						eq		eqq							eqq							

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	350	88	67	23	20	20	14	17	14	11	11	7	9	4	7	9	29
Total Valid Responses	344	87	65	23	19	19	14	17	14	10	11	7	9	4	7	9	29
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	1	2	-	1	1	-	-	-	1	-	-	-	-	-	-	-
Always	239	58	47	14	15	14	11	11	10	10	9	5	7	2	4	7	15
	69.5%	66.7%	72.3%	60.9%	78.9%	73.7%	78.6%	64.7%	71.4%	100.0%	81.8%	71.4%	77.8%	50.0%	57.1%	77.8%	51.7%
			q		Q		q		HILNOQ		Q						
									BCDEFG								
Usually	69	21	9	6	3	4	2	4	3	-	1	1	2	2	2	2	7
	20.1%	24.1%	13.8%	26.1%	15.8%	21.1%	14.3%	23.5%	21.4%		9.1%	14.3%	22.2%	50.0%	28.6%	22.2%	24.1%
Sometimes	24	3	6	1	1	1	1	2	1	-	1	1	-	-	1	-	5
	7.0%	3.4%	9.2%	4.3%	5.3%	5.3%	7.1%	11.8%	7.1%		9.1%	14.3%		14.3%			17.2%
																	b
Never	12	5	3	2	-	-	-	-	-	-	-	-	-	-	-	-	2
	3.5%	5.7%	4.6%	8.7%													6.9%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	308	79	56	20	18	18	13	15	13	10	10	6	9	4	6	9	22
	89.5%	90.8%	86.2%	87.0%	94.7%	94.7%	92.9%	88.2%	92.9%	100.0%	90.9%	85.7%	100.0%	100.0%	85.7%	100.0%	75.9%
			q		Q	Q				BCdQ			BCGQ	BCdQ		BCdQ	
HEDIS/CAHPS SUMMARY RATE - Always	239	58	47	14	15	14	11	11	10	10	9	5	7	2	4	7	15
	69.5%	66.7%	72.3%	60.9%	78.9%	73.7%	78.6%	64.7%	71.4%	100.0%	81.8%	71.4%	77.8%	50.0%	57.1%	77.8%	51.7%
			q		Q		q		HILNOQ		Q						
									BCDEFG								
Mean	3.56	3.52	3.54	3.39	3.74	3.68	3.71	3.53	3.64	4.00	3.73	3.57	3.78	3.50	3.43	3.78	3.21

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop.	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
Total	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	350	88	67	23	20	20	14	17	14	11	11	7	9	4	7	9	29
Total Valid Responses	346	87	65	23	19	20	14	17	14	11	11	7	9	4	7	9	29
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Yes	107	36	16	5	7	10	3	6	3	6	2	2	4	-	2	-	5
	30.9%	41.4%	24.6%	21.7%	36.8%	50.0%	21.4%	35.3%	21.4%	54.5%	18.2%	28.6%	44.4%		28.6%		17.2%
		CdkQ				CDgikQ				cdgikQ							
No	239	51	49	18	12	10	11	11	11	5	9	5	5	4	5	9	24
	69.1%	58.6%	75.4%	78.3%	63.2%	50.0%	78.6%	64.7%	78.6%	45.5%	81.8%	71.4%	55.6%	100.0%	71.4%	100.0%	82.8%
			BFj	bFj			fj		fj		bFj			HiJlMoQ		iJlMoQ	BFJ
														BCDEfg		CDEFgH	B
HEDIS/CAHPS SUMMARY RATE	107	36	16	5	7	10	3	6	3	6	2	2	4	-	2	-	5
- Yes	30.9%	41.4%	24.6%	21.7%	36.8%	50.0%	21.4%	35.3%	21.4%	54.5%	18.2%	28.6%	44.4%		28.6%		17.2%
		CdkQ				CDgikQ				cdgikQ							

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

(GENERAL POPULATION)

=====COUNTY=====																		
General Pop. Total	DONA ANA		SAN JUAN	LEA	SANTA FE			CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	107	36	16	5	7	10	3	6	3	6	2	2	4	-	2	-	5	
Total Valid Responses	107	36	16	5	7	10	3	6	3	6	2	2	4	-	2	-	5	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	96	33	12	5	7	9	3	6	3	4	2	2	3	-	2	-	5	
	89.7%	91.7%	75.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	
				bcj	bcj		bcj	bcj	bcj		bcj	bcj			bcj		bcj	
No	11	3	4	-	-	1	-	-	-	2	-	-	1	-	-	-	-	
	10.3%	8.3%	25.0%			10.0%				33.3%			25.0%					
HEDIS/CAHPS SUMMARY RATE - Yes	96	33	12	5	7	9	3	6	3	4	2	2	3	-	2	-	5	
	89.7%	91.7%	75.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	
				bcj	bcj		bcj	bcj	bcj		bcj	bcj			bcj		bcj	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

(GENERAL POPULATION)

General Pop.	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	107	36	16	5	7	10	3	6	3	6	2	2	4	-	2	-	5
Total Valid Responses	107	36	16	5	7	10	3	6	3	6	2	2	4	-	2	-	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	62	21	7	4	4	3	2	5	3	3	2	1	2	-	2	-	3
	57.9%	58.3%	43.8%	80.0%	57.1%	30.0%	66.7%	83.3%	100.0%	50.0%	100.0%	50.0%	50.0%	-	100.0%	-	60.0%
		f		cF				CF	CEFJMq	B	BCEFJMq				CEFJMq	B	
No	45	15	9	1	3	7	1	1	-	3	-	1	2	-	-	-	2
	42.1%	41.7%	56.3%	20.0%	42.9%	70.0%	33.3%	16.7%		50.0%		50.0%	50.0%				40.0%
			dH			bDH											
HEDIS/CAHPS SUMMARY RATE - Yes	62	21	7	4	4	3	2	5	3	3	2	1	2	-	2	-	3
	57.9%	58.3%	43.8%	80.0%	57.1%	30.0%	66.7%	83.3%	100.0%	50.0%	100.0%	50.0%	50.0%	-	100.0%	-	60.0%
		f		cF				CF	CEFJMq	B	BCEFJMq				CEFJMq	B	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
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Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	107	36	16	5	7	10	3	6	3	6	2	2	4	-	2	-	5
Total Valid Responses	107	36	16	5	7	10	3	6	3	6	2	2	4	-	2	-	5
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	82	29	9	3	7	6	3	5	3	5	1	2	3	-	2	-	4
	76.6%	80.6%	56.3%	60.0%	100.0%	60.0%	100.0%	83.3%	100.0%	83.3%	50.0%	100.0%	75.0%	-	100.0%	-	80.0%
		c			BCdF		BCdF		BCdF			BCdF			BCdF		
No	25	7	7	2	-	4	-	1	-	1	1	-	1	-	-	-	1
	23.4%	19.4%	43.8%	40.0%		40.0%		16.7%		16.7%	50.0%		25.0%				20.0%
			b														
HEDIS/CAHPS SUMMARY RATE - Yes	82	29	9	3	7	6	3	5	3	5	1	2	3	-	2	-	4
	76.6%	80.6%	56.3%	60.0%	100.0%	60.0%	100.0%	83.3%	100.0%	83.3%	50.0%	100.0%	75.0%	-	100.0%	-	80.0%
		c			BCdF		BCdF		BCdF			BCdF			BCdF		

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q14. 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?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	350	88	67	23	20	20	14	17	14	11	11	7	9	4	7	9	29
Total Valid Responses	344	85	65	23	19	20	14	17	14	11	11	7	9	4	7	9	29
No Answer	6	3	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best health care possible	163 47.4%	42 49.4%	26 40.0%	9 39.1%	10 52.6%	10 50.0%	8 57.1%	7 41.2%	8 57.1%	5 45.5%	6 54.5%	3 42.9%	5 55.6%	2 50.0%	3 42.9%	7 77.8%	12 41.4%
9	81 23.5%	22 25.9%	20 30.8%	6 26.1%	5 26.3%	2 10.0%	3 21.4%	4 23.5%	3 21.4%	4 36.4%	1 9.1%	1 14.3%	1 11.1%	1 25.0%	1 14.3%	2 22.2%	5 17.2%
8	58 16.9%	11 12.9%	10 15.4%	6 26.1%	3 15.8%	3 15.0%	3 21.4%	2 11.8%	1 7.1%	1 9.1%	3 27.3%	2 28.6%	2 22.2%	1 25.0%	3 42.9%	-	7 24.1%
7	19 5.5%	8 9.4%	4 6.2%	-	-	2 10.0%	-	2 11.8%	-	-	-	1 14.3%	-	-	-	-	2 6.9%
6	8 2.3%	1 1.2%	1 1.5%	-	-	2 10.0%	-	1 5.9%	2 14.3%	-	-	-	1 11.1%	-	-	-	-
5	9 2.6%	1 1.2%	2 3.1%	2 8.7%	1 5.3%	1 5.0%	-	1 5.9%	-	1 9.1%	-	-	-	-	-	-	-
4	1 0.3%	-	1 1.5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	3 0.9%	-	-	-	-	-	-	-	-	-	1 9.1%	-	-	-	-	-	2 6.9%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q14. 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?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
2	1 0.3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 3.4%
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst health care possible	1 0.3%	-	1 1.5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - 8-10	302 87.8%	75 88.2%	56 86.2%	21 91.3%	18 94.7%	15 75.0%	14 100.0%	13 76.5%	12 85.7%	10 90.9%	10 90.9%	6 85.7%	8 88.9%	4 100.0%	7 100.0%	9 100.0%	24 82.8%
					f		BCFHQ						BCFHQ	BCFHQ	BCFHQ		
HEDIS/CAHPS SUMMARY RATE - 9-10	244 70.9%	64 75.3%	46 70.8%	15 65.2%	15 78.9%	12 60.0%	11 78.6%	11 64.7%	11 78.6%	9 81.8%	7 63.6%	4 57.1%	6 66.7%	3 75.0%	4 57.1%	9 100.0%	17 58.6%
																iKLMQ CDEFgH B	
Mean	8.91	9.09	8.74	8.78	9.16	8.65	9.36	8.65	9.07	9.00	8.73	8.86	9.00	9.25	9.00	9.78	8.38

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	350	88	67	23	20	20	14	17	14	11	11	7	9	4	7	9	29
Total Valid Responses	346	87	65	23	19	20	14	17	14	11	11	7	9	4	7	9	29
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Always	214 61.8%	56 64.4%	39 60.0%	14 60.9%	13 68.4%	10 50.0%	7 50.0%	10 58.8%	9 64.3%	8 72.7%	8 72.7%	5 71.4%	7 77.8%	3 75.0%	3 42.9%	6 66.7%	16 55.2%
Usually	103 29.8%	26 29.9%	18 27.7%	7 30.4%	5 26.3%	7 35.0%	6 42.9%	5 29.4%	3 21.4%	2 18.2%	3 27.3%	1 14.3%	2 22.2%	1 25.0%	3 42.9%	2 22.2%	12 41.4%
Sometimes	26 7.5%	5 5.7%	7 10.8%	2 8.7%	1 5.3%	3 15.0%	-	2 11.8%	1 7.1%	1 9.1%	-	1 14.3%	-	-	1 14.3%	1 11.1%	1 3.4%
Never	3 0.9%	-	1 1.5%	-	-	-	1 7.1%	-	1 7.1%	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	317 91.6%	82 94.3%	57 87.7%	21 91.3%	18 94.7%	17 85.0%	13 92.9%	15 88.2%	12 85.7%	10 90.9%	11 100.0% BCf	6 85.7%	9 100.0% BCf	4 100.0% BCf	6 85.7%	8 88.9%	28 96.6% c
HEDIS/CAHPS SUMMARY RATE - Always	214 61.8%	56 64.4%	39 60.0%	14 60.9%	13 68.4%	10 50.0%	7 50.0%	10 58.8%	9 64.3%	8 72.7%	8 72.7%	5 71.4%	7 77.8%	3 75.0%	3 42.9%	6 66.7%	16 55.2%
Mean	3.53	3.59	3.46	3.52	3.63	3.35	3.36	3.47	3.43	3.64	3.73	3.57	3.78	3.75	3.29	3.56	3.52

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q16. Is your child now enrolled in any kind of school or daycare?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	505	145	87	34	29	30	24	22	15	13	14	10	12	4	10	12	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	2	5	-	-	-	-	-	-	-	-	-	1	-	-	-	-
Yes	357	100	60	22	20	25	15	13	11	10	8	9	10	3	9	6	36
	70.7%	69.0%	69.0%	64.7%	69.0%	83.3%	62.5%	59.1%	73.3%	76.9%	57.1%	90.0%	83.3%	75.0%	90.0%	50.0%	81.8%
						cdghkP						BCDGHKP	p		CDGHKP	B	cdghkP
						b									B		b
No	148	45	27	12	9	5	9	9	4	3	6	1	2	1	1	6	8
	29.3%	31.0%	31.0%	35.3%	31.0%	16.7%	37.5%	40.9%	26.7%	23.1%	42.9%	10.0%	16.7%	25.0%	10.0%	50.0%	18.2%
		fLOq	fLOq	fLOq			fLOq	fLOq			fLOq					FLmOq	
HEDIS/CAHPS SUMMARY RATE - Yes	357	100	60	22	20	25	15	13	11	10	8	9	10	3	9	6	36
	70.7%	69.0%	69.0%	64.7%	69.0%	83.3%	62.5%	59.1%	73.3%	76.9%	57.1%	90.0%	83.3%	75.0%	90.0%	50.0%	81.8%
						cdghkP						BCDGHKP	p		CDGHKP	B	cdghkP
						b									B		b

Comparison Groups: BCDEFHGIJKLMOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q17. 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?

(GENERAL POPULATION)

=====COUNTY=====																		
General Pop. Total	DONA ANA		SAN JUAN	LEA	SANTA FE			CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	357	100	60	22	20	25	15	13	11	10	8	9	10	3	9	6	36	
Total Valid Responses	348	96	60	22	20	25	14	13	10	10	8	9	9	3	9	6	34	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	9	4	-	-	-	-	1	-	1	-	-	-	1	-	-	-	2	
Yes	41	14	5	4	1	3	1	3	1	1	1	1	-	-	-	-	6	
	11.8%	14.6%	8.3%	18.2%	5.0%	12.0%	7.1%	23.1%	10.0%	10.0%	12.5%	11.1%					17.6%	
No	307	82	55	18	19	22	13	10	9	9	7	8	9	3	9	6	28	
	88.2%	85.4%	91.7%	81.8%	95.0%	88.0%	92.9%	76.9%	90.0%	90.0%	87.5%	88.9%	100.0%	100.0%	100.0%	100.0%	82.4%	
													BCDFHQ	BCDFHQ	BCDFHQ	BCDFHQ		
HEDIS/CAHPS SUMMARY RATE	41	14	5	4	1	3	1	3	1	1	1	1	-	-	-	-	6	
- Yes	11.8%	14.6%	8.3%	18.2%	5.0%	12.0%	7.1%	23.1%	10.0%	10.0%	12.5%	11.1%					17.6%	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q18. (CC-CCC) 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?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	41	14	5	4	1	3	1	3	1	1	1	1	-	-	-	6	
Total Valid Responses	41	14	5	4	1	3	1	3	1	1	1	1	-	-	-	6	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				100.0%	
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	39	13	5	4	1	3	1	3	1	1	1	1	-	-	-	5	
	95.1%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				83.3%	
No	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
	4.9%	7.1%														16.7%	
HEDIS/CAHPS SUMMARY RATE - Yes	39	13	5	4	1	3	1	3	1	1	1	1	-	-	-	5	
	95.1%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				83.3%	

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q19. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	509	146	91	33	29	30	24	22	15	13	14	10	13	4	10	12	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Yes	35	10	7	2	5	1	1	-	-	1	1	1	-	-	1	1	4
	6.9%	6.8%	7.7%	6.1%	17.2%	3.3%	4.2%			7.7%	7.1%	10.0%			10.0%	8.3%	9.3%
					f												
No	474	136	84	31	24	29	23	22	15	12	13	9	13	4	9	11	39
	93.1%	93.2%	92.3%	93.9%	82.8%	96.7%	95.8%	100.0%	100.0%	92.3%	92.9%	90.0%	100.0%	100.0%	90.0%	91.7%	90.7%
						e		BCEQ	BCEQ				BCEQ	BCEQ			
HEDIS/CAHPS SUMMARY RATE - Yes	35	10	7	2	5	1	1	-	-	1	1	1	-	-	1	1	4
	6.9%	6.8%	7.7%	6.1%	17.2%	3.3%	4.2%			7.7%	7.1%	10.0%			10.0%	8.3%	9.3%
					f												

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

(GENERAL POPULATION)

General Pop.	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	35	10	7	2	5	1	1	-	-	1	1	1	-	-	1	1	4
Total Valid Responses	35	10	7	2	5	1	1	-	-	1	1	1	-	-	1	1	4
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	21 60.0%	4 40.0%	5 71.4%	1 50.0%	3 60.0%	1 100.0%	1 100.0%	-	-	1 100.0%	1 100.0%	1 100.0%	-	-	1 100.0%	1 100.0%	1 25.0%
Usually	6 17.1%	3 30.0%	-	1 50.0%	1 20.0%	-	-	-	-	-	-	-	-	-	-	-	1 25.0%
Sometimes	4 11.4%	1 10.0%	-	-	1 20.0%	-	-	-	-	-	-	-	-	-	-	-	2 50.0%
Never	4 11.4%	2 20.0%	2 28.6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	77.1%	70.0%	71.4%	100.0%	80.0%	100.0%	100.0%	-	-	100.0%	100.0%	100.0%	-	-	100.0%	100.0%	50.0%
HEDIS/CAHPS SUMMARY RATE - Always	60.0%	40.0%	71.4%	50.0%	60.0%	100.0%	100.0%	-	-	100.0%	100.0%	100.0%	-	-	100.0%	100.0%	25.0%
Mean	3.26	2.90	3.14	3.50	3.40	4.00	4.00	-	-	4.00	4.00	4.00	-	-	4.00	4.00	2.75

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

(GENERAL POPULATION)

=====COUNTY=====																		
General Pop. Total	DONA ANA		SAN JUAN	LEA	SANTA FE			CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	35	10	7	2	5	1	1	-	-	1	1	1	-	-	1	1	4	
Total Valid Responses	34	10	6	2	5	1	1	-	-	1	1	1	-	-	1	1	4	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%	100.0%	100.0%			100.0%	100.0%	100.0%	
No Answer	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	29	8	4	2	5	1	1	-	-	1	1	1	-	-	1	1	3	
	85.3%	80.0%	66.7%	100.0%	100.0%	100.0%	100.0%			100.0%	100.0%	100.0%			100.0%	100.0%	75.0%	
				c	c	c	c			c	c	c			c	c		
No	5	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
	14.7%	20.0%	33.3%														25.0%	
HEDIS/CAHPS SUMMARY RATE - Yes	29	8	4	2	5	1	1	-	-	1	1	1	-	-	1	1	3	
	85.3%	80.0%	66.7%	100.0%	100.0%	100.0%	100.0%			100.0%	100.0%	100.0%			100.0%	100.0%	75.0%	
				c	c	c	c			c	c	c			c	c		

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

(GENERAL POPULATION)

=====COUNTY=====																								
General Pop. Total	DONA ANA		SAN JUAN		SANTA FE				CURRY		EDDY		ROOSEVELT		SANDOVAL		RIO ARRIBA		TAOS		LUNA		OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)							
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44							
Total Valid Responses	508	146	91	32	29	30	24	21	15	13	14	10	13	4	10	12	44							
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							
No Answer	5	1	1	2	-	-	-	1	-	-	-	-	-	-	-	-	-							
Yes	67	13	17	8	4	1	6	3	1	3	3	-	3	1	-	-	4							
	13.2%	8.9%	18.7%	25.0%	13.8%	3.3%	25.0%	14.3%	6.7%	23.1%	21.4%		23.1%	25.0%			9.1%							
			BF	Bfiq			bfi																	
No	441	133	74	24	25	29	18	18	14	10	11	10	10	3	10	12	40							
	86.8%	91.1%	81.3%	75.0%	86.2%	96.7%	75.0%	85.7%	93.3%	76.9%	78.6%	100.0%	76.9%	75.0%	100.0%	100.0%	90.9%							
		CDg				CDG		dg				DEGhJkMQ	BC		GhJkMQ	GhJkMQ	d							
															BCDE	BCDE								
HEDIS/CAHPS SUMMARY RATE - Yes	67	13	17	8	4	1	6	3	1	3	3	-	3	1	-	-	4							
	13.2%	8.9%	18.7%	25.0%	13.8%	3.3%	25.0%	14.3%	6.7%	23.1%	21.4%		23.1%	25.0%			9.1%							
			BF	Bfiq			bfi																	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?

(GENERAL POPULATION)

General Pop.	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	67	13	17	8	4	1	6	3	1	3	3	-	3	1	-	-	4
Total Valid Responses	64	11	17	8	4	1	6	3	1	3	2	-	3	1	-	-	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%			100.0%
No Answer	3	2	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
Always	42	9	11	5	4	1	2	2	1	1	2	-	1	-	-	-	3
	65.6%	81.8%	64.7%	62.5%	100.0%	100.0%	33.3%	66.7%	100.0%	33.3%	100.0%		33.3%				75.0%
		G		CDGJM	CDGJM			CDGJM	CDGJM	CDGJM	CDGJM						
Usually	15	1	4	2	-	-	3	1	-	1	-	-	2	1	-	-	-
	23.4%	9.1%	23.5%	25.0%			50.0%	33.3%		33.3%			66.7%	100.0%			
							b						B	BCDGHJ			
Sometimes	6	1	2	1	-	-	-	-	-	1	-	-	-	-	-	-	1
	9.4%	9.1%	11.8%	12.5%						33.3%							25.0%
Never	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	1.6%						16.7%										
HEDIS/CAHPS SUMMARY RATE - Always/Usually	57	10	15	7	4	1	5	3	1	2	2	-	3	1	-	-	3
	89.1%	90.9%	88.2%	87.5%	100.0%	100.0%	83.3%	100.0%	100.0%	66.7%	100.0%		100.0%	100.0%			75.0%
HEDIS/CAHPS SUMMARY RATE - Always	42	9	11	5	4	1	2	2	1	1	2	-	1	-	-	-	3
	65.6%	81.8%	64.7%	62.5%	100.0%	100.0%	33.3%	66.7%	100.0%	33.3%	100.0%		33.3%				75.0%
		G		CDGJM	CDGJM			CDGJM	CDGJM	CDGJM	CDGJM						
Mean	3.53	3.73	3.53	3.50	4.00	4.00	3.00	3.67	4.00	3.00	4.00	-	3.33	3.00	-	-	3.50

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

(GENERAL POPULATION)

		=====COUNTY=====																
General Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	67	13	17	8	4	1	6	3	1	3	3	-	3	1	-	-	4	
Total Valid Responses	67	13	17	8	4	1	6	3	1	3	3	-	3	1	-	-	4	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%			100.0%	
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	48	11	12	6	4	-	4	2	-	2	2	-	1	1	-	-	3	
	71.6%	84.6%	70.6%	75.0%	100.0%		66.7%	66.7%		66.7%	66.7%		33.3%	100.0%			75.0%	
		m		CgM										CgM				
No	19	2	5	2	-	1	2	1	1	1	1	-	2	-	-	-	1	
	28.4%	15.4%	29.4%	25.0%		100.0%	33.3%	33.3%	100.0%	33.3%	33.3%		66.7%				25.0%	
						DGHJKQ		DGHJKQ					b					
						BC		BC										
HEDIS/CAHPS SUMMARY RATE - Yes	48	11	12	6	4	-	4	2	-	2	2	-	1	1	-	-	3	
	71.6%	84.6%	70.6%	75.0%	100.0%		66.7%	66.7%		66.7%	66.7%		33.3%	100.0%			75.0%	
		m		CgM										CgM				

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q25. 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?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop.	=====COUNTY=====																
	Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	507	145	91	33	29	30	24	22	15	12	14	10	13	4	10	12	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	2	1	1	-	-	-	-	-	1	-	-	-	-	-	-	1
Yes	55	13	12	5	-	2	4	3	2	1	2	-	4	1	1	-	5
	10.8%	9.0%	13.2%	15.2%		6.7%	16.7%	13.6%	13.3%	8.3%	14.3%		30.8%	25.0%	10.0%		11.6%
													bf				
No	452	132	79	28	29	28	20	19	13	11	12	10	9	3	9	12	38
	89.2%	91.0%	86.8%	84.8%	100.0%	93.3%	83.3%	86.4%	86.7%	91.7%	85.7%	100.0%	69.2%	75.0%	90.0%	100.0%	88.4%
		m			CDGhMQ	m					BCDGhMQ					CDGhMQ	B
HEDIS/CAHPS SUMMARY RATE	55	13	12	5	-	2	4	3	2	1	2	-	4	1	1	-	5
- Yes	10.8%	9.0%	13.2%	15.2%		6.7%	16.7%	13.6%	13.3%	8.3%	14.3%		30.8%	25.0%	10.0%		11.6%
													bf				

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	55	13	12	5	-	2	4	3	2	1	2	-	4	1	1	-	5
Total Valid Responses	55	13	12	5	-	2	4	3	2	1	2	-	4	1	1	-	5
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%		100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	25	4	7	4	-	1	2	1	1	1	2	-	-	-	-	-	2
	45.5%	30.8%	58.3%	80.0%		50.0%	50.0%	33.3%	50.0%	100.0%	100.0%						40.0%
				B					BCGHQ		BCGHQ						
Usually	14	3	1	1	-	1	1	1	-	-	-	-	2	1	1	-	2
	25.5%	23.1%	8.3%	20.0%		50.0%	25.0%	33.3%					50.0%	100.0%	100.0%		40.0%
													BCDGHMQ	CDGHMQ		B	
Sometimes	9	3	2	-	-	-	-	1	-	-	-	-	2	-	-	-	1
	16.4%	23.1%	16.7%					33.3%					50.0%				20.0%
Never	7	3	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-
	12.7%	23.1%	16.7%				25.0%		50.0%								
HEDIS/CAHPS SUMMARY RATE - Always/Usually	39	7	8	5	-	2	3	2	1	1	2	-	2	1	1	-	4
	70.9%	53.8%	66.7%	100.0%		100.0%	75.0%	66.7%	50.0%	100.0%	100.0%		50.0%	100.0%	100.0%		80.0%
				BCM		BCM			BCM		BCM		BCM	BCM	BCM		
HEDIS/CAHPS SUMMARY RATE - Always	25	4	7	4	-	1	2	1	1	1	2	-	-	-	-	-	2
	45.5%	30.8%	58.3%	80.0%		50.0%	50.0%	33.3%	50.0%	100.0%	100.0%						40.0%
				B					BCGHQ		BCGHQ						
Mean	3.04	2.62	3.08	3.80	-	3.50	3.00	3.00	2.50	4.00	4.00	-	2.50	3.00	3.00	-	3.20

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	DONA ANA		SAN JUAN	LEA	SANTA				OTERO	ROOSEVELT	SANDOVAL	RIO		TAOS	LUNA	OTHER	
	BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	55	13	12	5	-	2	4	3	2	1	2	-	4	1	1	-	5
Total Valid Responses	55	13	12	5	-	2	4	3	2	1	2	-	4	1	1	-	5
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%		100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	30	5	7	3	-	2	3	1	1	-	1	-	1	1	1	-	4
	54.5%	38.5%	58.3%	60.0%		100.0%	75.0%	33.3%	50.0%		50.0%		25.0%	100.0%	100.0%		80.0%
						BCdHM							BCdHM	BCdHM			bm
No	25	8	5	2	-	-	1	2	1	1	1	-	3	-	-	-	1
	45.5%	61.5%	41.7%	40.0%			25.0%	66.7%	50.0%	100.0%	50.0%		75.0%				20.0%
		q							BCDGQ				q				
HEDIS/CAHPS SUMMARY RATE - Yes	30	5	7	3	-	2	3	1	1	-	1	-	1	1	1	-	4
	54.5%	38.5%	58.3%	60.0%		100.0%	75.0%	33.3%	50.0%		50.0%		25.0%	100.0%	100.0%		80.0%
						BCdHM							BCdHM	BCdHM			bm

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q28. 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?

(GENERAL POPULATION)

=====COUNTY=====																				
General Pop. Total	DONA ANA		SAN JUAN		SANTA FE				CURRY		EDDY		OTERO		RIO ARRIBA		TAOS		LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)			
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44			
Total Valid Responses	508	146	91	33	28	30	24	22	15	13	14	10	13	4	10	12	43			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	5	1	1	1	1	-	-	-	-	-	-	-	-	-	-	-	1			
Yes	100	25	20	9	8	5	4	5	3	3	5	1	1	1	1	2	7			
	19.7%	17.1%	22.0%	27.3%	28.6%	16.7%	16.7%	22.7%	20.0%	23.1%	35.7%	10.0%	7.7%	25.0%	10.0%	16.7%	16.3%			
			m	m	m						m									
No	408	121	71	24	20	25	20	17	12	10	9	9	12	3	9	10	36			
	80.3%	82.9%	78.0%	72.7%	71.4%	83.3%	83.3%	77.3%	80.0%	76.9%	64.3%	90.0%	92.3%	75.0%	90.0%	83.3%	83.7%			
													cdek							
HEDIS/CAHPS SUMMARY RATE - Yes	100	25	20	9	8	5	4	5	3	3	5	1	1	1	1	2	7			
	19.7%	17.1%	22.0%	27.3%	28.6%	16.7%	16.7%	22.7%	20.0%	23.1%	35.7%	10.0%	7.7%	25.0%	10.0%	16.7%	16.3%			
			m	m	m						m									

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q29. (CC-CCC) 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?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	100	25	20	9	8	5	4	5	3	3	5	1	1	1	1	2	7
Total Valid Responses	100	25	20	9	8	5	4	5	3	3	5	1	1	1	1	2	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	68	19	11	6	7	4	2	4	3	3	2	1	1	1	-	1	3
	68.0%	76.0%	55.0%	66.7%	87.5%	80.0%	50.0%	80.0%	100.0%	100.0%	40.0%	100.0%	100.0%	100.0%		50.0%	42.9%
					CkQ				BCDGKQ	BCDGKQ		BCDGKQ	BCDGKQ	BCDGKQ			
No	32	6	9	3	1	1	2	1	-	-	3	-	-	-	1	1	4
	32.0%	24.0%	45.0%	33.3%	12.5%	20.0%	50.0%	20.0%			60.0%				100.0%	50.0%	57.1%
			E								e				EFGHkQ		E
															BCD		
HEDIS/CAHPS SUMMARY RATE - Yes	68	19	11	6	7	4	2	4	3	3	2	1	1	1	-	1	3
	68.0%	76.0%	55.0%	66.7%	87.5%	80.0%	50.0%	80.0%	100.0%	100.0%	40.0%	100.0%	100.0%	100.0%		50.0%	42.9%
					CkQ				BCDGKQ	BCDGKQ		BCDGKQ	BCDGKQ	BCDGKQ			

Comparison Groups: BCDEFHGHIJKLNMOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q30. Does your child have a personal doctor?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	509	146	91	34	29	30	24	22	14	13	14	10	12	4	10	12	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	1	-	-	-	-	-	1	-	-	-	1	-	-	-	-
Yes	450	126	85	31	27	29	20	18	13	12	12	10	11	4	9	8	35
	88.4%	86.3%	93.4%	91.2%	93.1%	96.7%	83.3%	81.8%	92.9%	92.3%	85.7%	100.0%	91.7%	100.0%	90.0%	66.7%	79.5%
			bpQ	p	pq	BhpQ			p	p		BCdGHPQ		BCdGHPQ			
No	59	20	6	3	2	1	4	4	1	1	2	-	1	-	1	4	9
	11.6%	13.7%	6.6%	8.8%	6.9%	3.3%	16.7%	18.2%	7.1%	7.7%	14.3%		8.3%		10.0%	33.3%	20.5%
		cF						f								cdeFij	CeF
HEDIS/CAHPS SUMMARY RATE	450	126	85	31	27	29	20	18	13	12	12	10	11	4	9	8	35
- Yes	88.4%	86.3%	93.4%	91.2%	93.1%	96.7%	83.3%	81.8%	92.9%	92.3%	85.7%	100.0%	91.7%	100.0%	90.0%	66.7%	79.5%
			bpQ	p	pq	BhpQ			p	p		BCdGHPQ		BCdGHPQ			

Comparison Groups: BCDEFHGIJKLNO PQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	450	126	85	31	27	29	20	18	13	12	12	10	11	4	9	8	35
Total Valid Responses	437	119	83	30	27	28	20	17	13	12	12	10	11	4	9	8	34
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	7	2	1	-	1	-	1	-	-	-	-	-	-	-	-	1
None	114	38	20	9	5	7	8	4	2	3	3	3	2	-	2	-	8
	26.1%	31.9%	24.1%	30.0%	18.5%	25.0%	40.0%	23.5%	15.4%	25.0%	25.0%	30.0%	18.2%		22.2%		23.5%
							i										
1 time	140	39	25	10	3	10	7	4	2	5	7	3	6	3	4	2	10
	32.0%	32.8%	30.1%	33.3%	11.1%	35.7%	35.0%	23.5%	15.4%	41.7%	58.3%	30.0%	54.5%	75.0%	44.4%	25.0%	29.4%
		E	E	E		E	e			E	bcEHIq		EhI	fgHIlpQ	e		e
													bCdE				
2	100	22	20	5	9	7	4	5	3	1	2	3	2	1	2	4	10
	22.9%	18.5%	24.1%	16.7%	33.3%	25.0%	20.0%	29.4%	23.1%	8.3%	16.7%	30.0%	18.2%	25.0%	22.2%	50.0%	29.4%
				j	J											bdJ	j
3	48	14	10	4	6	-	-	4	4	1	-	1	1	-	1	-	2
	11.0%	11.8%	12.0%	13.3%	22.2%			23.5%	30.8%	8.3%		10.0%	9.1%		11.1%		5.9%
				q				q	q								
4	15	2	1	1	3	3	1	-	-	-	-	-	-	-	-	1	3
	3.4%	1.7%	1.2%	3.3%	11.1%	10.7%	5.0%									12.5%	8.8%
5 to 9	15	2	5	-	1	1	-	-	2	2	-	-	-	-	-	1	1
	3.4%	1.7%	6.0%		3.7%	3.6%			15.4%	16.7%						12.5%	2.9%
10 or more times	5	2	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.1%	1.7%	2.4%	3.3%													
HEDIS/CAHPS SUMMARY RATE	323	81	63	21	22	21	12	13	11	9	9	7	9	4	7	8	26
- 1 or More times	73.9%	68.1%	75.9%	70.0%	81.5%	75.0%	60.0%	76.5%	84.6%	75.0%	75.0%	70.0%	81.8%	100.0%	77.8%	100.0%	76.5%
								g					FGHJKLQ		GHJKLQ		
													BCDE		BCDEF		

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(GENERAL POPULATION)

		=====COUNTY=====																
General Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Mean		2.49	2.30	2.64	2.40	3.07	2.46	1.95	2.53	3.31	2.67	1.92	2.20	2.18	2.25	2.22	3.38	2.56

Comparison Groups: BCDEFGHIJKLMNOQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
770-978-3173
2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q32. (HWDC) 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?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	323	81	63	21	22	21	12	13	11	9	9	7	9	4	7	8	26
Total Valid Responses	321	81	62	21	22	21	12	13	11	9	8	7	9	4	7	8	26
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
Always	253	63	52	18	19	15	8	9	7	9	6	7	8	3	4	7	18
	78.8%	77.8%	83.9%	85.7%	86.4%	71.4%	66.7%	69.2%	63.6%	100.0%	75.0%	100.0%	88.9%	75.0%	57.1%	87.5%	69.2%
										FGHIOQ		deFGHIOQ					
										BCde		BC					
Usually	47	10	6	3	2	4	3	3	3	-	2	-	1	1	2	-	7
	14.6%	12.3%	9.7%	14.3%	9.1%	19.0%	25.0%	23.1%	27.3%		25.0%		11.1%	25.0%	28.6%		26.9%
																	ce
Sometimes	17	6	4	-	1	2	-	1	1	-	-	-	-	-	1	-	1
	5.3%	7.4%	6.5%		4.5%	9.5%		7.7%	9.1%						14.3%		3.8%
Never	4	2	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-
	1.2%	2.5%					8.3%									12.5%	
HEDIS/CAHPS SUMMARY RATE - Always/Usually	300	73	58	21	21	19	11	12	10	9	8	7	9	4	6	7	25
	93.5%	90.1%	93.5%	100.0%	95.5%	90.5%	91.7%	92.3%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	87.5%	96.2%
				BC						BC	BC	BC	BC	BC			
HEDIS/CAHPS SUMMARY RATE - Always	253	63	52	18	19	15	8	9	7	9	6	7	8	3	4	7	18
	78.8%	77.8%	83.9%	85.7%	86.4%	71.4%	66.7%	69.2%	63.6%	100.0%	75.0%	100.0%	88.9%	75.0%	57.1%	87.5%	69.2%
										FGHIOQ		deFGHIOQ					
										BCde		BC					
Mean	3.71	3.65	3.77	3.86	3.82	3.62	3.50	3.62	3.55	4.00	3.75	4.00	3.89	3.75	3.43	3.63	3.65

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?

(GENERAL POPULATION)

General Pop.	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	323	81	63	21	22	21	12	13	11	9	9	7	9	4	7	8	26
Total Valid Responses	321	80	62	21	22	21	12	13	11	9	9	7	9	4	7	8	26
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	248	64	47	16	20	16	8	10	7	9	6	5	7	3	5	7	18
	77.3%	80.0%	75.8%	76.2%	90.9%	76.2%	66.7%	76.9%	63.6%	100.0%	66.7%	71.4%	77.8%	75.0%	71.4%	87.5%	69.2%
					ciQ					HIKlOQ							
										BCDFG							
Usually	57	12	12	5	1	4	3	3	3	-	2	1	2	1	1	1	6
	17.8%	15.0%	19.4%	23.8%	4.5%	19.0%	25.0%	23.1%	27.3%		22.2%	14.3%	22.2%	25.0%	14.3%	12.5%	23.1%
		e	E	e													E
Sometimes	14	3	2	-	1	1	1	-	1	-	1	1	-	-	1	-	2
	4.4%	3.8%	3.2%		4.5%	4.8%	8.3%		9.1%		11.1%	14.3%			14.3%		7.7%
Never	2	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.6%	1.3%	1.6%														
HEDIS/CAHPS SUMMARY RATE - Always/Usually	305	76	59	21	21	20	11	13	10	9	8	6	9	4	6	8	24
	95.0%	95.0%	95.2%	100.0%	95.5%	95.2%	91.7%	100.0%	90.9%	100.0%	88.9%	85.7%	100.0%	100.0%	85.7%	100.0%	92.3%
				Bc				Bc		Bc			Bc	Bc		Bc	
HEDIS/CAHPS SUMMARY RATE - Always	248	64	47	16	20	16	8	10	7	9	6	5	7	3	5	7	18
	77.3%	80.0%	75.8%	76.2%	90.9%	76.2%	66.7%	76.9%	63.6%	100.0%	66.7%	71.4%	77.8%	75.0%	71.4%	87.5%	69.2%
					ciQ					HIKlOQ							
										BCDFG							
Mean	3.72	3.74	3.69	3.76	3.86	3.71	3.58	3.77	3.55	4.00	3.56	3.57	3.78	3.75	3.57	3.88	3.62

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	323	81	63	21	22	21	12	13	11	9	9	7	9	4	7	8	26
Total Valid Responses	323	81	63	21	22	21	12	13	11	9	9	7	9	4	7	8	26
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	269 83.3%	63 77.8%	53 84.1%	18 85.7%	21 95.5% BcIkn	19 90.5% i	9 75.0%	11 84.6%	7 63.6%	9 100.0% dGIKNq BC	6 66.7%	6 85.7%	7 77.8%	2 50.0%	7 100.0% dGIKNq BC	8 100.0% dGIKNq BC	23 88.5%
Usually	43 13.3%	14 17.3% EQ	7 11.1%	3 14.3%	1 4.5%	2 9.5%	3 25.0%	2 15.4%	3 27.3% q	-	2 22.2%	1 14.3%	2 22.2%	2 50.0% eq	-	-	1 3.8%
Sometimes	8 2.5%	3 3.7%	1 1.6%	-	-	-	-	-	1 9.1%	-	1 11.1%	-	-	-	-	-	2 7.7%
Never	3 0.9%	1 1.2%	2 3.2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	312 96.6%	77 95.1%	60 95.2%	21 100.0% Bc	22 100.0% Bc	21 100.0% Bc	12 100.0% Bc	13 100.0% Bc	10 90.9%	9 100.0% Bc	8 88.9%	7 100.0% Bc	9 100.0% Bc	4 100.0% Bc	7 100.0% Bc	8 100.0% Bc	24 92.3%
HEDIS/CAHPS SUMMARY RATE - Always	269 83.3%	63 77.8%	53 84.1%	18 85.7%	21 95.5% BcIkn	19 90.5% i	9 75.0%	11 84.6%	7 63.6%	9 100.0% dGIKNq BC	6 66.7%	6 85.7%	7 77.8%	2 50.0%	7 100.0% dGIKNq BC	8 100.0% dGIKNq BC	23 88.5%
Mean	3.79	3.72	3.76	3.86	3.95	3.90	3.75	3.85	3.55	4.00	3.56	3.86	3.78	3.50	4.00	4.00	3.81

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q35. Is your child able to talk with doctors about his or her health care?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	323	81	63	21	22	21	12	13	11	9	7	9	4	7	8	26	
Total Valid Responses	322	81	62	21	22	21	12	13	11	9	7	9	4	7	8	26	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	226	54	41	13	19	16	8	10	6	7	5	6	3	6	6	20	
	70.2%	66.7%	66.1%	61.9%	86.4%	76.2%	66.7%	76.9%	54.5%	77.8%	55.6%	85.7%	66.7%	75.0%	85.7%	75.0%	76.9%
					BCdik												
No	96	27	21	8	3	5	4	3	5	2	4	1	3	1	1	2	6
	29.8%	33.3%	33.9%	38.1%	13.6%	23.8%	33.3%	23.1%	45.5%	22.2%	44.4%	14.3%	33.3%	25.0%	14.3%	25.0%	23.1%
		E	E	e					e		e						
HEDIS/CAHPS SUMMARY RATE - Yes	226	54	41	13	19	16	8	10	6	7	5	6	3	6	6	20	
	70.2%	66.7%	66.1%	61.9%	86.4%	76.2%	66.7%	76.9%	54.5%	77.8%	55.6%	85.7%	66.7%	75.0%	85.7%	75.0%	76.9%
					BCdik												

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	226	54	41	13	19	16	8	10	6	7	5	6	6	3	6	6	20
Total Valid Responses	224	53	41	13	18	16	8	10	6	7	5	6	6	3	6	6	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Always	161	40	31	6	16	12	7	6	3	6	4	4	6	1	4	4	11
	71.9%	75.5%	75.6%	46.2%	88.9%	75.0%	87.5%	60.0%	50.0%	85.7%	80.0%	66.7%	100.0%	33.3%	66.7%	66.7%	55.0%
		d	d		DhiNq		DnQ			Dnq			FHILNopQ				BCD
Usually	50	11	8	7	-	4	-	3	2	1	-	2	-	1	1	2	8
	22.3%	20.8%	19.5%	53.8%		25.0%		30.0%	33.3%	14.3%		33.3%		33.3%	16.7%	33.3%	40.0%
				BCJo													
Sometimes	9	-	2	-	2	-	-	1	-	-	1	-	-	1	1	-	1
	4.0%		4.9%		11.1%			10.0%			20.0%			33.3%	16.7%		5.0%
Never	4	2	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-
	1.8%	3.8%					12.5%		16.7%								
HEDIS/CAHPS SUMMARY RATE - Always/Usually	211	51	39	13	16	16	7	9	5	7	4	6	6	2	5	6	19
	94.2%	96.2%	95.1%	100.0%	88.9%	100.0%	87.5%	90.0%	83.3%	100.0%	80.0%	100.0%	100.0%	66.7%	83.3%	100.0%	95.0%
HEDIS/CAHPS SUMMARY RATE - Always	161	40	31	6	16	12	7	6	3	6	4	4	6	1	4	4	11
	71.9%	75.5%	75.6%	46.2%	88.9%	75.0%	87.5%	60.0%	50.0%	85.7%	80.0%	66.7%	100.0%	33.3%	66.7%	66.7%	55.0%
		d	d		DhiNq		DnQ			Dnq			FHILNopQ				BCD
Mean	3.64	3.68	3.71	3.46	3.78	3.75	3.63	3.50	3.17	3.86	3.60	3.67	4.00	3.00	3.50	3.67	3.50

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	323	81	63	21	22	21	12	13	11	9	9	7	9	4	7	8	26
Total Valid Responses	319	80	61	21	22	21	12	13	10	9	9	7	9	4	7	8	26
No Answer	4	1	2	-	-	-	-	-	1	-	-	-	-	-	-	-	-
Always	188 58.9%	48 60.0% o	39 63.9% o	10 47.6%	17 77.3% bDfOq	11 52.4%	6 50.0%	7 53.8%	5 50.0%	6 66.7%	5 55.6%	5 71.4% o	6 66.7%	2 50.0%	2 28.6%	5 62.5%	14 53.8%
Usually	91 28.5%	23 28.8% e	15 24.6%	11 52.4% CEhjkL B	3 13.6%	7 33.3%	5 41.7% e	3 23.1%	3 30.0%	2 22.2%	2 22.2%	1 14.3%	3 33.3%	-	3 42.9%	2 25.0%	8 30.8%
Sometimes	31 9.7%	6 7.5%	7 11.5%	-	2 9.1%	2 9.5%	1 8.3%	2 15.4%	1 10.0%	1 11.1%	2 22.2%	-	-	2 50.0% b	2 28.6%	-	3 11.5%
Never	9 2.8%	3 3.8%	-	-	-	1 4.8%	-	1 7.7%	1 10.0%	-	-	1 14.3%	-	-	-	1 12.5%	1 3.8%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	279 87.5%	71 88.8%	54 88.5%	21 100.0% CfHNoQ B	20 90.9%	18 85.7%	11 91.7%	10 76.9%	8 80.0%	8 88.9%	7 77.8%	6 85.7%	9 100.0% BCfHNoQ	2 50.0%	5 71.4%	7 87.5%	22 84.6%
HEDIS/CAHPS SUMMARY RATE - Always	188 58.9%	48 60.0% o	39 63.9% o	10 47.6%	17 77.3% bDfOq	11 52.4%	6 50.0%	7 53.8%	5 50.0%	6 66.7%	5 55.6%	5 71.4% o	6 66.7%	2 50.0%	2 28.6%	5 62.5%	14 53.8%
Mean	3.44	3.45	3.52	3.48	3.68	3.33	3.42	3.23	3.20	3.56	3.33	3.43	3.67	3.00	3.00	3.38	3.35

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q38. (FCC-PD) In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

(GENERAL POPULATION)

		=====COUNTY=====															
General Pop.		DONA		SAN	SANTA				RIO							OTHER	
Total	BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	323	81	63	21	22	21	12	13	11	9	7	9	4	7	8	26	
Total Valid Responses	322	81	62	21	22	21	12	13	11	9	7	9	4	7	8	26	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	287	74	53	19	17	20	11	11	9	9	8	5	9	4	7	8	23
	89.1%	91.4%	85.5%	90.5%	77.3%	95.2%	91.7%	84.6%	81.8%	100.0%	88.9%	71.4%	100.0%	100.0%	100.0%	100.0%	88.5%
						e				BCE1q			BCE1q	BCE1q	BCE1q	BCE1q	
No	35	7	9	2	5	1	1	2	2	-	1	2	-	-	-	3	
	10.9%	8.6%	14.5%	9.5%	22.7%	4.8%	8.3%	15.4%	18.2%		11.1%	28.6%				11.5%	
				f													
HEDIS/CAHPS SUMMARY RATE	287	74	53	19	17	20	11	11	9	9	8	5	9	4	7	8	23
- Yes	89.1%	91.4%	85.5%	90.5%	77.3%	95.2%	91.7%	84.6%	81.8%	100.0%	88.9%	71.4%	100.0%	100.0%	100.0%	100.0%	88.5%
						e				BCE1q			BCE1q	BCE1q	BCE1q	BCE1q	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	DONA		SAN		SANTA				RIO				LUNA		OTHER		
	BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	323	81	63	21	22	21	12	13	11	9	9	7	9	4	7	8	26
Total Valid Responses	323	81	63	21	22	21	12	13	11	9	9	7	9	4	7	8	26
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	125	29	22	11	11	9	3	6	3	2	3	2	6	3	3	2	10
	38.7%	35.8%	34.9%	52.4%	50.0%	42.9%	25.0%	46.2%	27.3%	22.2%	33.3%	28.6%	66.7%	75.0%	42.9%	25.0%	38.5%
				gj									bcGiJp	bcGiJlp			
No	198	52	41	10	11	12	9	7	8	7	6	5	3	1	4	6	16
	61.3%	64.2%	65.1%	47.6%	50.0%	57.1%	75.0%	53.8%	72.7%	77.8%	66.7%	71.4%	33.3%	25.0%	57.1%	75.0%	61.5%
		mn	mn				dmN		mn	dmN		n			mn		
HEDIS/CAHPS SUMMARY RATE - Yes	125	29	22	11	11	9	3	6	3	2	3	2	6	3	3	2	10
	38.7%	35.8%	34.9%	52.4%	50.0%	42.9%	25.0%	46.2%	27.3%	22.2%	33.3%	28.6%	66.7%	75.0%	42.9%	25.0%	38.5%
				gj									bcGiJp	bcGiJlp			

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q40. (CC) 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?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	125	29	22	11	11	9	3	6	3	2	3	2	6	3	3	2	10
Total Valid Responses	122	26	22	11	11	9	3	6	3	2	3	2	6	3	3	2	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	66	15	11	7	7	6	1	4	1	1	2	1	3	-	2	-	5
	54.1%	57.7%	50.0%	63.6%	63.6%	66.7%	33.3%	66.7%	33.3%	50.0%	66.7%	50.0%	50.0%		66.7%		50.0%
Usually	33	6	6	4	2	1	2	2	-	-	1	-	1	2	1	2	3
	27.0%	23.1%	27.3%	36.4%	18.2%	11.1%	66.7%	33.3%			33.3%		16.7%	66.7%	33.3%	100.0%	30.0%
							f						f			FHKMOQ	BCDE
Sometimes	16	2	5	-	2	2	-	-	1	-	-	1	1	1	-	-	1
	13.1%	7.7%	22.7%		18.2%	22.2%			33.3%			50.0%	16.7%	33.3%			10.0%
Never	7	3	-	-	-	-	-	-	1	1	-	-	1	-	-	-	1
	5.7%	11.5%							33.3%	50.0%			16.7%				10.0%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	99	21	17	11	9	7	3	6	1	1	3	1	4	2	3	2	8
	81.1%	80.8%	77.3%	100.0%	81.8%	77.8%	100.0%	100.0%	33.3%	50.0%	100.0%	50.0%	66.7%	66.7%	100.0%	100.0%	80.0%
		i		BCIm			BCIm	BCIm			BCIm			BCIm	BCIm	BCIm	
HEDIS/CAHPS SUMMARY RATE - Always	66	15	11	7	7	6	1	4	1	1	2	1	3	-	2	-	5
	54.1%	57.7%	50.0%	63.6%	63.6%	66.7%	33.3%	66.7%	33.3%	50.0%	66.7%	50.0%	50.0%		66.7%		50.0%
Mean	3.30	3.27	3.27	3.64	3.45	3.44	3.33	3.67	2.33	2.50	3.67	3.00	3.00	2.67	3.67	3.00	3.20

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q41. 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?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	450	126	85	31	27	29	20	18	13	12	10	11	4	9	8	35	
Total Valid Responses	445	123	85	31	27	28	20	18	12	12	10	11	4	9	8	35	
No Answer	5	3	-	-	-	1	-	-	1	-	-	-	-	-	-	-	
10 - Best personal doctor possible	238 53.5%	78 63.4% CHnQ	39 45.9%	16 51.6%	17 63.0% Q	14 50.0%	14 70.0% CHnQ	7 38.9%	5 41.7%	8 66.7% q	6 50.0%	5 50.0%	6 54.5%	1 25.0%	4 44.4%	5 62.5%	13 37.1%
9	93 20.9%	26 21.1% G	21 24.7% eG	4 12.9%	3 11.1%	8 28.6% eG	1 5.0%	5 27.8% g	3 25.0%	2 16.7%	2 16.7%	2 20.0%	1 9.1% IJKLmPQ BCDEFGH	3 75.0% g	3 33.3%	2 25.0%	7 20.0% g
8	61 13.7%	8 6.5% B	16 18.8%	5 16.1%	4 14.8%	4 14.3%	4 20.0%	2 11.1%	1 8.3%	-	1 8.3%	2 20.0%	2 18.2%	-	2 22.2%	1 12.5%	9 25.7% B
7	22 4.9%	3 2.4%	3 3.5%	3 9.7%	2 7.4%	1 3.6%	-	2 11.1%	-	2 16.7%	1 8.3%	1 10.0%	1 9.1%	-	-	-	3 8.6%
6	8 1.8%	2 1.6%	1 1.2%	-	1 3.7%	1 3.6%	-	1 5.6%	1 8.3%	-	-	1 9.1%	-	-	-	-	-
5	11 2.5%	2 1.6%	2 2.4%	1 3.2%	-	-	1 5.0%	1 5.6%	-	-	1 8.3%	-	-	-	-	-	3 8.6%
4	5 1.1%	1 0.8%	1 1.2%	1 3.2%	-	-	-	-	1 8.3%	-	1 8.3%	-	-	-	-	-	-
3	2 0.4%	1 0.8%	1 1.2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q41. 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?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
2	3 0.7%	1 0.8%	-	1 3.2%	-	-	-	-	1 8.3%	-	-	-	-	-	-	-	
1	2 0.4%	1 0.8%	1 1.2%	-	-	-	-	-	-	-	-	-	-	-	-	-	
0 - Worst personal doctor possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
HEDIS/CAHPS SUMMARY RATE - 8-10	392 88.1%	112 91.1%	76 89.4%	25 80.6%	24 88.9%	26 92.9%	19 95.0%	14 77.8%	9 75.0%	10 83.3%	9 75.0%	9 90.0%	9 81.8%	4 100.0%	9 100.0%	8 100.0%	29 82.9%
							d						CDeHIKQ B	DeHIKQ BC	DeHIKQ BC		
HEDIS/CAHPS SUMMARY RATE - 9-10	331 74.4%	104 84.6%	60 70.6%	20 64.5%	20 74.1%	22 78.6%	15 75.0%	12 66.7%	8 66.7%	10 83.3%	8 66.7%	7 70.0%	7 63.6%	4 100.0%	7 77.8%	7 87.5%	20 57.1%
			CDQ			q				q			GHIKLMQ BCDEF			Q	
Mean	8.98	9.20	8.85	8.65	9.22	9.18	9.30	8.67	8.08	9.33	8.50	9.10	8.91	9.25	9.22	9.50	8.60

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

(GENERAL POPULATION)

=====COUNTY=====																		
General Pop. Total	DONA ANA		SAN JUAN	SANTA FE				CURRY			ROOSEVELT		RIO ARRIBA			TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	450	126	85	31	27	29	20	18	13	12	12	10	11	4	9	8	35	
Total Valid Responses	444	123	83	31	27	28	20	18	13	12	12	10	11	4	9	8	35	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	6	3	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
Yes	89	23	16	10	5	6	3	2	2	4	2	3	2	1	1	2	7	
	20.0%	18.7%	19.3%	32.3%	18.5%	21.4%	15.0%	11.1%	15.4%	33.3%	16.7%	30.0%	18.2%	25.0%	11.1%	25.0%	20.0%	
				h														
No	355	100	67	21	22	22	17	16	11	8	10	7	9	3	8	6	28	
	80.0%	81.3%	80.7%	67.7%	81.5%	78.6%	85.0%	88.9%	84.6%	66.7%	83.3%	70.0%	81.8%	75.0%	88.9%	75.0%	80.0%	
								d										
HEDIS/CAHPS SUMMARY RATE - Yes	89	23	16	10	5	6	3	2	2	4	2	3	2	1	1	2	7	
	20.0%	18.7%	19.3%	32.3%	18.5%	21.4%	15.0%	11.1%	15.4%	33.3%	16.7%	30.0%	18.2%	25.0%	11.1%	25.0%	20.0%	
				h														

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

(GENERAL POPULATION)

=====COUNTY=====																		
General Pop. Total	DONA ANA		SAN JUAN	LEA	SANTA FE			CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	89	23	16	10	5	6	3	2	2	4	2	3	2	1	1	2	7	
Total Valid Responses	87	23	16	10	5	6	3	2	2	4	2	2	2	1	-	2	7	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	
No Answer	2	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	
Yes	78	19	16	9	5	6	2	2	1	3	2	1	2	1	-	2	7	
	89.7%	82.6%	100.0%	90.0%	100.0%	100.0%	66.7%	100.0%	50.0%	75.0%	100.0%	50.0%	100.0%	100.0%		100.0%	100.0%	
			B		B	B		B			B		B	B		B	B	
No	9	4	-	1	-	-	1	-	1	1	-	1	-	-	-	-	-	
	10.3%	17.4%		10.0%			33.3%		50.0%	25.0%		50.0%						
HEDIS/CAHPS SUMMARY RATE - Yes	78	19	16	9	5	6	2	2	1	3	2	1	2	1	-	2	7	
	89.7%	82.6%	100.0%	90.0%	100.0%	100.0%	66.7%	100.0%	50.0%	75.0%	100.0%	50.0%	100.0%	100.0%		100.0%	100.0%	
			B		B	B		B			B		B	B		B	B	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q44. (FCC-PD) 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?

(GENERAL POPULATION)

=====COUNTY=====																		
General Pop. Total	DONA ANA		SAN JUAN	LEA	SANTA FE			CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	89	23	16	10	5	6	3	2	2	4	2	3	2	1	1	2	7	
Total Valid Responses	87	22	16	10	5	6	3	2	2	4	2	2	2	1	1	2	7	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	2	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	
Yes	79	17	15	9	5	6	3	2	1	4	2	2	2	1	1	2	7	
	90.8%	77.3%	93.8%	90.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
					B	B	B	B	B	B	B	B	B	B	B	B	B	
No	8	5	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	
	9.2%	22.7%	6.3%	10.0%					50.0%									
HEDIS/CAHPS SUMMARY RATE - Yes	79	17	15	9	5	6	3	2	1	4	2	2	2	1	1	2	7	
	90.8%	77.3%	93.8%	90.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
					B	B	B	B	B	B	B	B	B	B	B	B	B	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q45. In the last 6 months, did you make any appointments for your child to see a specialist?

(GENERAL POPULATION)

		=====COUNTY=====																
General Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44	
Total Valid Responses	510	147	90	34	28	30	24	22	15	13	14	10	13	4	10	12	44	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	3	-	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	86	22	17	8	7	6	3	2	5	1	3	1	-	1	2	2	6	
	16.9%	15.0%	18.9%	23.5%	25.0%	20.0%	12.5%	9.1%	33.3%	7.7%	21.4%	10.0%		25.0%	20.0%	16.7%	13.6%	
								hj										
No	424	125	73	26	21	24	21	20	10	12	11	9	13	3	8	10	38	
	83.1%	85.0%	81.1%	76.5%	75.0%	80.0%	87.5%	90.9%	66.7%	92.3%	78.6%	90.0%	100.0%	75.0%	80.0%	83.3%	86.4%	
								i		i				CDEFgIkQ				
														B				
HEDIS/CAHPS SUMMARY RATE - Yes	86	22	17	8	7	6	3	2	5	1	3	1	-	1	2	2	6	
	16.9%	15.0%	18.9%	23.5%	25.0%	20.0%	12.5%	9.1%	33.3%	7.7%	21.4%	10.0%		25.0%	20.0%	16.7%	13.6%	
								hj										

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	86	22	17	8	7	6	3	2	5	1	3	1	-	1	2	2	6
Total Valid Responses	85	21	17	8	7	6	3	2	5	1	3	1	-	1	2	2	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	46	7	11	3	4	3	2	2	3	1	3	1	-	1	-	1	4
	54.1%	33.3%	64.7%	37.5%	57.1%	50.0%	66.7%	100.0%	60.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	50.0%	66.7%
			B				CDEFiq	B	CDEFiq	B	BCDEFiq	BCDEFiq	BCDEFiq	BCDEFiq			
Usually	22	8	4	1	2	3	-	-	1	-	-	-	-	-	1	-	2
	25.9%	38.1%	23.5%	12.5%	28.6%	50.0%			20.0%						50.0%		33.3%
Sometimes	14	4	2	4	1	-	1	-	1	-	-	-	-	-	-	1	-
	16.5%	19.0%	11.8%	50.0%	14.3%		33.3%		20.0%							50.0%	
				C													
Never	3	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	3.5%	9.5%													50.0%		
HEDIS/CAHPS SUMMARY RATE - Always/Usually	68	15	15	4	6	6	2	2	4	1	3	1	-	1	1	1	6
	80.0%	71.4%	88.2%	50.0%	85.7%	100.0%	66.7%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	50.0%	100.0%
			D			BD		BD		BD	BD	BD	BD	BD		BD	BD
HEDIS/CAHPS SUMMARY RATE - Always	46	7	11	3	4	3	2	2	3	1	3	1	-	1	-	1	4
	54.1%	33.3%	64.7%	37.5%	57.1%	50.0%	66.7%	100.0%	60.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	50.0%	66.7%
			B				CDEFiq	B	CDEFiq	B	BCDEFiq	BCDEFiq	BCDEFiq	BCDEFiq			
Mean	3.31	2.95	3.53	2.88	3.43	3.50	3.33	4.00	3.40	4.00	4.00	4.00	-	4.00	2.00	3.00	3.67

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q47. How many specialists has your child seen in the last 6 months?

(GENERAL POPULATION)

General Pop.	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	86	22	17	8	7	6	3	2	5	1	3	1	-	1	2	2	6
Total Valid Responses	84	22	16	8	6	6	3	2	5	1	3	1	-	1	2	2	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
None	7	3	-	1	-	-	1	-	-	-	-	-	-	-	1	-	1
	8.3%	13.6%		12.5%			33.3%								50.0%		16.7%
1 specialist	55	16	7	5	5	5	2	1	5	1	3	-	-	1	1	1	2
	65.5%	72.7%	43.8%	62.5%	83.3%	83.3%	66.7%	50.0%	100.0%	100.0%	100.0%			100.0%	50.0%	50.0%	33.3%
		cq			CQ	CQ			BCDQ	BCDQ	BCDQ			BCDQ			
2	15	3	7	-	-	1	-	-	-	-	-	-	-	1	-	1	2
	17.9%	13.6%	43.8%			16.7%								100.0%		50.0%	33.3%
			B											BCFQ			
3	2	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-
	2.4%				16.7%			50.0%									
4	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	2.4%		6.3%														16.7%
5 or more specialists	3	-	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	3.6%		6.3%	25.0%													
HEDIS/CAHPS SUMMARY RATE	77	19	16	7	6	6	2	2	5	1	3	1	-	1	1	2	5
- 1 or More specialists	91.7%	86.4%	100.0%	87.5%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	83.3%
			b		b	b		b	b	b	b	b		b		b	
Mean	2.36	2.00	2.88	2.88	2.33	2.17	1.67	3.00	2.00	2.00	2.00	3.00	-	2.00	1.50	2.50	2.67

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q48. 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?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	DONA		SAN	SANTA					RIO					OTHER			
	BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	77	19	16	7	6	6	2	2	5	1	3	1	-	1	1	2	5
Total Valid Responses	77	19	16	7	6	6	2	2	5	1	3	1	-	1	1	2	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	44	14	9	2	4	3	2	1	2	-	3	-	-	-	2	2	
	57.1%	73.7%	56.3%	28.6%	66.7%	50.0%	100.0%	50.0%	40.0%		100.0%				100.0%	40.0%	
		D					CDeFIQ				BCDeFIQ				CDeFIQ	B	
9	13	3	4	-	-	1	-	-	1	-	-	1	-	1	1	1	
	16.9%	15.8%	25.0%			16.7%			20.0%			100.0%		100.0%	100.0%	20.0%	
												BCFIQ		BCFIQ	BCFIQ		
8	16	1	2	4	2	2	-	1	1	1	-	-	-	-	-	2	
	20.8%	5.3%	12.5%	57.1%	33.3%	33.3%		50.0%	20.0%	100.0%						40.0%	
				BC						CDEFIQ						B	
7	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1.3%		6.3%														
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
5	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	
	1.3%			14.3%													
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q48. 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?

(GENERAL POPULATION)

General Pop.	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
Total	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	2 2.6%	1 5.3%	-	-	-	-	-	-	1 20.0%	-	-	-	-	-	-	-	-
0 - Worst specialist possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - 8-10	73 94.8%	18 94.7%	15 93.8%	6 85.7%	6 100.0%	6 100.0%	2 100.0%	2 100.0%	4 80.0%	1 100.0%	3 100.0%	1 100.0%	- 100.0%	1 100.0%	1 100.0%	2 100.0%	5 100.0%
HEDIS/CAHPS SUMMARY RATE - 9-10	57 74.0%	17 89.5%	13 81.3%	2 28.6%	4 66.7%	4 66.7%	2 100.0%	1 50.0%	3 60.0%	- 100.0%	3 100.0%	1 100.0%	- 100.0%	1 100.0%	1 100.0%	2 100.0%	3 60.0%
Mean	9.08	9.26	9.31	8.14	9.33	9.17	10.00	9.00	7.60	8.00	10.00	9.00	-	9.00	9.00	10.00	9.00

Comparison Groups: BCDEFGHIJKLMNOQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	502	144	90	34	28	30	22	22	15	12	14	10	12	4	10	12	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	3	2	-	1	-	2	-	-	1	-	-	1	-	-	-	1
Yes	138	38	20	12	9	6	6	5	4	5	5	5	3	2	2	3	13
	27.5%	26.4%	22.2%	35.3%	32.1%	20.0%	27.3%	22.7%	26.7%	41.7%	35.7%	50.0%	25.0%	50.0%	20.0%	25.0%	30.2%
												cf					
No	364	106	70	22	19	24	16	17	11	7	9	5	9	2	8	9	30
	72.5%	73.6%	77.8%	64.7%	67.9%	80.0%	72.7%	77.3%	73.3%	58.3%	64.3%	50.0%	75.0%	50.0%	80.0%	75.0%	69.8%
			1			1											
HEDIS/CAHPS SUMMARY RATE - Yes	138	38	20	12	9	6	6	5	4	5	5	5	3	2	2	3	13
	27.5%	26.4%	22.2%	35.3%	32.1%	20.0%	27.3%	22.7%	26.7%	41.7%	35.7%	50.0%	25.0%	50.0%	20.0%	25.0%	30.2%
												cf					

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	138	38	20	12	9	6	6	5	4	5	5	5	3	2	2	3	13
Total Valid Responses	135	37	20	12	9	6	6	5	4	5	5	5	3	2	2	2	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
Always	72	19	12	3	6	6	3	3	3	4	3	3	-	-	-	2	5
	53.3%	51.4%	60.0%	25.0%	66.7%	100.0%	50.0%	60.0%	75.0%	80.0%	60.0%	60.0%				100.0%	41.7%
		d	D		D	EGHklQ		D	D	Dq						EGHklQ	BCD
Usually	40	12	3	8	3	-	2	2	1	-	-	1	3	2	-	-	3
	29.6%	32.4%	15.0%	66.7%	33.3%		33.3%	40.0%	25.0%			20.0%	100.0%	100.0%			25.0%
				BCLQ								CDEGHILQ	DEGHILQ	BC			
Sometimes	21	6	5	1	-	-	1	-	-	1	2	-	-	-	2	-	3
	15.6%	16.2%	25.0%	8.3%			16.7%			20.0%	40.0%				100.0%		25.0%
															CDGJKQ	B	
Never	2	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
	1.5%											20.0%					8.3%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	112	31	15	11	9	6	5	5	4	4	3	4	3	2	-	2	8
	83.0%	83.8%	75.0%	91.7%	100.0%	100.0%	83.3%	100.0%	100.0%	80.0%	60.0%	80.0%	100.0%	100.0%		100.0%	66.7%
				BCKQ	BCKQ		BCKQ	BCKQ	BCKQ				BCKQ	BCKQ		BCKQ	
HEDIS/CAHPS SUMMARY RATE - Always	72	19	12	3	6	6	3	3	3	4	3	3	-	-	-	2	5
	53.3%	51.4%	60.0%	25.0%	66.7%	100.0%	50.0%	60.0%	75.0%	80.0%	60.0%	60.0%				100.0%	41.7%
		d	D		D	EGHklQ		D	D	Dq						EGHklQ	BCD

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Mean	3.35	3.35	3.35	3.17	3.67	4.00	3.33	3.60	3.75	3.60	3.20	3.20	3.00	3.00	2.00	4.00	3.00

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	138	38	20	12	9	6	6	5	4	5	5	5	3	2	2	3	13
Total Valid Responses	133	37	19	12	9	6	6	5	4	5	5	5	3	2	2	2	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	2
Always	104	28	17	8	9	6	5	3	3	4	5	5	1	1	1	2	6
	78.2%	75.7%	89.5%	66.7%	100.0%	100.0%	83.3%	60.0%	75.0%	80.0%	100.0%	100.0%	33.3%	50.0%	50.0%	100.0%	54.5%
			MQ	BDhMQ		BDhMQ					BDhMQ	BDhMQ				BDhMQ	
Usually	24	9	1	3	-	-	1	2	1	-	-	-	2	1	1	-	3
	18.0%	24.3%	5.3%	25.0%			16.7%	40.0%	25.0%				66.7%	50.0%	50.0%		27.3%
		C											C				
Sometimes	4	-	1	1	-	-	-	-	-	1	-	-	-	-	-	-	1
	3.0%		5.3%	8.3%						20.0%							9.1%
Never	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	0.8%																9.1%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	128	37	18	11	9	6	6	5	4	4	5	5	3	2	2	2	9
	96.2%	100.0%	94.7%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	81.8%
HEDIS/CAHPS SUMMARY RATE - Always	104	28	17	8	9	6	5	3	3	4	5	5	1	1	1	2	6
	78.2%	75.7%	89.5%	66.7%	100.0%	100.0%	83.3%	60.0%	75.0%	80.0%	100.0%	100.0%	33.3%	50.0%	50.0%	100.0%	54.5%
			MQ	BDhMQ		BDhMQ					BDhMQ	BDhMQ				BDhMQ	
Mean	3.74	3.76	3.84	3.58	4.00	4.00	3.83	3.60	3.75	3.60	4.00	4.00	3.33	3.50	3.50	4.00	3.27

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	497	141	89	34	29	29	24	22	15	13	14	10	12	3	10	10	42
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	6	3	-	-	1	-	-	-	-	-	-	1	1	-	2	2
Yes	143	41	22	11	9	14	5	8	3	4	5	3	4	3	-	1	10
	28.8%	29.1%	24.7%	32.4%	31.0%	48.3%	20.8%	36.4%	20.0%	30.8%	35.7%	30.0%	33.3%	100.0%		10.0%	23.8%
		p		p		bcGIPQ		p					IJKLMPQ	BCDEFGH			
No	354	100	67	23	20	15	19	14	12	9	9	7	8	-	10	9	32
	71.2%	70.9%	75.3%	67.6%	69.0%	51.7%	79.2%	63.6%	80.0%	69.2%	64.3%	70.0%	66.7%		100.0%	90.0%	76.2%
		f	F				F		F						iJKLmQ	bdFh	F
															CDEFGH		
															B		
HEDIS/CAHPS SUMMARY RATE	143	41	22	11	9	14	5	8	3	4	5	3	4	3	-	1	10
- Yes	28.8%	29.1%	24.7%	32.4%	31.0%	48.3%	20.8%	36.4%	20.0%	30.8%	35.7%	30.0%	33.3%	100.0%		10.0%	23.8%
		p		p		bcGIPQ		p						IJKLMPQ			
															BCDEFGH		

Comparison Groups: BCDEFGHIJKLmNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	497	141	89	34	29	29	24	22	15	13	14	10	12	3	10	10	42
Total Valid Responses	493	140	89	34	29	29	24	22	15	11	14	10	12	3	10	10	41
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	-	-	-	-	-	-	-	2	-	-	-	-	-	-	1
Always	438	124	81	28	25	26	23	18	12	10	12	10	11	2	10	10	36
	88.8%	88.6%	91.0%	82.4%	86.2%	89.7%	95.8%	81.8%	80.0%	90.9%	85.7%	100.0%	91.7%	66.7%	100.0%	100.0%	87.8%
							d				BCDEFHIQ			DEFHIQ	DEFHIQ	DEFHIQ	BC
Usually	35	10	5	3	3	2	1	2	2	-	2	-	-	1	-	-	4
	7.1%	7.1%	5.6%	8.8%	10.3%	6.9%	4.2%	9.1%	13.3%		14.3%			33.3%			9.8%
Sometimes	17	5	2	3	1	1	-	2	-	1	-	-	1	-	-	-	1
	3.4%	3.6%	2.2%	8.8%	3.4%	3.4%		9.1%		9.1%			8.3%				2.4%
Never	3	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	0.6%	0.7%	1.1%						6.7%								
HEDIS/CAHPS SUMMARY RATE - Always/Usually	473	134	86	31	28	28	24	20	14	10	14	10	11	3	10	10	40
	95.9%	95.7%	96.6%	91.2%	96.6%	96.6%	100.0%	90.9%	93.3%	90.9%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	97.6%
							Bcd				Bcd	Bcd		Bcd	Bcd	Bcd	
HEDIS/CAHPS SUMMARY RATE - Always	438	124	81	28	25	26	23	18	12	10	12	10	11	2	10	10	36
	88.8%	88.6%	91.0%	82.4%	86.2%	89.7%	95.8%	81.8%	80.0%	90.9%	85.7%	100.0%	91.7%	66.7%	100.0%	100.0%	87.8%
							d				BCDEFHIQ			DEFHIQ	DEFHIQ	DEFHIQ	BC
Mean	3.84	3.84	3.87	3.74	3.83	3.86	3.96	3.73	3.67	3.82	3.86	4.00	3.83	3.67	4.00	4.00	3.85

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q54. 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?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARriba	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	501	143	90	33	29	29	23	22	14	13	14	10	12	4	10	12	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	4	2	1	-	1	1	-	1	-	-	-	1	-	-	-	1
10 - Best health plan possible	284	80	47	18	22	14	16	13	7	8	10	5	7	3	4	8	22
	56.7%	55.9%	52.2%	54.5%	75.9%	48.3%	69.6%	59.1%	50.0%	61.5%	71.4%	50.0%	58.3%	75.0%	40.0%	66.7%	51.2%
CdFioQ																	
B																	
9	102	32	18	3	4	9	4	4	5	1	1	2	3	1	3	3	9
	20.4%	22.4%	20.0%	9.1%	13.8%	31.0%	17.4%	18.2%	35.7%	7.7%	7.1%	20.0%	25.0%	25.0%	30.0%	25.0%	20.9%
		DjK	d			DJK		djK									
8	58	11	15	4	1	5	3	4	1	1	1	3	1	-	2	1	5
	11.6%	7.7%	16.7%	12.1%	3.4%	17.2%	13.0%	18.2%	7.1%	7.7%	7.1%	30.0%	8.3%		20.0%	8.3%	11.6%
			BE			e		e				e					
7	28	12	5	2	1	1	-	1	1	1	1	-	-	-	-	-	3
	5.6%	8.4%	5.6%	6.1%	3.4%	3.4%		4.5%	7.1%	7.7%	7.1%						7.0%
6	8	3	2	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	1.6%	2.1%	2.2%	3.0%									8.3%				2.3%
5	17	5	3	3	1	-	-	-	-	2	1	-	-	-	1	-	1
	3.4%	3.5%	3.3%	9.1%	3.4%					15.4%	7.1%				10.0%		2.3%
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	4	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2
	0.8%			6.1%													4.7%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q54. 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?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst health plan possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	4 0.8%	-	-	2 6.1%	-	-	-	-	-	-	-	-	-	-	-	-	2 4.7%
SUMMARY - 4-7	53 10.6%	20 14.0%	10 11.1%	6 18.2%	2 6.9%	1 3.4%	-	1 4.5%	1 7.1%	3 23.1%	2 14.3%	-	1 8.3%	-	1 10.0%	-	5 11.6%
HEDIS/CAHPS SUMMARY RATE - 8-10	444 88.6%	123 86.0%	80 88.9%	25 75.8%	27 93.1%	28 96.6%	23 100.0%	21 95.5%	13 92.9%	10 76.9%	12 85.7%	10 100.0%	11 91.7%	4 100.0%	9 90.0%	12 100.0%	36 83.7%
HEDIS/CAHPS SUMMARY RATE - 9-10	386 77.0%	112 78.3%	65 72.2%	21 63.6%	26 89.7%	23 79.3%	20 87.0%	17 77.3%	12 85.7%	9 69.2%	11 78.6%	7 70.0%	10 83.3%	4 100.0%	7 70.0%	11 91.7%	31 72.1%
Mean	9.11	9.11	9.04	8.48	9.52	9.24	9.57	9.32	9.29	8.77	9.21	9.20	9.25	9.75	8.80	9.58	8.81

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

(GENERAL POPULATION)

		=====COUNTY=====																
General Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44	
Total Valid Responses	502	144	90	34	29	30	22	21	15	13	14	9	12	4	10	12	43	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	11	3	2	-	-	-	2	1	-	-	-	1	1	-	-	-	1	
Yes	213	53	44	15	16	9	6	8	8	10	9	3	6	2	4	3	17	
	42.4%	36.8%	48.9%	44.1%	55.2%	30.0%	27.3%	38.1%	53.3%	76.9%	64.3%	33.3%	50.0%	50.0%	40.0%	25.0%	39.5%	
			bfGp		bfGp					GHLoPQ	BFGPq							
										BCDF								
No	289	91	46	19	13	21	16	13	7	3	5	6	6	2	6	9	26	
	57.6%	63.2%	51.1%	55.9%	44.8%	70.0%	72.7%	61.9%	46.7%	23.1%	35.7%	66.7%	50.0%	50.0%	60.0%	75.0%	60.5%	
		ceJK	J	J		cEJK	CEJK	J				J			j	ceJK	Jk	
HEDIS/CAHPS SUMMARY RATE - Yes	213	53	44	15	16	9	6	8	8	10	9	3	6	2	4	3	17	
	42.4%	36.8%	48.9%	44.1%	55.2%	30.0%	27.3%	38.1%	53.3%	76.9%	64.3%	33.3%	50.0%	50.0%	40.0%	25.0%	39.5%	
			bfGp		bfGp					GHLoPQ	BFGPq							
										BCDF								

Comparison Groups: BCDEFHGIJKLMO PQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q56. (ATPM) In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	213	53	44	15	16	9	6	8	8	10	9	3	6	2	4	3	17
Total Valid Responses	212	52	44	15	16	9	6	8	8	10	9	3	6	2	4	3	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	151	39	30	8	16	7	3	7	6	7	6	3	5	1	2	2	9
	71.2%	75.0%	68.2%	53.3%	100.0%	77.8%	50.0%	87.5%	75.0%	70.0%	66.7%	100.0%	83.3%	50.0%	50.0%	66.7%	52.9%
					DGJKOQ BC			DQ				BCDGJKOQ					
Usually	45	9	12	5	-	2	1	1	2	-	2	-	1	1	2	1	6
	21.2%	17.3%	27.3%	33.3%		22.2%	16.7%	12.5%	25.0%		22.2%		16.7%	50.0%	50.0%	33.3%	35.3%
Sometimes	15	3	2	2	-	-	2	-	-	3	1	-	-	-	-	-	2
	7.1%	5.8%	4.5%	13.3%			33.3%			30.0%	11.1%						11.8%
										c							
Never	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.5%	1.9%															
HEDIS/CAHPS SUMMARY RATE - Always/Usually	196	48	42	13	16	9	4	8	8	7	8	3	6	2	4	3	15
	92.5%	92.3%	95.5%	86.7%	100.0%	100.0%	66.7%	100.0%	100.0%	70.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	88.2%
			j		BgJ	BgJ		BgJ	BgJ			BgJ	BgJ	BgJ	BgJ	BgJ	
HEDIS/CAHPS SUMMARY RATE - Always	151	39	30	8	16	7	3	7	6	7	6	3	5	1	2	2	9
	71.2%	75.0%	68.2%	53.3%	100.0%	77.8%	50.0%	87.5%	75.0%	70.0%	66.7%	100.0%	83.3%	50.0%	50.0%	66.7%	52.9%
					DGJKOQ BC			DQ				BCDGJKOQ					
Mean	3.63	3.65	3.64	3.40	4.00	3.78	3.17	3.88	3.75	3.40	3.56	4.00	3.83	3.50	3.50	3.67	3.41

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

(GENERAL POPULATION)

=====COUNTY=====																		
General Pop. Total	DONA ANA		SAN JUAN	LEA	SANTA FE			CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	213	53	44	15	16	9	6	8	8	10	9	3	6	2	4	3	17	
Total Valid Responses	208	50	42	15	16	9	6	8	8	10	9	3	6	2	4	3	17	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	5	3	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	120	32	19	9	12	7	4	4	3	5	4	3	4	1	2	3	8	
	57.7%	64.0%	45.2%	60.0%	75.0%	77.8%	66.7%	50.0%	37.5%	50.0%	44.4%	100.0%	66.7%	50.0%	50.0%	100.0%	47.1%	
		c			Ciq	Ciq					gHIJKmOQ	BCDE				IJKmOQ	BCDEgH	
No	88	18	23	6	4	2	2	4	5	5	5	-	2	1	2	-	9	
	42.3%	36.0%	54.8%	40.0%	25.0%	22.2%	33.3%	50.0%	62.5%	50.0%	55.6%		33.3%	50.0%	50.0%		52.9%	
			bEF					ef									ef	
HEDIS/CAHPS SUMMARY RATE - Yes	120	32	19	9	12	7	4	4	3	5	4	3	4	1	2	3	8	
	57.7%	64.0%	45.2%	60.0%	75.0%	77.8%	66.7%	50.0%	37.5%	50.0%	44.4%	100.0%	66.7%	50.0%	50.0%	100.0%	47.1%	
		c			Ciq	Ciq					gHIJKmOQ	BCDE				IJKmOQ	BCDEgH	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q58. In general, how would you rate your child's overall health?

