

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



**Presbyterian Centennial Care**

Project Number(s): 6121149

## ***Introduction***

Your Sales Executive for this project is Candi Charmoli (770-299-1411) and your Account Project Manager is Emmanuel Akinleye (770-978-3173, ext. 1366). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Executive or your Account Project Manager.

## **New in 2017**

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

### **Sampling Procedures**

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

### **Product Updates**

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

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



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

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

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

### Information about the Chronic Care Measurement Set

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

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## 1. Executive Summary

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

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

SPH Analytics surveyed 4,188 (1,980 General Population + 2,208 supplemental sample) eligible child members of Presbyterian Centennial Care using a mixed (mail, phone, and Internet) survey methodology, per NCQA protocol,<sup>3</sup> to achieve a total response rate of 19.4%.

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

### **General Population**

SPH Analytics mailed the 2017 CAHPS® 5.0H Medicaid Child Member Satisfaction Survey (with CCC Measurement Set) to a sample of 1,980 eligible child members of Presbyterian Centennial Care. SPH Analytics collected 355 valid surveys from this sample, yielding a general population response rate of 18.3%.<sup>5</sup>

### **Children with Chronic Conditions Population**

Children with chronic conditions generally represent a relatively small proportion of the overall child population. To achieve a sufficient number of complete surveys for CCC results to be calculated, a supplemental sample of children who are more likely to have a chronic condition, based on claims experience, is selected and added to the standard CAHPS® 5.0H Child Survey sample (General Population). After the General Population sample is pulled, the supplemental sample is pulled based on a prescreen sample code. The NCQA required total sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), although plans may oversample if they choose.

Once surveys are completed, the CCC Population is identified based on the member's responses to the CCC survey-based screening tool.<sup>6</sup> *The general population data set and the CCC population data set are not mutually exclusive groups.* For example, if a child member is selected for the General Population sample and is identified as having a chronic condition based on responses to the CCC survey-based screening tool, then the member is included in General Population *and* CCC Population results.

A total of 270 child members have been identified as Children with Chronic Conditions.

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

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

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

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



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

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

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Customer Service
- Shared Decision Making
- Health Promotion and Education
- Coordination of Care
- Health Care, Provider, and Plan Ratings

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

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

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

### **Overview of Summary Rate Comparisons**

The tables beginning on the following page present composite, measure, and rating Summary Rate Scores (SR) for the Health Plan domain, the Health Care domain, and CCC Composites. Included in each table are your plan’s current scores compared to trend data (if applicable), the 2017 SPH Analytics Book of Business benchmark, and the 2016 Quality Compass® All Plans<sup>7</sup> benchmark.

<sup>7</sup> The source for data contained in this publication is Quality Compass® All Plans 2016 and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

### Health Plan Domain

Composites, Measures, & Ratings	General Population				CCC Population		
	2017 SR	2016 SR	2017 SPH Analytics Benchmark	2016 QC All Plans Benchmark	2017 SR	2016 SR	2016 QC All Plans Benchmark
8-10 Rating of Health Plan (Q54)	89.1%	85.2%	86.1%	84.7%	85.4%	79.6%	82.2%
9-10 Rating of Health Plan (Q54)	70.7%	71.9%	70.8%	69.0%	65.9%	63.5%	65.8%
Getting Needed Care	91.0%	83.9%	83.9%	84.0%	87.8%	83.3%	86.1%
Customer Service	94.0%*	91.0%	88.7%	88.0%	91.2%*	90.3%	89.4%
Ease of Filling Out Forms (Q53)	95.9%	96.4%	94.4%	95.0%	94.4%	94.1%	95.1%

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

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

### Health Care Domain

Composites, Measures, & Ratings	General Population				CCC Population		
	2017 SR	2016 SR	2017 SPHA Benchmark	2016 QC All Plans Benchmark	2017 SR	2016 SR	2016 QC All Plans Benchmark
8-10 Rating of Health Care (Q14)	87.1%	84.5%	86.9%	88.4%	88.6%	77.3%	84.2%
9-10 Rating of Health Care (Q14)	66.1%	69.9%	69.2%	67.7%	62.4%	54.6%	66.0%
Getting Care Quickly	89.0%	87.5%	88.4%	89.0%	90.5%	86.2%	91.8%
How Well Doctors Communicate	92.9%	93.6%	93.5%	93.0%	94.6%	91.6%	93.9%
Shared Decision Making	76.5%*	75.9%	76.6%	78.0%	86.5%*	84.2%	85.0%
Health Promotion and Education (Q8)	70.4%	72.0%	68.4%	70.9%	77.3%	73.6%	77.0%
Coordination of Care (Q40)	84.3%*	78.1%	83.5%	82.6%	81.3%	73.0%	82.0%
8-10 Rating of Personal Doctor (Q41)	91.1%	87.2%	89.6%	85.5%	90.1%	89.9%	88.0%
9-10 Rating of Personal Doctor (Q41)	77.7%	74.8%	76.2%	74.8%	73.3%	73.5%	74.7%
8-10 Rating of Specialist (Q48)	85.7%*	83.0%	86.4%	84.7%	87.2%	86.0%	85.5%
9-10 Rating of Specialist (Q48)	71.4%*	63.8%	72.2%	71.1%	71.6%	59.0%	70.8%

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

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

**CCC Composites**

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

CCC Measurement Set Composites	CCC Population			General Population 2017 Summary Rates
	2017 SR	2016 SR	2016 QC All Plans Benchmark	
Access to Prescription Medicines (Q56)	90.0%	90.3%	90.7%	92.8%
Access to Specialized Services	75.9%*	76.0%	77.1%	67.8%*
Family-Centered Care: Personal Doctor Who Knows Your Child	89.9%	86.9%	90.6%	83.6%*
Family-Centered Care: Getting Needed Information (Q9)	92.4%	89.0%	90.9%	88.0%
Coordination of Care for Children with Chronic Conditions	79.3%*	72.1%	77.1%	77.8%*

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

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



## Key Driver and Opportunity Analyses

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

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

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



### Plan Strength (Market & Maintain):

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

### Plan Opportunity (Investigate & Improve):

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

### Area to Monitor:

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

## Rating of Health Plan Opportunity Analysis

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

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

Key Drivers of Health Plan Rating	Beta Coefficient ( $\beta$ ) <sup>8</sup>	Percentile Ranking	Opportunity Analysis
Customer Service	0.627	95th	Strength
Getting Needed Care	0.614	97th	Strength

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

**Rating of Health Care Opportunity Analysis**

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

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

Key Drivers of Health Care Rating	Beta Coefficient (β)	Percentile Ranking	Opportunity Analysis
Getting Needed Care	0.591	97th	Strength
How Well Doctors Communicate	0.581	41st	Opportunity

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

**Rating of Personal Doctor Opportunity Analysis**

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

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

Key Drivers of Personal Doctor Rating	Beta Coefficient (β)	Percentile Ranking	Opportunity Analysis
How Well Doctors Communicate	1.452	41st	Opportunity
Coordination of Care	0.270	58th	Monitor

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

### Accreditation for 2017 Scoring

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

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

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

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

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

Composite/Rating Item	Approximate Plan Percentile Threshold	Points Awarded per Accreditation Year		
		2017	2016	2015
Getting Needed Care	50th	1.263	1.473	1.473
Getting Care Quickly	25th	0.743	0.867	0.867
Customer Service	NA	-	-	-
Coordination of Care (Q40)	NA	-	-	
Rating of Health Care (Q14)	90th	1.857	2.167	2.167
Rating of Personal Doctor (Q41)	90th	1.857	2.167	2.167
Rating of Specialist (Q48)	NA	-	-	-
Rating of Health Plan (Q54)	75th	3.814	3.814	3.814
<b>Approximate Points Earned (Out of 13.000 in 2015, 2016, and 2017)</b>		<b>9.534</b>	<b>10.487</b>	<b>10.488</b>

*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.*

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

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



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

## 2. Methodology

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

### **Response Rate**

The required sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), in accordance with NCQA protocol for the Medicaid Child Member Satisfaction Survey (with CCC Measurement Set), although plans may choose to over-sample or augment<sup>11</sup> their population if desired. Your plan's sample size is 4,188 (1,980 General Population + 2,208 supplemental sample).

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

SPH Analytics used a mixed (mail, phone, and Internet) survey administration methodology, per NCQA protocol, to achieve a total response rate of 19.4%.

### **General Population**

SPH Analytics surveyed a sample of 1,980 eligible child members of Presbyterian Centennial Care. A total of 355 valid surveys (152 Mail, 186 Telephone, and 17 Internet) were collected from this sample. After adjusting for ineligible members, your survey response rate is 18.3%. The overall NCQA target number of valid surveys is 411.

Your plan's survey was also conducted in Spanish for non-English-speaking members during the telephone portion of the survey administration process. The total number of completes from the Spanish language component is 83.

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

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

Disposition Group	Disposition Category	N
Ineligible	Deceased (05)	0
	Does not meet eligibility criteria (01)	23
	Language barrier (03)	16
	Mentally/Physically incapable (04)	0
	<b>Total Ineligible</b>	<b>39</b>
Non-response	Break-off/Incomplete (02)	39
	Refusal (06)	8
	Maximum attempts made (07)	1537
	Added to DNC list (08)	2
	<b>Total Non-response</b>	<b>1586</b>

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

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

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

$$\frac{152 \text{ (Mail)} + 186 \text{ (Phone)} + 17 \text{ (Internet)}}{1,980 \text{ (Sample)} - 39 \text{ (Ineligible)}} = \frac{355}{1,941} = 18.3\%$$

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

### CCC Population

Children with chronic conditions represent a relatively small proportion of the overall child population. To achieve a sufficient number of complete surveys for CCC results to be calculated, a supplemental sample of children who are more likely to have a chronic condition, based on claims experience, is selected and added to the standard CAHPS® 5.0H Child Survey sample (General Population). After the General Population sample is pulled, the supplemental sample is pulled based on a prescreen sample code. The NCQA required total sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), although plans may choose to over-sample their population if necessary.

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

There are 270 child members who have been identified as Children with Chronic Conditions (CCC).

There are 33 CCC members who have completed the survey in Spanish.

It cannot be determined which respondents out of the total sample qualify as having a chronic condition. Given that a denominator for this equation cannot be determined, there is no response rate provided for the CCC Population.

### **Profile of Survey Respondents**

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

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

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



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

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

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

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

## **General Population**

## **Demographic Results**

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

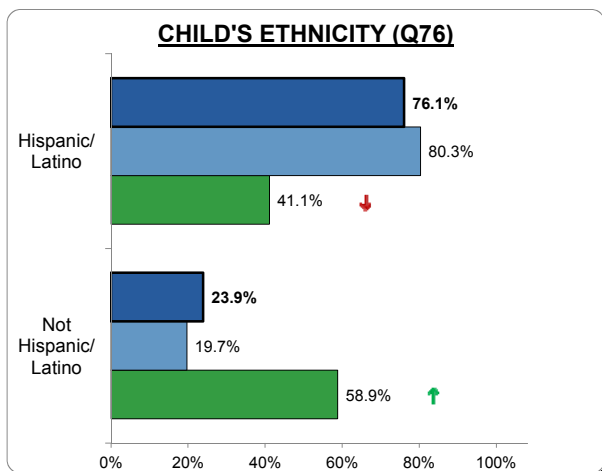
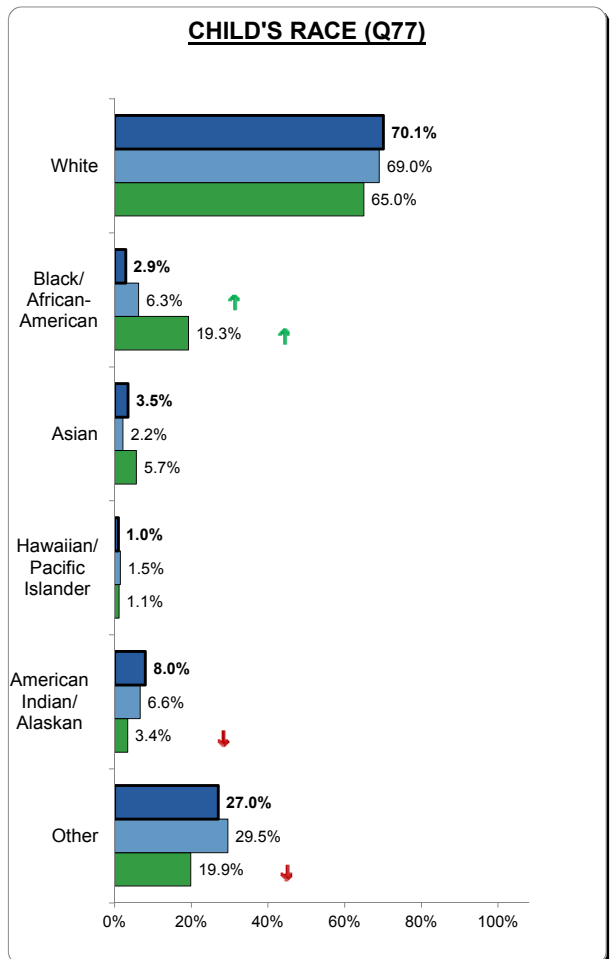
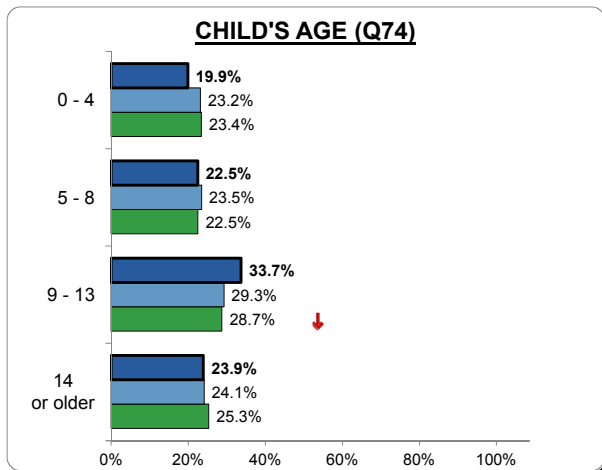
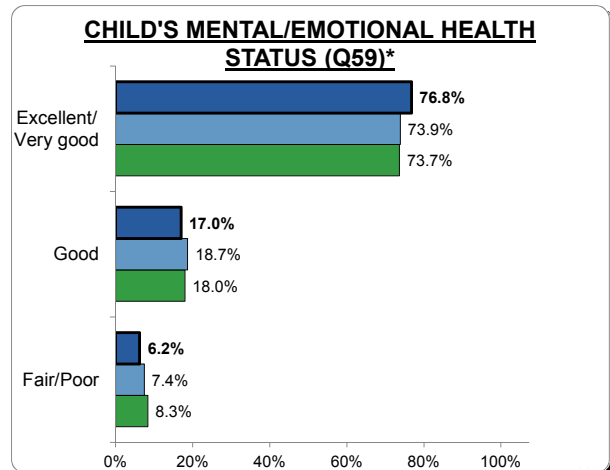
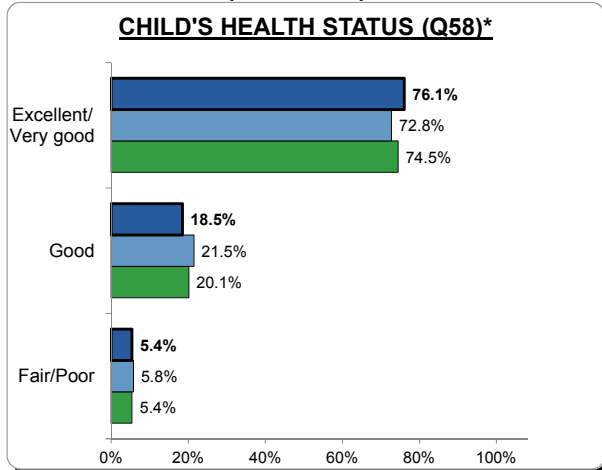


# Profile of Survey Respondents

## Survey Demographic Comparisons

General Population

355 Total General Population Respondents



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

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

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

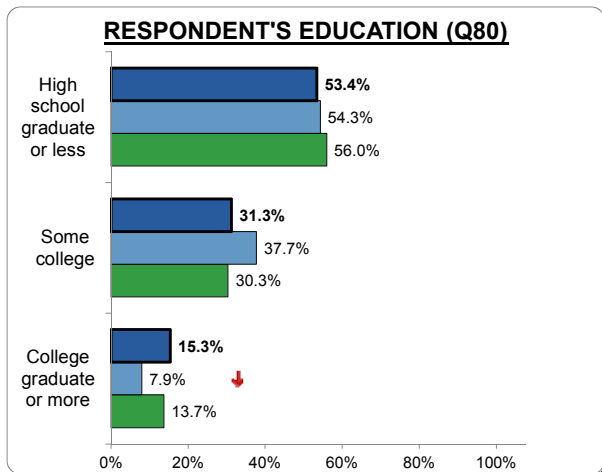
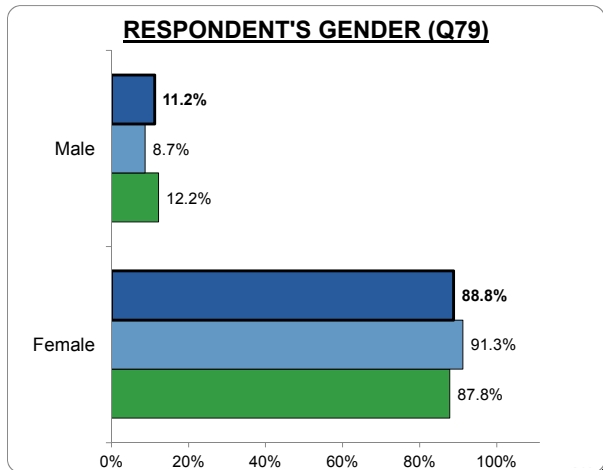
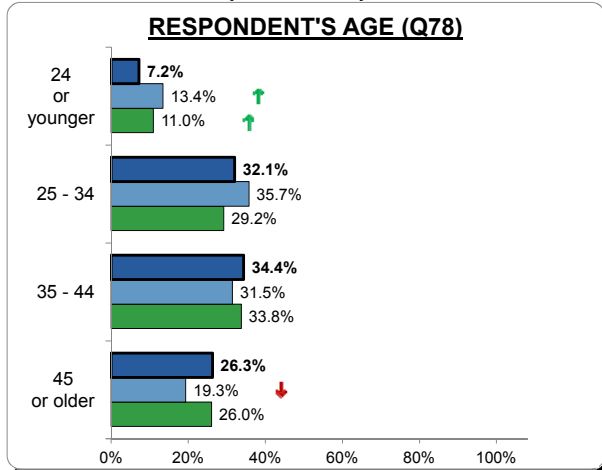
Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between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

# Profile of Survey Respondents

## Survey Demographic Comparisons (Continued)

General Population

355 Total General Population Respondents

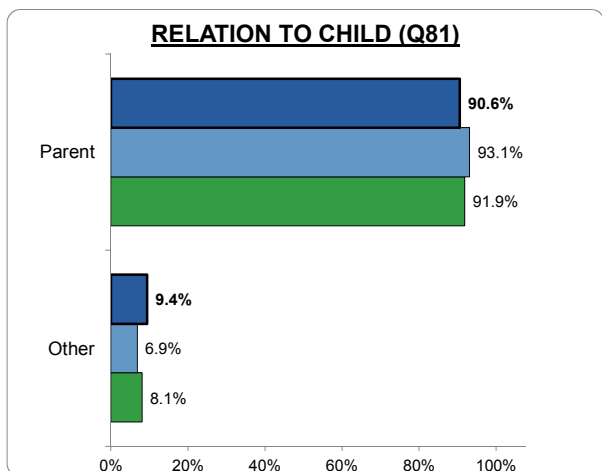


### Research on CAHPS® survey results indicates that...

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

### RATING OF HEALTH PLAN (Q54)

Year/Benchmark	Rating of 8, 9, or 10
2017 Rate	89.1%
2016 Rate	85.2%
2017 SPH Analytics Benchmark	86.1%



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

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

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

# Segmentation Analysis

**Presbyterian Centennial Care**

**Rating of Health Plan (Q54) by Demographics**

**Medicaid Child with CCC CAHPS®**

General Population

355 Total General Population Respondents

Survey Item		Rating of Health Plan (Q54)							
		0-3		4-7		8-10		9-10	
		Valid n*	%	Valid n*	%	Valid n*	%	Valid n*	%
RATING OF PERSONAL DOCTOR (Q41)	0 - 7	1	3.8%	7	26.9%	18	69.2%	10	38.5%
	8 - 10	2	0.8%	14	5.4%	245	93.9%	198	75.9%
CONTACT CUSTOMER SERVICE (Q49)	Yes	1	1.1%	6	6.5%	85	92.4%	73	79.3%
	No	2	0.8%	29	11.5%	222	87.7%	170	67.2%
GOT INFORMATION/HELP FROM CUSTOMER SERVICE (Q50)	Never/Sometimes	1	10.0%	2	20.0%	7	70.0%	7	70.0%
	Always/Usually	0	0.0%	4	4.9%	78	95.1%	66	80.5%
RATING OF HEALTH PLAN (Q54)	0 - 7	3	7.9%	35	92.1%	NA	NA	NA	NA
	8 - 10	NA	NA	NA	NA	310	100.0%	246	79.4%
CHILD'S HEALTH STATUS (Q58)**	Excellent/Very good	2	0.8%	22	8.4%	237	90.8%	188	72.0%
	Good	0	0.0%	10	15.4%	55	84.6%	44	67.7%
	Fair/Poor	1	5.3%	3	15.8%	15	78.9%	11	57.9%
CHILD'S MENTAL/EMOTIONAL HEALTH STATUS (Q59)**	Excellent/Very good	2	0.8%	25	9.4%	239	89.8%	199	74.8%
	Good	1	1.7%	7	11.9%	51	86.4%	33	55.9%
	Fair/Poor	0	0.0%	3	13.6%	19	86.4%	13	59.1%
RESPONDENT'S AGE (Q78)	24 or younger	0	0.0%	4	16.0%	21	84.0%	17	68.0%
	25 - 34	1	0.9%	8	7.3%	101	91.8%	81	73.6%
	35 - 44	1	0.8%	12	10.2%	105	89.0%	87	73.7%
	45 or older	1	1.1%	11	12.6%	75	86.2%	56	64.4%
RESPONDENT'S EDUCATION (Q80)	High School or less	1	0.6%	19	10.6%	159	88.8%	126	70.4%
	Some College or more	2	1.3%	16	10.3%	137	88.4%	107	69.0%
DATA COLLECTION METHOD	Mail	3	2.0%	20	13.6%	124	84.4%	89	60.5%
	Phone	0	0.0%	13	7.1%	171	92.9%	142	77.2%
	Internet	0	0.0%	2	11.8%	15	88.2%	15	88.2%

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

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

## **CCC Population**

## **Demographic Results**

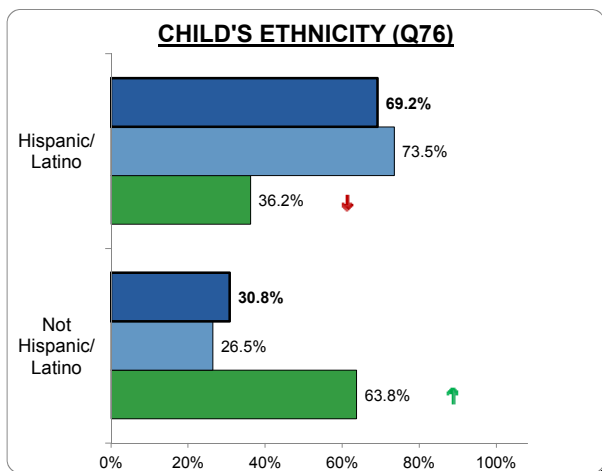
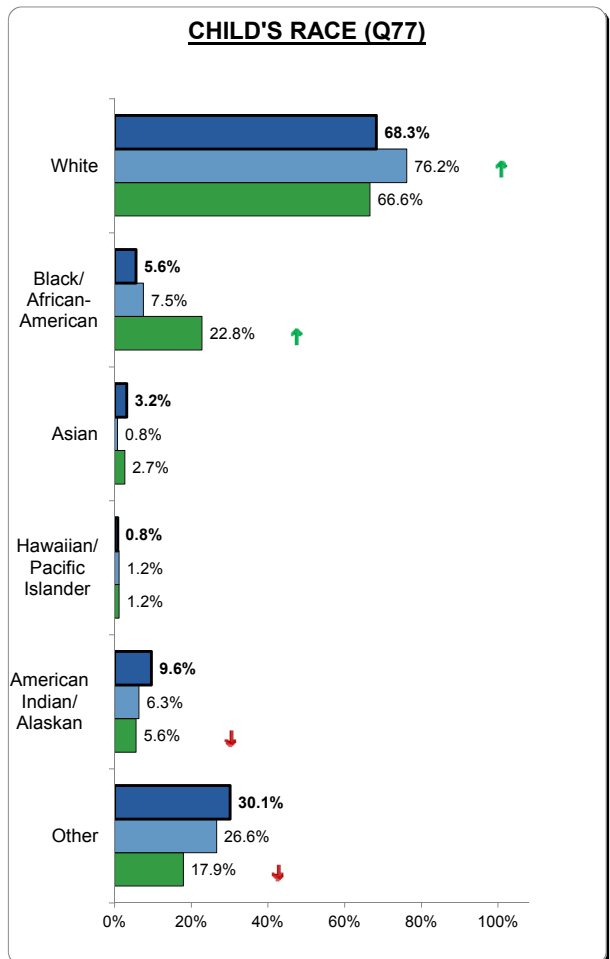
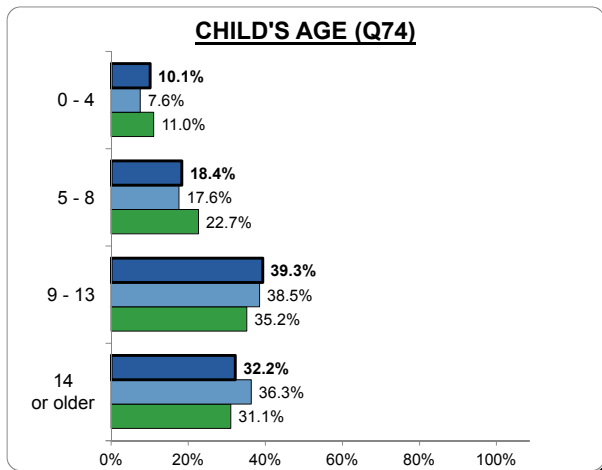
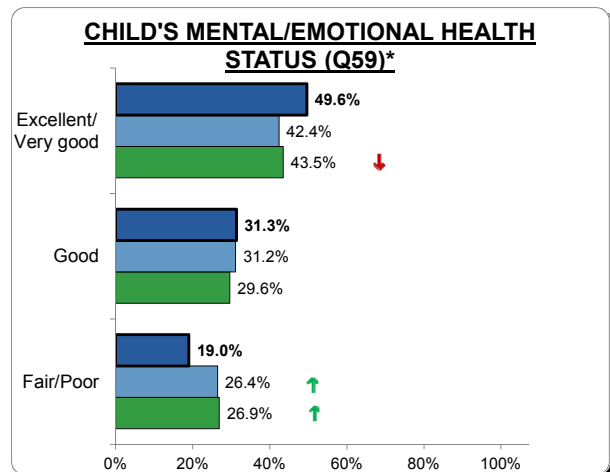
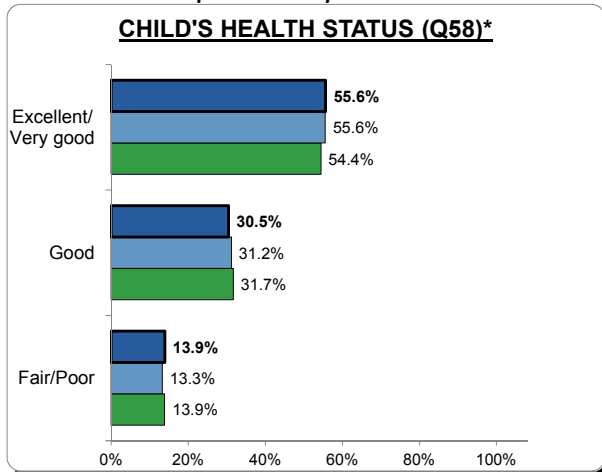
**CCC Population Charts 2A – 2D**  
(See following pages.)

# Profile of Survey Respondents

## Survey Demographic Comparisons

CCC Population

270 Total CCC Population Respondents



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

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

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

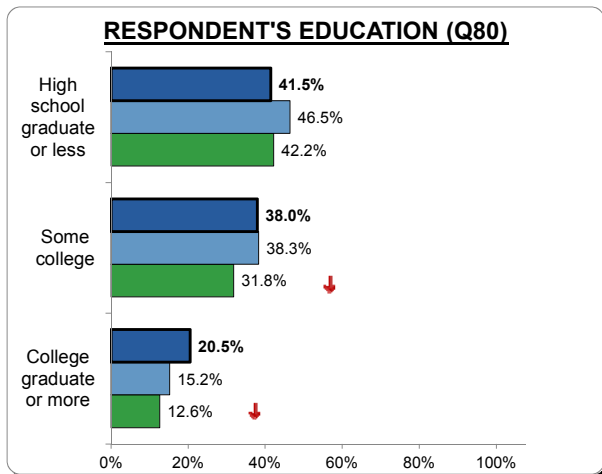
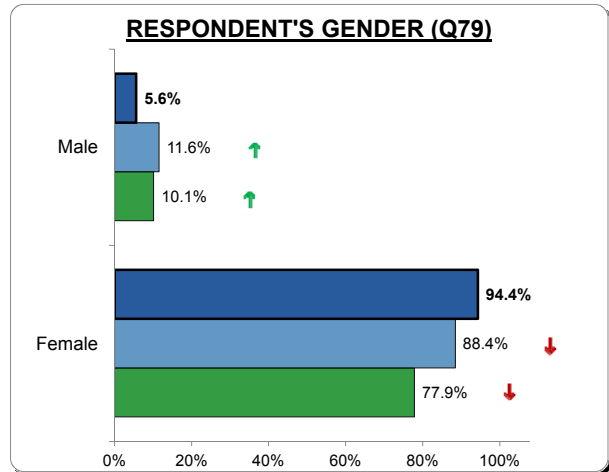
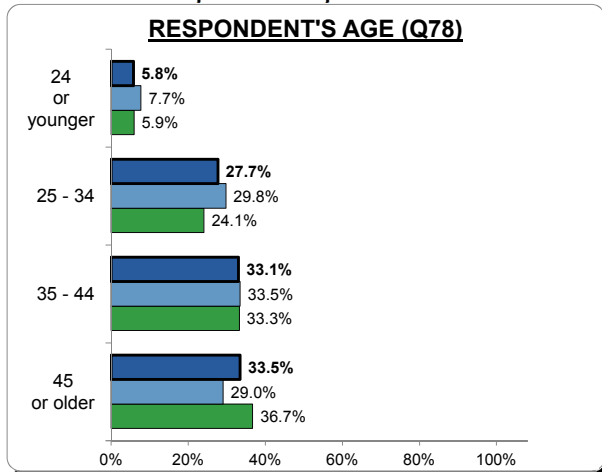
Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between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

# Profile of Survey Respondents

## Survey Demographic Comparisons (Continued)

CCC Population

270 Total CCC Population Respondents

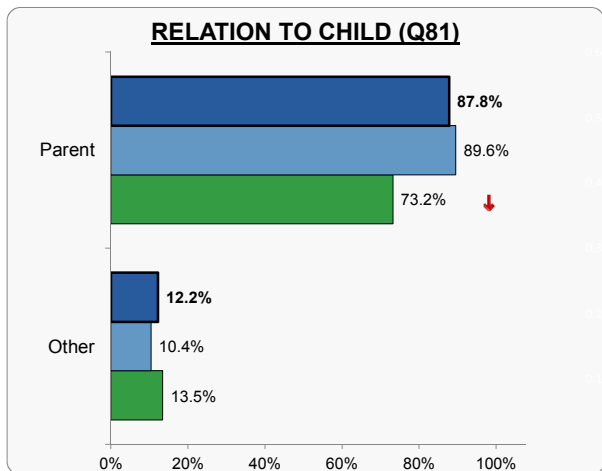


### Research on CAHPS® survey results indicates that...

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

### RATING OF HEALTH PLAN (Q54)

Year/Benchmark	Rating of 8, 9, or 10
2017 Rate	85.4%
2016 Rate	79.6%
2017 SPH Analytics Benchmark	82.3%



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

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

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

# Segmentation Analysis

**Presbyterian Centennial Care**

Rating of Health Plan (Q54) by Demographics

**Medicaid Child with CCC CAHPS®**

CCC Population

270 Total CCC Population Respondents

Survey Item		Rating of Health Plan (Q54)							
		0-3		4-7		8-10		9-10	
		Valid n*	%	Valid n*	%	Valid n*	%	Valid n*	%
RATING OF PERSONAL DOCTOR (Q41)	0 - 7	0	0.0%	7	29.2%	17	70.8%	7	29.2%
	8 - 10	3	1.4%	21	9.7%	193	88.9%	154	71.0%
CONTACT CUSTOMER SERVICE (Q49)	Yes	1	1.2%	9	10.6%	75	88.2%	60	70.6%
	No	3	1.7%	26	14.4%	151	83.9%	115	63.9%
GOT INFORMATION/HELP FROM CUSTOMER SERVICE (Q50)	Never/Sometimes	1	9.1%	5	45.5%	5	45.5%	4	36.4%
	Always/Usually	0	0.0%	4	5.4%	70	94.6%	56	75.7%
RATING OF HEALTH PLAN (Q54)	0 - 7	4	10.3%	35	89.7%	NA	NA	NA	NA
	8 - 10	NA	NA	NA	NA	228	100.0%	176	77.2%
CHILD'S HEALTH STATUS (Q58)**	Excellent/Very good	1	0.7%	21	14.4%	124	84.9%	99	67.8%
	Good	0	0.0%	8	10.0%	72	90.0%	51	63.8%
	Fair/Poor	2	5.4%	6	16.2%	29	78.4%	23	62.2%
CHILD'S MENTAL/EMOTIONAL HEALTH STATUS (Q59)**	Excellent/Very good	0	0.0%	17	12.8%	116	87.2%	93	69.9%
	Good	3	3.7%	13	15.9%	66	80.5%	48	58.5%
	Fair/Poor	1	2.0%	4	8.0%	45	90.0%	34	68.0%
RESPONDENT'S AGE (Q78)	24 or younger	0	0.0%	2	13.3%	13	86.7%	8	53.3%
	25 - 34	2	2.8%	9	12.5%	61	84.7%	47	65.3%
	35 - 44	1	1.2%	8	9.3%	77	89.5%	62	72.1%
	45 or older	0	0.0%	14	16.5%	71	83.5%	54	63.5%
RESPONDENT'S EDUCATION (Q80)	High School or less	2	1.9%	11	10.4%	93	87.7%	69	65.1%
	Some College or more	2	1.3%	22	14.8%	125	83.9%	98	65.8%
DATA COLLECTION METHOD	Mail	4	3.0%	17	12.8%	112	84.2%	84	63.2%
	Phone	0	0.0%	16	13.2%	105	86.8%	83	68.6%
	Internet	0	0.0%	2	15.4%	11	84.6%	9	69.2%

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

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

# Profile of Survey Respondents & Child Members

**Presbyterian Centennial Care**

Comparison between CCC and General Population

**Medicaid Child with CCC CAHPS®**

355 Total General Population Respondents

270 Total CCC Population Respondents

Demographic	Category	CCC Population	General Population
Respondent's Gender (Q79)	Male	5.6%	11.2%
	Female	94.4%	88.8%
Respondent's Age (Q78)	24 or younger	5.8%	7.2%
	25 - 34 years	27.7%	32.1%
	35 - 44 years	33.1%	34.4%
	45 or older	33.5%	26.3%
Relation to Child (Q81)	Parent	87.8%	90.6%
	Other	12.2%	9.4%
Respondent's Education (Q80)	High School Graduate or less	41.5%	53.4%
	Some College	38.0%	31.3%
	College Graduate or more	20.5%	15.3%
Child's Race/Ethnicity (Q76 & Q77)*	White	68.3%	70.1%
	Black/African-American	5.6%	2.9%
	Hispanic/Latino	69.2%	76.1%
	Asian	3.2%	3.5%
	Hawaiian/Pacific Is.	0.8%	1.0%
	Am. Indian/Alaskan	9.6%	8.0%
	Other	30.1%	27.0%
Child's Age (Q74)	0 - 4 years	10.1%	19.9%
	5 - 8 years	18.4%	22.5%
	9 - 13 years	39.3%	33.7%
	14 or older	32.2%	23.9%
Child's Health Status (Q58)**	Excellent/Very good	55.6%	76.1%
	Good	30.5%	18.5%
	Fair/Poor	13.9%	5.4%
Child's Mental/Emotional Health Status (Q59)**	Excellent/Very good	49.6%	76.8%
	Good	31.3%	17.0%
	Fair/Poor	19.0%	6.2%

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

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

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



### 3. Trend and Benchmark Comparisons

The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

- Page 3A      Summary of Trend and Benchmark Comparisons  
Shows how your plan's composite and key question Summary Rates compare to scores from the previous year's results (if applicable) and scores from the 2017 SPH Analytics Medicaid Child Book of Business and 2016 Quality Compass® All Plans benchmarks. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted. Refer to the *Technical Notes* for more information on this topic.
- Page 3B      2016 Quality Compass® All Plans Mean and Percentiles  
Shows how your health plan's composite and key question Summary Rates compare to the 2016 Quality Compass® All Plans benchmark. The General Population benchmark includes approximately 179 samples of Medicaid child plans (Non-CCC and CCC) that submitted to NCQA. Conversely, the CCC Population benchmark includes approximately 53 samples of Medicaid child plans (CCC) that submitted to NCQA. Your plan's approximate percentile ranking<sup>12</sup> in relation to the Quality Compass® All Plans benchmark is displayed next to each score.
- Page 3C      2017 SPH Analytics Medicaid Child Book of Business Mean and Percentiles  
Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2017 SPH Analytics Medicaid Child Book of Business benchmark. The General Population benchmark contains data from 69 plan-specific Medicaid child (Non-CCC and CCC) samples contracted with SPH Analytics to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2017. Conversely, the CCC benchmark contains data from 13 plan-specific Medicaid child (CCC) samples that contracted with SPH Analytics to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2017. Your plan's percentile ranking is shown beside each score.
- Page 3D      Population Comparison (CCC Population)  
Shows how your health plan's composite and key question Summary Rates from your General Population compare to your CCC Population.
- Note:** Significance testing is not appropriate for these two groups since they are not mutually exclusive.

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

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

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

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

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

## **General Population**

### **Trend and Benchmark Comparison Results**

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

# Summary of Trend and Benchmark (Non-CCC) Comparisons

Presbyterian Centennial Care

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

Medicaid Child with CCC CAHPS®

General Population

355 Total General Population Respondents

Composites, Attributes, and Key Questions		2017 Valid n and Summary Rate*	2016 Summary Rate*	2015 Summary Rate*	2017 SPH Analytics Book of Business**	2016 Quality Compass® All Plans**
<b>Getting Needed Care</b>		91.0%	83.9%	82.8%	83.9%	84.0%
Q15. Ease of getting care, tests, or treatment child needed	226	92.0%	91.8%	90.6%	88.9%	88.6%
Q46. Obtained child's appointment with specialist as soon as needed	60	90.0%	76.0%	75.0%	78.9%	79.7%
<b>Getting Care Quickly</b>		89.0%	87.5%	89.1%	88.4%	89.0%
Q4. Child obtained needed care right away	107	88.8%	90.5%	92.0%	90.0%	90.6%
Q6. Child obtained appointment for care as soon as needed	204	89.2%	84.6%	86.2%	86.8%	87.0%
<b>How Well Doctors Communicate</b>		92.9%	93.6%	95.2%	93.5%	93.0%
Q32. Child's doctor explained things in an understandable way	200	94.5%	95.2%	96.5%	94.1%	93.6%
Q33. Child's doctor listened carefully to you	200	94.0%	94.1%	96.9%	94.9%	94.8%
Q34. Child's doctor showed respect for what you had to say	200	96.5%	95.7%	97.3%	96.2%	95.9%
Q37. Child's doctor spent enough time with your child	199	86.4%	89.3%	90.2%	88.7%	88.4%
<b>Customer Service</b>		94.0%	91.0%	89.1%	88.7%	88.0%
Q50. Getting information/help from customer service	92	89.1%	86.7%	84.7%	83.5%	82.7%
Q51. Treated with courtesy and respect by customer service staff	91	98.9%	95.2%	93.6%	93.9%	93.2%
<b>Shared Decision Making</b>		76.5%	75.9%	80.7%	76.6%	78.0%
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	53	92.5%	85.9%	88.9%	90.6%	92.2%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	52	69.2%	60.9%	69.0%	61.6%	64.8%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	53	67.9%	81.0%	84.3%	77.6%	78.3%
<b>Health Promotion and Education (Q8)</b>	226	70.4%	72.0%	65.7%	68.4%	70.9%
<b>Coordination of Care (Q40)</b>	83	84.3%	78.1%	87.8%	83.5%	82.6%
<b>Ease of Filling Out Forms (Q53)</b>	345	95.9%	96.4%	95.2%	94.4%	95.0%
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>						
<b>Rating of Health Care (Q14)</b>	224	87.1%	84.5%	85.7%	86.9%	88.4%
<b>Rating of Personal Doctor (Q41)</b>	291	91.1%	87.2%	84.8%	89.6%	85.5%
<b>Rating of Specialist (Q48)</b>	56	85.7%	83.0%	81.8%	86.4%	84.7%
<b>Rating of Health Plan (Q54)</b>	348	89.1%	85.2%	88.3%	86.1%	84.7%
<b>Rating Items (Summary Rate = 9 + 10)</b>						
<b>Rating of Health Care (Q14)</b>	224	66.1%	69.9%	69.2%	69.2%	67.7%
<b>Rating of Personal Doctor (Q41)</b>	291	77.7%	74.8%	72.3%	76.2%	74.8%
<b>Rating of Specialist (Q48)</b>	56	71.4%	63.8%	69.1%	72.2%	71.1%
<b>Rating of Health Plan (Q54)</b>	348	70.7%	71.9%	73.2%	70.8%	69.0%
<b>CCC Composites and Questions</b>						
<b>Access to Prescription Medicines (Q56)</b>	139	92.8%	87.6%	91.8%	NA	NA
<b>Access to Specialized Services</b>		67.8%	75.6%	84.5%	NA	NA
Q20. Ease of getting special medical equipment or devices	13	46.2%	73.3%	85.7%	NA	NA
Q23. Ease of getting therapy	23	73.9%	79.3%	87.1%	NA	NA
Q26. Ease of getting treatment or counseling	30	83.3%	74.3%	80.6%	NA	NA
<b>FCC: Personal Doctor Who Knows Child</b>		83.6%	89.7%	89.8%	NA	NA
Q38. Doctor talked about how child is feeling, growing, and behaving	198	83.8%	90.3%	90.2%	NA	NA
Q43. Doctor understands how these conditions affect child's day-to-day life	48	85.4%	87.5%	92.5%	NA	NA
Q44. Doctor understands how these conditions affect family's day-to-day life	49	81.6%	91.2%	86.6%	NA	NA
<b>FCC: Getting Needed Information (Q9)</b>	225	88.0%	91.8%	91.2%	NA	NA
<b>Coordination of Care for CCC</b>		77.8%	68.1%	73.6%	NA	NA
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	15	100.0%	83.3%	95.2%	NA	NA
Q29. Obtaining help coordinating child's care among different providers or services	72	55.6%	52.9%	51.9%	NA	NA

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

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

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

# Benchmark Comparisons

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






General Population

355 Total General Population Respondents

## Presbyterian Centennial Care

Medicaid Child with CCC CAHPS®

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2016 Quality Compass All Plans Mean & Percentiles***				
			Mean	25th	50th	75th	90th
<b>Getting Needed Care</b>	<b>91.0%</b>	<b>98th</b>	<b>84.0%</b>	<b>81.0%</b>	<b>84.0%</b>	<b>87.0%</b>	<b>89.0%</b>
Q15. Ease of getting care, tests, or treatment child needed	92.0%	78th	88.6%	86.2%	89.3%	91.7%	93.3%
Q46. Obtained child's appointment with specialist as soon as needed	90.0%	99th	79.7%	77.1%	80.7%	83.6%	85.3%
<b>Getting Care Quickly</b>	<b>89.0%</b>	<b>53rd</b>	<b>89.0%</b>	<b>86.0%</b>	<b>89.0%</b>	<b>92.0%</b>	<b>94.0%</b>
Q4. Child obtained needed care right away	88.8%	27th	90.6%	88.3%	91.0%	93.9%	95.8%
Q6. Child obtained appointment for care as soon as needed	89.2%	64th	87.0%	84.6%	87.7%	90.4%	92.8%
<b>How Well Doctors Communicate</b>	<b>92.9%</b>	<b>36th</b>	<b>93.0%</b>	<b>92.0%</b>	<b>93.0%</b>	<b>95.0%</b>	<b>96.0%</b>
Q32. Child's doctor explained things in an understandable way	94.5%	57th	93.6%	92.2%	94.2%	95.3%	96.5%
Q33. Child's doctor listened carefully to you	94.0%	29th	94.8%	93.6%	94.9%	96.2%	97.2%
Q34. Child's doctor showed respect for what you had to say	96.5%	64th	95.9%	95.0%	95.9%	96.9%	97.7%
Q37. Child's doctor spent enough time with your child	86.4%	27th	88.4%	86.1%	88.9%	90.9%	92.7%
<b>Customer Service</b>	<b>94.0%</b>	<b>99th</b>	<b>88.0%</b>	<b>86.0%</b>	<b>88.0%</b>	<b>90.0%</b>	<b>92.0%</b>
Q50. Getting information/help from customer service	89.1%	94th	82.7%	80.5%	82.8%	85.6%	87.2%
Q51. Treated with courtesy and respect by customer service staff	98.9%	99th	93.2%	92.1%	93.4%	94.9%	96.0%
<b>Shared Decision Making</b>	<b>76.5%</b>	<b>26th</b>	<b>78.0%</b>	<b>76.0%</b>	<b>78.0%</b>	<b>81.0%</b>	<b>83.0%</b>
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	92.5%	50th	92.2%	90.5%	92.5%	95.0%	96.5%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	69.2%	82nd	64.8%	61.7%	64.5%	67.7%	72.1%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	67.9%	<10th	78.3%	75.4%	78.4%	80.8%	84.0%
<b>Health Promotion and Education (Q8)</b>	<b>70.4%</b>	<b>45th</b>	<b>70.9%</b>	<b>68.2%</b>	<b>71.1%</b>	<b>73.4%</b>	<b>76.3%</b>
<b>Coordination of Care (Q40)</b>	<b>84.3%</b>	<b>66th</b>	<b>82.6%</b>	<b>80.0%</b>	<b>82.9%</b>	<b>85.4%</b>	<b>87.3%</b>
<b>Ease of Filling Out Forms (Q53)</b>	<b>95.9%</b>	<b>68th</b>	<b>95.0%</b>	<b>94.1%</b>	<b>95.2%</b>	<b>96.2%</b>	<b>96.8%</b>
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
<b>Rating of Health Care (Q14)</b>	<b>87.1%</b>	<b>63rd</b>	<b>88.4%</b>	<b>83.9%</b>	<b>85.9%</b>	<b>88.1%</b>	<b>90.1%</b>
<b>Rating of Personal Doctor (Q41)</b>	<b>91.1%</b>	<b>85th</b>	<b>85.5%</b>	<b>86.8%</b>	<b>88.6%</b>	<b>90.4%</b>	<b>91.8%</b>
<b>Rating of Specialist (Q48)</b>	<b>85.7%</b>	<b>47th</b>	<b>84.7%</b>	<b>83.3%</b>	<b>86.2%</b>	<b>88.1%</b>	<b>89.5%</b>
<b>Rating of Health Plan (Q54)</b>	<b>89.1%</b>	<b>85th</b>	<b>84.7%</b>	<b>82.3%</b>	<b>85.2%</b>	<b>87.9%</b>	<b>90.6%</b>
<b>Rating Items (Summary Rate = 9 + 10)</b>							
<b>Rating of Health Care (Q14)</b>	<b>66.1%</b>	<b>32nd</b>	<b>67.7%</b>	<b>64.8%</b>	<b>68.1%</b>	<b>70.9%</b>	<b>73.8%</b>
<b>Rating of Personal Doctor (Q41)</b>	<b>77.7%</b>	<b>76th</b>	<b>74.8%</b>	<b>72.5%</b>	<b>74.6%</b>	<b>77.4%</b>	<b>79.8%</b>
<b>Rating of Specialist (Q48)</b>	<b>71.4%</b>	<b>50th</b>	<b>71.1%</b>	<b>66.7%</b>	<b>71.3%</b>	<b>75.0%</b>	<b>79.9%</b>
<b>Rating of Health Plan (Q54)</b>	<b>70.7%</b>	<b>59th</b>	<b>69.0%</b>	<b>65.1%</b>	<b>68.8%</b>	<b>73.6%</b>	<b>76.7%</b>

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

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

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

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

# Benchmark Comparisons

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






General Population

355 Total General Population Respondents

Presbyterian Centennial Care

Medicaid Child with CCC CAHPS®

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2017 SPH Analytics Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
<b>Getting Needed Care</b>	<b>91.0%</b>	<b>97th</b>	<b>83.9%</b>	<b>80.8%</b>	<b>83.7%</b>	<b>88.2%</b>	<b>89.7%</b>
Q15. Ease of getting care, tests, or treatment child needed	92.0%	67th	88.9%	85.8%	89.2%	92.9%	94.5%
Q46. Obtained child's appointment with specialist as soon as needed	90.0%	99th	78.9%	74.8%	80.6%	84.2%	85.9%
<b>Getting Care Quickly</b>	<b>89.0%</b>	<b>50th</b>	<b>88.4%</b>	<b>84.3%</b>	<b>89.0%</b>	<b>92.9%</b>	<b>95.0%</b>
Q4. Child obtained needed care right away	88.8%	41st	90.0%	85.6%	90.1%	94.1%	97.1%
Q6. Child obtained appointment for care as soon as needed	89.2%	64th	86.8%	82.7%	87.0%	91.6%	93.8%
<b>How Well Doctors Communicate</b>	<b>92.9%</b>	<b>41st</b>	<b>93.5%</b>	<b>91.8%</b>	<b>93.7%</b>	<b>95.7%</b>	<b>96.7%</b>
Q32. Child's doctor explained things in an understandable way	94.5%	52nd	94.1%	92.3%	93.9%	96.4%	97.4%
Q33. Child's doctor listened carefully to you	94.0%	27th	94.9%	93.7%	95.0%	96.3%	97.2%
Q34. Child's doctor showed respect for what you had to say	96.5%	52nd	96.2%	95.4%	96.3%	97.3%	98.2%
Q37. Child's doctor spent enough time with your child	86.4%	33rd	88.7%	85.6%	88.4%	93.0%	94.7%
<b>Customer Service</b>	<b>94.0%</b>	<b>95th</b>	<b>88.7%</b>	<b>86.6%</b>	<b>88.4%</b>	<b>90.1%</b>	<b>92.8%</b>
Q50. Getting information/help from customer service	89.1%	88th	83.5%	81.5%	82.6%	85.2%	89.1%
Q51. Treated with courtesy and respect by customer service staff	98.9%	97th	93.9%	92.3%	93.8%	95.4%	97.5%
<b>Shared Decision Making</b>	<b>76.5%</b>	<b>50th</b>	<b>76.6%</b>	<b>73.4%</b>	<b>76.5%</b>	<b>79.8%</b>	<b>82.3%</b>
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	92.5%	52nd	90.6%	87.3%	91.9%	95.2%	97.5%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	69.2%	82nd	61.6%	56.7%	61.7%	67.0%	69.8%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	67.9%	<10th	77.6%	74.0%	77.1%	81.7%	83.6%
<b>Health Promotion and Education (Q8)</b>	<b>70.4%</b>	<b>67th</b>	<b>68.4%</b>	<b>65.7%</b>	<b>67.9%</b>	<b>71.4%</b>	<b>73.5%</b>
<b>Coordination of Care (Q40)</b>	<b>84.3%</b>	<b>58th</b>	<b>83.5%</b>	<b>81.1%</b>	<b>83.7%</b>	<b>86.0%</b>	<b>88.4%</b>
<b>Ease of Filling Out Forms (Q53)</b>	<b>95.9%</b>	<b>73rd</b>	<b>94.4%</b>	<b>92.7%</b>	<b>94.7%</b>	<b>95.9%</b>	<b>97.2%</b>
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
<b>Rating of Health Care (Q14)</b>	<b>87.1%</b>	<b>48th</b>	<b>86.9%</b>	<b>85.2%</b>	<b>87.1%</b>	<b>88.7%</b>	<b>90.0%</b>
<b>Rating of Personal Doctor (Q41)</b>	<b>91.1%</b>	<b>72nd</b>	<b>89.6%</b>	<b>88.4%</b>	<b>89.4%</b>	<b>91.2%</b>	<b>92.0%</b>
<b>Rating of Specialist (Q48)</b>	<b>85.7%</b>	<b>35th</b>	<b>86.4%</b>	<b>84.1%</b>	<b>87.8%</b>	<b>89.7%</b>	<b>91.6%</b>
<b>Rating of Health Plan (Q54)</b>	<b>89.1%</b>	<b>75th</b>	<b>86.1%</b>	<b>83.8%</b>	<b>85.6%</b>	<b>89.1%</b>	<b>91.3%</b>
<b>Rating Items (Summary Rate = 9 + 10)</b>							
<b>Rating of Health Care (Q14)</b>	<b>66.1%</b>	<b>25th</b>	<b>69.2%</b>	<b>66.1%</b>	<b>69.8%</b>	<b>71.8%</b>	<b>73.2%</b>
<b>Rating of Personal Doctor (Q41)</b>	<b>77.7%</b>	<b>66th</b>	<b>76.2%</b>	<b>74.2%</b>	<b>76.6%</b>	<b>78.7%</b>	<b>80.3%</b>
<b>Rating of Specialist (Q48)</b>	<b>71.4%</b>	<b>42nd</b>	<b>72.2%</b>	<b>69.0%</b>	<b>72.6%</b>	<b>76.5%</b>	<b>79.2%</b>
<b>Rating of Health Plan (Q54)</b>	<b>70.7%</b>	<b>55th</b>	<b>70.8%</b>	<b>67.3%</b>	<b>70.2%</b>	<b>74.3%</b>	<b>79.2%</b>

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

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

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

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

## **CCC Population**

### **Trend and Benchmark Comparison Results**

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

# Summary of Trend and Benchmark (CCC) Comparisons

Presbyterian Centennial Care

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

Medicaid Child with CCC CAHPS®

270 Total CCC Population Respondents

Composites, Attributes, and Key Questions		2017 Valid n and Summary Rate*	2016 Summary Rate*	2015 Summary Rate*	2017 SPH Analytics Book of Business**	2016 Quality Compass® All Plans**
<b>Getting Needed Care</b>		87.8%	83.3%	85.3%	85.5%	86.1%
Q15. Ease of getting care, tests, or treatment child needed	209	88.5%	85.7%	87.4%	89.8%	90.2%
Q46. Obtained child's appointment with specialist as soon as needed	116	87.1%	81.0%	83.2%	81.2%	82.5%
<b>Getting Care Quickly</b>		90.5%	86.2%	88.4%	90.2%	91.8%
Q4. Child obtained needed care right away	107	92.5%	89.0%	89.8%	91.8%	92.9%
Q6. Child obtained appointment for care as soon as needed	209	88.5%	83.5%	87.0%	88.6%	90.8%
<b>How Well Doctors Communicate</b>		94.6%	91.6%	93.7%	94.0%	93.9%
Q32. Child's doctor explained things in an understandable way	193	95.3%	95.0%	94.7%	94.8%	95.0%
Q33. Child's doctor listened carefully to you	193	95.3%	91.4%	93.8%	94.5%	94.6%
Q34. Child's doctor showed respect for what you had to say	193	97.9%	93.5%	94.7%	96.2%	95.5%
Q37. Child's doctor spent enough time with your child	193	89.6%	86.6%	91.6%	90.5%	90.6%
<b>Customer Service</b>		91.2%	90.3%	86.5%	90.3%	89.4%
Q50. Getting information/help from customer service	85	87.1%	83.9%	79.6%	85.5%	84.2%
Q51. Treated with courtesy and respect by customer service staff	85	95.3%	96.7%	93.5%	95.2%	94.7%
<b>Shared Decision Making</b>		86.5%	84.2%	82.4%	84.0%	85.0%
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	89	96.6%	94.8%	94.7%	95.5%	96.2%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	89	77.5%	72.4%	74.3%	72.1%	74.3%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	88	85.2%	85.2%	78.0%	84.5%	84.3%
<b>Health Promotion and Education (Q8)</b>	211	77.3%	73.6%	72.3%	77.5%	77.0%
<b>Coordination of Care (Q40)</b>	112	81.3%	73.0%	80.8%	83.7%	82.0%
<b>Ease of Filling Out Forms (Q53)</b>	267	94.4%	94.1%	91.4%	94.6%	95.1%
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>						
<b>Rating of Health Care (Q14)</b>	210	88.6%	77.3%	78.6%	85.4%	84.2%
<b>Rating of Personal Doctor (Q41)</b>	243	90.1%	89.9%	86.1%	87.7%	88.0%
<b>Rating of Specialist (Q48)</b>	109	87.2%	86.0%	84.0%	86.9%	85.5%
<b>Rating of Health Plan (Q54)</b>	267	85.4%	79.6%	83.7%	82.3%	82.2%
<b>Rating Items (Summary Rate = 9 + 10)</b>						
<b>Rating of Health Care (Q14)</b>	210	62.4%	54.6%	58.0%	66.8%	66.0%
<b>Rating of Personal Doctor (Q41)</b>	243	73.3%	73.5%	71.1%	75.5%	74.7%
<b>Rating of Specialist (Q48)</b>	109	71.6%	59.0%	68.9%	72.5%	70.8%
<b>Rating of Health Plan (Q54)</b>	267	65.9%	63.5%	65.0%	65.9%	65.8%
<b>CCC Composites and Questions</b>						
<b>Access to Prescription Medicines (Q56)</b>	211	90.0%	90.3%	87.7%	90.8%	90.7%
<b>Access to Specialized Services</b>		75.9%	76.0%	83.1%	74.6%	77.1%
Q20. Ease of getting special medical equipment or devices	32	65.6%	73.1%	90.6%	73.2%	NA
Q23. Ease of getting therapy	64	81.3%	78.3%	78.4%	77.2%	77.8%
Q26. Ease of getting treatment or counseling	88	80.7%	76.5%	80.3%	73.4%	78.6%
<b>FCC: Personal Doctor Who Knows Child</b>		89.9%	86.9%	87.9%	90.3%	90.6%
Q38. Doctor talked about how child is feeling, growing, and behaving	193	88.6%	87.5%	82.6%	88.7%	89.0%
Q43. Doctor understands how these conditions affect child's day-to-day life	167	93.4%	87.7%	92.9%	92.9%	92.9%
Q44. Doctor understands how these conditions affect family's day-to-day life	170	87.6%	85.6%	88.4%	89.4%	89.9%
<b>FCC: Getting Needed Information (Q9)</b>	211	92.4%	89.0%	92.8%	90.9%	90.9%
<b>Coordination of Care for CCC</b>		79.3%	72.1%	78.8%	79.1%	77.1%
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	34	97.1%	88.2%	97.5%	94.7%	NA
Q29. Obtaining help coordinating child's care among different providers or services	122	61.5%	56.0%	60.2%	63.5%	61.4%

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

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

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



**Benchmark Comparisons**  
**2016 Quality Compass All Plans (CCC) Mean and Percentiles**  
 CCC Population  
 270 Total CCC Population Respondents

**Presbyterian Centennial Care**  
**Medicaid Child with CCC CAHPS®**

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2016 Quality Compass All Plans Mean & Percentiles***				
			Mean	25th	50th	75th	90th
<b>Getting Needed Care</b>	<b>87.8%</b>	<b>64th</b>	<b>86.1%</b>	<b>83.3%</b>	<b>87.1%</b>	<b>88.7%</b>	<b>90.2%</b>
Q15. Ease of getting care, tests, or treatment child needed	88.5%	26th	90.2%	88.4%	90.5%	92.6%	93.2%
Q46. Obtained child's appointment with specialist as soon as needed	87.1%	86th	82.5%	79.8%	83.8%	85.4%	87.6%
<b>Getting Care Quickly</b>	<b>90.5%</b>	<b>23rd</b>	<b>91.8%</b>	<b>90.6%</b>	<b>92.3%</b>	<b>94.1%</b>	<b>94.9%</b>
Q4. Child obtained needed care right away	92.5%	38th	92.9%	91.5%	93.2%	94.7%	96.2%
Q6. Child obtained appointment for care as soon as needed	88.5%	24th	90.8%	89.2%	91.3%	93.5%	94.5%
<b>How Well Doctors Communicate</b>	<b>94.6%</b>	<b>61st</b>	<b>93.9%</b>	<b>93.1%</b>	<b>94.2%</b>	<b>94.9%</b>	<b>95.5%</b>
Q32. Child's doctor explained things in an understandable way	95.3%	55th	95.0%	94.5%	95.1%	95.9%	96.6%
Q33. Child's doctor listened carefully to you	95.3%	63rd	94.6%	93.5%	94.7%	95.8%	96.4%
Q34. Child's doctor showed respect for what you had to say	97.9%	96th	95.5%	94.5%	95.8%	96.4%	97.0%
Q37. Child's doctor spent enough time with your child	89.6%	26th	90.6%	89.3%	91.3%	92.2%	93.8%
<b>Customer Service</b>	<b>91.2%</b>	<b>80th</b>	<b>89.4%</b>	<b>87.5%</b>	<b>89.1%</b>	<b>91.0%</b>	<b>93.1%</b>
Q50. Getting information/help from customer service	87.1%	77th	84.2%	82.1%	83.9%	86.3%	89.4%
Q51. Treated with courtesy and respect by customer service staff	95.3%	54th	94.7%	93.3%	94.8%	96.6%	97.7%
<b>Shared Decision Making</b>	<b>86.5%</b>	<b>77th</b>	<b>85.0%</b>	<b>83.8%</b>	<b>85.4%</b>	<b>86.1%</b>	<b>87.2%</b>
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	96.6%	48th	96.2%	94.9%	96.6%	97.3%	98.2%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	77.5%	79th	74.3%	71.3%	75.2%	76.7%	80.6%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	85.2%	59th	84.3%	81.4%	84.9%	86.5%	89.3%
<b>Health Promotion and Education (Q8)</b>	<b>77.3%</b>	<b>43rd</b>	<b>77.0%</b>	<b>75.0%</b>	<b>77.4%</b>	<b>78.8%</b>	<b>81.3%</b>
<b>Coordination of Care (Q40)</b>	<b>81.3%</b>	<b>37th</b>	<b>82.0%</b>	<b>80.2%</b>	<b>82.5%</b>	<b>84.8%</b>	<b>85.8%</b>
<b>Ease of Filling Out Forms (Q53)</b>	<b>94.4%</b>	<b>35th</b>	<b>95.1%</b>	<b>94.1%</b>	<b>95.4%</b>	<b>96.2%</b>	<b>97.4%</b>
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
<b>Rating of Health Care (Q14)</b>	<b>88.6%</b>	<b>96th</b>	<b>84.2%</b>	<b>83.0%</b>	<b>84.1%</b>	<b>86.2%</b>	<b>87.8%</b>
<b>Rating of Personal Doctor (Q41)</b>	<b>90.1%</b>	<b>81st</b>	<b>88.0%</b>	<b>86.7%</b>	<b>88.0%</b>	<b>89.5%</b>	<b>90.7%</b>
<b>Rating of Specialist (Q48)</b>	<b>87.2%</b>	<b>76th</b>	<b>85.5%</b>	<b>83.8%</b>	<b>85.2%</b>	<b>87.0%</b>	<b>89.1%</b>
<b>Rating of Health Plan (Q54)</b>	<b>85.4%</b>	<b>79th</b>	<b>82.2%</b>	<b>79.5%</b>	<b>83.2%</b>	<b>85.0%</b>	<b>86.9%</b>
<b>Rating Items (Summary Rate = 9 + 10)</b>							
<b>Rating of Health Care (Q14)</b>	<b>62.4%</b>	<b>13th</b>	<b>66.0%</b>	<b>63.5%</b>	<b>65.5%</b>	<b>69.0%</b>	<b>71.5%</b>
<b>Rating of Personal Doctor (Q41)</b>	<b>73.3%</b>	<b>30th</b>	<b>74.7%</b>	<b>73.1%</b>	<b>75.0%</b>	<b>76.8%</b>	<b>79.0%</b>
<b>Rating of Specialist (Q48)</b>	<b>71.6%</b>	<b>52nd</b>	<b>70.8%</b>	<b>66.7%</b>	<b>70.5%</b>	<b>75.3%</b>	<b>77.2%</b>
<b>Rating of Health Plan (Q54)</b>	<b>65.9%</b>	<b>47th</b>	<b>65.8%</b>	<b>62.1%</b>	<b>66.1%</b>	<b>69.3%</b>	<b>72.4%</b>
<b>CCC Composites and Questions</b>							
<b>Access to Prescription Medicines (Q56)</b>	<b>90.0%</b>	<b>34th</b>	<b>90.7%</b>	<b>89.0%</b>	<b>91.3%</b>	<b>93.3%</b>	<b>94.7%</b>
<b>Access to Specialized Services</b>	<b>75.9%</b>	<b>31st</b>	<b>77.1%</b>	<b>72.8%</b>	<b>78.9%</b>	<b>81.0%</b>	<b>82.4%</b>
Q20. Ease of getting special medical equipment or devices	65.6%	NA	NA	NA	NA	NA	NA
Q23. Ease of getting therapy	81.3%	63rd	77.8%	71.8%	78.9%	85.3%	86.1%
Q26. Ease of getting treatment or counseling	80.7%	62nd	78.6%	75.7%	79.5%	82.4%	84.9%
<b>FCC: Personal Doctor Who Knows Child</b>	<b>89.9%</b>	<b>28th</b>	<b>90.6%</b>	<b>89.5%</b>	<b>90.7%</b>	<b>91.9%</b>	<b>92.7%</b>
Q38. Doctor talked about how child is feeling, growing, and behaving	88.6%	48th	89.0%	87.7%	88.6%	91.1%	91.8%
Q43. Doctor understands how these conditions affect child's day-to-day life	93.4%	56th	92.9%	91.4%	93.3%	94.7%	95.6%
Q44. Doctor understands how these conditions affect family's day-to-day life	87.6%	19th	89.9%	88.3%	89.9%	92.0%	93.0%
<b>FCC: Getting Needed Information (Q9)</b>	<b>92.4%</b>	<b>79th</b>	<b>90.9%</b>	<b>89.9%</b>	<b>90.5%</b>	<b>91.7%</b>	<b>93.8%</b>
<b>Coordination of Care for CCC</b>	<b>79.3%</b>	<b>86th</b>	<b>77.1%</b>	<b>75.9%</b>	<b>77.0%</b>	<b>78.4%</b>	<b>80.9%</b>
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	97.1%	NA	NA	NA	NA	NA	NA
Q29. Obtaining help coordinating child's care among different providers or services	61.5%	55th	61.4%	57.8%	60.0%	65.4%	66.5%

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

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

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

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

# Benchmark Comparisons

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






CCC Population

270 Total CCC Population Respondents

Presbyterian Centennial Care

Medicaid Child with CCC CAHPS®

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2017 SPH Analytics Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
<b>Getting Needed Care</b>	87.8%	66th	85.5%	81.9%	86.5%	88.8%	90.2%
Q15. Ease of getting care, tests, or treatment child needed	88.5%	91st	89.8%	87.6%	88.5%	92.9%	94.1%
Q46. Obtained child's appointment with specialist as soon as needed	87.1%	50th	81.2%	79.0%	81.9%	85.5%	87.0%
<b>Getting Care Quickly</b>	90.5%	50th	90.2%	88.4%	90.5%	92.5%	93.6%
Q4. Child obtained needed care right away	92.5%	50th	91.8%	89.4%	92.5%	93.3%	95.5%
Q6. Child obtained appointment for care as soon as needed	88.5%	41st	88.6%	86.9%	88.6%	91.8%	93.2%
<b>How Well Doctors Communicate</b>	94.6%	50th	94.0%	92.4%	94.6%	94.9%	96.3%
Q32. Child's doctor explained things in an understandable way	95.3%	66th	94.8%	93.2%	94.8%	96.2%	97.4%
Q33. Child's doctor listened carefully to you	95.3%	75th	94.5%	94.1%	94.8%	95.3%	96.4%
Q34. Child's doctor showed respect for what you had to say	97.9%	99th	96.2%	95.9%	96.5%	96.7%	97.8%
Q37. Child's doctor spent enough time with your child	89.6%	33rd	90.5%	87.8%	90.2%	93.2%	95.5%
<b>Customer Service</b>	91.2%	66th	90.3%	89.1%	90.4%	91.4%	92.9%
Q50. Getting information/help from customer service	87.1%	66th	85.5%	82.9%	84.8%	87.2%	89.4%
Q51. Treated with courtesy and respect by customer service staff	95.3%	50th	95.2%	93.4%	95.3%	96.6%	97.9%
<b>Shared Decision Making</b>	86.5%	83rd	84.0%	82.7%	84.7%	86.3%	86.5%
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	96.6%	50th	95.5%	95.7%	96.6%	97.5%	97.9%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	77.5%	91st	72.1%	70.1%	74.4%	75.3%	77.4%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	85.2%	33rd	84.5%	80.9%	86.3%	87.5%	87.8%
<b>Health Promotion and Education (Q8)</b>	77.3%	50th	77.5%	76.7%	77.3%	79.6%	80.3%
<b>Coordination of Care (Q40)</b>	81.3%	16th	83.7%	82.0%	85.5%	87.3%	88.3%
<b>Ease of Filling Out Forms (Q53)</b>	94.4%	33rd	94.6%	93.9%	94.9%	96.0%	97.1%
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
<b>Rating of Health Care (Q14)</b>	88.6%	99th	85.4%	83.0%	84.8%	87.6%	88.4%
<b>Rating of Personal Doctor (Q41)</b>	90.1%	91st	87.7%	85.8%	87.8%	89.5%	90.1%
<b>Rating of Specialist (Q48)</b>	87.2%	58th	86.9%	86.4%	87.0%	87.7%	88.8%
<b>Rating of Health Plan (Q54)</b>	85.4%	83rd	82.3%	81.4%	82.6%	84.8%	86.0%
<b>Rating Items (Summary Rate = 9 + 10)</b>							
<b>Rating of Health Care (Q14)</b>	62.4%	16th	66.8%	64.5%	66.5%	71.4%	72.5%
<b>Rating of Personal Doctor (Q41)</b>	73.3%	16th	75.5%	74.3%	76.3%	77.8%	79.5%
<b>Rating of Specialist (Q48)</b>	71.6%	33rd	72.5%	71.4%	72.9%	74.0%	75.5%
<b>Rating of Health Plan (Q54)</b>	65.9%	50th	65.9%	64.2%	65.9%	70.3%	71.0%
<b>CCC Composites and Questions</b>							
<b>Access to Prescription Medicines (Q56)</b>	90.0%	33rd	90.8%	88.8%	91.1%	93.0%	93.8%
<b>Access to Specialized Services</b>	75.9%	41st	74.6%	69.5%	76.5%	78.1%	80.3%
Q20. Ease of getting special medical equipment or devices	65.6%	16th	73.2%	66.7%	73.9%	81.8%	82.6%
Q23. Ease of getting therapy	81.3%	66th	77.2%	73.1%	75.5%	81.8%	85.1%
Q26. Ease of getting treatment or counseling	80.7%	75th	73.4%	67.6%	74.8%	80.7%	84.4%
<b>FCC: Personal Doctor Who Knows Child</b>	89.9%	33rd	90.3%	88.1%	91.0%	92.4%	93.5%
Q38. Doctor talked about how child is feeling, growing, and behaving	88.6%	33rd	88.7%	86.8%	89.1%	90.8%	91.9%
Q43. Doctor understands how these conditions affect child's day-to-day life	93.4%	41st	92.9%	90.6%	93.6%	94.9%	95.7%
Q44. Doctor understands how these conditions affect family's day-to-day life	87.6%	33rd	89.4%	87.1%	89.0%	92.3%	93.3%
<b>FCC: Getting Needed Information (Q9)</b>	92.4%	83rd	90.9%	89.2%	91.3%	92.3%	92.6%
<b>Coordination of Care for CCC</b>	79.3%	41st	79.1%	77.7%	79.6%	80.5%	82.1%
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	97.1%	83rd	94.7%	92.9%	94.9%	96.9%	97.3%
Q29. Obtaining help coordinating child's care among different providers or services	61.5%	33rd	63.5%	60.0%	62.2%	67.3%	68.0%

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

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

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

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

# Population Comparison

# Presbyterian Centennial Care

## Medicaid Child with CCC CAHPS®

355 Total General Population Respondents

270 Total CCC Population Respondents

Composites and Key Questions	General Population		CCC Population	
	Valid n	Summary Rate*	Valid n	Summary Rate*
<b>Getting Needed Care</b>		91.0%		87.8%
Q15. Ease of getting care, tests, or treatment child needed	226	92.0%	209	88.5%
Q46. Obtained child's appointment with specialist as soon as needed	60	90.0%	116	87.1%
<b>Getting Care Quickly</b>		89.0%		90.5%
Q4. Child obtained needed care right away	107	88.8%	107	92.5%
Q6. Child obtained appointment for care as soon as needed	204	89.2%	209	88.5%
<b>How Well Doctors Communicate</b>		92.9%		94.6%
Q32. Child's doctor explained things in an understandable way	200	94.5%	193	95.3%
Q33. Child's doctor listened carefully to you	200	94.0%	193	95.3%
Q34. Child's doctor showed respect for what you had to say	200	96.5%	193	97.9%
Q37. Child's doctor spent enough time with your child	199	86.4%	193	89.6%
<b>Customer Service</b>		94.0%		91.2%
Q50. Getting information/help from customer service	92	89.1%	85	87.1%
Q51. Treated with courtesy and respect by customer service staff	91	98.9%	85	95.3%
<b>Shared Decision Making</b>		76.5%		86.5%
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	53	92.5%	89	96.6%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	52	69.2%	89	77.5%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	53	67.9%	88	85.2%
<b>Health Promotion and Education (Q8)</b>	226	70.4%	211	77.3%
<b>Coordination of Care (Q40)</b>	83	84.3%	112	81.3%
<b>Ease of Filling Out Forms (Q53)</b>	345	95.9%	267	94.4%
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>				
<b>Rating of Health Care (Q14)</b>	224	87.1%	210	88.6%
<b>Rating of Personal Doctor (Q41)</b>	291	91.1%	243	90.1%
<b>Rating of Specialist (Q48)</b>	56	85.7%	109	87.2%
<b>Rating of Health Plan (Q54)</b>	348	89.1%	267	85.4%
<b>Rating Items (Summary Rate = 9 + 10)</b>				
<b>Rating of Health Care (Q14)</b>	224	66.1%	210	62.4%
<b>Rating of Personal Doctor (Q41)</b>	291	77.7%	243	73.3%
<b>Rating of Specialist (Q48)</b>	56	71.4%	109	71.6%
<b>Rating of Health Plan (Q54)</b>	348	70.7%	267	65.9%
<b>CCC Composites and Questions</b>				
<b>Access to Prescription Medicines (Q56)</b>	139	92.8%	211	90.0%
<b>Access to Specialized Services</b>		67.8%		75.9%
Q20. Ease of getting special medical equipment or devices	13	46.2%	32	65.6%
Q23. Ease of getting therapy	23	73.9%	64	81.3%
Q26. Ease of getting treatment or counseling	30	83.3%	88	80.7%
<b>FCC: Personal Doctor Who Knows Child</b>		83.6%		89.9%
Q38. Doctor talked about how child is feeling, growing, and behaving	198	83.8%	193	88.6%
Q43. Doctor understands how these conditions affect child's day-to-day life	48	85.4%	167	93.4%
Q44. Doctor understands how these conditions affect family's day-to-day life	49	81.6%	170	87.6%
<b>FCC: Getting Needed Information (Q9)</b>	225	88.0%	211	92.4%
<b>Coordination of Care for CCC</b>		77.8%		79.3%
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	15	100.0%	34	97.1%
Q29. Obtaining help coordinating child's care among different providers or services	72	55.6%	122	61.5%

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

## 4. Global Proportions and Accreditation

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

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



*Example:*

*Summary Rate – 75% (Always and Usually)*

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

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

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

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

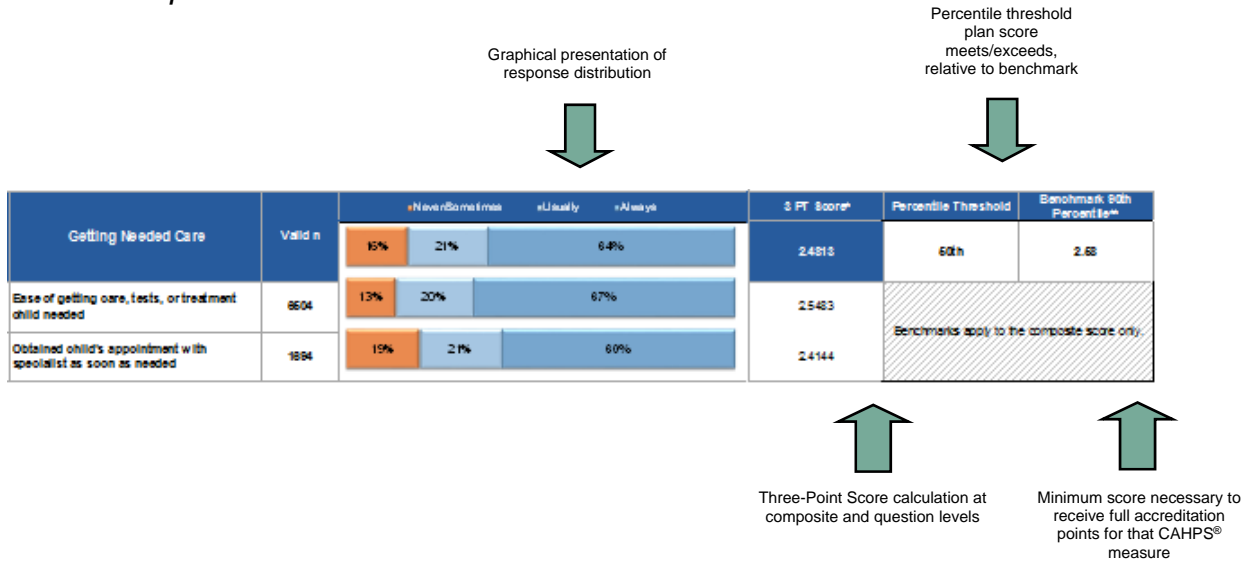
Scale 2	Score Value
No	1
Yes	3

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

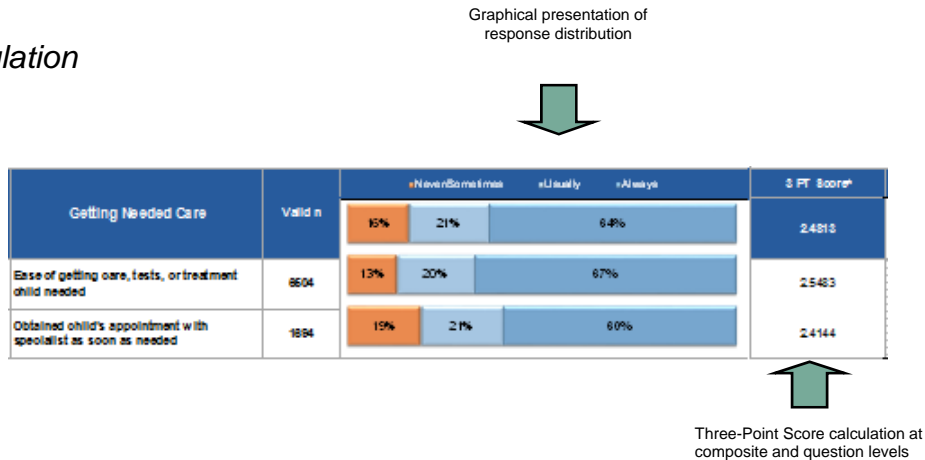
Pages 4A – 4B display measures used in CAHPS® accreditation. The graphical presentation and Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure’s percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is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

*How to interpret the following charts:*

*General Population*



*CCC Population*



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

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

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

## **Charts 4A – 4C**

# Global Proportions/Three-Point Scores

## Composite/Attribute Response Distributions of Accreditation Measures

355 Total General Population Respondents

270 Total CCC Population Respondents

		GENERAL POPULATION					CCC POPULATION						
		Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	Valid n	Never/Sometimes	Usually	Always	3 PT Score*
<b>Getting Needed Care</b>			9%	35%	56%	2.4721	50th	2.56		12%	30%	57%	2.4528
Q15.	Ease of getting care, tests, or treatment child needed	226	8%	30%	62%	2.5442	Benchmarks apply to the composite score only.		209	11%	29%	60%	2.4833
Q46.	Obtained child's appointment with specialist as soon as needed	60	10%	40%	50%	2.4000			116	13%	32%	55%	2.4224
		GENERAL POPULATION					CCC POPULATION						
		Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	Valid n	Never/Sometimes	Usually	Always	3 PT Score*
<b>Getting Care Quickly</b>			11%	19%	70%	2.5900	25th	2.69		9%	23%	68%	2.5853
Q4.	Child obtained needed care right away	107	11%	15%	74%	2.6262	Benchmarks apply to the composite score only.		107	7%	18%	75%	2.6729
Q6.	Child obtained appointment for care as soon as needed	204	11%	23%	66%	2.5539			209	11%	27%	61%	2.4976
		GENERAL POPULATION					CCC POPULATION						
		Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	Valid n	Never/Sometimes	Usually	Always	3 PT Score*
<b>How Well Doctors Communicate</b>			7%	14%	79%	2.7182	25th	2.79		5%	15%	79%	2.7396
Q32.	Child's doctor explained things in an understandable way	200	6%	15%	80%	2.7400	Benchmarks apply to the composite score only.		193	5%	15%	81%	2.7617
Q33.	Child's doctor listened carefully to you	200	5%	13%	82%	2.7550			193	5%	15%	80%	2.7565
Q34.	Child's doctor showed respect for what you had to say	200	4%	9%	88%	2.8450			193	2%	10%	88%	2.8549
Q37.	Child's doctor spent enough time with your child	199	14%	20%	67%	2.5327			193	10%	21%	69%	2.5855

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

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

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

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

# Global Proportions/Three-Point Scores

## Composite/Attribute/Rating Response Distributions of Accreditation Measures

355 Total General Population Respondents							270 Total CCC Population Respondents					
Customer Service	GENERAL POPULATION					CCC POPULATION						
	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	Valid n	Never/Sometimes	Usually	Always	3 PT Score*
		6%	22%	72%	2.6563	NA	2.63		9%	21%	70%	2.6118
Q50. Getting information/help from customer service	92	11%	23%	66%	2.5543	Benchmarks apply to the composite score only.		85	13%	25%	62%	2.4941
Q51. Treated with courtesy and respect by customer service staff	91	1%	22%	77%	2.7582			85	5%	18%	78%	2.7294
Rating Questions	GENERAL POPULATION					CCC POPULATION						
	Valid n	0-6	7-8	9-10	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	Valid n	0-6	7-8	9-10	3 PT Score*
Q14. Rating of Health Care	224	7%	27%	66%	2.5938	90th	2.59	210	5%	33%	62%	2.5762
Q41. Rating of Personal Doctor	291	4%	18%	78%	2.7320	90th	2.69	243	4%	23%	73%	2.6914
Q48. Rating of Specialist	56	11%	18%	71%	2.6071	NA	2.66	109	9%	19%	72%	2.6239
Q54. Rating of Health Plan	348	6%	24%	71%	2.6494	75th	2.67	267	8%	26%	66%	2.5805
Additional Measure	GENERAL POPULATION					CCC POPULATION						
	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	Valid n	Never/Sometimes	Usually	Always	3 PT Score*
Q40. Coordination of Care - Doctor seemed informed/up-to-date about the care received from other doctors/providers	83	16%	28%	57%	2.4096	NA	2.52	112	19%	26%	55%	2.3661

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

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

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

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

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



# Global Proportions/Three-Point Scores

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

Presbyterian Centennial Care

Medicaid Child with CCC CAHPS®

		355 Total General Population Respondents			270 Total CCC Population Respondents			
		GENERAL POPULATION		3 PT Score*	CCC POPULATION		3 PT Score*	
		No	Yes		No	Yes		
<b>Shared Decision Making</b>	Valid n			2.5307			2.7292	
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	53			2.8491			2.9326	
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	52			2.3846			2.5506	
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	53			2.3585			2.7045	
		GENERAL POPULATION			CCC POPULATION			
Additional Measure	Valid n	No	Yes	3 PT Score*	Valid n	No	Yes	
Q8. Health Promotion and Education - Doctor/health provider discussed specific things to do to prevent illnesses in your child	226			2.4071	211			2.5450

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

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



## Accreditation Assessment

### CAHPS® Measures

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

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

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

An accreditation assessment analysis utilizing your plan's Three-Point Scores is displayed on Page 4D. The section labeled "Approximate Plan Percentile Threshold" represents the approximate threshold your plan achieved, which is based upon your organization's Three-Point Score when compared to the benchmark (located in the 2017 HEDIS®/CAHPS® Percentiles<sup>14</sup> column). The last three columns show the point distribution for each year in the current three-year accreditation cycle (2017 as well as 2015 and 2016, respectively).<sup>15</sup>

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

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

## Charts 4D – 4E

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

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

# Accreditation Assessment

## HEDIS®/CAHPS® Three-Point Scores

General Population

355 Total General Population Respondents

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

Composite/Rating Item	2017 HEDIS/CAHPS Percentiles*				Plan Three-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded Based on Accreditation Year		
	25th	50th	75th	90th			2017	2016	2015
Getting Needed Care	2.37	2.46	2.51	2.56	2.4721	50th	1.263	1.473	1.473
Getting Care Quickly	2.54	2.61	2.66	2.69	2.5900	25th	0.743	0.867	0.867
Customer Service	2.50	2.53	2.58	2.63	NA	NA	-	-	-
Coordination of Care (Q40)	2.36	2.42	2.48	2.52	NA	NA	-	-	
Rating of Health Care (Q14)	2.49	2.52	2.57	2.59	2.5938	90th	1.857	2.167	2.167
Rating of Personal Doctor (Q41)	2.58	2.62	2.65	2.69	2.7320	90th	1.857	2.167	2.167
Rating of Specialist (Q48)	2.53	2.59	2.62	2.66	NA	NA	-	-	-
Rating of Health Plan (Q54)	2.51	2.57	2.62	2.67	2.6494	75th	3.814	3.814	3.814
Approximate Points Earned (13.000 available in 2015, 2016, and 2017)							9.534	10.487	10.488

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

**Three-Point Scores**  
**Plan Composites, Measures, and Ratings**  
**Comparison between CCC and General Population**

**Presbyterian Centennial Care**  
**Medicaid Child with CCC CAHPS®**

355 Total General Population Respondents  
 270 Total CCC Population Respondents

Composite/Rating Item	Your CCC Three-Point Score	Your General Population Three-Point Score
Getting Needed Care	2.4528	2.4721
Getting Care Quickly	2.5853	2.5900
How Well Doctors Communicate	2.7396	2.7182
Customer Service	NA*	NA*
Shared Decision Making	NA*	NA*
Health Promotion and Education (Q8)	2.5450	2.4071
Coordination of Care (Q40)	2.3661	NA*
Rating of Health Care (Q14)	2.5762	2.5938
Rating of Personal Doctor (Q41)	2.6914	2.7320
Rating of Specialist (Q48)	2.6239	NA*
Rating of Health Plan (Q54)	2.5805	2.6494

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

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

**HEDIS®/Clinical Measures**

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

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

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

## 5. Segmentation Analyses



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

Pages 5A – 5I present Summary Rates<sup>16</sup> for attributes, ratings, and composite scores organized across the following:

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

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

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

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

## **General Population**

## **Segmentation Tables**

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

# Segmentation Analysis

## Plan Summary Rates by Respondent's Age (Q78)

General Population

355 Total General Population Respondents

Q#	Attributes	24 or younger		25 - 34		35 - 44		45 or older		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	6	100.0%	37	91.9%	36	91.7%	27	77.8%	14.1%
6	Child obtained appointment for care as soon as needed	18	88.9%	73	91.8%	63	90.5%	45	86.7%	5.1%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	2	100.0%	15	100.0%	18	88.9%	18	88.9%	11.1%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	2	100.0%	15	66.7%	17	58.8%	18	77.8%	19.0%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	2	100.0%	15	80.0%	18	44.4%	18	77.8%	35.6%
15	Ease of getting care, tests, or treatment child needed	17	94.1%	81	95.1%	69	91.3%	56	87.5%	7.6%
32	Child's doctor explained things in an understandable way	16	93.8%	72	97.2%	63	95.2%	44	88.6%	8.6%
33	Child's doctor listened carefully to you	16	87.5%	72	97.2%	63	92.1%	44	93.2%	5.1%
34	Child's doctor showed respect for what you had to say	16	87.5%	72	98.6%	63	96.8%	44	95.5%	3.1%
37	Child's doctor spent enough time with your child	16	81.3%	71	84.5%	63	85.7%	44	90.9%	6.4%
46	Obtained child's appointment with specialist as soon as needed	3	100.0%	20	90.0%	20	90.0%	16	87.5%	2.5%
50	Getting information/help from customer service	6	83.3%	30	83.3%	33	90.9%	23	95.7%	12.4%
51	Customer service treated member with courtesy and respect	6	100.0%	30	100.0%	33	97.0%	22	100.0%	3.0%
<b>Q# Composites &amp; Key Questions</b>										
	Getting Needed Care		97.1%		92.6%		90.7%		87.5%	5.1%
	Getting Care Quickly		94.5%		91.9%		91.1%		82.3%	9.6%
	How Well Doctors Communicate		87.5%		94.4%		92.5%		92.1%	2.3%
	Customer Service		91.7%		91.7%		94.0%		97.9%	6.2%
	Shared Decision Making		100.0%		82.2%		64.0%		81.5%	18.2%
8	Health Promotion and Education	17	88.2%	81	69.1%	69	65.2%	56	71.4%	6.2%
40	Coordination of Care	6	83.3%	37	89.2%	22	81.8%	17	76.5%	12.7%
53	Ease of Filling Out Forms	25	100.0%	104	95.2%	118	97.5%	91	93.4%	4.1%
<b>Q# Rating Items (Summary Rate = 8 + 9 + 10)</b>										
14	Rating of Health Care	17	88.2%	80	90.0%	69	84.1%	55	85.5%	5.9%
41	Rating of Personal Doctor	18	77.8%	97	92.8%	102	92.2%	67	89.6%	3.2%
48	Rating of Specialist	3	33.3%	18	88.9%	19	89.5%	15	86.7%	2.8%
54	Rating of Health Plan	25	84.0%	110	91.8%	118	89.0%	87	86.2%	5.6%
<b>Q# Rating Items (Summary Rate = 9 + 10)</b>										
14	Rating of Health Care	17	76.5%	80	71.3%	69	59.4%	55	61.8%	11.9%
41	Rating of Personal Doctor	18	72.2%	97	79.4%	102	76.5%	67	77.6%	2.9%
48	Rating of Specialist	3	33.3%	18	72.2%	19	78.9%	15	66.7%	12.2%
54	Rating of Health Plan	25	68.0%	110	73.6%	118	73.7%	87	64.4%	9.3%

\* 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.

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

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



# Segmentation Analysis

## Plan Summary Rates by Respondent's Education (Q80)

General Population

355 Total General Population Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	39	87.2%	63	90.5%	3.3%
6	Child obtained appointment for care as soon as needed	97	91.8%	99	87.9%	3.9%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	23	95.7%	30	90.0%	5.7%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	23	82.6%	29	58.6%	24.0%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	23	82.6%	30	56.7%	25.9%
15	Ease of getting care, tests, or treatment child needed	102	93.1%	117	91.5%	1.6%
32	Child's doctor explained things in an understandable way	93	92.5%	100	96.0%	3.5%
33	Child's doctor listened carefully to you	93	95.7%	100	92.0%	3.7%
34	Child's doctor showed respect for what you had to say	93	97.8%	100	95.0%	2.8%
37	Child's doctor spent enough time with your child	92	84.8%	100	87.0%	2.2%
46	Obtained child's appointment with specialist as soon as needed	31	87.1%	28	92.9%	5.8%
50	Getting information/help from customer service	50	90.0%	40	90.0%	0.0%
51	Treated with courtesy and respect by customer service staff	49	98.0%	40	100.0%	2.0%
<b>Q#</b>	<b>Composites &amp; Key Questions</b>					
	Getting Needed Care		90.1%		92.2%	2.1%
	Getting Care Quickly		89.5%		89.2%	0.3%
	How Well Doctors Communicate		92.7%		92.5%	0.2%
	Customer Service		94.0%		95.0%	1.0%
	Shared Decision Making		87.0%		68.4%	18.5%
8	Health Promotion and Education	102	72.5%	117	69.2%	3.3%
40	Coordination of Care	36	88.9%	44	79.5%	9.4%
53	Ease of Filling Out Forms	179	96.6%	152	94.7%	1.9%
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>					
14	Rating of Health Care	100	89.0%	117	84.6%	4.4%
41	Rating of Personal Doctor	141	92.2%	139	89.2%	3.0%
48	Rating of Specialist	28	82.1%	27	88.9%	6.8%
54	Rating of Health Plan	179	88.8%	155	88.4%	0.4%
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>					
14	Rating of Health Care	100	70.0%	117	61.5%	8.5%
41	Rating of Personal Doctor	141	78.0%	139	77.0%	1.0%
48	Rating of Specialist	28	64.3%	27	77.8%	13.5%
54	Rating of Health Plan	179	70.4%	155	69.0%	1.4%

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

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

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

# Segmentation Analysis

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

General Population

355 Total General Population Respondents

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	74	90.5%	23	82.6%	9	88.9%	7.9%
6	Child obtained appointment for care as soon as needed	153	88.9%	38	94.7%	11	72.7%	5.8%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	36	91.7%	11	90.9%	6	100.0%	0.8%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	35	65.7%	11	63.6%	6	100.0%	2.1%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	36	69.4%	11	54.5%	6	83.3%	14.9%
15	Ease of getting care, tests, or treatment child needed	166	94.0%	46	89.1%	13	76.9%	4.9%
32	Child's doctor explained things in an understandable way	151	95.4%	36	91.7%	10	90.0%	3.7%
33	Child's doctor listened carefully to you	151	94.7%	36	94.4%	10	80.0%	0.3%
34	Child's doctor showed respect for what you had to say	151	96.7%	36	100.0%	10	80.0%	3.3%
37	Child's doctor spent enough time with your child	150	86.7%	36	86.1%	10	80.0%	0.6%
46	Obtained child's appointment with specialist as soon as needed	35	94.3%	14	85.7%	9	88.9%	8.6%
50	Getting information/help from customer service	62	90.3%	20	90.0%	9	77.8%	0.3%
51	Treated with courtesy and respect by customer service staff	62	98.4%	19	100.0%	9	100.0%	1.6%
<b>Q#</b>	<b>Composites &amp; Key Questions</b>							
	Getting Needed Care		94.2%		87.4%		82.9%	6.8%
	Getting Care Quickly		89.7%		88.7%		80.8%	1.1%
	How Well Doctors Communicate		93.4%		93.1%		82.5%	0.3%
	Customer Service		94.4%		95.0%		88.9%	0.6%
	Shared Decision Making		75.6%		69.7%		94.4%	5.9%
8	Health Promotion and Education	166	68.7%	46	71.7%	13	84.6%	3.0%
40	Coordination of Care	57	87.7%	16	81.3%	9	77.8%	6.4%
53	Ease of Filling Out Forms	258	95.0%	65	98.5%	19	100.0%	3.5%
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
14	Rating of Health Care	166	89.2%	45	80.0%	12	83.3%	9.2%
41	Rating of Personal Doctor	223	91.5%	48	91.7%	16	81.3%	0.2%
48	Rating of Specialist	31	83.9%	15	93.3%	8	87.5%	9.4%
54	Rating of Health Plan	261	90.8%	65	84.6%	19	78.9%	6.2%
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>							
14	Rating of Health Care	166	69.9%	45	57.8%	12	41.7%	12.1%
41	Rating of Personal Doctor	223	78.9%	48	70.8%	16	81.3%	8.1%
48	Rating of Specialist	31	64.5%	15	86.7%	8	75.0%	22.2%
54	Rating of Health Plan	261	72.0%	65	67.7%	19	57.9%	4.3%

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

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

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

# Segmentation Analysis

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

General Population

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

355 Total General Population Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	77	89.6%	17	82.4%	12	91.7%	7.2%
6	Child obtained appointment for care as soon as needed	155	87.1%	33	100.0%	14	85.7%	12.9%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	37	91.9%	10	90.0%	6	100.0%	1.9%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	36	69.4%	10	60.0%	6	83.3%	9.4%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	37	67.6%	10	80.0%	6	50.0%	12.4%
15	Ease of getting care, tests, or treatment child needed	176	92.0%	34	88.2%	15	100.0%	3.8%
32	Child's doctor explained things in an understandable way	154	96.8%	31	87.1%	13	84.6%	9.7%
33	Child's doctor listened carefully to you	154	95.5%	31	87.1%	13	92.3%	8.4%
34	Child's doctor showed respect for what you had to say	154	97.4%	31	96.8%	13	84.6%	0.6%
37	Child's doctor spent enough time with your child	154	89.6%	30	73.3%	13	76.9%	16.3%
46	Obtained child's appointment with specialist as soon as needed	40	90.0%	12	91.7%	7	85.7%	1.7%
50	Getting information/help from customer service	66	90.9%	15	73.3%	10	100.0%	17.6%
51	Treated with courtesy and respect by customer service staff	66	100.0%	14	92.9%	10	100.0%	7.1%
<b>Q#</b>	<b>Composites &amp; Key Questions</b>							
	Getting Needed Care		91.0%		90.0%		92.9%	1.1%
	Getting Care Quickly		88.4%		91.2%		88.7%	2.9%
	How Well Doctors Communicate		94.8%		86.1%		84.6%	8.8%
	Customer Service		95.5%		83.1%		100.0%	12.4%
	Shared Decision Making		76.3%		76.7%		77.8%	0.4%
8	Health Promotion and Education	176	71.0%	34	64.7%	15	73.3%	6.3%
40	Coordination of Care	57	91.2%	15	60.0%	11	81.8%	31.2%
53	Ease of Filling Out Forms	264	95.8%	58	98.3%	22	90.9%	2.5%
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
14	Rating of Health Care	176	89.2%	33	72.7%	14	92.9%	16.5%
41	Rating of Personal Doctor	225	92.4%	44	86.4%	20	85.0%	6.0%
48	Rating of Specialist	37	83.8%	12	83.3%	6	100.0%	0.5%
54	Rating of Health Plan	266	89.8%	59	86.4%	22	86.4%	3.4%
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>							
14	Rating of Health Care	176	69.3%	33	51.5%	14	57.1%	17.8%
41	Rating of Personal Doctor	225	80.0%	44	68.2%	20	75.0%	11.8%
48	Rating of Specialist	37	70.3%	12	66.7%	6	83.3%	3.6%
54	Rating of Health Plan	266	74.8%	59	55.9%	22	59.1%	18.9%

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

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

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

# Segmentation Analysis

## Plan Summary Rates by Health Plan Rating (Q54)

General Population

355 Total General Population Respondents

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	11	63.6%	95	91.6%	NA
6	Child obtained appointment for care as soon as needed	22	72.7%	179	91.1%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	7	85.7%	46	93.5%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	7	57.1%	45	71.1%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	7	42.9%	46	71.7%	NA
15	Ease of getting care, tests, or treatment child needed	25	68.0%	200	95.0%	NA
32	Child's doctor explained things in an understandable way	17	88.2%	180	95.0%	NA
33	Child's doctor listened carefully to you	17	64.7%	180	96.7%	NA
34	Child's doctor showed respect for what you had to say	17	82.4%	180	97.8%	NA
37	Child's doctor spent enough time with your child	17	70.6%	179	88.3%	NA
46	Obtained child's appointment with specialist as soon as needed	6	83.3%	53	92.5%	NA
50	Getting information/help from customer service	7	57.1%	85	91.8%	NA
51	Treated with courtesy and respect by customer service staff	7	100.0%	84	98.8%	NA
<b>Q#</b>	<b>Composites &amp; Key Questions</b>					
	Getting Needed Care		75.7%		93.8%	NA
	Getting Care Quickly		68.2%		91.4%	NA
	How Well Doctors Communicate		76.5%		94.5%	NA
	Customer Service		78.6%		95.3%	NA
	Shared Decision Making		61.9%		78.8%	NA
8	Health Promotion and Education	25	56.0%	200	72.0%	NA
40	Coordination of Care	9	55.6%	73	87.7%	NA
53	Ease of Filling Out Forms	38	92.1%	301	96.3%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>					
14	Rating of Health Care	24	54.2%	199	91.0%	NA
41	Rating of Personal Doctor	24	66.7%	263	93.2%	NA
48	Rating of Specialist	6	66.7%	49	87.8%	NA
54	Rating of Health Plan	NA	NA	310	100.0%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>					
14	Rating of Health Care	24	37.5%	199	69.3%	NA
41	Rating of Personal Doctor	24	50.0%	263	80.2%	NA
48	Rating of Specialist	6	66.7%	49	73.5%	NA
54	Rating of Health Plan	NA	NA	310	79.4%	NA

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

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

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

# Segmentation Analysis

## Plan Summary Rates by Doctor Rating (Q41)

General Population

355 Total General Population Respondents

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	11	100.0%	83	90.4%	NA
6	Child obtained appointment for care as soon as needed	16	75.0%	161	93.2%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	6	83.3%	38	92.1%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	6	83.3%	37	64.9%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	6	33.3%	38	71.1%	NA
15	Ease of getting care, tests, or treatment child needed	21	85.7%	171	94.7%	NA
32	Child's doctor explained things in an understandable way	17	64.7%	182	97.3%	NA
33	Child's doctor listened carefully to you	17	47.1%	182	98.4%	NA
34	Child's doctor showed respect for what you had to say	17	58.8%	182	100.0%	NA
37	Child's doctor spent enough time with your child	17	41.2%	181	90.6%	NA
46	Obtained child's appointment with specialist as soon as needed	5	60.0%	47	91.5%	NA
50	Getting information/help from customer service	5	80.0%	81	91.4%	NA
51	Treated with courtesy and respect by customer service staff	5	100.0%	80	100.0%	NA
<b>Q#</b>	<b>Composites &amp; Key Questions</b>					
	Getting Needed Care		72.9%		93.1%	NA
	Getting Care Quickly		87.5%		91.8%	NA
	How Well Doctors Communicate		53.0%		96.6%	NA
	Customer Service		90.0%		95.7%	NA
	Shared Decision Making		66.6%		76.0%	NA
8	Health Promotion and Education	21	57.1%	171	73.1%	NA
40	Coordination of Care	10	30.0%	73	91.8%	NA
53	Ease of Filling Out Forms	26	96.2%	256	96.5%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>					
14	Rating of Health Care	21	52.4%	171	93.6%	NA
41	Rating of Personal Doctor	NA	NA	265	100.0%	NA
48	Rating of Specialist	5	80.0%	44	86.4%	NA
54	Rating of Health Plan	26	69.2%	261	93.9%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>					
14	Rating of Health Care	21	23.8%	171	73.7%	NA
41	Rating of Personal Doctor	NA	NA	265	85.3%	NA
48	Rating of Specialist	5	60.0%	44	70.5%	NA
54	Rating of Health Plan	26	38.5%	261	75.9%	NA

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

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

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

# Segmentation Analysis

## Plan Summary Rates by Contact Customer Service (Q49)

General Population

355 Total General Population Respondents

Q#	Attributes	Yes		No		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	39	92.3%	68	86.8%	5.5%
6	Child obtained appointment for care as soon as needed	67	91.0%	134	88.1%	2.9%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	19	94.7%	34	91.2%	3.5%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	18	77.8%	34	64.7%	13.1%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	19	73.7%	34	64.7%	9.0%
15	Ease of getting care, tests, or treatment child needed	71	94.4%	155	91.0%	3.4%
32	Child's doctor explained things in an understandable way	70	95.7%	127	93.7%	2.0%
33	Child's doctor listened carefully to you	70	92.9%	127	94.5%	1.6%
34	Child's doctor showed respect for what you had to say	70	95.7%	127	96.9%	1.2%
37	Child's doctor spent enough time with your child	69	84.1%	127	88.2%	4.1%
46	Obtained child's appointment with specialist as soon as needed	29	93.1%	30	90.0%	3.1%
50	Getting information/help from customer service	92	89.1%	NA	NA	NA
51	Treated with courtesy and respect by customer service staff	91	98.9%	NA	NA	NA
<b>Q#</b>	<b>Composites &amp; Key Questions</b>					
	Getting Needed Care		93.8%		90.5%	3.3%
	Getting Care Quickly		91.7%		87.5%	4.2%
	How Well Doctors Communicate		92.1%		93.3%	1.2%
	Customer Service		94.0%		NA	NA
	Shared Decision Making		82.1%		73.5%	8.5%
8	Health Promotion and Education	71	81.7%	155	65.2%	16.5%
40	Coordination of Care	35	94.3%	48	77.1%	17.2%
53	Ease of Filling Out Forms	91	95.6%	250	96.4%	0.8%
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>					
14	Rating of Health Care	70	91.4%	154	85.1%	6.3%
41	Rating of Personal Doctor	86	94.2%	200	89.5%	4.7%
48	Rating of Specialist	26	88.5%	29	82.8%	5.7%
54	Rating of Health Plan	92	92.4%	253	87.7%	4.7%
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>					
14	Rating of Health Care	70	70.0%	154	64.3%	5.7%
41	Rating of Personal Doctor	86	75.6%	200	78.5%	2.9%
48	Rating of Specialist	26	69.2%	29	75.9%	6.7%
54	Rating of Health Plan	92	79.3%	253	67.2%	12.1%

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

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

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

# Segmentation Analysis

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

General Population

355 Total General Population Respondents

Q#	Attributes	Never/Sometimes		Always/Usually		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	4	100.0%	35	91.4%	NA
6	Child obtained appointment for care as soon as needed	7	85.7%	60	91.7%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	3	100.0%	16	93.8%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	3	100.0%	15	73.3%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	3	66.7%	16	75.0%	NA
15	Ease of getting care, tests, or treatment child needed	7	71.4%	64	96.9%	NA
32	Child's doctor explained things in an understandable way	5	80.0%	65	96.9%	NA
33	Child's doctor listened carefully to you	5	80.0%	65	93.8%	NA
34	Child's doctor showed respect for what you had to say	5	80.0%	65	96.9%	NA
37	Child's doctor spent enough time with your child	4	75.0%	65	84.6%	NA
46	Obtained child's appointment with specialist as soon as needed	3	66.7%	26	96.2%	NA
50	Getting information/help from customer service	NA	NA	82	100.0%	NA
51	Treated with courtesy and respect by customer service staff	10	100.0%	81	98.8%	NA
<b>Q#</b>	<b>Composites &amp; Key Questions</b>					
	Getting Needed Care		69.1%		96.6%	NA
	Getting Care Quickly		92.9%		91.6%	NA
	How Well Doctors Communicate		78.8%		93.1%	NA
	Customer Service		NA		99.4%	NA
	Shared Decision Making		88.9%		80.7%	NA
8	Health Promotion and Education	7	28.6%	64	87.5%	NA
40	Coordination of Care	3	66.7%	32	96.9%	NA
53	Ease of Filling Out Forms	10	100.0%	81	95.1%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>					
14	Rating of Health Care	6	66.7%	64	93.8%	NA
41	Rating of Personal Doctor	8	87.5%	78	94.9%	NA
48	Rating of Specialist	3	66.7%	23	91.3%	NA
54	Rating of Health Plan	10	70.0%	82	95.1%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>					
14	Rating of Health Care	6	33.3%	64	73.4%	NA
41	Rating of Personal Doctor	8	25.0%	78	80.8%	NA
48	Rating of Specialist	3	66.7%	23	69.6%	NA
54	Rating of Health Plan	10	70.0%	82	80.5%	NA

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

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

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

# Segmentation Analysis

## Plan Summary Rates by Data Collection Method

General Population

355 Total General Population Respondents

Q#	Attributes	Mail		Phone		Internet		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	45	88.9%	54	87.0%	8	100.0%	1.9%
6	Child obtained appointment for care as soon as needed	81	91.4%	112	87.5%	11	90.9%	3.9%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	23	91.3%	25	92.0%	5	100.0%	0.7%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	22	81.8%	25	64.0%	5	40.0%	17.8%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	23	69.6%	25	72.0%	5	40.0%	2.4%
15	Ease of getting care, tests, or treatment child needed	93	91.4%	119	93.3%	14	85.7%	1.9%
32	Child's doctor explained things in an understandable way	73	93.2%	116	94.8%	11	100.0%	1.6%
33	Child's doctor listened carefully to you	73	90.4%	116	96.6%	11	90.9%	6.2%
34	Child's doctor showed respect for what you had to say	73	94.5%	116	99.1%	11	81.8%	4.6%
37	Child's doctor spent enough time with your child	73	86.3%	115	87.0%	11	81.8%	0.7%
46	Obtained child's appointment with specialist as soon as needed	31	87.1%	26	92.3%	3	100.0%	5.2%
50	Getting information/help from customer service	30	86.7%	55	89.1%	7	100.0%	2.4%
51	Treated with courtesy and respect by customer service staff	30	96.7%	54	100.0%	7	100.0%	3.3%
<b>Composites &amp; Key Questions</b>								
	Getting Needed Care		89.3%		92.8%		92.9%	3.6%
	Getting Care Quickly		90.2%		87.3%		95.5%	2.9%
	How Well Doctors Communicate		91.1%		94.4%		88.6%	3.3%
	Customer Service		91.7%		94.6%		100.0%	2.9%
	Shared Decision Making		80.9%		76.0%		60.0%	4.9%
8	Health Promotion and Education	93	71.0%	119	69.7%	14	71.4%	1.3%
40	Coordination of Care	32	75.0%	46	89.1%	5	100.0%	14.1%
53	Ease of Filling Out Forms	152	96.7%	177	94.9%	16	100.0%	1.8%
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>								
14	Rating of Health Care	93	80.6%	117	92.3%	14	85.7%	11.7%
41	Rating of Personal Doctor	115	87.0%	160	95.0%	16	81.3%	8.0%
48	Rating of Specialist	29	79.3%	24	91.7%	3	100.0%	12.4%
54	Rating of Health Plan	147	84.4%	184	92.9%	17	88.2%	8.5%
<b>Rating Items (Summary Rate = 9 + 10)</b>								
14	Rating of Health Care	93	55.9%	117	73.5%	14	71.4%	17.6%
41	Rating of Personal Doctor	115	72.2%	160	81.9%	16	75.0%	9.7%
48	Rating of Specialist	29	65.5%	24	75.0%	3	100.0%	9.5%
54	Rating of Health Plan	147	60.5%	184	77.2%	17	88.2%	16.7%

\* Range is the difference between Summary Rates shown. Due to low "Internet" respondents, this segment is not included in range calculations.

