



2018 Medicaid Child with CCC Measurement Set CAHPS® 5.0H Final Report

Molina Healthcare of New Mexico

Project Number: 6130170

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- Profile of Survey Respondents
- Summary of Trends and Benchmarks
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SPH Analytics (SPH), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Molina Healthcare of New Mexico to conduct its 2018 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.

Your Sales Director for this project is John DiCesare (404-425-3246), and your 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 Director or your Project Manager.

- 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 probably chronic condition, as defined by NCQA, are selected from the remaining database (Supplemental Sample). **Note: These are the 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.



Executive Summary

- Molina Healthcare of New Mexico
- 6130170

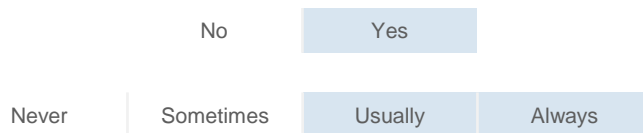
SURVEY OBJECTIVE The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service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

SPH Analytics (SPH) has structured this report to provide insightful and actionable information that plans can use to improve quality and performance.

VALID SURVEYS

Using a mixed (mail with phone) survey methodology, per NCQA protocol, SPH Analytics collected **916 valid surveys** from the eligible member population (both General and Supplemental samples), yielding a total response rate of **24.7%**. There are **466** completes from the General Population, yielding a response rate of **24.3%**. There are **283** respondents identified as CCC.

Summary Rates are defined by NCQA in its HEDIS 2018 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.



Rating questions are typically displayed with two Summary Rates:



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

NCQA BENCHMARK INFORMATION

The source for data contained in this publication is Quality Compass® All Plans 2017. It is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

Health Plan Domain Performance

Your plan's performance on measures that are typically considered to be in the domain of the health plan.

MEASURE	GENERAL POPULATION				CCC POPULATION			
	2018 SRS	2017 SRS	2018 SPH BENCHMARK	2017 QC ALL PLANS BENCHMARK	2018 SRS	2017 SRS	2018 SPH BENCHMARK	2017 QC ALL PLANS BENCHMARK
8-10 Rating of Health Plan	86.0%	88.6%	86.2%	85.8%	82.8%	84.1%	82.9%	83.5%
9-10 Rating of Health Plan	71.3%	77.0%	71.0%	70.8%	65.9%	68.9%	66.6%	67.7%
Getting Needed Care	87.1%	85.8%	84.4%	84.5%	84.7%	84.2%	86.4%	86.0%
Customer Service	90.0%	89.6%	88.4%	88.1%	86.5%	91.9%	88.6%	89.8%
Ease of Filling Out Forms	96.4%	95.9%	94.5%	94.8%	97.8%	96.0%	94.1%	94.3%

KEY TAKEAWAYS

Your overall Rating of Health Plan (8-10) Summary Rate score was 86.0%, and represents a change of -2.6 from 2017. This measure counts for double points in accreditation scoring.

SPH regression analysis has identified **Getting Needed Care** and **Coordination of Care** as **Key Drivers** of Rating of Health Plan. Improving scores on these measures can improve the rating score.

Significance Testing

Green – Significantly higher percentage when compared to current year data.

Red – Significantly lower percentage when compared to current year data.

Health Care Domain Performance

Your plan's performance on measures that are typically considered to be in the domain of the health plan.

MEASURE	GENERAL POPULATION				CCC POPULATION			
	2018 SRS	2017 SRS	2018 SPH BENCHMARK	2017 QC ALL PLANS BENCHMARK	2018 SRS	2017 SRS	2018 SPH BENCHMARK	2017 QC ALL PLANS BENCHMARK
8-10 Rating of Health Care	85.4%	87.8%	86.9%	86.7%	84.8%	83.0%	85.4%	85.4%
9-10 Rating of Health Care	72.0%	70.9%	69.6%	69.3%	65.4%	64.5%	67.2%	67.2%
Getting Care Quickly	87.5%	89.9%	89.2%	88.8%	90.6%	89.9%	91.0%	91.8%
How Well Doctors Communicate	94.2%	93.1%	94.0%	93.5%	95.2%	94.9%	94.6%	94.2%
Shared Decision Making	78.4%	74.8%	77.8%	78.7%	81.9%	82.7%	84.3%	84.7%
Health Promotion and Education	62.7%	68.6%	70.7%	71.7%	74.0%	80.1%	77.7%	78.5%
Coordination of Care	82.7%	81.1%	83.6%	82.9%	80.0%	85.7%	83.6%	82.9%
8-10 Rating of Personal Doctor	90.6%	88.1%	89.7%	89.3%	89.2%	85.8%	88.7%	88.7%
9-10 Rating of Personal Doctor	75.0%	74.4%	76.4%	76.1%	74.3%	74.3%	75.3%	76.0%
8-10 Rating of Specialist	88.3%	94.8%	87.1%	87.3%	89.9%	86.6%	87.4%	86.0%
9-10 Rating of Specialist	68.8%	74.0%	72.6%	73.9%	69.7%	66.1%	73.3%	72.4%

KEY TAKEAWAYS

SPH regression analysis has identified **How Well Doctors Communicate, Getting Needed Care, and Customer Service** as **Key Drivers** of Rating of Health Plan. Improving scores on these measures can improve the rating score.

Significance Testing

Green – Significantly higher percentage when compared to current year data.

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CCC Measures Performance

Your plan's performance on measures that have emphasis on the CCC population.

MEASURE	GENERAL POPULATION				CCC POPULATION			
	2018 SRS	2017 SRS	2018 SPH BENCHMARK	2017 QC ALL PLANS BENCHMARK	2018 SRS	2017 SRS	2018 SPH BENCHMARK	2017 QC ALL PLANS BENCHMARK
Access to Prescription Medicines	86.4%	92.5%	NA	NA	90.0%	88.8%	90.7%	90.7%
Access to Specialized Services	76.2%	79.0%	NA	NA	79.1%	78.1%	75.4%	76.3%
Family-Centered Care: Personal Doctor Who Knows Child	92.6%	89.9%	NA	NA	90.7%	92.4%	90.5%	90.0%
Family-Centered Care: Getting Needed Information	90.3%	89.5%	NA	NA	93.1%	92.1%	92.7%	91.3%
Coordination of Care for CCC	74.7%	81.6%	NA	NA	80.6%	82.5%	77.4%	77.9%

Please note that benchmarking is not available for the General Population for the CCC Composites.

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Green – Significantly higher percentage when compared to current year data.

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OVERVIEW: ACCREDITATION FOR 2018 SCORING

Your plan scored at or below the **50th percentile** for the following measures used for accreditation:

MEASURE	PERCENTILE
Getting Needed Care	50th
Getting Care Quickly	25th
Customer Service	50th
Coordination of Care	25th

MEASURE NAME	2018 HEDIS/CAHPS PERCENTILES				Plan 3-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded
	25TH	50TH	75TH	90TH			2018
Getting Needed Care	2.38	2.47	2.55	2.60	2.4893	50th	1.1050
Getting Care Quickly	2.54	2.61	2.66	2.69	2.5403	25th	0.6500
Customer Service	2.50	2.53	2.58	2.63	2.5768	50th	1.1050
Coordination of Care	2.35	2.42	2.50	2.53	2.3942	25th	0.6500
Rating of Health Care	2.49	2.52	2.57	2.59	2.6584	90th	1.6250
Rating of Personal Doctor	2.58	2.62	2.65	2.69	2.7016	90th	1.6250
Rating of Specialist	2.53	2.59	2.62	2.66	NA	NA	-
Rating of Health Plan	2.51	2.57	2.62	2.67	2.6433	75th	2.8600
Approximate Points Earned (13,000 available)							9.6200

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.

Top Three Measures

Your plan had the highest NCQA Quality Compass All Plans percentile rankings for these three measures.

MEASURE	VALID N	2018 SUMMARY RATE SCORE	2017 SUMMARY RATE SCORE	CHANGE*	QC ALL PLANS PERCENTILE RANKING	NCQA QUALITY COMPASS ALL PLANS	GAP
Customer Service	115	90.0%	89.6%	0.3	76th	88.1%	1.9
Rating of Personal Doctor (8-10)	372	90.6%	88.1%	2.5	71st	89.3%	1.3
Getting Needed Care	204	87.1%	85.8%	1.3	62nd	84.5%	2.6

Bottom Three Measures

Your plan had the lowest NCQA Quality Compass All Plans percentile rankings for these three measures.

MEASURE	VALID N	2018 SUMMARY RATE SCORE	2017 SUMMARY RATE SCORE	CHANGE*	QC ALL PLANS PERCENTILE RANKING	NCQA QUALITY COMPASS ALL PLANS	GAP
Getting Care Quickly	207	87.5%	89.9%	-2.3	34th	88.8%	-1.3
Shared Decision Making	94	78.4%	74.8%	3.6	33rd	78.7%	-0.3
Rating of Health Care (8-10)	322	85.4%	87.8%	-2.4	26th	86.7%	-1.3

* Please note that the "change" comparison may vary slightly due to rounding.

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Improving Performance

These measures for the General Population had the lowest NCQA Quality Compass All Plans percentile rankings for your plan. While plans should also review which measures have lower scores than last year and which measures perform lower than benchmark, SPH offers these opportunities for improvement based on national percentile rankings.

GETTING CARE QUICKLY

Strategies for improving Getting Care Quickly include:

- Evaluate number of providers, hours of availability and overall adequacy of network by key provider types and regions.
 - Conduct periodic phone audits of appointment availability (routine, urgent, after-hours) by PCPs.
 - Contract with additional providers for urgent and after-hour appointments/availability.
- Discuss and engage providers/staff on scheduling best practices, how to improve access to routine/urgent care.
 - Educate providers and staff about Plan and regulatory appointment wait time requirements or standards (i.e., CAHPS, CMS, States, etc.) .
 - Analyze open access scheduling opportunities.
 - Explore partnering with 24 hour urgent care or walk-in clinics.
 - Explore alternative telecommunication technologies to expand access to care: telephone, telehealth, telemedicine.
- Provide members streamlined (links, apps, etc.) tools to reference about "their" benefits, providers, referrals, scheduling appointments, etc.
 - Encourage use of Nurse Hotline or live-chat via web for members to get health information and advice.

SHARED DECISION MAKING

Strategies for improving Sharing Decision Making include:

- Develop video/presentations to help inform patients about chronic illnesses, treatment or medication options, promote health, and teach self-management skills.
- Remind providers of the importance of SDM measure and national focus on use/overuse of prescription drugs.
- Utilize appointment reminder calls to prompt patients to bring their medications (or a list) to review/discuss with the provider.
- Encourage providers to discuss or offer educational materials, videos or on-line tools to help members understand their illness/condition, treatment or medication options, and improving health.

RATING OF HEALTH CARE

Strategies for improving Rating of Health Care include:

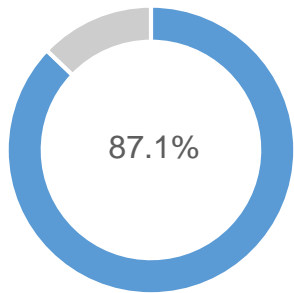
- Analyze, investigate, probe for weakness or QI needs those composite measures highly correlated with Rating of Health Care (i.e., Rating of Personal Doctor, How Well Doctors Communicate, Getting Needed Care, etc.).
- Increase awareness and engage all areas of the Plan and provider network about the CAHPS initiative, findings and outcomes.
- Consider the need to conduct additional measurement, probing of composite measures with targeted population (i.e., CAHPS Drill Down Survey).
- Seek to simplify Plan requirements/processes (i.e., UM, Pharma, Use of IVR) impacting member experience and access to care, tests or treatment.
- Track/audit call center calls or complaints regarding quality of care, choice of providers, access to care, etc.
- Promote availability of Nurse Hotline, web site, live-chat, after-hours centers to get health information, advice and/or care.
- Explore potential of aligning EHRs to integrate/facilitate patient care and information among contracted providers.
- Periodically remind contracted providers about Plan and regulatory performance and service standards (i.e., scheduling appointments, test follow-up, etc.).
- Foster strong relationship with contracted providers via regular communications and collaboration.
- Ensure CSR have easy access to updated tool and internal resources to answer questions/provide guidance about plan coverage, out of pocket cost, drug coverage, availability of providers, etc.

Need Additional Assistance? *For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Sales Director to learn more or visit our website at*

<http://www.sphanalytics.com/consulting>.

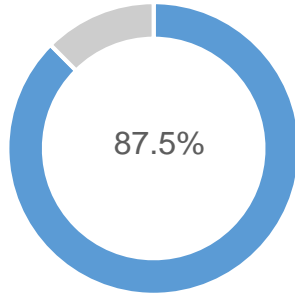


Composite Summary Rate Scores – General Population



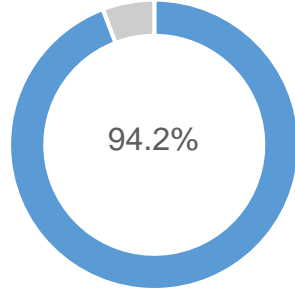
Getting Needed Care

2018	87.1%
2017	85.8%
2016	83.7%
SPH	84.4%
NCQA	84.5%



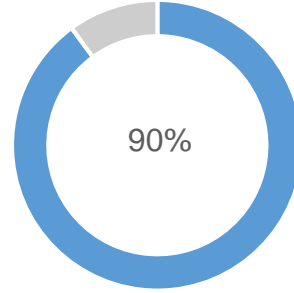
Getting Care Quickly

2018	87.5%
2017	89.9%
2016	88.3%
SPH	89.2%
NCQA	88.8%



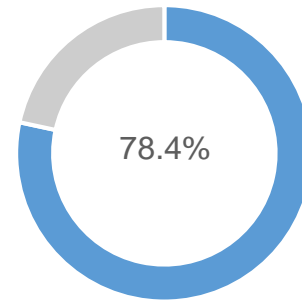
How Well Doctors Communicate

2018	94.2%
2017	93.1%
2016	93.0%
SPH	94.0%
NCQA	93.5%



Customer Service

2018	90.0%
2017	89.6%
2016	94.0%
SPH	88.4%
NCQA	88.1%



Shared Decision Making

2018	78.4%
2017	74.8%
2016	83.3%
SPH	77.8%
NCQA	78.7%

Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2018 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

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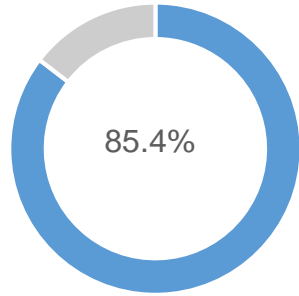
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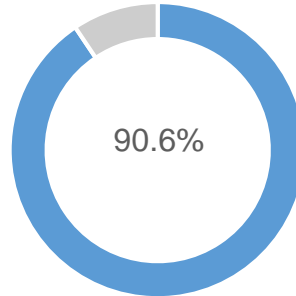


Global Rating Summary Rate Scores (8+9+10) – General Population



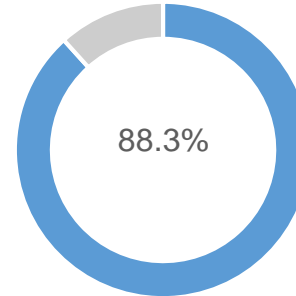
Rating of Health Care

2018	85.4%
2017	87.8%
2016	83.8%
SPH	86.9%
NCQA	86.7%



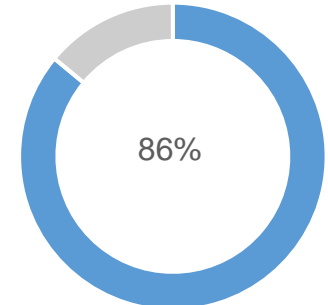
Rating of Personal Doctor

2018	90.6%
2017	88.1%
2016	87.6%
SPH	89.7%
NCQA	89.3%



Rating of Specialist

2018	88.3%
2017	94.8%
2016	77.8%
SPH	87.1%
NCQA	87.3%



Rating of Health Plan

2018	86.0%
2017	88.6%
2016	88.7%
SPH	86.2%
NCQA	85.8%

Summary Rate Scores

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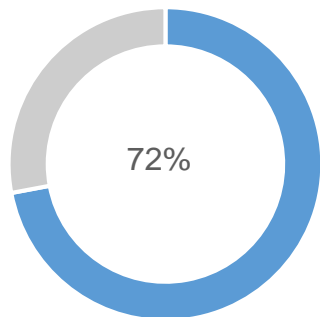
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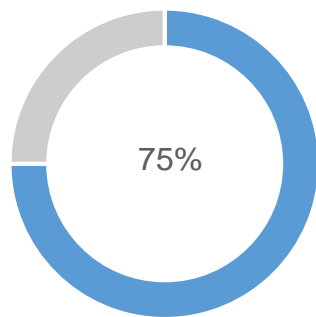


Global Rating Summary Rate Scores (9+10) – General Population



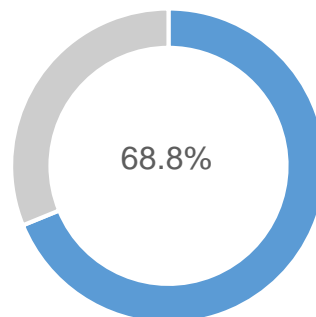
Rating of Health Care

2018	72.0%
2017	70.9%
2016	67.3%
SPH	69.6%
NCQA	69.3%



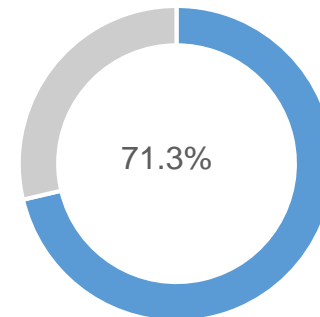
Rating of Personal Doctor

2018	75.0%
2017	74.4%
2016	75.3%
SPH	76.4%
NCQA	76.1%



Rating of Specialist

2018	68.8%
2017	74.0%
2016	60.3%
SPH	72.6%
NCQA	73.9%



Rating of Health Plan

2018	71.3%
2017	77.0%
2016	76.5%
SPH	71.0%
NCQA	70.8%

Summary Rate Scores

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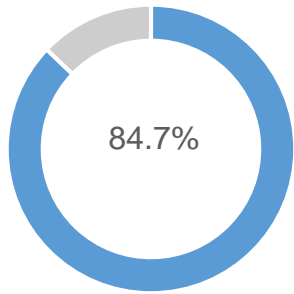
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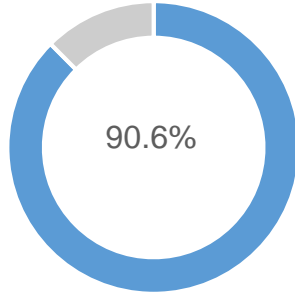