(GENERAL POPULATION)

General Pop.	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	502	146	90	34	27	30	22	22	14	13	14	9	12	4	10	12	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	1	2	-	2	-	2	-	1	-	-	1	1	-	-	-	1
Excellent	208	65	41	12	8	12	7	8	8	4	3	4	7	3	5	4	17
	41.4%	44.5%	45.6%	35.3%	29.6%	40.0%	31.8%	36.4%	57.1%	30.8%	21.4%	44.4%	58.3%	75.0%	50.0%	33.3%	39.5%
		K	K						eK				eK	degJK			
Very good	148	39	25	14	12	8	7	7	3	5	5	3	3	-	3	1	13
	29.5%	26.7%	27.8%	41.2%	44.4%	26.7%	31.8%	31.8%	21.4%	38.5%	35.7%	33.3%	25.0%		30.0%	8.3%	30.2%
		P	P	P	bP		P	P			P	P					P
Good	113	33	18	8	7	9	5	6	3	2	3	2	1	-	2	4	10
	22.5%	22.6%	20.0%	23.5%	25.9%	30.0%	22.7%	27.3%	21.4%	15.4%	21.4%	22.2%	8.3%		20.0%	33.3%	23.3%
						m											
Fair	33	9	6	-	-	1	3	1	-	2	3	-	1	1	-	3	3
	6.6%	6.2%	6.7%			3.3%	13.6%	4.5%		15.4%	21.4%		8.3%	25.0%		25.0%	7.0%
																f	
Poor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE	356	104	66	26	20	20	14	15	11	9	8	7	10	3	8	5	30
- Excellent/Very good	70.9%	71.2%	73.3%	76.5%	74.1%	66.7%	63.6%	68.2%	78.6%	69.2%	57.1%	77.8%	83.3%	75.0%	80.0%	41.7%	69.8%
		P	P	P	P				P			P	P		P		P
Mean	1.94	1.90	1.88	1.88	1.96	1.97	2.18	2.00	1.64	2.15	2.43	1.78	1.67	1.75	1.70	2.50	1.98

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q59. In general, how would you rate your child's overall mental or emotional health?

(GENERAL POPULATION)

General Pop.	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	503	144	90	34	29	30	22	22	15	13	14	10	12	4	10	11	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	10	3	2	-	-	-	2	-	-	-	-	-	1	-	-	1	1
Excellent	245	64	51	13	17	13	9	9	8	8	6	9	6	3	4	6	19
	48.7%	44.4%	56.7%	38.2%	58.6%	43.3%	40.9%	40.9%	53.3%	61.5%	42.9%	90.0%	50.0%	75.0%	40.0%	54.5%	44.2%
			bd		d							HIjKMOPQ					
												BCDEFG					
Very good	127	46	16	14	3	6	7	6	2	2	5	-	4	-	4	-	12
	25.2%	31.9%	17.8%	41.2%	10.3%	20.0%	31.8%	27.3%	13.3%	15.4%	35.7%		33.3%		40.0%		27.9%
		CEi		CEFIJ			e				e				e		E
Good	90	22	14	6	9	8	4	6	4	1	1	1	1	-	1	4	8
	17.9%	15.3%	15.6%	17.6%	31.0%	26.7%	18.2%	27.3%	26.7%	7.7%	7.1%	10.0%	8.3%		10.0%	36.4%	18.6%
				bcJKm		jk		k								jkm	
Fair	33	12	8	-	-	1	2	1	-	1	1	-	1	1	1	1	3
	6.6%	8.3%	8.9%			3.3%	9.1%	4.5%		7.7%	7.1%		8.3%	25.0%	10.0%	9.1%	7.0%
Poor	8	-	1	1	-	2	-	-	1	1	1	-	-	-	-	-	1
	1.6%		1.1%	2.9%		6.7%			6.7%	7.7%	7.1%						2.3%
HEDIS/CAHPS SUMMARY RATE	372	110	67	27	20	19	16	15	10	10	11	9	10	3	8	6	31
- Excellent/Very good	74.0%	76.4%	74.4%	79.4%	69.0%	63.3%	72.7%	68.2%	66.7%	76.9%	78.6%	90.0%	83.3%	75.0%	80.0%	54.5%	72.1%
												FP					
Mean	1.87	1.88	1.80	1.88	1.72	2.10	1.95	1.95	1.93	1.85	2.00	1.20	1.75	1.75	1.90	2.00	1.95

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	505	145	90	34	29	30	22	22	15	13	14	10	12	4	10	12	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	2	2	-	-	-	2	-	-	-	-	-	1	-	-	-	1
Yes	133	38	26	9	11	6	2	6	2	7	4	-	4	1	3	3	11
	26.3%	26.2%	28.9%	26.5%	37.9%	20.0%	9.1%	27.3%	13.3%	53.8%	28.6%		33.3%	25.0%	30.0%	25.0%	25.6%
		G	G	g	Gi					cdFGIq							g
										b							
No	372	107	64	25	18	24	20	16	13	6	10	10	8	3	7	9	32
	73.7%	73.8%	71.1%	73.5%	62.1%	80.0%	90.9%	72.7%	86.7%	46.2%	71.4%	100.0%	66.7%	75.0%	70.0%	75.0%	74.4%
		j	j	j		J	BCdEJq		eJ			FHJKMOFQ					j
												BCDE					
HEDIS/CAHPS SUMMARY RATE - Yes	133	38	26	9	11	6	2	6	2	7	4	-	4	1	3	3	11
	26.3%	26.2%	28.9%	26.5%	37.9%	20.0%	9.1%	27.3%	13.3%	53.8%	28.6%		33.3%	25.0%	30.0%	25.0%	25.6%
		G	G	g	Gi					cdFGIq							g
										b							

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q61. Is this because of any medical, behavioral, or other health condition?

(GENERAL POPULATION)

		=====COUNTY=====																
General Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	133	38	26	9	11	6	2	6	2	7	4	-	4	1	3	3	11	
Total Valid Responses	130	36	26	9	10	6	2	6	2	7	4	-	4	1	3	3	11	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	3	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	106	26	20	9	8	6	2	4	2	7	3	-	4	1	2	2	10	
	81.5%	72.2%	76.9%	100.0%	80.0%	100.0%	100.0%	66.7%	100.0%	100.0%	75.0%		100.0%	100.0%	66.7%	66.7%	90.9%	
				BCh		BCh	BCh		BCh	BCh			BCh	BCh				
No	24	10	6	-	2	-	-	2	-	-	1	-	-	-	1	1	1	
	18.5%	27.8%	23.1%		20.0%			33.3%			25.0%				33.3%	33.3%	9.1%	
HEDIS/CAHPS SUMMARY RATE - Yes	106	26	20	9	8	6	2	4	2	7	3	-	4	1	2	2	10	
	81.5%	72.2%	76.9%	100.0%	80.0%	100.0%	100.0%	66.7%	100.0%	100.0%	75.0%		100.0%	100.0%	66.7%	66.7%	90.9%	
				BCh		BCh	BCh		BCh	BCh			BCh	BCh				

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	106	26	20	9	8	6	2	4	2	7	3	-	4	1	2	2	10
Total Valid Responses	105	26	20	9	7	6	2	4	2	7	3	-	4	1	2	2	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Yes	88	25	16	6	6	3	1	4	2	6	3	-	3	1	2	2	8
	83.8%	96.2%	80.0%	66.7%	85.7%	50.0%	50.0%	100.0%	100.0%	85.7%	100.0%		75.0%	100.0%	100.0%	100.0%	80.0%
		cdf						CDF	CDF		CDF		CDF	CDF	CDF	CDF	
No	17	1	4	3	1	3	1	-	-	1	-	-	1	-	-	-	2
	16.2%	3.8%	20.0%	33.3%	14.3%	50.0%	50.0%			14.3%			25.0%				20.0%
			b	b		B											
HEDIS/CAHPS SUMMARY RATE - Yes	88	25	16	6	6	3	1	4	2	6	3	-	3	1	2	2	8
	83.8%	96.2%	80.0%	66.7%	85.7%	50.0%	50.0%	100.0%	100.0%	85.7%	100.0%		75.0%	100.0%	100.0%	100.0%	80.0%
		cdf						CDF	CDF		CDF		CDF	CDF	CDF	CDF	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q63. 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?

(GENERAL POPULATION)

=====COUNTY=====																						
General Pop. Total	DONA ANA		SAN JUAN		SANTA FE				CURRY		EDDY		OTERO		RIO ARRIBA		TAOS		LUNA		OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)					
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44					
Total Valid Responses	500	143	90	34	28	30	22	22	15	12	14	10	11	4	10	12	43					
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					
No Answer	13	4	2	-	1	-	2	-	-	1	-	-	2	-	-	-	1					
Yes	70	19	12	6	4	4	1	3	3	3	2	1	2	1	1	1	7					
	14.0%	13.3%	13.3%	17.6%	14.3%	13.3%	4.5%	13.6%	20.0%	25.0%	14.3%	10.0%	18.2%	25.0%	10.0%	8.3%	16.3%					
No	430	124	78	28	24	26	21	19	12	9	12	9	9	3	9	11	36					
	86.0%	86.7%	86.7%	82.4%	85.7%	86.7%	95.5%	86.4%	80.0%	75.0%	85.7%	90.0%	81.8%	75.0%	90.0%	91.7%	83.7%					
HEDIS/CAHPS SUMMARY RATE - Yes	70	19	12	6	4	4	1	3	3	3	2	1	2	1	1	1	7					
	14.0%	13.3%	13.3%	17.6%	14.3%	13.3%	4.5%	13.6%	20.0%	25.0%	14.3%	10.0%	18.2%	25.0%	10.0%	8.3%	16.3%					

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q64. Is this because of any medical, behavioral, or other health condition?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	70	19	12	6	4	4	1	3	3	3	2	1	2	1	1	1	7
Total Valid Responses	69	19	12	6	4	4	1	3	3	3	2	-	2	1	1	1	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Yes	55	13	11	6	2	4	1	2	3	3	1	-	1	1	1	-	6
	79.7%	68.4%	91.7%	100.0%	50.0%	100.0%	100.0%	66.7%	100.0%	100.0%	50.0%		50.0%	100.0%	100.0%		85.7%
			b	BE		BE	BE		BE	BE			BE	BE	BE		
No	14	6	1	-	2	-	-	1	-	-	1	-	1	-	-	1	1
	20.3%	31.6%	8.3%		50.0%			33.3%			50.0%		50.0%			100.0%	14.3%
		c														BCEHQ	
HEDIS/CAHPS SUMMARY RATE - Yes	55	13	11	6	2	4	1	2	3	3	1	-	1	1	1	-	6
	79.7%	68.4%	91.7%	100.0%	50.0%	100.0%	100.0%	66.7%	100.0%	100.0%	50.0%		50.0%	100.0%	100.0%		85.7%
			b	BE		BE	BE		BE	BE			BE	BE	BE		

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	55	13	11	6	2	4	1	2	3	3	1	-	1	1	1	-	6
Total Valid Responses	54	13	11	6	2	4	1	2	3	3	1	-	1	1	1	-	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%		100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Yes	52	12	11	6	2	4	1	2	2	3	1	-	1	1	1	-	5
	96.3%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%		100.0%	100.0%	100.0%		100.0%
No	2	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	3.7%	7.7%							33.3%								
HEDIS/CAHPS SUMMARY RATE	52	12	11	6	2	4	1	2	2	3	1	-	1	1	1	-	5
- Yes	96.3%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%		100.0%	100.0%	100.0%		100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q66. 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?

(GENERAL POPULATION)

=====COUNTY=====																			
General Pop. Total	DONA ANA		SAN JUAN	SANTA FE				CURRY		EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)		
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44		
Total Valid Responses	499	145	88	34	28	30	22	22	15	12	14	9	12	4	9	12	43		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	14	2	4	-	1	-	2	-	-	1	-	1	1	-	1	-	1		
Yes	65	19	12	8	4	3	2	1	1	2	2	2	1	1	-	1	6		
	13.0%	13.1%	13.6%	23.5%	14.3%	10.0%	9.1%	4.5%	6.7%	16.7%	14.3%	22.2%	8.3%	25.0%		8.3%	14.0%		
				Hi															
No	434	126	76	26	24	27	20	21	14	10	12	7	11	3	9	11	37		
	87.0%	86.9%	86.4%	76.5%	85.7%	90.0%	90.9%	95.5%	93.3%	83.3%	85.7%	77.8%	91.7%	75.0%	100.0%	91.7%	86.0%		
								D	d						BCDEFQ				
HEDIS/CAHPS SUMMARY RATE - Yes	65	19	12	8	4	3	2	1	1	2	2	2	1	1	-	1	6		
	13.0%	13.1%	13.6%	23.5%	14.3%	10.0%	9.1%	4.5%	6.7%	16.7%	14.3%	22.2%	8.3%	25.0%		8.3%	14.0%		
				Hi															

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q67. Is this because of any medical, behavioral, or other health condition?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	65	19	12	8	4	3	2	1	1	2	2	2	1	1	-	1	6
Total Valid Responses	64	19	11	8	4	3	2	1	1	2	2	2	1	1	-	1	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	41	9	9	6	2	3	-	-	1	2	1	2	1	1	-	-	4
	64.1%	47.4%	81.8%	75.0%	50.0%	100.0%			100.0%	100.0%	50.0%	100.0%	100.0%	100.0%			66.7%
			B			BEq			BEq	BEq		BEq	BEq	BEq			
No	23	10	2	2	2	-	2	1	-	-	1	-	-	-	-	1	2
	35.9%	52.6%	18.2%	25.0%	50.0%		100.0%	100.0%			50.0%					100.0%	33.3%
		C					BCDEq	BCDEq								BCDEq	
HEDIS/CAHPS SUMMARY RATE - Yes	41	9	9	6	2	3	-	-	1	2	1	2	1	1	-	-	4
	64.1%	47.4%	81.8%	75.0%	50.0%	100.0%			100.0%	100.0%	50.0%	100.0%	100.0%	100.0%			66.7%
			B			BEq			BEq	BEq		BEq	BEq	BEq			

Comparison Groups: BCDEFHGIJKLNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	41	9	9	6	2	3	-	-	1	2	1	2	1	1	-	-	4
Total Valid Responses	39	8	9	6	2	3	-	-	1	2	1	1	1	1	-	-	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%
No Answer	2	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Yes	38	8	9	5	2	3	-	-	1	2	1	1	1	1	-	-	4
	97.4%	100.0%	100.0%	83.3%	100.0%	100.0%			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%
No	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	2.6%			16.7%													
HEDIS/CAHPS SUMMARY RATE - Yes	38	8	9	5	2	3	-	-	1	2	1	1	1	1	-	-	4
	97.4%	100.0%	100.0%	83.3%	100.0%	100.0%			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

(GENERAL POPULATION)

		=====COUNTY=====																
General Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44	
Total Valid Responses	501	145	89	33	28	30	22	22	15	13	14	10	12	4	10	12	42	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	12	2	3	1	1	-	2	-	-	-	-	-	-	1	-	-	2	
Yes	68	17	14	6	4	3	3	3	1	2	3	2	3	1	-	1	5	
	13.6%	11.7%	15.7%	18.2%	14.3%	10.0%	13.6%	13.6%	6.7%	15.4%	21.4%	20.0%	25.0%	25.0%		8.3%	11.9%	
No	433	128	75	27	24	27	19	19	14	11	11	8	9	3	10	11	37	
	86.4%	88.3%	84.3%	81.8%	85.7%	90.0%	86.4%	86.4%	93.3%	84.6%	78.6%	80.0%	75.0%	75.0%	100.0%	91.7%	88.1%	
															fgkhMQ			
															BCDE			
HEDIS/CAHPS SUMMARY RATE	68	17	14	6	4	3	3	3	1	2	3	2	3	1	-	1	5	
- Yes	13.6%	11.7%	15.7%	18.2%	14.3%	10.0%	13.6%	13.6%	6.7%	15.4%	21.4%	20.0%	25.0%	25.0%		8.3%	11.9%	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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 770-978-3173
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q70. Is this because of any medical, behavioral, or other health condition?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	68	17	14	6	4	3	3	3	1	2	3	2	3	1	-	1	5
Total Valid Responses	67	17	14	6	4	3	3	3	1	1	3	2	3	1	-	1	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Yes	47	12	10	5	3	2	1	2	1	1	1	1	2	1	-	-	5
	70.1%	70.6%	71.4%	83.3%	75.0%	66.7%	33.3%	66.7%	100.0%	100.0%	33.3%	50.0%	66.7%	100.0%			100.0%
								BCGK	BCGK				BCGK				BCGK
No	20	5	4	1	1	1	2	1	-	-	2	1	1	-	-	1	-
	29.9%	29.4%	28.6%	16.7%	25.0%	33.3%	66.7%	33.3%			66.7%	50.0%	33.3%			100.0%	
																CDEFHM	B
HEDIS/CAHPS SUMMARY RATE - Yes	47	12	10	5	3	2	1	2	1	1	1	1	2	1	-	-	5
	70.1%	70.6%	71.4%	83.3%	75.0%	66.7%	33.3%	66.7%	100.0%	100.0%	33.3%	50.0%	66.7%	100.0%			100.0%
								BCGK	BCGK				BCGK				BCGK

Comparison Groups: BCDEFHGIJKLNMOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	47	12	10	5	3	2	1	2	1	1	1	1	2	1	-	-	5
Total Valid Responses	45	12	9	5	3	2	1	2	1	1	1	1	2	1	-	-	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%
No Answer	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Yes	44	12	9	5	3	2	1	1	1	1	1	1	2	1	-	-	4
	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%
No	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	2.2%							50.0%									
HEDIS/CAHPS SUMMARY RATE - Yes	44	12	9	5	3	2	1	1	1	1	1	1	2	1	-	-	4
	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

(GENERAL POPULATION)

=====COUNTY=====																		
General Pop. Total	DONA ANA		SAN JUAN	LEA	SANTA FE			CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44	
Total Valid Responses	498	145	89	34	28	30	22	20	15	13	13	10	12	4	9	11	43	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	15	2	3	-	1	-	2	2	-	-	1	-	1	-	1	1	1	
Yes	63	21	12	6	3	3	2	3	1	2	1	-	3	1	-	-	5	
	12.7%	14.5%	13.5%	17.6%	10.7%	10.0%	9.1%	15.0%	6.7%	15.4%	7.7%		25.0%	25.0%			11.6%	
No	435	124	77	28	25	27	20	17	14	11	12	10	9	3	9	11	38	
	87.3%	85.5%	86.5%	82.4%	89.3%	90.0%	90.9%	85.0%	93.3%	84.6%	92.3%	100.0%	75.0%	75.0%	100.0%	100.0%	88.4%	
												BCDefhMQ			DefhMQ	DefhMQ		
														BC	BC	BC		
HEDIS/CAHPS SUMMARY RATE - Yes	63	21	12	6	3	3	2	3	1	2	1	-	3	1	-	-	5	
	12.7%	14.5%	13.5%	17.6%	10.7%	10.0%	9.1%	15.0%	6.7%	15.4%	7.7%		25.0%	25.0%			11.6%	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q73. Has this problem lasted or is it expected to last for at least 12 months?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	63	21	12	6	3	3	2	3	1	2	1	-	3	1	-	-	5
Total Valid Responses	62	20	12	6	3	3	2	3	1	2	1	-	3	1	-	-	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	-	100.0%
No Answer	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	56	20	12	4	3	3	1	3	1	2	-	-	2	1	-	-	4
	90.3%	100.0%	100.0%	66.7%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	-	66.7%	100.0%	-	-	80.0%
		d	d	d	d	d	d	d	d	d	d		d	d			d
No	6	-	-	2	-	-	1	-	-	-	1	-	1	-	-	-	1
	9.7%			33.3%			50.0%				100.0%		33.3%				20.0%
											DMQ						
HEDIS/CAHPS SUMMARY RATE - Yes	56	20	12	4	3	3	1	3	1	2	-	-	2	1	-	-	4
	90.3%	100.0%	100.0%	66.7%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	-	66.7%	100.0%	-	-	80.0%
		d	d	d	d	d	d	d	d	d	d		d	d			d

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q74. What is your child's age?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	497	143	90	33	28	29	22	22	15	13	12	10	11	4	10	12	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	4	2	1	1	1	2	-	-	-	2	-	2	-	-	-	1
Less than 1 year old	7	1	1	-	1	-	-	1	1	-	1	-	-	-	1	-	-
	1.4%	0.7%	1.1%		3.6%			4.5%	6.7%		8.3%			10.0%			
1	24	7	4	2	2	1	-	-	2	-	-	-	1	-	-	2	3
	4.8%	4.9%	4.4%	6.1%	7.1%	3.4%			13.3%				25.0%		16.7%	7.0%	
2	19	5	5	1	1	-	3	-	-	-	-	1	1	-	-	1	1
	3.8%	3.5%	5.6%	3.0%	3.6%		13.6%					10.0%	9.1%			8.3%	2.3%
3	31	14	5	1	-	2	1	2	1	-	2	-	-	-	1	-	2
	6.2%	9.8%	5.6%	3.0%		6.9%	4.5%	9.1%	6.7%		16.7%				10.0%		4.7%
4	33	9	5	5	2	4	-	2	2	-	1	-	1	1	-	1	-
	6.6%	6.3%	5.6%	15.2%	7.1%	13.8%		9.1%	13.3%		8.3%		9.1%	25.0%		8.3%	
5	27	8	4	3	1	2	1	-	1	-	1	1	-	-	-	1	4
	5.4%	5.6%	4.4%	9.1%	3.6%	6.9%	4.5%		6.7%		8.3%	10.0%				8.3%	9.3%
6	31	10	5	3	-	1	1	1	-	3	1	-	-	-	-	-	6
	6.2%	7.0%	5.6%	9.1%		3.4%	4.5%	4.5%		23.1%	8.3%						14.0%
7	21	4	6	-	3	-	1	-	1	-	-	-	2	-	1	1	2
	4.2%	2.8%	6.7%		10.7%		4.5%		6.7%				18.2%		10.0%	8.3%	4.7%
8	34	6	8	-	3	2	3	1	-	3	1	3	1	-	-	-	3
	6.8%	4.2%	8.9%		10.7%	6.9%	13.6%	4.5%		23.1%	8.3%	30.0%	9.1%				7.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q74. What is your child's age?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
9	40 8.0%	13 9.1%	8 8.9%	4 12.1%	1 3.6%	1 3.4%	1 4.5%	2 9.1%	1 6.7%	3 23.1%	1 8.3%	1 10.0%	-	-	1 10.0%	1 8.3%	2 4.7%
10	32 6.4%	9 6.3%	4 4.4%	2 6.1%	1 3.6%	3 10.3%	2 9.1%	1 4.5%	-	-	-	-	2 18.2%	-	1 10.0%	-	7 16.3% bCe
11	26 5.2%	6 4.2%	7 7.8%	2 6.1%	1 3.6%	2 6.9%	2 9.1%	2 9.1%	3 20.0%	-	-	-	-	1 25.0%	-	-	-
12	33 6.6%	9 6.3%	3 3.3%	2 6.1%	3 10.7%	4 13.8%	1 4.5%	1 4.5%	1 6.7%	1 7.7%	-	-	2 18.2%	-	2 20.0%	1 8.3%	3 7.0%
13	32 6.4%	10 7.0%	6 6.7%	4 12.1%	3 10.7%	1 3.4%	2 9.1%	1 4.5%	-	-	-	-	1 9.1%	-	2 20.0%	1 8.3%	1 2.3%
14 or older	107 21.5%	32 22.4%	19 21.1%	4 12.1%	6 21.4%	6 20.7%	4 18.2%	8 36.4% DiMo	2 13.3%	3 23.1%	4 33.3%	4 40.0% dmo	1 9.1%	1 25.0%	1 10.0%	3 25.0%	9 20.9%

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
770-978-3173
2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q75. Is your child male or female?

(GENERAL POPULATION)

		=====COUNTY=====															
General Pop.		DONA		SAN		SANTA				RIO							
Total		BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	496	144	89	32	28	28	22	22	15	13	13	10	11	4	10	12	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	17	3	3	2	1	2	2	-	-	-	1	-	2	-	-	-	1
Male	262	75	41	22	21	10	10	15	8	7	5	4	4	4	4	5	27
	52.8%	52.1%	46.1%	68.8%	75.0%	35.7%	45.5%	68.2%	53.3%	53.8%	38.5%	40.0%	36.4%	100.0%	40.0%	41.7%	62.8%
Female	234	69	48	10	7	18	12	7	7	6	8	6	7	-	6	7	16
	47.2%	47.9%	53.9%	31.3%	25.0%	64.3%	54.5%	31.8%	46.7%	46.2%	61.5%	60.0%	63.6%	-	60.0%	58.3%	37.2%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q76. Is your child of Hispanic or Latino origin or descent?

(GENERAL POPULATION)

		=====COUNTY=====															
General Pop.		DONA		SAN		SANTA				RIO							
Total		BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	490	140	87	33	28	29	22	22	15	12	13	10	11	4	10	12	42
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	23	7	5	1	1	1	2	-	-	1	1	-	2	-	-	-	2
Yes, Hispanic or Latino	395	117	77	19	24	26	20	15	12	10	12	7	8	4	6	11	27
	80.6%	83.6%	88.5%	57.6%	85.7%	89.7%	90.9%	68.2%	80.0%	83.3%	92.3%	70.0%	72.7%	100.0%	60.0%	91.7%	64.3%
No, not Hispanic or Latino	95	23	10	14	4	3	2	7	3	2	1	3	3	-	4	1	15
	19.4%	16.4%	11.5%	42.4%	14.3%	10.3%	9.1%	31.8%	20.0%	16.7%	7.7%	30.0%	27.3%		40.0%	8.3%	35.7%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q77. What is your child's race? (Mark one or more.)

(GENERAL POPULATION)

		=====COUNTY=====															
General Pop.		DONA		SAN		SANTA				RIO							
Total		BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	528	155	93	42	26	26	25	25	16	12	13	7	11	5	13	12	47
Total Respondents	441	124	81	31	25	24	21	20	12	12	12	7	9	4	10	9	40
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	271 61.5%	78 62.9%	56 69.1%	16 51.6%	14 56.0%	14 58.3%	11 52.4%	11 55.0%	10 83.3%	7 58.3%	7 58.3%	5 71.4%	5 55.6%	3 75.0%	6 60.0%	6 66.7%	22 55.0%
Black or African-American	21 4.8%	12 9.7%	2 2.5%	-	1 4.0%	-	1 4.8%	3 15.0%	1 8.3%	-	-	-	-	-	-	-	1 2.5%
Asian	10 2.3%	5 4.0%	-	-	-	-	1 4.8%	1 5.0%	-	-	-	-	-	-	2 20.0%	-	1 2.5%
Native Hawaiian or other Pacific Islander	10 2.3%	4 3.2%	1 1.2%	5 16.1%	-	-	-	-	-	-	-	-	-	-	-	-	-
American Indian or Alaska Native	53 12.0%	16 12.9%	6 7.4%	12 38.7%	-	2 8.3%	1 4.8%	-	-	1 8.3%	-	1 14.3%	2 22.2%	-	2 20.0%	-	10 25.0%
Other	163 37.0%	40 32.3%	28 34.6%	9 29.0%	11 44.0%	10 41.7%	11 52.4%	10 50.0%	5 41.7%	4 33.3%	6 50.0%	1 14.3%	4 44.4%	2 50.0%	3 30.0%	6 66.7%	13 32.5%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q78. What is your age?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	489	141	85	34	28	28	21	22	15	12	13	10	11	4	10	12	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	6	7	-	1	2	3	-	-	1	1	-	2	-	-	-	1
Under 18	14	1	1	1	2	-	-	2	1	1	-	1	1	1	-	1	1
	2.9%	0.7%	1.2%	2.9%	7.1%			9.1%	6.7%	8.3%		10.0%	9.1%	25.0%		8.3%	2.3%
18 to 24	32	9	7	1	4	-	1	3	2	-	2	-	1	-	-	2	-
	6.5%	6.4%	8.2%	2.9%	14.3%		4.8%	13.6%	13.3%		15.4%		9.1%			16.7%	
25 to 34	168	56	25	15	9	13	9	6	6	3	4	2	-	2	1	3	14
	34.4%	39.7%	29.4%	44.1%	32.1%	46.4%	42.9%	27.3%	40.0%	25.0%	30.8%	20.0%		50.0%	10.0%	25.0%	32.6%
35 to 44	140	36	24	10	5	9	7	5	3	4	2	4	6	-	5	3	17
	28.6%	25.5%	28.2%	29.4%	17.9%	32.1%	33.3%	22.7%	20.0%	33.3%	15.4%	40.0%	54.5%		50.0%	25.0%	39.5%
45 to 54	94	26	22	4	6	3	4	4	1	4	5	2	-	1	3	1	8
	19.2%	18.4%	25.9%	11.8%	21.4%	10.7%	19.0%	18.2%	6.7%	33.3%	38.5%	20.0%		25.0%	30.0%	8.3%	18.6%
55 to 64	28	9	4	2	-	3	-	1	1	-	-	-	2	-	1	2	3
	5.7%	6.4%	4.7%	5.9%		10.7%		4.5%	6.7%				18.2%		10.0%	16.7%	7.0%
65 to 74	9	3	1	1	2	-	-	1	-	-	-	-	1	-	-	-	-
	1.8%	2.1%	1.2%	2.9%	7.1%			4.5%					9.1%				
75 or older	4	1	1	-	-	-	-	-	1	-	-	1	-	-	-	-	-
	0.8%	0.7%	1.2%						6.7%			10.0%					
SPHA SUMMARY RATE - Members under 18	14	1	1	1	2	-	-	2	1	1	-	1	1	1	-	1	1
	2.9%	0.7%	1.2%	2.9%	7.1%			9.1%	6.7%	8.3%		10.0%	9.1%	25.0%		8.3%	2.3%
SPHA SUMMARY RATE - Members 18 to 34	200	65	32	16	13	13	10	9	8	3	6	2	1	2	1	5	14
	40.9%	46.1%	37.6%	47.1%	46.4%	46.4%	47.6%	40.9%	53.3%	25.0%	46.2%	20.0%	9.1%	50.0%	10.0%	41.7%	32.6%
SPHA SUMMARY RATE - Members 35 to 44	140	36	24	10	5	9	7	5	3	4	2	4	6	-	5	3	17
	28.6%	25.5%	28.2%	29.4%	17.9%	32.1%	33.3%	22.7%	20.0%	33.3%	15.4%	40.0%	54.5%		50.0%	25.0%	39.5%
SPHA SUMMARY RATE - Members 45 to 54	94	26	22	4	6	3	4	4	1	4	5	2	-	1	3	1	8
	19.2%	18.4%	25.9%	11.8%	21.4%	10.7%	19.0%	18.2%	6.7%	33.3%	38.5%	20.0%		25.0%	30.0%	8.3%	18.6%

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q78. What is your age?

(GENERAL POPULATION)

General Pop.	=====COUNTY=====														LUNA	OTHER	
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS			
Total																	
SPHA SUMMARY RATE - Members 55 or older	41 8.4%	13 9.2%	6 7.1%	3 8.8%	2 7.1%	3 10.7%	-	2 9.1%	2 13.3%	-	-	1 10.0%	3 27.3%	-	1 10.0%	2 16.7%	3 7.0%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q79. Are you male or female?

(GENERAL POPULATION)

		=====COUNTY=====															
General Pop.		DONA		SAN		SANTA				RIO							
Total		BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	491	142	86	34	28	28	21	22	15	13	13	10	10	4	10	12	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	22	5	6	-	1	2	3	-	-	-	1	-	3	-	-	-	1
Male	57	21	10	3	-	3	2	3	2	2	1	2	2	-	3	2	1
	11.6%	14.8%	11.6%	8.8%		10.7%	9.5%	13.6%	13.3%	15.4%	7.7%	20.0%	20.0%		30.0%	16.7%	2.3%
Female	434	121	76	31	28	25	19	19	13	11	12	8	8	4	7	10	42
	88.4%	85.2%	88.4%	91.2%	100.0%	89.3%	90.5%	86.4%	86.7%	84.6%	92.3%	80.0%	80.0%	100.0%	70.0%	83.3%	97.7%

Molina Healthcare of New Mexico
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Q80. What is the highest grade or level of school that you have completed?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	478	138	81	34	28	28	20	21	14	13	13	10	11	4	10	12	41
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	9	11	-	1	2	4	1	1	-	1	-	2	-	-	-	3
8th grade or less	49	10	10	6	-	3	2	3	-	1	2	1	1	1	-	5	4
	10.3%	7.2%	12.3%	17.6%		10.7%	10.0%	14.3%		7.7%	15.4%	10.0%	9.1%	25.0%	41.7%	9.8%	
Some high school, but did not graduate	72	24	8	4	5	3	4	4	2	2	2	3	1	2	3	-	5
	15.1%	17.4%	9.9%	11.8%	17.9%	10.7%	20.0%	19.0%	14.3%	15.4%	15.4%	30.0%	9.1%	50.0%	30.0%		12.2%
High school graduate or GED	185	52	32	7	16	12	11	8	6	4	4	3	5	1	3	6	15
	38.7%	37.7%	39.5%	20.6%	57.1%	42.9%	55.0%	38.1%	42.9%	30.8%	30.8%	30.0%	45.5%	25.0%	30.0%	50.0%	36.6%
Some college or 2-year degree	119	36	17	13	7	9	2	3	4	5	3	3	2	-	2	1	12
	24.9%	26.1%	21.0%	38.2%	25.0%	32.1%	10.0%	14.3%	28.6%	38.5%	23.1%	30.0%	18.2%		20.0%	8.3%	29.3%
4-year college graduate	33	10	11	3	-	1	-	1	1	1	1	-	1	-	2	-	1
	6.9%	7.2%	13.6%	8.8%		3.6%		4.8%	7.1%	7.7%	7.7%		9.1%	20.0%			2.4%
More than 4-year college degree	20	6	3	1	-	-	1	2	1	-	1	-	1	-	-	-	4
	4.2%	4.3%	3.7%	2.9%			5.0%	9.5%	7.1%		7.7%		9.1%				9.8%
SPHA SUMMARY RATE - High school graduate or less	306	86	50	17	21	18	17	15	8	7	8	7	7	4	6	11	24
	64.0%	62.3%	61.7%	50.0%	75.0%	64.3%	85.0%	71.4%	57.1%	53.8%	61.5%	70.0%	63.6%	100.0%	60.0%	91.7%	58.5%
SPHA SUMMARY RATE - Some college	119	36	17	13	7	9	2	3	4	5	3	3	2	-	2	1	12
	24.9%	26.1%	21.0%	38.2%	25.0%	32.1%	10.0%	14.3%	28.6%	38.5%	23.1%	30.0%	18.2%		20.0%	8.3%	29.3%
SPHA SUMMARY RATE - 4-year college graduate or more	53	16	14	4	-	1	1	3	2	1	2	-	2	-	2	-	5
	11.1%	11.6%	17.3%	11.8%		3.6%	5.0%	14.3%	14.3%	7.7%	15.4%		18.2%	20.0%			12.2%

Molina Healthcare of New Mexico
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Q81. How are you related to the child?

(GENERAL POPULATION)

General Pop.	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Valid Responses	485	141	84	34	26	27	21	21	15	13	13	10	11	4	10	12	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	28	6	8	-	3	3	3	1	-	-	1	-	2	-	-	-	1
Mother or father	443	130	79	31	25	26	21	19	15	12	12	8	8	2	8	11	36
	91.3%	92.2%	94.0%	91.2%	96.2%	96.3%	100.0%	90.5%	100.0%	92.3%	92.3%	80.0%	72.7%	50.0%	80.0%	91.7%	83.7%
Grandparent	32	8	4	3	-	1	-	2	-	-	1	1	3	2	2	1	4
	6.6%	5.7%	4.8%	8.8%	-	3.7%	-	9.5%	-	-	7.7%	10.0%	27.3%	50.0%	20.0%	8.3%	9.3%
Aunt or uncle	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.4%	1.4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Older brother or sister	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other relative	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	0.2%	-	-	-	3.8%	-	-	-	-	-	-	-	-	-	-	-	-
Legal guardian	7	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	3
	1.4%	0.7%	1.2%	-	-	-	-	-	-	7.7%	-	10.0%	-	-	-	-	7.0%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q82. Did someone help you complete this survey?

(GENERAL POPULATION)

		=====COUNTY=====															
General Pop.		DONA		SAN		SANTA				RIO							
Total		BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER
Total Eligible	218	48	46	16	15	13	6	11	7	9	7	4	5	1	4	7	19
Total Valid Responses	215	47	45	16	15	13	6	11	7	8	7	4	5	1	4	7	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Yes	5	1	-	-	-	-	-	1	-	1	-	-	-	-	-	2	-
	2.3%	2.1%						9.1%		12.5%						28.6%	
No	210	46	45	16	15	13	6	10	7	7	7	4	5	1	4	5	19
	97.7%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%	100.0%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q83. How did that person help you? (Mark one or more.)

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====														LUNA	OTHER	
	BERNALILLO	DCNA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS			
Total Eligible	5	1	-	-	-	-	-	1	-	1	-	-	-	-	-	2	-
Total Valid Responses	7	2	-	-	-	-	-	2	-	1	-	-	-	-	-	2	-
Total Respondents	5	1	-	-	-	-	-	1	-	1	-	-	-	-	-	2	-
	100.0%	100.0%						100.0%		100.0%						100.0%	
Read the questions to me	5	1	-	-	-	-	-	1	-	1	-	-	-	-	-	2	-
	100.0%	100.0%						100.0%		100.0%						100.0%	
Wrote down the answers I gave	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	20.0%	100.0%															
Answered the questions for me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Translated the questions into my language	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	20.0%							100.0%									
Helped in some other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q84. 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?

(GENERAL POPULATION)

=====COUNTY=====																	
General Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Answering	441	129	77	28	26	27	18	20	13	13	11	8	10	4	9	10	38
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	72	18	15	6	3	3	6	2	2	-	3	2	3	-	1	2	6
Yes	110	38	13	11	10	8	2	8	1	5	2	3	2	2	-	2	3
	24.9%	29.5%	16.9%	39.3%	38.5%	29.6%	11.1%	40.0%	7.7%	38.5%	18.2%	37.5%	20.0%	50.0%	20.0%	7.9%	
		CGIQ		CGIQ	CGIQ	iQ		CGIQ		gIQ			q		q		
No	331	91	64	17	16	19	16	12	12	8	9	5	8	2	9	8	35
	75.1%	70.5%	83.1%	60.7%	61.5%	70.4%	88.9%	60.0%	92.3%	61.5%	81.8%	62.5%	80.0%	50.0%	100.0%	80.0%	92.1%
			BDEH				BDEHj		BDEFHJ					FHJLNq	ECDE	EFHJln	BD
SPHA SUMMARY RATE - Yes	110	38	13	11	10	8	2	8	1	5	2	3	2	2	-	2	3
	24.9%	29.5%	16.9%	39.3%	38.5%	29.6%	11.1%	40.0%	7.7%	38.5%	18.2%	37.5%	20.0%	50.0%	20.0%	7.9%	
		CGIQ		CGIQ	CGIQ	iQ		CGIQ		gIQ			q		q		

Comparison Groups: BCDEFGHIJKLmnopq
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q85. In the last 6 months, who helped to coordinate your child's care?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Answering	391	113	71	24	23	26	17	16	12	10	9	7	8	2	9	9	35
No Answer	122	34	21	10	6	4	7	6	3	3	5	3	5	2	1	3	9
Someone from your child's health plan	24 6.1%	10 8.8%	1 1.4%	3 12.5%	3 13.0%	-	1 5.9%	-	-	-	1 11.1%	1 14.3%	-	-	-	3 33.3%	1 2.9%
Someone from your child's doctor's office or clinic	85 21.7%	28 24.8%	16 22.5%	5 20.8%	8 34.8%	6 23.1%	2 11.8%	4 25.0%	2 16.7%	5 50.0%	3 33.3%	1 14.3%	-	-	2 22.2%	1 11.1%	2 5.7%
Someone from another organization	6 1.5%	3 2.7%	-	2 8.3%	-	-	-	-	-	-	-	-	-	-	-	-	1 2.9%
A friend or family member	17 4.3%	8 7.1%	-	2 8.3%	1 4.3%	-	1 5.9%	-	1 8.3%	-	-	1 14.3%	1 12.5%	-	-	1 11.1%	1 2.9%
You	259 66.2%	64 56.6%	54 76.1%	12 50.0%	11 47.8%	20 76.9%	13 76.5%	12 75.0%	9 75.0%	5 50.0%	5 55.6%	4 57.1%	7 87.5%	2 100.0%	7 77.8%	4 44.4%	30 85.7%
			BDEp			BDEp	bde	de	e				BDEjP	HIJKLPQ	e		BDEJkP
													BCDEFG				

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q86. How satisfied are you with the help you got to coordinate your child's care in the last 6 months?

(GENERAL POPULATION)

General Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	513	147	92	34	29	30	24	22	15	13	14	10	13	4	10	12	44
Total Answering	412	119	76	28	23	26	17	17	12	13	9	7	7	2	9	9	38
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	101	28	16	6	6	4	7	5	3	-	5	3	6	2	1	3	6
Very dissatisfied	30	10	5	3	2	1	-	1	-	1	1	2	1	1	-	-	2
	7.3%	8.4%	6.6%	10.7%	8.7%	3.8%		5.9%		7.7%	11.1%	28.6%	14.3%	50.0%			5.3%
Dissatisfied	4	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	1
	1.0%	0.8%	1.3%						8.3%								2.6%
Neither dissatisfied nor satisfied	42	13	5	3	2	3	2	2	-	1	2	2	1	-	-	-	6
	10.2%	10.9%	6.6%	10.7%	8.7%	11.5%	11.8%	11.8%		7.7%	22.2%	28.6%	14.3%				15.8%
Satisfied	187	54	35	16	9	14	8	7	6	6	3	1	3	-	5	3	17
	45.4%	45.4%	46.1%	57.1%	39.1%	53.8%	47.1%	41.2%	50.0%	46.2%	33.3%	14.3%	42.9%		55.6%	33.3%	44.7%
		L	L	L		L	1	1	1	1					1		L
Very satisfied	149	41	30	6	10	8	7	7	5	5	3	2	2	1	4	6	12
	36.2%	34.5%	39.5%	21.4%	43.5%	30.8%	41.2%	41.2%	41.7%	38.5%	33.3%	28.6%	28.6%	50.0%	44.4%	66.7%	31.6%
			d		d											BDFQ	
SPHA SUMMARY RATE - Very satisfied/Satisfied	336	95	65	22	19	22	15	14	11	11	6	3	5	1	9	9	29
	81.6%	79.8%	85.5%	78.6%	82.6%	84.6%	88.2%	82.4%	91.7%	84.6%	66.7%	42.9%	71.4%	50.0%	100.0%	100.0%	76.3%
		1	L	1	1	L	L	1	L	L					FhKLmQ	FhKLmQ	1
														BCDE	BCDE		

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q1. Our records show that your child is now in Molina
 Healthcare of New Mexico. Is that right?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	501	23	24	28	24	20	18	16	14	12	8	6	9	12	7	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	1	-	1	-	-	-	-	1	-	-	-	1	1	1	-
Yes	501	23	24	28	24	20	18	16	14	12	8	6	9	12	7	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE	501	23	24	28	24	20	18	16	14	12	8	6	9	12	7	7
- Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q1. Our records show that your child is now in Molina
 Healthcare of New Mexico. Is that right?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible          279
Total Valid Responses   273
                        100.0%

No Answer              6
Yes                    273
                        100.0%

No                      -

HEDIS/CAHPS SUMMARY RATE  273
- Yes                    100.0%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	507	24	24	29	23	19	18	16	15	12	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
Yes	147	5	7	5	6	6	4	5	2	4	4	3	3	3	4	1
	29.0%	20.8%	29.2%	17.2%	26.1%	31.6%	22.2%	31.3%	13.3%	33.3%	50.0% di	50.0% i	30.0%	23.1%	50.0% di	14.3%
No	360	19	17	24	17	13	14	11	13	8	4	3	7	10	4	6
	71.0%	79.2%	70.8%	82.8% koq	73.9%	68.4%	77.8%	68.8%	86.7% kloq	66.7%	50.0%	50.0%	70.0%	76.9%	50.0%	85.7%
HEDIS/CAHPS SUMMARY RATE - Yes	147	5	7	5	6	6	4	5	2	4	4	3	3	3	4	1
	29.0%	20.8%	29.2%	17.2%	26.1%	31.6%	22.2%	31.3%	13.3%	33.3%	50.0% di	50.0% i	30.0%	23.1%	50.0% di	14.3%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

(GENERAL POPULATION)

```

=====
=====
    OTHER
    -----
    (Q)
Total Eligible          279
Total Valid Responses   275
                        100.0%
No Answer              4
Yes                   85
                        30.9%
                        di
No                   190
                        69.1%

HEDIS/CAHPS SUMMARY RATE
- Yes                 85
                        30.9%
                        di
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q4. (GCQ) 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?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	147	5	7	5	6	6	4	5	2	4	4	3	3	3	4	1
Total Valid Responses	145	5	7	5	6	6	4	5	2	4	4	3	3	3	4	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	115 79.3%	3 60.0%	4 57.1%	4 80.0% ej	2 33.3%	4 66.7%	4 100.0% bCEfJKQ	5 100.0% bCEfJKQ	1 50.0%	1 25.0%	2 50.0%	2 66.7%	3 100.0% bCEfJKQ	2 66.7%	3 75.0%	1 100.0% bCEfJKQ
Usually	19 13.1%	1 20.0%	-	1 20.0%	2 33.3%	1 16.7%	-	-	1 50.0%	3 75.0% bdFQ	1 25.0%	1 33.3%	-	1 33.3%	-	-
Sometimes	7 4.8%	1 20.0%	1 14.3%	-	2 33.3%	-	-	-	-	-	-	-	-	-	1 25.0%	-
Never	4 2.8%	-	2 28.6%	-	-	1 16.7%	-	-	-	-	1 25.0%	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	134 92.4%	4 80.0%	4 57.1%	5 100.0% Ce	4 66.7%	5 83.3%	4 100.0% Ce	5 100.0% Ce	2 100.0% Ce	4 100.0% Ce	3 75.0%	3 100.0% Ce	3 100.0% Ce	3 75.0%	3 100.0% Ce	1 100.0% Ce
HEDIS/CAHPS SUMMARY RATE - Always	115 79.3%	3 60.0%	4 57.1%	4 80.0% ej	2 33.3%	4 66.7%	4 100.0% bCEfJKQ	5 100.0% bCEfJKQ	1 50.0%	1 25.0%	2 50.0%	2 66.7%	3 100.0% bCEfJKQ	2 66.7%	3 75.0%	1 100.0% bCEfJKQ
Mean	3.69	3.40	2.86	3.80	3.00	3.33	4.00	4.00	3.50	3.25	3.00	3.67	4.00	3.67	3.50	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q4. (GCQ) 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?

(GENERAL POPULATION)

	=====
	=====
	OTHER

	(Q)
Total Eligible	85
Total Valid Responses	83
	100.0%
No Answer	2
Always	74
	89.2%
	cEJ
Usually	7
	8.4%
Sometimes	2
	2.4%
Never	-
HEDIS/CAHPS SUMMARY RATE	81
- Always/Usually	97.6%
	C
HEDIS/CAHPS SUMMARY RATE	74
- Always	89.2%
	cEJ
Mean	3.87

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	504	23	24	29	24	19	18	16	13	12	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	1	-	-	-	1	-	-	2	-	-	-	-	-	-	-
Yes	330	13	18	17	18	14	11	11	4	5	6	6	8	8	7	5
	65.5%	56.5%	75.0%	58.6%	75.0%	73.7%	61.1%	68.8%	30.8%	41.7%	75.0%	100.0%	80.0%	61.5%	87.5%	71.4%
			IJ	i	IJ	Ij	i	I			I	GHIJNPQ BCDEF	IJ	i	BdIJq	i
No	174	10	6	12	6	5	7	5	9	7	2	-	2	5	1	2
	34.5%	43.5%	25.0%	41.4%	25.0%	26.3%	38.9%	31.3%	69.2%	58.3%	25.0%		20.0%	38.5%	12.5%	28.6%
		O		o					HKMnOpQ CdEFg	CEfMO						
HEDIS/CAHPS SUMMARY RATE - Yes	330	13	18	17	18	14	11	11	4	5	6	6	8	8	7	5
	65.5%	56.5%	75.0%	58.6%	75.0%	73.7%	61.1%	68.8%	30.8%	41.7%	75.0%	100.0%	80.0%	61.5%	87.5%	71.4%
			IJ	i	IJ	Ij	i	I			I	GHIJNPQ BCDEF	IJ	i	BdIJq	i

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          279
Total Valid Responses   274
                        100.0%
No Answer               5
Yes                     179
                        65.3%
                        I
No                       95
                        34.7%
                        o
HEDIS/CAHPS SUMMARY RATE 179
- Yes                   65.3%
                        I
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q6. (GCQ) 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?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	330	13	18	17	18	14	11	11	4	5	6	6	8	8	7	5
Total Valid Responses	323	13	17	17	17	14	11	11	4	5	6	5	8	7	7	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	1	-	1	-	-	-	-	-	-	1	-	1	-	-
Always	210	5	12	14	12	9	7	7	2	3	5	3	5	6	4	3
	65.0%	38.5%	70.6%	82.4%	70.6%	64.3%	63.6%	63.6%	50.0%	60.0%	83.3%	60.0%	62.5%	85.7%	57.1%	60.0%
			b	Bq	b						B			B		
Usually	72	4	3	2	2	2	3	3	2	-	1	2	2	-	3	1
	22.3%	30.8%	17.6%	11.8%	11.8%	14.3%	27.3%	27.3%	50.0%		16.7%	40.0%	25.0%		42.9%	20.0%
Sometimes	39	4	1	1	3	2	1	1	-	2	-	-	1	1	-	1
	12.1%	30.8%	5.9%	5.9%	17.6%	14.3%	9.1%	9.1%		40.0%			12.5%	14.3%		20.0%
		cd														
Never	2	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	0.6%		5.9%			7.1%										
HEDIS/CAHPS SUMMARY RATE - Always/Usually	282	9	15	16	14	11	10	10	4	3	6	5	7	6	7	4
	87.3%	69.2%	88.2%	94.1%	82.4%	78.6%	90.9%	90.9%	100.0%	60.0%	100.0%	100.0%	87.5%	85.7%	100.0%	80.0%
				b					BefjQ		BefjQ	BefjQ			BefjQ	
HEDIS/CAHPS SUMMARY RATE - Always	210	5	12	14	12	9	7	7	2	3	5	3	5	6	4	3
	65.0%	38.5%	70.6%	82.4%	70.6%	64.3%	63.6%	63.6%	50.0%	60.0%	83.3%	60.0%	62.5%	85.7%	57.1%	60.0%
			b	Bq	b						B			B		
Mean	3.52	3.08	3.53	3.76	3.53	3.36	3.55	3.55	3.50	3.20	3.83	3.60	3.50	3.71	3.57	3.40

Comparison Groups: BCDEFHGIJKLMO PQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q6. (GCQ) 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?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          179
Total Valid Responses   176
                        100.0%
No Answer                3
Always                  113
                        64.2%
                        b
Usually                 42
                        23.9%
Sometimes               21
                        11.9%
Never                   -
HEDIS/CAHPS SUMMARY RATE 155
- Always/Usually        88.1%
HEDIS/CAHPS SUMMARY RATE 113
- Always                 64.2%
                        b
Mean                    3.52
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	486	23	23	26	22	17	17	16	13	12	8	6	10	11	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	27	1	1	3	2	3	1	-	2	-	-	-	-	2	-	-
None	136	9	4	8	5	5	5	5	8	6	1	-	4	4	-	2
	28.0%	39.1%	17.4%	30.8%	22.7%	29.4%	29.4%	31.3%	61.5%	50.0%	12.5%	-	40.0%	36.4%	-	28.6%
		ck							dEfgHkQc	CK						
1 time	129	8	6	9	7	5	5	4	2	3	4	-	3	3	2	1
	26.5%	34.8%	26.1%	34.6%	31.8%	29.4%	29.4%	25.0%	15.4%	25.0%	50.0%	i	30.0%	27.3%	25.0%	14.3%
2	114	2	3	5	8	2	5	4	3	-	-	2	2	1	2	1
	23.5%	8.7%	13.0%	19.2%	36.4%	11.8%	29.4%	25.0%	23.1%			33.3%	20.0%	9.1%	25.0%	14.3%
					BcFN		b									
3	55	2	3	2	2	4	1	2	-	3	3	3	-	-	1	2
	11.3%	8.7%	13.0%	7.7%	9.1%	23.5%	5.9%	12.5%		25.0%	37.5%	50.0%			12.5%	28.6%
											dg	bcDeGhq				
4	22	2	3	1	-	1	-	1	-	-	-	-	-	1	3	-
	4.5%	8.7%	13.0%	3.8%		5.9%		6.3%						9.1%	37.5%	
															dfhQ	
5 to 9	24	-	3	1	-	-	-	-	-	-	-	-	1	2	-	1
	4.9%		13.0%	3.8%									10.0%	18.2%		14.3%
10 or more times	6	-	1	-	-	-	1	-	-	-	-	1	-	-	-	-
	1.2%		4.3%				5.9%					16.7%				

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          279
Total Valid Responses   267
                        100.0%
No Answer               12
None                    70
                        26.2%

1 time                  67
                        25.1%

2                       74
                        27.7%
                        BcFN
3                       27
                        10.1%

4                       10
                        3.7%

5 to 9                  16
                        6.0%

10 or more times       3
                        1.1%
    
```

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
HEDIS/CAHPS SUMMARY RATE - 1 or More times	350 72.0%	14 60.9%	19 82.6% bIJ	18 69.2% i	17 77.3% I	12 70.6% i	12 70.6% i	11 68.8% i	5 38.5%	6 50.0%	7 87.5% bIJ	6 100.0% HIJMNpQ BCDEFG	6 60.0%	7 63.6%	8 100.0% EFGHIJMNpQ BCD	5 71.4%
Mean	2.58	2.13	3.35	2.31	2.32	2.47	2.41	2.38	1.62	2.00	2.63	4.17	2.20	2.73	3.63	3.00

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(GENERAL POPULATION)

```
=====
=====

      OTHER
-----
      (Q)

HEDIS/CAHPS SUMMARY RATE      197
- 1 or More times              73.8%
                               I

Mean                             2.63
```

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

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2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	350	14	19	18	17	12	12	11	5	6	7	6	6	7	8	5
Total Valid Responses	344	14	19	17	17	12	12	11	5	6	7	6	6	7	8	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Yes	236	8	15	13	12	10	9	7	5	5	3	4	3	4	8	5
	68.6%	57.1%	78.9%	76.5%	70.6%	83.3%	75.0%	63.6%	100.0%	83.3%	42.9%	66.7%	50.0%	57.1%	100.0%	100.0%
			k			k			GHKLMNQ	k					CDEGHKLMNQ	BCDEGHKLMNQ
									BCDE						B	
No	108	6	4	4	5	2	3	4	-	1	4	2	3	3	-	-
	31.4%	42.9%	21.1%	23.5%	29.4%	16.7%	25.0%	36.4%		16.7%	57.1%	33.3%	50.0%	42.9%		
											cfj					
HEDIS/CAHPS SUMMARY RATE - Yes	236	8	15	13	12	10	9	7	5	5	3	4	3	4	8	5
	68.6%	57.1%	78.9%	76.5%	70.6%	83.3%	75.0%	63.6%	100.0%	83.3%	42.9%	66.7%	50.0%	57.1%	100.0%	100.0%
			k			k			GHKLMNQ	k					CDEGHKLMNQ	BCDEGHKLMNQ
									BCDE						B	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible      197
Total Valid Responses 192
                    100.0%
No Answer           5
Yes                 125
                    65.1%

No                  67
                    34.9%

HEDIS/CAHPS SUMMARY RATE 125
- Yes               65.1%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	350	14	19	18	17	12	12	11	5	6	7	6	6	7	8	5
Total Valid Responses	344	14	18	18	17	12	12	11	5	6	7	6	6	7	8	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	239 69.5%	8 57.1%	14 77.8%	14 77.8%	12 70.6%	8 66.7%	8 66.7%	8 72.7%	3 60.0%	4 66.7%	4 57.1%	5 83.3%	3 50.0%	4 57.1%	7 87.5% b	4 80.0%
Usually	69 20.1%	3 21.4%	3 16.7%	3 16.7%	4 23.5%	3 25.0%	2 16.7%	2 18.2%	2 40.0%	-	3 42.9%	1 16.7%	3 50.0%	2 28.6%	1 12.5%	1 20.0%
Sometimes	24 7.0%	2 14.3%	1 5.6%	1 5.6%	-	-	2 16.7%	1 9.1%	-	2 33.3%	-	-	-	1 14.3%	-	-
Never	12 3.5%	1 7.1%	-	-	1 5.9%	1 8.3%	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	308 89.5%	11 78.6%	17 94.4%	17 94.4%	16 94.1%	11 91.7%	10 83.3%	10 90.9%	5 100.0% bjQ	4 66.7%	7 100.0% bjQ	6 100.0% bjQ	6 100.0% bjQ	6 85.7%	8 100.0% bjQ	5 100.0% bjQ
HEDIS/CAHPS SUMMARY RATE - Always	239 69.5%	8 57.1%	14 77.8%	14 77.8%	12 70.6%	8 66.7%	8 66.7%	8 72.7%	3 60.0%	4 66.7%	4 57.1%	5 83.3%	3 50.0%	4 57.1%	7 87.5% b	4 80.0%
Mean	3.56	3.29	3.72	3.72	3.59	3.50	3.50	3.64	3.60	3.33	3.57	3.83	3.50	3.43	3.88	3.80

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

(GENERAL POPULATION)

	=====
	=====
	OTHER

	(Q)
Total Eligible	197
Total Valid Responses	192
	100.0%
No Answer	5
Always	133
	69.3%
Usually	36
	18.8%
Sometimes	14
	7.3%
Never	9
	4.7%
HEDIS/CAHPS SUMMARY RATE	169
- Always/Usually	88.0%
HEDIS/CAHPS SUMMARY RATE	133
- Always	69.3%
Mean	3.53

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	350	14	19	18	17	12	12	11	5	6	7	6	6	7	8	5
Total Valid Responses	346	14	19	18	17	12	12	11	5	6	7	6	6	7	8	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	107	4	9	6	7	5	5	5	1	1	2	2	1	2	3	3
	30.9%	28.6%	47.4%	33.3%	41.2%	41.7%	41.7%	45.5%	20.0%	16.7%	28.6%	33.3%	16.7%	28.6%	37.5%	60.0%
No	239	10	10	12	10	7	7	6	4	5	5	4	5	5	5	2
	69.1%	71.4%	52.6%	66.7%	58.8%	58.3%	58.3%	54.5%	80.0%	83.3%	71.4%	66.7%	83.3%	71.4%	62.5%	40.0%
HEDIS/CAHPS SUMMARY RATE - Yes	107	4	9	6	7	5	5	5	1	1	2	2	1	2	3	3
	30.9%	28.6%	47.4%	33.3%	41.2%	41.7%	41.7%	45.5%	20.0%	16.7%	28.6%	33.3%	16.7%	28.6%	37.5%	60.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

(GENERAL POPULATION)

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=====
=====

      OTHER
-----
      (Q)

Total Eligible      197
Total Valid Responses 193
                    100.0%

No Answer          4
Yes                51
                    26.4%

No                142
                    73.6%
                    c

HEDIS/CAHPS SUMMARY RATE      51
- Yes                        26.4%
  
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	107	4	9	6	7	5	5	5	1	1	2	2	1	2	3	3
Total Valid Responses	107	4	9	6	7	5	5	5	1	1	2	2	1	2	3	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	96	4	8	6	7	4	5	5	1	1	2	2	1	2	3	3
	89.7%	100.0%	88.9%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		Q		Q	Q		Q	Q	Q	Q	Q	Q	Q	Q	Q	Q
No	11	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	10.3%		11.1%			20.0%										
HEDIS/CAHPS SUMMARY RATE - Yes	96	4	8	6	7	4	5	5	1	1	2	2	1	2	3	3
	89.7%	100.0%	88.9%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		Q		Q	Q		Q	Q	Q	Q	Q	Q	Q	Q	Q	Q

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q11. (SDM) Did you and a doctor or other health provider
 talk about the reasons you might want your child to take a
 medicine?

(GENERAL POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible          51
Total Valid Responses  51
                       100.0%
No Answer              -
Yes                    42
                       82.4%
No                      9
                       17.6%
HEDIS/CAHPS SUMMARY RATE  42
- Yes                   82.4%
  
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	107	4	9	6	7	5	5	5	1	1	2	2	1	2	3	3
Total Valid Responses	107	4	9	6	7	5	5	5	1	1	2	2	1	2	3	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	62	3	4	6	4	2	3	4	-	-	1	1	1	1	1	3
	57.9%	75.0%	44.4%	100.0%	57.1%	40.0%	60.0%	80.0%			50.0%	50.0%	100.0%	50.0%	33.3%	100.0%
				CEFGOQ									CEFGOQ			CEFGOQ
No	45	1	5	-	3	3	2	1	1	1	1	1	-	1	2	-
	42.1%	25.0%	55.6%		42.9%	60.0%	40.0%	20.0%	100.0%	100.0%	50.0%	50.0%		50.0%	66.7%	
								BCEFGHQ	BCEFGHQ							
HEDIS/CAHPS SUMMARY RATE	62	3	4	6	4	2	3	4	-	-	1	1	1	1	1	3
- Yes	57.9%	75.0%	44.4%	100.0%	57.1%	40.0%	60.0%	80.0%			50.0%	50.0%	100.0%	50.0%	33.3%	100.0%
				CEFGOQ									CEFGOQ			CEFGOQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

(GENERAL POPULATION)

```

=====
=====
    OTHER
    -----
    (Q)
Total Eligible          51
Total Valid Responses   51
                        100.0%
No Answer                -
Yes                      28
                        54.9%
No                       23
                        45.1%
HEDIS/CAHPS SUMMARY RATE
- Yes                    28
                        54.9%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	107	4	9	6	7	5	5	5	1	1	2	2	1	2	3	3
Total Valid Responses	107	4	9	6	7	5	5	5	1	1	2	2	1	2	3	3
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	82 76.6%	3 75.0%	6 66.7%	6 100.0% CfHQ	6 85.7% h	3 60.0%	4 80.0%	2 40.0%	1 100.0% CfHQ	1 100.0% CfHQ	1 50.0%	2 100.0% CfHQ	1 100.0% CfHQ	1 50.0%	3 100.0% CfHQ	2 66.7%
No	25 23.4%	1 25.0%	3 33.3%	-	1 14.3%	2 40.0%	1 20.0%	3 60.0% eq	-	-	1 50.0%	-	-	1 50.0%	-	1 33.3%
HEDIS/CAHPS SUMMARY RATE - Yes	82 76.6%	3 75.0%	6 66.7%	6 100.0% CfHQ	6 85.7% h	3 60.0%	4 80.0%	2 40.0%	1 100.0% CfHQ	1 100.0% CfHQ	1 50.0%	2 100.0% CfHQ	1 100.0% CfHQ	1 50.0%	3 100.0% CfHQ	2 66.7%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible           51

Total Valid Responses    51
                        100.0%

No Answer                -

Yes                      40
                        78.4%
                        h

No                       11
                        21.6%

HEDIS/CAHPS SUMMARY RATE 40
- Yes                    78.4%
                        h
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q14. 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?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	350	14	19	18	17	12	12	11	5	6	7	6	6	7	8	5
Total Valid Responses	344	14	18	18	16	12	12	11	5	6	7	6	6	7	8	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-
10 - Best health care possible	163	8	9	6	11	6	8	4	3	4	2	2	2	1	2	2
	47.4%	57.1%	50.0%	33.3%	68.8%	50.0%	66.7%	36.4%	60.0%	66.7%	28.6%	33.3%	33.3%	14.3%	25.0%	40.0%
		N	N		DhkNOq	n	dkNO		n	No						
9	81	2	3	9	2	4	-	3	1	1	2	2	1	1	2	2
	23.5%	14.3%	16.7%	50.0%	12.5%	33.3%		27.3%	20.0%	16.7%	28.6%	33.3%	16.7%	14.3%	25.0%	40.0%
				BCEJmNQ												
8	58	3	2	2	-	-	2	2	1	-	2	1	2	3	4	1
	16.9%	21.4%	11.1%	11.1%			16.7%	18.2%	20.0%		28.6%	16.7%	33.3%	42.9%	50.0%	20.0%
															CDq	
7	19	-	2	1	2	2	-	1	-	-	-	-	-	-	-	-
	5.5%		11.1%	5.6%	12.5%	16.7%		9.1%								
6	8	-	2	-	1	-	-	1	-	1	-	-	1	1	-	-
	2.3%		11.1%		6.3%			9.1%		16.7%			16.7%	14.3%		
5	9	-	-	-	-	-	1	-	-	-	1	1	-	1	-	-
	2.6%						8.3%				14.3%	16.7%		14.3%		
4	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.3%															
3	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.9%	7.1%														

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q14. 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?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible           197

Total Valid Responses    193
                        100.0%

No Answer                4

10 - Best health care   93
possible                48.2%
                        N

9                        46
                        23.8%

8                        33
                        17.1%

7                        11
                        5.7%

6                        1
                        0.5%

5                        5
                        2.6%

4                        1
                        0.5%

3                        2
                        1.0%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q14. 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?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
2	1 0.3%	-	-	-	-	-	1 8.3%	-	-	-	-	-	-	-	-	
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
0 - Worst health care possible	1 0.3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
HEDIS/CAHPS SUMMARY RATE - 8-10	302 87.8%	13 92.9%	14 77.8%	17 94.4%	13 81.3%	10 83.3%	10 83.3%	9 81.8%	5 100.0% CenQ	5 83.3%	6 85.7%	5 83.3%	5 83.3%	5 71.4%	8 100.0% CenQ	5 100.0% CenQ
HEDIS/CAHPS SUMMARY RATE - 9-10	244 70.9%	10 71.4% N	12 66.7% n	15 83.3% No	13 81.3% N	10 83.3% N	8 66.7% n	7 63.6%	4 80.0% N	5 83.3% N	4 57.1%	4 66.7%	3 50.0%	2 28.6%	4 50.0%	4 80.0% N
Mean	8.91	8.93	8.83	9.11	9.25	9.17	8.58	8.73	9.40	9.17	8.43	8.50	8.50	7.71	8.75	9.20

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q14. 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?

(GENERAL POPULATION)

=====	
=====	
OTHER	

(Q)	
2	-
1	-
0 - Worst health care possible	1 0.5%
HEDIS/CAHPS SUMMARY RATE - 8-10	172 89.1%
HEDIS/CAHPS SUMMARY RATE - 9-10	139 72.0%
Mean	N 8.94

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	350	14	19	18	17	12	12	11	5	6	7	6	6	7	8	5
Total Valid Responses	346	14	19	18	17	12	12	11	5	6	7	6	6	7	8	5
No Answer	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	214 61.8%	10 71.4% N	11 57.9%	9 50.0%	15 88.2% fGIjlnOQ CD	7 58.3%	5 41.7%	7 63.6%	2 40.0%	3 50.0%	4 57.1%	3 50.0%	4 66.7%	2 28.6%	4 50.0%	4 80.0% gN
Usually	103 29.8%	4 28.6% e	5 26.3% e	8 44.4% E	1 5.9%	3 25.0%	6 50.0% E	3 27.3%	3 60.0% E	1 16.7%	3 42.9% e	3 50.0% E	1 16.7%	5 71.4% CEFHJMPQ B	3 37.5% e	1 20.0%
Sometimes	26 7.5%	-	3 15.8%	1 5.6%	1 5.9%	2 16.7%	1 8.3%	1 9.1%	-	1 16.7%	-	-	1 16.7%	-	1 12.5%	-
Never	3 0.9%	-	-	-	-	-	-	-	-	1 16.7%	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	317 91.6%	14 100.0% cJQ	16 84.2%	17 94.4%	16 94.1%	10 83.3%	11 91.7%	10 90.9%	5 100.0% cJQ	4 66.7%	7 100.0% cJQ	6 100.0% cJQ	5 83.3%	7 100.0% cJQ	7 87.5%	5 100.0% cJQ
HEDIS/CAHPS SUMMARY RATE - Always	214 61.8%	10 71.4% N	11 57.9%	9 50.0%	15 88.2% fGIjlnOQ CD	7 58.3%	5 41.7%	7 63.6%	2 40.0%	3 50.0%	4 57.1%	3 50.0%	4 66.7%	2 28.6%	4 50.0%	4 80.0% gN
Mean	3.53	3.71	3.42	3.44	3.82	3.42	3.33	3.55	3.40	3.00	3.57	3.50	3.50	3.29	3.38	3.80

Comparison Groups: BCDEFHGIJKLNMOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible          197

Total Valid Responses   193
                        100.0%

No Answer                4

Always                  124
                        64.2%
                        N

Usually                 53
                        27.5%
                        E

Sometimes               14
                        7.3%

Never                   2
                        1.0%

HEDIS/CAHPS SUMMARY RATE
- Always/Usually       177
                        91.7%

HEDIS/CAHPS SUMMARY RATE
- Always                124
                        64.2%
                        N

Mean                    3.55
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q16. Is your child now enrolled in any kind of school or daycare?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	505	24	24	29	24	20	18	16	15	12	8	6	10	10	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-
Yes	357	13	18	19	21	17	12	12	11	7	8	4	7	10	7	5
	70.7%	54.2%	75.0%	65.5%	87.5%	85.0%	66.7%	75.0%	73.3%	58.3%	100.0%	66.7%	70.0%	100.0%	87.5%	71.4%
					BDJQ	BQ				efGHIJlmpQ	BCD		GHIJlmpQ	BCDef	B	
No	148	11	6	10	3	3	6	4	4	5	-	2	3	-	1	2
	29.3%	45.8%	25.0%	34.5%	12.5%	15.0%	33.3%	25.0%	26.7%	41.7%		33.3%	30.0%		12.5%	28.6%
		EFO		E						e						
HEDIS/CAHPS SUMMARY RATE - Yes	357	13	18	19	21	17	12	12	11	7	8	4	7	10	7	5
	70.7%	54.2%	75.0%	65.5%	87.5%	85.0%	66.7%	75.0%	73.3%	58.3%	100.0%	66.7%	70.0%	100.0%	87.5%	71.4%
					BDJQ	BQ				efGHIJlmpQ	BCD		GHIJlmpQ	BCDef	B	

Comparison Groups: BCDEFHGHIJKLmnopQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q16. Is your child now enrolled in any kind of school or daycare?

(GENERAL POPULATION)

=====
 =====

OTHER

 (Q)

Total Eligible	279
Total Valid Responses	274 100.0%
No Answer	5
Yes	186 67.9%
No	88 32.1% EF
HEDIS/CAHPS SUMMARY RATE	186
- Yes	67.9%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q17. 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?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	357	13	18	19	21	17	12	12	11	7	8	4	7	10	7	5
Total Valid Responses	348	12	18	19	20	16	12	12	11	5	8	4	7	10	7	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	1	-	-	1	1	-	-	-	2	-	-	-	-	-	-
Yes	41	3	3	2	3	3	2	3	1	2	1	-	1	1	1	-
	11.8%	25.0%	16.7%	10.5%	15.0%	18.8%	16.7%	25.0%	9.1%	40.0%	12.5%		14.3%	10.0%	14.3%	
No	307	9	15	17	17	13	10	9	10	3	7	4	6	9	6	5
	88.2%	75.0%	83.3%	89.5%	85.0%	81.3%	83.3%	75.0%	90.9%	60.0%	87.5%	100.0%	85.7%	90.0%	85.7%	100.0%
											BcefHjQ					BcefHjQ
HEDIS/CAHPS SUMMARY RATE - Yes	41	3	3	2	3	3	2	3	1	2	1	-	1	1	1	-
	11.8%	25.0%	16.7%	10.5%	15.0%	18.8%	16.7%	25.0%	9.1%	40.0%	12.5%		14.3%	10.0%	14.3%	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q17. 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?

(GENERAL POPULATION)

```

=====
=====
    OTHER
    -----
    (Q)
Total Eligible      186
Total Valid Responses 182
                    100.0%
No Answer           4
Yes                 15
                    8.2%
No                  167
                    91.8%

HEDIS/CAHPS SUMMARY RATE      15
- Yes                          8.2%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q18. (CC-CCC) 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?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	41	3	3	2	3	3	2	3	1	2	1	-	1	1	1	-
Total Valid Responses	41	3	3	2	3	3	2	3	1	2	1	-	1	1	1	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	39	2	3	2	2	3	2	3	1	2	1	-	1	1	1	-
	95.1%	66.7%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	
No	2	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	4.9%	33.3%			33.3%											
HEDIS/CAHPS SUMMARY RATE	39	2	3	2	2	3	2	3	1	2	1	-	1	1	1	-
- Yes	95.1%	66.7%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q18. (CC-CCC) 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?