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

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



## **CCC Population**

## **Segmentation Tables**

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

# Segmentation Analysis

## Plan Summary Rates by Respondent's Age (Q78)

CCC Population

270 Total CCC Population Respondents

Q#	Attributes	24 or younger		25 - 34		35 - 44		45 or older		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	7	100.0%	26	100.0%	38	92.1%	32	90.6%	9.4%
6	Child obtained appointment for care as soon as needed	12	91.7%	64	84.4%	65	87.7%	61	98.4%	14.0%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	6	100.0%	16	100.0%	31	90.3%	33	100.0%	9.7%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	6	83.3%	16	75.0%	31	67.7%	33	87.9%	20.2%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	6	83.3%	15	86.7%	31	80.6%	33	87.9%	7.3%
15	Ease of getting care, tests, or treatment child needed	11	90.9%	56	87.5%	67	85.1%	67	94.0%	8.9%
32	Child's doctor explained things in an understandable way	12	91.7%	56	96.4%	63	92.1%	58	98.3%	6.2%
33	Child's doctor listened carefully to you	12	91.7%	56	96.4%	63	92.1%	58	98.3%	6.2%
34	Child's doctor showed respect for what you had to say	12	91.7%	56	100.0%	63	96.8%	58	98.3%	3.2%
37	Child's doctor spent enough time with your child	12	91.7%	56	83.9%	63	84.1%	58	100.0%	16.1%
46	Obtained child's appointment with specialist as soon as needed	7	100.0%	32	93.8%	35	88.6%	37	83.8%	10.0%
50	Getting information/help from customer service	5	80.0%	23	87.0%	33	87.9%	22	95.5%	8.5%
51	Customer service treated member with courtesy and respect	5	100.0%	23	100.0%	33	93.9%	22	100.0%	6.1%
<b>Q# Composites &amp; Key Questions</b>										
	Getting Needed Care		95.5%		90.7%		86.9%		88.9%	3.8%
	Getting Care Quickly		95.9%		92.2%		89.9%		94.5%	4.6%
	How Well Doctors Communicate		91.7%		94.2%		91.3%		98.7%	7.5%
	Customer Service		90.0%		93.5%		90.9%		97.8%	6.9%
	Shared Decision Making		88.9%		87.2%		79.5%		91.9%	12.4%
8	Health Promotion and Education	11	100.0%	58	75.9%	67	76.1%	67	79.1%	3.2%
40	Coordination of Care	8	87.5%	32	87.5%	35	74.3%	33	78.8%	13.2%
53	Ease of Filling Out Forms	15	86.7%	71	94.4%	85	94.1%	86	95.3%	1.2%
<b>Q# Rating Items (Summary Rate = 8 + 9 + 10)</b>										
14	Rating of Health Care	11	100.0%	58	82.8%	67	88.1%	66	92.4%	9.6%
41	Rating of Personal Doctor	13	76.9%	64	92.2%	81	93.8%	76	86.8%	7.0%
48	Rating of Specialist	7	85.7%	30	80.0%	35	91.4%	34	91.2%	11.4%
54	Rating of Health Plan	15	86.7%	72	84.7%	86	89.5%	85	83.5%	6.0%
<b>Q# Rating Items (Summary Rate = 9 + 10)</b>										
14	Rating of Health Care	11	63.6%	58	58.6%	67	65.7%	66	63.6%	7.1%
41	Rating of Personal Doctor	13	69.2%	64	71.9%	81	74.1%	76	73.7%	2.2%
48	Rating of Specialist	7	42.9%	30	70.0%	35	77.1%	34	73.5%	7.1%
54	Rating of Health Plan	15	53.3%	72	65.3%	86	72.1%	85	63.5%	8.6%

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

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

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

# Segmentation Analysis

## Plan Summary Rates by Respondent's Education (Q80)

CCC Population

270 Total CCC Population Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	36	97.2%	67	92.5%	4.7%
6	Child obtained appointment for care as soon as needed	82	87.8%	119	90.8%	3.0%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	36	94.4%	52	98.1%	3.7%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	36	77.8%	52	76.9%	0.9%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	36	83.3%	51	86.3%	3.0%
15	Ease of getting care, tests, or treatment child needed	79	86.1%	121	90.9%	4.8%
32	Child's doctor explained things in an understandable way	78	92.3%	109	97.2%	4.9%
33	Child's doctor listened carefully to you	78	92.3%	109	97.2%	4.9%
34	Child's doctor showed respect for what you had to say	78	97.4%	109	98.2%	0.8%
37	Child's doctor spent enough time with your child	78	84.6%	109	92.7%	8.1%
46	Obtained child's appointment with specialist as soon as needed	48	83.3%	63	90.5%	7.2%
50	Getting information/help from customer service	38	89.5%	42	90.5%	1.0%
51	Treated with courtesy and respect by customer service staff	38	97.4%	42	97.6%	0.2%
<b>Q#</b>	<b>Composites &amp; Key Questions</b>					
	Getting Needed Care		84.7%		90.7%	6.0%
	Getting Care Quickly		92.5%		91.7%	0.8%
	How Well Doctors Communicate		91.7%		96.3%	4.7%
	Customer Service		93.5%		94.1%	0.6%
	Shared Decision Making		85.2%		87.1%	1.9%
8	Health Promotion and Education	80	76.3%	122	79.5%	3.2%
40	Coordination of Care	42	83.3%	65	80.0%	3.3%
53	Ease of Filling Out Forms	105	93.3%	150	94.7%	1.4%
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>					
14	Rating of Health Care	79	89.9%	122	87.7%	2.2%
41	Rating of Personal Doctor	96	89.6%	138	90.6%	1.0%
48	Rating of Specialist	45	91.1%	59	86.4%	4.7%
54	Rating of Health Plan	106	87.7%	149	83.9%	3.8%
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>					
14	Rating of Health Care	79	70.9%	122	55.7%	15.2%
41	Rating of Personal Doctor	96	72.9%	138	73.2%	0.3%
48	Rating of Specialist	45	75.6%	59	69.5%	6.1%
54	Rating of Health Plan	106	65.1%	149	65.8%	0.7%

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

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

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

# Segmentation Analysis

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

CCC Population

270 Total CCC Population Respondents

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	50	96.0%	35	88.6%	20	95.0%	7.4%
6	Child obtained appointment for care as soon as needed	117	89.7%	62	87.1%	29	86.2%	3.5%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	36	97.2%	34	94.1%	19	100.0%	5.9%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	36	72.2%	34	79.4%	19	84.2%	12.0%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	36	86.1%	33	84.8%	19	84.2%	1.9%
15	Ease of getting care, tests, or treatment child needed	107	88.8%	69	92.8%	31	80.6%	12.2%
32	Child's doctor explained things in an understandable way	104	96.2%	61	96.7%	26	88.5%	8.2%
33	Child's doctor listened carefully to you	104	95.2%	61	96.7%	26	92.3%	4.4%
34	Child's doctor showed respect for what you had to say	104	97.1%	61	100.0%	26	96.2%	3.8%
37	Child's doctor spent enough time with your child	104	90.4%	61	91.8%	26	80.8%	11.0%
46	Obtained child's appointment with specialist as soon as needed	50	90.0%	40	92.5%	23	78.3%	14.2%
50	Getting information/help from customer service	39	89.7%	23	87.0%	22	81.8%	7.9%
51	Treated with courtesy and respect by customer service staff	39	97.4%	23	91.3%	22	95.5%	6.1%
<b>Q#</b>	<b>Composites &amp; Key Questions</b>							
	Getting Needed Care		89.4%		92.7%		79.5%	13.2%
	Getting Care Quickly		92.9%		87.9%		90.6%	5.0%
	How Well Doctors Communicate		94.7%		96.3%		89.5%	6.9%
	Customer Service		93.6%		89.2%		88.7%	4.9%
	Shared Decision Making		85.2%		86.1%		89.5%	4.3%
8	Health Promotion and Education	108	71.3%	69	82.6%	32	87.5%	16.2%
40	Coordination of Care	60	81.7%	34	82.4%	17	82.4%	0.7%
53	Ease of Filling Out Forms	147	95.2%	80	93.8%	36	91.7%	3.5%
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
14	Rating of Health Care	108	91.7%	69	81.2%	31	93.5%	12.3%
41	Rating of Personal Doctor	131	89.3%	74	90.5%	34	91.2%	1.9%
48	Rating of Specialist	46	89.1%	39	87.2%	22	86.4%	2.7%
54	Rating of Health Plan	146	84.9%	80	90.0%	37	78.4%	11.6%
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>							
14	Rating of Health Care	108	65.7%	69	58.0%	31	61.3%	7.7%
41	Rating of Personal Doctor	131	71.0%	74	71.6%	34	82.4%	11.4%
48	Rating of Specialist	46	65.2%	39	79.5%	22	72.7%	14.3%
54	Rating of Health Plan	146	67.8%	80	63.8%	37	62.2%	5.6%

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

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

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

# Segmentation Analysis

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

CCC Population

270 Total CCC Population Respondents

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	54	96.3%	33	90.9%	18	88.9%	7.4%
6	Child obtained appointment for care as soon as needed	107	91.6%	59	88.1%	41	82.9%	8.7%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	37	97.3%	33	97.0%	19	94.7%	2.6%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	37	75.7%	33	81.8%	19	73.7%	8.1%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	36	86.1%	33	87.9%	19	78.9%	9.0%
15	Ease of getting care, tests, or treatment child needed	104	87.5%	64	90.6%	39	89.7%	3.1%
32	Child's doctor explained things in an understandable way	99	97.0%	58	94.8%	35	91.4%	5.6%
33	Child's doctor listened carefully to you	99	97.0%	58	93.1%	35	94.3%	3.9%
34	Child's doctor showed respect for what you had to say	99	99.0%	58	98.3%	35	94.3%	4.7%
37	Child's doctor spent enough time with your child	99	90.9%	58	86.2%	35	91.4%	5.2%
46	Obtained child's appointment with specialist as soon as needed	57	89.5%	33	84.8%	24	87.5%	4.7%
50	Getting information/help from customer service	44	88.6%	20	80.0%	19	94.7%	14.7%
51	Treated with courtesy and respect by customer service staff	44	97.7%	20	95.0%	19	94.7%	3.0%
<b>Q#</b>	<b>Composites &amp; Key Questions</b>							
	Getting Needed Care		88.5%		87.7%		88.6%	0.9%
	Getting Care Quickly		94.0%		89.5%		85.9%	8.1%
	How Well Doctors Communicate		96.0%		93.1%		92.9%	3.1%
	Customer Service		93.2%		87.5%		94.7%	7.2%
	Shared Decision Making		86.4%		88.9%		82.4%	6.5%
8	Health Promotion and Education	105	74.3%	64	79.7%	40	80.0%	5.7%
40	Coordination of Care	50	88.0%	38	76.3%	24	75.0%	13.0%
53	Ease of Filling Out Forms	132	94.7%	83	94.0%	50	94.0%	0.7%
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
14	Rating of Health Care	105	89.5%	64	82.8%	39	97.4%	14.6%
41	Rating of Personal Doctor	123	91.1%	72	91.7%	46	87.0%	4.7%
48	Rating of Specialist	52	80.8%	32	93.8%	23	95.7%	14.9%
54	Rating of Health Plan	133	87.2%	82	80.5%	50	90.0%	9.5%
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>							
14	Rating of Health Care	105	65.7%	64	59.4%	39	59.0%	6.7%
41	Rating of Personal Doctor	123	77.2%	72	70.8%	46	67.4%	9.8%
48	Rating of Specialist	52	63.5%	32	84.4%	23	73.9%	20.9%
54	Rating of Health Plan	133	69.9%	82	58.5%	50	68.0%	11.4%

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

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

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

# Segmentation Analysis

## Plan Summary Rates by Health Plan Rating (Q54)

CCC Population

270 Total CCC Population Respondents

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	15	73.3%	92	95.7%	NA
6	Child obtained appointment for care as soon as needed	30	70.0%	178	91.6%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	14	100.0%	75	96.0%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	14	92.9%	75	74.7%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	14	85.7%	74	85.1%	NA
15	Ease of getting care, tests, or treatment child needed	33	69.7%	175	92.0%	NA
32	Child's doctor explained things in an understandable way	24	91.7%	168	95.8%	NA
33	Child's doctor listened carefully to you	24	87.5%	168	96.4%	NA
34	Child's doctor showed respect for what you had to say	24	95.8%	168	98.2%	NA
37	Child's doctor spent enough time with your child	24	75.0%	168	91.7%	NA
46	Obtained child's appointment with specialist as soon as needed	18	72.2%	98	89.8%	NA
50	Getting information/help from customer service	10	40.0%	75	93.3%	NA
51	Treated with courtesy and respect by customer service staff	10	60.0%	75	100.0%	NA
<b>Q#</b>	<b>Composites &amp; Key Questions</b>					
	Getting Needed Care		71.0%		90.9%	NA
	Getting Care Quickly		71.7%		93.7%	NA
	How Well Doctors Communicate		87.5%		95.5%	NA
	Customer Service		50.0%		96.7%	NA
	Shared Decision Making		92.9%		85.3%	NA
8	Health Promotion and Education	34	73.5%	176	77.8%	NA
40	Coordination of Care	14	64.3%	98	83.7%	NA
53	Ease of Filling Out Forms	39	94.9%	225	94.2%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>					
14	Rating of Health Care	33	66.7%	176	92.6%	NA
41	Rating of Personal Doctor	31	77.4%	210	91.9%	NA
48	Rating of Specialist	16	75.0%	93	89.2%	NA
54	Rating of Health Plan	NA	NA	228	100.0%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>					
14	Rating of Health Care	33	36.4%	176	67.0%	NA
41	Rating of Personal Doctor	31	64.5%	210	74.8%	NA
48	Rating of Specialist	16	50.0%	93	75.3%	NA
54	Rating of Health Plan	NA	NA	228	77.2%	NA

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

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

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

# Segmentation Analysis

## Plan Summary Rates by Doctor Rating (Q41)

CCC Population

270 Total CCC Population Respondents

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	12	83.3%	87	95.4%	NA
6	Child obtained appointment for care as soon as needed	14	71.4%	177	91.0%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	7	100.0%	72	97.2%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	7	71.4%	72	77.8%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	7	85.7%	71	84.5%	NA
15	Ease of getting care, tests, or treatment child needed	18	66.7%	172	93.0%	NA
32	Child's doctor explained things in an understandable way	16	68.8%	175	97.7%	NA
33	Child's doctor listened carefully to you	16	56.3%	175	98.9%	NA
34	Child's doctor showed respect for what you had to say	16	75.0%	175	100.0%	NA
37	Child's doctor spent enough time with your child	16	62.5%	175	92.0%	NA
46	Obtained child's appointment with specialist as soon as needed	11	63.6%	97	88.7%	NA
50	Getting information/help from customer service	9	77.8%	74	89.2%	NA
51	Treated with courtesy and respect by customer service staff	9	88.9%	74	95.9%	NA
<b>Q#</b>	<b>Composites &amp; Key Questions</b>					
	Getting Needed Care		65.2%		90.9%	NA
	Getting Care Quickly		77.4%		93.2%	NA
	How Well Doctors Communicate		65.7%		97.2%	NA
	Customer Service		83.4%		92.6%	NA
	Shared Decision Making		85.7%		86.5%	NA
8	Health Promotion and Education	18	72.2%	173	77.5%	NA
40	Coordination of Care	9	44.4%	101	84.2%	NA
53	Ease of Filling Out Forms	24	87.5%	216	94.9%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>					
14	Rating of Health Care	18	55.6%	173	92.5%	NA
41	Rating of Personal Doctor	NA	NA	219	100.0%	NA
48	Rating of Specialist	10	80.0%	90	87.8%	NA
54	Rating of Health Plan	24	70.8%	217	88.9%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>					
14	Rating of Health Care	18	16.7%	173	68.2%	NA
41	Rating of Personal Doctor	NA	NA	219	81.3%	NA
48	Rating of Specialist	10	70.0%	90	71.1%	NA
54	Rating of Health Plan	24	29.2%	217	71.0%	NA

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

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

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

# Segmentation Analysis

## Plan Summary Rates by Contact Customer Service (Q49)

CCC Population

270 Total CCC Population Respondents

## Presbyterian Centennial Care

Medicaid Child with CCC CAHPS®

Q#	Attributes	Yes		No		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	42	95.2%	64	90.6%	4.6%
6	Child obtained appointment for care as soon as needed	73	89.0%	134	88.1%	0.9%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	34	100.0%	55	94.5%	5.5%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	34	85.3%	55	72.7%	12.6%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	33	93.9%	55	80.0%	13.9%
15	Ease of getting care, tests, or treatment child needed	73	89.0%	136	88.2%	0.8%
32	Child's doctor explained things in an understandable way	71	94.4%	120	95.8%	1.4%
33	Child's doctor listened carefully to you	71	93.0%	120	96.7%	3.7%
34	Child's doctor showed respect for what you had to say	71	97.2%	120	98.3%	1.1%
37	Child's doctor spent enough time with your child	71	84.5%	120	92.5%	8.0%
46	Obtained child's appointment with specialist as soon as needed	47	85.1%	69	88.4%	3.3%
50	Getting information/help from customer service	85	87.1%	NA	NA	NA
51	Treated with courtesy and respect by customer service staff	85	95.3%	NA	NA	NA
<b>Q#</b>	<b>Composites &amp; Key Questions</b>					
	Getting Needed Care		87.1%		88.3%	1.3%
	Getting Care Quickly		92.1%		89.4%	2.8%
	How Well Doctors Communicate		92.3%		95.8%	3.6%
	Customer Service		91.2%		NA	NA
	Shared Decision Making		93.1%		82.4%	10.7%
8	Health Promotion and Education	73	83.6%	138	73.9%	9.7%
40	Coordination of Care	49	83.7%	63	79.4%	4.3%
53	Ease of Filling Out Forms	85	92.9%	180	95.0%	2.1%
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>					
14	Rating of Health Care	73	89.0%	137	88.3%	0.7%
41	Rating of Personal Doctor	84	89.3%	157	91.1%	1.8%
48	Rating of Specialist	46	87.0%	63	87.3%	0.3%
54	Rating of Health Plan	85	88.2%	180	83.9%	4.3%
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>					
14	Rating of Health Care	73	65.8%	137	60.6%	5.2%
41	Rating of Personal Doctor	84	77.4%	157	71.3%	6.1%
48	Rating of Specialist	46	73.9%	63	69.8%	4.1%
54	Rating of Health Plan	85	70.6%	180	63.9%	6.7%

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

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

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



# Segmentation Analysis

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

CCC Population

270 Total CCC Population Respondents

Q#	Attributes	Never/Sometimes		Always/Usually		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	4	75.0%	38	97.4%	NA
6	Child obtained appointment for care as soon as needed	9	77.8%	64	90.6%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	2	100.0%	32	100.0%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	2	100.0%	32	84.4%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	2	100.0%	31	93.5%	NA
15	Ease of getting care, tests, or treatment child needed	11	54.5%	62	95.2%	NA
32	Child's doctor explained things in an understandable way	9	77.8%	62	96.8%	NA
33	Child's doctor listened carefully to you	9	88.9%	62	93.5%	NA
34	Child's doctor showed respect for what you had to say	9	88.9%	62	98.4%	NA
37	Child's doctor spent enough time with your child	9	66.7%	62	87.1%	NA
46	Obtained child's appointment with specialist as soon as needed	5	60.0%	42	88.1%	NA
50	Getting information/help from customer service	NA	NA	74	100.0%	NA
51	Treated with courtesy and respect by customer service staff	11	72.7%	74	98.6%	NA
<b>Q#</b>	<b>Composites &amp; Key Questions</b>					
	Getting Needed Care		57.3%		91.7%	NA
	Getting Care Quickly		76.4%		94.0%	NA
	How Well Doctors Communicate		80.6%		94.0%	NA
	Customer Service		NA		99.3%	NA
	Shared Decision Making		100.0%		92.6%	NA
8	Health Promotion and Education	11	54.5%	62	88.7%	NA
40	Coordination of Care	8	62.5%	41	87.8%	NA
53	Ease of Filling Out Forms	11	90.9%	73	93.2%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>					
14	Rating of Health Care	11	63.6%	62	93.5%	NA
41	Rating of Personal Doctor	10	80.0%	73	90.4%	NA
48	Rating of Specialist	5	40.0%	41	92.7%	NA
54	Rating of Health Plan	11	45.5%	74	94.6%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>					
14	Rating of Health Care	11	36.4%	62	71.0%	NA
41	Rating of Personal Doctor	10	70.0%	73	79.5%	NA
48	Rating of Specialist	5	40.0%	41	78.0%	NA
54	Rating of Health Plan	11	36.4%	74	75.7%	NA

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

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

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

# Segmentation Analysis

## Plan Summary Rates by Data Collection Method

CCC Population

270 Total CCC Population Respondents

Q#	Attributes	Mail		Phone		Internet		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	56	94.6%	44	90.9%	7	85.7%	3.7%
6	Child obtained appointment for care as soon as needed	107	91.6%	91	83.5%	11	100.0%	8.1%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	42	95.2%	41	97.6%	6	100.0%	2.4%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	42	78.6%	41	73.2%	6	100.0%	5.4%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	42	83.3%	40	87.5%	6	83.3%	4.2%
15	Ease of getting care, tests, or treatment child needed	106	91.5%	91	83.5%	12	100.0%	8.0%
32	Child's doctor explained things in an understandable way	97	92.8%	85	97.6%	11	100.0%	4.8%
33	Child's doctor listened carefully to you	97	93.8%	85	96.5%	11	100.0%	2.7%
34	Child's doctor showed respect for what you had to say	97	96.9%	85	100.0%	11	90.9%	3.1%
37	Child's doctor spent enough time with your child	97	92.8%	85	85.9%	11	90.9%	6.9%
46	Obtained child's appointment with specialist as soon as needed	61	82.0%	50	92.0%	5	100.0%	10.0%
50	Getting information/help from customer service	45	86.7%	38	86.8%	2	100.0%	0.1%
51	Treated with courtesy and respect by customer service staff	45	93.3%	38	97.4%	2	100.0%	4.1%
<b>Composites &amp; Key Questions</b>								
	Getting Needed Care		86.8%		87.8%		100.0%	1.0%
	Getting Care Quickly		93.1%		87.2%		92.9%	5.9%
	How Well Doctors Communicate		94.1%		95.0%		95.5%	0.9%
	Customer Service		90.0%		92.1%		100.0%	2.1%
	Shared Decision Making		85.7%		86.1%		94.4%	0.4%
8	Health Promotion and Education	107	78.5%	92	75.0%	12	83.3%	3.5%
40	Coordination of Care	58	77.6%	47	85.1%	7	85.7%	7.5%
53	Ease of Filling Out Forms	135	96.3%	119	92.4%	13	92.3%	3.9%
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>								
14	Rating of Health Care	107	89.7%	91	87.9%	12	83.3%	1.8%
41	Rating of Personal Doctor	120	90.0%	110	90.9%	13	84.6%	0.9%
48	Rating of Specialist	55	85.5%	49	87.8%	5	100.0%	2.3%
54	Rating of Health Plan	133	84.2%	121	86.8%	13	84.6%	2.6%
<b>Rating Items (Summary Rate = 9 + 10)</b>								
14	Rating of Health Care	107	58.9%	91	67.0%	12	58.3%	8.1%
41	Rating of Personal Doctor	120	75.0%	110	72.7%	13	61.5%	2.3%
48	Rating of Specialist	55	74.5%	49	67.3%	5	80.0%	7.2%
54	Rating of Health Plan	133	63.2%	121	68.6%	13	69.2%	5.4%

\* Range is the difference between Summary Rates shown. Due to low "Internet" respondents, this segment is not included in range calculations.

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

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

## 6. Correlation Analyses

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

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

### Charts 6A – 6B

# Correlation Analyses

## Presbyterian Centennial Care

### Attribute Correlations with Key Rating Questions

### Medicaid Child with CCC CAHPS®

355 Total General Population Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients*			Plan Summary Rate	2016 Quality Compass All Plans Benchmark**
		with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Doctor		
Getting Needed Care	Q15. Ease of getting care, tests, or treatment child needed	0.301	<b>0.412</b>	<b>0.449</b>	92.0%	88.6%
	Q46. Obtained child's appointment with specialist as soon as needed	0.164	0.157	0.274	90.0%	<b>79.7%</b>
Getting Care Quickly	Q4. Child obtained needed care right away	0.102	0.244	0.052	88.8%	90.6%
	Q6. Child obtained appointment for care as soon as needed	0.290	0.350	0.354	89.2%	87.0%
How Well Doctors Communicate	Q32. Child's doctor explained things in an understandable way	0.288	<b>0.424</b>	<b>0.486</b>	94.5%	93.6%
	Q33. Child's doctor listened carefully to you	<b>0.435</b>	<b>0.506</b>	<b>0.663</b>	94.0%	94.8%
	Q34. Child's doctor showed respect for what you had to say	0.209	<b>0.461</b>	<b>0.646</b>	96.5%	95.9%
	Q37. Child's doctor spent enough time with your child	0.244	0.354	<b>0.532</b>	86.4%	88.4%
Customer Service	Q50. Getting information/help from customer service	0.257	0.381	0.340	89.1%	82.7%
	Q51. Treated with courtesy and respect by customer service staff	0.298	0.275	0.250	98.9%	<b>93.2%</b>
Additional Measures	Q40. Coordination of Care	<b>0.480</b>	0.290	<b>0.573</b>	84.3%	82.6%
	Q53. Ease of Filling Out Forms	0.081	0.110	0.023	95.9%	95.0%
Rating Items (Summary Rate = 8 + 9 + 10)	Q14. Rating of Health Care	<b>0.465</b>	NA	<b>0.635</b>	87.1%	88.4%
	Q41. Rating of Personal Doctor	0.343	<b>0.635</b>	NA	91.1%	<b>85.5%</b>
	Q48. Rating of Specialist	0.263	0.361	0.068	85.7%	84.7%
	Q54. Rating of Health Plan	NA	<b>0.465</b>	0.343	89.1%	<b>84.7%</b>

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

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

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

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

# Correlation Analyses

## Attribute Correlations with Key Rating Questions

270 Total CCC Population Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients*			Plan Summary Rate	2016 Quality Compass All Plans Benchmark**
		with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Doctor		
Getting Needed Care	Q15. Ease of getting care, tests, or treatment child needed	0.306	<b>0.511</b>	0.326	88.5%	90.2%
	Q46. Obtained child's appointment with specialist as soon as needed	0.300	0.361	0.207	87.1%	82.5%
Getting Care Quickly	Q4. Child obtained needed care right away	0.232	0.353	0.123	92.5%	92.9%
	Q6. Child obtained appointment for care as soon as needed	0.338	0.385	0.270	88.5%	90.8%
How Well Doctors Communicate	Q32. Child's doctor explained things in an understandable way	0.232	0.374	<b>0.421</b>	95.3%	95.0%
	Q33. Child's doctor listened carefully to you	0.297	<b>0.434</b>	<b>0.588</b>	95.3%	94.6%
	Q34. Child's doctor showed respect for what you had to say	0.153	0.357	<b>0.507</b>	97.9%	95.5%
	Q37. Child's doctor spent enough time with your child	0.236	0.274	<b>0.429</b>	89.6%	90.6%
Customer Service	Q50. Getting information/help from customer service	<b>0.467</b>	0.375	0.111	87.1%	84.2%
	Q51. Treated with courtesy and respect by customer service staff	<b>0.532</b>	0.221	0.078	95.3%	94.7%
Additional Measures	Q40. Coordination of Care	0.255	0.265	0.384	81.3%	82.0%
	Q53. Ease of Filling Out Forms	0.044	0.115	0.085	94.4%	95.1%
Rating Items (Summary Rate = 8 + 9 + 10)	Q14. Rating of Health Care	<b>0.462</b>	NA	<b>0.497</b>	88.6%	84.2%
	Q41. Rating of Personal Doctor	0.261	<b>0.497</b>	NA	90.1%	88.0%
	Q48. Rating of Specialist	0.391	<b>0.421</b>	0.095	87.2%	85.5%
	Q54. Rating of Health Plan	NA	<b>0.462</b>	0.261	85.4%	82.2%

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

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

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

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

## 7. Priority Matrix

### *General Population*

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

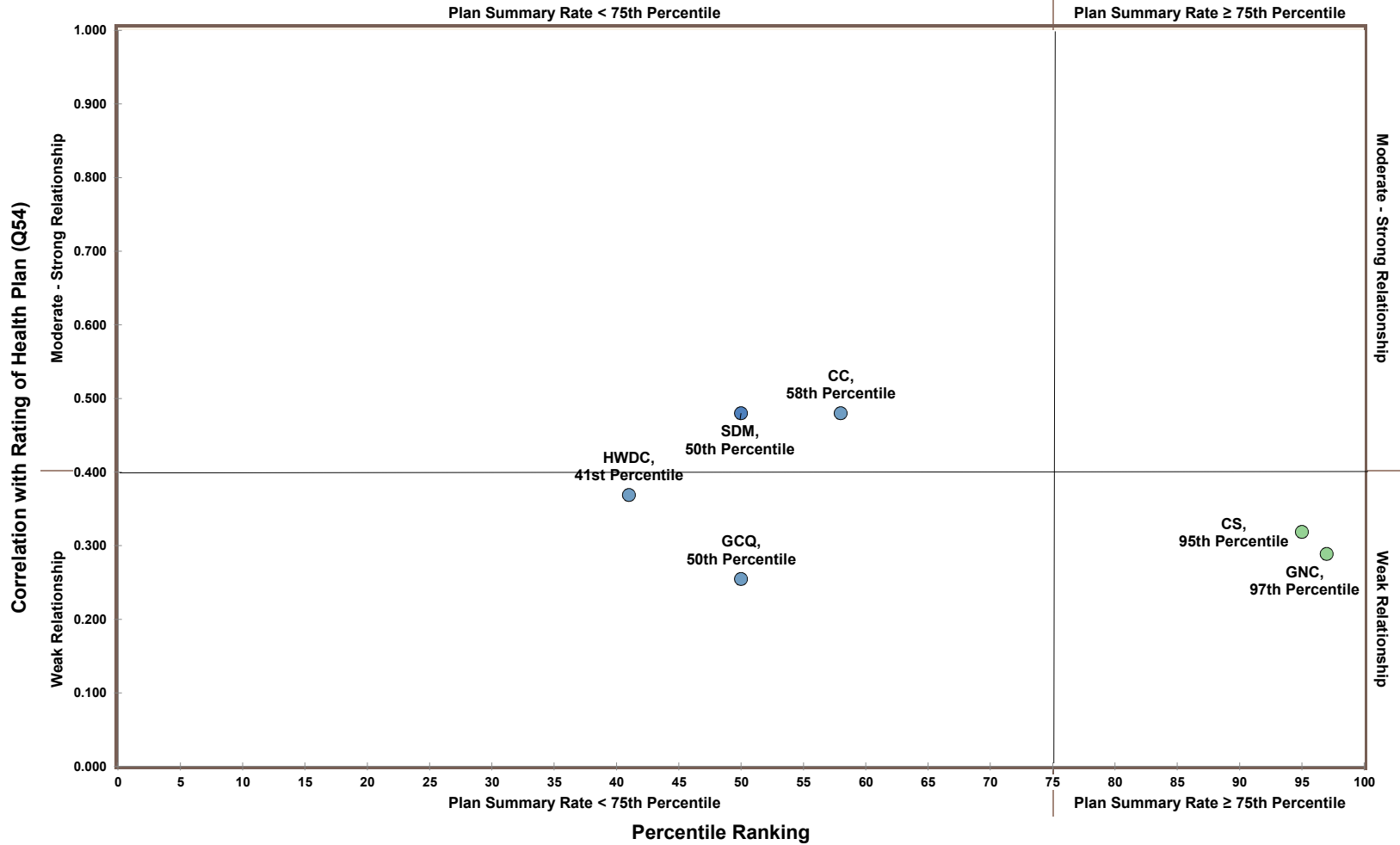
Composites and measures with moderate to strong correlations with *Rating of Health Plan* (Q54) and ranking at or above the 75th percentile are considered plan *Strengths* and are placed in the top right quadrant. Composites with moderate to strong correlations with *Rating of Health Plan* (Q54) but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

### Chart 7A

# Priority Matrix

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

**Presbyterian Centennial Care**  
**Medicaid Child with CCC CAHPS®**



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

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

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

## 8. Composite Analyses

### *General Population*

The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. Pages 8A – 8H present composite-level analyses for the CAHPS® measures used in accreditation scoring, which include the following:

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

### Summary Rate Trend Comparisons

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

### Correlation with Rating Questions

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

### Drill Down of Summary Rate Score Comparisons

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

### Benchmark Summary Rate Score Comparisons

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

### Benchmark Percentile Rankings



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

#### Three-Point Score Trend Comparisons and Percentile Thresholds<sup>17</sup>

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

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

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

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

#### Global Proportions and Three-Point Scores

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

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

### Three-Point Score Trend Comparisons

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

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

## **Charts 8A – 8H**

# HEDIS/CAHPS® Composite Analysis

Presbyterian Centennial Care

## Getting Needed Care Composite

Medicaid Child with CCC CAHPS®

General Population

### Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
<b>Getting Needed Care</b>		<b>91.0%</b>		<b>83.9%</b>		<b>82.8%</b>
Q15. Ease of getting care, tests, or treatment child needed	226	92.0%	208	91.8%	235	90.6%
Q46. Obtained child's appointment with specialist as soon as needed	60	90.0%	50	76.0%	60	75.0%

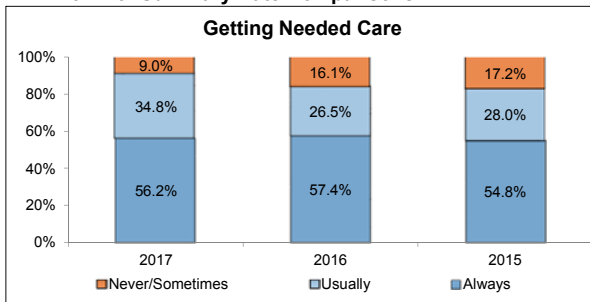
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

### Correlation with Rating Questions

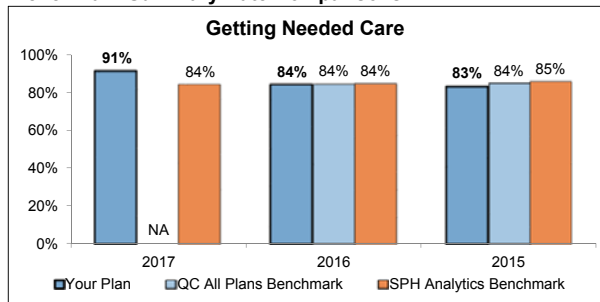
Getting Needed Care	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q15. Ease of getting care, tests, or treatment child needed	0.301	<b>0.412</b>	<b>0.449</b>
Q46. Obtained child's appointment with specialist as soon as needed	0.164	0.157	0.274

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

### Drill Down of Summary Rate Comparisons



### Benchmark Summary Rate Comparisons



### Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
<b>Getting Needed Care</b>	<b>91.0%</b>	<b>98th</b>	84.0%	81.0%	84.0%	87.0%	89.0%
Q15. Ease of getting care, tests, or treatment child needed	92.0%	78th	88.6%	86.2%	89.3%	91.7%	93.3%
Q46. Obtained child's appointment with specialist as soon as needed	90.0%	99th	79.7%	77.1%	80.7%	83.6%	85.3%

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

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

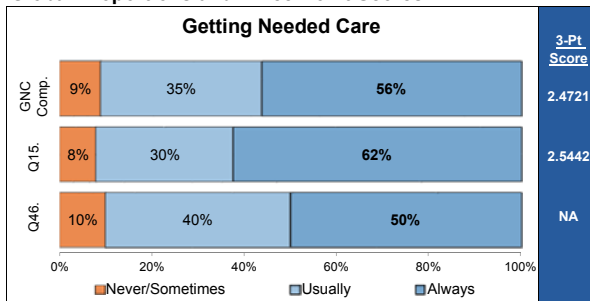
### Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
<b>Getting Needed Care</b>	2017	2.4721	50th	2.37	2.46	2.51	2.56
	2016	2.4133	25th	2.39	2.47	2.53	2.58
	2015	2.3766	<25th	2.42	2.47	2.53	2.58

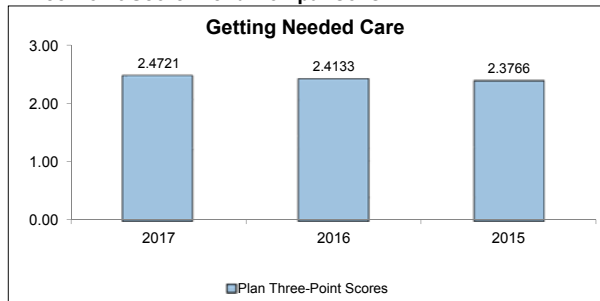
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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

### Global Proportions and Three-Point Scores



### Three-Point Score Trend Comparisons



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

# HEDIS/CAHPS® Composite Analysis

Presbyterian Centennial Care

Getting Care Quickly Composite

Medicaid Child with CCC CAHPS®

General Population

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
<b>Getting Care Quickly</b>		<b>89.0%</b>		<b>87.5%</b>		<b>89.1%</b>
Q4. Child obtained needed care right away	107	88.8%	84	90.5%	113	92.0%
Q6. Child obtained appointment for care as soon as needed	204	89.2%	195	84.6%	225	86.2%

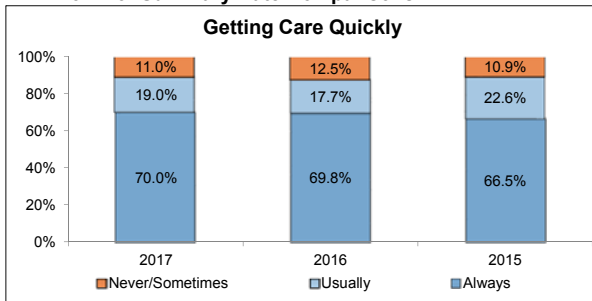
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

### Correlation with Rating Questions

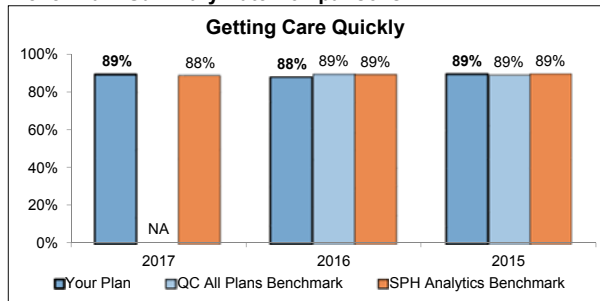
Getting Care Quickly	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q4. Child obtained needed care right away	0.102	0.244	0.052
Q6. Child obtained appointment for care as soon as needed	0.290	0.350	0.354

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

### Drill Down of Summary Rate Comparisons



### Benchmark Summary Rate Comparisons



### Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
<b>Getting Care Quickly</b>	<b>89.0%</b>	<b>53rd</b>	<b>89.0%</b>	<b>86.0%</b>	<b>89.0%</b>	<b>92.0%</b>	<b>94.0%</b>
Q4. Child obtained needed care right away	88.8%	27th	90.6%	88.3%	91.0%	93.9%	95.8%
Q6. Child obtained appointment for care as soon as needed	89.2%	64th	87.0%	84.6%	87.7%	90.4%	92.8%

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

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

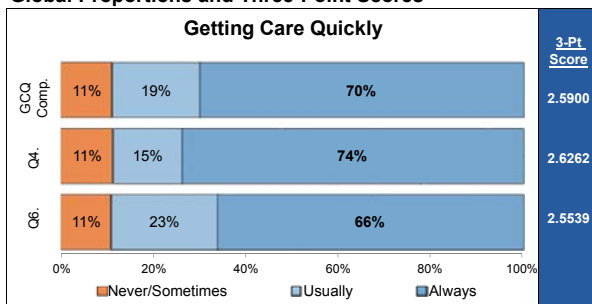
### Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
<b>Getting Care Quickly</b>	<b>2017</b>	<b>2.5900</b>	25th	2.54	2.61	2.66	2.69
	<b>2016</b>	<b>2.5735</b>	25th	2.54	2.61	2.66	2.69
	<b>2015</b>	<b>2.5564</b>	25th	2.54	2.61	2.66	2.69

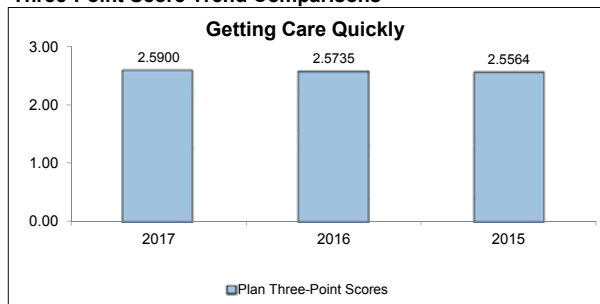
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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

### Global Proportions and Three-Point Scores



### Three-Point Score Trend Comparisons



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

# HEDIS/CAHPS® Composite Analysis

Presbyterian Centennial Care

## Customer Service Composite

Medicaid Child with CCC CAHPS®

General Population

### Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
		2017	2016	2015		
<b>Customer Service</b>		<b>94.0%</b>	<b>91.0%</b>	<b>89.1%</b>		
Q50. Getting information/help from customer service	92	89.1%	83	86.7%	111	84.7%
Q51. Treated with courtesy and respect by customer service staff	91	98.9%	84	95.2%	109	93.6%

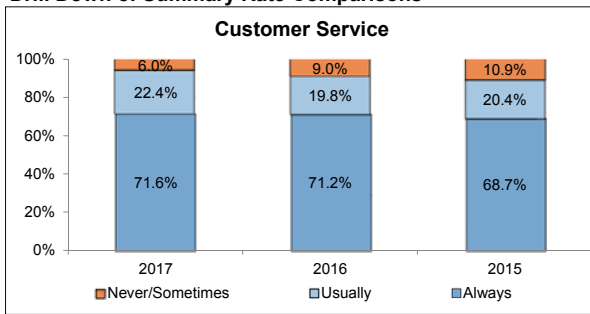
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

### Correlation with Rating Questions

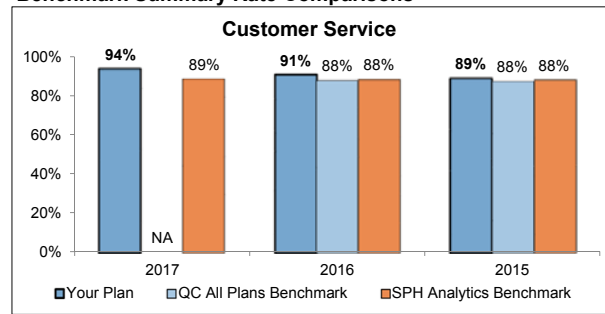
Customer Service	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q50. Getting information/help from customer service	0.257	0.381	0.340
Q51. Treated with courtesy and respect by customer service staff	0.298	0.275	0.250

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

### Drill Down of Summary Rate Comparisons



### Benchmark Summary Rate Comparisons



### Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass® All Plans Mean and Percentiles				
	Summary Rate	Percentile	Mean	25th	50th	75th	90th
<b>Customer Service</b>	<b>94.0%</b>	<b>99th</b>	88.0%	86.0%	88.0%	90.0%	92.0%
Q50. Getting information/help from customer service	89.1%	94th	82.7%	80.5%	82.8%	85.6%	87.2%
Q51. Treated with courtesy and respect by customer service staff	98.9%	99th	93.2%	92.1%	93.4%	94.9%	96.0%

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

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

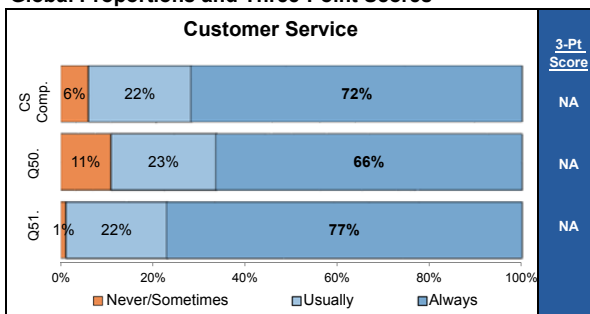
### Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile	Medicaid Child CAHPS® Percentiles			
Customer Service	2017	NA	NA	2.50	2.53	2.58	2.63
	2016	NA	NA	2.50	2.53	2.58	2.63
	2015	2.5786	50th	2.50	2.53	2.58	2.63

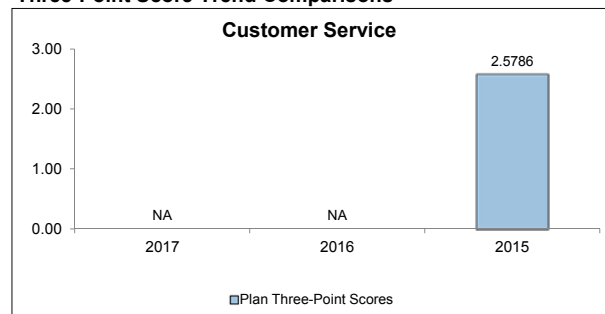
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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

### Global Proportions and Three-Point Scores



### Three-Point Score Trend Comparisons



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

# HEDIS/CAHPS® Composite Analysis

## Coordination of Care (Q40)

### General Population

### Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q40. Coordination of Care	83	84.3%	73	78.1%	82	87.8%

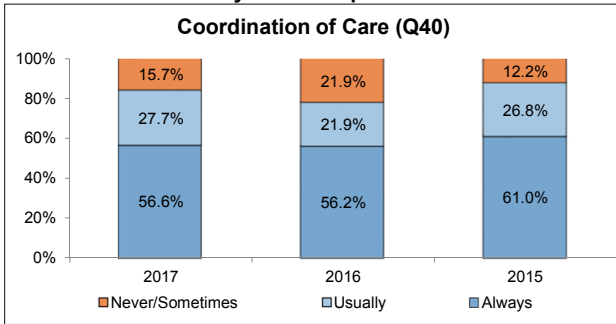
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

### Correlation with Rating Questions

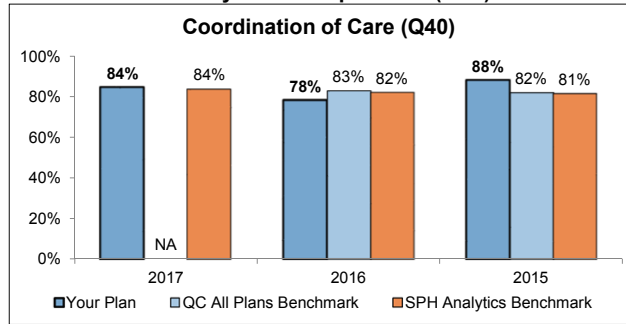
Rating of Health Care	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q40. Coordination of Care	0.480	0.29	0.573

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

### Drill Down of Summary Rate Comparisons



### Benchmark Summary Rate Comparisons (8-10)



### Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking	2016 Quality Compass® All Plans Mean and Percentiles				
		Mean	25th	50th	75th	90th
Q40. Coordination of Care	84.3% 66th	82.6%	80.0%	82.9%	85.4%	87.3%

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

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

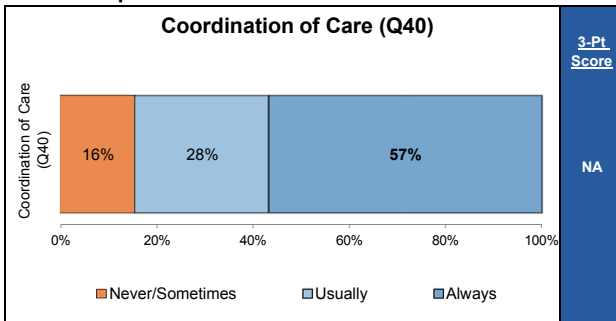
### Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Coordination of Care (Q40)	2017	NA	NA	2.36	2.42	2.48	2.52
	2016	2.6214	90th	2.36	2.41	2.46	2.51
	2015	2.6076	<25th	NA	NA	NA	NA

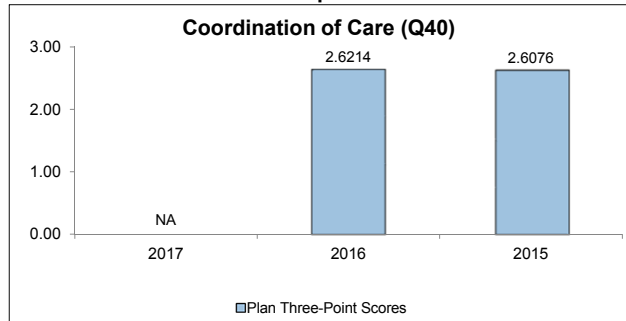
NCQA added the Coordination of Care measure to Accreditation 2016 scoring. Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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

### Global Proportions and Three-Point Score



### Three-Point Score Trend Comparisons



NCQA added the Coordination of Care measure to Accreditation 2016 scoring. Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

# HEDIS/CAHPS® Composite Analysis

Presbyterian Centennial Care

## Rating of Health Care (Q14)

Medicaid Child with CCC CAHPS®

General Population

### Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q14. Rating of Health Care (8-10)	224	87.1%	206	84.5%	237	85.7%
Q14. Rating of Health Care (9-10)	224	66.1%	206	69.9%	237	69.2%

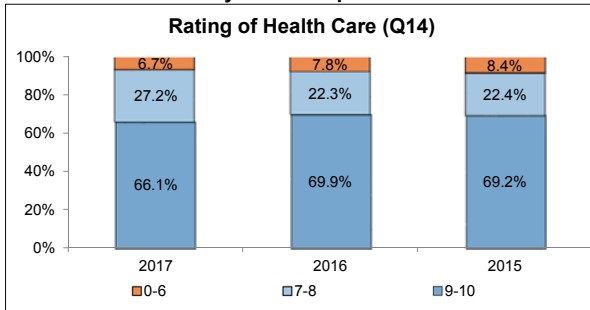
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

### Correlation with Rating Questions

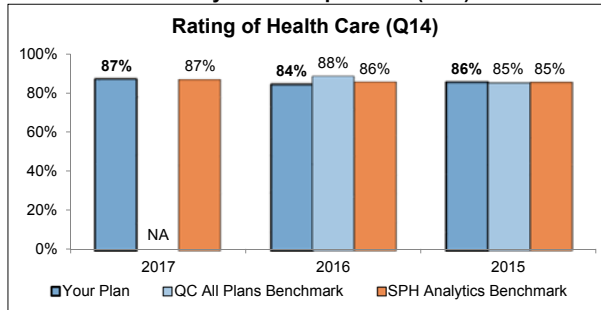
Rating of Health Care	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q14. Rating of Health Care (8-10)	0.465	NA	0.635

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

### Drill Down of Summary Rate Comparisons



### Benchmark Summary Rate Comparisons (8-10)



### Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Q14. Rating of Health Care (8-10)	87.1%	63rd	88.4%	83.9%	85.9%	88.1%	90.1%
Q14. Rating of Health Care (9-10)	66.1%	32nd	67.7%	64.8%	68.1%	70.9%	73.8%

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

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

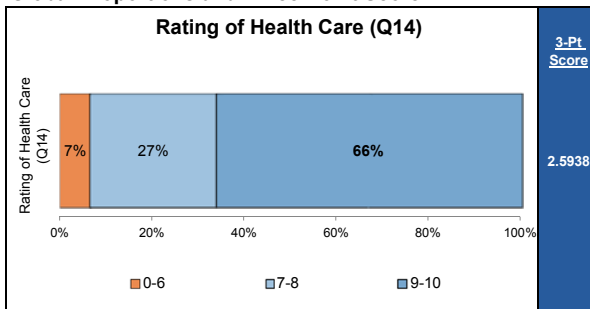
### Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Care (Q14)	2017	2.5938	90th	2.49	2.52	2.57	2.59
	2016	2.6214	90th	2.49	2.52	2.57	2.59
	2015	2.6076	90th	2.49	2.52	2.57	2.59

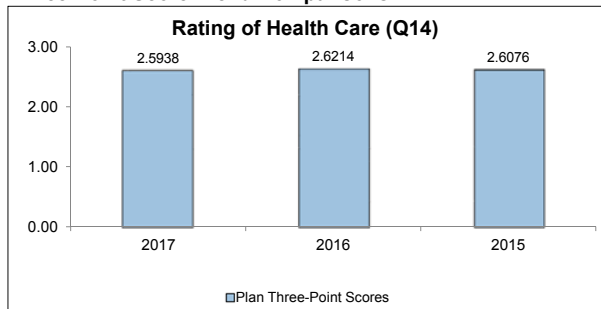
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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

### Global Proportions and Three-Point Score



### Three-Point Score Trend Comparisons



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

# HEDIS/CAHPS® Composite Analysis

Presbyterian Centennial Care

## Rating of Personal Doctor (Q41)

Medicaid Child with CCC CAHPS®

General Population

### Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q41. Rating of Personal Doctor (8-10)	291	91.1%	274	87.2%	310	84.8%
Q41. Rating of Personal Doctor (9-10)	291	77.7%	274	74.8%	310	72.3%

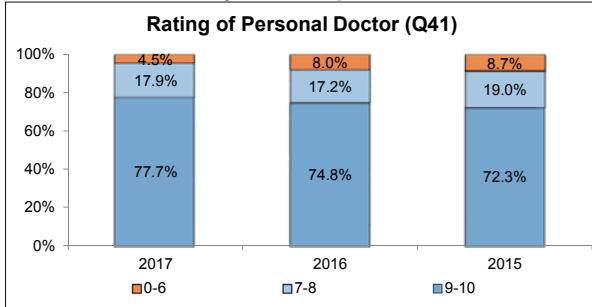
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

### Correlation with Rating Questions

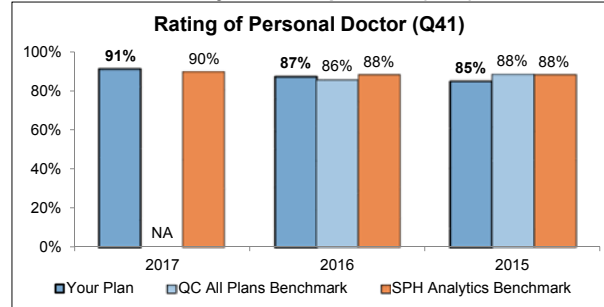
Rating of Personal Doctor	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q41. Rating of Personal Doctor (8-10)	0.343	0.635	NA

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

### Drill Down of Summary Rate Comparisons



### Benchmark Summary Rate Comparisons (8-10)



### Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking	2016 Quality Compass® All Plans Mean and Percentiles				
		Mean	25th	50th	75th	90th
Q41. Rating of Personal Doctor (8-10)	91.1% 85th	85.5%	86.8%	88.6%	90.4%	91.8%
Q41. Rating of Personal Doctor (9-10)	77.7% 76th	74.8%	72.5%	74.6%	77.4%	79.8%

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

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

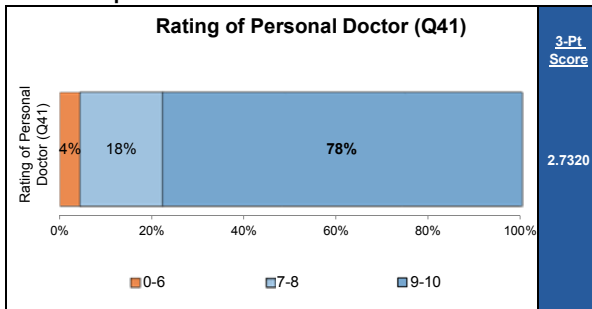
### Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Personal Doctor (Q41)	2017	2.7320	90th	2.58	2.62	2.65	2.69
	2016	2.6679	75th	2.58	2.62	2.65	2.69
	2015	2.6355	50th	2.58	2.62	2.65	2.69

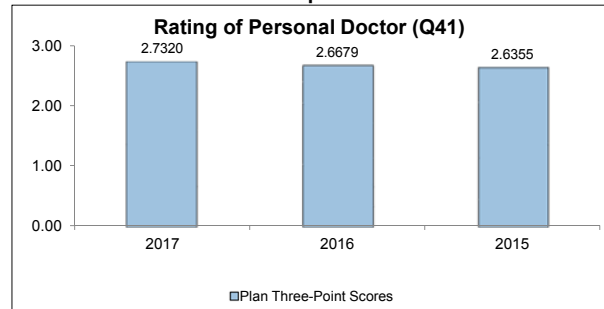
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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

### Global Proportions and Three-Point Score



### Three-Point Score Trend Comparisons



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



# HEDIS/CAHPS® Composite Analysis

Presbyterian Centennial Care

## Rating of Specialist (Q48)

Medicaid Child with CCC CAHPS®

General Population

### Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q48. Rating of Specialist (8-10)	56	85.7%	47	83.0%	55	81.8%
Q48. Rating of Specialist (9-10)	56	71.4%	47	63.8%	55	69.1%

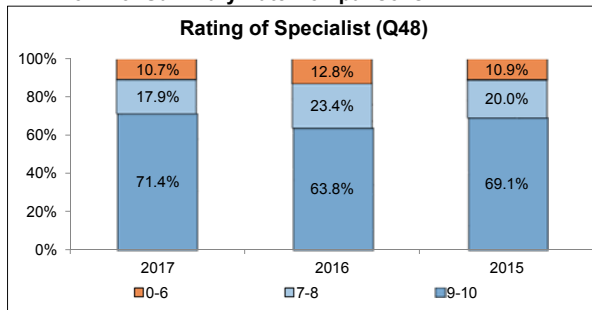
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

### Correlation with Rating Questions

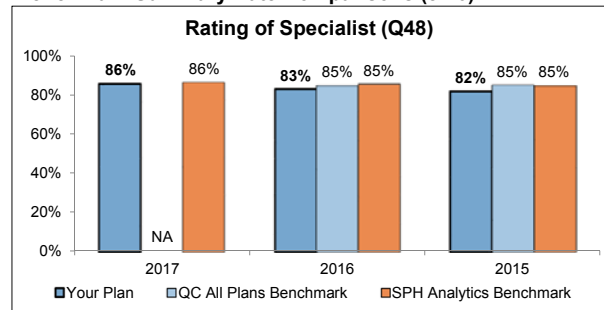
Rating of Specialist	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q48. Rating of Specialist (8-10)	0.263	0.361	0.068

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

### Drill Down of Summary Rate Comparisons



### Benchmark Summary Rate Comparisons (8-10)



### Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Q48. Rating of Specialist (8-10)	85.7%	47th	84.7%	83.3%	86.2%	88.1%	89.5%
Q48. Rating of Specialist (9-10)	71.4%	50th	71.1%	66.7%	71.3%	75.0%	79.9%

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

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

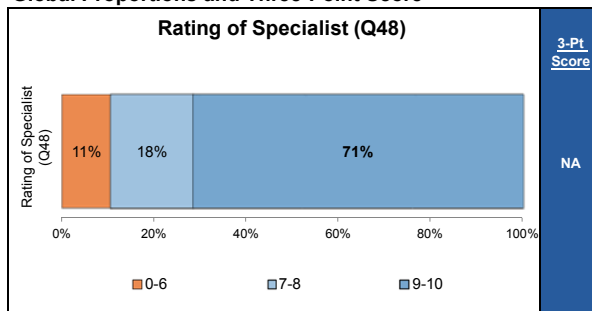
### Three-Point Score Trend Comparisons and Percentile Thresholds

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

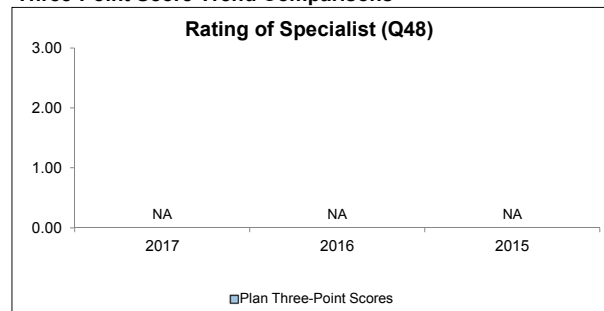
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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

### Global Proportions and Three-Point Score



### Three-Point Score Trend Comparisons



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

# HEDIS/CAHPS® Composite Analysis

Presbyterian Centennial Care

## Rating of Health Plan (Q54)

Medicaid Child with CCC CAHPS®

General Population

### Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q54. Rating of Health Plan (8-10)	348	89.1%	310	85.2%	332	88.3%
Q54. Rating of Health Plan (9-10)	348	70.7%	310	71.9%	332	73.2%

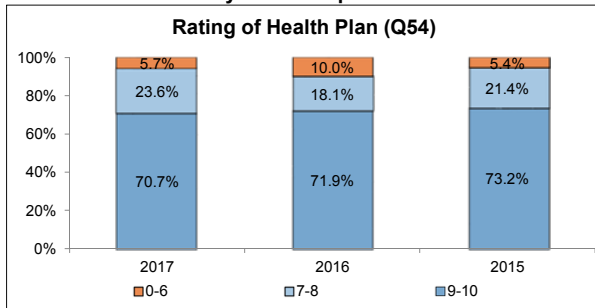
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

### Correlation with Rating Questions

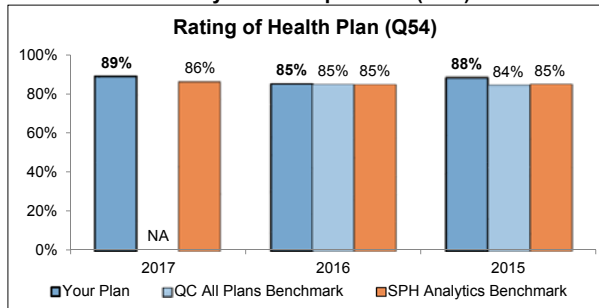
Rating of Health Plan	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q54. Rating of Health Plan (8-10)	NA	0.465	0.343

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

### Drill Down of Summary Rate Comparisons



### Benchmark Summary Rate Comparisons (8-10)



### Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass® All Plans Mean and Percentiles				
			Mean	25th	50th	75th	90th
Q54. Rating of Health Plan (8-10)	89.1%	85th	84.7%	82.3%	85.2%	87.9%	90.6%
Q54. Rating of Health Plan (9-10)	70.7%	59th	69.0%	65.1%	68.8%	73.6%	76.7%

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

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

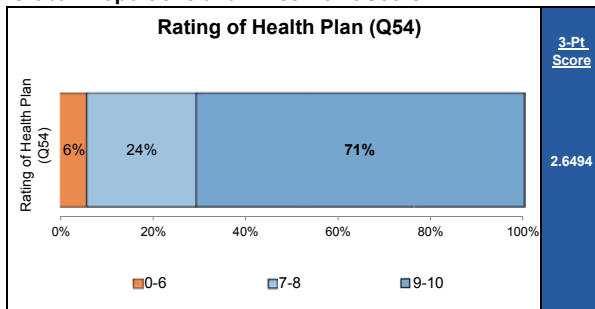
### Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Plan (Q54)	2017	2.6494	75th	2.51	2.57	2.62	2.67
	2016	2.6194	50th	2.51	2.57	2.62	2.67
	2015	2.6777	90th	2.51	2.57	2.62	2.67

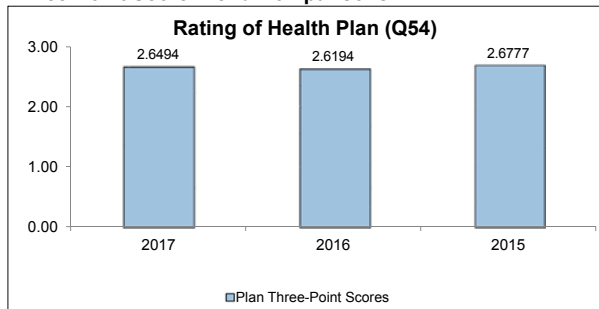
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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

### Global Proportions and Three-Point Score



### Three-Point Score Trend Comparisons



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

## 9. Technical Notes

Presented alphabetically by subject area

### Composite Categories

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

### Correlation Analysis

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

### Demographic Categories

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

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

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

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

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

### Opportunity Analysis (see Regression Analysis)

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

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

### Question Scoring

NCQA Summary Rate & Three-Point Categories for Composite Questions

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

Composites/ Response choices	Summary Rate	Three- Point	Questions/Attributes
<b>Getting Care Quickly</b>			
Never/Sometimes		1	Q4 – In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?  Q6 – In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
Usually	Summary Rate	2	
Always	Summary Rate	3	
<b>How Well Doctors Communicate</b>			
Never/Sometimes		1	Q32 – In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand? Q33 – In the last 6 months, how often did your child's personal doctor listen carefully to you? Q34 – In the last 6 months, how often did your child's personal doctor show respect for what you had to say? Q37 - In the last 6 months, how often did your child's personal doctor spend enough time with your child?
Usually	Summary Rate	2	
Always	Summary Rate	3	
<b>Customer Service</b>			
Never/Sometimes		1	Q50 – In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? Q51 – In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
Usually	Summary Rate	2	
Always	Summary Rate	3	
<b>Shared Decision Making</b>			
No		1	Q11 – Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine? Q12 – Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? Q13 – When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?
Yes	Summary Rate	3	

### Rating Questions

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

### Regression Analysis

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

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

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

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

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

## Report Sections

### *Profile of Survey Respondents*

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

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

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

### *Benchmark Comparisons*

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

### *Global Proportions*

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

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

*Accreditation Assessment*

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

*Segmentation*

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

*Correlations*

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

*Question Summaries*

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

**Response Rate (General Population Only)**

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

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

The formula for determining the response rate is the following:

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

**Sampling Error**

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

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

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

\*95% confidence interval

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

\*\*90% confidence interval

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

### SPH Analytics of Business (CCC Population)

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



**SPH Analytics of Business (General Population)**

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

**Statistical Significance**

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

**Summary Rate**

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

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

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

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

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

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

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

**Survey Administration Protocol**

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

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

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

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

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

### Three-Point Scores

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

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

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

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

**Unanswered Questions**

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

**Z-Test**

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

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

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

where

$\hat{p}$  = Summary Rate from the sample

$p_0$  = Set constant score for comparison

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

$n$  = Sample size

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

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

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

where

$\hat{p}_1$  = Summary Rate from the 1<sup>st</sup> sample

$\hat{p}_2$  = Summary Rate from the 2<sup>nd</sup> sample

$n_1$  = Size of the sample from the 1<sup>st</sup> population

$n_2$  = Size of the sample from the 2<sup>nd</sup> population

$\hat{p}$  = Pooled Summary Rate,

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

$\hat{q}$  = 1 – (Pooled Summary Rate)

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

## Sample Survey Tool

## SURVEY INSTRUCTIONS

- Answer each question by marking the box to the left of your answer.
- You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:  
 Yes → If Yes, Go to Question 1  
 No

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

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

*If you want to know more about this study, please call 1-877-476-7538.*

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

1. Our records show that your child is now in Presbyterian Centennial Care (Presbyterian Health Plan).  
Is that right?  
<sub>1</sub> Yes → If Yes, Go to Question 3  
<sub>2</sub> No
2. What is the name of your child's health plan?  
(please print)  



---

## YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

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



**SPH Analytics**  
 Attn: Survey Processing Department  
 PO Box 100072, Duluth, GA 30096-9876  
 Toll-Free: **1-877-476-7538**

6121149

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

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

- 1 Yes
2 No

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

- 1 Never
2 Sometimes
3 Usually
4 Always

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

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

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

- 1 Yes
2 No

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

- 1 Yes
2 No

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

- 1 Yes
2 No

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

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

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

- 1 Never
2 Sometimes
3 Usually
4 Always

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

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

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

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

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

- 1 Yes
2 No

SPECIALIZED SERVICES

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

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

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

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Yes
2 No

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

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

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

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Yes
2 No

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

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

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78. What is your age?
- 1 Under 18
  - 2 18 to 24
  - 3 25 to 34
  - 4 35 to 44
  - 5 45 to 54
  - 6 55 to 64
  - 7 65 to 74
  - 8 75 or older
79. Are you male or female?
- 1 Male
  - 2 Female
80. What is the highest grade or level of school that you have completed?
- 1 8th grade or less
  - 2 Some high school, but did not graduate
  - 3 High school graduate or GED
  - 4 Some college or 2-year degree
  - 5 4-year college graduate
  - 6 More than 4-year college degree
81. How are you related to the child?
- 1 Mother or father
  - 2 Grandparent
  - 3 Aunt or uncle
  - 4 Older brother or sister
  - 5 Other relative
  - 6 Legal guardian
  - 7 Someone else
82. Did someone help you complete this survey?
- 1 Yes → If Yes, Go to Question 83
  - 2 No → If No, Go to Question 84
83. How did that person help you? Mark one or more.
- A Read the questions to me
  - B Wrote down the answers I gave
  - C Answered the questions for me
  - D Translated the questions into my language
  - E Helped in some other way
84. Would you recommend your child's health plan to your family or friends?
- 1 Definitely yes
  - 2 Probably yes
  - 3 Probably not
  - 4 Definitely not
85. Do you intend to switch your child to a different health plan when you next have an opportunity?
- 1 Definitely yes
  - 2 Probably yes
  - 3 Probably not
  - 4 Definitely not
86. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?
- 1 Yes
  - 2 No → If No, Go to Question 89

87. In the last 6 months, who helped to coordinate your child's care?
- 1 Someone from your child's health plan
  - 2 Someone from your child's doctor's office or clinic
  - 3 Someone from another organization
  - 4 A friend or family member
  - 5 You
88. How satisfied are you with the help you got to coordinate your child's care in the last 6 months?
- 1 Very dissatisfied
  - 2 Dissatisfied
  - 3 Neither dissatisfied nor satisfied
  - 4 Satisfied
  - 5 Very satisfied
89. Do you feel that your child's cultural and/or language needs are recognized and addressed, as needed, by Presbyterian?
- 1 Yes
  - 2 No

26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?
- 1 Never
  - 2 Sometimes
  - 3 Usually
  - 4 Always
27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?
- 1 Yes
  - 2 No
28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?
- 1 Yes
  - 2 No → If No, Go to Question 30
29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?
- 1 Yes
  - 2 No

#### YOUR CHILD'S PERSONAL DOCTOR

30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?
- 1 Yes
  - 2 No → If No, Go to Question 45
31. In the last 6 months, how many times did your child visit his or her personal doctor for care?
- 1 None → If None, Go to Question 41
  - 2 1 time
  - 3 2
  - 4 3
  - 5 4
  - 6 5 to 9
  - 7 10 or more times
32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
- 1 Never
  - 2 Sometimes
  - 3 Usually
  - 4 Always
33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- 1 Never
  - 2 Sometimes
  - 3 Usually
  - 4 Always

34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- 1 Never
  - 2 Sometimes
  - 3 Usually
  - 4 Always
35. Is your child able to talk with doctors about his or her health care?
- 1 Yes
  - 2 No → If No, Go to Question 37
36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?
- 1 Never
  - 2 Sometimes
  - 3 Usually
  - 4 Always
37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- 1 Never
  - 2 Sometimes
  - 3 Usually
  - 4 Always
38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- 1 Yes
  - 2 No
39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
- 1 Yes
  - 2 No → If No, Go to Question 41
40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
- 1 Never
  - 2 Sometimes
  - 3 Usually
  - 4 Always
41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?
- | Worst personal doctor possible |                          |                          |                          |                          | Best personal doctor possible |                          |                          |                          |                          |                          |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                              | 1                        | 2                        | 3                        | 4                        | 5                             | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/>       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

### GETTING HEALTH CARE FROM SPECIALISTS

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

45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?
- <sub>1</sub> Yes  
<sub>2</sub> No → If No, Go to Question 49
46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?
- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always
47. How many specialists has your child seen in the last 6 months?
- <sub>1</sub> None → If None, Go to Question 49  
<sub>2</sub> 1 specialist  
<sub>3</sub> 2  
<sub>4</sub> 3  
<sub>5</sub> 4  
<sub>6</sub> 5 or more specialists
48. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

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

### YOUR CHILD'S HEALTH PLAN

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

49. In the last 6 months, did you get information or help from customer service at your child's health plan?
- <sub>1</sub> Yes  
<sub>2</sub> No → If No, Go to Question 52
50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always
51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always
52. In the last 6 months, did your child's health plan give you any forms to fill out?
- <sub>1</sub> Yes  
<sub>2</sub> No → If No, Go to Question 54
53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always
54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

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

### PRESCRIPTION MEDICINES

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

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

### ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?
- <sub>1</sub> Excellent  
<sub>2</sub> Very Good  
<sub>3</sub> Good  
<sub>4</sub> Fair  
<sub>5</sub> Poor
59. In general, how would you rate your child's overall **mental or emotional** health?
- <sub>1</sub> Excellent  
<sub>2</sub> Very Good  
<sub>3</sub> Good  
<sub>4</sub> Fair  
<sub>5</sub> Poor
60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
- <sub>1</sub> Yes  
<sub>2</sub> No → If No, Go to Question 63
61. Is this because of any medical, behavioral, or other health condition?
- <sub>1</sub> Yes  
<sub>2</sub> No → If No, Go to Question 63
62. Is this a condition that has lasted or is expected to last for at least 12 months?
- <sub>1</sub> Yes  
<sub>2</sub> No
63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?
- <sub>1</sub> Yes  
<sub>2</sub> No → If No, Go to Question 66
64. Is this because of any medical, behavioral, or other health condition?
- <sub>1</sub> Yes  
<sub>2</sub> No → If No, Go to Question 66
65. Is this a condition that has lasted or is expected to last for at least 12 months?
- <sub>1</sub> Yes  
<sub>2</sub> No
66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?
- <sub>1</sub> Yes  
<sub>2</sub> No → If No, Go to Question 69

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



## 10. Banner Tables

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

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

On the left side of the page are three row headers: "Total Eligible," "Total Valid Responses," and "No Answer." "Total Eligible" represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal 355 (General Population) or 270 (CCC Population), which is the valid number of responses to the current survey. "Total Valid Responses" shows how many of the total respondents provided valid answers to the given question. Finally, "No Answer" is the number of individuals who did not respond to the question, even though they were eligible to do so.

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

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

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

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

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

===== GENDER =====

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

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

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

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

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

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

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



Table of Contents:

	Table Description	Filter Description	Population Status	Base
1	Q1. Our records show that your child is now in Presbyterian Centennial Care. Is that right?	SampleFlag.ContainsAny((General_Population))	Success	355
2	Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctors office?	SampleFlag.ContainsAny((General_Population))	Success	355
3	Q4. (GOC) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	SampleFlag.ContainsAny((General_Population)) AND Q3.ContainsAny((Yes))	Success	110
4	Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?	SampleFlag.ContainsAny((General_Population))	Success	355
5	Q6. (GOC) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?	SampleFlag.ContainsAny((General_Population)) AND Q5.ContainsAny((Yes))	Success	208
6	Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?	SampleFlag.ContainsAny((General_Population))	Success	355
7	Q8. (HFE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	228
8	Q9. (FCQ-GN) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	228
9	Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	228
10	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times)) And Q10.ContainsAny((Yes))	Success	53
11	Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times)) And Q10.ContainsAny((Yes))	Success	53
12	Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times)) And Q10.ContainsAny((Yes))	Success	53
13	Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your childs health care in the last 6 months?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	228
14	Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	SampleFlag.ContainsAny((General_Population)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	228
15	Q16. Is your child now enrolled in any kind of school or daycare?	SampleFlag.ContainsAny((General_Population))	Success	355
16	Q17. In the last 6 months, did you need your childs doctors or other health providers to contact a school or daycare center about your childs health or health care?	SampleFlag.ContainsAny((General_Population)) AND Q16.ContainsAny((Yes))	Success	255
17	Q18. (OC-COC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?	SampleFlag.ContainsAny((General_Population)) AND Q16.ContainsAny((Yes)) And Q17.ContainsAny((Yes))	Success	15
18	Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?	SampleFlag.ContainsAny((General_Population))	Success	355
19	Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	SampleFlag.ContainsAny((General_Population)) AND Q19.ContainsAny((Yes))	Success	13
20	Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?	SampleFlag.ContainsAny((General_Population)) AND Q19.ContainsAny((Yes))	Success	13
21	Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?	SampleFlag.ContainsAny((General_Population))	Success	355
22	Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?	SampleFlag.ContainsAny((General_Population)) AND Q22.ContainsAny((Yes))	Success	23
23	Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child?	SampleFlag.ContainsAny((General_Population)) AND Q22.ContainsAny((Yes))	Success	23
24	Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?	SampleFlag.ContainsAny((General_Population))	Success	355
25	Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?	SampleFlag.ContainsAny((General_Population)) AND Q25.ContainsAny((Yes))	Success	32
26	Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?	SampleFlag.ContainsAny((General_Population)) AND Q25.ContainsAny((Yes))	Success	32
27	Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?	SampleFlag.ContainsAny((General_Population))	Success	355
28	Q29. (OC-COC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?	SampleFlag.ContainsAny((General_Population)) AND Q28.ContainsAny((Yes))	Success	72
29	Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?	SampleFlag.ContainsAny((General_Population))	Success	355
30	Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes))	Success	298
31	Q32. (HMDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	200
32	Q33. (HMDC) In the last 6 months, how often did your childs personal doctor listen carefully to you?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	200
33	Q34. (HMDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	200
34	Q35. Is your child able to talk with doctors about his or her health care?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	200
35	Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times)) And Q35.ContainsAny((Yes))	Success	141
36	Q37. (HMDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	200
37	Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	200
38	Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times))	Success	200
39	Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5 to 9, 10 or more times)) And Q39.ContainsAny((Yes))	Success	84
	Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what	SampleFlag.ContainsAny((General_Population)) AND		

40	number would you use to rate your child's personal doctor?	Q30.ContainsAny(Yes))	Success	298
41	Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny(Yes))	Success	298
42	Q43. (FOC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny(Yes)) And Q42.ContainsAny(Yes))	Success	50
43	Q44. (FOC-PD) Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?	SampleFlag.ContainsAny((General_Population)) AND Q30.ContainsAny(Yes)) And Q42.ContainsAny(Yes))	Success	50
44	Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?	SampleFlag.ContainsAny((General_Population))	Success	355
45	Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	SampleFlag.ContainsAny((General_Population)) AND Q45.ContainsAny(Yes))	Success	61
46	Q47. How many specialists has your child seen in the last 6 months?	SampleFlag.ContainsAny((General_Population)) AND Q45.ContainsAny(Yes))	Success	61
47	Q48. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?	SampleFlag.ContainsAny((General_Population)) AND Q45.ContainsAny(Yes)) And Q47.ContainsAny({_1_specialist, _2, _3, _4, _5 or more_specialists})	Success	57
48	Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?	SampleFlag.ContainsAny((General_Population))	Success	355
49	Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	SampleFlag.ContainsAny((General_Population)) AND Q49.ContainsAny(Yes))	Success	92
50	Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	SampleFlag.ContainsAny((General_Population)) AND Q49.ContainsAny(Yes))	Success	92
51	Q52. In the last 6 months, did your child's health plan give you any forms to fill out?	SampleFlag.ContainsAny((General_Population))	Success	355
52	Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?	SampleFlag.ContainsAny((General_Population)) AND Q52.ContainsAny(Yes, Nb))	Success	349
53	Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?	SampleFlag.ContainsAny((General_Population))	Success	355
54	Q55. In the last 6 months, did you get or refill any prescription medicines for your child?	SampleFlag.ContainsAny((General_Population))	Success	355
55	Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	SampleFlag.ContainsAny((General_Population)) AND Q55.ContainsAny(Yes))	Success	139
56	Q57. Did anyone from your child's health plan, doctors office, or clinic help you get your child's prescription medicines?	SampleFlag.ContainsAny((General_Population)) AND Q55.ContainsAny(Yes))	Success	139
57	Q58. In general, how would you rate your child's overall health?	SampleFlag.ContainsAny((General_Population))	Success	355
58	Q59. In general, how would you rate your child's overall mental or emotional health?	SampleFlag.ContainsAny((General_Population))	Success	355
59	Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?	SampleFlag.ContainsAny((General_Population))	Success	355
60	Q61. Is this because of any medical, behavioral, or other health condition?	SampleFlag.ContainsAny((General_Population)) AND Q60.ContainsAny(Yes))	Success	84
61	Q62. Is this a condition that has lasted or is expected to last for at least 12 months?	SampleFlag.ContainsAny((General_Population)) AND Q60.ContainsAny(Yes)) And Q61.ContainsAny(Yes))	Success	64
62	Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?	SampleFlag.ContainsAny((General_Population))	Success	355
63	Q64. Is this because of any medical, behavioral, or other health condition?	SampleFlag.ContainsAny((General_Population)) AND Q63.ContainsAny(Yes))	Success	43
64	Q65. Is this a condition that has lasted or is expected to last for at least 12 months?	SampleFlag.ContainsAny((General_Population)) AND Q63.ContainsAny(Yes)) And Q64.ContainsAny(Yes))	Success	37
65	Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?	SampleFlag.ContainsAny((General_Population))	Success	355
66	Q67. Is this because of any medical, behavioral, or other health condition?	SampleFlag.ContainsAny((General_Population)) AND Q66.ContainsAny(Yes))	Success	33
67	Q68. Is this a condition that has lasted or is expected to last for at least 12 months?	SampleFlag.ContainsAny((General_Population)) AND Q66.ContainsAny(Yes)) And Q67.ContainsAny(Yes))	Success	19
68	Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?	SampleFlag.ContainsAny((General_Population))	Success	355
69	Q70. Is this because of any medical, behavioral, or other health condition?	SampleFlag.ContainsAny((General_Population)) AND Q69.ContainsAny(Yes))	Success	33
70	Q71. Is this a condition that has lasted or is expected to last for at least 12 months?	SampleFlag.ContainsAny((General_Population)) AND Q69.ContainsAny(Yes)) And Q70.ContainsAny(Yes))	Success	23
71	Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?	SampleFlag.ContainsAny((General_Population))	Success	355
72	Q73. Has this problem lasted or is it expected to last for at least 12 months?	SampleFlag.ContainsAny((General_Population)) AND Q72.ContainsAny(Yes))	Success	39
73	Q74. What is your child's age?	SampleFlag.ContainsAny((General_Population))	Success	353
74	Q75. Is your child male or female?	SampleFlag.ContainsAny((General_Population))	Success	355
75	Q76. Is your child of Hispanic or Latino origin or descent?	SampleFlag.ContainsAny((General_Population))	Success	355
76	Q77. What is your race? Please mark one or more.	SampleFlag.ContainsAny((General_Population))	Success	355
77	Q78. What is your age?	SampleFlag.ContainsAny((General_Population))	Success	355
78	Q79. Are you male or female?	SampleFlag.ContainsAny((General_Population))	Success	355
79	Q80. What is the highest grade or level of school that you have completed?	SampleFlag.ContainsAny((General_Population))	Success	355
80	Q81. How are you related to the child?	SampleFlag.ContainsAny((General_Population))	Success	355
81	Q82. Did someone help you complete this survey?	SampleFlag.ContainsAny((General_Population)) AND Dispo.ContainsAny(Internet, Mail))	Success	169
82	Q83. How did that person help you? Check all that apply.	SampleFlag.ContainsAny((General_Population)) AND Dispo.ContainsAny(Internet, Mail)) And Q82.ContainsAny(Yes))	Success	5

Q1. Our records show that your child is now in Presbyterian Centennial Care. Is that right?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 1  
Level: Top

GENERAL POPULATION

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

Q1. Our records show that your child is now in Presbyterian Centennial Care. Is that right?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	348	25	111	118	85	176	156	263	64	18	267	58	21	36	305	26	260	91	252	10	81	145	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	-	1	6	5	2	4	1	1	4	2	1	2	5	-	5	1	6	-	1	7	-	-
Yes	348	25	111	118	85	176	156	263	64	18	267	58	21	36	305	26	260	91	252	10	81	145	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	348	25	111	118	85	176	156	263	64	18	267	58	21	36	305	26	260	91	252	10	81	145	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Presented by SPH Analytics  
770-978-3173  
2017

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 2  
Level: Top

GENERAL POPULATION

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

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	352	24	110	119	90	179	157	265	64	19	268	60	22	37	308	25	264	91	256	10	81	149	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	1	-	1	2	1	2	1	-	3	-	-	1	2	1	1	1	2	-	1	3	-	-
Yes	110	6	37	36	30	41	64	75	24	10	80	17	12	11	97	11	85	39	71	4	35	48	54	8
	31.3%	25.0%	33.6%	30.3%	33.3%	22.9%	40.8%	28.3%	37.5%	52.6%	29.9%	28.3%	54.5%	29.7%	31.5%	44.0%	32.2%	42.9%	27.7%	40.0%	43.2%	32.2%	29.0%	47.1%
No	242	18	73	83	60	138	93	190	40	9	188	43	10	26	211	14	179	52	185	6	46	101	132	9
	68.8%	75.0%	66.4%	69.7%	66.7%	77.1%	59.2%	71.7%	62.5%	47.4%	70.1%	71.7%	45.5%	70.3%	68.5%	56.0%	67.8%	57.1%	72.3%	60.0%	56.8%	67.8%	71.0%	52.9%
HEDIS/CAHPS SUMMARY RATE - Yes	110	6	37	36	30	41	64	75	24	10	80	17	12	11	97	11	85	39	71	4	35	48	54	8
	31.3%	25.0%	33.6%	30.3%	33.3%	22.9%	40.8%	28.3%	37.5%	52.6%	29.9%	28.3%	54.5%	29.7%	31.5%	44.0%	32.2%	42.9%	27.7%	40.0%	43.2%	32.2%	29.0%	47.1%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

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

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Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

GENERAL POPULATION

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

Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?																								
Total Eligible	110	6	37	36	30	41	64	75	24	10	80	17	12	11	97	11	85	39	71	4	35	48	54	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	107	6	37	36	27	39	63	74	23	9	77	17	12	11	95	11	83	39	68	4	35	45	54	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	3	2	1	1	1	1	3	-	-	-	2	-	2	-	3	-	-	3	-	-
Always	79	6	29	27	16	30	45	58	14	6	59	10	9	6	72	9	62	28	51	2	26	30	42	7
	73.8%	100.0%	78.4%	75.0%	53.3%	76.9%	71.4%	78.4%	60.9%	66.7%	76.6%	58.8%	75.0%	54.5%	75.8%	81.8%	74.7%	71.8%	75.0%	50.0%	74.3%	66.7%	77.8%	87.5%
Usually	16	-	5	6	5	4	12	9	5	2	10	4	2	1	15	2	13	8	8	2	6	10	5	1
	15.0%	-	13.5%	16.7%	18.5%	10.3%	19.0%	12.2%	21.7%	22.2%	13.0%	23.5%	16.7%	9.1%	15.8%	18.2%	15.7%	20.5%	11.8%	50.0%	17.1%	22.2%	9.3%	12.5%
Sometimes	11	-	3	3	5	4	6	6	4	1	8	2	1	4	7	-	7	2	9	-	2	5	6	-
	10.3%	-	8.1%	8.3%	18.5%	10.3%	9.5%	8.1%	17.4%	11.1%	10.4%	11.8%	8.3%	36.4%	7.4%	-	8.4%	5.1%	13.2%	-	5.7%	11.1%	11.1%	-
Never	1	-	-	-	1	1	-	1	-	-	-	1	-	-	1	-	1	1	-	-	1	-	1	-
	0.9%	-	-	-	3.7%	2.6%	-	1.4%	-	-	-	5.9%	-	-	1.1%	-	1.2%	2.6%	-	-	2.9%	-	1.9%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	95	6	34	33	21	34	57	67	19	8	69	14	11	7	87	11	75	36	59	4	32	40	47	8
	88.8%	100.0%	91.9%	91.7%	77.8%	87.2%	90.5%	90.5%	82.6%	88.9%	89.6%	82.4%	91.7%	63.6%	91.6%	100.0%	90.4%	92.3%	86.8%	100.0%	91.4%	88.9%	87.0%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	79	6	29	27	16	30	45	58	14	6	59	10	9	6	72	9	62	28	51	2	26	30	42	7
	73.8%	100.0%	78.4%	75.0%	59.3%	76.9%	71.4%	78.4%	60.9%	66.7%	76.6%	58.8%	75.0%	54.5%	75.8%	81.8%	74.7%	71.8%	75.0%	50.0%	74.3%	66.7%	77.8%	87.5%
3-Point Score	2.63	3.00	2.70	2.67	2.37	2.64	2.62	2.69	2.43	2.56	2.66	2.41	2.67	2.18	2.67	2.82	2.65	2.64	2.62	2.50	2.66	2.56	2.65	2.88

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

Presented by SPH Analytics  
770-978-3173  
2017

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

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

GENERAL POPULATION

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

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	352	25	110	119	89	179	157	265	65	18	269	59	22	37	308	25	263	92	255	10	82	150	186	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	1	-	2	2	1	2	-	1	2	1	-	1	2	1	2	-	3	-	-	2	-	1
Yes	208	18	73	66	46	99	100	156	39	11	159	33	14	22	183	16	164	68	137	7	61	83	114	11
	59.1%	72.0%	66.4%	55.5%	51.7%	55.3%	63.7%	58.9%	60.0%	61.1%	59.1%	55.9%	63.6%	59.5%	59.4%	64.0%	62.4%	73.9%	53.7%	70.0%	74.4%	55.3%	61.3%	68.8%
No	144	7	37	53	43	80	57	109	26	7	110	26	8	15	125	9	99	24	118	3	21	67	72	5
	40.9%	28.0%	33.6%	44.5%	48.3%	44.7%	36.3%	41.1%	40.0%	38.9%	40.9%	44.1%	36.4%	40.5%	40.6%	36.0%	37.6%	26.1%	46.3%	30.0%	25.6%	44.7%	38.7%	31.3%
HEDIS/CAHPS SUMMARY RATE - Yes	208	18	73	66	46	99	100	156	39	11	159	33	14	22	183	16	164	68	137	7	61	83	114	11
	59.1%	72.0%	66.4%	55.5%	51.7%	55.3%	63.7%	58.9%	60.0%	61.1%	59.1%	55.9%	63.6%	59.5%	59.4%	64.0%	62.4%	73.9%	53.7%	70.0%	74.4%	55.3%	61.3%	68.8%

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

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2017

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



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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

GENERAL POPULATION

Table: 5  
Level: Top

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

Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?																									
Total Eligible	208 100.0%	18 100.0%	73 100.0%	66 100.0%	46 100.0%	99 100.0%	100 100.0%	156 100.0%	39 100.0%	11 100.0%	159 100.0%	33 100.0%	14 100.0%	22 100.0%	183 100.0%	16 100.0%	164 100.0%	68 100.0%	137 100.0%	7 100.0%	61 100.0%	83 100.0%	114 100.0%	11 100.0%	
Total Valid Responses	204 100.0%	18 100.0%	73 100.0%	63 100.0%	45 100.0%	97 100.0%	99 100.0%	153 100.0%	38 100.0%	11 100.0%	155 100.0%	33 100.0%	14 100.0%	22 100.0%	179 100.0%	16 100.0%	161 100.0%	67 100.0%	134 100.0%	7 100.0%	60 100.0%	81 100.0%	112 100.0%	11 100.0%	
No Answer	4	-	-	3	1	2	1	3	1	-	4	-	-	-	4	-	3	1	3	-	1	2	2	-	
Always	135 66.2%	15 83.3% **	49 67.1%	39 61.9%	30 66.7%	65 67.0%	65 65.7%	99 64.7%	28 73.7%	7 63.6% **	99 63.9%	25 75.8%	10 71.4% **	12 54.5% **	122 68.2%	12 75.0%	109 67.7%	45 67.2%	89 66.4%	4 57.1% **	41 68.3%	50 61.7%	77 68.8%	8 72.7% **	
Usually	47 23.0%	1 5.6%	18 24.7%	18 28.6%	9 20.0%	24 24.7%	22 22.2%	37 24.2%	8 21.1%	1 9.1%	36 23.2%	8 24.2%	2 14.3%	4 18.2%	41 22.9%	- **	41 25.5%	16 23.9%	29 21.6%	2 28.6% **	14 23.3%	24 29.6% v	21 18.8%	2 18.2% **	
Sometimes	19 9.3%	2 11.1% **	6 8.2%	5 7.9%	4 8.9%	7 7.2%	10 10.1%	15 9.8%	1 2.6%	3 27.3% **	17 11.0% K	- **	2 14.3% **	4 18.2% **	15 8.4%	3 18.8% **	10 6.2%	6 9.0%	13 9.7%	1 14.3% **	5 8.3%	5 6.2%	13 11.6%	1 9.1% **	
Never	3 1.5%	- **	- **	1 1.6%	2 4.4% b	1 1.0%	2 2.0%	2 1.3%	1 2.6%	- **	3 1.9%	- **	- **	2 9.1% **	1 0.6%	1 6.3% **	1 0.6%	- **	3 2.2%	- **	- **	- **	2 2.5%	1 0.9% **	- **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	182 89.2%	16 88.9% **	67 91.8%	57 90.5%	39 86.7%	89 91.8%	87 87.9%	136 88.9%	36 94.7%	8 72.7% **	135 87.1%	33 100.0% J	12 85.7% **	16 72.7% **	163 91.1%	12 75.0% **	150 93.2%	61 91.0%	118 88.1%	6 85.7% **	55 91.7%	74 91.4%	98 87.5%	10 90.9% **	
HEDIS/CAHPS SUMMARY RATE - Always	135 66.2%	15 83.3% **	49 67.1%	39 61.9%	30 66.7%	65 67.0%	65 65.7%	99 64.7%	28 73.7%	7 63.6% **	99 63.9%	25 75.8%	10 71.4% **	12 54.5% **	122 68.2%	12 75.0% **	109 67.7%	45 67.2%	89 66.4%	4 57.1% **	41 68.3%	50 61.7%	77 68.8%	8 72.7% **	
3-Point Score	2.55	2.72	2.59	2.52	2.53	2.59	2.54	2.54	2.68	2.36	2.51	2.76	2.57	2.27	2.59	2.50	2.61	2.58	2.54	2.43	2.60	2.53	2.56	2.64	

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

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

GENERAL POPULATION

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

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?																								
Total Eligible	355 100.0%	25 100.0%	111 100.0%	119 100.0%	91 100.0%	181 100.0%	158 100.0%	267 100.0%	65 100.0%	19 100.0%	271 100.0%	60 100.0%	22 100.0%	38 100.0%	310 100.0%	26 100.0%	265 100.0%	92 100.0%	258 100.0%	10 100.0%	82 100.0%	152 100.0%	186 100.0%	17 100.0%
Total Valid Responses	344 100.0%	24 100.0%	107 100.0%	117 100.0%	89 100.0%	176 100.0%	155 100.0%	260 100.0%	64 100.0%	17 100.0%	263 100.0%	58 100.0%	22 100.0%	38 100.0%	300 100.0%	25 100.0%	256 100.0%	90 100.0%	250 100.0%	10 100.0%	80 100.0%	148 100.0%	179 100.0%	17 100.0%
No Answer	11	1	4	2	2	5	3	7	1	2	8	2	-	-	10	1	9	2	8	-	2	4	7	-
None	116 33.7%	7 29.2% **	26 24.3%	47 40.2% B	32 36.0% b	72 40.9% F	38 24.5%	92 35.4%	18 28.1%	4 23.5% **	86 32.7%	23 39.7%	7 31.8% **	13 34.2%	98 32.7%	4 16.0% **	84 32.8%	18 20.0%	94 37.6% Q	3 30.0% **	15 18.8%	53 35.8%	60 33.5%	3 17.6% **
1 time	101 29.4%	4 16.7% **	39 36.4%	33 28.2%	23 25.8%	45 25.6%	51 32.9%	80 30.8%	18 28.1%	3 17.6% **	86 32.7% k	12 20.7%	3 13.6% **	9 23.7%	92 30.7%	8 32.0% **	77 30.1%	23 25.6%	78 31.2%	3 30.0% **	20 25.0%	37 25.0%	58 32.4%	6 35.3% **
2	60 17.4%	5 20.8% **	21 19.6%	18 15.4%	15 16.9%	24 13.6%	35 22.6% E	47 18.1%	10 15.6%	2 11.8% **	43 16.3%	12 20.7%	4 18.2% **	6 15.8%	53 17.7%	5 20.0% **	46 18.0%	21 23.3% r	39 15.6%	2 20.0% **	19 23.8%	30 20.3% v	24 13.4%	6 35.3% **
3	31 9.0%	3 12.5% **	8 7.5%	10 8.5%	10 11.2%	14 8.0%	17 11.0%	20 7.7%	9 14.1%	2 11.8% **	23 8.7%	7 12.1%	1 4.5% **	6 15.8%	25 8.3%	5 20.0% **	20 7.8%	12 13.3%	19 7.6%	- **	12 15.0%	9 6.1%	21 11.7% u	1 5.9% **
4	18 5.2%	1 4.2% **	6 5.6%	5 4.3%	6 6.7%	11 6.3%	7 4.5%	9 3.5%	5 7.8%	4 23.5% **	12 4.6%	1 1.7%	5 22.7% **	2 5.3%	16 5.3%	1 4.0% **	14 5.5%	7 7.8%	11 4.4%	- **	7 8.8%	10 6.8%	8 4.5%	- **
5 to 9	17 4.9%	3 12.5% **	7 6.5%	4 3.4%	3 3.4%	9 5.1%	7 4.5%	11 4.2%	4 6.3%	2 11.8% **	12 4.6%	3 5.2%	2 9.1% **	2 5.3%	15 5.0%	2 8.0% **	15 5.9%	9 10.0% R	8 3.2%	2 20.0% **	7 8.8%	8 5.4%	8 4.5%	1 5.9% **
10 or more times	1 0.3%	1 4.2% **	-	-	-	1 0.6%	-	1 0.4%	-	-	1 0.4%	-	-	-	1 0.3%	-	-	-	1 0.4%	-	-	1 0.7%	-	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	228 66.3%	17 70.8%	81 75.7%	70 59.8%	57 64.0%	104 59.1%	117 75.5%	168 64.6%	46 71.9%	13 76.5% **	177 67.3%	35 60.3%	15 68.2%	25 65.8%	202 67.3%	21 84.0% **	172 67.2%	72 80.0%	156 62.4%	7 70.0% **	65 81.3%	95 64.2%	119 66.5%	14 82.4% **

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

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770-978-3173  
2017

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

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

GENERAL POPULATION

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

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?																								
Total Eligible	228	17	81	70	57	104	117	168	46	13	177	35	15	25	202	21	172	72	156	7	65	95	119	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	226	17	81	69	56	102	117	166	46	13	176	34	15	25	200	21	171	71	155	7	64	93	119	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	1	2	-	2	-	-	1	1	-	-	2	-	1	1	1	-	1	2	-	-
Yes	159	15	56	45	40	74	81	114	33	11	125	22	11	14	144	12	125	58	101	2	56	66	83	10
	70.4%	88.2%	69.1%	65.2%	71.4%	72.5%	69.2%	68.7%	71.7%	84.6%	71.0%	64.7%	73.3%	56.0%	72.0%	57.1%	73.1%	81.7%	65.2%	28.6%	87.5%	71.0%	69.7%	71.4%
No	67	2	25	24	16	28	36	52	13	2	51	12	4	11	56	9	46	13	54	5	8	27	36	4
	29.6%	11.8%	30.9%	34.8%	28.6%	27.5%	30.8%	31.3%	28.3%	15.4%	29.0%	35.3%	26.7%	44.0%	28.0%	42.9%	26.9%	18.3%	34.8%	71.4%	12.5%	29.0%	30.3%	28.6%
HEDIS/CAHPS SUMMARY RATE - Yes	159	15	56	45	40	74	81	114	33	11	125	22	11	14	144	12	125	58	101	2	56	66	83	10
	70.4%	88.2%	69.1%	65.2%	71.4%	72.5%	69.2%	68.7%	71.7%	84.6%	71.0%	64.7%	73.3%	56.0%	72.0%	57.1%	73.1%	81.7%	65.2%	28.6%	87.5%	71.0%	69.7%	71.4%
3-Point Score	2.41	2.76	2.38	2.30	2.43	2.45	2.38	2.37	2.43	2.69	2.42	2.29	2.47	2.12	2.44	2.14	2.46	2.63	2.30	1.57	2.75	2.42	2.39	2.43