Composite Summary Rate Scores – CCC Population



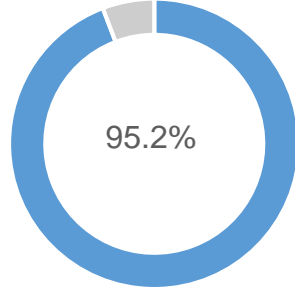
Getting Needed Care

2018	84.7%
2017	84.2%
2016	86.1%
SPH	86.4%
NCQA	86.0%



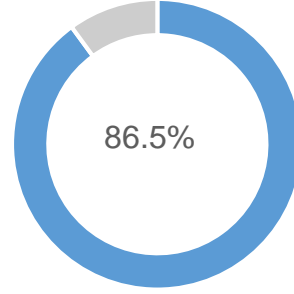
Getting Care Quickly

2018	90.6%
2017	89.9%
2016	90.6%
SPH	91.0%
NCQA	91.8%



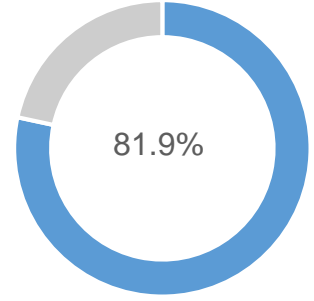
How Well Doctors Communicate

2018	95.2%
2017	94.9%
2016	94.1%
SPH	94.6%
NCQA	94.2%



Customer Service

2018	86.5%
2017	91.9%
2016	89.3%
SPH	88.6%
NCQA	89.8%



Shared Decision Making

2018	81.9%
2017	82.7%
2016	85.8%
SPH	84.3%
NCQA	84.7%

Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2018 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

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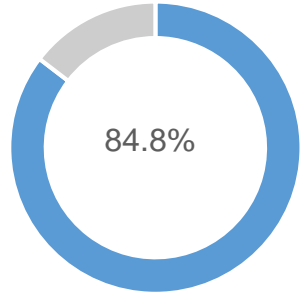
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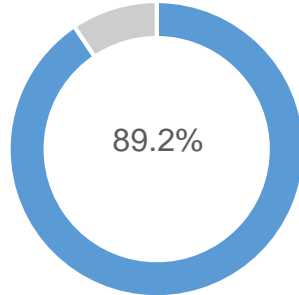


Global Rating Summary Rate Scores (8+9+10) – CCC Population



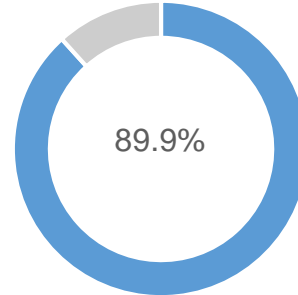
Rating of Health Care

2018	84.8%
2017	83.0%
2016	83.1%
SPH	85.4%
NCQA	85.4%



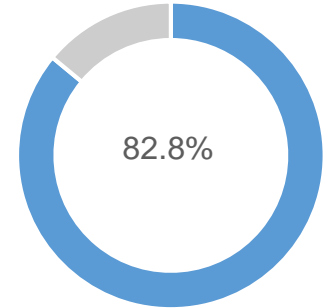
Rating of Personal Doctor

2018	89.2%
2017	85.8%
2016	87.7%
SPH	88.7%
NCQA	88.7%



Rating of Specialist

2018	89.9%
2017	86.6%
2016	73.0%
SPH	87.4%
NCQA	86.0%



Rating of Health Plan

2018	82.8%
2017	84.1%
2016	84.5%
SPH	82.9%
NCQA	83.5%

Summary Rate Scores

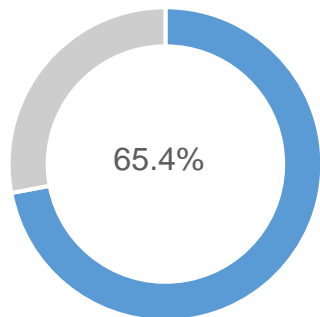
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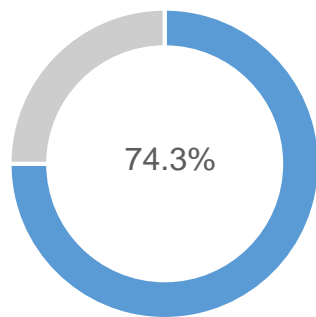
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Red – Significantly lower percentage when compared to current year data.



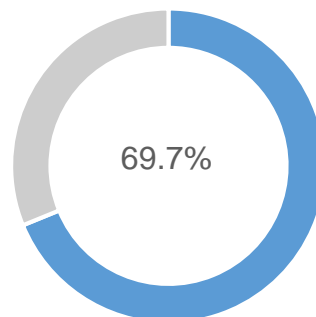
Rating of Health Care

2018	65.4%
2017	64.5%
2016	64.6%
SPH	67.2%
NCQA	67.2%



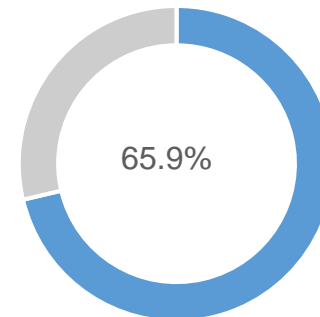
Rating of Personal Doctor

2018	74.3%
2017	74.3%
2016	74.7%
SPH	75.3%
NCQA	76.0%



Rating of Specialist

2018	69.7%
2017	66.1%
2016	58.4%
SPH	73.3%
NCQA	72.4%



Rating of Health Plan

2018	65.9%
2017	68.9%
2016	66.7%
SPH	66.6%
NCQA	67.7%

Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2018 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

NCQA refers to the 2017 Quality Compass® All Plans benchmark.

SPH refers to the 2018 SPH Analytics Book of Business benchmark.

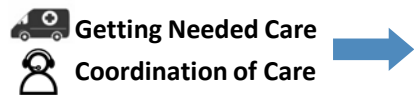
Significance Testing

Green – Significantly higher percentage when compared to current year data.

Red – Significantly lower percentage when compared to current year data.

Overall Rating of Health Plan – General Population

SPH Book of Business regression analysis on has identified the following **Key Drivers** of Rating of Health Plan. Performance on these measures may be driving member's overall experience rating.



RATING OF HEALTH PLAN

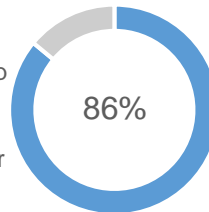
PERFORMANCE ON KEY DRIVERS

Key Driver	2018 SPH BoB %Rank	QC %Rank
Getting Needed Care	70th	62nd
Coordination of Care	42nd	46th

DIFFERENT WAYS TO LOOK AT THE DATA

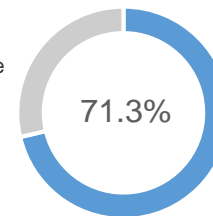
Standard Summary Rate Scoring combines the top 3 responses (8+9+10).

Some health plans prefer to compare to a higher standard of performance and track the top 2 responses (9+10).



Your plan scored in the **47th** percentile when compared to the QC All Plans benchmark.

Compared to last year, your score **decreased** by 2.6. This result is not statistically significant.



Your plan scored in the **52nd** percentile when compared to the QC All Plans benchmark.

Compared to last year, your score **decreased** by 5.7. This result is statistically significant.

PLAN SPECIFIC CORRELATIONS

Correlations show the strength of the linear relationship between the individual attributes and the rating questions for your plan.

These five questions had the **strongest correlation** with your Rating of Health Plan.

Question	Coefficient	2018 SRS	QC AP Rank
Rating of Health Care	0.707	85.4%	26th
Rating of Personal Doctor	0.423	90.6%	71st
15 Getting care, tests, or treatments child needed	0.399	90.7%	57th
50 Getting information/help from customer service	0.365	84.2%	99th
32 Child's doctor explained things in an understandable way	0.348	95.4%	69th

Demographic Comparisons

Different demographic subgroups can have dissimilar experiences with your health plan.



Respondent's Gender

	8 - 10	9 - 10
MEN	78.0%	63.4%
WOMEN	87.3%	72.5%



Respondent's Age

	8 - 10	9 - 10
24 or younger	87.5%	70.0%
25 - 34	85.5%	68.4%
35 - 44	87.0%	73.4%
45 or older	86.3%	74.7%



Respondent's Education

	8 - 10	9 - 10
HS GRAD OR LESS	88.5%	76.6%
SOME COLLEGE OR MORE	83.9%	63.2%



Child's Health Status

	8 - 10	9 - 10
EXCELLENT/VERY GOOD	89.6%	74.6%
GOOD	76.8%	61.0%
FAIR/POOR	73.1%	65.4%



Child's Mental/Emotional Health Status

	8 - 10	9 - 10
EXCELLENT/VERY GOOD	89.0%	73.6%
GOOD	76.6%	66.2%
FAIR/POOR	77.4%	61.3%



Data Collection

	8 - 10	9 - 10
MAIL	82.0%	65.1%
PHONE	88.4%	75.1%
INTERNET	NA	NA



Child's Ethnicity & Race

	8 - 10	9 - 10
HISPANIC/LATINO	87.9%	74.6%
NOT HISPANIC/LATINO	81.3%	60.0%

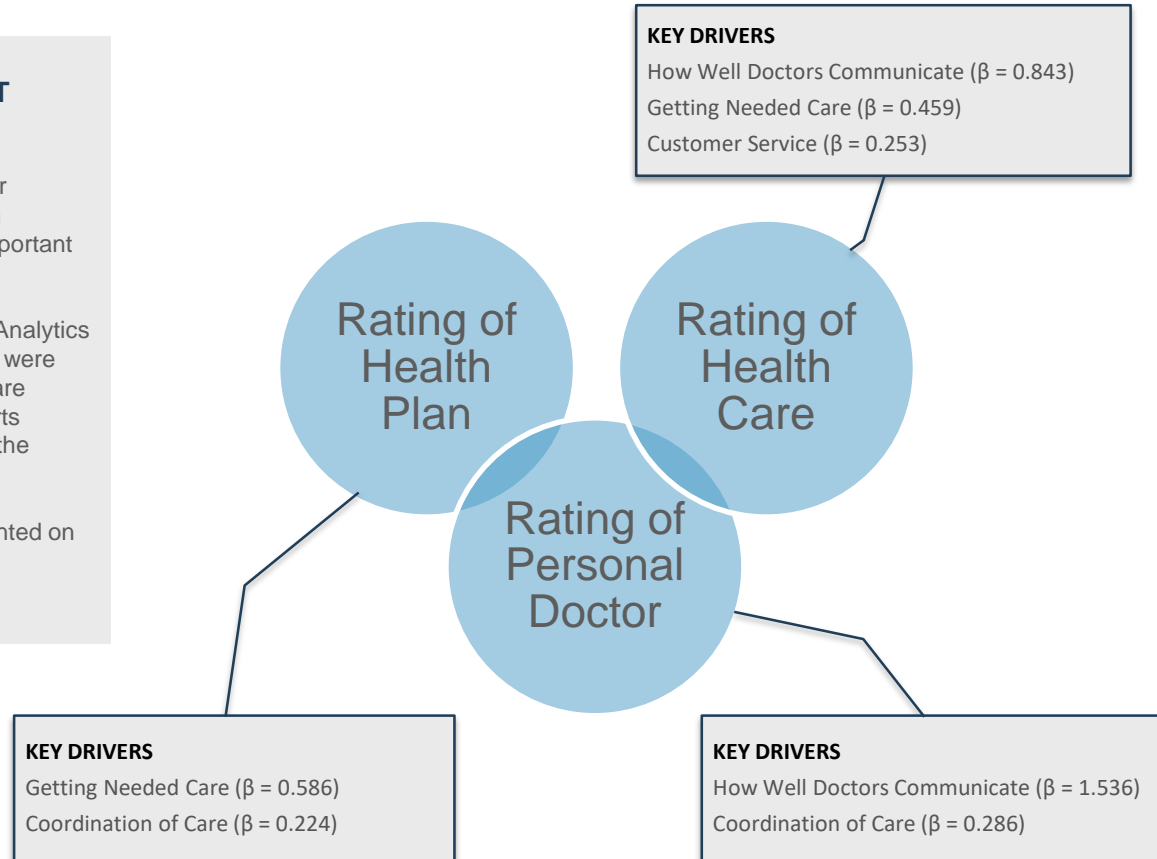
	8 - 10	9 - 10
WHITE	85.9%	70.6%
BLACK/AFRICAN AMERICAN	93.3%	60.0%
OTHER	87.4%	74.2%

KEY DRIVERS: WHERE TO FOCUS IMPROVEMENT EFFORTS

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 Experience.

Multiple linear regression analyses were run on the 2018 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). Improvement efforts focused on these measures can also result in improvement on the global rating questions.

Your **Opportunity Analysis** based on this information is presented on the next page.



This Opportunity Analysis displays both high performing measures and measures that are opportunities for improvement.

STRENGTH – Summary Rates **at or above the 75th percentile** when compared to the 2018 SPH Analytics Book of Business.

MONITOR – Summary Rates **at or above the 50th percentile and below the 75th percentile** when compared to the 2018 SPH Analytics Book of Business should be monitored, as they do have a significant impact on members’ overall ratings.

OPPORTUNITY – Summary Rates that fall **below the 50th percentile** when compared to the 2018 SPH Analytics Book of Business should be investigated and improved upon.



Rating of Health Plan

These Composites have been identified by SPH as Key Drivers of Rating of Health Plan.

Getting Needed Care	Monitor
Coordination of Care	Opportunity

Rating of Health Care

These Composites have been identified by SPH as Key Drivers of Rating of Health Care.

How Well Doctors Communicate	Monitor
Getting Needed Care	Monitor
Customer Service	Monitor

Rating of Personal Doctor

These Composites have been identified by SPH as Key Drivers of Rating of Personal Doctor.

How Well Doctors Communicate	Monitor
Coordination of Care	Opportunity

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.

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

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

VALID SURVEYS - GENERAL POPULATION



Total Number of Phone Completes = **291**



Total Number of Mail Completes = **175**

Total Number of Internet Completes = **NA**

2018 RESPONSE RATE

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

Completed Surveys

= **Response Rate**

Sample Size - Ineligible Members

Using the final figures from the survey, the numerator and denominator used to compute your response rate are presented below.

291 (Mail) + 175 (Phone)

= **24.3%**

1980 (Sample) - 66 (Ineligibles)

RESPONSE RATE COMPARISONS

Your plan's General Population response rate in 2017 was 26.2%.

The SPH Analytics Book of Business average response rate is 20.8%.

Ineligible	Does not Meet Eligibility Criteria (01)	25
	Language Barrier (03)	41
	Mentally/Physically Incapacitated (04)	0
	Deceased (05)	0
	SUBTOTAL	66
Non-Response	Break-off/Incomplete (02)	62
	Refusal (06)	10
	Maximum Attempts Made (07)	1375
	Added to DNC List (08)	1
	SUBTOTAL	1448
TOTAL		1514

The charts above and to the left display values for the **General Population** only.

Total Sample Size =	3820
Total Completes =	916
Total Response Rate =	24.7%
General Population Sample Size =	1980
General Population Response Rate =	24.3%
Supplemental Sample Size =	1840
CCC Completes =	283



Profile of Survey Respondents

Demographic Composition

- Molina Healthcare of New Mexico
- 6130170



Profile of Survey Respondents: Section Information

Demographic Profile 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.

The percentages of respondents are displayed by demographic category (Child's Health Status, Child's Mental/Emotional Health Status, Child's Age, Respondent's Age, Respondent's Gender, Respondent's Education, Child's Ethnicity, Child's Race, and Relation to Child) from your current survey, compared to trend data (if applicable) and the 2018 SPH Analytics Book of Business benchmark.

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 with green or red text. Refer to the Technical Notes for more information on this topic.

Slides are presented for both the General Population and the CCC Population.

Significance Testing

Green – Significantly higher percentage when compared to current year data.

Red – Significantly lower percentage when compared to current year data.

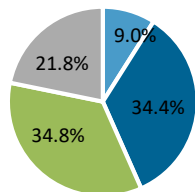
No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.



Survey Demographics

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.

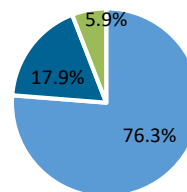
Respondent's Age



■ 24 or Younger ■ 25 - 34 ■ 35 - 44 ■ 45 or Older

	24 or Younger	25 - 34	35 - 44	45 or Older
2018	9.0%	34.4%	34.8%	21.8%
2017	9.4%	34.4%	28.6%	27.6%
2016	10.5%	41.4%	30.9%	17.2%
SPH	10.8%	29.1%	34.1%	26.0%

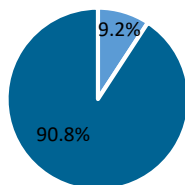
Child's Health Status



■ Excellent/ Very Good ■ Good ■ Fair/Poor

	Excellent/ Very Good	Good	Fair/Poor
2018	76.3%	17.9%	5.9%
2017	70.9%	22.5%	6.6%
2016	74.8%	21.8%	3.4%
SPH	74.4%	20.1%	5.6%

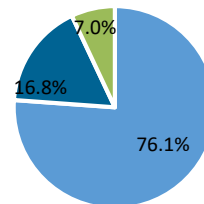
Respondent's Gender



■ Male ■ Female

	Male	Female
2018	9.2%	90.8%
2017	11.6%	88.4%
2016	10.8%	89.2%
SPH	12.1%	87.9%

Child's Mental/Emotional Health Status



■ Excellent/ Very Good ■ Good ■ Fair/Poor

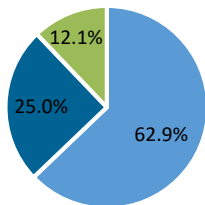
	Excellent/ Very Good	Good	Fair/Poor
2018	76.1%	16.8%	7.0%
2017	74.0%	17.9%	8.2%
2016	76.1%	19.0%	4.9%
SPH	72.8%	18.5%	8.7%



Survey Demographics

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.