(GENERAL POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible      15
Total Valid Responses 15
                   100.0%
No Answer           -
Yes                 15
                   100.0%
No                  -
HEDIS/CAHPS SUMMARY RATE 15
- Yes               100.0%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q19. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	509	24	24	28	24	20	17	16	15	12	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-
Yes	35	-	2	1	1	4	1	-	-	-	-	-	2	2	-	1
	6.9%		8.3%	3.6%	4.2%	20.0%	5.9%						20.0%	15.4%		14.3%
						d										
No	474	24	22	27	23	16	16	16	15	12	8	6	8	11	8	6
	93.1%	100.0%	91.7%	96.4%	95.8%	80.0%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	84.6%	100.0%	85.7%
		FQ		f				FQ	FQ	FQ	FQ	FQ			FQ	
HEDIS/CAHPS SUMMARY RATE - Yes	35	-	2	1	1	4	1	-	-	-	-	-	2	2	-	1
	6.9%		8.3%	3.6%	4.2%	20.0%	5.9%						20.0%	15.4%		14.3%
						d										

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q19. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible           279

Total Valid Responses    277
                        100.0%

No Answer                2

Yes                      21
                        7.6%

No                       256
                        92.4%

HEDIS/CAHPS SUMMARY RATE    21
- Yes                     7.6%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	35	-	2	1	1	4	1	-	-	-	-	2	2	-	1	
Total Valid Responses	35	-	2	1	1	4	1	-	-	-	-	2	2	-	1	
	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%					100.0%	100.0%		100.0%	
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Always	21	-	2	-	-	3	1	-	-	-	-	1	1	-	1	
	60.0%		100.0%			75.0%	100.0%					50.0%	50.0%		100.0%	
			Q			Q	Q					Q	Q		Q	
Usually	6	-	-	-	1	1	-	-	-	-	-	1	-	-	-	
	17.1%				100.0%	25.0%						50.0%				
					FQ											
Sometimes	4	-	-	-	-	-	-	-	-	-	-	-	1	-	-	
	11.4%												50.0%			
Never	4	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
	11.4%			100.0%												
				Q												
HEDIS/CAHPS SUMMARY RATE - Always/Usually	27	-	2	-	1	4	1	-	-	-	-	2	1	-	1	
	77.1%		100.0%		100.0%	100.0%	100.0%					100.0%	50.0%		100.0%	
			Q		Q	Q	Q					Q	Q		Q	
HEDIS/CAHPS SUMMARY RATE - Always	21	-	2	-	-	3	1	-	-	-	-	1	1	-	1	
	60.0%		100.0%			75.0%	100.0%					50.0%	50.0%		100.0%	
			Q			Q	Q					Q	Q		Q	
Mean	3.26	-	4.00	1.00	3.00	3.75	4.00	-	-	-	-	3.50	3.00	-	4.00	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible           21
Total Valid Responses    21
                        100.0%

No Answer                -
Always                   12
                        57.1%

Usually                  3
                        14.3%

Sometimes                3
                        14.3%

Never                    3
                        14.3%

HEDIS/CAHPS SUMMARY RATE    15
- Always/Usually            71.4%

HEDIS/CAHPS SUMMARY RATE    12
- Always                    57.1%

Mean                     3.14
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	35	-	2	1	1	4	1	-	-	-	-	-	2	2	-	1
Total Valid Responses	34	-	2	1	1	4	1	-	-	-	-	-	2	2	-	1
	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%						100.0%	100.0%		100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	29	-	2	-	1	4	1	-	-	-	-	-	2	2	-	1
	85.3%		100.0%		100.0%	100.0%	100.0%						100.0%	100.0%		100.0%
			Q		Q	Q	Q						Q	Q		Q
No	5	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	14.7%			100.0%												
				Q												
HEDIS/CAHPS SUMMARY RATE - Yes	29	-	2	-	1	4	1	-	-	-	-	-	2	2	-	1
	85.3%		100.0%		100.0%	100.0%	100.0%						100.0%	100.0%		100.0%
			Q		Q	Q	Q						Q	Q		Q

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible      21
Total Valid Responses 20
                    100.0%
No Answer           1
Yes                 16
                    80.0%
No                  4
                    20.0%
HEDIS/CAHPS SUMMARY RATE 16
- Yes               80.0%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	508	24	24	28	24	20	18	15	15	12	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-
Yes	67	1	1	2	6	2	4	3	-	3	1	1	2	2	3	2
	13.2%	4.2%	4.2%	7.1%	25.0% BCd	10.0%	22.2% bc	20.0%	-	25.0%	12.5%	16.7%	20.0%	15.4%	37.5% bcd	28.6%
No	441	23	23	26	18	18	14	12	15	9	7	5	8	11	5	5
	86.8%	95.8% Egoq	95.8% Egoq	92.9% eo	75.0%	90.0%	77.8%	80.0%	100.0% EGhJOpQ	75.0%	87.5%	83.3%	80.0%	84.6%	62.5%	71.4%
HEDIS/CAHPS SUMMARY RATE - Yes	67	1	1	2	6	2	4	3	-	3	1	1	2	2	3	2
	13.2%	4.2%	4.2%	7.1%	25.0% BCd	10.0%	22.2% bc	20.0%	-	25.0%	12.5%	16.7%	20.0%	15.4%	37.5% bcd	28.6%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          279
Total Valid Responses   276
                        100.0%
No Answer               3
Yes                     34
                        12.3%
                        bc
No                      242
                        87.7%

HEDIS/CAHPS SUMMARY RATE   34
- Yes                      12.3%
                           bc
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	67	1	1	2	6	2	4	3	-	3	1	1	2	2	3	2
Total Valid Responses	64	-	1	2	6	2	4	2	-	3	1	1	2	2	3	2
	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
Always	42	-	1	1	4	1	4	2	-	3	1	1	1	-	2	1
	65.6%		100.0% eQ	50.0%	66.7%	50.0%	100.0% eQ	100.0% eQ		100.0% eQ	100.0% eQ	100.0% eQ	50.0%		66.7%	50.0%
Usually	15	-	-	1	1	1	-	-	-	-	-	-	1	1	1	1
	23.4%			50.0%	16.7%	50.0%							50.0%	50.0%	33.3%	50.0%
Sometimes	6	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-
	9.4%				16.7%									50.0%		
Never	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.6%															
HEDIS/CAHPS SUMMARY RATE - Always/Usually	57	-	1	2	5	2	4	2	-	3	1	1	2	1	3	2
	89.1%		100.0% Q	100.0% Q	83.3%	100.0% Q	100.0% Q	100.0% Q		100.0% Q	100.0% Q	100.0% Q	100.0% Q	50.0%	100.0% Q	100.0% Q
HEDIS/CAHPS SUMMARY RATE - Always	42	-	1	1	4	1	4	2	-	3	1	1	1	-	2	1
	65.6%		100.0% eQ	50.0%	66.7%	50.0%	100.0% eQ	100.0% eQ		100.0% eQ	100.0% eQ	100.0% eQ	50.0%		66.7%	50.0%
Mean	3.53	-	4.00	3.50	3.50	3.50	4.00	4.00	-	4.00	4.00	4.00	3.50	2.50	3.67	3.50

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible          34
Total Valid Responses   33
                       100.0%

No Answer              1
                       3.0%

Always                 20
                       60.6%

Usually                8
                       24.2%

Sometimes              4
                       12.1%

Never                  1
                       3.0%

HEDIS/CAHPS SUMMARY RATE
- Always/Usually       28
                       84.8%

HEDIS/CAHPS SUMMARY RATE
- Always                20
                       60.6%

Mean                   3.42
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	67	1	1	2	6	2	4	3	-	3	1	1	2	2	3	2
Total Valid Responses	67	1	1	2	6	2	4	3	-	3	1	1	2	2	3	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	48	1	-	1	4	-	3	1	-	1	1	-	2	2	3	2
	71.6%	100.0%		50.0%	66.7%		75.0%	33.3%		33.3%	100.0%		100.0%	100.0%	100.0%	100.0%
		eHJQ									eHJQ		eHJQ	eHJQ	eHJQ	eHJQ
No	19	-	1	1	2	2	1	2	-	2	-	1	-	-	-	-
	28.4%		100.0%	50.0%	33.3%	100.0%	25.0%	66.7%		66.7%		100.0%				
			EGQ			EGQ						EGQ				
HEDIS/CAHPS SUMMARY RATE - Yes	48	1	-	1	4	-	3	1	-	1	1	-	2	2	3	2
	71.6%	100.0%		50.0%	66.7%		75.0%	33.3%		33.3%	100.0%		100.0%	100.0%	100.0%	100.0%
		eHJQ									eHJQ		eHJQ	eHJQ	eHJQ	eHJQ

Comparison Groups: BCDEFHGHIJKLNMOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible           34
Total Valid Responses    34
                        100.0%

No Answer                -
Yes                      27
                        79.4%

No                        7
                        20.6%

HEDIS/CAHPS SUMMARY RATE
- Yes                    27
                        79.4%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q25. 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?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	507	24	24	28	23	20	18	16	15	12	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
Yes	55	2	2	3	4	2	3	1	1	2	-	1	-	1	3	2
	10.8%	8.3%	8.3%	10.7%	17.4%	10.0%	16.7%	6.3%	6.7%	16.7%		16.7%		7.7%	37.5% hi	28.6%
No	452	22	22	25	19	18	15	15	14	10	8	5	10	12	5	5
	89.2%	91.7%	91.7%	89.3%	82.6%	90.0%	83.3%	93.8% o	93.3% o	83.3%	100.0% dEgOpQ	83.3%	100.0% dEgOpQ	92.3%	62.5%	71.4%
HEDIS/CAHPS SUMMARY RATE - Yes	55	2	2	3	4	2	3	1	1	2	-	1	-	1	3	2
	10.8%	8.3%	8.3%	10.7%	17.4%	10.0%	16.7%	6.3%	6.7%	16.7%		16.7%		7.7%	37.5% hi	28.6%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q25. 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?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          279
Total Valid Responses   275
                        100.0%
No Answer              4
Yes                    28
                        10.2%
No                     247
                        89.8%
HEDIS/CAHPS SUMMARY RATE
- Yes                  28
                        10.2%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	55	2	2	3	4	2	3	1	1	2	-	1	-	1	3	2
Total Valid Responses	55	2	2	3	4	2	3	1	1	2	-	1	-	1	3	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	25	2	1	2	1	-	-	1	-	1	-	1	-	-	3	1
	45.5%	100.0% EQ	50.0%	66.7%	25.0%			100.0% EQ		50.0%		100.0% EQ			100.0% EQ	50.0%
Usually	14	-	1	-	1	-	2	-	1	-	-	-	-	-	-	-
	25.5%		50.0%		25.0%		66.7%		100.0% EQ							
Sometimes	9	-	-	-	1	1	1	-	-	-	-	-	-	1	-	1
	16.4%				25.0%	50.0%	33.3%							100.0% EQ		50.0%
Never	7	-	-	1	1	1	-	-	-	1	-	-	-	-	-	-
	12.7%			33.3%	25.0%	50.0%				50.0%						
HEDIS/CAHPS SUMMARY RATE - Always/Usually	39	2	2	2	2	-	2	1	1	1	-	1	-	-	3	1
	70.9%	100.0% EQ	100.0% EQ	66.7%	50.0%		66.7%	100.0% EQ	100.0% EQ	50.0%		100.0% EQ			100.0% EQ	50.0%
HEDIS/CAHPS SUMMARY RATE - Always	25	2	1	2	1	-	-	1	-	1	-	1	-	-	3	1
	45.5%	100.0% EQ	50.0%	66.7%	25.0%			100.0% EQ		50.0%		100.0% EQ			100.0% EQ	50.0%
Mean	3.04	4.00	3.50	3.00	2.50	1.50	2.67	4.00	3.00	2.50	-	4.00	-	2.00	4.00	3.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible           28
Total Valid Responses    28
                        100.0%

No Answer                -
Always                   12
                        42.9%

Usually                  9
                        32.1%

Sometimes               4
                        14.3%

Never                   3
                        10.7%

HEDIS/CAHPS SUMMARY RATE
- Always/Usually        21
                        75.0%

HEDIS/CAHPS SUMMARY RATE
- Always                 12
                        42.9%

Mean                    3.07
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	55	2	2	3	4	2	3	1	1	2	-	1	-	1	3	2
Total Valid Responses	55	2	2	3	4	2	3	1	1	2	-	1	-	1	3	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	30	2	2	1	2	-	2	-	1	2	-	-	-	1	2	1
	54.5%	100.0%	100.0%	33.3%	50.0%		66.7%		100.0%	100.0%				100.0%	66.7%	50.0%
		DEQ	DEQ						DEQ	DEQ				DEQ		
No	25	-	-	2	2	2	1	1	-	-	-	1	-	-	1	1
	45.5%			66.7%	50.0%	100.0%	33.3%	100.0%				100.0%			33.3%	50.0%
						EGOQ		EGOQ				EGOQ				
HEDIS/CAHPS SUMMARY RATE - Yes	30	2	2	1	2	-	2	-	1	2	-	-	-	1	2	1
	54.5%	100.0%	100.0%	33.3%	50.0%		66.7%		100.0%	100.0%				100.0%	66.7%	50.0%
		DEQ	DEQ						DEQ	DEQ				DEQ		

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible      28
Total Valid Responses 28
                   100.0%
No Answer           -
Yes                 14
                   50.0%
No                  14
                   50.0%
HEDIS/CAHPS SUMMARY RATE 14
- Yes               50.0%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q28. 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?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	508	24	24	28	24	20	18	16	15	12	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Yes	100	2	4	4	7	4	3	5	-	-	2	2	3	2	3	3
	19.7%	8.3%	16.7%	14.3%	29.2% b	20.0%	16.7%	31.3% b			25.0%	33.3%	30.0%	15.4%	37.5%	42.9% b
No	408	22	20	24	17	16	15	11	15	12	6	4	7	11	5	4
	80.3%	91.7% ehpq	83.3%	85.7%	70.8%	80.0%	83.3%	68.8%	100.0% ghlmopq CDEF	100.0% CDEFghlmopq	75.0%	66.7%	70.0%	84.6%	62.5%	57.1%
HEDIS/CAHPS SUMMARY RATE - Yes	100	2	4	4	7	4	3	5	-	-	2	2	3	2	3	3
	19.7%	8.3%	16.7%	14.3%	29.2% b	20.0%	16.7%	31.3% b			25.0%	33.3%	30.0%	15.4%	37.5%	42.9% b

Comparison Groups: BCDEF GHIJKL MNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q28. 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?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          279
Total Valid Responses   275
                        100.0%
No Answer               4
Yes                     56
                        20.4%
                        b
No                       219
                        79.6%

HEDIS/CAHPS SUMMARY RATE   56
- Yes                      20.4%
                           b
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q29. (CC-CCC) 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?

(GENERAL POPULATION)

=====IPA=====															
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	100	2	4	4	7	4	3	5	-	-	2	2	3	2	3
Total Valid Responses	100	2	4	4	7	4	3	5	-	-	2	2	3	2	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	68	2	3	4	4	3	3	3	-	-	-	2	2	2	3
	68.0%	100.0%	75.0%	100.0%	57.1%	75.0%	100.0%	60.0%				100.0%	66.7%	100.0%	100.0%
		EhQ		EhQ		EhQ						EhQ	EhQ	EhQ	EhQ
No	32	-	1	-	3	1	-	2	-	-	2	-	1	-	-
	32.0%		25.0%		42.9%	25.0%		40.0%			100.0%		33.3%		
										CEPHMQ					
HEDIS/CAHPS SUMMARY RATE - Yes	68	2	3	4	4	3	3	3	-	-	-	2	2	2	3
	68.0%	100.0%	75.0%	100.0%	57.1%	75.0%	100.0%	60.0%				100.0%	66.7%	100.0%	100.0%
		EhQ		EhQ		EhQ						EhQ	EhQ	EhQ	EhQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q29. (CC-CCC) 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?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible           56

Total Valid Responses    56
                        100.0%

No Answer                -

Yes                      34
                        60.7%

No                       22
                        39.3%

HEDIS/CAHPS SUMMARY RATE 34
- Yes                    60.7%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q30. Does your child have a personal doctor?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	509	24	24	28	24	20	18	16	15	12	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Yes	450	20	23	25	21	18	15	14	13	9	7	5	8	11	8	6
	88.4%	83.3%	95.8%	89.3%	87.5%	90.0%	83.3%	87.5%	86.7%	75.0%	87.5%	83.3%	80.0%	84.6%	100.0%	85.7%
															BdegJQ	
No	59	4	1	3	3	2	3	2	2	3	1	1	2	2	-	1
	11.6%	16.7%	4.2%	10.7%	12.5%	10.0%	16.7%	12.5%	13.3%	25.0%	12.5%	16.7%	20.0%	15.4%		14.3%
HEDIS/CAHPS SUMMARY RATE	450	20	23	25	21	18	15	14	13	9	7	5	8	11	8	6
- Yes	88.4%	83.3%	95.8%	89.3%	87.5%	90.0%	83.3%	87.5%	86.7%	75.0%	87.5%	83.3%	80.0%	84.6%	100.0%	85.7%
															BdegJQ	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q30. Does your child have a personal doctor?

(GENERAL POPULATION)

=====
 =====

OTHER

 (Q)

Total Eligible	279
Total Valid Responses	276 100.0%
No Answer	3
Yes	247 89.5%
No	29 10.5%
HEDIS/CAHPS SUMMARY RATE	247
- Yes	89.5%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	450	20	23	25	21	18	15	14	13	9	7	5	8	11	8	6
Total Valid Responses	437	20	22	23	19	18	13	14	13	9	7	5	8	11	8	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	-	1	2	2	-	2	-	-	-	-	-	-	-	-	-
None	114	8	3	9	2	5	5	5	5	3	2	-	1	3	1	2
	26.1%	40.0%	13.6%	39.1%	10.5%	27.8%	38.5%	35.7%	38.5%	33.3%	28.6%		12.5%	27.3%	12.5%	33.3%
		CEmo		CEmo			e	e	e							
1 time	140	8	10	9	10	5	3	3	6	-	3	-	6	5	2	2
	32.0%	40.0%	45.5%	39.1%	52.6%	27.8%	23.1%	21.4%	46.2%		42.9%		75.0%	45.5%	25.0%	33.3%
				gHQ									bdFGHOpQ			
2	100	2	5	2	4	5	3	4	2	2	-	3	1	1	2	-
	22.9%	10.0%	22.7%	8.7%	21.1%	27.8%	23.1%	28.6%	15.4%	22.2%		60.0%	12.5%	9.1%	25.0%	
												BDimN				
3	48	-	1	2	3	1	1	2	-	4	2	1	-	1	2	2
	11.0%		4.5%	8.7%	15.8%	5.6%	7.7%	14.3%		44.4%	28.6%	20.0%		9.1%	25.0%	33.3%
										CDFGnQ						
4	15	1	2	-	-	1	-	-	-	-	-	-	-	-	1	-
	3.4%	5.0%	9.1%			5.6%									12.5%	
5 to 9	15	1	1	1	-	-	1	-	-	-	-	1	-	1	-	-
	3.4%	5.0%	4.5%	4.3%			7.7%					20.0%		9.1%		
10 or more times	5	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	1.1%					5.6%										
HEDIS/CAHPS SUMMARY RATE	323	12	19	14	17	13	8	9	8	6	5	5	7	8	7	4
- 1 or More times	73.9%	60.0%	86.4%	60.9%	89.5%	72.2%	61.5%	64.3%	61.5%	66.7%	71.4%	100.0%	87.5%	72.7%	87.5%	66.7%
			BD		BDghiq							HIJKnPQ	bd		bd	
												BcDFG				

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(GENERAL POPULATION)

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=====
=====

      OTHER
      -----
      (Q)

Total Eligible           247

Total Valid Responses    241
                        100.0%

No Answer                6

None                    60
                        24.9%
                        e

1 time                   68
                        28.2%

2                        64
                        26.6%
                        B Dn

3                        26
                        10.8%

4                        10
                        4.1%

5 to 9                   9
                        3.7%

10 or more times        4
                        1.7%

HEDIS/CAHPS SUMMARY RATE      181
- 1 or More times          75.1%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Mean	2.49	2.05	2.64	2.04	2.42	2.56	2.31	2.21	1.77	2.78	2.29	3.80	2.00	2.36	3.00	2.33

Comparison Groups: BCDEFGHIJKLMNOQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q31. In the last 6 months, how many times did your child
visit his or her personal doctor for care?

(GENERAL POPULATION)

=====
=====

OTHER

(Q)

Mean 2.59

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q32. (HWDC) 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?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	323	12	19	14	17	13	8	9	8	6	5	5	7	8	7	4
Total Valid Responses	321	12	19	14	17	13	8	9	8	6	5	5	7	7	7	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
Always	253 78.8%	11 91.7% j	14 73.7%	11 78.6%	12 70.6%	11 84.6%	8 100.0% CdEHIJknQ	6 66.7%	5 62.5%	3 50.0%	3 60.0%	4 80.0%	6 85.7%	5 71.4%	6 85.7%	4 100.0% CdEHIJknQ
Usually	47 14.6%	1 8.3%	3 15.8%	2 14.3%	3 17.6%	1 7.7%	-	2 22.2%	3 37.5%	1 16.7%	-	1 20.0%	1 14.3%	1 14.3%	1 14.3%	-
Sometimes	17 5.3%	-	2 10.5%	1 7.1%	2 11.8%	-	-	1 11.1%	-	2 33.3%	2 40.0% q	-	-	1 14.3%	-	-
Never	4 1.2%	-	-	-	-	1 7.7%	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	300 93.5%	12 100.0% jkQ	17 89.5%	13 92.9%	15 88.2%	12 92.3%	8 100.0% jkQ	8 88.9%	8 100.0% jkQ	4 66.7%	3 60.0%	5 100.0% jkQ	7 100.0% jkQ	6 85.7%	7 100.0% jkQ	4 100.0% jkQ
HEDIS/CAHPS SUMMARY RATE - Always	253 78.8%	11 91.7% j	14 73.7%	11 78.6%	12 70.6%	11 84.6%	8 100.0% CdEHIJknQ	6 66.7%	5 62.5%	3 50.0%	3 60.0%	4 80.0%	6 85.7%	5 71.4%	6 85.7%	4 100.0% CdEHIJknQ
Mean	3.71	3.92	3.63	3.71	3.59	3.69	4.00	3.56	3.63	3.17	3.20	3.80	3.86	3.57	3.86	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q32. (HWDC) 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?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          181
Total Valid Responses   180
                        100.0%
No Answer                1
Always                  144
                        80.0%
Usually                 27
                        15.0%
Sometimes                6
                        3.3%
Never                   3
                        1.7%
HEDIS/CAHPS SUMMARY RATE 171
- Always/Usually        95.0%
HEDIS/CAHPS SUMMARY RATE 144
- Always                 80.0%
Mean                    3.73
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	323	12	19	14	17	13	8	9	8	6	5	5	7	8	7	4
Total Valid Responses	321	12	19	14	17	13	8	9	8	6	5	5	7	7	7	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
Always	248	11	15	13	12	11	7	5	7	2	2	5	5	5	5	3
	77.3%	91.7%	78.9%	92.9%	70.6%	84.6%	87.5%	55.6%	87.5%	33.3%	40.0%	100.0%	71.4%	71.4%	71.4%	75.0%
		HJK	J	eHJKQ	j	Jk	Jk		Jk			HJKmnoQ CE				
Usually	57	1	4	-	4	1	-	4	1	2	2	-	2	1	2	1
	17.8%	8.3%	21.1%		23.5%	7.7%		44.4%	12.5%	33.3%	40.0%		28.6%	14.3%	28.6%	25.0%
								BF								
Sometimes	14	-	-	1	1	-	1	-	-	2	1	-	-	1	-	-
	4.4%			7.1%	5.9%		12.5%			33.3%	20.0%			14.3%		
Never	2	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	0.6%					7.7%										
HEDIS/CAHPS SUMMARY RATE - Always/Usually	305	12	19	13	16	12	7	9	8	4	4	5	7	6	7	4
	95.0%	100.0%	100.0%	92.9%	94.1%	92.3%	87.5%	100.0%	100.0%	66.7%	80.0%	100.0%	100.0%	85.7%	100.0%	100.0%
		JQ	JQ					JQ	JQ			JQ	JQ		JQ	JQ
HEDIS/CAHPS SUMMARY RATE - Always	248	11	15	13	12	11	7	5	7	2	2	5	5	5	5	3
	77.3%	91.7%	78.9%	92.9%	70.6%	84.6%	87.5%	55.6%	87.5%	33.3%	40.0%	100.0%	71.4%	71.4%	71.4%	75.0%
		HJK	J	eHJKQ	j	Jk	Jk		Jk			HJKmnoQ CE				
Mean	3.72	3.92	3.79	3.86	3.65	3.69	3.75	3.56	3.88	3.00	3.20	4.00	3.71	3.57	3.71	3.75

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible          181

Total Valid Responses   180
                        100.0%

No Answer                1

Always                  140
                        77.8%
                        Jk

Usually                 32
                        17.8%

Sometimes                7
                        3.9%

Never                   1
                        0.6%

HEDIS/CAHPS SUMMARY RATE 172
- Always/Usually        95.6%

HEDIS/CAHPS SUMMARY RATE 140
- Always                77.8%
                        Jk

Mean                    3.73
    
```

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	323	12	19	14	17	13	8	9	8	6	5	5	7	8	7	4
Total Valid Responses	323	12	19	14	17	13	8	9	8	6	5	5	7	8	7	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	269 83.3%	11 91.7% K	17 89.5% K	12 85.7% k	15 88.2% K	11 84.6% k	7 87.5% k	7 77.8%	8 100.0% jKPQ	4 66.7%	2 40.0%	5 100.0% jKPQ	6 85.7% k	7 87.5% k	6 85.7% k	2 50.0%
Usually	43 13.3%	1 8.3%	2 10.5%	-	2 11.8%	1 7.7%	-	2 22.2%	-	1 16.7%	2 40.0%	-	1 14.3%	1 12.5%	1 14.3%	2 50.0%
Sometimes	8 2.5%	-	-	2 14.3%	-	-	1 12.5%	-	-	1 16.7%	1 20.0%	-	-	-	-	-
Never	3 0.9%	-	-	-	-	1 7.7%	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	312 96.6%	12 100.0% Q	19 100.0% Q	12 85.7%	17 100.0% Q	12 92.3%	7 87.5%	9 100.0% Q	8 100.0% Q	5 83.3%	4 80.0%	5 100.0% Q	7 100.0% Q	8 100.0% Q	7 100.0% Q	4 100.0% Q
HEDIS/CAHPS SUMMARY RATE - Always	269 83.3%	11 91.7% K	17 89.5% K	12 85.7% k	15 88.2% K	11 84.6% k	7 87.5% k	7 77.8%	8 100.0% jKPQ	4 66.7%	2 40.0%	5 100.0% jKPQ	6 85.7% k	7 87.5% k	6 85.7% k	2 50.0%
Mean	3.79	3.92	3.89	3.71	3.88	3.69	3.75	3.78	4.00	3.50	3.20	4.00	3.86	3.88	3.86	3.50

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

(GENERAL POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible          181
Total Valid Responses   181
                        100.0%
No Answer                -
Always                  149
                        82.3%
                        k
Usually                 27
                        14.9%
Sometimes                3
                        1.7%
Never                    2
                        1.1%
HEDIS/CAHPS SUMMARY RATE 176
- Always/Usually        97.2%
HEDIS/CAHPS SUMMARY RATE 149
- Always                 82.3%
                        k
Mean                    3.78
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q35. Is your child able to talk with doctors about his or her health care?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	323	12	19	14	17	13	8	9	8	6	5	5	7	8	7	4
Total Valid Responses	322	12	19	14	17	13	8	9	8	6	5	5	7	7	7	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
Yes	226	9	13	14	10	9	7	7	3	5	4	3	4	6	7	1
	70.2%	75.0%	68.4%	100.0%	58.8%	69.2%	87.5%	77.8%	37.5%	83.3%	80.0%	60.0%	57.1%	85.7%	100.0%	25.0%
		iP	p	BCEFIIMPQ		p	eIP	iP		IP	ip		IP	BCEFIIMPQ		
No	96	3	6	-	7	4	1	2	5	1	1	2	3	1	-	3
	29.8%	25.0%	31.6%		41.2%	30.8%	12.5%	22.2%	62.5%	16.7%	20.0%	40.0%	42.9%	14.3%		75.0%
					g			bGhJkNq								BcfGHJkNq
HEDIS/CAHPS SUMMARY RATE - Yes	226	9	13	14	10	9	7	7	3	5	4	3	4	6	7	1
	70.2%	75.0%	68.4%	100.0%	58.8%	69.2%	87.5%	77.8%	37.5%	83.3%	80.0%	60.0%	57.1%	85.7%	100.0%	25.0%
		iP	p	BCEFIIMPQ		p	eIP	iP		IP	ip		IP	BCEFIIMPQ		

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q35. Is your child able to talk with doctors about his or her health care?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible          181
Total Valid Responses   181
                        100.0%

No Answer              -
Yes                    124
                        68.5%
                        iP

No                      57
                        31.5%

HEDIS/CAHPS SUMMARY RATE 124
- Yes                   68.5%
                        iP
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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 2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	226	9	13	14	10	9	7	7	3	5	4	3	4	6	7	1
Total Valid Responses	224	9	13	14	10	9	7	7	2	5	4	3	4	6	7	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Always	161	8	9	11	8	6	4	4	2	2	2	2	4	5	6	-
	71.9%	88.9%	69.2%	78.6%	80.0%	66.7%	57.1%	57.1%	100.0%	40.0%	50.0%	66.7%	100.0%	83.3%	85.7%	
		J	JQ	JQ	JQ	JQ	JQ	JQ	dfGHJKQ C	JQ	JQ	JQ	CdFGHJKQ	JQ	JQ	j
Usually	50	1	4	2	2	2	3	2	-	1	2	-	-	1	1	1
	22.3%	11.1%	30.8%	14.3%	20.0%	22.2%	42.9%	28.6%		20.0%	50.0%			16.7%	14.3%	100.0%
																BCDEFGHJKNOQ
Sometimes	9	-	-	-	-	-	-	1	-	1	-	1	-	-	-	-
	4.0%							14.3%		20.0%		33.3%				
Never	4	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-
	1.8%			7.1%		11.1%				20.0%						
HEDIS/CAHPS SUMMARY RATE - Always/Usually	211	9	13	13	10	8	7	6	2	3	4	2	4	6	7	1
	94.2%	100.0%	100.0%	92.9%	100.0%	88.9%	100.0%	85.7%	100.0%	60.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%
		JQ	JQ	JQ	JQ	JQ	JQ	JQ	JQ	JQ	JQ	JQ	JQ	JQ	JQ	JQ
HEDIS/CAHPS SUMMARY RATE - Always	161	8	9	11	8	6	4	4	2	2	2	2	4	5	6	-
	71.9%	88.9%	69.2%	78.6%	80.0%	66.7%	57.1%	57.1%	100.0%	40.0%	50.0%	66.7%	100.0%	83.3%	85.7%	
		J	JQ	JQ	JQ	JQ	JQ	JQ	dfGHJKQ C	JQ	JQ	JQ	CdFGHJKQ	JQ	JQ	j
Mean	3.64	3.89	3.69	3.64	3.80	3.44	3.57	3.43	4.00	2.80	3.50	3.33	4.00	3.83	3.86	3.00

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

(GENERAL POPULATION)

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=====
=====
    OTHER
    -----
    (Q)
Total Eligible          124
Total Valid Responses   123
                        100.0%
No Answer                1
Always                   88
                        71.5%

Usually                 28
                        22.8%

Sometimes                6
                        4.9%

Never                    1
                        0.8%

HEDIS/CAHPS SUMMARY RATE 116
- Always/Usually         94.3%

HEDIS/CAHPS SUMMARY RATE  88
- Always                  71.5%

Mean                    3.65
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	323	12	19	14	17	13	8	9	8	6	5	5	7	8	7	4
Total Valid Responses	319	12	18	14	17	12	8	9	8	6	5	5	7	7	7	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	-	-	1	-	-	-	-	-	-	1	-	-	-
Always	188	10	8	11	9	7	4	5	2	3	2	5	2	1	6	3
	58.9%	83.3%	44.4%	78.6%	52.9%	58.3%	50.0%	55.6%	25.0%	50.0%	40.0%	100.0%	28.6%	14.3%	85.7%	75.0%
		CeIkMNq	n	CIMN	N	N		n				HIJKMNQ			CeIkMNq	imN
												CdEFG				
Usually	91	1	7	2	5	3	4	1	4	1	1	-	5	3	1	1
	28.5%	8.3%	38.9%	14.3%	29.4%	25.0%	50.0%	11.1%	50.0%	16.7%	20.0%		71.4%	42.9%	14.3%	25.0%
			Bdh				Bdh		Bdh				BDEFHJKOpQ	b		
Sometimes	31	-	2	1	2	-	-	2	2	1	2	-	-	3	-	-
	9.7%		11.1%	7.1%	11.8%			22.2%	25.0%	16.7%	40.0%			42.9%		
														dq		
Never	9	1	1	-	1	2	-	1	-	1	-	-	-	-	-	-
	2.8%	8.3%	5.6%		5.9%	16.7%		11.1%		16.7%						
HEDIS/CAHPS SUMMARY RATE - Always/Usually	279	11	15	13	14	10	8	6	6	4	3	5	7	4	7	4
	87.5%	91.7%	83.3%	92.9%	82.4%	83.3%	100.0%	66.7%	75.0%	66.7%	60.0%	100.0%	100.0%	57.1%	100.0%	100.0%
		n		n			ceHjknQ					ceHjknQ	ceHjknQ		ceHjknQ	ceHjknQ
HEDIS/CAHPS SUMMARY RATE - Always	188	10	8	11	9	7	4	5	2	3	2	5	2	1	6	3
	58.9%	83.3%	44.4%	78.6%	52.9%	58.3%	50.0%	55.6%	25.0%	50.0%	40.0%	100.0%	28.6%	14.3%	85.7%	75.0%
		CeIkMNq	n	CIMN	N	N		n				HIJKMNQ			CeIkMNq	imN
												CdEFG				
Mean	3.44	3.67	3.22	3.71	3.29	3.25	3.50	3.11	3.00	3.00	3.00	4.00	3.29	2.71	3.86	3.75

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible          181

Total Valid Responses   180
                       100.0%

No Answer                1

Always                  110
                       61.1%
                       ImN

Usually                 52
                       28.9%
                       B

Sometimes               16
                       8.9%

Never                   2
                       1.1%

HEDIS/CAHPS SUMMARY RATE
- Always/Usually       162
                       90.0%
                       n

HEDIS/CAHPS SUMMARY RATE
- Always               110
                       61.1%
                       ImN

Mean                    3.50
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q38. (FCC-PD) In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	323	12	19	14	17	13	8	9	8	6	5	5	7	8	7	4
Total Valid Responses	322	12	19	14	17	13	8	9	8	6	5	5	7	8	7	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	287	12	18	13	16	11	8	9	6	4	3	5	6	7	7	4
	89.1%	100.0%	94.7%	92.9%	94.1%	84.6%	100.0%	100.0%	75.0%	66.7%	60.0%	100.0%	85.7%	87.5%	100.0%	100.0%
		jkQ					jkQ	jkQ				jkQ			jkQ	jkQ
No	35	-	1	1	1	2	-	-	2	2	2	-	1	1	-	-
	10.9%		5.3%	7.1%	5.9%	15.4%			25.0%	33.3%	40.0%		14.3%	12.5%		
HEDIS/CAHPS SUMMARY RATE - Yes	287	12	18	13	16	11	8	9	6	4	3	5	6	7	7	4
	89.1%	100.0%	94.7%	92.9%	94.1%	84.6%	100.0%	100.0%	75.0%	66.7%	60.0%	100.0%	85.7%	87.5%	100.0%	100.0%
		jkQ					jkQ	jkQ				jkQ			jkQ	jkQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q38. (FCC-PD) In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

(GENERAL POPULATION)

```

=====
=====
    OTHER
    -----
    (Q)
Total Eligible      181
Total Valid Responses 180
                   100.0%
No Answer          1
Yes                158
                   87.8%
No                 22
                   12.2%
HEDIS/CAHPS SUMMARY RATE 158
- Yes              87.8%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	323	12	19	14	17	13	8	9	8	6	5	5	7	8	7	4
Total Valid Responses	323	12	19	14	17	13	8	9	8	6	5	5	7	8	7	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	125	2	6	7	5	7	3	4	1	2	3	2	5	4	3	3
	38.7%	16.7%	31.6%	50.0%	29.4%	53.8%	37.5%	44.4%	12.5%	33.3%	60.0%	40.0%	71.4%	50.0%	42.9%	75.0%
				bI		BI					bi		BCEIq	i		BceIq
No	198	10	13	7	12	6	5	5	7	4	2	3	2	4	4	1
	61.3%	83.3%	68.4%	50.0%	70.6%	46.2%	62.5%	55.6%	87.5%	66.7%	40.0%	60.0%	28.6%	50.0%	57.1%	25.0%
		dFkMPq	Mp		Mp			DFkMnPQ								
HEDIS/CAHPS SUMMARY RATE - Yes	125	2	6	7	5	7	3	4	1	2	3	2	5	4	3	3
	38.7%	16.7%	31.6%	50.0%	29.4%	53.8%	37.5%	44.4%	12.5%	33.3%	60.0%	40.0%	71.4%	50.0%	42.9%	75.0%
				bI		BI					bi		BCEIq	i		BceIq

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible      181
Total Valid Responses 181
                    100.0%
No Answer           -
Yes                 68
                    37.6%
                    bI
No                  113
                    62.4%
                    mp
HEDIS/CAHPS SUMMARY RATE
- Yes               68
                    37.6%
                    bI
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q40. (CC) 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?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	125	2	6	7	5	7	3	4	1	2	3	2	5	4	3	3
Total Valid Responses	122	2	6	7	4	7	3	4	-	2	3	2	5	4	3	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-
Always	66	2	4	3	4	3	2	1	-	1	1	2	2	2	1	3
	54.1%	100.0%	66.7%	42.9%	100.0%	42.9%	66.7%	25.0%		50.0%	33.3%	100.0%	40.0%	50.0%	33.3%	100.0%
		cDFHKMNOQ			DFHKMNOQ							FHKMNOQ				cDFHKMNOQ
Usually	33	-	1	3	-	3	-	2	-	-	1	-	2	1	2	-
	27.0%		16.7%	42.9%		42.9%		50.0%			33.3%		40.0%	25.0%	66.7%	
Sometimes	16	-	1	1	-	-	1	1	-	-	-	-	-	1	-	-
	13.1%		16.7%	14.3%			33.3%	25.0%						25.0%		
Never	7	-	-	-	-	1	-	-	-	1	1	-	1	-	-	-
	5.7%					14.3%				50.0%	33.3%		20.0%			
HEDIS/CAHPS SUMMARY RATE - Always/Usually	99	2	5	6	4	6	2	3	-	1	2	2	4	3	3	3
	81.1%	100.0%	83.3%	85.7%	100.0%	85.7%	66.7%	75.0%		50.0%	66.7%	100.0%	80.0%	75.0%	100.0%	100.0%
		Q			Q							Q			Q	Q
HEDIS/CAHPS SUMMARY RATE - Always	66	2	4	3	4	3	2	1	-	1	1	2	2	2	1	3
	54.1%	100.0%	66.7%	42.9%	100.0%	42.9%	66.7%	25.0%		50.0%	33.3%	100.0%	40.0%	50.0%	33.3%	100.0%
		cDFHKMNOQ			DFHKMNOQ							FHKMNOQ				cDFHKMNOQ
					c							cD				
Mean	3.30	4.00	3.50	3.29	4.00	3.14	3.33	3.00	-	2.50	2.67	4.00	3.00	3.25	3.33	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q40. (CC) 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?

(GENERAL POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible          68
Total Valid Responses   67
                        100.0%
No Answer                1
Always                   35
                        52.2%

Usually                  18
                        26.9%

Sometimes                11
                        16.4%

Never                    3
                        4.5%

HEDIS/CAHPS SUMMARY RATE   53
- Always/Usually          79.1%

HEDIS/CAHPS SUMMARY RATE   35
- Always                  52.2%

Mean                    3.27
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q41. 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?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	450	20	23	25	21	18	15	14	13	9	7	5	8	11	8	6
Total Valid Responses	445	20	22	25	20	18	15	14	13	9	7	5	8	11	8	6
No Answer	5	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-
10 - Best personal doctor possible	238 53.5%	13 65.0%	11 50.0%	16 64.0%	13 65.0%	14 77.8%	7 46.7%	6 42.9%	9 69.2%	3 33.3%	3 42.9%	3 60.0%	4 50.0%	4 36.4%	2 25.0%	2 33.3%
9	93 20.9%	5 25.0%	6 27.3%	5 20.0%	5 25.0%	1 5.6%	-	4 28.6%	4 30.8%	2 22.2%	1 14.3%	-	2 25.0%	2 18.2%	4 50.0%	4 66.7%
8	61 13.7%	1 5.0%	4 18.2%	1 4.0%	-	2 11.1%	5 33.3%	1 7.1%	-	2 22.2%	2 28.6%	1 20.0%	1 12.5%	3 27.3%	2 25.0%	-
7	22 4.9%	1 5.0%	-	3 12.0%	1 5.0%	-	1 6.7%	2 14.3%	-	-	-	1 20.0%	-	-	-	-
6	8 1.8%	-	1 4.5%	-	-	-	-	-	-	-	1 14.3%	-	1 12.5%	-	-	-
5	11 2.5%	-	-	-	-	-	1 6.7%	1 7.1%	-	1 11.1%	-	-	-	-	-	-
4	5 1.1%	-	-	-	1 5.0%	-	-	-	-	-	-	-	-	1 9.1%	-	-
3	2 0.4%	-	-	-	-	1 5.6%	-	-	-	-	-	-	-	1 9.1%	-	-

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q41. 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?

(GENERAL POPULATION)

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=====

      OTHER
      -----
      (Q)

Total Eligible           247

Total Valid Responses    244
                        100.0%

No Answer                3

10 - Best personal
doctor possible          128
                        52.5%
                        o

9                        48
                        19.7%
                        F

8                        36
                        14.8%
                        bD

7                        13
                        5.3%

6                        5
                        2.0%

5                        8
                        3.3%

4                        3
                        1.2%

3                        -
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q41. 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?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
2	3 0.7%	-	-	-	-	-	-	-	1 11.1%	-	-	-	-	-	-	
1	2 0.4%	-	-	-	-	1 6.7%	-	-	-	-	-	-	-	-	-	
0 - Worst personal doctor possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
HEDIS/CAHPS SUMMARY RATE - 8-10	392 88.1%	19 95.0%	21 95.5%	22 88.0%	18 90.0%	17 94.4%	12 80.0%	11 78.6%	13 100.0%	7 77.8%	6 85.7%	4 80.0%	7 87.5%	9 81.8%	8 100.0%	6 100.0%
			q						dghQ					dghQ	dghQ	
HEDIS/CAHPS SUMMARY RATE - 9-10	331 74.4%	18 90.0%	17 77.3%	21 84.0%	18 90.0%	15 83.3%	7 46.7%	10 71.4%	13 100.0%	5 55.6%	4 57.1%	3 60.0%	6 75.0%	6 54.5%	6 75.0%	6 100.0%
		GjkNq	g	Gn	GjkNq	Gn		GHJKLNQ	CDf						CDfGHJKLNQ	
Mean	8.98	9.50	9.18	9.36	9.30	9.33	8.20	8.79	9.69	7.89	8.71	9.00	9.00	8.09	9.00	9.33

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q41. 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?

(GENERAL POPULATION)

=====	
=====	
OTHER	

(Q)	
2	2 0.8%
1	1 0.4%
0 - Worst personal doctor possible	-
HEDIS/CAHPS SUMMARY RATE - 8-10	212 86.9%
HEDIS/CAHPS SUMMARY RATE - 9-10	176 72.1%
	g
Mean	8.93

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	450	20	23	25	21	18	15	14	13	9	7	5	8	11	8	6
Total Valid Responses	444	20	23	25	20	18	15	14	13	9	7	5	8	10	8	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-
Yes	89	1	4	4	6	7	3	2	1	3	1	1	2	2	2	2
	20.0%	5.0%	17.4%	16.0%	30.0% Bi	38.9% BdHI	20.0%	14.3%	7.7%	33.3% b	14.3%	20.0%	25.0%	20.0%	25.0%	33.3%
No	355	19	19	21	14	11	12	12	12	6	6	4	6	8	6	4
	80.0%	95.0% EFjQ	82.6%	84.0% f	70.0%	61.1%	80.0%	85.7% f	92.3% eF	66.7%	85.7%	80.0%	75.0%	80.0%	75.0%	66.7%
HEDIS/CAHPS SUMMARY RATE - Yes	89	1	4	4	6	7	3	2	1	3	1	1	2	2	2	2
	20.0%	5.0%	17.4%	16.0%	30.0% Bi	38.9% BdHI	20.0%	14.3%	7.7%	33.3% b	14.3%	20.0%	25.0%	20.0%	25.0%	33.3%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

(GENERAL POPULATION)

```

=====
=====
    OTHER
    -----
    (Q)
Total Eligible          247
Total Valid Responses   243
                        100.0%
No Answer                4
Yes                      48
                        19.8%
                        B
No                       195
                        80.2%

HEDIS/CAHPS SUMMARY RATE
- Yes                    48
                        19.8%
                        B
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	89	1	4	4	6	7	3	2	1	3	1	1	2	2	2	2
Total Valid Responses	87	1	4	4	6	6	3	2	1	3	1	1	2	1	2	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-
Yes	78	1	4	2	6	5	3	2	1	2	1	1	1	1	2	2
	89.7%	100.0%	100.0%	50.0%	100.0%	83.3%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
		DQ	DQ		DQ		DQ	DQ	DQ		DQ	DQ		DQ	DQ	DQ
No	9	-	-	2	-	1	-	-	-	1	-	-	1	-	-	-
	10.3%			50.0%		16.7%				33.3%			50.0%			
				q												
HEDIS/CAHPS SUMMARY RATE - Yes	78	1	4	2	6	5	3	2	1	2	1	1	1	1	2	2
	89.7%	100.0%	100.0%	50.0%	100.0%	83.3%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
		DQ	DQ		DQ		DQ	DQ	DQ		DQ	DQ		DQ	DQ	DQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

(GENERAL POPULATION)

```

=====
=====
    OTHER
    -----
    (Q)
Total Eligible          48
Total Valid Responses   48
                        100.0%
No Answer               -
Yes                     44
                        91.7%
                        d
No                       4
                        8.3%
HEDIS/CAHPS SUMMARY RATE
- Yes                   44
                        91.7%
                        d
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q44. (FCC-PD) 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?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	89	1	4	4	6	7	3	2	1	3	1	1	2	2	2	2
Total Valid Responses	87	1	4	4	5	6	3	2	1	3	1	1	2	2	2	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
Yes	79	1	4	3	5	5	3	2	1	2	1	1	1	2	2	2
	90.8%	100.0%	100.0%	75.0%	100.0%	83.3%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
		Q	Q		Q		Q	Q	Q		Q	Q		Q	Q	Q
No	8	-	-	1	-	1	-	-	-	1	-	-	1	-	-	-
	9.2%			25.0%		16.7%				33.3%			50.0%			
HEDIS/CAHPS SUMMARY RATE - Yes	79	1	4	3	5	5	3	2	1	2	1	1	1	2	2	2
	90.8%	100.0%	100.0%	75.0%	100.0%	83.3%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
		Q	Q		Q		Q	Q	Q		Q	Q		Q	Q	Q

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q44. (FCC-PD) 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?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          48
Total Valid Responses   48
                        100.0%
No Answer               -
Yes                     44
                        91.7%
No                       4
                        8.3%
HEDIS/CAHPS SUMMARY RATE
- Yes                   44
                        91.7%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q45. In the last 6 months, did you make any appointments for your child to see a specialist?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	510	24	24	29	24	20	18	16	15	12	8	6	10	12	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
Yes	86	2	5	3	5	2	4	3	2	-	1	-	2	1	3	2
	16.9%	8.3%	20.8%	10.3%	20.8%	10.0%	22.2%	18.8%	13.3%		12.5%		20.0%	8.3%	37.5%	28.6%
No	424	22	19	26	19	18	14	13	13	12	7	6	8	11	5	5
	83.1%	91.7%	79.2%	89.7%	79.2%	90.0%	77.8%	81.3%	86.7%	100.0%	87.5%	100.0%	80.0%	91.7%	62.5%	71.4%
		q								CdEGhOpQ		dEGhOpQ	C			
HEDIS/CAHPS SUMMARY RATE - Yes	86	2	5	3	5	2	4	3	2	-	1	-	2	1	3	2
	16.9%	8.3%	20.8%	10.3%	20.8%	10.0%	22.2%	18.8%	13.3%		12.5%		20.0%	8.3%	37.5%	28.6%

Comparison Groups: BCDEFHGIJKLNMOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q45. In the last 6 months, did you make any appointments
 for your child to see a specialist?

(GENERAL POPULATION)

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=====
=====

      OTHER
-----
      (Q)

Total Eligible          279
Total Valid Responses   277
                       100.0%

No Answer               2
Yes                     51
                       18.4%
                       b

No                      226
                       81.6%

HEDIS/CAHPS SUMMARY RATE
- Yes                   51
                       18.4%
                       b
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	86	2	5	3	5	2	4	3	2	-	1	-	2	1	3	2
Total Valid Responses	85	2	5	3	4	2	4	3	2	-	1	-	2	1	3	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Always	46	-	3	2	3	1	2	3	-	-	-	-	1	1	2	2
	54.1%		60.0%	66.7%	75.0%	50.0%	50.0%	100.0%					50.0%	100.0%	66.7%	100.0%
								cGQ					cGQ			cGQ
Usually	22	1	2	-	-	1	2	-	1	-	1	-	-	-	1	-
	25.9%	50.0%	40.0%			50.0%	50.0%		50.0%		100.0%				33.3%	
											CGOQ					
Sometimes	14	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-
	16.5%	50.0%			25.0%				50.0%				50.0%			
Never	3	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	3.5%			33.3%												
HEDIS/CAHPS SUMMARY RATE - Always/Usually	68	1	5	2	3	2	4	3	1	-	1	-	1	1	3	2
	80.0%	50.0%	100.0%	66.7%	75.0%	100.0%	100.0%	100.0%	50.0%		100.0%		50.0%	100.0%	100.0%	100.0%
			Q			Q	Q	Q			Q		Q	Q	Q	Q
HEDIS/CAHPS SUMMARY RATE - Always	46	-	3	2	3	1	2	3	-	-	-	-	1	1	2	2
	54.1%		60.0%	66.7%	75.0%	50.0%	50.0%	100.0%					50.0%	100.0%	66.7%	100.0%
								cGQ					cGQ			cGQ
Mean	3.31	2.50	3.60	3.00	3.50	3.50	3.50	4.00	2.50	-	3.00	-	3.00	4.00	3.67	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

(GENERAL POPULATION)

	=====
	=====
	OTHER

	(Q)
Total Eligible	51
Total Valid Responses	51 100.0%
No Answer	-
Always	26 51.0%
Usually	13 25.5%
Sometimes	10 19.6%
Never	2 3.9%
HEDIS/CAHPS SUMMARY RATE	39
- Always/Usually	76.5%
HEDIS/CAHPS SUMMARY RATE	26
- Always	51.0%
Mean	3.24

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q47. How many specialists has your child seen in the last 6 months?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	86	2	5	3	5	2	4	3	2	-	1	-	2	1	3	2
Total Valid Responses	84	2	5	3	5	2	4	3	2	-	1	-	2	1	3	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None	7	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-
	8.3%			33.3%		50.0%										
1 specialist	55	1	4	1	5	1	2	3	2	-	1	-	1	-	1	2
	65.5%	50.0%	80.0%	33.3%	100.0%	50.0%	50.0%	100.0%	100.0%		100.0%		50.0%		33.3%	100.0%
					DGOQ			DGOQ	DGOQ		DGOQ					DGOQ
2	15	1	1	1	-	-	-	-	-	-	-	-	-	-	2	-
	17.9%	50.0%	20.0%	33.3%											66.7%	
3	2	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	2.4%						25.0%									
4	2	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-
	2.4%						25.0%							100.0%		
														G		
5 or more specialists	3	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	3.6%												50.0%			
HEDIS/CAHPS SUMMARY RATE	77	2	5	2	5	1	4	3	2	-	1	-	2	1	3	2
- 1 or More specialists	91.7%	100.0%	100.0%	66.7%	100.0%	50.0%	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%	100.0%
		Q	Q		Q		Q	Q	Q		Q		Q	Q	Q	Q
Mean	2.36	2.50	2.20	2.00	2.00	1.50	3.25	2.00	2.00	-	2.00	-	4.00	5.00	2.67	2.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q47. How many specialists has your child seen in the last 6 months?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible           51
Total Valid Responses    49
                        100.0%

No Answer                2
None                    5
                        10.2%

1 specialist             31
                        63.3%

2                       10
                        20.4%

3                       1
                        2.0%

4                       -

5 or more specialists    2
                        4.1%

HEDIS/CAHPS SUMMARY RATE 44
- 1 or More specialists  89.8%

Mean                    2.31
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q48. 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?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	77	2	5	2	5	1	4	3	2	-	1	-	2	1	3	2
Total Valid Responses	77	2	5	2	5	1	4	3	2	-	1	-	2	1	3	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	44	-	1	1	5	1	2	3	2	-	1	-	1	2	2	1
	57.1%		20.0%	50.0%	100.0% CGQ	100.0% CGQ	50.0%	100.0% CGQ	100.0% CGQ		100.0% CGQ		100.0% CGQ	66.7%	50.0%	
9	13	2	1	1	-	-	-	-	-	-	-	-	-	-	1	1
	16.9%	100.0% COQ	20.0%	50.0%											33.3%	50.0%
8	16	-	3	-	-	-	1	-	-	-	-	-	2	-	-	-
	20.8%		60.0%				25.0%						100.0% cGQ			
7	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.3%															
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.3%															
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDEFGHIJKLmnopq
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q48. 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?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          44
Total Valid Responses   44
                        100.0%
No Answer               -
10 - Best specialist    24
possible                54.5%
                        c
9                       7
                        15.9%
8                       10
                        22.7%
7                       1
                        2.3%
6                       -
5                       1
                        2.3%
4                       -
3                       -
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q48. 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?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	2 2.6%	-	-	-	-	-	1 25.0%	-	-	-	-	-	-	-	-	-
0 - Worst specialist possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - 8-10	73 94.8%	2 100.0%	5 100.0%	2 100.0%	5 100.0%	1 100.0%	3 75.0%	3 100.0%	2 100.0%	-	1 100.0%	-	2 100.0%	1 100.0%	3 100.0%	2 100.0%
		q	q	q	q	q	q	q	q		q		q	q	q	q
HEDIS/CAHPS SUMMARY RATE - 9-10	57 74.0%	2 100.0%	2 40.0%	2 100.0%	5 100.0%	1 100.0%	2 50.0%	3 100.0%	2 100.0%	-	1 100.0%	-	-	1 100.0%	3 100.0%	2 100.0%
		CGQ		CGQ	CGQ	CGQ		CGQ	CGQ		CGQ			CGQ	CGQ	CGQ
Mean	9.08	9.00	8.60	9.50	10.00	10.00	7.25	10.00	10.00	-	10.00	-	8.00	10.00	9.67	9.50

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q48. 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?

(GENERAL POPULATION)

	=====
	=====
	OTHER

	(Q)
2	-
1	1 2.3%
0 - Worst specialist possible	-
HEDIS/CAHPS SUMMARY RATE	41
- 8-10	93.2%
HEDIS/CAHPS SUMMARY RATE	31
- 9-10	70.5%
Mean	9.00

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	502	24	24	28	24	19	18	16	14	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	-	-	1	-	1	-	-	1	1	-	-	-	-	-	-
Yes	138	11	4	9	4	5	7	5	1	4	5	1	3	4	3	2
	27.5%	45.8%	16.7%	32.1%	16.7%	26.3%	38.9%	31.3%	7.1%	36.4%	62.5%	16.7%	30.0%	30.8%	37.5%	28.6%
		CEIq		I			I	i		i	CEFILQ				i	
No	364	13	20	19	20	14	11	11	13	7	3	5	7	9	5	5
	72.5%	54.2%	83.3%	67.9%	83.3%	73.7%	61.1%	68.8%	92.9%	63.6%	37.5%	83.3%	70.0%	69.2%	62.5%	71.4%
			BK		BK	k			DGh jKoQ			K				
									B							
HEDIS/CAHPS SUMMARY RATE - Yes	138	11	4	9	4	5	7	5	1	4	5	1	3	4	3	2
	27.5%	45.8%	16.7%	32.1%	16.7%	26.3%	38.9%	31.3%	7.1%	36.4%	62.5%	16.7%	30.0%	30.8%	37.5%	28.6%
		CEIq		I			I	i		i	CEFILQ				i	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          279
Total Valid Responses   272
                        100.0%
No Answer               7
Yes                    70
                        25.7%
                        I
No                     202
                        74.3%
                        bK

HEDIS/CAHPS SUMMARY RATE
- Yes                   70
                        25.7%
                        I
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	138	11	4	9	4	5	7	5	1	4	5	1	3	4	3	2
Total Valid Responses	135	11	4	9	3	5	7	5	1	4	5	1	3	4	3	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Always	72 53.3%	5 45.5%	4 100.0%	6 66.7%	1 33.3%	3 60.0%	3 42.9%	2 40.0%	1 100.0%	1 25.0%	1 20.0%	1 100.0%	- 25.0%	1 25.0%	2 66.7%	2 100.0%
			BDEFGHJKNQ	k					FGHJKNQ BDE			FGHJKNQ BDE				BDEFGHJKNQ
Usually	40 29.6%	6 54.5%	-	2 22.2%	1 33.3%	2 40.0%	3 42.9%	1 20.0%	-	2 50.0%	2 40.0%	-	2 66.7%	2 50.0%	-	-
		q														
Sometimes	21 15.6%	-	-	1 11.1%	1 33.3%	-	1 14.3%	2 40.0%	-	1 25.0%	1 20.0%	-	1 33.3%	1 25.0%	1 33.3%	-
Never	2 1.5%	-	-	-	-	-	-	-	-	-	1 20.0%	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	112 83.0%	11 100.0%	4 100.0%	8 88.9%	2 66.7%	5 100.0%	6 85.7%	3 60.0%	1 100.0%	3 75.0%	3 60.0%	1 100.0%	2 66.7%	3 75.0%	2 66.7%	2 100.0%
		hkQ	hkQ			hkQ			hkQ			hkQ				hkQ
HEDIS/CAHPS SUMMARY RATE - Always	72 53.3%	5 45.5%	4 100.0%	6 66.7%	1 33.3%	3 60.0%	3 42.9%	2 40.0%	1 100.0%	1 25.0%	1 20.0%	1 100.0%	- 25.0%	1 25.0%	2 66.7%	2 100.0%
			BDEFGHJKNQ	k					FGHJKNQ BDE			FGHJKNQ BDE				BDEFGHJKNQ
Mean	3.35	3.45	4.00	3.56	3.00	3.60	3.29	3.00	4.00	3.00	2.60	4.00	2.67	3.00	3.33	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

(GENERAL POPULATION)

	=====
	=====
	OTHER

	(Q)
Total Eligible	70
Total Valid Responses	68
	100.0%
No Answer	2
Always	39
	57.4%
	K
Usually	17
	25.0%
Sometimes	11
	16.2%
Never	1
	1.5%
HEDIS/CAHPS SUMMARY RATE	56
- Always/Usually	82.4%
HEDIS/CAHPS SUMMARY RATE	39
- Always	57.4%
	K
Mean	3.38

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	138	11	4	9	4	5	7	5	1	4	5	1	3	4	3	2
Total Valid Responses	133	11	4	9	3	5	7	5	1	4	5	1	3	4	3	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Always	104 78.2%	8 72.7%	4 100.0% BGJKMQ	8 88.9% GKm	2 66.7%	4 80.0%	3 42.9%	4 80.0%	1 100.0% BGJKMQ	2 50.0%	2 40.0%	-	1 33.3%	4 100.0% BGJKMQ	2 66.7%	2 100.0% BGJKMQ
Usually	24 18.0%	3 27.3%	-	1 11.1%	1 33.3%	1 20.0%	4 57.1% DQ	1 20.0%	-	2 50.0%	2 40.0%	1 100.0% FGHJKMQ BDE	1 33.3%	-	-	-
Sometimes	4 3.0%	-	-	-	-	-	-	-	-	-	-	-	1 33.3%	-	1 33.3%	-
Never	1 0.8%	-	-	-	-	-	-	-	-	-	1 20.0%	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	128 96.2%	11 100.0%	4 100.0%	9 100.0%	3 100.0%	5 100.0%	7 100.0%	5 100.0%	1 100.0%	4 100.0%	4 80.0%	1 100.0%	2 66.7%	4 100.0%	2 66.7%	2 100.0%
HEDIS/CAHPS SUMMARY RATE - Always	104 78.2%	8 72.7%	4 100.0% BGJKMQ	8 88.9% GKm	2 66.7%	4 80.0%	3 42.9%	4 80.0%	1 100.0% BGJKMQ	2 50.0%	2 40.0%	-	1 33.3%	4 100.0% BGJKMQ	2 66.7%	2 100.0% BGJKMQ
Mean	3.74	3.73	4.00	3.89	3.67	3.80	3.43	3.80	4.00	3.50	3.00	3.00	3.00	4.00	3.33	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

(GENERAL POPULATION)

	=====
	=====
	OTHER

	(Q)
Total Eligible	70
Total Valid Responses	66
	100.0%
No Answer	4
Always	57
	86.4%
	GKm
Usually	7
	10.6%
Sometimes	2
	3.0%
Never	-
HEDIS/CAHPS SUMMARY RATE	64
- Always/Usually	97.0%
HEDIS/CAHPS SUMMARY RATE	57
- Always	86.4%
	GKm
Mean	3.83

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	497	23	23	29	23	17	18	16	15	11	8	6	10	13	8	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	1	1	-	1	3	-	-	-	1	-	-	-	-	-	1
Yes	143	10	9	13	7	3	3	7	1	4	3	2	3	2	4	3
	28.8%	43.5%	39.1%	44.8%	30.4%	17.6%	16.7%	43.8%	6.7%	36.4%	37.5%	33.3%	30.0%	15.4%	50.0%	50.0%
		fGInq	gIn	FGINQ	I			fgIn		i	i				gIn	I
No	354	13	14	16	16	14	15	9	14	7	5	4	7	11	4	3
	71.2%	56.5%	60.9%	55.2%	69.6%	82.4%	83.3%	56.3%	93.3%	63.6%	62.5%	66.7%	70.0%	84.6%	50.0%	50.0%
						bDh	BcDho		EHjkOPQ					bcDho		
									BCD							
HEDIS/CAHPS SUMMARY RATE - Yes	143	10	9	13	7	3	3	7	1	4	3	2	3	2	4	3
	28.8%	43.5%	39.1%	44.8%	30.4%	17.6%	16.7%	43.8%	6.7%	36.4%	37.5%	33.3%	30.0%	15.4%	50.0%	50.0%
		fGInq	gIn	FGINQ	I			fgIn		i	i				gIn	I

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

(GENERAL POPULATION)

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=====
=====

      OTHER
-----
      (Q)

Total Eligible           279

Total Valid Responses    271
                        100.0%

No Answer                8

Yes                      69
                        25.5%
                        I

No                       202
                        74.5%
                        bD

HEDIS/CAHPS SUMMARY RATE    69
- Yes                      25.5%
                        I
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	497	23	23	29	23	17	18	16	15	11	8	6	10	13	8	6
Total Valid Responses	493	22	23	29	23	17	18	16	15	10	8	6	10	13	8	6
No Answer	4	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
Always	438 88.8%	19 86.4%	20 87.0%	26 89.7%	20 87.0%	16 94.1% ko	18 100.0% bcdeHKLOQ	12 75.0%	14 93.3% ko	8 80.0%	5 62.5%	4 66.7%	9 90.0%	13 100.0% cdeHKLOQ b	5 62.5%	5 83.3%
Usually	35 7.1%	2 9.1%	2 8.7%	2 6.9%	2 8.7%	1 5.9%	-	3 18.8%	-	1 10.0%	1 12.5%	2 33.3%	1 10.0%	-	2 25.0%	1 16.7%
Sometimes	17 3.4%	1 4.5%	1 4.3%	-	1 4.3%	-	-	1 6.3%	1 6.7%	1 10.0%	2 25.0%	-	-	-	-	-
Never	3 0.6%	-	-	1 3.4%	-	-	-	-	-	-	-	-	-	-	1 12.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	473 95.9%	21 95.5%	22 95.7%	28 96.6%	22 95.7%	17 100.0% Q	18 100.0% Q	15 93.8%	14 93.3%	9 90.0%	6 75.0%	6 100.0% Q	10 100.0% Q	13 100.0% Q	7 87.5%	6 100.0% Q
HEDIS/CAHPS SUMMARY RATE - Always	438 88.8%	19 86.4%	20 87.0%	26 89.7%	20 87.0%	16 94.1% ko	18 100.0% bcdeHKLOQ	12 75.0%	14 93.3% ko	8 80.0%	5 62.5%	4 66.7%	9 90.0%	13 100.0% cdeHKLOQ b	5 62.5%	5 83.3%
Mean	3.84	3.82	3.83	3.83	3.83	3.94	4.00	3.69	3.87	3.70	3.38	3.67	3.90	4.00	3.38	3.83

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible           271
Total Valid Responses    269
                        100.0%

No Answer                2
Always                   244
                        90.7%

Usually                  15
                        5.6%

Sometimes                9
                        3.3%

Never                    1
                        0.4%

HEDIS/CAHPS SUMMARY RATE 259
- Always/Usually         96.3%

HEDIS/CAHPS SUMMARY RATE 244
- Always                  90.7%

Mean                     3.87
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q54. 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?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	501	23	23	29	23	19	18	15	15	10	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	1	1	-	1	1	-	1	-	2	-	-	-	-	-	-
10 - Best health plan possible	284	14	13	19	15	13	13	8	11	7	2	5	5	8	5	2
	56.7%	60.9%	56.5%	65.5%	65.2%	68.4%	72.2%	53.3%	73.3%	70.0%	25.0%	83.3%	50.0%	61.5%	62.5%	28.6%
		k	k	Kp	Kp	KP	KPq		KPq	Kp		KPQ		k		
9	102	7	7	5	5	2	3	2	3	2	2	-	1	2	2	2
	20.4%	30.4%	30.4%	17.2%	21.7%	10.5%	16.7%	13.3%	20.0%	20.0%	25.0%		10.0%	15.4%	25.0%	28.6%
		f	f													
8	58	-	2	3	2	1	1	3	1	-	3	-	2	2	1	3
	11.6%		8.7%	10.3%	8.7%	5.3%	5.6%	20.0%	6.7%		37.5%		20.0%	15.4%	12.5%	42.9%
											fgi					cdefgi
7	28	2	1	-	-	3	1	1	-	1	1	-	1	1	-	-
	5.6%	8.7%	4.3%			15.8%	5.6%	6.7%		10.0%	12.5%		10.0%	7.7%		
6	8	-	-	2	-	-	-	-	-	-	-	-	1	-	-	-
	1.6%			6.9%									10.0%			
5	17	-	-	-	1	-	-	1	-	-	-	1	-	-	-	-
	3.4%				4.3%			6.7%				16.7%				
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.8%															

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q54. 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?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)
Total Eligible          279
Total Valid Responses   274
                       100.0%
No Answer                5
10 - Best health plan   144
possible                52.6%
                       k
9                        57
                       20.8%
8                        34
                       12.4%
7                        16
                       5.8%
6                        5
                       1.8%
5                        14
                       5.1%
4                        -
3                        4
                       1.5%
    