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 8  
Level: Top

GENERAL POPULATION

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

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?																								
Total Eligible	228	17	81	70	57	104	117	168	46	13	177	35	15	25	202	21	172	72	156	7	65	95	119	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	225	17	81	69	55	101	117	165	46	13	175	34	15	25	199	21	171	71	154	7	64	92	119	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	1	2	3	-	3	-	-	2	1	-	-	3	-	1	1	2	-	1	3	-	-
Always	162	12	64	49	36	73	87	126	29	6	131	20	10	11	150	7	137	53	109	4	49	61	94	7
	72.0%	70.6%	79.0%	71.0%	65.5%	72.3%	74.4%	76.4%	63.0%	46.2%	74.9%	58.8%	66.7%	44.0%	75.4%	33.3%	80.1%	74.6%	70.8%	57.1%	76.6%	66.3%	79.0%	50.0%
Usually	36	4	11	12	7	15	19	21	10	5	24	8	4	6	30	5	25	15	21	2	13	17	13	6
	16.0%	23.5%	13.6%	17.4%	12.7%	14.9%	16.2%	12.7%	21.7%	38.5%	13.7%	23.5%	26.7%	24.0%	15.1%	23.8%	14.6%	21.1%	13.6%	28.6%	20.3%	18.5%	10.9%	42.9%
Sometimes	22	1	4	7	10	10	10	15	6	1	16	6	-	6	16	8	8	3	19	1	2	13	8	1
	9.8%	5.9%	4.9%	10.1%	18.2%	9.9%	8.5%	9.1%	13.0%	7.7%	9.1%	17.6%	-	24.0%	8.0%	38.1%	4.7%	4.2%	12.3%	14.3%	3.1%	14.1%	6.7%	7.1%
Never	5	-	2	1	2	3	1	3	1	1	4	-	1	2	3	1	1	-	5	-	-	1	4	-
	2.2%	-	2.5%	1.4%	3.6%	3.0%	0.9%	1.8%	2.2%	7.7%	2.3%	-	6.7%	8.0%	1.5%	4.8%	0.6%	-	3.2%	-	-	1.1%	3.4%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	198	16	75	61	43	88	106	147	39	11	155	28	14	17	180	12	162	68	130	6	62	78	107	13
	88.0%	94.1%	92.6%	88.4%	78.2%	87.1%	90.6%	89.1%	84.8%	84.6%	88.6%	82.4%	93.3%	68.0%	90.5%	57.1%	94.7%	95.8%	84.4%	85.7%	96.9%	84.8%	89.9%	92.9%
HEDIS/CAHPS SUMMARY RATE - Always	162	12	64	49	36	73	87	126	29	6	131	20	10	11	150	7	137	53	109	4	49	61	94	7
	72.0%	70.6%	79.0%	71.0%	65.5%	72.3%	74.4%	76.4%	63.0%	46.2%	74.9%	58.8%	66.7%	44.0%	75.4%	33.3%	80.1%	74.6%	70.8%	57.1%	76.6%	66.3%	79.0%	50.0%
3-Point Score	2.60	2.65	2.72	2.59	2.44	2.59	2.65	2.65	2.48	2.31	2.63	2.41	2.60	2.12	2.66	1.90	2.75	2.70	2.55	2.43	2.73	2.51	2.69	2.43

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

Presented by SPH Analytics  
770-978-3173  
2017

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

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

GENERAL POPULATION

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

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?																								
Total Eligible	228	17	81	70	57	104	117	168	46	13	177	35	15	25	202	21	172	72	156	7	65	95	119	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	224	16	81	69	55	100	117	165	45	13	175	33	15	25	198	21	169	69	155	7	62	91	119	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	-	1	2	4	-	3	1	-	2	2	-	-	4	-	3	3	1	-	3	4	-	-
Yes	53	2	15	18	18	23	30	36	11	6	37	10	6	7	46	6	38	19	34	3	16	23	25	5
	23.7%	12.5%	18.5%	26.1%	32.7%	23.0%	25.6%	21.8%	24.4%	46.2%	21.1%	30.3%	40.0%	28.0%	23.2%	28.6%	22.5%	27.5%	21.9%	42.9%	25.8%	25.3%	21.0%	35.7%
No	171	14	66	51	37	77	87	129	34	7	138	23	9	18	152	15	131	50	121	4	46	68	94	9
	76.3%	87.5%	81.5%	73.9%	67.3%	77.0%	74.4%	78.2%	75.6%	53.8%	78.9%	69.7%	60.0%	72.0%	76.8%	71.4%	77.5%	72.5%	78.1%	57.1%	74.2%	74.7%	79.0%	64.3%
HEDIS/CAHPS SUMMARY RATE - Yes	53	2	15	18	18	23	30	36	11	6	37	10	6	7	46	6	38	19	34	3	16	23	25	5
	23.7%	12.5%	18.5%	26.1%	32.7%	23.0%	25.6%	21.8%	24.4%	46.2%	21.1%	30.3%	40.0%	28.0%	23.2%	28.6%	22.5%	27.5%	21.9%	42.9%	25.8%	25.3%	21.0%	35.7%

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 10  
Level: Top

GENERAL POPULATION

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

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?																								
Total Eligible	53	2	15	18	18	23	30	36	11	6	37	10	6	7	46	6	38	19	34	3	16	23	25	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	53	2	15	18	18	23	30	36	11	6	37	10	6	7	46	6	38	19	34	3	16	23	25	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	49	2	15	16	16	22	27	33	10	6	34	9	6	6	43	5	35	18	31	3	15	21	23	5
	92.5%	100.0%	100.0%	88.9%	88.9%	95.7%	90.0%	91.7%	90.9%	100.0%	91.9%	90.0%	100.0%	85.7%	93.5%	83.3%	92.1%	94.7%	91.2%	100.0%	93.8%	91.3%	92.0%	100.0%
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	4	-	-	2	2	1	3	3	1	-	3	1	-	1	3	1	3	1	3	-	1	2	2	-
	7.5%	-	-	11.1%	11.1%	4.3%	10.0%	8.3%	9.1%	-	8.1%	10.0%	-	14.3%	6.5%	16.7%	7.9%	5.3%	8.8%	-	6.3%	8.7%	8.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	49	2	15	16	16	22	27	33	10	6	34	9	6	6	43	5	35	18	31	3	15	21	23	5
	92.5%	100.0%	100.0%	88.9%	88.9%	95.7%	90.0%	91.7%	90.9%	100.0%	91.9%	90.0%	100.0%	85.7%	93.5%	83.3%	92.1%	94.7%	91.2%	100.0%	93.8%	91.3%	92.0%	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.85	3.00	3.00	2.78	2.78	2.91	2.80	2.83	2.82	3.00	2.84	2.80	3.00	2.71	2.87	2.67	2.84	2.89	2.82	3.00	2.88	2.83	2.84	3.00

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

Presented by SPH Analytics  
770-978-3173  
2017

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 11  
Level: Top

GENERAL POPULATION

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

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?																								
Total Eligible	53	2	15	18	18	23	30	36	11	6	37	10	6	7	46	6	38	19	34	3	16	23	25	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	52	2	15	17	18	23	29	35	11	6	36	10	6	7	45	6	37	18	34	3	15	22	25	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	-	1	1	-	-	1	-	-	-	1	-	1	1	-	-	1	1	-	-
Yes	36	2	10	10	14	19	17	23	7	6	25	6	5	4	32	5	24	14	22	3	11	18	16	2
	69.2%	100.0%	66.7%	58.8%	77.8%	82.6%	58.6%	65.7%	63.6%	100.0%	69.4%	60.0%	83.3%	57.1%	71.1%	83.3%	64.9%	77.8%	64.7%	100.0%	73.3%	81.8%	64.0%	40.0%
No	16	-	5	7	4	4	12	12	4	-	11	4	1	3	13	1	13	4	12	-	4	4	9	3
	30.8%	-	33.3%	41.2%	22.2%	17.4%	41.4%	34.3%	36.4%	-	30.6%	40.0%	16.7%	42.9%	28.9%	16.7%	35.1%	22.2%	35.3%	-	26.7%	18.2%	36.0%	60.0%
HEDIS/CAHPS SUMMARY RATE - Yes	36	2	10	10	14	19	17	23	7	6	25	6	5	4	32	5	24	14	22	3	11	18	16	2
	69.2%	100.0%	66.7%	58.8%	77.8%	82.6%	58.6%	65.7%	63.6%	100.0%	69.4%	60.0%	83.3%	57.1%	71.1%	83.3%	64.9%	77.8%	64.7%	100.0%	73.3%	81.8%	64.0%	40.0%
3-Point Score	2.38	3.00	2.33	2.18	2.56	2.65	2.17	2.31	2.27	3.00	2.39	2.20	2.67	2.14	2.42	2.67	2.30	2.56	2.29	3.00	2.47	2.64	2.28	1.80

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

Presented by SPH Analytics  
770-978-3173  
2017

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

GENERAL POPULATION

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

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?																								
Total Eligible	53	2	15	18	18	23	30	36	11	6	37	10	6	7	46	6	38	19	34	3	16	23	25	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	53	2	15	18	18	23	30	36	11	6	37	10	6	7	46	6	38	19	34	3	16	23	25	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	36	2	12	8	14	19	17	25	6	5	25	8	3	3	33	2	27	14	22	2	12	16	18	2
	67.9%	100.0%	80.0%	44.4%	77.8%	82.6%	56.7%	69.4%	54.5%	83.3%	67.6%	80.0%	50.0%	42.9%	71.7%	33.3%	71.1%	73.7%	64.7%	66.7%	75.0%	69.6%	72.0%	40.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	17	-	3	10	4	4	13	11	5	1	12	2	3	4	13	4	11	5	12	1	4	7	7	3
	32.1%	-	20.0%	55.6%	22.2%	17.4%	43.3%	30.6%	45.5%	16.7%	32.4%	20.0%	50.0%	57.1%	28.3%	66.7%	28.9%	26.3%	35.3%	33.3%	25.0%	30.4%	28.0%	60.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	36	2	12	8	14	19	17	25	6	5	25	8	3	3	33	2	27	14	22	2	12	16	18	2
	67.9%	100.0%	80.0%	44.4%	77.8%	82.6%	56.7%	69.4%	54.5%	83.3%	67.6%	80.0%	50.0%	42.9%	71.7%	33.3%	71.1%	73.7%	64.7%	66.7%	75.0%	69.6%	72.0%	40.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.36	3.00	2.60	1.89	2.56	2.65	2.13	2.39	2.09	2.67	2.35	2.60	2.00	1.86	2.43	1.67	2.42	2.47	2.29	2.33	2.50	2.39	2.44	1.80

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



Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

GENERAL POPULATION

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

Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?																								
	228	17	81	70	57	104	117	168	46	13	177	35	15	25	202	21	172	72	156	7	65	95	119	14
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	224	17	80	69	55	100	117	166	45	12	176	33	14	24	199	21	171	70	154	6	64	93	117	14
No Answer	4	-	1	1	2	4	-	2	1	1	1	2	1	1	3	-	1	2	2	1	1	2	2	-
10 - Best health care possible	113	11	42	32	26	56	52	89	18	5	94	12	6	7	106	4	98	39	74	1	38	37	68	8
9	35	2	15	9	8	14	20	27	8	-	28	5	2	2	32	1	28	10	25	1	9	15	18	2
8	47	2	15	17	13	19	27	32	10	5	35	7	5	4	43	6	34	15	32	2	13	23	22	2
7	14	1	3	7	3	5	9	10	3	1	10	4	-	3	11	5	8	3	11	1	2	9	4	1
6	5	-	1	2	2	2	3	2	3	-	3	2	-	3	2	1	2	-	5	-	-	3	2	-
5	8	1	3	2	2	4	4	4	3	1	4	3	1	4	4	2	1	2	6	-	2	4	3	1
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	1	-	-	-	1	-	1	1	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-	-
1	1	-	1	-	-	1	1	1	-	-	1	-	-	-	1	1	-	1	-	1	-	1	-	-
0 - Worst health care possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	2	-	1	-	1	-	2	2	-	-	2	-	-	1	1	2	-	1	1	1	-	2	-	-
SUMMARY - 4-7	27	2	7	11	7	11	16	16	9	2	17	9	1	10	17	8	11	5	22	1	4	16	9	2
HEDIS/CAHPS SUMMARY RATE - 8-10	195	15	72	58	47	89	99	148	36	10	157	24	13	13	181	11	160	64	131	4	60	75	108	12
HEDIS/CAHPS SUMMARY RATE - 9-10	148	13	57	41	34	70	72	116	26	5	122	17	8	9	138	5	126	49	99	2	47	52	86	10
3-Point Score	2.59	2.71	2.65	2.54	2.53	2.64	2.54	2.65	2.44	2.33	2.64	2.36	2.50	2.04	2.66	2.00	2.72	2.66	2.56	2.17	2.70	2.46	2.69	2.64

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 14  
Level: Top

GENERAL POPULATION

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

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?																								
Total Eligible	228	17	81	70	57	104	117	168	46	13	177	35	15	25	202	21	172	72	156	7	65	95	119	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	226	17	81	69	56	102	117	166	46	13	176	34	15	25	200	21	171	71	155	7	64	93	119	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	1	2	-	2	-	-	1	1	-	-	2	-	1	1	1	-	1	2	-	-
Always	141	10	52	39	38	65	71	106	26	8	112	17	11	12	128	6	115	50	91	3	47	52	82	7
	62.4%	58.8%	64.2%	56.5%	67.9%	63.7%	60.7%	63.9%	56.5%	61.5%	63.6%	50.0%	73.3%	48.0%	64.0%	28.6%	67.3%	70.4%	58.7%	42.9%	73.4%	55.9%	68.9%	50.0%
Usually	67	6	25	24	11	30	36	50	15	2	50	13	4	5	62	12	47	17	50	2	15	33	29	5
	29.6%	35.3%	30.9%	34.8%	19.6%	29.4%	30.8%	30.1%	32.6%	15.4%	28.4%	38.2%	26.7%	20.0%	31.0%	57.1%	27.5%	23.9%	32.3%	28.6%	23.4%	35.5%	24.4%	35.7%
Sometimes	14	1	4	5	4	5	8	8	4	2	11	3	-	6	8	1	8	4	10	2	2	6	6	2
	6.2%	5.9%	4.9%	7.2%	7.1%	4.9%	6.8%	4.8%	8.7%	15.4%	6.3%	8.8%	-	24.0%	4.0%	4.8%	4.7%	5.6%	6.5%	28.6%	3.1%	6.5%	5.0%	14.3%
Never	4	-	-	1	3	2	2	2	1	1	3	1	-	2	2	2	1	-	4	-	-	2	2	-
	1.8%	-	-	1.4%	5.4%	2.0%	1.7%	1.2%	2.2%	7.7%	1.7%	2.9%	-	8.0%	1.0%	9.5%	0.6%	-	2.6%	-	-	2.2%	1.7%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	208	16	77	63	49	95	107	156	41	10	162	30	15	17	190	18	162	67	141	5	62	85	111	12
	92.0%	94.1%	95.1%	91.3%	87.5%	93.1%	91.5%	94.0%	89.1%	76.9%	92.0%	88.2%	100.0%	68.0%	95.0%	85.7%	94.7%	94.4%	91.0%	71.4%	96.9%	91.4%	93.3%	85.7%
HEDIS/CAHPS SUMMARY RATE - Always	141	10	52	39	38	65	71	106	26	8	112	17	11	12	128	6	115	50	91	3	47	52	82	7
	62.4%	58.8%	64.2%	56.5%	67.9%	63.7%	60.7%	63.9%	56.5%	61.5%	63.6%	50.0%	73.3%	48.0%	64.0%	28.6%	67.3%	70.4%	58.7%	42.9%	73.4%	55.9%	68.9%	50.0%
3-Point Score	2.54	2.53	2.59	2.48	2.55	2.57	2.52	2.58	2.46	2.38	2.56	2.38	2.73	2.16	2.59	2.14	2.62	2.65	2.50	2.14	2.70	2.47	2.62	2.36

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

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2017

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 15  
Level: Top

GENERAL POPULATION

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

Q16. Is your child now enrolled in any kind of school or daycare?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	353	25	111	118	91	180	158	266	65	19	270	60	22	38	309	26	263	91	258	10	81	151	185	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-	2	1	-	-	1	1	1	-
Yes	255	11	76	95	68	124	124	185	54	14	190	47	18	26	226	18	201	64	188	9	55	111	130	14
	72.2%	44.0%	68.5%	80.5%	74.7%	68.9%	78.5%	69.5%	83.1%	73.7%	70.4%	78.3%	81.8%	68.4%	73.1%	69.2%	76.4%	70.3%	72.9%	90.0%	67.9%	73.5%	70.3%	82.4%
No	98	14	35	23	23	56	34	81	11	5	80	13	4	12	83	8	62	27	70	1	26	40	55	3
	27.8%	56.0%	31.5%	19.5%	25.3%	31.1%	21.5%	30.5%	16.9%	26.3%	29.6%	21.7%	18.2%	31.6%	26.9%	30.8%	23.6%	29.7%	27.1%	10.0%	32.1%	26.5%	29.7%	17.6%
HEDIS/CAHPS SUMMARY RATE - Yes	255	11	76	95	68	124	185	54	14	190	47	18	26	226	18	201	64	188	9	55	111	130	14	14
	72.2%	44.0%	68.5%	80.5%	74.7%	68.9%	78.5%	69.5%	83.1%	73.7%	70.4%	78.3%	81.8%	68.4%	73.1%	69.2%	76.4%	70.3%	72.9%	90.0%	67.9%	73.5%	70.3%	82.4%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

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

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

GENERAL POPULATION

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

Q17. In the last 6 months, did you need your child's doctor or other health providers to contact a school or daycare center about your child's health or health care?																								
Total Eligible	255	11	76	95	68	124	124	185	54	14	190	47	18	26	226	18	201	64	188	9	55	111	130	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	251	11	76	94	65	121	123	182	53	14	187	46	18	26	223	18	198	63	185	9	54	107	130	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	1	3	3	1	3	1	-	3	1	-	-	3	-	3	1	3	-	1	4	-	-
Yes	15	2	5	7	1	7	8	9	3	3	11	2	2	1	14	3	10	7	8	1	6	4	11	-
	6.0%	18.2%	6.6%	7.4%	1.5%	5.8%	6.5%	4.9%	5.7%	21.4%	5.9%	4.3%	11.1%	3.8%	6.3%	16.7%	5.1%	11.1%	4.3%	11.1%	11.1%	3.7%	8.5%	**
No	236	9	71	87	64	114	115	173	50	11	176	44	16	25	209	15	188	56	177	8	48	103	119	14
	94.0%	81.8%	93.4%	92.6%	98.5%	94.2%	93.5%	95.1%	94.3%	78.6%	94.1%	95.7%	88.9%	96.2%	93.7%	83.3%	94.9%	88.9%	95.7%	88.9%	88.9%	96.3%	91.5%	100.0%
HEDIS/CAHPS SUMMARY RATE - Yes	15	2	5	7	1	7	8	9	3	3	11	2	2	1	14	3	10	7	8	1	6	4	11	-
	6.0%	18.2%	6.6%	7.4%	1.5%	5.8%	6.5%	4.9%	5.7%	21.4%	5.9%	4.3%	11.1%	3.8%	6.3%	16.7%	5.1%	11.1%	4.3%	11.1%	11.1%	3.7%	8.5%	**

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

Presented by SPH Analytics  
770-978-3173  
2017

Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

GENERAL POPULATION

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

Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?																								
Total Eligible	15	2	5	7	1	7	8	9	3	3	11	2	2	1	14	3	10	7	8	1	6	4	11	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	15	2	5	7	1	7	8	9	3	3	11	2	2	1	14	3	10	7	8	1	6	4	11	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	15	2	5	7	1	7	8	9	3	3	11	2	2	1	14	3	10	7	8	1	6	4	11	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	15	2	5	7	1	7	8	9	3	3	11	2	2	1	14	3	10	7	8	1	6	4	11	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
3-Point Score	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	-

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

Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

GENERAL POPULATION

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

Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	354	25	110	119	91	181	158	267	64	19	270	60	22	38	309	26	264	92	257	10	82	152	185	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	-	-	-	1	-	1	-	-	-	1	-	1	-	1	-	-	-	1	-
Yes	13	4	5	3	1	7	6	8	1	3	8	3	1	2	11	2	9	7	6	2	5	5	5	3
	3.7%	16.0%	4.5%	2.5%	1.1%	3.9%	3.8%	3.0%	1.6%	15.8%	3.0%	5.0%	4.5%	5.3%	3.6%	7.7%	3.4%	7.6%	2.3%	20.0%	6.1%	3.3%	2.7%	17.6%
No	341	21	105	116	90	174	152	259	63	16	262	57	21	36	298	24	255	85	251	8	77	147	180	14
	96.3%	84.0%	95.5%	97.5%	98.9%	96.1%	96.2%	97.0%	98.4%	84.2%	97.0%	95.0%	95.5%	94.7%	96.4%	92.3%	96.6%	92.4%	97.7%	80.0%	93.9%	96.7%	97.3%	82.4%
HEDIS/CAHPS SUMMARY RATE - Yes	13	4	5	3	1	7	6	8	1	3	8	3	1	2	11	2	9	7	6	2	5	5	5	3
	3.7%	16.0%	4.5%	2.5%	1.1%	3.9%	3.8%	3.0%	1.6%	15.8%	3.0%	5.0%	4.5%	5.3%	3.6%	7.7%	3.4%	7.6%	2.3%	20.0%	6.1%	3.3%	2.7%	17.6%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

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

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

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

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

Presented by SPH Analytics  
770-978-3173  
2017

GENERAL POPULATION

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

Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?																								
Total Eligible	13	4	5	3	1	7	6	8	1	3	8	3	1	2	11	2	9	7	6	2	5	5	5	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	13	4	5	3	1	7	6	8	1	3	8	3	1	2	11	2	9	7	6	2	5	5	5	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	4	2	1	1	-	2	2	3	-	-	2	-	1	-	4	1	2	2	2	-	2	1	2	1
	30.8%	50.0%	20.0%	33.3%	-	28.6%	33.3%	37.5%	-	-	25.0%	-	100.0%	-	36.4%	50.0%	22.2%	28.6%	33.3%	-	40.0%	20.0%	40.0%	33.3%
Usually	2	-	2	-	-	1	1	2	-	-	2	-	-	-	2	-	2	1	1	-	1	-	2	-
	15.4%	-	40.0%	-	-	14.3%	16.7%	25.0%	-	-	25.0%	-	-	-	18.2%	-	22.2%	14.3%	16.7%	-	20.0%	-	40.0%	-
Sometimes	3	1	1	1	-	2	1	1	1	1	2	1	-	1	2	1	1	1	2	-	1	1	-	2
	23.1%	25.0%	20.0%	33.3%	-	28.6%	16.7%	12.5%	100.0%	33.3%	25.0%	33.3%	-	50.0%	18.2%	50.0%	11.1%	14.3%	33.3%	-	20.0%	20.0%	-	66.7%
Never	4	1	1	1	1	2	2	2	-	2	2	2	-	1	3	-	4	3	1	2	1	3	1	-
	30.8%	25.0%	20.0%	33.3%	100.0%	28.6%	33.3%	25.0%	-	66.7%	25.0%	66.7%	-	50.0%	27.3%	-	44.4%	42.9%	16.7%	2	1	60.0%	20.0%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	6	2	3	1	-	3	3	5	-	-	4	-	1	-	6	1	4	3	3	-	3	1	4	1
	46.2%	50.0%	60.0%	33.3%	-	42.9%	50.0%	62.5%	-	-	50.0%	-	100.0%	-	54.5%	50.0%	44.4%	42.9%	50.0%	-	60.0%	20.0%	80.0%	33.3%
HEDIS/CAHPS SUMMARY RATE - Always	4	2	1	1	-	2	2	3	-	-	2	-	1	-	4	1	2	2	2	-	2	1	2	1
	30.8%	50.0%	20.0%	33.3%	-	28.6%	33.3%	37.5%	-	-	25.0%	-	100.0%	-	36.4%	50.0%	22.2%	28.6%	33.3%	-	40.0%	20.0%	40.0%	33.3%
3-Point Score	1.77	2.00	1.80	1.67	1.00	1.71	1.83	2.00	1.00	1.00	1.75	1.00	3.00	1.00	1.91	2.00	1.67	1.71	1.83	1.00	2.00	1.40	2.20	1.67

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

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2017

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 20  
Level: Top

GENERAL POPULATION

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

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?																							
Total Eligible	13	4	5	3	1	7	6	8	1	3	8	3	1	2	11	2	9	7	6	2	5	5	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	11	3	5	2	1	6	5	8	1	1	7	2	1	1	10	2	7	5	6	-	5	3	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%
No Answer	2	1	-	1	-	1	1	-	-	2	1	1	-	1	1	-	2	2	-	2	-	2	-
Yes	7	1	5	-	1	5	2	6	1	-	6	1	-	-	7	-	5	3	4	-	3	2	5
	63.6%	33.3%	100.0%	-	100.0%	83.3%	40.0%	75.0%	100.0%	-	85.7%	50.0%	-	-	70.0%	-	71.4%	60.0%	66.7%	-	60.0%	66.7%	100.0%
No	4	2	-	2	-	1	3	2	-	1	1	1	1	3	2	2	2	2	2	-	2	1	-
	36.4%	66.7%	-	100.0%	-	16.7%	60.0%	25.0%	-	100.0%	14.3%	50.0%	100.0%	100.0%	30.0%	100.0%	28.6%	40.0%	33.3%	-	40.0%	33.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	7	1	5	-	1	5	2	6	1	-	6	1	-	-	7	-	5	3	4	-	3	2	5
	63.6%	33.3%	100.0%	-	100.0%	83.3%	40.0%	75.0%	100.0%	-	85.7%	50.0%	-	-	70.0%	-	71.4%	60.0%	66.7%	-	60.0%	66.7%	100.0%

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

Presented by SPH Analytics  
770-978-3173  
2017

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



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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 21  
Level: Top

GENERAL POPULATION

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

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	23	3	5	9	6	11	12	16	3	4	11	8	4	4	19	5	16	13	9	4	9	8	14	1
	6.5%	12.0%	4.5%	7.6%	6.6%	6.1%	7.6%	6.0%	4.6%	21.1%	4.1%	13.3%	18.2%	10.5%	6.1%	19.2%	6.0%	14.1%	3.5%	40.0%	11.0%	5.3%	7.5%	5.9%
No	332	22	106	110	85	170	146	251	62	15	260	52	18	34	291	21	249	79	249	6	73	144	172	16
	93.5%	88.0%	95.5%	92.4%	93.4%	93.9%	92.4%	94.0%	95.4%	78.9%	95.9%	86.7%	81.8%	89.5%	93.9%	80.8%	94.0%	85.9%	96.5%	60.0%	89.0%	94.7%	92.5%	94.1%
HEDIS/CAHPS SUMMARY RATE - Yes	23	3	5	9	6	11	12	16	3	4	11	8	4	4	19	5	16	13	9	4	9	8	14	1
	6.5%	12.0%	4.5%	7.6%	6.6%	6.1%	7.6%	6.0%	4.6%	21.1%	4.1%	13.3%	18.2%	10.5%	6.1%	19.2%	6.0%	14.1%	3.5%	40.0%	11.0%	5.3%	7.5%	5.9%

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

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2017

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 22  
Level: Top

GENERAL POPULATION

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

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?																								
Total Eligible	23	3	5	9	6	11	12	16	3	4	11	8	4	4	19	5	16	13	9	4	9	8	14	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	23	3	5	9	6	11	12	16	3	4	11	8	4	4	19	5	16	13	9	4	9	8	14	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	10	1	3	5	1	6	4	5	3	2	5	4	1	1	9	2	7	6	4	1	5	3	7	-
	43.5%	33.3%	60.0%	55.6%	16.7%	54.5%	33.3%	31.3%	100.0%	50.0%	45.5%	50.0%	25.0%	25.0%	47.4%	40.0%	43.8%	46.2%	44.4%	25.0%	55.6%	37.5%	50.0%	-
Usually	7	1	1	3	2	4	3	5	-	2	3	3	1	-	7	-	7	4	2	1	3	2	5	-
	30.4%	33.3%	20.0%	33.3%	33.3%	36.4%	25.0%	31.3%	-	50.0%	27.3%	37.5%	25.0%	-	36.8%	-	43.8%	30.8%	22.2%	25.0%	33.3%	25.0%	35.7%	-
Sometimes	5	1	1	1	2	1	4	5	-	-	3	-	2	3	2	3	2	2	3	1	1	2	2	1
	21.7%	33.3%	20.0%	11.1%	33.3%	9.1%	33.3%	31.3%	-	-	27.3%	-	50.0%	75.0%	10.5%	60.0%	12.5%	15.4%	33.3%	25.0%	11.1%	25.0%	14.3%	100.0%
Never	1	-	-	-	1	-	1	1	-	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-
	4.3%	-	-	-	16.7%	-	8.3%	6.3%	-	-	-	12.5%	-	-	5.3%	-	-	7.7%	-	25.0%	-	12.5%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	17	2	4	8	3	10	7	10	3	4	8	7	2	1	16	2	14	10	6	2	8	5	12	-
	73.9%	66.7%	80.0%	88.9%	50.0%	90.9%	58.3%	62.5%	100.0%	100.0%	72.7%	87.5%	50.0%	25.0%	84.2%	40.0%	87.5%	76.9%	66.7%	50.0%	88.9%	62.5%	85.7%	-
HEDIS/CAHPS SUMMARY RATE - Always	10	1	3	5	1	6	4	5	3	2	5	4	1	1	9	2	7	6	4	1	5	3	7	-
	43.5%	33.3%	60.0%	55.6%	16.7%	54.5%	33.3%	31.3%	100.0%	50.0%	45.5%	50.0%	25.0%	25.0%	47.4%	40.0%	43.8%	46.2%	44.4%	25.0%	55.6%	37.5%	50.0%	-
3-Point Score	2.17	2.00	2.40	2.44	1.67	2.45	1.92	1.94	3.00	2.50	2.18	2.38	1.75	1.50	2.32	1.80	2.31	2.23	2.11	1.75	2.44	2.00	2.36	1.00

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

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 23  
Level: Top

GENERAL POPULATION

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

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?																								
Total Eligible	23 100.0%	3 100.0%	5 100.0%	9 100.0%	6 100.0%	11 100.0%	12 100.0%	16 100.0%	3 100.0%	4 100.0%	11 100.0%	8 100.0%	4 100.0%	4 100.0%	19 100.0%	5 100.0%	16 100.0%	13 100.0%	9 100.0%	4 100.0%	9 100.0%	8 100.0%	14 100.0%	1 100.0%
Total Valid Responses	23 100.0%	3 100.0%	5 100.0%	9 100.0%	6 100.0%	11 100.0%	12 100.0%	16 100.0%	3 100.0%	4 100.0%	11 100.0%	8 100.0%	4 100.0%	4 100.0%	19 100.0%	5 100.0%	16 100.0%	13 100.0%	9 100.0%	4 100.0%	9 100.0%	8 100.0%	14 100.0%	1 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	10 43.5%	2 66.7%	3 60.0%	4 44.4%	1 16.7%	4 36.4%	6 50.0%	7 43.8%	-	3 75.0%	6 54.5%	2 25.0%	2 50.0%	1 25.0%	9 47.4%	-	9 56.3%	9 69.2%	1 11.1%	3 75.0%	6 66.7%	5 62.5%	5 35.7%	-
No	13 56.5%	1 33.3%	2 40.0%	5 55.6%	5 83.3%	7 63.6%	6 50.0%	9 56.3%	3 100.0%	1 25.0%	5 45.5%	6 75.0%	2 50.0%	3 75.0%	10 52.6%	5 100.0%	7 43.8%	4 30.8%	8 88.9%	1 25.0%	3 33.3%	3 37.5%	9 64.3%	1 100.0%
HEDIS/CAHPS SUMMARY RATE - Yes	10 43.5%	2 66.7%	3 60.0%	4 44.4%	1 16.7%	4 36.4%	6 50.0%	7 43.8%	-	3 75.0%	6 54.5%	2 25.0%	2 50.0%	1 25.0%	9 47.4%	-	9 56.3%	9 69.2%	1 11.1%	3 75.0%	6 66.7%	5 62.5%	5 35.7%	-

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

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770-978-3173  
2017

Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

GENERAL POPULATION

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

Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	32	2	7	15	8	13	19	18	7	7	9	11	12	5	27	3	25	14	17	4	10	15	14	3
	9.0%	8.0%	6.3%	12.6%	8.8%	7.2%	12.0%	6.7%	10.8%	36.8%	3.3%	18.3%	54.5%	13.2%	8.7%	11.5%	9.4%	15.2%	6.6%	40.0%	12.2%	9.9%	7.5%	17.6%
No	323	23	104	104	83	168	139	249	58	12	262	49	10	33	283	23	240	78	241	6	72	137	172	14
	91.0%	92.0%	93.7%	87.4%	91.2%	92.8%	88.0%	93.3%	89.2%	63.2%	96.7%	81.7%	45.5%	86.8%	91.3%	88.5%	90.6%	84.8%	93.4%	60.0%	87.8%	90.1%	92.5%	82.4%
HEDIS/CAHPS SUMMARY RATE - Yes	32	2	7	15	8	13	19	18	7	7	9	11	12	5	27	3	25	14	17	4	10	15	14	3
	9.0%	8.0%	6.3%	12.6%	8.8%	7.2%	12.0%	6.7%	10.8%	36.8%	3.3%	18.3%	54.5%	13.2%	8.7%	11.5%	9.4%	15.2%	6.6%	40.0%	12.2%	9.9%	7.5%	17.6%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 25  
Level: Top

GENERAL POPULATION

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

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?																								
Total Eligible	32	2	7	15	8	13	19	18	7	7	9	11	12	5	27	3	25	14	17	4	10	15	14	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	30	2	7	13	8	13	17	18	6	6	9	11	10	5	25	2	25	13	16	4	9	14	13	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	2	-	-	2	-	1	1	-	-	2	-	2	1	-	1	1	-	1	1	1	-
Always	17	-	4	8	5	7	10	9	4	4	6	7	4	2	15	1	15	8	9	3	5	8	7	2
	56.7%	-	57.1%	61.5%	62.5%	53.8%	58.8%	50.0%	66.7%	66.7%	66.7%	63.6%	40.0%	40.0%	60.0%	50.0%	60.0%	61.5%	56.3%	75.0%	55.6%	57.1%	53.8%	66.7%
Usually	8	1	3	3	1	5	3	4	2	2	2	2	4	1	7	-	8	3	4	1	2	4	4	-
	26.7%	50.0%	42.9%	23.1%	12.5%	38.5%	17.6%	22.2%	33.3%	33.3%	22.2%	18.2%	40.0%	20.0%	28.0%	-	32.0%	23.1%	25.0%	25.0%	22.2%	28.6%	30.8%	-
Sometimes	3	1	-	-	2	-	3	3	-	-	1	1	1	2	1	1	-	1	2	-	1	2	-	1
	10.0%	50.0%	-	-	25.0%	-	17.6%	16.7%	-	-	11.1%	9.1%	10.0%	40.0%	4.0%	50.0%	-	7.7%	12.5%	-	11.1%	14.3%	-	33.3%
Never	2	-	-	2	-	1	1	2	-	-	-	1	1	-	2	-	2	1	1	-	1	-	2	-
	6.7%	-	-	15.4%	-	7.7%	5.9%	11.1%	-	-	-	9.1%	10.0%	-	8.0%	-	8.0%	7.7%	6.3%	-	11.1%	-	15.4%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	25	1	7	11	6	12	13	13	6	6	8	9	8	3	22	1	23	11	13	4	7	12	11	2
	83.3%	50.0%	100.0%	84.6%	75.0%	92.3%	76.5%	72.2%	100.0%	100.0%	88.9%	81.8%	80.0%	60.0%	88.0%	50.0%	92.0%	84.6%	81.3%	100.0%	77.8%	85.7%	84.6%	66.7%
HEDIS/CAHPS SUMMARY RATE - Always	17	-	4	8	5	7	10	9	4	4	6	7	4	2	15	1	15	8	9	3	5	8	7	2
	56.7%	-	57.1%	61.5%	62.5%	53.8%	58.8%	50.0%	66.7%	66.7%	66.7%	63.6%	40.0%	40.0%	60.0%	50.0%	60.0%	61.5%	56.3%	75.0%	55.6%	57.1%	53.8%	66.7%
3-Point Score	2.40	1.50	2.57	2.46	2.38	2.46	2.35	2.22	2.67	2.67	2.56	2.45	2.20	2.00	2.48	2.00	2.52	2.46	2.38	2.75	2.33	2.43	2.38	2.33

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

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770-978-3173  
2017

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

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

GENERAL POPULATION

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

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?																								
Total Eligible	32	2	7	15	8	13	19	18	7	7	9	11	12	5	27	3	25	14	17	4	10	15	14	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	30	2	7	13	8	13	17	18	6	6	9	10	11	5	25	2	24	13	16	4	9	14	13	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	2	-	-	2	-	1	1	-	1	1	-	2	1	1	1	1	-	1	1	1	-
Yes	13	1	2	6	4	6	7	5	2	6	6	2	5	4	9	1	11	9	4	2	7	8	3	2
	43.3%	50.0%	28.6%	46.2%	50.0%	46.2%	41.2%	27.8%	33.3%	100.0%	66.7%	20.0%	45.5%	80.0%	36.0%	50.0%	45.8%	69.2%	25.0%	50.0%	77.8%	57.1%	23.1%	66.7%
No	17	1	5	7	4	7	10	13	4	-	3	8	6	1	16	1	13	4	12	2	2	6	10	1
	56.7%	50.0%	71.4%	53.8%	50.0%	53.8%	58.8%	72.2%	66.7%	-	33.3%	80.0%	54.5%	20.0%	64.0%	50.0%	54.2%	30.8%	75.0%	50.0%	22.2%	42.9%	76.9%	33.3%
HEDIS/CAHPS SUMMARY RATE - Yes	13	1	2	6	4	6	7	5	2	6	6	2	5	4	9	1	11	9	4	2	7	8	3	2
	43.3%	50.0%	28.6%	46.2%	50.0%	46.2%	41.2%	27.8%	33.3%	100.0%	66.7%	20.0%	45.5%	80.0%	36.0%	50.0%	45.8%	69.2%	25.0%	50.0%	77.8%	57.1%	23.1%	66.7%

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

Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

GENERAL POPULATION

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

Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	353	25	111	119	90	181	158	266	65	19	270	60	22	38	309	26	264	92	257	10	82	151	185	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	1	-	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1	1	-
Yes	72	7	25	20	19	28	41	44	17	9	42	19	10	10	62	9	54	30	42	5	25	31	37	4
	20.4%	28.0%	22.5%	16.8%	21.1%	15.5%	25.9%	16.5%	26.2%	47.4%	15.6%	31.7%	45.5%	26.3%	20.1%	34.6%	20.5%	32.6%	16.3%	50.0%	30.5%	20.5%	20.0%	23.5%
No	281	18	86	99	71	153	117	222	48	10	228	41	12	28	247	17	210	62	215	5	57	120	148	13
	79.6%	72.0%	77.5%	83.2%	78.9%	84.5%	74.1%	83.5%	73.8%	52.6%	84.4%	68.3%	54.5%	73.7%	79.9%	65.4%	79.5%	67.4%	83.7%	50.0%	69.5%	79.5%	80.0%	76.5%
HEDIS/CAHPS SUMMARY RATE - Yes	72	7	25	20	19	28	41	44	17	9	42	19	10	10	62	9	54	30	42	5	25	31	37	4
	20.4%	28.0%	22.5%	16.8%	21.1%	15.5%	25.9%	16.5%	26.2%	47.4%	15.6%	31.7%	45.5%	26.3%	20.1%	34.6%	20.5%	32.6%	16.3%	50.0%	30.5%	20.5%	20.0%	23.5%

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

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

GENERAL POPULATION

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

Q29. (CC-CCC) In the last 6 months, did anyone from your child's health plan, doctors office, or clinic help coordinate your child's care among these different providers or services?																								
Total Eligible	72	7	25	20	19	28	41	44	17	9	42	19	10	10	62	9	54	30	42	5	25	31	37	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	72	7	25	20	19	28	41	44	17	9	42	19	10	10	62	9	54	30	42	5	25	31	37	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	40	4	13	10	12	15	23	23	8	7	24	7	8	6	34	5	30	22	18	2	20	19	19	2
	55.6%	57.1%	52.0%	50.0%	63.2%	53.6%	56.1%	52.3%	47.1%	77.8%	57.1%	36.8%	80.0%	60.0%	54.8%	55.6%	55.6%	73.3%	42.9%	40.0%	80.0%	61.3%	51.4%	50.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	R	**	**	**	**	**	**
No	32	3	12	10	7	13	18	21	9	2	18	12	2	4	28	4	24	8	24	3	5	12	18	2
	44.4%	42.9%	48.0%	50.0%	36.8%	46.4%	43.9%	47.7%	52.9%	22.2%	42.9%	63.2%	20.0%	40.0%	45.2%	44.4%	44.4%	26.7%	57.1%	60.0%	20.0%	38.7%	48.6%	50.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	Q	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	40	4	13	10	12	15	23	23	8	7	24	7	8	6	34	5	30	22	18	2	20	19	19	2
	55.6%	57.1%	52.0%	50.0%	63.2%	53.6%	56.1%	52.3%	47.1%	77.8%	57.1%	36.8%	80.0%	60.0%	54.8%	55.6%	55.6%	73.3%	42.9%	40.0%	80.0%	61.3%	51.4%	50.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	R	**	**	**	**	**	**
3-Point Score	2.11	2.14	2.04	2.00	2.26	2.07	2.12	2.05	1.94	2.56	2.14	1.74	2.60	2.20	2.10	2.11	2.11	2.47	1.86	1.80	2.60	2.23	2.03	2.00

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

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2017



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

GENERAL POPULATION

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

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	352	25	111	118	89	180	156	265	65	18	270	58	22	37	309	26	265	92	255	10	82	149	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	1	2	1	2	2	-	1	1	2	-	1	1	-	-	-	3	-	-	3	-	-
Yes	298	19	99	102	71	143	143	230	48	16	232	44	20	26	266	26	265	86	207	8	78	120	162	16
	84.7%	76.0%	89.2%	86.4%	79.8%	79.4%	91.7%	86.8%	73.8%	88.9%	85.9%	75.9%	90.9%	70.3%	86.1%	100.0%	100.0%	93.5%	81.2%	80.0%	95.1%	80.5%	87.1%	94.1%
No	54	6	12	16	18	37	13	35	17	2	38	14	2	11	43	-	-	6	48	2	4	29	24	1
	15.3%	24.0%	10.8%	13.6%	20.2%	20.6%	8.3%	13.2%	26.2%	11.1%	14.1%	24.1%	9.1%	29.7%	13.9%	-	-	6.5%	18.8%	20.0%	4.9%	19.5%	12.9%	5.9%
HEDIS/CAHPS SUMMARY RATE - Yes	298	19	99	102	71	143	143	230	48	16	232	44	20	26	266	26	265	86	207	8	78	120	162	16
	84.7%	76.0%	89.2%	86.4%	79.8%	79.4%	91.7%	86.8%	73.8%	88.9%	85.9%	75.9%	90.9%	70.3%	86.1%	100.0%	100.0%	93.5%	81.2%	80.0%	95.1%	80.5%	87.1%	94.1%

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

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2017

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

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Level: Top

GENERAL POPULATION

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

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?																								
Total Eligible	298	19	99	102	71	143	143	230	48	16	232	44	20	26	266	26	265	86	207	8	78	120	162	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	291	19	98	100	67	143	137	224	47	16	225	44	20	24	262	25	263	86	200	8	78	114	161	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	1	2	4	-	6	6	1	-	7	-	-	2	4	1	2	-	7	-	-	6	1	-
None	91	3	26	37	23	50	37	73	11	6	71	13	7	7	82	8	81	16	73	3	13	41	45	5
	31.3%	15.8%	26.5%	37.0%	34.3%	35.0%	27.0%	32.6%	23.4%	37.5%	31.6%	29.5%	35.0%	29.2%	31.3%	32.0%	30.8%	18.6%	36.5%	37.5%	16.7%	36.0%	28.0%	31.3%
1 time	105	5	39	34	24	44	57	86	16	2	85	17	3	10	94	11	94	27	76	1	26	36	62	7
	36.1%	26.3%	39.8%	34.0%	35.8%	30.8%	41.6%	38.4%	34.0%	12.5%	37.8%	38.6%	15.0%	41.7%	35.9%	44.0%	35.7%	31.4%	38.0%	12.5%	33.3%	31.6%	38.5%	43.8%
2	53	6	15	19	12	27	25	40	10	2	41	8	3	2	50	2	51	22	31	1	21	21	31	1
	18.2%	31.6%	15.3%	19.0%	17.9%	18.9%	18.2%	17.9%	21.3%	12.5%	18.2%	18.2%	15.0%	8.3%	19.1%	8.0%	19.4%	25.6%	15.5%	12.5%	26.9%	18.4%	19.3%	6.3%
3	22	2	10	5	4	10	11	13	6	2	13	3	5	3	18	4	18	9	12	1	8	6	14	2
	7.6%	10.5%	10.2%	5.0%	6.0%	7.0%	8.0%	5.8%	12.8%	12.5%	5.8%	6.8%	25.0%	12.5%	6.9%	16.0%	6.8%	10.5%	6.0%	12.5%	10.3%	5.3%	8.7%	12.5%
4	8	1	2	4	1	5	3	3	2	3	6	1	1	1	7	-	8	7	1	2	5	5	3	-
	2.7%	5.3%	2.0%	4.0%	1.5%	3.5%	2.2%	1.3%	4.3%	18.8%	2.7%	2.3%	5.0%	4.2%	2.7%	-	3.0%	8.1%	0.5%	25.0%	6.4%	4.4%	1.9%	-
5 to 9	12	2	6	1	3	7	4	9	2	1	9	2	1	1	11	-	11	5	7	-	5	5	6	1
	4.1%	10.5%	6.1%	1.0%	4.5%	4.9%	2.9%	4.0%	4.3%	6.3%	4.0%	4.5%	5.0%	4.2%	4.2%	-	4.2%	5.8%	3.5%	-	6.4%	4.4%	3.7%	6.3%
10 or more times	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	200	16	72	63	44	93	100	151	36	10	154	31	13	17	180	17	182	70	127	5	65	73	116	11
	68.7%	84.2%	73.5%	63.0%	65.7%	65.0%	73.0%	67.4%	76.6%	62.5%	68.4%	70.5%	65.0%	70.8%	68.7%	68.0%	69.2%	81.4%	63.5%	62.5%	83.3%	64.0%	72.0%	68.8%

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

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2017

Q32. (HWDC) In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

GENERAL POPULATION

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

Q32. (HWDC) In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?																									
Total Eligible	200	16	72	63	44	93	100	151	36	10	154	31	13	17	180	17	182	70	127	5	65	73	116	11	
Total Valid Responses	200	16	72	63	44	93	100	151	36	10	154	31	13	17	180	17	182	70	127	5	65	73	116	11	
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	159	12	60	51	31	71	81	126	25	5	130	18	9	7	149	6	152	56	100	2	54	52	101	6	
	79.5%	75.0%	83.3%	81.0%	70.5%	76.3%	81.0%	83.4%	69.4%	50.0%	84.4%	58.1%	69.2%	41.2%	82.8%	35.3%	83.5%	80.0%	78.7%	40.0%	83.1%	71.2%	87.1%	54.5%	
Usually	30	3	10	9	8	15	15	18	8	4	19	9	2	8	22	5	25	11	19	2	9	16	9	5	
	15.0%	18.8%	13.9%	14.3%	18.2%	16.1%	15.0%	11.9%	22.2%	40.0%	12.3%	29.0%	15.4%	47.1%	12.2%	29.4%	13.7%	15.7%	15.0%	40.0%	13.8%	21.9%	7.8%	45.5%	
Sometimes	6	1	1	2	2	3	3	3	2	1	2	2	2	2	4	5	1	2	4	-	2	2	4	-	
	3.0%	6.3%	1.4%	3.2%	4.5%	3.2%	3.0%	2.0%	5.6%	10.0%	1.3%	6.5%	15.4%	11.8%	2.2%	29.4%	0.5%	2.9%	3.1%	-	3.1%	2.7%	3.4%	-	
Never	5	-	1	1	3	4	1	4	1	-	3	2	-	-	5	1	4	1	4	1	-	3	2	-	
	2.5%	-	1.4%	1.6%	6.8%	4.3%	1.0%	2.6%	2.8%	-	1.9%	6.5%	-	-	2.8%	5.9%	2.2%	1.4%	3.1%	20.0%	-	4.1%	1.7%	-	
HEDIS/CAHPS SUMMARY RATE - Always/Usually	189	15	70	60	39	86	96	144	33	9	149	27	11	15	171	11	177	67	119	4	63	68	110	11	
	94.5%	93.8%	97.2%	95.2%	88.6%	92.5%	96.0%	95.4%	91.7%	90.0%	96.8%	87.1%	84.6%	88.2%	95.0%	64.7%	97.3%	95.7%	93.7%	80.0%	96.9%	93.2%	94.8%	100.0%	
HEDIS/CAHPS SUMMARY RATE - Always	159	12	60	51	31	71	81	126	25	5	130	18	9	7	149	6	152	56	100	2	54	52	101	6	
	79.5%	75.0%	83.3%	81.0%	70.5%	76.3%	81.0%	83.4%	69.4%	50.0%	84.4%	58.1%	69.2%	41.2%	82.8%	35.3%	83.5%	80.0%	78.7%	40.0%	83.1%	71.2%	87.1%	54.5%	
3-Point Score	2.74	2.69	2.81	2.76	2.59	2.69	2.77	2.79	2.61	2.40	2.81	2.45	2.54	2.29	2.78	2.00	2.81	2.76	2.72	2.20	2.80	2.64	2.82	2.55	

Cell Contents:  
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- Statistical Test Results

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2017

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 32  
Level: Top

GENERAL POPULATION

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

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?																								
Total Eligible	200	16	72	63	44	93	100	151	36	10	154	31	13	17	180	17	182	70	127	5	65	73	116	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	200	16	72	63	44	93	100	151	36	10	154	31	13	17	180	17	182	70	127	5	65	73	116	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	163	13	60	50	36	77	80	126	28	6	129	22	10	7	154	5	157	59	102	3	56	53	104	6
	81.5%	81.3%	83.3%	79.4%	81.8%	82.8%	80.0%	83.4%	77.8%	60.0%	83.8%	71.0%	76.9%	41.2%	85.6%	29.4%	86.3%	84.3%	80.3%	60.0%	86.2%	72.6%	89.7%	54.5%
Usually	25	1	10	8	5	12	12	17	6	2	18	5	2	4	20	3	22	6	18	1	5	13	8	4
	12.5%	6.3%	13.9%	12.7%	11.4%	12.9%	12.0%	11.3%	16.7%	20.0%	11.7%	16.1%	15.4%	23.5%	11.1%	17.6%	12.1%	8.6%	14.2%	20.0%	7.7%	17.8%	6.9%	36.4%
Sometimes	10	2	1	5	2	4	6	6	2	2	5	4	1	5	5	7	3	4	6	-	4	6	3	1
	5.0%	12.5%	1.4%	7.9%	4.5%	4.3%	6.0%	4.0%	5.6%	20.0%	3.2%	12.9%	7.7%	29.4%	2.8%	41.2%	1.6%	5.7%	4.7%	-	6.2%	8.2%	2.6%	9.1%
Never	2	-	1	-	1	-	2	2	-	-	2	-	-	1	1	2	-	1	1	1	-	1	1	-
	1.0%	-	1.4%	-	2.3%	-	2.0%	1.3%	-	-	1.3%	-	-	5.9%	0.6%	11.8%	-	1.4%	0.8%	20.0%	-	1.4%	0.9%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	188	14	70	58	41	89	92	143	34	8	147	27	12	11	174	8	179	65	120	4	61	66	112	10
	94.0%	87.5%	97.2%	92.1%	93.2%	95.7%	92.0%	94.7%	94.4%	80.0%	95.5%	87.1%	92.3%	64.7%	96.7%	47.1%	98.4%	92.9%	94.5%	80.0%	93.8%	90.4%	96.6%	90.9%
HEDIS/CAHPS SUMMARY RATE - Always	163	13	60	50	36	77	80	126	28	6	129	22	10	7	154	5	157	59	102	3	56	53	104	6
	81.5%	81.3%	83.3%	79.4%	81.8%	82.8%	80.0%	83.4%	77.8%	60.0%	83.8%	71.0%	76.9%	41.2%	85.6%	29.4%	86.3%	84.3%	80.3%	60.0%	86.2%	72.6%	89.7%	54.5%
3-Point Score	2.76	2.69	2.81	2.71	2.75	2.78	2.72	2.78	2.72	2.40	2.79	2.58	2.69	2.06	2.82	1.76	2.85	2.77	2.75	2.40	2.80	2.63	2.86	2.45

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 33  
Level: Top

GENERAL POPULATION

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

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?																								
Total Eligible	200	16	72	63	44	93	100	151	36	10	154	31	13	17	180	17	182	70	127	5	65	73	116	11
Total Valid Responses	200	16	72	63	44	93	100	151	36	10	154	31	13	17	180	17	182	70	127	5	65	73	116	11
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	176	11	69	55	36	83	86	133	33	7	139	25	10	12	161	6	169	63	110	4	59	59	110	7
	88.0%	68.8%	95.8%	87.3%	81.8%	89.2%	86.0%	88.1%	91.7%	70.0%	90.3%	80.6%	76.9%	70.6%	89.4%	35.3%	92.9%	90.0%	86.6%	80.0%	90.8%	80.8%	94.8%	63.6%
Usually	17	3	2	6	6	8	9	13	3	1	11	5	2	2	15	4	13	4	13	-	4	10	5	2
	8.5%	18.8%	2.8%	9.5%	13.6%	8.6%	9.0%	8.6%	8.3%	10.0%	7.1%	16.1%	7.7%	11.8%	8.3%	23.5%	7.1%	5.7%	10.2%	-	6.2%	13.7%	4.3%	18.2%
Sometimes	6	2	-	2	2	2	4	4	-	2	3	1	2	3	3	6	-	2	4	-	2	3	1	2
	3.0%	12.5%	-	3.2%	4.5%	2.2%	4.0%	2.6%	-	20.0%	1.9%	3.2%	15.4%	17.6%	1.7%	35.3%	-	2.9%	3.1%	-	3.1%	4.1%	0.9%	18.2%
Never	1	-	1	-	-	-	1	1	-	-	1	-	-	-	1	1	-	1	-	1	-	1	-	-
	0.5%	-	1.4%	-	-	-	1.0%	0.7%	-	-	0.6%	-	-	-	0.6%	5.9%	-	1.4%	-	20.0%	-	1.4%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	193	14	71	61	42	91	95	146	36	8	150	30	11	14	176	10	182	67	123	4	63	69	115	9
	96.5%	87.5%	98.6%	96.8%	95.5%	97.8%	95.0%	96.7%	100.0%	80.0%	97.4%	96.8%	84.6%	82.4%	97.8%	58.8%	100.0%	95.7%	96.9%	80.0%	96.9%	94.5%	99.1%	81.8%
HEDIS/CAHPS SUMMARY RATE - Always	176	11	69	55	36	83	86	133	33	7	139	25	10	12	161	6	169	63	110	4	59	59	110	7
	88.0%	68.8%	95.8%	87.3%	81.8%	89.2%	86.0%	88.1%	91.7%	70.0%	90.3%	80.6%	76.9%	70.6%	89.4%	35.3%	92.9%	90.0%	86.6%	80.0%	90.8%	80.8%	94.8%	63.6%
3-Point Score	2.85	2.56	2.94	2.84	2.77	2.87	2.81	2.85	2.92	2.50	2.88	2.77	2.62	2.53	2.87	1.94	2.93	2.86	2.83	2.60	2.88	2.75	2.94	2.45

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

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2017

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 34  
Level: Top

GENERAL POPULATION

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

Q35. Is your child able to talk with doctors about his or her health care?																								
Total Eligible	200	16	72	63	44	93	100	151	36	10	154	31	13	17	180	17	182	70	127	5	65	73	116	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	198	16	72	62	44	92	100	150	35	10	152	31	13	17	178	17	180	69	126	5	64	73	114	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	-	1	-	1	1	-	2	-	-	-	2	-	2	1	1	-	1	-	2	-
Yes	141	5	45	51	36	66	69	105	29	4	112	21	6	12	127	9	131	46	93	2	44	50	83	8
	71.2%	31.3%	62.5%	82.3%	81.8%	71.7%	69.0%	70.0%	82.9%	40.0%	73.7%	67.7%	46.2%	70.6%	71.3%	52.9%	72.8%	66.7%	73.8%	40.0%	68.8%	68.5%	72.8%	72.7%
No	57	11	27	11	8	26	31	45	6	6	40	10	7	5	51	8	49	23	33	3	20	23	31	3
	28.8%	68.8%	37.5%	17.7%	18.2%	28.3%	31.0%	30.0%	17.1%	60.0%	26.3%	32.3%	53.8%	29.4%	28.7%	47.1%	27.2%	33.3%	26.2%	60.0%	31.3%	31.5%	27.2%	27.3%
HEDIS/CAHPS SUMMARY RATE - Yes	141	5	45	51	36	66	69	105	29	4	112	21	6	12	127	9	131	46	93	2	44	50	83	8
	71.2%	31.3%	62.5%	82.3%	81.8%	71.7%	69.0%	70.0%	82.9%	40.0%	73.7%	67.7%	46.2%	70.6%	71.3%	52.9%	72.8%	66.7%	73.8%	40.0%	68.8%	68.5%	72.8%	72.7%

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

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2017

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

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

GENERAL POPULATION

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

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?																								
Total Eligible	141	5	45	51	36	66	69	105	29	4	112	21	6	12	127	9	131	46	93	2	44	50	83	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	139	5	44	50	36	65	68	104	29	4	111	21	6	12	125	9	129	45	92	2	43	48	83	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	1	-	1	1	1	-	-	1	-	-	-	2	-	2	1	1	-	1	2	-	-
Always	99	3	29	40	24	52	43	75	21	2	83	14	2	6	92	3	95	33	66	2	31	33	61	5
	71.2%	60.0%	65.9%	80.0%	66.7%	80.0%	63.2%	72.1%	72.4%	50.0%	74.8%	66.7%	33.3%	50.0%	73.6%	33.3%	73.6%	73.3%	71.7%	100.0%	72.1%	68.8%	73.5%	62.5%
Usually	32	1	13	8	9	9	21	24	7	-	23	6	2	5	26	5	27	10	20	-	10	14	17	1
	23.0%	20.0%	29.5%	16.0%	25.0%	13.8%	30.9%	23.1%	24.1%	-	20.7%	28.6%	33.3%	41.7%	20.8%	55.6%	20.9%	22.2%	21.7%	-	23.3%	29.2%	20.5%	12.5%
Sometimes	7	1	2	1	3	3	4	5	-	2	5	-	2	1	6	1	6	2	5	-	2	1	4	2
	5.0%	20.0%	4.5%	2.0%	8.3%	4.6%	5.9%	4.8%	-	50.0%	4.5%	-	33.3%	8.3%	4.8%	11.1%	4.7%	4.4%	5.4%	-	4.7%	2.1%	4.8%	25.0%
Never	1	-	-	1	-	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-
	0.7%	-	-	2.0%	-	1.5%	-	-	3.4%	-	-	4.8%	-	-	0.8%	-	0.8%	-	1.1%	-	-	-	1.2%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	131	4	42	48	33	61	64	99	28	2	106	20	4	11	118	8	122	43	86	2	41	47	78	6
	94.2%	80.0%	95.5%	96.0%	91.7%	93.8%	94.1%	95.2%	96.6%	50.0%	95.5%	95.2%	66.7%	91.7%	94.4%	88.9%	94.6%	95.6%	93.5%	100.0%	95.3%	97.9%	94.0%	75.0%
HEDIS/CAHPS SUMMARY RATE - Always	99	3	29	40	24	52	43	75	21	2	83	14	2	6	92	3	95	33	66	2	31	33	61	5
	71.2%	60.0%	65.9%	80.0%	66.7%	80.0%	63.2%	72.1%	72.4%	50.0%	74.8%	66.7%	33.3%	50.0%	73.6%	33.3%	73.6%	73.3%	71.7%	100.0%	72.1%	68.8%	73.5%	62.5%
3-Point Score	2.65	2.40	2.61	2.76	2.58	2.74	2.57	2.67	2.69	2.00	2.70	2.62	2.00	2.42	2.68	2.22	2.68	2.69	2.65	3.00	2.67	2.67	2.67	2.38

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

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

GENERAL POPULATION

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

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?																								
Total Eligible	200	16	72	63	44	93	100	151	36	10	154	31	13	17	180	17	182	70	127	5	65	73	116	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	199	16	71	63	44	92	100	150	36	10	154	30	13	17	179	17	181	69	127	4	65	73	115	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	1	-	1	-	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-
Always	133	9	49	40	31	58	69	103	23	6	112	12	8	6	126	2	130	51	81	2	49	43	84	6
	66.8%	56.3%	69.0%	63.5%	70.5%	63.0%	69.0%	68.7%	63.9%	60.0%	72.7%	40.0%	61.5%	35.3%	70.4%	11.8%	71.8%	73.9%	63.8%	50.0%	75.4%	58.9%	73.0%	54.5%
Usually	39	4	11	14	9	20	18	27	8	2	26	10	2	6	32	5	34	7	31	1	6	20	16	3
	19.6%	25.0%	15.5%	22.2%	20.5%	21.7%	18.0%	18.0%	22.2%	20.0%	16.9%	33.3%	15.4%	35.3%	17.9%	29.4%	18.8%	10.1%	24.4%	25.0%	9.2%	27.4%	13.9%	27.3%
Sometimes	15	2	6	6	1	8	7	11	3	1	10	4	1	2	12	5	10	4	10	-	4	6	7	2
	7.5%	12.5%	8.5%	9.5%	2.3%	8.7%	7.0%	7.3%	8.3%	10.0%	6.5%	13.3%	7.7%	11.8%	6.7%	29.4%	5.5%	5.8%	7.9%	-	6.2%	8.2%	6.1%	18.2%
Never	12	1	5	3	3	6	6	9	2	1	6	4	2	3	9	5	7	7	5	1	6	4	8	-
	6.0%	6.3%	7.0%	4.8%	6.8%	6.5%	6.0%	6.0%	5.6%	10.0%	3.9%	13.3%	15.4%	17.6%	5.0%	29.4%	3.9%	10.1%	3.9%	25.0%	9.2%	5.5%	7.0%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	172	13	60	54	40	78	87	130	31	8	138	22	10	12	158	7	164	58	112	3	55	63	100	9
	86.4%	81.3%	84.5%	85.7%	90.9%	84.8%	87.0%	86.7%	86.1%	80.0%	89.6%	73.3%	76.9%	70.6%	88.3%	41.2%	90.6%	84.1%	88.2%	75.0%	84.6%	86.3%	87.0%	81.8%
HEDIS/CAHPS SUMMARY RATE - Always	133	9	49	40	31	58	69	103	23	6	112	12	8	6	126	2	130	51	81	2	49	43	84	6
	66.8%	56.3%	69.0%	63.5%	70.5%	63.0%	69.0%	68.7%	63.9%	60.0%	72.7%	40.0%	61.5%	35.3%	70.4%	11.8%	71.8%	73.9%	63.8%	50.0%	75.4%	58.9%	73.0%	54.5%
3-Point Score	2.53	2.38	2.54	2.49	2.61	2.48	2.56	2.55	2.50	2.40	2.62	2.13	2.38	2.06	2.59	1.53	2.62	2.58	2.52	2.25	2.60	2.45	2.60	2.36

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

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2017



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

GENERAL POPULATION

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

Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?																								
Total Eligible	200	16	72	63	44	93	100	151	36	10	154	31	13	17	180	17	182	70	127	5	65	73	116	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	198	14	72	63	44	91	100	149	36	10	152	31	13	17	178	17	180	69	126	5	64	73	114	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	2	-	-	-	2	-	2	-	-	2	-	-	-	2	-	2	1	1	-	1	-	2	-
Yes	166	13	68	50	31	78	84	130	28	7	133	21	11	12	152	8	157	62	102	4	58	54	104	8
	83.8%	92.9%	94.4%	79.4%	70.5%	85.7%	84.0%	87.2%	77.8%	70.0%	87.5%	67.7%	84.6%	70.6%	85.4%	47.1%	87.2%	89.9%	81.0%	80.0%	90.6%	74.0%	91.2%	72.7%
No	32	1	4	13	13	13	16	19	8	3	19	10	2	5	26	9	23	7	24	1	6	19	10	3
	16.2%	7.1%	5.6%	20.6%	29.5%	14.3%	16.0%	12.8%	22.2%	30.0%	12.5%	32.3%	15.4%	29.4%	14.6%	52.9%	12.8%	10.1%	19.0%	20.0%	9.4%	26.0%	8.8%	27.3%
HEDIS/CAHPS SUMMARY RATE - Yes	166	13	68	50	31	78	84	130	28	7	133	21	11	12	152	8	157	62	102	4	58	54	104	8
	83.8%	92.9%	94.4%	79.4%	70.5%	85.7%	84.0%	87.2%	77.8%	70.0%	87.5%	67.7%	84.6%	70.6%	85.4%	47.1%	87.2%	89.9%	81.0%	80.0%	90.6%	74.0%	91.2%	72.7%

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

Presented by SPH Analytics  
770-978-3173  
2017

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

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

GENERAL POPULATION

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

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?																								
Total Eligible	200	16	72	63	44	93	100	151	36	10	154	31	13	17	180	17	182	70	127	5	65	73	116	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	199	16	72	62	44	92	100	151	35	10	153	31	13	17	179	17	181	69	127	5	64	73	115	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	1	-	-	1	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-
Yes	84	6	37	22	18	37	44	58	16	9	57	16	11	9	74	10	74	35	49	3	32	32	47	5
	42.2%	37.5%	51.4%	35.5%	40.9%	40.2%	44.0%	38.4%	45.7%	90.0%	37.3%	51.6%	84.6%	52.9%	41.3%	58.8%	40.9%	50.7%	38.6%	60.0%	50.0%	43.8%	40.9%	45.5%
No	115	10	35	40	26	55	56	93	19	1	96	15	2	8	105	7	107	34	78	2	32	41	68	6
	57.8%	62.5%	48.6%	64.5%	59.1%	59.8%	56.0%	61.6%	54.3%	10.0%	62.7%	48.4%	15.4%	47.1%	58.7%	41.2%	59.1%	49.3%	61.4%	40.0%	50.0%	56.2%	59.1%	54.5%
HEDIS/CAHPS SUMMARY RATE - Yes	84	6	37	22	18	37	44	58	16	9	57	16	11	9	74	10	74	35	49	3	32	32	47	5
	42.2%	37.5%	51.4%	35.5%	40.9%	40.2%	44.0%	38.4%	45.7%	90.0%	37.3%	51.6%	84.6%	52.9%	41.3%	58.8%	40.9%	50.7%	38.6%	60.0%	50.0%	43.8%	40.9%	45.5%

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

Q40. (CC) In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

GENERAL POPULATION

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

Q40. (CC) In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?																								
Total Eligible	84	6	37	22	18	37	44	58	16	9	57	16	11	9	74	10	74	35	49	3	32	32	47	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	83	6	37	22	17	36	44	57	16	9	57	15	11	9	73	10	73	35	48	3	32	32	46	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	1	-	1	-	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-
Always	47	3	23	11	10	21	24	33	9	5	34	7	6	1	45	1	46	26	21	2	24	14	30	3
	56.6%	50.0%	62.2%	50.0%	58.8%	58.3%	54.5%	57.9%	56.3%	55.6%	59.6%	46.7%	54.5%	11.1%	61.6%	10.0%	63.0%	74.3%	43.8%	66.7%	75.0%	43.8%	65.2%	60.0%
Usually	23	2	10	7	3	11	11	17	4	2	18	2	3	4	19	2	21	7	16	-	7	10	11	2
	27.7%	33.3%	27.0%	31.8%	17.6%	30.6%	25.0%	29.8%	25.0%	22.2%	31.6%	13.3%	27.3%	44.4%	26.0%	20.0%	28.8%	20.0%	33.3%	-	21.9%	31.3%	23.9%	40.0%
Sometimes	6	-	3	2	1	1	5	4	1	1	4	2	-	2	4	3	3	1	5	1	-	4	2	-
	7.2%	-	8.1%	9.1%	5.9%	2.8%	11.4%	7.0%	6.3%	11.1%	7.0%	13.3%	-	22.2%	5.5%	30.0%	4.1%	2.9%	10.4%	33.3%	-	12.5%	4.3%	-
Never	7	1	1	2	3	3	4	3	2	1	1	4	2	2	5	4	3	1	6	-	1	4	3	-
	8.4%	16.7%	2.7%	9.1%	17.6%	8.3%	9.1%	5.3%	12.5%	11.1%	1.8%	26.7%	18.2%	22.2%	6.8%	40.0%	4.1%	2.9%	12.5%	-	3.1%	12.5%	6.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	70	5	33	18	13	32	35	50	13	7	52	9	9	5	64	3	67	33	37	2	31	24	41	5
	84.3%	83.3%	89.2%	81.8%	76.5%	88.9%	79.5%	87.7%	81.3%	77.8%	91.2%	60.0%	81.8%	55.6%	87.7%	30.0%	91.8%	94.3%	77.1%	66.7%	96.9%	75.0%	89.1%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	47	3	23	11	10	21	24	33	9	5	34	7	6	1	45	1	46	26	21	2	24	14	30	3
	56.6%	50.0%	62.2%	50.0%	58.8%	58.3%	54.5%	57.9%	56.3%	55.6%	59.6%	46.7%	54.5%	11.1%	61.6%	10.0%	63.0%	74.3%	43.8%	66.7%	75.0%	43.8%	65.2%	60.0%
3-Point Score	2.41	2.33	2.51	2.32	2.35	2.47	2.34	2.46	2.38	2.33	2.51	2.07	2.36	1.67	2.49	1.40	2.55	2.69	2.21	2.33	2.72	2.19	2.54	2.60

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

Presented by SPH Analytics  
770-978-3173  
2017

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

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

GENERAL POPULATION

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

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?																								
Total Eligible	298 100.0%	19 100.0%	99 100.0%	102 100.0%	71 100.0%	143 100.0%	143 100.0%	230 100.0%	48 100.0%	16 100.0%	232 100.0%	44 100.0%	20 100.0%	26 100.0%	266 100.0%	26 100.0%	265 100.0%	86 100.0%	207 100.0%	8 100.0%	78 100.0%	120 100.0%	162 100.0%	16 100.0%
Total Valid Responses	291 100.0%	18 100.0%	97 100.0%	102 100.0%	67 100.0%	141 100.0%	139 100.0%	223 100.0%	48 100.0%	16 100.0%	225 100.0%	44 100.0%	20 100.0%	24 100.0%	263 100.0%	26 100.0%	265 100.0%	86 100.0%	200 100.0%	8 100.0%	78 100.0%	115 100.0%	160 100.0%	16 100.0%
No Answer	7	1	2	-	4	2	4	7	-	-	7	-	-	2	3	-	-	-	7	-	-	5	2	-
10 - Best personal doctor possible	173 59.5%	6 33.3%	61 62.9%	61 59.8%	41 61.2%	84 59.6%	83 59.7%	135 60.5%	27 56.3%	8 50.0%	139 61.8%	20 45.5%	13 65.0%	9 37.5%	163 62.0%	-	173 65.3%	57 66.3%	114 57.0%	-	57 73.1%	63 54.8%	102 63.8%	8 50.0%
9	53 18.2%	7 38.9%	16 16.5%	17 16.7%	11 16.4%	26 18.4%	24 17.3%	41 18.4%	7 14.6%	5 31.3%	41 18.2%	10 22.7%	2 10.0%	3 12.5%	48 18.3%	-	53 20.0%	8 9.3%	43 21.5%	2 25.0%	6 7.7%	20 17.4%	29 18.1%	4 25.0%
8	39 13.4%	1 5.6%	13 13.4%	16 15.7%	8 11.9%	20 14.2%	17 12.2%	28 12.6%	10 20.8%	-	28 12.4%	8 18.2%	2 10.0%	4 16.7%	34 12.9%	-	39 14.7%	16 18.6%	22 11.0%	5 62.5%	11 14.1%	17 14.8%	21 13.1%	1 6.3%
7	13 4.5%	2 11.1%	5 5.2%	3 2.9%	3 4.5%	4 2.8%	9 6.5%	11 4.9%	2 4.2%	-	10 4.4%	2 4.5%	1 5.0%	3 12.5%	10 3.8%	13 50.0%	-	-	13 6.5%	-	-	8 7.0%	3 1.9%	2 12.5%
6	4 1.4%	2 11.1%	-	2 2.0%	-	3 2.1%	1 0.7%	2 0.9%	1 2.1%	1 6.3%	1 0.4%	3 6.8%	-	2 8.3%	2 0.8%	4 15.4%	-	1 1.2%	3 1.5%	-	1 1.3%	1 0.9%	2 1.3%	1 6.3%
5	5 1.7%	-	1 1.0%	2 2.0%	2 3.0%	3 2.1%	2 1.4%	2 0.9%	1 2.1%	2 12.5%	2 0.9%	1 2.3%	2 10.0%	1 4.2%	4 1.5%	5 19.2%	-	2 2.3%	3 1.5%	-	2 2.6%	4 3.5%	1 0.6%	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	2 0.7%	-	-	-	2 3.0% bc	-	2 1.4%	2 0.9%	-	-	2 0.9%	-	-	1 4.2%	1 0.4%	2 7.7%	-	1 1.2%	1 0.5%	-	1 1.3%	1 0.9%	1 0.6%	-
1	1 0.3%	-	-	1 1.0%	-	1 0.7%	-	1 0.4%	-	-	1 0.4%	-	-	1 4.2%	-	1 3.8%	-	-	1 0.5%	-	-	-	1 0.6%	-
0 - Worst personal doctor possible	1 0.3%	-	1 1.0%	-	-	-	1 0.7%	1 0.4%	-	-	1 0.4%	-	-	-	1 0.4%	1 3.8%	-	1 1.2%	-	1 12.5%	-	1 0.9%	-	-
SUMMARY - 0-3	4 1.4%	-	1 1.0%	1 1.0%	2 3.0%	1 0.7%	3 2.2%	4 1.8%	-	-	4 1.8%	-	-	2 8.3%	4 0.8%	4 15.4%	-	2 2.3%	2 1.0%	1 12.5%	1 1.3%	2 1.7%	2 1.3%	-
SUMMARY - 4-7	22 7.6%	4 22.2%	6 6.2%	7 6.9%	5 7.5%	10 7.1%	12 8.6%	15 6.7%	4 8.3%	3 18.8%	13 5.8%	6 13.6%	3 15.0%	6 25.0%	16 6.1%	22 84.6%	-	3 3.5%	19 9.5%	-	3 3.8%	13 11.3%	6 3.8%	3 18.8%
HEDIS/CAHPS SUMMARY RATE - 8-10	265 91.1%	14 77.8%	90 92.8%	94 92.2%	60 89.6%	130 92.2%	124 89.2%	204 91.5%	44 91.7%	13 81.3%	208 92.4%	38 86.4%	17 85.0%	16 66.7%	245 93.2%	-	265 100.0%	81 94.2%	179 89.5%	7 87.5%	74 94.9%	100 87.0%	152 95.0%	13 81.3%
HEDIS/CAHPS SUMMARY RATE - 9-10	226 77.7%	13 72.2%	77 79.4%	78 76.5%	52 77.6%	110 78.0%	107 77.0%	176 78.9%	34 70.8%	13 81.3%	180 80.0%	30 68.2%	15 75.0%	12 50.0%	211 80.2%	-	226 85.3%	65 75.6%	157 78.5%	2 25.0%	63 80.8%	83 72.2%	131 81.9%	12 75.0%
3-Point Score	2.73	2.61	2.77	2.72	2.72	2.73	2.73	2.75	2.67	2.63	2.77	2.59	2.65	2.29	2.77	1.50	2.85	2.70	2.75	2.13	2.76	2.66	2.79	2.69

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

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Level: Top

GENERAL POPULATION

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

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?																								
Total Eligible	298	19	99	102	71	143	143	230	48	16	232	44	20	26	266	26	265	86	207	8	78	120	162	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	292	19	97	102	67	141	139	225	48	15	227	43	20	24	263	25	265	86	201	8	78	115	161	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	2	-	4	2	4	5	-	1	5	1	-	2	3	1	-	-	6	-	-	5	1	-
Yes	50	2	14	20	14	16	33	23	15	10	24	10	15	8	42	7	43	22	28	3	19	26	22	2
	17.1%	10.5%	14.4%	19.6%	20.9%	11.3%	23.7%	10.2%	31.3%	66.7%	10.6%	23.3%	75.0%	33.3%	16.0%	28.0%	16.2%	25.6%	13.9%	37.5%	24.4%	22.6%	13.7%	12.5%
No	242	17	83	82	53	125	106	202	33	5	203	33	5	16	221	18	222	64	173	5	59	89	139	14
	82.9%	89.5%	85.6%	80.4%	79.1%	88.7%	76.3%	89.8%	68.8%	33.3%	89.4%	76.7%	25.0%	66.7%	84.0%	72.0%	83.8%	74.4%	86.1%	62.5%	75.6%	77.4%	86.3%	87.5%
HEDIS/CAHPS SUMMARY RATE - Yes	50	2	14	20	14	16	33	23	15	10	24	10	15	8	42	7	43	22	28	3	19	26	22	2
	17.1%	10.5%	14.4%	19.6%	20.9%	11.3%	23.7%	10.2%	31.3%	66.7%	10.6%	23.3%	75.0%	33.3%	16.0%	28.0%	16.2%	25.6%	13.9%	37.5%	24.4%	22.6%	13.7%	12.5%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

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

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2017

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 42  
Level: Top

GENERAL POPULATION

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

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?																								
Total Eligible	50	2	14	20	14	16	33	23	15	10	24	10	15	8	42	7	43	22	28	3	19	26	22	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	48	2	14	19	13	16	31	22	15	9	23	10	14	8	40	6	42	21	27	3	18	24	22	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	1	-	2	1	-	1	1	-	1	-	2	1	1	1	1	-	1	2	-	-
Yes	41	2	13	16	10	15	25	17	14	8	20	9	11	7	34	3	38	20	21	3	17	22	18	1
	85.4%	100.0%	92.9%	84.2%	76.9%	93.8%	80.6%	77.3%	93.3%	88.9%	87.0%	90.0%	78.6%	87.5%	85.0%	50.0%	90.5%	95.2%	77.8%	100.0%	94.4%	91.7%	81.8%	50.0%
No	7	-	1	3	3	1	6	5	1	1	3	1	3	1	6	3	4	1	6	-	1	2	4	1
	14.6%	-	7.1%	15.8%	23.1%	6.3%	19.4%	22.7%	6.7%	11.1%	13.0%	10.0%	21.4%	12.5%	15.0%	50.0%	9.5%	4.8%	22.2%	-	5.6%	8.3%	18.2%	50.0%
HEDIS/CAHPS SUMMARY RATE - Yes	41	2	13	16	10	15	25	17	14	8	20	9	11	7	34	3	38	20	21	3	17	22	18	1
	85.4%	100.0%	92.9%	84.2%	76.9%	93.8%	80.6%	77.3%	93.3%	88.9%	87.0%	90.0%	78.6%	87.5%	85.0%	50.0%	90.5%	95.2%	77.8%	100.0%	94.4%	91.7%	81.8%	50.0%
3-Point Score	2.71	3.00	2.86	2.68	2.54	2.88	2.61	2.55	2.87	2.78	2.74	2.80	2.57	2.75	2.70	2.00	2.81	2.90	2.56	3.00	2.89	2.83	2.64	2.00

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

Presented by SPH Analytics  
770-978-3173  
2017

Q44. (FCC-PD) Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 43  
Level: Top

GENERAL POPULATION

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

Q44. (FCC-PD) Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?																								
Total Eligible	50	2	14	20	14	16	33	23	15	10	24	10	15	8	42	7	43	22	28	3	19	26	22	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	49	2	14	20	13	16	32	22	15	10	23	10	15	8	41	7	42	22	27	3	19	25	22	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	-	1	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-
Yes	40	2	13	16	9	14	25	17	14	8	20	8	11	7	33	3	37	20	20	3	17	21	18	1
	81.6%	100.0%	92.9%	80.0%	69.2%	87.5%	78.1%	77.3%	93.3%	80.0%	87.0%	80.0%	73.3%	87.5%	80.5%	42.9%	88.1%	90.9%	74.1%	100.0%	89.5%	84.0%	81.8%	50.0%
No	9	-	1	4	4	2	7	5	1	2	3	2	4	1	8	4	5	2	7	-	2	4	4	1
	18.4%	-	7.1%	20.0%	30.8%	12.5%	21.9%	22.7%	6.7%	20.0%	13.0%	20.0%	26.7%	12.5%	19.5%	57.1%	11.9%	9.1%	25.9%	-	10.5%	16.0%	18.2%	50.0%
HEDIS/CAHPS SUMMARY RATE - Yes	40	2	13	16	9	14	25	17	14	8	20	8	11	7	33	3	37	20	20	3	17	21	18	1
	81.6%	100.0%	92.9%	80.0%	69.2%	87.5%	78.1%	77.3%	93.3%	80.0%	87.0%	80.0%	73.3%	87.5%	80.5%	42.9%	88.1%	90.9%	74.1%	100.0%	89.5%	84.0%	81.8%	50.0%
3-Point Score	2.63	3.00	2.86	2.60	2.38	2.75	2.56	2.55	2.87	2.60	2.74	2.60	2.47	2.75	2.61	1.86	2.76	2.82	2.48	3.00	2.79	2.68	2.64	2.00

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

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2017

Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

GENERAL POPULATION

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

Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?																								
	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	353	25	110	119	91	181	157	266	64	19	269	60	22	38	308	26	263	92	256	10	82	152	184	17
No Answer	2	-	1	-	-	-	1	1	1	-	2	-	-	-	2	-	2	-	2	-	-	-	2	-
Yes	61	3	20	20	17	32	28	35	15	9	40	13	7	6	54	5	48	30	30	3	27	32	26	3
	17.3%	12.0%	18.2%	16.8%	18.7%	17.7%	17.8%	13.2%	23.4%	47.4%	14.9%	21.7%	31.8%	15.8%	17.5%	19.2%	18.3%	32.6%	11.7%	30.0%	32.9%	21.1%	14.1%	17.6%
No	292	22	90	99	74	149	129	231	49	10	229	47	15	32	254	21	215	62	226	7	55	120	158	14
	82.7%	88.0%	81.8%	83.2%	81.3%	82.3%	82.2%	86.8%	76.6%	52.6%	85.1%	78.3%	68.2%	84.2%	82.5%	80.8%	81.7%	67.4%	88.3%	70.0%	67.1%	78.9%	85.9%	82.4%
HEDIS/CAHPS SUMMARY RATE - Yes	61	3	20	20	17	32	28	35	15	9	40	13	7	6	54	5	48	30	30	3	27	32	26	3
	17.3%	12.0%	18.2%	16.8%	18.7%	17.7%	17.8%	13.2%	23.4%	47.4%	14.9%	21.7%	31.8%	15.8%	17.5%	19.2%	18.3%	32.6%	11.7%	30.0%	32.9%	21.1%	14.1%	17.6%

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



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

GENERAL POPULATION

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

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?																								
Total Eligible	61	3	20	20	17	32	28	35	15	9	40	13	7	6	54	5	48	30	30	3	27	32	26	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	60	3	20	20	16	31	28	35	14	9	40	12	7	6	53	5	47	29	30	3	26	31	26	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	1	1	-	-
Always	30	1	9	10	10	17	13	16	7	6	18	6	5	2	28	2	24	15	15	-	15	13	14	3
	50.0%	33.3%	45.0%	50.0%	62.5%	54.8%	46.4%	45.7%	50.0%	66.7%	45.0%	50.0%	71.4%	33.3%	52.8%	40.0%	51.1%	51.7%	50.0%	-	57.7%	41.9%	53.8%	100.0%
Usually	24	2	9	8	4	10	13	17	5	2	18	5	1	3	21	1	19	12	12	2	10	14	10	-
	40.0%	66.7%	45.0%	40.0%	25.0%	32.3%	46.4%	48.6%	35.7%	22.2%	45.0%	41.7%	14.3%	50.0%	39.6%	20.0%	40.4%	41.4%	40.0%	66.7%	38.5%	45.2%	38.5%	-
Sometimes	6	-	2	2	2	4	2	2	2	1	4	1	1	1	4	2	4	2	3	1	1	4	2	-
	10.0%	-	10.0%	10.0%	12.5%	12.9%	7.1%	5.7%	14.3%	11.1%	10.0%	8.3%	14.3%	16.7%	7.5%	40.0%	8.5%	6.9%	10.0%	33.3%	3.8%	12.9%	7.7%	-
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	54	3	18	18	14	27	26	33	12	8	36	11	6	5	49	3	43	27	27	2	25	27	24	3
	90.0%	100.0%	90.0%	90.0%	87.5%	87.1%	92.9%	94.3%	85.7%	88.9%	90.0%	91.7%	85.7%	83.3%	92.5%	60.0%	91.5%	93.1%	90.0%	66.7%	96.2%	87.1%	92.3%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	30	1	9	10	10	17	13	16	7	6	18	6	5	2	28	2	24	15	15	-	15	13	14	3
	50.0%	33.3%	45.0%	50.0%	62.5%	54.8%	46.4%	45.7%	50.0%	66.7%	45.0%	50.0%	71.4%	33.3%	52.8%	40.0%	51.1%	51.7%	50.0%	-	57.7%	41.9%	53.8%	100.0%
3-Point Score	2.40	2.33	2.35	2.40	2.50	2.42	2.39	2.40	2.36	2.56	2.35	2.42	2.57	2.17	2.45	2.00	2.43	2.45	2.40	1.67	2.54	2.29	2.46	3.00

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

Presented by SPH Analytics  
770-978-3173  
2017

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

GENERAL POPULATION

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

Q47. How many specialists has your child seen in the last 6 months?																								
Total Eligible	61	3	20	20	17	32	28	35	15	9	40	13	7	6	54	5	48	30	30	3	27	32	26	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	59	3	20	20	15	30	28	34	15	8	39	13	6	6	52	5	46	29	29	3	26	30	26	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	2	2	-	1	-	1	1	-	1	-	2	-	2	1	1	-	1	2	-	-
None	2	-	2	-	-	1	1	2	-	-	2	-	-	-	2	-	2	2	-	-	2	-	2	-
	3.4%	-	10.0%	-	-	3.3%	3.6%	5.9%	-	-	5.1%	-	-	-	3.8%	-	4.3%	6.9%	-	-	7.7%	-	7.7%	-
1 specialist	38	2	13	12	10	23	14	22	10	5	27	8	3	4	33	3	29	13	24	1	12	20	15	3
	64.4%	66.7%	65.0%	60.0%	66.7%	76.7%	50.0%	64.7%	66.7%	62.5%	69.2%	61.5%	50.0%	66.7%	63.5%	60.0%	63.0%	44.8%	82.8%	33.3%	46.2%	66.7%	57.7%	100.0%
2	14	1	5	5	3	6	8	8	4	2	8	4	2	1	13	1	11	9	5	1	8	7	7	-
	23.7%	33.3%	25.0%	25.0%	20.0%	20.0%	28.6%	23.5%	26.7%	25.0%	20.5%	30.8%	33.3%	16.7%	25.0%	20.0%	23.9%	31.0%	17.2%	33.3%	30.8%	23.3%	26.9%	-
3	3	-	-	2	1	-	3	1	-	1	1	1	-	1	2	1	2	3	-	1	2	2	1	-
	5.1%	-	-	10.0%	6.7%	-	10.7%	2.9%	-	12.5%	2.6%	7.7%	-	16.7%	3.8%	20.0%	4.3%	10.3%	-	33.3%	7.7%	6.7%	3.8%	-
4	2	-	-	1	1	-	2	1	1	-	1	-	1	-	2	-	2	2	-	-	2	1	1	-
	3.4%	-	-	5.0%	6.7%	-	7.1%	2.9%	6.7%	-	2.6%	-	16.7%	-	3.8%	-	4.3%	6.9%	-	-	7.7%	3.3%	3.8%	-
5 or more specialists	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - 1 or more specialist	57	3	18	20	15	29	27	32	15	8	37	13	6	6	50	5	44	27	29	3	24	30	24	3
	96.6%	100.0%	90.0%	100.0%	100.0%	96.7%	96.4%	94.1%	100.0%	100.0%	94.9%	100.0%	100.0%	100.0%	96.2%	100.0%	95.7%	93.1%	100.0%	100.0%	92.3%	100.0%	92.3%	100.0%

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

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Q48. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

GENERAL POPULATION

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

Q48. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?																								
Total Eligible	57	3	18	20	15	29	27	32	15	8	37	13	6	6	50	5	44	27	29	3	24	30	24	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	56	3	18	19	15	28	27	31	15	8	37	12	6	6	49	5	44	26	29	3	23	29	24	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	1	-	1	-	-	-	1	-	-	1	-	-	1	-	-	1	1	-	-
10 - Best specialist possible	32	1	11	11	8	15	16	17	9	5	21	6	4	4	28	2	25	15	17	2	13	13	16	3
	57.1%	33.3%	61.1%	57.9%	53.3%	53.6%	59.3%	54.8%	60.0%	62.5%	56.8%	50.0%	66.7%	66.7%	57.1%	40.0%	56.8%	57.7%	58.6%	66.7%	56.5%	44.8%	66.7%	100.0%
9	8	-	2	4	2	3	5	3	4	1	5	2	1	-	8	1	6	3	5	-	3	6	2	-
	14.3%	-	11.1%	21.1%	13.3%	10.7%	18.5%	9.7%	26.7%	12.5%	13.5%	16.7%	16.7%	-	16.3%	20.0%	13.6%	11.5%	17.2%	-	13.0%	20.7%	8.3%	-
8	8	-	3	2	3	5	3	6	1	1	5	2	1	-	7	1	7	5	2	-	5	4	4	-
	14.3%	-	16.7%	10.5%	20.0%	17.9%	11.1%	19.4%	6.7%	12.5%	13.5%	16.7%	16.7%	-	14.3%	20.0%	15.9%	19.2%	6.9%	-	21.7%	13.8%	16.7%	-
7	2	1	1	-	-	1	1	1	-	1	2	-	-	-	2	-	2	2	-	1	1	1	1	-
	3.6%	33.3%	5.6%	-	-	3.6%	3.7%	3.2%	-	12.5%	5.4%	-	-	-	4.1%	-	4.5%	7.7%	-	33.3%	4.3%	3.4%	4.2%	-
6	1	-	-	1	-	-	1	1	-	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-
	1.8%	-	-	5.3%	-	-	3.7%	3.2%	-	-	2.7%	-	-	-	2.0%	-	2.3%	3.8%	-	-	4.3%	-	4.2%	-
5	3	1	-	-	2	3	-	2	-	-	2	1	-	1	2	1	2	-	3	-	-	3	-	-
	5.4%	33.3%	-	-	13.3%	10.7%	-	6.5%	-	-	5.4%	8.3%	-	16.7%	4.1%	20.0%	4.5%	-	10.3%	-	-	10.3%	-	-
4	2	-	1	1	-	1	1	1	1	-	1	1	-	1	1	-	1	-	2	-	-	2	-	-
	3.6%	-	5.6%	5.3%	-	3.6%	3.7%	3.2%	6.7%	-	2.7%	8.3%	-	16.7%	2.0%	-	2.3%	-	6.9%	-	-	6.9%	-	-
3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst specialist possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 4-7	8	2	2	2	2	5	3	5	1	1	6	2	-	2	6	1	6	3	5	1	2	6	2	-
	14.3%	66.7%	11.1%	10.5%	13.3%	17.9%	11.1%	16.1%	6.7%	12.5%	16.2%	16.7%	-	33.3%	12.2%	20.0%	13.6%	11.5%	17.2%	33.3%	8.7%	20.7%	8.3%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	48	1	16	17	13	23	24	26	14	7	31	10	6	4	43	4	38	23	24	2	21	23	22	3
	85.7%	33.3%	88.9%	89.5%	86.7%	82.1%	88.9%	83.9%	93.3%	87.5%	83.8%	83.3%	100.0%	66.7%	87.8%	80.0%	86.4%	88.5%	82.8%	66.7%	91.3%	79.3%	91.7%	100.0%
HEDIS/CAHPS SUMMARY RATE - 9-10	40	1	13	15	10	18	21	20	13	6	26	8	5	4	36	3	31	18	22	2	16	19	18	3
	71.4%	33.3%	72.2%	78.9%	66.7%	64.3%	77.8%	64.5%	86.7%	75.0%	70.3%	66.7%	83.3%	66.7%	73.5%	60.0%	70.5%	69.2%	75.9%	66.7%	69.6%	65.5%	75.0%	100.0%
3-Point Score	2.61	2.00	2.67	2.68	2.53	2.50	2.70	2.52	2.80	2.75	2.59	2.50	2.83	2.33	2.65	2.40	2.61	2.65	2.59	2.67	2.65	2.48	2.71	3.00

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 48  
Level: Top

GENERAL POPULATION

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

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	350	25	108	119	90	178	157	264	64	19	268	59	22	38	307	26	260	92	258	10	82	151	182	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	3	-	1	3	1	3	1	-	3	1	-	-	3	-	5	-	-	-	-	1	4	-
Yes	92	6	30	33	23	50	40	62	20	9	66	15	10	7	85	5	81	92	-	10	82	30	55	7
	26.3%	24.0%	27.8%	27.7%	25.6%	28.1%	25.5%	23.5%	31.3%	47.4%	24.6%	25.4%	45.5%	18.4%	27.7%	19.2%	31.2%	100.0%	-	100.0%	100.0%	19.9%	30.2%	41.2%
No	258	19	78	86	67	128	117	202	44	10	202	44	12	31	222	21	179	-	258	-	-	121	127	10
	73.7%	76.0%	72.2%	72.3%	74.4%	71.9%	74.5%	76.5%	68.8%	52.6%	75.4%	74.6%	54.5%	81.6%	72.3%	80.8%	68.8%	-	100.0%	-	-	80.1%	69.8%	58.8%
HEDIS/CAHPS SUMMARY RATE - Yes	92	6	30	33	23	50	40	62	20	9	66	15	10	7	85	5	81	92	-	10	82	30	55	7
	26.3%	24.0%	27.8%	27.7%	25.6%	28.1%	25.5%	23.5%	31.3%	47.4%	24.6%	25.4%	45.5%	18.4%	27.7%	19.2%	31.2%	100.0%	-	100.0%	100.0%	19.9%	30.2%	41.2%

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

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2017

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 49  
Level: Top

GENERAL POPULATION

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

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?																								
Total Eligible	92	6	30	33	23	50	40	62	20	9	66	15	10	7	85	5	81	92	-	10	82	30	55	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	92	6	30	33	23	50	40	62	20	9	66	15	10	7	85	5	81	92	-	10	82	30	55	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	61	3	18	21	19	33	27	41	13	6	42	8	10	1	60	3	56	61	-	-	61	18	38	5
	66.3%	50.0%	60.0%	63.6%	82.6%	66.0%	67.5%	66.1%	65.0%	66.7%	63.6%	53.3%	100.0%	14.3%	70.6%	60.0%	69.1%	66.3%	-	-	74.4%	60.0%	69.1%	71.4%
Usually	21	2	7	9	3	12	9	15	5	1	18	3	-	3	18	1	18	21	-	-	21	8	11	2
	22.8%	33.3%	23.3%	27.3%	13.0%	24.0%	22.5%	24.2%	25.0%	11.1%	27.3%	20.0%	-	42.9%	21.2%	20.0%	22.2%	22.8%	-	-	25.6%	26.7%	20.0%	28.6%
Sometimes	9	1	5	2	1	5	3	5	2	2	5	4	-	2	7	1	6	9	-	9	-	4	5	-
	9.8%	16.7%	16.7%	6.1%	4.3%	10.0%	7.5%	8.1%	10.0%	22.2%	7.6%	26.7%	-	28.6%	8.2%	20.0%	7.4%	9.8%	-	90.0%	-	13.3%	9.1%	-
Never	1	-	-	1	-	-	1	1	-	-	1	-	-	1	-	-	1	1	-	1	-	-	1	-
	1.1%	-	-	3.0%	-	-	2.5%	1.6%	-	-	1.5%	-	-	14.3%	-	-	1.2%	1.1%	-	10.0%	-	-	1.8%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	82	5	25	30	22	45	36	56	18	7	60	11	10	4	78	4	74	82	-	-	82	26	49	7
	89.1%	83.3%	83.3%	90.9%	95.7%	90.0%	90.0%	90.3%	90.0%	77.8%	90.9%	73.3%	100.0%	57.1%	91.8%	80.0%	91.4%	89.1%	-	-	100.0%	86.7%	89.1%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	61	3	18	21	19	33	27	41	13	6	42	8	10	1	60	3	56	61	-	-	61	18	38	5
	66.3%	50.0%	60.0%	63.6%	82.6%	66.0%	67.5%	66.1%	65.0%	66.7%	63.6%	53.3%	100.0%	14.3%	70.6%	60.0%	69.1%	66.3%	-	-	74.4%	60.0%	69.1%	71.4%
3-Point Score	2.55	2.33	2.43	2.55	2.78	2.56	2.58	2.56	2.55	2.44	2.55	2.27	3.00	1.71	2.62	2.40	2.60	2.55	-	1.00	2.74	2.47	2.58	2.71

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

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

GENERAL POPULATION

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

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?																								
Total Eligible	92	6	30	33	23	50	40	62	20	9	66	15	10	7	85	5	81	92	-	10	82	30	55	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	91	6	30	33	22	49	40	62	19	9	66	14	10	7	84	5	80	91	-	10	81	30	54	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	1	-	-	1	-	-	1	-	-	1	-	1	1	-	-	1	-	1	-
Always	70	4	24	25	17	35	33	49	14	6	49	10	10	3	67	3	63	70	-	6	64	20	46	4
	76.9%	66.7%	80.0%	75.8%	77.3%	71.4%	82.5%	79.0%	73.7%	66.7%	74.2%	71.4%	100.0%	42.9%	79.8%	60.0%	78.8%	76.9%	-	60.0%	79.0%	66.7%	85.2%	57.1%
Usually	20	2	6	7	5	13	7	12	5	3	17	3	-	4	16	2	17	20	-	4	16	9	8	3
	22.0%	33.3%	20.0%	21.2%	22.7%	26.5%	17.5%	19.4%	26.3%	33.3%	25.8%	21.4%	-	57.1%	19.0%	40.0%	21.3%	22.0%	-	40.0%	19.8%	30.0%	14.8%	42.9%
Sometimes	1	-	-	1	-	1	-	1	-	-	-	1	-	-	1	-	-	1	-	-	1	1	-	-
	1.1%	**	**	3.0%	**	2.0%	-	1.6%	-	**	**	7.1%	-	-	1.2%	**	**	1.1%	-	**	1.2%	3.3%	-	**
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Always/Usually	90	6	30	32	22	48	40	61	19	9	66	13	10	7	83	5	80	90	-	10	80	29	54	7
	98.9%	100.0%	100.0%	97.0%	100.0%	98.0%	100.0%	98.4%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	98.8%	100.0%	100.0%	98.9%	-	100.0%	98.8%	96.7%	100.0%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	70	4	24	25	17	35	33	49	14	6	49	10	10	3	67	3	63	70	-	6	64	20	46	4
	76.9%	66.7%	80.0%	75.8%	77.3%	71.4%	82.5%	79.0%	73.7%	66.7%	74.2%	71.4%	100.0%	42.9%	79.8%	60.0%	78.8%	76.9%	-	60.0%	79.0%	66.7%	85.2%	57.1%
3-Point Score	2.76	2.67	2.80	2.73	2.77	2.69	2.83	2.77	2.74	2.67	2.74	2.64	3.00	2.43	2.79	2.60	2.79	2.76	-	2.60	2.78	2.63	2.85	2.57

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

Presented by SPH Analytics  
770-978-3173  
2017

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

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

GENERAL POPULATION

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

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	349	25	108	118	91	181	154	262	65	19	267	59	22	38	305	26	260	91	254	10	81	152	180	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	3	1	-	-	4	5	-	-	4	1	-	-	5	-	5	1	4	-	1	-	6	-
Yes	109	7	41	37	24	63	45	82	21	5	84	16	8	10	99	9	87	47	59	2	45	39	63	7
	31.2%	28.0%	38.0%	31.4%	26.4%	34.8%	29.2%	31.3%	32.3%	26.3%	31.5%	27.1%	36.4%	26.3%	32.5%	34.6%	33.5%	51.6%	23.2%	20.0%	55.6%	25.7%	35.0%	41.2%
No	240	18	67	81	67	118	109	180	44	14	183	43	14	28	206	17	173	44	195	8	36	113	117	10
	68.8%	72.0%	62.0%	68.6%	73.6%	65.2%	70.8%	68.7%	67.7%	73.7%	68.5%	72.9%	63.6%	73.7%	67.5%	65.4%	66.5%	48.4%	76.8%	80.0%	44.4%	74.3%	65.0%	58.8%
HEDIS/CAHPS SUMMARY RATE - Yes	109	7	41	37	24	63	45	82	21	5	84	16	8	10	99	9	87	47	59	2	45	39	63	7
	31.2%	28.0%	38.0%	31.4%	26.4%	34.8%	29.2%	31.3%	32.3%	26.3%	31.5%	27.1%	36.4%	26.3%	32.5%	34.6%	33.5%	51.6%	23.2%	20.0%	55.6%	25.7%	35.0%	41.2%

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

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770-978-3173  
2017

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 52  
Level: Top

GENERAL POPULATION

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

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?																								
Total Eligible	349	25	108	118	91	181	154	262	65	19	267	59	22	38	305	26	260	91	254	10	81	152	180	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	345	25	104	118	91	179	152	258	65	19	264	58	22	38	301	26	256	91	250	10	81	152	177	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	4	-	-	2	2	4	-	-	3	1	-	-	4	-	4	-	4	-	-	-	3	1
Always	294	23	88	102	74	154	127	222	52	18	225	50	19	31	257	20	220	74	218	9	65	135	146	13
	85.2%	92.0%	84.6%	86.4%	81.3%	86.0%	83.6%	86.0%	80.0%	94.7%	85.2%	86.2%	86.4%	81.6%	85.4%	76.9%	85.9%	81.3%	87.2%	90.0%	80.2%	88.8%	82.5%	81.3%
Usually	37	2	11	13	11	19	17	23	12	1	28	7	1	4	33	5	27	13	23	1	12	12	22	3
	10.7%	8.0%	10.6%	11.0%	12.1%	10.6%	11.2%	8.9%	18.5%	5.3%	10.6%	12.1%	4.5%	10.5%	11.0%	19.2%	10.5%	14.3%	9.2%	10.0%	14.8%	7.9%	12.4%	18.8%
Sometimes	12	-	5	1	6	6	6	11	1	-	10	1	1	3	9	1	7	3	8	-	3	5	7	-
	3.5%	**	4.8%	0.8%	6.6%	3.4%	3.9%	4.3%	1.5%	**	3.8%	1.7%	4.5%	7.9%	3.0%	3.8%	2.7%	3.3%	3.2%	**	3.7%	3.3%	4.0%	**
Never	2	-	-	2	-	2	2	-	-	-	1	-	1	-	2	-	2	1	1	-	1	-	2	-
	0.6%	**	**	1.7%	**	1.3%	0.8%	**	**	**	0.4%	**	4.5%	**	0.7%	**	0.8%	1.1%	0.4%	**	1.2%	**	1.1%	**
HEDIS/CAHPS SUMMARY RATE - Always/Usually	331	25	99	115	85	173	144	245	64	19	253	57	20	35	290	25	247	87	241	10	77	147	168	16
	95.9%	100.0%	95.2%	97.5%	93.4%	96.6%	94.7%	95.0%	98.5%	100.0%	95.8%	98.3%	90.9%	92.1%	96.3%	96.2%	96.5%	95.6%	96.4%	100.0%	95.1%	96.7%	94.9%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	294	23	88	102	74	154	127	222	52	18	225	50	19	31	257	20	220	74	218	9	65	135	146	13
	85.2%	92.0%	84.6%	86.4%	81.3%	86.0%	83.6%	86.0%	80.0%	94.7%	85.2%	86.2%	86.4%	81.6%	85.4%	76.9%	85.9%	81.3%	87.2%	90.0%	80.2%	88.8%	82.5%	81.3%
3-Point Score	2.81	2.92	2.80	2.84	2.75	2.83	2.78	2.81	2.78	2.95	2.81	2.84	2.77	2.74	2.82	2.73	2.82	2.77	2.84	2.90	2.75	2.86	2.77	2.81

Cell Contents:  
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- Statistical Test Results