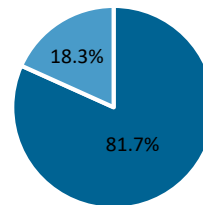
Respondent's Education



■ HS Graduate or Less ■ Some College ■ College Graduate or More

	HS Graduate or Less	Some College	College Graduate or More
2018	62.9%	25.0%	12.1%
2017	64.0%	24.9%	11.1%
2016	59.0%	30.9%	10.1%
SPH	53.6%	31.1%	15.3%

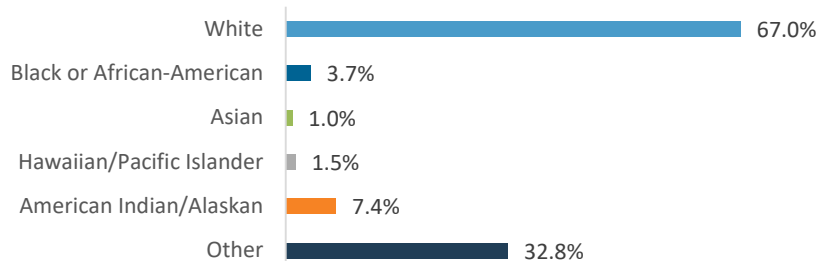
Child's Ethnicity



■ Hispanic/Latino ■ Not Hispanic/Latino

	Hispanic/Latino	Not Hispanic/Latino
2018	81.7%	18.3%
2017	80.6%	19.4%
2016	81.5%	18.5%
SPH	38.5%	61.5%

Child's Race



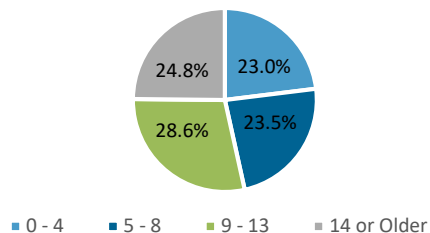
	White	Black or African-American	Asian	Hawaiian/Pacific Islander	American Indian/Alaskan	Other
2018	67.0%	3.7%	1.0%	1.5%	7.4%	32.8%
2017	61.5%	4.8%	2.3%	2.3%	12.0%	37.0%
2016	63.5%	6.0%	2.3%	1.4%	10.3%	34.5%
SPH	64.8%	19.1%	6.8%	2.1%	3.3%	19.9%



Survey Demographics

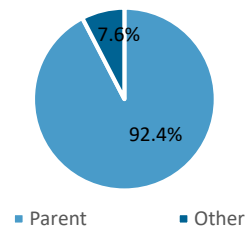
The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

Child's Age



	0 - 4	5 - 8	9 - 13	14 or Older
2018	23.0%	23.5%	28.6%	24.8%
2017	22.9%	22.7%	32.8%	21.5%
2016	28.0%	20.8%	30.9%	20.3%
SPH	23.2%	22.2%	29.4%	25.2%

Relation to child



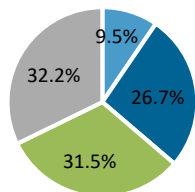
	Parent	Other
2018	92.4%	7.6%
2017	91.3%	8.7%
2016	92.7%	7.3%
SPH	91.4%	8.6%



Survey Demographics

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.

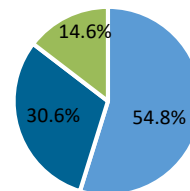
Respondent's Age



	24 or Younger	25 - 34	35 - 44	45 or Older
2018	9.5%	26.7%	31.5%	32.2%
2017	6.1%	27.9%	27.6%	38.3%
2016	8.5%	34.1%	32.1%	25.3%
SPH	8.4%	21.5%	32.9%	37.3%

■ 24 or Younger ■ 25 - 34 ■ 35 - 44 ■ 45 or Older

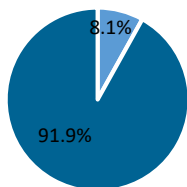
Child's Health Status



	Excellent/Very Good	Good	Fair/Poor
2018	54.8%	30.6%	14.6%
2017	48.5%	32.1%	19.4%
2016	50.3%	34.9%	14.8%
SPH	54.7%	32.1%	13.3%

■ Excellent/Very Good ■ Good ■ Fair/Poor

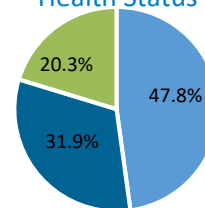
Respondent's Gender



	Male	Female
2018	8.1%	91.9%
2017	9.1%	90.9%
2016	10.1%	89.9%
SPH	8.9%	91.1%

■ Male ■ Female

Child's Mental/Emotional Health Status



	Excellent/Very Good	Good	Fair/Poor
2018	47.8%	31.9%	20.3%
2017	47.3%	24.5%	28.2%
2016	46.2%	30.1%	23.7%
SPH	40.2%	31.0%	28.8%

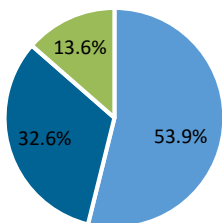
■ Excellent/Very Good ■ Good ■ Fair/Poor



Survey Demographics

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.

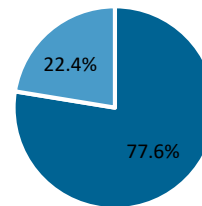
Respondent's Education



■ HS Graduate or Less ■ Some College ■ College Graduate or More

	HS Graduate or Less	Some College	College Graduate or More
2018	53.9%	32.6%	13.6%
2017	56.4%	31.7%	11.9%
2016	53.8%	34.5%	11.7%
SPH	47.4%	35.4%	17.2%

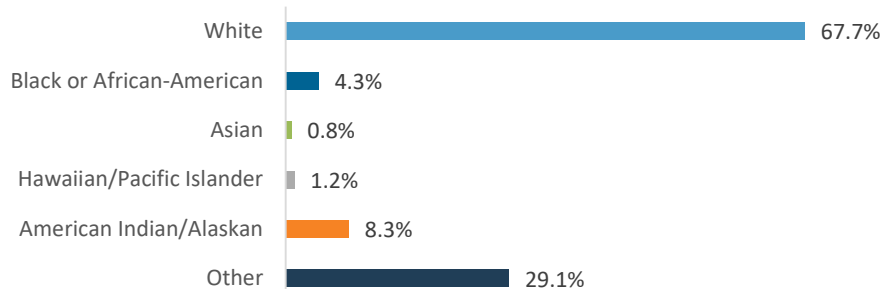
Child's Ethnicity



■ Hispanic/Latino ■ Not Hispanic/Latino

	Hispanic/Latino	Not Hispanic/Latino
2018	77.6%	22.4%
2017	73.0%	27.0%
2016	77.0%	23.0%
SPH	37.4%	62.6%

Child's Race



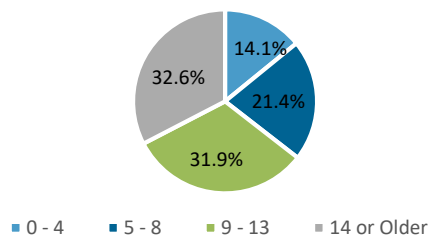
	White	Black or African-American	Asian	Hawaiian/Pacific Islander	American Indian/Alaskan	Other
2018	67.7%	4.3%	0.8%	1.2%	8.3%	29.1%
2017	66.9%	5.6%	1.6%	3.9%	11.1%	34.4%
2016	64.1%	7.0%	1.5%	1.5%	10.7%	30.7%
SPH	70.5%	20.4%	2.4%	1.2%	4.8%	16.6%



Survey Demographics

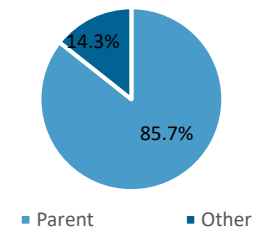
The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

Child's Age



	0 - 4	5 - 8	9 - 13	14 or Older
2018	14.1%	21.4%	31.9%	32.6%
2017	13.9%	20.3%	36.1%	29.7%
2016	12.4%	23.1%	35.8%	28.8%
SPH	11.0%	20.4%	35.0%	33.6%

Relation to child



	Parent	Other
2018	85.7%	14.3%
2017	84.6%	15.4%
2016	85.6%	14.4%
SPH	84.2%	15.8%



Summary of Trend and Benchmarks

Summary Rate Scores

Percentile Rankings

- Molina Healthcare of New Mexico
- 6130170



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.

Summary Rate Scores: Shows how your plan's composite and key question Summary Rates compare to scores from the previous years' results (if applicable), and scores from the 2018 SPH Analytics Medicaid Child Book of Business and 2017 Medicaid Child 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.

Plan Percentile Rankings: Shows your plan's Summary Rates and percentile rankings in relation to the two benchmarks. Benchmark percentile scores (25th, 50th, 75th, and 90th) are available in the Technical Notes.

Slides are presented for both the General Population and the CCC Population.

Significance Testing

Green – Significantly higher percentage when compared to current year data.

Red – Significantly lower percentage when compared to current year data.

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

Available Benchmarks

The following benchmarks are used throughout the report.

	2017 Quality Compass® All Plans (General Population)	2017 Quality Compass® All Plans (CCC Population)	2017 NCQA 1-100 Benchmark (General Population)	2017 NCQA 1-100 Benchmark (CCC Population)	2018 SPH Analytics Book of Business (General Population)	2018 SPH Analytics Book of Business (CCC Population)
	Includes all Medicaid child samples (Non-CCC and CCC) that submitted data to NCQA in 2017.	Includes all Medicaid child samples (CCC) that submitted data to NCQA in 2017.	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 2017.	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 2017.	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with SPH Analytics to administer the 2018 CAHPS 5.0H survey and submitted data to NCQA.	Includes all the Medicaid child samples (CCC) that contracted with SPH Analytics to administer the 2018 CAHPS 5.0H survey and submitted data to NCQA.
PROS	<ul style="list-style-type: none"> Contains more plans than the SPH Book of Business Is presented in NCQA's The State of Health Care Quality 	<ul style="list-style-type: none"> Contains more plans than the SPH Book of Business Is presented in NCQA's The State of Health Care Quality Provides a CCC benchmark 	<ul style="list-style-type: none"> Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark 	<ul style="list-style-type: none"> Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark Provides a CCC benchmark 	<ul style="list-style-type: none"> Provides a benchmark for each question from the survey Permits precise percentile ranking of plan compared to benchmark Historically, the SPH BoB has varied by less than 1% from the Public Report benchmark. 	<ul style="list-style-type: none"> Provides a benchmark for each question from the survey Permits precise percentile ranking of plan compared to benchmark Historically, the SPH BoB has varied by less than 1% from the Public Report benchmark. Provides a CCC benchmark
CONS	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Contains fewer plans than the Public Report and the Quality Compass® All Plans Benchmarks 	<ul style="list-style-type: none"> Contains fewer plans than the Public Report and the Quality Compass® All Plans Benchmarks
# OF PLANS	180	63	180	63	78	13

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
Getting Needed Care		87.1%	85.8%	83.7%	84.4%	84.5%
15 Getting care, tests, or treatments child needed	324	90.7%	91.6%	89.5%	89.0%	89.2%
46 Obtained child's appointment with specialist as soon as needed	85	83.5%	80.0%	77.9%	79.7%	80.4%
Getting Care Quickly		87.5%	89.9%	88.3%	89.2%	88.8%
4 Child obtained needed care right away	121	90.1%	92.4%	89.7%	91.0%	90.7%
6 Child obtained appointment for care as soon as needed	293	85.0%	87.3%	86.9%	87.4%	87.2%
How Well Doctors Communicate		94.2%	93.1%	93.0%	94.0%	93.5%
32 Child's doctor explained things in an understandable way	260	95.4%	93.5%	94.2%	94.6%	94.0%
33 Child's doctor listened carefully to you	260	96.2%	95.0%	94.6%	95.5%	95.0%
34 Child's doctor showed respect for what you had to say	260	96.5%	96.6%	94.9%	96.4%	96.2%
37 Child's doctor spent enough time with your child	260	88.8%	87.5%	88.3%	89.6%	88.8%
Health Plan Customer Service		90.0%	89.6%	94.0%	88.4%	88.1%
50 Getting information/help from customer service	114	84.2%	83.0%	89.5%	83.3%	82.6%
51 Treated with courtesy and respect by customer service staff	116	95.7%	96.2%	98.5%	93.6%	93.6%

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
Shared Decision Making		78.4%	74.8%	83.3%	77.8%	78.7%
11 Doctor/health care provider talked about reasons you might want your child to take a medicine	94	90.4%	89.7%	97.5%	90.7%	91.9%
12 Doctor/health care provider talked about reasons you might not want your child to take a medicine	94	61.7%	57.9%	71.4%	63.3%	64.8%
13 Doctor/health care provider asked you what you thought was best for your child when talking about starting or stopping a prescription	94	83.0%	76.6%	81.0%	79.4%	79.3%
Other Measures						
8 Health Promotion and Education	322	62.7%	68.6%	71.7%	70.7%	71.7%
40 Coordination of Care	104	82.7%	81.1%	86.3%	83.6%	82.9%
53 Ease of Filling Out Forms	449	96.4%	95.9%	94.0%	94.5%	94.8%

RATING ITEMS

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
Rating Questions (8+9+10)						
14 Rating of Health Care	322	85.4%	87.8%	83.8%	86.9%	86.7%
41 Rating of Personal Doctor	372	90.6%	88.1%	87.6%	89.7%	89.3%
48 Rating of Specialist	77	88.3%	94.8%	77.8%	87.1%	87.3%
54 Rating of Health Plan	457	86.0%	88.6%	88.7%	86.2%	85.8%
Rating Questions (9+10)						
14 Rating of Health Care	322	72.0%	70.9%	67.3%	69.6%	69.3%
41 Rating of Personal Doctor	372	75.0%	74.4%	75.3%	76.4%	76.1%
48 Rating of Specialist	77	68.8%	74.0%	60.3%	72.6%	73.9%
54 Rating of Health Plan	457	71.3%	77.0%	76.5%	71.0%	70.8%

CCC MEASURES

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
56 Access to Prescription Medicines	198	86.4%	92.5%	92.5%	NA	NA
Access to Specialized Services		76.2%	79.0%	82.0%	NA	NA
20 Ease of getting special medical equipment or devices	23	69.6%	77.1%	87.5%	NA	NA
23 Ease of getting therapy	57	78.9%	89.1%	82.5%	NA	NA
26 Ease of getting treatment or counseling	40	80.0%	70.9%	76.1%	NA	NA
FCC: Personal Doctor Who Knows Child		92.6%	89.9%	86.4%	NA	NA
38 Doctor talked about how child is feeling, growing, and behaving	260	90.4%	89.1%	86.0%	NA	NA
43 Doctor understands how these conditions affect child's day-to-day life	71	95.8%	89.7%	88.1%	NA	NA
44 Doctor understands how these conditions affect family's day-to-day life	71	91.5%	90.8%	85.1%	NA	NA
9 FCC: Getting Needed Information	321	90.3%	89.5%	92.0%	NA	NA
Coordination of Care for CCC		74.7%	81.6%	76.9%	NA	NA
18 Obtaining help from doctors or health providers in contacting child's school or daycare	26	84.6%	95.1%	96.4%	NA	NA
29 Obtaining help coordinating child's care among different providers or services	88	64.8%	68.0%	57.3%	NA	NA

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
Getting Needed Care		84.7%	84.2%	86.1%	86.4%	86.0%
15 Getting care, tests, or treatments child needed	232	90.9%	87.6%	87.0%	91.0%	90.6%
46 Obtained child's appointment with specialist as soon as needed	116	78.4%	80.7%	85.3%	81.8%	82.9%
Getting Care Quickly		90.6%	89.9%	90.6%	91.0%	91.8%
4 Child obtained needed care right away	113	94.7%	92.1%	92.7%	92.9%	93.3%
6 Child obtained appointment for care as soon as needed	209	86.6%	87.6%	88.5%	89.2%	90.8%
How Well Doctors Communicate		95.2%	94.9%	94.1%	94.6%	94.2%
32 Child's doctor explained things in an understandable way	197	96.4%	94.5%	94.3%	95.8%	95.2%
33 Child's doctor listened carefully to you	198	94.4%	94.9%	94.3%	95.2%	95.0%
34 Child's doctor showed respect for what you had to say	195	96.4%	97.5%	96.0%	96.7%	96.1%
37 Child's doctor spent enough time with your child	196	93.4%	92.8%	92.0%	90.8%	90.7%
Health Plan Customer Service		86.5%	91.9%	89.3%	88.6%	89.8%
50 Getting information/help from customer service	85	81.2%	88.6%	83.7%	83.0%	84.8%
51 Treated with courtesy and respect by customer service staff	86	91.9%	95.2%	94.9%	94.2%	94.9%

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
Shared Decision Making		81.9%	82.7%	85.8%	84.3%	84.7%
11 Doctor/health care provider talked about reasons you might want your child to take a medicine	114	93.0%	96.0%	96.2%	95.1%	96.1%
12 Doctor/health care provider talked about reasons you might not want your child to take a medicine	114	67.5%	64.8%	75.5%	72.3%	73.9%
13 Doctor/health care provider asked you what you thought was best for your child when talking about starting or stopping a prescription	114	85.1%	87.2%	85.8%	85.6%	84.1%
Other Measures						
8 Health Promotion and Education	231	74.0%	80.1%	78.1%	77.7%	78.5%
40 Coordination of Care	115	80.0%	85.7%	83.8%	83.6%	82.9%
53 Ease of Filling Out Forms	274	97.8%	96.0%	94.2%	94.1%	94.3%

RATING ITEMS

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
Rating Questions (8+9+10)						
14 Rating of Health Care	231	84.8%	83.0%	83.1%	85.4%	85.4%
41 Rating of Personal Doctor	249	89.2%	85.8%	87.7%	88.7%	88.7%
48 Rating of Specialist	109	89.9%	86.6%	73.0%	87.4%	86.0%
54 Rating of Health Plan	279	82.8%	84.1%	84.5%	82.9%	83.5%
Rating Questions (9+10)						
14 Rating of Health Care	231	65.4%	64.5%	64.6%	67.2%	67.2%
41 Rating of Personal Doctor	249	74.3%	74.3%	74.7%	75.3%	76.0%
48 Rating of Specialist	109	69.7%	66.1%	58.4%	73.3%	72.4%
54 Rating of Health Plan	279	65.9%	68.9%	66.7%	66.6%	67.7%