```

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q54. 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?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
0 - Worst health plan possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
SUMMARY - 0-3	4 0.8%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
SUMMARY - 4-7	53 10.6%	2 8.7%	1 4.3%	2 6.9%	1 4.3%	3 15.8%	1 5.6%	2 13.3%	-	1 10.0%	1 12.5%	1 16.7%	2 20.0%	1 7.7%	-	
HEDIS/CAHPS SUMMARY RATE - 8-10	444 88.6%	21 91.3%	22 95.7%	27 93.1%	22 95.7%	16 84.2%	17 94.4%	13 86.7%	15 100.0%	9 90.0%	7 87.5%	5 83.3%	8 80.0%	12 92.3%	8 100.0%	7 100.0%
HEDIS/CAHPS SUMMARY RATE - 9-10	386 77.0%	21 91.3% hKmpQ	20 87.0% kq	24 82.8% k	20 87.0% kq	15 78.9%	16 88.9% KmQ	10 66.7%	14 93.3% hKmpQ	9 90.0% KmQ	4 50.0%	5 83.3%	6 60.0%	10 76.9%	7 87.5% k	4 57.1%
Mean	9.11	9.43	9.39	9.34	9.39	9.32	9.56	8.93	9.67	9.50	8.63	9.17	8.80	9.31	9.50	8.86

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q54. 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?

(GENERAL POPULATION)

	=====
	=====
	OTHER

	(Q)
2	-
1	-
0 - Worst health plan possible	-
SUMMARY - 0-3	4 1.5%
SUMMARY - 4-7	35 12.8%
	ce
HEDIS/CAHPS SUMMARY RATE - 8-10	235 85.8%
HEDIS/CAHPS SUMMARY RATE - 9-10	201 73.4%
Mean	8.94

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	502	23	24	29	24	18	18	15	15	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	1	-	-	-	2	-	1	-	1	-	-	-	-	-	-
Yes	213	6	8	11	13	9	4	6	3	3	3	4	3	5	6	4
	42.4%	26.1%	33.3%	37.9%	54.2%	50.0%	22.2%	40.0%	20.0%	27.3%	37.5%	66.7%	30.0%	38.5%	75.0%	57.1%
					BGI	gi						bGIj			BCDGhIJMnq	gi
No	289	17	16	18	11	9	14	9	12	8	5	2	7	8	2	3
	57.6%	73.9%	66.7%	62.1%	45.8%	50.0%	77.8%	60.0%	80.0%	72.7%	62.5%	33.3%	70.0%	61.5%	25.0%	42.9%
		ELOQ	O	O			EfLOpQ	o	EfLOpQ	IO			O	o		
HEDIS/CAHPS SUMMARY RATE - Yes	213	6	8	11	13	9	4	6	3	3	3	4	3	5	6	4
	42.4%	26.1%	33.3%	37.9%	54.2%	50.0%	22.2%	40.0%	20.0%	27.3%	37.5%	66.7%	30.0%	38.5%	75.0%	57.1%
					BGI	gi						bGIj			BCDGhIJMnq	gi

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

(GENERAL POPULATION)

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=====
=====

      OTHER
      -----
      (Q)

Total Eligible          279

Total Valid Responses   273
                       100.0%

No Answer                6

Yes                     125
                       45.8%
                       BGI

No                       148
                       54.2%
                       o

HEDIS/CAHPS SUMMARY RATE 125
- Yes                    45.8%
                       BGI
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q56. (ATPM) In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	213	6	8	11	13	9	4	6	3	3	3	4	3	5	6	4
Total Valid Responses	212	5	8	11	13	9	4	6	3	3	3	4	3	5	6	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	151 71.2%	4 80.0%	6 75.0%	6 54.5%	10 76.9%	8 88.9% dQ	3 75.0%	6 100.0% DEQ	2 66.7%	3 100.0% DEQ	3 100.0% DEQ	4 100.0% DEQ	2 66.7%	4 80.0%	5 83.3%	3 75.0%
Usually	45 21.2%	1 20.0%	2 25.0%	3 27.3%	1 7.7%	1 11.1%	-	-	1 33.3%	-	-	-	1 33.3%	1 20.0%	1 16.7%	1 25.0%
Sometimes	15 7.1%	-	-	2 18.2%	2 15.4%	-	1 25.0%	-	-	-	-	-	-	-	-	-
Never	1 0.5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	196 92.5%	5 100.0% Q	8 100.0% Q	9 81.8%	11 84.6%	9 100.0% Q	3 75.0%	6 100.0% Q	3 100.0% Q	3 100.0% Q	3 100.0% Q	4 100.0% Q	3 100.0% Q	5 100.0% Q	6 100.0% Q	4 100.0% Q
HEDIS/CAHPS SUMMARY RATE - Always	151 71.2%	4 80.0%	6 75.0%	6 54.5%	10 76.9%	8 88.9% dQ	3 75.0%	6 100.0% DEQ	2 66.7%	3 100.0% DEQ	3 100.0% DEQ	4 100.0% DEQ	2 66.7%	4 80.0%	5 83.3%	3 75.0%
Mean	3.63	3.80	3.75	3.36	3.62	3.89	3.50	4.00	3.67	4.00	4.00	4.00	3.67	3.80	3.83	3.75

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q56. (ATPM) In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

(GENERAL POPULATION)

	=====
	=====
	OTHER

	(Q)
Total Eligible	125
Total Valid Responses	125
	100.0%
No Answer	-
Always	82
	65.6%
Usually	32
	25.6%
	E
Sometimes	10
	8.0%
Never	1
	0.8%
HEDIS/CAHPS SUMMARY RATE	114
- Always/Usually	91.2%
HEDIS/CAHPS SUMMARY RATE	82
- Always	65.6%
Mean	3.56

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	213	6	8	11	13	9	4	6	3	3	3	4	3	5	6	4
Total Valid Responses	208	5	8	11	13	8	4	6	2	3	3	4	3	4	5	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	-	-	-	1	-	-	1	-	-	-	-	1	1	-
Yes	120	4	6	5	9	4	4	4	1	2	1	3	3	2	3	2
	57.7%	80.0%	75.0%	45.5%	69.2%	50.0%	100.0%	66.7%	50.0%	66.7%	33.3%	75.0%	100.0%	50.0%	60.0%	50.0%
							DEFhKNoPQ						DEFhKNoPQ			
No	88	1	2	6	4	4	-	2	1	1	2	1	-	2	2	2
	42.3%	20.0%	25.0%	54.5%	30.8%	50.0%		33.3%	50.0%	33.3%	66.7%	25.0%		50.0%	40.0%	50.0%
HEDIS/CAHPS SUMMARY RATE - Yes	120	4	6	5	9	4	4	4	1	2	1	3	3	2	3	2
	57.7%	80.0%	75.0%	45.5%	69.2%	50.0%	100.0%	66.7%	50.0%	66.7%	33.3%	75.0%	100.0%	50.0%	60.0%	50.0%
							DEFhKNoPQ						DEFhKNoPQ			

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

(GENERAL POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible      125
Total Valid Responses 125
                    100.0%
No Answer           -
Yes                 67
                    53.6%
No                  58
                    46.4%
HEDIS/CAHPS SUMMARY RATE 67
- Yes               53.6%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q58. In general, how would you rate your child's overall health?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	502	24	24	28	24	19	18	16	15	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-
Excellent	208	14	10	14	7	8	8	7	6	5	2	2	2	5	3	4
	41.4%	58.3% EKMQ	41.7%	50.0% m	29.2%	42.1%	44.4%	43.8%	40.0%	45.5%	25.0%	33.3%	20.0%	38.5%	37.5%	57.1%
Very good	148	4	6	7	10	7	4	5	3	2	4	3	5	4	3	2
	29.5%	16.7%	25.0%	25.0%	41.7% B	36.8%	22.2%	31.3%	20.0%	18.2%	50.0% b	50.0% b	30.8%	30.8%	37.5%	28.6%
Good	113	3	7	6	7	3	6	2	5	4	2	1	3	4	2	-
	22.5%	12.5%	29.2%	21.4%	29.2%	15.8%	33.3%	12.5%	33.3%	36.4%	25.0%	16.7%	30.0%	30.8%	25.0%	-
Fair	33	3	1	1	-	1	-	2	1	-	-	-	-	-	-	1
	6.6%	12.5%	4.2%	3.6%	-	5.3%	-	12.5%	6.7%	-	-	-	-	-	-	14.3%
Poor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	356	18	16	21	17	15	12	12	9	7	6	5	7	9	6	6
	70.9%	75.0%	66.7%	75.0%	70.8%	78.9%	66.7%	75.0%	60.0%	63.6%	75.0%	83.3%	70.0%	69.2%	75.0%	85.7%
Mean	1.94	1.79	1.96	1.79	2.00	1.84	1.89	1.94	2.07	1.91	2.00	1.83	2.10	1.92	1.88	1.71

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q58. In general, how would you rate your child's overall health?

(GENERAL POPULATION)

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=====
=====

      OTHER
      -----
      (Q)

Total Eligible           279
Total Valid Responses    271
                        100.0%

No Answer                8
Excellent                111
                        41.0%

Very good               79
                        29.2%

Good                   58
                        21.4%

Fair                   23
                        8.5%

Poor                   -

HEDIS/CAHPS SUMMARY RATE
- Excellent/Very good   190
                        70.1%

Mean                   1.97
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q59. In general, how would you rate your child's overall mental or emotional health?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	503	24	23	29	24	19	18	16	15	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	10	-	1	-	-	1	-	-	-	1	-	-	-	-	-	-
Excellent	245	14	12	15	6	9	7	8	9	5	4	3	1	7	3	3
	48.7%	58.3%	52.2%	51.7%	25.0%	47.4%	38.9%	50.0%	60.0%	45.5%	50.0%	50.0%	10.0%	53.8%	37.5%	42.9%
		EM	EM	EM		M	m	M	EM	M	M	m		eM		
Very good	127	5	2	8	11	8	6	6	2	2	3	1	6	4	-	3
	25.2%	20.8%	8.7%	27.6%	45.8%	42.1%	33.3%	37.5%	13.3%	18.2%	37.5%	16.7%	60.0%	30.8%		42.9%
				c	bCIJQ	CIq	C	C					BCdIJLQ			c
Good	90	4	7	3	6	-	4	2	3	2	1	2	3	1	4	-
	17.9%	16.7%	30.4%	10.3%	25.0%		22.2%	12.5%	20.0%	18.2%	12.5%	33.3%	30.0%	7.7%	50.0%	
			dn												bDhkNq	
Fair	33	1	1	3	1	2	-	-	1	1	-	-	-	1	1	-
	6.6%	4.2%	4.3%	10.3%	4.2%	10.5%			6.7%	9.1%				7.7%	12.5%	
Poor	8	-	1	-	-	-	1	-	-	1	-	-	-	-	-	1
	1.6%		4.3%				5.6%			9.1%						14.3%
HEDIS/CAHPS SUMMARY RATE	372	19	14	23	17	17	13	14	11	7	7	4	7	11	3	6
- Excellent/Very good	74.0%	79.2%	60.9%	79.3%	70.8%	89.5%	72.2%	87.5%	73.3%	63.6%	87.5%	66.7%	70.0%	84.6%	37.5%	85.7%
		0		0	o	COQ	o	COq	o		cO			cO		0
Mean	1.87	1.67	2.00	1.79	2.08	1.74	2.00	1.63	1.73	2.18	1.63	1.83	2.20	1.69	2.38	2.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q59. In general, how would you rate your child's overall mental or emotional health?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible           279
Total Valid Responses    272
                        100.0%

No Answer                7
Excellent               139
                        51.1%
                        EM

Very good               60
                        22.1%
                        C

Good                    48
                        17.6%

Fair                    21
                        7.7%

Poor                    4
                        1.5%

HEDIS/CAHPS SUMMARY RATE
- Excellent/Very good   199
                        73.2%
                        O

Mean                    1.86
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	505	24	24	29	24	19	18	16	15	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-
Yes	133	4	5	5	11	5	5	3	4	-	3	-	3	4	3	2
	26.3%	16.7%	20.8%	17.2%	45.8%	26.3%	27.8%	18.8%	26.7%	-	37.5%	-	30.0%	30.8%	37.5%	28.6%
					BcDhq											
No	372	20	19	24	13	14	13	13	11	11	5	6	7	9	5	5
	73.7%	83.3%	79.2%	82.8%	54.2%	73.7%	72.2%	81.3%	73.3%	100.0%	62.5%	100.0%	70.0%	69.2%	62.5%	71.4%
		E	e	E				e		DEFGhIKMNOpQ		IKMNOpQ		BCDEFGh		
HEDIS/CAHPS SUMMARY RATE	133	4	5	5	11	5	5	3	4	-	3	-	3	4	3	2
- Yes	26.3%	16.7%	20.8%	17.2%	45.8%	26.3%	27.8%	18.8%	26.7%	-	37.5%	-	30.0%	30.8%	37.5%	28.6%
					BcDhq											

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible           279

Total Valid Responses    273
                        100.0%

No Answer                6

Yes                      76
                        27.8%

No                       197
                        72.2%
                        e

HEDIS/CAHPS SUMMARY RATE    76
- Yes                       27.8%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q61. Is this because of any medical, behavioral, or other health condition?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	133	4	5	5	11	5	5	3	4	-	3	-	3	4	3	2
Total Valid Responses	130	4	5	5	10	5	5	3	4	-	3	-	3	4	3	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Yes	106	2	4	2	9	5	4	2	3	-	2	-	3	3	3	2
	81.5%	50.0%	80.0%	40.0%	90.0%	100.0%	80.0%	66.7%	75.0%		66.7%		100.0%	75.0%	100.0%	100.0%
					D	BDQ							BDQ		BDQ	BDQ
No	24	2	1	3	1	-	1	1	1	-	1	-	-	1	-	-
	18.5%	50.0%	20.0%	60.0%	10.0%		20.0%	33.3%	25.0%		33.3%			25.0%		
				EQ												
HEDIS/CAHPS SUMMARY RATE - Yes	106	2	4	2	9	5	4	2	3	-	2	-	3	3	3	2
	81.5%	50.0%	80.0%	40.0%	90.0%	100.0%	80.0%	66.7%	75.0%		66.7%		100.0%	75.0%	100.0%	100.0%
					D	BDQ							BDQ		BDQ	BDQ

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q61. Is this because of any medical, behavioral, or other health condition?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible          76

Total Valid Responses   74
                       100.0%

No Answer              2

Yes                    62
                       83.8%
                       D

No                     12
                       16.2%

HEDIS/CAHPS SUMMARY RATE
- Yes                  62
                       83.8%
                       D
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	106	2	4	2	9	5	4	2	3	-	2	-	3	3	3	2
Total Valid Responses	105	2	4	2	9	5	4	2	3	-	2	-	3	3	3	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	88	2	1	2	8	5	4	2	3	-	1	-	2	3	2	2
	83.8%	100.0%	25.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	50.0%	50.0%	66.7%	100.0%	66.7%	100.0%	100.0%
		CQ		CQ	C	CQ	CQ	CQ	CQ				CQ		CQ	CQ
No	17	-	3	-	1	-	-	-	-	-	1	-	1	-	1	-
	16.2%		75.0%		11.1%					50.0%	50.0%	33.3%		33.3%		
			EQ													
HEDIS/CAHPS SUMMARY RATE	88	2	1	2	8	5	4	2	3	-	1	-	2	3	2	2
- Yes	83.8%	100.0%	25.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	50.0%	50.0%	66.7%	100.0%	66.7%	100.0%	100.0%
		CQ		CQ	C	CQ	CQ	CQ	CQ				CQ		CQ	CQ

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

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=====
=====

      OTHER
-----
      (Q)

Total Eligible           62
Total Valid Responses    61
                        100.0%

No Answer                1
Yes                      51
                        83.6%
                        C

No                       10
                        16.4%

HEDIS/CAHPS SUMMARY RATE  51
- Yes                    83.6%
                        C
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q63. 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?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	500	23	24	29	22	19	18	16	15	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	1	-	-	2	1	-	-	-	1	-	-	-	-	-	-
Yes	70	1	3	3	6	5	3	1	-	4	-	1	2	2	2	2
	14.0%	4.3%	12.5%	10.3%	27.3% Bh	26.3% Bh	16.7%	6.3%	-	36.4% Bdh	-	16.7%	20.0%	15.4%	25.0%	28.6%
No	430	22	21	26	16	14	15	15	15	7	8	5	8	11	6	5
	86.0%	95.7% EFJq	87.5%	89.7% j	72.7%	73.7%	83.3%	93.8% efj	100.0% dEFGjPq c	63.6%	100.0% cdEFGjPq	83.3%	80.0%	84.6%	75.0%	71.4%
HEDIS/CAHPS SUMMARY RATE - Yes	70	1	3	3	6	5	3	1	-	4	-	1	2	2	2	2
	14.0%	4.3%	12.5%	10.3%	27.3% Bh	26.3% Bh	16.7%	6.3%	-	36.4% Bdh	-	16.7%	20.0%	15.4%	25.0%	28.6%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q63. 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?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          279
Total Valid Responses   271
                        100.0%
No Answer               8
Yes                     35
                        12.9%
                        b
No                      236
                        87.1%

HEDIS/CAHPS SUMMARY RATE 35
- Yes                   12.9%
                        b
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q64. Is this because of any medical, behavioral, or other health condition?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	70	1	3	3	6	5	3	1	-	4	-	1	2	2	2	2
Total Valid Responses	69	1	3	3	6	4	3	1	-	4	-	1	2	2	2	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Yes	55	1	3	1	4	2	2	-	-	4	-	1	2	2	2	1
	79.7%	100.0%	100.0%	33.3%	66.7%	50.0%	66.7%			100.0%		100.0%	100.0%	100.0%	100.0%	50.0%
		DeFQ	DeFQ							DeFQ		DeFQ	DeFQ	DeFQ	DeFQ	
No	14	-	-	2	2	2	1	1	-	-	-	-	-	-	-	1
	20.3%			66.7%	33.3%	50.0%	33.3%	100.0%								50.0%
				q				EFGQ								
HEDIS/CAHPS SUMMARY RATE - Yes	55	1	3	1	4	2	2	-	-	4	-	1	2	2	2	1
	79.7%	100.0%	100.0%	33.3%	66.7%	50.0%	66.7%			100.0%		100.0%	100.0%	100.0%	100.0%	50.0%
		DeFQ	DeFQ							DeFQ		DeFQ	DeFQ	DeFQ	DeFQ	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q64. Is this because of any medical, behavioral, or other health condition?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible           35
Total Valid Responses    35
                        100.0%

No Answer                -
Yes                      30
                        85.7%
                        d

No                       5
                        14.3%

HEDIS/CAHPS SUMMARY RATE 30
- Yes                    85.7%
                        d
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====														
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	55	1	3	1	4	2	-	-	4	-	1	2	2	2	1
Total Valid Responses	54	1	3	1	4	2	-	-	4	-	1	2	2	2	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%		100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	52	1	3	1	4	2	-	-	4	-	-	2	2	2	1
	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%			100.0%	100.0%	100.0%	100.0%
No	2	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	3.7%										100.0%				
HEDIS/CAHPS SUMMARY RATE	52	1	3	1	4	2	-	-	4	-	-	2	2	2	1
- Yes	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%			100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible          30
Total Valid Responses   29
                       100.0%

No Answer               1
Yes                     28
                       96.6%

No                      1
                       3.4%

HEDIS/CAHPS SUMMARY RATE 28
- Yes                   96.6%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q66. 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?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	499	24	24	29	24	18	18	16	15	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	14	-	-	-	-	2	-	-	-	1	-	-	-	-	-	-
Yes	65	2	2	2	7	2	2	2	3	2	-	-	3	1	1	2
	13.0%	8.3%	8.3%	6.9%	29.2%	11.1%	11.1%	12.5%	20.0%	18.2%			30.0%	7.7%	12.5%	28.6%
					bcDnq											
No	434	22	22	27	17	16	16	14	12	9	8	6	7	12	7	5
	87.0%	91.7%	91.7%	93.1%	70.8%	88.9%	88.9%	87.5%	80.0%	81.8%	100.0%	100.0%	70.0%	92.3%	87.5%	71.4%
		e	e	E							EiMpQ	EiMpQ		e		
HEDIS/CAHPS SUMMARY RATE - Yes	65	2	2	2	7	2	2	2	3	2	-	-	3	1	1	2
	13.0%	8.3%	8.3%	6.9%	29.2%	11.1%	11.1%	12.5%	20.0%	18.2%			30.0%	7.7%	12.5%	28.6%
					bcDnq											

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q66. 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?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          279
Total Valid Responses   268
                        100.0%
No Answer              11
Yes                    34
                        12.7%
No                     234
                        87.3%
                        e
HEDIS/CAHPS SUMMARY RATE 34
- Yes                  12.7%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q67. Is this because of any medical, behavioral, or other health condition?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	65	2	2	2	7	2	2	2	3	2	-	-	3	1	1	2
Total Valid Responses	64	2	2	2	7	2	2	2	3	2	-	-	3	1	1	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Yes	41	-	2	-	4	2	1	-	1	2	-	-	2	1	1	1
	64.1%		100.0%		57.1%	100.0%	50.0%		33.3%	100.0%			66.7%	100.0%	100.0%	100.0%
			EQ			EQ				EQ			EQ	EQ	EQ	EQ
No	23	2	-	2	3	-	1	2	2	-	-	-	1	-	-	-
	35.9%	100.0%		100.0%	42.9%		50.0%	100.0%	66.7%				33.3%			
		EMQ		EMQ				EMQ								
HEDIS/CAHPS SUMMARY RATE - Yes	41	-	2	-	4	2	1	-	1	2	-	-	2	1	1	1
	64.1%		100.0%		57.1%	100.0%	50.0%		33.3%	100.0%			66.7%	100.0%	100.0%	100.0%
			EQ			EQ				EQ			EQ	EQ	EQ	EQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q67. Is this because of any medical, behavioral, or other health condition?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible           34
Total Valid Responses    34
                        100.0%

No Answer                -
Yes                      24
                        70.6%

No                       10
                        29.4%

HEDIS/CAHPS SUMMARY RATE 24
- Yes                    70.6%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	41	-	2	-	4	2	1	-	1	2	-	-	2	1	1	1
Total Valid Responses	39	-	2	-	4	2	1	-	1	2	-	-	2	1	1	1
	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%			100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	38	-	2	-	4	2	1	-	1	2	-	-	2	1	1	1
	97.4%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%			100.0%	100.0%	100.0%	100.0%
No	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2.6%															
HEDIS/CAHPS SUMMARY RATE - Yes	38	-	2	-	4	2	1	-	1	2	-	-	2	1	1	1
	97.4%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%			100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible           24
Total Valid Responses    22
                        100.0%

No Answer                2
Yes                      21
                        95.5%

No                       1
                        4.5%

HEDIS/CAHPS SUMMARY RATE 21
- Yes                    95.5%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	501	24	24	29	24	19	17	16	15	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-
Yes	68	1	4	4	8	3	3	3	-	3	1	-	1	2	2	2
	13.6%	4.2%	16.7%	13.8%	33.3%	15.8%	17.6%	18.8%		27.3%	12.5%		10.0%	15.4%	25.0%	28.6%
					BdmQ					b						
No	433	23	20	25	16	16	14	13	15	8	7	6	9	11	6	5
	86.4%	95.8%	83.3%	86.2%	66.7%	84.2%	82.4%	81.3%	100.0%	72.7%	87.5%	100.0%	90.0%	84.6%	75.0%	71.4%
		Ej		e					EfghJpQ			EfghJpQ	e			
									CD							
HEDIS/CAHPS SUMMARY RATE	68	1	4	4	8	3	3	3	-	3	1	-	1	2	2	2
- Yes	13.6%	4.2%	16.7%	13.8%	33.3%	15.8%	17.6%	18.8%		27.3%	12.5%		10.0%	15.4%	25.0%	28.6%
					BdmQ					b						

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible          279

Total Valid Responses   270
                       100.0%

No Answer              9

Yes                    31
                       11.5%

No                     239
                       88.5%
                       E

HEDIS/CAHPS SUMMARY RATE
- Yes                  31
                       11.5%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q70. Is this because of any medical, behavioral, or other health condition?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	68	1	4	4	8	3	3	-	3	1	-	1	2	2	2	
Total Valid Responses	67	1	4	4	8	3	3	-	3	1	-	1	2	2	2	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	47	-	2	2	6	3	2	1	-	3	-	1	2	1	1	
	70.1%		50.0%	50.0%	75.0%	100.0%	66.7%	33.3%		100.0%		100.0%	100.0%	50.0%	50.0%	
					CDHQ					CDHQ			CDHQ			
No	20	1	2	2	2	-	1	2	-	-	1	-	-	1	1	
	29.9%	100.0%	50.0%	50.0%	25.0%		33.3%	66.7%			100.0%			50.0%	50.0%	
		CDEGQ								CDEGQ						
HEDIS/CAHPS SUMMARY RATE - Yes	47	-	2	2	6	3	2	1	-	3	-	1	2	1	1	
	70.1%		50.0%	50.0%	75.0%	100.0%	66.7%	33.3%		100.0%		100.0%	100.0%	50.0%	50.0%	
					CDHQ					CDHQ			CDHQ			

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q70. Is this because of any medical, behavioral, or other health condition?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible           31
Total Valid Responses    30
                        100.0%

No Answer                1
Yes                      23
                        76.7%

No                        7
                        23.3%

HEDIS/CAHPS SUMMARY RATE 23
- Yes                    76.7%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	47	-	2	2	6	3	2	1	-	3	-	-	1	2	1	1
Total Valid Responses	45	-	2	2	6	3	2	1	-	3	-	-	1	2	1	1
	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%			100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	44	-	2	2	6	3	1	1	-	3	-	-	1	2	1	1
	97.8%		100.0%	100.0%	100.0%	100.0%	50.0%	100.0%		100.0%			100.0%	100.0%	100.0%	100.0%
No	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	2.2%						50.0%									
HEDIS/CAHPS SUMMARY RATE - Yes	44	-	2	2	6	3	1	1	-	3	-	-	1	2	1	1
	97.8%		100.0%	100.0%	100.0%	100.0%	50.0%	100.0%		100.0%			100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible           23
Total Valid Responses    21
                        100.0%

No Answer                2
Yes                      21
                        100.0%

No                       -

HEDIS/CAHPS SUMMARY RATE 21
- Yes                    100.0%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	498	24	24	29	24	19	17	14	15	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	-	-	-	-	1	1	2	-	1	-	-	-	-	-	-
Yes	63	1	2	5	5	3	2	-	1	3	-	-	-	2	1	1
	12.7%	4.2%	8.3%	17.2%	20.8% b	15.8%	11.8%		6.7%	27.3% b				15.4%	12.5%	14.3%
No	435	23	22	24	19	16	15	14	14	8	8	6	10	11	7	6
	87.3%	95.8% ejQ	91.7%	82.8%	79.2%	84.2%	88.2%	100.0% DEfJQ	93.3%	72.7%	100.0% DEfJQ	100.0% DEfJQ	100.0% DEFJQ	84.6%	87.5%	85.7%
HEDIS/CAHPS SUMMARY RATE - Yes	63	1	2	5	5	3	2	-	1	3	-	-	-	2	1	1
	12.7%	4.2%	8.3%	17.2%	20.8% b	15.8%	11.8%		6.7%	27.3% b				15.4%	12.5%	14.3%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

(GENERAL POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          279
Total Valid Responses   269
                        100.0%
No Answer               10
Yes                     37
                        13.8%
                        B
No                       232
                        86.2%

HEDIS/CAHPS SUMMARY RATE
- Yes                   37
                        13.8%
                        B
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q73. Has this problem lasted or is it expected to last for at least 12 months?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	63	1	2	5	5	3	2	-	1	3	-	-	-	2	1	1
Total Valid Responses	62	1	2	4	5	3	2	-	1	3	-	-	-	2	1	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%				100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Yes	56	1	2	4	5	2	2	-	1	3	-	-	-	2	1	1
	90.3%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%		100.0%	100.0%				100.0%	100.0%	100.0%
		Q	Q	Q	Q		Q		Q	Q				Q	Q	Q
No	6	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	9.7%					33.3%										
HEDIS/CAHPS SUMMARY RATE - Yes	56	1	2	4	5	2	2	-	1	3	-	-	-	2	1	1
	90.3%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%		100.0%	100.0%				100.0%	100.0%	100.0%
		Q	Q	Q	Q		Q		Q	Q				Q	Q	Q

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q73. Has this problem lasted or is it expected to last for at least 12 months?

(GENERAL POPULATION)

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=====
=====

      OTHER
      -----
      (Q)

Total Eligible           37
Total Valid Responses    37
                        100.0%

No Answer                -
Yes                      32
                        86.5%

No                        5
                        13.5%

HEDIS/CAHPS SUMMARY RATE 32
- Yes                    86.5%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q74. What is your child's age?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	497	23	23	29	23	19	18	15	15	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	1	1	-	1	1	-	1	-	1	-	-	-	-	-	-
Less than 1 year old	7	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.4%		4.3%													
1	24	2	1	-	-	-	-	-	1	-	1	1	-	-	-	1
	4.8%	8.7%	4.3%						6.7%		12.5%	16.7%				14.3%
2	19	1	-	1	1	1	-	-	1	-	-	-	1	-	-	-
	3.8%	4.3%		3.4%	4.3%	5.3%			6.7%				10.0%			
3	31	3	2	3	3	1	-	2	-	2	2	-	-	-	-	-
	6.2%	13.0%	8.7%	10.3%	13.0%	5.3%		13.3%		18.2%	25.0%					
4	33	1	2	-	3	2	1	1	2	-	-	3	1	-	-	1
	6.6%	4.3%	8.7%		13.0%	10.5%	5.6%	6.7%	13.3%			50.0%	10.0%			14.3%
												efGHimQ				
												Bc				
5	27	-	2	4	1	1	-	-	1	-	1	-	1	1	-	-
	5.4%		8.7%	13.8%	4.3%	5.3%			6.7%		12.5%		10.0%	7.7%		
6	31	3	1	-	3	1	2	2	3	1	-	-	-	-	1	-
	6.2%	13.0%	4.3%		13.0%	5.3%	11.1%	13.3%	20.0%	9.1%					12.5%	
7	21	-	1	1	1	-	2	-	-	1	-	-	1	1	-	-
	4.2%		4.3%	3.4%	4.3%		11.1%			9.1%			10.0%	7.7%		
8	34	2	2	2	2	3	-	-	-	-	2	1	-	-	1	2
	6.8%	8.7%	8.7%	6.9%	8.7%	15.8%					25.0%	16.7%			12.5%	28.6%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q74. What is your child's age?

(GENERAL POPULATION)

=====
 =====

OTHER

 (Q)

Total Eligible	279
Total Valid Responses	269 100.0%
No Answer	10
Less than 1 year old	6 2.2%
1	17 6.3%
2	13 4.8%
3	13 4.8%
4	16 5.9%
5	15 5.6%
6	14 5.2%
7	13 4.8%
8	17 6.3%

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q74. What is your child's age?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
9	40 8.0%	1 4.3%	-	2 6.9%	1 4.3%	3 15.8%	2 11.1%	1 6.7%	-	-	1 12.5%	1 16.7%	2 20.0%	3 23.1%	1 12.5%	1 14.3%
10	32 6.4%	3 13.0%	1 4.3%	2 6.9%	1 4.3%	1 5.3%	2 11.1%	1 6.7%	1 6.7%	1 9.1%	-	-	-	2 15.4%	-	1 14.3%
11	26 5.2%	-	2 8.7%	3 10.3%	-	-	1 5.6%	2 13.3%	-	2 18.2%	-	-	-	1 7.7%	1 12.5%	-
12	33 6.6%	3 13.0%	3 13.0%	2 6.9%	1 4.3%	-	2 11.1%	1 6.7%	2 13.3%	1 9.1%	1 12.5%	-	1 10.0%	1 7.7%	1 12.5%	-
13	32 6.4%	2 8.7%	-	3 10.3%	1 4.3%	3 15.8%	-	-	-	1 9.1%	-	-	3 30.0%	2 15.4%	1 12.5%	-
14 or older	107 21.5%	2 8.7%	5 21.7%	6 20.7%	5 21.7%	3 15.8%	6 33.3%	5 33.3%	4 26.7%	2 18.2%	-	-	-	2 15.4%	2 25.0%	1 14.3%

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q74. What is your child's age?

(GENERAL POPULATION)

=====
=====

OTHER

(Q)

9	21 7.8%
10	16 5.9%
11	14 5.2%
12	14 5.2%
13	16 5.9%
14 or older	64 23.8%

B

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q75. Is your child male or female?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	496	23	22	29	23	19	18	15	15	10	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	17	1	2	-	1	1	-	1	-	2	-	-	-	-	-	-
Male	262	11	8	15	11	9	12	7	6	7	4	4	7	6	2	5
	52.8%	47.8%	36.4%	51.7%	47.8%	47.4%	66.7%	46.7%	40.0%	70.0%	50.0%	66.7%	70.0%	46.2%	25.0%	71.4%
Female	234	12	14	14	12	10	6	8	9	3	4	2	3	7	6	2
	47.2%	52.2%	63.6%	48.3%	52.2%	52.6%	33.3%	53.3%	60.0%	30.0%	50.0%	33.3%	30.0%	53.8%	75.0%	28.6%

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q75. Is your child male or female?

(GENERAL POPULATION)

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OTHER

Total Eligible	279
Total Valid Responses	270 100.0%
No Answer	9
Male	148 54.8%
Female	122 45.2%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q76. Is your child of Hispanic or Latino origin or descent?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	490	23	23	29	21	17	18	15	15	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	23	1	1	-	3	3	-	1	-	1	-	-	-	-	-	-
Yes, Hispanic or Latino	395	22	21	21	17	14	13	13	15	8	7	6	7	11	7	5
	80.6%	95.7%	91.3%	72.4%	81.0%	82.4%	72.2%	86.7%	100.0%	72.7%	87.5%	100.0%	70.0%	84.6%	87.5%	71.4%
No, not Hispanic or Latino	95	1	2	8	4	3	5	2	-	3	1	-	3	2	1	2
	19.4%	4.3%	8.7%	27.6%	19.0%	17.6%	27.8%	13.3%	-	27.3%	12.5%	-	30.0%	15.4%	12.5%	28.6%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q76. Is your child of Hispanic or Latino origin or descent?

(GENERAL POPULATION)

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OTHER

Total Eligible	279
Total Valid Responses	266 100.0%
No Answer	13
Yes, Hispanic or Latino	208 78.2%
No, not Hispanic or Latino	58 21.8%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q77. What is your child's race? (Mark one or more.)

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	528	23	24	29	25	16	19	17	12	13	10	6	13	15	9	7
Total Respondents	441	20	19	24	19	15	16	15	12	11	8	5	9	13	7	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	271	14	9	13	12	10	9	12	8	6	6	5	6	11	6	3
	61.5%	70.0%	47.4%	54.2%	63.2%	66.7%	56.3%	80.0%	66.7%	54.5%	75.0%	100.0%	66.7%	84.6%	85.7%	50.0%
Black or African-American	21	1	1	2	1	-	1	-	1	-	1	-	-	-	1	-
	4.8%	5.0%	5.3%	8.3%	5.3%	-	6.3%	-	8.3%	-	12.5%	-	-	-	14.3%	-
Asian	10	-	-	2	2	-	-	-	-	-	-	-	-	1	-	-
	2.3%	-	-	8.3%	10.5%	-	-	-	-	-	-	-	-	7.7%	-	-
Native Hawaiian or other Pacific Islander	10	-	1	1	-	1	-	-	-	-	-	-	3	-	-	-
	2.3%	-	5.3%	4.2%	-	6.7%	-	-	-	-	-	-	33.3%	-	-	-
American Indian or Alaska Native	53	1	2	2	3	3	2	-	-	2	1	-	2	1	-	1
	12.0%	5.0%	10.5%	8.3%	15.8%	20.0%	12.5%	-	-	18.2%	12.5%	-	22.2%	7.7%	-	16.7%
Other	163	7	11	9	7	2	7	5	3	5	2	1	2	2	2	3
	37.0%	35.0%	57.9%	37.5%	36.8%	13.3%	43.8%	33.3%	25.0%	45.5%	25.0%	20.0%	22.2%	15.4%	28.6%	50.0%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q77. What is your child's race? (Mark one or more.)

(GENERAL POPULATION)

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OTHER

Total Eligible	279
Total Valid Responses	290
Total Respondents	242
	100.0%
White	141
	58.3%
Black or African- American	12
	5.0%
Asian	5
	2.1%
Native Hawaiian or other Pacific Islander	4
	1.7%
American Indian or Alaska Native	33
	13.6%
Other	95
	39.3%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q78. What is your age?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	489	22	23	28	22	19	18	14	14	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	2	1	1	2	1	-	2	1	1	-	-	-	-	-	-
Under 18	14	-	-	-	1	1	1	1	-	-	-	1	1	-	-	-
	2.9%				4.5%	5.3%	5.6%	7.1%				16.7%	10.0%			
18 to 24	32	1	-	2	-	2	2	1	2	-	-	2	-	-	-	-
	6.5%	4.5%		7.1%		10.5%	11.1%	7.1%	14.3%			33.3%				
25 to 34	168	9	10	8	10	7	3	4	4	1	3	2	3	3	5	3
	34.4%	40.9%	43.5%	28.6%	45.5%	36.8%	16.7%	28.6%	28.6%	9.1%	37.5%	33.3%	30.0%	23.1%	62.5%	42.9%
35 to 44	140	8	8	12	5	3	8	3	2	5	4	1	4	4	1	2
	28.6%	36.4%	34.8%	42.9%	22.7%	15.8%	44.4%	21.4%	14.3%	45.5%	50.0%	16.7%	40.0%	30.8%	12.5%	28.6%
45 to 54	94	3	3	5	5	5	1	4	6	4	1	-	-	5	2	2
	19.2%	13.6%	13.0%	17.9%	22.7%	26.3%	5.6%	28.6%	42.9%	36.4%	12.5%			38.5%	25.0%	28.6%
55 to 64	28	1	2	1	-	-	2	-	-	1	-	-	2	-	-	-
	5.7%	4.5%	8.7%	3.6%			11.1%			9.1%			20.0%			
65 to 74	9	-	-	-	1	-	-	1	-	-	-	-	-	1	-	-
	1.8%				4.5%			7.1%						7.7%		
75 or older	4	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-
	0.8%					5.3%	5.6%									
SPHA SUMMARY RATE - Members under 18	14	-	-	-	1	1	1	1	-	-	-	1	1	-	-	-
	2.9%				4.5%	5.3%	5.6%	7.1%				16.7%	10.0%			
SPHA SUMMARY RATE - Members 18 to 34	200	10	10	10	10	9	5	5	6	1	3	4	3	3	5	3
	40.9%	45.5%	43.5%	35.7%	45.5%	47.4%	27.8%	35.7%	42.9%	9.1%	37.5%	66.7%	30.0%	23.1%	62.5%	42.9%
SPHA SUMMARY RATE - Members 35 to 44	140	8	8	12	5	3	8	3	2	5	4	1	4	4	1	2
	28.6%	36.4%	34.8%	42.9%	22.7%	15.8%	44.4%	21.4%	14.3%	45.5%	50.0%	16.7%	40.0%	30.8%	12.5%	28.6%
SPHA SUMMARY RATE - Members 45 to 54	94	3	3	5	5	5	1	4	6	4	1	-	-	5	2	2
	19.2%	13.6%	13.0%	17.9%	22.7%	26.3%	5.6%	28.6%	42.9%	36.4%	12.5%			38.5%	25.0%	28.6%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q78. What is your age?

(GENERAL POPULATION)

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OTHER

Total Eligible	279
Total Valid Responses	266 100.0%
No Answer	13
Under 18	8 3.0%
18 to 24	20 7.5%
25 to 34	93 35.0%
35 to 44	70 26.3%
45 to 54	48 18.0%
55 to 64	19 7.1%
65 to 74	6 2.3%
75 or older	2 0.8%
SPHA SUMMARY RATE - Members under 18	8 3.0%
SPHA SUMMARY RATE - Members 18 to 34	113 42.5%
SPHA SUMMARY RATE - Members 35 to 44	70 26.3%
SPHA SUMMARY RATE - Members 45 to 54	48 18.0%

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q78. What is your age?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
SPHA SUMMARY RATE - Members 55 or older	41 8.4%	1 4.5%	2 8.7%	1 3.6%	1 4.5%	1 5.3%	3 16.7%	1 7.1%	-	1 9.1%	-	-	2 20.0%	1 7.7%	-	-

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q78. What is your age?

(GENERAL POPULATION)

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=====

OTHER

SPHA SUMMARY RATE -	27
Members 55 or older	10.2%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q79. Are you male or female?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	491	23	23	28	22	19	18	14	14	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	22	1	1	1	2	1	-	2	1	1	-	-	-	-	-	-
Male	57	3	3	5	8	2	3	1	1	1	-	1	-	2	2	1
	11.6%	13.0%	13.0%	17.9%	36.4%	10.5%	16.7%	7.1%	7.1%	9.1%	-	16.7%	-	15.4%	25.0%	14.3%
Female	434	20	20	23	14	17	15	13	13	10	8	5	10	11	6	6
	88.4%	87.0%	87.0%	82.1%	63.6%	89.5%	83.3%	92.9%	92.9%	90.9%	100.0%	83.3%	100.0%	84.6%	75.0%	85.7%

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q79. Are you male or female?

(GENERAL POPULATION)

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OTHER

Total Eligible	279
Total Valid Responses	267 100.0%
No Answer	12
Male	24 9.0%
Female	243 91.0%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q80. What is the highest grade or level of school that you have completed?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	478	22	23	28	20	19	17	13	14	10	8	5	10	12	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	2	1	1	4	1	1	3	1	2	-	1	-	1	-	-
8th grade or less	49	2	2	2	1	1	2	4	3	1	-	-	3	2	1	-
	10.3%	9.1%	8.7%	7.1%	5.0%	5.3%	11.8%	30.8%	21.4%	10.0%			30.0%	16.7%	12.5%	
Some high school, but did not graduate	72	4	3	5	3	1	3	1	5	3	1	-	1	4	-	-
	15.1%	18.2%	13.0%	17.9%	15.0%	5.3%	17.6%	7.7%	35.7%	30.0%	12.5%		10.0%	33.3%		
High school graduate or GED	185	12	11	11	8	10	7	2	3	4	-	2	-	5	2	2
	38.7%	54.5%	47.8%	39.3%	40.0%	52.6%	41.2%	15.4%	21.4%	40.0%		40.0%		41.7%	25.0%	28.6%
Some college or 2-year degree	119	1	6	10	5	5	5	4	2	1	5	3	3	1	2	4
	24.9%	4.5%	26.1%	35.7%	25.0%	26.3%	29.4%	30.8%	14.3%	10.0%	62.5%	60.0%	30.0%	8.3%	25.0%	57.1%
4-year college graduate	33	2	1	-	1	1	-	1	1	1	-	-	1	-	2	-
	6.9%	9.1%	4.3%		5.0%	5.3%		7.7%	7.1%	10.0%			10.0%		25.0%	
More than 4-year college degree	20	1	-	-	2	1	-	1	-	-	2	-	2	-	1	1
	4.2%	4.5%			10.0%	5.3%		7.7%			25.0%		20.0%		12.5%	14.3%
SPHA SUMMARY RATE - High school graduate or less	306	18	16	18	12	12	12	7	11	8	1	2	4	11	3	2
	64.0%	81.8%	69.6%	64.3%	60.0%	63.2%	70.6%	53.8%	78.6%	80.0%	12.5%	40.0%	40.0%	91.7%	37.5%	28.6%
SPHA SUMMARY RATE - Some college	119	1	6	10	5	5	5	4	2	1	5	3	3	1	2	4
	24.9%	4.5%	26.1%	35.7%	25.0%	26.3%	29.4%	30.8%	14.3%	10.0%	62.5%	60.0%	30.0%	8.3%	25.0%	57.1%
SPHA SUMMARY RATE - 4-year college graduate or more	53	3	1	-	3	2	-	2	1	1	2	-	3	-	3	1
	11.1%	13.6%	4.3%		15.0%	10.5%		15.4%	7.1%	10.0%	25.0%		30.0%		37.5%	14.3%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q80. What is the highest grade or level of school that you have completed?

(GENERAL POPULATION)

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      OTHER
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Total Eligible           279

Total Valid Responses    262
                        100.0%

No Answer                17

8th grade or less       25
                        9.5%

Some high school, but
did not graduate        38
                        14.5%

High school graduate or
GED                     106
                        40.5%

Some college or 2-year
degree                  62
                        23.7%

4-year college graduate  22
                        8.4%

More than 4-year college
degree                  9
                        3.4%

SPHA SUMMARY RATE - High
school graduate or less 169
                        64.5%

SPHA SUMMARY RATE - Some
college                 62
                        23.7%

SPHA SUMMARY RATE - 4-
year college graduate or
more                    31
                        11.8%
  
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q81. How are you related to the child?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Valid Responses	485	23	22	28	21	19	18	13	14	11	8	6	10	13	8	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	28	1	2	1	3	1	-	3	1	1	-	-	-	-	-	-
Mother or father	443	21	21	25	19	17	16	11	14	8	8	6	9	13	8	6
	91.3%	91.3%	95.5%	89.3%	90.5%	89.5%	88.9%	84.6%	100.0%	72.7%	100.0%	100.0%	90.0%	100.0%	100.0%	85.7%
Grandparent	32	-	1	1	2	2	2	2	-	1	-	-	1	-	-	1
	6.6%	-	4.5%	3.6%	9.5%	10.5%	11.1%	15.4%	-	9.1%	-	-	10.0%	-	-	14.3%
Aunt or uncle	2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	0.4%	4.3%	-	3.6%	-	-	-	-	-	-	-	-	-	-	-	-
Older brother or sister	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other relative	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal guardian	7	1	-	1	-	-	-	-	-	2	-	-	-	-	-	-
	1.4%	4.3%	-	3.6%	-	-	-	-	-	18.2%	-	-	-	-	-	-
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q81. How are you related to the child?

(GENERAL POPULATION)

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OTHER

Total Eligible	279
Total Valid Responses	264 100.0%
No Answer	15
Mother or father	241 91.3%
Grandparent	19 7.2%
Aunt or uncle	-
Older brother or sister	-
Other relative	1 0.4%
Legal guardian	3 1.1%
Someone else	-

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q82. Did someone help you complete this survey?

(GENERAL POPULATION)

General Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	218	6	8	6	7	6	6	8	5	4	2	3	5	3	3	3
Total Valid Responses	215	6	8	6	6	6	6	8	5	4	2	3	5	3	3	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Yes	5	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	2.3%			16.7%												
No	210	6	8	5	6	6	6	8	5	4	2	3	5	3	3	3
	97.7%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q82. Did someone help you complete this survey?

(GENERAL POPULATION)

=====
=====OTHER

Total Eligible	143
Total Valid Responses	141 100.0%
No Answer	2
Yes	4 2.8%
No	137 97.2%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q83. How did that person help you? (Mark one or more.)

(GENERAL POPULATION)

General Pop. Total	IPA														
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING
Total Eligible	5	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Total Valid Responses	7	-	-	2	-	-	-	-	-	-	-	-	-	-	-
Total Respondents	5	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	100.0%			100.0%											
Read the questions to me	5	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	100.0%			100.0%											
Wrote down the answers I gave	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	20.0%			100.0%											
Answered the questions for me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Translated the questions into my language	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	20.0%														
Helped in some other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q83. How did that person help you? (Mark one or more.)

(GENERAL POPULATION)

=====
 =====

OTHER

Total Eligible	4
Total Valid Responses	5
Total Respondents	4 100.0%
Read the questions to me	4 100.0%
Wrote down the answers I gave	-
Answered the questions for me	-
Translated the questions into my language	1 25.0%
Helped in some other way	-

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q84. 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?

(GENERAL POPULATION)

=====IPA=====																
General Pop.	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Answering	441	19	22	24	18	18	14	14	14	10	7	6	9	10	7	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	72	5	2	5	6	2	4	2	1	2	1	-	1	3	1	1
Yes	110	5	8	9	4	3	3	4	5	1	1	1	2	2	2	3
	24.9%	26.3%	36.4%	37.5%	22.2%	16.7%	21.4%	28.6%	35.7%	10.0%	14.3%	16.7%	22.2%	20.0%	28.6%	50.0%
			j	J												j
No	331	14	14	15	14	15	11	10	9	9	6	5	7	8	5	3
	75.1%	73.7%	63.6%	62.5%	77.8%	83.3%	78.6%	71.4%	64.3%	90.0%	85.7%	83.3%	77.8%	80.0%	71.4%	50.0%
										cDp						
SPHA SUMMARY RATE - Yes	110	5	8	9	4	3	3	4	5	1	1	1	2	2	2	3
	24.9%	26.3%	36.4%	37.5%	22.2%	16.7%	21.4%	28.6%	35.7%	10.0%	14.3%	16.7%	22.2%	20.0%	28.6%	50.0%
			j	J												j

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q84. 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?

(GENERAL POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible          279

Total Answering        243
                    100.0%

No Answer              36

Yes                    57
                    23.5%

No                     186
                    76.5%

SPHA SUMMARY RATE - Yes    57
                    23.5%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for
 large sample sizes (generally, n >=30)

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q85. In the last 6 months, who helped to coordinate your child's care?

(GENERAL POPULATION)

General Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Answering	391	19	21	19	17	14	12	11	11	9	6	6	8	9	6	5
No Answer	122	5	3	10	7	6	6	5	4	3	2	-	2	4	2	2
Someone from your child's health plan	24 6.1%	4 21.1%	-	2 10.5%	3 17.6%	-	-	-	-	-	-	1 16.7%	1 12.5%	-	-	-
Someone from your child's doctor's office or clinic	85 21.7%	4 21.1%	6 28.6%	6 31.6%	1 5.9%	3 21.4%	3 25.0%	4 36.4%	4 36.4%	3 33.3%	-	1 16.7%	1 12.5%	5 55.6%	1 16.7%	1 20.0%
Someone from another organization	6 1.5%	-	-	1 5.3%	1 5.9%	-	-	-	-	-	-	-	1 12.5%	-	-	-
A friend or family member	17 4.3%	-	1 4.8%	3 15.8%	1 5.9%	1 7.1%	1 8.3%	-	1 9.1%	-	-	-	-	-	-	-
You	259 66.2%	11 57.9%	14 66.7%	7 36.8%	11 64.7%	10 71.4%	8 66.7%	7 63.6%	6 54.5%	6 66.7%	6 100.0%	4 66.7%	5 62.5%	4 44.4%	5 83.3%	4 80.0%
			D		d	D	d				EF	GHIJLMNQ			Dn	D
											BCD					

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q85. In the last 6 months, who helped to coordinate your child's care?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible          279

Total Answering        218
                    100.0%

No Answer              61

Someone from your
child's health plan    13
                    6.0%

Someone from your
child's doctor's office
or clinic              42
                    19.3%
                    E

Someone from another
organization           3
                    1.4%

A friend or family
member                 9
                    4.1%

You                    151
                    69.3%
                    D
    
```

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for
 large sample sizes (generally, n >=30)

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q86. How satisfied are you with the help you got to coordinate your child's care in the last 6 months?

(GENERAL POPULATION)

=====IPA=====																
General Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	513	24	24	29	24	20	18	16	15	12	8	6	10	13	8	7
Total Answering	412	19	21	20	18	16	12	10	11	9	7	5	10	9	6	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	101	5	3	9	6	4	6	6	4	3	1	1	-	4	2	1
Very dissatisfied	30	3	1	2	1	1	1	1	1	1	1	-	2	-	1	-
	7.3%	15.8%	4.8%	10.0%	5.6%	6.3%	8.3%	10.0%	9.1%	11.1%	14.3%		20.0%		16.7%	
Dissatisfied	4	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-
	1.0%					6.3%	8.3%									
Neither dissatisfied nor satisfied	42	1	1	2	2	1	-	1	2	-	1	1	2	-	1	2
	10.2%	5.3%	4.8%	10.0%	11.1%	6.3%		10.0%	18.2%		14.3%	20.0%	20.0%		16.7%	33.3%
Satisfied	187	9	12	9	9	8	5	4	5	6	4	1	4	6	4	2
	45.4%	47.4%	57.1%	45.0%	50.0%	50.0%	41.7%	40.0%	45.5%	66.7%	57.1%	20.0%	40.0%	66.7%	66.7%	33.3%
			1							1			1	1	1	
Very satisfied	149	6	7	7	6	5	5	4	3	2	1	3	2	3	-	2
	36.2%	31.6%	33.3%	35.0%	33.3%	31.3%	41.7%	40.0%	27.3%	22.2%	14.3%	60.0%	20.0%	33.3%		33.3%
												k				
SPHA SUMMARY RATE - Very satisfied/Satisfied	336	15	19	16	15	13	10	8	8	8	5	4	6	9	4	4
	81.6%	78.9%	90.5%	80.0%	83.3%	81.3%	83.3%	80.0%	72.7%	88.9%	71.4%	80.0%	60.0%	100.0%	66.7%	66.7%
			m										efIkMopQ			
													BD			

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q86. How satisfied are you with the help you got to coordinate your child's care in the last 6 months?

(GENERAL POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible          279