Presented by SPH Analytics  
770-978-3173  
2017

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



Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

GENERAL POPULATION

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

Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	348	25	110	118	87	179	155	261	65	19	266	59	22	38	310	26	261	92	253	10	82	147	184	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	1	1	4	2	3	6	-	-	5	1	-	-	-	-	4	-	5	-	-	5	2	-
10 - Best health plan possible	197	14	60	73	45	103	82	152	33	11	162	23	11	-	197	8	156	59	136	6	53	69	119	9
	56.6%	56.0%	54.5%	61.9%	51.7%	57.5%	52.9%	58.2%	50.8%	57.9%	60.9%	39.0%	50.0%	-	63.5%	30.8%	59.8%	64.1%	53.8%	60.0%	64.6%	46.9%	64.7%	52.9%
9	49	3	21	14	11	23	25	36	11	-	37	10	2	-	49	2	42	14	34	1	13	20	23	6
	14.1%	12.0%	19.1%	11.9%	12.6%	12.8%	16.1%	13.8%	16.9%	-	13.9%	16.9%	9.1%	-	15.8%	7.7%	16.1%	15.2%	13.4%	10.0%	15.9%	13.6%	12.5%	35.3%
8	64	4	20	18	19	33	30	49	11	4	40	18	6	-	64	8	47	12	52	-	12	35	29	-
	18.4%	16.0%	18.2%	15.3%	21.8%	18.4%	19.4%	18.8%	16.9%	21.1%	15.0%	30.5%	27.3%	-	20.6%	30.8%	18.0%	13.0%	20.6%	-	14.6%	23.8%	15.8%	-
7	18	-	5	7	6	8	10	12	6	-	13	3	2	18	3	9	4	14	2	2	2	9	8	1
	5.2%	-	4.5%	5.9%	6.9%	4.5%	6.5%	4.6%	9.2%	-	4.9%	5.1%	9.1%	47.4%	11.5%	3.4%	4.3%	5.5%	20.0%	2.4%	6.1%	4.3%	5.9%	5.9%
6	8	3	2	-	3	5	3	4	2	2	4	4	-	8	-	2	2	6	2	-	2	6	1	1
	2.3%	12.0%	1.8%	-	3.4%	2.8%	1.9%	1.5%	3.1%	10.5%	1.5%	6.8%	-	21.1%	-	7.7%	0.8%	2.2%	2.4%	-	2.4%	4.1%	0.5%	5.9%
5	8	1	-	5	2	5	3	5	2	1	7	-	1	8	-	2	3	-	8	-	-	5	3	-
	2.3%	4.0%	-	4.2%	2.3%	2.8%	1.9%	1.9%	3.1%	5.3%	2.6%	-	4.5%	21.1%	-	7.7%	1.1%	-	3.2%	-	-	3.4%	1.6%	-
4	1	-	1	-	-	1	-	1	-	-	1	-	-	1	-	-	-	-	1	-	-	-	1	-
	0.3%	-	0.9%	-	-	0.6%	-	0.4%	-	-	0.4%	-	-	2.6%	-	-	-	-	0.4%	-	-	-	0.5%	-
3	3	-	1	1	1	2	2	2	-	1	2	1	-	3	-	1	2	1	2	1	-	3	-	-
	0.9%	-	0.9%	0.8%	1.1%	0.6%	1.3%	0.8%	-	5.3%	0.8%	1.7%	-	7.9%	-	3.8%	0.8%	1.1%	0.8%	10.0%	-	2.0%	-	-
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst health plan possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	3	-	1	1	1	2	2	2	-	1	2	1	-	3	-	1	2	1	2	1	-	3	-	-
	0.9%	-	0.9%	0.8%	1.1%	0.6%	1.3%	0.8%	-	5.3%	0.8%	1.7%	-	7.9%	-	3.8%	0.8%	1.1%	0.8%	10.0%	-	2.0%	-	-
SUMMARY - 4-7	35	4	8	12	11	19	16	22	10	3	25	7	3	35	-	7	14	6	29	2	4	20	13	2
	10.1%	16.0%	7.3%	10.2%	12.6%	10.6%	10.3%	8.4%	15.4%	15.8%	9.4%	11.9%	13.6%	92.1%	-	26.9%	5.4%	6.5%	11.5%	20.0%	4.9%	13.6%	7.1%	11.8%
HEDIS/CAHPS SUMMARY RATE - 8-10	310	21	101	105	75	159	137	237	55	15	239	51	19	-	310	18	245	85	222	7	78	124	171	15
	89.1%	84.0%	91.8%	89.0%	86.2%	88.8%	88.4%	90.8%	84.6%	78.9%	89.8%	86.4%	86.4%	-	100.0%	69.2%	93.9%	92.4%	87.7%	70.0%	95.1%	84.4%	92.9%	88.2%
HEDIS/CAHPS SUMMARY RATE - 9-10	246	17	81	87	56	126	107	188	44	11	199	33	13	-	246	10	198	73	170	7	66	89	142	15
	70.7%	68.0%	73.6%	73.7%	64.4%	70.4%	69.0%	72.0%	67.7%	57.9%	74.8%	55.9%	59.1%	-	79.4%	38.5%	75.9%	79.3%	67.2%	70.0%	80.5%	60.5%	77.2%	88.2%
3-Point Score	2.65	2.52	2.70	2.69	2.57	2.64	2.64	2.67	2.62	2.37	2.70	2.47	2.55	1.47	2.79	2.19	2.73	2.76	2.60	2.60	2.78	2.51	2.74	2.82

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

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

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

Presbyterian Health Plan  
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Table: 54  
Level: Top

GENERAL POPULATION

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

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	354	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	264	92	258	10	82	152	185	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-
Yes	139	10	43	48	35	69	65	90	34	13	96	30	12	13	124	14	103	44	95	5	39	62	69	8
	39.3%	40.0%	38.7%	40.3%	38.5%	38.1%	41.1%	33.7%	52.3%	68.4%	35.4%	50.0%	54.5%	34.2%	40.0%	53.8%	39.0%	47.8%	36.8%	50.0%	47.6%	40.8%	37.3%	47.1%
No	215	15	68	71	56	112	93	177	31	6	175	30	10	25	186	12	161	48	163	5	43	90	116	9
	60.7%	60.0%	61.3%	59.7%	61.5%	61.9%	58.9%	66.3%	47.7%	31.6%	64.6%	50.0%	45.5%	65.8%	60.0%	46.2%	61.0%	52.2%	63.2%	50.0%	52.4%	59.2%	62.7%	52.9%
HEDIS/CAHPS SUMMARY RATE - Yes	139	10	43	48	35	69	65	90	34	13	96	30	12	13	124	14	103	44	95	5	39	62	69	8
	39.3%	40.0%	38.7%	40.3%	38.5%	38.1%	41.1%	33.7%	52.3%	68.4%	35.4%	50.0%	54.5%	34.2%	40.0%	53.8%	39.0%	47.8%	36.8%	50.0%	47.6%	40.8%	37.3%	47.1%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 55  
Level: Top

GENERAL POPULATION

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

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?																								
Total Eligible	139	10	43	48	35	69	65	90	34	13	96	30	12	13	124	14	103	44	95	5	39	62	69	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	139	10	43	48	35	69	65	90	34	13	96	30	12	13	124	14	103	44	95	5	39	62	69	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	99	6	28	37	26	49	47	62	25	11	69	21	8	3	95	6	80	34	65	5	29	42	52	5
	71.2%	60.0%	65.1%	77.1%	74.3%	71.0%	72.3%	68.9%	73.5%	84.6%	71.9%	70.0%	66.7%	23.1%	76.6%	42.9%	77.7%	77.3%	68.4%	100.0%	74.4%	67.7%	75.4%	62.5%
Usually	30	3	13	8	6	14	15	19	8	2	20	8	2	7	22	5	18	8	22	-	8	15	12	3
	21.6%	30.0%	30.2%	16.7%	17.1%	20.3%	23.1%	21.1%	23.5%	15.4%	20.8%	26.7%	16.7%	53.8%	17.7%	35.7%	17.5%	18.2%	23.2%	-	20.5%	24.2%	17.4%	37.5%
Sometimes	10	1	2	3	3	6	3	9	1	-	7	1	2	3	7	3	5	2	8	-	2	5	5	-
	7.2%	10.0%	4.7%	6.3%	8.6%	8.7%	4.6%	10.0%	2.9%	-	7.3%	3.3%	16.7%	23.1%	5.6%	21.4%	4.9%	4.5%	8.4%	-	5.1%	8.1%	7.2%	-
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	129	9	41	45	32	63	62	81	33	13	89	29	10	10	117	11	98	42	87	5	37	57	64	8
	92.8%	90.0%	95.3%	93.8%	91.4%	91.3%	95.4%	90.0%	97.1%	100.0%	92.7%	96.7%	83.3%	76.9%	94.4%	78.6%	95.1%	95.5%	91.6%	100.0%	94.9%	91.9%	92.8%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	99	6	28	37	26	49	47	62	25	11	69	21	8	3	95	6	80	34	65	5	29	42	52	5
	71.2%	60.0%	65.1%	77.1%	74.3%	71.0%	72.3%	68.9%	73.5%	84.6%	71.9%	70.0%	66.7%	23.1%	76.6%	42.9%	77.7%	77.3%	68.4%	100.0%	74.4%	67.7%	75.4%	62.5%
3-Point Score	2.64	2.50	2.60	2.71	2.66	2.62	2.68	2.59	2.71	2.85	2.65	2.67	2.50	2.00	2.71	2.21	2.73	2.73	2.60	3.00	2.69	2.60	2.68	2.63

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

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 56  
Level: Top

GENERAL POPULATION

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

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?																								
Total Eligible	139	10	43	48	35	69	65	90	34	13	96	30	12	13	124	14	103	44	95	5	39	62	69	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	137	10	43	46	35	67	65	89	33	13	94	30	12	13	122	14	101	43	94	5	38	61	68	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	2	-	2	-	1	1	-	2	-	-	-	2	-	2	1	1	-	1	1	1	-
Yes	84	9	24	29	20	45	35	48	25	10	56	17	10	7	76	8	59	30	54	4	26	36	45	3
	61.3%	90.0%	55.8%	63.0%	57.1%	67.2%	53.8%	53.9%	75.8%	76.9%	59.6%	56.7%	83.3%	53.8%	62.3%	57.1%	58.4%	69.8%	57.4%	80.0%	68.4%	59.0%	66.2%	37.5%
No	53	1	19	17	15	22	30	41	8	3	38	13	2	6	46	6	42	13	40	1	12	25	23	5
	38.7%	10.0%	44.2%	37.0%	42.9%	32.8%	46.2%	46.1%	24.2%	23.1%	40.4%	43.3%	16.7%	46.2%	37.7%	42.9%	41.6%	30.2%	42.6%	20.0%	31.6%	41.0%	33.8%	62.5%
HEDIS/CAHPS SUMMARY RATE - Yes	84	9	24	29	20	45	35	48	25	10	56	17	10	7	76	8	59	30	54	4	26	36	45	3
	61.3%	90.0%	55.8%	63.0%	57.1%	67.2%	53.8%	53.9%	75.8%	76.9%	59.6%	56.7%	83.3%	53.8%	62.3%	57.1%	58.4%	69.8%	57.4%	80.0%	68.4%	59.0%	66.2%	37.5%

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

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GENERAL POPULATION

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

Q58. In general, how would you rate your child's overall health?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	351	25	111	118	89	180	156	267	65	19	270	59	22	38	307	26	261	91	256	10	81	149	185	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	1	2	1	2	-	-	-	1	1	-	-	3	-	4	1	2	-	1	3	1	-
Excellent	152	12	56	48	32	80	64	152	-	-	138	13	1	15	134	12	114	33	117	2	31	56	89	7
	43.3%	48.0%	50.5%	40.7%	36.0%	44.4%	41.0%	56.9%	-	-	51.1%	22.0%	4.5%	39.5%	43.6%	46.2%	43.7%	36.3%	45.7%	20.0%	38.3%	37.6%	48.1%	41.2%
Verygood	115	7	39	33	33	47	65	115	-	-	95	15	5	9	103	7	90	29	85	4	25	55	52	8
	32.8%	28.0%	35.1%	28.0%	37.1%	26.1%	41.7%	43.1%	-	-	35.2%	25.4%	22.7%	23.7%	33.6%	26.9%	34.5%	31.9%	33.2%	40.0%	30.9%	36.9%	28.1%	47.1%
Good	65	4	15	30	16	41	21	-	65	-	34	25	6	10	55	4	44	20	44	2	18	26	39	-
	18.5%	16.0%	13.5%	25.4%	18.0%	22.8%	13.5%	-	100.0%	-	12.6%	42.4%	27.3%	26.3%	17.9%	15.4%	16.9%	22.0%	17.2%	20.0%	22.2%	17.4%	21.1%	-
Fair	17	2	1	7	6	11	5	-	-	17	3	5	9	4	13	2	12	8	9	2	6	10	5	2
	4.8%	8.0%	0.9%	5.9%	6.7%	6.1%	3.2%	-	-	89.5%	1.1%	8.5%	40.9%	10.5%	4.2%	7.7%	4.6%	8.8%	3.5%	20.0%	7.4%	6.7%	2.7%	11.8%
Poor	2	-	-	-	2	1	1	-	-	2	-	1	1	-	2	1	1	1	1	-	1	2	-	-
	0.6%	-	-	-	2.2%	0.6%	0.6%	-	-	10.5%	-	1.7%	4.5%	-	0.7%	3.8%	0.4%	1.1%	0.4%	-	1.2%	1.3%	-	-
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	267	19	95	81	65	127	129	267	-	-	233	28	6	24	237	19	204	62	202	6	56	111	141	15
	76.1%	76.0%	85.6%	68.6%	73.0%	70.6%	82.7%	100.0%	-	-	86.3%	47.5%	27.3%	63.2%	77.2%	73.1%	78.2%	68.1%	78.9%	60.0%	69.1%	74.5%	76.2%	88.2%
			CD			E	H		**	K		**		m	**		Q	**					**	

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

Presented by SPH Analytics  
770-978-3173  
2017

GENERAL POPULATION

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

Q59. In general, how would you rate your child's overall mental or emotional health?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	353	25	111	118	91	181	157	267	65	19	271	60	22	38	309	26	263	91	258	10	81	151	185	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	-	-	1	-	-	-	-	-	-	-	1	-	2	1	-	-	1	1	1	-
Excellent	183	13	74	58	33	88	86	162	21	-	183	-	-	15	165	14	142	42	139	4	38	74	98	11
	51.8%	52.0%	66.7%	49.2%	36.3%	48.6%	54.8%	60.7%	32.3%	-	67.5%	-	-	39.5%	53.4%	53.8%	54.0%	46.2%	53.9%	40.0%	46.9%	49.0%	53.0%	64.7%
		**	CD	d				H		**	K		**			**				**			**	**
Very good	88	7	21	29	30	43	41	71	13	3	88	-	-	12	74	3	66	24	63	2	22	40	46	2
	24.9%	28.0%	18.9%	24.6%	33.0%	23.8%	26.1%	26.6%	20.0%	15.8%	32.5%	-	-	31.6%	23.9%	11.5%	25.1%	26.4%	24.4%	20.0%	27.2%	26.5%	24.9%	11.8%
	**	**		B					**	K		**	**			**				**			**	**
Good	60	4	13	19	22	40	18	28	25	6	60	-	-	8	51	6	38	15	44	4	11	25	33	2
	17.0%	16.0%	11.7%	16.1%	24.2%	22.1%	11.5%	10.5%	38.5%	31.6%	100.0%	-	-	21.1%	16.5%	23.1%	14.4%	16.5%	17.1%	40.0%	13.6%	16.6%	17.8%	11.8%
	**	**		B	F				G	J	**	**	**			**				**	**	**	**	**
Fair	20	1	3	12	4	9	11	6	6	8	-	-	20	3	17	3	15	9	11	-	9	11	8	1
	5.7%	4.0%	2.7%	10.2%	4.4%	5.0%	7.0%	2.2%	9.2%	42.1%	-	-	90.9%	7.9%	5.5%	11.5%	5.7%	9.9%	4.3%	-	11.1%	7.3%	4.3%	5.9%
	**	**		B					G	**			**			**		R		**	**	**	**	**
Poor	2	-	-	-	2	1	1	-	-	2	-	-	2	-	2	-	2	1	1	-	1	1	-	1
	0.6%	-	-	-	2.2%	0.6%	0.6%	-	-	10.5%	-	-	9.1%	-	0.6%	-	0.8%	1.1%	0.4%	-	1.2%	0.7%	-	5.9%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	271	20	95	87	63	131	127	233	34	3	271	-	-	27	239	17	208	66	202	6	60	114	144	13
	76.8%	80.0%	85.6%	73.7%	69.2%	72.4%	80.9%	87.3%	52.3%	15.8%	100.0%	-	-	71.1%	77.3%	65.4%	79.1%	72.5%	78.3%	60.0%	74.1%	75.5%	77.8%	76.5%
	**	**	CD			e	H		**	K	**	**	**			**				**			**	**

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

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770-978-3173  
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Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 59  
Level: Top

GENERAL POPULATION

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

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	351	25	110	118	91	180	158	265	64	19	268	60	22	37	308	26	262	92	255	10	82	152	182	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	1	-	1	-	2	1	-	3	-	-	1	2	-	3	-	3	-	-	-	4	-
Yes	84	3	20	32	28	42	42	46	25	11	49	21	13	7	76	5	65	26	58	2	24	39	41	4
	23.9%	12.0%	18.2%	27.1%	30.8%	23.3%	26.6%	17.4%	39.1%	57.9%	18.3%	35.0%	59.1%	18.9%	24.7%	19.2%	24.8%	28.3%	22.7%	20.0%	29.3%	25.7%	22.5%	23.5%
No	267	22	90	86	63	138	116	219	39	8	219	39	9	30	232	21	197	66	197	8	58	113	141	13
	76.1%	88.0%	81.8%	72.9%	69.2%	76.7%	73.4%	82.6%	60.9%	42.1%	81.7%	65.0%	40.9%	81.1%	75.3%	80.8%	75.2%	71.7%	77.3%	80.0%	70.7%	74.3%	77.5%	76.5%
HEDIS/CAHPS SUMMARY RATE - Yes	84	3	20	32	28	42	42	46	25	11	49	21	13	7	76	5	65	26	58	2	24	39	41	4
	23.9%	12.0%	18.2%	27.1%	30.8%	23.3%	26.6%	17.4%	39.1%	57.9%	18.3%	35.0%	59.1%	18.9%	24.7%	19.2%	24.8%	28.3%	22.7%	20.0%	29.3%	25.7%	22.5%	23.5%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

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

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

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2017

GENERAL POPULATION

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

Q61. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	84	3	20	32	28	42	42	46	25	11	49	21	13	7	76	5	65	26	58	2	24	39	41	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	84	3	20	32	28	42	42	46	25	11	49	21	13	7	76	5	65	26	58	2	24	39	41	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	64	2	15	23	24	29	35	32	19	11	35	18	10	6	58	4	50	20	44	2	18	33	28	3
	76.2%	66.7%	75.0%	71.9%	85.7%	69.0%	83.3%	69.6%	76.0%	100.0%	71.4%	85.7%	76.9%	85.7%	76.3%	80.0%	76.9%	76.9%	75.9%	100.0%	75.0%	84.6%	68.3%	75.0%
No	20	1	5	9	4	13	7	14	6	-	14	3	3	1	18	1	15	6	14	-	6	6	13	1
	23.8%	33.3%	25.0%	28.1%	14.3%	31.0%	16.7%	30.4%	24.0%	-	28.6%	14.3%	23.1%	14.3%	23.7%	20.0%	23.1%	23.1%	24.1%	-	25.0%	15.4%	31.7%	25.0%
HEDIS/CAHPS SUMMARY RATE - Yes	64	2	15	23	24	29	35	32	19	11	35	18	10	6	58	4	50	20	44	2	18	33	28	3
	76.2%	66.7%	75.0%	71.9%	85.7%	69.0%	83.3%	69.6%	76.0%	100.0%	71.4%	85.7%	76.9%	85.7%	76.3%	80.0%	76.9%	76.9%	75.9%	100.0%	75.0%	84.6%	68.3%	75.0%

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

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2017



Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

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Level: Top

GENERAL POPULATION

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

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	64	2	15	23	24	29	35	32	19	11	35	18	10	6	58	4	50	20	44	2	18	33	28	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	64	2	15	23	24	29	35	32	19	11	35	18	10	6	58	4	50	20	44	2	18	33	28	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	53	2	12	19	20	21	32	26	16	9	28	16	8	5	48	4	40	17	36	2	15	31	20	2
	82.8%	100.0%	80.0%	82.6%	83.3%	72.4%	91.4%	81.3%	84.2%	81.8%	80.0%	88.9%	80.0%	83.3%	82.8%	100.0%	80.0%	85.0%	81.8%	100.0%	83.3%	93.9%	71.4%	66.7%
No	11	-	3	4	4	8	3	6	3	2	7	2	2	1	10	-	10	3	8	-	3	2	8	1
	17.2%	-	20.0%	17.4%	16.7%	27.6%	8.6%	18.8%	15.8%	18.2%	20.0%	11.1%	20.0%	16.7%	17.2%	-	20.0%	15.0%	18.2%	-	16.7%	6.1%	28.6%	33.3%
HEDIS/CAHPS SUMMARY RATE - Yes	53	2	12	19	20	21	32	26	16	9	28	16	8	5	48	4	40	17	36	2	15	31	20	2
	82.8%	100.0%	80.0%	82.6%	83.3%	72.4%	91.4%	81.3%	84.2%	81.8%	80.0%	88.9%	80.0%	83.3%	82.8%	100.0%	80.0%	85.0%	81.8%	100.0%	83.3%	93.9%	71.4%	66.7%

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

Presented by SPH Analytics  
770-978-3173  
2017

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

Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

GENERAL POPULATION

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

Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	351	25	110	119	90	179	158	264	65	19	269	59	22	38	307	26	262	92	256	10	82	151	183	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	-	1	2	-	3	-	-	2	1	-	-	3	-	3	-	2	-	-	1	3	-
Yes	43	3	10	17	13	16	26	22	10	10	18	12	12	6	37	4	32	22	21	4	18	24	17	2
	12.3%	12.0%	9.1%	14.3%	14.4%	8.9%	16.5%	8.3%	15.4%	52.6%	6.7%	20.3%	54.5%	15.8%	12.1%	15.4%	12.2%	23.9%	8.2%	40.0%	22.0%	15.9%	9.3%	11.8%
No	308	22	100	102	77	163	132	242	55	9	251	47	10	32	270	22	230	70	235	6	64	127	166	15
	87.7%	88.0%	90.9%	85.7%	85.6%	91.1%	83.5%	91.7%	84.6%	47.4%	93.3%	79.7%	45.5%	84.2%	87.9%	84.6%	87.8%	76.1%	91.8%	60.0%	78.0%	84.1%	90.7%	88.2%
HEDIS/CAHPS SUMMARY RATE - Yes	43	3	10	17	13	16	26	22	10	10	18	12	12	6	37	4	32	22	21	4	18	24	17	2
	12.3%	12.0%	9.1%	14.3%	14.4%	8.9%	16.5%	8.3%	15.4%	52.6%	6.7%	20.3%	54.5%	15.8%	12.1%	15.4%	12.2%	23.9%	8.2%	40.0%	22.0%	15.9%	9.3%	11.8%

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

Presented by SPH Analytics  
770-978-3173  
2017

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

Q64. Is this because of any medical, behavioral, or other health condition?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 63  
Level: Top

GENERAL POPULATION

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

Q64. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	43	3	10	17	13	16	26	22	10	10	18	12	12	6	37	4	32	22	21	4	18	24	17	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	42	3	10	17	12	16	25	21	10	10	17	12	12	6	36	4	31	22	20	4	18	23	17	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	-	1	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-
Yes	37	3	9	14	11	14	22	17	9	10	13	11	12	5	32	4	28	21	16	4	17	21	15	1
	88.1%	100.0%	90.0%	82.4%	91.7%	87.5%	88.0%	81.0%	90.0%	100.0%	76.5%	91.7%	100.0%	83.3%	88.9%	100.0%	90.3%	95.5%	80.0%	100.0%	94.4%	91.3%	88.2%	50.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	5	-	1	3	1	2	3	4	1	-	4	1	-	1	4	-	3	1	4	-	1	2	2	1
	11.9%	-	10.0%	17.6%	8.3%	12.5%	12.0%	19.0%	10.0%	-	23.5%	8.3%	-	16.7%	11.1%	-	9.7%	4.5%	20.0%	-	5.6%	8.7%	11.8%	50.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	37	3	9	14	11	14	22	17	9	10	13	11	12	5	32	4	28	21	16	4	17	21	15	1
	88.1%	100.0%	90.0%	82.4%	91.7%	87.5%	88.0%	81.0%	90.0%	100.0%	76.5%	91.7%	100.0%	83.3%	88.9%	100.0%	90.3%	95.5%	80.0%	100.0%	94.4%	91.3%	88.2%	50.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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770-978-3173  
2017

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 64  
Level: Top

GENERAL POPULATION

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

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	37	3	9	14	11	14	22	17	9	10	13	11	12	5	32	4	28	21	16	4	17	21	15	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	37	3	9	14	11	14	22	17	9	10	13	11	12	5	32	4	28	21	16	4	17	21	15	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	36	3	9	13	11	14	21	17	9	9	13	11	11	5	31	4	27	21	15	4	17	20	15	1
	97.3%	100.0%	100.0%	92.9%	100.0%	100.0%	95.5%	100.0%	100.0%	90.0%	100.0%	100.0%	91.7%	100.0%	96.9%	100.0%	96.4%	100.0%	93.8%	100.0%	100.0%	95.2%	100.0%	100.0%
No	1	-	-	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	1	-	-	1	-	-
	2.7%	-	-	7.1%	-	-	4.5%	-	-	10.0%	-	-	8.3%	-	3.1%	-	3.6%	-	6.3%	-	-	4.8%	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	36	3	9	13	11	14	21	17	9	9	13	11	11	5	31	4	27	21	15	4	17	20	15	1
	97.3%	100.0%	100.0%	92.9%	100.0%	100.0%	95.5%	100.0%	100.0%	90.0%	100.0%	100.0%	91.7%	100.0%	96.9%	100.0%	96.4%	100.0%	93.8%	100.0%	100.0%	95.2%	100.0%	100.0%

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

Presented by SPH Analytics  
770-978-3173  
2017

Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

GENERAL POPULATION

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

Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	350	25	111	119	88	178	158	264	65	18	269	58	22	38	306	25	262	92	254	10	82	150	183	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	-	3	3	-	3	-	1	2	2	-	-	4	1	3	-	4	-	-	2	3	-
Yes	33	2	8	14	9	13	18	16	8	7	15	9	8	5	28	2	26	16	17	3	13	19	14	-
	9.4%	8.0%	7.2%	11.8%	10.2%	7.3%	11.4%	6.1%	12.3%	38.9%	5.6%	15.5%	36.4%	13.2%	9.2%	8.0%	9.9%	17.4%	6.7%	30.0%	15.9%	12.7%	7.7%	-
No	317	23	103	105	79	165	140	248	57	11	254	49	14	33	278	23	236	76	237	7	69	131	169	17
	90.6%	92.0%	92.8%	88.2%	89.8%	92.7%	88.6%	93.9%	87.7%	61.1%	94.4%	84.5%	63.6%	86.8%	90.8%	92.0%	90.1%	82.6%	93.3%	70.0%	84.1%	87.3%	92.3%	100.0%
HEDIS/CAHPS SUMMARY RATE - Yes	33	2	8	14	9	13	18	16	8	7	15	9	8	5	28	2	26	16	17	3	13	19	14	-
	9.4%	8.0%	7.2%	11.8%	10.2%	7.3%	11.4%	6.1%	12.3%	38.9%	5.6%	15.5%	36.4%	13.2%	9.2%	8.0%	9.9%	17.4%	6.7%	30.0%	15.9%	12.7%	7.7%	-

Cell Contents:  
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2017

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

Q67. Is this because of any medical, behavioral, or other health condition?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 66  
Level: Top

GENERAL POPULATION

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

Q67. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	33	2	8	14	9	13	18	16	8	7	15	9	8	5	28	2	26	16	17	3	13	19	14	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	32	2	7	14	9	13	17	15	8	7	14	9	8	4	28	2	26	16	16	3	13	18	14	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	1	-	-	-	1	1	-	-	1	-	-	1	-	-	-	-	1	-	-	1	-	-
Yes	19	1	4	8	6	7	12	6	4	7	5	7	6	3	16	-	16	11	8	3	8	13	6	-
	59.4%	50.0%	57.1%	57.1%	66.7%	53.8%	70.6%	40.0%	50.0%	100.0%	35.7%	77.8%	75.0%	75.0%	57.1%	-	61.5%	68.8%	50.0%	100.0%	61.5%	72.2%	42.9%	-
No	13	1	3	6	3	6	5	9	4	-	9	2	2	1	12	2	10	5	8	-	5	5	8	-
	40.6%	50.0%	42.9%	42.9%	33.3%	46.2%	29.4%	60.0%	50.0%	-	64.3%	22.2%	25.0%	25.0%	42.9%	100.0%	38.5%	31.3%	50.0%	-	38.5%	27.8%	57.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	19	1	4	8	6	7	12	6	4	7	5	7	6	3	16	-	16	11	8	3	8	13	6	-
	59.4%	50.0%	57.1%	57.1%	66.7%	53.8%	70.6%	40.0%	50.0%	100.0%	35.7%	77.8%	75.0%	75.0%	57.1%	-	61.5%	68.8%	50.0%	100.0%	61.5%	72.2%	42.9%	-

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

Presented by SPH Analytics  
770-978-3173  
2017

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

GENERAL POPULATION

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

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	19	1	4	8	6	7	12	6	4	7	5	7	6	3	16	-	16	11	8	3	8	13	6	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	19	1	4	8	6	7	12	6	4	7	5	7	6	3	16	-	16	11	8	3	8	13	6	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	18	1	4	8	5	7	11	5	4	7	4	7	6	3	15	-	16	11	7	3	8	12	6	-
	94.7%	100.0%	100.0%	100.0%	83.3%	100.0%	91.7%	83.3%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	93.8%	-	100.0%	100.0%	87.5%	100.0%	100.0%	92.3%	100.0%	-
No	1	-	-	-	1	-	1	1	-	-	1	-	-	-	1	-	-	-	1	-	-	1	-	-
	5.3%	-	-	-	16.7%	-	8.3%	16.7%	-	-	20.0%	-	-	-	6.3%	-	-	-	12.5%	-	-	7.7%	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	18	1	4	8	5	7	11	5	4	7	4	7	6	3	15	-	16	11	7	3	8	12	6	-
	94.7%	100.0%	100.0%	100.0%	83.3%	100.0%	91.7%	83.3%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	93.8%	-	100.0%	100.0%	87.5%	100.0%	100.0%	92.3%	100.0%	-

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

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 68  
Level: Top

GENERAL POPULATION

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

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
Total Valid Responses	350	25	111	119	91	180	158	263	65	19	269	58	22	38	306	26	262	92	254	10	82	151	182	17
No Answer	5	-	-	-	-	1	-	4	-	-	2	2	-	-	4	-	3	-	4	-	-	1	4	-
Yes	33	3	6	13	11	16	16	17	8	8	12	13	8	4	29	4	23	17	16	4	13	13	19	1
No	317	22	105	106	80	164	142	246	57	11	257	45	14	34	277	22	239	75	238	6	69	138	163	16
HEDIS/CAHPS SUMMARY RATE - Yes	9.4%	12.0%	5.4%	10.9%	12.1%	8.9%	10.1%	6.5%	12.3%	42.1%	4.5%	22.4%	36.4%	10.5%	9.5%	15.4%	8.8%	18.5%	6.3%	40.0%	15.9%	8.6%	10.4%	5.9%

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

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2017



GENERAL POPULATION

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

Q70. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	33	3	6	13	11	16	16	17	8	8	12	13	8	4	29	4	23	17	16	4	13	13	19	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	32	3	5	13	11	15	16	16	8	8	11	13	8	3	29	4	23	17	15	4	13	13	18	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	1	-	1	-	-	1	-	-	1	-	-	-	1	-	-	-	-	1	-
Yes	23	1	5	8	9	10	12	10	5	8	7	10	6	3	20	1	19	14	9	4	10	12	11	-
	71.9%	33.3%	100.0%	61.5%	81.8%	66.7%	75.0%	62.5%	62.5%	100.0%	63.6%	76.9%	75.0%	100.0%	69.0%	25.0%	82.6%	82.4%	60.0%	100.0%	76.9%	92.3%	61.1%	-
No	9	2	-	5	2	5	4	6	3	-	4	3	2	-	9	3	4	3	6	-	3	1	7	1
	28.1%	66.7%	-	38.5%	18.2%	33.3%	25.0%	37.5%	37.5%	-	36.4%	23.1%	25.0%	-	31.0%	75.0%	17.4%	17.6%	40.0%	-	23.1%	7.7%	38.9%	100.0%
HEDIS/CAHPS SUMMARY RATE - Yes	23	1	5	8	9	10	12	10	5	8	7	10	6	3	20	1	19	14	9	4	10	12	11	-
	71.9%	33.3%	100.0%	61.5%	81.8%	66.7%	75.0%	62.5%	62.5%	100.0%	63.6%	76.9%	75.0%	100.0%	69.0%	25.0%	82.6%	82.4%	60.0%	100.0%	76.9%	92.3%	61.1%	-

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

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Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 70  
Level: Top

GENERAL POPULATION

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

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	23	1	5	8	9	10	12	10	5	8	7	10	6	3	20	1	19	14	9	4	10	12	11	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	22	1	5	7	9	9	12	10	5	7	7	10	5	3	19	1	18	13	9	4	9	12	10	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	1	-	1	-	-	-	1	-	-	1	-	1	-	1	1	-	-	1	-	1	-
Yes	20	1	5	7	7	7	12	9	4	7	7	8	5	3	17	1	16	11	9	4	7	12	8	-
	90.9%	100.0%	100.0%	100.0%	77.8%	77.8%	100.0%	90.0%	80.0%	100.0%	100.0%	80.0%	100.0%	100.0%	89.5%	100.0%	88.9%	84.6%	100.0%	100.0%	77.8%	100.0%	80.0%	-
No	2	-	-	-	2	2	-	1	1	-	-	2	-	-	2	-	2	2	-	-	2	-	2	-
	9.1%	-	-	-	22.2%	22.2%	-	10.0%	20.0%	-	-	20.0%	-	-	10.5%	-	11.1%	15.4%	-	-	22.2%	-	20.0%	-
HEDIS/CAHPS SUMMARY RATE - Yes	20	1	5	7	7	7	12	9	4	7	7	8	5	3	17	1	16	11	9	4	7	12	8	-
	90.9%	100.0%	100.0%	100.0%	77.8%	77.8%	100.0%	90.0%	80.0%	100.0%	100.0%	80.0%	100.0%	100.0%	89.5%	100.0%	88.9%	84.6%	100.0%	100.0%	77.8%	100.0%	80.0%	-

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

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2017

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

GENERAL POPULATION

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

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	349	25	110	119	90	179	158	262	65	19	268	58	22	38	305	26	262	92	253	10	82	151	181	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	1	-	1	2	-	5	-	-	3	2	-	-	5	-	3	-	5	-	-	1	5	-
Yes	39	2	10	15	12	15	24	20	8	11	10	15	14	4	34	4	32	15	23	3	12	23	14	2
	11.2%	8.0%	9.1%	12.6%	13.3%	8.4%	15.2%	7.6%	12.3%	57.9%	3.7%	25.9%	63.6%	10.5%	11.1%	15.4%	12.2%	16.3%	9.1%	30.0%	14.6%	15.2%	7.7%	11.8%
No	310	23	100	104	78	164	134	242	57	8	258	43	8	34	271	22	230	77	230	7	70	128	167	15
	88.8%	92.0%	90.9%	87.4%	86.7%	91.6%	84.8%	92.4%	87.7%	42.1%	96.3%	74.1%	36.4%	89.5%	88.9%	84.6%	87.8%	83.7%	90.9%	23.0%	70.0%	85.4%	84.8%	92.3%
HEDIS/CAHPS SUMMARY RATE - Yes	39	2	10	15	12	15	24	20	8	11	10	15	14	4	34	4	32	15	23	3	12	23	14	2
	11.2%	8.0%	9.1%	12.6%	13.3%	8.4%	15.2%	7.6%	12.3%	57.9%	3.7%	25.9%	63.6%	10.5%	11.1%	15.4%	12.2%	16.3%	9.1%	30.0%	14.6%	15.2%	7.7%	11.8%

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

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2017

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

Q73. Has this problem lasted or is it expected to last for at least 12 months?

GENERAL POPULATION

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

Q73. Has this problem lasted or is it expected to last for at least 12 months?																								
Total Eligible	39	2	10	15	12	15	24	20	8	11	10	15	14	4	34	4	32	15	23	3	12	23	14	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	38	2	10	14	12	15	23	20	8	10	10	15	13	4	33	3	32	14	23	3	11	22	14	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	1	-	-
Yes	35	2	9	12	12	14	21	18	8	9	8	15	12	4	30	3	29	13	21	3	10	21	12	2
	92.1%	100.0%	90.0%	85.7%	100.0%	93.3%	91.3%	90.0%	100.0%	90.0%	80.0%	100.0%	92.3%	100.0%	90.9%	100.0%	90.6%	92.9%	91.3%	100.0%	90.9%	95.5%	85.7%	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	3	-	1	2	-	1	2	2	-	1	2	-	1	-	3	-	3	1	2	-	1	1	2	-
	7.9%	-	10.0%	14.3%	-	6.7%	8.7%	10.0%	-	10.0%	20.0%	-	7.7%	-	9.1%	-	9.4%	7.1%	8.7%	-	9.1%	4.5%	14.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	35	2	9	12	12	14	21	18	8	9	8	15	12	4	30	3	29	13	21	3	10	21	12	2
	92.1%	100.0%	90.0%	85.7%	100.0%	93.3%	91.3%	90.0%	100.0%	90.0%	80.0%	100.0%	92.3%	100.0%	90.9%	100.0%	90.6%	92.9%	91.3%	100.0%	90.9%	95.5%	85.7%	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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2017

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

GENERAL POPULATION

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

Q74. What is your child's age?																								
Total Eligible	353	25	111	118	90	181	156	265	65	19	269	60	22	37	309	25	264	92	256	10	82	150	186	17
Total Valid Responses	347	25	110	118	89	180	155	260	65	19	265	59	22	36	305	25	260	91	252	10	81	148	182	17
No Answer	6	-	1	-	1	1	1	5	-	-	4	1	-	1	4	-	4	1	4	-	1	2	4	-
Less than 1 year old	6	5	1	-	-	4	2	6	-	-	5	-	1	-	6	1	5	2	4	-	2	1	4	1
1	17	2	13	-	2	10	7	15	1	1	13	4	-	1	15	1	14	5	11	-	5	8	8	1
2	16	4	9	3	-	7	9	15	-	-	15	-	-	2	14	2	11	4	12	-	4	6	10	-
3	17	3	9	5	-	7	9	15	2	-	14	2	1	-	17	1	14	5	12	1	4	6	9	2
4	13	2	4	6	-	6	5	10	2	1	12	1	-	3	10	3	8	3	10	1	2	3	8	2
5	17	2	10	4	1	8	9	13	4	-	16	-	1	1	16	1	13	7	10	-	7	5	10	2
6	16	1	9	4	2	6	10	11	5	-	15	1	-	2	13	1	11	5	11	1	4	7	8	1
7	21	2	8	5	4	13	7	19	2	-	19	2	-	3	18	2	14	2	19	-	2	10	11	-
8	24	-	10	7	6	10	12	18	5	1	17	5	2	2	21	1	20	4	20	1	3	8	15	1
9	14	-	3	9	2	11	3	12	2	-	10	4	-	2	12	-	12	3	11	-	3	6	8	-
10	29	1	7	9	12	18	10	20	6	3	22	5	2	6	23	2	23	11	18	1	10	11	17	1
11	23	1	5	8	9	13	10	18	5	-	20	2	1	1	22	-	22	8	15	-	8	8	15	-
12	25	1	8	12	4	15	9	16	7	1	17	7	1	1	23	2	17	4	20	-	4	12	13	-
13	26	1	8	9	8	10	16	16	7	3	16	6	4	1	25	1	22	4	22	-	4	13	12	1
14 or older	83	-	6	37	39	42	37	56	17	9	54	20	9	11	70	7	54	24	57	5	19	44	34	5

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

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2017

GENERAL POPULATION

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

Q75. Is your child male or female?																								
Total Eligible	355 100.0%	25 100.0%	111 100.0%	119 100.0%	91 100.0%	181 100.0%	158 100.0%	267 100.0%	65 100.0%	19 100.0%	271 100.0%	60 100.0%	22 100.0%	38 100.0%	310 100.0%	26 100.0%	265 100.0%	92 100.0%	258 100.0%	10 100.0%	82 100.0%	152 100.0%	186 100.0%	17 100.0%
Total Valid Responses	350 100.0%	25 100.0%	111 100.0%	119 100.0%	90 100.0%	180 100.0%	158 100.0%	264 100.0%	65 100.0%	18 100.0%	268 100.0%	59 100.0%	22 100.0%	38 100.0%	306 100.0%	26 100.0%	262 100.0%	92 100.0%	254 100.0%	10 100.0%	82 100.0%	151 100.0%	182 100.0%	17 100.0%
No Answer	5	-	-	-	1	1	-	3	-	1	3	1	-	-	4	-	3	-	4	-	-	1	4	-
Male	177 50.6%	15 60.0% **	51 45.9%	59 49.6%	51 56.7%	91 50.6%	84 53.2%	131 49.6%	33 50.8%	12 66.7% **	125 46.6%	39 66.1% J	12 54.5% **	25 65.8% n	151 49.3%	16 61.5% **	129 49.2%	45 48.9%	132 52.0%	7 70.0% **	38 46.3%	79 52.3%	89 48.9%	9 52.9% **
Female	173 49.4%	10 40.0% **	60 54.1%	60 50.4%	39 43.3%	89 49.4%	74 46.8%	133 50.4%	32 49.2%	6 33.3% **	143 53.4% K	20 33.9%	10 45.5% **	13 34.2%	155 50.7% m	10 38.5% **	133 50.8%	47 51.1%	122 48.0%	3 30.0% **	44 53.7%	72 47.7%	93 51.1%	8 47.1% **

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

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2017

GENERAL POPULATION

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

Q76. Is your child of Hispanic or Latino origin or descent?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	347	25	111	117	89	181	155	260	65	19	266	58	22	37	305	26	260	91	252	10	81	150	180	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	-	-	2	2	-	3	7	-	-	5	2	-	1	5	-	5	1	6	-	1	2	6	-
Yes, Hispanic or Latino	264	17	86	95	61	151	106	194	50	17	202	44	17	23	236	19	204	77	183	8	69	113	141	10
	76.1%	68.0%	77.5%	81.2%	68.5%	83.4%	68.4%	74.6%	76.9%	89.5%	75.9%	75.9%	77.3%	62.2%	77.4%	73.1%	78.5%	84.6%	72.6%	80.0%	85.2%	75.3%	78.3%	58.8%
No, not Hispanic or Latino	83	8	25	22	28	30	49	66	15	2	64	14	5	14	69	7	56	14	69	2	12	37	39	7
	23.9%	32.0%	22.5%	18.8%	31.5%	16.6%	31.6%	25.4%	23.1%	10.5%	24.1%	24.1%	22.7%	37.8%	22.6%	26.9%	21.5%	15.4%	27.4%	20.0%	14.8%	24.7%	21.7%	41.2%

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

Presented by SPH Analytics  
 770-978-3173  
 2017

GENERAL POPULATION

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

Q77. What is your race? Please mark one or more.

<b>Total Eligible</b>	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	350	27	111	119	91	172	169	266	61	20	271	55	23	37	310	26	268	91	257	9	82	148	185	17
<b>Total Respondents</b>	311	24	95	108	82	157	145	232	57	19	237	51	22	33	275	24	234	86	223	9	77	141	153	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	218	17	66	78	56	106	108	164	42	10	169	34	14	22	194	15	170	57	160	7	50	93	112	13
	70.1%	70.8%	69.5%	72.2%	68.3%	67.5%	74.5%	70.7%	73.7%	52.6%	71.3%	66.7%	63.6%	66.7%	70.5%	62.5%	72.6%	66.3%	71.7%	77.8%	64.9%	66.0%	73.2%	76.5%
Black or African-American	9	1	4	2	2	6	3	6	3	-	6	3	-	2	7	1	7	-	9	-	-	2	7	-
	2.9%	4.2%	4.2%	1.9%	2.4%	3.8%	2.1%	2.6%	5.3%	-	2.5%	5.9%	-	6.1%	2.5%	4.2%	3.0%	-	4.0%	-	-	1.4%	4.6%	-
Asian	11	1	2	1	7	4	5	9	2	-	8	3	-	3	8	2	6	4	7	-	4	2	9	-
	3.5%	4.2%	2.1%	0.9%	8.5%	2.5%	3.4%	3.9%	3.5%	-	3.4%	5.9%	-	9.1%	2.9%	8.3%	2.6%	4.7%	3.1%	-	5.2%	1.4%	5.9%	-
Native Hawaiian or other Pacific Islander	3	-	1	1	1	-	3	2	-	1	2	-	1	-	3	-	3	1	2	-	1	1	2	-
	1.0%	-	1.1%	0.9%	1.2%	-	2.1%	0.9%	-	5.3%	0.8%	-	4.5%	-	1.1%	-	1.3%	1.2%	0.9%	-	1.3%	0.7%	1.3%	-
American Indian or Alaska Native	25	3	9	5	8	9	16	22	2	1	19	5	1	2	23	2	16	7	18	-	7	14	10	1
	8.0%	12.5%	9.5%	4.6%	9.8%	5.7%	11.0%	9.5%	3.5%	5.3%	8.0%	9.8%	4.5%	6.1%	8.4%	8.3%	6.8%	8.1%	8.1%	-	9.1%	9.9%	6.5%	5.9%
Other	84	5	29	32	17	47	34	63	12	8	67	10	7	8	75	6	66	22	61	2	20	36	45	3
	27.0%	20.8%	30.5%	29.6%	20.7%	29.9%	23.4%	27.2%	21.1%	42.1%	28.3%	19.6%	31.8%	24.2%	27.3%	25.0%	28.2%	25.6%	27.4%	22.2%	26.0%	25.5%	29.4%	17.6%

Cell Contents:  
- Count  
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Statistics:  
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Minimum Base: 30 (\*\*), Small Base: 30 (\*)



GENERAL POPULATION

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

Q78. What is your age?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
Total Valid Responses	346	25	111	119	91	180	157	260	65	18	265	58	22	38	302	26	258	92	250	10	82	151	178	17
No Answer	9	-	-	-	-	1	1	7	-	1	6	2	-	-	8	-	7	-	8	-	-	1	8	-
Under 18	7	7	-	-	-	4	3	5	1	1	4	2	1	-	7	1	5	2	5	1	1	6	-	1
	2.0%	28.0%	-	-	-	2.2%	1.9%	1.9%	1.5%	5.6%	1.5%	3.4%	4.5%	-	2.3%	3.8%	1.9%	2.2%	2.0%	10.0%	1.2%	4.0%	-	5.9%
18 to 24	18	18	-	-	-	15	3	14	3	1	16	2	-	4	14	3	9	4	14	-	4	6	10	2
	5.2%	72.0%	-	-	-	8.3%	1.9%	5.4%	4.6%	5.6%	6.0%	3.4%	-	10.5%	4.6%	11.5%	3.5%	4.3%	5.6%	-	4.9%	4.0%	5.6%	11.8%
25 to 34	111	-	111	-	-	53	56	95	15	1	95	13	3	9	101	7	90	30	78	5	25	33	72	6
	32.1%	-	100.0%	-	-	29.4%	35.7%	36.5%	23.1%	5.6%	35.8%	22.4%	13.6%	23.7%	33.4%	2.6%	34.9%	32.6%	31.2%	50.0%	30.5%	21.9%	40.4%	35.3%
35 to 44	119	-	-	119	-	62	55	81	30	7	87	19	12	13	105	8	94	33	86	3	30	56	57	6
	34.4%	-	-	100.0%	-	34.4%	35.0%	31.2%	46.2%	38.9%	32.8%	32.8%	54.5%	34.2%	34.8%	30.8%	36.4%	35.9%	34.4%	30.0%	36.6%	37.1%	32.0%	35.3%
45 to 54	61	-	-	-	61	34	23	42	12	5	44	15	2	8	51	6	42	16	44	-	16	30	30	1
	17.6%	-	-	-	67.0%	18.9%	14.6%	16.2%	18.5%	27.8%	16.6%	25.9%	9.1%	21.1%	16.9%	23.1%	16.3%	17.4%	17.6%	-	19.5%	19.9%	16.9%	5.9%
55 to 64	18	-	-	-	18	8	9	13	3	2	11	4	3	3	15	-	13	5	13	-	5	11	7	-
	5.2%	-	-	-	19.8%	4.4%	5.7%	5.0%	4.6%	11.1%	4.2%	6.9%	13.6%	7.9%	5.0%	-	5.0%	5.4%	5.2%	-	6.1%	7.3%	3.9%	-
65 to 74	11	-	-	-	11	4	7	9	1	1	8	2	1	1	9	1	5	2	9	1	1	8	2	1
	3.2%	-	-	-	12.1%	2.2%	4.5%	3.5%	1.5%	5.6%	3.0%	3.4%	4.5%	2.6%	3.0%	3.8%	1.9%	2.2%	3.6%	10.0%	1.2%	5.3%	1.1%	5.9%
75 or older	1	-	-	-	1	-	1	1	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-
	0.3%	-	-	-	1.1%	-	0.6%	0.4%	-	-	-	1.7%	-	-	-	-	-	-	0.4%	-	-	0.7%	-	-
SPHA SUMMARY RATE - Members under 18	7	7	-	-	-	4	3	5	1	1	4	2	1	-	7	1	5	2	5	1	1	6	-	1
	2.0%	28.0%	-	-	-	2.2%	1.9%	1.9%	1.5%	5.6%	1.5%	3.4%	4.5%	-	2.3%	3.8%	1.9%	2.2%	2.0%	10.0%	1.2%	4.0%	-	5.9%
SPHA SUMMARY RATE - Members 18 to 34	129	18	111	-	-	68	59	109	18	2	111	15	3	13	115	10	99	34	92	5	29	39	82	8
	37.3%	72.0%	100.0%	-	-	37.8%	37.6%	41.9%	27.7%	11.1%	41.9%	25.9%	13.6%	34.2%	38.1%	38.5%	38.4%	37.0%	36.8%	50.0%	35.4%	25.8%	46.1%	47.1%
SPHA SUMMARY RATE - Members 35 to 44	119	-	-	119	-	62	55	81	30	7	87	19	12	13	105	8	94	33	86	3	30	56	57	6
	34.4%	-	-	100.0%	-	34.4%	35.0%	31.2%	46.2%	38.9%	32.8%	32.8%	54.5%	34.2%	34.8%	30.8%	36.4%	35.9%	34.4%	30.0%	36.6%	37.1%	32.0%	35.3%
SPHA SUMMARY RATE - Members 45 to 54	61	-	-	-	61	34	23	42	12	5	44	15	2	8	51	6	42	16	44	-	16	30	30	1
	17.6%	-	-	-	67.0%	18.9%	14.6%	16.2%	18.5%	27.8%	16.6%	25.9%	9.1%	21.1%	16.9%	23.1%	16.3%	17.4%	17.6%	-	19.5%	19.9%	16.9%	5.9%
SPHA SUMMARY RATE - Members 55 or older	30	-	-	-	30	12	17	23	4	3	19	7	4	4	24	1	18	7	23	1	6	20	9	1
	8.7%	-	-	-	33.0%	6.7%	10.8%	8.8%	6.2%	16.7%	7.2%	12.1%	18.2%	10.5%	7.9%	3.8%	7.0%	7.6%	9.2%	10.0%	7.3%	13.2%	5.1%	5.9%

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

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

GENERAL POPULATION

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

Q79. Are you male or female?																								
Total Eligible	355 100.0%	25 100.0%	111 100.0%	119 100.0%	91 100.0%	181 100.0%	158 100.0%	267 100.0%	65 100.0%	19 100.0%	271 100.0%	60 100.0%	22 100.0%	38 100.0%	310 100.0%	26 100.0%	265 100.0%	92 100.0%	258 100.0%	10 100.0%	82 100.0%	152 100.0%	186 100.0%	17 100.0%
Total Valid Responses	349 100.0%	25 100.0%	111 100.0%	119 100.0%	91 100.0%	181 100.0%	158 100.0%	263 100.0%	65 100.0%	18 100.0%	267 100.0%	59 100.0%	22 100.0%	38 100.0%	305 100.0%	26 100.0%	260 100.0%	92 100.0%	253 100.0%	10 100.0%	82 100.0%	152 100.0%	180 100.0%	17 100.0%
No Answer	6	-	-	-	-	-	-	4	-	1	4	1	-	-	5	-	5	-	5	-	-	-	6	-
Male	39 11.2%	1 4.0% **	9 8.1%	9 7.6%	19 20.9% BC	15 8.3%	22 13.9% e	32 12.2%	7 10.8%	- **	30 11.2%	9 15.3%	- **	8 21.1% N	31 10.2%	4 15.4% **	28 10.6%	12 13.0%	27 10.7%	1 10.0% **	11 13.4%	13 8.6%	24 13.3%	2 11.8% **
Female	310 88.8%	24 96.0% **	102 91.9% D	110 92.4% D	72 79.1%	166 91.7% f	136 86.1%	231 87.8%	58 89.2%	18 100.0% **	237 88.8%	50 84.7%	22 100.0% **	30 78.9%	274 89.8% M	22 84.6% **	232 89.2%	80 87.0%	226 89.3%	9 90.0% **	71 86.6%	139 91.4%	156 86.7%	15 88.2% **

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

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Q80. What is the highest grade or level of school that you have completed?

GENERAL POPULATION

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

Q80. What is the highest grade or level of school that you have completed?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	339	25	109	117	86	181	158	256	62	18	258	58	22	38	296	26	254	90	245	9	81	151	171	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	-	2	2	5	-	-	11	3	1	13	2	-	-	14	-	11	2	13	1	1	1	15	-
8th grade or less	26	2	5	14	5	26	-	11	13	2	17	6	3	2	24	1	20	6	20	-	6	16	10	-
	7.7%	8.0%	4.6%	12.0%	5.8%	14.4%	-	4.3%	21.0%	11.1%	6.6%	10.3%	13.6%	5.3%	8.1%	3.8%	7.9%	6.7%	8.2%	-	7.4%	10.6%	5.8%	-
Some high school, but did not graduate	35	6	11	10	8	35	-	25	6	4	25	9	1	4	31	4	20	16	17	2	14	16	18	1
	10.3%	24.0%	10.1%	8.5%	9.3%	19.3%	-	9.8%	9.7%	22.2%	9.7%	15.5%	4.5%	10.5%	10.5%	15.4%	7.9%	17.8%	6.9%	22.2%	17.3%	10.6%	10.5%	5.9%
High school graduate or GED	120	11	37	38	33	120	-	91	22	6	89	25	6	14	104	6	90	28	91	3	25	49	64	7
	35.4%	44.0%	33.9%	32.5%	38.4%	66.3%	-	35.5%	35.5%	33.3%	34.5%	43.1%	27.3%	36.8%	35.1%	23.1%	35.4%	31.1%	37.1%	33.3%	30.9%	32.5%	37.4%	41.2%
Some college or 2-year degree	106	5	41	33	27	-	106	86	13	5	85	12	8	9	95	12	81	31	74	3	28	46	54	6
	31.3%	20.0%	37.6%	28.2%	31.4%	-	67.1%	33.6%	21.0%	27.8%	32.9%	20.7%	36.4%	23.7%	32.1%	46.2%	31.9%	34.4%	30.2%	33.3%	34.6%	30.5%	31.6%	35.3%
4-year college graduate	39	-	13	16	9	-	39	30	8	1	30	5	4	4	34	1	34	5	34	1	16	21	2	2
	11.5%	-	11.9%	13.7%	10.5%	-	24.7%	11.7%	12.9%	5.6%	11.6%	8.6%	18.2%	10.5%	11.5%	3.8%	13.4%	5.6%	13.9%	11.1%	4.9%	10.6%	12.3%	11.8%
More than 4-year college degree	13	1	2	6	4	-	13	-	-	-	12	1	-	5	8	2	9	4	9	-	4	8	4	1
	3.8%	4.0%	1.8%	5.1%	4.7%	-	8.2%	5.1%	-	-	4.7%	1.7%	-	13.2%	2.7%	7.7%	3.5%	4.4%	3.7%	-	4.9%	5.3%	2.3%	5.9%
SPHA SUMMARY RATE - High school graduate or less	181	19	53	62	46	181	-	127	41	12	131	40	10	20	159	11	130	50	128	5	45	81	92	8
	53.4%	76.0%	48.6%	53.0%	53.5%	100.0%	-	49.6%	66.1%	66.7%	50.8%	69.0%	45.5%	52.6%	53.7%	42.3%	51.2%	55.6%	52.2%	55.6%	55.6%	53.6%	53.8%	47.1%
SPHA SUMMARY RATE - Some college	106	5	41	33	27	-	106	86	13	5	85	12	8	9	95	12	81	31	74	3	28	46	54	6
	31.3%	20.0%	37.6%	28.2%	31.4%	-	67.1%	33.6%	21.0%	27.8%	32.9%	20.7%	36.4%	23.7%	32.1%	46.2%	31.9%	34.4%	30.2%	33.3%	34.6%	30.5%	31.6%	35.3%
SPHA SUMMARY RATE - 4-year college graduate or more	52	1	15	22	13	-	52	43	8	1	42	6	4	9	42	3	43	9	43	1	8	24	25	3
	15.3%	4.0%	13.8%	18.8%	15.1%	-	32.9%	16.8%	12.9%	5.6%	16.3%	10.3%	18.2%	23.7%	14.2%	11.5%	16.9%	10.0%	17.6%	11.1%	9.9%	15.9%	14.6%	17.6%

Cell Contents:  
- Count  
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- Statistical Test Results

Statistics:  
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o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

GENERAL POPULATION

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

Q81. How are you related to the child?																								
Total Eligible	355	25	111	119	91	181	158	267	65	19	271	60	22	38	310	26	265	92	258	10	82	152	186	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	340	24	111	119	84	177	155	257	64	16	261	57	21	37	297	25	255	89	247	8	81	145	178	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	1	-	-	7	4	3	10	1	3	10	3	1	1	13	1	10	3	11	2	1	7	8	-
Mother or father	308	23	107	117	59	159	141	232	59	14	244	46	17	32	272	22	239	85	219	7	78	128	165	15
	90.6%	95.8%	96.4%	98.3%	70.2%	89.8%	91.0%	90.3%	92.2%	87.5%	93.5%	80.7%	81.0%	86.5%	91.6%	88.0%	93.7%	95.5%	88.7%	87.5%	96.3%	88.3%	92.7%	88.2%
Grandparent	16	-	-	-	16	10	6	12	3	1	9	5	2	3	12	2	8	1	15	-	1	9	6	1
	4.7%	-	-	-	19.0%	5.6%	3.9%	4.7%	4.7%	6.3%	3.4%	8.8%	9.5%	8.1%	4.0%	8.0%	3.1%	6.1%	-	1.2%	6.2%	3.4%	5.9%	
Aunt or uncle	2	-	-	1	1	2	-	1	1	-	1	1	-	1	1	-	2	1	1	-	1	1	1	-
	0.6%	-	-	0.8%	1.2%	1.1%	-	0.4%	1.6%	-	0.4%	1.8%	-	2.7%	0.3%	-	0.8%	1.1%	0.4%	-	1.2%	0.7%	0.6%	-
Older brother or sister	1	-	1	-	-	1	-	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-
	0.3%	-	0.9%	-	-	0.6%	-	0.4%	-	-	0.4%	-	-	-	0.3%	-	-	-	0.4%	-	-	-	0.6%	-
Other relative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal guardian	11	1	3	1	6	4	7	9	1	1	6	3	2	1	10	1	5	2	9	1	1	6	4	1
	3.2%	4.2%	2.7%	0.8%	7.1%	2.3%	4.5%	3.5%	1.6%	6.3%	2.3%	5.3%	9.5%	2.7%	3.4%	4.0%	2.0%	2.2%	3.6%	12.5%	1.2%	4.1%	2.2%	5.9%
Someone else	2	-	-	-	2	1	1	2	-	-	-	2	-	-	1	-	1	-	2	-	-	1	1	-
	0.6%	-	-	-	2.4%	0.6%	0.6%	0.8%	-	-	-	3.5%	-	-	0.3%	-	0.4%	-	0.8%	-	-	0.7%	0.6%	-

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

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2017

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

GENERAL POPULATION

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

Q82. Did someone help you complete this survey?																								
Total Eligible	169 100.0%	15 100.0%	39 100.0%	62 100.0%	52 100.0%	89 100.0%	79 100.0%	126 100.0%	26 100.0%	14 100.0%	127 100.0%	27 100.0%	14 100.0%	25 100.0%	139 100.0%	18 100.0%	113 100.0%	37 100.0%	131 100.0%	4 100.0%	33 100.0%	152 100.0%	- -	17 100.0%
Total Valid Responses	169 100.0%	15 100.0%	39 100.0%	62 100.0%	52 100.0%	89 100.0%	79 100.0%	126 100.0%	26 100.0%	14 100.0%	127 100.0%	27 100.0%	14 100.0%	25 100.0%	139 100.0%	18 100.0%	113 100.0%	37 100.0%	131 100.0%	4 100.0%	33 100.0%	152 100.0%	- -	17 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	5 3.0%	1 6.7%	-	3 4.8%	1 1.9%	5 5.6%	-	3 2.4%	2 7.7%	-	3 2.4%	1 3.7%	1 7.1%	1 4.0%	3 2.2%	1 5.6%	4 3.5%	2 5.4%	3 2.3%	-	2 6.1%	5 3.3%	-	-
No	164 97.0%	14 93.3%	39 100.0%	59 95.2%	51 98.1%	84 94.4%	79 100.0%	123 97.6%	24 92.3%	14 100.0%	124 97.6%	26 96.3%	13 92.9%	24 96.0%	136 97.8%	17 94.4%	109 96.5%	35 94.6%	128 97.7%	4 100.0%	31 93.9%	147 96.7%	-	17 100.0%

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

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GENERAL POPULATION

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

Q83. How did that person help you? Check all that apply.																								
Total Eligible	5	1	-	3	1	5	-	3	2	-	3	1	1	1	3	1	4	2	3	-	2	5	-	-
	100.0%	100.0%	-	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	-
Total Valid Responses	7	2	-	3	2	7	-	5	2	-	4	2	1	2	4	1	6	3	4	-	3	7	-	-
Total Respondents	5	1	-	3	1	5	-	3	2	-	3	1	1	1	3	1	4	2	3	-	2	5	-	-
	100.0%	100.0%	-	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	-
Read the questions to me	4	1	-	2	1	4	-	2	2	-	2	1	1	1	3	1	3	2	2	-	2	4	-	-
	80.0%	100.0%	-	66.7%	100.0%	80.0%	-	66.7%	100.0%	-	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	66.7%	-	100.0%	80.0%	-	-
Wrote down the answers I gave	1	-	-	1	1	1	-	1	-	-	1	-	-	1	-	-	1	1	-	-	1	1	-	-
	20.0%	-	-	100.0%	20.0%	20.0%	-	33.3%	-	-	33.3%	-	-	100.0%	-	-	25.0%	50.0%	-	-	50.0%	20.0%	-	-
Answered the questions for me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Translated the questions into my language	2	1	-	1	2	2	-	2	-	-	1	1	-	-	1	-	2	-	2	-	2	2	-	-
	40.0%	100.0%	-	33.3%	40.0%	40.0%	-	66.7%	-	-	33.3%	100.0%	-	-	33.3%	-	50.0%	-	66.7%	-	40.0%	40.0%	-	-
Helped in some other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

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770-978-3173  
2017



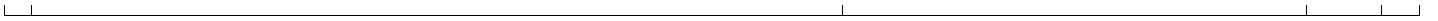
Table of Contents:

	Table Description	Filter Description	Population Status	Base
1	Q1. Our records show that your child is now in Presbyterian Centennial Care. Is that right?	cccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
2	Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctors office?	cccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
3	Q4. (GOQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q3.ContainsAny((Yes))	Success	109
4	Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?	cccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
5	Q6. (GOQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q5.ContainsAny((Yes))	Success	214
6	Q7. In the last 6 months, not counting the times your child went to an emergency room how many times did he or she go to a doctors office or clinic to get health care?	cccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
7	Q8. (HFE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	211
8	Q9. (FOC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	211
9	Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	211
10	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times)) And Q10.ContainsAny((Yes))	Success	89
11	Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times)) And Q10.ContainsAny((Yes))	Success	89
12	Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times)) And Q10.ContainsAny((Yes))	Success	89
13	Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your childs health care in the last 6 months?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	211
14	Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	211
15	Q16. Is your child now enrolled in any kind of school or daycare?	cccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
16	Q17. In the last 6 months, did you need your childs doctor or other health providers to contact a school or daycare center about your childs health or health care?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q16.ContainsAny((Yes))	Success	226
17	Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q16.ContainsAny((Yes)) And Q17.ContainsAny((Yes))	Success	34
18	Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?	cccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
19	Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q19.ContainsAny((Yes))	Success	33
20	Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q19.ContainsAny((Yes))	Success	33
21	Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?	cccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
22	Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q22.ContainsAny((Yes))	Success	66
23	Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q22.ContainsAny((Yes))	Success	66
24	Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?	cccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
25	Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q25.ContainsAny((Yes))	Success	91
26	Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q25.ContainsAny((Yes))	Success	91
27	Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?	cccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
28	Q29. (CC-CCC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q28.ContainsAny((Yes))	Success	123
29	Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?	cccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
30	Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes))	Success	247
31	Q32. (HMDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	193
32	Q33. (HMDC) In the last 6 months, how often did your childs personal doctor listen carefully to you?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	193
33	Q34. (HMDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	193
34	Q35. Is your child able to talk with doctors about his or her health care?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	193
35	Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times)) And Q35.ContainsAny((Yes))	Success	140
36	Q37. (HMDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	193
37	Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	193
38	Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	193
39	Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) And Q31.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times)) And Q39.ContainsAny((Yes))	Success	115
40	Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what	cccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND	Success	247

41	number would you use to rate your child's personal doctor? Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?	ccind.ContainsAny((Yes)) AND Q30.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes))	Success	247
42	Q43. (FOC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) AND Q42.ContainsAny((Yes))	Success	174
43	Q44. (FOC-PD) Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny((Yes)) AND Q42.ContainsAny((Yes))	Success	174
44	Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
45	Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q45.ContainsAny((Yes))	Success	117
46	Q47. How many specialists has your child seen in the last 6 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q45.ContainsAny((Yes))	Success	117
47	Q48. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q45.ContainsAny((Yes)) AND Q47.ContainsAny((1_specialist, 2, 3, 4, 5_or_more_specialists))	Success	109
48	Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
49	Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q49.ContainsAny((Yes))	Success	86
50	Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q49.ContainsAny((Yes))	Success	86
51	Q52. In the last 6 months, did your child's health plan give you any forms to fill out?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
52	Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q52.ContainsAny((Yes, No))	Success	267
53	Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
54	Q55. In the last 6 months, did you get or refill any prescription medicines for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
55	Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q55.ContainsAny((Yes))	Success	211
56	Q57. Did anyone from your child's health plan, doctors office, or clinic help you get your child's prescription medicines?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q55.ContainsAny((Yes))	Success	211
57	Q58. In general, how would you rate your child's overall health?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
58	Q59. In general, how would you rate your child's overall mental or emotional health?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
59	Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
60	Q61. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q60.ContainsAny((Yes))	Success	207
61	Q62. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q60.ContainsAny((Yes)) AND Q61.ContainsAny((Yes))	Success	197
62	Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
63	Q64. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q63.ContainsAny((Yes))	Success	145
64	Q65. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q63.ContainsAny((Yes)) AND Q64.ContainsAny((Yes))	Success	137
65	Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
66	Q67. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q66.ContainsAny((Yes))	Success	95
67	Q68. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q66.ContainsAny((Yes)) AND Q67.ContainsAny((Yes))	Success	89
68	Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
69	Q70. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q69.ContainsAny((Yes))	Success	93
70	Q71. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q69.ContainsAny((Yes)) AND Q70.ContainsAny((Yes))	Success	84
71	Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
72	Q73. Has this problem lasted or is it expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q72.ContainsAny((Yes))	Success	126
73	Q74. What is your child's age?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	269
74	Q75. Is your child male or female?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
75	Q76. Is your child of Hispanic or Latino origin or descent?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
76	Q77. What is your race? Please mark one or more.	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
77	Q78. What is your age?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
78	Q79. Are you male or female?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
79	Q80. What is the highest grade or level of school that you have completed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
80	Q81. How are you related to the child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
81	Q82. Did someone help you complete this survey?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Dispo.ContainsAny((Internet, Mail))	Success	149
82	Q83. How did that person help you? Check all that apply.	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Dispo.ContainsAny((Internet, Mail)) AND Q82.ContainsAny((Yes))	Success	4
83	Q1. Our records show that your child is now in Health Plan Name. Is that right?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
84	Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctors office?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
85	Q4. (GOC) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q3.ContainsAny((Yes))	Success	109
86	Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
87	Q6. (GOC) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q5.ContainsAny((Yes))	Success	214
88	Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
89	Q8. (HFE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	211
90	Q9. (FOC-GN) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	211
91	Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	211
92	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times)) AND Q10.ContainsAny((Yes))	Success	89
93	Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times)) AND Q10.ContainsAny((Yes))	Success	89
94	Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times)) AND Q10.ContainsAny((Yes))	Success	89
95	Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	211
96	Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q7.ContainsAny((1_time, 2, 3, 4, 5_to_9, 10_or_more_times))	Success	211
97	Q16. Is your child now enrolled in any kind of school or daycare?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
98	Q17. In the last 6 months, did you need your child's doctor or other health providers to contact a school or daycare center about your child's health or health care?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q16.ContainsAny((Yes))	Success	226
99	Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q16.ContainsAny((Yes)) AND Q17.ContainsAny((Yes))	Success	34
100	Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
101	Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q19.ContainsAny((Yes))	Success	33
102	Q21. Did anyone from your child's health plan, doctors office, or clinic help you get special medical equipment or devices for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q19.ContainsAny((Yes))	Success	33
103	Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
104	Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q22.ContainsAny((Yes))	Success	66



105	Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q22.ContainsAny(Yes))	Success	66
106	Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
107	Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q25.ContainsAny(Yes))	Success	91
108	Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q25.ContainsAny(Yes))	Success	91
109	Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
110	Q29. (CC-CCC) In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q28.ContainsAny(Yes))	Success	123
111	Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
112	Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes))	Success	247
113	Q32. (HMDC) In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	193
114	Q33. (HMDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	193
115	Q34. (HMDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	193
116	Q35. Is your child able to talk with doctors about his or her health care?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	193
117	Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times]) And Q35.ContainsAny(Yes))	Success	140
118	Q37. (HMDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	193
119	Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	193
120	Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times])	Success	193
121	Q40. (CC) In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q31.ContainsAny([_1_time, _2, _3, _4, _5 to 9, _10 or more times]) And Q39.ContainsAny(Yes))	Success	115
122	Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes))	Success	247
123	Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes))	Success	247
124	Q43. (FOC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q42.ContainsAny(Yes))	Success	174
125	Q44. (FOC-PD) Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q30.ContainsAny(Yes) And Q42.ContainsAny(Yes))	Success	174
126	Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
127	Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q45.ContainsAny(Yes))	Success	117
128	Q47. How many specialists has your child seen in the last 6 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q45.ContainsAny(Yes))	Success	117
129	Q48. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q45.ContainsAny(Yes) And Q47.ContainsAny([_1_specialist, _2, _3, _4, _5 or more specialists])	Success	109
130	Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
131	Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q49.ContainsAny(Yes))	Success	86
132	Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q49.ContainsAny(Yes))	Success	86
133	Q52. In the last 6 months, did your child's health plan give you any forms to fill out?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
134	Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q52.ContainsAny(Yes, Nb))	Success	267
135	Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
136	Q55. In the last 6 months, did you get or refill any prescription medicines for your child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
137	Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q55.ContainsAny(Yes))	Success	211
138	Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q55.ContainsAny(Yes))	Success	211
139	Q58. In general, how would you rate your child's overall health?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
140	Q59. In general, how would you rate your child's overall mental or emotional health?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
141	Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
142	Q61. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q60.ContainsAny(Yes))	Success	207
143	Q62. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q60.ContainsAny(Yes) And Q61.ContainsAny(Yes))	Success	197
144	Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
145	Q64. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q63.ContainsAny(Yes))	Success	145
146	Q65. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q63.ContainsAny(Yes) And Q64.ContainsAny(Yes))	Success	137
147	Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
148	Q67. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q66.ContainsAny(Yes))	Success	95
149	Q68. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q66.ContainsAny(Yes) And Q67.ContainsAny(Yes))	Success	89
150	Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
151	Q70. Is this because of any medical, behavioral, or other health condition?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q69.ContainsAny(Yes))	Success	93
152	Q71. Is this a condition that has lasted or is expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q69.ContainsAny(Yes) And Q70.ContainsAny(Yes))	Success	84
153	Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
154	Q73. Has this problem lasted or is it expected to last for at least 12 months?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Q72.ContainsAny(Yes))	Success	126
155	Q74. What is your child's age?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	269
156	Q75. Is your child male or female?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
157	Q76. Is your child of Hispanic or Latino origin or descent?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
158	Q77. What is your race? Please mark one or more.	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
159	Q78. What is your age?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
160	Q79. Are you male or female?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
161	Q80. What is the highest grade or level of school that you have completed?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
162	Q81. How are you related to the child?	ccind.ContainsAny((Child_identified_in_chronic_condition_category))	Success	270
163	Q82. Did someone help you complete this survey?	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Dispo.ContainsAny(Internet, Mail))	Success	149
164	Q83. How did that person help you? Check all that apply.	ccind.ContainsAny((Child_identified_in_chronic_condition_category)) AND Dispo.ContainsAny(Internet, Mail) And Q82.ContainsAny(Yes))	Success	4



CCC POPULATION

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

Q1. Our records show that your child is now in Presbyterian Centennial Care. Is that right?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	264	15	72	85	82	103	149	145	80	36	130	82	50	38	223	23	215	84	178	11	72	130	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	-	1	5	4	2	3	1	1	3	2	1	1	5	1	4	2	4	-	2	6	-	-
Yes	264	15	72	85	82	103	149	145	80	36	130	82	50	38	223	23	215	84	178	11	72	130	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	264	15	72	85	82	103	149	145	80	36	130	82	50	38	223	23	215	84	178	11	72	130	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Presented by SPH Analytics  
770-978-3173  
2017

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

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

CCC POPULATION

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

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	72	86	85	107	149	147	80	37	132	84	50	39	226	24	217	86	180	11	74	134	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	2	-	2	1	1	-	1	-	1	-	2	-	2	-	2	-	-	2	-	-
Yes	109	7	26	38	33	36	69	51	36	20	56	33	18	15	94	12	89	42	66	4	38	58	44	7
	40.7%	46.7%	36.1%	44.2%	38.8%	33.6%	46.3%	34.7%	45.0%	54.1%	42.4%	39.3%	36.0%	38.5%	41.6%	50.0%	41.0%	48.8%	36.7%	36.4%	51.4%	43.3%	36.4%	53.8%
No	159	8	46	48	52	71	80	96	44	17	76	51	32	24	132	12	128	44	114	7	36	76	77	6
	59.3%	53.3%	63.9%	55.8%	61.2%	66.4%	53.7%	65.3%	55.0%	45.9%	57.6%	60.7%	64.0%	61.5%	58.4%	50.0%	59.0%	51.2%	63.3%	63.6%	48.6%	56.7%	63.6%	46.2%
HEDIS/CAHPS SUMMARY RATE - Yes	109	7	26	38	33	36	69	51	36	20	56	33	18	15	94	12	89	42	66	4	38	58	44	7
	40.7%	46.7%	36.1%	44.2%	38.8%	33.6%	46.3%	34.7%	45.0%	54.1%	42.4%	39.3%	36.0%	38.5%	41.6%	50.0%	41.0%	48.8%	36.7%	36.4%	51.4%	43.3%	36.4%	53.8%

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

Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

CCC POPULATION

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

Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?																								
Total Eligible	109	7	26	38	33	36	69	51	36	20	56	33	18	15	94	12	89	42	66	4	38	58	44	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	107	7	26	38	32	36	67	50	35	20	54	33	18	15	92	12	87	42	64	4	38	56	44	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	1	-	2	1	1	-	2	-	-	-	2	-	2	-	2	-	-	2	-	-
Always	80	6	21	31	21	30	48	37	26	16	44	23	12	8	72	7	68	31	48	2	29	38	38	4
	74.8%	85.7%	80.8%	81.6%	65.6%	83.3%	71.6%	74.0%	74.3%	80.0%	81.5%	69.7%	66.7%	53.3%	78.3%	58.3%	78.2%	73.8%	75.0%	50.0%	76.3%	67.9%	86.4%	57.1%
Usually	19	1	5	4	8	5	14	11	5	3	8	7	4	3	16	3	15	9	10	1	8	15	2	2
	17.8%	14.3%	19.2%	10.5%	25.0%	13.9%	20.9%	22.0%	14.3%	15.0%	14.8%	21.2%	22.2%	20.0%	17.4%	25.0%	17.2%	21.4%	15.6%	25.0%	21.1%	26.8%	4.5%	28.6%
Sometimes	8	-	-	3	3	1	5	2	4	1	2	3	2	4	4	2	4	2	6	1	1	3	4	1
	7.5%	-	-	7.9%	9.4%	2.8%	7.5%	4.0%	11.4%	5.0%	3.7%	9.1%	11.1%	26.7%	4.3%	16.7%	4.6%	4.8%	9.4%	25.0%	2.6%	5.4%	9.1%	14.3%
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	99	7	26	35	29	35	62	48	31	19	52	30	16	11	88	10	83	40	58	3	37	53	40	6
	92.5%	100.0%	100.0%	92.1%	90.6%	97.2%	92.5%	96.0%	88.6%	95.0%	96.3%	90.9%	88.9%	73.3%	95.7%	83.3%	95.4%	95.2%	90.6%	75.0%	97.4%	94.6%	90.9%	85.7%
HEDIS/CAHPS SUMMARY RATE - Always	80	6	21	31	21	30	48	37	26	16	44	23	12	8	72	7	68	31	48	2	29	38	38	4
	74.8%	85.7%	80.8%	81.6%	65.6%	83.3%	71.6%	74.0%	74.3%	80.0%	81.5%	69.7%	66.7%	53.3%	78.3%	58.3%	78.2%	73.8%	75.0%	50.0%	76.3%	67.9%	86.4%	57.1%
3-Point Score	2.67	2.86	2.81	2.74	2.56	2.81	2.64	2.70	2.63	2.75	2.78	2.61	2.56	2.27	2.74	2.42	2.74	2.69	2.66	2.25	2.74	2.63	2.77	2.43

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

Presented by SPH Analytics  
770-978-3173  
2017

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

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

CCC POPULATION

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

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	266	15	72	85	85	105	149	146	80	36	132	82	50	39	225	23	216	85	179	11	74	133	120	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	1	2	2	2	2	1	1	1	2	1	-	3	1	3	1	3	-	-	3	1	-
Yes	214	12	64	67	63	83	122	119	63	31	107	61	44	30	183	14	181	74	138	9	65	111	92	11
	80.5%	80.0%	88.9%	78.8%	74.1%	79.0%	81.9%	81.5%	78.8%	86.1%	81.1%	74.4%	88.0%	76.9%	81.3%	60.9%	83.8%	87.1%	77.1%	81.8%	87.8%	83.5%	76.7%	84.6%
No	52	3	8	18	22	22	27	27	17	5	25	21	6	9	42	9	35	11	41	2	9	22	28	2
	19.5%	20.0%	11.1%	21.2%	25.9%	21.0%	18.1%	18.5%	21.3%	13.9%	18.9%	25.6%	12.0%	23.1%	18.7%	39.1%	16.2%	12.9%	22.9%	18.2%	12.2%	16.5%	23.3%	15.4%
HEDIS/CAHPS SUMMARY RATE - Yes	214	12	64	67	63	83	122	119	63	31	107	61	44	30	183	14	181	74	138	9	65	111	92	11
	80.5%	80.0%	88.9%	78.8%	74.1%	79.0%	81.9%	81.5%	78.8%	86.1%	81.1%	74.4%	88.0%	76.9%	81.3%	60.9%	83.8%	87.1%	77.1%	81.8%	87.8%	83.5%	76.7%	84.6%

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)  
CCC POPULATION

Table: 5  
Level: Top

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

Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?																								
	214	12	64	67	63	83	122	119	63	31	107	61	44	30	183	14	181	74	138	9	65	111	92	11
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	209	12	64	65	61	82	119	117	62	29	107	59	41	30	178	14	177	73	134	9	64	107	91	11
No Answer	5	-	-	2	2	1	3	2	1	2	-	2	3	-	5	-	4	1	4	-	1	4	1	-
Always	128 61.2%	8 66.7% **	37 57.8%	43 66.2%	38 62.3%	53 64.6%	71 59.7%	70 59.8%	38 61.3%	19 65.5% **	67 62.6%	35 59.3%	25 61.0%	13 43.3%	114 64.0%	6 42.9%	115 65.0%	46 63.0%	80 59.7%	5 55.6%	41 64.1%	64 59.8%	57 62.6%	7 63.6% **
Usually	57 27.3%	3 25.0%	17 26.6%	14 21.5%	22 36.1% c	19 23.2%	37 31.1%	35 29.9%	16 25.8%	6 20.7% **	31 29.0%	17 28.8%	9 22.0%	8 26.7%	49 27.5% M	4 28.6% **	46 26.0%	19 26.0%	38 28.4%	2 22.2% **	17 26.6%	34 31.8% v	19 20.9%	4 36.4% **
Sometimes	22 10.5%	1 8.3% **	9 14.1% D	8 12.3% D	1 1.6%	10 12.2%	10 8.4%	11 9.4%	7 11.3%	4 13.8% **	9 8.4%	6 10.2%	6 14.6%	8 26.7% N	14 7.9%	4 28.6% **	14 7.9%	8 11.0%	14 10.4%	2 22.2% **	6 9.4%	9 8.4%	13 14.3%	- **
Never	2 1.0%	- **	1 1.6%	-	-	1 0.8%	1 0.9%	1 0.9%	1 1.6%	- **	-	1 1.7%	1 2.4%	1 3.3%	1 0.6%	- **	2 1.1%	-	2 1.5%	-	-	-	2 2.2%	- **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	185 88.5%	11 91.7% **	54 84.4%	57 87.7%	60 96.4% BC	72 87.8%	108 90.8%	105 89.7%	54 87.1%	25 86.2% **	98 91.6%	52 88.1%	34 82.9%	21 70.0%	163 91.6% M	10 71.4% **	161 91.0%	65 89.0%	118 88.1%	7 77.8% **	58 90.6%	98 91.6% v	76 83.5%	11 100.0% **
HEDIS/CAHPS SUMMARY RATE - Always	128 61.2%	8 66.7% **	37 57.8%	43 66.2%	38 62.3%	53 64.6%	71 59.7%	70 59.8%	38 61.3%	19 65.5% **	67 62.6%	35 59.3%	25 61.0%	13 43.3%	114 64.0% M	6 42.9% **	115 65.0%	46 63.0%	80 59.7%	5 55.6% **	41 64.1%	64 59.8%	57 62.6%	7 63.6% **
3-Point Score	2.50	2.58	2.42	2.54	2.61	2.52	2.50	2.50	2.48	2.52	2.54	2.47	2.44	2.13	2.56	2.14	2.56	2.52	2.48	2.33	2.55	2.51	2.46	2.64

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

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

CCC POPULATION

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

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	263	15	70	84	84	105	146	143	81	35	130	81	50	39	221	21	215	85	176	11	73	133	117	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	2	2	3	2	5	5	-	2	3	3	1	-	7	3	4	1	6	-	1	3	4	-
None	52	4	12	17	17	25	24	35	12	3	25	17	10	5	45	3	42	12	38	-	11	26	25	1
	19.8%	26.7% **	17.1%	20.2%	20.2%	23.8%	16.4%	24.5% hl	14.8%	8.6%	19.2%	21.0%	20.0%	12.8%	20.4%	14.3% **	19.5%	14.1%	21.6%	-	15.1%	19.5%	21.4%	7.7% **
1 time	54	2	11	13	26	21	30	34	14	5	30	15	9	8	45	5	45	15	39	4	11	30	22	2
	20.5%	13.3% **	15.7%	15.5%	31.0% BC	20.0%	20.5%	23.8%	17.3%	14.3%	23.1%	18.5%	18.0%	20.5%	20.4%	23.8% **	20.9%	17.6%	22.2%	36.4% **	15.1%	22.6%	18.8%	15.4% **
2	62	2	19	22	16	22	38	36	18	7	28	21	12	10	52	4	52	17	45	2	15	31	26	5
	23.6%	13.3% **	27.1%	26.2%	19.0%	21.0%	26.0%	25.2%	22.2%	20.0%	21.5%	25.9%	24.0%	25.6%	23.5%	19.0% **	24.2%	20.0%	25.6%	18.2% **	20.5%	23.3%	22.2%	38.5% **
3	47	3	13	17	12	19	25	22	21	4	24	17	5	7	40	5	36	16	31	1	15	21	24	2
	17.9%	20.0% **	18.6%	20.2%	14.3%	18.1%	17.1%	15.4%	25.9% gi	11.4%	18.5%	21.0%	10.0%	17.9%	18.1%	23.8% **	16.7%	18.8%	17.6%	9.1% **	20.5%	15.8%	20.5%	15.4% **
4	19	1	8	4	5	5	14	7	6	6	8	4	7	4	15	2	14	9	10	-	9	9	8	2
	7.2%	6.7% **	11.4%	4.8%	6.0%	4.8%	9.6%	4.9%	7.4%	17.1% G	6.2%	4.9%	14.0% jk	10.3%	6.8%	9.5% **	6.5%	10.6%	5.7%	-	12.3%	6.8%	6.8%	15.4% **
5 to 9	24	3	5	10	6	11	12	6	9	9	13	5	6	4	20	2	22	14	10	4	10	13	10	1
	9.1%	20.0% **	7.1%	11.9%	7.1%	10.5%	8.2%	4.2%	11.1% G	25.7% GH	10.0%	6.2%	12.0%	10.3%	9.0%	9.5% **	10.2%	16.5% R	5.7%	36.4% **	13.7%	9.8%	8.5%	7.7% **
10 or more times	5	-	2	1	2	2	3	3	1	1	2	2	1	1	4	-	4	2	3	-	2	3	2	-
	1.9%	- **	2.9%	1.2%	2.4%	1.9%	2.1%	2.1%	1.2%	2.9%	1.5%	2.5%	2.0%	2.6%	1.8%	- **	1.9%	2.4%	1.7%	- **	2.7%	2.3%	1.7%	- **
HEDIS/CAHPS SUMMARY RATE - 1 or more times	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	80.2%	73.3% **	82.9%	79.8%	79.8%	76.2%	83.6%	75.5%	85.2% g	91.4% G	80.8%	79.0%	80.0%	87.2%	79.6%	85.7% **	80.5%	85.9%	78.4%	100.0% **	84.9%	80.5%	78.6%	92.3% **

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

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2017

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



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

CCC POPULATION

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

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?																								
Total Eligible	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	163	11	44	51	53	61	97	77	57	28	78	51	32	25	137	13	134	61	102	6	55	84	69	10
	77.3%	100.0%	75.9%	76.1%	79.1%	76.3%	79.5%	71.3%	82.6%	87.5%	74.3%	79.7%	80.0%	73.5%	77.8%	72.2%	77.5%	83.6%	73.9%	54.5%	88.7%	78.5%	75.0%	83.3%
No	48	-	14	16	14	19	25	31	12	4	27	13	8	9	39	5	39	12	36	5	7	23	23	2
	22.7%	-	24.1%	23.9%	20.9%	23.8%	20.5%	28.7%	17.4%	12.5%	25.7%	20.3%	20.0%	26.5%	22.2%	27.8%	22.5%	16.4%	26.1%	45.5%	11.3%	21.5%	25.0%	16.7%
HEDIS/CAHPS SUMMARY RATE - Yes	163	11	44	51	53	61	97	77	57	28	78	51	32	25	137	13	134	61	102	6	55	84	69	10
	77.3%	100.0%	75.9%	76.1%	79.1%	76.3%	79.5%	71.3%	82.6%	87.5%	74.3%	79.7%	80.0%	73.5%	77.8%	72.2%	77.5%	83.6%	73.9%	54.5%	88.7%	78.5%	75.0%	83.3%
3-Point Score	2.55	3.00	2.52	2.52	2.58	2.53	2.59	2.43	2.65	2.75	2.49	2.59	2.60	2.47	2.56	2.44	2.55	2.67	2.48	2.09	2.77	2.57	2.50	2.67

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 8  
Level: Top

CCC POPULATION

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

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?																								
Total Eligible	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	146	7	46	46	41	54	85	75	51	19	76	43	26	18	127	8	129	56	90	5	51	70	68	8
	69.2%	63.6%	79.3%	68.7%	61.2%	67.5%	69.7%	69.4%	73.9%	59.4%	72.4%	67.2%	65.0%	52.9%	72.2%	44.4%	74.6%	76.7%	65.2%	45.5%	82.3%	65.4%	73.9%	66.7%
Usually	49	4	10	12	22	18	31	25	13	10	21	17	11	10	39	6	36	11	38	3	8	27	18	4
	23.2%	36.4%	17.2%	17.9%	32.8%	22.5%	25.4%	23.1%	18.8%	31.3%	20.0%	26.6%	27.5%	29.4%	22.2%	33.3%	20.8%	15.1%	27.5%	27.3%	12.9%	25.2%	19.6%	33.3%
Sometimes	14	-	2	8	3	6	6	7	5	2	8	3	2	5	9	3	8	5	9	2	3	9	5	-
	6.6%	**	3.4%	11.9%	4.5%	7.5%	4.9%	6.5%	7.2%	6.3%	7.6%	4.7%	5.0%	14.7%	5.1%	16.7%	4.6%	6.8%	6.5%	18.2%	4.8%	8.4%	5.4%	**
Never	2	-	-	1	1	2	-	1	-	1	-	1	1	1	1	1	-	1	1	1	-	1	1	-
	0.9%	**	-	1.5%	1.5%	2.5%	-	0.9%	-	3.1%	-	1.6%	2.5%	2.9%	0.6%	5.6%	-	1.4%	0.7%	9.1%	-	0.9%	1.1%	**
HEDIS/CAHPS SUMMARY RATE - Always/Usually	195	11	56	58	63	72	116	100	64	29	97	60	37	28	166	14	165	67	128	8	59	97	86	12
	92.4%	100.0%	96.6%	86.6%	94.0%	90.0%	95.1%	92.6%	92.8%	90.6%	92.4%	93.8%	92.5%	82.4%	94.3%	77.8%	95.4%	91.8%	92.8%	72.7%	95.2%	90.7%	93.5%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	146	7	46	46	41	54	85	75	51	19	76	43	26	18	127	8	129	56	90	5	51	70	68	8
	69.2%	63.6%	79.3%	68.7%	61.2%	67.5%	69.7%	69.4%	73.9%	59.4%	72.4%	67.2%	65.0%	52.9%	72.2%	44.4%	74.6%	76.7%	65.2%	45.5%	82.3%	65.4%	73.9%	66.7%
3-Point Score	2.62	2.64	2.76	2.55	2.55	2.58	2.65	2.62	2.67	2.50	2.65	2.61	2.58	2.35	2.66	2.22	2.70	2.68	2.58	2.18	2.77	2.56	2.67	2.67

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

Presented by SPH Analytics  
770-978-3173  
2017

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

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

CCC POPULATION

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

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?																								
Total Eligible	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	209	11	57	66	67	78	122	108	68	31	104	64	39	32	176	18	171	72	137	10	62	105	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	1	-	2	-	-	1	1	1	-	1	2	-	-	2	1	1	1	-	2	-	-
Yes	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	42.6%	54.5%	28.1%	47.0%	49.3%	46.2%	42.6%	33.3%	50.0%	61.3%	35.6%	51.6%	48.7%	43.8%	42.6%	38.9%	42.1%	47.2%	40.1%	20.0%	51.6%	40.0%	44.6%	50.0%
No	120	5	41	35	34	42	70	72	34	12	67	31	20	18	101	11	99	38	82	8	30	63	51	6
	57.4%	45.5%	71.9%	53.0%	50.7%	53.8%	57.4%	66.7%	50.0%	38.7%	64.4%	48.4%	51.3%	56.3%	57.4%	61.1%	57.9%	52.8%	59.9%	80.0%	48.4%	60.0%	55.4%	50.0%
HEDIS/CAHPS SUMMARY RATE - Yes	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	42.6%	54.5%	28.1%	47.0%	49.3%	46.2%	42.6%	33.3%	50.0%	61.3%	35.6%	51.6%	48.7%	43.8%	42.6%	38.9%	42.1%	47.2%	40.1%	20.0%	51.6%	40.0%	44.6%	50.0%

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

Presented by SPH Analytics  
770-978-3173  
2017

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 10  
Level: Top

CCC POPULATION

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

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?																								
Total Eligible	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	86	6	16	28	33	34	51	35	32	19	36	32	18	14	72	7	70	34	52	2	32	40	40	6
	96.6%	100.0%	100.0%	90.3%	100.0%	94.4%	98.1%	97.2%	94.1%	100.0%	97.3%	97.0%	94.7%	100.0%	96.0%	100.0%	97.2%	100.0%	94.5%	100.0%	100.0%	95.2%	97.6%	100.0%
No	3	-	-	3	-	2	1	1	2	-	1	1	1	-	3	-	2	-	3	-	-	2	1	-
	3.4%	-	-	9.7%	-	5.6%	1.9%	2.8%	5.9%	-	2.7%	3.0%	5.3%	-	4.0%	-	2.8%	-	5.5%	-	-	4.8%	2.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	86	6	16	28	33	34	51	35	32	19	36	32	18	14	72	7	70	34	52	2	32	40	40	6
	96.6%	100.0%	100.0%	90.3%	100.0%	94.4%	98.1%	97.2%	94.1%	100.0%	97.3%	97.0%	94.7%	100.0%	96.0%	100.0%	97.2%	100.0%	94.5%	100.0%	100.0%	95.2%	97.6%	100.0%
3-Point Score	2.93	3.00	3.00	2.81	3.00	2.89	2.96	2.94	2.88	3.00	2.95	2.94	2.89	3.00	2.92	3.00	2.94	3.00	2.89	3.00	3.00	2.90	2.95	3.00

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

Presented by SPH Analytics  
770-978-3173  
2017

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

CCC POPULATION

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

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?																								
Total Eligible	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	69	5	12	21	29	28	40	26	27	16	28	27	14	13	56	5	56	29	40	2	27	33	30	6
	77.5%	83.3%	75.0%	67.7%	87.9%	77.8%	76.9%	72.2%	79.4%	84.2%	75.7%	81.8%	73.7%	92.9%	74.7%	71.4%	77.8%	85.3%	72.7%	100.0%	84.4%	78.6%	73.2%	100.0%
No	20	1	4	10	4	8	12	10	7	3	9	6	5	1	19	2	16	5	15	-	5	9	11	-
	22.5%	16.7%	25.0%	32.3%	12.1%	22.2%	23.1%	27.8%	20.6%	15.8%	24.3%	18.2%	26.3%	7.1%	25.3%	28.6%	22.2%	14.7%	27.3%	-	15.6%	21.4%	26.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	69	5	12	21	29	28	40	26	27	16	28	27	14	13	56	5	56	29	40	2	27	33	30	6
	77.5%	83.3%	75.0%	67.7%	87.9%	77.8%	76.9%	72.2%	79.4%	84.2%	75.7%	81.8%	73.7%	92.9%	74.7%	71.4%	77.8%	85.3%	72.7%	100.0%	84.4%	78.6%	73.2%	100.0%
3-Point Score	2.55	2.67	2.50	2.35	2.76	2.56	2.54	2.44	2.59	2.68	2.51	2.64	2.47	2.86	2.49	2.43	2.56	2.71	2.45	3.00	2.69	2.57	2.46	3.00

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

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

CCC POPULATION

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

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

Total Eligible	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	88	6	15	31	33	36	51	36	33	19	36	33	19	14	74	7	71	33	55	2	31	42	40	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	-	1	-	1	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-
Yes	75	5	13	25	29	30	44	31	28	16	31	29	15	12	63	6	60	31	44	2	29	35	35	5
	85.2%	83.3%	86.7%	80.6%	87.9%	83.3%	86.3%	86.1%	84.8%	84.2%	86.1%	87.9%	78.9%	85.7%	85.1%	85.7%	84.5%	93.9%	80.0%	100.0%	93.5%	83.3%	87.5%	83.3%
No	13	1	2	6	4	6	7	5	5	3	5	4	4	2	11	1	11	2	11	-	2	7	5	1
	14.8%	16.7%	13.3%	19.4%	12.1%	16.7%	13.7%	13.9%	15.2%	15.8%	13.9%	12.1%	21.1%	14.3%	14.9%	14.3%	15.5%	6.1%	20.0%	-	6.5%	16.7%	12.5%	16.7%
HEDIS/CAHPS SUMMARY RATE - Yes	75	5	13	25	29	30	44	31	28	16	31	29	15	12	63	6	60	31	44	2	29	35	35	5
	85.2%	83.3%	86.7%	80.6%	87.9%	83.3%	86.3%	86.1%	84.8%	84.2%	86.1%	87.9%	78.9%	85.7%	85.1%	85.7%	84.5%	93.9%	80.0%	100.0%	93.5%	83.3%	87.5%	83.3%
3-Point Score	2.70	2.67	2.73	2.61	2.76	2.67	2.73	2.72	2.70	2.68	2.72	2.76	2.58	2.71	2.70	2.71	2.69	2.88	2.60	3.00	2.87	2.67	2.75	2.67

Cell Contents:  
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- Statistical Test Results  
Statistics:  
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Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

CCC POPULATION

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

Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?																								
Total Eligible	211 100.0%	11 100.0%	58 100.0%	67 100.0%	67 100.0%	80 100.0%	122 100.0%	108 100.0%	69 100.0%	32 100.0%	105 100.0%	64 100.0%	40 100.0%	34 100.0%	176 100.0%	18 100.0%	173 100.0%	73 100.0%	138 100.0%	11 100.0%	62 100.0%	107 100.0%	92 100.0%	12 100.0%
Total Valid Responses	210 100.0%	11 100.0%	58 100.0%	67 100.0%	66 100.0%	79 100.0%	122 100.0%	108 100.0%	69 100.0%	31 100.0%	105 100.0%	64 100.0%	39 100.0%	33 100.0%	176 100.0%	18 100.0%	173 100.0%	73 100.0%	137 100.0%	11 100.0%	62 100.0%	107 100.0%	91 100.0%	12 100.0%
No Answer	1 0.5%	- **	- **	- **	1 1.5%	1 1.3%	- **	- **	- **	1 3.2%	- **	- **	1 2.6%	1 3.0%	- **	- **	- **	- **	1 0.7%	- **	- **	- **	1 1.1%	- **
10 - Best health care possible	92 43.8%	5 45.5%	26 44.8%	32 47.8%	29 43.9%	45 57.0%	43 35.2%	47 43.5%	28 40.6%	16 51.6%	49 46.7%	26 40.6%	16 41.0%	6 18.2%	85 48.3%	3 16.7%	82 47.4%	38 52.1%	54 39.4%	3 27.3%	35 56.5%	43 40.2%	46 50.5%	3 25.0%
9	39 18.6%	2 18.2%	8 13.8%	12 17.9%	13 19.7%	11 13.9%	25 20.5%	24 22.2%	12 17.4%	3 9.7%	20 19.0%	12 18.8%	7 17.9%	6 18.2%	33 18.8%	- **	36 20.8%	10 13.7%	29 21.2%	1 9.1%	9 14.5%	20 18.7%	15 16.5%	4 33.3%
8	55 26.2%	4 36.4%	14 24.1%	15 22.4%	19 28.8%	15 19.0%	39 32.0%	28 25.9%	16 23.2%	10 32.3%	25 23.8%	15 23.4%	15 38.5%	10 30.3%	45 25.6%	7 38.9%	42 24.3%	17 23.3%	38 27.7%	3 27.3%	14 22.6%	33 30.8%	19 20.9%	3 25.0%
7	14 6.7%	- **	5 8.6%	6 9.0%	3 4.5%	2 2.5%	12 9.8%	4 3.7%	8 11.6%	2 6.5%	7 6.7%	6 9.4%	1 2.6%	6 18.2%	8 4.5%	4 22.2%	9 5.2%	6 8.2%	8 5.8%	2 18.2%	4 6.5%	5 4.7%	7 7.7%	2 16.7%
6	4 1.9%	- **	1 1.7%	1 1.5%	1 1.5%	2 2.5%	1 0.8%	1 0.9%	3 4.3%	- **	1 1.0%	2 3.1%	- **	3 9.1%	1 0.6%	1 5.6%	2 1.2%	1 1.4%	3 2.2%	1 9.1%	- **	3 2.8%	1 1.1%	- **
5	5 2.4%	- **	4 6.9%	- **	1 1.5%	3 3.8%	2 1.6%	3 2.8%	2 2.9%	- **	3 2.9%	2 3.1%	- **	2 6.1%	3 1.7%	2 11.1%	2 1.2%	- **	5 3.6%	- **	- **	2 1.9%	3 3.3%	- **
4	1 0.5%	- **	- **	1 1.5%	- **	1 1.3%	- **	1 0.9%	- **	- **	- **	1 1.6%	- **	- **	1 0.6%	1 5.6%	- **	1 1.4%	- **	1 9.1%	- **	1 0.9%	- **	- **
3	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **
2	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **
1	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **
0 - Worst health care possible	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **
SUMMARY - 0-3	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **
SUMMARY - 4-7	24 11.4%	- **	10 17.2%	8 11.9%	5 7.6%	8 10.1%	15 12.3%	9 8.3%	13 18.8%	2 6.5%	11 10.5%	11 17.2%	1 2.6%	11 33.3%	13 7.4%	8 44.4%	13 7.5%	8 11.0%	16 11.7%	4 36.4%	4 6.5%	11 10.3%	11 12.1%	2 16.7%
HEDIS/CAHPS SUMMARY RATE - 8-10	186 88.6%	11 100.0%	48 82.8%	59 88.1%	61 92.4%	71 89.9%	107 87.7%	99 91.7%	56 81.2%	29 93.5%	94 89.5%	53 82.6%	38 97.4%	22 66.7%	163 92.6%	10 55.6%	160 92.5%	65 89.0%	121 88.3%	7 63.6%	58 93.5%	96 89.7%	80 87.9%	10 83.3%
HEDIS/CAHPS SUMMARY RATE - 9-10	131 62.4%	7 63.6%	34 58.6%	44 65.7%	42 63.6%	56 70.9%	68 55.7%	71 65.7%	40 58.0%	19 61.3%	69 65.7%	38 59.4%	23 59.0%	12 36.4%	118 67.0%	3 16.7%	118 68.2%	48 65.8%	83 60.6%	4 36.4%	44 71.0%	63 58.9%	61 67.0%	7 58.3%
3-Point Score	2.58	2.64	2.50	2.63	2.61	2.63	2.53	2.61	2.51	2.61	2.62	2.52	2.59	2.21	2.64	1.94	2.66	2.63	2.55	2.18	2.71	2.53	2.63	2.58

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 14  
Level: Top

CCC POPULATION

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

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?																								
Total Eligible	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	209	11	56	67	67	79	121	107	69	31	104	64	39	33	175	18	172	73	136	11	62	106	91	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	2	-	-	1	1	1	-	1	1	-	1	1	1	-	1	-	2	-	-	1	1	-
Always	125	6	29	46	41	53	67	65	40	19	60	37	27	15	109	6	112	50	75	4	46	62	54	9
	59.8%	54.5%	51.8%	68.7%	61.2%	67.1%	55.4%	60.7%	58.0%	61.3%	57.7%	57.8%	69.2%	45.5%	62.3%	33.3%	65.1%	68.5%	55.1%	36.4%	74.2%	58.5%	59.3%	75.0%
Usually	60	4	20	11	22	15	43	30	24	6	31	21	8	8	52	6	48	15	45	2	13	35	22	3
	28.7%	36.4%	35.7%	16.4%	32.8%	19.0%	35.5%	28.0%	34.8%	19.4%	29.8%	32.8%	20.5%	24.2%	29.7%	33.3%	27.9%	20.5%	33.1%	18.2%	21.0%	33.0%	24.2%	25.0%
Sometimes	22	1	7	10	3	11	10	11	4	6	12	6	4	9	13	5	11	6	16	4	2	7	15	-
	10.5%	9.1%	12.5%	14.9%	4.5%	13.9%	8.3%	10.3%	5.8%	19.4%	11.5%	9.4%	10.3%	27.3%	7.4%	27.8%	6.4%	8.2%	11.8%	36.4%	3.2%	6.6%	16.5%	-
Never	2	-	-	-	1	-	1	1	1	-	1	-	-	1	1	1	1	2	-	1	1	2	-	-
	1.0%	-	-	-	1.5%	-	0.8%	0.9%	1.4%	-	1.0%	-	-	3.0%	0.6%	5.6%	0.6%	2.7%	-	9.1%	1.6%	1.9%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	185	10	49	57	63	68	110	95	64	25	91	58	35	23	161	12	160	65	120	6	59	97	76	12
	88.5%	90.9%	87.5%	85.1%	94.0%	86.1%	90.9%	88.8%	92.8%	80.6%	87.5%	90.6%	89.7%	69.7%	92.0%	66.7%	93.0%	89.0%	88.2%	54.5%	95.2%	91.5%	83.5%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	125	6	29	46	41	53	67	65	40	19	60	37	27	15	109	6	112	50	75	4	46	62	54	9
	59.8%	54.5%	51.8%	68.7%	61.2%	67.1%	55.4%	60.7%	58.0%	61.3%	57.7%	57.8%	69.2%	45.5%	62.3%	33.3%	65.1%	68.5%	55.1%	36.4%	74.2%	58.5%	59.3%	75.0%
3-Point Score	2.48	2.45	2.39	2.54	2.55	2.53	2.46	2.50	2.51	2.42	2.45	2.48	2.59	2.15	2.54	2.00	2.58	2.58	2.43	1.91	2.69	2.50	2.43	2.75