CCC MEASURES

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
56 Access to Prescription Medicines	210	90.0%	88.8%	88.5%	90.7%	90.7%
Access to Specialized Services		79.1%	78.1%	77.0%	75.4%	76.3%
20 Ease of getting special medical equipment or devices	37	75.7%	74.1%	73.5%	72.8%	NA
23 Ease of getting therapy	84	77.4%	85.1%	84.2%	75.9%	78.4%
26 Ease of getting treatment or counseling	102	84.3%	75.0%	73.3%	77.4%	78.3%
FCC: Personal Doctor Who Knows Child		90.7%	92.4%	91.6%	90.5%	90.0%
38 Doctor talked about how child is feeling, growing, and behaving	198	92.4%	89.0%	88.4%	89.1%	88.7%
43 Doctor understands how these conditions affect child's day-to-day life	153	92.8%	94.9%	93.2%	93.2%	92.4%
44 Doctor understands how these conditions affect family's day-to-day life	153	86.9%	93.4%	93.1%	89.2%	89.1%
9 FCC: Getting Needed Information	232	93.1%	92.1%	89.9%	92.7%	91.3%
Coordination of Care for CCC		80.6%	82.5%	79.1%	77.4%	77.9%
18 Obtaining help from doctors or health providers in contacting child's school or daycare	43	95.3%	96.9%	95.7%	94.4%	93.6%
29 Obtaining help coordinating child's care among different providers or services	114	65.8%	68.1%	62.6%	60.3%	61.8%

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
Getting Needed Care	87.1%	70th	62nd
15 Getting care, tests, or treatments child needed	90.7%	55th	57th
46 Obtained child's appointment with specialist as soon as needed	83.5%	77th	66th
Getting Care Quickly	87.5%	36th	34th
4 Child obtained needed care right away	90.1%	35th	40th
6 Child obtained appointment for care as soon as needed	85.0%	32nd	28th
How Well Doctors Communicate	94.2%	53rd	59th
32 Child's doctor explained things in an understandable way	95.4%	57th	69th
33 Child's doctor listened carefully to you	96.2%	61st	70th
34 Child's doctor showed respect for what you had to say	96.5%	50th	55th
37 Child's doctor spent enough time with your child	88.8%	45th	44th
Health Plan Customer Service	90.0%	66th	76th
50 Getting information/help from customer service	84.2%	58th	65th
51 Treated with courtesy and respect by customer service staff	95.7%	77th	82nd

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
Shared Decision Making	78.4%	53rd	33rd
11 Doctor/health care provider talked about reasons you might want your child to take a medicine	90.4%	31st	29th
12 Doctor/health care provider talked about reasons you might not want your child to take a medicine	61.7%	41st	26th
13 Doctor/health care provider asked you what you thought was best for your child when talking about starting or stopping a prescription	83.0%	85th	86th
Other Measures			
8 Health Promotion and Education	62.7%	<10th	<10th
40 Coordination of Care	82.7%	42nd	46th
53 Ease of Filling Out Forms	96.4%	80th	83rd

RATING ITEMS

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
Rating Questions (8+9+10)			
14 Rating of Health Care	85.4%	36th	26th
41 Rating of Personal Doctor	90.6%	54th	71st
48 Rating of Specialist	88.3%	68th	57th
54 Rating of Health Plan	86.0%	38th	47th
Rating Questions (9+10)			
14 Rating of Health Care	72.0%	67th	67th
41 Rating of Personal Doctor	75.0%	31st	29th
48 Rating of Specialist	68.8%	20th	<10th
54 Rating of Health Plan	71.3%	53rd	52nd



Plan Percentile Rankings – General Population

CCC MEASURES

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
56 Access to Prescription Medicines	86.4%	NA	NA
Access to Specialized Services	76.2%	NA	NA
20 Ease of getting special medical equipment or devices	69.6%	NA	NA
23 Ease of getting therapy	78.9%	NA	NA
26 Ease of getting treatment or counseling	80.0%	NA	NA
FCC: Personal Doctor Who Knows Child	92.6%	NA	NA
38 Doctor talked about how child is feeling, growing, and behaving	90.4%	NA	NA
43 Doctor understands how these conditions affect child's day-to-day life	95.8%	NA	NA
44 Doctor understands how these conditions affect family's day-to-day life	91.5%	NA	NA
9 FCC: Getting Needed Information	90.3%	NA	NA
Coordination of Care for CCC	74.7%	NA	NA
18 Obtaining help from doctors or health providers in contacting child's school or daycare	84.6%	NA	NA
29 Obtaining help coordinating child's care among different providers or services	64.8%	NA	NA

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
Getting Needed Care	84.7%	33rd	36th
15 Getting care, tests, or treatments child needed	90.9%	50th	45th
46 Obtained child's appointment with specialist as soon as needed	78.4%	25th	15th
Getting Care Quickly	90.6%	50th	32nd
4 Child obtained needed care right away	94.7%	66th	70th
6 Child obtained appointment for care as soon as needed	86.6%	16th	11th
How Well Doctors Communicate	95.2%	50th	68th
32 Child's doctor explained things in an understandable way	96.4%	66th	72nd
33 Child's doctor listened carefully to you	94.4%	41st	38th
34 Child's doctor showed respect for what you had to say	96.4%	50th	52nd
37 Child's doctor spent enough time with your child	93.4%	75th	81st
Health Plan Customer Service	86.5%	16th	15th
50 Getting information/help from customer service	81.2%	50th	17th
51 Treated with courtesy and respect by customer service staff	91.9%	<10th	<10th

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
Shared Decision Making	81.9%	<10th	<10th
11 Doctor/health care provider talked about reasons you might want your child to take a medicine	93.0%	<10th	<10th
12 Doctor/health care provider talked about reasons you might not want your child to take a medicine	67.5%	16th	<10th
13 Doctor/health care provider asked you what you thought was best for your child when talking about starting or stopping a prescription	85.1%	33rd	57th
Other Measures			
8 Health Promotion and Education	74.0%	16th	<10th
40 Coordination of Care	80.0%	<10th	14th
53 Ease of Filling Out Forms	97.8%	99th	99th

RATING ITEMS

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
Rating Questions (8+9+10)			
14 Rating of Health Care	84.8%	25th	37th
41 Rating of Personal Doctor	89.2%	41st	52nd
48 Rating of Specialist	89.9%	83rd	90th
54 Rating of Health Plan	82.8%	50th	37th
Rating Questions (9+10)			
14 Rating of Health Care	65.4%	16th	33rd
41 Rating of Personal Doctor	74.3%	41st	32nd
48 Rating of Specialist	69.7%	16th	32nd
54 Rating of Health Plan	65.9%	58th	35th

CCC MEASURES

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
56 Access to Prescription Medicines	90.0%	41st	35th
Access to Specialized Services	79.1%	75th	69th
20 Ease of getting special medical equipment or devices	75.7%	58th	NA
23 Ease of getting therapy	77.4%	66th	42nd
26 Ease of getting treatment or counseling	84.3%	83rd	90th
FCC: Personal Doctor Who Knows Child	90.7%	41st	51st
38 Doctor talked about how child is feeling, growing, and behaving	92.4%	99th	97th
43 Doctor understands how these conditions affect child's day-to-day life	92.8%	33rd	47th
44 Doctor understands how these conditions affect family's day-to-day life	86.9%	16th	18th
9 FCC: Getting Needed Information	93.1%	66th	86th
Coordination of Care for CCC	80.6%	91st	73rd
18 Obtaining help from doctors or health providers in contacting child's school or daycare	95.3%	50th	78th
29 Obtaining help coordinating child's care among different providers or services	65.8%	99th	69th



Global Proportions and Accreditation

Three Point Scores and Accreditation Scoring

- Molina Healthcare of New Mexico
- 6130170

ACCREDITATION FOR 2018 SCORING

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).

MEASURE NAME	2018 HEDIS/CAHPS PERCENTILES				Plan 3-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded
	25TH	50TH	75TH	90TH			2018
Getting Needed Care	2.38	2.47	2.55	2.60	2.4893	50th	1.1050
Getting Care Quickly	2.54	2.61	2.66	2.69	2.5403	25th	0.6500
Customer Service	2.50	2.53	2.58	2.63	2.5768	50th	1.1050
Coordination of Care	2.35	2.42	2.50	2.53	2.3942	25th	0.6500
Rating of Health Care	2.49	2.52	2.57	2.59	2.6584	90th	1.6250
Rating of Personal Doctor	2.58	2.62	2.65	2.69	2.7016	90th	1.6250
Rating of Specialist	2.53	2.59	2.62	2.66	NA	NA	-
Rating of Health Plan	2.51	2.57	2.62	2.67	2.6433	75th	2.8600
Approximate Points Earned (13.000 available)							9.6200

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.

GLOBAL PROPORTIONS SCORING AND 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.

Global Proportion slides are presented for both the General Population and the CCC Population.

Scale One

Three Point Scores are calculated by assigning the following values to this response scale.

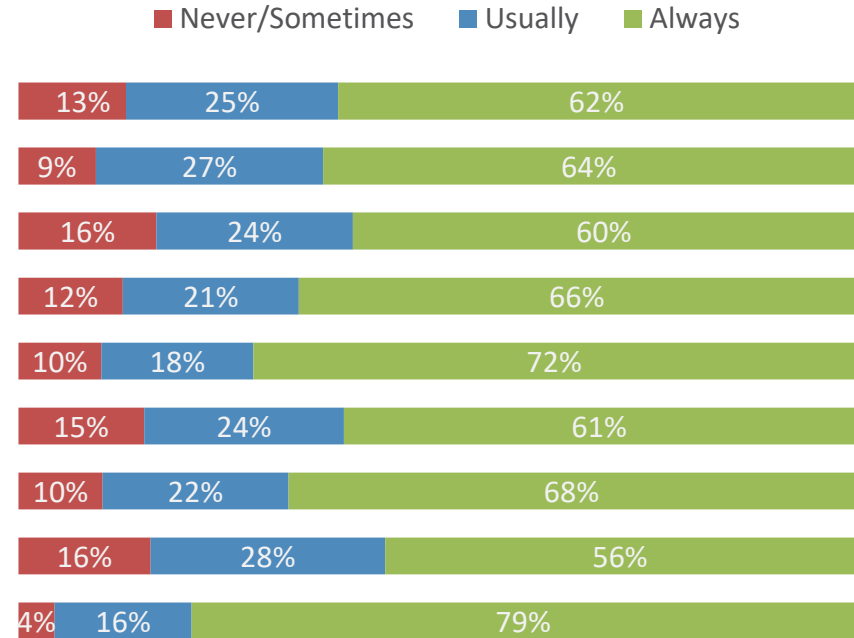
NEVER	1
SOMETIMES	
USUALLY	2
ALWAYS	3

Scale Two

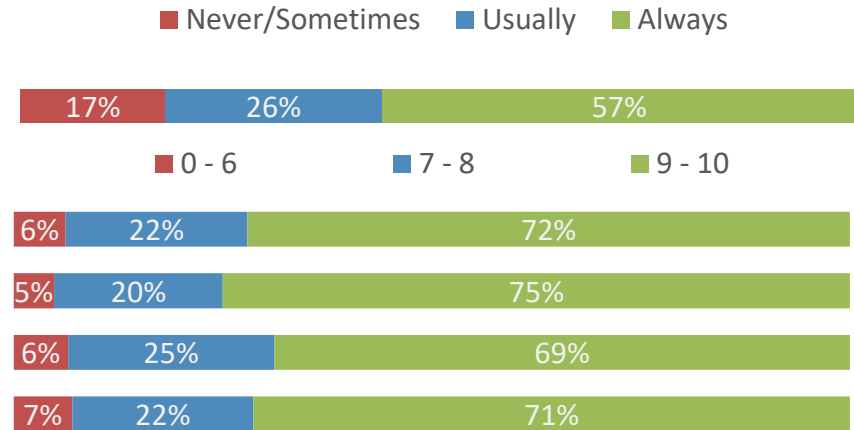
Three Point Scores are calculated by assigning the following values to the rating response scale.

0 - 6	1
7 & 8	2
9 & 10	3

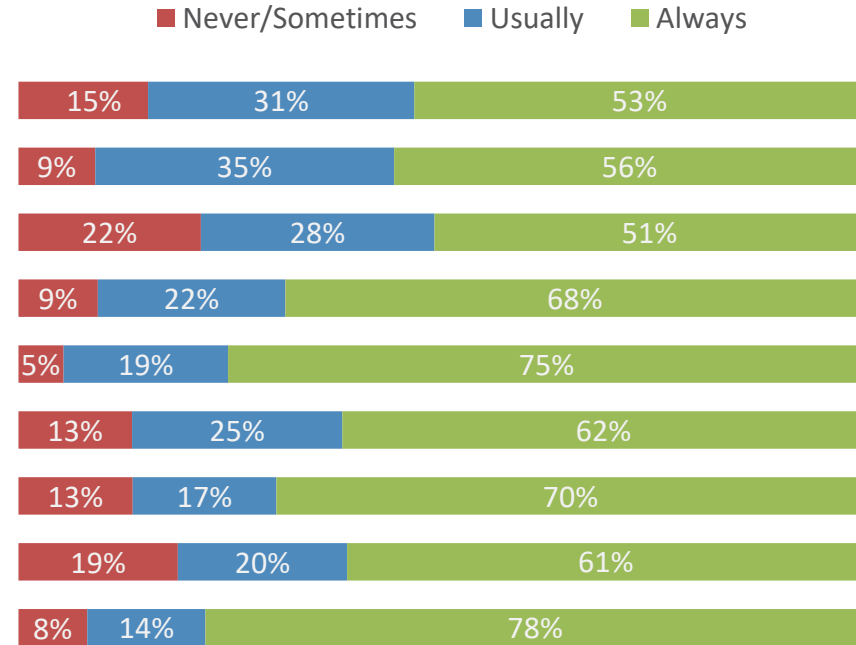
	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
Getting Needed Care		2.4893	50th	2.6
15 Getting care, tests, or treatments child needed	324	2.5432		
46 Obtained child's appointment with specialist as soon as needed	85	2.4353		
Getting Care Quickly		2.5403	25th	2.69
4 Child obtained needed care right away	121	2.6198		
6 Child obtained appointment for care as soon as needed	293	2.4608		
Customer Service		2.5768	50th	2.63
50 Getting information/help from customer service	114	2.4035		
51 Treated with courtesy and respect by customer service staff	116	2.7500		



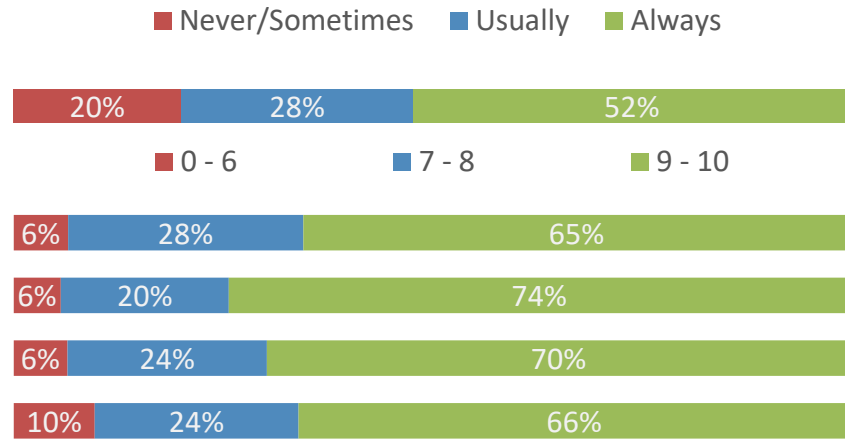
	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
Other Measures				
Coordination of Care	104	2.3942	25th	2.53
Rating Questions				
Rating of Health Care	322	2.6584	90th	2.59
Rating of Personal Doctor	372	2.7016	90th	2.69
Rating of Specialist	77	2.6234	75th	2.66
Rating of Health Plan	457	2.6433	75th	2.67



	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
Getting Needed Care		2.3793	25th	2.6
15 Getting care, tests, or treatments child needed	232	2.4655		
46 Obtained child's appointment with specialist as soon as needed	116	2.2931		
Getting Care Quickly		2.5912	25th	2.69
4 Child obtained needed care right away	113	2.6991		
6 Child obtained appointment for care as soon as needed	209	2.4833		
Customer Service		2.5606	50th	2.63
50 Getting information/help from customer service	85	2.4235		
51 Treated with courtesy and respect by customer service staff	86	2.6977		



	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
Other Measures				
Coordination of Care	115	2.3217	<25th	2.53
Rating Questions				
Rating of Health Care	231	2.5887	75th	2.59
Rating of Personal Doctor	249	2.6867	75th	2.69
Rating of Specialist	109	2.6330	75th	2.66
Rating of Health Plan	279	2.5627	25th	2.67





Composite Analyses

Composite Details and Scoring

- Molina Healthcare of New Mexico
- 6130170

Drilling Down Into Composites and Ratings

This section is designed to give plans a detailed report on the performance of each composite and rating measure used in accreditation.

The Composite Analysis typically consists of two pages. The first page displays composite level details and the second displays results for the questions contained within the composite. It is critical to look at these attribute questions to determine if there is a particular aspect of care that is driving your composite score.

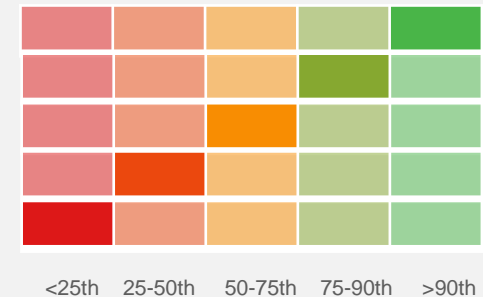


Analyses included in this section include: Plan Summary Rate Scores with comparisons to trending (if available), benchmarks, percentile rankings, accreditation scoring, and correlations.