Total Answering        233
                    100.0%

No Answer              46

Very dissatisfied      14
                    6.0%

Dissatisfied           2
                    0.9%

Neither dissatisfied nor
satisfied              25
                    10.7%

Satisfied              99
                    42.5%

Very satisfied         93
                    39.9%
                    k

SPHA SUMMARY RATE - Very
satisfied/Satisfied    192
                    82.4%
    
```

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for
 large sample sizes (generally, n >=30)

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q1. Our records show that your child is now in Molina
 Healthcare of New Mexico. Is that right?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	324	93	40	23	18	18	17	14	12	16	7	9	9	7	5	4	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	3	2	-	-	1	-	-	-	-	-	-	-	1	-	1	-
Yes	324	93	40	23	18	18	17	14	12	16	7	9	9	7	5	4	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE	324	93	40	23	18	18	17	14	12	16	7	9	9	7	5	4	32
- Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	327	94	41	23	18	19	16	14	12	16	7	9	9	7	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	2	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-
Yes	130	40	17	7	8	6	4	5	9	5	4	1	3	5	2	2	12
	39.8%	42.6%	41.5%	30.4%	44.4%	31.6%	25.0%	35.7%	75.0%	31.3%	57.1%	11.1%	33.3%	71.4%	40.0%	40.0%	37.5%
		L	L		L				GHJLMQ		L		DFGhJLq				1
									BCDeF								
No	197	54	24	16	10	13	12	9	3	11	3	8	6	2	3	3	20
	60.2%	57.4%	58.5%	69.6%	55.6%	68.4%	75.0%	64.3%	25.0%	68.8%	42.9%	88.9%	66.7%	28.6%	60.0%	60.0%	62.5%
		I	I	IN	i	IN	IN	In		In		BCEIKNq	I				In
HEDIS/CAHPS SUMMARY RATE - Yes	130	40	17	7	8	6	4	5	9	5	4	1	3	5	2	2	12
	39.8%	42.6%	41.5%	30.4%	44.4%	31.6%	25.0%	35.7%	75.0%	31.3%	57.1%	11.1%	33.3%	71.4%	40.0%	40.0%	37.5%
		L	L		L				GHJLMQ		L		DFGhJLq				1
									BCDeF								

Comparison Groups: BCDEF GHIJKL MNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q4. (GCQ) 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	130	40	17	7	8	6	4	5	9	5	4	1	3	5	2	2	12
Total Valid Responses	127	39	17	7	8	6	4	5	8	5	4	1	3	5	1	2	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-
Always	98	24	15	6	8	4	3	5	6	5	3	1	2	4	1	-	11
	77.2%	61.5%	88.2%	85.7%	100.0%	66.7%	75.0%	100.0%	75.0%	100.0%	75.0%	100.0%	66.7%	80.0%	100.0%	-	91.7%
			B		Bf			Bf		Bf		Bf		Bf	Bf		B
Usually	19	11	-	1	-	-	1	-	2	-	-	-	1	1	-	2	-
	15.0%	28.2%		14.3%			25.0%		25.0%				33.3%	20.0%		100.0%	
															BDGIMN		
Sometimes	9	3	2	-	-	2	-	-	-	-	1	-	-	-	-	-	1
	7.1%	7.7%	11.8%			33.3%					25.0%						8.3%
Never	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.8%	2.6%															
HEDIS/CAHPS SUMMARY RATE - Always/Usually	117	35	15	7	8	4	4	5	8	5	3	1	3	5	1	2	11
	92.1%	89.7%	88.2%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%
				Bf	Bf		Bf	Bf	Bf	Bf		Bf	Bf	Bf	Bf	Bf	Bf
HEDIS/CAHPS SUMMARY RATE - Always	98	24	15	6	8	4	3	5	6	5	3	1	2	4	1	-	11
	77.2%	61.5%	88.2%	85.7%	100.0%	66.7%	75.0%	100.0%	75.0%	100.0%	75.0%	100.0%	66.7%	80.0%	100.0%	-	91.7%
			B		Bf			Bf		Bf		Bf		Bf	Bf		B
Mean	3.69	3.49	3.76	3.86	4.00	3.33	3.75	4.00	3.75	4.00	3.50	4.00	3.67	3.80	4.00	3.00	3.83

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																											
	DONA ANA		SAN JUAN		SANTA FE				CURRY		EDDY		OTERO		ROOSEVELT		SANDOVAL		VALENCIA		RIO ARRIBA		TAOS		LUNA		OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)											
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32											
Total Valid Responses	327	95	41	23	18	19	17	14	12	15	7	8	9	7	5	5	32											
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%											
No Answer	5	1	1	-	-	-	-	-	-	1	-	1	-	1	-	-	-											
Yes	264	71	32	18	15	17	13	13	10	13	6	8	8	6	3	4	27											
	80.7%	74.7%	78.0%	78.3%	83.3%	89.5%	76.5%	92.9%	83.3%	86.7%	85.7%	100.0%	88.9%	85.7%	60.0%	80.0%	84.4%											
						b		B				BCDeGoQ																
No	63	24	9	5	3	2	4	1	2	2	1	-	1	1	2	1	5											
	19.3%	25.3%	22.0%	21.7%	16.7%	10.5%	23.5%	7.1%	16.7%	13.3%	14.3%		11.1%	14.3%	40.0%	20.0%	15.6%											
		fH																										
HEDIS/CAHPS SUMMARY RATE - Yes	264	71	32	18	15	17	13	13	10	13	6	8	8	6	3	4	27											
	80.7%	74.7%	78.0%	78.3%	83.3%	89.5%	76.5%	92.9%	83.3%	86.7%	85.7%	100.0%	88.9%	85.7%	60.0%	80.0%	84.4%											
						b		B				BCDeGoQ																

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q6. (GCQ) 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?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	264	71	32	18	15	17	13	13	10	13	6	8	8	6	3	4	27
Total Valid Responses	259	67	32	18	15	17	13	13	10	13	6	8	8	6	3	4	26
No Answer	5	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Always	171 66.0%	36 53.7%	21 65.6%	15 83.3%	11 73.3%	15 88.2%	10 76.9%	7 53.8%	4 40.0%	9 69.2%	5 83.3%	7 87.5%	4 50.0%	4 66.7%	3 100.0%	2 50.0%	18 69.2%
Usually	56 21.6%	18 26.9%	9 28.1%	2 11.1%	3 20.0%	1 5.9%	1 7.7%	2 15.4%	3 30.0%	2 15.4%	1 16.7%	-	3 37.5%	2 33.3%	-	1 25.0%	8 30.8%
Sometimes	29 11.2%	12 17.9%	2 6.3%	1 5.6%	1 6.7%	1 5.9%	2 15.4%	4 30.8%	3 30.0%	1 7.7%	-	-	1 12.5%	-	-	1 25.0%	-
Never	3 1.2%	1 1.5%	-	-	-	-	-	-	-	1 7.7%	-	1 12.5%	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	227 87.6%	54 80.6%	30 93.8%	17 94.4%	14 93.3%	16 94.1%	11 84.6%	9 69.2%	7 70.0%	11 84.6%	6 100.0%	7 87.5%	7 87.5%	6 100.0%	3 100.0%	3 75.0%	26 100.0%
HEDIS/CAHPS SUMMARY RATE - Always	171 66.0%	36 53.7%	21 65.6%	15 83.3%	11 73.3%	15 88.2%	10 76.9%	7 53.8%	4 40.0%	9 69.2%	5 83.3%	7 87.5%	4 50.0%	4 66.7%	3 100.0%	2 50.0%	18 69.2%

Comparison Groups: BCDEF GHIJKL MNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q6. (GCQ) 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?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Mean	3.53	3.33	3.59	3.78	3.67	3.82	3.62	3.23	3.10	3.46	3.83	3.63	3.38	3.67	4.00	3.25	3.69

Comparison Groups: BCDEFGHIJKLMNOQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
770-978-3173
2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																												
	DONA ANA		SAN JUAN		LEA		SANTA FE			CURRY		EDDY		OTERO		ROOSEVELT		SANDOVAL		VALENCIA		ARRIBA		RIO TAOS		LUNA		OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)												
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32												
Total Valid Responses	316	88	42	23	17	17	16	14	12	15	7	9	8	7	5	5	31												
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%												
No Answer	16	8	-	-	1	2	1	-	-	1	-	-	1	1	-	-	1												
None	46	17	5	5	4	2	1	1	1	2	-	1	2	-	1	-	4												
	14.6%	19.3%	11.9%	21.7%	23.5%	11.8%	6.3%	7.1%	8.3%	13.3%		11.1%	25.0%	20.0%			12.9%												
1 time	64	24	7	5	1	2	3	3	-	5	1	3	1	2	-	1	6												
	20.3%	27.3%	16.7%	21.7%	5.9%	11.8%	18.8%	21.4%		33.3%	14.3%	33.3%	12.5%	28.6%		20.0%	19.4%												
2	79	17	11	4	4	2	6	7	2	5	3	3	1	3	3	1	7												
	25.0%	19.3%	26.2%	17.4%	23.5%	11.8%	37.5%	50.0%	16.7%	33.3%	42.9%	33.3%	12.5%	42.9%	60.0%	20.0%	22.6%												
3	49	14	6	4	2	3	4	1	3	-	1	1	1	-	1	1	7												
	15.5%	15.9%	14.3%	17.4%	11.8%	17.6%	25.0%	7.1%	25.0%		14.3%	11.1%	12.5%	20.0%	20.0%	22.6%													
4	30	9	4	-	2	6	2	-	1	-	1	1	-	-	-	1	3												
	9.5%	10.2%	9.5%		11.8%	35.3%	12.5%		8.3%		14.3%	11.1%				20.0%	9.7%												
5 to 9	36	5	5	4	4	1	-	2	4	2	1	-	3	2	-	1	2												
	11.4%	5.7%	11.9%	17.4%	23.5%	5.9%		14.3%	33.3%	13.3%	14.3%		37.5%	28.6%		20.0%	6.5%												
10 or more times	12	2	4	1	-	1	-	-	1	1	-	-	-	-	-	-	2												
	3.8%	2.3%	9.5%	4.3%		5.9%			8.3%	6.7%							6.5%												
HEDIS/CAHPS SUMMARY RATE - 1 or More times	270	71	37	18	13	15	15	13	11	13	7	8	6	7	4	5	27												
	85.4%	80.7%	88.1%	78.3%	76.5%	88.2%	93.8%	92.9%	91.7%	86.7%	100.0%	88.9%	75.0%	100.0%	80.0%	100.0%	87.1%												

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Mean	3.34	2.97	3.67	3.22	3.53	3.94	3.19	3.14	4.58	3.07	3.71	2.78	3.63	3.57	2.80	4.00	3.42

Comparison Groups: BCDEFGHIJKLMNOQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																											
	DONA ANA		SAN JUAN		SANTA FE				CURRY		EDDY		OTERO		ROOSEVELT		SANDOVAL		VALENCIA		RIO ARRIBA		TAOS		LUNA		OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)											
Total Eligible	270	71	37	18	13	15	15	13	11	13	7	8	6	7	4	5	27											
Total Valid Responses	266	70	37	18	12	15	15	13	11	11	7	8	6	7	4	5	27											
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%											
No Answer	4	1	-	-	1	-	-	-	-	2	-	-	-	-	-	-	-											
Yes	213	54	30	15	10	13	11	13	8	6	6	6	5	7	4	3	22											
	80.1%	77.1%	81.1%	83.3%	83.3%	86.7%	73.3%	100.0%	72.7%	54.5%	85.7%	75.0%	83.3%	100.0%	100.0%	60.0%	81.5%											
				j		j	dGIJpQ	BC					CdGIJpQ	B	dGIJpQ	BC												
No	53	16	7	3	2	2	4	-	3	5	1	2	1	-	-	2	5											
	19.9%	22.9%	18.9%	16.7%	16.7%	13.3%	26.7%		27.3%	45.5%	14.3%	25.0%	16.7%			40.0%	18.5%											
									df																			
HEDIS/CAHPS SUMMARY RATE - Yes	213	54	30	15	10	13	11	13	8	6	6	6	5	7	4	3	22											
	80.1%	77.1%	81.1%	83.3%	83.3%	86.7%	73.3%	100.0%	72.7%	54.5%	85.7%	75.0%	83.3%	100.0%	100.0%	60.0%	81.5%											
				j		j	dGIJpQ	BC					CdGIJpQ	B	dGIJpQ	BC												

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																	
	DONA ANA		SAN JUAN	LEA	SANTA				EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	270	71	37	18	13	15	15	13	11	13	7	8	6	7	4	5	27	
Total Valid Responses	267	70	37	18	13	15	15	13	11	11	7	8	6	7	4	5	27	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	3	1	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	
Always	195 73.0%	41 58.6%	28 75.7%	13 72.2%	10 76.9%	12 80.0%	12 80.0%	12 92.3%	5 45.5%	10 90.9%	6 85.7%	7 87.5%	6 100.0%	6 85.7%	2 50.0%	3 60.0%	22 81.5%	
			bi		i	bi	bi	BI		BI	bi	BI	DEfgIOpQ BC	bi			BI	
Usually	51 19.1%	19 27.1%	6 16.2%	4 22.2%	2 15.4%	3 20.0%	1 6.7%	1 7.7%	5 45.5%	-	1 14.3%	1 12.5%	-	1 14.3%	2 50.0%	2 40.0%	3 11.1%	
		GHQ						ceGHlQ							g			
Sometimes	14 5.2%	5 7.1%	2 5.4%	-	1 7.7%	-	2 13.3%	-	1 9.1%	1 9.1%	-	-	-	-	-	-	2 7.4%	
Never	7 2.6%	5 7.1%	1 2.7%	1 5.6%	-	-	-	-	-	-	-	-	-	-	-	-	-	
HEDIS/CAHPS SUMMARY RATE - Always/Usually	246 92.1%	60 85.7%	34 91.9%	17 94.4%	12 92.3%	15 100.0%	13 86.7%	13 100.0%	10 90.9%	10 90.9%	7 100.0%	8 100.0%	6 100.0%	7 100.0%	4 100.0%	5 100.0%	25 92.6%	
						Bc		Bc			Bc	Bc	Bc	Bc	Bc	Bc		
HEDIS/CAHPS SUMMARY RATE - Always	195 73.0%	41 58.6%	28 75.7%	13 72.2%	10 76.9%	12 80.0%	12 80.0%	12 92.3%	5 45.5%	10 90.9%	6 85.7%	7 87.5%	6 100.0%	6 85.7%	2 50.0%	3 60.0%	22 81.5%	
			bi		i	bi	bi	BI		BI	bi	BI	DEfgIOpQ BC	bi			BI	
Mean	3.63	3.37	3.65	3.61	3.69	3.80	3.67	3.92	3.36	3.82	3.86	3.88	4.00	3.86	3.50	3.60	3.74	

Comparison Groups: BCDEFHGHIJKLNMOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	270	71	37	18	13	15	15	13	11	13	7	8	6	7	4	5	27
Total Valid Responses	267	69	37	18	13	15	15	13	11	12	7	8	6	7	4	5	27
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	2	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Yes	125	34	17	10	9	8	3	4	5	5	4	4	4	2	1	2	13
	46.8%	49.3%	45.9%	55.6%	69.2%	53.3%	20.0%	30.8%	45.5%	41.7%	57.1%	50.0%	66.7%	28.6%	25.0%	40.0%	48.1%
		G	G	G	GHno	G					g		G				G
No	142	35	20	8	4	7	12	9	6	7	3	4	2	5	3	3	14
	53.2%	50.7%	54.1%	44.4%	30.8%	46.7%	80.0%	69.2%	54.5%	58.3%	42.9%	50.0%	33.3%	71.4%	75.0%	60.0%	51.9%
							DEFkMQ	E						e	e		
							BC										
HEDIS/CAHPS SUMMARY RATE - Yes	125	34	17	10	9	8	3	4	5	5	4	4	4	2	1	2	13
	46.8%	49.3%	45.9%	55.6%	69.2%	53.3%	20.0%	30.8%	45.5%	41.7%	57.1%	50.0%	66.7%	28.6%	25.0%	40.0%	48.1%
		G	G	G	GHno	G					g		G				G

Comparison Groups: BCDEFHGHIJKL MNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	SANTA			EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	125	34	17	10	9	8	3	4	5	5	4	4	4	2	1	2	13
Total Valid Responses	124	34	16	10	9	8	3	4	5	5	4	4	4	2	1	2	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	119	32	15	10	9	8	3	4	5	4	4	4	4	2	1	2	12
	96.0%	94.1%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%
No	5	2	1	-	-	-	-	-	-	1	-	-	-	-	-	-	1
	4.0%	5.9%	6.3%							20.0%							7.7%
HEDIS/CAHPS SUMMARY RATE - Yes	119	32	15	10	9	8	3	4	5	4	4	4	4	2	1	2	12
	96.0%	94.1%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																			
	BERNALILLO	DONA ANA	SAN JUAN	LEA	SANTA			CHAVES	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO		ARRIBA	TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)			
Total Eligible	125	34	17	10	9	8	3	4	5	5	4	4	4	4	2	1	2	13		
Total Valid Responses	125	34	17	10	9	8	3	4	5	5	4	4	4	4	2	1	2	13		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Yes	81	18	11	8	7	5	2	3	4	3	3	2	3	-	1	2	9			
	64.8%	52.9%	64.7%	80.0%	77.8%	62.5%	66.7%	75.0%	80.0%	60.0%	75.0%	50.0%	75.0%		100.0%	100.0%	69.2%			
					b										BCFjLQ	BCFjLQ				
No	44	16	6	2	2	3	1	1	1	2	1	2	1	2	-	-	4			
	35.2%	47.1%	35.3%	20.0%	22.2%	37.5%	33.3%	25.0%	20.0%	40.0%	25.0%	50.0%	25.0%	100.0%			30.8%			
			d											HIJKLMQ						
														BCDEFG						
HEDIS/CAHPS SUMMARY RATE	81	18	11	8	7	5	2	3	4	3	3	2	3	-	1	2	9			
- Yes	64.8%	52.9%	64.7%	80.0%	77.8%	62.5%	66.7%	75.0%	80.0%	60.0%	75.0%	50.0%	75.0%		100.0%	100.0%	69.2%			
					b										BCFjLQ	BCFjLQ				

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	125	34	17	10	9	8	3	4	5	5	4	4	4	2	1	2	13
Total Valid Responses	125	34	17	10	9	8	3	4	5	5	4	4	4	2	1	2	13
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	109	29	14	9	9	7	3	4	3	5	4	3	4	1	1	2	11
	87.2%	85.3%	82.4%	90.0%	100.0%	87.5%	100.0%	100.0%	60.0%	100.0%	100.0%	75.0%	100.0%	50.0%	100.0%	100.0%	84.6%
					Bci		Bci	Bci		Bci	Bci		Bci		Bci	Bci	
No	16	5	3	1	-	1	-	-	2	-	-	1	-	1	-	-	2
	12.8%	14.7%	17.6%	10.0%		12.5%			40.0%			25.0%		50.0%			15.4%
HEDIS/CAHPS SUMMARY RATE - Yes	109	29	14	9	9	7	3	4	3	5	4	3	4	1	1	2	11
	87.2%	85.3%	82.4%	90.0%	100.0%	87.5%	100.0%	100.0%	60.0%	100.0%	100.0%	75.0%	100.0%	50.0%	100.0%	100.0%	84.6%
					Bci		Bci	Bci		Bci	Bci		Bci		Bci	Bci	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q14. 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARriba	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	270	71	37	18	13	15	15	13	11	13	7	8	6	7	4	5	27
Total Valid Responses	265	68	37	17	13	15	15	13	11	12	7	8	6	7	4	5	27
No Answer	5	3	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-
10 - Best health care possible	124 46.8%	28 41.2%	14 37.8%	11 64.7% bcIJ	7 53.8%	8 53.3%	9 60.0% iJ	7 53.8%	3 27.3%	3 25.0%	4 57.1%	5 62.5% j	3 50.0%	4 57.1%	1 25.0%	2 40.0%	15 55.6% ij
9	47 17.7%	18 26.5% GiQ	7 18.9%	3 17.6%	2 15.4%	2 13.3%	1 6.7%	4 30.8% gq	1 9.1%	3 25.0%	-	2 25.0%	1 16.7%	1 14.3%	-	-	2 7.4%
8	49 18.5%	11 16.2%	8 21.6%	-	3 23.1%	2 13.3%	3 20.0%	1 7.7%	1 9.1%	3 25.0%	2 28.6%	1 12.5%	2 33.3%	2 28.6%	2 50.0%	2 40.0%	6 22.2%
7	22 8.3%	9 13.2%	5 13.5%	-	1 7.7%	1 6.7%	1 6.7%	1 7.7%	1 9.1%	-	1 14.3%	-	-	-	1 25.0%	1 20.0%	-
6	8 3.0%	1 1.5%	-	1 5.9%	-	-	-	-	3 27.3% b	1 8.3%	-	-	-	-	-	-	2 7.4%
5	11 4.2%	-	2 5.4%	2 11.8%	-	2 13.3%	1 6.7%	-	2 18.2%	2 16.7%	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	1 0.4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 3.7%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q14. 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?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
2	2 0.8%	1 1.5%	-	-	-	-	-	-	-	-	-	-	-	-	-	1 3.7%	
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
0 - Worst health care possible	1 0.4%	-	1 2.7%	-	-	-	-	-	-	-	-	-	-	-	-	-	
HEDIS/CAHPS SUMMARY RATE - 8-10	220 83.0%	57 83.8%	29 78.4%	14 82.4%	12 92.3%	12 80.0%	13 86.7%	12 92.3%	5 45.5%	9 75.0%	6 85.7%	8 100.0%	6 100.0%	7 100.0%	3 75.0%	4 80.0%	23 85.2%
		I	I	I	I	i	I	I			I	BCdfIJQ	BCdfIJQ	BCdfIJQ		I	
HEDIS/CAHPS SUMMARY RATE - 9-10	171 64.5%	46 67.6%	21 56.8%	14 82.4%	9 69.2%	10 66.7%	10 66.7%	11 84.6%	4 36.4%	6 50.0%	4 57.1%	7 87.5%	4 66.7%	5 71.4%	1 25.0%	2 40.0%	17 63.0%
		Io		CIjOp	io	o	o	CIJOp				CIJOp		o			
Mean	8.75	8.84	8.43	9.00	9.15	8.73	9.00	9.31	7.45	8.08	9.00	9.50	9.17	9.29	8.25	8.60	8.63

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	270	71	37	18	13	15	15	13	11	13	7	8	6	7	4	5	27
Total Valid Responses	267	70	37	18	13	15	15	12	11	12	7	8	6	7	4	5	27
No Answer	3	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-
Always	162 60.7%	33 47.1%	21 56.8%	10 55.6%	9 69.2%	10 66.7%	10 66.7%	10 83.3%	5 45.5%	9 75.0%	5 71.4%	7 87.5%	5 83.3%	5 71.4%	3 75.0%	1 20.0%	19 70.4%
Usually	72 27.0%	29 41.4%	10 27.0%	3 16.7%	3 23.1%	4 26.7%	2 13.3%	2 16.7%	3 27.3%	1 8.3%	2 28.6%	-	1 16.7%	2 28.6%	1 25.0%	3 60.0%	6 22.2%
Sometimes	31 11.6%	8 11.4%	6 16.2%	4 22.2%	1 7.7%	1 6.7%	3 20.0%	-	2 18.2%	2 16.7%	-	1 12.5%	-	-	-	1 20.0%	2 7.4%
Never	2 0.7%	-	-	1 5.6%	-	-	-	-	1 9.1%	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	234 87.6%	62 88.6%	31 83.8%	13 72.2%	12 92.3%	14 93.3%	12 80.0%	12 100.0%	8 72.7%	10 83.3%	7 100.0%	7 87.5%	6 100.0%	7 100.0%	4 100.0%	4 80.0%	25 92.6%
HEDIS/CAHPS SUMMARY RATE - Always	162 60.7%	33 47.1%	21 56.8%	10 55.6%	9 69.2%	10 66.7%	10 66.7%	10 83.3%	5 45.5%	9 75.0%	5 71.4%	7 87.5%	5 83.3%	5 71.4%	3 75.0%	1 20.0%	19 70.4%
Mean	3.48	3.36	3.41	3.22	3.62	3.60	3.47	3.83	3.09	3.58	3.71	3.75	3.83	3.71	3.75	3.00	3.63

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q16. Is your child now enrolled in any kind of school or daycare?

(CCC POPULATION)

		=====COUNTY=====															

CCC Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	327	94	42	23	18	18	17	14	12	14	7	9	9	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	2	-	-	-	1	-	-	-	2	-	-	-	-	-	-	-
Yes	272	75	34	20	16	17	14	11	10	9	4	6	9	8	5	5	29
	83.2%	79.8%	81.0%	87.0%	88.9%	94.4%	82.4%	78.6%	83.3%	64.3%	57.1%	66.7%	100.0%	100.0%	100.0%	100.0%	90.6%
					j	BcJkl							CdghJKLq	dghJKLq	ghJKLq	ghJKLq	jk
													B	BC	BCd	BCd	
No	55	19	8	3	2	1	3	3	2	5	3	3	-	-	-	-	3
	16.8%	20.2%	19.0%	13.0%	11.1%	5.6%	17.6%	21.4%	16.7%	35.7%	42.9%	33.3%					9.4%
		F	f						eFq		fq	f					
HEDIS/CAHPS SUMMARY RATE - Yes	272	75	34	20	16	17	14	11	10	9	4	6	9	8	5	5	29
	83.2%	79.8%	81.0%	87.0%	88.9%	94.4%	82.4%	78.6%	83.3%	64.3%	57.1%	66.7%	100.0%	100.0%	100.0%	100.0%	90.6%
					j	BcJkl							CdghJKLq	dghJKLq	ghJKLq	ghJKLq	jk
													B	BC	BCd	BCd	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q17. 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	272	75	34	20	16	17	14	11	10	9	4	6	9	8	5	5	29
Total Valid Responses	262	72	32	20	16	17	12	10	9	9	4	6	9	7	5	5	29
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	10	3	2	-	-	-	2	1	1	-	-	-	-	1	-	-	-
Yes	66	19	9	5	3	5	4	2	2	3	1	1	1	-	1	1	9
	25.2%	26.4%	28.1%	25.0%	18.8%	29.4%	33.3%	20.0%	22.2%	33.3%	25.0%	16.7%	11.1%	20.0%	20.0%	31.0%	
No	196	53	23	15	13	12	8	8	7	6	3	5	8	7	4	4	20
	74.8%	73.6%	71.9%	75.0%	81.3%	70.6%	66.7%	80.0%	77.8%	66.7%	75.0%	83.3%	88.9%	100.0%	80.0%	80.0%	69.0%
													CDeFGJQ				
													B				
HEDIS/CAHPS SUMMARY RATE - Yes	66	19	9	5	3	5	4	2	2	3	1	1	1	-	1	1	9
	25.2%	26.4%	28.1%	25.0%	18.8%	29.4%	33.3%	20.0%	22.2%	33.3%	25.0%	16.7%	11.1%	20.0%	20.0%	31.0%	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q18. (CC-CCC) 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	66	19	9	5	3	5	4	2	2	3	1	1	1	-	1	1	9
Total Valid Responses	65	19	9	5	3	5	3	2	2	3	1	1	1	-	1	1	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Yes	63	17	9	5	3	5	3	2	2	3	1	1	1	-	1	1	9
	96.9%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3.1%	10.5%															
HEDIS/CAHPS SUMMARY RATE - Yes	63	17	9	5	3	5	3	2	2	3	1	1	1	-	1	1	9
	96.9%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q19. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

(CCC POPULATION)

		=====COUNTY=====															

CCC Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	329	95	42	23	18	19	17	14	12	15	7	8	9	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-
Yes	54	18	9	3	2	-	3	1	3	1	3	2	-	1	1	-	7
	16.4%	18.9%	21.4%	13.0%	11.1%		17.6%	7.1%	25.0%	6.7%	42.9%	25.0%		12.5%	20.0%		21.9%
											hj						
No	275	77	33	20	16	19	14	13	9	14	4	6	9	7	4	5	25
	83.6%	81.1%	78.6%	87.0%	88.9%	100.0%	82.4%	92.9%	75.0%	93.3%	57.1%	75.0%	100.0%	87.5%	80.0%	100.0%	78.1%
							CdgIKQ	k		k			BCdgIKQ			CdgIKQ	B
HEDIS/CAHPS SUMMARY RATE	54	18	9	3	2	-	3	1	3	1	3	2	-	1	1	-	7
- Yes	16.4%	18.9%	21.4%	13.0%	11.1%		17.6%	7.1%	25.0%	6.7%	42.9%	25.0%		12.5%	20.0%		21.9%
											hj						

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	54	18	9	3	2	-	3	1	3	1	3	2	-	1	1	-	7
Total Valid Responses	54	18	9	3	2	-	3	1	3	1	3	2	-	1	1	-	7
	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	30	5	6	1	1	-	3	1	2	1	3	1	-	1	1	-	4
	55.6%	27.8%	66.7% B	33.3%	50.0%		100.0% BCDQ	100.0% BCDQ	66.7% BCDQ	100.0% BCDQ	100.0% BCDQ	50.0%		100.0% BCDQ	100.0% BCDQ		57.1%
Usually	10	5	-	1	1	-	-	-	1	-	-	1	-	-	-	-	1
	18.5%	27.8%		33.3%	50.0%				33.3%			50.0%					14.3%
Sometimes	9	5	2	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	16.7%	27.8%	22.2%	33.3%													14.3%
Never	5	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	9.3%	16.7%	11.1%														14.3%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	40	10	6	2	2	-	3	1	3	1	3	2	-	1	1	-	5
	74.1%	55.6%	66.7%	66.7%	100.0% BCq		100.0% BCq	100.0% BCq	100.0% BCq	100.0% BCq	100.0% BCq	100.0% BCq		100.0% BCq	100.0% BCq		71.4%
HEDIS/CAHPS SUMMARY RATE - Always	30	5	6	1	1	-	3	1	2	1	3	1	-	1	1	-	4
	55.6%	27.8%	66.7% B	33.3%	50.0%		100.0% BCDQ	100.0% BCDQ	66.7% BCDQ	100.0% BCDQ	100.0% BCDQ	50.0%		100.0% BCDQ	100.0% BCDQ		57.1%
Mean	3.20	2.67	3.22	3.00	3.50	-	4.00	4.00	3.67	4.00	4.00	3.50	-	4.00	4.00	-	3.14

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																												
	DONA ANA		SAN JUAN		LEA		SANTA FE			CURRY		EDDY		OTERO		ROOSEVELT		SANDOVAL		VALENCIA		RIO ARRIBA		TAOS		LUNA		OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)												
Total Eligible	54	18	9	3	2	-	3	1	3	1	3	2	-	1	1	-	7												
Total Valid Responses	54	18	9	3	2	-	3	1	3	1	3	2	-	1	1	-	7												
	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%												
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-												
Yes	43	14	9	3	2	-	2	1	2	1	2	2	-	-	1	-	4												
	79.6%	77.8%	100.0%	100.0%	100.0%		66.7%	100.0%	66.7%	100.0%	66.7%	100.0%			100.0%		57.1%												
			BQ	BQ	BQ			BQ	BQ	BQ	BQ	BQ			BQ		BQ												
No	11	4	-	-	-	-	1	-	1	-	1	-	-	1	-	-	3												
	20.4%	22.2%					33.3%		33.3%		33.3%			100.0%			42.9%												
														BGIKQ															
HEDIS/CAHPS SUMMARY RATE - Yes	43	14	9	3	2	-	2	1	2	1	2	2	-	-	1	-	4												
	79.6%	77.8%	100.0%	100.0%	100.0%		66.7%	100.0%	66.7%	100.0%	66.7%	100.0%			100.0%		57.1%												
			BQ	BQ	BQ			BQ	BQ	BQ	BQ	BQ			BQ		BQ												

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	329	96	42	23	18	18	17	14	12	14	7	9	9	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	-	1	-	-	-	2	-	-	-	-	-	-	-
Yes	126	30	23	10	7	6	9	4	5	6	3	5	4	2	2	-	10
	38.3%	31.3%	54.8%	43.5%	38.9%	33.3%	52.9%	28.6%	41.7%	42.9%	42.9%	55.6%	44.4%	25.0%	40.0%	-	31.3%
			BhnQ				b										
No	203	66	19	13	11	12	8	10	7	8	4	4	5	6	3	5	22
	61.7%	68.8%	45.2%	56.5%	61.1%	66.7%	47.1%	71.4%	58.3%	57.1%	57.1%	44.4%	55.6%	75.0%	60.0%	100.0%	68.8%
		Cg					c						c			JKLMOQ	C
																DEFGHI	BC
HEDIS/CAHPS SUMMARY RATE	126	30	23	10	7	6	9	4	5	6	3	5	4	2	2	-	10
- Yes	38.3%	31.3%	54.8%	43.5%	38.9%	33.3%	52.9%	28.6%	41.7%	42.9%	42.9%	55.6%	44.4%	25.0%	40.0%	-	31.3%
			BhnQ				b										

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	126	30	23	10	7	6	9	4	5	6	3	5	4	2	2	-	10
Total Valid Responses	121	27	23	10	7	6	9	4	5	5	3	5	4	2	2	-	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
No Answer	5	3	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
Always	74 61.2%	17 63.0%	14 60.9%	7 70.0%	5 71.4%	3 50.0%	5 55.6%	3 75.0%	4 80.0%	2 40.0%	2 66.7%	2 40.0%	2 50.0%	1 50.0%	1 50.0%	-	6 66.7%
Usually	29 24.0%	5 18.5%	6 26.1%	1 10.0%	1 14.3%	3 50.0%	2 22.2%	1 25.0%	-	2 40.0%	1 33.3%	2 40.0%	2 50.0%	1 50.0%	1 50.0%	-	1 11.1%
Sometimes	11 9.1%	3 11.1%	3 13.0%	1 10.0%	-	-	2 22.2%	-	-	1 20.0%	-	-	-	-	-	-	1 11.1%
Never	7 5.8%	2 7.4%	-	1 10.0%	1 14.3%	-	-	-	1 20.0%	-	-	1 20.0%	-	-	-	-	1 11.1%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	103 85.1%	22 81.5%	20 87.0%	8 80.0%	6 85.7%	6 100.0%	7 77.8%	4 100.0%	4 80.0%	4 80.0%	3 100.0%	4 80.0%	4 100.0%	2 100.0%	2 100.0%	-	7 77.8%
HEDIS/CAHPS SUMMARY RATE - Always	74 61.2%	17 63.0%	14 60.9%	7 70.0%	5 71.4%	3 50.0%	5 55.6%	3 75.0%	4 80.0%	2 40.0%	2 66.7%	2 40.0%	2 50.0%	1 50.0%	1 50.0%	-	6 66.7%
Mean	3.40	3.37	3.48	3.40	3.43	3.50	3.33	3.75	3.40	3.20	3.67	3.00	3.50	3.50	3.50	-	3.33

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

(CCC POPULATION)

		=====COUNTY=====																
CCC Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	126	30	23	10	7	6	9	4	5	6	3	5	4	2	2	-	10	
Total Valid Responses	125	30	23	10	7	6	9	4	5	5	3	5	4	2	2	-	10	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	
No Answer	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	
Yes	80	21	14	7	6	3	5	3	2	3	2	2	2	2	2	-	6	
	64.0%	70.0%	60.9%	70.0%	85.7%	50.0%	55.6%	75.0%	40.0%	60.0%	66.7%	40.0%	50.0%	100.0%	100.0%		60.0%	
					il									FGIjLMQ	GIjLMQ			
														BCD	BCDF			
No	45	9	9	3	1	3	4	1	3	2	1	3	2	-	-	-	4	
	36.0%	30.0%	39.1%	30.0%	14.3%	50.0%	44.4%	25.0%	60.0%	40.0%	33.3%	60.0%	50.0%				40.0%	
								e				e						
HEDIS/CAHPS SUMMARY RATE - Yes	80	21	14	7	6	3	5	3	2	3	2	2	2	2	2	-	6	
	64.0%	70.0%	60.9%	70.0%	85.7%	50.0%	55.6%	75.0%	40.0%	60.0%	66.7%	40.0%	50.0%	100.0%	100.0%		60.0%	
					il									FGIjLMQ	GIjLMQ			
														BCD	BCDF			

Comparison Groups: BCDEFGHIJKLMO PQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q25. 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	SANTA			EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	325	94	42	22	18	19	17	14	12	13	7	9	9	8	5	5	31
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	2	-	1	-	-	-	-	-	3	-	-	-	-	-	-	1
Yes	124	31	16	8	3	8	5	6	4	5	3	6	6	4	2	2	15
	38.2%	33.0%	38.1%	36.4%	16.7%	42.1%	29.4%	42.9%	33.3%	38.5%	42.9%	66.7%	66.7%	50.0%	40.0%	40.0%	48.4%
			e			e		e				BEg	BEg	e			E
No	201	63	26	14	15	11	12	8	8	8	4	3	3	4	3	3	16
	61.8%	67.0%	61.9%	63.6%	83.3%	57.9%	70.6%	57.1%	66.7%	61.5%	57.1%	33.3%	33.3%	50.0%	60.0%	60.0%	51.6%
		LM			fhLMnQ		lm										
HEDIS/CAHPS SUMMARY RATE	124	31	16	8	3	8	5	6	4	5	3	6	6	4	2	2	15
- Yes	38.2%	33.0%	38.1%	36.4%	16.7%	42.1%	29.4%	42.9%	33.3%	38.5%	42.9%	66.7%	66.7%	50.0%	40.0%	40.0%	48.4%
			e			e		e				BEg	BEg	e			E

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	124	31	16	8	3	8	5	6	4	5	3	6	6	4	2	2	15
Total Valid Responses	124	31	16	8	3	8	5	6	4	5	3	6	6	4	2	2	15
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	61 49.2%	12 38.7%	8 50.0%	5 62.5%	1 33.3%	5 62.5%	2 40.0%	4 66.7%	1 25.0%	4 80.0%	3 100.0%	2 33.3%	4 66.7%	2 50.0%	1 50.0%	-	7 46.7%
Usually	32 25.8%	12 38.7%	4 25.0%	2 25.0%	1 33.3%	3 37.5%	1 20.0%	1 16.7%	-	-	-	2 33.3%	1 16.7%	2 50.0%	1 50.0%	-	2 13.3%
Sometimes	19 15.3%	4 12.9%	1 6.3%	1 12.5%	-	-	2 40.0%	1 16.7%	-	-	-	2 33.3%	1 16.7%	-	-	2 100.0%	5 33.3%
Never	12 9.7%	3 9.7%	3 18.8%	-	1 33.3%	-	-	-	3 75.0%	1 20.0%	-	-	-	-	-	-	1 6.7%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	93 75.0%	24 77.4%	12 75.0%	7 87.5%	2 66.7%	8 100.0%	3 60.0%	5 83.3%	1 25.0%	4 80.0%	3 100.0%	4 66.7%	5 83.3%	4 100.0%	2 100.0%	-	9 60.0%
HEDIS/CAHPS SUMMARY RATE - Always	61 49.2%	12 38.7%	8 50.0%	5 62.5%	1 33.3%	5 62.5%	2 40.0%	4 66.7%	1 25.0%	4 80.0%	3 100.0%	2 33.3%	4 66.7%	2 50.0%	1 50.0%	-	7 46.7%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?

(CCC POPULATION)

		=====COUNTY=====																
CCC Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Mean	3.15	3.06	3.06	3.50	2.67	3.63	3.00	3.50	1.75	3.40	4.00	3.00	3.50	3.50	3.50	2.00	3.00	

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
770-978-3173
2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	124	31	16	8	3	8	5	6	4	5	3	6	6	4	2	2	15
Total Valid Responses	122	31	16	7	3	8	5	6	4	4	3	6	6	4	2	2	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-
Yes	66	17	8	4	2	6	2	2	1	3	3	3	3	3	1	1	7
	54.1%	54.8%	50.0%	57.1%	66.7%	75.0%	40.0%	33.3%	25.0%	75.0%	100.0%	50.0%	50.0%	75.0%	50.0%	50.0%	46.7%
						hi					BCDGHILMQ						
No	56	14	8	3	1	2	3	4	3	1	-	3	3	1	1	1	8
	45.9%	45.2%	50.0%	42.9%	33.3%	25.0%	60.0%	66.7%	75.0%	25.0%		50.0%	50.0%	25.0%	50.0%	50.0%	53.3%
								f	f								
HEDIS/CAHPS SUMMARY RATE - Yes	66	17	8	4	2	6	2	2	1	3	3	3	3	3	1	1	7
	54.1%	54.8%	50.0%	57.1%	66.7%	75.0%	40.0%	33.3%	25.0%	75.0%	100.0%	50.0%	50.0%	75.0%	50.0%	50.0%	46.7%
						hi					BCDGHILMQ						

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q28. 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	324	94	42	23	16	19	16	14	12	13	7	9	9	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	2	-	-	2	-	1	-	-	3	-	-	-	-	-	-	-
Yes	141	34	22	9	10	8	9	8	6	4	3	5	4	3	2	1	13
	43.5%	36.2%	52.4%	39.1%	62.5%	42.1%	56.3%	57.1%	50.0%	30.8%	42.9%	55.6%	44.4%	37.5%	40.0%	20.0%	40.6%
			bp		BjP		p	p									
No	183	60	20	14	6	11	7	6	6	9	4	4	5	5	3	4	19
	56.5%	63.8%	47.6%	60.9%	37.5%	57.9%	43.8%	42.9%	50.0%	69.2%	57.1%	44.4%	55.6%	62.5%	60.0%	80.0%	59.4%
		cE						e								cEgh	
HEDIS/CAHPS SUMMARY RATE - Yes	141	34	22	9	10	8	9	8	6	4	3	5	4	3	2	1	13
	43.5%	36.2%	52.4%	39.1%	62.5%	42.1%	56.3%	57.1%	50.0%	30.8%	42.9%	55.6%	44.4%	37.5%	40.0%	20.0%	40.6%
			bp		BjP		p	p									

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q29. (CC-CCC) 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?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	141	34	22	9	10	8	9	8	6	4	3	5	4	3	2	1	13
Total Valid Responses	138	34	21	9	10	8	8	8	6	4	3	5	4	3	1	1	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-
Yes	94	24	12	7	7	4	6	4	4	4	3	4	3	2	1	-	9
	68.1%	70.6%	57.1%	77.8%	70.0%	50.0%	75.0%	50.0%	66.7%	100.0%	100.0%	80.0%	75.0%	66.7%	100.0%	-	69.2%
										CEFH <i>iq</i>	B				CEFH <i>iq</i>	B	
No	44	10	9	2	3	4	2	4	2	-	-	1	1	1	-	1	4
	31.9%	29.4%	42.9%	22.2%	30.0%	50.0%	25.0%	50.0%	33.3%			20.0%	25.0%	33.3%		100.0%	30.8%
																HILMNQ	BCDEFG
HEDIS/CAHPS SUMMARY RATE - Yes	94	24	12	7	7	4	6	4	4	4	3	4	3	2	1	-	9
	68.1%	70.6%	57.1%	77.8%	70.0%	50.0%	75.0%	50.0%	66.7%	100.0%	100.0%	80.0%	75.0%	66.7%	100.0%	-	69.2%
										CEFH <i>iq</i>	B				CEFH <i>iq</i>	B	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q30. Does your child have a personal doctor?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	DONA		SAN		SANTA					RIO							
	BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	331	96	42	23	18	19	17	14	12	15	7	9	9	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Yes	298	83	41	20	18	16	15	11	11	14	7	8	8	8	5	5	28
	90.0%	86.5%	97.6%	87.0%	100.0%	84.2%	88.2%	78.6%	91.7%	93.3%	100.0%	88.9%	88.9%	100.0%	100.0%	100.0%	87.5%
			Bh		BdfhQ						BdfhQ			BdfhQ	BdfhQ	BdfhQ	
No	33	13	1	3	-	3	2	3	1	1	-	1	1	-	-	-	4
	10.0%	13.5%	2.4%	13.0%		15.8%	11.8%	21.4%	8.3%	6.7%		11.1%	11.1%				12.5%
		C						c									
HEDIS/CAHPS SUMMARY RATE	298	83	41	20	18	16	15	11	11	14	7	8	8	8	5	5	28
- Yes	90.0%	86.5%	97.6%	87.0%	100.0%	84.2%	88.2%	78.6%	91.7%	93.3%	100.0%	88.9%	88.9%	100.0%	100.0%	100.0%	87.5%
			Bh		BdfhQ						BdfhQ			BdfhQ	BdfhQ	BdfhQ	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(CCC POPULATION)

		=====COUNTY=====															

CCC Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	298	83	41	20	18	16	15	11	11	14	7	8	8	8	5	5	28
Total Valid Responses	287	78	41	20	16	16	15	11	11	13	7	8	8	7	5	5	26
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	5	-	-	2	-	-	-	-	1	-	-	-	1	-	-	2
None	49	20	8	3	3	-	3	1	1	1	-	2	4	-	1	-	2
	17.1%	25.6%	19.5%	15.0%	18.8%		20.0%	9.1%	9.1%	7.7%		25.0%	50.0%		20.0%		7.7%
		hiJQ											dHIJQ				
1 time	83	24	11	6	2	5	7	1	3	7	2	1	2	5	-	1	6
	28.9%	30.8%	26.8%	30.0%	12.5%	31.3%	46.7%	9.1%	27.3%	53.8%	28.6%	12.5%	25.0%	71.4%		20.0%	23.1%
		eH					EHL			cEHLq				HIKLMPO			
														BCDEF			
2	61	14	8	3	4	1	4	3	2	3	3	3	-	1	2	2	8
	21.3%	17.9%	19.5%	15.0%	25.0%	6.3%	26.7%	27.3%	18.2%	23.1%	42.9%	37.5%		14.3%	40.0%	40.0%	30.8%
											f	f					F
3	39	7	5	3	2	5	1	4	2	-	1	1	2	-	2	1	3
	13.6%	9.0%	12.2%	15.0%	12.5%	31.3%	6.7%	36.4%	18.2%		14.3%	12.5%	25.0%		40.0%	20.0%	11.5%
						bg		bg									
4	26	8	2	2	3	5	-	-	1	-	1	1	-	-	-	-	3
	9.1%	10.3%	4.9%	10.0%	18.8%	31.3%			9.1%		14.3%	12.5%					11.5%
						bC											
5 to 9	20	3	5	1	2	-	-	2	1	2	-	-	-	1	-	-	3
	7.0%	3.8%	12.2%	5.0%	12.5%			18.2%	9.1%	15.4%				14.3%			11.5%
10 or more times	9	2	2	2	-	-	-	-	1	-	-	-	-	-	-	1	1
	3.1%	2.6%	4.9%	10.0%					9.1%							20.0%	3.8%
HEDIS/CAHPS SUMMARY RATE	238	58	33	17	13	16	12	10	10	12	7	6	4	7	4	5	24
- 1 or More times	82.9%	74.4%	80.5%	85.0%	81.3%	100.0%	80.0%	90.9%	90.9%	92.3%	100.0%	75.0%	50.0%	100.0%	80.0%	100.0%	92.3%
				m		BCdegM		bM	bM	BM	BCdegM			BCdegM		BCdegM	BM

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(CCC POPULATION)

		=====COUNTY=====																
CCC Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Mean		3.02	2.69	3.12	3.30	3.38	3.63	2.20	3.64	3.55	2.77	3.14	2.75	2.00	2.71	3.00	3.80	3.46

Comparison Groups: BCDEFGHIJKLMNOQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
770-978-3173
2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q32. (HWDC) 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																	
	BERNALILLO	DONA ANA	SAN JUAN	LEA	SANTA FE			CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	238	58	33	17	13	16	12	10	10	12	7	6	4	7	4	5	24	
Total Valid Responses	238	58	33	17	13	16	12	10	10	12	7	6	4	7	4	5	24	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Always	192 80.7%	45 77.6% i	28 84.8% I	14 82.4% i	11 84.6% i	13 81.3% i	10 83.3% i	9 90.0% I	5 50.0% I	10 83.3% i	5 71.4%	5 83.3%	4 100.0% BCdfIkOq	6 85.7% i	2 50.0%	4 80.0%	21 87.5% I	
Usually	33 13.9%	11 19.0%	3 9.1%	3 17.6%	1 7.7%	2 12.5%	-	-	3 30.0%	1 8.3%	1 14.3%	1 16.7%	-	1 14.3%	2 50.0%	1 20.0%	3 12.5%	
Sometimes	10 4.2%	1 1.7%	2 6.1%	-	1 7.7%	1 6.3%	1 8.3%	1 10.0%	2 20.0%	-	1 14.3%	-	-	-	-	-	-	
Never	3 1.3%	1 1.7%	-	-	-	-	1 8.3%	-	-	1 8.3%	-	-	-	-	-	-	-	
HEDIS/CAHPS SUMMARY RATE - Always/Usually	225 94.5%	56 96.6%	31 93.9%	17 100.0%	12 92.3%	15 93.8%	10 83.3%	9 90.0%	8 80.0%	11 91.7%	6 85.7%	6 100.0%	4 100.0%	7 100.0%	4 100.0%	5 100.0%	24 100.0%	
HEDIS/CAHPS SUMMARY RATE - Always	192 80.7%	45 77.6% i	28 84.8% I	14 82.4% i	11 84.6% i	13 81.3% i	10 83.3% i	9 90.0% I	5 50.0% I	10 83.3% i	5 71.4%	5 83.3%	4 100.0% BCdfIkOq	6 85.7% i	2 50.0%	4 80.0%	21 87.5% I	
Mean	3.74	3.72	3.79	3.82	3.77	3.75	3.58	3.80	3.30	3.67	3.57	3.83	4.00	3.86	3.50	3.80	3.88	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	238	58	33	17	13	16	12	10	10	12	7	6	4	7	4	5	24
Total Valid Responses	237	57	33	17	13	16	12	10	10	12	7	6	4	7	4	5	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	189	41	23	14	11	13	10	10	5	10	5	6	4	6	4	4	23
	79.7%	71.9%	69.7%	82.4%	84.6%	81.3%	83.3%	100.0%	50.0%	83.3%	71.4%	100.0%	100.0%	85.7%	100.0%	80.0%	95.8%
				i	i	i	i	BCdfIk		i		BCdfIk	BCdfIk	i	BCdfIk		BCI
Usually	36	14	7	3	1	2	-	-	4	1	1	-	-	1	-	1	1
	15.2%	24.6%	21.2%	17.6%	7.7%	12.5%			40.0%	8.3%	14.3%			14.3%		20.0%	4.2%
		eJQ	Q						eJQ								
Sometimes	10	1	3	-	1	1	2	-	1	-	1	-	-	-	-	-	-
	4.2%	1.8%	9.1%		7.7%	6.3%	16.7%		10.0%		14.3%						
Never	2	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	0.8%	1.8%								8.3%							
HEDIS/CAHPS SUMMARY RATE - Always/Usually	225	55	30	17	12	15	10	10	9	11	6	6	4	7	4	5	24
	94.9%	96.5%	90.9%	100.0%	92.3%	93.8%	83.3%	100.0%	90.0%	91.7%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
				c				c				c	c	c	c	c	c
HEDIS/CAHPS SUMMARY RATE - Always	189	41	23	14	11	13	10	10	5	10	5	6	4	6	4	4	23
	79.7%	71.9%	69.7%	82.4%	84.6%	81.3%	83.3%	100.0%	50.0%	83.3%	71.4%	100.0%	100.0%	85.7%	100.0%	80.0%	95.8%
				i	i	i	i	BCdfIk		i		BCdfIk	BCdfIk	i	BCdfIk		BCI
Mean	3.74	3.67	3.61	3.82	3.77	3.75	3.67	4.00	3.40	3.67	3.57	4.00	4.00	3.86	4.00	3.80	3.96

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																					
	DONA ANA		SAN JUAN		SANTA FE				CURRY		EDDY		OTERO		RIO ARriba		TAOS		LUNA		OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)					
Total Eligible	238	58	33	17	13	16	12	10	10	12	7	6	4	7	4	5	24					
Total Valid Responses	238	58	33	17	13	16	12	10	10	12	7	6	4	7	4	5	24					
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-					
Always	198	44	27	14	12	12	11	9	6	11	6	6	4	6	3	4	23					
	83.2%	75.9%	81.8%	82.4%	92.3%	75.0%	91.7%	90.0%	60.0%	91.7%	85.7%	100.0%	100.0%	85.7%	75.0%	80.0%	95.8%					
					bi		i	i		i	BCdFI	BCdFI	BCdFI			BcFI						
Usually	34	12	5	2	1	4	1	1	3	-	1	-	-	1	1	1	1					
	14.3%	20.7%	15.2%	11.8%	7.7%	25.0%	8.3%	10.0%	30.0%		14.3%			14.3%	25.0%	20.0%	4.2%					
		Q				q		q														
Sometimes	4	1	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-					
	1.7%	1.7%	3.0%	5.9%				10.0%														
Never	2	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-					
	0.8%	1.7%								8.3%												
HEDIS/CAHPS SUMMARY RATE - Always/Usually	232	56	32	16	13	16	12	10	9	11	7	6	4	7	4	5	24					
	97.5%	96.6%	97.0%	94.1%	100.0%	100.0%	100.0%	100.0%	90.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					
HEDIS/CAHPS SUMMARY RATE - Always	198	44	27	14	12	12	11	9	6	11	6	6	4	6	3	4	23					
	83.2%	75.9%	81.8%	82.4%	92.3%	75.0%	91.7%	90.0%	60.0%	91.7%	85.7%	100.0%	100.0%	85.7%	75.0%	80.0%	95.8%					
					bi		i	i		i	BCdFI	BCdFI	BCdFI			BcFI						
Mean	3.80	3.71	3.79	3.76	3.92	3.75	3.92	3.90	3.50	3.75	3.86	4.00	4.00	3.86	3.75	3.80	3.96					

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q35. Is your child able to talk with doctors about his or her health care?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	238	58	33	17	13	16	12	10	10	12	7	6	4	7	4	5	24
Total Valid Responses	237	57	33	17	13	16	12	10	10	12	7	6	4	7	4	5	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	175	43	21	12	11	11	10	8	6	7	5	6	3	6	4	5	17
	73.8%	75.4%	63.6%	70.6%	84.6%	68.8%	83.3%	80.0%	60.0%	58.3%	71.4%	100.0%	75.0%	85.7%	100.0%	100.0%	70.8%
											BCDFIJKQ			DFIJKQ	DFIJKQ	DFIJKQ	
														BC	BC	BC	
No	62	14	12	5	2	5	2	2	4	5	2	-	1	1	-	-	7
	26.2%	24.6%	36.4%	29.4%	15.4%	31.3%	16.7%	20.0%	40.0%	41.7%	28.6%		25.0%	14.3%			29.2%
HEDIS/CAHPS SUMMARY RATE - Yes	175	43	21	12	11	11	10	8	6	7	5	6	3	6	4	5	17
	73.8%	75.4%	63.6%	70.6%	84.6%	68.8%	83.3%	80.0%	60.0%	58.3%	71.4%	100.0%	75.0%	85.7%	100.0%	100.0%	70.8%
											BCDFIJKQ			DFIJKQ	DFIJKQ	DFIJKQ	
														BC	BC	BC	

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																	
	DONA ANA		SAN JUAN	LEA	SANTA FE			CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	175	43	21	12	11	11	10	8	6	7	5	6	3	6	4	5	17	
Total Valid Responses	174	43	21	12	11	10	10	8	6	7	5	6	3	6	4	5	17	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
Always	131	29	15	7	10	9	9	7	3	6	5	6	3	3	3	1	15	
	75.3%	67.4%	71.4%	58.3%	90.9%	90.0%	90.0%	87.5%	50.0%	85.7%	100.0%	100.0%	100.0%	50.0%	75.0%	20.0%	88.2%	
		P	P	p	BdinP	bdinP	bdinP	P		P	BCDINP	BCDINP	BCDINP		p		BdinP	
Usually	31	10	5	4	-	-	-	-	1	1	-	-	-	3	1	4	2	
	17.8%	23.3%	23.8%	33.3%					16.7%	14.3%				50.0%	25.0%	80.0%	11.8%	
														q		CDIJoQ	B	
Sometimes	8	2	1	1	1	1	1	1	-	-	-	-	-	-	-	-	-	
	4.6%	4.7%	4.8%	8.3%	9.1%	10.0%	10.0%	12.5%										
Never	4	2	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	
	2.3%	4.7%							33.3%									
HEDIS/CAHPS SUMMARY RATE - Always/Usually	162	39	20	11	10	9	9	7	4	7	5	6	3	6	4	5	17	
	93.1%	90.7%	95.2%	91.7%	90.9%	90.0%	90.0%	87.5%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
										Bi	Bi	Bi	Bi	Bi	Bi	Bi	Bi	
HEDIS/CAHPS SUMMARY RATE - Always	131	29	15	7	10	9	9	7	3	6	5	6	3	3	3	1	15	
	75.3%	67.4%	71.4%	58.3%	90.9%	90.0%	90.0%	87.5%	50.0%	85.7%	100.0%	100.0%	100.0%	50.0%	75.0%	20.0%	88.2%	
		P	P	p	BdinP	bdinP	bdinP	P		P	BCDINP	BCDINP	BCDINP		p		BdinP	
Mean	3.66	3.53	3.67	3.50	3.82	3.80	3.80	3.75	2.83	3.86	4.00	4.00	4.00	3.50	3.75	3.20	3.88	

Comparison Groups: BCDEFHGIJKLMO PQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	238	58	33	17	13	16	12	10	10	12	7	6	4	7	4	5	24
Total Valid Responses	236	56	33	17	13	16	12	10	10	12	7	6	4	7	4	5	24
No Answer	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	162 68.6%	34 60.7%	22 66.7%	11 64.7%	10 76.9%	11 68.8%	9 75.0%	8 80.0%	6 60.0%	6 50.0%	6 85.7%	4 66.7%	4 100.0%	5 71.4%	2 50.0%	2 40.0%	22 91.7%
Usually	57 24.2%	19 33.9%	9 27.3%	5 29.4%	2 15.4%	4 25.0%	1 8.3%	2 20.0%	3 30.0%	3 25.0%	1 14.3%	1 16.7%	-	1 14.3%	2 50.0%	2 40.0%	2 8.3%
Sometimes	12 5.1%	2 3.6%	2 6.1%	-	1 7.7%	1 6.3%	2 16.7%	-	-	2 16.7%	-	-	-	1 14.3%	-	1 20.0%	-
Never	5 2.1%	1 1.8%	-	1 5.9%	-	-	-	-	1 10.0%	1 8.3%	-	1 16.7%	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	219 92.8%	53 94.6%	31 93.9%	16 94.1%	12 92.3%	15 93.8%	10 83.3%	10 100.0%	9 90.0%	9 75.0%	7 100.0%	5 83.3%	4 100.0%	6 85.7%	4 100.0%	4 80.0%	24 100.0%
HEDIS/CAHPS SUMMARY RATE - Always	162 68.6%	34 60.7%	22 66.7%	11 64.7%	10 76.9%	11 68.8%	9 75.0%	8 80.0%	6 60.0%	6 50.0%	6 85.7%	4 66.7%	4 100.0%	5 71.4%	2 50.0%	2 40.0%	22 91.7%
Mean	3.59	3.54	3.61	3.53	3.69	3.63	3.58	3.80	3.40	3.17	3.86	3.33	4.00	3.57	3.50	3.20	3.92

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q38. (FCC-PD) In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	238	58	33	17	13	16	12	10	10	12	7	6	4	7	4	5	24
Total Valid Responses	236	57	33	16	13	16	12	10	10	12	7	6	4	7	4	5	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	210	52	29	14	10	14	10	10	6	10	7	5	4	7	4	5	23
	89.0%	91.2%	87.9%	87.5%	76.9%	87.5%	83.3%	100.0%	60.0%	83.3%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	95.8%
		i	i					BCEI			BCEI		BCEI	BCEI	BCEI	BCEI	I
No	26	5	4	2	3	2	2	-	4	2	-	1	-	-	-	-	1
	11.0%	8.8%	12.1%	12.5%	23.1%	12.5%	16.7%		40.0%	16.7%		16.7%					4.2%
								bcQ									
HEDIS/CAHPS SUMMARY RATE - Yes	210	52	29	14	10	14	10	10	6	10	7	5	4	7	4	5	23
	89.0%	91.2%	87.9%	87.5%	76.9%	87.5%	83.3%	100.0%	60.0%	83.3%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	95.8%
		i	i					BCEI			BCEI		BCEI	BCEI	BCEI	BCEI	I

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	DONA		SAN		SANTA					RIO							
	BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	238	58	33	17	13	16	12	10	10	12	7	6	4	7	4	5	24
Total Valid Responses	237	58	33	17	13	16	12	10	10	12	7	5	4	7	4	5	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Yes	143	35	22	11	9	11	5	5	7	4	3	2	4	5	2	3	15
	60.3%	60.3%	66.7%	64.7%	69.2%	68.8%	41.7%	50.0%	70.0%	33.3%	42.9%	40.0%	100.0%	71.4%	50.0%	60.0%	62.5%
		j	J	j	j	J			j				IJKLnOpQ BCDEFGH	j			j
No	94	23	11	6	4	5	7	5	3	8	4	3	-	2	2	2	9
	39.7%	39.7%	33.3%	35.3%	30.8%	31.3%	58.3%	50.0%	30.0%	66.7%	57.1%	60.0%		28.6%	50.0%	40.0%	37.5%
							deFinq bC										
HEDIS/CAHPS SUMMARY RATE - Yes	143	35	22	11	9	11	5	5	7	4	3	2	4	5	2	3	15
	60.3%	60.3%	66.7%	64.7%	69.2%	68.8%	41.7%	50.0%	70.0%	33.3%	42.9%	40.0%	100.0%	71.4%	50.0%	60.0%	62.5%
		j	J	j	j	J			j				IJKLnOpQ BCDEFGH	j			j

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q40. (CC) 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	DONA		SAN		SANTA					RIO							
	BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	143	35	22	11	9	11	5	5	7	4	3	2	4	5	2	3	15
Total Valid Responses	140	32	22	11	9	11	5	5	7	4	3	2	4	5	2	3	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	82	14	12	8	6	9	5	5	2	2	2	1	3	2	1	-	10
	58.6%	43.8%	54.5%	72.7%	66.7%	81.8%	100.0%	100.0%	28.6%	50.0%	66.7%	50.0%	75.0%	40.0%	50.0%	-	66.7%
				bI		BcIn	DEIJNQ	DEIJNQ					i				i
							BC	BC									
Usually	38	14	6	2	2	1	-	-	3	-	-	1	-	2	1	3	3
	27.1%	43.8%	27.3%	18.2%	22.2%	9.1%			42.9%			50.0%		40.0%	50.0%	100.0%	20.0%
		dFq														DEFINQ	BC
Sometimes	14	3	4	-	1	-	-	-	1	1	1	-	1	1	-	-	1
	10.0%	9.4%	18.2%		11.1%				14.3%	25.0%	33.3%		25.0%	20.0%			6.7%
Never	6	1	-	1	-	1	-	-	1	1	-	-	-	-	-	-	1
	4.3%	3.1%		9.1%		9.1%			14.3%	25.0%							6.7%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	120	28	18	10	8	10	5	5	5	2	2	2	3	4	2	3	13
	85.7%	87.5%	81.8%	90.9%	88.9%	90.9%	100.0%	100.0%	71.4%	50.0%	66.7%	100.0%	75.0%	80.0%	100.0%	100.0%	86.7%
							BCiJ	BCiJ				BCiJ		BCiJ	BCiJ	BCiJ	
HEDIS/CAHPS SUMMARY RATE - Always	82	14	12	8	6	9	5	5	2	2	2	1	3	2	1	-	10
	58.6%	43.8%	54.5%	72.7%	66.7%	81.8%	100.0%	100.0%	28.6%	50.0%	66.7%	50.0%	75.0%	40.0%	50.0%		66.7%
				bI		BcIn	DEIJNQ	DEIJNQ					i				i
							BC	BC									
Mean	3.40	3.28	3.36	3.55	3.56	3.64	4.00	4.00	2.86	2.75	3.33	3.50	3.50	3.20	3.50	3.00	3.47

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
770-978-3173
2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q41. 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	298	83	41	20	18	16	15	11	11	14	7	8	8	8	5	5	28
Total Valid Responses	296	82	41	20	18	16	15	11	11	13	7	8	8	8	5	5	28
No Answer	2	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
10 - Best personal doctor possible	165 55.7%	45 54.9%	20 48.8%	13 65.0%	8 44.4%	8 50.0%	12 80.0%	7 63.6%	2 18.2%	6 46.2%	4 57.1%	8 100.0%	6 75.0%	4 50.0%	1 20.0%	2 40.0%	19 67.9%
		Io	I	IO		i	EfIJO p	Io			i	HIJKNO PQ	IO				IO
							BC										
9	55 18.6%	14 17.1%	10 24.4%	2 10.0%	5 27.8%	3 18.8%	2 13.3%	3 27.3%	3 23.1%	3 23.1%	-	-	2 25.0%	2 25.0%	2 40.0%	1 20.0%	3 10.7%
8	34 11.5%	9 11.0%	5 12.2%	3 15.0%	3 16.7%	2 12.5%	-	-	1 9.1%	1 7.7%	1 14.3%	-	-	2 25.0%	1 20.0%	2 40.0%	4 14.3%
7	20 6.8%	8 9.8%	3 7.3%	-	2 11.1%	3 18.8%	-	-	1 9.1%	1 7.7%	1 14.3%	-	-	-	1 20.0%	-	-
6	6 2.0%	2 2.4%	-	-	-	-	1 6.7%	1 9.1%	1 9.1%	1 7.7%	-	-	-	-	-	-	-
5	9 3.0%	2 2.4%	2 4.9%	-	-	-	-	-	1 9.1%	1 7.7%	1 14.3%	-	-	-	-	-	2 7.1%
4	1 0.3%	-	-	-	-	-	-	-	1 9.1%	-	-	-	-	-	-	-	-
3	4 1.4%	2 2.4%	1 2.4%	1 5.0%	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q41. 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?

(CCC POPULATION)

		=====COUNTY=====																
CCC Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
2	2 0.7%	-	-	1 5.0%	-	-	-	-	1 9.1%	-	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst personal doctor possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - 8-10	254 85.8%	68 82.9%	35 85.4%	18 90.0%	16 88.9%	13 81.3%	14 93.3%	10 90.9%	6 54.5%	10 76.9%	5 71.4%	8 100.0%	8 100.0%	8 100.0%	4 80.0%	5 100.0%	26 92.9%	
		i	i	I	I		I	I				BCFIJk	BCFIJk	BCFIJk		BCFIJk	I	
HEDIS/CAHPS SUMMARY RATE - 9-10	220 74.3%	59 72.0%	30 73.2%	15 75.0%	13 72.2%	11 68.8%	14 93.3%	10 90.9%	5 45.5%	9 69.2%	4 57.1%	8 100.0%	8 100.0%	6 75.0%	3 60.0%	3 60.0%	22 78.6%	
		i	i	i			CefIjk B	bI				EFIJKopQ BCD	EFIJKopQ BCD				i	
Mean	8.98	8.93	8.88	8.85	9.06	9.00	9.60	9.36	7.18	8.69	8.57	10.00	9.75	9.25	8.60	9.00	9.25	

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	298	83	41	20	18	16	15	11	11	14	7	8	8	8	5	5	28
Total Valid Responses	292	80	40	20	18	16	15	11	11	13	7	8	8	8	5	5	27
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	3	1	-	-	-	-	-	-	1	-	-	-	-	-	-	1
Yes	200	48	31	17	14	13	8	7	6	10	4	6	7	4	4	5	16
	68.5%	60.0%	77.5%	85.0%	77.8%	81.3%	53.3%	63.6%	54.5%	76.9%	57.1%	75.0%	87.5%	50.0%	80.0%	100.0%	59.3%
			Bg	BGinQ		bg							BGinq			HIJKNQ	BCDEFG
No	92	32	9	3	4	3	7	4	5	3	3	2	1	4	1	-	11
	31.5%	40.0%	22.5%	15.0%	22.2%	18.8%	46.7%	36.4%	45.5%	23.1%	42.9%	25.0%	12.5%	50.0%	20.0%		40.7%
		CDEm					cDEm		dm				dm				Dm
HEDIS/CAHPS SUMMARY RATE - Yes	200	48	31	17	14	13	8	7	6	10	4	6	7	4	4	5	16
	68.5%	60.0%	77.5%	85.0%	77.8%	81.3%	53.3%	63.6%	54.5%	76.9%	57.1%	75.0%	87.5%	50.0%	80.0%	100.0%	59.3%
			Bg	BGinQ		bg							BGinq			HIJKNQ	BCDEFG

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	200	48	31	17	14	13	8	7	6	10	4	6	7	4	4	5	16
Total Valid Responses	195	47	31	17	14	13	8	7	6	9	4	4	7	4	3	5	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	-	-	-	-	-	-	-	1	-	2	-	-	1	-	-
Yes	185	43	31	15	14	12	7	7	5	8	4	4	7	4	3	5	16
	94.9%	91.5%	100.0%	88.2%	100.0%	92.3%	87.5%	100.0%	83.3%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
			B		B			B			B	B	B	B	B	B	B
No	10	4	-	2	-	1	1	-	1	1	-	-	-	-	-	-	-
	5.1%	8.5%		11.8%		7.7%	12.5%		16.7%	11.1%							
HEDIS/CAHPS SUMMARY RATE - Yes	185	43	31	15	14	12	7	7	5	8	4	4	7	4	3	5	16
	94.9%	91.5%	100.0%	88.2%	100.0%	92.3%	87.5%	100.0%	83.3%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
			B		B			B			B	B	B	B	B	B	B

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q44. (FCC-PD) 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	200	48	31	17	14	13	8	7	6	10	4	6	7	4	4	5	16
Total Valid Responses	197	47	31	17	14	13	8	7	6	9	4	5	7	4	4	5	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-
Yes	184	42	30	14	14	13	7	7	4	8	4	5	7	4	4	5	16
	93.4%	89.4%	96.8%	82.4%	100.0%	100.0%	87.5%	100.0%	66.7%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
					Bdi	Bdi		Bdi			Bdi	Bdi	Bdi	Bdi	Bdi	Bdi	Bdi
No	13	5	1	3	-	-	1	-	2	1	-	-	-	-	-	-	-
	6.6%	10.6%	3.2%	17.6%			12.5%		33.3%	11.1%							
HEDIS/CAHPS SUMMARY RATE	184	42	30	14	14	13	7	7	4	8	4	5	7	4	4	5	16
- Yes	93.4%	89.4%	96.8%	82.4%	100.0%	100.0%	87.5%	100.0%	66.7%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
					Bdi	Bdi		Bdi			Bdi	Bdi	Bdi	Bdi	Bdi	Bdi	Bdi

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q45. In the last 6 months, did you make any appointments for your child to see a specialist?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	120	35	21	7	9	5	5	4	7	4	2	3	1	1	3	2	11
	36.1%	36.5%	50.0%	30.4%	50.0%	26.3%	29.4%	28.6%	58.3%	25.0%	28.6%	33.3%	11.1%	12.5%	60.0%	40.0%	34.4%
		Mn	fjMN		MN				fjMN						Mn		m
No	212	61	21	16	9	14	12	10	5	12	5	6	8	7	2	3	21
	63.9%	63.5%	50.0%	69.6%	50.0%	73.7%	70.6%	71.4%	41.7%	75.0%	71.4%	66.7%	88.9%	87.5%	40.0%	60.0%	65.6%
						ci				ci			BCEIOq	bCEIo			
HEDIS/CAHPS SUMMARY RATE - Yes	120	35	21	7	9	5	5	4	7	4	2	3	1	1	3	2	11
	36.1%	36.5%	50.0%	30.4%	50.0%	26.3%	29.4%	28.6%	58.3%	25.0%	28.6%	33.3%	11.1%	12.5%	60.0%	40.0%	34.4%
		Mn	fjMN		MN				fjMN						Mn		m

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	DONA		SAN		SANTA					RIO							
	BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	120	35	21	7	9	5	5	4	7	4	2	3	1	1	3	2	11
Total Valid Responses	119	34	21	7	9	5	5	4	7	4	2	3	1	1	3	2	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	60	9	15	4	6	3	3	3	1	3	1	2	-	1	1	1	7
	50.4%	26.5%	71.4%	57.1%	66.7%	60.0%	60.0%	75.0%	14.3%	75.0%	50.0%	66.7%	100.0%	33.3%	50.0%	63.6%	
			BI	i	BI	i	i	BI		BI		i	DEFGIOQ			BI	
													BC				
Usually	36	16	4	1	3	-	1	-	2	1	1	1	-	-	2	1	3
	30.3%	47.1%	19.0%	14.3%	33.3%		20.0%		28.6%	25.0%	50.0%	33.3%			66.7%	50.0%	27.3%
		CD													cd		
Sometimes	20	6	2	2	-	2	1	1	4	-	-	-	1	-	-	-	1
	16.8%	17.6%	9.5%	28.6%		40.0%	20.0%	25.0%	57.1%				100.0%				9.1%
									BCQ				BCDFGHIQ				
Never	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2.5%	8.8%															
HEDIS/CAHPS SUMMARY RATE - Always/Usually	96	25	19	5	9	3	4	3	3	4	2	3	-	1	3	2	10
	80.7%	73.5%	90.5%	71.4%	100.0%	60.0%	80.0%	75.0%	42.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%
			bI		BdfI					BdfI	BdfI	BdfI		BdfI	BdfI	BdfI	I
HEDIS/CAHPS SUMMARY RATE - Always	60	9	15	4	6	3	3	3	1	3	1	2	-	1	1	1	7
	50.4%	26.5%	71.4%	57.1%	66.7%	60.0%	60.0%	75.0%	14.3%	75.0%	50.0%	66.7%	100.0%	33.3%	50.0%	63.6%	
			BI	i	BI	i	i	BI		BI		i	DEFGIOQ			BI	
													BC				
Mean	3.29	2.91	3.62	3.29	3.67	3.20	3.40	3.50	2.57	3.75	3.50	3.67	2.00	4.00	3.33	3.50	3.55

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q47. How many specialists has your child seen in the last 6 months?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	120	35	21	7	9	5	5	4	7	4	2	3	1	1	3	2	11
Total Valid Responses	120	35	21	7	9	5	5	4	7	4	2	3	1	1	3	2	11
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None	6 5.0%	4 11.4%	-	-	-	-	-	-	-	-	-	-	-	-	1 33.3%	-	1 9.1%
1 specialist	62 51.7%	22 62.9% CdQ	7 33.3%	2 28.6%	7 77.8% CDQ	3 60.0%	4 80.0% q	2 50.0%	5 71.4% cdQ	2 50.0%	1 50.0%	2 66.7%	-	1 100.0% CDfHiJQ	2 66.7%	-	2 18.2%
2	32 26.7%	5 14.3%	8 38.1% Be	2 28.6%	1 11.1%	2 40.0%	1 20.0%	-	1 14.3%	2 50.0%	1 50.0%	1 33.3%	1 100.0% DEFGIJLQ	-	-	1 50.0%	6 54.5% BEI
3	9 7.5%	1 2.9%	1 4.8%	1 14.3%	1 11.1%	-	-	2 50.0% bc	1 14.3%	-	-	-	-	-	-	1 50.0%	1 9.1%
4	4 3.3%	1 2.9%	2 9.5%	-	-	-	-	-	-	-	-	-	-	-	-	-	1 9.1%
5 or more specialists	7 5.8%	2 5.7%	3 14.3%	2 28.6%	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - 1 or More specialists	114 95.0%	31 88.6%	21 100.0%	7 100.0%	9 100.0%	5 100.0%	5 100.0%	4 100.0%	7 100.0%	4 100.0%	2 100.0%	3 100.0%	1 100.0%	1 100.0%	2 66.7%	2 100.0%	10 90.9%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q47. How many specialists has your child seen in the last 6 months?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Mean	2.70	2.40	3.33	3.71	2.33	2.40	2.20	3.00	2.43	2.50	2.50	2.33	3.00	2.00	1.67	3.50	2.91

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
770-978-3173
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q48. 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	DONA		SAN		SANTA					RIO							
	BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	114	31	21	7	9	5	5	4	7	4	2	3	1	1	2	2	10
Total Valid Responses	112	30	21	7	9	5	5	3	7	4	2	3	1	1	2	2	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	60	18	13	3	5	2	4	2	1	2	1	1	-	1	1	1	5
	53.6%	60.0%	61.9%	42.9%	55.6%	40.0%	80.0%	66.7%	14.3%	50.0%	50.0%	33.3%	100.0%	50.0%	50.0%	50.0%	
		I	I		i		I	i					DEFI	JLQ		i	
													EC				
9	14	5	3	-	1	1	-	-	-	-	-	1	1	-	1	-	1
	12.5%	16.7%	14.3%		11.1%	20.0%						33.3%	100.0%	50.0%			10.0%
													BCEFLQ				
8	23	4	3	3	2	2	-	1	2	1	1	1	-	-	-	-	3
	20.5%	13.3%	14.3%	42.9%	22.2%	40.0%		33.3%	28.6%	25.0%	50.0%	33.3%					30.0%
7	4	1	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-
	3.6%	3.3%	4.8%						14.3%							50.0%	
6	3	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	2.7%	3.3%	4.8%						14.3%								
5	4	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	3.6%	3.3%		14.3%					14.3%								10.0%
4	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	0.9%									25.0%							
3	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	0.9%						20.0%										

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q48. 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	0.9%								14.3%								
0 - Worst specialist possible	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	0.9%				11.1%												
HEDIS/CAHPS SUMMARY RATE - 8-10	97	27	19	6	8	5	4	3	3	3	2	3	1	1	2	1	9
	86.6%	90.0%	90.5%	85.7%	88.9%	100.0%	80.0%	100.0%	42.9%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	90.0%
		I	I	i	I	bI		bI			bI	bI	bI	bI	bI		I
HEDIS/CAHPS SUMMARY RATE - 9-10	74	23	16	3	6	3	4	2	1	2	1	2	1	1	2	1	6
	66.1%	76.7%	76.2%	42.9%	66.7%	60.0%	80.0%	66.7%	14.3%	50.0%	50.0%	66.7%	100.0%	100.0%	100.0%	50.0%	60.0%
		dI	I		I	i	I	i				i	BCDEFIJQ	CDEFIJQ	DEFIJQ		I
													B	B	BC		
Mean	8.79	9.17	9.24	8.43	8.33	9.00	8.60	9.33	6.43	8.00	9.00	9.00	9.00	10.00	9.50	8.50	8.80

Comparison Groups: BCDEFHIJKLMNOQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	326	94	42	22	18	19	16	14	12	14	7	9	9	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	2	-	1	-	-	1	-	-	2	-	-	-	-	-	-	-
Yes	106	26	12	7	10	6	4	3	5	5	5	4	2	2	1	2	12
	32.5%	27.7%	28.6%	31.8%	55.6%	31.6%	25.0%	21.4%	41.7%	35.7%	71.4%	44.4%	22.2%	25.0%	20.0%	40.0%	37.5%
					BCgHmo						DFGHjMNOq						BC
No	220	68	30	15	8	13	12	11	7	9	2	5	7	6	4	3	20
	67.5%	72.3%	71.4%	68.2%	44.4%	68.4%	75.0%	78.6%	58.3%	64.3%	28.6%	55.6%	77.8%	75.0%	80.0%	60.0%	62.5%
		EK	EK	K		K	eK	EK		k			eK	K	eK		k
HEDIS/CAHPS SUMMARY RATE - Yes	106	26	12	7	10	6	4	3	5	5	5	4	2	2	1	2	12
	32.5%	27.7%	28.6%	31.8%	55.6%	31.6%	25.0%	21.4%	41.7%	35.7%	71.4%	44.4%	22.2%	25.0%	20.0%	40.0%	37.5%
					BCgHmo						DFGHjMNOq						BC

Comparison Groups: BCDEFHGHIJKLNMOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																	
	DONA ANA		SAN JUAN	LEA	SANTA FE				EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	106	26	12	7	10	6	4	3	5	5	5	4	2	2	1	2	12	
Total Valid Responses	105	26	11	7	10	6	4	3	5	5	5	4	2	2	1	2	12	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Always	64	13	8	5	6	6	1	1	2	3	5	2	1	1	1	1	8	
	61.0%	50.0%	72.7%	71.4%	60.0%	100.0%	25.0%	33.3%	40.0%	60.0%	100.0%	50.0%	50.0%	50.0%	100.0%	50.0%	66.7%	
			g	g		GHIjLQ BCdE			d		CdEGHIjLQ B				GHIjLQ BCdE			
Usually	29	8	-	1	4	-	3	2	2	1	-	2	1	1	-	-	4	
	27.6%	30.8%		14.3%	40.0%		75.0%	66.7%	40.0%	20.0%		50.0%	50.0%	50.0%			33.3%	
							bdj	d										
Sometimes	8	4	2	1	-	-	-	-	-	-	-	-	-	-	-	1	-	
	7.6%	15.4%	18.2%	14.3%												50.0%		
Never	4	1	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-	
	3.8%	3.8%	9.1%						20.0%	20.0%								
HEDIS/CAHPS SUMMARY RATE - Always/Usually	93	21	8	6	10	6	4	3	4	4	5	4	2	2	1	1	12	
	88.6%	80.8%	72.7%	85.7%	100.0%	100.0%	100.0%	100.0%	80.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	
					BC	BC	BC	BC			BC	BC	BC	BC	BC		BC	
HEDIS/CAHPS SUMMARY RATE - Always	64	13	8	5	6	6	1	1	2	3	5	2	1	1	1	1	8	
	61.0%	50.0%	72.7%	71.4%	60.0%	100.0%	25.0%	33.3%	40.0%	60.0%	100.0%	50.0%	50.0%	50.0%	100.0%	50.0%	66.7%	
			g	g		GHIjLQ BCdE					CdEGHIjLQ B				GHIjLQ BCdE			
Mean	3.46	3.27	3.36	3.57	3.60	4.00	3.25	3.33	3.00	3.20	4.00	3.50	3.50	3.50	4.00	3.00	3.67	

Comparison Groups: BCDEF GHIJKL MNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	SANTA				EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO		LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	106	26	12	7	10	6	4	3	5	5	5	4	2	2	1	2	12
Total Valid Responses	104	26	11	7	10	6	4	3	5	5	5	4	2	2	1	2	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Always	86	22	10	6	9	6	3	3	3	3	5	2	2	1	1	1	9
	82.7%	84.6%	90.9%	85.7%	90.0%	100.0%	75.0%	100.0%	60.0%	60.0%	100.0%	50.0%	100.0%	50.0%	100.0%	50.0%	81.8%
						BijL		BijL			BijL		BijL		BijL		
Usually	13	4	-	-	1	-	1	-	1	-	-	2	-	1	-	1	2
	12.5%	15.4%			10.0%		25.0%		20.0%			50.0%		50.0%		50.0%	18.2%
Sometimes	3	-	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-
	2.9%		9.1%	14.3%						20.0%							
Never	2	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-
	1.9%								20.0%	20.0%							
HEDIS/CAHPS SUMMARY RATE - Always/Usually	99	26	10	6	10	6	4	3	4	3	5	4	2	2	1	2	11
	95.2%	100.0%	90.9%	85.7%	100.0%	100.0%	100.0%	100.0%	80.0%	60.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		j			j	j	j	j	j		j	j	j	j	j	j	j
HEDIS/CAHPS SUMMARY RATE - Always	86	22	10	6	9	6	3	3	3	3	5	2	2	1	1	1	9
	82.7%	84.6%	90.9%	85.7%	90.0%	100.0%	75.0%	100.0%	60.0%	60.0%	100.0%	50.0%	100.0%	50.0%	100.0%	50.0%	81.8%
						BijL		BijL			BijL		BijL		BijL		
Mean	3.76	3.85	3.82	3.71	3.90	4.00	3.75	4.00	3.20	3.00	4.00	3.50	4.00	3.50	4.00	3.50	3.82

Comparison Groups: BCDEFGHIJKLMNOQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

(CCC POPULATION)

		=====COUNTY=====															

CCC Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	324	92	42	23	18	18	17	12	11	16	7	9	9	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	4	-	-	-	1	-	2	1	-	-	-	-	-	-	-	-
Yes	99	25	14	7	8	7	4	6	3	4	5	2	1	3	1	2	7
	30.6%	27.2%	33.3%	30.4%	44.4%	38.9%	23.5%	50.0%	27.3%	25.0%	71.4%	22.2%	11.1%	37.5%	20.0%	40.0%	21.9%
			m		M	m		Mq			CDGIJLMOQ						B
No	225	67	28	16	10	11	13	6	8	12	2	7	8	5	4	3	25
	69.4%	72.8%	66.7%	69.6%	55.6%	61.1%	76.5%	50.0%	72.7%	75.0%	28.6%	77.8%	88.9%	62.5%	80.0%	60.0%	78.1%
		K	K	K			K		K	K		K	cEfHK		K		hK
HEDIS/CAHPS SUMMARY RATE - Yes	99	25	14	7	8	7	4	6	3	4	5	2	1	3	1	2	7
	30.6%	27.2%	33.3%	30.4%	44.4%	38.9%	23.5%	50.0%	27.3%	25.0%	71.4%	22.2%	11.1%	37.5%	20.0%	40.0%	21.9%
			m		M	m		Mq			CDGIJLMOQ						B

Comparison Groups: BCDEFHGHIJKLMOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	324	92	42	23	18	18	17	12	11	16	7	9	9	8	5	5	32
Total Valid Responses	323	92	42	23	18	18	17	12	11	15	7	9	9	8	5	5	32
No Answer	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Always	285 88.2%	81 88.0%	39 92.9%	20 87.0%	14 77.8%	16 88.9%	15 88.2%	9 75.0%	9 81.8%	14 93.3%	7 100.0% BcdEHPq	9 100.0% BcdEHPq	9 100.0% BcdEHPq	6 75.0%	5 100.0% cdEHPq	3 60.0%	29 90.6%
Usually	25 7.7%	8 8.7%	2 4.8%	1 4.3%	4 22.2% cd	-	2 11.8%	1 8.3%	1 9.1%	-	-	-	-	2 25.0%	-	2 40.0%	2 6.3%
Sometimes	11 3.4%	3 3.3%	1 2.4%	2 8.7%	-	1 5.6%	-	2 16.7%	-	1 6.7%	-	-	-	-	-	-	1 3.1%
Never	2 0.6%	-	-	-	-	1 5.6%	-	-	1 9.1%	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	310 96.0%	89 96.7%	41 97.6%	21 91.3%	18 100.0% b	16 88.9%	17 100.0% b	10 83.3%	10 90.9%	14 93.3%	7 100.0% b	9 100.0% b	9 100.0% b	8 100.0% b	5 100.0% b	5 100.0% b	31 96.9%
HEDIS/CAHPS SUMMARY RATE - Always	285 88.2%	81 88.0%	39 92.9%	20 87.0%	14 77.8%	16 88.9%	15 88.2%	9 75.0%	9 81.8%	14 93.3%	7 100.0% BcdEHPq	9 100.0% BcdEHPq	9 100.0% BcdEHPq	6 75.0%	5 100.0% cdEHPq	3 60.0%	29 90.6%
Mean	3.84	3.85	3.90	3.78	3.78	3.72	3.88	3.58	3.64	3.87	4.00	4.00	4.00	3.75	4.00	3.60	3.88

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q54. 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	328	95	42	22	18	19	16	14	12	15	7	9	9	8	5	5	32
No Answer	4	1	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-
10 - Best health plan possible	177	43	24	13	11	11	10	7	7	6	4	6	8	5	2	1	19
	54.0%	45.3%	57.1%	59.1%	61.1%	57.9%	62.5%	50.0%	58.3%	40.0%	57.1%	66.7%	88.9%	62.5%	40.0%	20.0%	59.4%
			p	p	p	p	p		p			p	FgHiJOPQ	p			p
													BCDe				
9	49	22	2	2	2	3	1	4	2	3	1	1	-	1	-	-	5
	14.9%	23.2%	4.8%	9.1%	11.1%	15.8%	6.3%	28.6%	16.7%	20.0%	14.3%	11.1%		12.5%			15.6%
		CdG						cg									
8	50	12	11	1	4	1	3	3	1	2	-	1	1	2	2	2	4
	15.2%	12.6%	26.2%	4.5%	22.2%	5.3%	18.8%	21.4%	8.3%	13.3%		11.1%	11.1%	25.0%	40.0%	40.0%	12.5%
			bDFi														
7	26	9	2	2	-	2	1	-	2	3	2	1	-	-	-	1	1
	7.9%	9.5%	4.8%	9.1%		10.5%	6.3%		16.7%	20.0%	28.6%	11.1%				20.0%	3.1%
6	5	3	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	1.5%	3.2%		4.5%												20.0%	
5	11	3	2	3	-	-	-	-	-	1	-	-	-	-	1	-	1
	3.4%	3.2%	4.8%	13.6%						6.7%					20.0%		3.1%
4	4	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1
	1.2%	1.1%			5.6%	5.3%											3.1%
3	3	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	0.9%	1.1%	2.4%														3.1%

Comparison Groups: BCDEFGHIJKLMNO PQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q54. 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?

(CCC POPULATION)

	=====COUNTY=====																	
	CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
2	1 0.3%	1 1.1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
1	1 0.3%	-	-	-	-	-	1 6.3%	-	-	-	-	-	-	-	-	-	-	
0 - Worst health plan possible	1 0.3%	-	-	-	-	1 5.3%	-	-	-	-	-	-	-	-	-	-	-	
SUMMARY - 0-3	6 1.8%	2 2.1%	1 2.4%	-	-	1 5.3%	1 6.3%	-	-	-	-	-	-	-	-	-	1 3.1%	
SUMMARY - 4-7	46 14.0%	16 16.8%	4 9.5%	6 27.3%	1 5.6%	3 15.8%	1 6.3%	-	2 16.7%	4 26.7%	2 28.6%	1 11.1%	-	-	1 20.0%	2 40.0%	3 9.4%	
HEDIS/CAHPS SUMMARY RATE - 8-10	276 84.1%	77 81.1%	37 88.1%	16 72.7%	17 94.4%	15 78.9%	14 87.5%	14 100.0%	14 83.3%	10 73.3%	11 71.4%	5 88.9%	8 100.0%	9 100.0%	8 80.0%	4 60.0%	3 60.0%	28 87.5%
					BDj			DFJkpQ					BCDFJkpQ	CDfJkpQ				
HEDIS/CAHPS SUMMARY RATE - 9-10	226 68.9%	65 68.4%	26 61.9%	15 68.2%	13 72.2%	14 73.7%	11 68.8%	11 78.6%	9 75.0%	9 60.0%	9 71.4%	5 77.8%	7 88.9%	8 75.0%	6 40.0%	2 20.0%	1 20.0%	24 75.0%
		P	P	P	P	P	P	P	P	P	P	P	P	bCjOP	P			P
Mean	8.86	8.73	8.88	8.68	9.11	8.58	8.81	9.29	9.17	8.60	9.00	9.33	9.78	9.38	8.20	7.80	8.94	

Comparison Groups: BCDEFGHIJKLMNOQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

(CCC POPULATION)

		=====COUNTY=====															

CCC Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	329	96	42	22	18	19	17	14	12	15	7	8	9	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-
Yes	242	61	30	17	14	16	9	8	12	12	7	8	8	8	4	3	25
	73.6%	63.5%	71.4%	77.3%	77.8%	84.2%	52.9%	57.1%	100.0%	80.0%	100.0%	100.0%	88.9%	100.0%	80.0%	60.0%	78.1%
						BGh		fgHjpQ	BCDE	g	CDEFGHjpQ	DEfGHjpQ	BGh	EFGHjpQ	BCD		bg
No	87	35	12	5	4	3	8	6	-	3	-	-	1	-	1	2	7
	26.4%	36.5%	28.6%	22.7%	22.2%	15.8%	47.1%	42.9%		20.0%			11.1%		20.0%	40.0%	21.9%
		FMq					FjMq	fm									
HEDIS/CAHPS SUMMARY RATE - Yes	242	61	30	17	14	16	9	8	12	12	7	8	8	8	4	3	25
	73.6%	63.5%	71.4%	77.3%	77.8%	84.2%	52.9%	57.1%	100.0%	80.0%	100.0%	100.0%	88.9%	100.0%	80.0%	60.0%	78.1%
						BGh		fgHjpQ	BCDE	g	CDEFGHjpQ	DEfGHjpQ	BGh	EFGHjpQ	BCD		bg

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q56. (ATPM) In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																	
	DONA ANA		SAN JUAN	LEA	SANTA FE			CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	242	61	30	17	14	16	9	8	12	12	7	8	8	8	4	3	25	
Total Valid Responses	240	61	30	17	14	16	9	8	11	12	7	8	8	8	4	3	24	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	2	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	
Always	171	42	24	10	8	12	8	6	8	7	7	7	7	6	2	1	16	
	71.3%	68.9%	80.0%	58.8%	57.1%	75.0%	88.9%	75.0%	72.7%	58.3%	100.0%	87.5%	87.5%	75.0%	50.0%	33.3%	66.7%	
			p				bdejp				CDEFIJOPQ	dep	dep					
										B								
Usually	42	9	5	5	5	3	-	1	3	-	-	-	1	2	2	1	5	
	17.5%	14.8%	16.7%	29.4%	35.7%	18.8%		12.5%	27.3%				12.5%	25.0%	50.0%	33.3%	20.8%	
Sometimes	22	7	-	2	1	1	1	-	-	5	-	1	-	-	-	1	3	
	9.2%	11.5%		11.8%	7.1%	6.3%	11.1%			41.7%		12.5%				33.3%	12.5%	
										BdeFgq								
Never	5	3	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	
	2.1%	4.9%	3.3%					12.5%										
HEDIS/CAHPS SUMMARY RATE - Always/Usually	213	51	29	15	13	15	8	7	11	7	7	7	8	8	4	2	21	
	88.8%	83.6%	96.7%	88.2%	92.9%	93.8%	88.9%	87.5%	100.0%	58.3%	100.0%	87.5%	100.0%	100.0%	100.0%	66.7%	87.5%	
		j	BJ	j	J	J	j		BJq		BJq		BJq	BJq	BJq		j	
HEDIS/CAHPS SUMMARY RATE - Always	171	42	24	10	8	12	8	6	8	7	7	7	7	6	2	1	16	
	71.3%	68.9%	80.0%	58.8%	57.1%	75.0%	88.9%	75.0%	72.7%	58.3%	100.0%	87.5%	87.5%	75.0%	50.0%	33.3%	66.7%	
			p				bdejp				CDEFIJOPQ	dep	dep					
											B							
Mean	3.58	3.48	3.73	3.47	3.50	3.69	3.78	3.50	3.73	3.17	4.00	3.75	3.88	3.75	3.50	3.00	3.54	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

(CCC POPULATION)

		=====COUNTY=====															

CCC Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	242	61	30	17	14	16	9	8	12	12	7	8	8	8	4	3	25
Total Valid Responses	240	61	29	17	14	16	9	8	12	12	7	8	7	8	4	3	25
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
Yes	158	44	17	9	9	13	6	3	6	8	5	6	6	7	3	3	13
	65.8%	72.1%	58.6%	52.9%	64.3%	81.3%	66.7%	37.5%	50.0%	66.7%	71.4%	75.0%	85.7%	87.5%	75.0%	100.0%	52.0%
		hq				cdHiQ							cdHiQ	cdHiQ		GHIJkQ	BCDEF
No	82	17	12	8	5	3	3	5	6	4	2	2	1	1	1	-	12
	34.2%	27.9%	41.4%	47.1%	35.7%	18.8%	33.3%	62.5%	50.0%	33.3%	28.6%	25.0%	14.3%	12.5%	25.0%		48.0%
			fmn	fmN				bFMN	fmN								bFMN
HEDIS/CAHPS SUMMARY RATE - Yes	158	44	17	9	9	13	6	3	6	8	5	6	6	7	3	3	13
	65.8%	72.1%	58.6%	52.9%	64.3%	81.3%	66.7%	37.5%	50.0%	66.7%	71.4%	75.0%	85.7%	87.5%	75.0%	100.0%	52.0%
		hq				cdHiQ							cdHiQ	cdHiQ		GHIJkQ	BCDEF

Comparison Groups: BCDEF GHIJKL MNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q58. In general, how would you rate your child's overall health?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	330	96	41	23	17	19	17	14	12	16	7	9	9	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Excellent	58	11	6	7	1	3	1	2	2	4	3	4	3	2	2	-	7
	17.6%	11.5%	14.6%	30.4%	5.9%	15.8%	5.9%	14.3%	16.7%	25.0%	42.9%	44.4%	33.3%	25.0%	40.0%	-	21.9%
				bEG							beg	bceG					eg
Very good	102	33	11	9	7	5	7	4	3	5	-	3	3	3	1	-	8
	30.9%	34.4%	26.8%	39.1%	41.2%	26.3%	41.2%	28.6%	25.0%	31.3%		33.3%	33.3%	37.5%	20.0%		25.0%
Good	106	36	13	5	8	7	5	4	6	3	1	-	2	1	1	3	11
	32.1%	37.5%	31.7%	21.7%	47.1%	36.8%	29.4%	28.6%	50.0%	18.8%	14.3%		22.2%	12.5%	20.0%	60.0%	34.4%
		jN		djkn				djkn								jkn	
Fair	60	14	11	2	1	4	4	4	1	3	3	1	1	2	1	2	6
	18.2%	14.6%	26.8%	8.7%	5.9%	21.1%	23.5%	28.6%	8.3%	18.8%	42.9%	11.1%	11.1%	25.0%	20.0%	40.0%	18.8%
			DEi					e			dei						
Poor	4	2	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-
	1.2%	2.1%								6.3%		11.1%					
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	160	44	17	16	8	8	8	6	5	9	3	7	6	5	3	-	15
	48.5%	45.8%	41.5%	69.6%	47.1%	42.1%	47.1%	42.9%	41.7%	56.3%	42.9%	77.8%	66.7%	62.5%	60.0%		46.9%
				BCFq								BCeFghiq					
Mean	2.55	2.61	2.71	2.09	2.53	2.63	2.71	2.71	2.50	2.50	2.57	2.11	2.11	2.38	2.20	3.40	2.50

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q59. In general, how would you rate your child's overall mental or emotional health?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	330	95	42	23	18	19	17	14	12	16	7	9	9	8	5	5	31
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Excellent	70 21.2%	18 18.9%	5 11.9%	8 34.8%	6 33.3%	2 10.5%	1 5.9%	3 21.4%	3 25.0%	6 37.5%	3 42.9%	4 44.4%	-	1 12.5%	2 40.0%	1 20.0%	7 22.6%
Very good	86 26.1%	33 34.7%	9 21.4%	6 26.1%	2 11.1%	5 26.3%	6 35.3%	4 28.6%	1 8.3%	1 6.3%	-	3 33.3%	3 33.3%	4 50.0%	1 20.0%	1 20.0%	7 22.6%
Good	81 24.5%	22 23.2%	15 35.7%	6 26.1%	7 38.9%	5 26.3%	4 23.5%	3 21.4%	4 33.3%	2 12.5%	-	-	2 22.2%	1 12.5%	1 20.0%	1 20.0%	8 25.8%
Fair	73 22.1%	22 23.2%	11 26.2%	2 8.7%	2 11.1%	4 21.1%	5 29.4%	4 28.6%	2 16.7%	3 18.8%	3 42.9%	-	4 44.4%	2 25.0%	1 20.0%	2 40.0%	6 19.4%
Poor	20 6.1%	-	2 4.8%	1 4.3%	1 5.6%	3 15.8%	1 5.9%	-	2 16.7%	4 25.0%	1 14.3%	2 22.2%	-	-	-	-	3 9.7%
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	156 47.3%	51 53.7%	14 33.3%	14 60.9%	8 44.4%	7 36.8%	7 41.2%	7 50.0%	4 33.3%	7 43.8%	3 42.9%	7 77.8%	3 33.3%	5 62.5%	3 60.0%	2 40.0%	14 45.2%
Mean	2.66	2.51	2.90	2.22	2.44	3.05	2.94	2.57	2.92	2.88	2.86	2.22	3.11	2.50	2.20	2.80	2.71

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	235	63	33	14	13	15	11	7	9	12	7	7	8	5	3	4	24
	70.8%	65.6%	78.6%	60.9%	72.2%	78.9%	64.7%	50.0%	75.0%	75.0%	100.0%	77.8%	88.9%	62.5%	60.0%	80.0%	75.0%
			h			h					EFGHIJNoQ		BdH				
											BCD						
No	97	33	9	9	5	4	6	7	3	4	-	2	1	3	2	1	8
	29.2%	34.4%	21.4%	39.1%	27.8%	21.1%	35.3%	50.0%	25.0%	25.0%		22.2%	11.1%	37.5%	40.0%	20.0%	25.0%
		M		m				cEM									
HEDIS/CAHPS SUMMARY RATE - Yes	235	63	33	14	13	15	11	7	9	12	7	7	8	5	3	4	24
	70.8%	65.6%	78.6%	60.9%	72.2%	78.9%	64.7%	50.0%	75.0%	75.0%	100.0%	77.8%	88.9%	62.5%	60.0%	80.0%	75.0%
			h			h					EFGHIJNoQ		BdH				
											BCD						

Comparison Groups: BCDEF GHIJKL MNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q61. Is this because of any medical, behavioral, or other health condition?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	235	63	33	14	13	15	11	7	9	12	7	7	8	5	3	4	24
Total Valid Responses	233	62	33	14	13	15	11	7	9	11	7	7	8	5	3	4	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Yes	226	61	32	14	12	12	11	7	8	11	7	7	8	5	3	4	24
	97.0%	98.4%	97.0%	100.0%	92.3%	80.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		f		f			f	f		f	f	f	f	f	f	f	f
No	7	1	1	-	1	3	-	-	1	-	-	-	-	-	-	-	-
	3.0%	1.6%	3.0%		7.7%	20.0%			11.1%								
						b											
HEDIS/CAHPS SUMMARY RATE - Yes	226	61	32	14	12	12	11	7	8	11	7	7	8	5	3	4	24
	97.0%	98.4%	97.0%	100.0%	92.3%	80.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		f		f			f	f		f	f	f	f	f	f	f	f

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

(CCC POPULATION)

		=====COUNTY=====																

CCC Pop. Total		DONA		SAN		SANTA				RIO				LUNA		OTHER		
		BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	226	61	32	14	12	12	11	7	8	11	7	7	8	5	3	4	24	
Total Valid Responses	225	61	32	14	12	12	11	7	8	11	7	7	7	5	3	4	24	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	
Yes	218	58	30	14	12	11	11	7	8	11	7	6	7	5	3	4	24	
	96.9%	95.1%	93.8%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	
				b	b		b	b	b	b	b		b	b	b	b	b	
No	7	3	2	-	-	1	-	-	-	-	-	1	-	-	-	-	-	
	3.1%	4.9%	6.3%			8.3%						14.3%						
HEDIS/CAHPS SUMMARY RATE	218	58	30	14	12	11	11	7	8	11	7	6	7	5	3	4	24	
- Yes	96.9%	95.1%	93.8%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	
				b	b		b	b	b	b	b		b	b	b	b	b	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q63. 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?

(CCC POPULATION)

		=====COUNTY=====															
		=====COUNTY=====															
CCC Pop. Total		BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	329	94	42	23	18	19	17	14	12	15	7	9	9	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	2	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Yes	193	47	27	15	9	15	8	8	8	11	3	6	5	3	2	2	24
	58.7%	50.0%	64.3%	65.2%	50.0%	78.9%	47.1%	57.1%	66.7%	73.3%	42.9%	66.7%	55.6%	37.5%	40.0%	40.0%	75.0%
						BeGkN				bn							BegN
No	136	47	15	8	9	4	9	6	4	4	4	3	4	5	3	3	8
	41.3%	50.0%	35.7%	34.8%	50.0%	21.1%	52.9%	42.9%	33.3%	26.7%	57.1%	33.3%	44.4%	62.5%	60.0%	60.0%	25.0%
		FjQ			fQ		Fq				f			FjQ			
HEDIS/CAHPS SUMMARY RATE - Yes	193	47	27	15	9	15	8	8	8	11	3	6	5	3	2	2	24
	58.7%	50.0%	64.3%	65.2%	50.0%	78.9%	47.1%	57.1%	66.7%	73.3%	42.9%	66.7%	55.6%	37.5%	40.0%	40.0%	75.0%
						BeGkN				bn							BegN

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q64. Is this because of any medical, behavioral, or other health condition?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	193	47	27	15	9	15	8	8	8	11	3	6	5	3	2	2	24
Total Valid Responses	192	47	27	15	9	15	8	8	8	11	3	5	5	3	2	2	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Yes	178	39	27	15	8	15	8	6	7	11	3	5	5	2	2	2	23
	92.7%	83.0%	100.0%	100.0%	88.9%	100.0%	100.0%	75.0%	87.5%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	95.8%
			B	B		B	B			B	B	B	B		B	B	b
No	14	8	-	-	1	-	-	2	1	-	-	-	-	1	-	-	1
	7.3%	17.0%			11.1%			25.0%	12.5%					33.3%			4.2%
		q															
HEDIS/CAHPS SUMMARY RATE - Yes	178	39	27	15	8	15	8	6	7	11	3	5	5	2	2	2	23
	92.7%	83.0%	100.0%	100.0%	88.9%	100.0%	100.0%	75.0%	87.5%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	95.8%
			B	B		B	B			B	B	B	B		B	B	b

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	178	39	27	15	8	15	8	6	7	11	3	5	5	2	2	2	23
Total Valid Responses	174	39	26	14	8	15	8	6	7	11	3	5	4	2	2	2	22
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	1	-	-	-	-	-	-	-	-	1	-	-	-	1
Yes	170	38	25	13	8	15	8	6	7	11	3	5	4	2	2	2	21
	97.7%	97.4%	96.2%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%
No	4	1	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	2.3%	2.6%	3.8%	7.1%													4.5%
HEDIS/CAHPS SUMMARY RATE	170	38	25	13	8	15	8	6	7	11	3	5	4	2	2	2	21
- Yes	97.7%	97.4%	96.2%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q66. 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?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																							
	DONA ANA		SAN JUAN		SANTA FE				CURRY			EDDY		ROOSEVELT		SANDOVAL		VALENCIA		ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)							
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32							
Total Valid Responses	327	95	42	23	18	19	17	14	12	14	7	8	9	8	5	5	31							
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							
No Answer	5	1	-	-	-	-	-	-	-	2	-	1	-	-	-	-	1							
Yes	128	35	19	12	7	10	4	3	3	7	3	3	3	2	2	-	15							
	39.1%	36.8%	45.2%	52.2%	38.9%	52.6%	23.5%	21.4%	25.0%	50.0%	42.9%	37.5%	33.3%	25.0%	40.0%	-	48.4%							
			gh	gHi		gH				h							gh							
No	199	60	23	11	11	9	13	11	9	7	4	5	6	6	3	5	16							
	60.9%	63.2%	54.8%	47.8%	61.1%	47.4%	76.5%	78.6%	75.0%	50.0%	57.1%	62.5%	66.7%	75.0%	60.0%	100.0%	51.6%							
							cdfq	cDFjq	d							JKLmoQ	DEFgHi							
																BC								
HEDIS/CAHPS SUMMARY RATE - Yes	128	35	19	12	7	10	4	3	3	7	3	3	3	2	2	-	15							
	39.1%	36.8%	45.2%	52.2%	38.9%	52.6%	23.5%	21.4%	25.0%	50.0%	42.9%	37.5%	33.3%	25.0%	40.0%	-	48.4%							
			gh	gHi		gH				h							gh							

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q67. Is this because of any medical, behavioral, or other health condition?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	128	35	19	12	7	10	4	3	3	7	3	3	3	2	2	-	15
Total Valid Responses	127	35	19	12	7	10	4	3	3	7	2	3	3	2	2	-	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
Yes	118	31	18	12	6	9	3	3	3	7	2	3	3	2	2	-	14
	92.9%	88.6%	94.7%	100.0%	85.7%	90.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		93.3%
				B				B	B	B	B	B	B	B	B		
No	9	4	1	-	1	1	1	-	-	-	-	-	-	-	-	-	1
	7.1%	11.4%	5.3%		14.3%	10.0%	25.0%										6.7%
HEDIS/CAHPS SUMMARY RATE - Yes	118	31	18	12	6	9	3	3	3	7	2	3	3	2	2	-	14
	92.9%	88.6%	94.7%	100.0%	85.7%	90.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		93.3%
				B				B	B	B	B	B	B	B	B		

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	118	31	18	12	6	9	3	3	3	7	2	3	3	2	2	-	14
Total Valid Responses	115	29	18	12	6	9	3	3	3	7	2	3	2	2	2	-	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
No Answer	3	2	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
Yes	114	29	18	11	6	9	3	3	3	7	2	3	2	2	2	-	14
	99.1%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
No	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.9%			8.3%													
HEDIS/CAHPS SUMMARY RATE	114	29	18	11	6	9	3	3	3	7	2	3	2	2	2	-	14
- Yes	99.1%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	330	96	42	23	18	19	17	14	11	15	7	9	9	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-
Yes	146	38	20	13	9	9	9	4	4	8	3	4	6	3	1	1	14
	44.2%	39.6%	47.6%	56.5%	50.0%	47.4%	52.9%	28.6%	36.4%	53.3%	42.9%	44.4%	66.7%	37.5%	20.0%	20.0%	43.8%
				hop									hop				
No	184	58	22	10	9	10	8	10	7	7	4	5	3	5	4	4	18
	55.8%	60.4%	52.4%	43.5%	50.0%	52.6%	47.1%	71.4%	63.6%	46.7%	57.1%	55.6%	33.3%	62.5%	80.0%	80.0%	56.3%
								dm						dm	dm	dm	
HEDIS/CAHPS SUMMARY RATE - Yes	146	38	20	13	9	9	9	4	4	8	3	4	6	3	1	1	14
	44.2%	39.6%	47.6%	56.5%	50.0%	47.4%	52.9%	28.6%	36.4%	53.3%	42.9%	44.4%	66.7%	37.5%	20.0%	20.0%	43.8%
				hop									hop				

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q70. Is this because of any medical, behavioral, or other health condition?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	146	38	20	13	9	9	9	4	4	8	3	4	6	3	1	1	14
Total Valid Responses	141	38	20	13	9	8	8	4	4	6	3	3	6	3	1	1	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	-	-	1	1	-	-	2	-	1	-	-	-	-	-
Yes	129	32	20	13	9	8	7	4	3	5	3	3	5	2	1	-	14
	91.5%	84.2%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	75.0%	83.3%	100.0%	100.0%	83.3%	66.7%	100.0%		100.0%
			B	B	B	B		B			B	B			B		B
No	12	6	-	-	-	-	1	-	1	1	-	-	1	1	-	1	-
	8.5%	15.8%					12.5%		25.0%	16.7%			16.7%	33.3%		100.0%	
																BGIJMN	
HEDIS/CAHPS SUMMARY RATE - Yes	129	32	20	13	9	8	7	4	3	5	3	3	5	2	1	-	14
	91.5%	84.2%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	75.0%	83.3%	100.0%	100.0%	83.3%	66.7%	100.0%		100.0%
			B	B	B	B		B			B	B			B		B

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	129	32	20	13	9	8	7	4	3	5	3	3	5	2	1	-	14
Total Valid Responses	128	32	19	13	9	8	7	4	3	5	3	3	5	2	1	-	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
No Answer	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	126	31	19	13	9	8	7	3	3	5	3	3	5	2	1	-	14
	98.4%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
No	2	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	1.6%	3.1%						25.0%									
HEDIS/CAHPS SUMMARY RATE	126	31	19	13	9	8	7	3	3	5	3	3	5	2	1	-	14
- Yes	98.4%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																	
	BERNALILLO	DONA ANA	SAN JUAN	LEA	SANTA FE			CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA		TAOS	LUNA	OTHER
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32	
Total Valid Responses	328	95	42	23	18	18	17	13	12	15	7	9	9	8	5	5	32	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	4	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	-	
Yes	176	51	27	10	7	10	9	7	5	7	3	6	7	5	1	2	19	
	53.7%	53.7%	64.3%	43.5%	38.9%	55.6%	52.9%	53.8%	41.7%	46.7%	42.9%	66.7%	77.8%	62.5%	20.0%	40.0%	59.4%	
		o	eO			o						o	DEiO	o			O	
No	152	44	15	13	11	8	8	6	7	8	4	3	2	3	4	3	13	
	46.3%	46.3%	35.7%	56.5%	61.1%	44.4%	47.1%	46.2%	58.3%	53.3%	57.1%	33.3%	22.2%	37.5%	80.0%	60.0%	40.6%	
				M	cM				m						CfIlnQ	b		
HEDIS/CAHPS SUMMARY RATE	176	51	27	10	7	10	9	7	5	7	3	6	7	5	1	2	19	
- Yes	53.7%	53.7%	64.3%	43.5%	38.9%	55.6%	52.9%	53.8%	41.7%	46.7%	42.9%	66.7%	77.8%	62.5%	20.0%	40.0%	59.4%	
		o	eO			o						o	DEiO	o			O	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q73. Has this problem lasted or is it expected to last for at least 12 months?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	176	51	27	10	7	10	9	7	5	7	3	6	7	5	1	2	19
Total Valid Responses	175	50	27	10	7	10	9	7	5	7	3	6	7	5	1	2	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	170	49	27	9	7	10	9	7	5	7	1	6	7	5	1	2	18
	97.1%	98.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	33.3%	100.0%	100.0%	100.0%	100.0%	100.0%	94.7%
		K	K	K	K	K	K	K	K	K		K	K	K	K	K	K
No	5	1	-	1	-	-	-	-	-	-	2	-	-	-	-	-	1
	2.9%	2.0%		10.0%							66.7%						5.3%
											BDQ						
HEDIS/CAHPS SUMMARY RATE - Yes	170	49	27	9	7	10	9	7	5	7	1	6	7	5	1	2	18
	97.1%	98.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	33.3%	100.0%	100.0%	100.0%	100.0%	100.0%	94.7%
		K	K	K	K	K	K	K	K	K		K	K	K	K	K	K

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q74. What is your child's age?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	DONA		SAN	SANTA					RIO				TAOS	LUNA	OTHER		
	BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA				ARRIBA	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	330	95	42	23	18	19	17	14	12	16	7	9	8	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
Less than 1 year old	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.3%	1.1%															
1	8	2	2	1	1	1	-	-	1	-	-	-	-	-	-	-	-
	2.4%	2.1%	4.8%	4.3%	5.6%	5.3%			8.3%								
2	10	4	4	-	-	-	-	-	-	1	-	1	-	-	-	-	-
	3.0%	4.2%	9.5%							6.3%		11.1%					
3	11	5	2	1	-	1	-	-	1	1	-	-	-	-	-	-	-
	3.3%	5.3%	4.8%	4.3%		5.3%			8.3%	6.3%							
4	16	5	1	1	-	-	1	2	2	-	-	-	1	1	-	-	2
	4.8%	5.3%	2.4%	4.3%			5.9%	14.3%	16.7%				12.5%	12.5%			6.3%
5	18	3	-	1	-	4	-	1	1	1	1	-	1	2	-	1	2
	5.5%	3.2%		4.3%		21.1%		7.1%	8.3%	6.3%	14.3%		12.5%	25.0%		20.0%	6.3%
						b											
6	16	5	2	1	1	-	1	-	-	2	-	-	-	-	-	-	4
	4.8%	5.3%	4.8%	4.3%	5.6%		5.9%			12.5%							12.5%
7	10	2	2	3	1	-	2	-	-	-	-	-	-	-	-	-	-
	3.0%	2.1%	4.8%	13.0%	5.6%		11.8%										
8	23	8	3	1	1	-	2	1	-	-	-	2	1	-	-	1	3
	7.0%	8.4%	7.1%	4.3%	5.6%		11.8%	7.1%				22.2%	12.5%			20.0%	9.4%
9	27	6	4	4	1	-	1	1	3	2	2	-	-	1	1	-	1
	8.2%	6.3%	9.5%	17.4%	5.6%		5.9%	7.1%	25.0%	12.5%	28.6%			12.5%	20.0%		3.1%
				q					q								

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q74. What is your child's age?

(CCC POPULATION)

	=====COUNTY=====																
	CCC Pop. Total	DONA		SAN	LEA	SANTA			EDDY	OTERO	ROOSEVELT	SANDOVAL	RIO		TAOS	LUNA	OTHER
		BERNALILLO	ANA	JUAN		FE	CURRY	ARRIBA					VALENCIA				
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
10	24 7.3%	9 9.5%	4 9.5%	1 4.3%	1 5.6%	1 5.3%	2 11.8%	-	-	2 12.5%	1 14.3%	-	2 25.0%	-	-	-	1 3.1%
11	21 6.4%	6 6.3%	2 4.8%	1 4.3%	1 5.6%	3 15.8%	-	3 21.4%	1 8.3%	-	-	-	-	-	-	1 20.0%	3 9.4%
12	31 9.4%	11 11.6%	3 7.1%	1 4.3%	3 16.7%	2 10.5%	1 5.9%	1 7.1%	-	1 6.3%	2 28.6%	1 11.1%	1 12.5%	1 12.5%	1 20.0%	-	2 6.3%
13	16 4.8%	5 5.3%	3 7.1%	1 4.3%	-	-	1 5.9%	1 7.1%	-	1 6.3%	-	1 11.1%	-	-	1 20.0%	1 20.0%	1 3.1%
14 or older	98 29.7%	23 24.2%	10 23.8%	6 26.1%	8 44.4%	7 36.8%	6 35.3%	4 28.6%	3 25.0%	5 31.3%	1 14.3%	4 44.4%	2 25.0%	3 37.5%	2 40.0%	1 20.0%	13 40.6%

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q75. Is your child male or female?

(CCC POPULATION)

		=====COUNTY=====															
		DONA		SAN	SANTA					RIO							
CCC	Pop.	BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER
Total	Total	-----															
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	330	95	42	23	18	19	17	14	12	16	7	9	8	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
Male	191	45	23	14	14	13	10	10	6	10	6	7	7	3	4	2	17
	57.9%	47.4%	54.8%	60.9%	77.8%	68.4%	58.8%	71.4%	50.0%	62.5%	85.7%	77.8%	87.5%	37.5%	80.0%	40.0%	53.1%
Female	139	50	19	9	4	6	7	4	6	6	1	2	1	5	1	3	15
	42.1%	52.6%	45.2%	39.1%	22.2%	31.6%	41.2%	28.6%	50.0%	37.5%	14.3%	22.2%	12.5%	62.5%	20.0%	60.0%	46.9%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q76. Is your child of Hispanic or Latino origin or descent?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	326	94	42	23	17	19	17	13	12	15	7	9	8	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	2	-	-	1	-	-	1	-	1	-	-	1	-	-	-	-
Yes, Hispanic or Latino	238	75	36	6	12	12	15	9	10	12	7	6	3	8	2	5	20
	73.0%	79.8%	85.7%	26.1%	70.6%	63.2%	88.2%	69.2%	83.3%	80.0%	100.0%	66.7%	37.5%	100.0%	40.0%	100.0%	62.5%
No, not Hispanic or Latino	88	19	6	17	5	7	2	4	2	3	-	3	5	-	3	-	12
	27.0%	20.2%	14.3%	73.9%	29.4%	36.8%	11.8%	30.8%	16.7%	20.0%		33.3%	62.5%	60.0%			37.5%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q77. What is your child's race? (Mark one or more.)

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	377	111	45	26	22	22	21	18	16	14	7	13	9	8	5	4	36
Total Respondents	305	86	36	23	18	18	17	14	12	14	6	9	7	7	4	4	30
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	204 66.9%	57 66.3%	27 75.0%	10 43.5%	10 55.6%	13 72.2%	13 76.5%	10 71.4%	10 83.3%	10 71.4%	4 66.7%	6 66.7%	5 71.4%	5 71.4%	4 100.0%	2 50.0%	18 60.0%
Black or African-American	17 5.6%	6 7.0%	2 5.6%	1 4.3%	3 16.7%	-	-	2 14.3%	-	-	-	2 22.2%	-	-	-	-	1 3.3%
Asian	5 1.6%	3 3.5%	-	-	-	-	-	-	-	-	-	1 11.1%	-	-	1 25.0%	-	-
Native Hawaiian or other Pacific Islander	12 3.9%	5 5.8%	-	3 13.0%	-	1 5.6%	-	-	-	-	-	1 11.1%	-	-	-	-	2 6.7%
American Indian or Alaska Native	34 11.1%	9 10.5%	4 11.1%	8 34.8%	-	2 11.1%	1 5.9%	-	1 8.3%	-	-	2 22.2%	1 14.3%	-	-	-	6 20.0%
Other	105 34.4%	31 36.0%	12 33.3%	4 17.4%	9 50.0%	6 33.3%	7 41.2%	6 42.9%	5 41.7%	4 28.6%	3 50.0%	1 11.1%	3 42.9%	3 42.9%	-	2 50.0%	9 30.0%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q78. What is your age?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	326	95	41	23	18	19	17	14	12	14	7	9	7	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	1	1	-	-	-	-	-	-	2	-	-	2	-	-	-	-
Under 18	9	2	1	-	1	-	-	-	1	-	2	-	-	1	-	-	1
	2.8%	2.1%	2.4%		5.6%				8.3%		28.6%			12.5%			3.1%
18 to 24	11	4	2	1	1	1	-	1	-	-	-	-	-	-	-	1	-
	3.4%	4.2%	4.9%	4.3%	5.6%	5.3%		7.1%								20.0%	
25 to 34	91	26	13	8	3	5	5	3	5	5	1	2	2	5	-	1	7
	27.9%	27.4%	31.7%	34.8%	16.7%	26.3%	29.4%	21.4%	41.7%	35.7%	14.3%	22.2%	28.6%	62.5%		20.0%	21.9%
35 to 44	90	31	8	10	6	5	6	3	1	1	2	2	1	-	1	2	11
	27.6%	32.6%	19.5%	43.5%	33.3%	26.3%	35.3%	21.4%	8.3%	7.1%	28.6%	22.2%	14.3%		20.0%	40.0%	34.4%
45 to 54	77	17	14	-	5	2	4	6	4	6	1	3	-	1	3	-	11
	23.6%	17.9%	34.1%		27.8%	10.5%	23.5%	42.9%	33.3%	42.9%	14.3%	33.3%		12.5%	60.0%		34.4%
55 to 64	29	12	3	2	-	2	2	1	1	2	-	-	1	1	-	1	1
	8.9%	12.6%	7.3%	8.7%		10.5%	11.8%	7.1%	8.3%	14.3%			14.3%	12.5%		20.0%	3.1%
65 to 74	16	3	-	2	2	2	-	-	-	-	1	1	3	-	1	-	1
	4.9%	3.2%		8.7%	11.1%	10.5%					14.3%	11.1%	42.9%		20.0%		3.1%
75 or older	3	-	-	-	-	2	-	-	-	-	-	1	-	-	-	-	-
	0.9%					10.5%						11.1%					
SPHA SUMMARY RATE - Members under 18	9	2	1	-	1	-	-	-	1	-	2	-	-	1	-	-	1
	2.8%	2.1%	2.4%		5.6%				8.3%		28.6%			12.5%			3.1%
SPHA SUMMARY RATE - Members 18 to 34	102	30	15	9	4	6	5	4	5	5	1	2	2	5	-	2	7
	31.3%	31.6%	36.6%	39.1%	22.2%	31.6%	29.4%	28.6%	41.7%	35.7%	14.3%	22.2%	28.6%	62.5%		40.0%	21.9%
SPHA SUMMARY RATE - Members 35 to 44	90	31	8	10	6	5	6	3	1	1	2	2	1	-	1	2	11
	27.6%	32.6%	19.5%	43.5%	33.3%	26.3%	35.3%	21.4%	8.3%	7.1%	28.6%	22.2%	14.3%		20.0%	40.0%	34.4%
SPHA SUMMARY RATE - Members 45 to 54	77	17	14	-	5	2	4	6	4	6	1	3	-	1	3	-	11
	23.6%	17.9%	34.1%		27.8%	10.5%	23.5%	42.9%	33.3%	42.9%	14.3%	33.3%		12.5%	60.0%		34.4%

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 2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q78. What is your age?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
SPHA SUMMARY RATE - Members 55 or older	48 14.7%	15 15.8%	3 7.3%	4 17.4%	2 11.1%	6 31.6%	2 11.8%	1 7.1%	1 8.3%	2 14.3%	1 14.3%	2 22.2%	4 57.1%	1 12.5%	1 20.0%	1 20.0%	2 6.3%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q79. Are you male or female?

(CCC POPULATION)

		=====COUNTY=====															
		DONA		SAN	SANTA					RIO							
CCC	Pop.	BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER
Total	Total	-----															
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	328	95	41	23	18	19	17	14	12	16	7	9	8	7	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	1	-	-	-	-	-	-	-	-	-	1	1	-	-	-
Male	30	10	6	-	2	2	1	2	-	2	-	1	-	2	2	-	-
	9.1%	10.5%	14.6%		11.1%	10.5%	5.9%	14.3%		12.5%		11.1%		28.6%	40.0%		
Female	298	85	35	23	16	17	16	12	12	14	7	8	8	5	3	5	32
	90.9%	89.5%	85.4%	100.0%	88.9%	89.5%	94.1%	85.7%	100.0%	87.5%	100.0%	88.9%	100.0%	71.4%	60.0%	100.0%	100.0%

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Q80. What is the highest grade or level of school that you have completed?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	319	92	39	23	17	19	15	13	12	16	7	9	7	8	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	4	3	-	1	-	2	1	-	-	-	-	2	-	-	-	-
8th grade or less	24	7	2	1	2	2	1	2	-	2	2	1	-	-	-	1	1
	7.5%	7.6%	5.1%	4.3%	11.8%	10.5%	6.7%	15.4%		12.5%	28.6%	11.1%				20.0%	3.1%
Some high school, but did not graduate	52	13	8	4	2	3	4	3	3	1	-	1	2	1	-	-	6
	16.3%	14.1%	20.5%	17.4%	11.8%	15.8%	26.7%	23.1%	25.0%	6.3%		11.1%	14.3%	25.0%	20.0%		18.8%
High school graduate or GED	104	32	12	7	7	7	7	3	2	5	2	3	3	1	-	2	11
	32.6%	34.8%	30.8%	30.4%	41.2%	36.8%	46.7%	23.1%	16.7%	31.3%	28.6%	33.3%	42.9%	12.5%		40.0%	34.4%
Some college or 2-year degree	101	33	9	8	6	4	3	4	5	7	3	3	1	2	3	1	9
	31.7%	35.9%	23.1%	34.8%	35.3%	21.1%	20.0%	30.8%	41.7%	43.8%	42.9%	33.3%	14.3%	25.0%	60.0%	20.0%	28.1%
4-year college graduate	23	3	7	1	-	2	-	-	1	1	-	-	2	2	1	1	2
	7.2%	3.3%	17.9%	4.3%		10.5%			8.3%	6.3%			28.6%	25.0%	20.0%	20.0%	6.3%
More than 4-year college degree	15	4	1	2	-	1	-	1	1	-	-	1	-	1	-	-	3
	4.7%	4.3%	2.6%	8.7%		5.3%		7.7%	8.3%			11.1%		12.5%			9.4%
SPHA SUMMARY RATE - High school graduate or less	180	52	22	12	11	12	12	8	5	8	4	5	4	3	1	3	18
	56.4%	56.5%	56.4%	52.2%	64.7%	63.2%	80.0%	61.5%	41.7%	50.0%	57.1%	55.6%	57.1%	37.5%	20.0%	60.0%	56.3%
SPHA SUMMARY RATE - Some college	101	33	9	8	6	4	3	4	5	7	3	3	1	2	3	1	9
	31.7%	35.9%	23.1%	34.8%	35.3%	21.1%	20.0%	30.8%	41.7%	43.8%	42.9%	33.3%	14.3%	25.0%	60.0%	20.0%	28.1%
SPHA SUMMARY RATE - 4-year college graduate or more	38	7	8	3	-	3	-	1	2	1	-	1	2	3	1	1	5
	11.9%	7.6%	20.5%	13.0%		15.8%		7.7%	16.7%	6.3%		11.1%	28.6%	37.5%	20.0%	20.0%	15.6%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q81. How are you related to the child?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Valid Responses	319	92	40	23	15	18	17	14	12	16	7	9	7	7	5	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	4	2	-	3	1	-	-	-	-	-	-	2	1	-	-	-
Mother or father	270	80	37	19	13	12	14	13	11	13	6	7	5	4	4	5	27
	84.6%	87.0%	92.5%	82.6%	86.7%	66.7%	82.4%	92.9%	91.7%	81.3%	85.7%	77.8%	71.4%	57.1%	80.0%	100.0%	84.4%
Grandparent	33	9	2	2	2	3	1	1	1	1	1	2	2	2	1	-	3
	10.3%	9.8%	5.0%	8.7%	13.3%	16.7%	5.9%	7.1%	8.3%	6.3%	14.3%	22.2%	28.6%	28.6%	20.0%	-	9.4%
Aunt or uncle	5	2	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-
	1.6%	2.2%	2.5%	-	-	-	5.9%	-	-	6.3%	-	-	-	-	-	-	-
Older brother or sister	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other relative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal guardian	11	1	-	2	-	3	1	-	-	1	-	-	-	1	-	-	2
	3.4%	1.1%	-	8.7%	-	16.7%	5.9%	-	-	6.3%	-	-	-	14.3%	-	-	6.3%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q82. Did someone help you complete this survey?

(CCC POPULATION)

		=====COUNTY=====															

CCC		DONA		SAN	SANTA				RIO								
Pop.		BERNALILLO	ANA	JUAN	LEA	CHAVES	FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	ARRIBA	TAOS	LUNA	OTHER
Total		-----															
Total Eligible	157	39	22	10	8	9	8	3	7	11	5	5	3	3	3	3	18
Total Valid Responses	155	39	22	10	8	9	8	3	7	10	4	5	3	3	3	3	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-
Yes	6	2	-	-	1	-	-	-	-	2	-	-	-	-	-	1	-
	3.9%	5.1%			12.5%					20.0%						33.3%	
No	149	37	22	10	7	9	8	3	7	8	4	5	3	3	3	2	18
	96.1%	94.9%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q83. How did that person help you? (Mark one or more.)

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
Total Eligible	6	2	-	-	1	-	-	-	-	2	-	-	-	-	-	1	-
Total Valid Responses	8	3	-	-	2	-	-	-	-	2	-	-	-	-	-	1	-
Total Respondents	6	2	-	-	1	-	-	-	-	2	-	-	-	-	-	1	-
	100.0%	100.0%			100.0%					100.0%						100.0%	
Read the questions to me	5	1	-	-	1	-	-	-	-	2	-	-	-	-	-	1	-
	83.3%	50.0%			100.0%					100.0%						100.0%	
Wrote down the answers I gave	2	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	33.3%	50.0%			100.0%												
Answered the questions for me	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	16.7%	50.0%															
Translated the questions into my language	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Helped in some other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q85. In the last 6 months, who helped to coordinate your child's care?

(CCC POPULATION)

CCC Pop. Total	=====COUNTY=====																
	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Answering	267	73	35	17	16	17	14	10	11	12	6	9	5	8	3	4	27
No Answer	65	23	7	6	2	2	3	4	1	4	1	-	4	-	2	1	5
Someone from your child's health plan	9.4%	16.4%	2.9%	11.8%	6.3%	5.9%	7.1%	10.0%	-	8.3%	-	-	20.0%	-	-	25.0%	11.1%
Someone from your child's doctor's office or clinic	28.1%	23.3%	28.6%	29.4%	56.3%	29.4%	28.6%	60.0%	18.2%	33.3%	33.3%	33.3%	20.0%	12.5%	33.3%	25.0%	14.8%
Someone from another organization	7.1%	8.2%	2.9%	17.6%	6.3%	11.8%	7.1%	-	18.2%	8.3%	-	22.2%	-	-	-	-	-
A friend or family member	3.0%	4.1%	5.7%	-	-	-	14.3%	-	-	-	-	11.1%	-	-	-	-	-
You	52.4%	47.9%	60.0%	41.2%	31.3%	52.9%	42.9%	30.0%	63.6%	50.0%	66.7%	33.3%	60.0%	87.5%	66.7%	50.0%	74.1%
			Eh					e					DEFGHJL	Bc			BDEGHL

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q86. How satisfied are you with the help you got to coordinate your child's care in the last 6 months?

(CCC POPULATION)

=====COUNTY=====																	
CCC Pop. Total	BERNALILLO	DONA ANA	SAN JUAN	LEA	CHAVES	SANTA FE	CURRY	EDDY	OTERO	ROOSEVELT	SANDOVAL	VALENCIA	RIO ARRIBA	TAOS	LUNA	OTHER	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	
Total Eligible	332	96	42	23	18	19	17	14	12	16	7	9	9	8	5	5	32
Total Answering	280	76	40	15	15	17	17	12	9	14	6	9	6	7	4	3	30
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	52	20	2	8	3	2	-	2	3	2	1	-	3	1	1	2	2
Very dissatisfied	18 6.4%	6 7.9%	3 7.5%	-	1 6.7%	1 5.9%	2 11.8%	-	-	1 7.1%	-	1 11.1%	1 16.7%	-	-	-	2 6.7%
Dissatisfied	4 1.4%	1 1.3%	-	-	-	-	-	-	1 11.1%	1 7.1%	-	-	-	-	-	-	1 3.3%
Neither dissatisfied nor satisfied	31 11.1%	10 13.2%	4 10.0%	-	4 26.7%	3 17.6%	-	1 8.3%	2 22.2%	1 7.1%	1 16.7%	1 11.1%	1 16.7%	-	-	-	3 10.0%
Satisfied	110 39.3%	28 36.8%	22 55.0%	5 33.3%	2 13.3%	6 35.3%	11 64.7%	4 33.3%	4 44.4%	6 42.9%	2 33.3%	3 33.3%	1 16.7%	3 42.9%	2 50.0%	2 66.7%	9 30.0%
		E	bEMQ				dEfhMQ		e	e						e	
Very satisfied	117 41.8%	31 40.8%	11 27.5%	10 66.7%	8 53.3%	7 41.2%	4 23.5%	7 58.3%	2 22.2%	5 35.7%	3 50.0%	4 44.4%	3 50.0%	4 57.1%	2 50.0%	1 33.3%	15 50.0%
			bCGIj	cg			cGi			cgi						cgi	
SPHA SUMMARY RATE - Very satisfied/Satisfied	227 81.1%	59 77.6%	33 82.5%	15 100.0%	10 66.7%	13 76.5%	15 88.2%	11 91.7%	6 66.7%	11 78.6%	5 83.3%	7 77.8%	4 66.7%	7 100.0%	4 100.0%	3 100.0%	24 80.0%
			EFIjmQ	BC			e			e			CEFIjmQ	BC	BC	BC	

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q1. Our records show that your child is now in Molina
 Healthcare of New Mexico. Is that right?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	324	11	13	9	24	20	8	8	11	10	9	6	4	7	7	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	1	1	1	-	-	-	-	-	-	-	-	-	-	2	1
Yes	324	11	13	9	24	20	8	8	11	10	9	6	4	7	7	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE	324	11	13	9	24	20	8	8	11	10	9	6	4	7	7	2
- Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q1. Our records show that your child is now in Molina
 Healthcare of New Mexico. Is that right?

(CCC POPULATION)

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=====
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      OTHER
-----
      (Q)

Total Eligible           177
Total Valid Responses    175
                        100.0%

No Answer                2
Yes                      175
                        100.0%

No                        -

HEDIS/CAHPS SUMMARY RATE 175
- Yes                    100.0%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	327	11	14	10	23	20	8	8	11	10	9	6	4	7	8	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	-	-	1	-	-	-	-	-	-	-	-	-	1	1
Yes	130 39.8%	7 63.6% cH	4 28.6%	4 40.0%	8 34.8%	9 45.0% H	3 37.5%	1 12.5%	5 45.5% h	3 30.0%	3 33.3%	2 33.3%	1 25.0%	4 57.1% H	4 50.0% h	-
No	197 60.2%	4 36.4%	10 71.4% b	6 60.0%	15 65.2%	11 55.0%	5 62.5%	7 87.5% BFiNoQ	6 54.5%	7 70.0%	6 66.7%	4 66.7%	3 75.0%	3 42.9%	4 50.0%	2 100.0% CDEFGIJKLNOQ B
HEDIS/CAHPS SUMMARY RATE - Yes	130 39.8%	7 63.6% cH	4 28.6%	4 40.0%	8 34.8%	9 45.0% H	3 37.5%	1 12.5%	5 45.5% h	3 30.0%	3 33.3%	2 33.3%	1 25.0%	4 57.1% H	4 50.0% h	-

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

(CCC POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible      177
Total Valid Responses 176
                    100.0%
No Answer           1
Yes                 72
                    40.9%
                    H
No                  104
                    59.1%

HEDIS/CAHPS SUMMARY RATE    72
- Yes                       40.9%
                             H
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q4. (GCQ) 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	130	7	4	4	8	9	3	1	5	3	3	2	1	4	4	-
Total Valid Responses	127	7	4	4	8	9	3	1	5	3	3	1	1	3	4	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-
Always	98	4	2	2	5	5	3	1	3	2	3	1	1	2	3	-
	77.2%	57.1%	50.0%	50.0%	62.5%	55.6%	100.0% BCDEFiQ	100.0% BCDEFiQ	60.0%	66.7%	100.0% BCDEFiQ	100.0% BCDEFiQ	100.0% BCDEFiQ	66.7%	75.0%	-
Usually	19	3	-	2	2	2	-	-	1	1	-	-	-	-	-	-
	15.0%	42.9% q		50.0%	25.0%	22.2%			20.0%	33.3%						
Sometimes	9	-	2	-	1	1	-	-	1	-	-	-	-	1	1	-
	7.1%		50.0% q		12.5%	11.1%			20.0%					33.3%	25.0%	
Never	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	0.8%					11.1%										
HEDIS/CAHPS SUMMARY RATE - Always/Usually	117	7	2	4	7	7	3	1	4	3	3	1	1	2	3	-
	92.1%	100.0% C	50.0%	100.0% C	87.5%	77.8%	100.0% C	100.0% C	80.0%	100.0% C	100.0% C	100.0% C	100.0% C	66.7%	75.0%	-
HEDIS/CAHPS SUMMARY RATE - Always	98	4	2	2	5	5	3	1	3	2	3	1	1	2	3	-
	77.2%	57.1%	50.0%	50.0%	62.5%	55.6%	100.0% BCDEFiQ	100.0% BCDEFiQ	60.0%	66.7%	100.0% BCDEFiQ	100.0% BCDEFiQ	100.0% BCDEFiQ	66.7%	75.0%	-
Mean	3.69	3.57	3.00	3.50	3.50	3.22	4.00	4.00	3.40	3.67	4.00	4.00	4.00	3.33	3.50	-

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q4. (GCQ) 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?

(CCC POPULATION)

	=====
	=====
	OTHER

	(Q)
Total Eligible	72
Total Valid Responses	71
	100.0%
No Answer	1
Always	61
	85.9%
	f
Usually	8
	11.3%
Sometimes	2
	2.8%
Never	-
HEDIS/CAHPS SUMMARY RATE	69
- Always/Usually	97.2%
	c
HEDIS/CAHPS SUMMARY RATE	61
- Always	85.9%
	f
Mean	3.83

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	327	12	14	10	24	19	8	8	11	10	8	6	4	7	9	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	-	-	1	-	-	-	-	1	-	-	-	-	1
Yes	264	10	12	7	16	16	8	8	9	8	7	6	4	5	8	2
	80.7%	83.3%	85.7%	70.0%	66.7%	84.2%	100.0% DefnQ	100.0% DefnQ	81.8%	80.0%	87.5%	100.0% DefnQ	100.0% DefnQ	71.4%	88.9%	100.0% DefnQ
No	63	2	2	3	8	3	-	-	2	2	1	-	-	2	1	-
	19.3%	16.7%	14.3%	30.0%	33.3%	15.8%			18.2%	20.0%	12.5%			28.6%	11.1%	
HEDIS/CAHPS SUMMARY RATE - Yes	264	10	12	7	16	16	8	8	9	8	7	6	4	5	8	2
	80.7%	83.3%	85.7%	70.0%	66.7%	84.2%	100.0% DefnQ	100.0% DefnQ	81.8%	80.0%	87.5%	100.0% DefnQ	100.0% DefnQ	71.4%	88.9%	100.0% DefnQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

(CCC POPULATION)

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=====
=====
OTHER
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(Q)
Total Eligible          177
Total Valid Responses   175
                        100.0%
No Answer                2
Yes                      138
                        78.9%
No                        37
                        21.1%
HEDIS/CAHPS SUMMARY RATE 138
- Yes                    78.9%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q6. (GCQ) 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	264	10	12	7	16	16	8	8	9	8	7	6	4	5	8	2
Total Valid Responses	259	10	12	7	15	14	8	8	9	8	7	6	4	5	8	2
No Answer	5	-	-	-	1	2	-	-	-	-	-	-	-	-	-	-
Always	171 66.0%	4 40.0%	9 75.0% b	4 57.1%	8 53.3%	11 78.6% B	5 62.5%	5 62.5%	5 55.6%	5 62.5%	4 57.1%	3 50.0%	2 50.0%	3 60.0%	5 62.5%	1 50.0%
Usually	56 21.6%	5 50.0% cPhjq	2 16.7%	2 28.6%	3 20.0%	1 7.1%	2 25.0%	1 12.5%	3 33.3%	1 12.5%	-	1 16.7%	1 25.0%	1 20.0%	3 37.5% f	-
Sometimes	29 11.2%	1 10.0%	1 8.3%	1 14.3%	3 20.0%	2 14.3%	1 12.5%	2 25.0%	1 11.1%	2 25.0%	2 28.6%	2 33.3%	1 25.0%	1 20.0%	-	1 50.0%
Never	3 1.2%	-	-	-	1 6.7%	-	-	-	-	-	1 14.3%	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	227 87.6%	9 90.0%	11 91.7% k	6 85.7%	11 73.3%	12 85.7%	7 87.5%	6 75.0%	8 88.9%	6 75.0%	4 57.1%	4 66.7%	3 75.0%	4 80.0%	8 100.0% EKlQ	1 50.0%
HEDIS/CAHPS SUMMARY RATE - Always	171 66.0%	4 40.0%	9 75.0% b	4 57.1%	8 53.3%	11 78.6% B	5 62.5%	5 62.5%	5 55.6%	5 62.5%	4 57.1%	3 50.0%	2 50.0%	3 60.0%	5 62.5%	1 50.0%
Mean	3.53	3.30	3.67	3.43	3.20	3.64	3.50	3.38	3.44	3.38	3.00	3.17	3.25	3.40	3.63	3.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q6. (GCQ) 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?

(CCC POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible          138
Total Valid Responses   136
                        100.0%
No Answer                2
Always                   97
                        71.3%
                        B
Usually                  30
                        22.1%
                        f
Sometimes                8
                        5.9%
Never                    1
                        0.7%
HEDIS/CAHPS SUMMARY RATE 127
- Always/Usually        93.4%
                        ek
HEDIS/CAHPS SUMMARY RATE 97
- Always                71.3%
                        B
Mean                     3.64
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	316	10	12	9	20	19	8	8	11	10	9	6	4	6	9	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	2	2	1	4	1	-	-	-	-	-	-	-	1	-	1
None	46	2	2	2	2	2	-	1	2	3	3	1	1	2	1	-
	14.6%	20.0%	16.7%	22.2%	10.0%	10.5%		12.5%	18.2%	30.0%	33.3%	16.7%	25.0%	33.3%	11.1%	
1 time	64	2	1	3	5	8	3	-	2	-	2	-	2	-	2	-
	20.3%	20.0%	8.3%	33.3%	25.0%	42.1% Cq	37.5%		18.2%		22.2%		50.0%		22.2%	
2	79	2	1	2	6	1	3	5	2	2	2	2	-	1	2	1
	25.0%	20.0%	8.3%	22.2%	30.0% cF	5.3%	37.5% f	62.5% BCdFIJkNoQ	18.2%	20.0%	22.2%	33.3%		16.7%	22.2%	50.0%
3	49	-	3	-	3	5	1	1	4	3	1	1	-	-	2	-
	15.5%		25.0%		15.0%	26.3%	12.5%	12.5%	36.4%	30.0%	11.1%	16.7%			22.2%	
4	30	3	4	1	1	2	-	-	-	-	1	1	-	1	1	-
	9.5%	30.0%	33.3% Eq	11.1%	5.0%	10.5%					11.1%	16.7%		16.7%	11.1%	
5 to 9	36	1	-	1	2	1	-	1	1	1	-	-	1	2	-	1
	11.4%	10.0%		11.1%	10.0%	5.3%		12.5%	9.1%	10.0%			25.0%	33.3%		50.0%
10 or more times	12	-	1	-	1	-	1	-	-	1	-	1	-	-	1	-
	3.8%		8.3%		5.0%		12.5%			10.0%		16.7%			11.1%	
HEDIS/CAHPS SUMMARY RATE	270	8	10	7	18	17	8	7	9	7	6	5	3	4	8	2
- 1 or More times	85.4%	80.0%	83.3%	77.8%	90.0%	89.5%	100.0% JKnQ	87.5%	81.8%	70.0%	66.7%	83.3%	75.0%	66.7%	88.9%	100.0% JKnQ

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(CCC POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible          177
Total Valid Responses   173
                        100.0%
No Answer              4
None                   22
                        12.7%
1 time                  34
                        19.7%
2                       47
                        27.2%
                        CF
3                       25
                        14.5%
4                       15
                        8.7%
5 to 9                  24
                        13.9%
10 or more times       6
                        3.5%
HEDIS/CAHPS SUMMARY RATE 151
- 1 or More times      87.3%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Mean	3.34	3.30	3.83	2.78	3.30	3.00	3.25	3.25	3.09	3.40	2.44	3.83	2.75	3.67	3.44	4.50

Comparison Groups: BCDEFGHIJKLMNOQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

(CCC POPULATION)

=====
=====

OTHER

(Q)

Mean 3.42

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	270	8	10	7	18	17	8	7	9	7	6	5	3	4	8	2
Total Valid Responses	266	8	10	7	18	17	8	7	9	7	6	5	3	4	8	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	213	5	7	7	15	12	6	7	8	5	5	5	2	4	7	2
	80.1%	62.5%	70.0%	100.0%	83.3%	70.6%	75.0%	100.0%	88.9%	71.4%	83.3%	100.0%	66.7%	100.0%	87.5%	100.0%
				BCeFjQ				BCeFjQ				BCeFjQ		BCeFjQ		BCeFjQ
No	53	3	3	-	3	5	2	-	1	2	1	-	1	-	1	-
	19.9%	37.5%	30.0%		16.7%	29.4%	25.0%		11.1%	28.6%	16.7%		33.3%		12.5%	
HEDIS/CAHPS SUMMARY RATE - Yes	213	5	7	7	15	12	6	7	8	5	5	5	2	4	7	2
	80.1%	62.5%	70.0%	100.0%	83.3%	70.6%	75.0%	100.0%	88.9%	71.4%	83.3%	100.0%	66.7%	100.0%	87.5%	100.0%
				BCeFjQ				BCeFjQ				BCeFjQ		BCeFjQ		BCeFjQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

(CCC POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible      151
Total Valid Responses 147
                    100.0%
No Answer           4
Yes                 116
                    78.9%
No                  31
                    21.1%
HEDIS/CAHPS SUMMARY RATE 116
- Yes               78.9%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	270	8	10	7	18	17	8	7	9	7	6	5	3	4	8	2
Total Valid Responses	267	8	10	7	18	17	8	7	9	7	6	5	3	4	8	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	195	4	7	4	13	12	6	7	7	3	4	3	2	3	8	2
	73.0%	50.0%	70.0%	57.1%	72.2%	70.6%	75.0%	100.0%	77.8%	42.9%	66.7%	60.0%	66.7%	75.0%	100.0%	100.0%
								BCDEFJkIQ							BCDEFJkIQ	BCDEFJkIQ
Usually	51	4	3	2	3	4	1	-	1	2	1	2	1	1	-	-
	19.1%	50.0%	30.0%	28.6%	16.7%	23.5%	12.5%		11.1%	28.6%	16.7%	40.0%	33.3%	25.0%		
		egiq														
Sometimes	14	-	-	1	1	1	1	-	-	1	1	-	-	-	-	-
	5.2%			14.3%	5.6%	5.9%	12.5%			14.3%	16.7%					
Never	7	-	-	-	1	-	-	-	1	1	-	-	-	-	-	-
	2.6%				5.6%				11.1%	14.3%						
HEDIS/CAHPS SUMMARY RATE - Always/Usually	246	8	10	6	16	16	7	7	8	5	5	5	3	4	8	2
	92.1%	100.0%	100.0%	85.7%	88.9%	94.1%	87.5%	100.0%	88.9%	71.4%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
		JQ	JQ					JQ				JQ	JQ	JQ	JQ	JQ
HEDIS/CAHPS SUMMARY RATE - Always	195	4	7	4	13	12	6	7	7	3	4	3	2	3	8	2
	73.0%	50.0%	70.0%	57.1%	72.2%	70.6%	75.0%	100.0%	77.8%	42.9%	66.7%	60.0%	66.7%	75.0%	100.0%	100.0%
								BCDEFJkIQ							BCDEFJkIQ	BCDEFJkIQ
Mean	3.63	3.50	3.70	3.43	3.56	3.65	3.63	4.00	3.56	3.00	3.50	3.60	3.67	3.75	4.00	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

(CCC POPULATION)

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=====
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OTHER
-----
(Q)
Total Eligible      151
Total Valid Responses 148
                   100.0%
No Answer           3
Always              110
                   74.3%
                   j
Usually             26
                   17.6%

Sometimes          8
                   5.4%
Never               4
                   2.7%
HEDIS/CAHPS SUMMARY RATE 136
- Always/Usually   91.9%

HEDIS/CAHPS SUMMARY RATE 110
- Always           74.3%
                   j
Mean               3.64
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	270	8	10	7	18	17	8	7	9	7	6	5	3	4	8	2
Total Valid Responses	267	8	10	7	18	16	8	7	9	7	6	5	3	4	8	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Yes	125	2	5	5	10	7	4	2	5	3	4	4	2	2	6	1
	46.8%	25.0%	50.0%	71.4% Bhq	55.6%	43.8%	50.0%	28.6%	55.6%	42.9%	66.7% b	80.0% BfHQ	66.7%	50.0%	75.0% BHQ	50.0%
No	142	6	5	2	8	9	4	5	4	4	2	1	1	2	2	1
	53.2%	75.0% DkLO	50.0%	28.6%	44.4%	56.3% 1	50.0%	71.4% dLO	44.4%	57.1%	33.3%	20.0%	33.3%	50.0%	25.0%	50.0%
HEDIS/CAHPS SUMMARY RATE - Yes	125	2	5	5	10	7	4	2	5	3	4	4	2	2	6	1
	46.8%	25.0%	50.0%	71.4% Bhq	55.6%	43.8%	50.0%	28.6%	55.6%	42.9%	66.7% b	80.0% BfHQ	66.7%	50.0%	75.0% BHQ	50.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

(CCC POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible      151
Total Valid Responses 149
                   100.0%
No Answer           2
Yes                 63
                   42.3%
No                  86
                   57.7%
                   dLO
HEDIS/CAHPS SUMMARY RATE
- Yes               63
                   42.3%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	125	2	5	5	10	7	4	2	5	3	4	4	2	2	6	1
Total Valid Responses	124	2	5	5	10	7	4	2	5	3	4	4	2	2	5	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Yes	119	2	5	5	9	6	3	2	5	3	4	4	2	2	5	1
	96.0%	100.0%	100.0%	100.0%	90.0%	85.7%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	5	-	-	-	1	1	1	-	-	-	-	-	-	-	-	-
	4.0%				10.0%	14.3%	25.0%									
HEDIS/CAHPS SUMMARY RATE	119	2	5	5	9	6	3	2	5	3	4	4	2	2	5	1
- Yes	96.0%	100.0%	100.0%	100.0%	90.0%	85.7%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

(CCC POPULATION)

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=====
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OTHER
-----
(Q)
Total Eligible      63
Total Valid Responses 63
                   100.0%
No Answer           -
Yes                 61
                   96.8%
No                  2
                   3.2%
HEDIS/CAHPS SUMMARY RATE 61
- Yes               96.8%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	125	2	5	5	10	7	4	2	5	3	4	4	2	2	6	1
Total Valid Responses	125	2	5	5	10	7	4	2	5	3	4	4	2	2	6	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	81 64.8%	2 100.0%	2 40.0%	4 80.0%	5 50.0%	3 42.9%	2 50.0%	2 100.0%	2 40.0%	1 33.3%	2 50.0%	3 75.0%	2 100.0%	2 100.0%	2 33.3%	1 100.0%
		CEFGIJKOQ		o			CEFGIJKOQ						CEFGIJKOQ	EFGIJKOQ	C	CEFGIJKOQ
No	44 35.2%	-	3 60.0%	1 20.0%	5 50.0%	4 57.1%	2 50.0%	-	3 60.0%	2 66.7%	2 50.0%	1 25.0%	-	-	4 66.7%	-
															dQ	
HEDIS/CAHPS SUMMARY RATE - Yes	81 64.8%	2 100.0%	2 40.0%	4 80.0%	5 50.0%	3 42.9%	2 50.0%	2 100.0%	2 40.0%	1 33.3%	2 50.0%	3 75.0%	2 100.0%	2 100.0%	2 33.3%	1 100.0%
		CEFGIJKOQ		o			CEFGIJKOQ						CEFGIJKOQ	EFGIJKOQ	C	CEFGIJKOQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          63
Total Valid Responses   63
                        100.0%
No Answer                -
Yes                      46
                        73.0%
                        O
No                        17
                        27.0%
HEDIS/CAHPS SUMMARY RATE 46
- Yes                    73.0%
                        O
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

(CCC POPULATION)

=====IPA=====																
CCC Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	125	2	5	5	10	7	4	2	5	3	4	4	2	2	6	1
Total Valid Responses	125	2	5	5	10	7	4	2	5	3	4	4	2	2	6	1
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	109	2	4	5	9	4	4	2	4	3	4	3	2	2	6	1
	87.2%	100.0%	80.0%	100.0%	90.0%	57.1%	100.0%	100.0%	80.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
		FQ		FQ		FQ	FQ	FQ		FQ	FQ		FQ	FQ	FQ	FQ
No	16	-	1	-	1	3	-	-	1	-	-	1	-	-	-	-
	12.8%		20.0%		10.0%	42.9%			20.0%			25.0%				
HEDIS/CAHPS SUMMARY RATE - Yes	109	2	4	5	9	4	4	2	4	3	4	3	2	2	6	1
	87.2%	100.0%	80.0%	100.0%	90.0%	57.1%	100.0%	100.0%	80.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
		FQ		FQ		FQ	FQ	FQ		FQ	FQ		FQ	FQ	FQ	FQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

(CCC POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible           63

Total Valid Responses    63
                        100.0%

No Answer                -

Yes                      54
                        85.7%

No                       9
                        14.3%

HEDIS/CAHPS SUMMARY RATE
- Yes                    54
                        85.7%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q14. 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?

(CCC POPULATION)

=====IPA=====																
CCC Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	270	8	10	7	18	17	8	7	9	7	6	5	3	4	8	2
Total Valid Responses	265	8	10	7	17	17	8	7	9	6	5	5	3	4	8	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	-	1	-	-	-	-	1	1	-	-	-	-	-
10 - Best health care possible	124	2	4	2	11	9	6	5	5	3	1	1	2	-	5	2
	46.8%	25.0%	40.0%	28.6%	64.7%	52.9%	75.0%	71.4%	55.6%	50.0%	20.0%	20.0%	66.7%	62.5%	100.0%	
					BdKLq		BDKLq	BdKL						kl	BCDEFhIJKLOQ	
9	47	3	1	3	3	4	-	1	2	-	2	2	1	-	-	-
	17.7%	37.5%	10.0%	42.9%	17.6%	23.5%		14.3%	22.2%		40.0%	40.0%	33.3%			
8	49	3	2	1	-	2	1	1	-	1	2	-	-	2	2	-
	18.5%	37.5%	20.0%	14.3%		11.8%	12.5%	14.3%		16.7%	40.0%			50.0%	25.0%	
7	22	-	2	1	2	2	-	-	-	-	-	-	-	2	1	-
	8.3%		20.0%	14.3%	11.8%	11.8%								50.0%	12.5%	
														q		
6	8	-	-	-	1	-	-	-	1	2	-	1	-	-	-	-
	3.0%				5.9%				11.1%	33.3%		20.0%				
5	11	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	4.2%		10.0%									20.0%				
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.4%															

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q14. 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?

(CCC POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)
Total Eligible          151
Total Valid Responses   149
                       100.0%
No Answer                2
10 - Best health care   66
possible                44.3%

9                        25
                       16.8%

8                        32
                       21.5%

7                        12
                       8.1%

6                        3
                       2.0%

5                        9
                       6.0%

4                        -

3                        1
                       0.7%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q14. 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?

(CCC POPULATION)

=====IPA=====																
CCC Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
2	2 0.8%	-	-	-	-	1 12.5%	-	1 11.1%	-	-	-	-	-	-	-	
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
0 - Worst health care possible	1 0.4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
HEDIS/CAHPS SUMMARY RATE - 8-10	220 83.0%	8 100.0% CeJlNQ	7 70.0%	6 85.7%	14 82.4%	15 88.2%	7 87.5%	7 100.0% CeJlNQ	7 77.8%	4 66.7%	5 100.0% CeJlNQ	3 60.0%	3 100.0% CeJlNQ	2 50.0%	7 87.5%	2 100.0% CeJlNQ
HEDIS/CAHPS SUMMARY RATE - 9-10	171 64.5%	5 62.5%	5 50.0%	5 71.4%	14 82.4% cQ	13 76.5%	6 75.0%	6 85.7% cQ	7 77.8%	3 50.0%	3 60.0%	3 60.0%	3 100.0% BCdeFJkIQ	-	5 62.5%	2 100.0% BCdeFJkIQ
Mean	8.75	8.88	8.40	8.86	9.24	9.18	8.75	9.57	8.44	8.33	8.80	7.80	9.67	7.50	9.13	10.00

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q14. 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?

(CCC POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

2                -

1                -

0 - Worst health care    1
possible                 0.7%

HEDIS/CAHPS SUMMARY RATE    123
- 8-10                      82.6%

HEDIS/CAHPS SUMMARY RATE    91
- 9-10                      61.1%

Mean                       8.66