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

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2017

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



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

CCC POPULATION

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

Q16. Is your child now enrolled in any kind of school or daycare?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	71	86	86	106	150	147	81	36	132	84	50	39	226	24	217	85	181	11	73	136	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	1	1	1	1	-	1	1	-	1	-	2	-	2	1	1	-	1	-	2	-
Yes	226	11	59	73	75	87	130	125	69	30	113	71	42	30	195	20	186	71	154	9	61	111	102	13
	84.3%	73.3%	83.1%	84.9%	87.2%	82.1%	86.7%	85.0%	85.2%	83.3%	85.6%	84.5%	84.0%	76.9%	86.3%	83.3%	85.7%	83.5%	85.1%	81.8%	83.6%	81.6%	85.7%	100.0%
No	42	4	12	13	11	19	20	22	12	6	19	13	8	9	31	4	31	14	27	2	12	25	17	-
	15.7%	26.7%	16.9%	15.1%	12.8%	17.9%	13.3%	15.0%	14.8%	16.7%	14.4%	15.5%	16.0%	23.1%	13.7%	16.7%	14.3%	16.5%	14.9%	18.2%	16.4%	18.4%	14.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	226	11	59	73	75	87	130	125	69	30	113	71	42	30	195	20	186	71	154	9	61	111	102	13
	84.3%	73.3%	83.1%	84.9%	87.2%	82.1%	86.7%	85.0%	85.2%	83.3%	85.6%	84.5%	84.0%	76.9%	86.3%	83.3%	85.7%	83.5%	85.1%	81.8%	83.6%	81.6%	85.7%	100.0%

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

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

CCC POPULATION

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

Q17. In the last 6 months, did you need your child's doctor or other health providers to contact a school or daycare center about your child's health or health care?																								
Total Eligible	226	11	59	73	75	87	130	125	69	30	113	71	42	30	195	20	186	71	154	9	61	111	102	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	222	11	59	71	73	85	128	123	68	29	111	70	41	30	191	20	183	69	152	9	59	108	101	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	2	2	2	2	2	1	1	2	1	1	-	4	-	3	2	2	-	2	3	1	-
Yes	34	5	9	12	7	16	16	15	10	9	17	12	5	3	31	2	30	20	14	2	18	10	21	3
	15.3%	45.5%	15.3%	16.9%	9.6%	18.8%	12.5%	12.2%	14.7%	31.0%	15.3%	17.1%	12.2%	10.0%	16.2%	10.0%	16.4%	29.0%	9.2%	22.2%	30.5%	9.3%	20.8%	23.1%
No	188	6	50	59	66	69	112	108	58	20	94	58	36	27	160	18	153	49	138	7	41	98	80	10
	84.7%	54.5%	84.7%	83.1%	90.4%	81.2%	87.5%	87.8%	85.3%	69.0%	84.7%	82.9%	87.8%	90.0%	83.8%	90.0%	83.6%	71.0%	90.8%	77.8%	69.5%	90.7%	79.2%	76.9%
HEDIS/CAHPS SUMMARY RATE - Yes	34	5	9	12	7	16	16	15	10	9	17	12	5	3	31	2	30	20	14	2	18	10	21	3
	15.3%	45.5%	15.3%	16.9%	9.6%	18.8%	12.5%	12.2%	14.7%	31.0%	15.3%	17.1%	12.2%	10.0%	16.2%	10.0%	16.4%	29.0%	9.2%	22.2%	30.5%	9.3%	20.8%	23.1%

Cell Contents:  
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2017

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

Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

CCC POPULATION

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

Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?																								
Total Eligible	34	5	9	12	7	16	16	15	10	9	17	12	5	3	31	2	30	20	14	2	18	10	21	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	34	5	9	12	7	16	16	15	10	9	17	12	5	3	31	2	30	20	14	2	18	10	21	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	33	5	8	12	7	15	16	15	10	8	17	11	5	2	31	2	29	19	14	2	17	10	20	3
	97.1%	100.0%	88.9%	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	88.9%	100.0%	91.7%	100.0%	66.7%	100.0%	100.0%	96.7%	95.0%	100.0%	100.0%	94.4%	100.0%	95.2%	100.0%
No	1	-	1	-	-	1	-	-	-	1	-	1	-	1	-	1	-	1	-	-	1	-	1	-
	2.9%	-	11.1%	-	-	6.3%	-	-	-	11.1%	-	8.3%	-	33.3%	-	3.3%	5.0%	-	-	-	5.6%	-	4.8%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	33	5	8	12	7	15	16	15	10	8	17	11	5	2	31	2	29	19	14	2	17	10	20	3
	97.1%	100.0%	88.9%	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	88.9%	100.0%	91.7%	100.0%	66.7%	100.0%	100.0%	96.7%	95.0%	100.0%	100.0%	94.4%	100.0%	95.2%	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.94	3.00	2.78	3.00	3.00	2.88	3.00	3.00	3.00	2.78	3.00	2.83	3.00	2.33	3.00	3.00	2.93	2.90	3.00	3.00	2.89	3.00	2.90	3.00

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

Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

CCC POPULATION

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

Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	269	14	72	86	87	106	151	148	80	37	132	84	51	39	227	23	219	86	182	11	74	136	120	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	1	-	-	-	1	-	-	1	-	1	-	-	-	1	1	-	-	-	-	-	-	1	-
Yes	33	4	11	12	4	13	18	14	9	9	16	7	8	8	25	3	28	17	16	3	14	16	13	4
	12.3%	28.6% **	15.3% D	14.0% D	4.6% D	12.3%	11.9%	9.5%	11.3%	24.3% Gh	12.1%	8.3%	15.7%	20.5% n	11.0%	13.0% **	12.8%	19.8% R	8.8%	27.3% **	18.9%	11.8%	10.8%	30.8% **
No	236	10	61	74	83	93	133	134	71	28	116	77	43	31	202	20	191	69	166	8	60	120	107	9
	87.7%	71.4% **	84.7% D	86.0% D	95.4% BC	87.7%	88.1%	90.5% I	88.8% i	75.7% Gh	87.9%	91.7%	84.3%	79.5% m	89.0% n	87.0% **	87.2%	80.2% Q	91.2%	72.7% **	81.1%	88.2%	89.2%	69.2% **
HEDIS/CAHPS SUMMARY RATE - Yes	33	4	11	12	4	13	18	14	9	9	16	7	8	8	25	3	28	17	16	3	14	16	13	4
	12.3%	28.6% **	15.3% D	14.0% D	4.6% D	12.3%	11.9%	9.5%	11.3%	24.3% Gh	12.1%	8.3%	15.7%	20.5% n	11.0%	13.0% **	12.8%	19.8% R	8.8%	27.3% **	18.9%	11.8%	10.8%	30.8% **

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

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2017

CCC POPULATION

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

Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?																								
Total Eligible	33	4	11	12	4	13	18	14	9	9	16	7	8	8	25	3	28	17	16	3	14	16	13	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	32	4	10	12	4	12	18	14	9	8	16	7	8	7	25	3	27	17	15	3	14	15	13	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	1	-	-	-	1	-	-	1	1	-	-	1	-	1	-	-	1	-	-
Always	16	2	4	7	2	4	11	7	7	1	7	3	5	2	14	1	14	7	9	-	7	5	9	2
	50.0%	50.0%	40.0%	58.3%	50.0%	33.3%	61.1%	50.0%	77.8%	12.5%	43.8%	42.9%	71.4%	28.6%	56.0%	33.3%	51.9%	41.2%	60.0%	-	50.0%	33.3%	69.2%	50.0%
Usually	5	-	3	1	1	4	1	3	-	2	3	1	1	1	4	-	5	3	2	-	3	2	3	-
	15.6%	-	30.0%	8.3%	25.0%	33.3%	5.6%	21.4%	-	25.0%	18.8%	14.3%	14.3%	14.3%	16.0%	-	18.5%	17.6%	13.3%	-	21.4%	13.3%	23.1%	-
Sometimes	7	1	2	3	1	3	4	3	1	3	4	2	1	2	5	1	5	3	4	-	3	4	1	2
	21.9%	25.0%	20.0%	25.0%	25.0%	25.0%	22.2%	21.4%	11.1%	37.5%	25.0%	28.6%	14.3%	28.6%	20.0%	33.3%	18.5%	17.6%	26.7%	-	21.4%	26.7%	7.7%	50.0%
Never	4	1	1	1	-	1	2	1	1	2	2	1	-	2	2	1	3	4	-	3	1	4	-	-
	12.5%	25.0%	10.0%	8.3%	-	8.3%	11.1%	7.1%	11.1%	25.0%	12.5%	14.3%	-	28.6%	8.0%	33.3%	11.1%	23.5%	-	100.0%	7.1%	26.7%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	21	2	7	8	3	8	12	10	7	3	10	4	6	3	18	1	19	10	11	-	10	7	12	2
	65.6%	50.0%	70.0%	66.7%	75.0%	66.7%	66.7%	71.4%	77.8%	37.5%	62.5%	57.1%	85.7%	42.9%	72.0%	33.3%	70.4%	58.8%	73.3%	-	71.4%	46.7%	92.3%	50.0%
HEDIS/CAHPS SUMMARY RATE - Always	16	2	4	7	2	4	11	7	7	1	7	3	5	2	14	1	14	7	9	-	7	5	9	2
	50.0%	50.0%	40.0%	58.3%	50.0%	33.3%	61.1%	50.0%	77.8%	12.5%	43.8%	42.9%	71.4%	28.6%	56.0%	33.3%	51.9%	41.2%	60.0%	-	50.0%	33.3%	69.2%	50.0%
3-Point Score	2.16	2.00	2.10	2.25	2.25	2.00	2.28	2.21	2.56	1.50	2.06	2.00	2.57	1.71	2.28	1.67	2.22	2.00	2.33	1.00	2.21	1.80	2.62	2.00

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

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2017

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

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Level: Top

CCC POPULATION

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

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?																								
Total Eligible	33	4	11	12	4	13	18	14	9	9	16	7	8	8	25	3	28	17	16	3	14	16	13	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	31	3	11	11	4	12	17	14	9	7	15	6	8	7	24	3	26	15	16	1	14	14	13	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	1	-	1	1	-	-	2	1	1	-	1	1	-	2	2	-	2	-	2	-	-
Yes	27	2	11	9	4	12	14	11	9	7	14	6	6	7	20	2	23	14	13	1	13	13	12	2
	87.1%	66.7%	100.0%	81.8%	100.0%	100.0%	82.4%	78.6%	100.0%	100.0%	93.3%	100.0%	75.0%	100.0%	83.3%	66.7%	88.5%	93.3%	81.3%	100.0%	92.9%	92.9%	92.3%	50.0%
No	4	1	-	2	-	-	3	3	-	-	1	-	2	-	4	1	3	1	3	-	1	1	1	2
	12.9%	33.3%	-	18.2%	-	-	17.6%	21.4%	-	-	6.7%	-	25.0%	-	16.7%	33.3%	11.5%	6.7%	18.8%	-	7.1%	7.1%	7.7%	50.0%
HEDIS/CAHPS SUMMARY RATE - Yes	27	2	11	9	4	12	14	11	9	7	14	6	6	7	20	2	23	14	13	1	13	13	12	2
	87.1%	66.7%	100.0%	81.8%	100.0%	100.0%	82.4%	78.6%	100.0%	100.0%	93.3%	100.0%	75.0%	100.0%	83.3%	66.7%	88.5%	93.3%	81.3%	100.0%	92.9%	92.9%	92.3%	50.0%

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

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2017

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

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

CCC POPULATION

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

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	269	15	71	86	87	106	151	148	81	36	133	83	51	39	227	24	218	85	182	11	73	135	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	1	-	-	-	1	-	1	-	-	1	-	1	-	-	-	1	1	-	-
Yes	66	9	18	18	18	32	30	39	12	15	30	17	19	9	56	7	55	29	36	7	21	34	28	4
	24.5%	60.0%	25.4%	20.9%	20.7%	30.2%	19.9%	26.4%	14.8%	41.7%	22.6%	20.5%	37.3%	23.1%	24.7%	29.2%	25.2%	34.1%	19.8%	63.6%	28.8%	25.2%	23.1%	30.8%
No	203	6	53	68	69	74	121	109	69	21	103	66	32	30	171	17	163	56	146	4	52	101	93	9
	75.5%	40.0%	74.6%	79.1%	79.3%	69.8%	80.1%	73.6%	85.2%	58.3%	77.4%	79.5%	62.7%	76.9%	75.3%	70.8%	74.8%	65.9%	80.2%	36.4%	71.2%	74.8%	76.9%	69.2%
HEDIS/CAHPS SUMMARY RATE - Yes	66	9	18	18	18	32	30	39	12	15	30	17	19	9	56	7	55	29	36	7	21	34	28	4
	24.5%	60.0%	25.4%	20.9%	20.7%	30.2%	19.9%	26.4%	14.8%	41.7%	22.6%	20.5%	37.3%	23.1%	24.7%	29.2%	25.2%	34.1%	19.8%	63.6%	28.8%	25.2%	23.1%	30.8%

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

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

Presbyterian Health Plan  
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Table: 22  
Level: Top

CCC POPULATION

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

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?																								
Total Eligible	66	9	18	18	18	32	30	39	12	15	30	17	19	9	56	7	55	29	36	7	21	34	28	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	64	9	17	18	18	30	30	39	11	14	30	17	17	8	56	7	53	28	35	7	21	32	28	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	-	2	-	-	1	1	-	-	2	1	-	-	2	1	1	-	-	2	-	-
Always	35	2	10	12	9	17	15	21	9	5	21	8	6	3	32	1	31	15	20	2	13	20	14	1
	54.7%	22.2%	58.8%	66.7%	50.0%	56.7%	50.0%	53.8%	81.8%	35.7%	70.0%	47.1%	35.3%	37.5%	57.1%	14.3%	58.5%	53.6%	57.1%	28.6%	61.9%	62.5%	50.0%	25.0%
Usually	17	4	5	5	3	8	9	10	2	5	6	8	3	3	14	2	15	8	8	3	5	5	10	2
	26.6%	44.4%	29.4%	27.8%	16.7%	26.7%	30.0%	25.6%	18.2%	35.7%	20.0%	47.1%	17.6%	37.5%	25.0%	28.6%	28.3%	28.6%	22.9%	42.9%	23.8%	15.6%	35.7%	50.0%
Sometimes	9	3	1	1	4	3	5	7	-	2	3	-	6	2	7	4	5	3	6	1	2	5	3	1
	14.1%	33.3%	5.9%	5.6%	22.2%	10.0%	16.7%	17.9%	-	14.3%	10.0%	-	35.3%	25.0%	12.5%	57.1%	9.4%	10.7%	17.1%	14.3%	9.5%	15.6%	10.7%	25.0%
Never	3	-	1	-	2	2	1	1	-	2	-	1	2	-	3	-	2	2	1	1	1	2	1	-
	4.7%	-	5.9%	-	11.1%	6.7%	3.3%	2.6%	-	14.3%	-	5.9%	11.8%	-	5.4%	-	3.8%	7.1%	2.9%	14.3%	4.8%	6.3%	3.6%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	52	6	15	17	12	25	24	31	11	10	27	16	9	6	46	3	46	23	28	5	18	25	24	3
	81.3%	66.7%	88.2%	94.4%	66.7%	83.3%	80.0%	79.5%	100.0%	71.4%	90.0%	94.1%	52.9%	75.0%	82.1%	42.9%	86.8%	82.1%	80.0%	71.4%	85.7%	78.1%	85.7%	75.0%
HEDIS/CAHPS SUMMARY RATE - Always	35	2	10	12	9	17	15	21	9	5	21	8	6	3	32	1	31	15	20	2	13	20	14	1
	54.7%	22.2%	58.8%	66.7%	50.0%	56.7%	50.0%	53.8%	81.8%	35.7%	70.0%	47.1%	35.3%	37.5%	57.1%	14.3%	58.5%	53.6%	57.1%	28.6%	61.9%	62.5%	50.0%	25.0%
3-Point Score	2.36	1.89	2.47	2.61	2.17	2.40	2.30	2.33	2.82	2.07	2.60	2.41	1.88	2.13	2.39	1.57	2.45	2.36	2.37	2.00	2.48	2.41	2.36	2.00

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

Presented by SPH Analytics  
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2017

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



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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

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Level: Top

CCC POPULATION

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

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?																								
Total Eligible	66	9	18	18	18	32	30	39	12	15	30	17	19	9	56	7	55	29	36	7	21	34	28	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	64	8	18	18	18	30	30	39	10	15	29	17	18	9	55	7	53	27	36	7	20	32	28	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	-	2	-	-	2	-	1	-	1	-	1	-	2	2	-	-	1	2	-	-
Yes	39	5	12	10	10	18	17	24	6	9	17	10	12	4	35	3	33	19	20	4	15	22	15	2
	60.9%	62.5%	66.7%	55.6%	55.6%	60.0%	56.7%	61.5%	60.0%	60.0%	58.6%	58.8%	66.7%	44.4%	63.6%	42.9%	62.3%	70.4%	55.6%	57.1%	75.0%	68.8%	53.6%	50.0%
No	25	3	6	8	8	12	13	15	4	6	12	7	6	5	20	4	20	8	16	3	5	10	13	2
	39.1%	37.5%	33.3%	44.4%	44.4%	40.0%	43.3%	38.5%	40.0%	40.0%	41.4%	41.2%	33.3%	55.6%	36.4%	57.1%	37.7%	29.6%	44.4%	42.9%	25.0%	31.3%	46.4%	50.0%
HEDIS/CAHPS SUMMARY RATE - Yes	39	5	12	10	10	18	17	24	6	9	17	10	12	4	35	3	33	19	20	4	15	22	15	2
	60.9%	62.5%	66.7%	55.6%	55.6%	60.0%	56.7%	61.5%	60.0%	60.0%	58.6%	58.8%	66.7%	44.4%	63.6%	42.9%	62.3%	70.4%	55.6%	57.1%	75.0%	68.8%	53.6%	50.0%

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

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Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 24  
Level: Top

CCC POPULATION

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

Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	269	15	71	86	87	106	151	148	81	36	133	83	51	39	227	24	218	85	182	11	73	135	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	1	-	-	-	1	-	1	-	-	1	-	1	-	-	-	1	1	-	-
Yes	91	6	20	29	33	40	45	54	20	16	18	35	38	14	77	8	71	30	60	5	25	51	33	7
	33.8%	40.0%	28.2%	33.7%	37.9%	37.7%	29.8%	36.5%	24.7%	44.4%	13.5%	42.2%	74.5%	35.9%	33.9%	33.3%	32.6%	35.3%	33.0%	45.5%	34.2%	37.8%	27.3%	53.8%
No	178	9	51	57	54	66	106	94	61	20	115	48	13	25	150	16	147	55	122	6	48	84	88	6
	66.2%	60.0%	71.8%	66.3%	62.1%	62.3%	70.2%	63.5%	75.3%	55.6%	86.5%	57.8%	25.5%	64.1%	66.1%	66.7%	67.4%	64.7%	67.0%	54.5%	65.8%	62.2%	72.7%	46.2%
HEDIS/CAHPS SUMMARY RATE - Yes	91	6	20	29	33	40	45	54	20	16	18	35	38	14	77	8	71	30	60	5	25	51	33	7
	33.8%	40.0%	28.2%	33.7%	37.9%	37.7%	29.8%	36.5%	24.7%	44.4%	13.5%	42.2%	74.5%	35.9%	33.9%	33.3%	32.6%	35.3%	33.0%	45.5%	34.2%	37.8%	27.3%	53.8%

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 25  
Level: Top

CCC POPULATION

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

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?																								
Total Eligible	91	6	20	29	33	40	45	54	20	16	18	35	38	14	77	8	71	30	60	5	25	51	33	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	88	6	20	26	33	40	42	54	19	14	18	35	35	14	74	7	70	29	58	5	24	49	32	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	3	-	-	3	-	1	2	-	-	3	-	3	1	1	1	2	-	1	2	1	-
Always	53	1	12	17	21	23	25	32	12	8	14	22	17	8	45	2	45	17	36	2	15	29	22	2
	60.2%	16.7%	60.0%	65.4%	63.6%	57.5%	59.5%	59.3%	63.2%	57.1%	77.8%	62.9%	48.6%	57.1%	60.8%	28.6%	64.3%	58.6%	62.1%	40.0%	62.5%	59.2%	68.8%	28.6%
Usually	18	1	5	4	7	9	8	11	4	3	2	6	10	2	16	2	14	8	9	2	6	10	7	1
	20.5%	16.7%	25.0%	15.4%	21.2%	22.5%	19.0%	20.4%	21.1%	21.4%	11.1%	17.1%	28.6%	14.3%	21.6%	28.6%	20.0%	27.6%	15.5%	40.0%	25.0%	20.4%	21.9%	14.3%
Sometimes	12	3	2	3	4	6	6	8	2	2	1	5	6	3	9	3	6	3	9	1	2	7	2	3
	13.6%	50.0%	10.0%	11.5%	12.1%	15.0%	14.3%	14.8%	10.5%	14.3%	5.6%	14.3%	17.1%	21.4%	12.2%	42.9%	8.6%	10.3%	15.5%	20.0%	8.3%	14.3%	6.3%	42.9%
Never	5	1	1	2	1	2	3	3	1	1	1	2	2	1	4	-	5	1	4	-	1	3	1	1
	5.7%	16.7%	5.0%	7.7%	3.0%	5.0%	7.1%	5.6%	5.3%	7.1%	5.6%	5.7%	5.7%	7.1%	5.4%	-	7.1%	3.4%	6.9%	-	4.2%	6.1%	3.1%	14.3%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	71	2	17	21	28	32	33	43	16	11	16	28	27	10	61	4	59	25	45	4	21	39	29	3
	80.7%	33.3%	85.0%	80.8%	84.8%	80.0%	78.6%	79.6%	84.2%	78.6%	88.9%	80.0%	77.1%	71.4%	82.4%	57.1%	84.3%	86.2%	77.6%	80.0%	87.5%	79.6%	90.6%	42.9%
HEDIS/CAHPS SUMMARY RATE - Always	53	1	12	17	21	23	25	32	12	8	14	22	17	8	45	2	45	17	36	2	15	29	22	2
	60.2%	16.7%	60.0%	65.4%	63.6%	57.5%	59.5%	59.3%	63.2%	57.1%	77.8%	62.9%	48.6%	57.1%	60.8%	28.6%	64.3%	58.6%	62.1%	40.0%	62.5%	59.2%	68.8%	28.6%
3-Point Score	2.41	1.50	2.45	2.46	2.48	2.38	2.38	2.39	2.47	2.36	2.67	2.43	2.26	2.29	2.43	1.86	2.49	2.45	2.40	2.20	2.50	2.39	2.59	1.71

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

Presented by SPH Analytics  
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2017

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 26  
Level: Top

CCC POPULATION

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

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?																								
Total Eligible	91	6	20	29	33	40	45	54	20	16	18	35	38	14	77	8	71	30	60	5	25	51	33	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	87	6	19	26	33	39	42	54	19	13	18	34	35	13	74	7	68	29	57	5	24	48	32	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	3	-	1	3	-	1	3	-	1	3	1	3	1	3	1	3	-	1	3	1	-
Yes	43	3	8	14	16	23	17	23	10	10	9	14	20	5	38	4	35	18	25	3	15	25	15	3
	49.4%	50.0%	42.1%	53.8%	48.5%	59.0%	40.5%	42.6%	52.6%	76.9%	50.0%	41.2%	57.1%	38.5%	51.4%	57.1%	51.5%	62.1%	43.9%	60.0%	62.5%	52.1%	46.9%	42.9%
No	44	3	11	12	17	16	25	31	9	3	9	20	15	8	36	3	33	11	32	2	9	23	17	4
	50.6%	50.0%	57.9%	46.2%	51.5%	41.0%	59.5%	57.4%	47.4%	23.1%	50.0%	58.8%	42.9%	61.5%	48.6%	42.9%	48.5%	37.9%	56.1%	40.0%	37.5%	47.9%	53.1%	57.1%
HEDIS/CAHPS SUMMARY RATE - Yes	43	3	8	14	16	23	17	23	10	10	9	14	20	5	38	4	35	18	25	3	15	25	15	3
	49.4%	50.0%	42.1%	53.8%	48.5%	59.0%	40.5%	42.6%	52.6%	76.9%	50.0%	41.2%	57.1%	38.5%	51.4%	57.1%	51.5%	62.1%	43.9%	60.0%	62.5%	52.1%	46.9%	42.9%

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

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2017

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

Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

CCC POPULATION

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

Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	265	15	69	85	86	105	149	146	79	36	131	82	50	39	223	24	214	84	179	10	73	133	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	3	1	1	2	2	2	2	1	2	2	1	-	5	-	5	2	3	1	1	3	2	-
Yes	123	9	35	35	39	41	76	62	41	18	56	36	29	17	106	10	101	43	80	7	36	63	50	10
	46.4%	60.0%	50.7%	41.2%	45.3%	39.0%	51.0%	42.5%	51.9%	50.0%	42.7%	43.9%	58.0%	43.6%	47.5%	41.7%	47.2%	51.2%	44.7%	70.0%	49.3%	47.4%	42.0%	76.9%
No	142	6	34	50	47	64	73	84	38	18	75	46	21	22	117	14	113	41	99	3	37	70	69	3
	53.6%	40.0%	49.3%	58.8%	54.7%	61.0%	49.0%	57.5%	48.1%	50.0%	57.3%	56.1%	42.0%	56.4%	52.5%	58.3%	52.8%	48.8%	55.3%	30.0%	50.7%	52.6%	58.0%	23.1%
HEDIS/CAHPS SUMMARY RATE - Yes	123	9	35	35	39	41	76	62	41	18	56	36	29	17	106	10	101	43	80	7	36	63	50	10
	46.4%	60.0%	50.7%	41.2%	45.3%	39.0%	51.0%	42.5%	51.9%	50.0%	42.7%	43.9%	58.0%	43.6%	47.5%	41.7%	47.2%	51.2%	44.7%	70.0%	49.3%	47.4%	42.0%	76.9%

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

Presented by SPH Analytics  
770-978-3173  
2017

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

CCC POPULATION

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

Q29. (CC-CCC) In the last 6 months, did anyone from your child's health plan, doctors office, or clinic help coordinate your child's care among these different providers or services?																								
Total Eligible	123	9	35	35	39	41	76	62	41	18	56	36	29	17	106	10	101	43	80	7	36	63	50	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	122	9	35	35	38	40	76	62	40	18	56	35	29	17	105	10	100	42	80	7	35	62	50	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	1	-	-	1	-	-	1	-	-	1	-	1	1	-	-	1	1	-	-
Yes	75	8	21	24	21	23	50	38	20	15	36	17	21	10	65	8	62	33	42	3	30	41	28	6
	61.5%	88.9%	60.0%	68.6%	55.3%	57.5%	65.8%	61.3%	50.0%	83.3%	64.3%	48.6%	72.4%	58.8%	61.9%	80.0%	62.0%	78.6%	52.5%	42.9%	85.7%	66.1%	56.0%	60.0%
No	47	1	14	11	17	17	26	24	20	3	20	18	8	7	40	2	38	9	38	4	5	21	22	4
	38.5%	11.1%	40.0%	31.4%	44.7%	42.5%	34.2%	38.7%	50.0%	16.7%	35.7%	51.4%	27.6%	41.2%	38.1%	20.0%	38.0%	21.4%	47.5%	57.1%	14.3%	33.9%	44.0%	40.0%
HEDIS/CAHPS SUMMARY RATE - Yes	75	8	21	24	21	23	50	38	20	15	36	17	21	10	65	8	62	33	42	3	30	41	28	6
	61.5%	88.9%	60.0%	68.6%	55.3%	57.5%	65.8%	61.3%	50.0%	83.3%	64.3%	48.6%	72.4%	58.8%	61.9%	80.0%	62.0%	78.6%	52.5%	42.9%	85.7%	66.1%	56.0%	60.0%
3-Point Score	2.23	2.78	2.20	2.37	2.11	2.15	2.32	2.23	2.00	2.67	2.29	1.97	2.45	2.18	2.24	2.60	2.24	2.57	2.05	1.86	2.71	2.32	2.12	2.20

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

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2017

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

CCC POPULATION

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

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	72	86	85	106	150	147	81	36	133	82	51	38	228	24	219	86	180	11	74	134	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	2	1	1	1	-	1	-	2	-	1	-	-	-	-	2	-	-	2	-	-
Yes	247	13	66	82	77	97	141	134	74	35	125	73	47	33	212	24	219	84	161	10	73	122	112	13
	92.2%	86.7%	91.7%	95.3%	90.6%	91.5%	94.0%	91.2%	91.4%	97.2%	94.0%	89.0%	92.2%	86.8%	93.0%	100.0%	100.0%	97.7%	89.4%	90.9%	98.6%	91.0%	92.6%	100.0%
No	21	2	6	4	8	9	9	13	7	1	8	9	4	5	16	-	-	2	19	1	1	12	9	-
	7.8%	13.3%	8.3%	4.7%	9.4%	8.5%	6.0%	8.8%	8.6%	2.8%	6.0%	11.0%	7.8%	13.2%	7.0%	-	-	2.3%	10.6%	9.1%	1.4%	9.0%	7.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	247	13	66	82	77	97	141	134	74	35	125	73	47	33	212	24	219	84	161	10	73	122	112	13
	92.2%	86.7%	91.7%	95.3%	90.6%	91.5%	94.0%	91.2%	91.4%	97.2%	94.0%	89.0%	92.2%	86.8%	93.0%	100.0%	100.0%	97.7%	89.4%	90.9%	98.6%	91.0%	92.6%	100.0%

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

Presented by SPH Analytics  
770-978-3173  
2017

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 30  
Level: Top

CCC POPULATION

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

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?																								
Total Eligible	247	13	66	82	77	97	141	134	74	35	125	73	47	33	212	24	219	84	161	10	73	122	112	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	241	13	64	81	75	95	139	131	73	33	123	73	44	31	208	22	216	81	158	9	71	118	110	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	2	1	2	2	2	3	1	2	2	-	3	2	4	2	3	3	3	1	2	4	2	-
None	48	1	8	18	17	17	30	27	12	7	24	15	9	7	40	6	41	10	38	-	9	21	25	2
	19.9%	7.7%	12.5%	22.2%	22.7%	17.9%	21.6%	20.6%	16.4%	21.2%	19.5%	20.5%	20.5%	22.6%	19.2%	27.3%	19.0%	12.3%	24.1%	-	12.7%	17.8%	22.7%	15.4%
1 time	85	2	26	26	29	36	47	54	25	5	44	26	15	10	74	8	77	22	62	2	20	46	36	3
	35.3%	15.4%	40.6%	32.1%	38.7%	37.9%	33.8%	41.2%	34.2%	15.2%	35.8%	35.6%	34.1%	32.3%	35.6%	36.4%	35.6%	27.2%	39.2%	22.2%	28.2%	39.0%	32.7%	23.1%
2	52	3	9	21	19	17	34	28	16	7	28	17	6	5	47	6	46	20	31	4	16	25	23	4
	21.6%	23.1%	14.1%	25.9%	25.3%	17.9%	24.5%	21.4%	21.9%	21.2%	22.8%	23.3%	13.6%	16.1%	22.6%	27.3%	21.3%	24.7%	19.6%	44.4%	22.5%	21.2%	20.9%	30.8%
3	38	4	17	9	7	18	18	17	15	6	19	11	8	6	32	2	34	18	20	-	18	17	19	2
	15.8%	30.8%	26.6%	11.1%	9.3%	18.9%	12.9%	13.0%	20.5%	18.2%	15.4%	15.1%	18.2%	19.4%	15.4%	9.1%	15.7%	22.2%	12.7%	-	25.4%	14.4%	17.3%	15.4%
4	9	2	2	4	-	2	7	3	2	4	4	1	4	1	8	-	9	6	3	2	4	6	1	2
	3.7%	15.4%	3.1%	4.9%	-	2.1%	5.0%	2.3%	2.7%	12.1%	3.3%	1.4%	9.1%	3.2%	3.8%	-	4.2%	7.4%	1.9%	22.2%	5.6%	5.1%	0.9%	15.4%
5 to 9	8	1	2	2	3	4	3	2	3	3	3	3	2	2	6	-	8	5	3	1	4	3	5	-
	3.3%	7.7%	3.1%	2.5%	4.0%	4.2%	2.2%	1.5%	4.1%	9.1%	2.4%	4.1%	4.5%	6.5%	2.9%	-	3.7%	6.2%	1.9%	11.1%	5.6%	2.5%	4.5%	-
10 or more times	1	-	-	1	-	1	-	-	-	1	1	-	-	-	1	-	1	-	1	-	-	-	1	-
	0.4%	-	-	1.2%	-	1.1%	-	-	-	3.0%	0.8%	-	-	-	0.5%	-	0.5%	-	0.6%	-	-	-	0.9%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	80.1%	92.3%	87.5%	77.8%	77.3%	82.1%	78.4%	79.4%	83.6%	78.8%	80.5%	79.5%	79.5%	77.4%	80.8%	72.7%	81.0%	87.7%	75.9%	100.0%	87.3%	82.2%	77.3%	84.6%

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

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2017



Q32. (HWDC) In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

CCC POPULATION

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

Q32. (HWDC) In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	156	9	46	51	47	61	90	85	51	18	83	46	26	15	140	7	147	57	97	4	53	78	72	6
	80.8%	75.0%	82.1%	81.0%	81.0%	78.2%	82.6%	81.7%	83.6%	69.2%	83.8%	79.3%	74.3%	62.5%	83.3%	43.8%	84.0%	80.3%	80.8%	44.4%	85.5%	80.4%	84.7%	54.5%
Usually	28	2	8	7	10	11	16	15	8	5	13	9	6	7	21	4	24	10	18	3	7	12	11	5
	14.5%	16.7%	14.3%	11.1%	17.2%	14.1%	14.7%	14.4%	13.1%	19.2%	13.1%	15.5%	17.1%	29.2%	12.5%	25.0%	13.7%	14.1%	15.0%	33.3%	11.3%	12.4%	12.9%	45.5%
Sometimes	8	1	2	5	-	5	3	4	1	3	3	2	3	2	6	5	3	4	4	2	2	7	1	-
	4.1%	8.3%	3.6%	7.9%	-	6.4%	2.8%	3.8%	1.6%	11.5%	3.0%	3.4%	8.6%	8.3%	3.6%	31.3%	1.7%	5.6%	3.3%	22.2%	3.2%	7.2%	1.2%	-
Never	1	-	-	-	1	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-
	0.5%	-	-	-	1.7%	1.3%	-	-	1.6%	-	-	1.7%	-	-	0.6%	-	0.6%	-	0.8%	-	-	-	1.2%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	184	11	54	58	57	72	106	100	59	23	96	55	32	22	161	11	171	67	115	7	60	90	83	11
	95.3%	91.7%	96.4%	92.1%	98.3%	92.3%	97.2%	96.2%	96.7%	88.5%	97.0%	94.8%	91.4%	91.7%	95.8%	68.8%	97.7%	94.4%	95.8%	77.8%	96.8%	92.8%	97.6%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	156	9	46	51	47	61	90	85	51	18	83	46	26	15	140	7	147	57	97	4	53	78	72	6
	80.8%	75.0%	82.1%	81.0%	81.0%	78.2%	82.6%	81.7%	83.6%	69.2%	83.8%	79.3%	74.3%	62.5%	83.3%	43.8%	84.0%	80.3%	80.8%	44.4%	85.5%	80.4%	84.7%	54.5%
3-Point Score	2.76	2.67	2.79	2.73	2.79	2.71	2.80	2.78	2.80	2.58	2.81	2.74	2.66	2.54	2.79	2.13	2.82	2.75	2.77	2.22	2.82	2.73	2.82	2.55

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

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2017

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 32  
Level: Top

CCC POPULATION

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

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	155	9	44	50	49	60	90	86	48	19	81	45	28	14	140	4	149	57	97	5	52	81	69	5
	80.3%	75.0%	78.6%	79.4%	84.5%	76.9%	82.6%	82.7%	78.7%	73.1%	81.8%	77.6%	80.0%	58.3%	83.3%	25.0%	85.1%	80.3%	80.8%	55.6%	83.9%	83.5%	81.2%	45.5%
Usually	29	2	10	8	8	12	16	13	11	5	15	9	5	7	22	5	24	9	19	3	6	10	13	6
	15.0%	16.7%	17.9%	12.7%	13.8%	15.4%	14.7%	12.5%	18.0%	19.2%	15.2%	15.5%	14.3%	29.2%	13.1%	31.3%	13.7%	12.7%	15.8%	33.3%	9.7%	10.3%	15.3%	54.5%
Sometimes	9	1	2	5	1	6	3	5	2	2	3	4	2	3	6	7	2	5	4	1	4	6	3	-
	4.7%	8.3%	3.6%	7.9%	1.7%	7.7%	2.8%	4.8%	3.3%	7.7%	3.0%	6.9%	5.7%	12.5%	3.6%	43.8%	1.1%	7.0%	3.3%	11.1%	6.5%	6.2%	3.5%	-
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	184	11	54	58	57	72	106	99	59	24	96	54	33	21	162	9	173	66	116	8	58	91	82	11
	95.3%	91.7%	96.4%	92.1%	98.3%	92.3%	97.2%	95.2%	96.7%	92.3%	97.0%	93.1%	94.3%	87.5%	96.4%	56.3%	98.9%	93.0%	96.7%	88.9%	93.5%	93.8%	96.5%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	155	9	44	50	49	60	90	86	48	19	81	45	28	14	140	4	149	57	97	5	52	81	69	5
	80.3%	75.0%	78.6%	79.4%	84.5%	76.9%	82.6%	82.7%	78.7%	73.1%	81.8%	77.6%	80.0%	58.3%	83.3%	25.0%	85.1%	80.3%	80.8%	55.6%	83.9%	83.5%	81.2%	45.5%
3-Point Score	2.76	2.67	2.75	2.71	2.83	2.69	2.80	2.78	2.75	2.65	2.79	2.71	2.74	2.46	2.80	1.81	2.84	2.73	2.78	2.44	2.77	2.77	2.78	2.45

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

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2017

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

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

Presbyterian Health Plan  
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Table: 33  
Level: Top

CCC POPULATION

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

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	169	10	49	55	51	67	96	90	55	22	90	48	30	19	149	8	159	63	104	8	55	87	78	4
	87.6%	83.3%	87.5%	87.3%	87.9%	85.9%	88.1%	86.5%	90.2%	84.6%	90.9%	82.8%	85.7%	79.2%	88.7%	50.0%	90.9%	88.7%	86.7%	88.9%	88.7%	89.7%	91.8%	36.4%
Usually	20	1	7	6	6	9	11	11	6	3	8	9	3	4	16	4	16	6	14	-	6	7	7	6
	10.4%	8.3%	12.5%	9.5%	10.3%	11.5%	10.1%	10.6%	9.8%	11.5%	8.1%	15.5%	8.6%	16.7%	9.5%	25.0%	9.1%	8.5%	11.7%	-	9.7%	7.2%	8.2%	54.5%
Sometimes	4	1	-	2	1	2	2	3	-	1	1	1	2	1	3	4	-	2	2	1	1	3	-	1
	2.1%	8.3%	-	3.2%	1.7%	2.6%	1.8%	2.9%	-	3.8%	1.0%	1.7%	5.7%	4.2%	1.8%	25.0%	-	2.8%	1.7%	11.1%	1.6%	3.1%	-	9.1%
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	189	11	56	61	57	76	107	101	61	25	98	57	33	23	165	12	175	69	118	8	61	94	85	10
	97.9%	91.7%	100.0%	96.8%	98.3%	97.4%	98.2%	97.1%	100.0%	96.2%	99.0%	98.3%	94.3%	95.8%	98.2%	75.0%	100.0%	97.2%	98.3%	88.9%	98.4%	96.9%	100.0%	90.9%
HEDIS/CAHPS SUMMARY RATE - Always	169	10	49	55	51	67	96	90	55	22	90	48	30	19	149	8	159	63	104	8	55	87	78	4
	87.6%	83.3%	87.5%	87.3%	87.9%	85.9%	88.1%	86.5%	90.2%	84.6%	90.9%	82.8%	85.7%	79.2%	88.7%	50.0%	90.9%	88.7%	86.7%	88.9%	88.7%	89.7%	91.8%	36.4%
3-Point Score	2.85	2.75	2.88	2.84	2.86	2.83	2.86	2.84	2.90	2.81	2.90	2.81	2.80	2.75	2.87	2.25	2.91	2.86	2.85	2.78	2.87	2.87	2.92	2.27

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

Presented by SPH Analytics  
770-978-3173  
2017

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

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

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Table: 34  
Level: Top

CCC POPULATION

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

Q35. Is your child able to talk with doctors about his or her health care?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	192	12	56	63	57	77	109	104	61	25	99	58	34	24	167	16	174	71	119	9	62	96	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	1	-	-	-	1	-	-	1	-	1	-	1	-	1	-	-	1	-	-
Yes	140	5	39	49	46	56	80	78	45	15	71	44	24	16	124	9	129	50	89	4	46	70	63	7
	72.9%	41.7%	69.6%	77.8%	80.7%	72.7%	73.4%	75.0%	73.8%	60.0%	71.7%	75.9%	70.6%	66.7%	74.3%	56.3%	74.1%	70.4%	74.8%	44.4%	74.2%	72.9%	74.1%	63.6%
No	52	7	17	14	11	21	29	26	16	10	28	14	10	8	43	7	45	21	30	5	16	26	22	4
	27.1%	58.3%	30.4%	22.2%	19.3%	27.3%	26.6%	25.0%	26.2%	40.0%	28.3%	24.1%	29.4%	33.3%	25.7%	43.8%	25.9%	29.6%	25.2%	55.6%	25.8%	27.1%	25.9%	36.4%
HEDIS/CAHPS SUMMARY RATE - Yes	140	5	39	49	46	56	80	78	45	15	71	44	24	16	124	9	129	50	89	4	46	70	63	7
	72.9%	41.7%	69.6%	77.8%	80.7%	72.7%	73.4%	75.0%	73.8%	60.0%	71.7%	75.9%	70.6%	66.7%	74.3%	56.3%	74.1%	70.4%	74.8%	44.4%	74.2%	72.9%	74.1%	63.6%

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

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

CCC POPULATION

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

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?																								
Total Eligible	140	5	39	49	46	56	80	78	45	15	71	44	24	16	124	9	129	50	89	4	46	70	63	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	136	5	38	47	45	55	77	75	45	15	68	44	24	16	120	9	125	48	87	4	44	66	63	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	2	1	1	3	3	-	-	3	-	-	-	4	-	4	2	2	-	2	4	-	-
Always	100	3	25	37	34	42	55	56	34	9	54	31	15	10	90	3	96	34	66	2	32	51	45	4
	73.5%	60.0%	65.8%	78.7%	75.6%	76.4%	71.4%	74.7%	75.6%	60.0%	79.4%	70.5%	62.5%	62.5%	75.0%	33.3%	76.8%	70.8%	75.9%	50.0%	72.7%	77.3%	71.4%	57.1%
Usually	32	2	12	8	10	12	19	19	10	3	13	13	6	6	26	4	27	12	19	2	10	13	17	2
	23.5%	40.0%	31.6%	17.0%	22.2%	21.8%	24.7%	25.3%	22.2%	20.0%	19.1%	29.5%	25.0%	37.5%	21.7%	44.4%	21.6%	25.0%	21.8%	50.0%	22.7%	19.7%	27.0%	28.6%
Sometimes	4	-	1	2	1	1	3	-	1	3	1	-	3	-	4	2	2	2	2	-	2	2	1	1
	2.9%	-	2.6%	4.3%	2.2%	1.8%	3.9%	-	2.2%	20.0%	1.5%	-	12.5%	-	3.3%	22.2%	1.6%	4.2%	2.3%	-	4.5%	3.0%	1.6%	14.3%
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	132	5	37	45	44	54	74	75	44	12	67	44	21	16	116	7	123	46	85	4	42	64	62	6
	97.1%	100.0%	97.4%	95.7%	97.8%	98.2%	96.1%	100.0%	97.8%	80.0%	98.5%	100.0%	87.5%	100.0%	96.7%	77.8%	98.4%	95.8%	97.7%	100.0%	95.5%	97.0%	98.4%	85.7%
HEDIS/CAHPS SUMMARY RATE - Always	100	3	25	37	34	42	55	56	34	9	54	31	15	10	90	3	96	34	66	2	32	51	45	4
	73.5%	60.0%	65.8%	78.7%	75.6%	76.4%	71.4%	74.7%	75.6%	60.0%	79.4%	70.5%	62.5%	62.5%	75.0%	33.3%	76.8%	70.8%	75.9%	50.0%	72.7%	77.3%	71.4%	57.1%
3-Point Score	2.71	2.60	2.63	2.74	2.73	2.75	2.68	2.75	2.73	2.40	2.78	2.70	2.50	2.63	2.72	2.11	2.75	2.67	2.74	2.50	2.68	2.74	2.70	2.43

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

CCC POPULATION

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

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	133	8	34	43	45	51	78	77	40	15	73	35	24	12	120	6	125	48	84	3	45	73	53	7
	68.9%	66.7%	60.7%	68.3%	77.6%	65.4%	71.6%	74.0%	65.6%	57.7%	73.7%	60.3%	68.6%	50.0%	71.4%	37.5%	71.4%	67.6%	70.0%	33.3%	72.6%	75.3%	62.4%	63.6%
Usually	40	3	13	10	13	15	23	17	16	6	17	15	8	6	34	4	36	12	27	3	9	17	20	3
	20.7%	25.0%	23.2%	15.9%	22.4%	19.2%	21.1%	16.3%	26.2%	23.1%	17.2%	25.9%	22.9%	25.0%	20.2%	25.0%	20.6%	16.9%	22.5%	33.3%	14.5%	17.5%	23.5%	27.3%
Sometimes	15	1	6	8	-	10	5	7	5	3	7	7	1	5	10	4	11	6	9	1	5	5	9	1
	7.8%	8.3%	10.7%	12.7%	-	12.8%	4.6%	6.7%	8.2%	11.5%	7.1%	12.1%	2.9%	20.8%	6.0%	25.0%	6.3%	8.5%	7.5%	11.1%	8.1%	5.2%	10.6%	9.1%
Never	5	-	3	2	-	2	3	3	-	2	2	1	2	1	4	2	3	5	-	2	3	2	3	-
	2.6%	-	5.4%	3.2%	-	2.6%	2.8%	2.9%	-	7.7%	2.0%	1.7%	5.7%	4.2%	2.4%	12.5%	1.7%	7.0%	-	22.2%	4.8%	2.1%	3.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	173	11	47	53	58	66	101	94	56	21	90	50	32	18	154	10	161	60	111	6	54	90	73	10
	89.6%	91.7%	83.9%	84.1%	100.0%	84.6%	92.7%	90.4%	91.8%	80.8%	90.9%	86.2%	91.4%	75.0%	91.7%	62.5%	92.0%	84.5%	92.5%	66.7%	87.1%	92.8%	85.9%	90.9%
HEDIS/CAHPS SUMMARY RATE - Always	133	8	34	43	45	51	78	77	40	15	73	35	24	12	120	6	125	48	84	3	45	73	53	7
	68.9%	66.7%	60.7%	68.3%	77.6%	65.4%	71.6%	74.0%	65.6%	57.7%	73.7%	60.3%	68.6%	50.0%	71.4%	37.5%	71.4%	67.6%	70.0%	33.3%	72.6%	75.3%	62.4%	63.6%
3-Point Score	2.59	2.58	2.45	2.52	2.78	2.50	2.64	2.64	2.57	2.38	2.65	2.47	2.60	2.25	2.63	2.00	2.63	2.52	2.63	2.00	2.60	2.68	2.48	2.55

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

Presented by SPH Analytics  
770-978-3173  
2017

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

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

CCC POPULATION

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

Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	171	7	54	56	50	67	100	90	57	23	89	51	30	21	149	11	158	63	106	8	55	84	79	8
	88.6%	58.3%	96.4%	88.9%	86.2%	85.9%	91.7%	86.5%	93.4%	88.5%	89.9%	87.9%	85.7%	87.5%	88.7%	68.8%	90.3%	88.7%	88.3%	88.9%	88.7%	86.6%	92.9%	72.7%
No	22	5	2	7	8	11	9	14	4	3	10	7	5	3	19	5	17	8	14	1	7	13	6	3
	11.4%	41.7%	3.6%	11.1%	13.8%	14.1%	8.3%	13.5%	6.6%	11.5%	10.1%	12.1%	14.3%	12.5%	11.3%	31.3%	9.7%	11.3%	11.7%	11.1%	11.3%	13.4%	7.1%	27.3%
HEDIS/CAHPS SUMMARY RATE - Yes	171	7	54	56	50	67	100	90	57	23	89	51	30	21	149	11	158	63	106	8	55	84	79	8
	88.6%	58.3%	96.4%	88.9%	86.2%	85.9%	91.7%	86.5%	93.4%	88.5%	89.9%	87.9%	85.7%	87.5%	88.7%	68.8%	90.3%	88.7%	88.3%	88.9%	88.7%	86.6%	92.9%	72.7%

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

Presented by SPH Analytics  
770-978-3173  
2017

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

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

CCC POPULATION

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

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	191	12	56	62	57	76	109	104	60	25	98	58	34	24	166	16	173	70	119	9	61	96	84	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	1	2	-	-	1	1	1	-	1	-	2	-	2	1	1	-	1	1	1	-
Yes	115	8	32	37	34	44	66	60	36	18	50	39	26	14	101	9	104	51	64	8	43	59	49	7
	60.2%	66.7%	57.1%	59.7%	59.6%	57.9%	60.6%	57.7%	60.0%	72.0%	51.0%	67.2%	76.5%	58.3%	60.8%	56.3%	60.1%	72.9%	53.8%	88.9%	70.5%	61.5%	58.3%	63.6%
No	76	4	24	25	23	32	43	44	24	7	48	19	8	10	65	7	69	19	55	1	18	37	35	4
	39.8%	33.3%	42.9%	40.3%	40.4%	42.1%	39.4%	42.3%	40.0%	28.0%	49.0%	32.8%	23.5%	41.7%	39.2%	43.8%	39.9%	27.1%	46.2%	11.1%	29.5%	38.5%	41.7%	36.4%
HEDIS/CAHPS SUMMARY RATE - Yes	115	8	32	37	34	44	66	60	36	18	50	39	26	14	101	9	104	51	64	8	43	59	49	7
	60.2%	66.7%	57.1%	59.7%	59.6%	57.9%	60.6%	57.7%	60.0%	72.0%	51.0%	67.2%	76.5%	58.3%	60.8%	56.3%	60.1%	72.9%	53.8%	88.9%	70.5%	61.5%	58.3%	63.6%

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

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2017



Q40. (CC) In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

CCC POPULATION

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

Q40. (CC) In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?																								
	115	8	32	37	34	44	66	60	36	18	50	39	26	14	101	9	104	51	64	8	43	59	49	7
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	112	8	32	35	33	42	65	60	34	17	50	38	24	14	98	9	101	49	63	8	41	58	47	7
No Answer	3	-	-	2	1	2	1	-	2	1	-	1	2	-	3	-	3	2	1	-	2	1	2	-
Always	62 55.4%	5 62.5% **	20 62.5% d	22 62.9% d	13 39.4% C	24 57.1%	35 53.8%	34 56.7%	18 52.9%	10 58.8% **	33 66.0% K	17 44.7%	12 50.0% **	4 28.6% **	58 59.2%	1 11.1% **	59 58.4%	28 57.1%	34 54.0%	3 37.5% **	25 61.0%	30 51.7%	29 61.7%	3 42.9% **
Usually	29 25.9%	2 25.0%	8 25.0%	4 11.4%	13 39.4% C	11 26.2%	17 26.2%	15 25.0%	10 29.4%	4 23.5% **	11 22.0%	12 31.6%	6 25.0%	5 35.7% **	24 24.5%	3 33.3% **	3 25.7%	13 26.5%	16 25.4%	2 25.0% **	11 26.8%	15 25.9%	11 23.4%	3 42.9% **
Sometimes	15 13.4%	1 12.5% **	3 9.4%	8 22.9%	3 9.1%	5 11.9%	9 13.8%	8 13.3%	5 14.7%	2 11.8% **	5 10.0%	6 15.8%	4 16.7% **	4 28.6% **	11 11.2%	4 44.4% **	11 10.9%	6 12.2%	9 14.3%	3 37.5% **	3 7.3%	11 19.0%	4 8.5%	- -
Never	6 5.4%	- -	1 3.1%	1 2.9%	4 12.1%	2 4.8%	4 6.2%	3 5.0%	1 2.9%	1 5.9% **	1 2.0%	3 7.9%	2 8.3% **	1 7.1% **	5 5.1%	1 11.1% **	5 5.0%	2 4.1%	4 6.3%	- -	2 4.9%	2 3.4%	3 6.4%	1 14.3% **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	91 81.3%	7 87.5% **	28 87.5%	26 74.3%	26 78.8%	35 83.3%	52 80.0%	49 81.7%	28 82.4%	14 82.4% **	44 88.0%	29 76.3%	18 75.0% **	9 64.3% **	82 83.7%	4 44.4% **	85 84.2%	41 83.7%	50 79.4%	5 62.5% **	36 87.8%	45 77.6%	40 85.1%	6 85.7% **
HEDIS/CAHPS SUMMARY RATE - Always	62 55.4%	5 62.5% **	20 62.5% d	22 62.9% d	13 39.4% C	24 57.1%	35 53.8%	34 56.7%	18 52.9%	10 58.8% **	33 66.0% K	17 44.7%	12 50.0% **	4 28.6% **	58 59.2%	1 11.1% **	59 58.4%	28 57.1%	34 54.0%	3 37.5% **	25 61.0%	30 51.7%	29 61.7%	3 42.9% **
3-Point Score	2.37	2.50	2.50	2.37	2.18	2.40	2.34	2.38	2.35	2.41	2.54	2.21	2.25	1.93	2.43	1.56	2.43	2.41	2.33	2.00	2.49	2.29	2.47	2.29

Cell Contents:  
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2017

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

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 40  
Level: Top

CCC POPULATION

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

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?																								
	247	13	66	82	77	97	141	134	74	35	125	73	47	33	212	24	219	84	161	10	73	122	112	13
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	243	13	64	81	76	96	138	131	74	34	123	72	46	31	210	24	219	84	157	10	73	120	110	13
No Answer	4	-	2	1	1	1	3	3	-	1	2	1	1	2	2	-	-	-	4	-	-	2	2	-
10 - Best personal doctor possible	133	4	36	46	43	57	71	73	39	18	73	35	24	11	121	-	133	49	83	3	46	71	59	3
	54.7%	30.8%	56.3%	56.8%	56.6%	59.4%	51.4%	55.7%	52.7%	52.9%	59.3%	48.6%	52.2%	35.5%	57.6%	M	60.7%	58.3%	52.9%	30.0%	63.0%	59.2%	53.6%	23.1%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	45	5	10	14	13	13	30	20	14	10	22	16	7	9	36	-	45	16	29	4	12	19	21	5
	18.5%	38.5%	15.6%	17.3%	17.1%	13.5%	21.7%	15.3%	18.9%	29.4%	17.9%	22.2%	15.2%	29.0%	17.1%	-	20.5%	19.0%	18.5%	40.0%	16.4%	15.8%	19.1%	38.5%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	41	7	13	16	10	16	24	24	14	3	17	15	9	4	36	-	41	10	31	1	8	18	20	3
	16.9%	7.7%	20.3%	19.8%	13.2%	16.7%	17.4%	18.3%	18.9%	8.8%	13.8%	20.8%	19.6%	12.9%	17.1%	-	18.7%	11.9%	19.7%	10.0%	11.0%	15.0%	18.2%	23.1%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	14	3	4	1	6	5	9	10	3	1	8	2	4	6	8	14	-	3	10	-	3	7	5	2
	5.8%	23.1%	6.3%	1.2%	7.9%	5.2%	6.5%	7.6%	4.1%	2.9%	6.5%	2.8%	8.7%	19.4%	3.8%	58.3%	-	3.6%	6.4%	-	4.1%	5.8%	4.5%	15.4%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	3	-	-	1	1	1	1	1	2	-	-	1	1	1	2	3	-	2	1	1	1	1	2	-
	1.2%	**	**	1.2%	1.3%	1.0%	0.7%	0.8%	2.7%	-	-	1.4%	2.2%	3.2%	1.0%	12.5%	-	2.4%	0.6%	10.0%	1.4%	0.8%	1.8%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	4	-	1	2	1	2	2	1	1	2	1	2	1	-	4	4	-	2	2	1	1	3	1	-
	1.6%	**	1.6%	2.5%	1.3%	2.1%	1.4%	0.8%	1.4%	5.9%	0.8%	2.8%	2.2%	-	1.9%	16.7%	-	2.4%	1.3%	10.0%	1.4%	2.5%	0.9%	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	1	-	-	-	1	1	-	1	-	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-
	0.4%	**	**	**	1.3%	1.0%	-	0.8%	-	-	0.8%	-	-	-	0.5%	4.2%	-	-	0.6%	-	-	-	0.9%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2	1	-	-	-	1	-	1	1	-	-	1	-	-	-	1	1	-	1	-	-	1	-	1	-
	0.4%	**	**	**	1.3%	-	0.7%	0.8%	-	-	0.8%	-	-	-	0.5%	4.2%	-	1.2%	-	-	1.4%	-	0.9%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1	1	-	-	1	-	1	-	-	1	-	-	1	-	-	1	1	-	1	-	-	1	0.8%	-	-
	0.4%	**	**	1.2%	-	1.0%	-	-	1.4%	-	-	1.4%	-	-	0.5%	4.2%	-	1.2%	-	-	1.4%	0.8%	-	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
0 - Worst personal doctor possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY - 0-3	3	-	-	1	2	2	1	2	1	-	2	1	-	-	3	3	-	2	1	-	2	1	2	-
	1.2%	**	**	1.2%	2.6%	2.1%	0.7%	1.5%	1.4%	-	1.6%	1.4%	-	-	1.4%	12.5%	-	2.4%	0.6%	-	2.7%	0.8%	1.8%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY - 4-7	21	3	5	4	8	8	12	12	6	3	9	5	6	7	14	21	-	7	13	2	5	11	8	2
	8.6%	23.1%	7.8%	4.9%	10.5%	8.3%	8.7%	9.2%	8.1%	8.8%	7.3%	6.9%	13.0%	22.6%	6.7%	87.5%	-	8.3%	8.3%	20.0%	6.8%	9.2%	7.3%	15.4%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - 8-10	219	10	59	76	66	86	125	117	67	31	112	66	40	24	193	-	219	75	143	8	66	108	100	11
	90.1%	76.9%	92.2%	93.8%	86.8%	89.6%	90.6%	89.3%	90.5%	91.2%	91.1%	91.7%	87.0%	77.4%	91.9%	M	100.0%	89.3%	91.1%	80.0%	90.4%	90.0%	90.9%	84.6%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - 9-10	178	9	46	60	56	70	101	93	53	28	95	51	31	20	157	-	178	65	112	7	58	90	80	8
	73.3%	69.2%	71.9%	74.1%	73.7%	72.9%	73.2%	71.0%	71.6%	82.4%	77.2%	70.8%	67.4%	64.5%	74.8%	**	81.3%	77.4%	71.3%	70.0%	79.5%	75.0%	72.7%	61.5%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.69	2.69	2.70	2.69	2.68	2.68	2.70	2.68	2.66	2.76	2.75	2.65	2.63	2.61	2.70	1.58	2.81	2.70	2.69	2.50	2.74	2.71	2.68	2.62

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

Presented by SPH Analytics  
770-978-3173  
2017

CCC POPULATION

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

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?																								
Total Eligible	247	13	66	82	77	97	141	134	74	35	125	73	47	33	212	24	219	84	161	10	73	122	112	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	245	13	65	82	76	96	140	133	74	34	124	72	47	32	211	23	219	84	159	10	73	120	112	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	1	1	1	1	-	1	1	1	-	1	1	-	-	2	-	-	2	-	-	-
Yes	174	11	44	57	57	64	104	87	53	31	80	50	43	26	147	18	153	58	115	6	52	84	78	12
	71.0%	84.6%	67.7%	69.5%	75.0%	66.7%	74.3%	65.4%	71.6%	91.2%	64.5%	69.4%	91.5%	81.3%	69.7%	78.3%	69.9%	69.0%	72.3%	60.0%	71.2%	70.0%	69.6%	92.3%
No	71	2	21	25	19	32	36	46	21	3	44	22	4	6	64	5	66	26	44	4	21	36	34	1
	29.0%	15.4%	32.3%	30.5%	25.0%	33.3%	25.7%	34.6%	28.4%	8.8%	35.5%	30.6%	8.5%	18.8%	30.3%	21.7%	30.1%	31.0%	27.7%	40.0%	28.8%	30.0%	30.4%	7.7%
HEDIS/CAHPS SUMMARY RATE - Yes	174	11	44	57	57	64	104	87	53	31	80	50	43	26	147	18	153	58	115	6	52	84	78	12
	71.0%	84.6%	67.7%	69.5%	75.0%	66.7%	74.3%	65.4%	71.6%	91.2%	64.5%	69.4%	91.5%	81.3%	69.7%	78.3%	69.9%	69.0%	72.3%	60.0%	71.2%	70.0%	69.6%	92.3%

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

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2017

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 42  
Level: Top

CCC POPULATION

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

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?																								
Total Eligible	174	11	44	57	57	64	104	87	53	31	80	50	43	26	147	18	153	58	115	6	52	84	78	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	167	11	44	54	53	63	98	83	52	29	77	50	39	24	142	14	151	56	110	6	50	81	74	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	-	3	4	1	6	4	1	2	3	-	4	2	5	4	2	2	5	-	2	3	4	-
Yes	156	10	42	51	49	60	91	76	50	27	73	48	34	21	134	13	141	53	102	5	48	77	68	11
	93.4%	90.9%	95.5%	94.4%	92.5%	95.2%	92.9%	91.6%	96.2%	93.1%	94.8%	96.0%	87.2%	87.5%	94.4%	92.9%	93.4%	94.6%	92.7%	83.3%	96.0%	95.1%	91.9%	91.7%
No	11	1	2	3	4	3	7	7	2	2	4	2	5	3	8	1	10	3	8	1	2	4	6	1
	6.6%	9.1%	4.5%	5.6%	7.5%	4.8%	7.1%	8.4%	3.8%	6.9%	5.2%	4.0%	12.8%	12.5%	5.6%	7.1%	6.6%	5.4%	7.3%	16.7%	4.0%	4.9%	8.1%	8.3%
HEDIS/CAHPS SUMMARY RATE - Yes	156	10	42	51	49	60	91	76	50	27	73	48	34	21	134	13	141	53	102	5	48	77	68	11
	93.4%	90.9%	95.5%	94.4%	92.5%	95.2%	92.9%	91.6%	96.2%	93.1%	94.8%	96.0%	87.2%	87.5%	94.4%	92.9%	93.4%	94.6%	92.7%	83.3%	96.0%	95.1%	91.9%	91.7%
3-Point Score	2.87	2.82	2.91	2.89	2.85	2.90	2.86	2.83	2.92	2.86	2.90	2.92	2.74	2.75	2.89	2.86	2.87	2.89	2.85	2.67	2.92	2.90	2.84	2.83

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

Presented by SPH Analytics  
770-978-3173  
2017

Q44. (FCC-PD) Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 43  
Level: Top

CCC POPULATION

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

Q44. (FCC-PD) Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?																								
Total Eligible	174	11	44	57	57	64	104	87	53	31	80	50	43	26	147	18	153	58	115	6	52	84	78	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	170	10	44	56	55	63	101	85	51	31	77	50	42	25	144	17	150	56	113	6	50	82	76	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	-	1	2	1	3	2	2	-	3	-	1	1	3	1	3	2	2	-	2	2	2	-
Yes	149	10	40	51	44	55	89	73	48	26	70	45	33	21	127	13	134	49	99	5	44	72	66	11
	87.6%	100.0%	90.9%	91.1%	80.0%	87.3%	88.1%	85.9%	94.1%	83.9%	90.9%	90.0%	78.6%	84.0%	88.2%	76.5%	89.3%	87.5%	87.6%	83.3%	88.0%	87.8%	86.8%	91.7%
No	21	-	4	5	11	8	12	12	3	5	7	5	9	4	17	4	16	7	14	1	6	10	10	1
	12.4%	-	9.1%	8.9%	20.0%	12.7%	11.9%	14.1%	5.9%	16.1%	9.1%	10.0%	21.4%	16.0%	11.8%	23.5%	10.7%	12.5%	12.4%	16.7%	12.0%	12.2%	13.2%	8.3%
HEDIS/CAHPS SUMMARY RATE - Yes	149	10	40	51	44	55	89	73	48	26	70	45	33	21	127	13	134	49	99	5	44	72	66	11
	87.6%	100.0%	90.9%	91.1%	80.0%	87.3%	88.1%	85.9%	94.1%	83.9%	90.9%	90.0%	78.6%	84.0%	88.2%	76.5%	89.3%	87.5%	87.6%	83.3%	88.0%	87.8%	86.8%	91.7%
3-Point Score	2.75	3.00	2.82	2.82	2.60	2.75	2.76	2.72	2.88	2.68	2.82	2.80	2.57	2.68	2.76	2.53	2.79	2.75	2.75	2.67	2.76	2.76	2.74	2.83

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

Presented by SPH Analytics  
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2017

Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

CCC POPULATION

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

Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	269	15	72	85	87	106	151	147	81	37	132	84	51	39	227	23	219	85	182	11	73	135	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	1	-	1	-	-	1	1	-	-
Yes	117	7	33	35	37	48	64	51	40	23	58	33	24	18	99	11	97	47	70	5	42	61	51	5
	43.5%	46.7% **	45.8%	41.2%	42.5%	45.3%	42.4%	34.7%	49.4% G	62.2% G	43.9%	39.3%	47.1%	46.2%	43.6%	47.8% **	44.3%	55.3% R	38.5%	45.5% **	57.5%	45.2%	42.1%	38.5% **
No	152	8	39	50	50	58	87	96	41	14	74	51	27	21	128	12	122	38	112	6	31	74	70	8
	56.5%	53.3% **	54.2%	58.8%	57.5%	54.7%	57.6%	65.3% H	50.6%	37.8%	56.1%	60.7%	52.9%	53.8%	56.4%	52.2% **	55.7%	44.7%	61.5% Q	54.5% **	42.5%	54.8%	57.9%	61.5% **
HEDIS/CAHPS SUMMARY RATE - Yes	117	7	33	35	37	48	64	51	40	23	58	33	24	18	99	11	97	47	70	5	42	61	51	5
	43.5%	46.7% **	45.8%	41.2%	42.5%	45.3%	42.4%	34.7%	49.4% G	62.2% G	43.9%	39.3%	47.1%	46.2%	43.6%	47.8% **	44.3%	55.3% R	38.5%	45.5% **	57.5%	45.2%	42.1%	38.5% **

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

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

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

CCC POPULATION

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

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?																								
Total Eligible	117	7	33	35	37	48	64	51	40	23	58	33	24	18	99	11	97	47	70	5	42	61	51	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	116	7	32	35	37	48	63	50	40	23	57	33	24	18	98	11	97	47	69	5	42	61	50	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-
Always	64	5	13	23	21	28	33	27	23	13	26	19	18	6	58	5	54	24	40	1	23	30	29	5
	55.2%	71.4%	40.6%	65.7%	56.8%	58.3%	52.4%	54.0%	57.5%	56.5%	45.6%	57.6%	75.0%	33.3%	59.2%	45.5%	55.7%	51.1%	58.0%	20.0%	54.8%	49.2%	58.0%	100.0%
Usually	37	2	17	8	10	12	24	18	14	5	25	9	3	7	30	2	32	16	21	2	14	20	17	-
	31.9%	28.6%	53.1%	22.9%	27.0%	25.0%	38.1%	36.0%	35.0%	21.7%	43.9%	27.3%	12.5%	38.9%	30.6%	18.2%	33.0%	34.0%	30.4%	40.0%	33.3%	32.8%	34.0%	-
Sometimes	11	-	1	4	4	6	4	3	3	3	3	4	3	4	7	3	8	5	6	1	4	9	2	-
	9.5%	-	3.1%	11.4%	10.8%	12.5%	6.3%	6.0%	7.5%	13.0%	5.3%	12.1%	12.5%	22.2%	7.1%	27.3%	8.2%	10.6%	8.7%	20.0%	9.5%	14.8%	4.0%	-
Never	4	-	1	-	2	2	2	2	-	2	3	1	-	1	3	1	3	2	2	1	1	2	2	-
	3.4%	-	3.1%	-	5.4%	4.2%	3.2%	4.0%	-	8.7%	5.3%	3.0%	-	5.6%	3.1%	9.1%	3.1%	4.3%	2.9%	20.0%	2.4%	3.3%	4.0%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	101	7	30	31	31	40	57	45	37	18	51	28	21	13	88	7	86	40	61	3	37	50	46	5
	87.1%	100.0%	93.8%	88.6%	83.8%	83.3%	90.5%	90.0%	92.5%	78.3%	89.5%	84.8%	87.5%	72.2%	89.8%	63.6%	88.7%	85.1%	88.4%	60.0%	88.1%	82.0%	92.0%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	64	5	13	23	21	28	33	27	23	13	26	19	18	6	58	5	54	24	40	1	23	30	29	5
	55.2%	71.4%	40.6%	65.7%	56.8%	58.3%	52.4%	54.0%	57.5%	56.5%	45.6%	57.6%	75.0%	33.3%	59.2%	45.5%	55.7%	51.1%	58.0%	20.0%	54.8%	49.2%	58.0%	100.0%
3-Point Score	2.42	2.71	2.34	2.54	2.41	2.42	2.43	2.44	2.50	2.35	2.35	2.42	2.63	2.06	2.49	2.09	2.44	2.36	2.46	1.80	2.43	2.31	2.50	3.00

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

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2017

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

Q47. How many specialists has your child seen in the last 6 months?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

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Level: Top

CCC POPULATION

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

Q47. How many specialists has your child seen in the last 6 months?																								
Total Eligible	117	7	33	35	37	48	64	51	40	23	58	33	24	18	99	11	97	47	70	5	42	61	51	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	115	7	32	35	36	46	64	50	40	22	57	33	23	17	98	11	95	46	69	5	41	59	51	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	1	2	-	1	-	1	1	-	1	1	-	2	1	1	-	1	2	-	-	-
None	6	-	2	-	2	1	5	4	1	-	5	1	-	1	5	1	5	-	6	-	-	4	2	-
	5.2%	-	6.3%	-	5.6%	2.2%	7.8%	8.0%	2.5%	-	8.8%	3.0%	-	5.9%	5.1%	9.1%	5.3%	-	8.7%	-	-	6.8%	3.9%	-
1 specialist	69	2	22	22	22	35	32	28	27	13	33	21	15	6	63	7	55	25	44	-	25	36	29	4
	60.0%	28.6%	68.8%	62.9%	61.1%	76.1%	50.0%	56.0%	67.5%	59.1%	57.9%	63.6%	65.2%	35.3%	64.3%	63.6%	57.9%	54.3%	63.8%	-	61.0%	61.0%	56.9%	80.0%
2	21	2	5	8	5	6	14	9	7	5	10	7	4	6	15	1	18	10	11	2	8	10	11	-
	18.3%	28.6%	15.6%	22.9%	13.9%	13.0%	21.9%	18.0%	17.5%	22.7%	17.5%	21.2%	17.4%	35.3%	15.3%	9.1%	18.9%	21.7%	15.9%	40.0%	19.5%	16.9%	21.6%	-
3	12	1	2	4	5	2	10	6	3	2	6	3	2	3	9	1	11	5	7	1	4	6	6	-
	10.4%	14.3%	6.3%	11.4%	13.9%	4.3%	15.6%	12.0%	7.5%	9.1%	10.5%	9.1%	8.7%	17.6%	9.2%	9.1%	11.6%	10.9%	10.1%	20.0%	9.8%	10.2%	11.8%	-
4	3	2	-	1	-	1	2	1	1	1	-	1	2	-	3	-	3	3	-	-	3	1	1	1
	2.6%	28.6%	-	2.9%	-	2.2%	3.1%	2.0%	2.5%	4.5%	-	3.0%	8.7%	-	3.1%	-	3.2%	6.5%	-	-	7.3%	1.7%	2.0%	20.0%
5 or more specialists	4	-	1	-	2	1	1	2	1	1	3	-	-	1	3	1	3	3	1	2	1	2	2	-
	3.5%	-	3.1%	-	5.6%	2.2%	1.6%	4.0%	2.5%	4.5%	5.3%	-	-	5.9%	3.1%	9.1%	3.2%	6.5%	1.4%	40.0%	2.4%	3.4%	3.9%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more specialist	109	7	30	35	34	45	59	46	39	22	52	32	23	16	93	10	90	46	63	5	41	55	49	5
	94.8%	100.0%	93.8%	100.0%	94.4%	97.8%	92.2%	92.0%	97.5%	100.0%	91.2%	97.0%	100.0%	94.1%	94.9%	90.9%	94.7%	100.0%	91.3%	100.0%	100.0%	93.2%	96.1%	100.0%
		**								**			**	**	**		R	**		**				**

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

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Q48. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

CCC POPULATION

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

Q48. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?																									
Total Eligible	109	7	30	35	34	45	59	46	39	22	52	32	23	16	93	10	90	46	63	5	41	55	49	5	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Total Valid Responses	109	7	30	35	34	45	59	46	39	22	52	32	23	16	93	10	90	46	63	5	41	55	49	5	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
10 - Best specialist possible	60	3	16	20	19	31	26	24	22	13	24	21	14	6	54	4	52	26	34	2	24	29	28	3	
	55.0%	42.9%	53.3%	57.1%	55.9%	68.9%	44.1%	52.2%	56.4%	59.1%	46.2%	65.6%	60.9%	37.5%	58.1%	40.0%	57.8%	56.5%	54.0%	40.0%	58.5%	52.7%	57.1%	60.0%	
9	18	-	5	7	6	3	15	6	9	3	9	6	3	2	16	3	12	8	10	-	8	12	5	1	
	16.5%	**	16.7%	20.0%	17.6%	6.7%	25.4%	13.0%	23.1%	13.6%	17.3%	18.8%	13.0%	12.5%	17.2%	30.0%	13.3%	17.4%	15.9%	**	19.5%	21.8%	10.2%	20.0%	
8	17	3	3	5	6	7	10	11	3	3	9	3	5	4	13	1	15	6	11	-	6	6	10	1	
	15.6%	42.9%	10.0%	14.3%	17.6%	15.6%	16.9%	23.9%	7.7%	13.6%	17.3%	9.4%	21.7%	25.0%	14.0%	10.0%	16.7%	13.0%	17.5%	**	14.6%	10.9%	20.4%	20.0%	
7	4	1	1	2	-	1	3	1	1	2	3	-	1	-	4	-	4	3	1	1	2	1	3	-	
	3.7%	14.3%	3.3%	5.7%	-	2.2%	5.1%	2.2%	2.6%	9.1%	5.8%	-	4.3%	**	4.3%	**	4.4%	6.5%	1.6%	20.0%	4.9%	1.8%	6.1%	**	
6	3	-	2	-	-	-	1	1	2	-	2	-	-	1	2	1	2	2	1	1	1	1	2	-	
	2.8%	**	6.7%	-	-	-	1.7%	2.2%	5.1%	**	3.8%	-	-	6.3%	2.2%	10.0%	2.2%	4.3%	1.6%	20.0%	2.4%	1.8%	4.1%	**	
5	3	-	-	3	2	1	2	2	-	-	2	1	-	1	2	1	2	-	3	-	-	3	-	-	
	2.8%	**	-	8.8%	4.4%	1.7%	4.3%	4.3%	-	**	3.8%	3.1%	**	6.3%	2.2%	10.0%	2.2%	-	4.8%	**	**	5.5%	-	**	
4	2	-	1	1	-	1	1	1	1	-	1	1	-	1	1	-	1	-	2	-	-	2	-	-	
	1.8%	**	3.3%	2.9%	-	2.2%	1.7%	2.2%	2.6%	**	1.9%	3.1%	**	6.3%	1.1%	-	1.1%	-	3.2%	**	**	3.6%	-	**	
3	1	-	1	-	-	-	1	-	1	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-	
	0.9%	**	3.3%	-	-	-	1.7%	-	2.6%	**	1.9%	-	-	**	1.1%	-	1.1%	-	1.6%	**	**	1.8%	-	**	
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
0 - Worst specialist possible	1	-	1	-	-	-	1	-	-	1	1	-	-	1	-	-	1	1	-	1	-	-	1	-	
	0.9%	**	3.3%	-	-	-	1.7%	-	-	4.5%	1.9%	-	-	6.3%	-	-	1.1%	2.2%	-	20.0%	-	-	2.0%	-	
SUMMARY - 0-3	2	-	2	-	-	-	2	-	1	1	2	-	-	1	1	1	2	1	1	1	-	1	1	-	
	1.8%	**	6.7%	-	-	-	3.4%	-	2.6%	4.5%	3.8%	-	-	6.3%	1.1%	-	2.2%	2.2%	1.6%	20.0%	-	1.8%	2.0%	-	
SUMMARY - 4-7	12	1	4	3	3	4	6	5	4	2	8	2	1	3	9	2	9	5	7	2	3	7	5	-	
	11.0%	14.3%	13.3%	8.6%	8.8%	8.9%	10.2%	10.9%	10.3%	9.1%	15.4%	6.3%	4.3%	18.8%	9.7%	20.0%	10.0%	10.9%	11.1%	40.0%	7.3%	12.7%	10.2%	**	
HEDIS/CAHPS SUMMARY RATE - 8-10	95	6	24	32	31	41	51	41	34	19	42	30	22	12	83	8	79	40	55	2	38	47	43	5	
	87.2%	85.7%	80.0%	91.4%	91.2%	91.1%	86.4%	89.1%	87.2%	86.4%	80.8%	93.8%	95.7%	75.0%	89.2%	80.0%	87.8%	87.0%	87.3%	40.0%	92.7%	85.5%	87.8%	100.0%	
HEDIS/CAHPS SUMMARY RATE - 9-10	78	3	21	27	25	34	41	30	31	16	33	27	17	8	70	7	64	34	44	2	32	41	33	4	
	71.6%	42.9%	70.0%	77.1%	73.5%	75.6%	69.5%	65.2%	79.5%	72.7%	63.5%	84.4%	73.9%	50.0%	75.3%	70.0%	71.1%	73.9%	69.8%	40.0%	78.0%	74.5%	67.3%	80.0%	
3-Point Score	2.62	2.43	2.53	2.74	2.65	2.69	2.61	2.57	2.69	2.68	2.50	2.78	2.74	2.25	2.69	2.50	2.63	2.67	2.59	2.00	2.76	2.62	2.61	2.80	

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

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

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	14	71	86	87	105	151	147	80	37	132	83	51	39	226	23	218	86	182	11	74	136	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	1	-	-	2	-	1	1	-	1	1	-	-	2	1	1	-	-	-	-	-	2	-
Yes	86	5	23	33	22	39	42	39	24	22	44	20	20	10	75	9	75	86	-	11	74	46	38	2
	32.1%	35.7%	32.4%	38.4%	25.3%	37.1%	27.8%	26.5%	30.0%	59.5%	33.3%	24.1%	39.2%	25.6%	33.2%	39.1%	34.4%	100.0%	-	100.0%	100.0%	33.8%	31.9%	15.4%
No	182	9	48	53	65	66	109	108	56	15	88	63	31	29	151	14	143	-	182	-	-	90	81	11
	67.9%	64.3%	67.6%	61.6%	74.7%	62.9%	72.2%	73.5%	70.0%	40.5%	66.7%	75.9%	60.8%	74.4%	66.8%	60.9%	65.6%	-	100.0%	-	-	66.2%	68.1%	84.6%
HEDIS/CAHPS SUMMARY RATE - Yes	86	5	23	33	22	39	42	39	24	22	44	20	20	10	75	9	75	86	-	11	74	46	38	2
	32.1%	35.7%	32.4%	38.4%	25.3%	37.1%	27.8%	26.5%	30.0%	59.5%	33.3%	24.1%	39.2%	25.6%	33.2%	39.1%	34.4%	100.0%	-	100.0%	100.0%	33.8%	31.9%	15.4%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

Presented by SPH Analytics  
770-978-3173  
2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 49  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?																								
Total Eligible	86	5	23	33	22	39	42	39	24	22	44	20	20	10	75	9	75	86	-	11	74	46	38	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	85	5	23	33	22	38	42	39	23	22	44	20	19	10	75	9	74	85	-	11	74	45	38	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-	1	1	-	-	-	1	-	-
Always	53	3	15	24	11	20	31	26	15	11	30	9	13	2	51	5	47	53	-	-	53	26	25	2
	62.4%	60.0%	65.2%	72.7%	50.0%	52.6%	73.8%	66.7%	65.2%	50.0%	68.2%	45.0%	68.4%	20.0%	68.0%	55.6%	63.5%	62.4%	-	-	71.6%	57.8%	65.8%	100.0%
Usually	21	1	5	5	10	14	7	9	5	7	9	7	5	2	19	2	19	21	-	-	21	13	8	-
	24.7%	20.0%	21.7%	15.2%	45.5%	36.8%	16.7%	23.1%	21.7%	31.8%	20.5%	35.0%	26.3%	20.0%	25.3%	22.2%	25.7%	24.7%	-	-	28.4%	28.9%	21.1%	-
Sometimes	7	1	3	3	1	3	2	2	3	2	2	4	-	3	4	2	4	7	-	7	-	6	1	-
	8.2%	20.0%	4.3%	9.1%	4.5%	7.9%	4.8%	5.1%	13.0%	9.1%	4.5%	20.0%	-	30.0%	5.3%	22.2%	5.4%	8.2%	-	63.6%	-	13.3%	2.6%	-
Never	4	-	2	1	-	1	2	2	-	2	3	-	1	3	1	-	4	4	-	4	-	-	4	-
	4.7%	-	8.7%	3.0%	-	2.6%	4.8%	5.1%	-	9.1%	6.8%	-	5.3%	30.0%	1.3%	-	5.4%	4.7%	-	36.4%	-	-	10.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	74	4	20	29	21	34	38	35	20	18	39	16	18	4	70	7	66	74	-	-	74	39	33	2
	87.1%	80.0%	87.0%	87.9%	95.5%	89.5%	90.5%	89.7%	87.0%	81.8%	88.6%	80.0%	94.7%	40.0%	93.3%	77.8%	89.2%	87.1%	-	-	100.0%	86.7%	86.8%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	53	3	15	24	11	20	31	26	15	11	30	9	13	2	51	5	47	53	-	-	53	26	25	2
	62.4%	60.0%	65.2%	72.7%	50.0%	52.6%	73.8%	66.7%	65.2%	50.0%	68.2%	45.0%	68.4%	20.0%	68.0%	55.6%	63.5%	62.4%	-	-	71.6%	57.8%	65.8%	100.0%
3-Point Score	2.49	2.40	2.52	2.61	2.45	2.42	2.64	2.56	2.52	2.32	2.57	2.25	2.63	1.60	2.61	2.33	2.53	2.49	-	1.00	2.72	2.44	2.53	3.00

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

Presented by SPH Analytics  
770-978-3173  
2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 50  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?																								
Total Eligible	86	5	23	33	22	39	42	39	24	22	44	20	20	10	75	9	75	86	-	11	74	46	38	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	85	5	23	33	22	38	42	39	23	22	44	20	19	10	75	9	74	85	-	11	74	45	38	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-	1	1	-	-	-	1	-	-
Always	66	3	17	27	19	27	36	32	17	16	36	12	17	4	62	7	57	66	-	6	60	36	28	2
	77.6%	60.0%	73.9%	81.8%	86.4%	71.1%	85.7%	82.1%	73.9%	72.7%	81.8%	60.0%	89.5%	40.0%	82.7%	77.8%	77.0%	77.6%	-	54.5%	81.1%	80.0%	73.7%	100.0%
Usually	15	2	6	4	3	10	5	6	4	5	7	7	1	2	13	1	14	15	-	2	13	6	9	-
	17.6%	40.0%	26.1%	12.1%	13.6%	26.3%	11.9%	15.4%	17.4%	22.7%	15.9%	35.0%	5.3%	20.0%	17.3%	11.1%	18.9%	17.6%	-	18.2%	17.6%	13.3%	23.7%	-
Sometimes	3	-	-	2	-	1	1	-	2	1	1	1	-	3	-	1	2	3	-	2	1	3	-	-
	3.5%	**	**	6.1%	**	2.6%	2.4%	-	8.7%	4.5%	2.3%	5.0%	-	30.0%	-	11.1%	2.7%	3.5%	-	18.2%	1.4%	6.7%	-	**
Never	1	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	1	1	-	1	-	-	1	-
	1.2%	**	**	**	**	**	**	2.6%	**	**	**	**	5.3%	10.0%	**	**	1.4%	1.2%	-	9.1%	**	**	2.6%	**
HEDIS/CAHPS SUMMARY RATE - Always/Usually	81	5	23	31	22	37	41	38	21	21	43	19	18	6	75	8	71	81	-	8	73	42	37	2
	95.3%	100.0%	100.0%	93.9%	100.0%	97.4%	97.6%	97.4%	91.3%	95.5%	97.7%	95.0%	94.7%	60.0%	100.0%	88.9%	95.9%	95.3%	-	72.7%	98.6%	93.3%	97.4%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	66	3	17	27	19	27	36	32	17	16	36	12	17	4	62	7	57	66	-	6	60	36	28	2
	77.6%	60.0%	73.9%	81.8%	86.4%	71.1%	85.7%	82.1%	73.9%	72.7%	81.8%	60.0%	89.5%	40.0%	82.7%	77.8%	77.0%	77.6%	-	54.5%	81.1%	80.0%	73.7%	100.0%
3-Point Score	2.73	2.60	2.74	2.76	2.86	2.68	2.83	2.79	2.65	2.68	2.80	2.55	2.84	2.00	2.83	2.67	2.73	2.73	-	2.27	2.80	2.73	2.71	3.00

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	267	15	71	85	86	105	150	147	80	36	132	83	50	39	225	24	216	85	180	11	73	135	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	1	1	1	2	1	1	1	1	1	1	1	-	3	-	3	1	2	-	1	1	2	-
Yes	83	7	19	35	19	37	41	42	26	14	39	22	20	8	75	8	70	45	37	5	40	37	43	3
	31.1%	46.7%	26.8%	41.2%	22.1%	35.2%	27.3%	28.6%	32.5%	38.9%	29.5%	26.5%	40.0%	20.5%	33.3%	33.3%	32.4%	52.9%	20.6%	45.5%	54.8%	27.4%	36.1%	23.1%
No	184	8	52	50	67	68	109	105	54	22	93	61	30	31	150	16	146	40	143	6	33	98	76	10
	68.9%	53.3%	73.2%	58.8%	77.9%	64.8%	72.7%	71.4%	67.5%	61.1%	70.5%	73.5%	60.0%	79.5%	66.7%	66.7%	67.6%	47.1%	79.4%	54.5%	45.2%	72.6%	63.9%	76.9%
HEDIS/CAHPS SUMMARY RATE - Yes	83	7	19	35	19	37	41	42	26	14	39	22	20	8	75	8	70	45	37	5	40	37	43	3
	31.1%	46.7%	26.8%	41.2%	22.1%	35.2%	27.3%	28.6%	32.5%	38.9%	29.5%	26.5%	40.0%	20.5%	33.3%	33.3%	32.4%	52.9%	20.6%	45.5%	54.8%	27.4%	36.1%	23.1%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 52  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?																								
Total Eligible	267	15	71	85	86	105	150	147	80	36	132	83	50	39	225	24	216	85	180	11	73	135	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	267	15	71	85	86	105	150	147	80	36	132	83	50	39	225	24	216	85	180	11	73	135	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	235	13	64	72	77	94	130	130	71	31	119	72	43	33	199	19	191	72	161	9	62	123	101	11
	88.0%	86.7%	90.1%	84.7%	89.5%	89.5%	86.7%	88.4%	88.8%	86.1%	90.2%	86.7%	86.0%	84.6%	88.4%	79.2%	88.4%	84.7%	89.4%	81.8%	84.9%	91.1%	84.9%	84.6%
Usually	17	-	3	8	5	4	12	10	4	2	6	6	4	4	13	2	14	7	10	1	6	7	9	1
	6.4%	-	4.2%	9.4%	5.8%	3.8%	8.0%	6.8%	5.0%	5.6%	4.5%	7.2%	8.0%	10.3%	5.8%	8.3%	6.5%	8.2%	5.6%	9.1%	8.2%	5.2%	7.6%	7.7%
Sometimes	12	2	4	3	3	6	6	5	4	3	6	3	3	2	10	3	8	5	7	1	4	5	7	-
	4.5%	13.3%	5.6%	3.5%	3.5%	5.7%	4.0%	3.4%	5.0%	8.3%	4.5%	3.6%	6.0%	5.1%	4.4%	12.5%	3.7%	5.9%	3.9%	9.1%	5.5%	3.7%	5.9%	-
Never	3	-	-	2	1	1	2	2	1	-	1	2	-	-	3	-	3	1	2	-	1	-	2	1
	1.1%	-	-	2.4%	1.2%	1.0%	1.3%	1.4%	1.3%	-	0.8%	2.4%	-	-	1.3%	-	1.4%	1.2%	1.1%	-	1.4%	-	1.7%	7.7%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	252	13	67	80	82	98	142	140	75	33	125	78	47	37	212	21	205	79	171	10	68	130	110	12
	94.4%	86.7%	94.4%	94.1%	95.3%	93.3%	94.7%	95.2%	93.8%	91.7%	94.7%	94.0%	94.0%	94.9%	94.2%	87.5%	94.9%	92.9%	95.0%	90.9%	93.2%	96.3%	92.4%	92.3%
HEDIS/CAHPS SUMMARY RATE - Always	235	13	64	72	77	94	130	130	71	31	119	72	43	33	199	19	191	72	161	9	62	123	101	11
	88.0%	86.7%	90.1%	84.7%	89.5%	89.5%	86.7%	88.4%	88.8%	86.1%	90.2%	86.7%	86.0%	84.6%	88.4%	79.2%	88.4%	84.7%	89.4%	81.8%	84.9%	91.1%	84.9%	84.6%
3-Point Score	2.82	2.73	2.85	2.79	2.85	2.83	2.81	2.84	2.83	2.78	2.85	2.81	2.80	2.79	2.83	2.67	2.83	2.78	2.84	2.73	2.78	2.87	2.77	2.77

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

Presented by SPH Analytics  
770-978-3173  
2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	267	15	72	86	85	106	149	146	80	37	133	82	50	39	228	24	217	85	180	11	74	133	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	2	1	2	2	1	-	-	2	1	-	-	-	2	1	2	-	-	3	-	-
10 - Best health plan possible	131	6	33	47	42	54	69	74	38	17	71	33	26	-	131	5	114	49	81	4	45	62	64	5
	49.1%	40.0%	45.8%	54.7%	49.4%	50.9%	46.3%	50.7%	47.5%	45.9%	53.4%	40.2%	52.0%	-	57.5%	20.8%	52.5%	57.6%	45.0%	36.4%	60.8%	46.6%	52.9%	38.5%
9	45	2	14	15	12	15	29	25	13	6	22	15	8	-	45	2	40	11	34	-	11	22	19	4
	16.9%	13.3%	19.4%	17.4%	14.1%	14.2%	19.5%	17.1%	16.3%	16.2%	16.5%	18.3%	16.0%	-	19.7%	8.3%	18.4%	12.9%	18.9%	-	14.9%	16.5%	15.7%	30.8%
8	52	5	14	15	17	24	27	25	21	6	23	18	11	-	52	10	39	15	36	1	14	28	22	2
	19.5%	33.3%	19.4%	17.4%	20.0%	22.6%	18.1%	17.1%	26.3%	16.2%	17.3%	22.0%	22.0%	-	22.8%	41.7%	18.0%	17.6%	20.0%	9.1%	18.9%	21.1%	18.2%	15.4%
7	18	2	3	4	9	5	13	15	3	-	11	6	1	18	-	5	11	3	15	1	2	9	8	1
	6.7%	13.3%	4.2%	4.7%	10.6%	4.7%	8.7%	10.3%	3.8%	-	8.3%	7.3%	2.0%	46.2%	-	20.8%	5.1%	3.5%	8.3%	9.1%	2.7%	6.8%	6.6%	7.7%
6	9	-	3	3	2	3	5	3	2	4	4	3	1	9	-	2	4	4	5	2	2	5	3	1
	3.4%	-	4.2%	3.5%	2.4%	2.8%	3.4%	2.1%	2.5%	10.8%	3.0%	3.7%	2.0%	23.1%	-	8.3%	1.8%	4.7%	2.8%	18.2%	2.7%	3.8%	2.5%	7.7%
5	8	-	3	1	3	3	4	3	3	2	2	4	2	8	-	-	6	2	6	2	-	3	5	-
	3.0%	-	4.2%	1.2%	3.5%	2.8%	2.7%	2.1%	3.8%	5.4%	1.5%	4.9%	4.0%	20.5%	-	-	2.8%	2.4%	3.3%	18.2%	-	2.3%	4.1%	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	3	-	1	1	-	1	2	-	-	2	-	2	1	3	-	-	3	1	2	1	-	3	-	-
	1.1%	-	1.4%	1.2%	-	0.9%	1.3%	-	-	5.4%	-	2.4%	2.0%	7.7%	-	-	1.4%	1.2%	1.1%	9.1%	-	2.3%	-	-
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	1	-	1	-	-	1	-	1	-	-	-	1	-	1	-	-	-	-	1	-	-	1	-	-
	0.4%	-	1.4%	-	-	0.9%	-	0.7%	-	-	-	1.2%	-	2.6%	-	-	-	-	0.6%	-	-	0.8%	-	-
0 - Worst health plan possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	4	-	2	1	-	2	2	1	-	2	-	3	1	4	-	-	3	1	3	1	-	4	-	-
	1.5%	-	2.8%	1.2%	-	1.9%	1.3%	0.7%	-	5.4%	-	3.7%	2.0%	10.3%	-	-	1.4%	1.2%	1.7%	9.1%	-	3.0%	-	-
SUMMARY - 4-7	35	2	9	8	14	11	22	21	8	6	17	13	4	35	-	7	21	9	26	5	4	17	16	2
	13.1%	13.3%	12.5%	9.3%	16.5%	10.4%	14.8%	14.4%	10.0%	16.2%	12.8%	15.9%	8.0%	89.7%	-	29.2%	9.7%	10.6%	14.4%	45.5%	5.4%	12.8%	13.2%	15.4%
HEDIS/CAHPS SUMMARY RATE - 8-10	228	13	61	77	71	93	125	124	72	29	116	66	45	-	228	17	193	75	151	5	70	112	105	11
	85.4%	86.7%	84.7%	89.5%	83.5%	87.7%	83.9%	84.9%	90.0%	78.4%	87.2%	80.5%	90.0%	-	100.0%	70.8%	88.9%	88.2%	83.9%	45.5%	94.6%	84.2%	86.8%	84.6%
HEDIS/CAHPS SUMMARY RATE - 9-10	176	8	47	62	54	69	98	99	51	23	93	48	34	-	176	7	154	60	115	4	56	84	83	9
	65.9%	53.3%	65.3%	72.1%	63.5%	65.1%	65.8%	67.8%	63.8%	62.2%	69.9%	58.5%	68.0%	-	77.2%	29.2%	71.0%	70.6%	63.9%	36.4%	75.7%	63.2%	68.6%	69.2%
3-Point Score	2.58	2.53	2.54	2.66	2.58	2.58	2.58	2.63	2.58	2.41	2.65	2.46	2.60	1.46	2.77	2.21	2.65	2.62	2.56	1.91	2.73	2.54	2.62	2.62

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:

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770-978-3173  
2017

Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	211	14	58	70	63	89	114	104	72	32	109	64	36	30	181	19	172	71	139	8	63	103	97	11
	78.1%	93.3%	80.6%	81.4%	72.4%	83.2%	75.5%	70.3%	88.9%	86.5%	82.0%	76.2%	70.6%	76.9%	79.4%	79.2%	78.5%	82.6%	76.4%	72.7%	85.1%	75.7%	80.2%	84.6%
No	59	1	14	16	24	18	37	44	9	5	24	20	15	9	47	5	47	15	43	3	11	33	24	2
	21.9%	6.7%	19.4%	18.6%	27.6%	16.8%	24.5%	29.7%	11.1%	13.5%	18.0%	23.8%	29.4%	23.1%	20.6%	20.8%	21.5%	17.4%	23.6%	27.3%	14.9%	24.3%	19.8%	15.4%
HEDIS/CAHPS SUMMARY RATE - Yes	211	14	58	70	63	89	114	104	72	32	109	64	36	30	181	19	172	71	139	8	63	103	97	11
	78.1%	93.3%	80.6%	81.4%	72.4%	83.2%	75.5%	70.3%	88.9%	86.5%	82.0%	76.2%	70.6%	76.9%	79.4%	79.2%	78.5%	82.6%	76.4%	72.7%	85.1%	75.7%	80.2%	84.6%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?																								
Total Eligible	211	14	58	70	63	89	114	104	72	32	109	64	36	30	181	19	172	71	139	8	63	103	97	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	211	14	58	70	63	89	114	104	72	32	109	64	36	30	181	19	172	71	139	8	63	103	97	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	148	6	39	54	46	63	81	68	56	23	76	42	29	10	138	9	126	52	96	6	46	70	71	7
	70.1%	42.9%	67.2%	77.1%	73.0%	70.8%	71.1%	65.4%	77.8%	71.9%	69.7%	65.6%	80.6%	33.3%	76.2%	47.4%	73.3%	73.2%	69.1%	75.0%	73.0%	68.0%	73.2%	63.6%
Usually	42	4	13	12	12	15	24	23	11	7	23	15	4	15	27	7	30	12	30	1	11	20	19	3
	19.9%	28.6%	22.4%	17.1%	19.0%	16.9%	21.1%	22.1%	15.3%	21.9%	21.1%	23.4%	11.1%	50.0%	14.9%	36.8%	17.4%	16.9%	21.6%	12.5%	17.5%	19.4%	19.6%	27.3%
Sometimes	20	3	6	4	5	10	9	13	4	2	10	6	3	5	15	3	15	7	12	1	6	13	6	1
	9.5%	21.4%	10.3%	5.7%	7.9%	11.2%	7.9%	12.5%	5.6%	6.3%	9.2%	9.4%	8.3%	16.7%	8.3%	15.8%	8.7%	9.9%	8.6%	12.5%	9.5%	12.6%	6.2%	9.1%
Never	1	1	-	-	-	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-
	0.5%	7.1%	-	-	-	1.1%	-	-	1.4%	-	-	1.6%	-	-	0.6%	-	0.6%	-	0.7%	-	-	-	1.0%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	190	10	52	66	58	78	105	91	67	30	99	57	33	25	165	16	156	64	126	7	57	90	90	10
	90.0%	71.4%	89.7%	94.3%	92.1%	87.6%	92.1%	87.5%	93.1%	93.8%	90.8%	89.1%	91.7%	83.3%	91.2%	84.2%	90.7%	90.1%	90.6%	87.5%	90.5%	87.4%	92.8%	90.9%
HEDIS/CAHPS SUMMARY RATE - Always	148	6	39	54	46	63	81	68	56	23	76	42	29	10	138	9	126	52	96	6	46	70	71	7
	70.1%	42.9%	67.2%	77.1%	73.0%	70.8%	71.1%	65.4%	77.8%	71.9%	69.7%	65.6%	80.6%	33.3%	76.2%	47.4%	73.3%	73.2%	69.1%	75.0%	73.0%	68.0%	73.2%	63.6%
3-Point Score	2.60	2.14	2.57	2.71	2.65	2.58	2.63	2.53	2.71	2.66	2.61	2.55	2.72	2.17	2.67	2.32	2.64	2.63	2.60	2.63	2.63	2.55	2.66	2.55

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 56  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?																								
Total Eligible	211	14	58	70	63	89	114	104	72	32	109	64	36	30	181	19	172	71	139	8	63	103	97	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	209	14	58	69	62	88	113	102	72	32	108	64	35	30	179	18	171	71	137	8	63	102	96	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	1	1	1	2	-	-	1	-	1	-	2	1	1	-	2	-	-	1	1	-
Yes	136	12	40	45	36	62	69	62	50	22	72	40	22	18	118	15	108	55	80	7	48	66	64	6
	65.1%	85.7%	69.0%	65.2%	58.1%	70.5%	61.1%	60.8%	69.4%	68.8%	66.7%	62.5%	62.9%	60.0%	65.9%	83.3%	63.2%	77.5%	58.4%	87.5%	76.2%	64.7%	66.7%	54.5%
No	73	2	18	24	26	26	44	40	22	10	36	24	13	12	61	3	63	16	57	1	15	36	32	5
	34.9%	14.3%	31.0%	34.8%	41.9%	29.5%	38.9%	39.2%	30.6%	31.3%	33.3%	37.5%	37.1%	40.0%	34.1%	16.7%	36.8%	22.5%	41.6%	12.5%	23.8%	35.3%	33.3%	45.5%
HEDIS/CAHPS SUMMARY RATE - Yes	136	12	40	45	36	62	69	62	50	22	72	40	22	18	118	15	108	55	80	7	48	66	64	6
	65.1%	85.7%	69.0%	65.2%	58.1%	70.5%	61.1%	60.8%	69.4%	68.8%	66.7%	62.5%	62.9%	60.0%	65.9%	83.3%	63.2%	77.5%	58.4%	87.5%	76.2%	64.7%	66.7%	54.5%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q58. In general, how would you rate your child's overall health?																									
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Total Valid Responses	266	15	71	85	86	105	149	148	81	37	133	81	51	38	225	24	215	85	179	11	73	132	121	13	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	4	-	1	1	1	2	2	-	-	-	-	3	-	1	3	-	4	1	3	-	1	4	-	-	
Excellent	50	2	14	13	21	21	26	50	-	-	33	14	3	6	42	3	39	17	32	-	17	27	22	1	
	18.8%	13.3%	19.7%	15.3%	24.4%	20.0%	17.4%	33.8%	-	-	24.8%	17.3%	5.9%	15.8%	18.7%	12.5%	18.1%	20.0%	17.9%	-	23.3%	20.5%	18.2%	7.7%	
Very good	98	4	27	22	39	23	70	98	-	-	63	21	14	16	82	11	78	22	76	4	18	50	39	9	
	36.8%	26.7%	38.0%	25.9%	45.3%	21.9%	47.0%	66.2%	-	-	47.4%	25.9%	27.5%	42.1%	36.4%	45.8%	36.3%	25.9%	42.5%	36.4%	36.4%	24.7%	37.9%	32.2%	69.2%
Good	81	6	22	35	15	37	40	-	81	-	30	36	14	8	72	7	67	24	56	3	20	36	43	2	
	30.5%	40.0%	31.0%	41.2%	17.4%	35.2%	26.8%	-	100.0%	-	22.6%	44.4%	27.5%	21.1%	32.0%	29.2%	31.2%	28.2%	31.3%	27.3%	27.4%	27.3%	35.5%	15.4%	
Fair	32	2	7	14	9	20	12	-	-	32	6	9	17	8	24	1	28	21	11	4	17	16	15	1	
	12.0%	13.3%	9.9%	16.5%	10.5%	19.0%	8.1%	-	-	86.5%	4.5%	11.1%	33.3%	21.1%	10.7%	4.2%	13.0%	24.7%	6.1%	36.4%	23.3%	12.1%	12.4%	7.7%	
Poor	5	1	1	1	2	4	1	-	-	5	1	1	3	-	5	2	3	1	4	-	1	3	2	-	
	1.9%	6.7%	1.4%	1.2%	2.3%	3.8%	0.7%	-	-	13.5%	0.8%	1.2%	5.9%	-	2.2%	8.3%	1.4%	1.2%	2.2%	-	1.4%	2.3%	1.7%	-	
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	148	6	41	35	60	44	96	148	-	-	96	35	17	22	124	14	117	39	108	4	35	77	61	10	
	55.6%	40.0%	57.7%	41.2%	69.8%	41.9%	64.4%	100.0%	-	-	72.2%	43.2%	33.3%	57.9%	55.1%	58.3%	54.4%	45.9%	60.3%	36.4%	47.9%	58.3%	50.4%	76.9%	

Cell Contents:  
 - Count  
 - Column Percentage  
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 Statistics:  
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 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q59. In general, how would you rate your child's overall mental or emotional health?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	72	85	87	107	150	148	80	37	133	84	51	38	227	23	218	84	182	10	73	134	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	-	-	1	-	1	-	-	-	-	1	1	1	1	2	-	1	1	2	-	-
Excellent	63	3	27	19	13	22	39	47	11	5	63	-	-	4	59	3	56	20	43	2	18	27	34	2
	23.5%	20.0%	37.5%	22.4%	14.9%	20.6%	26.0%	31.8%	13.8%	13.5%	47.4%	-	-	10.5%	26.0%	13.0%	25.7%	23.8%	23.6%	20.0%	24.7%	20.1%	28.1%	15.4%
Very good	70	6	20	19	23	17	52	49	19	2	70	-	-	13	57	8	56	24	45	3	21	37	29	4
	26.1%	40.0%	27.8%	22.4%	26.4%	15.9%	34.7%	33.1%	23.8%	5.4%	52.6%	-	-	34.2%	25.1%	34.8%	25.7%	28.6%	24.7%	30.0%	28.8%	27.6%	24.0%	30.8%
Good	84	2	20	26	34	47	33	35	36	10	-	84	-	16	66	6	66	20	63	4	16	44	38	2
	31.3%	13.3%	27.8%	30.6%	39.1%	43.9%	22.0%	23.6%	45.0%	27.0%	-	100.0%	-	42.1%	29.1%	26.1%	30.3%	23.8%	34.6%	40.0%	21.9%	32.8%	31.4%	15.4%
Fair	42	4	4	19	11	17	21	16	11	15	-	-	42	5	36	6	31	18	24	1	16	21	17	4
	15.7%	26.7%	5.6%	22.4%	12.6%	15.9%	14.0%	10.8%	13.8%	40.5%	-	-	82.4%	13.2%	15.9%	26.1%	14.2%	21.4%	13.2%	10.0%	21.9%	15.7%	14.0%	30.8%
Poor	9	-	1	2	6	4	5	1	3	5	-	-	9	-	9	-	9	2	7	-	2	5	3	1
	3.4%	-	1.4%	2.4%	6.9%	3.7%	3.3%	0.7%	3.8%	13.5%	-	-	17.6%	-	4.0%	-	4.1%	2.4%	3.8%	-	2.7%	3.7%	2.5%	7.7%
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	133	9	47	38	36	39	91	96	30	7	133	-	-	17	116	11	112	44	88	5	39	64	63	6
	49.6%	60.0%	65.3%	44.7%	41.4%	36.4%	60.7%	64.9%	37.5%	18.9%	100.0%	-	-	44.7%	51.1%	47.8%	51.4%	52.4%	48.4%	50.0%	53.4%	47.8%	52.1%	46.2%