Measures Included in Composite Analyses

- Getting Needed Care
- Getting Care Quickly
- Customer Service
- Coordination of Care
- Rating of Health Care
- Rating of Personal Doctor
- Rating of Specialist
- Rating of Health Plan

Percentile Rankings



PERCENTILE RANKING 2017 QC ALL PLANS

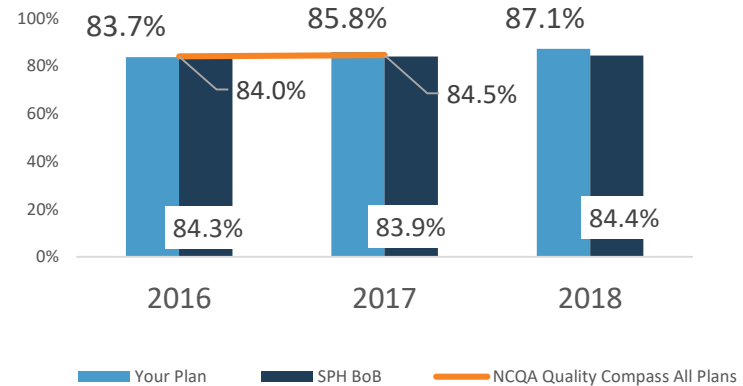


NATIONAL TRENDS

NCQA Quality Compass scores for Getting Needed Care **increased** by 0.5% between 2016 and 2017.

The SPH BoB has **increased** by 0.5% since 2017.

GETTING NEEDED CARE – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2017	85.8%	1.3	↔
2016	83.7%	3.4	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
SPH BoB	84.4%	2.8	↔
2017 QC All Plans	84.5%	2.6	↔

ACCREDITATION SCORING

	2018	2017	2016
3 Pt Score	2.4893	2.4379	2.4288
Plan Percentile Threshold	50th	25th	25th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

GETTING NEEDED CARE QUESTIONS

The Getting Needed Care composite score is calculated by taking the average of two questions:

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

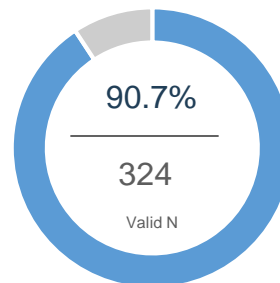
2018 GNC COMPOSITE SUMMARY RATE SCORE

87.1%

CORRELATION WITH RATING QUESTIONS

	With Health Plan	With Health Care	With Personal Doctor
Q15	0.399	0.447	0.269
Q46	0.273	0.233	0.454

Q15. GETTING CARE, TESTS, OR TREATMENT NEEDED

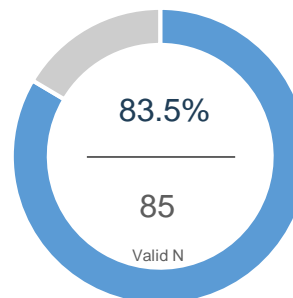


2018	90.7%
2017	91.6%
2016	89.5%
SPH	89.0%
NCQA	89.2%

Percentile Ranking 2017 QC All Plans



Q46. EASE OF GETTING APPOINTMENT WITH A SPECIALIST

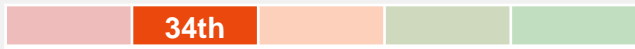


2018	83.5%
2017	80.0%
2016	77.9%
SPH	79.7%
NCQA	80.4%

Percentile Ranking 2017 QC All Plans



PERCENTILE RANKING 2017 QC ALL PLANS

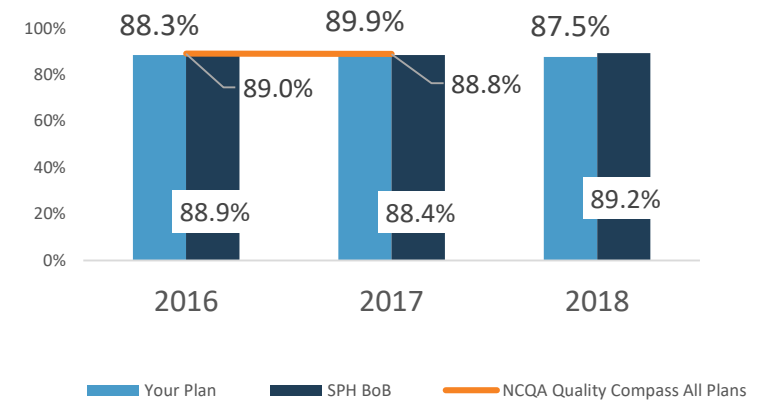


NATIONAL TRENDS

NCQA Quality Compass scores for Getting Care Quickly **decreased** by 0.2% between 2016 and 2017.

The SPH BoB has **increased** by 0.8% since 2017.

GETTING CARE QUICKLY – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2017	89.9%	-2.3	↔
2016	88.3%	-0.8	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
SPH BoB	89.2%	-1.7	↔
2017 QC All Plans	88.8%	-1.3	↔

ACCREDITATION SCORING

	2018	2017	2016
3 Pt Score	2.5403	2.6202	2.5936
Plan Percentile Threshold	25th	50th	25th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

GETTING CARE QUICKLY QUESTIONS

The Getting Care Quickly composite score is calculated by taking the average of two questions:

- 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?

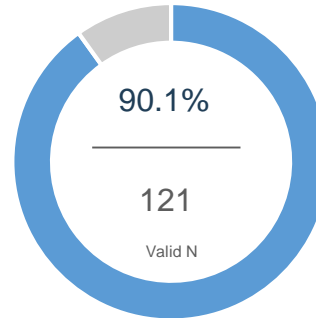
2018 GCQ COMPOSITE SUMMARY RATE SCORE

87.5%

CORRELATION WITH RATING QUESTIONS

	With Health Plan	With Health Care	With Personal Doctor
Q4	0.096	0.250	0.303
Q6	0.187	0.281	0.193

Q4. OBTAINED NEEDED CARE RIGHT AWAY

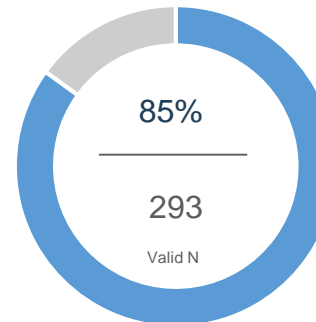


2018	90.1%
2017	92.4%
2016	89.7%
SPH	91.0%
NCQA	90.7%

Percentile Ranking 2017 QC All Plans



Q6. OBTAINED APPOINTMENT FOR CARE AS SOON AS NEEDED



2018	85.0%
2017	87.3%
2016	86.9%
SPH	87.4%
NCQA	87.2%

Percentile Ranking 2017 QC All Plans



PERCENTILE RANKING 2017 QC ALL PLANS

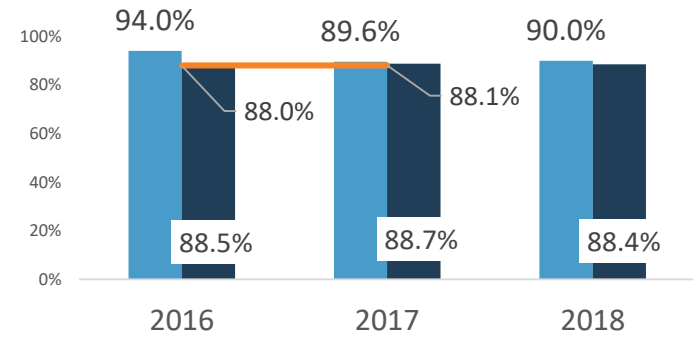


NATIONAL TRENDS

NCQA Quality Compass scores for Customer Service **increased** by 0.1% between 2016 and 2017.

The SPH BoB has **decreased** by 0.3% since 2017.

CUSTOMER SERVICE – TRENDING AND BENCHMARKS



■ Your Plan ■ SPH BoB — NCQA Quality Compass All Plans

COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2017	89.6%	0.3	↔
2016	94.0%	-4.0	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
SPH BoB	88.4%	1.5	↔
2017 QC All Plans	88.1%	1.9	↔

ACCREDITATION SCORING

	2018	2017	2016
3 Pt Score	2.5768	2.5537	2.6654
Plan Percentile Threshold	50th	50th	90th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

CUSTOMER SERVICE QUESTIONS

The Customer Service composite score is calculated by taking the average of two questions:

- 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?

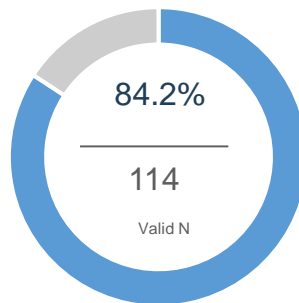
2018 CS COMPOSITE SUMMARY RATE SCORE



CORRELATION WITH RATING QUESTIONS

	With Health Plan	With Health Care	With Personal Doctor
Q50	0.365	0.380	0.229
Q51	0.093	0.092	0.116

Q50. GETTING INFORMATION/HELP FROM CUSTOMER SERVICE

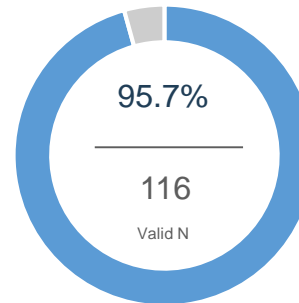


2018	84.2%
2017	83.0%
2016	89.5%
SPH	83.3%
NCQA	82.6%

Percentile Ranking 2017 QC All Plans



Q51. TREATED WITH COURTESY AND RESPECT BY CUSTOMER SERVICE STAFF

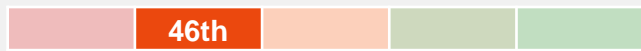


2018	95.7%
2017	96.2%
2016	98.5%
SPH	93.6%
NCQA	93.6%

Percentile Ranking 2017 QC All Plans



PERCENTILE RANKING 2017 QC ALL PLANS

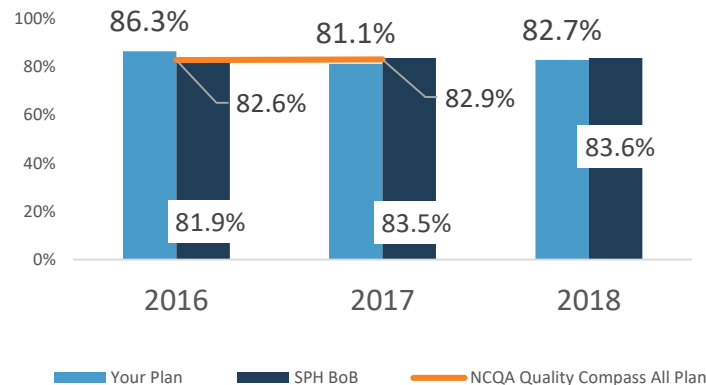


NATIONAL TRENDS

NCQA Quality Compass scores for Coordination of Care **increased** by 0.3% between 2016 and 2017.

The SPH BoB has **increased** by 0.1% since 2017.

COORDINATION OF CARE – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2017	81.1%	1.5	↔
2016	86.3%	-3.6	↔

COMPARISON TO BENCHMARKS

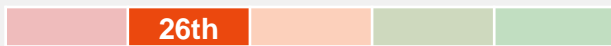
	Summary Rate	Gap*	Sig Test
SPH BoB	83.6%	-0.9	↔
2017 QC All Plans	82.9%	-0.2	↔

ACCREDITATION SCORING

	2018	2017	2016
3 Pt Score	2.3942	2.3525	2.4314
Plan Percentile Threshold	25th	<25th	50th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

PERCENTILE RANKING 2017 QC ALL PLANS

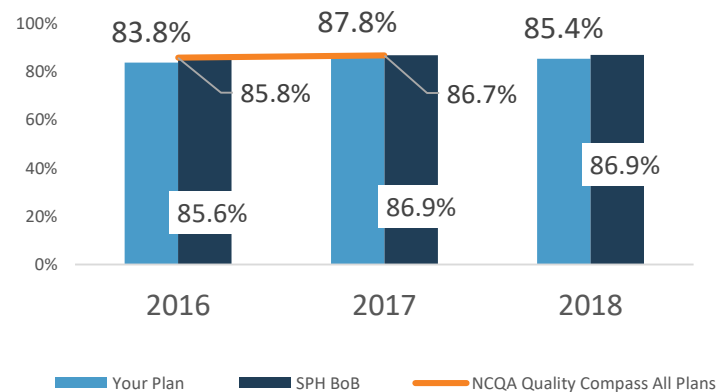


NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Health Care **increased** by 0.9% between 2016 and 2017.

The SPH BoB has **not changed** since 2017.

RATING OF HEALTH CARE – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2017	87.8%	-2.4	↔
2016	83.8%	1.6	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
SPH BoB	86.9%	-1.5	↔
2017 QC All Plans	86.7%	-1.3	↔

ACCREDITATION SCORING

	2018	2017	2016
3 Pt Score	2.6584	2.6424	2.5810
Plan Percentile Threshold	90th	90th	75th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

PERCENTILE RANKING 2017 QC ALL PLANS

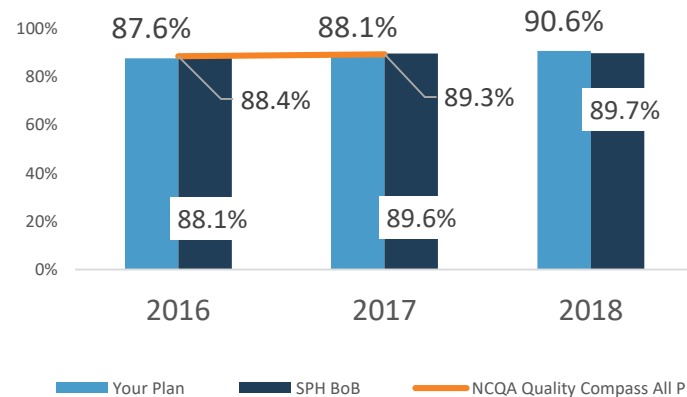


NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Personal Doctor **increased** by 0.9% between 2016 and 2017.

The SPH BoB has **increased** by 0.1% since 2017.

RATING OF PERSONAL DOCTOR – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2017	88.1%	2.5	↔
2016	87.6%	2.9	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
SPH BoB	89.7%	0.8	↔
2017 QC All Plans	89.3%	1.3	↔

ACCREDITATION SCORING

	2018	2017	2016
3 Pt Score	2.7016	2.6742	2.6706
Plan Percentile Threshold	90th	75th	75th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

PERCENTILE RANKING 2017 QC ALL PLANS

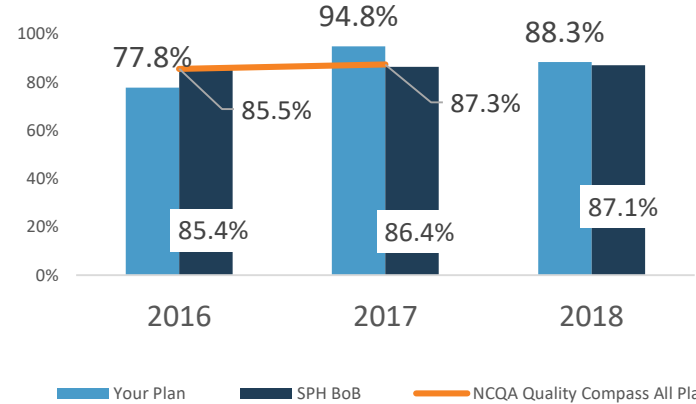


NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Specialist **increased** by 1.8% between 2016 and 2017.

The SPH BoB has **increased** by 0.7% since 2017.

RATING OF SPECIALIST- TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2017	94.8%	-6.5	↔
2016	77.8%	10.5	↔

COMPARISON TO BENCHMARKS

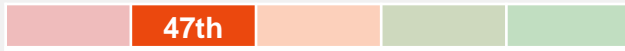
	Summary Rate	Gap*	Sig Test
SPH BoB	87.1%	1.2	↔
2017 QC All Plans	87.3%	1.0	↔

ACCREDITATION SCORING

	2018	2017	2016
3 Pt Score	NA	2.7013	2.5079
Plan Percentile Threshold	NA	NA	NA

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

PERCENTILE RANKING 2017 QC ALL PLANS

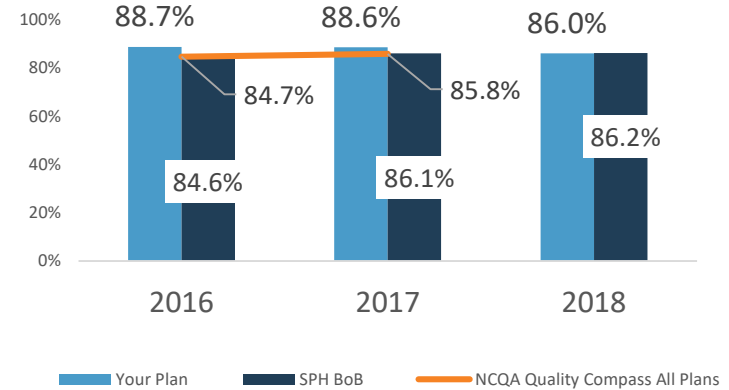


NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Health Plan **increased** by 1.1% between 2016 and 2017.

The SPH BoB has **increased** by 0.1% since 2017.

RATING OF HEALTH PLAN – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2017	88.6%	-2.6	↔
2016	88.7%	-2.7	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
SPH BoB	86.2%	-0.2	↔
2017 QC All Plans	85.8%	0.2	↔

ACCREDITATION SCORING

	2018	2017	2016
3 Pt Score	2.6433	2.7126	2.7132
Plan Percentile Threshold	75th	90th	90th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.



Segmentation Analyses

Subgroup Analysis

- Molina Healthcare of New Mexico
- 6130170

Segmenting Responses

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.

The percentages represent the Summary Rate for each segment. 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
Rating of Health Plan	63%	58%

Segment Groups

- Respondent’s Age (Q78)
- Respondent’s Education (Q80)
- Child’s Ethnicity (Q76)
- Child’s Race (Q77)
- Child’s Health Status (Q58)
- Child’s Mental/Emotional Health Status (Q59)
- Number of Doctor/Clinic Visits (Q7)
- Data Collection Mode
- Rating of Health Plan (Q54)
- Rating of Personal Doctor (Q41)
- Customer Service Contact (Q49)
- Received Help from Customer Service (Q50)
- County (Database)
- Medical Group (Database)

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

Slides are presented for both the General Population and the CCC Population.