```

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	270	8	10	7	18	17	8	7	9	7	6	5	3	4	8	2
Total Valid Responses	267	8	10	7	18	17	8	6	9	7	6	5	3	4	8	2
No Answer	3	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
Always	162 60.7%	4 50.0%	6 60.0%	4 57.1%	12 66.7%	11 64.7%	5 62.5%	6 100.0%	5 55.6%	4 57.1%	1 16.7%	3 60.0%	1 33.3%	2 50.0%	5 62.5%	2 100.0%
Usually	72 27.0%	4 50.0% go	3 30.0%	2 28.6%	5 27.8%	3 17.6%	1 12.5%	- 44.4%	4 44.4%	1 14.3%	3 50.0%	-	-	1 25.0%	1 12.5%	-
Sometimes	31 11.6%	-	1 10.0%	1 14.3%	1 5.6%	3 17.6%	2 25.0%	-	-	-	2 33.3%	2 40.0%	2 66.7% CdeFQ	1 25.0%	2 25.0%	-
Never	2 0.7%	-	-	-	-	-	-	-	-	2 28.6%	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	234 87.6%	8 100.0% fjklMQ	9 90.0% M	6 85.7% m	17 94.4% M	14 82.4% m	6 75.0%	6 100.0% fjklMQ	9 100.0% fjklMQ	5 71.4%	4 66.7%	3 60.0%	1 33.3%	3 75.0%	6 75.0%	2 100.0% fjklMQ
HEDIS/CAHPS SUMMARY RATE - Always	162 60.7%	4 50.0%	6 60.0% K	4 57.1% k	12 66.7% K	11 64.7% K	5 62.5% K	6 100.0% K FGIJKLMOQ BCDE	5 55.6% k	4 57.1% k	1 16.7%	3 60.0%	1 33.3%	2 50.0%	5 62.5% K	2 100.0% DEFGIJKLMOQ BC
Mean	3.48	3.50	3.50	3.43	3.61	3.47	3.38	4.00	3.56	3.00	2.83	3.20	2.67	3.25	3.38	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

(CCC POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible          151
Total Valid Responses   149
                       100.0%

No Answer              2
Always                 91
                       61.1%
                       K

Usually                44
                       29.5%

Sometimes              14
                       9.4%

Never                  -

HEDIS/CAHPS SUMMARY RATE 135
- Always/Usually        90.6%
                       M

HEDIS/CAHPS SUMMARY RATE  91
- Always                 61.1%
                       K

Mean                   3.52
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q16. Is your child now enrolled in any kind of school or daycare?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	327	11	14	10	24	20	8	8	11	10	9	6	4	6	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
Yes	272	10	12	8	19	17	7	6	11	8	6	5	4	5	8	2
	83.2%	90.9%	85.7%	80.0%	79.2%	85.0%	87.5%	75.0%	100.0%	80.0%	66.7%	83.3%	100.0%	83.3%	88.9%	66.7%
									EKQ				EKQ			
No	55	1	2	2	5	3	1	2	-	2	3	1	-	1	1	1
	16.8%	9.1%	14.3%	20.0%	20.8%	15.0%	12.5%	25.0%		20.0%	33.3%	16.7%		16.7%	11.1%	33.3%
HEDIS/CAHPS SUMMARY RATE - Yes	272	10	12	8	19	17	7	6	11	8	6	5	4	5	8	2
	83.2%	90.9%	85.7%	80.0%	79.2%	85.0%	87.5%	75.0%	100.0%	80.0%	66.7%	83.3%	100.0%	83.3%	88.9%	66.7%
									EKQ				EKQ			

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q16. Is your child now enrolled in any kind of school or daycare?

(CCC POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible           177
Total Valid Responses    174
                        100.0%

No Answer                3
Yes                      144
                        82.8%

No                       30
                        17.2%

HEDIS/CAHPS SUMMARY RATE 144
- Yes                    82.8%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q17. 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	272	10	12	8	19	17	7	6	11	8	6	5	4	5	8	2
Total Valid Responses	262	10	12	7	18	17	7	5	11	7	6	5	4	5	7	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	10	-	-	1	1	-	-	1	-	1	-	-	-	-	1	-
Yes	66	2	5	3	6	3	2	1	3	3	1	-	1	2	2	-
	25.2%	20.0%	41.7%	42.9%	33.3%	17.6%	28.6%	20.0%	27.3%	42.9%	16.7%		25.0%	40.0%	28.6%	
No	196	8	7	4	12	14	5	4	8	4	5	5	3	3	5	2
	74.8%	80.0%	58.3%	57.1%	66.7%	82.4%	71.4%	80.0%	72.7%	57.1%	83.3%	100.0%	75.0%	60.0%	71.4%	100.0%
											fgIJnoQ	CDE				CDEfgIJnoQ
HEDIS/CAHPS SUMMARY RATE - Yes	66	2	5	3	6	3	2	1	3	3	1	-	1	2	2	-
	25.2%	20.0%	41.7%	42.9%	33.3%	17.6%	28.6%	20.0%	27.3%	42.9%	16.7%		25.0%	40.0%	28.6%	

Comparison Groups: BCDEFHGIJKLNO PQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q17. 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?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible      144
Total Valid Responses 139
                    100.0%
No Answer           5
Yes                 32
                    23.0%
No                  107
                    77.0%

HEDIS/CAHPS SUMMARY RATE      32
- Yes                          23.0%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q18. (CC-CCC) 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	66	2	5	3	6	3	2	1	3	3	1	-	1	2	2	-
Total Valid Responses	65	2	5	3	6	3	2	1	3	3	1	-	1	2	2	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	63	2	5	3	5	3	2	1	3	3	1	-	1	2	2	-
	96.9%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	
No	2	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	3.1%				16.7%											
HEDIS/CAHPS SUMMARY RATE	63	2	5	3	5	3	2	1	3	3	1	-	1	2	2	-
- Yes	96.9%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q18. (CC-CCC) 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?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          32
Total Valid Responses   31
                        100.0%
No Answer              1
Yes                    30
                        96.8%
No                     1
                        3.2%
HEDIS/CAHPS SUMMARY RATE 30
- Yes                  96.8%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q19. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	329	12	14	10	23	20	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Yes	54	3	-	3	5	4	2	1	3	-	-	1	2	2	3	2
	16.4%	25.0%		30.0%	21.7%	20.0%	25.0%	12.5%	27.3%			16.7%	50.0%	28.6%	33.3%	66.7% hq
No	275	9	14	7	18	16	6	7	8	10	9	5	2	5	6	1
	83.6%	75.0%	100.0%	70.0%	78.3%	80.0%	75.0%	87.5%	72.7%	100.0%	100.0%	83.3%	50.0%	71.4%	66.7%	33.3%
			BDEFIMnOPQ					p		BDEFIMnOPQ	BDEFIMnOPQ					
HEDIS/CAHPS SUMMARY RATE - Yes	54	3	-	3	5	4	2	1	3	-	-	1	2	2	3	2
	16.4%	25.0%		30.0%	21.7%	20.0%	25.0%	12.5%	27.3%			16.7%	50.0%	28.6%	33.3%	66.7% hq

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q19. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

(CCC POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible      177
Total Valid Responses 175
                   100.0%

No Answer           2
Yes                 23
                   13.1%

No                  152
                   86.9%
                   P

HEDIS/CAHPS SUMMARY RATE 23
- Yes                 13.1%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	54	3	-	3	5	4	2	1	3	-	-	1	2	2	3	2
Total Valid Responses	54	3	-	3	5	4	2	1	3	-	-	1	2	2	3	2
	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	30	-	-	-	3	3	2	1	2	-	-	1	1	1	2	2
	55.6%				60.0%	75.0%	100.0%	100.0%	66.7%			100.0%	50.0%	50.0%	66.7%	100.0%
							eQ	eQ				eQ				eQ
Usually	10	1	-	1	1	1	-	-	-	-	-	-	1	-	-	-
	18.5%	33.3%		33.3%	20.0%	25.0%						50.0%				
Sometimes	9	2	-	1	-	-	-	-	1	-	-	-	1	1	-	-
	16.7%	66.7%		33.3%					33.3%				50.0%	33.3%		
		q														
Never	5	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	9.3%			33.3%	20.0%											
HEDIS/CAHPS SUMMARY RATE - Always/Usually	40	1	-	1	4	4	2	1	2	-	-	1	2	1	2	2
	74.1%	33.3%		33.3%	80.0%	100.0%	100.0%	100.0%	66.7%			100.0%	100.0%	50.0%	66.7%	100.0%
							BDQ	BDQ				BDQ	BDQ			BDQ
HEDIS/CAHPS SUMMARY RATE - Always	30	-	-	-	3	3	2	1	2	-	-	1	1	1	2	2
	55.6%				60.0%	75.0%	100.0%	100.0%	66.7%			100.0%	50.0%	50.0%	66.7%	100.0%
							eQ	eQ				eQ				eQ
Mean	3.20	2.33	-	2.00	3.20	3.75	4.00	4.00	3.33	-	-	4.00	3.50	3.00	3.33	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

(CCC POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible           23
Total Valid Responses    23
                        100.0%

No Answer                -
Always                   12
                        52.2%

Usually                  5
                        21.7%

Sometimes                3
                        13.0%

Never                    3
                        13.0%

HEDIS/CAHPS SUMMARY RATE 17
- Always/Usually         73.9%

HEDIS/CAHPS SUMMARY RATE 12
- Always                  52.2%

Mean                     3.13
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	54	3	-	3	5	4	2	1	3	-	-	1	2	2	3	2
Total Valid Responses	54	3	-	3	5	4	2	1	3	-	-	1	2	2	3	2
	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	43	2	-	2	4	4	1	1	2	-	-	2	2	3	1	
	79.6%	66.7%		66.7%	80.0%	100.0%	50.0%	100.0%	66.7%			100.0%	100.0%	100.0%	50.0%	
						Q			Q			Q	Q	Q	Q	
No	11	1	-	1	1	-	1	-	1	-	-	1	-	-	-	1
	20.4%	33.3%		33.3%	20.0%		50.0%		33.3%			100.0%				50.0%
												BDEIQ				
HEDIS/CAHPS SUMMARY RATE - Yes	43	2	-	2	4	4	1	1	2	-	-	2	2	3	1	
	79.6%	66.7%		66.7%	80.0%	100.0%	50.0%	100.0%	66.7%			100.0%	100.0%	100.0%	50.0%	
						Q			Q			Q	Q	Q	Q	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible      23
Total Valid Responses 23
                   100.0%
No Answer           -
Yes                 19
                   82.6%
No                  4
                   17.4%
HEDIS/CAHPS SUMMARY RATE
- Yes               19
                   82.6%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	329	12	13	10	24	20	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	126 38.3%	4 33.3%	5 38.5%	4 40.0%	9 37.5%	8 40.0%	4 50.0%	2 25.0%	4 36.4%	6 60.0%	3 33.3%	3 50.0%	1 25.0%	5 71.4% beHmQ	5 55.6%	2 66.7%
No	203 61.7%	8 66.7% n	8 61.5%	6 60.0%	15 62.5% n	12 60.0%	4 50.0%	6 75.0%	7 63.6%	4 40.0%	6 66.7%	3 50.0%	3 75.0% n	2 28.6%	4 44.4%	1 33.3%
HEDIS/CAHPS SUMMARY RATE - Yes	126 38.3%	4 33.3%	5 38.5%	4 40.0%	9 37.5%	8 40.0%	4 50.0%	2 25.0%	4 36.4%	6 60.0%	3 33.3%	3 50.0%	1 25.0%	5 71.4% beHmQ	5 55.6%	2 66.7%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible      177
Total Valid Responses 175
                    100.0%
No Answer           2
Yes                 61
                    34.9%
No                  114
                    65.1%
                    N
HEDIS/CAHPS SUMMARY RATE 61
- Yes               34.9%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	126	4	5	4	9	8	4	2	4	6	3	3	1	5	5	2
Total Valid Responses	121	3	5	4	9	7	4	2	4	6	3	3	1	5	5	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Always	74 61.2%	2 66.7%	1 20.0%	1 25.0%	6 66.7% c	5 71.4% Cdi	3 75.0% c	2 100.0% CDEFIjKNoQ	1 25.0%	4 66.7% c	1 33.3%	2 66.7%	-	2 40.0%	3 60.0%	1 50.0%
Usually	29 24.0%	-	4 80.0% dEFOQ	1 25.0%	1 11.1%	2 28.6%	-	-	2 50.0%	-	2 66.7% eq	-	1 100.0% DEFINOQ	2 40.0%	1 20.0%	1 50.0%
Sometimes	11 9.1%	-	-	2 50.0% q	1 11.1%	-	1 25.0%	-	1 25.0%	1 16.7%	-	-	-	1 20.0%	1 20.0%	-
Never	7 5.8%	1 33.3%	-	-	1 11.1%	-	-	-	-	1 16.7%	-	1 33.3%	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	103 85.1%	2 66.7%	5 100.0% DjQ	2 50.0%	7 77.8%	7 100.0% DjQ	3 75.0%	2 100.0% DjQ	3 75.0%	4 66.7%	3 100.0% DjQ	2 66.7%	1 100.0% DjQ	4 80.0%	4 80.0%	2 100.0% DjQ
HEDIS/CAHPS SUMMARY RATE - Always	74 61.2%	2 66.7%	1 20.0%	1 25.0%	6 66.7% c	5 71.4% Cdi	3 75.0% c	2 100.0% CDEFIjKNoQ	1 25.0%	4 66.7% c	1 33.3%	2 66.7%	-	2 40.0%	3 60.0%	1 50.0%
Mean	3.40	3.00	3.20	2.75	3.33	3.71	3.50	4.00	3.00	3.17	3.33	3.00	3.00	3.20	3.40	3.50

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?

(CCC POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible          61
Total Valid Responses   58
                        100.0%

No Answer                3

Always                  40
                        69.0%
                        Cdi

Usually                 12
                        20.7%

Sometimes                3
                        5.2%

Never                   3
                        5.2%

HEDIS/CAHPS SUMMARY RATE  52
- Always/Usually         89.7%

HEDIS/CAHPS SUMMARY RATE  40
- Always                 69.0%
                        Cdi

Mean                    3.53
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	126	4	5	4	9	8	4	2	4	6	3	3	1	5	5	2
Total Valid Responses	125	4	5	4	9	8	4	2	4	6	3	3	1	5	5	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	80	3	3	2	6	4	4	-	2	4	2	1	1	4	2	2
	64.0%	75.0%	60.0%	50.0%	66.7%	50.0%	100.0%		50.0%	66.7%	66.7%	33.3%	100.0%	80.0%	40.0%	100.0%
							cDEFIJLOQ						cDEFIJLOQ			cDEFIJLOQ
No	45	1	2	2	3	4	-	2	2	2	1	2	-	1	3	-
	36.0%	25.0%	40.0%	50.0%	33.3%	50.0%		100.0%	50.0%	33.3%	33.3%	66.7%		20.0%	60.0%	
								CDEFIJKNoQ								
								B								
HEDIS/CAHPS SUMMARY RATE - Yes	80	3	3	2	6	4	4	-	2	4	2	1	1	4	2	2
	64.0%	75.0%	60.0%	50.0%	66.7%	50.0%	100.0%		50.0%	66.7%	66.7%	33.3%	100.0%	80.0%	40.0%	100.0%
							cDEFIJLOQ						cDEFIJLOQ			cDEFIJLOQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

(CCC POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible           61
Total Valid Responses    60
                        100.0%

No Answer                1
Yes                      40
                        66.7%

No                        20
                        33.3%

HEDIS/CAHPS SUMMARY RATE
- Yes                    40
                        66.7%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q25. 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	325	12	14	10	23	19	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
Yes	124	4	8	5	4	7	4	1	5	4	4	3	1	2	5	3
	38.2%	33.3%	57.1% EH	50.0% eh	17.4%	36.8%	50.0% eh	12.5%	45.5% eh	40.0%	44.4%	50.0%	25.0%	28.6%	55.6% EH	100.0% EFGHIJKLMNOQ BCD
No	201	8	6	5	19	12	4	7	6	6	5	3	3	5	4	-
	61.8%	66.7%	42.9%	50.0%	82.6% CdgiOQ	63.2%	50.0%	87.5% CdgiOQ	54.5%	60.0%	55.6%	50.0%	75.0%	71.4%	44.4%	
HEDIS/CAHPS SUMMARY RATE - Yes	124	4	8	5	4	7	4	1	5	4	4	3	1	2	5	3
	38.2%	33.3%	57.1% EH	50.0% eh	17.4%	36.8%	50.0% eh	12.5%	45.5% eh	40.0%	44.4%	50.0%	25.0%	28.6%	55.6% EH	100.0% EFGHIJKLMNOQ BCD

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q25. 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?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          177
Total Valid Responses   172
                        100.0%
No Answer               5
Yes                     64
                        37.2%
                        EH
No                       108
                        62.8%
HEDIS/CAHPS SUMMARY RATE 64
- Yes                   37.2%
                        EH
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	124	4	8	5	4	7	4	1	5	4	4	3	1	2	5	3
Total Valid Responses	124	4	8	5	4	7	4	1	5	4	4	3	1	2	5	3
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	61 49.2%	2 50.0%	6 75.0% gjq	2 40.0%	2 50.0%	4 57.1%	1 25.0%	1 100.0% BDEFGJQ	4 80.0% gjq	1 25.0%	-	2 66.7%	1 100.0% BDEFGJQ	-	4 80.0% gjq	2 66.7%
Usually	32 25.8%	2 50.0%	2 25.0%	3 60.0% f	-	1 14.3%	1 25.0%	-	1 20.0%	1 25.0%	3 75.0% cFioQ	-	-	1 50.0%	1 20.0%	-
Sometimes	19 15.3%	-	-	-	1 25.0%	1 14.3%	2 50.0%	-	-	1 25.0%	1 25.0%	-	-	1 50.0%	-	1 33.3%
Never	12 9.7%	-	-	-	1 25.0%	1 14.3%	-	-	-	1 25.0%	-	1 33.3%	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	93 75.0%	4 100.0% EfgJQ	8 100.0% EfgJQ	5 100.0% EfgJQ	2 50.0%	5 71.4%	2 50.0%	1 100.0% EfgJQ	5 100.0% EfgJQ	2 50.0%	3 75.0%	2 66.7%	1 100.0% EfgJQ	1 50.0%	5 100.0% EfgJQ	2 66.7%
HEDIS/CAHPS SUMMARY RATE - Always	61 49.2%	2 50.0%	6 75.0% gjq	2 40.0%	2 50.0%	4 57.1%	1 25.0%	1 100.0% BDEFGJQ	4 80.0% gjq	1 25.0%	-	2 66.7%	1 100.0% BDEFGJQ	-	4 80.0% gjq	2 66.7%
Mean	3.15	3.50	3.75	3.40	2.75	3.14	2.75	4.00	3.80	2.50	2.75	3.00	4.00	2.50	3.80	3.33

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?

(CCC POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible           64
Total Valid Responses    64
                        100.0%

No Answer                -
Always                   29
                        45.3%

Usually                  16
                        25.0%

Sometimes                11
                        17.2%

Never                    8
                        12.5%

HEDIS/CAHPS SUMMARY RATE 45
- Always/Usually        70.3%

HEDIS/CAHPS SUMMARY RATE 29
- Always                 45.3%

Mean                     3.03
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	124	4	8	5	4	7	4	1	5	4	4	3	1	2	5	3
Total Valid Responses	122	4	8	5	4	7	4	1	5	4	4	3	1	2	5	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	66 54.1%	3 75.0% f	6 75.0% Fk	3 60.0%	3 75.0% f	2 28.6%	3 75.0% f	-	3 60.0%	2 50.0%	1 25.0%	1 33.3%	1 100.0% dFiJKLoQ	1 50.0%	3 60.0%	2 66.7%
No	56 45.9%	1 25.0%	2 25.0%	2 40.0%	1 25.0%	5 71.4% bCeg	1 25.0%	1 100.0% CDEFGIJOPQ B	2 40.0%	2 50.0%	3 75.0% c	2 66.7%	-	1 50.0%	2 40.0%	1 33.3%
HEDIS/CAHPS SUMMARY RATE - Yes	66 54.1%	3 75.0% f	6 75.0% Fk	3 60.0%	3 75.0% f	2 28.6%	3 75.0% f	-	3 60.0%	2 50.0%	1 25.0%	1 33.3%	1 100.0% dFiJKLoQ	1 50.0%	3 60.0%	2 66.7%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          64
Total Valid Responses   62
                        100.0%
No Answer               2
Yes                     32
                        51.6%
No                      30
                        48.4%

HEDIS/CAHPS SUMMARY RATE   32
- Yes                      51.6%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q28. 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	324	12	14	9	24	19	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-
Yes	141	2	7	3	12	8	5	3	4	3	2	3	2	4	7	1
	43.5%	16.7%	50.0%	33.3%	50.0%	42.1%	62.5%	37.5%	36.4%	30.0%	22.2%	50.0%	50.0%	57.1%	77.8%	33.3%
			b		B		Bk							b	BDFhIJKQ	
No	183	10	7	6	12	11	3	5	7	7	7	3	2	3	2	2
	56.5%	83.3%	50.0%	66.7%	50.0%	57.9%	37.5%	62.5%	63.6%	70.0%	77.8%	50.0%	50.0%	42.9%	22.2%	66.7%
		cEGnoQ		O		O		o	O	O	gO					
HEDIS/CAHPS SUMMARY RATE - Yes	141	2	7	3	12	8	5	3	4	3	2	3	2	4	7	1
	43.5%	16.7%	50.0%	33.3%	50.0%	42.1%	62.5%	37.5%	36.4%	30.0%	22.2%	50.0%	50.0%	57.1%	77.8%	33.3%
			b		B		Bk							b	BDFhIJKQ	

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q28. 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?

(CCC POPULATION)

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=====
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OTHER
-----
(Q)
Total Eligible      177
Total Valid Responses 171
                    100.0%
No Answer           6
Yes                 75
                    43.9%
                    B
No                  96
                    56.1%
                    O
HEDIS/CAHPS SUMMARY RATE 75
- Yes               43.9%
                    B
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q29. (CC-CCC) 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	141	2	7	3	12	8	5	3	4	3	2	3	2	4	7	1
Total Valid Responses	138	2	7	3	12	8	5	3	4	3	2	3	2	4	6	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Yes	94	1	3	2	7	6	4	1	4	2	2	1	1	4	5	1
	68.1%	50.0%	42.9%	66.7%	58.3%	75.0%	80.0%	33.3%	100.0%	66.7%	100.0%	33.3%	50.0%	100.0%	83.3%	100.0%
									CEHLQ		CEHLQ			CEHLQ	c	CEHLQ
No	44	1	4	1	5	2	1	2	-	1	-	2	1	-	1	-
	31.9%	50.0%	57.1%	33.3%	41.7%	25.0%	20.0%	66.7%		33.3%		66.7%	50.0%		16.7%	
			o													
HEDIS/CAHPS SUMMARY RATE - Yes	94	1	3	2	7	6	4	1	4	2	2	1	1	4	5	1
	68.1%	50.0%	42.9%	66.7%	58.3%	75.0%	80.0%	33.3%	100.0%	66.7%	100.0%	33.3%	50.0%	100.0%	83.3%	100.0%
									CEHLQ		CEHLQ			CEHLQ	c	CEHLQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q29. (CC-CCC) 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?

(CCC POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible           75
Total Valid Responses    73
                        100.0%
No Answer                2
Yes                      50
                        68.5%

No                        23
                        31.5%

HEDIS/CAHPS SUMMARY RATE    50
- Yes                     68.5%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q30. Does your child have a personal doctor?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	331	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	298	10	12	10	22	17	7	7	10	7	8	6	4	6	9	2
	90.0%	83.3%	85.7%	100.0%	91.7%	85.0%	87.5%	87.5%	90.9%	70.0%	88.9%	100.0%	100.0%	85.7%	100.0%	66.7%
				fJQ							fJQ		fJQ		fJQ	
No	33	2	2	-	2	3	1	1	1	3	1	-	-	1	-	1
	10.0%	16.7%	14.3%		8.3%	15.0%	12.5%	12.5%	9.1%	30.0%	11.1%			14.3%		33.3%
HEDIS/CAHPS SUMMARY RATE	298	10	12	10	22	17	7	7	10	7	8	6	4	6	9	2
- Yes	90.0%	83.3%	85.7%	100.0%	91.7%	85.0%	87.5%	87.5%	90.9%	70.0%	88.9%	100.0%	100.0%	85.7%	100.0%	66.7%
				fJQ							fJQ		fJQ		fJQ	

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q30. Does your child have a personal doctor?

(CCC POPULATION)

=====
 =====

OTHER

 (Q)

Total Eligible	177
Total Valid Responses	176 100.0%
No Answer	1
Yes	161 91.5%
No	15 8.5%
HEDIS/CAHPS SUMMARY RATE	161
- Yes	91.5%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	298	10	12	10	22	17	7	7	10	7	8	6	4	6	9	2
Total Valid Responses	287	9	12	9	20	17	7	7	9	7	8	6	4	6	9	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	1	-	1	2	-	-	-	1	-	-	-	-	-	-	-
None	49	2	-	3	5	3	1	-	3	3	3	-	-	2	-	-
	17.1%	22.2%		33.3%	25.0%	17.6%	14.3%		33.3%	42.9%	37.5%			33.3%		
1 time	83	3	4	2	7	5	-	-	4	-	1	1	2	-	5	2
	28.9%	33.3%	33.3%	22.2%	35.0%	29.4%			44.4%		12.5%	16.7%	50.0%		55.6%	100.0%
															Kl	BCDEFIKLMOQ
2	61	1	1	1	6	5	3	3	-	-	1	3	1	2	3	-
	21.3%	11.1%	8.3%	11.1%	30.0%	29.4%	42.9%	42.9%			12.5%	50.0%	25.0%	33.3%	33.3%	
					c		c	c				bcd				
3	39	1	4	-	1	1	1	3	1	2	1	1	1	1	1	-
	13.6%	11.1%	33.3%		5.0%	5.9%	14.3%	42.9%	11.1%	28.6%	12.5%	16.7%	25.0%	16.7%	11.1%	
			Ef				ef									
4	26	1	3	1	1	3	-	-	1	-	1	1	-	-	-	-
	9.1%	11.1%	25.0%	11.1%	5.0%	17.6%			11.1%		12.5%	16.7%				
5 to 9	20	1	-	1	-	-	2	1	-	1	1	-	-	1	-	-
	7.0%	11.1%		11.1%			28.6%	14.3%		14.3%	12.5%			16.7%		
10 or more times	9	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-
	3.1%			11.1%						14.3%						
HEDIS/CAHPS SUMMARY RATE - 1 or More times	238	7	12	6	15	14	6	7	6	4	5	6	4	4	9	2
	82.9%	77.8%	100.0%	66.7%	75.0%	82.4%	85.7%	100.0%	66.7%	57.1%	62.5%	100.0%	100.0%	66.7%	100.0%	100.0%
			DEFIJKnQ				DEFIJKnQ				EFIJKnQ	DEFIJKnQ	DEFIJKnQ		DEFIJKnQ	DEFIJKnQ
												D				

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          161
Total Valid Responses   155
                        100.0%
No Answer                6
None                     24
                        15.5%
1 time                   47
                        30.3%
2                         31
                        20.0%
3                         20
                        12.9%
4                         14
                        9.0%
5 to 9                   12
                        7.7%
10 or more times        7
                        4.5%
HEDIS/CAHPS SUMMARY RATE 131
- 1 or More times       84.5%
    
```

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Mean	3.02	2.89	3.50	3.11	2.30	2.76	3.71	3.86	2.22	3.43	2.88	3.33	2.75	3.00	2.56	2.00

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q31. In the last 6 months, how many times did your child
visit his or her personal doctor for care?

(CCC POPULATION)

=====
=====

OTHER

(Q)

Mean 3.11

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
770-978-3173
2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q32. (HWDC) 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	238	7	12	6	15	14	6	7	6	4	5	6	4	4	9	2
Total Valid Responses	238	7	12	6	15	14	6	7	6	4	5	6	4	4	9	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	192 80.7%	5 71.4%	9 75.0%	5 83.3%	12 80.0%	12 85.7%	6 100.0% bCe1nQ	6 85.7%	5 83.3%	3 75.0%	5 100.0% bCe1nQ	4 66.7%	3 75.0%	2 50.0%	8 88.9%	2 100.0% bCe1nQ
Usually	33 13.9%	2 28.6%	1 8.3%	1 16.7%	3 20.0%	1 7.1%	-	-	1 16.7%	-	-	1 16.7%	1 25.0%	1 25.0%	1 11.1%	-
Sometimes	10 4.2%	-	2 16.7%	-	-	-	-	1 14.3%	-	1 25.0%	-	1 16.7%	-	1 25.0%	-	-
Never	3 1.3%	-	-	-	-	1 7.1%	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	225 94.5%	7 100.0% Q	10 83.3%	6 100.0% Q	15 100.0% Q	13 92.9%	6 100.0% Q	6 85.7%	6 100.0% Q	3 75.0%	5 100.0% Q	5 83.3%	4 100.0% Q	3 75.0%	9 100.0% Q	2 100.0% Q
HEDIS/CAHPS SUMMARY RATE - Always	192 80.7%	5 71.4%	9 75.0%	5 83.3%	12 80.0%	12 85.7%	6 100.0% bCe1nQ	6 85.7%	5 83.3%	3 75.0%	5 100.0% bCe1nQ	4 66.7%	3 75.0%	2 50.0%	8 88.9%	2 100.0% bCe1nQ
Mean	3.74	3.71	3.58	3.83	3.80	3.71	4.00	3.71	3.83	3.50	4.00	3.50	3.75	3.25	3.89	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q32. (HWDC) 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?

(CCC POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible      131
Total Valid Responses 131
                    100.0%
No Answer           -
Always              105
                    80.2%
Usually             20
                    15.3%
Sometimes           4
                    3.1%
Never                2
                    1.5%
HEDIS/CAHPS SUMMARY RATE 125
- Always/Usually    95.4%
HEDIS/CAHPS SUMMARY RATE 105
- Always            80.2%
Mean                3.74
    
```

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	238	7	12	6	15	14	6	7	6	4	5	6	4	4	9	2
Total Valid Responses	237	7	12	6	15	14	6	7	6	4	5	6	4	4	9	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	189	5	10	5	11	11	6	7	5	2	5	5	3	2	7	2
	79.7%	71.4%	83.3%	83.3%	73.3%	78.6%	100.0%	100.0%	83.3%	50.0%	100.0%	83.3%	75.0%	50.0%	77.8%	100.0%
							bEFJNQ	bEFJNQ			bEFJNQ					bEFJNQ
Usually	36	2	2	-	4	2	-	-	1	1	-	1	-	-	2	-
	15.2%	28.6%	16.7%		26.7%	14.3%			16.7%	25.0%		16.7%	25.0%		22.2%	
Sometimes	10	-	-	1	-	-	-	-	-	1	-	-	-	2	-	-
	4.2%			16.7%						25.0%				50.0%		
Never	2	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	0.8%					7.1%										
HEDIS/CAHPS SUMMARY RATE - Always/Usually	225	7	12	5	15	13	6	7	6	3	5	6	4	2	9	2
	94.9%	100.0%	100.0%	83.3%	100.0%	92.9%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%
		NQ	NQ		NQ	n	NQ	NQ	NQ		NQ	NQ	NQ		NQ	NQ
HEDIS/CAHPS SUMMARY RATE - Always	189	5	10	5	11	11	6	7	5	2	5	5	3	2	7	2
	79.7%	71.4%	83.3%	83.3%	73.3%	78.6%	100.0%	100.0%	83.3%	50.0%	100.0%	83.3%	75.0%	50.0%	77.8%	100.0%
							bEFJNQ	bEFJNQ			bEFJNQ					bEFJNQ
Mean	3.74	3.71	3.83	3.67	3.73	3.64	4.00	4.00	3.83	3.25	4.00	3.83	3.75	3.00	3.78	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?

(CCC POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible           131
Total Valid Responses    130
                        100.0%

No Answer                1
Always                   103
                        79.2%

Usually                  20
                        15.4%

Sometimes                6
                        4.6%

Never                    1
                        0.8%

HEDIS/CAHPS SUMMARY RATE 123
- Always/Usually         94.6%
                        n

HEDIS/CAHPS SUMMARY RATE 103
- Always                  79.2%

Mean                     3.73
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	238	7	12	6	15	14	6	7	6	4	5	6	4	4	9	2
Total Valid Responses	238	7	12	6	15	14	6	7	6	4	5	6	4	4	9	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	198 83.2%	4 57.1%	10 83.3%	5 83.3%	12 80.0%	12 85.7%	5 83.3%	7 100.0% BeNQ	6 100.0% BeNQ	3 75.0%	4 80.0%	5 83.3%	4 100.0% BeNQ	2 50.0%	7 77.8%	2 100.0% BeNQ
Usually	34 14.3%	3 42.9% f	2 16.7%	-	3 20.0%	1 7.1%	1 16.7%	-	-	-	1 20.0%	1 16.7%	-	2 50.0% f	2 22.2%	-
Sometimes	4 1.7%	-	-	1 16.7%	-	-	-	-	-	1 25.0%	-	-	-	-	-	-
Never	2 0.8%	-	-	-	-	1 7.1%	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	232 97.5%	7 100.0% q	12 100.0% q	5 83.3%	15 100.0% q	13 92.9%	6 100.0% q	7 100.0% q	6 100.0% q	3 75.0%	5 100.0% q	6 100.0% q	4 100.0% q	4 100.0% q	9 100.0% q	2 100.0% q
HEDIS/CAHPS SUMMARY RATE - Always	198 83.2%	4 57.1%	10 83.3%	5 83.3%	12 80.0%	12 85.7%	5 83.3%	7 100.0% BeNQ	6 100.0% BeNQ	3 75.0%	4 80.0%	5 83.3%	4 100.0% BeNQ	2 50.0%	7 77.8%	2 100.0% BeNQ
Mean	3.80	3.57	3.83	3.67	3.80	3.71	3.83	4.00	4.00	3.50	3.80	3.83	4.00	3.50	3.78	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible      131
Total Valid Responses 131
                   100.0%
No Answer           -
Always              110
                   84.0%
Usually             18
                   13.7%
Sometimes           2
                   1.5%
Never                1
                   0.8%
HEDIS/CAHPS SUMMARY RATE 128
- Always/Usually    97.7%
HEDIS/CAHPS SUMMARY RATE 110
- Always            84.0%
Mean                3.81
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q35. Is your child able to talk with doctors about his or her health care?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	238	7	12	6	15	14	6	7	6	4	5	6	4	4	9	2
Total Valid Responses	237	7	12	6	15	13	6	7	6	4	5	6	4	4	9	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Yes	175	6	10	5	8	12	4	6	4	3	4	3	3	3	7	1
	73.8%	85.7%	83.3%	83.3%	53.3%	92.3%	66.7%	85.7%	66.7%	75.0%	80.0%	50.0%	75.0%	75.0%	77.8%	50.0%
		e	e			EIQ		e								
No	62	1	2	1	7	1	2	1	2	1	1	3	1	1	2	1
	26.2%	14.3%	16.7%	16.7%	46.7%	7.7%	33.3%	14.3%	33.3%	25.0%	20.0%	50.0%	25.0%	25.0%	22.2%	50.0%
					bcFh							f				
HEDIS/CAHPS SUMMARY RATE - Yes	175	6	10	5	8	12	4	6	4	3	4	3	3	3	7	1
	73.8%	85.7%	83.3%	83.3%	53.3%	92.3%	66.7%	85.7%	66.7%	75.0%	80.0%	50.0%	75.0%	75.0%	77.8%	50.0%
		e	e			EIQ		e								

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q35. Is your child able to talk with doctors about his or her health care?

(CCC POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible          131
Total Valid Responses   131
                       100.0%

No Answer              -
Yes                    96
                       73.3%

No                     35
                       26.7%
                       F

HEDIS/CAHPS SUMMARY RATE 96
- Yes                   73.3%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	175	6	10	5	8	12	4	6	4	3	4	3	3	3	7	1
Total Valid Responses	174	6	9	5	8	12	4	6	4	3	4	3	3	3	7	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	131 75.3%	4 66.7%	8 88.9% n	3 60.0%	7 87.5% n	9 75.0%	3 75.0%	5 83.3%	3 75.0%	2 66.7%	2 50.0%	2 66.7%	2 66.7%	1 33.3%	5 71.4%	-
Usually	31 17.8%	2 33.3%	-	1 20.0%	1 12.5%	2 16.7%	1 25.0%	-	-	-	2 50.0%	-	-	1 33.3%	2 28.6%	1 100.0% BDEFGKNOQ
Sometimes	8 4.6%	-	1 11.1%	-	-	-	-	1 16.7%	1 25.0%	-	-	-	1 33.3%	1 33.3%	-	-
Never	4 2.3%	-	-	1 20.0%	-	1 8.3%	-	-	-	1 33.3%	-	1 33.3%	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	162 93.1%	6 100.0% q	8 88.9%	4 80.0%	8 100.0% q	11 91.7%	4 100.0% q	5 83.3%	3 75.0%	2 66.7%	4 100.0% q	2 66.7%	2 66.7%	2 66.7%	7 100.0% q	1 100.0% q
HEDIS/CAHPS SUMMARY RATE - Always	131 75.3%	4 66.7%	8 88.9% n	3 60.0%	7 87.5% n	9 75.0%	3 75.0%	5 83.3%	3 75.0%	2 66.7%	2 50.0%	2 66.7%	2 66.7%	1 33.3%	5 71.4%	-
Mean	3.66	3.67	3.78	3.20	3.88	3.58	3.75	3.67	3.50	3.00	3.50	3.00	3.33	3.00	3.71	3.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

(CCC POPULATION)

	=====
	=====
	OTHER

	(Q)
Total Eligible	96
Total Valid Responses	96 100.0%
No Answer	-
Always	75 78.1%
Usually	18 18.8%
Sometimes	3 3.1%
Never	-
HEDIS/CAHPS SUMMARY RATE	93
- Always/Usually	96.9%
HEDIS/CAHPS SUMMARY RATE	75
- Always	78.1%
Mean	3.75

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	238	7	12	6	15	14	6	7	6	4	5	6	4	4	9	2
Total Valid Responses	236	7	12	6	14	13	6	7	6	4	5	6	4	4	9	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
Always	162	5	8	4	11	8	6	5	4	3	3	4	2	1	7	2
	68.6%	71.4%	66.7%	66.7%	78.6%	61.5%	100.0%	71.4%	66.7%	75.0%	60.0%	66.7%	50.0%	25.0%	77.8%	100.0%
		n			N	bCdeFhiklMNQ		n							N bCdeFhiklMNQ	
Usually	57	2	3	1	3	3	-	2	1	-	2	2	2	2	2	-
	24.2%	28.6%	25.0%	16.7%	21.4%	23.1%		28.6%	16.7%		40.0%	33.3%	50.0%	50.0%	22.2%	
Sometimes	12	-	1	1	-	-	-	-	1	-	-	-	-	1	-	-
	5.1%		8.3%	16.7%					16.7%					25.0%		
Never	5	-	-	-	-	2	-	-	-	1	-	-	-	-	-	-
	2.1%					15.4%				25.0%						
HEDIS/CAHPS SUMMARY RATE - Always/Usually	219	7	11	5	14	11	6	7	5	3	5	6	4	3	9	2
	92.8%	100.0%	91.7%	83.3%	100.0%	84.6%	100.0%	100.0%	83.3%	75.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%
		Q			Q		Q	Q			Q	Q	Q		Q	Q
HEDIS/CAHPS SUMMARY RATE - Always	162	5	8	4	11	8	6	5	4	3	3	4	2	1	7	2
	68.6%	71.4%	66.7%	66.7%	78.6%	61.5%	100.0%	71.4%	66.7%	75.0%	60.0%	66.7%	50.0%	25.0%	77.8%	100.0%
		n			N	bCdeFhiklMNQ		n							N bCdeFhiklMNQ	
Mean	3.59	3.71	3.58	3.50	3.79	3.31	4.00	3.71	3.50	3.25	3.60	3.67	3.50	3.00	3.78	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?

(CCC POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible          131
Total Valid Responses   131
                        100.0%

No Answer               -
Always                  89
                        67.9%
                        n

Usually                 32
                        24.4%

Sometimes              8
                        6.1%

Never                   2
                        1.5%

HEDIS/CAHPS SUMMARY RATE 121
- Always/Usually        92.4%

HEDIS/CAHPS SUMMARY RATE 89
- Always                67.9%
                        n

Mean                    3.59
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q38. (FCC-PD) In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	238	7	12	6	15	14	6	7	6	4	5	6	4	4	9	2
Total Valid Responses	236	6	12	6	15	14	6	7	6	4	5	6	4	4	9	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	210	6	10	4	15	12	6	7	5	3	4	5	4	4	9	2
	89.0%	100.0%	83.3%	66.7%	100.0%	85.7%	100.0%	100.0%	83.3%	75.0%	80.0%	83.3%	100.0%	100.0%	100.0%	100.0%
		dQ			dQ		dQ	dQ					dQ	dQ	dQ	dQ
No	26	-	2	2	-	2	-	-	1	1	1	1	-	-	-	-
	11.0%		16.7%	33.3%		14.3%			16.7%	25.0%	20.0%	16.7%				
HEDIS/CAHPS SUMMARY RATE - Yes	210	6	10	4	15	12	6	7	5	3	4	5	4	4	9	2
	89.0%	100.0%	83.3%	66.7%	100.0%	85.7%	100.0%	100.0%	83.3%	75.0%	80.0%	83.3%	100.0%	100.0%	100.0%	100.0%
		dQ			dQ		dQ	dQ					dQ	dQ	dQ	dQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q38. (FCC-PD) In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible      131
Total Valid Responses 130
                   100.0%
No Answer           1
Yes                 114
                   87.7%
No                  16
                   12.3%
HEDIS/CAHPS SUMMARY RATE 114
- Yes               87.7%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	238	7	12	6	15	14	6	7	6	4	5	6	4	4	9	2
Total Valid Responses	237	7	12	6	15	14	6	7	6	4	5	6	4	4	9	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	143	4	10	4	10	8	2	4	4	2	2	3	2	4	7	2
	60.3%	57.1%	83.3%	66.7%	66.7%	57.1%	33.3%	57.1%	66.7%	50.0%	40.0%	50.0%	50.0%	100.0%	77.8%	100.0%
			GkQ											GHiJKLMQ	g	BdEFGHIJKLMQ
														BdEF		
No	94	3	2	2	5	6	4	3	2	2	3	3	2	-	2	-
	39.7%	42.9%	16.7%	33.3%	33.3%	42.9%	66.7%	42.9%	33.3%	50.0%	60.0%	50.0%	50.0%		22.2%	
							Co				c					
HEDIS/CAHPS SUMMARY RATE - Yes	143	4	10	4	10	8	2	4	4	2	2	3	2	4	7	2
	60.3%	57.1%	83.3%	66.7%	66.7%	57.1%	33.3%	57.1%	66.7%	50.0%	40.0%	50.0%	50.0%	100.0%	77.8%	100.0%
			GkQ											GHiJKLMQ	g	BdEFGHIJKLMQ
														BdEF		

Comparison Groups: BCDEFGHIJKLMO PQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

(CCC POPULATION)

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=====
=====

      OTHER
      -----
      (Q)

Total Eligible          131

Total Valid Responses   130
                        100.0%

No Answer               1

Yes                     75
                        57.7%

No                      55
                        42.3%
                        C

HEDIS/CAHPS SUMMARY RATE 75
- Yes                   57.7%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q40. (CC) 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	143	4	10	4	10	8	2	4	4	2	2	3	2	4	7	2
Total Valid Responses	140	4	10	4	9	8	2	4	3	2	2	3	2	4	7	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-
Always	82 58.6%	1 25.0%	8 80.0% BFNQ	3 75.0%	5 55.6%	3 37.5%	2 100.0% BEFNoQ	4 100.0% BEFNoQ	3 100.0% BEFNoQ	1 50.0%	2 100.0% BEFNoQ	2 66.7%	1 50.0%	1 25.0%	5 71.4% bn	2 100.0% BEFNoQ
Usually	38 27.1%	2 50.0%	1 10.0%	-	3 33.3%	4 50.0% C	-	-	-	-	-	1 33.3%	1 50.0%	2 50.0%	2 28.6%	-
Sometimes	14 10.0%	1 25.0%	-	1 25.0%	1 11.1%	-	-	-	-	-	-	-	-	1 25.0%	-	-
Never	6 4.3%	-	1 10.0%	-	-	1 12.5%	-	-	-	1 50.0%	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	120 85.7%	3 75.0%	9 90.0%	3 75.0%	8 88.9%	7 87.5%	2 100.0% Q	4 100.0% Q	3 100.0% Q	1 50.0%	2 100.0% Q	3 100.0% Q	2 100.0% Q	3 75.0%	7 100.0% Q	2 100.0% Q
HEDIS/CAHPS SUMMARY RATE - Always	82 58.6%	1 25.0%	8 80.0% BFNQ	3 75.0%	5 55.6%	3 37.5%	2 100.0% BEFNoQ	4 100.0% BEFNoQ	3 100.0% BEFNoQ	1 50.0%	2 100.0% BEFNoQ	2 66.7%	1 50.0%	1 25.0%	5 71.4% bn	2 100.0% BEFNoQ
Mean	3.40	3.00	3.60	3.50	3.44	3.13	4.00	4.00	4.00	2.50	4.00	3.67	3.50	3.00	3.71	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q40. (CC) 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?

(CCC POPULATION)

	=====
	=====
	OTHER

	(Q)
Total Eligible	75
Total Valid Responses	74
	100.0%
No Answer	1
Always	39
	52.7%
Usually	22
	29.7%
	c
Sometimes	10
	13.5%
Never	3
	4.1%
HEDIS/CAHPS SUMMARY RATE	61
- Always/Usually	82.4%
HEDIS/CAHPS SUMMARY RATE	39
- Always	52.7%
Mean	3.31

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q41. 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	298	10	12	10	22	17	7	7	10	7	8	6	4	6	9	2
Total Valid Responses	296	10	12	10	21	17	7	7	10	7	8	6	4	6	9	2
No Answer	2	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
10 - Best personal doctor possible	165 55.7%	4 40.0%	6 50.0%	7 70.0%	17 81.0% BcKNoQ	12 70.6% nq	6 85.7% BcKNoQ	5 71.4%	7 70.0%	4 57.1%	3 37.5%	3 50.0%	3 75.0%	2 33.3%	4 44.4%	1 50.0%
9	55 18.6%	3 30.0% e	1 8.3%	1 10.0%	1 4.8%	1 5.9%	1 14.3%	2 28.6%	2 20.0%	1 14.3%	4 50.0% CDEFq	1 16.7%	1 25.0%	1 16.7%	4 44.4% CDEF	-
8	34 11.5%	1 10.0%	2 16.7%	-	3 14.3%	2 11.8%	-	-	-	1 14.3%	-	-	-	-	1 11.1%	1 50.0%
7	20 6.8%	2 20.0%	3 25.0%	2 20.0%	-	1 5.9%	-	-	-	-	-	1 16.7%	-	2 33.3%	-	-
6	6 2.0%	-	-	-	-	-	-	-	-	-	1 12.5%	-	-	-	-	-
5	9 3.0%	-	-	-	-	-	-	1 10.0%	-	-	-	1 16.7%	-	-	-	-
4	1 0.3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	4 1.4%	-	-	-	-	1 5.9%	-	-	-	-	-	-	-	1 16.7%	-	-

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q41. 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?