Cell Contents:  
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 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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2017

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 59  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	207	12	59	68	65	85	117	105	68	31	110	61	35	30	177	18	170	67	139	5	62	106	92	9
	76.7%	80.0%	81.9%	79.1%	74.7%	79.4%	77.5%	70.9%	84.0%	83.8%	82.7%	72.6%	68.6%	76.9%	77.6%	75.0%	77.6%	77.9%	76.4%	45.5%	83.8%	77.9%	76.0%	69.2%
No	63	3	13	18	22	22	34	43	13	6	23	23	16	9	51	6	49	19	43	6	12	30	29	4
	23.3%	20.0%	18.1%	20.9%	25.3%	20.6%	22.5%	29.1%	16.0%	16.2%	17.3%	27.4%	31.4%	23.1%	22.4%	25.0%	22.4%	22.1%	23.6%	54.5%	16.2%	22.1%	24.0%	30.8%
HEDIS/CAHPS SUMMARY RATE - Yes	207	12	59	68	65	85	117	105	68	31	110	61	35	30	177	18	170	67	139	5	62	106	92	9
	76.7%	80.0%	81.9%	79.1%	74.7%	79.4%	77.5%	70.9%	84.0%	83.8%	82.7%	72.6%	68.6%	76.9%	77.6%	75.0%	77.6%	77.9%	76.4%	45.5%	83.8%	77.9%	76.0%	69.2%

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 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q61. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	207	12	59	68	65	85	117	105	68	31	110	61	35	30	177	18	170	67	139	5	62	106	92	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	207	12	59	68	65	85	117	105	68	31	110	61	35	30	177	18	170	67	139	5	62	106	92	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	197	11	55	66	62	81	111	100	65	29	107	57	32	29	168	16	164	66	130	5	61	102	86	9
	95.2%	91.7%	93.2%	97.1%	95.4%	95.3%	94.9%	95.2%	95.6%	93.5%	97.3%	93.4%	91.4%	96.7%	94.9%	88.9%	96.5%	98.5%	93.5%	100.0%	98.4%	96.2%	93.5%	100.0%
No	10	1	4	2	3	4	6	5	3	2	3	4	3	1	9	2	6	1	9	-	1	4	6	-
	4.8%	8.3%	6.8%	2.9%	4.6%	4.7%	5.1%	4.8%	4.4%	6.5%	2.7%	6.6%	8.6%	3.3%	5.1%	11.1%	3.5%	1.5%	6.5%	-	1.6%	3.8%	6.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	197	11	55	66	62	81	111	100	65	29	107	57	32	29	168	16	164	66	130	5	61	102	86	9
	95.2%	91.7%	93.2%	97.1%	95.4%	95.3%	94.9%	95.2%	95.6%	93.5%	97.3%	93.4%	91.4%	96.7%	94.9%	88.9%	96.5%	98.5%	93.5%	100.0%	98.4%	96.2%	93.5%	100.0%

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 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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770-978-3173  
2017

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	197	11	55	66	62	81	111	100	65	29	107	57	32	29	168	16	164	66	130	5	61	102	86	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	197	11	55	66	62	81	111	100	65	29	107	57	32	29	168	16	164	66	130	5	61	102	86	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	194	11	55	63	62	79	110	100	63	28	107	56	30	29	165	16	161	64	129	5	59	102	83	9
	98.5%	100.0%	100.0%	95.5%	100.0%	97.5%	99.1%	100.0%	96.9%	96.6%	100.0%	98.2%	93.8%	100.0%	98.2%	100.0%	98.2%	97.0%	99.2%	100.0%	96.7%	100.0%	96.5%	100.0%
No	3	-	-	3	-	2	1	-	2	1	-	1	2	-	3	-	3	2	1	-	2	-	3	-
	1.5%	-	-	4.5%	-	2.5%	0.9%	-	3.1%	3.4%	-	1.8%	6.3%	-	1.8%	-	1.8%	3.0%	0.8%	-	3.3%	-	3.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	194	11	55	63	62	79	110	100	63	28	107	56	30	29	165	16	161	64	129	5	59	102	83	9
	98.5%	100.0%	100.0%	95.5%	100.0%	97.5%	99.1%	100.0%	96.9%	96.6%	100.0%	98.2%	93.8%	100.0%	98.2%	100.0%	98.2%	97.0%	99.2%	100.0%	96.7%	100.0%	96.5%	100.0%

Cell Contents:  
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 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	266	14	70	85	87	105	150	146	80	36	132	82	50	38	225	24	215	86	179	11	74	134	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	2	1	-	2	1	2	1	1	1	2	1	1	3	-	4	-	3	-	-	2	2	-
Yes	145	9	34	43	54	51	88	72	44	27	57	46	41	20	124	14	119	54	91	6	47	75	61	9
	54.5%	64.3%	48.6%	50.6%	62.1%	48.6%	58.7%	49.3%	55.0%	75.0%	43.2%	56.1%	82.0%	52.6%	55.1%	58.3%	55.3%	62.8%	50.8%	54.5%	63.5%	56.0%	51.3%	69.2%
No	121	5	36	42	33	54	62	74	36	9	75	36	9	18	101	10	96	32	88	5	27	59	58	4
	45.5%	35.7%	51.4%	49.4%	37.9%	51.4%	41.3%	50.7%	45.0%	25.0%	56.8%	43.9%	18.0%	47.4%	44.9%	41.7%	44.7%	37.2%	49.2%	45.5%	36.5%	44.0%	48.7%	30.8%
HEDIS/CAHPS SUMMARY RATE - Yes	145	9	34	43	54	51	88	72	44	27	57	46	41	20	124	14	119	54	91	6	47	75	61	9
	54.5%	64.3%	48.6%	50.6%	62.1%	48.6%	58.7%	49.3%	55.0%	75.0%	43.2%	56.1%	82.0%	52.6%	55.1%	58.3%	55.3%	62.8%	50.8%	54.5%	63.5%	56.0%	51.3%	69.2%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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770-978-3173  
2017



Q64. Is this because of any medical, behavioral, or other health condition?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 63  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q64. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	145	9	34	43	54	51	88	72	44	27	57	46	41	20	124	14	119	54	91	6	47	75	61	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	143	9	34	43	52	51	86	71	43	27	56	45	41	19	123	13	118	54	89	6	47	73	61	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	2	-	2	1	1	-	1	1	-	1	1	1	1	-	2	-	-	2	-	-
Yes	137	9	32	39	52	48	83	68	41	26	56	42	38	19	117	13	113	52	85	6	45	72	56	9
	95.8%	100.0%	94.1%	90.7%	100.0%	94.1%	96.5%	95.8%	95.3%	96.3%	100.0%	93.3%	92.7%	100.0%	95.1%	100.0%	95.8%	96.3%	95.5%	100.0%	95.7%	98.6%	91.8%	100.0%
					bC					**	kL			**		**				**		v		**
No	6	-	2	4	-	3	3	3	2	1	-	3	3	-	6	-	5	2	4	-	2	1	5	-
	4.2%	-	5.9%	9.3%	-	5.9%	3.5%	4.2%	4.7%	3.7%	-	6.7%	7.3%	-	4.9%	-	4.2%	3.7%	4.5%	-	4.3%	1.4%	8.2%	-
	**	**	d	D					**	**		j	J	**	**	**	**	**	**	**	**	u	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	137	9	32	39	52	48	83	68	41	26	56	42	38	19	117	13	113	52	85	6	45	72	56	9
	95.8%	100.0%	94.1%	90.7%	100.0%	94.1%	96.5%	95.8%	95.3%	96.3%	100.0%	93.3%	92.7%	100.0%	95.1%	100.0%	95.8%	96.3%	95.5%	100.0%	95.7%	98.6%	91.8%	100.0%
	**	**		bC					**	**	kL			**	**	**	**	**	**	**	v		**	**

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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770-978-3173  
2017

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 64  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	137	9	32	39	52	48	83	68	41	26	56	42	38	19	117	13	113	52	85	6	45	72	56	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	136	9	32	39	52	47	83	68	40	26	56	42	37	19	117	13	112	51	85	6	45	71	56	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-	1	1	-	-	-	1	-	-
Yes	131	8	32	37	51	45	81	66	39	24	56	40	34	19	112	13	108	50	81	6	44	69	53	9
	96.3%	88.9%	100.0%	94.9%	98.1%	95.7%	97.6%	97.1%	97.5%	92.3%	100.0%	95.2%	91.9%	100.0%	95.7%	100.0%	96.4%	96.0%	95.3%	100.0%	97.8%	97.2%	94.6%	100.0%
No	5	1	-	2	1	2	2	2	1	2	-	2	3	-	5	-	4	1	4	-	1	2	3	-
	3.7%	11.1%	-	5.1%	1.9%	4.3%	2.4%	2.9%	2.5%	7.7%	-	4.8%	8.1%	-	4.3%	-	3.6%	2.0%	4.7%	-	2.2%	2.8%	5.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	131	8	32	37	51	45	81	66	39	24	56	40	34	19	112	13	108	50	81	6	44	69	53	9
	96.3%	88.9%	100.0%	94.9%	98.1%	95.7%	97.6%	97.1%	97.5%	92.3%	100.0%	95.2%	91.9%	100.0%	95.7%	100.0%	96.4%	96.0%	95.3%	100.0%	97.8%	97.2%	94.6%	100.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
- Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
- Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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770-978-3173  
2017

Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	72	86	85	105	151	148	80	36	133	82	51	39	226	23	218	86	180	11	74	135	120	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	2	2	-	-	1	1	-	2	-	-	2	1	1	-	2	-	-	1	1	-
Yes	95	6	24	30	30	38	52	39	32	21	40	27	26	17	76	8	80	36	59	7	28	47	40	8
	35.4%	40.0%	33.3%	34.9%	35.3%	36.2%	34.4%	26.4%	40.0%	58.3%	30.1%	32.9%	51.0%	43.6%	33.6%	34.8%	36.7%	41.9%	32.8%	63.6%	37.8%	34.8%	33.3%	61.5%
No	173	9	48	56	55	67	99	109	48	15	93	55	25	22	150	15	138	50	121	4	46	88	80	5
	64.6%	60.0%	66.7%	65.1%	64.7%	63.8%	65.6%	73.6%	60.0%	41.7%	69.9%	67.1%	49.0%	56.4%	66.4%	65.2%	63.3%	58.1%	67.2%	36.4%	62.2%	65.2%	66.7%	38.5%
HEDIS/CAHPS SUMMARY RATE - Yes	95	6	24	30	30	38	52	39	32	21	40	27	26	17	76	8	80	36	59	7	28	47	40	8
	35.4%	40.0%	33.3%	34.9%	35.3%	36.2%	34.4%	26.4%	40.0%	58.3%	30.1%	32.9%	51.0%	43.6%	33.6%	34.8%	36.7%	41.9%	32.8%	63.6%	37.8%	34.8%	33.3%	61.5%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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770-978-3173  
2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q67. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	95	6	24	30	30	38	52	39	32	21	40	27	26	17	76	8	80	36	59	7	28	47	40	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	93	6	23	29	30	38	50	37	32	21	38	27	26	16	75	8	79	36	57	7	28	46	39	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	1	-	-	2	2	-	-	2	-	-	1	1	-	1	-	2	-	-	1	1	-
Yes	89	5	22	27	30	36	48	34	32	20	37	27	23	16	71	7	77	35	54	7	27	45	36	8
	95.7%	83.3%	95.7%	93.1%	100.0%	94.7%	96.0%	91.9%	100.0%	95.2%	97.4%	100.0%	88.5%	100.0%	94.7%	87.5%	97.5%	97.2%	94.7%	100.0%	96.4%	97.8%	92.3%	100.0%
No	4	1	1	2	-	2	2	3	-	1	1	-	3	-	4	1	2	1	3	-	1	1	3	-
	4.3%	16.7%	4.3%	6.9%	-	5.3%	4.0%	8.1%	-	4.8%	2.6%	-	11.5%	-	5.3%	12.5%	2.5%	2.8%	5.3%	-	3.6%	2.2%	7.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	89	5	22	27	30	36	48	34	32	20	37	27	23	16	71	7	77	35	54	7	27	45	36	8
	95.7%	83.3%	95.7%	93.1%	100.0%	94.7%	96.0%	91.9%	100.0%	95.2%	97.4%	100.0%	88.5%	100.0%	94.7%	87.5%	97.5%	97.2%	94.7%	100.0%	96.4%	97.8%	92.3%	100.0%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 67  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	89	5	22	27	30	36	48	34	32	20	37	27	23	16	71	7	77	35	54	7	27	45	36	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	88	5	22	27	30	36	48	33	32	20	37	27	22	16	70	7	76	35	53	7	27	45	35	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	1	-
Yes	87	5	22	27	29	36	47	32	32	20	36	27	22	16	69	7	75	34	53	7	26	44	35	8
	98.9%	100.0%	100.0%	100.0%	96.7%	100.0%	97.9%	97.0%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	98.6%	100.0%	98.7%	97.1%	100.0%	100.0%	96.3%	97.8%	100.0%	100.0%
No	1	-	-	-	1	-	1	1	-	-	1	-	-	-	1	-	1	1	-	-	1	1	-	-
	1.1%	-	-	-	3.3%	-	2.1%	3.0%	-	-	2.7%	-	-	-	1.4%	-	1.3%	2.9%	-	-	3.7%	2.2%	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	87	5	22	27	29	36	47	32	32	20	36	27	22	16	69	7	75	34	53	7	26	44	35	8
	98.9%	100.0%	100.0%	100.0%	96.7%	100.0%	97.9%	97.0%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	98.6%	100.0%	98.7%	97.1%	100.0%	100.0%	96.3%	97.8%	100.0%	100.0%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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770-978-3173  
2017

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 68  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	71	86	87	107	150	146	81	37	132	84	50	39	226	24	217	86	180	11	74	135	120	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	-	-	1	2	-	-	1	-	1	-	2	-	2	-	2	-	-	1	1	-
Yes	93	9	22	28	31	43	46	46	24	22	39	31	23	14	77	10	77	36	57	8	27	46	40	7
	34.7%	60.0%	31.0%	32.6%	35.6%	40.2%	30.7%	31.5%	29.6%	59.5%	29.5%	36.9%	46.0%	35.9%	34.1%	41.7%	35.5%	41.9%	31.7%	72.7%	36.5%	34.1%	33.3%	53.8%
No	175	6	49	58	56	64	104	100	57	15	93	53	27	25	149	14	140	50	123	3	47	89	80	6
	65.3%	40.0%	69.0%	67.4%	64.4%	59.8%	69.3%	68.5%	70.4%	40.5%	70.5%	63.1%	54.0%	64.1%	65.9%	58.3%	64.5%	58.1%	68.3%	27.3%	63.5%	65.9%	66.7%	46.2%
HEDIS/CAHPS SUMMARY RATE - Yes	93	9	22	28	31	43	46	46	24	22	39	31	23	14	77	10	77	36	57	8	27	46	40	7
	34.7%	60.0%	31.0%	32.6%	35.6%	40.2%	30.7%	31.5%	29.6%	59.5%	29.5%	36.9%	46.0%	35.9%	34.1%	41.7%	35.5%	41.9%	31.7%	72.7%	36.5%	34.1%	33.3%	53.8%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q70. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	93	9	22	28	31	43	46	46	24	22	39	31	23	14	77	10	77	36	57	8	27	46	40	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	92	9	22	28	30	43	45	45	24	22	39	31	22	14	76	9	77	36	56	8	27	46	39	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	-	1	1	-	-	-	-	1	-	1	1	-	-	1	-	-	-	1	-
Yes	84	7	21	24	29	37	43	42	21	20	38	27	19	14	68	7	72	34	50	8	25	44	34	6
	91.3%	77.8%	95.5%	85.7%	96.7%	86.0%	95.6%	93.3%	87.5%	90.9%	97.4%	87.1%	86.4%	100.0%	89.5%	77.8%	93.5%	94.4%	89.3%	100.0%	92.6%	95.7%	87.2%	85.7%
No	8	2	1	4	1	6	2	3	3	2	1	4	3	-	8	2	5	2	6	-	2	2	5	1
	8.7%	22.2%	4.5%	14.3%	3.3%	14.0%	4.4%	6.7%	12.5%	9.1%	2.6%	12.9%	13.6%	-	10.5%	22.2%	6.5%	5.6%	10.7%	-	7.4%	4.3%	12.8%	14.3%
HEDIS/CAHPS SUMMARY RATE - Yes	84	7	21	24	29	37	43	42	21	20	38	27	19	14	68	7	72	34	50	8	25	44	34	6
	91.3%	77.8%	95.5%	85.7%	96.7%	86.0%	95.6%	93.3%	87.5%	90.9%	97.4%	87.1%	86.4%	100.0%	89.5%	77.8%	93.5%	94.4%	89.3%	100.0%	92.6%	95.7%	87.2%	85.7%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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2017

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	84	7	21	24	29	37	43	42	21	20	38	27	19	14	68	7	72	34	50	8	25	44	34	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	83	7	21	23	29	36	43	42	21	19	38	27	18	14	67	7	71	33	50	8	24	44	33	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	1	-	-	-	1	-	-	1	-	1	-	1	1	-	-	1	-	1	-
Yes	83	7	21	23	29	36	43	42	21	19	38	27	18	14	67	7	71	33	50	8	24	44	33	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	83	7	21	23	29	36	43	42	21	19	38	27	18	14	67	7	71	33	50	8	24	44	33	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017



Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	71	86	87	106	151	146	81	37	133	83	50	39	226	24	218	86	180	11	74	136	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	-	1	-	2	-	-	-	1	1	-	2	-	1	-	2	-	-	-	2	-
Yes	126	7	28	37	49	54	67	69	33	22	34	48	44	19	104	11	103	41	84	6	34	70	48	8
	47.0%	46.7%	39.4%	43.0%	56.3%	50.9%	44.4%	47.3%	40.7%	59.5%	25.6%	57.8%	88.0%	48.7%	46.0%	45.8%	47.2%	47.7%	46.7%	54.5%	45.9%	51.5%	40.3%	61.5%
No	142	8	43	49	38	52	84	77	48	15	99	35	6	20	122	13	115	45	96	5	40	66	71	5
	53.0%	53.3%	60.6%	57.0%	43.7%	49.1%	55.6%	52.7%	59.3%	40.5%	74.4%	42.2%	12.0%	51.3%	54.0%	54.2%	52.8%	52.3%	53.3%	45.5%	54.1%	48.5%	59.7%	38.5%
HEDIS/CAHPS SUMMARY RATE - Yes	126	7	28	37	49	54	67	69	33	22	34	48	44	19	104	11	103	41	84	6	34	70	48	8
	47.0%	46.7%	39.4%	43.0%	56.3%	50.9%	44.4%	47.3%	40.7%	59.5%	25.6%	57.8%	88.0%	48.7%	46.0%	45.8%	47.2%	47.7%	46.7%	54.5%	45.9%	51.5%	40.3%	61.5%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q73. Has this problem lasted or is it expected to last for at least 12 months?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 72  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q73. Has this problem lasted or is it expected to last for at least 12 months?																								
Total Eligible	126	7	28	37	49	54	67	69	33	22	34	48	44	19	104	11	103	41	84	6	34	70	48	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	125	7	28	36	49	54	66	69	33	21	34	48	43	19	103	10	103	40	84	6	33	69	48	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	1	-	-
Yes	121	7	26	35	48	53	63	67	32	20	31	48	42	19	99	10	100	36	84	6	29	66	47	8
	96.8%	100.0%	92.9%	97.2%	98.0%	98.1%	95.5%	97.1%	97.0%	95.2%	91.2%	100.0%	97.7%	100.0%	96.1%	100.0%	97.1%	90.0%	100.0%	100.0%	87.9%	95.7%	97.9%	100.0%
No	4	-	2	1	1	1	3	2	1	1	3	-	1	-	4	-	3	4	-	-	4	3	1	-
	3.2%	-	7.1%	2.8%	2.0%	1.9%	4.5%	2.9%	3.0%	4.8%	8.8%	-	2.3%	-	3.9%	-	2.9%	10.0%	-	-	12.1%	4.3%	2.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	121	7	26	35	48	53	63	67	32	20	31	48	42	19	99	10	100	36	84	6	29	66	47	8
	96.8%	100.0%	92.9%	97.2%	98.0%	98.1%	95.5%	97.1%	97.0%	95.2%	91.2%	100.0%	97.7%	100.0%	96.1%	100.0%	97.1%	90.0%	100.0%	100.0%	87.9%	95.7%	97.9%	100.0%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q74. What is your child's age?																								
Total Eligible	269	15	72	86	86	107	150	147	81	37	132	84	51	39	227	24	218	86	181	11	74	135	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	267	15	72	86	86	107	150	145	81	37	132	84	49	39	225	24	217	86	179	11	74	135	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	-	2	-	-	-	-	2	-	2	-	1	-	2	-	-	-	2	-
Less than 1 year old	1	1	-	-	-	-	1	1	-	-	-	-	1	-	1	1	-	-	1	-	-	-	-	1
	0.4%	6.7%	**	**	**	**	0.7%	0.7%	**	**	**	**	2.0%	**	0.4%	4.2%	**	**	0.6%	**	**	**	**	7.7%
1	7	2	2	2	-	2	5	6	1	-	6	1	-	1	6	-	7	-	7	-	-	4	3	-
	2.6%	13.3%	2.8%	2.3%	-	1.9%	3.3%	4.1%	1.2%	-	4.5%	1.2%	-	2.6%	2.7%	-	3.2%	-	3.9%	-	-	3.0%	2.5%	-
2	8	1	4	2	-	1	7	3	3	1	6	1	-	-	8	-	8	6	2	-	-	6	3	5
	3.0%	6.7%	5.6%	2.3%	-	0.9%	4.7%	2.1%	3.7%	2.7%	4.5%	1.2%	-	-	3.6%	**	3.7%	7.0%	1.1%	**	**	8.1%	2.2%	4.2%
3	4	1	2	1	-	3	1	2	1	1	3	1	-	1	3	1	3	2	1	1	1	1	3	-
	1.5%	6.7%	2.8%	1.2%	-	2.8%	0.7%	1.4%	1.2%	2.7%	2.3%	1.2%	-	2.6%	1.3%	4.2%	1.4%	2.3%	0.6%	9.1%	**	1.4%	0.7%	2.5%
4	7	-	5	-	1	1	5	4	2	-	4	3	-	2	5	-	6	2	5	1	1	2	5	-
	2.6%	**	6.9%	**	1.2%	0.9%	3.3%	2.8%	2.5%	**	3.0%	3.6%	**	5.1%	2.2%	**	2.8%	2.3%	2.8%	9.1%	**	1.4%	1.5%	4.2%
5	13	1	5	4	2	3	8	5	6	2	10	1	2	-	13	1	11	2	11	-	-	2	5	8
	4.9%	6.7%	6.9%	4.7%	2.3%	2.8%	5.3%	3.4%	7.4%	5.4%	7.6%	1.2%	4.1%	-	5.8%	4.2%	5.1%	2.3%	6.1%	**	**	2.7%	3.7%	6.7%
6	11	3	5	1	2	4	7	7	2	2	6	3	2	2	8	1	6	4	7	1	3	4	6	1
	4.1%	20.0%	6.9%	1.2%	2.3%	3.7%	4.7%	4.8%	2.5%	5.4%	4.5%	3.6%	4.1%	5.1%	3.6%	4.2%	2.8%	4.7%	3.9%	9.1%	**	4.1%	3.0%	5.0%
7	8	-	4	2	2	1	7	4	4	-	5	3	-	-	8	-	7	2	6	-	2	6	2	-
	3.0%	**	5.6%	2.3%	2.3%	0.9%	4.7%	2.8%	4.9%	**	3.8%	3.6%	**	**	3.6%	**	3.2%	2.3%	3.4%	**	2.7%	4.4%	1.7%	**
8	17	-	9	6	2	6	11	10	5	2	8	7	2	3	14	-	16	7	10	1	6	5	11	1
	6.4%	**	12.5%	7.0%	2.3%	5.6%	7.3%	6.9%	6.2%	5.4%	6.1%	8.3%	4.1%	7.7%	6.2%	**	7.4%	8.1%	5.6%	9.1%	**	8.1%	3.7%	9.2%
9	20	-	9	7	4	10	10	14	6	-	12	7	1	3	17	3	16	6	14	1	5	10	9	1
	7.5%	**	12.5%	8.1%	4.7%	9.3%	6.7%	9.7%	7.4%	**	9.1%	8.3%	2.0%	7.7%	7.6%	12.5%	7.4%	7.0%	7.8%	9.1%	**	6.8%	7.4%	7.7%
10	21	1	10	4	5	8	13	13	4	3	14	3	4	2	18	2	19	8	13	1	6	12	9	-
	7.9%	6.7%	13.9%	4.7%	5.8%	7.5%	8.7%	9.0%	4.9%	8.1%	10.6%	3.6%	8.2%	5.1%	8.0%	8.3%	8.8%	9.3%	7.3%	9.1%	**	8.1%	8.9%	7.6%
11	18	2	6	7	3	10	7	12	4	2	13	2	3	3	15	-	18	5	13	-	5	10	6	2
	6.7%	13.3%	8.3%	8.1%	3.5%	9.3%	4.7%	8.3%	4.9%	5.4%	9.8%	2.4%	6.1%	7.7%	6.7%	**	8.3%	5.8%	7.3%	**	6.8%	7.4%	5.0%	15.4%
12	23	1	5	7	9	11	10	14	8	1	7	12	3	4	19	3	13	6	16	1	5	12	11	-
	8.6%	6.7%	6.9%	8.1%	10.5%	10.3%	6.7%	9.7%	9.9%	2.7%	5.3%	14.3%	6.1%	10.3%	8.4%	12.5%	6.0%	7.0%	8.9%	9.1%	**	6.8%	8.9%	9.2%
13	23	2	3	7	10	8	14	9	8	6	6	8	9	6	17	3	18	8	15	1	7	12	9	2
	8.6%	13.3%	4.2%	8.1%	11.6%	7.5%	9.3%	6.2%	9.9%	16.2%	4.5%	9.5%	18.4%	15.4%	7.6%	12.5%	8.3%	9.3%	8.4%	9.1%	**	9.5%	8.9%	7.6%
14 or older	86	-	3	36	46	39	44	41	27	17	32	32	22	12	73	9	69	28	58	3	25	49	32	5
	32.2%	**	4.2%	41.9%	53.5%	36.4%	29.3%	28.3%	33.3%	45.9%	24.2%	38.1%	44.9%	30.8%	32.4%	37.5%	31.8%	32.6%	32.4%	27.3%	**	33.8%	36.3%	26.9%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q75. Is your child male or female?

Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	267	14	72	86	87	106	151	146	80	37	132	84	49	39	225	24	217	85	180	11	73	135	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	-	-	1	-	2	1	-	1	-	2	-	3	-	2	1	2	-	1	1	2	-
Male	153	7	44	50	48	56	93	83	47	20	78	49	25	22	130	13	127	47	106	6	40	75	71	7
	57.3%	50.0%	61.1%	58.1%	55.2%	52.8%	61.6%	56.8%	58.8%	54.1%	59.1%	58.3%	51.0%	56.4%	57.8%	54.2%	58.5%	55.3%	58.9%	54.5%	54.8%	55.6%	59.7%	53.8%
Female	114	7	28	36	39	50	58	63	33	17	54	35	24	17	95	11	90	38	74	5	33	60	48	6
	42.7%	50.0%	38.9%	41.9%	44.8%	47.2%	38.4%	43.2%	41.3%	45.9%	40.9%	41.7%	49.0%	43.6%	42.2%	45.8%	41.5%	44.7%	41.1%	45.5%	45.2%	44.4%	40.3%	46.2%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
- Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
- Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q76. Is your child of Hispanic or Latino origin or descent?																								
Total Eligible	270 100.0%	15 100.0%	72 100.0%	86 100.0%	87 100.0%	107 100.0%	151 100.0%	148 100.0%	81 100.0%	37 100.0%	133 100.0%	84 100.0%	51 100.0%	39 100.0%	228 100.0%	24 100.0%	219 100.0%	86 100.0%	182 100.0%	11 100.0%	74 100.0%	136 100.0%	121 100.0%	13 100.0%
Total Valid Responses	266 100.0%	15 100.0%	71 100.0%	86 100.0%	86 100.0%	106 100.0%	150 100.0%	145 100.0%	81 100.0%	36 100.0%	133 100.0%	82 100.0%	49 100.0%	39 100.0%	225 100.0%	24 100.0%	217 100.0%	85 100.0%	179 100.0%	11 100.0%	73 100.0%	134 100.0%	119 100.0%	13 100.0%
No Answer	4	-	1	-	1	1	1	3	-	1	-	2	2	-	3	-	2	1	3	-	1	2	2	-
Yes, Hispanic or Latino	184 69.2%	9 60.0%	50 70.4%	66 76.7%	53 61.6%	88 83.0%	89 59.3%	92 63.4%	59 72.8%	30 83.3%	89 66.9%	58 70.7%	35 71.4%	23 59.0%	159 70.7%	14 58.3%	156 71.9%	69 81.2%	114 63.7%	8 72.7%	60 82.2%	93 69.4%	86 72.3%	5 38.5%
No, not Hispanic or Latino	82 30.8%	6 40.0%	21 29.6%	20 23.3%	33 38.4%	18 17.0%	61 40.7%	53 36.6%	22 27.2%	6 16.7%	44 33.1%	24 29.3%	14 28.6%	16 41.0%	66 29.3%	10 41.7%	61 28.1%	16 18.8%	65 36.3%	3 27.3%	13 17.8%	41 30.6%	33 27.7%	8 61.5%

Cell Contents:  
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- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q77. What is your race? Please mark one or more.																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	293	18	78	95	93	112	170	165	85	38	147	96	48	47	244	25	243	90	202	12	77	145	135	13
Total Respondents	249	15	62	82	82	97	143	140	74	31	125	78	44	38	209	23	202	78	170	10	67	131	105	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	170	11	48	44	61	55	109	99	50	18	88	50	31	26	143	15	140	47	122	6	40	87	72	11
	68.3%	73.3%	77.4%	53.7%	74.4%	56.7%	76.2%	70.7%	67.6%	58.1%	70.4%	64.1%	70.5%	68.4%	68.4%	65.2%	69.3%	60.3%	71.8%	60.0%	59.7%	66.4%	68.6%	84.6%
Black or African-American	14	2	4	3	5	5	9	8	3	3	5	9	-	3	10	1	12	6	8	1	5	7	7	-
	5.6%	13.3%	6.5%	3.7%	6.1%	5.2%	6.3%	5.7%	4.1%	9.7%	4.0%	11.5%	-	7.9%	4.8%	4.3%	5.9%	7.7%	4.7%	10.0%	7.5%	5.3%	6.7%	-
Asian	8	-	2	4	1	1	6	6	1	-	4	3	1	2	6	-	6	1	7	-	1	3	4	1
	3.2%	-	3.2%	4.9%	1.2%	1.0%	4.2%	4.3%	1.4%	-	3.2%	3.8%	2.3%	5.3%	2.9%	-	3.0%	1.3%	4.1%	-	1.5%	2.3%	3.8%	7.7%
Native Hawaiian or other Pacific Islander	2	-	-	1	1	-	1	1	-	1	-	1	1	-	2	-	2	1	1	-	1	1	1	-
	0.8%	-	-	1.2%	1.2%	-	0.7%	0.7%	-	3.2%	-	1.3%	2.3%	-	1.0%	-	1.0%	1.3%	0.6%	-	1.5%	0.8%	1.0%	-
American Indian or Alaska Native	24	3	8	6	6	8	16	14	7	2	13	7	4	3	21	-	22	6	18	-	6	12	11	1
	9.6%	20.0%	12.9%	7.3%	7.3%	8.2%	11.2%	10.0%	9.5%	6.5%	10.4%	9.0%	9.1%	7.9%	10.0%	-	10.9%	7.7%	10.6%	-	9.0%	9.2%	10.5%	7.7%
Other	75	2	16	37	19	43	29	37	24	14	37	26	11	13	62	9	61	29	46	5	24	35	40	-
	30.1%	13.3%	25.8%	45.1%	23.2%	44.3%	20.3%	26.4%	32.4%	45.2%	29.6%	33.3%	25.0%	34.2%	29.7%	39.1%	30.2%	37.2%	27.1%	50.0%	35.8%	26.7%	38.1%	-

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O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q78. What is your age?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	260	15	72	86	87	106	147	142	78	37	130	82	47	36	222	23	211	83	175	9	74	130	117	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	10	-	-	-	-	1	4	6	3	-	3	2	4	3	6	1	8	3	7	2	-	6	4	-
Under 18	7	7	-	-	-	3	3	3	2	2	3	-	4	-	7	2	4	4	3	1	3	5	-	2
	2.7%	46.7%	-	-	-	2.8%	2.0%	2.1%	2.6%	5.4%	2.3%	-	8.5%	-	3.2%	8.7%	1.9%	4.8%	1.7%	11.1%	4.1%	3.8%	-	15.4%
18 to 24	8	8	-	-	-	4	4	3	4	1	6	2	-	2	6	1	6	1	6	-	1	1	6	1
	3.1%	53.3%	-	-	-	3.8%	2.7%	2.1%	5.1%	2.7%	4.6%	2.4%	-	5.6%	2.7%	4.3%	2.8%	1.2%	3.4%	-	1.4%	0.8%	5.1%	7.7%
25 to 34	72	-	72	-	-	24	46	41	22	8	47	20	5	11	61	5	59	23	48	3	20	31	39	2
	27.7%	-	100.0%	-	-	22.6%	31.3%	28.9%	28.2%	21.6%	36.2%	24.4%	10.6%	30.6%	27.5%	2.7%	28.0%	27.7%	27.4%	33.3%	27.0%	23.8%	33.3%	15.4%
35 to 44	86	-	-	86	-	40	44	35	35	15	38	26	21	9	77	5	76	33	53	4	29	38	46	2
	33.1%	-	-	100.0%	-	37.7%	29.9%	24.6%	44.9%	40.5%	29.2%	31.7%	44.7%	25.0%	34.7%	2.7%	36.0%	39.8%	30.3%	44.4%	39.2%	29.2%	39.3%	15.4%
45 to 54	45	-	-	-	45	20	24	31	8	5	19	21	5	6	39	4	35	8	37	-	8	24	18	3
	17.3%	-	-	-	51.7%	18.9%	16.3%	21.8%	10.3%	13.5%	14.6%	25.6%	10.6%	16.7%	17.6%	17.4%	16.6%	9.6%	21.1%	-	10.8%	18.5%	15.4%	23.1%
55 to 64	29	-	-	-	29	10	18	19	6	4	13	7	9	7	21	5	22	11	18	-	11	20	7	2
	11.2%	-	-	-	33.3%	9.4%	12.2%	13.4%	7.7%	10.8%	10.0%	8.5%	19.1%	19.4%	9.5%	21.7%	10.4%	13.3%	10.3%	-	14.9%	15.4%	6.0%	15.4%
65 to 74	12	-	-	-	12	5	7	9	1	2	4	5	3	1	11	1	9	3	9	1	2	10	1	1
	4.6%	-	-	-	13.8%	4.7%	4.8%	6.3%	1.3%	5.4%	3.1%	6.1%	6.4%	2.8%	5.0%	4.3%	4.3%	3.6%	5.1%	11.1%	2.7%	7.7%	0.9%	7.7%
75 or older	1	-	-	-	1	-	1	1	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-
	0.4%	-	-	-	1.1%	-	0.7%	0.7%	-	-	-	1.2%	-	-	-	-	-	-	0.6%	-	-	0.8%	-	-
SPHA SUMMARY RATE - Members under 18	7	7	-	-	-	3	3	3	2	2	3	-	4	-	7	2	4	4	3	1	3	5	-	2
	2.7%	46.7%	-	-	-	2.8%	2.0%	2.1%	2.6%	5.4%	2.3%	-	8.5%	-	3.2%	8.7%	1.9%	4.8%	1.7%	11.1%	4.1%	3.8%	-	15.4%
SPHA SUMMARY RATE - Members 18 to 34	80	8	72	-	-	28	50	44	26	9	53	22	5	13	67	6	65	24	54	3	21	32	45	3
	30.8%	53.3%	100.0%	-	-	26.4%	34.0%	31.0%	33.3%	24.3%	40.8%	26.8%	10.6%	36.1%	30.2%	26.1%	30.8%	28.9%	30.9%	33.3%	28.4%	24.6%	38.5%	23.1%
SPHA SUMMARY RATE - Members 35 to 44	86	-	-	86	-	40	44	35	35	15	38	26	21	9	77	5	76	33	53	4	29	38	46	2
	33.1%	-	-	100.0%	-	37.7%	29.9%	24.6%	44.9%	40.5%	29.2%	31.7%	44.7%	25.0%	34.7%	2.7%	36.0%	39.8%	30.3%	44.4%	39.2%	29.2%	39.3%	15.4%
SPHA SUMMARY RATE - Members 45 to 54	45	-	-	-	45	20	24	31	8	5	19	21	5	6	39	4	35	8	37	-	8	24	18	3
	17.3%	-	-	-	51.7%	18.9%	16.3%	21.8%	10.3%	13.5%	14.6%	25.6%	10.6%	16.7%	17.6%	17.4%	16.6%	9.6%	21.1%	-	10.8%	18.5%	15.4%	23.1%
SPHA SUMMARY RATE - Members 55 or older	42	-	-	-	42	15	26	29	7	6	17	13	12	8	32	6	31	14	28	1	13	31	8	3
	16.2%	-	-	-	48.3%	14.2%	17.7%	20.4%	9.0%	16.2%	13.1%	15.9%	25.5%	22.2%	14.4%	26.1%	14.7%	16.9%	16.0%	11.1%	17.6%	23.8%	6.8%	23.1%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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 770-978-3173  
 2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q79. Are you male or female?																								
Total Eligible	270 100.0%	15 100.0%	72 100.0%	86 100.0%	87 100.0%	107 100.0%	151 100.0%	148 100.0%	81 100.0%	37 100.0%	133 100.0%	84 100.0%	51 100.0%	39 100.0%	228 100.0%	24 100.0%	219 100.0%	86 100.0%	182 100.0%	11 100.0%	74 100.0%	136 100.0%	121 100.0%	13 100.0%
Total Valid Responses	266 100.0%	15 100.0%	72 100.0%	86 100.0%	87 100.0%	107 100.0%	151 100.0%	145 100.0%	80 100.0%	37 100.0%	133 100.0%	83 100.0%	48 100.0%	38 100.0%	225 100.0%	24 100.0%	216 100.0%	85 100.0%	179 100.0%	10 100.0%	74 100.0%	136 100.0%	117 100.0%	13 100.0%
No Answer	4	-	-	-	-	-	-	3	1	-	-	1	3	1	3	-	3	1	3	1	-	-	4	-
Male	15 5.6%	- **	2 2.8%	5 5.8%	8 9.2% b	8 7.5%	6 4.0%	8 5.5%	6 7.5%	1 2.7%	4 3.0%	7 8.4% j	4 8.3%	2 5.3%	13 5.8%	4 16.7% **	9 4.2%	6 7.1%	9 5.0%	- **	6 8.1%	6 4.4%	8 6.8%	1 7.7% **
Female	251 94.4%	15 100.0% **	70 97.2% d	81 94.2%	79 90.8%	99 92.5%	145 96.0%	137 94.5%	74 92.5%	36 97.3%	129 97.0% k	76 91.6%	44 91.7%	36 94.7%	212 94.2%	20 83.3% **	207 95.8%	79 92.9%	170 95.0%	10 100.0% **	68 91.9%	130 95.6%	109 93.2%	12 92.3% **

Cell Contents:  
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Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q80. What is the highest grade or level of school that you have completed?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	258	14	70	84	85	107	151	140	77	37	130	80	47	37	218	23	211	81	175	8	72	133	112	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	1	2	2	2	-	-	8	4	-	3	4	4	2	10	1	8	5	7	3	2	3	9	-
8th grade or less	15	4	4	3	3	15	-	4	6	5	6	4	5	1	13	2	12	6	8	-	5	7	8	-
	5.8%	28.6%	5.7%	3.6%	3.5%	14.0%	-	2.9%	7.8%	13.5%	4.6%	5.0%	10.6%	2.7%	6.0%	8.7%	5.7%	7.4%	4.6%	-	6.9%	5.3%	7.1%	-
Some high school, but did not graduate	24	-	6	12	6	24	-	11	7	6	10	10	4	2	22	4	17	12	11	-	12	11	13	-
	9.3%	-	8.6%	14.3%	7.1%	22.4%	-	7.9%	9.1%	16.2%	7.7%	12.5%	8.5%	5.4%	10.1%	17.4%	8.1%	14.8%	6.3%	-	16.7%	8.3%	11.6%	-
High school graduate or GED	68	3	14	25	26	68	-	29	24	13	23	33	12	10	58	4	57	21	47	4	17	33	34	1
	26.4%	21.4%	20.0%	29.8%	30.6%	63.6%	-	20.7%	31.2%	35.1%	17.7%	41.3%	25.5%	27.0%	26.6%	17.4%	27.0%	25.9%	26.9%	50.0%	23.6%	24.8%	30.4%	7.7%
Some college or 2-year degree	98	7	37	24	28	-	98	59	28	9	58	23	16	14	82	11	79	27	71	2	25	53	38	7
	38.0%	50.0%	52.9%	28.6%	32.9%	-	64.9%	42.1%	36.4%	24.3%	44.6%	28.8%	34.0%	37.8%	37.6%	47.8%	37.4%	33.3%	40.6%	25.0%	34.7%	39.8%	33.9%	53.8%
4-year college graduate	36	-	5	16	14	-	36	24	9	3	22	7	7	5	31	1	31	11	25	1	10	22	12	2
	14.0%	-	7.1%	19.0%	16.5%	-	23.8%	17.1%	11.7%	8.1%	16.9%	8.8%	14.9%	13.5%	14.2%	4.3%	14.7%	13.6%	14.3%	12.5%	13.9%	16.5%	10.7%	15.4%
More than 4-year college degree	17	-	4	4	8	-	17	13	3	1	11	3	3	5	12	1	15	4	13	1	3	7	7	3
	6.6%	-	5.7%	4.8%	9.4%	-	11.3%	9.3%	3.9%	2.7%	8.5%	3.8%	6.4%	13.5%	5.5%	4.3%	7.1%	4.9%	7.4%	12.5%	4.2%	5.3%	6.3%	23.1%
SPHA SUMMARY RATE - High school graduate or less	107	7	24	40	35	107	-	44	37	24	39	47	21	13	93	10	86	39	66	4	34	51	55	1
	41.5%	50.0%	34.3%	47.6%	41.2%	100.0%	-	31.4%	48.1%	64.9%	30.0%	58.8%	44.7%	35.1%	42.7%	43.5%	40.8%	48.1%	37.7%	50.0%	47.2%	38.3%	49.1%	7.7%
SPHA SUMMARY RATE - Some college	98	7	37	24	28	-	98	59	28	9	58	23	16	14	82	11	79	27	71	2	25	53	38	7
	38.0%	50.0%	52.9%	28.6%	32.9%	-	64.9%	42.1%	36.4%	24.3%	44.6%	28.8%	34.0%	37.8%	37.6%	47.8%	37.4%	33.3%	40.6%	25.0%	34.7%	39.8%	33.9%	53.8%
SPHA SUMMARY RATE - 4-year college graduate or more	53	-	9	20	22	-	53	37	12	4	33	10	10	10	43	2	46	15	38	2	13	29	19	5
	20.5%	-	12.9%	23.8%	25.9%	-	35.1%	26.4%	15.6%	10.8%	25.4%	12.5%	21.3%	27.0%	19.7%	8.7%	21.8%	18.5%	21.7%	25.0%	18.1%	21.8%	17.0%	38.5%

Cell Contents:  
- Count  
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Statistics:  
- Column Proportions:  
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O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q81. How are you related to the child?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	254	14	72	85	77	101	146	139	78	33	128	80	44	37	214	23	208	80	172	8	71	126	115	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	1	-	1	10	6	5	9	3	4	5	4	7	2	14	1	11	6	10	3	3	10	6	-
Mother or father	223	12	72	85	49	89	128	118	72	29	120	65	36	32	190	20	184	72	149	8	63	106	107	10
	87.8%	85.7%	100.0%	100.0%	63.6%	88.1%	87.7%	84.9%	92.3%	87.9%	93.8%	81.3%	81.8%	86.5%	88.8%	87.0%	88.5%	90.0%	86.6%	100.0%	88.7%	84.1%	93.0%	76.9%
Grandparent	20	1	-	-	18	9	10	13	5	2	7	7	6	2	18	1	18	6	14	-	6	12	7	1
	7.9%	7.1%	-	-	23.4%	8.9%	6.8%	9.4%	6.4%	6.1%	5.5%	8.8%	13.6%	5.4%	8.4%	4.3%	8.7%	7.5%	8.1%	-	8.5%	9.5%	6.1%	7.7%
Aunt or uncle	1	-	-	-	1	-	-	-	-	1	-	1	-	-	1	-	1	-	-	-	1	1	-	-
	0.4%	-	-	-	1.3%	1.0%	-	-	-	3.0%	-	1.3%	-	-	0.5%	-	0.5%	1.3%	-	-	1.4%	0.8%	-	-
Older brother or sister	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other relative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal guardian	8	1	-	-	7	2	6	6	1	1	1	5	2	3	5	2	4	1	7	-	1	5	1	2
	3.1%	7.1%	-	-	9.1%	2.0%	4.1%	4.3%	1.3%	3.0%	0.8%	6.3%	4.5%	8.1%	2.3%	8.7%	1.9%	1.3%	4.1%	-	1.4%	4.0%	0.9%	15.4%
Someone else	2	-	-	-	2	-	2	2	-	-	-	2	-	-	-	-	1	-	2	-	-	2	-	-
	0.8%	-	-	-	2.6%	-	1.4%	1.4%	-	-	-	2.5%	-	-	-	-	0.5%	-	1.2%	-	-	1.6%	-	-

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 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q82. Did someone help you complete this survey?																								
Total Eligible	149 100.0%	9 100.0%	33 100.0%	40 100.0%	61 100.0%	52 100.0%	94 100.0%	87 100.0%	38 100.0%	20 100.0%	70 100.0%	46 100.0%	31 100.0%	23 100.0%	123 100.0%	14 100.0%	119 100.0%	48 100.0%	101 100.0%	6 100.0%	41 100.0%	136 100.0%	- -	13 100.0%
Total Valid Responses	149 100.0%	9 100.0%	33 100.0%	40 100.0%	61 100.0%	52 100.0%	94 100.0%	87 100.0%	38 100.0%	20 100.0%	70 100.0%	46 100.0%	31 100.0%	23 100.0%	123 100.0%	14 100.0%	119 100.0%	48 100.0%	101 100.0%	6 100.0%	41 100.0%	136 100.0%	- -	13 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	4 2.7%	2 22.2% **	1 3.0%	-	1 1.6%	3 5.8% F	-	1 1.1%	-	3 15.0% **	-	-	4 12.9% JK	1 4.3% **	3 2.4%	1 7.1% **	3 2.5%	2 4.2%	2 2.0%	-	2 4.9%	4 2.9%	-	-
No	145 97.3%	7 77.8% **	32 97.0%	40 100.0%	60 98.4%	49 94.2%	94 100.0% E	86 98.9%	38 100.0%	17 85.0% **	70 100.0% L	46 100.0% L	27 87.1%	22 95.7% **	120 97.6%	13 92.9% **	116 97.5%	46 95.8%	99 98.0%	6 100.0% **	39 95.1%	132 97.1%	-	13 100.0% **

Cell Contents:  
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- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q83. How did that person help you? Check all that apply.																								
Total Eligible	4	2	1	-	1	3	-	1	-	3	-	-	4	1	3	1	3	2	2	-	2	4	-	-
	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	100.0%	-	100.0%	-	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	-
Total Valid Responses	4	2	1	-	1	3	-	1	-	3	-	-	4	1	3	1	3	2	2	-	2	4	-	-
Total Respondents	4	2	1	-	1	3	-	1	-	3	-	-	4	1	3	1	3	2	2	-	2	4	-	-
	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	100.0%	-	100.0%	-	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	-
Read the questions to me	2	1	1	-	-	1	-	1	-	1	-	-	2	1	1	-	2	1	1	-	1	2	-	-
	50.0%	50.0%	100.0%	-	-	33.3%	-	100.0%	-	33.3%	-	-	50.0%	100.0%	33.3%	-	66.7%	50.0%	50.0%	-	50.0%	50.0%	-	-
Wrote down the answers I gave	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Answered the questions for me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Translated the questions into my language	1	1	-	-	-	1	-	-	-	1	-	-	1	-	1	1	-	-	1	-	-	1	-	-
	25.0%	50.0%	-	-	-	33.3%	-	-	-	33.3%	-	-	25.0%	-	33.3%	100.0%	-	-	50.0%	-	-	25.0%	-	-
Helped in some other way	1	-	-	-	1	1	-	-	-	1	-	-	1	-	1	-	1	1	-	-	1	1	-	-
	25.0%	-	-	-	100.0%	33.3%	-	-	-	33.3%	-	-	25.0%	-	33.3%	-	33.3%	50.0%	-	-	50.0%	25.0%	-	-

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, UV/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q1. Our records show that your child is now in Presbyterian Centennial Care. Is that right?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	264	15	72	85	82	103	149	145	80	36	130	82	50	38	223	23	215	84	178	11	72	130	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	-	1	5	4	2	3	1	1	3	2	1	1	5	1	4	2	4	-	2	6	-	-
Yes	264	15	72	85	82	103	149	145	80	36	130	82	50	38	223	23	215	84	178	11	72	130	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	264	15	72	85	82	103	149	145	80	36	130	82	50	38	223	23	215	84	178	11	72	130	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Cell Contents:  
- Count  
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2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	72	86	85	107	149	147	80	37	132	84	50	39	226	24	217	86	180	11	74	134	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	2	-	2	1	1	-	1	-	1	-	2	-	2	-	2	-	-	2	-	-
Yes	109	7	26	38	33	36	69	51	36	20	56	33	18	15	94	12	89	42	66	4	38	58	44	7
	40.7%	46.7%	36.1%	44.2%	38.8%	33.6%	46.3%	34.7%	45.0%	54.1%	42.4%	39.3%	36.0%	38.5%	41.6%	50.0%	41.0%	48.8%	36.7%	36.4%	51.4%	43.3%	36.4%	53.8%
No	159	8	46	48	52	71	80	96	44	17	76	51	32	24	132	12	128	44	114	7	36	76	77	6
	59.3%	53.3%	63.9%	55.8%	61.2%	66.4%	53.7%	65.3%	55.0%	45.9%	57.6%	60.7%	64.0%	61.5%	58.4%	50.0%	59.0%	51.2%	63.3%	63.6%	48.6%	56.7%	63.6%	46.2%
HEDIS/CAHPS SUMMARY RATE - Yes	109	7	26	38	33	36	69	51	36	20	56	33	18	15	94	12	89	42	66	4	38	58	44	7
	40.7%	46.7%	36.1%	44.2%	38.8%	33.6%	46.3%	34.7%	45.0%	54.1%	42.4%	39.3%	36.0%	38.5%	41.6%	50.0%	41.0%	48.8%	36.7%	36.4%	51.4%	43.3%	36.4%	53.8%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
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 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?																								
Total Eligible	109	7	26	38	33	36	69	51	36	20	56	33	18	15	94	12	89	42	66	4	38	58	44	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	107	7	26	38	32	36	67	50	35	20	54	33	18	15	92	12	87	42	64	4	38	56	44	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	1	-	2	1	1	-	2	-	-	-	2	-	2	-	2	-	-	2	-	-
Always	80	6	21	31	21	30	48	37	26	16	44	23	12	8	72	7	68	31	48	2	29	38	38	4
	74.8%	85.7%	80.8%	81.6%	65.6%	83.3%	71.6%	74.0%	74.3%	80.0%	81.5%	69.7%	66.7%	53.3%	78.3%	58.3%	78.2%	73.8%	75.0%	50.0%	76.3%	67.9%	86.4%	57.1%
Usually	19	1	5	4	8	5	14	11	5	3	8	7	4	3	16	3	15	9	10	1	8	15	2	2
	17.8%	14.3%	19.2%	10.5%	25.0%	13.9%	20.9%	22.0%	14.3%	15.0%	14.8%	21.2%	22.2%	20.0%	17.4%	25.0%	17.2%	21.4%	15.6%	25.0%	21.1%	26.8%	4.5%	28.6%
Sometimes	8	-	-	3	3	1	5	2	4	1	2	3	2	4	4	2	4	2	6	1	1	3	4	1
	7.5%	-	-	7.9%	9.4%	2.8%	7.5%	4.0%	11.4%	5.0%	3.7%	9.1%	11.1%	26.7%	4.3%	16.7%	4.6%	4.8%	9.4%	25.0%	2.6%	5.4%	9.1%	14.3%
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	99	7	26	35	29	35	62	48	31	19	52	30	16	11	88	10	83	40	58	3	37	53	40	6
	92.5%	100.0%	100.0%	92.1%	90.6%	97.2%	92.5%	96.0%	88.6%	95.0%	96.3%	90.9%	88.9%	73.3%	95.7%	83.3%	95.4%	95.2%	90.6%	75.0%	97.4%	94.6%	90.9%	85.7%
HEDIS/CAHPS SUMMARY RATE - Always	80	6	21	31	21	30	48	37	26	16	44	23	12	8	72	7	68	31	48	2	29	38	38	4
	74.8%	85.7%	80.8%	81.6%	65.6%	83.3%	71.6%	74.0%	74.3%	80.0%	81.5%	69.7%	66.7%	53.3%	78.3%	58.3%	78.2%	73.8%	75.0%	50.0%	76.3%	67.9%	86.4%	57.1%
3-Point Score	2.67	2.86	2.81	2.74	2.56	2.81	2.64	2.70	2.63	2.75	2.78	2.61	2.56	2.27	2.74	2.42	2.74	2.69	2.66	2.25	2.74	2.63	2.77	2.43

Cell Contents:  
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Statistics:  
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Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	266	15	72	85	85	105	149	146	80	36	132	82	50	39	225	23	216	85	179	11	74	133	120	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	1	2	2	2	2	1	1	1	2	1	-	3	1	3	1	3	-	-	3	1	-
Yes	214	12	64	67	63	83	122	119	63	31	107	61	44	30	183	14	181	74	138	9	65	111	92	11
	80.5%	80.0%	88.9%	78.8%	74.1%	79.0%	81.9%	81.5%	78.8%	86.1%	81.1%	74.4%	88.0%	76.9%	81.3%	60.9%	83.8%	87.1%	77.1%	81.8%	87.8%	83.5%	76.7%	84.6%
No	52	3	8	18	22	22	27	27	17	5	25	21	6	9	42	9	35	11	41	2	9	22	28	2
	19.5%	20.0%	11.1%	21.2%	25.9%	21.0%	18.1%	18.5%	21.3%	13.9%	18.9%	25.6%	12.0%	23.1%	18.7%	39.1%	16.2%	12.9%	22.9%	18.2%	12.2%	16.5%	23.3%	15.4%
HEDIS/CAHPS SUMMARY RATE - Yes	214	12	64	67	63	83	122	119	63	31	107	61	44	30	183	14	181	74	138	9	65	111	92	11
	80.5%	80.0%	88.9%	78.8%	74.1%	79.0%	81.9%	81.5%	78.8%	86.1%	81.1%	74.4%	88.0%	76.9%	81.3%	60.9%	83.8%	87.1%	77.1%	81.8%	87.8%	83.5%	76.7%	84.6%

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 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)  
CCC POPULATION

Table: 87  
Level: Top

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?																								
Total Eligible	214	12	64	67	63	83	122	119	63	31	107	61	44	30	183	14	181	74	138	9	65	111	92	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	209	12	64	65	61	82	119	117	62	29	107	59	41	30	178	14	177	73	134	9	64	107	91	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	2	2	1	3	2	1	2	-	2	3	-	5	-	4	1	4	-	1	4	1	-
Always	128	8	37	43	38	53	71	70	38	19	67	35	25	13	114	6	115	46	80	5	41	64	57	7
	61.2%	66.7%	57.8%	66.2%	62.3%	64.6%	59.7%	59.8%	61.3%	65.5%	62.6%	59.3%	61.0%	43.3%	64.0%	42.9%	65.0%	63.0%	59.7%	55.6%	64.1%	59.8%	62.6%	63.6%
Usually	57	3	17	14	22	19	37	35	16	6	31	17	9	8	49	4	46	19	38	2	17	34	19	4
	27.3%	25.0%	26.6%	21.5%	36.1%	23.2%	31.1%	29.9%	25.8%	20.7%	29.0%	28.8%	22.0%	26.7%	27.5%	28.6%	26.0%	26.0%	28.4%	22.2%	26.6%	31.8%	20.9%	36.4%
Sometimes	22	1	9	8	1	10	10	11	7	4	9	6	6	8	14	4	14	8	14	2	6	9	13	-
	10.5%	8.3%	14.1%	12.3%	1.6%	12.2%	8.4%	9.4%	11.3%	13.8%	8.4%	10.2%	14.6%	26.7%	7.9%	28.6%	7.9%	11.0%	10.4%	22.2%	9.4%	8.4%	14.3%	**
Never	2	-	1	-	-	1	1	1	1	-	-	1	1	1	1	-	2	-	2	-	-	-	2	-
	1.0%	-	1.6%	-	-	0.8%	0.9%	0.9%	1.6%	-	-	1.7%	2.4%	3.3%	0.6%	-	1.1%	-	1.5%	-	-	-	2.2%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	185	11	54	57	60	72	108	105	54	25	98	52	34	21	163	10	161	65	118	7	58	98	76	11
	88.5%	91.7%	84.4%	87.7%	98.4%	87.8%	90.8%	89.7%	87.1%	86.2%	91.6%	88.1%	82.9%	70.0%	91.6%	71.4%	91.0%	89.0%	88.1%	77.8%	90.6%	91.6%	83.5%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	128	8	37	43	38	53	71	70	38	19	67	35	25	13	114	6	115	46	80	5	41	64	57	7
	61.2%	66.7%	57.8%	66.2%	62.3%	64.6%	59.7%	59.8%	61.3%	65.5%	62.6%	59.3%	61.0%	43.3%	64.0%	42.9%	65.0%	63.0%	59.7%	55.6%	64.1%	59.8%	62.6%	63.6%
3-Point Score	2.50	2.58	2.42	2.54	2.61	2.52	2.50	2.50	2.48	2.52	2.54	2.47	2.44	2.13	2.56	2.14	2.56	2.52	2.48	2.33	2.55	2.51	2.46	2.64

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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2017

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	263	15	70	84	84	105	146	143	81	35	130	81	50	39	221	21	215	85	176	11	73	133	117	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	2	2	3	2	5	5	-	2	3	3	1	-	7	3	4	1	6	-	1	3	4	-
None	52	4	12	17	17	25	24	35	12	3	25	17	10	5	45	3	42	12	38	-	11	26	25	1
	19.8%	26.7% **	17.1%	20.2%	20.2%	23.8%	16.4%	24.5% hl	14.8%	8.6%	19.2%	21.0%	20.0%	12.8%	20.4%	14.3% **	19.5%	14.1%	21.6%	-	15.1%	19.5%	21.4%	7.7% **
1 time	54	2	11	13	26	21	30	34	14	5	30	15	9	8	45	5	45	15	39	4	11	30	22	2
	20.5%	13.3% **	15.7%	15.5%	31.0% BC	20.0%	20.5%	23.8%	17.3%	14.3%	23.1%	18.5%	18.0%	20.5%	20.4%	23.8% **	20.9%	17.6%	22.2%	36.4% **	15.1%	22.6%	18.8%	15.4% **
2	62	2	19	22	16	22	38	36	18	7	28	21	12	10	52	4	52	17	45	2	15	31	26	5
	23.6%	13.3% **	27.1%	26.2%	19.0%	21.0%	26.0%	25.2%	22.2%	20.0%	21.5%	25.9%	24.0%	25.6%	23.5%	19.0% **	24.2%	20.0%	25.6%	18.2% **	20.5%	23.3%	22.2%	38.5% **
3	47	3	13	17	12	19	25	22	21	4	24	17	5	7	40	5	36	16	31	1	15	21	24	2
	17.9%	20.0% **	18.6%	20.2%	14.3%	18.1%	17.1%	15.4%	25.9% gi	11.4%	18.5%	21.0%	10.0%	17.9%	18.1%	23.8% **	16.7%	18.8%	17.6%	9.1% **	20.5%	15.8%	20.5%	15.4% **
4	19	1	8	4	5	5	14	7	6	6	8	4	7	4	15	2	14	9	10	-	9	9	8	2
	7.2%	6.7% **	11.4%	4.8%	6.0%	4.8%	9.6%	4.9%	7.4%	17.1% G	6.2%	4.9%	14.0% jk	10.3%	6.8%	9.5% **	6.5%	10.6%	5.7%	-	12.3%	6.8%	6.8%	15.4% **
5 to 9	24	3	5	10	6	11	12	6	9	9	13	5	6	4	20	2	22	14	10	4	10	13	10	1
	9.1%	20.0% **	7.1%	11.9%	7.1%	10.5%	8.2%	4.2%	11.1% G	25.7% GH	10.0%	6.2%	12.0%	10.3%	9.0%	9.5% **	10.2%	16.5% R	5.7%	36.4% **	13.7%	9.8%	8.5%	7.7% **
10 or more times	5	-	2	1	2	2	3	3	1	1	2	2	1	1	4	-	4	2	3	-	2	3	2	-
	1.9%	- **	2.9%	1.2%	2.4%	1.9%	2.1%	2.1%	1.2%	2.9%	1.5%	2.5%	2.0%	2.6%	1.8%	- **	1.9%	2.4%	1.7%	- **	2.7%	2.3%	1.7%	- **
HEDIS/CAHPS SUMMARY RATE - 1 or more times	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	80.2%	73.3% **	82.9%	79.8%	79.8%	76.2%	83.6%	75.5%	85.2% g	91.4% G	80.8%	79.0%	80.0%	87.2%	79.6%	85.7% **	80.5%	85.9%	78.4%	100.0% **	84.9%	80.5%	78.6%	92.3% **

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:

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2017

- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?																								
Total Eligible	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	163	11	44	51	53	61	97	77	57	28	78	51	32	25	137	13	134	61	102	6	55	84	69	10
	77.3%	100.0%	75.9%	76.1%	79.1%	76.3%	79.5%	71.3%	82.6%	87.5%	74.3%	79.7%	80.0%	73.5%	77.8%	72.2%	77.5%	83.6%	73.9%	54.5%	88.7%	78.5%	75.0%	83.3%
No	48	-	14	16	14	19	25	31	12	4	27	13	8	9	39	5	39	12	36	5	7	23	23	2
	22.7%	-	24.1%	23.9%	20.9%	23.8%	20.5%	28.7%	17.4%	12.5%	25.7%	20.3%	20.0%	26.5%	22.2%	27.8%	22.5%	16.4%	26.1%	45.5%	11.3%	21.5%	25.0%	16.7%
HEDIS/CAHPS SUMMARY RATE - Yes	163	11	44	51	53	61	97	77	57	28	78	51	32	25	137	13	134	61	102	6	55	84	69	10
	77.3%	100.0%	75.9%	76.1%	79.1%	76.3%	79.5%	71.3%	82.6%	87.5%	74.3%	79.7%	80.0%	73.5%	77.8%	72.2%	77.5%	83.6%	73.9%	54.5%	88.7%	78.5%	75.0%	83.3%
3-Point Score	2.55	3.00	2.52	2.52	2.58	2.53	2.59	2.43	2.65	2.75	2.49	2.59	2.60	2.47	2.56	2.44	2.55	2.67	2.48	2.09	2.77	2.57	2.50	2.67

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 90  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?																								
Total Eligible	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	146	7	46	46	41	54	85	75	51	19	76	43	26	18	127	8	129	56	90	5	51	70	68	8
	69.2%	63.6%	79.3%	68.7%	61.2%	67.5%	69.7%	69.4%	73.9%	59.4%	72.4%	67.2%	65.0%	52.9%	72.2%	44.4%	74.6%	76.7%	65.2%	45.5%	82.3%	65.4%	73.9%	66.7%
Usually	49	4	10	12	22	18	31	25	13	10	21	17	11	10	39	6	36	11	38	3	8	27	18	4
	23.2%	36.4%	17.2%	17.9%	32.8%	22.5%	25.4%	23.1%	18.8%	31.3%	20.0%	26.6%	27.5%	29.4%	22.2%	33.3%	20.8%	15.1%	27.5%	27.3%	12.9%	25.2%	19.6%	33.3%
Sometimes	14	-	2	8	3	6	6	7	5	2	8	3	2	5	9	3	8	5	9	2	3	9	5	-
	6.6%	**	3.4%	11.9%	4.5%	7.5%	4.9%	6.5%	7.2%	6.3%	7.6%	4.7%	5.0%	14.7%	5.1%	16.7%	4.6%	6.8%	6.5%	18.2%	4.8%	8.4%	5.4%	**
Never	2	-	-	1	1	2	-	1	-	1	-	1	1	1	1	1	-	1	1	1	-	1	1	-
	0.9%	**	-	1.5%	1.5%	2.5%	-	0.9%	-	3.1%	-	1.6%	2.5%	2.9%	0.6%	5.6%	-	1.4%	0.7%	9.1%	-	0.9%	1.1%	**
HEDIS/CAHPS SUMMARY RATE - Always/Usually	195	11	56	58	63	72	116	100	64	29	97	60	37	28	166	14	165	67	128	8	59	97	86	12
	92.4%	100.0%	96.6%	86.6%	94.0%	90.0%	95.1%	92.6%	92.8%	90.6%	92.4%	93.8%	92.5%	82.4%	94.3%	77.8%	95.4%	91.8%	92.8%	72.7%	95.2%	90.7%	93.5%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	146	7	46	46	41	54	85	75	51	19	76	43	26	18	127	8	129	56	90	5	51	70	68	8
	69.2%	63.6%	79.3%	68.7%	61.2%	67.5%	69.7%	69.4%	73.9%	59.4%	72.4%	67.2%	65.0%	52.9%	72.2%	44.4%	74.6%	76.7%	65.2%	45.5%	82.3%	65.4%	73.9%	66.7%
3-Point Score	2.62	2.64	2.76	2.55	2.55	2.58	2.65	2.62	2.67	2.50	2.65	2.61	2.58	2.35	2.66	2.22	2.70	2.68	2.58	2.18	2.77	2.56	2.67	2.67

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

Presented by SPH Analytics  
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2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?																								
Total Eligible	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	209	11	57	66	67	78	122	108	68	31	104	64	39	32	176	18	171	72	137	10	62	105	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	1	-	2	-	-	1	1	1	-	1	2	-	-	2	1	1	1	-	2	-	-
Yes	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	42.6%	54.5%	28.1%	47.0%	49.3%	46.2%	42.6%	33.3%	50.0%	61.3%	35.6%	51.6%	48.7%	43.8%	42.6%	38.9%	42.1%	47.2%	40.1%	20.0%	51.6%	40.0%	44.6%	50.0%
No	120	5	41	35	34	42	70	72	34	12	67	31	20	18	101	11	99	38	82	8	30	63	51	6
	57.4%	45.5%	71.9%	53.0%	50.7%	53.8%	57.4%	66.7%	50.0%	38.7%	64.4%	48.4%	51.3%	56.3%	57.4%	61.1%	57.9%	52.8%	59.9%	80.0%	48.4%	60.0%	55.4%	50.0%
HEDIS/CAHPS SUMMARY RATE - Yes	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	42.6%	54.5%	28.1%	47.0%	49.3%	46.2%	42.6%	33.3%	50.0%	61.3%	35.6%	51.6%	48.7%	43.8%	42.6%	38.9%	42.1%	47.2%	40.1%	20.0%	51.6%	40.0%	44.6%	50.0%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 92  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?																								
Total Eligible	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	86	6	16	28	33	34	51	35	32	19	36	32	18	14	72	7	70	34	52	2	32	40	40	6
	96.6%	100.0%	100.0%	90.3%	100.0%	94.4%	98.1%	97.2%	94.1%	100.0%	97.3%	97.0%	94.7%	100.0%	96.0%	100.0%	97.2%	100.0%	94.5%	100.0%	100.0%	95.2%	97.6%	100.0%
No	3	-	-	3	-	2	1	1	2	-	1	1	1	-	3	-	2	-	3	-	-	2	1	-
	3.4%	-	-	9.7%	-	5.6%	1.9%	2.8%	5.9%	-	2.7%	3.0%	5.3%	-	4.0%	-	2.8%	-	5.5%	-	-	4.8%	2.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	86	6	16	28	33	34	51	35	32	19	36	32	18	14	72	7	70	34	52	2	32	40	40	6
	96.6%	100.0%	100.0%	90.3%	100.0%	94.4%	98.1%	97.2%	94.1%	100.0%	97.3%	97.0%	94.7%	100.0%	96.0%	100.0%	97.2%	100.0%	94.5%	100.0%	100.0%	95.2%	97.6%	100.0%
3-Point Score	2.93	3.00	3.00	2.81	3.00	2.89	2.96	2.94	2.88	3.00	2.95	2.94	2.89	3.00	2.92	3.00	2.94	3.00	2.89	3.00	3.00	2.90	2.95	3.00

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 93  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?																								
Total Eligible	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	69	5	12	21	29	28	40	26	27	16	28	27	14	13	56	5	56	29	40	2	27	33	30	6
	77.5%	83.3%	75.0%	67.7%	87.9%	77.8%	76.9%	72.2%	79.4%	84.2%	75.7%	81.8%	73.7%	92.9%	74.7%	71.4%	77.8%	85.3%	72.7%	100.0%	84.4%	78.6%	73.2%	100.0%
No	20	1	4	10	4	8	12	10	7	3	9	6	5	1	19	2	16	5	15	-	5	9	11	-
	22.5%	16.7%	25.0%	32.3%	12.1%	22.2%	23.1%	27.8%	20.6%	15.8%	24.3%	18.2%	26.3%	7.1%	25.3%	28.6%	22.2%	14.7%	27.3%	-	15.6%	21.4%	26.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	69	5	12	21	29	28	40	26	27	16	28	27	14	13	56	5	56	29	40	2	27	33	30	6
	77.5%	83.3%	75.0%	67.7%	87.9%	77.8%	76.9%	72.2%	79.4%	84.2%	75.7%	81.8%	73.7%	92.9%	74.7%	71.4%	77.8%	85.3%	72.7%	100.0%	84.4%	78.6%	73.2%	100.0%
3-Point Score	2.55	2.67	2.50	2.35	2.76	2.56	2.54	2.44	2.59	2.68	2.51	2.64	2.47	2.86	2.49	2.43	2.56	2.71	2.45	3.00	2.69	2.57	2.46	3.00

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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2017

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?																								
Total Eligible	89	6	16	31	33	36	52	36	34	19	37	33	19	14	75	7	72	34	55	2	32	42	41	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	88	6	15	31	33	36	51	36	33	19	36	33	19	14	74	7	71	33	55	2	31	42	40	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	-	1	-	1	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-
Yes	75	5	13	25	29	30	44	31	28	16	31	29	15	12	63	6	60	31	44	2	29	35	35	5
	85.2%	83.3%	86.7%	80.6%	87.9%	83.3%	86.3%	86.1%	84.8%	84.2%	86.1%	87.9%	78.9%	85.7%	85.1%	85.7%	84.5%	93.9%	80.0%	100.0%	93.5%	83.3%	87.5%	83.3%
No	13	1	2	6	4	6	7	5	5	3	5	4	4	2	11	1	11	2	11	-	2	7	5	1
	14.8%	16.7%	13.3%	19.4%	12.1%	16.7%	13.7%	13.9%	15.2%	15.8%	13.9%	12.1%	21.1%	14.3%	14.9%	14.3%	15.5%	6.1%	20.0%	-	6.5%	16.7%	12.5%	16.7%
HEDIS/CAHPS SUMMARY RATE - Yes	75	5	13	25	29	30	44	31	28	16	31	29	15	12	63	6	60	31	44	2	29	35	35	5
	85.2%	83.3%	86.7%	80.6%	87.9%	83.3%	86.3%	86.1%	84.8%	84.2%	86.1%	87.9%	78.9%	85.7%	85.1%	85.7%	84.5%	93.9%	80.0%	100.0%	93.5%	83.3%	87.5%	83.3%
3-Point Score	2.70	2.67	2.73	2.61	2.76	2.67	2.73	2.72	2.70	2.68	2.72	2.76	2.58	2.71	2.70	2.71	2.69	2.88	2.60	3.00	2.87	2.67	2.75	2.67

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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2017



Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?																								
	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	210	11	58	67	66	79	122	108	69	31	105	64	39	33	176	18	173	73	137	11	62	107	91	12
No Answer	1	-	-	-	1	1	-	-	-	1	-	-	1	1	-	-	-	-	1	-	-	-	1	-
10 - Best health care possible	92	5	26	32	29	45	43	47	28	16	49	26	16	6	85	3	82	38	54	3	35	43	46	3
	43.8%	45.5%	44.8%	47.8%	43.9%	57.0%	35.2%	43.5%	40.6%	51.6%	46.7%	40.6%	41.0%	18.2%	48.3%	16.7%	47.4%	52.1%	39.4%	27.3%	56.5%	40.2%	50.5%	25.0%
9	39	2	8	12	13	11	25	24	12	3	20	12	7	6	33	-	36	10	29	1	9	20	15	4
	18.6%	18.2%	13.8%	17.9%	19.7%	13.9%	20.5%	22.2%	17.4%	9.7%	19.0%	18.8%	17.9%	18.2%	18.8%	-	20.8%	13.7%	21.2%	9.1%	14.5%	18.7%	16.5%	33.3%
8	55	4	14	15	19	15	39	28	16	10	25	15	15	10	45	7	42	17	38	3	14	33	19	3
	26.2%	36.4%	24.1%	22.4%	28.8%	19.0%	32.0%	25.9%	23.2%	32.3%	23.8%	23.4%	38.5%	30.3%	25.6%	38.9%	24.3%	23.3%	27.7%	27.3%	22.6%	30.8%	20.9%	25.0%
7	14	-	5	6	3	2	12	4	8	2	7	6	1	6	8	4	9	6	8	2	4	5	7	2
	6.7%	-	8.6%	9.0%	4.5%	2.5%	9.8%	3.7%	11.6%	6.5%	6.7%	9.4%	2.6%	18.2%	4.5%	5.2%	8.2%	5.8%	5.8%	18.2%	6.5%	4.7%	7.7%	16.7%
6	4	-	1	1	1	2	1	1	3	-	1	2	-	3	1	1	2	1	3	1	-	3	1	-
	1.9%	-	1.7%	1.5%	1.5%	2.5%	0.8%	0.9%	4.3%	-	1.0%	3.1%	-	9.1%	0.6%	5.6%	1.2%	1.4%	2.2%	9.1%	-	2.8%	1.1%	-
5	5	-	4	-	1	3	2	3	2	-	3	2	-	2	3	2	2	-	5	-	-	2	3	-
	2.4%	-	6.9%	-	1.5%	3.8%	1.6%	2.8%	2.9%	-	2.9%	3.1%	-	6.1%	1.7%	11.1%	1.2%	-	3.6%	-	-	1.9%	3.3%	-
4	1	-	-	1	-	1	-	1	-	-	-	1	-	-	1	1	-	1	-	1	-	1	-	-
	0.5%	-	-	1.5%	-	1.3%	-	0.9%	-	-	-	1.6%	-	-	0.6%	5.6%	-	1.4%	-	9.1%	-	0.9%	-	-
3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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SUMMARY - 0-3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 4-7	24	-	10	8	5	8	15	9	13	2	11	11	1	11	13	8	13	8	16	4	4	11	11	2
	11.4%	-	17.2%	11.9%	7.6%	10.1%	12.3%	8.3%	18.8%	6.5%	10.5%	17.2%	2.6%	33.3%	7.4%	44.4%	7.5%	11.0%	11.7%	36.4%	6.5%	10.3%	12.1%	16.7%
HEDIS/CAHPS SUMMARY RATE - 8-10	186	11	48	59	61	71	107	99	56	29	94	53	38	22	163	10	160	65	121	7	58	96	80	10
	88.6%	100.0%	82.8%	88.1%	92.4%	89.9%	87.7%	91.7%	81.2%	93.5%	89.5%	82.6%	97.4%	66.7%	92.6%	55.6%	92.5%	89.0%	88.3%	63.6%	93.5%	89.7%	87.9%	83.3%
HEDIS/CAHPS SUMMARY RATE - 9-10	131	7	34	44	42	56	68	71	40	19	69	38	23	12	118	3	118	48	83	4	44	63	61	7
	62.4%	63.6%	58.6%	65.7%	63.6%	70.9%	55.7%	65.7%	58.0%	61.3%	65.7%	59.4%	59.0%	36.4%	67.0%	16.7%	68.2%	65.8%	60.6%	36.4%	71.0%	58.9%	67.0%	58.3%
3-Point Score	2.58	2.64	2.50	2.63	2.61	2.63	2.53	2.61	2.51	2.61	2.62	2.52	2.59	2.21	2.64	1.94	2.66	2.63	2.55	2.18	2.71	2.53	2.63	2.58

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?																								
Total Eligible	211	11	58	67	67	80	122	108	69	32	105	64	40	34	176	18	173	73	138	11	62	107	92	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	209	11	56	67	67	79	121	107	69	31	104	64	39	33	175	18	172	73	136	11	62	106	91	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	2	-	-	1	1	1	-	1	1	-	1	1	1	-	1	-	2	-	-	1	1	-
Always	125	6	29	46	41	53	67	65	40	19	60	37	27	15	109	6	112	50	75	4	46	62	54	9
	59.8%	54.5%	51.8%	68.7%	61.2%	67.1%	55.4%	60.7%	58.0%	61.3%	57.7%	57.8%	69.2%	45.5%	62.3%	33.3%	65.1%	68.5%	55.1%	36.4%	74.2%	58.5%	59.3%	75.0%
Usually	60	4	20	11	22	15	43	30	24	6	31	21	8	8	52	6	48	15	45	2	13	35	22	3
	28.7%	36.4%	35.7%	16.4%	32.8%	19.0%	35.5%	28.0%	34.8%	19.4%	29.8%	32.8%	20.5%	24.2%	29.7%	33.3%	27.9%	20.5%	33.1%	18.2%	21.0%	33.0%	24.2%	25.0%
Sometimes	22	1	7	10	3	11	10	11	4	6	12	6	4	9	13	5	11	6	16	4	2	7	15	-
	10.5%	9.1%	12.5%	14.9%	4.5%	13.9%	8.3%	10.3%	5.8%	19.4%	11.5%	9.4%	10.3%	27.3%	7.4%	27.8%	6.4%	8.2%	11.8%	36.4%	3.2%	6.6%	16.5%	-
Never	2	-	-	-	1	-	1	1	1	-	1	-	-	1	1	1	1	2	-	1	1	2	-	-
	1.0%	-	-	-	1.5%	-	0.8%	0.9%	1.4%	-	1.0%	-	-	3.0%	0.6%	5.6%	0.6%	2.7%	-	9.1%	1.6%	1.9%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	185	10	49	57	63	68	110	95	64	25	91	58	35	23	161	12	160	65	120	6	59	97	76	12
	88.5%	90.9%	87.5%	85.1%	94.0%	86.1%	90.9%	88.8%	92.8%	80.6%	87.5%	90.6%	89.7%	69.7%	92.0%	66.7%	93.0%	89.0%	88.2%	54.5%	95.2%	91.5%	83.5%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	125	6	29	46	41	53	67	65	40	19	60	37	27	15	109	6	112	50	75	4	46	62	54	9
	59.8%	54.5%	51.8%	68.7%	61.2%	67.1%	55.4%	60.7%	58.0%	61.3%	57.7%	57.8%	69.2%	45.5%	62.3%	33.3%	65.1%	68.5%	55.1%	36.4%	74.2%	58.5%	59.3%	75.0%
3-Point Score	2.48	2.45	2.39	2.54	2.55	2.53	2.46	2.50	2.51	2.42	2.45	2.48	2.59	2.15	2.54	2.00	2.58	2.58	2.43	1.91	2.69	2.50	2.43	2.75

Cell Contents:  
- Count  
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- Statistical Test Results

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Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q16. Is your child now enrolled in any kind of school or daycare?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q16. Is your child now enrolled in any kind of school or daycare?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	71	86	86	106	150	147	81	36	132	84	50	39	226	24	217	85	181	11	73	136	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	1	1	1	1	-	1	1	-	1	-	2	-	2	1	1	-	1	-	2	-
Yes	226	11	59	73	75	87	130	125	69	30	113	71	42	30	195	20	186	71	154	9	61	111	102	13
	84.3%	73.3%	83.1%	84.9%	87.2%	82.1%	86.7%	85.0%	85.2%	83.3%	85.6%	84.5%	84.0%	76.9%	86.3%	83.3%	85.7%	83.5%	85.1%	81.8%	83.6%	81.6%	85.7%	100.0%
No	42	4	12	13	11	19	20	22	12	6	19	13	8	9	31	4	31	14	27	2	12	25	17	-
	15.7%	26.7%	16.9%	15.1%	12.8%	17.9%	13.3%	15.0%	14.8%	16.7%	14.4%	15.5%	16.0%	23.1%	13.7%	16.7%	14.3%	16.5%	14.9%	18.2%	16.4%	18.4%	14.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	226	11	59	73	75	87	130	125	69	30	113	71	42	30	195	20	186	71	154	9	61	111	102	13
	84.3%	73.3%	83.1%	84.9%	87.2%	82.1%	86.7%	85.0%	85.2%	83.3%	85.6%	84.5%	84.0%	76.9%	86.3%	83.3%	85.7%	83.5%	85.1%	81.8%	83.6%	81.6%	85.7%	100.0%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q17. In the last 6 months, did you need your child's doctor or other health providers to contact a school or daycare center about your child's health or health care?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q17. In the last 6 months, did you need your child's doctor or other health providers to contact a school or daycare center about your child's health or health care?																								
Total Eligible	226	11	59	73	75	87	130	125	69	30	113	71	42	30	195	20	186	71	154	9	61	111	102	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	222	11	59	71	73	85	128	123	68	29	111	70	41	30	191	20	183	69	152	9	59	108	101	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	2	2	2	2	2	1	1	2	1	1	-	4	-	3	2	2	-	2	3	1	-
Yes	34	5	9	12	7	16	16	15	10	9	17	12	5	3	31	2	30	20	14	2	18	10	21	3
	15.3%	45.5%	15.3%	16.9%	9.6%	18.8%	12.5%	12.2%	14.7%	31.0%	15.3%	17.1%	12.2%	10.0%	16.2%	10.0%	16.4%	29.0%	9.2%	22.2%	30.5%	9.3%	20.8%	23.1%
No	188	6	50	59	66	69	112	108	58	20	94	58	36	27	160	18	153	49	138	7	41	98	80	10
	84.7%	54.5%	84.7%	83.1%	90.4%	81.2%	87.5%	87.8%	85.3%	69.0%	84.7%	82.9%	87.8%	90.0%	83.8%	90.0%	83.6%	71.0%	90.8%	77.8%	69.5%	90.7%	79.2%	76.9%
HEDIS/CAHPS SUMMARY RATE - Yes	34	5	9	12	7	16	16	15	10	9	17	12	5	3	31	2	30	20	14	2	18	10	21	3
	15.3%	45.5%	15.3%	16.9%	9.6%	18.8%	12.5%	12.2%	14.7%	31.0%	15.3%	17.1%	12.2%	10.0%	16.2%	10.0%	16.4%	29.0%	9.2%	22.2%	30.5%	9.3%	20.8%	23.1%

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Statistics:  
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Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 99  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?																								
Total Eligible	34	5	9	12	7	16	16	15	10	9	17	12	5	3	31	2	30	20	14	2	18	10	21	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	34	5	9	12	7	16	16	15	10	9	17	12	5	3	31	2	30	20	14	2	18	10	21	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	33	5	8	12	7	15	16	15	10	8	17	11	5	2	31	2	29	19	14	2	17	10	20	3
	97.1%	100.0%	88.9%	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	88.9%	100.0%	91.7%	100.0%	66.7%	100.0%	100.0%	96.7%	95.0%	100.0%	100.0%	94.4%	100.0%	95.2%	100.0%
No	1	-	1	-	-	1	-	-	-	1	-	1	-	1	-	1	-	1	-	-	1	-	1	-
	2.9%	-	11.1%	-	-	6.3%	-	-	-	11.1%	-	8.3%	-	33.3%	-	3.3%	5.0%	-	-	-	5.6%	-	4.8%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	33	5	8	12	7	15	16	15	10	8	17	11	5	2	31	2	29	19	14	2	17	10	20	3
	97.1%	100.0%	88.9%	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	88.9%	100.0%	91.7%	100.0%	66.7%	100.0%	100.0%	96.7%	95.0%	100.0%	100.0%	94.4%	100.0%	95.2%	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.94	3.00	2.78	3.00	3.00	2.88	3.00	3.00	3.00	2.78	3.00	2.83	3.00	2.33	3.00	3.00	2.93	2.90	3.00	3.00	2.89	3.00	2.90	3.00

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
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 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	269	14	72	86	87	106	151	148	80	37	132	84	51	39	227	23	219	86	182	11	74	136	120	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	1	-	-	-	1	-	-	1	-	1	-	-	-	1	1	-	-	-	-	-	-	1	-
Yes	33	4	11	12	4	13	18	14	9	9	16	7	8	8	25	3	28	17	16	3	14	16	13	4
	12.3%	28.6% **	15.3% D	14.0% D	4.6% D	12.3%	11.9%	9.5%	11.3%	24.3% Gh	12.1%	8.3%	15.7%	20.5% n	11.0%	13.0% **	12.8%	19.8% R	8.8%	27.3% **	18.9%	11.8%	10.8%	30.8% **
No	236	10	61	74	83	93	133	134	71	28	116	77	43	31	202	20	191	69	166	8	60	120	107	9
	87.7%	71.4% **	84.7% D	86.0% D	95.4% BC	87.7%	88.1%	90.5% I	88.8% i	75.7% Gh	87.9%	91.7%	84.3%	79.5% m	89.0% **	87.0% **	87.2%	80.2% Q	91.2%	72.7% **	81.1%	88.2%	89.2%	69.2% **
HEDIS/CAHPS SUMMARY RATE - Yes	33	4	11	12	4	13	18	14	9	9	16	7	8	8	25	3	28	17	16	3	14	16	13	4
	12.3%	28.6% **	15.3% D	14.0% D	4.6% D	12.3%	11.9%	9.5%	11.3%	24.3% Gh	12.1%	8.3%	15.7%	20.5% n	11.0%	13.0% **	12.8%	19.8% R	8.8%	27.3% **	18.9%	11.8%	10.8%	30.8% **

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	

Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?																								
Total Eligible	33	4	11	12	4	13	18	14	9	9	16	7	8	8	25	3	28	17	16	3	14	16	13	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	32	4	10	12	4	12	18	14	9	8	16	7	8	7	25	3	27	17	15	3	14	15	13	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	1	-	-	-	1	-	-	1	1	-	-	1	-	1	-	-	1	-	-
Always	16	2	4	7	2	4	11	7	7	1	7	3	5	2	14	1	14	7	9	-	7	5	9	2
	50.0%	50.0%	40.0%	58.3%	50.0%	33.3%	61.1%	50.0%	77.8%	12.5%	43.8%	42.9%	71.4%	28.6%	56.0%	33.3%	51.9%	41.2%	60.0%	-	50.0%	33.3%	69.2%	50.0%
Usually	5	-	3	1	1	4	1	3	-	2	3	1	1	1	4	-	5	3	2	-	3	2	3	-
	15.6%	-	30.0%	8.3%	25.0%	33.3%	5.6%	21.4%	-	25.0%	18.8%	14.3%	14.3%	14.3%	16.0%	-	18.5%	17.6%	13.3%	-	21.4%	13.3%	23.1%	-
Sometimes	7	1	2	3	1	3	4	3	1	3	4	2	1	2	5	1	5	3	4	-	3	4	1	2
	21.9%	25.0%	20.0%	25.0%	25.0%	25.0%	22.2%	21.4%	11.1%	37.5%	25.0%	28.6%	14.3%	28.6%	20.0%	33.3%	18.5%	17.6%	26.7%	-	21.4%	26.7%	7.7%	50.0%
Never	4	1	1	1	-	1	2	1	1	2	2	1	-	2	2	1	3	4	-	3	1	4	-	-
	12.5%	25.0%	10.0%	8.3%	-	8.3%	11.1%	7.1%	11.1%	25.0%	12.5%	14.3%	-	28.6%	8.0%	33.3%	11.1%	23.5%	-	100.0%	7.1%	26.7%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	21	2	7	8	3	8	12	10	7	3	10	4	6	3	18	1	19	10	11	-	10	7	12	2
	65.6%	50.0%	70.0%	66.7%	75.0%	66.7%	66.7%	71.4%	77.8%	37.5%	62.5%	57.1%	85.7%	42.9%	72.0%	33.3%	70.4%	58.8%	73.3%	-	71.4%	46.7%	92.3%	50.0%
HEDIS/CAHPS SUMMARY RATE - Always	16	2	4	7	2	4	11	7	7	1	7	3	5	2	14	1	14	7	9	-	7	5	9	2
	50.0%	50.0%	40.0%	58.3%	50.0%	33.3%	61.1%	50.0%	77.8%	12.5%	43.8%	42.9%	71.4%	28.6%	56.0%	33.3%	51.9%	41.2%	60.0%	-	50.0%	33.3%	69.2%	50.0%
3-Point Score	2.16	2.00	2.10	2.25	2.25	2.00	2.28	2.21	2.56	1.50	2.06	2.00	2.57	1.71	2.28	1.67	2.22	2.00	2.33	1.00	2.21	1.80	2.62	2.00

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?																								
Total Eligible	33	4	11	12	4	13	18	14	9	9	16	7	8	8	25	3	28	17	16	3	14	16	13	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	31	3	11	11	4	12	17	14	9	7	15	6	8	7	24	3	26	15	16	1	14	14	13	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	1	-	1	1	-	-	2	1	1	-	1	1	-	2	2	-	2	-	2	-	-
Yes	27	2	11	9	4	12	14	11	9	7	14	6	6	7	20	2	23	14	13	1	13	13	12	2
	87.1%	66.7%	100.0%	81.8%	100.0%	100.0%	82.4%	78.6%	100.0%	100.0%	93.3%	100.0%	75.0%	100.0%	83.3%	66.7%	88.5%	93.3%	81.3%	100.0%	92.9%	92.9%	92.3%	50.0%
No	4	1	-	2	-	-	3	3	-	-	1	-	2	-	4	1	3	1	3	-	1	1	1	2
	12.9%	33.3%	-	18.2%	-	-	17.6%	21.4%	-	-	6.7%	-	25.0%	-	16.7%	33.3%	11.5%	6.7%	18.8%	-	7.1%	7.1%	7.7%	50.0%
HEDIS/CAHPS SUMMARY RATE - Yes	27	2	11	9	4	12	14	11	9	7	14	6	6	7	20	2	23	14	13	1	13	13	12	2
	87.1%	66.7%	100.0%	81.8%	100.0%	100.0%	82.4%	78.6%	100.0%	100.0%	93.3%	100.0%	75.0%	100.0%	83.3%	66.7%	88.5%	93.3%	81.3%	100.0%	92.9%	92.9%	92.3%	50.0%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)



Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	269	15	71	86	87	106	151	148	81	36	133	83	51	39	227	24	218	85	182	11	73	135	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	1	-	-	-	1	-	1	-	-	1	-	1	-	-	-	1	1	-	-
Yes	66	9	18	18	18	32	30	39	12	15	30	17	19	9	56	7	55	29	36	7	21	34	28	4
	24.5%	60.0%	25.4%	20.9%	20.7%	30.2%	19.9%	26.4%	14.8%	41.7%	22.6%	20.5%	37.3%	23.1%	24.7%	29.2%	25.2%	34.1%	19.8%	63.6%	28.8%	25.2%	23.1%	30.8%
No	203	6	53	68	69	74	121	109	69	21	103	66	32	30	171	17	163	56	146	4	52	101	93	9
	75.5%	40.0%	74.6%	79.1%	79.3%	69.8%	80.1%	73.6%	85.2%	58.3%	77.4%	79.5%	62.7%	76.9%	75.3%	70.8%	74.8%	65.9%	80.2%	36.4%	71.2%	74.8%	76.9%	69.2%
HEDIS/CAHPS SUMMARY RATE - Yes	66	9	18	18	18	32	30	39	12	15	30	17	19	9	56	7	55	29	36	7	21	34	28	4
	24.5%	60.0%	25.4%	20.9%	20.7%	30.2%	19.9%	26.4%	14.8%	41.7%	22.6%	20.5%	37.3%	23.1%	24.7%	29.2%	25.2%	34.1%	19.8%	63.6%	28.8%	25.2%	23.1%	30.8%

Cell Contents:  
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- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?																								
Total Eligible	66	9	18	18	18	32	30	39	12	15	30	17	19	9	56	7	55	29	36	7	21	34	28	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	64	9	17	18	18	30	30	39	11	14	30	17	17	8	56	7	53	28	35	7	21	32	28	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	-	2	-	-	1	1	-	-	2	1	-	-	2	1	1	-	-	2	-	-
Always	35	2	10	12	9	17	15	21	9	5	21	8	6	3	32	1	31	15	20	2	13	20	14	1
	54.7%	22.2%	58.8%	66.7%	50.0%	56.7%	50.0%	53.8%	81.8%	35.7%	70.0%	47.1%	35.3%	37.5%	57.1%	14.3%	58.5%	53.6%	57.1%	28.6%	61.9%	62.5%	50.0%	25.0%
Usually	17	4	5	5	3	8	9	10	2	5	6	8	3	3	14	2	15	8	8	3	5	5	10	2
	26.6%	44.4%	29.4%	27.8%	16.7%	26.7%	30.0%	25.6%	18.2%	35.7%	20.0%	47.1%	17.6%	37.5%	25.0%	28.6%	28.3%	28.6%	22.9%	42.9%	23.8%	15.6%	35.7%	50.0%
Sometimes	9	3	1	1	4	3	5	7	-	2	3	-	6	2	7	4	5	3	6	1	2	5	3	1
	14.1%	33.3%	5.9%	5.6%	22.2%	10.0%	16.7%	17.9%	-	14.3%	10.0%	-	35.3%	25.0%	12.5%	57.1%	9.4%	10.7%	17.1%	14.3%	9.5%	15.6%	10.7%	25.0%
Never	3	-	1	-	2	2	1	1	-	2	-	1	2	-	3	-	2	2	1	1	1	2	1	-
	4.7%	-	5.9%	-	11.1%	6.7%	3.3%	2.6%	-	14.3%	-	5.9%	11.8%	-	5.4%	-	3.8%	7.1%	2.9%	14.3%	4.8%	6.3%	3.6%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	52	6	15	17	12	25	24	31	11	10	27	16	9	6	46	3	46	23	28	5	18	25	24	3
	81.3%	66.7%	88.2%	94.4%	66.7%	83.3%	80.0%	79.5%	100.0%	71.4%	90.0%	94.1%	52.9%	75.0%	82.1%	42.9%	86.8%	82.1%	80.0%	71.4%	85.7%	78.1%	85.7%	75.0%
HEDIS/CAHPS SUMMARY RATE - Always	35	2	10	12	9	17	15	21	9	5	21	8	6	3	32	1	31	15	20	2	13	20	14	1
	54.7%	22.2%	58.8%	66.7%	50.0%	56.7%	50.0%	53.8%	81.8%	35.7%	70.0%	47.1%	35.3%	37.5%	57.1%	14.3%	58.5%	53.6%	57.1%	28.6%	61.9%	62.5%	50.0%	25.0%
3-Point Score	2.36	1.89	2.47	2.61	2.17	2.40	2.30	2.33	2.82	2.07	2.60	2.41	1.88	2.13	2.39	1.57	2.45	2.36	2.37	2.00	2.48	2.41	2.36	2.00

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

Presented by SPH Analytics  
770-978-3173  
2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?																								
Total Eligible	66	9	18	18	18	32	30	39	12	15	30	17	19	9	56	7	55	29	36	7	21	34	28	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	64	8	18	18	18	30	30	39	10	15	29	17	18	9	55	7	53	27	36	7	20	32	28	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	-	2	-	-	2	-	1	-	1	-	1	-	2	2	-	-	1	2	-	-
Yes	39	5	12	10	10	18	17	24	6	9	17	10	12	4	35	3	33	19	20	4	15	22	15	2
	60.9%	62.5%	66.7%	55.6%	55.6%	60.0%	56.7%	61.5%	60.0%	60.0%	58.6%	58.8%	66.7%	44.4%	63.6%	42.9%	62.3%	70.4%	55.6%	57.1%	75.0%	68.8%	53.6%	50.0%
No	25	3	6	8	8	12	13	15	4	6	12	7	6	5	20	4	20	8	16	3	5	10	13	2
	39.1%	37.5%	33.3%	44.4%	44.4%	40.0%	43.3%	38.5%	40.0%	40.0%	41.4%	41.2%	33.3%	55.6%	36.4%	57.1%	37.7%	29.6%	44.4%	42.9%	25.0%	31.3%	46.4%	50.0%
HEDIS/CAHPS SUMMARY RATE - Yes	39	5	12	10	10	18	17	24	6	9	17	10	12	4	35	3	33	19	20	4	15	22	15	2
	60.9%	62.5%	66.7%	55.6%	55.6%	60.0%	56.7%	61.5%	60.0%	60.0%	58.6%	58.8%	66.7%	44.4%	63.6%	42.9%	62.3%	70.4%	55.6%	57.1%	75.0%	68.8%	53.6%	50.0%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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770-978-3173  
2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	269	15	71	86	87	106	151	148	81	36	133	83	51	39	227	24	218	85	182	11	73	135	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	1	-	-	-	1	-	1	-	-	1	-	1	-	-	-	1	1	-	-
Yes	91	6	20	29	33	40	45	54	20	16	18	35	38	14	77	8	71	30	60	5	25	51	33	7
	33.8%	40.0%	28.2%	33.7%	37.9%	37.7%	29.8%	36.5%	24.7%	44.4%	13.5%	42.2%	74.5%	35.9%	33.9%	33.3%	32.6%	35.3%	33.0%	45.5%	34.2%	37.8%	27.3%	53.8%
No	178	9	51	57	54	66	106	94	61	20	115	48	13	25	150	16	147	55	122	6	48	84	88	6
	66.2%	60.0%	71.8%	66.3%	62.1%	62.3%	70.2%	63.5%	75.3%	55.6%	86.5%	57.8%	25.5%	64.1%	66.1%	66.7%	67.4%	64.7%	67.0%	54.5%	65.8%	62.2%	72.7%	46.2%
HEDIS/CAHPS SUMMARY RATE - Yes	91	6	20	29	33	40	45	54	20	16	18	35	38	14	77	8	71	30	60	5	25	51	33	7
	33.8%	40.0%	28.2%	33.7%	37.9%	37.7%	29.8%	36.5%	24.7%	44.4%	13.5%	42.2%	74.5%	35.9%	33.9%	33.3%	32.6%	35.3%	33.0%	45.5%	34.2%	37.8%	27.3%	53.8%

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O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?																								
Total Eligible	91	6	20	29	33	40	45	54	20	16	18	35	38	14	77	8	71	30	60	5	25	51	33	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	88	6	20	26	33	40	42	54	19	14	18	35	35	14	74	7	70	29	58	5	24	49	32	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	3	-	-	3	-	1	2	-	-	3	-	3	1	1	1	2	-	1	2	1	-
Always	53	1	12	17	21	23	25	32	12	8	14	22	17	8	45	2	45	17	36	2	15	29	22	2
	60.2%	16.7%	60.0%	65.4%	63.6%	57.5%	59.5%	59.3%	63.2%	57.1%	77.8%	62.9%	48.6%	57.1%	60.8%	28.6%	64.3%	58.6%	62.1%	40.0%	62.5%	59.2%	68.8%	28.6%
Usually	18	1	5	4	7	9	8	11	4	3	2	6	10	2	16	2	14	8	9	2	6	10	7	1
	20.5%	16.7%	25.0%	15.4%	21.2%	22.5%	19.0%	20.4%	21.1%	21.4%	11.1%	17.1%	28.6%	14.3%	21.6%	28.6%	20.0%	27.6%	15.5%	40.0%	25.0%	20.4%	21.9%	14.3%
Sometimes	12	3	2	3	4	6	6	8	2	2	1	5	6	3	9	3	6	3	9	1	2	7	2	3
	13.6%	50.0%	10.0%	11.5%	12.1%	15.0%	14.3%	14.8%	10.5%	14.3%	5.6%	14.3%	17.1%	21.4%	12.2%	42.9%	8.6%	10.3%	15.5%	20.0%	8.3%	14.3%	6.3%	42.9%
Never	5	1	1	2	1	2	3	3	1	1	1	2	2	1	4	-	5	1	4	-	1	3	1	1
	5.7%	16.7%	5.0%	7.7%	3.0%	5.0%	7.1%	5.6%	5.3%	7.1%	5.6%	5.7%	5.7%	7.1%	5.4%	-	7.1%	3.4%	6.9%	-	4.2%	6.1%	3.1%	14.3%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	71	2	17	21	28	32	33	43	16	11	16	28	27	10	61	4	59	25	45	4	21	39	29	3
	80.7%	33.3%	85.0%	80.8%	84.8%	80.0%	78.6%	79.6%	84.2%	78.6%	88.9%	80.0%	77.1%	71.4%	82.4%	57.1%	84.3%	86.2%	77.6%	80.0%	87.5%	79.6%	90.6%	42.9%
HEDIS/CAHPS SUMMARY RATE - Always	53	1	12	17	21	23	25	32	12	8	14	22	17	8	45	2	45	17	36	2	15	29	22	2
	60.2%	16.7%	60.0%	65.4%	63.6%	57.5%	59.5%	59.3%	63.2%	57.1%	77.8%	62.9%	48.6%	57.1%	60.8%	28.6%	64.3%	58.6%	62.1%	40.0%	62.5%	59.2%	68.8%	28.6%
3-Point Score	2.41	1.50	2.45	2.46	2.48	2.38	2.38	2.39	2.47	2.36	2.67	2.43	2.26	2.29	2.43	1.86	2.49	2.45	2.40	2.20	2.50	2.39	2.59	1.71

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Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?																								
Total Eligible	91	6	20	29	33	40	45	54	20	16	18	35	38	14	77	8	71	30	60	5	25	51	33	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	87	6	19	26	33	39	42	54	19	13	18	34	35	13	74	7	68	29	57	5	24	48	32	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	3	-	1	3	-	1	3	-	1	3	1	3	1	3	1	3	-	1	3	1	-
Yes	43	3	8	14	16	23	17	23	10	10	9	14	20	5	38	4	35	18	25	3	15	25	15	3
	49.4%	50.0%	42.1%	53.8%	48.5%	59.0%	40.5%	42.6%	52.6%	76.9%	50.0%	41.2%	57.1%	38.5%	51.4%	57.1%	51.5%	62.1%	43.9%	60.0%	62.5%	52.1%	46.9%	42.9%
No	44	3	11	12	17	16	25	31	9	3	9	20	15	8	36	3	33	11	32	2	9	23	17	4
	50.6%	50.0%	57.9%	46.2%	51.5%	41.0%	59.5%	57.4%	47.4%	23.1%	50.0%	58.8%	42.9%	61.5%	48.6%	42.9%	48.5%	37.9%	56.1%	40.0%	37.5%	47.9%	53.1%	57.1%
HEDIS/CAHPS SUMMARY RATE - Yes	43	3	8	14	16	23	17	23	10	10	9	14	20	5	38	4	35	18	25	3	15	25	15	3
	49.4%	50.0%	42.1%	53.8%	48.5%	59.0%	40.5%	42.6%	52.6%	76.9%	50.0%	41.2%	57.1%	38.5%	51.4%	57.1%	51.5%	62.1%	43.9%	60.0%	62.5%	52.1%	46.9%	42.9%

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O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	265	15	69	85	86	105	149	146	79	36	131	82	50	39	223	24	214	84	179	10	73	133	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	3	1	1	2	2	2	2	1	2	2	1	-	5	-	5	2	3	1	1	3	2	-
Yes	123	9	35	35	39	41	76	62	41	18	56	36	29	17	106	10	101	43	80	7	36	63	50	10
	46.4%	60.0%	50.7%	41.2%	45.3%	39.0%	51.0%	42.5%	51.9%	50.0%	42.7%	43.9%	58.0%	43.6%	47.5%	41.7%	47.2%	51.2%	44.7%	70.0%	49.3%	47.4%	42.0%	76.9%
No	142	6	34	50	47	64	73	84	38	18	75	46	21	22	117	14	113	41	99	3	37	70	69	3
	53.6%	40.0%	49.3%	58.8%	54.7%	61.0%	49.0%	57.5%	48.1%	50.0%	57.3%	56.1%	42.0%	56.4%	52.5%	58.3%	52.8%	48.8%	55.3%	30.0%	50.7%	52.6%	58.0%	23.1%
HEDIS/CAHPS SUMMARY RATE - Yes	123	9	35	35	39	41	76	62	41	18	56	36	29	17	106	10	101	43	80	7	36	63	50	10
	46.4%	60.0%	50.7%	41.2%	45.3%	39.0%	51.0%	42.5%	51.9%	50.0%	42.7%	43.9%	58.0%	43.6%	47.5%	41.7%	47.2%	51.2%	44.7%	70.0%	49.3%	47.4%	42.0%	76.9%