	24 or Younger	25 - 34	35 - 44	45 or Older	Range*
Getting Needed Care	68.1%	91.6%	85.4%	91.0%	6.1%
Getting Care Quickly	93.9%	88.6%	81.1%	95.4%	14.3%
How Well Doctors Communicate	97.9%	93.4%	94.2%	93.5%	0.8%
Customer Service	93.8%	88.9%	91.9%	92.5%	3.6%
Shared Decision Making	83.3%	74.4%	81.0%	76.2%	6.5%
Health Promotion and Education	75.9%	58.3%	59.4%	67.7%	9.4%
Coordination of Care	91.7%	85.7%	81.8%	78.9%	6.8%
Ease of Filling Out Forms	100.0%	94.6%	97.3%	97.9%	3.3%
Rating of Health Care (8 - 10)	79.3%	84.6%	89.1%	84.1%	5.0%
Rating of Personal Doctor (8 - 10)	80.6%	92.4%	93.0%	89.6%	3.5%
Rating of Specialist (8 - 10)	50.0%	78.3%	100.0%	95.7%	21.7%
Rating of Health Plan (8 - 10)	87.5%	85.5%	87.0%	86.3%	1.5%
Rating of Health Care (9 - 10)	65.5%	73.5%	71.3%	74.6%	3.3%
Rating of Personal Doctor (9 - 10)	71.0%	74.8%	76.7%	76.1%	1.9%
Rating of Specialist (9 - 10)	33.3%	56.5%	77.3%	82.6%	26.1%
Rating of Health Plan (9 - 10)	70.0%	68.4%	73.4%	74.7%	6.3%

* 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.



By Respondent's Education (Q80) – General Population

	High School Graduate or Less	Some College or More	Range*
Getting Needed Care	84.8%	90.6%	5.8%
Getting Care Quickly	87.5%	90.6%	3.2%
How Well Doctors Communicate	92.7%	95.7%	3.0%
Customer Service	87.7%	94.4%	6.7%
Shared Decision Making	73.8%	85.8%	12.0%
Health Promotion and Education	64.3%	58.0%	6.3%
Coordination of Care	80.4%	87.2%	6.8%
Ease of Filling Out Forms	95.3%	98.7%	3.3%
Rating of Health Care (8 - 10)	86.0%	85.7%	0.3%
Rating of Personal Doctor (8 - 10)	89.2%	93.0%	3.8%
Rating of Specialist (8 - 10)	88.1%	85.7%	2.4%
Rating of Health Plan (8 - 10)	88.5%	83.9%	4.6%
Rating of Health Care (9 - 10)	73.1%	71.4%	1.7%
Rating of Personal Doctor (9 - 10)	77.0%	71.1%	5.9%
Rating of Specialist (9 - 10)	64.3%	71.4%	7.1%
Rating of Health Plan (9 - 10)	76.6%	63.2%	13.4%

* 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.

	Hispanic/ Latino	Not Hispanic/ Latino	Range*
Getting Needed Care	86.7%	87.0%	0.4%
Getting Care Quickly	89.6%	84.5%	5.1%
How Well Doctors Communicate	93.8%	96.9%	3.1%
Customer Service	90.3%	88.9%	1.4%
Shared Decision Making	76.4%	86.1%	9.7%
Health Promotion and Education	64.4%	52.3%	12.1%
Coordination of Care	85.9%	72.7%	13.2%
Ease of Filling Out Forms	96.3%	98.7%	2.5%
Rating of Health Care (8 - 10)	85.4%	84.6%	0.7%
Rating of Personal Doctor (8 - 10)	90.1%	95.6%	5.4%
Rating of Specialist (8 - 10)	84.3%	95.2%	10.9%
Rating of Health Plan (8 - 10)	87.9%	81.3%	6.6%
Rating of Health Care (9 - 10)	74.5%	61.5%	12.9%
Rating of Personal Doctor (9 - 10)	75.7%	75.0%	0.7%
Rating of Specialist (9 - 10)	64.7%	71.4%	6.7%
Rating of Health Plan (9 - 10)	74.6%	60.0%	14.6%

* 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.

	White	Black or African American	Other	Range*
Getting Needed Care	88.0%	91.7%	85.6%	2.4%
Getting Care Quickly	89.5%	78.3%	82.6%	6.9%
How Well Doctors Communicate	95.5%	95.0%	90.2%	5.3%
Customer Service	90.6%	87.5%	91.5%	0.9%
Shared Decision Making	77.1%	41.7%	87.7%	10.6%
Health Promotion and Education	64.2%	58.3%	58.7%	5.5%
Coordination of Care	83.9%	100.0%	78.8%	5.1%
Ease of Filling Out Forms	97.0%	93.3%	96.2%	0.8%
Rating of Health Care (8 - 10)	85.3%	75.0%	88.1%	2.7%
Rating of Personal Doctor (8 - 10)	93.3%	91.7%	89.3%	4.0%
Rating of Specialist (8 - 10)	85.1%	100.0%	85.2%	0.1%
Rating of Health Plan (8 - 10)	85.9%	93.3%	87.4%	1.5%
Rating of Health Care (9 - 10)	71.7%	75.0%	73.4%	1.7%
Rating of Personal Doctor (9 - 10)	74.6%	75.0%	77.9%	3.3%
Rating of Specialist (9 - 10)	68.1%	100.0%	59.3%	8.8%
Rating of Health Plan (9 - 10)	70.6%	60.0%	74.2%	3.6%

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their race is Black or African-American, this segment is not included in range calculations.

	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	90.7%	78.5%	80.4%	12.2%
Getting Care Quickly	87.6%	89.5%	84.8%	1.8%
How Well Doctors Communicate	95.5%	91.5%	87.5%	4.0%
Customer Service	90.6%	90.5%	78.6%	0.2%
Shared Decision Making	73.7%	89.7%	70.4%	16.1%
Health Promotion and Education	62.3%	57.9%	76.2%	4.4%
Coordination of Care	82.2%	82.6%	85.7%	0.4%
Ease of Filling Out Forms	96.8%	96.1%	96.0%	0.7%
Rating of Health Care (8 - 10)	88.3%	78.9%	71.4%	9.3%
Rating of Personal Doctor (8 - 10)	93.1%	85.9%	80.0%	7.2%
Rating of Specialist (8 - 10)	88.7%	83.3%	91.7%	5.3%
Rating of Health Plan (8 - 10)	89.6%	76.8%	73.1%	12.8%
Rating of Health Care (9 - 10)	75.7%	61.4%	61.9%	14.3%
Rating of Personal Doctor (9 - 10)	79.2%	62.0%	70.0%	17.2%
Rating of Specialist (9 - 10)	71.7%	58.3%	66.7%	13.4%
Rating of Health Plan (9 - 10)	74.6%	61.0%	65.4%	13.7%

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



	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	88.0%	87.3%	80.4%	0.8%
Getting Care Quickly	87.0%	91.4%	87.0%	4.3%
How Well Doctors Communicate	95.9%	88.6%	87.5%	7.3%
Customer Service	91.4%	88.1%	80.0%	3.3%
Shared Decision Making	75.8%	80.6%	84.7%	4.8%
Health Promotion and Education	62.5%	54.9%	75.0%	7.6%
Coordination of Care	81.1%	88.2%	80.0%	7.2%
Ease of Filling Out Forms	97.1%	94.7%	96.6%	2.4%
Rating of Health Care (8 - 10)	87.1%	80.0%	75.0%	7.1%
Rating of Personal Doctor (8 - 10)	92.6%	86.2%	78.3%	6.3%
Rating of Specialist (8 - 10)	87.2%	86.7%	92.3%	0.6%
Rating of Health Plan (8 - 10)	89.0%	76.6%	77.4%	12.4%
Rating of Health Care (9 - 10)	74.7%	66.0%	54.2%	8.7%
Rating of Personal Doctor (9 - 10)	77.3%	63.8%	73.9%	13.5%
Rating of Specialist (9 - 10)	72.3%	60.0%	69.2%	12.3%
Rating of Health Plan (9 - 10)	73.6%	66.2%	61.3%	7.4%

* 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.



By Number of Doctor or Clinic Visits (Q7) – General Population

	Less Than Three Visits	Three or More Visits	Range*
Getting Needed Care	88.0%	88.9%	0.9%
Getting Care Quickly	84.3%	93.0%	8.8%
How Well Doctors Communicate	92.9%	97.7%	4.8%
Customer Service	88.6%	92.5%	3.9%
Shared Decision Making	75.6%	81.2%	5.6%
Health Promotion and Education	56.7%	74.1%	17.4%
Coordination of Care	80.0%	85.4%	5.4%
Ease of Filling Out Forms	95.7%	98.2%	2.4%
Rating of Health Care (8 - 10)	86.7%	83.0%	3.6%
Rating of Personal Doctor (8 - 10)	88.7%	95.9%	7.2%
Rating of Specialist (8 - 10)	97.1%	81.0%	16.1%
Rating of Health Plan (8 - 10)	86.4%	86.6%	0.2%
Rating of Health Care (9 - 10)	71.4%	73.2%	1.8%
Rating of Personal Doctor (9 - 10)	73.3%	80.4%	7.1%
Rating of Specialist (9 - 10)	73.5%	64.3%	9.2%
Rating of Health Plan (9 - 10)	70.8%	73.2%	2.4%

* 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.

	Mail	Phone	Internet	Range*
Getting Needed Care	86.4%	87.6%	NA	1.2%
Getting Care Quickly	88.2%	87.4%	NA	0.8%
How Well Doctors Communicate	95.9%	93.3%	NA	2.5%
Customer Service	94.8%	88.3%	NA	6.6%
Shared Decision Making	76.0%	79.6%	NA	3.5%
Health Promotion and Education	63.6%	62.3%	NA	1.3%
Coordination of Care	74.3%	87.0%	NA	12.7%
Ease of Filling Out Forms	97.6%	95.7%	NA	1.9%
Rating of Health Care (8 - 10)	76.5%	90.6%	NA	14.2%
Rating of Personal Doctor (8 - 10)	87.7%	92.1%	NA	4.5%
Rating of Specialist (8 - 10)	90.9%	86.4%	NA	4.5%
Rating of Health Plan (8 - 10)	82.0%	88.4%	NA	6.4%
Rating of Health Care (9 - 10)	62.2%	77.8%	NA	15.6%
Rating of Personal Doctor (9 - 10)	69.2%	78.1%	NA	8.9%
Rating of Specialist (9 - 10)	72.7%	65.9%	NA	6.8%
Rating of Health Plan (9 - 10)	65.1%	75.1%	NA	10.0%

* 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 having no Internet respondents, this segment is excluded from the range calculation.

	0 - 7	8 - 10	Range*
Getting Needed Care	66.1%	91.0%	24.9%
Getting Care Quickly	82.6%	88.2%	5.6%
How Well Doctors Communicate	77.0%	96.0%	19.0%
Customer Service	75.0%	91.3%	16.3%
Shared Decision Making	84.8%	77.0%	7.9%
Health Promotion and Education	44.2%	65.4%	21.3%
Coordination of Care	75.0%	84.0%	9.0%
Ease of Filling Out Forms	95.2%	96.6%	1.4%
Rating of Health Care (8 - 10)	34.9%	93.0%	58.1%
Rating of Personal Doctor (8 - 10)	73.8%	92.5%	18.7%
Rating of Specialist (8 - 10)	69.2%	92.1%	22.8%
Rating of Health Plan (8 - 10)	0.0%	100.0%	100.0%
Rating of Health Care (9 - 10)	23.3%	79.4%	56.2%
Rating of Personal Doctor (9 - 10)	47.6%	78.3%	30.6%
Rating of Specialist (9 - 10)	46.2%	73.0%	26.9%
Rating of Health Plan (9 - 10)	0.0%	83.0%	83.0%

* 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.

	0 - 7	8 - 10	Range*
Getting Needed Care	71.5%	90.4%	NA
Getting Care Quickly	68.1%	90.4%	NA
How Well Doctors Communicate	72.7%	96.3%	NA
Customer Service	70.1%	92.3%	NA
Shared Decision Making	88.9%	76.8%	NA
Health Promotion and Education	52.0%	67.1%	NA
Coordination of Care	50.0%	86.2%	NA
Ease of Filling Out Forms	93.8%	96.9%	NA
Rating of Health Care (8 - 10)	50.0%	92.3%	NA
Rating of Personal Doctor (8 - 10)	0.0%	100.0%	NA
Rating of Specialist (8 - 10)	85.7%	91.2%	NA
Rating of Health Plan (8 - 10)	68.6%	90.6%	NA
Rating of Health Care (9 - 10)	33.3%	78.9%	NA
Rating of Personal Doctor (9 - 10)	0.0%	82.8%	NA
Rating of Specialist (9 - 10)	57.1%	71.9%	NA
Rating of Health Plan (9 - 10)	48.6%	78.4%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents rating their personal doctor a '0' through '7', range calculations are not included.



	Yes	No	Range*
Getting Needed Care	91.0%	84.6%	6.3%
Getting Care Quickly	90.3%	86.0%	4.3%
How Well Doctors Communicate	93.3%	94.6%	1.2%
Customer Service	90.0%	0.0%	90.0%
Shared Decision Making	74.2%	80.8%	6.6%
Health Promotion and Education	76.6%	56.8%	19.8%
Coordination of Care	85.4%	80.6%	4.7%
Ease of Filling Out Forms	94.8%	97.0%	2.2%
Rating of Health Care (8 - 10)	88.4%	83.7%	4.7%
Rating of Personal Doctor (8 - 10)	91.7%	89.9%	1.7%
Rating of Specialist (8 - 10)	84.4%	90.9%	6.5%
Rating of Health Plan (8 - 10)	90.5%	84.3%	6.2%
Rating of Health Care (9 - 10)	75.8%	70.1%	5.7%
Rating of Personal Doctor (9 - 10)	76.9%	74.0%	2.8%
Rating of Specialist (9 - 10)	62.5%	72.7%	10.2%
Rating of Health Plan (9 - 10)	76.7%	69.2%	7.5%

* 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.



By Received Help From Customer Service (Q50) – General Population

Molina Healthcare of New Mexico

Please see Technical Notes for more information.

	Never/ Sometimes	Always/ Usually	Range*
Getting Needed Care	53.6%	89.5%	NA
Getting Care Quickly	100.0%	90.9%	NA
How Well Doctors Communicate	85.7%	97.5%	NA
Customer Service	30.0%	98.9%	NA
Shared Decision Making	66.7%	81.7%	NA
Health Promotion and Education	57.1%	73.8%	NA
Coordination of Care	100.0%	96.2%	NA
Ease of Filling Out Forms	66.7%	88.2%	NA
Rating of Health Care (8 - 10)	42.9%	45.5%	NA
Rating of Personal Doctor (8 - 10)	43.8%	48.6%	NA
Rating of Specialist (8 - 10)	0.0%	45.8%	NA
Rating of Health Plan (8 - 10)	45.0%	46.6%	NA
Rating of Health Care (9 - 10)	42.9%	45.5%	NA
Rating of Personal Doctor (9 - 10)	43.8%	48.6%	NA
Rating of Specialist (9 - 10)	0.0%	45.8%	NA
Rating of Health Plan (9 - 10)	45.0%	46.6%	NA

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

	Bernalillo	Chaves	Curry	Dona Ana	Eddy	Lea	Mckinley	Otero	San Juan	Sandoval	Santa Fe	Valencia	Other	Range*
Getting Needed Care	90.2%	97.1%	93.8%	87.6%	100.0%	82.8%	90.0%	98.1%	58.3%	81.9%	71.9%	95.8%	79.3%	10.9%
Getting Care Quickly	87.7%	94.1%	80.0%	94.1%	90.0%	93.1%	55.0%	90.2%	73.3%	100.0%	85.9%	76.0%	80.9%	13.2%
How Well Doctors Communicate	95.5%	94.6%	96.4%	93.4%	94.4%	98.1%	91.7%	98.6%	93.8%	100.0%	92.3%	93.2%	87.0%	8.5%
Customer Service	86.5%	100.0%	100.0%	91.3%	50.0%	100.0%	75.0%	90.9%	70.0%	100.0%	83.3%	100.0%	90.6%	4.8%
Shared Decision Making	84.8%	81.0%	81.5%	75.6%	100.0%	69.7%	66.7%	73.3%	100.0%	0.0%	72.2%	77.8%	76.8%	9.2%
Health Promotion and Education	55.7%	76.5%	81.3%	56.1%	63.6%	62.5%	50.0%	69.2%	33.3%	66.7%	75.0%	50.0%	75.0%	19.3%
Coordination of Care	80.0%	0.0%	100.0%	71.4%	25.0%	90.0%	100.0%	100.0%	80.0%	100.0%	80.0%	100.0%	90.9%	19.5%
Ease of Filling Out Forms	99.0%	100.0%	95.5%	96.1%	93.8%	97.3%	71.4%	100.0%	100.0%	92.3%	90.0%	93.8%	96.3%	2.9%
Rating of Health Care (8 - 10)	85.9%	93.8%	93.8%	78.9%	90.0%	87.5%	80.0%	80.8%	66.7%	100.0%	87.5%	91.7%	87.5%	8.6%
Rating of Personal Doctor (8 - 10)	91.6%	87.5%	84.2%	92.6%	83.3%	94.4%	83.3%	96.2%	76.5%	92.9%	95.5%	91.7%	87.8%	4.8%
Rating of Specialist (8 - 10)	93.8%	100.0%	83.3%	85.7%	100.0%	90.0%	100.0%	85.7%	100.0%	66.7%	100.0%	100.0%	81.8%	11.9%
Rating of Health Plan (8 - 10)	86.8%	91.7%	90.9%	80.8%	81.3%	94.6%	75.0%	84.4%	61.1%	84.6%	93.3%	88.2%	89.3%	8.5%
Rating of Health Care (9 - 10)	70.4%	87.5%	81.3%	70.2%	50.0%	71.9%	80.0%	69.2%	41.7%	88.9%	81.3%	83.3%	72.5%	2.3%
Rating of Personal Doctor (9 - 10)	83.1%	81.3%	73.7%	73.5%	66.7%	77.8%	83.3%	61.5%	47.1%	78.6%	77.3%	75.0%	75.6%	9.6%
Rating of Specialist (9 - 10)	81.3%	50.0%	50.0%	78.6%	100.0%	70.0%	100.0%	57.1%	0.0%	66.7%	100.0%	0.0%	63.6%	17.6%
Rating of Health Plan (9 - 10)	73.6%	91.7%	68.2%	70.5%	75.0%	81.1%	62.5%	68.8%	38.9%	76.9%	66.7%	52.9%	73.2%	3.1%

* Range is the difference between Summary Rates shown. Due to the small number of respondents associated with some of these segments, only “Bernalillo,” “Dona Ana,” and the “Other” category are included in range calculations.