(CCC POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)
Total Eligible           161
Total Valid Responses    160
                        100.0%
No Answer                1
10 - Best personal
doctor possible          81
                        50.6%

9                        31
                        19.4%
                        EF
8                        23
                        14.4%
7                        9
                        5.6%
6                        5
                        3.1%
5                        7
                        4.4%
4                        1
                        0.6%
3                        2
                        1.3%
    
```

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q41. 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
2	2 0.7%	-	-	-	-	-	-	-	-	1 14.3%	-	-	-	-	-	
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
0 - Worst personal doctor possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
HEDIS/CAHPS SUMMARY RATE - 8-10	254 85.8%	8 80.0%	9 75.0%	8 80.0%	21 100.0% C1Nq	15 88.2% n	7 100.0% C1Nq	7 100.0% C1Nq	9 90.0% n	6 85.7%	7 87.5%	4 66.7%	4 100.0% C1Nq	3 50.0%	9 100.0% C1Nq	2 100.0% C1Nq
HEDIS/CAHPS SUMMARY RATE - 9-10	220 74.3%	7 70.0%	7 58.3%	8 80.0%	18 85.7% cq	13 76.5%	7 100.0% BCeFj1Nq	7 100.0% BCeFj1Nq	9 90.0% cnq	5 71.4%	7 87.5%	4 66.7%	4 100.0% BCeFj1Nq	3 50.0%	8 88.9% cnq	1 50.0%
Mean	8.98	8.90	8.83	9.30	9.67	9.12	9.86	9.71	9.30	8.43	9.00	8.50	9.75	7.67	9.33	9.00

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q41. 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?

(CCC POPULATION)

```

=====
=====

      OTHER
-----
      (Q)
2                1
                0.6%
1                -
0 - Worst personal
  doctor possible      -
HEDIS/CAHPS SUMMARY RATE      135
- 8-10                  84.4%
                        n
HEDIS/CAHPS SUMMARY RATE      112
- 9-10                  70.0%
Mean                    8.83
  
```

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	298	10	12	10	22	17	7	7	10	7	8	6	4	6	9	2
Total Valid Responses	292	9	12	10	21	17	6	7	10	7	8	6	4	6	9	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-
Yes	200	5	10	7	17	11	3	4	4	5	5	5	3	5	7	2
	68.5%	55.6%	83.3%	70.0%	81.0%	64.7%	50.0%	57.1%	40.0%	71.4%	62.5%	83.3%	75.0%	83.3%	77.8%	100.0%
			I		I							I		I	i	BDEFGHI jkQ
No	92	4	2	3	4	6	3	3	6	2	3	1	1	1	2	-
	31.5%	44.4%	16.7%	30.0%	19.0%	35.3%	50.0%	42.9%	60.0%	28.6%	37.5%	16.7%	25.0%	16.7%	22.2%	
								CELNoq								
HEDIS/CAHPS SUMMARY RATE - Yes	200	5	10	7	17	11	3	4	4	5	5	5	3	5	7	2
	68.5%	55.6%	83.3%	70.0%	81.0%	64.7%	50.0%	57.1%	40.0%	71.4%	62.5%	83.3%	75.0%	83.3%	77.8%	100.0%
			I		I							I		I	i	BDEFGHI jkQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible      161
Total Valid Responses 158
                    100.0%
No Answer           3
Yes                 107
                    67.7%
                    i
No                  51
                    32.3%

HEDIS/CAHPS SUMMARY RATE
- Yes               107
                    67.7%
                    i
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	200	5	10	7	17	11	3	4	4	5	5	5	3	5	7	2
Total Valid Responses	195	5	10	7	17	10	3	4	4	5	4	5	3	4	7	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	-	-	1	-	-	-	-	1	-	-	1	-	-
Yes	185	5	9	6	17	9	3	4	3	4	4	5	2	4	7	2
	94.9%	100.0%	90.0%	85.7%	100.0%	90.0%	100.0%	100.0%	75.0%	80.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%
		Q			Q		Q		Q		Q		Q		Q	Q
No	10	-	1	1	-	1	-	-	1	1	-	-	1	-	-	-
	5.1%		10.0%	14.3%		10.0%			25.0%	20.0%			33.3%			
HEDIS/CAHPS SUMMARY RATE - Yes	185	5	9	6	17	9	3	4	3	4	4	5	2	4	7	2
	94.9%	100.0%	90.0%	85.7%	100.0%	90.0%	100.0%	100.0%	75.0%	80.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%
		Q			Q		Q		Q		Q		Q		Q	Q

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          107
Total Valid Responses   105
                        100.0%
No Answer               2
Yes                     101
                        96.2%
No                       4
                        3.8%
HEDIS/CAHPS SUMMARY RATE
- Yes                   101
                        96.2%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q44. (FCC-PD) 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	200	5	10	7	17	11	3	4	4	5	5	5	3	5	7	2
Total Valid Responses	197	5	10	7	16	10	3	4	4	5	5	5	3	5	7	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
Yes	184	4	10	6	16	9	3	4	3	3	5	4	2	5	7	2
	93.4%	80.0%	100.0%	85.7%	100.0%	90.0%	100.0%	100.0%	75.0%	60.0%	100.0%	80.0%	66.7%	100.0%	100.0%	100.0%
			JQ		JQ		JQ	JQ			JQ			JQ	JQ	JQ
No	13	1	-	1	-	1	-	-	1	2	-	1	1	-	-	-
	6.6%	20.0%		14.3%		10.0%			25.0%	40.0%		20.0%	33.3%			
HEDIS/CAHPS SUMMARY RATE - Yes	184	4	10	6	16	9	3	4	3	3	5	4	2	5	7	2
	93.4%	80.0%	100.0%	85.7%	100.0%	90.0%	100.0%	100.0%	75.0%	60.0%	100.0%	80.0%	66.7%	100.0%	100.0%	100.0%
			JQ		JQ		JQ	JQ			JQ			JQ	JQ	JQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q44. (FCC-PD) 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?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible      107
Total Valid Responses 106
                   100.0%
No Answer           1
Yes                 101
                   95.3%
No                   5
                   4.7%
HEDIS/CAHPS SUMMARY RATE 101
- Yes               95.3%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q45. In the last 6 months, did you make any appointments for your child to see a specialist?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	120	3	3	4	13	5	3	1	3	2	3	3	2	3	5	1
	36.1%	25.0%	21.4%	40.0%	54.2%	25.0%	37.5%	12.5%	27.3%	20.0%	33.3%	50.0%	50.0%	42.9%	55.6%	33.3%
					bCFHJ										cHj	
No	212	9	11	6	11	15	5	7	8	8	6	3	2	4	4	2
	63.9%	75.0%	78.6%	60.0%	45.8%	75.0%	62.5%	87.5%	72.7%	80.0%	66.7%	50.0%	50.0%	57.1%	44.4%	66.7%
		e	eo			E		EOQ		EO						
HEDIS/CAHPS SUMMARY RATE - Yes	120	3	3	4	13	5	3	1	3	2	3	3	2	3	5	1
	36.1%	25.0%	21.4%	40.0%	54.2%	25.0%	37.5%	12.5%	27.3%	20.0%	33.3%	50.0%	50.0%	42.9%	55.6%	33.3%
					bCFHJ										cHj	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q45. In the last 6 months, did you make any appointments
 for your child to see a specialist?

(CCC POPULATION)

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=====
=====

      OTHER
-----
      (Q)

Total Eligible          177
Total Valid Responses   177
                        100.0%

No Answer              -
Yes                    66
                        37.3%
                        H

No                     111
                        62.7%

HEDIS/CAHPS SUMMARY RATE
- Yes                  66
                        37.3%
                        H
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	120	3	3	4	13	5	3	1	3	2	3	3	2	3	5	1
Total Valid Responses	119	3	3	4	12	5	3	1	3	2	3	3	2	3	5	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Always	60	1	2	1	5	2	1	1	1	1	-	1	1	2	4	1
	50.4%	33.3%	66.7%	25.0%	41.7%	40.0%	33.3%	100.0%	33.3%	50.0%		33.3%	50.0%	66.7%	80.0%	100.0%
								BDEFGILQ							de	BDEFGILQ
Usually	36	1	-	1	4	3	1	-	2	1	2	1	-	1	1	-
	30.3%	33.3%		25.0%	33.3%	60.0%	33.3%		66.7%	50.0%	66.7%	33.3%		33.3%	20.0%	
Sometimes	20	1	1	1	3	-	1	-	-	-	-	1	1	-	-	-
	16.8%	33.3%	33.3%	25.0%	25.0%		33.3%					33.3%	50.0%			
Never	3	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-
	2.5%			25.0%							33.3%					
HEDIS/CAHPS SUMMARY RATE - Always/Usually	96	2	2	2	9	5	2	1	3	2	2	2	1	3	5	1
	80.7%	66.7%	66.7%	50.0%	75.0%	100.0%	66.7%	100.0%	100.0%	100.0%	66.7%	66.7%	50.0%	100.0%	100.0%	100.0%
						DEQ		DEQ	DEQ	DEQ			DEQ	DEQ	DEQ	DEQ
HEDIS/CAHPS SUMMARY RATE - Always	60	1	2	1	5	2	1	1	1	1	-	1	1	2	4	1
	50.4%	33.3%	66.7%	25.0%	41.7%	40.0%	33.3%	100.0%	33.3%	50.0%		33.3%	50.0%	66.7%	80.0%	100.0%
								BDEFGILQ							de	BDEFGILQ
Mean	3.29	3.00	3.33	2.50	3.17	3.40	3.00	4.00	3.33	3.50	2.33	3.00	3.00	3.67	3.80	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

(CCC POPULATION)

	=====
	=====
	OTHER

	(Q)
Total Eligible	66
Total Valid Responses	66 100.0%
No Answer	-
Always	36 54.5%
Usually	18 27.3%
Sometimes	11 16.7%
Never	1 1.5%
HEDIS/CAHPS SUMMARY RATE	54
- Always/Usually	81.8%
HEDIS/CAHPS SUMMARY RATE	36
- Always	54.5%
Mean	3.35

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q47. How many specialists has your child seen in the last 6 months?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	120	3	3	4	13	5	3	1	3	2	3	3	2	3	5	1
Total Valid Responses	120	3	3	4	13	5	3	1	3	2	3	3	2	3	5	1
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None	6 5.0%	-	-	1 25.0%	1 7.7%	1 20.0%	-	-	-	-	-	-	1 33.3%	-	-	-
1 specialist	62 51.7%	1 33.3%	2 66.7%	1 25.0%	8 61.5%	3 60.0%	1 33.3%	-	1 33.3%	-	3 100.0%	1 33.3%	1 50.0%	-	1 20.0%	1 100.0%
2	32 26.7%	1 33.3%	1 33.3%	1 25.0%	2 15.4%	1 20.0%	-	-	2 66.7%	2 100.0%	-	1 33.3%	-	-	2 40.0%	-
3	9 7.5%	-	-	-	1 7.7%	-	1 33.3%	1 100.0%	-	-	-	1 33.3%	-	-	1 20.0%	-
4	4 3.3%	-	-	1 25.0%	-	-	1 33.3%	-	-	-	-	-	-	1 33.3%	-	-
5 or more specialists	7 5.8%	1 33.3%	-	-	1 7.7%	-	-	-	-	-	-	-	1 50.0%	1 33.3%	1 20.0%	-
HEDIS/CAHPS SUMMARY RATE - 1 or More specialists	114 95.0%	3 100.0%	3 100.0%	3 75.0%	12 92.3%	4 80.0%	3 100.0%	1 100.0%	3 100.0%	2 100.0%	3 100.0%	3 100.0%	2 100.0%	2 66.7%	5 100.0%	1 100.0%
Mean	2.70	3.67	2.33	2.75	2.54	2.00	3.67	4.00	2.67	3.00	2.00	3.00	4.00	4.00	3.60	2.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q47. How many specialists has your child seen in the last 6 months?

(CCC POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible           66
Total Valid Responses    66
                        100.0%
No Answer                -
None                     2
                        3.0%
1 specialist             38
                        57.6%
                        0
2                       19
                        28.8%
3                       4
                        6.1%
4                       1
                        1.5%
5 or more specialists    2
                        3.0%
HEDIS/CAHPS SUMMARY RATE 64
- 1 or More specialists 97.0%
Mean                    2.55
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q48. 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	114	3	3	3	12	4	3	1	3	2	3	3	2	2	5	1
Total Valid Responses	112	3	3	3	12	4	2	1	3	2	3	3	2	2	5	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	60	1	1	-	9	2	1	1	2	2	3	1	-	1	4	1
	53.6%	33.3%	33.3%		75.0% q	50.0%	50.0%	100.0% BCEFLQ	66.7%	100.0% BCEFLQ	100.0% BCEFLQ	33.3%		50.0%	80.0%	100.0% BCEFLQ
9	14	1	1	1	2	1	-	-	-	-	-	-	-	-	1	-
	12.5%	33.3%	33.3%	33.3%	16.7%	25.0%									20.0%	
8	23	-	1	2	1	-	1	-	-	-	-	-	2	-	-	-
	20.5%		33.3%	66.7% E	8.3%		50.0%						100.0% CEQ			
7	4	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	3.6%					25.0%										
6	3	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-
	2.7%	33.3%										33.3%		50.0%		
5	4	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-
	3.6%								33.3%			33.3%				
4	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.9%															
3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.9%															
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q48. 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?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          64
Total Valid Responses   63
                        100.0%
No Answer                1
10 - Best specialist    31
possible                49.2%

9                        7
                        11.1%
8                        16
                        25.4%
                        e
7                        3
                        4.8%
6                        -
5                        2
                        3.2%
4                        1
                        1.6%
3                        1
                        1.6%
2                        -
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q48. 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0.9%																
0 - Worst specialist possible	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0.9%																
HEDIS/CAHPS SUMMARY RATE - 8-10	97	2	3	3	12	3	2	1	2	2	3	1	2	1	5	1
	86.6%	66.7%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	66.7%	100.0%	100.0%	33.3%	100.0%	50.0%	100.0%	100.0%
			LQ	LQ	LQ		LQ	LQ		LQ	LQ		LQ		LQ	LQ
HEDIS/CAHPS SUMMARY RATE - 9-10	74	2	2	1	11	3	1	1	2	2	3	1	-	1	5	1
	66.1%	66.7%	66.7%	33.3%	91.7%	75.0%	50.0%	100.0%	66.7%	100.0%	100.0%	33.3%		50.0%	100.0%	100.0%
				DLQ	DLQ			DLQ		DLQ	DLQ				DLQ	DLQ
Mean	8.79	8.33	9.00	8.33	9.67	9.00	9.00	10.00	8.33	10.00	10.00	7.00	8.00	8.00	9.80	10.00

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q48. 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?

(CCC POPULATION)

=====	
=====	
OTHER	

(Q)	
1	1
	1.6%
0 - Worst specialist possible	1
	1.6%
HEDIS/CAHPS SUMMARY RATE	54
- 8-10	85.7%
	1
HEDIS/CAHPS SUMMARY RATE	38
- 9-10	60.3%
Mean	8.57

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

(CCC POPULATION)

=====IPA=====																
CCC Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	326	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	106	2	5	4	7	7	4	1	4	2	2	3	3	3	5	1
	32.5%	16.7%	35.7%	40.0%	29.2%	35.0%	50.0%	12.5%	36.4%	20.0%	22.2%	50.0%	75.0%	42.9%	55.6%	33.3%
							h					BefHJKQ			BHj	
No	220	10	9	6	17	13	4	7	7	8	7	3	1	4	4	2
	67.5%	83.3%	64.3%	60.0%	70.8%	65.0%	50.0%	87.5%	63.6%	80.0%	77.8%	50.0%	25.0%	57.1%	44.4%	66.7%
		MO			m	m		gMO		Mo	M					
HEDIS/CAHPS SUMMARY RATE - Yes	106	2	5	4	7	7	4	1	4	2	2	3	3	3	5	1
	32.5%	16.7%	35.7%	40.0%	29.2%	35.0%	50.0%	12.5%	36.4%	20.0%	22.2%	50.0%	75.0%	42.9%	55.6%	33.3%
							h					BefHJKQ			BHj	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

(CCC POPULATION)

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=====
=====

      OTHER
-----
      (Q)

Total Eligible          177

Total Valid Responses   171
                       100.0%

No Answer                6

Yes                      53
                       31.0%

No                       118
                       69.0%
                       M

HEDIS/CAHPS SUMMARY RATE   53
- Yes                      31.0%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	106	2	5	4	7	7	4	1	4	2	2	3	3	3	5	1
Total Valid Responses	105	2	5	4	7	7	4	1	4	2	2	3	3	2	5	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
Always	64	-	5	3	4	6	3	1	2	1	-	2	1	1	3	1
	61.0%		100.0% EIMoQ	75.0%	57.1%	85.7% mq	75.0%	100.0% EIMoQ	50.0%	50.0%		66.7%	33.3%	50.0%	60.0%	100.0% EIMoQ
Usually	29	2	-	1	1	1	1	-	1	1	2	-	1	1	-	-
	27.6%	100.0% DEFGIMQ		25.0%	14.3%	14.3%	25.0%		25.0%	50.0%	100.0% DEFGIMQ		33.3%	50.0%		
Sometimes	8	-	-	-	1	-	-	-	1	-	-	-	1	-	1	-
	7.6%				14.3%				25.0%				33.3%		20.0%	
Never	4	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-
	3.8%				14.3%							33.3%			20.0%	
HEDIS/CAHPS SUMMARY RATE - Always/Usually	93	2	5	4	5	7	4	1	3	2	2	2	2	2	3	1
	88.6%	100.0% eoQ	100.0% eoQ	100.0% eoQ	71.4%	100.0% eoQ	100.0% eoQ	100.0% eoQ	75.0%	100.0% eoQ	100.0% eoQ	66.7%	66.7%	100.0% eoQ	60.0%	100.0% eoQ
HEDIS/CAHPS SUMMARY RATE - Always	64	-	5	3	4	6	3	1	2	1	-	2	1	1	3	1
	61.0%		100.0% EIMoQ	75.0%	57.1%	85.7% mq	75.0%	100.0% EIMoQ	50.0%	50.0%		66.7%	33.3%	50.0%	60.0%	100.0% EIMoQ
Mean	3.46	3.00	4.00	3.75	3.14	3.86	3.75	4.00	3.25	3.50	3.00	3.00	3.00	3.50	3.00	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

(CCC POPULATION)

	=====
	=====
	OTHER

	(Q)
Total Eligible	53
Total Valid Responses	53 100.0%
No Answer	-
Always	31 58.5%
Usually	17 32.1%
Sometimes	4 7.5%
Never	1 1.9%
HEDIS/CAHPS SUMMARY RATE	48
- Always/Usually	90.6%
HEDIS/CAHPS SUMMARY RATE	31
- Always	58.5%
Mean	3.47

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	106	2	5	4	7	7	4	1	4	2	2	3	3	3	5	1
Total Valid Responses	104	2	5	4	7	7	4	1	4	2	2	3	3	2	5	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
Always	86	2	5	3	6	5	3	1	3	2	1	1	2	2	4	1
	82.7%	100.0%	100.0%	75.0%	85.7%	71.4%	75.0%	100.0%	75.0%	100.0%	50.0%	33.3%	66.7%	100.0%	80.0%	100.0%
		fLQ	fLQ		1			fLQ		fLQ				fLQ		fLQ
Usually	13	-	-	1	1	2	1	-	1	-	1	1	-	-	-	-
	12.5%			25.0%	14.3%	28.6%	25.0%		25.0%		50.0%	33.3%				
Sometimes	3	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-
	2.9%												33.3%		20.0%	
Never	2	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	1.9%											33.3%				
HEDIS/CAHPS SUMMARY RATE - Always/Usually	99	2	5	4	7	7	4	1	4	2	2	2	2	2	4	1
	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	66.7%	100.0%	80.0%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	86	2	5	3	6	5	3	1	3	2	1	1	2	2	4	1
	82.7%	100.0%	100.0%	75.0%	85.7%	71.4%	75.0%	100.0%	75.0%	100.0%	50.0%	33.3%	66.7%	100.0%	80.0%	100.0%
		fLQ	fLQ		1			fLQ		fLQ				fLQ		fLQ
Mean	3.76	4.00	4.00	3.75	3.86	3.71	3.75	4.00	3.75	4.00	3.50	2.67	3.33	4.00	3.60	4.00

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

(CCC POPULATION)

	=====
	=====
	OTHER

	(Q)
Total Eligible	53
Total Valid Responses	52
	100.0%
No Answer	1
Always	45
	86.5%
	1
Usually	5
	9.6%
Sometimes	1
	1.9%
Never	1
	1.9%
HEDIS/CAHPS SUMMARY RATE	50
- Always/Usually	96.2%
HEDIS/CAHPS SUMMARY RATE	45
- Always	86.5%
	1
Mean	3.81

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	324	12	13	10	24	18	8	6	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	-	1	-	-	2	-	2	-	-	-	-	-	-	-	-
Yes	99	5	5	3	8	5	2	4	3	1	2	2	1	3	5	3
	30.6%	41.7%	38.5%	30.0%	33.3%	27.8%	25.0%	66.7%	27.3%	10.0%	22.2%	33.3%	25.0%	42.9%	55.6%	100.0%
		j	j		j			fgiJkQ							Jq	EFGHIJKLMNOQ BCD
No	225	7	8	7	16	13	6	2	8	9	7	4	3	4	4	-
	69.4%	58.3%	61.5%	70.0%	66.7%	72.2%	75.0%	33.3%	72.7%	90.0%	77.8%	66.7%	75.0%	57.1%	44.4%	
					h	h	h		h	bceHOq	h					
HEDIS/CAHPS SUMMARY RATE - Yes	99	5	5	3	8	5	2	4	3	1	2	2	1	3	5	3
	30.6%	41.7%	38.5%	30.0%	33.3%	27.8%	25.0%	66.7%	27.3%	10.0%	22.2%	33.3%	25.0%	42.9%	55.6%	100.0%
		j	j		j			fgiJkQ							Jq	EFGHIJKLMNOQ BCD

Comparison Groups: BCDEF GHIJKL MNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          177
Total Valid Responses   174
                        100.0%
No Answer               3
Yes                     47
                        27.0%
                        j
No                       127
                        73.0%
                        Ho
HEDIS/CAHPS SUMMARY RATE 47
- Yes                   27.0%
                        j
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	324	12	13	10	24	18	8	6	11	10	9	6	4	7	9	3
Total Valid Responses	323	12	13	10	24	18	8	6	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	285	7	12	9	22	17	8	4	9	9	8	4	3	6	7	2
	88.2%	58.3%	92.3%	90.0%	91.7%	94.4%	100.0%	66.7%	81.8%	90.0%	88.9%	66.7%	75.0%	85.7%	77.8%	66.7%
			B	b	B	B	Bh1Q			b	b					
Usually	25	3	-	1	1	1	-	1	2	-	1	2	1	-	2	1
	7.7%	25.0%		10.0%	4.2%	5.6%		16.7%	18.2%		11.1%	33.3%	25.0%		22.2%	33.3%
Sometimes	11	2	-	-	1	-	-	1	-	1	-	-	-	1	-	-
	3.4%	16.7%			4.2%			16.7%		10.0%				14.3%		
Never	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.6%		7.7%													
HEDIS/CAHPS SUMMARY RATE - Always/Usually	310	10	12	10	23	18	8	5	11	9	9	6	4	6	9	3
	96.0%	83.3%	92.3%	100.0%	95.8%	100.0%	100.0%	83.3%	100.0%	90.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%
				Q		Q	Q		Q		Q	Q	Q		Q	Q
HEDIS/CAHPS SUMMARY RATE - Always	285	7	12	9	22	17	8	4	9	9	8	4	3	6	7	2
	88.2%	58.3%	92.3%	90.0%	91.7%	94.4%	100.0%	66.7%	81.8%	90.0%	88.9%	66.7%	75.0%	85.7%	77.8%	66.7%
			B	b	B	B	Bh1Q			b	b					
Mean	3.84	3.42	3.77	3.90	3.88	3.94	4.00	3.50	3.82	3.80	3.89	3.67	3.75	3.71	3.78	3.67

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible          174
Total Valid Responses   173
                        100.0%
No Answer                1
Always                  158
                        91.3%
                        B
Usually                 9
                        5.2%
Sometimes               5
                        2.9%
Never                   1
                        0.6%
HEDIS/CAHPS SUMMARY RATE 167
- Always/Usually        96.5%
HEDIS/CAHPS SUMMARY RATE 158
- Always                 91.3%
                        B
Mean                    3.87
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q54. 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	328	12	14	10	24	20	8	8	11	9	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
10 - Best health plan possible	177	7	9	1	15	11	7	4	8	6	1	4	3	4	6	2
	54.0%	58.3%	64.3%	10.0%	62.5%	55.0%	87.5%	50.0%	72.7%	66.7%	11.1%	66.7%	75.0%	57.1%	66.7%	66.7%
		DK	DK		DK	DK	DFhKQ	Dk	DK	DK	DK	DK	DK	DK	DK	Dk
9	49	3	1	3	4	4	-	1	2	1	4	1	-	1	-	-
	14.9%	25.0%	7.1%	30.0%	16.7%	20.0%		12.5%	18.2%	11.1%	44.4%	16.7%		14.3%		
											Cjq					
8	50	2	-	4	3	2	-	2	-	1	2	-	-	1	1	1
	15.2%	16.7%		40.0%	12.5%	10.0%		25.0%		11.1%	22.2%			14.3%	11.1%	33.3%
				f												
7	26	-	2	-	-	2	1	1	-	-	2	1	1	-	1	-
	7.9%		14.3%			10.0%	12.5%	12.5%			22.2%	16.7%	25.0%		11.1%	
6	5	-	-	1	1	-	-	-	-	1	-	-	-	-	-	-
	1.5%			10.0%	4.2%					11.1%						
5	11	-	-	-	1	1	-	-	-	-	-	-	-	1	-	-
	3.4%				4.2%	5.0%								14.3%		
4	4	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.2%		7.1%													
3	3	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-
	0.9%								9.1%						11.1%	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q54. 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?

(CCC POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)
Total Eligible          177
Total Valid Responses   174
                       100.0%
No Answer                3
10 - Best health plan   89
possible                 51.1%
                       DK
9                        24
                       13.8%
8                        31
                       17.8%
7                        15
                       8.6%
6                        2
                       1.1%
5                        8
                       4.6%
4                        3
                       1.7%
3                        1
                       0.6%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q54. 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
2	1 0.3%	-	-	1 10.0%	-	-	-	-	-	-	-	-	-	-	-	
1	1 0.3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
0 - Worst health plan possible	1 0.3%	-	1 7.1%	-	-	-	-	-	-	-	-	-	-	-	-	
SUMMARY - 0-3	6 1.8%	-	1 7.1%	1 10.0%	-	-	-	1 9.1%	-	-	-	-	-	-	1 11.1%	
SUMMARY - 4-7	46 14.0%	-	3 21.4%	1 10.0%	2 8.3%	3 15.0%	1 12.5%	1 12.5%	-	1 11.1%	2 22.2%	1 16.7%	1 25.0%	1 14.3%	1 11.1%	
HEDIS/CAHPS SUMMARY RATE - 8-10	276 84.1%	12 100.0%	10 71.4%	8 80.0%	22 91.7%	17 85.0%	7 87.5%	7 87.5%	10 90.9%	8 88.9%	7 77.8%	5 83.3%	3 75.0%	6 85.7%	7 77.8%	3 100.0%
HEDIS/CAHPS SUMMARY RATE - 9-10	226 68.9%	10 83.3%	10 71.4%	4 40.0%	19 79.2%	15 75.0%	7 87.5%	5 62.5%	10 90.9%	7 77.8%	5 55.6%	5 83.3%	3 75.0%	5 71.4%	6 66.7%	2 66.7%
Mean	8.86	9.42	8.36	7.70	9.21	9.05	9.63	9.00	9.18	9.22	8.44	9.33	9.25	8.86	8.67	9.33

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q54. 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?

(CCC POPULATION)

	=====
	=====
	OTHER

	(Q)
2	-
1	1 0.6%
0 - Worst health plan possible	-
SUMMARY - 0-3	2 1.1%
SUMMARY - 4-7	28 16.1%
HEDIS/CAHPS SUMMARY RATE - 8-10	144 82.8%
HEDIS/CAHPS SUMMARY RATE - 9-10	113 64.9%
Mean	8.78

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	329	12	14	10	24	19	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Yes	242	8	11	5	18	12	5	6	7	6	7	6	4	5	8	3
	73.6%	66.7%	78.6%	50.0%	75.0%	63.2%	62.5%	75.0%	63.6%	60.0%	77.8%	100.0%	100.0%	71.4%	88.9%	100.0%
												EFGLJnQ	BcDEFGIJnQ		Df	BcDEFGIJnQ
												BcD				
No	87	4	3	5	6	7	3	2	4	4	2	-	-	2	1	-
	26.4%	33.3%	21.4%	50.0%	25.0%	36.8%	37.5%	25.0%	36.4%	40.0%	22.2%			28.6%	11.1%	
				O		O										
HEDIS/CAHPS SUMMARY RATE - Yes	242	8	11	5	18	12	5	6	7	6	7	6	4	5	8	3
	73.6%	66.7%	78.6%	50.0%	75.0%	63.2%	62.5%	75.0%	63.6%	60.0%	77.8%	100.0%	100.0%	71.4%	88.9%	100.0%
												EFGLJnQ	BcDEFGIJnQ		Df	BcDEFGIJnQ
												BcD				

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

(CCC POPULATION)

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=====
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      OTHER
-----
      (Q)

Total Eligible          177
Total Valid Responses   175
                        100.0%

No Answer                2
Yes                      131
                        74.9%

No                       44
                        25.1%

HEDIS/CAHPS SUMMARY RATE
- Yes                    131
                        74.9%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q56. (ATPM) In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	242	8	11	5	18	12	5	6	7	6	7	6	4	5	8	3
Total Valid Responses	240	8	11	5	18	12	5	6	7	6	7	6	4	5	8	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	171 71.3%	6 75.0%	8 72.7%	4 80.0%	13 72.2%	11 91.7% kQ	3 60.0%	5 83.3%	6 85.7%	5 83.3%	4 57.1%	6 100.0% CEgKnQ	3 75.0%	3 60.0%	6 75.0%	2 66.7%
Usually	42 17.5%	1 12.5%	2 18.2%	-	4 22.2%	1 8.3%	1 20.0%	-	-	1 16.7%	-	-	1 25.0%	2 40.0%	1 12.5%	1 33.3%
Sometimes	22 9.2%	1 12.5%	1 9.1%	1 20.0%	1 5.6%	-	1 20.0%	-	-	-	3 42.9% eq	-	-	-	-	-
Never	5 2.1%	-	-	-	-	-	-	1 16.7%	1 14.3%	-	-	-	-	-	1 12.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	213 88.8%	7 87.5%	10 90.9%	4 80.0%	17 94.4% k	12 100.0% KQ	4 80.0%	5 83.3%	6 85.7%	6 100.0% KQ	4 57.1%	6 100.0% KQ	4 100.0% KQ	5 100.0% KQ	7 87.5%	3 100.0% KQ
HEDIS/CAHPS SUMMARY RATE - Always	171 71.3%	6 75.0%	8 72.7%	4 80.0%	13 72.2%	11 91.7% kQ	3 60.0%	5 83.3%	6 85.7%	5 83.3%	4 57.1%	6 100.0% CEgKnQ	3 75.0%	3 60.0%	6 75.0%	2 66.7%
Mean	3.58	3.63	3.64	3.60	3.67	3.92	3.40	3.50	3.57	3.83	3.14	4.00	3.75	3.60	3.50	3.67

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q56. (ATPM) In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

(CCC POPULATION)

	=====
	=====
	OTHER

	(Q)
Total Eligible	131
Total Valid Responses	129
	100.0%
No Answer	2
Always	86
	66.7%
Usually	27
	20.9%
Sometimes	14
	10.9%
Never	2
	1.6%
HEDIS/CAHPS SUMMARY RATE	113
- Always/Usually	87.6%
HEDIS/CAHPS SUMMARY RATE	86
- Always	66.7%
Mean	3.53

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	242	8	11	5	18	12	5	6	7	6	7	6	4	5	8	3
Total Valid Responses	240	8	11	5	18	12	5	6	7	6	7	6	4	5	7	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Yes	158	5	10	4	14	7	4	3	5	3	5	4	2	4	5	2
	65.8%	62.5%	90.9% fhjQ	80.0%	77.8%	58.3%	80.0%	50.0%	71.4%	50.0%	71.4%	66.7%	50.0%	80.0%	71.4%	66.7%
No	82	3	1	1	4	5	1	3	2	3	2	2	2	1	2	1
	34.2%	37.5%	9.1%	20.0%	22.2%	41.7% c	20.0%	50.0% c	28.6%	50.0% c	28.6%	33.3%	50.0%	20.0%	28.6%	33.3%
HEDIS/CAHPS SUMMARY RATE - Yes	158	5	10	4	14	7	4	3	5	3	5	4	2	4	5	2
	65.8%	62.5%	90.9% fhjQ	80.0%	77.8%	58.3%	80.0%	50.0%	71.4%	50.0%	71.4%	66.7%	50.0%	80.0%	71.4%	66.7%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible      131
Total Valid Responses 130
                    100.0%
No Answer           1
Yes                 81
                    62.3%
No                  49
                    37.7%
                    C
HEDIS/CAHPS SUMMARY RATE      81
- Yes                     62.3%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q58. In general, how would you rate your child's overall health?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	330	12	14	10	24	20	8	8	11	10	9	6	4	7	8	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Excellent	58	1	2	1	1	6	2	3	1	2	1	1	-	2	1	1
	17.6%	8.3%	14.3%	10.0%	4.2%	30.0%	25.0%	37.5%	9.1%	20.0%	11.1%	16.7%		28.6%	12.5%	33.3%
						bE		e								
Very good	102	5	3	4	9	7	-	1	3	4	4	-	3	1	2	-
	30.9%	41.7%	21.4%	40.0%	37.5%	35.0%		12.5%	27.3%	40.0%	44.4%		75.0%	14.3%	25.0%	
													CfHiNoQ			
Good	106	2	5	3	12	3	4	1	5	3	3	4	1	3	2	1
	32.1%	16.7%	35.7%	30.0%	50.0%	15.0%	50.0%	12.5%	45.5%	30.0%	33.3%	66.7%	25.0%	42.9%	25.0%	33.3%
					BfHq		fh		fh			BfHoq				
Fair	60	3	4	2	1	3	2	3	2	1	1	1	-	1	3	1
	18.2%	25.0%	28.6%	20.0%	4.2%	15.0%	25.0%	37.5%	18.2%	10.0%	11.1%	16.7%		14.3%	37.5%	33.3%
			e					e							e	
Poor	4	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-
	1.2%	8.3%			4.2%	5.0%										
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	160	6	5	5	10	13	2	4	4	6	5	1	3	3	3	1
	48.5%	50.0%	35.7%	50.0%	41.7%	65.0%	25.0%	50.0%	36.4%	60.0%	55.6%	16.7%	75.0%	42.9%	37.5%	33.3%
						cGL				L	1		gL			
Mean	2.55	2.83	2.79	2.60	2.67	2.30	2.75	2.50	2.73	2.30	2.44	2.83	2.25	2.43	2.88	2.67

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q58. In general, how would you rate your child's overall health?

(CCC POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible          177
Total Valid Responses   176
                       100.0%

No Answer                1
Excellent                33
                       18.8%
                       E

Very good                56
                       31.8%

Good                     54
                       30.7%
                       f

Fair                     32
                       18.2%
                       E

Poor                     1
                       0.6%

HEDIS/CAHPS SUMMARY RATE      89
- Excellent/Very good         50.6%
                               L

Mean                          2.50
    
```

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q59. In general, how would you rate your child's overall mental or emotional health?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	330	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Excellent	70	1	2	1	6	7	2	2	2	3	2	1	1	1	1	-
	21.2%	8.3%	14.3%	10.0%	25.0%	35.0%	25.0%	25.0%	18.2%	30.0%	22.2%	16.7%	25.0%	14.3%	11.1%	
						Bd										
Very good	86	6	1	4	7	6	1	4	1	3	4	-	1	2	-	1
	26.1%	50.0%	7.1%	40.0%	29.2%	30.0%	12.5%	50.0%	9.1%	30.0%	44.4%		25.0%	28.6%		33.3%
		CGI		ci	c	c		CgI			Ci					
Good	81	-	4	2	9	2	2	1	5	1	1	3	1	2	3	1
	24.5%		28.6%	20.0%	37.5%	10.0%	25.0%	12.5%	45.5%	10.0%	11.1%	50.0%	25.0%	28.6%	33.3%	33.3%
				FJk					FhJk			fjk				
Fair	73	5	5	3	2	4	2	1	2	2	1	2	1	2	5	-
	22.1%	41.7%	35.7%	30.0%	8.3%	20.0%	25.0%	12.5%	18.2%	20.0%	11.1%	33.3%	25.0%	28.6%	55.6%	
		Ek	e												EfHijKQ	
Poor	20	-	2	-	-	1	1	-	1	1	1	-	-	-	-	1
	6.1%		14.3%			5.0%	12.5%		9.1%	10.0%	11.1%					33.3%
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	156	7	3	5	13	13	3	6	3	6	6	1	2	3	1	1
	47.3%	58.3%	21.4%	50.0%	54.2%	65.0%	37.5%	75.0%	27.3%	60.0%	66.7%	16.7%	50.0%	42.9%	11.1%	33.3%
		CLO		O	CLO	CILO		CILOq		CLO	CiLO					
Mean	2.66	2.75	3.29	2.70	2.29	2.30	2.88	2.13	2.91	2.50	2.44	3.00	2.50	2.71	3.33	3.33

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q59. In general, how would you rate your child's overall mental or emotional health?

(CCC POPULATION)

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=====
=====

      OTHER
-----
      (Q)

Total Eligible          177
Total Valid Responses   175
                       100.0%

No Answer                2
Excellent                38
                       21.7%

Very good                45
                       25.7%
                       Ci

Good                    44
                       25.1%
                       F

Fair                    36
                       20.6%
                       e

Poor                    12
                       6.9%

HEDIS/CAHPS SUMMARY RATE      83
- Excellent/Very good         47.4%
                               CLO

Mean                          2.65
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

(CCC POPULATION)

=====IPA=====																
CCC Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	235	7	11	6	20	11	7	5	8	2	9	5	4	5	8	3
	70.8%	58.3%	78.6%	60.0%	83.3%	55.0%	87.5%	62.5%	72.7%	20.0%	100.0%	83.3%	100.0%	71.4%	88.9%	100.0%
		J	J	J	FJ	J	FJ	J	J		BcDEFHIJnQ	J	BcDEFHIJnQ	J	bFJq	BcDEFHIJnQ
No	97	5	3	4	4	9	1	3	3	8	-	1	-	2	1	-
	29.2%	41.7%	21.4%	40.0%	16.7%	45.0%	12.5%	37.5%	27.3%	80.0%		16.7%		28.6%	11.1%	
		o				EGO				BCDEFGHILNOQ						
HEDIS/CAHPS SUMMARY RATE - Yes	235	7	11	6	20	11	7	5	8	2	9	5	4	5	8	3
	70.8%	58.3%	78.6%	60.0%	83.3%	55.0%	87.5%	62.5%	72.7%	20.0%	100.0%	83.3%	100.0%	71.4%	88.9%	100.0%
		J	J	J	FJ	J	FJ	J	J		BcDEFHIJnQ	J	BcDEFHIJnQ	J	bFJq	BcDEFHIJnQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

(CCC POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible          177
Total Valid Responses   177
                       100.0%

No Answer               -
Yes                     124
                       70.1%
                       J

No                      53
                       29.9%
                       o

HEDIS/CAHPS SUMMARY RATE 124
- Yes                   70.1%
                       J
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q61. Is this because of any medical, behavioral, or other health condition?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	235	7	11	6	20	11	7	5	8	2	9	5	4	5	8	3
Total Valid Responses	233	7	11	6	19	11	7	5	8	2	9	5	4	5	8	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Yes	226	7	9	6	18	11	7	4	8	2	9	5	4	5	8	3
	97.0%	100.0%	81.8%	100.0%	94.7%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		q		q		q	q		q	q	q	q	q	q	q	q
No	7	-	2	-	1	-	-	1	-	-	-	-	-	-	-	-
	3.0%		18.2%		5.3%			20.0%								
HEDIS/CAHPS SUMMARY RATE	226	7	9	6	18	11	7	4	8	2	9	5	4	5	8	3
- Yes	97.0%	100.0%	81.8%	100.0%	94.7%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		q		q		q	q		q	q	q	q	q	q	q	q

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q61. Is this because of any medical, behavioral, or other health condition?

(CCC POPULATION)

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      OTHER
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      (Q)

Total Eligible           124
Total Valid Responses    123
                        100.0%

No Answer                1
Yes                      120
                        97.6%

No                       3
                        2.4%

HEDIS/CAHPS SUMMARY RATE 120
- Yes                    97.6%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	226	7	9	6	18	11	7	4	8	2	9	5	4	5	8	3
Total Valid Responses	225	7	9	6	18	11	7	4	7	2	9	5	4	5	8	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Yes	218	7	8	6	18	10	7	4	6	2	7	5	4	5	7	3
	96.9%	100.0%	88.9%	100.0%	100.0%	90.9%	100.0%	100.0%	85.7%	100.0%	77.8%	100.0%	100.0%	100.0%	87.5%	100.0%
No	7	-	1	-	-	1	-	-	1	-	2	-	-	-	1	-
	3.1%		11.1%			9.1%			14.3%		22.2%				12.5%	
HEDIS/CAHPS SUMMARY RATE	218	7	8	6	18	10	7	4	6	2	7	5	4	5	7	3
- Yes	96.9%	100.0%	88.9%	100.0%	100.0%	90.9%	100.0%	100.0%	85.7%	100.0%	77.8%	100.0%	100.0%	100.0%	87.5%	100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

(CCC POPULATION)

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      OTHER
-----
      (Q)

Total Eligible          120
Total Valid Responses   120
                       100.0%

No Answer               -
Yes                     119
                       99.2%

No                       1
                       0.8%

HEDIS/CAHPS SUMMARY RATE 119
- Yes                   99.2%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q63. 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	329	11	14	10	23	20	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Yes	193	3	11	6	14	10	6	3	6	8	4	5	2	5	7	2
	58.7%	27.3%	78.6% BfHkq	60.0%	60.9% B	50.0%	75.0% B	37.5%	54.5%	80.0% BfHkq	44.4%	83.3% BfHkq	50.0%	71.4% B	77.8% Bh	66.7%
No	136	8	3	4	9	10	2	5	5	2	5	1	2	2	2	1
	41.3%	72.7% CEGJLNOQ	21.4%	40.0%	39.1%	50.0% cjl	25.0%	62.5% CJLo	45.5%	20.0%	55.6% cjl	16.7%	50.0%	28.6%	22.2%	33.3%
HEDIS/CAHPS SUMMARY RATE - Yes	193	3	11	6	14	10	6	3	6	8	4	5	2	5	7	2
	58.7%	27.3%	78.6% BfHkq	60.0%	60.9% B	50.0%	75.0% B	37.5%	54.5%	80.0% BfHkq	44.4%	83.3% BfHkq	50.0%	71.4% B	77.8% Bh	66.7%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q63. 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?

(CCC POPULATION)

```

=====
=====
OTHER
-----
(Q)
Total Eligible      177
Total Valid Responses 176
                    100.0%
No Answer           1
Yes                 101
                    57.4%
                    B
No                  75
                    42.6%
                    cjl
HEDIS/CAHPS SUMMARY RATE 101
- Yes               57.4%
                    B
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q64. Is this because of any medical, behavioral, or other health condition?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	193	3	11	6	14	10	6	3	6	8	4	5	2	5	7	2
Total Valid Responses	192	3	11	6	14	9	6	3	6	8	4	5	2	5	7	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Yes	178	3	11	4	13	7	6	3	6	8	3	5	2	5	7	1
	92.7%	100.0%	100.0%	66.7%	92.9%	77.8%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	50.0%
		dQ	dQ				dQ	dQ	dQ	dQ		dQ	dQ	dQ	dQ	
No	14	-	-	2	1	2	-	-	-	-	1	-	-	-	-	1
	7.3%			33.3%	7.1%	22.2%					25.0%					50.0%
HEDIS/CAHPS SUMMARY RATE - Yes	178	3	11	4	13	7	6	3	6	8	3	5	2	5	7	1
	92.7%	100.0%	100.0%	66.7%	92.9%	77.8%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	50.0%
		dQ	dQ				dQ	dQ	dQ	dQ		dQ	dQ	dQ	dQ	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q64. Is this because of any medical, behavioral, or other health condition?

(CCC POPULATION)

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=====
=====

      OTHER
-----
      (Q)

Total Eligible          101
Total Valid Responses   101
                       100.0%

No Answer               -
Yes                     94
                       93.1%

No                      7
                       6.9%

HEDIS/CAHPS SUMMARY RATE 94
- Yes                   93.1%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	178	3	11	4	13	7	6	3	6	8	3	5	2	5	7	1
Total Valid Responses	174	3	11	4	13	7	6	3	5	7	3	5	2	5	6	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	-	-	-	-	-	1	1	-	-	-	-	1	-
Yes	170	3	11	4	13	6	6	3	5	7	3	5	2	5	6	1
	97.7%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		q	q	q	q		q	q	q	q	q	q	q	q	q	q
No	4	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	2.3%					14.3%										
HEDIS/CAHPS SUMMARY RATE	170	3	11	4	13	6	6	3	5	7	3	5	2	5	6	1
- Yes	97.7%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		q	q	q	q		q	q	q	q	q	q	q	q	q	q

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

(CCC POPULATION)

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=====
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      OTHER
      -----
      (Q)

Total Eligible          94
Total Valid Responses   93
                       100.0%

No Answer               1
Yes                     90
                       96.8%

No                       3
                       3.2%

HEDIS/CAHPS SUMMARY RATE 90
- Yes                   96.8%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q66. 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	327	12	14	9	24	19	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-
Yes	128	4	8	1	15	4	2	3	6	5	-	3	4	2	4	1
	39.1%	33.3%	57.1%	11.1%	62.5%	21.1%	25.0%	37.5%	54.5%	50.0%		50.0%	100.0%	28.6%	44.4%	33.3%
			DF		bDFGnQ				Df	D		d	FGHIJLNO PQ		d	
												BCDE				
No	199	8	6	8	9	15	6	5	5	5	9	3	-	5	5	2
	60.9%	66.7%	42.9%	88.9%	37.5%	78.9%	75.0%	62.5%	45.5%	50.0%	100.0%	50.0%		71.4%	55.6%	66.7%
		e		CEIJLoQ		CEIiq	E				CEFHIIJLnOQ			e		
											B					
HEDIS/CAHPS SUMMARY RATE	128	4	8	1	15	4	2	3	6	5	-	3	4	2	4	1
- Yes	39.1%	33.3%	57.1%	11.1%	62.5%	21.1%	25.0%	37.5%	54.5%	50.0%		50.0%	100.0%	28.6%	44.4%	33.3%
			DF		bDFGnQ				Df	D		d	FGHIJLNO PQ		d	
												BCDE				

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q66. 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?

(CCC POPULATION)

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=====
=====
OTHER
-----
(Q)
Total Eligible      177
Total Valid Responses 174
                    100.0%
No Answer           3
Yes                 66
                    37.9%
                    Df
No                  108
                    62.1%
                    E
HEDIS/CAHPS SUMMARY RATE 66
- Yes               37.9%
                    Df
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q67. Is this because of any medical, behavioral, or other health condition?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	128	4	8	1	15	4	2	3	6	5	-	3	4	2	4	1
Total Valid Responses	127	4	7	1	15	4	2	3	6	5	-	3	4	2	4	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	118	4	6	1	12	4	2	3	6	5	-	2	4	2	4	1
	92.9%	100.0%	85.7%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%		66.7%	100.0%	100.0%	100.0%	100.0%
		eQ		eQ		eQ	eQ	eQ	eQ	eQ			eQ	eQ	eQ	eQ
No	9	-	1	-	3	-	-	-	-	-	-	1	-	-	-	-
	7.1%		14.3%		20.0%							33.3%				
HEDIS/CAHPS SUMMARY RATE	118	4	6	1	12	4	2	3	6	5	-	2	4	2	4	1
- Yes	92.9%	100.0%	85.7%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%		66.7%	100.0%	100.0%	100.0%	100.0%
		eQ		eQ		eQ	eQ	eQ	eQ	eQ			eQ	eQ	eQ	eQ

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q67. Is this because of any medical, behavioral, or other health condition?

(CCC POPULATION)

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=====
=====

      OTHER
-----
      (Q)

Total Eligible           66
Total Valid Responses    66
                        100.0%

No Answer                -
Yes                      62
                        93.9%

No                        4
                        6.1%

HEDIS/CAHPS SUMMARY RATE 62
- Yes                    93.9%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	118	4	6	1	12	4	2	3	6	5	-	2	4	2	4	1
Total Valid Responses	115	4	6	1	11	4	2	3	6	5	-	2	4	2	4	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Yes	114	4	6	1	11	4	2	3	6	4	-	2	4	2	4	1
	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%		100.0%	100.0%	100.0%	100.0%	100.0%
No	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	0.9%									20.0%						
HEDIS/CAHPS SUMMARY RATE	114	4	6	1	11	4	2	3	6	4	-	2	4	2	4	1
- Yes	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%		100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

(CCC POPULATION)

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      OTHER
      -----
      (Q)

Total Eligible           62
Total Valid Responses    60
                        100.0%

No Answer                2
Yes                      60
                        100.0%

No                       -

HEDIS/CAHPS SUMMARY RATE 60
- Yes                    100.0%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	330	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	146	4	9	4	14	8	4	3	5	8	3	3	1	5	4	1
	44.2%	33.3%	64.3%	40.0%	58.3%	40.0%	50.0%	37.5%	45.5%	80.0%	33.3%	50.0%	25.0%	71.4%	44.4%	33.3%
			bq		q					BDFHiKMoQ				bmq		
No	184	8	5	6	10	12	4	5	6	2	6	3	3	2	5	2
	55.8%	66.7%	35.7%	60.0%	41.7%	60.0%	50.0%	62.5%	54.5%	20.0%	66.7%	50.0%	75.0%	28.6%	55.6%	66.7%
		cJn		J		J		J	j		J		Jn		j	
HEDIS/CAHPS SUMMARY RATE - Yes	146	4	9	4	14	8	4	3	5	8	3	3	1	5	4	1
	44.2%	33.3%	64.3%	40.0%	58.3%	40.0%	50.0%	37.5%	45.5%	80.0%	33.3%	50.0%	25.0%	71.4%	44.4%	33.3%
			bq		q					BDFHiKMoQ				bmq		

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

(CCC POPULATION)

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=====
=====
OTHER
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(Q)
Total Eligible      177
Total Valid Responses 175
                   100.0%
No Answer           2
Yes                 70
                   40.0%

No                  105
                   60.0%
                   ceJn
HEDIS/CAHPS SUMMARY RATE      70
- Yes                   40.0%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q70. Is this because of any medical, behavioral, or other health condition?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	146	4	9	4	14	8	4	3	5	8	3	3	1	5	4	1
Total Valid Responses	141	4	8	4	14	7	4	3	5	8	3	3	1	5	4	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
Yes	129	2	8	4	12	6	4	3	5	8	1	3	1	5	4	1
	91.5%	50.0%	100.0%	100.0%	85.7%	85.7%	100.0%	100.0%	100.0%	100.0%	33.3%	100.0%	100.0%	100.0%	100.0%	100.0%
			BKQ	BKQ	k	k	BKQ	BKQ	BKQ	BKQ		BKQ	BKQ	BKQ	BKQ	BKQ
No	12	2	-	-	2	1	-	-	-	-	2	-	-	-	-	-
	8.5%	50.0%			14.3%	14.3%					66.7%					
		q									efQ					
HEDIS/CAHPS SUMMARY RATE - Yes	129	2	8	4	12	6	4	3	5	8	1	3	1	5	4	1
	91.5%	50.0%	100.0%	100.0%	85.7%	85.7%	100.0%	100.0%	100.0%	100.0%	33.3%	100.0%	100.0%	100.0%	100.0%	100.0%
			BKQ	BKQ	k	k	BKQ	BKQ	BKQ	BKQ		BKQ	BKQ	BKQ	BKQ	BKQ

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q70. Is this because of any medical, behavioral, or other health condition?

(CCC POPULATION)

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=====
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      OTHER
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      (Q)

Total Eligible          70
Total Valid Responses   67
                        100.0%

No Answer              3
Yes                    62
                        92.5%
                        bK

No                     5
                        7.5%

HEDIS/CAHPS SUMMARY RATE    62
- Yes                    92.5%
                        bK
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	129	2	8	4	12	6	4	3	5	8	1	3	1	5	4	1
Total Valid Responses	128	2	8	4	12	6	4	3	5	8	1	3	1	5	4	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	126	2	8	4	12	5	3	3	5	8	1	3	1	5	4	1
	98.4%	100.0%	100.0%	100.0%	100.0%	83.3%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	2	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-
	1.6%					16.7%	25.0%									
HEDIS/CAHPS SUMMARY RATE	126	2	8	4	12	5	3	3	5	8	1	3	1	5	4	1
- Yes	98.4%	100.0%	100.0%	100.0%	100.0%	83.3%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

(CCC POPULATION)

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=====
=====

      OTHER
      -----
      (Q)

Total Eligible           62
Total Valid Responses    61
                        100.0%

No Answer                1
Yes                      61
                        100.0%

No                        -

HEDIS/CAHPS SUMMARY RATE 61
- Yes                    100.0%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	328	12	13	10	24	19	8	7	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-
Yes	176	7	8	8	8	10	5	3	5	5	4	5	1	5	6	2
	53.7%	58.3%	61.5% e	80.0% EikMQ	33.3%	52.6%	62.5%	42.9%	45.5%	50.0%	44.4%	83.3% EhikMq	25.0%	71.4% em	66.7% e	66.7%
No	152	5	5	2	16	9	3	4	6	5	5	1	3	2	3	1
	46.3%	41.7%	38.5%	20.0%	66.7% cDLnoq	47.4%	37.5%	57.1% 1	54.5% dl	50.0%	55.6% dl	16.7%	75.0% DLn	28.6%	33.3%	33.3%
HEDIS/CAHPS SUMMARY RATE - Yes	176	7	8	8	8	10	5	3	5	5	4	5	1	5	6	2
	53.7%	58.3%	61.5% e	80.0% EikMQ	33.3%	52.6%	62.5%	42.9%	45.5%	50.0%	44.4%	83.3% EhikMq	25.0%	71.4% em	66.7% e	66.7%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

(CCC POPULATION)

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=====
=====
OTHER
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(Q)
Total Eligible      177
Total Valid Responses 176
                    100.0%
No Answer           1
Yes                 94
                    53.4%
                    e
No                  82
                    46.6%
                    D1
HEDIS/CAHPS SUMMARY RATE 94
- Yes               53.4%
                    e
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q73. Has this problem lasted or is it expected to last for at least 12 months?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	176	7	8	8	8	10	5	3	5	5	4	5	1	5	6	2
Total Valid Responses	175	7	8	7	8	10	5	3	5	5	4	5	1	5	6	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Yes	170	7	7	7	7	9	5	3	5	5	4	5	1	5	6	2
	97.1%	100.0%	87.5%	100.0%	87.5%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	5	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-
	2.9%		12.5%		12.5%	10.0%										
HEDIS/CAHPS SUMMARY RATE	170	7	7	7	7	9	5	3	5	5	4	5	1	5	6	2
- Yes	97.1%	100.0%	87.5%	100.0%	87.5%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q73. Has this problem lasted or is it expected to last for at least 12 months?

(CCC POPULATION)

=====
 =====

OTHER

 (Q)

Total Eligible	94
Total Valid Responses	94 100.0%
No Answer	-
Yes	92 97.9%
No	2 2.1%
HEDIS/CAHPS SUMMARY RATE	92
- Yes	97.9%

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

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 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q74. What is your child's age?

(CCC POPULATION)

=====IPA=====																
CCC Pop. Total	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	330	11	14	10	23	20	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Less than 1 year old	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	0.3%								9.1%							
1	8	-	1	-	1	-	-	-	-	-	-	1	-	-	-	-
	2.4%		7.1%		4.3%							16.7%				
2	10	1	-	-	-	2	-	-	-	-	1	-	-	1	-	-
	3.0%	9.1%				10.0%					11.1%			14.3%		
3	11	1	-	-	2	-	-	-	-	-	-	-	-	-	1	-
	3.3%	9.1%			8.7%										11.1%	
4	16	1	-	-	2	-	2	-	1	-	-	1	-	-	1	-
	4.8%	9.1%			8.7%		25.0%		9.1%			16.7%			11.1%	
5	18	-	2	1	1	-	-	2	-	-	1	-	-	-	-	1
	5.5%		14.3%	10.0%	4.3%			25.0%			11.1%					33.3%
6	16	1	-	-	1	1	1	-	1	1	-	1	-	-	-	-
	4.8%	9.1%			4.3%	5.0%	12.5%		9.1%	10.0%		16.7%				
7	10	1	-	-	1	-	-	-	1	1	-	-	-	-	-	-
	3.0%	9.1%			4.3%				9.1%	10.0%						
8	23	1	-	1	3	2	-	-	2	1	-	-	-	-	1	1
	7.0%	9.1%		10.0%	13.0%	10.0%			18.2%	10.0%					11.1%	33.3%
9	27	-	-	1	2	2	-	1	-	-	-	2	3	1	1	-
	8.2%			10.0%	8.7%	10.0%		12.5%				33.3%	75.0%	14.3%	11.1%	

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q74. What is your child's age?

(CCC POPULATION)

=====
 =====

OTHER

 (Q)

Total Eligible	177
Total Valid Responses	177 100.0%
No Answer	-
Less than 1 year old	-
1	5 2.8%
2	5 2.8%
3	7 4.0%
4	8 4.5%
5	10 5.6%
6	9 5.1%
7	6 3.4%
8	11 6.2%
9	14 7.9%

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q74. What is your child's age?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
10	24 7.3%	-	1 7.1%	2 20.0%	2 8.7%	3 15.0%	1 12.5%	-	2 18.2%	-	-	-	-	-	2 22.2%	-
11	21 6.4%	-	2 14.3%	1 10.0%	-	2 10.0%	-	3 37.5%	-	2 20.0%	1 11.1%	-	-	1 14.3%	1 11.1%	-
12	31 9.4%	1 9.1%	3 21.4%	1 10.0%	3 13.0%	3 15.0%	-	1 12.5%	1 9.1%	1 10.0%	1 11.1%	-	-	1 14.3%	1 11.1%	-
13	16 4.8%	1 9.1%	-	-	-	2 10.0%	-	-	-	1 10.0%	1 11.1%	-	1 25.0%	-	-	-
14 or older	98 29.7%	3 27.3%	5 35.7%	3 30.0%	5 21.7%	3 15.0%	4 50.0%	1 12.5%	2 18.2%	3 30.0%	4 44.4%	1 16.7%	-	3 42.9%	1 11.1%	1 33.3%

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q74. What is your child's age?

(CCC POPULATION)

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OTHER

(Q)

10	11 6.2%
11	8 4.5%
12	14 7.9%
13	10 5.6%
14 or older	59 33.3%

FhO

Comparison Groups: BCDEFGHIJKLMNOPQ
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Presented by SPH Analytics
770-978-3173
2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q75. Is your child male or female?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	330	11	14	10	23	20	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Male	191	6	10	3	9	9	5	7	8	8	6	5	3	5	4	2
	57.9%	54.5%	71.4%	30.0%	39.1%	45.0%	62.5%	87.5%	72.7%	80.0%	66.7%	83.3%	75.0%	71.4%	44.4%	66.7%
Female	139	5	4	7	14	11	3	1	3	2	3	1	1	2	5	1
	42.1%	45.5%	28.6%	70.0%	60.9%	55.0%	37.5%	12.5%	27.3%	20.0%	33.3%	16.7%	25.0%	28.6%	55.6%	33.3%

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q75. Is your child male or female?

(CCC POPULATION)

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OTHER

Total Eligible	177
Total Valid Responses	177 100.0%
No Answer	-
Male	101 57.1%
Female	76 42.9%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q76. Is your child of Hispanic or Latino origin or descent?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	326	11	14	10	22	20	8	7	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	1	-	-	2	-	-	1	-	-	-	-	-	-	-	-
Yes, Hispanic or Latino	238	9	10	9	19	17	5	7	9	5	7	4	2	5	8	3
	73.0%	81.8%	71.4%	90.0%	86.4%	85.0%	62.5%	100.0%	81.8%	50.0%	77.8%	66.7%	50.0%	71.4%	88.9%	100.0%
No, not Hispanic or Latino	88	2	4	1	3	3	3	-	2	5	2	2	2	2	1	-
	27.0%	18.2%	28.6%	10.0%	13.6%	15.0%	37.5%	-	18.2%	50.0%	22.2%	33.3%	50.0%	28.6%	11.1%	-

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q76. Is your child of Hispanic or Latino origin or descent?

(CCC POPULATION)

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OTHER

Total Eligible	177
Total Valid Responses	175 100.0%
No Answer	2
Yes, Hispanic or Latino	119 68.0%
No, not Hispanic or Latino	56 32.0%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q77. What is your child's race? (Mark one or more.)

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	377	16	17	10	22	23	11	10	9	13	9	7	4	8	11	3
Total Respondents	305	10	13	8	19	18	8	8	9	10	9	6	4	5	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	204	10	9	3	13	13	5	7	5	3	7	4	2	5	8	1
	66.9%	100.0%	69.2%	37.5%	68.4%	72.2%	62.5%	87.5%	55.6%	30.0%	77.8%	66.7%	50.0%	100.0%	88.9%	33.3%
Black or African-American	17	-	-	1	1	1	1	-	-	1	-	1	-	-	1	-
	5.6%			12.5%	5.3%	5.6%	12.5%			10.0%		16.7%			11.1%	
Asian	5	-	-	-	1	1	-	-	-	-	-	-	-	1	-	-
	1.6%				5.3%	5.6%								20.0%		
Native Hawaiian or other Pacific Islander	12	-	1	1	-	1	1	-	-	1	-	-	1	-	-	-
	3.9%		7.7%	12.5%		5.6%	12.5%			10.0%			25.0%			
American Indian or Alaska Native	34	2	2	1	1	3	1	-	1	4	-	-	-	1	-	-
	11.1%	20.0%	15.4%	12.5%	5.3%	16.7%	12.5%		11.1%	40.0%				20.0%		
Other	105	4	5	4	6	4	3	3	3	4	2	2	1	1	2	2
	34.4%	40.0%	38.5%	50.0%	31.6%	22.2%	37.5%	37.5%	33.3%	40.0%	22.2%	33.3%	25.0%	20.0%	22.2%	66.7%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q77. What is your child's race? (Mark one or more.)

(CCC POPULATION)

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OTHER

Total Eligible	177
Total Valid Responses	204
Total Respondents	166 100.0%
White	109 65.7%
Black or African- American	10 6.0%
Asian	2 1.2%
Native Hawaiian or other Pacific Islander	6 3.6%
American Indian or Alaska Native	18 10.8%
Other	59 35.5%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q78. What is your age?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	326	11	14	10	23	20	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Under 18	9	-	1	-	1	-	-	-	-	1	1	-	-	-	1	-
	2.8%		7.1%		4.3%					10.0%	11.1%				11.1%	
18 to 24	11	-	1	-	2	-	1	-	1	-	-	-	-	-	-	-
	3.4%		7.1%		8.7%		12.5%		9.1%							
25 to 34	91	3	3	3	5	6	2	2	4	2	1	3	1	1	5	2
	27.9%	27.3%	21.4%	30.0%	21.7%	30.0%	25.0%	25.0%	36.4%	20.0%	11.1%	50.0%	25.0%	14.3%	55.6%	66.7%
35 to 44	90	4	2	3	9	8	1	4	2	4	3	1	3	2	1	-
	27.6%	36.4%	14.3%	30.0%	39.1%	40.0%	12.5%	50.0%	18.2%	40.0%	33.3%	16.7%	75.0%	28.6%	11.1%	
45 to 54	77	2	1	3	4	3	4	2	4	2	2	1	-	3	1	1
	23.6%	18.2%	7.1%	30.0%	17.4%	15.0%	50.0%	25.0%	36.4%	20.0%	22.2%	16.7%		42.9%	11.1%	33.3%
55 to 64	29	2	2	-	1	2	-	-	-	1	2	-	-	1	1	-
	8.9%	18.2%	14.3%		4.3%	10.0%				10.0%	22.2%			14.3%	11.1%	
65 to 74	16	-	2	1	1	-	-	-	-	-	-	1	-	-	-	-
	4.9%		14.3%	10.0%	4.3%							16.7%				
75 or older	3	-	2	-	-	1	-	-	-	-	-	-	-	-	-	-
	0.9%		14.3%			5.0%										
SPHA SUMMARY RATE - Members under 18	9	-	1	-	1	-	-	-	-	1	1	-	-	-	1	-
	2.8%		7.1%		4.3%					10.0%	11.1%				11.1%	
SPHA SUMMARY RATE - Members 18 to 34	102	3	4	3	7	6	3	2	5	2	1	3	1	1	5	2
	31.3%	27.3%	28.6%	30.0%	30.4%	30.0%	37.5%	25.0%	45.5%	20.0%	11.1%	50.0%	25.0%	14.3%	55.6%	66.7%
SPHA SUMMARY RATE - Members 35 to 44	90	4	2	3	9	8	1	4	2	4	3	1	3	2	1	-
	27.6%	36.4%	14.3%	30.0%	39.1%	40.0%	12.5%	50.0%	18.2%	40.0%	33.3%	16.7%	75.0%	28.6%	11.1%	
SPHA SUMMARY RATE - Members 45 to 54	77	2	1	3	4	3	4	2	4	2	2	1	-	3	1	1
	23.6%	18.2%	7.1%	30.0%	17.4%	15.0%	50.0%	25.0%	36.4%	20.0%	22.2%	16.7%		42.9%	11.1%	33.3%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q78. What is your age?

(CCC POPULATION)

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OTHER

Total Eligible	177
Total Valid Responses	173 100.0%
No Answer	4
Under 18	4 2.3%
18 to 24	6 3.5%
25 to 34	48 27.7%
35 to 44	43 24.9%
45 to 54	44 25.4%
55 to 64	17 9.8%
65 to 74	11 6.4%
75 or older	-
SPHA SUMMARY RATE - Members under 18	4 2.3%
SPHA SUMMARY RATE - Members 18 to 34	54 31.2%
SPHA SUMMARY RATE - Members 35 to 44	43 24.9%
SPHA SUMMARY RATE - Members 45 to 54	44 25.4%

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q78. What is your age?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
SPHA SUMMARY RATE - Members 55 or older	48 14.7%	2 18.2%	6 42.9%	1 10.0%	2 8.7%	3 15.0%	-	-	-	1 10.0%	2 22.2%	1 16.7%	-	1 14.3%	1 11.1%	-

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q78. What is your age?

(CCC POPULATION)

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OTHER

SPHA SUMMARY RATE -	28
Members 55 or older	16.2%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q79. Are you male or female?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	328	11	14	10	23	20	8	8	11	10	9	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Male	30	-	2	1	3	2	-	-	-	-	-	-	-	-	3	1
	9.1%		14.3%	10.0%	13.0%	10.0%									33.3%	33.3%
Female	298	11	12	9	20	18	8	8	11	10	9	6	4	7	6	2
	90.9%	100.0%	85.7%	90.0%	87.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	66.7%

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q79. Are you male or female?

(CCC POPULATION)

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OTHER

Total Eligible	177
Total Valid Responses	175 100.0%
No Answer	2
Male	18 10.3%
Female	157 89.7%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q80. What is the highest grade or level of school that you have completed?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	319	10	14	10	22	20	7	7	11	10	9	5	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	2	-	-	2	-	1	1	-	-	-	1	-	-	-	-
8th grade or less	24	2	3	-	3	2	-	2	-	1	-	-	-	-	1	-
	7.5%	20.0%	21.4%		13.6%	10.0%		28.6%		10.0%					11.1%	
Some high school, but did not graduate	52	1	2	-	5	4	2	1	3	4	1	2	-	3	2	-
	16.3%	10.0%	14.3%		22.7%	20.0%	28.6%	14.3%	27.3%	40.0%	11.1%	40.0%		42.9%	22.2%	
High school graduate or GED	104	4	5	4	5	6	4	1	7	3	2	-	2	2	1	1
	32.6%	40.0%	35.7%	40.0%	22.7%	30.0%	57.1%	14.3%	63.6%	30.0%	22.2%		50.0%	28.6%	11.1%	33.3%
Some college or 2-year degree	101	2	2	5	8	8	1	3	1	1	3	3	-	2	3	1
	31.7%	20.0%	14.3%	50.0%	36.4%	40.0%	14.3%	42.9%	9.1%	10.0%	33.3%	60.0%		28.6%	33.3%	33.3%
4-year college graduate	23	1	2	-	-	-	-	-	-	1	1	-	1	-	1	-
	7.2%	10.0%	14.3%							10.0%	11.1%		25.0%		11.1%	
More than 4-year college degree	15	-	-	1	1	-	-	-	-	-	2	-	1	-	1	1
	4.7%			10.0%	4.5%						22.2%		25.0%		11.1%	33.3%
SPHA SUMMARY RATE - High school graduate or less	180	7	10	4	13	12	6	4	10	8	3	2	2	5	4	1
	56.4%	70.0%	71.4%	40.0%	59.1%	60.0%	85.7%	57.1%	90.9%	80.0%	33.3%	40.0%	50.0%	71.4%	44.4%	33.3%
SPHA SUMMARY RATE - Some college	101	2	2	5	8	8	1	3	1	1	3	3	-	2	3	1
	31.7%	20.0%	14.3%	50.0%	36.4%	40.0%	14.3%	42.9%	9.1%	10.0%	33.3%	60.0%		28.6%	33.3%	33.3%
SPHA SUMMARY RATE - 4-year college graduate or more	38	1	2	1	1	-	-	-	-	1	3	-	2	-	2	1
	11.9%	10.0%	14.3%	10.0%	4.5%					10.0%	33.3%		50.0%		22.2%	33.3%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q80. What is the highest grade or level of school that you have completed?

(CCC POPULATION)

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Total Eligible           177

Total Valid Responses    171
                        100.0%

No Answer                6

8th grade or less       10
                        5.8%

Some high school, but
did not graduate        22
                        12.9%

High school graduate or
GED                     57
                        33.3%

Some college or 2-year
degree                  58
                        33.9%

4-year college graduate  16
                        9.4%

More than 4-year college
degree                  8
                        4.7%

SPHA SUMMARY RATE - High
school graduate or less  89
                        52.0%

SPHA SUMMARY RATE - Some
college                 58
                        33.9%

SPHA SUMMARY RATE - 4-
year college graduate or
more                    24
                        14.0%
  
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q81. How are you related to the child?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Valid Responses	319	10	13	10	23	19	8	8	11	10	8	6	4	7	9	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	2	1	-	1	1	-	-	-	-	1	-	-	-	-	-
Mother or father	270	9	9	8	21	17	7	8	10	10	6	4	4	6	8	3
	84.6%	90.0%	69.2%	80.0%	91.3%	89.5%	87.5%	100.0%	90.9%	100.0%	75.0%	66.7%	100.0%	85.7%	88.9%	100.0%
Grandparent	33	1	2	1	1	2	1	-	-	-	1	2	-	1	1	-
	10.3%	10.0%	15.4%	10.0%	4.3%	10.5%	12.5%	-	-	-	12.5%	33.3%	-	14.3%	11.1%	-
Aunt or uncle	5	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-
	1.6%	-	-	10.0%	-	-	-	-	-	-	12.5%	-	-	-	-	-
Older brother or sister	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other relative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal guardian	11	-	2	-	1	-	-	-	1	-	-	-	-	-	-	-
	3.4%	-	15.4%	-	4.3%	-	-	-	9.1%	-	-	-	-	-	-	-
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q81. How are you related to the child?

(CCC POPULATION)

=====
 =====

OTHER

Total Eligible	177
Total Valid Responses	170 100.0%
No Answer	7
Mother or father	140 82.4%
Grandparent	20 11.8%
Aunt or uncle	3 1.8%
Older brother or sister	-
Other relative	-
Legal guardian	7 4.1%
Someone else	-

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q82. Did someone help you complete this survey?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
Total Eligible	157	4	8	2	6	9	2	2	6	5	5	3	3	2	5	1
Total Valid Responses	155	4	8	2	6	9	2	2	6	5	5	3	3	2	5	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	6	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	3.9%			50.0%	16.7%											
No	149	4	8	1	5	9	2	2	6	5	5	3	3	2	5	1
	96.1%	100.0%	100.0%	50.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q82. Did someone help you complete this survey?

(CCC POPULATION)

=====
=====

OTHER

Total Eligible	94
Total Valid Responses	92 100.0%
No Answer	2
Yes	4 4.3%
No	88 95.7%

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q83. How did that person help you? (Mark one or more.)

(CCC POPULATION)

CCC Pop. Total	IPA														
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING
Total Eligible	6	-	-	1	1	-	-	-	-	-	-	-	-	-	-
Total Valid Responses	8	-	-	2	1	-	-	-	-	-	-	-	-	-	-
Total Respondents	6	-	-	1	1	-	-	-	-	-	-	-	-	-	-
	100.0%			100.0%	100.0%										
Read the questions to me	5	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	83.3%			100.0%											
Wrote down the answers I gave	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	33.3%			100.0%											
Answered the questions for me	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	16.7%				100.0%										
Translated the questions into my language	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Helped in some other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q83. How did that person help you? (Mark one or more.)

(CCC POPULATION)

=====
 =====

OTHER

Total Eligible	4
Total Valid Responses	5
Total Respondents	4 100.0%
Read the questions to me	4 100.0%
Wrote down the answers I gave	1 25.0%
Answered the questions for me	-
Translated the questions into my language	-
Helped in some other way	-

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q84. 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?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Answering	298	11	13	6	16	19	6	8	11	9	8	5	3	7	8	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	34	1	1	4	8	1	2	-	-	1	1	1	1	-	1	1
Yes	129	5	6	2	8	7	4	5	6	5	1	1	1	4	5	2
	43.3%	45.5%	46.2%	33.3%	50.0%	36.8%	66.7%	62.5%	54.5%	55.6%	12.5%	20.0%	33.3%	57.1%	62.5%	100.0%
		k	k		K		Kl	Kl	K	K				K	Kl	EFgHIJKLMNOQ BCD
No	169	6	7	4	8	12	2	3	5	4	7	4	2	3	3	-
	56.7%	54.5%	53.8%	66.7%	50.0%	63.2%	33.3%	37.5%	45.5%	44.4%	87.5%	80.0%	66.7%	42.9%	37.5%	
										bcEGHIJNOQ	gho					
SPHA SUMMARY RATE - Yes	129	5	6	2	8	7	4	5	6	5	1	1	1	4	5	2
	43.3%	45.5%	46.2%	33.3%	50.0%	36.8%	66.7%	62.5%	54.5%	55.6%	12.5%	20.0%	33.3%	57.1%	62.5%	100.0%
		k	k		K		Kl	Kl	K	K				K	Kl	EFgHIJKLMNOQ BCD

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q84. 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?

(CCC POPULATION)

```

=====
=====

      OTHER
-----
      (Q)

Total Eligible      177

Total Answering    166
                  100.0%

No Answer          11

Yes                67
                  40.4%
                  K

No                 99
                  59.6%

SPHA SUMMARY RATE - Yes    67
                          40.4%
                          K
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for
 large sample sizes (generally, n >=30)

Presented by SPH Analytics
 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q85. In the last 6 months, who helped to coordinate your child's care?

(CCC POPULATION)

CCC Pop. Total	=====IPA=====															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Answering	267	8	13	5	17	17	5	8	8	7	8	6	2	6	7	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	65	4	1	5	7	3	3	-	3	3	1	-	2	1	2	2
Someone from your child's health plan	25	-	1	1	6	-	1	-	1	-	-	-	-	-	-	-
	9.4%		7.7%	20.0%	35.3%		20.0%		12.5%							
Someone from your child's doctor's office or clinic	75	1	2	1	3	5	2	7	5	-	2	2	1	3	3	-
	28.1%	12.5%	15.4%	20.0%	17.6%	29.4%	40.0%	87.5%	62.5%		25.0%	33.3%	50.0%	50.0%	42.9%	
								BCDEFGKLOQ	BCGEQ							
Someone from another organization	19	1	2	1	-	-	-	-	-	1	1	1	-	1	-	-
	7.1%	12.5%	15.4%	20.0%						14.3%	12.5%	16.7%		16.7%		
A friend or family member	8	-	-	-	-	3	-	-	-	-	-	-	-	1	1	-
	3.0%					17.6%								16.7%	14.3%	
						q										
You	140	6	8	2	8	9	2	1	2	6	5	3	1	1	3	1
	52.4%	75.0%	61.5%	40.0%	47.1%	52.9%	40.0%	12.5%	25.0%	85.7%	62.5%	50.0%	50.0%	16.7%	42.9%	100.0%
		HIN	HiN		H	Hn				dEfgHINoQ	HN				CDEFGHIKLNQ	

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q85. In the last 6 months, who helped to coordinate your child's care?