Cell Contents:  
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- Column Percentage  
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Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q29. (CC-CCC) In the last 6 months, did anyone from your child's health plan, doctors office, or clinic help coordinate your child's care among these different providers or services?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q29. (CC-CCC) In the last 6 months, did anyone from your child's health plan, doctors office, or clinic help coordinate your child's care among these different providers or services?																								
Total Eligible	123	9	35	35	39	41	76	62	41	18	56	36	29	17	106	10	101	43	80	7	36	63	50	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	122	9	35	35	38	40	76	62	40	18	56	35	29	17	105	10	100	42	80	7	35	62	50	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	1	1	-	-
Yes	75	8	21	24	21	23	50	38	20	15	36	17	21	10	65	8	62	33	42	3	30	41	28	6
	61.5%	88.9%	60.0%	68.6%	55.3%	57.5%	65.8%	61.3%	50.0%	83.3%	64.3%	48.6%	72.4%	58.8%	61.9%	80.0%	62.0%	78.6%	52.5%	42.9%	85.7%	66.1%	56.0%	60.0%
No	47	1	14	11	17	17	26	24	20	3	20	18	8	7	40	2	38	9	38	4	5	21	22	4
	38.5%	11.1%	40.0%	31.4%	44.7%	42.5%	34.2%	38.7%	50.0%	16.7%	35.7%	51.4%	27.6%	41.2%	38.1%	20.0%	38.0%	21.4%	47.5%	57.1%	14.3%	33.9%	44.0%	40.0%
HEDIS/CAHPS SUMMARY RATE - Yes	75	8	21	24	21	23	50	38	20	15	36	17	21	10	65	8	62	33	42	3	30	41	28	6
	61.5%	88.9%	60.0%	68.6%	55.3%	57.5%	65.8%	61.3%	50.0%	83.3%	64.3%	48.6%	72.4%	58.8%	61.9%	80.0%	62.0%	78.6%	52.5%	42.9%	85.7%	66.1%	56.0%	60.0%
3-Point Score	2.23	2.78	2.20	2.37	2.11	2.15	2.32	2.23	2.00	2.67	2.29	1.97	2.45	2.18	2.24	2.60	2.24	2.57	2.05	1.86	2.71	2.32	2.12	2.20

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	72	86	85	106	150	147	81	36	133	82	51	38	228	24	219	86	180	11	74	134	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	2	1	1	1	-	1	-	2	-	1	-	-	-	-	2	-	-	2	-	-
Yes	247	13	66	82	77	97	141	134	74	35	125	73	47	33	212	24	219	84	161	10	73	122	112	13
	92.2%	86.7%	91.7%	95.3%	90.6%	91.5%	94.0%	91.2%	91.4%	97.2%	94.0%	89.0%	92.2%	86.8%	93.0%	100.0%	100.0%	97.7%	89.4%	90.9%	98.6%	91.0%	92.6%	100.0%
No	21	2	6	4	8	9	9	13	7	1	8	9	4	5	16	-	-	2	19	1	1	12	9	-
	7.8%	13.3%	8.3%	4.7%	9.4%	8.5%	6.0%	8.8%	8.6%	2.8%	6.0%	11.0%	7.8%	13.2%	7.0%	-	-	2.3%	10.6%	9.1%	1.4%	9.0%	7.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	247	13	66	82	77	97	141	134	74	35	125	73	47	33	212	24	219	84	161	10	73	122	112	13
	92.2%	86.7%	91.7%	95.3%	90.6%	91.5%	94.0%	91.2%	91.4%	97.2%	94.0%	89.0%	92.2%	86.8%	93.0%	100.0%	100.0%	97.7%	89.4%	90.9%	98.6%	91.0%	92.6%	100.0%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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2017

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?																								
Total Eligible	247	13	66	82	77	97	141	134	74	35	125	73	47	33	212	24	219	84	161	10	73	122	112	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	241	13	64	81	75	95	139	131	73	33	123	73	44	31	208	22	216	81	158	9	71	118	110	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	2	1	2	2	2	3	1	2	2	-	3	2	4	2	3	3	3	1	2	4	2	-
None	48	1	8	18	17	17	30	27	12	7	24	15	9	7	40	6	41	10	38	-	9	21	25	2
	19.9%	7.7%	12.5%	22.2%	22.7%	17.9%	21.6%	20.6%	16.4%	21.2%	19.5%	20.5%	20.5%	22.6%	19.2%	27.3%	19.0%	12.3%	24.1%	-	12.7%	17.8%	22.7%	15.4%
1 time	85	2	26	26	29	36	47	54	25	5	44	26	15	10	74	8	77	22	62	2	20	46	36	3
	35.3%	15.4%	40.6%	32.1%	38.7%	37.9%	33.8%	41.2%	34.2%	15.2%	35.8%	35.6%	34.1%	32.3%	35.6%	36.4%	35.6%	27.2%	39.2%	22.2%	28.2%	39.0%	32.7%	23.1%
2	52	3	9	21	19	17	34	28	16	7	28	17	6	5	47	6	46	20	31	4	16	25	23	4
	21.6%	23.1%	14.1%	25.9%	25.3%	17.9%	24.5%	21.4%	21.9%	21.2%	22.8%	23.3%	13.6%	16.1%	22.6%	27.3%	21.3%	24.7%	19.6%	44.4%	22.5%	21.2%	20.9%	30.8%
3	38	4	17	9	7	18	18	17	15	6	19	11	8	6	32	2	34	18	20	-	18	17	19	2
	15.8%	30.8%	26.6%	11.1%	9.3%	18.9%	12.9%	13.0%	20.5%	18.2%	15.4%	15.1%	18.2%	19.4%	15.4%	9.1%	15.7%	22.2%	12.7%	-	25.4%	14.4%	17.3%	15.4%
4	9	2	2	4	-	2	7	3	2	4	4	1	4	1	8	-	9	6	3	2	4	6	1	2
	3.7%	15.4%	3.1%	4.9%	-	2.1%	5.0%	2.3%	2.7%	12.1%	3.3%	1.4%	9.1%	3.2%	3.8%	-	4.2%	7.4%	1.9%	22.2%	5.6%	5.1%	0.9%	15.4%
5 to 9	8	1	2	2	3	4	3	2	3	3	3	3	2	2	6	-	8	5	3	1	4	3	5	-
	3.3%	7.7%	3.1%	2.5%	4.0%	4.2%	2.2%	1.5%	4.1%	9.1%	2.4%	4.1%	4.5%	6.5%	2.9%	-	3.7%	6.2%	1.9%	11.1%	5.6%	2.5%	4.5%	-
10 or more times	1	-	-	1	-	1	-	-	-	1	1	-	-	-	1	-	1	-	1	-	-	-	1	-
	0.4%	-	-	1.2%	-	1.1%	-	-	-	3.0%	0.8%	-	-	-	0.5%	-	0.5%	-	0.6%	-	-	-	0.9%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	80.1%	92.3%	87.5%	77.8%	77.3%	82.1%	78.4%	79.4%	83.6%	78.8%	80.5%	79.5%	79.5%	77.4%	80.8%	72.7%	81.0%	87.7%	75.9%	100.0%	87.3%	82.2%	77.3%	84.6%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q32. (HWDC) In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q32. (HWDC) In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
Total Valid Responses	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	156	9	46	51	47	61	90	85	51	18	83	46	26	15	140	7	147	57	97	4	53	78	72	6
Usually	28	2	8	7	10	11	16	15	8	5	13	9	6	7	21	4	24	10	18	3	7	12	11	5
Sometimes	8	1	2	5	-	5	3	4	1	3	3	2	3	2	6	5	3	4	4	2	2	7	1	-
Never	1	-	-	-	1	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	184	11	54	58	57	72	106	100	59	23	96	55	32	22	161	11	171	67	115	7	60	90	83	11
HEDIS/CAHPS SUMMARY RATE - Always	156	9	46	51	47	61	90	85	51	18	83	46	26	15	140	7	147	57	97	4	53	78	72	6
3-Point Score	2.76	2.67	2.79	2.73	2.79	2.71	2.80	2.78	2.80	2.58	2.81	2.74	2.66	2.54	2.79	2.13	2.82	2.75	2.77	2.22	2.82	2.73	2.82	2.55

Cell Contents:  
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Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 114  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q33. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	155	9	44	50	49	60	90	86	48	19	81	45	28	14	140	4	149	57	97	5	52	81	69	5
	80.3%	75.0%	78.6%	79.4%	84.5%	76.9%	82.6%	82.7%	78.7%	73.1%	81.8%	77.6%	80.0%	58.3%	83.3%	25.0%	85.1%	80.3%	80.8%	55.6%	83.9%	83.5%	81.2%	45.5%
Usually	29	2	10	8	8	12	16	13	11	5	15	9	5	7	22	5	24	9	19	3	6	10	13	6
	15.0%	16.7%	17.9%	12.7%	13.8%	15.4%	14.7%	12.5%	18.0%	19.2%	15.2%	15.5%	14.3%	29.2%	13.1%	31.3%	13.7%	12.7%	15.8%	33.3%	9.7%	10.3%	15.3%	54.5%
Sometimes	9	1	2	5	1	6	3	5	2	2	3	4	2	3	6	7	2	5	4	1	4	6	3	-
	4.7%	8.3%	3.6%	7.9%	1.7%	7.7%	2.8%	4.8%	3.3%	7.7%	3.0%	6.9%	5.7%	12.5%	3.6%	43.8%	1.1%	7.0%	3.3%	11.1%	6.5%	6.2%	3.5%	-
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	184	11	54	58	57	72	106	99	59	24	96	54	33	21	162	9	173	66	116	8	58	91	82	11
	95.3%	91.7%	96.4%	92.1%	98.3%	92.3%	97.2%	95.2%	96.7%	92.3%	97.0%	93.1%	94.3%	87.5%	96.4%	56.3%	98.9%	93.0%	96.7%	88.9%	93.5%	93.8%	96.5%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	155	9	44	50	49	60	90	86	48	19	81	45	28	14	140	4	149	57	97	5	52	81	69	5
	80.3%	75.0%	78.6%	79.4%	84.5%	76.9%	82.6%	82.7%	78.7%	73.1%	81.8%	77.6%	80.0%	58.3%	83.3%	25.0%	85.1%	80.3%	80.8%	55.6%	83.9%	83.5%	81.2%	45.5%
3-Point Score	2.76	2.67	2.75	2.71	2.83	2.69	2.80	2.78	2.75	2.65	2.79	2.71	2.74	2.46	2.80	1.81	2.84	2.73	2.78	2.44	2.77	2.77	2.78	2.45

Cell Contents:  
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2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q34. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	169	10	49	55	51	67	96	90	55	22	90	48	30	19	149	8	159	63	104	8	55	87	78	4
	87.6%	83.3%	87.5%	87.3%	87.9%	85.9%	88.1%	86.5%	90.2%	84.6%	90.9%	82.8%	85.7%	79.2%	88.7%	50.0%	90.9%	88.7%	86.7%	88.9%	88.7%	89.7%	91.8%	36.4%
Usually	20	1	7	6	6	9	11	11	6	3	8	9	3	4	16	4	16	6	14	-	6	7	7	6
	10.4%	8.3%	12.5%	9.5%	10.3%	11.5%	10.1%	10.6%	9.8%	11.5%	8.1%	15.5%	8.6%	16.7%	9.5%	25.0%	9.1%	8.5%	11.7%	-	9.7%	7.2%	8.2%	54.5%
Sometimes	4	1	-	2	1	2	2	3	-	1	1	1	2	1	3	4	-	2	2	1	1	3	-	1
	2.1%	8.3%	-	3.2%	1.7%	2.6%	1.8%	2.9%	-	3.8%	1.0%	1.7%	5.7%	4.2%	1.8%	25.0%	-	2.8%	1.7%	11.1%	1.6%	3.1%	-	9.1%
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	189	11	56	61	57	76	107	101	61	25	98	57	33	23	165	12	175	69	118	8	61	94	85	10
	97.9%	91.7%	100.0%	96.8%	98.3%	97.4%	98.2%	97.1%	100.0%	96.2%	99.0%	98.3%	94.3%	95.8%	98.2%	75.0%	100.0%	97.2%	98.3%	88.9%	98.4%	96.9%	100.0%	90.9%
HEDIS/CAHPS SUMMARY RATE - Always	169	10	49	55	51	67	96	90	55	22	90	48	30	19	149	8	159	63	104	8	55	87	78	4
	87.6%	83.3%	87.5%	87.3%	87.9%	85.9%	88.1%	86.5%	90.2%	84.6%	90.9%	82.8%	85.7%	79.2%	88.7%	50.0%	90.9%	88.7%	86.7%	88.9%	88.7%	89.7%	91.8%	36.4%
3-Point Score	2.85	2.75	2.88	2.84	2.86	2.83	2.86	2.84	2.90	2.81	2.90	2.81	2.80	2.75	2.87	2.25	2.91	2.86	2.85	2.78	2.87	2.87	2.92	2.27

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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770-978-3173  
2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q35. Is your child able to talk with doctors about his or her health care?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q35. Is your child able to talk with doctors about his or her health care?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	192	12	56	63	57	77	109	104	61	25	99	58	34	24	167	16	174	71	119	9	62	96	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	1	-	-	-	1	-	-	1	-	1	-	1	-	1	-	-	1	-	-
Yes	140	5	39	49	46	56	80	78	45	15	71	44	24	16	124	9	129	50	89	4	46	70	63	7
	72.9%	41.7%	69.6%	77.8%	80.7%	72.7%	73.4%	75.0%	73.8%	60.0%	71.7%	75.9%	70.6%	66.7%	74.3%	56.3%	74.1%	70.4%	74.8%	44.4%	74.2%	72.9%	74.1%	63.6%
No	52	7	17	14	11	21	29	26	16	10	28	14	10	8	43	7	45	21	30	5	16	26	22	4
	27.1%	58.3%	30.4%	22.2%	19.3%	27.3%	26.6%	25.0%	26.2%	40.0%	28.3%	24.1%	29.4%	33.3%	25.7%	43.8%	25.9%	29.6%	25.2%	55.6%	25.8%	27.1%	25.9%	36.4%
HEDIS/CAHPS SUMMARY RATE - Yes	140	5	39	49	46	56	80	78	45	15	71	44	24	16	124	9	129	50	89	4	46	70	63	7
	72.9%	41.7%	69.6%	77.8%	80.7%	72.7%	73.4%	75.0%	73.8%	60.0%	71.7%	75.9%	70.6%	66.7%	74.3%	56.3%	74.1%	70.4%	74.8%	44.4%	74.2%	72.9%	74.1%	63.6%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

Presented by SPH Analytics  
770-978-3173  
2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?																								
Total Eligible	140	5	39	49	46	56	80	78	45	15	71	44	24	16	124	9	129	50	89	4	46	70	63	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	136	5	38	47	45	55	77	75	45	15	68	44	24	16	120	9	125	48	87	4	44	66	63	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	2	1	1	3	3	-	-	3	-	-	-	4	-	4	2	2	-	2	4	-	-
Always	100	3	25	37	34	42	55	56	34	9	54	31	15	10	90	3	96	34	66	2	32	51	45	4
	73.5%	60.0%	65.8%	78.7%	75.6%	76.4%	71.4%	74.7%	75.6%	60.0%	79.4%	70.5%	62.5%	62.5%	75.0%	33.3%	76.8%	70.8%	75.9%	50.0%	72.7%	77.3%	71.4%	57.1%
Usually	32	2	12	8	10	12	19	19	10	3	13	13	6	6	26	4	27	12	19	2	10	13	17	2
	23.5%	40.0%	31.6%	17.0%	22.2%	21.8%	24.7%	25.3%	22.2%	20.0%	19.1%	29.5%	25.0%	37.5%	21.7%	44.4%	21.6%	25.0%	21.8%	50.0%	22.7%	19.7%	27.0%	28.6%
Sometimes	4	-	1	2	1	1	3	-	1	3	1	-	3	-	4	2	2	2	2	-	2	2	1	1
	2.9%	-	2.6%	4.3%	2.2%	1.8%	3.9%	-	2.2%	20.0%	1.5%	-	12.5%	-	3.3%	22.2%	1.6%	4.2%	2.3%	-	4.5%	3.0%	1.6%	14.3%
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	132	5	37	45	44	54	74	75	44	12	67	44	21	16	116	7	123	46	85	4	42	64	62	6
	97.1%	100.0%	97.4%	95.7%	97.8%	98.2%	96.1%	100.0%	97.8%	80.0%	98.5%	100.0%	87.5%	100.0%	96.7%	77.8%	98.4%	95.8%	97.7%	100.0%	95.5%	97.0%	98.4%	85.7%
HEDIS/CAHPS SUMMARY RATE - Always	100	3	25	37	34	42	55	56	34	9	54	31	15	10	90	3	96	34	66	2	32	51	45	4
	73.5%	60.0%	65.8%	78.7%	75.6%	76.4%	71.4%	74.7%	75.6%	60.0%	79.4%	70.5%	62.5%	62.5%	75.0%	33.3%	76.8%	70.8%	75.9%	50.0%	72.7%	77.3%	71.4%	57.1%
3-Point Score	2.71	2.60	2.63	2.74	2.73	2.75	2.68	2.75	2.73	2.40	2.78	2.70	2.50	2.63	2.72	2.11	2.75	2.67	2.74	2.50	2.68	2.74	2.70	2.43

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q37. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	133	8	34	43	45	51	78	77	40	15	73	35	24	12	120	6	125	48	84	3	45	73	53	7
	68.9%	66.7%	60.7%	68.3%	77.6%	65.4%	71.6%	74.0%	65.6%	57.7%	73.7%	60.3%	68.6%	50.0%	71.4%	37.5%	71.4%	67.6%	70.0%	33.3%	72.6%	75.3%	62.4%	63.6%
Usually	40	3	13	10	13	15	23	17	16	6	17	15	8	6	34	4	36	12	27	3	9	17	20	3
	20.7%	25.0%	23.2%	15.9%	22.4%	19.2%	21.1%	16.3%	26.2%	23.1%	17.2%	25.9%	22.9%	25.0%	20.2%	25.0%	20.6%	16.9%	22.5%	33.3%	14.5%	17.5%	23.5%	27.3%
Sometimes	15	1	6	8	-	10	5	7	5	3	7	7	1	5	10	4	11	6	9	1	5	5	9	1
	7.8%	8.3%	10.7%	12.7%	-	12.8%	4.6%	6.7%	8.2%	11.5%	7.1%	12.1%	2.9%	20.8%	6.0%	25.0%	6.3%	8.5%	7.5%	11.1%	8.1%	5.2%	10.6%	9.1%
Never	5	-	3	2	-	2	3	3	-	2	2	1	2	1	4	2	3	5	-	2	3	2	3	-
	2.6%	-	5.4%	3.2%	-	2.6%	2.8%	2.9%	-	7.7%	2.0%	1.7%	5.7%	4.2%	2.4%	12.5%	1.7%	7.0%	-	22.2%	4.8%	2.1%	3.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	173	11	47	53	58	66	101	94	56	21	90	50	32	18	154	10	161	60	111	6	54	90	73	10
	89.6%	91.7%	83.9%	84.1%	100.0%	84.6%	92.7%	90.4%	91.8%	80.8%	90.9%	86.2%	91.4%	75.0%	91.7%	62.5%	92.0%	84.5%	92.5%	66.7%	87.1%	92.8%	85.9%	90.9%
HEDIS/CAHPS SUMMARY RATE - Always	133	8	34	43	45	51	78	77	40	15	73	35	24	12	120	6	125	48	84	3	45	73	53	7
	68.9%	66.7%	60.7%	68.3%	77.6%	65.4%	71.6%	74.0%	65.6%	57.7%	73.7%	60.3%	68.6%	50.0%	71.4%	37.5%	71.4%	67.6%	70.0%	33.3%	72.6%	75.3%	62.4%	63.6%
3-Point Score	2.59	2.58	2.45	2.52	2.78	2.50	2.64	2.64	2.57	2.38	2.65	2.47	2.60	2.25	2.63	2.00	2.63	2.52	2.63	2.00	2.60	2.68	2.48	2.55

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

Presented by SPH Analytics  
770-978-3173  
2017

Statistics:  
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Minimum Base: 30 (\*\*), Small Base: 30 (\*)



Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	171	7	54	56	50	67	100	90	57	23	89	51	30	21	149	11	158	63	106	8	55	84	79	8
	88.6%	58.3%	96.4%	88.9%	86.2%	85.9%	91.7%	86.5%	93.4%	88.5%	89.9%	87.9%	85.7%	87.5%	88.7%	68.8%	90.3%	88.7%	88.3%	88.9%	88.7%	86.6%	92.9%	72.7%
No	22	5	2	7	8	11	9	14	4	3	10	7	5	3	19	5	17	8	14	1	7	13	6	3
	11.4%	41.7%	3.6%	11.1%	13.8%	14.1%	8.3%	13.5%	6.6%	11.5%	10.1%	12.1%	14.3%	12.5%	11.3%	31.3%	9.7%	11.3%	11.7%	11.1%	11.3%	13.4%	7.1%	27.3%
HEDIS/CAHPS SUMMARY RATE - Yes	171	7	54	56	50	67	100	90	57	23	89	51	30	21	149	11	158	63	106	8	55	84	79	8
	88.6%	58.3%	96.4%	88.9%	86.2%	85.9%	91.7%	86.5%	93.4%	88.5%	89.9%	87.9%	85.7%	87.5%	88.7%	68.8%	90.3%	88.7%	88.3%	88.9%	88.7%	86.6%	92.9%	72.7%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?																								
Total Eligible	193	12	56	63	58	78	109	104	61	26	99	58	35	24	168	16	175	71	120	9	62	97	85	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	191	12	56	62	57	76	109	104	60	25	98	58	34	24	166	16	173	70	119	9	61	96	84	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	1	2	-	-	1	1	1	-	1	-	2	-	2	1	1	-	1	1	1	-
Yes	115	8	32	37	34	44	66	60	36	18	50	39	26	14	101	9	104	51	64	8	43	59	49	7
	60.2%	66.7%	57.1%	59.7%	59.6%	57.9%	60.6%	57.7%	60.0%	72.0%	51.0%	67.2%	76.5%	58.3%	60.8%	56.3%	60.1%	72.9%	53.8%	88.9%	70.5%	61.5%	58.3%	63.6%
No	76	4	24	25	23	32	43	44	24	7	48	19	8	10	65	7	69	19	55	1	18	37	35	4
	39.8%	33.3%	42.9%	40.3%	40.4%	42.1%	39.4%	42.3%	40.0%	28.0%	49.0%	32.8%	23.5%	41.7%	39.2%	43.8%	39.9%	27.1%	46.2%	11.1%	29.5%	38.5%	41.7%	36.4%
HEDIS/CAHPS SUMMARY RATE - Yes	115	8	32	37	34	44	66	60	36	18	50	39	26	14	101	9	104	51	64	8	43	59	49	7
	60.2%	66.7%	57.1%	59.7%	59.6%	57.9%	60.6%	57.7%	60.0%	72.0%	51.0%	67.2%	76.5%	58.3%	60.8%	56.3%	60.1%	72.9%	53.8%	88.9%	70.5%	61.5%	58.3%	63.6%

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2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q40. (CC) In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q40. (CC) In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?																								
	115	8	32	37	34	44	66	60	36	18	50	39	26	14	101	9	104	51	64	8	43	59	49	7
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	112	8	32	35	33	42	65	60	34	17	50	38	24	14	98	9	101	49	63	8	41	58	47	7
No Answer	3	-	-	2	1	2	1	-	2	1	-	1	2	-	3	-	3	2	1	-	2	1	2	-
Always	62	5	20	22	13	24	35	34	18	10	33	17	12	4	58	1	59	28	34	3	25	30	29	3
	55.4%	62.5% **	62.5% d	62.9% d	39.4% C	57.1%	53.8%	56.7%	52.9%	58.8% **	66.0% K	44.7%	50.0% **	28.6% **	59.2%	11.1% **	58.4%	57.1%	54.0%	37.5% **	61.0%	51.7%	61.7%	42.9% **
Usually	29	2	8	4	13	11	17	15	10	4	11	12	6	5	24	3	26	13	16	2	11	15	11	3
	25.9%	25.0% **	25.0%	11.4% C	39.4% C	26.2%	26.2%	25.0%	29.4%	23.5% **	22.0%	31.6%	25.0% **	35.7% **	24.5%	33.3% **	25.7%	26.5%	25.4%	25.0% **	26.8%	25.9%	23.4%	42.9% **
Sometimes	15	1	3	8	3	5	9	8	5	2	5	6	4	4	11	4	11	6	9	3	3	11	4	-
	13.4%	12.5% **	9.4%	22.9%	9.1%	11.9%	13.8%	13.3%	14.7%	11.8% **	10.0%	15.8%	16.7% **	28.6% **	11.2%	44.4% **	10.9%	12.2%	14.3%	37.5% **	7.3%	19.0%	8.5%	- **
Never	6	-	1	1	4	2	4	3	1	1	1	3	2	1	5	1	5	2	4	-	2	2	3	1
	5.4%	- **	3.1%	2.9%	12.1% C	4.8%	6.2%	5.0%	2.9%	5.9% **	2.0%	7.9%	8.3% **	7.1% **	5.1%	11.1% **	5.0%	4.1%	6.3%	- **	4.9%	3.4%	6.4%	14.3% **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	91	7	28	26	26	35	52	49	28	14	44	29	18	9	82	4	85	41	50	5	36	45	40	6
	81.3%	87.5% **	87.5%	74.3% d	78.8% C	83.3%	80.0%	81.7%	82.4%	82.4% **	88.0%	76.3%	75.0% **	64.3% **	83.7%	44.4% **	84.2%	83.7%	79.4%	62.5% **	87.8%	77.6%	85.1%	85.7% **
HEDIS/CAHPS SUMMARY RATE - Always	62	5	20	22	13	24	35	34	18	10	33	17	12	4	58	1	59	28	34	3	25	30	29	3
	55.4%	62.5% **	62.5% d	62.9% d	39.4% C	57.1%	53.8%	56.7%	52.9%	58.8% **	66.0% K	44.7%	50.0% **	28.6% **	59.2%	11.1% **	58.4%	57.1%	54.0%	37.5% **	61.0%	51.7%	61.7%	42.9% **
3-Point Score	2.37	2.50	2.50	2.37	2.18	2.40	2.34	2.38	2.35	2.41	2.54	2.21	2.25	1.93	2.43	1.56	2.43	2.41	2.33	2.00	2.49	2.29	2.47	2.29

Cell Contents:  
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2017

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Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

Total Eligible	247 100.0%	13 100.0%	66 100.0%	82 100.0%	77 100.0%	97 100.0%	141 100.0%	134 100.0%	74 100.0%	35 100.0%	125 100.0%	73 100.0%	47 100.0%	33 100.0%	212 100.0%	24 100.0%	219 100.0%	84 100.0%	161 100.0%	10 100.0%	73 100.0%	122 100.0%	112 100.0%	13 100.0%
Total Valid Responses	243 100.0%	13 100.0%	64 100.0%	81 100.0%	76 100.0%	96 100.0%	138 100.0%	131 100.0%	74 100.0%	34 100.0%	123 100.0%	72 100.0%	46 100.0%	31 100.0%	210 100.0%	24 100.0%	219 100.0%	84 100.0%	157 100.0%	10 100.0%	73 100.0%	120 100.0%	110 100.0%	13 100.0%
No Answer	4	-	2	1	1	1	3	3	-	1	2	1	1	2	2	-	-	-	4	-	-	2	2	-
10 - Best personal doctor possible	133 54.7%	4 30.8%	36 56.3%	46 56.8%	43 56.6%	57 59.4%	71 51.4%	73 55.7%	39 52.7%	18 52.9%	73 59.3%	35 48.6%	24 52.2%	11 35.5%	121 57.6%	-	133 60.7%	49 58.3%	83 52.9%	3 30.0%	46 63.0%	71 59.2%	59 53.6%	3 23.1%
9	45 18.5%	5 38.5%	10 15.6%	14 17.3%	13 17.1%	13 13.5%	30 21.7%	20 15.3%	14 18.9%	10 29.4%	22 17.9%	16 22.2%	7 15.2%	9 29.0%	36 17.1%	-	45 20.5%	16 19.0%	29 18.5%	4 40.0%	12 16.4%	19 15.8%	21 19.1%	5 38.5%
8	41 16.9%	7 7.7%	13 20.3%	16 19.8%	10 13.2%	16 16.7%	24 17.4%	24 18.3%	14 18.9%	3 8.8%	17 13.8%	15 20.8%	9 19.6%	4 12.9%	36 17.1%	-	41 18.7%	10 11.9%	31 19.7%	1 10.0%	8 11.0%	18 15.0%	20 18.2%	3 23.1%
7	14 5.8%	3 23.1%	4 6.3%	1 1.2%	6 7.9%	5 5.2%	9 6.5%	10 7.6%	3 4.1%	1 2.9%	8 6.5%	2 2.8%	4 8.7%	6 19.4%	8 3.8%	14 58.3%	-	3 3.6%	10 6.4%	-	3 4.1%	7 5.8%	5 4.5%	2 15.4%
6	3 1.2%	-	-	1 1.2%	1 1.3%	1 1.0%	1 0.7%	1 0.8%	2 2.7%	-	-	1 1.4%	1 2.2%	1 3.2%	2 1.0%	3 12.5%	-	2 2.4%	1 0.6%	1 10.0%	1 1.4%	1 0.8%	2 1.8%	-
5	4 1.6%	-	1 1.6%	2 2.5%	1 1.3%	2 2.1%	2 1.4%	1 0.8%	1 1.4%	2 5.9%	1 0.8%	2 2.8%	1 2.2%	-	4 1.9%	4 16.7%	-	2 2.4%	2 1.3%	1 10.0%	1 1.4%	3 2.5%	1 0.9%	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	1 0.4%	-	-	-	1 1.3%	1 1.0%	-	1 0.8%	-	-	1 0.8%	-	-	-	1 0.5%	1 4.2%	-	-	1 0.6%	-	-	-	1 0.9%	-
2	1 0.4%	-	-	-	1 1.3%	-	1 0.7%	1 0.8%	-	-	1 0.8%	-	-	-	1 0.5%	1 4.2%	-	1 1.2%	-	-	1 1.4%	-	1 0.9%	-
1	1 0.4%	-	-	1 1.2%	-	1 1.0%	-	-	1 1.4%	-	-	1 1.4%	-	-	1 0.5%	1 4.2%	-	1 1.2%	-	-	1 1.4%	1 0.8%	-	-
0 - Worst personal doctor possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	3 1.2%	-	-	1 1.2%	2 2.6%	2 2.1%	1 0.7%	2 1.5%	1 1.4%	-	2 1.6%	1 1.4%	-	-	3 1.4%	3 12.5%	-	2 2.4%	1 0.6%	-	2 2.7%	1 0.8%	2 1.8%	-
SUMMARY - 4-7	21 8.6%	3 23.1%	5 7.8%	4 4.9%	8 10.5%	8 8.3%	12 8.7%	12 9.2%	6 8.1%	3 8.8%	9 7.3%	5 6.9%	6 13.0%	7 22.6%	14 6.7%	21 87.5%	-	7 8.3%	13 8.3%	2 20.0%	5 6.8%	11 9.2%	8 7.3%	2 15.4%
HEDIS/CAHPS SUMMARY RATE - 8-10	219 90.1%	10 76.9%	59 92.2%	76 93.8%	66 86.8%	86 89.6%	125 90.6%	117 89.3%	67 90.5%	31 91.2%	112 91.1%	66 91.7%	40 87.0%	24 77.4%	193 91.9%	-	219 100.0%	75 89.3%	143 91.1%	8 80.0%	66 90.4%	108 90.0%	100 90.9%	11 84.6%
HEDIS/CAHPS SUMMARY RATE - 9-10	178 73.3%	9 69.2%	46 71.9%	60 74.1%	56 73.7%	70 72.9%	101 73.2%	93 71.0%	53 71.6%	28 82.4%	95 77.2%	51 70.8%	31 67.4%	20 64.5%	157 74.8%	-	178 81.3%	65 77.4%	112 71.3%	7 70.0%	58 79.5%	90 75.0%	80 72.7%	8 61.5%
3-Point Score	2.69	2.69	2.70	2.69	2.68	2.68	2.70	2.68	2.66	2.76	2.75	2.65	2.63	2.61	2.70	1.58	2.81	2.70	2.69	2.50	2.74	2.71	2.68	2.62

Cell Contents:

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Statistics:

- Column Proportions:

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Minimum Base: 30 (\*\*), Small Base: 30 (\*\*)

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2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?																								
Total Eligible	247	13	66	82	77	97	141	134	74	35	125	73	47	33	212	24	219	84	161	10	73	122	112	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	245	13	65	82	76	96	140	133	74	34	124	72	47	32	211	23	219	84	159	10	73	120	112	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	1	1	1	1	-	1	1	1	-	1	1	-	-	2	-	-	2	-	-	-
Yes	174	11	44	57	57	64	104	87	53	31	80	50	43	26	147	18	153	58	115	6	52	84	78	12
	71.0%	84.6%	67.7%	69.5%	75.0%	66.7%	74.3%	65.4%	71.6%	91.2%	64.5%	69.4%	91.5%	81.3%	69.7%	78.3%	69.9%	69.0%	72.3%	60.0%	71.2%	70.0%	69.6%	92.3%
No	71	2	21	25	19	32	36	46	21	3	44	22	4	6	64	5	66	26	44	4	21	36	34	1
	29.0%	15.4%	32.3%	30.5%	25.0%	33.3%	25.7%	34.6%	28.4%	8.8%	35.5%	30.6%	8.5%	18.8%	30.3%	21.7%	30.1%	31.0%	27.7%	40.0%	28.8%	30.0%	30.4%	7.7%
HEDIS/CAHPS SUMMARY RATE - Yes	174	11	44	57	57	64	104	87	53	31	80	50	43	26	147	18	153	58	115	6	52	84	78	12
	71.0%	84.6%	67.7%	69.5%	75.0%	66.7%	74.3%	65.4%	71.6%	91.2%	64.5%	69.4%	91.5%	81.3%	69.7%	78.3%	69.9%	69.0%	72.3%	60.0%	71.2%	70.0%	69.6%	92.3%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q43. (FCC-PD) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?																								
Total Eligible	174	11	44	57	57	64	104	87	53	31	80	50	43	26	147	18	153	58	115	6	52	84	78	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	167	11	44	54	53	63	98	83	52	29	77	50	39	24	142	14	151	56	110	6	50	81	74	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	-	3	4	1	6	4	1	2	3	-	4	2	5	4	2	2	5	-	2	3	4	-
Yes	156	10	42	51	49	60	91	76	50	27	73	48	34	21	134	13	141	53	102	5	48	77	68	11
	93.4%	90.9%	95.5%	94.4%	92.5%	95.2%	92.9%	91.6%	96.2%	93.1%	94.8%	96.0%	87.2%	87.5%	94.4%	92.9%	93.4%	94.6%	92.7%	83.3%	96.0%	95.1%	91.9%	91.7%
No	11	1	2	3	4	3	7	7	2	2	4	2	5	3	8	1	10	3	8	1	2	4	6	1
	6.6%	9.1%	4.5%	5.6%	7.5%	4.8%	7.1%	8.4%	3.8%	6.9%	5.2%	4.0%	12.8%	12.5%	5.6%	7.1%	6.6%	5.4%	7.3%	16.7%	4.0%	4.9%	8.1%	8.3%
HEDIS/CAHPS SUMMARY RATE - Yes	156	10	42	51	49	60	91	76	50	27	73	48	34	21	134	13	141	53	102	5	48	77	68	11
	93.4%	90.9%	95.5%	94.4%	92.5%	95.2%	92.9%	91.6%	96.2%	93.1%	94.8%	96.0%	87.2%	87.5%	94.4%	92.9%	93.4%	94.6%	92.7%	83.3%	96.0%	95.1%	91.9%	91.7%
3-Point Score	2.87	2.82	2.91	2.89	2.85	2.90	2.86	2.83	2.92	2.86	2.90	2.92	2.74	2.75	2.89	2.86	2.87	2.89	2.85	2.67	2.92	2.90	2.84	2.83

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q44. (FCC-PD) Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q44. (FCC-PD) Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?																								
Total Eligible	174	11	44	57	57	64	104	87	53	31	80	50	43	26	147	18	153	58	115	6	52	84	78	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	170	10	44	56	55	63	101	85	51	31	77	50	42	25	144	17	150	56	113	6	50	82	76	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	-	1	2	1	3	2	2	-	3	-	1	1	3	1	3	2	2	-	2	2	2	-
Yes	149	10	40	51	44	55	89	73	48	26	70	45	33	21	127	13	134	49	99	5	44	72	66	11
	87.6%	100.0%	90.9%	91.1%	80.0%	87.3%	88.1%	85.9%	94.1%	83.9%	90.9%	90.0%	78.6%	84.0%	88.2%	76.5%	89.3%	87.5%	87.6%	83.3%	88.0%	87.8%	86.8%	91.7%
No	21	-	4	5	11	8	12	12	3	5	7	5	9	4	17	4	16	7	14	1	6	10	10	1
	12.4%	-	9.1%	8.9%	20.0%	12.7%	11.9%	14.1%	5.9%	16.1%	9.1%	10.0%	21.4%	16.0%	11.8%	23.5%	10.7%	12.5%	12.4%	16.7%	12.0%	12.2%	13.2%	8.3%
HEDIS/CAHPS SUMMARY RATE - Yes	149	10	40	51	44	55	89	73	48	26	70	45	33	21	127	13	134	49	99	5	44	72	66	11
	87.6%	100.0%	90.9%	91.1%	80.0%	87.3%	88.1%	85.9%	94.1%	83.9%	90.9%	90.0%	78.6%	84.0%	88.2%	76.5%	89.3%	87.5%	87.6%	83.3%	88.0%	87.8%	86.8%	91.7%
3-Point Score	2.75	3.00	2.82	2.82	2.60	2.75	2.76	2.72	2.88	2.68	2.82	2.80	2.57	2.68	2.76	2.53	2.79	2.75	2.75	2.67	2.76	2.76	2.74	2.83

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*\*)

Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	269	15	72	85	87	106	151	147	81	37	132	84	51	39	227	23	219	85	182	11	73	135	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	1	-	1	-	-	1	1	-	-
Yes	117	7	33	35	37	48	64	51	40	23	58	33	24	18	99	11	97	47	70	5	42	61	51	5
	43.5%	46.7% **	45.8%	41.2%	42.5%	45.3%	42.4%	34.7%	49.4% G	62.2% G	43.9%	39.3%	47.1%	46.2%	43.6%	47.8% **	44.3%	55.3% R	38.5%	45.5% **	57.5%	45.2%	42.1%	38.5% **
No	152	8	39	50	50	58	87	96	41	14	74	51	27	21	128	12	122	38	112	6	31	74	70	8
	56.5%	53.3% **	54.2%	58.8%	57.5%	54.7%	57.6%	65.3% H	50.6%	37.8%	56.1%	60.7%	52.9%	53.8%	56.4%	52.2% **	55.7%	44.7%	61.5% Q	54.5% **	42.5%	54.8%	57.9%	61.5% **
HEDIS/CAHPS SUMMARY RATE - Yes	117	7	33	35	37	48	64	51	40	23	58	33	24	18	99	11	97	47	70	5	42	61	51	5
	43.5%	46.7% **	45.8%	41.2%	42.5%	45.3%	42.4%	34.7%	49.4% G	62.2% G	43.9%	39.3%	47.1%	46.2%	43.6%	47.8% **	44.3%	55.3% R	38.5%	45.5% **	57.5%	45.2%	42.1%	38.5% **

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
- Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w

Minimum Base: 30 (\*\*), Small Base: 30 (\*)



Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?																								
Total Eligible	117	7	33	35	37	48	64	51	40	23	58	33	24	18	99	11	97	47	70	5	42	61	51	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	116	7	32	35	37	48	63	50	40	23	57	33	24	18	98	11	97	47	69	5	42	61	50	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-
Always	64	5	13	23	21	28	33	27	23	13	26	19	18	6	58	5	54	24	40	1	23	30	29	5
	55.2%	71.4%	40.6%	65.7%	56.8%	58.3%	52.4%	54.0%	57.5%	56.5%	45.6%	57.6%	75.0%	33.3%	59.2%	45.5%	55.7%	51.1%	58.0%	20.0%	54.8%	49.2%	58.0%	100.0%
Usually	37	2	17	8	10	12	24	18	14	5	25	9	3	7	30	2	32	16	21	2	14	20	17	-
	31.9%	28.6%	53.1%	22.9%	27.0%	25.0%	38.1%	36.0%	35.0%	21.7%	43.9%	27.3%	12.5%	38.9%	30.6%	18.2%	33.0%	34.0%	30.4%	40.0%	33.3%	32.8%	34.0%	-
Sometimes	11	-	1	4	4	6	4	3	3	3	3	4	3	4	7	3	8	5	6	1	4	9	2	-
	9.5%	-	3.1%	11.4%	10.8%	12.5%	6.3%	6.0%	7.5%	13.0%	5.3%	12.1%	12.5%	22.2%	7.1%	27.3%	8.2%	10.6%	8.7%	20.0%	9.5%	14.8%	4.0%	-
Never	4	-	1	-	2	2	2	2	-	2	3	1	-	1	3	1	3	2	2	1	1	2	2	-
	3.4%	-	3.1%	-	5.4%	4.2%	3.2%	4.0%	-	8.7%	5.3%	3.0%	-	5.6%	3.1%	9.1%	3.1%	4.3%	2.9%	20.0%	2.4%	3.3%	4.0%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	101	7	30	31	31	40	57	45	37	18	51	28	21	13	88	7	86	40	61	3	37	50	46	5
	87.1%	100.0%	93.8%	88.6%	83.8%	83.3%	90.5%	90.0%	92.5%	78.3%	89.5%	84.8%	87.5%	72.2%	89.8%	63.6%	88.7%	85.1%	88.4%	60.0%	88.1%	82.0%	92.0%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	64	5	13	23	21	28	33	27	23	13	26	19	18	6	58	5	54	24	40	1	23	30	29	5
	55.2%	71.4%	40.6%	65.7%	56.8%	58.3%	52.4%	54.0%	57.5%	56.5%	45.6%	57.6%	75.0%	33.3%	59.2%	45.5%	55.7%	51.1%	58.0%	20.0%	54.8%	49.2%	58.0%	100.0%
3-Point Score	2.42	2.71	2.34	2.54	2.41	2.42	2.43	2.44	2.50	2.35	2.35	2.42	2.63	2.06	2.49	2.09	2.44	2.36	2.46	1.80	2.43	2.31	2.50	3.00

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

Presented by SPH Analytics  
770-978-3173  
2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q47. How many specialists has your child seen in the last 6 months?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

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Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q47. How many specialists has your child seen in the last 6 months?																								
Total Eligible	117	7	33	35	37	48	64	51	40	23	58	33	24	18	99	11	97	47	70	5	42	61	51	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	115	7	32	35	36	46	64	50	40	22	57	33	23	17	98	11	95	46	69	5	41	59	51	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	1	2	-	1	-	1	1	-	1	1	-	2	1	1	-	1	2	-	-	-
None	6	-	2	-	2	1	5	4	1	-	5	1	-	1	5	1	5	-	6	-	-	4	2	-
	5.2%	-	6.3%	-	5.6%	2.2%	7.8%	8.0%	2.5%	-	8.8%	3.0%	-	5.9%	5.1%	9.1%	5.3%	-	8.7%	-	-	6.8%	3.9%	-
1 specialist	69	2	22	22	22	35	32	28	27	13	33	21	15	6	63	7	55	25	44	-	25	36	29	4
	60.0%	28.6%	68.8%	62.9%	61.1%	76.1%	50.0%	56.0%	67.5%	59.1%	57.9%	63.6%	65.2%	35.3%	64.3%	63.6%	57.9%	54.3%	63.8%	-	61.0%	61.0%	56.9%	80.0%
2	21	2	5	8	5	6	14	9	7	5	10	7	4	6	15	1	18	10	11	2	8	10	11	-
	18.3%	28.6%	15.6%	22.9%	13.9%	13.0%	21.9%	18.0%	17.5%	22.7%	17.5%	21.2%	17.4%	35.3%	15.3%	9.1%	18.9%	21.7%	15.9%	40.0%	19.5%	16.9%	21.6%	-
3	12	1	2	4	5	2	10	6	3	2	6	3	2	3	9	1	11	5	7	1	4	6	6	-
	10.4%	14.3%	6.3%	11.4%	13.9%	4.3%	15.6%	12.0%	7.5%	9.1%	10.5%	9.1%	8.7%	17.6%	9.2%	9.1%	11.6%	10.9%	10.1%	20.0%	9.8%	10.2%	11.8%	-
4	3	2	-	1	-	1	2	1	1	1	-	1	2	-	3	-	3	3	-	-	3	1	1	1
	2.6%	28.6%	-	2.9%	-	2.2%	3.1%	2.0%	2.5%	4.5%	-	3.0%	8.7%	-	3.1%	-	3.2%	6.5%	-	-	7.3%	1.7%	2.0%	20.0%
5 or more specialists	4	-	1	-	2	1	1	2	1	1	3	-	-	1	3	1	3	3	1	2	1	2	2	-
	3.5%	-	3.1%	-	5.6%	2.2%	1.6%	4.0%	2.5%	4.5%	5.3%	-	-	5.9%	3.1%	9.1%	3.2%	6.5%	1.4%	40.0%	2.4%	3.4%	3.9%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more specialist	109	7	30	35	34	45	59	46	39	22	52	32	23	16	93	10	90	46	63	5	41	55	49	5
	94.8%	100.0%	93.8%	100.0%	94.4%	97.8%	92.2%	92.0%	97.5%	100.0%	91.2%	97.0%	100.0%	94.1%	94.9%	90.9%	94.7%	100.0%	91.3%	100.0%	100.0%	93.2%	96.1%	100.0%
		**							**			**	**	**	**	**	R	**	**	**			**	**

Cell Contents:  
 - Count  
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 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q48. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q48. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?																								
Total Eligible	109	7	30	35	34	45	59	46	39	22	52	32	23	16	93	10	90	46	63	5	41	55	49	5
Total Valid Responses	109	7	30	35	34	45	59	46	39	22	52	32	23	16	93	10	90	46	63	5	41	55	49	5
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	60	3	16	20	19	31	26	24	22	13	24	21	14	6	54	4	52	26	34	2	24	29	28	3
9	18	5	7	6	3	15	6	9	3	9	6	3	2	16	3	12	8	10	8	12	5	1	1	1
8	17	3	3	5	6	7	10	11	3	3	9	3	5	4	13	1	15	6	11	6	6	10	1	1
7	4	1	1	2	-	3	1	1	2	2	3	-	1	-	4	-	4	3	1	1	2	3	-	-
6	3	-	2	-	-	1	1	2	-	-	2	-	-	1	2	1	2	2	1	1	1	2	-	-
5	3	-	-	3	2	1	2	-	-	2	1	-	1	2	1	2	-	3	-	-	3	-	-	-
4	2	-	1	1	-	1	1	1	1	-	1	1	-	1	1	-	1	-	2	-	-	2	-	-
3	1	-	1	-	-	1	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst specialist possible	1	-	1	-	-	1	-	-	1	1	1	-	-	1	-	1	1	-	1	1	1	1	1	1
SUMMARY - 0-3	2	-	2	-	-	2	-	1	1	2	-	-	1	1	1	2	2	1	1	1	1	1	1	1
SUMMARY - 4-7	12	1	4	3	3	4	6	5	4	2	8	2	1	3	9	2	9	5	7	2	3	7	5	-
HEDIS/CAHPS SUMMARY RATE - 8-10	95	6	24	32	31	41	51	41	34	19	42	30	22	12	83	8	79	40	55	2	38	47	43	5
HEDIS/CAHPS SUMMARY RATE - 9-10	78	3	21	27	25	34	41	30	31	16	33	27	17	8	70	7	64	34	44	2	32	41	33	4
3-Point Score	2.62	2.43	2.53	2.74	2.65	2.69	2.61	2.57	2.69	2.68	2.50	2.78	2.74	2.25	2.69	2.50	2.63	2.67	2.59	2.00	2.76	2.62	2.61	2.80

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 130  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	14	71	86	87	105	151	147	80	37	132	83	51	39	226	23	218	86	182	11	74	136	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	1	-	-	2	-	1	1	-	1	1	-	-	2	1	1	-	-	-	-	-	2	-
Yes	86	5	23	33	22	39	42	39	24	22	44	20	20	10	75	9	75	86	-	11	74	46	38	2
	32.1%	35.7%	32.4%	38.4%	25.3%	37.1%	27.8%	26.5%	30.0%	59.5%	33.3%	24.1%	39.2%	25.6%	33.2%	39.1%	34.4%	100.0%	-	100.0%	100.0%	33.8%	31.9%	15.4%
No	182	9	48	53	65	66	109	108	56	15	88	63	31	29	151	14	143	-	182	-	-	90	81	11
	67.9%	64.3%	67.6%	61.6%	74.7%	62.9%	72.2%	73.5%	70.0%	40.5%	66.7%	75.9%	60.8%	74.4%	66.8%	60.9%	65.6%	-	100.0%	-	-	66.2%	68.1%	84.6%
HEDIS/CAHPS SUMMARY RATE - Yes	86	5	23	33	22	39	42	39	24	22	44	20	20	10	75	9	75	86	-	11	74	46	38	2
	32.1%	35.7%	32.4%	38.4%	25.3%	37.1%	27.8%	26.5%	30.0%	59.5%	33.3%	24.1%	39.2%	25.6%	33.2%	39.1%	34.4%	100.0%	-	100.0%	100.0%	33.8%	31.9%	15.4%

Cell Contents:  
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 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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2017

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 131  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q50. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?																								
Total Eligible	86	5	23	33	22	39	42	39	24	22	44	20	20	10	75	9	75	86	-	11	74	46	38	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	85	5	23	33	22	38	42	39	23	22	44	20	19	10	75	9	74	85	-	11	74	45	38	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-	1	1	-	-	-	1	-	-
Always	53	3	15	24	11	20	31	26	15	11	30	9	13	2	51	5	47	53	-	-	53	26	25	2
	62.4%	60.0%	65.2%	72.7%	50.0%	52.6%	73.8%	66.7%	65.2%	50.0%	68.2%	45.0%	68.4%	20.0%	68.0%	55.6%	63.5%	62.4%	-	-	71.6%	57.8%	65.8%	100.0%
Usually	21	1	5	5	10	14	7	9	5	7	9	7	5	2	19	2	19	21	-	-	21	13	8	-
	24.7%	20.0%	21.7%	15.2%	45.5%	36.8%	16.7%	23.1%	21.7%	31.8%	20.5%	35.0%	26.3%	20.0%	25.3%	22.2%	25.7%	24.7%	-	-	28.4%	28.9%	21.1%	-
Sometimes	7	1	3	3	1	3	2	2	3	2	2	4	-	3	4	2	4	7	-	7	-	6	1	-
	8.2%	20.0%	4.3%	9.1%	4.5%	7.9%	4.8%	5.1%	13.0%	9.1%	4.5%	20.0%	-	30.0%	5.3%	22.2%	5.4%	8.2%	-	63.6%	-	13.3%	2.6%	-
Never	4	-	2	1	-	1	2	2	-	2	3	-	1	3	1	-	4	4	-	4	-	-	4	-
	4.7%	-	8.7%	3.0%	-	2.6%	4.8%	5.1%	-	9.1%	6.8%	-	5.3%	30.0%	1.3%	-	5.4%	4.7%	-	36.4%	-	-	10.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	74	4	20	29	21	34	38	35	20	18	39	16	18	4	70	7	66	74	-	-	74	39	33	2
	87.1%	80.0%	87.0%	87.9%	95.5%	89.5%	90.5%	89.7%	87.0%	81.8%	88.6%	80.0%	94.7%	40.0%	93.3%	77.8%	89.2%	87.1%	-	-	100.0%	86.7%	86.8%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	53	3	15	24	11	20	31	26	15	11	30	9	13	2	51	5	47	53	-	-	53	26	25	2
	62.4%	60.0%	65.2%	72.7%	50.0%	52.6%	73.8%	66.7%	65.2%	50.0%	68.2%	45.0%	68.4%	20.0%	68.0%	55.6%	63.5%	62.4%	-	-	71.6%	57.8%	65.8%	100.0%
3-Point Score	2.49	2.40	2.52	2.61	2.45	2.42	2.64	2.56	2.52	2.32	2.57	2.25	2.63	1.60	2.61	2.33	2.53	2.49	-	1.00	2.72	2.44	2.53	3.00

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Statistics:  
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Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q51. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?																								
Total Eligible	86	5	23	33	22	39	42	39	24	22	44	20	20	10	75	9	75	86	-	11	74	46	38	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	85	5	23	33	22	38	42	39	23	22	44	20	19	10	75	9	74	85	-	11	74	45	38	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-	1	1	-	-	-	1	-	-
Always	66	3	17	27	19	27	36	32	17	16	36	12	17	4	62	7	57	66	-	6	60	36	28	2
	77.6%	60.0%	73.9%	81.8%	86.4%	71.1%	85.7%	82.1%	73.9%	72.7%	81.8%	60.0%	89.5%	40.0%	82.7%	77.8%	77.0%	77.6%	-	54.5%	81.1%	80.0%	73.7%	100.0%
Usually	15	2	6	4	3	10	5	6	4	5	7	7	1	2	13	1	14	15	-	2	13	6	9	-
	17.6%	40.0%	26.1%	12.1%	13.6%	26.3%	11.9%	15.4%	17.4%	22.7%	15.9%	35.0%	5.3%	20.0%	17.3%	11.1%	18.9%	17.6%	-	18.2%	17.6%	13.3%	23.7%	-
Sometimes	3	-	-	2	-	1	1	-	2	1	1	1	-	3	-	1	2	3	-	2	1	3	-	-
	3.5%	**	**	6.1%	**	2.6%	2.4%	-	8.7%	4.5%	2.3%	5.0%	**	30.0%	-	11.1%	2.7%	3.5%	-	18.2%	1.4%	6.7%	-	**
Never	1	-	-	-	-	-	-	1	-	-	-	-	1	1	-	-	1	1	-	1	-	-	1	-
	1.2%	**	**	**	**	**	**	2.6%	**	**	**	**	5.3%	10.0%	-	-	1.4%	1.2%	-	9.1%	**	**	2.6%	**
HEDIS/CAHPS SUMMARY RATE - Always/Usually	81	5	23	31	22	37	41	38	21	21	43	19	18	6	75	8	71	81	-	8	73	42	37	2
	95.3%	100.0%	100.0%	93.9%	100.0%	97.4%	97.6%	97.4%	91.3%	95.5%	97.7%	95.0%	94.7%	60.0%	100.0%	88.9%	95.9%	95.3%	-	72.7%	98.6%	93.3%	97.4%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	66	3	17	27	19	27	36	32	17	16	36	12	17	4	62	7	57	66	-	6	60	36	28	2
	77.6%	60.0%	73.9%	81.8%	86.4%	71.1%	85.7%	82.1%	73.9%	72.7%	81.8%	60.0%	89.5%	40.0%	82.7%	77.8%	77.0%	77.6%	-	54.5%	81.1%	80.0%	73.7%	100.0%
3-Point Score	2.73	2.60	2.74	2.76	2.86	2.68	2.83	2.79	2.65	2.68	2.80	2.55	2.84	2.00	2.83	2.67	2.73	2.73	-	2.27	2.80	2.73	2.71	3.00

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	267	15	71	85	86	105	150	147	80	36	132	83	50	39	225	24	216	85	180	11	73	135	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	1	1	1	2	1	1	1	1	1	1	1	-	3	-	3	1	2	-	1	1	2	-
Yes	83	7	19	35	19	37	41	42	26	14	39	22	20	8	75	8	70	45	37	5	40	37	43	3
	31.1%	46.7%	26.8%	41.2%	22.1%	35.2%	27.3%	28.6%	32.5%	38.9%	29.5%	26.5%	40.0%	20.5%	33.3%	33.3%	32.4%	52.9%	20.6%	45.5%	54.8%	27.4%	36.1%	23.1%
No	184	8	52	50	67	68	109	105	54	22	93	61	30	31	150	16	146	40	143	6	33	98	76	10
	68.9%	53.3%	73.2%	58.8%	77.9%	64.8%	72.7%	71.4%	67.5%	61.1%	70.5%	73.5%	60.0%	79.5%	66.7%	66.7%	67.6%	47.1%	79.4%	54.5%	45.2%	72.6%	63.9%	76.9%
HEDIS/CAHPS SUMMARY RATE - Yes	83	7	19	35	19	37	41	42	26	14	39	22	20	8	75	8	70	45	37	5	40	37	43	3
	31.1%	46.7%	26.8%	41.2%	22.1%	35.2%	27.3%	28.6%	32.5%	38.9%	29.5%	26.5%	40.0%	20.5%	33.3%	33.3%	32.4%	52.9%	20.6%	45.5%	54.8%	27.4%	36.1%	23.1%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q53. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?																								
Total Eligible	267	15	71	85	86	105	150	147	80	36	132	83	50	39	225	24	216	85	180	11	73	135	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	267	15	71	85	86	105	150	147	80	36	132	83	50	39	225	24	216	85	180	11	73	135	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	235	13	64	72	77	94	130	130	71	31	119	72	43	33	199	19	191	72	161	9	62	123	101	11
	88.0%	86.7%	90.1%	84.7%	89.5%	89.5%	86.7%	88.4%	88.8%	86.1%	90.2%	86.7%	86.0%	84.6%	88.4%	79.2%	88.4%	84.7%	89.4%	81.8%	84.9%	91.1%	84.9%	84.6%
Usually	17	-	3	8	5	4	12	10	4	2	6	6	4	4	13	2	14	7	10	1	6	7	9	1
	6.4%	-	4.2%	9.4%	5.8%	3.8%	8.0%	6.8%	5.0%	5.6%	4.5%	7.2%	8.0%	10.3%	5.8%	8.3%	6.5%	8.2%	5.6%	9.1%	8.2%	5.2%	7.6%	7.7%
Sometimes	12	2	4	3	3	6	6	5	4	3	6	3	3	2	10	3	8	5	7	1	4	5	7	-
	4.5%	**	5.6%	3.5%	3.5%	5.7%	4.0%	3.4%	5.0%	8.3%	4.5%	3.6%	6.0%	5.1%	4.4%	12.5%	3.7%	5.9%	3.9%	9.1%	5.5%	3.7%	5.9%	**
Never	3	-	-	2	1	1	2	2	1	-	1	2	-	-	3	-	3	1	2	-	1	-	2	1
	1.1%	-	-	2.4%	1.2%	1.0%	1.3%	1.4%	1.3%	-	0.8%	2.4%	-	-	1.3%	-	1.4%	1.2%	1.1%	-	1.4%	-	1.7%	7.7%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	252	13	67	80	82	98	142	140	75	33	125	78	47	37	212	21	205	79	171	10	68	130	110	12
	94.4%	86.7%	94.4%	94.1%	95.3%	93.3%	94.7%	95.2%	93.8%	91.7%	94.7%	94.0%	94.0%	94.9%	94.2%	87.5%	94.9%	92.9%	95.0%	90.9%	93.2%	96.3%	92.4%	92.3%
HEDIS/CAHPS SUMMARY RATE - Always	235	13	64	72	77	94	130	130	71	31	119	72	43	33	199	19	191	72	161	9	62	123	101	11
	88.0%	86.7%	90.1%	84.7%	89.5%	89.5%	86.7%	88.4%	88.8%	86.1%	90.2%	86.7%	86.0%	84.6%	88.4%	79.2%	88.4%	84.7%	89.4%	81.8%	84.9%	91.1%	84.9%	84.6%
3-Point Score	2.82	2.73	2.85	2.79	2.85	2.83	2.81	2.84	2.83	2.78	2.85	2.81	2.80	2.79	2.83	2.67	2.83	2.78	2.84	2.73	2.78	2.87	2.77	2.77

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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2017

Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)



Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	267	15	72	86	85	106	149	146	80	37	133	82	50	39	228	24	217	85	180	11	74	133	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	2	1	2	2	1	-	-	2	1	-	-	-	2	1	2	-	-	3	-	-
10 - Best health plan possible	131	6	33	47	42	54	69	74	38	17	71	33	26	-	131	5	114	49	81	4	45	62	64	5
	49.1%	40.0%	45.8%	54.7%	49.4%	50.9%	46.3%	50.7%	47.5%	45.9%	53.4%	40.2%	52.0%	-	57.5%	20.8%	52.5%	57.6%	45.0%	36.4%	60.8%	46.6%	52.9%	38.5%
9	45	2	14	15	12	15	29	25	13	6	22	15	8	-	45	2	40	11	34	-	11	22	19	4
	16.9%	13.3%	19.4%	17.4%	14.1%	14.2%	19.5%	17.1%	16.3%	16.2%	16.5%	18.3%	16.0%	-	19.7%	8.3%	18.4%	12.9%	18.9%	-	14.9%	16.5%	15.7%	30.8%
8	52	5	14	15	17	24	27	25	21	6	23	18	11	-	52	10	39	15	36	1	14	28	22	2
	19.5%	33.3%	19.4%	17.4%	20.0%	22.6%	18.1%	17.1%	26.3%	16.2%	17.3%	22.0%	22.0%	-	22.8%	41.7%	18.0%	17.6%	20.0%	9.1%	18.9%	21.1%	18.2%	15.4%
7	18	2	3	4	9	5	13	15	3	-	11	6	1	18	-	5	11	3	15	1	2	9	8	1
	6.7%	13.3%	4.2%	4.7%	10.6%	4.7%	8.7%	10.3%	3.8%	-	8.3%	7.3%	2.0%	46.2%	-	20.8%	5.1%	3.5%	8.3%	9.1%	2.7%	6.8%	6.6%	7.7%
6	9	-	3	3	2	3	5	3	2	4	4	3	1	9	-	2	4	4	5	2	2	5	3	1
	3.4%	-	4.2%	3.5%	2.4%	2.8%	3.4%	2.1%	2.5%	10.8%	3.0%	3.7%	2.0%	23.1%	-	8.3%	1.8%	4.7%	2.8%	18.2%	2.7%	3.8%	2.5%	7.7%
5	8	-	3	1	3	3	4	3	3	2	2	4	2	8	-	-	6	2	6	2	-	3	5	-
	3.0%	-	4.2%	1.2%	3.5%	2.8%	2.7%	2.1%	3.8%	5.4%	1.5%	4.9%	4.0%	20.5%	-	-	2.8%	2.4%	3.3%	18.2%	-	2.3%	4.1%	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	3	-	1	1	-	1	2	-	-	2	-	2	1	3	-	-	3	1	2	1	-	3	-	-
	1.1%	-	1.4%	1.2%	-	0.9%	1.3%	-	-	5.4%	-	2.4%	2.0%	7.7%	-	-	1.4%	1.2%	1.1%	9.1%	-	2.3%	-	-
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	1	-	1	-	-	1	-	1	-	-	-	1	-	1	-	-	-	-	1	-	-	1	-	-
	0.4%	-	1.4%	-	-	0.9%	-	0.7%	-	-	-	1.2%	-	2.6%	-	-	-	-	0.6%	-	-	0.8%	-	-
0 - Worst health plan possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	4	-	2	1	-	2	2	1	-	2	-	3	1	4	-	-	3	1	3	1	-	4	-	-
	1.5%	-	2.8%	1.2%	-	1.9%	1.3%	0.7%	-	5.4%	-	3.7%	2.0%	10.3%	-	-	1.4%	1.2%	1.7%	9.1%	-	3.0%	-	-
SUMMARY - 4-7	35	2	9	8	14	11	22	21	8	6	17	13	4	35	-	7	21	9	26	5	4	17	16	2
	13.1%	13.3%	12.5%	9.3%	16.5%	10.4%	14.8%	14.4%	10.0%	16.2%	12.8%	15.9%	8.0%	89.7%	-	29.2%	9.7%	10.6%	14.4%	45.5%	5.4%	12.8%	13.2%	15.4%
HEDIS/CAHPS SUMMARY RATE - 8-10	228	13	61	77	71	93	125	124	72	29	116	66	45	-	228	17	193	75	151	5	70	112	105	11
	85.4%	86.7%	84.7%	89.5%	83.5%	87.7%	83.9%	84.9%	90.0%	78.4%	87.2%	80.5%	90.0%	-	100.0%	70.8%	88.9%	88.2%	83.9%	45.5%	94.6%	84.2%	86.8%	84.6%
HEDIS/CAHPS SUMMARY RATE - 9-10	176	8	47	62	54	69	98	99	51	23	93	48	34	-	176	7	154	60	115	4	56	84	83	9
	65.9%	53.3%	65.3%	72.1%	63.5%	65.1%	65.8%	67.8%	63.8%	62.2%	69.9%	58.5%	68.0%	-	77.2%	29.2%	71.0%	70.6%	63.9%	36.4%	75.7%	63.2%	68.6%	69.2%
3-Point Score	2.58	2.53	2.54	2.66	2.58	2.58	2.58	2.63	2.58	2.41	2.65	2.46	2.60	1.46	2.77	2.21	2.65	2.62	2.56	1.91	2.73	2.54	2.62	2.62

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	211	14	58	70	63	89	114	104	72	32	109	64	36	30	181	19	172	71	139	8	63	103	97	11
	78.1%	93.3%	80.6%	81.4%	72.4%	83.2%	75.5%	70.3%	88.9%	86.5%	82.0%	76.2%	70.6%	76.9%	79.4%	79.2%	78.5%	82.6%	76.4%	72.7%	85.1%	75.7%	80.2%	84.6%
No	59	1	14	16	24	18	37	44	9	5	24	20	15	9	47	5	47	15	43	3	11	33	24	2
	21.9%	6.7%	19.4%	18.6%	27.6%	16.8%	24.5%	29.7%	11.1%	13.5%	18.0%	23.8%	29.4%	23.1%	20.6%	20.8%	21.5%	17.4%	23.6%	27.3%	14.9%	24.3%	19.8%	15.4%
HEDIS/CAHPS SUMMARY RATE - Yes	211	14	58	70	63	89	114	104	72	32	109	64	36	30	181	19	172	71	139	8	63	103	97	11
	78.1%	93.3%	80.6%	81.4%	72.4%	83.2%	75.5%	70.3%	88.9%	86.5%	82.0%	76.2%	70.6%	76.9%	79.4%	79.2%	78.5%	82.6%	76.4%	72.7%	85.1%	75.7%	80.2%	84.6%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?																								
Total Eligible	211	14	58	70	63	89	114	104	72	32	109	64	36	30	181	19	172	71	139	8	63	103	97	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	211	14	58	70	63	89	114	104	72	32	109	64	36	30	181	19	172	71	139	8	63	103	97	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	148	6	39	54	46	63	81	68	56	23	76	42	29	10	138	9	126	52	96	6	46	70	71	7
	70.1%	42.9%	67.2%	77.1%	73.0%	70.8%	71.1%	65.4%	77.8%	71.9%	69.7%	65.6%	80.6%	33.3%	76.2%	47.4%	73.3%	73.2%	69.1%	75.0%	73.0%	68.0%	73.2%	63.6%
Usually	42	4	13	12	12	15	24	23	11	7	23	15	4	15	27	7	30	12	30	1	11	20	19	3
	19.9%	28.6%	22.4%	17.1%	19.0%	16.9%	21.1%	22.1%	15.3%	21.9%	21.1%	23.4%	11.1%	50.0%	14.9%	36.8%	17.4%	16.9%	21.6%	12.5%	17.5%	19.4%	19.6%	27.3%
Sometimes	20	3	6	4	5	10	9	13	4	2	10	6	3	5	15	3	15	7	12	1	6	13	6	1
	9.5%	21.4%	10.3%	5.7%	7.9%	11.2%	7.9%	12.5%	5.6%	6.3%	9.2%	9.4%	8.3%	16.7%	8.3%	15.8%	8.7%	9.9%	8.6%	12.5%	9.5%	12.6%	6.2%	9.1%
Never	1	1	-	-	-	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-
	0.5%	7.1%	-	-	-	1.1%	-	-	1.4%	-	-	1.6%	-	-	0.6%	-	0.6%	-	0.7%	-	-	-	1.0%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	190	10	52	66	58	78	105	91	67	30	99	57	33	25	165	16	156	64	126	7	57	90	90	10
	90.0%	71.4%	89.7%	94.3%	92.1%	87.6%	92.1%	87.5%	93.1%	93.8%	90.8%	89.1%	91.7%	83.3%	91.2%	84.2%	90.7%	90.1%	90.6%	87.5%	90.5%	87.4%	92.8%	90.9%
HEDIS/CAHPS SUMMARY RATE - Always	148	6	39	54	46	63	81	68	56	23	76	42	29	10	138	9	126	52	96	6	46	70	71	7
	70.1%	42.9%	67.2%	77.1%	73.0%	70.8%	71.1%	65.4%	77.8%	71.9%	69.7%	65.6%	80.6%	33.3%	76.2%	47.4%	73.3%	73.2%	69.1%	75.0%	73.0%	68.0%	73.2%	63.6%
3-Point Score	2.60	2.14	2.57	2.71	2.65	2.58	2.63	2.53	2.71	2.66	2.61	2.55	2.72	2.17	2.67	2.32	2.64	2.63	2.60	2.63	2.63	2.55	2.66	2.55

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?																								
Total Eligible	211	14	58	70	63	89	114	104	72	32	109	64	36	30	181	19	172	71	139	8	63	103	97	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	209	14	58	69	62	88	113	102	72	32	108	64	35	30	179	18	171	71	137	8	63	102	96	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	1	1	1	2	-	-	1	-	1	-	2	1	1	-	2	-	-	1	1	-
Yes	136	12	40	45	36	62	69	62	50	22	72	40	22	18	118	15	108	55	80	7	48	66	64	6
	65.1%	85.7%	69.0%	65.2%	58.1%	70.5%	61.1%	60.8%	69.4%	68.8%	66.7%	62.5%	62.9%	60.0%	65.9%	83.3%	63.2%	77.5%	58.4%	87.5%	76.2%	64.7%	66.7%	54.5%
No	73	2	18	24	26	26	44	40	22	10	36	24	13	12	61	3	63	16	57	1	15	36	32	5
	34.9%	14.3%	31.0%	34.8%	41.9%	29.5%	38.9%	39.2%	30.6%	31.3%	33.3%	37.5%	37.1%	40.0%	34.1%	16.7%	36.8%	22.5%	41.6%	12.5%	23.8%	35.3%	33.3%	45.5%
HEDIS/CAHPS SUMMARY RATE - Yes	136	12	40	45	36	62	69	62	50	22	72	40	22	18	118	15	108	55	80	7	48	66	64	6
	65.1%	85.7%	69.0%	65.2%	58.1%	70.5%	61.1%	60.8%	69.4%	68.8%	66.7%	62.5%	62.9%	60.0%	65.9%	83.3%	63.2%	77.5%	58.4%	87.5%	76.2%	64.7%	66.7%	54.5%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q58. In general, how would you rate your child's overall health?																									
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Total Valid Responses	266	15	71	85	86	105	149	148	81	37	133	81	51	38	225	24	215	85	179	11	73	132	121	13	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	4	-	1	1	1	2	2	-	-	-	-	3	-	1	3	-	4	1	3	-	1	4	-	-	
Excellent	50	2	14	13	21	21	26	50	-	-	33	14	3	6	42	3	39	17	32	-	17	27	22	1	
	18.8%	13.3%	19.7%	15.3%	24.4%	20.0%	17.4%	33.8%	-	-	24.8%	17.3%	5.9%	15.8%	18.7%	12.5%	18.1%	20.0%	17.9%	-	23.3%	20.5%	18.2%	7.7%	
Very good	98	4	27	22	39	23	70	98	-	-	63	21	14	16	82	11	78	22	76	4	18	50	39	9	
	36.8%	26.7%	38.0%	25.9%	45.3%	21.9%	47.0%	66.2%	-	-	47.4%	25.9%	27.5%	42.1%	36.4%	45.8%	36.3%	25.9%	42.5%	36.4%	36.4%	24.7%	37.9%	32.2%	69.2%
Good	81	6	22	35	15	37	40	-	81	-	30	36	14	8	72	7	67	24	56	3	20	36	43	2	
	30.5%	40.0%	31.0%	41.2%	17.4%	35.2%	26.8%	-	100.0%	-	22.6%	44.4%	27.5%	21.1%	32.0%	29.2%	31.2%	28.2%	31.3%	27.3%	27.4%	27.3%	35.5%	15.4%	
Fair	32	2	7	14	9	20	12	-	-	32	6	9	17	8	24	1	28	21	11	4	17	16	15	1	
	12.0%	13.3%	9.9%	16.5%	10.5%	19.0%	8.1%	-	-	86.5%	4.5%	11.1%	33.3%	21.1%	10.7%	4.2%	13.0%	24.7%	6.1%	36.4%	23.3%	12.1%	12.4%	7.7%	
Poor	5	1	1	1	2	4	1	-	-	5	1	1	3	-	5	2	3	1	4	-	1	3	2	-	
	1.9%	6.7%	1.4%	1.2%	2.3%	3.8%	0.7%	-	-	13.5%	0.8%	1.2%	5.9%	-	2.2%	8.3%	1.4%	1.2%	2.2%	-	1.4%	2.3%	1.7%	-	
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	148	6	41	35	60	44	96	148	-	-	96	35	17	22	124	14	117	39	108	4	35	77	61	10	
	55.6%	40.0%	57.7%	41.2%	69.8%	41.9%	64.4%	100.0%	-	-	72.2%	43.2%	33.3%	57.9%	55.1%	58.3%	54.4%	45.9%	60.3%	36.4%	47.9%	58.3%	50.4%	76.9%	

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q59. In general, how would you rate your child's overall mental or emotional health?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	72	85	87	107	150	148	80	37	133	84	51	38	227	23	218	84	182	10	73	134	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	-	-	1	-	1	-	-	-	-	1	1	1	1	2	-	1	1	2	-	-
Excellent	63	3	27	19	13	22	39	47	11	5	63	-	-	4	59	3	56	20	43	2	18	27	34	2
	23.5%	20.0%	37.5%	22.4%	14.9%	20.6%	26.0%	31.8%	13.8%	13.5%	47.4%	-	-	10.5%	26.0%	13.0%	25.7%	23.8%	23.6%	20.0%	24.7%	20.1%	28.1%	15.4%
Very good	70	6	20	19	23	17	52	49	19	2	70	-	-	13	57	8	56	24	45	3	21	37	29	4
	26.1%	40.0%	27.8%	22.4%	26.4%	15.9%	34.7%	33.1%	23.8%	5.4%	52.6%	-	-	34.2%	25.1%	34.8%	25.7%	28.6%	24.7%	30.0%	28.8%	27.6%	24.0%	30.8%
Good	84	2	20	26	34	47	33	35	36	10	-	84	-	16	66	6	66	20	63	4	16	44	38	2
	31.3%	13.3%	27.8%	30.6%	39.1%	43.9%	22.0%	23.6%	45.0%	27.0%	-	100.0%	-	42.1%	29.1%	26.1%	30.3%	23.8%	34.6%	40.0%	21.9%	32.8%	31.4%	15.4%
Fair	42	4	4	19	11	17	21	16	11	15	-	-	42	5	36	6	31	18	24	1	16	21	17	4
	15.7%	26.7%	5.6%	22.4%	12.6%	15.9%	14.0%	10.8%	13.8%	40.5%	-	-	82.4%	13.2%	15.9%	26.1%	14.2%	21.4%	13.2%	10.0%	21.9%	15.7%	14.0%	30.8%
Poor	9	-	1	2	6	4	5	1	3	5	-	-	9	-	9	-	9	2	7	-	2	5	3	1
	3.4%	-	1.4%	2.4%	6.9%	3.7%	3.3%	0.7%	3.8%	13.5%	-	-	17.6%	-	4.0%	-	4.1%	2.4%	3.8%	-	2.7%	3.7%	2.5%	7.7%
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	133	9	47	38	36	39	91	96	30	7	133	-	-	17	116	11	112	44	88	5	39	64	63	6
	49.6%	60.0%	65.3%	44.7%	41.4%	36.4%	60.7%	64.9%	37.5%	18.9%	100.0%	-	-	44.7%	51.1%	47.8%	51.4%	52.4%	48.4%	50.0%	53.4%	47.8%	52.1%	46.2%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	207	12	59	68	65	85	117	105	68	31	110	61	35	30	177	18	170	67	139	5	62	106	92	9
	76.7%	80.0%	81.9%	79.1%	74.7%	79.4%	77.5%	70.9%	84.0%	83.8%	82.7%	72.6%	68.6%	76.9%	77.6%	75.0%	77.6%	77.9%	76.4%	45.5%	83.8%	77.9%	76.0%	69.2%
No	63	3	13	18	22	22	34	43	13	6	23	23	16	9	51	6	49	19	43	6	12	30	29	4
	23.3%	20.0%	18.1%	20.9%	25.3%	20.6%	22.5%	29.1%	16.0%	16.2%	17.3%	27.4%	31.4%	23.1%	22.4%	25.0%	22.4%	22.1%	23.6%	54.5%	16.2%	22.1%	24.0%	30.8%
HEDIS/CAHPS SUMMARY RATE - Yes	207	12	59	68	65	85	117	105	68	31	110	61	35	30	177	18	170	67	139	5	62	106	92	9
	76.7%	80.0%	81.9%	79.1%	74.7%	79.4%	77.5%	70.9%	84.0%	83.8%	82.7%	72.6%	68.6%	76.9%	77.6%	75.0%	77.6%	77.9%	76.4%	45.5%	83.8%	77.9%	76.0%	69.2%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
- Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q61. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	207	12	59	68	65	85	117	105	68	31	110	61	35	30	177	18	170	67	139	5	62	106	92	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	207	12	59	68	65	85	117	105	68	31	110	61	35	30	177	18	170	67	139	5	62	106	92	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	197	11	55	66	62	81	111	100	65	29	107	57	32	29	168	16	164	66	130	5	61	102	86	9
	95.2%	91.7%	93.2%	97.1%	95.4%	95.3%	94.9%	95.2%	95.6%	93.5%	97.3%	93.4%	91.4%	96.7%	94.9%	88.9%	96.5%	98.5%	93.5%	100.0%	98.4%	96.2%	93.5%	100.0%
No	10	1	4	2	3	4	6	5	3	2	3	4	3	1	9	2	6	1	9	-	1	4	6	-
	4.8%	8.3%	6.8%	2.9%	4.6%	4.7%	5.1%	4.8%	4.4%	6.5%	2.7%	6.6%	8.6%	3.3%	5.1%	11.1%	3.5%	1.5%	6.5%	-	1.6%	3.8%	6.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	197	11	55	66	62	81	111	100	65	29	107	57	32	29	168	16	164	66	130	5	61	102	86	9
	95.2%	91.7%	93.2%	97.1%	95.4%	95.3%	94.9%	95.2%	95.6%	93.5%	97.3%	93.4%	91.4%	96.7%	94.9%	88.9%	96.5%	98.5%	93.5%	100.0%	98.4%	96.2%	93.5%	100.0%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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770-978-3173  
2017



CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	197	11	55	66	62	81	111	100	65	29	107	57	32	29	168	16	164	66	130	5	61	102	86	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	197	11	55	66	62	81	111	100	65	29	107	57	32	29	168	16	164	66	130	5	61	102	86	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	194	11	55	63	62	79	110	100	63	28	107	56	30	29	165	16	161	64	129	5	59	102	83	9
	98.5%	100.0%	100.0%	95.5%	100.0%	97.5%	99.1%	100.0%	96.9%	96.6%	100.0%	98.2%	93.8%	100.0%	98.2%	100.0%	98.2%	97.0%	99.2%	100.0%	96.7%	100.0%	96.5%	100.0%
No	3	-	-	3	-	2	1	-	2	1	-	1	2	-	3	-	3	2	1	-	2	-	3	-
	1.5%	-	-	4.5%	-	2.5%	0.9%	-	3.1%	3.4%	-	1.8%	6.3%	-	1.8%	-	1.8%	3.0%	0.8%	-	3.3%	-	3.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	194	11	55	63	62	79	110	100	63	28	107	56	30	29	165	16	161	64	129	5	59	102	83	9
	98.5%	100.0%	100.0%	95.5%	100.0%	97.5%	99.1%	100.0%	96.9%	96.6%	100.0%	98.2%	93.8%	100.0%	98.2%	100.0%	98.2%	97.0%	99.2%	100.0%	96.7%	100.0%	96.5%	100.0%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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 770-978-3173  
 2017

Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	266	14	70	85	87	105	150	146	80	36	132	82	50	38	225	24	215	86	179	11	74	134	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	2	1	-	2	1	2	1	1	1	2	1	1	3	-	4	-	3	-	-	2	2	-
Yes	145	9	34	43	54	51	88	72	44	27	57	46	41	20	124	14	119	54	91	6	47	75	61	9
	54.5%	64.3%	48.6%	50.6%	62.1%	48.6%	58.7%	49.3%	55.0%	75.0%	43.2%	56.1%	82.0%	52.6%	55.1%	58.3%	55.3%	62.8%	50.8%	54.5%	63.5%	56.0%	51.3%	69.2%
No	121	5	36	42	33	54	62	74	36	9	75	36	9	18	101	10	96	32	88	5	27	59	58	4
	45.5%	35.7%	51.4%	49.4%	37.9%	51.4%	41.3%	50.7%	45.0%	25.0%	56.8%	43.9%	18.0%	47.4%	44.9%	41.7%	44.7%	37.2%	49.2%	45.5%	36.5%	44.0%	48.7%	30.8%
HEDIS/CAHPS SUMMARY RATE - Yes	145	9	34	43	54	51	88	72	44	27	57	46	41	20	124	14	119	54	91	6	47	75	61	9
	54.5%	64.3%	48.6%	50.6%	62.1%	48.6%	58.7%	49.3%	55.0%	75.0%	43.2%	56.1%	82.0%	52.6%	55.1%	58.3%	55.3%	62.8%	50.8%	54.5%	63.5%	56.0%	51.3%	69.2%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q64. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	145	9	34	43	54	51	88	72	44	27	57	46	41	20	124	14	119	54	91	6	47	75	61	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	143	9	34	43	52	51	86	71	43	27	56	45	41	19	123	13	118	54	89	6	47	73	61	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	2	-	2	1	1	-	1	1	-	1	1	1	1	-	2	-	-	2	-	-
Yes	137	9	32	39	52	48	83	68	41	26	56	42	38	19	117	13	113	52	85	6	45	72	56	9
	95.8%	100.0%	94.1%	90.7%	100.0%	94.1%	96.5%	95.8%	95.3%	96.3%	100.0%	93.3%	92.7%	100.0%	95.1%	100.0%	95.8%	96.3%	95.5%	100.0%	95.7%	98.6%	91.8%	100.0%
No	6	-	2	4	-	3	3	3	2	1	-	3	3	-	6	-	5	2	4	-	2	1	5	-
	4.2%	-	5.9%	9.3%	-	5.9%	3.5%	4.2%	4.7%	3.7%	-	6.7%	7.3%	-	4.9%	-	4.2%	3.7%	4.5%	-	4.3%	1.4%	8.2%	-
HEDIS/CAHPS SUMMARY RATE - Yes	137	9	32	39	52	48	83	68	41	26	56	42	38	19	117	13	113	52	85	6	45	72	56	9
	95.8%	100.0%	94.1%	90.7%	100.0%	94.1%	96.5%	95.8%	95.3%	96.3%	100.0%	93.3%	92.7%	100.0%	95.1%	100.0%	95.8%	96.3%	95.5%	100.0%	95.7%	98.6%	91.8%	100.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
- Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
- Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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770-978-3173  
2017

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	137	9	32	39	52	48	83	68	41	26	56	42	38	19	117	13	113	52	85	6	45	72	56	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	136	9	32	39	52	47	83	68	40	26	56	42	37	19	117	13	112	51	85	6	45	71	56	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-	1	1	-	-	-	1	-	-
Yes	131	8	32	37	51	45	81	66	39	24	56	40	34	19	112	13	108	50	81	6	44	69	53	9
	96.3%	88.9%	100.0%	94.9%	98.1%	95.7%	97.6%	97.1%	97.5%	92.3%	100.0%	95.2%	91.9%	100.0%	95.7%	100.0%	96.4%	96.0%	95.3%	100.0%	97.8%	97.2%	94.6%	100.0%
No	5	1	-	2	1	2	2	2	1	2	-	2	3	-	5	-	4	1	4	-	1	2	3	-
	3.7%	11.1%	-	5.1%	1.9%	4.3%	2.4%	2.9%	2.5%	7.7%	-	4.8%	8.1%	-	4.3%	-	3.6%	2.0%	4.7%	-	2.2%	2.8%	5.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	131	8	32	37	51	45	81	66	39	24	56	40	34	19	112	13	108	50	81	6	44	69	53	9
	96.3%	88.9%	100.0%	94.9%	98.1%	95.7%	97.6%	97.1%	97.5%	92.3%	100.0%	95.2%	91.9%	100.0%	95.7%	100.0%	96.4%	96.0%	95.3%	100.0%	97.8%	97.2%	94.6%	100.0%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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2017

Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	72	86	85	105	151	148	80	36	133	82	51	39	226	23	218	86	180	11	74	135	120	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	2	2	-	-	1	1	-	2	-	-	2	1	1	-	2	-	-	1	1	-
Yes	95	6	24	30	30	38	52	39	32	21	40	27	26	17	76	8	80	36	59	7	28	47	40	8
	35.4%	40.0%	33.3%	34.9%	35.3%	36.2%	34.4%	26.4%	40.0%	58.3%	30.1%	32.9%	51.0%	43.6%	33.6%	34.8%	36.7%	41.9%	32.8%	63.6%	37.8%	34.8%	33.3%	61.5%
No	173	9	48	56	55	67	99	109	48	15	93	55	25	22	150	15	138	50	121	4	46	88	80	5
	64.6%	60.0%	66.7%	65.1%	64.7%	63.8%	65.6%	73.6%	60.0%	41.7%	69.9%	67.1%	49.0%	56.4%	66.4%	65.2%	63.3%	58.1%	67.2%	36.4%	62.2%	65.2%	66.7%	38.5%
HEDIS/CAHPS SUMMARY RATE - Yes	95	6	24	30	30	38	52	39	32	21	40	27	26	17	76	8	80	36	59	7	28	47	40	8
	35.4%	40.0%	33.3%	34.9%	35.3%	36.2%	34.4%	26.4%	40.0%	58.3%	30.1%	32.9%	51.0%	43.6%	33.6%	34.8%	36.7%	41.9%	32.8%	63.6%	37.8%	34.8%	33.3%	61.5%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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770-978-3173  
2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q67. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	95	6	24	30	30	38	52	39	32	21	40	27	26	17	76	8	80	36	59	7	28	47	40	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	93	6	23	29	30	38	50	37	32	21	38	27	26	16	75	8	79	36	57	7	28	46	39	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	1	-	-	2	2	-	-	2	-	-	1	1	-	1	-	2	-	-	1	1	-
Yes	89	5	22	27	30	36	48	34	32	20	37	27	23	16	71	7	77	35	54	7	27	45	36	8
	95.7%	83.3%	95.7%	93.1%	100.0%	94.7%	96.0%	91.9%	100.0%	95.2%	97.4%	100.0%	88.5%	100.0%	94.7%	87.5%	97.5%	97.2%	94.7%	100.0%	96.4%	97.8%	92.3%	100.0%
No	4	1	1	2	-	2	2	3	-	1	1	-	3	-	4	1	2	1	3	-	1	1	3	-
	4.3%	16.7%	4.3%	6.9%	-	5.3%	4.0%	8.1%	-	4.8%	2.6%	-	11.5%	-	5.3%	12.5%	2.5%	2.8%	5.3%	-	3.6%	2.2%	7.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	89	5	22	27	30	36	48	34	32	20	37	27	23	16	71	7	77	35	54	7	27	45	36	8
	95.7%	83.3%	95.7%	93.1%	100.0%	94.7%	96.0%	91.9%	100.0%	95.2%	97.4%	100.0%	88.5%	100.0%	94.7%	87.5%	97.5%	97.2%	94.7%	100.0%	96.4%	97.8%	92.3%	100.0%

Cell Contents:  
 - Count  
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 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	89	5	22	27	30	36	48	34	32	20	37	27	23	16	71	7	77	35	54	7	27	45	36	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	88	5	22	27	30	36	48	33	32	20	37	27	22	16	70	7	76	35	53	7	27	45	35	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	1	-
Yes	87	5	22	27	29	36	47	32	32	20	36	27	22	16	69	7	75	34	53	7	26	44	35	8
	98.9%	100.0%	100.0%	100.0%	96.7%	100.0%	97.9%	97.0%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	98.6%	100.0%	98.7%	97.1%	100.0%	100.0%	96.3%	97.8%	100.0%	100.0%
No	1	-	-	-	1	-	1	1	-	-	1	-	-	-	1	-	1	1	-	-	1	1	-	-
	1.1%	-	-	-	3.3%	-	2.1%	3.0%	-	-	2.7%	-	-	-	1.4%	-	1.3%	2.9%	-	-	3.7%	2.2%	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	87	5	22	27	29	36	47	32	32	20	36	27	22	16	69	7	75	34	53	7	26	44	35	8
	98.9%	100.0%	100.0%	100.0%	96.7%	100.0%	97.9%	97.0%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	98.6%	100.0%	98.7%	97.1%	100.0%	100.0%	96.3%	97.8%	100.0%	100.0%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
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 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

Presbyterian Health Plan  
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6121149)

Table: 150  
Level: Top

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	71	86	87	107	150	146	81	37	132	84	50	39	226	24	217	86	180	11	74	135	120	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	-	-	1	2	-	-	1	-	1	-	2	-	2	-	2	-	-	1	1	-
Yes	93	9	22	28	31	43	46	46	24	22	39	31	23	14	77	10	77	36	57	8	27	46	40	7
	34.7%	60.0%	31.0%	32.6%	35.6%	40.2%	30.7%	31.5%	29.6%	59.5%	29.5%	36.9%	46.0%	35.9%	34.1%	41.7%	35.5%	41.9%	31.7%	72.7%	36.5%	34.1%	33.3%	53.8%
No	175	6	49	58	56	64	104	100	57	15	93	53	27	25	149	14	140	50	123	3	47	89	80	6
	65.3%	40.0%	69.0%	67.4%	64.4%	59.8%	69.3%	68.5%	70.4%	40.5%	70.5%	63.1%	54.0%	64.1%	65.9%	58.3%	64.5%	58.1%	68.3%	27.3%	63.5%	65.9%	66.7%	46.2%
HEDIS/CAHPS SUMMARY RATE - Yes	93	9	22	28	31	43	46	46	24	22	39	31	23	14	77	10	77	36	57	8	27	46	40	7
	34.7%	60.0%	31.0%	32.6%	35.6%	40.2%	30.7%	31.5%	29.6%	59.5%	29.5%	36.9%	46.0%	35.9%	34.1%	41.7%	35.5%	41.9%	31.7%	72.7%	36.5%	34.1%	33.3%	53.8%

Cell Contents:  
 - Count  
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 - Statistical Test Results  
 Statistics:  
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 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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2017



CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q70. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	93	9	22	28	31	43	46	46	24	22	39	31	23	14	77	10	77	36	57	8	27	46	40	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	92	9	22	28	30	43	45	45	24	22	39	31	22	14	76	9	77	36	56	8	27	46	39	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	-	1	1	-	-	-	-	1	-	1	1	-	-	1	-	-	-	1	-
Yes	84	7	21	24	29	37	43	42	21	20	38	27	19	14	68	7	72	34	50	8	25	44	34	6
	91.3%	77.8%	95.5%	85.7%	96.7%	86.0%	95.6%	93.3%	87.5%	90.9%	97.4%	87.1%	86.4%	100.0%	89.5%	77.8%	93.5%	94.4%	89.3%	100.0%	92.6%	95.7%	87.2%	85.7%
No	8	2	1	4	1	6	2	3	3	2	1	4	3	-	8	2	5	2	6	-	2	2	5	1
	8.7%	22.2%	4.5%	14.3%	3.3%	14.0%	4.4%	6.7%	12.5%	9.1%	2.6%	12.9%	13.6%	-	10.5%	22.2%	6.5%	5.6%	10.7%	-	7.4%	4.3%	12.8%	14.3%
HEDIS/CAHPS SUMMARY RATE - Yes	84	7	21	24	29	37	43	42	21	20	38	27	19	14	68	7	72	34	50	8	25	44	34	6
	91.3%	77.8%	95.5%	85.7%	96.7%	86.0%	95.6%	93.3%	87.5%	90.9%	97.4%	87.1%	86.4%	100.0%	89.5%	77.8%	93.5%	94.4%	89.3%	100.0%	92.6%	95.7%	87.2%	85.7%

Cell Contents:  
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 Statistics:  
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 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	84	7	21	24	29	37	43	42	21	20	38	27	19	14	68	7	72	34	50	8	25	44	34	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	83	7	21	23	29	36	43	42	21	19	38	27	18	14	67	7	71	33	50	8	24	44	33	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	1	-	-	-	1	-	-	1	-	1	-	1	1	-	-	1	-	1	-
Yes	83	7	21	23	29	36	43	42	21	19	38	27	18	14	67	7	71	33	50	8	24	44	33	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	83	7	21	23	29	36	43	42	21	19	38	27	18	14	67	7	71	33	50	8	24	44	33	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	15	71	86	87	106	151	146	81	37	133	83	50	39	226	24	218	86	180	11	74	136	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	-	-	1	-	2	-	-	-	1	1	-	2	-	1	-	2	-	-	-	2	-
Yes	126	7	28	37	49	54	67	69	33	22	34	48	44	19	104	11	103	41	84	6	34	70	48	8
	47.0%	46.7%	39.4%	43.0%	56.3%	50.9%	44.4%	47.3%	40.7%	59.5%	25.6%	57.8%	88.0%	48.7%	46.0%	45.8%	47.2%	47.7%	46.7%	54.5%	45.9%	51.5%	40.3%	61.5%
No	142	8	43	49	38	52	84	77	48	15	99	35	6	20	122	13	115	45	96	5	40	66	71	5
	53.0%	53.3%	60.6%	57.0%	43.7%	49.1%	55.6%	52.7%	59.3%	40.5%	74.4%	42.2%	12.0%	51.3%	54.0%	54.2%	52.8%	52.3%	53.3%	45.5%	54.1%	48.5%	59.7%	38.5%
HEDIS/CAHPS SUMMARY RATE - Yes	126	7	28	37	49	54	67	69	33	22	34	48	44	19	104	11	103	41	84	6	34	70	48	8
	47.0%	46.7%	39.4%	43.0%	56.3%	50.9%	44.4%	47.3%	40.7%	59.5%	25.6%	57.8%	88.0%	48.7%	46.0%	45.8%	47.2%	47.7%	46.7%	54.5%	45.9%	51.5%	40.3%	61.5%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q73. Has this problem lasted or is it expected to last for at least 12 months?

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q73. Has this problem lasted or is it expected to last for at least 12 months?																								
Total Eligible	126	7	28	37	49	54	67	69	33	22	34	48	44	19	104	11	103	41	84	6	34	70	48	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	125	7	28	36	49	54	66	69	33	21	34	48	43	19	103	10	103	40	84	6	33	69	48	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	1	-	-
Yes	121	7	26	35	48	53	63	67	32	20	31	48	42	19	99	10	100	36	84	6	29	66	47	8
	96.8%	100.0%	92.9%	97.2%	98.0%	98.1%	95.5%	97.1%	97.0%	95.2%	91.2%	100.0%	97.7%	100.0%	96.1%	100.0%	97.1%	90.0%	100.0%	100.0%	87.9%	95.7%	97.9%	100.0%
No	4	-	2	1	1	1	3	2	1	1	3	-	1	-	4	-	3	4	-	-	4	3	1	-
	3.2%	-	7.1%	2.8%	2.0%	1.9%	4.5%	2.9%	3.0%	4.8%	8.8%	-	2.3%	-	3.9%	-	2.9%	10.0%	-	-	12.1%	4.3%	2.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	121	7	26	35	48	53	63	67	32	20	31	48	42	19	99	10	100	36	84	6	29	66	47	8
	96.8%	100.0%	92.9%	97.2%	98.0%	98.1%	95.5%	97.1%	97.0%	95.2%	91.2%	100.0%	97.7%	100.0%	96.1%	100.0%	97.1%	90.0%	100.0%	100.0%	87.9%	95.7%	97.9%	100.0%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q74. What is your child's age?																								
Total Eligible	269	15	72	86	86	107	150	147	81	37	132	84	51	39	227	24	218	86	181	11	74	135	121	13
Total Valid Responses	267	15	72	86	86	107	150	145	81	37	132	84	49	39	225	24	217	86	179	11	74	135	119	13
No Answer	2	-	-	-	-	-	-	2	-	-	-	-	2	-	2	-	1	-	2	-	-	-	2	-
Less than 1 year old	1	1	-	-	-	-	1	1	-	-	-	-	1	-	1	1	-	-	1	-	-	-	-	1
1	2.6%	6.7%	2.8%	2.3%	-	1.9%	3.3%	4.1%	1.2%	-	6.4%	1.2%	-	2.6%	6.6%	-	7.0%	-	3.9%	-	-	4.3%	3.0%	2.5%
2	3.0%	6.7%	5.6%	2.3%	-	0.9%	4.7%	2.1%	3.7%	2.7%	4.5%	1.2%	-	-	8.0%	-	8.3%	6.0%	2.1%	-	8.1%	2.2%	4.2%	-
3	1.5%	6.7%	2.8%	1.2%	-	2.8%	0.7%	1.4%	1.2%	2.7%	2.3%	1.2%	-	2.6%	1.3%	4.2%	1.4%	2.3%	0.6%	9.1%	1.4%	0.7%	2.5%	-
4	2.6%	-	6.9%	-	1.2%	0.9%	3.3%	2.8%	2.5%	-	3.0%	3.6%	-	5.1%	2.2%	-	2.8%	2.3%	5.2%	9.1%	1.4%	1.5%	4.2%	-
5	4.9%	6.7%	6.9%	4.7%	2.3%	2.8%	5.3%	3.4%	7.4%	5.4%	7.6%	1.2%	4.1%	-	5.8%	4.2%	5.1%	2.3%	6.1%	-	2.7%	3.7%	6.7%	-
6	4.1%	20.0%	6.9%	1.2%	2.3%	3.7%	4.7%	4.8%	2.5%	5.4%	4.5%	3.6%	4.1%	5.1%	3.6%	4.2%	2.8%	4.7%	3.9%	9.1%	4.1%	3.0%	5.0%	7.7%
7	3.0%	-	5.6%	2.3%	2.3%	0.9%	4.7%	2.8%	4.9%	-	3.8%	3.6%	-	-	3.6%	-	3.2%	2.3%	3.4%	-	2.7%	4.4%	1.7%	-
8	6.4%	-	9.0%	6.2%	2.3%	5.6%	7.3%	10.0%	6.2%	5.4%	6.1%	8.3%	4.1%	7.7%	6.2%	-	7.4%	8.1%	5.6%	9.1%	8.1%	3.7%	9.2%	7.7%
9	7.5%	-	12.5%	8.1%	4.7%	9.3%	6.7%	9.7%	7.4%	-	9.1%	8.3%	2.0%	7.7%	7.6%	12.5%	7.4%	7.0%	7.8%	9.1%	6.8%	7.4%	7.6%	7.7%
10	7.9%	6.7%	13.9%	4.7%	5.8%	7.5%	8.7%	9.0%	4.9%	8.1%	10.6%	3.6%	8.2%	5.1%	8.0%	8.3%	8.8%	9.3%	7.3%	9.1%	8.1%	8.9%	7.6%	-
11	6.7%	13.3%	8.3%	8.1%	3.5%	9.3%	4.7%	8.3%	4.9%	5.4%	9.8%	2.4%	6.1%	7.7%	6.7%	-	8.3%	5.8%	7.3%	-	6.8%	7.4%	5.0%	15.4%
12	8.6%	6.7%	6.9%	8.1%	10.5%	10.3%	6.7%	9.7%	9.9%	2.7%	5.3%	14.3%	6.1%	10.3%	8.4%	12.5%	6.0%	7.0%	8.9%	9.1%	6.8%	8.9%	9.2%	-
13	8.6%	13.3%	4.2%	8.1%	11.6%	7.5%	9.3%	6.2%	9.9%	6.2%	4.5%	9.5%	18.4%	15.4%	7.6%	12.5%	8.3%	9.3%	8.4%	9.1%	9.5%	8.9%	7.6%	15.4%
14 or older	32.2%	-	4.2%	41.9%	53.5%	36.4%	29.3%	28.3%	33.3%	45.9%	24.2%	38.1%	44.9%	30.8%	32.4%	37.5%	31.8%	32.6%	32.4%	27.3%	33.8%	36.3%	26.9%	38.5%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q75. Is your child male or female?

Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	267	14	72	86	87	106	151	146	80	37	132	84	49	39	225	24	217	85	180	11	73	135	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	-	-	1	-	2	1	-	1	-	2	-	3	-	2	1	2	-	1	1	2	-
Male	153	7	44	50	48	56	93	83	47	20	78	49	25	22	130	13	127	47	106	6	40	75	71	7
	57.3%	50.0%	61.1%	58.1%	55.2%	52.8%	61.6%	56.8%	58.8%	54.1%	59.1%	58.3%	51.0%	56.4%	57.8%	54.2%	58.5%	55.3%	58.9%	54.5%	54.8%	55.6%	59.7%	53.8%
Female	114	7	28	36	39	50	58	63	33	17	54	35	24	17	95	11	90	38	74	5	33	60	48	6
	42.7%	50.0%	38.9%	41.9%	44.8%	47.2%	38.4%	43.2%	41.3%	45.9%	40.9%	41.7%	49.0%	43.6%	42.2%	45.8%	41.5%	44.7%	41.1%	45.5%	45.2%	44.4%	40.3%	46.2%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
- Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
- Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q76. Is your child of Hispanic or Latino origin or descent?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	266	15	71	86	86	106	150	145	81	36	133	82	49	39	225	24	217	85	179	11	73	134	119	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	-	1	1	1	3	-	1	-	2	2	-	3	-	2	1	3	-	1	2	2	-
Yes, Hispanic or Latino	184	9	50	66	53	88	89	92	59	30	89	58	35	23	159	14	156	69	114	8	60	93	86	5
	69.2%	60.0%	70.4%	76.7%	61.6%	83.0%	59.3%	63.4%	72.8%	83.3%	66.9%	70.7%	71.4%	59.0%	70.7%	58.3%	71.9%	81.2%	63.7%	72.7%	82.2%	69.4%	72.3%	38.5%
No, not Hispanic or Latino	82	6	21	20	33	18	61	53	22	6	44	24	14	16	66	10	61	16	65	3	13	41	33	8
	30.8%	40.0%	29.6%	23.3%	38.4%	17.0%	40.7%	36.6%	27.2%	16.7%	33.1%	29.3%	28.6%	41.0%	29.3%	41.7%	28.1%	18.8%	36.3%	27.3%	17.8%	30.6%	27.7%	61.5%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
 770-978-3173  
 2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q77. What is your race? Please mark one or more.																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	293	18	78	95	93	112	170	165	85	38	147	96	48	47	244	25	243	90	202	12	77	145	135	13
Total Respondents	249	15	62	82	82	97	143	140	74	31	125	78	44	38	209	23	202	78	170	10	67	131	105	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	170	11	48	44	61	55	109	99	50	18	88	50	31	26	143	15	140	47	122	6	40	87	72	11
	68.3%	73.3%	77.4%	53.7%	74.4%	56.7%	76.2%	70.7%	67.6%	58.1%	70.4%	64.1%	70.5%	68.4%	68.4%	65.2%	69.3%	60.3%	71.8%	60.0%	59.7%	66.4%	68.6%	84.6%
Black or African-American	14	2	4	3	5	5	9	8	3	3	5	9	-	3	10	1	12	6	8	1	5	7	7	-
	5.6%	13.3%	6.5%	3.7%	6.1%	5.2%	6.3%	5.7%	4.1%	9.7%	4.0%	11.5%	-	7.9%	4.8%	4.3%	5.9%	7.7%	4.7%	10.0%	7.5%	5.3%	6.7%	-
Asian	8	-	2	4	1	1	6	6	1	-	4	3	1	2	6	-	6	1	7	-	1	3	4	1
	3.2%	-	3.2%	4.9%	1.2%	1.0%	4.2%	4.3%	1.4%	-	3.2%	3.8%	2.3%	5.3%	2.9%	-	3.0%	1.3%	4.1%	-	1.5%	2.3%	3.8%	7.7%
Native Hawaiian or other Pacific Islander	2	-	-	1	1	-	1	1	-	1	-	1	1	-	2	-	2	1	1	-	1	1	1	-
	0.8%	-	-	1.2%	1.2%	-	0.7%	0.7%	-	3.2%	-	1.3%	2.3%	-	1.0%	-	1.0%	1.3%	0.6%	-	1.5%	0.8%	1.0%	-
American Indian or Alaska Native	24	3	8	6	6	8	16	14	7	2	13	7	4	3	21	-	22	6	18	-	6	12	11	1
	9.6%	20.0%	12.9%	7.3%	7.3%	8.2%	11.2%	10.0%	9.5%	6.5%	10.4%	9.0%	9.1%	7.9%	10.0%	-	10.9%	7.7%	10.6%	-	9.0%	9.2%	10.5%	7.7%
Other	75	2	16	37	19	43	29	37	24	14	37	26	11	13	62	9	61	29	46	5	24	35	40	-
	30.1%	13.3%	25.8%	45.1%	23.2%	44.3%	20.3%	26.4%	32.4%	45.2%	29.6%	33.3%	25.0%	34.2%	29.7%	39.1%	30.2%	37.2%	27.1%	50.0%	35.8%	26.7%	38.1%	-

Cell Contents:  
- Count  
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- Statistical Test Results

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Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)



CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Coll/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q78. What is your age?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
Total Valid Responses	260	15	72	86	87	106	147	142	78	37	130	82	47	36	222	23	211	83	175	9	74	130	117	13
No Answer	10	-	-	-	-	1	4	6	3	-	3	2	4	3	6	1	8	3	7	2	-	6	4	-
Under 18	7	7	-	-	-	3	3	3	2	2	3	-	4	-	7	2	4	4	3	1	3	5	-	2
	2.7%	46.7%	-	-	-	2.8%	2.0%	2.1%	2.6%	5.4%	2.3%	-	8.5%	-	3.2%	8.7%	1.9%	4.8%	1.7%	11.1%	4.1%	3.8%	-	15.4%
18 to 24	8	8	-	-	-	4	4	3	4	1	6	2	-	2	6	1	6	1	6	-	1	1	6	1
	3.1%	53.3%	-	-	-	3.8%	2.7%	2.1%	5.1%	2.7%	4.6%	2.4%	-	5.6%	2.7%	4.3%	2.8%	1.2%	3.4%	-	1.4%	0.8%	5.1%	7.7%
25 to 34	72	-	72	-	-	24	46	41	22	8	47	20	5	11	61	5	59	23	48	3	20	31	39	2
	27.7%	-	100.0%	-	-	22.6%	31.3%	28.9%	28.2%	21.6%	36.2%	24.4%	10.6%	30.6%	27.5%	5	28.0%	27.7%	27.4%	33.3%	27.0%	23.8%	33.3%	15.4%
35 to 44	86	-	-	86	-	40	44	35	35	15	38	26	21	9	77	5	76	33	53	4	29	38	46	2
	33.1%	-	-	100.0%	-	37.7%	29.9%	24.6%	44.9%	40.5%	29.2%	31.7%	44.7%	25.0%	34.7%	21.7%	36.0%	39.8%	30.3%	44.4%	39.2%	29.2%	39.3%	15.4%
45 to 54	45	-	-	-	45	20	24	31	8	5	19	21	5	6	39	4	35	8	37	-	8	24	18	3
	17.3%	-	-	-	51.7%	18.9%	16.3%	21.8%	10.3%	13.5%	14.6%	25.6%	10.6%	16.7%	17.6%	17.4%	16.6%	9.6%	21.1%	-	10.8%	18.5%	15.4%	23.1%
55 to 64	29	-	-	-	29	10	18	19	6	4	13	7	9	7	21	5	22	11	18	-	11	20	7	2
	11.2%	-	-	-	33.3%	9.4%	12.2%	13.4%	7.7%	10.8%	10.0%	8.5%	19.1%	19.4%	9.5%	21.7%	10.4%	13.3%	10.3%	-	14.9%	15.4%	6.0%	15.4%
65 to 74	12	-	-	-	12	5	7	9	1	2	4	5	3	1	11	1	9	3	9	1	2	10	1	1
	4.6%	-	-	-	13.8%	4.7%	4.8%	6.3%	1.3%	5.4%	3.1%	6.1%	6.4%	2.8%	5.0%	4.3%	4.3%	3.6%	5.1%	11.1%	2.7%	7.7%	0.9%	7.7%
75 or older	1	-	-	-	1	-	1	1	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-
	0.4%	-	-	-	1.1%	-	0.7%	0.7%	-	-	-	1.2%	-	-	-	-	-	-	0.6%	-	-	0.8%	-	-
SPHA SUMMARY RATE - Members under 18	7	7	-	-	-	3	3	3	2	2	3	-	4	-	7	2	4	4	3	1	3	5	-	2
	2.7%	46.7%	-	-	-	2.8%	2.0%	2.1%	2.6%	5.4%	2.3%	-	8.5%	-	3.2%	8.7%	1.9%	4.8%	1.7%	11.1%	4.1%	3.8%	-	15.4%
SPHA SUMMARY RATE - Members 18 to 34	80	8	72	-	-	28	50	44	26	9	53	22	5	13	67	6	65	24	54	3	21	32	45	3
	30.8%	53.3%	100.0%	-	-	26.4%	34.0%	31.0%	33.3%	24.3%	40.8%	26.8%	10.6%	36.1%	30.2%	26.1%	30.8%	28.9%	30.9%	33.3%	28.4%	24.6%	38.5%	23.1%
SPHA SUMMARY RATE - Members 35 to 44	86	-	-	86	-	40	44	35	35	15	38	26	21	9	77	5	76	33	53	4	29	38	46	2
	33.1%	-	-	100.0%	-	37.7%	29.9%	24.6%	44.9%	40.5%	29.2%	31.7%	44.7%	25.0%	34.7%	21.7%	36.0%	39.8%	30.3%	44.4%	39.2%	29.2%	39.3%	15.4%
SPHA SUMMARY RATE - Members 45 to 54	45	-	-	-	45	20	24	31	8	5	19	21	5	6	39	4	35	8	37	-	8	24	18	3
	17.3%	-	-	-	51.7%	18.9%	16.3%	21.8%	10.3%	13.5%	14.6%	25.6%	10.6%	16.7%	17.6%	17.4%	16.6%	9.6%	21.1%	-	10.8%	18.5%	15.4%	23.1%
SPHA SUMMARY RATE - Members 55 or older	42	-	-	-	42	15	26	29	7	6	17	13	12	8	32	6	31	14	28	1	13	31	8	3
	16.2%	-	-	-	48.3%	14.2%	17.7%	20.4%	9.0%	16.2%	13.1%	15.9%	25.5%	22.2%	14.4%	26.1%	14.7%	16.9%	16.0%	11.1%	17.6%	23.8%	6.8%	23.1%

Cell Contents:  
 - Count  
 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q79. Are you male or female?																								
Total Eligible	270 100.0%	15 100.0%	72 100.0%	86 100.0%	87 100.0%	107 100.0%	151 100.0%	148 100.0%	81 100.0%	37 100.0%	133 100.0%	84 100.0%	51 100.0%	39 100.0%	228 100.0%	24 100.0%	219 100.0%	86 100.0%	182 100.0%	11 100.0%	74 100.0%	136 100.0%	121 100.0%	13 100.0%
Total Valid Responses	266 100.0%	15 100.0%	72 100.0%	86 100.0%	87 100.0%	107 100.0%	151 100.0%	145 100.0%	80 100.0%	37 100.0%	133 100.0%	83 100.0%	48 100.0%	38 100.0%	225 100.0%	24 100.0%	216 100.0%	85 100.0%	179 100.0%	10 100.0%	74 100.0%	136 100.0%	117 100.0%	13 100.0%
No Answer	4	-	-	-	-	-	-	3	1	-	-	1	3	1	3	-	3	1	3	1	-	-	4	-
Male	15 5.6%	- **	2 2.8%	5 5.8%	8 9.2% b	8 7.5%	6 4.0%	8 5.5%	6 7.5%	1 2.7%	4 3.0%	7 8.4% j	4 8.3%	2 5.3%	13 5.8%	4 16.7% **	9 4.2%	6 7.1%	9 5.0%	- **	6 8.1%	6 4.4%	8 6.8%	1 7.7% **
Female	251 94.4%	15 100.0% **	70 97.2% d	81 94.2%	79 90.8%	99 92.5%	145 96.0%	137 94.5%	74 92.5%	36 97.3%	129 97.0% k	76 91.6%	44 91.7%	36 94.7%	212 94.2%	20 83.3% **	207 95.8%	79 92.9%	170 95.0%	10 100.0% **	68 91.9%	130 95.6%	109 93.2%	12 92.3% **

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results  
Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
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2017

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q80. What is the highest grade or level of school that you have completed?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	258	14	70	84	85	107	151	140	77	37	130	80	47	37	218	23	211	81	175	8	72	133	112	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	1	2	2	2	-	-	8	4	-	3	4	4	2	10	1	8	5	7	3	2	3	9	-
8th grade or less	15	4	4	3	3	15	-	4	6	5	6	4	5	1	13	2	12	6	8	-	5	7	8	-
	5.8%	28.6%	5.7%	3.6%	3.5%	14.0%	-	2.9%	7.8%	13.5%	4.6%	5.0%	10.6%	2.7%	6.0%	8.7%	5.7%	7.4%	4.6%	-	6.9%	5.3%	7.1%	-
Some high school, but did not graduate	24	-	6	12	6	24	-	11	7	6	10	10	4	2	22	4	17	12	11	-	12	11	13	-
	9.3%	-	8.6%	14.3%	7.1%	22.4%	-	7.9%	9.1%	16.2%	7.7%	12.5%	8.5%	5.4%	10.1%	17.4%	8.1%	14.8%	6.3%	-	16.7%	8.3%	11.6%	-
High school graduate or GED	68	3	14	25	26	68	-	29	24	13	23	33	12	10	58	4	57	21	47	4	17	33	34	1
	26.4%	21.4%	20.0%	29.8%	30.6%	63.6%	-	20.7%	31.2%	35.1%	17.7%	41.3%	25.5%	27.0%	26.6%	17.4%	27.0%	25.9%	26.9%	50.0%	23.6%	24.8%	30.4%	7.7%
Some college or 2-year degree	98	7	37	24	28	-	98	59	28	9	58	23	16	14	82	11	79	27	71	2	25	53	38	7
	38.0%	50.0%	52.9%	28.6%	32.9%	-	64.9%	42.1%	36.4%	24.3%	44.6%	28.8%	34.0%	37.8%	37.6%	47.8%	37.4%	33.3%	40.6%	25.0%	34.7%	39.8%	33.9%	53.8%
4-year college graduate	36	-	5	16	14	-	36	24	9	3	22	7	7	5	31	1	31	11	25	1	10	22	12	2
	14.0%	-	7.1%	19.0%	16.5%	-	23.8%	17.1%	11.7%	8.1%	16.9%	8.8%	14.9%	13.5%	14.2%	4.3%	14.7%	13.6%	14.3%	12.5%	13.9%	16.5%	10.7%	15.4%
More than 4-year college degree	17	-	4	4	8	-	17	13	3	1	11	3	3	5	12	1	15	4	13	1	3	7	7	3
	6.6%	-	5.7%	4.8%	9.4%	-	11.3%	9.3%	3.9%	2.7%	8.5%	3.8%	6.4%	13.5%	5.5%	4.3%	7.1%	4.9%	7.4%	12.5%	4.2%	5.3%	6.3%	23.1%
SPHA SUMMARY RATE - High school graduate or less	107	7	24	40	35	107	-	44	37	24	39	47	21	13	93	10	86	39	66	4	34	51	55	1
	41.5%	50.0%	34.3%	47.6%	41.2%	100.0%	-	31.4%	48.1%	64.9%	30.0%	58.8%	44.7%	35.1%	42.7%	43.5%	40.8%	48.1%	37.7%	50.0%	47.2%	38.3%	49.1%	7.7%
SPHA SUMMARY RATE - Some college	98	7	37	24	28	-	98	59	28	9	58	23	16	14	82	11	79	27	71	2	25	53	38	7
	38.0%	50.0%	52.9%	28.6%	32.9%	-	64.9%	42.1%	36.4%	24.3%	44.6%	28.8%	34.0%	37.8%	37.6%	47.8%	37.4%	33.3%	40.6%	25.0%	34.7%	39.8%	33.9%	53.8%
SPHA SUMMARY RATE - 4-year college graduate or more	53	-	9	20	22	-	53	37	12	4	33	10	10	10	43	2	46	15	38	2	13	29	19	5
	20.5%	-	12.9%	23.8%	25.9%	-	35.1%	26.4%	15.6%	10.8%	25.4%	12.5%	21.3%	27.0%	19.7%	8.7%	21.8%	18.5%	21.7%	25.0%	18.1%	21.8%	17.0%	38.5%

Cell Contents:  
- Count  
- Column Percentage  
- Statistical Test Results

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Statistics:  
- Column Proportions:  
Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q81. How are you related to the child?																								
Total Eligible	270	15	72	86	87	107	151	148	81	37	133	84	51	39	228	24	219	86	182	11	74	136	121	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	254	14	72	85	77	101	146	139	78	33	128	80	44	37	214	23	208	80	172	8	71	126	115	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	1	-	1	10	6	5	9	3	4	5	4	7	2	14	1	11	6	10	3	3	10	6	-
Mother or father	223	12	72	85	49	89	128	118	72	29	120	65	36	32	190	20	184	72	149	8	63	106	107	10
	87.8%	85.7%	100.0%	100.0%	63.6%	88.1%	87.7%	84.9%	92.3%	87.9%	93.8%	81.3%	81.8%	86.5%	88.8%	87.0%	88.5%	90.0%	86.6%	100.0%	88.7%	84.1%	93.0%	76.9%
Grandparent	20	1	-	-	18	9	10	13	5	2	7	7	6	2	18	1	18	6	14	-	6	12	7	1
	7.9%	7.1%	-	-	23.4%	8.9%	6.8%	9.4%	6.4%	6.1%	5.5%	8.8%	13.6%	5.4%	8.4%	4.3%	8.7%	7.5%	8.1%	-	8.5%	9.5%	6.1%	7.7%
Aunt or uncle	1	-	-	-	1	-	-	-	-	1	-	1	-	-	1	-	1	-	-	-	1	1	-	-
	0.4%	-	-	-	1.3%	1.0%	-	-	-	3.0%	-	1.3%	-	-	0.5%	-	0.5%	1.3%	-	-	1.4%	0.8%	-	-
Older brother or sister	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other relative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal guardian	8	1	-	-	7	2	6	6	1	1	1	5	2	3	5	2	4	1	7	-	1	5	1	2
	3.1%	7.1%	-	-	9.1%	2.0%	4.1%	4.3%	1.3%	3.0%	0.8%	6.3%	4.5%	8.1%	2.3%	8.7%	1.9%	1.3%	4.1%	-	1.4%	4.0%	0.9%	15.4%
Someone else	2	-	-	-	2	-	2	2	-	-	-	2	-	-	-	-	1	-	2	-	-	2	-	-
	0.8%	-	-	-	2.6%	-	1.4%	1.4%	-	-	-	2.5%	-	-	-	-	0.5%	-	1.2%	-	-	1.6%	-	-

Cell Contents:  
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 - Column Percentage  
 - Statistical Test Results  
 Statistics:  
 - Column Proportions:  
 Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N,  
 O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n,  
 o/p, q/r, s/t, u/v/w  
 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q82. Did someone help you complete this survey?																								
Total Eligible	149 100.0%	9 100.0%	33 100.0%	40 100.0%	61 100.0%	52 100.0%	94 100.0%	87 100.0%	38 100.0%	20 100.0%	70 100.0%	46 100.0%	31 100.0%	23 100.0%	123 100.0%	14 100.0%	119 100.0%	48 100.0%	101 100.0%	6 100.0%	41 100.0%	136 100.0%	- -	13 100.0%
Total Valid Responses	149 100.0%	9 100.0%	33 100.0%	40 100.0%	61 100.0%	52 100.0%	94 100.0%	87 100.0%	38 100.0%	20 100.0%	70 100.0%	46 100.0%	31 100.0%	23 100.0%	123 100.0%	14 100.0%	119 100.0%	48 100.0%	101 100.0%	6 100.0%	41 100.0%	136 100.0%	- -	13 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	4 2.7%	2 22.2% **	1 3.0%	- -	1 1.6%	3 5.8% F	- -	1 1.1%	- -	3 15.0% **	- -	- -	4 12.9% JK	1 4.3% **	3 2.4%	1 7.1% **	3 2.5%	2 4.2%	2 2.0%	- -	2 4.9%	4 2.9%	- -	- -
No	145 97.3%	7 77.8% **	32 97.0%	40 100.0%	60 98.4%	49 94.2%	94 100.0% E	86 98.9%	38 100.0%	17 85.0% **	70 100.0% L	46 100.0% L	27 87.1%	22 95.7% **	120 97.6%	13 92.9% **	116 97.5%	46 95.8%	99 98.0%	6 100.0% **	39 95.1%	132 97.1%	- -	13 100.0% **

Cell Contents:  
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Statistics:  
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Columns Tested (5%): A/B/C/D, E/F, G/H/I, J/K/L, M/N, O/P, Q/R, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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CCC POPULATION

RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

Q83. How did that person help you? Check all that apply.																								
Total Eligible	4	2	1	-	1	3	-	1	-	3	-	-	4	1	3	1	3	2	2	-	2	4	-	-
	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	100.0%	-	100.0%	-	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	-
Total Valid Responses	4	2	1	-	1	3	-	1	-	3	-	-	4	1	3	1	3	2	2	-	2	4	-	-
Total Respondents	4	2	1	-	1	3	-	1	-	3	-	-	4	1	3	1	3	2	2	-	2	4	-	-
	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	100.0%	-	100.0%	-	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	-
Read the questions to me	2	1	1	-	-	1	-	1	-	1	-	-	2	1	1	-	2	1	1	-	1	2	-	-
	50.0%	50.0%	100.0%	-	-	33.3%	-	100.0%	-	33.3%	-	-	50.0%	100.0%	33.3%	-	66.7%	50.0%	50.0%	-	50.0%	50.0%	-	-
Wrote down the answers I gave	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Answered the questions for me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Translated the questions into my language	1	1	-	-	-	1	-	-	-	1	-	-	1	-	1	1	-	-	1	-	-	1	-	-
	25.0%	50.0%	-	-	-	33.3%	-	-	-	33.3%	-	-	25.0%	-	33.3%	100.0%	-	-	50.0%	-	-	25.0%	-	-
Helped in some other way	1	-	-	-	1	1	-	-	-	1	-	-	1	-	1	-	1	1	-	-	1	1	-	-
	25.0%	-	-	-	100.0%	33.3%	-	-	-	33.3%	-	-	25.0%	-	33.3%	-	33.3%	50.0%	-	-	50.0%	25.0%	-	-

Cell Contents:  
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 Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Presbyterian Centennial Care  
2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6121149)

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Page 4	Q86. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers? (GENERAL POPULATION)
Page 5	Q87. In the last 6 months, who helped to coordinate your child's care? (GENERAL POPULATION)
Page 6	Q88. How satisfied are you with the help you got to coordinate your child's care in the last 6 months? (GENERAL POPULATION)
Page 7	Q89. Do you feel that your child's cultural and/or language needs are recognized and addressed, as needed, by Presbyterian? (GENERAL POPULATION)

Presbyterian Centennial Care  
2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6121149)

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Page 10	Q85. Do you intend to switch your child to a different health plan when you next have an opportunity? (CCC POPULATION)
Page 11	Q86. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers? (CCC POPULATION)
Page 12	Q87. In the last 6 months, who helped to coordinate your child's care? (CCC POPULATION)
Page 13	Q88. How satisfied are you with the help you got to coordinate your child's care in the last 6 months? (CCC POPULATION)
Page 14	Q89. Do you feel that your child's cultural and/or language needs are recognized and addressed, as needed, by Presbyterian? (CCC POPULATION)



Presbyterian Centennial Care  
 2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6121149)

LOYALTY

(GENERAL POPULATION)

	General Population Total	==== RESPONDENT'S AGE (Q78) =====				= RESPONDENT'S = EDUCATION (Q80)		===== CHILD'S ===== == HEALTH STATUS(Q58) ==			=HEALTH PLAN= =RATING (Q54)=		===DOCTOR === =RATING(Q41)=		=CONTACT CUST= =SERVICE (Q49)=		=GOT INFO/HELP= =FROM CUST SVC= (Q50)	
		24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
Total Eligible	334	24	110	115	83	176	151	249	65	17	35	299	26	252	89	242	10	79
Total Valid Responses	334 100.0%	24 100.0%	110 100.0%	115 100.0%	83 100.0%	176 100.0%	151 100.0%	249 100.0%	65 100.0%	17 100.0%	35 100.0%	299 100.0%	26 100.0%	252 100.0%	89 100.0%	242 100.0%	10 100.0%	79 100.0%
LOYALTY ZONE	232 69.5%	17 70.8%	74 67.3%	87 75.7%	53 63.9%	124 70.5%	105 69.5%	175 70.3%	44 67.7%	12 70.6%	- 77.6%	232 57.7%	15 73.0%	184 76.4%	68 66.5%	161 60.0%	6 60.0%	62 78.5%
INDIFFERENT ZONE	101 30.2%	7 29.2%	36 32.7%	27 23.5%	30 36.1%	52 29.5%	45 29.8%	74 29.7%	21 32.3%	4 23.5%	34 97.1%	67 22.4%	11 42.3%	67 26.6%	20 22.5%	81 33.5%	3 30.0%	17 21.5%
DEFECTION ZONE	1 0.3%	-	-	1 0.9%	-	-	1 0.7%	-	-	1 5.9%	1 2.9%	-	-	1 0.4%	1 1.1%	-	1 10.0%	-

Presbyterian Centennial Care  
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Q84. Would you recommend your child's health plan to your family or friends?

(GENERAL POPULATION)

	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S =		===== CHILD'S =====			=HEALTH PLAN=		===DOCTOR ===		=CONTACT CUST=		=GOT INFO/HELP=	
	General Population Total	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	355	25	111	119	91	181	158	267	65	19	38	310	26	265	92	258	10	82
Total Answering	343	24	111	118	88	178	157	258	65	17	36	301	26	258	91	248	10	81
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	1	-	1	3	3	1	9	-	2	2	9	-	7	1	10	-	1
Definitely yes	223	17	73	83	49	116	102	165	45	12	10	211	17	174	64	156	5	59
	65.0%	70.8%	65.8%	70.3%	55.7%	65.2%	65.0%	64.0%	69.2%	70.6%	27.8%	70.1%	65.4%	67.4%	70.3%	62.9%	50.0%	72.8%
				E								K						
Probably yes	109	7	36	33	32	56	51	85	19	3	21	84	8	80	24	84	4	20
	31.8%	29.2%	32.4%	28.0%	36.4%	31.5%	32.5%	32.9%	29.2%	17.6%	58.3%	27.9%	30.8%	31.0%	26.4%	33.9%	40.0%	24.7%
								L										
Probably not	7	-	2	1	4	5	1	5	-	2	3	4	-	3	1	6	1	-
	2.0%		1.8%	0.8%	4.5%	2.8%	0.6%	1.9%		11.8%	8.3%	1.3%		1.2%	1.1%	2.4%	10.0%	
Definitely not	4	-	-	1	3	1	3	3	1	-	2	2	1	1	2	2	-	2
	1.2%			0.8%	3.4%	0.6%	1.9%	1.2%	1.5%		5.6%	0.7%	3.8%	0.4%	2.2%	0.8%		2.5%
SPHA SUMMARY RATE -	332	24	109	116	81	172	153	250	64	15	31	295	25	254	88	240	9	79
Definitely yes/	96.8%	100.0%	98.2%	98.3%	92.0%	96.6%	97.5%	96.9%	98.5%	88.2%	86.1%	98.0%	96.2%	98.4%	96.7%	96.8%	90.0%	97.5%
Probably yes		E	e	E								K						

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Q85. Do you intend to switch your child to a different health plan when you next have an opportunity?

(GENERAL POPULATION)

General Population	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S = EDUCATION (Q80)		===== CHILD'S ===== == HEALTH STATUS(Q58) ==			=HEALTH PLAN= =RATING (Q54)=		===DOCTOR === =RATING(Q41)=		=CONTACT CUST= =SERVICE (Q49)=		=GOT INFO/HELP= =FROM CUST SVC= (Q50)	
	Total	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	355	25	111	119	91	181	158	267	65	19	38	310	26	265	92	258	10	82
Total Answering	342	24	111	117	88	179	155	256	65	18	37	299	26	255	89	249	10	79
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	1	-	2	3	2	3	11	-	1	1	11	-	10	3	9	-	3
Definitely yes	8	-	3	3	2	2	3	4	3	1	2	6	-	6	2	6	1	1
	2.3%		2.7%	2.6%	2.3%	1.1%	1.9%	1.6%	4.6%	5.6%	5.4%	2.0%		2.4%	2.2%	2.4%	10.0%	1.3%
Probably yes	10	3	3	2	2	8	2	6	3	1	3	7	1	5	1	9	-	1
	2.9%	12.5%	2.7%	1.7%	2.3%	4.5%	1.3%	2.3%	4.6%	5.6%	8.1%	2.3%	3.8%	2.0%	1.1%	3.6%		1.3%
Probably not	118	9	41	35	31	58	58	91	22	3	21	94	17	81	27	91	4	23
	34.5%	37.5%	36.9%	29.9%	35.2%	32.4%	37.4%	35.5%	33.8%	16.7%	56.8%	31.4%	65.4%	31.8%	30.3%	36.5%	40.0%	29.1%
Definitely not	206	12	64	77	53	111	92	155	37	13	11	192	8	163	59	143	5	54
	60.2%	50.0%	57.7%	65.8%	60.2%	62.0%	59.4%	60.5%	56.9%	72.2%	29.7%	64.2%	30.8%	63.9%	66.3%	57.4%	50.0%	68.4%
SPHA SUMMARY RATE -	324	21	105	112	84	169	150	246	59	16	32	286	25	244	86	234	9	77
Definitely not/ Probably not	94.7%	87.5%	94.6%	95.7%	95.5%	94.4%	96.8%	96.1%	90.8%	88.9%	86.5%	95.7%	96.2%	95.7%	96.6%	94.0%	90.0%	97.5%

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2017

Presbyterian Centennial Care  
 2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6121149)

Q86. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?  
 (GENERAL POPULATION)

General Population	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S = EDUCATION (Q80)		===== CHILD'S ===== == HEALTH STATUS(Q58) ==			=HEALTH PLAN= =RATING (Q54)=		===DOCTOR === =RATING(Q41)=		=CONTACT CUST= =SERVICE (Q49)=		=GOT INFO/HELP= =FROM CUST SVC= (Q50)	
	Total	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	355	25	111	119	91	181	158	267	65	19	38	310	26	265	92	258	10	82
Total Answering	334	24	107	115	86	174	153	253	61	17	38	290	24	250	87	243	10	77
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	21	1	4	4	5	7	5	14	4	2	-	20	2	15	5	15	-	5
Yes	67	6	24	19	18	30	36	46	11	9	6	61	6	54	37	29	3	34
	20.1%	25.0%	22.4%	16.5%	20.9%	17.2%	23.5%	18.2%	18.0%	52.9%	15.8%	21.0%	25.0%	21.6%	42.5%	11.9%	30.0%	44.2%
										HI					P			
No	267	18	83	96	68	144	117	207	50	8	32	229	18	196	50	214	7	43
	79.9%	75.0%	77.6%	83.5%	79.1%	82.8%	76.5%	81.8%	82.0%	47.1%	84.2%	79.0%	75.0%	78.4%	57.5%	88.1%	70.0%	55.8%
								J	J							O		
SPHA SUMMARY RATE -	67	6	24	19	18	30	36	46	11	9	6	61	6	54	37	29	3	34
Yes	20.1%	25.0%	22.4%	16.5%	20.9%	17.2%	23.5%	18.2%	18.0%	52.9%	15.8%	21.0%	25.0%	21.6%	42.5%	11.9%	30.0%	44.2%
										HI					P			

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)  
 Presented by SPH Analytics  
 770-978-3173  
 2017

Presbyterian Centennial Care  
 2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6121149)

Q87. In the last 6 months, who helped to coordinate your child's care?

(GENERAL POPULATION)

	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S =		===== CHILD'S =====			=HEALTH PLAN=		===DOCTOR ===		=CONTACT CUST=		=GOT INFO/HELP=	
	General Population Total	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	===== HEALTH STATUS(Q58)= Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	67	6	24	19	18	30	36	46	11	9	6	61	6	54	37	29	3	34
Total Answering	65	6	24	18	17	30	34	46	11	8	6	59	6	52	35	29	3	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	1	-	2	-	-	1	-	2	-	2	2	-	-	2
Someone from your child's health plan	9 13.8%	1 16.7%	3 12.5%	1 5.6%	4 23.5%	6 20.0%	3 8.8%	7 15.2%	1 9.1%	1 12.5%	-	9 15.3%	1 16.7%	8 15.4%	6 17.1%	3 10.3%	-	6 18.8%
Someone from your child's doctor's office or clinic	30 46.2%	2 33.3%	10 41.7%	10 55.6%	8 47.1%	14 46.7%	16 47.1%	20 43.5%	5 45.5%	5 62.5%	4 66.7%	26 44.1%	2 33.3%	25 48.1%	19 54.3%	10 34.5%	1 33.3%	18 56.3%
Someone from another organization	4 6.2%	1 16.7%	1 4.2%	2 11.1%	-	1 3.3%	2 5.9%	2 4.3%	2 18.2%	-	-	4 6.8%	-	4 7.7%	2 5.7%	2 6.9%	-	2 6.3%
A friend or family member	1 1.5%	-	-	-	1 5.9%	-	1 2.9%	1 2.2%	-	-	-	1 1.7%	-	-	-	1 3.4%	-	-
You	21 32.3%	2 33.3%	10 41.7%	5 27.8%	4 23.5%	9 30.0%	12 35.3%	16 34.8%	3 27.3%	2 25.0%	2 33.3%	19 32.2%	3 50.0%	15 28.8%	8 22.9%	13 44.8%	2 66.7%	6 18.8%

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Presbyterian Centennial Care  
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Q88. How satisfied are you with the help you got to coordinate your child's care in the last 6 months?

(GENERAL POPULATION)

	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S = EDUCATION (Q80)		===== CHILD'S ===== == HEALTH STATUS(Q58) ==			=HEALTH PLAN= =RATING (Q54)=		===DOCTOR === =RATING(Q41)=		=CONTACT CUST= =SERVICE (Q49)=		=GOT INFO/HELP= =FROM CUST SVC= (Q50)	
	General Population Total	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	67	6	24	19	18	30	36	46	11	9	6	61	6	54	37	29	3	34
Total Answering	66	6	23	19	18	30	35	46	10	9	6	60	6	53	36	29	3	33
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	-	1	-	1	-	-	1	-	1	1	-	-	1
Very dissatisfied	1	-	-	-	1	1	-	1	-	-	-	1	-	1	1	-	-	1
	1.5%				5.6%	3.3%		2.2%				1.7%		1.9%	2.8%			3.0%
Dissatisfied	1	-	-	-	1	1	-	1	-	-	-	1	-	-	-	1	-	-
	1.5%				5.6%	3.3%		2.2%				1.7%				3.4%		
Neither dissatisfied nor satisfied	1	-	-	1	-	-	1	-	-	1	1	-	-	1	1	-	1	-
	1.5%			5.3%			2.9%			11.1%	16.7%			1.9%	2.8%		33.3%	
Satisfied	31	5	12	7	7	15	16	23	4	4	3	28	3	26	17	13	2	15
	47.0%	83.3%	52.2%	36.8%	38.9%	50.0%	45.7%	50.0%	40.0%	44.4%	50.0%	46.7%	50.0%	49.1%	47.2%	44.8%	66.7%	45.5%
		cDE																
Very satisfied	32	1	11	11	9	13	18	21	6	4	2	30	3	25	17	15	-	17
	48.5%	16.7%	47.8%	57.9%	50.0%	43.3%	51.4%	45.7%	60.0%	44.4%	33.3%	50.0%	50.0%	47.2%	47.2%	51.7%		51.5%
			b	B	b													
SPHA SUMMARY RATE - Very satisfied/ Satisfied	63	6	23	18	16	28	34	44	10	8	5	58	6	51	34	28	2	32
	95.5%	100.0%	100.0%	94.7%	88.9%	93.3%	97.1%	95.7%	100.0%	88.9%	83.3%	96.7%	100.0%	96.2%	94.4%	96.6%	66.7%	97.0%

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2017

Presbyterian Centennial Care  
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Q89. Do you feel that your child's cultural and/or language needs are recognized and addressed, as needed, by Presbyterian?

(GENERAL POPULATION)

	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S = EDUCATION (Q80)		===== CHILD'S ===== == HEALTH STATUS(Q58) ==			=HEALTH PLAN= =RATING (Q54)=		===DOCTOR === =RATING(Q41)=		=CONTACT CUST= =SERVICE (Q49)=		=GOT INFO/HELP= =FROM CUST SVC= (Q50)	
	General Population Total	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	355	25	111	119	91	181	158	267	65	19	38	310	26	265	92	258	10	82
Total Answering	338	24	108	118	87	176	154	254	64	17	37	295	25	255	90	244	10	80
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	17	1	3	1	4	5	4	13	1	2	1	15	1	10	2	14	-	2
Yes	274	18	90	97	68	142	126	206	52	15	26	243	18	217	77	194	10	67
	81.1%	75.0%	83.3%	82.2%	78.2%	80.7%	81.8%	81.1%	81.3%	88.2%	70.3%	82.4%	72.0%	85.1%	85.6%	79.5%	100.0%	83.8%
No	64	6	18	21	19	34	28	48	12	2	11	52	7	38	13	50	-	13
	18.9%	25.0%	16.7%	17.8%	21.8%	19.3%	18.2%	18.9%	18.8%	11.8%	29.7%	17.6%	28.0%	14.9%	14.4%	20.5%		16.3%
SPHA SUMMARY RATE - Yes	274	18	90	97	68	142	126	206	52	15	26	243	18	217	77	194	10	67
	81.1%	75.0%	83.3%	82.2%	78.2%	80.7%	81.8%	81.1%	81.3%	88.2%	70.3%	82.4%	72.0%	85.1%	85.6%	79.5%	100.0%	83.8%

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

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Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Presbyterian Centennial Care  
 2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6121149)

LOYALTY

(CCC POPULATION)

CCC Population Total	==== RESPONDENT'S AGE (Q78) =====				= RESPONDENT'S EDUCATION (Q80) =		===== CHILD'S HEALTH STATUS (Q58) =====			=HEALTH PLAN= =RATING (Q54)=		===DOCTOR === =RATING(Q41)=		=CONTACT CUST= =SERVICE (Q49)=		=GOT INFO/HELP= =FROM CUST SVC= (Q50)		
	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually	
Total Eligible	254	15	71	83	80	100	147	140	76	34	36	218	22	209	81	171	10	71
Total Valid Responses	254	15	71	83	80	100	147	140	76	34	36	218	22	209	81	171	10	71
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LOYALTY ZONE	175	9	45	64	56	76	96	97	53	23	-	175	10	154	62	112	5	57
	68.9%	60.0%	63.4%	77.1%	70.0%	76.0%	65.3%	69.3%	69.7%	67.6%		80.3%	45.5%	73.7%	76.5%	65.5%	50.0%	80.3%
INDIFFERENT ZONE	78	6	26	18	24	24	50	43	23	10	35	43	12	54	18	59	4	14
	30.7%	40.0%	36.6%	21.7%	30.0%	24.0%	34.0%	30.7%	30.3%	29.4%	97.2%	19.7%	54.5%	25.8%	22.2%	34.5%	40.0%	19.7%
DEFECTION ZONE	1	-	-	1	-	-	1	-	-	1	1	-	-	1	1	-	1	-
	0.4%			1.2%			0.7%			2.9%	2.8%			0.5%	1.2%		10.0%	



Presbyterian Centennial Care  
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Q84. Would you recommend your child's health plan to your family or friends?

(CCC POPULATION)

	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S =		===== CHILD'S =====			=HEALTH PLAN=		===DOCTOR ===		=CONTACT CUST=		=GOT INFO/HELP=	
	CCC Population Total	24 or younger	25-34	35-44	45+	EDUCATION (Q80) HS/ GED/ Less	Some Colg/ Grad+	===== HEALTH STATUS(Q58)= Exclnt/ Very Good	Good	Fair/ Poor	=RATING (Q54)=	0-7	8-10	0-7	8-10	Yes	No	=FROM CUST SVC= (Q50) Never/ S'times
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	270	15	72	86	87	107	151	148	81	37	39	228	24	219	86	182	11	74
Total Answering	257	15	71	83	82	101	149	142	77	34	36	218	22	211	82	173	10	71
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	-	1	3	5	6	2	6	4	3	3	10	2	8	4	9	1	3
Definitely yes	167	10	47	61	47	76	87	89	52	24	7	158	9	146	60	106	6	53
	65.0%	66.7%	66.2%	73.5%	57.3%	75.2%	58.4%	62.7%	67.5%	70.6%	19.4%	72.5%	40.9%	69.2%	73.2%	61.3%	60.0%	74.6%
				E		G						K		M	P			
Probably yes	85	5	22	20	35	23	60	52	23	8	25	59	12	62	19	65	1	18
	33.1%	33.3%	31.0%	24.1%	42.7%	22.8%	40.3%	36.6%	29.9%	23.5%	69.4%	27.1%	54.5%	29.4%	23.2%	37.6%	10.0%	25.4%
					D		F				L		N		O			
Probably not	3	-	-	2	-	1	1	-	2	1	2	1	1	2	2	1	2	-
	1.2%			2.4%		1.0%	0.7%		2.6%	2.9%	5.6%	0.5%	4.5%	0.9%	2.4%	0.6%	20.0%	
Definitely not	2	-	2	-	-	1	1	1	-	1	2	-	-	1	1	1	1	-
	0.8%		2.8%			1.0%	0.7%	0.7%		2.9%	5.6%			0.5%	1.2%	0.6%	10.0%	
SPHA SUMMARY RATE -	252	15	69	81	82	99	147	141	75	32	32	217	21	208	79	171	7	71
Definitely yes/ Probably yes	98.1%	100.0%	97.2%	97.6%	100.0%	98.0%	98.7%	99.3%	97.4%	94.1%	88.9%	99.5%	95.5%	98.6%	96.3%	98.8%	70.0%	100.0%
												K						Q

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2017

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Q85. Do you intend to switch your child to a different health plan when you next have an opportunity?

(CCC POPULATION)

CCC Population	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S EDUCATION (Q80)		===== CHILD'S HEALTH STATUS(Q58)=====			=HEALTH PLAN= =RATING (Q54)=		===DOCTOR === =RATING(Q41)=		=CONTACT CUST= =SERVICE (Q49)=		=GOT INFO/HELP= =FROM CUST SVC= (Q50)	
	Total	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total Eligible	270	15	72	86	87	107	151	148	81	37	39	228	24	219	86	182	11	74
Total Answering	258	15	71	83	83	102	149	142	77	35	37	218	22	211	82	174	10	71
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	-	1	3	4	5	2	6	4	2	2	10	2	8	4	8	1	3
Definitely yes	8	1	4	3	-	3	4	3	1	4	3	5	-	6	4	4	2	2
	3.1%	6.7%	5.6%	3.6%		2.9%	2.7%	2.1%	1.3%	11.4% hi	8.1%	2.3%		2.8%	4.9%	2.3%	20.0%	2.8%
Probably yes	6	1	2	3	-	4	2	-	2	4	2	4	1	4	2	4	-	2
	2.3%	6.7%	2.8%	3.6%		3.9%	1.3%		2.6%	11.4%	5.4%	1.8%	4.5%	1.9%	2.4%	2.3%		2.8%
Probably not	74	5	25	15	26	25	46	49	22	1	17	57	12	53	19	54	2	17
	28.7%	33.3%	35.2% D	18.1%	31.3% D	24.5%	30.9%	34.5% J	28.6% J	2.9%	45.9% L	26.1%	54.5% N	25.1%	23.2%	31.0%	20.0%	23.9%
Definitely not	170	8	40	62	57	70	97	90	52	26	15	152	9	148	57	112	6	50
	65.9%	53.3%	56.3%	74.7% C	68.7%	68.6%	65.1%	63.4%	67.5%	74.3%	40.5%	69.7% K	40.9%	70.1% M	69.5%	64.4%	60.0%	70.4%
SPHA SUMMARY RATE -	244	13	65	77	83	95	143	139	74	27	32	209	21	201	76	166	8	67
Definitely not/ Probably not	94.6%	86.7%	91.5%	92.8%	100.0% CD	93.1%	96.0%	97.9% J	96.1% J	77.1%	86.5%	95.9%	95.5%	95.3%	92.7%	95.4%	80.0%	94.4%

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2017

Presbyterian Centennial Care  
 2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6121149)

Q86. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?

(CCC POPULATION)

CCC Population	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S =		===== CHILD'S =====			=HEALTH PLAN=		===DOCTOR ===		=CONTACT CUST=		=GOT INFO/HELP=	
	Total	24 or younger	25-34	35-44	45+	EDUCATION (Q80) HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	=RATING (Q54)= 0-7	8-10	=RATING(Q41)= 0-7	8-10	=SERVICE (Q49)= Yes	No	=FROM CUST SVC= (Q50) Never/ S'times	Always/ Usually
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	270	15	72	86	87	107	151	148	81	37	39	228	24	219	86	182	11	74
Total Answering	255	15	70	81	83	101	147	142	75	34	36	216	21	209	79	174	10	68
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	-	2	5	4	6	4	6	6	3	3	12	3	10	7	8	1	6
Yes	96	8	28	32	25	34	58	48	26	21	15	81	9	81	47	49	5	42
	37.6%	53.3%	40.0%	39.5%	30.1%	33.7%	39.5%	33.8%	34.7%	61.8%	41.7%	37.5%	42.9%	38.8%	59.5%	28.2%	50.0%	61.8%
		e								HI					P			
No	159	7	42	49	58	67	89	94	49	13	21	135	12	128	32	125	5	26
	62.4%	46.7%	60.0%	60.5%	69.9%	66.3%	60.5%	66.2%	65.3%	38.2%	58.3%	62.5%	57.1%	61.2%	40.5%	71.8%	50.0%	38.2%
					b			J	J							O		
SPHA SUMMARY RATE -	96	8	28	32	25	34	58	48	26	21	15	81	9	81	47	49	5	42
Yes	37.6%	53.3%	40.0%	39.5%	30.1%	33.7%	39.5%	33.8%	34.7%	61.8%	41.7%	37.5%	42.9%	38.8%	59.5%	28.2%	50.0%	61.8%
		e								HI					P			

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2017

Presbyterian Centennial Care  
 2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6121149)

Q87. In the last 6 months, who helped to coordinate your child's care?

(CCC POPULATION)

CCC Population Total	==== RESPONDENT'S AGE (Q78) =====				= RESPONDENT'S EDUCATION (Q80)		===== CHILD'S HEALTH STATUS (Q58)=====			=HEALTH PLAN= =RATING (Q54)=		===DOCTOR === =RATING(Q41)=		=CONTACT CUST= =SERVICE (Q49)=		=GOT INFO/HELP= =FROM CUST SVC= (Q50)		
	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total Eligible	96	8	28	32	25	34	58	48	26	21	15	81	9	81	47	49	5	42
Total Answering	91	8	28	30	22	34	54	46	25	20	15	76	9	76	44	47	5	39
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	2	3	-	4	2	1	1	-	5	-	5	3	2	-	3
Someone from your child's health plan	17	2	7	1	6	9	6	5	6	6	2	15	4	13	9	8	2	7
	18.7%	25.0%	25.0%	3.3%	27.3%	26.5%	11.1%	10.9%	24.0%	30.0%	13.3%	19.7%	44.4%	17.1%	20.5%	17.0%	40.0%	17.9%
			D		D		g			h								
Someone from your child's doctor's office or clinic	49	4	11	22	11	15	33	27	12	10	7	42	2	44	23	26	1	22
	53.8%	50.0%	39.3%	73.3%	50.0%	44.1%	61.1%	58.7%	48.0%	50.0%	46.7%	55.3%	22.2%	57.9%	52.3%	55.3%	20.0%	56.4%
				Ce									M					q
Someone from another organization	7	-	2	4	-	3	4	5	2	-	-	7	-	6	4	3	-	4
	7.7%		7.1%	13.3%		8.8%	7.4%	10.9%	8.0%			9.2%		7.9%	9.1%	6.4%		10.3%
A friend or family member	1	-	1	-	-	1	-	1	-	-	-	1	-	1	1	-	-	1
	1.1%		3.6%			2.9%		2.2%				1.3%		1.3%	2.3%			2.6%
You	17	2	7	3	5	6	11	8	5	4	6	11	3	12	7	10	2	5
	18.7%	25.0%	25.0%	10.0%	22.7%	17.6%	20.4%	17.4%	20.0%	20.0%	40.0%	14.5%	33.3%	15.8%	15.9%	21.3%	40.0%	12.8%
											1							

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)  
 Presented by SPH Analytics  
 770-978-3173  
 2017

Presbyterian Centennial Care  
 2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6121149)

Q88. How satisfied are you with the help you got to coordinate your child's care in the last 6 months?

(CCC POPULATION)

CCC Population	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S EDUCATION (Q80) =		===== CHILD'S HEALTH STATUS(Q58)=====			=HEALTH PLAN= =RATING (Q54)=		===DOCTOR === =RATING(Q41)=		=CONTACT CUST= =SERVICE (Q49)=		=GOT INFO/HELP= =FROM CUST SVC= (Q50)	
	Total	24 or younger	25-34	35-44	45+	HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ S'times	Always/ Usually
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total Eligible	96	8	28	32	25	34	58	48	26	21	15	81	9	81	47	49	5	42
Total Answering	94	8	27	31	25	33	57	48	25	20	14	80	9	79	47	47	5	42
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	1	-	1	1	-	1	1	1	1	-	2	-	2	-	-
Very dissatisfied	3	-	-	-	2	2	-	1	1	1	1	2	1	2	2	1	1	1
	3.2%				8.0%	6.1%		2.1%	4.0%	5.0%	7.1%	2.5%	11.1%	2.5%	4.3%	2.1%	20.0%	2.4%
Dissatisfied	1	-	1	-	-	-	1	-	-	1	1	-	-	1	1	-	1	-
	1.1%		3.7%				1.8%			5.0%	7.1%			1.3%	2.1%		20.0%	
Neither dissatisfied nor satisfied	3	-	-	1	2	-	3	2	-	1	2	1	-	3	1	2	1	-
	3.2%			3.2%	8.0%		5.3%	4.2%		5.0%	14.3%	1.3%		2.1%	4.3%	20.0%		
Satisfied	39	5	14	12	7	17	22	18	11	10	9	30	4	31	20	19	2	18
	41.5%	62.5%	51.9%	38.7%	28.0%	51.5%	38.6%	37.5%	44.0%	50.0%	64.3%	37.5%	44.4%	39.2%	42.6%	40.4%	40.0%	42.9%
Very satisfied	48	3	12	18	14	14	31	27	13	7	1	47	4	42	23	25	-	23
	51.1%	37.5%	44.4%	58.1%	56.0%	42.4%	54.4%	56.3%	52.0%	35.0%	7.1%	58.8%	44.4%	53.2%	48.9%	53.2%		54.8%
SPHA SUMMARY RATE - Very satisfied/Satisfied	87	8	26	30	21	31	53	45	24	17	10	77	8	73	43	44	2	41
	92.6%	100.0%	96.3%	96.8%	84.0%	93.9%	93.0%	93.8%	96.0%	85.0%	71.4%	96.3%	88.9%	92.4%	91.5%	93.6%	40.0%	97.6%

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2017

Presbyterian Centennial Care  
 2017 CAHPS 5.0H Medicaid Child with CCC Measure Survey (6121149)

Q89. Do you feel that your child's cultural and/or language needs are recognized and addressed, as needed, by Presbyterian?

(CCC POPULATION)

CCC Population	==== RESPONDENT'S AGE (Q78) =====					= RESPONDENT'S =		===== CHILD'S =====			=HEALTH PLAN=		===DOCTOR ===		=CONTACT CUST=		=GOT INFO/HELP=	
	Total	24 or younger	25-34	35-44	45+	EDUCATION (Q80) HS/ GED/ Less	Some Colg/ Grad+	Exclnt/ Very Good	Good	Fair/ Poor	=RATING (Q54)= 0-7	8-10	=RATING(Q41)= 0-7	8-10	Yes	No	=FROM CUST SVC= (Q50) Never/ S'times	Always/ Usually
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	270	15	72	86	87	107	151	148	81	37	39	228	24	219	86	182	11	74
Total Answering	254	15	70	82	81	100	147	140	76	34	34	217	20	210	82	170	10	71
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	-	2	4	6	7	4	8	5	3	5	11	4	9	4	12	1	3
Yes	220	12	62	71	71	84	130	123	64	31	28	189	13	186	73	146	7	65
	86.6%	80.0%	88.6%	86.6%	87.7%	84.0%	88.4%	87.9%	84.2%	91.2%	82.4%	87.1%	65.0%	88.6%	89.0%	85.9%	70.0%	91.5%
													M					
No	34	3	8	11	10	16	17	17	12	3	6	28	7	24	9	24	3	6
	13.4%	20.0%	11.4%	13.4%	12.3%	16.0%	11.6%	12.1%	15.8%	8.8%	17.6%	12.9%	35.0%	11.4%	11.0%	14.1%	30.0%	8.5%
													N					
SPHA SUMMARY RATE -	220	12	62	71	71	84	130	123	64	31	28	189	13	186	73	146	7	65
Yes	86.6%	80.0%	88.6%	86.6%	87.7%	84.0%	88.4%	87.9%	84.2%	91.2%	82.4%	87.1%	65.0%	88.6%	89.0%	85.9%	70.0%	91.5%
													M					

Comparison Groups: BCDE/FG/HIJ/KL/MN/OP/QR

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2017

## 11. Glossary of Terms

**Accreditation** is an official authorization or designation to an organization determined by a set of industry-derived standards.

**Attributes** are the questions that relate to a specific service area or composite as defined by NCQA.

**Augments** are stratified samples used to target specific responses in a particular segment, such as region, language, or member status. These responses are for internal use only, and are not to be included in the HEDIS® sample or reported to public entities.

**CCC Survey-Based Screening Tool** is used to identify children with chronic conditions. It contains five questions representing five different health consequences; four are three-part questions and one is a two-part question. A child member is identified as having a chronic condition if all parts of the question for at least one of the specific health consequences are answered “Yes.” The questions included are Q60-Q62; Q63-Q65; Q66-Q68; Q69-Q71; Q72 and Q73.

**Composites** are the means of the Summary Rates of attributes within a given service area as specified by NCQA. Each composite category represents an overall aspect of plan quality and is comprised of similar questions.

**Confidence level** is the degree of confidence, expressed as a percentage, that a reported number’s true value is between the lower and upper specified range.

**Correlation Coefficient** is a statistical measure of how closely two variables or measures are related to each other. Coefficients are usually reported as *r* values.

**Disposition (Disposition Category)** is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, T=Phone, and I=Internet, if applicable) and the status of the record (for example, M0=mail complete, 03=language barrier). All record code assignments of “0” are considered valid responses according to NCQA.

**Global Proportions** are a breakout of response option results according to the Three-Point Score definition, shown as a percentage, not a mean score. Refer to the Three-Point Score definition.

**Key Drivers** are composites that have been found to impact overall health plan ratings or health care ratings among the plan members as determined by a regression analysis.

**NCQA 1 – 100 Benchmark** is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data collected by NCQA in 2016. SPH Analytics utilizes this benchmark to calculate plan-specific approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, rankings are reflective of how your plan’s Summary Rates fall relative to the NCQA 1-100 Benchmark.

**NCQA HEDIS® Compliance Audit** is a two-part program comprised of an information-systems capabilities assessment (IS standards) and an evaluation of the health plan's ability to comply with HEDIS® specifications (HD standards). NCQA-Certified auditors use standard audit methodologies to enable purchasers to make reliable comparisons among health plans.

**Over-sampling** is sampling more than the minimum required sample size. The required sample size is 3,490 (1,650 General Population + 1,840 supplemental sample) in accordance with NCQA protocol. The overall NCQA target number of complete responses is 411. Therefore, plans may choose to over-sample their population to achieve this target number if necessary.

**Quality Compass® 2016 (Medicaid child – All Plans, CCC Population)** data benchmark is a collection of CAHPS® 5.0H mean summary ratings (53 samples) for those Medicaid child plans (CCC samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

**Quality Compass® 2016 (Medicaid child – All Plans, General Population)** data benchmark is a collection of CAHPS® 5.0H mean summary ratings (179 samples) for those Medicaid child plans (Non-CCC and CCC samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

**Rating** questions use a scale of 0 to 10 for assessing overall experience (*Personal Doctor, Specialist, Health Care, and Health Plan*) with zero being the worst and ten being the best.

**Significance test** is a test to determine if an observed difference is too large to have occurred by chance alone.

**SPH Analytics Book of Business, CCC Population** (calculated on a plan-level) consists of all Medicaid Child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics, and submitted data to NCQA. In 2017, there were 13 samples included in the Book of Business. This benchmark is shown throughout the report.

**SPH Analytics Book of Business, General Population** (calculated on a plan-level) consists of all Medicaid Child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics, and submitted data to NCQA. In 2017, there were 69 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis.

**Summary Rates** are single statistics generated for a survey question. In general, Summary Rates represent the percentage of respondents who chose the most favorable response options (“Always” and “Usually;” “Yes;” or “8” to “10”). Not all questions are assigned a Summary Rate by NCQA.

**Supplemental Sample** is selected by the survey vendor after the General Population sample is drawn. It contains members with a prescreen status code indicating the child is more likely to have chronic conditions based on claims records. For the Medicaid Child Member Satisfaction Survey (with CCC Measurement Set) it is typically 1,840 members who were not



already selected in the General Population sample. In MCOs with fewer than the required sample size, the sample includes all members with the prescreen status code who were not already selected for the General Population. This sample is sometimes referred to as Sample B.

**Three-Point Score** is the result of the process of assigning a value of 1, 2, or 3 to each question response category and then computing a numerical average based upon the valid responses for each question. The Three-Point values are assigned to question answer categories as follows:

Response Choice 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Response Choice 2	Score Value
No	1
Yes	3

Response Choice 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	3

**Trending** is the practice of looking at several years of data in a comparative format to identify trends or common links.

Please refer to the *Technical Notes* for additional information about topics not displayed in this section.

## 12. Appendix A – Question Summaries

The proportion of respondents that fall into each response category for all questions is shown beginning on Page A.1. Benchmark data and trend information are also presented where available.

Not all questions are included in composite calculations. Therefore, the codes found in the following table are used to indicate which attributes are included in the corresponding composite calculations. These codes can be found under their respective question numbers in the charts beginning on Page A.1.

Code	Composites/Measures
GNC	Getting Needed Care
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CS	Customer Service
SDM	Shared Decision Making
HPE	Health Promotion and Education
CC	Coordination of Care
FOF	Ease of Filling Out Forms

Code	CCC Composites
ATPM	Access to Prescription Medicines
ATSS	Access to Specialized Services
FCC-PD	Family-Centered Care: Personal Doctor Who Knows Child
FCC-GNI	Family-Centered Care: Getting Needed Information
CC-CCC	Coordination of Care for Children with Chronic Condition

### Charts A.1 – A.17

# Question Summaries

## Urgent and Routine Care

355 Total General Population Respondents

270 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)						Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**			
										2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans	
3	In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?	General	352	Yes 31.3%	No 68.8%			31.3%	28.1%	33.9%	NA	Not sig.	Not sig.	NA			
		CCC	268	40.7%	59.3%			40.7%	41.8%	44.6%	NA	Not sig.	Not sig.	NA			
4 GCQ	In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed? (If "Yes" in Q3)	General	107	Never 0.9%	Sometimes 10.3%	Usually 15.0%	Always 73.8%	88.8%	90.5%	90.0%	90.6%	Not sig.	Not sig.	Not sig.			
		CCC	107	0.0%	7.5%	17.8%	74.8%	92.5%	89.0%	91.8%	92.9%	Not sig.	Not sig.	Not sig.			
5	In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?	General	352	Yes 59.1%	No 40.9%			59.1%	63.4%	71.7%	NA	Not sig.	Below	NA			
		CCC	266	80.5%	19.5%			80.5%	75.7%	81.7%	NA	Not sig.	Not sig.	NA			
6 GCQ	In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? (If "Yes" in Q5)	General	204	Never 1.5%	Sometimes 9.3%	Usually 23.0%	Always 66.2%	89.2%	84.6%	86.8%	87.0%	Not sig.	Not sig.	Not sig.			
		CCC	209	1.0%	10.5%	27.3%	61.2%	88.5%	83.5%	88.6%	90.8%	Not sig.	Not sig.	Not sig.			
7	In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?	General	344	None 33.7%	1 time 29.4%	2 17.4%	3 9.0%	4 5.2%	5 to 9 4.9%	10 or more times 0.3%	66.3%	68.0%	75.4%	NA	Not sig.	Below	NA
		CCC	263	19.8%	20.5%	23.6%	17.9%	7.2%	9.1%	1.9%	80.2%	81.0%	85.9%	NA	Not sig.	Below	NA

\* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

# Question Summaries

## Discussion of Options

355 Total General Population Respondents

270 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
				2017		2016		2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
8 HPE	In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child? (If "1 time" or more in Q7)	General	226	Yes 70.4%	No 29.6%			70.4%	72.0%	68.4%	70.9%	Not sig.	Not sig.	Not sig.
		CCC	211	77.3%	22.7%			77.3%	73.6%	77.5%	77.0%	Not sig.	Not sig.	Not sig.
9 FCC-GNI	In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? (If "1 time" or more in Q7)	General	225	Never 2.2%	Sometimes 9.8%	Usually 16.0%	Always 72.0%	88.0%	91.8%	NA	NA	Not sig.	NA	NA
		CCC	211	0.9%	6.6%	23.2%	69.2%	92.4%	89.0%	90.9%	90.9%	Not sig.	Not sig.	Not sig.
10	In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child? (If "1 time" or more in Q7)	General	224	Yes 23.7%	No 76.3%			23.7%	30.9%	29.8%	NA	Not sig.	Below	NA
		CCC	209	42.6%	57.4%			42.6%	53.5%	45.8%	NA	Sig. decrease	Not sig.	NA
11 SDM	Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine? (If "1 time" or more in Q7 and "Yes" in Q10)	General	53	Yes 92.5%	No 7.5%			92.5%	85.9%	90.6%	92.2%	Unable to Test	Unable to Test	Unable to Test
		CCC	89	96.6%	3.4%			96.6%	94.8%	95.5%	96.2%	Unable to Test	Unable to Test	Unable to Test
12 SDM	Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? (If "1 time" or more in Q7 and "Yes" in Q10)	General	52	Yes 69.2%	No 30.8%			69.2%	60.9%	61.6%	64.8%	Not sig.	Not sig.	Not sig.
		CCC	89	77.5%	22.5%			77.5%	72.4%	72.1%	74.3%	Not sig.	Not sig.	Not sig.
13 SDM	When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child? (If "1 time" or more in Q7 and "Yes" in Q10)	General	53	Yes 67.9%	No 32.1%			67.9%	81.0%	77.6%	78.3%	Not sig.	Not sig.	Not sig.
		CCC	88	85.2%	14.8%			85.2%	85.2%	84.5%	84.3%	Not sig.	Not sig.	Not sig.
14	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months? (If "1 time" or more in Q7)	General	224	0-3 0.9%	4-7 12.1%	8-10 87.1%		87.1%	84.5%	86.9%	88.4%	Not sig.	Not sig.	Not sig.
		CCC	210	0.0%	11.4%	88.6%		88.6%	77.3%	85.4%	84.2%	Sig. increase	Not sig.	Not sig.
		General	224	0-6 6.7%	7-8 27.2%	9-10 66.1%		66.1%	69.9%	69.2%	67.7%	Not sig.	Not sig.	Not sig.
		CCC	210	4.8%	32.9%	62.4%		62.4%	54.6%	66.8%	66.0%	Not sig.	Not sig.	Not sig.
15 GNC	In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? (If "1 time" or more in Q7)	General	226	Never 1.8%	Sometimes 6.2%	Usually 29.6%	Always 62.4%	92.0%	91.8%	88.9%	88.6%	Not sig.	Not sig.	Not sig.
		CCC	209	1.0%	10.5%	28.7%	59.8%	88.5%	85.7%	89.8%	90.2%	Not sig.	Not sig.	Not sig.

\* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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# Question Summaries

## Daycare & Specialized Services, Medical Equipment

355 Total General Population Respondents

270 Total CCC Population Respondents

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
				Yes	No	2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans		
16	Is your child now enrolled in any kind of school or daycare?	General	353	72.2%	27.8%	72.2%	66.6%	NA	NA	Not sig.	NA	NA		
		CCC	268	84.3%	15.7%	84.3%	85.5%	85.2%	NA	Not sig.	Not sig.	NA		
17	In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care? (If "Yes" in Q16)	General	251	6.0%	94.0%	6.0%	12.1%	NA	NA	Sig. decrease	NA	NA		
		CCC	222	15.3%	84.7%	15.3%	14.5%	20.5%	NA	Not sig.	Not sig.	NA		
18 CC-CCC	In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare? (If "Yes" in Q16 and "Yes" in Q17)	General	15	100.0%	0.0%	100.0%	83.3%	NA	NA	Unable to Test	NA	NA		
		CCC	34	97.1%	2.9%	97.1%	88.2%	94.7%	NA	Unable to Test	Unable to Test	NA		
19	In the last 6 months, did you get or try to get any special medical equipment or devices for your child?	General	354	3.7%	96.3%	3.7%	5.1%	NA	NA	Not sig.	NA	NA		
		CCC	269	12.3%	87.7%	12.3%	10.5%	10.8%	NA	Not sig.	Not sig.	NA		
20 ATSS	In the last 6 months, how often was it easy to get special medical equipment or devices for your child? (If "Yes" in Q19)	General	13	30.8%	23.1%	15.4%	30.8%	46.2%	73.3%	NA	NA	Unable to Test	NA	NA
		CCC	32	12.5%	21.9%	15.6%	50.0%	65.6%	73.1%	73.2%	NA	Not sig.	Not sig.	NA
21	Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child? (If "Yes" in Q19)	General	11	63.6%	36.4%	63.6%	80.0%	NA	NA	Unable to Test	NA	NA		
		CCC	31	87.1%	12.9%	87.1%	80.8%	77.3%	NA	Unable to Test	Not sig.	NA		

\* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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# Question Summaries

## Specialized Services, Special Therapy & Counseling

355 Total General Population Respondents

270 Total CCC Population Respondents

Presbyterian Centennial Care

Medicaid Child with CCC CAHPS®

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
								2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
22	In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?	General	355	Yes 6.5%	No 93.5%			6.5%	9.6%	NA	NA	Not sig.	NA	NA
		CCC	269	24.5%	75.5%			24.5%	25.6%	27.6%	NA	Not sig.	Not sig.	NA
23 ATSS	In the last 6 months, how often was it easy to get this therapy for your child? (If "Yes" in Q22)	General	23	Never 4.3%	Sometimes 21.7%	Usually 30.4%	Always 43.5%	73.9%	79.3%	NA	NA	Not sig.	NA	NA
		CCC	64	4.7%	14.1%	26.6%	54.7%	81.3%	78.3%	77.2%	77.8%	Not sig.	Not sig.	Not sig.
24	Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child? (If "Yes" in Q22)	General	23	Yes 43.5%	No 56.5%			43.5%	57.1%	NA	NA	Not sig.	NA	NA
		CCC	64	60.9%	39.1%			60.9%	58.2%	63.9%	66.0%	Not sig.	Not sig.	NA
25	In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?	General	355	Yes 9.0%	No 91.0%			9.0%	11.8%	NA	NA	Not sig.	NA	NA
		CCC	269	33.8%	66.2%			33.8%	43.4%	40.8%	NA	Sig. decrease	Below	NA
26 ATSS	In the last 6 months, how often was it easy to get this treatment or counseling for your child? (If "Yes" in Q25)	General	30	Never 6.7%	Sometimes 10.0%	Usually 26.7%	Always 56.7%	83.3%	74.3%	NA	NA	Not sig.	NA	NA
		CCC	88	5.7%	13.6%	20.5%	60.2%	80.7%	76.5%	73.4%	78.6%	Not sig.	Not sig.	Not sig.
27	Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child? (If "Yes" in Q25)	General	30	Yes 43.3%	No 56.7%			43.3%	39.4%	NA	NA	Not sig.	NA	NA
		CCC	87	49.4%	50.6%			49.4%	50.9%	60.2%	58.8%	Not sig.	Below	Not sig.

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\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

# Question Summaries

Care Coordination, CCC

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

355 Total General Population Respondents

270 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
28	In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?	General	353	Yes 20.4%	No 79.6%	20.4%	17.2%	NA	NA	Not sig.	NA	NA
		CCC	265	46.4%	53.6%	46.4%	40.7%	43.5%	NA	Not sig.	Not sig.	NA
29 CC- CCC	In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services? (If "Yes" in Q28)	General	72	Yes 55.6%	No 44.4%	55.6%	52.9%	NA	NA	Not sig.	NA	NA
		CCC	122	61.5%	38.5%	61.5%	56.0%	63.5%	61.4%	Not sig.	Not sig.	Not sig.

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\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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# Question Summaries

## Your Child's Personal Doctor

355 Total General Population Respondents

270 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)					Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**				
									2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans		
30	A personal doctor is the one your child would see if he or she needs a check-up, has a health problem, or gets sick or hurt. Does your child have a personal doctor?	General	352	Yes 84.7%	No 15.3%				84.7%	88.5%	87.9%	NA	Not sig.	Not sig.	NA		
		CCC	268	92.2%	7.8%				92.2%	92.8%	92.5%	NA	Not sig.	Not sig.	NA		
31	In the last 6 months, how many times did your child visit his or her personal doctor for care? (If "Yes" in Q30)	General	291	None 31.3%	1 time 36.1%	2 18.2%	3 7.6%	4 2.7%	5 to 9 4.1%	10 or more times 0.0%	68.7%	70.4%	78.9%	NA	Not sig.	Below	NA
		CCC	241	19.9%	35.3%	21.6%	15.8%	3.7%	3.3%	0.4%	80.1%	80.4%	85.2%	NA	Not sig.	Below	NA
32	In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand? (If "Yes" in Q30 and "1 time" or more in Q31)	General	200	Never 2.5%	Sometimes 3.0%	Usually 15.0%	Always 79.5%			94.5%	95.2%	94.1%	93.6%	Not sig.	Not sig.	Not sig.	
		CCC	193	0.5%	4.1%	14.5%	80.8%			95.3%	95.0%	94.8%	95.0%	Not sig.	Not sig.	Not sig.	
33	In the last 6 months, how often did your child's personal doctor listen carefully to you? (If "Yes" in Q30 and "1 time" or more in Q31)	General	200	Never 1.0%	Sometimes 5.0%	Usually 12.5%	Always 81.5%			94.0%	94.1%	94.9%	94.8%	Not sig.	Not sig.	Not sig.	
		CCC	193	0.0%	4.7%	15.0%	80.3%			95.3%	91.4%	94.5%	94.6%	Not sig.	Not sig.	Not sig.	
34	In the last 6 months, how often did your child's personal doctor show respect for what you had to say? (If "Yes" in Q30 and "1 time" or more in Q31)	General	200	Never 0.5%	Sometimes 3.0%	Usually 8.5%	Always 88.0%			96.5%	95.7%	96.2%	95.9%	Not sig.	Not sig.	Not sig.	
		CCC	193	0.0%	2.1%	10.4%	87.6%			97.9%	93.5%	96.2%	95.5%	Unable to Test	Not sig.	Not sig.	

\* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

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## Question Summaries

### Your Child's Personal Doctor (Continued)

**Presbyterian Centennial Care**  
**Medicaid Child with CCC CAHPS®**

355 Total General Population Respondents

270 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**				
						2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans		
35	Is your child able to talk with doctors about his or her health care? (If "Yes" in Q30 and "1 time" or more in Q31)	General	198	Yes 71.2%	No 28.8%	71.2%	74.3%	69.2%	NA	Not sig.	Not sig.	NA		
		CCC	192	72.9%	27.1%	72.9%	82.0%	73.8%	NA	Sig. decrease	Not sig.	NA		
36	In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand? (If "Yes" in Q30, "1 time" or more in Q31, and "Yes" in Q35)	General	139	Never 0.7%	Sometimes 5.0%	Usually 23.0%	Always 71.2%	94.2%	91.7%	92.9%	NA	Not sig.	Not sig.	NA
		CCC	136	0.0%	2.9%	23.5%	73.5%	97.1%	92.2%	93.7%	NA	Unable to Test	Not sig.	NA
37	In the last 6 months, how often did your child's personal doctor spend enough time with your child? (If "Yes" in Q30 and "1 time" or more in Q31)	General	199	Never 6.0%	Sometimes 7.5%	Usually 19.6%	Always 66.8%	86.4%	89.3%	88.7%	88.4%	Not sig.	Not sig.	Not sig.
		HWDC CCC	193	2.6%	7.8%	20.7%	68.9%	89.6%	86.6%	90.5%	90.6%	Not sig.	Not sig.	Not sig.
38	In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving? (If "Yes" in Q30 and "1 time" or more in Q31)	General	198	Yes 83.8%	No 16.2%	83.8%		83.8%	90.3%	88.8%	NA	Not sig.	Below	NA
		FCC- PD CCC	193	88.6%	11.4%	88.6%		88.6%	87.5%	88.7%	89.0%	Not sig.	Not sig.	Not sig.

\* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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# Question Summaries

## Care Coordination

## Presbyterian Centennial Care

### Medicaid Child with CCC CAHPS®

355 Total General Population Respondents

270 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**				
						2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans		
39	In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor? (If "Yes" in Q30 and "1 time" or more in Q31)	General	199	Yes 42.2%	No 57.8%	42.2%	39.6%	42.8%	NA	Not sig.	Not sig.	NA		
		CCC	191	60.2%	39.8%	60.2%	60.5%	59.4%	NA	Not sig.	Not sig.	NA		
40 CC	In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers? (If "Yes" in Q30, "1 time" or more in Q31, and "Yes" in Q39)	General	83	Never 8.4%	Sometimes 7.2%	Usually 27.7%	Always 56.6%	84.3%	78.1%	83.5%	82.6%	Not sig.	Not sig.	Not sig.
		CCC	112	5.4%	13.4%	25.9%	55.4%	81.3%	73.0%	83.7%	82.0%	Not sig.	Not sig.	Not sig.
41	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor? (If "Yes" in Q30)	General	291	0-3 1.4%	4-7 7.6%	8-10 91.1%		91.1%	87.2%	89.6%	85.5%	Not sig.	Not sig.	Above
		CCC	243	1.2%	8.6%	90.1%		90.1%	89.9%	87.7%	88.0%	Not sig.	Not sig.	Not sig.
		General	291	0-6 4.5%	7-8 17.9%	9-10 77.7%		77.7%	74.8%	76.2%	74.8%	Not sig.	Not sig.	Not sig.
		CCC	243	4.1%	22.6%	73.3%		73.3%	73.5%	75.5%	74.7%	Not sig.	Not sig.	Not sig.

\* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

# Question Summaries

## Chronic Condition Affects Day-to-Day Life

355 Total General Population Respondents  
 270 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
42	Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?	General	292	Yes 17.1%	No 82.9%	17.1%	21.0%	NA	NA	Not sig.	NA	NA
		CCC	245	71.0%	29.0%	71.0%	72.0%	72.9%	NA	Not sig.	Not sig.	NA
43 FCC- PD	Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	General	48	Yes 85.4%	No 14.6%	85.4%	87.5%	NA	NA	Not sig.	NA	NA
		CCC	167	93.4%	6.6%	93.4%	87.7%	92.9%	92.9%	Not sig.	Not sig.	Not sig.
44 FCC- PD	Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?	General	49	Yes 81.6%	No 18.4%	81.6%	91.2%	NA	NA	Unable to Test	NA	NA
		CCC	170	87.6%	12.4%	87.6%	85.6%	89.4%	89.9%	Not sig.	Not sig.	Not sig.

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Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

# Question Summaries

## Access to Specialist

355 Total General Population Respondents

270 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**														
					2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans												
45	Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?	General	353	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>17.3%</td> <td>82.7%</td> </tr> </table>	Yes	No	17.3%	82.7%	17.3%	15.9%	22.1%	NA	Not sig.	Below	NA								
		Yes	No																				
17.3%	82.7%																						
CCC	269	43.5%	56.5%	43.5%	37.8%	41.6%	NA	Not sig.	Not sig.	NA													
46 GNC	In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? (If "Yes" in Q45)	General	60	<table border="1"> <tr> <td>Never</td> <td>Sometimes</td> <td>Usually</td> <td>Always</td> </tr> <tr> <td>0.0%</td> <td>10.0%</td> <td>40.0%</td> <td>50.0%</td> </tr> </table>	Never	Sometimes	Usually	Always	0.0%	10.0%	40.0%	50.0%	90.0%	76.0%	78.9%	79.7%	Sig. increase	Above	Above				
		Never	Sometimes	Usually	Always																		
0.0%	10.0%	40.0%	50.0%																				
CCC	116	3.4%	9.5%	31.9%	55.2%	87.1%	81.0%	81.2%	82.5%	Not sig.	Not sig.	Not sig.											
47	How many specialists has your child seen in the last 6 months? (If "Yes" in Q45)	General	59	<table border="1"> <tr> <td>None</td> <td>1 specialist</td> <td>2</td> <td>3</td> <td>4</td> <td>5 or more specialists</td> </tr> <tr> <td>3.4%</td> <td>64.4%</td> <td>23.7%</td> <td>5.1%</td> <td>3.4%</td> <td>0.0%</td> </tr> </table>	None	1 specialist	2	3	4	5 or more specialists	3.4%	64.4%	23.7%	5.1%	3.4%	0.0%	96.6%	94.0%	93.7%	NA	Unable to Test	Unable to Test	NA
		None	1 specialist	2	3	4	5 or more specialists																
3.4%	64.4%	23.7%	5.1%	3.4%	0.0%																		
CCC	115	5.2%	60.0%	18.3%	10.4%	2.6%	3.5%	94.8%	96.2%	95.3%	NA	Unable to Test	Not sig.	NA									
48	We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist? (If "Yes" in Q45 and "1 specialist" or more in Q47)	General	56	<table border="1"> <tr> <td>0-3</td> <td>4-7</td> <td>8-10</td> </tr> <tr> <td>0.0%</td> <td>14.3%</td> <td>85.7%</td> </tr> </table>	0-3	4-7	8-10	0.0%	14.3%	85.7%	85.7%	83.0%	86.4%	84.7%	Not sig.	Not sig.	Not sig.						
		0-3	4-7	8-10																			
		0.0%	14.3%	85.7%																			
		CCC	109	1.8%	11.0%	87.2%	87.2%	86.0%	86.9%	85.5%	Not sig.	Not sig.	Not sig.										
General	56	<table border="1"> <tr> <td>0-6</td> <td>7-8</td> <td>9-10</td> </tr> <tr> <td>10.7%</td> <td>17.9%</td> <td>71.4%</td> </tr> </table>	0-6	7-8	9-10	10.7%	17.9%	71.4%	71.4%	63.8%	72.2%	71.1%	Not sig.	Not sig.	Not sig.								
0-6	7-8	9-10																					
10.7%	17.9%	71.4%																					
CCC	109	9.2%	19.3%	71.6%	71.6%	59.0%	72.5%	70.8%	Not sig.	Not sig.	Not sig.												

\* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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# Question Summaries

Customer Service

Presbyterian Centennial Care

Medicaid Child with CCC CAHPS®

355 Total General Population Respondents

270 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
				Yes	No	2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans		
49	In the last 6 months, did you get information or help from customer service at your child's health plan?	General	350	26.3%	73.7%	26.3%	27.0%	33.9%	NA	Not sig.	Below	NA		
		CCC	268	32.1%	67.9%	32.1%	33.8%	33.2%	NA	Not sig.	Not sig.	NA		
50 CS	In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? (If "Yes" in Q49)	General	92	1.1%	9.8%	22.8%	66.3%	89.1%	86.7%	83.5%	82.7%	Not sig.	Not sig.	Not sig.
		CCC	85	4.7%	8.2%	24.7%	62.4%	87.1%	83.9%	85.5%	84.2%	Not sig.	Not sig.	Not sig.
51 CS	In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? (If "Yes" in Q49)	General	91	0.0%	1.1%	22.0%	76.9%	98.9%	95.2%	93.9%	93.2%	Unable to Test	Above	Above
		CCC	85	1.2%	3.5%	17.6%	77.6%	95.3%	96.7%	95.2%	94.7%	Unable to Test	Unable to Test	Unable to Test
52	In the last 6 months, did your child's health plan give you any forms to fill out?	General	349	31.2%	68.8%	31.2%	25.1%	31.7%	NA	Not sig.	Not sig.	NA		
		CCC	267	31.1%	68.9%	31.1%	29.0%	30.9%	NA	Not sig.	Not sig.	NA		
53 FOF	In the last 6 months, how often were the forms from your child's health plan easy to fill out?	General	345	0.6%	3.5%	10.7%	85.2%	95.9%	96.4%	94.4%	95.0%	Not sig.	Not sig.	Not sig.
		CCC	267	1.1%	4.5%	6.4%	88.0%	94.4%	94.1%	94.6%	95.1%	Not sig.	Not sig.	Not sig.

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\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

\*\*\* Members who responded "No" to Q52 are included in "Always" of Q53, per NCQA, Volume 3, HEDIS 2016 guidelines.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

# Question Summaries

## Rating of Health Plan, Prescribed Medication, & Health Status

355 Total General Population Respondents

270 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)					Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
				2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans					
54	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?	General	348	0-3 0.9%	4-7 10.1%	8-10 89.1%	89.1%	85.2%	86.1%	84.7%	Not sig.	Not sig.	Above		
		CCC	267	1.5%	13.1%	85.4%	85.4%	79.6%	82.3%	82.2%	Not sig.	Not sig.	Not sig.		
		General	348	0-6 5.7%	7-8 23.6%	9-10 70.7%	70.7%	71.9%	70.8%	69.0%	Not sig.	Not sig.	Not sig.		
		CCC	267	7.9%	26.2%	65.9%	65.9%	63.5%	65.9%	65.8%	Not sig.	Not sig.	Not sig.		
55	In the last 6 months, did you get or refill any prescription medicines for your child?	General	354	Yes 39.3%	No 60.7%				39.3%	40.0%	NA	NA	Not sig.	NA	NA
		CCC	270	78.1%	21.9%				78.1%	75.6%	78.9%	NA	Not sig.	Not sig.	NA
56 ATPM	In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan? (If "Yes" in Q55)	General	139	Never 0.0%	Sometimes 7.2%	Usually 21.6%	Always 71.2%	92.8%	87.6%	NA	NA	Not sig.	NA	NA	
		CCC	211	0.5%	9.5%	19.9%	70.1%	90.0%	90.3%	90.8%	90.7%	Not sig.	Not sig.	Not sig.	
57	Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines? (If "Yes" in Q55)	General	137	Yes 61.3%	No 38.7%				61.3%	53.2%	NA	NA	Not sig.	NA	NA
		CCC	209	65.1%	34.9%				65.1%	60.1%	61.1%	60.5%	Not sig.	Not sig.	Not sig.
58	In general, how would you rate your child's overall health?	General	351	Excellent 43.3%	Very good 32.8%	Good 18.5%	Fair 4.8%	Poor 0.6%	76.1%	72.8%	74.5%	76.3%	Not sig.	Not sig.	Not sig.
		CCC	266	18.8%	36.8%	30.5%	12.0%	1.9%	55.6%	55.6%	54.4%	55.0%	Not sig.	Not sig.	Not sig.
59	In general, how would you rate your child's overall mental or emotional health?	General	353	Excellent 51.8%	Very good 24.9%	Good 17.0%	Fair 5.7%	Poor 0.6%	76.8%	73.9%	73.7%	74.9%	Not sig.	Not sig.	Not sig.
		CCC	268	23.5%	26.1%	31.3%	15.7%	3.4%	49.6%	42.4%	43.5%	44.4%	Not sig.	Above	Not sig.

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# Question Summaries

## Prescribed Medication & Medical Care and Services

355 Total General Population Respondents

270 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
60	Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?	General	351	Yes 23.9%	No 76.1%	23.9%	26.5%	NA	NA	Not sig.	NA	NA
		CCC	270	76.7%	23.3%	76.7%	72.5%	75.4%	NA	Not sig.	Not sig.	NA
61	Is this because of any medical, behavioral, or other health condition? (If "Yes" in Q60)	General	84	Yes 76.2%	No 23.8%	76.2%	76.3%	NA	NA	Not sig.	NA	NA
		CCC	207	95.2%	4.8%	95.2%	95.0%	96.6%	NA	Not sig.	Not sig.	NA
62	Is this a condition that has lasted or is expected to last for at least 12 months? (If "Yes" in Q60 and "Yes" in Q61)	General	64	Yes 82.8%	No 17.2%	82.8%	92.9%	NA	NA	Unable to Test	NA	NA
		CCC	197	98.5%	1.5%	98.5%	99.5%	98.2%	NA	Unable to Test	Unable to Test	NA
63	Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?	General	351	Yes 12.3%	No 87.7%	12.3%	15.3%	NA	NA	Not sig.	NA	NA
		CCC	266	54.5%	45.5%	54.5%	54.6%	54.9%	NA	Not sig.	Not sig.	NA
64	Is this because of any medical, behavioral, or other health condition? (If "Yes" in Q63)	General	42	Yes 88.1%	No 11.9%	88.1%	82.6%	NA	NA	Not sig.	NA	NA
		CCC	143	95.8%	4.2%	95.8%	93.9%	94.5%	NA	Not sig.	Not sig.	NA
65	Is this a condition that has lasted or is expected to last for at least 12 months? (If "Yes" in Q63 and "Yes" in Q64)	General	37	Yes 97.3%	No 2.7%	97.3%	97.3%	NA	NA	Unable to Test	NA	NA
		CCC	136	96.3%	3.7%	96.3%	99.3%	97.8%	NA	Unable to Test	Unable to Test	NA

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\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

# Question Summaries

## Limitations & Special Therapy

355 Total General Population Respondents

270 Total CCC Population Respondents

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
				Yes	No	2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
66	Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?	General	350	9.4%	90.6%	9.4%	13.5%	NA	NA	Not sig.	NA	NA
		CCC	268	35.4%	64.6%	35.4%	38.3%	38.6%	NA	Not sig.	Not sig.	NA
67	Is this because of any medical, behavioral, or other health condition? (If "Yes" in Q66)	General	32	59.4%	40.6%	59.4%	72.5%	NA	NA	Not sig.	NA	NA
		CCC	93	95.7%	4.3%	95.7%	96.0%	93.5%	NA	Unable to Test	Not sig.	NA
68	Is this a condition that has lasted or is expected to last for at least 12 months? (If "Yes" in Q66 and "Yes" in Q67)	General	19	94.7%	5.3%	94.7%	92.9%	NA	NA	Unable to Test	NA	NA
		CCC	88	98.9%	1.1%	98.9%	99.0%	98.8%	NA	Unable to Test	Unable to Test	NA
69	Does your child need or get special therapy such as physical, occupational, or speech therapy?	General	350	9.4%	90.6%	9.4%	11.8%	NA	NA	Not sig.	NA	NA
		CCC	268	34.7%	65.3%	34.7%	36.5%	37.4%	NA	Not sig.	Not sig.	NA
70	Is this because of any medical, behavioral, or other health condition? (If "Yes" in Q69)	General	32	71.9%	28.1%	71.9%	59.5%	NA	NA	Not sig.	NA	NA
		CCC	92	91.3%	8.7%	91.3%	88.9%	89.7%	NA	Not sig.	Not sig.	NA
71	Is this a condition that has lasted or is expected to last for at least 12 months? (If "Yes" in Q69 and "Yes" in Q70)	General	22	90.9%	9.1%	90.9%	86.4%	NA	NA	Unable to Test	NA	NA
		CCC	83	100.0%	0.0%	100.0%	95.5%	97.9%	NA	Unable to Test	Unable to Test	NA

\* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.



## Question Summaries

### Emotional, Developmental, & Behavioral Problems

355 Total General Population Respondents

270 Total CCC Population Respondents

## Presbyterian Centennial Care

### Medicaid Child with CCC CAHPS®

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to All Plans
72	Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?	General	349	Yes 11.2%	No 88.8%	11.2%	14.6%	NA	NA	Not sig.	NA	NA
		CCC	268	47.0%	53.0%	47.0%	59.5%	55.3%	NA	Sig. decrease	Below	NA
73	Has this problem lasted or is it expected to last for at least 12 months? (If "Yes" in Q72)	General	38	Yes 92.1%	No 7.9%	92.1%	83.7%	NA	NA	Unable to Test	NA	NA
		CCC	125	96.8%	3.2%	96.8%	97.5%	96.7%	NA	Unable to Test	Unable to Test	NA

\* The 2017 SPH Analytics (SPHA) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPHA) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2016 (approximately 179 plan-specific samples). The 2016 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2016 (approximately 53 plan-specific samples).

\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

## Question Summaries

### Child Demographics

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

355 Total General Population Respondents

270 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses						
74	What is your child's age?	General	347	<u>0 - 4</u> 19.9%	<u>5 - 8</u> 22.5%	<u>9 - 13</u> 33.7%	<u>14 or older</u> 23.9%			
		CCC	267	10.1%	18.4%	39.3%	32.2%			
75	Is your child male or female?	General	350	<u>Male</u> 50.6%	<u>Female</u> 49.4%					
		CCC	267	57.3%	42.7%					
76	Is your child of Hispanic or Latino origin or descent?	General	347	<u>Yes, Hispanic or Latino</u> 76.1%	<u>No, not Hispanic or Latino</u> 23.9%					
		CCC	266	69.2%	30.8%					
77	What is your child's race? (Mark one or more.)	General	311	<u>White</u> 70.1%	<u>Black or African-American</u> 2.9%	<u>Asian</u> 3.5%	<u>Native Hawaiian or other Pacific Islander</u> 1.0%	<u>American Indian or Alaska Native</u> 8.0%	<u>Other</u> 27.0%	
		CCC	249	68.3%	5.6%	3.2%	0.8%	9.6%	30.1%	

Note: The base for Q77 is the total number of respondents. Members were allowed to choose more than one option; therefore, the sum of all figures may equal more than 100%.

## Question Summaries

Respondent Demographics/Completing this Survey

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

355 Total General Population Respondents

270 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses						
78	What is your age?	General	346	<u>24 or younger</u> 7.2%	<u>25 - 34</u> 32.1%	<u>35 - 44</u> 34.4%	<u>45 - 54</u> 17.6%	<u>55 - 64</u> 5.2%	<u>65 - 74</u> 3.2%	<u>75 or older</u> 0.3%
		CCC	260	5.8%	27.7%	33.1%	17.3%	11.2%	4.6%	0.4%
79	Are you male or female?	General	349	<u>Male</u> 11.2%	<u>Female</u> 88.8%					
		CCC	266	5.6%	94.4%					
80	What is the highest grade or level of school that you have completed?	General	339	<u>8th grade or less</u> 7.7%	<u>Some high school, but did not graduate</u> 10.3%	<u>High school graduate or GED</u> 35.4%	<u>Some college or 2-year degree</u> 31.3%	<u>4-year college graduate</u> 11.5%	<u>More than 4-year college degree</u> 3.8%	
		CCC	258	5.8%	9.3%	26.4%	38.0%	14.0%	6.6%	
81	How are you related to the child?	General	340	<u>Mother or father</u> 90.6%	<u>Grandparent</u> 4.7%	<u>Aunt or uncle</u> 0.6%	<u>Older brother or sister</u> 0.3%	<u>Other relative</u> 0.0%	<u>Legal guardian</u> 3.2%	<u>Someone else</u> 0.6%
		CCC	254	87.8%	7.9%	0.4%	0.0%	0.0%	3.1%	0.8%
82	Did someone help you complete this survey?	General	169	<u>Yes</u> 3.0%	<u>No</u> 97.0%					
		CCC	149	2.7%	97.3%					
83	How did that person help you? (Mark one or more.) (If Mail survey and "Yes" in Q82)	General	5	<u>Read the questions to me</u> 80.0%	<u>Wrote down the answers I gave</u> 20.0%	<u>Answered the questions for me</u> 0.0%	<u>Translated the questions into my language</u> 40.0%	<u>Helped in some other way</u> 0.0%		
		CCC	4	50.0%	0.0%	0.0%	25.0%	25.0%		

Note: The base for Q83 is the total number of respondents. Members were allowed to choose more than one option; therefore, the sum of all figures may equal more than 100%.

## 13. Appendix B - Custom Questions

Your plan's custom questions are shown beginning on Page B.1. All custom questions are shown in this section, regardless of their placement on the survey tool. Your plan's Summary Rate for the current year is shown alongside the Summary Rate for the identical question from the previous year (where applicable).

The Summary Rates shown represent the percentage of respondents who answered in a positive way. Not all questions are designed for the assignment of Summary Rates, such as "Mark all that apply" questions. In this case, an "NA" is shown in the Summary Rate column.

### Charts B.1 - B.2

# Question Summaries

## Custom Questions

355 Total General Population Respondents

270 Total CCC Population Respondents

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in grey)					Plan's Summary Rate		SPHA Book of Business - 2016*		Significance Testing**	
									2017	2016	Summary Rate	Correlation with Q54	2017 to 2016	2017 to SPHA BoB
84	Would you recommend your child's health plan to your family or friends?	General	343	Definitely yes 65.0%	Probably yes 31.8%	Probably not 2.0%	Definitely not 1.2%	96.8%	94.6%	95.7%	0.053	Not sig.	Not sig.	
		CCC	257	65.0%	33.1%	1.2%	0.8%	98.1%	93.3%	93.0%	0.008	Unable to Test	Sig. increase	
85	Do you intend to switch your child to a different health plan when you next have an opportunity?	General	342	Definitely yes 2.3%	Probably yes 2.9%	Probably not 34.5%	Definitely not 60.2%	94.7%	92.9%	88.5%	0.015	Not sig.	Sig. increase	
		CCC	258	3.1%	2.3%	28.7%	65.9%	94.6%	94.8%	NA	NA	Not sig.	NA	
86	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	334	Yes 20.1%	No 79.9%			20.1%	14.4%	NA	NA	Not sig.	NA	
		CCC	255	37.6%	62.4%			37.6%	29.0%	NA	NA	Sig. increase	NA	
87	In the last 6 months, who helped to coordinate your child's care?	General	65	Someone from your child's health plan 13.8%	Someone from your child's doctor's office or clinic 46.2%	Someone from another organization 6.2%	A friend or family member 1.5%	You 32.3%	NA	NA	NA	NA	NA	
		CCC	91	18.7%	53.8%	7.7%	1.1%	18.7%	NA	NA	NA	NA	NA	
88	How satisfied are you with the help you got to coordinate your child's care in the last 6 months?	General	66	Very dissatisfied 1.5%	Dissatisfied 1.5%	Neither dissatisfied nor satisfied 1.5%	Satisfied 47.0%	Very satisfied 48.5%	95.5%	85.7%	NA	NA	Unable to Test	NA
		CCC	94	3.2%	1.1%	3.2%	41.5%	51.1%	92.6%	86.7%	NA	NA	Not sig.	NA

\* The 2016 SPH Analytics Book of Business consists of the results of 8 Medicaid child with CCC samples surveyed by SPH Analytics in 2016 that submitted data to NCQA.

\*\*Significance Testing - "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

## Question Summaries

### Custom Questions

355 Total General Population Respondents

270 Total CCC Population Respondents

## Presbyterian Centennial Care

### Medicaid Child with CCC CAHPS\*

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in grey)		Plan's Summary Rate		SPHA Book of Business - 2016*		Significance Testing**	
						2017	2016	Summary Rate	Correlation with Q54	2016 to 2017	2017 to SPHA BoB
89	Do you feel that your child's cultural and/or language needs are recognized and addressed, as needed, by Presbyterian?	General	338	Yes	No	81.1%	NA	NA	NA	NA	NA
				81.1%	18.9%						
		CCC	254	86.6%	13.4%	86.6%	NA	NA	NA	NA	NA

\* The 2016 SPH Analytics Book of Business consists of the results of 8 Medicaid child with CCC samples surveyed by SPH Analytics in 2016 that submitted data to NCQA.

\*\*Significance Testing - "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

## 14. Appendix C - Loyalty Analysis

Member loyalty develops when the health plan consistently meets or exceeds the expectations of its members. Loyal members remain with the health plan, allowing the health plan to recoup its up-front investment in enrolling, orienting, and transitioning members into care.

As defined in this analysis, loyal members of the health plan are: (1) satisfied with the plan, (2) not planning to switch to other plans, and (3) willing to recommend the plan to other consumers. Furthermore, loyal members are more likely to stay with the plan for a prolonged period of time.

Pages C.1 and C.3 present an assessment of member loyalty for the General and CCC Populations, respectively. Member loyalty is based upon responses to the following questions:

- What number would you use to rate your health plan?
- Would you recommend your health plan to your family or friends if they needed care?
- Do you intend to switch to a different health plan when you next have an opportunity?

**Loyalty Zone:** Members are very satisfied, are likely to recommend the plan to others, and are not likely to switch plans in the future.

**Defection Zone:** Members are not satisfied, are not likely to recommend the plan to others, and are likely to switch plans in the future.

**Indifference Zone:** Members are mixed in their responses to a combination of the following: whether they are satisfied, likely to recommend the plan to others, and/or whether they will switch in the future.

### Loyalty Segmentation

Pages C.2 and C.4 present a loyalty analysis segmentation by select member demographics (for the General and CCC Populations, respectively), which allows the health plan to identify which members are more likely to be loyal or to defect than other members.

### Charts C.1 - C.4

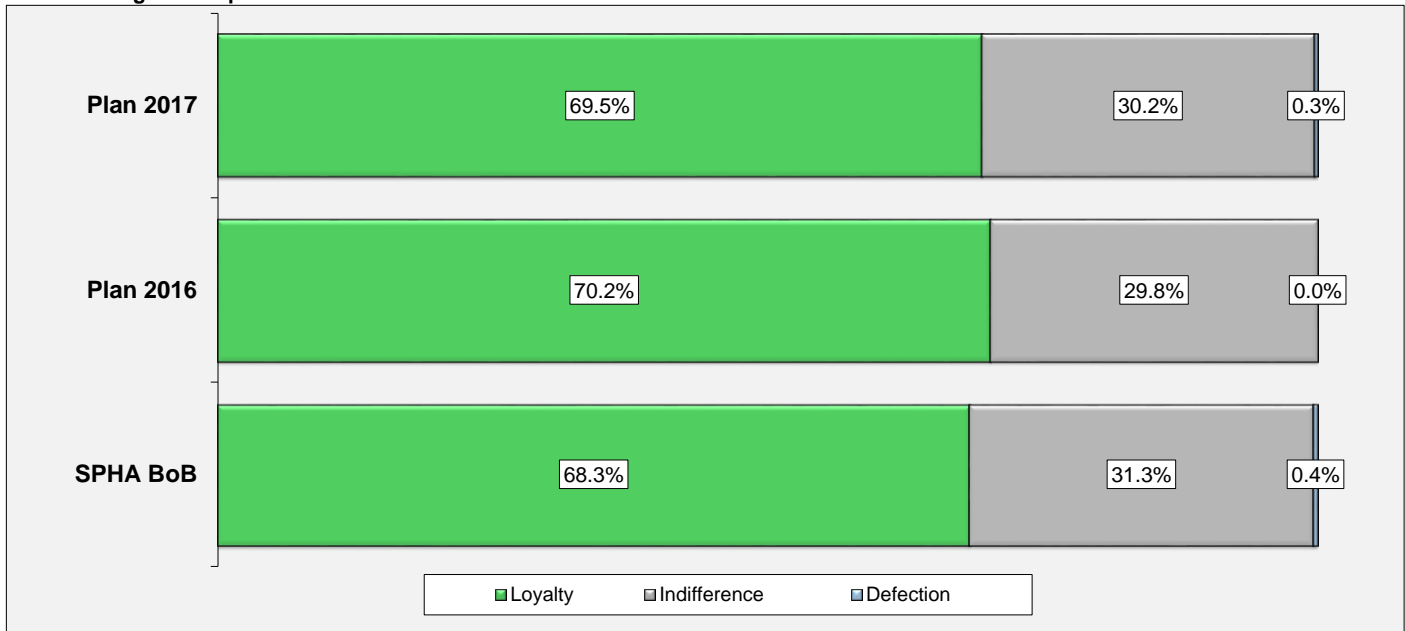
# SPHA Loyalty Analysis

For General Population

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

334 Total Eligible Respondents\*



## Zone Definitions

	Recommend the health plan to others?		Do you intend to switch health plans?		Health Plan Rating
Loyalty	"Definitely Yes"	AND	"Definitely Not"	AND	8, 9, 10
	"Definitely Yes"	AND	"Probably Not"	AND	
	"Probably Yes"	AND	"Definitely Not"	AND	
Indifference	All other responses				
Defection	"Definitely Not"	AND	"Definitely Yes"	AND	0, 1, 2, 3
	"Definitely Not"	AND	"Probably Yes"	AND	
	"Probably Not"	AND	"Definitely Yes"	AND	

## Loyalty Scores & Comparison

Zone	2017 Loyalty		2016 Loyalty		2016 SPHA Book of Business**	Significance Testing***	
	Valid n	Percent	Valid n	Percent	Percent	2017 to 2016	2017 to SPHA BoB
Loyalty	232	69.5%	203	70.2%	68.3%	Not sig.	Unable to Test
Indifference	101	30.2%	86	29.8%	31.3%	Not sig.	Not sig.
Defection	1	0.3%	0	0.0%	0.4%	Unable to Test	Unable to Test

\* Eligible Respondents are those answering all three questions.

\*\* The 2016 SPH Analytics Book of Business consists of the results of 8 Medicaid child with CCC samples surveyed by SPH Analytics in 2016 that submitted data to NCQA.

\*\*\*Significance Testing -"Sig. decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.



# Segmentation Analysis

**Presbyterian Centennial Care**

**SPHA Loyalty Zones by Plan Member Demographics**

**Medicaid Child with CCC CAHPS®**

*For General Population*

**334 Total Loyalty Respondents**

Survey Item		SPHA Loyalty Zones					
		Loyal		Indifferent		Defection	
		Valid n*	%	Valid n*	%	Valid n*	%
RATING OF PERSONAL DOCTOR (Q41)	0 - 7	15	57.7%	11	42.3%	0	0.0%
	8 - 10	184	73.0%	67	26.6%	1	0.4%
CONTACT CUSTOMER SERVICE (Q49)	Yes	68	76.4%	20	22.5%	1	1.1%
	No	161	66.5%	81	33.5%	0	0.0%
GOT INFORMATION/HELP FROM CUSTOMER SERVICE (Q50)	Never/Sometimes	6	60.0%	3	30.0%	1	10.0%
	Always/Usually	62	78.5%	17	21.5%	0	0.0%
RATING OF HEALTH PLAN (Q54)	0 - 7	0	0.0%	34	97.1%	1	2.9%
	8 - 10	232	77.6%	67	22.4%	0	0.0%
CHILD'S HEALTH STATUS (Q58)**	Excellent/Very good	175	70.3%	74	29.7%	0	0.0%
	Good	44	67.7%	21	32.3%	0	0.0%
	Fair/Poor	12	70.6%	4	23.5%	1	5.9%
RESPONDENT'S AGE (Q78)	24 or younger	17	70.8%	7	29.2%	0	0.0%
	25 - 34	74	67.3%	36	32.7%	0	0.0%
	35 - 44	87	75.7%	27	23.5%	1	0.9%
	45 or older	53	63.9%	30	36.1%	0	0.0%
RESPONDENT'S EDUCATION (Q80)	High School or less	124	70.5%	52	29.5%	0	0.0%
	Some College or more	105	69.5%	45	29.8%	1	0.7%

\* Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.

\*\* Health Status is defined by the member.

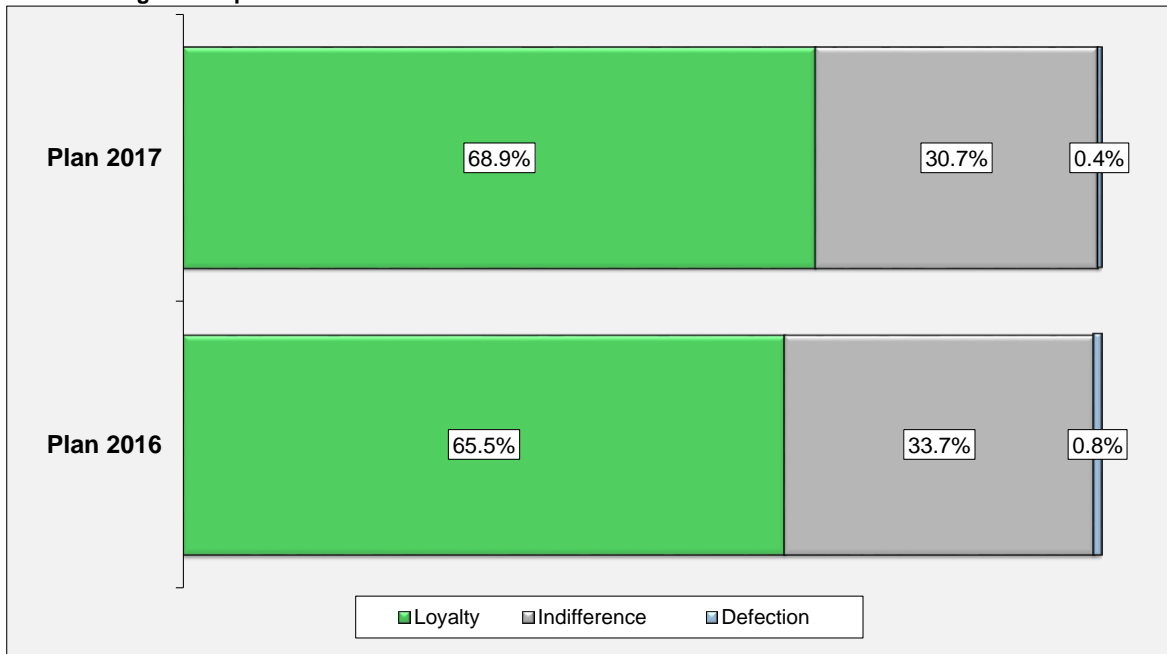
# SPHA Loyalty Analysis

For CCC Population

**Presbyterian Centennial Care**

**Medicaid Child with CCC CAHPS®**

254 Total Eligible Respondents\*



## Zone Definitions

	Recommend the health plan to others?		Do you intend to switch health plans?		Health Plan Rating
Loyalty	"Definitely Yes"	AND	"Definitely Not"	AND	8, 9, 10
	"Definitely Yes"	AND	"Probably Not"	AND	
	"Probably Yes"	AND	"Definitely Not"	AND	
Indifference	All other responses				
Defection	"Definitely Not"	AND	"Definitely Yes"	AND	0, 1, 2, 3
	"Definitely Not"	AND	"Probably Yes"	AND	
	"Probably Not"	AND	"Definitely Yes"	AND	

## Loyalty Scores & Comparison

Zone	2017 Loyalty		2016 Loyalty		Significance Testing**
	Valid n	Percent	Valid n	Percent	2017 to 2016
Loyalty	175	68.9%	171	65.5%	Not sig.
Indifference	78	30.7%	88	33.7%	Not sig.
Defection	1	0.4%	2	0.8%	Unable to Test

\* Eligible Respondents are those answering all three questions.

\*\* Significance Testing - "Sig. decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: A Loyalty Analysis benchmark is unable to be provided for the CCC population due to an insufficient number of plans included in the analysis.

# Segmentation Analysis

## Presbyterian Centennial Care

### SPHA Loyalty Zones by Plan Member Demographics

### Medicaid Child with CCC CAHPS®

For CCC Population

254 Total Loyalty Respondents

Survey Item		SPHA Loyalty Zones					
		Loyal		Indifferent		Defection	
		Valid n*	%	Valid n*	%	Valid n*	%
RATING OF PERSONAL DOCTOR (Q41)	0 - 7	10	45.5%	12	54.5%	0	0.0%
	8 - 10	154	73.7%	54	25.8%	1	0.5%
CONTACT CUSTOMER SERVICE (Q49)	Yes	62	76.5%	18	22.2%	1	1.2%
	No	112	65.5%	59	34.5%	0	0.0%
GOT INFORMATION/HELP FROM CUSTOMER SERVICE (Q50)	Never/Sometimes	5	50.0%	4	40.0%	1	10.0%
	Always/Usually	57	80.3%	14	19.7%	0	0.0%
RATING OF HEALTH PLAN (Q54)	0 - 7	0	0.0%	35	97.2%	1	2.8%
	8 - 10	175	80.3%	43	19.7%	0	0.0%
CHILD'S HEALTH STATUS (Q58)**	Excellent/Very good	97	69.3%	43	30.7%	0	0.0%
	Good	53	69.7%	23	30.3%	0	0.0%
	Fair/Poor	23	67.6%	10	29.4%	1	2.9%
RESPONDENT'S AGE (Q78)	24 or younger	9	60.0%	6	40.0%	0	0.0%
	25 - 34	45	63.4%	26	36.6%	0	0.0%
	35 - 44	64	77.1%	18	21.7%	1	1.2%
	45 or older	56	70.0%	24	30.0%	0	0.0%
RESPONDENT'S EDUCATION (Q80)	High School or less	76	76.0%	24	24.0%	0	0.0%
	Some College or more	96	65.3%	50	34.0%	1	0.7%

\* Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.

\*\* Health Status is defined by the member.

# Quality Improvement Consulting

## SPH Analytics Can Help You Identify Opportunities to Improve Performance

SPH Analytics' Quality Consulting Services help evaluate initiatives for potential improvement based on the survey data provided and best industry practices through consultation with your organization's team members. An in-depth analysis can help organizations identify strengths and weaknesses, as well as opportunities to improve performance.

### Harnessing the Power of Information

SPHA Consulting Services help organizations develop initiatives and solutions for improved performance, patient/member satisfaction, and improvement in scores and ratings.

### Action Plans for Improvement

SPHA consultants work with you to develop action plans for improvement. Our experienced consultants have extensive backgrounds in quality improvement, healthcare research, and program evaluation and development. Consultants have worked with and for leading healthcare organizations to implement process improvements and strategic initiatives.



### Stars/Scores Improvement

We understand Star Ratings and scores improvement is important to your organization. As a leader in healthcare transformation, SPHA helps you evaluate your organization's performance to develop a realistic plan for improvement. SPHA looks beyond typical measures to help you gain a more meaningful understanding of patient and member sentiment. SPHA consultants help guide your performance improvement initiatives.

The answers are not always easy to find. However, there are steps you can take to bring you closer to your goals. SPHA's knowledgeable consultants help you develop plans that empower long-term success in the rapidly changing healthcare environment.

#### Benefits of SPHA's Consulting Services:

- Gain insight and information based on overall findings
- Examine organizational strengths and weaknesses and their impact on performance
- Identify common themes, best practices, and calls to action
- Develop action plans for improvement
- Improve ratings and scores

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