	BCA Medical Associates	El Paso Orthopaedic Surgery Group	First Choice Community Healthcare	First Step Center	Gerald Champion Regional Medical Center	Hidalgo Medical Services	La Casa De Buena Salud	Pecos Valley Of New Mexico LLC	Presbyterian Healthcare Services	Presbyterian Medical Services	Rio Grande Medical Group Ltd	Taos Health Systems	UNM Health Sciences Center	Other	Range*
Getting Needed Care	96.9%	100.0%	94.7%	80.0%	90.9%	75.0%	95.5%	85.0%	90.8%	62.5%	50.0%	75.0%	92.9%	87.0%	NA
Getting Care Quickly	94.1%	95.8%	94.1%	100.0%	75.0%	100.0%	75.0%	92.1%	92.3%	72.2%	100.0%	30.0%	90.0%	85.3%	NA
How Well Doctors Communicate	92.3%	92.5%	96.2%	100.0%	96.4%	96.4%	97.2%	100.0%	98.9%	100.0%	91.7%	91.7%	80.0%	93.0%	NA
Customer Service	100.0%	100.0%	78.6%	100.0%	66.7%	87.5%	100.0%	100.0%	91.7%	100.0%	83.3%	100.0%	50.0%	89.4%	NA
Shared Decision Making	83.3%	66.7%	88.9%	83.3%	66.7%	83.3%	73.3%	66.7%	81.8%	83.3%	100.0%	66.7%	66.7%	77.8%	NA
Health Promotion and Education	62.5%	63.6%	63.2%	60.0%	63.6%	72.7%	81.8%	75.0%	61.8%	25.0%	50.0%	75.0%	57.1%	61.9%	NA
Coordination of Care	0.0%	100.0%	85.7%	50.0%	66.7%	100.0%	100.0%	60.0%	100.0%	100.0%	100.0%	100.0%	100.0%	78.6%	NA
Ease of Filling Out Forms	95.5%	92.9%	100.0%	87.5%	100.0%	100.0%	100.0%	91.7%	100.0%	92.9%	100.0%	71.4%	100.0%	96.5%	NA
Rating of Health Care (8 - 10)	100.0%	81.8%	89.5%	60.0%	63.6%	90.9%	90.9%	95.0%	88.2%	50.0%	90.0%	100.0%	85.7%	84.7%	NA
Rating of Personal Doctor (8 - 10)	85.7%	91.7%	85.7%	100.0%	90.9%	100.0%	78.6%	95.8%	90.3%	83.3%	100.0%	83.3%	100.0%	90.6%	NA
Rating of Specialist (8 - 10)	100.0%	100.0%	100.0%	100.0%	80.0%	75.0%	0.0%	100.0%	84.6%	50.0%	0.0%	50.0%	100.0%	91.2%	NA
Rating of Health Plan (8 - 10)	95.7%	92.9%	87.5%	88.9%	73.3%	91.7%	100.0%	87.0%	85.4%	64.3%	83.3%	85.7%	81.8%	85.6%	NA
Rating of Health Care (9 - 10)	85.7%	63.6%	68.4%	60.0%	63.6%	63.6%	72.7%	80.0%	82.4%	50.0%	60.0%	100.0%	57.1%	72.0%	NA
Rating of Personal Doctor (9 - 10)	78.6%	58.3%	76.2%	87.5%	63.6%	87.5%	64.3%	87.5%	87.1%	66.7%	70.0%	66.7%	88.9%	72.9%	NA
Rating of Specialist (9 - 10)	50.0%	50.0%	100.0%	100.0%	80.0%	50.0%	0.0%	83.3%	61.5%	50.0%	0.0%	50.0%	100.0%	67.6%	NA
Rating of Health Plan (9 - 10)	91.3%	71.4%	75.0%	77.8%	53.3%	75.0%	81.3%	78.3%	75.6%	50.0%	58.3%	85.7%	63.6%	69.5%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, range calculations are not included.

	24 or Younger	25 - 34	35 - 44	45 or Older	Range*
Getting Needed Care	90.5%	80.8%	85.8%	84.5%	5.0%
Getting Care Quickly	93.1%	87.6%	94.3%	91.6%	6.7%
How Well Doctors Communicate	87.8%	95.0%	97.5%	95.5%	2.5%
Customer Service	90.0%	90.6%	82.5%	85.6%	8.1%
Shared Decision Making	81.5%	79.6%	82.0%	83.3%	3.7%
Health Promotion and Education	85.0%	82.4%	70.3%	65.7%	16.6%
Coordination of Care	66.7%	79.4%	85.7%	82.1%	6.3%
Ease of Filling Out Forms	100.0%	95.8%	97.6%	98.8%	3.0%
Rating of Health Care (8 - 10)	80.0%	88.2%	87.5%	82.9%	5.4%
Rating of Personal Doctor (8 - 10)	82.6%	91.2%	87.5%	92.3%	4.8%
Rating of Specialist (8 - 10)	90.9%	77.8%	94.3%	93.8%	16.5%
Rating of Health Plan (8 - 10)	84.0%	87.5%	76.7%	83.9%	10.8%
Rating of Health Care (9 - 10)	50.0%	69.1%	68.8%	65.7%	3.4%
Rating of Personal Doctor (9 - 10)	60.9%	75.0%	73.6%	78.2%	4.6%
Rating of Specialist (9 - 10)	81.8%	55.6%	65.7%	81.3%	25.7%
Rating of Health Plan (9 - 10)	60.0%	72.2%	58.1%	70.1%	14.1%

* Range is the difference between Summary Rates shown. Due to the small number of respondents aged 18-34, this segment is not included in range calculations.

	High School Graduate or Less	Some College or More	Range*
Getting Needed Care	84.6%	82.8%	1.8%
Getting Care Quickly	89.6%	93.5%	3.9%
How Well Doctors Communicate	94.8%	95.4%	0.6%
Customer Service	85.1%	90.7%	5.6%
Shared Decision Making	75.8%	87.3%	11.6%
Health Promotion and Education	74.5%	72.7%	1.8%
Coordination of Care	82.0%	78.9%	3.1%
Ease of Filling Out Forms	96.3%	99.1%	2.8%
Rating of Health Care (8 - 10)	92.7%	79.8%	12.9%
Rating of Personal Doctor (8 - 10)	89.8%	89.0%	0.8%
Rating of Specialist (8 - 10)	93.9%	84.0%	9.9%
Rating of Health Plan (8 - 10)	88.4%	75.0%	13.4%
Rating of Health Care (9 - 10)	69.1%	63.6%	5.5%
Rating of Personal Doctor (9 - 10)	78.0%	70.6%	7.3%
Rating of Specialist (9 - 10)	71.4%	66.0%	5.4%
Rating of Health Plan (9 - 10)	74.6%	54.3%	20.3%

* 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.

	Hispanic/ Latino	Not Hispanic/ Latino	Range*
Getting Needed Care	85.6%	79.2%	6.3%
Getting Care Quickly	90.7%	92.4%	1.7%
How Well Doctors Communicate	94.4%	97.5%	3.1%
Customer Service	87.1%	82.2%	4.9%
Shared Decision Making	80.5%	87.0%	6.5%
Health Promotion and Education	74.4%	71.2%	3.3%
Coordination of Care	83.7%	73.1%	10.6%
Ease of Filling Out Forms	97.1%	100.0%	2.9%
Rating of Health Care (8 - 10)	87.5%	78.8%	8.7%
Rating of Personal Doctor (8 - 10)	90.4%	86.5%	3.9%
Rating of Specialist (8 - 10)	89.3%	89.7%	0.3%
Rating of Health Plan (8 - 10)	85.2%	75.0%	10.2%
Rating of Health Care (9 - 10)	72.0%	46.2%	25.9%
Rating of Personal Doctor (9 - 10)	74.5%	73.1%	1.4%
Rating of Specialist (9 - 10)	65.3%	75.9%	10.5%
Rating of Health Plan (9 - 10)	71.8%	45.0%	26.8%

* 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.

	White	Black or African American	Other	Range*
Getting Needed Care	83.8%	73.3%	82.1%	1.7%
Getting Care Quickly	92.7%	95.5%	86.5%	6.2%
How Well Doctors Communicate	95.3%	100.0%	93.6%	1.7%
Customer Service	87.0%	100.0%	82.8%	4.2%
Shared Decision Making	80.4%	75.0%	86.5%	6.1%
Health Promotion and Education	74.5%	70.0%	73.4%	1.0%
Coordination of Care	83.3%	80.0%	71.4%	11.9%
Ease of Filling Out Forms	97.6%	90.9%	97.8%	0.2%
Rating of Health Care (8 - 10)	82.5%	70.0%	88.6%	6.1%
Rating of Personal Doctor (8 - 10)	90.0%	88.9%	87.7%	2.3%
Rating of Specialist (8 - 10)	85.5%	80.0%	94.3%	8.8%
Rating of Health Plan (8 - 10)	82.2%	72.7%	82.3%	0.0%
Rating of Health Care (9 - 10)	61.3%	70.0%	72.2%	10.8%
Rating of Personal Doctor (9 - 10)	72.5%	88.9%	74.1%	1.6%
Rating of Specialist (9 - 10)	66.7%	60.0%	71.4%	4.8%
Rating of Health Plan (9 - 10)	67.5%	45.5%	65.6%	1.8%

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their race is Black or African-American, this segment is not included in range calculations.

	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	88.9%	77.1%	87.8%	11.8%
Getting Care Quickly	93.5%	87.6%	88.0%	5.9%
How Well Doctors Communicate	96.6%	93.1%	94.4%	3.4%
Customer Service	92.7%	77.8%	85.5%	14.9%
Shared Decision Making	84.6%	85.3%	64.8%	20.5%
Health Promotion and Education	73.2%	70.8%	82.4%	11.5%
Coordination of Care	77.4%	84.6%	77.3%	7.3%
Ease of Filling Out Forms	97.4%	98.8%	97.4%	1.4%
Rating of Health Care (8 - 10)	86.2%	81.9%	85.3%	4.2%
Rating of Personal Doctor (8 - 10)	89.6%	89.3%	86.5%	3.1%
Rating of Specialist (8 - 10)	91.5%	84.6%	95.5%	10.8%
Rating of Health Plan (8 - 10)	84.2%	79.8%	82.9%	4.4%
Rating of Health Care (9 - 10)	67.5%	59.7%	70.6%	10.9%
Rating of Personal Doctor (9 - 10)	77.8%	68.0%	73.0%	9.8%
Rating of Specialist (9 - 10)	70.2%	71.8%	63.6%	8.2%
Rating of Health Plan (9 - 10)	69.7%	59.5%	63.4%	10.2%

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



	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	85.7%	83.1%	83.1%	2.6%
Getting Care Quickly	92.4%	87.1%	92.0%	5.3%
How Well Doctors Communicate	95.7%	93.4%	95.9%	2.4%
Customer Service	84.6%	88.9%	86.3%	4.3%
Shared Decision Making	81.5%	83.8%	78.6%	5.1%
Health Promotion and Education	77.1%	68.6%	73.9%	8.5%
Coordination of Care	76.7%	85.4%	74.1%	11.3%
Ease of Filling Out Forms	97.7%	97.7%	98.1%	0.4%
Rating of Health Care (8 - 10)	87.2%	85.7%	78.3%	8.9%
Rating of Personal Doctor (8 - 10)	91.4%	89.7%	81.6%	9.7%
Rating of Specialist (8 - 10)	87.5%	93.5%	88.5%	6.0%
Rating of Health Plan (8 - 10)	83.8%	83.9%	78.2%	5.7%
Rating of Health Care (9 - 10)	69.7%	62.9%	58.7%	11.0%
Rating of Personal Doctor (9 - 10)	76.7%	71.8%	71.4%	5.3%
Rating of Specialist (9 - 10)	68.8%	77.4%	61.5%	15.9%
Rating of Health Plan (9 - 10)	70.8%	64.4%	56.4%	14.4%

* 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.



By Number of Doctor or Clinic Visits (Q7) – CCC Population

	Less Than Three Visits	Three or More Visits	Range*
Getting Needed Care	82.1%	86.9%	4.8%
Getting Care Quickly	91.0%	91.4%	0.4%
How Well Doctors Communicate	94.4%	96.7%	2.3%
Customer Service	86.1%	88.6%	2.5%
Shared Decision Making	83.6%	80.6%	3.1%
Health Promotion and Education	67.3%	79.5%	12.2%
Coordination of Care	77.5%	80.6%	3.1%
Ease of Filling Out Forms	97.2%	98.4%	1.2%
Rating of Health Care (8 - 10)	89.4%	81.1%	8.3%
Rating of Personal Doctor (8 - 10)	87.7%	90.7%	3.0%
Rating of Specialist (8 - 10)	95.0%	87.9%	7.1%
Rating of Health Plan (8 - 10)	84.2%	82.3%	2.0%
Rating of Health Care (9 - 10)	69.2%	62.2%	7.0%
Rating of Personal Doctor (9 - 10)	76.2%	72.9%	3.3%
Rating of Specialist (9 - 10)	75.0%	66.7%	8.3%
Rating of Health Plan (9 - 10)	67.8%	64.5%	3.3%

* 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.

	Mail	Phone	Internet	Range*
Getting Needed Care	82.4%	86.9%	NA	4.5%
Getting Care Quickly	91.3%	90.1%	NA	1.2%
How Well Doctors Communicate	96.4%	94.1%	NA	2.3%
Customer Service	93.1%	83.0%	NA	10.1%
Shared Decision Making	80.0%	83.3%	NA	3.3%
Health Promotion and Education	71.0%	76.6%	NA	5.6%
Coordination of Care	80.0%	80.0%	NA	0.0%
Ease of Filling Out Forms	99.2%	96.6%	NA	2.7%
Rating of Health Care (8 - 10)	80.4%	88.7%	NA	8.3%
Rating of Personal Doctor (8 - 10)	87.2%	90.9%	NA	3.7%
Rating of Specialist (8 - 10)	94.4%	85.5%	NA	9.0%
Rating of Health Plan (8 - 10)	80.8%	84.6%	NA	3.8%
Rating of Health Care (9 - 10)	57.9%	71.8%	NA	13.8%
Rating of Personal Doctor (9 - 10)	72.6%	75.8%	NA	3.1%
Rating of Specialist (9 - 10)	77.8%	61.8%	NA	16.0%
Rating of Health Plan (9 - 10)	63.8%	67.8%	NA	3.9%

* 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. Due to having no internet respondents, this segment is excluded from the Range calculation.

	0 - 7	8 - 10	Range*
Getting Needed Care	61.1%	89.5%	28.4%
Getting Care Quickly	84.1%	91.9%	7.8%
How Well Doctors Communicate	79.8%	97.2%	17.5%
Customer Service	65.0%	89.2%	24.2%
Shared Decision Making	76.5%	83.3%	6.9%
Health Promotion and Education	75.0%	73.3%	1.7%
Coordination of Care	52.9%	84.5%	31.6%
Ease of Filling Out Forms	97.9%	97.7%	0.2%
Rating of Health Care (8 - 10)	47.2%	91.6%	44.4%
Rating of Personal Doctor (8 - 10)	67.6%	92.8%	25.3%
Rating of Specialist (8 - 10)	61.1%	95.5%	34.4%
Rating of Health Plan (8 - 10)	0.0%	100.0%	100.0%
Rating of Health Care (9 - 10)	27.8%	72.8%	45.0%
Rating of Personal Doctor (9 - 10)	43.2%	79.4%	36.2%
Rating of Specialist (9 - 10)	44.4%	74.2%	29.7%
Rating of Health Plan (9 - 10)	0.0%	79.7%	79.7%

* 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.

	0 - 7	8 - 10	Range*
Getting Needed Care	69.7%	87.8%	NA
Getting Care Quickly	84.3%	93.0%	NA
How Well Doctors Communicate	77.8%	96.7%	NA
Customer Service	50.0%	90.2%	NA
Shared Decision Making	83.3%	81.8%	NA
Health Promotion and Education	83.3%	75.8%	NA
Coordination of Care	40.0%	83.8%	NA
Ease of Filling Out Forms	96.0%	97.7%	NA
Rating of Health Care (8 - 10)	38.9%	92.5%	NA
Rating of Personal Doctor (8 - 10)	0.0%	100.0%	NA
Rating of Specialist (8 - 10)	70.0%	92.0%	NA
Rating of Health Plan (8 - 10)	55.6%	88.6%	NA
Rating of Health Care (9 - 10)	16.7%	73.1%	NA
Rating of Personal Doctor (9 - 10)	0.0%	83.3%	NA
Rating of Specialist (9 - 10)	40.0%	72.7%	NA
Rating of Health Plan (9 - 10)	44.4%	72.6%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents rating their personal doctor a '0' through '7', range calculations are not included.

	Yes	No	Range*
Getting Needed Care	87.8%	82.2%	5.6%
Getting Care Quickly	86.5%	92.7%	6.2%
How Well Doctors Communicate	94.1%	95.6%	1.5%
Customer Service	86.5%	0.0%	86.5%
Shared Decision Making	80.6%	82.6%	2.0%
Health Promotion and Education	83.5%	69.6%	13.9%
Coordination of Care	88.9%	73.9%	15.0%
Ease of Filling Out Forms	97.6%	97.9%	0.3%
Rating of Health Care (8 - 10)	87.3%	83.1%	4.2%
Rating of Personal Doctor (8 - 10)	91.1%	88.0%	3.2%
Rating of Specialist (8 - 10)	87.8%	91.0%	3.2%
Rating of Health Plan (8 - 10)	88.4%	79.9%	8.5%
Rating of Health Care (9 - 10)	70.9%	62.2%	8.7%
Rating of Personal Doctor (9 - 10)	79.7%	71.7%	8.1%
Rating of Specialist (9 - 10)	73.2%	67.2%	6.0%
Rating of Health Plan (9 - 10)	77.9%	60.3%	17.6%

* 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.