(CCC POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible          177

Total Answering         149
                       100.0%

No Answer               28

Someone from your
child's health plan     15
                       10.1%

Someone from your
child's doctor's office 38
or clinic                25.5%

Someone from another
organization            11
                       7.4%

A friend or family
member                  3
                       2.0%

You                     82
                       55.0%
                       HiN
    
```

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for
 large sample sizes (generally, n >=30)

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 770-978-3173
 2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q86. How satisfied are you with the help you got to coordinate your child's care in the last 6 months?

(CCC POPULATION)

CCC Pop. Total	IPA															
	FIRST CHOICE COMMUNITY	BCA MEDICAL ASSOCIATES	ABQ HEALTH PARTNERS	UNM HEALTH SCIENCES	LOVELACE HEALTH SYSTEMS	PRESBYTERIAN HEALTHCARE SERVICES	LA CASA DE BUENA SALUD	UNM MEDICAL GROUP	PRESBYTERIAN MEDICAL SERVICES	AFTER HOURS PEDIATRICS	PECOS VALLEY MEXICO	SAN JUAN PEDIATRICS	TAOS HEALTH SYSTEMS	RIO GRANDE MEDICAL	PRESBYTERIAN PHYSICIAN BILLING	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	332	12	14	10	24	20	8	8	11	10	9	6	4	7	9	3
Total Answering	280	8	12	5	17	18	6	8	11	6	8	4	3	6	8	2
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	52	4	2	5	7	2	2	-	-	4	1	2	1	1	1	1
Very dissatisfied	18	-	-	-	2	2	-	-	3	1	-	-	-	-	1	-
6.4%					11.8%	11.1%			27.3%	16.7%					12.5%	
Dissatisfied	4	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-
1.4%						5.6%	16.7%									
Neither dissatisfied nor satisfied	31	2	2	-	2	2	-	-	1	-	2	2	-	-	-	-
11.1%	25.0%	16.7%		11.8%	11.1%				9.1%		25.0%	50.0%				
Satisfied	110	4	7	3	4	6	3	2	2	2	3	1	1	3	5	-
39.3%	50.0%	58.3%	60.0%	23.5%	33.3%	33.3%	50.0%	25.0%	18.2%	33.3%	37.5%	25.0%	33.3%	50.0%	62.5%	
			EI	i											eI	
Very satisfied	117	2	3	2	9	7	2	6	5	3	3	1	2	3	2	2
41.8%	25.0%	25.0%	40.0%	52.9%	38.9%	33.3%	33.3%	75.0%	45.5%	50.0%	37.5%	25.0%	66.7%	50.0%	25.0%	100.0%
								BCfglOQ								CDEFGIJKLNOQ B
SPHA SUMMARY RATE - Very satisfied/Satisfied	227	6	10	5	13	13	5	8	7	5	6	2	3	6	7	2
81.1%	75.0%	83.3%	100.0%	76.5%	72.2%	83.3%	83.3%	100.0%	63.6%	83.3%	75.0%	50.0%	100.0%	100.0%	87.5%	100.0%
			EFILQ					EFILQ					EFILQ	EFILQ		EFILQ

Comparison Groups: BCDEFGHIJKLMNOQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6116657)

Q86. How satisfied are you with the help you got to coordinate your child's care in the last 6 months?

(CCC POPULATION)

```

=====
=====

      OTHER
      -----
      (Q)

Total Eligible          177

Total Answering        158
                    100.0%

No Answer              19

Very dissatisfied       9
                    5.7%

Dissatisfied           2
                    1.3%

Neither dissatisfied nor
satisfied              18
                    11.4%

Satisfied              64
                    40.5%
                    i

Very satisfied         65
                    41.1%

SPHA SUMMARY RATE - Very
satisfied/Satisfied    129
                    81.6%
    
```

Comparison Groups: BCDEFGHIJKLMNOPQ
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for
 large sample sizes (generally, n >=30)

Presented by SPH Analytics
 770-978-3173
 2017

11. Glossary of Terms

Accreditation is an official authorization or designation to an organization determined by a set of industry-derived standards.

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

Augments are stratified samples used to target specific responses in a particular segment, such as region, language, or member status. These responses are for internal use only, and are not to be included in the HEDIS® sample or reported to public entities.

CCC Survey-Based Screening Tool is used to identify children with chronic conditions. It contains five questions representing five different health consequences; four are three-part questions and one is a two-part question. 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 Q60-Q62; Q63-Q65; Q66-Q68; Q69-Q71; Q72 and Q73.

Composites are the means of the Summary Rates of attributes within a given service area as specified by NCQA. Each composite category represents an overall aspect of plan quality and is comprised of similar questions.

Confidence level is the degree of confidence, expressed as a percentage, that a reported number’s true value is between the lower and upper specified range.

Correlation Coefficient is a statistical measure of how closely two variables or measures are related to each other. Coefficients are usually reported as *r* values.

Disposition (Disposition Category) is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, T=Phone, and I=Internet, if applicable) and the status of the record (for example, M0=mail complete, 03=language barrier). All record code assignments of “0” are considered valid responses according to NCQA.

Global Proportions are a breakout of response option results according to the Three-Point Score definition, shown as a percentage, not a mean score. Refer to the Three-Point Score definition.

Key Drivers are composites that have been found to impact overall health plan ratings or health care ratings among the plan members as determined by a regression analysis.

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data collected by NCQA in 2016. SPH Analytics utilizes this benchmark to calculate plan-specific approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, rankings are reflective of how your plan’s Summary Rates fall relative to the NCQA 1-100 Benchmark.

NCQA HEDIS® Compliance Audit is a two-part program comprised of an information-systems capabilities assessment (IS standards) and an evaluation of the health plan's ability to comply with HEDIS® specifications (HD standards). NCQA-Certified auditors use standard audit methodologies to enable purchasers to make reliable comparisons among health plans.

Over-sampling is sampling more than the minimum required sample size. The required sample size is 3,490 (1,650 General Population + 1,840 supplemental sample) in accordance with NCQA protocol. The overall NCQA target number of complete responses is 411. Therefore, plans may choose to over-sample their population to achieve this target number if necessary.

Quality Compass® 2016 (Medicaid child – All Plans, CCC Population) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (53 samples) for those Medicaid child plans (CCC samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

Quality Compass® 2016 (Medicaid child – All Plans, General Population) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (179 samples) for those Medicaid child plans (Non-CCC and CCC samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

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

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

SPH Analytics Book of Business, CCC Population (calculated on a plan-level) consists of all Medicaid Child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics, and submitted data to NCQA. In 2017, there were 13 samples included in the Book of Business. This benchmark is shown throughout the report.

SPH Analytics Book of Business, General Population (calculated on a plan-level) consists of all Medicaid Child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics, and submitted data to NCQA. In 2017, there were 69 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis.

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” to “10”). Not all questions are assigned a Summary Rate by NCQA.

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 the Medicaid Child Member Satisfaction Survey (with CCC Measurement Set) 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.

Three-Point Score is the result of the process of assigning a value of 1, 2, or 3 to each question response category and then computing a numerical average based upon the valid responses for each question. The Three-Point values are assigned to question answer categories as follows:

Response Choice 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Response Choice 2	Score Value
No	1
Yes	3

Response Choice 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	3

Trending is the practice of looking at several years of data in a comparative format to identify trends or common links.

Please refer to the *Technical Notes* for additional information about topics not displayed in this section.

12. Appendix A – Question Summaries

The proportion of respondents that fall into each response category for all questions is shown beginning on Page A.1. Benchmark data and trend information are also presented where available.

Not all questions are included in composite calculations. Therefore, the codes found in the following table are used to indicate which attributes are included in the corresponding composite calculations. These codes can be found under their respective question numbers in the charts beginning on Page A.1.

Code	Composites/Measures
GNC	Getting Needed Care
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CS	Customer Service
SDM	Shared Decision Making
HPE	Health Promotion and Education
CC	Coordination of Care
FOF	Ease of Filling Out Forms

Code	CCC Composites
ATPM	Access to Prescription Medicines
ATSS	Access to Specialized Services
FCC-PD	Family-Centered Care: Personal Doctor Who Knows Child
FCC-GNI	Family-Centered Care: Getting Needed Information
CC-CCC	Coordination of Care for Children with Chronic Condition

Charts A.1 – A.17

Question Summaries

Urgent and Routine Care

513 Total General Population Respondents

332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)					Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**				
				Yes	No	Never	Sometimes	Usually	Always	2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans	
3	In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?	General	507	29.0%	71.0%				29.0%	29.2%	33.9%	NA	Not sig.	Below	NA		
		CCC	327	39.8%	60.2%				39.8%	36.6%	44.6%	NA	Not sig.	Not sig.	NA		
4 GCQ	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? (If "Yes" in Q3)	General	145	2.8%	4.8%	13.1%	79.3%		92.4%	89.7%	90.0%	90.6%	Not sig.	Not sig.	Not sig.		
		CCC	127	0.8%	7.1%	15.0%	77.2%		92.1%	92.7%	91.8%	92.9%	Not sig.	Not sig.	Not sig.		
5	In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?	General	504	65.5%	34.5%				65.5%	68.2%	71.7%	NA	Not sig.	Below	NA		
		CCC	327	80.7%	19.3%				80.7%	80.3%	81.7%	NA	Not sig.	Not sig.	NA		
6 GCQ	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? (If "Yes" in Q5)	General	323	0.6%	12.1%	22.3%	65.0%		87.3%	86.9%	86.8%	87.0%	Not sig.	Not sig.	Not sig.		
		CCC	259	1.2%	11.2%	21.6%	66.0%		87.6%	88.5%	88.6%	90.8%	Not sig.	Not sig.	Not sig.		
7	In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?	General	486	28.0%	26.5%	23.5%	11.3%	4.5%	4.9%	1.2%	72.0%	73.2%	75.4%	NA	Not sig.	Not sig.	NA
		CCC	316	14.6%	20.3%	25.0%	15.5%	9.5%	11.4%	3.8%	85.4%	83.9%	85.9%	NA	Not sig.	Not sig.	NA

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** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "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.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Discussion of Options

513 Total General Population Respondents

332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
								2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
8 HPE	In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child? (If "1" time" or more in Q7)	General	344	Yes 68.6%	No 31.4%			68.6%	71.7%	68.4%	70.9%	Not sig.	Not sig.	Not sig.
		CCC	266	80.1%	19.9%			80.1%	78.1%	77.5%	77.0%	Not sig.	Not sig.	Not sig.
9 FCC-GNI	In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? (If "1" time" or more in Q7)	General	344	Never 3.5%	Sometimes 7.0%	Usually 20.1%	Always 69.5%	89.5%	92.0%	NA	NA	Not sig.	NA	NA
		CCC	267	2.6%	5.2%	19.1%	73.0%	92.1%	89.9%	90.9%	90.9%	Not sig.	Not sig.	Not sig.
10	In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child? (If "1" time" or more in Q7)	General	346	Yes 30.9%	No 69.1%			30.9%	28.1%	29.8%	NA	Not sig.	Not sig.	NA
		CCC	267	46.8%	53.2%			46.8%	44.7%	45.8%	NA	Not sig.	Not sig.	NA
11 SDM	Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine? (If "1" time" or more in Q7 and "Yes" in Q10)	General	107	Yes 89.7%	No 10.3%			89.7%	97.5%	90.6%	92.2%	Unable to Test	Not sig.	Not sig.
		CCC	124	96.0%	4.0%			96.0%	96.2%	95.5%	96.2%	Unable to Test	Not sig.	Unable to Test
12 SDM	Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? (If "1" time" or more in Q7 and "Yes" in Q10)	General	107	Yes 57.9%	No 42.1%			57.9%	71.4%	61.6%	64.8%	Not sig.	Not sig.	Not sig.
		CCC	125	64.8%	35.2%			64.8%	75.5%	72.1%	74.3%	Not sig.	Not sig.	Below
13 SDM	When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child? (If "1" time" or more in Q7 and "Yes" in Q10)	General	107	Yes 76.6%	No 23.4%			76.6%	81.0%	77.6%	78.3%	Not sig.	Not sig.	Not sig.
		CCC	125	87.2%	12.8%			87.2%	85.8%	84.5%	84.3%	Not sig.	Not sig.	Not sig.
14	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? (If "1" time" or more in Q7)	General	344	0-3 1.5%	4-7 10.8%	8-10 87.8%		87.8%	83.8%	86.9%	88.4%	Not sig.	Not sig.	Not sig.
		CCC	265	1.5%	15.5%	83.0%		83.0%	83.1%	85.4%	84.2%	Not sig.	Not sig.	Not sig.
		General	344	0-6 6.7%	7-8 22.4%	9-10 70.9%		70.9%	67.3%	69.2%	67.7%	Not sig.	Not sig.	Not sig.
		CCC	265	8.7%	26.8%	64.5%		64.5%	64.6%	66.8%	66.0%	Not sig.	Not sig.	Not sig.
15 GNC	In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? (If "1" time" or more in Q7)	General	346	Never 0.9%	Sometimes 7.5%	Usually 29.8%	Always 61.8%	91.6%	89.5%	88.9%	88.6%	Not sig.	Not sig.	Not sig.
		CCC	267	0.7%	11.6%	27.0%	60.7%	87.6%	87.0%	89.8%	90.2%	Not sig.	Not sig.	Not sig.

* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

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Question Summaries

Daycare & Specialized Services, Medical Equipment

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

513 Total General Population Respondents

332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
								2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
16	Is your child now enrolled in any kind of school or daycare?	General	505	Yes 70.7%	No 29.3%	70.7%	65.9%	NA	NA	Not sig.	NA	NA		
		CCC	327	83.2%	16.8%	83.2%	83.0%	85.2%	NA	Not sig.	Not sig.	NA		
17	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? (If "Yes" in Q16)	General	348	Yes 11.8%	No 88.2%	11.8%	10.6%	NA	NA	Not sig.	NA	NA		
		CCC	262	25.2%	74.8%	25.2%	19.9%	20.5%	NA	Not sig.	Not sig.	NA		
18 CC-CCC	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? (If "Yes" in Q16 and "Yes" in Q17)	General	41	Yes 95.1%	No 4.9%	95.1%	96.4%	NA	NA	Unable to Test	NA	NA		
		CCC	65	96.9%	3.1%	96.9%	95.7%	94.7%	NA	Unable to Test	Unable to Test	NA		
19	In the last 6 months, did you get or try to get any special medical equipment or devices for your child?	General	509	Yes 6.9%	No 93.1%	6.9%	6.4%	NA	NA	Not sig.	NA	NA		
		CCC	329	16.4%	83.6%	16.4%	12.0%	10.8%	NA	Not sig.	Above	NA		
20 ATSS	In the last 6 months, how often was it easy to get special medical equipment or devices for your child? (If "Yes" in Q19)	General	35	Never 11.4%	Sometimes 11.4%	Usually 17.1%	Always 60.0%	77.1%	87.5%	NA	NA	Unable to Test	NA	NA
		CCC	54	9.3%	16.7%	18.5%	55.6%	74.1%	73.5%	73.2%	NA	Not sig.	Not sig.	NA
21	Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child? (If "Yes" in Q19)	General	34	Yes 85.3%	No 14.7%	85.3%	88.5%	NA	NA	Unable to Test	NA	NA		
		CCC	54	79.6%	20.4%	79.6%	91.4%	77.3%	NA	Unable to Test	Not sig.	NA		

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Question Summaries

Specialized Services, Special Therapy & Counseling

513 Total General Population Respondents

332 Total CCC Population Respondents

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
								2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
22	In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?	General	508	Yes 13.2%	No 86.8%			13.2%	9.8%	NA	NA	Not sig.	NA	NA
		CCC	329	38.3%	61.7%			38.3%	26.2%	27.6%	NA	Sig. increase	Above	NA
23 ATSS	In the last 6 months, how often was it easy to get this therapy for your child? (If "Yes" in Q22)	General	64	Never 1.6%	Sometimes 9.4%	Usually 23.4%	Always 65.6%	89.1%	82.5%	NA	NA	Not sig.	NA	NA
		CCC	121	5.8%	9.1%	24.0%	61.2%	85.1%	84.2%	77.2%	77.8%	Not sig.	Above	Not sig.
24	Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child? (If "Yes" in Q22)	General	67	Yes 71.6%	No 28.4%			71.6%	64.1%	NA	NA	Not sig.	NA	NA
		CCC	125	64.0%	36.0%			64.0%	67.5%	63.9%	66.0%	Not sig.	Not sig.	NA
25	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?	General	507	Yes 10.8%	No 89.2%			10.8%	11.5%	NA	NA	Not sig.	NA	NA
		CCC	325	38.2%	61.8%			38.2%	39.6%	40.8%	NA	Not sig.	Not sig.	NA
26 ATSS	In the last 6 months, how often was it easy to get this treatment or counseling for your child? (If "Yes" in Q25)	General	55	Never 12.7%	Sometimes 16.4%	Usually 25.5%	Always 45.5%	70.9%	76.1%	NA	NA	Not sig.	NA	NA
		CCC	124	9.7%	15.3%	25.8%	49.2%	75.0%	73.3%	73.4%	78.6%	Not sig.	Not sig.	Not sig.
27	Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child? (If "Yes" in Q25)	General	55	Yes 54.5%	No 45.5%			54.5%	45.7%	NA	NA	Not sig.	NA	NA
		CCC	122	54.1%	45.9%			54.1%	58.5%	60.2%	58.8%	Not sig.	Not sig.	Not sig.

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Question Summaries

Care Coordination, CCC

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

513 Total General Population Respondents

332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
28	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?	General	508	Yes 19.7%	No 80.3%	19.7%	20.9%	NA	NA	Not sig.	NA	NA
		CCC	324	43.5%	56.5%	43.5%	36.9%	43.5%	NA	Not sig.	Not sig.	NA
29 CC- CCC	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? (If "Yes" in Q28)	General	100	Yes 68.0%	No 32.0%	68.0%	57.3%	NA	NA	Not sig.	NA	NA
		CCC	138	68.1%	31.9%	68.1%	62.6%	63.5%	61.4%	Not sig.	Not sig.	Not sig.

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Question Summaries

Your Child's Personal Doctor

513 Total General Population Respondents
 332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)					Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**				
									2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans		
30	A personal doctor is the one your child would see if he or she needs a check-up, has a health problem, or gets sick or hurt. Does your child have a personal doctor?	General	509	Yes 88.4%	No 11.6%				88.4%	84.8%	87.9%	NA	Not sig.	Not sig.	NA		
		CCC	331	90.0%	10.0%				90.0%	93.7%	92.5%	NA	Not sig.	Not sig.	NA		
31	In the last 6 months, how many times did your child visit his or her personal doctor for care? (If "Yes" in Q30)	General	437	None 26.1%	1 time 32.0%	2 22.9%	3 11.0%	4 3.4%	5 to 9 3.4%	10 or more times 1.1%	73.9%	77.4%	78.9%	NA	Not sig.	Below	NA
		CCC	287	17.1%	28.9%	21.3%	13.6%	9.1%	7.0%	3.1%	82.9%	83.9%	85.2%	NA	Not sig.	Not sig.	NA
32	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? (If "Yes" in Q30 and "1 time" or more in Q31)	General	321	Never 1.2%	Sometimes 5.3%	Usually 14.6%	Always 78.8%				93.5%	94.2%	94.1%	93.6%	Not sig.	Not sig.	Not sig.
		CCC	238	1.3%	4.2%	13.9%	80.7%				94.5%	94.3%	94.8%	95.0%	Not sig.	Not sig.	Not sig.
33	In the last 6 months, how often did your child's personal doctor listen carefully to you? (If "Yes" in Q30 and "1 time" or more in Q31)	General	321	Never 0.6%	Sometimes 4.4%	Usually 17.8%	Always 77.3%				95.0%	94.6%	94.9%	94.8%	Not sig.	Not sig.	Not sig.
		CCC	237	0.8%	4.2%	15.2%	79.7%				94.9%	94.3%	94.5%	94.6%	Not sig.	Not sig.	Not sig.
34	In the last 6 months, how often did your child's personal doctor show respect for what you had to say? (If "Yes" in Q30 and "1 time" or more in Q31)	General	323	Never 0.9%	Sometimes 2.5%	Usually 13.3%	Always 83.3%				96.6%	94.9%	96.2%	95.9%	Not sig.	Not sig.	Not sig.
		CCC	238	0.8%	1.7%	14.3%	83.2%				97.5%	96.0%	96.2%	95.5%	Not sig.	Not sig.	Not sig.

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Question Summaries

Your Child's Personal Doctor (Continued)

513 Total General Population Respondents

332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**				
						2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans		
35	Is your child able to talk with doctors about his or her health care? (If "Yes" in Q30 and "1 time" or more in Q31)	General	322	Yes 70.2%	No 29.8%	70.2%	68.1%	69.2%	NA	Not sig.	Not sig.	NA		
		CCC	237	73.8%	26.2%	73.8%	75.0%	73.8%	NA	Not sig.	Not sig.	NA		
36	In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand? (If "Yes" in Q30, "1 time" or more in Q31, and "Yes" in Q35)	General	224	Never 1.8%	Sometimes 4.0%	Usually 22.3%	Always 71.9%	94.2%	90.8%	92.9%	NA	Not sig.	Not sig.	NA
		CCC	174	2.3%	4.6%	17.8%	75.3%	93.1%	94.6%	93.7%	NA	Not sig.	Not sig.	NA
37	In the last 6 months, how often did your child's personal doctor spend enough time with your child? (If "Yes" in Q30 and "1 time" or more in Q31)	General	319	Never 2.8%	Sometimes 9.7%	Usually 28.5%	Always 58.9%	87.5%	88.3%	88.7%	88.4%	Not sig.	Not sig.	Not sig.
		HWDC CCC	236	2.1%	5.1%	24.2%	68.6%	92.8%	92.0%	90.5%	90.6%	Not sig.	Not sig.	Not sig.
38	In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving? (If "Yes" in Q30 and "1 time" or more in Q31)	General	322	Yes 89.1%	No 10.9%	89.1%		89.1%	86.0%	88.8%	NA	Not sig.	Not sig.	NA
		FCC- PD CCC	236	89.0%	11.0%	89.0%		89.0%	88.4%	88.7%	89.0%	Not sig.	Not sig.	Not sig.

* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "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.

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Question Summaries

Care Coordination

513 Total General Population Respondents

332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**										
					2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans								
39	In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor? (If "Yes" in Q30 and "1 time" or more in Q31)	General	323	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>38.7%</td> <td>61.3%</td> </tr> </table>	Yes	No	38.7%	61.3%	38.7%	40.5%	42.8%	NA	Not sig.	Not sig.	NA				
		Yes	No																
38.7%	61.3%																		
CCC	237	60.3%	39.7%	60.3%	50.4%	59.4%	NA	Sig. increase	Not sig.	NA									
40	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? (If "Yes" in Q30, "1 time" or more in Q31, and "Yes" in Q39)	General	122	<table border="1"> <tr> <td>Never</td> <td>Sometimes</td> <td>Usually</td> <td>Always</td> </tr> <tr> <td>5.7%</td> <td>13.1%</td> <td>27.0%</td> <td>54.1%</td> </tr> </table>	Never	Sometimes	Usually	Always	5.7%	13.1%	27.0%	54.1%	81.1%	86.3%	83.5%	82.6%	Not sig.	Not sig.	Not sig.
		Never	Sometimes	Usually	Always														
5.7%	13.1%	27.0%	54.1%																
CCC	140	4.3%	10.0%	27.1%	58.6%	85.7%	83.8%	83.7%	82.0%	Not sig.	Not sig.	Not sig.							
41	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? (If "Yes" in Q30)	General	445	<table border="1"> <tr> <td>0-3</td> <td>4-7</td> <td>8-10</td> </tr> <tr> <td>1.6%</td> <td>10.3%</td> <td>88.1%</td> </tr> </table>	0-3	4-7	8-10	1.6%	10.3%	88.1%	88.1%	87.6%	89.6%	85.5%	Not sig.	Not sig.	Not sig.		
		0-3	4-7	8-10															
		1.6%	10.3%	88.1%															
		CCC	296	2.0%	12.2%	85.8%	85.8%	87.7%	87.7%	88.0%	Not sig.	Not sig.	Not sig.						
General	445	<table border="1"> <tr> <td>0-6</td> <td>7-8</td> <td>9-10</td> </tr> <tr> <td>7.0%</td> <td>18.7%</td> <td>74.4%</td> </tr> </table>	0-6	7-8	9-10	7.0%	18.7%	74.4%	74.4%	75.3%	76.2%	74.8%	Not sig.	Not sig.	Not sig.				
0-6	7-8	9-10																	
7.0%	18.7%	74.4%																	
CCC	296	7.4%	18.2%	74.3%	74.3%	74.7%	75.5%	74.7%	Not sig.	Not sig.	Not sig.								

* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "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.

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Question Summaries

Chronic Condition Affects Day-to-Day Life

513 Total General Population Respondents

332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
42	Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?	General	444	Yes 20.0%	No 80.0%	20.0%	20.2%	NA	NA	Not sig.	NA	NA
		CCC	292	68.5%	31.5%	68.5%	65.3%	72.9%	NA	Not sig.	Not sig.	NA
43 FCC- PD	Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	General	87	Yes 89.7%	No 10.3%	89.7%	88.1%	NA	NA	Not sig.	NA	NA
		CCC	195	94.9%	5.1%	94.9%	93.2%	92.9%	92.9%	Not sig.	Not sig.	Not sig.
44 FCC- PD	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?	General	87	Yes 90.8%	No 9.2%	90.8%	85.1%	NA	NA	Not sig.	NA	NA
		CCC	197	93.4%	6.6%	93.4%	93.1%	89.4%	89.9%	Not sig.	Not sig.	Not sig.

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Question Summaries

Access to Specialist

513 Total General Population Respondents

332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**														
					2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans												
45	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 to see a specialist?	General	510	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>16.9%</td> <td>83.1%</td> </tr> </table>	Yes	No	16.9%	83.1%	16.9%	17.2%	22.1%	NA	Not sig.	Below	NA								
		Yes	No																				
16.9%	83.1%																						
CCC	332	36.1%	63.9%	36.1%	34.2%	41.6%	NA	Not sig.	Below	NA													
46 GNC	In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? (If "Yes" in Q45)	General	85	<table border="1"> <tr> <td>Never</td> <td>Sometimes</td> <td>Usually</td> <td>Always</td> </tr> <tr> <td>3.5%</td> <td>16.5%</td> <td>25.9%</td> <td>54.1%</td> </tr> </table>	Never	Sometimes	Usually	Always	3.5%	16.5%	25.9%	54.1%	80.0%	77.9%	78.9%	79.7%	Not sig.	Not sig.	Not sig.				
		Never	Sometimes	Usually	Always																		
3.5%	16.5%	25.9%	54.1%																				
CCC	119	2.5%	16.8%	30.3%	50.4%	80.7%	85.3%	81.2%	82.5%	Not sig.	Not sig.	Not sig.											
47	How many specialists has your child seen in the last 6 months? (If "Yes" in Q45)	General	84	<table border="1"> <tr> <td>None</td> <td>1 specialist</td> <td>2</td> <td>3</td> <td>4</td> <td>5 or more specialists</td> </tr> <tr> <td>8.3%</td> <td>65.5%</td> <td>17.9%</td> <td>2.4%</td> <td>2.4%</td> <td>3.6%</td> </tr> </table>	None	1 specialist	2	3	4	5 or more specialists	8.3%	65.5%	17.9%	2.4%	2.4%	3.6%	91.7%	94.2%	93.7%	NA	Unable to Test	Not sig.	NA
		None	1 specialist	2	3	4	5 or more specialists																
8.3%	65.5%	17.9%	2.4%	2.4%	3.6%																		
CCC	120	5.0%	51.7%	26.7%	7.5%	3.3%	5.8%	95.0%	90.1%	95.3%	NA	Not sig.	Not sig.	NA									
48	We want to know your rating of the specialist your child saw 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? (If "Yes" in Q45 and "1 specialist" or more in Q47)	General	77	<table border="1"> <tr> <td>0-3</td> <td>4-7</td> <td>8-10</td> </tr> <tr> <td>2.6%</td> <td>2.6%</td> <td>94.8%</td> </tr> </table>	0-3	4-7	8-10	2.6%	2.6%	94.8%	94.8%	77.8%	86.4%	84.7%	Unable to Test	Above	Above						
		0-3	4-7	8-10																			
		2.6%	2.6%	94.8%																			
		CCC	112	2.7%	10.7%	86.6%	86.6%	73.0%	86.9%	85.5%	Sig. increase	Not sig.	Not sig.										
General	77	<table border="1"> <tr> <td>0-6</td> <td>7-8</td> <td>9-10</td> </tr> <tr> <td>3.9%</td> <td>22.1%</td> <td>74.0%</td> </tr> </table>	0-6	7-8	9-10	3.9%	22.1%	74.0%	74.0%	60.3%	72.2%	71.1%	Not sig.	Not sig.	Not sig.								
0-6	7-8	9-10																					
3.9%	22.1%	74.0%																					
CCC	112	9.8%	24.1%	66.1%	66.1%	58.4%	72.5%	70.8%	Not sig.	Not sig.	Not sig.												

* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "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.

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Question Summaries

Customer Service

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

513 Total General Population Respondents

332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
								2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
49	In the last 6 months, did you get information or help from customer service at your child's health plan?	General	502	Yes 27.5%	No 72.5%			27.5%	34.0%	33.9%	NA	Sig. decrease	Below	NA
		CCC	326	32.5%	67.5%			32.5%	34.1%	33.2%	NA	Not sig.	Not sig.	NA
50 CS	In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? (If "Yes" in Q49)	General	135	Never 1.5%	Sometimes 15.6%	Usually 29.6%	Always 53.3%	83.0%	89.5%	83.5%	82.7%	Not sig.	Not sig.	Not sig.
		CCC	105	3.8%	7.6%	27.6%	61.0%	88.6%	83.7%	85.5%	84.2%	Not sig.	Not sig.	Not sig.
51 CS	In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? (If "Yes" in Q49)	General	133	Never 0.8%	Sometimes 3.0%	Usually 18.0%	Always 78.2%	96.2%	98.5%	93.9%	93.2%	Unable to Test	Not sig.	Not sig.
		CCC	104	1.9%	2.9%	12.5%	82.7%	95.2%	94.9%	95.2%	94.7%	Unable to Test	Not sig.	Not sig.
52	In the last 6 months, did your child's health plan give you any forms to fill out?	General	497	Yes 28.8%	No 71.2%			28.8%	30.5%	31.7%	NA	Not sig.	Not sig.	NA
		CCC	324	30.6%	69.4%			30.6%	29.0%	30.9%	NA	Not sig.	Not sig.	NA
53 FOF	In the last 6 months, how often were the forms from your child's health plan easy to fill out?	General	493	Never 0.6%	Sometimes 3.4%	Usually 7.1%	Always*** 88.8%	95.9%	94.0%	94.4%	95.0%	Not sig.	Not sig.	Not sig.
		CCC	323	0.6%	3.4%	7.7%	88.2%	96.0%	94.2%	94.6%	95.1%	Not sig.	Not sig.	Not sig.

* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "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.

*** Members who responded "No" to Q52 are included in "Always" of Q53, per NCQA, Volume 3, HEDIS 2016 guidelines.

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Question Summaries

Rating of Health Plan, Prescribed Medication, & Health Status

513 Total General Population Respondents

332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)					Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
				2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans					
54	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?	General	501	0-3 0.8%	4-7 10.6%	8-10 88.6%	88.6%	88.7%	86.1%	84.7%	Not sig.	Not sig.	Above		
		CCC	328	1.8%	14.0%	84.1%	84.1%	84.5%	82.3%	82.2%	Not sig.	Not sig.	Not sig.		
		General	501	0-6 5.8%	7-8 17.2%	9-10 77.0%	77.0%	76.5%	70.8%	69.0%	Not sig.	Above	Above		
		CCC	328	7.9%	23.2%	68.9%	68.9%	66.7%	65.9%	65.8%	Not sig.	Not sig.	Not sig.		
55	In the last 6 months, did you get or refill any prescription medicines for your child?	General	502	Yes 42.4%	No 57.6%		42.4%	43.2%	NA	NA	Not sig.	NA	NA		
		CCC	329	73.6%	26.4%		73.6%	78.1%	78.9%	NA	Not sig.	Below	NA		
56 ATPM	In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan? (If "Yes" in Q55)	General	212	Never 0.5%	Sometimes 7.1%	Usually 21.2%	Always 71.2%	92.5%	92.5%	NA	NA	Not sig.	NA	NA	
		CCC	240	2.1%	9.2%	17.5%	71.3%	88.8%	88.5%	90.8%	90.7%	Not sig.	Not sig.	Not sig.	
57	Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines? (If "Yes" in Q55)	General	208	Yes 57.7%	No 42.3%		57.7%	54.0%	NA	NA	Not sig.	NA	NA		
		CCC	240	65.8%	34.2%		65.8%	56.2%	61.1%	60.5%	Sig. increase	Not sig.	Not sig.		
58	In general, how would you rate your child's overall health?	General	502	Excellent 41.4%	Very good 29.5%	Good 22.5%	Fair 6.6%	Poor 0.0%	70.9%	74.8%	74.5%	76.3%	Not sig.	Not sig.	Below
		CCC	330	17.6%	30.9%	32.1%	18.2%	1.2%	48.5%	50.3%	54.4%	55.0%	Not sig.	Below	Below
59	In general, how would you rate your child's overall mental or emotional health?	General	503	Excellent 48.7%	Very good 25.2%	Good 17.9%	Fair 6.6%	Poor 1.6%	74.0%	76.1%	73.7%	74.9%	Not sig.	Not sig.	Not sig.
		CCC	330	21.2%	26.1%	24.5%	22.1%	6.1%	47.3%	46.2%	43.5%	44.4%	Not sig.	Not sig.	Not sig.

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Question Summaries

Prescribed Medication & Medical Care and Services

513 Total General Population Respondents

332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
60	Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?	General	505	Yes 26.3%	No 73.7%	26.3%	23.2%	NA	NA	Not sig.	NA	NA
		CCC	332	70.8%	29.2%	70.8%	71.1%	75.4%	NA	Not sig.	Not sig.	NA
61	Is this because of any medical, behavioral, or other health condition? (If "Yes" in Q60)	General	130	Yes 81.5%	No 18.5%	81.5%	73.1%	NA	NA	Not sig.	NA	NA
		CCC	233	97.0%	3.0%	97.0%	97.6%	96.6%	NA	Not sig.	Not sig.	NA
62	Is this a condition that has lasted or is expected to last for at least 12 months? (If "Yes" in Q60 and "Yes" in Q61)	General	105	Yes 83.8%	No 16.2%	83.8%	87.5%	NA	NA	Not sig.	NA	NA
		CCC	225	96.9%	3.1%	96.9%	99.5%	98.2%	NA	Unable to Test	Unable to Test	NA
63	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?	General	500	Yes 14.0%	No 86.0%	14.0%	11.4%	NA	NA	Not sig.	NA	NA
		CCC	329	58.7%	41.3%	58.7%	49.0%	54.9%	NA	Sig. increase	Not sig.	NA
64	Is this because of any medical, behavioral, or other health condition? (If "Yes" in Q63)	General	69	Yes 79.7%	No 20.3%	79.7%	84.1%	NA	NA	Not sig.	NA	NA
		CCC	192	92.7%	7.3%	92.7%	95.0%	94.5%	NA	Not sig.	Not sig.	NA
65	Is this a condition that has lasted or is expected to last for at least 12 months? (If "Yes" in Q63 and "Yes" in Q64)	General	54	Yes 96.3%	No 3.7%	96.3%	94.1%	NA	NA	Unable to Test	NA	NA
		CCC	174	97.7%	2.3%	97.7%	99.2%	97.8%	NA	Unable to Test	Unable to Test	NA

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Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Limitations & Special Therapy

513 Total General Population Respondents

332 Total CCC Population Respondents

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
66	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?	General	499	Yes 13.0%	No 87.0%	13.0%	14.8%	NA	NA	Not sig.	NA	NA
		CCC	327	39.1%	60.9%	39.1%	34.3%	38.6%	NA	Not sig.	Not sig.	NA
67	Is this because of any medical, behavioral, or other health condition? (If "Yes" in Q66)	General	64	Yes 64.1%	No 35.9%	64.1%	46.6%	NA	NA	Not sig.	NA	NA
		CCC	127	92.9%	7.1%	92.9%	91.0%	93.5%	NA	Not sig.	Not sig.	NA
68	Is this a condition that has lasted or is expected to last for at least 12 months? (If "Yes" in Q66 and "Yes" in Q67)	General	39	Yes 97.4%	No 2.6%	97.4%	95.8%	NA	NA	Unable to Test	NA	NA
		CCC	115	99.1%	0.9%	99.1%	96.6%	98.8%	NA	Unable to Test	Unable to Test	NA
69	Does your child need or get special therapy such as physical, occupational, or speech therapy?	General	501	Yes 13.6%	No 86.4%	13.6%	11.9%	NA	NA	Not sig.	NA	NA
		CCC	330	44.2%	55.8%	44.2%	34.6%	37.4%	NA	Sig. increase	Above	NA
70	Is this because of any medical, behavioral, or other health condition? (If "Yes" in Q69)	General	67	Yes 70.1%	No 29.9%	70.1%	68.8%	NA	NA	Not sig.	NA	NA
		CCC	141	91.5%	8.5%	91.5%	90.0%	89.7%	NA	Not sig.	Not sig.	NA
71	Is this a condition that has lasted or is expected to last for at least 12 months? (If "Yes" in Q69 and "Yes" in Q70)	General	45	Yes 97.8%	No 2.2%	97.8%	90.6%	NA	NA	Unable to Test	NA	NA
		CCC	128	98.4%	1.6%	98.4%	98.9%	97.9%	NA	Unable to Test	Unable to Test	NA

* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "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.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Emotional, Developmental, & Behavioral Problems

513 Total General Population Respondents

332 Total CCC Population Respondents

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
72	Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?	General	498	Yes 12.7%	No 87.3%	12.7%	12.6%	NA	NA	Not sig.	NA	NA
		CCC	328	53.7%	46.3%	53.7%	48.5%	55.3%	NA	Not sig.	Not sig.	NA
73	Has this problem lasted or is it expected to last for at least 12 months? (If "Yes" in Q72)	General	62	Yes 90.3%	No 9.7%	90.3%	88.2%	NA	NA	Not sig.	NA	NA
		CCC	175	97.1%	2.9%	97.1%	97.9%	96.7%	NA	Unable to Test	Not sig.	NA

* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "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.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Child Demographics

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

513 Total General Population Respondents

332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses						
74	What is your child's age?	General	497	<u>0 - 4</u> 22.9%	<u>5 - 8</u> 22.7%	<u>9 - 13</u> 32.8%	<u>14 or older</u> 21.5%			
		CCC	330	13.9%	20.3%	36.1%	29.7%			
75	Is your child male or female?	General	496	<u>Male</u> 52.8%	<u>Female</u> 47.2%					
		CCC	330	57.9%	42.1%					
76	Is your child of Hispanic or Latino origin or descent?	General	490	<u>Yes, Hispanic or Latino</u> 80.6%		<u>No, not Hispanic or Latino</u> 19.4%				
		CCC	326	73.0%		27.0%				
77	What is your child's race? (Mark one or more.)	General	441	<u>White</u> 61.5%	<u>Black or African-American</u> 4.8%	<u>Asian</u> 2.3%	<u>Native Hawaiian or other Pacific Islander</u> 2.3%	<u>American Indian or Alaska Native</u> 12.0%	<u>Other</u> 37.0%	
		CCC	305	66.9%	5.6%	1.6%	3.9%	11.1%	34.4%	

Note: The base for Q77 is the total number of respondents. Members were allowed to choose more than one option; therefore, the sum of all figures may equal more than 100%.

Question Summaries

Respondent Demographics/Completing this Survey

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

513 Total General Population Respondents

332 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses						
78	What is your age?	General	489	<u>24 or younger</u> 9.4%	<u>25 - 34</u> 34.4%	<u>35 - 44</u> 28.6%	<u>45 - 54</u> 19.2%	<u>55 - 64</u> 5.7%	<u>65 - 74</u> 1.8%	<u>75 or older</u> 0.8%
		CCC	326	6.1%	27.9%	27.6%	23.6%	8.9%	4.9%	0.9%
79	Are you male or female?	General	491	<u>Male</u> 11.6%	<u>Female</u> 88.4%					
		CCC	328	9.1%	90.9%					
80	What is the highest grade or level of school that you have completed?	General	478	<u>8th grade or less</u> 10.3%	<u>Some high school, but did not graduate</u> 15.1%	<u>High school graduate or GED</u> 38.7%	<u>Some college or 2-year degree</u> 24.9%	<u>4-year college graduate</u> 6.9%	<u>More than 4-year college degree</u> 4.2%	
		CCC	319	7.5%	16.3%	32.6%	31.7%	7.2%	4.7%	
81	How are you related to the child?	General	485	<u>Mother or father</u> 91.3%	<u>Grandparent</u> 6.6%	<u>Aunt or uncle</u> 0.4%	<u>Older brother or sister</u> 0.0%	<u>Other relative</u> 0.2%	<u>Legal guardian</u> 1.4%	<u>Someone else</u> 0.0%
		CCC	319	84.6%	10.3%	1.6%	0.0%	0.0%	3.4%	0.0%
82	Did someone help you complete this survey?	General	215	<u>Yes</u> 2.3%	<u>No</u> 97.7%					
		CCC	155	3.9%	96.1%					
83	How did that person help you? (Mark one or more.) (If Mail survey and "Yes" in Q82)	General	5	<u>Read the questions to me</u> 100.0%	<u>Wrote down the answers I gave</u> 20.0%	<u>Answered the questions for me</u> 0.0%	<u>Translated the questions into my language</u> 20.0%	<u>Helped in some other way</u> 0.0%		
		CCC	6	83.3%	33.3%	16.7%	0.0%	0.0%		

Note: The base for Q83 is the total number of respondents. Members were allowed to choose more than one option; therefore, the sum of all figures may equal more than 100%.

13. Appendix B - Custom Questions

Your plan's custom questions are shown beginning on Page B.1. All custom questions are shown in this section, regardless of their placement on the survey tool. Your plan's Summary Rate for the current year is shown alongside the Summary Rate for the identical question from the previous year (where applicable).

The Summary Rates shown represent the percentage of respondents who answered in a positive way. Not all questions are designed for the assignment of Summary Rates, such as "Mark all that apply" questions. In this case, an "NA" is shown in the Summary Rate column.

Chart B.1

Question Summaries

Custom Questions

513 Total General Population Respondents

332 Total CCC Population Respondents

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in grey)					Plan's Summary Rate		SPHA Book of Business - 2016*		Significance Testing**		
									2017	2016	Summary Rate	Correlation with Q54	2017 to 2016	2017 to SPHA BoB	
84	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?	General	470	Yes 22.1%	No 77.9%				22.1%	NA	NA	NA	NA	NA	NA
		CCC	316	39.6%	60.4%				39.6%	NA	NA	NA	NA	NA	NA
85	In the last 6 months, who helped to coordinate your child's care?	General	427	Someone from your child's health plan 3.3%	Someone from your child's doctor's office or clinic 23.2%	Someone from another organization 1.9%	A friend or family member 4.7%	You 67.0%	NA	NA	NA	NA	NA	NA	NA
		CCC	289	6.9%	29.4%	6.6%	2.8%	54.3%	NA	NA	NA	NA	NA	NA	NA
86	How satisfied are you with the help you got to coordinate your child's care in the last 6 months?	General	424	Very dissatisfied 3.1%	Dissatisfied 1.2%	Neither dissatisfied nor satisfied 10.8%	Satisfied 46.7%	Very satisfied 38.2%	84.9%	89.6%	NA	NA	Sig. decrease	NA	
		CCC	288	2.4%	1.7%	11.8%	40.3%	43.8%	84.0%	86.0%	NA	NA	Not sig.	NA	

* The 2016 SPH Analytics Book of Business consists of the results of 9 Medicaid child with CCC samples surveyed by SPH Analytics in 2016 that submitted data to NCQA.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "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.

14. Appendix C - Custom Segmentation Analyses

Pages C.1 - C.2 (General Population and CCC Population) presents Summary Rates for attributes, ratings, and composite scores organized across the following:

- County
- IPA

General Population

Custom Segmentation Tables

General Population Charts C.1 - C.2

(See following page.)

Segmentation Analysis

Plan Summary Rates by County (Database)

General Population

513 Total General Population Respondents

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

Q#	Attributes	BERNALILLO		DONA ANA		SAN JUAN		LEA		CHAVES		SANTA FE		CURRY		EDDY		OTERO		ROOSEVELT		SANDOVAL		VALENCIA		RIO ARRIBA		TAOS		LUNA		OTHER		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	34	85.3%	25	96.0%	16	93.8%	10	100.0%	9	66.7%	5	80.0%	8	100.0%	7	100.0%	6	100.0%	5	100.0%	2	100.0%	2	100.0%	2	100.0%	1	100.0%	1	100.0%	12	100.0%	10.7%
6	Child obtained appointment for care as soon as needed	81	87.7%	62	88.7%	21	90.5%	21	90.5%	19	89.5%	13	84.6%	14	85.7%	11	81.8%	10	80.0%	11	100.0%	7	85.7%	9	77.8%	4	50.0%	3	100.0%	8	75.0%	29	89.7%	1.1%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	36	91.7%	16	75.0%	5	100.0%	7	100.0%	10	90.0%	3	100.0%	6	100.0%	3	100.0%	6	66.7%	2	100.0%	2	100.0%	4	75.0%	0	0.0%	2	100.0%	0	0.0%	5	100.0%	16.7%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	36	58.3%	16	43.8%	5	80.0%	7	57.1%	10	30.0%	3	66.7%	6	83.3%	3	100.0%	6	50.0%	2	100.0%	2	50.0%	4	50.0%	0	0.0%	2	100.0%	0	0.0%	5	60.0%	14.6%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	36	80.6%	16	56.3%	5	60.0%	7	100.0%	10	60.0%	3	100.0%	6	83.3%	3	100.0%	6	83.3%	2	50.0%	2	100.0%	4	75.0%	0	0.0%	2	100.0%	0	0.0%	5	80.0%	24.3%
15	Ease of getting care, tests, or treatment child needed	87	94.3%	65	87.7%	23	91.3%	19	94.7%	20	85.0%	14	92.9%	17	88.2%	14	85.7%	11	90.9%	11	100.0%	7	85.7%	9	100.0%	4	100.0%	7	85.7%	9	88.9%	29	96.6%	6.6%
32	Child's doctor explained things in an understandable way	81	90.1%	62	93.5%	21	100.0%	22	95.5%	21	90.5%	12	91.7%	13	92.3%	11	90.9%	9	100.0%	8	100.0%	7	100.0%	9	100.0%	4	100.0%	7	85.7%	8	87.5%	26	96.2%	3.4%
33	Child's doctor listened carefully to you	80	95.0%	62	95.2%	21	100.0%	22	95.5%	21	95.2%	12	91.7%	13	100.0%	11	90.9%	9	100.0%	9	88.9%	7	85.7%	9	100.0%	4	100.0%	7	85.7%	8	100.0%	26	92.3%	0.2%
34	Child's doctor showed respect for what you had to say	81	95.1%	63	95.2%	21	100.0%	22	100.0%	21	100.0%	12	100.0%	13	100.0%	11	90.9%	9	100.0%	9	88.9%	7	100.0%	9	100.0%	4	100.0%	7	100.0%	8	100.0%	26	92.3%	0.2%
37	Child's doctor spent enough time with your child	80	88.8%	61	88.5%	21	100.0%	22	90.9%	21	85.7%	12	91.7%	13	76.9%	10	80.0%	9	88.9%	9	77.8%	7	85.7%	9	100.0%	4	50.0%	7	71.4%	8	87.5%	26	84.6%	0.2%
46	Obtained child's appointment with specialist as soon as needed	21	71.4%	17	88.2%	8	50.0%	7	85.7%	6	100.0%	3	66.7%	2	100.0%	5	80.0%	1	100.0%	3	100.0%	1	100.0%	0	0.0%	1	100.0%	2	50.0%	2	50.0%	6	100.0%	16.8%
50	Getting information/help from customer service	37	83.8%	20	75.0%	12	91.7%	9	100.0%	6	100.0%	6	83.3%	5	100.0%	4	100.0%	5	80.0%	5	60.0%	5	80.0%	3	100.0%	2	100.0%	2	0.0%	2	100.0%	12	66.7%	8.8%
51	Customer service treated member with courtesy and respect	37	100.0%	19	94.7%	12	91.7%	9	100.0%	6	100.0%	6	100.0%	5	100.0%	4	100.0%	5	80.0%	5	100.0%	5	100.0%	3	100.0%	2	100.0%	2	100.0%	2	100.0%	11	81.8%	5.3%
Q#	Composites & Key Questions																																	
	Getting Needed Care		82.8%		88.0%		70.7%		90.2%		92.5%		79.8%		94.1%		82.9%		95.5%		100.0%		92.9%		50.0%		100.0%		67.9%		69.4%		98.3%	5.1%
	Getting Care Quickly		86.5%		92.4%		92.1%		95.2%		78.1%		82.3%		92.9%		90.9%		90.0%		100.0%		92.9%		88.9%		75.0%		100.0%		87.5%		94.8%	5.9%
	How Well Doctors Communicate		92.2%		93.1%		100.0%		95.5%		92.9%		93.8%		92.3%		88.2%		97.2%		88.9%		92.9%		100.0%		87.5%		85.7%		93.8%		91.3%	0.9%
	Customer Service		91.9%		84.9%		91.7%		100.0%		100.0%		91.7%		100.0%		100.0%		80.0%		80.0%		90.0%		100.0%		100.0%		50.0%		100.0%		74.2%	7.0%
	Shared Decision Making		76.9%		58.3%		80.0%		85.7%		60.0%		88.9%		88.9%		100.0%		66.7%		83.3%		83.3%		66.7%		0.0%		100.0%		0.0%		80.0%	18.5%
8	Health Promotion and Education	87	74.7%	66	69.7%	23	60.9%	18	55.6%	20	80.0%	13	53.8%	17	82.4%	14	64.3%	10	80.0%	11	72.7%	7	57.1%	9	55.6%	4	50.0%	7	85.7%	9	55.6%	29	58.6%	5.0%
40	Coordination of Care	26	80.8%	22	77.3%	11	100.0%	11	81.8%	9	77.8%	3	100.0%	6	100.0%	3	33.3%	2	50.0%	3	100.0%	2	50.0%	6	66.7%	3	66.7%	3	100.0%	3	100.0%	10	80.0%	3.5%
53	Ease of Filling Out Forms	140	95.7%	89	96.6%	34	91.2%	29	96.6%	29	96.6%	24	100.0%	22	90.9%	15	93.3%	11	90.9%	14	100.0%	10	100.0%	12	91.7%	3	100.0%	10	100.0%	10	100.0%	41	97.6%	0.9%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)																																	
14	Rating of Health Care	85	88.2%	65	86.2%	23	91.3%	19	94.7%	20	75.0%	14	100.0%	17	76.5%	14	85.7%	11	90.9%	11	90.9%	7	85.7%	9	88.9%	4	100.0%	7	100.0%	9	100.0%	29	82.8%	2.1%
41	Rating of Personal Doctor	123	91.1%	85	89.4%	31	80.6%	27	88.9%	28	92.9%	20	95.0%	18	77.8%	12	75.0%	12	83.3%	12	75.0%	10	90.0%	11	81.8%	4	100.0%	9	100.0%	8	100.0%	35	82.9%	1.6%
48	Rating of Specialist	19	94.7%	16	93.8%	7	85.7%	6	100.0%	6	100.0%	2	100.0%	2	100.0%	5	80.0%	1	100.0%	3	100.0%	1	100.0%	0	0.0%	1	100.0%	1	100.0%	2	100.0%	5	100.0%	1.0%
54	Rating of Health Plan	143	86.0%	90	88.9%	33	75.8%	29	93.1%	29	96.6%	23	100.0%	22	95.5%	14	92.9%	13	76.9%	14	85.7%	10	100.0%	12	91.7%	4	100.0%	10	90.0%	12	100.0%	43	83.7%	2.9%
Q#	Rating Items (Summary Rate = 9 + 10)																																	
14	Rating of Health Care	85	75.3%	65	70.8%	23	65.2%	19	78.9%	20	60.0%	14	78.6%	17	64.7%	14	78.6%	11	81.8%	11	63.6%	7	57.1%	9	66.7%	4	75.0%	7	57.1%	9	100.0%	29	58.6%	4.5%
41	Rating of Personal Doctor	123	84.6%	85	70.6%	31	64.5%	27	74.1%	28	78.6%	20	75.0%	18	66.7%	12	66.7%	12	83.3%	12	66.7%	10	70.0%	11	63.6%	4	100.0%	9	77.8%	8	87.5%	35	57.1%	14.0%
48	Rating of Specialist	19	89.5%	16	81.3%	7	28.6%	6	66.7%	6	66.7%	2	100.0%	2	50.0%	5	60.0%	1	0.0%	3	100.0%	1	100.0%	0	0.0%	1	100.0%	1	100.0%	2	100.0%	5	60.0%	8.2%
54	Rating of Health Plan	143	78.3%	90	72.2%	33	63.6%	29	89.7%	29	79.3%	23	87.0%	22	77.3%	14	85.7%	13	69.2%	14	78.6%	10	70.0%	12	83.3%	4	100.0%	10	70.0%	12	91.7%	43	72.1%	6.1%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite. Range calculations consist of "Bernalillo" and "Dona Ana" segments.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCOA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by IPA (Database)

General Population

513 Total General Population Respondents

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

Q#	Attributes	FIRST CHOICE COMMUNITY HEALTHCARE		BCA MEDICAL ASSOCIATES		ABQ HEALTH PARTNER'S LLC		UNM HEALTH SCIENCES CENTER		Z. DO NOT USE LOVELACE HEALTH SYSTEMS - POB 28102		PRESBYTERIAN HEALTHCARE SERVICES		LA CASA DE BUENA SALUD		UNM MEDICAL GROUP INC		PRESBYTERIAN MEDICAL SERVICES		AFTER HOURS PEDIATRICS		PECOS VALLEY OF NEW MEXICO LLC		SAN JUAN PEDIATRICS		TAOS HEALTH SYSTEMS DBA HOLY CROSS HOSPITAL		RIO GRANDE MEDICAL GROUP LTD		PRESBYTERIAN PHYSICIAN BILLING		OTHER		Range*		
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%			
4	Child obtained needed care right away	5	80.0%	7	57.1%	5	100.0%	6	66.7%	6	83.3%	4	100.0%	5	100.0%	2	100.0%	4	100.0%	4	75.0%	3	100.0%	3	100.0%	3	100.0%	4	75.0%	1	100.0%	83	97.6%	NA		
6	Child obtained appointment for care as soon as needed	13	69.2%	17	88.2%	17	94.1%	17	82.4%	14	78.6%	11	90.9%	11	90.9%	4	100.0%	5	60.0%	6	100.0%	5	100.0%	3	100.0%	8	87.5%	7	85.7%	7	100.0%	5	80.0%	176	88.1%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	4	100.0%	9	88.9%	6	100.0%	7	100.0%	5	80.0%	5	100.0%	5	100.0%	1	100.0%	1	100.0%	2	100.0%	2	100.0%	1	100.0%	2	100.0%	3	100.0%	3	100.0%	51	82.4%	NA		
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	4	75.0%	9	44.4%	6	100.0%	7	57.1%	5	40.0%	5	60.0%	5	80.0%	1	0.0%	1	0.0%	2	50.0%	2	50.0%	1	100.0%	2	50.0%	3	33.3%	3	100.0%	51	54.9%	NA		
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	4	75.0%	9	66.7%	6	100.0%	7	85.7%	5	60.0%	5	80.0%	5	40.0%	1	100.0%	1	100.0%	2	50.0%	2	100.0%	1	100.0%	2	50.0%	3	100.0%	3	66.7%	51	78.4%	NA		
15	Ease of getting care, tests, or treatment child needed	14	100.0%	19	84.2%	18	94.4%	17	94.1%	12	83.3%	12	91.7%	11	90.9%	5	100.0%	6	66.7%	7	100.0%	6	100.0%	6	83.3%	7	100.0%	8	87.5%	5	100.0%	193	91.7%	NA		
32	Child's doctor explained things in an understandable way	12	100.0%	19	89.5%	14	92.9%	17	88.2%	13	92.3%	8	100.0%	9	88.9%	8	100.0%	6	66.7%	5	60.0%	5	100.0%	7	100.0%	7	85.7%	7	100.0%	4	100.0%	180	95.0%	NA		
33	Child's doctor listened carefully to you	12	100.0%	19	100.0%	14	92.9%	17	94.1%	13	92.3%	8	87.5%	9	100.0%	8	100.0%	6	66.7%	5	80.0%	5	100.0%	7	100.0%	7	85.7%	7	100.0%	4	100.0%	180	95.6%	NA		
34	Child's doctor showed respect for what you had to say	12	100.0%	19	100.0%	14	85.7%	17	100.0%	13	92.3%	8	87.5%	9	100.0%	8	100.0%	6	83.3%	5	80.0%	5	100.0%	7	100.0%	8	100.0%	7	100.0%	4	100.0%	181	97.2%	NA		
37	Child's doctor spent enough time with your child	12	91.7%	18	83.3%	14	92.9%	17	82.4%	12	83.3%	8	100.0%	9	66.7%	8	75.0%	6	66.7%	5	60.0%	5	100.0%	7	100.0%	7	57.1%	7	100.0%	4	100.0%	180	90.0%	NA		
46	Obtained child's appointment with specialist as soon as needed	2	50.0%	5	100.0%	3	66.7%	4	75.0%	2	100.0%	4	100.0%	3	100.0%	2	50.0%	0	0.0%	1	100.0%	0	0.0%	2	50.0%	1	100.0%	3	100.0%	2	100.0%	51	76.5%	NA		
50	Getting information/help from customer service	11	100.0%	4	100.0%	9	88.9%	3	66.7%	5	100.0%	7	85.7%	5	60.0%	1	100.0%	4	75.0%	5	60.0%	1	100.0%	3	66.7%	4	75.0%	3	66.7%	2	100.0%	68	82.4%	NA		
51	Customer service treated member with courtesy and respect	11	100.0%	4	100.0%	9	100.0%	3	100.0%	5	100.0%	7	100.0%	5	100.0%	1	100.0%	4	100.0%	5	80.0%	5	80.0%	1	100.0%	3	66.7%	4	100.0%	3	66.7%	2	100.0%	66	97.0%	NA
Q#	Composites & Key Questions																																			
	Getting Needed Care		75.0%		92.1%		80.6%		84.6%		91.7%		95.8%		95.5%		75.0%		33.3%		100.0%		50.0%		66.7%		100.0%		93.8%		100.0%		84.1%	NA		
	Getting Care Quickly		74.6%		72.7%		97.1%		74.5%		81.0%		95.5%		95.5%		100.0%		80.0%		87.5%		100.0%		93.8%		92.9%		87.5%		90.0%		92.8%	NA		
	How Well Doctors Communicate		97.9%		93.2%		91.1%		91.2%		90.1%		93.8%		88.9%		93.8%		70.8%		70.0%		100.0%		100.0%		82.1%		100.0%		100.0%		94.4%	NA		
	Customer Service		100.0%		100.0%		94.4%		83.3%		100.0%		92.9%		80.0%		100.0%		87.5%		70.0%		100.0%		66.7%		87.5%		66.7%		100.0%		89.7%	NA		
	Shared Decision Making		83.3%		66.7%		100.0%		81.0%		60.0%		80.0%		73.3%		66.7%		66.7%		66.7%		83.3%		100.0%		66.7%		77.8%		88.9%		71.9%	NA		
8	Health Promotion and Education	14	57.1%	19	78.9%	17	76.5%	17	70.6%	12	83.3%	12	75.0%	11	63.6%	5	100.0%	6	83.3%	7	42.9%	6	66.7%	6	50.0%	7	57.1%	8	100.0%	5	100.0%	192	65.1%	NA		
40	Coordination of Care	2	100.0%	6	83.3%	7	85.7%	4	100.0%	7	85.7%	3	66.7%	4	75.0%	0	0.0%	2	50.0%	3	66.7%	2	100.0%	5	80.0%	4	75.0%	3	100.0%	3	100.0%	67	79.1%	NA		
53	Ease of Filling Out Forms	22	95.5%	23	95.7%	29	96.6%	23	95.7%	17	100.0%	18	100.0%	16	93.8%	15	93.3%	10	90.0%	8	75.0%	6	100.0%	10	100.0%	13	100.0%	8	87.5%	6	100.0%	269	96.3%	NA		
Q#	Rating Items (Summary Rate = 8 + 9 + 10)																																			
14	Rating of Health Care	14	92.9%	18	77.8%	18	94.4%	16	81.3%	12	83.3%	12	83.3%	11	81.8%	5	100.0%	6	83.3%	7	85.7%	6	83.3%	6	83.3%	7	71.4%	8	100.0%	5	100.0%	193	89.1%	NA		
41	Rating of Personal Doctor	20	95.0%	22	95.5%	25	88.0%	20	90.0%	18	94.4%	15	80.0%	14	78.6%	13	100.0%	9	77.8%	7	85.7%	5	80.0%	8	87.5%	11	81.8%	8	100.0%	6	100.0%	244	86.9%	NA		
48	Rating of Specialist	2	100.0%	5	100.0%	2	100.0%	5	100.0%	1	100.0%	4	75.0%	3	100.0%	2	100.0%	0	0.0%	1	100.0%	0	0.0%	2	100.0%	1	100.0%	3	100.0%	2	100.0%	44	93.2%	NA		
54	Rating of Health Plan	23	91.3%	23	95.7%	29	93.1%	23	95.7%	19	84.2%	18	94.4%	15	86.7%	15	100.0%	10	90.0%	8	87.5%	6	83.3%	10	80.0%	13	92.3%	8	100.0%	7	100.0%	274	85.8%	NA		
Q#	Rating Items (Summary Rate = 9 + 10)																																			
14	Rating of Health Care	14	71.4%	18	66.7%	18	83.3%	16	81.3%	12	83.3%	12	66.7%	11	63.6%	5	80.0%	6	83.3%	7	57.1%	6	66.7%	6	50.0%	7	28.6%	8	50.0%	5	80.0%	193	72.0%	NA		
41	Rating of Personal Doctor	20	90.0%	22	77.3%	25	84.0%	20	90.0%	18	83.3%	15	46.7%	14	71.4%	13	100.0%	9	55.6%	7	57.1%	5	60.0%	8	75.0%	11	54.5%	8	75.0%	6	100.0%	244	72.1%	NA		
48	Rating of Specialist	2	100.0%	5	40.0%	2	100.0%	5	100.0%	1	100.0%	4	50.0%	3	100.0%	2	100.0%	0	0.0%	1	100.0%	0	0.0%	2	0.0%	1	100.0%	3	100.0%	2	100.0%	44	70.5%	NA		
54	Rating of Health Plan	23	91.3%	23	87.0%	29	82.8%	23	87.0%	19	78.9%	18	88.9%	15	66.7%	15	93.3%	10	90.0%	8	50.0%	6	83.3%	10	60.0%	13	76.9%	8	87.5%	7	57.1%	274	73.4%	NA		

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite. Due to low respondents, range calculations are not included.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCOA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

CCC Population

Custom Segmentation Tables

CCC Population Charts C.1 - C.2

(See following page.)

Segmentation Analysis

Plan Summary Rates by County (Database)

Medicaid Child with CCC CAHPS®

CCC Population

332 Total General Population Respondents

Q#	Attributes	BERNALILLO		DONA ANA		SAN JUAN		LEA		CHAVES		SANTA FE		CURRY		EDDY		OTERO		ROOSEVELT		SANDOVAL		VALENCIA		RIO ARRIBA		TAOS		LUNA		OTHER		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%			
4	Child obtained needed care right away	39	89.7%	17	88.2%	7	100.0%	8	100.0%	6	66.7%	4	100.0%	5	100.0%	8	100.0%	5	100.0%	4	75.0%	1	100.0%	3	100.0%	5	100.0%	1	100.0%	2	100.0%	12	91.7%	1.5%
6	Child obtained appointment for care as soon as needed	67	80.6%	32	93.8%	18	94.4%	15	93.3%	17	94.1%	13	84.6%	13	69.2%	10	70.0%	13	84.6%	6	100.0%	8	87.5%	8	87.5%	6	100.0%	3	100.0%	4	75.0%	26	100.0%	13.2%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	34	94.1%	16	93.8%	10	100.0%	9	100.0%	8	100.0%	3	100.0%	4	100.0%	5	100.0%	5	80.0%	4	100.0%	4	100.0%	4	100.0%	2	100.0%	1	100.0%	2	100.0%	13	92.3%	0.4%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	34	52.9%	17	64.7%	10	80.0%	9	77.8%	8	62.5%	3	66.7%	4	75.0%	5	80.0%	5	60.0%	4	75.0%	4	50.0%	4	75.0%	2	0.0%	1	100.0%	2	100.0%	13	69.2%	11.8%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	34	85.3%	17	82.4%	10	90.0%	9	100.0%	8	87.5%	3	100.0%	4	100.0%	5	60.0%	5	100.0%	4	100.0%	4	75.0%	4	100.0%	2	50.0%	1	100.0%	2	100.0%	13	84.6%	2.9%
15	Ease of getting care, tests, or treatment child needed	70	88.6%	37	83.8%	18	72.2%	13	92.3%	15	93.3%	15	80.0%	12	100.0%	11	72.7%	12	83.3%	7	100.0%	8	87.5%	6	100.0%	7	100.0%	4	100.0%	5	80.0%	27	92.6%	4.8%
32	Child's doctor explained things in an understandable way	58	96.6%	33	93.9%	17	100.0%	13	92.3%	16	93.8%	12	83.3%	10	90.0%	10	80.0%	12	91.7%	7	85.7%	6	100.0%	4	100.0%	7	100.0%	4	100.0%	5	100.0%	24	100.0%	2.6%
33	Child's doctor listened carefully to you	57	96.5%	33	90.9%	17	100.0%	13	92.3%	16	93.8%	12	83.3%	10	100.0%	10	90.0%	12	91.7%	7	85.7%	6	100.0%	4	100.0%	7	100.0%	4	100.0%	5	100.0%	24	100.0%	5.6%
34	Child's doctor showed respect for what you had to say	58	96.6%	33	97.0%	17	94.1%	13	100.0%	16	100.0%	12	100.0%	10	100.0%	10	90.0%	12	91.7%	7	100.0%	6	100.0%	4	100.0%	7	100.0%	4	100.0%	5	100.0%	24	100.0%	0.4%
37	Child's doctor spent enough time with your child	56	94.6%	33	93.9%	17	94.1%	13	92.3%	16	93.8%	12	83.3%	10	100.0%	10	90.0%	12	75.0%	7	100.0%	6	83.3%	4	100.0%	7	85.7%	4	100.0%	5	80.0%	24	100.0%	0.7%
46	Obtained child's appointment with specialist as soon as needed	34	73.5%	21	90.5%	7	71.4%	9	100.0%	5	60.0%	5	80.0%	4	75.0%	7	42.9%	4	100.0%	2	100.0%	3	100.0%	1	0.0%	1	100.0%	3	100.0%	2	100.0%	11	90.9%	16.9%
50	Getting information/help from customer service	26	80.8%	11	72.7%	7	85.7%	10	100.0%	6	100.0%	4	100.0%	3	100.0%	5	80.0%	5	80.0%	5	100.0%	4	100.0%	2	100.0%	2	100.0%	1	100.0%	2	50.0%	12	100.0%	8.0%
51	Customer service treated member with courtesy and respect	26	100.0%	11	90.9%	7	85.7%	10	100.0%	6	100.0%	4	100.0%	3	100.0%	5	80.0%	5	60.0%	5	100.0%	4	100.0%	2	100.0%	2	100.0%	1	100.0%	2	100.0%	11	100.0%	9.1%
Q#	Composites & Key Questions																																	
	Getting Needed Care		81.1%		87.1%		71.8%		96.2%		76.7%		80.0%		87.5%		57.8%		91.7%		100.0%		93.8%		50.0%		100.0%		100.0%		90.0%		91.8%	6.1%
	Getting Care Quickly		85.2%		91.0%		97.2%		96.7%		80.4%		92.3%		84.6%		85.0%		92.3%		87.5%		93.8%		93.8%		100.0%		100.0%		87.5%		95.8%	5.8%
	How Well Doctors Communicate		96.1%		93.9%		97.1%		94.2%		95.3%		87.5%		97.5%		87.5%		87.5%		92.9%		95.8%		100.0%		96.4%		100.0%		95.0%		100.0%	2.1%
	Customer Service		90.4%		81.8%		85.7%		100.0%		100.0%		100.0%		100.0%		80.0%		70.0%		100.0%		100.0%		100.0%		100.0%		100.0%		75.0%		100.0%	8.6%
	Shared Decision Making		77.5%		80.3%		90.0%		92.6%		83.3%		88.9%		91.7%		80.0%		80.0%		91.7%		75.0%		91.7%		50.0%		100.0%		100.0%		82.1%	2.8%
8	Health Promotion and Education	70	77.1%	37	81.1%	18	83.3%	12	83.3%	15	86.7%	15	73.3%	13	100.0%	11	72.7%	11	54.5%	7	85.7%	8	75.0%	6	83.3%	7	100.0%	4	100.0%	5	60.0%	27	81.5%	3.9%
40	Coordination of Care	32	87.5%	22	81.8%	11	90.9%	9	88.9%	11	90.9%	5	100.0%	5	100.0%	7	71.4%	4	50.0%	3	66.7%	2	100.0%	4	75.0%	5	80.0%	2	100.0%	3	100.0%	15	86.7%	5.7%
53	Ease of Filling Out Forms	92	96.7%	42	97.6%	23	91.3%	18	100.0%	18	88.9%	17	100.0%	12	83.3%	11	90.9%	15	93.3%	7	100.0%	9	100.0%	9	100.0%	8	100.0%	5	100.0%	5	100.0%	32	96.9%	0.9%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)																																	
14	Rating of Health Care	68	83.8%	37	78.4%	17	82.4%	13	92.3%	15	80.0%	15	86.7%	13	92.3%	11	45.5%	12	75.0%	7	85.7%	8	100.0%	6	100.0%	7	100.0%	4	75.0%	5	80.0%	27	85.2%	5.4%
41	Rating of Personal Doctor	82	82.9%	41	85.4%	20	90.0%	18	88.9%	16	81.3%	15	93.3%	11	90.9%	11	54.5%	13	76.9%	7	71.4%	8	100.0%	8	100.0%	8	100.0%	5	80.0%	5	100.0%	28	92.9%	2.4%
48	Rating of Specialist	30	90.0%	21	90.5%	7	85.7%	9	88.9%	5	100.0%	5	80.0%	3	100.0%	7	42.9%	4	75.0%	2	100.0%	3	100.0%	1	100.0%	1	100.0%	2	100.0%	2	50.0%	10	90.0%	0.5%
54	Rating of Health Plan	95	81.1%	42	88.1%	22	72.7%	18	94.4%	19	78.9%	16	87.5%	14	100.0%	12	83.3%	15	73.3%	7	71.4%	9	88.9%	9	100.0%	8	100.0%	5	80.0%	5	60.0%	32	87.5%	7.0%
Q#	Rating Items (Summary Rate = 9 + 10)																																	
14	Rating of Health Care	68	67.6%	37	56.8%	17	82.4%	13	69.2%	15	66.7%	15	66.7%	13	84.6%	11	36.4%	12	50.0%	7	57.1%	8	87.5%	6	66.7%	7	71.4%	4	25.0%	5	40.0%	27	63.0%	10.9%
41	Rating of Personal Doctor	82	72.0%	41	73.2%	20	75.0%	18	72.2%	16	68.8%	15	93.3%	11	90.9%	11	45.5%	13	69.2%	7	57.1%	8	100.0%	8	100.0%	8	75.0%	5	60.0%	5	60.0%	28	78.6%	1.2%
48	Rating of Specialist	30	76.7%	21	76.2%	7	42.9%	9	66.7%	5	60.0%	5	80.0%	3	66.7%	7	14.3%	4	50.0%	2	50.0%	3	66.7%	1	100.0%	1	100.0%	2	100.0%	2	50.0%	10	60.0%	0.5%
54	Rating of Health Plan	95	68.4%	42	61.9%	22	68.2%	18	72.2%	19	73.7%	16	68.8%	14	78.6%	12	75.0%	15	60.0%	7	71.4%	9	77.8%	9	88.9%	8	75.0%	5	40.0%	5	20.0%	32	75.0%	6.5%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite. Range calculations consist of "Bernalillo" and "Dona Ana" segments.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCSA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by IPA (Database)

CCC Population

332 Total General Population Respondents

Molina Healthcare of New Mexico

Medicaid Child with CCC CAHPS®

Q#	Attributes	FIRST CHOICE COMMUNITY HEALTHCARE		BCA MEDICAL ASSOCIATES		ABO HEALTH PARTNERS LLC		UNIM HEALTH SCIENCES CENTER		Z-DO NOT USE LOVELAKE HEALTH SYSTEMS - POB 26102		PRESBYTERIAN HEALTHCARE SERVICES		LA CASA DE BUENA SALUD		UNIM MEDICAL GROUP INC		PRESBYTERIAN MEDICAL SERVICES		AFTER HOURS PEDIATRICS		PECOS VALLEY OF NEW MEXICO LLC		SAN JUAN PEDIATRICS		TAOS HEALTH SYSTEMS DBA HOLY CROSS HOSPITAL		RIO GRANDE MEDICAL GROUP LTD		PRESBYTERIAN PHYSICIAN BILLING		OTHER		Range*		
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%			
4	Child obtained needed care right away	7	100.0%	4	50.0%	4	100.0%	8	87.5%	9	77.8%	3	100.0%	1	100.0%	5	80.0%	3	100.0%	3	100.0%	3	100.0%	1	100.0%	1	100.0%	3	66.7%	4	75.0%	0	0.0%	71	97.2%	NA
6	Child obtained appointment for care as soon as needed	10	90.0%	12	91.7%	7	85.7%	15	73.3%	14	85.7%	8	87.5%	8	75.0%	9	88.9%	8	75.0%	7	57.1%	6	66.7%	4	75.0%	5	80.0%	4	100.0%	2	50.0%	136	93.4%	NA		
11	Doctor/health provider talked about reasons you might want your child to take a medicine	2	100.0%	5	100.0%	5	100.0%	10	90.0%	7	85.7%	4	75.0%	2	100.0%	5	100.0%	3	100.0%	4	100.0%	4	100.0%	2	100.0%	2	100.0%	5	100.0%	1	100.0%	63	96.8%	NA		
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	2	100.0%	5	40.0%	5	80.0%	10	50.0%	7	42.9%	4	50.0%	2	100.0%	5	40.0%	3	33.3%	4	50.0%	4	75.0%	2	100.0%	2	100.0%	6	33.3%	1	100.0%	63	73.0%	NA		
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	2	100.0%	5	80.0%	5	100.0%	10	90.0%	7	57.1%	4	100.0%	2	100.0%	5	80.0%	3	100.0%	4	100.0%	4	75.0%	2	100.0%	2	100.0%	6	100.0%	1	100.0%	63	85.7%	NA		
15	Ease of getting care, tests, or treatment child needed	8	100.0%	10	90.0%	7	85.7%	18	94.4%	17	82.4%	8	75.0%	6	100.0%	9	100.0%	7	71.4%	6	66.7%	5	60.0%	3	33.3%	4	75.0%	8	75.0%	2	100.0%	149	90.6%	NA		
32	Child's doctor explained things in an understandable way	7	100.0%	12	83.3%	6	100.0%	15	100.0%	14	92.9%	6	100.0%	7	85.7%	6	100.0%	4	75.0%	5	100.0%	6	83.3%	4	100.0%	4	75.0%	9	100.0%	2	100.0%	131	95.4%	NA		
33	Child's doctor listened carefully to you	7	100.0%	12	100.0%	6	83.3%	15	100.0%	14	92.9%	6	100.0%	7	100.0%	6	100.0%	4	75.0%	5	100.0%	6	100.0%	4	100.0%	4	50.0%	9	100.0%	2	100.0%	130	94.6%	NA		
34	Child's doctor showed respect for what you had to say	7	100.0%	12	100.0%	6	83.3%	15	100.0%	14	92.9%	6	100.0%	7	100.0%	6	100.0%	4	75.0%	5	100.0%	6	100.0%	4	100.0%	4	100.0%	9	100.0%	2	100.0%	131	97.7%	NA		
37	Child's doctor spent enough time with your child	7	100.0%	12	91.7%	6	83.3%	14	100.0%	13	84.6%	6	100.0%	7	100.0%	6	83.3%	4	75.0%	5	100.0%	6	100.0%	4	100.0%	4	75.0%	9	100.0%	2	100.0%	131	92.4%	NA		
46	Obtained child's appointment with specialist as soon as needed	3	66.7%	3	66.7%	4	50.0%	12	75.0%	5	100.0%	3	66.7%	1	100.0%	3	100.0%	2	100.0%	3	66.7%	3	66.7%	2	50.0%	3	100.0%	5	100.0%	1	100.0%	66	81.8%	NA		
50	Getting information/help from customer service	2	100.0%	5	100.0%	4	100.0%	7	71.4%	7	100.0%	4	100.0%	1	100.0%	4	75.0%	2	100.0%	2	100.0%	3	66.7%	3	66.7%	2	100.0%	5	60.0%	1	100.0%	53	90.6%	NA		
51	Customer service treated member with courtesy and respect	2	100.0%	5	100.0%	4	100.0%	7	100.0%	7	100.0%	4	100.0%	1	100.0%	4	100.0%	2	100.0%	2	100.0%	3	66.7%	3	66.7%	2	100.0%	5	80.0%	1	100.0%	52	96.2%	NA		
Q#	Composites & Key Questions																																			
	Getting Needed Care		83.3%		78.3%		67.9%		84.7%		91.2%		70.8%		100.0%		100.0%		85.7%		66.7%		63.3%		41.7%		87.5%		87.5%		100.0%		86.2%	NA		
	Getting Care Quickly		95.0%		70.8%		92.9%		80.4%		81.7%		93.8%		87.5%		84.4%		87.5%		78.6%		83.3%		73.3%		87.5%		25.0%		95.3%		NA			
	How Well Doctors Communicate		100.0%		93.8%		87.5%		100.0%		90.8%		100.0%		96.4%		95.8%		75.0%		100.0%		95.8%		100.0%		75.0%		100.0%		95.0%		NA			
	Customer Service		100.0%		100.0%		100.0%		85.7%		100.0%		100.0%		100.0%		87.5%		100.0%		100.0%		66.7%		66.7%		100.0%		70.0%		100.0%		93.4%	NA		
	Shared Decision Making		100.0%		73.3%		93.3%		76.7%		61.9%		75.0%		100.0%		73.3%		77.8%		83.3%		83.3%		100.0%		100.0%		77.8%		100.0%		85.2%	NA		
8	Health Promotion and Education	8	62.5%	10	70.0%	7	100.0%	18	83.3%	17	70.6%	8	75.0%	7	100.0%	9	88.9%	7	71.4%	6	83.3%	5	100.0%	3	66.7%	4	100.0%	8	87.5%	2	100.0%	147	78.9%	NA		
40	Coordination of Care	4	75.0%	10	90.0%	4	75.0%	9	88.9%	8	87.5%	2	100.0%	4	100.0%	3	100.0%	2	50.0%	2	100.0%	3	100.0%	2	100.0%	2	100.0%	4	75.0%	7	100.0%	74	82.4%	NA		
53	Ease of Filling Out Forms	12	83.3%	13	92.3%	10	100.0%	24	95.8%	18	100.0%	8	100.0%	6	83.3%	11	100.0%	10	90.0%	9	100.0%	6	100.0%	4	100.0%	7	85.7%	9	100.0%	3	100.0%	173	96.5%	NA		
Q#	Rating Items (Summary Rate = 8 + 9 + 10)																																			
14	Rating of Health Care	8	100.0%	10	70.0%	7	85.7%	17	82.4%	17	88.2%	8	87.5%	7	100.0%	9	77.8%	6	66.7%	5	100.0%	5	60.0%	3	100.0%	4	50.0%	8	87.5%	2	100.0%	149	82.6%	NA		
41	Rating of Personal Doctor	10	80.0%	12	75.0%	10	80.0%	21	100.0%	17	88.2%	7	100.0%	7	100.0%	10	90.0%	7	85.7%	8	87.5%	6	66.7%	4	100.0%	6	50.0%	9	100.0%	2	100.0%	160	84.4%	NA		
48	Rating of Specialist	3	66.7%	3	100.0%	3	100.0%	12	100.0%	4	75.0%	2	100.0%	1	100.0%	3	66.7%	2	100.0%	3	100.0%	3	33.3%	2	100.0%	2	50.0%	5	100.0%	1	100.0%	63	85.7%	NA		
54	Rating of Health Plan	12	100.0%	14	71.4%	10	80.0%	24	91.7%	20	85.0%	8	87.5%	8	87.5%	11	90.9%	9	88.9%	9	77.8%	6	83.3%	4	75.0%	7	85.7%	9	77.8%	3	100.0%	174	82.8%	NA		
Q#	Rating Items (Summary Rate = 8 + 10)																																			
14	Rating of Health Care	8	62.5%	10	50.0%	7	71.4%	17	82.4%	17	76.5%	8	75.0%	7	85.7%	9	77.8%	6	50.0%	5	60.0%	5	60.0%	3	100.0%	4	0.0%	8	62.5%	2	100.0%	149	61.1%	NA		
41	Rating of Personal Doctor	10	70.0%	12	58.3%	10	80.0%	21	85.7%	17	76.5%	7	100.0%	7	100.0%	10	90.0%	7	71.4%	8	87.5%	6	66.7%	4	100.0%	6	50.0%	9	88.9%	2	50.0%	160	70.0%	NA		
48	Rating of Specialist	3	66.7%	3	66.7%	3	33.3%	12	91.7%	4	75.0%	2	50.0%	1	100.0%	3	66.7%	2	100.0%	3	100.0%	3	33.3%	2	0.0%	2	50.0%	5	100.0%	1	100.0%	63	60.3%	NA		
54	Rating of Health Plan	12	83.3%	14	71.4%	10	40.0%	24	79.2%	20	75.0%	8	87.5%	8	62.5%	11	90.9%	9	77.8%	9	55.6%	6	83.3%	4	75.0%	7	71.4%	9	66.7%	3	66.7%	174	64.9%	NA		

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite. Due to low respondents, range calculations are not included.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCOA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

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SPH Analytics' Quality Consulting Services help evaluate initiatives for potential improvement based on the survey data provided and best industry practices through consultation with your organization's team members. An in-depth analysis can help organizations identify strengths and weaknesses, as well as opportunities to improve performance.

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- Identify common themes, best practices, and calls to action
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- Improve ratings and scores

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