	Never/ Sometimes	Always/ Usually	Range*
Getting Needed Care	53.6%	89.5%	NA
Getting Care Quickly	100.0%	90.9%	NA
How Well Doctors Communicate	85.7%	97.5%	NA
Customer Service	30.0%	98.9%	NA
Shared Decision Making	66.7%	81.7%	NA
Health Promotion and Education	57.1%	73.8%	NA
Coordination of Care	100.0%	96.2%	NA
Ease of Filling Out Forms	66.7%	88.2%	NA
Rating of Health Care (8 - 10)	42.9%	45.5%	NA
Rating of Personal Doctor (8 - 10)	43.8%	48.6%	NA
Rating of Specialist (8 - 10)	0.0%	45.8%	NA
Rating of Health Plan (8 - 10)	45.0%	46.6%	NA
Rating of Health Care (9 - 10)	42.9%	45.5%	NA
Rating of Personal Doctor (9 - 10)	43.8%	48.6%	NA
Rating of Specialist (9 - 10)	0.0%	45.8%	NA
Rating of Health Plan (9 - 10)	45.0%	46.6%	NA

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

	Bernalillo	Chaves	Curry	Dona Ana	Eddy	Lea	Mckinley	Otero	San Juan	Sandoval	Santa Fe	Valencia	Other	Range*
Getting Needed Care	82.0%	95.5%	87.9%	85.9%	92.9%	100.0%	87.5%	95.0%	33.3%	80.0%	55.4%	88.9%	79.2%	4.0%
Getting Care Quickly	92.3%	100.0%	95.0%	93.9%	100.0%	97.1%	50.0%	97.2%	88.9%	87.5%	66.7%	90.0%	83.9%	1.6%
How Well Doctors Communicate	99.5%	86.1%	94.4%	94.8%	100.0%	98.5%	50.0%	93.0%	90.6%	100.0%	80.0%	100.0%	93.7%	4.7%
Customer Service	78.8%	75.0%	87.5%	89.3%	100.0%	100.0%	66.7%	100.0%	50.0%	0.0%	50.0%	100.0%	92.3%	10.4%
Shared Decision Making	83.7%	100.0%	83.3%	74.1%	83.3%	66.7%	66.7%	91.7%	91.7%	66.7%	75.0%	83.3%	93.3%	9.7%
Health Promotion and Education	77.3%	63.6%	80.0%	73.0%	71.4%	58.8%	75.0%	75.0%	55.6%	40.0%	85.7%	55.6%	93.1%	4.3%
Coordination of Care	81.5%	66.7%	100.0%	88.5%	100.0%	77.8%	100.0%	69.2%	50.0%	50.0%	50.0%	100.0%	80.0%	7.0%
Ease of Filling Out Forms	100.0%	100.0%	100.0%	100.0%	100.0%	94.7%	100.0%	95.7%	100.0%	87.5%	88.9%	90.9%	96.8%	0.0%
Rating of Health Care (8 - 10)	81.8%	90.9%	90.0%	89.2%	100.0%	94.1%	75.0%	90.0%	66.7%	80.0%	71.4%	100.0%	75.9%	7.4%
Rating of Personal Doctor (8 - 10)	85.3%	81.8%	80.0%	92.5%	100.0%	100.0%	75.0%	95.5%	88.9%	85.7%	85.7%	100.0%	86.2%	7.2%
Rating of Specialist (8 - 10)	88.9%	100.0%	100.0%	89.5%	100.0%	100.0%	100.0%	88.9%	100.0%	80.0%	75.0%	100.0%	80.0%	0.6%
Rating of Health Plan (8 - 10)	85.7%	84.6%	70.0%	76.2%	85.7%	95.0%	85.7%	91.3%	54.5%	75.0%	77.8%	100.0%	79.4%	9.5%
Rating of Health Care (9 - 10)	68.2%	63.6%	70.0%	73.0%	71.4%	64.7%	75.0%	70.0%	44.4%	80.0%	57.1%	66.7%	48.3%	4.8%
Rating of Personal Doctor (9 - 10)	81.3%	72.7%	80.0%	80.0%	75.0%	88.9%	75.0%	50.0%	55.6%	85.7%	42.9%	77.8%	65.5%	1.3%
Rating of Specialist (9 - 10)	77.8%	80.0%	83.3%	63.2%	66.7%	81.8%	100.0%	66.7%	0.0%	40.0%	50.0%	66.7%	66.7%	14.6%
Rating of Health Plan (9 - 10)	70.2%	69.2%	50.0%	64.3%	85.7%	75.0%	57.1%	73.9%	27.3%	62.5%	66.7%	72.7%	58.8%	6.0%

* Range is the difference between Summary Rates shown. Due to the small number of respondents associated with some of these segments, only “Bernalillo” and “Dona Ana” are included in range calculations.

	BCA Medical Associates	El Paso Orthopaedic Surgery Group	First Choice Community Healthcare	First Step Center	Gerald Champion Regional Medical Center	Hidalgo Medical Services	La Casa De Buena Salud	Pecos Valley Of New Mexico LLC	Presbyterian Healthcare Services	Presbyterian Medical Services	Rio Grande Medical Group Ltd	Taos Health Systems	UNM Health Sciences Center	Other	Range*
Getting Needed Care	100.0%	87.5%	94.1%	50.0%	91.7%	83.3%	77.1%	95.0%	100.0%	100.0%	75.0%	100.0%	85.5%	78.0%	NA
Getting Care Quickly	100.0%	92.9%	92.9%	83.3%	100.0%	95.0%	92.9%	100.0%	100.0%	88.9%	90.0%	100.0%	78.6%	87.6%	NA
How Well Doctors Communicate	75.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	79.2%	100.0%	92.9%	100.0%	93.9%	NA
Customer Service	100.0%	83.3%	75.0%	100.0%	0.0%	90.0%	83.3%	100.0%	92.9%	25.0%	100.0%	100.0%	75.0%	87.0%	NA
Shared Decision Making	0.0%	66.7%	84.8%	50.0%	100.0%	75.0%	66.7%	66.7%	95.8%	83.3%	77.8%	83.3%	80.0%	82.8%	NA
Health Promotion and Education	75.0%	50.0%	70.6%	50.0%	66.7%	88.9%	62.5%	70.0%	62.5%	71.4%	85.7%	88.9%	72.7%	77.4%	NA
Coordination of Care	0.0%	100.0%	80.0%	100.0%	60.0%	75.0%	100.0%	80.0%	100.0%	25.0%	100.0%	100.0%	75.0%	78.7%	NA
Ease of Filling Out Forms	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	90.0%	92.9%	98.6%	NA
Rating of Health Care (8 - 10)	100.0%	100.0%	94.1%	75.0%	83.3%	77.8%	75.0%	90.0%	81.3%	71.4%	100.0%	100.0%	81.8%	82.6%	NA
Rating of Personal Doctor (8 - 10)	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	73.3%	88.9%	85.7%	88.9%	83.3%	88.5%	NA
Rating of Specialist (8 - 10)	100.0%	100.0%	100.0%	0.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	86.8%	NA
Rating of Health Plan (8 - 10)	100.0%	100.0%	95.2%	75.0%	100.0%	72.7%	75.0%	100.0%	66.7%	80.0%	100.0%	90.0%	92.9%	78.6%	NA
Rating of Health Care (9 - 10)	50.0%	87.5%	70.6%	75.0%	50.0%	44.4%	25.0%	70.0%	75.0%	71.4%	100.0%	77.8%	63.6%	63.5%	NA
Rating of Personal Doctor (9 - 10)	60.0%	62.5%	89.5%	100.0%	57.1%	87.5%	50.0%	80.0%	73.3%	66.7%	85.7%	77.8%	83.3%	72.5%	NA
Rating of Specialist (9 - 10)	100.0%	75.0%	100.0%	0.0%	100.0%	33.3%	100.0%	85.7%	66.7%	75.0%	50.0%	40.0%	60.0%	69.8%	NA
Rating of Health Plan (9 - 10)	100.0%	100.0%	81.0%	75.0%	42.9%	63.6%	37.5%	90.9%	61.1%	50.0%	85.7%	70.0%	71.4%	61.4%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, range calculations are not included.



Correlation Analysis

Plan Specific Correlations

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Correlations This section provides 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 ($r > 0.400$). Comparisons to the 2017 Medicaid Child Quality Compass[®] All Plans benchmark are also shown with significance testing.

Slides are presented for both the General Population and the CCC Population.

Significance Testing

Green – Significantly higher percentage when compared to current year data.

Red – Significantly lower percentage when compared to current year data.

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

	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2017 Quality Compass All Plans
Getting Needed Care					
15 Getting care, tests, or treatments child needed	0.428	0.456	0.272	90.7%	89.2%
46 Child obtained appointment with specialist as soon as needed	0.333	0.326	0.371	83.5%	80.4%
Getting Care Quickly					
4 Child obtained needed care right away	0.066	0.300	0.334	90.1%	90.7%
6 Child obtained appointment for care as soon as needed	0.202	0.237	0.212	85.0%	87.2%
How Well Doctors Communicate					
32 Child's doctor explained things in an understandable way	0.382	0.504	0.464	95.4%	94.0%
33 Child's doctor listened carefully to you	0.351	0.349	0.401	96.2%	95.0%
34 Child's doctor showed respect for what you had to say	0.321	0.313	0.384	96.5%	96.2%
37 Child's doctor spent enough time with your child	0.346	0.366	0.534	88.8%	88.8%
Customer Service					
50 Getting information/help from customer service	0.351	0.361	0.295	84.2%	82.6%
51 Treated with courtesy and respect by customer service staff	0.189	0.160	0.234	95.7%	93.6%



	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2017 Quality Compass All Plans
Other Measures					
Coordination of Care	0.299	0.325	0.448	82.7%	82.9%
Ease of Filling Out Forms	0.027	0.104	0.048	96.4%	94.8%
Rating Questions					
Rating of Health Care	0.689	NA	0.576	85.4%	86.7%
Rating of Personal Doctor	0.308	0.576	NA	90.6%	89.3%
Rating of Specialist	0.135	0.220	0.157	88.3%	87.3%
Rating of Health Plan	NA	0.689	0.308	86.0%	85.8%

	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2017 Quality Compass All Plans
Getting Needed Care					
15 Getting care, tests, or treatments child needed	0.500	0.561	0.359	90.9%	90.6%
46 Child obtained appointment with specialist as soon as needed	0.434	0.454	0.231	78.4%	82.9%
Getting Care Quickly					
4 Child obtained needed care right away	0.079	0.300	0.337	94.7%	93.3%
6 Child obtained appointment for care as soon as needed	0.315	0.420	0.287	86.6%	90.8%
How Well Doctors Communicate					
32 Child's doctor explained things in an understandable way	0.319	0.454	0.494	96.4%	95.2%
33 Child's doctor listened carefully to you	0.272	0.380	0.517	94.4%	95.0%
34 Child's doctor showed respect for what you had to say	0.313	0.370	0.449	96.4%	96.1%
37 Child's doctor spent enough time with your child	0.353	0.397	0.484	93.4%	90.7%
Customer Service					
50 Getting information/help from customer service	0.416	0.310	0.259	81.2%	84.8%
51 Treated with courtesy and respect by customer service staff	0.412	0.260	0.225	91.9%	94.9%



Correlation Analysis – CCC Population *(continued)*

	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2017 Quality Compass All Plans
Other Measures					
Coordination of Care	0.429	0.511	0.576	80.0%	82.9%
Ease of Filling Out Forms	0.143	0.328	0.161	97.8%	94.3%
Rating Questions					
Rating of Health Care	0.569	NA	0.570	84.8%	85.4%
Rating of Personal Doctor	0.263	0.570	NA	89.2%	88.7%
Rating of Specialist	0.314	0.350	0.340	89.9%	86.0%
Rating of Health Plan	NA	0.569	0.263	82.8%	83.5%





Priority Matrix

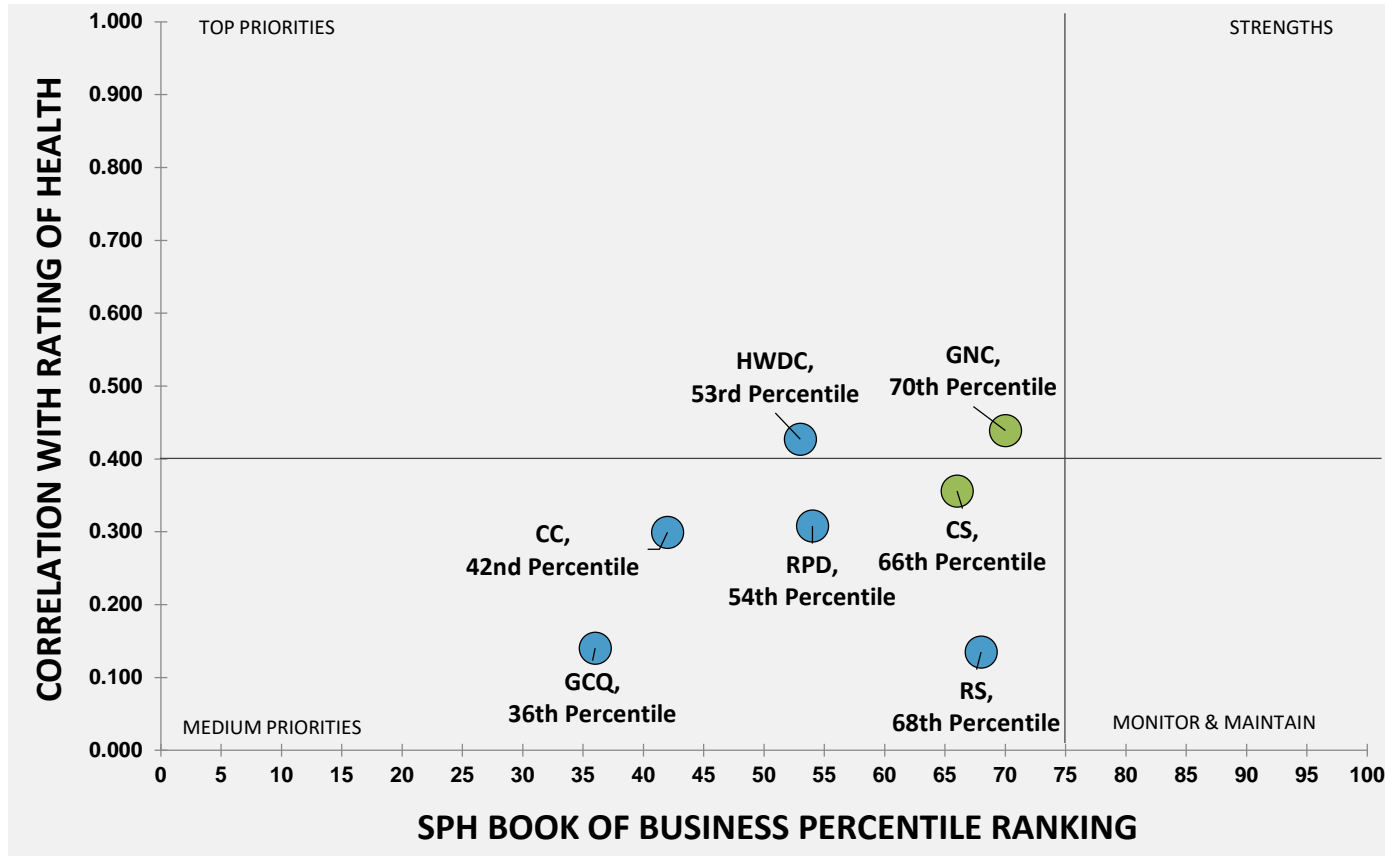
Display of Measure Performance

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Priority Matrix This section provides a graphical display of performance of survey composites and key measures, along with their relative ‘importance’ as it relates to *Rating of Health Plan* (Q54). Composites and key measures are placed on the Priority Matrix according to the interaction between their correlation coefficient and percentile ranking within the 2018 SPH Analytics Book of Business.

Composites and measures with moderate to strong correlations (0.400 and higher) 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 (0.400 and higher) with *Rating of Health Plan* 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 (below 0.400) with *Rating of Health Plan* but rank at or above the 75th percentile. Composites that are weakly correlated (below 0.400) with *Rating of Health Plan* and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

	HEALTH PLAN DOMAIN		HEALTH CARE DOMAIN
Getting Needed Care (GNC)		Getting Care Quickly (GCQ)	
		Coordination of Care (CC)	
		Rating of Personal Doctor (RPD)	
		Rating of Specialist (RS)	





Custom Question Analysis

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Custom Question Results

Your plan asked the following supplemental questions on the 2018 survey tool.

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in grey)					Plan's Summary Rate		SPH Book of Business - 2017*	
				2018	2017	Summary Rate	Correlation with Q54	2018	2017	Summary Rate	Correlation with Q54	
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	417	Yes 21.6%	No 78.4%				21.6%	22.1%	22.3%	NA
		CCC	256	39.1%	60.9%				39.1%	39.6%	38.2%	NA
85	In the last 6 months, who helped to coordinate your child's care?	General	391	Someone from your child's health plan 3.6%	Someone from your child's doctor's office or clinic 19.7%	Someone from another organization 3.1%	A friend or family member 4.9%	You 68.8%	NA	NA	NA	NA
		CCC	236	4.2%	30.1%	4.7%	2.5%	58.5%	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	410	Very dissatisfied 2.2%	Dissatisfied 2.2%	Neither dissatisfied nor satisfied 10.7%	Satisfied 50.5%	Very satisfied 34.4%	84.9%	84.9%	73.3%	NA
		CCC	251	1.6%	2.0%	13.9%	48.2%	34.3%	82.5%	84.0%	71.5%	0.037

* The 2017 SPH Analytics Book of Business consists of the results of 10 Medicaid child with CCC samples surveyed by SPH Analytics in 2017 that submitted data to NCQA.

Significance Testing

Green – Significantly higher percentage when compared to current year data.

Red – Significantly lower percentage when compared to current year data.

SPH understands CAHPS is only one component of your performance improvement program. We invite you to partner with us for ongoing quality improvement.

Performance Improvement Consulting

SPH's consulting services help plans understand their CAHPS results and develop improvement initiatives based on survey data.

Simulation and Drill-Down Surveys

Understand the why behind your members' responses and develop targeted initiatives to improve scores, performance, and member satisfaction.

Continuous Member Engagement and Outreach

Connect with members throughout the year with SPH's multi-channel member engagement and targeted outreach programs. Increase satisfaction/loyalty, close care gaps, and improve scores and ratings.

